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Product Introduction

Be There, Even When You're Not . . . with the Timex® FamilyConnect™ cellular-connected watch for kids.

Two-Way Calling

Stay connected with voice calls to and from the watch with approved contacts set in the Timex FamilyConnect app.

Real-Time Location Sharing

See your child's location in real-time on a map in the app. Set safe zones in the app and get alerts when your child enters or leaves each zone.

NOTE: Safe Zone updates are based on the location frequency set in the mobile app.

Voice & Instant Messaging

Communicate quickly with recorded voice messages, typed or preset instant messages.

SOS Alerts

If the child needs to connect immediately, press and hold the SOS button for more than three seconds. The watch will call the parent and send alert messages to the parent and all designated guardians. This function is just a way of notifying applicable contacts, and it does not access emergency 9-1-1 service.

NOTE: Calls to 9-1-1 are supported through the watch's contact list.

Private Secure Network

No spam. No strangers. Your child's smartwatch can only communicate with approved contacts that you set up with the Timex FamilyConnect app.

CAUTION

If the watch is inside a building or at a place where GPS reception is compromised, the child's location may not be indicated precisely. Location accuracy is affected by the availability of GPS signals, Wi-Fi database triangulation and cell tower location.

What's Included



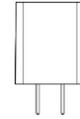
Watch



Charging Dock



Micro USB Cable



USB Adapter

NOTES: Your watch comes with three (3) keepers to give your child a choice of accent colors. Simply slip them over the buckle to keep what you want. Never disassemble or modify the charging dock.

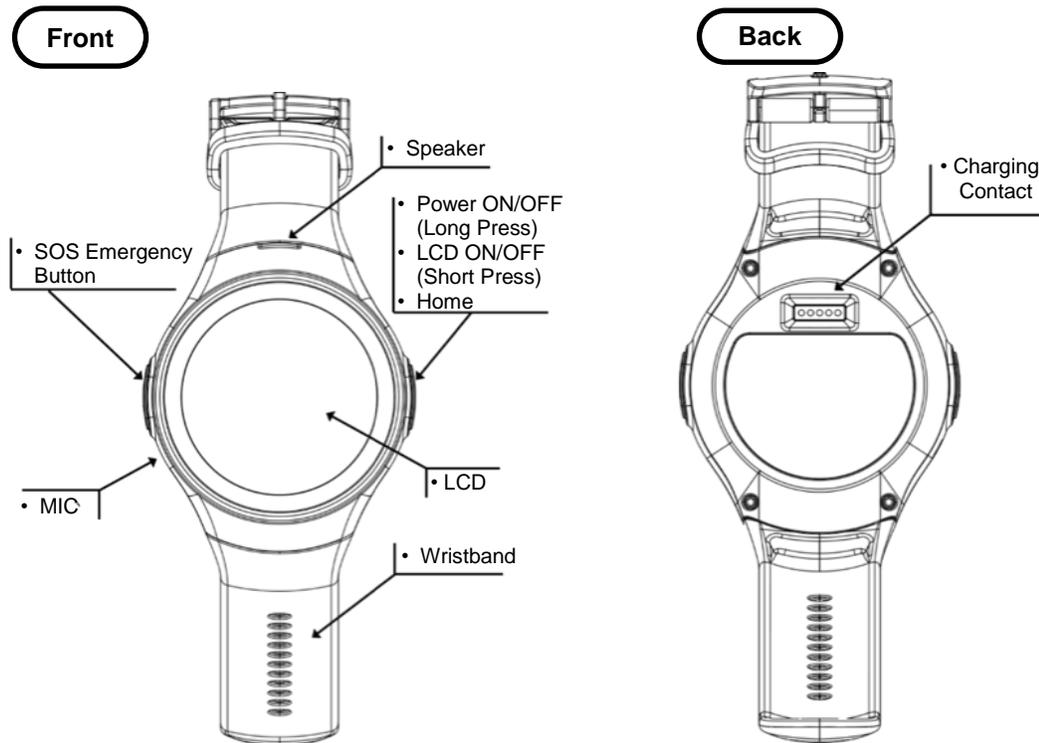
CAUTION

Use accessories that come with the watch; they are tested to maximize the life of your product.

If you use unapproved accessories, the product's life span may be reduced. Be aware that the manufacturer isn't responsible for the product if it is damaged due to unapproved accessories.

The charging dock should be used with the provided micro USB cable and, if necessary, the USB adapter.

Watch Overview



Charging Your Watch

The Timex FamilyConnect watch has a rechargeable Li-Ion battery. To charge the battery, place the watch in the charging dock as shown.

Ensure that the contact on the back of the watch are engaged with the port on the charging dock. The watch display will briefly show the current time and battery charge level to confirm. See below for the LED status of the charging dock.



LED Indicator for Battery Charging Dock

Charging	Fully Charged	Error
Red	Green	Orange (Flashing)

Charging Duration

Required Time	3 hours or longer
---------------	-------------------

CAUTION

When the LED indicator flashes Orange, the battery is not being charged. Make sure to connect the watch properly to the charging dock.

The temperature of the watch and dock may increase while the battery is charging.

The required charging time may differ, depending on the battery level of the watch and the power supply connected to the charging dock.

If the temperature of the watch is too high, it will automatically not power on. Additionally, if the ambient temperature is too high, the watch may be automatically powered off for self-protection.

Getting Started

To facilitate watch activation, make sure that you are in an area for good cellular reception.

Once charged, remove the watch from the dock. The watch should be powered “On”, and prompting you with either of the first two screens below. Once you acknowledge the app download on the watch by tapping “Next”, the watch will display its QR code and phone number.



NOTE: If you need to refresh the watch display, press the Power ON button. If you do not go back to the QR code screen, swipe to the “Info” screen shown above.

Get the Timex FamilyConnect App

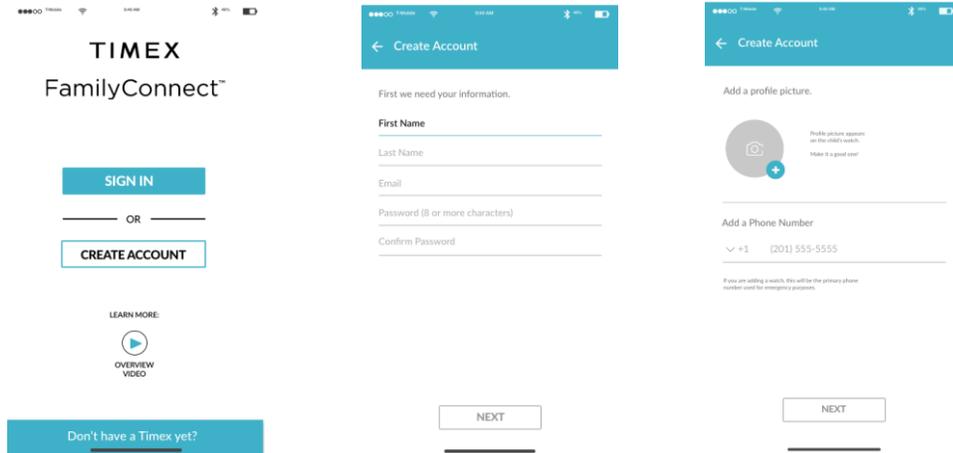


Download and install the Timex FamilyConnect app on your phone. System Requirements for the app: iOS 10 or higher; Android 6.0 or higher.



Create the Account

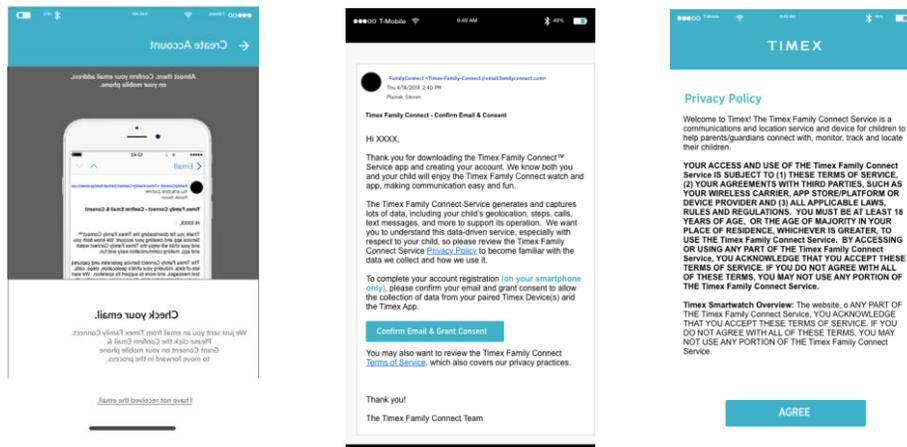
Launch the installed app and tap “Create Account”. Provide the required user information: First and Last Names, Email Address and Password. Tap NEXT. Add a profile picture and your phone number. Tap NEXT.



NOTE: The Email Address is a required part of the confirmation and activation process.

The Timex FamilyConnect service sends the user an email. Open the email on your phone, and validate the email address. Tap “Confirm Email and Grant Consent” to complete the account creation.

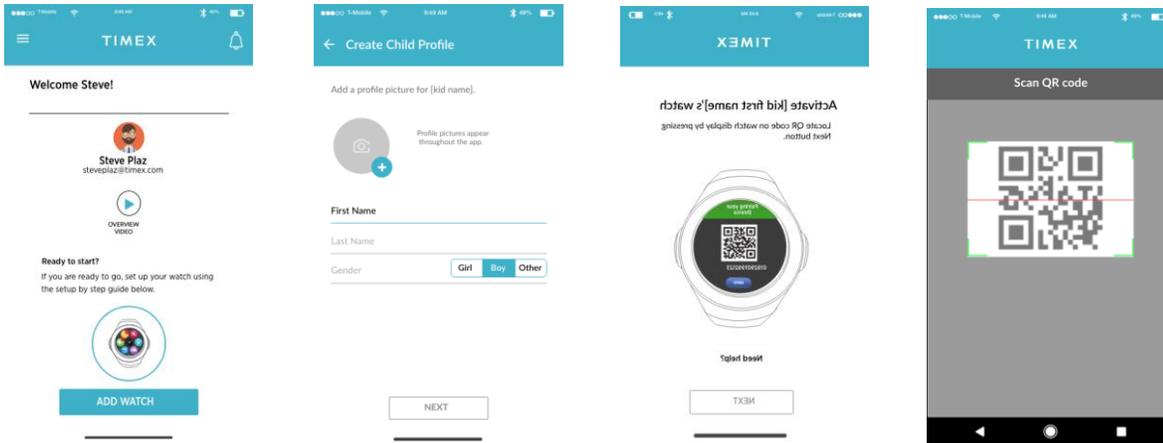
Review the terms and conditions of the app, especially the Privacy Policy, regarding the capture and use of the child’s information.



Add a Watch

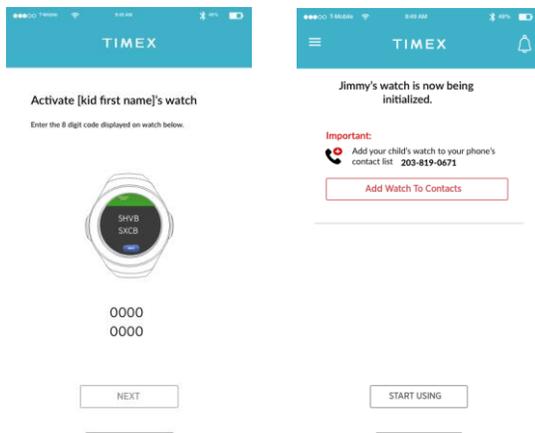
The Timex FamilyConnect app will take you to the welcome screen (or you may have to log into the app). Tap “Add Watch”. Enter the child’s information into his/her profile.

The app guides you through the process to get and scan the QR code from the watch (if the watch is not already showing it). The app will prompt you to use the phone camera to capture the QR code.



After the QR code is scanned into the app, the Timex FamilyConnect service will send an 8-digit code to the watch that needs to be entered into the app.

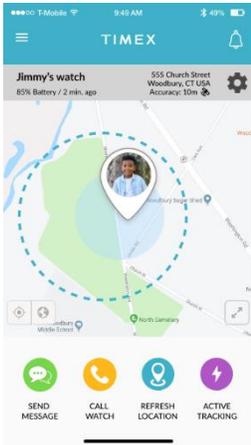
Setup is completed, and the watch is initialized and ready to use. The app will remind you to add the watch to your phone’s contact list, so you recognize an incoming call from the watch.



Using the Mobile App



When you launch the Timex FamilyConnect mobile app, It opens into the Map View and refreshes to show the last known location of your connected watch(es).



Map View

The Map View has options to show a comprehensive map (tap the location pin symbol) with your location and the watch(es), or a child-specific map view (tap the child's picture).

Within Map View, you have quick access along the bottom of the screen to:

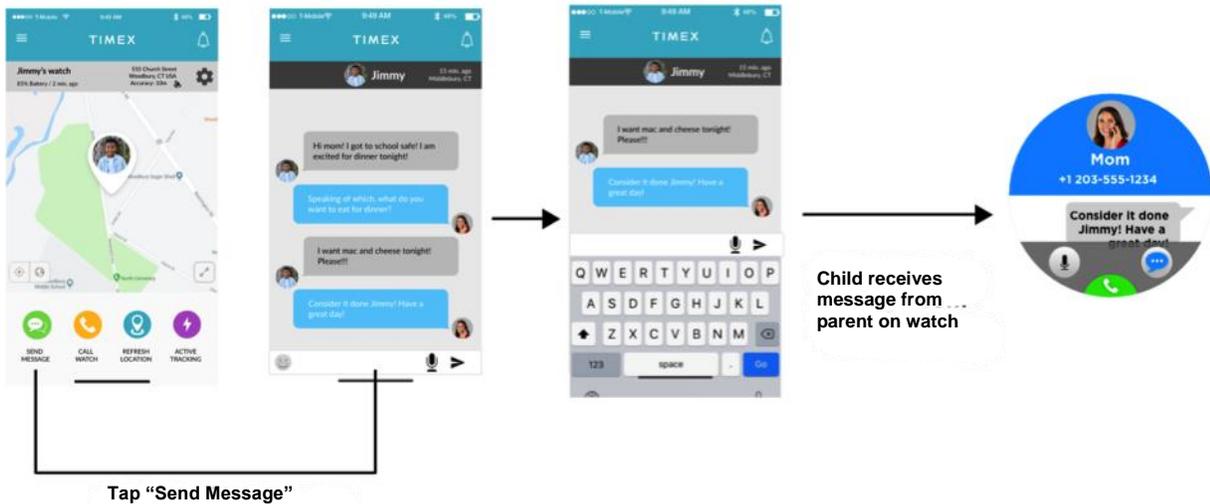
- **Send Message:** Type or Record a message to send to the watch
- **Call Watch:** Using your phone's network to call using the 4G cellular network
- **Refresh Location:** Updates the watch(es) location(s) that may be set to refresh every 15, 30, 45 or 60 minutes
- **Active Tracking:** Requests more frequent updates from the watch – every 3 minutes over a 15-minute period

NOTES:

- The pin appears with a white background if it is online; gray if it is offline.
- The light blue circle provides a view of device location accuracy.
- The dashed circle shown is a view of the Safe Zone set for the watch.

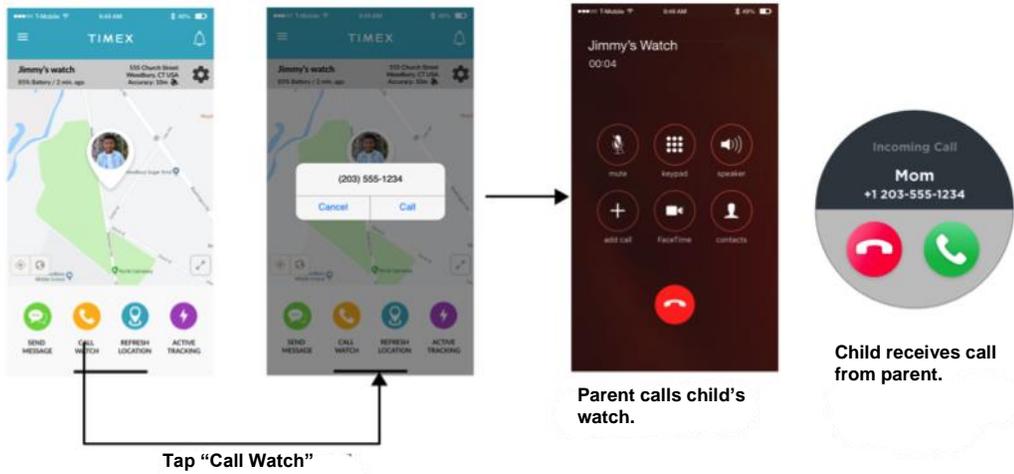
Send Message

Type a message as you would a text with letters, numbers and emojis.



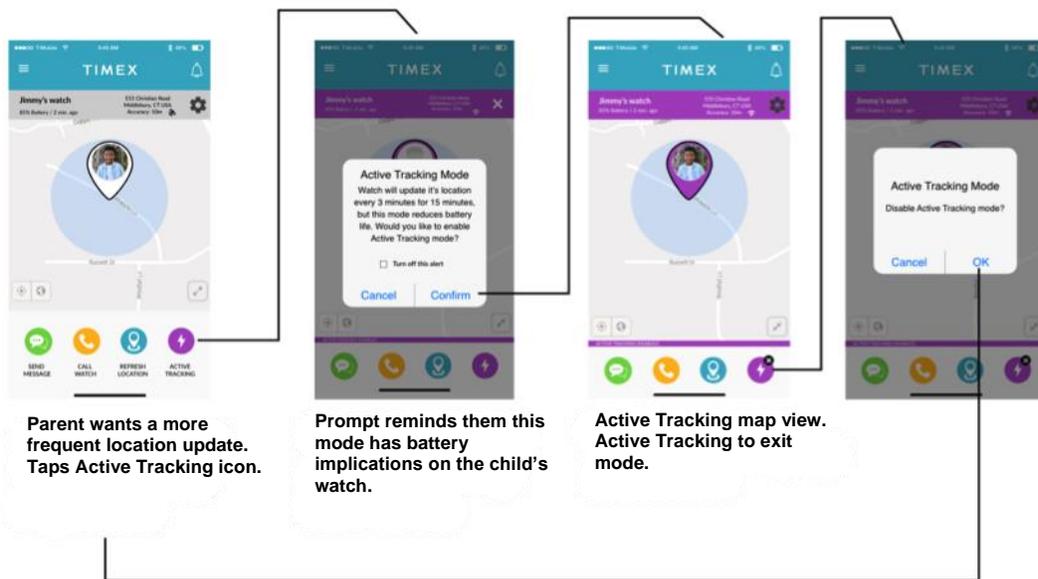
NOTE: To record a message, tap the "mic" icon. You can record for up to 15 seconds.

Call Watch



Active Tracking

When that option is selected, the app prompts you and, when confirmed, changes the pin to a purple background to confirm. Tap the "Active Tracking" icon again to cease this option.



Within the child's map view, you can get more information about your child's watch or customize the FamilyConnect experience to your needs. Tap the "gear icon" on the right for Data & Settings:



- **Location History:** See pinpoints for Today or tap the "calendar icon" to choose another day.
- **Call History:** See all calls made from and to the child's watch.
- **Preset Messages:** Add or edit up to 20 messages that your child can select on the watch.
- **Set Alarms:** Create what show as Reminders on your watch(es). Name it, set its time and frequency, select the watch(es), and enable/disable the alarm.
- **Child Profile:** Edit any of the information from the "Add Watch" process.
- **Device Settings:** Customize your experience by setting Automatic Location Updates (15, 30, 45 or 60 minutes) and the time range that those updates are active.

NOTE: These device settings can be used to extend the battery life between recharging.

Mobile App Menu



Tap the 3-line "hamburger icon" to bring up the menu and explore more about the Timex FamilyConnect mobile app.

Family View

In Family View, you can see each watch and each contact associated with your account. You can access "Map View" (see earlier), "Add Watch" (as you did in Setup) and "Add Contact" (see later) within this view, too.

All Contacts

View, delete and add contacts to your "private network". To add a contact, all information, including Email address, are required for setup. Set the Account Type and the watch(es) to apply.

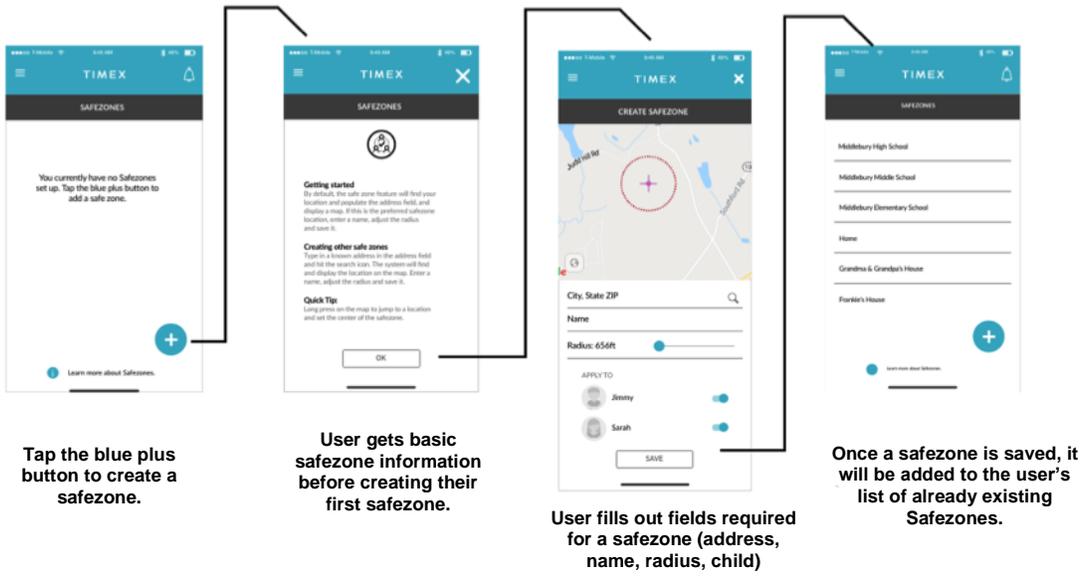
- **Contacts:** Can call or be called by the watch.
- **Guardians:** Can call or be called by the watch, and can send or receive messages through the FamilyConnect mobile app.

NOTE: The Guardian will receive an email inviting them to download the app.

Safe Zones

Use the SafeZones function to establish locations where you will receive automatic notifications when your child leaves or enters the designated area. These notifications are based on your pre-set automatic location updates in Device Settings.

To add a safe zone, tap the blue “plus”. Enter a location address, name it, determine its radius, and apply it to your watch(es). You can also enable/disable a safe zone.



When a location update finds your child inside a safe zone for the first time, you will receive a notification. You will receive a notification if the child has left the safe zone, and if found to be true on succeeding updates, you will receive a notification that your child has re-entered.



NOTE: If the child has left a safe zone, Active Tracking is automatically turned on.

Messages

For each watch, see its message history.

Activity Center

This feature captures the data from the step counter function in each watch. to create a leaderboard. Tap the “calendar icon” to select the setting for Today, This Week or This Month.

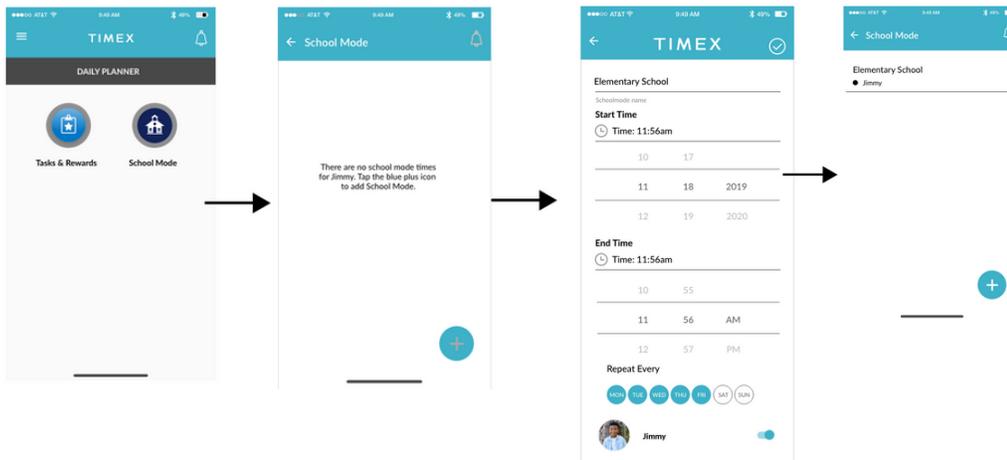
Daily Planner

In this function, you can set up School Mode and Tasks & Rewards.

School Mode

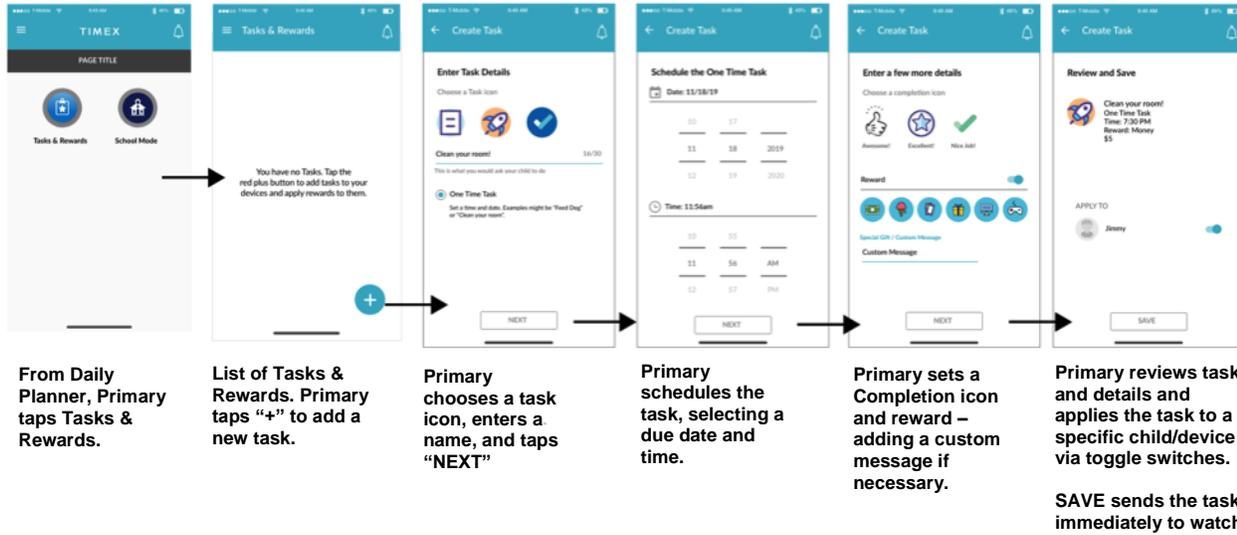
School Mode allows you to limit access to and the features of the watch. Tap “School Mode” and tap the blue “plus” to add, and specify a name, start and end time, frequency, and watch selected. Once added, you can go to this screen to edit or delete your settings.

NOTE: While in School Mode, the watch cannot play games, message with anyone, or call anyone other than the parent.



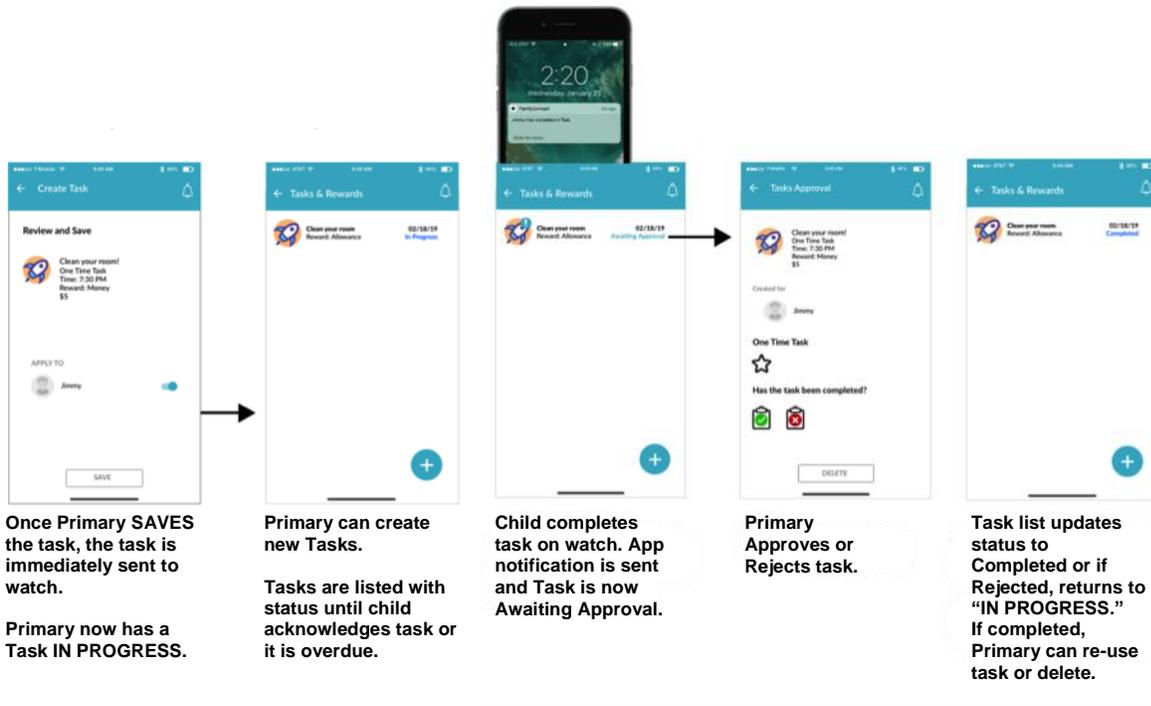
Tasks & Rewards

This function allows you to assign your child responsibilities communicated through the watch. Tap “Tasks & Rewards” and tap the blue “plus” to create a task. Assign a task icon, name it, set a completion date and time, assign a completion icon and select an optional reward.



You save the task, and it appears on the watch as a message. The blue “clipboard icon” receives a highlight on the watch’s Main Menu – Page 2. The status of the task is displayed.

While the child marks the task as completed (from the watch), a message appears, and you have the opportunity to approve or reject the claimed completion. The task status updates, and if completed, you can delete the task or re-use it.



My Account

Use this function to edit any of your information supplied during Account Setup – Name, Phone Number, Email Address and Password.

App Settings

Select whether to show your location and the app language.

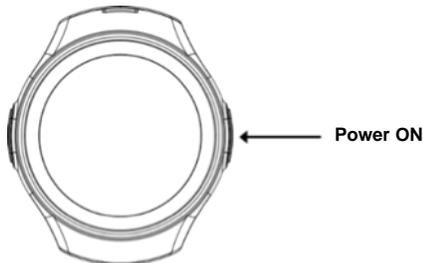
Support

Review the Quick Start Guide, Frequently Asked Questions, How-To Videos, Terms of Service or Online Support for the Timex FamilyConnect Service.

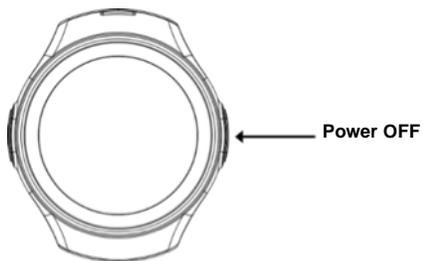
Using the Watch

Turning the Watch On and Off

Press and hold the button on the right for more than two seconds to turn on the watch.



To prevent your child from accidentally turning off the watch, the Power button requires a long press, and the child must tap the message on the display to confirm "shutdown".



Using the Touch Screen

Your watch has a touch screen. Just swipe the screen to reveal and to switch pages.

NOTE: If the display goes dark, short press the Power ON/OFF button (on the right of the watch) to refresh the display.

Tap Types		Swipe Directions			
Short	Long	Right	Left	Down	Up
					

Watch Navigation

From the time display, see the navigation available below:



Time Display Selection

To select another time display, long tap the current display, and the time display will shrink in size. Swipe left or right to display the available time displays and tap to select your choice.



Missed Call & Unread Message Alerts

When necessary, each time display will provide more information about notification status.

The time display color will change, and the unread message symbol and/or missed call symbol will appear, along with the applicable count for each. Once the message or call is viewed, the time display will return to normal.



Notifications



From the time display, swipe to the right to go to Notifications page. The Notifications page will show missed calls and unread messages.

Touch each notice on Notification List to go to corresponding menu window (call, message, etc.).

Watch Status



From the time display or either of the app menus, you can view the status of the watch. Swipe down to reveal the watch status.

From the top of the display going clockwise:

- LTE Signal State (bar chart) and Battery Charge Level
- Display Brightness (tap/swipe to adjust)
- Volume Level (tap/swipe to adjust)
- Airplane Mode Status (tap to confirm)
- School Mode Status (tap to confirm)

Main Menu – Page 1

Tap the time display to go to the Main Menu apps.

- a. Return to Time Display
- b. Two-Way Calling
- c. Step Tracker
- d. Location Check-In
- e. Games
- f. Tasks & Rewards
- g. Voice & Instant Messaging

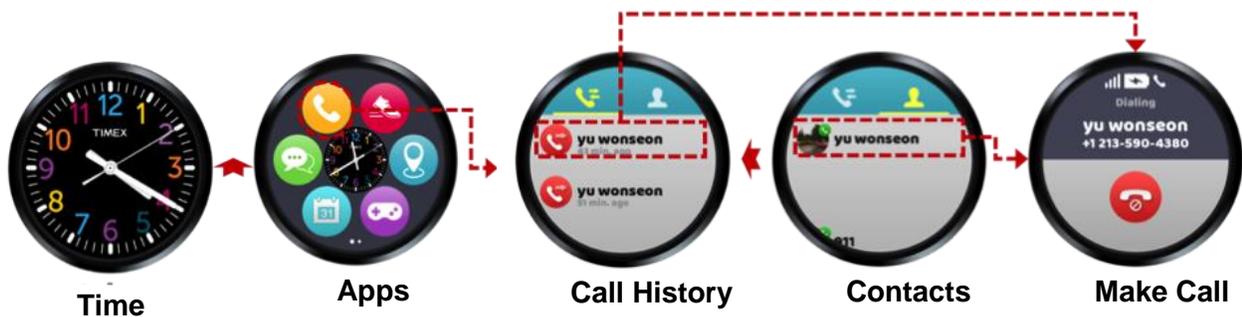


Two-Way Calling

Making a Phone Call

From the time display, swipe up or tap the display. Tap the yellow “phone” icon to display the call history.

Swipe up and tap one of those previous calls, or tap on the contact list to select someone to call.



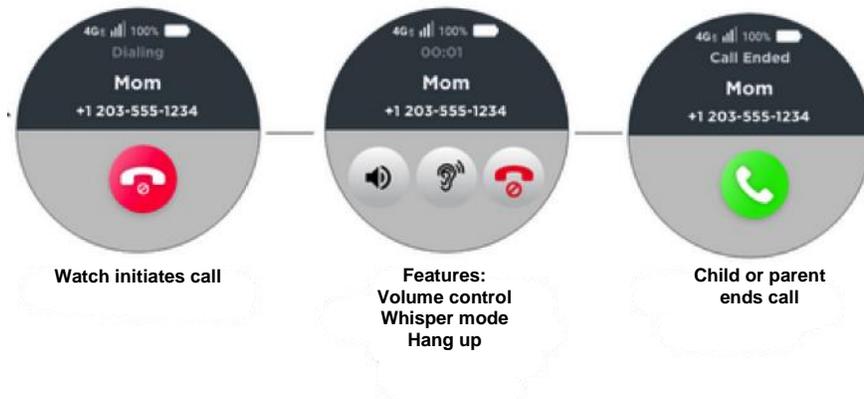
For the Call History List, these icons explain the call type.



Once the contact appears on the display, tap the green “phone” icon to dial.

During a Phone Call

While the call is dialing, you can tap the red “phone” icon to end the call. When a call is connected, the screen displays options to tap: Speaker Volume Control, Whisper Mode, and Call End.



Once the call is ended, the watch displays the option to redial the last called number.

NOTE: Whisper Mode lowers the speaker volume to provide more privacy for the call.

Emergency 911 Calling

The FamilyConnect watch provides an option to dial emergency services. Tap the yellow “phone” icon to display the call history and tap the contact list.



Swipe to the bottom of the contact list, and tap the contact for 911. The watch will provide a confirmation screen to avoid accidental dialing. Tap “Yes” to call the police.

While the call is dialing, the watch “siren” will sound, and you can tap the red “phone” icon to end the call.

To comply with federal regulations, after completing a 911 call, the watch will be able to receive calls from any phone number for 7 minutes so the emergency services operator can call back the watch in the event the call was prematurely terminated.

The 911 call will generate messages through the app to the parent and all guardians indicating the emergency number was called and how long the call lasted.



SOS Alert Mode

This feature allows the child to immediately contact the parent.

From any watch mode, including a dark display, press and hold the (left side) SOS button so the "Help!" screen appears, the red outline circle completes, and simultaneously, the parent's app is messaged and the parent's phone number is called.

While the call is dialing, you can tap the red "phone" icon to end the call.

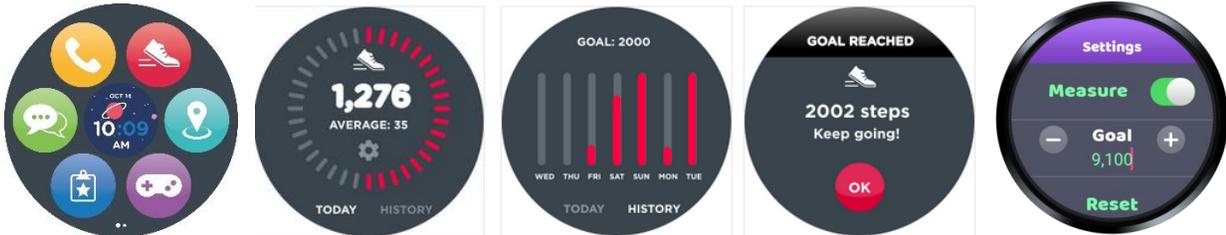


NOTE: An SOS emergency FamilyConnect message is also sent to registered guardians.

Step Counter

This feature tracks your child’s steps, and will send that data back to the FamilyConnect app.

From the main menu (p. 1), tap the red “shoe” icon to see today’s step count and the week’s average. Tap “History” to see the results for each day of the past. When the goal is reached, the watch celebrates that achievement.



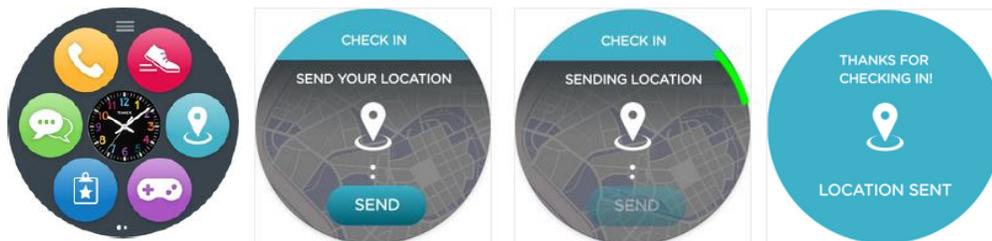
Tap the “gear” icon on the Today screen for the settings menu. Turn the step counter On or Off, adjust the daily goal, or reset today’s step count.

NOTE: The step count will reset each day at midnight local time.

Location Check-In

Your child uses this feature for a quick check-in to refresh location before a regular system update.

From the main menu (p. 1), tap the blue “pin” icon and tap “Send”. The watch displays an in-process message and a confirmation message.



Games

The watch includes fun and educational games for math, time telling and motor skills.

From the main menu (p. 1), tap the purple “game controller” icon to enter the Games menu. The maze game requires your child to tilt the watch to move around the game.



NOTE: Excessive game play will shorten the time between recharging.

Tasks & Rewards

Through the parent's app, you can assign tasks to your child – rewards are optional.

An alert on the watch will tell your child that there is a new task. Your child taps the alert screen to find out more. The blue “clipboard” icon shows an outstanding task is awaiting.



Your child can later tap the blue “clipboard” icon to answer the reminder to whether the task was completed. If “Yes”, the completion is acknowledged and the parent can approve.



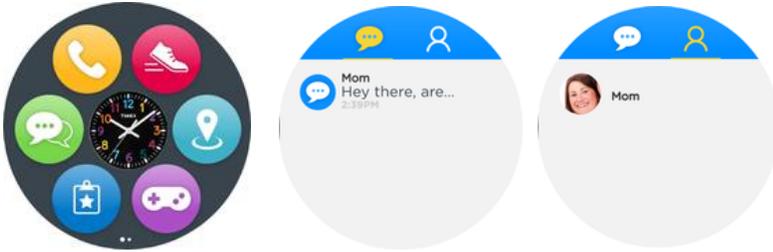
If the parent approves, the watch receives a “Task Completed” badge. If the parent does not approve, the watch receives a “Task Failed” message. Your child may have multiple tasks assigned.



Voice & Instant Messaging

Your child can communicate with the parent or assigned guardians from the watch through the mobile app.

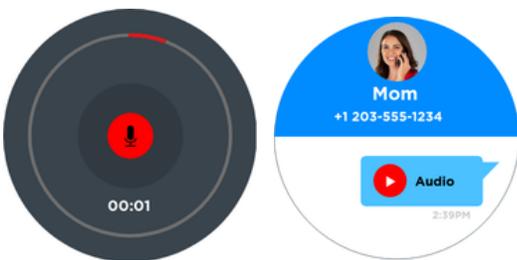
From the main menu (p. 1), tap the green “message bubble” icon. The watch will display a message list (with the message bubble icon at top) that the child can respond to. Tap the contact list icon for the parent and guardian(s) to send a message. Tap the message thread or contact name to begin.



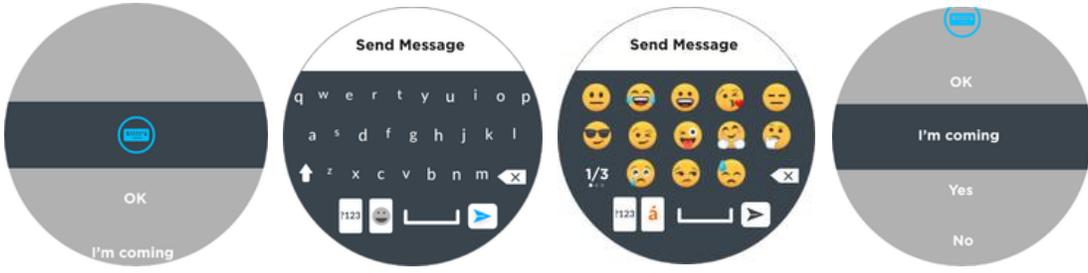
The screen provides 3 options: Voice Message, Selected/Typed Messages, or Phone Call.



Tap the “mic” icon to send a voice message. While the blue streak is circling, tap the center “mic” to record a message up to 15 seconds, and tap the red “mic” again to finish the recording and send the message. The message history captures that audio message.



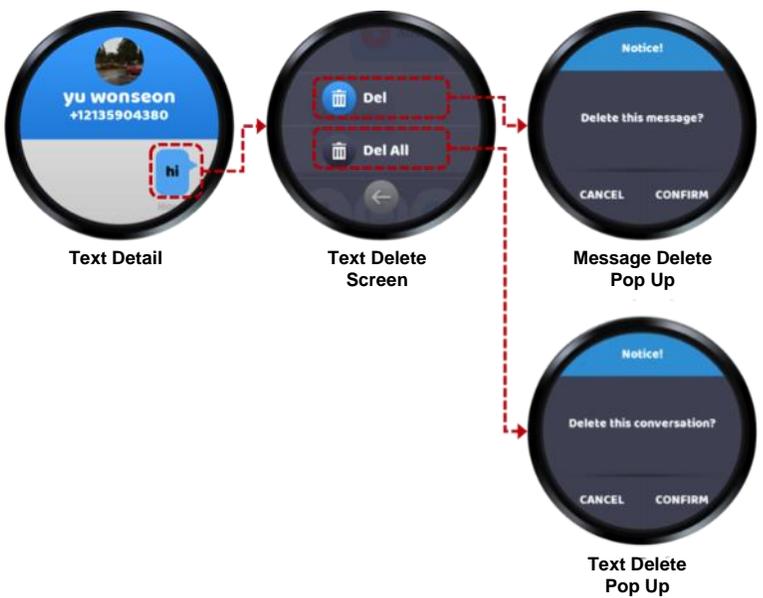
Tap the “message bubble” icon. Tap the “keypad” to type messages with letters, numbers, and/or (3 pages of) emojis. Or, swipe to a preset message and tap it to select.



Tap the “blue arrow” to send the message, and the message history captures that message.

Tap the green “phone” icon to make a live call to the selected parent or guardian.

On the message view, you can delete individual messages or the entire thread. Long tap the message and tap the option to delete a single message or to delete the entire conversation. Either tap generates a confirmation screen.

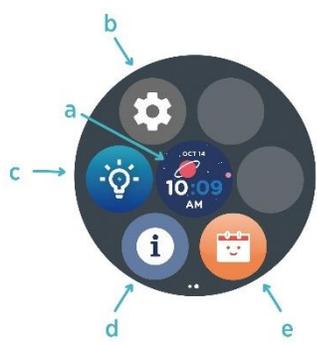


NOTE: The message history is still maintained on the parent’s mobile app.

Main Menu – Page 2

Swipe left from Main Menu (p. 1) to access additional screens.

- a. Return to Time Display
- b. Settings
- c. Night-Light Display Color
- d. Info, including watch’s phone number
- e. Alarms



Settings

Tap the “gear” icon. Settings options include:



Night-Light: Turn on feature to light display while charging.

Airplane Mode: Turn off/on cellular and Bluetooth® functions.

Tilt to Wake: Lights the display when the watch is rotated.

Sound: Control the volume for the ringtone, calls and media notifications. Control the sound mode for the watch: audible, vibrate, or muted.

Headset: Activate this function to use a wireless device for phone calls

Go to the Headset screen to turn on the feature and if there is no paired device, tap to scan to find all available.



From the list of available wireless devices found, swipe and tap your desired device to connect. If no device is found, the watch will return a message to confirm.



Once a wireless device is paired, it will be automatically connected to your device if available.

NOTE: To conserve battery power, turn off the Headset feature when not needed.

Watch Update: Retrieve a watch firmware update over the cellular network.

NOTES:

- The amount of required time to update may vary depending on your network status.
- Never control other functions during the update process.
- If an update is available, it can also be sent automatically to the watch while it is on the charging dock.

CAUTION

If the watch is powered off during the update process, the firmware update itself may fail. Accordingly, the watch may not work, either.

Factory Reset: Bring the watch back to its original factory settings.

NOTE: Watch Update and Factory Reset require a 4-digit code to proceed – last 4 digits of the watch’s IMEI number (see “Info”).

Night-Light Display



Tap the “light bulb” icon. Swipe left to go through the available watch screen colors when the watch is on the charging dock.

To make the selection, swipe right and return to the Main Menu (p. 1).



Info



Tap the “i-circle” icon. Information includes:
Watch Phone Number (with QR code). Tap “Info” to see more.

Swipe Up for: Model Name, Software Version, Serial Number, IMEI, IMSI, Network and Service State.

Alarms



Tap the orange “calendar” icon to view Alarms and Reminders.

Alarms are set on the watch. Tap the “calendar+” icon at the top to add an alarm, or tap an existing alarm to modify it. Long tap an alarm to delete it.

NOTE: Reminders are set in the mobile app under the “Set Alarms” function.

Regulatory Statements

FCC Section 15.19 Statements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

FCC Section 15.105 Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Section 15.21 Statements

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Splash Resistance

This watch is rated IP67 for dust and splash resistance. You **CANNOT** immerse the watch in water (for swimming or other sports), and it should not be worn during showering or bathing. Care should be taken to avoid exposure from moisture due to rain, hand washing or perspiration.

Other Safety and Precaution Notices

Your device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) energy set by the Federal Communications Commission (FCC). The RF exposure limits set by the FCC for wireless mobile devices employs a unit of measurement referred to as Specific Absorption Rate (SAR), which is a measure of the amount of radio frequency energy absorbed by the body when using a mobile device. The FCC requires mobile device manufacturers to ensure that their mobile devices comply with these objective limits for safe exposure. The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements. For more information about SAR, visit:

- <https://www.fcc.gov/general/radio-frequency-safety-0>
- <https://www.fcc.gov/general/specific-absorption-rate-sar-cellular-telephones>

This device complies with FCC Radiation exposure limits set forth for an uncontrolled environment. SAR was evaluated for head, extremity and simultaneous transmission operating modes and found not to exceed the SAR 1g average limit of 1.6 W/Kg for uncontrolled environments and the SAR 10g average limit of 4 W/Kg for operation near an extremity. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. SAR information for this device can be found on the FCC website at: www.fcc.gov/oet/ea/. Follow the instructions on the website to use the FCC ID for this device to find SAR values for the device.

Glass Display

LCD and window of the product's front panel are made of glass. Be careful since the product may be damaged by severe impact. If damaged, be careful not to get hurt by pieces of broken glass. If the product's window is damaged, immediately cease product use and contact Customer Service for repair.

Wireless Technology

Wireless devices communicate without wires, using built-in radio transceivers that operate on a globally available radio frequency to ensure worldwide compatibility. The device can communicate with other wireless devices (e.g., headsets) within a range of approximately 10 meters (33 feet).

Recycle

Always return your used electronic products, batteries, and packaging materials to dedicated collection points.

Battery and Charger Info

Your device has an internal, non-removable, rechargeable battery. Do not attempt to open the back cover or remove the battery, as you may damage the device. To replace the battery, take the device to the nearest authorized service facility.

Aircraft, Hospitals

CAUTION: The device's cellular and wireless radios must be switched to OFF in airplanes, hospitals or other public locations where handheld wireless and other electronic devices are prohibited.

Driving Precautions

Responsible, safe driving is your responsibility when operating a vehicle. Using a mobile device or accessory for messaging while driving may cause distraction and could result in death or injury to you or others. Using a mobile device or accessory may be prohibited or restricted in certain areas; always obey the laws and regulations on the use of these products.

While driving, NEVER:

- Read messages.
- Review on-screen data.
- Perform any other functions that divert your attention from driving.

Medical Devices

Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

Implanted Medical Devices

To avoid potential interference, manufacturers of implanted medical devices recommend a minimum separation of 6 inches (15.3 centimeters) between a wireless device and the medical device.

Persons who have such devices should:

- Always keep the wireless device more than 6 inches (15.3 centimeters) from the medical device.
- Not carry the wireless device in a breast pocket.
- Turn the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Customer Support

For T-Mobile Customer Service, please go to www.t-mobile.com or call toll-free 1-800-937-8997

For more information visit: www.t-mobile.com/smart-watch/timex-kids-watch

Timex International Warranty

www.timex.com/Warranty

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