

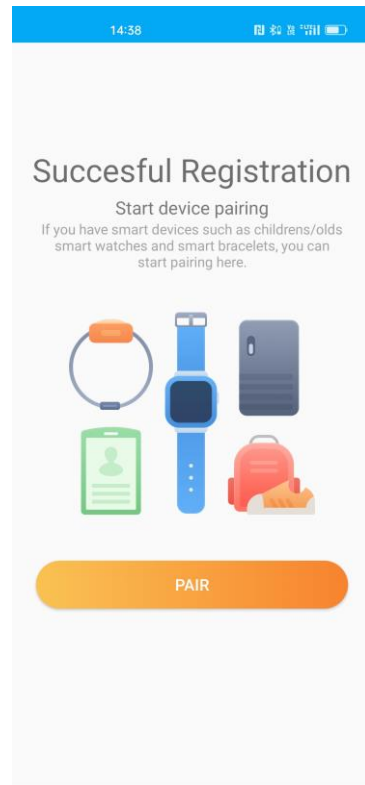
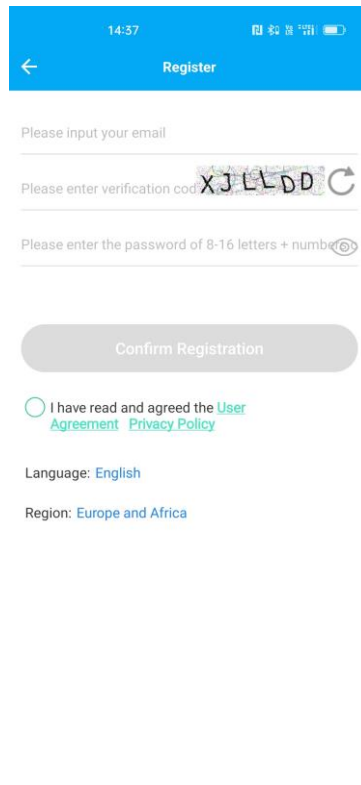
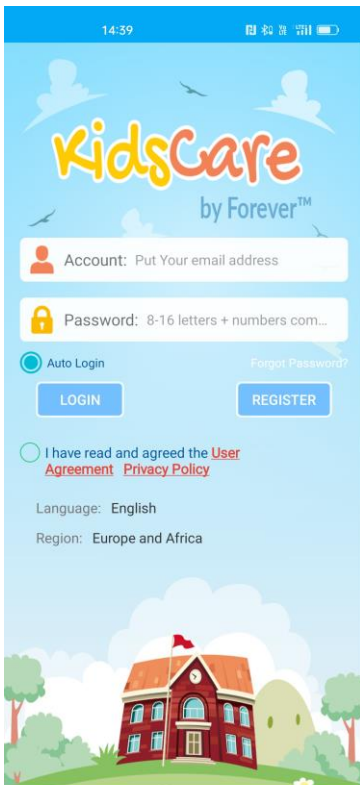
## USER GUIDE FOR SIVA ST-100



1. Camera
2. Turn on/SOS button/return to the main screen
3. Return button
4. Speaker
5. SIM card slot
6. Charging connector

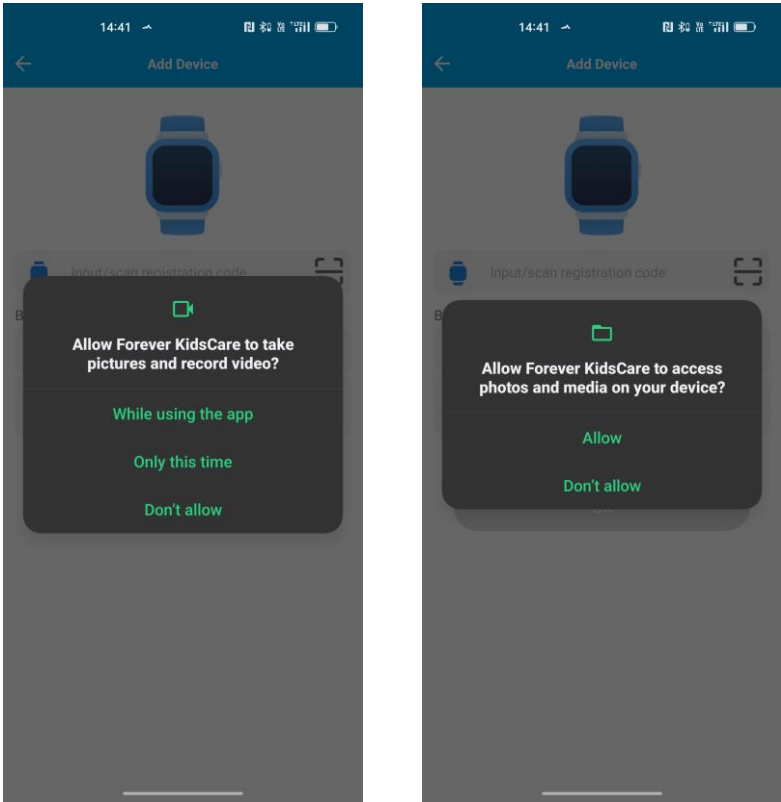
### Instructions for the first launch of the watch and app

1. Put the new sim card into the phone
2. Remove the sim lock
3. Put the card without sim lock in the SIVA watch
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

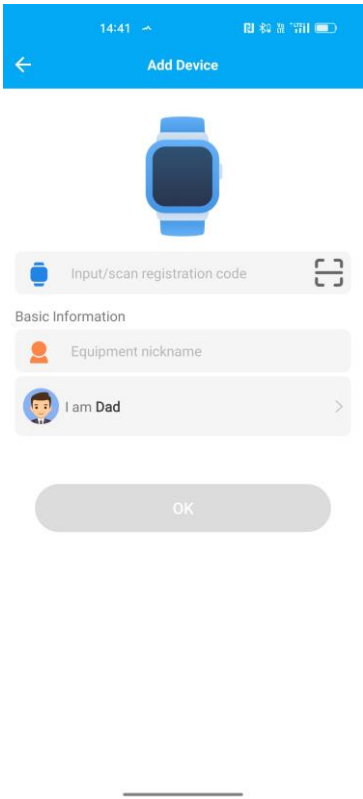




7. Allow the app to access media and location



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





9. Once the SIVA device is added, the app's appearance will change to a version for seniors:



Description of the functions of the app on the phone:



- 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



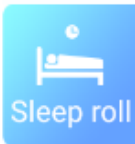
- Phone: Enter the phone number belonging to the watch to make a phone call to the watch.



- Phone book: add numbers to the phone book to be displayed on the watch



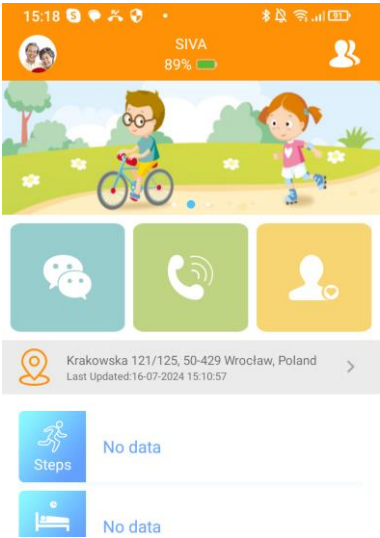
- Displays the current number of steps walked during the day. After selecting this option, you can go to settings and configure step length, weight, goal, and enable and disable the pedometer.



- Sleep monitoring displays the number of hours slept during the night and determines the type of sleep. In order for the sleep monitor to show values, you need to have the watch placed on your wrist while you sleep



- Allows measurement of blood pressure at the wrist and displays the last measurement taken.

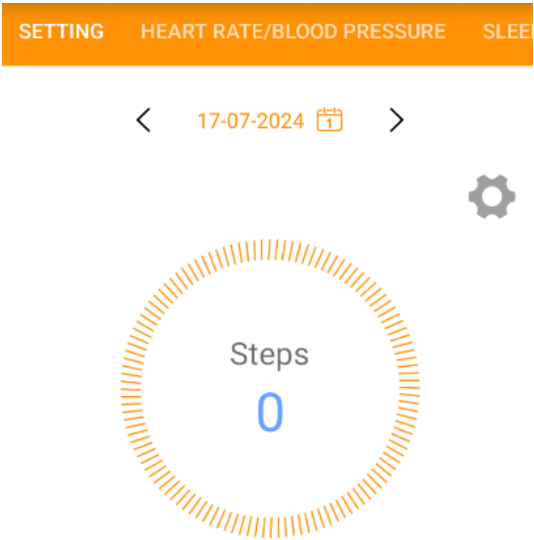






Allows you to check the activity of the watch user. By swiping right or left on the screen, you can select the option: pedometer, blood pressure, sleep report

PEDOMETER- allows you to check activity during the day. For correctly displayed the number of steps, you need to configure all data accordingly and set the pedometer switch to on.



Setting

Time: 00:00-23:59

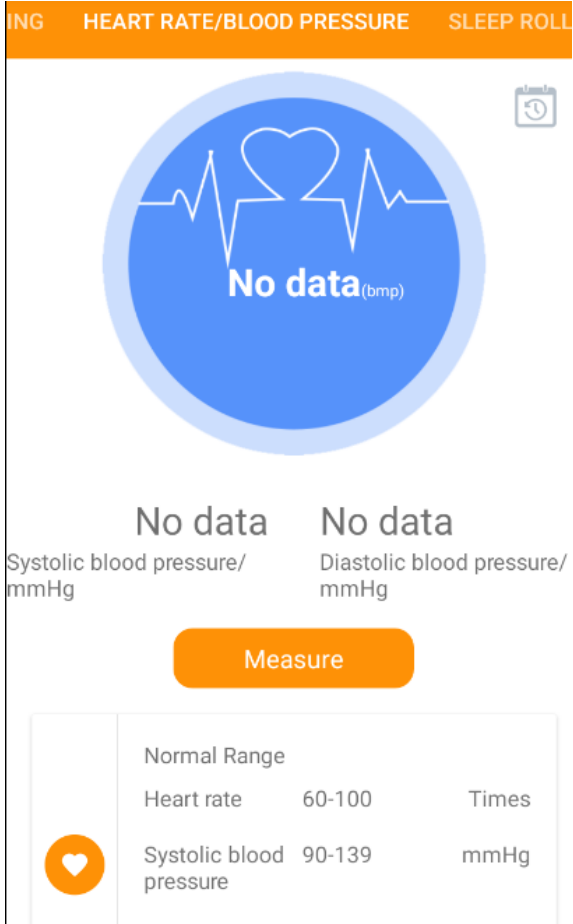
Step Length (cm): 35

Weight(Kg): 25

Target 10000

Switch

HEART RATE- - allows you to remotely measure the pressure on wrist







Allows you to accurately locate the device on your wrist.



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.



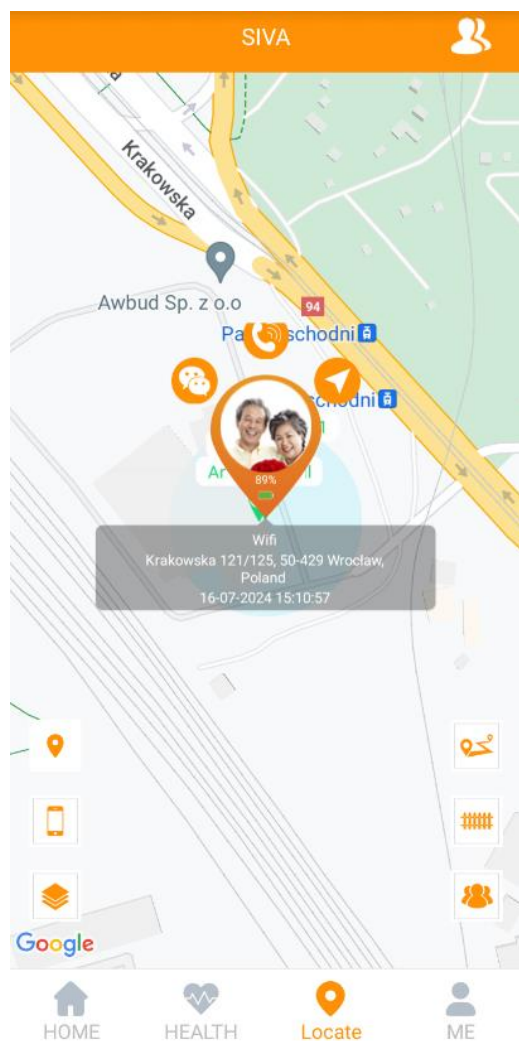
selection of the location of the device we want to check



manual check of the current position of the device










































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







A list of settings:

 SOS Numbers	 Video Call	 LBS
 Sound Guardian	 Fall Alert	 Remote Shutdown
 Tracking Frequency	 Alarms	 Remote Restart
 Play Sound on Device	 Family Members	 Reset Device
 Body Temperature	 Time zone selection	
 Reject unknown calls	 Language	 Device List
	 Remote Photo	 MESSAGE
 SMS Alerts	 APN Setting	 Change Password
 Collect Watch SMS	 Disable Functions	 Delete Account
 Do Not Disturb		
 HOME  HEALTH  Locate  ME	 HOME  HEALTH  Locate  ME	 HOME  HEALTH  Locate  ME



Device List

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



MESSAGE

Displays all notifications related to the watch like battery low/ fall/ cross the safe zone.



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.







## 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.


 SOS Numbers




1

 Number 1: 

2

 Number 2: 

3


 Number 3: 

SAVE



## 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.

 Sound Guardian

Please enter call-back phone number


OK




## 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

 Tracking Frequency



Update every 10 min

☐

Update every hour

☐

Sleep mode: obtain location manually

☒

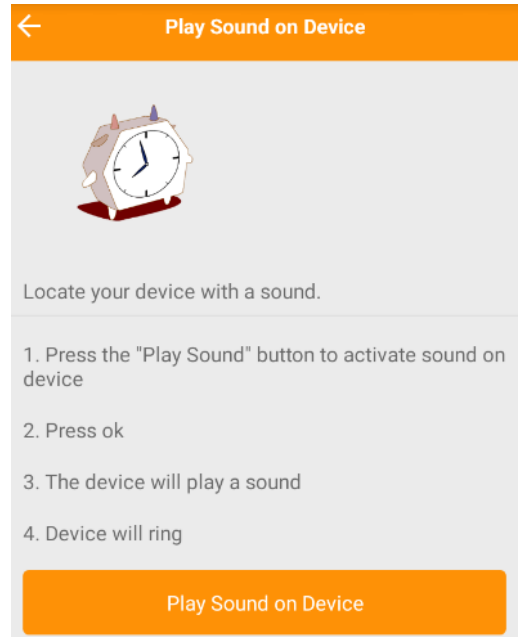
SAVE





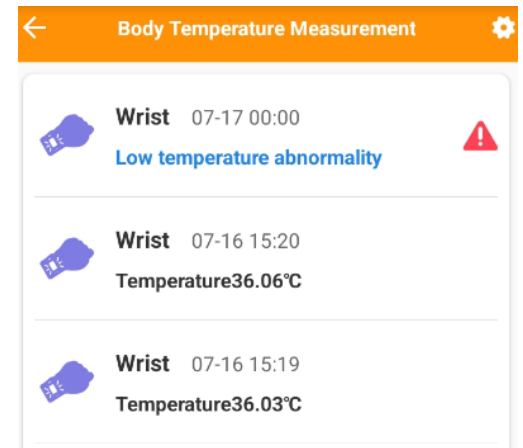
## Play Sound on Device

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



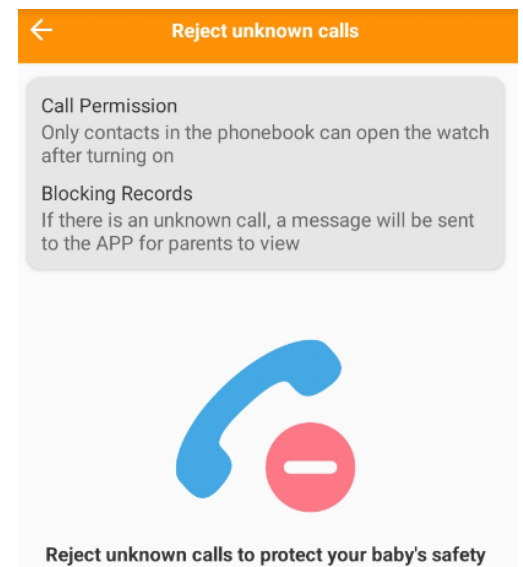
## Body Temperature

Allows you to remotely measure body temperature at your wrist



## 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.







## 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

SOS Prompt

SAVE



## Collect Watch SMS

Here you can check the SMS messages that have been sent to the phone number on the watch

Collect Watch SMS

edit

Collecting watch messages ...

no record for the time being



## Do Not Disturb

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

Do Not Disturb

Set Time Period

Set Time Period

Set Time Period





## Video Call

Press “start a video call” and make a video call directly to the SIVA watch.



## Fall Alert

A fall sensor allows the watch to receive information on the phone in case the wearer falls.

The user can choose to receive the type of notifications:

1. notifications in Forever Care App in case of fall
2. emergency fall call
3. sensitivity of the fall sensor- recommended:1



## Alarms

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

Everyday

customize

MON

TUE

WED

THU

FRI

SAT

SUN

SAVE

Video Call

Video Call With SIVA

START A VIDEO CALL

Fall Alert

Fall Alert

Emergency Fall Call

Sensitivity

1 >

Higher number,lower sensitivity

Cancel

OK

1

2

3

Alarms

00:00 >

Once

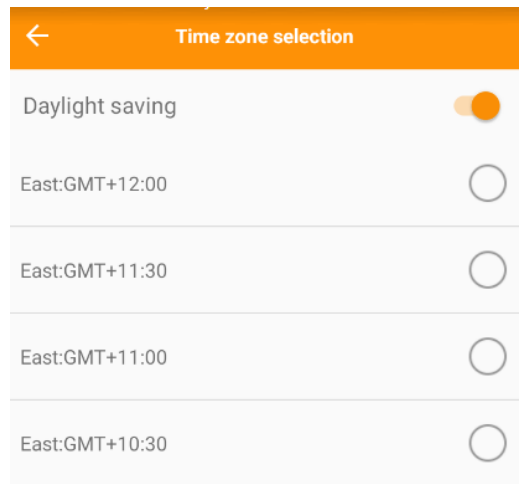
00:00 >





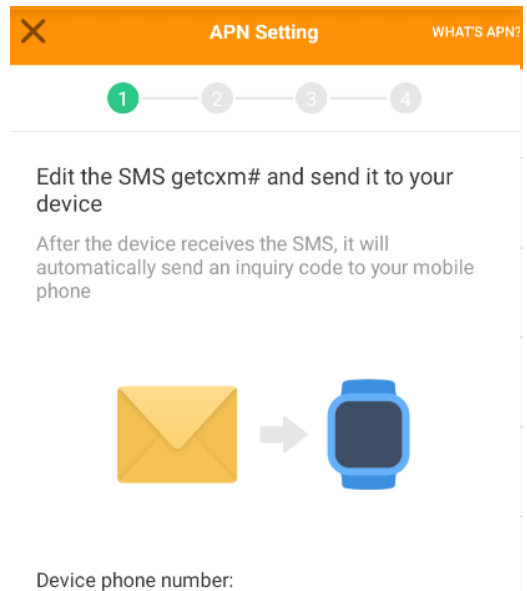
## Time zone selection

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



## 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.



## 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.



## Reset Device

Allows you to reset the watch to factory settings.



## APN 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.

## APN Setting WHAT'S APN?

1 2 3 4

Edit the SMS getcxm# and send it to your device

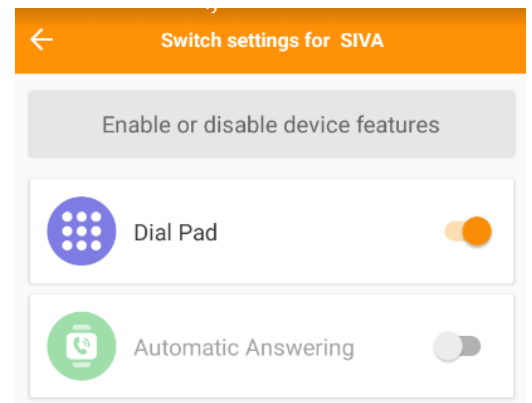
After the device receives the SMS, it will automatically send an inquiry code to your mobile phone



Device phone number:

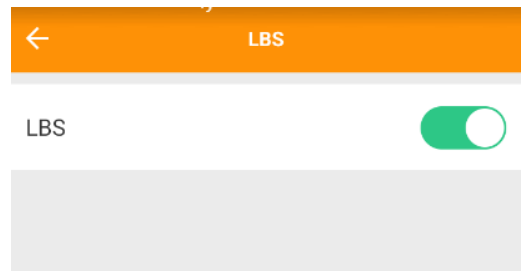
## Disable Functions

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.



## LBS

Allows you to enable or diable 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

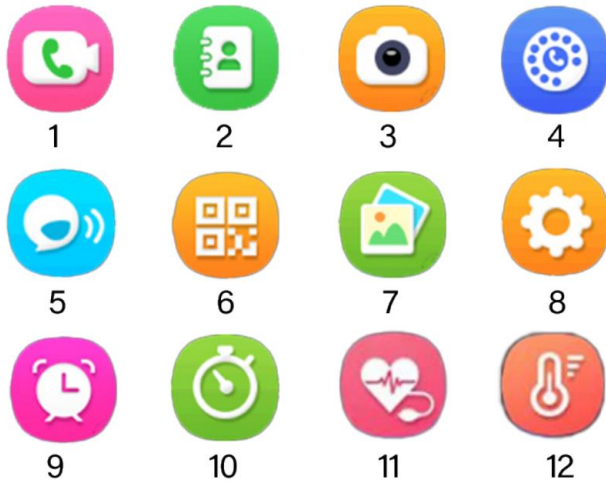


## Remote Shutdown

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



## Description of features on the watch:



1. Video Call: press the button to make a video call using the Forever Care app
2. Contacts: allows you to make a call to contacts previously added in the application
3. Camera: allows you to take a picture with the camera inside the watch
4. 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)
5. Chat: Send a text or voice message to the app by recording it using the watch's microphone.
6. QR Code: displays the code to download the Forever Care app and the code needed to register the watch with the app.
7. Gallery: displays photos taken with the camera on the watch
8. 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.
9. Alarm: possibility to set an alarm clock
10. Stopwatch: allows you to measure time.
11. Blood pressure: allows you to measurement of blood pressure at the wrist
12. Temperature: allows you to measure the temperature on your wrist and measure the ambient temperature.



## 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,xxxxxxxxxxxxxx#`

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,52.28132.157,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,ntpserver,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#