

Clicking On the VoiceView Talkshop or MS Phone Speakerphone Button Locks-Up or Reboots System

This condition may occur with installed retail versions of First Aid 97. Cybermedia has a fix which is available through an Update for First Aid program. See the steps below to install this update.

1. From the Windows Start menu, open the Programs menu.
2. Highlight **Cybermedia First Aid 97**.
3. From the Cybermedia First Aid menu, highlight and click on **First Aid 97**.
4. In the First Aid program window, click on the **Update** button.
5. Within the Update area, click on the bigger **Update** button.

The program will check Cybermedia Website for any updates to Cybermedia First Aid 97. Accept and download the update. This may resolve the problems with the speakerphone.

If you do not have Internet access, using the following procedure may also correct this condition:

1. Start First Aid 97.
2. Click on the **Options** button.
3. Click on the **Properties...** button.
4. Click on the **Windows Guardian** tab.
5. Remove the check mark from the Load Windows Guardian on startup from the Startup section. Ensure that all the check marks are removed from this page.
6. Click **OK**.
7. Click on **Exit** to close First Aid.