User manual EN

Children's watch with GPS locator CARNEO Guard Kid+ 4G Platinum 2nd gen.

Please read this user manual carefully before use!

Important Notice!

Do not use the watch while bathing, showering, or taking a warm bath. Pressurized or warm water can get into the body of the watch and damage the electronics, which is not covered by the warranty. Splash and dust resistance is not a permanent condition and resistance may decrease due to normal wear and tear. Liquid damage is not covered by the warranty, as it is not legally possible to determine how the product was used. To prevent liquid from entering the device, it is necessary to check that the SIM card cover is properly attached to the watch. The device is not intended for use during water sports, swimming, diving, showering or sauna use. It must not be exposed to pressurized water or a strong stream of water, such as e.g. sudden immersion or jumping into water.

Important principles when using the product!

Do not use a WIFI connection as a substitute for 4G mobile data on the SIM card! In order to save the battery, the WIFI connection switches to power saving mode after a while and puts the WIFI electronics of the receiver to sleep, which means that the watch will not have available data and thus you will be unable to communicate with it and also localization. The WIFI connection is used exclusively for product updates. Considering these facts, we recommend turning off Wifi on the watch (in the settings menu) and using data from the SIM card.

!!!Important !!!

If the SIM card inserted in the watch does not have data / internet available, the watch will automatically restart approximately every hour, trying to reset the SIM connection to the operator and thus gain access to the internet. Therefore, ensure that the SIM card always has data available.

The battery is not fully charged from the factory, or is fully discharged for air transport safety reasons from the factory, so it is necessary to charge it for at least 2 hours before you start using the watch.

The battery is designed and manufactured in such a way that it can be recharged and used very often. Like all lithium batteries, their capacity decreases with each charge. However, you can still try to extend battery life by following these steps:

- Use the watch at least once a week.
- Charge the battery regularly.
- Never leave the battery fully discharged for a long time.
- Always protect the device and batteries from heat and moisture.

Preparation before use

1. Check the contents of the clock package, which must include the power cable.
2. Buy a SIM card on which "internet" data is activated. We do not recommend recharge cards because after a minute of credit the watch does not have the possibility to communicate with the application, or it is necessary to activate the Internet again after each minute of credit. Before using it, first activate it on any phone and deactivate the PIN code on it "in phone settings". Then test the deactivation of the PIN code by turning the phone off and on again. The SIM card must be logged in without having to enter a PIN code. Finally, test mobile internet availability on your phone without using WIFI. Start the Internet browser on your phone and try, for example, www.carneo.eu.
Notice: The expected data transfer during standard use is up to 200MB per month without the use of a video call, which has a data consumption of 5MB / 1 minute of video call. Therefore, it is up to each user to purchase a card with a sufficient amount of data according to their needs.
3. Install the CARNEO GUARD application on the mobile phone by scanning the QR code located on the bottom of the box, but searching for the CARNEO GUARD application in google play or Appstore.
4. Use your fingernail to slide out the plastic cover on the side with the SIM card image. Sufficient force is required to pull it out, so we recommend using fingers with a solid nail to avoid breaking the nail. When inserting the SIM card, the watch must be switched off! If you inserted the SIM card into the slot while the watch was on, it is necessary to restart the watch in order for the SIM card to be loaded correctly. Insert the SIM card in the correct direction as shown in the picture:



If you have the SIM card correctly inserted in the cut-out, insert it back into the hole. Push the cap hard enough so that the rubber gasket seals the opening sufficiently. You can now turn on the watch with the power button.
After installing the application and starting it, select the Slovak language at the bottom, left side of the screen. Select the register option. Enter your email address in the "Enter your email" field. In the "Enter verification code" field, write the code that is located on the right side in the gray rectangle. In the password field, enter any password of your choice between 8 and 16 characters long. Use a password that contains both letters and numbers. Do not use special characters such as sä !/(„:_?. Confirm that you have read the user agreement and choose to register.
5. Adding hours. Click on the dashed square to the right of the first box. The phone's camera will

launch, scan the QR code on the silver tag attached to the watch. The registration QR code can also be found in the watch menu under the QR code icon. In the nickname field, enter e.g. your baby's name. In the following field, select your affiliation / relationship to the child. Confirm OK. The application will confirm that the watch is registered with the message "saved".

Note: Keep the silver tag with the registration QR code.

IMPORTANT NOTICE!

5 minutes before registering the watch, place the switched-on watch with the SIM card inserted in the space outside or on the windowsill so that it connects with the GPS satellites. The initial connection, synchronization of clocks and applications from the server may take several minutes, but a maximum of approx. 30 min. Therefore, if the application, when setting up any functions, gives you a message that the watch is not in the network or is offline, please wait for some time, but a maximum of 30 min. Also, the activation / display of various functions such as eavesdropping and others will only appear in the application after some time, max. within 48 hours. This is due to checking the legislation of the country where the watch is located.

TROUBLESHOOTING.

If the application still tells you after 30 minutes that the watch is offline or the device is not in the network, it is very likely that the SIM card does not have available data. Please check the availability of data on the SIM card on the SIM card operator's customer line in the watch. The activation of mobile data can take different time with operators, so it is important to check the availability of the Internet on the SIM card with the operator. If the operator confirms to you that data is available on the SIM card and the application will still display "the watch is offline or the device is not in the network", it is necessary to set the APN "access point" for the Internet. You can set the APN in the watch in the menu - Settings / Mobile network / Access points / in the upper right 3 dots / Restore default. Confirm OK. Now restart the watch. In the settings menu you will find the option to restart.

Battery life information:

Battery life based on the selected work mode:

You can change the working mode in the application in the Operating mode option.

Normal mode / automatic localization every 10 minutes = endurance max. 20-24 hours

Energy saving mode / automatic localization every 1 hour = endurance max. 2-3 days

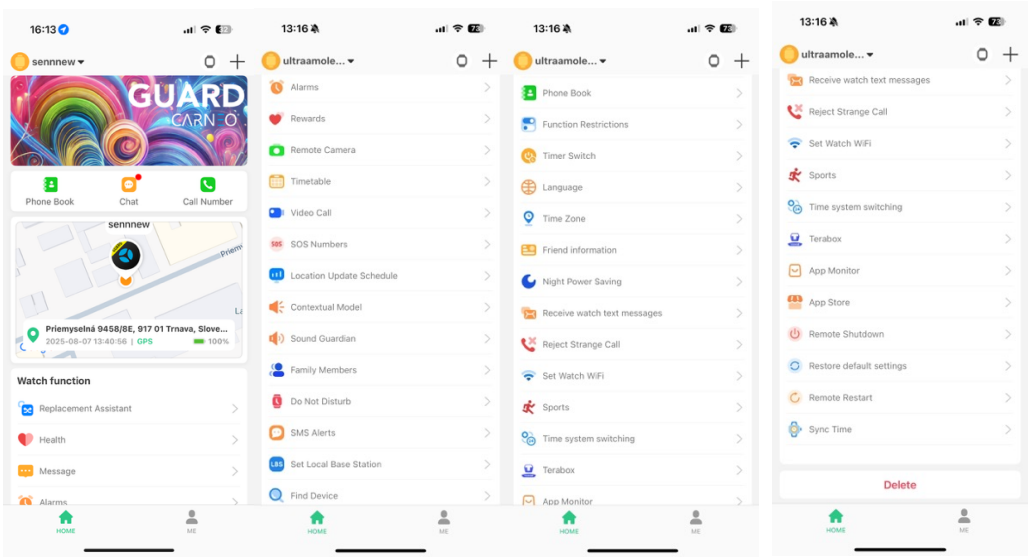
Sleep mode. You can request the position manually = endurance max. 3-4 days

Battery life is stated at 100% 4G GSM signals. If the watch is located with a weaker GSM 4G signal during the day, the battery life is rapidly shortened, as a larger amount of energy is used to increase the performance of the GSM transmitter / receiver in the watch. For example, only 50% 4G GSM signal strength can reduce battery life to less than 50%.

3. Description of watch



Main screen



Changing the watch face - by holding your finger on the center of the screen for about 2 seconds, you can change the style of the watch face.

Description of functions

Green icon Phone Book – above the map: You can set up more than 100 contacts for close people. These contacts will be transferred after saving to the watch. The contact must be entered in the international format +44XXXXXXXX.

Orange icon Chat: Press and hold the white button at the bottom of the screen during recording and speak into the microphone, release the button after recording and the message will be sent to the watch. Message duration max. 15 seconds. You can also send a text message max. 30 characters.

Green icon Call Number: You can enter the phone number of the SIM card that is in the watch and then simply connect to the watch with a standard phone call.

Grey house icon: Clicking the house icon will always display the app's home screen.

Grey heart icon / health: In this menu, you can view the total distance covered. Accurate pedometer measurement is highly dependent on the user's walking style, so the total number of steps may be higher or lower than the actual figure. Many users walk softly or on tiptoes, and the G-sensor may not detect these steps.

Note: The pedometer on your phone must be activated in the app under the Health / Walking option. Activating the pedometer will increase the phone's energy consumption and may reduce battery life by up to 30%.

Grey figure/profile icon: In your profile, you can change your personal details, view a list of connected phones, change your health settings, date format and so on.

Intercom: This feature connects the parent app with multiple CARNEO phones/watches, allowing users in the same group to communicate with each other just like walkie-talkies with unlimited range.

Replacement Assistant: This function is used to transfer all data from the old watch to the new one, in case you purchase another, new watch

Message: After clicking on any of the four icons, you will be able to enter the data necessary for the correct calculation of the distance traveled and calories burned, such as step length, user weight and the actual activation of this function. The pedometer in the watch must be activated in the application in the health / walking option. Activating the pedometer will cause higher power consumption of the watch and can shorten battery life by up to 30%. Heart rate and blood pressure measurement can only be called up manually from the application or on the watch.

Information messages: The history of notifications received from the watch is available here.

Alarms: Up to 3 alarms can be set.

Remote Camera: This feature allows you to take a photo remotely with the camera on the watch. The photo will be transferred to the photo list in the application within a few seconds “max 1 min”.

Timetable: You can fill in your child’s weekly class schedule.

Custom watch face: This feature allows you to create a watch face using your own photo.

Video call: Video call function with the watch.

SOS numbers: You can enter up to 3 phone numbers that the watch will contact if you press the SOS button for 3 seconds on the watch, when the watch will try to connect to all 3 numbers “sequentially”. If the call is not made, the watch will try to call the numbers in question again.

Location Update Schedule: Select the desired period of automatic GPS localization of the watch, thanks to which you can save transferred data and the watch battery. We recommend saving mode.

Contextual Model: Select ring mode / silent mode. The watch does not have a vibrating ringer.

Sound Guardian: Enter your phone number in the empty field and confirm OK. The watch will immediately call the number you entered. After answering the call on the phone, only the sound from the watch will be transmitted, thanks to which you can listen to it. The watch appears to be turned off without any activity when listening.

Family members: This is a list of users who have the application installed and paired with identical watches as you. The user who first registers the watch becomes the administrator. When registering another user, the administrator must confirm the request to assign another account to the already registered watch. This request is delivered to him in the application within a few minutes after the other user requests access to the watch.

Do Not Disturb: Select the time range when you do not want the person wearing the watch to be disturbed. For example, when they are sleeping, etc.

SMS Alerts: Select the phone number to which you want to be informed via SMS about the approaching battery drain and SOS warnings, which you can turn on or off. This function is important if the watch is in a place with a weak 4G signal, when information about a low battery or SOS is sent directly in text to your phone, for which even a weak signal or 2G signal is sufficient. The watch will contact the specified number by phone even in the event of a user's fall.

Set Local Base Station: Turn on / off location via operator beacons. If you turn off this option, the watch will not be able to be located if the watch does not have GPS or WIFI available.

Find device: Function to find the watch. After clicking the watch button, the watch will ring.

Phone book: You can set up more than 100 contacts for close people. These contacts will be transferred after saving to the watch. The contact must be entered in the international format +44XXXXXXXX.

Function restriction: The dialing function allows the person wearing the watch to allow or prohibit dialing any phone numbers on the watch using the numeric keypad, so that, for example, they do not accidentally call strangers or 112.

Time Switch: You can set the watch to automatically turn on and off at the desired time and thus save the device's battery.

Language: Possibility to change the language of the watch menu.

Time zone: Change the time zone. If the watch displays the wrong time "shifted by several hours", please select the correct time zone and the time will be adjusted in the watch.

Friend information: CARNEO watches can be made friends with each other, so that friends can call each other, send messages or use the video call function. You can connect the watches by bringing them closer together, activating the display by pressing any button and touching them together by hitting each other harder with the side of the watch.

Night power saving: Option to log out the watch from the network from 10:00 PM to 6:00 AM, which saves the watch's battery. Data transmissions are not active in this mode.

Received watch text messages: This option allows you to enable or disable the watch from receiving text messages. All text messages received by the watch are also displayed in the list in the application for your control.

Reject Strange Calls: The function allows you to enable or disable the watch from receiving calls from any foreign numbers. If you enable the function, the watch will only receive calls from numbers you have entered into the watch's contacts.

Set Watch WIFI: Option to connect the watch to WIFI. “Only GuradKid+ 4G platinum, VIVO and ULTRA models”

(We recommend using Wifi only when updating the watch. Do not use Wifi as a replacement for 4G

mobile internet)

Sports: A function to track your child’s completed sports activities.

Time system switching: Ability to select 12h / 24h time format

Terabox: The function serves as a remote iCloud storage for storing files.

App Monitor: The function serves to limit the time or completely prohibit the use of applications and functions on the watch.

App store: Using the app store, you can remotely install various applications and games on the watch for your child. The number of applications is limited due to the compatibility of applications with the small display of the watch.

Auto answer: You can set up automatic phone call answering from certain numbers. If the user is immobile and cannot answer the phone call himself. “Some models only”

Device volume adjustment: You can remotely adjust the volume when playing media, or the volume of the headphones. “Some models only”

Remote shutdown: The ability to turn off the watch remotely.

Restore default settings: Restore the watch to factory settings. All settings and data from the watch will be deleted.

Remote restart: Remotely restart the watch.

Sync Time: The function synchronizes the time between the application and the watch. It is used

if a different, inaccurate time is displayed on the watch.

Note: Once the watch is turned on, it is not possible to simply turn off the watch using the on/off button on the watch. This is for security reasons, so that no one can turn off the child's watch and thus make it impossible to locate it. You can turn them off via the remote shutdown function in the application or by holding the shutdown button for up to 8 seconds.

Additional functions on the map.

Clicking on the map area on the title screen will open a new map window.

Icons on the right side of the screen:

Human figure icon: Possibility to display the position of multiple watches at once, if you have them registered.

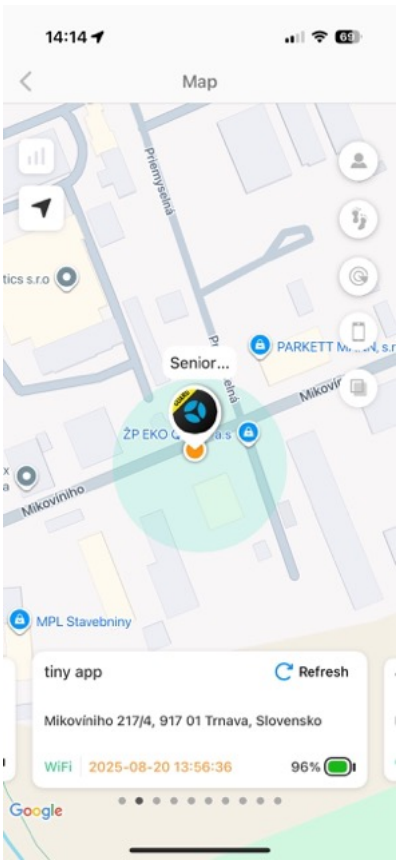
Feet icon: The watch's route is displayed in the time period you have selected. The individual route points are determined by the working mode you have set "10 min, 1 hour".

Radar icon / Geofence: This function allows you to set a virtual fence in meters, which, if exceeded, sends information about this fact to the application. Click on the place you choose as the center of the circular area where the watch should stay. Then use the + and - buttons to set the desired diameter of the circular area and use the gear wheel to save this setting. Use the trash can icon to cancel / deactivate this setting / function.

Phone icon: The position of your phone on the map is displayed.

Map icon: Possibility to display normal, satellite and traffic maps.

Refresh icon : After clicking on the icon, a request for immediate localization is sent to the watch. The result will be available within 58 seconds at the latest.



TEXT: GPS, WIFI, LBS., which is displayed next to the location time and date.

This symbol indicates the technology used to locate the watch, which also indicates the accuracy of the location. The watch will provide you with information about the location of the watch in the shortest possible time using the technology that first transmits the location information, which is most often LBS or WIFI, and if GPS satellites are available, the "open space" location time will change automatically within a maximum of 58 seconds, as well as the location type symbol, for example, to GPS "if the watch is outdoors".

APP QR code	You can find a video tutorial on connecting the watch to the app at https://www.youtube.com/@carneosk In the video list, you can find videos with instructions on installing and using the watch. If you need to view text in another language, turn on subtitles and automatic translation.

Important information on location accuracy and security!

The watch primarily uses its localization from the built-in GPS receiver "accuracy is several tens of meters". However, if the watch is located in a place with low or no GPS signal "building, underground garage, building, school, etc." They use the available WIFI networks for localization, when the accuracy of the localization depends on the accuracy of the geolocation information of the WIFI networks around the watch. Accuracy can be from 5m to 300m. In extreme cases, when the WIFI network operator has incorrectly identified the nearest connection node to which the WIFI router is connected near the watch, the accuracy can be even worse. If neither WIFI networks nor GPS signals from satellites are available, the watch performs localization using the BTS "LBS" detector of the operator whose SIM card is inserted in the watch. In this case, the accuracy of the localization is affected by the number of BTS detectors of the operator in the given area "up to a few km". In larger cities, the number of BTS detectors is higher, therefore the accuracy of LBS localization is more accurate than in villages and rural areas.

Notice:

If the watch does not work properly even after reading the instructions and watching the YouTube video, please contact technical support, where they will solve your problem: info@carneo.eu,

This product meets all the basic requirements of the EU directives imposed on it. Avoid places with a strong magnetic field and do not expose the device to direct fire. Do not disassemble the device or attempt to repair it yourself. Do not expose to temperatures higher than 45 °C.

Declaration of Conformity:

This company TRUST system s.r.o., IČO: 36249343, Jiráskova 19, 91702 Trnava declares that the type of radio device CARNEO GuardKid+ 4G ULTRA 2nd gen. is in accordance with directive 2014/53/EU, 2014/30/EU, 2014/35/EU and 2011/65/ EU. The full text of the declaration of conformity is available on the website. www.carneo.eu

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