

# FOREVER LOOK ME KW-500 WATERPROOF SMARTWATCH FOR KIDS

User manual



## Product overview



1. Camera
2. Turn on / SOS button / return to the main screen
3. Return button
4. Speaker
5. SIM card slot
6. Charging connector

## Charging

It is recommended to use a charger with an output of 5V/1A. Charger is not included in the set. Full charging time of the watch is approximately 2 hours. Connect the connector of the included charging cable to the charging connector on the device. Make sure that the device and cable connectors are connected to each other, and then connect the USB cable to a power source.

## Installing the SIM card

Always make sure your watch is turned off before inserting or removing the SIM card. Never insert or remove the SIM card when the watch is turned on. Open the SIM card slot with the screwdriver included in the set, and then place the SIM card in such a position that the SIM card chip is facing the top of the watch screen. You will hear a click after the correct installation. Then close the SIM card slot.

## Turning on for the first time

After installing the SIM card in the watch and charging the device, you can turn it on by pressing and holding the on button. After starting, the watch connects to the mobile network.

## Device operation

By sliding your finger on the screen, you can switch between individual functions and you select a given function by pressing the screen.



1. **The phone book** - gives you access to contacts defined using the application
2. **Chat** - allows you to receive and send messages between the application and the device
3. **Telephone** - allows you to make a telephone call by manually entering the number
4. **History** - allows you to view the phone call history of the device
5. **Video chat** - allows you to make video calls
6. **Camera** - allows you to take pictures with your device's camera
7. **Gallery** - allows you to view photos taken with the device
8. **Education** - the tab contains a mathematical game and a timetable
9. **Settings** - allow you to change the following: mobile network, Wifi, Bluetooth, volume, brightness, menu style, device language. You will also find the option for sleep, restart, shutdown and device information there
10. **Steps** - allows you to read the number of steps taken after activating the activity measurement function in the application
11. **QR code** - allows you to display the registration QR code and application QR code

Download the „Forever Care” app for iOS or „Forever KidsCare” for Android.

## **Account and watch registration**

In the registration window, enter or scan the watch code (REG CODE) found on the bottom of the package and in the watch. Enter your email address, name and password. Then select the language of the application and the area of use of the watch.

## **Functions**

1. **Chat:** Send a text or voice message to the watch by typing it on the keyboard or recording it using the phone's microphone. You can also listen to the voicemails sent from the watch here.
2. **Route:** select the date and time slot to display the travelled route.
3. **Map:** Select the map icon to view the current location of the watch.
4. **Safety zone:** determine a safety zone, and when the watch is outside the selected zone, you will receive a notification from the app.
5. **Reward:** Select the number of rewards you want to send to your child. After approval, the information about the award will be sent to the watch.
6. **Alarm clock:** alarm clock settings. Set the desired time and frequency of repeat.
7. **Find Watch:** Select a feature to find your device if it's near you. The watch will ring to inform you of its location.

8. **Notifications:** Get and preview of any notifications and alarms you receive from the watch.
9. **Remote camera:** take a photo using the watch camera and receive it on your phone. The captured image appears after a certain waiting time, depending on the signal strength of the cellular network.
10. **My profile:**
  - Personal data: Your account settings
  - Device list: Add, edit or remove a connected devices
  - Change Password: Change the password for your account

## **Settings**

- **SOS numbers:** when the watch user presses and holds the SOS button, the watch makes an automatic emergency call to three contacts defined on the list.
- **Voice monitoring:** enter the phone number to be called from the watch in order to listen to its surroundings. Pick up the call and check what's happening nearby. The user of the watch has no notification that such a call has been made.
- **Do not disturb:** Select the time during the day when the user of the watch will not receive phone calls.
- **Location mode:** select normal mode - refreshing the watch's location once every ten minutes, power saving - once every hour, tracking - once every minute.
- **SMS notifications:** enter the number to which you want to receive SMS notifications about events such as: low battery level in the watch, triggering the SOS alarm using the watch button.
- **Phone book:** Define up to ten contacts that the watch user will have in the phone book.
- **Time zone:** set your time zone so that the device can show the correct date and time on.
- **Language:** Choose language for your device.
- **Settings switch:** Enable or disable the watch function.
- **LBS Location:** Enable or disable location using network operators antennas.
- **Turn off watch remotely:** watch will be turned off.

## **FAQ**

1. The application does not receive commands and shows information that the watch is disconnected from the network.
  - Check whether the GSM signal is correct. If there's no network, turn off your watch.

- Check if the SIM card is properly inserted in the watch, if it supports 2G internet and if there is an internet data package available
- Turn on the device. If the network signal sign is still crossed out, go to the next point
- Check if there are data transfer arrows, if not, set APN (Access Point Name - specific packet network, e.g. internet). Send a text message to the number of the watch with the content:  
pw,123456,apn,internet,,XXXXX#

\* the X character stands for digits assigned to a specific operator

26003 – ORANGE

26001 – PLUS 8 EN

26006 – PLAY

26002 – T-MOBILE

- After sending the message, wait several minutes for KidsWatch to download the settings from the network. Data transfer arrows will appear.
- Please send a text message to the number of the watch with the content: pw,123456,ts#, in response, the watch will send us the parameters of the watch. An example:  
ver:G36WS\_YDE\_V1.1\_2019.12.19\_09.45.40;
- ID: 1234567890;
- imei:123456789012345;
- ip\_url:52.28.132.157;
- port:8001;
- upload:600S;
- bat level:96;
- language:1;
- zone:8.00;
- ec:0;
- NET:OK(73);

Check the data received in the SMS with the watch number

- If the number ID/IMEI/REG CODE is different from the badge on the watch or the bottom of the package, set a new IMEI number.
- Please send a text message to the number of the watch with the content: pw,123456,imei,xxxxxxxxxxxxx# where X are the numbers from the badge - the watch, after receiving the SMS with the code, sends back in the SMS response with the correct IMEI number, for example:  
pw,123456,imei,359614514986574#
- If the IP\_URL and PORT is different than in the example above, send an SMS from the phone to the number of the SIM card installed in the watch with the text: pw,123456,ip,52.28.132.157,8001# - the watch will send a text message back: [surl,52.28132.157,port,8001#]ok.!

- The content of GPRS/NET should include „OK”. If it is „NO” the watch is not connected to the internet
2. Could not call watch. The signal is busy or the called party does not answer.
- The watch does not recognize the incoming number or the app is set to do „not disturb”.
  - Check if the number you are calling from is hidden number
  - Check if there are contact numbers in the app

The watch only receives calls from numbers previously set in the contacts in the app.

3. The watch does not show the current time and date
- The watch did not connect to the application server to update the time
  - Check and select the correct time zone via the app
  - If the above steps do not help, send from your phone (to the number of the SIM card installed in the watch) an SMS with the content:  
pw,123456,ntpserver,121.40.88.40,8089#
  - In response, the watch should send an SMS with a similar text OK.  
After that, restart your watch.
  - - Additionally, you can also send a configuration SMS to the watch's SIM number with the text:  
pw,123456,time,hour.minute.second,date,year.month.day# - for example, giving the current time  
pw,123456,time,09.50.00,date,2016.06.01#