

Pillar Learning

CODI USER MANUAL AND TROUBLESHOOTING GUIDE

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Table of Contents

Product introduction.....	3
What's in the box.....	4
Get to know Codi.....	4
Codi's power and volume knob.....	4
Codi's Buttons.....	5
Codi's Micro-USB Charging Port.....	7
Codi's headphone jack.....	8
Initial set up and connecting to Wi-Fi.....	8
Step 1: Downloading the parent app.....	8
Step 2: Parent email verification and consent.....	8
Step 3: Inputting your child's information.....	9
Step 4: Connecting Codi to your Wi-Fi.....	9
Using the Codi Parent App.....	12
The Codi screen – controlling Codi and Codi's content.....	12
The Library – viewing and accessing all of Pillar Learning's content available to Codi.....	17
Voice chat – leaving and receiving voice messages through Codi.....	18
Interactions – use guided interactions to help teach your child useful routines.....	19
Stats – Useful insights on your child's usage.....	20
Codi is not connected – what it means and what can you do while Codi is not connected.....	20
Currently supported voice commands.....	21
Bluetooth™ Mode.....	21
Troubleshooting.....	22
Codi device issues.....	22
Codi connection issues.....	23
FCC Statement.....	25
IC Statement.....	26

Product introduction

Thank you for using Pillar Learning's Codi smart toy. Our mission is to leverage modern technology in a safe and responsible manner to better support learning for our future generations.

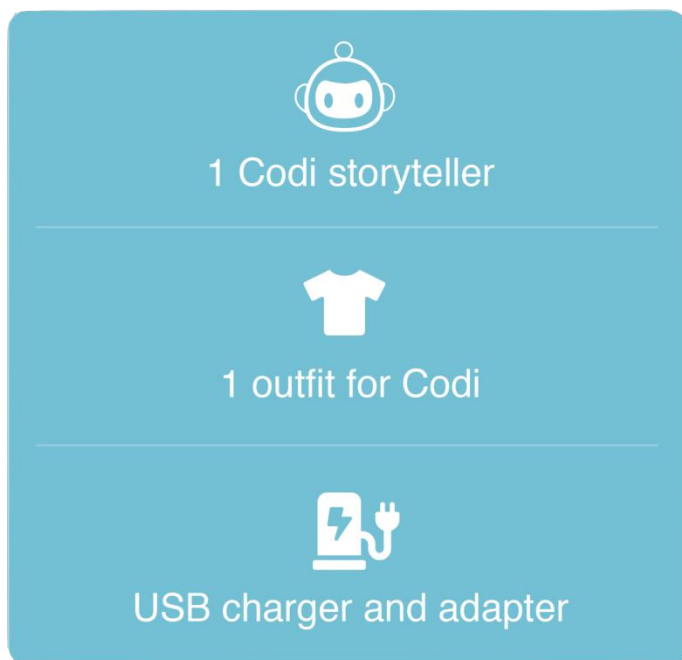
Codi is a connected, smart toy designed specifically with children in mind. Made with high quality, impact resistant materials, Codi is tested to be safe and durable for children to play with. Codi comes with a free library of more than 200 classic songs, stories, and lessons that are age-appropriate and aide development of literacy, socioemotional and motor skills. With Codi's companion parent phone app, you can have full control of child's experience or review your child's playlists and history. The app also allows interactions with your child through voice chat and guided habits that establish step-by-step routines. Codi can understand a limited set of basic voice commands and questions, with more to come in the future.

Codi and its phone app are connected to the cloud using secure connections with content and data hosted on highly secure servers. Constant improvements on are made to Codi's features and capabilities that are updated through the cloud free of charge.

Codi is recommended for children between the ages of 3 and 7, but we've seen children outside of those ages enjoy playing with Codi as well!

What's in the box

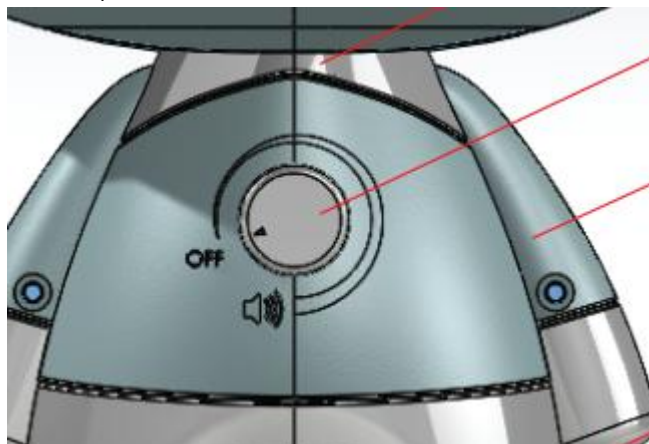
The standard Codi product comes with the following items. If any of the items are missing please contact support@pillarlearning.com or your local selling agent.



Please note that the contents may vary for any special or limited-edition Codi product packages.

Get to know Codi

Codi's power and volume knob



The power knob also acts as the volume control for Codi's playback.

Turn the knob clockwise until a click can be heard to turn on Codi, and counter-clockwise until a click can be heard to turn off Codi.

Please note that Codi will automatically turn off after 5 minutes of inactivity to preserve battery life. If this happens, the power knob will have to be set to the off position before turning back on again.

Codi's playback volume can be controlled by turning the knob clockwise (to increase volume) or counterclockwise (to decrease volume) while Codi is turned on. A max volume limiter can also be set through the parent app (see *Using the Codi Parent App* section for more details). The max volume limiter adjusts the highest volume that can be set by Codi's power/volume knob. This feature gives parents of young children or those with sensitive hearing full control over Codi's maximum volume.

Codi's Buttons

BUTTON MAP



1. Back / Repeat

Returns to the previous song or story. If the current song or story has played for at least 10 seconds, pressing the Back/Repeat button returns to the beginning of the current item.

2. Next / Skip

Skips to the next song or story.

3. Positive response (Wi-Fi required)

Positive button response. Currently used to “like” a song or a story.

4. Negative response (Wi-Fi required)

Negative button response. Currently used to “dislike” a song or a story.

5. Change playlist

Pressing this button changes Codi's playlists. Each time playlists are switched, Codi remembers the last item played and automatically returns to where you left off!

Codi supports three playlists:

- Songs – classic and original songs
- Stories – classic and original stories and lessons
- Calm – slower songs and lullabies for sleep or when your child wants to calm down on their own

All content loaded onto Codi's playlists can be played back offline without requiring a Wi-Fi connection.

6. Hold-to-Talk (Wi-Fi required)

Hold until a beep is heard to activate Codi's listening mode. After the beep, start speaking to record. When your recording is finished, let go of the button to complete the recording.

This button is used to issue voice commands or questions to Codi. Voice commands control the Codi device, while questions elicit a response from Codi.

For a list of possible commands and questions, please see the section labeled *Currently supported voice commands*.

7. Voice chat (Wi-Fi required)

Hold Codi's voice chat button until a beep is heard to activate Codi's listening mode. After the beep, start speaking to record. When your recording is finished, let go of the button to complete and send the recording.

This is used to send a voice chat recording to the parent app. For more information on this feature, please review the *Voice chat* section under *Using the Codi Parent App* chapter.

Note: To avoid hearing damage due to high volume, please keep away from Codi more than 20cm when it is used

Codi's Micro-USB Charging Port



Codi is using a micro-USB plug for power supply (included with the standard Codi package).

An LED light in the back will turn on when Codi is being charged, and will turn off once the battery is fully charged.

Codi can be operated when power supply cable is connected. It can also be operated by batteries when power supply cable is disconnected

Codi's headphone jack



Codi has a headphone jack that supports any 3.5mm headphones.

This is so that your child can listen to Codi using headphones without interrupting others (on long car rides for example!)

Initial set up and connecting to Wi-Fi

To unlock all of Codi's connected capabilities and feature updates, please download and set up Codi's parent **app**.

Step 1: Downloading the parent app

Codi's parent app is available for download on both the iOS and Google Play stores.

Search for the app within either store under the name "Codi parent", and look out for this icon below:

[Image of icon]

Step 2: Parent email verification and consent

As part of our responsibility to create a safe and secure product for your family, we require that:

1. **One** parent sign up with their email address

2) Respond to the email verification and parental consent link

The purpose of the consent is to allow Codi and Pillar Learning's supporting services to collect voice and usage data for Codi's full functionality and to further improve and personalize your child's experience.

You may read more about how we collect and use this data by visiting our [privacy policy](#).

To ensure your child's safety and privacy, you will be unable to continue to set up the parent app or unlock Codi's full functions without providing consent through your email.

Please note that as an additional security feature we only allow one parent email to be associated with a Codi device. Access by a different parent or through a different device should use the original parent's email login.

Step 3: Inputting your child's information

Once the parent email address is verified, the Codi parent app will ask for your child's:

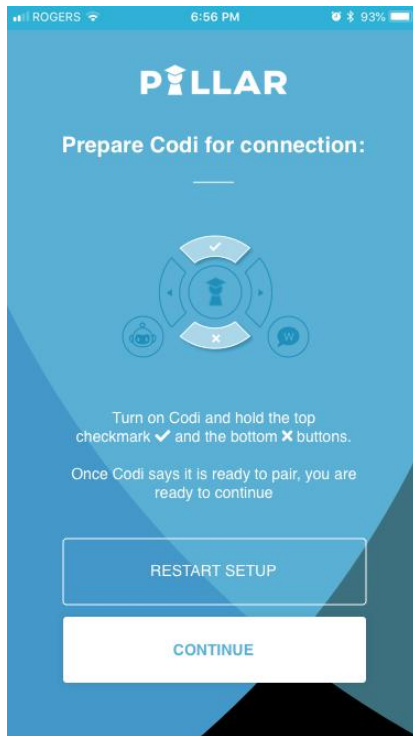
- First name (or nickname)
- Gender
- Birthdate

We ask for these pieces of information as a way for you to identify your child's account, and so that we can build a more personalized playlist based on your child's age.

Step 4: Connecting Codi to your Wi-Fi

To prepare your Codi for Wi-Fi connection, follow the instructions in the Codi parent app once promoted

1. Prepare Codi for connection



Press and hold the top and bottom buttons on Codi to activate Codi's onboard Wi-Fi access point.

2. Connect your phone to Codi

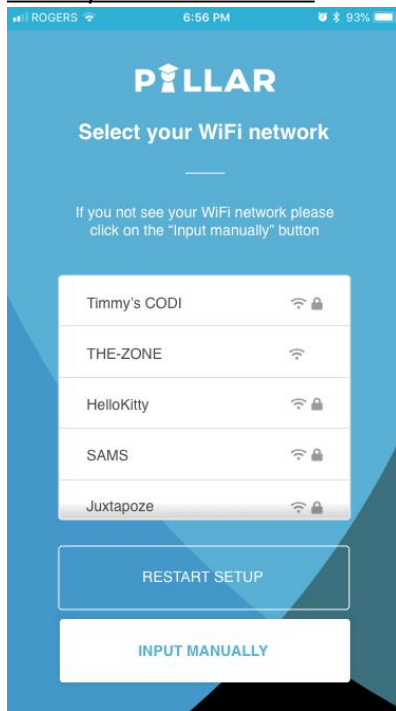


Switch out of the Codi parent app and access your phone's Wi-Fi settings. You should see a Wi-Fi access point with the name of "Pillar-XXX", with the last three characters being random numbers and letters.

If you do not see this Wi-Fi access point, please try refreshing your phone's Wi-Fi list or restarting the set up process.

After connecting to Codi's access point with your phone's Wi-Fi, switch back to the Codi parent app.

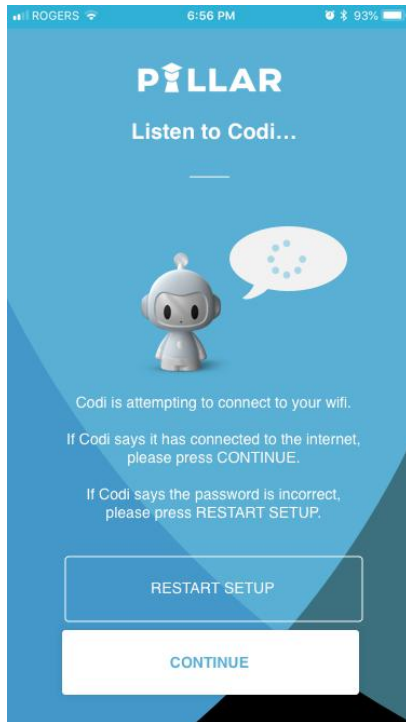
3. Select your Wi-Fi network



Select your Wi-Fi network from Codi's populated list and input your Wi-Fi's password in the following screen

If you do not see your Wi-Fi network on this link, you can also input the information manually

4. Listen to Codi to confirm connection



Codi will say that it is connected to your Wi-Fi if the connection is a success. Please press continue to finish the setup process. Hooray!

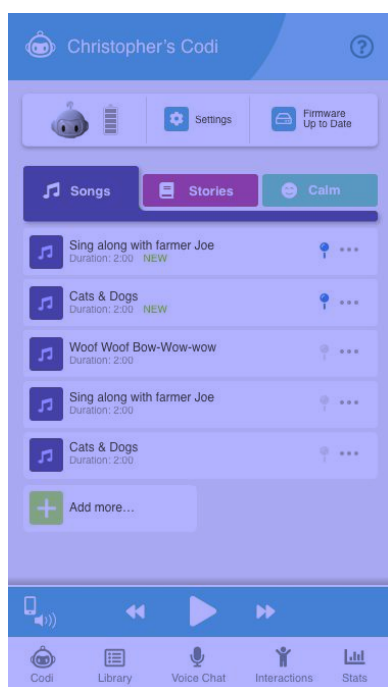
If Codi says that the password is incorrect, or if there is no response, then please restart the setup process again.

Using the Codi Parent App

The Codi parent app is available for download from both the Apple App Store and Google Play. The app allows the parent to have full visibility and control into the content that your child is listening to, as well as provide ways to interact with your child through the Codi device.

The Codi screen – controlling Codi and Codi's content

1. Playlist management



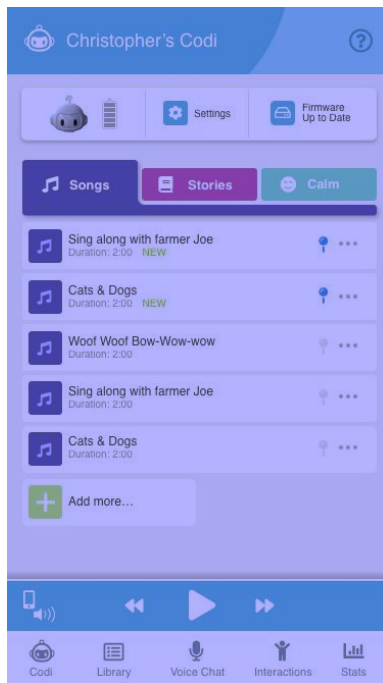
In this portion of the Codi parent app you can view and control what is on Codi's onboard playlist in each of the three set playlists (Songs, Stories, and Calm).

The standard Codi will come pre-loaded with 5 items in each playlist even without setup, after which additional items will be populated based on current educational research on what might be most engaging for your child's age.

The following actions can be taken:

- Click on the top button of each playlist to view the content in that specific playlist
- Click on the menu labeled by three dots on the right most of each playlist item to view more details, play that item, or remove from playlist
- Hold and drag on any item to re-order within the playlist itself
- Click "add more..." to switch to the full library to add more items (details in *The Library* chapter below)

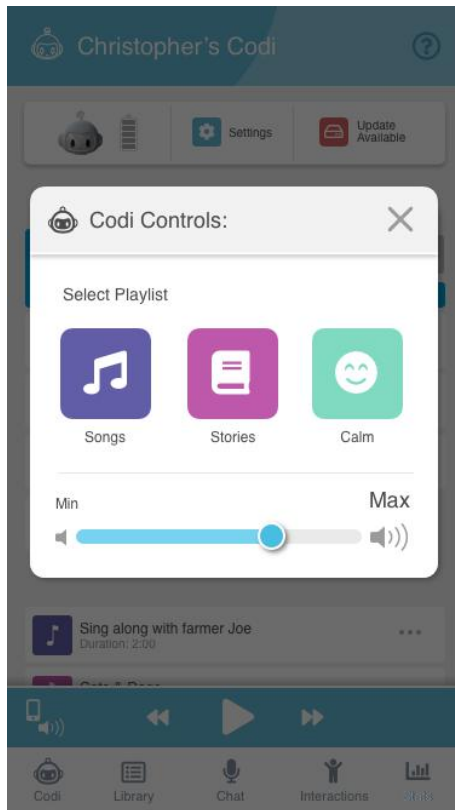
2. Playback controls bar



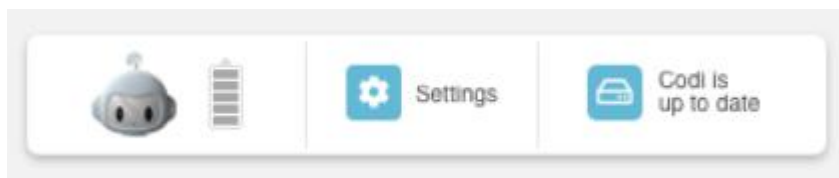
This bar can be used to control playback on Codi with the following actions:

- Play / Pause
- Back / Repeat
- Skip to next item
-

Clicking on the playback controls on the left side of the bar opens an additional menu



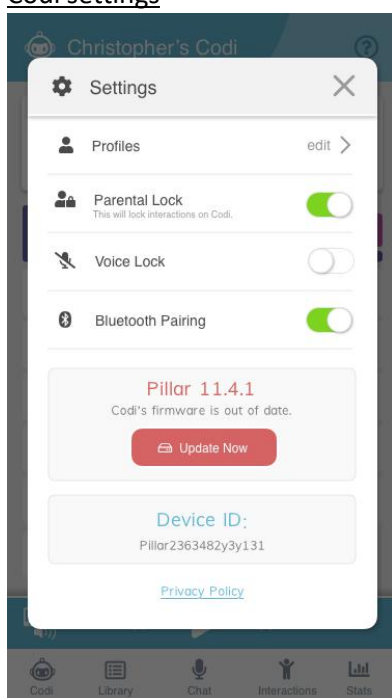
1. The Select playlist Controls the playlist Codi is currently playing (from songs, stories, and calm). This feature has the same function as pressing the playlist change button on the Codi device itself.
 2. The max volume limiter can also be set through the parent app. If this is set, then the highest volume that can be set by Codi's volume knob is limited by volume set in the app. For example, if the max volume limiter is set at 50% in app, then Codi will play content at the maximum of 50% volume, even when Codi's volume knob is turned to the max. This feature is to allow parents to control the maximum volume Codi plays content at, particularly for younger children or those with sensitive hearing.
3. Codi info



The Codi info bar on the top of the Codi screen provides the following information (only when Codi is connected):

- Battery life
- Settings options (details below)
- Firmware status

4. Codi settings

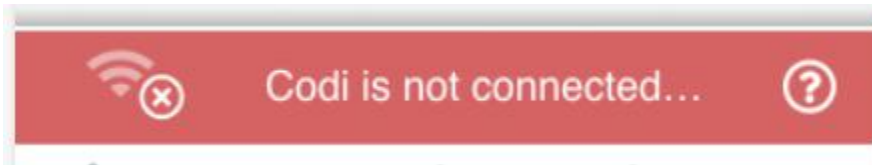


Codi's settings can be accessed by clicking on the settings button in the top bar of the Codi controls page (only when Codi is connected)

The following options are available:

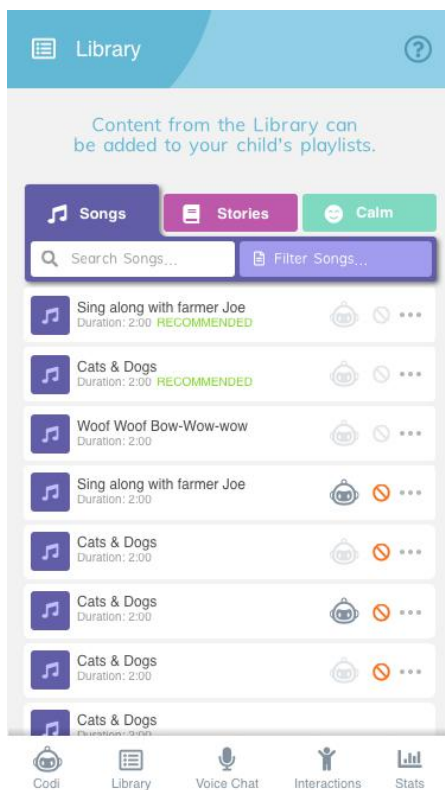
1. Profiles: Add additional Codi device profiles to your account and select which Codi profile to control if there are multiple
2. Parental Lock: Turn on to prevent your child from being able to control Codi from its buttons (Warning – remember to turn this off when you want your child to be able to control Codi again!)
3. Voice Lock: Turn off all voice features (Warning – remember to turn this off when you want your child to be able to speak to Codi again!)
4. Bluetooth pairing: activate Bluetooth pairing mode (Note – for the safety of your child you must manually activate Bluetooth pairing mode every time Codi restarts)
5. Firmware status / Update: Status of Codi's firmware, and option to update Codi's firmware if a newer version is available (Note – we highly recommend this to make sure your child's Codi always has the newest feature)
6. Device ID: This is the unique device ID of your child's Codi. Reference this Device ID when requesting customer support to ensure the quickest support

5. Codi is not connected...



This message means that Codi is not connected to Wi-Fi, and full control of the Codi device is not possible. However, you can still manage Codi's playlists and add / remove items to be updated the next time that Codi logs on

The Library – viewing and accessing all of Pillar Learning's content available to Codi



Here you can view all of the hundreds of songs and stories from Pillar Learning that can be added to Codi's onboard playlists.

All content is organized by the three playlists on Codi (Songs, Stories, and Calm), and any item added will be added to the associated playlist. Content already on Codi's playlists is marked by [Codi Icon]

1. Manually adding items to playlist

Clicking on the menu labeled by the three dots on the right of each content item allows for the following options:

- Adding the content item to the associated playlist
- Blocking the item from getting added to the playlist: this will remove the item from a playlist

2. Smart recommendations

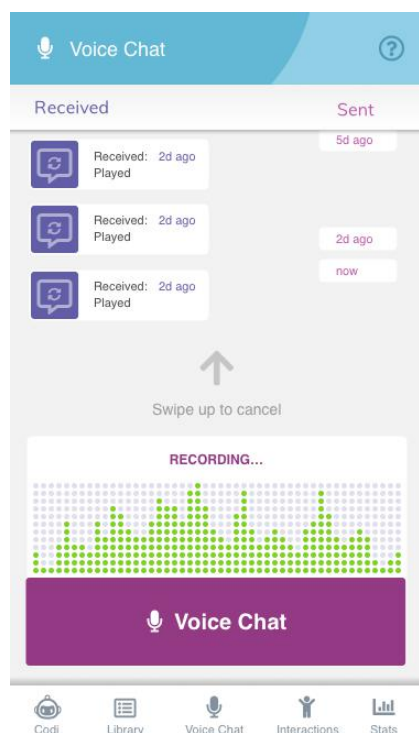
With use Codi will make recommendations based on your child's interests through your child's interactions with Codi, including:

- What your child likes / dislikes
- What your child chooses to skip
- What your child chooses to play multiple times

These recommendations are marked in the library with the "recommended" text. You may choose to add these recommendations manually to your child's playlist, or they will be automatically updated to your child's playlist after a set time.

Similarly, content that your child appears to dislike or show less interest in will be replaced by newer content that your child may find more engaging.

Voice chat – leaving and receiving voice messages through Codi



The voice chat function allows you to leave a voice recording to be played to your child through Codi, and vice versa.

To record and send a voice chat message for your child (only when Codi is connected)

- Hold the “voice chat” button to record your message, and release the button for it to be sent to Codi to be played
- To cancel the recording before it is sent, you may swipe up to cancel and re-do the recording
- The recorded message will be played to your child through Codi, no matter where you are
- Note: Voice chat works like a “Walkie Talkie” and cannot be replayed on the device after the first time it was sent. If you do not receive a response from your child, it might be because your child did not hear it in time, so feel free to send it again!

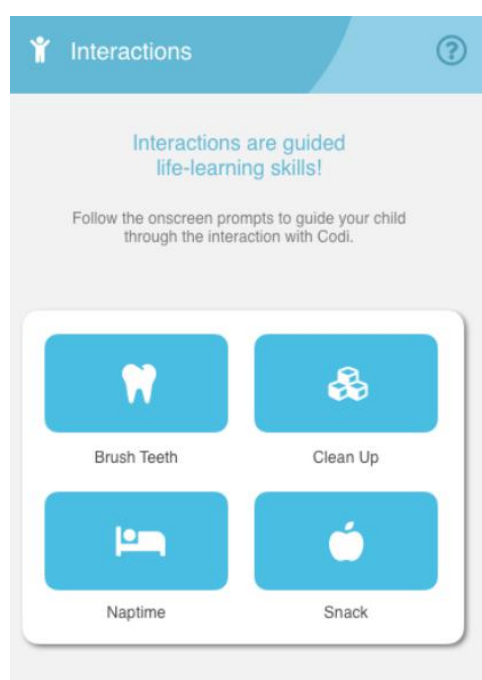
Your child recording a voice chat message for you (only when Codi is connected)

- Your child can hold the voice chat button on Codi until a beep is heard to activate Codi’s listening mode. Letting go of the button will send the message to the Codi parent app

Playing back voice chat message from your child

- The voice chat screen will store an history of voice chat messages from your child, with the most recent on the bottom
- Click on any previously recorded voice chat message from your child to play back what your child has sent to you

Interactions – use guided interactions to help teach your child useful routines



Codi comes equipped with guided interactions where you can use Codi to teach valuable routines for your child

Currently you can use Codi to teach the follow habits:

- Brush Teeth: Codi will tell your child that it is time to brush their teeth, and play a tooth brushing song when ready
- Clean up: Codi will tell your child that it is time to clean up, and play a fun clean up song to motivate them to do a good job
- Naptime: Codi will tell your child it is time to take a nap, and play a lullaby to ease your child into sleep
- Snack: Codi will tell your child it is time to eat a snack, and play a story while the snack is being eaten

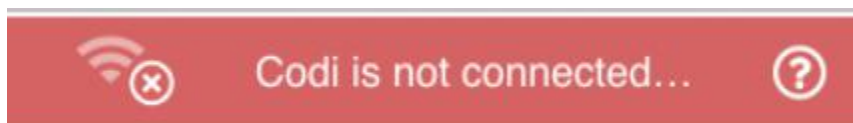
To activate any guided interaction, click on the appropriate button and follow the prompts on the screen

Stats – Useful insights on your child’s usage

Codi’s parent app will show previously played items and other insights on your child’s usage. When your child first stats using Codi there may not yet be enough usage data to create meaningful stats. If so, come back in a few weeks after additional usage!

Codi is not connected – what it means and what can you do while Codi is not connected

The “Codi is not connected” banner



You will see this banner on some parts of the Codi parent app to show that Codi is not connected to Wi-Fi and has limited functionality and control from the parent app

Occasionally there may be up to a 10 second delay between when Codi is connected to Wi-Fi and this banner updates, so if you believe that Codi is already connected to Wi-Fi, wait a little bit to see if it updates!

If you see this banner and would like to re-connect Codi to a new or existing Wi-Fi network, click on the question mark to open up more options.

If you believe that you are seeing this banner incorrectly, please visit our troubleshooting chapter below

What functions will still work while Codi is disconnected

Even if Codi is not connected to Wi-Fi, there are many functions that will still operate perfectly

On Codi itself, your child can still:

- Listen to all pre-loaded items, regardless of internet connection

- Swap playlists and control playback

On Codi parent app, you can still:

- View and edit playlists (to be updated next time Codi is online)
- Browse the library and add new items to Codi's playlists (to be updated next time Codi is online)
- Listen to previous voice chat messages sent by your child

What functions will NOT work while Codi is disconnected

Unfortunately, there are some functions that require an internet connection and will not work if Codi is disconnected

On Codi itself, your child cannot

- Issue voice commands or ask Codi questions
- Record and send voice chat messages to the Codi parent app
- Like or dislike items

On Codi parent app, you cannot:

- Control Codi playback
- See Codi information (battery level, etc)
- Change Codi settings
- Send voice chat messages through Codi
- Initiate guided interactions
- View recent stats

Currently supported voice commands

To be completed after discussion with William and Conal (11/13/2018)

Bluetooth™ Mode

Codi can also be paired with a mobile device to serve as a Bluetooth™ Speaker. In order to pair your device to Codi and utilize this functionality, follow the below steps:

- 1) Turn on Bluetooth™ : Using your personal device, activate the Bluetooth™ function
- 2) Connect to Codi™: Search available devices to pair with for "Codi BT Speaker"
- 3) Upon successful connection, Codi™ will confirm by saying "Bluetooth™ Mode!"
- 4) You're all set-- enjoy listening!

Troubleshooting

Codi device issues

The following problems may occur with the Codi device, with their recommended solutions listed below

If possible, please first ensure that your Codi firmware version is up to date by connecting your Codi to Wi-Fi, and checking the Codi info bar on the top of the Codi screen. Please update to the latest firmware if it is out to date, as issues may be present in outdated Codi firmware

If these troubleshooting instructions do not solve your problem, please email support@pillarlearning.com

1. Codi does not do anything when turned on (no sounds or lights)
 - Codi may be out of batteries
 - Please charge Codi with the included micro-usb cable and try again after a few minutes of charging
 - We recommend charging Codi to full first before extensive use (until the red charging indicator on the back of Codi changes)
2. Codi turns on (lights up), but there is no sound
 - Codi's volume knob may be set too low
 - Turn Codi's volume knob all the way counter clockwise to see if the sound will work
 - Codi's max volume limiter may be set to zero or very low in the Codi parent app
 - Connect Codi to Wi-Fi and open the Codi parent app
 - Click on the lower left button in the playback bar of the Codi parent app and check to see that the max volume limiter is not on zero or low
 - Codi may be paired to your phone's Bluetooth
 - Check your phone's Bluetooth settings to see if there is a Bluetooth connection connected to it
 - Disconnected the Codi device from Bluetooth to resume normal operation
3. Codi content playback is low quality, laggy, or has other noticeable issues
 - Codi may have been in use for too long of a session
 - Turn off Codi using Codi's power knob and wait at least 10 seconds before restarting again
 - Codi's playlist may have been corrupted
 - Make sure Codi is connected to Wi-Fi
 - Open the Codi parent app and confirm the Codi playlists are as expected
 - Codi should automatically update its onboard playlist and content
4. Codi does not play or automatically skips certain items in the playlist in the Codi parent app
 - Codi was offline when the playlist was changed may not yet have been updated

- Make sure Codi is connected to Wi-Fi
 - Codi should automatically update the latest playlist saved on the Codi parents app
 - The playlist item has not completed downloading yet – new items on the playlist may take up to a few minutes to download before they can be played. During this time the item will be skipped to avoid disrupting your child’s playtime
 - Make sure Codi is connected to Wi-Fi
 - Wait up to 10 minutes for all new items to finish downloading
 - If this still does not work, try removing the item from the playlist and adding it back again and waiting a few minutes for the download
5. Codi’s buttons do not work
- Codi may be in parental lock mode
 - Make sure Codi is connected to Wi-Fi
 - Open the Codi parent app and go to the Codi settings page
 - Make sure that parental lock mode is toggled off
 - Codi may be paired to your phone’s Bluetooth
 - Check your phone’s Bluetooth settings to see if there is a Bluetooth connection connected to it
 - Disconnect the Codi device from Bluetooth to resume normal operation
6. Codi’s voice functions do not work
- Codi may be offline – voice functions do not work offline
 - Open the Codi parent app and follow instructions to connect to Wi-Fi
 - Codi’s voice lock may be on
 - Make sure Codi is connected to Wi-Fi
 - Open the Codi parent app and go to the Codi settings page
 - Make sure that voice lock mode is toggled off

Codi connection issues

The following problems may occur with Codi’s connection to Wi-Fi, with their recommended solutions listed below

If possible, please first ensure that your Codi firmware version is up to date by connecting your Codi to Wi-Fi, and checking the Codi info bar on the top of the Codi screen. Please update to the latest firmware if it is out to date, as issues may be present in outdated Codi firmware

If these troubleshooting instructions do not solve your problem, please email support@pillarlearning.com

1. Cannot or do not know how to find Codi’s Pillar-XXX Wi-Fi access point
 - To connect to Codi for Wi-Fi setup, you must connect through your phone’s Wi-Fi, not through the app

- Follow the instructions in the Codi parent app to set up a new Wi-Fi connection
 - When prompted, hold Codi's top and bottom buttons until Codi says it is "connecting to your parent app"
 - Return to the home screen on your phone (do not shut down the Codi app)
 - Click on your settings and go into Wi-Fi settings
 - You should see a network called "Pillar-XXX", where "XXX" is a set of three random unique numbers and/or letters identifying your Codi device
 - Connect to the Pillar-XXX network
 - Once connected, return to the Codi parent app and continue to follow the on-screen instructions
 - Codi's Pillar-XXX access point may not be ready yet – it may take a second or two to prepare
 - While in your phone's Wi-Fi network settings, refresh the Wi-Fi list by turning off and on your phone's Wi-Fi to see if Pillar-XXX appears
2. Codi is unable to find my desired Wi-Fi network
- Particularly in areas with many competing Wi-Fi networks, Codi may have trouble finding your desired network
 - You may attempt to restart the connection process again by restarting the set up
 - Or you may input your Wi-Fi network information manually
3. Codi is unable to connect to a Wi-Fi network (says password is incorrect) after multiple tries
- The Wi-Fi network is a 5 Ghz network
 - Unfortunately, Codi is unable to connect to a 5 Ghz network. Please try again with a 2.4 Ghz network
 - The Wi-Fi network is a mobile hotspot
 - Unfortunately, mobile hotspots do not support a connection with Codi. Please try again with a standard Wi-Fi network
 - The Wi-Fi network requires additional login credentials to access (eg a hotel network)
 - Unfortunately, Codi is unable to connect to a network that requires additional credentials. Please try again with another standard Wi-Fi network
4. Codi says it is connected but my Codi parent app does allow not me to complete setup
- The connection process might have been interrupted or the steps were completed too quickly
 - Restart the Wi-Fi connection from the beginning, but spend a few seconds longer on each step, carefully following the instructions on screen
5. I believe Codi is connected to Wi-Fi but I see the "Codi is not connected" banner in the Codi parent app
- There may be a slight delay of up to 10 seconds between Codi connection and the status being updated in the parent app
 - Confirm that Codi is connected to Wi-Fi

- Wait up to 10 seconds (changing between a couple of the app screens may help refresh the status bar to update faster)
- The parent app may be out of sync
 - Confirm that Codi is connected to Wi-Fi
 - Close out of the Codi parent app
 - Open the Codi parent app and login again with your parent email

FCC Statement

1. 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.

(2) This device must accept any interference received, including interference that may cause undesired operation.

Note: The grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

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 equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

IC Statement

This device complies with Industry Canada licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements de la IC établies pour un environnement non contrôlé. Cet équipement doit être installé et fonctionner à au moins 20 cm de distance d'un radiateur ou de votre corps.