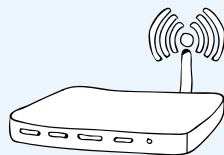


Quick troubleshooting tips

Nobody is perfect. In case something goes wrong ...

Machines are not perfect because they are (still) built and operated by humans. So it might be the case that something won't work right away. Here are our most important tips for solving possible problems.



No connection to the internet? Router problems?

Maybe the Toniebox is too far away from the router. Move it closer to the router and check the connection again. Check if the internet is working properly.

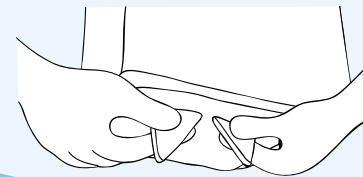
Does it work on your smartphone, for example? If other devices don't have a connection either, try restarting the router.



The classic restart method

If the Toniebox is having a hard time and nothing works or you do not know what to do next, then try restarting the Toniebox. To do this, turn the Toniebox on its head and press both ears (on the Toniebox, not your own) for approximately 10 seconds until you hear a sound.

Please note: When you restart the Toniebox, make sure it is not on the charging station!



Reset the Toniebox back to its factory settings.

The last straw: setting everything back to zero. To do this, turn the Toniebox with the connected charging station upside down and press both ears for about 10 seconds until you hear a sound.

Attention: All network connections, contents and settings will be deleted!

Help from the Tonie-Team

We are also happy to help you personally, as quickly as we can. Here you can find the way you can get in touch with our support team:
Jebsen Consumer Products Service Centre (Hong Kong)

(852) 29262300



Simple & intuitive
Using your Toniebox

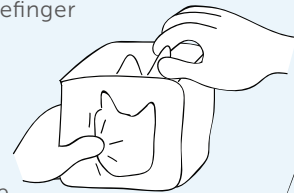
1 Turning your Toniebox on and off

Turn on Use your thumb and forefinger to press one of the ears or place the box on the charging station.

Turn off Even easier: if nothing happens for 10 minutes, the box switches off automatically.

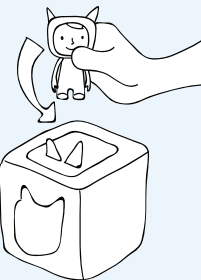
Restart Turn the Toniebox upside down and press both ears for 10 seconds.

Warning: The Toniebox must not be on the charging station.



2 Playing and pausing

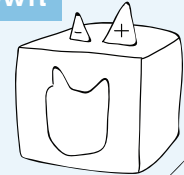
When the LED on your Toniebox lights up green, you can place a Tonie on it. A flashing blue light indicates that content is being downloaded from the Toniecloud. Once the download is complete, your new audio is stored on your Toniebox so you can play it anywhere – even without an internet connection. Want to pause the story? Simply take the Tonie off the box. When you put it back on, it will start again from the same place – as long as another Tonie hasn't been played in between.



3 Turning the volume up and down

Press the big ear to turn up the volume on the Toniebox. Use the little ear to turn it down.

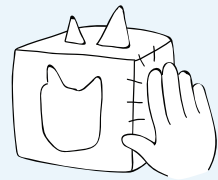
Warning: Children's ears can be very sensitive. You can set the maximum volume in your Toniecloud account.



4 Skip back and forth

To skip back and forth between chapters, tap your Toniebox on the side. To fast-forward or rewind, simply tilt the box to one side.

Note: Right forward, left back? Or the other way round? You can set which side is used to skip forward and which is used to skip back in your Toniecloud account. Whatever feels best for you.



5 Charging your Toniebox

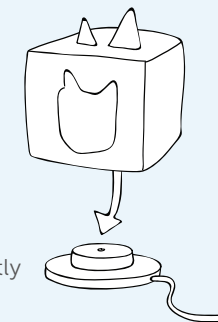
Even a Toniebox needs a little rest and relaxation now and then. If the battery is sufficiently charged, the LED lights up green. If it's low, the LED lights up orange.



Time to charge

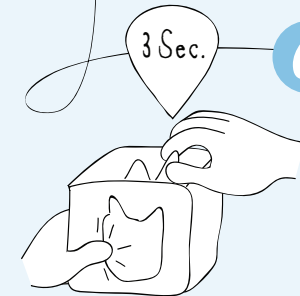


Battery sufficiently charged








6 Check for new content

Not hearing the latest content? Take your Tonie off the box first, then squeeze one of the Toniebox ears for three seconds. Let go when you hear a sound, and then put the Tonie back on!



LED DISPLAY OVERVIEW

Colour	LED Display Meaning
Green light	 Everything's good to go. The battery is sufficiently charged and the Toniebox is ready to play.
Pulsing blue	 The Toniebox is in connection mode and can now look for new wireless internet connections.
Flashing blue	 This may mean the following: a. The Toniebox is connected to the internet and is downloading new Tonie content. b. The Toniebox is looking for available wireless internet connections before it switches into connection mode (lasts approximately 20 seconds).
Orange light	 Warning – low battery! Place your Toniebox on the charging station to recharge the battery.
Flashing red	 Oops! An error has occurred. Your Toniebox will tell you which error it is in a voice message.