

GT WATCH SMARTEE-1 FAQs

Q1. Can I link my GT Watch Smartee-1 to more than one mobile phone?

A: Yes. Parents and/or guardians can link a single Smartee-1 to several mobile phones, allowing a few family members to communicate with and monitor the child. However, to add additional family members, app administrator's (primary user) password is required.

Q2. Will my child be aware of any communication during the monitoring process?

A: No. Monitoring is for parents and/or guardians to hear sounds and noises around their children, without them being aware of the process.

Q3. I have received a GT Watch Smartee-1 that is already linked with another mobile phone, and am therefore unable to edit information of the watch via the app. How do I change the administrator rights?

A: The previous administrator will have to login to the app, proceed to the 'Manage' tab, unlink the watch, and make a link (to the new phone) in order to resume all administrator rights to the watch.

Q4. How much data per month does GT Watch Smartee-1 usually consume?

A: Data consumption of the watch is estimated to be about 20 – 30 MB per month.

Q5. Can I set the monitor number to be the same as one of friends' or emergency numbers?

A: This is not possible in the current version.

Q6. Who can I contact for after-sales inquiries?

A: Users can address all inquiries to service@gtmobile.sg.

Q7. I have just downloaded the GTWatch complimentary app. How do I sign up for an account?

A: You can sign up for an account either via the GT Watch Smartee-1 or your mobile (GTMobile) phone that has the accompanying app installed. We recommend the latter option, as, in case of forgotten password, a user can retrieve the password via SMS message.

Q8. Will I be able to use GT Watch Smartee-1 worldwide?

A: GT Watch Smartee-1 can be used anywhere in the world. While English is the default language of the app, users can switch between languages in accordance to SIM card settings (i.e. a SIM card from Singapore will by default feature English, while one from China will have Mandarin as default).

Q9. What is the Wi-Fi location tag function used for?

A: The Wi-Fi location tag is a high-accuracy location pointer. When a child first enters a specific location (library, school, home, etc.), parents can set a Wi-Fi location tag (for that location) on Smartee-1, ensuring they will be notified whenever the child next enters or leaves the (set Wi-Fi) location.

Q10. I am experiencing difficulty linking my GT Watch Smartee-1 with my account. How can I solve this issue?

A: Firstly, make sure you have correctly inserted a functional micro-SIM card with a data plan into Smartee-1. When the 'E' icon becomes visible on the watch, proceed to scan the barcode in order to link your Smartee-1 with your mobile phone.

You can also directly link your Smartee-1 by manually inputting its serial number into the accompanying app on your mobile phone.

Q11. Why am I experiencing connectivity issues (line busy) after adding alternative contact numbers?

A: The error is likely due the Caller ID display service being off on your watch. Please activate Caller ID on your watch and try to call again. If the problem still persists, please contact our customer service.

Q12. How do I set and make adjustments to the time on my Smartee-1?

A: The time on Smartee-1 is automatically synchronized with the time-zone you are currently in.

Q13. Are there any privacy concerns related to functionality of GT Watch Smartee-1?

A: Smartee-1 is designed with regards to compliance of all standard rights and privacy matters related to children. We advise parents to apply discretion and caution when using the product in its monitoring mode.

Q14. What is the suitable age range for using GT Watch Smartee-1?

A: GT Watch Smartee-1 is primarily marketed to parents and guardians of children in the age range of 5-10 years old. However, the watch is also suitable for children aged between 2-12 years of age.