



CONSUMER INFORMATION

Need Assistance? Visit service.mattel.com or call 1-800-524-8697 (US and Canada only).

SERVICE.MATTEL.COM

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DKF74
DNR56
DNR57

Rear



INSTRUCTION MANUAL



CAUTION – ELECTRIC TOY:

Not recommended for children under 6 years of age. As with all electric products, precautions should be observed during handling and use to prevent electric shock.

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Keep these instructions for future reference as they contain important information.

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Hello Barbie and Your Child's Privacy

Mattel has partnered with ToyTalk, Inc., to bring speech recognition technology to *Hello Barbie*. Our commitment to security and privacy includes:

- *Hello Barbie* is not always on. You have to hold down the doll's talk button to activate speech recognition.
- Parental consent is required to set up a parent account and connect with *Hello Barbie*.
- When the microphone is active, voice data is collected so *Hello Barbie* can understand and respond to you in conversation. These recordings are only used in accordance with ToyTalk's Privacy Policy.
- Should parents choose to, all recorded conversations can be deleted at any time.
- There is no advertising content within *Hello Barbie*.
- Your children's conversations are not used to advertise to your child.

Should you have any questions or concerns, please call 1-888-256-0224 (24 hours a day, 7 days a week) or visit www.mattel.com/hellobarbieFAQ.

For detailed information about ToyTalk's privacy practices with respect to *Hello Barbie*, see ToyTalk's privacy policy at: <http://www.toytalk.com/hellobarbie/privacy>

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CONTENTS



⚠ WARNING:
CHOKING HAZARD – Small parts.
Not for children under 3 years.

Dolls cannot stand alone.
Fashion is not removable.
Each sold separately, subject to availability.
Colors and decorations may vary from those shown.
Includes 1 non-replaceable 3.7VDC LiPo battery.

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SYSTEM REQUIREMENTS

HELLO BARBIE™ APP REQUIRED

- Download the free *Hello Barbie* Companion App from your smart device's app store. Data rates may apply.
- Parents are required to create a ToyTalk account and grant consent via email by following the in-app instructions.
- WiFi Internet connection and WiFi enabled device required.
- We reserve the right to terminate the app service after 10-15-2018.

SMART DEVICE REQUIREMENTS

- iPhone® 6 plus, iPhone 6, iPhone 5S, iPhone 5C, iPhone 5, iPhone 4S, iPad Air™ 2, iPad mini 3, iPad Air, iPad mini 2, iPad mini, iPad (4th generation), iPad (3rd generation), iPod touch® (5th generation).
- Apple devices must have iOS 7.0 or later.
- Android mobile devices with Android OS 4.2.2 or later.

www.barbie.com/hellobarbie

CHARGING

Please charge *Hello Barbie* fully before play (approximately one hour).

1. Place *Hello Barbie* in the charging stand as shown.



Note: This stand contains a magnet. Do not use around items that are sensitive to or affected by magnetic fields.

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2. Remove the power port cover.



3. Connect the power adapter to the charging stand.
4. Connect the power cable to *Hello Barbie*.
5. Plug the power adapter into a power outlet.



- The left light glows orange when *Hello Barbie* is charging.
- The left light glows green when *Hello Barbie* is fully charged.
- You can still play with *Hello Barbie* while she's charging.
- FULLY CHARGE THE BATTERY BEFORE STORING FOR AN EXTENDED PERIOD OF TIME (6 MONTHS OR LONGER). PERIODIC CHARGING EVERY FEW MONTHS IS RECOMMENDED TO EXTEND BATTERY LIFE WHEN NOT IN USE. DO NOT STORE NEAR HEAT OR IN DIRECT SUNLIGHT.
- *Hello Barbie* will tell you when her battery is getting low. The left light will also glow red to let you know it's time to charge.

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Adults Note:

Periodically examine the power adapter for damage to the cord, housing or other parts that may result in the risk of fire, electric shock or injury. If the power adapter is damaged, do not use it.

SETUP

1. Get your parent to help with setup. Please leave *Hello Barbie* in the charging stand and connected to power during setup.
2. Turn on *Hello Barbie* by holding power button for 1 second.



GETTING THE HELLO BARBIE COMPANION APP

The *Hello Barbie* Companion App is downloadable through the Apple App Store, Google Play and Amazon App Store.

Go to <https://toytalk.com/hellobarbie> for links to the app.

SETTING UP HELLO BARBIE

1. Note the WiFi name and password that *Hello Barbie* will connect to.
2. Launch the *Hello Barbie* Companion App.



3. Follow in-app instructions to create your parent account and grant consent via email.
4. Follow in-app instructions to configure *Hello Barbie* with the WiFi information you noted in Step 1.
5. You may also configure conversation options at this time.

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6. *Hello Barbie* will download and install updates automatically when placed in the charging stand and connected to power. The doll may power off and back on by itself. Please leave the doll on the charging stand until *Hello Barbie* starts talking.
7. You are now ready to talk to *Hello Barbie*!

TROUBLESHOOTING

1. I was unable to download the *Hello Barbie* Companion App
 - Verify that your mobile device meets the minimum requirements and that you have Internet access
2. I was unable to launch the *Hello Barbie* Companion App
 - Verify that your mobile device meets the minimum requirements
3. The *Hello Barbie* Companion App has crashed
 - Please visit service.mattel.com or call 1-888-256-0224
4. I did not receive my consent email
 - It is possible that network issues have prevented you from receiving the email. Please verify that the email address you entered is correct and, if so, select the "resend email" button from the "waiting for consent" screen.
5. The *Hello Barbie* Companion App was unable to locate my *Hello Barbie*
 - Please verify that the *Hello Barbie* is in Connection Mode by confirming the existence of a WiFi network called "Barbie" followed by four or more characters, such as "Barbie_9812". If you can't find it, please see "Managing Your WiFi Connection" on p. 9
6. I've configured *Hello Barbie*, but she is still not working
 - Verify that your WiFi settings are correct and that you can access the Internet from another device on that network. For additional help, please go to service.mattel.com or call 1-888-256-0224.

PLAY

- When *Hello Barbie* is connected to your WiFi network, she will talk to you! To respond, press and hold the talk button. Wait for the tone, then talk to *Hello Barbie*. Your conversation will then be recorded and processed to help *Hello Barbie* understand you. Release the button and she will reply. *Hello Barbie* listens to you only when the talk button is held down.

Note: For best results, hold the doll within approx 12" in a quiet environment.

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POWER ON/OFF

- **Power on:** press and hold the power button for 1 second. *Hello Barbie* will power up and reconnect to your WiFi network. You'll know *Hello Barbie* is ready for play when she starts speaking.
- **Power off:** press and hold the power button for 3 seconds. *Hello Barbie* will also power off automatically after a few minutes of inactivity.

VOLUME CONTROL

- *Hello Barbie* can talk to you in low, medium (default), or high volume. To change volume, at any point hold the talk button and say "volume up" or "volume down". *Hello Barbie* will repeat the last thing she said with the new volume. She will return to medium volume when power is turned off.

MANAGING YOUR WIFI CONNECTION

During Setup, you connected *Hello Barbie* to your WiFi network. If you want to connect to a different WiFi network, follow these steps:

1. Press and hold the power button and the talk button for 3 seconds. The lights will flash white when Connection Mode is active.



2. Note the WiFi name and password that you would like *Hello Barbie* to connect to.
 3. Launch *Hello Barbie* Companion App.
 4. If you have multiple *Hello Barbie* dolls, select the one that you want to configure.
 5. Follow in-app instructions to configure new WiFi networks.
- Hello Barbie* can store connection information for three WiFi networks. *Hello Barbie* will automatically connect to a WiFi network that you have configured when in range.
- To exit Connection Mode manually, press and hold the power button and talk button for 3 seconds.

RESET

- If *Hello Barbie* is not responding, open the back of the shirt and press the reset switch with a paperclip to perform a soft reset. WiFi and ToyTalk account information are not affected. The doll will turn off and then back on to indicate a successful reset.



- To reset *Hello Barbie* to factory settings, press and hold the power button and the talk button and press the reset switch with a paperclip. Continue holding the power and talk buttons for three seconds. This erases all WiFi network and ToyTalk account information. Both lights will flash blue three times to indicate successful reset.

LIGHT TABLE

Necklace Light	Light Pattern	Meaning
Both	Alternately flash white	Connection Mode active
Both	Alternately flash green	Connecting to WiFi
Left	Solid pink	Hello Barbie is talking
Right	Flash green	Hello Barbie is awaiting your response
Right	Solid green	Talk button is depressed
Left	Orange	Hello Barbie is charging
Left	Green	Hello Barbie is fully charged
Left	Red	Battery is low
Both	Alternately flash red	Battery is very low
Both	Short flash blue 3 times	Factory reset complete
Right	Flash yellow	WiFi connection is weak

TIPS AND TRICKS

- The right light will flash yellow when your WiFi connection is weak. *Hello Barbie* will also tell you when WiFi is not available. If this happens, move to an area with better WiFi reception or check your WiFi network settings.
- Don't hold doll by the head. This may interfere with WiFi.
- Security: perform a factory reset before disposing of *Hello Barbie*.

FOR PRODUCT SOLD IN USA

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 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.

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



Protect the environment by not disposing of this product with household waste [2012/19/EU]. Check your local authority for recycling advice and facilities.

BATTERY SAFETY INFORMATION

In exceptional circumstances batteries may leak fluids that can cause a chemical burn injury or ruin your product. To avoid battery leakage:

- Rechargeable batteries are only to be charged under adult supervision.
- Dispose of battery safely.
- Do not dispose of this product in a fire. The battery inside may explode or leak.
- Do not disassemble the doll's permanently installed LiPo (lithium polymer) battery. It is a sealed LiPo battery. To properly recycle, follow local lithium polymer battery recycling guidelines.
- Do not recharge the doll if it feels hot. Allow it to cool before recharging.
- Doll is only to be charged using the charger supplied. Do not charge the LiPo battery in any other battery charger.
- Do not attempt to use or charge the doll if it shows signs of leakage or corrosion.
- If the doll or charger are wet, thoroughly dry before using or charging.
- Regularly examine all wires and connectors. In the event of damage, discontinue use.