

Updating KeyOS Silverlight Player

Following is the procedure for updating your KeyOS Desktop Silverlight Player, for PC. Unfortunately, KeyOS Player cannot be downloaded and installed on a Mac computer. Please call tech support for options at, 877-407- 2447.

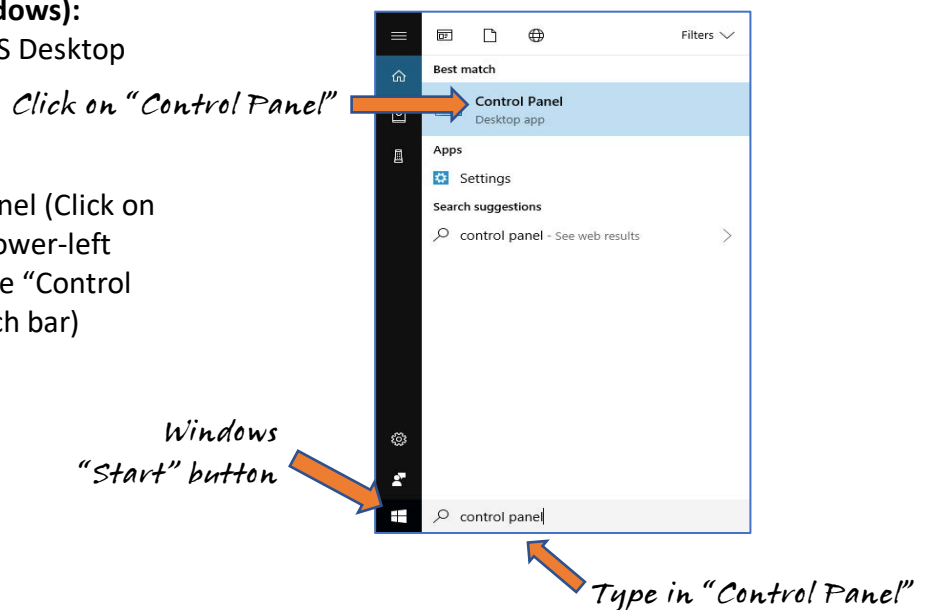
QUICK START INSTRUCTIONS (PC-Windows):

1. Uninstall current <KeyOS Desktop Silverlight Player>
2. Reinstall new KeyOS Desktop Silverlight Player using “Internet Explorer” (not Edge), at: www.chiphealth.com/download-player
3. Click the black bar labeled “Install Player Offline”

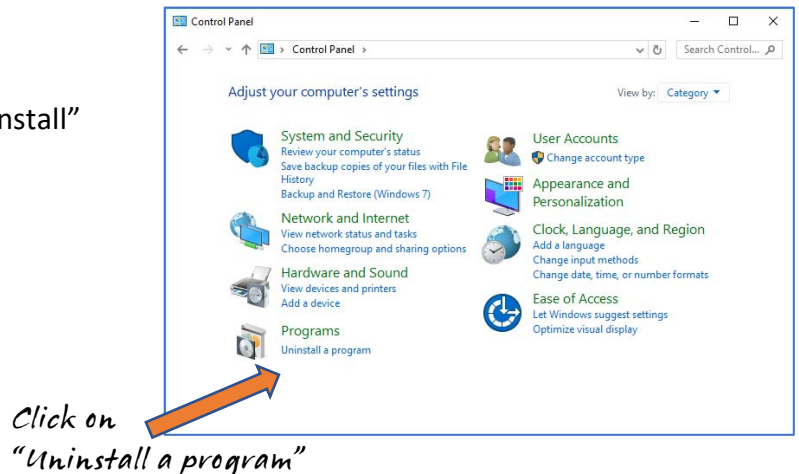
DETAILED INSTRUCTIONS (PC-Windows):

1. Uninstall your current KeyOS Desktop Silverlight Player

- a. Open the Control Panel (Click on the “Start” button, lower-left corner, and then type “Control Panel” into the search bar)



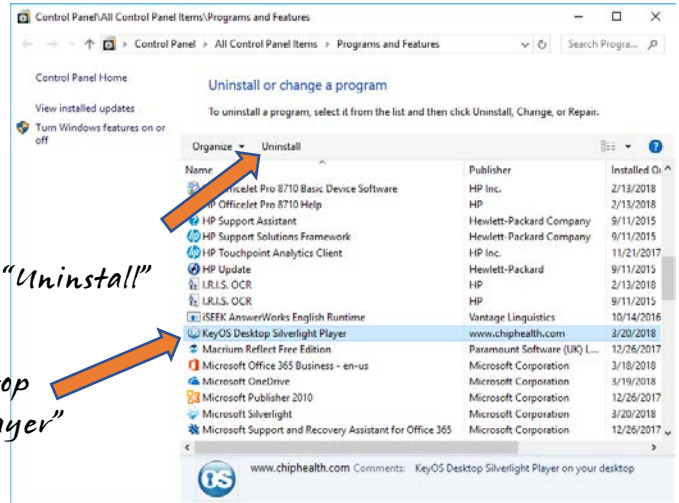
- b. Click on “Programs” > “Uninstall”



- c. Find “KeyOS Desktop Silverlight Player” in the list and click “Uninstall”

Find
“KeyOS Desktop
Silverlight Player”

Click “Uninstall”

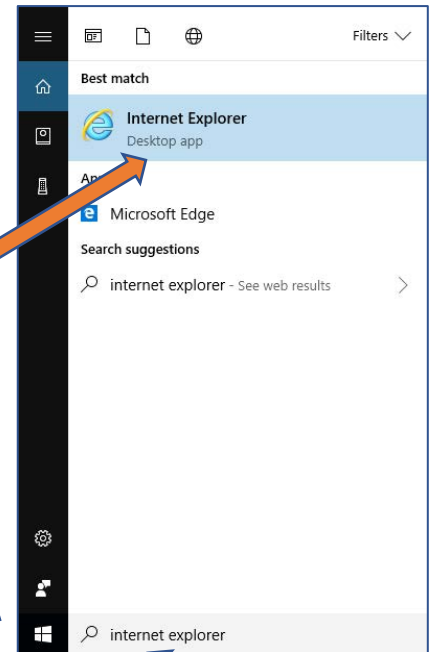


- d. Click on the Start button again and type in “Internet Explorer” into the search bar. The internet Explorer icon is a small “e” with a yellow halo. NOTE: **do not** use “Edge,” “Chrome,” or “Firefox” to install KeyOS.

Click on “Internet Explorer”

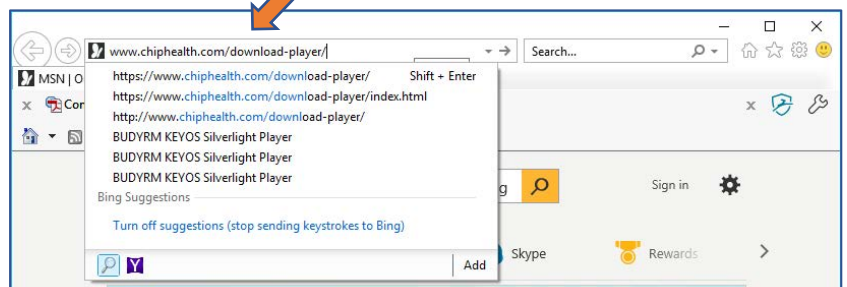
Windows
“Start” button

Type in
“Internet Explorer”

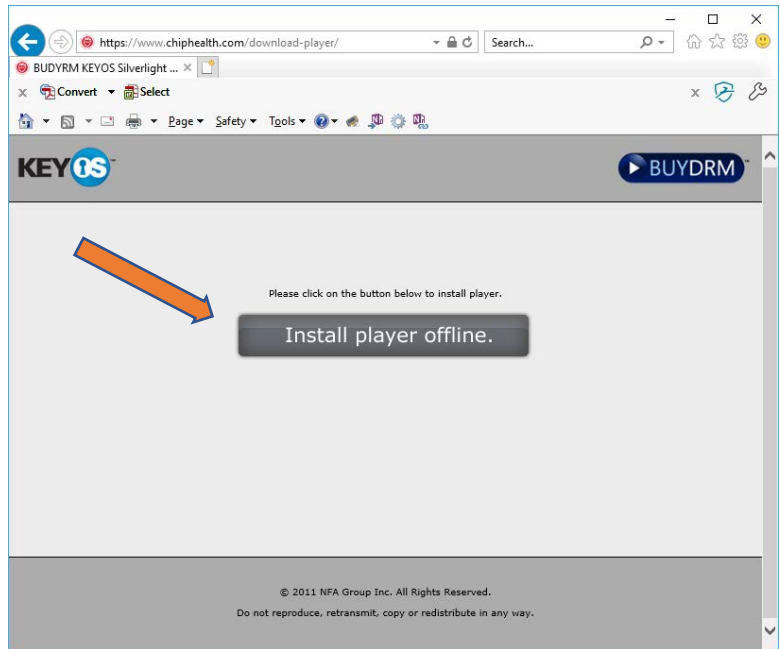


- e. Click on Internet Explorer > click into the address window > type:

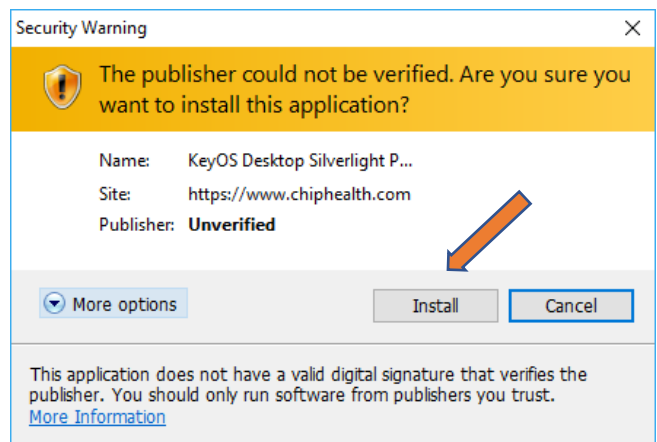
www.chiphealth.com/download-player



- f. Click on the black bar labeled “Install Player Offline”



Click “Install”



The KeyOS Desktop Silverlight Player

