

R2-D2 FAQ's

Is the application 'R2-D2 Droid Control' free or paid?

Your app can be downloaded without making a purchase.

I deleted the App from my device with all the downloaded content, if I want to reinstall it what do I do?

If you want to reinstall the app, you just have to download the app from the relevant app store for your device and after launching it select "Restore Purchases" in the menu.

In terms of reinstalling the App, there may be slight difference between IOS and Android. However, you can always find the App again in either Apps store and Google play, and download and install it again regardless of any previous installation.

If I want to install the APP and the downloaded content on another IOS / Android device in my possession is it necessary to make the purchase again?

No, Apple / Google Play allow you to install the APP and the content downloaded on different devices. Simply download the app from the app Store for free and after launching it, select "Restore Purchases" in the "My Downloads" menu in the application, to reinstall the content.

Do I need to connect to a Wi-Fi network to download the App?

To download the app from either of the app Stores you need to be connected to a Wi-Fi network, or data (3G/4G) from your device. the later will use your mobile data for the download.

Do I need to connect to Internet Wi-Fi to access my content?

Content can be downloaded via a Wi-Fi Internet connection. Once downloaded it will always be available on your device and you do not need an Internet connection to be able to use it.

I have several problems with my display, or a technical malfunction. What do I do?

Please email Customer_Service_Aus@deagostini-service.com with your enquiry and we will get back to you as soon as we can.