MOOCHIES®

CONNECT

Stay in Touch! Anytime. Anywhere.

Any help you need,
reach out to our team:
help@moochies.com

MUM
calling...

03:49 PM
20-03 TUE

SOS

Class Mode

12:30 am

— USER MANUAL —

MOOCHIES®

PHONE WATCH FOR KIDS

— USER MANUAL —

Thank you for purchasing your new Moochies Watch. We hope you, and more importantly your kids will love it as much as we did creating it.

This guide will take you through the set-up, the features, and how to use both Moochies Connect and the MyMoochies App, as well as some troubleshooting for help you may need.

Help is available for you 24/7 with live customer support through our website. If you ever need help with your Moochies Connect, visit **www.moochies.com**

The Moochies manual can be downloaded at moochies.com/manual, which includes full instructions on setting up all the further features of your Moochies watch.

CONNECT

moochies.com
THANK YOU!

SUMMARY
MYMOOCHIES APP

Any help you need,
reach out to our team:
help@moochies.com

SUMMARY
MOOCHIES WATCH

Any help you need,
reach out to our team:
help@moochies.com

1. Video Camera
2. Back Button
3. Power on/SOS
4. Microphone
5. Speaker

SETTING UP YOUR MOOCHIES

There are **3 easy** but important steps you need to go through to get your new Moochies watch all setup:

1. Downloading the MyMoochies App on your phone

2. Registering for a Moochies Account and Binding your watch

3. Setting up a Sim Plan for your watch at moochies.com

We'll take you through all these steps now.

SETTING UP A SIM PLAN

Your Moochies watch works in the same way as a traditional mobile phone, and **requires an active voice and data plan to operate.**

We ship the Moochies watch with a built-in Sim Card and have a range of very competitive plans to choose from.
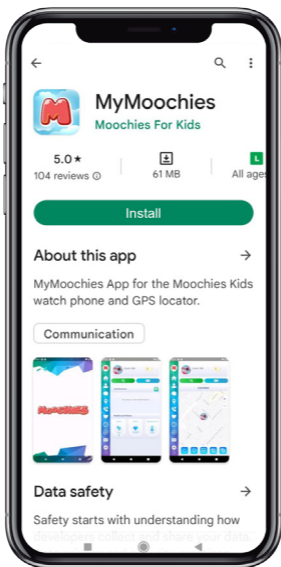
Please visit **moochies.com/activate** on your phone, tablet or computer and then click "Register" to set up and activate your chosen mobile plan.

You can upgrade or downgrade your package at any time. All plans can be suspended or terminated with just a months' notice.

The **MyMoochies App** is available to download from the **Google Play Store for Android**, or from the **App Store for Apple devices**. Just search for "MyMoochies".

8

*Alternatively, visit **moochies.com/app** for a direct link to the correct App for your device.*

Please ensure you have **set up a Sim Plan before completing this step,** *and don't turn on the watch yet!*

Open the MyMoochies App, and click the **"Create a New Account"** button:

Please ensure you enter a valid email address when registering. You must open & accept the "Terms and Conditions" to proceed.
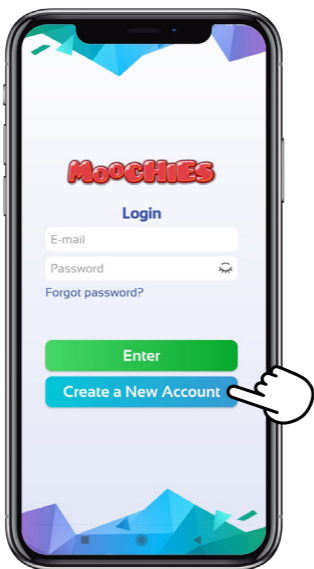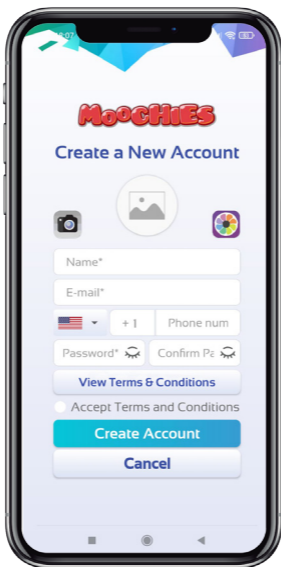
REGISTERING & BINDING YOUR WATCH

To bind your Moochies, please kindly do the following:

⚡ Plug your **Moochies Phone Watch** into the charger and wait until it reaches 100% battery.

⊘ *Please, we advise __not to use a fast charger__ as it might damage your Moochies.*

At your smartphone, open your **MyMoochies App** and login using your new account details.

Turn on the Bluetooth on your smartphone.
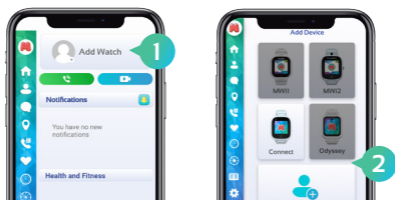
1 On your **MyMoochies App**, tap on **"Add Watch".** *(Swipe the top menu to the left until the option show up).*

2 Choose the option **"Connect"** and then click on **"Next".**

3 Enter the **16 digit code,** showing on your Moochies' display and click on "Next".

(If the code does not work, click on the blue arrow icon to refresh the code).

On the next page, please locate your **WiFi network** and enter the password and click on "Connect". *Make sure that it is a 2.4 GHz network.*

If the system shows you the **SIM plan registration** after you already registered your SIM plan, you can skip it, by clicking on the "X" button on the top left corner of the screen.

SET A WI-FI NETWORK

Select a Wi-Fi network with a good connection signal to continue setting up your Moochies watch.

1 Don't forget to add a photo to customize the App, especially if you have multiple Moochies watches!

Take a photo by clicking the "Camera" icon on the left or select a photo from your phone's gallery by clicking the icon shown below.

There is no limit to how many Moochies watches you can have on your app.

Great! You're all set up with your first Moochies watch. If you have purchased **more than one Moochies watch,** you now have the option to Bind these to the App.
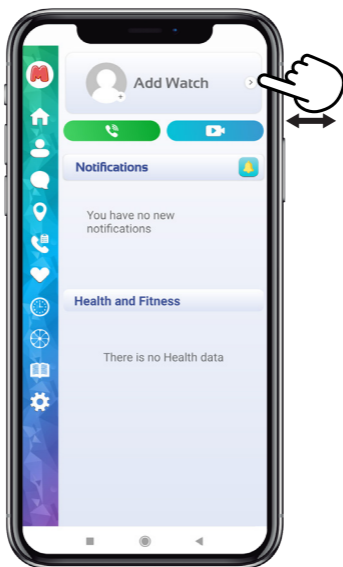
Slide the menu "watch profile" to the left at the bar, until it displays "Add watch", click on it to start the bind process that you see on page 11.

SWITCHING BETWEEN DEVICES

Your paired devices are shown at the top of the MyMoochies app. The selected device will show the image you uploaded during the linking process, this means you will be accessing the menu of that specific watch. Just drag to the side to access the other Moochies watch linked to your account.
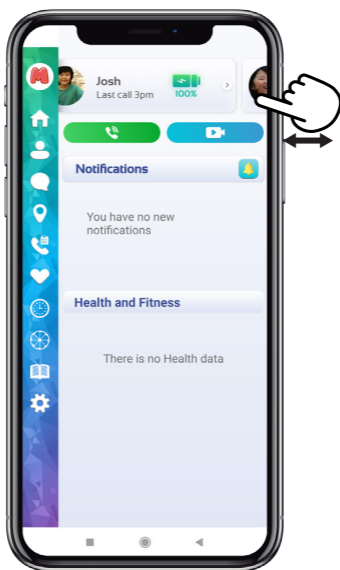
Only contacts added to the Moochies watch address book in your App will be able to call the device, and your child will only be able to call contacts you have set up.

You can add 2 types of contact within the MyMoochies App:

By phone number

This just gives the ability for **phone calls,** and is great for someone who **doesn't have access to the MyMoochies App.**

1 Go to the contacts section and click on the "+" icon in the bottom right corner.

2 Click on "Add a Contact".

3 Enter the contact's name and phone number, then click on "Save".
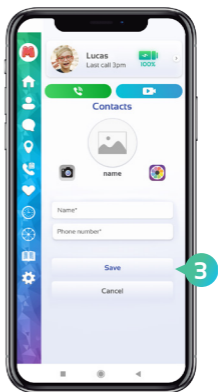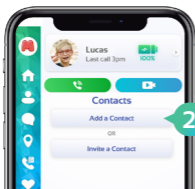
By sending an invite to another user of the MyMoochies App

With this method, you can give more permissions, such as calling, video calling, 2-way messaging, tracking, etc.

1 Go to the contacts section and click on the "+" icon in the bottom right corner.

2 Click on "Invite a Contact".

3 Click on "Set Permissions".

4 Mark all the permissions you want to give to this contact and then click on "Save".

5 Lastly, click on the share icon to share the code with the contact.
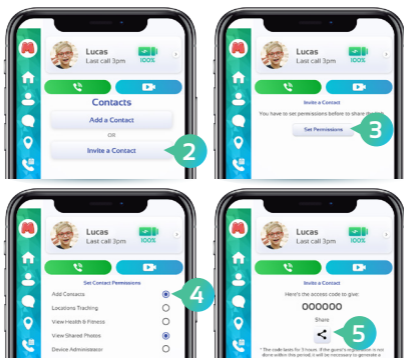
The contact then will have to enter this code on their MyMoochies app, so they will be able to contact and be contacted by the Moochies.

Please be advised that you cannot share the same code with multiple contacts, you will have to repeat this process with all the contacts to whom you want to give more permissions.

EDITING CONTACTS

You can edit a contact's preferences within the contacts section.

To edit a contact information, remove or set permissions of an existing contact, just tap the "gear" icon on the upper right of each contact. Also, you can remove or add administrative functions of a contact through this menu.

Only the device administrator (the person who originally bound the device) is able to change settings/add contacts to the Moochies watch.

To change your profile information in the MyMoochies App, click on the "M" icon at the top of the menu and choose the desired option.

Edit Profile

Ryan Smith
07951 581446
ryan@moochies.com

Edit Profile

Change Password

Logout
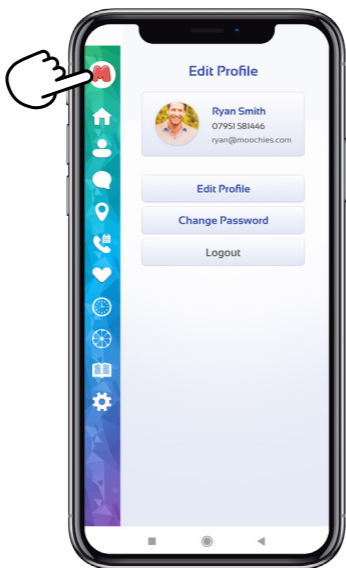
MAKING CALLS

After finishing the settings of your Moochies watch, it is now ready to make and receive calls from the contacts added in the App.

1 Just select the profile of the watch you want to make a call to.

2 And choose between the "Voice Call" (green) or "Video Call" (blue) buttons.

3 If you want to check the watch's call history, just access the "Call history" menu.

SENDING MESSAGES

1 By accessing the "Chat" menu of your MyMoochies App, you can send voice messages, video and even photos to your child's watch.

2 To listen to the audios sent by your child, just press "Play" in the message.

Chat Menu

3 Click the "Microphone" icon to send an audio.
- On the bottom bar of the Chat window, click and hold to record audio. Release when finished talking.
- Click the "Play" button on the right to send.
- Hold the audio message and swipe left if you want to delete it.

4 Click on the "Photo"(gray) icon to upload an image, and on the "Camera" (blue) icon to upload a video.

5 The "Pencil" icon is for you to write a message. Click on the "Play" icon on the right to send what was written.

6 In the "Emoji" icon you can also find stickers with quick messages. Just slide the Emojis menu down and find the image you draw to send. Click on the chosen figure and then just send it!

GPS TRACKING

Make sure your SIM PLAN subscription is active, to get the real-time location of your Moochies Phone Watch via 4G network.

The GPS icon accesses the watch's location map.

The "+" and "–" signs are for zooming in and out of the map.

Update the map in real time

Navigate the menu arrows to get a quick watch location history.

1 In this icon, you can configure the tracking frequency of your watch *See more about it on page 25.*

2 Here you can configure a "Safe Zone". *See details about how to set it on page 23 and 24.*

3 This icon will give you access to the detailed location history, where you can browse the calendar menu and find more information about it.

4 Switch between map and satellite view.

5 Open the watch last reported position in Google Maps/ Apple Maps.

SETTING A SAFE ZONE
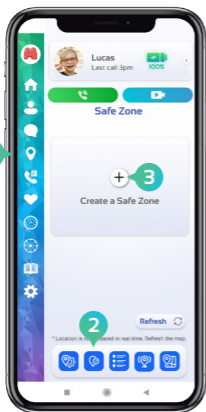
Safe Zones are for you to be warned when your child comes out of a pre-defined area.

1 To configure a Safe Zone, click on the GPS menu.

2 Then click on the Safe Zone icon in the bottom menu.

3 You can add as many Safe Zones as you like by clicking on the "+" sign.

Navigate through the "Map" tabs to define the watch circulation area and "Schedule" to configure the date and time of this Safe Zone.

4 Choose the satellite or simplified map view by clicking on this button.

5 Drag right or left to increase or decrease the Safe Zone.

6 Click OK to complete the configuration and go to the "Schedule" tab at the top of the window to select Date and Time.

SETTING A SAFE ZONE
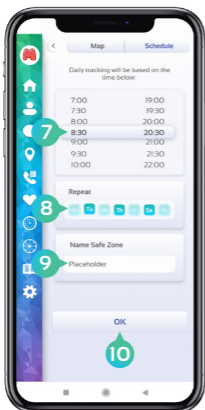
Safe Zones are for you to be warned when your child comes out of a pre-defined area.

7 Select a time period.

8 Select the days of the week you want these Safe Zones to be active.

9 Give the selected area a name to make the Safe Zone alert easier to identify.

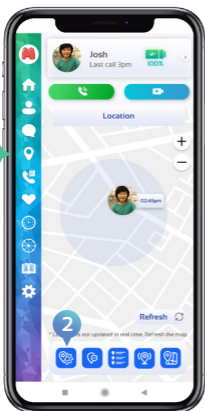**10** Finish the configuration by pressing OK at the end.

11 Click "Save" to add your Safe Zone.

The "gear" icon shown here is used to edit information or remove a Safe Zone.

TRACKING FREQUENCY

You can configure the tracking frequency of your watch. This is important to save battery and data.

1 to configure the Tracking Frequency, click on the Tracking menu icon.

2 Then click on the Tracking Frequency icon in the button menu.

3 Select a time for the watch to start and stop tracking. You can for example turn it off when your child is sleeping.

4 Select the update frequency time. The greater the frequency, the longer your Moochies watch battery will last. Select Don't Track to stop automatic watch location updates (you can still update the watch location manually!)
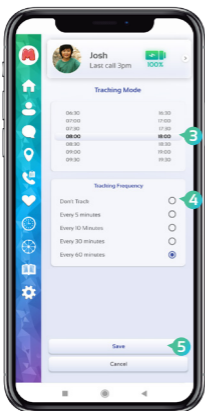
5 Click Save to confirm your changes.

STEP TRACKER

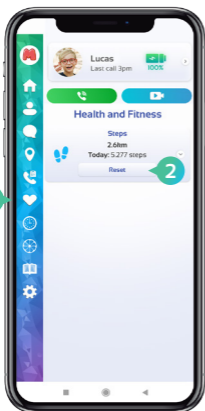Care for and monitor your child's health. Access the "Health and Fitness" menu and get information about daily physical activity and health.

1 The Health and Fitness menu is easily recognized by the "heart" icon.

2 The "Reset" button is for you to reset the data and start counting steps again.
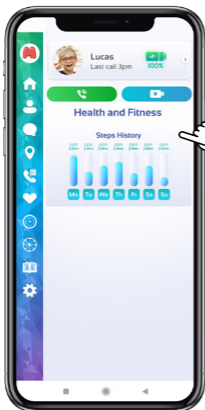
The "arrow" icon located on the right side of each menu is used to get more information in detail.

To close the menu, just click on the "arrow" again.

CLASS MODE
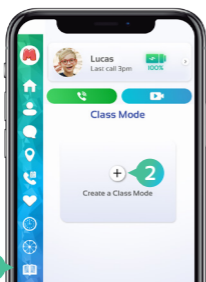
Do not disturb the class period. You can set a period so that your child cannot wear the watch and have distractions.

1 Select the "book" icon from the menu to set a period.

2 Click on the "+" sign and confirm the information above:

Confirmation

Upon confirming this action, other functions will be disabled, except for the SOS and tracking function.

OK
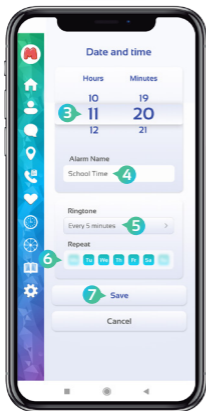
3 Select a time period.

4 Give a name to the Class Mode.

5 Choose a Ringtone.

6 Select the days of the week you want these period to be active.

7 Click on "Save" when finished.

The "gear" icon shown here is used to edit information or remove the Class Mode period.

When the child activates the SOS alert on the watch, a notification will be shown on your phone as soon as the SOS button is pressed showing the location of the Moochies watch, and as soon as the 30 second audio clip is recorded, this will be available.

When the SOS screen is closed, the SOS location and audio clip are available to view and listen to from the Message section of the MyMoochies App.

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help@moochies.com

MOOCHIES CONNECT

USING THE MOOCHIES CONNECT PHONE WATCH

TURNING ON YOUR MOOCHIES WATCH

1 Press the **Power On/SOS button** for 2 seconds to turn on your Moochies Phone Watch.

The Moochies loading animation will then be shown.

After approximately 30 seconds, the Moochies Phone Watch Home Screen will show.

TURNING OFF YOUR MOOCHIES WATCH

To turn off your Moochies Phone Watch, from the Moochies Home Screen, swipe left and click on the "Settings" menu item.

1 Scroll to the bottom of the "Settings" menu and click "Power Off".

2 From here you can turn off or restart your Moochies watch.

When your Moochies Phone Watch is powered on, you'll have the home screen displayed.

1 SIM card signal strength/Wi-Fi connected.

2 Battery level.

3 Swipe Left and Right to bring up each menu item on your Moochies Phone Watch.

4 Press the back button to go back. Press repeatedly to return to the Home Screen.

CUSTOMIZING WALLPAPER

1

Your Moochies Watch comes with a number of different designs for the Home Screen.

To change, hold your finger on the **Home Screen** for **2 seconds.**

2

Swipe left and right to select a different Home Screen design.

3

When done, tap the screen to select. This will then be set.

1 **Swipe right** from the Moochies Home Screen to display the **"Contacts"** menu item. Click on this to bring up the Moochies address book. Only authorised contacts, added through the MyMoochies App, along with Connected Friends will be displayed.

2 **Scroll** and click on a **Contact** to specify **Voice or Video Call**.

Click **Accept** or **Reject** when a call is received.

1 When a call is missed, or you choose to reject a call, a **Missed Call** notification will be shown on the watch **Home Screen**.

2 **Scroll** and click on a **Contact** to specify **Voice or Video Call**.

From your Moochies Phone Watch, you can send voice messages along with photos and emoticons.

Swipe right from the Moochies Home Screen and **click on** the "**Messages**" menu item.

SENDING MESSAGES

From the Messages menu item, click the contact to message.

Only contacts with access to the MyMoochies App (invited through an SMS Invitation – please see the chapter "By Sending an SMS Invitation") or Connected Friends are available to message.

1 Click to send an Emoticon.

2 Click and Hold to record and send a Voice Message.

3 Voice Messages can be played back by clicking the Play button next to the message.

When a new message is received on your Moochies Phone Watch, a **New Message** notification will be displayed.

1 **Click** on the **notification** to open the message or **click** the Back button to close and hide the notification.

2 If the notification is hidden, a reminder will be shown on the watch Home Screen.

Your Moochies Phone Watch allows you to pair your device with other friends who also have a Moochies Phone Watch.

This will allow you to call and message them easily, keeping up with everything your friends are doing!

To Add Friends, both watches need to be within 15cm of each other. On BOTH devices, swipe right from the Moochies Home Screen, and click on the **"Add Friends"** menu item.

This will start the pairing process, and when complete will add your friends details automatically into eachother's Moochies Address Book.

STEP TRACKER

Your Moochies Phone Watch is more than just a phone! Track your fitness by checking how many steps you take daily by swiping right from the Moochies Home Screen and clicking on the "**Pedometer**" menu item.

The Pedometer is reset overnight. The Pedometer display is updated every 5 minutes.

Take lots of selfies and send them to your friends and family!

1 From the Moochies Home Screen, **swipe left** and **click** on the "Camera" menu item.

2 Click the centre button to take a photo.

3 Icon takes you to the Moochies Gallery.

4 Click icon to return to the Moochies Menu.

PHOTO GALLERY

All the photos you take on your Moochies
Phone Watch can be saved into the Moochies
App Photo Gallery, once you manually upload
them. From this menu option, you can scroll
through all your photos, send them to friends
and family and delete the ones that you don't
like!

1 Scroll left from the Moochies Home
Screen, and click on the "Gallery" menu
item to open the Moochies Photo
Gallery. Press on an image to view
a larger version.

2 Click the Paper Plane icon to send the
image in a message, then select the
Contact as the message recipient.

UPLOADING/DELETING PHOTOS

To upload or delete photos from your Moochies watch gallery to your app, simply hold your finger on top of a specific photo for a few seconds, and a menu will pop up, showing the options: **DELETE** and **UPLOAD.**

Alarms can be set both from within the MyMoochies App and from the Moochies Phone Watch.

To view and set alarms, swipe left from the Moochies Home Screen and click on the **"Alarms"** menu item.

ADDING AN ALARM

1

Click on the Add Alarm button to create an alarm.

2

Specify the Alarm time and click "Next".

3

Select the days to repeat the Alarm, then press Save.

DELETING ALARMS

To delete an **Alarm**, swipe left on the Alarm to delete, then press **"Delete"**.

Swipe left from the **Moochies Home Screen**, and click on the **"Settings"** screen.

Connecting your device to Wi-Fi reduces your data bills, and will allow you to send messages and video call when you have poor mobile phone service.

Although it is possible to connect the device to Wi-Fi from the Settings menu item, we recommend you do this through the MyMoochies App as the keyboard needed to enter security details is quite small!

Click on the Wi-Fi network you want to connect to, and enter the security key/password.

VOLUME SETTINGS

Your Moochies watch Alarm and Ringtone volumes can be controlled both through the MyMoochies App and the device.

1 To adjust volume for the device, select either "Alarm volume" or "Ringtone volume" from the Settings menu item.

2 Slide the Volume scale to the desired volume, and when done, press the Back button on your Moochies Phone Watch.
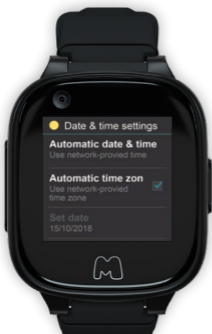
DISPLAY SETTINGS

You can adjust the screen brightness and timeout interval from the Moochies Phone Watch Settings.

Simply select Brightness and follow the steps to set the display to suit you.

Your Moochies Phone Watch can get the correct date and time through your mobile network, or based on your GPS position to make sure the device time is always correct.

However, you have the option to manually adjust this as required. You can also change the time display from 24-hour to 12-hour format.
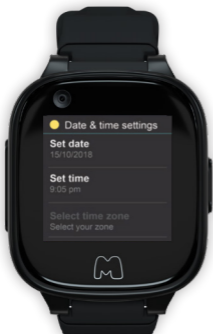
To manually set the time, from the "Date and Time" Settings menu item, click on "Automatic date & time", and then click "Off".

This will enable the options to manually set the date and time.

SOFTWARE UPDATES

Your Moochies Phone Watch can download and update to the latest version of the Moochies OS when connected to a Wi-Fi network.

Before continuing, please ensure that your Moochies watch is connected to an un-metered Wi-Fi network, and isn't using your mobile data allowance. The Moochies OS update is approximately 350Mb, and can quickly use up your data allowance if not connected to Wi-Fi.

Click "Check for Updates" from the Settings menu item. If a new version is found, click "Install" – this will download and automatically install the new Moochies OS. Depending on your download speed, this will take approximately 5-10 minutes to download and install.

1 The SOS mode records a 30 second audio clip, and sends this, along with the device location to the MyMoochies App.

A notification will be shown on your phone as soon as the SOS button is pressed showing the location of the Moochies Phone Watch, and as soon as the 30 second audio clip is recorded, this will be available. When the SOS screen is closed, the SOS location and audio clip are available to view and listen to from the Message section of the MyMoochies App.
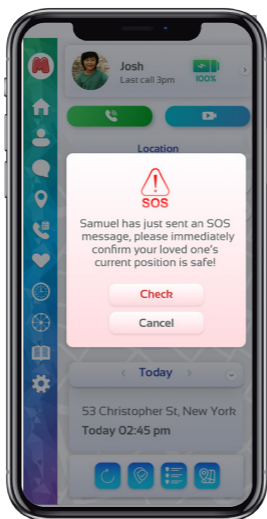
TROUBLESHOOTING

We're really sorry if you're having a problem with your Moochies watch.

Here are the common issues we're asked about.

You can find more detailed and up to date troubleshooting and answers to your questions on the FAQ section of our website: moochies.com/Contact

Any help you need, reach out to our team: help@moochies.com

CAN'T CONNECT TO PHONE NETWORK

When you turn on your Moochies Connect, it requires an active SIM plan. If you receive the following screen when turning on your Moochies watch, check the following:

1 You have an active SIM plan for your Phone Watch.

2 You haven't run out of credit.

3 You have adequate reception and network coverage.

You can check your account balance at www.moochies.com/mysim

BATTERY DRAIN

Like any electronic device, the more you use your Moochies watch the quicker the battery will drain. With moderate use your Moochies Connect can last 18 hours. We recommend charging your watch every night for 10 hours.
 In addition, you can maximise battery life by doing the following;

1 The most common drain on your Moochies watch battery is GPS tracking. You can reduce the tracking frequency through the MyMoochies App. (See the chapter "Tracking" in the MyMoochies App section of the manual).

2 Put the brightness of your Moochies to a lower brightness, via the Display menu of your Moochies.

3 Go into the Moochies watch and into Info> Check for Updates and install the recent update. The new software update will improve the battery performance.

DEVICE WON'T TURN ON

If your device won't turn on, check to make sure it has sufficient battery. Plug in the charging cable, and after 5 seconds, your Moochies watch will show the battery level. The Moochies watch needs at least 5% battery power to turn on.

If this doesn't work, please contact Moochies customer services:
Website: moochies.com/Contact
Email: help@moochies.com

MOOCHIES.COM