

# Spacetalk Loop Quick Start Guide

## GETTING STARTED.



### 1. Activating your SIM card

In Australia, Spacetalk Loop comes pre-installed with a Spacetalk Mobile SIM\*.

Scan the QR code on the Spacetalk Mobile card in the box, or alternatively go to <http://spacetalk.co/mobile-activate> and follow the steps to activate your SIM and purchase a plan.

**Tip:** Hold on to the Spacetalk Mobile card as you will need your SIM number during the activation process.

You will need a driver's licence, passport or Medicare card to verify your ID and a valid credit card for payment to complete this step.

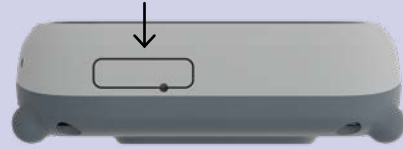
Spacetalk Loop devices using a Spacetalk Mobile SIM card do not require a Spacetalk App subscription.

#### **For Spacetalk Loop devices purchased in New Zealand:**

Spacetalk Loop requires a Nano SIM (to be purchased separately) with voice calls, SMS and at least 1GB of mobile data per month.

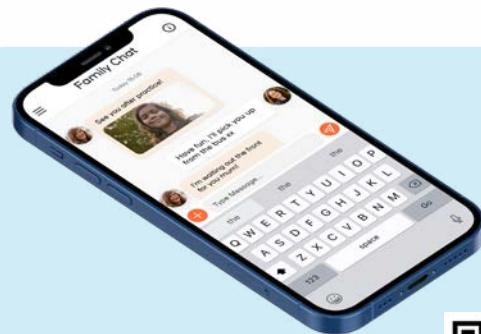
Spacetalk Loop is compatible with all mobile networks in New Zealand.

Please note, if a provider other than Spacetalk Mobile is being used, Spacetalk app subscription fees also apply.



To install the SIM, lever the SIM card tray out by gently inserting a small tool (like a paperclip) into the hole in the SIM tray on the side of the watch. Place the SIM card onto the SIM tray and re-insert the tray into the watch.

*\*Spacetalk Loop devices purchased in Australia are restricted for use with Spacetalk Mobile.*



### 2. Downloading the Spacetalk app

Scan the QR code above with your smartphone to download the Spacetalk app.

Alternatively, the Spacetalk app is available for download from the Apple App Store or the Google Play Store.

After installing the Spacetalk App launch the app and create a Spacetalk account. If you already have the Spacetalk App, please ensure it is updated to the latest version. Make sure your Spacetalk Loop is charged and powered on.

# Spacetalk Loop Quick Start Guide

## GETTING STARTED.



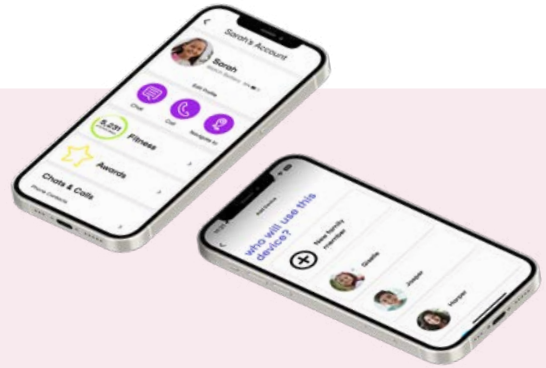
### 3. Pairing your Spacetalk

**Tip:** Spacetalk Loop will automatically dim the display when not in use to optimise battery life. Simply double tap on the screen to wake Spacetalk Loop up.

The power button (located at the back of the watch) can be held down for approximately 5 seconds to power on.



1. Follow the instructions on the back of the Spacetalk Mobile packet to activate your new SIM card.
2. You will receive confirmation via text and email that your Spacetalk Mobile service has been activated. You are now ready to pair the device.
3. In the Spacetalk app, select 'Add New Device' from the app's 'Home' screen then tap the image of Spacetalk Loop. Set up the watch user's profile, then tap 'Continue'.
4. Now on Spacetalk Loop tap 'Tap to pair', Spacetalk Loop will automatically check for updates, if there is an update available download it to continue.
5. Tap 'Start', a QR code should appear on the watch. Scan the QR on the watch face by using the Spacetalk app and then confirm the pairing on the watch.
6. Tap 'Get started' on Spacetalk Loop and then complete the setup process on the Spacetalk app.



### Multiple users on the Spacetalk app

It is possible to share access to Spacetalk Loop with multiple trusted users.

To share your Spacetalk Loop, please follow these steps:

#### Primary Account Holder:

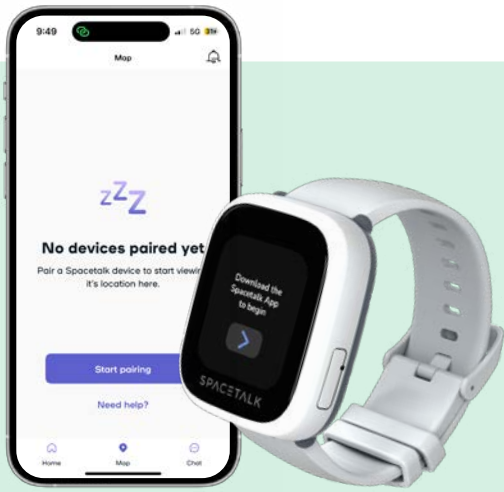
1. In your Spacetalk app, tap on the device you wish to share to reveal the pop-up menu, then tap 'Settings'.
2. Scroll down and tap 'Device Sharing' then tap the purple add button.
3. Enter the email address of the person you wish to share Spacetalk Loop with then tap 'Share 'Access'.

#### Secondary Account Holder:

1. Download the Spacetalk app.
2. Open the app and create a new Spacetalk account OR log in with an existing account, using the email address that was entered by the Primary Account Holder.
3. Once logged into the app, tap 'Home'. A notification message should appear under the account holder's name.
4. Tap on the notification and it will allow you to Accept the request. Once accepted, you will have shared access to that Spacetalk device.

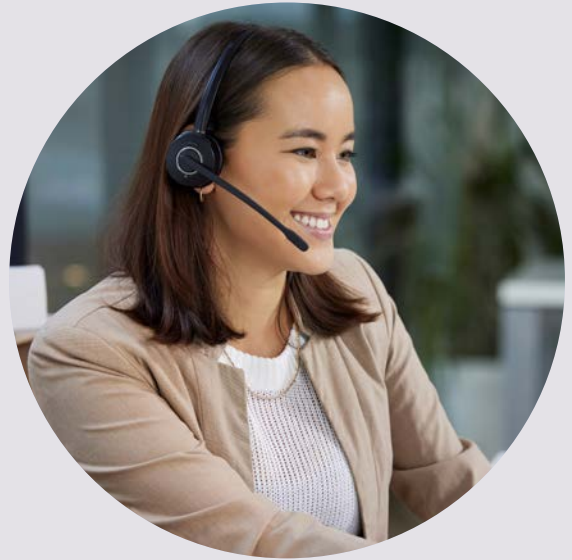
# Spacetalk Loop Quick Start Guide

GETTING STARTED.



## My Spacetalk Loop will not pair with the Spacetalk app

1. Check Spacetalk Loop is receiving a network signal. Network signal strength is displayed at the top of the screen of Spacetalk Loop.
2. Ensure the SIM card has been activated. Check to see if you can call Spacetalk Loop's telephone number. In some cases, it may take several hours for the provider to activate the SIM card.
3. Ensure your SIM card has credit, as this is required to pair Spacetalk Loop. Use the SIM provider's recharge instructions to do so.
4. Power-off and power-on Spacetalk Loop.
5. Reset Spacetalk Loop. This function can be found in the watch Settings menu. You will need to enter the last 4 digits of the IMEI number, which can be found in the Information menu.



## I need additional support

Visit <https://www.spacetalk.co/support> for additional FAQ's and troubleshooting tips.

[www.spacetalk.co](https://www.spacetalk.co)