



## Furby 2012 APP FAQs

### **Can I use the free Furby app with my Furby?**

Yes; The free app allows you to make food and feed your Furby, translate Furbish to English, and gives you a dictionary for Furbish words and their meanings.

### **iOS & Android App feature descriptions:**

**Voice Changer:** Make your FURBY sound as big as an elephant or as tiny as a squirrel. Pick a potion and swipe it to hear FURBY change voices!

**Video Maker:** Make FURBY the star of its own movie! Hit record and give Furby acting cues from the app to get an award-worthy performance.

**BoomBox:** Sing it, FURBY! Choose from 4 songs and listen to FURBY sing along. Get a few FURBYs together and hear them harmonize!

**Deli:** Make Furby a special sandwich and then feed your Furby.

**Pantry:** Feed your Furby all types of goodies.

**Lulla Baah:** Does your FURBY need to chill? Toss some sheep to help Furby relax.

**Translator:** Translate what Furby is saying into English.

**Dictionary:** Look up Furbish or English words and get the Furbish/English translation.

### **Why are certain functions available on my iOS device, yet not on my Android device?**

There are numerous variations of mobile devices available on the market, each having its own individual hardware specification. These differences may affect which functions of the app are available for your device.

### **Which iOS devices will the app work with?**

Any iOS device (iPod, iPad, & iPhone) running iOS 4.3 or later. Due to hardware limitations, the app may not have full functionality on some older devices.

### **Why don't I see the Furby App in the iTunes App store?**

Your device may be running an older version of iOS. Follow the directions on the apple support page to update your device to the latest version of iOS: <http://support.apple.com/kb/HT4972>





### **My Furby APP (iOS) crashes, what can I do?**

Try restarting the app. If it does not restart properly, try completely shutting down the app, then restart. To do a hard shut down, follow the steps below as follows:

1. Single tap the "Home" button on the iOS device.
2. When the Home screen is displayed on the iOS device, double tap the home button
3. Push and hold the Furby app icon
4. Tap the red minus sign once it appears, hit the home button to return to the main screen.

### **Why is my Furby iOS app giving me an error?**

You need to give the app access to your camera and/or photos.

Settings - Privacy - Photos - App Name

You may also need to modify the devices Restrictions

Settings - Gneral - Restrictions

### **Which languages are supported by the Furby App?**

iOS: English, French, Mandarin, Japanese, Spanish, German, Dutch, Russian, Korean, Polish, Turkish, Portuguese, Italian, Swedish, Norwegian, Danish, & Finish.

Android: English

### **In which markets is the Furby App available?**

iOS & Android - As of 6/1/13: Peru, Argentina, Australia, Austria, Belgium, Bolivia, Brazil, Canada, China, Costa Rica, Croatia, Czech Republic, Denmark, Dominican Republic, Ecuador, El Salvador, Estonia, Finland, France, Germany, Greece, Guatemala, Honduras, Hong King, Hungary, Indonesia, Ireland, Isreal, Italy, Japan, Republic of Korea, Latvia, Lebanon, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Netherlands, New Zealand, Nicaragua, Norway, Panama, Paraguay, Philippines, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, United Kingdom, United States, Uruguay, & Venezuala.

Serbia: Android ONLY





### **Can I use the Furby app on my Android device?**

Yes; the Furby App will be available in the Google Play Store on 11/23.

### **Which Android devices will the app work with?**

1. Samsung Galaxy S2, S3, Galaxy Tab 2 10.1 & Galaxy Note 2.
2. Amazon Kindle Fire HD
3. Google/Asus Nexus 7
4. Motorola Droid RAZR Maxx HD (except model XT926)

NOTE: Device must be running Android OS 2.3.3 or later

### **My Furby APP (Android) crashes, what can I do?**

Try restarting the app. If it does not restart properly, try completely shutting down the app, then restart. Steps may vary by device. The following general steps should be used as a guide to assist the consumer:

1. From the home or menu screen, select the "settings" option.
2. Select the "apps" or "applications" option.
3. Select the "manage applications" option.
4. Select the "Furby" App.
5. Select "Force Stop".

### **My mobile device will not communicate with Furby.**

1. Make sure there is minimal background noise, Furby focuses best in a quiet environment.
2. Do not talk to Furby while you are trying to get it to communicate with your mobile
3. Make sure Furby is not talking while you are attempting to communicate with your mobile device.
4. Place your Furby on a flat surface, handling it makes it hard to communicate.

### **Does the Furby App work over Apple AirPlay?**

No; The Furby App is not intended to be used with AirPlay.

### **After the iOS 7 update, Furby and the app are not communicating.**

#### **My device is now asking to access my microphone.**

You need to give the app access to your microphone. Settings - Privacy - Microphone - App Name - Select On

