

FOREVER



USER MANUAL  
KW-320



**Forever Care**

**Forever KidsCare**



[www.forever.eu](http://www.forever.eu)



1. Touch screen
2. On / SOS button /  
return to the home screen /  
screen lock
3. Mic
4. Camera
5. Loudspeaker
6. SIM card slot
7. Charging connector

## **RULES FOR SAFE USE:**

- Read and save this manual. Read the instructions carefully, and failure to follow them may permanently damage the device or cause it to function incorrectly.
- There are no parts inside the device that can be repaired by the user.
- All repairs should be performed by a service technician. The manufacturer is not responsible for damage caused by tampering with the product yourself.
- Use only original parts/accessories supplied by the manufacturer.
- The device should not be exposed to direct water, fire or other heat sources. This may permanently damage the product.
- Do not leave the device unattended while charging.
- Do not use the product if it is damaged.
- The packaging is not a toy. Immediately after unpacking, keep it away from children.
- Protect the product from falling and strong shocks.
- Do not bend or pinch the charging cable. When pulling out the cable, grasp the plug directly, never the cable itself.
- Use only a damp, soft cloth to clean the device. Do not use agents with high acid or alkaline concentration.
- The device is not a toy. The device should not be operated by people (including children) with limited physical or mental predispositions, as well as by people who have no experience in operating electronic equipment. They may use it only under the supervision of people responsible for their safety.
- The device is powered by a rechargeable battery. Avoid exposing the battery to very low or very high temperatures (below 10°C / 50°F or above 45°C / 113°F). Extreme temperatures may affect the capacity and life of the battery. Avoid exposing the battery to liquids and metal objects, as this may lead to total or partial damage to the battery. Use the battery only for its intended purpose. Do not destroy, damage or throw the battery into a fire – this may be dangerous and cause a fire. A used or damaged battery should be placed in a special container. Overcharging the battery may cause damage to it. Therefore, do not charge the battery longer than necessary. Installing an incorrect type of battery may cause the battery to explode. Do not open the battery. Dispose of the battery according to the instructions. The battery in the device is not replaceable and is an integral part of the device. Do not attempt to replace it.

## **DESCRIPTION OF THE PURPOSE OF THE DEVICE:**

A GSM watch for children is a device that combines the functions of a watch, phone and GPS locator.

It is used to ensure the safety of the child, allowing parents to track their location and quickly contact them if necessary.

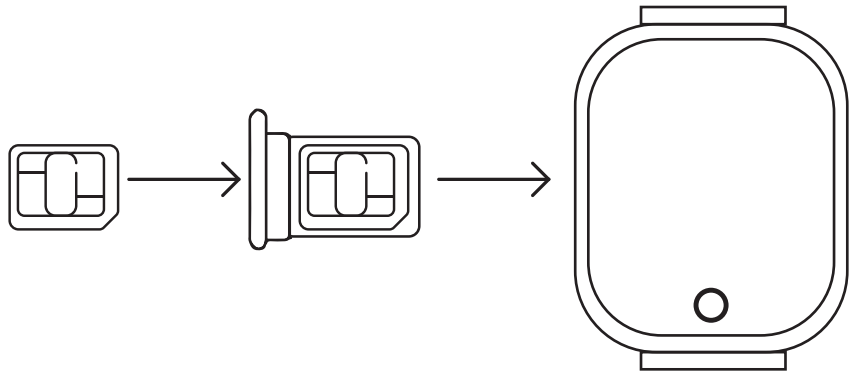
**Always use the device in accordance with its intended use. Using the device beyond its intended use may be illegal and might have a negative impact on the environment.**

**SPECYFIKACJA:**

|                  |                                     |
|------------------|-------------------------------------|
| Power supply:    | 5 V $\equiv$ 0.4 A                  |
| Battery:         | Li-Ion 3.7 $\equiv$ 700mAh, 2.59 Wh |
| Location method: | GPS/ LBS/ WiFi                      |
| Sim Card:        | Nanosim                             |

| Frequency Range                                                                            | Transmit Power       |
|--------------------------------------------------------------------------------------------|----------------------|
| GSM 900/1800 MHz                                                                           | 17,66/16,44 dBm EIRP |
| LTE (B1 1920-1980 MHz, B3 1710-1785MHz, B7 2500-2570 MHz, B8 880-915 MHz, B20 832-915 MHz) | 23,48 dBm EIRP       |
| WCDMA 900/2100 MHz                                                                         | 23,05 dBm            |

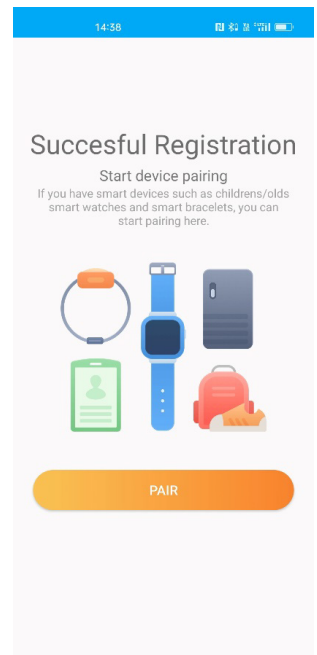
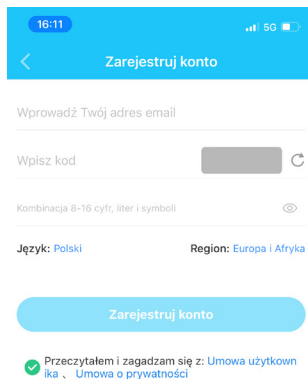
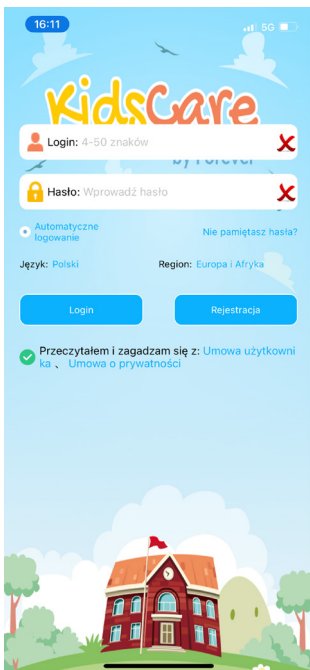
**INSERT THE SIM CARD AS SHOWN IN THE PICTURE**



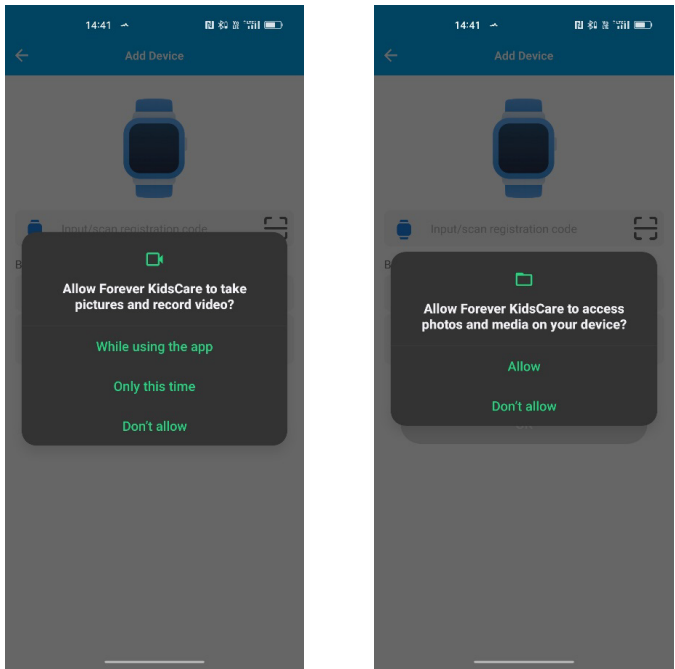
# Instructions for the first launch of the watch and app

Type of icons displayed and the number of functions may vary depending on the watch model and software version.

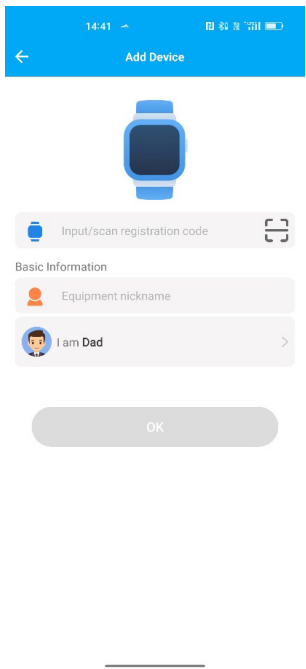
1. Put the new sim card into the phone
2. Remove the sim lock
3. Put the card without sim lock in the Kidswatch (KW series)
4. Turn on the watch, after installing the SIM card in the watch and charging the device, you can start it by pressing and holding the on button. After starting, the watch connects to the mobile network.
5. Install and open Forever Kids Care application
6. Create a new account



7. Allow the app to access media and location



8. Add the device through the camera or enter the registration number or by hand



# Description of the functions of the app on the phone:



Chat

Chat: send a text or voice message to the watch by typing it on the keyboard or recording it using the phone's microphone. You can also listen to the voicemails sent from the watch here.



Play Sound on Device

Allows you to turn on the ringtone of the watch allowing you to find it easily.



Settings

Allows you check a list of settings related to the watch and app.



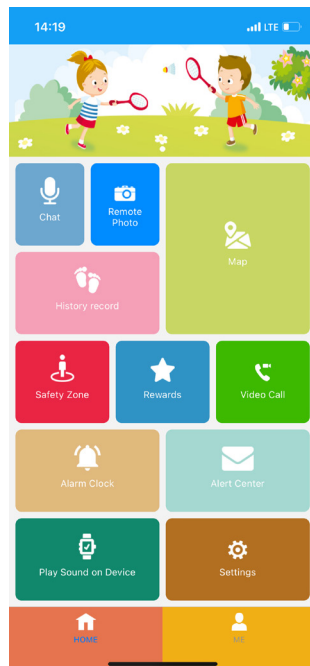
Remote Photo

Allows you take a photo using the watch camera and receive it on your phone. The captured image appears after a certain waiting time, depending on the signal strength of the cellular network.



Map

Allows you to accurately current locate the device on your child.





History record

Archival route tracking-allows you to check the route along which the device has been moving.



Safety Zone

Safety zone- it is a virtual fence, which allows us to mark a safe area where the user of the device can move around freely. After crossing the virtual fence, the watch will send a notification to the application.



Rewards

Rewards - it's virtual heart, you can send this reward to your kid. The heart appear on the watch.



Video Call

Video Call: press the button to make a video call using the Forever Care app.



Alarm Clock

Alarm clock allows to set several alarm clocks at any time. Allows you to repeat the alarm clock every day or only on certain days.



Alert Center

Allows you check the most important notifications related to the kidswatch like: low battery alert, SOS alert/cross the safe zone.

# Description of the functions of the settings:

## SOS Numbers

SOS numbers: enter an emergency number, which the watch will call if necessary by pressing the SOS button. When the watch user presses and holds the SOS button, the watch makes an automatic emergency call to three contacts defined on list.

## Tracking Frequency

Here you can set how often the watch will retrieve location information and send it to the app. The more frequent the location reporting, the faster the watch's battery will drain. There are 3 options to choose from:

1. Normal mode - refreshing the watch's location once every ten minutes,
2. Power saving - once every hour,
3. Sleep mode - location manually

## Sound Guardian

Voice monitoring: enter the phone number to be called from the watch in order to listen to its surroundings. Pick up the call and check what's happening nearby. The user of the watch has no notification that such a call has been made.

 SOS Numbers



1

Number 1:



2

Number 2:



3

Number 3:



SAVE

 Tracking Frequency



Update every 10 min☐

Update every hour☐

Sleep mode: obtain location manually☒

SAVE

 Sound Guardian

Please enter call-back phone number

OK



## Family Members

Several family members can be connected to one watch. The administrator must approve subsequent requests to connect to the watch. Each time, the registration code must be scanned in the forever care app. The person who first connected to the watch is the administrator. Here he can accept further requests to join as a family members.



## SMS Alerts

Allows you to send an sms message to a predefined number about low battery or about receiving an SMS message to the watch number.

← SMS Alerts

2-19 Numbers

If the SMS notification does not come, enter the number again adding an individual area code for the country in which the SIM card is registered, e.g. +48.

 Low battery reminder ☐

 SOS Prompt ☐

SAVE



## Set Location-Based Service

Allows you to enable or disable location-based service (LBS). LBS positioning can provide location information when GPS signals are unavailable or weak, by using the signals from nearby cell towers to estimate the device's position. However, LBS positioning tends to be less accurate than GPS. Positioning via LBS is necessary to estimate the location in devices located in rooms where wifi localization is not possible.

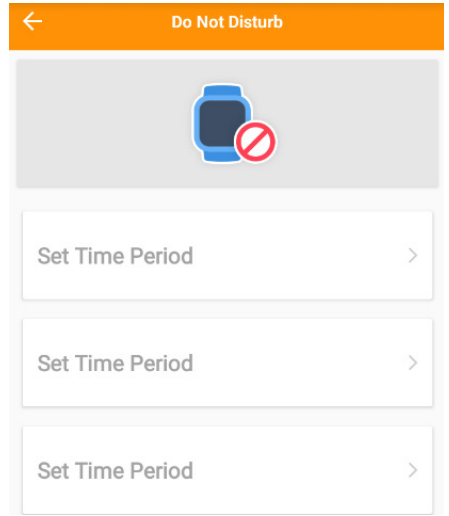
← LBS

LBS ☒



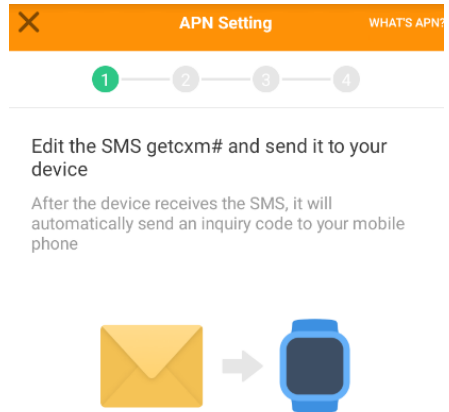
## Do Not Disturb

This option allows you to set time intervals when you will not be able to make calls to the watch.



## APN Setting

APN, Access Point Name - defines the network path for all connections to the mobile data network. Some carriers require access point name settings to configure the mobile data network. Use when the watch is not connected to the Internet.

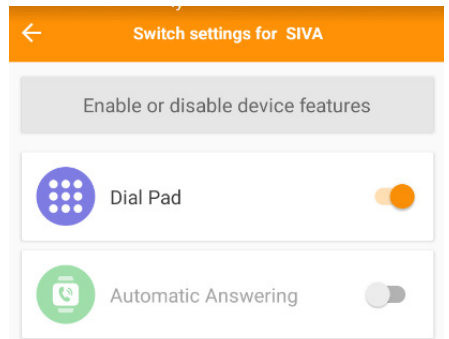


Device phone number:



## Disable Functions

Allows you to enable or disable certain features found on the watch such as a numeric keypad that allows you to make calls directly from the watch to people outside your contact list.





## Contacts

Add contacts to the address book, allow you to make a call from the watch to the contacts added by the parents.



## Timer Switch

Allows you to make the remote watch turn off at a predefined time. Move the slider to on and select the appropriate time the watch will automatically do remote shutdown.



## Language

Allows you to change the language to any from the list, set the selection and select save. Once selected, the watch will change the language automatically.



## Retrieve Watch SMS

Here you can check all the sms messages that come to the phone number on the watch.



## Time Zone

Allows you to set the correct time zone to display the correct time. Once the correct time zone is selected, the watch adjusts automatically.

 **Time zone selection**

Daylight saving

☒

East:GMT+12:00

☐

East:GMT+11:30

☐



## Reject Unknown Calls

Allows you to reject calls from numbers not in your contact list. After enabling this function, no one outside the contact list will be able to call the watch.

 **Reject unknown calls**

**Call Permission**  
Only contacts in the phonebook can open the watch after turning on

**Blocking Records**  
If there is an unknown call, a message will be sent to the APP for parents to view



**Reject unknown calls to protect your baby's safety**



### **Remote Shutdown**

Allows you to remotely turn off the watch via the Forever Care app.



### **Reset Device**

Allows you to reset the watch to factory settings.



### **Remote Restart**

Allows you to remotely turn the watch off and on using the app

## **Description of the “my profile” menu:**



### **Device List**

Allows you to view all watches connected to the app. Both children's watches and senior watches.



### **Change Password**

Allows you to change the password needed to log into the Forever Care application.



### **Delete Account**

Allows you to delete your account and all data from Forever Kids Care servers.



### **Personal info**

Here you will check your personal data located on Forever Kids Care servers, change your profile picture, change your e-mail address, add your phone number

## **Description of features on the watch:**



Video Call: press the button to make a video call using the Forever Care app



Contacts: allows you to make a call to contacts previously added in the application



Camera: allows you to take a picture with the camera inside the watch



Phone: allows you to enter a number and make a phone call. (in the application, there is an option to turn this function on and off : Dial pad on/off)



Calculator: allows quick calculations



Chat: Send a text or voice message to the app by recording it using the watch's microphone.



QR Code: displays the code to download the Forever Care app and the code needed to register the watch with the app.



Gallery: displays photos taken with the camera on the watch



Settings: allows you to change watch functions such as changing the watch face, notification volume, display brightness, screen timeout, VoLTE, changing the watch language, and shutdown.



Face unlock: allows to configure face unlock function



Alarm: possibility to set an alarm clock



Stopwatch: allows you to measure time.



Games: allows kid to play one of the games input in the watch



Steps: allows to check activity and steps taken by your kid

## Description of settings function:



Watchfaces gallery: allows to change watchface



Volume: allows to adjust watch volume



Brightness: allows to adjust brightness off the screen



Screensaver: allows adjusting screen display time



Password: allows setting up the password required to unlock the watch



VoLTE: allows turning on and off VoLTE



Language: allows to set language of the device



Turn off: turns off the device



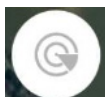
Info: displays additional details about the device.



Map



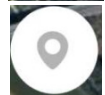
Archival route tracking-allows you to check the route along which the device has been moving.



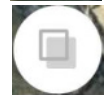
Geofencing- it is a virtual fence, which allows us to mark a safe area where the user of the device can move around freely. After crossing the virtual fence, the watch will send a notification to the application.



Selection of the location of the device we want to check .



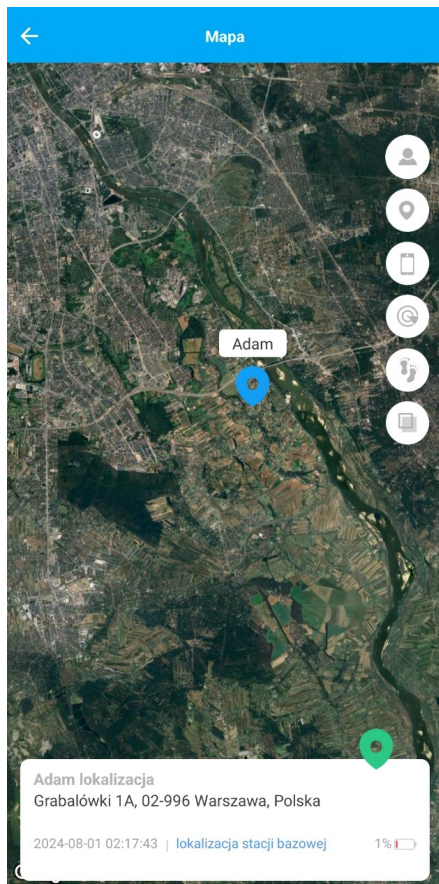
Manual check of the current position of the device



Possibility to view the map in the version: standard, satellite, traffic volumes.



Displays current phone location on the map.



## FAQ:

**The application does not receive commands and shows information that the watch is disconnected from the network.**

- Check whether GMS signal is correct— whether the range columns are available/visible on the display.  
-- If they are crossed out, please turn off your watch. Check if the SIM card is properly installed in the watch, if it supports 2G internet and if there is an internet data package available. Turn on the device. If the range columns are still crossed out, go to the next point
- Check if there are data transfer arrows, if not, set APN (Access Point Name - specific packet network, e.g. internet): Please send a text message to the number of the watch with the content: pw,123456,apn,internet,,XXXXX#
- the X character stands for digits assigned to a specific operator

26003 – ORANGE

26001 – PLUS

26006 – PLAY

26002 – T-MOBILE

the remaining code digits are available on manual/forever.eu or [www.mcc-mnc.com/](http://www.mcc-mnc.com/) After sending the message, wait several minutes for KidsWatch to download the settings from the network. Data transfer arrows will appear

- Please send a text message to the number of the watch with the content: pw,123456,ts#, in response, the watch will send us the parameters of the watch. An example:

ver:G36WS\_YDE\_V1.1\_2019.12.19\_09.45.40;

ID: 1234567890;

imei:123456789012345;

ip\_url:52.28.132.157;

port:8001;

upload:600S;

bat level:96;

language:1;

zone:8.00;

ec:0;

NET:OK(73);

Check the data received in the SMS with the watch number. - If the number ID/IMEI/REG CODE is different from the badge on the watch or the bottom of the package, set a new IMEI number.

Please send a text message to the number of the watch with the content: pw,123456,imei,xxxxxxxxxxxxx# where X are the numbers from the badge - the watch, after receiving the SMS with the code, sends back in the SMS response with the correct IMEI number, for example: pw,123456,imei,359614514986574#

- If the IP\_URL and PORT is different than in the example above, send an SMS from the phone to the number of the SIM card installed in the watch with the text: pw,123456,ip,52.28.132.157,8001# - the watch will send a text message back: [surl,52.28.132.157,port,8001#]ok.!
- the content GPRS/NET should include „OK“. If „NO“ the watch is not connected to the internet. Please follow point 9.1. The value in parentheses shows the signal strength.

**Attention: When writing text messages, pay attention to punctuation marks and spaces. This is very important because if the characters are not used correctly, the commands will be misinterpreted by the watch and will remain unanswered.**

Could not call watch. The signal is busy or the subscriber does not answer

Reason:

The watch does not recognize the incoming number or the app is set to do „not disturb“.

Solution: -

Check if the number you are calling from is hidden number. - Check if there are contact numbers in the application. The watch only receives calls from numbers previously set in the contacts of the application

### **The watch does not show the current time and date**

Reason: The watch did not connect to the application server to update the time.

Solution: - If the watch shows several hours back, check and select the correct time zone via the app.

If the above steps do not help, send from your phone (to the number of the SIM card installed in the watch)

SMS with the content: pw,123456,ntpservers,121.40.88.40,8089# In response, the watch should send an SMS with a similar text OK. After that, restart your watch.

-Additionally, you can also send a configuration SMS to the watch's SIM number with the text: pw,123456,time,hour.minute.second,date.year.month.day# - for example, giving the current time pw,123456,time,09.50.00,-date,2016.06.01#

### **Wrong location:**

The greatest accuracy of a GPS/LBS/Wifi watch is in an open area, providing it with GPS access. When this is not possible, the device will adjust the next possible Wifi or LBS location method, which helps determine the position of watches located in enclosed spaces. The LBS location is determined by the nearest cellular network transmitter, which affects the accuracy of the location. WiFi positioning is designed to pinpoint the exact

location using existing Wi-Fi access points (APs) and indoor hotspots.

If the watch's position is incorrect, unchanging, has a large error, follow the following few steps;

1. open the Forever Care application
2. select the settings icon
3. select LBS
4. turn off/on the setting according to the situation\*

\*When the child is outside the LBS can be turned off then the location request by GPS will be automatically triggered.

\*When the child is indoors LBS must be turned on so that the watch can search for location by the nearest mobile network receiver-then GSM coverage will be turned off.

### **Location tracking frequency vs. battery:**

Forever smartwatches can be set to manually tracking frequency the child's positioning:

Normal tracking frequency: once every 10 min- it will drain the battery very quickly and the location request will be sent automatically every 10 min to the parent's app.

Power saving mode: once an hour- the application will automatically retrieve the child's location once an hour.

Manual: the watch will not automatically send information to the app until a family member manually calls the "Map" icon in the app- this can be done at any interval.

### **Can two parents have access to the Forever Care App?**

YES, If one parent has already connected the watch to its application on his/her smartphone, you need to install the application on another one and agree to add another person.

1. Install the Forever Care app on the additional phone
2. Connect the watch to the application. A window will appear to inform you that the administrator is waiting for approval.
3. The administrator (the person who first connected the watch to the app) gives permission for the next family member to use:
4. Settings-> Family Members> here you will be prompted to connect the next person to the smartwatch, accept it.
5. After adding another user, the new user logs back into the app and sees the same interface as the administrator.

Thank you for purchasing a product by Forever. Before use, please refer to the User's manual, and save it for future reference. We hope that the product by Forever fulfills your expectations.

### Correct disposal of used electrical and electronic equipment



The device is marked with the symbol of a crossed-out garbage container, in accordance with the European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE). Products labelled with this symbol should not be disposed of or thrown away with other household waste at the end of their service life. The user is obliged to dispose of waste electrical and electronic equipment by delivering it to the designated point where such hazardous waste is recycled. The accumulation of this type of waste in indicated places and the proper process of its recovery contribute to the protection of natural resources. Proper recycling of waste electrical and electronic equipment has a positive impact on human health and the environment. In order to obtain information on where and how to dispose of waste electronic equipment responsibly and in an environmentally safe manner, the user should contact the relevant local authority, the waste collection point or the point of sale where the equipment was purchased.

### Proper disposal of used batteries



In accordance with EU Directive 2023/1542 on batteries and waste batteries, this product is marked with a crossed-out rubbish bin symbol. The symbol indicates that the batteries used in this product should not be disposed of with normal household waste, but treated in accordance with the directive and local regulations. Do not dispose of batteries with unsorted municipal waste. Users of batteries must use the available take-back network for these items, which allows them to be returned, recycled and disposed of. Within the EU, the collection and recycling of batteries and is subject to separate procedures. To find out more about existing battery recycling procedures in your area, contact your municipality, waste management authority or landfill site.

### Declaration of conformity with European Union directives



TelForceOne S.A. hereby declares that the KW-320 Bluetooth smartwatch radio device type complies with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://manual.forever.eu/KW320>



Recycle this user manual and the appliance packaging in accordance with local recycling guidelines.



Symbol for flat cardboard (packaging material).



Points de collecte sur [www.quefairedemesdechets.fr](http://www.quefairedemesdechets.fr)  
Privilégiez la réparation ou le don de votre appareil !

## Manufacturer details/Customer service office

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Designed in Poland  
Made in China