SeTracker2 Apps Instructions

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How to fix "device offline" OR The watch can not connect Network

**Please confirm the list below are correct**

a, Your SIM card installed successfully.

b, Register an account in the SeTracker 2 app when sign in SeTracker 2 , choose " Europe and Africa "

c, bind the watch in the Setracker 2 by scaning the REG Code on back of the watch. Or Scaning the QR code in the watch.

Now we get 2 ways to find out the reason of " device offline" and fix it.

1. **In WiFi condition**

   a, Please connect the WiFi only better to remove the Sim Card .

   (should shutdown the watch in the setting before removing the sim card)

   b, When you do video call in the Setracker 2 it shows "device offline" You need to send us the IMEI number.

   The IMEI number is on back of the watch. We will help you fixt it. Back us at : **krostming@163.com**

2. **In SIM card data condition**

   a, Please confirm your SIM card has been activated by telecom operators. Call functions and Data function has

   been activated. Please check if your watch can make and receive calls.

   b, Swipe down from the top of the screen at the homepage to check if there is signal bar and data symbol (⇅)

   . If there is no signal bar, maybe you can try outside or you can call the telecom operators if their signal has

   covered your area.

   c, If the call functions are available, You may need to set APN to access data functions. Use your mobile to text

   message below and send to your watch phone number. DO NOT SEND VIA SeTracker 2 .

pw,123456,imsi#

An imsi number will be sent back to your mobile. you can send back to us. Will help you with the next steps.

contact us : **krostming@163.com**

Or contact us via WhatsApp

WhatsApp Number +86 159 6808 0703

WhatsApp QR Code

Contents

Troubleshooting

1. **Setracker 2 show : Initiating a video call failed, Please quit and try again later**

    To get camera to work, have to initiate camera via adding a device, it then asks to access camera. You can delete the watch and add it again in the Setracker 2 app. Me – Device List – Edit – Unbundled.

2. **The Mobile Can not get the notification from the Setracker 2 app when the video or chat message coming.**

    You should set in the setting of the smartphone. Keep the Setracker 2 notification are available

3. **The GPS is not accurate**

    Click the button in Setracker 2 app as below

    1. Switch Settings – GPS Positionging Function
    2. Base Station Switch – Set Local Base Station
    3. These steps will take some power of the watch battery. So the watch will not last longer as before.
        Notes : if the watch is indoor, it will use LBS or WiFi to position. The position will not be very accurate. As it positioning depend on the distance by between the watch and signal tower
        If you're outdoor, the watch will search GPS, it will switch to GPS automatically when the watch get GPS signal . the range of deviation will be narrowed, but it is unstable while the watch moved, as not all area has GPS signals.
    4. **The Watch can not be turned on after charging.**
        press the button for 30 seconds to activate the watch. If nothing happened please contact us at **krostming@163.com**
    5. **How To check if the SIM card insert successfully**
        You can swipe down from the top of the screen on the watch to check if there is signal bars or 4G symbol
    6. **The Setracker 2 show " device offline "**
        Please confirm below list are correct

a, Your SIM card installed successfully.

b, Register an account in the SeTracker 2 app , when sign in SeTracker 2 , choose the correct area.

c, Your watch need to set APN, Please contact us with your order number.

7. There is no signal bars even inserting the SIM card successfully.

    a, Please check if the watch can get signal bars outdoor.

    b, Please check if your SIM card need PIN code. If need PIN code, please remove it.

8. **How to remove the SIM card PIN code.**

    a, Please insert the SIM card in your mobile and call the telecom operator to help you to remove the PIN code.

9. **The watch can not be turned on even charge it for long time.**

    Please press the button for 30 seconds to activate the watch.

10. **There is no QR code on back the watch, I can not get the QR code to bind with the watch.** There is app named QR code in the watch. You can open it and use setracker 2 to scan the REG CODE to bind it.

11. **If the watch is waterproof**

    Washing hands or rainy days will not damage the watch. But do not immerse the watch in water. Do not wear the watch to swim. And hot or salt water is not accepted either.

12. **If another member can bind with the watch**

    Yes, another member need to install setracker 2 and scan the QR code to bind with the watch. The first person who scan the QR code will be Administrator, Other members who wants to bind the watch need to get the permission from the administrator.

13. **What kind of sim card should I choose?**

    Please be informed that you should get a 4G LTE Nano Sim card, with data traffic and calling activated, and please make sure your area is covered with 4G network. In Europe, we usually advise Vodafone or other local big sim card suppliers. Moreover, this children smart watch also supports 2G (GSM) and 3G (WCDMA) SIM card.

14. **How to activate the SOS function**

    Save SOS number in setracker2 first. Press the button of the watch for 3 second, the watch will call the SOS number automatically

Notice :
Before contact us for support, Please use your mobile to send this code to watch phone number in SMS, and send us the reply message . pw,123456,ts#

Please be informed that our customer service is within 24 hours, normally 12 hours based on time difference. DO NOT hesitate to contact us if you have any questions via amazon message or simply send an email to **krostming@163.com**

Or contact us via WhatsApp

WhatsApp Number +86 159 6808 0703
WhatsApp QR Code

Documents / Resources

	SeTracker SeTracker2 Apps [pdf] Instructions SeTracker2 Apps, Apps