

Re: Autotext Contact entry fails

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2004-04/0097.html>

From: Steven E. Brier (Steven_at_brierassociates.com)

Date: 04/04/04

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Hi Beth:

I did your suggestions, and it's better, but still doesn't pick up all the contacts. (I've got 4,085 of them).

It picks up everything where either the first or last name begins with the letter "a" even if it doesn't show in the Autotext list. It doesn't pick up many other names, even if they show in the autotext list.

Any other suggestions on how to force Autotext to reimport all the contacts?

I'm running OS 10.3.3.

Office v.X with all the patches.

Entourage says it's 10.1.4, Service Release 1.

Word says only that it's Service Release 1.

Cordially,

Steven

On 4/3/04 7:20 PM, in article BC9494E2.3AB98%bethrosengard@earthlink.net, "Beth Rosengard" <bethrosengard@earthlink.net> wrote:

> *Hi Steven,*

>

> *If you're sure you have all the correct settings in Tools> AutoCorrect, then*

> *my best suggestion is to try a couple of standard troubleshooting measures.*

> *Since you didn't state your OS or Office version numbers or update levels*

> *(please, please always do!), I'm going to assume you're in OS X/Office X.*

>

> *1) Quit Word and navigate to your Normal template which should be in*

> */Applications/Microsoft Office X/Templates/. Rename Normal to something else*

> *(like OldNormal), then relaunch Word. If this fixes the problem but you*

> *have customizations, etc, in OldNormal that you want to maintain, you can*

> *use Organizer to transfer those from OldNormal to the newly-created Normal*

> *template. Then you can trash the old renamed file. To learn how to use*

> *Organizer, see here (use IE not Safari to view this site):*

> *<<http://word.mvps.org/FAQs/WordMac/MacWordNormalTemplate.htm>>*

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- >
- > *If this doesn't fix the problem, quit Word again, trash the new Normal and*
- > *rename OldNormal back to Normal.*
- >
- > *2) To test your Preference files, quit *all* Office Applications.*
- > *Navigate to your ~/library/preferences/Microsoft folder. Rename the*
- > *Microsoft Component Preferences, Word Settings (10), and Microsoft Office*
- > *Settings (10) files. When you restart Word, these files will be recreated.*
- > *If all is well, you can trash the old files. You will have to reset some*
- > *Preferences and AutoCorrect settings.*
- >
- > *If this doesn't help, you can trash the new files and rename the old ones*
- > *back.*
- >