

Play-I Poe

Frequently Asked Questions (FAQs)



General Questions

What is the Play-I Poe

The Play-I-Poe is a Bluetooth connected talking teddy bear that has the ability to tell you endless stories based on the icons you choose from the Poe Story Creator app.

What devices are compatible with Poe?

It works with most devices that support Bluetooth, including smartphones and tablets. iOS 14 and above and Android 12 and above.

Does the app sell my personal information?

No, any information entered into the app is only used to customized the story for you. We do not sell or use any personal information or usage data outside of this.

Setup & Pairing

How does Poe connect to my device?

Poe connects using 2 types of Bluetooth: BLE Bluetooth (an automatic connection for device communication) and through Classic Bluetooth (manually selected connection for speaking stories). Poe's lights may flash indicating BLE connection, but classic Bluetooth connect may not actually be made. Check your Bluetooth settings to confirm that Poe Story Bear, is paired with your device.

1. Turn on the device and Poe.
2. Enable Bluetooth on your phone or tablet.
3. Select "Poe Ai Bear" from the list of available devices and pair with your phone or tablet.
4. Once connected, both of Poe's ears will be illuminated solid.

How do I reset the Bluetooth connection?

Close, then reopen the app and turn Poe off then back on. You can also choose to "forget device" from your Bluetooth setting menu and manually repair devices.

Battery & Charging

What type of batteries does Poe use?

Poe uses 4 AA batteries. For maximum battery life turn off Poe after each use. Remove batteries from Poe if storing for a prolonged period of time.

Usage

How far is the Bluetooth range?

The Bluetooth range is approximately 10 metres in an open space. Walls and obstructions may reduce the range.

Can I connect Poe to multiple devices?

Yes, it can pair with up to multiple devices but can only connect to one at a time. Stories transferred to Poe from one device's library cannot be downloaded to another device's library.

Why won't my stories play though Poe?

Check to ensure you have paired and connected to Poe Story Bear in your device's Bluetooth Settings menu. Select "BEAR" on the story generation page or from the player in your library.

I can't hear my story though Poe.

You can control the volume on the bear with your connected device. If the volume is at zero, Poe's mouth may not move. Make sure your Bluetooth is not connected to another device but only the bear you are trying to use.

How do I save my stories to Poe?

Tap on the bear head in the right most column for the story you want to save to your bear. You will see a progress bar indicating it is transferring. When it is finished the bear icon will turn orange.

How do I listen to my saved stories on Poe?

Use Poe's right ear (left if you are looking at Poe) to hear the title of the story. Use the other ear to start and pause the story.

How do I delete stories from Poe?

From the library page, tap on any orange bear icon in the right most column. This will delete the story from your bear (it will remain in the app and can be saved back to the bear again).

Can I delete all stories saved on my bear?

Yes, tap the settings icon and choose "Restore To Factory Settings."

Can I reset my warning messages?

Yes, tap the settings icon and choose "Reset Pop Ups."

Troubleshooting

What should I do if the device isn't connecting?

- Ensure you are updated to the most recent app version.
- Ensure Bluetooth is enabled on your device.
- Make sure Poe Story Bear is in pairing mode (blue indicator light blinking) and selected in your device's setting menu.
- Restart both the device and your Bluetooth settings.
- If problems persist, reset the product and try again.

Why is the connection dropping?

- Ensure you are within Bluetooth range.
- Check for interference from other electronic devices and ensure that the Poe app is not open on another nearby device.
- Make sure the batteries are not low and replace if needed.

Where can I get additional help? Leave a message on the supplier support website (English):

<https://support.skyrocketon.com/hc/en-us/requests/new>