

## Uputstvo za upotrebu (EN)

CANYON Sunny KW-48 (CNE-KW48YG) zeleni pametni sat za decu

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# **Installation and Operation User Manual**

Smart Watch

## **Sunny KW48**

Model: CNE-KW48

Articles: CNE-KW48BL, CNE-KW48VL, CNE-KW48YG



## Introduction

This manual contains a detailed description of the **Canyon® CNE-KW48** children's Smart Watch with the option to connect SIM card (hereinafter – smart watch, children's watch, device), as well as instructions for its setup and use.

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## Responsibility and Technical Support

This document has been prepared in accordance with all necessary requirements and contains detailed and complete information on setup and operation of the device. The information is up-to-date as of the date indicated in the document.

Strict adherence to the recommendations contained herein is a basic requirement for correct, safe and reliable operation of the device.

Both this User Manual and the Quick Start Guide are integral parts of the device and must always be available to the user for reference.

ASBISC reserves the right to modify the device and to make revisions and changes to this document without prior notice and shall not be liable for any negative consequences resulting from the use of an outdated version of the document, as well as for any possible technical and typographical errors or omissions and incidental or consequential damages that may arise from the transfer of this document or the use of the device.

In case of any textual discrepancies in the language versions of the document, the Russian version of this manual shall take precedence.

If you have any technical questions, please contact your local Canyon® brand representative or contact the technical support department at [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk).

The most commonly encountered problems are described in this document in Section 10, "Troubleshooting" and on the [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk) website.

You can download the latest version of the User Manual from [canyon.eu/drivers-and-manuals](https://canyon.eu/drivers-and-manuals).

Information about users, including their personal data, is protected from unauthorized access and disclosure in accordance with the requirements of the "General Data Protection Regulation" (GDPR) \*. You can read our privacy policy at [canyon.eu/privacy-policy](https://canyon.eu/privacy-policy).

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\* See Section 11, "Glossary".

## Compliance With Standards

This device complies with applicable standards and safety requirements.



The device is CE certified and complies with requirements of the following Directives of the European Union:

- 2014/53/EU Radio Equipment Directive;
- 2014/35/EU Low Voltage Directive;
- 2014/30/EU Electromagnetic Compatibility Directive.



The device complies with the UKCA labelling requirements necessary to sell the device in the United Kingdom.



The device complies with the requirements of RoHS Directive 2011/65/EU on the restriction of the use of hazardous substances in electronic and electrical equipment, including the requirements of RoHS Directive 2015/863/EU.



The device has passed all evaluation procedures established in the Technical Regulations of the Customs Union of the Eurasian Economic Union and complies with the standards of the Customs Union's member states.

The device also complies with the following technical regulations:

- “On Electromagnetic Compatibility of Technical Means” CU TR 020/2011;
- “On Restriction of the Use of Hazardous Substances in Electrical and Radioelectronics Products” TR EEU 037/2016.



National conformity mark of Ukraine, indicating that the device meets all required Technical Regulations.



Crossed-out garbage can symbols with and without a line are used to label electrical and electronic equipment and indicates that it must be collected separately.

The symbols are given in accordance with the Waste Electrical and Electronic Equipment (WEEE) \* Directive 2012/19/EU and indicate that this equipment requires separate collection at the end of its useful life and must be disposed of separately from unsorted municipal waste.



To protect the environment and human health, dispose of used electrical and electronic equipment according to approved safe disposal guidelines.

To dispose of the device, it must be returned to the point of sale or to a local recycling facility. For more information about recycling of the device contact your local household waste disposal service.

\* See Section 11, “Glossary”.

The included USB charging cable is not labeled with any special markings. The charging cable is designed to operate under 50 V AC and 75 V DC parameters and has no special requirements for class of fire safety, fire resistance and so on.

Information about the received certificates is given in Section 9 of this document.

**Simplified Declaration of Conformity**

ASBISC hereby declares that the device is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following web address: [canyon.eu/certificates/cne-kw48-ce](http://canyon.eu/certificates/cne-kw48-ce).

	AE	AL	AZ	BA	BG	CZ	CY	DK	EE
	GB	GE	GR	HR	HU	KZ	LT	LV	MK
	PL	RO	RS	SK	SI	UA	UZ	ZA	

## Restrictions and Warnings

Carefully read the information contained in this Section of the document before using the device. For proper and safe use of the watch, follow the instructions and safety precautions described herein. The manufacturer is not responsible for damage caused by the improper use of this device.

The warnings, precautions and instructions contained herein can not cover every possible hazardous situation. Use common sense when operating the device.

### **ATTENTION!**

The device is not intended for use by children under 4 years of age. Children over 4 years of age should only use the device under the supervision of an adult. Familiarize your child with the safe use of the device and make sure your child uses it correctly.

### **ATTENTION!**

Children under 8 years of age are not allowed to charge or care for the device by themselves. Only an adult should connect the charging cable to the device and the power source. Children over 8 years of age may only charge and care for the device under the supervision of an adult.

### **ATTENTION!**

The watch is not a toy! To prevent damage to the device, swallowing of small parts by a child under 4 years of age, or other hazards, keep the watch and watch accessories out of the reach of small children.



### **ATTENTION!**

Do not listen to audio played through the device's speaker at high volume for a long time to prevent possible hearing loss.  
Be careful when bringing the device to your ear with the speakerphone on.

## The Use of Power Source Warnings

The CNE-KW48 comes with a USB (A) charging cable with a magnetic connector. The cable is used to connect the device to a power source.

You can use the following as a power source:

- desktop computers and laptops equipped with a USB (A) connector;
- portable chargers;
- car and network adapters.

### **ATTENTION!**

The output parameters of the adapter must be 5.0 V (DC) / 1.0 A.

### **ATTENTION!**

Using an incompatible power source or connecting it incorrectly may void the warranty, damage the watch, cause risk of fire, and other dangerous situations.

### **ATTENTION!**

Do not use power sources with fast charging function (e.g. PD \*). This may shorten the life of the device or cause it to malfunction.

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\* See Section 11, "Glossary".

## Rules for Safe Use of the Charging Cable

- Use only the included charging cable to charge the device.
- Connect the watch to a power source or disconnect it only with dry hands.
- Place the charging cable so that no one can step on it or trip over it.
- Do not place the charging cable on sharp objects or put anything on top of it.
- Make sure that the charging cable does not hang off the edge of the table or touch hot surfaces.
- Do not charge the device in humid conditions.
- Do not use damaged charging cables or faulty chargers or wall outlets that are not securely fastened to the wall.
- Do not touch the device / charging cable during charging if you suspect that the charging cable or power adapter is damaged. Doing so may result in fire or electric shock. In such a case, you must first de-energize the outlet, then disconnect the charging cable and the device.
- Never charge your watch while you are wearing it on your wrist.
- If you do not use the device for a long time, charge it every 2–3 months to prevent deep discharge of the battery.

## Rules for Safe Use and Maintenance of the Device

### **ATTENTION!**

The watch contains magnets. Keep them away from credit cards, implantable medical devices (pacemakers and similar devices) that may be affected by magnets. In the case of medical devices, keep the watch at least 15 cm away from them. Stop using the watch if you suspect that its use is affecting the operation of the medical device. Consult your physician or the manufacturer of the medical device that you are using.

- Do not press on the screen with sharp objects or apply excessive pressure.
- Do not drop, throw or bend the device.
- Do not attempt to disassemble or fix the device yourself. Do not make any modifications to the watch other than replacing the strap.
- To avoid injury, do not use the watch if it has cracks or other defects.
- Do not allow the device to overheat, do not place it near heaters, heating cooking appliances or open flames. Never place the device inside or on the surface of heating appliances such as microwave ovens, ovens or radiators. Do not expose the device to direct sunlight for long periods of time.
- Observe the operating and storage conditions of the device (see clause 1.3 below). Overheating, as well as overcooling of the device, can cause malfunctions and shorten its life, as well as have a negative impact on the power capacity of the device's battery.
- If the device has been transported or stored at low temperatures, leave it at room temperature for at least 2 hours before use.
- The device meets international safety standards, but skin irritation may occur if you are sensitive or allergic to any materials. In such case, it is recommended to take the device off and not put it on for

2–3 days. If during this period of time irritation symptoms do not disappear or only intensify, consult a doctor immediately.

- Be careful when wearing the device. A device that is attached to the arm too tightly can cause discomfort and pain. Ensure that the device is always dry and clean to avoid skin irritation.
- Clean the device and strap with a dry or slightly damp cloth only after turning the device off and disconnecting it from the power source.
- Do not use harsh chemicals and cleaners/detergents to perform maintenance of the device. This may cause discoloration of the device casing and strap.
- Do not use or store the device in areas with high concentrations of dust or aerosolized substances. Dust or foreign matter may cause the device to malfunction and may result in fire or electric shock.
- If you intend to stop using the watch for an extended period of time, turn it off after fully charging. Store the device in original packaging in a cool and dry place to prevent exposure to moisture, as well as to prevent dust and dirt from accumulating on the casing of the device.

### Warnings for Devices with Non-Removable Batteries

Under normal or abnormal operating conditions, as well as in the event of a single malfunction, the charging voltage and current must not exceed their maximum permissible values. If the battery temperature exceeds the maximum allowed temperature, the gamepad will stop charging under abnormal conditions. If the battery temperature drops below the minimum allowed temperature during charging, the current will be limited under abnormal conditions.

### Use of the Device by Children Over 4 Years Old

- Make sure that your child is familiar with the conditions of safe use of the device.
- Ensure that your child is familiar with and follows the rules of safe use of the cable and power supplies.
- At the beginning of use, help your child understand how to correctly put on, wear and take off the device. Make sure that the band secures the watch firmly on the wrist yet does not pinch the skin.
- Teach your child to follow generally accepted restrictions on the use of mobile devices (in public places, airplane, movie theater, medical facilities, etc.).

### Warning Symbols and Signs

#### **IP67**

The degree of protection of electrical equipment enclosure, meaning the following:

- the device has a degree of enclosure protection that complies with the international classification of protection of electrical equipment enclosure regulated by IEC 60529 standards (DIN 40050, GOST 14254);
- the device is completely dustproof;
- the device can withstand short-term immersion to a depth of up to 1 m for a maximum of 1 minute.



The packaging material is C1S glossy art paper with one-sided coating.



Packaging material – biodegradable low-density polyethylene



The eco-label symbol of the package, indicating its recyclability.



The device can be broken or damaged if handled carelessly.



The device must be protected from moisture.



The packaging of the device can be disposed of with household waste.



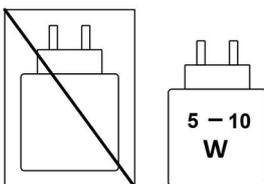
The ecolabel symbol is used in France and indicates that the product, its accessories and packaging are recyclable.



Eco-labeling symbols for products used in Spain and Portugal, indicating that the product, its accessories, and packaging are subject to separate secondary recycling



Environmentally friendly packaging that is fully recyclable.



Symbols indicating that the power adapter is not included in the package.

Recommended adapter power for charging this device: 5.0–10.0 W

If you have any questions, before taking your device back to the store, please email us at [support@canyon.eu](mailto:support@canyon.eu) or message us via live chat at [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk).

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# 1 General Description and Characteristics

## 1.1 Target Audience

CNE-KW48 Smart Watch is a GSM mobile device \* for children that are under the supervision of an adult responsible for their safety.

**ATTENTION!**

The device is not intended for children under the age of 4.

The device and the Canyon Life app are not intended for use by persons with physical, mental, or intellectual disabilities without sufficient experience or knowledge unless they have been instructed in the use of the device or are under the supervision of a person responsible for their safety.

## 1.2 Intended Use of the Device

The CNE-KW48 Smart Watch is a GSM mobile device with wireless connection to a smartphone via the Canyon Life branded app \*. The watch has an option to install SIM card and support for GSM/4G (VoLTE) calls.

The watch is equipped with all the necessary features to track your child's whereabouts and for emergency communication with them. The watch allows you to make outgoing calls and receive incoming calls, and supports messaging with a device owned by an adult \*. The GPS module and internet access ensure that the watch's location is constantly monitored in real time. Button 1 allows you to make an emergency call to a device owned by an adult.

**Note.** The full functionality of the watch is available when you connect to the Canyon Life mobile app.

Main functions of the watch:

- displaying current time and date;
- incoming/outgoing calls;
- 4G (VoLTE) calls;
- voice chat;
- emergency call (to the first 3 SOS numbers);
- phone book for 50 numbers;
- two-way video communication \*\* with a connected smartphone via the Canyon Life app;
- remote location monitoring: setting and control of a safety geofence; alarm notifications when leaving the safety geofence;
- displaying the history of movements on the map;
- silent callback;
- built-in camera;
- photo album;

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\* See Section 11, "Glossary".

\*\* The function is only available for CNE-KW44 model watches manufactured after August 2023.

- remote photography;
- music player and audio files (mp3) playback using the watch speaker;
- connection to PC for downloading audio files (mp3) to the built-in memory card;
- calculator;
- alarm;
- stopwatch;
- pedometer;
- 7 games;
- interchangeable watch faces.



**CNE-KW48BL**



**CNE-KW48VL**



**CNE-KW48YG**

Figure 1 – Device models and colors

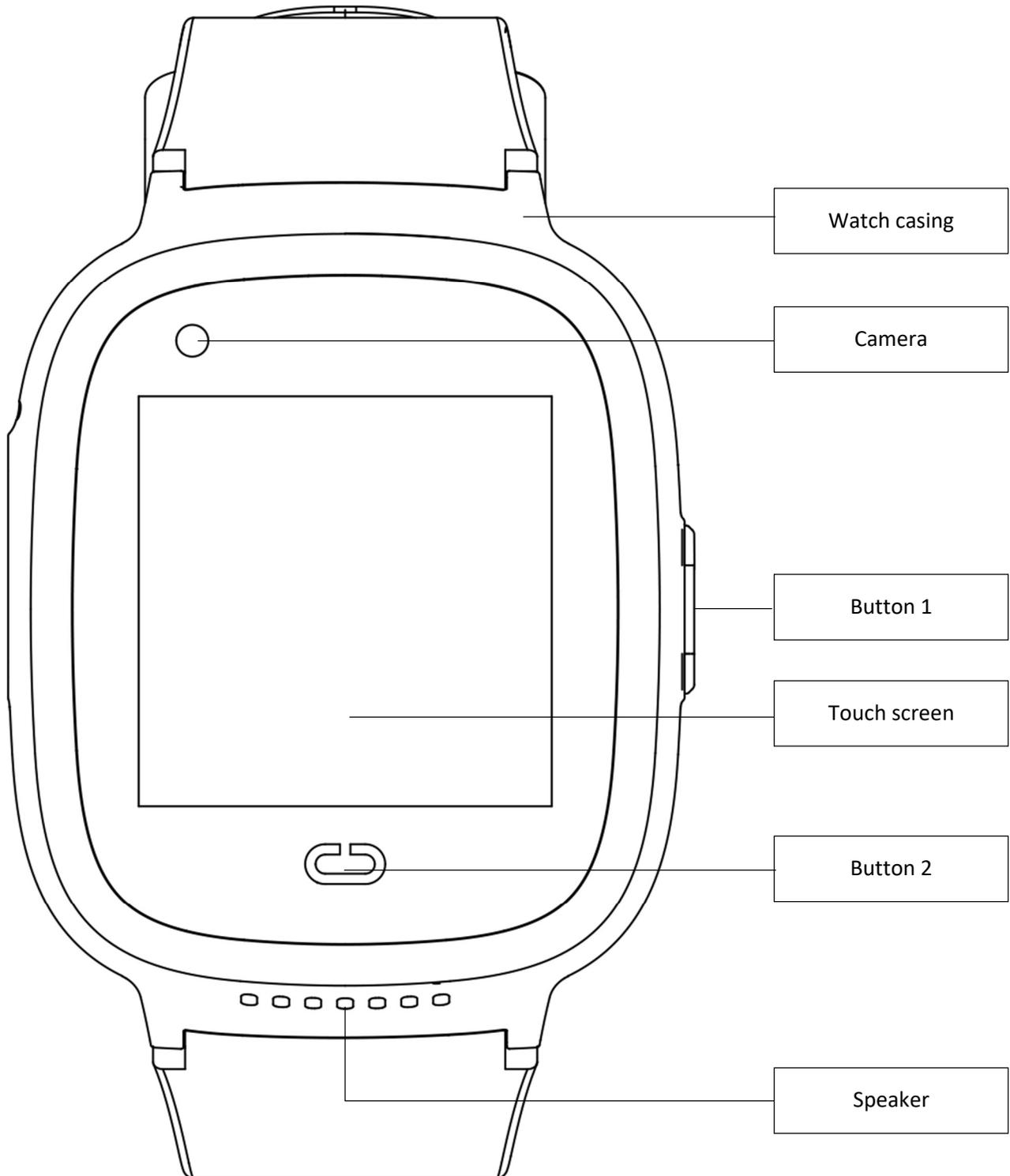


Figure 2 – Watch casing elements (front view)

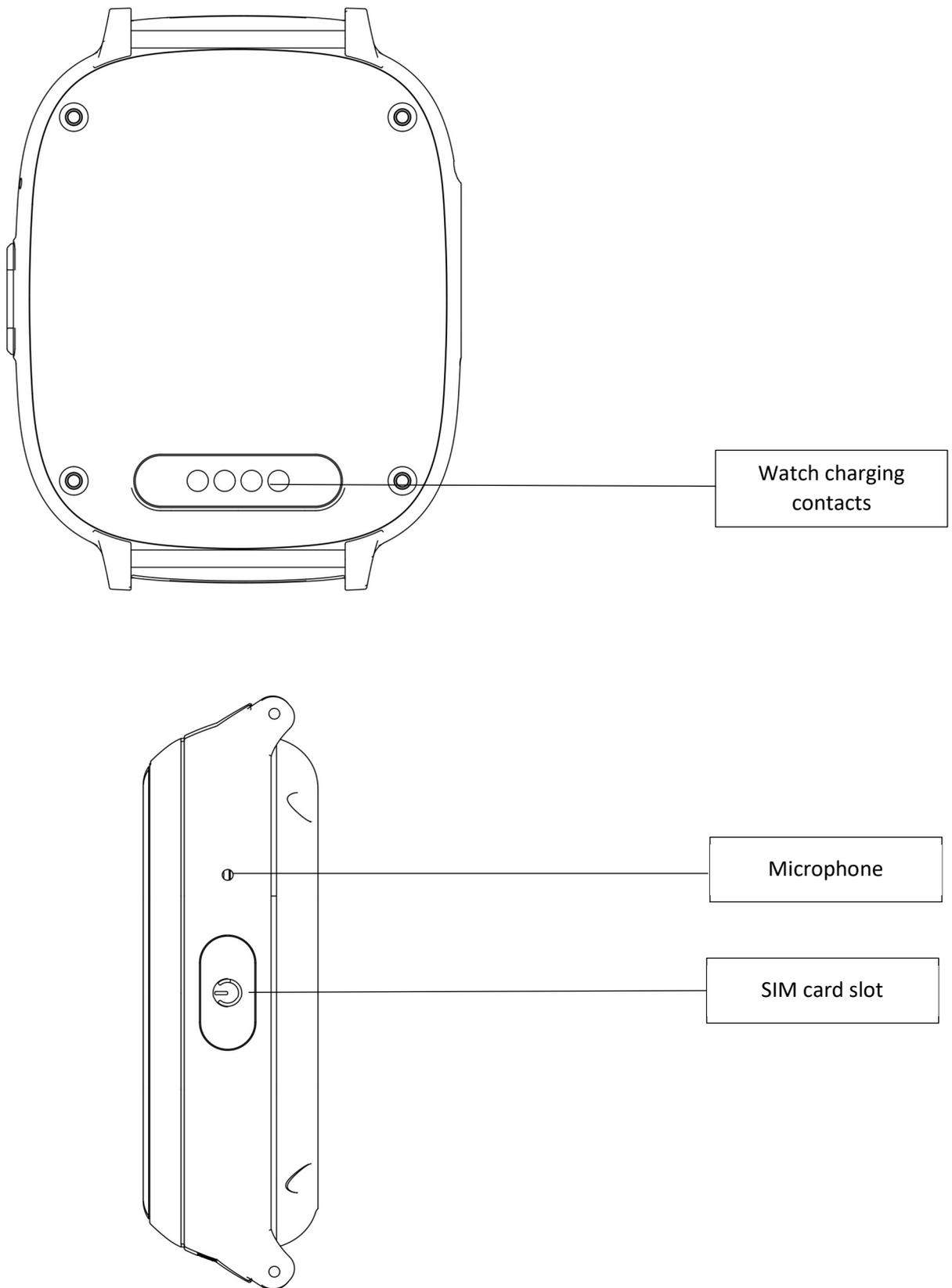


Figure 3 – Watch casing elements (rear and left side views)

Table 1 – Watch casing elements

Element	Functions
Camera	Photographing, video call
Watch casing	The outer shell of the watch, which performs protective and aesthetic functions
Button 1	Turn the device on Locking/unlocking the screen Emergency call
Touch screen	Displaying the watch face and menu. Managing the watch functions
Button 2	Managing the watch functions (return to previous menu)
Speaker	Audio playback
Watch charging contacts	Connecting the charging cable with magnetic connector
Microphone	Entering audio during voice calls
SIM card slot	Installing a nano-SIM card

## 1.3 Technical Specifications

Table 2 – Main technical specifications

Parameter	Function
<b>Key Features</b>	
Model	CNE-KW48BL (Blue) CNE-KW48VL (Lilac) CNE-KW48YG (Green)
Type	Smart Watch
Processor	ARM Cortex-R5, single-core
Vibration	No
Compatibility	Android 8.0 or higher with Google Play Services support, iOS 14.0 or higher
<b>Power Supply Parameters</b>	
Input voltage (nominal)	5.0 V (DC)
Input current (nominal)	0.35 A
Input power (max.)	0.8 W
Operating frequency	832 MHz
<b>Battery</b>	
Structure	Non-removable
Type	Lithium Polymer
Capacity	750 mAh
Voltage	3.8 V
Full charge time	Up to 2.5 hours
Number of recharging cycles	Up to 300

Parameter	Function
Recommended power of the power adapter (not included)	5.0–10.0 W
Operating time in active use mode	Up to 2 days (under the following conditions: screen brightness is above average, 4G signal is stable, GPS coordinates are transmitted every 10 min; excluding games and audio playback)
Operating time at constant single-type load	a phone call – up to 3 hours; a game – up to 7 hours; audio playback – up to 9 hours
Operating time in standby mode	up to 5 days with the SIM card installed; up to 7 days without SIM card installed
<b>Network connection settings</b>	
SIM card	nano-SIM (4G) (not included)
GSM network	2G: B 2/3/5/8 3G: B 2/5/8/20 4G/LTE: B 1/2/3/5/5/7/8/20
Frequency ranges	GSM 850/900/1,800/1,900 MHz GSM 900: 33 dBm, GSM 1,800: 30 dBm
Radio emission power	–57 dBm
SAR value 2.0 W/kg (per 10 g) *	head – 0.573 W/kg body – 0.659 W/kg
GPS navigation	L1; 1,575.42 MHz (C/A code); TD1050 (GPS, LBS, A-GPS, GLONASS) GPS accuracy: 1–30 m; LBS accuracy: 100 m or more GPRS Class 12, location time 26 s
GPS receiver sensitivity	Trace –165 dBm, capture –148 dBm
<b>Sensors</b>	
Accelerometer *	Yeah, three-axis
<b>Screen</b>	
Matrix	IPS
Type of LCD display	Touch screen, color (262,000 colors)
Diagonal	1.4 inches
Resolution	240 × 240 pixels
Pixels per inch density	242 PPI
Screen brightness	380 cd/m <sup>2</sup>
<b>Memory</b>	
RAM	16 MB
ROM	24 MB
Memory card	TF card (512 MB), built-in, non-removable
<b>Audio playback parameters</b>	
Speaker	Rated power 0.8 W

\* See Section 11, “Glossary”.

Parameter	Function
Microphone	Analog, 1,560 Ohms
Audio file format	mp3
<b>Photo/video shooting parameters</b>	
Camera	0.3 MP, built-in
Image file format	JPG
<b>Structure</b>	
Casing protection degree	IP67
Casing material	ABS plastic
Strap material	Silicone
Type of strap	Interchangeable
<b>Dimensions and weight</b>	
Watch casing size (L×W×H)	55,5×43×16,5 mm
Length of the device with strap	242 mm
Weight of the device with strap	56 g
Strap width	20 mm
Interchangeable strap	No
<b>Charging cable</b>	
Connectors	USB (A) / magnetic connector with “pogo pin” spring contact system (4 pins) *
Cable length	60 cm
<b>Operating conditions</b>	
Temperature	0...+40 °C
Relative humidity	0–80 %
<b>Storage conditions</b>	
Temperature	–20...+60 °C
Relative humidity	0–80 %
<b>Additional Information</b>	
Language support	Arabic, Bulgarian, Czech, Croatian, Dutch, English, Estonian, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Turkish, Ukrainian
Warranty Period	2 years
Service life	2 years

\* See Section 11, “Glossary”.

## 1.4 Package Contents

The CNE-KW48 Watch package contents includes the following:

Table 3 – Package Contents

Name	Quantity	Appearance
Smart Watch	1 pc.	
Strap	1 pc.	
Charging cable	1 pc.	
SIM card installation tool	1 pc.	
Quick Start Guide	1 pc.	

**Note.** Power adapter is not included

## 1.5 Packaging and labeling

The CNE-KW48 watch is shipped in an individual carton:

Packaging dimensions (L×W×H): 155×77×34.5 mm

Gross weight: 159 g

Net weight: 51 g

The package contains the full name and labeling, list of main functions, information about the importer and manufacturer, as well as the date of manufacture, model and serial number of the device.

## 1.6 Device Protection from Dust and Moisture

The casing of the CNE-KW48 Smart Watch is made in accordance with the classification of the degree of protection of the electrical equipment shell and has a degree of protection **IP67**.

This means that the device is fully protected against dust ingress. The device can withstand short-term immersion in water to a depth of 1 m for a duration of no more than 1 minute.

Do not bathe or dive with the watch, and do not place the watch in unfavorable conditions (salt water, hot water, steam, corrosive liquids) that may cause damage to the casing and moisture penetration.

## 2 Preparing for Use

Before use, unpack the device and accessories, remove the packing materials, and remove the protective film from the screen.

### 2.1 Charging the Watch

Be sure to fully charge the device (at least 2.5 hours) before using it for the first time. The watch is charged using the supplied charging cable with a magnetic “pogo pin” connector.

#### **ATTENTION!**

It is recommended that you read the use of power source warnings before charging (see “Limitations and Warnings” Section).

Follow the steps below to charge the device:

1. Bring the “pogo pin” magnetic connector contacts to the charging contacts of the watch as shown in the Figure below to observe the polarity of the magnets. The magnetic pull provides a tight, secure connection of the charging contacts, so no effort should be required to make a proper connection:

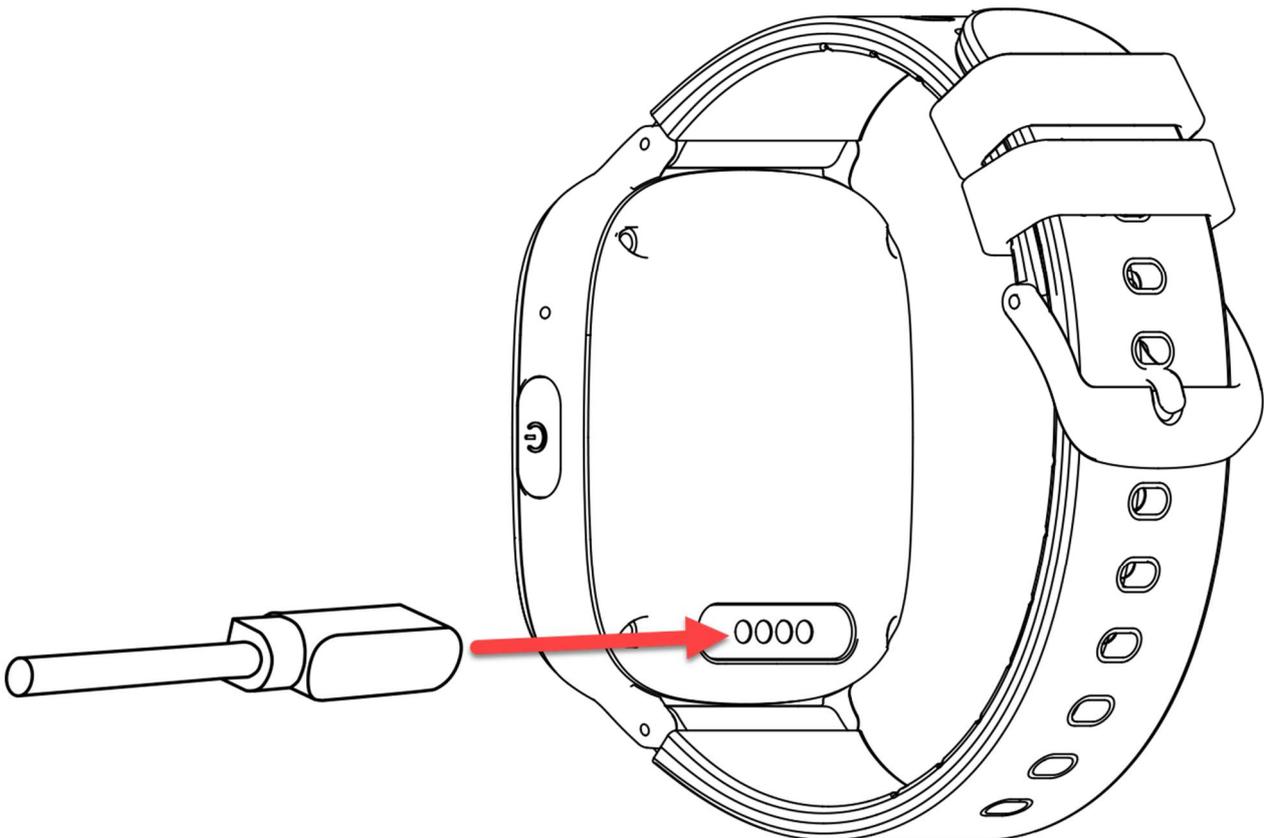


Figure 4 – Connecting the charging cable with magnetic connector

2. Next, connect the charging cable to a power source with a DC output current rating of 5.0 V / 1.0 A (DC) (power adapter or power supply, computer/laptop USB (A) connector):

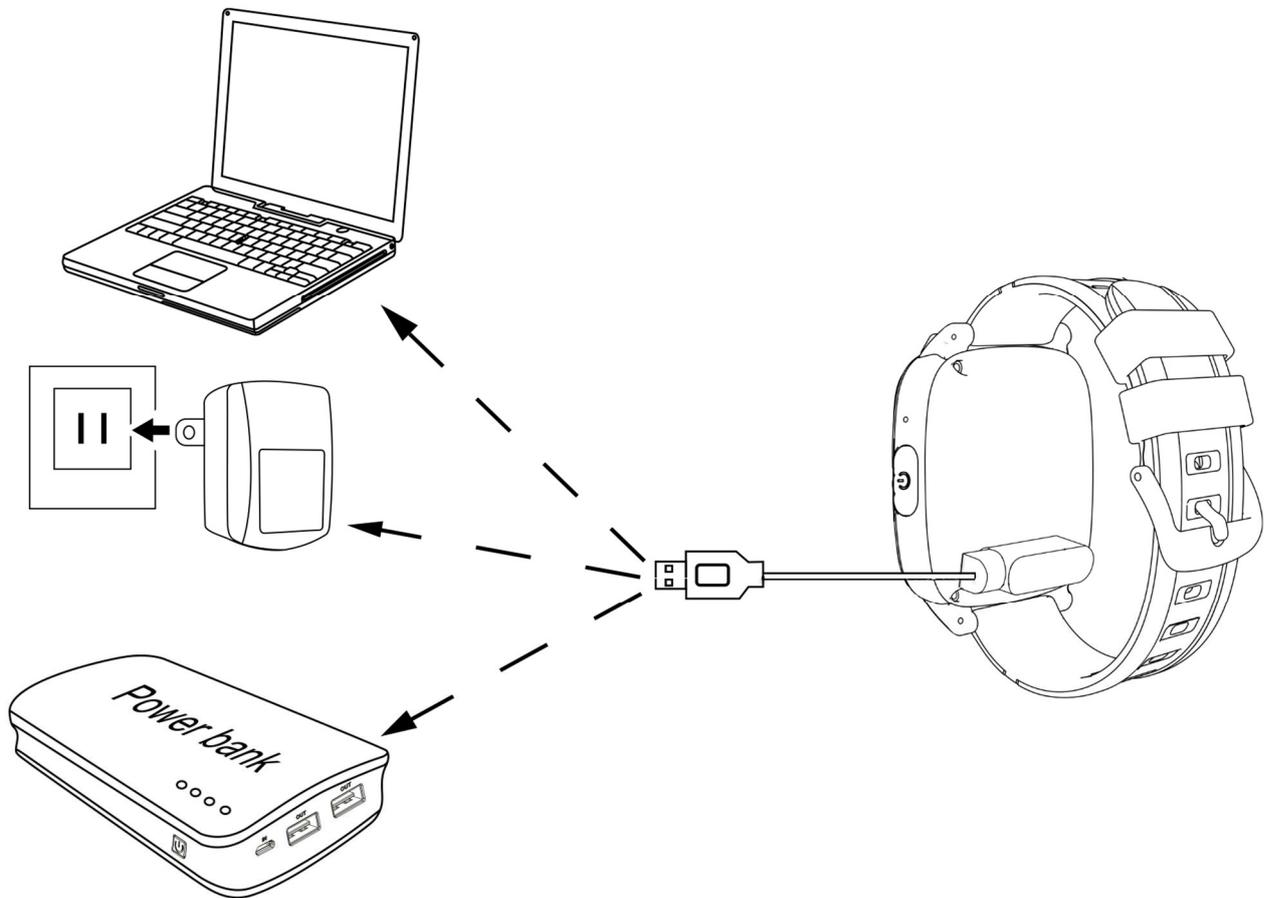
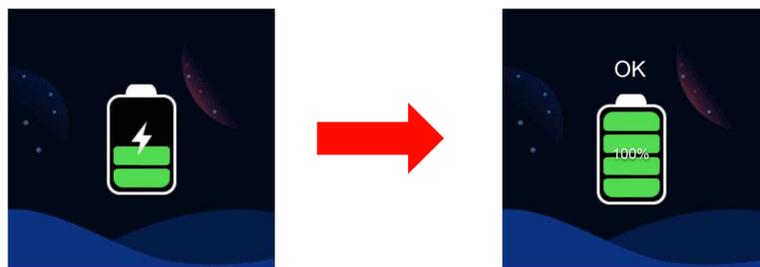


Figure 5 – Charging the watch

**Note.** The power adapter is not included in the package contents. Images provided are for informational purposes only.

When the watch is properly connected and the cable and power source are working correctly, the watch will display the battery charging process. When charging is complete, the watch displays the message “OK 100 %”. This means that the battery is fully charged:



**Note.** The watch may heat up while charging. This effect is considered normal and does not adversely affect the service life and performance of the device.

When the watch is finished charging, disconnect the charging cable from the power source and disconnect the magnetic connector of the charging cable from the watch.

## 2.2 SIM Card Installation

The watch is equipped with a nano-SIM card slot.



Figure 6 – SIM card format

Before installing the SIM card, make sure that the following conditions are met:

- the balance of the personal account of the card is positive;
- data transmission in GSM/4G network is enabled;
- PIN code request is disabled.

**Note.** Make sure that the watch is turned off and disconnected from the power source.

Follow the steps below to install the SIM card:

1. Using the provided SIM card installation tool, remove the SIM card tray from the watch slot (see Figure below):

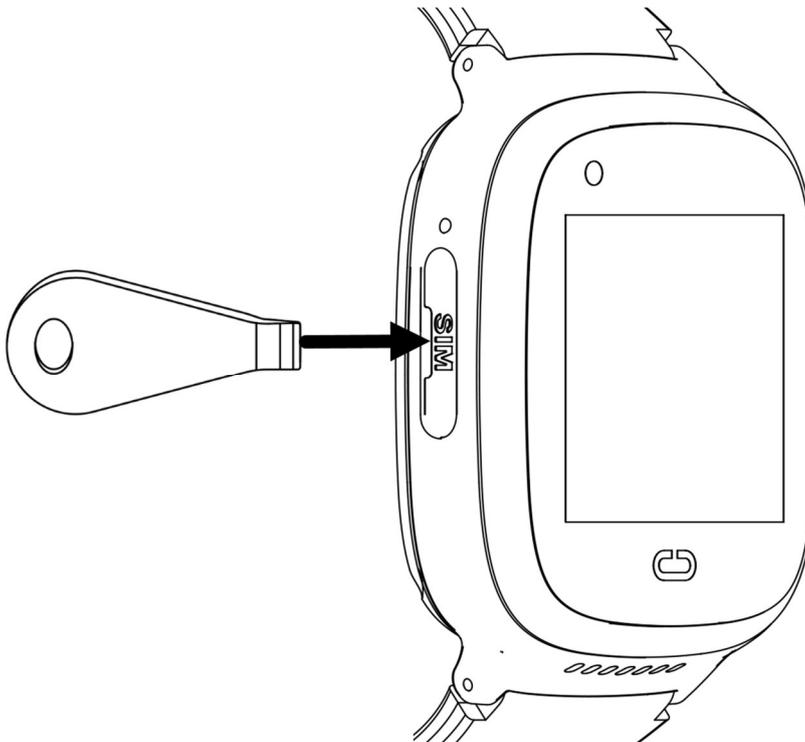


Figure 7 – Removing the SIM card tray

2. Insert the SIM card into the tray, aligning the beveled corners of the tray and the SIM card (see Figure below):

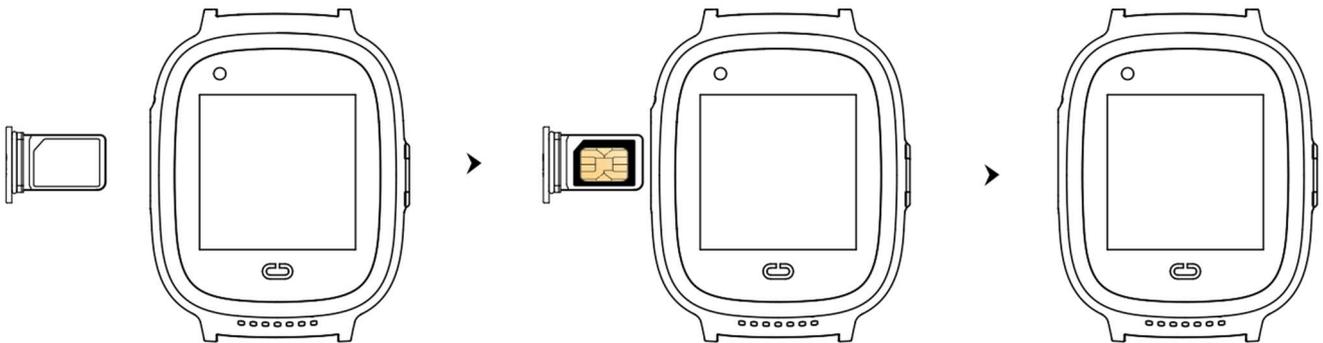


Figure 8 – SIM card installation

3. Carefully insert the tray into the watch slot.

**Note.** Operation of the device without an installed SIM card is limited to the following apps: “Camera”, “Photo album”, “Music player”, “Stopwatch”, games.

## 2.3 Turning the Watch On

### **ATTENTION!**

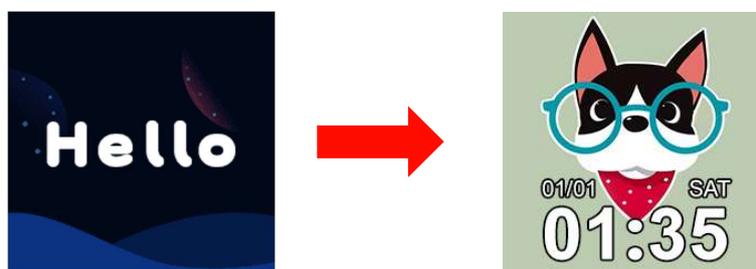
It is recommended to turn the device on and activate the SIM card for the first time outdoors: indoors, the device may have trouble finding a network. If the device cannot get an accurate location, the remote monitoring function will not work properly. It takes the device up to 20 seconds to establish network connection.

To turn on the watch, follow the steps below:

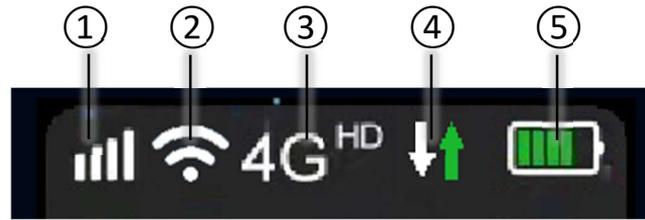
1. Press and hold button 1 for 5–10 seconds;

**Note.** The watch will only turn on when the battery charge is more than 5 %.

2. Wait until the welcome screen appears, accompanied by a beep:
3. Next, the watch will display the default main screen with the watch face:



4. Make sure that the network connection has been successful by swiping down on the main screen with the watch face to access the quick menu (for more information on the quick menu, see section 3.2). The following indicators should appear at the top of the quick menu screen:



- ① – GSM network;
- ② – wireless network;
- ③ – type of active network (2G, 3G, 4G or 4G<sup>HD</sup>);
- ④ – mobile data;
- ⑤ – battery charge.

**ATTENTION!**

The connection is considered successful when ①, ③ and ④ indicators are displayed on the screen. Otherwise, connection to the Canyon Life app and use of some functions will be impossible.

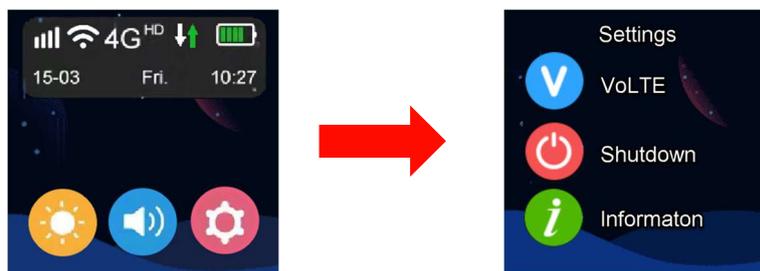
5. When the device is successfully connected to the network, it is ready for use.

**Note.** If the corresponding indicators are not displayed, turn off the device (see clause 2.4 below). Next, make sure that the SIM card is correctly installed (see clause 2.2 above) and turn the device on again in an open space, outdoors. If the above steps do not resolve the problem, contact support via chat at [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk).

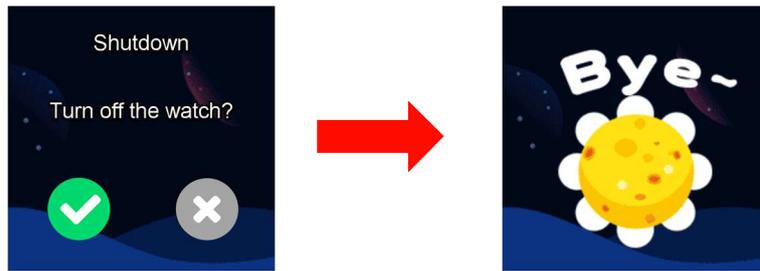
## 2.4 Turning the Watch Off

To turn off the watch, follow the steps below:

1. While on the main screen with the watch face, swipe down on the screen to access the quick menu and device settings.
2. Tap the “Settings” touch button on the watch screen (see Table 4 below).



3. Scroll through the menu by swiping upwards on the screen, tap on the “Turn off” line.
4. The “Shutdown” dialog screen will be displayed. Confirm or cancel turning off the device using the corresponding touch buttons on the watch screen:



**Note.** You can also turn off the device without a SIM card by pressing and holding button 1 for 5–10 seconds.

Once you have connected to the Canyon Life app, you will be able to remotely turn off the watch via the Canyon Life app (see subclause 5.2.5 for details).

## 2.5 Touch Buttons for Operating the Device

The watch is operated using the buttons displayed on the touchscreen:

Table 4 – Touch buttons for operating the device

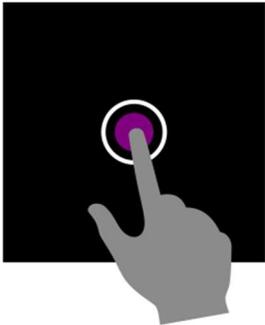
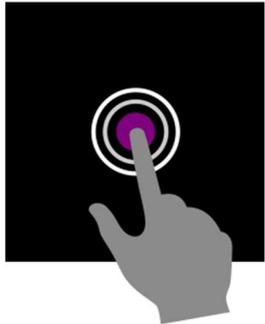
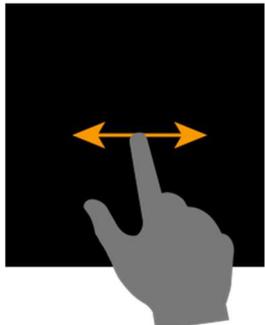
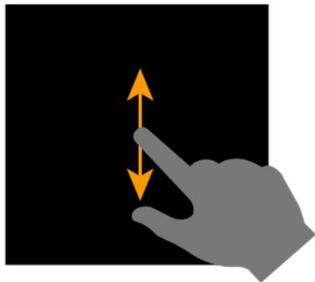
Button	Function
	Confirm
	Brightness
	Settings
	Call
	Start

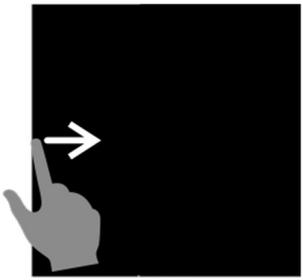
Button	Function
	Cancel
	Volume
	Turn off
	Reject an incoming call / end a call
	Stop

## 2.6 Operating the Device Using the Touch Screen

The touch screen allows you to control the watch using the following actions:

Table 5 – Actions on touchscreen for operating the device

Figure	Action	Function
	Tapping	Select and confirm a command
	Tap and hold the watch face screen	Changing the appearance of the watch face
	Swiping left/right	Navigating to and scrolling through the main watch menu, selecting apps, scrolling through screens and functions
	Swiping up/down (in the settings menu and watch apps)	Scrolling through the list of watch settings and functions

	Swiping from left to right (in watch apps)	Exit app. Return to previous screen
---	---	--

## 2.7 Locking the Watch Screen

By default, the watch screen locks automatically after 15 seconds if no action is taken.

You can unlock or manually lock the watch screen by pressing the 1 button once.

**Note.** You can change the time before the screen locks automatically in the watch settings (see subclause 3.2.1 below).

## 3 Use

### 3.1 Selecting a Watch Face

The watch features four preset watch face options:



To select and install the watch face, proceed as follows:

1. While on the main screen with the watch face, press your finger on the screen and hold it down for 1–2 seconds.
2. The watch face selection menu will be displayed on the screen:



3. Swipe left/right across the screen to view all available watch face options.
4. Select your favorite watch face by tapping on it.
5. The selected watch face will be set automatically.

### 3.2 Quick Menu and Watch Settings

Swipe down while on the main screen with the watch face to access the quick menu and additional watch functions and settings:



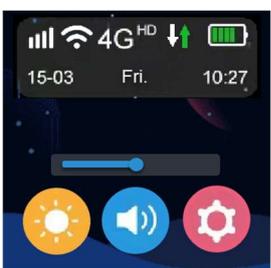
The following information is displayed at the top of the screen:



- ① – GSM network;
- ② – wireless network;
- ③ – type of active network (2G, 3G, 4G or 4G<sup>HD</sup>);
- ④ – mobile data;
- ⑤ – battery level indicator;
- ⑥ – current date (day/month);
- ⑦ – day of the week;
- ⑧ – time.

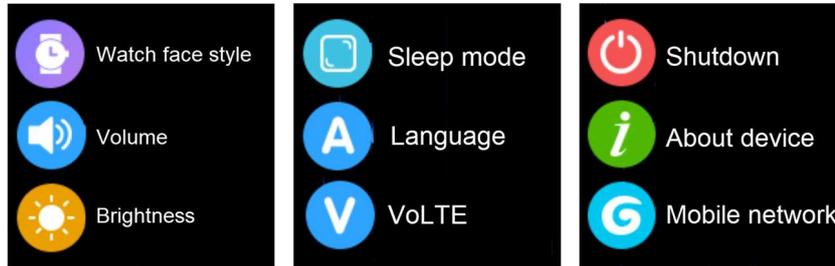
At the bottom of the screen are touch buttons for quick access to some of the watch's settings and functions (see Table below).

Table 6 – Quick menu touch buttons

 <p><b>Adjusting screen brightness</b></p> <ol style="list-style-type: none"> <li>1. Tap the button to display the screen brightness adjustment bar on the screen. Move the slider to the right/left to adjust the desired brightness:</li> <li>2. Swipe up on the screen or press the 2 button to exit setup mode.</li> </ol>	
 <p><b>Adjusting the sound volume</b></p> <ol style="list-style-type: none"> <li>1. Tap the button to display the audio volume adjustment dial on the screen. Move the slider to the right/left to adjust the desired volume:</li> <li>2. Swipe up on the screen or press the 2 button to exit setup mode.</li> </ol>	
 <p><b>Settings</b> (for a detailed description, see subclause 3.2.1 below)</p>	

### 3.2.1 “Settings” Menu

The “Settings” menu contains the following items:



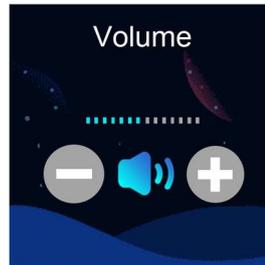
#### Changing the appearance of the watch face

1. Tap on the “Watch face style” line to select and change the look of the watch face;
2. Next, repeat steps 2–5 of clause 3.1.



#### Volume

1. Tap on the “Volume” line to go to the audio volume settings:



2. Use the buttons to change the volume level:



Decreasing the volume level;



Increasing the volume level.

3. To return to the menu, swipe the screen to the right or press the button 2.



#### Brightness

1. Tap on the “Brightness” line to go to the screen brightness settings:



2. Use the buttons to change the brightness level of the screen:



Reducing the brightness level;



Increasing the brightness level.

3. To return to the menu, swipe the screen to the right or press the button 2.



### Sleep mode

This function is used to configure the settings for automatic screen lock and device sleep mode activation.

**Note.** The screen lock prevents spontaneous touching of the screen and accidental activation of any watch function, and saves battery power.

By default, the screen locks after 15 seconds. Follow the steps below to change the lock time:

1. Tap the “Sleep mode” menu line.
2. On the screen that opens, set the appropriate marker (15, 30 seconds or 1 minute).



3. To return to the menu, swipe the screen to the right or press the button 2.



### Language

The watch supports 24 languages (see Table 2 above). The default language is set to English.

Follow the steps below to select and customize the desired language for the watch interface:

1. Tap on the “Language” line.
2. On the screen that opens, scroll through the list of available languages by swiping up/down on the screen and set the appropriate marker.



3. If the language installed successfully, the screen will display the message “Success” in the selected language. The device will then automatically go to the main screen with the watch face.

**VoLTE switch \***

Tap on the line to enable/disable the VoLTE option:



**Note.** Turning this setting off may have a negative impact on the quality of mobile communication. The use of VoLTE technology provides fast dialing and clearer sound when talking.

**Turn off**

See clause 2.4 “Turning the Watch Off” above.

**About the device**

Tap on the line to get information about the device's software version and IMEI:

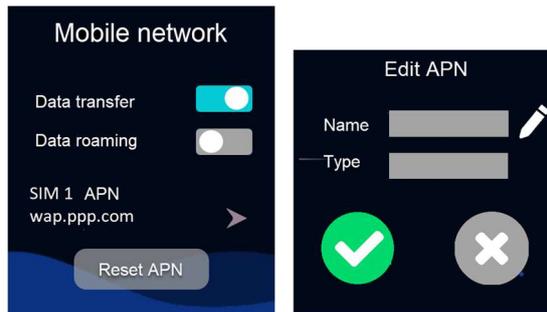
**Mobile network**

Tap on the line to get information about the active mobile network:

1. Mobile data.
2. Data roaming.
3. Access point name (APN) \* settings.
4. Reset the access point name (APN).

---

\* See Section 11, “Glossary”.



If necessary, you can disable mobile data and data roaming. To do this, move the switches to the “Off” position.

**Note.** Mobile data transfer and the device's access to the mobile internet are required to make calls on a 4G network using VoLTE technology. Disabling this service may negatively affect the quality of communication.

Access point data is provided by the mobile network operator of the connected SIM card and can be filled in automatically if the operator provides APN autofill service.

To change the access point data, tap the arrow . On the next screen, tap the pencil symbol  to bring up the on-screen keyboard and enter a new name and type of access point. Next, confirm or cancel the changes.

**ATTENTION!**

Entering incorrect APN settings may result in disrupted data transmission and may also result in additional charges. Do not change the APN without explicit instruction from your service provider. If you have any questions about configuring the access point, contact your service provider for the correct APN settings.

Tap the “Reset APN” button to reset the APN settings to their original values.

### 3.3 Main App Menu

On the main screen with the watch face, swipe left or right to access the main watch menu, which is a list of pre-installed applications:



Table 7 – Main menu items

	Video call		Device *		Stopwatch
	Contacts		Gallery		Games
	Camera		Settings		Music
	Phone		Alarm		Pedometer
	Chat				

**ATTENTION!**

To use and configure the watch apps “Video call”, “Contacts”, “Chat”, “Alarm” and “Pedometer”, you need to be connected to the device owned by an adult \*\* via the Canyon Life app (for details, see clause 3.5).

**Note.** The “Settings” menu completely duplicates the list of settings and functions of the “Settings” quick menu item (see subclause 3.2.1).

\* See section 4 for a description of the “Device” main menu item.

\*\* See Section 11, “Glossary”.

## 3.4 Functions of Apps That Do Not Require a Connection to Canyon Life

The “Phone” (with SIM card installed), “Camera”, “Gallery”, “Stopwatch”, “Games” and “Music” apps do not require a connection to the Canyon Life mobile app to function.

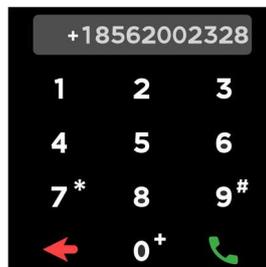
### 3.4.1 “Phone” App

#### Outgoing calls

The app is designed for outgoing calls to various phone numbers.

The sequence of actions to make an outgoing call:

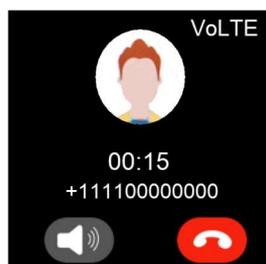
1. From the main screen with the watch face, swipe left to go to the main menu and tap the “Phone” icon .
2. On the dial pad that opens, enter the desired number:



- to enter “+”, “\*” or “#” symbols, tap and hold the corresponding digit – “0”, “7” or “9”;
  - to delete the last digit of the number, tap the arrow .
3. To make a call to a dialed number, tap the call button .
  4. Next, will be displayed the dialing screen with the number you are trying to reach;

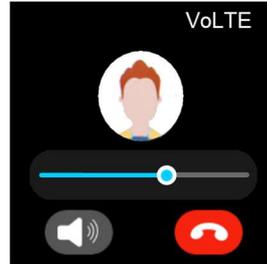


5. When the caller answers, the current call time will be displayed on the screen:

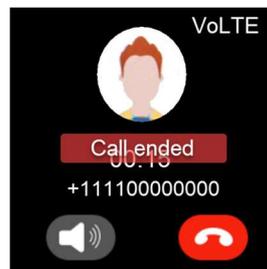


**Note.** The message “VoLTE” will be displayed in the upper right corner if this setting is enabled in the device (see subclause 3.2.1).

6. To control the audio volume during a call, tap the volume button  in the lower left corner of the screen. Next, adjust the volume by moving the slider on the screen to the left or right:



7. To end the call, press the cancel button . The screen will display the message “Call ended” for a second, then the device will return to the main screen with the watch face.



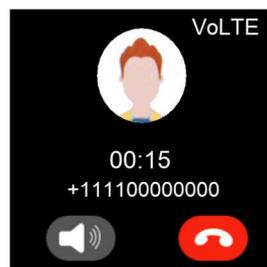
## Incoming calls

When there is an incoming call, the screen will display the message “Incoming Call” and the caller's number:



Managing an incoming call:

1. To reject an incoming call, press the cancel button , to answer, press the call button . The call screen will then appear, showing the duration of the call:



- To end the call, press the cancel button . The screen will display the message “Call ended” for a second, then the device will return to the main screen with the watch face.



**Note.** The watch does not provide notifications for missed incoming calls. Detailed information on filling out the phone book and incoming/outgoing calls to its numbers, as well as the possibility of restricting calls from/to third-party numbers can be found in subclause 3.5.1.

### 3.4.2 “Camera” App

The app is designed to take photos using the watch's camera.

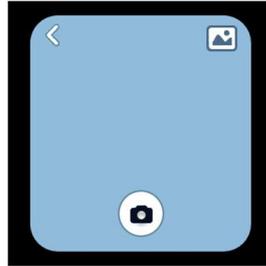
Table 8 – Watch camera control

Button	Function
	Photographing
	Go to photo gallery
	Share a photo in the chat *
	Return to the previous screen
	Delete a photo
<b>OK</b>	Confirm action
<b>Cancel</b>	Cancel action

You can take a photo like this:

- From the main menu, tap the “Camera” icon  to launch the app. The screen with camera interface will be displayed:

\* The function is only available when connected to a smartphone via the Canyon Life app (see subclause 3.5.4).

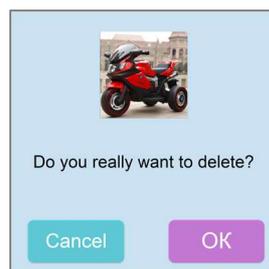


2. Point the watch's camera at the subject and tap the  button at the bottom of the screen to take a photo. Photos are saved on the watch's built-in memory card in JPG format.
3. To view a photo, tap on the photo gallery icon  in the upper right corner of the screen.
4. Tap the  arrow in the upper left corner of the screen to return to the camera interface and take a new photo.



**Note.** The “Share” symbol  in the upper right corner of the screen is only active if the watch is connected to a device owned by an adult through the Canyon Life app. The function allows you to send a photo to a chat (see subclause 3.5.4 for details).

5. To delete a bad photo, tap the trash can icon  in the lower left corner of the screen. Then a screen confirming deletion of the photo is displayed:



6. Tap on “Cancel” to cancel deletion of the photo. The picture will be displayed again on the screen.
7. Tap on “OK” to confirm the deletion of the photo. After deletion, the photo gallery will be displayed (see subclause 3.4.3 below for details).
8. Tap the  arrow in the upper left corner of the screen to go to the camera interface.
9. To exit the app, press the button 2.

### 3.4.3 “Gallery” App

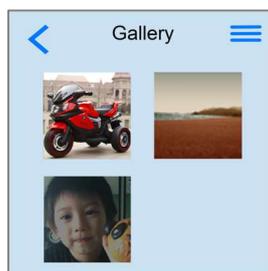
The app is designed to view and delete photos that were taken with the watch's camera and stored in its memory.

**Note.** Supported image format: JPG.

**Note.** The “Gallery” app is also can be launched from the “Camera” app when you view the last photo taken (see subclause 3.4.2 above).

Follow the steps below to access the gallery and view your saved photos:

1. While in the main menu, swipe left and tap on the “Gallery” icon  to launch the app. The photo thumbnail screen is displayed:



2. Tap on photos to open them in full screen mode:



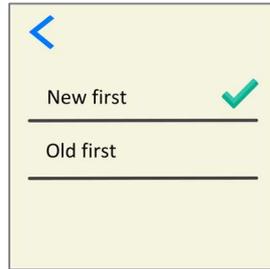
3. Swipe left/right on the screen to view all photos in full screen mode;
4. To delete a bad photo, tap the trash can symbol  in the lower left corner of the screen;
5. To return to the gallery, tap on the arrow  in the upper left corner of the screen.

### Customizing “Gallery”

From the photo thumbnail screen, tap the “Gallery” settings button  in the upper right corner of the screen to change the order in which photos are displayed or to delete all or some of them:



- **Sequence** – tap to change the order in which photos are displayed from older to newer or vice versa by checking the appropriate “Newer first” or “Older first” box:



- **Delete multiple photos** – tap to access the photo thumbnail screen and select the photos you want to delete. Select the photos to delete by tapping on them. Selected photos will be marked with a green marker in the lower left corner of the thumbnail. You can cancel the action by tapping the photo thumbnail again. Once you have made your choice, tap on the trash can icon  in the upper right corner of the screen. On the screen that opens, confirm or cancel the deletion:



- **Delete all photos** – tap to delete all photos stored in the watch memory. Then confirm or cancel the deletion:



When all photos have been deleted, a screen will display the message “No photos”:



To exit the app, tap the arrow  in the upper left corner of the screen or press the button 2.

### Connecting the watch to a PC \* to transfer or copy photos

If you want to transfer or copy photos taken with the watch camera to a PC, follow the steps below:

1. Connect the watch to the USB (A) port of the PC using the supplied charging cable with magnetic connector. When properly connected, the watch is detected as a USB flash drive, and the memory card directory is automatically opened in the File Explorer window.
2. Open the automatically created in the watch memory “image” folder and select files.
3. Copy or transfer files to the PC.
4. After the download process is complete, close the Explorer window and preform a safe removal of the USB flash drive.
5. Disconnect the charging cable from the USB port of the PC and the magnetic connector of the charging cable from the watch.

### 3.4.4 “Stopwatch” App

This app is a stopwatch screen for counting time in minutes, seconds and milliseconds.

Follow the steps below to start the stopwatch:

1. While on the screen with the watch face, swipe on the screen twice to the right or left and tap the “Stopwatch” icon .
2. Use the control buttons on the opened stopwatch screen (see Table below):

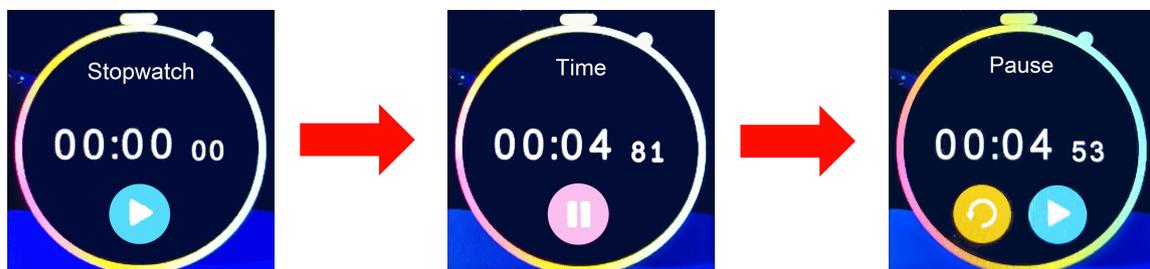


Table 9 – Buttons for operating the stopwatch

	<b>Start</b>	1. Start the stopwatch
	<b>Pause</b>	2. Stop the stopwatch. Tap the “Start” button again to restart the countdown
	<b>Reset</b>	3. Restart the stopwatch

**Note.** The screen does not lock when the stopwatch is running.

\* PC - computer, laptop, etc. You can connect the watch to a smartphone if you have the appropriate adapter.

3. Tap the “Pause” and “Reset” buttons to stop the stopwatch. Otherwise, the countdown will continue even after you exit the app.
4. To exit the app, swipe the screen to the right or press the button 2.

### 3.4.5 “Games” App

The watch contains seven preinstalled games: “Brave Monkey”, “Plane”, “Math Game”, “God of Wealth”, “Car”, “Ninja Running”, “Block”.

**Note.** Installation of the additional games is not provided.

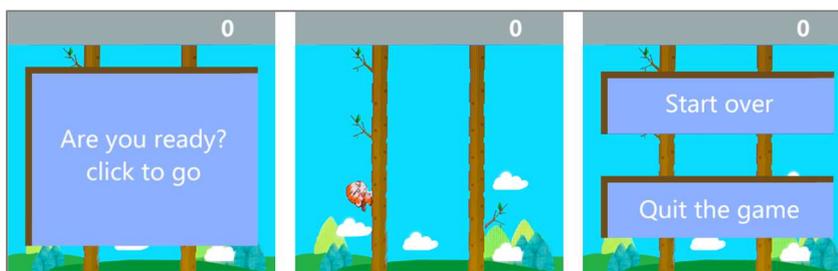


#### “Brave Monkey”

The goal of the game is to help the monkey climb up the tree trunk as high as possible and score maximum points. The monkey must carefully avoid the branches encountered along its path, jumping from one tree to another. Tap on the right or left side of the screen to make the monkey jump to the other side of the trunk or to the second tree and continue its way up.

Each time the player bypasses an obstacle, the player earns a point. The score is displayed at the top of the screen.

Pay attention and act carefully, as the monkey may snap off the trunk and fall down. After that, the score will be reset and the game will start over.



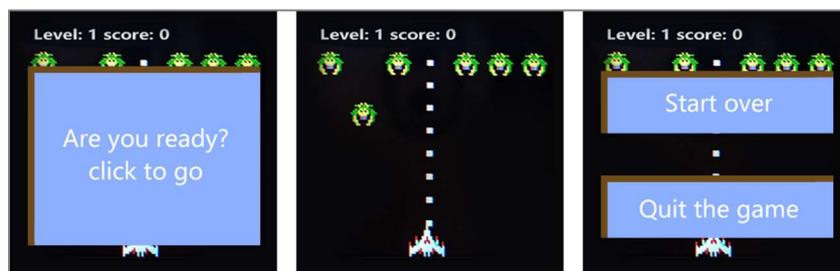


### “Plane”

The goal of the game is to use the airplane to repel the attack of the alien army. The player's plane moves along the bottom edge of the screen and fires continuously. The alien army is grouped in a formation at the top of the screen: at the initial level – in one row, then the game gradually becomes more difficult and the number of rows of enemy starships increases (up to 4 rows).

Tap on the right or left side of the screen to move the player's airplane and shoot the alien starships. Each destroyed enemy starship adds 3 points to the player. For every destroyed row, you advance to the next level. The score and the current game level is displayed at the top of the screen.

Be careful: some aliens will dive on the player's airplane. If an enemy starship in any level of the game flies past the player's airplane at the bottom of the screen, the game is over. The score is reset to zero and the game will start again.

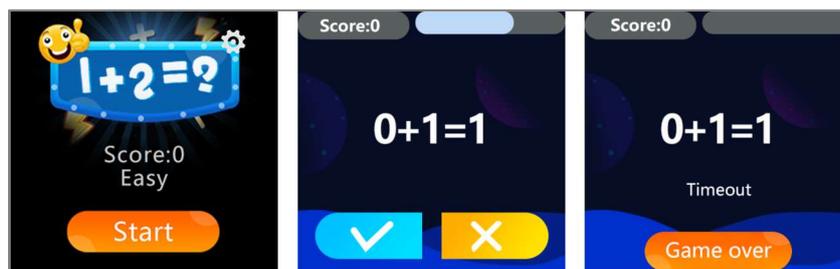


### “Math Game”

The goal of the game is to correctly solve the maximum number of math problems within a given time period.

The game starts with a simple level, getting progressively more difficult, and offers the player problems with a provided solution. The player's task is to determine whether the problem is solved correctly and give the answer by tapping the corresponding ✓ (“Yes”) or ✗ (“No”).symbol at the bottom of the screen. The time to solve the problem is limited and is shown as a descending scale in the upper right corner of the screen. Each correct answer adds one point to the player. The current score is displayed in the top left corner of the screen.

If the problem is solved incorrectly or the time allotted for the answer has expired, the game is over. The score is reset to zero and the game will start again.





**“God of Wealth”**

The goal of the game is to collect all the gifts of the God of Wealth and score the most points.

Watch the God of Wealth as he moves across the screen and collect his gifts in the basket at the bottom of the screen. To move the basket to the right/left along the bottom edge of the screen, tap on the right/left side of the screen respectively and catch the falling items. The player gets 1 point for each item they caught. The current score is displayed in the top left corner of the screen.

The player has 3 “lives”, indicated as three hearts in the lower left corner of the screen. The player loses one of his three “lives” if he fails to catch a falling item. The game continues until all three “lives” are lost, after which the score will reset and the game will start again.



**“Car”**

The goal of the game is to score the most points by controlling the movement of the yellow car.

The game screen is a four-lane freeway with different cars in different lanes traveling in the same direction. The player's task is to tap on the right or left side of the screen to control the yellow car changing lanes into a free lane, avoiding collisions with other cars.

Sometimes there are bonus items in the form of green battery on one of the lanes, which you need to collect. Charging the battery gives the car a bonus power for a few seconds: during this time it flashes green and is able to eliminate any vehicle that appears in its path.

The game duration in seconds is displayed at the top of the screen. If you collide with another vehicle, the game is over.



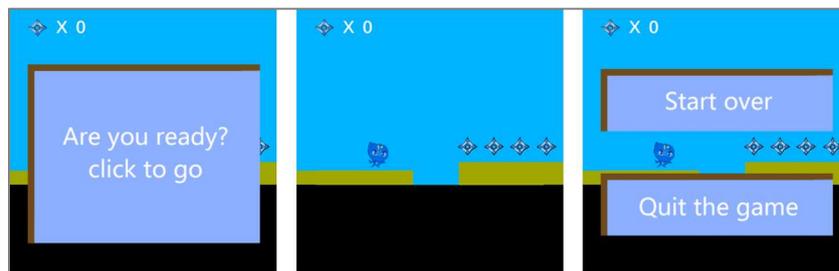


### “Ninja Running”

The goal of the game is to control the ninja running forward, become a master of jumping, overcome all obstacles in an endless adventure and score the most points in the game.

To make the ninja jump over a pit or overcome an obstacle, tap at the top of the screen. Collect bonus items along the way. The player gets 1 point for each collected item. The current score is displayed in the top left corner of the screen.

If you collide with an obstacle or the ninja falls into a pit, the game is over, the score is reset, and the game will start again.

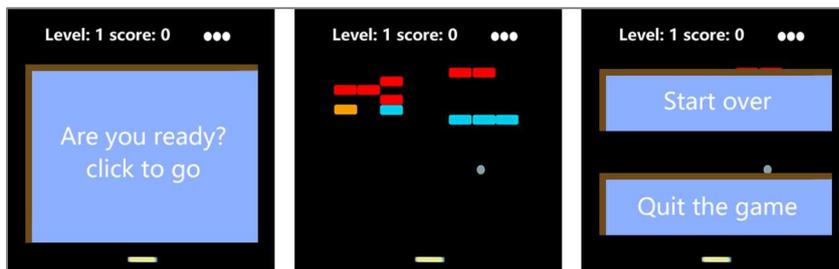


### “Block”

The goal of the game is to score the most points and reach the highest level possible.

Tap on the screen on the right and left to kick the bouncing ball by moving the platform along the bottom edge of the screen. The ball, bouncing off the platform, must hit the multicolored blocks located in several rows at the top of the screen. The block disappears after the ball hit it. After breaking all the blocks, the player moves on to the next level. The score and the current game level is displayed at the top of the screen.

The player is given three “lives”, which are shown in the upper right corner of the screen as three dots. If the ball at any level of the game flies past the platform downwards, it will result in the loss of one “life”. The game continues until all three “lives” are lost, after which the score will reset and the game will start again.



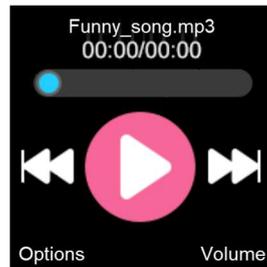
## 3.4.6 “Music” App

The app is used to listen to audio recordings (mp3) stored on the watch's memory card. The sound source is the speaker of the watch.

**Note.** The watch comes without pre-installed audio files. Download them to the memory card (for details, see “Downloading Audio Files to the Watch’s Built-in Memory Card” below).

## Listening to Audio Recordings

From the main screen with the watch face, swipe to the right once to access the main watch menu. Next, tap on the “Music” icon  to go to the app:



The following information is displayed at the top of the music player screen:

- name of the last opened audio file;
- the current time since the start of playback / the total duration of the audio file (in minutes and seconds);
- playback bar (without rewind function).

Control the playback with the touch buttons in the center of the screen:



Playing the current audio file



Return to the previous audio file



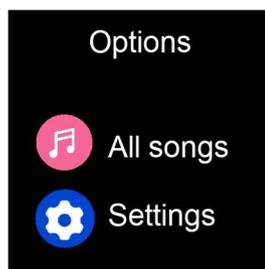
Pause the current audio file



Skips to the next audio file

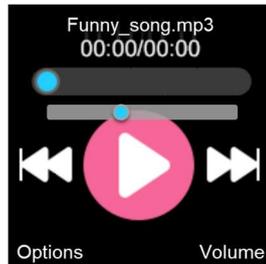
At the bottom of the music player screen located the playback settings – “Options” and “Volume”.

1. Tap “Options” in the lower left corner of the screen to open a list of audio files or to adjust the order in which they are played:



2. Tap on “All songs” to scroll through the list of available audio files by swiping up/down on the screen. To play the selected audio file, tap on its title bar.
3. Tap on “Settings” to customize the playback settings. The following playback options are available:
  - **Play in order** – plays all audio files according to the list.
  - **Play in random order** – plays all available audio files in random order.
  - **Repeat all** – continuous playback of the current list of audio files.
  - **Single repeat** – continuous playback of one selected audio file.

4. To return to the player screen and adjust the volume, swipe the screen to the right or press the button 2 on the watch casing.
5. Next, tap on “Volume” in the bottom right corner of the screen. The volume adjustment bar will be displayed in the center. Move the slider to the right or left to increase or decrease the volume accordingly:



6. To exit the app, swipe the screen to the right or press the button 2.

## Downloading Audio Files to the Watch's Built-in Memory Card

To download audio files to the watch's built-in memory card, follow the steps below:

1. Connect the watch to the USB (A) port of the PC using the supplied charging cable with magnetic connector. When properly connected, the watch is detected as a USB flash drive, and the memory card directory is automatically opened in the File Explorer window.
2. Download the selected audio files.
3. After the download process is complete, close the Explorer window and perform a safe removal of the USB flash drive.
4. Disconnect the charging cable from the USB port of the PC and the magnetic connector of the charging cable from the watch.

## 3.5 Functions of Apps That Require a Connection to Canyon Life

To use the apps “Contacts” (when SIM card is installed), “Video call”, “Chat”, “Alarm”, “Pedometer” you need to be connected to the device owned by an adult via the Canyon Life mobile app.

### 3.5.1 “Contacts” App

The app is designed to make outgoing calls to phone numbers stored in the watch's phone book.

**Note.** You can fill your phone book with 10 numbers in the Canyon Life app. When the phone book is filled in, the contact's name and number will be displayed on the watch screen during outgoing/incoming calls. For more details, see subclause 5.2.4.

To dial a contact from the phone book, follow the steps below:

1. From the main screen with the watch face, swipe left to go to the main menu and tap the “Contacts” icon .

2. Select the desired contact by swiping left/right across the screen and tap the touch call button  in the center of the screen:



**Note.** Changing the contact's image is not provided.

3. Next, the dialing screen will be displayed, showing the name of the contact being called and the message "Dialing...".



**Note.** During a call, you can adjust the audio volume by tapping the volume button  in the lower left corner of the screen. Next, adjust the volume by moving the slider on the screen to the left or right.

4. When the caller answers, the call screen appears, showing the duration of the call:



**Note.** The message "VoLTE" will be displayed in the upper right corner if this setting is enabled in the device (see subclause 3.2.1).

5. To end the call, press the cancel button . The screen will display the message "Call ended" for a second, then the device will return to the main screen with the watch face.

### 3.5.2 Emergency Call

An emergency call is an automatic outgoing call to three SOS numbers stored in the watch's phone book.

**Note.** To make an emergency call, you must have at least one phone number saved in the Canyon Life app's list of SOS numbers. You can store up to three SOS emergency numbers in the app (see clause 5.2.4 for details).

To make an emergency call, follow the steps below:

1. Tap and hold button 1 for 3–5 seconds. This will display the emergency call screen:



2. Then the device will start making autodial calls to the first 3 numbers stored in the phone book: alternately, 2 times each, until one of the persons you tried to reach answers.

**Note.** If none of the first three contacts in the phone book are filled in, the message “No SOS number” will be displayed on the screen.

3. Press the button 2 to end the call.

**Note.** If the call goes to the voicemail of one of the three subscribers, the device will define this as a successful connection and the auto redial will stop. Repeat the call if necessary.

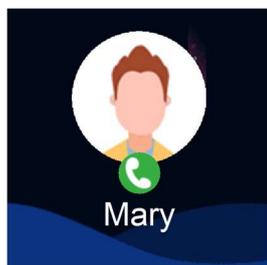
### 3.5.3 “Video Call” App

Thanks to the watch's built-in camera, the app allows you to establish a video call with the owner of the main Canyon Life app account installed on the connected device owned by an adult (for more information on connecting the app and creating an account, see Section 4).

**Note.** A stable internet signal on the watch is required for stable video communication. The signal may be interrupted indoors, so it is recommended to make video calls in an open space.

To make an outgoing video call, follow these steps:

1. From the main screen with the watch face, swipe left to go to the main menu and tap the “Video call” icon .
2. The screen will display the username that has been assigned to your Canyon Life app account. Tap the touch call button  in the center of the screen:



3. Next, the dialing screen will be displayed, showing the name of the contact being called and the message “Dialing...”.



**Note.** It may take longer to establish a connection for the video call than a regular phone call. The dialing process can last up to 60 seconds. In case of unsuccessful connection, the screen will display the message "Call ended". If necessary, try again.

4. When the connection is successful, the watch displays the video camera interface and starts transmitting video and audio signals:



5. During a call, you can adjust the volume by tapping . To refresh the screen image when it freezes, tap the "Refresh" button .
6. To end the call, tap the cancel button . The screen will display the message "Call ended" for a second, then the device will return to the main screen with the watch face.

### 3.5.4 "Chat" App

The app is used to send voice messages and view/listen to incoming text/voice messages.

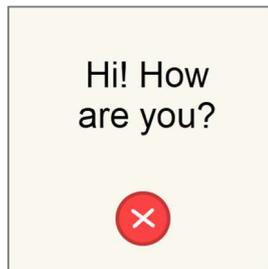
**Note.** Communication is carried out only through the Canyon Life app installed on the connected device owned by an adult.

Incoming messages are accompanied by a short beep. Follow the steps below to view/listen to an incoming message:

1. While on the main screen with the watch face, swipe left to go to the main menu and tap the "Chat" icon .
2. A list of available messages will be displayed on the screen. A text message is marked in pink, a voice message – in light green:



3. To view the last text message you received, tap on the “New message” line. The screen displays the text of the incoming message. To return to the menu, tap the cancel button  at the bottom of the screen.



4. To listen to the last received voice message, tap the light green box with the symbol .
5. To record a voice message, tap and hold the microphone  symbol. The maximum message duration is 15 seconds. Release the button to end the recording and automatically send the message to the Canyon Life app chat.

**Note.** The “Chat” app only saves incoming messages: one last text message and one voice message. When you receive new incoming messages, the previous ones are deleted automatically. Outgoing voice messages are not saved in the watch memory.

To listen to voice messages in the Canyon Life app, go to the GSM watch settings and open “Chat” (see subclause 5.2.2).

### 3.5.5 “Alarm” App

The “Alarm” app plays a sound signal at a specific time, repeating once or multiple times.

**Note.** You can only set and enable/disable alarms in the Canyon Life app (for details, see 5.2.3 → “Alarm”).

In the app, you can set up to three alarms for different times, with repetition on certain days of the week.

1. While on the main screen with the watch face, swipe the screen twice to the right or left and tap the “Alarm” icon .
2. If alarms are not set in the Canyon Life app, the watch will display the message “No alarm”:



3. Set an alarm in the Canyon Life app and wait for it to synchronize with your watch. The screen will display the time and settings of the scheduled alarms:



4. When the alarm goes off, the watch beeps for 15 seconds and displays the alarm screen saver:



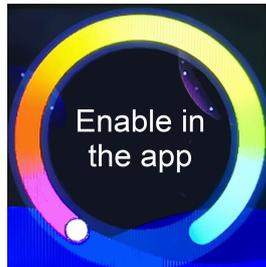
5. Press button 1 or 2 to turn off the alarm.

### 3.5.6 “Pedometer” App

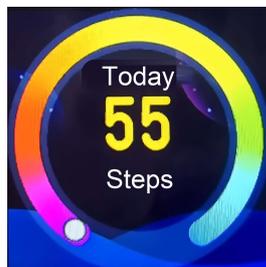
The watch is equipped with a pedometer \* with step counting function.

**Note.** To activate the pedometer, go to the Canyon Life app and enable the “Step counter” function (see subclause 5.2.3 for details).

If the function is disabled, the screen will display the splash screen “Enable in app”:



When this function is enabled, the number of steps for the current day is displayed on the screen:



Press button 1 or 2 to exit the app.

\* See Section 11, “Glossary”.

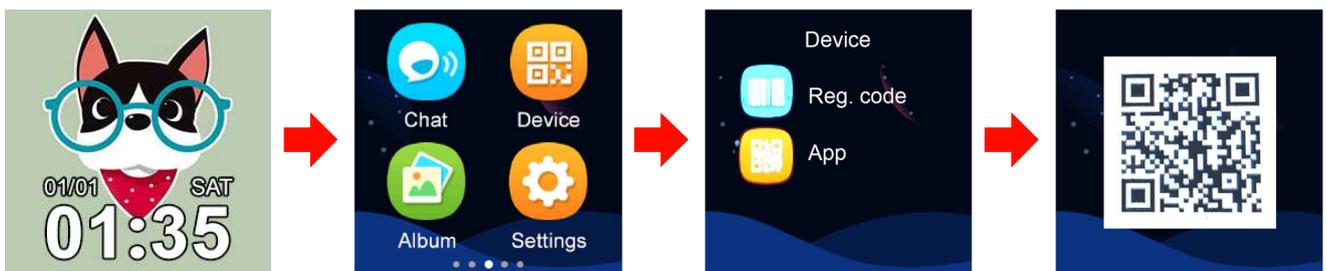
## 4 Connecting to the Canyon Life Mobile App

The watch and the device owned by an adult interact via the free Canyon Life mobile app, available for download on Google Play or the App Store.

**Note.** The Canyon Life mobile app is required to fully utilize the functionality of the watch and for the watch and the mobile device owned by an adult to work together correctly.

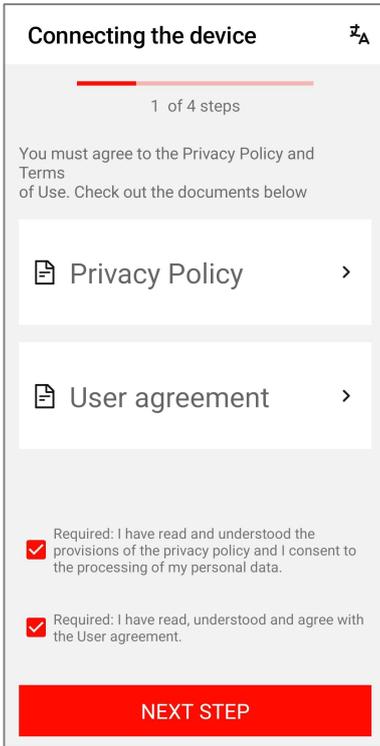
The Canyon Life app QR code can be found in the watch menu by following the steps below:

1. From the main screen with the watch face, swipe the screen left or right to go to the main watch menu and tap the “Device” icon .
2. In the menu that opens, tap on the “App” line.
3. Next, scan the QR code with the camera of the device owned by an adult, download and install the app, and then pair the watch with the app (see clause 4.1 below).



**Note.** The “Device” main menu item also includes the “Registration code” line, which contains the code required to register the watch in the application (see clause 4.5 below). The registration code can also be found on the watch label.

## 4.1 First Launch of the Canyon Life App



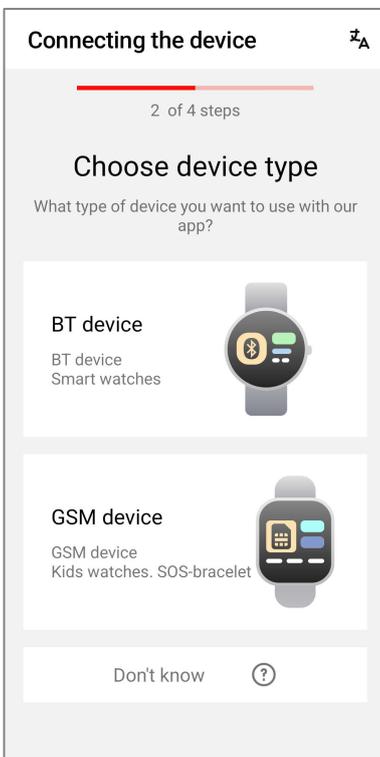
1. Make sure the watch is charged and turned on.
2. Keep the watch within 1 meter distance from the mobile device.
3. Launch the Canyon Life app.

**Note.** The app language is automatically selected according to the system language of the mobile device. If necessary, you can select another language from the list of available languages by tapping on the language selection button in the upper right corner of the screen.

4. Read the Privacy Policy and Terms of User Agreement.
5. Confirm your consent to the processing of personal data and accept the terms of the user agreement. It is impossible to continue working with the app in case of declining.
6. Once these conditions are met, tap "NEXT STEP".

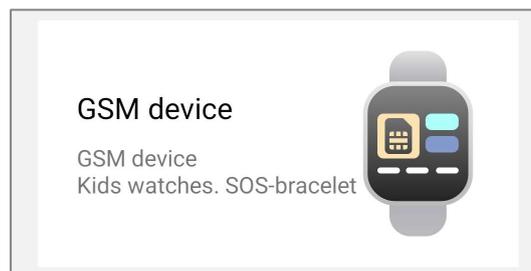
**Note.** When you re-launch the app and connect to a new device, this step will be omitted.

## 4.2 Selecting the Device Type



Select the type of device to be connected:

1. To connect the CNE-KW48 watch, select "GSM-Device. Kids watch. SOS-bracelet":



**ATTENTION!**

For the correct operation of the connected watch it is recommended that you give the app access to all requested mobile device data. Running the app in the background is necessary for proper interaction with the watch: collecting geolocation data, sending timely notifications, taking remote photos, making video calls, sending messages to chat, etc.

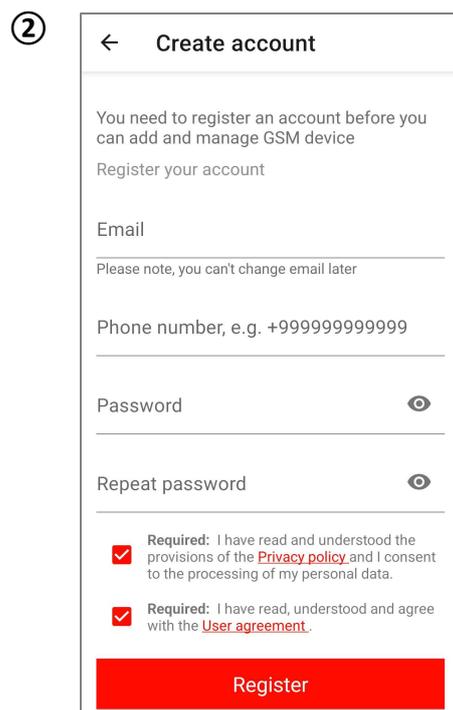
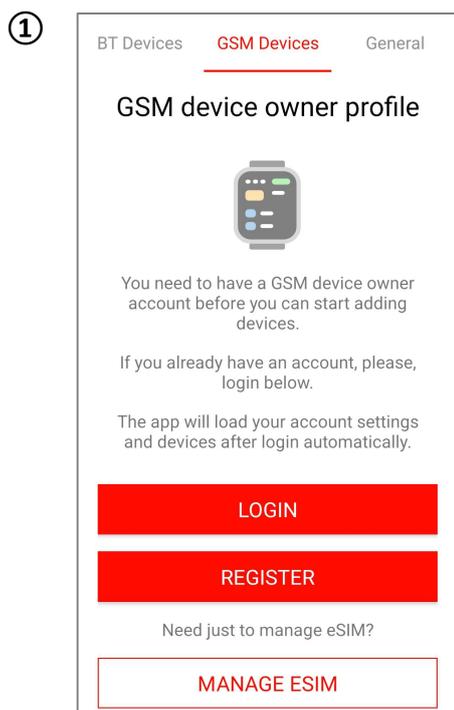
2. Next, register a new account or log in to an existing account.

## 4.3 Registering a New Account

1. In the GSM device owner profile, tap “Register” (see Figure ① below).
2. Enter the data to create an account (see Figure ② below):
  - **Email** – used to sign in to your account. Later it will be impossible to change the specified address.
  - **Phone number** – the number entered will be listed as the main number. Subsequently, you can specify a different main number in the general settings of the Canyon Life application.

**Note:** The phone number should be in the following format:  
+ [country code] [mobile network operator code] [phone number].

- **Password** – a given set of characters to log in into account.
- Accept the terms of the Privacy Policy and User Agreement.
- After filling in the fields, tap “Register”.



## 4.4 Login to an Existing Account

1. In the GSM device owner profile, tap “Login”.
2. Enter your email address.
3. Enter your password.
4. Next, tap “Login” to log in to your account.

**Note.** If necessary, you can recover your password by tapping on the “Forgot your password?” link. An email will be sent to the email address linked to the account with instructions on how to reset your password.

## 4.5 GSM Device Registration

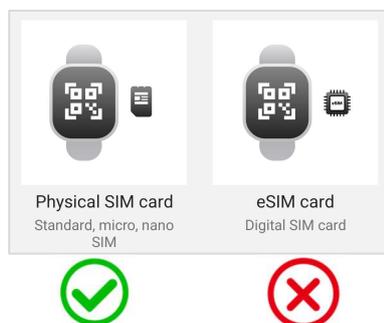
### ATTENTION!

We recommend registering your device in the Canyon Life app in an open space, as indoor locations may have connection problems. It takes up to 20 seconds for the device to find and establish a connection to the server.

1. Tap “Add GSM device” to register the watch in the app.

**Note.** If you want to change your phone number or password, tap “Account Details” to go to account settings.

2. Next, select the SIM card type – physical SIM card:



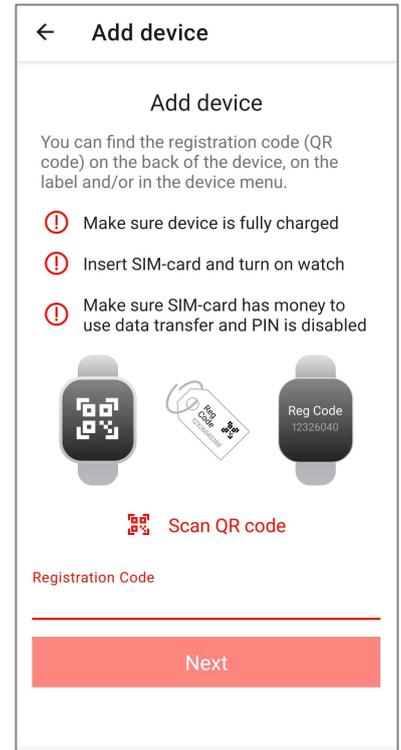
3. Make sure the watch is ready for connection according to the instructions on the screen.
4. Prepare the watch registration code.

**Note.** The device registration code can be found on the watch label or in the “Device” item of the watch's main menu.

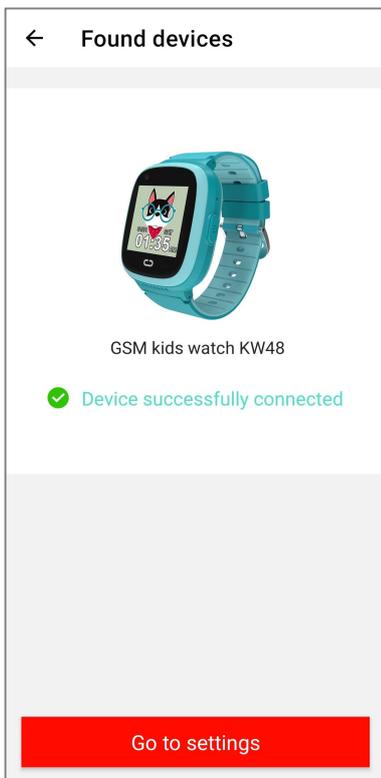
5. Enter the device registration code in the appropriate line at the bottom of the screen in one of the two available ways:
  - tap on the blank “Registration Code” field to manually enter the code from the device label;
  - or tap on the “Scan QR code” line to scan the QR code in the watch menu using your smartphone camera. Point the camera at the QR code, the data will be read automatically.

**Note.** When you first launch the app, you need to give the app access to your mobile device's camera.

6. Tap “Next” and wait for the device connection process to complete.



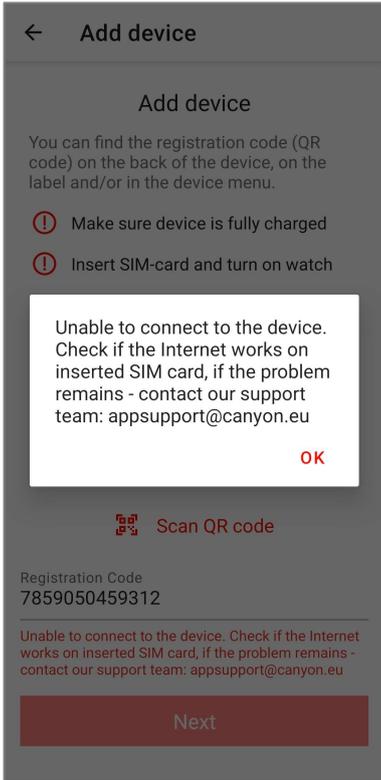
## 4.6 Successful Connection of the Device



When the connection is successful, a watch image and the message “Device successfully connected” will appear on the screen.

Tap “Go to settings” to go to the watch settings in the Canyon Life app (see Section 5).

**Note.** To register your watch to multiple accounts on different devices, the Canyon Life app has the “Share” function (see subclause 5.2.5).

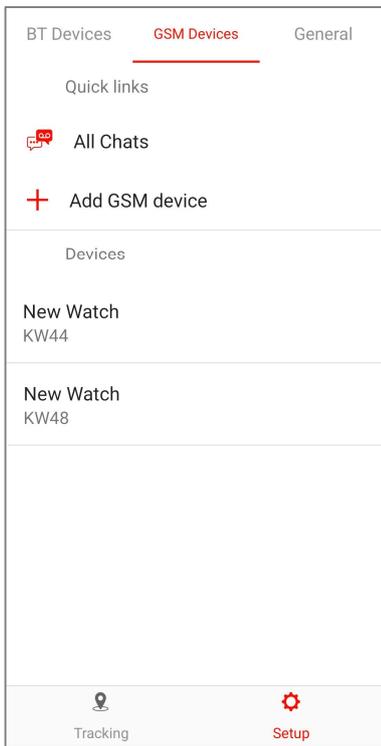


If the connection to the device fails, a notification will be displayed on the screen.

Repeat the process of registering the watch in the app, following the instructions given in clauses 2.2 and 2.3 of this document: go to an open space, make sure that the SIM card is correctly installed and that there is an Internet connection.

**Note.** If the above steps do not resolve the problem, contact support via chat at [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk).

## 5 Functions of the Canyon Life App



Once the watch is successfully connected to the Canyon Life app installed on the device owned by an adult, the app will display the home page \*.

In the center of the screen under “Devices” tab is a list of connected devices.

**Note.** The number of GSM devices connected to the app is not limited.

When connected to the Canyon Life app, each GSM watch is assigned a default name: for example, “New Watch KW48”. This name can be changed at your discretion in the future (see subclause 5.2.3 for details).

Links that are available at the top of the screen:

- **Chats** – tap on the line to go to the list of chats with the connected watches (for more details on chats, see subclause 5.2.2).
- **Add GSM device** – tap on the line to add a new GSM watch. To do this, repeat the steps of clauses 4.5 and 4.6 of this document.

Two tabs are displayed at the bottom of the screen:



- **Tracking** – track the location of your watch on a map.
- **Setup** – control and adjustment of the watch functions.

### 5.1 “Tracking” Tab

The “Tracking” tab displays a map with the location of all GSM devices connected to the app.

The watch sends coordinates to the application via a secure channel with the frequency selected in the settings. Depending on the location, the watch sends GPS or LBS coordinates \*\*.

In the open area with the direct “GPS-satellite – watch” contact, the location is established with greater accuracy. Inside buildings, data transmission will automatically switch to LBS mode. In this mode, GSM tower coordinates are used, so the location accuracy depends on the number of GSM towers placed in the area.

The map displays the last registered location of the watch. Tap the watch position marker  to see detailed information about the last synchronization with the watch: date, time, signal type, and the watch battery level.

\* It is recommended that you read the complete Canyon Life mobile app manual before you begin. A link to the document is available in the “General” section of the settings, which is located in the upper right corner of the screen. If necessary, perform general pre-configuration of the data display in the Canyon Life mobile app.

\*\* See Section 11, “Glossary”.

The following touch buttons are located on the map to control the app and watch functions:

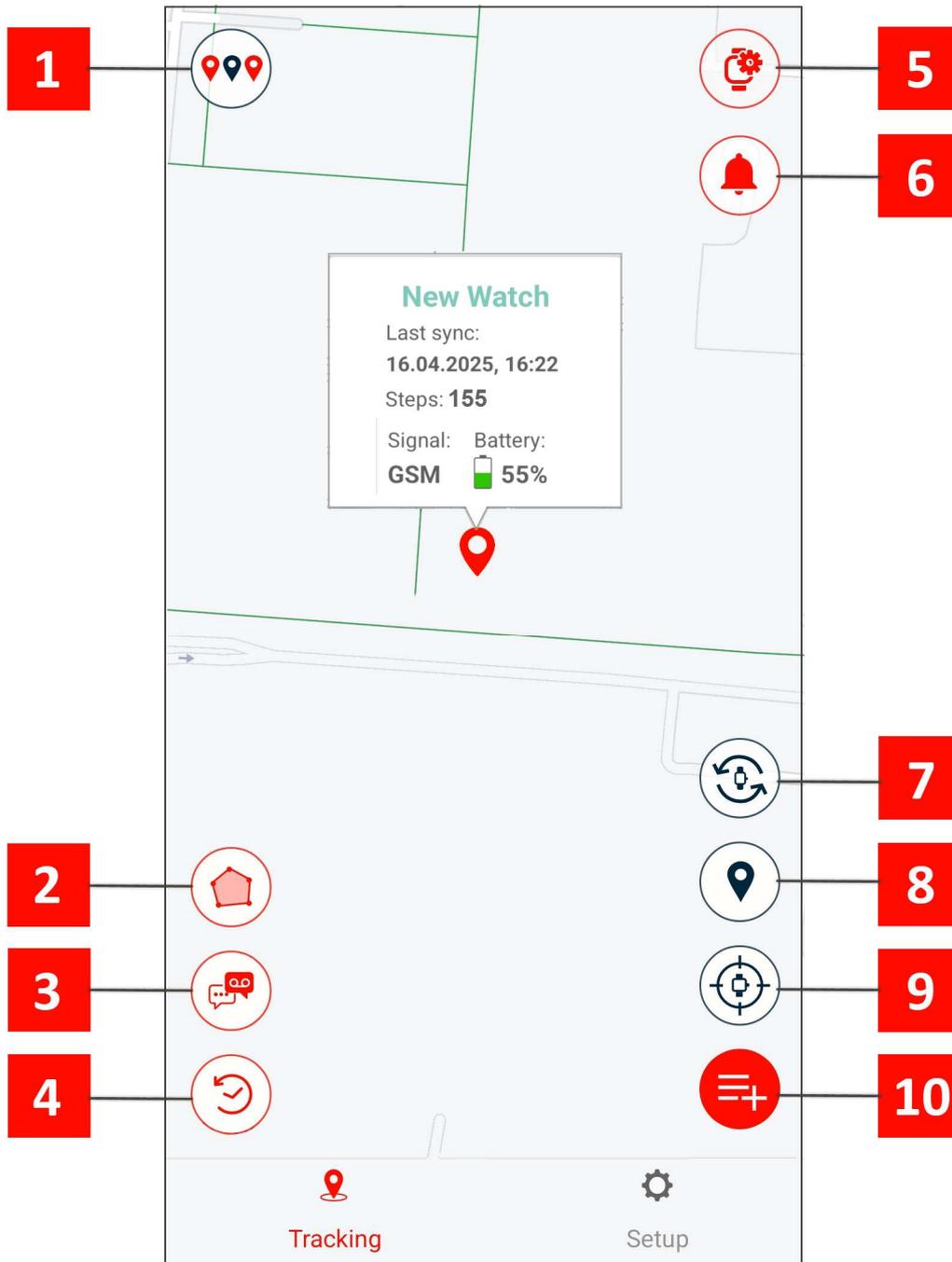


Figure 9 – Map interface function buttons

The meaning of the function buttons in the map interface:



### 1. Displaying devices on the map

Displays all GSM devices connected to the app on the map.

The color of the mark on the map corresponds to the selected device color (for details on selecting the device color, see subclause 5.2.3).

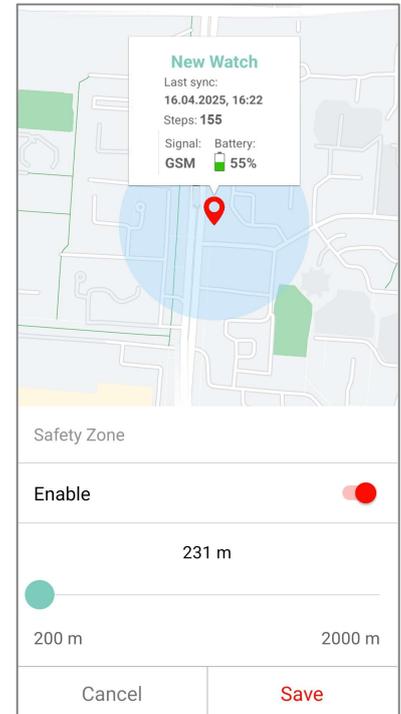


### 2. Safety geofence

Set up a safety geofence for continuous remote monitoring of the child's location.

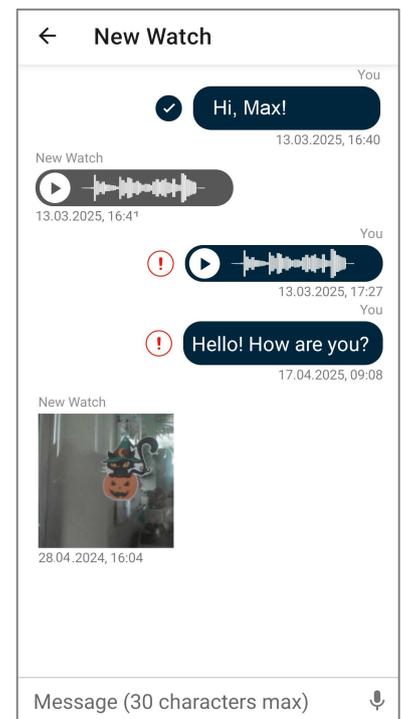
1. Activate the function by moving the switch on the screen to the "Enabled" position.
2. Next, use the slider to adjust the size of the zone – from 200 to 2,000 m.
3. Tap "Save".

If the child crosses the safety geofence boundary, the connected mobile device owned by an adult will receive a notification that can be viewed in the app under "Notifications" tab (see subclause 5.2.2).



### 3. Chat

Go to the chat (see subclause 5.2.2 for details).





#### 4. Movement history

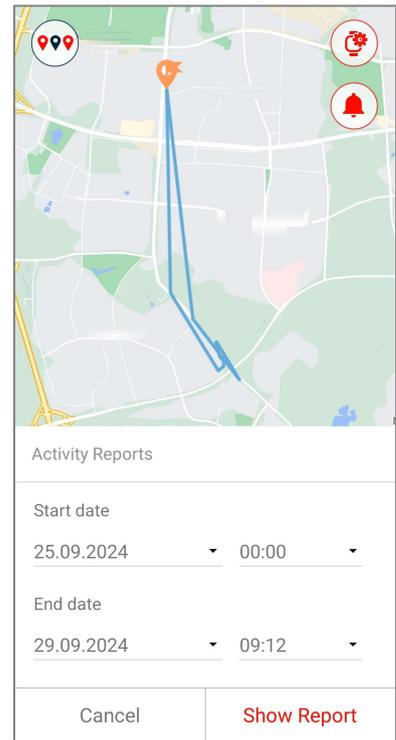
Displays the trajectory of movement of the watch for a specified period on the map. The maximum available period is 7 days.

To view the report:

1. Set the start and end date and time of the tracked period.
2. Next, tap “Show report”.

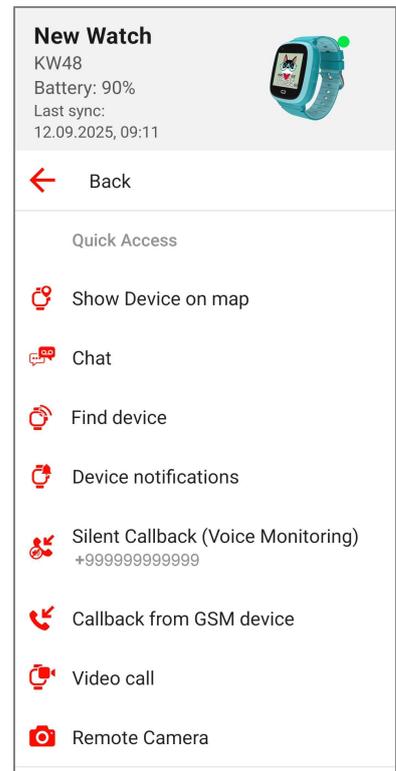
The screen displays a travel route for the specified period, compiled from known watch locations.

To exit the history, tap “Cancel”.



#### 5. Settings

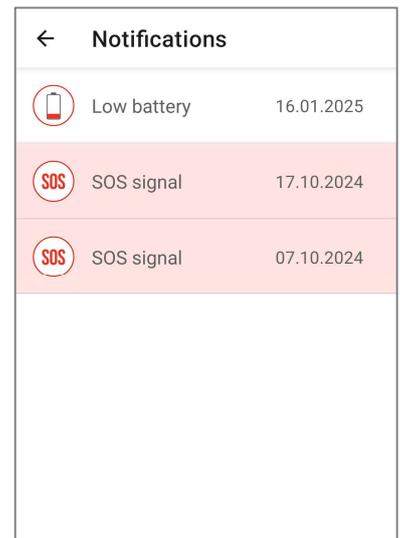
Go to the device settings (see subclause 5.2.1 for details).





### 6. Notifications

Go to notifications (see subclause 5.2.2 for details).



### 7. Selecting the watch

Selecting the watch from the list of GSM devices connected to the app (if several watches are connected to the app).



### 8. Last known location

Positioning the last known location of the selected device on the map.



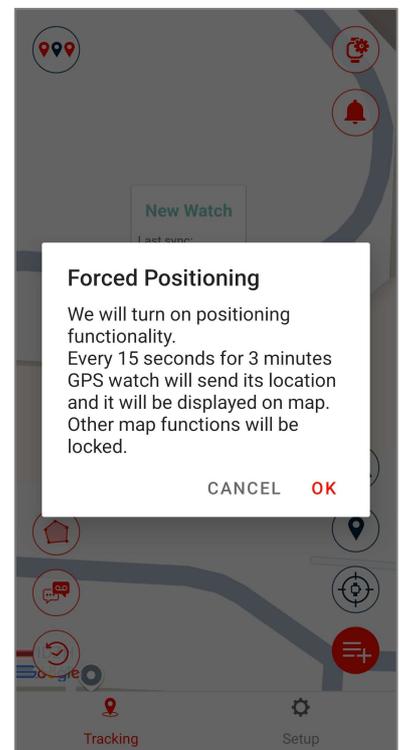
### 9. Forced positioning

When this function is activated, a command will be sent to the watch to force immediate coordinate determination, regardless of the current coordinate transmission frequency settings.

**Note.** This function allows you to obtain the most accurate location of the watch, provided there are no obstacles to the transmission of coordinates.

Every 15 seconds for three minutes, the watch will send its location, which will appear on a map.

Other card functions will be blocked at this time.





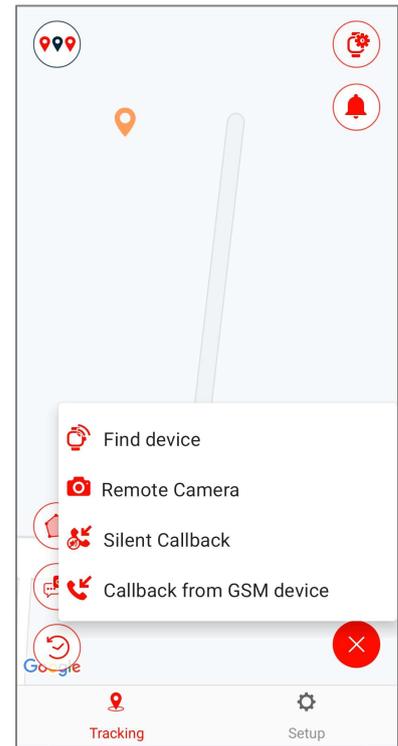
**10. Functions**

Quick call of some functions available for the selected GSM watch. The set of functions for different watch models may vary.

The watch performs the following functions:

- **Find device** – the watch will emit a loud beeping sound to help locate it.
- **Remote camera** – covertly take photos using the watch's camera.
- **Silent callback** – a hidden outgoing call from the watch to the main number.
- **Callback from GSM device** – forced outgoing call from the watch to the specified number.

Detailed description of the listed functions is given in subclause 5.2.2 below.

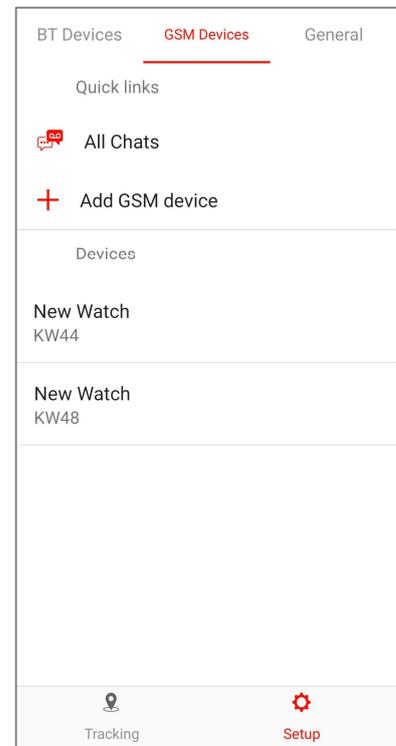


**5.2 “Setup” Tab**

When you go to the “Setup” tab, the home page and the list of all GSM devices connected to the app are displayed.

Each line contains the name of the connected GSM device and its model.

Tap on the line with the name and model of the watch to go to its settings.



### 5.2.1 Smart Watch Management and Settings

The upper part of the screen displays information about the GSM device that you are using: the name and model of the watch, its battery level, date and time of the last synchronization.

A green circle to the right of the watch image indicates a successful connection to the watch. If no connection is established, a red circle is displayed.

The following is a list of settings and functions, which is organized into four sections:

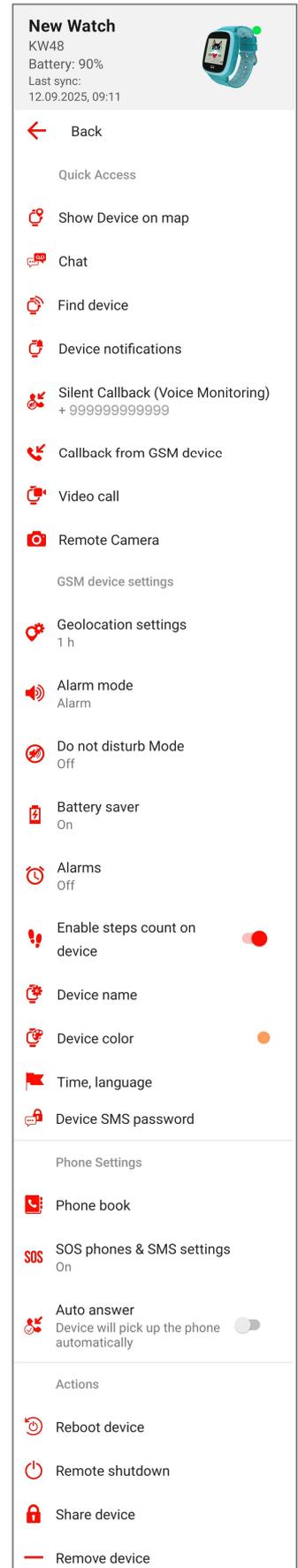
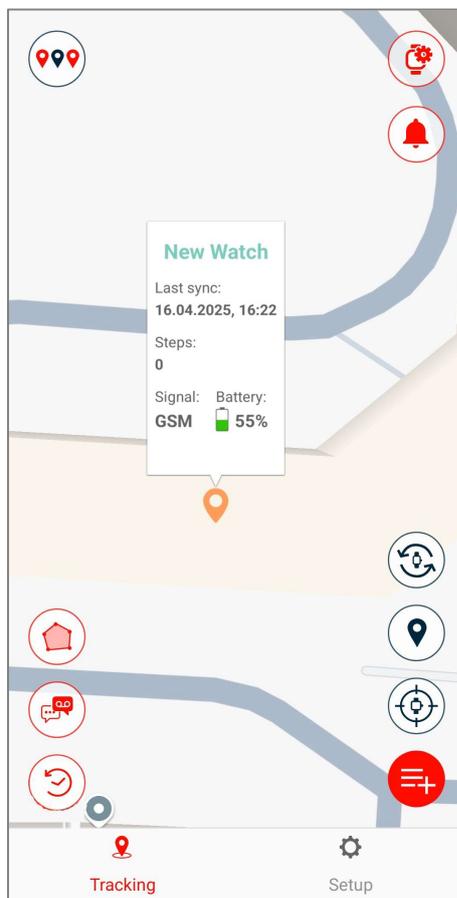
1. "Quick Access" section.
2. "GSM device settings" section.
3. "Phone Settings" section.
4. "Action" section.

### 5.2.2 "Quick Access" Section



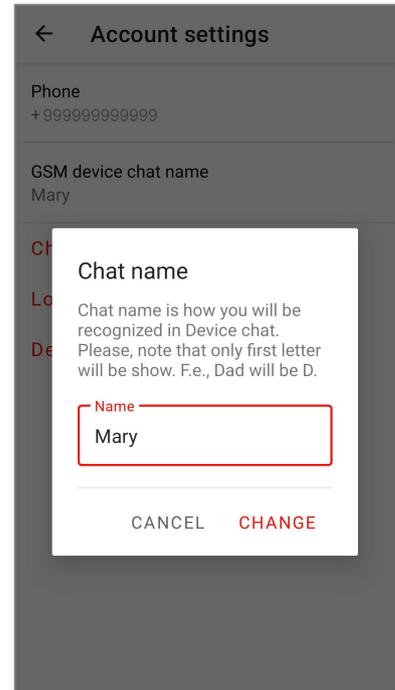
Show the device on the map

Selecting the function will open a map showing the last known location of the watch. For more details on the touch buttons of the map interface, see clause 5.1.



 Chat

When opening a chat for the first time, the app will prompt the user to set an alias that will appear in the chat and phone book of the app and watch. Enter a name and tap “Change”.

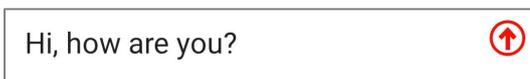


Next, the chat screen with the selected device is displayed, where the following actions are available:

- send a text or voice message to the watch;
- listening to a voice message sent from the watch;
- view photos sent from the watch.

Outgoing messages are marked in dark blue, incoming messages marked in gray. The date and time the message was sent is displayed below each message.

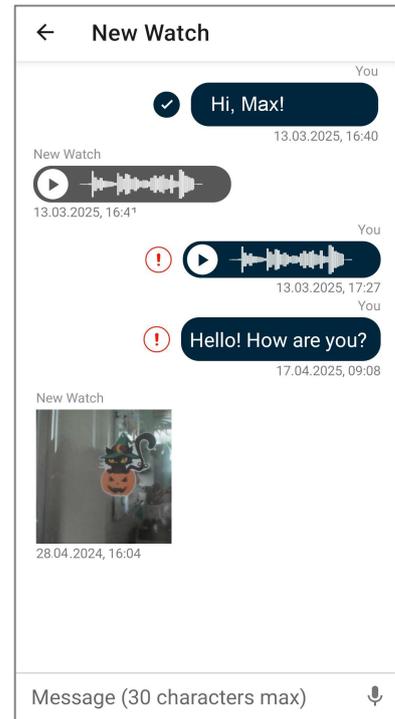
To send a text message, type the text in the text box at the bottom of the screen and tap “Send” :



When you receive a message, the watch emits a sound and displays the message on the screen. The received message is available on the watch in the “Chat” app (see subclause 3.5.4).

To record and send a voice message, tap and hold the microphone symbol  at the bottom of the screen while you speak the message aloud. Release the button to automatically send a message to the watch.

**Note.** The minimum duration of a voice message is 5 seconds.



If the message has been successfully delivered, a check mark will appear to the left of the message:

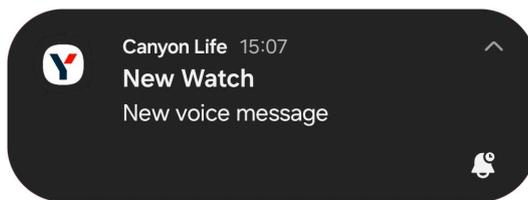


If you fail to send a message, a red exclamation mark will appear to the left of the message – tap on it to resend it.



**Note.** If you cannot send a message, there may be no connection between the watch and the app at this time because the watch is indoors and is not receiving a signal from the satellite. Try sending a message later.

When a new voice message arrives in the app, a notification is sent:



**To listen to a voice message** received in the app:

- open the chat and tap  to download the message;
- then tap  to play it.





### Find the device

The watch beeps when the function is launched. The following screensaver is displayed:



Press any button on the watch to turn off the alarm.



### Notifications

View notifications: SOS signal, leaving the safety geofence, low battery.

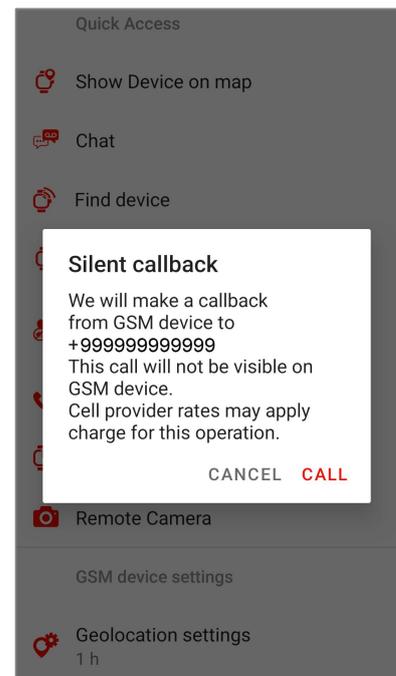
	Low battery	16.01.2025
	SOS signal	17.10.2024



### Silent callback

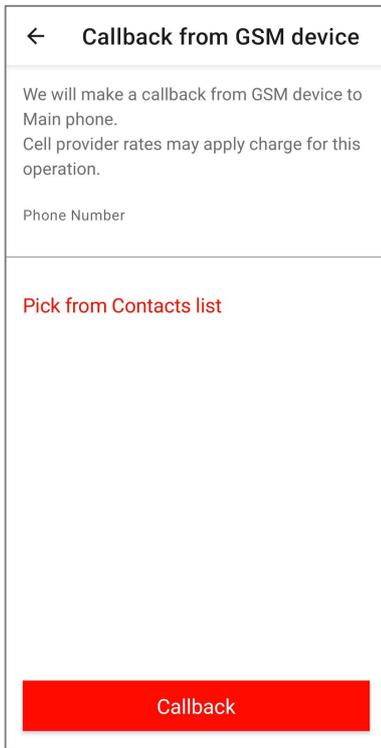
This function allows you to send a command to the watch to make a silent outgoing call to the main phone number (account number) for the purpose of audio monitoring of the environment around the watch.

When a command is received, the watch's screen turns off (if it was on) and blocks. The blocking is disabled when the call ends.





### Callback from a GSM device



The function is used to send a command to force an outgoing call from the watch to a specified number.

In the “Phone Number” field, enter the number to be called or select it from the contact list of the device's owned by an adult by tapping on the “Pick from Contact list” line.

Next, tap on the “Callback” button at the bottom of the screen.

The watch displays the process of dialing the number during the call (see clause 3.4.1).



### Video call



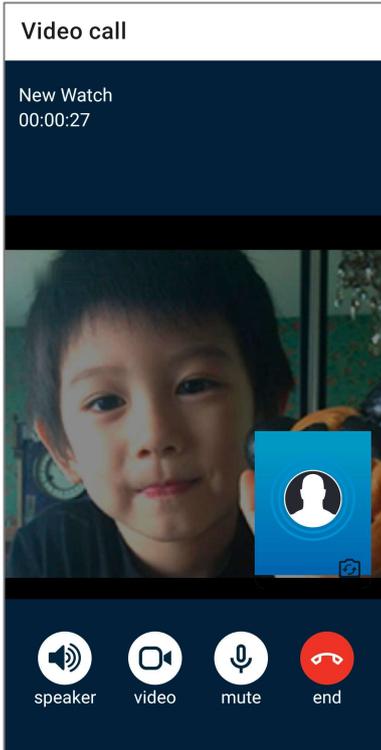
The function allows you to make a video call to your watch by following the steps below:

1. Tap on the “Video call” menu bar to open the video call preparation screen, during preparation the active connection to the watch is checked.

**Note.** A stable internet signal on the watch is required for stable video communication. Indoors, the signal may be unavailable or may be interrupted, so it is recommended to make video calls while in an open space.

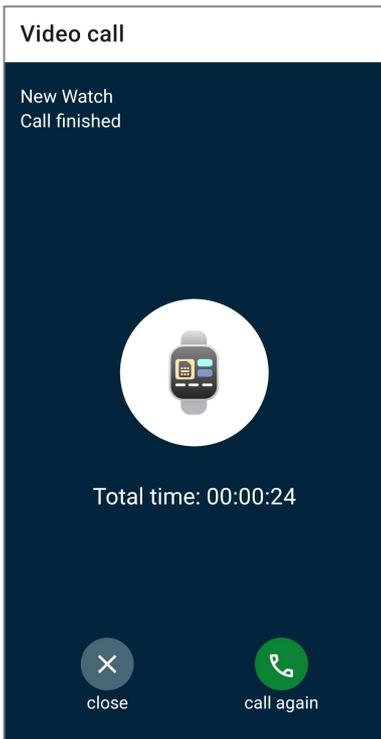
2. Next, the dialing screen will be displayed with the name of the dialed contact.

**Note.** If the called party is unavailable, does not answer, or there is no connection to the watch, the call will stop automatically and the screen will display the message “Unavailable”.



3. When the called party answers, the conversation screen is displayed. The images of the video call participants will appear on the screen. Control buttons are available at the bottom of the screen:

	<b>Speaker</b> Tap to increase/decrease the speaking volume
	<b>Video</b> Tap to turn on/off the video image of the person calling from the app
	<b>Microphone</b> Tap to mute/unmute the microphone of the person calling from the app
	<b>End</b> Press to end the video call



4. When the video call ends, the screen displays information about the duration of the call.

5. Then tap “Close” to return to the app menu or tap “Call again” to call again.

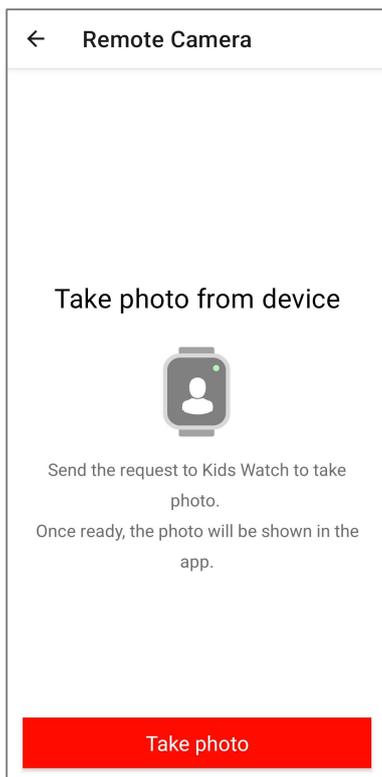
## Remote camera control

The function is used to covertly take photos using the watch's camera.

When you tap on the “Take photo” line, a command to take a photo is sent to the watch. The watch is blocked and nothing is displayed on the screen.

The resulting image is displayed in the app.

Save the photo to your smartphone's memory or take a new one.



### 5.2.3 “GSM Device Settings” Section

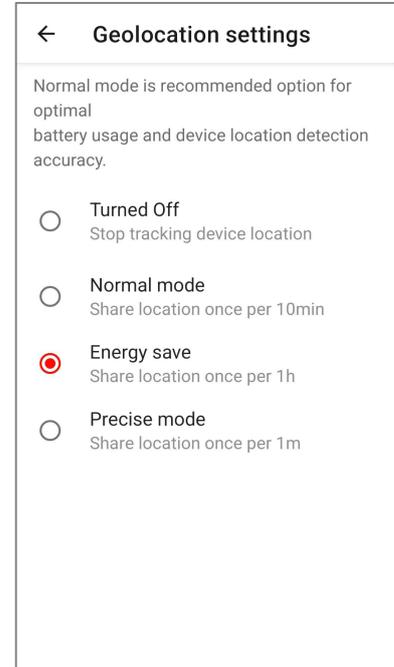


#### Geolocation settings

You can use this function to enable/disable device location tracking, as well as set the frequency of location detection of the device:

- **Turned Off** – turns off continuous tracking of the device's location.
- **Normal mode** – coordinates will be transmitted every 10 minutes.
- **Energy save** – coordinates will be transmitted once per hour.
- **Precise mode** – coordinates will be transmitted every minute.

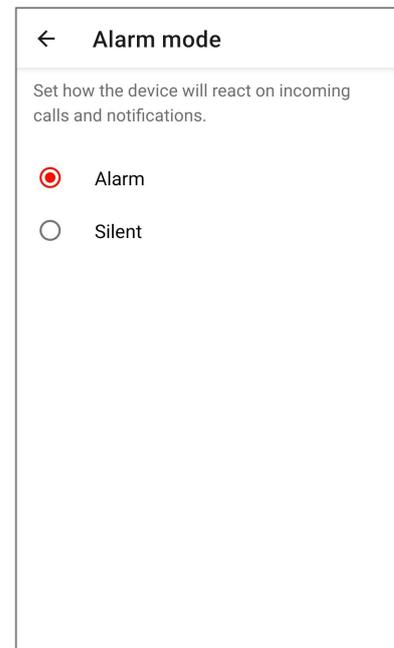
**Note.** The more often the watch locates, the faster its battery runs out of power.



#### Notification mode

The function allows you to customize how the watch operates during incoming calls and notifications:

- **Alarm** – incoming calls and notifications will be accompanied by sound.
- **Silent** – incoming calls and notifications will be received in silent mode.





## “Do not disturb” mode

When the “Do not disturb” mode is enabled, the watch displays the main screen with a watch face and the message “Do not disturb” at the bottom of the screen.

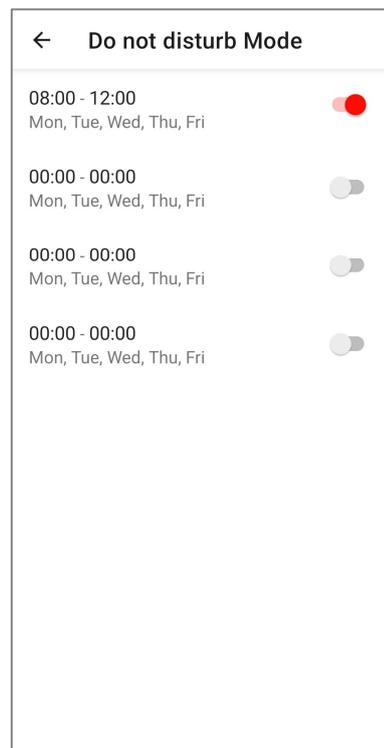
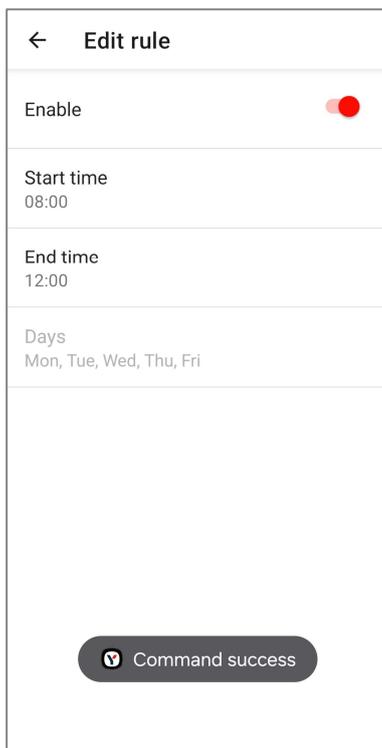


The sound and other watch functions will be disabled, including access to the watch menu.

In “Do not disturb” mode, only the following watch functions are available:

- emergency call;
- silent callback from the Canyon Life app;
- remote camera control;
- determining the location of the device.

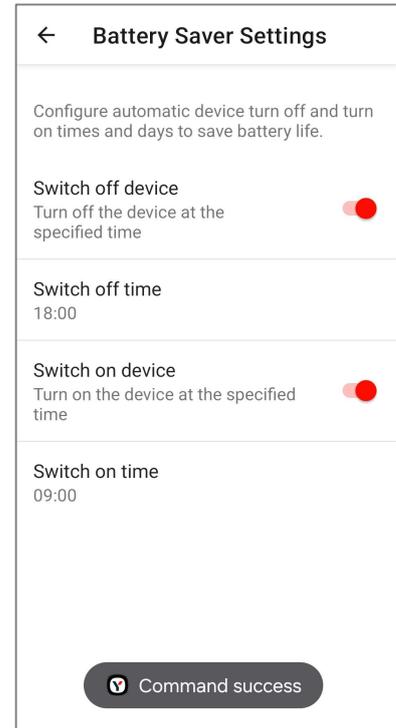
During configuration of “Do not disturb” mode in the app, specify the days of the week and time periods:





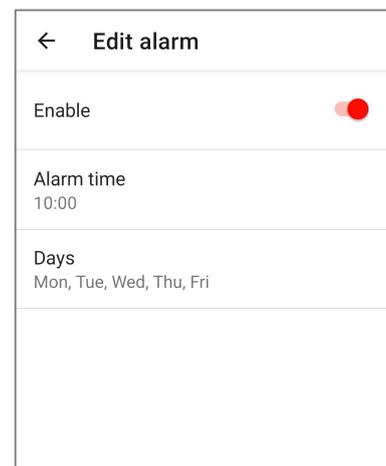
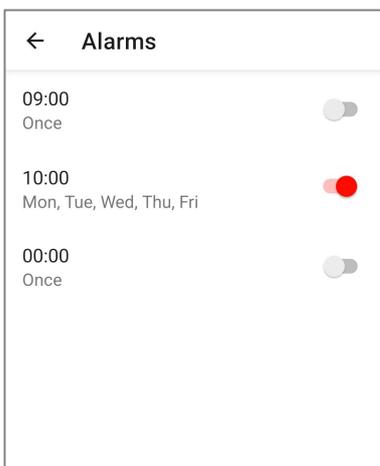
**Power saving mode**

The function allows you to set the time for the device to automatically turn on and off at a certain time.



**Alarm**

In the app, you can set up to three alarms for different times with repetition on certain days of the week.



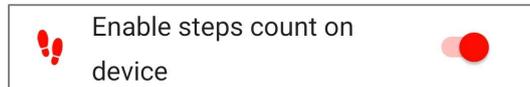
**Note.** You cannot set alarms with an interval of less than 5 minutes.

When the alarm goes off, the watch beeps and the alarm splash screen is displayed (see subclause 3.5.5 for details).

To turn the alarm off, tap any button on the watch.

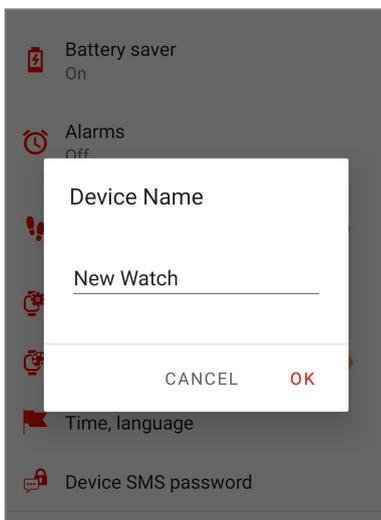
## Step counter

When you enable this function, the pedometer will be activated, counting the steps you have walked on the current day.



You can view the number of steps on the watch in the “Pedometer” app (see subclause 3.5.6).

## Device name



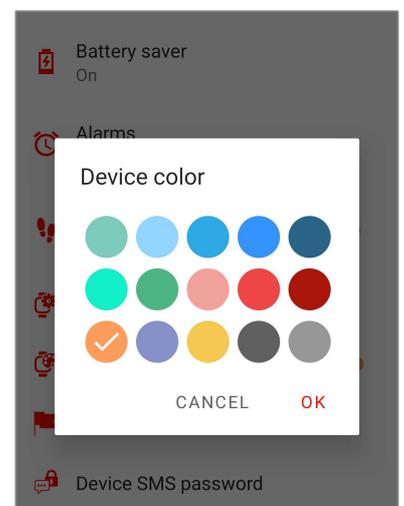
The function allows you to enter a new device name that will be used for identification if multiple GSM watches are connected to the app.

The device name is displayed on the map, in the list of connected devices, and in chats.

## Device color

The selected device color is used for displaying labels on the map, chat messages, etc.

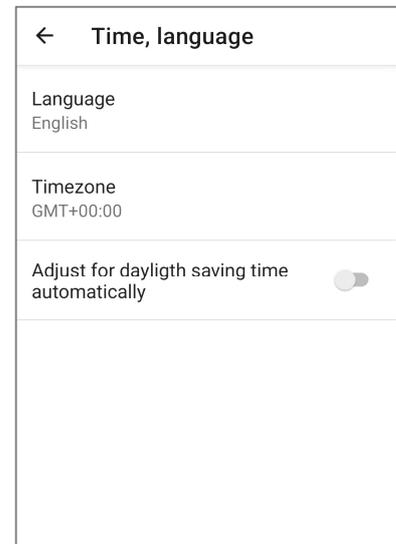
Use this function if you have several watches registered in the app.



 Time, language

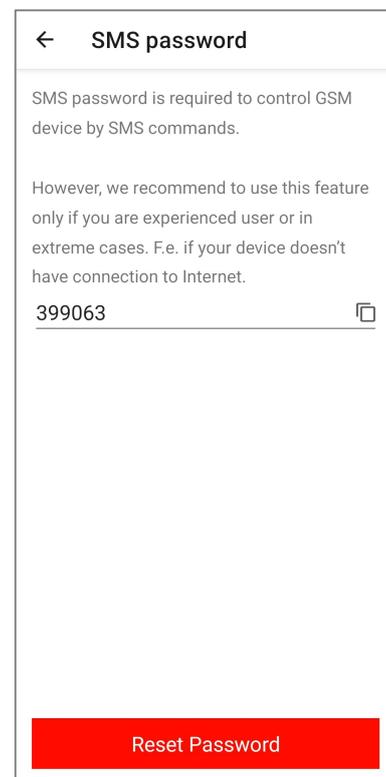
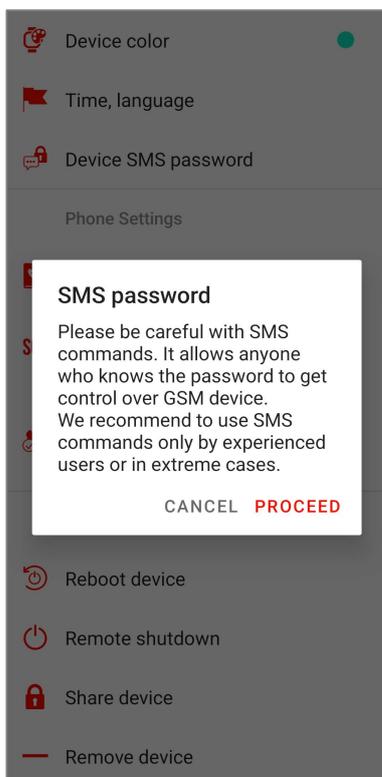
With this setting you can set the following parameters:

- **Language** – select the language of the watch interface. When you connect to the app, the watch defaults to the interface language of the connected device owned by an adult (see Table 2 for a list of supported languages).
- **Time zone** – select the time zone. When connected to the app, the time on the watch automatically synchronizes with the time set on the connected device owned by an adult.
- **Adjust for daylight saving time automatically** – use this function when changing to daylight saving time/winter time.



 SMS-password for the watch

When you launch the function, the SMS password will be displayed on the watch screen. This password is used to control the watch through special SMS commands.



**ATTENTION!**  
The use of SMS commands is recommended only for specialists and only in emergency cases, for example, in case of prolonged absence of synchronization via the Internet.

## 5.2.4 “Phone Settings” Section



### Phone book

Used to enter the phone numbers that will be available on the watch in the “Contacts” app (see subclause 3.5.1).

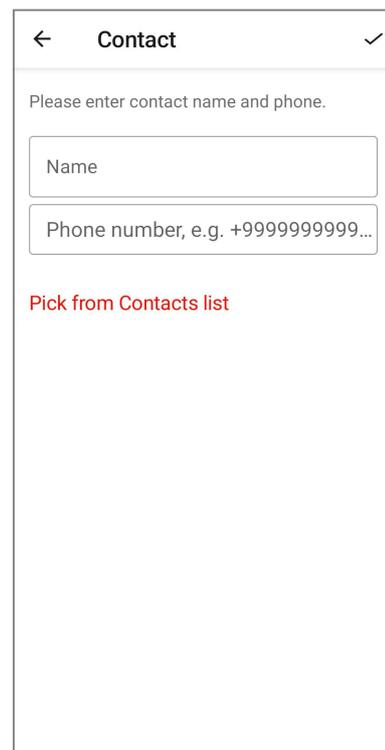
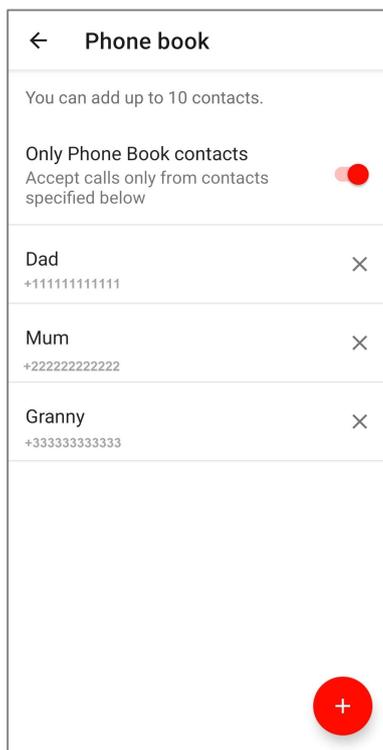
When you start the function, it synchronizes with the watch to get a list of numbers.

To add up to 10 numbers to the phone book, do the following:

1. Tap “+” at the bottom of the screen to add a phone number.
2. Enter the caller's number and name manually or select them from the contact list of the device owned by an adult by tapping the “Add from Contacts” line.

**Note:** The phone number must be entered in the following format: + [country code] [mobile network operator code] [phone number].

3. Next, tap the check mark symbol in the upper right corner of the screen to save your changes.



Each time a number is added or edited, a connection to the watch is made to make changes.

**Note.** Enable the function “Only Phone Book contacts” to limit incoming calls to your watch to only the phone book contact list. Incoming calls from third-party numbers will be rejected automatically.

## SOS SOS numbers and SMS notification settings

The function is used to select three main numbers that will receive an emergency call from the watch, and to set up SMS notifications.

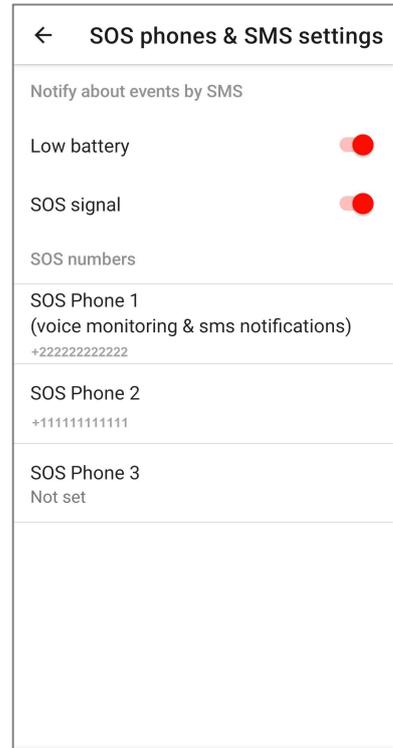
**SOS number 1 (voice monitoring and SMS notifications)** is the main number that is primarily used for emergency calls and SMS notifications.

**Note.** By default, the main number is the number you provided when you created your Canyon Life account. If necessary, the number can be changed by tapping on the line with it.

**Selection of the SMS notifications** that will be sent to the main number in the following cases:

- the battery charge level of the watch is 30 % or lower;
- a SOS signal was sent from the watch.

**Selection of SOS numbers 2 and 3.** You can enter numbers manually or select them from your smartphone's contact list.



### Automatic response

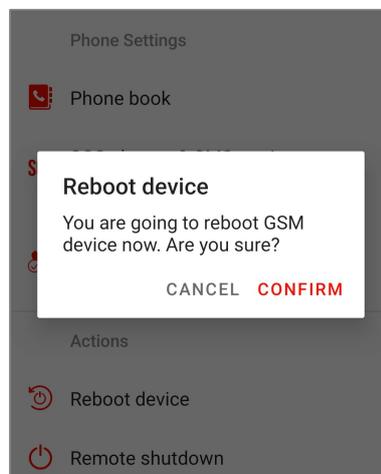
The function is used to turn on/off automatic answer to an incoming call made to the watch.

## 5.2.5 "Actions" Section



### Reboot device

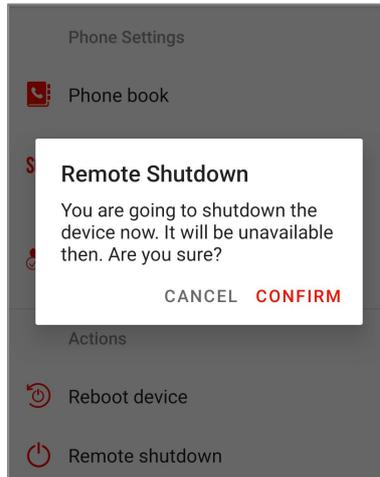
When you launch the function, a forced reset command is sent to the watch.



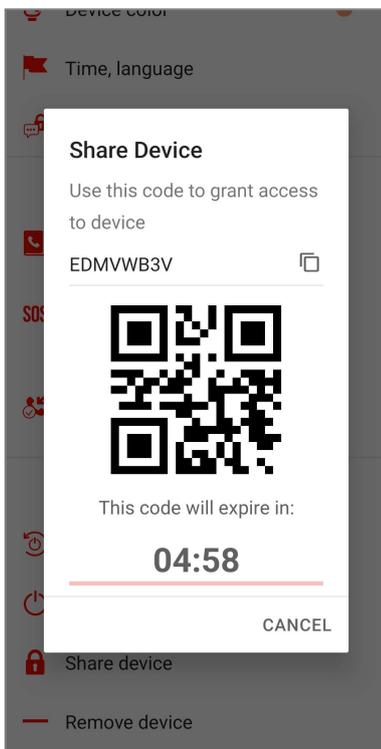


## Remote shutdown

When you launch the function, a forced shutdown command is sent to the watch.



## Share



With this function, you can register your smart watch to multiple smartphones with different accounts.

In this case, the account where the watch was originally registered will be considered the primary account. A full set of functions to manage the watch will be available for it.

The account that gains access to the device will be considered secondary. It will have a limited set of functions: editing and deleting phone numbers will not be available.

When you launch the function, a registration code and a QR code will be displayed on the screen. The codes are valid for five minutes from the moment they are generated.

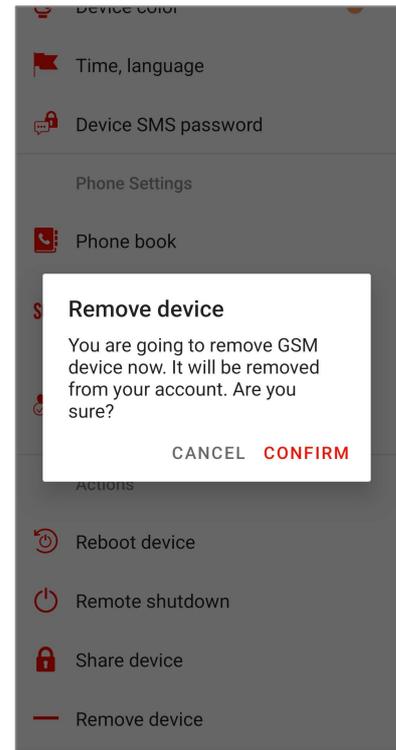
To register your watch, you need to launch the Canyon Life app on your secondary smartphone, log in to your account and register your GSM device. On the device addition step, enter the registration code or scan the QR code (see Section 4 for details).

## Remove device

When you launch the function, the GSM device will be deleted from the current account, including all saved data and settings.

**Note.** If you delete the watch from the primary account, it will also be deleted from all secondary accounts.

After removing and reconnecting the GSM device, all settings in the Canyon Life application and on the watch return to their default values.



## 6 Maintenance and Repair

The CNE-KW48 does not require any special maintenance during use. Nevertheless, in order to maintain proper condition and stable operation of the device, precautions and rules for safe use and maintenance of the device must be observed (see “Limitations and Warnings”).

Clean the device and strap with a dry or slightly damp cloth only after turning the device off and disconnecting it from the power source. Do not use harsh chemicals and cleaners/detergents to preform maintenance of the device. This may cause discoloration of the device casing and strap.

The watches are repaired in service centers, because when they break, it is necessary to open the case of the device.

In case of warranty repair or replacement, please contact the seller with the receipt and the purchased device in its original packaging (see section 5 “Warranty obligations”).

### Replacing the Strap

The CNE-KW48 watch comes with a 20 mm wide silicone strap with a T-shaped metal clasp.

The strap is subjected to natural wear and tear as a result of daily use and may lose its aesthetic and functional qualities over time.

It is recommended that the strap should be replaced as it wears out.

**Note.** Before purchasing a new strap, make sure it fits not only the size but also the type of the joint.

The strap is detachable. The strap attachment mechanism is a standard spring stud (1.78 × 22 mm).



**Note.** If you are concerned about damaging the appearance of your device, have the strap replaced by a watchmaker.

To replace the strap, use a suitable stud removal tool (not included): a thin screwdriver, a SIM card ejector clip or a paper clip. Follow these steps:

1. Place the watch face down on a soft surface.
2. Through the hole on the right or left side of the watch casing, gently push the end of the stud using a screwdriver or paper clip (see Figure 10 below).
3. This will cause the stud to come out of one groove of the watch case. Then gently pull on the strap and pull it out of the second groove.

**Note.** The stud spring is pressed very easily, so do not apply excessive force.



Figure 10 – Detaching the strap from the watch casing

4. Repeat the action for the other part of the strap.

**Note.** If a new strap was purchased without the included studs, remove them from the old strap using a tool or paper clip, and then insert them into the new strap.

5. To attach the new strap, follow the reverse procedure: first insert one end of the strap stud into the slot in the watch casing, then gently push the spring of the other end of the stud into the second slot.

For more information on replacing and repairing your watch, please contact your local representative or technical support: email us at [support@canyon.eu](mailto:support@canyon.eu) or chat with us at [canyon.eu/user-help-desk](https://www.canyon.eu/user-help-desk) web page.

## 7 Warranty Obligations

The manufacturer warrants all materials, components and assembly of Canyon® brand products to be free from defects during the warranty period provided that the operating rules set forth in the user manual of the device are followed.

The manufacturer's warranty for the device in EU countries as well as in the UK, Switzerland and Serbia is 2 (two) years, unless otherwise required by local law. In Spain – 3 (three) years.

The warranty period in non-EU countries for “Smart Watch” products sold before 30.11.2023 is 1 (one) year, for those sold from 01.12.2023 – 2 (two) years from the date of sale of the product in the retail network. The service life of the device is equal to the warranty period.

The warranty period starts from the date of purchase of the product from an authorized Canyon® retailer (online store, retail store). The proof of purchase of the device is a cash or sales receipt, invoice (or delivery receipt) with the date of purchase.

In cases where this limited warranty differs from the warranty procedures provided by local law, the manufacturer will enforce the warranty in accordance with the laws of the country of purchase.

### Warranty Service Procedure

In case of detection of a possible malfunction or defect of the device, the buyer should contact an authorized service center and provide the following before the warranty period expires.

1. The device with the alleged defect or deficiency is in its original packaging.
2. Original document confirming the purchase.

Up-to-date information about the warranty company is available at [canyon.eu/warranty-terms](https://canyon.eu/warranty-terms).

If there is no authorized service center, the customer should contact the store where the device was purchased.

### Warranty Transfer

Canyon® brand products are warranted only in the country where the purchase was made. This limited warranty applies only to the original customer of the Canyon® product and is not transferable or assignable to any subsequent customer.

### Limited Software Warranty

Canyon® does not provide any guarantees, direct or indirect, to the pre-installed software, its quality, performance, functionality, or compatibility for a particular purpose.

Canyon® also does not warrant that the functions of the software will meet specific requirements or that the operation of the software will be uninterrupted or error-free. Therefore, the software is sold “as it is” (i.e., without quality warranty), unless expressly stated otherwise in writing.

Warranty service or return authorization under this limited warranty is available only if the claim is made within the warranty period.

**Disclaimer**

Products with manufacturing defects are subject to warranty service during the warranty period. In this case, the warranty period is extended for a period equal to the duration of the repair.

Canyon® products are not eligible for free warranty service if the following damage or defects are detected:

- Damage caused by force majeure, accidents, negligence, intentional or careless action (inaction) of the consumer or third parties;
- damage caused by unexpected precedents (natural disasters such as fire, flood, earthquake, lightning, etc.);
- damage caused by exposure to other objects; exposure to moisture, dampness, extreme temperatures or environmental conditions (or sudden changes thereof), corrosion, oxidation; ingestion of food or liquid; exposure to chemicals; exposure to animals, insects and their byproducts;
- third-party-caused damage (including visible damage to the motherboard or other electronic parts of the product, such as burned areas from electrical shocks, overheating, melting, cracking, etc.);
- defects caused by improper use of the device, misuse (including use contrary to that set in the user manual) resulting in damage;
- mechanical damage that occurs after the device has been transferred to the user, including damage caused by sharp objects, bending, crushing, dropping, etc;
- damage caused by non-compliance with standards for parameters of power, telecommunications, cable networks and other external factors;
- any defects caused by the use of incompatible software;
- cracks and/or scratches on the LCD display and plastic parts, as well as other defects caused by transportation, loading/unloading or improper handling by the buyer;
- the presence of two or fewer defective pixels on the device's display, which, according to the manufacturer's policy, is not considered a warranty-relevant damage;
- the effects of so-called "sticking" of the image and brightness disturbances of LCD panels, resulting from displaying still images for a long period of time (longer than a day);
- malfunctions of the device due to the fact that the device has been opened, altered or repaired by a person other than an authorized service center representative or using non-original spare parts, i.e. as a result of unauthorized, willful repair or modification of the product;
- altering, removing, erasing or damaging the serial number of the product (or the serial number adhesive label on its parts);
- defects caused by natural wear and tear.

This limited warranty is the exclusive and sole warranty provided and is in lieu of any other express or implied warranties.

The manufacturer provides no warranties, express or implied, beyond the description contained herein, including an implied warranty of merchantability and fitness for a particular purpose. It remains at the discretion of the purchaser to use a faulty, defective and unacceptable device.

The manufacturer shall not be liable for damages to other property caused by any defects of the device, loss of use of the device, loss of time, or for any special, incidental, indirect or consequential damages, punitive damages and losses, including, but not limited to, commercial damages, loss of profits, loss of confidential or other information, damages caused by interruption of business or production activities due to the device being found to be defective, defective, or unacceptable.

**Note.** ASBISC does not manufacture products related to critical equipment. Critical equipment includes life support systems, medical devices and devices used in implantation, commercial transportation equipment, equipment for nuclear facilities or systems, and equipment for other applications where failure of the device could result in personal injury or death or damage to property.

## 8 Storage, Transportation and Disposal

The CNE-KW48 watch may be transported in any type of covered transport (railroad cars, closed cars, sealed heated airplane compartments, etc.) in accordance with the requirements of the active regulations applicable to fragile goods that are sensitive to moisture.

Similar requirements of the applicable regulations apply to the device's storage conditions in the supplier's warehouse.

**Note.** During transportation and storage of the devices, it is necessary to observe temperature and humidity conditions specified in the corresponding table of technical specifications of this manual (see storage conditions in clause 1.3 "Technical Specifications").

If the device is not used for a longer period of time, it must be stored in its original packaging. If these requirements are not met, ASBISC does not guarantee that the device will maintain its stated parameters due to possible degradation of its components, accumulation of dust, moisture or the negative impact of other factors.



These symbols mean that in accordance with the Waste Electrical and Electronic Equipment (WEEE) \* regulations, all electrical and electronic products need to be collected separately at the end of their life and cannot be disposed of with unsorted municipal waste.

Parts of unusable devices must be separated and sorted by material type. Proper collection, recycling and disposal of these devices will help avoid potential environmental and health impacts from the harmful substances they contain.



The device must be taken to a local recycling center for disposal. The disposal is carried out in accordance with the applicable laws and regulations of the relevant country.

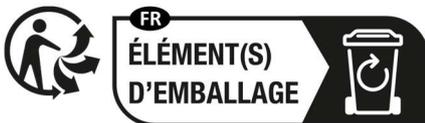
Contact your municipal waste disposal service for details on recycling this device.

If the user is unable to take the device to a specialized collection and recycling facility for disposal, it can also be taken to a building and hardware store, local fire service facility or similar institution.



### Recycling instructions for France

The Triman logo is a symbol used in France to indicate that the product and packaging are recyclable. These wastes must be sorted before disposal. Paper packaging consists exclusively of environmentally friendly raw materials and can be disposed of in accordance with current recycling regulations. Small appliances should be returned to the point of sale or dropped off at your local recycling center. The addresses of the recycling centers in France are available at the link provided under the symbol.



\* See Section 11, "Glossary".



Symbols used in Spain and Portugal, indicating that the packaging is made of recyclable cardboard and is subject to separate secondary recycling. Before disposal, these wastes must be sorted and disposed of in a blue trash bin

Symbols used in Spain and Portugal, indicating that the packaging is made of compostable plastic and is subject to separate secondary recycling. Before disposal, these wastes must be sorted and disposed of in a brown trash bin

## 9 Other Information

### Manufacturer details

Name	ASBISC Enterprises PLC
Address	Iapetou, 1, Agios Athanasios, 4101, Limassol, Cyprus
Contact information	Tel. +48732080077, e-mail: info@asbis.com, asbis.com

### Importer/Distributor information

Country	United Kingdom of Great Britain and Northern Ireland
Name	ASBISC Enterprises PLC
Address	Iapetou, 1, Agios Athanasios, 4101, Limassol, Cyprus
Contact information	Tel. +48732080077, e-mail: info@asbis.com, asbis.com

Country	South Africa
Name	ASBIS Africa (Pty) Ltd
Address	Corner Van Riebeeck and Silverstone Str, Unit 7, Gosforth Business Park, Germiston, Gauteng, South Africa 1419
Contact information	Tel.: +27 10 824 6960, e-mail: info@asbis.africa, asbisafrica.co.za

### Information on the organization that provides warranty service and deals with quality complaints

The list of these organizations is regularly updated, so current information is available at [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk) web page.

### Information about obtained certificates and declarations of conformity

Declaration of Conformity (CE, RoHS) dated 26.09.2024.

Declaration of conformity to the technical regulations of Ukraine dated 28.08.2025.

Declaration of Conformity: EAEU No. BY/112 11.01 TP037 118.01 06733 dated 27.02.2025, valid until 26.02.2030.

Declaration of Conformity of the EAEU No.: EAEU KZ 7500533.13.12.07931 dated 27.02.2025, valid until 26.02.2030.

ECAS (Emirates Conformity Assessment Scheme) certificate of conformity (UAE) No.: 25-09-165512/E25-09-171865/NB0002 dated 24.09.2025, valid until 23.09.2026.

## 10 Troubleshooting

Problem	Possible cause	Solution
The watch does not turn on	The device battery is discharged	Charge the device for a few minutes. The watch will turn on when the battery charge is at least 5 %
Cannot charge the watch	The charging cable or the power source used is defective or not connected correctly	Make sure that the charging cable and the power source you are using are working correctly and meet the requirements specified in clause 1.3. Make sure that the contacts of the charging cable are not damaged
		Make sure the contacts on the back of the watch match those on the charging cable
	Charging contacts are dirty	Make sure that the contacts of the watch and the charging magnetic connector are dry and clean. If necessary, remove dirt by disconnecting the charger beforehand (see subsection “Rules for Safe Use and Maintenance of the Device”)
	The device has not been used or charged for a long time, which may have resulted in deep battery discharge	Connect the device with the included charging cable to a power source and wait at least 30 minutes. Then check whether the battery charging has started – the battery symbol should appear on the screen (see clause 2.1). If the device does not charge or turn on, contact support at <a href="http://canyon.eu/user-help-desk">canyon.eu/user-help-desk</a> or an authorized Canyon service center
The watch screen responds to touches poorly	The protective film is not removed or the screen is dirty	Make sure that the protective film is removed from the screen. If dirty, clean the screen with a dry or slightly damp cloth only after turning the device off and disconnecting it from the power source
SIM card is installed, but the watch is disconnected from the network, outgoing/incoming calls are inactive	SIM card is inactive or installed incorrectly	Make sure that the SIM card is installed correctly, following the requirements of clause 2.2 “SIM card installation”, and the PIN code request is disabled. Make sure that your SIM card account balance is topped up
	There is an obstacle to obtaining a stable GSM signal	Make sure there is a stable GSM signal. Go out of the room to an open space. In some cases, signal reception and transmission may be difficult: in basements, elevators, high floors of buildings, etc.
Voice is not audible during a call	The microphone jack is clogged	Hold the device closer to your mouth during a call. Make sure that the microphone jack is not covered or dirty. Do not use sharp objects to clean the jack, as they may damage the microphone

Problem	Possible cause	Solution
The called party does not answer in case of an emergency call to SOS numbers, but the watch stops dialing, including the second and third numbers	Wrong phone number	Make sure that the SOS numbers in the Canyon Life app are entered correctly and in the correct format: + [country code] [mobile network operator code] [phone number]
	The call goes to answering machine	Any answering machine message (wrong number dialed, caller is out of range, etc.) considered an established connection and stops dialing to other SOS numbers. For technical reasons, it is not possible to eliminate this defect
Call doesn't go through to the watch	The SIM card is inactive, incorrectly installed, or the watch is out of network range	Make sure that the SIM card is installed correctly, following the requirements of clause 2.2 "SIM card installation", and the PIN code request is disabled. Make sure that the SIM card account balance is topped up and the SIM card is working correctly
		Make sure that the watch is within working range of a mobile network. To do this, open the Canyon Life app and go to the "Setup" tab to check if the watch is synchronized (see subclause 5.2.1)
	The incoming call restriction function is enabled	Make sure your number is saved in the device's phone book. If the function that restricts incoming calls from unknown numbers is enabled in the Canyon Life app, the device will automatically reject the incoming call (see subclause 5.2.4)
	"Do not disturb" mode is activated	Make sure that the "Do not disturb" mode is disabled on the watch (see subclause 5.2.3)
	The watch battery is run out of power	The watch battery may have run out of power. It is recommended to activate SMS notification of low battery charge (less than 30 %) in Canyon Life app settings (see subclause 5.2.4)
	Can't make a call from the watch	The SIM card is inactive, or the watch is out of GSM network range
Make sure that the watch is within range of a mobile network: the active GSM network indicators are displayed at the top of the watch screen (see clause 2.3). Go out of the room to an open space. In some cases, signal reception and transmission may be difficult: in basements, elevators, high floors of buildings, etc.		
The dialed number is not correctly recorded in the watch's phone book		Make sure that the dialed number is entered correctly in the following format: + [country code] [mobile network operator code] [phone number]

Problem	Possible cause	Solution
Can't register a new account	The conditions required to register an account have not been met	Ensure that all fields are filled in correctly and the necessary authorizations for the Canyon Life app are granted in accordance with Section 4 of this document
Can't log in into my account	Incorrect login or password	Make sure your email address and password are correct. If you have forgotten your password, use the password reset function
Unable to receive the password recovery email when recovering a password	The email address you entered is incorrect. The e-mail went into the "Spam" folder	Make sure the email address is entered correctly. Check your "Spam" folder. You might have given an incorrect email address during the registration. Repeat the process of registering a new account with the correct address
When registering the watch, the message "The device is already registered" is displayed	The device is registered in another account	This message indicates that the watch has previously been registered to another account. Ask its owner to remove the watch from their account, then try registering again. Or you can register your watch in several accounts at the same time: the Canyon Life app has a "Share" function for this purpose (see subclause 5.2.5)
		If you cannot access the account where the watch was previously registered, please contact Canyon tech support at <a href="mailto:support@canyon.eu">support@canyon.eu</a> or via live chat at <a href="http://canyon.eu/user-help-desk">canyon.eu/user-help-desk</a> web page.
The location of the watch is determined with a large error	There is an obstacle to obtaining a stable signal from GPS satellites	The location accuracy depends on whether you are using GPS or LBS coordinates. Under heavy cloud cover or when the watch is indoors, such as in basements, elevators, or inside buildings, GPS signal reception and transmission may be impaired. If direct "GPS satellite – watch" contact cannot be established, the coordinates are determined with a higher error by LBS, i.e. by cell towers in the vicinity. The accuracy depends on the number of towers: the device must be located within range of at least two cell towers. If there is only one tower nearby, the location cannot be detected, while other watch functions are available
The battery's charge is running out too quickly	You may have selected a high frequency of location detection of the device in the geolocation settings	To save battery power, we recommend activating the power saving mode and reducing the frequency of location detection in the geolocation settings of the Canyon Life app (see subclause 5.2.3)
	The SIM card account balance may be exhausted	Make sure your SIM card balance is topped up, and the card has not been blocked by your mobile operator as a result of debt. In this case, the watch will automatically

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Problem	Possible cause	Solution
		make frequent attempts to connect to the network. As a result, the battery charge is consumed too quickly

If the problem is not solved, contact us by email at [support@canyon.eu](mailto:support@canyon.eu) or via chat at [canyon.eu/user-help-desk](https://canyon.eu/user-help-desk) web page, or contact an authorized Canyon service center.

## 11 Glossary

<b>Canyon Life</b>	A branded, free app available for download from Google Play or App Store that is required for the CNE-KW48 Smart Watch and device owned by an adult to work together fully
<b>GDPR (General Data Protection Regulation)</b>	European Union Regulation 2016/679. The purpose of the regulation is to enhance and unify the protection of personal data of all individuals in the European Union
<b>GSM device</b>	A device with an option to install SIM card and support for calls in the GSM (Global System Mobile) digital mobile cellular network. The technology allows the transmission of voice information and short text messages (SMS)
<b>GPS</b>	The Global Positioning System is a satellite-based navigation system that provides distance, time, and location measurements in a worldwide coordinate system *
<b>LBS</b>	The method of determining the location of the device (Location-based service) using information about the location of base stations of your operator's GSM cellular network
<b>Power Delivery (PD)</b>	Universal fast charging standard that supports charging power over 10.0 W (e.g., 10.0 W (5.0 V, 2.0 A), 18.0 W (12.0 V, 1.5 A), 36.0 W (12.0 V, 3.0 A), 60.0 W (20.0 V, 3.0 A), and 100.0 W (20.0 V, 5.0 A))
<b>VoLTE</b>	The VoLTE * symbol on the watch screen indicates that you are using the technology of high-speed voice transmission in HD quality during a phone call. VoLTE (Voice over LTE, or "voice LTE") is a technology that allows voice calls to be made over a 4G mobile network over IP. This means that speech is transmitted over the Internet Protocol instead of the traditional switching network that powered earlier generations of 2G and 3G communications. VoLTE technology improves the quality of voice communication and eliminates extraneous noise during calls
<b>WEEE</b>	Waste electrical and electronic equipment. Means used electrical or electronic equipment, including all components, assemblies, consumables that are part of the equipment at the time of its removal from service (including batteries / rechargeable batteries (if any), components containing mercury, etc.)
<b>G-sensor</b>	A sensor that records changes in acceleration as the device moves in space. In children's watches, the sensor is used to determine the device's position in space and to monitor movement

\* Information taken from public sources.

<b>Pedometer</b>	Pedometer or step counter – a sensor for counting the number of steps taken while walking or running
<b>Pogo pin</b>	<p>Or spring-loaded pin, a type of electrical connector mechanism that is used in many modern electronic devices and consumer electronics for charging and data transfer. Spring-loaded connectors combined with magnets are used to create a strong and reliable connection. Characterized by increased durability compared to other electrical contacts, as well as the resistance of their electrical connection to mechanical shock and vibration *</p> <p>The magnetic connector of the charging cable, equipped with two pins, only performs the charging function of the device. The four pin connector allows you to connect the device to another device for data exchange in addition to charging it</p>
<b>Access Point Name (APN)</b>	An access point name (APN) is a unique name that is used to identify a user and determine the access path in the mobile operator's network. This technology allows the subscriber of a mobile network (e.g. GPRS, 3G, 4G, LTE) to access data transfer services on the Internet, WAP
<b>Specific Absorption Rate (SAR)</b>	The specific absorption rate of electromagnetic energy is a measure of the rate at which radio frequency energy is absorbed by the human body. This is how the magnitude of the harmful effects of mobile devices on humans is measured. The unit of measurement for SAR is watts per kilogram (W/kg). The SAR limit is 1.6 W/kg in countries where the limit is calculated for 1 gram of tissue and 2.0 W/kg in countries where the limit is calculated for 10 grams of tissue. This device has been tested and complies with applicable RF emission standards (see clause 1.3)
<b>Device owned by an adult</b>	<p>A smartphone with option to track watch location, chat messaging, silent callback function, remote photography, and more.</p> <p>The Canyon Life app is installed on the device owned by an adult. You have logged into your account in the app and registered the CNE-KW48 children's watch.</p>

\* Information taken from public sources.



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