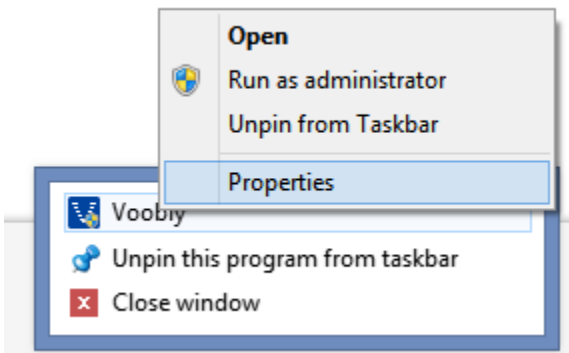# KB1015 Voobly client or messenger window isn't visible

From time to time you might experience the problem, that Voobly is visible in your task bar, but you can't see the desired client or messenger window, even though you are clicking on it.
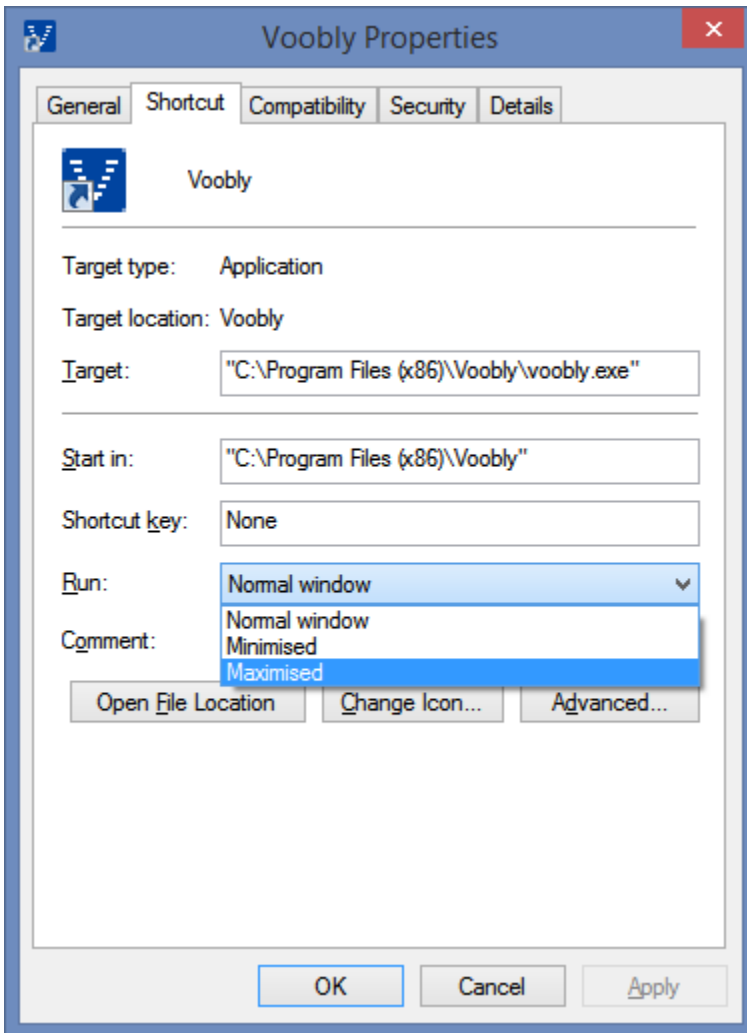
Cause

Voobly Messenger or client window is running off screen, this behavior occurs after running a dual screen scenario or random crashes of the widescreen patch.
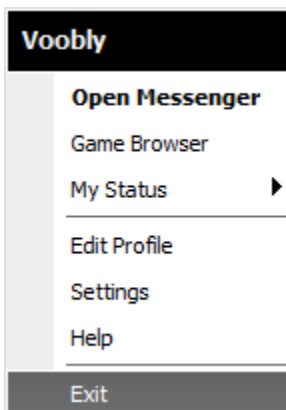
Resolution

1. **Right-Click** on the Voobly short-cut on your desktop or task bar and choose **Properties**.
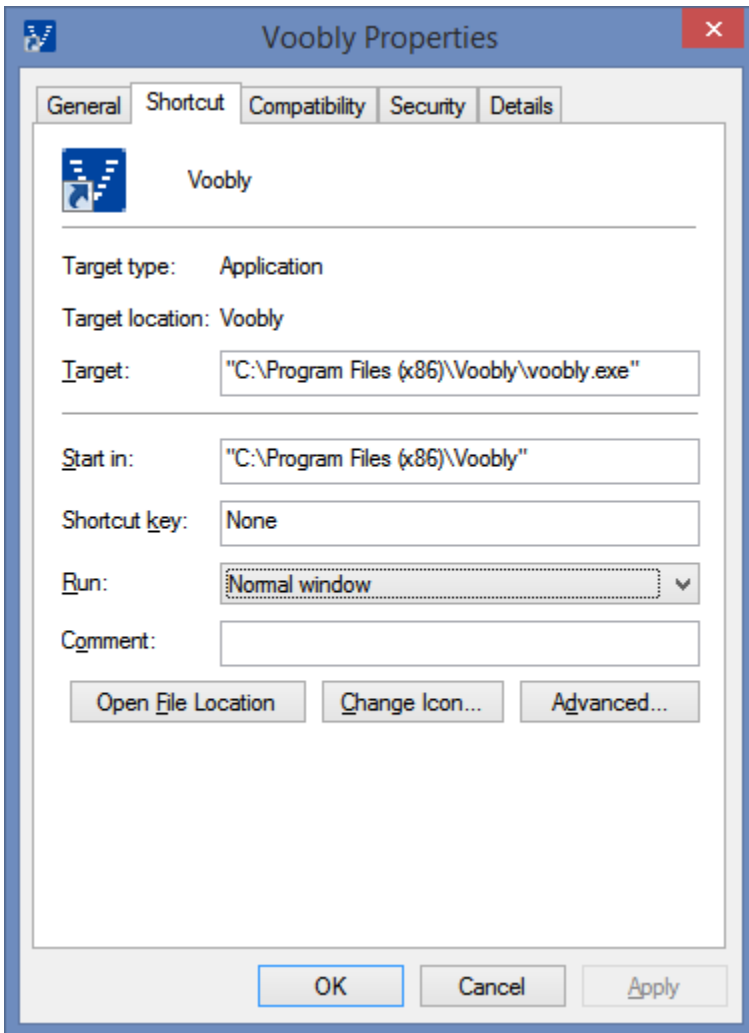
2. Change the option **Run:** from **Normal Window** to **Maximized**.

3. Confirm by clicking **Apply** and **OK**.
4. Now run Voobly, start client and messenger and **move the maximized window back to a normal sized window on your Desktop**.
5. Close Voobly.

6. Reverse the changes in step 2, by changing the option **Run:** back to **Normal Window** again.

7. Confirm by clicking **Apply** and **OK**.

Related articles

- KB1031 How to play Age of Empires II HD on Voobly
- KB1036 How to install Age of Empires II HD
- KB1054 Clean installation of Aoe2HD with compatibility patch
- KB1019 Clean installation of Age of Empires II with the latest patches
- KB1041 Macintosh Support for Voobly