



Furby Boom APP FAQs

Which iOS devices will the Furby Boom app work with?

- iPod 4th generation or newer
- iPhone 4 or newer
- All iPad models

iOS device must be running iOS 4.3 or later. Due to hardware limitations, the app may not have full functionality on some older devices.

Which Android devices will the Furby Boom app work with?

- Samsung Galaxy S2, S3, S3 Mini, S4, S4 Mini
- Samsung Galaxy Note 2, 3, 8.0, 10.1
- Samsung Galaxy Tab (Gen 1, 2, 3)
- Samsung Galaxy Grand Duos
- Toys R Us Tabeo 8
- Motorola Droid RAZR HD
- Motorola Droid RAZR Maxx HD (except model XT926)
- Google Nexus 4
- Google Nexus 7
- Amazon Kindle Fire HD (Kindle series, 1st and 2nd Gen ONLY)**

NOTE:

- Device must be running Android OS 2.3.3 or later
- The Amazon Kindle Fire HD 3rd Gen is not compatible as it lacks a microphone. Additionally, the Fire HD series (distinct from the Kindle Fire HD series) is not officially supported.

Which mobile platforms currently support the Furby Boom App?

Apple (iOS) and Google (Android).

Can I use the free Furby Boom app with my Furby 2012?

NO, The Furby Boom app will only function with Furby Boom





How do you play the Furby Boom app?

You can give your Furby Boom a name using the app -- your Furby Boom will remember it and the names of other Furby Boom creatures it meets! You can keep track of your Furby Boom's health, hunger and cleanliness levels using the app's monitor. Time for a checkup? Try X-raying Furby. Is Furby hungry? Grab a snack from the app's pantry. Need to freshen up? Give Furby a virtual shower!

When you take care of your Furby Boom, it becomes ready to take care of something too -- that's when you get a virtual Furby Furblings egg! Download the Free Furby Boom app today to give it a try.

How many Furbys can the app save?

A maximum of three Furbys can be saved. In order to save a new Furby, an older one must first be deleted.

Where is the Furby Boom App gameplay data saved?

All of the game memory is saved on the mobile device, not on Furby.

I heard about special Furbling eggs, where can I find them?

Yes, there are special virtual eggs available. Check Furby.com for details.

Is it possible to rename my Furby?

Yes; in the Furby Boom App, go to settings - manage game - rename Furby.

I'm having difficulty understanding how to use the Furby Boom App?

The first time you play with the Furby Boom app, there will be a walk through experience. If you are still experiencing issues during gameplay, visit the Help option within each feature or the main Help menu for guidance. The Furby TV section contains many helpful tutorial videos.





My mobile device will not communicate with Furby Boom.

1. Make sure you are using the correct app - Furby Boom.
2. Make sure Furby is not talking while you are attempting to communicate with your mobile device.
3. Make sure the volume is set to its maximum on the mobile device.
4. If you have a case on your device, make sure the speakers are not blocked. Try removing your case and try again.
5. Place your mobile device 3-5 inches from Furby for best results.
6. Make sure there is minimal background noise, Furby focuses best in a quiet environment.
7. Place your Furby on a flat surface, handling it makes it hard to communicate..

Why don't I see the Furby App in the iTunes App store?

Your device may be running an older version of iOS. Follow the directions on the apple support page to update your device to the latest version of iOS: <http://support.apple.com/kb/HT4972>

My Furby APP (iOS) crashes, what can I do?

Try restarting the app. If it does not restart properly, try completely shutting down the app, then restart. To do a hard shut down, follow the steps below as follows:

1. Single tap the "Home" button on the iOS device.
2. When the Home screen is displayed on the iOS device, double tap the home button
3. Push and hold the Furby app icon
4. Tap the red minus sign once it appears, hit the home button to return to the main screen.

Why is my Furby iOS app giving me an error?

You need to give the app access to your camera and/or photos. Settings - Privacy - Photos - App Name

You may also need to modify the devices Restrictions. Settings - General - Restrictions

Why do I see the Furby Boom App available in the Google Play Store, yet I continue to experience issues when downloading/using the app?

You are most likely attempting to use the Furby Boom app on a non-supported device, See above compatability list.





My Furby APP (Android) crashes, what can I do?

Try restarting the app. If it does not restart properly, try completely shutting down the app, then restart. Steps may vary by device. The following general steps should be used as a guide to assist the consumer:

1. From the home or menu screen, select the "settings" option.
2. Select the "apps" or "applications" option.
3. Select the "manage applications" option.
4. Select the "Furby" App.
5. Select "Force Stop".

Do I need to use my cellular data to play with the Furby Boom app?

Due to the significant amount of gameplay within the Furby Boom app, the file size is fairly large and most devices require a wifi connection to download/update. The wifi connection is only necessary for the initial download or updating the app, not for actual gameplay. The Furby Boom app does not require any data connection for gameplay (wifi or cellular).

After the iOS 7 update, Furby and the app are not communicating. My device is now asking to access my microphone.

You need to give the app access to your microphone. Settings – Privacy – Microphone – App Name – Select On

I am attempting to download the Boom App from the Google Play store and I'm getting an error. It states that my device is not authorized

Users with an Amazon Kindle Fire HD will need to download the app via the Amazon App Store

