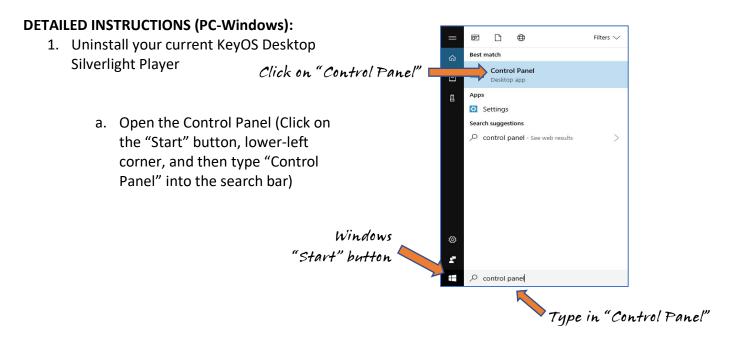
Updating KeyOS Silverlight Player

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"



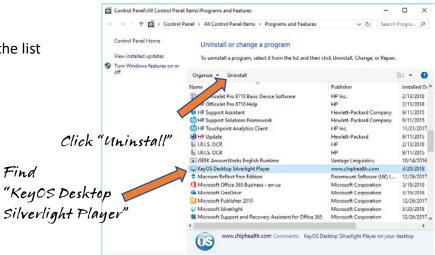
← → · ↑ 🖭 > Control Panel > ∨ む Search Control... ク Adjust your computer's settings b. Click on "Programs" > "Uninstall" System and Security User Accounts

Change account type User Accounts Save backup copies of your files with File Backup and Restore (Windows 7) Personalization Network and Internet Clock, Language, and Region fiew network status and tasks Choose homegroup and sharing op Hardware and Sound Ease of Access et Windows suggest settings Optimize visual display Programs Uninstall a program Click on

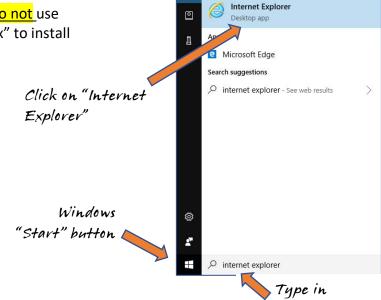
"Uninstall a program"

Control Panel

c. Find "KeyOS Desktop Silverlight Player" in the list and 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.



Add

Rest match

Filters V

"Internet Explorer"

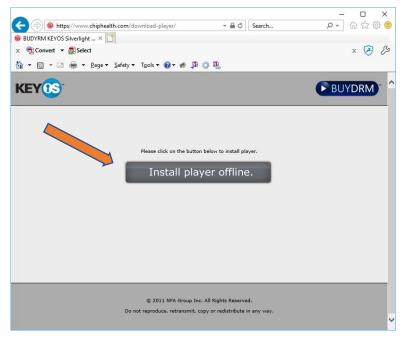
e. Click on Internet Explorer > click into the address window > type:

www.chiphealth.com/download-player

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f. Click on the black bar labeled "Install Player Offline"



Click "Install"

