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What are the Minimum System Requirements for U.B. Funkeys™?

Your computer will need to meet the following system requirements in order for the **U.B. Funkeys™** software to run properly.

- Windows® Vista or Windows® XP.
- 800 MHz Processor (1.3 GHz recommended)
- 512 MB Ram
- 1 GB of drive space
- USB Port (cable included)
- 32 MB video card (64 recommended)
- 8x CD or DVD Drive
- Sound Card, Keyboard and Mouse
- Adobe® Flash™ 9 (Included on disc.)
- Broadband Internet Connection Recommended.

Am I able to download the U.B. Funkeys™ Starter Software Online?

Yes, [Click here](#).

How do I install U.B. Funkeys™ on a 64-bit system?

Please do one of the following;

1. Download the 4.8 version of the U.B. Funkeys™ software. **Please Note: The software is a large file (over 600MB) and may take a long time to download.**

<http://download.service.mattel.com/us/funkeys/UB%20Funkeys%204.8.zip>

or

2. Download just the patch and run it as part of your current installer.
 - Run the **U.B. Funkeys™** software from your installation disc. When the driver installs the following window will appear. Click **"OK"** and close the installer.



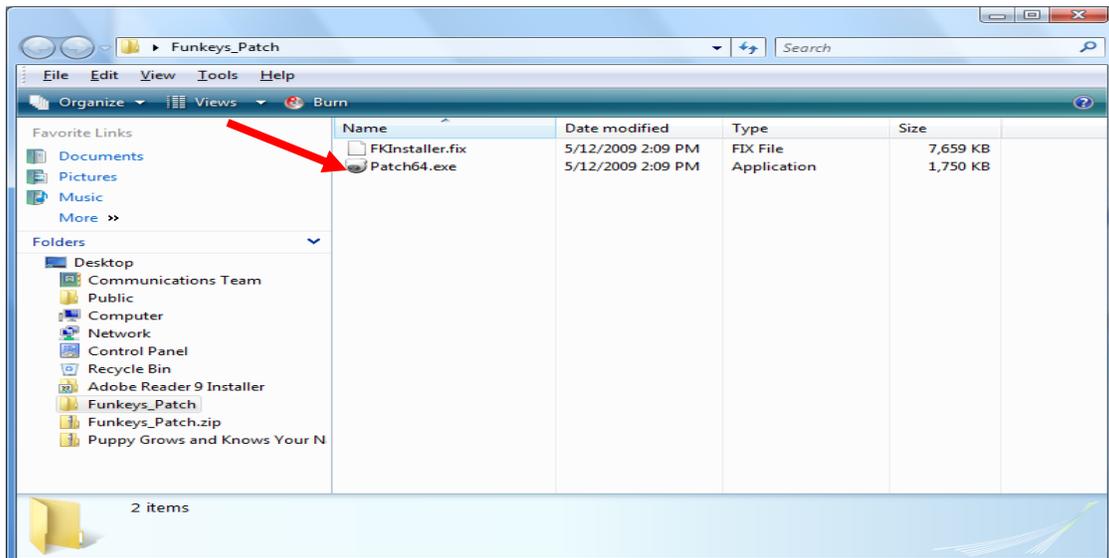
- Download the U.B. Funkeys™ 64-bit patch using the following link;

<http://download.service.mattel.com/us/funkeys/Funkeys%2064bit%20Patch.zip>

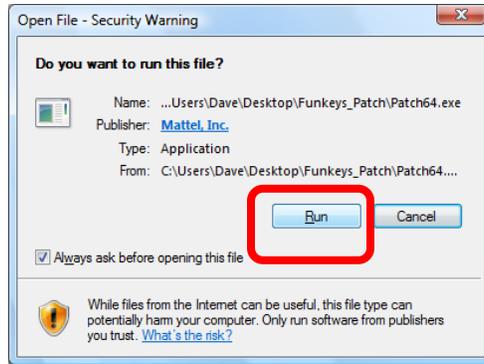
- Click **“Save”**.



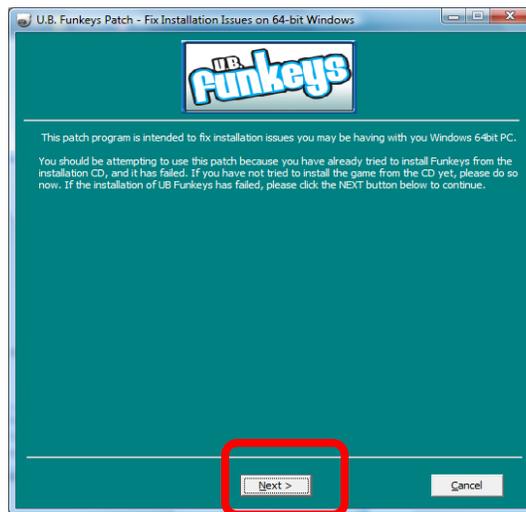
- Select **Desktop** and click **Save**.
- Navigate to the **Desktop** and find the file **Funkeys 64bit Patch.zip**.
- Extract both files to the **Desktop**.
- Close all open programs.
- Double-Click on extracted **“Patch64.exe”** file.



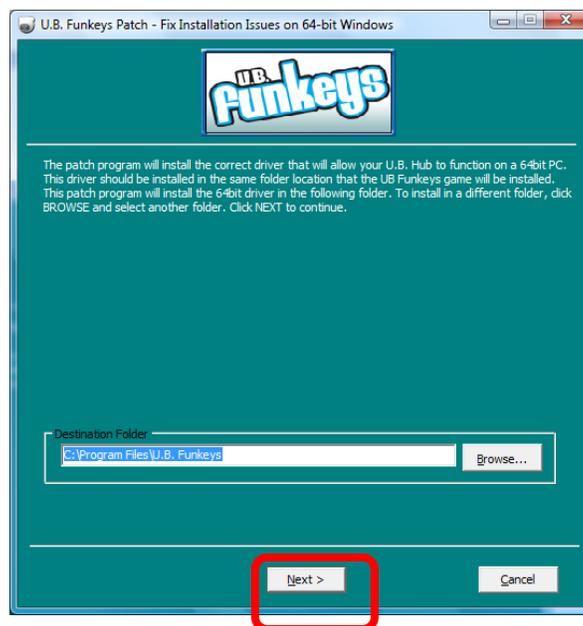
- Click **“Run”**.



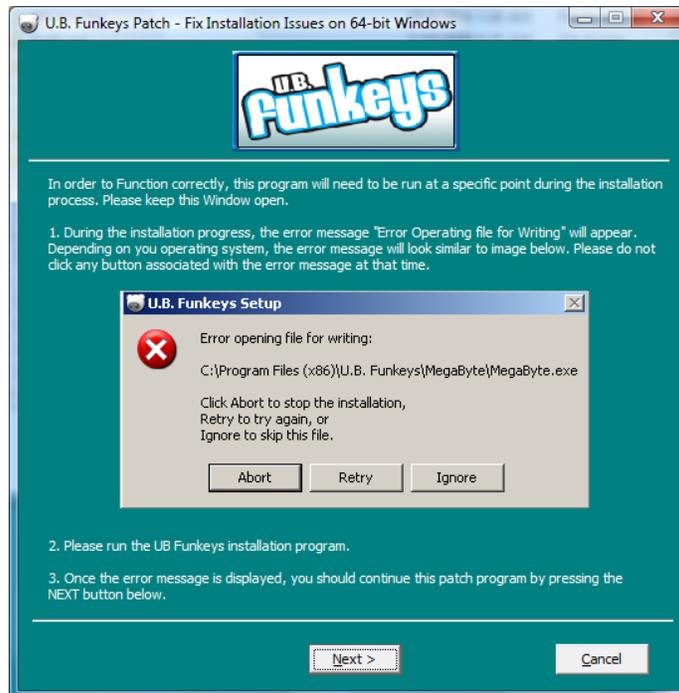
- When the patch program opens, click **“Next”**.



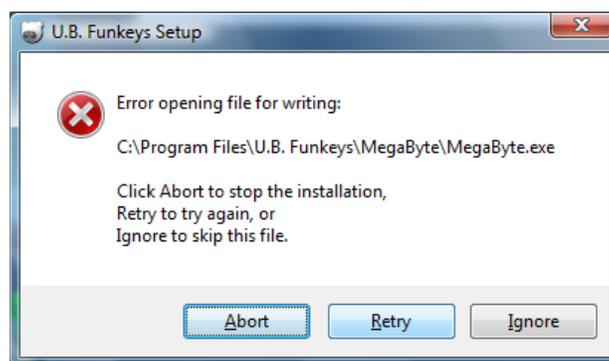
- The next window will show the default directory for **U.B. Funkeys™**. Do not change the folder information. Click **“Next”**.



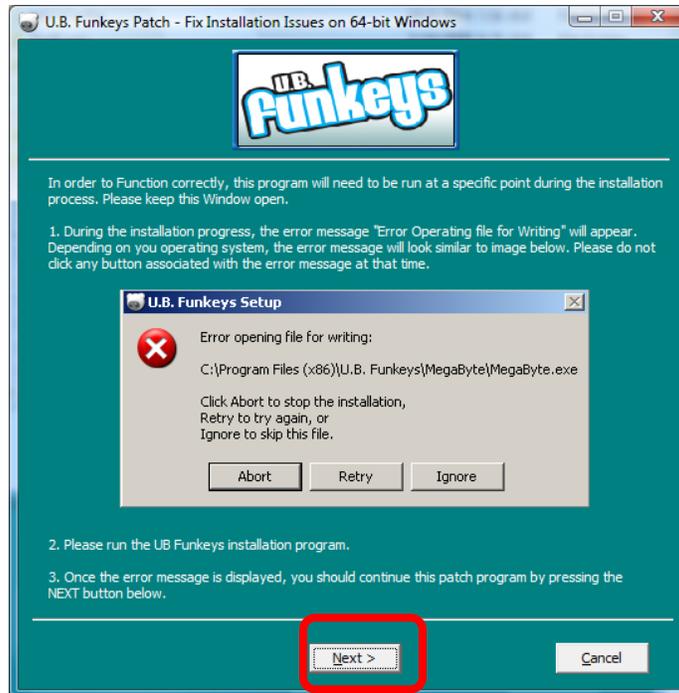
- **WHEN THE NEXT SCREEN APPEARS PLEASE LEAVE IT OPEN BUT DO NOT CLICK ANYTHING.**



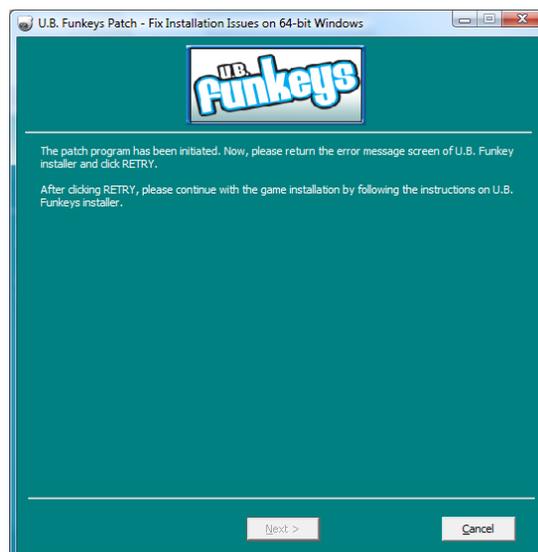
- Launch the **U.B. Funkeys™** installer.
- When the U.B. Funkeys™ Hub drivers try to install an **“Error opening file for writing”** message will appear.



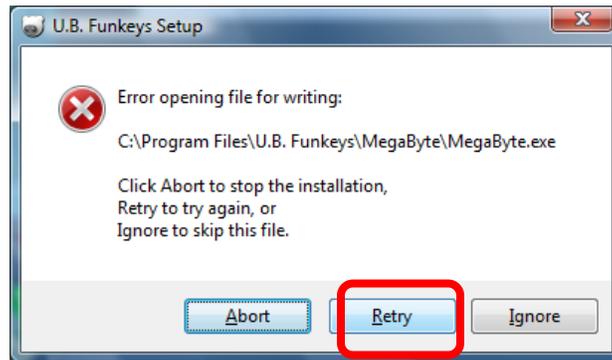
- Return to the **“U.B Funkeys™ Patch – Fix Installation Issues on 64-bit Windows”** screen. Click **“Next”**.



- A message saying the **"patch program has been initialized"** will open.



- Return to the **U.B. Funkeys™** software installer. Click **“Retry”**.



- The **U.B. Funkeys™** software install will complete. Click **Finish** and launch the software. An update may be required after login to use the latest software.

When I attempt to install the U.B. Funkeys™ software I receive a “Hardware driver Installation has Failed!” error.

The **“Hardware driver Installation has Failed!”** error can be caused by one of the following.

- You are not logged onto the administrative account
- You do not meet the 512MB minimum RAM requirements
- Your computer is running a 64 bit System.

Please use the FAQ **“Does U.B. Funkeys™ work on 64-bit systems?”** for assistance.

I am using Windows® Vista and unable to update my U.B. Funkeys™ software.

Right-click on the **U.B. Funkeys™** icon. Select **“run as admin”** and launch the software. The update should begin after login.

The software is prompting me to install Adobe® Flash™ Player even though it is already on my computer.

A6.) Uninstall and reinstall Adobe® Flash™ Player in Microsoft® Internet Explorer. The Adobe® website provides an uninstaller tool to properly remove the current software and a new version download.

I am unable to update the U.B. Funkeys™ software or use any of the online features.

If you are unable to update the software, or use any of the online features (i.e. Chat, Multiplayer Games, Funkey Trunk, or Saving Progress.) You may have one of the following problems.

- **A firewall blocking your connection.** - Please contact your security provider to add **U.B. Funkeys™** as an **allowed application** to your firewall settings. **U.B. Funkeys™** requires both an inbound and outbound connection.
- **A wireless Internet connection.** – A wireless connection can easily be interrupted and may corrupt the download. Wireless routers are often set up to prevent others from using your internet connection. This may block the **U.B. Funkeys™** software from connecting to the server. **Hardwire** your internet to your **PC** for best performance.
- **You are not logged into the admin account** – Log in to the computers administrative account. **Windows® Vista Users** – Right-click and select **“run as admin”** to update the software and use online features.
- **There is a server issue.** – There may be a problem with the server. If your firewalls are properly configured to allow **U.B. Funkeys™**, please wait and try connecting to the server later

When launching the software I receive a message stating “The Application has generated an exception and needs to close.”

Update or repair your Microsoft® .NET Framework at the following site.
<http://www.microsoft.com/downloads/en/default.aspx>

Can I save my U.B. Funkeys™ game progress online?

U.B. Funkeys™ game progress can be saved online if you are using version **3.2 Dreamstate™** or higher. After creating a **Unique Funkey Name**, select **SAVE PROGRESS** from the **menu** in the software.

When logging into the game I receive an “Oh No Master Lox Strikes Again!” message.

This message indicates the **U.B. Funkeys™** software is not connecting to the server. Please exit the game and verify your internet connection is working. Try to enter the software again, if the message appears please wait and try connecting to the server later.

When trying to create a Unique Funkey Name I receive a message that the “CODEX CLERK IS OUT RIGHT NOW AND CAN’T FILE YOUR REQUEST”.

This message appears when there is a problem connecting to the server while creating your Unique Funkey Name. Use the following steps to correct the problem.

- **A firewall blocking your connection.** - Please contact your security provider to add **U.B. Funkeys™** as an **allowed application** to your firewall settings. **U.B. Funkeys™** requires both an inbound and outbound connection.
- **A wireless internet connection.** – A wireless connection can easily be interrupted and may corrupt the download. Wireless routers are often set

up to prevent others from using your internet connection. This may block the **U.B. Funkeys™** software from connecting to the server. **Hardwire** your internet to your **PC** for best performance.

- **You are not logged into the admin account** – Log in to the computers administrative account. **Windows® Vista Users** – Right-click and select **“run as admin”** to update the software and use online features.
- **There is a server issue.** – There may be a problem with the server. If your firewalls are properly configured to allow U.B. Funkeys™, please wait and try connecting to the server later

I receive an fkinstaller.exe access violation when trying to install or run the U.B. Funkeys™ software.

This error appears during while running or installing **U.B. Funkeys™** on a **Microsoft® Windows® XP SP3**.

- Make sure you are on the **admin account**. If using **Windows® Vista**, right-click and **“run as admin”**.
- If the problem continues try the following steps to change **compatibility mode**.
 - Open **“My Computer”**
 - Right-click on the **CD-ROM** drive.
 - Select **“Explore”**.
 - Right-Click on **“setup.exe”** file.
 - Select **“Properties**.
 - Click the **“Compatibility”** tab.
 - Check the box that says **“run in compatibility mode”** with.
 - Select **Windows 2000** from the drop down box.
 - Click **“Apply”** then **“OK”**.
 - Double-click on **“setup.exe”** and run install.

My screen changed after the installation completed. Why?

After the U.B. Funkeys™ program installs and opens, the screen resolution switches the current screen resolution to 800 x 600 screen resolution.

If this setting is changed, the edges of the screen may not be visible preventing access to many game controls. If you are required to maintain a different resolution, we suggest clicking the options link in the U.B. Funkeys™ software and turn off the full screen option. This will display the game in a smaller window scaled to the resolution settings.

I received an error message that the U.B. Funkeys figure was not detected. How do I correct this issue?

You will need our patch tool. This tool is available from <http://www.ubfunkeys.com/>. Please click the Download tab and scroll down to the driver patch link.

I lost connection during an update, now the game doesn't respond.

Some of the updates are large; if the Internet connection is lost during the update then the software may fail to download all the required files. We recommend connecting the PC directly to the modem. Wireless is not suggested.

How do I obtain a U.B. Funkeys checklist?

A checklist is available from <http://www.ubfunkeys.com/>. Please click the Download tab and scroll down to the Checklist link.

How can I obtain a replacement manual?

Manuals are available from Service.Mattel.com and from <http://www.ubfunkeys.com/>. Please click the Download tab and scroll down to the Instruction Manual link.

What is the address of the official U.B. Funkeys website?

<http://www.ubfunkeys.com/>