

TICKTALK 5

Quick Start Guide

For Ages

3+



TICKTALK

SPECIFICATION

Product Size: 47 x 45x 16 mm

Wristband Size: 5.0"-7.48"

Net Weight: 55g

Connectivity: Cellular 4G/Bluetooth/GPS

CPU: 64-bite Quad-core Processor

Ram/ Rom: 1GB/ 8GB

SIM Card: Nano SIM

Display: 1.52 inches, TFT Touchscreen

Camera Resolution: 5 Megapixels

Camera Quantity: 1

Water Resistance: IP67

Battery: Lithium-ion 770mAh

Charger Input: 5V/500mAh

Wi-Fi: Wi-Fi 4 (802.11 a/b/g/n)

Bluetooth: 4.2 Low Energy

Cellular Frequency Bands:

LTE: B1/B2/B3/B4/B5/B7/B12/B17/B66

UMTS: B1/B2/B4/B5

COMPONENTS

The image shows a close-up of a blue and green smartwatch case. Two specific components are highlighted with black lines and dots: a speaker and a microphone. The watch face is partially visible on the right side.

SPEAKER

MICROPHONE

Both speaker and microphone are **IP67 water-resistant** offering protection against minor splashes



COMPONENTS

Hold down the
POWER BUTTON
for 5 seconds to
power on/off
the watch

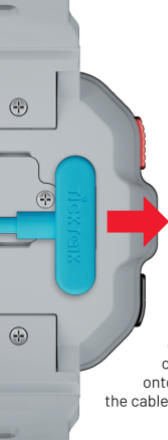
Hold down the red
SOS BUTTON
for 5 seconds to call your
Emergency SOS contact



EMERGENCY CALL

To call 911, press **POWER BUTTON** once, followed by **SOS BUTTON** twice.

- This feature can be enabled or disabled via the parental App.



CHARGING

Use the included 5V **USB CHARGING CORD**

Connect the charging cable following the arrow direction.

Incorrect connection may cause product damage.

- Chargers from TickTalk 4 are not compatible with TickTalk 5
 - Adult supervision is recommended during charging
- Please do not attach the charging cable, when connected to a charger, onto metallic surfaces. This can cause the cable to overheat and become damaged.

EXTRA ACCESSORY

Our Power Base, available for separate purchase, provides an easy, magnetic charging solution. Perfect for placing on a nightstand or any convenient location.



For more details, visit
www.myticktalk.com

ACTIVATING YOUR SIM

US Customers

US models come with a pre-installed TickTalk SIM (excluding international orders). Activate your service plan by visiting **activate.myticktalk.com** or scanning the QR code below.

- Plans as low as \$9.99/mo plus tax.
- ICCID location: **Watch Settings > About Me** or on the SIM card.



ACTIVATING YOUR SIM

NON-US Customers

For customers outside the US, acquire a SIM from a local GSM carrier on a standard smartphone plan. Ensure the plan includes VoLTE.

Check for compatibility with these 4G Bands

B1 B2 B3 B4 B5 B7 B12 B17 B66

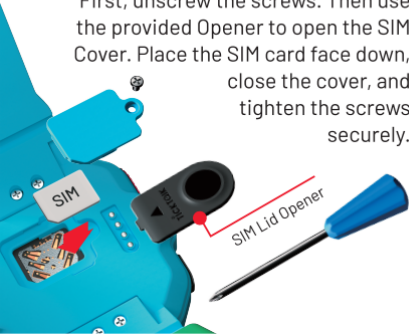
Follow on-screen instructions in the **'Non-U.S.'** section for SIM installation.



INSTALL SIM CARD

NON-US Customers

First, unscrew the screws. Then use the provided Opener to open the SIM Cover. Place the SIM card face down, close the cover, and tighten the screws securely.



NETWORK CONNECTION

Swipe up on the watch screen to view the connection status. A white **CONNECTED ICON** indicates the watch is successfully connected to the network.



- A network connection is essential for the watch's operation.

CONNECTION TROUBLESHOOTING

Common Problems

- Weak cellular signal
- Slow network speed
- Inactive or improper SIM

Solutions

- Verify network coverage in your area.
- Try Wi-Fi connection for a quick functionality check.
- Ensure your SIM is activated with a regular cellphone plan.
- Reach out to TickTalk Support for help.

PARENT APP



Download the TickTalk Parent App from the **APP STORE**, **GOOGLE PLAY STORE**, or scan the provided QR code.



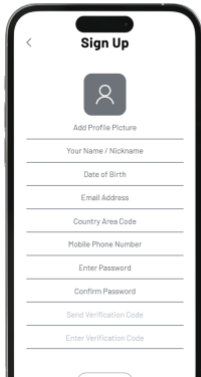
For iPhone



For Android

ACCOUNT SETUP

First-time users need to sign up for an account. The initial user to pair with the watch is designated as the **ADMIN USER**, responsible for managing and authorizing **SECONDARY USERS**.



The image shows a smartphone screen with a registration form titled "Sign Up". The form includes a back arrow in the top left, a profile picture placeholder, and several input fields for user information. The fields are: "Add Profile Picture", "Your Name / Nickname", "Date of Birth", "Email Address", "Country Area Code", "Mobile Phone Number", "Enter Password", "Confirm Password", "Send Verification Code", and "Enter Verification Code".

Sign Up

Add Profile Picture

Your Name / Nickname

Date of Birth

Email Address

Country Area Code

Mobile Phone Number

Enter Password

Confirm Password

Send Verification Code

Enter Verification Code

PAIRING PROCESS

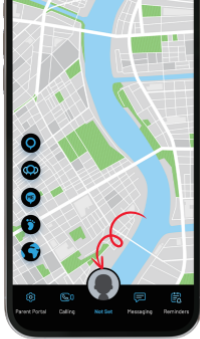
To pair, navigate to TickTalk 5 Settings, select **PAIR**, it'll display the **QR code**. Using the parent App, choose **PAIR MY TICKTALK** and scan the code on the watch. Ensure the watch is powered **ON** and has network connectivity.



EDIT CHILD'S INFO

Click the **PROFILE** icon in the App to add or modify your child's information.

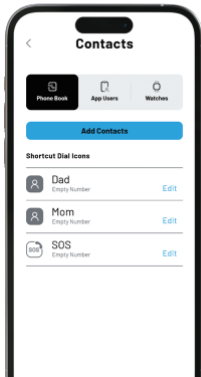
The REMOTE ANSWER feature requires the child's watch phone number to be entered in this section.



MANAGING CONTACTS

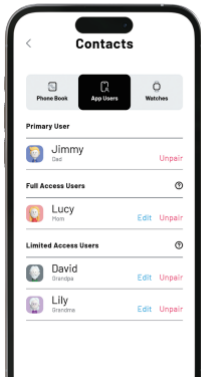
Access the **CONTACTS** section in the **PARENT PORTAL** to add up to 53 **PRE-APPROVED CONTACTS**. These contacts can make voice calls and receive calls from your child's watch.

To prevent unwanted calls, enable **BLOCK UNKNOWN NUMBERS** in the **PARENT PORTAL**.



MANAGING APP USERS

The Admin User can assign different access levels to each contact. Select **LIMITED ACCESS** for contacts to restrict them to **VOICE/VIDEO CALLS, GREETING CARDS & IN-APP MESSAGING** with the child.



TROUBLESHOOTING

Unable to charge

- Ensure the charging cord pins align and fully connect with the watch.

My watch is always offline

- Check local network reception.
- Connect to Wi-Fi as a diagnostic step.
- Consider switching to a different carrier if persistent issues occur.

For comprehensive support, visit

[**www.myticktalk.com/support**](http://www.myticktalk.com/support)

SETUP VIDEOS

For detailed setup and instructions, scan the QR code to access our video tutorials.

Visit **<https://go.myticktalk.com/setup>** for additional resources.



WARNING

Charge your TickTalk 5 using only the provided charging cable and a 5V USB charger. Using a charger with a higher voltage may damage the TickTalk 5 or other property. Always charge under adult supervision for safety.

CHOKING HAZARD

This product contains small parts and is not suitable for children under 3 years, or for individuals who have a tendency to place inedible objects in their mouths.



Watch Overheating

Like a personal smartphone, the TickTalk 5 may heat up during charging, FaceTalk calls, or prolonged use. If the watch becomes warm or your child feels uncomfortable, we recommend removing it.

Skin Sensitivity

If your child has sensitive skin, please exercise caution when wearing the watch. A fit that's too tight might cause irritation. Regularly cleaning and drying the TickTalk band can minimize skin irritation. If your child shows any signs of redness, swelling, itchiness, or discomfort around or beneath the watch, remove the TickTalk immediately and consult a physician before continued use.

WARNING

The TickTalk 5 contains delicate electronic components and is susceptible to damage if dropped, burned, punctured, or crushed. Avoid using a damaged TickTalk, especially if it has a cracked screen, visible water damage, or other types of damage, as this could cause injury.

Avoid exposing the device to heavy dust or sand.

DO NOT open, try to repair, or disassemble your TickTalk. Doing so can damage the device, compromise its water resistance, and potentially cause injury to you or your child. Such actions will also void the warranty.

DO NOT attempt to replace the battery yourself, as improper handling can cause damage, potentially leading to overheating or injury.

WARRANTY AND SERVICE INFORMATION

Satisfaction Guarantee

- For any concerns or issues, reach out to our customer support for assistance.
- Detailed warranty policy available at <https://go.myticktalk.com/warranty>

Return & Replacement

- Contact us for a warranty service pre-authorization.
- Returns must be in original or protective packaging.
- Complete return policy at <https://go.myticktalk.com/return>
- Repair or replacement will be processed within 2 business days of receiving the returned item.

30-DAY REFUND POLICY

- Returns accepted within 30 days of receipt for a full refund.
- Refund pre-authorization required.
- Returns must be in new condition, with all original packaging and accessories.
- The free SIM card should be returned only if not activated.
- Detailed return instructions at <https://go.myticktalk.com/return>
- Refund processed within 2 business days of receiving the return.

FCC COMPLIANCE

FCC ID : 2AS8N-TT5

This device adheres to part 15 of the FCC Rules.

Operation conditions:

- The device must not cause harmful interference.
- The device must accept any interference received, including interference that may cause undesired operation.



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REGISTER FOR

Your 1-Year Limited Manufacturer Warranty

Scan the QR code or visit

<https://go.myticktalk.com/register>



1-Year

Limited Warranty

30-Day

Money-Back Guarantee

Free Lifetime

Software Updates

Tech Support

Live Chat • Call • Email



support@myticktalk.com



1-(844) 260-4051



9:00am-6:00pm /PST
Monday-Friday

www.myticktalk.com