

# How to uninstall Magic Jack from your PC

📅 March 15, 2008 12:03pm by swood | [Complaint](#) | [110 comments](#)

Even though the Magic Jack Terms of Service refers to an uninstall option within Add/Remove programs, you will find that it does not exist. Stuff like this frustrates me to no end and makes me instantly and irrevocably suspicious. Programs and devices that do not provide a user-friendly method for removal project an attitude of laziness, disrespect, and fly-by-night onto the company that provides them.

Here is what to do if you want to remove MagicJack from your computer forever. I assume you are running Windows XP.

1) Unplug the Magic Jack device from your computer. This should remove the virtual devices that MagicJack installs:

1. Disk Drive: YMax MagicJack USB Device
2. CD Drive: YMax MagicJack USB Device
3. USB: TigerJet USB Composite Device
4. USB: Generic USB Hub
5. USB: USB Mass Storage Device

Don't ever plug it back in again.

2) Delete the "mjusbsp" directory from the following location: C:\Documents and Settings\[YourUserProfileName]\Application Data

3) Delete any MagicJack directories from the following location: C:\Documents and Settings\[YourUserProfileName]\Local Settings\Application Data

4) Delete any desktop icons

5a) Clean up your registry using a registry cleaning tool. I highly recommend TuneUp Utilities 2008. Among many other features, it will keep your registry sparkling clean.

5b) Clean up your registry manually. Use regedit to locate the HKEY Current User > Talk4Free entries and Delete the Talk4Free Key and all Subkeys.

6) Reboot and you should be all set.

\*\* UPDATES \*\* – mostly from user posting in the comments

How to uninstall from Windows Vista:

“To uninstall from vista, simply go to the search bar and look up “mjusbsp”. Right click and open explorer. Delete whole folder. Use CCleaner (free) to clean rest up. That easy. Vista isn’t perfect, but things like the search function rock.”

Here is a link to the [Magic Jack Customer Service Phone Numbers](#)



## 110 comments to How to uninstall Magic Jack from your PC

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- doggy

[August 15th, 2009 at 6:31 pm · Reply](#)

I bought MJ last month and tried it for 3 weeks. Being a vonage customer for the past 5 years I wanted to try the latest and greatest. I started getting irritated when my calls were being choppy from the caller side and my side. I would hang up the call and use my vonage phone immediately to make sure that it wasn’t an internet bandwidth issue and to my disappointment it was the magic jack device just not performing as advertised. I know the cliché “you get what you pay for but the service” and Customer service are substandard IMHO. I just returned it to Radio Shack.

but for all you vonage customers...I called vonage to disconnect as soon as I’ve gotten the MJ device and vonage not only gave me a free month but their retention department lowered my monthly fee from \$25/m to \$15/m for the unlimited service. so in the end I decided to stay with a reliable voip for only \$15/m.



- Kathy

[August 16th, 2009 at 5:41 pm · Reply](#)

I found out that if your screen saver is on that will make the phone quality choppy.



- Margaret

[August 15th, 2009 at 10:47 pm · Reply](#)

You can also use <http://www.magicjackuninstaller.com> to uninstall everything.



o [swood](#)

[August 15th, 2009 at 11:20 pm · Reply](#)

While I applaud the raw capitalism displayed here, a fairly competent person can achieve the same effect free of charge.



▪ Al

[September 7th, 2009 at 7:27 pm · Reply](#)

I agree with “swood.” First of all, I’m not going to pay a cent for an uninstall utility that should have been provided by the vendor in the first place. Second, in the time it takes to install a software application, half the manual uninstall work can be done.

I am disappointed that MJ uses Cydoor, a known data mining application, not to mention blatant adware, to post ads on the MagicJack display the whole time it’s running.

A new development that has turned me almost completely against the company and has raised my suspicions about the credibility of the company that makes MJ is that suddenly, every time I reboot my computer, MJ pops up a window that says that I have to go through the registration process all over again, even though, in red letters, it states that my MJ is registered. Below that is displayed my number, then a form field to enter my e-mail address and another form field below that to enter the password I used when I originally registered.

Having to log in is a recent development, and I resent having to log in every time I make a call or have to restart MJ. It already crashes whenever I open a browser or look at it the wrong way, in spite of a software update.

I’m just about fed up with the thing. It definitely was released before it was ready for market.

I have a wireless connection, so I thought the choppy calls were due to the way the wireless adapter received and processed data. However, it seems that choppiness, dropped words and phrases, etc., are common problems even for people who are hardwired to the router and modem.

In short, MJ seems to be a piece of junk—the electronic equivalent of two cans and a waxed string.



• [Lone Gunman](#)

[October 5th, 2009 at 7:39 pm · Reply](#)

I got one of these a few months back. At first it worked pretty good and did so for about as long as the money back guarantee was good for. Since then, half the time I can't hear the person I'm calling so I hardly use it any more. IMHO they seem to have over sold their bandwidth which turns it into a \$40 POS! Buyer beware, all that glitters is not gold!



• [john holmes](#)

[November 6th, 2009 at 5:27 pm · Reply](#)

My magic jack disabled my speaker,highjacked many options I had installed and did not do what it advertised free, which for me was free international calling.It deceptively states free intl calling but that is only if the other party also has magic jack.Otherwise you end up having to add money via credit card just like skype.It also slowed my system to no avail and is a pain to uninstall.Now that I have reenabled my speakers magic jack is not working and it gives the Max Headroom effect when talking to people.All in all if there is someone you dont like just stick magic jack in their USB port and theyll have all kinds of problems.Also,the day after starting my "service" I started receiving millions of solicitation calls early AM from obviusse Intl companies at like 6 aM Saturdays.Magic jack are crooks



• [mymouseworks](#)

[November 20th, 2009 at 7:51 pm · Reply](#)

Steps I used to un-install the magic jack and get my mouse and other devices working.

<http://pastebin.com/f79c2d0bb>



• [Gm](#)

[November 21st, 2009 at 9:24 am · Reply](#)

MagicJack has an uninstall program that you can download from their site. It worked for me.

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