US EN

hubble connected

QUICK START GUIDE

Model: MIMO WATCH

The Features described in this user's guide are subject to modifications without prior notice.

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Caution:

- Risk of explosion if the battery is replaced by an incorrect type.
- Disposal of a battery into fire or a hot oven, that can result in an explosion.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Important Safety Instructions

High sound pressure with hearing damage risk. Do not listen at high volume levels for long periods.

1. Product Introduction

1.1 Package contents

MIMO WATCH | Quick start guide | Wireless charging Pad with cable

1.2 Product description

MIMO WATCH – Kid's 4G watch-phone with Wi-Fi / GPS / LBS tracking, video chat and SOS button.

1.3 Product details

1. **Rear Camera**
2. **Front Camera**
3. **Display screen & touch panel**
4. **Speaker**
5. **On / Off button**
   Press for 3 seconds to power On / Off.
   Press once to turn off screen.
6. **Take-off sensor / HRM sensor**
7. **Back / SOS button**
   Press once for Back button.
   Press for 3 seconds to activate SOS.
8. **PTT button**
   Press for 3 seconds to activate PTT.
9. **Wireless charging space**
10. **Microphone**

2. App Installation

2.1 Download HubbleClub by Hubble Connected App

- Scan the QR code with your smart device and download HubbleClub by Hubble Connected App from the App Store for iOS devices or from the "Google Play™ Store for Android™ devices.
- Install HubbleClub by Hubble Connected App on your device.

2.2 Sign up with Hubble on your smart device

- Ensure that your smart device is connected to your Wi-Fi® router.
- Run HubbleClub by Hubble Connected App, tap Sign Up with Hubble (Fig.1), read through the Privacy Policy, Terms and Conditions, by signing up you agree to our terms of service before tap Done (Fig.2), enter your account information to sign up with Hubble.

Note:
If you already have a Hubble App account, please tap Log in with Hubble to go to the next steps.

Fig.1

Fig.2

3. Connecting to the Smartphone

1. Register app (see more section 2)
2. Bind your MIMO WATCH to Admini-trator's account.
3. Turn the watch ON. You should see the watch's QR code on the screen. If not please check FAQ.
4. Start binding in the HubbleClub by Hubble Connected App.
5. Scan QR code from the watch's screen using app.

Fig.3

Note:
First user who scanned QR code becomes the Administrator. Other family members can scan the QR code shared from administrator's app or be invited to become family members.

- Complete user's profile: add the child image, nickname, etc.
- When binding is complete, app will display real-time location of the watch on a map.

Fig.4

4. App Description

4.1 Home page

1. Photos shared from watch.
2. Calling button: click to make a voice call to the watch.
3. Step counter: select to check pedometer information from the watch.
4. Videochat: click to start videochat with the watch.
5. The watch's battery level.
6. Map: click on the map to see location on a full screen map, change map layer, update location and route to the watch.
7. Manual positioning: click to request current location of the watch.
8. Switch between watches if use more than one.

Fig.5

4.2 Voicechat

1. Voicechat button: hold the button to record, release to send the recording, 60 sec limit for one recorded message.
2. Emoji: select the button and choose emoji or stickers to send it to the watch.
3. Voice message: short click to listen the message, long press on avatar to delete message.

Fig.6

4.3 Settings

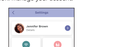


Fig.7

5. Warnings

System and account settings

- Set device information.
- Set safe zones, manage the contact list and family members; see location history, set alarms, manage friends, set class mode, set one time, set Wi-Fi password, set white list option, allow videochat from the watch, forbid turning off device.
- About device: you can check the device's IMEI and QR code, and unbind the watch.
- Add another watch to the app.
- My information: manage your account.

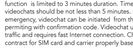
1. This product is not a toy. Do not allow children or pets to play with MIMO WATCH. The product contains small components that can be a choking hazard.
2. MIMO WATCH is splash-resistant but is not intended raindrops and sweat, however, it should be removed before swimming or showering.
3. Certain atmosphere factors and other error sources can affect the accuracy of GPS.
4. Do not store the device under extreme temperatures.
5. Do not use or store device in dusty and dirty areas.
6. Do not drop, knock, or shake device. Rough handling can disrupt internal circuit board and mechanical parts.
7. Charger output must be: 5V, 1A (we bundled USB charger).
8. By default, data roaming function on the watch is turned on. Please don't forget to turn it off if you don't need this function.
9. Please make sure you have correctly entered phone numbers using country code: <+> <country code> <phone number>. For example +123456789. Don't use symbols like '(', ')', '-', '.', '<', '>'.
10. To prevent overheating, the videochat function is limited to 3 minutes duration. Timeout between videochats should be not less than 5 minutes. In case of emergency, videochat can be initiated from the app by entering a confirmation code.
11. MIMO WATCH works in 2G / 3G / 4G network. Photo sharing, videochat function and automatic firmware updates can use significant mobile internet traffic. Choose operator's tariff accordingly and set Wi-Fi passwords for frequently visited places to lower the amount of mobile traffic.
12. Regularly check for available updates in watch settings.

6. Operation Guide

Two-way communication

1. Call or videochat from watch-phone to smartphone or another watch-phone: slide the screen to enter "Phonebook", select a contact to make phone call or videochat. Press power button to end phone call.
2. Call or videochat from app to watch-phone: select call or videochat icon on the Home page.

Note:
To prevent overheating and battery drain, the videochat function is limited to 3 minutes duration. Timeout between videochats should be not less than 5 minutes. In case of emergency, videochat can be initiated from the app by permitting with confirmation code. Videochat uses Internet traffic and requires fast Internet connection. Choose data contract for SIM card and carrier properly based on tariffs and network coverage.



Voicechat

1. Slide the screen to enter "Friends", select a contact.
2. Hold mic to record voice message and release to send out. The watch-phone can receive voice and text messages, emoji and stickers. Watch-phone can send voice messages, photos, emoji and stickers to the app.
3. Voicechat via the app: select "Voicechat" and start chatting and sending emoji and stickers to the watch-phone.

Note:
The watch-phone supports one-of-a-tone voice chatting (15 seconds per voice message).

Pedometer

Slide the screen to enter "Pedometer".
All-day activity monitoring counts your kid's steps: scroll left to enter "Pedometer".
Note: please enter correct weight, height and birthday for correct "burned calories" calculation.

SOS

Hold the SOS button for 3 seconds to start the SOS. All users in the app will receive an alarm with watch's GPS location as well as a 30-second audio recording.

Taking photos and managing the album

Slide the screen to enter "Camera". Using frontal camera, KidPhone 4GR allows to take great photos. User can store photos in the album, browse, share with family or delete.

7. FRQ

Q: Does hubble MATCH need to insert any SIM ?

A: MIMO MATCH supports 2G: 900/1800, 3G: 2100/900 WCDMA, LTE (B1/B3/B7/B8/B20) with Build in eSIM. There is no need to insert any SIM, the device will activate server depends on your region right away.

Q: What is the standby time for MIMO MATCH ?

A: MIMO MATCH battery capacity is 620 mAh. The standby time depends on tracking mode and position frequency. Average standby time is up to 72 hours.

Q: What is the age range for MIMO MATCH ?

A: Target users are children from 3 to 12 years old.

Q: Are the materials of MIMO MATCH safe and secure?

A: MIMO MATCH only uses the materials that conform to the EU children's toys material safety standards.

Q: How can I clean this watch?

A: Please wipe it with a clean damp cloth; add a little bit of alcohol if dirt doesn't remove easily.

Q: Does MIMO MATCH radiation affect kid's health?

A: MIMO MATCH radiation rate is much lower than maximums allowed by the EU standard.

Q: Is MIMO MATCH waterproof?

A: MIMO MATCH is splash-resistant. It can withstand splashes and sweat, however, briefly immersed in water, it should be removed before swimming or showering.

Q: Is it normal for the watch to get warm while charging?

A: It is normal for the watch to get warm.

Q: What can I do if Gift code wasn't scan?

A: Try again with more light or adjust the distance between camera lens and QR code. Binding code can also be entered manually.

Q: Does the watch need network support when using the geopositioning function?

A: MIMO MATCH does not network support because it uses SM card data service, which upload location data to the server. MIMO MATCH build in eSIM and if activated at your region, it automatically connect to network.

Q: Can the battery of the watch explode when affected by high temperatures or while charging?

A: MIMO MATCH uses a battery that's durable and has a higher safety performance compared to the traditional lithium ion battery. The gel polymer lithium-ion battery uses a special colloidal electrolyte which will prevent it from exploding as the battery does not dry out or gas even if the liquid boils. This type of battery showed perfect performance in dozens of reliability tests such as crash, puncture, crushing and heating. However, you should not conduct any tests by yourself.

Q: How accurate is the location positioning?

A: MIMO MATCH gets position from 3 sources: GPS, Wi-Fi, LBS. GPS-mode is very accurate (5-10 meters). In tall buildings and other urban obstructions there is a small chance of larger deviation. MIMO WATCH will try to get its position via Wi-Fi if GPS signal is not available. Wi-Fi location accuracy is about 50-100 meters. If both Wi-Fi and GPS signals are not available, MIMO WATCH will use LBS to get location. LBS accuracy is about 500-5000 meters.

8. General InFormation

If your product is not working properly, read this Quick Start Guide or the online User's Guide of one of the models listed on page 1.

For questions, warranty, support or service related the product, please contact us by

Live Chat: hubbleconnected.com

Email: support@hubbleconnected.com

Online warranty registration: https://hubbleconnected.com/warranty

Online Product Registration: https://hubbleconnected.com/apps/product-registration

Consumer Products and Accessories Limited Warranty ("Warranty")

Thank you for purchasing this Hubble Smart Nursery branded product manufactured by or for Hubble Baby (HK) Limited ("HUBBLE").

What Does This Limited Warranty Cover?

Subject to the items listed below in the section "What is not Covered" HUBBLE warrants that this Hubble connected branded product ("Product") will be free from defects in material and workmanship under normal use for a period of 2 years from the date of purchase by the end-user purchaser ("Accessory") sold for use with this product will be free from defects in material and workmanship under normal use for a period of 90-days from the date of purchase. This Limited Warranty is your exclusive warranty and is not transferable.

What is not covered?

This Limited Warranty excludes and does not cover:

- Normal deterioration or wear resulting from use;
- Damage caused by or resulting from misuse, abuse, or accident;
- Damage caused by or resulting from improper maintenance or storage;
- Damage caused by or resulting from contact with foreign substances, including, but not limited, to liquid, water, rain, humidity, perspiration or salt water and/or food;
- Damage caused by or resulting from the use of Non-Hubble Smart Nursery branded or certified Products or accessories or other peripheral equipment;
- Damage caused by or resulting from modifications, alterations, tampering, improper installation, or repairs by someone other than Hubble connected, HUBBLE or their authorized representatives;
- Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories;
- Periodic maintenance, repair, and replacement of parts due to normal wear and tear.

What Does This Limited Warranty Cover?

Subject to the items listed below in the section "What is not Covered" HUBBLE warrants that this Hubble connected branded product ("Product") will be free from defects in material and workmanship under normal use for a period of 2 years from the date of purchase by the end-user purchaser ("Accessory") sold for use with this product will be free from defects in material and workmanship under normal use for a period of 90-days from the date of purchase. This Limited Warranty is your exclusive warranty and is not transferable.

What is not covered?

This Limited Warranty excludes and does not cover:

- Normal deterioration or wear resulting from use;
- Damage caused by or resulting from misuse, abuse, or accident;
- Damage caused by or resulting from improper maintenance or storage;
- Damage caused by or resulting from contact with foreign substances, including, but not limited, to liquid, water, rain, humidity, perspiration or salt water and/or food;
- Damage caused by or resulting from the use of Non-Hubble Smart Nursery branded or certified Products or accessories or other peripheral equipment;
- Damage caused by or resulting from modifications, alterations, tampering, improper installation, or repairs by someone other than Hubble connected, HUBBLE or their authorized representatives;
- Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories;
- Periodic maintenance, repair, and replacement of parts due to normal wear and tear.

What Does This Limited Warranty Cover?

THIS LIMITED WARRANTY SETS FORTH THE ENTIRE LIABILITY OF HUBBLE AND YOUR ONLY AND SOLE AND EXCLUSIVE REMEDY. OTHER THAN THIS LIMITED WARRANTY, HUBBLE MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF YOUR STATE DOES NOT PERMIT THE DISCLAIMER OF WARRANTIES WITH THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, REPAIR OR REPLACEMENT IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST HUBBLE AND Hubble Smart Nursery. IN NO EVENT SHALL HUBBLE OR Hubble Smart Nursery'S LIABILITY TO REPAIR OR REPLACE YOUR PRODUCT OR ACCESSORY EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE PRODUCT AND ACCESSORY AND HUBBLE AND Hubble Smart Nursery TOTAL LIABILITY FOR DAMAGES ARISING FROM THIS LIMITED WARRANTY SHALL NOT EXCEED THE PRICE YOU PAID FOR THE PRODUCT AND ACCESSORY. REGARDLESS OF WHETHER SUCH CLAIM ARISES UNDER CONTRACT, TORT, STRICT LIABILITY OR OTHER LEGAL TO THE EXTENT AND UNDER NO CIRCUMSTANCES WILL HUBBLE OR Hubble Smart Nursery BE LIABLE FOR DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES. ALL DISCLAIMERS, LIMITATIONS OF LIABILITY AND NONFICTIONAL DAMAGES WILL STILL APPLY EVEN IF THE LIMITED REMEDY OF REPAIR AND REPLACEMENT FAILS OF ITS ESSENTIAL PURPOSE. Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from one jurisdiction to another.

Who is covered?

This Warranty extends only to the first consumer purchaser and is not transferable.

What will HUBBLE do?

HUBBLE or its authorized distributor at its sole discretion will, at no charge, repair or replace any Products or Accessories that do conform to the Warranty. In the event that replacement is necessary to remedy a defect in material or workmanship, HUBBLE may use new or remanufactured products, accessories or parts of equal quality to the original Product or Accessory.

How to Obtain Warranty Service or Other Information?

For questions, warranty, support or service related the product, please contact us by

Live Chat: hubbleconnected.com

Email: support@hubbleconnected.com

Online warranty registration: https://hubbleconnected.com/warranty

Online Product Registration: https://hubbleconnected.com/apps/product-registration

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a HUBBLE Authorized Repair Center.

You must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, (e) your name, address, email address and telephone number. These terms and conditions constitute the complete warranty agreement between you and HUBBLE regarding the Products or Accessories purchased by you. Any representation, agreement or representations, including representations made by HUBBLE or representations made by any agent, employee or staff of HUBBLE or Hubble Smart Nursery that are in conflict with or are in addition to the terms of this Warranty shall not be binding or have any force or effect.

FCC and IC regulations (FCC Part 15)

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 Federal Communications Commission (FCC) rules. 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.

FCC compliance statement

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

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:

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

ISED compliance statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC SAR statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the FCC.

These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certifi cation for use when properly worn on the head with minimum distance 10mm.

These requirements set a SAR limit of 4 W/kg averaged over ten grams of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the hand.

IC SAR statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by ISED.

These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certifi cation for use when properly worn on the head with minimum distance 10mm.

These requirements set a SAR limit of 4 W/kg averaged over ten grams of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the hand.

Ces exigences fixent une limite moyenne de SAR de 1,6 W / kg pour un gramme de tissu. Le SAR le plus élevé rapporté sous cette norme lors de la première norme au cours de la certifi cation du produit pour une utilisation correcte de la tête La distance minimale est de 10mm.

Ces exigences fixent une limite moyenne de SAR de 4 W / kg pour les tissus de 10 G. Lors de la certifi cation du produit, la valeur SAR la plus élevée rapportée conformément à la présente norme est utilisée pour porter correct des membres. **FCC Radiation Exposure statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 15cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Radiation Exposure statement

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 10 cm between the radiator and your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements de l'ised pour les environnements non contrôlés. L'utilisateur final doit en outre suivre les instructions d'exploitation spécifiques afin de respecter la conformité à l'exposition aux radiofréquences. L'émetteur ne doit pas être au même endroit qu'une autre antenne ou un autre émetteur.

L'appareil portatif est conçu pour répondre aux exigences d'exposition aux ondes radio de l'ised.

Ces exigences fixent une limite moyenne de SAR de 1,6 W / kg pour un gramme de tissu. The highest SAR value reported under this standard during product certifi cation for use when properly worn on the head with minimum distance 10mm.

Ces exigences fixent une limite moyenne de SAR de 4 W / kg pour les tissus de 10 G. Lors de la certifi cation du produit, la valeur SAR la plus élevée rapportée conformément à la présente norme est utilisée pour porter correct des membres. **FCC Radiation Exposure statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 15cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Radiation Exposure statement

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 10 cm between the radiator and your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements de l'ised pour les environnements non contrôlés. L'utilisateur final doit en outre suivre les instructions d'exploitation spécifiques afin de respecter la conformité à l'exposition aux radiofréquences. L'émetteur ne doit pas être au même endroit qu'une autre antenne ou un autre émetteur.

L'appareil portatif est conçu pour répondre aux exigences d'exposition aux ondes radio de l'ised.

9. Technical SpecifIcations

MIMO WATCH

Standard	LTE mobile watch
Frequency band	2.4G:2402MHz-2.4G WIFI: 2412-2472MHz WCDMA: B1/B8 WIFI: 119.6-148.6KHz 4G Bands 2/4/7/12/13/17/26/41/66 3G Bands 2/4/5
Operating Time (with fully charged battery	Standby: Up to 72 hours Talking: Up to 3 hours
Charging time	< 3 hours
Temperature range	Operating: 0°C to 45°C Storage: -20°C to 60°C
Waterproof	IPX67
Battery	Battery type: Li-on Polymer Battery Pack: 3.8V DC, 620 mAh Build in
Wireless charger	Input:5.0V 1A Output Max. 5W

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