

Ted, Smart Teddy User Manual and Legal Pack

This document provides instructions, safety information, and product documentation for **Ted, Smart Teddy**, an interactive connected plush toy developed by **Ted&Co SAS**.

Please read this manual carefully before first use and keep it for future reference.

Failure to follow the instructions in this manual may result in product malfunction, reduced performance, or potential safety hazards. Ted&Co assumes no responsibility for damage or injury resulting from misuse, modification, improper charging, unauthorized repair, or failure to follow these instructions.

Product Overview

Ted is a plush interactive toy designed to allow children to speak with a soft teddy companion. Ted contains built-in electronic components including a microphone, speaker, wireless communication module, and rechargeable battery that enable voice interaction and responses when the toy is used according to these instructions.

Ted responds to voice input and can operate in different conversation modes depending on configuration.

Interaction may occur through:

- a **push-to-talk mode**
- an **automatic listening mode**

The selected mode can be configured through the parental control application.

Ted requires initial configuration through the Ted&Co parental control mobile application and connection to a wireless network. Some features may not function properly without a stable internet connection.

Ted is not a medical device, monitoring device, safety device, or educational authority and should not be relied upon for health, safety, supervision, or professional advice.

Quick Start

Quick start: unboxing.

When you receive **Ted, Smart Teddy**, open the packaging carefully and keep the packaging and proof of purchase for warranty, returns, and transport purposes.

The packaging includes:

- Ted plush toy
- removable voice module
- USB-C charging cable
- quick start guide

Ted contains internal electronics and a rechargeable battery housed inside the plush toy. The internal electronics are not user-serviceable and must not be opened, modified, or removed.

Quick start: charging. Before first use, charge Ted using the included USB-C charging cable and a suitable USB power source. Charging status is indicated on the device's LED indicator; during charging the red LED stays on and when charging is complete the red LED turns off. Ted is designed to charge in approximately two hours and to provide approximately four to six hours of working time depending on usage, network conditions, and settings. Charging must be supervised by an adult, and you must not charge Ted in a child's sleeping environment or leave charging cables where a child could become entangled.

Quick start: app download and account creation. Ted requires the Ted&Co mobile application and a parent account. Download the parental control app from the Apple App Store and/or Google Play Store by searching for "Ted&Co" and following the installation instructions presented on your device. Create a parent account using accurate information and keep your account credentials confidential, as you are responsible for activity performed under your account unless mandatory law provides otherwise.

Quick start: pairing and Wi-Fi connection. Pairing and Wi-Fi setup are completed through the Ted&Co mobile application. Ensure your phone is connected to Wi-Fi and that Bluetooth is enabled. To power on Ted, press and hold the main button for approximately four seconds; to power off, press and hold for approximately five seconds. If the device reports that it has no network or is not paired, short-press the button once to enter the pairing prompt for Wi-Fi setup within the app. Within the Ted&Co app, follow the “add device” flow, select your Wi-Fi network, and input the Wi-Fi password when prompted. Pairing status is indicated by the LED indicator and/or voice prompts; once pairing is successful, the green LED turns off and Ted is ready for normal use.

Quick start: first use. Ted supports a push-to-talk mode and an auto-listening mode. In push-to-talk mode, you start each interaction by short-pressing the button once to begin listening; when listening ends, Ted responds immediately. In auto-listening mode, when Ted is powered on and connected to Wi-Fi, the child can speak without pressing the button; this mode is recommended only in a relatively quiet environment. Ted can interrupt speech playback when the button is short-pressed during speaking, and in auto-listening mode speech may also be interrupted by voice depending on settings.

Safety and Age Guidance

Ted, Smart Teddy is intended for children aged three years and older, and it is not suitable for children under three years of age. Ted contains electronic components and a rechargeable battery enclosed inside the plush toy; the internal electronics are not user-serviceable and must not be opened, modified, punctured, removed, or repaired by the user. Any attempt to open or modify internal components may create safety risks, may cause overheating or malfunction, and will void the limited warranty to the extent permitted by law.

Adult supervision is required or strongly recommended during initial setup and Wi-Fi connection, charging, configuration within the parental control application, software updates, and troubleshooting. Ted should be used indoors in normal household environments and must be kept away from water, rain, excessive humidity, and extreme temperatures. Ted must not be placed in a washing machine or dryer, must not be submerged, and must not be exposed to liquids; if Ted becomes wet, discontinue use and allow it to dry completely before charging

or operating. Ted must not be thrown, crushed, stepped on, or subjected to rough handling that could damage internal components or the battery.

Charging safety is essential. Charging should be performed only by an adult or under adult supervision, in a dry indoor environment, using the provided cable and an appropriate power source. You must not charge the toy while it is wet or if the charging port is damaged. You must not leave Ted charging unattended for extended periods, and you must ensure the cable does not create a tripping, strangulation, or entanglement hazard. Ted should not be used while a child is sleeping, and Ted should not be placed in a sleeping environment while connected to a charging cable.

For battery safety, you must discontinue use immediately if you notice unusual heat, smoke, unusual smells, swelling, deformation, or abnormal behaviour, including abnormal charging behaviour. Because the battery is not user-replaceable, you must not attempt to remove or replace it. If a battery or charging safety concern arises, stop using the product and contact Ted&Co at hello@tedco.ai.

Care and cleaning must be gentle and must avoid moisture ingress. Ted should be cleaned by an adult using a soft, slightly damp cloth on the surface fabric only, and then allowed to dry naturally at room temperature. Ted must not be soaked, machine washed, bleached, or dried using heat sources such as ovens, heaters, or dryers. Proper storage requires a clean, dry indoor location away from direct sunlight, moisture, crushing pressure, and extreme temperatures.

Disposal and recycling must comply with local environmental rules. In the EU, products containing electronic components should not be disposed of with normal household waste and should be handled through appropriate waste electrical and electronic equipment collection systems, consistent with the WEEE framework. The restriction of hazardous substances regime also applies to electrical and electronic equipment placed on the EU market.

Product Description and Technical Operation

Ted, Smart Teddy is a plush interactive toy containing a microphone, a speaker, a wireless connectivity module, a rechargeable battery, an LED status indicator, and a USB-C charging port. Ted does not include a camera. Ted responds to voice input according to the listening mode chosen by the parent or guardian within the

parental control app and according to network availability, safety filters, and the AI response pipeline.

Ted supports at least two interaction modes, namely push-to-talk mode and auto-listening mode. Push-to-talk mode is designed to reduce unintended listening by requiring a deliberate press to begin each interaction; auto-listening mode is designed to allow hands-free speaking while powered on and connected to Wi-Fi, and it is recommended only in relatively quiet environments. Mode switching can be performed by quickly pressing the button three times, or by switching modes within the app, and Ted provides a confirmation prompt after switching.

Ted provides an LED indicator intended to communicate key states. When Ted is powered on, a red LED may stay on. When charging, the red LED stays on; when charging is complete, the red LED turns off. When the microphone detects an input signal, the green LED flashes, and when the device is not paired or has no network, the green LED flashes. LED behaviours may vary by firmware version and hardware revision and should be treated as indicative rather than as safety-critical signals.

Ted includes power-saving behaviour to preserve battery life. If there is no voice interaction for approximately fifteen minutes, Ted may automatically power off to save battery. After automatic power-off, you can power on again by pressing and holding the button. When Ted is powered continuously via USB power, it is designed not to enter auto power-off mode.

Connectivity, App Features, AI Behaviour, and Data Handling

Ted requires the Ted&Co mobile application, Wi-Fi connectivity, and a stable internet connection for normal operation. Ted includes Wi-Fi and Bluetooth technologies operating in the 2.4 GHz band, with Bluetooth intended primarily for device pairing and configuration and Wi-Fi intended for normal connected operation. Wireless reliability is affected by distance from the router, physical obstacles, interference from nearby devices, router configuration, and internet service availability. Because Ted's interaction pipeline relies on network services, if internet connectivity is unavailable Ted does not work and will not provide interactive responses.

Parental controls are provided through the Ted&Co app. Parents and guardians can configure the product experience, including selecting the listening mode, managing device settings (such as volume and connectivity), and applying topic controls and safety settings intended to reduce exposure to unsuitable content. Ted's safety system is designed so that certain high-risk topics are prohibited, including sexually explicit content, violence, illegal drugs, weapons content, self-harm content, hateful content, religious proselytism, political opinions, and professional advice such as medical, legal, or financial advice. The safety system is not perfect and cannot guarantee that all inappropriate content will be prevented, and parents remain responsible for supervision and for configuration choices.

The Ted&Co app allows a parent or guardian to review certain interaction information stored locally on the parent's device. Recent interaction summaries may be stored locally within the application for parental review. The number of messages available for review may vary depending on the software version and device configuration.

The application may also provide options that allow a parent or guardian to delete stored interaction data, including conversation history and child profile information. Where available, these controls allow parents to remove stored data from the application environment.

Certain safety features may provide alerts or notifications when specific keywords or events are detected during interactions. When enabled, such notifications may display limited interaction information such as the detected keyword, the child's question, or the generated response. The availability, configuration, and default settings of these features may vary depending on the application version and user settings.

Parents or guardians should review the available privacy and safety settings within the Ted&Co app before enabling such features, particularly when device notifications may appear on a phone lock screen.

Ted's voice interaction behaviour is AI-driven and may rely on third-party AI providers. When a child speaks to Ted, voice input may be transmitted for processing in order to generate a response, and temporary transcripts may be created during processing. Because AI outputs are generated automatically, Ted's responses may be inaccurate, incomplete, or unexpected, and they may reflect

limitations of training data, system prompts, and real-time network conditions. Ted is not a medical device, monitoring device, safety device, or educational authority and must not be relied upon for health, safety, emergency response, professional advice, childcare supervision, or safety-critical decisions.

Personal data handling and retention are structured to minimise cloud storage of child content. The intended default configuration is that raw child audio recordings are not stored in the cloud and full conversation transcripts are not stored in the cloud. Limited operational device data, including diagnostics, firmware version, security events, and connectivity status, may be retained in the cloud for up to seven days as a default maximum, primarily to support reliability, maintenance, and security. Parent account data is retained until account deletion. Order and accounting data is retained for ten years to support legal and accounting obligations, consistent with French commercial record retention for accounting documents and supporting records.

International data transfers, where applicable, are intended to be safeguarded using GDPR-compliant transfer tools, including the EU Standard Contractual Clauses adopted by the European Commission. Your GDPR rights include, among other rights, the right of access, rectification, erasure, restriction, portability, and objection, and you have the right to lodge a complaint with a supervisory authority. In France, the competent authority is the CNIL, which provides guidance and complaint procedures.

Website and app technologies may use cookies or similar storage for essential functions such as session management and shopping cart operation, particularly where the website is operated using Shopify infrastructure. Under the EU privacy and electronic communications framework, storing or accessing information on a user's device generally requires clear information and, where applicable, consent, subject to necessary exceptions for the provision of a service explicitly requested by the user.

Ordering, Shipping, Returns, Warranty, Acceptable Use, and Legal Notices

Purchases of Ted, Smart Teddy through the website are governed by these integrated Terms of Sale and related policies. By placing an order, you agree to provide accurate purchase and delivery information and you authorise payment

processing through the available payment methods. Payments are processed through Shopify infrastructure and supported providers such as PayPal and Shopify's card-processing arrangements, and Ted&Co does not store your full payment card details. The first production batch of Ted, Smart Teddy is limited to 300 units, and availability is on a first-come, first-served basis, with the right to refuse or cancel orders where legally permitted, including for suspected fraud or pricing errors.

Ted&Co ships to the United States and the European Union, subject to legal and regulatory constraints and carrier availability. Shipping times are estimates only and are not guaranteed, and delays may occur due to carrier operations, customs procedures, strikes, or other events beyond Ted&Co's reasonable control. At the time of this document, Ted&Co does not ship to the U.S. state of Pennsylvania because the product has not yet been registered with the Pennsylvania Department of Agriculture as required under Pennsylvania consumer product regulations. This restriction may change in the future, and any update will be published on the Ted&Co website.

For EU consumers purchasing at a distance, you have a statutory right of withdrawal of 14 days from delivery in most cases, subject to applicable exceptions. Ted&Co's commercial returns policy is aligned to a 14-day return window and provides that Ted&Co pays return shipping for eligible returns. When a return is accepted and the product is received and inspected, the customer may choose a refund to Smart Teddy payment method or refund via store credit. The return authorisation process, return shipping label method, and return address are 100 rue Saint Dominique, 75007 Paris, France and must be followed to ensure proper processing.

Ted, Smart Teddy is provided with a 12-month limited warranty covering manufacturing defects only, with exclusions for misuse, accidents, water damage, unauthorised modifications, improper charging, and normal wear and tear. This commercial warranty is in addition to, and does not replace, mandatory statutory consumer rights. In the EU, sellers are liable to consumers for lack of conformity that exists at delivery and becomes apparent within at least two years, subject to the detailed rules of the applicable directive and national implementing law. Where there is a conflict between this commercial warranty description and a mandatory statutory protection, the statutory protection prevails.

Acceptable use is a condition of sale and service. You must not reverse engineer, attempt to derive source code, tamper with, or bypass security features of the product or services. You must not open the product, remove or modify internal electronics, or use non-approved accessories in a manner that creates a safety risk. You must not use Ted to facilitate illegal activity or to generate or solicit harmful content. Resale of **Ted, The Original** is prohibited, including the resale of modified or altered products, and any permitted resale, if ever offered, is subject to prior written authorization from Ted&Co.

Software and firmware updates may be provided over-the-air and may be required for safety, security, or continued functionality. By using Ted, you consent to remotely delivered updates that may add, remove, or modify features, and you acknowledge that declining or delaying updates may reduce functionality or impair safety. Feature availability may change over time, including changes that are necessary to maintain compliance, security, or service stability.

Governing law for these integrated terms is France, except where mandatory consumer protection law in your jurisdiction provides otherwise. For users located in the United States, disputes relating to the Services are intended to be resolved through binding arbitration and class action waiver terms administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, with arbitration conducted in Paris, France, and with notice and opt-out procedures described on the Ted&Co website. For users outside the United States, disputes not subject to mandatory alternative dispute resolution requirements are intended to be submitted to the competent courts in France.

Regulatory and compliance notices may apply. Ted includes wireless radio equipment and is intended to be marketed in the EU under the Radio Equipment Directive framework. Ted is also a toy product and is intended to align with the EU toy safety framework. For the United States, devices that are digital devices may be subject to FCC Part 15 information-to-user statements and interference guidance.

The limitation of liability terms applicable to Ted, Smart Teddy are integrated into this manual as follows: to the maximum extent permitted by applicable law, Ted&Co excludes liability for indirect, incidental, and consequential damages, including reliance on AI output and loss of data, and Ted&Co's total liability is

limited to the amount paid for the product giving rise to the claim, subject always to mandatory legal protections that cannot be waived.

Troubleshooting and FAQs

If Ted does not turn on, you should first charge the device using the included USB-C charging cable and a compatible power source, and you should allow sufficient charging time before trying again. If the LED indicator does not behave as expected during charging, confirm the cable connection, attempt a different power source, and confirm that the USB-C port is clean and dry. If the issue persists, stop charging and contact Ted&Co support at hello@tedco.ai.

If Ted is powered on but does not respond, confirm that Wi-Fi is available and that the internet connection is working, because Ted does not operate without internet access. You should confirm that Ted is connected to a 2.4 GHz Wi-Fi network and that the router is within adequate range, and you should consider reducing interference by moving closer to the router. If Ted reports no network or is not paired, short-press the button to activate the pairing prompt and complete the Wi-Fi setup again within the app.

If Ted responds slowly, gives partial responses, or occasionally fails to respond, this may be caused by internet latency, Wi-Fi signal quality, temporary service availability issues, or software updates. You should test your internet connection, move the device closer to the router, and keep the firmware and app updated. If the device is speaking and you need it to stop, you can short-press the button while it is speaking to stop current speech immediately.

If a child's interactions raise safety or wellbeing concerns, you should treat Ted as an entertainment product that is not suitable for safety-critical guidance. You should provide parental support, consult appropriate professionals where needed, and adjust parental controls, topic limits, and usage patterns. If you believe a response indicates imminent harm or emergency, you should contact local emergency services and not rely on Ted for emergency handling.

If you wish to delete data, you should use the one-click deletion feature within the app where available and then confirm that the account deletion flow, if used, completes successfully. If you cannot locate the deletion option, you may contact hello@tedco.ai for support.

If you are attempting to return the product, you must notify Ted&Co within 14 days of delivery and follow the return process instructions provided by email or within your order portal. If you are seeking a warranty remedy, you should contact hello@tedco.ai with your order number, a description of the defect, and supporting photographs or video where relevant.