



## User Guide

Thank you for purchasing this Wabi Buddies™ product.  
This guide contains important information on the use  
and care of your new Wabi Buddy.

### **PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.**

To ensure messages are received in a timely manner, Wabi's power switch should be kept in the "on" position at all times. To save battery power, Wabi will automatically "go to sleep" after 10 minutes of inactivity. If a message is received when Wabi is in sleep mode, the green or amber LED on his chest badge will blink to indicate that a message has arrived.

### **IMPORTANT:**

Charge the battery for 12 hours before first use. For best performance, Wabi should be recharged weekly (and whenever the red LED light on Wabi's chest badge is blinking).

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## IMPORTANT SAFETY INSTRUCTIONS



### WARNING

When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock or personal injury.

1. Read, understand and follow all instructions carefully.
2. Unplug base unit before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth only.
3. Do not use the base unit or product near water (for example: near a bathtub, washbowl, kitchen sink, etc.).
4. Use only the power source marked on the unit. If you are not sure of the type of power supplied to your home, please consult your local power company.
5. Place the base unit securely on a stable surface. Damage and/or injury may result if the unit falls. Do not set the base unit or bear on a heating register or over a radiator. Ensure proper ventilation for the base unit.
6. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
7. Do not overload wall outlets or extension cords. This will increase the risk of fire or electric shock.
8. To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.
9. The base unit is for adult use only! Never allow children to charge the battery or play with the cords. A child can be injured by the electricity involved in charging, or become entangled in the cords.
10. Set up and use of the base unit must be done by adults only.
11. Do not disassemble this unit or any of the product components. Opening the unit may expose you to dangerous voltages or other risks. Send the unit to an authorized service center when service is required.
12. Unplug this unit from the wall outlet and refer to Wabi Technical Support when any of the following conditions occur:
  - The power supply cord or plug is damaged or frayed
  - Liquid has been spilled in the unit or the unit has been immersed in water
  - The unit does not work normally after following the operating instructions in the User Guide
  - The unit has been dropped or damaged
  - The unit has a distinct change in performance
13. Keep batteries out of reach of children. Do not burn, disassemble, mutilate or puncture the battery. The battery contains toxic materials that could be released, resulting in injury. Never dispose of batteries in a fire because they may explode.
14. The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for the battery type. Contact your local recycling center for proper disposal methods.



### CAUTION

**IN THE EVENT THAT THE PHONE IS NEEDED IMMEDIATELY WHILE YOUR WABI BUDDY IS RECEIVING A MESSAGE, PLEASE DISCONNECT THE BASE UNIT FROM THE POWER SOURCE. THIS WILL RELEASE THE PHONE LINE. THE MESSAGE WILL BE RE-SENT AT A LATER TIME.**

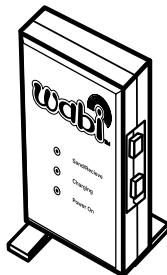
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Save all instructions and manuals

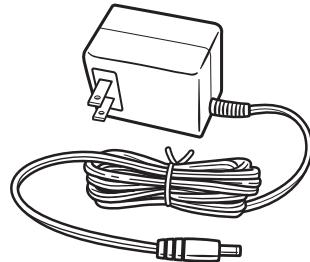
For assistance please call: 1-877-557-2345

## Contents

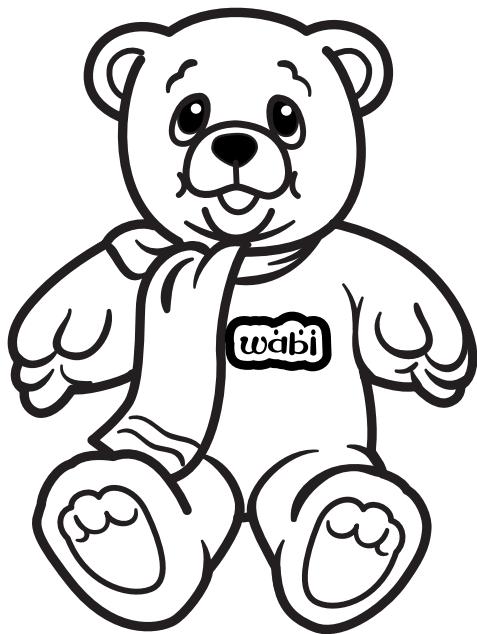
Contents included in your Wabi Buddies™ package.



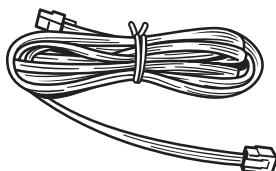
Base Unit



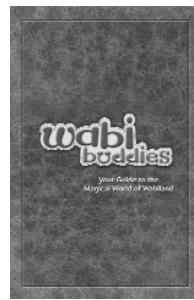
A/C Adaptor



Wabi Buddy



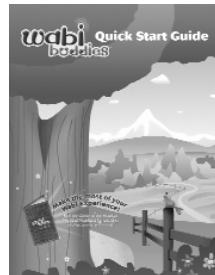
Telephone Cord



Guide to the Magical World of Wabiland



Wabiland Adventure Passes  
(sign up additional users)



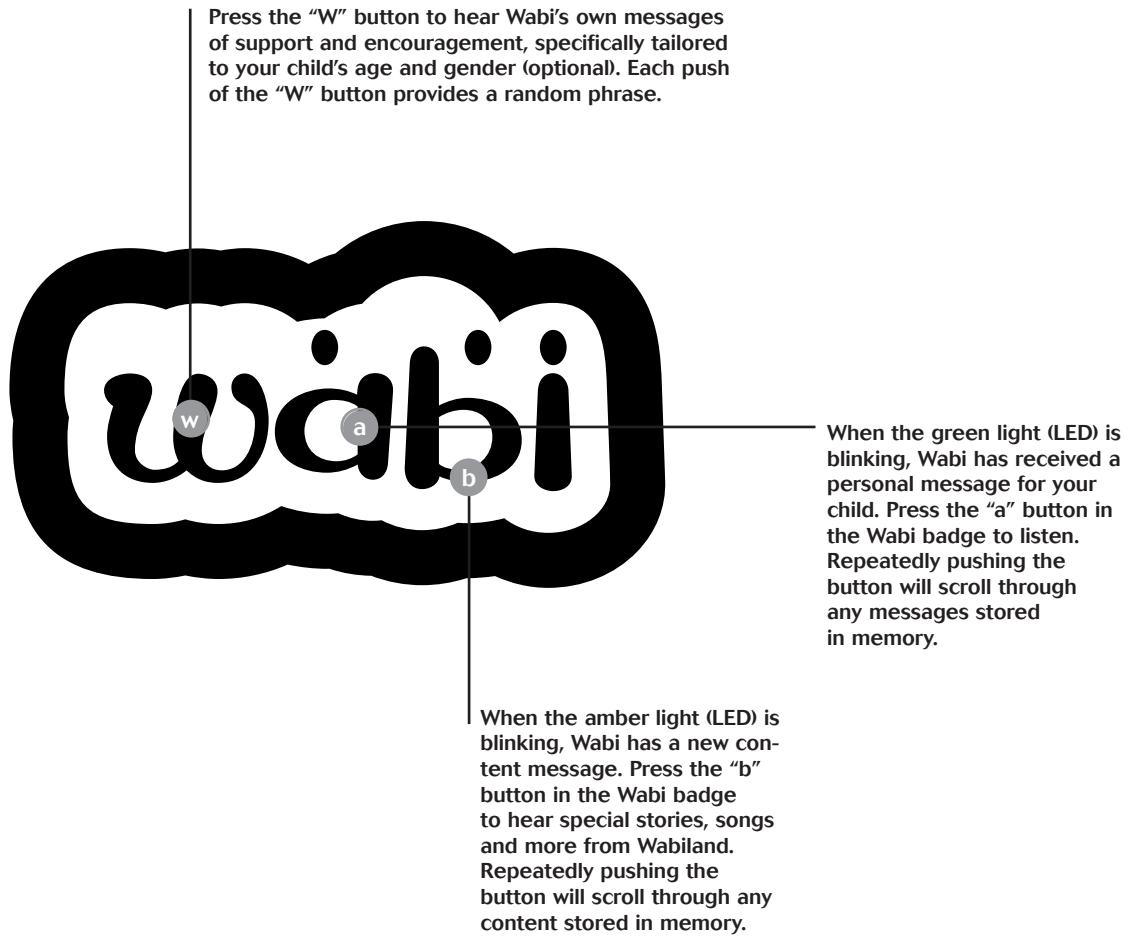
Wabi Buddies Quick Start Guide

**Important:** You will need to have this information to complete the activation and registration process for Wabi. **This information should be kept confidential and only shared with those people you wish to send messages to your child's Wabi Buddy.** You will be instructed on how to set up your Bear ID# when registering your Wabi Buddy (see page 4 for details).

### COMPLETE THE FOLLOWING FIELDS:

Date of Purchase	
Where Purchased	
Wabi Bear ID# (BID)	_____

## How Wabi works



**Note:** When the red light (LED) on Wabi's chest is blinking, the battery is low. Plug Wabi into the base unit to recharge.

## Connecting more than one Wabi Buddy in the same house.

### Complete all of the steps

**1-8 (right) to register your initial Wabi Buddy before setting up additional units. Once the initial Wabi Buddy is set up and receiving messages, you may add more Buddies, as follows:**

**1. Remove the additional Wabi Buddy and base unit from box.**

**2. Plug second base unit into the previous Wabi base unit already attached to a working phone line (Daisy Chain).**

**3. Continue with steps 4-8 of the registration process to activate the additional Buddy.**

**4. You may repeat this procedure for up to six Wabi Buddies on one phone line.**

## Getting started

### CONNECTING AND REGISTERING YOUR WABI BUDDY

1. Remove Wabi Buddy and base unit from box.
2. Position the base unit in a central location that provides optimal wireless coverage throughout your home, and easy access to a phone line and power outlet. **See figure 1**
3. Plug the base unit into any phone line. Plug the A/C Adaptor into the nearest power outlet, and then into the base unit. **See figure 2**
4. To charge, turn Wabi upside down and open the bottom flap. Turn Wabi's power switch to the "on" position. **See figure 3**
5. Activation does not require a dedicated phone line. Having Wabi plugged into the phone line will not prevent other calls coming in. If the phone line is free, Wabi will automatically dial a special toll-free number to activate itself with our Wabiland system. Please leave Wabi on and do not push any buttons, or use the phone while he completes this process. (This may take several minutes.) You will know the process is complete when Wabi giggles and his badge starts blinking.
6. Once the information has been collected to identify your Wabi Buddy, Wabi will giggle. When you hear the giggle, grab a pen and press Wabi's "a" button on his chest badge. Wabi will ask you to write down his new Bear ID (BID). Enter that number in the space indicated on page 2 of this manual and on the inside cover of your Guide to the Magical World of Wabiland™ (included in the box).
7. Wabi will also give you a toll-free number to call to complete the secure registration process and begin sending personal messages, songs, lullabies, stories and daily share content.
8. Call the toll-free number provided to complete the registration process and create your own unique Personal Identification Number (PIN). This number is different from your Bear ID# (BID) and allows you to easily access the Wabiland services and send messages to Wabi.

### ADDING ADDITIONAL USERS

Only the Primary User (the first person to activate Wabi) is given the Bear ID (BID). The Primary User can share this BID to allow other members of the family or friends to create their own Wabiland account. **This number should ONLY be shared with those people that the Primary User wants to allow to send messages to a child's Wabi Buddy.**

Additional users may be added by using the Wabiland Adventure Passes (enclosed), by calling **1-877-HEY-WABI (1-877-439-9224)** and pressing "3", or on the Wabiland website [www.wabi.com](http://www.wabi.com).

To create A NEW ACCOUNT for an additional user, please provide just your Bear ID# (BID). A unique PIN will be created for the additional account during the registration process.

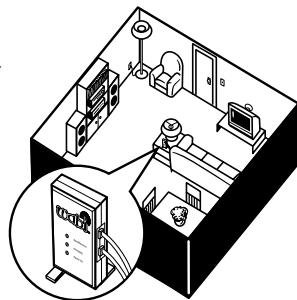


Figure 1

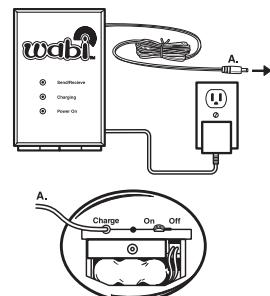


Figure 2

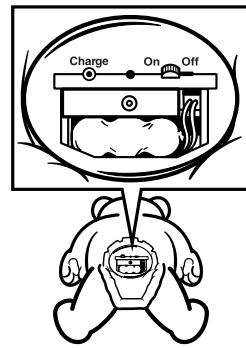


Figure 3

## INCLUDED WITH YOUR REGISTRATION

Wabi comes with an assortment of content that is automatically downloaded to your Wabi Buddy upon registration. This includes:

- 20 pre-recorded messages of support and encouragement with an option to be specifically tailored to your child's age and gender. You may choose from:
  - Young boy (ages 2-4)
  - Older boy (ages 4-7)
  - Young girl (ages 2-4)
  - Older girl (ages 4-7)
- A welcome message to introduce you and your child to Wabiland that highlights all the fun and adventure awaiting you in Wabiland.
- Four additional Wabiland Adventure stories (one per week for the first four weeks after registration).
- 30 free Wabi credits. (Additional users also receive 30 credits each when they open their own accounts.)

Wabi will also automatically send up to eight songs, stories and/or nursery rhymes to your child during the first four weeks following registration. On occasion, Wabi may also send classic stories or songs to keep your Wabi Buddy new and exciting.

## Sending messages to Wabi

### TYPES OF MESSAGES YOU CAN SEND

Wabi credits are needed to send messages to your child's Wabi. The number of Wabi credits required varies depending on the type of message you want to send.

MESSAGE TYPE	DESCRIPTION	WABILAND CREDITS NEEDED
Personal Messages	Personal messages, up to three minutes long, delivered in your own voice.	10
Stories	Classic, Original Wabiland Stories and Bible Stories in Wabi's own voice. Choose from classics like Cinderella, Princess and the Pea and Little Engine That Could.	20
Songs	Sing-along with Wabi to your children's favorite songs or just sit back and listen to these fun tunes.	20
Nursery Rhymes & Lullabies	Classic Nursery Rhymes and Lullabies to share with your child at bedtime or anytime.	10
Serial Stories	Longer stories told in consecutive chapters. A new chapter is delivered each day. Bedtime becomes an adventure as Wabi delivers a new part of the story each night.	100
Daily Share	A new message each day for 90 consecutive days. Choose from a variety of fun and educational categories, ranging from Daily Affirmations to Animal Friends. It's like having a new toy every day for three months!	200

## Moving Wabi to a new household.

1. Wabi can be moved to another household at any time and will still be able to receive messages and content sent to your child.
2. Turn Wabi over and open the bottom flap. Turn Wabi's power switch to the "off" position.
3. Unplug the base unit from the wall outlet and disconnect the phone line.
4. Move Wabi and the base station to the new location (different household or phone line).
5. Set Wabi up again, just as you did in the original set up process, but in this case, only follow steps 1-4. No need to call and re-register.
6. When complete, Wabi will now be active on the new phone line.

## **WABI CREDITS AND YOUR WABI ACCOUNT**

Each person who registers a Wabi Buddy automatically receives 30 free credits in their personal Wabi Account. (Additional authorized users also receive 30 free Wabi credits when they set up their own Wabi Accounts.)

Wabi credits may be easily purchased and added to your account at any time via telephone at **1-877-HEY-WABI (1-877-439-9224)** and pressing "4," or through the Wabiland website [www.wabi.com](http://www.wabi.com). These credits are simply used as you go. If there are not enough credits to send a message or content, Wabiland will let the sender know that they need to add credits to their account.

## **WABILAND CREDIT PLANS**

There are three cost-effective Wabi Calling Plans to choose from:

<b>WABILAND PLAN</b>	<b>PLAN DESCRIPTION</b>	<b>WABILAND CREDITS</b>	<b>PRICE</b>
<b>Gold</b>	Our most generous plan is ideal for Wabi Buddies that have more than one message sender. Share these credits with loved ones that want to keep in touch.	2,000	\$39.95
<b>Silver</b>	Perfect for families and friends that send messages on a more regular basis.	900	\$19.95
<b>Bronze</b>	Just right for those who only want to send messages once in awhile.	400	\$9.95

(Current prices / Prices subject to change without notice / All prices are in US dollars)

## **Sending messages to Wabi via phone**

Within the United States, call toll-free: **1-877-HEY-WABI (1-877-439-9224)**  
From anywhere in the world and Canada, call 303-839-9224 (toll charges apply)

An easy-to-use menu of options and clear prompts will guide you through the entire process. You can also press zero at any time during the call for additional help and guidance.

**1. Choose the type of message you would like to send:**

Press "1" to send a personal message of love and encouragement in your own voice. Press "2" to send pre-recorded songs, stories, nursery rhymes, lullabies, Wabi Buddies Serial Stories or Daily Shares. Wabi will offer you the option to append a personal 10 second greeting message to any pre-recorded content messages you select or browse by category.

**2. Enter your Wabiland PIN when prompted, followed by the "#" sign. (If you're not calling from one of your regular phones you may also have to enter your home phone number.)** Wabi allows you to assign more than one phone number to your account and PIN. This allows you to call from more than one phone number using the same PIN.

3. If you selected "1," leave your personal message after the tone. Then simply hang up the phone to send your message.

4. If you selected "2," you will be asked to enter the four digit speed select number for the song, lullaby, story, etc. you would like to send. Please refer to the enclosed

**NOTE:** New Wabiland messaging options are added regularly. For an "up-to-the minute" listing of all current content, or to listen to samples of our pre-recorded messages, visit [www.wabi.com](http://www.wabi.com).

If you are sending songs or stories over the phone, press "1" to send your message. You will then be asked if you would like to record a 10 second personal greeting to be sent with your selection. You may either choose this option, or simply hang up to send your message.

This easy-to-follow diagram provides complete details about all the options available when you call. See figure 4

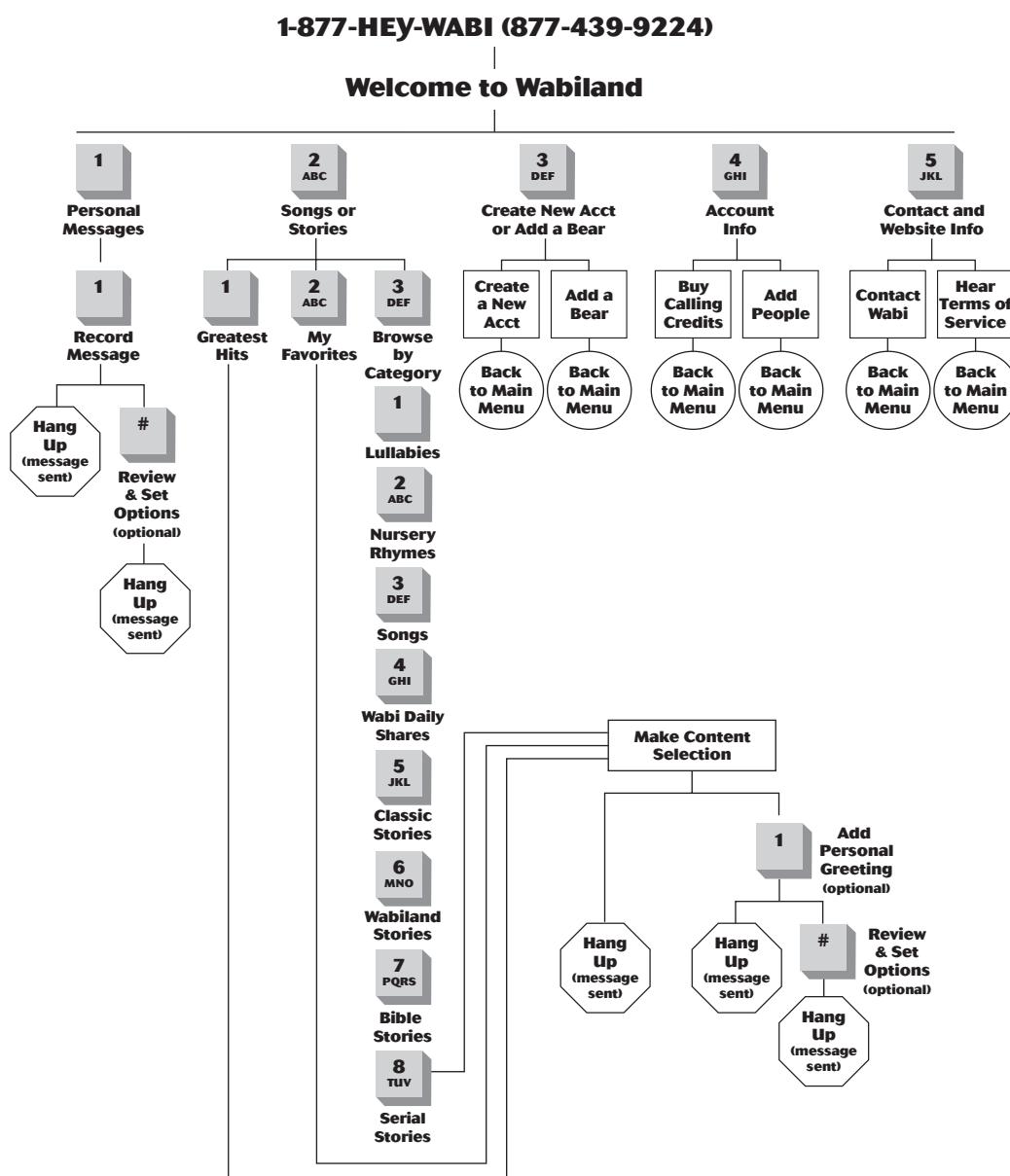


Figure 4

## Sending a message to a Wabi Buddy

**Caller:** Dials 1-877-HEY- WABI

**Wabiland:** Hi and welcome to Wabiland! To get us started please choose from the following options:

To send personalized messages to your Wabi Buddy press "1."

To send songs and stories press "2."

To create a new account or add a new Wabi Buddy to your buddy list press "3."

To hear your account information press "4."

For contact and website info press "5." <pause>

For additional info at any time, you can press "0."

**Caller:** Presses "1" on the telephone.

**Wabiland:** Now, you need to login so I can help you send a personal message. Please enter your Wabiland PIN number followed by the # sign.

**Caller:** Enter PIN number followed by the # sign.

**Wabiland:** Personal messages are 10 Wabi Credits. You're balance looks good, let's go! Okay, you are now ready to record your message. Or you can press # for more options. Begin your message at the tone. <tone>

**Caller:** Caller leaves message... "Hi David, this is your favorite Aunt Suzanne, calling you to tell you I love you and I hope you have a great birthday. Say hi to Richard for me. I'm looking forward to seeing you this weekend."

**Caller:** HANG UP

## Scheduling automatic delivery of pre-recorded messages

**YOU CAN SCHEDULE DELIVERY OF WABILAND PRE-RECORDED CONTENT IN ADVANCE, EITHER VIA PHONE OR ONLINE, TO ARRIVE ON A PREDETERMINED DATE THAT YOU SET (LIKE A BIRTHDAY OR SPECIAL HOLIDAY).**

1. If you are sending a message via phone, you will be given the option of scheduling delivery of your message after you make your selection. Easy-to-follow prompts will guide you.
2. If you are sending a message via our website, you can schedule a later delivery by clicking the bottom tab labeled "Send Later" after making your message selection.

## Listening to messages sent to Wabi

### WHEN WABI RECEIVES MESSAGES

1. When a new message is received, Wabi will giggle to alert the child, and the green or amber LED on Wabi's chest badge will blink.

**NOTE:** Wabi "goes to sleep" (battery saving mode) after not being played with for 10 minutes. If Wabi is in sleep mode and a new message arrives, only the LED will blink to indicate that there is a new message.

2. To hear the message, press the appropriate letter on Wabi's chest badge located below the blinking LED.



You can send stories, lullabies, songs and other pre-recorded messages to Wabi via our website.

1. Go to [www.wabi.com](http://www.wabi.com) and click on "Send a Message."

2. Enter your home phone number and PIN where indicated on the log-in page, and hit "Go."

3. A Welcome Page will appear, containing your account balance and links to the Wabi Buddy or Buddies assigned to your account. Select your child's Wabi Buddy by clicking on the "Send a Song or Story" icon.

4. Choose your selection. You can also browse samples of content in all the available options by "Category," "My Favorites," or "Wabi's Greatest Hits."

## **LISTENING TO PERSONAL MESSAGES**

When the green LED on Wabi's chest badge is blinking, this indicates that Wabi has received a personal message for your child. To listen, press the "a" button on Wabi's chest badge.

Wabi has approximately five minutes of usable memory for personal messages that you or others send to your child's Wabi Buddy. These messages can be accessed over and over again by pressing the "a" button and scrolling through the stored messages. Once the usable memory is full and a new message is sent, Wabi will automatically release enough room for the new message. Personal messages cannot be selectively saved.

For example, if your child's Wabi has ten 30-second messages (five minutes) in memory, and a new message comes in which is 45-seconds long, Wabi will delete the two oldest messages to make room for the new 45-second message.

**IMPORTANT:** Wabi will not download a new message if any of the preceding messages residing in Wabi have not been listened to. In other words, if a message has not been listened to, a new message cannot arrive and delete it. Every message you send to Wabi must be listened to prior to another message arriving. This ensures that every message sent will be heard at least once.

Any messages that are not downloaded immediately will be held and delivered after previous messages are listened to. To ensure that messages are received in a timely manner, Wabi's power switch should be kept in the "on" position at all times. If Wabi is turned off, all messages will be stored until Wabi is turned back on and they can be delivered.

## **LISTENING TO STORIES, SONGS, LULLABIES AND OTHER CONTENT SENT TO WABI**

When the amber LED on Wabi's chest badge is blinking, this indicates that Wabi has received a new pre-recorded content message from Wabiland. To listen, press the "b" button on Wabi's chest badge.

Wabi has approximately 7 1/2 minutes of usable memory for Stories, Songs, Lullabies and other pre-recorded content. Once the usable memory is full and a new piece of content is sent, Wabi will automatically release enough room for the new message. Songs, stories and other pre-recorded content messages cannot be selectively saved.

For example, if your child's Wabi has five pieces of 90-second content in memory (for a total of 7 1/2 minutes) and a new two minute story is received, Wabi will delete the oldest songs or stories to make room for the new story.

**IMPORTANT:** Wabi will not download any new content if any of the content residing in Wabi has not been listened to. In other words, if any new content has not been listened to, a new message cannot arrive and delete it. Every piece of content you send to Wabi must be listened to prior to another arriving. This ensures that every piece of content sent will be heard at least once.

**Any messages that are not downloaded immediately will be held and delivered after previous messages are listened to and memory becomes available. To ensure that messages are received in a timely manner, Wabi's power switch should be kept in the "on" position at all times. If Wabi is turned off, all messages will be stored until Wabi is turned back on and they can be delivered.**

## **LISTENING TO WABI'S OWN PRE-PROGRAMMED MESSAGES**

Wabi has 20 of its own pre-programmed messages of support and encouragement for your child. These messages are specifically tailored to your child's age and gender, and are downloaded to your Wabi Buddy upon registration (optional).

To listen to these messages at any time, press the "W" button on Wabi's chest badge. Each time the "W" button is pushed, Wabi will recite another random phrase.

## **Best buddy message.**

The Primary User (first person to activate Wabi) has the ability to save one special message at a time as a "Best Buddy" message. Once saved, this message will not be deleted by new incoming messages. This message can only be replaced by subsequent "Best Buddy" messages. Only the Primary User is provided this option when calling and leaving messages for Wabi.

## General operating instructions

### VOLUME CONTROL

The Volume Control allows you to set the volume level on your Wabi.

Wabi has three volume settings: High, Normal and Low. Wabi is shipped in the Normal voice mode. To adjust the volume either up or down, push and hold down the "a" and the "b" buttons on Wabi's chest badge simultaneously for one second. Wabi will respond with the following sayings: "This is my low voice" or "This is my normal voice" or "This is my high voice." Release the buttons and repeat the process to cycle through the volume until you find the appropriate level.

### FOR BEST PERFORMANCE OF BASE UNIT

Calls are transmitted between the base unit and the Wabi Buddy using wireless radio frequency technology. For highest quality operation, position the base unit:

- No further than 150 feet away from the Wabi Buddy's usual location
- In a central location in the house, and as high off the floor as possible
- Away from electrical appliances, such as a TV, personal computer or microwave

Bringing Wabi close to the base station improves the overall quality of the transmission.

### REMOVE MESSAGES AND CONTENT

In the event that you wish to remove any message or content from Wabi manually, you must use the "Purge Memory" button located at the bottom of Wabi's housing, just above the battery case. There is a small pinhole located above the battery compartment to the left of the charge slot. Insert a paper clip and depress the button to erase ALL messages and content. Only use this button when you wish to delete ALL messages. This memory purge will erase all messages in Wabi's memory, including old messages, new messages not listened to, and Best Buddy messages.

### RECHARGING THE BATTERY

When the red LED indicator above the "i" on Wabi's chest badge is blinking, this indicates that the battery pack is low and needs to be recharged.

Wabi recharges directly from his base unit. The recharge cord is located in a special compartment on the base station.

Simply plug this cord into Wabi to recharge. **See figure 5**

Wabi will recharge in 12 hours, or less. The Charging light on the base unit will light and stay on when Wabi is charging. When the Charging light on the base unit starts blinking, Wabi is ready to use. For optimal battery life, leave Wabi on the charger for 12 hours.

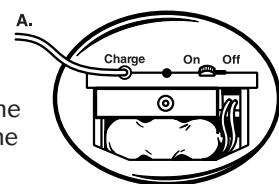


Figure 5

### SHUTTING WABI OFF

In the event that you would like to shut Wabi off, you may do so by switching off his power switch located at the bottom of Wabi, inside his bottom flap. If you manually switch Wabi off, he will no longer receive new messages and content. When you switch Wabi back on, he will once again be able to receive new messages and content. When Wabi is turned off, any messages and/or content sent to Wabi will be stored on the Wabiland servers until they are deliverable. The messages will only be stored for a limited time period. Wabi's owner is responsible for making sure the product is turned on to receive messages in a timely manner.

### CHANGING THE BATTERY

Wabi's battery can be charged and discharged hundreds of times, but will eventually wear out. If your battery fails to recharge or loses its ability to hold an adequate charge, it's time to replace it.

**IMPORTANT:** Wabi requires only rechargeable NiCad batteries. Replace with Sanyo Model PCF02.

1. Open the cloth flap enclosure on Wabi's bottom. Remove the screw to open the bay door located on the bottom of the plastic housing.
2. Remove the old battery. The rechargeable batteries that power this product must be disposed of properly and may need to be recycled.
3. Carefully plug the new battery cord into place without bending the pins.
4. Tuck the excess battery cable down beside the battery.
5. Slide the new battery pack into place.
6. Close the bay door and secure with screw before closing the plush flap.

**IMPORTANT:** Charge the new battery pack just as you did for the original. Batteries should always be charged for at least 12 hours before their initial use to ensure maximum battery life.

### CLEANING YOUR WABI BUDDY

Clean Wabi with a damp cloth to remove any debris or dirt. Wabi should never be submerged in water.

### TROUBLESHOOTING

#### SYMPTOM:

**Wabi does not turn on or does not respond.**

#### TRY THIS:

- Make sure Wabi is turned on. To locate this feature, open flap on bottom of Wabi, locate slide switch on bottom of plastic housing, make sure the switch is in the "on" position.
- Make sure Wabi is fully charged. If the red LED above the "i" is blinking, it is time to recharge Wabi's batteries (see page 10).
- Replace batteries (see pages 10-11).

**Wabi never gets a message.**

- Turn Wabi off, unplug base station. Plug in station and turn Wabi back on. Wabi will try to recommunicate with our server (this may take several minutes).
- Check the indicator light on the base station to ensure that Wabi is getting a signal.
- Make sure the base station is plugged into a working phone line and the line is free for Wabi to use.
- Wabi may be too far away from the base unit. Move closer and try again.

**Messages/content are garbled or static is present.**

- Check the indicator light on the base station to ensure that Wabi is getting a signal.
- If the base station is located near another electrical unit, such as a TV, microwave, etc., try relocating it to an area away from other electronic devices.

**Wabi is too quiet (or too loud).**

- Adjust volume (see page 10).

**Operating time between charges is noticeably shorter than normal.**

- Be sure to fully charge Wabi during its first deep cycle charging.
- Make sure Wabi is fully charged.
- Replace battery (see pages 10-11).

**Wabi makes strange sounds or behaves erratically.**

- Make sure Wabi has fully charged batteries.
- Call our customer call center at 1-877-557-2345

**If you cannot solve your problem.**

- or email your problem to [Support@wabi.com](mailto:Support@wabi.com).

## **CUSTOMER SERVICE**

Call toll-free at **1-877-557-2345** for product help, or email us at **Support@wabi.com**

## **FCC NOTICE**

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.

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 to radio communications. Because this toy generates, uses and can radiate radio frequency energy, there can be no guarantee that interference will not occur. If this toy does cause interference to radio or television reception (you can check this by turning the toy off and on while listening for the interference), one or more of the following measures may be useful:

- 1.** Reorient or relocate the base station
- 2.** Increase the separation between the toy and the radio or the TV
- 3.** Consult the dealer or an experienced TV-radio technician for help
- 4.** Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

## **FCC AND OTHER INFORMATION**

This equipment complies with Part 68 of the FCC Rules and the requirements adopted by ACTA. On the back of the base unit of this equipment is a label that contains, among other information, a product identifier

If requested by the telephone company, inform them as follows:

Registration No. \_\_\_\_\_ (found on the back of base unit)

Ringer Equivalence \_\_\_\_\_ (the particular telephone line to which the equipment is connected)

A Plug and jack used to connect this equipment to the premises wiring and telephone network must comply with applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug are provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details. This unit must not be connected to a coin operated line. If you are on a party line, check with your local telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for this information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this Wabi product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

## **RINGER EQUIVALENCE NO. (REN)**

The Ringer Equivalence Number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this

product is a part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by the ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label. (NOTE: Ren are associated with loop-start and ground start ports. Do not use for E&M or digital ports)

If this Wabi product causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its communications facilities, equipment, operations or procedures that could effect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this Wabi product, for repair or warranty information, please contact Wabi Customer Service at 877-557-2345. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

### **WARRANTY INFORMATION**

This Wabi product is warranted only to the original purchaser for a period of three months from the original purchase date, under normal use and service, against defective workmanship and material. This warranty is void if the product has been damaged by accident or unreasonable use, immersion in water, neglect, abuse, battery leakage or improper installation, improper service, or other causes not arising out of defects in workmanship or materials. Repair or replacement as provided under this warranty is the exclusive remedy of the purchaser. Wabi, Inc. shall not be liable for any incidental or consequential damages for breach of any express on this product. Any implied warranty of merchantability or fitness for a particular purpose on this product is limited to the duration of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Should this product fail to perform properly during the warranty period, we will repair or replace it, at our option, free of charge. Purchaser is responsible for shipping the product to Wabi, Inc. and for all associated freight and insurance costs, and for providing proof of purchase, as instructed by a Wabi service representative. In the event that your product is replaced, the replacement will be covered under the original warranty or for 30 days, whichever is longer.

### **WABI PRIVACY POLICY**

The privacy of your information and that of the recipient of this Wabi product are important to us so we strongly encourage you to carefully read the following Overview of Wabi Privacy Policy and review our complete Privacy Policy at [www.wabi.com](http://www.wabi.com).

“Personal Information” includes information that may be used to identify an individual, such as a first and last name, home or other physical address, an email address, phone number or other contact information, whether at work or at home.

We do not collect any Personal Information about the loved one to whom you give the Wabi product and we only collect Personal Information about you if you voluntarily provide it to us. You may provide your Personal Information to Wabi when you search, buy, post, participate in a contest or questionnaire, call Wabi, provide information on our website or communicate with our customer service representatives. We need your Personal Information, including your credit card information: (1) to activate the card you will use to pay for the messages you send to your loved one through the Wabi product; (2) to send your personal message or other content request to the Wabi product you specify; (3) to establish your Wabi calling plan (“Plan”) and (4) for internal purposes such as processing your purchases, customizing future shopping for you, and communicating with you.

We may share your Personal Information only when required to do so by law, as necessary to complete your purchases and requests, and with subsidiaries Wabi controls that either are subject to our Privacy Policy or that follow practices at least as protective as those described in our Privacy Policy. Please note that if Wabi should ever be acquired, file for bankruptcy or merge with another company, we may sell any of the information you provide to us to a third party or share your Personal Information with any company with whom we are acquired or with whom we merge.

Please note that Wabi does not monitor the phone messages left on any Wabi product. However, Wabi reserves the right to block, without notice, any Wabi calling plan ("Plan") that Wabi deems to have been used, or that might be used, for fraudulent or inappropriate purposes. Wabi may also intercept Plan calls for fraud avoidance and where Wabi is legally required to do so. Wabi will provide subsequent notification of such blocking or interception. Wabi will unblock message(s) as soon as it determines it can do so without undue risk, and it will, upon request by you, assign you a new personal identification number ("PIN") to access your Plan, and if deactivated, provide you with a new Plan.

Each Wabi product is assigned a Bear ID number ("BID") that is only provided to the adult who originally activates the Wabi product. It is the responsibility of that adult to safeguard the BID and to ensure that it is only provided to people that the adult trusts to leave messages for the child on the Wabi product. Wabi will take certain precautions to protect the privacy of any BID but Wabi disclaims all liability for any lost or stolen BID or any disclosures of the BID by the adult who activates the Wabi product. Wabi is not responsible for the confidentiality of the personal information number ("PIN") you will create to access your Plan. If you have any questions regarding Wabi's privacy practices, please contact us by mail at 231 Market Place, PMB 300, San Ramon, CA, 94583, email at support@wabi.com, or by phone at 877-557-2345.

### **OVERVIEW OF WABI PRIVACY POLICY**

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We do not collect any Personal Information about the loved one to whom you give the Wabi product and we only collect Personal Information about you if you voluntarily provide it to us. You may provide your Personal Information to Wabi when you search, buy, post, participate in a contest or questionnaire, call Wabi, provide information on our website or communicate with our customer service representatives. We need your Personal Information, including your credit card information: (1) to activate the card you will use to pay for the messages you send to your loved one through the Wabi product; (2) to send your personal message or other content request to the Wabi product you specify; (3) to establish your Wabi calling plan ("Plan") and (4) for internal purposes such as processing your purchases, customizing future shopping for you, and communicating with you.

We may share your Personal Information only when required to do so by law, as necessary to complete your purchases and requests, and with subsidiaries Wabi controls that either are subject to our Privacy Policy or that follow practices at least as protective as those described in our Privacy Policy. Please note that if Wabi should ever be acquired, file for bankruptcy or merge with another company, we may sell any of the information you provide to us to a third party or share your Personal Information with any company with whom we are acquired or with whom we merge.

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## OVERVIEW OF WABI TERMS OF SERVICE

In order to use the Wabi product and services, it is important that you completely understand all of the terms of service regulating your use of the Wabi products and services. Please note that the language herein only constitutes a summary of the Terms of Service. However, you are still subject to the complete Terms of Service set forth on our website and not just the summary of the Terms of Service set forth herein. We therefore strongly encourage you to read this summary of the Terms of Service and more importantly to view the complete version of the Terms of Service posted on our website at [www.wabi.com](http://www.wabi.com).

Wabi, Inc. ("Wabi") makes its website, all information, documents, communications, text, and graphics contained on the Wabi website or related to the Wabi product and all services related to the Wabi product including, but not limited to, the Plan, the Wabi automated telephone system and all other services provided by Wabi (collectively, the "Services"), available to you for your use subject to the complete Terms of Service set forth on the Wabi website ("Terms"). BY ACCESSING OR USING ANY OF THE WABI SERVICES OR THE WABI PRODUCT IN ANY WAY YOU AGREE TO AND ARE BOUND BY THE WABI TERMS OF SERVICE POSTED ON OUR WEBSITE AT [www.wabi.com](http://www.wabi.com).

You agree not to use the Services or the Wabi product for any illegal purpose and to adhere to the Terms. When using the Services or the Wabi product, you shall be subject to any guidelines, rules, or licenses found on our website at [www.wabi.com](http://www.wabi.com). Such guidelines, rules, or licenses may contain terms and conditions in addition to those in the Terms.

**Wabi Calling Plans:** Use of any Plan is governed by the Terms and various state laws or tariffs (collectively, the "Plan Terms").

- A) Purchasing Plans. You can purchase a Plan on our website or by calling any of the Wabi telephone numbers provided to you and providing your credit card number and the Bear ID ("BID") of the Wabi product to which you wish to send a message. You will receive a certain number of Wabi calling credits ("Wabi Credits") that can be used to send messages to the Wabi product of your choice. You will receive the number of Wabi Credits on your Plan applicable to the amount you have paid towards your Plan. When purchasing the Plan, you will need to provide Wabi with a personal identification number ("PIN") that will be determined by you and can be used only by you to access your Plan. By purchasing or using a Plan, you accept the Plan Terms and the Terms, as they may be updated from time to time.

- B) Fees. You may use the Plans within the United States and from international locations. Calls within the United States are toll-free. Calls originating outside of the United States are subject to local toll, long distance charges and other fees as may be regulated by local authorities. These costs are subject to change at the sole discretion of Wabi with or without notice. Please note that Wabi Credits have no cash redemption value.
- C) Primary User and Bear ID (BID). The "Primary User" is the first person to activate the relevant Wabi product. The Primary User is provided with a BID upon activation of the product and completion of registration. The BID provides secure access to the activated Wabi product. The BID should only be shared with people that the Primary User wishes to authorize to send messages and content directly to a Wabi product.
- D) Expiration of Wabi Credits. Your Plan will be activated immediately on the date you purchase your initial Wabi Credits. Your Plan expires if you fail to use all of the Wabi Credits on your Plan within the twelve (12) months following the date of your purchase of such Wabi Credits. In addition, any unused Wabi Credits on your Plan will also expire twelve (12) months from the date of purchase of such Wabi Credits.
- E) Returns and Exchanges. If you purchase a Plan from Wabi or any other location you cannot exchange or receive a refund for a Plan or PIN unless it is defective. If a Plan is defective, Wabi will exchange such Plan for one of the same value that works properly.
- F) Use of the Plan. You cannot use a Plan for any purpose other than the purposes for which it was designed. Wabi Plans are only to be used to send messages and/or content to Wabi products, that you are authorized to send messages to. If you are having trouble connecting to the Wabi system, receiving messages or leaving messages, please contact Wabi's customer service at 877-557-2345 or the appropriate regulatory agency for the state in which you purchased the Plan to determine if there are any service-related problems affecting your use of the Plan.
- G) Lost or Stolen Cards. It is your responsibility to protect your Plan. Wabi is not responsible for lost or stolen Plans or PINs. We will not provide any refunds for a Plan that has been lost or stolen. In the event that a PIN has been lost or forgotten, the Primary User may contact Wabi support at 877-557-2345 to receive a new PIN.
- H) Wabi's Legal Rights. Wabi may deny or limit use of a Plan for any lawful reason. Due to the portable nature of the Plans, Wabi reserves the right to block, without notice, any Plan that Wabi deems to have been used, or that might be used, for fraudulent or inappropriate purposes. Wabi may also intercept Plan calls for fraud avoidance and where Wabi is legally required to do so. Wabi will provide subsequent notification of such blocking or interception. Wabi will unblock message(s) as soon as it determines it can do so without undue risk, and it will, upon request by you, assign you a new PIN, and if deactivated, a new Plan.

**Intellectual Property:** The content, information, original songs, recordings and stories of Wabi, including all images, files, logos, service names, graphics, text, documents included in the Services, on the Wabi product, the Wabi packaging or our website (collectively, the "Materials") are protected by copyright, trademark, patent, and/or other intellectual property laws, and Wabi retains all right, title and interest therein. Except as expressly provided herein, Wabi and its suppliers do not grant you any express or implied rights to use the Materials.

**DISCLAIMERS:** ALL PRODUCTS, PRODUCT DOCUMENTATION, MATERIALS AND SERVICES ARE PROVIDED "AS IS" AND WABI EXPRESSLY DISCLAIMS ALL EXPRESS, IMPLIED AND STATUTORY WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, NEITHER WABI NOR ITS DISTRIBUTORS MAKE ANY WARRANTY THAT: (i) THE SERVICES OR THE PRODUCTS WILL MEET YOUR REQUIREMENTS; (ii) THE SERVICES OR THE PRODUCTS WILL BE EFFECTIVE, ACCURATE, RELIABLE OR SECURE; (iii) THE QUALITY OF ANY PRODUCTS, SERVICES OR MATERIALS PURCHASED OR ACCESSIBLE BY YOU FROM WABI WILL MEET YOUR EXPECTATIONS; OR (iv) THE SERVICES, MATERIALS, PRODUCTS OR PRODUCT DOCUMENTATION DO NOT INCLUDE TECHNICAL OR OTHER MISTAKES, INACCURACIES, OR TYPOGRAPHICAL ERRORS.

**LIMITATION OF LIABILITY:** OUR LIABILITY, AND THE LIABILITY OF OUR SUBSIDIARIES, EMPLOYEES, AND SUPPLIERS TO YOU OR ANY THIRD PARTIES IN ANY CIRCUMSTANCE IS LIMITED TO THE LESSER OF (A) THE AMOUNT OF FEES YOU PAY TO WABI IN THE TWELVE (12) MONTHS PRIOR TO THE ACTION GIVING RISE TO LIABILITY, OR (B) ONE HUNDRED U.S. DOLLARS (\$100). THE FOREGOING DISCLAIMERS, WAIVERS AND LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

**Disputes:** If you have a dispute concerning the Wabi product or the Services, please first call Wabi Customer Service at 877-557-2345. All disputes arising out of or related to the Terms (regardless as to whether the dispute is based in contract, tort, statute, fraud, misrepresentation, or any other legal or equitable theory) will be submitted either to the American Arbitration Association ("AAA") or to JAMS ("JAMS"), for final and binding arbitration. Any dispute or claim arising out of or relating to the Terms must be brought within two (2) years after the date on which the basis for the dispute or claim first arises or the period of time provided by statute.



**Wabi, Inc.**  
231 Market Place  
P.M.B. 300  
San Ramon, CA 94583

1-877-557-2345  
[www.wabi.com](http://www.wabi.com)