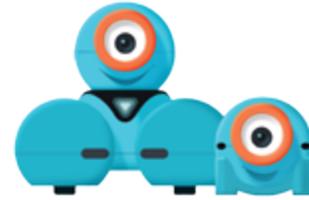


Frequently Asked Questions



Robot Questions

How do I connect to Dash & Dot?

To connect your Dash or Dot:

Step 1: Open a Wonder Workshop app.

Step 2: Click on the orange plus sign (+) in the top right corner.

Step 3: Click on the robot to which you want to connect.

And get playing once it is connected!

How do I restart my robot?

The normal way to reset the firmware is just a short tap on the power button to turn off the robot and then a short tap to turn it back on. This is a true reset where the system turns off and reboots afterwards.

For a firmware restart, hold the power button for 7 seconds. This is normally used if your device is hung and/or it is not shutting down properly.

For resetting to factory settings, press and hold the 3 orange button on top and power button until all the lights turn red and then they turn off, then tap the power button to turn on the robot again.

How do I clean my robot?

Below are some guidelines for spot cleaning your robots:

- Use only a soft, lint-free cloth. Abrasive cloths, towels, paper towels, and similar items may cause damage to the robot.
- Disconnect your robot from any external power sources.
- Disconnect any external devices and other cabling from the robot. Keep liquids away from the robot.
- Don't get moisture into any openings, and don't use aerosol sprays, solvents, or abrasives.
- Do not spray cleaners directly onto the robot.

Are the robots waterproof?

Dash and Dot are afraid of the water! They are not waterproof, so avoid using them near water or cleaning them with liquids.

How do I turn off the robot?

Please tap the power button on the side, see picture below.



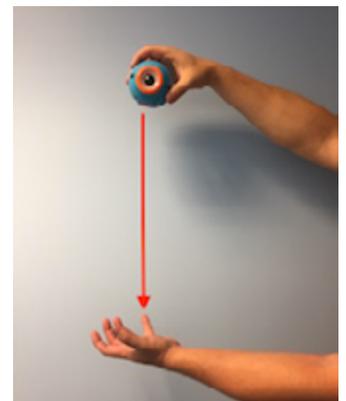
The robot should power itself off after 15 minutes. If the robot does not power itself off, hold the power button for 7 seconds.

What happens if I drop my robot?

Dash & Dot are extremely resilient and should survive minor falls. Dot is even designed sense when it is dropped. You need to be careful with them, though.

We highly recommend you not dropping the robot on the floor, especially on ceramic tiles. Dash and Dot are very resilient but a hard drop could damage them.

The drop action should be a drop and catch as shown in the picture to the right, with at least 1 foot drop height. You can remove Dot's stand to make it easier to catch. The robot uses a gyroscope and an accelerometer to sense its fall. If the acceleration is too small, it won't register the drop.



Why won't Dash & Dot connect to my iPad?

The following iPads are compatible with Dash and Dot:

- iPad 3, 4
- iPad Air 1, 2
- iPad Mini 1, 2, 3, 4

Dash & Dot do not work with iPad 2 or older as they do not have Bluetooth 4.0/LE. To see a full list of compatible devices, please visit www.makewonder.com/compatibility.

Do the robots work on carpet?

Dash and Dot work on carpet and hardwood floors.

However, Dash prefers smooth surfaces and may not perform well on some types of carpet. Dash's speed is calibrated on a very flat and smooth surface. Carpet creates a large friction which will slow down Dash, and might result inaccurate distant traveled.

Why won't my robot connect?

Dash and Dot use Bluetooth Smart 4/LE. If your device is not on the compatible list at www.makewonder.com/compatibility, It is possible that it does not have the requirements to connect to Dash and Dot.

If your device is on the list and you are still having trouble please follow the steps below:

Step 1: Make sure device bluetooth is on.

Step 2: Restart your device.

Step 3: Restart Dash and Dot (to restart hold the power button for 7 seconds).

Step 4: Try connecting again.

My robot is making strange sounds. What should I do?

If your robot is making strange sounds:

Step 1: Restart the app.

Step 2: If the noises continue, restart the robot by pressing and holding the power button for 7 seconds.

If you think there are hardware issues with your robot please contact customer support at support.sunburst.com.

How is Dash's speed calibrated?

Dash is calibrated on completely flat and smooth surface (such as hardwood floor). It should move 40 cm if you run it 20cm/s for 2 seconds (with less than 5% error margin). If you are using the robot on carpet or anything that creates large friction, Dash won't be able to move 20cm/s; therefore, it will travel less.

How does Dash see Dot?

The Robot Seen Cue in Wonder app allows Dash to see other Wonder Workshop robots. Dot sends a signal from the four pill-shaped black marks on its body, and Dash sees Dot's signal through its eye. Please note: only Dash is capable of detecting other robots! Dot cannot detect other robots.

If you are having troubles with this feature make sure you are running the latest firmware update. Additionally, try resetting your robot by holding the power button for 7 seconds.

How do I control the volume on Dash and Dot?

Unfortunately, at this time there is no volume control available for Dash and Dot.

Wonder Workshop is working to make this feature available in a close future.

Can I dim the lights on Dash and Dot?

You can program Dash and Dot to only turn on some of their lights, but you cannot dim the lights.

My Dash doesn't move, (wheels are stuck/broken wheel) how can I troubleshoot?

The wheels move using two separate powered wheels. If your Dash has problem moving make sure there is nothing stuck in the wheels. You could do this by moving the wheels very carefully by hand and trying to remove anything caught inside.

If there is nothing stuck in your wheels, try resetting your robot (see "How do I restart my robot?" above). If that didn't help, there is a possibility that the powered motors are bad. In this case do not open the robot, but contact customer support at support.sunburst.com with a video of your Dash.

I'm having issues completing the latest firmware update. What do I do now?

If you are having issues successfully completing firmware updates to your robot or your robot turn all lights red and cannot be controlled anymore, try resetting your robot. You can do this by pressing and holding the 3 orange button on top and power button until all the lights turn red and then they turn off, then tap the power button to turn on the robot again.

If that did not help, please contact our customer support at support.sunburst.com.

Order Status, Shipping, and Warranty

How much does shipping cost?

United States and Canada:

Shipping is free for orders over \$99. Shipping charges can vary for orders under \$99.

Additional shipping charges may apply for orders in Alaska and Hawaii.

Outside US and Canada:

Shipping costs vary by country.

What is the warranty on my Wonder Workshop product?

Because Sunburst Digital is an approved vendor of Wonder Workshop, Dash and Dot comes with a warranty that is valid 1 year after the purchase date.

You can read Wonder Workshop's warranty at www.makewonder.com/warranty.

Charging Your Robot

How do I know if my robot is charging?

The robot is charging when the micro USB connection port illuminates with the cord plugged in. When the light turns off, the robot is fully charged.

How long does the battery last?

Dash has a battery life of 90 minutes and Dot has a battery life of several hours. You will see the power button flashing once the robots are turned on and they have less than 10% battery left.

Your smartphone or tablet will also show a battery notification for connected robots with 10% battery left.

How long will it take to charge a robot?

It usually takes 60 - 90 minutes to fully charge a robot (starting with zero battery life).

If your robot doesn't charge, try using a different USB cable.

Is there a power adapter that comes with the robot?

We include a USB cable that will allow you to charge the robot by connecting to a USB port or USB wall adapter.

If your robot doesn't charge after using the included cable, try using a different USB cable.

Can I use other charging cables to charge the robot?

You can use any USB to micro USB cable to charge the robot. The cable that is included with the robot is designed to enable the best charging time.

Why won't my robot charge?

To charge your robot:

Step 1: Connect the USB charge cable to a standard wall adapter or USB port.

Step 2: Charge for 60-90 minutes. For best results, use the adapter that came with your tablet.

If your robot doesn't charge after following the steps above, try using a different USB cable.

Why won't my robot turn on?

If your robot does not turn on when you push the power button, make sure it is fully charged. To charge your robot:

Step 1: Connect the included USB cable to your robot and a USB charger. The micro USB will illuminate while the robot is charging.

Step 2: When your robot is fully charged, the micro USB will stop illuminating. If your robot doesn't charge after following the steps above, try using a different USB cable.

If your robot doesn't charge after following the steps above, try using a different micro-USB to USB cable.

Can I change batteries in my robot?

The robots have rechargeable batteries and cannot be accessed or removed.

To charge your robot:

Step 1: Plug the micro USB cord into your robot and a wall charger or USB port.

Step 2: The connection port illuminates when the cord plugged in.

Step 3: Your robot is fully charged when the light turns off.

App Questions

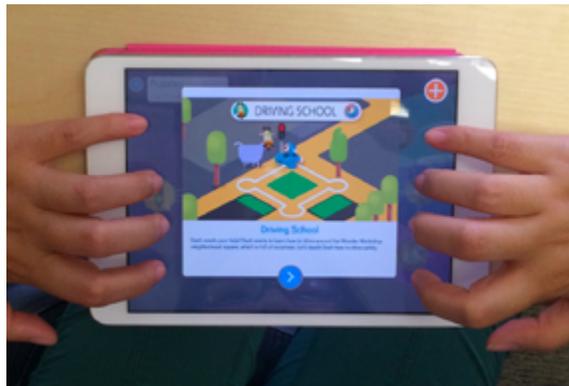
How do I skip Blockly challenges?

To skip challenges in Blockly:

Step 1: Open Blockly Puzzles.

Step 2: Click on a challenge.

Step 3: Touch the screen as shown in the picture below.



*If you are using a smaller device, use two or three fingers.

What is the recommended age group?

Wonder Workshop has apps for all ages.

Age 5+: Go and Path

Age 8+: Go, Path, Wonder, and Blockly

How can I reset challenges, unlock Free Play, or unlock Wonder Cloud?

To reset the challenges, unlock Free Play, or unlock Wonder Cloud:

Step 1: Press and hold down Eli.

Step 2: Tap Free Play, Inventor's Log, Free Play while holding down Eli's Hair.



This gives you the following options:

- unlock Free Play Mode
- unlock all cues (which are normally
- unlocked as rewards for challenges)
- disable Controller (RC mode)
- reset app (start challenge progress over, etc)

How do I change the name of the robot?

To rename your robot:

Step 1: Open the Go app

Step 2: Connect to your robot using the plus sign (+).

Step 3: Click on the 'About' menu

Step 4: Click the 'Customize Robot' button

Step 5: Now name your robot!

How do I turn off auto-connect?

Dash and Dot automatically connect to the most recently used device.

To turn off auto-connect:

Step 1: Download the latest version of the apps.

Step 2: Close all Wonder Workshop apps.

Step 3: Close the 'Settings' app.

Step 4: Re-open the 'Settings' app.

Step 5: Scroll down to the Wonder Workshop apps.

Step 6: Under 'App Settings', turn 'auto-connect' off

Auto-connect will be turned off until you decide to turn it back on.

What devices can I use to program the robots?

To use our robots, you need to use a compatible device with Bluetooth 4.0/LE.

We officially support the devices listed at www.makewonder.com/compatibility

Can I use multiple devices to program my Dash and Dot?

Yes, you could use as many as devices to program Dash and Dot as long as they are in the compatible list, but you could only use one at the time.

For example, if your Dash is connected to an iPhone, using your iPad you cannot not connect to Dash. First you need to disconnect from your iPhone and then connect again with your iPad.

Do Dash and the apps require data or wifi for usage?

Wonder app uses data or wifi for features such as Wonder Cloud. Without wifi you cannot download the list of programs, and you will get notified of internet failure. Sharing does not work without data/wifi.

The robots only use bluetooth to communicate with the apps.

My app keeps crashing, how can I fix it?

Make sure you are running the latest version of the App.

Completely turn off your device and turn it back on, and try the app again.

Tablets have two type of memory, one is the flash memory and one RAM (random access memory). RAM memory is usually significantly smaller than flash. If you have so many applications open on your device it could run out of RAM and the device will try to shut off some of them, which could resolve in a crash.

If turning on/off didn't work, please check the storage space on your device.

If none of these help, please contact our customer support at support.sunburst.com

Can I transfer one program to multiple robots?

Unfortunately there is no way to run the program at the same time for all the robots using any of the apps. However, you could transfer the program to the robots using Wonder app using the button shown in the image below. Then by clicking the top white button on your robot, they will all start executing the programs at the same time. See the picture attached. The arrow shows where to click to transfer a program.



General Questions

What languages are your products available?

Dash and Dot speak Chinese, English, German, and Korean for the Blockly and Wonder app. Go, Path, and Xylo are available in English only.

How do I reset my password?

To change your password:

Step 1: Click 'Sign In' in the top right-hand corner of your screen at <https://www.makewonder.com/>.

Step 2: Click the 'Forgot Password?' link at the bottom of the pop-up screen.

Step 3: Enter the email address you used to create your account.

Step 4: Check your email and follow the instructions provided.

Where can I find the serial number, firmware version and other information about my robot?

The serial number is engraved on the bottom of your robot.

To find the firmware version or serial number:

Step 1: Open the Go app

Step 2: Connect to your robot

Step 3: Click on the 'About' menu.

Step 4: The screenshot below shows where the firmware version and serial number are listed.

Teacher Resources

Can you explain the tokens?

A token will give you account access to the premium lesson plans, once you sign into the teacher portal at teachers.makewonder.com/lessons.

Premium subscription is good for one year from the day you activated your curriculum token. You should have received an email with instructions to access your subscription and your curriculum token information after your purchase.

Where do I find my curriculums?

Please follow the steps below:

Step 1: [Log in to your account page at www.makewonder.com](https://www.makewonder.com).

Step 2: If you don't have an account, create one at www.makewonder.com/account/new

Step 3: Enter your token, and click Submit.

Step 4: Finally, go to the [Lessons Page](#), and you should have access.

If you have any difficulties please contact out customer support.

Do you have curriculum?

Yes, Wonder Workshop offers online curriculum, Challenge Cards, and a Curriculum Guide.

Privacy

What is your children's privacy policy?

Wonder Workshop works with PRIVO to ensure we're following the highest standards to protect your child's privacy online.

You can find out more by reading Wonder Workshop's Privacy Policy at www.makewonder.com/privacy

Is Wonder Workshop COPPA compliant?

Yes, Wonder Workshop is COPPA compliant.

Please find the privacy policy above.

What usage and user information do you track and store?

Please read the [Terms of Use at www.makewonder.com/tos](https://www.makewonder.com/tos) and [Privacy Policy at www.makewonder.com/privacy](https://www.makewonder.com/privacy) for details on what information we track and store.

Where are you storing sounds I record to the robots?

To protect your privacy, we do not save the sounds you record to our servers.

Sounds are saved to your device temporarily and on your robot until you record a new sound over it. Deleted or overwritten sounds cannot be restored.