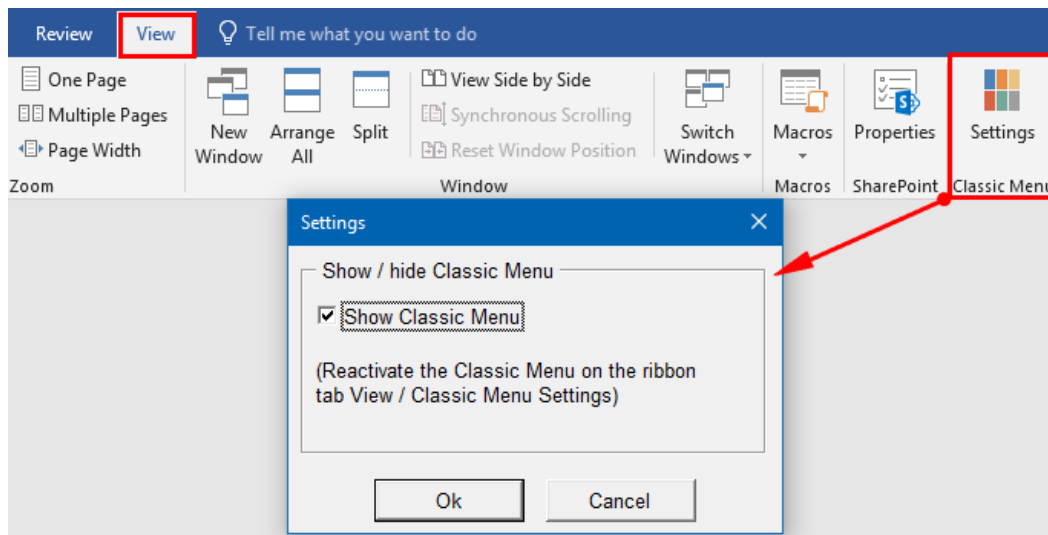


## Instructions for troubleshooting if the ClassicMenu is not visible in Word

We assume that the license has been correctly registered and accepted.  
The license is always in the following format: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX.  
(X is a number or a letter. 6 groups of 5 characters each).

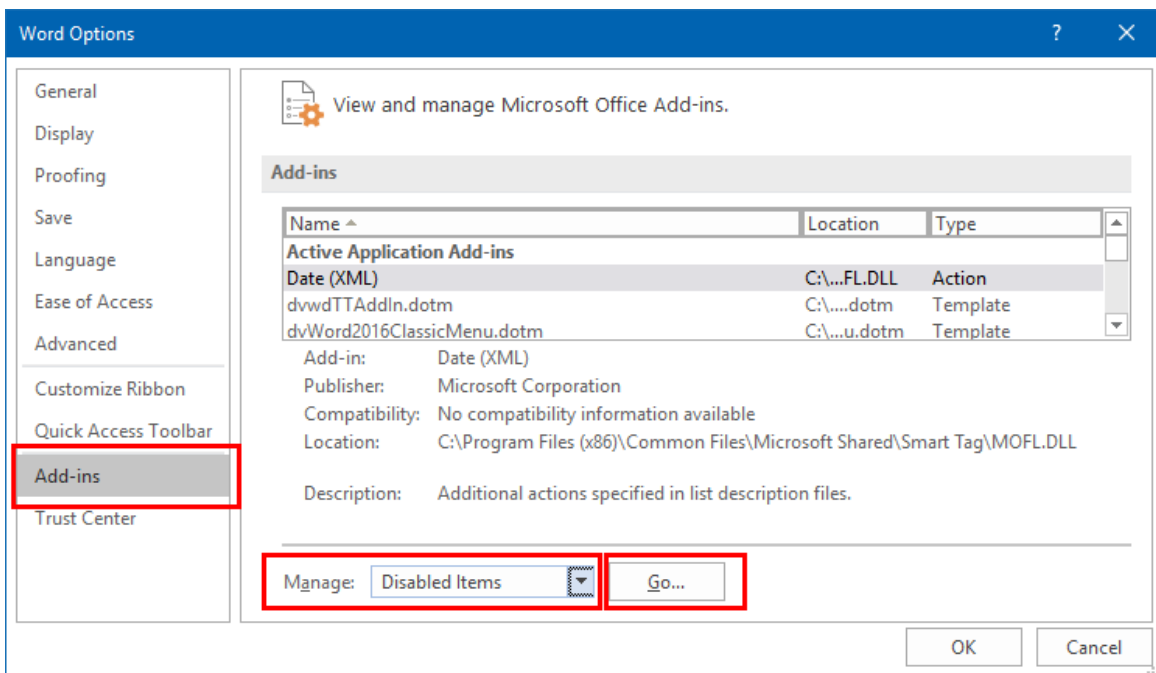
### 1 Check whether the Classic Menu has been deactivated

Possibly you have only deactivated the ClassicMenu. If the AddIn has been loaded you will find the group **ClassicMenu** with the button **Settings** in the menu ribbon **View**. If you see this button the AddIn was found and loaded. You can then show or hide the Classic Menu via the dialog.

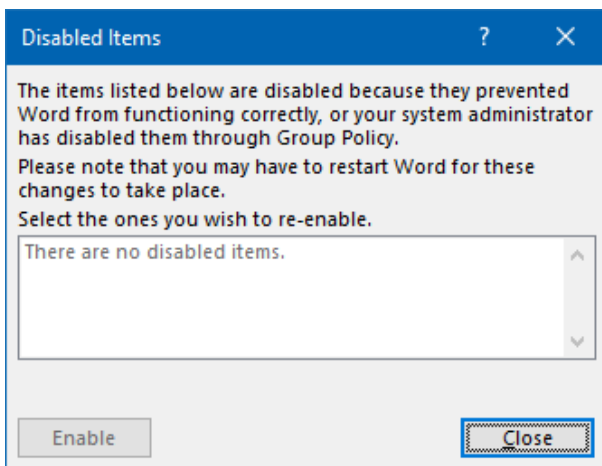


### 2 Check whether the AddIn is in the list of disabled items

Open the options dialog under **File / Options**



Click on **Add-ins** on the left and then choose **Disabled Items** under Manage. Now click the **Go** button.



The dialog **Disabled Items** should be **empty**. If you see the AddIn **dvWord2016ClassicMenu.dotm** select it and activate it with the **Enable** button.

### 3 AddIn is not in the startup folder of Word

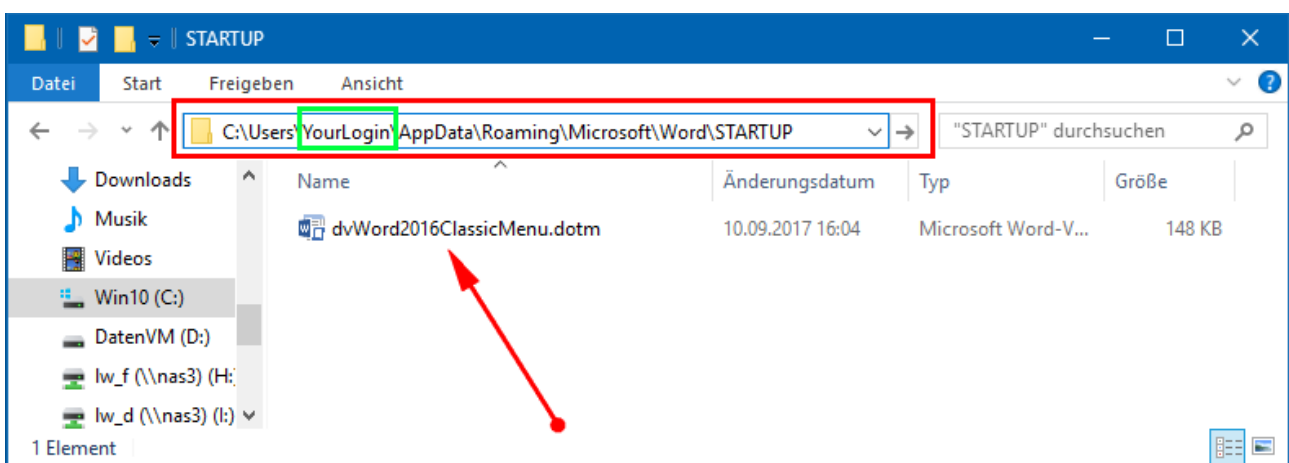
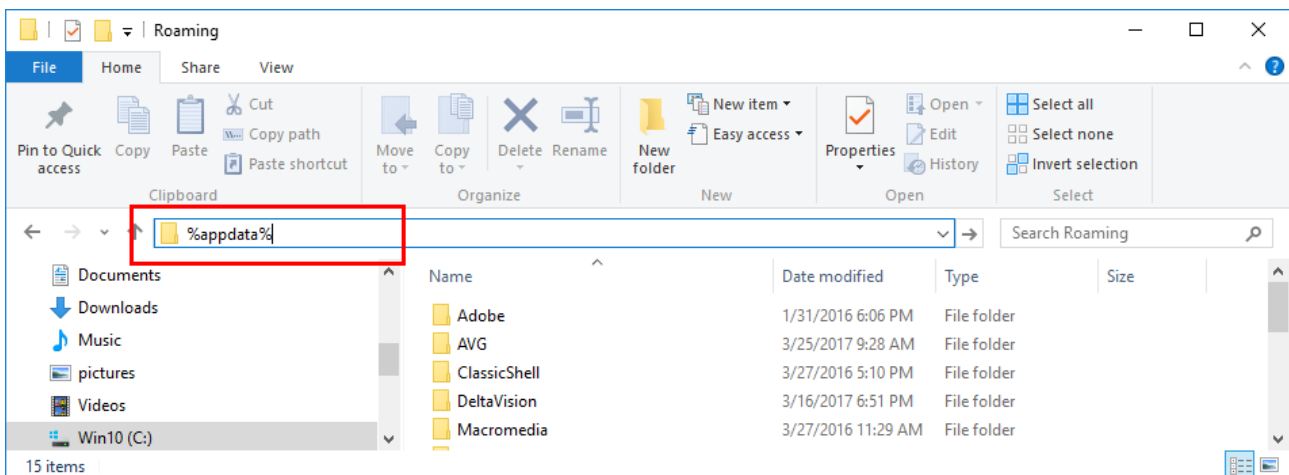
During installation, the setup determines the startup path of Word and copies the AddIn there. This way it is loaded automatically every time Word is launched.

The **default** startup folder of Word is located here:

**C:\users\[YourLogin]\AppData\Roaming\Microsoft\Word\Startup\**

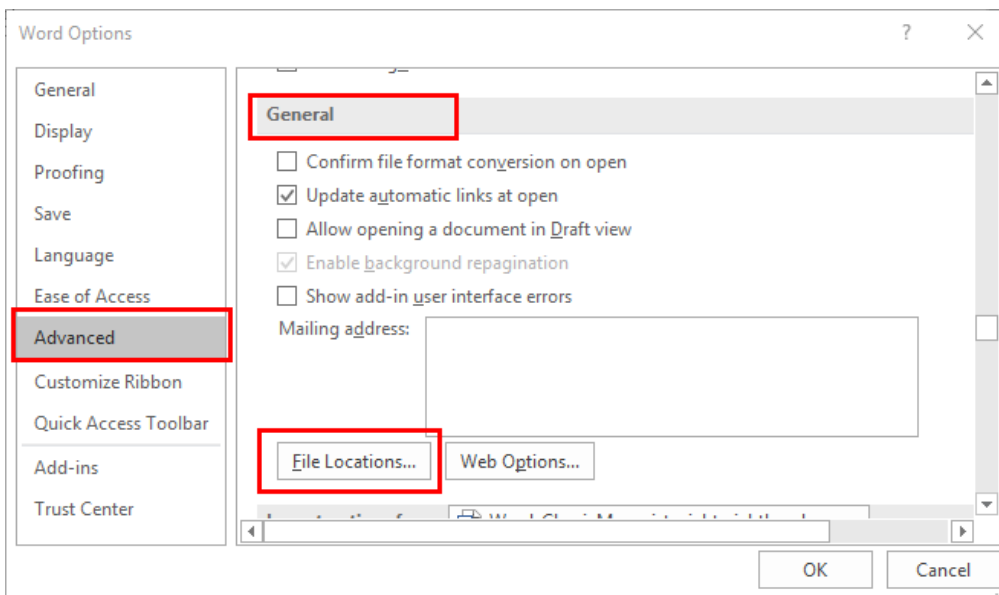
Replace **[yourLogin]** with your own login.

**Tip:** If you enter **%appdata%** in the address bar of the Windows Explorer and then press **Enter**, you will be directed to the directory **C:\users\[yourLogin]\AppData\Roaming**. All you need to do is navigate to the **Microsoft\Word\Startup** subfolder.



Here you should find the AddIn. Maybe your Word is specially configured and the startup folder is somewhere else. You can look up your startup folder in Word as described below. Then simply copy the addin (**dvWord2016ClassicMenu.dotm**) into your special startup folder. After the next start of Word the ClassicMenu should be visible.

To determine the configured startup folder goto **File / Options**. Navigate to **Advanced** and scroll down to the section **General**. Click on the button **File Locations**.



Select the **Startup** entry and click the **Modify** button. A Windows Explorer window will open in your Startup folder. The AddIn must be located there. If this is not the case, copy it manually into this folder and restart Word.

