

# **USER MANUAL**



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# **Overview**

# Package Content

The following items come with your package.



Watch & Blue Band



USB Cable



Terms & Conditions Document



#### **Charging Dock**

**Coral Band** 



Health & Safety Document



Wall Adapter



#### Start Guide

## **Product Overview**



# **Getting Started**

# **Charging Your Watch**

Your watch has a rechargeable Li-Ion battery. Before setting up your watch, charge it fully.

- **1.** Connect the smaller end of the USB cable to the USB port on the charging dock.
- **2.** Connect the other end of the USB cable to the wall adapter. Plug the adapter into a wall outlet.
- **3.** Place your watch on the dock. Make sure the charging contacts on the back of the watch are properly aligned with the gold pins on the charging plate.



### **NOTE:**

- The required charging time may vary depending on the battery level of the watch.
- You can check the charging status while the battery is charging.

# **Turning On/Off Your Watch**

## Turning on your watch

Press and hold the **Power** button until the screen lights up.



CALL 9-1-1

**D** RESTART

TURN OFF

CANCEL

## Turning off your watch

Press and hold the **Power** button. Tap **TURN OFF** to turn off your watch.

### **NOTE:**

- To restart the watch, tap **RESTART**.
- To make an emergency call, tap **CALL 9-1-1**.

# Pairing Your Watch to SyncUP KIDS App

Your watch should start activating automatically the first time you turn it on.

- Download the SyncUP KIDS app from the Google Play Store<sup>™</sup> or the Apple<sup>®</sup> App Store<sup>®</sup>. Install it on the mobile phone.
- **2.** Follow the on-screen instructions in the app and on your watch to complete setup.



# Using the APP

# **Initial Setup**

1. Add your profile picture and enter your name and phone number. Tap Next.



**2.** Enter your child's information, such as name, date of birth, and what the child calls you. Tap **Next**.



**3.** Tap **Start pairing** on the app and watch to assign the watch for your child. Tap on the watches name to select it. Make sure to select **Agree** on the watch.



#### **NOTE:**

- Make sure the watch you want to add to your child's profile is fully charged.
- **4.** Once the watch has successfully paired with the app, tap **Add Contact** to add your child's watch to your phone's contact list.



# **Manual Pairing**

1. Select **Pair manually** on the SyncUP KIDS app and **PAIR MANUALLY** on the Watch.



**2.** From the SyncUP KIDS app, enter the IMEI manually or scan the QR Code that displays on the Watch. The pairing can take a few minutes.



Once paired successfully, you will have the option to **Add contact** or **Skip** and go to the home screen.

#### **NOTE:**

• If **Add contact** is selected, this will add the watch's number to the contact list on the smartphone.

# **Home Screen Overview**

From the home screen, tap 0 to switch to the Map View. Both the home and map views allow the parent to view important watch information, such as battery life and location, at a glance.



To switch to the child's dashboard, tap the child's profile picture.



# Making a Call

From the child's dashboard, tap  $\mathcal{V}_{a}$  to call the watch.

# Sending a Message

From the child's dashboard, tap  $\bigcirc$  to send a text message to the watch.

# **Tracking Your Child's Movement**

From the child's dashboard, tap a track to track your child's movement.



# Map View



In the Map view, you can do to the following:

• Tap  $\triangleright$  to bring the watch into view.



• Tap  $\stackrel{\text{Re}}{\to}$  to bring the parent or guardian and child into view.



# **School Mode**

School Mode allows you to promote focus time, limit alerts, and manage activities. When enabled, School Mode will limit watch functionalities such as texting, camera, games, and etc. Calling will still be available to and from contacts that are provisioned as emergency contacts. Refer page 32 for more details.

Toggle  $\prod_{i=1}^{n}$  to enable or disable School Mode.



The Child Dashboard will show when School Mode is enabled.



Enabling School Mode



**School Mode is Enabled** 

# **Virtual Boundaries**

1. From the child's dashboard, swipe the screen from the bottom to the top and tap the **VIRTUAL BOUNDARIES** tab. The current target locations list appears on the screen.



- **2.** Tap + to set a new location.
- **3.** Search the location or tap on a location on the map. Pinch or zoom the screen to adjust the virtual boundary size.
- 4. Tap Next to continue.



- 5. Select the suggested virtual boundary name or enter a new location name.
- **6.** Slide the **Set active time** switch to the right to enable this function. Set the time range and the day(s) to trigger an alert and send a notification.

		or type in a new name.	
Home School		Home School	
Frida's School		Frida's School	
			_
Set active time		Set active time	
Specify when you want to activate th boundary. Boundary will always be a is not set.	is virtual active if this	Specify when you want to activate th boundary. Boundary will always be a is not set.	nis virtual active if this
Days Required		Days	
	FS	S M T W T	F S
Start time Required	Add	Start time	Ado
End time Required	Add	End time	Add
		Time duration is limited to 8 hours.	

7. Tap Save to save the settings.

The system will automatically notify you when your child moves into or out of the specified virtual boundary area.

#### **NOTE:**

• A maximum of 25 Virtual Boundaries can be added.

# Set up Child's Task List

1. From the child's dashboard, swipe the screen from the bottom to the top and tap the **TASKS** tab. The current tasks list appears on the screen.

II T-Mobile		100% 🗩
$\downarrow$		≡
ţ0ţ	FRACK	F
Steps	Task Alarms Virtual Bou	undaries His
Brush Weekda	teeth ays 7:30 AM	
Socce Mon We	r practice ed Fri 3:30 PM-4:30 PM	
		Ŧ
		-

- **2.** Tap + to add a new task.
- 3. Select the task type.



**4.** Enter the task name and a reward message. Set the appropriate settings, such as time and date, reminders, or set a repeatable task.



5. Tap Save.

#### **NOTE:**

- Your child will receive the reward message after they complete the task.
- If the **Send reminder** function is enabled, the system will automatically send a reminder to your child 5 minutes before the task starts.

# **Managing Alarms**

**1.** From the child's dashboard, swipe the screen from the bottom to the top and tap the **ALARMS** tab. The current alarms list appears on the screen.

📶 T-Mobile 🗢	9:41 AM	100% 💻
$\downarrow$		≡
S TRACK		F
Steps Tasks	Alarms Virtua	I Boundaries His
7:30 AM Weekdays		
8:00 AM Apr 1, 2021		
9:00 AM Dec 13, 2020		
		+

- **2.** Tap + to add a new alarm.
- **3.** Set the time for the alarm and select the day(s) to activate the alarm.

If necessary, slide the **Snooze/Repeat** switch to the right to enable the respective function(s).

4. Tap Save.



# **Monitor Child's Step Count**

- 1. From the child's dashboard, swipe the screen from the bottom to the top and tap the **STEPS** tab. Your child's current daily step count is shown on the screen.
- **2.** By default, the daily steps goal is set to 2000. If you want to change this setting, tap  $\overset{@}{=}$  and enter the new goal.



3. To view the weekly/monthly step count summary, tap the Week or Month tab.



#### 

• The Steps counter on the app can be up to an hour delayed.

# **Timeline History**

Select the timeline history to view the communication and location history of the watch.

The Communication view shows call and message history.



The Location view shows the historical location data on a day-to-day basis.



# Contacts

Approved contacts can only be created by the Admin on the SyncUP KIDS app. Once completed, an invitation message is sent via the messenger app to the newly added contact.

- Admin: The Admin is the user that created the watch account and successfully paired it with the SyncUP KIDS app. Upon successful onboarding, the contact will be a contact on the watch.
- **Guardian**: A guardian is a user invited by the admin to monitor and manage the child's watch via the SyncUP KIDS app. Guardians cannot invite additional parents or guardians to monitor the watch.
- Friend Contact: A friend contact is a user invited by the admin to communicate with the child's watch.

Features	Admin	Guardians	Friend (No-App)
Calls (W2P & P2W)	$\checkmark$	$\checkmark$	$\checkmark$
SMS (W2P & P2W)	$\checkmark$	$\checkmark$	$\checkmark$
MMS (W2P & P2W)	$\checkmark$	$\checkmark$	$\checkmark$
Emergency Mode applicable	$\checkmark$	$\checkmark$	$\checkmark$
Location Tracking (All	$\checkmark$	$\checkmark$	
MAPVIEW features)			
Geofence Management	$\checkmark$	$\checkmark$	
History View (Includes	$\checkmark$	$\checkmark$	
communication logs, Location			
and Events)			
Task/Activities Management	$\checkmark$	$\checkmark$	
Fitness History	$\checkmark$	$\checkmark$	
Remote Watch Settings	$\checkmark$	$\checkmark$	
Watch Management (Child /	$\checkmark$		
Watch Profile deletions)			
Contact Management	$\checkmark$		

## Add Contact

To add a new contact, follow these steps:

From the Home view, tap <sup>↓</sup> to view the contacts list. Tap <sup>+</sup> to add a new contact.



**2.** Enter the contact details, such as name, number, select contact type, and if they are designated to be emergency contacts.



The contact can also be imported from the smartphones contacts list.

ES Import contact	Cancel
Contacts	Cancel
Q Search	
Α	
Alice Oh	
Aliyah Shulkin	Α
All State Insurance	BCD
Anh (Mi) Nguyen	E F G
Anh Nguyen	H I J
Apple Inc.	K L M
В	N
Banfield Hospital	P Q R
Benjamin Anderson	S T
	v v x y z #

If the SyncUP KIDS app is paired to multiple watches, the parent can assign the contact to multiple kids profiles. Once the contact information is entered, select **Save and invite**.



#### **Delete Contact**

On the SyncUP Kids app, tap on the contacts icon. Swipe from the right to left on the desired contact, until delete appears next to it. Tap on **DELETE** to finish.



# Communication

Communication to the Kids Watch, such as calling and messaging, is only allowed between the approved contacts. Contacts can only be managed by the admin, from the SyncUP KIDS app.

#### **NOTE:**

- The watch does not have a dialer and only has access to the approved contact list. If a contact on the approved list calls the watch, they can initiate a three-way call with non-approved contacts. The three-way call will continue as long as the approved contact remains on the three-way call.
- The watch does not support iMessaging or group messaging. An approved contact can add the watch's number to a group message which includes other non-approved contacts. However, the watch will only receive the message as an individual SMS, not as a group message, from the approved contact. If the child responds, they will only respond to the approved contact in an individual thread, and no one else in the group message will get their response. If non-approved contacts respond to the group message, including the watch, they will not be delivered to the watch.

# **School Mode**

When School Mode is enabled, the watch turns off some functionality to minimize distractions. Only SyncUP KIDS app users can enable or disable School Mode. School Mode can be toggled from the School Mode icon ( $\square^{\circ}$ ) from the Child Dashboard. Below are the restrictions on the watch when School Mode is enabled.

- Making Calls: Limited to Emergency Contacts.
- **Receiving Calls**: Limited to Emergency Contacts. (Vibrate notification)
- Sending Messages: Limited to Emergency Contacts.
- **Receiving Calls**: Limited to Emergency Contacts. (Vibrate notification)
- Camera: Disabled
- Games: Disabled
- Media Library: Disabled
- Voice Changer: Disabled
- Notifications Silenced for: Alarms, Tasks, Steps, and battery level.

#### **NOTE:**

- The watch can mute notification from the watch settings, however, it does not disable School Mode.
- To mute notifications from the watch, swipe down to access the Quick settings. Enable by tapping the mute icon.

# **Using Your Watch**

## **Home Screen Overview**

The watch is touch screen capable. Swipe left, right, up or down to navigate between the screens.



From the home screen, you can go the following:

• Swipe left or right to switch screens.



• Swipe down from the home screen to access the **Quick Settings** screen. Tap the **Settings** icon.

To return to the home screen, swipe to the right or tap the **Power** button once.



#### **NOTE:**

• In the **Quick Settings** screen, tap the desired icon to enable or disable the function.

• Swipe up from the home screen to access the **TOOLS & ALARMS**.



#### **NOTE:**

• Press the **Power** button to return to the home screen at any time.

# Watch Themes

- **1.** From the home screen, long tap the screen.
- **2.** Swipe left or right to select desired watch theme.



#### **NOTE:**

 Theme settings can also be accessed by swiping down from the home screen and tapping in the Quick settings.

## Set up complications (widgets)

- **1.** From the home screen, long tap the screen.
- **2.** Tap () on either the top or bottom of the screen. Select the desired complication.



## **NOTE:**

• From the home screen, swipe left or right to get to the camera.



# **People (approved contacts)**

## Making a Call

**1.** From the home screen, swipe left to open the contact list and select the appropriate contact.



2. Tap 🚺 to make a call.



- To end the call, tap **[**
- To adjust the volume, tap .



## **Incoming Call**

When an incoming call is received, the watch may ring or vibrate and the screen displays the caller name.



- Tap 🚺 to answer the call.
- Tap **[2**] to reject the call.

## **NOTE:**

• A missed call screen will display anytime the watch misses a call.



# **Messages (approved contacts)**

#### Sending a Message

- **1.** From the home screen, swipe left to open the contact list and select the appropriate contact.
- **2.** Tap **I** to create a new message.



- **3.** Use one of the following methods to respond.
  - Tap Aa to send a message using the preset messages.



• Tap Aa and select E from the list to compose a message manually using the keyboard and tap • to send (up to 144 characters).



- Tap (i) to choose an emoji (one emoji per message).
- Tap to record an audio message (up to 60 seconds).
- Tap (2) to take a photo or record a video (up to 15 seconds).

## Replying to a Message

When the watch receives a new message, it will appear on the home screen.

Tap **I** to read the message and reply it if necessary.



## **NOTE:**

• A new text message icon will display anytime the watch misses a text message.



# Clock

## Adding an Alarm

1. From the home screen, swipe up to access the **TOOLS & ALARMS** screen. Tap on **Alarm**.



2. Tap ADD ALARM to add an alarm. Set the time and tap NEXT.



3. Select the repeat mode and tap NEXT.



**4.** Slide the switch to the right to enable the Snooze function. Tap **SAVE**.



**5.** Slide the switch to the right to enable the alarm. Tap **ADD ALARM** to add another alarm.



#### **NOTE:**

• When the alarm goes off, you can activate the snooze function by tapping **SNOOZE**. Otherwise, tap **STOP** to dismiss the alarm.



The alarm can be snoozed up to three times in 5 minute increments.

## Timer

1. From the home screen, swipe up to access the **TOOLS & ALARMS** screen. Tap **Timer**.



2. Set the timer. Tap **START** to start the timer.



**3.** Stop or pause the timer with the following buttons:



- Tap **①** to pause the timer. To resume the timer, tap **○**.
- Tap 🛿 to stop the timer.

### Stopwatch

1. From the home screen, swipe up to access the **TOOLS & ALARMS** screen. Tap **Stopwatch**.



**2.** Tap **D** to start the stopwatch.



**3.** When the stopwatch is running, tap  $\mathbf{0}$  to pause the timer.



• Tap LAP to record a lap. Tap LAP again to create a new lap.

**4.** To reset the stopwatch, you must first pause it.



- Tap **D** to resume the stopwatch.
- Tap () to reset the stopwatch.

### Calculator

From the home screen, swipe up to access the **TOOLS & ALARMS** screen. Tap **Calculator**.



# Camera

## Taking a Selfie

- **1.** Access the camera by swiping left or right until you see the **Camera** app.
- **2.** Tap  $\bigcirc$  to take a selfie.



## **Recording a Video**

- **1.** Access the camera by swiping left or right until you see the **Camera** app.
- **2.** Tap **C** to switch the Video mode. Tap **e** to start recording the video.



**3.** To stop recording the video, tap **.** 



**NOTE:** 

• To switch to the selfie mode, tap 💿.

## Media Library

- 1. Access the camera by swiping left or right until you see the **Camera** app.
- **2.** Tap **()** to switch the Media Library mode.



- **3.** Select the desired photo or video that you want to view.
  - To delete the photo/video, tap 😰. Tap **YES** to confirm deletion.



To send the photo/video to a contact in the contact list, tap



To add stickers or frames, tap on Image:



### Videos

- **1.** Access the camera by swiping left or right until you see the **Camera** app.
- **2.** Tap **()** to switch the Media Library mode.
- **3.** Select the desired video.
- **4.** Tap **()** to play the video.



• To pause during playback, tap the screen and tap  $\blacksquare$ .



To resume, tap **D**.





# **Step Count**

1. From the home screen, swipe left or right to access the **STEP COUNTER** screen.



The current daily step count and the set goal will be shown on the screen.



2. Swipe up to view weekly steps.

## Tasks

From the home screen, swipe left or right to access the **Tasks** screen. Incomplete task(s) will be shown on the screen.



# **Voice Changer**

1. From the home screen, swipe left or right to access the **FUN STUFF** screen. Tap **Voice Changer**.



**2.** Tap **(**) to start recording a voice memo (up to 20 seconds).



To stop the recording, tap **.** 



**3.** Tap the desired filter to be applied to the voice memo.



- **4.** You can play, delete, or send the voice memos.
  - Tap 🕑 to play the voice memo. To pause, tap 🕕.



- To delete the voice memo, tap 🗊.
- To send the voice memo to a contact in the contact list, tap

# Dino Run

From the home screen, swipe left or right to access the **FUN STUFF** screen. Swipe up and tap **Dino Run**.



- Swipe up to jump obstacles.
- Tap game over to restart the game.

# **Puzzle Game**

1. From the home screen, swipe left or right to access the **FUN STUFF** screen. Swipe up and tap **Puzzle**.



2. Tap the game type.



**3.** Drag the number blocks to move them.



#### **NOTE:**

- Arrange the numbers (1~9) in a 3x3 grid.
- Tap 🞯 to shuffle the number blocks.

Once you finish the game, a "Congratulations" message will appear on the screen.



# Tic Tac Toe

1. From the home screen, swipe left or right to access the **FUN STUFF** screen. Swipe up and tap **Tic Tac Toe**.



2. Select your opponent.



**3.** Tap on the square to place your mark.



**NOTE:** 

• To win, place three of your marks in a horizontal, vertical, or diagonal row.

A "Wins" message will appear on the screen when you win.



# Watch Settings

## Airplane Mode

- 1. From the home screen, swipe down to access the Quick Settings screen.
- **2.** Tap the *Airplane Mode* icon to enable the function. Once enabled, the watch will not be able to receive any call or message.



## Mute Mode

- 1. From the home screen, swipe down to access the **Quick Settings** screen.
- **2.** Tap the *Mute Mode* icon to enable the function. Once enabled, the watch's notification will be silenced. Calls from designated emergency contacts will still be able to contact the watch.



## **NOTE:**

• Mute mode cannot be disabled through the SyncUP KIDS app.

### Sound Mode

 From the home screen, swipe down and select the Settings icon. Tap Sounds > Sound mode.



2. Select the desired sound mode.



#### **NOTE:**

- These settings dictate how the watch notifies the user of new tasks, alarms, functions, and new notifications.
- These reminders, functions, and actions are affected by these settings:

Watch Navigation	Task Start
Outbound/Inbound Call	Task Complete
Outbound/Inbound SMS	Alarm
Camera	Snooze
Games	Timer
Media Library	Step Counter
Voice Changer	Low Battery
Task Reminder	Storage Notification

### Volume

 From the home screen, swipe down and select the Settings icon. Tap Sounds > System volume.



**2.** Drag the **o** icon to adjust the volume level.



### Ringtone

 From the home screen, swipe down and select the Settings icon. Tap Sounds > Ringtone.



2. Select the desired ringtone and tap **SELECT** to confirm the selection.



## Scroll Sound

 From the home screen, swipe down and select the Settings icon. Tap Sounds > Scroll sound.



**2.** Slide the switch to the right to enable the function.

### Screen Brightness

 From the home screen, swipe down and select the Settings icon. Tap Display > Brightness.



**2.** Drag the **o** icon to adjust the brightness level.



#### **Screen Timeout**

 From the home screen, swipe down and select the Settings icon. Tap Display > Screen timeout.



2. Drag the < icon to adjust the length of time you want the screen to remain on.



# **Dry Watch**

1. From the home screen, swipe down and select the **Settings** icon. Tap **Dry the watch**.



2. Tap EJECT WATER to start the drying process. The watch will start vibrating to let excess water drain out.



**3.** Once the watch is dry, it will stop vibrating. Tap **DONE** to exit the screen.



## Watch Information

From the home screen, swipe down and select the **Settings** icon. Scroll down and tap **About watch**.



Watch related information is displayed on the screen.



# Safety & Regulatory Information

Before using this device, please read and observe the following precautions to ensure the best performance of the device and avoid dangerous and illegal situations.

#### Important Safety Information for Children

- 1. Not recommended for children under 3 years old.
- 2. The adapter should not be handled by children.
- 3. Precautions should be observed during handling to prevent electric shock and high temperature.
- 4. This product including adapter should not be left in the rain, exposure to water dropped and crushed or otherwise abused.
- 5. An adult should inspect the product including adapter as applicable periodically for damage, and replace if necessary.
- 6. Children should be careful with the interconnect cable between adapter and device, in particular as a potential trip hazard.

## **Electronic Devices**

- Do not use this device in places where it is expressly forbidden to use electronic devices. The radio waves generated by this device may interfere with other devices and cause accidents of damages.
- Please observe the rules for using such devices during a flight. It may interfere with the flight system. Please comply with the flight regulations.

### **Medical Safety**

- This device is not a medical device. Any data/information provided in relation to this product should not be used as the basis for the diagnosis, treatment and prevention of diseases.
- Please observe the rules and turn off this device in medical areas where it is expressly forbidden to use wireless electronic devices.
- The radio wave generated by this device may interfere with the normal operation of medical devices. If this device needs to be used along with a medical device, please consult the manufacturer of the medical device for the conditions.

## Allergic Reaction

If you get an allergic reaction, itchiness, red marks or rashes on the skin after wearing the watch, please do not panic. It depends on the physical conditions of different people. In normal cases, this is caused by hyperfunction of the immune system, rather than an issue with the watch itself.

Skin itchiness and rashes caused by wearing the watch can be classified into the following three types:

- 1. Silicone allergy: If you are allergic to the silicone strap, you need to replace it with another strap of a different material.
- 2. Allergy to dirt or sweat on the watch: If the watch has not been cleaned for a long time, gently wipe it with a wet towel.
- 3. Allergy due to the strap being too tight: Loosen the strap to increase ventilation and air permeability.

If the skin irritation persists for a long time, we recommend seeking medical care as soon as possible.

## Safety Guidelines About Charging

Use only the charger supplied with your device. Use of another type of charger will result in malfunction and/or danger.

Do not use the charger in a high moisture environment. Never touch the charger when your hands or feet are wet.

- Allow adequate ventilation around the charger when using it to operate the device or charge the battery. Do not cover the charger with paper or other objects that will reduce cooling. Do not use the charger while it is inside a carrying case.
- Connect the charger to a proper power source. The voltage requirements are found on the product case and/or packaging.
- Do not use the charger if the cord becomes damaged.
- Do not attempt to service the unit. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.

## **About The Battery**

This unit contains a non-replaceable internal Lithium Ion battery.

The battery can burst or explode, releasing hazardous chemicals. To reduce the risk of fire or burns, do not disassemble, crush, puncture, or dispose of in fire or water.

## IEEE 1725 Battery Safety Statement

- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Avoid dropping the Wearable Product. If the Wearable Product is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard. For Wearable that utilize a USB port as a charging source, the Wearable's user manual shall include a statement that the Wearable shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.
- The Wearable product, including power supply should not be left in the rain or subjected to exposure to water. If cleaning is necessary do not immerse in water; wipe clean with damp cloth.
- The Wearable product, including power supply should not be dropped, crushed (stepped on) or otherwise abused.
- The user should be careful with the interconnect cable (wiring) between the power supply (adapter) and the Wearable product, in particular as a potential trip hazard.

## Federal Communications Commission (FCC) Statement

## §15.19 (a)(3)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- 2. This device must accept any interference received, including interference that may cause undesired operation.

## §15.21

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

# §15.105 (b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC RF Radiation Exposure Statement

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg for 1g SAR and 4.0 W/kg for 10g SAR. Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The highest next to mouth exposure SAR value for the model device as reported to the FCC when tested is 1.22 W/kg(1g) and the highest wrist worn SAR value is 1.85 W/kg(10g) as described in this user guide. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

During testing, the device is set to their highest transmission levels and placed in positions that simulate use against the head, with 10mm separation, and on the wrist, with no separation. When placing the device near your face, keep at least 10mm of separation to ensure exposure levels remain at or below the astested levels.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated are in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after search on FCC ID 2ASXC-TMO-SKW-01.

# Support

#### Need help?

Reach out to your T-Mobile Team of Experts, who are available 24/7.

#### How to reach us:

From your T-Mobile phone, please dial 611, or from any phone dial 1-800-937-8997.

### Call Us - TTY

TTY service is available for the hearing and speech impaired.

Hours are 5:00 AM-10:00 PM PT, daily. Call us via TTY toll free at 1-877-296-1018

For access to our T-Mobile Support Community, visit: https://support.t-mobile.com