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Cannot connect the game unit

For optimum performance, please use a USB 2.0 port on the back of your computer. The game unit is powered by the USB port. If you experience a problem, please try ALL USB ports on your computer.

Cannot install software

You need administrative privileges to install this software. If the software did not begin automatically installing, double click the "My Computer" icon on your desktop. Double click the CD-ROM icon labeled "UCreate" and double click "Ucreate.msi" and follow the on-screen instructions.

Program does not run all games, and camera is not working

Software needs to be updated. For software updates, register your product using the software code appearing on the back of the interactive booklet. Follow the instructions on-screen to check for updates. Make sure your video driver is up-to-date. (Check your computer or hardware manufacturer's website for driver updates.) Confirm your computer meets minimum system requirements and your internet connection is OK.

Program Freezes

Hold down the Control, Alt, and Delete keys on your keyboard at the same time. Select the "Task Manager" and select UCreate Games end task. Restart the software.

Camera does not function

Check your USB connection. An initial, web-update is required to enable the camera functions. The camera does not have any switches (it is controlled in game) or batteries (it is powered from the USB connection).

Cannot Print

Make sure your printer is "ON" and you have paper in the printer.

No Sound (audio)

Make sure the sound levels are turned up in the main "options" menu Make sure your computer volume setting is not set to "Mute" and the speaker volume level is set to an appropriate level. Make sure your computer's audio driver is up-to-date. Check your computer or hardware manufacturer's website for driver updates. Confirm your computer meets minimum system requirements

Booklet pages are not recognized

Make sure the camera is functioning (with camera image on-screen). Make sure the booklet is aligned correctly (the pages should rest in the recess). Make sure camera arm is fully extended and pointed at the booklet surface (the support arm and camera will snap into correct position). Adjust room lighting to avoid harsh highlights (from bright light or direct sunlight) or dark shadows. Make sure the short-cut code is not marked on or damaged. If necessary print a replacement page and re-check. Make sure the lens is clean.

CD only has a puzzle game

You need to register and update software to receive all four games and ability to use the camera. Load CD and make sure you have an internet connection. Game will automatically check for updates.

Game will not update

Make sure you have an internet connection. Download can take several minutes. Install Direct X when prompted (Ucreate requires the Direct X installation to function)

What is Direct X? Do I need to install this?

Direct X is Microsoft software that is required for Ucreate to function.

I downloaded and installed once, why is it doing it again?

When updating from the initial CD, the software will auto-check and provide first download. Once this download occurs, you will be asked to register your product using the software account key located on the back of your booklet. The game will then check again for final updates that will provide the most improved version. If you choose not to do the second update, the version you will play is an older version (missing some of the game features and improvements).

How do you turn on the camera?

You control the camera with your computer. In order to use the camera, you need to install the complete game (follow the registration and update process) and then access the camera functions in the main menu setting area. Click on the Gear shaped icon and then select the Photo Library button. You can then take pictures of yourself (flip up the camera head) or capture images on the platform (arm camera at the platform). Follow the onscreen instructions.

How do I turn off the camera lights?

The camera lights turn on when the game starts and turn off when you exit the game. Note: The lights are always on when the camera is pointed at the desktop and the lights are always off when taking a picture of yourself.

How do you use the booklet?

Make sure the game is fully updated to ensure the camera is working (you should see four active game options). Aim the camera at the stand. Place a booklet page under the camera and make sure it is aligned in the recess on the table. Make sure the coded area is not covered, marked on, or torn. The camera will see the code and then display a message on screen asking if you want to proceed to the new activity. Follow the instructions on the booklet page and on screen to complete the activity.

The codes in my booklet don't work

Please see booklet notes above (make sure software is updated for camera function, don't obstruct code, make sure page is in recess on desktop). If code still is not recognized, return to the main menu, remove the booklet for several seconds, and then replace the activity page to try again. If this fails, please exit the game and restart.

It takes a really long time to update

We currently anticipate a download time of approx 2 minutes per update, and then about 1 minute for the installation. If a consumer is updating the game for the first time from the CD, it will require 2 updates, one to reach the registration screen level, and then one final update to the most current version of the game.

Where is my Software Account Key?

It is printed on the back of the booklet. It is 12 characters long and is located on a rectangular box in the upper left corner of the back cover. The key is unique and can only be used to register one Ucreate Games and Artimation unit.

How do I update my software?

The program will automatically check for updates each time you start the game. You can also manually check for updates using the "check for Updates" button in the main settings area. Click on the gear shaped icon. Click on the wrench icon.

How can I tell what software version I have?

Your software version number is indicated in the main help menu. Click on the gear shaped icon. Click question mark icon. Use the arrow button to move to the second screen, it is called "About". The version number is listed on the screen.

I think my camera is broken or defective.

If your image appears blurry or misaligned, please capture an image of the test page. It is the last page in the booklet. Follow the onscreen instruction to capture the image and export the file to your "My Documents/Ucreate" folder. You can then email the image as an attachment to Consumer Services for additional review.

I used up my booklet, can I print more pages?

Yes, click the gear shaped icon in the main menu. Next, click the print icon. The program will display thumbnail images of the pages. Select a page you want to print and it will be displayed for printing, using your pdf program (like Adobe Acrobat). Make sure you have paper in printer. Print using the default setting to make sure page is printed at correct size. Each printed sheet will have 2 activity pages.

My pens dried out, can I use any pens?

Many pens will work with Ucreate games. Pens should have a wide tip (approximately 1/8" wide) and make a consistent line (no dry marks) for best results. Be sure to mark the small boxes on each sheet as indicated. The small boxes help the software make sure your new pens are OK. If there is a problem, the

software will display and error message (ex: you pen colors are too similar, try another color).

How do I import a photo or image from my computer?

Click on the Gear shaped icon (Options) in the top menu bar. Click on the Import button. Select the source location of the file you want to import. Files can only be imported from the My Pictures folder or the Ucreate folder which are both located in the My Documents folder. The specific location is: C: \ Documents and Settings \ My Documents \ My Pictures (or Ucreate)

I can't import image files from my computer into the games.

Make sure the file type is supported. The following image types are OK for import: jpg, bmp, and tga.

How do I import a Ucreate project (a game or mash-up file)?

Select and start the related game mode from main menu selection bar (Ball Drop, Mash-ups, Pinball, or Puzzles). Click the gear shaped icon (Options) and then click the Import button. Select the file you want to import. Files will have the following extensions: name.pz = puzzle file, name.mua = mash-up, name.bd = ball drop, name.pb = pinball.

How do I send a Ucreate project to my friend?

After the game has finished (or when prompted to save) select the export option from the menu. The program will then display the location that the file will be saved to on your computer (C: \ Documents and Settings \ My Documents \ Ucreate). The project file will be saved with an extension based on the game type (name.pz = puzzle file, name.mua = mash-up, name.bd = ball drop, name.pb = pinball). Next, attach this file to an e-mail and send it to your friend. Your friend can then import the file to their Ucreate game to play the file. See steps above for importing a file. Note: they will need a UCreate unit to view and play the files.

My friend can't open the Ucreate project that I e-mailed

Ucreate project files can only be shared with other Ucreate owners. Please see the steps above for exporting, e-mailing, and then importing Ucreate files.