TROUBLESHOOTING

LeapReader not charging when connected to computer

Q: I have connected my LeapReader to the computer via a USB cord to charge it, but the battery light on the side of the pen (next to the USB port) is not on. Does this mean it is not charging?

A: Yes, if the battery light on the side of the device next to the USB port is not lit in a yellow-orange color, the LeapReader is not charging. Likely this means that you have plugged it into a non-powered USB port on your computer. Try a different USB port until you see the battery light turn on and glow a yellow-orange color. When the LeapReader is fully charged, the charging indicator light will change from the yellow-orange color to green.

Charging LeapReader is taking a long time

In general, it should take anywhere from 3-5 hours to fully charge your LeapReader via a USB cord connected to your computer or via the LeapFrog Adapter (wall charger - sold separately) accessory. However, if you are charging with a USB cord and your computer goes to sleep, the LeapReader will suspend charging until the computer is "awake" again. You can disable the sleep mode in your computer while charging to ensure the device continues to charge while you has not been charged in several months), it may take longer for the device to fully charge (8-10 hours). You will know the device is fully charged when the battery light on the side of the LeapReader turns green (the battery light is a yellow-orange color while the device is charging).

LeapReader has no audio or distorted sound

Turn the LeapReader off and then back on again. If the LeapReader is still not working correctly, connect the LeapReader to the computer; once the LeapFrog Connect application opens, you should get a prompt to update your device. Select "update now" to update your software. If the LeapReader is still not working correctly, go into your LeapReader profile in LeapFrog Connect, then click on "Settings" (top right hand corner), then go to the LeapReader tab. Now click on "Repair". The device will now reset itself, update itself with the latest software, and reload any of your existing content onto the pen.
TROUBLESHOOTING

Lights flashing on LeapReader

Please connect your LeapReader to the computer with a USB cord; a system update prompt should pop up once the LeapFrog Connect application opens. Select "update now" to update the LeapReader with new software.

If you do not see an "update now" prompt, click the "Settings" link on the top right of the page in LeapFrog Connect. When the "Settings" box opens, click the "LeapReader" tab, then click "Repair". When the repair is complete, disconnect the LeapReader and try using it again.

Nothing happens when the LeapReader is turned on

Try connecting LeapReader to your computer with the USB cord and charge it for at least one hour. You should see a yellow-orange light appear on the battery light on the side of the device, which lets you know LeapReader is charging. Note, the LeapReader should be fully charged (charging indicator light glows green when connected to the computer) in order to sync the LeapReader to the LeapFrog Connect application.

Sharing LeapReader content on other devices

Some of the LeapReader digital content will play on your LeapFrog tablet or gaming device (and vice versa), but not all. (Note that for content that is compatible with multiple LeapFrog devices, you can use it on up to five LeapFrog devices that share a common parent account.)

- Music (with a file size below 32MB) can be shared between LeapReader and LeapFrog tablets/gaming devices.

- Trivia Challenges and Audio Books are primarily available for LeapReader only.

- Conversely, Games, eBooks, Videos, Ultra eBooks, Creativity, Just for Fun, Foreign Languages, Flash Cards, & Expansions are only available on LeapPad, Leapster GS, and Leapster Explorer devices
Changing modes on LeapReader

Q: How do I move from interacting with a physical book to hearing Audio Books, Music, or Trivia Challenges?

A: To toggle between modes on LeapReader (i.e. to go from playing with a physical book to listening to audio books, etc.), press the home button on the front of the device. To access different content within each mode, use the front and back arrows. To move to another mode, just press the home button again. To go back to playing with a physical book, simply touch LeapReader to the book.