

## Welcome home, I'm Hello Dreamhouse™!



**WARNING:**  
CHOKING HAZARD - Small parts.  
Not for children under 3 years.

**CAUTION** - Risk of Electric Shock - Dry location use only.

**CAUTION - ELECTRIC TOY:** Not recommended for children under 6 years of age. As with all electric products, precautions should be observed during handling and use to prevent electric shock.

- This toy must only be used with a transformer for toys.
- The transformer is not a toy.
- Toys liable to be cleaned with liquids are to be disconnected from the transformer before cleaning.
- This toy is not to be connected to more than the recommended number of power supplies.

This product is not recommended for use on loose dirt or wet surfaces.

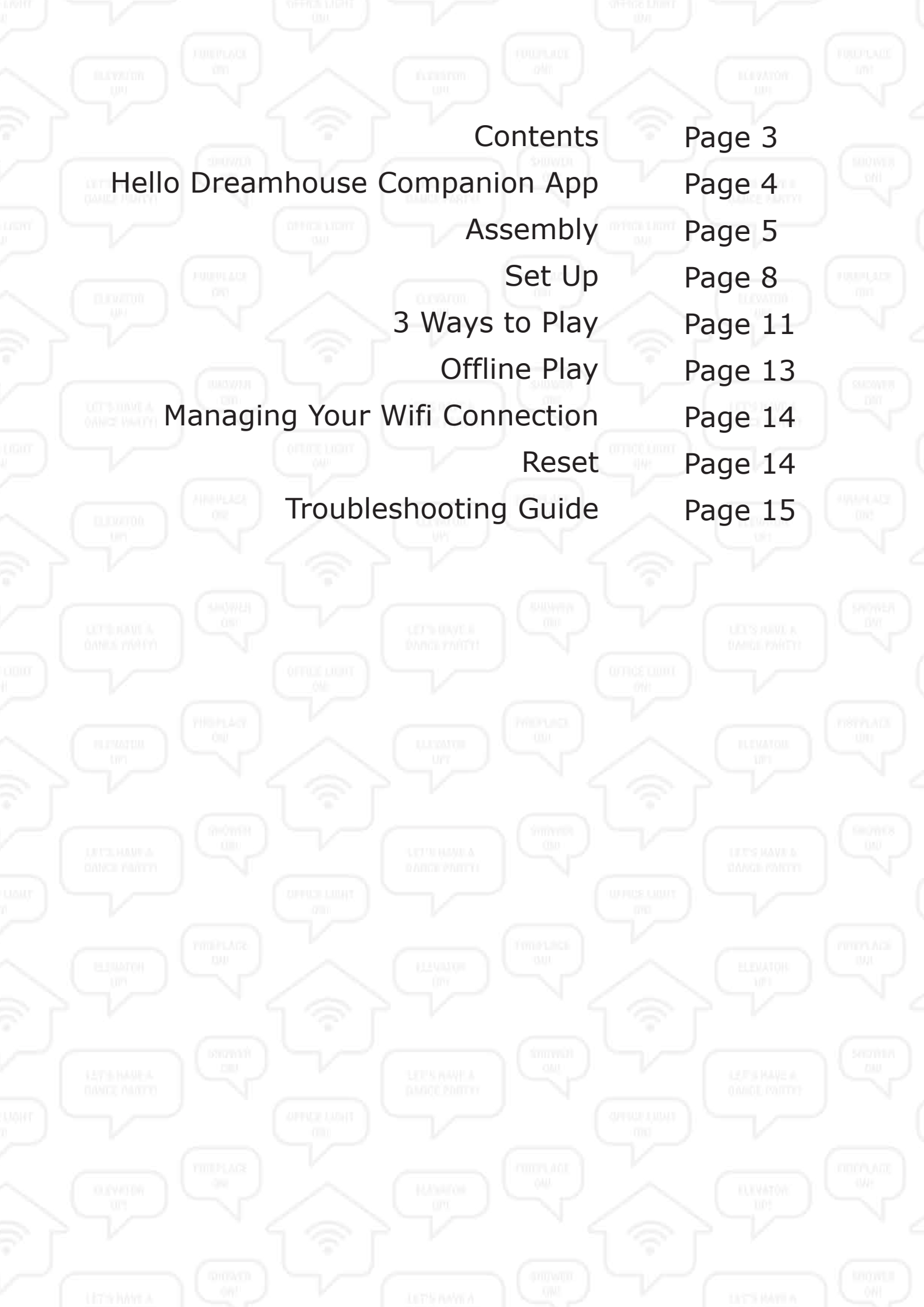
Do not immerse in water.

### CONSUMER INFORMATION

Need Assistance? Visit [service.mattel.com](http://service.mattel.com) or call 1-800-524-8697 (US and Canada only).

[SERVICE.MATTEL.COM](http://SERVICE.MATTEL.COM)

Mattel, Inc., 636 Girard Avenue, East Aurora, NY 14052, U.S.A. Consumer Services 1-800-524-8697. Mattel U.K. Ltd., Vanwall Business Park, Maidenhead SL6 4UB. Helpline 01628 500303. Mattel Australia Pty., Ltd., Richmond, Victoria. 3121. Consumer Advisory Service - 1300 135 312. Mattel East Asia Ltd., Room 503-09, North Tower, World Finance Centre, Harbour City, Tsimshatsui, HK, China. Tel.: (852) 3185-6500. Diimport & Diedarkan Oleh: Mattel Southeast Asia Pte. Ltd., No 19-1, Tower 3 Avenue 7, Bangsar South City, No 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia. Tel: 03-78803817, Fax: 03-78803867.



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## Adult assembly only.

Colors and decorations may vary.

Please remove everything from the package and compare to the contents shown here. If any items are missing, please contact your local Mattel office. Keep these instructions for future reference as they contain important information.

# Hello Dreamhouse COMPANION APP

 Before continuing, please download the Hello Dreamhouse Companion App if you haven't ready.

## System Requirements

- Smart device required. Not included.
- iPhone® 6S Plus, iPhone 6S, iPhone 6 Plus, iPhone 6, iPhone 5S, iPhone 5C, iPhone 5, iPad Air 2, iPad mini 3, iPad Air, iPad (4th generation).
- Apple devices must have iOS 8.0 or later.
- Android mobile devices with Android OS 4.4.4 or later.
- Wifi internet connection and Wifi enabled device required.
- Parents are required to create a ToyTalk account and grant consent via email by following the in-app instructions.

## Hello Dreamhouse Companion App required

- Download the Hello Dreamhouse Companion App at no cost from [www.Barbie.com/hellodreamhouse](http://www.Barbie.com/hellodreamhouse). Data rates may apply.
- We reserve the right to terminate the app and speech recognition service after 4/1/2019.



[www.Barbie.com/hellodreamhouse](http://www.Barbie.com/hellodreamhouse)

Launch the app and select "Assemble House" for video instructions on how to assemble *Hello Dreamhouse*.

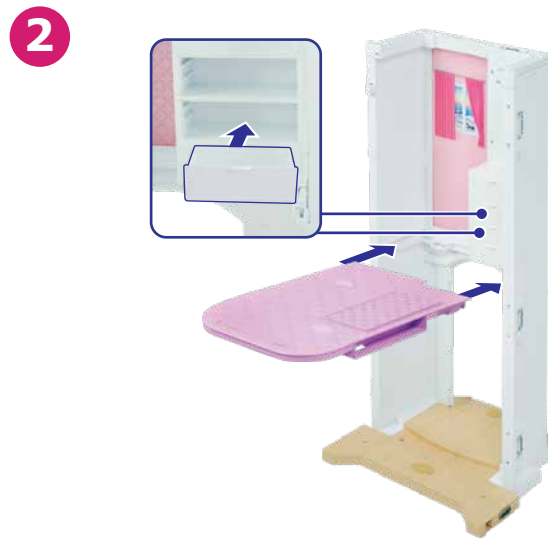
## PRIVACY

Mattel has partnered with ToyTalk to bring speech recognition technology to *Hello Dreamhouse*. Our commitment to security and privacy includes:

- Parental consent is required to set up a parent account and connect with *Hello Dreamhouse*.
- The use of *Hello Dreamhouse* involves the recording of voice data. When the microphone is active, voice data is collected so *Hello Dreamhouse* can understand and respond. These recordings are only used in accordance with ToyTalk's Privacy Policy.
- There is no advertising content within *Hello Dreamhouse*.
- Your children's conversations are not used to advertise to your child.
- See ToyTalk's Privacy Policy [toytalk.com/hellodreamhouse/privacy](http://toytalk.com/hellodreamhouse/privacy) and Terms of Use [toytalk.com/hellodreamhouse/terms](http://toytalk.com/hellodreamhouse/terms)

Should you have any questions or concerns, please call 1-800-524-8697 (Monday – Friday 9 AM to 6 PM Eastern Time).

# ASSEMBLY



**Note:** DO NOT ASSEMBLE ROOF UNTIL STEP 8.



**Note:** DO NOT ASSEMBLE ROOF UNTIL STEP 7.



# ASSEMBLY

7



8



9



10

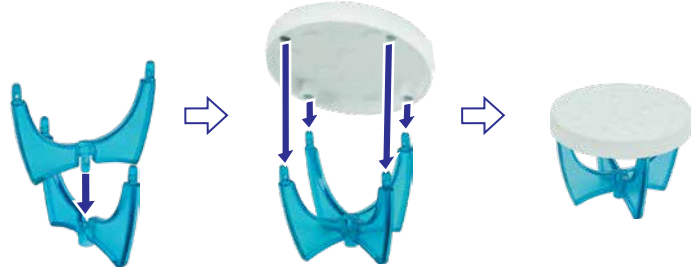
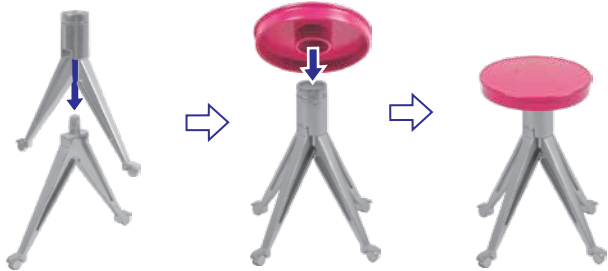
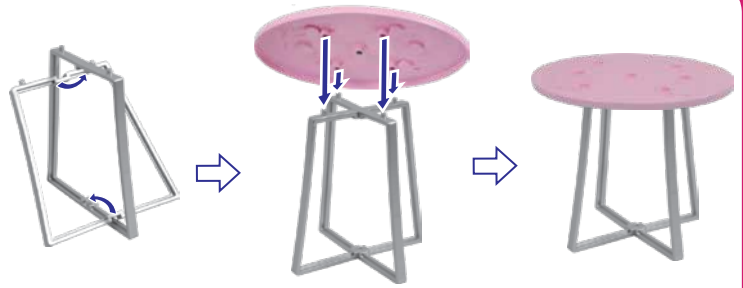


11

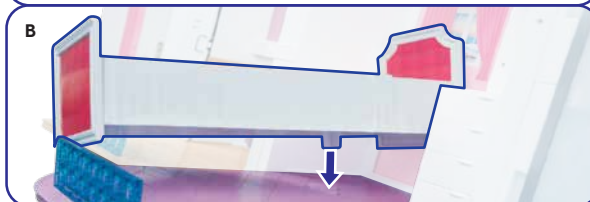
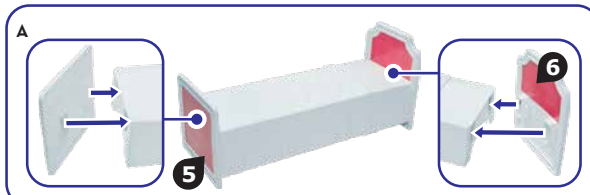


# ASSEMBLY

12



Apply labels by number as shown. Additional label application shown on page 8.



Please make sure the post is aligned with the floor switch.



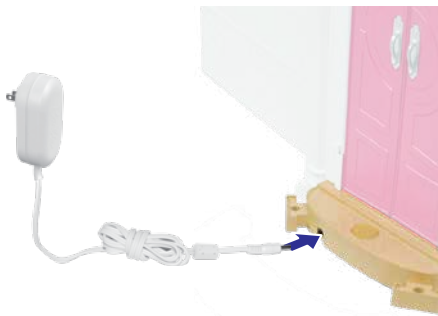
## SET UP



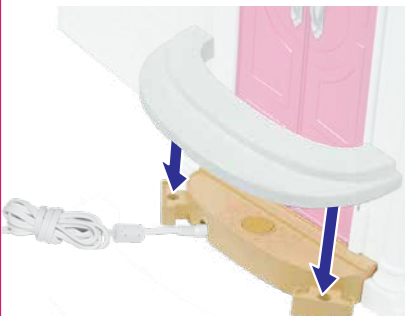
Power Adapter Connector.

**Connect to power. Power adapter model number: PS60A-0503500U. INPUT: AC 120V 60Hz 0.5A OUTPUT: DC 5V 3.5A 17.5W**

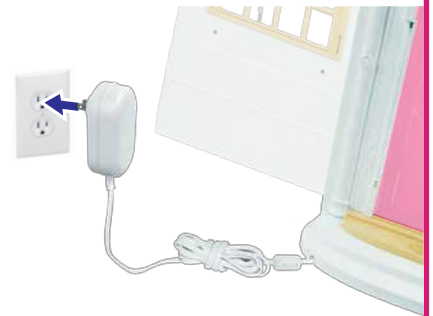
- 1** Connect the power adapter as shown.



- 2** Place the step as shown.



- 3** Plug the power adapter into a power outlet.



### Adult note:

Please regularly examine the power adapter used with this toy for damage to the cord, plug, enclosure and other parts. In the event of such damage, do not use until damage has been repaired. This power adapter is intended to be correctly oriented in a vertical or floor mount position. Children playing with electrical toys operating at 120 volts should be supervised by an adult.





**!** Before continuing, please download the Hello Dreamhouse Companion App if you haven't ready.

**Turn Hello Dreamhouse on.**



## Turn on Wifi.



Wifi Switch



Bottom dot flashes green when ready to connect to Wifi.

## Connect Hello Dreamhouse to Wifi.

1. Confirm your router or modem is powered on.
2. Note the name (SSID) and password for your Wifi network. You will be connecting *Hello Dreamhouse* to this network.
3. Launch the Hello Dreamhouse Companion App.
4. Select "Setup Wifi".
5. Follow directions in the app to create/connect to your ToyTalk account, provide parental consent, and connect *Hello Dreamhouse* to Wifi.
6. Once connected to Wifi, *Hello Dreamhouse* may download and install updates automatically. *Hello Dreamhouse* may power off and back on during this time.

**!** When setup is complete, *Hello Dreamhouse* will recommend you wait until your child is ready to play before continuing. This is to ensure your child does not miss out on any of the fun. If you are ready to play, say, "Hello Dreamhouse", and after the beep say, "I'm ready to play."

If you need help, please see the Troubleshooting Guide on page 15 or in the Hello Dreamhouse Companion App. You can find answers to frequently asked questions at [www.B Barbie.com/hellodreamhouse](http://www.B Barbie.com/hellodreamhouse)

# 3 WAYS TO PLAY!

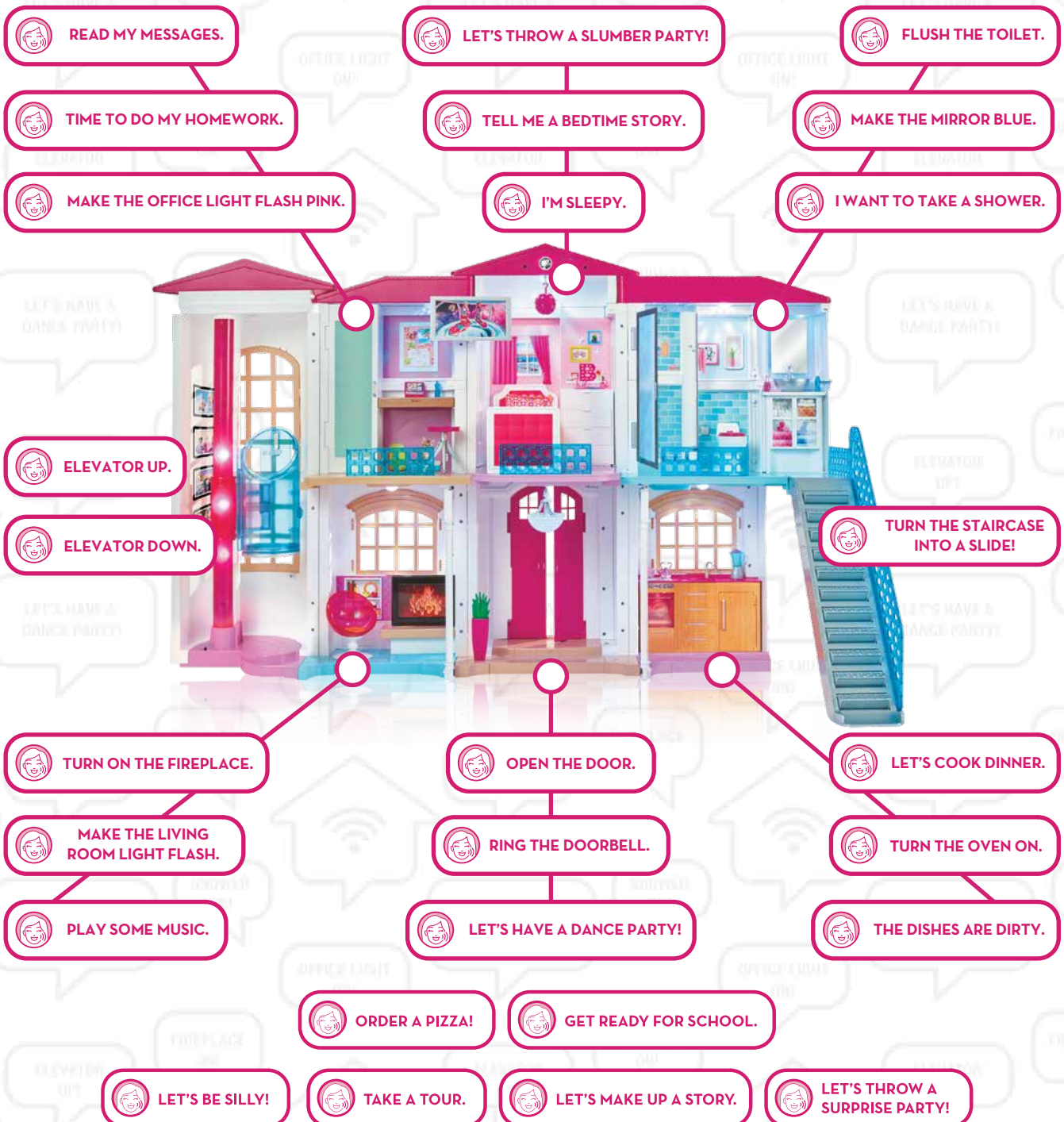
## 1. COMMAND

- Connect to Wifi to activate voice command.
- After connecting to Wifi successfully, the Wifi indicator button will light up blue.
- Begin all voice commands by first saying "Hello Dreamhouse".
- Wait for the beep, and then say your command. The talk button turns on as Pink when *Hello Dreamhouse* is listening.
- At any time, you can ask *Hello Dreamhouse* for help. Just say "Hello Dreamhouse", wait for the beep, and say "I need help."

NOTE: For best results, play with *Hello Dreamhouse* in a quiet environment. Face the microphone, speak clearly and don't yell.

**Hello Dreamhouse™ recognizes hundreds of commands.**  
**Here is a sample to get you started:**

(Remember to say "Hello Dreamhouse" and wait for the beep before you give a command.)



\*You can always ask for help or see the companion app for videos of more ways to play.

## 2. CONTROL

Activate lights and sounds using 13 switches embedded in the rooms and features.



Back view

## 3. CUSTOMIZE

The Hello Dreamhouse Companion App allows you to customize sounds throughout the house. To activate your customized sounds, *Hello Dreamhouse* must be connected to your Wifi network.



Device not included.

## OFFLINE PLAY

You can play with *Hello Dreamhouse* without being connected to the Internet. Voice data is not collected when Wifi is off.

### Turn off Wifi.



In offline play, you can activate lights and sounds using 13 switches as shown on page 12. *Hello Dreamhouse* will not respond to voice commands in offline play.



Bottom dot turns red when Wifi is off.

## MANAGING YOUR WIFI CONNECTION

During Setup, you connected *Hello Dreamhouse* to your Wifi network. If you want to connect to a different Wifi network or are having difficulty with your Wifi connection, follow these steps to enter Connection Mode.

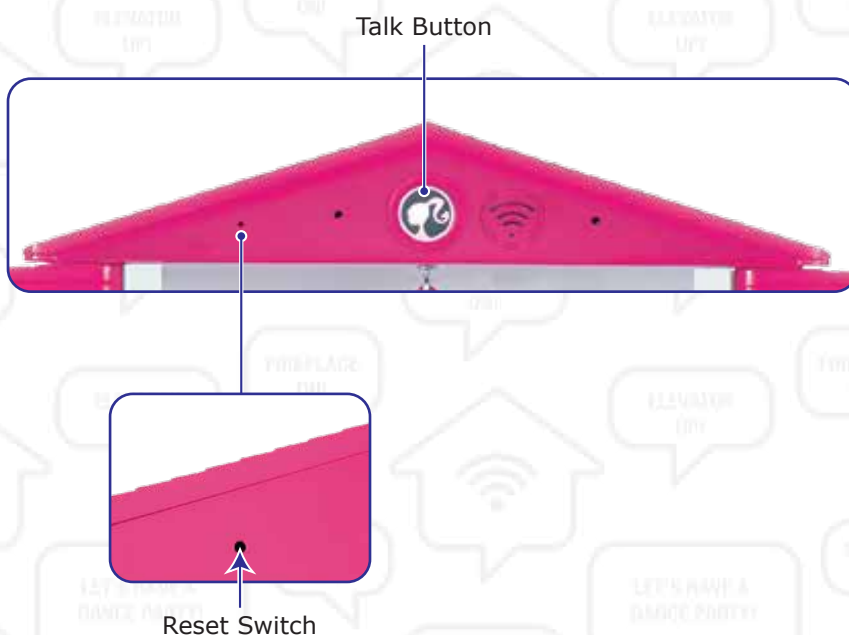
1. Confirm your router or modem is powered on.
2. Note the name (SSID) and password for the new Wifi network. You will be connecting *Hello Dreamhouse* to this network.
3. Launch the Hello Dreamhouse Companion App.
4. Select "Setup Wifi" and follow the in-app instructions to configure a new Wifi network.
5. Hold the Wifi indicator button for 3 seconds. The bottom dot of the Wifi indicator button will flash green to indicate that Connection Mode is active.



To exit Connection Mode manually, hold the Wifi indicator button for 3 seconds.

## RESET

If *Hello Dreamhouse* is not responding, press the reset switch with a paperclip to perform a soft reset. Wifi and ToyTalk account information are not affected. *Hello Dreamhouse* will turn off and then back on to indicate a successful reset.



To reset *Hello Dreamhouse* to factory settings, press and hold the talk button and press the reset switch with a paperclip. Continue holding the talk button until it flashes in about 3 seconds. This erases all Wifi network and ToyTalk account information. The bottom dot of the Wifi indicator button will flash white three times to indicate successful reset.


Please perform a factory reset before disposing of *Hello Dreamhouse*.

# TROUBLESHOOTING GUIDE

## COMPANION APP

PROBLEM	SOLUTION
Unable to download app	Verify that your mobile device meets the minimum requirements. Verify you have internet access on your device.
Unable to launch app	Verify that your mobile device meets the minimum requirements on page 4.
App crash	Please restart the app. If you're still having trouble, please visit <a href="http://service.mattel.com">service.mattel.com</a> or call 1-800-524-8697.
I did not receive my consent email.	Check your junk mail folder. It is possible that network issues have prevented you from receiving the email. Please verify that the email address you entered is correct and if so, select the "resend email" button from the "waiting for consent" screen.
The Hello Dreamhouse Companion App was unable to locate my Hello Dreamhouse.	Please verify that Hello Dreamhouse is in Connection Mode. Please see page 14.

## GENERAL

PROBLEM	SOLUTION
Wifi indicator button shows only one bar.	Move <i>Hello Dreamhouse</i> to a location that is closer to the router or modem to ensure a stronger signal. Alternatively, try changing the channel on your router. For additional help, please go to <a href="http://service.mattel.com">service.mattel.com</a> or call 1-800-524-8697.
<i>Hello Dreamhouse</i> not responding to voice commands.	<p>Confirm that the power switch is on and the Wifi switch is in the on position. See page 10.</p> <p>Speak clearly (do not shout) and face the microphone from a distance of less than 3 feet (90 cm).</p> <p>Say "Hello Dreamhouse" and wait for the beep before giving a command.</p> <p>If <i>Hello Dreamhouse</i> still doesn't understand you:</p> <ol style="list-style-type: none"> <li>Press and hold the Talk Button.</li> <li>Wait for the beep.</li> <li>Say a command.</li> <li>Release the Talk Button.</li> </ol> <p>Note: <i>Hello Dreamhouse</i> is optimized for children's voices.</p> 

## ERROR CODES

ERROR CODE	SOLUTION
Problems Connecting to Wifi: Error Codes 1, 3, 5, 6, and 7	Please see "Managing your Wifi Connection" on page 14.
Server Down: Error Code 2	The server is down, so <i>Hello Dreamhouse</i> is unable to process voice commands. Check back later or switch to Offline Play.
Weak Wifi Signal: Error Codes 4 and 8	Move <i>Hello Dreamhouse</i> to a location that is closer to the router or modem to ensure a stronger signal. Alternatively, try changing the channel on your router. For additional help, please go to <a href="http://service.mattel.com">service.mattel.com</a> or call 1-800-524-8697.

Elevator Jam: Error Code 9	a) Power off. b) Remove any obstructions blocking the elevator. c) Manually move the elevator to the bottom floor. d) Power on.
Staircase Jam: Error Code 10	a) Power off. b) Remove any obstructions blocking the staircase. c) Manually move the staircase into the slide position. d) Power on.
Door Jam: Error Code 11	a) Power off. b) Remove any obstructions blocking the doors. c) Manually close the doors. d) Power on.
Chandelier Jam: Error Code 12	a) Power off. b) Remove any obstructions blocking the chandelier. c) Power on.

#### FOR PRODUCT SOLD IN USA

##### **This device complies with Part 15 of the FCC Rules.**

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
  - (2) this device must accept any interference received, including interference that may cause undesired operation.
- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.

**NOTE: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.**

#### FOR PRODUCT SOLD IN CANADA

**This equipment complies with FCC & Canada radiation exposure limits set forth for uncontrolled environments. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.**

##### **THIS DEVICE COMPLIES WITH INDUSTRY CANADA LICENCE-EXEMPT RSSs.**

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.



Protect the environment by not disposing of this product with household waste [2012/19/EU]. Check your local authority for recycling advice and facilities.