

# Frequently Asked Questions and Known Issues

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# General Issues

## The sound is not working. How do I correct this?

In most cases, problems with the sound occur when the mute lock is turned 'on' on iOS 4.0 devices. The mute lock is located next to the physical volume controller. The problem arises due to the fact that this physical button acted as the orientation prior to iOS 4.0. Moving the lock so that the orange/red dot is not visible will likely solve your sound problems.

**UPDATE: iOS 4.3 has reversed the functionality so that Mute Lock is no longer the default - Orientation Lock is the default. However, on some devices the Mute Lock is still effective for many applications (including ours) even though Orientation Lock is the configured setting. If your volume is not working, ensure that the Slide Switch next to the volume control on the device is set to the Off position. It is in the Off position when you do not see an orange/red dot.**

In rare cases on the iPad 2, you may need to follow these instructions to resolve audio issues.

From your iPad, navigate to the Settings page. From there, select the General item on the left hand pane. Find the section titled 'Use Side Switch to:' on the right side and note what is currently selected (there will be a check icon on either Lock Rotation or Mute). In either case change the current setting and try the application again.

## The application does not seem to launch after installation. How do I correct this?

In some cases the download does not complete successfully. The instructions in this link describe how to reinstall any iTunes application and this should correct the problem. Note that you will not be charged again for the application.

See the 'Reinstall Application' section.

<http://support.apple.com/kb/TS1702>

## How can I restart the application without rebooting?

On iOS versions prior to 4.0, pressing the home button will close down the application. On iOS version greater than 4.0, you must follow these steps to restart the application without a reboot.

Press the home button to close the application.

Once the application has closed, double press the home button (press the home button twice, one right after the other). This will bring up the currently running applications.

Find the application's icon and hold your finger on it for about 2-3 seconds.

When the icons are shaking, press the red circular node in the upper left corner of the application's icon. The icon should go away.

Press the home button again and wait about 30 seconds (just to be safe).

Now restart the application.

# Cozmo's Day Off

## I have upgraded to iOS 5.0 and I have lost my Cozmo Lite upgrade. What do I do?

At the time of this writing, the iOS 5.0 upgrade erroneously removes a number of user settings including the Cozmo Lite setting that indicates that it has been upgraded. To correct this, do the following.

- Ensure that you are signed into the iTunes store with the same account as when you originally upgraded Cozmo Lite.
- Open Cozmo Lite and navigate to one of the locked pages (the third page for instance).

- Select the box to start the in-app purchase. It will look as though you are going to be charged - but you will not be.
- As you proceed with the in-app purchase another notification box will appear noting that you have already purchased the upgrade and that the upgrade is free.

Note that you can use these instructions to upgrade any number of iOS devices - free of charge. If you do have other iOS devices with iOS 4.0 or greater, you can also download the Cozmo Lite version and run through the upgrade free of charge (assuming you are signed in with the same account as when you originally purchased the Cozmo Lite upgrade).

### **I have upgraded the 'Lite' version and experience a crash when tapping the 'GO' button on page 4.**

We have made a correction for this issue and it will be available soon. Please look for the next version of the 'Lite' version. Email us at [updates@AyarsAnimation.com](mailto:updates@AyarsAnimation.com) if you would like to be notified when the update is available.

**UPDATE: We have made a correction for this issue. Upgrading the application will also solve the problem.**

### **Sometimes the application does not launch. I can see the logo and hear music, but nothing else happens. How do I correct this?**

This is a problem that only occurs on iOS 3.2. Upgrading to iOS 4.2 will correct the problem. However, we have also corrected our application to mitigate this iOS 3.2 issue. The update will be available shortly. If you are on 3.2 and are experiencing the issue, you will need to reboot your device in order to successfully launch the application.

**UPDATE: We have made a correction for this issue. Upgrading the application will also solve the problem.**

### **I can't figure how to play the flying game on page 4. How does that work?**

We provided verbal instructions for that game. However, we did fail to make one important note. You must tilt the device to navigate the ship. We will make this instruction more clear in our next update. For now, you can find very detailed instructions in this video tutorial.

<http://www.youtube.com/watch?v=1qfpwU7CB6Y>

### **I heard there is a hidden puzzle. Where is it?**

On page 2 touch the blender with the fish in it. The fish does get a little mixed up in the blender, but you can put him back by touching the blender again and completing the puzzle!

### **I heard that the animation ticker on page 9 has more animations. How do I see these?**

Touch the zooscope located on the left side of the screen on page 9. The first animation shows an ant running. You can use your finger to control the frame rate of the animation ticker. Flick the ticker one way or the other to watch the ant run fast or slow. Change the animation by touching the pen on Cozmo's desk. Do you like this interaction? Would you like to see more? Let us know at [feedback@AyarsAnimation.com](mailto:feedback@AyarsAnimation.com).

## **Jack and the Beanstalk**

### **I heard there is a hidden egg catching game. How do I play that game?**

There is a really neat egg dropping game on page 31. Touch the hen on that page to play the game.

## **I heard there is a new activity where birds will fly and perch on your fingers. Where is that and how does that work?**

The activity is on page 2. All you have to do is put your fingers anywhere on that page and wait for the birds to come. Keep your fingers still for a few seconds and the birds will start pecking!