

# Create and Learn Apptivity™ Case App

## Frequently Asked Questions

Thank you for downloading the Create and Learn Apptivity™ Case app. Get ready to enter a world of excitement and imagination! Here are answers to some “frequently asked questions” that will help you play.

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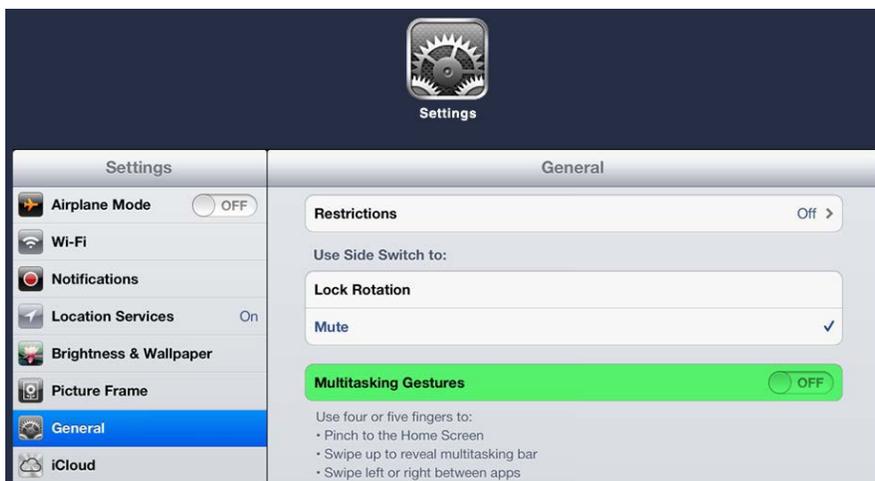
## Troubleshooting

### The Create and Learn App closes unexpectedly. What should I do?

- If the app closes unexpectedly or if you keep exiting the app during play on an iPad®, iPod touch®, or iPhone®, turn off the device. Hold the power button for a few seconds, until a red slider appears at the top of the screen that reads “slide to power off.” Slide this to the right. Then, power the iPad®, iPod touch®, or iPhone® on again, and re-launch the app.
- If the app closes unexpectedly or if you keep exiting the app during play on an iPad®, be sure to turn OFF Multitasking Gestures in the Settings menu  
(...see *Why do I need to turn off “Multitasking Gestures” before I play?* below)

### Why do I need to turn off “Multitasking Gestures” before I play?

- Most iPad® devices have a “Multitasking Gestures” setting, which lets you use 4 or 5-finger swipes on screen to switch between apps and pinching to get to Home Screen. (This feature is not found on the iPhone® or iPod touch®.)
- If Multitasking Gestures is not disabled, when children use this app they may accidentally exit.
- To disable this feature, select Settings. On the left side, choose General. Then, in the Multitasking Gestures tab, touch the switch to turn OFF this feature.



### I do not hear any sound. What should I do?

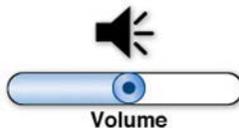
- If using an iPad® or iPhone®, check to make sure the sound on your device is turned ON.



- For all devices, touch the Settings/Info Button in the lower right corner of the Home Screen.



- Use the slider to adjust the app volume.



## The unlock card is not working. What should I do?

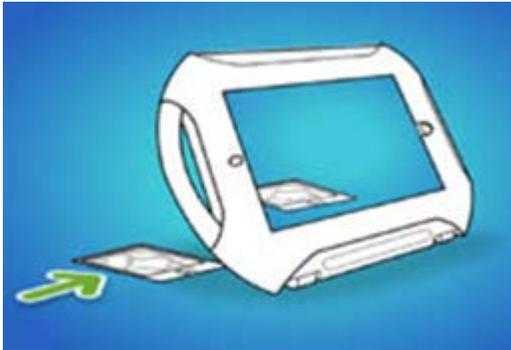
- When using the unlock card, follow the audio prompts within the app.
- Make sure the unlock card is placed on the screen in the correct orientation as shown by the image on screen.
- Make sure the unlock card does not slide while tapping by holding the card near the edges.
- After unlocking the app, you will have access to letters D-Z.

## What do I do if the Create and Learn App stops responding?

- Close the app by pressing the Home Button on your device.
- Turn off the iPad®, iPod touch®, or iPhone®. Hold the power button for a few seconds, until a red slider appears at the top of the screen that reads “slide to power off.” Slide this to the right.
- Power the iPad®, iPod touch®, or iPhone® on again, and re-launch the app.

## What do I do if the Create and Learn App doesn't read the Augmented Reality (AR) alphabet cards?

- If you purchased the Create and Learn Apptivity™ Case for the iPad®, it will come with a set of Augmented Reality alphabet cards. These can be used along with the app if your device has a camera.



- 1) Place a card on a flat surface behind your device so that it appears within your camera's view.
- 2) Make sure that the entire card is visible and not obstructed in anyway.
- 3) The guide lines on the screen will help you position the card to the ideal location.



- 4) Once a card is properly placed, an animation will appear.
- 5) Touch the screen to trigger additional fun animations.
- 6) If the card is not detected, try to reposition it, or take it away and put it back again.

## Where can I find more help?

- For more information, additional help, or to download the full instructions, please visit [Fisher-Price Consumer Relations](#).

## About the Create and Learn App

## What do I get in the free version of the app?

- The free version of this app includes all activities (Create, Learn, and Explore modes) for letters A, B, and C only.
- You can purchase additional content/features by selecting the shopping cart icon on the home page and making an In-App purchase.
- You also receive the content for all the letters when you purchase the Create and Learn Apptivity™ Case. Use the unlock card that comes with the Create & Learn Case to access D-Z.

## How do I add further content?

- First, touch the shopping cart icon on the home screen. Next, you will be presented with two options.



- If you have purchased the Create and Learn Apptivity™ Case for iPad®, iPod touch®, or iPhone®, select the “Unlock with Card” button. You then will be guided through the unlock process.



- If you have not purchased the Create and Learn Apptivity™ Case, you can make an **In-App** purchase to unlock the letters D thru Z. To do so, select the “Purchase D-Z” button.



## How do I navigate within the app?



Touch the **navigation** button to expand the navigation menu. Choose one of four locations listed below.



**Home:** View other products, info & settings, or options to unlock content



**Explore:** Interact with 3D objects and hear fun facts



**Learn:** Practice writing letters and words



Open-ended writing area with fun writing styles



**Create:** Puzzles, color-by-number and color reveal activities



Open ended drawing area

## What if my device doesn't have a camera?

- You will be able to use all parts of the app except the AR card function. However, a similar experience has been provided that does not require the camera.

## What if I have lost my Augmented Reality (AR) cards?

- Contact [Fisher-Price Consumer Relations](#).

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