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What are the minimum system requirements for the Dora Linkz Doll?

Minimum system requirements for the Dora Linkz Doll (N9259 only)

• Windows XP® (SP3), or Windows Vista® operating system
• 1-gigahertz (GHz) Pentium® 3 processor
• 256MB of system RAM
• Video adapter and monitor with
o Super VGA (800 x 600) or higher resolution
o 8MB Video RAM
• 1GB of free hard disk space
• High Speed Internet access (minimum 768kbps)
• USB V1.1 or Higher
• CD-ROM Drive
• Speakers
• Keyboard and mouse.

Minimum system requirements for the Dora Linkz School (N8516 only)

• Windows XP® (SP3), or Windows Vista® operating system
• 1-gigahertz (GHz) Pentium® 3 processor
• 256MB of system RAM
• Video adapter and monitor with
o Super VGA (800 x 600) or higher resolution
o 8MB Video RAM
• 1GB of free hard disk space
• High Speed Internet access (minimum 768kbps)
• USB V1.1 or Higher
• Speakers
• Keyboard and mouse

Minimum system requirements for all other items in the Dora Linkz line that includes a code.

• Windows XP® (SP3), or Windows Vista® operating system
• 1-gigahertz (GHz) Pentium® 3 processor
• 256MB of system RAM
• Video adapter and monitor with
o Super VGA (800 x 600) or higher resolution
o 8MB Video RAM
• 1GB of free hard disk space
• High Speed Internet access (minimum 768kbps)
• Speakers
• Keyboard and mouse

When trying to install my Dora Links software it keeps telling me to re-insert the disc?

If when installing the software you keep receiving a message to re-insert your disc,

check the following.

- Your computer meets the Minimum System Requirements.
- The internet connection is working.
- Firewalls are set to allow the software to download.
- If running a wireless connection, try directly plugging into the PC.

The Dora Links software has installed but there is no progress when it is trying to update.

If the software has installed but will not update the first time you launch, check the following.

- Your computer meets the Minimum System Requirements.
- The internet connection is working.
- Firewalls are set to allow the software to download.
- If running a wireless connection, try directly plugging into the PC.

When updating the software the download froze or my internet connection dropped. How do I get the download to complete?

If the update froze or was dropped during download, the file may be corrupt. You will need to delete the download files then start over.

- Open the Install Directory. **C:\Program Files\Mattel\DoraLinks**
- Double-click on the **DownloadCache** folder.
- Delete any **.part** files.
- Close the folder and restart the software.
- Download all updates.
- Login.

The software does not recognize that my doll is plugged in, and I cannot explorer Puerto Verde.

If the software is not recognizing the doll is being plugged in try the following.

- Exit the software
- Unplug the Doll
- Plug doll back in.
- Start the software.

If the doll is still not recognized try these 2 steps.

- Change the batteries.
- Press the reset button above the dolls USB port.

If you are still having problems, contact Customer Service at 1-888-892-6123.

Will my product work on a 64-bit system?

Dora Links will work on a 64-bit system.

My disc, cord and instructions are missing from the packaging, where can I get these parts?

The disc, cord and instructions are located in the bottom portion of the Dora Links package. If any of these parts are missing contact Customer Service at 1-888-892-6123.

When trying to enter my Special Code I receive a message saying it's invalid.

When entering your Special Code, make sure you are entering the **hyphens** between the 3 sets of 4 characters. If you are still having a problem, contact Customer Service at 1-888-892-6123.

How do I change my password?

If you would like to change your password go to www.doralinks.com and click on **My Account.** After logging in, click **Change Password.**

I forgot my password, how do I reset it?

Your password can be reset at this link www.doralinks.com/find_password.aspx.

What is the little flower in the bottom corner of my screen?

That shows that information is downloading from the game to the doll.

How do I being playing after I've purchased an accessory, fashion pack, or doll?

Download and install the Dora Links Software from www.doralinks.com. Once you've created a username and password, use your Explorer Girls code to unlock a game or activity.

How can I save my game?

Your progress is automatically saved.

Are there any more mysteries?

Yes! Check back often. New mysteries will be automatically downloaded to Dora's laptop.

Why is Dora's hair is not changing length?

If you are in the hair changing station in the ¡Qué Bella! Beauty Salon, and you cannot change the length of your Dora Links' hair, you may need to replace the batteries. She requires 3 AAA batteries.

Why won't Dora Links' eyes change color?

Dora Links can change her eye color in the Disguise Station in the Arco Iris Cafe. If her eyes do not change to match what you see on screen, her batteries may be low. Try replacing them.

How can I change what my Dora Links says when she's away from the computer?

Every time you play a new mystery with your Dora Links, she will say new phrases when you press her necklace--even when she's away from the computer.

How do I play a new mystery?

In Puerto Verde, click on the laptop icon in the lower corner of the screen. On the laptop screen that opens, click on the "Mystery Journal" icon--the list of all available mysteries will show up there.

How do I change the length of Dora's hair?

Go to the ¡Qué Bella! Beauty Salon, you can change the length of her hair there.

How do I change the color of Dora's eyes?

Go to the Disguise Station in the Arco Iris Cafe.

How do I change the color of Dora's necklace and earrings?

Click on Dora's vanity in her bedroom.

How do I earn more Dora Dollars?

Dora Dollars are rewarded as you play the games in Puerto Verde.

How do I buy things in stores?

Click on a cash register in any store to open a shopping window.

Where do the clothes go that I buy?

Clothes from the clothing store are automatically delivered to your closet.

Where do the things go that I buy for my room?

Items for your room are automatically delivered to your room. Click on an item in your room to see what you can replace it with.

Where does the jewelry go that I buy?

New jewelry is automatically delivered to the vanity in Dora's room.

Why can't I wear outfits from the Disguise Station out into Puerto Verde?

Most of the items from the disguise station must remain there unless required to solve a mystery--there are a few surprises, though!

How do I get out of a mystery if I get stuck?

If you want to cancel a mystery without finishing it, click on the Laptop icon at the bottom of the screen. On the laptop screen that opens, click on the "Mystery Journal" icon--if you want to quit a mystery, click on the "Cancel Mystery" button.

I can't find something that's needed to solve a mystery.

Look in your inventory, it might be there. If it's not, look around Puerto Verde and click on the people there--they can help you find what you need.

I'm supposed to find a location, but I can't find it anywhere.

Use the map and go to each area of Puerto Verde. When you arrive in a new area, move your mouse over each building to find out what it is. If you can't find the place you are looking for, try clicking on an edge of the screen to look in a new area.