



Proto Max Consumer Contact FAQ

9/1/17

GENERAL					
How do I start playing with my FurReal Makers pup?	Install 4 AA Alkaline batteries using a Phillips/cross head screwdriver (not included). Press Proto Max's purple button or his nose to turn him on. He will provide a simple tutorial on how to install his ears, tail and face plate. If those are already installed, he will skip the tutorial. To turn him back ON from being OFF, press his nose or purple button. Touch his head, back, or rearrange his appendages to get funny responses. Proto Max's personality can be customized by pressing the purple button for the menu screen and turning the dial to see selections (eyes, LED color, dog size/personality, and volume). Finalize selection by pressing the purple button again. Once Proto is in ON mode, he can be connected to app.				
Do I need a supported device and the FurReal Makers app to use FurReal Makers?	Start playing with Proto Max right out of the box. We also recommend downloading the app for more fun and extended play (with programming, coding, games and more).				
How do I connect my FurReal Makers pup to the app?	Make sure your pup is turned on. When you first open the app, follow the tutorial to connect. The app will connect to the pup then prompt you to press the dog's nose to finalize the connection. Then it will prompt you to name your pet with the name-selection fields. You may see a "file transfer" message, do not be alarmed as this is normal. Pup will be ready to play once file-transfer is complete. Note: once your pup is connected to the app, it will automatically sync with Bluetooth the next time you open the app.				
Which mobile platforms and devices are compatible with the FurReal Makers app?	<table border="0"> <tr> <td><u>Android 5+</u></td> <td><u>iOS 9+</u></td> </tr> <tr> <td> <ul style="list-style-type: none"> • Kindle Fire HD 8 6th gen • Kindle Fire HD 10 5th gen • Kindle Fire HD 7 5th gen • Samsung Galaxy S6+ • Samsung Galaxy Note 5+ • HTC One M9+ • LG G4 + • Motorola Droid Turbo 2+ • Huawei Google Nexus 6P+ • Google Nexus 9+ </td> <td> <ul style="list-style-type: none"> • iPhone 5s+ • iPad Air + • iPad Mini 2 + </td> </tr> </table>	<u>Android 5+</u>	<u>iOS 9+</u>	<ul style="list-style-type: none"> • Kindle Fire HD 8 6th gen • Kindle Fire HD 10 5th gen • Kindle Fire HD 7 5th gen • Samsung Galaxy S6+ • Samsung Galaxy Note 5+ • HTC One M9+ • LG G4 + • Motorola Droid Turbo 2+ • Huawei Google Nexus 6P+ • Google Nexus 9+ 	<ul style="list-style-type: none"> • iPhone 5s+ • iPad Air + • iPad Mini 2 +
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I'm having difficulty understanding how to use and play with the FurReal Makers app.	We recommend following the app tutorials which demonstrate how each part of the app functions. You can replay the tutorial by tapping on the question mark in the upper left corner of the app screens. As well, we encourage practice by earning achievement badges (click on the star bar in the top right of the app workbench) to build your skills.				
I would like to know more about the privacy of the FurReal Makers app.	See our full privacy policy here: https://www.hasbro.com/app_esrb_privacy				
BASIC TOY QUESTIONS – PLAY WITHOUT THE APP					
How do I turn on my Proto Max pup?	Press his nose or the purple button.				
How do I turn OFF my Proto Max pup?	Press and hold the purple button for approximately 5-seconds				
How do I RESET my Proto Max pup?	While the toy is on, press and hold the nose and purple button together at the same time for five seconds to reset. Pup will make noise when reset is complete.				

How can I interact with my Proto Max pup?	You can customize right out of the box by using the purple button and dial to scroll through body colors, eye expressions and dog personality size (small, medium, large). Or download the app for more fun with programming, coding, remote control, games and more.
Proto Max's legs don't move when pup moves	Make sure the legs are in the correct ports on the dog (big in the back, little in the front)
How do I adjust the volume of Proto Max?	Power on Proto Max by pressing the purple button. Once the toy is powered on, press the purple button to open the menu, then scroll using the yellow knob until the volume icon is displayed. Press the purple button again to select the volume adjustment, and then adjust the volume by scrolling with the yellow knob. Once you have selected the desired volume level, press the purple button again to confirm.
How do I change the color of my Proto Max pup?	Enter the menu (by pressing the purple button) and scroll to the 2nd option (the paint bucket icon). Press the purple button to select paint bucket icon. Scroll to your desired color and press purple button to finalize selection.
How do I change the eye animations of my Proto Max pup?	Enter the menu (by pressing the purple button) and scroll to the 3rd option (the eye icon). Press the purple button to select the eye icon. Scroll to your desired eye animation, then press the purple button to finalize your selection.
How do I change the sounds of my Proto Max pup?	Enter the menu (by pushing the purple button), push the purple button again to select the first option (the dog icon). Your dog will be set as a medium size dog (with medium dog sounds) by default. Scroll back to the small dog icon or scroll forward to the large dog icon to change from small dog sounds to large dog sounds. Press purple button to finalize.
Battery information	FurReal Makers Proto Max requires 4 AA alkaline batteries.
Where can I find the date code on my Proto Max?	The date code is located on the underside of Proto Max near the battery compartment.
Cleaning instructions	Gently wipe with a clean, dry cloth. Do not get wet. Do not use detergents nor stain removers.
TOY TROUBLESHOOTING	
FurReal Makers Proto Max is not performing as expected.	1) Power off, power on. 2) Replace batteries. 3) Reset the unit. 4) Call Consumer Care. Note: If you delete and reinstall the app, you will lose your achievements. But if you factory reset the unit without deleting the app, you will not lose your achievements (the app will update the reset dog. Factory reset by holding the purple button and nose at the same time for approximately 5-seconds. The dog will make a noise when the reset is complete.)
Will battery life be wasted if I leave my FurReal Makers toy "ON"?	Proto will eventually go into sleep mode, unless he is in a noisy environment. Press his purple button for approximately 5-seconds to put him into sleep mode. If Proto is not to be used for an extended period, it's best to remove batteries when stored.
Proto Max is not responding to my touch.	Proto Max may have turned-off. Try waking him back up by pressing his nose or purple button. If he still is not responding, it may be time to replace the batteries.
Proto Max isn't responding when I push menu or nose buttons	If Proto Max is connected to the app, it will not respond to these buttons. You must close the app and wait 5-10 seconds for the toy to disconnect.
APP TROUBLESHOOTING	
General app help	You can replay tutorials by tapping the question mark icon in the upper-left corner of the screen next to the back arrow.
Will I lose my personality/achievements if I uninstall the app?	Yes, if you uninstall/reinstall the app, you will lose your pup's personality, coding and achievements (the app will be reset to new)
What if I keep my app, but factory reset my dog?	No! The app will update the dog to match the app.

How do I get back to the main page in the app?	Select the back arrow in the upper-left corner of the screen to get back to the main workbench.
Where is the FurReal Makers App available?	US, Canada, UK
Do I need to use my cellular data to use the FurReal Makers app?	Yes, cellular data is needed during download if the user is not on Wi-Fi. The app does not need an internet connection except at download and during updates.
Why won't FurReal Makers Proto Max stay connected to the app?	We recommend keeping the device and pup within 10 feet of each other to maintain connectivity.
My gesture for calling a code routine is not being recognized properly	This can happen if you are drawing too fast and/or at an angle. Try drawing your gesture slowly and focus on making clear, direct lines.
How do I get Proto Max to do the code routine I taught him?	Press play at the start of the code sequence to activate. You can also activate your code gesture in the RC mode (in the remote-control screen, draw the gesture in the indigo-colored circle) Or access your code when programming (in the program screen, go to the 5th tab and drag the gesture into one of the activation points)
How do I get Proto Max to behave the way I programmed him in the Programming screen, without the app?	In the programming screen, you will see a pink dog icon in the upper right corner numbered 1, 2 or 3. This is the personality number you're programming. You can then access this personality when the app is off by: open menu (push purple button), push the purple button on the dog icon, scroll to the personality 1, 2 or 3. Then push the purple button again to finalize your selection. Now the dog's program outputs will match what you programmed in the app.
Can I use different devices for my Proto Max?	Yes, you can connect your pup to multiple devices.
What happens after June 2019? (box says app is supported until that date)	This is the date we guarantee the app will be live through. We often continue to support apps for as long as possible, but at this time we cannot guarantee the app will be available/functioning after June 2019.