



## User guide

# **GPS Watch with Usage Package for Your Children's Safety**

August 2025 version

## Table of contents

Safekid.ca benefits.....	4
The Ordering Process .....	5
The Safekid.ca GPS Watch .....	6
Technical characteristic of the Safekid.ca watch .....	6
Technic informations .....	6
Characteristics .....	7
The Safekid.ca Mobile Data Plan .....	8
Features of the basic Safekid.ca data plan .....	8
Features of the Maxi Safekid.ca data plan.....	8
SeTracker2 application.....	10
Initial configuration .....	10
Add a watch to application.....	11
Allow other individuals to oversee my child.....	12
Using the App – Basic Features .....	13
Do Not Disturb “In Class” mode .....	14
Troubleshooting (Multi-Network).....	15
<b>Does the watch appear disconnected from the network?</b> .....	15
<b>APN Integration (Access Point Name)</b> .....	15
Understanding GPS Limitations and Your SafeKid.ca Watch Location System .....	17
Legal notices .....	19
<b>Conditions of sale</b> .....	19
<b>Guarantee</b> .....	19
<b>Safety and responsibility</b> .....	20
<b>Annex A: Request for Authorization Letter - Safekid.ca Safety Watch</b> .....	22

## Why Safekid.ca?

The idea for Safekid.ca sprouted in the mind of its creator as he was looking for a solution to track his 5-year-old daughter's movements and communicate with her easily. All with the aim of ensuring the safety of the most important person in his life! Of course, a cell phone was an option but given the cost of the device and the monthly plan, it was not quite suitable. Moreover, who would want to give a 5-year-old child access to a cell phone, knowing the addictive power of such a device!

After much research, the available options remained very limited. Due to telecommunications legislation in Canada, it was hard to find a way to connect the famous watches that you could find on Amazon, for example... Plus, a \$25 per month plan, plus taxes... that was certainly not within every family's reach!

That's when the Safekid.ca odyssey began! The start-up took almost a year.

- 1- Find the best watch, at the best price
- 2- Find an accessible mobile plan provider willing to help a start-up
- 3- Run compatibility tests and find a data management platform

These wonderful challenges resulted in the final product that you, parents wanting to ensure the safety of your beloved children, can now enjoy!

Tout vous est clairement expliqué dans **le mode d'emploi** que vous recevrez avec la montre

## Safekid.ca benefits

### A turnkey offer:

Receive your watch, already configured and ready to use

All that's left to do is:

- o Download the application
- o Create your account
- o Link the watch to your application

### An affordable cost with the lowest monthly fee on the market

The GPS watch is offered at the lowest cost, covering importation, configuration, and shipping fees. Moreover, the watch comes with a 1-year warranty against operational issues under normal use.

The monthly plan, allowing regular use of the watch, is offered at the most competitive price on the market.

### Accessible customer service

Service is provided via email, to answer questions or assist with resolving issues that may arise

Local people answer your inquiries and understand your reality

### And most importantly

**You ensure the safety of your children!!!**

## The Ordering Process

Here are the steps and details of the process leading to the use of your Safekid.ca GPS watch:

1- Purchase the GPS watch - [Kids GPS tracker watch and Safekid.ca plan - made for Canada](#)

2- Choose the desired version and color

3- Choose your usage plan

a. Plan selection:

i. The Safekid.ca basic plan offers 50 mb/month suitable for regular positioning and voice messaging use.

ii. The Safekid.ca Maxi plan offers 500 mb/month suitable for intensive use, with photo sending and regular audio-video communication.

b. Payment frequency choice:

i. You have the option of monthly or annual payment (annual payment allows you to save the equivalent of about one month over the year).

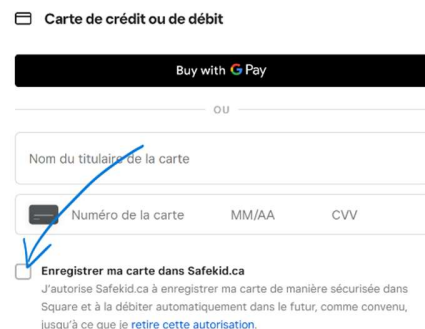
4- Complete your payment securely through Shopify

5- You will receive your order within 5 to 7 business days, and shipment tracking will be provided via email.

### PAYMENT FUNCTIONING FOR PLANS:

#### MONTHLY OPTION:

- When purchasing the watch and after choosing your plan, you pay for the watch and the first month of use
- You will receive an invoice by email 1 month after the initial purchase
- We encourage you to activate the automatic payment option to avoid forgetting and experiencing a service interruption.



#### ANNUAL OPTION:

- When purchasing the watch and after choosing your plan, you pay for the watch and the first year of use
- You will receive an invoice by email 1 year after the initial purchase

## The Safekid.ca GPS Watch

The watch model selected by Safekid.ca was chosen after numerous tests with many different models. Almost all of this type of equipment is manufactured in the region of China, and manufacturing standards and compliance with 4G standards **are not always respected**.

By choosing the Safekid.ca solution, you will have equipment whose **efficiency and compatibility with the Canadian network** is known and demonstrated. You will avoid operational issues with watches sold on Amazon or other sites, which are **rarely adapted to our Canadian technological** environment.

Technical characteristic of the Safekid.ca watch

Technic informations

Material: Silicone + ABS

Battery Capacity: 650mAh Lithium

Memory: 2G RAM + 4G ROM

Waterproof: IP67

Screen: 1.4" IPS touch, Pixel 240x240

The main supported frequency bands are:

- 2G Network: GSM B2/3/5/8
- 3G Network: WCDMA B1/2/5/8
- 4G Network: FDD-LTE: B1 B2 B3 B4 B5 B7 B8 B12(17) B20 B28A (or B1 B3 B5 B7 B8 B38 B39 B40 B41)

Apps installable from the App Store: Whatsapp, calendar, calculator

Multi-language support: Indonesian, Malay, Czech, Danish, German, English, Spanish, French, Italian, Hungarian, Dutch, Polish, Portuguese, Slovenian, Swedish, Vietnamese, Turkish, Greek, Russian, Ukrainian, Hebrew, Arabic, Thai, Simplified Chinese, Traditional Chinese, Japanese

## Characteristics

1. 4G Network: GPS + WIFI + LBS positioning, more accurate location
2. IP67 Waterproof Design (**please do not use in hot/salty water, hot shower, swimming, or diving!**)
3. Video call, voice message, remote monitor, WIFI internet access, LTE GPRS data, faster and more stable connection
4. Supports Wechat video call and 4G video chat, ready to provide parents and children with a smooth video call experience
5. Kids can easily take beautiful photos and record great moments with a 0.3mp pixel camera.
6. 1.4-inch HD color touch screen, full IPS screen, scratch-resistant, water-resistant, dust-proof, 240\*240 resolution;
7. The watch supports health monitoring such as pedometer and sleep quality.
8. Food-grade silicone strap, anti-static, dustproof, sweat-resistant.

## Packaging Contents

- 1 \* Kids GPS Watch
- 1 \* Magnetic USB Cable
- 1 \* Screwdriver with Sim Card Tool
- 1 \* Instruction Manual
- 1 \* Premium Gift Box

## The Safekid.ca Mobile Data Plan

The legal environment for telecommunications in Canada is very different from many other countries, such as the United States. Global roaming data solution providers are often blocked or very limited in Canada.

Safekid.ca conducted extensive research before finding a provider offering a reliable and fully functional service in Canada. In addition, one of Safekid.ca's main objectives being to make children's safety accessible to most families, the cost of data became a very important element.

Thanks to an agreement with a recognized and high-quality provider, Safekid.ca is able to offer an international data plan, that works in more than 95% of all the countries, at the lowest price on the market, at the time of writing this guide.

Features of the basic Safekid.ca data plan

- Includes **100 mb / month**
- Suitable for **normal use of the watch** (geolocation and voice messages)
- Use in **everywhere in the world**
- Offers **maximum coverage on Canadian territory** (Requires cellular coverage)
  - o On roaming mode on all the big network providers in the world
- At the best price in the market!

Features of the Maxi Safekid.ca data plan

- Same coverage as the basic plan
- Includes **500 mb/month**
- For **intensive use, audio-video communication** and frequent photo sending (around 100 minutes of audio-video communication / month)

# What is the precision of GPS<sup>1</sup> localisation?

## Location Methods Used:

- 1- **Satellite GPS** - Estimated accuracy: between 5 and 15 meters.
- 2- **Wi-Fi** - Estimated accuracy: between 50 meters and 200 meters.
- 3- **Mobile Triangulation Location (LBS)** - Estimated accuracy: from 200 meters up to 5 kilometers.

## Factors Affecting Accuracy:

- Watch's position: indoor vs. outdoor.
- Reception of GPS satellite signals.
- Proximity and strength of available Wi-Fi networks.
- Location and quality of signals from mobile phone towers (LBS).
- Natural or man-made obstacles like mountains, valleys, large buildings, or materials such as concrete or metal.

**Location Modes:** Continuous real-time monitoring could quickly drain the watch battery. For this reason, different location modes are available:

- **Updates every 10 minutes** (Recommended option).
- **Updates every hour.**
- **On-demand location** (For an instantaneous, temporary update).
- **Sleep mode** (No location to conserve battery).

Note: It's vital to understand that location details might not be updated at the time of viewing. The on-demand location option allows for an update within a few minutes, overriding scheduled updates.

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<sup>1</sup> Safekid.ca cannot assume responsibility for inaccurate location data. An inaccuracy in location does not necessarily indicate a malfunction of the watch or the application, but may suggest surrounding conditions that do not favor precise localization.

# SeTracker2 application

Supplier user manual: [User Manual](#)

## Initial configuration

1- Download app on GooglePlay or AppStore : **SeTracker2**



2- Create your account

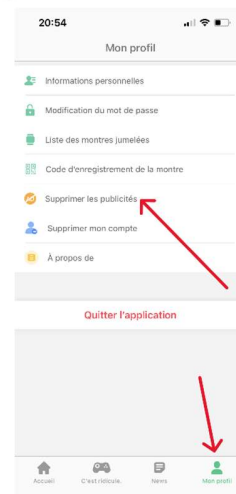
- a. Create ID and password
- b. Choose language and geographic zone



3- Buy application (no necessary to use it)

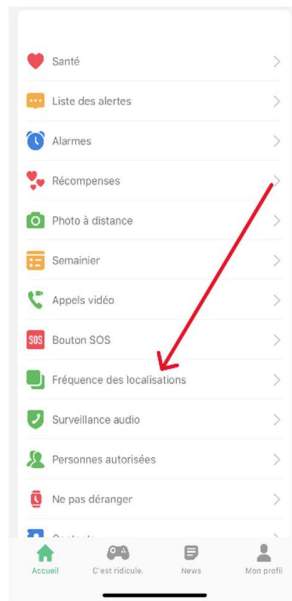
4- Safekid.ca recommends purchasing the permanent subscription in order to avoid ads in the application. (Currently \$7.99 one-time fee)

- i. Click on « Profil » lower right
- ii. Choose the “supress pub” option

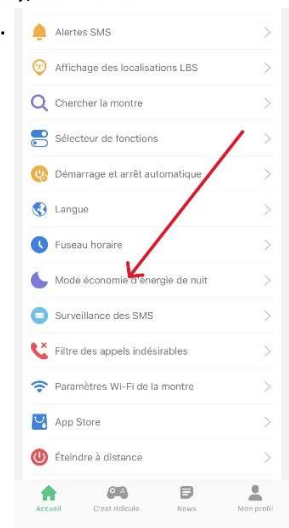


## Add a watch to application

- 1- Add the watch clicking the **+** at upper right.
- 2- Scan the QR code located at the back of the watch.
- 3- Name the watch and click Ok button
- 4- Set the frequency for location updates
  - a. Safekid.ca suggest each **10 minutes**



- 5- Enable night saving mode (Recommended, based on your needs). This way, the watch will disconnect between 10:00 PM and 6:00 AM, saving energy and data.



## Allow other individuals to oversee my child.

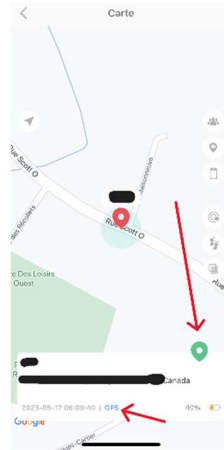
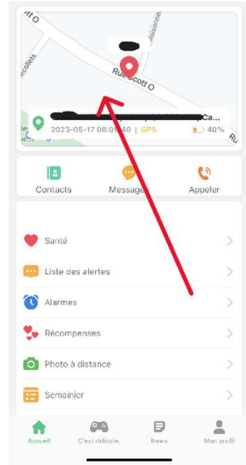
The individual who first syncs the watch to their account becomes the primary administrator of the device. Other people wishing to access the watch can install the application on their phone, sign up, and request access to all the watch's features, just like the primary administrator. This can include another parent, grandparents, a teacher, and many others. However, before they have full access, the primary administrator must validate their request.

As an administrator, a notification will be visible via a watch icon at the top of the SeTracker2 application interface. To respond to an access request, simply click on this icon, and then grant or deny the requested permissions.

## Using the App – Basic Features

### 1- Manually locate the watch

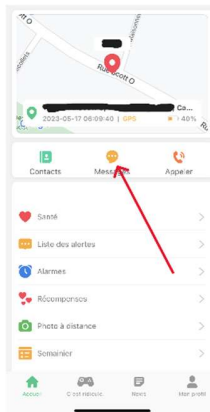
- a. Main screen – Click on the map at the top – Press the GPS symbol and wait for about 1-2 minutes.



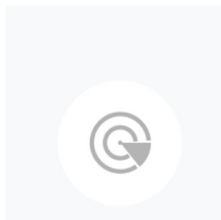
Please note that on this screen, you have access to several features related to location. You can also see **which method was used for the last location**, timestamped.

### 2- Send or listen to a voice message

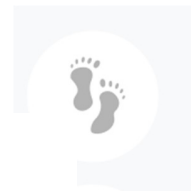
- a. Press the communication bubble icon to access the voice messages area.



### 3- Other features, available on the map location screen (step 1).



Define a geofence



Retrace a previous route.

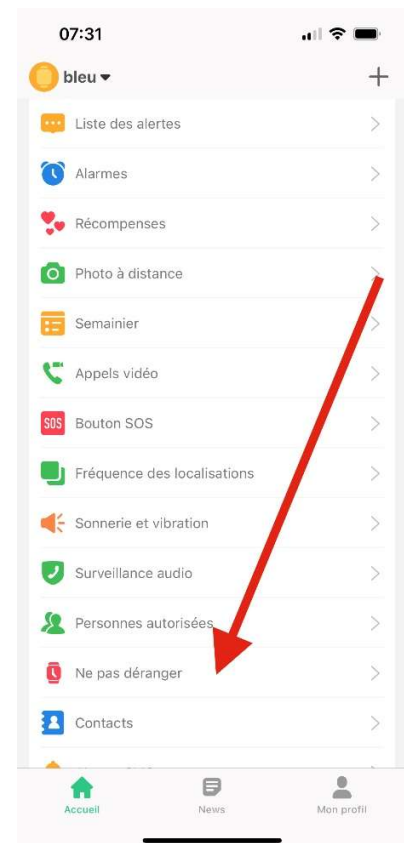
## Do Not Disturb "In Class" mode

To allow your child to bring the watch to class or to day camp while avoiding distractions, it's possible to set "Do Not Disturb" periods.

In "Do Not Disturb" mode:

- The child can only check the time on their watch.
- The parent can only locate the watch.
- The parent can end the "Do Not Disturb" mode through the app in case communication is necessary.

N.B. Some institutions (schools, day camps) prohibit electronic devices. You will find, in the annex, a template letter provided by Safekid.ca. This letter can be sent to request permission for your child to wear the Safekid.ca watch in class, for example.



## Troubleshooting (Multi-Network)

La montre Safekid.ca et sa solution de connexion est clé en main. En général, les problèmes survenant sont ponctuels ou reliés à une mauvaise couverture réseau.

We invite you to visit our “Legal Notices” section on our website to learn about possible limitations of GPS/WiFi/LBS positioning.

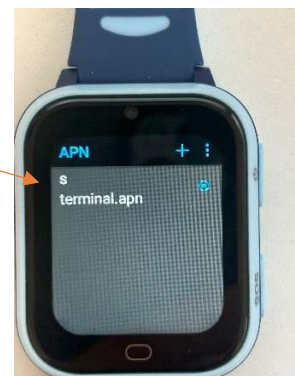
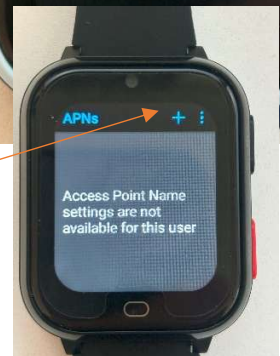
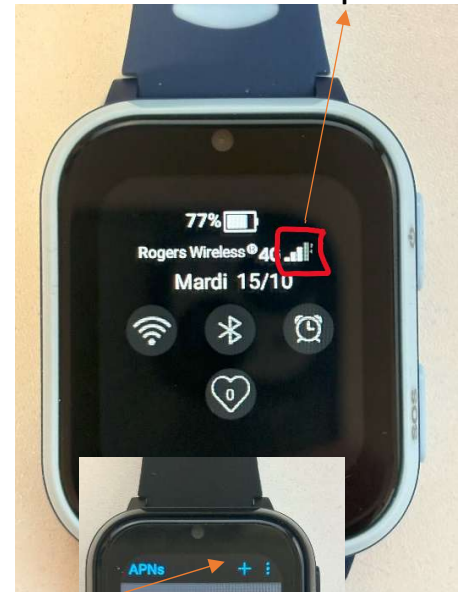
### Does the watch appear disconnected from the network?

- 1- Check if the “small arrows” are next to the network bars.  
To access this screen, from the Home screen, swipe down, and you’ll reach this screen.
- 2- If the arrows are missing, follow the steps below:

#### APN Integration (Access Point Name)

- Go to “Settings”
- Select “Mobile Network”
- Choose “APN”
- If the APN « terminal.apn » is already there, please select it, else:
  - o Tap the “+” at the top right
  - o Configure APN
    - In “Name”: enter “S”
    - In “APN” or “Access Point Name” (depending on the version): enter terminal.apn
    - Save
- Enable Data Roaming by going to “Mobile Network,” tapping “Data Roaming,” and activating all three options.
- Restart the watch and check for the two small arrows; if they appear, the watch is connected to the network! Otherwise, redo the APN integration steps.

Principale Issue!



In the event of location or connection problems, here are the most likely steps to help you:

- 1- Restart the watch (can be done via the app if necessary).
- 2- Turn off the watch's wifi (make sure the wifi and Bluetooth options are turned off in "search settings", at the bottom of the wifi section, on generation 5).
- 3- Ensure the GPS positioning option is enabled in the app, under the "function selector" section.
- 4- Try to enable or disable the "LBS location display" in the app.
- 5- Test the GPS reception using the following method:
  - Take the watch outside.
  - On the watch, click on Phone.
  - From the numeric keypad, dial ##1201##.
  - Then click on Single item test > GPS > You should see a target appear.
  - Wait about 5 minutes (it can be longer). When you see the "GPS Fix" message followed by a gray rectangle with the date and coordinates, press the side button on the watch to exit the test.

# Understanding GPS Limitations and Your SafeKid.ca Watch Location System

## 1. How does GPS work?

GPS (Global Positioning System) locates a device using signals sent by satellites. For accurate positioning, the GPS receiver must connect to at least **4 satellites simultaneously** with a clear line of sight to the sky. Outdoors, accuracy is usually excellent (5 to 15 meters).

## 2. Practical limits of GPS

Inside buildings—especially reinforced concrete structures (basements, parking lots, large complexes)—GPS signals are heavily weakened.

In these situations, the watch **cannot rely solely on GPS** and automatically switches to alternative positioning methods.

## 3. Wi-Fi as a fallback system

When GPS signals are too weak, the watch automatically switches to detecting nearby Wi-Fi networks.

- These Wi-Fi signals are linked to **public databases** that associate Wi-Fi access points with known geographic locations.
- This allows the watch to provide an approximate location even when GPS is unavailable.

## 4. The limitations of Wi-Fi positioning

While useful, Wi-Fi positioning comes with **important limitations**:

- Public Wi-Fi databases may contain errors.
- A Wi-Fi network may be incorrectly registered or associated with a nearby city.
- In practice, this means that if the watch is **in a basement**, it might connect to your home Wi-Fi, but if that Wi-Fi is misregistered, the location could appear to be **many kilometers away**.

## 5. What to check in the SeTracker2 app

Every location displayed in the app includes a small label at the bottom of the map indicating which technology was used:

- **GPS** → very accurate, within a few meters.
- **Wi-Fi** → approximate, with a possibility of errors due to database inaccuracies.
- **LBS (cell tower positioning)** → the least accurate, ranging from hundreds of meters to several kilometers.

👉 It is therefore **very important to check this label** whenever a location seems suspicious or inconsistent.

## 6. Outdoors vs indoors

- **Outdoors:** in 99.9% of cases, the watch acquires its location via GPS → reliable and highly accurate.
- **Indoors:** results vary depending on the type of building. In some cases (windows, lighter walls), GPS still works. In others (basements, reinforced concrete), the watch will rely on Wi-Fi or LBS.

## 7. Why this is not a flaw in the watch

It's important to understand that this limitation:

- **Does not depend on the SafeKid.ca watch specifically.**
- It applies to **all GPS-based devices worldwide**, including smartphones and industrial systems.
- The combination of GPS + Wi-Fi + LBS is currently the **best solution available** to ensure continuous tracking both indoors and outdoors, though not infallible.

## 8. Conclusion for our customers

- Outdoors, the watch provides highly accurate positioning using GPS.
- Indoors, accuracy may vary since positioning relies on Wi-Fi or cell towers.
- Always check the GPS/Wi-Fi/LBS label in the app to properly interpret the location.
- These limits are universal and reflect the state of today's technology.

👉 By understanding how this works, you'll be better equipped to interpret your child's SafeKid.ca watch location data. Thank you for your understanding.

## Legal notices

### Conditions of sale

#### **15-day satisfaction guarantee**

Customer satisfaction is our main lever for disseminating our offer to Canadian families. It is for this reason that we explain in detail the functionalities and limitations of Safekid.ca technology.

To ensure that each of our customers sees their expectations met by our offer, we offer a 15-day satisfaction guarantee. If, within 15 days of ordering, your experience does not meet your expectations, write to us at [contact@safekid.ca](mailto:contact@safekid.ca) to request a refund.

#### **Repayment Terms:**

After a refund request, a shipping label will be sent by email. You must return all accessories, including the box, in perfect condition. Upon receipt of the equipment, Safekid.ca will reimburse you for the initial purchase, from which shipping costs will be deducted (approximately \$15 for shipping and \$15 for return). Please note that a handling fee of \$15 will be deducted from the refund.

For more information on limitations and features, please see the “Safety and responsibility” section below.

#### **Subscriptions**

Subscriptions purchased are non-refundable (except in the case of a satisfaction guarantee). In the event of cancellation of a subscription, this will be effective immediately and no renewal will be made on the scheduled date, whether for monthly or annual subscriptions. Safekid.ca recommends requesting cancellation at the end of the current period.

#### **Guarantee**

Our products are covered by a 6 months limited warranty from the date of the order, provided by the manufacturer. This warranty applies only to the original purchaser and is not transferable to another purchaser of the watch. In case of warranty claim, if an item

is replaced with a new one, it will be covered by the original warranty without extension of the warranty period.

The warranty covers manufacturing defects in defective electronic parts. Damage caused by normal wear and tear, accidents, improper use, exposure to water or other misuse of the product is not covered by the warranty. GPS watches and GPS trackers are water resistant, but are not waterproof. Immersion in water while swimming or bathing may cause the device to malfunction. Broken, cracked or scratched screens, as well as straps, bracelets, buckles, clips and latches broken or lost during use are not covered by warranty. Some of these items may be ordered as replacement parts. Please contact us for more information on this.

In the event of repair, Safekid.ca reserves the right to repair the defective product or replace it with an identical or equivalent product if it is no longer available. Safekid.ca has the discretion to accept or deny repair or replacement requests after reviewing the request. The cost of shipping the product to Safekid.ca for inspection, repair or exchange is the responsibility of the customer. To benefit from the warranty, the customer must first contact Safekid.ca, present a copy of the invoice if necessary, and follow the shipping instructions to return the product for verification.

#### Safety and responsibility

**IMPORTANT: GPS watches and GPS trackers should not replace adult supervision for any person or animal using the device. Do not rely solely on your GPS watch or GPS tracker to locate the person or animal under your surveillance.**

It is the buyer's responsibility to ensure, prior to purchase, that the locations where they plan to use the GPS device are covered by a cellular network compatible with the device's specifications (e.g. 3G networks , 4G, LTE) and that the signal is strong enough to ensure proper operation. The buyer can consult the independent site [Canadian Cellular Towers Map](#) to check for the presence of cellular antennas in the locations where they plan to use the GPS device. Safekid.ca is not affiliated with this site and cannot guarantee the accuracy of the data it contains. Safekid.ca cannot guarantee network coverage, network type, cellular signal strength or quality in any given location.

Monthly subscriptions may be canceled at the end of the monthly billing cycle, but are non-refundable. Annual subscriptions may be canceled at the end of the annual billing

cycle, but are non-refundable. No partial or full refunds are accepted, and any unused mobile data remaining at the end of a billing cycle or upon subscription cancellation will not be refunded. If the service is not functional in an area due to poor cellular coverage, the wrong network type or insufficient cellular signal in that location, the subscription will not be refunded, but may be canceled upon request. customer request at the end of the current billing period, by contacting Safekid.ca.

Safekid.ca is not responsible for GPS device malfunctions caused by use in an area not covered or poorly covered by the 3G or 4G cellular network, nor if the GPS device cannot be located by GPS satellites.

**Safekid.ca declines all responsibility in the event of accidents, damage, loss, injury, disappearance or death occurring during the use of our products and services.**

## Annex A: Request for Authorization Letter- Safekid.ca Safety Watch

### **Subject: Introducing Safekid.ca: A Safety Tool for Children**

To whom it may concern,

I introduce myself; I am Louis Lebel, founder of Safekid.ca, a Canadian company that provides GPS watches for children. Our mission is to offer parents a reliable and affordable means of ensuring their children's safety.

I fully understand the importance for your organization to avoid distractions and to encourage the attention and participation of children. That's why I'm taking the time to write to you today. The GPS watches we offer at Safekid.ca are, first and foremost, safety devices and not electronic entertainment gadgets. They do not contain games, social media applications, or other features that might distract children from their school activities or their engagement in a day camp setting.

Furthermore, our product has a specific "do not disturb" function that can be activated to match school or camp hours. During this time, only essential services like time display are available on the watch. However, the GPS functionality remains active, allowing parents to locate their child at all times, thus ensuring their safety.

The Safekid.ca GPS watch is a tool that can not only help parents feel more secure but also assist your organization in more effectively addressing the safety concerns of the children under your care. Moreover, it does not compromise your organization's commitment to providing a distraction-free learning and participation environment.

Please feel free to contact our customer service for any questions at [contact@safekid.ca](mailto:contact@safekid.ca).

In this context, we kindly request that you authorize the wearing of the Safekid.ca watch by the child mentioned below.

Best regards,

Louis Lebel, founder of Safekid.ca

Child's Name: \_\_\_\_\_

Parent Applicant's Name and Contact Details:

\_\_\_\_\_

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