

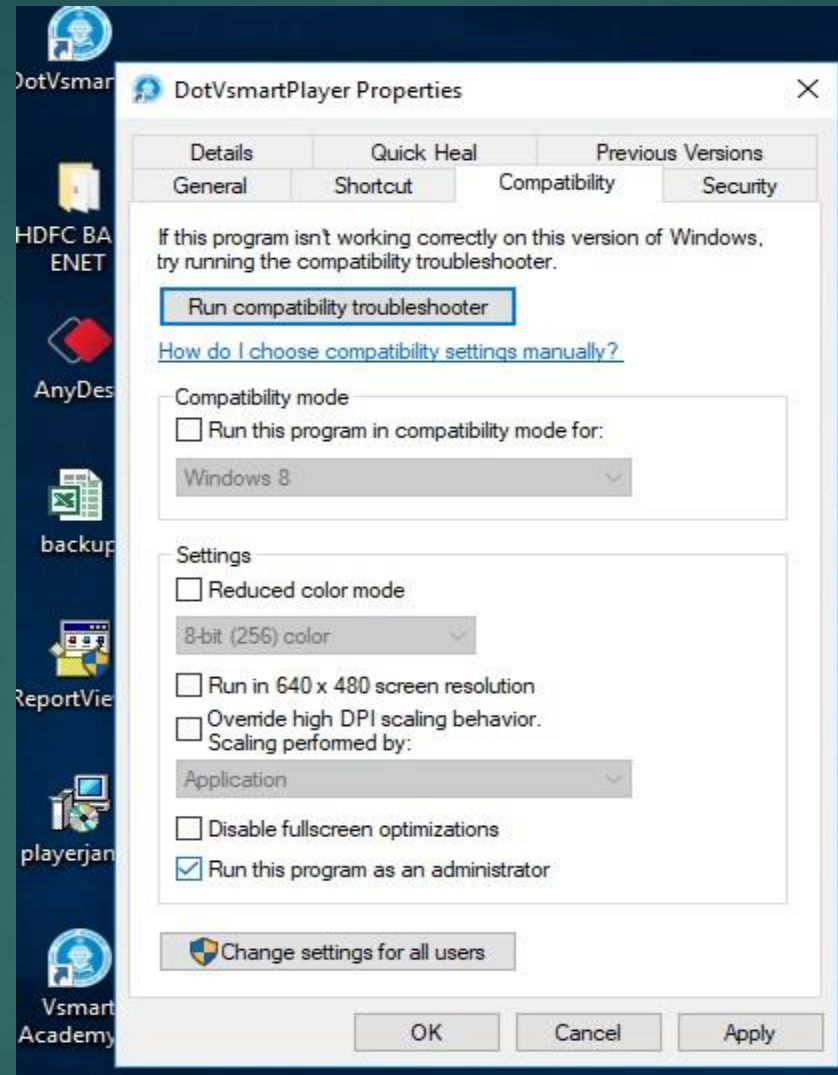
**Dot Vsmart Player is not  
responding, what to do?**

**No worries, new version update  
is required and your problem  
get resolved.**

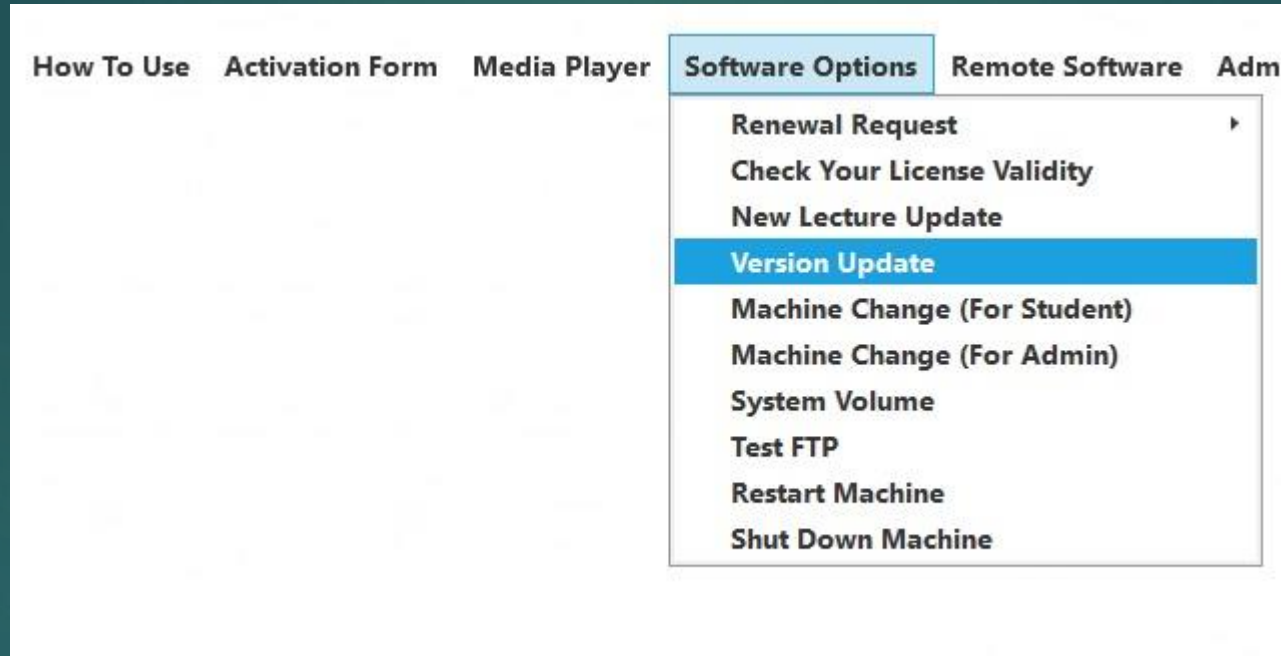
Step1



**Step1 –  
Right Click, go to properties**



**Step2 –**  
**Go to Compatibility tab, and check the option run this program as an administrator**



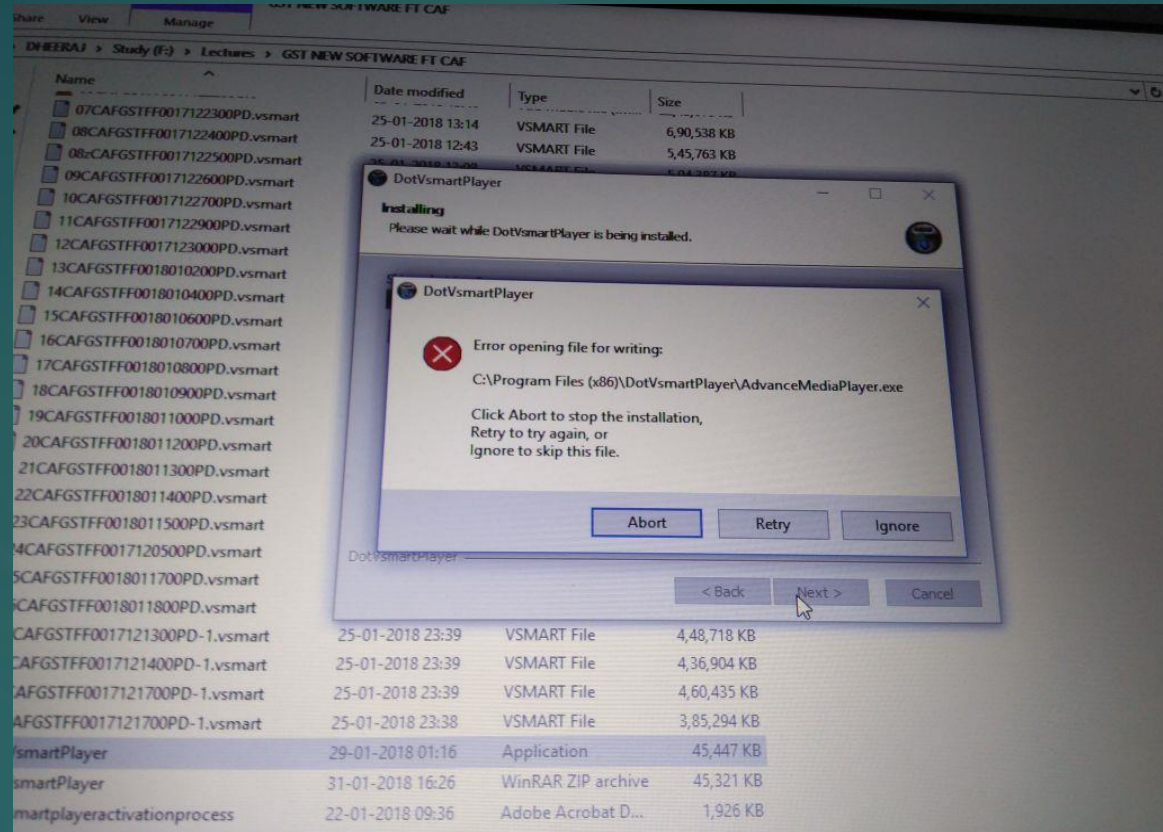
**Step4 –**  
**Go to software option and then click version update.**



**Step5 –**  
Software Upgrade form will be open, Click start. It will take few min to update and your problem will be solved.



## Step6



### Step6 –

For any reason, if you get this message, then you have to go to task manager (Alt+Clt+Dlt) and end task Advance media player program and click retry option.

If you don't understand, plz refer provide video. Your problem will be resolved.

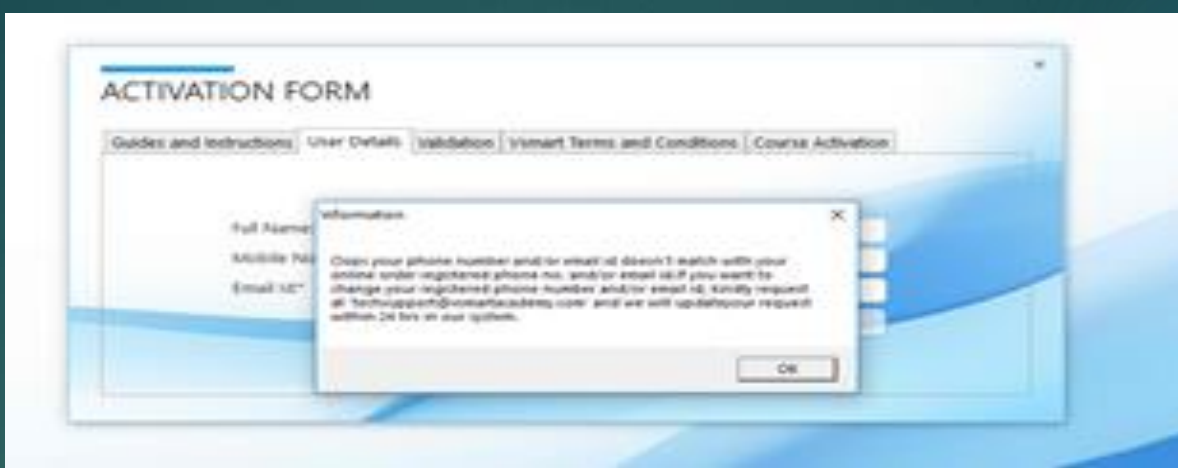
### Step7 –

New Student – now fill up activation form again

Existing Student- Start playing video lectures after following below steps

**Step8 –**  
**New Student – now fill up activation form again**  
**Existing Student- Start playing video lectures after following**  
**below steps**





## Step9 –

**Error** – If you are doing new activation and you are getting oops message after all updates then there is one of your case as below

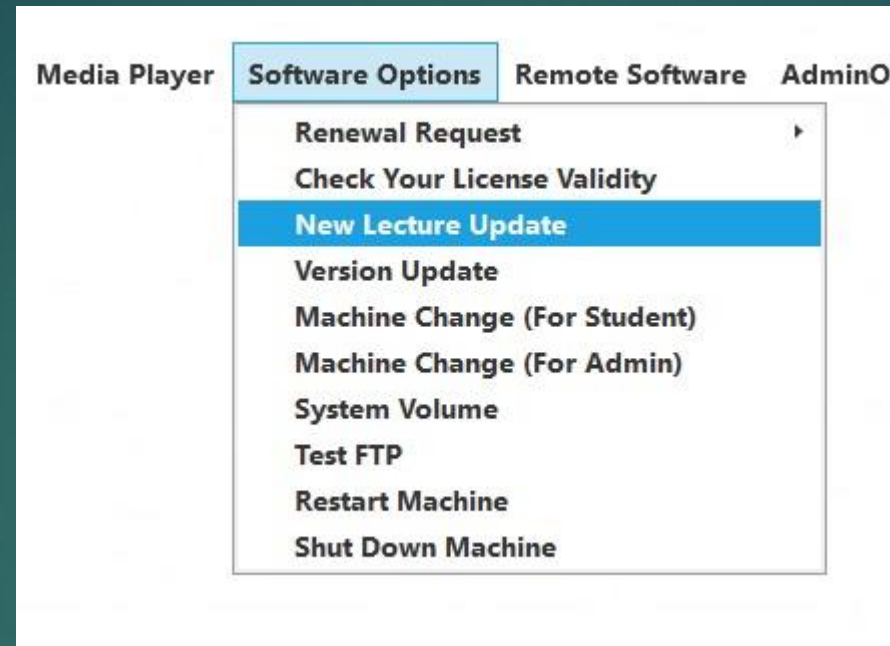
**Case1** – You must have added your info different than online order details.

**Case2** – Mistake or error in typing details

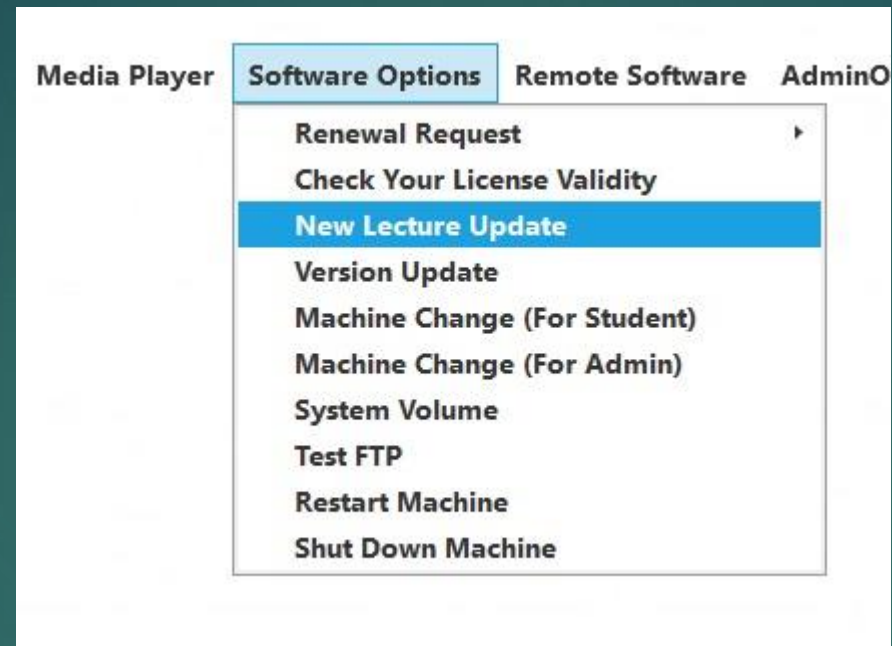
**Case3** – or your information not updated in online order database. Your details will be updated on same day when we will ship your order. Or it takes 24-48 hours in case of order pick up option.

**Case4** - Make sure your phone number and email id is correctly provided to other vendor except vsmart website and they have correctly updated with us. Otherwise, please contact them and make sure from them.

You need to contact [techsupport@vsmartacademy.com](mailto:techsupport@vsmartacademy.com) or whats app – 88883 88886 to update your info in activation database



**Step10 –**  
**Plz go back to player again and click new lecture updates**  
**and you will be up to date to play the lectures**



**Step11 –**  
**Plz go back to player again and click new lecture updates**  
**and you will be up to date to play the lectures**

Step12-  
Go to Media Player –  
Select Default player,  
If you find any problem in default player then go to option 2  
Follow the info provided in next step.





Step8  
– Book  
mark  
imp  
video  
timings

**Welcome to Vsmart Player.**  
**Maximum Screen Size 12" inches**  
**You can expand screen by single click**

Step4  
– Click  
Play  
Button  
here

Step7 Seek  
Bar– Adjust  
Player  
Cursor

Step6 –  
Player  
Volume

Select Course

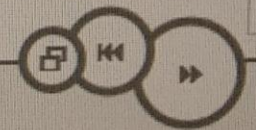


Step1 - Select a course you want to watch  
Step2 – Browse Course folder, and video files will be listed

Video File1

Video File2  
Video File3  
Step3 – Double Click on Video File1

Step5 – Video fast forward options





If You don't see your files in media player, make sure you have a right video file which has **.*vsmart extention***



If you have a old Advance Media Player (Version 2.0 or 2.1, then update your media player with new Dot Vsmart Media Player version 2.3

Link - [www.vsmartacademy.com/media/dotmediaplayer.exe](http://www.vsmartacademy.com/media/dotmediaplayer.exe)

Old set up will be over-writed once you install new set up.

Please note that -

When you download this exe from a browser, you may get a message that this is a harmful file. You need not to worry for this. This file is completely virus free file, only browser or your antivirus program is not recognizing it so its showing unknown or harmful file.

See this file in your saved folder or go to show files in a folder option and run this program anyway”option.

We recommend following browser to download this set up -  
Internet Explore  
Firefox