

# TIMEX FamilyConnect™

**SENIOR**



## Quick Start Guide

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# What's in the box



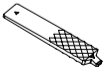
**TIMEX**  
FamilyConnect™  
**SENIOR**  
Watch



Charging  
Dock



USB Type-C Cable

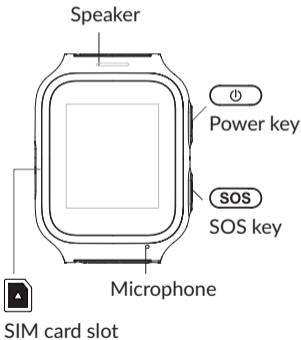


SIM Card Tool



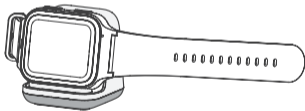
Printed  
Materials

# Getting to know your watch



## Charging your watch

Please fully charge your watch before using it for the first time. Ensure that the pins in the charging dock are aligned with the pins on the back cover of your Watch. Place your watch on the charging dock as shown in the illustration. Connect the USB type-C cable to charge your watch. Use of a 5V/1A charger is recommended.



**Note:** If the charging port is corroded or dirty, it may affect charging. Please keep the port clear by cleaning it periodically.

# Download and install the app on your smartphone

The account holder, also known as the Primary contact, should download the app to his or her phone, so that they can enter all Primary contact information and customize the watch and app experience.

The Primary contact can be the watch wearer or a caregiver (relative or child) who looks after the watch wearer.

To download the app you can:

- Search for “TIMEX FamilyConnect™” in the Google Play store (Android 6.0 and

above), or App store (iOS 10.0 and above).

- Scan the following QR code.



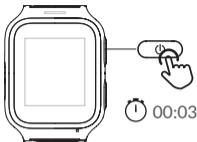
Android



iOS

## Powering on your watch

Long press the **Power key** for 3 seconds to power on your watch.



## Language

You will be asked to select the system language when powering on your watch for the first time. Select the language you want and go to next.



## QR code

Your watch will now show a QR code on the display. You need this to connect to the smartphone app.

This will be described in the following pages.



# Create an account

1. Touch **CREATE ACCOUNT** to create your **TIMEX FamilyConnect™** account.
2. Enter your name, email address and set a password for your account.<sup>(1)</sup> Verify your email address (**on your phone**) and accept the Privacy Policy and Terms of Service to create the account.
3. Enter the verification code sent to your email address. This email address will be used to help you reset your password should you forget it.
4. Touch **Done**.

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<sup>(1)</sup> Read the "Terms of Service" and "Privacy Policy" and check the box.


# Adding Watch to Account


Make sure you are able to connect to the internet before pairing your watch with your phone. The connected network icon will appear at the top left of your watch's Home screen once connected to the internet.

 LTE network

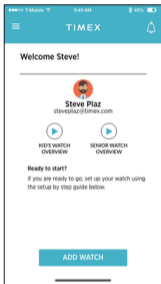
 3G network

 Data roaming network

 No data connection; calls are possible

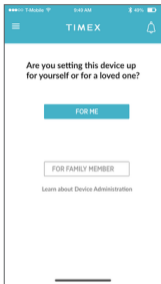
 No network and can't make calls

1. Touch **ADD WATCH** on the Home page of the **TIMEX FamilyConnect™** app.



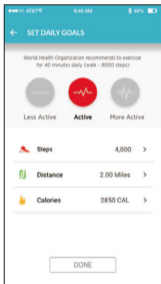
2. Select **SENIOR WATCH OVERVIEW** and **ADD WATCH**.

3. If you're the user of this watch, choose **FOR ME**, otherwise choose **FOR FAMILY MEMBER**.



4. Follow the initial instructions to enter the basic user data of the watch user, such as their name, sex, birthday, weight and height. Press **NEXT** after each step.

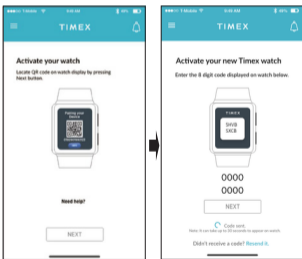
Then enter your the watch user's daily activity goals, including the steps, distance and calories. User can override each setting by manually entering total.



## 5. Scan the QR code to pair your watch

The QR code will appear after you enter the PIN code (see page 9).

If the QR code is not displayed, open the Pedometer application. The QR code will display again.




The server will send a random code to your watch and the

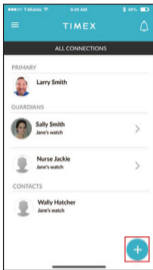
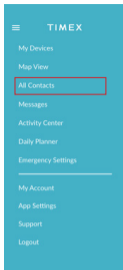
information displayed on the screen should be noted at this time. Input the random code to the application information bar and confirm.

Once the watch has been successfully paired with your phone, you will be brought to the application main screen. The location of the watch will be displayed here on the map.

## Add contacts

### Add phone contacts

1. Touch  on the left screen.
2. Touch **All Contacts**.
3. Touch **+** on the lower right of this page.



4. Enter the name, a phone number and email address. You can also upload a photo (optional). There are two identities you can choose from: **Contact** and **Guardian**. A **Contact** is only allowed to make and receive calls and texts from the watch. A **Guardian** must



download the app to be able to locate the watch and send and receive in-app messages (text and voice) from the watch, in addition to be able to make and receive calls and texts from the watch.

Screenshot of the TIMEX app interface showing the 'ADD CONNECTION' screen. The screen displays a profile card with a placeholder for a profile picture and a blue plus icon. Below the profile card are four text input fields labeled 'First Name', 'Last Name', 'Phone Number', and 'Email Address'. At the bottom of the form, there is a 'Set Account Type' section with two buttons: 'Guardian' and 'Contact'. A small text note below the buttons states: 'A Contact is allowed to make and receive calls from the watch, and that's really it. There is no messaging capability.' A 'SAVE' button is located at the very bottom of the screen.

5. Touch **SAVE**.

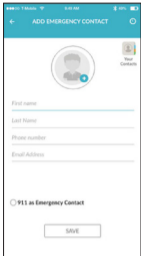
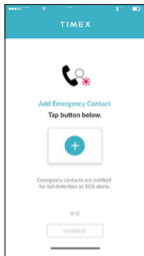
The contact will appear in the contact list.

### **Set emergency contacts**

When the watch is successfully added to the app, user is required to enter an emergency contact.

1. Touch **+**.

2. Add a contact manually (enter the name, phone number and email address) or touch contacts icon to search for and select an existing Contact.



3. Touch **SAVE**.

## SOS function

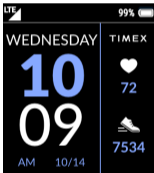
Press and hold the **SOS key** for 3 seconds to make an SOS call to the pre-defined emergency contact.

When an SOS is sent, the Primary contact and each Guardian will receive an app notification and an SMS informing them that an SOS alert has been issued. These messages will contain a link to the location of the watch.

# Using your watch

## Screen


Press the **Power key** to wake up the Home screen.



## Select and exit applications



From the home screen, swipe left to view the various applications on the watch. Touch an

application to select it. Touch  to exit.

## **Weather display and notifications**



To get to the weather view, swipe down on the home screen. The weather is displayed in this view. You also have the option of adjusting the screen brightness and volume and activating flight mode or switching off the device.

Swipe up from the home screen to go to the notifications view.

# Applications

## Phone




Select **Phone** to bring up the Phone menu.

Touch a contact or enter the desired number and then press the yellow button to start the call.

## Contacts



Touch a contact and choose  to start a call.

Touch  to end the call.

Contacts can be added via the paired app.

# Messages



## Recent Messages:

Touch a contact to read the recent messages.

**Send Message:** Choose a contact to send a message, touch **App** to send to your TIMEX FamilyConnect™ app and touch **Text** to send to your phone.

# Health



Health is created for health-related features, including Activity, Sleep, Heart Rate.



## Activity



Your daily performance of steps taken is displayed, as well as the distance covered and the calories burned.

## Sleep



Your watch will monitor your sleep status if you activated the **Sleep mode** on your TIMEX

FamilyConnect™ app. The sleep status including the monitoring time, the total hours slept and the number of awake, deep or light sleep hours.

## Heart Rate



Starts measuring your heart rate. This is displayed after a short measuring time.

## Daily Planner



Allows you to set the alarm clock, to do list and medicine reminder.



## Alarm Clock



Set your alarm clock and touch the switch to enable/disable.


## Reminders





Set the to do list on your TIMEX FamilyConnect™ app and add a title to each reminder for easy identification. When you receive a reminder, you can touch  to snooze and remind you again after 10 minutes, or touch  to end it right now.

## Medications



Set your Medication reminder on your TIMEX FamilyConnect™ app, it is the highest priority notification on your watch. When you receive it, touch  to read the instructions on

taking medication, touch  to snooze and remind you again after 10 minutes, touch  to end it right now.

## Settings



Provides access to the settings menu of the watch, which allows the further configuration of the device, including watch faces.

## Senior Fall Detection

When watch detects a fall event, an alert is displayed asking the user to acknowledge the event. The user can respond:

- “I AM OK”
- “SEND HELP”

If the fall resulted in no injury, or it is a false alert, the user can cancel sending this alert by pressing “I AM OK” in 60 seconds. After confirming they are OK, the alert screen goes away, and the user is returned to previous screen.

If the user touches “SEND HELP”:

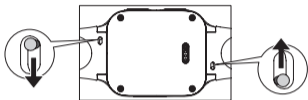
- A notification is sent to the Primary and Guardian contacts. In the notification, the watch’s current longitude and latitude information is included.
- At the same time, there will be two short rings twice followed by a long vibration that the user can cancel on the watch.
- The watch automatically calls the pre-defined Emergency Contact

If the user does nothing for 60 seconds (cannot touch the watch screen or is physically unable to respond to the fall detection event):

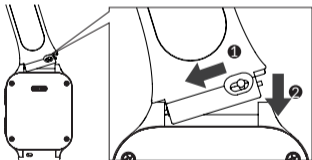
- The watch automatically calls the pre-defined Emergency Contact
- A notification is sent to the Primary and Guardian contacts. In the notification, the watch's current longitude and latitude information is included.

# Straps

## Remove straps



## Attaching new straps



# Splash Resistance

The watch is rated IP67 for dust and splash resistance. You **CANNOT** immerse the watch in water (for swimming or other sports), and it should not be worn during showering or bathing.

Care should be taken to avoid exposure from moisture due to rain, hand washing or perspiration.



# FAQ

## 1. What operating systems does the application support?

The app is compatible with Android 6.0 or higher or iOS 10.0 or higher.

## 2. If you are unable to add your watch:

- i) Make sure the SIM is inserted correctly.
  - If the SIM is inserted correctly, check to see if LTE is displayed on the top left of the screen of your watch.
  - If not, long press the Power key for 3s to restart the watch.

- ii) If LTE is displayed, check to make sure there are no overdue network charges that need to be paid.

**3. If you are unable to obtain the position of your watch:**

- i) Check to see if LTE is displayed on the top left of the screen of your watch.
- ii) If not, long press the Power key for 3s to restart the watch.
- iii) If LTE is displayed, check to make sure there are no overdue network charges that need to be paid.

**4. If you are unable to obtain the verification code during registration:**

Please check your Junk emails. If you still cannot obtain it, please try to get the verification code again.

**5. Positioning accuracy**

Your watch will provide 5 different positioning modes: GPS, AGPS or Glonass, G Sensor, WLAN and Base Station. Position accuracy will differ according to each positioning method. Sometimes, in tall buildings and other urban obstructions, there may be a small chance of a larger deviation.

## 6. Storage and use of my location data

The Timex Device automatically and constantly collects information about the physical location of the Timex Device when it is activated. This information is acquired through numerous methods, including GPS, cell towers and wi-fi hot spots, which are enhanced over time as we follow the Timex Device, collect more information and improve our tracking. You may not disable location-based data collection from the Timex Device. We may also collect such location-based information through your use of the Timex App.

# More information

For more information, please refer to the help section in the TIMEX FamilyConnect™ app.

Please note the “Terms of Service” and “Privacy Policy” that will be displayed when you create your account.

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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.

Qualifying service and compatible smartphone required. Your device may not work if you alter its original software. Items imported. See each item for country of origin. Contains Li-ion polymer battery, dispose per local regulations and not as household waste. FCC ID: 2ACCJB128. Images simulated. Coverage not available in some areas. See enclosed Terms and Conditions for additional information, restrictions and details.