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**What is a Barbie Girl™ device? How do I connect her?**

A Barbie Girl™ device is an MP3 player that you can customize with hot looks, fashions, charms, and more. She's also your key to unlocking some cool stuff on BarbieGirls.com! To connect your Barbie Girl™ to your computer, go to the "Online Play" section of your instructions and follow the "Installation and Registration" directions. When referring to Barbie Girl™, we use the words "device" and "MP3 player" interchangeably.

**How many different Barbie Girl™ devices are there?**

There is one Barbie Girl™ device that comes in three different colors: pink, blue, or green. If you own a Barbie Girl™ device, you can also get fashion and accessory packs to change the look of your Barbie Girl™ and unlock special features online!

**Once I register my Barbie Girl™ device online, how long will my BarbieGirls.com account last?**

One whole year! If you set up your account on or before 9/24/2007 – while BarbieGirls.com was in BETA – your account will expire on 9/24/2008. If you set up your account after 9/24/2007, your account will expire one year after the date your device was registered. And guess what? If you've registered your MP3 player, you'll also be V.I.P. for either one month or one year, depending on where the device was purchased! You can find out how long your V.I.P. membership will last by reading the outside of the package that your Barbie Girl™ MP3 player came in. Your membership starts when you register the MP3 player through the CD registration process. If you want to continue the V.I.P. membership after it expires, you can choose to renew through Parents' Place.

**I have a Barbie Girl™ device. Can I still sign up for a V.I.P. membership?**

Of course! Your device already unlocks either one month or one year of V.I.P. access. You can add on to your membership at any time by purchasing one month, three months, or six months of additional access.

**Do I always have to have my Barbie Girl™ device plugged into my computer to access BarbieGirls.com?**

No. After you register your Barbie Girl™ device, you can access your account from any computer using your screen name and password.

**How do I turn it on?**

Plug in the earbuds. Or, if the earbuds are already in, hold down the play button for 3 seconds. The light will turn on when the device is on.

**How do I jump to the first song in the playlist?**

Unplug the earbuds. Hold down the play button—the light will turn on. Release it when the light turns off, about 3 seconds. Plug the earbuds back in and the playlist will be reset to the first song.

**What kind of music files can I play?**

Barbie Girl™ plays both mp3 and WMA music files. Files protected by digital rights management (DRM) are not supported.

**What can I do with my Barbie Girl™ device when I'm not online?**

You can copy music from your CDs and transfer it to your Barbie Girl™. You can even copy photos and other files to your Barbie Girl™. You can customize your Barbie Girl™ with cool snap-on outfits and accessories, and decorate your earbuds with snap-in earrings and beads.

**Where do I get a special code?**

Special codes will come in a variety of ways! Get special codes when you buy select Barbie Girls® products, such as Deco Packs and Fashion Packs at toy stores, or through promo offers. To enter a special code, click the key symbol. Then type in your code and click "submit."

**What if I lose my Barbie Girl™ device? If someone finds it, can they pretend to be me online?**

No. Your username and password protect your privacy. So be sure you don't share it with anyone except your parents.

**There's a CD? Where is it?**

The CD is under the back cover of the package.

**My Barbie Girl™ didn't come with a CD / the CD is broken.**

Call the number on the back of the instructions that came with your Barbie Girl™ and we'll send you a replacement.

**I put the CD in my computer but nothing happened.**

Try these following steps:

- Right click on "My Computer" and select "Explore."
- Double-click on the CD-ROM drive.
- Double-click on the "Barbie Girls" folder.
- Double-click "setup.exe" and the installer will launch.

**What if I don't want to register my Barbie Girl™ using the Barbie Girl™ software?**

Barbie Girl™ will still work as a digital music player. But if you want to access any of the special items on BarbieGirls.com or become Best Friends with another user, you will need to register your Barbie Girl™ using the Barbie Girl™ software.

### **What's on the CD?**

The CD contains Barbie Girls® software that lets you register the device with your account on BarbieGirls.com. It also comes with the latest versions of Adobe Reader and Windows Media Player 11.

### **How do I install Windows Media Player 11?**

Follow these steps:

- Right click on "My Computer" and click "Explore."
- Click on your CD-ROM drive, then click the Windows Media Player 11 folder.
- Double-click the file inside.

### **Does Barbie Girl™ work with earlier versions of Windows Media Player?**

Yes. However, the screenshots in the instructions will look different than what you will see on your computer. You can also drag and drop mp3 and WMA files directly to your device using Windows Explorer.

### **I gave Barbie Girl™ devices to both of my daughters. Can they be used on the same computer?**

Yes. You can use as many Barbie Girl™ devices as you like on a single computer, but only one at a time. And you can add both daughters to your Parents' Place account! Each Barbie Girl™ device must be registered to a different user account on BarbieGirls.com. If you want the Barbie Girl™ devices to be Best Friends on BarbieGirls.com, use the Best Friends feature in the Barbie Girls® software.

### **What happens if someone learns my registration code?**

Your username and password protect your identity online. So be sure you don't share it with anyone except your parents. As long as you keep that info private, no one can access your Best Friends or any items you've bought with B Bucks®. And no one can use your code to register another device because the code is tied to your account and can only be used once.

### **What if no registration code was included with my Barbie Girl™ device?**

Call the number on the back of the instructions that came with your Barbie Girl™ device.

### **I installed & registered my Barbie Girl™, but I lost or broke the device. I bought a new one. How do I retrieve my Best Friends, B Bucks®, and stuff I "bought" online with my online "money"?**

If you lose or break your device, your online account is not affected in any way. If you want to register a new device using your old registration code, click on the "key" icon in the Barbie Girls® software. Click "Re-register Barbie Girl™" to go through the registration process again.

**I bought a Barbie Girl™ and installed the software. I entered the registration code but a message popped up saying “registration code already in use”. What do I do?**

Call the number on the back of the instructions that came with your Barbie Girl™. After your purchase has been verified you'll be issued a new registration code.

**What operating systems are supported?**

Windows XP and Windows Vista (all versions).

**I can't log in. What can I do?**

Confirm your login information is correct and try again. If you forgot your password, click “forgot password?” to retrieve it. If you have a basic account and you forgot your username, you will need to re-register. If you have a Barbie Girl™ device and you forgot your username, call the number located on the back of the instructions that came with your Barbie Girl™. If your parent has set up a Parents' Place account, you can also check out your account details or change your password with their help.

**Why was I logged out?**

If you are logged in and have not done anything at all on the site for 15 minutes, then your session on BarbieGirls.com automatically ends.

**Why are the hangouts sometimes full?**

That means there are so many users in the hangout area that we can't fit any more! But try again to see if a space opened up. If not, click the map and find another cool hangout!

**I can't have a Secret B Chat™ with my friends. What do I do?**

In order to have Secret *B* Chat™ with friends, you must become best friends on BarbieGirls.com. In order to become best friends, you must connect your Barbie Girl™ to each other's computers and both receive parental approval to use that feature on the site. In the meantime, you can still have a *B* Chat™!

**I try to exit through the door and nothing happens. How do I go from room to room?**

If you want to go to another room, click the map, then click “rooms” and select the room you'd like to enter! You cannot exit through the door.

**What are the minimum system requirements for Barbie Girls®?**

You can log on to the BarbieGirls.com site with both a Mac and a PC computer! But you can only connect your Barbie Girl™ device to a PC computer with Windows® XP or Windows® Vista; Pentium® III 800 MHz or above or equivalent processor; 512 MB RAM; 200MB free hard drive space; DirectX9.0B or above; Internet Explorer 6.0 or later with SP1 and Macromedia Flash Plug-In; Internet connection

(broadband recommended); Windows Media Player 11; USB 2.0 port; and CD-ROM drive. Check out the "system requirements" section of the instructions that came with your Barbie Girl™ device.

**The light started flashing on my device and the volume decreased by itself. What's going on?**

The battery is low. Plug your Barbie Girl™ into the docking station to recharge it! The LED lights up when your Barbie Girl™ is charging, and turns off when your device is fully charged.

**My computer doesn't recognize Barbie Girl™. What can I do?**

Check all the connections to make sure they're tight. Also make sure the Barbie Girl™ USB connector is popped all the way out of the device. If it is, plug it firmly into the docking station. Then be sure to plug the USB cable firmly into a USB port on your computer.

If the device is still not recognized, plug the docking station into a different USB port. Remember...the Barbie Girl™ device software only works on a PC computer. Your Barbie Girl™ is not Mac compatible. Ask a grownup for help if you need it!

**I have a Macintosh computer. How can I connect my Barbie Girl™ to the Barbie Girls® world?**

The software included with the Barbie Girl™ device is not compatible with a Mac. But, both Mac and PC users can register basic and V.I.P. accounts on BarbieGirls.com!

**I lost my docking station. How do I retrieve it?**

Call the number on the back of the instructions that came with your Barbie Girl™ and they will give you step-by-step instructions.

**When I connect Barbie Girl™ to the docking station, I get a popup saying "This device will work faster with USB 2.0." Why?**

You may have an older computer that doesn't support USB 2.0. Barbie Girl™ will still work fine with your computer.

**A Windows Vista error message appeared when installing Adobe Reader. What should I do?**

When you install Adobe Reader 8 on Windows Vista you may see the error message "The Temp folder is on a drive that is full or is inaccessible. Free up space on the drive or verify that you have write permission on the Temp folder."

There are two methods of fixing this--

- 1) Enable User Account Control
  - In Control Panels, choose User Accounts.
  - Click "Turn User Account Control on or off".
  - Check the box to "Use User Account Control (UAC) to help protect your computer" and then click OK.

- Restart your computer.
- Install Adobe Reader 8.

2) Run the installer in XP Compatibility Mode

- For more information, please see <http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=333643>

**I get a message saying, “Oops! Looks like you’re already signed in!” Why? What should I do?**

This message might appear for several reasons:

- You clicked your browser’s back button instead of selecting to leave the game.
- You closed your browser, then quickly reopened it to sign back in.
- You turned off your computer while still logged in.
- You have two browsers open while one is already logged in.

To resolve the issue, close all browsers, wait 60 seconds, and try again. If that doesn’t work, please click the Contact Us link above.

**Why can’t I see part or all of my character? How do I fix this?**

You may have typed your screen name in the incorrect case when signing in. Check your Parents’ Place account for the correct capitalization of your screen name and try again.

**I get a message saying, “Oops! Make some room for your bed!” What’s going on?**

Your current room design doesn’t include a bed, and you’ve put furni in that extra space. Before changing your room design to one that *does* include a bed, you need to move items out of the way. Your bed will always go in the same place.

**How do I play in Club Beauty?**

A special shop just for V.I.P. members, Club Beauty features an interactive makeover activity, which requires you and another user be available at the same time. To receive a makeover, wait for someone to click on you. To *give* a makeover, click on another girl’s avatar. If she isn’t busy giving or getting a makeover, you can start playing!

**I get a “duplicate order” error message. How can I reorder?**

Log out of your Parents’ Place account and sign back in. Select the desired screen name and check your order history to make sure you’re not ordering twice for the same name. If the message appears again, please click the Contact Us link above. You’ll need to provide the screen name and prior order number, if available.

**How will subscription charges for Barbie Girls® appear on my credit card statement?**

Charges will appear as **DRI \*BarbieGirls.com**.