

KidsOClock User Guide & App Features

Thank you for choosing **KidsOClock**. This guide will help you set up your new watch and explore the app features, ensuring your child's safety and connectivity.

For GL20 Users (Update the watch 4 times)

- 1. Connecting Your Watch to WiFi:**
 - Open *Watch Settings* from the end of the watch menu.
 - Tap *WLAN*.
 - Select your WiFi network and enter the password.
- 2. Checking Software Version:**
 - Ensure your watch is running software version **AC920_80M_L09_GL20_V1.0.43_20240828** or later.
 - To check the version number:
 - Go to *Watch Settings*.
 - Tap *Device Info* and confirm the version number.

For GL50 Users (Update the watch 2 times)

Before setting up the watch and activating the SIM card, follow these steps:

- 1. Connect Your Watch to WiFi:**
 - Swipe through the menu to *Watch Settings* at the end of the menu.
 - Tap *WLAN* and connect your watch to WiFi.
 - Select your WiFi network and enter the password using the keypad.
- 2. Update the Watch:**
 - Once the watch is connected to WiFi, go back to *Watch Settings*.
 - Tap *Device Info*.
 - Select *Upgrade* and update your watch.
 - Repeat the update process once more to ensure the latest software is installed.
 - Latest Version **L46M-A_DG-ZT07M20-B90-T_V011_20241206-1105** or later.

Once the update is complete, follow the instruction manual included in the box to continue setting up the watch.

Common Issues and Solutions

- 1. Can not receive on make calls in GL20?**
 - Please read the instructions above and update your software.
- 2. Can not receive on make calls in GL30?**
 - Please go to more →Settings→VOLTE=OPEN.
- 3. Getting unlock code on the watch?**
 - Please remove sim card and then read the instructions above and update your software.
- 4. Where is the Bind Code?**

- The bind code is located in the watch.
- Swipe left on the main menu of the watch to find the bind code.
- 5. **Watch Not Generating a Bind Code?**
 - The watch must be connected to WiFi to generate the bind code.
- 6. **How to Connect to WiFi:**
 - Go to *Watch Settings*.
 - Select *WLAN*.
 - Choose your WiFi network, enter the password, and connect.
- 7. **Watch Not Generating a Bind Code After Connecting to WiFi?**
 - Reboot the watch.
- 8. **Watch Unable to Make or Receive Calls After Inserting an Activated SIM Card?**
 - Reboot the watch.
- 9. **How to Shut Down and Reboot the Watch:**
 - To shut down: Go to *Watch Settings* and select *Shutdown*.
 - To reboot: Go to *Watch Settings*, select *Shutdown*, and then choose *Reboot*.
- 10. **Messaging on the Watch:**
 - Messaging can only be done through the app.
 - To send messages to the watch, install the KidsOClock app and connect to the watch using the bind code.
 - Children can send voice messages, emojis, and pictures to contacts who have installed the app via the chat section on the watch.
- 11. **Video Calls:**
 - Video calls can only be made through the KidsOClock app.
 - To make a video call to the watch, install the app and connect using the bind code.
- 12. **How to Make Video Calls from the Watch:**
 - Open the *CHAT* section in the app.
 - Select the contact you wish to call.
 - Swipe left to reveal the video call icon.
- 13. **Watch Screen Goes Blank While Powered On?**
 - If the screen goes blank, press and hold the SOS button on the side of the watch until it restarts.
 - Ensure the watch is fully charged.
- 14. **Watch Not Ringing Even When the Volume is On?**
 - Open the dial pad.
 - Dial **#0000#** to access the settings menu.
 - Select *Reset*.
 - Tap the options button in the bottom left corner and choose *Factory Data Reset*.
 - Reset the watch and wait for it to restart.
 - Check the volume settings.
- 15. **How to Add Friends on the KidsOClock Watch:**
 - Open the *Friends* menu on both KidsOClock watches.
 - Tap *Add Friends*.

To View Added Friends:

- Open the *Chat* section on the watch and swipe left to view added friends.
- Select a friend to start chatting.

- To make a video call, click the friend's name and swipe left.

This guide will help you get the most out of your KidsOClock watch. If you encounter any issues, follow the troubleshooting steps or contact support for assistance.

App Features

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.

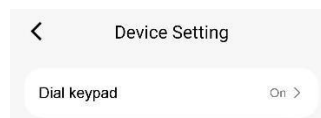
2. Add New Contacts and Restrict Unknown Calls



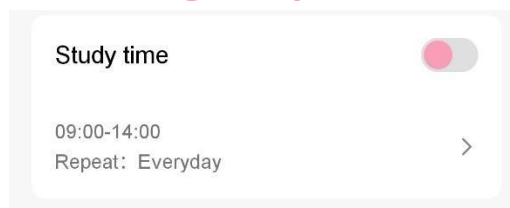
Use the feature to add new Voice Call Contacts to the watch. The contacts can be allowed or disallowed by the feature called Restrict Unknown Calls.



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

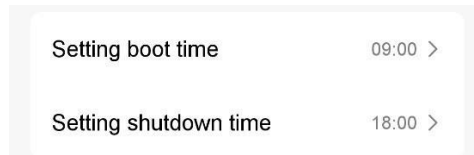


3. Restrict watch during study time.



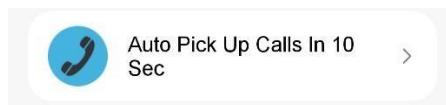
You can enable or disable this feature and setup the time using feature called **Disable In Class Mode**.

4. Battery Saving Feature, Set Start and Shutdown Time



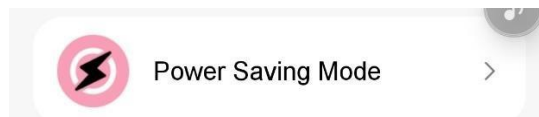
This feature can be really handy, you can set up the start and shutdown time of the watch. For example, you can set the watch to shutdown at around 5PM and make it switch back on at 9AM every day. This will make sure that watch is only on during kid's school hours. This can increase the battery timing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

5. Auto Pick up Calls



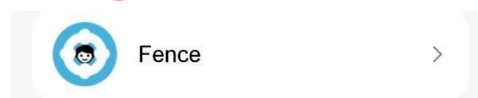
This Feature is manly handy for younger kids. If you want the watch to automatically pick up the calls then you can utilise this.

6. Power Saving mode



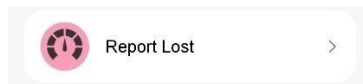
This feature will only allow incoming calls once the battery drops under 20%. This is to make sure kids can be contacted if the battery drops to low. Once activated kids will not be able to use the watch.

7. Electronic Fencing



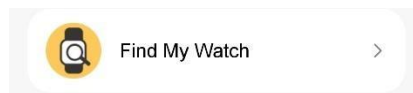
This feature will create an electronic GPS fence. If the kids leave the fence the parents will be informed. For this feature to work please set update GPS frequency to 30 minutes or 1 hr. Its very easy to setup. Just open the menu, select the size of the fence and give it a name to save.

8. Report Lost



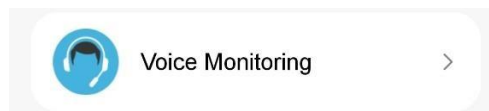
This feature is used in case you lose your watch. This will put a Passcode on the watch and no one will be able to use it. It should be used in case your watch gets stolen.

9. Find My watch



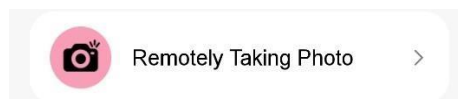
This feature will simply ring the watch in case it's lost somewhere in the house. It's just to locate your watch.

10. Voice Monitoring Also Known as Listen In



This feature can be used to listen to your child's surroundings. 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 this 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.