

CocoMate

USER GUIDE

WELCOME TO THE WONDROUS WORLD OF HAIVIVI.

CocoMate is the 'powerful AI brain' of the dolls.
With its assistance, the long-silent dolls will
start to converse with you.
Now, let's witness the magic happen!



WARNING & CAUTIONS



Do not use, store, or charge the product in direct sunlight, near heat sources, or in high-temperature environments. Instead, keep the product in a cool, dry place.



This product is not waterproof; do not wash with water or immerse it in water.



The product contains a lithium battery. Keep it away from fire.



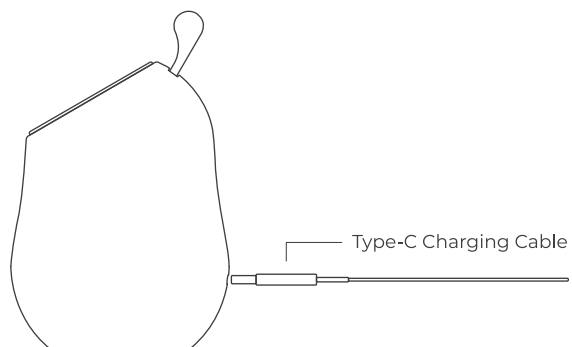
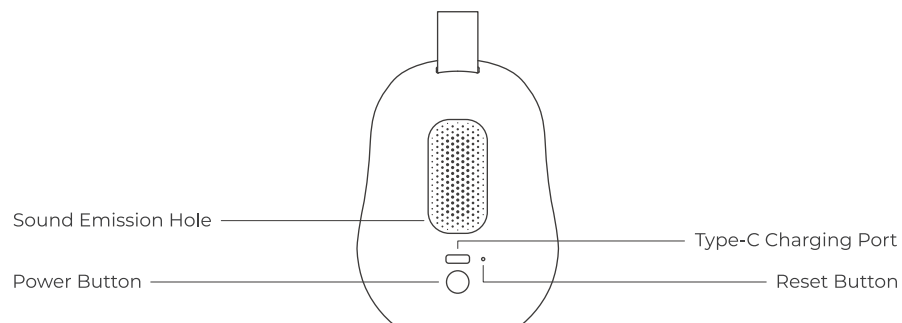
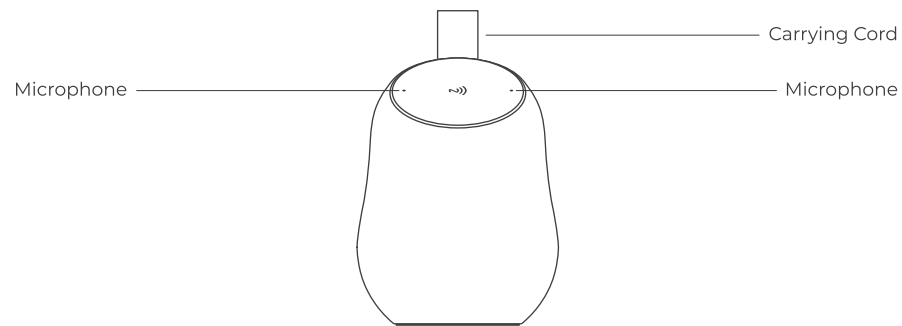
To charge the product, it must be removed from the doll first.



Please dispose of the product's packaging properly to prevent infants and toddlers from accessing it and potentially suffocating.

Please read this entire document before you begin and keep it for future reference.

GET STARTED WITH COCOMATE



POWER ON

Press and hold the 'Power Button' on the back of the device for 3 seconds while it is turned off. The device is successfully powered on when the top light ring turns on.



DOWNLOAD THE APP

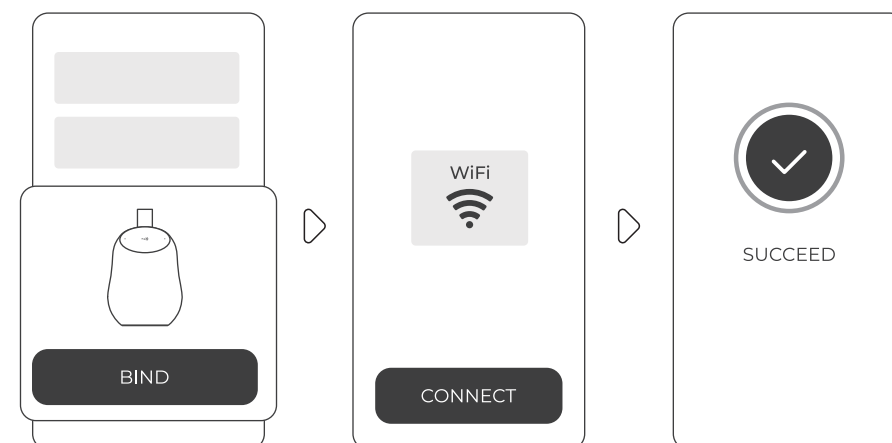
Scan the QR code or use the mobile app store to search for and download the HAIVIVI App.

Q HAIVIVI



CONNECT TO THE APP AND THE NETWORK

Connect CocoMate through Haivivi APP and configure its network settings. CocoMate supports 2.4GHz Wi-Fi. Network configuration can be performed according to the introduction.



CHARACTER REDEMPTION

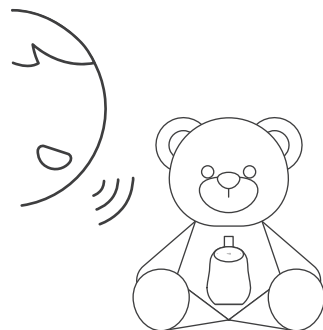
Find the 'Character Redemption Card' inside the doll's packaging, then redeem authentic characters via the APP.

START THE CONVERSATION

CocoMate can be used independently and can have natural conversations after waking up.

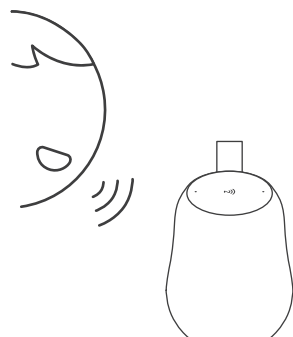
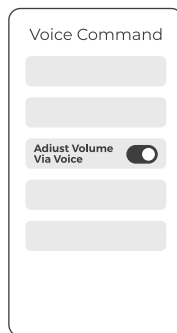
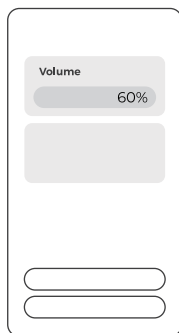
You can also place the CocoMate into the deepest part of the doll to enhance the sense of immersion when talking to the character.

Please place the CocoMate inside the doll while keeping it in the state shown in the illustration.



VOLUME ADJUSTMENT

You can manually adjust the volume on the APP settings page, or enable voice commands in the APP to adjust the volume by voice, such as "increase volume" and "decrease volume".



SLEEP AND WAKE-UP

During a chat, if you need to pause, you can quickly shake the CocoMate or use a voice command to put CocoMate into sleep. Please use clear instructions, such as "I don't want to chat anymore", "Goodbye", etc.

Within the first 30 minutes of sleep mode, the CocoMate can be quickly woken up by shaking the body or using voice commands. For example, "Hello, xx (character name)", "xx (character name), are you there?", etc.

In sleep mode, if there is no operation for more than 30 minutes, the device will automatically enter the standby state. At this time, it can be shaken to restart and reconnect to the network.

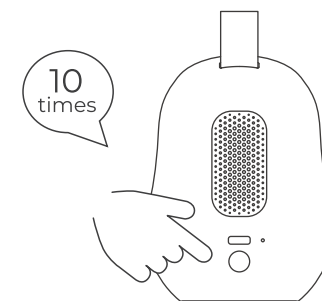
After inserting the doll into CocoMate, the above methods can still be operated normally.

POWER OFF

To ensure smooth usage, once powered on, CocoMate will not shut down automatically. If you need to turn off the power completely, make sure the product has been woken up. At this time, manually press and hold the power button on the back of the product for more than 3 seconds. After a prompt sound, the shutdown will be successful. Please remove the product from the doll before performing the shutdown operation.

RESET

Quickly press the power button 10 times consecutively while powered on to reset the device to factory settings.



CHARGING & BATTERY

To charge the product, it must be removed from the doll first.

Connect the charging cable to the charging port of this product and use it with a regular charger marked with a 5V=1A rating and compliant with the national CCC certification (to be purchased separately) to charge this product.

The product cannot be turned on when the battery is low. It can be turned on once the charging is complete.

It takes approximately 260 minutes* to fully charge the battery. The top light ring illuminates green to indicate completed charging.

*The 260-minute full charge time is based on HAIVIVI laboratory data and may vary due to various factors.

⚠ CAUTION

- The product contains a lithium battery. Keep it away from fire.
- Do not charge for more than 6 hours continuously. Ensure supervision during charging and avoid charging when leaving for extended periods.
- Regularly inspect the charging cable for abnormalities. Stop use immediately if any are found to prevent electric shock, short-circuiting, or fire.
- Do not use CocoMate while charging and unplugging the cable when not in use.
- When using CocoMate for an extended period or when the device is connected to a power source for too long, skin contact with power supply devices such as transformers should be avoided. For example, do not sleep on products that are connected to a power source, or place them under blankets, pillows, or your body. During use or charging, please place CocoMate in a well-ventilated area.

SAFETY INSTRUCTIONS

- Adult supervision and guidance are required when children use CocoMate.
- Before use, check for any damage, ensure proper installation, and verify normal operation. Contact after-sales service for any issues.
- Avoid colliding, impacting, compressing, or puncturing the CocoMate.
- Do not disassemble, repair, or modify CocoMate yourself.
- Do not use CocoMate or its accessories if damaged or broken.
- To charge the product, it must be removed from the doll first.
- Do not charge for more than 6 hours continuously. Ensure supervision during charging and avoid charging when leaving for extended periods.
- Regularly inspect the charging cable. Stop use immediately if any abnormalities are found to prevent electric shock, short-circuiting, or fire.
- Do not clean the CocoMate while it is turned on or charging.
- Do not clean with saltwater, hot water, compressed air, steel wool, abrasive cleaners, or corrosive liquids (e.g., gasoline or acetone).

CLEANING

Turn off the CocoMate before cleaning. For routine cleaning, use a soft cloth dampened with tap water to clean the device's body. After cleaning, thoroughly dry the device.

ENVIRONMENTAL CARE

When disposing of the CocoMate, do not mix it with general household waste. Instead, bring it to a government-designated recycling center to help protect the environment.

**COCOMATE AI COMPANION TOY
PRODUCT INFORMATION**

Product Model	H-200
Product Material	Food-grade silicone, ABS+PC
Product Dimensions	75 X 75 X 99.5mm
Charging Input	5V=1A
Rated Voltage	3.85V
Rated Power	5W
Battery Type	Lithium Battery
Battery Capacity	3000mAH
Country of Origin	China

PRODUCT CONTENTS

CocoMate	1 unit
Type-C Charging Cable	1 unit
User Guide	1 unit

DISCLAIMER AND IMPORTANT INFORMATION

Congratulations on purchasing your CocoMate. This document sets out important information about using the product safely as well as information about the HAIVIVI warranty.

You must ensure that anyone you allow to use your CocoMate is aware of the health and safety warnings set out in this document. For the latest product information and updates, please go to <https://www.haivivi.com> and visit the official page of this product.

You and your guest users agree to use this product only for purposes that are in accordance with all applicable local laws, rules, and regulations as well as all the terms, precautions, practices, policies and guidelines HAIVIVI has notified to you.

HAIVIVI is not responsible for your use of third-party content, or any content or functions contained in third-party content accessed by you when using CocoMate. You must comply with all recommendations and guidance relating to such third-party software. Your obligations and rights when using and accessing third party content are solely governed by your agreements between yourself and those providers.

You must also comply with any mobile phone use warnings and guides notified to you by the manufacturer of your mobile phone when using CocoMate.

HAIVIVI aftersales and warranty information is available at:
support@haivivi.com

THE LIMITED WARRANTY

- The CocoMate is manufactured under strict quality control standards.
 - Product exchanges and refunds are only available at the original point of purchase.
 - Under normal use, non-artificial quality issues during the warranty period will be repaired free of charge.
 - Please keep this warranty card in good condition, free from smudges and alterations.
-

EXCLUSIONS FROM WARRANTY

- Expired warranty period.
- Damage caused by human factors, such as physical damage or liquid ingress.
- Disassembly, repair, or unauthorized modifications by personnel not authorized by HAIVIVI.
- Damage caused by fire, flood, lightning, and other force majeure events.
- Resale of CocoMate.
- Use of CocoMate in violation of any law or your agreement with HAIVIVI.
- Failures and damages caused by factors unrelated to the product's design, manufacturing, or quality.
- Other exclusions as specified in the after-sales warranty policy.

FCC Statement

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.

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

NOTE: 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.