mp4 video doesn\'t work on Android tablet

Posted by Marsm - 2014/09/04 06:49

Hi,

I use Ari sexy lightbox to show mp4 video files. This works good on pc, laptop, ipad but not on tablets with Android (tested on Samsung and Asus tablets). The video is not showing at all.
Do you know how to fix it?

Thanks.

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Re:mp4 video doesn\'t work on Android tablet

Posted by admin - 2014/09/04 08:51

Hello,

Could you provide a link to a page where we can see the problem?

Regards,
ARI Soft

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Re:mp4 video doesn\'t work on Android tablet

Posted by Marsm - 2014/09/04 09:49

Go to http://staging1.virtuelelesruimte.nl and click on the camera picture.

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Re:mp4 video doesn\'t work on Android tablet

Posted by admin - 2014/09/04 10:41

I checked it on Android device (v. 4.4.2) in Google Chrome and video is playing fine.

Regards,
ARI Soft

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Re:mp4 video doesn\'t work on Android tablet

Posted by Marsm - 2014/09/04 10:55

Strange. I use Samsung galaxy tab 4 (android version 4.4.2.) and when clicking the camera picture I get the message "this plugin is not supported". I also tried an Asus nexus 7 with the same results. And when I change ARI sexy lightbox for another extension it's working fine.
Do you have any idea?

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Re:mp4 video doesn\'t work on Android tablet

Posted by admin - 2014/09/04 12:24

What browser do you use?

Regards,
ARI Soft

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Re:mp4 video doesn\'t work on Android tablet

Posted by Marsm - 2014/09/04 12:35

Sorry, I use Google Chrome.

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Re:mp4 video doesn\'t work on Android tablet

Posted by admin - 2014/09/05 05:47

We can't reproduce the problem. Could you provide a link to a page where mp4 file is playing on your device?

Regards,
ARI Soft

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Re:mp4 video doesn\'t work on Android tablet

Posted by Marsm - 2014/09/09 11:25

Here you can see a picture of how it looks on my divice:
http://staging1.virtuelelesruimte.nl/index.php/arisoft

Thanks

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Re:mp4 video doesn\'t work on Android tablet

Posted by admin - 2014/09/09 13:52

Check your mail please.

Regards,
ARI Soft

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