

# Fennec<sup>®</sup> Watch One

Smartwatch FW001

User Manual

Version 1.4

Please find the latest version of this user manual at  
<https://www.fennec.me/user-manual/FW001EN/>

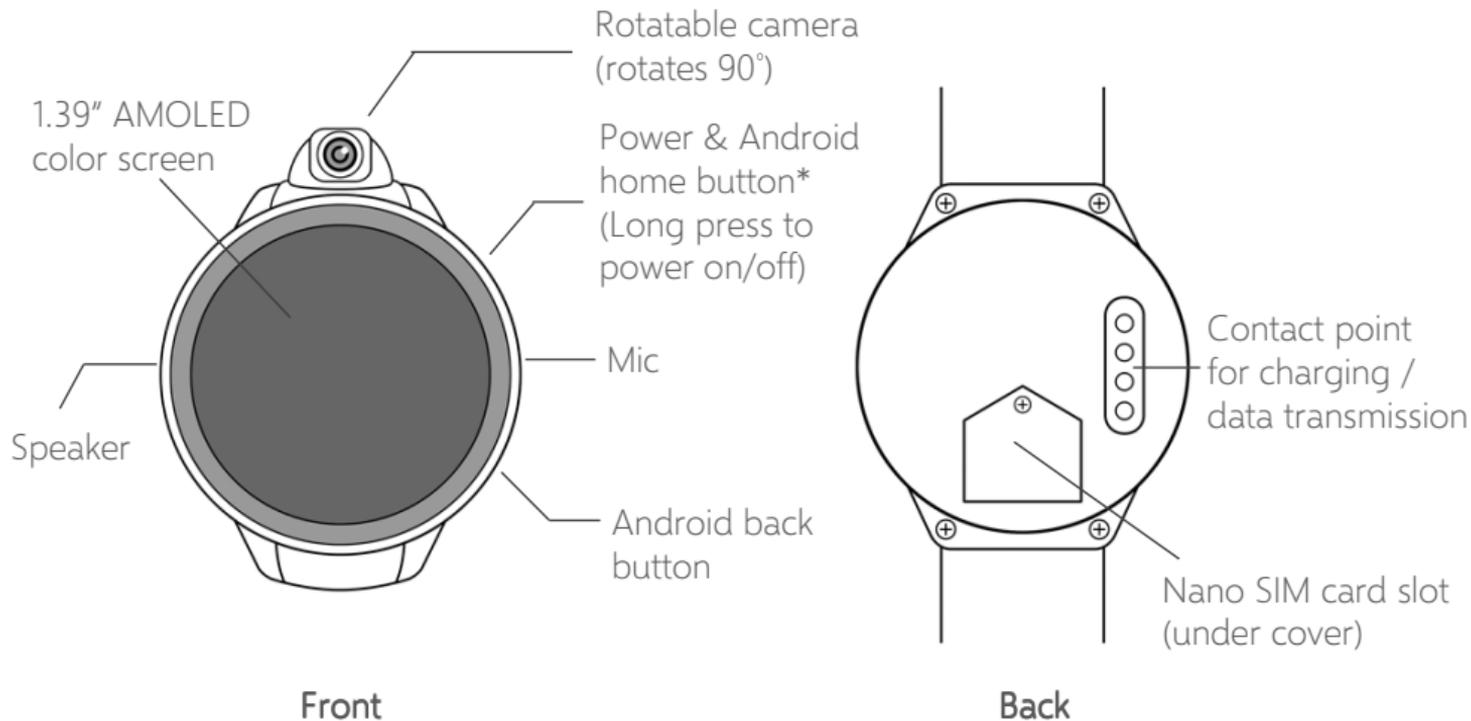


# 1. Package Contents

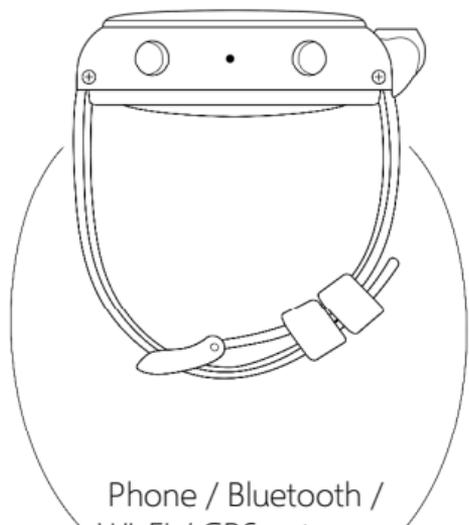
Check to make sure your package contains the following:

- Fennec Watch One
- User manual
- USB cable for charging and data transfer
- SIM card cover tool
- Screwdriver
- Extra screws for the SIM card cover

## 2. Components and Appearance



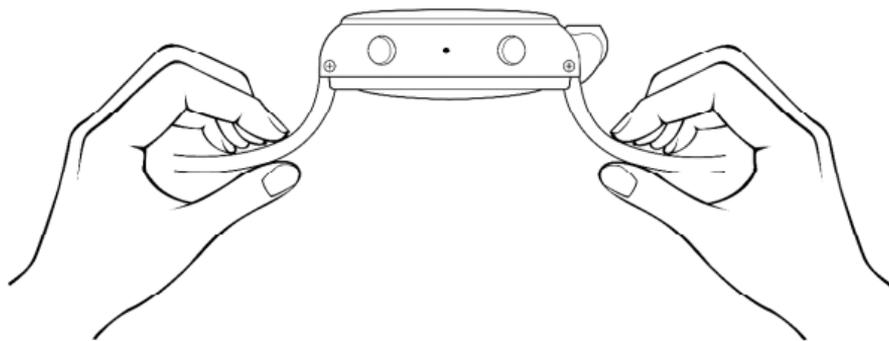
\* Press and hold the Power button for 10 secs to reboot if the watch stops responding



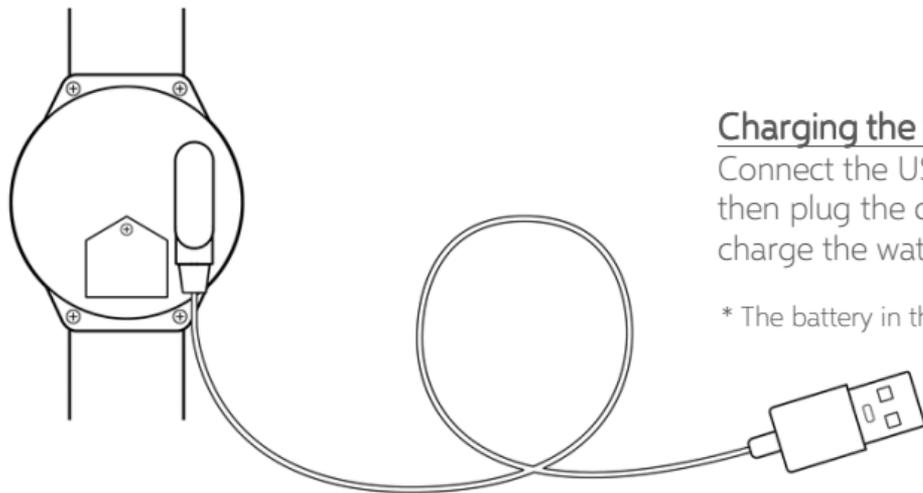
Phone / Bluetooth /  
Wi-Fi / GPS antennas  
(inside strap)



Do not bend the strap outward;  
this may damage the built-in antennas.



### 3. Charging the Watch / Accessing the watch's internal storage from a computer



#### Charging the watch

Connect the USB cable to the watch as shown, then plug the cable into a USB adapter to charge the watch.

\* The battery in the watch is not replaceable

#### Accessing the watch's internal storage

Connect the USB cable to a PC or Mac to access the watch's internal storage.

The watch will also charge when connected.

## 4. Getting a SIM card

### Which service providers in the United States does the Fennec Watch One work with?

- The watch works with **AT&T, T-Mobile, Cricket, Viaero, MetroPCS, Red Pocket, Mint, and Ultra.**  
**Straight Talk/Tracfone:** please choose AT&T or T-Mobile networks when you get a SIM card from Straight Talk/Tracfone.
- The watch does not work with **Verizon, Sprint, Boost, US Cellular, and Xfinity.**

**Note that we are not affiliated with carriers in the U.S.** While you activate a new SIM card for the watch, some carriers would ask you to input the IMEI number of your Fennec Watch (which can be found on the last page of this manual) so they can check compatibility with their networks. If you see a message saying "Non-compatible" or "Unknown device", just choose the option

"Continue with activation" or any options like that. Fennec Watch should be able to connect to the network after the activation.

Please subscribe to a PHONE PLAN with talk, text, and data instead of a smartwatch or hotspot plan, which are not compatible with Fennec Watch.

If you are concerned about the cost, we recommend Red Pocket. It allows you to start with a minimum fee per month. It will require you to enter their APN information on the watch while you activate the SIM card, which is a bit trivial. But overall it is good and cost-effective.

The watch's battery drains fast when the cell signal is poor. Please choose a carrier that has good coverage in your area.

\* The watch supports a 4G or 3G nano SIM card.

## If I am outside of United States, which service providers does the Fennec Watch One work with?

The watch supports GSM (850/900/1800/1900 MHz) and WCDMA (850/2100 MHz or 850/1900 MHz). Check with your carrier to see if they support those frequencies and if you have coverage in your area.

The watch's battery drains fast when the cell signal is poor. Please choose a carrier that has good coverage in your area.

\* The watch supports a 4G or 3G nano SIM card.

## Is a SIM card necessary?

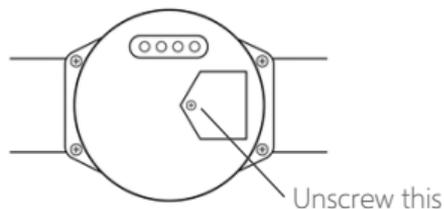
If you don't need phone calling or always-on connectivity, you may not need a SIM card. The watch works like a normal watch without a SIM card.

Without a SIM card:

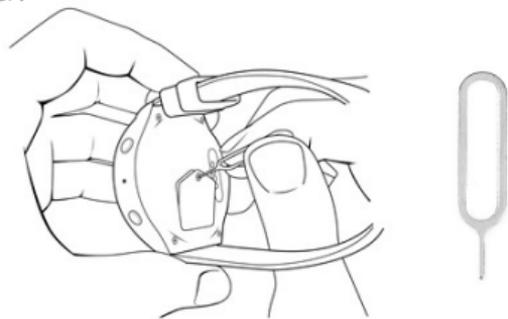
- The watch can still connect to the Internet via Wi-Fi. However, to conserve power, the watch will not actively scan or connect to a Wi-Fi network. You need to manually connect to a Wi-Fi network. For more details, refer to Section 9: **Best Practices for Using the Fennec Watch.**
- You will not be able to manage the watch from a phone if the watch is not connected to the Internet.
- Locating the watch from a parent's phone may be unresponsive or less accurate, as the watch relies on cellular signal to improve triangulation accuracy. If the watch is not connected to the Internet, a parent will not be able to locate the watch.

## 5. Installing a SIM card

1. Unscrew the SIM card cover screw.



2. Use the included tool or a pin to lift off the cover.



3. Insert a nano SIM card into the slot, then put the SIM card cover and screw back into place. Tighten the screw until snug.

\* If your SIM card is new, and you haven't activated it with your carrier, we suggest you installing and activating it after setting up the watch. Regarding how to set up the watch, please refer to the next chapter.

## 6. Setting Up the Fennec Watch

The Fennec Watch needs a parent's help to set it up.

### On the parent's phone:

#### If you have not yet installed Fennec Messenger on your phone:

You can scan this QR code to install the Fennec Messenger app, or just search for **Fennec Messenger** on Google Play or the App Store.



After downloading it, launch the Fennec Messenger app and follow the instructions that appear to create your account, your child's account, and set up the watch.

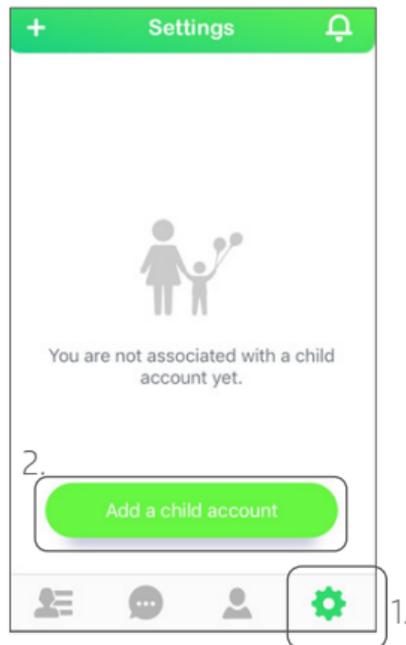
**A QR code of your child's account will appear on the screen** for you to link to the watch.

#### If you have installed Fennec Messenger on your phone, but have not yet created a child account:

Please go to the Settings tab in Fennec Messenger and create a child account.

After creating a child account, follow the instructions to set up the watch.

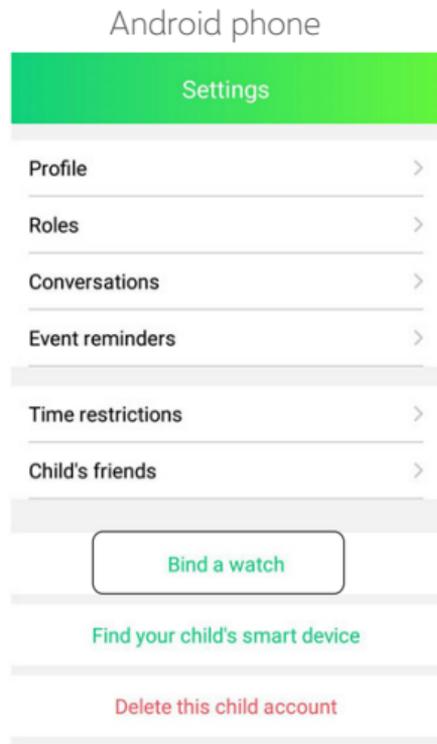
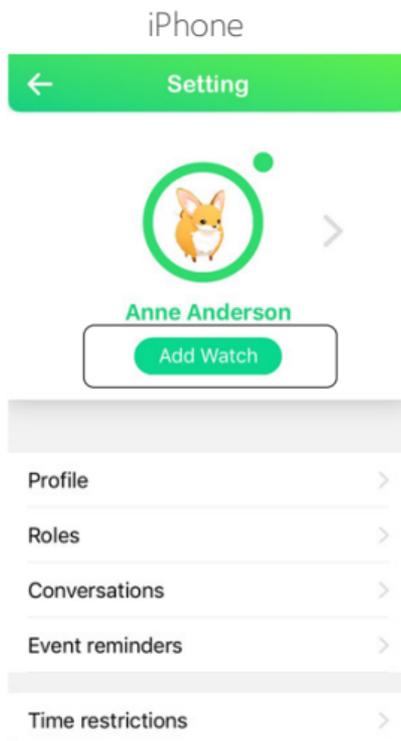
**A QR code of your child's account will appear on the screen** for you to link to the watch.



If you have installed Fennec Messenger and have created a child account, but have not yet linked the child account to the watch:

In Fennec Messenger, go to the Settings tab, select the child account, then tap **Add watch** (iPhone) or **Bind a watch** (Android).

**A QR code of your child's account will appear on the screen** for you to link to the watch.



## On the Fennec Watch

- Please charge the watch for at least 3 hours before setting it up.
  - The watch needs an Internet connection (through cellular data or Wi-Fi) to complete the initial setup.
  - If you have purchased a SIM card but not yet activated it, which means cellular data is not yet available for the watch. You can still use Wi-Fi to complete the setup.
1. Press and hold the power button to turn it on.
  2. If you have inserted a SIM card, the setup wizard will check for an Internet connection automatically.
  3. If the Internet is not available even with a SIM card installed, or if there is no SIM card in the watch, the setup wizard will guide you through connecting to a Wi-Fi network.

4. If the Internet is available, the setup wizard will ask you to scan your phone for the QR code of your child's Fennec Messenger account.

**NOTE:** Please scan the QR code of your **child's account**, *not* the QR code of a parent account. If you don't know where to find the QR code for your child's account, please follow the instructions in **On the parent's phone** in the previous pages.

5. After using the watch to scan the QR code of your child's account, the child account should be linked to the watch.

## **Having trouble setting up the watch?**

Try moving to a place where you have better cellular or Wi-Fi signal, press and hold the power button to reboot the watch, then try again.

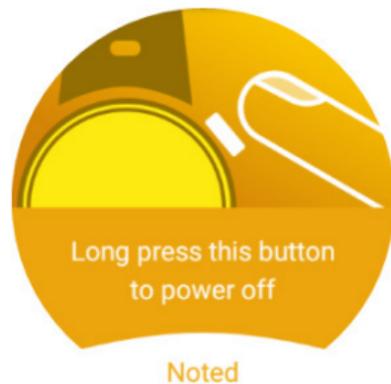
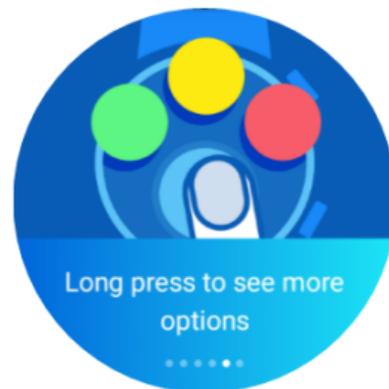
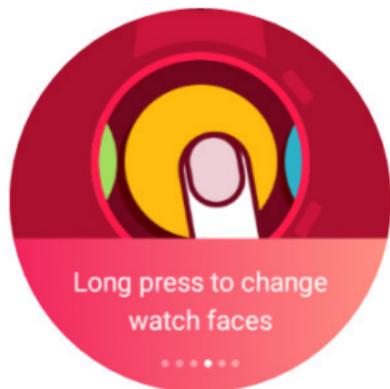
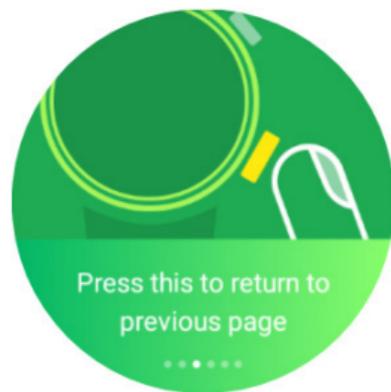
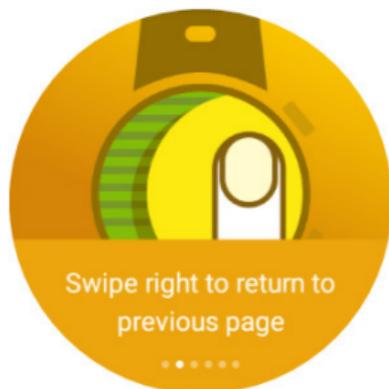
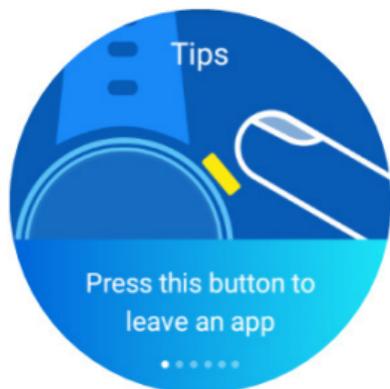
## Linking the watch to another account

If you accidentally link the watch to the wrong account (e.g. a parent's account instead of your child's account), or if you want to move the watch to another account, you will need to reset the watch.

- Before resetting the watch, back up any personal files you have on the watch, including any photos, music, ring tones, or watch faces you may have saved on it.
- Make sure the watch's battery is charged, then reset the watch by opening the **Settings** app on the watch, then tapping **Reset watch**. The reset process will take around 5 minutes.

After resetting the watch, the watch will boot up and the setup wizard will appear. Please follow the instructions that appear to link the watch to another account.

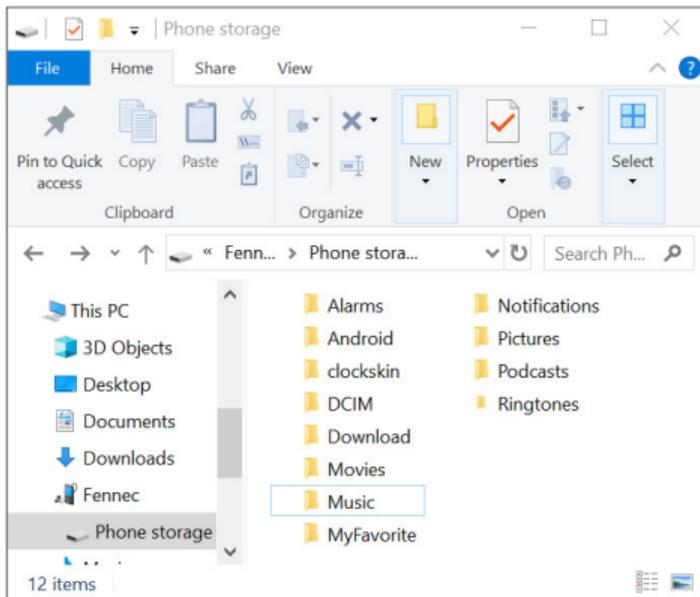
## 7. Quick Tutorial



# 8. Backing Up Your Photos / Customizing Your Watch

## Windows PC

- Connect the watch to a Windows PC using the watch's USB cable.
- Open File Manager on the PC, navigate to **This PC > Fennec > Phone storage**. You will find the file folders on the watch.



- **Photos / Videos**

Your photos and videos are stored in the **DCIM/Camera** folder. You can back up files in this folder to your PC.

- **Music:**

You can add music files to your watch by copying mp3 files to the **Music** folder.

- **Ringtones:**

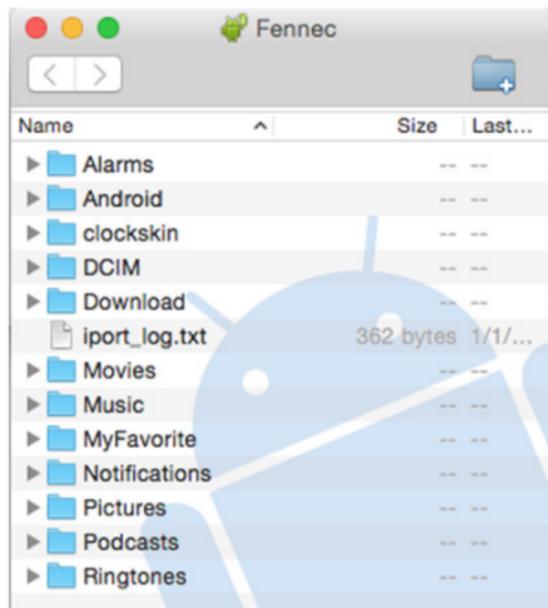
You can add customized ringtones by copying mp3 files to the **Ringtones** folder, then selecting your customized ringtone on your watch from **Settings > Sound > Watch ringtone**.

- **Watch Faces:**

You can put your watch faces in the **clockskin** folder. The watch face files must be in **.watch** format (with file extension **.watch**).

## Apple Mac

- You will need a 3<sup>rd</sup>-party app on your Mac to connect to the watch. We recommend using the **Android File Transfer** app (<https://www.android.com/filetransfer/>).
- Using **Android File Transfer**, you will be able to browse the file folders on the watch.



- **Photos / Videos**  
Your photos and videos are stored in the **DCIM/Camera** folder. You can back up files in this folder to your PC.
- **Music:**  
You can add music files to your watch by copying mp3 files to the **Music** folder.
- **Ringtones:**  
You can add customized ringtones by copying mp3 files to the **Ringtones** folder, then selecting your customized ringtone on your watch from **Settings > Sound > Watch ringtone**.
- **Watch Faces:**  
You can put your watch faces in the **clockskin** folder. The watch face files must be in .watch format (with file extension **.watch**).

## 9. Maximizing Battery Life

The battery of a smartwatch is much smaller than a mobile phone. We have taken tremendous efforts to optimize battery life so that the Fennec Watch can last for a day's use. With a SIM card inserted, the standby time of the watch can be as long as 30 hours or more.\*

However, if you frequently use applications on the watch, the battery may drain faster.

### High power consumption applications

Below are examples of high power consumption applications for your reference:

- **Video calling:** 2% battery use per minute if using mobile data.
- **Playing music over Bluetooth:** 0.5%~1% battery use per minute with a SIM card installed.
- **Games/Camera:** 0.5%~1% battery use per minute with a SIM card installed.

\* Disclaimer: Standby time may vary depending on mobile/Wi-Fi signal strength and the watch settings.

### The battery may drain faster when there is poor cellular signal

- **No cellular signal:** The watch will continuously search for a cellular signal, consuming power.
- **Poor cellular signal:** The watch will continuously connect and reconnect to the network, consuming power.

The Fennec Watch has a built-in battery saver. When it detects that the watch is in an area with poor or no cell coverage, it shuts down the mobile data connection or even the cell radio on the watch. The watch will then try to reconnect back to the cellular network every 3~10 minutes. This greatly improves the standby time of the watch, but it also means that the watch will lose contact temporarily when there is poor cellular signal.

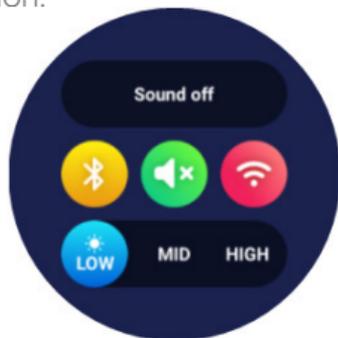
## Best practices for maximizing battery life

- **Choose the right carrier:** The better signal the watch receives, and the closer it is to the cellular tower, the lower the power consumption. Please choose a carrier with more cellular towers in your area. In most cases, you can tell the density of the cellular towers from the signal strength displayed on the watch. But there may be exceptions - some carriers deployed fewer cellular towers but send stronger signals to make up for it. You will observe good signals on your watch, but the watch will consume more power to stay connected with the cellular towers in a longer distance. If you find that your watch is receiving a good signal, but the standby time is fairly short, this may be the case. Try switching your contract to another carrier then.
- **Enable flight mode when cellular signal is poor:** Although the watch has a built-in battery saver that shuts down the cellular connection automatically when cellular signal is poor, it may not be activated if the cell signal is not weak or unstable enough. You may want to enable flight mode if the watch will be in a place without good cellular signal for a while, such as in a locker or basement.
- **Enable flight mode during school hours:** A parent can enable time restrictions and set the watch to use flight mode during school hours. This limits your child's access to Fennec Messenger & the Fennec Watch, helping your child concentrate on school activities and extending the watch battery.

To configure this, open the Fennec Messenger app on a parent's phone and go to **Settings** > *Your child's name* -> **Time restrictions** to set it up.

- **Turn off Wi-Fi & Bluetooth when they are not in use:** If Wi-Fi or Bluetooth are turned on but not connected, the watch will continuously scan for a possible connection, consuming power.

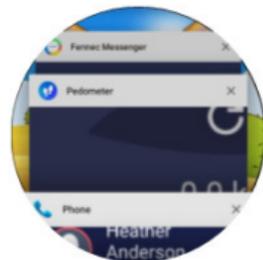
To maximize your battery life, turn off Wi-Fi when away from home and there is no available Wi-Fi network to connect to. Additionally, turn off Bluetooth after you are done listening to music over a Bluetooth connection.



Turn off Wi-Fi & Bluetooth when they are not in use

- **Close apps when they are not in use:** Apps may continue to consume power even when they are not in use, especially for the 'Phone' and 'Pedometer' apps. A best practice for longer battery life is to close apps when they are not in use. To close apps:

1. Long press the power button.
2. Tap 'Recent Tasks'.
3. Swipe apps off of the screen to close them.



- **Set 'Power saving mode' at 5%:** When the battery level drops to the configured level, power saving mode will be enabled, and the watch will enter flight mode to conserve

power. This is to ensure the best user experience – the remaining power will allow to still check the time, and it can last for a long time.

We suggest configuring power saving mode to activate when at 5% battery remaining. This will keep the watch connected for as long as possible while leaving enough power for the time-only function to work after entering power saving mode.

To set up when power saving mode will be activated:

- **On a parent's phone:** In the Fennec Messenger app, go to **Settings** > *Your child's name* > **Watch settings** > **Power saving**
- **On a child's phone:** In the Fennec Messenger app, go to **Settings** > **Watch settings** > **Power saving**
- **On a Fennec Watch:** Go to **Settings** > **Power saving**

## 10. Best Practices for Using the Fennec Watch

### Connecting to Wi-Fi

To save the watch battery, the Wi-Fi system on the watch is optimized - If the watch is not connected to a Wi-Fi network, it will not scan for Wi-Fi signals or connect to an available Wi-Fi network automatically. You will have to manually connect to a Wi-Fi network.

- If Wi-Fi is on, simply turn on the screen, then the watch will scan for available Wi-Fi networks and will connect to an available network automatically.
- If Wi-Fi is off, you have to turn Wi-Fi back on first. The watch will scan for available Wi-Fi networks and will connect to an available network automatically.

To save the watch battery, remember to turn off the Wi-Fi when it's not in use – e.g. when you are away from home and there is no Wi-Fi network to connect to.

### Data Synchronization

When a parent or a child changes the watch's settings from their phones—such as updates to phonebook entries, power saving, or other watch settings—those changes will be delivered to the watch immediately over the Internet. If the watch is temporarily offline, the settings will be synchronized automatically after the watch goes online.

However, to avoid missed communication due to unforeseen reasons, the watch will synchronize its settings with our server when it's being charged. Please make sure that the watch is connected to the Internet while it's being charged so that the settings can be synchronized.

### Waterproof

The watch is not fully waterproof. Do not rinse or immerse the watch in water.

## 11. Account/Watch Management

### If Your Fennec Watch is Lost or Stolen

You can remove the watch from your child's account. To do so, on a parent/administrator's phone, open the Fennec Messenger app and go to **Settings** > *Your child's name* > **Remove this watch**.

### Changing the Child Account on the Watch

Please reset the watch so the setup wizard will appear after the watch is restarted.

- Before resetting the watch, back up any personal files you have on the watch, including any photos, music, ring tones, or watch faces you may have saved on it.
- Reset the watch by opening the **Settings** app on the watch, then tapping **Reset watch**. The reset process will take around 5 minutes.

After resetting the watch, the watch will boot up and the setup wizard will appear. Please follow the instructions that appear to link the watch to another account.

### Removing a Child Account from the Watch

If you want to give the Fennec Watch to another person, you will need to remove your child's account from the watch. To do so, just simply reset the watch as per the instructions in **Changing the Child Account on the Watch**.

## Replacing a Watch for a Child Account

If you want to replace your child's Fennec Watch with a new one, follow these steps:

1. On a parent/administrator's phone, open the Fennec Messenger app and go to **Settings** > *Your child's name* > **Replace this watch**.
2. A QR code of your child's account will appear on the screen for you to link to the new watch.
3. Follow the steps described in [On the Fennec Watch](#) in Section 5: [Setting Up the Fennec Watch](#) in this manual to set up the watch.

## Resetting a Watch

If for some reason you need to reset the watch and link your child's account to the watch again, please follow these steps:

1. Reset the watch by opening the **Settings** app on the watch, then tapping **Reset watch**. The reset process will take around 5 minutes.

Note: Before resetting the watch, back up any personal files you have on the watch, including any photos, music, ring tones, or watch faces you may have saved on it.

2. On a parent/administrator's phone, open the Fennec Messenger app and go to **Settings** > *Your child's name* > **Replace this watch**.
3. A QR code of your child's account will appear on the screen for you to link to the watch.
4. Follow the steps described in [On the Fennec Watch](#) in Section 5: [Setting Up the Fennec Watch](#) in this manual to set up the watch.

## 12. Technical Specifications

Product name	Fennec® Watch One
Model name	FW001
Dimensions	46 x 56 x 17 mm
Weight	60g
Display	1.39" full circular AMOLED 400 x 400 pixels
Camera	2 million pixels
Standby time	With SIM inserted / using mobile data: ~30 hours With SIM inserted / using Wi-Fi: ~30 hours Screen on: ~3 hours Listening to music with a Bluetooth headset: ~3 hours <i>*Disclaimer: Standby times will vary depending on different settings and locations</i>
Network	WCDMA 850 / 1900 / 2100 GSM 850 / 900 / 1800 / 1900 Wi-Fi 802.11n Bluetooth 4.0
SIM	Nano SIM Compatible with 4G/3G/2G SIM
Battery	380 mAh. The battery is not replaceable.
Memory	RAM: 512 MB Storage: 4 GB
Processor	MT6580 quad core Built-in GPS and G-sensor
Operating System	Android 5.1
Charging cable	4 pin magnetic USB charger cable, 5V DC

## 13. Compliance Statements

FCC Statements: 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.

Changes or modifications not expressly approved by Fennec Corp. could void the user's authority to operate the equipment.

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.

## 14. Warranty

Fennec Corp. warrants this product to be free from defects in materials and workmanship under normal use for the period of 1 year from the date of purchase and should be provided as evidenced with purchase invoice. Please read the Fennec Limited Warranty carefully before using the product.

<https://www.fennec.me/warranty/FennecWatchOne.html>

Model Name:

FW001

Date of Purchase:

Purchased from:

S/N  
IMEI