



Instruction Manual

Best Friend Bear



VTech understands that a child's needs and abilities change as they grow and with that in mind we develop our toys to teach and entertain at just the right level...

Pre-School

Interactive toys to develop their imagination and encourage language development

vtech Baby

Toys that will stimulate their interest in different textures, sounds and colours

I am...

...responding to colours, sounds and textures

...understanding cause and effect

...learning to touch, reach, grasp, sit-up, crawl and toddle

Birth-36 months



I want...

...to get ready for school by starting to learn the alphabet and counting

...my learning to be as fun, easy and exciting as can be

...to show my creativity with drawing and music so my whole brain develops

3-6 years



Electronic Learning Computers

Cool, aspirational and inspiring computers for curriculum related learning

I need...

...challenging activities that can keep pace with my growing mind

...intelligent technology that adapts to my level of learning

...National Curriculum based content to support what I'm learning at school

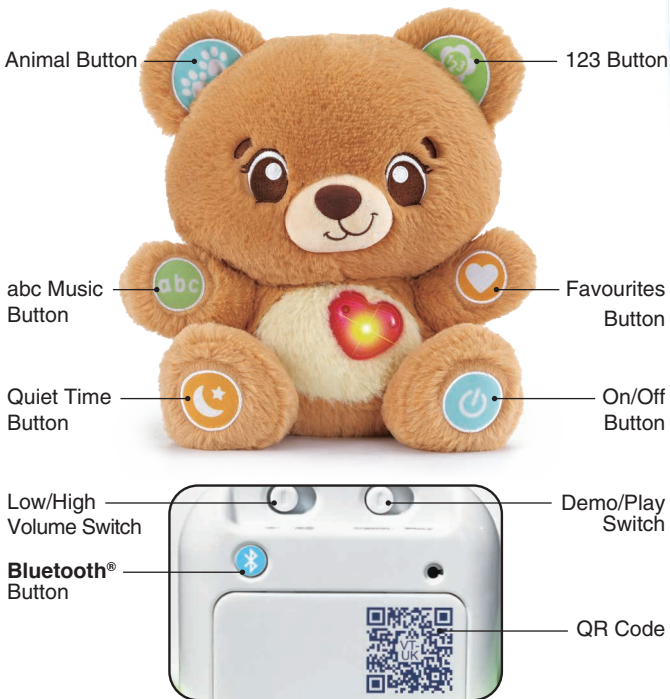
4-10 years



To learn more about this and other VTech® products, visit www.vtech.co.uk

INTRODUCTION

Meet **Best Friend Bear**, your child's new interactive learning buddy! Connect instantly to your smartphone or tablet. You can personalise the fun by adding your child's name, favourite food, colour and animal. With 8 exciting activities and 35 songs, melodies, and lullabies, Bear keeps little ones engaged day or night.



INCLUDED IN THE PACKAGE

- **Best Friend Bear**
- Quick Start Guide

WARNING

All packing materials, including tape, plastic sheets, packaging locks, removable tags, cable ties, cords and packaging screws are not part of this toy, and should be discarded for your child's safety.

NOTE

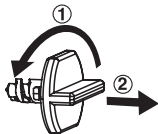
Please save this Instruction Manual as it contains important information.

WARNING

Keep this soft toy out of the sleeping environment for babies under twelve months to avoid suffocation risk.

Unlock the Packaging Locks:

- ① Turn the packaging lock anticlockwise several times.
- ② Pull out and discard the packaging lock.



GETTING STARTED PERSONALISATION

Bear can learn your child's name, favourite colour, food, and animal! To get started, scan the QR code to the right (also found on the battery box) or go to vtech.co.uk/vtechbear to download the VTech Bear app on your smartphone or tablet (see system requirements below). Follow the instructions in the app to choose your child's name, favourite food, animal, and colour!



SYSTEM REQUIREMENTS

Smartphone or tablet with Bluetooth® connection.

Vtech Parent Account required

Smartphone or tablet with Bluetooth® version 4.2 or higher

iPhone or iPad requirements:

iOS version 13 or higher or iPadOS version 13 or higher, iPhone 7 or higher

Android™ phone or tablet requirements:

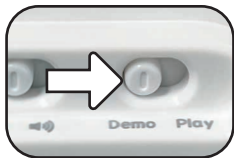
Android version 11 or higher

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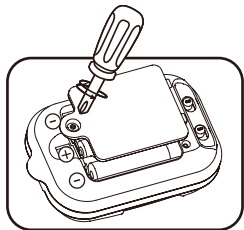
ACTIVATE NORMAL PLAY MODE

This product is set to **Demo Mode** in the package. Slide the **Demo/Play** switch to **Play** to access all the features, including up to 15 minutes of Quiet Time music.



BATTERY INSTALLATION

1. Make sure the unit is turned Off.
2. Find the battery cover located on the back of the unit, use a screwdriver to loosen the screw, and then open the battery cover.
3. Remove old batteries by pulling up on one end of each battery.
4. Install 3 new 1.5V AA (LR6/AM-3) batteries following the diagram inside the battery box. (For best performance, alkaline batteries or fully charged Ni-MH rechargeable batteries are recommended).
5. Replace the battery cover and tighten the screw to secure.



WARNING

Adult assembly required for battery installation.
Keep batteries out of reach of children.

IMPORTANT: BATTERY INFORMATION

- Insert batteries with the correct polarity (+ and -).
- Do not mix old and new batteries.
- Do not mix alkaline, standard (carbon-zinc) or rechargeable batteries.
- Only batteries of the same or equivalent type as recommended are to be used.
- Do not short-circuit the supply terminals.
- Remove batteries during long periods of non-use.
- Remove exhausted batteries from the toy.
- Dispose of batteries safely. Do not dispose of batteries in fire.

RECHARGEABLE BATTERIES

- Rechargeable batteries are only to be charged under adult supervision.
- Do not charge non-rechargeable batteries.

Disposal of batteries and product



The crossed-out wheellie bin symbols on products and batteries, or on their respective packaging, indicates they must not be disposed of in domestic waste as they contain substances that can be damaging to the environment and human health.



The chemical symbols Hg, Cd or Pb, where marked, indicate that the battery contains more than the specified value of mercury (Hg), cadmium (Cd) or lead (Pb) set out in the Batteries and Accumulators Regulation.

The solid bar indicates that the product was placed on the market after 13th August, 2005.

 Please dispose of your product and batteries responsibly.

In the UK, give this toy a second life by disposing of it at a small electricals collection point* so all of its materials can be recycled.

Learn more at:

www.vtech.co.uk/recycle

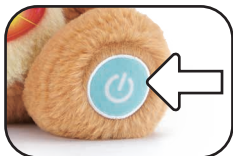
www.vtech.com.au/sustainability

* Visit www.recyclenow.com to see a list of collection points near you.

PRODUCT FEATURES

1. On/Off Button

Press the **On/Off button** to wake Bear and start playing.



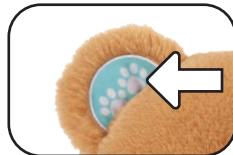
2. Quiet Time Button

Press the **Quiet Time Button** to select 5, 10 or 15 minutes of calming music. You can press the button again to select another time setting before the music starts. Once the music starts, press this button to change to the next calming music track.



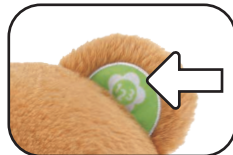
3. Animal Button

Press the **Animal Button** to hear fun animal sounds and guess what animal Bear is pretending to be.



4. 123 Button

Press the **123 Button** to learn about counting and explore calming exercises.



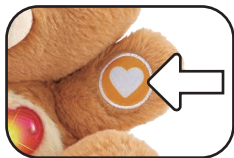
5. **abc Music Button**

Press the **abc Music Button** to hear music and songs including the abc song and songs that include your child's name and favourite things.



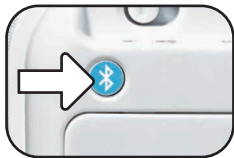
6. **Favourites Button**

Press the **Favourites Button** to hear songs and phrases about Bear's favourite things. Personalise to hear Bear talk about your child's favourite things.



7. **Bluetooth® Button**

Make sure the toy is powered on and is in **Play Mode**. After selecting your child's name and favourite things in the VTech Bear app, press this button to activate **Bluetooth®** and transfer the data.



8. **Automatic Shut Off**

To preserve battery life, the toy will automatically shut off after a short time without input. In **Demo Mode** press the **On/Off Button** to wake it up. In **Play Mode**, press any button to keep playing.

CARE & MAINTENANCE

1. Keep the unit clean by wiping it with a slightly damp cloth.
2. Keep the unit out of direct sunlight and away from any direct heat sources.
3. Remove the batteries if the unit will not be in use for an extended period of time.
4. Do not drop the unit on hard surfaces and do not expose the unit to moisture or water.
5. The unit is surface washable only.

TROUBLESHOOTING

If for some reason the unit stops working or malfunctions, please follow these steps:

1. Turn toy **Off** by pressing the **On/Off button** on the paw.
2. Interrupt the power supply by removing the batteries.
3. Let the unit stand for a few minutes, then replace the batteries.
4. Turn the unit **On**. The unit should now be ready to use again.
5. If the unit still does not work, install a brand new set of batteries.

Environmental phenomena

The unit may malfunction if subjected to radio-frequency interference. It should revert to normal operation when the interference stops. If not, it may become necessary to turn the power Off and back On, or remove and reinstall the batteries. In the unlikely event of an electrostatic discharge, the unit may malfunction and lose memory, requiring the user to reset the device by removing and reinstalling the batteries.

Bluetooth® Statement

The **Bluetooth®** word mark and logos are registered trademarks owned by the Bluetooth® SIG, Inc. and any use of such marks by **VTech®** is under license. Other trademarks and trade names are those of their respective owners.

RF Warning Statement

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions without restriction.

DECLARATION OF CONFORMITY

Hereby, **VTech®** Electronics Europe BV declares that the radio equipment type 6232 is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address:

www.vtech.com/re-directive

Frequency Band: 2402MHz – 2480MHz

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Hereby, **VTech®** Electronics Europe Plc declares that the radio equipment type 6232 is in compliance with The Radio Equipment Regulations 2017 (2017 No.1206). The full text of the Declaration of Conformity is available at the following internet address:

www.vtech.com/re-directive

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CONSUMER SERVICES

Creating and developing **VTech®** products is accompanied by a responsibility that we at **VTech®** take very seriously. We make every effort to ensure the accuracy of the information, which forms the value of our products.

However, errors sometimes can occur. It is important for you to know that we stand behind our products and encourage you to call our Consumer Services Department with any problems and/or suggestions that you might have. A service representative will be happy to help you.

UK Customers:

Phone: 0330 678 0149 (from UK) or +44 330 678 0149 (outside UK)

Website: www.vtech.co.uk/support

Australian Customers:

Phone: 1800 862 155

Website: support.vtech.com.au

NZ Customers:

Phone: 0800 400 785

Website: support.vtech.com.au

PRODUCT WARRANTY/ CONSUMER GUARANTEES

UK Customers:

Read our complete warranty policy online at vtech.co.uk/warranty.

Australian Customers:

**VTECH ELECTRONICS (AUSTRALIA) PTY LIMITED –
CONSUMER GUARANTEES**

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information about our products,
downloads, resources and more.**

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