

TICKTALK 5

Quick Start

For Ages
5+



TICKTALK

WELCOME TICKTALKER

Thank you for choosing the TickTalk 5. We hope it brings your family happiness and peace of mind. For the best user experience, please read our user manual and do not hesitate to contact us if you have any questions.

 support@myticktalk.com

 1-(844) 260-4051

 9:00am-6:00pm /PST

COMPONENTS

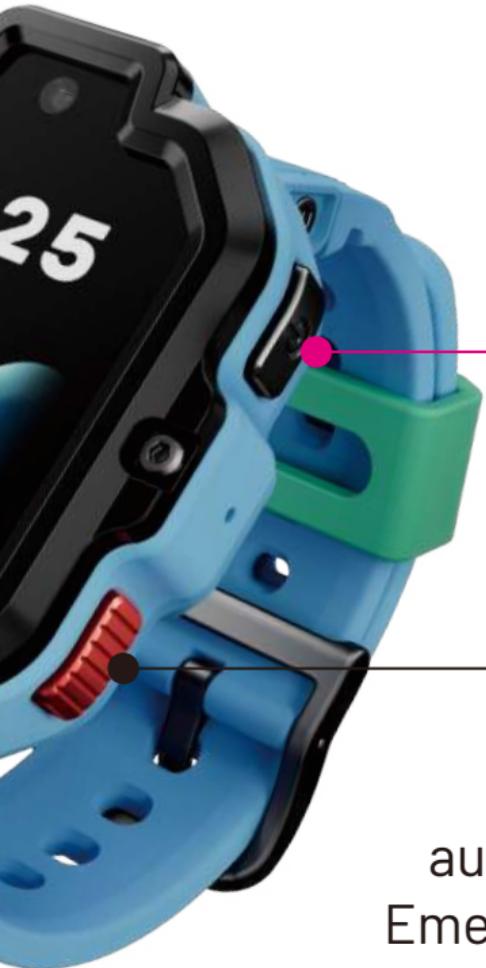


SPEAKER



MICROPHONE

Both the speaker and microphone are protected with
IP67 WATER RESISTANCE
for minor splashes and spills



COMPONENTS

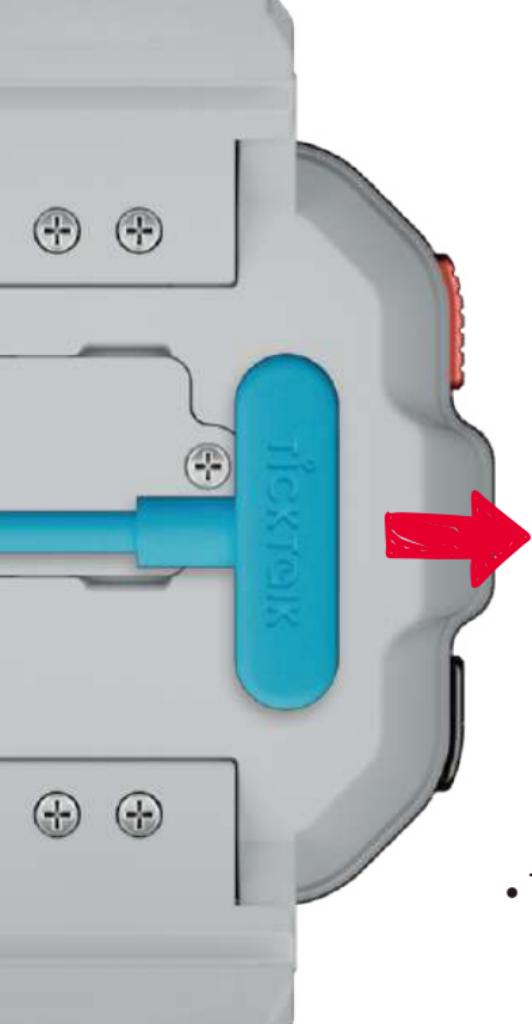
Hold down the
POWER BUTTON
for 5 seconds to
turn on or off
the watch

Hold down the
SOS BUTTON
for 5 seconds to
automatically call your
Emergency SOS contact



CALL 911

Quick tap the
POWER BUTTON
once then the
SOS BUTTON
twice to
instantly call 911 .
It is available
disabled in the
parental App.



CHARGING

Please use the provided 5V **USB CHARGING CORD**

**One Way Direction
Opposite may cause
unrecoverable damage**

- we recommend charging under adult supervision

- The cord for TickTalk4 is not available

EXTRA ACCESSORY

This charging base can easily hold the watch with magnets, providing a stable charging experience.



More Detail

www.myticktalk.com

ACTIVATE YOUR SIM

If you bought the pre-loaded SIM TickTalk5. Please scan the QR code or visit **www.myticktalk.com/activation** to active the cellular service with the ICCID of the SIM.

- We recommend the \$9.99 plan to start
- The ICCID located in the **watch settings/ About Me** and on the back of the SIM card.



FOR WORLDWIDE USERS

For international customers, please use a SIM card from your local GSM carrier on a **REGULAR CELL PHONE PLAN**. Make sure your carrier has the below frequency bands to match TickTalk5.

4G Frequency Bands

B1 B2 B3 B4 B5 B7 B12 B17 B66

How To Load A SIM

Turn on the watch select the **Outside U.S.**



NETWORK CONNECTION

Swipe up the screen to check the Connection. Once your TickTalk 5 has connected to your network, you'll see a **CONNECTED ICON** becomes white.



- The watch won't work without connection

REASONS CONNECTION FAILED

- Poor cellular reception
- Slow network connection
- Invalid or inactive SIM
- Defective watch or SIM

HOW TO SOLVE

- Check carrier's coverage map in your location.
- Connect to Wi-Fi to make sure the watch is good.
- Confirm that you have already activated your SIM with a regular phone plan.
- Contact TickTalk Support

DOWNLOAD THE PARENT APP



Scan the QR code or search for
TICKTALK in the **APP STORE** or
PLAY STORE.



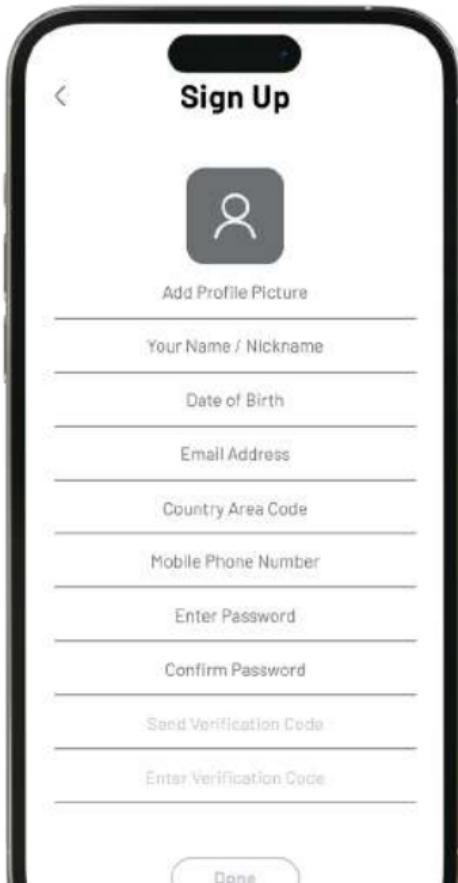
For iPhone



For Android

SIGN UP

After signup, the first person to pair with your watch will be the **ADMIN USER**. Only the Admin User will be able to manage and approve **SECONDARY USERS** to communicate with your TickTalk.



PAIR

Go to your TickTalk5 settings and select **PAIR ME** to bring up your **QR code**. From your App, select **PAIR MY TICKTALK** and scan the QR code. Make sure your watch is **ON** and **CONNECTED** to your mobile network.



EDIT CHILD'S INFO

Select the **PROFILE ICON** in the bottom center of your App.

REMOTO ANSER

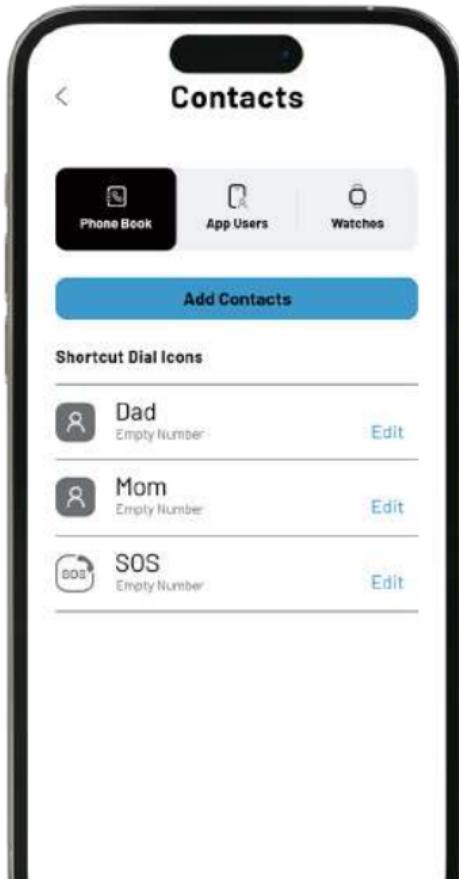
may not be used until your watch phone number has been setup in your App.



PRESET CONTACTS

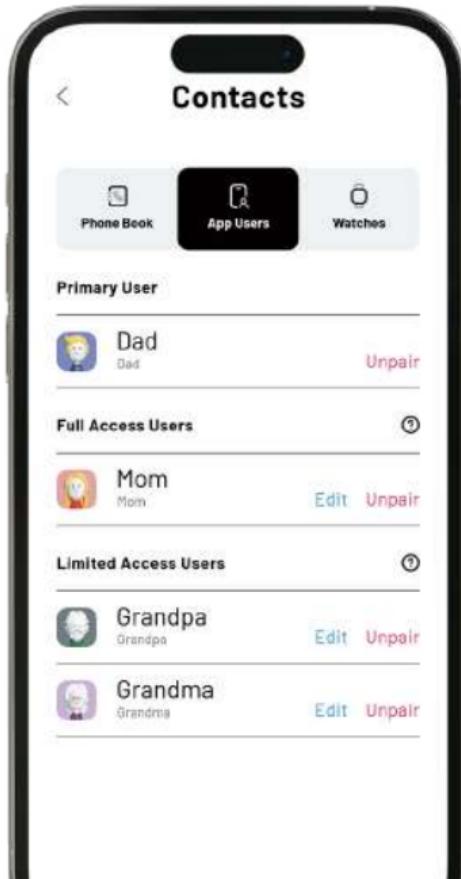
Click the
CONTACTS ICON
in the
PARENT PORTAL.
You can add up to 53
PARENT-APPROVED
CONTACTS who can
call your child and
your child can call.

Enable **BLOCK**
UNKNOWN NUMBERS
in your
PARENT PORTAL
to block strangers
calling your child.



OTHER APP USERS

Admin user is be able to Set individual access levels for each contact. Choose **LIMITED ACCESS** to allow them to only use **VOICE CALLING, VIDEO CALLING, GREETING CARD & IN-APP MESSAGING** with your child.



TROUBLE SHOOTINGS

Unable to charge

Please make sure the 4 pins of the wire are completely touching the base of the charging pins on your watch and try again.

My watch is always offline

Check the reception of your area. Also you can connect to Wi-Fi first for checking the watch is fine. If so, try change another carrier's service.

Location is inaccurate

The most location tracking by Wi-Fi. Some Wi-Fi devices have incorrect location info collected by the map companies. TickTalk only provides the data from them.

For more information, please visit
www.myticktalk.com/support

WARNING

Watch Overheating

The TickTalk 5 works exactly like a personal smartphone. The temperature may increase with extended use. We recommend removing the watch if the temperature increases or feel uncomfortable.

Skin Sensitives

If your child has skin sensitivities, please take special care when wearing the watch. If worn too tightly, your child may be more likely to experience irritation. Keeping the TickTalk band clean and dry will reduce the possibility of any skin irritation.

If your child experiences any redness, swelling, itchiness, or any other irritation or discomfort on the skin around or beneath your watch, please remove the TickTalk immediately and consult your physician before resuming to use.

WARNING

The TickTalk 5 contains sensitive electronic components and can be damaged if dropped, burned, punctured, or crushed. Do not use a damaged TickTalk, such as one with a cracked screen, visible water intrusion, or other damages as it may cause injury.

Avoid heavy exposure to dust or sand.

Do not open, attempt to repair, or disassemble your TickTalk. This may cause damage resulting in the loss of water resistance and may cause injury to you or your child. This will also void your warranty.

Do not attempt to replace the battery yourself as this can cause damage which may lead to overheating or injury.

WARNING

To charge your TickTalk, only use the included charging cable and 5V USB charger. A higher voltage may cause damage to the TickTalk 5 or other property.

As a safety precaution, please only charge your TickTalk 5 under adult supervision.



CHOKING HAZARD

Small parts not for children under 3 years or any individuals who have a tendency to place inedibles objects in their mouths.

SETUP VIDEOS

We have a full set of instructional videos to setup and use your TickTalk 5. Scan the QR code to watch now.

www.myticktalk.com/pages/setup-videos



1-YEAR LIMITED WARRANTY

Our customer support doesn't end with your purchase. If you are not fully satisfied with your purchase, please contact us for a replacement or return. Check our warranty policy at [**www.myticktalk.com/pages/warranty**](http://www.myticktalk.com/pages/warranty)

RETURN FOR A REPLACEMENT

If the product has quality issues within our 1-Year Warranty, contact us directly to repair or exchange. Defective products must be sent to TickTalk to obtain repair or exchange service. TickTalk is not responsible for transportation or return shipping costs of the replacement to the customer.

Pre-authorization is required before sending any unit in for warranty service. Products must be returned in

1-YEAR LIMITED WARRANTY

either the original packaging or packaging with an equal degree of protection.

Please visit our Return Policy at

www.myticktalk.com

to fill out the request form. You'll receive an email with the return instructions to ship back to us for replacement. We'll complete the inspection within 2 business days and either repair or ship a replacement to you.

RETURN FOR REFUND

If you are not satisfied with the product, you can return to us within 30 days of receiving for a full refund. We do not take responsibility for return shipping costs.

Pre-authorization is required before sending in any unit for refund. All return products must be in brand-new condition, with original packaging including any manuals, cables, or included accessories. Please only return the free SIM card if it has not been activated. If the product is damaged or shows signs of use, this policy does not apply.

RETURN FOR REFUND

Please visit our Return Policy at

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to fill out the form request. You'll receive an email with the return for refund instructions to ship back to us. We'll check the watch condition and issue a refund within 2 business days of receiving the return.

FCC Statement

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.

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 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 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:

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

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

RF Exposure Statement

SAR tests are conducted using standard operating positions According FCC standards with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value.

This model product has been tested and meets the FCC RF exposure guidelines with the test distance 0mm for body worn and 10mm for mouth up. The use of accessories that do not satisfy these requirements may not comply with FCC exposure requirements, and should be avoided.



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