

AOL Desktop

A. DOWNLOAD AND RUN AOL TOOLBAR FIX

The problem you are experiencing is being caused by a damaged AOL Toolbar file. Delete the file, then AOL will recreate it to restore the normal use of your AOL software.

Fortunately, we now have a utility which can solve this problem and can be downloaded from AOL
Keyword: **TOOLBAR FIX**.

To access this AOL Keyword, please hold down the CTRL key on your keyboard and tap the K key. The Keyword window will appear. Type TOOLBAR FIX in the box, then click GO.

On the DOWNLOAD window, click the SAVE button (instead of RUN) and save the file to your DESKTOP.

When the download is complete, you will need to sign off and close AOL.

Once you've signed off, locate and double-click the TOOLBAR FIX file from your DESKTOP to run the utility. Once completed, restart the computer and sign back on to AOL. You should have a new AOL toolbar.

Please take note that, if you have customized icons in your Toolbar, those icons will also be deleted and you will get the default carousel icons.

B. RUN AOL® QUICK RESTORE TO REFRESH THE AOL SOFTWARE

The Quick Restore feature will help you reset the AOL software to its default state. This can repair several common errors in the program by rolling it back to its original settings. The Quick Restore feature is accessible from the AOL® System Information utility. You will need to sign off and close the AOL software before attempting to do a quick restore.

To run Quick Restore on AOL® 9.0 Security Edition or higher (AOL 9.0VR, AOL 9.1):

1. Click the START button, select PROGRAMS or ALL PROGRAMS, select AMERICA ONLINE, then click AOL SYSTEM INFORMATION.
2. Click the OK button to close the CAUTION message.
3. In the AOL SYSTEM INFORMATION window, click the QUICK RESTORE button.
4. In the WARNING! MESSAGE box, click the OK button to continue.
5. When the restoration is complete, click the CLOSE button, then click the CLOSE button.
6. Click the X button on the upper right of the AOL SYSTEM INFORMATION window to close it.

NOTES:

- If you do not see the QUICK RESTORE button in the UTILITIES tab, click the AOL SOFTWARE tab. Click the QUICK RESTORE button in the right column.
- If you do not see the PASSWORD: box on the AOL Sign On screen, click any screen name from the SCREEN NAME: drop-down menu. The PASSWORD box will automatically reappear.
- After running Quick Restore, toolbar settings, stored passwords, Automatic AOL® sessions and some Web applications may need to be reset. However, Favorite Places and e-mail saved in your Personal Filing Cabinet will be retained as such.

C. UNINSTALL THE AOL SOFTWARE

1. Click the **Start** button, then click **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click **AOL Uninstaller (Choose which Products to Remove)** to highlight it, then click the **Change/Remove** button.
4. Click the **Search For Older Versions Of AOL** link.
5. Click the box for the AOL version you wish to remove to place a check mark in it, then click the **Uninstall** button.

Note: Your Filing Cabinet files will automatically be stored on the desktop in a Saved on AOL folder.

6. Click the **Yes** button.
7. If prompted, click the **Restart** button and your computer will restart automatically.

D. REINSTALL THE AOL SOFTWARE AND SET UP YOUR ACCOUNT

To download AOL 9.1, please visit AOL Keyword: AOL 9.1, or go to this site :

<http://daol.aol.com/software/91>

1. Click the **START** button, click **SEARCH**, then click **ALL FILES AND FOLDERS**
2. Type **SETUP91.EXE**, then click the **SEARCH** button.
3. After the search completes, double-click the **SETUP90** file.
4. Click the **CURRENT MEMBERS CLICK HERE** button.
5. Choose **ADDING YOUR EXISTING AOL ACCOUNT TO THIS COMPUTER** option by clicking it, then click the **NEXT CLICK HERE** button.
6. Click the **NEXT CLICK HERE** button. The installation will run, then the AOL software will start automatically.
7. Click the **SCREEN NAME** drop-down menu to open it, click **EXISTING MEMBER** from the list, then click the **SIGN ON** button.
8. Choose the **YOU ALREADY HAVE AN AOL SCREEN NAME AND PASSWORD** option by clicking it, enter your existing screen name and password, then click the **NEXT CLICK HERE** button.

Revised 5/2/2009 JMM