

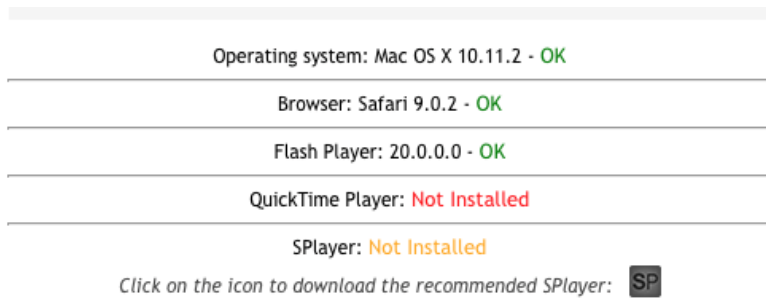
How to install SPlayer for Mac video playback:

1. Click on the following link to view your Safari browser configuration.

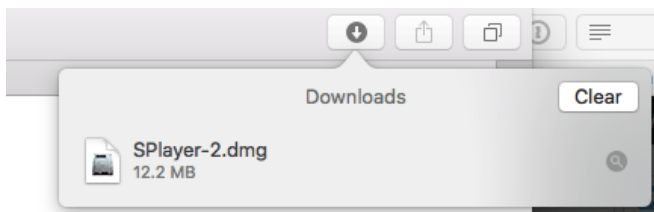
https://webspsim.louisville.edu/client_test

2. If client test displays “**SPlayer: Not Installed**” near the bottom of the page then click on the **SP icon** to download the install file.

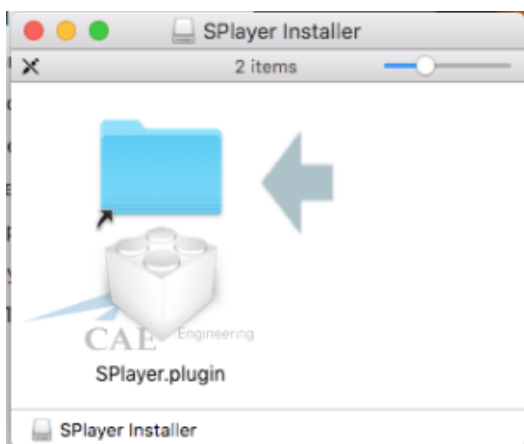
If SPlayer is installed and video playback does not work please contact atohelpticket@louisville.edu



3. Then **click** on the download arrow icon and **double click on SPlayer.dmg** to open.



4. **Drag the SPlayer** into the plugin folder.



5. After installing, **restart** Safari.

6. Log into LearningSpace and click on Video Review.
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How to install SPlayer for video playback for Windows:

1. Click on the following link to view your Firefox or Internet Explorer browser configuration.
https://webspsim.louisville.edu/client_test

The screenshot shows a table of ports and services, a microphone status, and a list of system components. Annotations include yellow boxes and red arrows pointing to specific items.

Ports	Service	Status
80	HTTP	OK
443	HTTPS	OK
843	Flash policy provider	OK
1935	Intercom server	OK
7999	Physiological data	OK
8000	Live view, Video review (QT - Mpeg4)	OK

Results complete

Microphone: **Not connected**


Operating system: Windows 7 - OK

Browser: Firefox 43.0 - OK

Flash Player: 20.0.0.286 - OK

QuickTime Player: 7.7.9.0 - OK

SPlayer: **Not Installed**

Click on the icon to download the recommended SPlayer: 

Annotations: A yellow box labeled "Status Not Important" points to the microphone status. Another yellow box labeled "Status Not Important" points to the QuickTime Player status. A yellow box labeled "These need to be OK" has red arrows pointing to the Operating system, Browser, Flash Player, and SPlayer status.

2. If client test displays "**SPlayer: Not Installed**" near the bottom of the page then click on the **SP icon** to download the install file.
If SPlayer is installed and video playback does not work, please contact atohelpticket@louisville.edu

This image shows a detailed view of the client test results page, focusing on the system components section. A red arrow points to the SP icon next to the SPlayer status.


Operating system: Windows 7 - OK

Browser: Firefox 43.0 - OK

Flash Player: 20.0.0.267 - OK

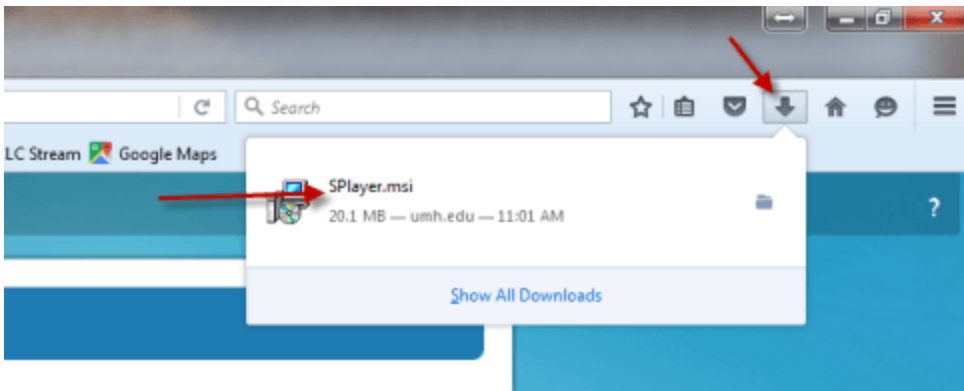
QuickTime Player: 7.7.9.0 - OK

SPlayer: **Not Installed**

Click on the icon to download the recommended SPlayer: 

3. Installing SPlayer:

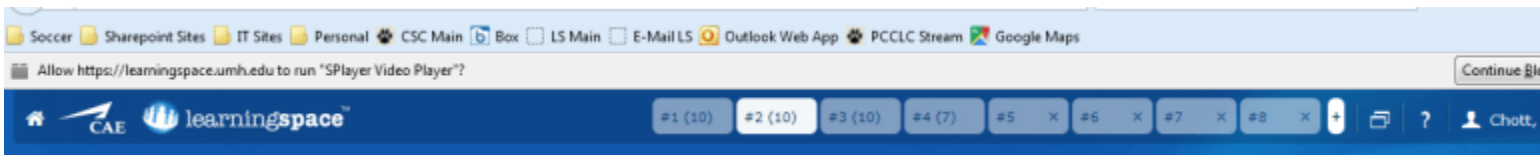
After **clicking** the install SPlayer icon on the tester page a popup will appear. Click "**Save File**".
Then **click** on the download *arrow icon* and click on **SPlayer.msi** to install.



4. After installing, *restart* Firefox or Internet Explorer.
5. Log into Learningspace and click on Video Review.

FIREFOX USERS DO NOT SKIP THIS STEP

Firefox users receive a message near the top of the window. A message will appear asking if you want to allow the SPlayer to run in the browser. Click on **“Allow”**.



After you clicking on *allow*, a window will appear on the left hand side that wants you to make a final choice. You are going to click the pull-down arrow (where the default shows Block Plugin) and select **“Allow and Remember”**.

Internet Explorer users should be allowed to utilize the plugin without additional steps.