

KidsOClock User Guide & Features Model GL20

Most Frequently Asked Questions Related to watch setup.

Please Read the Setup Guide Included with the watch on basic features like how to insert Sim cards etc

1. First thing to Do with your new watch.

Go to Settings-> Device Info -> Upgrade.

If you get a **Network Error**, Please Click on 3 Dots on the update screen and clear Cache. In Some cases you will need to update the watch twice as there might be 2 updates depending on your software version. Please Follow the same steps as explained above to update again.

1. How will update help?

Software update is specifically to fix bag round watch activity that is causing the battery to drain and heat up.

2. Where is the bind code?

Bind code is in the watch.

Please swipe left on the main menu of the watch and you will find the bind code.

3. Watch not generating bind code?

For the watch to generate a bind code it must be connected to WIFI

4. How to Connect to WiFi

To connect the watch to WIFI

Go to watch settings then go to WLAN select your WIFI put your password and connect.

5. The watch is not generating a bind code after connecting to WiFi?

Please reboot your watch.

6. After inserting an activated sim card watch is unable to make or receive calls?

Please reboot the watch

7. How to Shut down and reboot the watch:

For shutdown go to watch settings then shutdown

For reboot got to watch setting shutdown then reboot.

8. Messaging on the watch:

Messaging is only through the app. If anyone wants to send a message to the watch, they need to install KidsOClock app and connect to the watch using the bind code.

Kids can send voice messages, emojis and pictures to the contacts who have installed the app from the chat section on the watch.

9. Video Calls

Video calls can be made through Kidsoclock app only. If anyone wants to video call to the watch, they need to install Kidsoclock app and connect to the watch using the bind code.

10. Video Calls on the watch:

To video call on the watch go to "CHAT" section on the app.

Open the contact you want to video call then swipe left you will see a video call icon.

11. Watch screen goes blank while the watch is on?

If your watch screen goes blank press the sos button on the side of the watch and keep it pressed till the watch restart. Also make sure the watch is charged.

12. Watch is not ringing even when the volume is on?

Please open the dial pad

Dial *#0000*#

A settings menu will come up choose reset

Then click on the options button in the bottom left corner then click on factory data reset.

Reset your watch and wait for it to restart then check the volume

13. How to add friends on the KidsOClock watch?

Open friends' menu both KidsOClock watches then click on add friends

To view the added Friends:

Open the Chat section on the watch and swipe left you will see added friends

Click on the friend to chat

For video calls with friends click on the friend's name and swipe left.

App Features Model GL20

1. Add or allow more family members to a Watch.



Please go to Section Called **Bind Family Members** in your KidsOClock Watch to allow more family members to control the watch features. Please note Video Calls and features like chat are only allowed to the members that are allowed in the list.

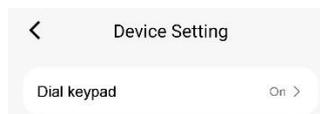
2. Add New Contacts and Restrict Unknown Calls



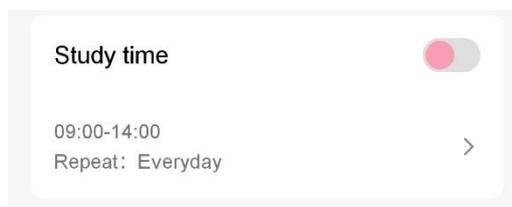
Use the feature to add new Voice Call Contacts to the watch. The contacts can be allowed or disallowed by the feature called Restrict Unknown Calls.



If you like to block outgoing calls from the watch Dial Pad please go Device Settings->Dial Pad = OFF

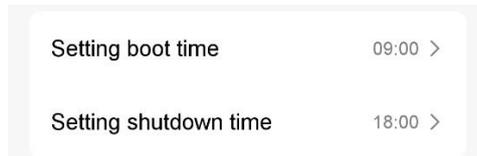


3. Restrict watch during study time.



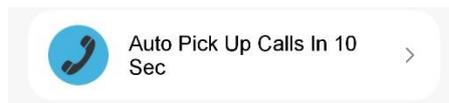
You can enable or disable this feature and setup the time using feature called [Disable In Class Mode](#).

4. Battery Saving Feature, Set Start and Shutdown Time



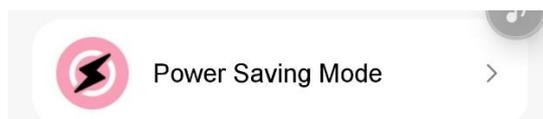
This feature can be really handy, you can set up the start and shutdown time of the watch. For example, you can set the watch to shutdown at around 5PM and make it switch back on at 9AM every day. This will make sure that watch is only on during kid's school hours. This can increase the battery timing to up to 3-4 Days.

5. Auto Pick up Calls



This Feature is manly handy for younger kids. If you want the watch to automatically pick up the calls then you can utilise this.

6. Power Saving mode



This feature will only allow incoming calls once the battery drops under 20%. This is to make sure kids can be contacted if the battery drops to low. Once activated kids will not be able to use the watch.

7. Electronic Fencing



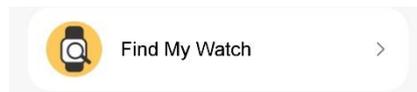
This feature will create an electronic GPS fence. If the kids leave the fence the parents will be informed. For this feature to work please set update GPS frequency to 30 minutes or 1 hr. Its very easy to setup. Just open the menu, select the size of the fence and give it a name to save.

8. Report Lost



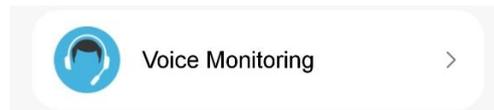
This feature is used in case you lose your watch. This will put a Passcode on the watch and no one will be able to use it. It should be used in case your watch gets stolen.

9. Find My watch



This feature will Simply ring the watch in case its lost some where in the house. Its just to locate your watch.

10. Voice Monitoring Also Known as Listen In



This feature can be used to listen to your child's surrounding. Once you select this option it will ask you for your mobile number. The watch will then make a 1-way call to the number that you will provide. You will be able to listen to the surroundings of the kids while the watch would neither ring or show that it's making a call.

11. Remote Photos



This feature will let you take photos remotely. Once you request a picture it takes 1-2 Minutes for the watch to take a picture and then send it to your app. You can view the photos in the same section.

12. Chat & Video Calls Feature

Chat and video calls feature can only be used between a watch and Parents KidsOClock App. The reason for the is security of your child. Third party apps like WhatsApp, Facebook, Skype or even Facetime, cannot be controlled by KidsOClock. Also, we cannot Block Messages from unknown People in those apps. This is a major Security issue and that is the reason we do not allow 3rd party Apps. Any user who wants to contact the watch must have the app or should make a voice call.

13. Setup Guide.

Setup guide is included as a hard copy with every watch. If you like one please contact our online support team.