

Frequently Asked Questions

Here's a list of questions I've been asked once or more than once.

If your question is not here, please email me:

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Thanks!



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Frequently Asked Questions



1 How does Me Finder™ work?

Me Finder™ is a fun, digital wristband, for children, that displays your phone number.

It stores up to 5 numbers – Mummy, Daddy, Grandma – & you make sure that it displays the mobile or cell phone number of the person who is with your child.

So, if your child goes to the park with daddy it shows Daddy's number & if they go to the supermarket with Mummy you switch it to show mummy's number.

You then teach your child **Show & Tell**.

If they get lost, they **Show** a safe adult & **Tell** them to phone you; "**Stay** where you are".

There's more on a "*safe adult*" on the website www.kidsshowandtell.com

2 Does Me Finder™ work abroad?

Yes. Make sure when you programme it, that you include the country code eg for UK +44 & omit the '0'.
So for example +44 7777 666666

3 Can I use my usual mobile number abroad?

Yes, you input your normal mobile or cell phone number and also include any country code.
(Just don't forget to take the phone with you!)

4 Can you input any name or phone number?

Yes, Me Finder™ is designed for the international telephone exchange which is 13 numbers. You can input any mobile or cell phone number and also include any country code.

5 What age is Me Finder™ for?

It is designed for children under 8 who are either too little to remember a number or can't remember it because they are too stressed.

8 is the age at which children seem to be able to remember a phone number even under considerable stress – such as when they are lost.

(I also had a customer buy one for her 90 year old granddad. Yes, it was the monkey.)

6 My 6 year old knows my phone number, does she still need one?

Yes. They may be able to sing your phone number now but when you have disappeared & they are on their own, it could be very different.

Frequently Asked Questions

7 What is the Show & Tell Child Safety Programme?

The Show & Tell Child Safety Programme is a simple way of teaching your child what to do when they get lost. Most children are familiar with the concept of *Show & Tell* from school, preschool or playgroup.

If they get lost, they **Show** a safe adult & **Tell** them to phone you; “**Stay** where you are”.

There's more on a “safe adult” on the website www.kidsshowandtell.com

8 Who is a ‘safe adult’?

A safe adult is another adult like you – a mummy or daddy with children; a person in uniform like a security guard, shop assistant or a policeman or police woman.

Please refer to the “Safety Basics” section of the website for more info and help with this.

9 Will my child get it?

If you teach your child to **Show & Tell** with their Me Finder™ and role play when you are out – for example, “If you got lost now what would you do?” “Hey, can you spot a safe adult?” – then, over time, they should get it. Keep doing it until it becomes second nature to them. And then still ask them every now and then...

10 Do kids really wear them?

Yes. We've used two approaches and it's working. Everything about Me Finder™ is designed to make kids want to wear it (digital, funky designs, buttons and animations) & for it to be comfortable for them to wear.

As one mum of three said about her daughter:

“It's not getting her to wear it that's the problem, it's getting her to take it off...”

11 Is Me Finder™ a watch?

No. It is a digital wristband that stores phone numbers. But you'll probably find that children of this age group think they are wearing a watch which, for them, makes it really cool.

Developmentally, most children start to be able to tell the time around the age of 7 – which, coincidentally, is about the same age as they can remember their telephone number even if they are lost.

12 What happens if my child plays with the buttons?

It's designed for children to play with because I knew that's what my children would do. They can't change the settings. Instead, they will be rewarded with some simple animations and then the screen automatically defaults back to the phone number.



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13 When should my child wear it?

Every child is different and, as we all know, there are varying stages of child-development. My daughter started wearing hers aged two and a friend's son who has a monkey Me Finder™ is two but I cannot recommend for under 3 because of the small parts warning. Some smaller children might benefit from you putting it on when you get where you are going, whilst others want to wear it when they go out the door.

Here is a guide:

They like it and want to wear it – Great, don't say no.

Age 3 – probably most of the time you're out, particularly if you have what's known in the trade as a "runner"

4 – 5 If your child listens to you and will walk by your side, then not all the time. Assess where you are going (how large an area, how many people; for example whether it's an open space or a shopping mall) & your child's confidence levels.

6+ Depending on where you are going and confidence levels

All ages:

Crowded or large places – eg. shopping centres, theme parks, soft play warehouses – all the time

14 Is it easy to programme?

YES is the short answer.

The slightly-longer-answer:

1) If you use the instruction leaflet or watch the video demo = YES, it is easy to programme

2) If you don't use the instruction leaflet or watch the video demo & are not naturally techie = PROBABLY NOT (ref. the troubleshooting section on the instructions)

You can always order it pre-programmed online.

15 How do you switch phone numbers?

Press and hold the right hand key and the display will switch between numbers.

16 Do you sell it pre-programmed?

Online, yes. Follow the simple instructions to fill in the personalization option box with your phone numbers & have your names and numbers ready
eg mummy 12345 667667 daddy 12345 667787

17 Do you sell my number to companies who will send me SMS marketing?

NO. I don't like that either.



Frequently Asked Questions

18 Is it water-proof?

As I have learned on this epic journey, one is not allowed to say “water-proof”. Me Finder™ is *water-resistant* to a certain standard. Children can wash their hands wearing it and, as most kids naturally love water, they can also wear it when they splash around in a pool or the sea.

19 How do I open the strap?

Hold the button and pull the strap over it – someone best described it by saying “It’s a bit like one of the Crocs jibbitz-things”.

20 How much is £14.99 in US dollars, Euros & Hong Kong dollars?

It works out (approx, depends on the exchange rate of the day)

\$23.75 US dollars

€17.86

\$185HKD

If you want to be exact, type “14.99gbp in USD/ Euros/ HKD” in the google search box.

If you are buying outside of the UK, there may now be a cheaper way to buy:

RRP in Hong Kong is \$150. Check Stockists on the website for details

RRP in USA is \$19.99 Check Stockists on the website for details

21 How does that work with my VISA/ Mastercard/ payment card?

PayPal does it all for you. It converts at the exchange rate of the day & bills you in your normal currency.

22 How long does it take for delivery?

I normally use a service that delivers within 5 days.

NB If you give a US delivery address then it may take longer as US customs are currently scanning all packages.

23 Can I buy Me Finder™ in the shops?

In Hong Kong yes – please see the website for Stockists.

Outside of Hong Kong – I’m working on it!

Phew! Any other questions?

It’d be great to hear from you. Please email me claire@kidsshowandtell.com

