



Frequently Asked Questions

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What is WatchMeGo?

WatchMeGo is a unique wearable and educational solution designed for kids aged 4 and up. WatchMeGo gives parents peace of mind by offering parents the following features:

- Real-time GPS location tracking
- Text and voice messages
- SOS alert on linked parent's phone (triggered by triple press of watch button or from watch screen)
- Geo-fencing: parents receive an alert when kids leave or enter safety areas defined by the parents

The watch also offers a daily step counter, large highly responsive touch screen, a long battery life and is water resistant (IP67 rating).

Kids can also enjoy a free subscription to hundreds of educational games, ebooks and videos via the kidomi app for smartphones and tablets. This \$7.99/mo value is included with your WatchMeGo service plan, at no additional cost.

How can I get WatchMeGo?

WatchMeGo can be purchased at a Sprint store, on Sprint.com or by calling 866-275-1411.

Where does WatchMeGo work?

WatchMeGo works on the Sprint LTE network only. Click here to see the coverage map. Zoom in to the area you are inquiring about and use the legend to see Sprint 4G LTE coverage only. WatchMego may NOT work in LTE extended coverage (roaming). If you're traveling domestically or internationally, you can always check the location and get alerts from a linked child's WatchMeGo if it is still located in the United States or Puerto Rico and on the Sprint 4G LTE network..

How much does WatchMeGo cost?

WatchMeGo solution consists of the watch hardware and wireless service. The watch SRP is \$144. There are two payment options. A one-time payment of \$144, or 24-mo installment billing of \$6/mo for 24 months with approved credit. If you choose installment billing, . If you cancel early, remaining balance due. Taxes due at sale.

The wireless service for WatchMeGo costs \$10/mo with autopay or \$15/mo without autopay.

Where can I get the WatchMeGo app?

The WatchMeGo mobile app is available in the Google Play Store and the Apple App Store.

Where can I find the WatchMeGo user manual?

The user manual can be found here.

What is kidomi?

kidomi is the all-in-one super app for kids, that offers hundreds of educational games, ebooks, videos and more! While kids enjoy all that kidomi has to offer, parents have the ability to view usage and limit screentime and filter content in the app. All content within kidomi is curated by the education experts at Fingerprint Digital. Which means its kid safe and doesn't have any ads or in-app purchases within the child's experience. Access to kidomi included with the WatchMeGo solution for kids. kidomi is downloadable from the App Store and Google Play to most smartphones and tablets.

How much is kidomi?

A subscription to kidomi is included with WatchMeGo wireless service, at no additional charge. This is a \$7.99 monthly value.

How many devices can I connect to my kidomi account?

Your kidomi subscription offers up to 3 different child profiles per account and can be installed on up to 10 devices at any time.

Can my Kids Play kidomi at the Same Time?

With kidomi all child profiles can play at the same time and there's no waiting to play.

What is included in the box?

The box contains the following items:

- WatchMeGo watch
- Charging clip
- Charging (USB) cable
- Wall adapter
- Quick Start Guide
- Important Information Booklet.

What if I find that WatchMeGo is not for me after all?

We believe that you'll find great value in WatchMeGo, however if you find that it's not for you, don't worry. You may return the device within the return window. See sprint.com/returns for details.

What is an SOS alert?

An SOS alert is an alert from a child requesting immediate/urgent attention. A child can trigger this alert by pressing the watch button three times. The SOS alert can also be triggered by launching the SOS function from the face of the watch.

What is a defined Safety Area?

Within the WatchMeGo app, you can pick a covered point on a map and then draw a circle around that specific point. That circle is known as a defined Safety Area (or geofence). With Safety Areas you can receive notifications when your kid(s) watch enters or leaves a defined Safety Area.

What is Timeline view?

The timeline view is a screen in the WatchMeGo app where the user can view a chronological list of key events related to the watches in the account. The events are:

- Entry into and exit from defined Safety Areas
- Low and critical battery alerts at 15% and 5% battery level respectively
- Wearing or removal of watch from the wrist

Refer to the user manual for more details.

What is Location History?

The Location History feature in the WatchMeGo app allows you to know where your child has been on a given day within the last two weeks while on the Sprint LTE network.

You are shown a map with pins for the various locations reported for your child during the selected day. A bar is displayed at the bottom of the map with the two ends corresponding

to the time when the first and last location updates were received. Different pins will be highlighted as you drag along the bar to move through time.

Refer to the user manual for more details.

Do I need to be a Sprint handset subscriber in order to purchase WatchMeGo?

No, anyone can purchase WatchMeGo.

How do I change my password?

You can change your password by logging out of the WatchMeGo app and selecting the "Forgot Password" option on the login screen.

How do I delete my WatchMeGo account?

Your WatchMeGo account is automatically deleted if there is no watch linked (paired) with your account for a period of seven days. In other words, if you create an account but do not add a watch, the account will be deleted after seven days.

Can I share my WatchMeGo account with family members?

Yes, you can share your credentials with family members. Please note that all users will have the same privileges so they can send messages to your child, change settings etc.

How do I add a watch to my account?

You can add a watch to your account during first login. Watches can also be added from the Devices option within the application hub and by using the "+" option on the bottom (devices) bar in the Timeline and Map views

How many watches can be added to my account?

There is no limit to the number of watches that can be added to your account.

Can I add a watch to multiple WatchMeGo accounts?

No, a watch can only be linked with one WatchMeGo account.

How many defined safety areas can be created for a watch?

You can create five defined safety areas on each watch.

Do defined safety areas apply to all watches?

No, defined safety areas are specific to the watch they are created for.

What does it mean to import settings when setting up a watch?

When adding a new watch, you have the option to import (copy) settings from any of the existing watches to the new watch; you do not need to manually update the settings for the new watch.

This is especially useful for defined safety areas; i.e. if you would like to have the same safety areas from the existing watch applied to the new watch.

How to set the location update interval?

From the main menu, select My Watches, click on the watch you want to modify, click Send Location.

How long is location history available?

Location history is stored on the server for fourteen days.

Can multiple people track the same watch?

Yes, multiple people can track the same watch by logging into the same account.

How to send a voice or text messages to the watch?

You can send a voice or text message from the messaging view. To access this view, tap on the "Messages" icon in the "Device Actions" tray.

How to listen to a voice message sent from the watch?

You can listen to a voice message by tapping on the message in the messaging view. To access this view, tap on the "Messages" icon in the "Device Actions" tray.

Will I receive an alert if the watch is taken off?

Yes, an alert is generated when the watch is removed.

Will I receive an alert when the battery is low?

Yes, a low battery alert is generated when the battery level reaches 15% and a critical battery alert is generated when the battery level reaches 5%

How to load music onto the watch?

You can load music onto your watch by connecting it to the USB port of a computer and then copying music files onto the watch.

Your watch should be configured to allow media transfer over USB. On the watch, go to Settings -> Storage and set the "Use USB to" field to "Transfer Files (MTP)".

Your watch supports MP3, WAV and AAC file formats for music.

Music files will consume memory within the watch. Assuming a size of 4 MB per song, loading more than two hundred songs is not recommended.

Can I connect my watch to Bluetooth headphones?

You can connect Bluetooth headphones to your watch by going to Settings ->Connectivity. Turn on Bluetooth if off and then access the Bluetooth menu and search for available devices.

Is the watch water resistant?

Your watch has a water resistance rating of IP67 under IEC standard 60529 which means that the watch could be submerged underwater for up to a depth of 1 meter for 30 minutes.

How long can I expect the battery to last between charges?

Network and other conditions can cause actual battery to vary. However in normal conditions, the watch is expected to last for eighteen hours once fully charged.

You can extend the battery life by:

- Choosing a longer location update interval (e.g. 10 minutes)
- Choosing a lower display brightness level
- Reducing the use of entertainment features (i.e. music, games)

Can I make voice calls from the watch?

While voice calls are not supported on the watch, voice messages provide near real time communication. Voice messages can be sent to and from the watch and the parent's smart phone.

How does text messaging work?

Parents have the option to send voice or text messages from the WatchMeGo app to the watch via the Messages screen. Text messages can be read on the watch but text messages cannot be sent from the watch. Instead, kids can send voice messages back to the parent's app.

How can I find the watch if I have misplaced it?

If the watch is powered on, you can check the location in the map view.

If the watch is nearby (e.g. you have misplaced it within your home), you can use the Alert option within "Device Actions"; the watch will ring and vibrate and this may assist you in finding the watch.

How can I update my watch software?

The watch periodically checks for new software and downloads it in the background if new software is available. In addition, the watch also checks and downloads new software on power up or restart. The download is done only if the watch is connected to the charger and the battery level is greater than 15%.

If a new software is downloaded, the watch will install it the next time it is connected to the charger and the battery level is greater than 30%

In order to force a software update, you can restart the watch after connecting it to a charger. Any available software update will be downloaded (when the battery level is at or above 15%) and installed (when the battery level is at or above 30%)