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## Help to get ARI Fancybox working on my website.

Posted by simonmustoe - 2020/01/29 21:31

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Hi,

I just installed your very impressive looking software. I've created a test page: <https://ocean-sounds.org/test000/> using the following shortcode from your website (<http://www.ari-soft.com/docs/wordpress/ari-fancy-lightbox/v1/en/index.html#installation>).

Click me2

While the link appears fine, when it's clicked, it opens in a new window. I can't get the popup to work at all.

Your help would be gratefully appreciated, thanks : )

Simon.

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## Re:Help to get ARI Fancybox working on my website.

Posted by admin - 2020/01/30 19:37

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Hello,

This problem with your theme. It contains own copy of old version of Fancybox library and it conflicts with the plugin.

Regards,  
ARI Soft

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## Re:Help to get ARI Fancybox working on my website.

Posted by simonmustoe - 2020/01/30 20:08

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I don't suppose you can offer any advice on how to remove it?

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## Re:Help to get ARI Fancybox working on my website.

Posted by admin - 2020/01/30 20:21

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It seems the lightbox is tightly integrated into your theme. Try to contact theme support and ask how Fancybox can be disabled in the theme.

Regards,  
ARI Soft

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