



Editing Software Troubleshooting Guide

PROBLEM	SOLUTION
Unable to find where movie is saved.	You can find saved movies in the Movies Folder.
Unable to put a transition next to another transition.	Transitions can only be inserted between 2 clips.
Unable to put a transition between 2 clips.	Both clips must be at least 2 seconds long in order to add a transition between them.
Unable to import sound or video from another source.	We only support audio and video in the .avi or .mp3 formats.
Unable to view Computer Mode.	Make sure the doll is connected to your PC and that the Computer Mode icon is displayed on her LCD. Try disconnecting the doll, then reconnect. Remember to press the middle button on the back of the doll within 5 seconds of connecting. Click the Computer Mode button on your screen.
Magic Movie Maker doesn't make a movie.	Make sure there are clips in the Clips Folder. If not, record clips with your Video Girl™ doll and download them into the software.
Unable to email movie.	Your movie may be too large. Most email servers have a 10M limit. Try cutting your movie down to 1 minute.
USB is not recognized.	Try a different USB port on your computer.
Warning message appears during installation that the publisher can't be verified.	Choose "Install this software anyway." Don't worry. Your computer is safe.

For questions about Video Girl™, call Technical Support at: 1-888-892-6123.