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## General Questions

**The Knows Your Name™ software disc will not read in the CD ROM drive. How can I correct the error?**

Remove the CD Rom and clean with a soft cloth. Try to reinstall software. If this does not correct the issue, please download the software from the "I have lost my disc for Knows Your Name™. Can I download a copy of the software?" FAQ.

**While downloading The Knows Your Name™ software I have received an error that references "Couldn't find library MSVCR80.dll error". How can I correct the error?**

Remove the CD Rom and clean with a soft cloth. Try to reinstall software. If this does not correct the issue, please follow the below steps:

- Open "My Computer"
- Right-click the "CD drive"
- Select "Explore"
- Double-click "Setup.exe"
- Attempt to reinstall the Knows Your Name™ software

If unsuccessful test another disc in the CD Rom drive. This ensures the drive is working. Put the Knows Your Name™ disc back in the CD ROM drive:

- Press "Ctrl-Alt-Delete"
- Look for the word "groove" in the "process" tab.
- If the word "groove" is there - choose "End Task".
- Attempt to reinstall the Knows Your Name™ software

If the problem still exists or the word "groove" is not in the process tab:

- Check the right side of the taskbar to see if "Windows Defender" is running. If you are uncertain as to which programs are running, place the mouse pointer over each icon on the taskbar and wait for a description to appear.
- If "Windows Defender" is running, you will need to turn it off to install the Knows Your Name™ Software.
- Attempt to reinstall the Knows Your Name™ software.

**While downloading The Knows Your Name™ software I have received a "Runtime error: R6034 An Application has made an attempt to load the C runtime library incorrectly." How can I correct the error?**

Remove the CD Rom and clean with a soft cloth. Try to reinstall software. If this does not correct the issue, please follow the below steps:

- Open "My Computer"
- Right-click the "CD drive"
- Select "Explore"
- Double-click "Setup.exe"

- Attempt to reinstall the Knows Your Name™ software

If unsuccessful test another disc in the CD Rom drive. This ensures the drive is working. Put the Knows Your Name™ disc back in the CD ROM drive:

- Press "Ctrl-Alt-Delete"
- Look for the word "groove" in the "process" tab.
- If the word "groove" is there - choose "End Task".
- Attempt to reinstall the Knows Your Name™ software

If the problem still exists or the word "groove" is not in the process tab:

- Check the right side of the taskbar to see if "Windows Defender" is running. If you are uncertain as to which programs are running, place the mouse pointer over each icon on the taskbar and wait for a description to appear.
- If "Windows Defender" is running, you will need to turn it off to install the Knows Your Name™ Software.
- Attempt to reinstall the Knows Your Name™ software.

**When I enter the letters of my child's name into the Knows Your Name Software, why won't the backspace key let me update the spelling if mistyped?**

If you misspell your child's name or any friends' or family members' names while programming the Knows Your Name product in the Personalization screen and attempt to use the backspace key to correct it, the name list will not update. To work around this delete an additional character and re-type the character that was deleted this will update the name list. The user can also press the Clear button next to the name list and then re-type the desired name.

**Why can I not see some of the text or graphics while viewing the Knows Your Name software?**

Viewing the Knows Your Name software at 800x600 screen resolutions may restrict the display of help text on the screen. Change to 1024x768 screen resolution or higher to have a full view of the help text.

When choosing "User 1-4" on the names list in the Knows Your Name software, I received an error message asking me to contact Customer Service.

The "User 1-4" options should not be used when personalizing the Knows Your Name product. You must choose a name option from the list to continue.

**I received an error message when I unplugged the Knows Your Name to change USB ports.**

If you choose to change which USB port that you have the Knows Your Name plush connected to, you must first cancel the download. After you have chosen the USB port and plugged the doll in, you can then restart the download process.

**Why can't I preview a name in the Knows Your Name software while the narrator is speaking?**

You must wait until the female voice is finished speaking before you can hear a preview of a name in the Knows Your Name software. If the female voice over becomes a nuisance you can reduce the volume to zero to mute her voice.

## **Dora Knows Your Name™**

**What is the system requirement for K8747 Dora Knows Your Name™ 2.0 Doll?**

System requirements are:

- **Operation System** - Windows XP, Windows Vista
- **USB** – 1.1 or higher
- **Hard drive space** – 250 MB (500 MB recommended)
- **Memory** - 128 MB (256 MB recommended)
- **CPU** - 350MHz (800MHz or above recommended)
- **Video Resolution** - 800x600 (1024X768 recommended)
- **Video Color Depth** - 256 colors or higher
- **User input** - keyboard and mouse
- **CD- ROM Speed** - 4x (8x recommended)

**I have lost my disc for K8747 Dora Knows Your Name™ 2.0. Can I download a copy of the software?**

Yes, the software is available for download.

[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**I am unable to find my child's name from the K8747 Dora Knows Your Name™ 2.0 software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, it is unavailable to download.

**What is the system requirement for H3449 Dora Knows Your Name™ 1.0?**

System requirements are:

- **Operation System** - Windows XP, Windows Vista
- **USB** – 1.1 or higher
- **Hard drive space** – 250 MB (500 MB recommended)
- **Memory** - 128 MB (256 MB recommended)
- **CPU** - 350MHz (800MHz or above recommended)
- **Video Resolution** - 800x600 (1024X768 recommended)
- **Video Color Depth** - 256 colors or higher
- **User input** - keyboard and mouse

**I have lost my disc for H3449 Dora Knows Your Name™ 1.0. Can I download a copy of the software?**

Yes, the software is available for download.

[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**I am unable to find my child's name from the H3449 Dora Knows Your Name™ Doll software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, you may be able to download and add it as user 1-4 from the following link: <http://knowsyourname.fisher-price.com/dolls/> .

## **Diego Knows Your Name™**

**What is the system requirement for K5049 Diego Knows Your Name™ Doll?**

System requirements are:

- **Operation System** - Windows XP, Windows Vista
- **USB** – 1.1 or higher
- **Hard drive space** – 250 MB (500 MB recommended)
- **Memory** - 128 MB (256 MB recommended)
- **CPU** - 350MHz (800MHz or above recommended)
- **Video Resolution** - 800x600 (1024X768 recommended)
- **Video Color Depth** - 256 colors or higher
- **User input** - keyboard and mouse
- **CD- ROM Speed** - 4x (8x recommended)

**I have lost my disc for K5049 Diego Knows Your Name™. Can I download a copy of the software?**

Yes, the software is available for download.

[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**I am unable to find my child's name from the K5049 Diego Knows Your Name™ Doll software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, it is unavailable to download.

## Elmo Knows Your Name™

**What is the system requirement for K8748 Elmo Knows Your Name™ 2.0 Doll?**

System requirements are:

- Operation System** - Windows XP, Windows Vista
- USB** – 1.1 or higher
- Hard drive space** – 250 MB (500 MB recommended)
- Memory** - 128 MB (256 MB recommended)
- CPU** - 350MHz (800MHz or above recommended)
- Video Resolution** - 800x600 (1024X768 recommended)
- Video Color Depth** - 256 colors or higher
- User input** - keyboard and mouse
- CD- ROM Speed** - 4x (8x recommended)

**I have lost my disc for K8748 Elmo Knows Your Name™ 2.0. Can I download a copy of the software?**

Yes, the software is available for download.

[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**What is the system requirement for H3450 Elmo Knows Your Name™ 1.0 Doll?**

System requirements are:

- Operation System** - Windows XP, Windows Vista
- USB** – 1.1 or higher
- Hard drive space** – 250 MB (500 MB recommended)
- Memory** - 128 MB (256 MB recommended)
- CPU** - 350MHz (800MHz or above recommended)
- Video Resolution** - 800x600 (1024X768 recommended)
- Video Color Depth** - 256 colors or higher
- User input** - keyboard and mouse

**I have lost my disc for H3450 Elmo Knows Your Name™ 1.0. Can I download a copy of the software?**

Yes, the software is available for download.

[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**I am unable to find my child's name from the H3450 Elmo Knows Your Name™ Doll software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, you may be able to download and add it as user 1-4 from the following link: <http://knowsyourname.fisher-price.com/dolls/>

## **Pooh Knows Your Name**

**What is the system requirement for H3451 Pooh Knows Your Name™ Doll?**

System requirements are:

**Operation System** - Windows XP, Windows Vista

**USB** – 1.1 or higher

**Hard drive space** – 250 MB (500 MB recommended)

**Memory** - 128 MB (256 MB recommended)

**CPU** - 350MHz (800MHz or above recommended)

**Video Resolution** - 800x600 (1024X768 recommended)

**Video Color Depth** - 256 colors or higher

**User input** - keyboard and mouse

**I have lost my disc for H3451 Pooh Knows Your Name™. Can I download a copy of the software?**

Yes, the software is available for download.

[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**I am unable to find my child's name from the H3451 Pooh Knows Your Name™ Doll software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, you may be able to download and add it as user 1-4 from the following link: <http://knowsyourname.fisher-price.com/dolls/> .

## **SpongeBob™ Knows Your Name™**

**What is the system requirement for SpongeBob™ Knows Your Name™ Doll?**

System requirements are:

**Operation System** - Windows XP, Windows Vista

**USB** – 1.1 or higher

**Hard drive space** – 250 MB (500 MB recommended)

**Memory** - 128 MB (256 MB recommended)

**CPU** - 350MHz (800MHz or above recommended)

**Video Resolution** - 800x600 (1024X768 recommended)  
**Video Color Depth** - 256 colors or higher  
**User input** - keyboard and mouse

**I have lost my disc for SpongeBob™ Knows Your Name™. Can I download a copy of the software?**

Yes, the software is available for download.  
[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.

**I am unable to find my child's name from the SpongeBob™ Knows Your Name™ software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, it is unavailable to download.

## **Knows Your Name™ Puppies**

**What are the system requirements for Knows Your Name™ Puppies?**

System requirements are:

- Operating System** – Windows 2000, XP, Vista or higher
- USB** – Version 1.1 or higher
- Hard drive space** – 100 MB available
- Memory** – 128 MB, 256 MB recommended
- CPU** – 350 Mhz, 800 Mhz recommended
- Video Resolution** – 800x600, 1024x768 recommended
- Video Color Depth** – 256 colors or higher
- CD-ROM Speed** – 4x, 8x recommended
- User input** – keyboard & mouse
- Software** - Adobe Flash Player 8 or above

**I have lost my disc for Knows Your Name™ Puppies. Can I download a copy of the software?**

Yes, the software is available for download.  
[Please click here.](#)

When downloading software, please follow the on screen instructions.

Please [click here](#) for a step by step guide to downloading and installing the software.



## **I am unable to find my child's name from the Knows Your Name™ Puppies software name list.**

Please look for an alternate spelling of your child's name. For example the name Carrie can be spelled, Keri, Kerri, Kerry, Kari. If you are still unable to locate your child's name, it is unavailable to download.

## **Knows Your Name™ Phones**

### **What are the system requirements for Knows Your Name™ Phones?**

System requirements are:

**Operating System** – Windows 2000 or XP or Vista

**USB** – 1.1 or higher

**Hard drive space** - 50 MB available

**Memory** – 128 MB, 256 recommended

**CPU** – 350 mHz, 800 mHz recommended

**Video Resolution** – 800x600, 1024x768 recommended

**Video Color Depth** – 256 colors or higher

**Internet** – High Speed Connection Recommended

**User input** – keyboard and mouse

**Browsers:**

Microsoft Internet Explorer 6.0 or higher with Adobe Flash Player 8 or higher

Netscape 7.0 or higher

Mozilla Firefox 1.0 or higher

Opera 6.0 or higher

## **Baby First Knows Your Name™**

### **What is the system requirement for Baby's First Knows Your Name™?**

System requirements are:

**Operating System** – Windows 2000 or XP or Vista

**USB** – 1.1 or higher

**Hard drive space** - 50 MB available

**Memory** – 128 MB, 256 recommended

**CPU** – 350 mHz, 800 mHz recommended

**Video Resolution** – 800x600, 1024x768 recommended

**Video Color Depth** – 256 colors or higher

**Internet** – High Speed Connection Recommended

**User input** – keyboard and mouse

**Browsers:**

Microsoft Internet Explorer 6.0 or higher with Adobe Flash Player 8 or higher

Netscape 7.0 or higher

Mozilla Firefox 1.0 or higher

Opera 6.0 or higher

## Knows Your Name™ 123 Counting Cash Register™

What is the system requirement for Knows Your Name™ 1-2-3 Counting Cash Register™?

System requirements are:

**Operation System** - Windows XP, Windows Vista

**USB** (not included) - Version 1.1

**Hard drive space** - 50 MB available

**Memory** - 128 MB (256 MB recommended)

**CPU** - 350MHz (800MHz recommended)

**Video Resolution** - 1024x768 recommended

**Video Color Depth** - 256 colors or higher

**Internet** - High Speed connection recommended

**User input** - keyboard and mouse

**Browsers:**

Microsoft Internet Explorer 6 or higher

Mozilla Firefox 3.x

Opera 9.x

Safari 3.x

Chrome

## Knows Your Name™ A, B, CD-Player™

What is the system requirement for Knows Your Name™ A, B, CD-Player™?

System requirements are:

**Operation System** - Windows XP, Windows Vista

**USB** (not included) - Version 1.1

**Hard drive space** - 50 MB available

**Memory** - 128 MB (256 MB recommended)

**CPU** - 350MHz (800MHz recommended)

**Video Resolution** - 1024x768 recommended

**Video Color Depth** - 256 colors or higher

**Internet** - High Speed connection recommended

**User input** - keyboard and mouse

**Browsers:**

Microsoft Internet Explorer 6 or higher

Mozilla Firefox 3.x

Opera 9.x

Safari 3.x

Chrome

## Knows Your Name™ ABC 1-2-3 Sing Along™ Player

What is the system requirement for Knows Your Name™ ABC 1-2-3 Sing Along™ Player?

System requirements are:

**Operation System** - Windows XP, Windows Vista

**USB** (not included) - Version 1.1

**Hard drive space** - 50 MB available  
**Memory** - 128 MB (256 MB recommended)  
**CPU** - 350MHz (800MHz recommended)  
**Video Resolution** - 1024x768 recommended  
**Video Color Depth** - 256 colors or higher  
**Internet** - High Speed connection recommended  
**User input** - keyboard and mouse  
**Browsers:**  
    Microsoft Internet Explorer 6 or higher  
    Mozilla Firefox 3.x  
    Opera 9.x  
    Safari 3.x  
    Chrome