



**CONSUMER INFORMATION**

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[SERVICE.MATTEL.COM](http://SERVICE.MATTEL.COM)

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**USER GUIDE**

**HELLO!**



Hello *Barbie*™  
**HOLOGRAM**

**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.

**INSTRUCTION SHEET SPECIFICATIONS**

Asst: Hello Barbie Hologram

Toy No.: FGN84

Part No.: FGN84-0970  
1101627708-DOM

Lang. Code: DOM

Trim Size: 12"W x 4"H

Folded Size: 6"W x 4"H

Type of Fold: 16 panel

#colors: 4C

Colors: 4C

Paper Stork: FSC

Paper Weight: 70 lb.

EDM No.: 00

Booklet Pages - cover:  
80gsm artpaper

**(BACK)**

**(FRONT)**

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**HELLO!**



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

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This toy must only be used with a transformer for toys. [Model number: PS15B-0502500U]

The transformer is not a toy.

Toys liable to be cleaned with liquids are to be disconnected from the transformer before cleaning.

This toy is not to be connected to more than the recommended number of power supplies.

## Hello Barbie™ Hologram Privacy: Play Safe, Play Smart

Our dedication to the world of play started with our first Barbie® doll and continues today with our new interactive toys. We are dedicated to providing safe toys, and being transparent about our privacy practices.

### WE VALUE PRIVACY

Mattel is deeply committed to safety, data security, and adhering to the Children's Online Privacy Protection Act (COPPA), an important law designed to protect the privacy of children under 13. As part of the commitment of Mattel and its service providers to complying with COPPA and other applicable laws, *Hello Barbie Hologram* does not collect any personally identifiable information on your child, other than an optional birthday month and day so your child can get a special birthday greeting. *Hello Barbie Hologram* requires parental consent for set-up and does not store voice data. You can reset the *Hello Barbie Hologram* to manufacturer settings to wipe all data on the device at any time.

Custom settings, such as zip code and time zone, are used to deliver time, weather and alarms.

### WE VALUE SECURITY

*Hello Barbie Hologram* includes hardware and firmware data security safeguards and technology to keep the (limited) information collected secure and private.

### WE VALUE TRANSPARENCY

We are committed to transparency regarding our privacy practices and encourage you to review our complete privacy statement, which can be found at <http://corporate.mattel.com/privacy-statement.aspx>.

## Meet Your Hello Barbie Hologram!



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## 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.**

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## MANAGING YOUR WIFI CONNECTION

During setup, you connected *Hello Barbie Hologram* to your WiFi network. If you want to connect to a different WiFi network or are having difficulty with your WiFi connection, follow these steps:

1. Confirm that your router or modem is powered on.
2. Note the name (SSID) and password for your WiFi network.
3. Launch the *Hello Barbie Hologram* Companion App.
4. In the *Hello Barbie Hologram* Companion App, tap "Settings" then "WiFi" and follow the in-app instructions to configure a new WiFi network.
5. As instructed in the app, hold the WiFi button for 3 seconds to activate Connection Mode. The lights will flash green to indicate that Connection Mode is active.



To exit Connection Mode manually, hold the WiFi button for 3 seconds.

## SETUP

### 1. Power On



*Hello Barbie Hologram* turns on automatically after you connect the power adapter.

### ADULTS NOTE:

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

YOU GOT THIS!



## SETUP (CONTINUED)

### 2. Download the App/Connect to WiFi

- Note the name (SSID) and password for your WiFi network. You will be connecting *Hello Barbie Hologram* to this network.
- Download the *Hello Barbie Hologram* Companion App at no cost (data rates may apply).



- Launch the *Hello Barbie Hologram* Companion App.
- Follow the steps in the app to provide parental consent, customize your experience and connect *Hello Barbie Hologram* to WiFi.
- When setup is complete, *Hello Barbie Hologram* will recommend you wait until your child is ready to play before continuing. This is to ensure your child does not miss out on any of the fun. If you are ready to play, say, "Hello Barbie, let's get this party started!"

Once connected to WiFi, *Hello Barbie Hologram* will automatically download and install updates. The product will restart automatically after an update is installed.

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## OPTIONAL *BLUETOOTH*® SETUP

You can stream music from your smart device using *Bluetooth*. Check with an adult first.

1. Say "Hello Barbie, play *Bluetooth* music."
2. Turn on *Bluetooth* on your smart device. "*Barbie Hologram*" will appear in the device list. Tap the name to initiate pairing.

You can control *Bluetooth* streaming music volume and playback with voice commands, or by using the controls on your smart device.

You don't need to install the *Hello Barbie Hologram* Companion app on your smart device to connect with *Bluetooth*.

For help, see the Help section of the *Hello Barbie Hologram* Companion App or [barbie.com/hello-barbie-hologram](http://barbie.com/hello-barbie-hologram)



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## SYSTEM REQUIREMENTS

- Works with iPhone® and iPad®. Apple devices must have iOS 9.0 or later.
- Android mobile devices with Android 4.4.4 or later.
- 2.4 GHz WiFi internet connection and WiFi enabled device required.
- *Hello Barbie Hologram* Companion App Required.  
Download companion app (at no cost) from the App Store or Google Play. The use of *Hello Barbie Hologram* involves the recording of voice data. Parents are required to create an account and grant consent via email by following the in-app instructions.



We reserve the right to terminate the app and speech recognition service after May 1, 2019. Parents are required to grant consent via email by following the in-app instructions.

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## SETUP (CONTINUED)

### 3. Play!

*Hello Barbie Hologram* will walk you through instructions on how to talk to her. **Tip: Always say “Hello Barbie” first, wait for the pink lights to turn on, and then talk.**

For a list of things you can say to *Hello Barbie Hologram*, please see the **Phrase Guide**.



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## CONTROLS & RESET

### Power Button



**POWER ON:** Press and hold the power button for about 1 second. *Hello Barbie Hologram* will power up and reconnect to your WiFi network.

**POWER OFF:** Press and hold the power button for about 5 seconds.

### Volume Control



**MANUAL:** Increase or decrease the volume by pressing the volume up and down buttons.

**VOICE COMMAND:** You can also give voice commands, like “*Hello Barbie, volume up.*”

### Reset

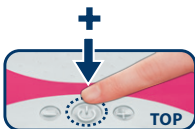


**IF HELLO BARBIE HOLOGRAM IS NOT RESPONDING:** Press reset with a paperclip to perform a soft reset. **WiFi and custom settings are not affected. RESET IS ON THE BACK OF THE TOY.**

**TO RESET HELLO BARBIE HOLOGRAM TO FACTORY SETTINGS:**

1. Hold down reset with a paperclip. **RESET IS ON THE BACK OF THE TOY.**
2. While holding reset, press and hold the power button for 3 seconds. white lights will flash 3 times.
3. Release the power button.
4. Release reset.

**This erases all WiFi and custom settings.**



Please perform a factory reset before disposing of *Hello Barbie Hologram*.

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## HELP

### I was unable to launch the *Hello Barbie Hologram* Companion App.

Verify that your mobile device meets the minimum requirements.

### I did not receive my consent email.

Check your spam or junk mail folder. Verify that the email address you entered is correct and, if so, tap “resend email” in the *Hello Barbie Hologram* Companion App.

### I was unable to connect the *Hello Barbie Hologram* Companion App to my *Hello Barbie Hologram*.

Verify that *Hello Barbie Hologram* is in Connection Mode—the lights should flash green. You can also check by confirming the existence of a WiFi network called “*Barbie Hologram*” in the Settings app of your smart device. If you can't find it, please see **Managing Your WiFi Connection** on (page 11).

**I've configured *Hello Barbie Hologram*, but it is still not working.** Verify that your WiFi settings are correct and that you can access the Internet from another device on that network.

If you need more help, please see the **Help** section of the *Hello Barbie Hologram* Companion App. You can also find answers to frequently asked questions at: [barbie.com/hello-barbie-hologram](http://barbie.com/hello-barbie-hologram)

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