

Self-Help for Common MatterSphere Issues

Things Not Working Properly in MatterSphere?

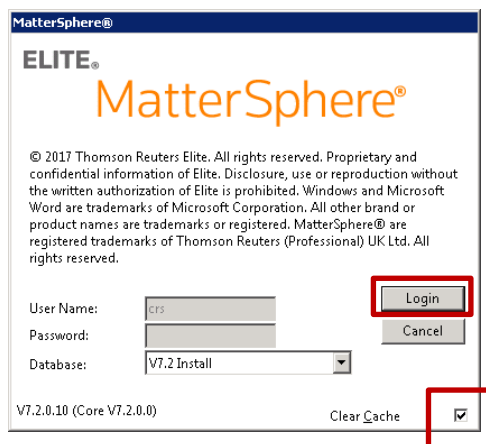
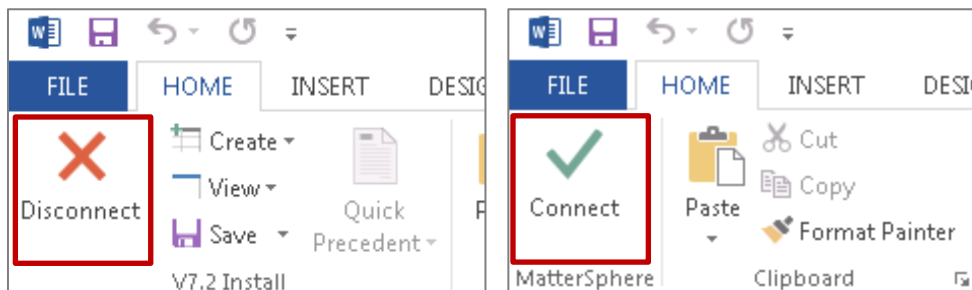
Here are a few simple self-checks for MatterSphere and Microsoft Word than can be easily performed before calling IT Support for assistance.

These are safe, relatively easy to perform and are naturally the first areas our engineers examine when assisting users with MatterSphere.

Step 1 - Try Clearing Cache

Warning: Clearing the Cache may lose any unsaved documents. If you cannot save into MatterSphere, save to a temporary location and import when MatterSphere is working again.

1. Save any work first.
2. Click **Home Tab > Disconnect**
3. **Exit** all open MS Office Applications (Outlook, Excel, Word and PowerPoint)
4. **Open Word** Again
5. Click **Home Tab > Connect**
6. Confirm User Details
7. **Click Clear Cache tickbox**
8. Click **Login** Button



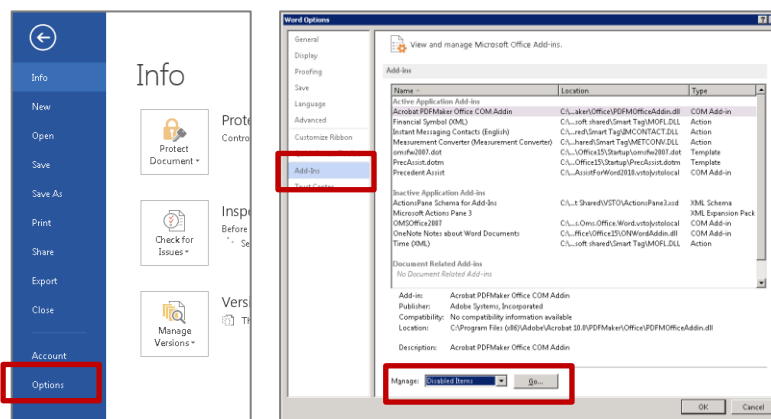
Check to see if this has resolved the problem.

Step 2 - Try Re-Enabling Add-ins (Missing Connect Button)

Sometimes the Add-ins that make MatterSphere work with other applications disables, you can re-enable by the following steps.

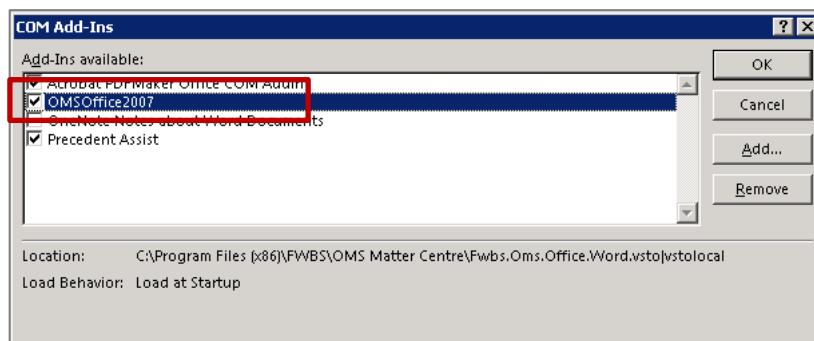
Enable Add-Ins

1. Open **Word** (Connect Button is Missing)
2. Click > **File Tab** > **Options**
3. Select **Add-Ins**
4. Click the **Drop-Down** and chose "**Disabled Items**", then click **Go**
5. From the list, choose "**OMS Office 2007**"
6. Click **Enable**
7. Click **OK**
8. Close Word
9. Open Word and Connect Button Should be Fixed



Activate COM Add-Ins

10. Still inside of Word > **File Tab** > **Options** > **Add-Ins**
11. Change the **Dropdown Box** to **COM Add-Ins** then click **Go**
12. Make sure the "**OMS Office 2007**" has a **tick** to the left of it, then click **OK**.



Step 3 - Try Logging Off Your PC & Re-starting

This may seem ridiculous, but computers can be temperamental sometimes!

Restarting your PC can resolve many issues by closing down unnecessary programmes and freeing up memory for a "clean session" for the main programs you want to use.

Still Not Working?

Contact Fusion IT Support on 03332 414123