User manual
Smartwatch FW49 Kiddo 2

It is recommended to read the instructions before use.

From the value of the package:
– Smartwatch with silicone strap
– SIM card removal tool
– Charging cable (length: 61 cm)
– Warranty card
– Safety instructions
– Quick start guide

It is recommended to keep the packaging, it may be useful during possible transport.
Please keep your receipt, which is an integral part of the warranty.

Contents

1   ENTRY

Thank you for choosing a Maxcom smartwatch ! We believe it will become your child's reliable companion, providing not only entertainment but, above all, a sense of security. Thanks to the built-in locator, you can easily check your child's location—gaining peace of mind and greater control.
We wish you many happy moments with your new device and we would be happy to hear your opinion!

2   TERMS OF USE AND SAFETY

Note: Familiarizing yourself with the following rules will help minimize the risk of improper use of the device.

- Use:
  The device emits an electromagnetic field that may interfere with other electronic devices, including medical equipment. Do not use the device where prohibited, such as in hospitals, airplanes, gas stations, or near flammable materials. Failure to do so may pose a risk to the health and safety of others. In some cases, use of the device is permitted if airplane mode is activated—be sure to follow applicable regulations and personnel instructions.
- Choking and strangulation hazards.
  The charging cable may pose a strangulation hazard to children. It also contains small magnets that may present a choking hazard. Keep the device, its components, accessories, and packaging out of the reach of children.
- Fire hazard:
  Keep the cable end away from conductive materials (liquids, dust, metal, graphite, etc.). Do not leave the cable connected to the charger after charging. The magnets in the cable may attract metal objects and cause a short circuit. Unplug the charger from the electrical outlet after charging.
- Environmental Conditions
  Do not expose the device to extreme temperatures or direct sunlight. Do not place the device near heat sources such as radiators, heaters, ovens, central heating stoves, fires, or grills.
- Electric shock
  Do not touch the device, plugs or cables with wet hands while charging.

- IP67 waterproof.
  The device is completely protected against dust. It can be submerged in water, for example, if accidentally dropped into a puddle, bathtub, or used in the rain. Not suitable for swimming, diving, or use in a sauna.
- Display
  Avoid applying strong pressure to the screen or using sharp tools - this may damage it.
- Hearing aid
  If you use a hearing aid, please carefully adjust the volume of your device and set the hearing aid sensitivity accordingly.
- Electronic medical equipment. This device is a radio transmitter that may interfere with electronic medical equipment or implants such as hearing aids, pacemakers, insulin pumps, etc. A minimum distance of 15 cm (6 inches) between the device and the implant is recommended. If in doubt, consult your doctor or the manufacturer of the device.
- Electronic equipment To avoid the risk of demagnetization, do not store electronic devices in the immediate vicinity of the device for extended periods of time.
- Service Do not attempt to repair or modify the device yourself. Any faults should be repaired by a qualified service technician.
- Cleaning The device must not be cleaned with chemical or corrosive substances.
- SAR Information (Specific Absorption Rate) This model meets international guidelines for exposure to radio waves. The device is a radio transmitter and receiver and is designed not to exceed applicable SAR limits. The SAR values for your specific model can be found in the user manual.
  - Environmental information

The device is marked in accordance with European Directive 2012/19/EU with the symbol of a crossed-out wheelie bin. This indicates that at the end of its useful life, the device should not be disposed of with municipal waste. The device should be taken to a selective collection point for electrical and electronic waste. To enable the recycling of packaging materials, local waste sorting regulations should be followed.

The device contains a battery. Used batteries are harmful to the environment. They should be disposed of at a designated collection point, in an appropriate container,

in accordance with applicable regulations. Batteries and accumulators should not be disposed of with municipal waste; they should be taken to a collection point.

DO NOT THROW BATTERIES OR ACCUMULATORS INTO FIRE!
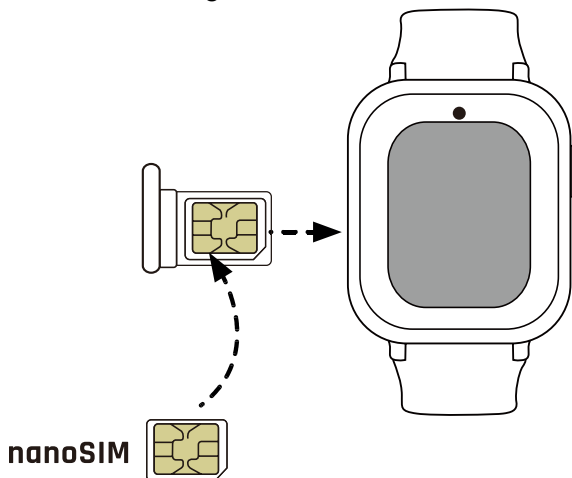
3 PRODUCT DESCRIPTION
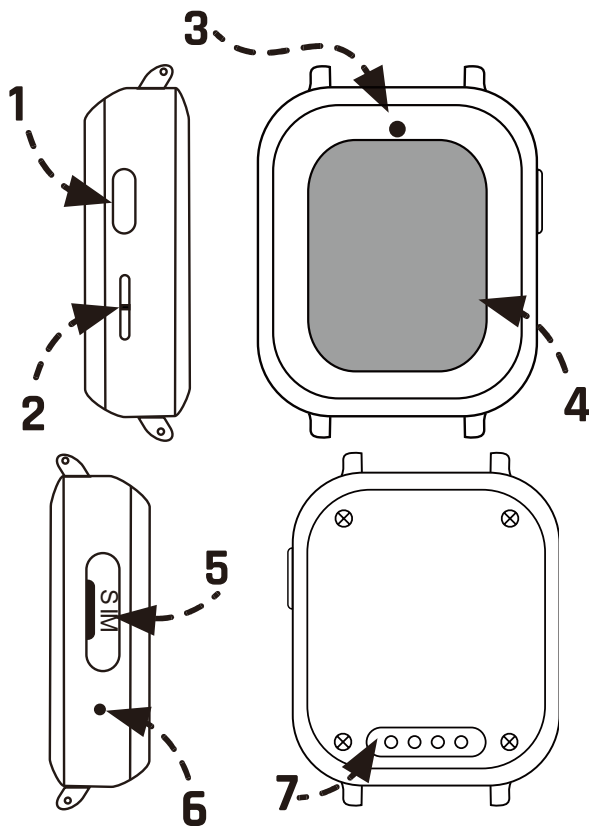
1. Power switch/function button
2. Speaker
3. Camera
4. Touchscreen display
5. SIM slot
6. Microphone
7. Charging port

4   INSTALLATION

Note: For the watch to function properly, an active 4G nanoSIM card with an internet data plan is required. The nanoSIM card must be installed before turning on the device for the first time **.**

- Installing the SIM card

nanoSIM

1. Using the included plastic tool, remove the SIM card tray.
2. Place the nanoSIM card in the tray with the chip facing up.
3. Slide the tray back into the watch, making sure it fits correctly.

- The watch should be placed on your wrist and the strap length should be adjusted so that it is not too loose.

5   CHARGING
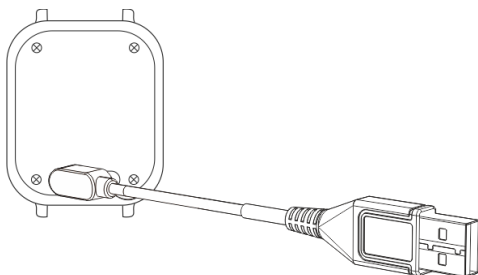
• Charge your smartwatch using the included magnetic cable.

• Place the end of the cable so that the watch's contacts are flush with the charging cable's contacts. Then, connect the other end of the cable to a computer's USB port or a USB power adapter. A charging animation will confirm successful connection.

Attention:

If the battery is completely discharged, the charging animation may take several minutes to appear. Before using the watch for the first time, it is recommended to charge it for approximately two hours.

Do not leave the cable connected to the charger after charging . The magnets in the cable may attract metal objects, which may cause a short circuit. Unplug the charger from the electrical outlet after charging.
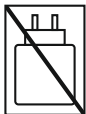
5V USB power supplies , recommended at ⎓ 0.5A to ⎓ 1A max . Due to the varying quality of chargers available on the market, it is recommended to use accessories recommended by the manufacturer or, alternatively, only high-quality chargers.
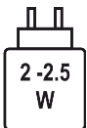
The power supplied by the charger must be a minimum of 2W required by the device and a maximum of 2.5W to achieve maximum charging speed.

6 SERVICE

6.1 Turning on the device

Turning on the device: To turn on the smartwatch, press and hold the button(1) for about 5 seconds.

Tip: If your device does not start, connect it to the charger and try again after a short while.

6.2   Turning off the device

To turn off the smartwatch, hold the button (1) for about 5 seconds and confirm the shutdown on the touch screen.

Note:

If a SIM card is installed, pressing and holding the function button triggers the SOS function.

To turn off your smartwatch:
1. Swipe down on the home screen.
2. Select the Settings icon.
3. Tap Turn Off.
4. Confirm shutdown.

6.3   Navigation

6.3.1   *Main menu:*

Swipe left on the home screen to access the main menu. Touching the screen allows you to access the selected feature.

Note:

To change the watch menu style, quickly press the function button twice.

6.3.2   *Return*

Once you have entered the function, you can return to the previous screen by swiping right or pressing the function button (1)

6.3.3   *Settings bar*

Swipe down on the home screen or menu to open the settings bar. The current date and time will be displayed. From the settings bar, you can quickly view the status and change selected smartwatch features.

The icons indicate:

.ıll	Mobile phone coverage

📶	Wi-Fi location available
📍	GPS location available
🔺	No SIM card or incorrectly installed SIM card
LTE	Access to the 4G LTE network (VoLTE calls)
↑↓	Internet connection (active data)
🔋	Battery charge level

Icons may vary depending on the software version.

6.3.4 *Pedometer*

Swipe up on the home screen or menu to access the pedometer. This feature allows you to see how many steps you've taken.

Note:
Activate the pedometer in the smartphone app under: Health > Step Counting > Settings > Pedometer Switch

6.3.5 *Changing the watch face*

To change your smartwatch face:
Touch and hold the home screen to bring up the watch face change menu.
Swipe right or left to select your preferred watch face.
Confirm your selection by clicking anywhere on the screen.

6.4   Camera
Menu > Camera – take a photo using the watch's camera.

6.5 Gallery

Menu > Gallery – view photos you have taken, delete them or share them directly to the Maxcom application Tracker .

6.6 Application and registration codes

Menu > Device – here you will find QR codes to download the application and connect it to the watch.

6.7 Game

Menu > Game – access to several installed games.

6.8 Alarm

Menu > Alarm – set an alarm clock.

6.9 Stopwatch

Menu > Stopwatch – start timing.

6.10 Calculator

Menu > Calculator – a simple calculator for quick calculations.

7 APP

Scan the QR code below with your phone and download the

Maxcom Tracker
APP

MAXCOM TRACKER app

### 7.1 Installing and pairing the watch

After installing the **Maxcom application Tracker** :

1. Launch the application.
2. Register your account by following the on-screen instructions.
3. Once registration is complete, you can immediately start **pairing your watch** with the app.

7.2   Pairing the watch with the app

To pair your watch with the **Maxcom app Tracker** :

1. Start the watch.
2. Swipe the screen left to access the menu.
3. Select the **"Device"** .
4. Then select **"Registration Code"** .
5. Scan the displayed code with your phone using the **Maxcom application Tracker .**
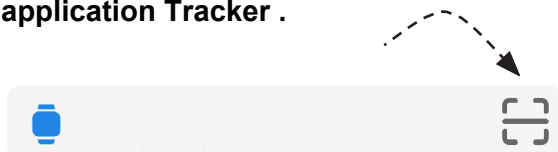
You can scan the code on the back of the watch (REG CODE) or enter it manually.

6. Enter a device name – this will appear as the watch ID in your account.
7. Select the relationship with the watch user (e.g. parent, guardian).
8. (Optional) Enter your watch's phone number for easier setup and communication.
9. After completing all the data, click "OK" to activate the full functionality of the watch and the Maxcom application. Tracker

7.3   Adding another device to your account

To add another device, select:

	My profile
	Device List
+	Add device

The button indicates which device is currently managed. To change devices, select Switch

7.4   Editing, removing a device from your account

To edit or remove a device, select:

	My profile
	Device List
EDIT	Edit to change name, add photo
Unbind	Press Remove Device and then Done to confirm

8   LOCATING YOUR WATCH

To locate your watch correctly, make sure that:
- the SIM card in the watch is active,
- the device has access to the Internet .

In the Maxcom application Tracker :

- Tap the map on the main screen to go to the location.
- You will see the watch's last position, its battery level, and the ability to track its route.
- To retrieve your current location, tap the pin icon in the lower right corner of the screen.

Maxcom black lokalizacja
Towarowa 23A, 43-110 Tychy, Polska

2025-09-25 18:15:33 | Wifi   89%
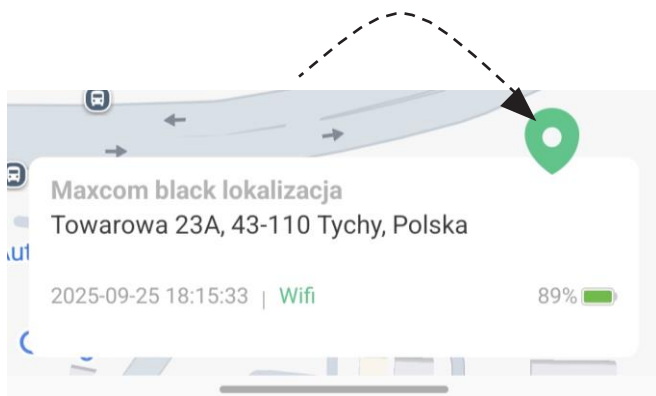
At the bottom of the screen you can check:
- the date the watch was last located,
- the location method used (LBS, GPS, Wi-Fi),
- current battery status of the device.

If you have multiple watches assigned to your account, swipe the bottom bar left or right to view data for a different device.

On the right side of the map there are shortcuts to the most frequently used functions :

Multiple device location switch.	
Sending a device location request	
Sending a phone location request	
Setting/adding a safety zone	
The distance traveled by the device	
Changing the map view	

8.1   Location accuracy in watches

Technology	Typical accuracy	Optimal conditions	Practical notes
GPS	3–20 meters	Open space, no obstacles	Best precision, but requires satellite visibility
Wi-Fi	20–50 meters	Urban areas with dense Wi-Fi networks	Works inside buildings, but depends on the

			network database
AGPS / LBS / Cell-ID	100 m - several km	Areas with good GSM infrastructure	Used as a backup when GPS is unavailable

9 CALLS AND MESSAGES

9.1 Voice calls

The smartwatch allows you to make voice calls. To make a call:

1. Go to the menu and select "Phone".
2. Enter your phone number.
3. Press the green phone icon to start the call.

During a call, you can adjust the volume and end the call.
To avoid entering the number manually each time, you can save contacts to your watch using the app:

1. Open the app and go to Settings (gear icon).
2. Select "Contacts" and then add a new phone number.
3. You can also add a number from your phone book - click the book icon to the right of the number field.

Once you've saved the contact, it should appear on your watch in the "Contacts" menu. To call, simply click the desired contact.

9.2 SOS call

To make an emergency call, hold down the function button on your watch.
The device will automatically:

- will call the saved SOS numbers (2 times in succession)
- will send an SMS message with the current location to the defined SMS number

Attention:

For the SOS function to work properly, you must first enter the emergency numbers into the watch using the Maxcom application Tracker **: Settings > SOS Numbers > Add Number > Save**

To activate the **SMS SOS function, you must enable it in the application: Settings > SOS Notifications > SOS Alarm**

SOS
SMS . An SOS message forces a location based solely on GPS data, which theoretically provides the highest accuracy. However, if the user is indoors, the watch may not obtain precise GPS data due to limited satellite visibility, which can result in inaccurate coordinates. After receiving an SOS message, it is recommended to manually verify the location, as Wi-Fi-based location can be more accurate in some cases. If the watch is unable to receive any GPS location data, it will send a location status message: "No location."

9.3   SMS messages

The watch doesn't support direct SMS reception. However, to avoid missing messages sent to your watch (e.g., carrier messages, RCB alerts), you can read them using the app.
For this purpose:
1. Open the app and go to Settings.
2. Select the "SMS messages from watch" option.
3. Activate the SMS interception function.

All messages will be available for reading in the app.

9.4   Video Call

The smartwatch allows you to make video calls via the Maxcom application Tracker .

From the watch:
1. Go to the menu and select "Video call."
2. Select the person you want to call (must be the owner of the Maxcom application) Tracker).
3. The video call will be initiated by the Maxcom application Tracker .

From your phone:

1. Open the Maxcom app Tracker .
2. From the main menu, select " Video Call ."
3. Click "Start Video Call " to connect

9.5 CHAT

Instead of sending text messages to your watch, you can send your child a short message using the chat function.

How to do it:

1. Open the Maxcom app Tracker .
2. Select "Chat" from the menu.
3. Select message format:
- Voice message – will be played on the watch.
- Text message – maximum 30 characters.

The chat function allows for quick and convenient communication with your child, without the need to use text messages.

The button in the bottom left corner switches the type of message being sent .

9.6 Communication: watch-to-watch

The smartwatch allows you to make voice calls, chat and video chat between two compatible devices (e.g. with another FW49).
To start communication, both watches must first be paired.
To do this, on both devices, go to: Chat > Add friend (icon at the top of the screen +).

Attention:

Both watches must be close to each other and have the "Friends" feature enabled. The friend will be added automatically. If you have any pairing issues, restart the "Friends" feature on both devices.

Once successfully paired, the second watch will appear in **the Chat menu** as a contact. From then on, you'll be able to make voice calls, send voice chats, and video chat with the selected friend.
To start communicating, select a friend and press the appropriate icon:

	To make a voice call over the mobile network
	To send a voice chat
	To start a video chat

To remove a friend from your list, press and hold the contact and then confirm your selection by clicking "OK".

9.7   Receiving and responding to messages

Messages sent to your watch appear immediately on its screen. You can also read them by going to **Menu > Chat** .
At this point, the watch owner can respond - just record a voice message and send it directly to the **Maxcom application Tracker** .

10   OTHER APP FEATURES

10.1 Safety Zone

 When you cross the established zones, a notification will appear on your phone. You can set up to three safety zones.

To configure:
1. Press "+"
2. Name the zone
3. Select an area on the map

4. Set size (200–2000 m)
5. Save

10.2 Historical Route

Track your watch's route based on its recent locations. Select the time period you'd like to track.

10.3 Alarm Clock

Set an alarm that will sound on your watch at a selected time.

10.4 Play Sound on Device

The watch will play a sound to help you find it – for example, under your bed or pillow.

10.5 Alert Center

Read notifications about low battery and emergency calls.

10.6 Watch settings in the app

Using the settings, you can add contacts and customize the available watch functions.

	Reject unknown calls Block all calls from numbers that are not in the contacts saved on your watch.
	Health Check the number of steps taken and the quality of the user's sleep. The watch tracks sleep based on detected movements, but for comfort, it is recommended to remove the device at night.
SOS	**SOS Numbers** Add phone numbers for your watch to make emergency (SOS) calls. You can enter up to 3 numbers.

	Cloud Album – Watch Photos View photos taken by your watch and automatically saved to the cloud.
	Bump Friends See which devices have been added as "friends." Tap the **"..." icon** at the top of the menu to add a business card or check your interaction history.
	Focus mode. Set a time period during which the watch enters focus mode. In this mode, you can only check the time and make an SOS call.
	Tracking Frequency data transfer settings **.** The watch transmits location according to the selected time interval, however, to optimize battery consumption, data is only sent when a change in position is detected.
	SMS Alerts Choose whether your watch should send text messages when your battery is low or when the SOS feature is activated. You can also specify the phone number to which these notifications should be sent.
	View Watch SMS View SMS messages received on your watch.
	Family Members Manage the list of people connected to the watch as guardians.
	Contacts Add or remove contacts stored on your watch.
	Time Zone Set the correct time zone for your watch.

	Language Change the watch interface language.
	Auto Answer Enable automatic answering of incoming calls. Once activated, the watch answers calls without pressing a button. This feature only works for numbers defined as guardians—you must first select the number in the settings. Calls from other numbers will not be automatically answered.
	Disable Functions Enable or disable the ability to dial directly from your watch. Enable or disable GPS — its activity affects location accuracy and battery life.
	Timer Switch Set the watch's automatic start and stop times according to your preferences.
	LBS Select whether the watch should be located using transmitting antennas (LBS).
	Wi-Fi location Manage Wi-Fi-based location – Turn it on to improve accuracy in limited GPS signal conditions .
	Remote shutdown Turn off the watch remotely.
	Remote Restart Restart your watch remotely.
	Reset Device Restore your watch to factory settings.

11 TROUBLESHOOTING

11.1 The device does not turn on

- Connect the watch to the charger and leave it connected to the mains for approximately 2 hours.
- Check that the cable and charger are working properly.
- Make sure your watch is properly connected to the charger.
- **The recommended charger voltage is 5V.** Using a fast charger (e.g., 9V or higher) may prevent the watch from charging.

11.2 No GSM coverage ("x" icon)

- Make sure the SIM card is properly installed in the watch before turning it on. The card should support 4G data transmission and have an active internet package.
- Check that the GSM signal is good – you should see signal icons on the display. If the icons are crossed out, turn your watch off and then on again.
- Check if **airplane mode is not active** - turning it on prevents GSM calls and Internet access.
- If necessary, test another SIM card or verify that the SIM card is working properly in your mobile phone:
  - the card establishes a connection to the GSM network,
  - it is possible to make and receive calls,
  - data transmission is available (Internet)
- transfer arrows appear . The watch has built-in settings for major national carriers. If you use a different carrier, you'll need to manually configure the APN .

To configure the APN , send an SMS message from your mobile phone to the number of the SIM card installed in your watch:

pw,123456,apn,XXX,,,MCCMNC#
* " MCCMNC " means operator-specific digits, which can be found at www.mcc-mnc.com

* "XXX" means APN login for a specific operator

APN names are available on operators' websites or on their hotlines.

Sample SMS for the T_MOBILE network :
pw,123456,apn,internet,,,26002#
Where :
login APN : internet
MCC-MNC: 26002

11.3 Can't get through to the watch

- Make sure your number is not blocked and that it is saved in the watch's phone book.

  If the **Block unknown calls feature** is activated, your watch will only receive calls from saved numbers – all others will be rejected.

11.4 Cannot make a call from the watch

- Verify that the calling function is activated (**Other functions >Enable or block the ability to dial a number directly from the watch**), check whether the destination number has been saved in the watch's phone book.

11.5 No sound

- Make sure your watch speaker is not muted - Settings > Volume > +/-
- During a call, press the speaker icon to increase or decrease the call volume.
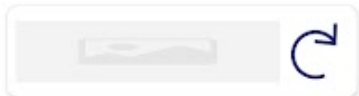
11.6 How do I reset my watch?

Reset your watch using the app. However, if an unknown issue is preventing the connection, you can reset the watch using the SMS command **: pw,123456,factory#** ,
restart: **pw,123456,reset#**

ATTENTION!

Make sure you enter SMS commands accurately. Incorrectly entered commands will not be responded to. Downloading APN data may take up to several minutes. Do not turn off the watch during the download.

11.7 Invisible verification code during registration

Enter verification code	

If the verification code is not visible during registration:

- Update your phone software – make sure your operating system and application are the latest version.
- If the problem persists, please register on another phone.
- Once you have successfully registered on another device, simply log in on the phone that was previously experiencing the problem – you do not need to register again.

12 TECHNICAL SPECIFICATIONS

- Cellular connectivity: 4G LTE: FDD – B1, B3, B7, B8, B20; TDD – B38 2G: B3, B5 (900/1800 MHz)
- Water resistance: IP67 class – resistance to short-term immersion
- Display: 1.52" IPS, resolution 240 × 280 pixels
- Camera: 0.08 MP
- Battery: Li- ion 3.85 V, capacity 560 mAh Input: 5 V ⎓ 0.5 A (2.5 W)
- Processor: ASR3603C, frequency 614 MHz
- Memory: RAM: 16 MB ROM: 16 MB
- Working time: up to 2 days*
- Standby time: up to 5 days*
- Location: GPS, LBS, Wi-Fi
- SIM card type: Nano SIM ×1
- Case dimensions: 44x35×14 mm
- Length (case + strap): 250mm
- Strap width: 20 mm
- Weight: 59.35 g

*Actual operating time depends on the intensity of use, network conditions and device settings.

13 FREQUENCY RANGES IN WHICH THE DEVICE OPERATES AND THE MAXIMUM POWER EMITTED BY THE BAND

System	f (MHz)	Max (dBM)
GSM 900	880 - 915	33/08
GSM1800	1710 - 1785	30.75
LTE Band 1	1920 - 1980	23.99
LTE Band 3	1710 - 1785	24/10
LTE Band 7	2500 - 2570	23.31
LTE Band 8	880 - 915	24/02
LTE Band 20	832 - 862	22/07
LTE Band 38	2570 – 2620	22.27
GPS	1575.42	-

14 THE HIGHEST SAR VALUE MEASURED IN TESTS

System	Head SAR-10g (W/kg)	Limb SAR-10g (W/kg)
GSM 900	0.070	0.362
GSM1800	0.258	0.878
LTE Band 1	0.378	2.076
LTE Band 3	0.730	2.903
LTE Band 7	0.543	2.285
LTE Band 8	0.054	0.360
LTE Band 20	0.066	0.532
LTE Band 38	0.499	1.039
MAX ΣSAR10g	0.730	2.903
SAR Limit	2.0	4.0

15 SIMPLIFIED EU DECLARATION OF CONFORMITY

Maxcom SA hereby declares that the radio equipment type: FW49 KIDDO 2 smartwatch is in compliance with Directive 2014/53/EU and Directive 2011/65/EU (RoHS).

The full text of the EU declaration of conformity is available at the following internet address:

http://www.maxcom.pl/deklaracje

This manual is for informational purposes only. Some features and options described may vary depending on software and country .

The manufacturer is not responsible for any consequences resulting from improper use, abuse or failure to follow the instructions.

Note: The manufacturer reserves the right to make changes or alterations without notice. Trademarks mentioned or used in this material are the property of their respective owners.

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