

Quick Setup Instructions (Detailed User Guide can be found on our website)

Before using your watch, you need to...

1. Activate its data and voice communications by subscribing to a mobile service plan - 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

4. For iOS users add **GATOR APP (Gator Group)** to your phone via



5. For Android users, add **GATOR APP** to your phone via



6. Register as New User on the APP

7. Scan IMEI on the back of the watch and fill in all the details. The emergency number added here will be the number dialled out to when the + button on the watch is pressed.

8. Log out of the APP and log back in

9. Add the emergency contact details in the APP under Settings/Phone Numbers. Add 44 in front of the number. The second number will be the one dialled out to when the - button on the watch is pressed.

10. If at any stage the map fails to load, tap on the 3 dots on the top right hand corner of the map screen.

**For a detailed User Guide, please visit
our website at www.telmenow.com**



A Note on Tracking

The Gator watch uses GPS, WIFI and Location Based Services (LBS) to track the location of the wearer.

GPS - This is the most accurate form of tracking as it uses trilateration or 3 satellites. The data point from the satellites is tracked every 90 seconds when the wearer is outdoors and moving around.

WIFI – Similar to GPS, trilateration also applies, which means you need 3 WIFI hotspots in your area to be able to pick up the most accurate location.

Location Based Services (LBS) - this uses cell towers in your area to detect the location of the watch. This is used only when the GPS signal can not be picked up or when less than 3 WIFI signals are detected. Use of cell towers to track the watch is the most inaccurate as they can often be very far away from one another and from the watch itself. This is especially true if you live in a rural area.

Use www.opensignal.com to check the positioning of cell towers in your area.

There may be instances when you check your app and see that the wearer is in a location that he or she will have never have been to or the app will show they are somewhere else and not in school as they should be. This is because they are indoors (no GPS), in an area with less than 3 wifi hotspots (likely in schools) and so cell tower signals are used to approximate the location.

Here is another way to check your loved one's location

Use location history on your app to check the route the wearer has taken. As GPS is the most accurate tracker, it will always capture the last outdoor location.

**If you have any questions, please
email info@telmenow.com,
or call 0800 246 1939**