

What happens if I start reading the story mid-way?

Your Story Buddy knows where you are no matter what page you read in the story, whether you start in the middle or the end.

What happens if my Story Buddy turns off by itself?

After 5 minutes, your Story Buddy will turn itself off to conserve battery life. Simply press the button in their ear to wake them up and continue reading.

Why won't my Story Buddy respond to my young child?

Children's speech patterns often differ from that of adults. Story Buddies respond best to adults and children who speak clearly, usually at a third grade reading level.

I have an accent. Will the Story Buddy respond to me?

This Voice Recognition software has been developed from a library of thousands of voices to take regional dialects into account.

What are the best conditions to read with my Story Buddy?

Read in a quiet place. If your television is on, your Story Buddy may not respond as well. Make sure your Story Buddy is facing the reader so they can hear better. The best situation is for the reader to hold the Story Buddy on his/her lap. Any other child sitting nearby that would be looking at the book's pictures can also hold the Story Buddy.

Are there more Story Buddies and books available?

Check your Hallmark store for the newest Story Buddies. Most will have three or more books that will unlock new magical phrases!

Can I wash my Story Buddy?

Do not put your Story Buddy in the washing machine, bath tub or leave it out in the rain. You may wipe your Story Buddy with a damp cloth.

Why are some of the sentences in my story in bold?

These are the magical phrases to which your Story Buddy responds. You must read the entire sentence clearly without substituting words for your Story Buddy to respond.

How close do I have to be to my Story Buddy when I read the book?

Within a few feet is ideal.

Can I use rechargeable batteries in my Story Buddy?

You may see reduced performance when using rechargeable batteries. The best choice is three AA lithium batteries. Please note that batteries included with your

Story Buddy are for demonstration purposes only.

Why does my Story Buddy respond differently to the same phrase?

The Story Buddy knows what you're saying and likes to respond in multiple ways.

My Story Buddy won't respond to me. Why?

Here are some ways to troubleshoot with your Story Buddy:

- Your Story Buddy may be too far away. Try moving him closer.
- Your Story Buddy may not be able to "hear" you. Make sure you are reading in a quiet environment.
- Your Story Buddy may not have "understood" you. Try rereading the bolded sentence.
- You may need to remove the pull-tab from their battery compartment.
- The batteries may need to be changed.
- The on/off switch in the battery compartment may be turned to "off."