

# X6Play Quick Start Guide

## WELCOME

Thank you for choosing Xplora! We hope that you and your child enjoy this new and more exciting way of exploring the world.

For further information, please visit <https://start.xplora.com>.

Please scan the QR code below to set up your watch. Or visit [start.xplora.com](https://start.xplora.com)



## BOX CONTENTS

**Check the box contents:** X6Play Smartwatch, USB pogo pin charging cable, User manual, Additional pink and lime bezels and loops.

NOTE: Please use Xplora authorized accessories.

**CAUTION:** Risk of explosion if battery is replaced with a different type. Do not remove or attempt to remove the non-user-replaceable battery. If you have a problem with the battery, please contact the customer support service.

## HOW TO ACTIVATE

Here are the 3 key steps to get your X6Play up and running

1. Set up your SIM plan
  - Go to <https://start.xplora.com>.
  - Select desired SIM plan.
  - Complete the order and wait for the confirmation e-mail.
2. Download the Xplora App to your phone
  - Available on Google Play and App Store.
  - Sign up and login to your Xplora account.
3. Activate your X6Play watch
  - Select Add New Device in the Xplora app.
  - Scan the QR code available on your X6Play watch.
  - Enter the phone number as received in step 1, followed by the preferred device name.
4. The watch is now activated and is ready to use.

## IMPORTANT INFORMATION

Before using your Xplora device, review the full user guide at [start.xplora.com](https://start.xplora.com). And retain the following documentation for future reference.

### Safety Information

Read all safety information before using the device to ensure safe and proper use.

- For your safety, you must not attempt to remove the battery and do not expose the device to physical impact or damage.
- Some places (i.e. hospital, aircraft, blasting areas, explosive atmosphere but not limited to) may restrict or prohibit the use of mobile devices. Please follow the rules and regulations regarding the use of devices.
- To avoid interference with a pacemaker or an implanted device, make sure to keep your watch at least 15cm (6 in) away from it. Additionally, it's advisable to consult with your Medical Doctor.
- Use manufacturer-approved chargers, accessories, and supplies.

X6Play does **not** support 911 or E911 emergency calls. At the same time, the SOS function on the device can be very useful: When activated, it automatically makes a phone call from the smartwatch to the guardian's phone. 911 or E911 emergency calls specifically must be made from a guardian's smartphone.

### IP68 Water Resistant

This device is IP68 water resistant certified, which means it is dust tight and withstands brief submersion in water. This makes it ideal for playing outdoors, but not for swimming or splashing around in the swimming pool.

### Detailed explanation:

The 6 means it is dustproof and the 8 means the watch has been tested at depths up to 1 m for 30 minutes.

IP = protection against water damage

6 = dustproof

8 = can withstand submersion in water to a depth of 1 m (typically for 30 minutes)

Splashing water such as rain, jumping through puddles or washing your hands or even briefly submerging the watch (e.g. because it fell into the paddling pool) will not damage the watch.

The Xplora watch should be removed when swimming and during all other water activities. Water resistance is not a permanent condition and may decrease over time.

The IP code does not take water pressure into account and does not indicate whether a model can be used in water sports activities such as swimming. For this, the device requires the ATM rating according to ISO Standard 22810:2010, which tests water resistance under pressure, among other things.

The watch should not be exposed to chemicals such as soaps, shampoos, sunscreen oil, conditioners, lotions and perfumes, or immersed in salt or chlorinated water.

### In addition, the following may affect water resistance:

- Impact on the watch (i.e. falling)
- Showering with high speed water
- Any type of acidic food
- Hot humid places (e.g. sauna)

We recommend checking the watch regularly for external damage to avoid any potential water damage issues.

### Use of the radio system

The cellular network and radio system of this device are only used for voice communication and data transmission.

### Battery and Charging

Don't attempt to replace the watch battery yourself. You may damage the product, which could cause overheating, fire and injury. The lithium-ion battery in the watch must be recycled or disposed of separately from household waste. Dispose of batteries according to your local environmental laws and guidelines.

To guarantee optimal battery performance, please carefully read and follow these instructions.

1. Keep the charging port (micro USB or pogo pin) clean and dry before charging.

2. Please do not charge the watch for over 12 hours, try to remove the watch from the charger as soon as it reaches 100%.
3. Please use an adapter that has an output of DC 5V / 1A and the original charging cable supplied with the watch or a replacement purchased from Xplora.
4. During charging, please keep the watch away from heat and strong magnetic fields (we suggest a distance of 2 meters).
5. If you don't plan to use the watch for a long period, please charge the watch once a month. Do not leave it permanently connected to the charger.
6. Please try to avoid dropping the watch from a height or squeezing it with heavy force.
7. Please do not wear the watch while swimming or taking a shower or jumping in a hot tub. Do not subject the watch to jets of water or high temperatures. More information: [www.xplora.com](https://www.xplora.com)
8. Please do not disassemble the watch by yourself or try to poke anything into any part of the watch body.
9. Please be aware that a battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

### One-Year Limited Warranty Summary

Xplora provides a one-year limited product warranty for the included hardware product and accessories. This warranty covers defects in materials and workmanship and is applicable for one year from the original retail purchase date. However, it is important to note that this warranty is exclusive to goods and does not extend to services and digital content, which are not covered.

Normal wear and tear, as well as damage caused by accidents or abuse, are not covered by the warranty. To initiate warranty service, contact Xplora directly via email at [support@xplora.com](mailto:support@xplora.com). Proof of purchase is required to verify eligibility. Detailed information on warranty terms and the process of obtaining service can be found at [support.xplora.com](https://support.xplora.com).

If a valid claim is submitted under this warranty, Xplora will, at its discretion, either repair, replace, or refund the product.

It's important to be aware that warranty benefits are provided in addition to the rights granted under local consumer laws.

For more information, please visit: <https://shop.myxplora.com/pages/terms-conditions>.

### FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help
- This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

You can find the FCC certificate for the X6Play here

<https://support.xplora.com/hc/en-us/articles/9453305055761-X6Play-IC-and-FCC-certificate>

### RF Exposure Information and Statement

The SAR limit of USA (FCC) is 4 W/kg averaged over one gram of tissue.

X6Play (FCC ID: 2AVMJX6) has also been tested against this SAR limit. This device was tested for typical wrist-worn operations with the back of the kid watch kept 0 mm from the wrist and 10 mm from the face. The highest SAR value reported for this device type when tested next to the mouth is 0.735W/kg (legal limit: 1.6W/kg (1g)) and when properly worn on the wrist is 1.616W/kg (legal limit: 4.0W/kg (10g)).

Although the front face SAR value is within the legal limit, it is recommended to maintain a minimum distance of 5mm to 15 mm between the mobile device and the face.

The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

### IC Statement

This device complies with RSS-247/RSS-130/RSS-132/RSS-133/RSS-139/RSS-199 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

Excessive sound pressure from earphones and headphones can cause hearing loss.

**NOTE:** IC e-labelling can be seen from the watch's "Setting" menu under "About".

You can find the IC certificate for the X6Play here:

<https://support.xplora.com/hc/en-us/articles/9453305055761-X6Play-IC-and-FCC-certificate>

Frequency	Power	Frequency	Power
Bluetooth	5.43dBm	LTE B66	21.12dBm
Bluetooth LE	0.56dBm	EUT operation temperature range	-10°C to 45°C
WiFi	16.43dBm	Operating altitude	≤ 2000m
LTE B2	22.84dBm	Hight SAR value (W/kg) 1g	0.735W/kg
LTE B4	22.93dBm	-Next to mouth	(1.6W/kg)
LTE B5	23.79dBm	Hight SAR value (W/kg) 10g	1.616W/kg
LTE B7	23.38dBm	-Limbs	(4.0W/kg)
LTE B12	24.03dBm		

### Correct disposal of this product (Waste Electrical & Electronic Equipment)



This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal. This product is RoHS, California Proposition 65 and Children's Product Certificate compliant.