

## F A Q s

### Will Herbalink work on a Mac?

**Herbalink** is designed to work on any computer using any system. On-going development will continue to resolve compatibility issues that arise due to the differences between operating systems and internet browsers.

Safari is currently the best option for using **Herbalink** on a Mac.

### Why can't I play messages from my computer?

**Herbalink** messages are played using your computer's default program for playing .wav files.

To set or change your default .wav player:

1. Open Windows Explorer.
2. From the **Tools** menu, select **Folder Options**.
3. Select **File Types** tab.
4. Select the .wav file type.
5. Click the **Change** button.
6. Select a program to play .wav files.

### Why can't I view faxes from my computer?

Faxes are viewed using your computer's default program for viewing .tif files.

To set or change your default .tif viewer:

1. Open Windows Explorer.
2. From the **Tools** menu, select **Folder Options**.
3. Select **File Types** tab.
4. Select the .tif file type.
5. Click the **Change** button.
6. Select a program to play .tif files.

## Why doesn't my Microphone work ?

To record messages from your computer you will need to have a microphone (some computers/monitors have microphones built in). Set the microphones volume property to the highest setting.

1. From the start menu go to the **Control Panel**.
2. Click **Sounds and Audio Devices**.
3. Select the **Audio** tab.
4. Under **Sound Recording** click the **Volume** button.
5. Set your **Microphone** volume to the highest setting.

## Why doesn't anything happen when I click on herbalink links?

**Herbalink** links such as "To:" and "What's this?" use pop-up technology to give you immediate access to features such as your **herbalink** Address Book and help information. If your internet browser or anti-virus software is set to block pop-ups these links will not work. To enable them, deselect pop-up blocking in your internet or security software options.