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What are the System Requirements for the Digital Arts and Craft Studio?

The system requirements for the Digital Arts and Craft Studio are:

- Operating System: Windows® XP, Windows® 2000, Windows® Vista™
- Processor: 750MHz
- Memory: 256MB RAM
- Hard Drive: 200MB available
- Video Resolution: 1024 x 768
- Video RAM: 64MB
- USB port: 1.1
- DirectX® 9.0c is required

The following items are recommended:

- Color Printer
- Internet Connection (for software updates)

During installation of the Digital Arts and Craft Studio I receive the following error - "Error Message - The video adaptor device driver is not properly installed or is not compatible. Installation will now terminate." How do I correct this issue?

Many issues with the Digital Arts and Crafts Studio can be resolved by changes or updates to the video driver, the DirectX software or the display settings.

The issues that can be resolved by these updates and changes are:

- Installation issues
- Cursor issues
- Crashes and freezing
- Display errors such as the wrong colors, images disappearing, or blank screens

If you need assistance updating the video driver, DirectX software and or changing display settings, we suggest the following link to Microsoft for assistance.

http://support.microsoft.com/kb/263039

The Microsoft web page provides comprehensive troubleshooting for all of the issues above. If this information does not resolve the issue please contact us.

I lost my disc for the Digital Arts and Craft Studio and need to reinstall the program, where can I get a replacement disc?

- Click here to download the software.
- Save file to your desktop.
- Once the download is complete a new screen will pop up.
- Click the icon that says EXTRACT.
- Select or create a folder for the installation files.
- Click Extract.
- Open the folder containing the extracted files.
- Double-click on setup.exe.

- Follow prompts to install.

Is the Digital Arts and Craft Studio Microsoft ™ Windows® 7 compatible?

Yes the Digital Arts and Craft Studio is compatible with Microsoft ™ Windows® 7. Follow the below steps to install.

- Uninstall your current "DACS" software.
- Click here to download new software.
- Save file to your desktop.
- Once the download is complete a new screen will pop up.
- Click the icon that says EXTRACT.
- The files will begin to extract and will be saved into a folder.
- Open the folder containing the extracted files. The folder will be named Disk 1.
- Double-click on setup.exe.
- Follow prompts to install.

How can I check the amount of video ram on my computer to see if my Digital Arts and Craft Studio is compatible?

For Windows® XP 32-bit and 2000:

- **Right click** your desktop.
- Select **properties**.
- In the Display Properties window select the **settings tab.**
- Click **Advanced**.
- Click the **Adaptor tab**.
- Under Adaptor Information, Memory size is the third line down. This must be 64 MB or higher.

For Windows® Vista™ 32-bit:

- **Right click** the desktop.
- Select **personalization**.
- Click the link for **Display** settings.
- Click **Advanced** settings.

Please look at the follow two types of memory on this screen:

- **Dedicated Video Memory**
  - Must be 64 MB or higher if nothing is shown in System Video Memory
- **System Video Memory**
  - Must be 64 MB or higher if nothing is shown in the Dedicated Video Memory

During install, my Digital Arts and Crafts Studio is not detected, the system makes several attempts and fails to find the device. What can I do?

Check the operating system:

- The Digital Arts and Crafts Studio requires the US English version of Windows® 2000, Windows® XP 32-bit or Windows® Vista™ 32-bit.
- If you use another language, please call Fisher-Price Consumer Relations for assistance.

Try switching ports:

- The Digital Arts and Crafts Studio is a USB device. Try switching ports preferably a port that is known to work with another device such as a printer or a camera.

Avoid USB hubs:

- Plug directly into the computer. If your computer system still does not detect the Digital Arts and Crafts Studio please call Fisher-Price Consumer Relations for assistance.

Is the Digital Arts and Craft Studio Microsoft ® Windows® 7 compatible?

Yes the Digital Arts and Craft Studio is compatible with Microsoft ® Windows® 7. Follow the below steps to install.

- Uninstall your current "DACS" software.
- Click here to download new software.
- Save file to your desktop.
- Once the download is complete a new screen will pop up.
- Click the icon that says EXTRACT.
- The files will begin to extract and will be saved into a folder.
- Open the folder containing the extracted files. The folder will be named Disk 1.
- Double-click on setup.exe.
- Follow prompts to install.

When installing the Digital Arts and Craft Studio, I received the Code 2753 DACS Mini app is not marked for installation error? What do I do?

The error appears after the Digital Arts and Craft Studio is being **reinstalled** and the MiniApp was not removed during the uninstall process. There may also be a corrupted installation that needs cleanup.

- **Uninstall the Digital Arts and Craft Studio**, if the option exists in the Start Menu or Add/Remove programs.
- Click **Start**, then **Run.**
- Type **%programfiles%** into the dialog box.
- Click **OK.**
- Double-click the **Fisher-Price folder.**
    - If the folder does not exist, close the window and reinstall.
    - If the folder does exist, delete the DACS folder, close the window and then reinstall.

If the above process **fails**, please proceed with the **installation cleanup utility.**

- Download the Windows Installer Cleanup Utility package now from http://support.microsoft.com/kb/290301.

My Digital Arts and Crafts Studio appears to be working, but there are erratic issues such as multiple images or wrong colors or unusual patterns. How can I correct this issue?

Many issues with the Digital Arts and Crafts Studio can be resolved by changes or updates to the video driver, the DirectX® software or the display settings.

The issues that can be resolved by these updates and changes are:

- Installation issues
- Cursor issues
- Crashes and freezing
- Display errors such as the wrong colors, images disappearing, or blank screens

If you need assistance updating the video driver, DirectX® software and or changing display settings, we suggest the following link to Microsoft® for assistance.

http://support.microsoft.com/kb/263039

The Microsoft web page provides comprehensive troubleshooting for all of the issues above. If this information does not resolve the issue please contact us.

I am using the Digital Arts and Craft Studio and have the error "Video Device Will Not Activate". How do I correct this issue?

Many issues with the Digital Arts and Crafts Studio can be resolved by **changes or updates to the video driver, the DirectX® software** or the display settings.

The issues that can be resolved by these updates and changes are:

- Installation issues
- Cursor issues
- Crashes and freezing
- Display errors such as the wrong colors, images disappearing, or blank screens

If you need assistance updating the video driver, DirectX® software and or changing display settings, we suggest the following link to Microsoft for assistance.

http://support.microsoft.com/kb/263039

The Microsoft web page provides comprehensive troubleshooting for all of the issues above. If this information does not resolve the issue please contact us.

I am using my Digital Arts and Craft Studio and received a JIT or Just In Time Error when opening or installing the software. How do I fix this issue?

Please adjust the **video acceleration to full** to correct this issue.

For Windows® XP 32-bit and 2000:

- **Right click** your desktop.
- Select **properties**.
- In the Display Properties window select the **settings tab.**
- Click **Advanced**.
- Click the **Troubleshoot tab**.
- Use the slider to set **hardware acceleration to Full**.
- Click ok.
- Attempt to launch or install the software again.

Please note, not all computers have this option. If you are not able to adjust the hardware acceleration to full, please call Fisher-Price Consumer Relations for assistance.

For Windows® Vista™ 32-bit:

- **Right click** the desktop.
- Select **personalization**.
- Click the link for **Display settings**.
- Click on **Advanced Settings**.
- Click the **Troubleshoot tab**.
- Use the slider to set **hardware acceleration to Full**.
- Click ok.
- Attempt to launch or install the software again.

Please note, not all computers have this option. If you are not able to adjust the hardware acceleration to full, please call Fisher-Price Consumer Relations for assistance.

I am using the Digital Arts and Craft Studio and have the error "Application has generated an exception that could not be handled". How can I correct this issue?

The issues that can be resolved by these updates and changes are:

- Installation issues
- Cursor issues
- Crashes and freezing
- Display errors such as the wrong colors, images disappearing, or blank screens

If you need assistance updating the video driver, DirectX® software and or changing display settings, we suggest the following link to Microsoft® for assistance.

http://support.microsoft.com/kb/263039

The Microsoft web page provides comprehensive troubleshooting for all of the issues above. If this information does not resolve the issue please contact us.

I have a Run Time Error 1607 and 1628 when installing the Digital Arts and Crafts Studio software. How can I fix it?

The Run Time Error 1607 and 1628 are caused by the Installshield software used to install the Digital Arts and Crafts Studio. There is a full walk thru of the action needed to correct the problems in the "Common Errors" section of http://consumer.installshield.com/default.asp.

I have installed the Digital Arts and Crafts Studio but the image on the screen is bigger than the screen itself. How can I correct this issue?

Many issues with the Digital Arts and Crafts Studio can be resolved by changes or updates to the video driver, the DirectX® software or the display settings.

The issues that can be resolved by these updates and changes are:

- Installation issues
- Cursor issues
- Crashes and freezing
- Display errors such as the wrong colors, images disappearing, or blank screens

If you need assistance updating the video driver, DirectX® software and or changing display settings, we suggest the following link to Microsoft® for assistance.

http://support.microsoft.com/kb/263039

The Microsoft web page provides comprehensive troubleshooting for all of the issues above. If this information does not resolve the issue please contact us.

When installing the Digital Arts and Craft Studio, I receive an ad2mpegin.dll error? What do I do?

Digital Arts and Craft Studio does not use the ad2mpgin.dll. This error is usually caused when a computer is using Adobe® Premiere Elements 2.0. The error can be corrected through Adobe's website. Click here for instructions.

I am using the Digital Arts and Craft Studio and received a 1603 Fatal Disk Error when installing the software. How can I fix it?

There are two sources of this error message.

1. Check to make sure you are logged in as the administrator.
2. Check to make sure you have enough hard drive space to install the software. The Digital Arts and Crafts Studio requires 200 MB of hard drive space to install.

Are the cables for the Digital Arts and Craft Studio's pen or USB replaceable?

No, the cables for Digital Arts and Crafts Studio are not replaceable.

My Digital Arts and Crafts Studio software will launch but certain features do not function. How can I test the Digital Arts and Crafts Studio?

Open the Console Test Application found in the following location in the Start menu:

- All Programs.
- Fisher-Price Folder.
- Digital Arts and Crafts Studio.
- Utilities folder.

Please note, the Digital Arts and Crafts Studio has hundreds of different test points. The software will not indicate “PASS” or “Failed” until all are tested. To save time we suggest testing should start with the tool or option that was not working correctly.

For best results with the test tool, if the Digital Arts and Crafts Studio as “crashed” we advise you to unplug the Digital Arts and Crafts Studio and turn off the computer. With the power off, plug the Digital Arts and Crafts Studio back in and turn the power on again. This will give the test tool a fresh start.

I just purchased the Digital Arts and Craft Sutdio and cannot find the disc. Where is it located in the package?

The disc is in a clear plastic bag with the instructions. This bag is placed in the storage pocket on the back of the Digital Arts and Crafts Studio.