

STAR WARS™

PARENT'S GUIDE

FIRST ORDER STORMTROOPER™ / BB-8™ SMARTWATCH

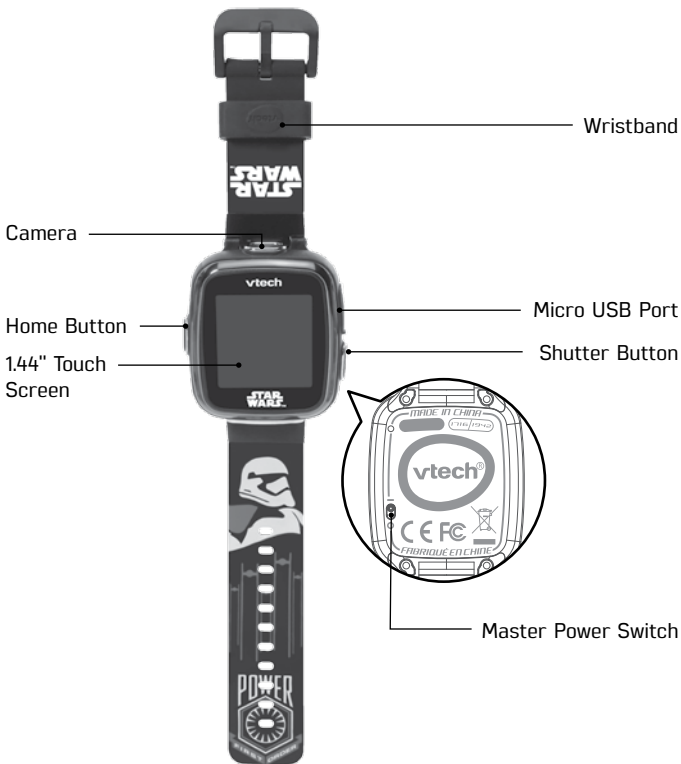


91-003090-014 (US)



INTRODUCTION

Thank you for purchasing the **First Order Stormtrooper™/BB-8™ Smartwatch** from **VTech®**! This smartwatch is the perfect accessory for galactic explorers. Personalize the clock face with 30 themed designs, take photos and videos with the built-in camera and test your skills with three mini activities.

FEATURES



Master Power Switch

When the switch is **OFF** , the battery will be disconnected and the watch will not function or charge. Slide the switch **ON**  to enable the watch.

Note: It is not necessary to switch off the watch in daily use. Once the master power switch is off, the watch will stop functioning. When the watch is turned on again, the time and date must be reset.

Shutter Button /

Press this button to launch the camera and to take photos.

Home Button /

Clock mode - When the screen is off, press the **Home Button** to wake up the watch and view the time.


Home menu - Press the **Home Button** again when the watch is in clock mode to enter the Home menu. If the watch is in another activity, pressing the **Home Button** will take you back to the previous menu.

Turn off the screen - When the clock is displayed, hold the **Home Button** down for approximately one second to turn the display off.

Smart Wake Up

Double tap the screen to wake up the watch and view the current time. For best results, we recommend tapping the screen with the tip of your finger and not your finger nail or other tools.

Micro USB

Connect your smartwatch to your computer using the included micro USB cable to transfer files and charge the battery. Make sure the battery is in the **ON**  position before charging.

INCLUDED IN THIS PACKAGE

- One **First Order Stormtrooper™/BB-8™ Smartwatch**
- One micro USB cable
- One parent's guide

WARNING: All packing materials such as tape, plastic sheets, packaging locks, removable tags, cable ties and packaging screws are not part of this toy, and should be discarded for your child's safety.

NOTE: Please keep this parent's guide as it contains important information.

ATTENTION: Pour la sécurité de votre enfant, débarrassez-vous de tous les produits d'emballage tels que rubans adhésifs, feuilles de plastique, attaches, étiquettes et vis d'emballage. Ils ne font pas partie du jouet.

NOTE: Il est conseillé de conserver ce guide des parents car il comporte des informations importantes.

The battery in this product must not be disposed of with household waste. This battery is recyclable. Please follow your local recycling regulations.

The label covering the screen of the watch is packing material. Please remove this label before use.

PRODUCT SPECIFICATIONS

| | |
|------------------------------------|--|
| Display | 1.44" color touch screen |
| Photo Resolution | 640 X 480 (0.3 MP) |
| Video Resolution | 320 X 240 pixel or 160 X 120 pixel |
| Video Length Limit Per File | 60 seconds |
| Focus Range | 1.5 feet - ∞ |
| Internal Memory | 256 MB built-in memory (shared with program data, actual memory available for user storage will be less) |
| Storage Capacity | Photos: approx. 1600 Videos: approx. 11 minutes at 320 X 240 pixels, approx. 23 minutes at 160 X 120 pixels (Video length limited to 1 minute per file) Note: The storage capacity is an approximation; the actual amount varies depending on the shooting environment. |
| File Format | Photos: Standard Baseline JPEG Video: AVI (Motion JPEG) |
| Connectivity | Micro USB 2.0 cable (included) for connection to computer |
| Battery | Li-ion Polymer battery (battery is not replaceable) |

| | |
|---|---------------------------|
| Optimum Operating and Charging Temperature | 32°F - 104°F (0°C - 40°C) |
|---|---------------------------|


WEARING THE SMARTWATCH

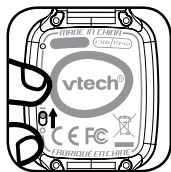
People with very sensitive skin may notice some irritation after wearing the **First Order Stormtrooper™/BB-8™ Smartwatch** for extended periods of time. Irritation may be experienced when moisture, sweat, soap, or other irritants get trapped under the watch band and are left in contact with the skin. To prevent this, we suggest that children remove the watch before going to bed for the night, take the watch off if it's feeling uncomfortable, and keep their wrist and the band clean and dry.


In addition, wearing the watch too tightly may also cause irritation. Make sure the fit is good - tight enough so the watch stays in place but not so tight that it's uncomfortable. If you notice any redness, swelling, or other irritation, take off the watch and consult a doctor before wearing the watch again.

BEFORE YOU START

Master Power Switch

Switch the **Master Power Switch** up to the **ON**  position when using the **First Order Stormtrooper™/BB-8™ Smartwatch** for the first time. The **Master Power Switch** is located on the back of the watch face.



We recommend that you fully charge the battery before using the watch for the first time. This will take appropriately 3 hours. When the watch is switched **OFF** , it will not be possible to charge the watch or play any activities.


Note: It is not necessary to switch the **Master Power Switch** to **OFF** during daily use.

Battery Recharging

Note: Adult guidance recommended.

Connect the watch to a computer with the included micro USB cable to charge the battery.

- Make sure the **Master Power Switch** is turned **ON**  before recharging.

- Pull up the rubber cover of the **Micro USB Port** on the side of your watch.
- Insert the micro USB cable (small end) into the **Micro USB Port** on the watch.
- Insert the larger end of the micro USB cable into a USB port on your computer. A USB port is usually marked with this symbol .
- Once the connection is successful, you will see the battery recharging symbol displayed on the watch screen.
- Monitor the charging progress regularly throughout the process.
- A message will display on the watch screen to indicate when the battery is fully charged. This message will eventually disappear and the watch screen will turn off. You may now disconnect the watch from your computer.

Note: It will take approximately 3 hours to fully charge the battery. The actual charging time varies depending on the power supply, the remaining charge and the ambient temperature of the charging environment. The optimum ambient temperature is 32°F - 104°F (0°C - 40°C). If your watch needs longer than 3 hours to fully charge, please try charging from a different USB power source.

Battery Life



The time the battery lasts between charges depends on play. Like other electronic devices, more frequent usage will drain the battery faster. Some activities, such as taking photos and videos, will be more demanding on the battery.

Battery Life Estimations

| Usage | Battery Life |
|---------------|--------------|
| Low Usage | 2 weeks |
| Average Usage | 2-3 days |
| Heavy Usage | 1 day |

Note: The above battery life estimations are based on the screen display being off when not in use.

Battery Maintenance

- Charge the battery regularly to keep it at optimum performance, even when the watch isn't in use. For example, fully charge the watch at least once every 6 months.
- Slide the **Master Power Switch** down to turn the watch **OFF**  only when the watch isn't in use for an extended period of time. Slide the switch up to turn the watch **ON**  before charging the battery.

Battery Notice


Misuse of batteries can lead to them bursting or causing a fire or chemical burns. Please read the below precautions:

- Do not disassemble.
- Do not crush and do not expose to any shock or force such as hammering, dropping or stepping on it.
- Do not short circuit.
- Do not expose to high temperatures or place near a heat source. Do not leave in direct sunlight for any length of time.
- Do not dispose of in fire.
- Do not handle damaged or leaking batteries.
- Keep the battery out of the reach of children.
- Keep the battery dry.
- If you find the time between charges is considerably shortened with no change in usage, the battery could be nearing the end of its life. Please dispose of the used battery following your local recycling or disposal requirements. The battery life varies from battery to battery depending on storage, operating conditions and environment.


Splash Proof for Everyday Play

- Do not put under running water.
- Do not submerge and do not wear when showering, bathing or swimming.
- Keep the rubber cover of the **Micro USB Port** closed tightly while it is not in use in order to prevent water or dirt from getting inside.


INITIAL SETUP & USE

Slide the **Master Power Switch** up to switch the watch **ON**  and charge the battery before starting.

(Please refer to BEFORE YOU START on page 5 for more details.)

Note: It is not necessary to switch the **Master Power Switch** to **OFF**  during daily use.

Press the **Home Button** or **Shutter Button** to wake up the watch.

When switching the watch on for the first time, the language selection menu will be displayed. Select a default language to proceed. Next, the date and time setting screen will be displayed. Swipe up or down on the day, month, year, hours and minutes to change the current date and time. Tap the  to confirm.

When the clock is displayed on the screen, press the **Home Button** to go to the Home menu. You can also press the **Shutter Button** to take photos and videos.

Automatic Screen Off

To preserve battery life, the screen will automatically shut off after a short period of time when in Clock mode.

Note: The auto screen off time can be adjusted in Settings > Advanced > Auto Screen Off. Please refer to page 18 of this manual for details. In other activities, the watch will return to Clock mode automatically if there is no input for 1 minute. When the watch is in Camera mode, it will auto-exit after 3 minutes. When in a slideshow, the auto-exit time is about 15 minutes.

If you have a timer running, it will return to the timer screen instead of Watch mode. The watch will not shut off automatically when the timer is running.



Battery Status

The remaining battery capacity will be displayed on the Main Menu screen. When the battery level is low, most functions on the watch may not be accessible, except for the clock display. It is recommended you recharge the battery as soon as possible before further use.

If the battery level is extremely low the watch may not work. Recharge the battery as soon as possible and set the time and date again after recharging.

Connect to a Computer for File Transfer

You can connect your **First Order Stormtrooper™/BB-8™ Smartwatch** to a PC or Mac computer using the included micro USB cable. Once connected, you can transfer files between the watch and your computer. Please follow these steps to make the connection:

- Make sure the **Master Power Switch** on the smartwatch is in the **ON** position .
- Pull up the rubber cover of the **Micro USB Port** on the side of your watch.
- Insert the micro USB cable (small end) into the **Micro USB Port** on the watch.
- Insert the larger end of the micro USB cable into a USB port on the computer. A USB port is usually marked with this symbol .
- You will see a removable drive called **VTech 1942**. Please use this to transfer files to and from the watch. There is another removable drive called **VT SYSTEM**, which is for storage of system data and should not be accessed by users.

Note: Once the watch is connected to your computer, do not disconnect it while transferring files. Only once you have finished transferring files do we recommend you to eject and unplug the watch.

To avoid any potential damage to your smartwatch, ensure that the rubber cover is fully covering the **Micro USB Port** of the watch whenever possible.

To Backup Photo or Video Files Taken by the Smartwatch:

- Locate and open the **DCIM** folder in the removable drive **VTech 1942**.
- Your photo and video files will be located in a subfolder. Drag and drop or copy and paste the files to a location on your computer to back them up.

To Backup Voice Files Taken by the Smartwatch:

- Locate and open the **VOICE** folder in the removable drive **VTech 1942**.
- Drag and drop or copy and paste the recorded voice files to a location on your computer to back them up.

To Transfer Photo or Video Files to the Smartwatch:

- First, find the photo or video file(s) you would like to transfer from your computer.
- Locate and open the **DOWNLOAD** folder in the removable drive **VTech 1942**. Drag and drop or copy and paste the photo/video file(s) into the **PHOTO** subfolder for photo files, or the **VIDEO** subfolder for video files.

Note: Do not transfer photo or video files created by other cameras to the smartwatch, as these file formats may not be compatible.

MINIMUM SYSTEM REQUIREMENTS

PC Hardware Requirements:

CPU: Pentium® 4 or above

Memory: 256MB RAM

300MB hard disk space

USB port required

PC Software Requirements:

Microsoft® Windows® 7, Windows® 8 or Windows® 10 Operating System

Macintosh Hardware Requirements:

Macintosh Computer with an Intel® processor

Memory: 512MB RAM

300MB hard disk space

USB port required

Macintosh Software Requirements:

Mac OS X version 10.6, 10.7, 10.8, 10.9, 10.10, 10.11 or 10.12

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ACTIVITIES & TOOLS

Clock Display

When the screen is off, tap the screen twice or press the **Home Button** to show the clock screen.

- Tilt the watch to experience the 3D-style clock face effects. You may turn the 3D effect off in Settings.
- Tap the center of the screen to switch the clock face between analog and digital.
- Swipe left or right on the screen to change clock faces.



Press the **Home Button** again to return to the Home menu. From here you can select other activities.

Press the **Shutter Button** to enter Camera & Video mode.

Note: Hold the **Home Button** for approximately 1-2 seconds to turn off the screen.

Home Menu

When the screen is off, press the **Home Button** to show the clock screen.

When on the clock screen, press the **Home Button** again to display the Home menu. From here, there are 12 options to choose from.

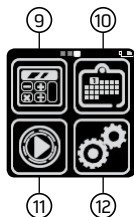
- Tap an icon to enter an activity.
- Swipe left or right to scroll through the menu pages.



1. Camera & Video
2. Motion SFX
3. Voice Recorder
4. Mini Activities




5. Pedometer
6. Alarm
7. Count Down Timer
8. Stopwatch






9. Calculator
10. Calendar
11. Play Back
12. Settings

1. Camera & Video

Press the **Shutter Button** to enter Camera mode. You can also switch to Video mode here.


- Tap the Camera & Video mode icon on screen  to toggle between Camera mode and Video mode.








Camera

- Tap the Star icon  on screen to activate photo effects. Then press the left or right arrow icons or swipe the screen to go through all of the different photo effects. Tap the Star icon again to remove the photo effect.
- Press the **Shutter Button** or Shutter icon  on screen to take a photo. After a photo is taken, it will show on screen for 2 seconds.
- Tap the playback icon on screen  to view photos you have taken.
- Press the **Shutter Button** when in Playback mode to return to Camera mode.



Video

Tap the Camera & Video mode icon  on the screen when in Camera mode to go to Video mode. The time limit per video file is 1 minute.

- Tap the Playback icon  to view previously recorded videos.
- Tap the Star  icon to preview a video effect, then press the left or right arrow icons or swipe on the screen to cycle through all of the different video effects.
- Press the **Shutter Button** or on-screen Record icon  to start recording. While recording, press the **Shutter Button** again or the Stop icon  to stop.
- Tap the on-screen Camera & Video mode icon  to change to Camera mode.
- When you finish recording a video, the playback screen will be shown.
- Tap the Play icon  to play the last recorded video.
- Tap the Trash icon  to display the Delete menu.






2. Motion SFX


The Motion SFX feature lets you play **STAR WARS™** sounds, including two Lightsabers! Swipe the screen to select a sound effect and then quickly move the smartwatch to activate the sounds.



3. Voice Recorder

The Voice Recorder allows you to record your own voice and apply fun voice-changing effects to the recorded voice.

Tap the Record icon  to start recording your voice. You can record for up to 60 seconds per file. Tap the stop icon  to stop.

Swipe the screen to view the previous or next file. Tap the Star icon  to display the Voice Effects screen.

There are 5 built-in voice effects. On the Voice Effects screen, tap the left or right arrow to preview the different voice effects. Tap the Save As icon to save a copy of the voice with the selected voice effect added. To exit the Voice Effects screen, tap the Star icon  again or press the **Home Button**.

To delete the voice, tap the on-screen Trash icon  to delete and tap  to confirm.

4. Mini Activities

There are 3 built-in mini activities in the smartwatch.

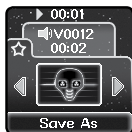
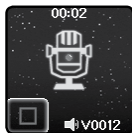
Asteroid Battle

The *Millennium Falcon* is flying to D'Qar but stumbles into an asteroid field. Use the gun turret to clear the way.

Move the watch to aim at the asteroids and touch the screen to shoot. You may need to hit an asteroid more than once to shatter it. Destroy as many asteroids as possible within the time limit.

Rotation Puzzle

All of the **STAR WARS™** memories stored in BB-8 have been mixed up. Help BB-8 re-arrange the pieces to restore his database.



The pictures will be sliced and scrambled. Touch a piece to rotate and reassemble the original picture as quickly as you can.

Find the Fighter

There is a TIE fighter squadron hiding their position.

TIE fighters will appear and fly behind the asteroids, then the asteroids will swap positions.






Try to keep track of which asteroid each TIE fighter is hiding behind and blast that asteroid to check.



5. Pedometer



This pedometer counts how many steps you take when walking or running. The watch should be worn on the wrist for improved counting accuracy.

- Tap the Start button  to start the pedometer. It will automatically stop when it reaches the next day or when you tap the Stop button.
- Tap the History button  to view your previous history, records and achievements.
- Tap the Goal button  to set a goal and challenge yourself or your friends.
- Tap the Stop button  to stop the step counter.
- Tap the Reset button  to reset the step counter to zero.





Note: This kid-friendly version of a pedometer is just for fun. This toy is not as accurate as a commercial pedometer for adults. The pedometer only counts movement when it is in the pedometer activity.


6. Alarm



You can set an alarm by choosing from a selection of styles.

- Tap the Alarm icon  to change the alarm style.
- Tap the Bell icon  to toggle the alarm on or off.






To Change the Alarm Time:

- Tap the time to enter the Alarm Time settings.
- Select the desired alarm time by swiping up or down on the minutes, hours and AM/PM (if using the 12-hour clock).
- Tap  to confirm the selection.

Note: If the battery level is too low, please recharge the watch. Once recharged, the alarm will need to be set again.





7. Countdown Timer

Tap this icon to set a countdown timer.


- Tap the Play icon  to start the timer immediately.
- Tap the Style icon  or swipe the screen left or right to change the timer style. There are five different timers for you to try out.
- Tap the time to enter the Timer settings. Swipe up or down on the minutes and seconds to change the time. Once set, tap  to confirm.
- While the timer is running, tap the Pause icon  to pause the countdown. Tap it again to resume. Tap the Reset icon  to stop the countdown and reset the timer.

8. Stopwatch

This activity functions like a traditional stopwatch.

- Tap the Play icon  to start the stopwatch.
- Tap the Style icon  or swipe the screen left or right to change the stopwatch style. There are five fun stopwatch styles to select!
- While the stopwatch is running, tap the Pause icon  to pause the stopwatch. Tap it again to resume. Tap the Reset icon  to stop the stopwatch and reset the stopwatch to zero.

9. Calculator

This basic calculator helps you to work out addition, subtraction, multiplication and division expressions. Tap the arrow buttons to choose your calculation, then tap the Equals Sign icon  to get the result.




10. Calendar

Explore the calendar by swiping the screen left or right to see the previous or next month. Or swipe up or down to see the previous or next year.



11. Playback

Here you can browse your photos or play recorded videos.

- The latest file will be shown first. Tap the arrow icons or swipe the screen to see the previous or next file.
- Tap the Slideshow icon  to view the photos in a slideshow.















- Tap the on-screen Play icon  to play the video.
- Tap the on-screen Trash icon  to display the delete menu.

Note: To delete all photos and videos, press the down arrow while in the Delete menu. Then tap the checkmark to delete or the X to cancel.



While playing a video, tap the Rewind  or Fast Forward  icons to toggle the rewind/fast forward speed.

12. Settings



In Settings, swipe left or right on the screen to scroll through the different setting options. The following have options for adjustment:

| | |
|---|--|
| (A) Volume  | (H) Advanced  |
| (B) Brightness  | (i) Memory  |
| (C) Date  | (ii) Image Display  |
| (D) Time  | (iii) Video Resolution  |
| (E) 3D Effects  | (iv) Auto Screen Off  |
| (F) Smart Wake Up  | (v) Indoor Light Frequency  |
| (G) Language  | (vi) Factory Reset  |


(A) Volume

- Tap  to increase the volume.
- Tap  to decrease the volume.

(B) Brightness


- Tap  to increase the LCD brightness.
- Tap  to decrease the LCD brightness.

(C) Date

- Tap the Set icon to enter the Date Setup screen.
- On the Date Setup screen, swipe up or down on the day, month and year to scroll through the options.
- Tap the Date Format icon to change the date format (DD/MM/YYYY or MM/DD/YYYY).
- Tap  to save.

(D) Time

- Tap the Set icon to enter the Time Setup screen.
- On the Time Setup screen, swipe up or down on the minutes, hours or AM/PM (if using the 12-hour clock) to scroll through the options.

- Tap the Time Format icon on screen to change the time format (12-hour or 24-hour)
- Tap  to save.

(E) 3D Effects

- Tap **ON** to enable the 3D-style clock face effects.
- Tap **OFF** to disable the 3D-style clock face effects.

Note: If the watch enters Power Save mode, the screen will dim and the 3D effect may not be shown.

(F) Smart Wake Up

When smart wake up is enabled, users can double tap on the screen to wake up the watch.

(G) Language

Tap the Set icon to enter the Language Selection screen and select the watch display language.

(H) Advanced

(i) Memory

Here you can see the free memory remaining or choose to format the memory. Follow the instructions on screen if you would like to format the memory.

Note: Formatting will erase all data on the watch, including all photos, videos and voice files.

(ii) Image Display

The saved photos and videos are in 4:3. You can choose from two different aspect ratios for displaying the image in the preview screen and playback screen of the watch:

Fit Image: Image zoomed to fit the whole watch screen with the far left and right sides of the image hidden.

Scaled: Image scaled to fit the screen, with the whole image displayed.


(iii) Video Resolution

There are two options here:

160 X 120: The video size is smaller and you can record and save more videos.

320 X 240: The video quality is better and takes up more memory, so less video can be recorded and saved.

(iv) Auto Screen Off

Allows you to set the Auto Screen Off timer. Tap the left and the right arrow for selection, then tap the Check icon  to confirm.

The selection Disable Auto Screen Off will not turn off the screen, but the screen will dim if there is no input for 30 seconds in Clock Display mode to save power. At this time, operation of the watch will be limited to showing the time. No other function will be operational, including 3D-style clock face effects.

Tips: If the Auto Screen Off time is set to one of the longer times, the battery consumption will increase and the time the battery lasts between charging will be reduced.

(v) Indoor Light Frequency

Here you can set the AC power frequency according to the region you're in while travelling. If it is not set correctly, you may see some flickering on the camera/video preview screen and the captured photos and videos when used in artificial lighting conditions.

(vi) Factory Reset

Factory Reset will erase the contents stored in the memory and reset all system settings to factory default. Follow the instructions on screen to confirm the action.

Care & Maintenance

1. Keep the rubber cover of the **Micro USB Port** closed tightly while it is not in use in order to prevent dirt or water from getting inside.
2. Keep the watch clean by wiping it with a slightly damp cloth.
3. Keep the watch out of direct sunlight and away from any direct heat source.
4. Do not drop the watch on a hard surface and do not expose it to moisture or immerse it in water.
5. Keep the lens clean. If the pictures taken are blurry, it could be because there is dirt on the lens. You can clean the lens by:
 - Blowing on the lens.
 - Gently wiping the lens with a dry cloth.

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.

While the **First Order Stormtrooper™/BB-8™ Smartwatch** does not contribute to any additional risks, we do recommend that parents supervise their children while they play the mini activities. If your child experiences dizziness, altered vision, disorientation, or convulsions, discontinue use immediately and consult your doctor. Please note that focusing on at close range and handling a smartwatch as a controller for a prolonged period of time may cause fatigue and/or discomfort. We recommend that children take a 15-minute break for every hour of play.

TROUBLESHOOTING

| Problem | Solution |
|-------------------------------|--|
| The watch has stopped working | <ol style="list-style-type: none">1. Turn the Master Power Switch OFF for 30 seconds.2. Turn the Master Power Switch ON again and then press the Home Button to activate the watch. It should now work properly.3. If it doesn't work, recharge the battery and try again. (Refer to the Battery Recharging section for details.) |
| Screen display is abnormal | <ol style="list-style-type: none">1. Turn the Master Power Switch OFF for 30 seconds.2. Turn the Master Power Switch ON again and then press the Home Button to activate the watch. The screen display should be normal again. |
| Image taken is not clear | <ol style="list-style-type: none">1. Make sure the lighting conditions of the shooting environment are good.2. Check to see if the camera lens is clean. If you find some dirt on it, please see the steps to clean the lens in Care and Maintenance. |

| | |
|---|--|
| <p>Cannot connect to computer</p> | <ul style="list-style-type: none"> • Check the connections on the USB cable between the watch and the computer and review the appropriate connection procedures in this manual. • Turn the Master Power Switch OFF for 30 seconds. • Turn the Master Power Switch ON and connect to the computer again. |
| <p>Can't view the downloaded video or photo files</p> | <p>Check if the downloaded files are in the correct directory in the First Order Stormtrooper™/BB-8™ Smartwatch. When connected to a computer, photos should be put in the DOWNLOAD/PHOTO folder and videos should be put in the DOWNLOAD/VIDEO folder.</p> <p>First Order Stormtrooper™/BB-8™ Smartwatch only supports the below formats:</p> <p>Photos in Standard Baseline JPEG and Videos in AVI (Motion JPEG) created by a First Order Stormtrooper™/BB-8™ Smartwatch.</p> |

TECHNICAL SUPPORT

If for some reason the unit stops working or malfunctions, please follow these steps:

1. Please turn the unit **OFF** for 30 seconds.
2. Turn the unit **ON**. The unit should now be ready to play again.
3. If the product still does not work, recharge the unit for 3 hours, turn it **OFF** again for 30 seconds, and then turn it **ON** again.

If the problem persists, please call our Consumer Services Department at 1-800-521-2010 in the U.S. or 1-877-352-8697 in Canada, or by going to our website at vtechkids.com and filling out our Contact Us form located under the Customer Support link. A service representative will be happy to help you.

FREQUENTLY ASKED QUESTIONS

Question 1:

I bought a **First Order Stormtrooper™/BB-8™ Smartwatch**, but it will not work with my PC and my PC is looking for a driver. What can I do?

Answer:

There is no separate driver needed for the **First Order Stormtrooper™/BB-8™ Smartwatch**. It uses a standard USB mass storage device driver. Such a driver comes standard on all Windows® operating systems starting with Windows® 2000 Service Pack 3 (to Windows® 10 and upwards) and Mac OS® 9.0 or above. If your computer meets these OS requirements and is still looking for a driver, please contact your PC manufacturer for further assistance. For earlier operating systems that do not support mass storage, a system upgrade or mass storage device driver may be available. Again, please check with your PC manufacturer.

Question 2:

What is the ISO value (light sensitivity) of the **First Order Stormtrooper™/BB-8™ Smartwatch**?

Answer:

The **First Order Stormtrooper™/BB-8™ Smartwatch** uses an auto-ISO value. It auto adjusts the exposure time and light sensitivity depending on the lighting environment.

Question 3:

Why won't my **First Order Stormtrooper™/BB-8™ Smartwatch** turn on?

Answer:

Please make sure the **Master Power Switch** is **ON** and the battery is charged.

Question 4:

Why are my pictures sometimes grainy and fuzzy? Is there anything I can do to improve the picture quality?

Answer:

In a poorly lit environment, the frame rate (shutter speed) drops to allow for a longer exposure time. The downside of this is that any movement in the frame or movement of the hand holding the camera can result in blur. Furthermore, the camera sensor will soften the edges in low light to counteract the darkness by reducing the image noise. This can sometimes contribute to a blurred picture. Try to improve the lighting conditions to get better results.

Question 5:

Why are the videos grainy and fuzzy when viewing on the computer screen?

Answer:

Please check if the video player of your computer is set to display the actual resolution and scale of your videos. Viewing the videos on an enlarged screen will result in a lower display quality.

Also, you can set the video resolution of **First Order Stormtrooper™/BB-8™ Smartwatch** to 320 X 240. The video quality of this option is better than 160 X 120.

Question 6:

Can you delete a group of pictures at one time, or do they have to be deleted one at a time on the camera?

Answer:

If you connect **First Order Stormtrooper™/BB-8™ Smartwatch** to your computer and access it as an external drive, you can select multiple pictures to delete at any one time.

Question 7:

If you accidentally delete the pictures by reformatting, is there any way to get them back?

Answer:

Unfortunately, if you delete the pictures by formatting the internal storage memory, there's no way to retrieve them. There is third party software that can help recover deleted data from storage, but we do not recommend using this.

Question 8:

I am trying to transfer my pictures to my computer. I connected per the instructions (connecting the micro USB cable to the watch and computer) and the new drive appears. However, no pictures are automatically downloading. Is there something I need to do at start-up to get the pictures downloaded and saved?

Answer:

The picture transfer operation does not start by itself. After you have connected the micro USB cable to your computer and the drive appears ready, you can open the drive, look under the folder **DCIM** and you should find the images you captured with the **First Order Stormtrooper™/BB-8™ Smartwatch**. Moreover, if you wish to upload images to be viewed

on **First Order Stormtrooper™/BB-8™ Smartwatch**, you can do so by moving the JPEG image files into the folder **DOWNLOAD/PHOTO**.

Note: Do not transfer photo or video files created by other cameras to the **First Order Stormtrooper™/BB-8™ Smartwatch**, as these file formats may not be compatible.

IMPORTANT NOTE:

Creating and developing **VTech®** products is accompanied by a responsibility that we at **VTech®** take very seriously. We make every effort to ensure the accuracy of the information, which forms the value of our products. However, errors sometimes can occur. It is important for you to know that we stand behind our products and encourage you to call our Consumer Services Department at 1-800- 521-2010 in the U.S. or 1-877-352-8697 in Canada, or by going to our website at vtechkids.com and filling out our Contact Us form located under the Customer Support link with any problems and/or suggestions that you might have. A service representative will be happy to help you.

Note:

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:

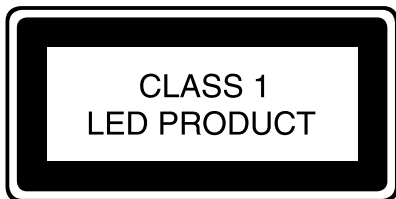
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

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 UNDESIRE OPERATION.

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Caution : Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.





PRODUCT WARRANTY

This Warranty is applicable only to the original purchaser, is non-transferable and applies only to "VTech" products or parts. This product is covered by a 3-month Warranty from the original purchase date, under normal use and service, against defective workmanship and materials. This Warranty does not apply to (a) consumable parts, such as batteries; (b) cosmetic damage, including but not limited to scratches and dents; (c) damage caused by use with non-VTech products; (d) damage caused by accident, misuse, unreasonable use, immersion in water, neglect, abuse, battery leakage, or improper installation, improper service, or other external causes; (e) damage caused by operating the product outside the permitted or intended uses described by VTech in the owner's manual; (f) a product or part that has been modified (g) defects caused by normal wear and tear or otherwise due to the normal aging of the product; or (h) if any VTech serial number has been removed or defaced.

Prior to returning a product for any reason, please notify the VTech Consumer Services Department by going to our website at vtechkids.com, filling out our Contact Us form located under the Customer Support link or calling 1-800-521-2010.

If the service representative is unable to resolve the issue, you will be provided instructions on how to return the product and have it replaced under Warranty. Return of the product under Warranty must adhere to the following rules: If VTech believes that there may be a defect in the materials or workmanship of the product and can confirm the purchase date and location of the product, we will at our discretion replace the product with a new unit or product of comparable value. A replacement product or parts assumes the remaining Warranty of the original product or 30 days from the date of replacement, whichever provides longer coverage.

THIS WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. IF VTECH CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY AND TO THE REPLACEMENT SERVICE AS DETERMINED BY VTECH IN ITS SOLE DISCRETION.

To the extent permitted by law, VTech will not be responsible for direct, special, incidental or consequential damages resulting from any breach of Warranty.

This Warranty is not intended to persons or entities outside the United States of America. Any disputes resulting from this Warranty shall be subject to the final and conclusive determination of VTech.

**Visit our website for more
information about our products,
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