

Android Tips

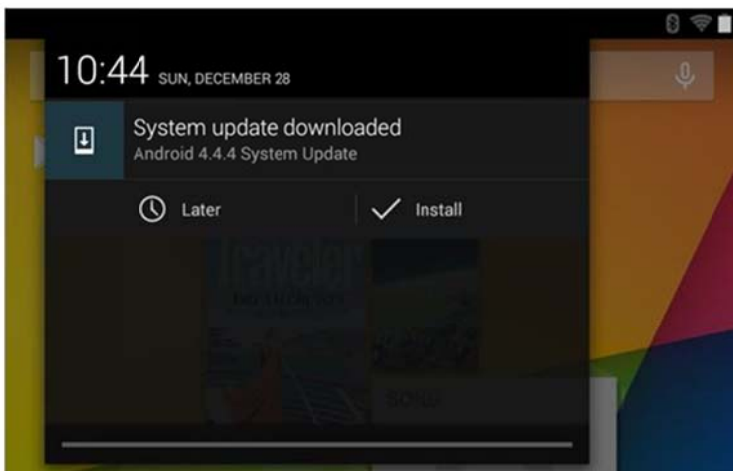
Have you seen a screen like this when you've been using the Cayla or Chloe app?




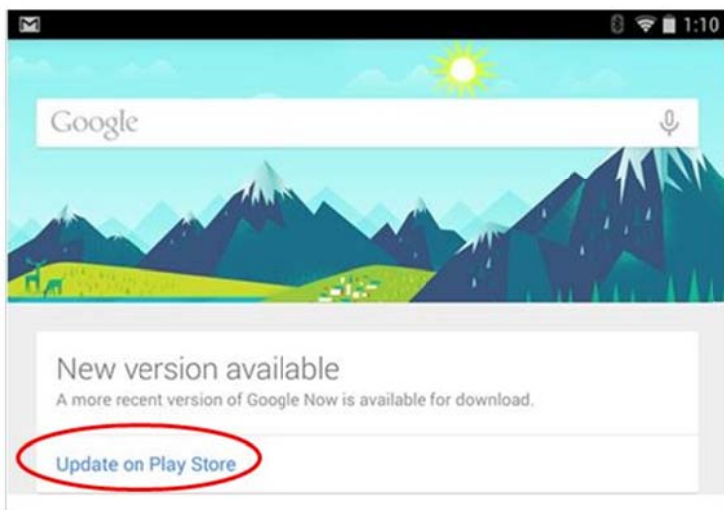
The problem may be to do with the Android device settings or updates, rather than the app.

Here are some tips to help you get the app working.

- 1) First, make sure you have installed the latest version of Android.



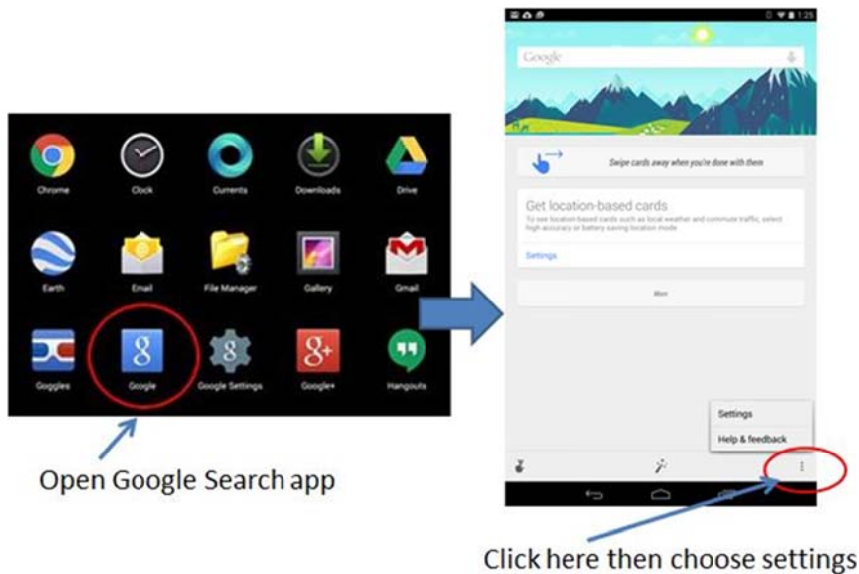
- 2) Next, make sure you have the latest update of the Google Search app. Click the  icon to open Google Search App and check to see if there are any updates available.



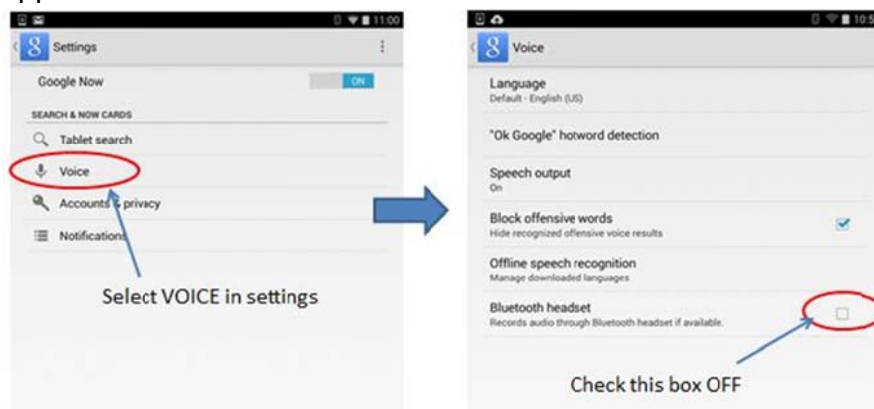
The link for Google Search app can be found here:

<https://play.google.com/store/apps/details?id=com.google.android.googlequicksearchbox>

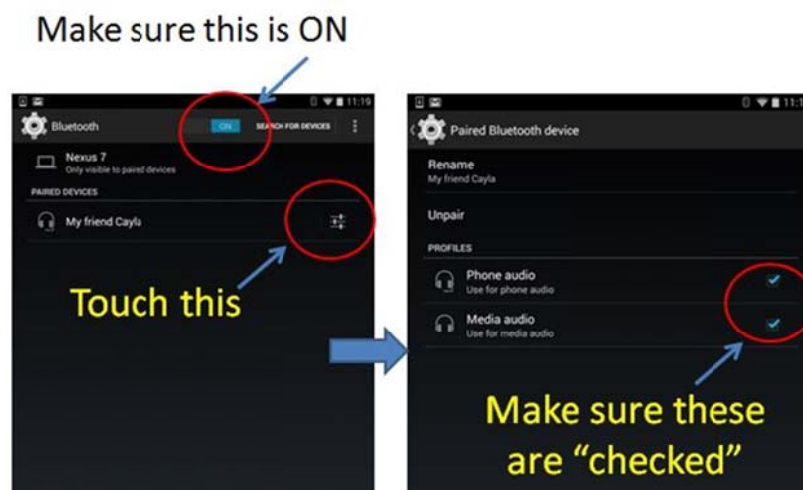
3) When your Google Search app is up-to-date, open it and click the Settings.



4) Click "voice" and then make sure the Headset option is DISABLED in the Google Search app.



5) Lastly, check your Bluetooth settings. Go to the Settings section of your Android device. Click on Bluetooth. Check to make sure you have your Bluetooth ON and these audio checked "ON".



If Cayla's or Chloe's necklace doesn't light up on your Android device please follow these instructions.

Some Android devices do not have the firmware to make the light in the necklace work. This is to do with the smart device, not an error in the app or doll.

However, it is still possible to use the voice recognition and play with the doll normally. The app has a second way for you to know when to talk and when to listen.

First make sure you have the latest version of the app by checking update notifications on your Android device.

To see a video, go to <https://www.youtube.com/user/caylainstructions>

Advance the movie to about 4 minutes and 25 seconds.

When the charm light doesn't turn on it's difficult to know when to talk to the doll. The doll is fully functional even though this light does not light up.

To help there's an icon on the app screen which shows when the light would be on or off.

This icon is on the upper right area of the app on the main screen as shown below. When the charm icon is PINK, this means "OFF". This is the time for you to listen or wait for Cayla to talk.



If the light is YELLOW, this means "ON". This is the time to talk to Cayla.



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