

Frequently Asked Questions about Penbo

Q- Penbo doesn't respond to Bebe's commands / I touch Penbo's head and nothing happens,

ANSWER: Check if Penbo is ON, then press the heart button to wake her up. If nothing happens, then you probably need to change Penbo's batteries. Please refer to the user manual for more information.

Q- Why doesn't Penbo respond to me when I talk to her?

ANSWER: Penbo needs to be in a place that is not too noisy so that she can hear you. Place Penbo in a quiet place and get close to her (about 1m / 3ft), she will be happy to hear your voice.

Q- Why does Penbo respond differently to the same presses on Bebe's wings or head?

ANSWER: Penbo has a mind of her own and her responses to Bebe depend on her mood. She responds differently to the same button presses depending on whether she is happy or sad.

Q- I can't make Bebe ask Penbo to walk and make special tricks.

ANSWER: Point Bebe's beak towards Penbo's heart and press both wings at the same time for about five seconds. Penbo makes a "ping" sound to indicate direct control.

Q- Why can't Penbo hear Bebe while she plays "Hide and Seek" game?

ANSWER: Penbo locates Bebe when the heart is facing Bebe's beak. As Penbo rotates in a circle, press on any of Bebe's buttons when you see the heart. Penbo reads the signal and walks towards Bebe.

Q- Can I exit a game before it is over?

ANSWER: Yes. You can press the heart button at anytime during a game to exit it.

Q- How do I know which game I am playing?

ANSWER: When you activate a game, Penbo plays a short song followed by a game-specific sound.

Q- Penbo stops dancing when I pick her up.

ANSWER: For safety Penbo deactivates her legs when she is in the air. The dance stops because it includes leg movement.

Q- I can't get the egg out from the belly when I am holding Penbo.

ANSWER: For safety Penbo doesn't release the egg when she is in the air. Place Penbo on the ground and press the heart button to release the egg.

Q- Penbo (or Bebe) has become wet. How do I dry her?

ANSWER: If you notice condensation or evidence that Penbo has become wet, IMMEDIATELY turn the power switch to OFF and remove the batteries. If Bebe, has become wet, immediately remove the batteries. Put Penbo and Bebe in a dry, room-temperature environment for 48 hours. Install new batteries. If either Penbo or Bebe does not function properly thereafter, they may need to be serviced.

Q- How do I clean Penbo and Bebe?

ANSWER: Turn Penbo's power switch to OFF. Remove the batteries from Penbo and/or Bebe. Clean with a lightly dampened cloth and allow her to dry properly before installing the batteries again. Repeat as necessary. NEVER UNDER ANY CIRCUMSTANCES ATTEMPT TO CLEAN PENBO OR BEBE WITH SOLVENTS OR OTHER CHEMICALS

Q- Why does Penbo close her eyes and make an "eeneergy" sound every time I wake her up or turn her ON?

ANSWER: Penbo is low on battery power when she closes her eyes and makes an "eeneergy" sound. Please refer to the user manual for more information.

Q- Why doesn't my Bebe make sounds or communicate with Penbo?

ANSWER: Bebe has run out of battery power. Replace Bebe's batteries by referring to the user manual.

Q- When I place two Penbo's across from one another, nothing happens.

ANSWER: Place the two Penbo's not more than 20cm / 8in away from one another and ensure that the two hearts are facing one another. The two Penbo's greet one another and they either talk or dance.

Q- Can I play with Penbo or Bebe on a wet surface?

ANSWER: No, you should keep Penbo and Bebe in a dry environment.