



How to Update My KidiBuzz™ System?

Before you can register your KidiBuzz™, you will need to update your system first.

Note: Connect your device to a power outlet using the AC adapter and USB cable.

There are two methods you can use to update your system.

Step 1:



Downloading the Update with KidiBuzz™

When your KidiBuzz™ is connected to the Internet, a notice will appear to let you know there is an update available. Select "Yes" to begin the download. Depending on your connection speed, the download may take some time. You can press the Home Button to continue to use your KidiBuzz™ normally or leave the device and come back to check on it later.

Refer to the tutorial: *What do I do if my KidiBuzz™ requires an update before registration?* for help.

Step 2:



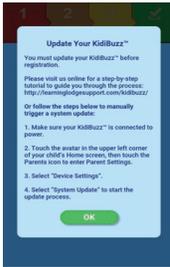
Updating the System Using a microSD Card

You can update the KidiBuzz™ system without connecting the device to the Internet. Download the system update file to your computer and copy the downloaded file to a microSD card. Insert the microSD card into your KidiBuzz™. Switch on the device, and the update process will start.

Refer to the tutorial: *How do I update my KidiBuzz™ via microSD card?* for help.

What Do I Do If My KidiBuzz™ Requires an Update Before Registration?

Step 1:



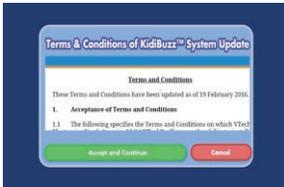
In some cases, you will have to update your system before you can register your device. If this happens, first connect your device to a power outlet using the AC adapter and USB cable. Then, select "OK" to begin.

Step 2:



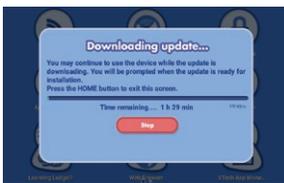
A notice will appear to let you know there is an update available. Select "Yes" to begin the download.

Step 3:



Touch "Accept and Continue" to accept the Terms and Conditions. Then, follow the instructions below to download the update.

Step 4:



Downloading the Update

The update will automatically start to download. Depending on your connection speed, the download may take some time. You can press the Home Button to continue to use your KidiBuzz™ normally or leave the device and come back to check on it later.

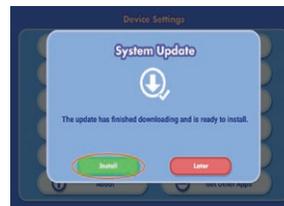
Remember: Make sure your device is connected to a power outlet, or the download will stop if the device runs out of battery power.

Step 5:



If you leave the device to come back later, the device will fall asleep after a few minutes of inactivity so when you return to it the screen will be black. To wake the device up, press the Power button, then swipe the lock screen to unlock it.

Step 6:



When the download is finished, a notice will appear. If you see this notice, skip down to the section titled **Installing the Update** to continue this tutorial.

If you do not see this notice, the update may still be downloading. Continue to use the device as usual and check back again later. You may also go into Device Settings to check the progress of the download.

Step 7:



To go into Device Settings, touch the avatar in the upper left corner of your child's Home screen, then touch the Parents icon to enter Parent Settings.

Step 8:



Enter your Parent Settings passcode on the next screen.

What Do I Do If My KidiBuzz™ Requires an Update Before Registration?

Step 9: Select "Device Settings" from the Parent Settings menu.



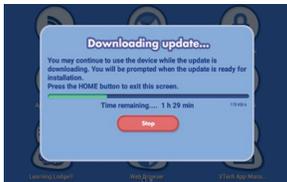
Select "Device Settings" from the Parent Settings menu.

Step 10: Then select "System Update".



Then select "System Update".

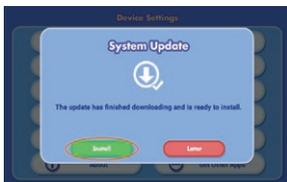
Step 11: The KidiBuzz™ will check to make sure the update is still downloading and show the current progress. You can press the Home Button to continue to use your KidiBuzz™ normally or leave the device and come back to check on it later.



The KidiBuzz™ will check to make sure the update is still downloading and show the current progress. You can press the Home Button to continue to use your KidiBuzz™ normally or leave the device and come back to check on it later.

If you are having problems getting the update to download, see the tutorial: *What do I do if I'm having trouble downloading a system update?* for help.

Step 12: **Installing the Update**

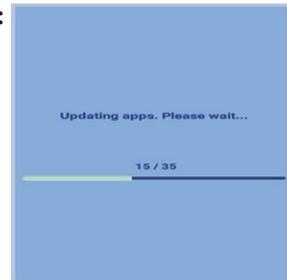


Once the download is finished, touch "Install" to begin the installation.

Step 13: The screen will go black several times during the system update. Please wait for the update to finish completely. Do not turn off the device or disconnect from the power source throughout this time. Doing so may damage your device and make it unusable.



Step 14: Eventually, the device will restart, and a message will appear to let you know the apps are updating.



Step 15: Once the update is finished, the device will ask you to select a time zone again. Make a selection and touch "Next".



Step 16: The lock screen will appear again, and the device is now ready for registration.



What Do I Do If I'm Having Trouble Downloading a System Update?

Step 1:



If you get an error message when downloading a system update or if you've been waiting for more than 4 hours and the download has not finished, the download may have stopped because the unit disconnected from Wi-Fi.

Follow these instructions to check your Wi-Fi connection and resume the download if necessary.

Step 2:



Touch the avatar in the upper left corner of your child's Home screen, then touch the Parents icon to enter Parent Settings.

Step 3:



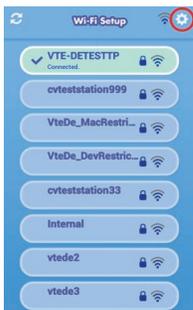
Enter your Parent Settings passcode on the next screen.

Step 4:



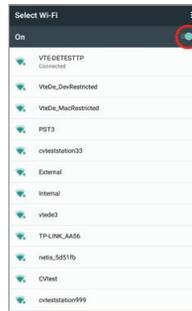
To make sure your device is connected to the Internet select "Wi-Fi" from the Parent Settings menu.

Step 5:



Then tap the gear icon to select advanced Wi-Fi settings.

Step 6:



Tap the switch icon Off and then On to refresh the Wi-Fi connection. If you are not connected to any network, select a network and enter the password when prompted.

Press the Home Button when you're done to return to Parent Settings.

Step 7:



To resume downloading the system update select "Device Settings" from the Parent Settings menu.

Step 8:



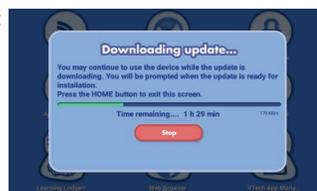
Then select "System Update".

Step 9:



The KidiBuzz™ will check if the update is currently downloading.

Step 10:



The update will resume the download from where it left off. Wait for the download to finish and check back again later.

TIP: If the battery dies, it will interrupt the download so make sure your device is connected to a power source.