\*\*Please note that the server hosting the update to support the EOL changes will be shut down February 28, 2020.  After this date, the update is no longer available for new tablets to download.  Additionally, if a factory reset is performed on a tablet that has previously installed that update, it will revert that device to an unsupported state.  This means consumers will be unable to create or use a nabi account on the tablet and will need to use the temporary password (zxcv6789) to use parent mode.

**Discontinuation of nabi Services**

**nabi Tablets**

**1. What is changing?**

Beginning March 5, 2019, online service to nabi products will be shut down and various apps and services will be discontinued. This means that some features will no longer be available and other features will function on a limited basis only on the device itself.

**2. Why are these changes being made?**

As our company continues to grow and evolve, occasionally we need to adjust the products and services we provide as well. This allows us to focus efforts and resource in other areas to provide new and enhanced offerings.

**3. When are these changes happening?**

March 5, 2019

**4. How will these changes affect my warranty?**

We will still offer technical support and applicable troubleshooting.

The one-year warranty, with proof of purchase (receipt), is valid from the date of purchase. If a device is under warranty and you are experiencing an issue, you can reach out to nabi customer support for technical support and troubleshooting.

Should nabi customer support determine that a device under warranty is defective or that an issue with a device under warranty cannot be resolved through troubleshooting, they will, with proof of purchase, arrange a return for a refund of the purchase price.

**5. Why are nabi tablets still being sold?**

nabi products sold to third party retailers or being offered for purchase online by private sellers are not under our direct control. The sale of inventory (where or when) is at the discretion of such retailers/private sellers. Therefore, it is possible that nabi products are still being sold and will continue to be in the future.

**6. What is being done to allow products to continue to function?**

Some, but not all, tablet models will receive updates to allow them to support the changes being made. These updates will remove discontinued apps and features while also modifying functionality so that you can continue to use your nabi tablet.

**7. What tablets will be receiving updates to support these changes?**

nabi 2 (running Blue Morpho), nabi 2S, DreamTab, Elev-8, SE, Fisher-Price Learning Tablet, and Barbie, Hot Wheels, and American Girl Tablets Powered By nabi.

**8. What tablets will NOT be receiving updates to support these changes?**

nabi Jr (4GB and 8GB), nabi Jr S, nabi 2 (running Monarch), nabi 2S Star Wars Collector's Edition, nabi XD (16GB and 32GB), Big Tab 20 and Big Tab 24.

**9. What functionality, if any, will my nabi have after March 5, 2019?**

For those receiving updates as noted above, your nabi will become a regular Android tablet with limited nabi service such as nabi Mode, parent Mode, Chore List, Time Controls, and nabi utility apps. You will still be able to access Google Mobile Services and will be able to switch from nabi Mode to the password-protected Parent Mode.

It should be noted that, following March 5, 2019, the “Forgot Password” feature for your nabi password will function using an arithmetic question and will no longer require you to enter your email. Since your password can be used to access the Parent Mode and standard Android features, you may want to review your Android account settings to ensure you are comfortable with your settings for Google Play and other Android features.

For those tablets that will not receive updates as noted above, your nabi will no longer be able to connect to the nabi server. As a result, you will no longer be able to purchase apps through App Zone or use nabi apps such as nabiRadio.

**10. What apps will no longer function on all tablets?**

Parent Mode: App Zone, Bookstore, FoozKids, nabiCloud, nabi Konnect, NSA, nabi Sync, University

nabi Mode: FoozKids Crafts, FoozKids Video, FoozKids websites, My Videos, nabiCloud, nabi Calendar, nabi Konnect (nabiChat, nabiFriends, nabiMail, nabiPhoto), nabiWeb, nabiRadio, Learn apps, Treasure Box, Wings Challenge, Wishlist, Mini Mogul, Draw, Animator, Editor, Streaming Videos for Barbie, Fisher-price, Hot Wheels, American Girl, and DreamTab.

**11. What nabi apps will continue to function on tablets that will be receiving the updates? [(see # 7 “What tablets will be receiving updates to support these changes?”)](#Updated_Tablets)**

Parent Mode: Add Apps, Chore List, Gallery, nabiClock, nabiMD, Time Controls, Rec message

nabi Mode: Chore List, My Music, nabiClock, nabiStopwatch, nabiTimer, nabiWeather. Publisher, Draw, Animator, and Editor apps will be available for DreamTab only.

**12. Will I still be able to call nabi for technical support and troubleshooting?**

Yes, we will continue to provide technical support and troubleshooting.

**13. I am no longer interested in using my nabi device. Can I get a refund on my purchase?**

If you purchased your device within the past 12 months, your device is covered by a warranty and you may be entitled to a refund under the warranty policy. Please contact nabi Support for assistance at 1-855-ASK-NABI.

**14. How can I download additional apps?**

If your tablet supports Google Mobile Services, you can download additional apps from the Google Play Store.

**15. I have unused nabi coins that I purchased. How can I get a refund?**

After March 5, 2019, we will begin to refund purchases back to your original payment method. You will receive a separate email notifying you of this refund.

**16. I paid for a subscription for nabi Radio/Speakaboos/iStorytime. How can I get a refund?**

If you have an unexpired subscription or you have subscribed to nabiRadio/ Speakaboos/ iStorytime between September 5, 2018 and March 5, 2019, you are eligible for a refund. After March 5, 2019, we will begin to refund purchases back to your original payment method. You will receive a separate email notifying you of this refund.

**17. I’m no longer able to access Wings lessons that I’ve purchased? How can I get a refund?**

If the purchase was made between September 5, 2018 and March 5, 2019, you are eligible for a refund. After March 5, 2019, we will begin to refund purchases back to your original payment method. You will receive a separate email notifying you of this refund.

If the purchase was made more than 6 months prior to March 5, 2019, regrettably, you are not eligible for a refund.

**18. I reset my tablet. How do I restore apps that I’ve previously purchased through App Zone?**

You are not able to restore apps purchased through App Zone if the tablet has been reset after March 5, 2019.

You will receive a refund if you have purchased nabi apps and content or subscribed to a nabi app purchased through App Zone within 6 months prior to March 5, 2019.

Purchases beyond 6 months are not eligible for a refund.

**19. Will I still be able to use my existing nabi ID and password?**

If your tablet has received updates to support the changes (see [#7 “What tablets will be receiving updates to support these changes?”](#Updated_Tablets) above), you will still be able to use your existing nabi ID and password.

It should be noted that, after March 5, 2019, the “Forgot Password” feature for your nabi password will function using an arithmetic question and will no longer require you to enter your email. Since your password can be used to access the Parent Mode and the standard Android features, you may want to review your Android account settings to ensure you are comfortable with your settings for accessing Google Play and other Android features.

**20. If I reset my tablet following March 5, 2019, will I need to create a new nabi ID and password?**

If your tablet has received updates to support the changes (see [#7 “What tablets will be receiving updates to support these changes?”](#Updated_Tablets) above), you will need to create a new nabi ID and password if you reset your tablet following March 5, 2019.

**21. How can I create a new nabi ID?**

If your tablet has received updates to support the changes (see [#7 “What tablets will be receiving updates to support these changes?”](#Updated_Tablets) above) and you are a new user, you can create a new nabi ID after completing the Google Account setup tapping on the nabi Mode icon to get started. From there, follow the on-screen prompts to create a nabi account.

If your tablet has received updates to support the changes and you are an existing user who would like to create a new nabi ID, go to Settings in Parent Mode > nabi Account Manager > Clear Data. Then, go back to the home screen in Parent Mode and tap on the nabi Mode icon to create a new nabi account. Please note that once you clear data in nabi Account Manager, your previous nabi ID information will be gone.

**22. How can I reset my parent password?**

If your tablet has received updates to support the changes (see [#7 “What tablets will be receiving updates to support these changes?”](#Updated_Tablets) above), after March 5, 2019, you can reset your nabi password by using the “Forgot Password” feature.

It should be noted that, after March 5, 2019, the “Forgot Password” feature for your nabi password will function using an arithmetic question and will no longer require you to enter your email. Since your password can be used to access the Parent Mode and the standard Android features, you may want to review your Android account settings to ensure you are comfortable with your settings for accessing Google Play and other Android features.

**23. My child just received the tablet. Can I still set up a new account?**

If your tablet has received updates to support the changes (see [#7 “What tablets will be receiving updates to support these changes?”](#Updated_Tablets) above), you can create a new account, but will only have access to the content available on the tablet prior to March 5, 2019. Starting on March 5, 2019, no additional nabi content or apps will be available. (See [#9 “What functionality, if any, will my nabi have after March 5, 2019?”](#Functionality) and [#11 “What nabi apps will continue to function?”](#Apps) above.)

**24. What will happen to all my information previously stored on the tablet?**

Any information stored locally on your tablet will remain on your tablet until the tablet is manually reset by you.

**25. What will happen to all my information linked to my nabi account?**

To protect your privacy, all information linked to your nabi account will be promptly deleted from our services following March 5, 2019.

**26. My tablet was lost/stolen, can you wipe my data/track the device? Is my information secure?**

Regrettably, we are not able to remotely wipe your data or track the device. If you are signed into your Google account on the device, and it was lost/stolen, it is strongly suggested that you visit the Google Account Help page to change the password of your Google account.

**27. Will I still be able to contact nabi for a replacement charging cable?**

Yes.

**nabi Accessories**

28. What level of support can I expect for my:

* nabi Karaoke box
* nabi Headphones
* nabi HD camera

We will continue to support these products. Should you experience any issues with your nabi Karaoke Box, nabi Headphones, or nabi HD Camera, please contact nabi Support for assistance at 1-855-ASK-NABI.

**nabigator app**

**29. Why is the nabigator app being removed?**

The app will no longer be supported.

**30. When is the nabigator app being removed?**

March 5, 2019

**31. What will happen to the nabigator app on my non-nabi device?**

After March 5, 2019, the app will no longer be functional, and you will need to manually delete the app from your device.

**nabi Compete**

**32. Why is the nabi Compete app being removed?**

The app will no longer be supported.

**33. When is the nabi Compete app being removed?**

April 15, 2019

**34. What will happen to the nabi Compete app on my non-nabi device?**

After April 15, 2019, the app will no longer be functional, and you will need to manually delete the app from your device.