

ANGEL WATCH



SERIES R USER GUIDE

WELCOME TO YOUR ANGEL WATCH!

Angel Watch™ provides a secure, easy, distraction-free way to monitor and connect with your kids and other vulnerable loved ones from just about anywhere.

For UK customers, your included SIM card connects your Angel Watch™ through EE's nationwide network covering 99% of the UK.

Stay connected with contract-free, month-to-month pre-paid service without risk of overage charges.

Please read this guide carefully to ensure you set up your watch correctly.



ANGEL WATCH™ KEY FEATURES

- WiFi + 4G Cellular Internet Connectivity
- GPS, WiFi, LBS Positioning & Geo-Fencing
- Be alerted remotely of watch removal
- Reliable Cellular SOS Emergency Calling
- Control remotely with the Angel Watch app
- Secure Parent-Controlled Phone Book
- No Internet, Games or Social Media
- Two-way Cellular + Video Calls
- Pedometer, Calorie Consumption, Distance Covered & Sleep Quality Monitoring
- Remotely read Body Temp, BP & Heart Rate*
- HD Photo and Video Camera
- Voice and Picture Messaging
- Discreet Remote Listening (Sound Guardian)
- Gamify Good Behaviour with Heart Rewards
- Do-Not-Disturb & Class Schedule
- Fall Alert with Emergency Calling
- Medication Reminder**
- Lost Watch Finder
- Multiple Alarm Clocks & Do Not Disturb
- 16 Languages
- Worldwide GSM Network Compatibility
- Watch Low Battery Alerts sent to your App

*Angel Watch™ is not a medical device. Consult your physician for medical monitoring.

** Series R Assist Only

QUICK START GUIDE

1

Activate your included SIM card at angelwatchco.com/activate (UK Only)

2

Pop open the watch's SIM tray using the SIM tool and insert your activated nano SIM (chip facing up, notch outwards). Push tray back in until edge is flush with the watch casing.

3

Restart Angel Watch™ (SETTINGS-REBOOT).

4

Swipe down on watch face to confirm you have 4G with min. two bars of service.
If not, see p.6 or reboot outdoors.

5

Download the Angel Watch™ app. Allow all permissions. Use an 8-12 character password with at min. one capital letter, no symbols.
Select account 'Area' as EUROPE & AFRICA

6

To pair with the Angel Watch™ App, swipe across to the 'QR Code' app on the watch and select the 'RegCode'.

On the app, tap  to scan the watch QR code. Set a nickname for the wearer (no punctuation) and your relationship in "I am", e.g. I am Mum.

**ACTIVATED SIM OR WIFI REQUIRED FOR PAIRING.
ALWAYS REBOOT WATCH AFTER INSERTING SIM.**

MORE ABOUT CELLULAR NETWORKS

Angel Watch™ requires mobile service to operate outside of WiFi and maintain connection to the Angel Watch™ App.

With Angel Watch™ being its own mobile device, there's no need for you to change whichever network you're personally on.

 For UK customers, we offer a free SIM card from our network partner with affordable, pre-paid, plug & play service through EE's powerful LTE network.

There are no commitments, no contracts, and no risks of receiving overage charges.

Activate SIM at angelwatchco.com/activate

 For international customers, select any standard phone plan (not a wearable or IOT plan) with at >1GB data, SMS, Voice Minutes and Caller ID. Ensure you use your network's recommended Android APN (data) settings.

USING OTHER NETWORKS

Angel Watch is a 4G Android-based device.

You may use other operators but we strongly suggest only using the included SIM card for an optimal, fully supported experience.

Visit our website's SUPPORT page to learn more.

With any network, your Angel Watch™ App account area must be set to EUROPE & AFRICA.

THE DETAILED SETUP GUIDE

REGISTERING & INSTALLING YOUR SIM

1. Charge your Angel Watch™ fully using the magnetic USB charging cable, face down to avoid accidental disconnection.

i It may take up to 15 minutes to display a charging icon. While charging, your Angel Watch™ will be unresponsive.

2. Activate your included SIM by visiting:

angelwatchco.com/activate

(or visit your other network's website)

3. Turn off Angel Watch™ (Settings-Shutdown)

4. Slide open the watch's SIM tray using the SIM tool.

5. Insert your activated nano SIM (chip facing up, notch outwards).

6. Push tray back in all the way until flush.

7. Power on your Angel Watch™ by pressing the SOS/Power-On button, or go to Settings-Reboot if you did the above while powered on.

8. The watch will take ~1 minute to register to the network. Swipe down on the watch face (from the very top of the display) to pull down the menu and see signal bars with 4G or LTE.

If you have no service and instead see a:

-  Symbol with an exclamation (!) mark, the SIM is not readable or not inserted correctly.

Slide open the watch's SIM tray using the SIM tool and insert your activated nano SIM (chip facing up, notch outwards). Push tray back in until edge is flush with the watch casing and go to Settings-Reboot.

-  Sideways triangle this means 'no service'. Please wait a few minutes for the watch to obtain the network's signal. If the triangle remains, the watch is either out of network coverage or your SIM was not activated. Step outside and reboot. If that fails, check the SIM in another phone (with WiFi disabled). If that fails, contact your network.

-  If difficulties persist with locating or calling;

1. Connect to WiFi and check for firmware updates (Settings-More-Device Info).
2. If you are able to call but your watch shows 'Offline', you are likely using the incorrect APN. Use an alternative APN. Visit support.angelwatchco.com and search 'What are the correct data/APN settings for Angel Watch?' for the latest, most up to date information.
3. Delete your Angel Watch™ App account (ME-Delete Account) and re-register. Choose EUROPE & AFRICA as your region and re-pair the watch.

FACING ANY CONNECTION ISSUES?

Go to page 21 or visit
support@angelwatchco.com

PAIRING ANGEL WATCH™ WITH THE APP

1. Search 'Angel Watch' app on your App Store or point your camera at this QR code to download. Allow all permissions & tracking.



2. Register your new account ensuring that:

- i. Your email address is valid. It's needed for password recovery and never shared.
- ii. The password is 8-12 characters long, no symbols, and at least one capital letter.
- iii. Your 'Area' is set to EUROPE & AFRICA

3. To the right of the 'Scan QR Code' line, tap the  icon to open the scanner.

4. On the watch, go to the 'QR Code' app, tap the 'RegCode' and scan using the app.

5. Set a nickname for the wearer without using apostrophes or symbols and enter your relationship, e.g. I am Mum.

 Having issues registering? See page 20.

 For security, any change of SIM will factory reset the watch and require re-registration.

MORE OF A VISUAL LEARNER?

Scan the QR Code on the START HERE card or head over to our YouTube channel and watch our Setup Video Tutorial



-  If your app region (Area) is incorrect click 'Login' with the incorrect region, go to 'ME', then 'Delete Account' and re-register a new account and select Europe & Africa. You may re-use your original email address.

All Family Members must use the same 'area'. This is required for the initial pairing permission notification sent to the admin.

-  If you are unable to locate the watch on the map after pressing the green pin, check the latest network APN setting by going to support.angelwatchco.com and search 'What are the correct data/APN settings for Angel Watch?'

On the watch go to Settings > Mobile Networks > APN to update selection.

Reboot watch outside where GPS satellites can acquire the watch's position without obstruction to obtain accurate positioning.

-  The watch's location on the map may show that it is far away from its actual location. The map can take a moment to download.

Please allow 24hrs for the network to improve and consider the source accuracy:

GPS is very accurate (5m-50m) and requires a clear view of the sky.

WiFi is moderately accurate (50m-500m) and uses your internet's IP location.

LBS accuracy is (50m-500m) and estimates its proximity to the nearest tower. This is only used when no other location sources are available.



GET TO KNOW YOUR WATCH'S APPS

CLOCK FACES

Press and hold down to swipe through various clock faces* and select preference.

PHONE

Use the dial pad to freely dial any number.

Disable this with the app. Select 'Function Restrictions' and turn off 'Enable Dialpad'.

CONTACT

To add, edit or delete tamper-proof contacts onto the watch, use the Angel Watch™ app Phone Book feature. Tap the green camera icon to add a picture. Enter contacts in +447777123123 format and make a test call, if you receive a "voicemail not setup error", re-add your contact without the +44. Service and coverage is required to modify contacts.

CHAT

This is the messaging app between the Chat feature on Angel Watch™ app and the watch's Chat app. The watch can send direct or shared family group voice & picture messages with Family Members (p.12).

Chat also allows for watches to connect as 'Friends' for direct watch-to-watch voice & picture messaging (See 'Friends' p.11)

SMS

If enabled, SMS can be used to send text messages.

To intercept SMS messages, go to 'SMS Messages' on the Angel Watch™ app.

 To avoid unsolicited calls to your child, activate 'Reject Unknown Call' in the App and only added contacts can call the watch.

VIDEO CALL

HD video calls between the Angel Watch™ and trusted Family Members using the app.

CAMERA

Take HD pictures straight from the watch.

GALLERY

View pictures taken from the watch. These can be exported using your charging cable and a computer (see p.11).

DAY TOOLS

- Schedule
Enter and view class schedules.
- Math
Timed mental arithmetic challenges!

SETTINGS

Settings include:

- Shutdown & Reboot
- Volume & Brightness
- Torch
- Network Settings to change APN
- WiFi
- Bluetooth- works with most headphones and hearing assistance devices.
- Fall Detection
- Date & Time to set preferred formats
- Device Info, including your IMEI
- Languages and more..

STEPS

Counts lifetime steps. Lifetime step can be reset by performing a factory reset.

Manage Steps from 'Health' on the app.

APP STORE

Install available child safe applications.

QR CODE

- AppCode
Point your phone camera at the QR code to download the Angel Watch™ app from your iOS or Android App Store.
- RegCode (WiFi or Cellular Data required)
Your watch's unique QR code to pair it securely to the Angel Watch™ app.

DATA TRANSFER

Plug your 4-pin USB charging cable into your computer to export and import files to or from your Angel Watch™ .

Several options will be displayed each with explanations on data transfer options.

FRIENDS

Open the 'Chat' app to add up to four Angel Watches as friends for direct messaging.

Connect all watches to the same WiFi and enable bluetooth (SETTINGS).

Place watches close together, open the 'Chat' app on all, tap the 'add contact' icon on top right. Wait up to a minute for the icons to go from grey to colour and select an icon to represent friend.

TEMP*

Take body temperature readings and monitor in real-time on the Angel Watch™.

Also take readings and monitor remotely with alerts using the app.

Wear for at least 30 minutes prior to taking readings, or nearer 1 hour in colder or warmer conditions. Ensure a snug fit when reading.

Unusual climate may affect results.

HR & BP*

Take Heart Rate and Blood Pressure locally or remotely using the app. Results are sent back to your app and saved.

A good healthy resting Heart Rate for children aged 6-15 is between 70-100 bpm.

Normal blood pressure for school aged children should be around 97/112 mmHg.

Blood Oxygen (SPO2H) can only be taken from the watch itself as it requires an adult to hold and to press it firmly on the skin. SPO2H should be above 90%. Normal is 95%-100%.

FAMILY MEMBERS

Family Members are separate Angel Watch™ app account holders labelled as Mom, Dad, etc.

Family Members must be close and trusted, as they have full access to all features and settings. Add other contacts to the Phone Book for calls and SMS or use a messaging app from the watch's App Store.

Add Family Members by scanning the watch's RegCode. Admin approval is always required.

GET TO KNOW THE ANGEL WATCH™ APP

PHONE BOOK

Add up to 10 phone to the watch's phone book for direct mobile calling.

-  Add numbers in +447777123123 format (+ country code and number; no spaces). If you receive a voicemail error when calling, re-add contact without the +44. Add a contact image using the green camera icon.

CHAT

Enjoy shared family chats with pictures, voice and text messages with the watch's Chat app.

Watch messaging is limited to voice & pictures only. The screen is too small to easily type.

CALL

Enter the watch's phone number here to call.

You may also save the number as a contact in your personal phone (recommended).

MAP

Tap on the map and press green pin to fetch your watch's current location.

The location source being used is in the map's address box. Allow time for map download.

-  Your watch will use the best source available.

GPS (5m-50m): Satellite positioning (outdoors)

WiFi (50m-500m): Based on home IP address

LBS (50m-1000m): Proximity to nearby tower

IT MAY TAKE UP TO 24HRS FOR ALL FEATURES TO
APPEAR IN YOUR ANGEL WATCH™ APP

-  Toggle between current and all Angel Watch™ users on the same screen
-  Find Angel Watch™ user location
-  See your location as the app user
-  Create Geo-Fences and be alerted when the watch exits the area. Press '+', tap to drop a pin and select geo-fence radius.
-  Tracking movement history
-  Toggle Normal, Satellite & Traffic views

HEALTH

View Steps, est. Calories burned, Distance covered, Sleep Quality, Body Temp, Heart Rate & Blood Pressure (which can also be taken remotely) and set timings to monitor.

-  Measurements are in CM and weights in KG. These cannot be changed.

NOTIFICATIONS

Low Power, SOS alerts and other alerts.

ALARMS

Set and edit up to three alarms.

REWARDS

Gamify good behaviour with love hearts-e.g. 10 love hearts in a week earns a pizza!

REMOTE CAMERA

Concerned about safety? Need images? Capture images remotely and view gallery.



VISIT OUR YOUTUBE
CHANNEL TO LEARN MORE!

TIMETABLE (SERIES R KIDS ONLY)

Allow your child to have easy visual access to classes and any other weekly events.

Click '+' to add classes and press on a number in the left column (1,2,3 etc) to set period. Schedule will be sent to the watch.

VIDEO CALL

Make & receive video calls with registered Family Members using the app and watch.

 If 'Video Call' does not appear on your app, start a video call from the watch to yourself. This will prompt 'Video Call' to appear.

 For security, only Family Members approved by the admin are able have video calls.

SOS

Enter up to 3 emergency contact numbers.

When pressed for 3 seconds, the SOS button on the watch will dial the each emergency contact in sequential order for 5 rings, one after the next until answered.

 SOS alerts are sent to all Family Members.

LOCATION UPDATE SCHEDULE

Select the time interval for the watch to fetch its position. More frequent positioning will affect cellular data usage and battery life.

When historic tracking or geo-fencing is not required, use Sleep Mode (Manually Obtain Position) to conserve energy. You can still tap the green pin on the app's Map anytime to fetch the watch's current location. Mobile service and coverage required.

FALL ALERTS

Notify Family Members of a quick movement met with a sudden stop through the watch's in-built accelerometer.

Enable Fall Alerts to send fall notifications to all Angel Watch™ app Family Members.

-  Use Fall Alert Call to auto-dial SOS emergency contacts. Enter emergency contacts in order using the SOS feature (p.15)

Sensitivity of Fall Alerts may be adjusted using the Angel Watch™ app.

MEDICATION REMINDER (SERIES R ASSIST)

You can set multiple medication reminders to go off either once, daily, or only on set days.

Your medication reminder is a text prompt on the watch itself. You may also add an audio reminder that you can record yourself.

-  Press and hold the  button to record. Release to end your recording. Use the back button to erase and re-record if needed.

To use a voice prompt message you must also enter a text prompt message.



Abrupt daily actions could simulate a fall.

Please consider this when adding SOS dialling contacts, particularly with emergency services.

SOUND/VIDEO GUARDIAN (DROP-IN)

Discreetly activate the microphone/camera on the watch to monitor one-way audio/video without alerts coming onto the watch.

Enter your phone number (not the watch) in +447777123123 format. Press 'Activate Call Back' to receive a one-way cellular call.



THIS FEATURE MUST BE USED WITH CONSENT AND IN ACCORDANCE WITH APPLICABLE LAWS

DO NOT DISTURB

Set up to four times on specified days to block calls & messages. SOS calling will still function.

SMS ALERTS

Enter the parent's phone number to be alerted by SMS if the watch's battery is critically low or the SOS prompt has been activated. These notifications are also sent through the app but SMS alerts are helpful in areas of low/no data.

FIND WATCH

Press to locate your Angel Watch™. A sound will play loudly through the watch's speaker.

SET LOCATION BASE STATION (LBS)

If network permitted, LBS estimates the proximity to the nearest mobile tower when no better sources are available (e.g. underground parking). Accuracy: 50m-1000m.

FUNCTION RESTRICTIONS

Toggle the watch's ability to freely dial numbers using the keypad or disable the GPS.

LANGUAGE

Choose to select from 16 languages.

SCHEDULE SHUTDOWN

Set times for watch to reboot or shutdown.

-  If you are in an area of intermittent coverage or on the move frequently, rebooting daily to refresh your network may be helpful.

TIME ZONE

Over-ride your watch's automatically selected network date and time.

BODY TEMPERATURE MEASUREMENT

Remotely read and monitor the wearer's Body Temperature and view life-time historical data from all readings.

-  Normal body temperature should be between 36°C - 37°C.

NIGHT POWER SAVINGS MODE

Disconnect from 10pm to 6am every night to save data and reduce battery consumption.

SMS MESSAGES

Intercept SMS messages sent to the watch on your app. Choose to enable or disable.

REJECT UNKNOWN CALLER

Activate to block unwanted calls so only saved Contacts are able to call the watch.

Phone Book contacts must be saved correctly, e.g. +447777123123 to be recognised by network.

SET DEVICE WIFI

View the WiFi networks around the Angel Watch™ from anywhere and set the WiFi connection remotely; though it is recommended to update WiFi in the watch's settings directly where possible.

REMOTE SHUTDOWN

Remotely shutdown your Angel Watch™.

RESET DEVICE

Restore Angel Watch™ to factory settings.

 If you are unable to reset your Angel Watch™ remotely, open the Phone app on the watch, enter ***#174714#*** and press the green button to factory reset your device.

REMOTE RESTART

Restart your Angel Watch™ from the app.

This is helpful if you are separated from the watch and you're having connection issues.



THE ANGEL WATCH™ PLEDGE

Angel Watch™ is designed to bring you more comfort while apart and encourage independence, safely.

It offers the same security as a smartphone but more relevantly, and without the costs or risks that come with the exposure to apps, social media, and the internet.

If you are having issues, or Angel Watch™ does not meet your expectation, please get in touch and we'll help you get things right.

We are here for you and will work to meet your expectations. We really hope you enjoy your Angel Watch™, with all the fun, safety and security that it can offer you and your family.

The Angel Watch Family

HAVING REGISTRATION ISSUES?

I ENTER A PASSWORD BUT IT DISAPPEARS

Use a password that is 8-12 characters with only letters and numbers; no symbols, and at least one capital letter.

THE REGISTER BUTTON ISN'T LIGHTING UP

Manually enter the verification code. Use a password that is 8-12 characters with letters, numbers and at least one capital letter.

I'M REGISTERED BUT CAN'T LOG INTO THE APP

Click 'Forgot Password'. Reset to one that is 8-12 characters with only letters and numbers and at least one capital letter, no symbols.

MY WATCH'S QR CODE IS SHOWING '000000'

Make sure your watch is either connected to WiFi or that your SIM is activated. Insert chip side up in the SIM tray using. Open using the SIM tool. Go to Settings > Reboot and wait 5 minutes. The code will automatically change.

APP WATCH REGISTRATION ISN'T COMPLETING

Remove punctuation from the Nickname.
e.g. enter name as Sarah, not Sarah's Watch.

I NEED TO CHANGE MY APP ACCOUNT REGION

Log back in to your previous region. Go to ME and click Delete Account. Re-register your account again, now in Europe & Africa.

NEW FAMILY MEMBER APPROVAL NOT COMING

The Admin and all Family Members need to have their accounts all registered in Europe & Africa. Delete account and re-register region to match the Admin.

HAVING NETWORK ISSUES?

WHEN I SWIPE DOWN THERE'S NO 4G OR LTE

See an ! mark? Reinsert the SIM card with the chip facing up and reboot (Settings-Reboot)

See a sideways triangle? That means 'no service'. Check line activation and coverage.

CALLS TO WATCH ARE GOING TO VOICEMAIL

The number you are calling from may not be saved on the watch in a recognisable way, and you also have 'Reject Unknown Caller' enabled.

Use your app to edit allowable numbers onto the watch. For the UK, enter +44 before the number, eg. +447777123123, or your country code. Do not use spaces or dashes.

 Not working? Re-add contact without the +44.

CALLS MY WATCH KEEPS SAYING 'OFFLINE'

- 1.Remove SIM card, reboot (SETTINGS-REBOOT) and connect to WiFi.
- 2.Go to SETTINGS > MORE-DEVICE INFO and check for available firmware updates.
- 3.Click 'Update' (or exit/go back).
- 4.On the app, click Exit or Sign Out. Confirm Area is set to Europe & Africa (or see p.8)
- 5.Re-insert SIM, click in place, and reboot.
- 6.Confirm 4G is visible, with signal (or see p.6)
- 7.Check again for connection. No luck yet?
- 8.Visit support.angelwatchco.com and search 'Correct data/APN settings for Angel Watch'
- 9.Delete your Angel Watch™ App account (ME-Delete Account) and re-register.

 If issues persist, Reset & Re-register (see p.22).

THE GPS SHOWS THE LOCATION FAR AWAY

Find which location source your watch is using. Is it WiFi, GPS or LBS? (see p.8). Each is very different. Disable WiFi on your watch and go outside where you have a clear view of the sky. Tap the green pin on the app's Map and wait for 'Device Positioning' to fully complete.

It may take a moment to download map initially, or with significant location changes.

RESET & RE-REGISTER (ACTIVE SIM REQUIRED)

1. On the watch, open 'Phone'. Enter the code `*#174714#*` and press call to factory restore.
2. On the app, press DELETE ACCOUNT.
3. Re-register a new account in Europe & Africa. You may use your original email.
4. Open the watch's QR Code app and scan the 'RegCode'. It may take -5 minutes to change from 00000 (if not, see p.20).
5. Confirm you can see 4G at top (or see p.6).
6. The correct APN (data) setting should be auto-applied on the watch. If not, visit support.angelwatchco.com and search 'Correct data/APN settings for Angel Watch'
7. Allow several minutes and re-test location outdoors. Allow time for map to download.
8. If issues persist, test your SIM in another phone to confirm activation. On your phone, you should be able to call & browse the internet (with WiFi disabled) . If not, contact your network and resolve with the SIM in a normal phone first.

SUPPORT.ANGELWATCHCO.COM

Get answers fast. Explore our keyword rich search.



Angel Watch™ is not intended to be used as a medical device.

Vital Sign readings alone cannot predict health issues or underlying conditions.

Should your readings cause concern, please consult your physician and repeat your vital sign tests with professionally calibrated, medically certified equipment.

Always contact your local emergency service provider in emergencies.

Aim to maintain a healthy lifestyle that places you within the recommend ranges.



If you have any questions or need help, please contact us for assistance.

www.AngelWatchCo.co.uk

Freephone +44 808 189 2762

(Mon-Fri, 8am-7pm GMT)

support@angelwatchco.com