Problem: magicJack™ does not install and/or start.

You may have one of the following installed on your computer: WinMX or MusicMatch/Yahoo Music Jukebox. Please uninstall the application(s) before installing your magicJack.

Simple Solution: If you don't have MusicMatch/Yahoo Music Jukebox, follow number 1 and number 2.

1. Unplug your magicJack™, **wait a full 30 seconds,** then re-plug into a different USB port on your computer. **This is the simplest fix and resolves over 90% of install issues.**

2. Wait a complete two minutes for the software to install. DO NOT ATTEMPT A CALL OR PRESS YOUR KEYBOARD UNTIL INSTALLATION IS COMPLETE AND THE SOFTPHONE READS "Ready to call".

> *Remember: magicJack™ works best when plugged directly into a USB port on your computer. Do not plug into a multi port USB hub.*

3. If your computer is located at a larger corporation or University, you may have autorun disabled, try these friendly steps:

- Left click "Start" button
- Left click "My Computer"
- Double click "magicJack"
- Your magicJack™ should now be running.

A "magicJack™" icon will appear on your desktop. You can use this icon in the future to start your magicJack™.

Maintenance
1. Unplug your router, wait 60 seconds and turn it back on.

Requirements
1. You must be using Microsoft Windows XP or Vista. Apple/Mac will be supported soon.

2. You must have a High Speed Internet Connection i.e. Broadband, Cable Internet, DSL, Wireless, Wi-Fi, or WiMax.