TICKTALK 4

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We're grateful that you have chosen our TickTalk 4. We're hoping it will bring happiness and safety to your entire family. For a better user experience, please read this user manual carefully. Do not hesitate to contact us if you have any question.

support@myticktalk.com
1-(844) 260-4051

COMPONENTS

Hold down the **POWER BUTTON** for 5 seconds to turn the TickTalk 4 on or reboot the TickTalk 4.

Hold down the **SOS BUTTON** for 5 seconds to call the preset SOS number.

Quick tap the **POWER BUTTON** once then **SOS BUTTON** twice to call **911** instantly.

COMPONENTS

MICROPHONE

SPEAKER

Both the speaker and the microphone are protected by **WATERPROOF IP67.** Do not pierce with sharp objects.

CHARGING

Please use the 5V USB charger that connects to the charging cord in order to charge your TickTalk 4. If the cord is broken stop using it immediately.

For safety reasons, we recommend that an adult supervise their child while charging the TickTalk 4.

Put the charging head onto the metal pins on the back of the TickTalk 4. Make sure the metal charging port is connected to the metal charging connector of the charging cord. You'll hear a sound when the TickTalk 4 gets started to charge. It will take 3 hours to fully charge the TickTalk 4.

ACTIVATE THE SIM

TickTalk is not affiliated with any wireless carriers. A free Red Pocket SIM kit is provided with your purchase. Other carriers were considered but Red Pocket was able to provide a more affordable monthly plan for TickTalk users. Be aware that this is subject to change.

Red Pocket is a US based pre-paid carrier. They work with AT&T and T-mobile's network. For customers outside of the US or customers who use their own carrier, please get the SIM kit from your own carrier. Make sure to add a regular phone line with talk, text and data for your TickTalk 4. The TickTalk 4 is **not compatible with any wearable, digits or tablet plans**.

TickTalk 4 Frequency Bands

4G

B2/ 1900
B4/ 1700
B5/ 850
B7/ 2600
B12/700
B17/740

ACTIVATE THE SIM

Activate Red Pocket's SIM card

Step 1
Go **www.redpocket.com/activate** or **www.myticktalk.com** and click Activate in the menu bar.

Step 2
Input your SIM ICCID # and follow Red Pocket's Activation Steps to activate your SIM and create your account.

Step 3
Before you choose your monthly plan, it will ask you "Do you have an Activation PIN#?", please choose NO.

Step 4
Choose your monthly plan. We recommend the two plans below for the TickTalk 4, the monthly plan has no contract, you can switch to a different plan based on your usage anytime.

$10/30 days with 500 minutes, 500 texts and 500MB of data

$15/30 days with 1000 minutes, unlimited texts and 1G of data

INSERT THE SIM

Slide from the side to insert the SIM card into the slot of the **CARD COVER**. Make sure the back cover is **COMPLETELY** snapped back on to secure the waterproof protection.

Turn the TickTalk 4 on after the SIM is installed. If the **SIM CAN'T BE READ**, please **RE-INSTALL** the SIM again.

NETWORK CONNECTIVITY

Make sure your TickTalk 4 has successfully connected to the network. It'll show the **CONNECTED ICON** on the top middle of the watch screen. Otherwise, the watch won't work.

Why don't I see the CONNECTED ICON?

1. Bad cellular reception.
2. Slow network connection.
3. Invalid or inactive SIM or wrong plan.
4. TickTalk server connection issue.

How do I SOLVE this issue?

1. Check the carrier's coverage map in your location. If you have bad coverage indoors, please connect to Wi-Fi.
2. Check if your SIM card is activated and you must have credit in your account. Check if you have the regular phone plan with talk, text and data instead of WEARABLE or DIGITS PLANS.
3. Contact the TickTalk Technical Support Team.

DOWNLOAD THE APP

Download on the
App Store

Get the APP
for Android

Please search **TICKTALK 4** in **APP STORE** or **GOOGLE PLAY** if you're not able to locate the APP simply scan the QR codes above.

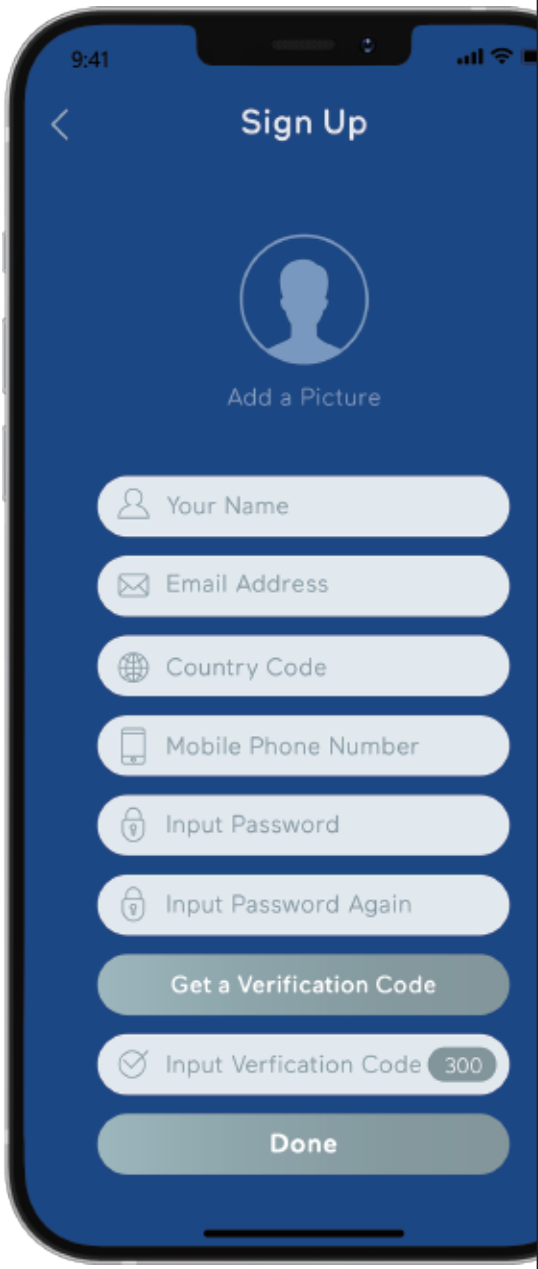
TickTalk 1

TickTalk 2

TickTalk 3

SIGN UP

Sign up in the App with your name, email and phone number. For **SAFETY REASONS**, the first person who pairs the watch to the App will be the **PRIMARY USER**. Only the PRIMARY USER will have the capability to manage and approve any **SECONDARY USERS** to use the App to connect to their TickTalk 4.



PAIR TO TICKTALK 4

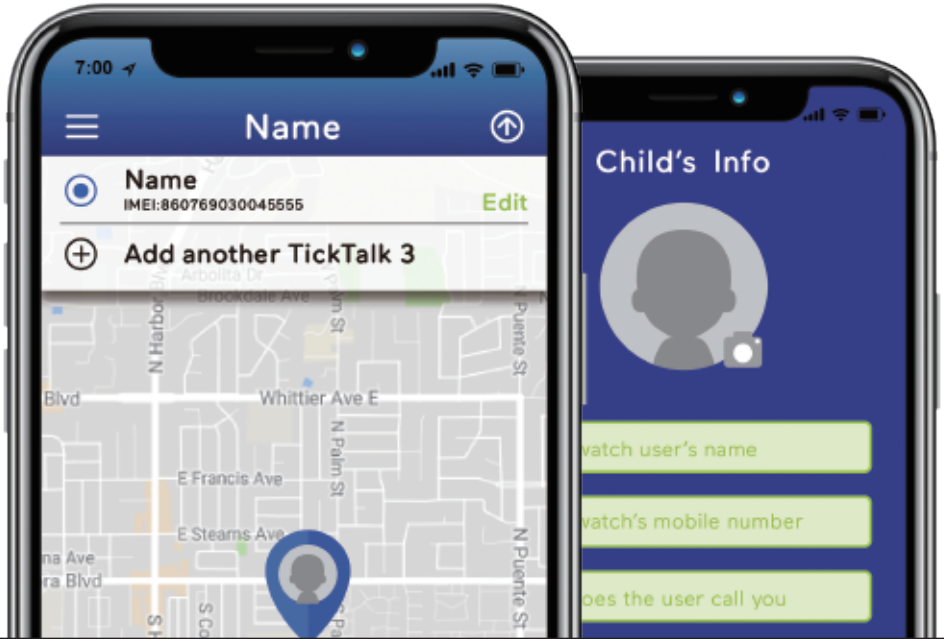
Go to watch settings, click **PAIR ME**, it'll show the QR code. From the App, click pair your TickTalk 4. Use your cell phone to scan the QR code on the watch screen.
Make sure the **WATCH IS ON** and **CONNECTED** to the mobile **NETWORK** before your pair it.

EDIT WATCH USER'S INFO

Click the **ARROW ICON** on the top right corner to edit your child's personal info.

You cannot call your TickTalk 4 until the watch's phone number and child's personal info has been all set up in the App.

Click the **ARROW ICON** on top right of the screen to add another TickTalk 4 to the App. Once you add multiple watches in the App, you can **SWITCH TO DIFFERENT WATCHES** by clicking the watch's name.



PRESET CONTACTS

Click the **CONTACTS ICON** on the bottom left in the App. You can add up to **53** contacts. These contacts should be trusted and pre-authorized persons who can **CALL YOUR CHILD** and **YOUR CHILD CAN CALL**.

TROUBLE SHOOTINGS

Watch Overheating

The TickTalk 4 works basically the same as our personal smart phone, however, with the smaller size of the watch, our engineering team could not avoid the watch from overheating after extended use.We have taken extreme precautions by using heat insulation parts in the watch. Under normal circumstances, the maximum temperature will be 104 degrees Fahrenheit. Once you stop using the watch the temperature will drop very quickly.

1. The 4G version will consume much more power than the 2G version, If you enter a spot where the reception is not good, the CPU will keep searching for the signal which will generate heat.
2. Video calls require constant uploading of data, so the CPU generates a lot of heat.
3. Long-time use, such as talking, taking photos, sending messages, etc., will cause the CPU to generate a lot of heat.

We do recommend that the user take off the watch if it begins to overheat and feels uncomfortable. Stop using the watch for a while until the temperature drops, which should be fairly quickly.

TROUBLE SHOOTINGS

Unable to charge

Please check to make sure the 4 pins of the wire are completely touching the base of the charging pins on the watch and try again.

Why does the watch only shows one watch's location when I click the multi-tracker icon?

If your children are close together or at the same location, the watch icons will overlap. Please zoom in on the map or use the single watch locator feature.

Why does the locator feature not work on my App?

Please sign out of the App and sign in again. This will refresh the App.

Why I am unable to set up the watch via the APP?

Your watch may be offline, you can restart the watch, then put it next to the window and try again. The most important thing is to see the connection icon on the watch before setting it up via the App. If you have bad reception indoors, please connect the watch to the Wi-Fi then set up again through the App.

TROUBLE SHOOTINGS

The watch is always offline I have bad reception at home, what can I do?

The TickTalk 4 comes with the Wi-Fi connectivity. Please set up the Wi-Fi connection for the watch. The watch will save and remember your preset Wi-Fi passwords, once your child returns back home, it will connect to your home Wi-Fi automatically. You don't need to set up the Wi-Fi every time. Once it's connected to the Wi-Fi, all features will still function the same.

The video call quality is not very clear.

If it's at night or in a dark room, the quality of the image transmitted by the watch will be affected by light. Please use it in a well-lit environment.

The picture taken by the TickTalk 4 is not clear enough.

1. Please be at least 15 inches away from the camera when you take a picture or selfie, the camera can't focus if the object is too close to it.
2. Do not shake the watch or wrist when shooting.
3. Try to shoot in a well-lit environment.
4. Keep the camera clean.

WARNING

The TickTalk 4.0 contains sensitive electronic components and can be damaged if dropped, burned, punctured, or crushed. Do not use a damaged TickTalk, such as one with a cracked screen, visible water intrusion, as it may cause injury.

- Avoid heavy exposure to dust or sand.
- Do not open the TickTalk and do not attempt to repair it by yourself. Disassembling the TickTalk may damage it, resulting in the loss of water resistance, and may cause injury to you or your child. This will also void your warranty.
- Do not attempt to replace the battery yourself. You may damage the battery, which could cause overheating and injury.
- To charge the TickTalk, use only the original charging cable and 5V USB charger. A higher voltage may cause damage to the TickTalk 4.0 or other property.
- For the safety of your children, please do not allow them to charge the TickTalk by themselves. It is recommended that the

WARNING

TickTalk is always charged by adults or with adult supervision.

- Your child may be more likely to experience irritation from any wearable device if they have allergies or other skin sensitivities.

If you are aware that your child has skin sensitivities, please take special care when wearing the TickTalk.

Your child may be more likely to experience irritation from the TickTalk if worn too tightly. Please remove the TickTalk periodically to allow the skin to breathe.

Keeping the TickTalk and the band clean and dry will reduce the possibility of any skin irritation.

If your child experiences any redness, swelling, itchiness, or any other irritation or discomfort on the skin around or beneath your TickTalk, please remove the TickTalk immediately and consult your physician before resuming use.

WARNING:

CHOKING HAZARD — Small parts not for children under 3 years or any individuals who have a tendency to place inedible objects in their mouths.

RETURN FOR A REPLACEMENT

If the product has quality issues within our 1-year warranty, you can contact us directly for repair or exchange. Defective Products must be sent to TickTalk company to obtain repair or exchange service. TickTalk is not responsible for transportation costs to its designated location or return shipping of replacement to the customer.

Pre-authorization is required before sending any unit in for warranty service. Products must be returned in either the original carton box and shipping material or packaging that affords an equal degree of protection.

Please go
https://www.myticktalk.com/pages/return

to fill out the return form and submit to us. You'll receive an email with the return instruction from our system. Follow the instruction to ship the watch back to us for a replacement. We'll finish the inspection within 2 business days. We'll either repair or send a new replacement to you.

RETURN FOR REFUND

If you are not satisfied with the product, you can contact us directly for return and refund within 30 days of receiving. In these cases our company will not take responsibility for the return shipping cost.

Pre-authorization is required before sending any unit for a refund. All return products must be in brand-new condition, with complete accessories, original packaging, including the retail box, manuals, cables and other original items. The free Sim Card kit should also be included if it has not been used or activated. If the product is damaged or shows signs of use, this policy does not apply. If the SIM is activated, please keep the SIM, do not return a used SIM card.

Please go
https://www.myticktalk.com/pages/return

to fill out the return form and submit to us. You'll receive an email with the return for refund instruction from our system. Follow the instruction to ship the watch back to us for a refund. We'll check the return watch's condition and issue a refund in 2 business days after receiving the return.

VIDEOS FOR SETUP

We have full set of instructional videos to show you how to set up and use your TickTalk 4.
www.myticktalk.com/pages/ticktalk-4-support

1-YEAR LIMITED WARRANTY

Our customer support and service doesn't end with your purchase. If you are not fully satisfied with your purchase, let us help you with a replacement or return. Check our warranty policy at
www.myticktalk.com/pages/warranty

FCC ID : 2AS8N-TT4
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.

CUSTOMER SERVICE

Address

565 W Lambert Rd,
Unit B, Brea,
CA 92821

Email

support@myticktalk.com

Toll Free Number

(844) 260-4051

Hours

9:00 AM- 7:00 PM
Monday-Saturday, Pacific

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Federal Communications Commission (FCC) Statement

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.

Note: 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.

Warning: Changes or modifications made to this device not expressly approved by **TickTalk Tech LLC** may void the FCC authorization to operate this device.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

SAR Statement

Specific Absorption Rate (SAR) information:

This Smart Watch meets the government's requirements for exposure to radio waves.

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.

SAR limits is used against the head or on the wrist. The SAR limit is 1.6 watts per kilogram averaged over 1 gram of tissue for use against the head and 4.0 watts per kilogram averaged over 10 grams of tissue for use on the wrist.

During testing, the device radios are 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 as‐tested levels.

next-tomouth SAR: 0.92 W/Kg

Wrist SAR: 1.38 W/Kg

simultaneous SAR: 1.88W/Kg