

## MOVETIME Family Watch 2 User Manual



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## Read this first

- Before using this documentation and the device it supports, ensure that you read and understand the "Important safety information" on page 30.
- Illustrations in this documentation might look different from your device.
- Instructions in this documentation may vary depending on your device model and software version.
- Some apps and features are not available in all countries or regions. App and feature availability is subject to change.
- Documentation content is subject to change without notice. We make constant improvements on the documentation of your device, including this user manual.
- TCL Communication Ltd. does not assume any liability that may occur due to the use or application of the product described herein. Every effort has been made in the preparation of this documentation to ensure accuracy of the contents, but all statements, information and recommendations in this documentation do not constitute the warranty of any kind, express or implied.

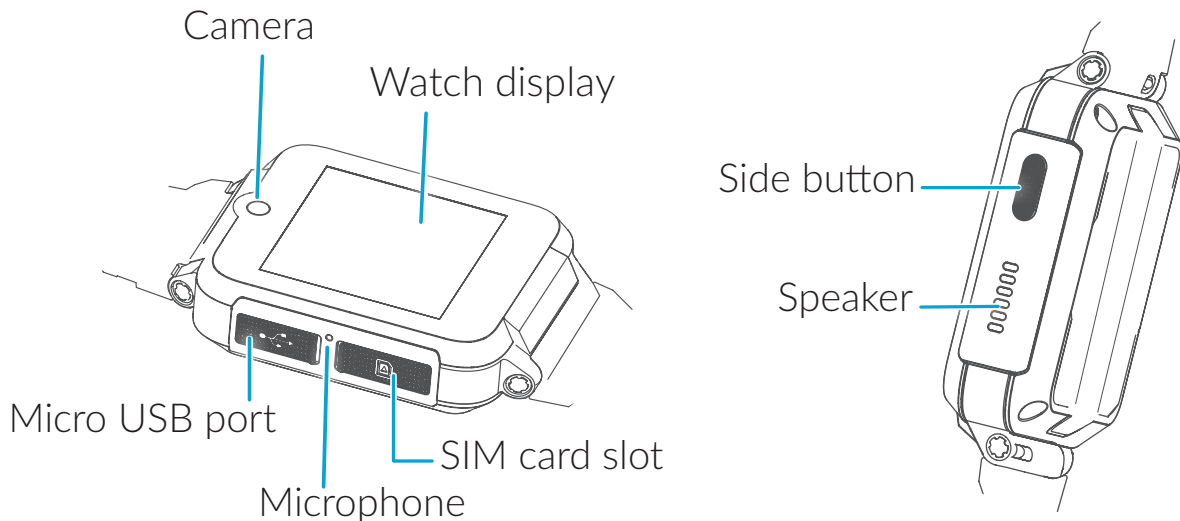
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## Chapter 1. Set up and get started

This manual describes everything you need to know about TCL MOVETIME Family Watch 2. If you need more information, visit [www.tcl.com](http://www.tcl.com).

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### Overview

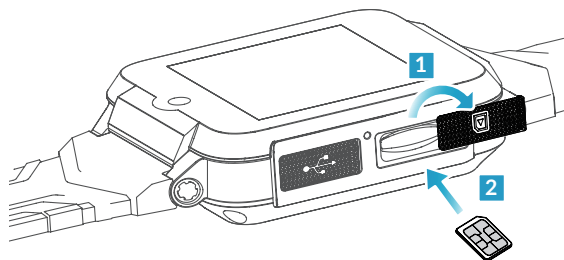


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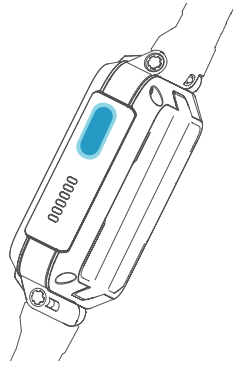
### Set up and pair the TCL watch with your phone

For best experience, you need to pair the watch with your phone.

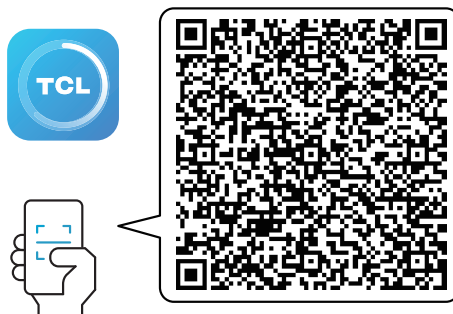
1. Insert a nano-SIM card into the watch.



2. Press and hold the side button for 3 seconds to turn on the watch.



3. Download the [TCL Connect](#) app on your phone from Google Play™ or App Store, or by scanning the QR code below.



4. Open the [TCL Connect](#) app, tap [+](#), then choose your watch model.

5. Scan the QR code on the watch or enter the IMEI number of the watch. Provide the required information, then tap [Done](#).

6. Read the [Parental Authentication Agreement](#), and tap [Agree](#), then enter the verification code to finish the pairing process.



#### NOTES

- Upon launching the [TCL Connect](#) app for the first time, you need to create an account.
- To access the QR code on the watch, tap one of the function apps on the watch, for example [Chat](#) and [Contacts](#).

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## Unpair the watch

1. Open the [TCL Connect](#) app on your phone.

2. Select the watch as desired.

3. Tap [More](#) > [Unpair the Watch](#).




#### NOTE

Unpairing the watch will reset the watch to the factory settings.

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## Pair with more than one TCL watch

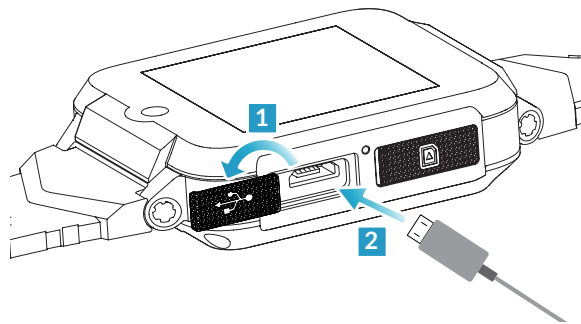
You can pair another TCL watch with your phone.

1. Open the [TCL Connect](#) app on your phone.
2. Tap , then choose your watch model and follow the on-screen instructions.

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## Charge the watch

Use the supplied USB cable for charging. While the watch is charging, you can tap the display or press the side button to check the battery level.



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## Turn the watch on and off

- **Turn on:** If your watch is off, press and hold the side button until the watch vibrates and the TCL logo appears.
- **Turn off:** Swipe left on the home screen to access the app menu, then tap [More](#) > [Settings](#) > [Power off](#).



### TIP

You can't turn off your watch while it's charging. To turn off your watch, first disconnect it from the charger.

---

## Wake up and turn off the watch display

### Wake up the watch display

You can wake up the watch display by pressing the side button.



### TIP

If your watch doesn't wake up when you press the side button, it may need charging.

## Turn off the watch display

You can turn off the watch display by pressing the side button.

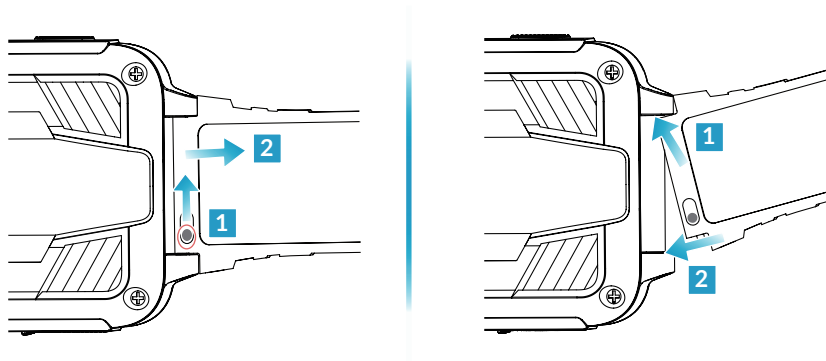
By default, the watch will turn off its display in 10 seconds to save battery life. You can adjust the display timeout setting by following these steps:

1. On the home screen, swipe left to access the app menu.
2. Tap [More](#) > [Settings](#) > [Display](#) > [Screen timeout](#).
3. Select a timeout option.

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## Remove and attach watch bands

Remove and attach the watch band as illustrated below.





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## Chapter 2. Basics

This chapter introduces how to navigate the screen, manage settings, check desired information, and more.

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### Basic navigation

You can use the following basic gestures to interact with your TCL watch.

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On the home screen, swipe up for notifications, and down for quick settings.

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- On the home screen, swipe left for the app menu, and right for recent calls.
  - On other screens, swipe right to return to previous screen.
- 



Press and hold the home screen to access watch faces.

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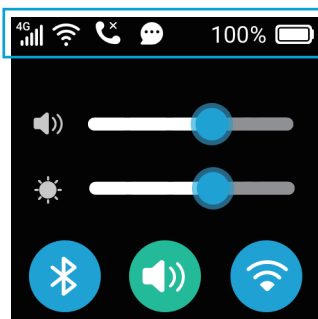
#### Side button:

















- Press to wake up or turn off the display, return to the home screen, or end a call.
  - Press for 3 seconds to turn the watch on.
  - Press for 3 seconds to turn the watch off when it is not paired with your phone, or to make an SOS call when it is paired with your phone.
  - Press for 15 seconds to restart the watch.
- 

### Status icons

On the home screen, swipe down to access the quick settings screen.



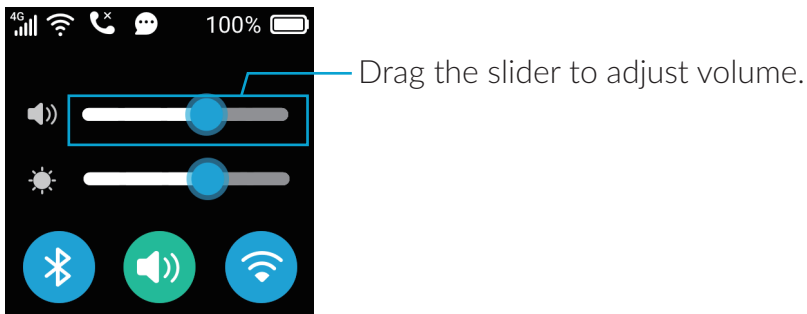
Status icons at the top of the quick settings screen give you information about your watch.

Status icon	What it means
	It indicates the carrier network type (2G, 3G, or 4G). The number of bars indicates the signal strength of your cellular service.
	Data roaming is enabled. The number of bars indicates the signal strength of your cellular service.
	Your watch is connected to a known Wi-Fi network.
	SIM card is not available.
	The watch is not paired with your phone.
	VoLTE is enabled.
	The watch battery is less than 20%.
	The watch battery is less than 10%.
	The watch needs charging.
	Vibration mode is on.
	School time mode is on.
	An alarm is set.
	You have a missed call.
	You have an unread message.

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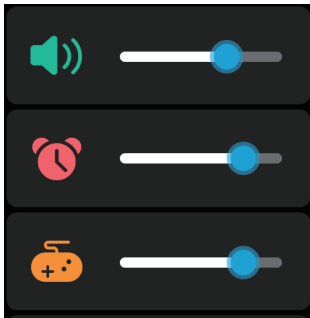
## Adjust sound

You can adjust volume on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



To change the sounds your watch plays when you get a call, message, reminder, or other type of notification, follow these steps:

1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Settings](#) > [Sound](#).
3. To set the volume for the sounds, drag the sliders to where you want them.

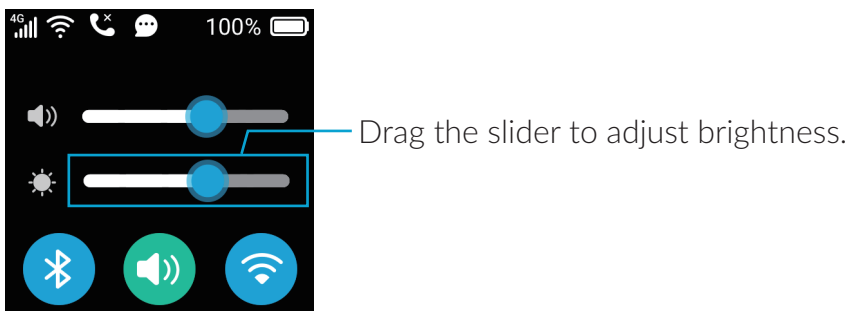


4. To change the tones of the sounds, tap a sound type, such as call or alarm, then choose a tone (scroll to see them all).

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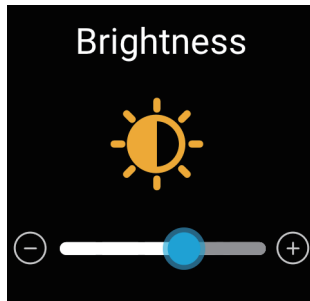
## Adjust brightness

You can adjust brightness on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



Or, you can swipe left on the home screen to access the app menu, tap [More](#) > [Settings](#) >

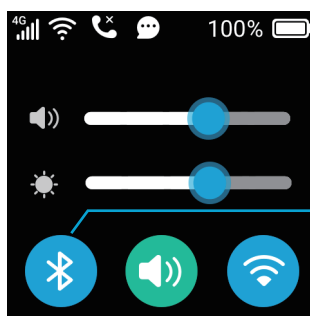
[Display](#) > [Brightness](#), then tap the brightness controls or drag the slider to adjust brightness.



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## Enable or disable the Bluetooth function

You can quickly enable or disable the Bluetooth® function on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



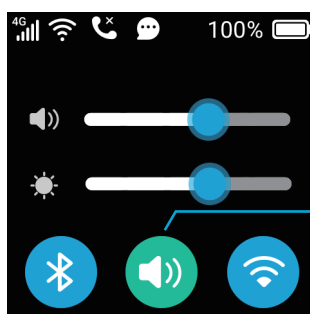
Tap the icon to quickly enable or disable the Bluetooth function.

Or, you can swipe left on the home screen to access the app menu, tap [More](#) > [Bluetooth](#), then tap the Bluetooth switch to enable or disable this function.

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## Switch between sound, normal, vibration, and silent modes

You can select the sound and vibration modes on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



Tap the icon to select the sound and vibration modes you prefer.

There are four modes available: sound, normal, vibration, and silent modes.



**Sound mode:** the watch will make sounds only.



**Normal mode:** the watch will vibrate as well as make sounds.



**Vibration mode:** the watch will vibrate only.

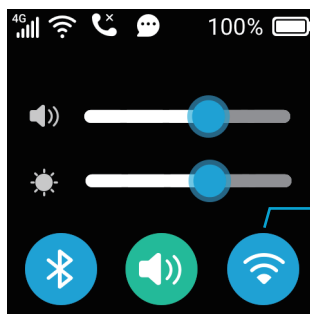


**Silent mode:** the watch will not vibrate or make any sound.

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## Enable or disable the Wi-Fi function

You can quickly enable or disable the Wi-Fi® function on the quick settings screen. To access the quick settings screen, swipe down on the home screen.



Tap the icon to quickly enable or disable the Wi-Fi function.

Or, you can swipe left on the home screen to access the app menu, tap [More](#) > [Settings](#) > [Wi-Fi](#), then tap the Wi-Fi switch to enable or disable this function.

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## Watch faces

On the home screen, press and hold the watch display to enter the watch face list. Swipe across to view all available watch faces, and tap the one you want to set it as the watch face.


To get more watch faces, swipe left on the watch face list until you enter the [My theme](#) screen. Tap the screen to enter the watch face store, you can purchase the watch faces using your points. For how to earn your points, refer to "My points" on page 21.

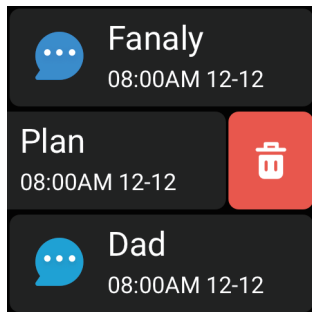
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## View and manage notifications

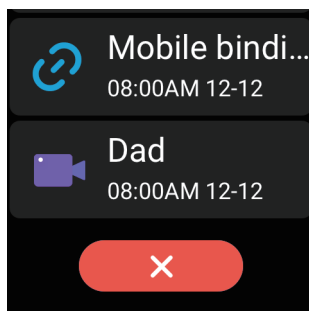
Your watch will alert you with a popup message, sound or vibration when notifications arrive, but if you don't read one right away, it's saved in the notification center so you can check it later.

To view unread notifications, swipe up on the home screen, then tap any notification to expand it.

- To clear a notification, swipe left over the notification, then tap .



- To clear all notifications, scroll up the notifications, then tap .



#### NOTE

All unread notifications will be cleared if the watch restarts.

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## Answer, reject, and make phone calls

### Answer a call

On the incoming call screen, tap  to answer the call.

### Reject a call


On the incoming call screen, tap  to reject the call.

### End a call

Tap  when you are ready to end your call.

### Make a phone call

To make a phone call on your watch, follow these steps:

1. On the home screen, swipe right until you enter the keypad screen.
2. Enter the number, then tap .



### TIP

If you can't find the keypad screen, you need to enable the [Keypad](#) function on the watch first. To enable this function, follow these steps:

1. Open the [TCL Connect](#) app on your phone.
2. Select the watch you want to set up.
3. Tap [More](#) > [User Permission](#) > [Keypad](#), then enable the function.

## Make an emergency call

Press and hold the side button for 3 seconds to make an emergency call when the watch is paired with your phone. After the call ends, your watch alerts your emergency contacts that you made a call.

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## Set the language

You set the language of your watch during the initial setup. To change the language, follow these steps:

1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Settings](#) > [Language](#).
3. Select a language.

Or, you can change the language in the [TCL Connect](#) app. To achieve this, follow these steps:

1. Open the [TCL Connect](#) app on your phone.
2. Select the watch as desired.
3. Tap [More](#), then select [Language](#).

---

## Restart and update the watch

If your watch isn't working properly, try restarting and updating it.

### Restart the watch

To restart the watch, do one of the following:

- Press and hold the side button for 15 seconds.
- Or, swipe left on the home screen to access the app menu, tap [More](#) > [Settings](#) > [Restart](#).

### Update the watch

To check for and update the watch software, swipe left on the home screen to access the app menu, tap [More](#) > [Settings](#) > [Update](#). To install an available update, Tap [Update](#).

Or, you can update the watch software in the [TCL Connect](#) app. To achieve this, follow these steps:

1. Open the [TCL Connect](#) app on your phone.
2. Select the watch as desired.
3. Tap [More](#), then select [Firmware Update](#).
4. Tap [Download](#) when an update is available.



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## Chapter 3. Apps on your watch

Your TCL watch comes with a collection of helpful apps.



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### Chat




Keep in touch with your family and friends using the [Chat](#) app.

#### Reply to a conversation

1. In the conversation list, tap the conversation you want to reply to.
2. Tap  to dictate your response.
3. Or tap  to use more replies, such as emoji, sticker, photo, video, and smart replies.





**Send emoji:** Tap , then swipe across to browse available emoji. Tap one to send it.

**Send a sticker:** Tap , then swipe across to browse available stickers. Tap one to send it. To create new stickers, tap .

**Send a photo:** Tap , then scroll to browse available images. Tap one to send it.

**Send a video clip:** Tap , tap the shutter button to take a photo, or long press the shutter button to record a video.

**Send a smart reply:** Tap , then scroll to see a list of handy phrases that you can use. Tap one to send it.

To edit the phrase, open the [TCL Connect](#) app on the phone, select the watch as desired, tap [More](#) > [Edit Text Chat](#), then tap  to edit the smart reply. (See "Edit Text Chat" on page 28.)



#### Create a group conversation

You can create a group conversation on the watch. Tap [Create a group](#), then select members from your contacts list.

#### Manage a conversation

Swipe left over a conversation, then tap  to delete the conversation.

## Manage a group conversation

For a group conversation created on your watch, swipe left over a conversation, then tap  to delete the conversation, or tap  to modify the conversation settings.

For a group conversation created in the [TCL Connect](#) app, you can't delete the group conversation on the watch.

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## Contacts



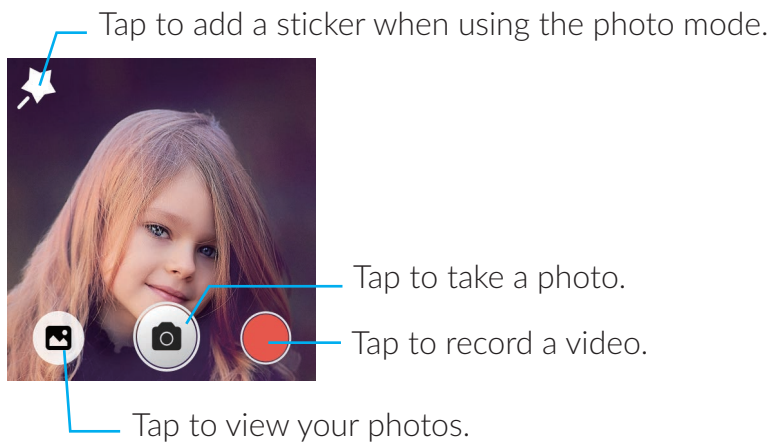
View your contacts list in the [Contacts](#) app. Tap a contact to make a phone call or a video call.

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## Camera



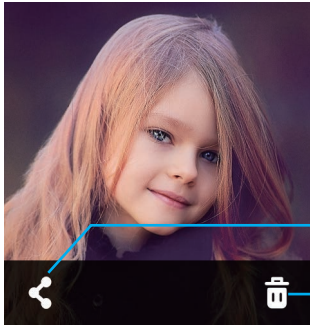
Learn how to take photos with the [Camera](#) app on your watch.



## Photos



All photos and videos you take with [Camera](#) are saved in [Photos](#). Tap to view a photo or a video.



Tap to share.

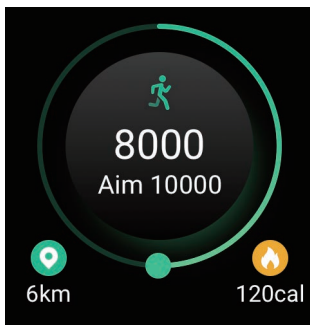
Tap to delete.

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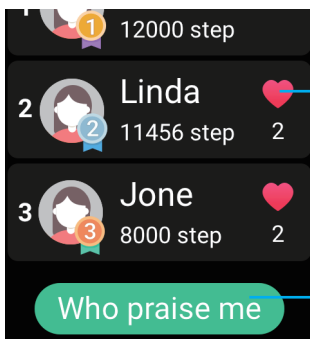
## Pedometer



The [Pedometer](#) app on your watch keeps track of your movement throughout the day and encourages you to meet your fitness goal. The app tracks the number of steps you have taken, the distance you have walked or run, and the active calories you have burned.



Scroll down to check your activity ranking among your friends.



Tap to praise.

Tap to view who have praised you.

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## Add friend



Make a new friend face to face simply by shaking your TCL watches at the same time. Before making a friend, make sure they also use TCL watches.

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## Entertainment



The [Entertainment](#) app offers a bunch of useful and amazing applications.

### Calculator

In the [Calculator](#) function, you can perform basic arithmetic calculations.

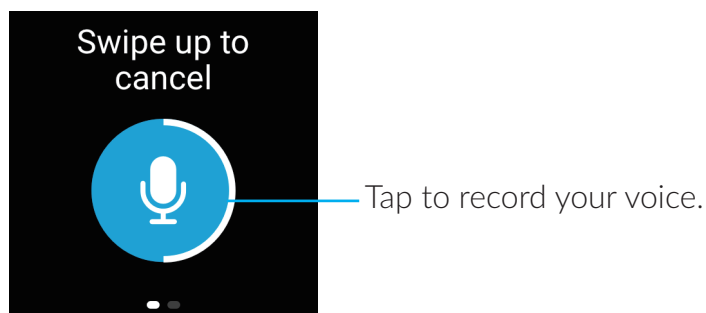
To perform a quick calculation, tap numbers and operators to get a result.

### Shake

In this function, you can shake your watch to win points. Use these points to purchase a watch theme in the watch face list (see "Theme" on page 21).

### Voice changer

It is a voice transformer and modifier with effects that makes your voice deeper, or sound like a girl or boy. Record your voice, apply effects, and share them with your family and friends.



### Hamster

It is a casual game, players can play with a relaxed mood.

**How to play:** The player clicks on the screen to hit the hamster, and scores depending on how many hamsters you hit. Your goal is to hit all the hamsters before the time is over.

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## Reminder



All reminders created in the [TCL Connect](#) app are saved in this app. Tap a reminder to expand it. The reminder can't be cleared on the watch. To clear a reminder, follow these steps:

1. Open the [TCL Connect](#) app.
2. Select the watch as desired.

3. Tap [More](#) > [Reminder](#).
4. Swipe left over the reminder, then tap [Delete](#).

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## Weather



The [Weather](#) app shows the temperature and conditions for the day. Swipe left to check the weather in the next two days.

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## Theme



View your watch faces, purchase watch themes, and modify other theme settings in the [Theme](#) app.

### Theme

Use the points you have earned to purchase themes for the watch face, chat skin, and the app menu.

### My theme

Themes for the watch face, chat skin, and the app menu are displayed in this option.

### My points

Check the total points you have and the points history.

You will obtain 5 points when meeting the fitness goal, and earn 1 point after signing in the watch each day. You can also earn the points by shaking the watch (see "Shake" on page 20).

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## More




Access more useful settings in the [More](#) app.

### Alarm



Use the [Alarm](#) feature to play a sound or vibrate your watch at a set time.

## Set an alarm on the watch


1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Alarm](#), then tap .
3. Tap [Time](#), scroll the numbers to set the time, then tap [Save](#).
4. Tap [Repeat](#), choose the days of the week to set the repeat option, then tap [Save](#).
5. Tap [Finish](#).



### TIPS

- To turn the alarm on or off, tap its switch.
- When an alarm sounds, you can tap  to wait several minutes before the alarm sounds again, or tap  to stop the alarm.

## Delete an alarm

1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Alarm](#).
3. Swipe left over the alarm in the list, then tap .


## Messages

### Read a message

When you feel a tap or hear an alert sound telling you that a message has arrived, raise your watch and tap the popup notification to read it.

Or, you can swipe left on the home screen to access the app menu, tap [More](#) > [Message](#), and tap the message to read it.

### Delete a message

1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Message](#).
3. Swipe left over the message in the list, then tap .

### Change the notification setting

1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Settings](#) > [Sound](#).
3. Tap [Notification ringtone](#) to select a sound the watch plays when you receive a message.

## Personal profile

To modify the personal profile, follow these steps:

1. Swipe left on the home screen to access the app menu.
2. Tap [More](#) > [Personal center](#).
3. Tap [Avatar](#) or [Gender](#) to edit the profile.

### Watch memory

To check the watch memory, swipe left on the home screen to access the app menu, tap [More](#) > [Settings](#) > [Watch memory](#).


Tap [Clean](#) to clear the cache or the chat history.





videos.

## Manage a group conversation

For a group conversation, tap  at the upper-right corner to enter the settings page. You can edit the group name, mute the conversation, clear the chat history, and more.

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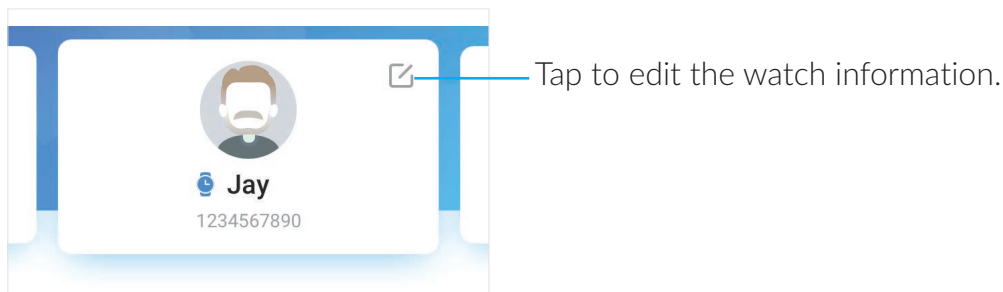
## Call

You can make a phone call or a video call in the [Call](#) section.

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## More

Explore more functions and settings in the [More](#) section. Some features or functions are only available for the master user. The master user is generally the first person who pairs their phone with the watch.



## Share QR Code

Invite your family members or other friends to keep in touch with your kid via the QR code you share.

## Safe Zone

With the [Safe Zone](#) function enabled, you will be notified when the watch enters or leaves the predetermined area.

## Geofence

Track the location of the watch on a map in real time. To add a [Geofence](#), follow these steps:

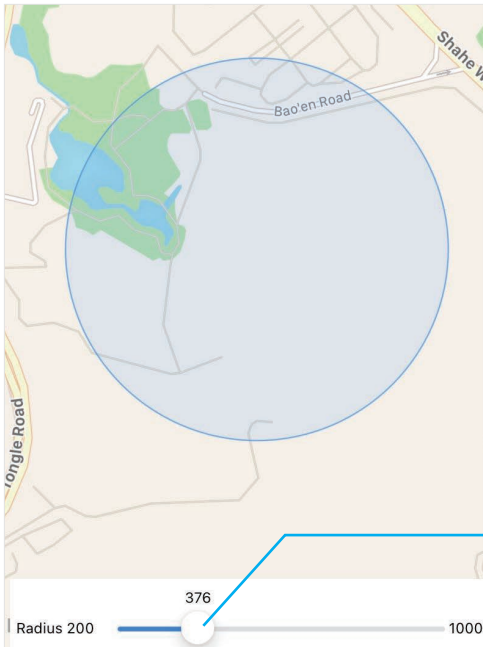
1. Open the [TCL Connect](#) app.
2. Select the watch as desired.
3. Tap [More](#) > [Safe Zone](#) > [Add a safe zone](#) > [Geofence](#).
4. Enter a name and address.
5. If the location service of your phone is enabled, your current location appears in the map. To change the location, type a location name in the [Address](#) field (for example, a street name, city, state or country) or just move the map.

6. Tap [Save](#).



There are two Geofence options available.

### Proximity



Drag to define the radius of the [Geofence](#).

### Polygon



Drag to create a customized location boundary.

## Wi-Fi safe zone

To create a Wi-Fi safe zone, follow these steps:

1. Open the [TCL Connect](#) app.
2. Select the watch as desired.
3. Tap [More](#) > [Safe Zone](#) > [Add a safe zone](#) > [Wi-Fi safe zone](#).
4. Enter a name, and choose a network, then tap [Save](#).



### NOTE

Enable the Wi-Fi function on the watch before creating a Wi-Fi safe zone.

## Watch Contacts

View or manage watch contacts in this feature.


### Add a watch contact

Tap  at the upper-right corner to add a contact manually or by sharing QR code.

### Manage emergency contacts

Tap [Emergency Contact](#) to enter the details page. You can select up to three emergency contacts. Tap [Emergency Number](#) to set a local emergency number, for example 911. The watch will call the emergency service you set if the emergency contacts don't respond on time.

### Edit a watch contact


Tap a contact to view the contact information. Tap  to edit the contact information or delete it.

## School Time

With the [School Time](#) mode enabled, the kid can only access the basic features on the watch, for example making a phone call, viewing the notifications and messages, and checking the weather.



## Reminder

View and manage reminders on the watch in this feature.

- To create a reminder, tap  at the upper-right corner.
- To delete a reminder, swipe left over the reminder, then tap [Delete](#).

## Clock

Manage alarms on the watch in this feature. To turn the alarm on or off, tap its switch.

- To set an alarm, tap  at the upper-right corner, or tap  if you set an alarm for the first time.
- To delete an alarm, swipe left over the alarm, then tap [Delete](#).

## Pedometer

Keep track of the kid's movement throughout the day, and view the weekly and monthly reports.

Tap  at the upper-right corner to enter the settings page.

## Wi-Fi

Manage Wi-Fi networks on the watch in this feature.

- To add a Wi-Fi network, tap  at the upper-right corner, or tap  if you add a Wi-Fi

network for the first time, then select a Wi-Fi network or tap [More](#) to add the Wi-Fi network manually.

- To delete a Wi-Fi network, swipe left over the Wi-Fi network, then tap [Delete](#).

## SMS Whitelist

With the function disabled, the watch will receive messages from all people.

With the function enabled, the watch will only receive messages from the contacts list.

## Edit Text Chat

The kid can use these handy phrases to reply to a conversation on the watch.

If you edit the phrases, the changes will sync to the watch immediately.

## Scheduled Power On/Off

With the function enabled, the watch will automatically power on or off at a set time.

## User Permission

Decide which function or feature the kid can use on the watch.

## User Privacy

Decide whether you want to share the kid's location and activity records with those who have paired their phones with the watch.

## Time Zone

Manage time format and configure the time zone settings on the watch.

## Language

Set the language on the watch in this feature.

## Firmware Update

Update the watch firmware for the latest features.

Tap [Download](#) to update your firmware if a new update is available.

## Unpair the Watch


Tap to unpair your phone with the watch.



### NOTE

Unpairing the watch will reset the watch to the factory settings.

## Location Mode

When the [Automatic Mode](#) is selected, the location of the watch will be refreshed automatically. When the [Low Power Mode](#) is selected, you need to tap the refresh icon  on the map in the [Location](#) section.

## FAQ

Access the frequently asked questions you might have about your watch.

## User Manual

View the user manual to get the most out of your watch.

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## Important safety information

Read all the safety information before using your product. Failure to follow these safety instructions could result in injury, or damage to your product or other property.

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### Important safety instructions

- Observe signs and notices that prohibit or restrict the use of electronic devices.
  - Do not disassemble or attempt to repair your watch yourself. Disassembling the watch may damage it, result in loss of water resistance, or cause injury to you.
  - Always handle your watch with care. It contains sensitive electronic components inside, and can be damaged if dropped, burned, punctured, or crushed, or if exposed to excessive heat or liquid.
  - Keep your watch clean and dry. Clean your watch regularly with a nonabrasive, lint-free cloth. Do not use liquids or cleaning products. Do not clean the watch while it's charging.
  - Your watch is water resistant but not waterproof. Do not submerge it. Do not wear it while swimming, showering, or bathing. Do not expose it to pressurized water or high velocity water. Do not wear it in the sauna or steam room.
  - Never apply excessive pressure to a button on the watch, or force a charging connector or a SIM card into a port, because this may cause damage that is not covered under the warranty.
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### Hearing loss

Listening to sound at high volume may cause permanent hearing loss.



**WARNING:** To prevent possible hearing damage, do not listen at high volume levels for long periods.

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### Medical device interference

Your watch contains magnets which may interfere with medical devices such as pacemakers, defibrillators, or other medical devices. If you are a user of any of these medical devices, consult your physician for information specific to your medical device and whether you need to maintain a safe distance of separation between your medical device and the watch.

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### Skin irritation

This watch is made of materials commonly used in wearable consumer electronic items. However, some people may develop skin irritation due to allergies or sensitivities. If you have known skin sensitivities, please take special care when wearing the watch.

Clean your watch regularly. Discontinue use if you experience rash, redness, itchiness, or any other irritation or discomfort on your skin around, or beneath, the watch. Consult your physician if irritation persists.

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## Choking hazard

Your watch and its accessories may present a choking hazard or cause other injury to small children. Keep them away from small children.

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## Charging

Charge the watch with the supplied USB cable. Only charge with an adapter that is compliant with the applicable international and regional safety standards. The recommended output voltage/current of the adapter is 5 V DC/1 A, and the adapter shall be CE-approved. Charging with other adapters could cause damage to the watch or pose a risk of injury or death.

It is important to keep your watch and the adapter in a well-ventilated area when charging. Don't use damaged cables or chargers.

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## Battery

Do not attempt to replace the watch batteries yourself. You may damage the batteries, which could cause overheating and injury. The batteries in your watch should be serviced only by an authorized service provider.

Batteries must be recycled or disposed of separately from household waste. Don't incinerate the batteries. Check your country's local waste regulations for the proper disposal of electronic products.

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## Operating temperature

Your watch is designed to work and be stored in ambient temperatures between –10 °C and 45 °C (14 °F and 113 °F). Your watch can be damaged and battery life shortened if stored or operated outside of these temperature ranges. Avoid exposing the watch to dramatic changes in temperature or humidity.

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## Regulatory compliance information

This section introduces regulatory information, certification, and compliance information specific to your product.

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### Electromagnetic fields (EMF)

This product complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

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### European Union compliance



Hereby, TCL Communication Ltd. declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. You can find the Declaration of Conformity at <https://www.tcl.com/global/en/service-support-mobile/eu-doc.html>.

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### Disposal and recycling information

At TCL, we continually strive to improve our operations and products, and minimize our impact on the environment.



Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. Please observe the local regulations regarding the disposal of packaging materials, exhausted batteries and old equipment. For recycling information, please visit [www.tcl.com](http://www.tcl.com).



This symbol on your device and/or its accessories indicates that this device should not be disposed of with household waste. When this device reaches its end of life, take it to a collection point designated by local authorities. For more detailed information about device recycling, contact your local authorities, household waste disposal centers, or retail stores.

The separate collection and recycling of your device and/or its accessories at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.





This symbol means that the product contains a built-in rechargeable battery covered by European Directive 2013/56/EU which cannot be disposed of with normal household waste. We advise you to take your product to an official collection point.

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# Troubleshooting




If you encounter problems while using the product, use the troubleshooting information to help determine the problem and find possible solutions.

## General problems

Problem	Solution
I can't obtain the location of the watch.	<ul style="list-style-type: none"><li>• Make sure the SIM card is inserted correctly into the watch.</li><li>• Check if the watch is connected to the cellular network.</li><li>• Check if the watch is in arrears.</li><li>• If the problem persists, restart the watch by pressing the side button for 15 seconds.</li></ul>
I can't charge the watch.	<ul style="list-style-type: none"><li>• Make sure you are using the supplied USB cable.</li><li>• Make sure the USB port of the watch is clean.</li><li>• If the problem persists, restart the watch by pressing the side button for 15 seconds.</li></ul>
I can't pair the watch with my phone.	<ul style="list-style-type: none"><li>• Make sure the SIM card is inserted correctly into the watch.</li><li>• Check if the watch is connected to the cellular network.</li><li>• Check if the watch is in arrears.</li><li>• If the problem persists, restart the watch by pressing the side button for 15 seconds.</li></ul>

## Function problems

Problem	Solution
How to add a watch contact?	<p>To add a watch contact, follow these steps:</p> <ol style="list-style-type: none"><li>1. Open the <a href="#">TCL Connect</a> app on your phone.</li><li>2. Select the watch as desired.</li><li>3. Tap <a href="#">More</a> &gt; <a href="#">Watch Contacts</a>.</li><li>4. Tap  at the upper-right corner to add a contact manually or by sharing QR code.</li></ol>

How to set an alarm?	<p>To set an alarm on the watch, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Swipe left on the home screen to access the app menu.</li> <li>2. Tap <a href="#">More</a> &gt; <a href="#">Alarm</a>, then tap .</li> <li>3. Tap <a href="#">Time</a>, scroll the numbers to set the time, then tap <a href="#">Save</a>.</li> <li>4. Tap <a href="#">Repeat</a>, choose the days of the week to set the repeat option, then tap <a href="#">Save</a>.</li> <li>5. Tap <a href="#">Finish</a>.</li> </ol> <p>To set an alarm on the phone, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Open the <a href="#">TCL Connect</a> app on your phone.</li> <li>2. Select the watch as desired.</li> <li>3. Tap <a href="#">More</a> &gt; <a href="#">Clock</a>.</li> <li>4. Tap  at the upper-right corner, or tap  if you set an alarm for the first time.</li> </ol>
How to add a Geofence?	<p>To add a <a href="#">Geofence</a>, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Open the <a href="#">TCL Connect</a> app on your phone.</li> <li>2. Select the watch as desired.</li> <li>3. Tap <a href="#">More</a> &gt; <a href="#">Safe Zone</a> &gt; <a href="#">Add a safe zone</a> &gt; <a href="#">Geofence</a>.</li> <li>4. Enter a name and address.</li> <li>5. If the location service of your phone is enabled, your current location appears in the map. To change the location, type a location name in the <a href="#">Address</a> field (for example, a street name, city, state or country) or just move the map.</li> <li>6. Tap <a href="#">Save</a>.</li> </ol>
How to add a Wi-Fi safe zone?	<p>To create a Wi-Fi safe zone, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Open the <a href="#">TCL Connect</a> app on your phone.</li> <li>2. Select the watch as desired.</li> <li>3. Tap <a href="#">More</a> &gt; <a href="#">Safe Zone</a> &gt; <a href="#">Add a safe zone</a> &gt; <a href="#">Wi-Fi safe zone</a>.</li> <li>4. Enter a name, and choose a network, then tap <a href="#">Save</a>.</li> </ol>

How to set a reminder?	<p>To set a reminder, follow these steps:</p> <ol style="list-style-type: none"><li>1. Open the <a href="#">TCL Connect</a> app on your phone.</li><li>2. Select the watch as desired.</li><li>3. Tap <a href="#">More</a> &gt; <a href="#">Reminder</a>.</li><li>4. Tap <a href="#">+</a> at the upper-right corner.</li></ol>
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