User’s Manual
Dear Parent,

At VTech®, we know that every year, children are asking to play video games at younger and younger ages. At the same time, we understand the hesitation of most parents to expose their children to the inappropriate content of many popular video games. How can parents responsibly allow their children to play these games, and still educate and entertain them in a healthy, age-appropriate manner?

Our answer to this question is V.Smile® Motion™ Active Learning System! A big breakthrough for junior gamers, V.Smile® Motion™ takes educational video gaming to a whole new level with a motion-activated gaming system that engages both active minds and bodies.

V.Smile® Motion™ plugs directly into the TV to provide kids with a high-tech gaming experience using thrilling, age-appropriate learning games and a motion-activated, intuitive wireless controller. The V.Smile® Motion™ Active Learning System engages children with two modes of play: the Learning Adventure - an exciting exploratory journey in which learning concepts are seamlessly integrated, and the Learning Zone - a series of games designed to focus on specific skills in a fun, engaging way. Each Smartridge™ game encourages active gaming while giving kids’ minds a workout, too, as they learn basic math, reading, science, spelling and more.

At VTech®, we are proud to provide parents with a much-needed solution to the video game dilemma, as well as another innovative way for children to learn while having fun. We thank you for trusting VTech® with the important job of helping your child explore a new world of learning!

Sincerely,

Your friends at VTech®

To learn more about the V.Smile® Motion™ Active Learning System and other VTech® toys, visit www.vtechkids.com
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A Healthy, Balanced “TV Diet”

By Dr. Helen Boehm

Television was long considered the “uninvited” guest in American households. However, today many realistic and caring parents are partnering with television to create electronic classrooms -- right in their own living rooms. They are no longer asking if children should watch TV but, rather, which programs and on-screen activities should be part of their children’s TV intake.

The same balanced and structured approach to developing healthy eating habits translates to watching less, different and better television! This “TV diet” gives families a menu for regulating children’s viewing, choosing “healthy” program content and reducing the quantity and potency of television consumed.

So, what does a healthy, balanced “TV diet” look like?

A well-balanced diet is best…

Consider a healthy mixture of age-appropriate programming and activities that educate, engage and entertain! A variety of viewing and interactive experiences can turn a TV screen into an electronic classroom for learning and fun.

Trim the fat…

It is important to reduce children’s sedentary behavior and eliminate unhealthy programs that contain violent, aggressive or disrespectful behaviors.

Move out of the candy store…

Parents are children’s first teachers and their most powerful role models. It is difficult to improve children’s viewing when parents are modeling other TV viewing behaviors. Consider adapting your own TV habits as a healthy example for your child.

Plan menus and season to taste…

Whenever possible, eliminate channel surfing and encourage the viewing of specific, pre-selected shows. The PG-TV ratings help parents make more informed selections that take into account the content and age-appropriateness of programs. For example, Y-7 shows are designed for children 7 and older who can distinguish between fact and fantasy. A TV-Y7-FV rating indicates that “fantasy violence” is present in an episode of an animated program.
Control couch potatoes...

Children benefit from participation in movement, fitness activities and sports. These bodily actions are not only important for a child’s physical growth and development but also to monitor their emotional stability, social skills and obesity. Limit sedentary screen time and blend physical and mental pursuits, like active on-screen games and video activities, into the TV mix.

Starvation diets don’t work...

Many parents have found that restricting all TV time is an impractical long-term strategy. It is possible, however, to set realistic limits that are welcomed by both parent and child! Make viewing a choice and not a habit. Eliminate some TV time by setting a few basic rules, such as restricting television during meals or before the day’s homework is completed.

News fast...

The realism of TV news can be overwhelming and scary for young children and reinforces their profound safety concerns. Exposure to TV news images, particularly without a context for scenes of terrible suffering, can cause vivid and long lasting fears.

Food for thought...

Whenever possible, connect viewing with learning. Many programs and characters are based on books and many on-screen subjects -- from geography to sports -- can inspire a lifelong interest in reading. Choose age-appropriate video activities that encourage interaction and challenge critical thinking.

Dr. Helen Boehm is the author of The Right Toys, Fearless Parenting and many magazine articles on parenting and responsible children’s media. A distinguished psychologist and nationally known authority on children’s development, play, and media, Dr. Boehm headed Public Responsibility and Network Standards at MTV/Nickelodeon and was Vice President of the Fox Children’s Network.
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Company: VTech® Electronics North America, L.L.C.
Address: 1155 West Dundee Road, Suite 130, Arlington Heights, IL 60004 USA
Phone: 1-800-521-2010 in the U.S. or 1-877-352-8697 in Canada

NOTICE: 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 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.

This Class B digital apparatus complies with Canadian ices-003.
Cet appareil numérique de la classe b est conforme à la norme nmb-003 du Canada.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.
Thank you for purchasing the VTech® V.Smile® MOTION™ Active Learning System!

The V.Smile® MOTION™ Active Learning System is a brilliant breakthrough gaming console that combines wireless, motion-activated play, web connectivity and educational gaming into a system that plugs directly into your TV! Your child will love the wireless action-packed play that guides them through age-appropriate skill levels and developmental activities.

Included in This Package

- V.Smile® MOTION™ Active Learning System Console and User’s Manual
- One Wireless Controller
- One Wrist Strap
- One Smartridge™ and Smartridge™ Manual

WARNING: All packing materials such as tape, plastic sheets, wire ties and tags are not part of this toy and should be discarded for your child’s safety.
**Battery Installation**

**V.Smile® MOTION™ Console**
- Make sure the unit is turned OFF.
- Locate the battery cover on the bottom of the unit.
- Remove the battery cover and insert 4 x 1.5V AA LR 6/AM-3 batteries (not included) as indicated in the diagram.
- Replace the battery cover and make sure it is secure.

**Notice**: When the V.Smile® MOTION™ is running on batteries, you may see this icon 🚮 appear on the screen. This indicates that battery power is low, and you should replace the batteries soon. Battery time remaining once the icon first appears is approximately 10-30 minutes, depending on the type of batteries in use. After that, the console will show the low battery icon for 5 seconds as indicated in the diagram, and then will turn OFF automatically.

**V.Smile® MOTION™ Wireless Controller**
- Make sure the Wireless Controller is turned OFF.
- Locate the battery cover on the bottom of the unit.
- Remove the screw of the battery cover with a screwdriver or a coin, and insert 3 x 1.5V AAA LR 03/AM-4 batteries (not included) as indicated in the diagram.
- Make sure battery cover is securely attached.

**Notice**: A slow controller response may be caused by low battery power. Please replace the controller’s batteries and resume play.

**Battery Notice**
- The use of new alkaline batteries is recommended for maximum performance.
- Non-rechargeable batteries are not to be recharged.
- Rechargeable batteries are to be removed from the toy before being charged (if removable).
- Rechargeable batteries are only to be charged under adult supervision (if removable).
- Do not mix old and new batteries.
- Do not mix batteries of different types: alkaline, standard (carbon-zinc) or rechargeable (Ni-MH).
- Only batteries of the same or equivalent type as recommended are to be used.
- Batteries are to be inserted with the correct polarity.
- Exhausted batteries are to be removed from the toy.
- The supply terminals are not to be short-circuited.
• The toy is not to be connected to more than the recommended number of power supplies.
• Do not dispose of batteries in fire.

🌟 AC Adaptor 🌟

• Use a VTech® 9V 300mA AC/DC adaptor or a standard AC/DC adaptor with equivalent specification.
• Make sure the unit is turned OFF.
• Plug the power jack into the 9V DC socket at the back of the unit.
• Plug the AC adaptor into a wall socket.

**NOTE:** The use of an adaptor will override the batteries. When the toy is not going to be in use for an extended period of time, unplug the adaptor.

🌟 Standard Guidelines for Adaptor Toys 🌟

• The toy is not intended for use by children under 3 years old.
• Only use the recommended adaptor with the toy.
• The transformer is not a toy.
• Never clean a plugged-in toy with liquid.
• Never use more than one adaptor.
• Do not leave the toy plugged-in for extended periods of time.

🌟 Connecting a TV 🌟

**NOTE:** Before you connect the V.Smile® MOTION™ Active Learning System to a TV, check to make sure that the unit is working. Check to see that the adaptor is connected correctly, or that the batteries are installed correctly. If the batteries are not installed correctly, the V.Smile® MOTION™ Active Learning System will not function and damage to the unit could result. Make sure that your TV and the unit are turned OFF before you begin making connections.

Connect the V.Smile® MOTION™ Active Learning System to your TV or monitor by plugging the colored cables on the unit into the matching color video and audio input jacks on your TV set.

For TVs with stereo audio inputs:
- Connect the yellow plug on the V.Smile MOTION® cable to the yellow video input terminal on your TV.
- Connect the white plug on the V.Smile MOTION® cable to the white audio input terminal on your TV.
For TVs with a mono audio input:

- Connect the yellow plug on the V.Smile® MOTION® cable to the yellow video input terminal on your TV.
- Connect the white plug on the V.Smile® MOTION® cable to the white audio input terminal on your TV.

Connecting to a VCR/DVD

If there is no video IN and audio IN terminal on your TV set, you can connect V.Smile® MOTION™ to a VCR/DVD.

- Connect the yellow plug on the V.Smile® MOTION® cable to the yellow video input terminal on your VCR/DVD.
- Connect the white plug on the V.Smile® MOTION® cable to the white audio input terminal on your VCR/DVD.

To Begin Play

V.Smile® MOTION™ Console

- Make sure the unit is turned OFF.
- Insert a Smartridge™ into the Smartridge™ slot on the front of the main unit. The Smartridge™ should lock into place. Please use care when removing the Smartridge™ from the slot.
- Turn on the TV.
- Set your TV input mode to accept input from the port to which V.Smile® MOTION™ is connected. In many cases this will involve setting the TV to “video” mode; however, since all TVs vary, please refer to your TV or VCR/DVD manual for further details.
- Turn the V.Smile® MOTION™ Active Learning System on by pressing the ON/RESTART Button.

Notice: V.Smile® MOTION™ can play both V.Smile® MOTION™ and V.SMILE® Smartridges™.
Using the V.Smile® MOTION™ Wireless Controller

How to Attach the Wrist Strap to the Controller

• Locate the wrist strap attachment on the bottom of the controller. Attach the wrist strap through the hole. (Figure 1)

• Place your hand through the wrist strap, so that the strap fits comfortably on your wrist. Hold the controller firmly in your hands while playing. (Figure 2)

Connecting to the Console - One-Player Mode

• Locate the PLAYER 1/OFF/PLAYER 2 Switch on the bottom of the controller. Move the switch to PLAYER 1. (Figure 3)

  Note: When only one wireless joystick is connected, please set the controller to PLAYER 1.

• Make sure the controller’s Motion Sensor Signal is directly facing the V.Smile® MOTION™ console. (Figure 4)

• When the Motion Sensor Signal Lights and the light on the V.Smile® MOTION™ console stop blinking, the connection is complete. (Figure 5)

• Move the PLAYER 1/OFF/PLAYER 2 Switch to OFF when controller is not in use. (Figure 6)

Connecting to the Console - Two-Player Mode

• Locate the PLAYER 1/OFF/PLAYER 2 Switch on the bottom of the controller. Move the switch to PLAYER 2. (Figure 7)

• Repeat the steps above to be sure the controller is connected for PLAYER 2.
For Best Results While Playing Games

The recommended distance between the V.Smile® MOTION™ console and wireless controller is 3 to 15 feet.

- For best results, put the V.Smile® MOTION™ console in front of the TV. Then align the center of the V.Smile® MOTION™ console with the center of the TV.
- Avoid blocking the signal between the V.Smile® MOTION™ console and wireless controller.
- The optimal distance between the V.Smile® MOTION™ console and wireless controller is 3 to 15 feet.
- Avoid having bright light sources, including sunlight, that shine behind or near the TV toward the controller.
- Avoid having other radio-frequency devices in the game play area.
- Avoid putting the V.Smile® MOTION™ console on a metal table or near metal objects.

CAUTION
WEAR THE WRIST STRAP WHEN USING THE V.Smile® MOTION™ CONTROLLER.
- Make sure all players use the wrist strap.
- When sharing the V.Smile® MOTION™ CONTROLLER among multiple players, make sure each person uses the wrist strap properly.
- Wearing the wrist strap will prevent you from accidentally dropping or throwing the controller during game play, which could damage the controller or surrounding objects, or cause injury to other people.

ALLOW ADEQUATE SPACE AROUND YOU DURING GAME PLAY
- Adequate space is required during game play. Stay at least 15 feet away from the TV.
- As you move around during game play, make sure objects and other people are out of your range of movement to prevent damage or injury.

DO NOT LET GO OF THE V.Smile® MOTION™ CONTROLLER DURING GAME PLAY
- Read the user’s manual booklet for the game you are playing and follow all game control instructions for correct use of the V.Smile® MOTION™ controller or accessories.
- Hold the controller securely and avoid excessive motion, as it may cause you to let go of the controller and may break the wrist strap.
- If your hands become moist, stop and dry your hands.
Make sure all players wear the wrist strap securely on their wrist and hold the controller with both hands during play.

**CAUTION : Use the Wrist Strap**

**Basic Operations**

The following demonstrates the basic operations of the V.Smile® MOTION™ wireless controller. Operations will vary per game. Read the Smartridge™ user’s manual for the game you are playing, and follow its instructions.

- Swing the controller.
- Shake the controller from side-to-side.
Note: The V.Smile® MOTION™ wireless controller is not compatible with the original V.Smile® TV Learning System.

**Using the V.Link™**

- Insert a V.Link™ (sold separately) into the V.Link™ port. Be sure the sliding button side of the V.Link™ is facing up for proper placement.
- The V.Link™'s indicator light will turn on to let you know the V.Link™ is transferring information.
- For more details, please see the V.Link™ User's Manual.
<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Reason</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The screen stays blank even though the power is ON.</td>
<td>1. Incorrect or missing power connection</td>
<td>1. Check that new batteries are correctly installed, or an AC/DC adaptor (9V 300mA, center-positive) is properly connected to the main unit.</td>
</tr>
<tr>
<td></td>
<td>2. Program needs to be reset</td>
<td>2.1. Disconnect all power supplies (batteries and adaptor), then reconnect all power supplies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.2. Press the ON/RESTART Button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.3. If the problem persists, remove the Smartridge. Inspect the inside of the Smartridge by pushing up the protective sleeve on the bottom of the Smartridge. Clean the inside piece with a dry, soft cloth. Then, re-insert the Smartridge and press the ON/RESTART Button.</td>
</tr>
<tr>
<td>The Wireless Controller Motion Sensor Signal Light is ON or is flashing, but there is no picture on the screen.</td>
<td>1. Incorrect TV connection</td>
<td>1. Make sure that the yellow plug of the main unit is connected to the video IN terminal (usually yellow) of the TV.</td>
</tr>
<tr>
<td></td>
<td>2. Incorrect TV mode selected</td>
<td>2. Make sure that the TV is set to “video” mode. Some TVs have several video inputs -- please make sure you have selected the video input that matches the video port connected to the V.Smile® MOTION™ unit.</td>
</tr>
<tr>
<td></td>
<td>3. Program needs to be reset</td>
<td>3.1. Disconnect all power supplies (batteries and adaptor), then reconnect all power supplies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.2. Press the ON/RESTART Button.</td>
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<td></td>
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<td>3.3. If the problem persists, remove the Smartridge. Inspect the inside of the Smartridge by pushing up the protective sleeve on the bottom of the Smartridge. Clean the inside piece with a dry, soft cloth. Then, re-insert the Smartridge and press the ON/RESTART Button.</td>
</tr>
<tr>
<td>The TV picture is black and white.</td>
<td>1. Program needs to be reset</td>
<td>1.1. Disconnect all power supplies (batteries and adaptor), then reconnect all power supplies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.2. Press the ON/RESTART Button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.3. If the problem persists, remove the Smartridge. Inspect the inside of the Smartridge by pushing up the protective sleeve on the bottom of the Smartridge. Clean the inside piece with a dry, soft cloth. Then, re-insert the Smartridge and press the ON/RESTART Button.</td>
</tr>
<tr>
<td></td>
<td>1. Non-matching color system</td>
<td>1. Make sure that the TV is set to the correct TV system (e.g. NTSC, PAL or Auto).</td>
</tr>
<tr>
<td></td>
<td>2. Cable connection problem</td>
<td>2.1 Make sure that the video cable is firmly connected to the video input of the TV.</td>
</tr>
<tr>
<td></td>
<td>3. Program needs to be reset</td>
<td>3.1. Disconnect all power supplies (batteries and adaptor), then reconnect all power supplies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.2. Press the ON/RESTART Button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.3. If the problem persists, remove the Smartridge. Inspect the inside of the Smartridge by pushing up the protective sleeve on the bottom of the Smartridge. Clean the inside piece with a dry, soft cloth. Then, re-insert the Smartridge and press the ON/RESTART Button.</td>
</tr>
</tbody>
</table>
If your V.Smile® Motion does not respond to an inserted cartridge, please carefully try the following:

- Remove all batteries and unplug all wiring.
- Use a cotton swab dipped in rubbing alcohol or an alcohol-based window cleaner to gently clean the contact area of the cartridge slot.
- Pull back the protective sleeve at the bottom of the cartridge and softly clean the contact area of the cartridge.
- If necessary, dry all the clean contact areas with a soft, lint-free cloth.
- Please make sure that all parts are completely dry before restoring electricity.

<table>
<thead>
<tr>
<th>There is a picture on the TV, but no sound.</th>
<th>1. TV setting</th>
<th>1.1. Raise the volume of the TV, and make sure it is not set to “Mute.”</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Cable connection problem</td>
<td>2.1 Make sure that the white and/or yellow plug is firmly connected to the audio input of the TV.</td>
</tr>
<tr>
<td></td>
<td>3. Program needs to be reset</td>
<td>3.1 Disconnect all power supplies (batteries and adaptor), then reconnect all power supplies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.2 Press the ON/RESTART Button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.3 If the problem persists, remove the Smartridge. Inspect the inside of the Smartridge by pushing up the protective sleeve on the bottom of the Smartridge. Clean the inside piece with a dry, soft cloth. Then, re-insert the Smartridge and press the ON/RESTART Button.</td>
</tr>
<tr>
<td>Wireless controller does not work, and Wireless Controller Motion Sensor Signal Light on console is flashing.</td>
<td>1. Wireless controller is not turned ON</td>
<td>1.1 Make sure there are new batteries installed in the wireless controller.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.2 Turn the PLAYER1/OFF/PLAYER 2 Switch to the OFF position, then turn the switch to PLAYER 1 or PLAYER 2.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.3 Press the ENTER Button on the controller. The Motion Sensor Signal Light on the Wireless Controller should flash to indicate a connection to the console.</td>
</tr>
<tr>
<td>Only one wireless controller works in two-player mode</td>
<td>1. Wireless controller settings are incorrect.</td>
<td>1.1 Make sure the PLAYER1/OFF/PLAYER 2 Switch switch on the non-working wireless controller is turned to PLAYER 1 or PLAYER 2.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.2 Make sure the wireless controllers are set to different player settings -- one should be set to Player 1 and one should be set to Player 2.</td>
</tr>
<tr>
<td>Wireless Controller Signal Receiver on the console is lit, but the wireless controller does not seem connected.</td>
<td>1. Console is connecting to a different wireless controller</td>
<td>1.1 Press the console’s OFF Button to turn the console off.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.2 Turn all wireless controllers OFF.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.3 Press the console’s ON/RESTART Button to turn the console ON. Move the controller’s PLAYER1/ OFF/PLAYER 2 Switch to PLAYER 1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.4 Both the console’s and controller’s indicator lights should turn on to indicate a connection.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.5 If the problem persists, there may be some interference in the radio frequency signal. Be sure there are no obstacles blocking the signal between the console and controller.</td>
</tr>
<tr>
<td>Console does not recognize V.Link™ (sold separately)</td>
<td>1. Some older Smartridges™ do not support the V.Link™</td>
<td>1.1 Please refer to the Smartridge™’s user’s manual to see if it supports V.Link™.</td>
</tr>
<tr>
<td></td>
<td>2. There is a V.Link™ connection problem</td>
<td>2.1 Press the OFF Button to turn off the V.Smile® MOTION™ console. Unplug the V.Link™ from the console, then re-insert the V.Link™ into the console’s V.Link™ port. Press the console’s ON/RESTART Button to turn the console back ON.</td>
</tr>
</tbody>
</table>

If your V.Smile® MOTION™ does not respond to an inserted cartridge, please carefully try the following:

- Remove all batteries and unplug all wiring.
- Use a cotton swab dipped in rubbing alcohol or an alcohol-based window cleaner to gently clean the contact area of the cartridge slot.
- Pull back the protective sleeve at the bottom of the cartridge and softly clean the contact area of the cartridge.
- If necessary, dry all the clean contact areas with a soft, lint-free cloth.
- Please make sure that all parts are completely dry before restoring electricity.
1. Keep your V.Smile® MOTION™ clean by wiping it with a slightly damp cloth. Never use solvents or abrasives.

2. Keep it out of direct sunlight and away from direct sources of heat.

3. Remove the batteries when not using V.Smile® MOTION™ Console and Wireless Controller for an extended period of time.

4. Avoid dropping it. NEVER try to dismantle it.

5. Always keep the V.Smile® MOTION™ away from water.

6. The AC adaptor should be regularly examined for damage to the cord, plug, enclosure and other parts. In the event of such damage, the V.Smile® MOTION™ must not be used with this adaptor until the damage has been repaired.

7. Please examine the toy transformer periodically for conditions that may result in the risk of fire, electric shock, or injury to persons (such as damage to the output cord, blades, housing, or other parts) and that, in an event of such conditions, the transformer should not be used until properly repaired.

**WARNING**

A very small percentage of the public, due to an existing condition, may experience epileptic seizures or momentary loss of consciousness when viewing certain types of flashing colors or patterns, especially on television. While the V.Smile® MOTION™ do not contribute to any additional risks, we do recommend that parents supervise their children while they play video games. If your child experiences dizziness, altered vision, disorientation, or convulsions, discontinue use immediately and consult your physician.

Please note that focusing on a television and LCD screen at close range and handling joystick controls for a prolonged period of time may cause fatigue or discomfort. We recommend that children take a 15 minute break for every hour of play.
If you have a problem that cannot be solved by using this manual, we encourage you to visit us online or contact our Consumer Services Department with any problems and/or suggestions that you might have. A support representative will be happy to assist you.

Before requesting support, please be ready to provide or include the information below:

- The name of your product or model number (the model number is typically located on the back or bottom of your product).
- The actual problem you are experiencing.
- The actions you took right before the problem occurred.

Internet:  www.vtechkids.com
Phone:  1-800-521-2010 in the U.S. or 1-877-352-8697 in Canada