



USER GUIDE



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GETTING STARTED

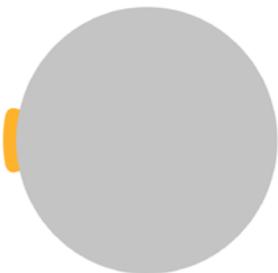
The NickWatch is a touch-screen smart watch for kids that combines creativity and safety, allowing kids to have fun and giving parents peace of mind.

The NickWatch pairs with a dedicated caregiver application that can be downloaded from Google Play (for Android) or the App Store (for iOS).



INITIAL WATCH ACTIVATION

To turn on the Nick Watch, press the side button for 3-5 seconds.



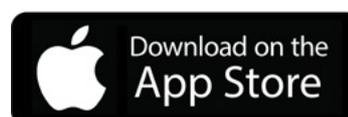
To turn on the Nick Watch, press the side button for 3-5 seconds.

After turning on the watch, select the language and follow the commands. After going through the necessary steps, the watch displays a QR code to pair the watch with the parent application. See **Connecting a watch**.

INSTALLING THE NICKWATCH APP AND CONNECTING A NICKWATCH

Parents and caregivers use the NickWatch application to set up the watch for a child's use.

To download the app, search for **NickWatch** in Google Play or the App Store. A QR code for downloading the app can also be found in the box the NickWatch came in.

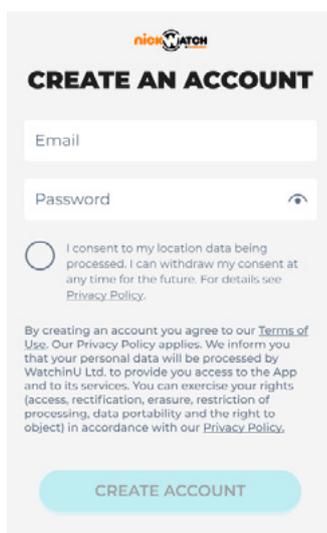


As a parent/caregiver admin, you can use the app to:

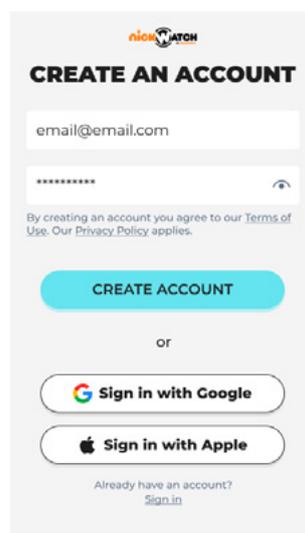
- Call or text your child
- See where your child is
- Add/remove members from the Family Ring
- Manage reminders, quiet times and bedtimes for the kid or kids with watches
- Know when the battery is running out on a child's device
- And much more!

CREATE AN ACCOUNT

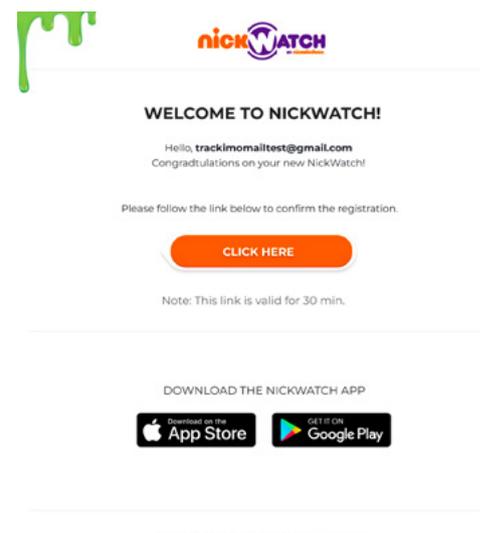
- Open the NickWatch app on your smartphone.
- If you have an account, log in with your email address and password, or sign in via Google or Apple. If you don't have an account, you need to sign up and create an account the first time you open the app. Open the email message. A welcome message is displayed. Click the button to confirm your registration, and return to the app.



Sign in with Google or Apple or create an account using your email address.



Make sure you tap the circle for parental consent regarding the location data of the child with the watch.



A message is displayed that you have a confirmation email waiting for you. **Tap OK.**

Check your email.

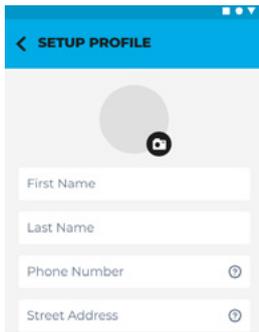
Tip: If you don't find the email, check your Promotions or Spam inboxes.

CREATING A FAMILY RING

When you log in to the app after confirming registration via email, you can set up your profile, and invite members to the Family Ring. The Family Ring enables members to check-in and communicate with each other. Create the Family Ring by connecting the NickWatch or watches of one or more children to the system.

You can invite other caregivers to the Family Ring, to communicate through the app.

FLOW AFTER FIRST LOG IN



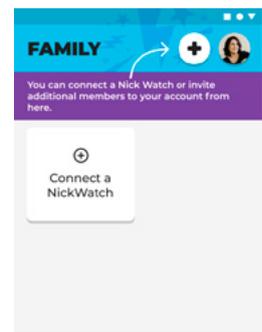
Enter the details for your profile and tap Save.



You can add a picture by tapping the camera icon, and then tap either Nickelodeon or Gallery to select either a Nick icon or picture from your own gallery.



The Family Ring creation screen is displayed when you save your profile. Tap Create New Family Ring.



To invite members or connect kids with watches, tap Connect a NickWatch.

NOTE: A new user must have an email address that was never used in the NickWatch app before.

CONNECTING A WATCH TO THE FAMILY RING

To pair NickWatch with the NickWatch app, on the watch, press the side button and follow the instructions:



Select the language on the NickWatch.



Accept the terms of service and privacy policy.

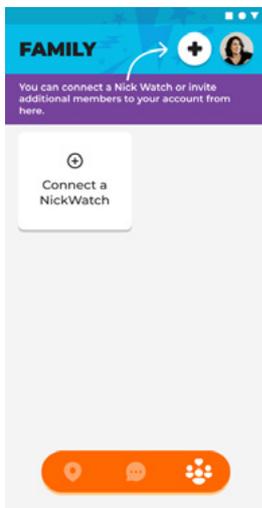


Scroll down and tap to display the QR code.

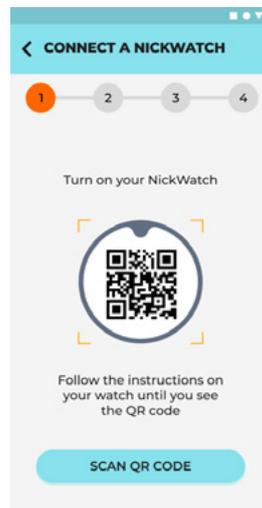


Scan the code using the NickWatch app, then tap the arrow.

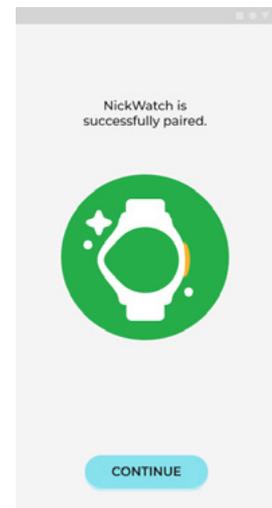
To pair a NickWatch to the NickWatch app, tap **+** on the Family screen and then **Connect Nickwatch** on the following screen.



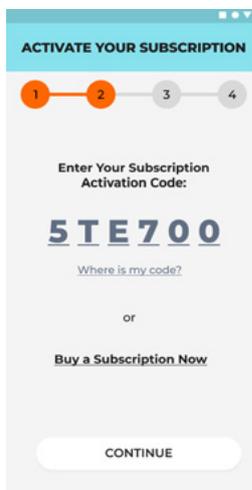
To connect the child watch, click on the NickWatch connection or the **+** button



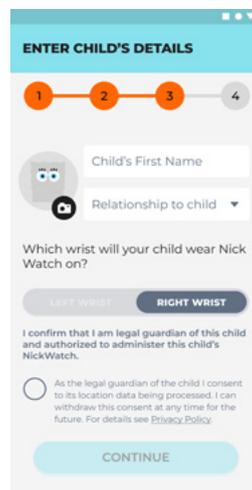
Click on "**scan QR code**" to scan the code on the watch and pair the NickWatch with the family ring.



If the pairing is successful, this screen will appear. Click **continue**.

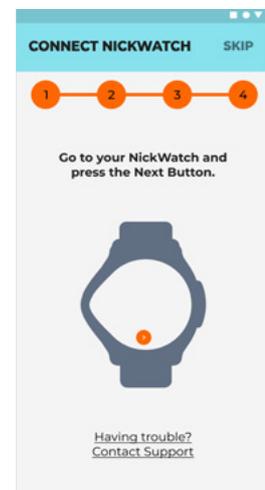


Enter the subscription code received.



Fill in the details, select your relationship from the dropdown box (tap the arrow), and tap to select which wrist your child will wear the watch on.

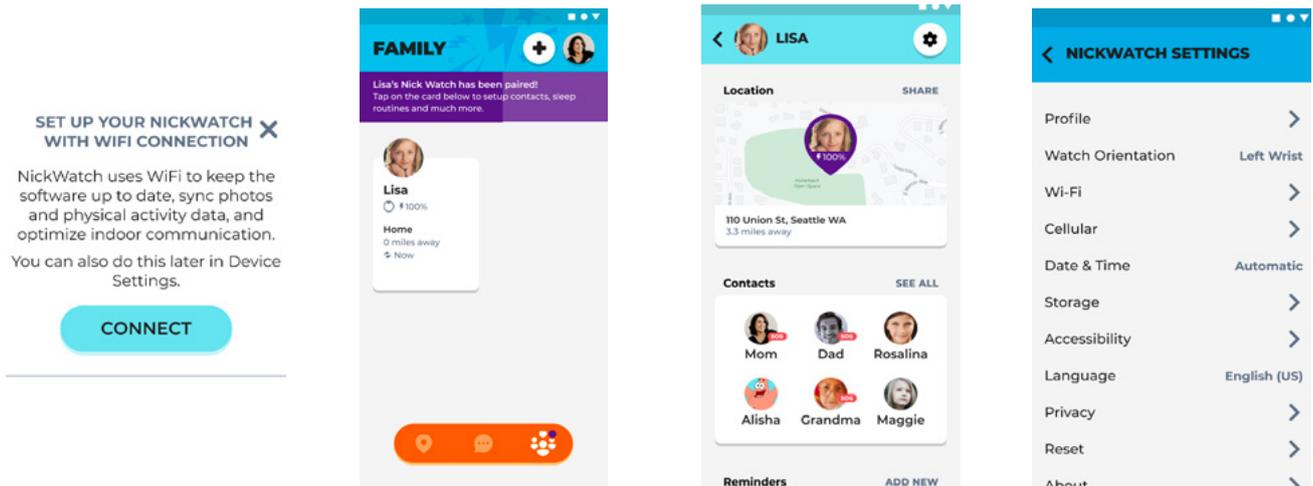
Tap to confirm guardianship then tap **save**.



Go back to Nickwatch and click **continue**.

From here the watch will complete the login process by itself.

CONNECTING A WATCH TO WIFI



Tap **connect** to connect to WiFi.

Alternatively, you can skip this step by pressing the arrow, and connecting to WiFi at a later time via the NickWatch app.

To return to Wifi settings at any point, tap the child's Profile Tab on the family page.

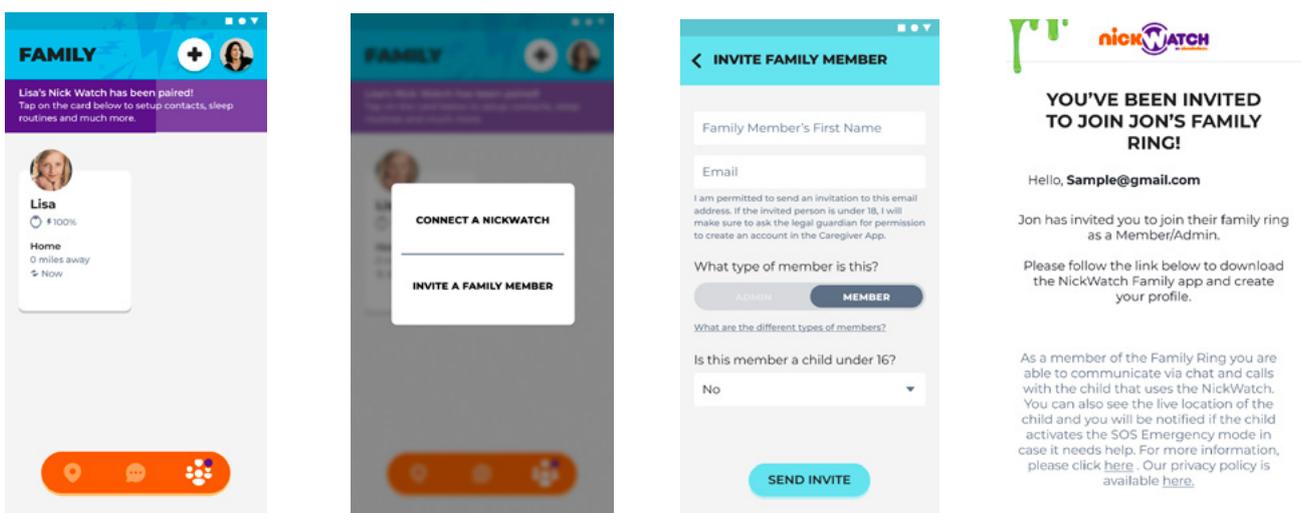
Tap the settings icon at the top.

Tap WiFi to begin the process, Then tap + to add a WiFi network. See Wifi connection sequence.

If the WiFi connection sequence was skipped, you can connect at a later time through the device settings in the NickWatch app.

INVITING FAMILY MEMBERS

You can invite a family member to the ring from the Family screen.



Tap **+** on the Family page.

Tap **Invite a Family Member**.

Fill in the details, then tap **Save**.

The person you invited will receive an email inviting them to download the app and join the Family Ring.

ROLES OF ADMIN AND MEMBER

When inviting a family member, you must select which type of member the person is. Keep in mind the following:

Admin permissions:

- Can manage all members and watch settings in the Family screen, including the ability of a child to contact a member.
- Has unrestricted use of Map and Chat screens.
- Can restrict visibility of locations for other members.
- Can trigger live tracking mode.

Member permissions:

- Can use Map and Chat screens. However, an admin can set for each watch who will be able to see it on the map, so members might not see certain watches.
- Can set their own profile settings from their own app. However they cannot perform any setting actions for other participants in the Family ring.

NICKWATCH

NAVIGATION

Navigating the watch is done using the Dial interaction. Scroll clockwise or counter-clockwise to choose between the different options, or tap a specific icon to dial it directly to the selection tab. The middle area shows the current selection and acts as a selection area.



SIDE BUTTON

The side button is context sensitive. It has the following capabilities:

- A long press turns the watch on/off.
- On the home screen, it displays the feature navigation screen.
- During incoming calls, it can be used to silence the ringtone.
- Returns to the previous screen.
- 10-second press displays emergency functions (SOS).

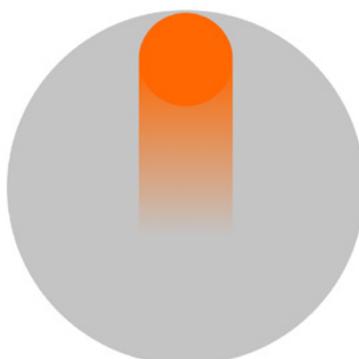
STATUS BAR

The watch time is set automatically based on the time at the parent application.

Swipe from top to bottom in the main screen showing the time, to view the status bar.



Home screen
(The look of the home screen can be changed.
See Watch Faces)



Swipe top to bottom



Status Bar

ORIENTATION

The watch can be worn on both wrists, and its orientation can be set from the NickWatch app.

While charging, Orientation changes to face up on the Power Station.

CHARGING

- Charge the watch by magnetically attaching the back of the watch to the charging cable or the charging base. Make sure the contacts match. When the NickWatch starts charging a small notification sound should play.
- Make sure the charging pins are clean and dry when connecting the Nickwatch to the charger.
- Full charging time is approximately 2 hours and 30 minutes. Charging time may vary, depending on battery level and power supply.
- A low battery notification is displayed when the battery charge is below 30%. Another notification will display at 10%.



CAUTION: Watch and contacts may get hot while the battery is charging.

SOS

It is possible to trigger an SOS mode by pressing the side button for five seconds.

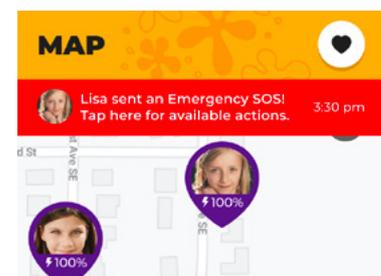
At 5 seconds, the SOS countdown screen is displayed. It includes a circular timer that graphically ticks down over 5 seconds clockwise. This screen is intended to be a failsafe to prevent children from accidentally triggering emergency mode.



To trigger Emergency mode, press the side button for five seconds. Continue pressing for 5 seconds until the screen changes.



A small notification on the bottom of the watch indicates that SOS mode is on



The caregiver is notified via email and a notification is displayed on their phone.

APPS ON THE NICKWATCH

The watch has the following apps:

Chat, Talk, Play, Create, Design, Move, Capture and Listen.

CHAT

Use the chat feature to:

- Send and receive voice messages or preset text messages
- Send and receive emojis, stickers, photos
- answer polls and see timer messages

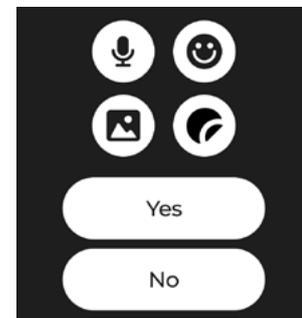
The watch has no keyboard, but it contains a pre-configured list of messages the child can send. This flow is the same for all the Chat features: Voice messages, Emojis, Pictures, Stickers and preset text messages.



Enter a chat in the Chat app.



Swipe up the Reply tab to see the different chat options.



Choose between Voice Messages, Emojis, Pictures or Stickers, or use the list of preset responses.

CALL

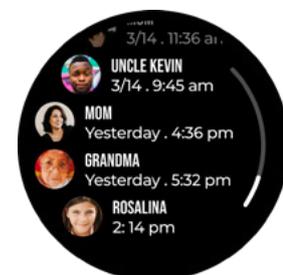
Call your contacts using the Call app.



Choose a contact in the Call app, and tap the center to make a call.



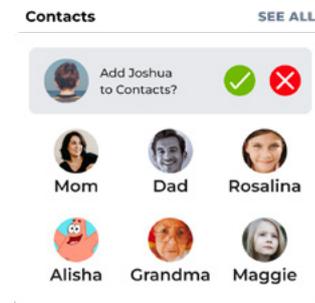
The watch keeps track of calls you missed. Tap the Missed Calls icon to see your missed calls.



Tap to return a call.

ADD FRIEND

Nickwatch users can use the Chat and Talk apps to communicate with trusted contacts from their family ring as well as with other kids using a NickWatch.



Open the Chat or Call app and press the Add Friend button, then ask your friend to do the same.
Note: Bluetooth must be turned on.

The Friend request will be sent to caregivers of both users for approval.

PLAY

The Play app is the main gaming experience on the NickWatch, which includes many mini-games that aim to engage kids and encourage physical activity.

Some games call for high energy and require a lot of movement, while others are more mellow and relaxed.

All games follow the same flow:



Choose a game.



Watch the tutorial, or tap the screen to start the game.



Follow the instructions to complete the mini-game.

CREATE

The Create app is all about inspiring the imagination, creating a space for roll play and fun. It consists of 5 different apps: Sound Effects, Story Words, Funny Voices, Dance and Musical Instruments.

SOUND EFFECTS

Move your hand play to different sounds: Become a sword master or a wizard with a flick of your hand!

STORY WORDS

Get random words to create your own game! You can make up a story, draw a drawing or write a poem - the stage is yours.

FUNNY VOICES

Using the Funny Voices feature, you can record yourself, changing your voice to many different options: You can become a squeaky chipmunk, a croaky frog, or even a robot!

DANCE

Dance to different kinds of music. Move your hand to trigger sound effects and change the tempo.

MUSICAL INSTRUMENTS

Move your hand to become a one-man band! Move your hand faster to trigger different sound effects.



Main Create menu



Funny Voices Menu



Funny Voice recorder



Sound Effects:
Sword Swing



Musical Instruments:
Guitar



Story Words

DESIGN

The Design app lets you configure the look and feel of the watch, by choosing between different Watch Faces, ringtones and notification sounds. As you use the watch, more options are unlocked by completing Feats in the Move app (see **Move**).

You can access the Design app from the main menu, or by long pressing the main watch face.

The Design menu has 5 sections: Watch Faces, Ringtones, Bedtimes Screens, Notification Sounds and Alarm Sounds.



Long press this screen to reach the Design app.



A red dot next to the icon indicates that you unlocked a new design option.

MOVE

The Move app tracks both the daily number of steps the child walked, and the number of steps since the child started using the NickWatch.

In the Move app You can view where you stand on a list of lifetime walking achievements called Feats, and also change the character and background image.



This screen displays the number of steps you walked today.

You can tap this screen to change the character.



Tap to access the Character menu.



Choose a character and tap the center to set it as your new Move character.

FEATS

Feats are shown on the watch at preset numbers of steps, and are rewarded by unlocking Design options (Watch faces, ringtones and notification sounds).



Swipe up the FEATS tab to show the feats list.



A colored icon means you've met that achievement. The red dots indicated you reached a new achievement.



Tap a specific Feat to see what it's all about.

REWARDS

Rewards are unlocked for achieving one of three feats: reaching a new Move feat, walking more than 1000 steps for seven days straight, and using the Create app for seven days straight.

The rewards unlock one random design from the pool of designs each time: watch faces, notification sounds, ringtones, bedtime watch faces, and alarms.

CAPTURE

Use the Capture app to take photos, add stickers, and share them.



Tap the orange button to snap a photo.

Tap the Gallery button to see photos you've taken.

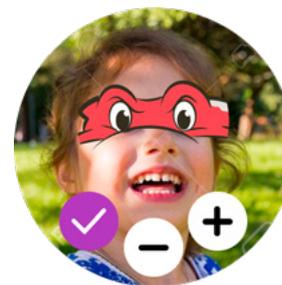


Tap the Garbage button to delete a photo.

Tap the Emoji button to reach the Stickers menu.



Choose a Sticker and tap the center for options.



You can move the sticker around, or tap "+" or "-" to change its scale.

Tap V to save.

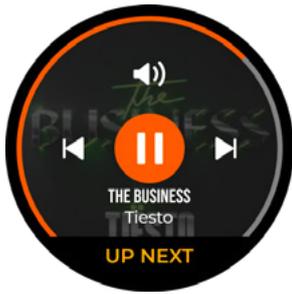
The photos are synced on the NickWatch app, on the phones of family admins, provided the watch is connected to both the charger and WiFi. See **Photos**.

Photos are automatically deleted from the watch if the memory has 30% left, But remain on the caregiver’s phone unless deleted from there.

You can share photos with friends and family. See **Chat**.

LISTEN

The Listen app is loaded with a bank of original songs created for the NickWatch. It has standard music player features such as play, pause, next, previous and shuffle.



Main Listen screen



Swipe up to see more songs and other controls
Tap to select a song from the list.

OTHER FEATURES

You can swipe down from the home screen of the watch to display the Status Bar, and to view and control different settings.



The Status bar shows remaining battery percentage, WiFi and cellular strength, and cellular provider information.

Beneath the status bar you’ll find 6 buttons: Brightness, Volume, Bluetooth, Quiet mode, Airplane mode, About.



Brightness

Tap the plus or minus to increase or decrease the brightness of the watch.



Volume

Tap the plus sign or the minus sign to increase or decrease the volume from the watch.



Airplane Mode

Airplane mode is indicated by a small icon on the top of the watch face.

- **Bluetooth:** The NickWatch enables Bluetooth, and can be paired with Bluetooth devices such as wireless headphones. Enable Bluetooth to add friends in the Chat and Talk apps. See **Add Friend**.
- **Silent Mode:** Silent mode mutes the watch completely, allowing no sounds, chat notifications or other messages. Call notifications are still allowed as vibrations.
- **About:** You can access the watch info page by tapping the I icon on the status bar. There you can see the watch's IMEI, device ID, current firmware version and QR code. You can also access firmware updates, and connect to WIFI.

UPDATES

The watch updates automatically while connected to the charger and Wifi. If you want to manually update your NickWatch, you can access this feature through **Status Bar>About>Updates**.



POWER OFF

From anywhere in the interface, a long press (3 seconds) of the side button displays the Power Off screen. A release and then single tap of the side button dismisses the screen. To power off the device, tap the Power Off button.



THE NICKWATCH APP

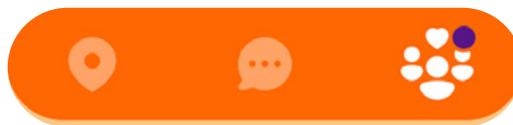
The NickWatch app enables parents and other caregivers to configure various actions and features, and be in touch with the child, communicating with the watch, and keeping an eye on their location.

The app has three main sections: Family, Map, and Chat.

FAMILY

The Family Ring consists of kids using the NickWatch, their parents and/or other caregivers. (See Roles of Admin and Member.)

To reach the Family screen from the app, tap the right-most icon on the orange tab..



The purple dot indicates that there is something that requires your attention, such as any notification regarding a new watch added\removed to the Family Ring, connection to Wifi, and Safe Zone notifications. See **Entry-Exit Notifications**.

As a parent/caregiver, from the Family section you can:

- Manage family ring members
- Set up reminders, quiet times and bedtimes for one or all of the kids with watches.
- Approve/deny friend requests for one or any of the kids with watches
- Monitor the kids' daily activity, current location and photos

CAREGIVER ACCOUNT SETTINGS

Configure different settings on your account:

Profile: Change your Profile picture and details

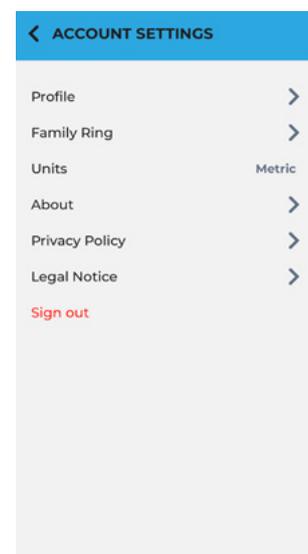
Family Ring: Watch and edit Admins and Memebers

Units: Control the units (Metric/Imperial)

Privacy Policy: Watch the Privacy Policy

Legal Notice: Watch the Legal Notice

Sign Out: Sign Out of your account



MAIN FAMILY SCREEN

The main family screen shows the Profile tabs of all the participants and their positions. It allows you to add members and update your profile. access your child's profile by tapping their profile tabs.

- The main Family screen displays all members of the Family Ring.
- Children with watches appear first in the list and are marked with a watch icon with its charge level. Their location is displayed with the time of the last geolocation update.
- The rest of the family members have the role of member or admin (you can change their roles in the Account Settings)
- You can invite family members using the “plus” icon in the upper right corner.
- View your own profile by tapping your icon next to the plus icon.

NICKWATCH SETTINGS

You can manage settings per individual watch through the parent app.

Tap a specific Profile Tab and Press the settings button on the top right:

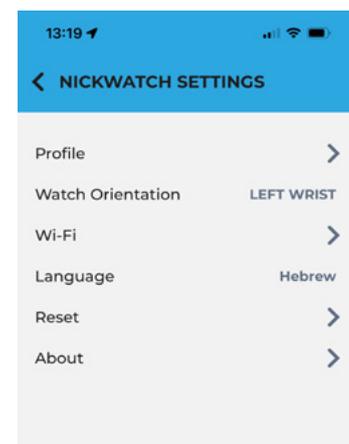
Profile: Change your child's Profile picture and details

Watch Orientation: Set which wrist your child will wear the NickWatch on

WiFi: Connect to available WiFi networks

Language: Set the language on the watch

About: See information about the watch and firmware



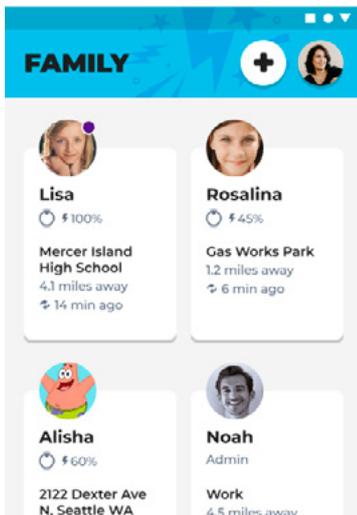
INDIVIDUAL DEVICE SETTINGS /CHILD PROFILE

You can tap the child's Profile Tab on the main Family screen to reach the Profile Settings menu for the child's individual device. A wide range of features can be configured on this screen, related to the child's activity: Location, Contacts permission settings, Reminders, Sleep Time, Quiet Time, Physical Activity and Photos.

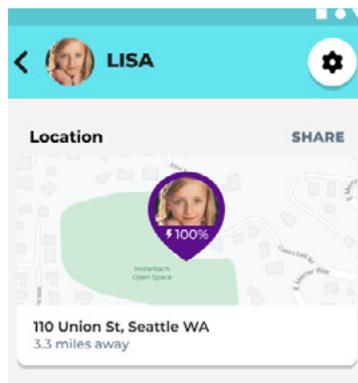
Location

The child's location is displayed on a map.

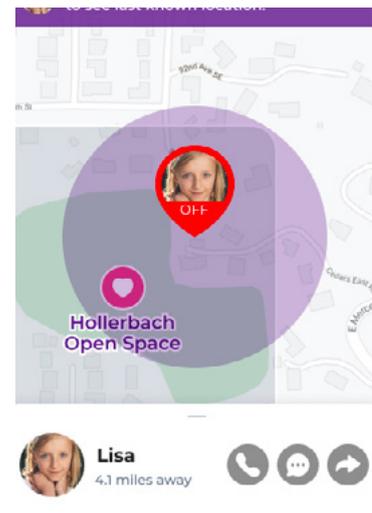
You can share the location by tapping on the Share button. Select between Google Maps and Apple Maps formats, and then select the application used for sharing.



Tap the child's Profile tap to display their watch's individual device settings or the child's profile page.



The child's location is indicated on the map by their pin icon.

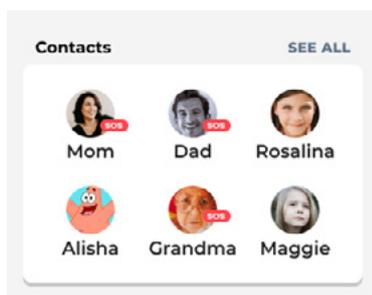


You can share the child's location. Tap **Share**, then select the application to use for sharing.

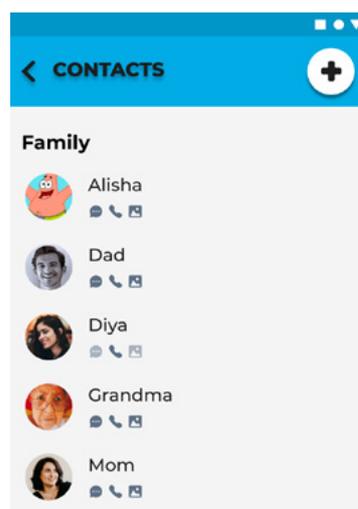
Contacts

By default, all members of the Family Ring are added as contacts when a watch is connected. The contacts listed in the child's Profile are the people the child can communicate with from their watch in the Talk and Chat apps. An admin can set who in the Family Ring the child can and cannot contact and via what means.

These settings can be reached by following these steps:

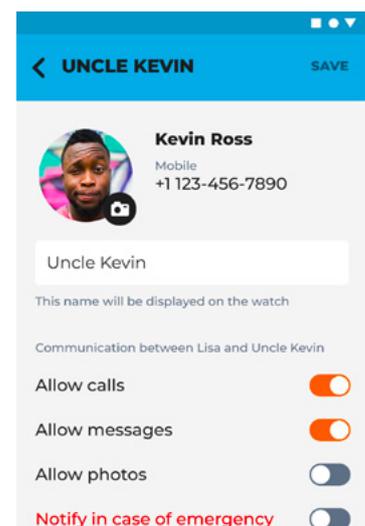


From the child profile screen, in the Contacts section, tap See all to display a list of contacts, or you can tap one of the contacts to directly reach their screen.



The list of Contacts is displayed. Tap a name to configure the contact.

Friend Requests appear on this page and can be approved or declined from here.

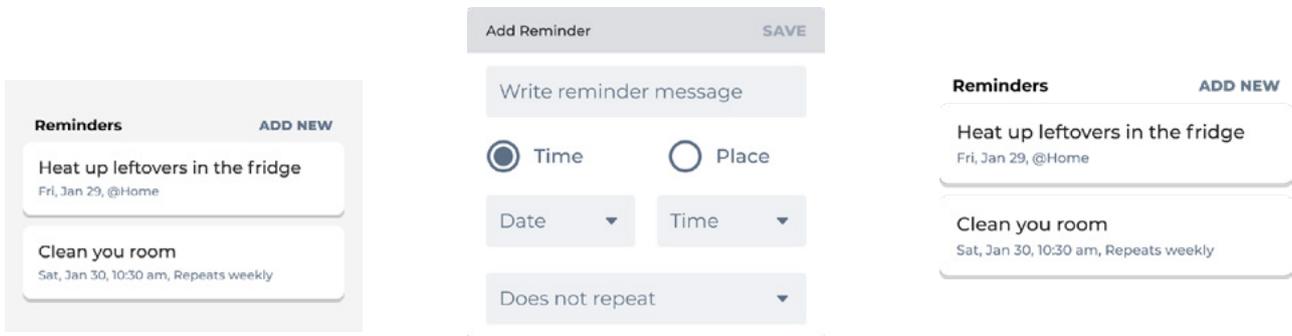


Control whether this contact can send/receive messages, calls and/or photos, and whether they'll receive emergency notifications.

Tap **Save** to keep the changes.

Reminders

Parents can set up reminders that will show on the child's NickWatch on a set time. The **Reminders** feature is located after **Contacts** in the Child Profile.



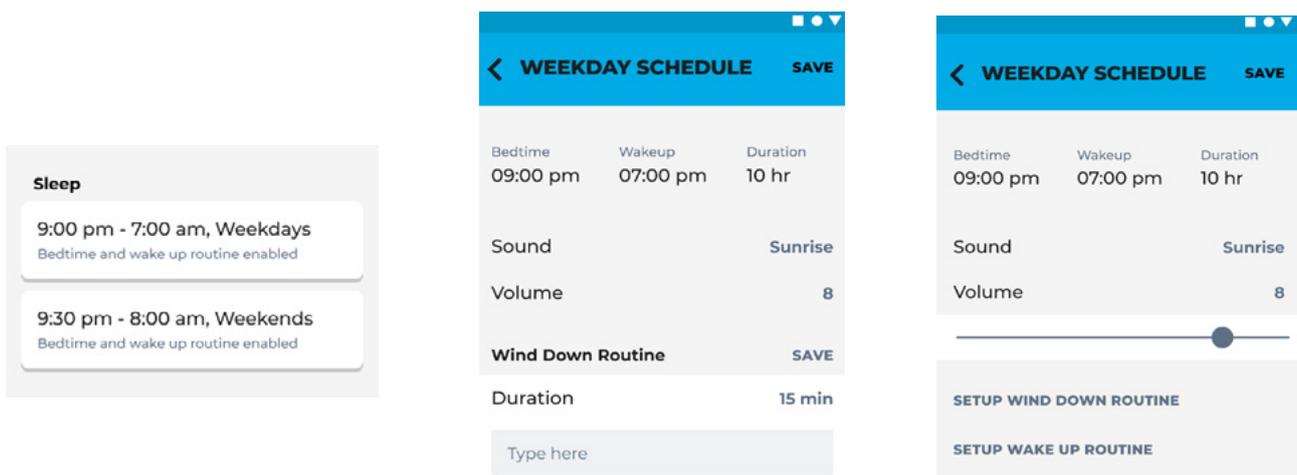
To set up a reminder, tap **Add new** next to **Reminders**.

In the settings box displayed, type a message and select a time and date from the calendar. you can set the reminder to repeat daily, weekly or monthly.
Tap **Save**.

You can edit or delete reminders using the 3-dot menu for android or with a long press for iOS.

Sleep

You can set up your child's sleep schedule, with wind down and wake up routines. These are configured separately for weekends and weekdays.

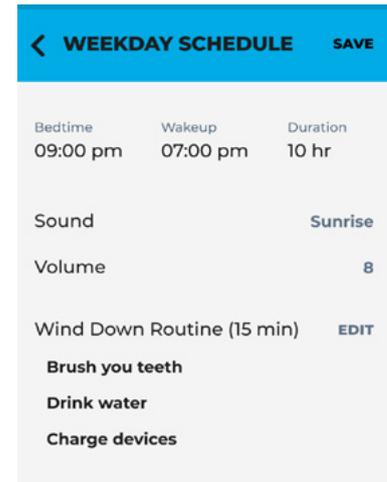
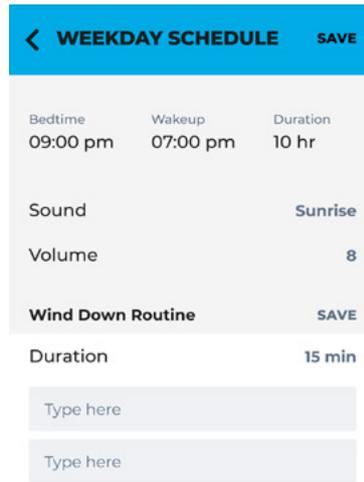
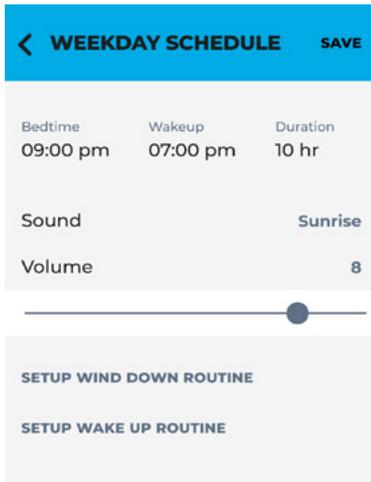


Sleep routines are configured separately for weekday and weekend routines.

Tap to set up a routine.

Set alarm volume.
Tap **Save**.

You can set up a wind down or wake up routine:



Tap **Wind Down Routine/ Wake Up Routine** and set up a duration.

You can type up to three actions for the routine, such as Brush Teeth.

Tap **Save**.

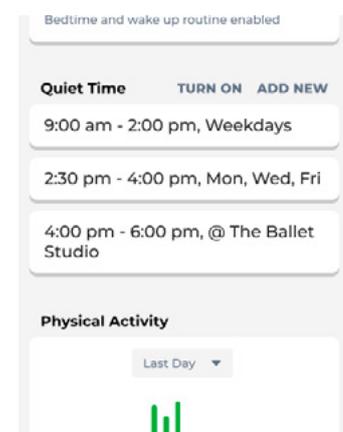
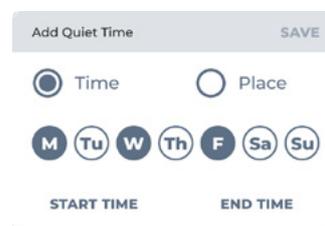
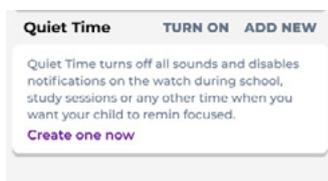
You can set separate schedules for weekdays and weekends.

To delete or edit these settings, press and hold on iOS, or use the three-dot menu on android.

The child receives notifications on their watch accordingly.

Quiet Time

Quiet Time turns off all sounds and disables notifications on the watch during school, homework time, or any other time when you want your child to remain undisturbed and focused.



Tap **Add new** to set up a Quiet Time period.

Tap to select the day of the week, then set the start and end time.

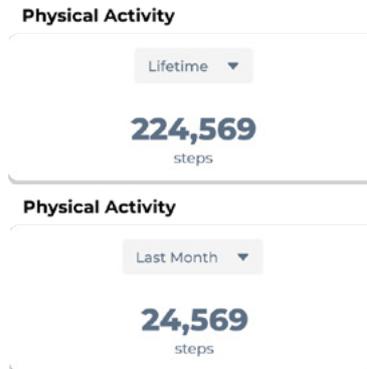
Tap **Save**.

Turn on quiet time immediately by tapping **Turn on**.

To delete or edit these settings, press and hold for iOS, or use the three-dot menu for Android.

Physical Activity

The NickWatch contains a pedometer to measure the child's physical activity, which unlocks different features over time. See the **Move** app.



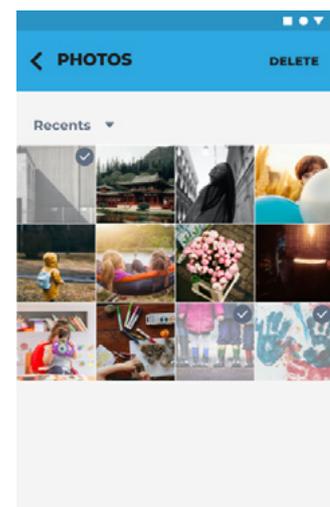
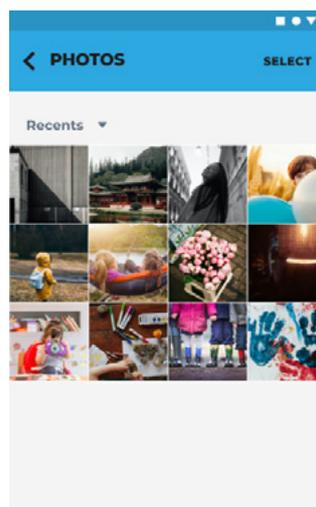
The Physical Activity section syncs with the number of steps measured by the watch.

You can display physical activity for the last day, last week, last month, or watch lifetime.

The server updates the number of steps once every four hours.

Photos

Your child can use the Capture feature on the watch to take photos. The photos are synced with the app and stored on the phones of family admins. Syncing takes place when the watch is connected to the charger and WiFi. You can view, share or delete the photos.



Manage Photos by tapping View in Photos.

Tap a single photo to share or delete, using the buttons displayed.

If you want to delete several photos, tap **Select**, then select and tap **Delete**.

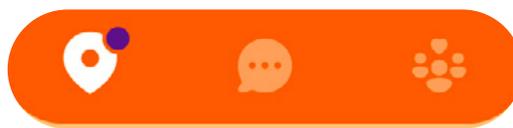
MAP

The Map page provides a variety of capabilities and information.

As a parent/caregiver, you can use the map to:

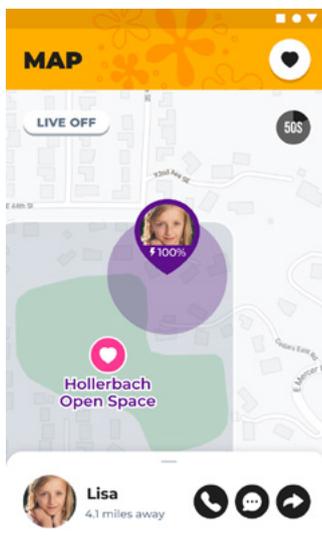
- Get a live view of your child's location
- Voice call or text your child quickly
- Know the status of the battery on your child's device
- Share your child's location
- Add, view and manage saved places

Reach the map in the app by tapping the pin icon on the bottom of the screen, on the left-hand side.

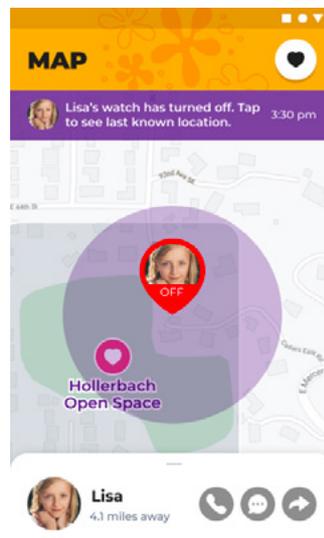


The white pin icon means you are on the Map page, the purple dot indicates that there is a message that requires your attention, such as an entry-exit notification regarding safe zones. See **Entry-Exit Notifications**.

The Map page shows the general location of the members of the family. The location pin is located at a kid's location, and shows the status of his watch's battery. Other Family Ring members are also on the map, indicated by smaller icons.

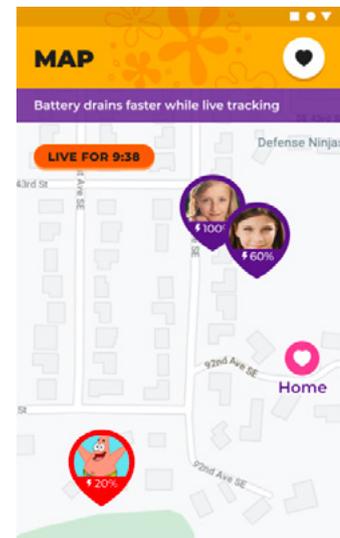


The child's icon indicates that their watch is 100% charged.



There is a location circle around the child.

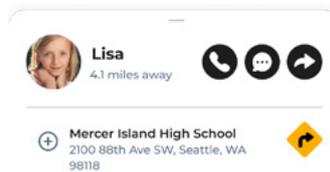
See **Location Circle**.



Live Tracking screen example.

FAST CONNECTIONS

After tapping the child's pin on the map, a fast action menu will display at the bottom of the screen enabling you to communicate quickly with the child, share their location, or navigate to them.



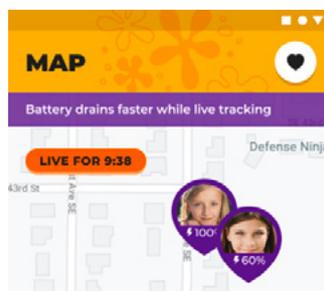
REGULAR LOCATION UPDATING

By default, the watch uses GSM for tracking and sends the child's location every 15 minutes. An admin can trigger Live Tracking to update the child's location on shorter intervals. See **Live Tracking**.

LIVE TRACKING

If you want to find exactly where your child is, turn on live tracking by tapping the Live button on the map. Live tracking Mode will stay on for 10 minutes, and can be turned off by pressing the Live button again.

Live Tracking uses GPS for tracking, which is more accurate than GSM location, but consumes much more battery, since it sends location data constantly: When Live Tracking is on, the watch looks for the child's location every 5 seconds.



When live tracking is turned on, the child receives a message on the watch "Your parent can see you." The notification disappears after 5 seconds if a user doesn't see it or respond.

LOCATION CIRCLE

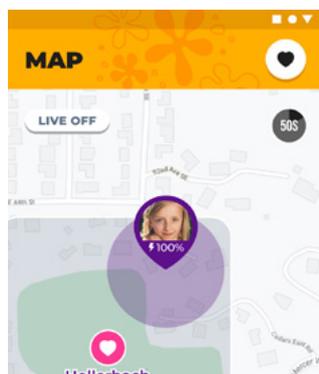
When you click a child's pin on the map, along with the fast action menu, a circle is displayed that indicates an area in which the watch can be found.

Normally, if the watch is running on cellular data or WiFi, the location is updated every 15 minutes. If you want to immediately see the child's exact location, turn on live tracking for a minute.

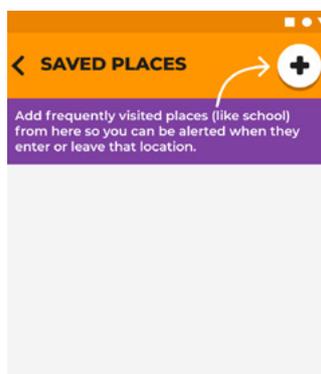
SAVED PLACES

Saved places are locations where the kid usually hangs out (i.e school). You can configure them in the Map screen, to be notified when the child has entered or left them: You'll receive a push notification on your phone when they do. .

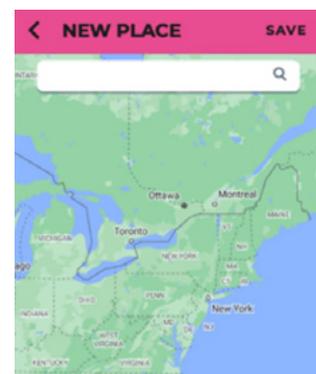
To view your saved place list or add a new place, tap the heart icon in the upper right corner of the map screen:



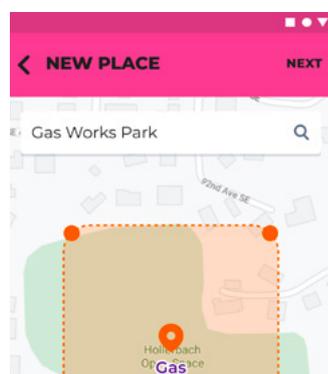
Tap the Heart icon to view saved places



To add a saved place, tap the plus sign on the upper right corner of the screen. The map is displayed.

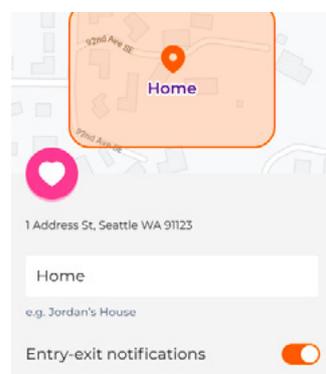


You can search for a new location using the search field. Long press the location to drop a Location pin icon.



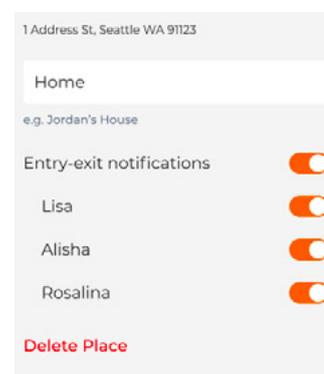
Long press to create a zone, and modify its size and shape using the dots.

The area cannot be smaller than 300x300 meters.



Assign a name to the location and set Entry-exit notifications to On.

Tap **Save**.



Saved Places settings can be managed from the page of the saved places. Select which people in the ring receive such notifications.

Entry-Exit Notifications

When the watch is in a saved place, you can see the shape of the zone on the map. Entry-exit notifications settings enable sending a notification to the parent/caregiver when a child enters or exits a saved place boundary zone.

Delete and Edit Safe Places

You can delete and edit safe places, by pressing the Heart icons, then swiping left on a specific Saved Place. Then, press the Delete button.

SOS NOTIFICATION

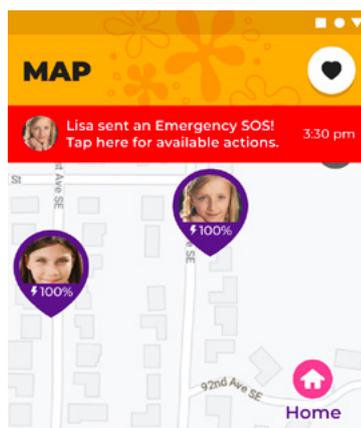
As a parent/caregiver, you can:

- Know if your child has the emergency SOS turned on
- Be able to make a Silent call (optional, depending on the regulation in your country)
- View Live tracking to know where your child is
- End the emergency state

When the child triggers an emergency from the watch, an audio and visual notification is sent to the parents that cuts through silent mode (see **Silent Mode**) or anything else that would normally keep the phone quiet. This happens on all the emergency contact phones. At the same time, Live Tracking turns on.

Note that members of the family ring are figured individually as emergency contacts. See **Contacts** to set up this option.

When an SOS is triggered



Top level app screens show a message in red, indicating there is an emergency.



When you tap the SOS notification, this pop-up is displayed which allows you to either make a silent call to the child, or end the emergency situation.

- A silent call enables you to hear the child's surroundings even if your child doesn't answer the call and mutes the watch (optional, depending on the regulation in your country).
- Any of the kid's emergency contacts can end the emergency state.
- If one admin turned on Live Tracking, it shows up as LIVE on the other admins' apps as well.
- If a child ends an emergency on the watch, all emergency contacts get a notification.
- Permission to receive SOS notifications is configured in the Family section by selecting a child. Find more information about it in Contacts.

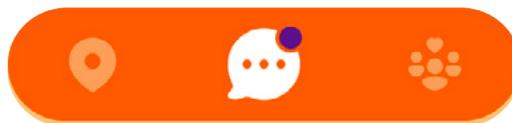
CHAT

The Chat section provides the parent several different ways of contacting the child.

As a parent/caregiver, you can use the Chat pages to:

- Create, see, and respond to messages and phone calls
- Send a poll, image, timer, sticker
- Record a voice message
- Create group chats
- Delete messages/phone calls

Reach Chat by tapping the center icon on the bottom of the app:

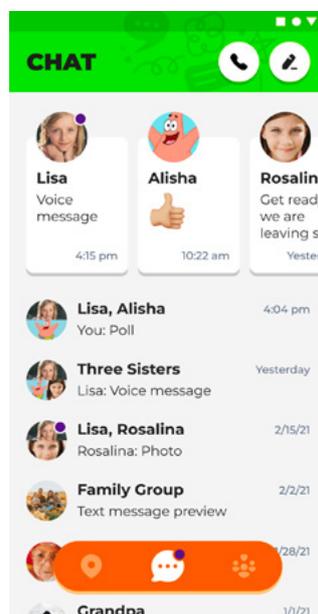


The chat icon in white indicates that you are on the Chat page, while a purple dot indicates you have some kind of message or call waiting for you.

CHAT PAGE

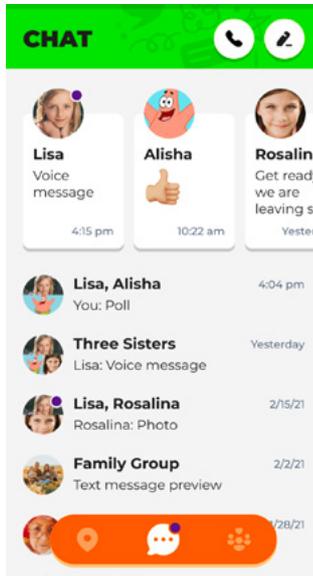
The Chat page displays a Profile tab for each NickWatch, and includes any group chats that were created.

- Initially, the Chat page has only the Profile tabs for each NickWatch. Tap a Profile tab to begin a chat.
- Use the Pencil icon to create a group chat or chat with another caregiver. See **Configuring a Group Chat**.
- Tap any of the listed chats to call or chat with them.
- Use the Phone icon to view your Call History. See **Call History**.

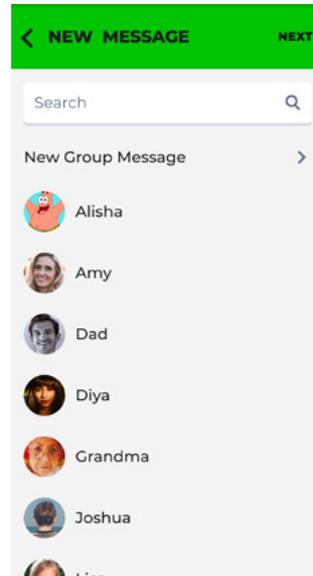


CONFIGURING A GROUP CHAT

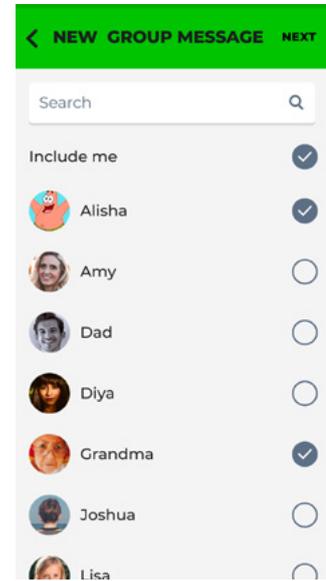
You can create a group chat with any combination of the family ring members.



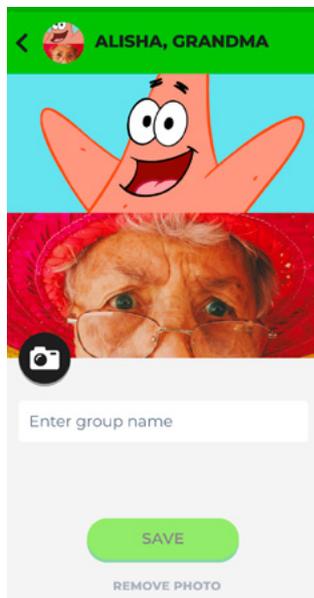
Tap the **Pencil** icon on the main chat page.



Tap **New Group Message**.



On the New Group Chat page, tap the circles to select the members.



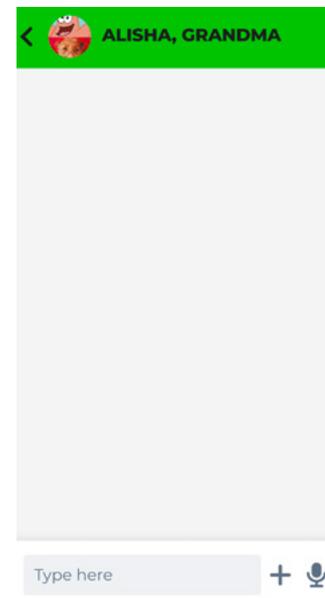
Each member of the chat is displayed with their profile image.

If you want to change the group profile image, tap the **camera icon**.



You can select a photo from the Nickelodeon gallery or your phone's gallery.

Choose a photo and tap **Save**.



You can change the photo at any time, or remove it to return to the original icons. Tap the icon at the top of the chat to return to the photo page.

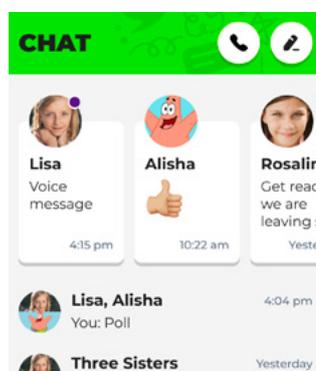
CHAT FEATURES

Use the Chat page to communicate with your child in one of the following ways: Phone Calls, Chat Message, Voice Messages, Stickers, Timer Messages, Polls, and Photos.

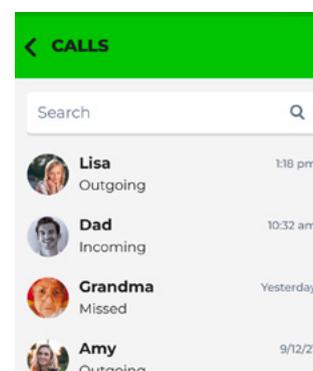
- **Phone Calls:** Tap the child's profile tab to open their Chat page, then tap the Phone icon to start a call. (Note that you cannot use the app to place a phone call to other caregivers, though you can use other Chat capabilities with them. See Configuring a Group Chat.)
- **Chat Messages:** You can use the Chat app to type and send messages. Note that the NickWatch itself doesn't have a keyboard, and messages can be chosen from a provided list of preset messages.
- **Voice Messages:** To record a voice message, tap the Microphone icon. When done, tap the microphone again to send the message. Messages must be at least half a second long to be sent.
- **Stickers:** Tap the Plus icon in the Chat page. Tap the Sticker button, then tap a Sticker to send it.
- **Timer Messages:** Tap the Plus icon in the Chat page. Tap the Timer button, then type a message, choose a duration, or tap Add to select your own duration. tap OK.
- **Polls:** Tap the Plus icon in the Chat page. Tap the Poll button, type a question and provide at least two answers to choose from. Tap V after each option. Hit the arrow to send the poll to all the people in the chat. The child taps their choice on the watch. The winning response turns white when a child or all members of the group respond.
- **Photos:** Tap the Plus icon in the Chat page. Tap the Photo icon, then select a photo from the gallery, or take a new photo.

Call History

The call history displays a list of calls including any missed calls. From the call history, you can search for a call, and you can tap on a name in the history to return a call.



Tap the Phone icon in the upper right-hand corner of the main Chat page to view the call history page.



You can tap a call in the Call history page to return the call.

TROUBLESHOOTING

Q: HOW CAN I RESTART THE NICKWATCH?

A: A 3 second press on the orange button will prompt an option to power off the watch. Another 3 second press will power it up again.

A 25 second press on the orange button will force a reboot.

Q: THE NICKWATCH HAS A BLACK SCREEN, NO DISPLAY AND NO RESPONSE TO PRESSING THE SIDE BUTTON. WHAT SHALL I DO?

A: Make sure that your nick watch is charged, place the watch on the charging station and make sure it's connected to a valid power output. If you are using the Power Station lamp charger you can verify by turning the light switch on. Make sure the pins on the charger are aligned with the pins on the watch. Wait for 10 minutes, the watch should turn on automatically.

If it doesn't turn on take the watch out of the charger and long press the orange button for 25 seconds or until the watch turns on and the nickwatch logo appears.

If it still doesn't turn on please contact our support team.

Q: HOW DO I UNLINK THE WATCH FROM MY ACCOUNT?

A. To remove a watch from your caregiver account, you will need to contact our support team. Because the NickWatch is also a tracking device we do not allow users to remove and add NickWatch devices to different accounts to prevent privacy breaches.

Q: HOW DO I RESET MY NICKWATCH TO FACTORY SETTINGS?

A: You can reset the watch to factory settings through the caregiver application on android or iOS. if the watch is not added to a caregiver app and you need to factory reset it, you can either add it first or contact our support team to perform a factory reset for you.

Connect the watch to the charger and make sure it is on and has internet connection. A wifi connection is recommended for this process.

On the caregiver app on your phone navigate to the family panel (the far right option on the button).

Select the watch you want to perform a factory reset to, go to device settings (the gear icon on the top right corner of the screen), select reset, press confirm, the watch should reboot automatically.

We're here for you: support@nickwatch.com