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Is iGotchi animated?

Yes. iGotchi is fully animated, responds to touch (at certain times), makes sounds when you pet it and much more.

What kind of things will my iGotchi do?

iGotchi's are like regular pets, they eat, drink, play and sleep. Depending on the personality and metabolism of your iGotchi, it

may perform one activity type more than the others. There's simply no way to tell, since each iGotchi is unique.

You mention that my iGotchi is different from other ones, how so?

Just like real pets, you can have similar breeds of iGotchi's, but each iGotchi has a unique personality. When you first launch iGotchi, the personality and metabolism engines initialize with individual traits and behaviors. The combinations are so varied that no two iGotchi's are alike. As you get to know your iGotchi, you'll begin to understand its behaviors and habits.

Are there rules and information for how to take care of my iGotchi?

Yes. You must provide food, water and attention to your iGotchi in order to keep him or her in your possession. The [Care Center](#) provides instructions and guidance on how best to care for your new friend and companion. iGotchi's are pretty low maintenance, but they do require some work on your part (just a little).

What happens if I don't provide my iGotchi with enough food, water or love?

Unlike real pets iGotchi's never die. They are simply taken from your custody by the iGotchi Welfare Society. At first you are given warnings whenever your iGotchi runs out of food, water or hasn't received enough attention. After a number of warnings, your iGotchi will be removed from your custody and you'll need to send in for a reactivation code (free) to have your iGotchi returned to you. The instructions in the program provide detailed information on the process. Once you receive your reactivation code, your iGotchi will be returned to you.

If your iGotchi is removed from your custody too many times it will be taken away permanently and the program will start over.

Can I change the name of my iGotchi once set?

Once you provide a name for your iGotchi (during the setup process) it is permanently set. You can switch between colors later on if you wish.

Will there be updates to iGotchi?

Absolutely. In fact there are plenty of new features I'm planning to add to the program for future updates. User feature requests are also welcome. Please sure the [Support](#) form to submit questions, feature requests or comments.

I updated iGotchi and all of my previous settings were deleted. Why did you do that?

Unfortunately, this is due to a bug in the Apple Updater, I have no control over this. To date, I've filed over 75 bug reports on this with Apple.

If you have a backup of your iPhone or iPod touch, you can try restoring that backup to reset your previous iGotchi, and then try upgrading again.

What is the best way to upgrade to the latest version of iGotchi?

I highly recommend that you NOT upgrade using the wireless option directly on your iPhone or iPod touch. Instead:

- 1) Backup your iPhone or iPod touch completely in iTunes on your computer.
- 2) Once backed up, update iGotchi in iTunes.
- 3) Sync your iPhone or iPod touch with iTunes to transfer over the newest update.

During the syncing process do NOT interrupt the transfer. Doing this may cause you to lose all of your settings. In the event the update makes you start over, you can restore from the backup you just made and try again.

Please see the entry above for additional information.

I sent in an email using the support form but haven't heard back. What gives?

I do my best to answer support questions as quickly as possible. However, due the volume of email I receive I can't always respond to every email. I do read all emails, and I make notes of feature requests and general feedback (although I may not reply to all of them, I definitely read all of them).

Is there an online forum for iGotchi?

Yes. Please go to the following URL:

<http://iphone.smackfumaster.com/forums>

When will the next update be coming out?

ASAP.

Seriously, I can only work on iGotchi in my spare time, and I do my best to make sure that the releases are as bug free as possible. Many of the updates have resulted in the addition of major new features that take a while to implement. And all of the cool things that I'd like to see added in require careful thought and planning.

Can we get other colors....please?

This is by far the number one feature request. After version 1.3 of iGotchi is released, I will begin working on this in earnest. There are some technical details that must be resolved first, but I'm hopeful that I will have them worked out in the near future.

Will my iGotchi ever grow? Can I adopt multiple iGotchi's?

This is another commonly asked question. Again, this is something I'm thinking about how best to implement these features.

When will my iGotchi get eyes, like in the icon?

The icon for iGotchi does not contain eyes. Those are the icons for food, water and love. This, however, is a common enough request, that I'm thinking very carefully, about how to incorporate a feature like this. But at the moment, your iGotchi will not spontaneously get eyes.

I suddenly received a warning for no reason. Oh and by the way my clock is wrong!

For iPod touch owners, it's important to make sure your iPod's clock is set correctly. Clock skew can happen if you are using iTunes on a computer running Windows XP or Vista.

If your computer sleeps or hibernates while iTunes is running, and you wake it up and then sync your iPod, it's possible that the clock will get set to an incorrect value. This is a known bug in the iTunes/iPod OS software, and there isn't much I can do about it. To reduce the possibility of this happening again:

- 1) Before connecting your iPod to your computer, completely shut down iTunes.
- 2) Start iTunes.
- 3) Connect your iPod.

Make certain that when your iPod touch is syncing with your computer, that it has not (or will not) go to sleep or hibernate during the process.

I purchased iGotchi, but it won't install on my iPhone or iPod Touch

To run any application purchased from the App Store on your iPhone or iPod Touch, you need version 2.0 of the operating system. For iPhone owners, this is a free update from Apple. For iPod Touch users, this is a paid update via Apple.

If you have version 2.0 or higher of the OS, and are still having problems, please see the following knowledge base article on the

iGotchi FAQ

Apple support site for troubleshooting tips:

<http://support.apple.com/kb/TS1702>

Please also feel free to use the [contact form](#) for general questions about iGotchi or problems you may be experiencing.
