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I have lost my disc for FP3® Player. Can I download a copy of the software?

Yes, the software is available for download.

- For Windows® XP, [please click here.](#)
- For Windows® Vista™, [please click here.](#)

When downloading software, please follow the on screen instructions.

- [Click here](#) for a step by step guide to downloading and installing the software for Windows® XP.
- [Click here](#) for a step by step guide to downloading and installing the software for Windows® Vista™.

The FP3® Player software requires a Serial Number. If you have lost the envelope with the Serial Number, please call Consumer Relations. Click the Contact Us button for our contact information and hours.

What are the hardware and software requirements of the FP3® Player?

The Hardware Requirements for the FP3® Player are:

- 500 MHz Pentium III
- 256 MB RAM (512 MB suggested)
- 150 MB of Disk Space for installation
- 1024 x 768 screen resolution
- USB port

The Software Requirements for the FP3® Player are:

- Microsoft® Windows® XP or Windows® 2000
- Microsoft® Internet Explorer 6.0 with SP1
- Macromedia Flash Plug in

Windows Vista support was added to the product. No discs were manufactured for Microsoft® Windows® Vista®. The software is available for download in the FAQ entitled "I have lost my disc for Kid-Tough FP3 ® Player. Can I download a copy of the software?"

When using my FP3® Player all I hear is a buzzing noise, what should I do?

A buzzing noise when using the FP3® Player indicates the player needs to be reformatted. Reformatting will erase the player's entire contents. You will need to reregister and copy all content to the player again. The below steps will help with reformatting:

- Remove the **SD card** from the FP3® Player if one is being used. (Please note: the SD card will need to be reformatted separately. Contact your SD card manufacturer for assistance.)
- Open **(My) Computer**
- **Connect** the player to the computer's USB port.
- Locate the player as **(2) removable disc drives**.
- Right click on the **first FP3® removable disc drive**.
- Select **format**.
- Make sure the file system says **FAT32**.
- Click OK.
- Unplug the FP3® Player from the USB port.
- Start the software.
- Plug in the FP3® Player.
- Register and load content to your player.

I am receiving a please connect your FP3® Player to your computer with the USB cable error even though the player is connected, what does this mean?

This error means the FP3® player is not showing connected on the computer screen. The FP3® Player needs to show up in My Computer as **2 sequential drives**. To fix this follow the below steps:

- Unplug the FP3® Player.
- Open **(My) Computer**
- **Connect** the player to the computer's USB port.
- Locate the player as **(2) sequential removable disc drives**.
 - These drives must be in sequence such as **E and F or F and G or G and H**.
- If they are not sequential, have the consumer reboot with the FP3 player plugged in and turned on.

I received a register.rgr error while registering the FP3® Player. What do I do?

This error appears when there is an issue **registering** the FP3® player. To fix this follow the below steps:

- Remove the **SD card** from the FP3® Player if one is being used.
- Open **(My) Computer**
- **Connect** the player to the computer's USB port.
- Locate the player as **(2) removable disc drives**.
- Open up the **first FP3® removable disc drive**.
- Click **Tools** in the windows toolbar and select **folder options**.
- Click the **View** tab and check the radial button to **show hidden files and folders**.
- Click **Apply** and **OK**.
- Locate the file titled **register.rgr** under the FP3® removable disc drive already open and right-click and **delete** it.
- **Safely remove** the player and disconnect it from the PC.
- **Restart** the PC and **reconnect** the player.
- **Open** the software and click the **player tab** to re-register the player.

There is a bookmark on the screen of my FP3® Player, what does this mean?

The bookmark on the screen of your FP3® Player indicates a battery issue caused by **low batteries** or **loose battery door**. To fix this:

- Replace the batteries with **new batteries**.
- Turn the product on.
- **Squeeze** and **release** the **battery door** several times.
- If the product turns off then on, contact Consumer Relations.

What happens if my Kid-Tough FP3® Player is disconnected from my computer while copying FP3s® to it?

If the USB cord pulls out of the player or computer while you are transferring files, the transfer will be interrupted. After reconnecting your Kid-Tough FP3® Player, you will need to transfer the files again.

Why do I have to register my FP3® Player software?

In order to protect the copyrights of the content sold on the store, your computer needs to be authorized before using the Store tab in the Kid-Tough FP3® Player software. The authorization is completed by sending the serial number of your software to Fisher-Price. Only your serial number is sent; No other personal information is collected.

Can I install my FP3® Player software on more than one computer?

Yes. You can install your software on up to five computers using the serial number written on the envelope the software CD is packaged in.

Where can I get FP3s® for my FP3® Player?

You can get FP3s® by:

1. Purchasing them through the Store tab in the software
2. Copying any CDs that you own to your Library using the Copy From CD Tab

I have a FP3® Player and I am having a problem downloading an FP3® from the store. Where can I find more information?

For issues related to the store, please visit our [store support site](#).

How do I copy songs from a CD to My Library on my FP3® Player?

Insert a CD into your computer. If your computer is connected to the Internet, the software will search for the CD track information. If the CD is found in freedb, the track information will be entered automatically. If it is not found, you will have the option to type in the title and artist/author information. In the Copy From CD tab, select the FP3s® that you would like to copy to My Library. Click the Copy From CD button. When the process is complete, you will find the FP3s® in My Library. You can now assign icons to each of the songs

Do I need to back up My Library for my FP3® Player?

Yes! In order to protect your purchased files, it is highly recommended that you backup My Library. To backup the audio files in My Library to a CD or DVD (if your PC has a CD or DVD burner)

1. Open your CD/DVD Creation Application (such as Easy CD Creator, Nero, or Windows CD burning utility)
2. When you are asked by your CD/DVD Creation Application to select what you would like to burn to CD/DVD, browse to My Documents\My Music\Fisher-Price and choose the "Kid-Tough FP3 Player" folder.
3. Once you have completed burning these files to CD/DVD, place the CD/DVD in a safe place.

I purchased a FP3® Player for each of my children. Can we connect each of their players to same computer?

Yes. Each software installation supports up to 5 registrations. You can have up to 5 different players registered to one computer.

What happens if I accidentally delete a song in My Library on my FP3® Player?

If you delete a song from My Library, you will not be able to recover it unless you have backed up your audio files in a different location.

I removed the preloaded songs and stories from my FP3™ Player. How can I get them back?

The songs and stories preloaded on your player appear in My Library when you install the software to your computer.

I have deleted one or more of the FP3's® that came with my FP3® Player. Can I download them?

Yes, these 8 FP3's® are available for download using the links and the instructions below.

Click the link(s) below.

I Have Two Cats - http://fpconnect.fisher-price.com/fp3s/FP_So_BN_2Cats.fp3

Ickily Boo Doo - http://fpconnect.fisher-price.com/fp3s/FP_So_BN_IckilyBo.fp3

Me Siento Llena De Vida - http://fpconnect.fisher-price.com/fp3s/FP_So_BN_MeSiento.fp3

Morning Time - http://fpconnect.fisher-price.com/fp3s/FP_So_BN_MorningT.fp3

This is My Hand - http://fpconnect.fisher-price.com/fp3s/FP_So_BN_Myhand.fp3

Up and Down - http://fpconnect.fisher-price.com/fp3s/FP_So_BN_UpDown.fp3

Uncle Filbert Saves The Day - http://fpconnect.fisher-price.com/fp3s/fp_st_cs_ufsaveyday.fp3

Bramble Beaver's Bright Idea - http://fpconnect.fisher-price.com/fp3s/fp_st_mh_bbbridea.fp3

The grey FILE DOWNLOAD window will appear.

- Click SAVE.
- Now the gray SAVE AS window appears.
- Make sure the SAVE IN box says DESKTOP.
- Click SAVE.

Another gray box will appear to confirm that your file has downloaded.

- Click CLOSE.
- Repeat these steps for each file needed.
- Now go to your desktop and click MY COMPUTER.
- Click on the C: drive icon.
- Click DATA
- Click MY MUSIC
- Click FISHER-PRICE
- Click FP3 PLAYER
- Drag and drop the file(s) from your DESKTOP to the FP3 PLAYER folder.
- Open the FP3® Player software using the Icon on your desktop.
- The files will appear in your library.

How do I transfer FP3s® from My Library to my FP3® Player?

- Make sure your FP3® Player is connected to your PC with the USB cable provided.
- Click the My Player tab.
- Select the FP3s® in the My Library panel you want to copy to your FP3® Player.
- Click the Copy To Player button.

I have a FP3® Player, where are the FP3s® that I downloaded from the Store?

The FP3s® that you purchase from the Store will appear in My Library.

I have a FP3® Player, what is an FP3®?

An FP3® is a type of digital audio file that is played on the FP3® Player.

I copied an audiobook from a CD to my FP3® Player's "My Library" and it shows up in the list of song on my player. Can I change it to appear as a story?

Yes.

- Go to the My Library tab and find the FP3® you would like to modify.
- Right-click on the music note to the left of the title.
- Select Story from the right-click menu.
- When you drag the modified FP3® to your Player, it will appear in your list of Stories.

How do I copy a playlist from My Library to my FP3® Player?

Click the My Player tab. In the My Library tab, select the playlist you would like to transfer to your FP3® Player. Click the Copy To Player button.

What is a playlist on my FP3® Player?

A playlist is a collection of songs and stories you create. It can help you quickly move your favorite files to your player.

How do I create a playlist on my FP3® Player?

- Click the Create Playlist tab.
- Select your favorite FP3s® in My Library and then click the Add To Playlist button.
- Click the Save Playlist button and type in a name.
- Your playlist will be saved in My Library.

How do I edit a playlist on my FP3® Player?

- Find the playlist in My Library.
- Right-click on the name of the playlist.
- Select Edit.
- The Create Playlist tab will appear.
- Make your desired changes.
- Click Save Playlist.

Can I put my FP3® Player FP3s® on my iPod or other digital music player?

No. FP3s® can only be played on the Fisher-Price FP3® Player.

Can I put music downloaded from sites like iTunes or Walmart on my FP3® Player?

No. The FP3® Player only plays FP3® files and not other digital audio files such as mp3, aac, wav, or wma. FP3s® can be purchased through the FP3® Player software in the Store tab. You may also convert CDs that you own to the FP3® format.

I have a FP3® Player, can I copy songs and stories from My Library to another computer?

Yes. If you have installed the software on the new computer using the same serial number, you may transfer and play the FP3s® on the new computer. Once you have activated the new installation of software, with the same serial number as the other installation of software, you will be able to play the FP3s® you have purchased from the Store.

What do the different dots in the Icon column on my FP3® Player mean?

- An open green dot means that no icon is assigned to that FP3®.
- A closed green dot means that an icon is assigned.
- A red dot means that the FP3® was purchased from the Store and cannot be changed.

How do I assign an icon to a FP3® in My Library on my FP3® Player?

To assign an icon, click an open green dot in the icon column. If you've already assigned an icon to a song, you won't be able to use it for another song. Used icons are indicated with a red mark. Icons can only be used once. Choose an icon and then click the Select button.

How do I create a new icon on my FP3® Player?

- Click a green dot in the icon column.
- Click the New button on the Icon Picker.
- Use the pencil and eraser tools to create a new icon.
- Click the Save button to assign it to the song.

How do I edit an icon on my FP3® Player?

In the Icon Picker dialogue box:

- Click the icon you would like to edit.
- Click the Edit button.
- Use the pencil or eraser tool to change the icon.
- Click the Save As button to assign the changed icon to the song.

Can I install the FP3® Player software on a Macintosh?

No. The software will only operate on Windows® 2000 and Windows® XP.

I have a FP3® Player, what is freedb?

freedb is an online database (an open-source project) that the software uses to access information about a CD such as the artist, album, and song titles.