

**vtech**<sup>®</sup>

User's Manual

# Kidizoom<sup>®</sup>

SMARTWATCH



(BC)

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Dear Parent,

At **VTech**<sup>®</sup>, we know how important the first day of school is for your child. To help prepare preschoolers for this important event, **VTech**<sup>®</sup> has developed the **Preschool Learning**<sup>™</sup> series of interactive toys.

**Preschool Learning**<sup>™</sup> features fun characters and inviting school themes that use technology to capture a child's attention and teach important preschool skills like spelling, counting and the alphabet. These vital skills are taught in a way that's both fun and highly engaging to maintain a child's interest. Children will also be introduced to fun school subjects such as art class, music class and even recess! With **Preschool Learning**<sup>™</sup>, learning is fun from day one!

At **VTech**<sup>®</sup>, we know that a child has the ability to do great things. That's why all of our electronic learning products are uniquely designed to develop a child's mind and allow them to learn to the best of their ability. We thank you for trusting **VTech**<sup>®</sup> with the important job of helping your child learn and grow!

Sincerely,

Your friends at **VTech**<sup>®</sup>

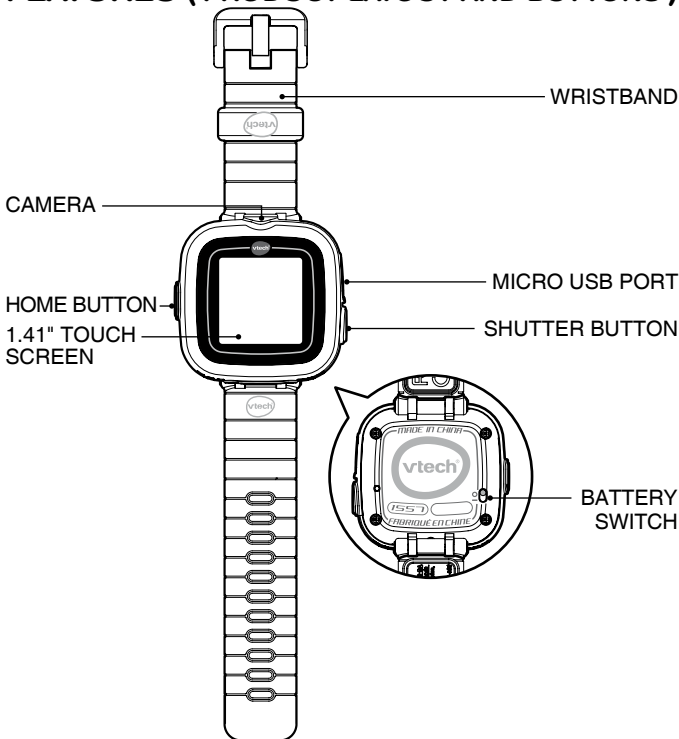
To learn more about **VTech**<sup>®</sup> toys, visit [www.vtechkids.com](http://www.vtechkids.com)

# INTRODUCTION



**Kidizoom® Smartwatch** is a great wearable gadget for children! In addition to showing the time, you can also take photos, shoot videos, record your voice and play games!

Connect to VTech® Learning Lodge™ to download more fantastic clock faces and photo effects in different themes, as well as other new games and applications.

## FEATURES ( PRODUCT LAYOUT AND BUTTONS )



### Battery Switch

When the switch is set to  , the battery will be disconnected and the watch will not function. Move the switch to  to enable the watch.

**Shutter Button** 

Press this button to launch the camera and to take photos.

**Home Button** 

When the screen is off, press this button to wake up the watch and see the time. This button can also be used to enter the home menu, or to go back to the previous menu.

When the clock is displayed, hold this button down for one second to turn the display off.

**Touch Screen**

Press the icons on screen to interact with activities and settings.

**Micro USB** 

Connect to the computer with the included micro USB cable to transfer files to a computer and to charge the watch.

**INCLUDED IN THIS PACKAGE**

- 1 Kidizoom® Smartwatch (with built-in Li-ion polymer battery\*)
- 1 micro USB cable
- 1 User's Manual

**WARNING: All packing materials, such as tape, plastic sheets, packaging locks and tags are not part of this toy, and should be discarded for your child's safety.**

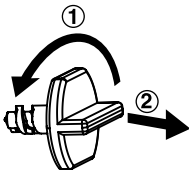
**ATTENTION: Pour la sécurité de votre enfant, débarrassez-vous de tous les produits d'emballage tels que rubans adhésifs, feuilles de plastique, attaches et étiquettes. Ils ne font pas partie du jouet.**

**The battery in this product must not be disposed of with household waste. This battery is recyclable. Please follow your local recycling regulations.**

**NOTE: Please keep user's manual as it contains important information.**

LCD label covering the LCD of the product, which is packing material, please remove this label before use.

\* Battery is not replaceable.


**Unlock the packaging locks:**

- ① Turn the packaging lock counter-clockwise several times.
- ② Pull out and discard the packaging lock.

# PRODUCT SPECIFICATION

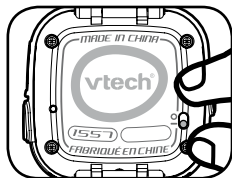
Display	1.41" sensitive color touch screen
Photo Resolution	640 X 480 (0.3 MP)
Video Resolution	320 X 240 pixel or 160 X 120 pixel @ 15 fps
Video Length limit per file	60 seconds
Focus Range	1.5 feet - $\infty$
Internal Memory	128 MB built-in memory (shared with program data, actual memory available for user storage will be less)
Storage capacity	Photos: approx. 800 Videos: approx. 6 minutes at 320 x 240 pixels, approx. 15 minutes at 160 X 120 pixels <b>Note:</b> The above amounts are approximations, the actual amount depends on the shooting environments. The video length limit is 1 minute per file.
File Format	Photos: Standard Baseline JPEG Video: AVI (Motion JPEG)
Connectivity	Micro USB 2.0 cable (included) for connection with computer
Battery	Li-ion Polymer battery (battery is not replaceable)
Optimum Operating and Charging Temperature	32°F - 104°F (0°C - 40°C)

## GETTING STARTED

When you use the watch for the first time, you will need to turn the battery on. Locate the battery switch on the back of the watch, then move it to the 1  position.

When the watch is switched off, it will not be possible to charge the watch or play any activities.


The watch may come with a small amount of charge, but we recommend a full charge before playing. A full charge will take about 3 hours.



# BATTERY RECHARGING

**Note:** Adult operation needed.

Connect the watch to a computer with the included micro USB cable to charge the battery.

- Make sure the battery switch is turned on before recharging.
- Pull up the rubber cover of the micro USB port at the side of your watch.
- Insert the micro USB cable (small end) into the micro USB port on the watch.
- Insert the larger end of the micro USB cable into a USB port on the computer. A USB port is usually marked with this symbol .
- Once the connection is successful, you will see the battery recharging symbol displayed on the watch screen.
- Check charging progress regularly throughout the process.
- When the battery is fully charged, a message will be displayed on the screen for a while, then the screen will turn off. Disconnect the watch from the computer.

**Note:** It will take approximately 3 hours to fully charge the battery. The actual charging time depends on the power supply, the remaining charge and the ambient temperature of the charging environment. The optimum ambient temperature is 32°F - 104°F (0°C - 40°C). If your watch needs longer than 3 hours to fully charge, please try charging from a different USB power source.

## BATTERY LIFE

The time the battery lasts between charges depends on play. Like other electronic devices, more frequent usage will mean the battery will drain more quickly. Some activities will be more demanding on the battery, such as taking photos and videos.



### Battery time for reference

Condition	Battery Time
Low Usage	2 weeks
Typical Usage	2-3 days
Heavy Usage	1 day

**Note:** The above battery time is based on the assumption that the screen is turned off when not in use.

### Battery Maintenance

- Charge the battery regularly to keep it at optimum performance, even when the watch isn't in use. For example, fully charge the watch at least every 6 months.

- Move the battery switch to 0 , when the watch isn't in use. Move it to 1  before charging the battery.

## BATTERY NOTICE

Misuse of batteries can lead to them bursting, causing a fire or chemical burns. Please read the below precautions:

- Do not disassemble.
- Do not crush and do not expose the battery to any shock or force such as hammering, dropping or stepping on it.
- Do not short circuit.
- Do not expose to high temperatures or place near a heat source. Do not leave in direct sunlight for any length of time.
- Do not dispose of in fire.
- Do not handle damaged or leaking batteries.
- Keep the battery out of the reach of children.
- Keep the battery dry.
- If you find the time between charges is considerably shortened with no change in usage, the battery could be nearing the end of its life. Please dispose of the used battery as described in this manual. The battery life varies from battery to battery depending on storage, operating conditions and environment.


## SPLASH PROOF FOR EVERYDAY PLAY

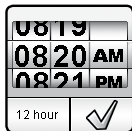
- Do not submerge and not suitable for showering, bathing and swimming.
- Keep the rubber cover of the micro USB port closed tightly while it is not in use in order to prevent raindrops or tap water from getting in the micro USB port.



## TO BEGIN USING KIDIZOOM® SMARTWATCH

Make sure the battery switch is in the on position  and charge the battery before starting.

Press the home button  or shutter button  to wake the watch up.

When turning the watch on for the first time, the date and time setting screen will display first. Swipe up and down over the month, day, year, hours and minutes to change the current date and time. Tap the  when you're done.



When the clock is displayed on screen, press the home button  to go to the home menu. Press the shutter button  to take photos and videos.

**Note:**

- If the battery level is too low and cannot keep the clock running, you will need to enter the time and date again after recharging.
- When the battery level is low, only the clock display function is available. We recommend recharging the battery as soon as possible before further use.

## AUTOMATIC SCREEN OFF

To preserve battery life, the screen will automatically shut off after a short period of time when in clock mode.

**Note:** The auto screen off time can be set in Settings / Advanced / Auto Screen Off. Please refer to the Settings section in this manual.

In other activities, it will return to clock mode automatically if there is no input for 1 minute. When in camera mode, it will auto exit after 3 minutes. When in slideshow, the auto exit time is 15 minutes.

If you have a timer running, it will return to the timer screen instead of watch mode. The watch will not shut off automatically when the timer is running.

## BATTERY STATUS


The remaining battery capacity will be displayed on the main menu screen.

When the battery level is low, only the clock display function is available. It is recommended to recharge the battery before further use.

When the battery level is too low, the watch will not turn on until it is charged.

## CONNECT TO A COMPUTER FOR FILE TRANSFER

You can connect **Kidizoom® Smartwatch** to a PC or Mac computer using the included micro USB cable. Once connected, you can transfer files between the watch and computer. Please follow the following steps to make the connection:

- Pull up the rubber cover of the micro USB port on the side of your watch.
- Insert the micro USB cable (small end) into the micro USB port on the watch.
- Insert the larger end of the micro USB cable into a USB port on the computer. A USB port is usually marked with this symbol .



- You will see a removable drive called **VTech 1557**, please use this to transfer files to and from the watch. There is another removable drive called **VT SYSTEM**, which is for storage of system data.

**Note:** Once the watch is connected to your computer, do not disconnect the watch while files are uploading or downloading. After you have finished, remove the watch by following the steps to safely remove hardware from your computer. You can then physically unplug the watch from the computer.

To avoid any potential damage to your **Kidizoom® Smartwatch**, ensure the micro USB rubber cover is fully covering the micro USB port of the watch when it is not connected to the cable.

#### **To back up photo or video files taken by Kidizoom® Smartwatch:**

- Locate and open the **DCIM** folder in the removable drive **VTech 1557**.
- Your photo and video files will be placed in a subfolder. Drag and drop the files to a location on your computer to back them up.

#### **To back up voice files recorded by Kidizoom® Smartwatch:**

- Locate and open the **VOICE** folder in the removable drive **VTech 1557**.
- Drag and drop the recorded voice files to a location on your computer for back up.

#### **To transfer photo or video files to Kidizoom® Smartwatch:**

- Select the photo or video files you would like to upload from your computer first.
- Locate and open the **DOWNLOAD** folder in the removable drive **VTech 1557**, drag and drop the photo files into the **PHOTO** subfolder, or **VIDEO** subfolder for video files.

**Note :** Do not transfer photo or video files created by other cameras (except for Kidizoom camera photo or video files) to **Kidizoom® Smartwatch**, as these file formats may not be compatible.

## **Minimum System Requirements**

### **PC Hardware Requirements:**

CPU: Pentium® 4 or above

Memory: 256MB RAM

300MB Hard disk space

Monitor Resolution: 1024 x 768

USB Port required

**PC Software Requirements:**

Microsoft® Windows® XP, Windows Vista®, Windows® 7 or Windows® 8 Operating System, Adobe® Flash® Player 10 – Other Browsers Version

**Macintosh Hardware Requirements:**

Macintosh Computer with an Intel processor

Memory: 512 MB RAM

300 MB Hard disk space

USB Port required

**Macintosh Software Requirements:**

Mac OS X version 10.6, 10.7, 10.8 or 10.9, Adobe® Flash® Player 10 – Other Browsers Version

\*Internet connection required for Internet enabled functions on both PC and Macintosh computers.

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**ACTIVITIES****Clock Display** ☺

When the home button is pressed, the clock will be displayed.

Tap the center of the screen to switch the clock face between analog and digital.

Swipe left or right on the screen to see more clock faces.

Press the home button  to display the home menu for selecting other activities.

Press the shutter button  to enter camera mode.



**Hints:** Swipe down from the top of the clock screen to get to the timer. Swipe up from the bottom of the clock display screen to go to the stopwatch screen. For more details about the timer and stopwatch, please refer to pages 14.

**Note:** Hold the home button  for approximately 1 second to turn the screen off.

## Home Menu

Press the home button  to display the home menu. There are 12 different activities to choose from.

1. Camera
2. Movies
3. Voice Recorder
4. Games
4. Alarm
6. Timer
7. Stopwatch
8. Clock Face
9. Time Master
10. Playback
11. Downloads
12. Settings








- Tap the icon to enter the activity.
- Swipe left or right to scroll through the menu pages.


To change the menu layout to large icons, go to Settings/Menu Layout.

### 1. Camera


Press the shutter button  to enter camera mode. You can also switch to video mode here.

- Press the shutter button  or shutter icon on screen  to take a photo.
- Tap the mode icon on screen  to change to video mode.
- Tap the magic icon on screen  to preview with a photo effect, then press the left or right arrow icons or swipe the screen to go through different photo effects.
- Tap the playback icon on screen  to view the taken photos or videos.










Photos will show on screen for 2 seconds. Press the shutter button  or tap the screen to exit playback and return to camera mode.



## 2. Video

Tap the mode icon  on screen in camera mode at any time to go to video mode. The time limit per video file is 1 minute.





- Press the shutter button  or record icon  on screen to start recording. While recording, press the shutter button  again or the stop icon  on screen to stop.
- Tap the mode icon  on screen to change to camera mode.
- Tap the magic icon  on screen to preview with a video effect, then press the left or right arrow icons or swipe the screen to go through different video effects.
- Tap the playback icon  on screen to view videos.

When you finish recording a video, the playback screen will be shown.


- Tap the play icon  on screen to play the last recorded video.
- Tap the trash can  on screen to display the delete menu.

## 3. Voice Recorder



Here you can record your own voice for up to 60 seconds per file and apply some fun voice changing effects on the recorded voice.

Tap the record icon  on screen to start the voice recording. While recording, tap the stop icon  on screen to stop.





Swipe the screen to see the previous or next file, Tap the magic icon  on screen to display the voice effects screen.



There are 5 built-in voice effects. On the voice effect screen, tap the left or right icon on screen to preview the different voice effects. Tap the save as icon to save the voice with the selected voice effect as a separate voice file. To exit the voice effects screen, tap the magic icon  again or press the home button .



To delete the voice, tap the trash can icon  on screen and tap  to confirm.

## 4. Games

There are 3 built-in games in **Kidizoom® Smartwatch**. Super Detective, Rotating Puzzle and Finger Dance.

Swipe the screen to see the game icons, then tap one to play.

### A. Super Detective

You need a good memory to become a super detective! Remember the face you see on the screen. On the next screen you'll see a few different faces, can you spot the original face?



### B. Rotating Puzzle

A picture will be shown on the screen, then a part of it will rotate! Rotate the piece to make the original photo as quickly as you can!




### C. Finger Dance

Listen to the music and look out for the circles around the music notes. When they appear, tap the music note icon!








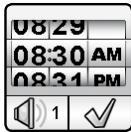
## 5. Alarm


You can set an alarm, choosing from a selection of alarm tones and animations. You can also record your own voice to use as an alarm.

- Tap the time or alarm icon to change the alarm time.
- Tap the bell icon on screen  to toggle the alarm on or off.

To change the alarm time:

- Select the hour and minute by swiping up or down on the hours, minutes or AM/PM.
- Tap the tone icon on screen  1 to display the alarm tone selection menu. There are 10 built-in alarms. Swipe left or right to preview the different tones and animations. Tap  to confirm the selection. One option is a voice recorder for making your own alarm. Tap the record icon  on screen to start recording, tap the stop icon  on screen to stop while recording or it will stop automatically after 3 seconds. Tap the play icon  on screen to play the recorded voice.








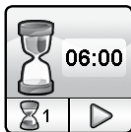
Once you've chosen your alarm, tap the  icon to confirm.

**Note:** If the battery level is too low, the alarm will need to be set again.

## 6. Timer





Set a countdown timer here.

- Tap the play icon  on screen to start the timer immediately.
- Tap the style icon  or swipe the screen left or right to change the timer style. There are 5 different timers for you to try out.
- Tap the time to enter the timer settings. Swipe up or down on the minutes and seconds to change the time. Once set, tap  to confirm.
- While the timer is running, tap  to pause the countdown, tap it again to resume. Tap  to stop the countdown and reset the timer.



## 7. Stopwatch



Access the stopwatch here.

- Tap the play icon  on screen to start the stopwatch.
- Tap the style icon  or swipe the screen left or right to change the stopwatch style. There are 5 fun stopwatch styles to select!
- While the stopwatch is running, tap  to pause the timer, tap it again to resume. Tap  to stop the timer and reset the stopwatch to zero.



## 8. Clock face



Here you can choose your favorite clock displays. The color of some clock faces can also be changed.

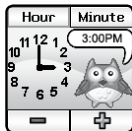
- Tap the analog or digital clock button to display the clock face selection screen.
- Tap the left or right icon or swipe the screen left or right to look at the different clock faces.
- If there is a color icon  on screen, tap it to toggle between different color schemes for that clock face.
- When finished, tap  to confirm the selection.

## 9. Time Master



Here you can make the owl character tell the set analog or digital time.




- Tap the hour icon or minute icon to select the time you want the owl to say.
- Tap  to increase an hour / minute.
- Tap  to decrease an hour / minute.
- Tap the clock or the owl to tell the time.





## 10. Playback



Here you can browse the captured photos or play the recorded videos.

- The latest file will be shown first, tap the arrow icons or swipe the screen to see the previous or next file.
- Tap the slideshow icon  to view the photos in slideshow.
- Tap the play icon  on screen to play the video.
- Tap the trash can  on screen to display the delete menu.

**Note:** To delete all photos and videos, press the down button on screen and then follow the instructions to continue.

While playing a video, tap the fast rewind  fast forward  icon on screen to toggle the fast rewind / forward function at 1X, 2X and 4X speed.

## 11. Downloads



After registering an account and downloading the VTech® Learning Lodge™ software, you can connect your **Kidizoom® Smartwatch** to your computer to download more content. The content you downloaded can be accessed by selecting the download icon from the main menu.


When there are no downloads in your **Kidizoom® Smartwatch**, you will see steps to connecting to the VTech® Learning Lodge™.

- Tap the screen or swipe the screen to the left to display the next step.
- Swipe the screen to the right to display the previous step.
- Press the home button or tap the screen when it is in the last step to exit **How to Download**. Then it will display the download menu.

Besides the downloaded contents, there are two functions in Download: **Download Manager** and **How To Download**.

## A. Download Manager

In the **Download Manager**, you can view the memory size of each download, or you can delete any unwanted downloads to free up memory.

To delete the downloads, scroll up or down to select the application and then tap the delete icon to display the delete menu. Select  again to confirm the delete command.

**Note:** Once the downloads are deleted, you may connect to the VTech® Learning Lodge™ to download the application to the watch again.

## B. How To Download

Follow these steps to download the VTech® Learning Lodge™ software:

1. Connect **Kidizoom® Smartwatch** to a computer using the included micro USB cable.
2. Click the **Download Website** link in the drive **VTECH 1557** that appears on your computer, or visit this link directly:  
**www.vtechkids.com/download**

3. Download and install the Learning Lodge™ software.



4. Run the software and download extra features for your **Kidizoom® Smartwatch!**

**Note:** For details about downloading content from the VTech® Learning Lodge™, please refer to the online help section.



## 12. Settings

In settings, swipe left or right on the screen to scroll through different setting items. Here you can adjust the following items:

### (A) Volume

- Tap  to increase the volume.
- Tap  to decrease the volume.

### (B) Brightness

- Tap  to increase the LCD brightness.
- Tap  to decrease the LCD brightness.

### (C) Date

- Tap the set icon to enter the date setup screen.
- On the date setup screen, swipe up or down on the month, day and year to scroll through the options.
- Tap the date format icon on screen to change the date format (DD/MM/YYYY or MM/DD/YYYY).

Once selected, tap  to confirm.





**(D) Time** 

- Tap the set button to enter the time setup screen.
- On the time setup screen, swipe up or down on the hours, minutes, or AM/PM to scroll through the options.

Once selected, tap  to confirm.

**(E) Menu Layout** 

- Tap the set icon to enter the menu layout setup screen.
- Tap the left or right arrow icon on screen to change the color scheme of menu.
- Tap  or  to select a menu layout option.

**(F) Advanced** **(i) Memory** 

Here you can see the free memory remaining or choose to format the memory. Follow the instructions on screen if you would like to format the memory.

**Note:** Format will erase all data in the memory, including all taken photos, videos, voice files.

**(ii) Image Display** 

As the saved photos and videos are in 4:3 ratio, here you can select 2 options for displaying the image in the preview screen and playback screen:

**Fit Image:** Image displayed to actual scale with the left and right side of the image unseen.

**Fit Screen:** Image scaled to fit the screen, whole image displayed, but not to actual scale.

**(iii) Video Resolution** 

There are 2 options here:

**160 X 120:** The video size is smaller and you can record and save more videos.

**320 X 240:** The video quality is better and takes up more memory so less videos can be recorded and saved.

**(iv) Auto Screen Off** 

Here you can set the time for auto screen off.

There are 5 options: **5 seconds**, **10 seconds**, **1 minute**, **3 minutes** and **disable** to turn it off.

(The auto screen off will be disabled after selecting this option. The clock will always be displayed, but the screen will become dim if there is no input for 10 seconds in clock display mode).

**Tips:** If the auto screen off time is set to one of the longer times, the battery consumption will increase and the time the battery lasts will become shorter.

### (v) Indoor Light Frequency

Here you can set the A.C. power frequency according to the region you're in when travelling. If it is not set correctly, you may find some flickering on the camera/video's preview screen and the captured photos and videos when you are in an indoor environment.

### (vi) Parental Control

Here parents can set the game time limit per day for their children.

To prevent children from modifying this setting easily, there is a simple protection flow for entering the parental control menu. Parents need to follow the instructions to enter the menu.

There are 4 options for the game time limit per day: 30 minutes, 60 minutes, 90 minutes and no time limit.

After a time limit is set, the time spent playing the game will be counted. Once the time limit is reached, your child will be unable to enter the games in the same day.

**Note:** The time limit will be reset if the date or time settings are changed.

### (vii) Factory Reset

Factory Reset will erase the contents stored in the memory and reset all system settings to factory default, e.g file index, frequency, video resolution, game level and clock face. Follow the instructions on screen to confirm the action.

## Care & Maintenance

1. Keep the rubber cover of the micro USB port closed tightly while it is not in use in order to prevent dust or water from getting into the micro USB port.
2. Keep the watch clean by wiping it with a slightly damp cloth.
3. Keep the watch out of direct sunlight and away from any direct heat source.
4. Do not drop the watch on a hard surface and do not expose it to moisture or immerse it in water.
5. Keep the lens clean. If the pictures taken are blurry, it could be because there is dust or dirt on the lens. You can clean the lens by:
  - Blowing on the lens.
  - Gently wiping the lens with a dry cloth.



## WARNING

A very small percentage of the public, due to an existing condition, may experience epileptic seizures or momentary loss of consciousness when viewing certain types of flashing colors or patterns.

While **Kidizoom® Smartwatch** does not contribute to any additional risks, we do recommend that parents supervise their children while they play games. If your child experiences dizziness, altered vision, disorientation, or convulsions, discontinue use immediately and consult your doctor. Please note that focusing on at close range and handling a **Kidizoom® Smartwatch** as a game controller for a prolonged period of time may cause fatigue or discomfort. We recommend that children take a 15-minute break for every hour of play.

## TROUBLESHOOTING

Go through this section if you experience difficulty in operating **Kidizoom® Smartwatch**.

Problem	Solution
The watch has stopped working	<ol style="list-style-type: none"><li>1. Turn the battery switch off for a few minutes.</li><li>2. Turn the battery switch on again and then press the home button  to turn it on. It should now work properly.</li><li>3. If it doesn't work, try to recharge the battery and try again. (Refer to the battery recharging section for details)</li></ol>
Screen display is abnormal	<ol style="list-style-type: none"><li>1. Turn the battery switch off for a few minutes.</li><li>2. Turn the battery switch on again and then press the home button  to turn it on. The screen display should be normal again.</li></ol>
Image taken is not clear	<ol style="list-style-type: none"><li>1. Make sure the lighting conditions of the shooting environment are good.</li><li>2. Check to see if the camera lens is clean. If you find some dust or dirt on it, please see the steps to clean the lens in Care and Maintenance.</li></ol>
Cannot connect to computer	<ul style="list-style-type: none"><li>• Check the connections on the USB cable between the watch and the computer and review the appropriate connection procedures in this manual.</li><li>• Turn the battery switch off for a few minutes. Turn the battery switch on and connect to the computer again.</li></ul>

Can't view the downloaded video or photo files

Check if the downloaded files are in the correct directory in the **Kidizoom® Smartwatch**. Photos should be put in the **DOWNLOAD/PHOTO** folder, videos should be put in the **DOWNLOAD/VIDEO** folder in **Kidizoom® Smartwatch** when it is connected to a computer.

**Kidizoom® Smartwatch** only supports the below formats:

Photos in Standard Baseline JPEG and Videos in AVI (Motion JPEG) created by **Kidizoom® Smartwatch**.

## TECHNICAL SUPPORT

If you have a problem that cannot be solved by using this manual, we encourage you to visit us online or contact our Consumer Services Department with any problems and/or suggestions that you might have. A support representative will be happy to assist you. Before requesting support, please be ready to provide or include the information below:

- The name of your product or model number (the model number is located on the back of the display panel).
- The actual problem you are experiencing.
- The actions you took right before the problem started.

Internet : [www.vtechkids.com](http://www.vtechkids.com)

Phone : 1-800-521-2010 in the U.S. or 1-877-352-8697 in Canada

## KIDIZOOM® SMARTWATCH FREQUENTLY ASKED QUESTIONS

### Question 1:

I have bought a **Kidizoom® Smartwatch**, but it will not work with my PC, my PC is looking for a driver. I have searched the internet and cannot find a **VTech® Kidizoom® Smartwatch** driver. What can I do?

### Answer:

There is no separate driver needed for the **Kidizoom® Smartwatch**. It uses a standard USB mass storage device driver. Such a driver comes standard on all Windows® operating systems starting with Windows®2000 Service Pack 3 (including Windows® XP, Vista and upwards) and Mac OS® 9.0 or above. If your computer meets these OS requirements and is still looking for a driver, please contact your PC manufacturer for further assistance. For earlier operating systems that do not support mass storage, a system upgrade or mass storage device driver may be available. Again, please check with your PC manufacturer.

**Question 2:**

What is the ISO value (light sensitivity) of the **Kidizoom® Smartwatch**?

**Answer:**

The **Kidizoom® Smartwatch** uses an auto-ISO value. It auto adjusts the exposure time and light sensitivity depending on the lighting environment.

**Question 3:**

Why won't my **Kidizoom® Smartwatch** turn on?

**Answer:**

Please make sure the battery switch is on and the battery is charged.

**Question 4:**

Why are my pictures sometimes grainy and fuzzy? Is there anything I can do to improve the picture quality?

**Answer:**

In a poorly lit environment, the frame rate (shutter speed) drops to allow for a longer exposure time. The downside of this is that any movement in the frame, or of the hand holding the camera, can result in greater blur. Furthermore, the camera sensor will soften the edges in low light to counteract the darkness by reducing the image noise. This too can sometimes result in a blurred picture. Try to improve the lighting to get better results.

**Question 5:**

Why are the videos grainy and fuzzy when viewing on the computer screen?

**Answer:**

Please check if the video player of your computer is set to display the actual resolution and scale of your videos. Viewing the videos on a enlarged screen will result in a poor display quality.

Also, you can set the video resolution of **Kidizoom® Smartwatch** to 320 X 240. The video quality of this option is better than 160 X 120.

**Question 6:**

Can you delete a group of pictures at one time, or do they have to be deleted one at a time on the camera?

**Answer:**

If you connect **Kidizoom® Smartwatch** to your computer and access it as an external drive, you can select multiple pictures to delete at any one time.

**Question 7:**

If you accidentally delete the pictures by reformatting, is there any way to get them back?

**Answer:**

Unfortunately, if you delete the pictures by formatting the internal storage memory, there's no way to retrieve them. There is third party software that can help recover deleted data from storage, but we do not recommend using this.

**Question 8:**


I am trying to transfer my pictures to my computer. I connected per the instructions (connecting the micro USB cable to the watch and computer) and the new drive appears. However, no pictures are automatically downloading. Is there something I need to do at startup to get the pictures downloaded and saved?

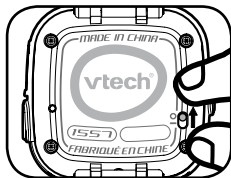
**Answer:**

The picture transfer operation does not start by itself. After you have connected the micro USB cable to your computer and the drive appears ready, you can open the drive, look under the folder **DCIM** and you should find the images you captured with the **Kidizoom® Smartwatch**. Moreover, if you wish to upload images to be viewed on **Kidizoom® Smartwatch**, you can do so by moving the JPEG image files into the folder **DOWNLOAD/PHOTO**.

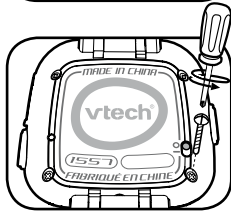
**CAUTION****How to take out the battery for disposal**

**Note:** The below steps must be carried out by an adult and with care.

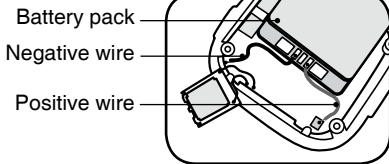
1. Ensure the battery switch is set to the  position.



2. Loosen the four screws on the back of the watch using a cross-head screwdriver, then remove the back.



3. Locate the positive red wire and the negative black wire that connect the battery to the watch.



Wearing protective gloves is suggested in case any battery leakage has occurred.

4. Pull out the battery pack until both the positive and negative wires are detached from the product.

**Note:** Do not cut the wires simultaneously with scissors, pointed objects or any other electrical conductors.

5. After the battery has been taken out, make sure it is handled and disposed of properly.

**Important note:**

- Do not pierce the battery pack with any sharp objects.
- Do not allow any wires left attached to the battery to touch each other.
- Do not touch ends of wires attached to the battery with any other electrical conductors.
- Do not expose the battery to direct sunlight or high temperatures.
- Do not handle a damaged Li-ion polymer battery.

## DISCLAIMER AND LIMITATION OF LIABILITY

**VTech**<sup>®</sup> Electronics North America, L.L.C. and its suppliers assume no responsibility for any damage or loss resulting from the use of this handbook.

**VTech**<sup>®</sup> Electronics North America, L.L.C. and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product. **VTech**<sup>®</sup> Electronics North America, L.L.C. and its suppliers assume no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery, or repairs.

**Company:** **VTech**<sup>®</sup> Electronics North America, L.L.C.

**Address:** 1156 W. Shure Drive, Suite 200, Arlington Heights, IL 60004 USA

**Phone:** 1-800-521-2010 in the U.S. or 1-877-352-8697 in Canada

### IMPORTANT NOTE:

Creating and developing **VTech**<sup>®</sup> products is accompanied by a responsibility that we at **VTech**<sup>®</sup> take very seriously.

We make every effort to ensure the accuracy of the information which forms the value of our products. However, errors sometimes can occur. It is important for you to know that we stand behind our products and encourage you to call our Consumer Services Department at 1-800-521-2010 in the U.S., or 1-877-352-8697 in Canada with any problems and/or suggestions that you might have. A service representative will be happy to help you.

## Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED OPERATION.

*CAN ICES-3 (B)/NMB-3(B)*

Caution : Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**CLASS 1  
LED PRODUCT**