# How-to Guide:
# Enable Word Add-in

# ❧ Overview ❧

In the event of a Microsoft Word crash, AV Capture's add-in may become disabled in Word. The symptom of this is either the add-in tools become grayed out or the AV Capture ribbon tab goes missing. The purpose of this guide is to walk you through how to re-enable the add-in. If the add-in getting disabled is a recurring issue, please call our customer support line at 888-360-2822 or email us at Support@AVCaptureAll.com.

# ❧ Directions ❧

**Step 1:** In Word, open the Options window from the File tab. In Options, navigate to the Add-ins tab (①). Expand the Manage dropdown menu (②), select "Disabled Items" (③), and click Go (④). This will open the Disabled Items window.
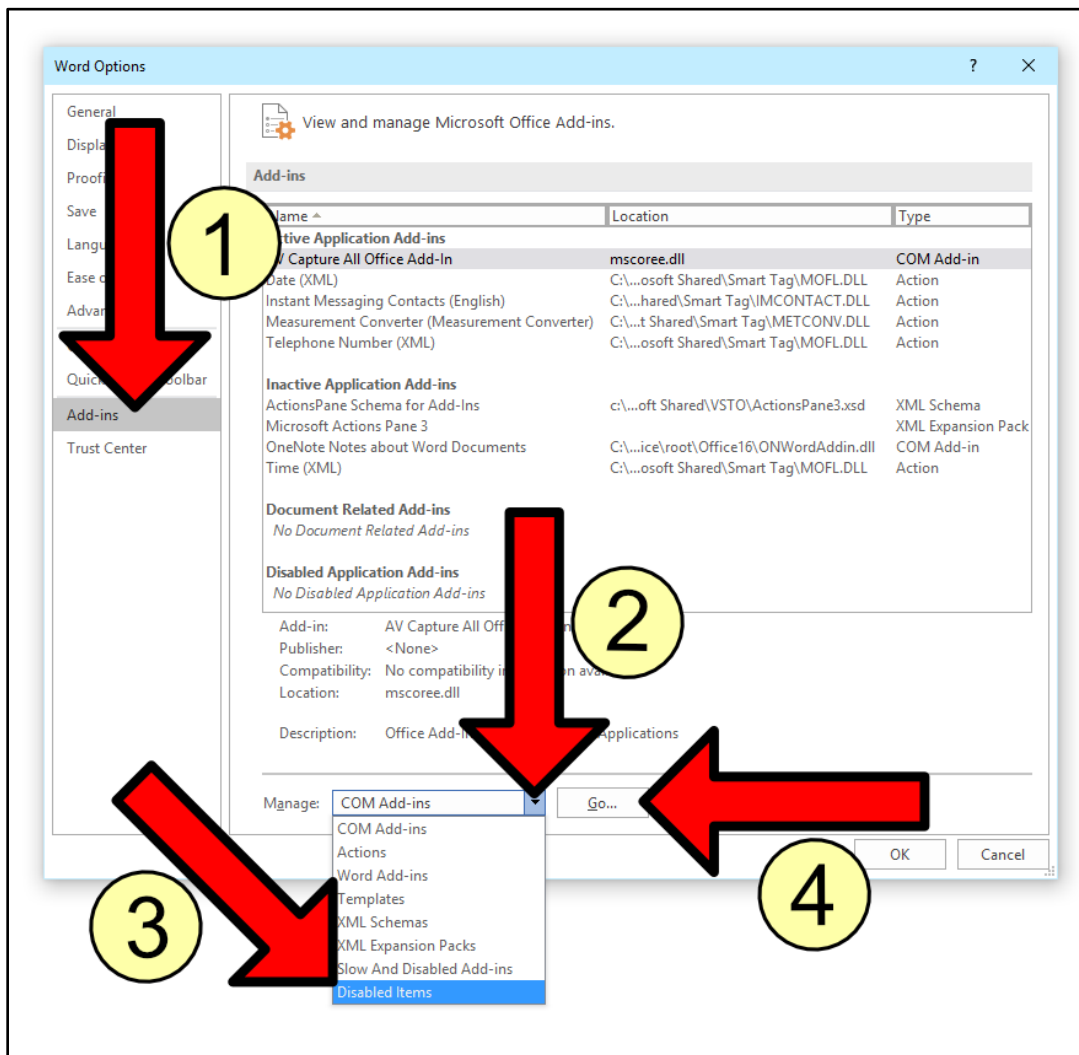
**Step 2:** Check the Disabled Items window to determine whether the AV Capture All add-in is listed.  If no, click Close and skip to Step 3.  If yes, select the add-in (①) and click Enable (②).
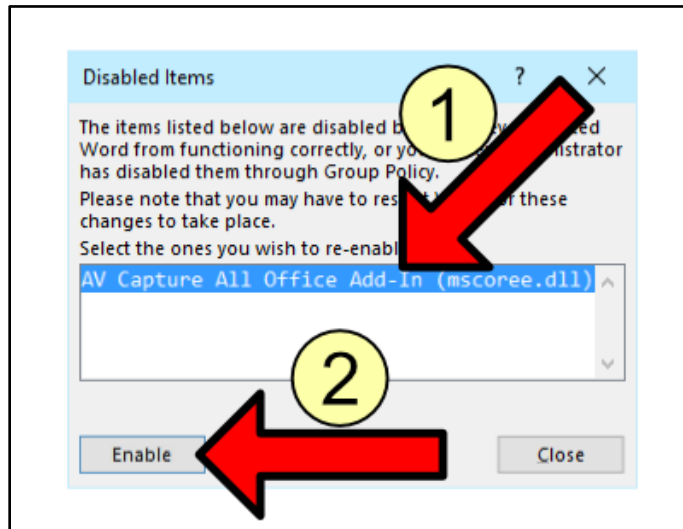
**Step 3:** Open the Options window from the File tab.  In Options, navigate to the Add-ins tab (①).  Verify that COM Add-ins is selected in the Manage dropdown menu (②), and click Go (③).  This will open the COM Add-ins window.
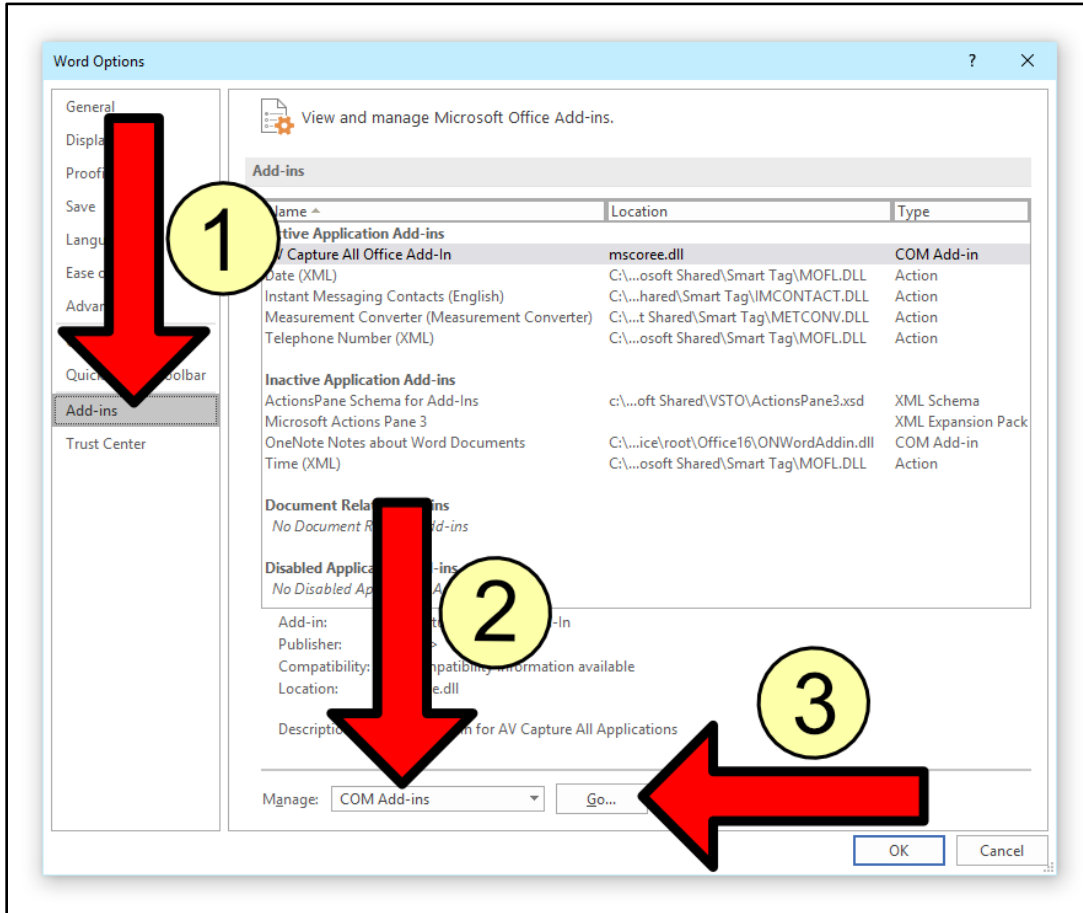


**Step 4:** Determine whether the checkbox for AV Capture All Office Add-in is checked.  If not, check it.  Click OK and exit Word.
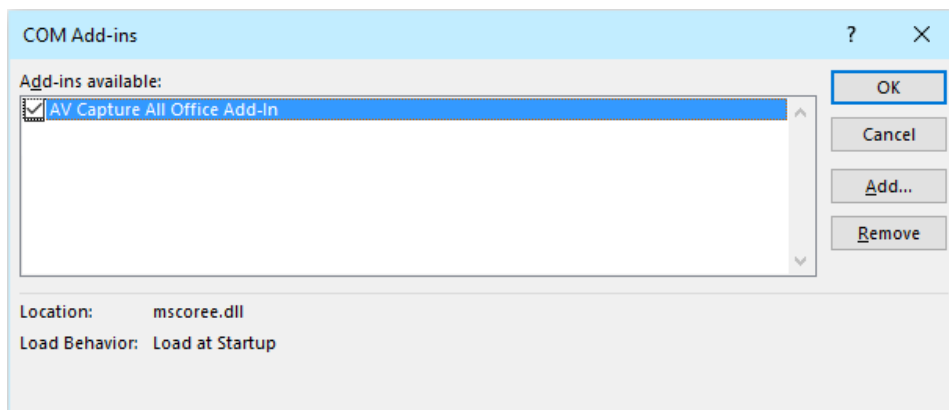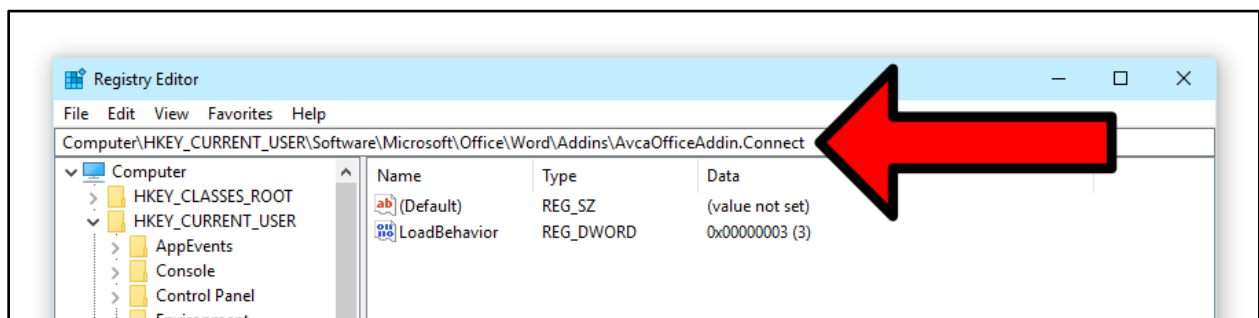
**Step 5:** Open AV Capture and either open a session that has a document attached, or create a new session and import a document.
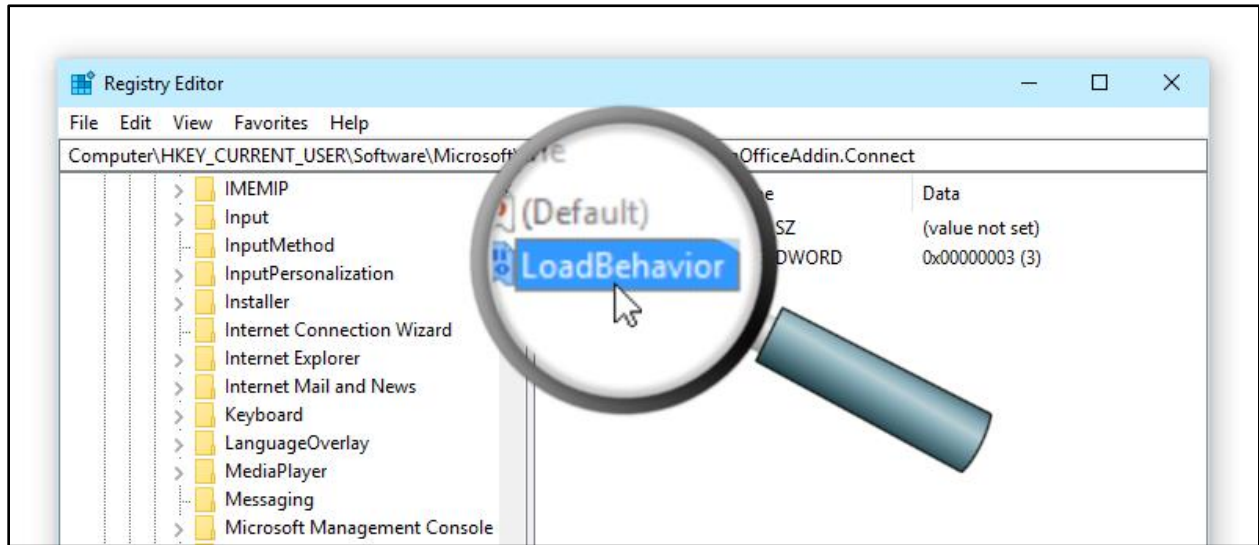
**Step 6:** Verify that the AV Capture tab is present on the Word ribbon (①), and that the tools are enabled (i.e. not grayed out) (②).  If yes to both, mission accomplished!  If the AV Capture tab is missing or the tools are disabled, exit Word and continue on to Step 7.
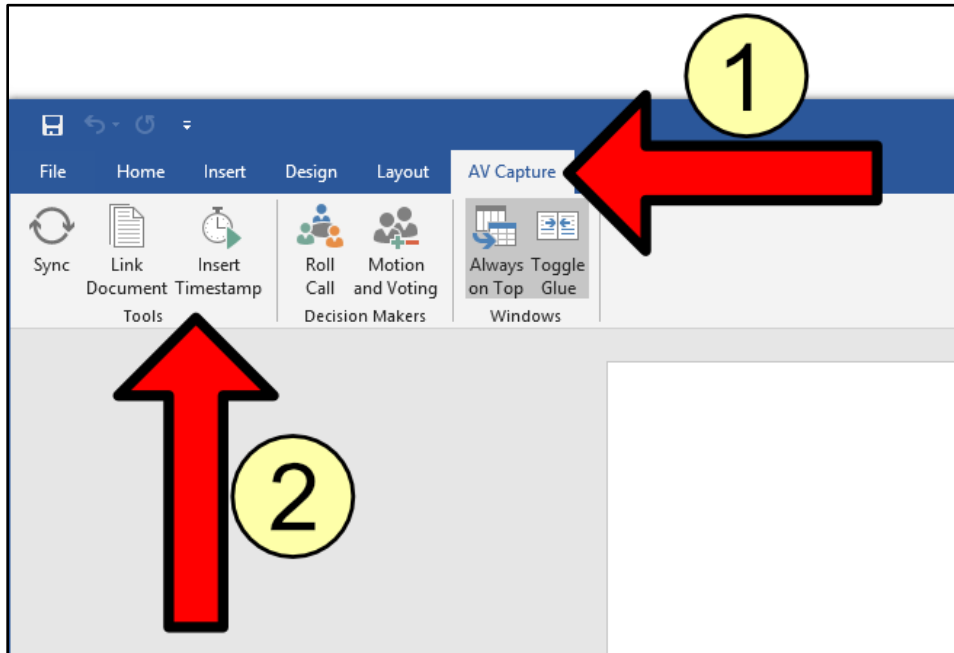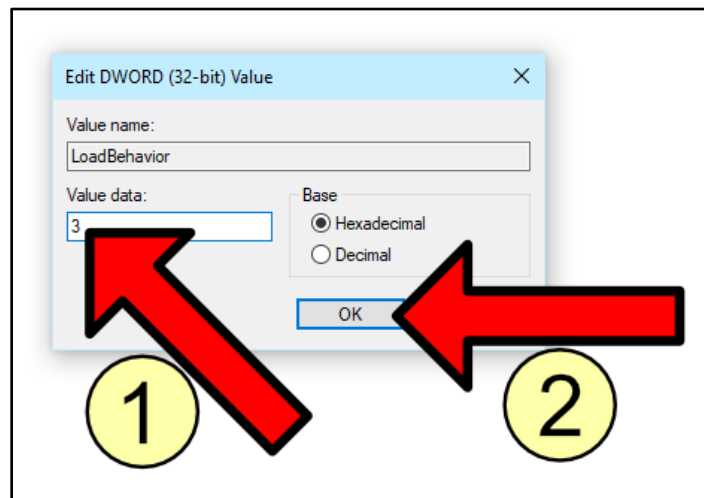


**Step 7:** The remainder of steps require Windows administrator credentials.  Open Registry Editor and navigate to: Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\Word\Addins\AvcaOfficeAddin.Connect.

**Step 8:** Double-click LoadBehavior to open the value window.



**Step 9:** In the Value Data text field, enter "3" and click OK.  Exit Registry Editor.



**Step 10:** Open AV Capture and either open a session that has a document attached, or create a new session and import a document.

**Step 11:** Verify that the AV Capture tab is present on the Word ribbon (①), and that the tools are enabled (i.e. not grayed out) (②).
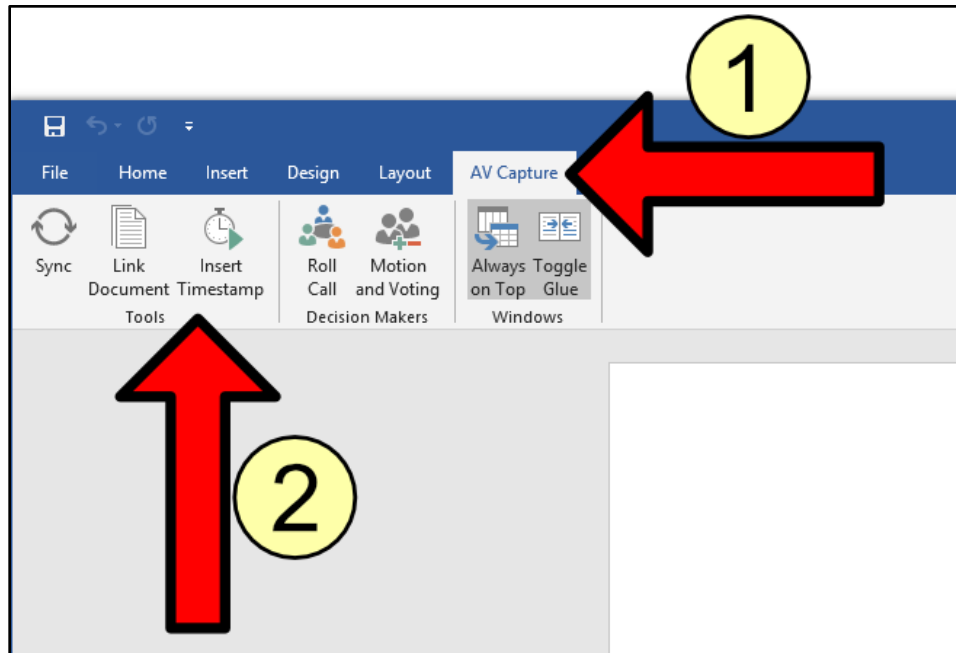


## ❧ Summary ❧

If you followed the steps above, you should now be able to access and use the AV Capture add-in for Microsoft Word.  If this is not the case, please call our customer support line at 888-360-2822 or email us at Support@AVCaptureAll.com.