



Ref: FAQ0119

Version: 1.0

Title – Digicall Windows 7 issue

Made By: AB 15/09/15

(Issue 2)

On a Windows 7 PC the Digicall screen can appear to be the wrong size and the scroll bars are always present

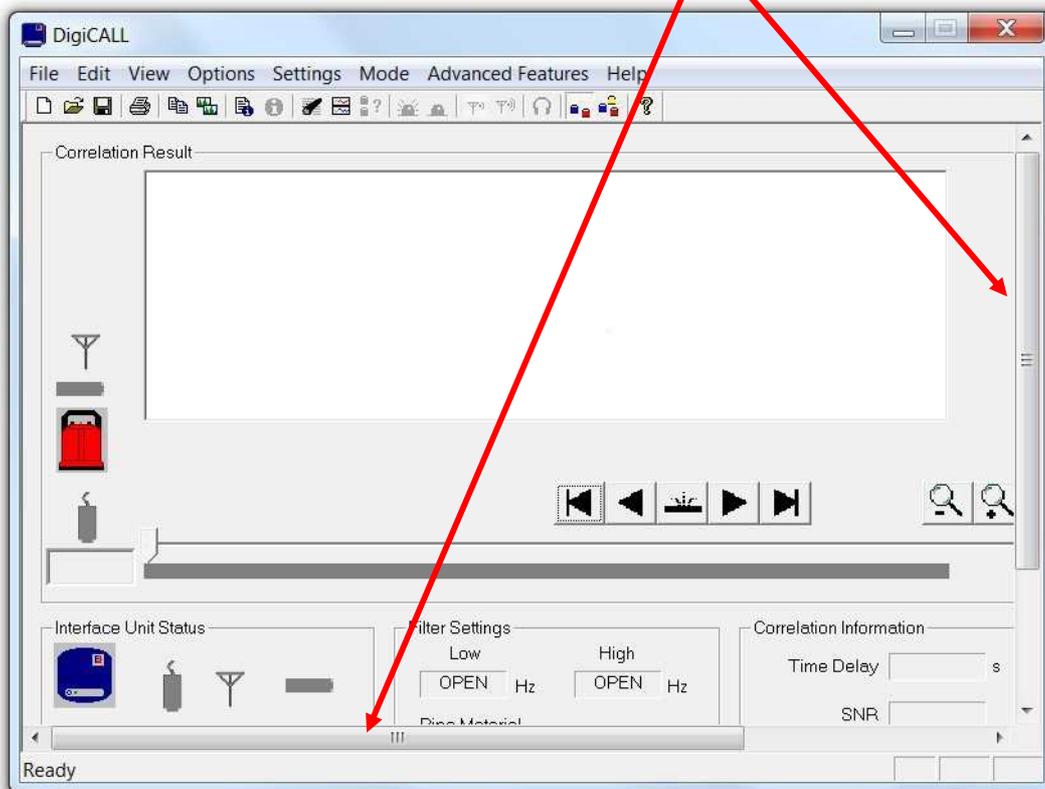
Digicall Screen window issue with Microsoft Windows 7

The problem is as follows -

The DigiCall windows appear to be the wrong size and the Scroll Bars are present all time.

All possible screen resolutions and screen adjustments can be tried but still the Scroll Bars remain.

The DigiCall software works ok with Windows 7 except for the Scroll Bar issue.



The issue is not an HWM-Water Software issue, but can occur on any Windows 7 equipped PC that uses a high resolution monitor. It is a recognised Microsoft problem which should be corrected when the next Windows 7 service pack is released.

In the interim if you encounter this problem the solution is fairly simple – follow the instructions below -

First we run 'regedit' from the commandline:

Then we are going to the following section in the registry -

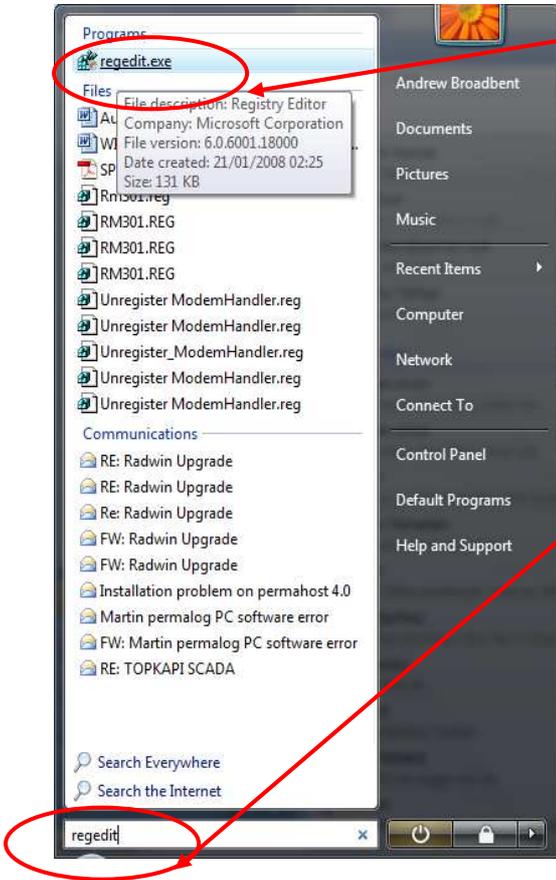
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Fonts

To do this follow the steps below -

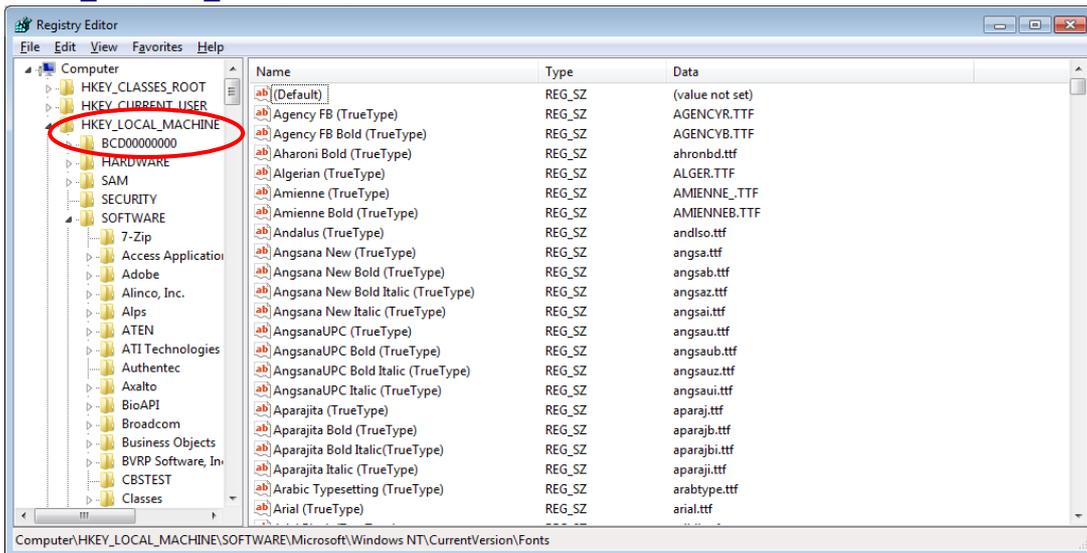


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Type 'regedit' here to search
Double click to open



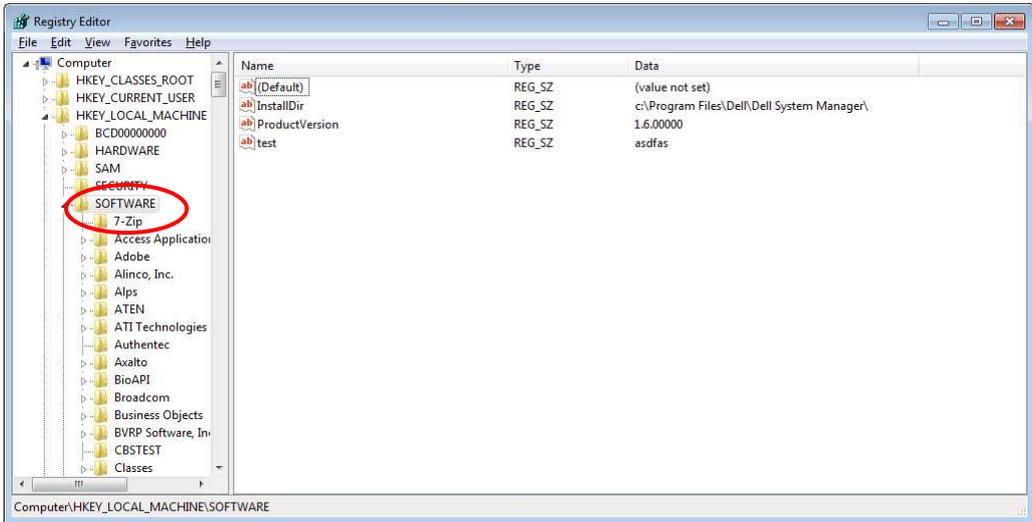
This will reveal the registry below –
Select HKEY_LOCAL_MACHINE



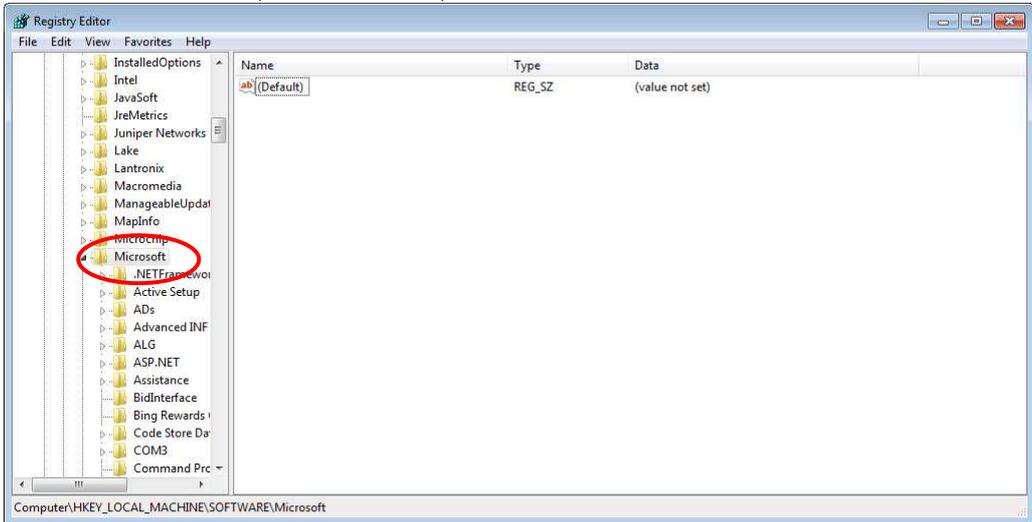
...and progress down the directory tree: HKEY_LOCAL_MACHINE\SOFTWARE



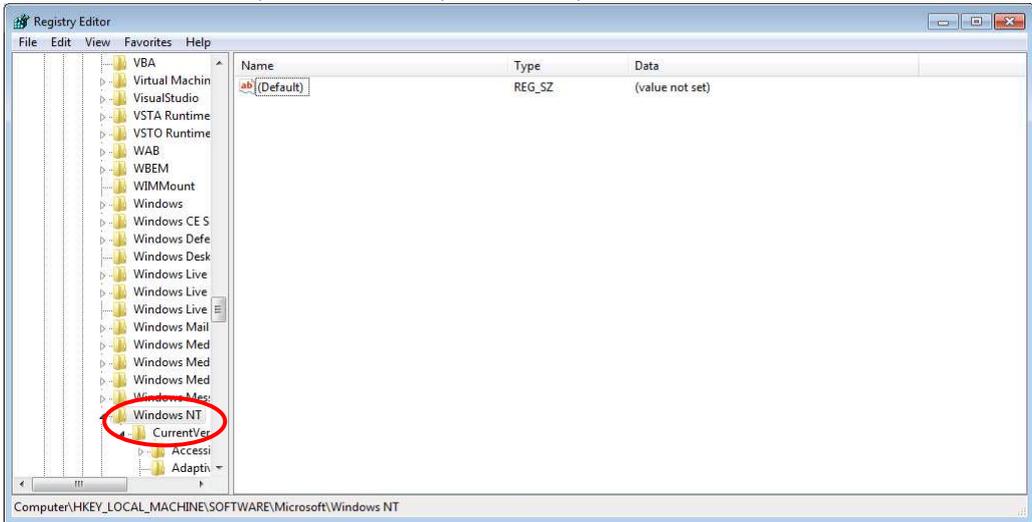
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HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft



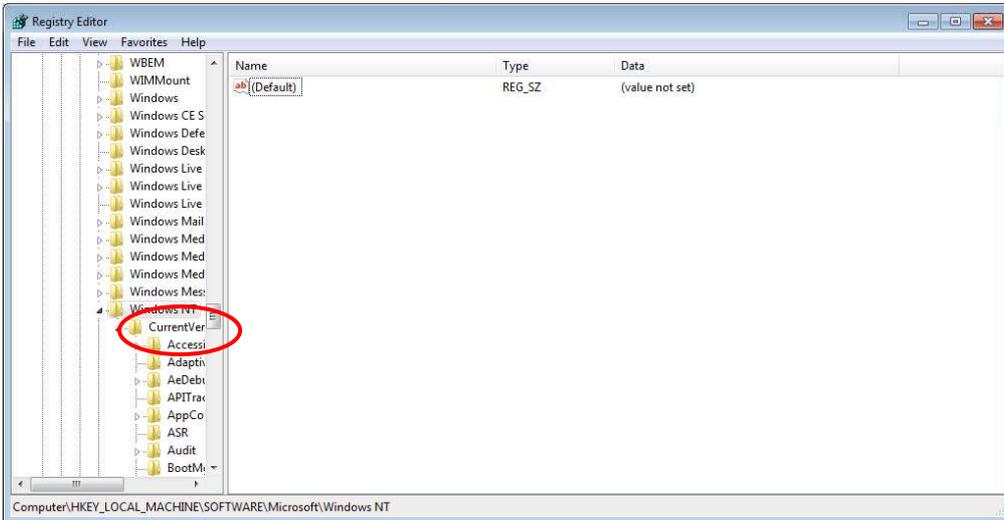
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT



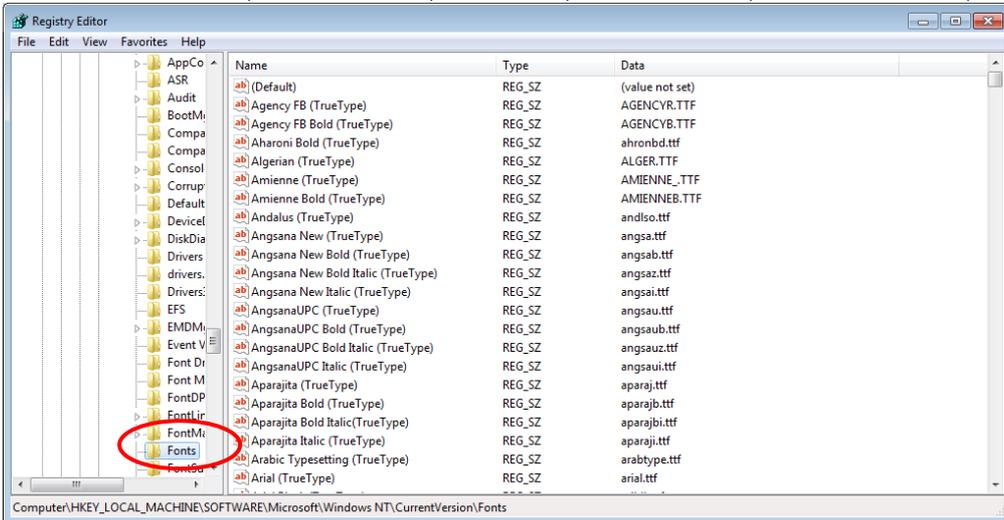
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion



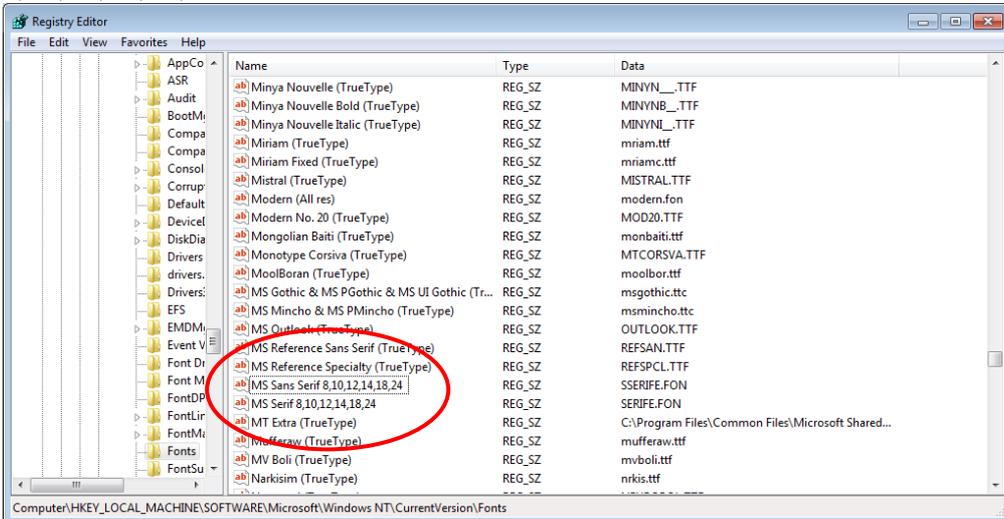
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HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\Current Version\Fonts



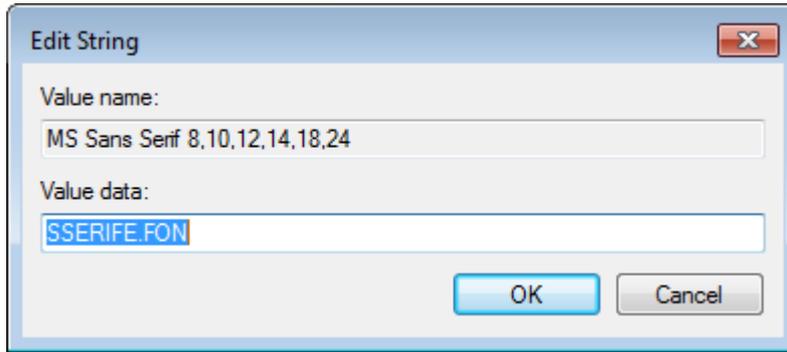
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\Current Version\Fonts\MS Sans Serif 8,10,12,14,18,24



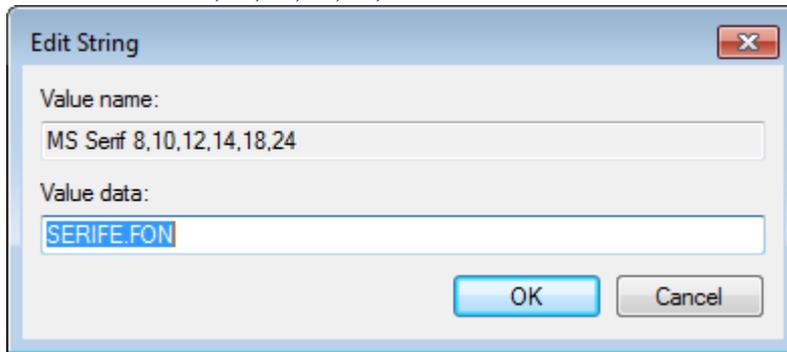
Doubleclick on the font...



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...and alter SSERIFF.FON to SSERIFE.FON.
Do exactly the same for MS Serif 8,10,12,14,18,24:



'OK' and finish (Exit)
Restart the Software

Document History:

Edition	Date of Issue	Modification	Notes
1st	24/05/12	Release	
2nd	15/09/15	Format update	