



telmenow.com

# **Gator Watch User Guide**

[www.telmenow.com](http://www.telmenow.com)

<b>1. Getting started</b> .....	<b>1</b>
1.1. Feature summary .....	1
1.2. Activating your watch .....	1
1.3. Charging the watch .....	2
1.4. Help and support .....	2
<b>2. Watch controls</b> .....	<b>3</b>
2.1. Left edge button.....	3
2.2. Right edge buttons .....	3
2.3. Analog clock display .....	4
2.4. Digital clock display .....	4
<b>3. How to use the watch</b> .....	<b>5</b>
3.1. Install the app and register a new account .....	5
3.2. Register the watch in the app.....	6
3.3. Track and manage the watch with the app .....	7
3.3.1. Track the watch.....	7
3.3.2. Making Calls, Voice Monitor and Location History .....	8
3.4. Check alarm messages.....	9
3.5. Manage settings .....	10
3.5.1. Edit Profile .....	11
3.5.2. Safe Zones .....	12
3.5.3. Phone Numbers .....	13
3.5.4. Voice Mail .....	13
3.5.5. System Setting .....	14

## 1. Getting started

### 1.1 Feature summary

The Gator Watch is UK's coolest wearable mobile phone and tracker.

Features include:

- 2 way voice calls
- Calls to and from up to 10 predetermined numbers
- minute by minute location tracking using GPS, AGPS, LBS and Wifi
- SOS button which calls and alerts 3 emergency contacts
- safezone alarms
- water resistant body
- pedometer
- light weight at 40g
- watch functions
- USB charging and battery life of 4 days on standby
- Built in speaker and microphone

iOS and Android apps can be used to manage the watch settings, track its location and communicate with the wearer. Please note that our app is currently listed under the name Caref which is our software system. This will change to Gator soon.

### 1.2 Activating your watch

Before using your watch, you need to:

1. 1. Activate its data and voice communications by subscribing to a mobile service plan (as you would with a mobile phone). You will be provided with a link to do this when you receive your watch. Service activation will take up to 48 hours. You will receive an email with a phone number for the Gator Watch once activated.
2. Charge the watch for at least 2 hours
3. Take the watch outdoors for a few minutes, where it can get the most accurate initial GPS location.

Your watch comes with a SIM card which uses mobile coverage from 3 of the major telecom companies (Vodafone, EE and O2) to minimize the 'dead zones'. Your phone can also be used abroad with free roaming in most of the EU.

### 1.3 Charging the watch

Please use the magnetic charger included in the box to charge your Gator Watch.



Charging wire

Charging port



Charging

A full charge takes approx 2.5 hours. The charging icon showing the battery is fully charged can only be seen when the watch is switched off.

### 1.4 Getting help

Please go to [www.telmenow.com](http://www.telmenow.com) to find all the latest user guides and information. You can also contact us by emailing [info@telmenow.com](mailto:info@telmenow.com), or by calling 0800 246 1939.

## 2. Watch controls

### 2.1 Left edge buttons

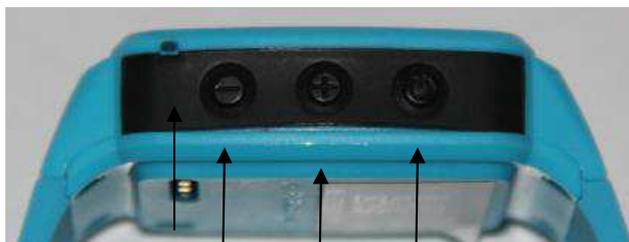


(1)

(1): SOS button

- Short press to initiate the voice chat function. To record a voice message, press the – button and release to send the voice message to the app.
- Long press (for more than 3 seconds) to trigger the SOS emergency alarm. A red “S” will be displayed on the watch screen to indicate that the alarm has been activated. The watch then calls the 3 preset emergency numbers in turn, until there is an answer. An alert will be shown on the app.

### 2.2 Right edge buttons



(1) (2) (3) (4)

(1) Microphone

(2) Volume (-)

- Short press to answer an incoming call or decrease call volume
- Long press to call to the second emergency phone number you have set in the app

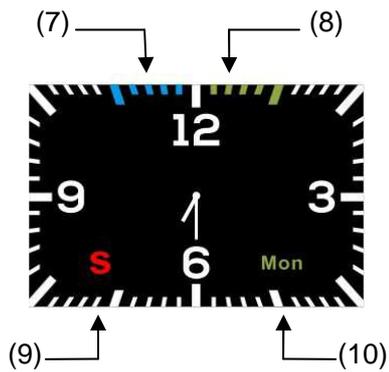
(3) Volume (+)

- Short press to answer an incoming call or increase call volume
- Long press to call to the first emergency phone number you have set in the app

(4) ■ Short press to select the digital or analog clock display, name of the owner of the watch or hang-up a phone call

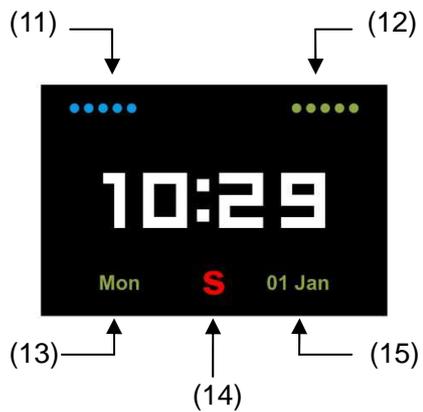
- Long press (for more than 3 seconds) to switch power on or off

### 2.3 Analog clock display



- (7) Mobile network signal indicator
- (8) Battery power level indicator
- (9) SOS emergency alarm activation indicator
- (10) Day indicator

### 2.4 Digital clock display



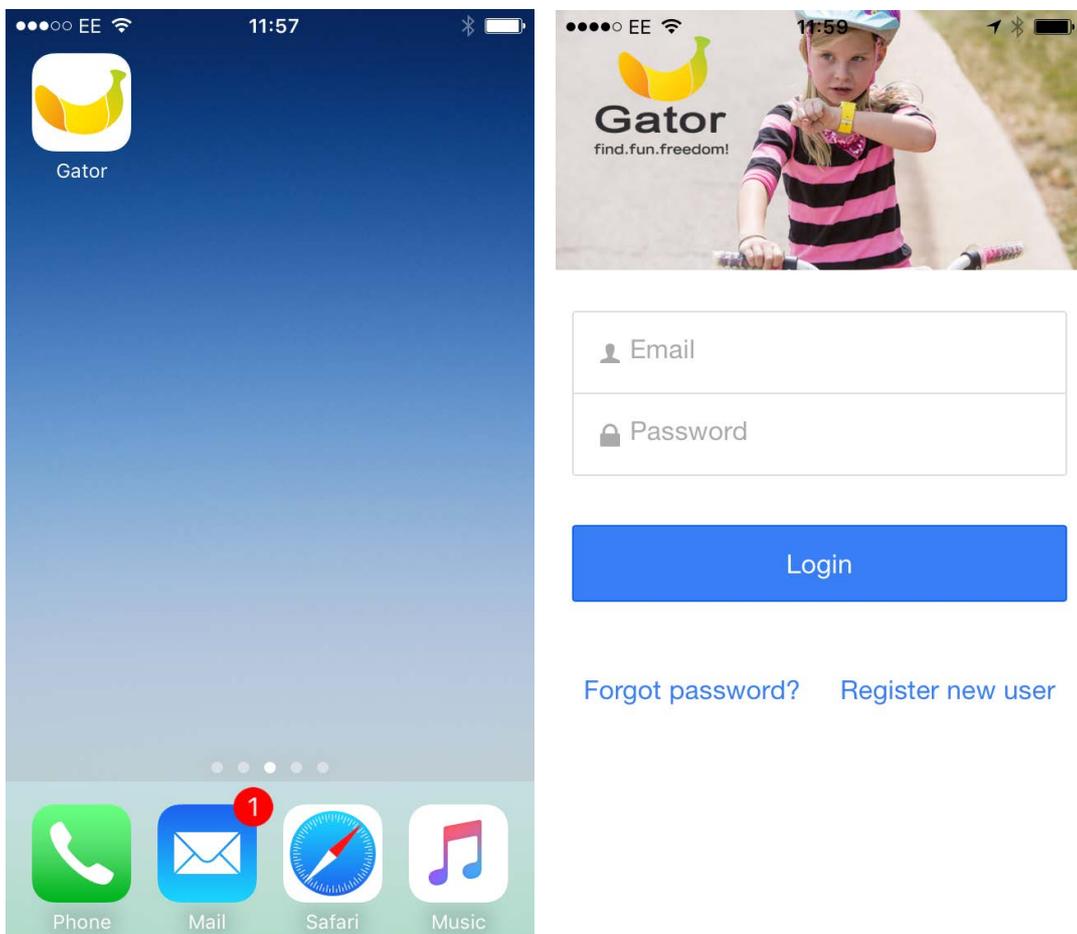
- (11) Mobile network signal indicator
- (12) Battery power level indicator
- (13) Day indicator
- (14) SOS emergency alarm activation indicator
- (15) Date indicator

### 3. How to use the watch

#### 3.1 Install the Gator App and register a new account.

Go to the Apple iPhone App store or the Google Play store on your phone and search for “Gator app”. You need to install the Gator App published by Gator Group.

Once installed, use your email address to register as a new user from the login page. Ensure you provide a valid email address as it will be used to recover forgotten passwords.



### 3.2 Register the watch in the app

After registering your new user account in the app, login to the app and turn on the watch. The app will display the watch registration page.

To enter the IMEI (the unique ID of the watch)

click the scan button  and scan the QR

code  on back of the watch. This will automatically populate the IMEI number.

Enter the name of the person who will be wearing the watch.

Enter the phone number of the watch. You will find this on the bottom of the watch box.

Enter one emergency contact number.

If you are using the watch outside the UK, whilst on holiday, you will need to update the Emergency Call / Whitelist numbers to include the 44 country code and drop the first 0, eg. 447937878787. Remember to change these back to the “local” versions (starting with 0) when you return to the UK.

If you wish to add additional watches to be tracked, expand the list of watch owner names on the Home screen and select ‘Add watch’.

< Back		Add Watch
IMEI		
357593060469767		
Child's Name		
Olivia		
Watch Phone Number		
07937878787		
Emergency Call Numbers		
07900555888		
		

### 3.3 Track and manage the watch with the app

#### 3.3.1 Track the watch

After registering the watch, take it outdoors so it can obtain a good GPS signal. After a few minutes the app will show the correct location.

By default, the watch will continue to upload its GPS location to the app every minute while the watch is in motion and stay in sleep mode when it is stationary.

Tapping the photo representing the watch owner will display location address details and watch status.

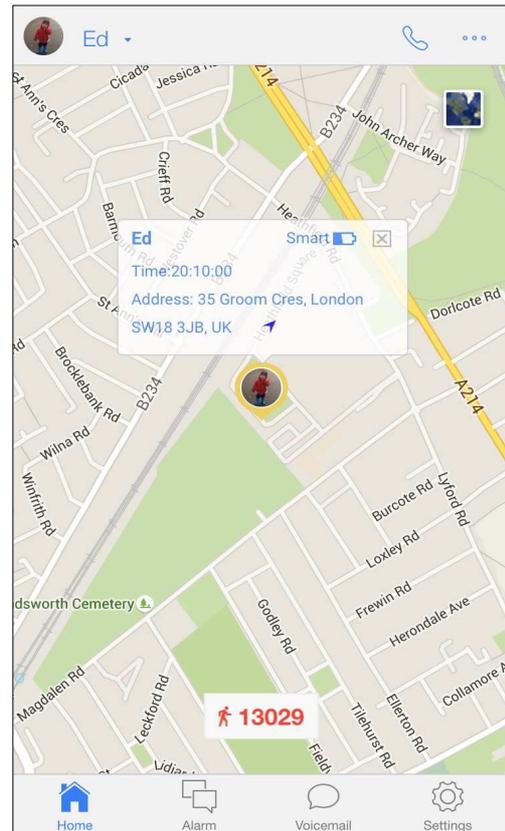
Next to the indicator representing the remaining battery level of the watch will be 'GPS', 'Base Station', 'WIFI' or 'Smart' indicator.

'GPS' means that the location was obtained from global satellite positioning system.

'Base Station' means that no GPS signal was available so the location of the nearest mobile network base station has been used to obtain an approximate location. The accuracy of the location is indicated by a light blue circle around the location marker indicating the area that the exact watch location lies within.

'WIFI' means it is tracking an indoor location which has WIFI. No password is needed.

'Smart' is a blend of those 3 other tracking methods.



### 3.3.2 Making Calls, Voice Monitor and Location History

#### Call the watch

Only the 'Emergency Call Numbers' and 'Whitelist Numbers' specified in the 'Phone Numbers' lists in 'Settings' can call the watch. If the current phone number is set, you can call the watch by tapping the phone icon on the right side of home page title bar. The call can be answered on the watch by pressing either the Volume + or Volume - button. The call can be ended on the watch by short-pressing the Power On/Off button or by hanging-up the call on your phone.

You can also call the watch directly from your own phonebook if the number is saved.

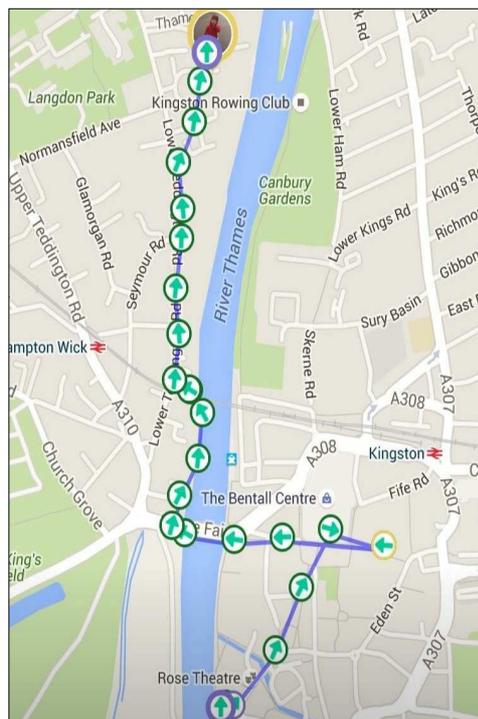
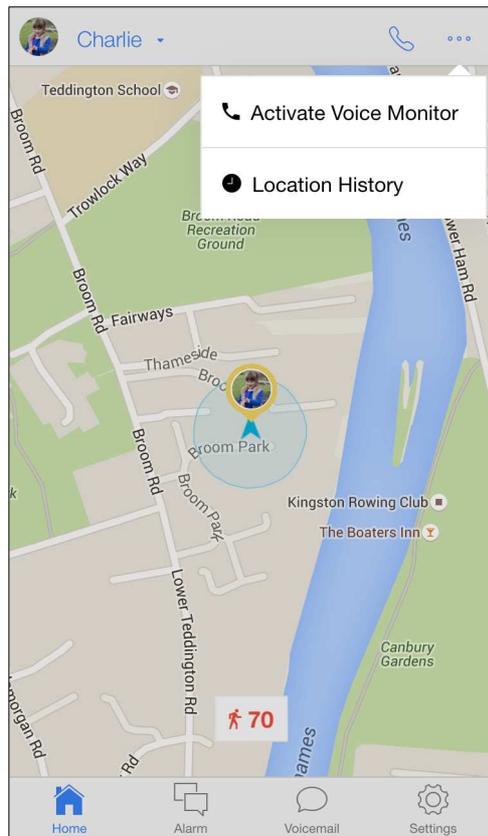
#### Activate Voice Monitor

This function will instruct the watch to call the number you enter in the display without alerting the watch. You can then answer the call on your phone to voice monitor the watch.

#### Location History

You can view all of the recorded locations of the watch on a particular day with this function. Once you have specified the date of interest, tap "Search". Click on Including Base Stations for greater accuracy.

Pinch and zoom the map to see a more detailed view of the locations recorded in that area, and tap the markers to see address and time details.

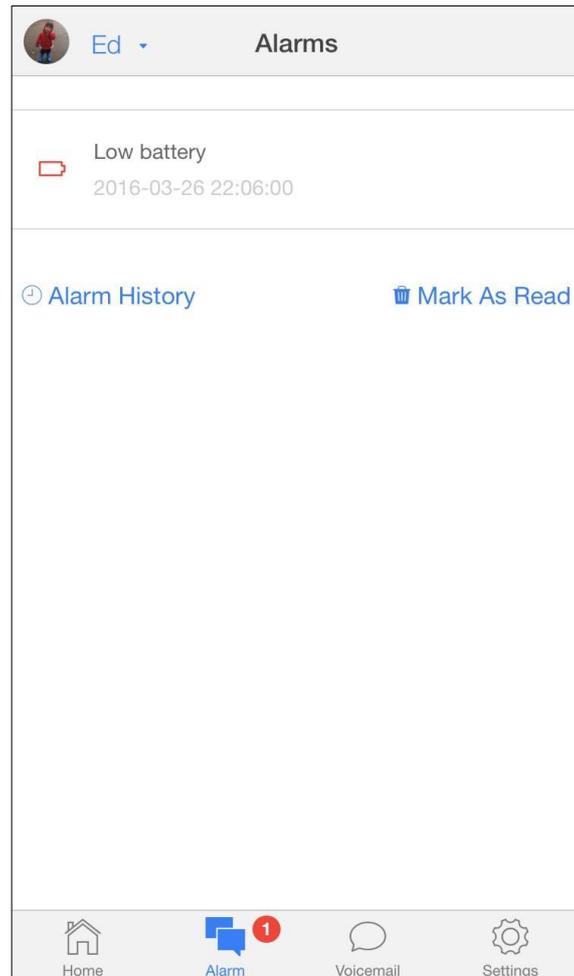


### 3.4 Check alarm messages

The watch raises alarms when:

- the SOS button is pressed on the watch
- the watch strays outside of a 'Safe zone' (as defined in 'Safe zone' in 'Settings') or
- the battery in the watch is running low

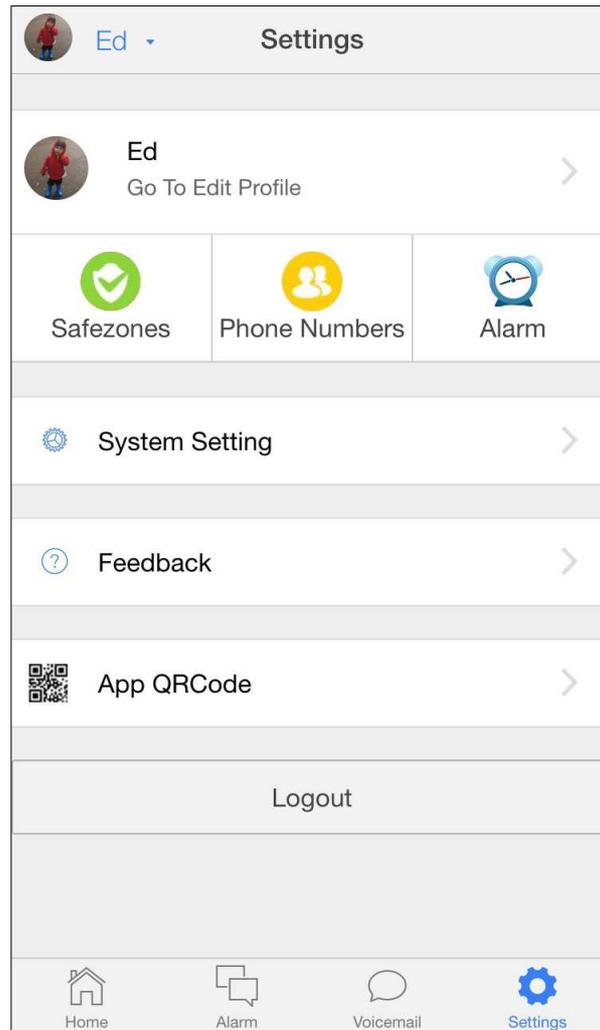
To view details of alarms, tap the 'Alarm' button at the bottom of the screen.



### 3.5 Manage settings

All watch and app settings are managed through the 'Settings' section of the app.

Safezones, emergency and whitelisted phone numbers, and alarm clock settings are all managed through here.



### 3.5.1 Edit Profile

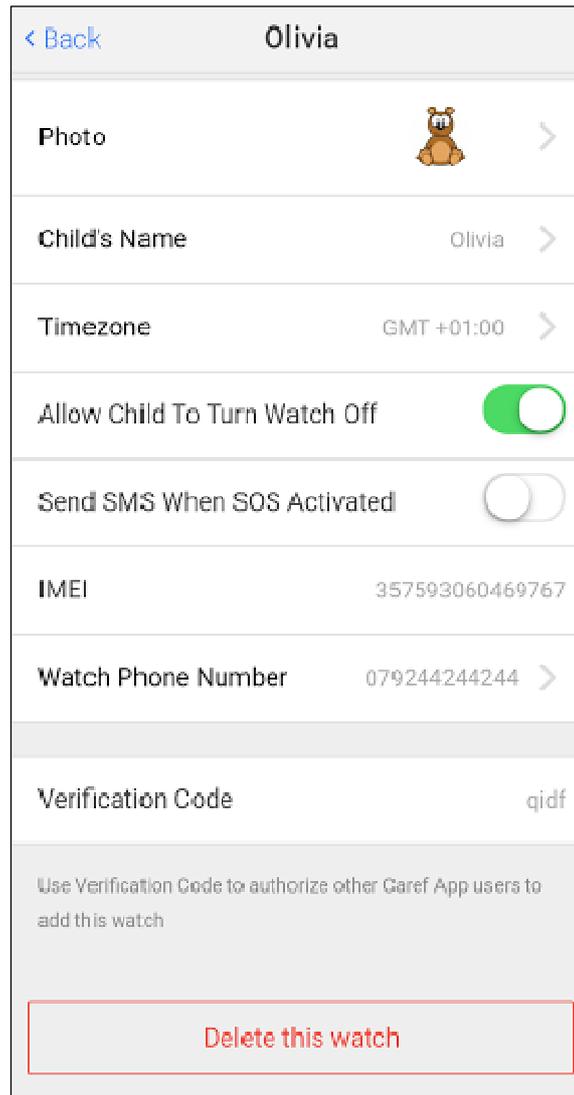
Tap 'Go To Edit Profile' below the name of the watch user to amend the following details: the name of the watch, the profile photo of the watch (used on the map location marker), the time zone setting and phone number.

'Allow Child to Turn Watch Off' is used to control whether the Power On/Off button on the watch can be activated by the wearer.

Send SMS when SOS Activated can not be used on your watch. This is inactive.

The 'Verification code' at the bottom of the 'Edit Profile' screen is required to allow other app users to add the watch to the app on their phone. For example, if you have registered the watch initially in the app on your phone, and your husband or wife wants to add the same watch to the app on their phone, you will need to provide them with this verification code that they can enter during the 'Add watch' process.

'Delete this watch' will delete the watch from your app, but settings will be retained on the server always.

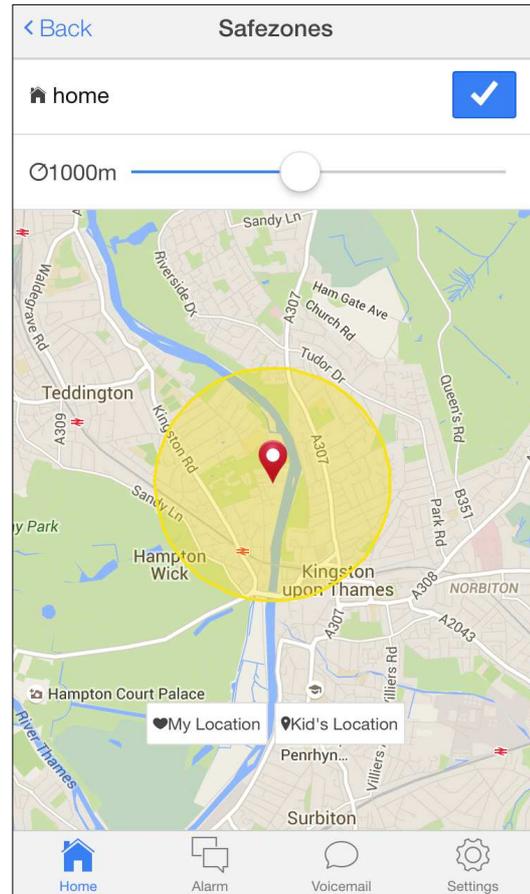


### 3.5.2 Safe Zones

You can set up to 10 'safe zones' for the watch wearer each based on a circular area defined by a maximum distance from a central point. You can specify this distance from 200 metres to 2000 metres.

To add a safe zone, tap add on the top right corner of the safezones page. Set the distance you wish to set then tap the tick button to confirm this safe zone set-up.

To delete a safe zone, tap the trash can icon next to the relevant safe zone name.



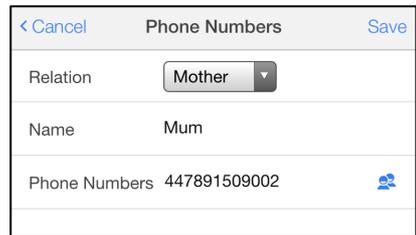
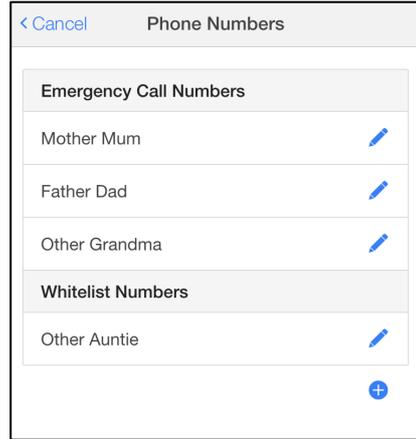
### 3.5.3 Phone Numbers

Only numbers that you set here are allowed to call the watch.

The 'Emergency Call Numbers' are used to establish a voice monitor when the SOS function on the watch is triggered (by a long-press of the SOS button). The watch will call the first number on the list, before trying the second and third numbers in turn if the first and second numbers do not answer.

The first or second 'Emergency Call Numbers' can also be called at any time by long-pressing the 'Volume +' or 'Volume -' watch buttons, respectively.

The 'Whitelist Numbers' are any other numbers that are allowed to call the watch, in addition to the 'Emergency Call Numbers'.



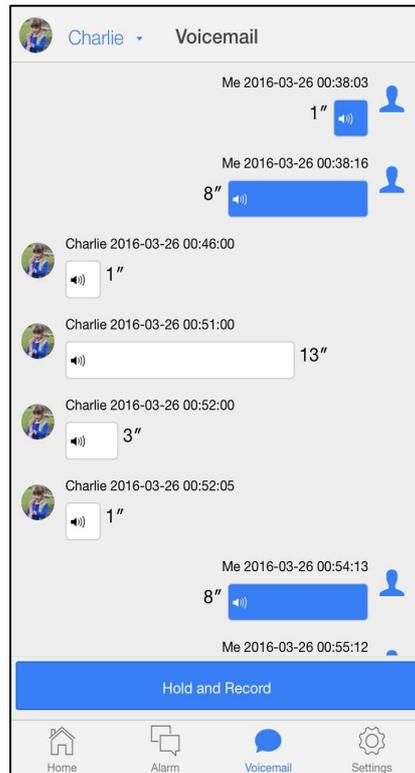
Note that the 'Name' that you assign to a phone number is what the wearer will see on the watch display when calling. For this reason, if the wearer is a child you may want to use 'Mum' or 'Dad' instead of your first name.

### 3.5.4 Voicemail

This feature sends voice messages using the data connection (much like WhatsApp voice memos) and therefore saves on the voice minutes allowance with your watch service plan.

In the app, go to the voicemail tab on the main screen. Hold the 'hold and record' button to record and send a voice message (of up to 10 seconds) to the watch. You can send up to 6 voice messages at one time. Please note: the messages can be played on the watch only ONE TIME. Messages can not be replayed on the watch.

On the watch, short press the S button to enter voicemail mode. The voicemail icon will appear. Hold the + button to record a message and release to send the message to the app accounts linked with this watch. Press the - button to listen to messages. Press the power button to exit voicemail mode.



### 3.5.5 System Settings



#### Alert Notification

The watch raises alarms when: the SOS button is pressed on the watch, the watch strays outside of a 'Safe zone' (as defined in 'Safe zone' in 'Settings') or the battery in the watch is running low. We strongly suggest you keep this turned on.



#### Modify Password

You can change your app password here.

Any questions? Ring us on  
**0800 246 1939**, or visit  
[www.telmenow.com](http://www.telmenow.com)