



SmartKids Phone

Operator's Manual

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Opel Mobile SmartKids Phone

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Safety Information

Welcome to Opel Mobile and thanks for purchasing our products. For the best performance, we recommend you read this manual carefully, especially the "safety instructions". This will take you a few minutes, but it will save you time later and will allow you to enjoy all the features on your device.

THIS MODEL MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the ear was 0.517 W/kg*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in this user guide**. In this case, the highest tested SAR value is 1.584 W/kg*.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a 'hands-free' device to keep the mobile device away from the head and body.

Additional Information can be found on the website of the World Health Organization

**The tests are carried out in accordance with international guidelines for testing.*

***For body worn operation, this device has been tested and meets the RF exposure guidelines when used with the Opel Mobile accessories supplied or designated for this product. Use of other accessories may not ensure compliance with RF exposure guidelines*

How to handle and preserve your device?

Trying to modify, disassemble or repair the device or the charger yourself will make the warranty invalid. Only certified repairers may install or repair device equipment.

Avoid hitting or shaking your device.

The warranty of this device may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your device working properly use only the battery charger and microUSB cable that originally comes with the device.

Make sure the device does not get wet. To avoid possible, short-circuit, electric shock or corrosion keep your device away from rain, water splash, sweat or moisture. You must not

use your device with your hands wet or immerse it in water. In case it gets wet keep the phone off and do not try to use a microwave to dry it.

Do not use your device when entering areas that are near flammable liquids.

Observe all local laws and regulations on the use of mobile devices. Turn off the device before entering petrol stations, oil refineries or chemical plants.

This product should not be used in extremely hot, cold, dusty or humid spaces. It also should not be exposed to long periods of sunshine or strong magnetic fields.

If you have a pacemaker keep the device at least a 20cm distance from the place it is located. This device may cause interference to some hearing aids and other electronic devices.

Avoid all heat sources, ovens or other appliances (including amplifiers) that produce heat or have hot surfaces.

Switch off the device when entering an aircraft.

Do not use a hand-held device when operating any motor vehicles, heavy equipment or moving objects.

Excessive high-volume levels or noise may affect your hearing. To prevent this from happening use an adequate volume in your earphones when you are listening to music or employing any of the multimedia features on the device.

You are fully responsible for keeping your information backed up and we do not take any legal responsibility for data that is damaged or lost. It is possible to erase or interfere with the information stored in your phone by a magnetic device when using your device. To avoid this issue, keep your device clear from magnetic devices.

Pointing the torch into your own or another person's eyes will cause damage and may result in blindness.

Safety recommendations for accessories

Use only Opel Mobile accessories or chargers that came with this device.

Be careful when handling the battery. The lithium-ion battery can be put into use immediately after being unpacked. Use only the Opel Mobile battery that came with the device. We recommend charging the battery as soon as possible once the device has been switched on.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. ENSURE YOU ALWAYS ONLY USE THE OPEL MOBILE BATTERY THAT IS SPECIFIED FOR THIS DEVICE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Immediately stop using the battery charger if you smell an odour or overheats or a crack or swelling appears in the casing.

In case you notice the cable, or the plug have suffered any damage, discontinue using it and contact Opel Mobile support line as soon as possible for advice.

Usage conditions and restrictions

All packaging materials, especially plastic ones, must be disposed of properly. The lack of this procedure may cause a suffocation danger to children. Any packaging must be kept out of children's reach.

This device is not a toy and strict adult supervision must be adhered to at all times. Keep the device and the accessories beyond children under 6-year old's reach.

This device can be recycled. To dispose of this device properly remember to follow local regulations. Local authorities may guide you on finding appropriate facilities to this end. The battery must never be disposed of in a fire.

If this device is lost or has been stolen, please notify your network service provider as soon as possible and ask for the SIM card to be deactivated.

For all features on this device to work it requires a network signal. We do not take any responsibility if the device is unable to obtain a network signal due to poor network signals or network outages.

When travelling overseas we recommend you purchase an overseas data pack to avoid any extra SIM card charges from your provider.

You are fully responsible for any damage caused by not following these instructions or for improper use of the device. We do not accept any liability for any improper use or mishandling on this device.

Overview of the SmartKids Phone

Inside the box: SmartKids Phone, Phone cover, Glass Screen Protector, microUSB Cable, USB Power adaptor, User Manual and Warranty Card.



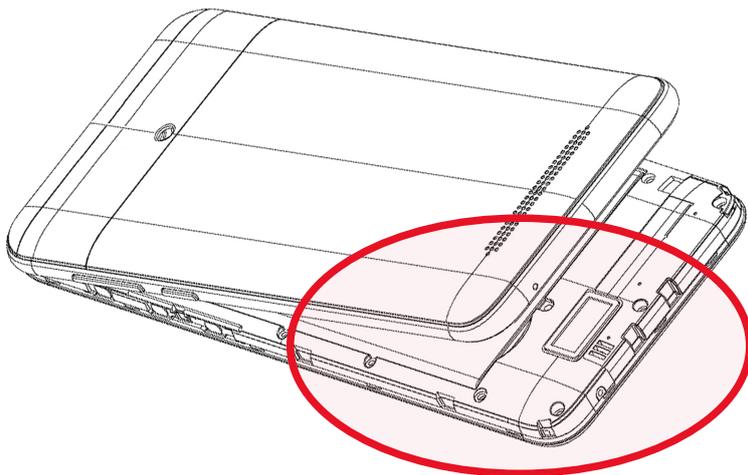
Quick Setup Guide

The SmartKids phone requires a SIM card with a minimum of 1GB of monthly data and unlimited calls/text and requires the Guardian to download the “Opel Mobile Guardian App” via the Apple store or Google Play store on your phone (The Guardians phone). This app is required for the Guardian to setup the SmartKids phone and to use its many features.

Install the SIM Card

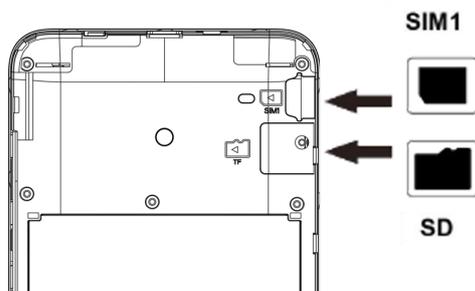
This phone requires a Nano size SIM card, it is the smallest of the 3 SIM card sizes available. If you don't have a nano size SIM card, contact your SIM card provider, they will be able to supply one for you.

1. Remove the back cover by lifting from the bottom corner where you see a small gap then pull off the cover.

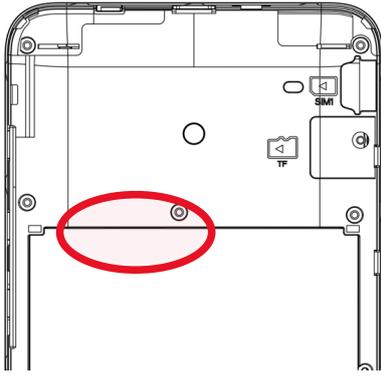


2. Insert your SIM card into the SIM card slot with the gold plates facing downwards and the cornered edge side getting inserted first. Push the SIM Card in until it does not go in any further.

If you want additional storage, you can insert an optional SD/TF card.



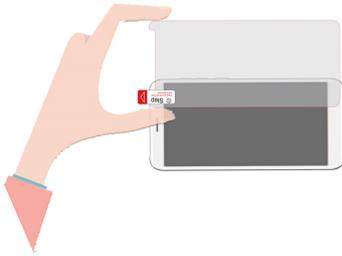
3. Insert the battery, ensure the sticker is removed from gold plates on the battery, align the gold plates on the battery to the device, insert and push down until it is in place.



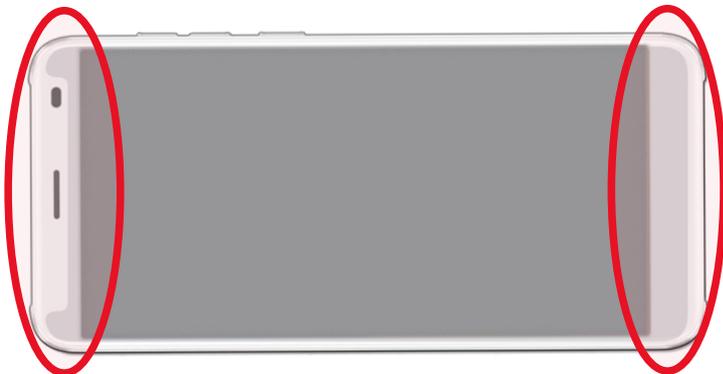
4. Put the back cover back on by pressing down on the covers edges until the entire cover is clicked into place.

Installing the Glass Screen Protector

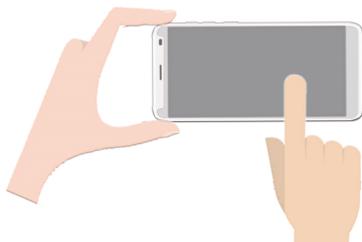
1. Remove the film that is on the SmartKids phone screen.
2. On the Glass screen protector remove the film that is on one side.



3. Align the sticky side down onto the screen. Ensure to align it on the screen accurately.



4. Press down over the Glass Screen Protector to ensure it is stuck down firmly onto the screen.



Charging the SmartKids Phone

1. Charge the SmartKids Phone for at least 3hrs prior to its first use.
2. Insert the microUSB cable into the microUSB port on the SmartKids Phone located on the top of the device and plug it into the power adaptor.

Power on /Power off

1. Hold down the power button for 3 seconds, the phone will then vibrate and begin to load, this process can take up to 1 min.
2. Turn to the SmartKids phone off, press the power button for 3 seconds, then select power off on the top of the screen.

Opel Mobile Guardian App

Downloading Opel Mobile Guardian App

The Opel Mobile Guardian App is available to download via the Google Play store and the Apple App store.

Download the Opel Mobile Guardian App on your phone (The Guardians phone)

Search: "Opel Mobile Guardian App" on the Google Play store or the Apple App store.



IMPORTANT:

YOU MUST TURN ON EACH FEATURE IN THE APP FOR THAT FEATURE TO WORK WITH THE SMARTKIDS PHONE

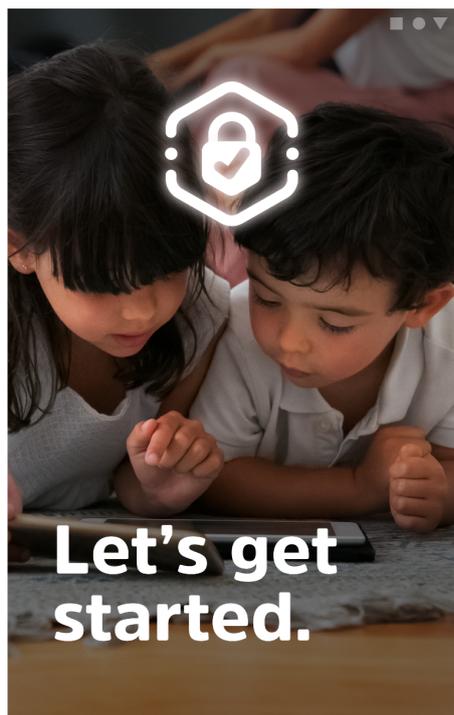
RECOMMENDED FEATURES TO SETUP:

- 1. GEOFENCE**
- 2. APP CONTROLS**
- 3. PHONEBOOK/WHITELIST NUMBERS**
- 4. SOS CONTACTS**

Registering and pairing the SmartKids Phone

Please ensure you have inserted the SIM card, activated the SIM card and turned the SmartKids Phone on and completed initial setup.

1. On your own smartphone (The Guardians phone), open the “Opel Mobile Guardian App” and click on “Create an account”



[Create an account](#)

Already have an account? [Login](#)

Enter in all your (you, being the Guardian) details. Ensure you use a valid email address and your phone number (not the phone number of the SmartKids Phones user) as you will receive an email and text message to verify these. Then click continue.

<

Create an account

Australia (+61) >

Mobile Number

First Name

Last Name

Email Address

Password 

Continue

Already have an account? [Login](#)

2. Read and Agree to the Privacy and Terms of use.

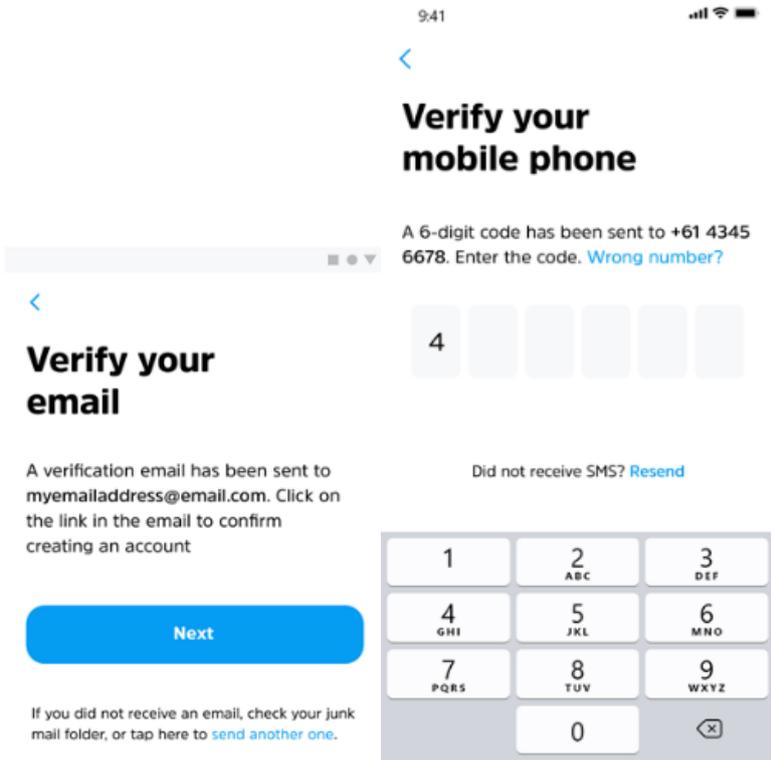
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Privacy and Terms of use

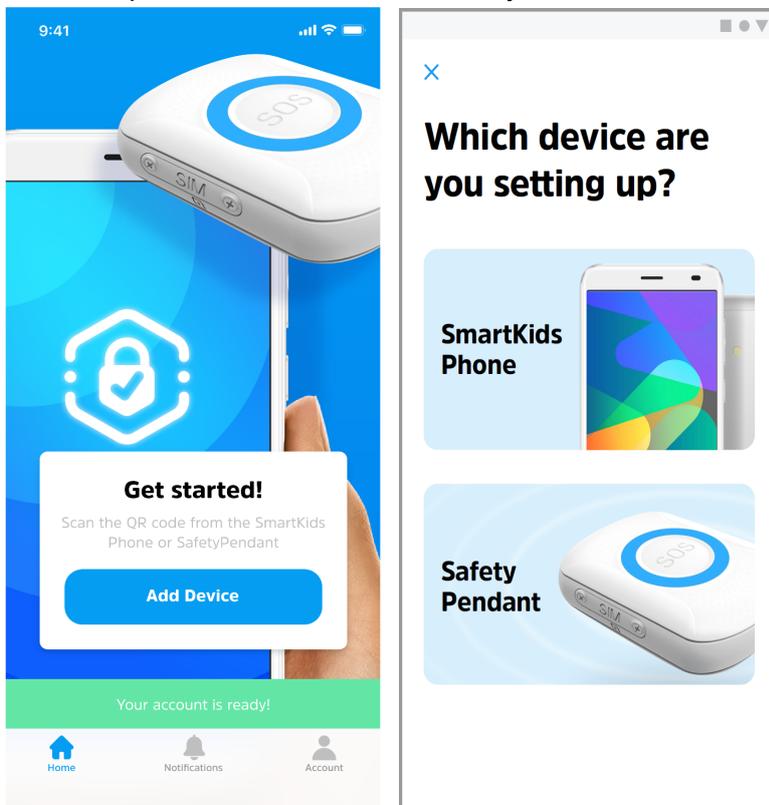
In order for you to use our Opel Mobile Guardian App we require you to read and accept our [Privacy Policy](#) and [Terms of use](#).

Agree

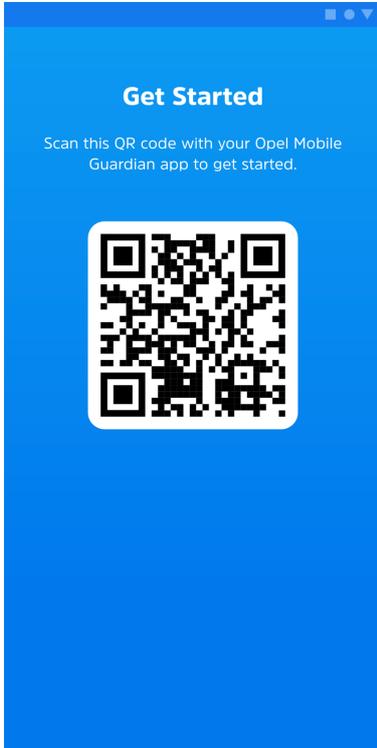
3. Verify your email address and mobile phone number. You would have received an email and a text message with instructions on how to verify. Once verified your account will be created.



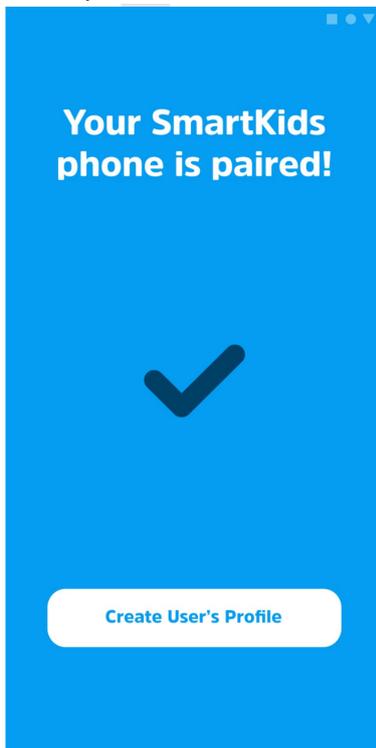
- Now your account has been activated. Click on “Add a Device” and choose the SmartKids Phone to pair the SmartKids Phone to your account.



5. Your camera will open. Allow the app permission to use your camera.
6. On the SmartKids Phone, open the Opel Mobile Guardian App which is located on the home screen. It will prompt you to validate this device, enter in the phone number of the SmartKids Phone, it will then send you a code via SMS to validate this device.
7. A QR code will then pop-up.



8. Scan the QR code using your (the Guardian's smartphone) to register it to your account. Once paired click on "Create User's Profile"



9. Enter in the SmartKids Phones users profile information.

9:41

Cancel

Create Profile

Create the user's profile for the Opel
Mobile device

First Name

Last Name

Australia (+61) >

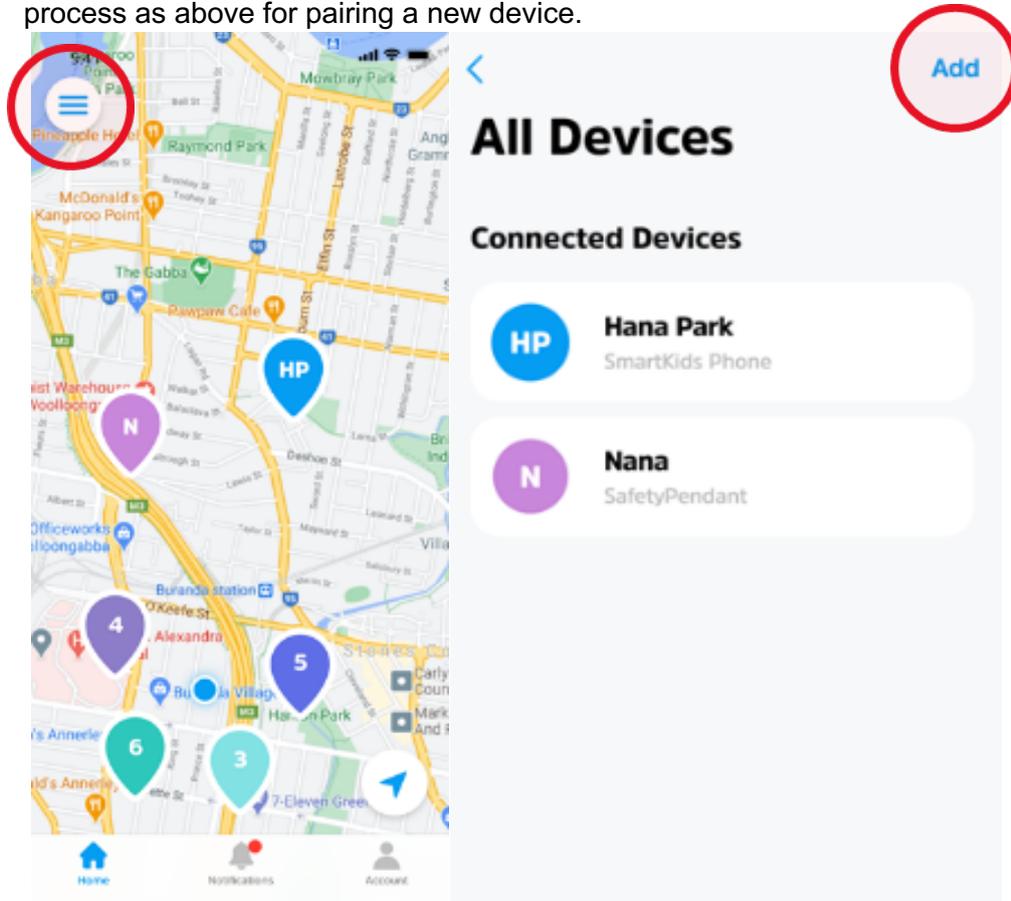
Mobile

Done

10. You have now completed the setup and pairing of the SmartKids phone.

Pairing additional devices

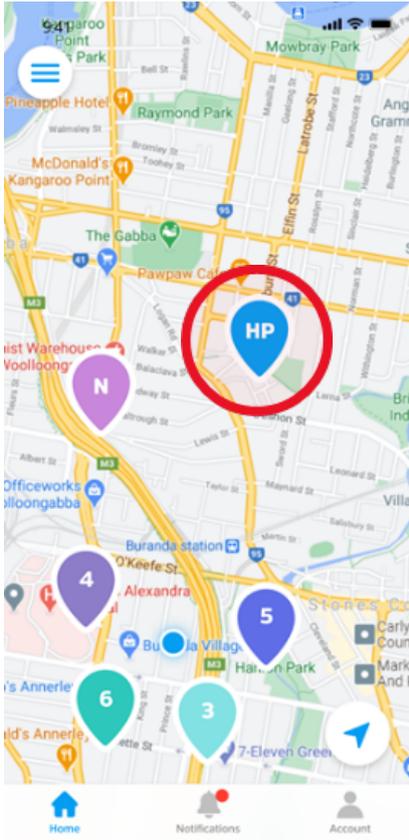
1. Click on the menu icon on the home map page. Then click on “Add” and follow the same process as above for pairing a new device.



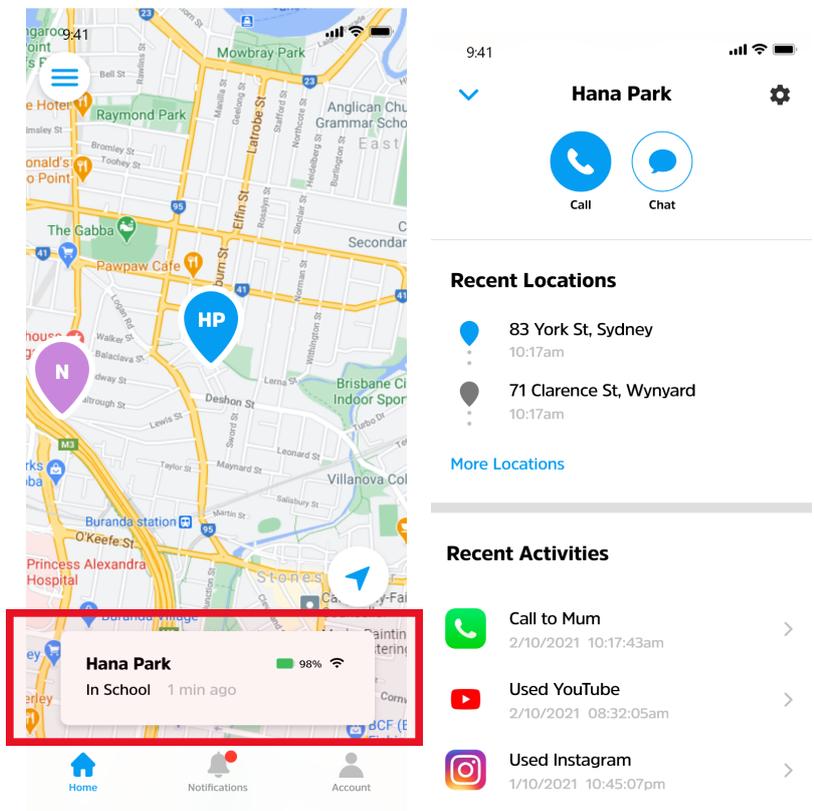
Viewing SmartKids phone location & information

Important: If your SmartKids Phone is unable to pick up a GPS signal (Due to the device being indoors) it will use the Cellular towers to pinpoint your approximate location, this means you will not get a precise location just an approximate location between the cellular towers.

1. To view the SmartKids phone location and information, you can click on the users profile icon on the home map screen.



- After clicking on the profile it will show basic device information on the bottom of the screen. Click on this box to see additional device information including recent location history and phone activity. Here you can also call the SmartKids phone and send a message.

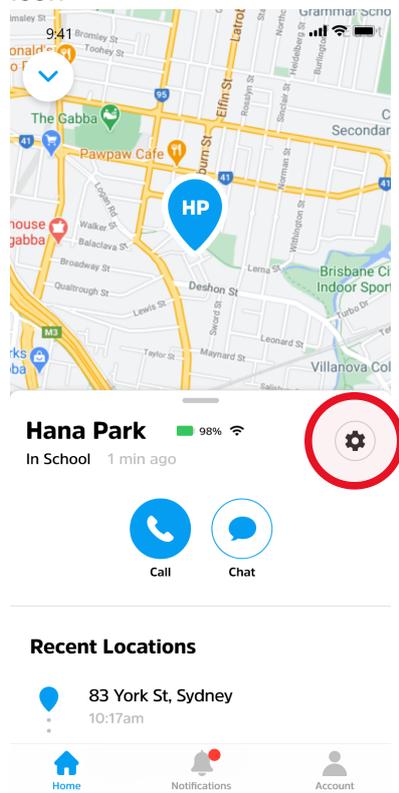


Invite additional Guardians

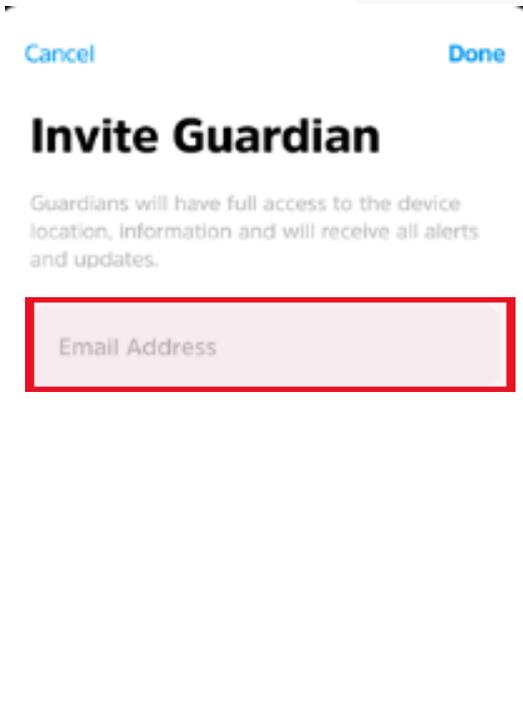
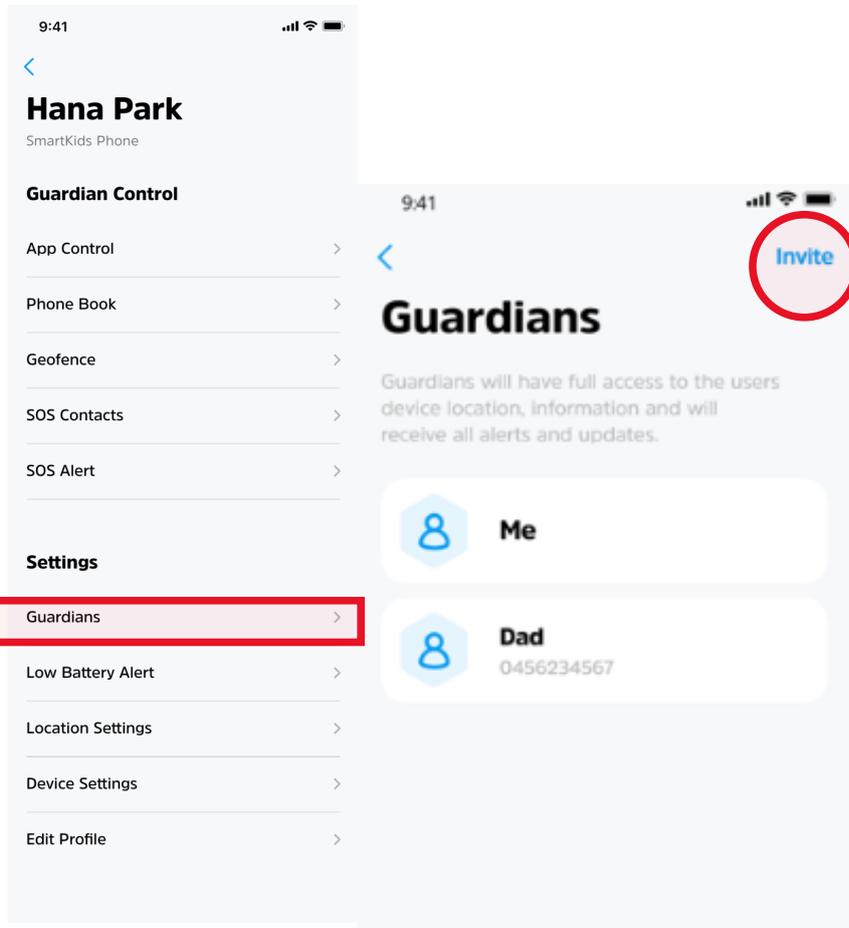
Please note: If you invite additional Guardians, these Guardians will have full access to the SmartKids phone. They will be able to track the SmartKids phone, modify settings and information.

If you have multiple devices connected, you need to invite the Guardian to each device separately.

1. Click on the profile of a user and open the users device information and click on the settings icon



2. Then click on Guardians, then invite, then enter the persons details you want to be come a Guardian of that device. They will then receive a link via email to register to become a Guardian of that device.

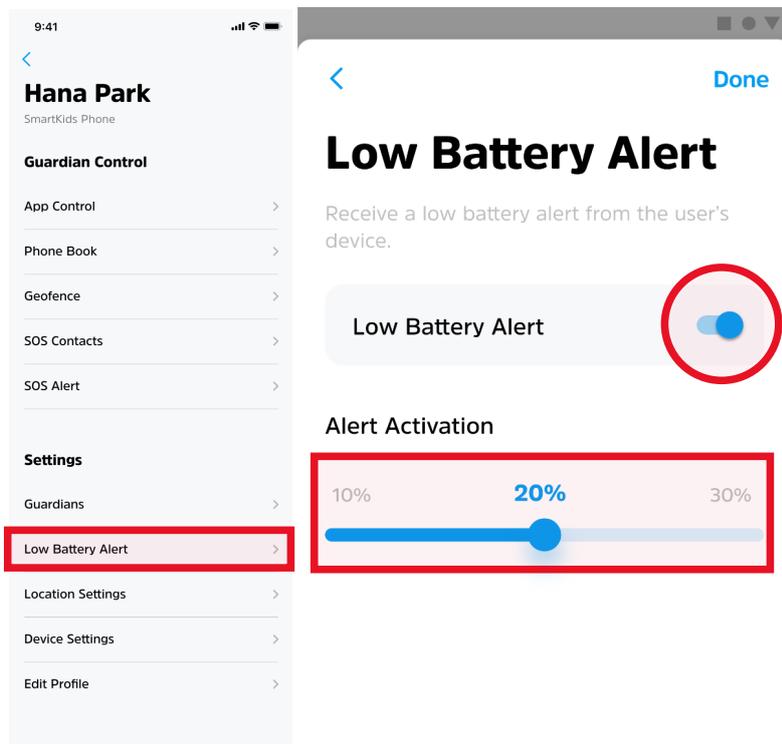


Low Battery Alert

Low battery alerts will allow you as a Guardian to receive notification alerts when the battery on the SmartKids Phone becomes low and needs to be charged.

You can turn this feature on or off and adjust what battery level you would like to receive the notification.

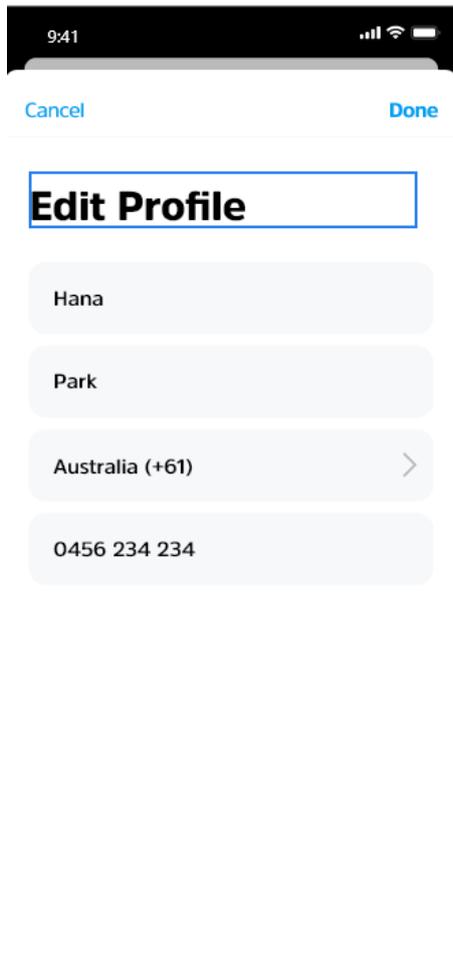
1. Go to the SmartKids Phones settings and click on “Low Battery Alert”, then turn low battery alert on or off and adjust to the desired level for receiving the notification.



Edit User Profile

Here you can edit the user profiles picture, name and phone number.

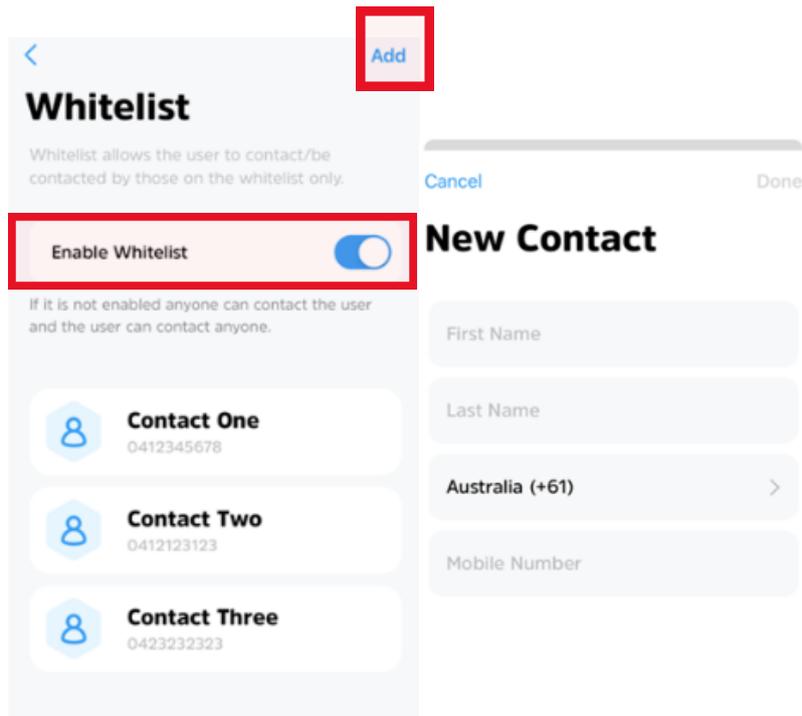
Click on the edit profile in the SmartKids Phones settings.



Phonebook/Whitelist Numbers

To allow only certain numbers to call the SmartKids Phone; turn whitelist numbers on and add the people that you only want to contact the SmartKids Phone. When switched on, phone numbers not listed in the whitelist phonebook will not be able to contact the SmartKids Phone.

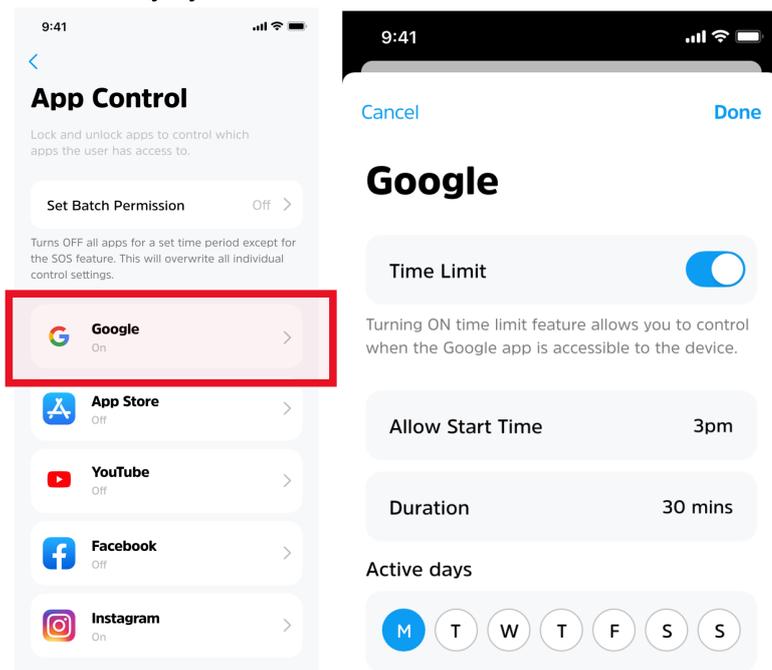
Click on Add and enter the persons details.



App Controls

You can control when and what apps can be used via App control. When you create App Controls the user will only be able to use certain apps based on what you set in the App.

1. Tap on SmartKids Phones settings then select App Controls.
2. You can set individual App permission by selecting the app in the list.
3. For individual app permissions – turn time limit on, select the start time, the duration and the days you want this to be active.



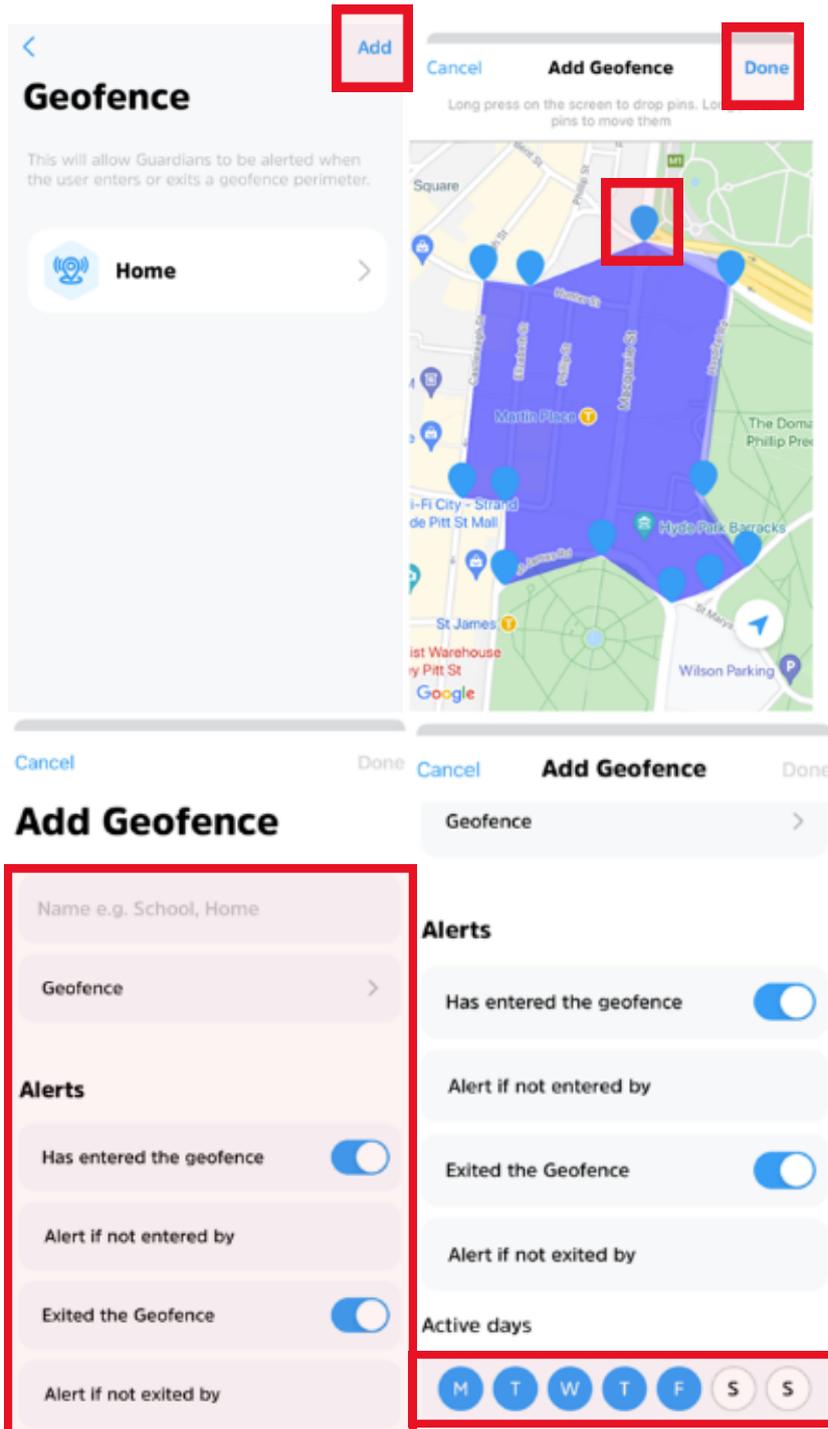
Geofence

You can create safe zones or zones you do not want the user to enter. When you have created these zones on the map you will be notified when they enter or leave these zones.

1. Click on Geofence in the SmartKids Phones settings. Then click on Add to create a new Geofence.
2. Type in the name you want the Geofence to be called.
3. Then click on Geofence to create the Geofence on the Map.
4. When the Map opens – Long-press on the screen where you want a pin to be located. You can create any shape Geofence. Just simply keep putting Pins around the area/streets you want the Geofence to be. You can move Pins by long-pressing them down on the screen and moving them.
5. Then select your alerts you want notifications on – Has entered the Geofence, Alert if not entered by a certain time, Exited the Geofence, Alert if not exited by a certain time, then select the days you want this Geofence to be active.
Your Geofence has now been setup. You can create as many Geofences as you like.

PLEASE NOTE: FOR THE BEST GEOFENCE EXPERIENCE WE RECOMMEND YOU SET GEOFENCE BOUNDARIES ATLEAST 100M AWAY FROM THE LOCATION YOU ARE WANTING TO SET THE GEOFENCE AROUND, AS THE GPS LOCATION MAY VARY FROM TIME TO TIME DEPENDING ON GPS SIGNAL STRENGTH.

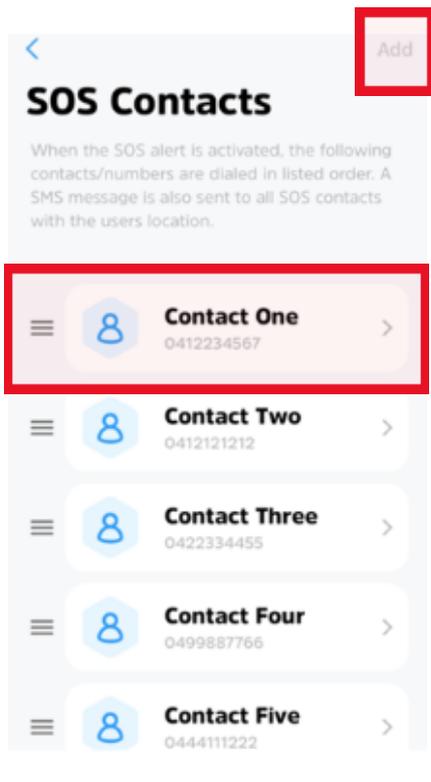
FOR EXAMPLE: A HOME. SET THE BOUNDARY 100M AROUND THE HOMES LOCATION.



SOS Contacts

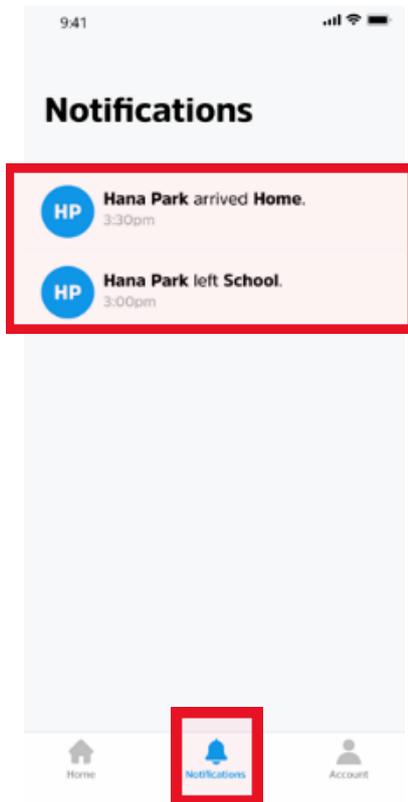
Here you can add up to 5 contacts as SOS contacts. These 5 contacts will be notified when the SOS Alert feature is activated. They will receive a text message with an Alert and the location of the SmartKids Phone and will call all 5 contacts.

1. Click on SOS contacts in settings, then click Add and enter the SOS contacts details. You can hold onto a contact to move the order of the SOS contacts.



Notifications

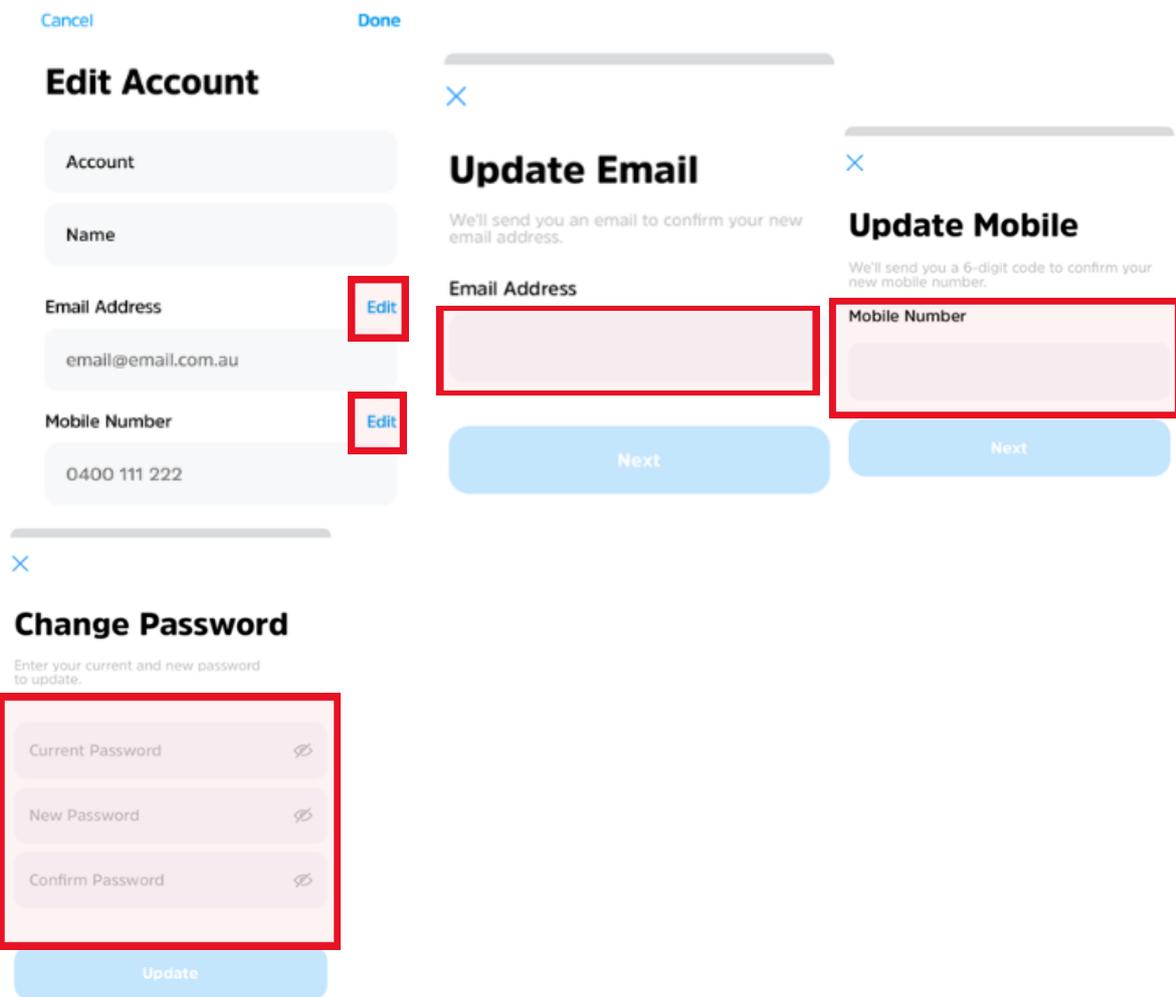
Notification's tab is located on the Home map screen on the bottom of the screen. Here you can view all notifications you have received from the SmartKids Phone.



Guardian Account

The Guardian's Account is located on the home map screen on the bottom of the screen.

Here you can edit your account details, email, phone number and change your password. If you change your email or phone number, you will receive an email or text message to confirm your new email or phone number.



Opel Mobile SmartKids Phone

Powering On and Off

To power on the SmartKids Phone, hold down the power button for 3 seconds, the phone will then vibrate and begin to load, this process can take up to 1 min.

To power off the SmartKids Phone, press the power button for 3 seconds, then select power off on the top of the screen.

Charging the SmartKids Phone

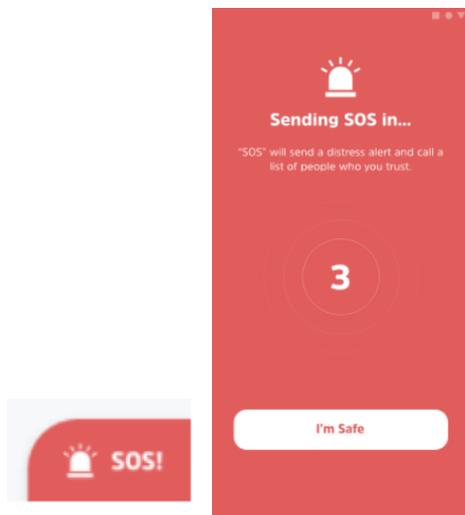
Ensure when you first unbox the SmartKids Phone you charge it for up to 3hrs.

Insert the microUSB cable into the microUSB port on the SmartKids Phone located on the top of the device and plug it into the power adaptor.

We recommend you charge the SmartKids Phone daily.

SOS Alert

When you need help, press the SOS alert button in the Opel Mobile Guardian App on the SmartKids Phone to activate the SOS sequence. The up to 5 SOS contacts will be sent a text message with the GPS location, letting them know you are in need of help. The SafetyPendant will then begin to ring your SOS contacts.



Troubleshooting and Support

If you are experiencing difficulties with your SmartKids Phone or the Opel Mobile Guardian App, please go through the following troubleshoots:

The SmartKids Phone will not power on

1. Ensure you are pressing and holding the power button for 3 seconds to turn it on.
2. Ensure you have charged it for at least 10 minutes.

Battery is draining quickly

1. Ensure you charge your device for at least 6hrs so it is fully charged
2. Check your network signal – if you have a low signal or in a bad network area your device will drain the battery trying to pick up a better network signal.

No network connection

1. Ensure you have inserted the SIM card correctly and are using the correct size SIM card. Follow instructions in the quick set up guide for installing the SIM card.
2. Your SIM card may be damaged or dirty. Ensure you replace your SIM with your network provider if this error occurs.
3. Ensure you have a data activated and credit on your SIM Card.
4. Your network signal may be weak or out of range. Contact your network provider or try the SafetyPendant in a different location to check your signal.

Cannot receive calls

1. Ensure your SmartKids Phone is switched on.
2. Ensure you have enough signal strength to receive calls.
3. Ensure your SIM card is installed correctly.

SmartKids Phone won't charge

1. Ensure the power plug is inserted in the wall socket correctly and the wall switch is turned on.
2. Ensure the wall power socket is working by testing another device or a separate power socket.

3. Ensure you have inserted the micro-USB cord into the charging cradle.
4. Ensure you have left the SmartKids Phone on charge for at least 10 minutes as the battery may have run out of charge completely.

App is displaying the wrong GPS location

Important: If your SmartKids Phone is unable to pick up a GPS signal it will use the Cellular towers to pinpoint your approximate location, this means you will not get a precise location just an approx. location between the cellular towers.

1. Close the app completely and restart your mobile phone and re-open the app.
2. Restart the SmartKids Phone.
3. Logout of the App and re-login.
4. Ensure the SmartKids Phone is turned on and has a good network signal.

Not receiving app Notifications

1. Ensure your app settings are set to receive push notifications.
2. Close the app completely and restart your mobile phone and re-open the app.
3. Restart the SmartKids Phone.
4. Logout of the App and re-login.

Forgot my App login password

1. Click forgot your password in the app login page to receive an email to reset your password.



SmartKids Phone Operator's Manual

How to contact us

Email us at help@opelmobile.com.au or call  **1300 971 584**
(open 8am to 6pm AEST, Monday to Friday – not including NSW public holidays)