

SiggySoft Media Player User Manual

SiggySoft Media Player plays a list of videos on a second screen, a TV or a projector, for an audience. Each video plays once and goes on to the next, plays once and waits, or loops until you press Next, and each one changes into the next with a transition of your choice: a fade, a wipe, a slide, a circle, a flip and 14 more. The window keeps a preview of what the screen shows.

Keys can be changed, so a presentation remote can drive the show. This manual covers making a list, how each item plays, the transitions, full screen, the keys and the remote, saving lists, and what to do when something does not work.

How to read this. Part A says what the program does, what it needs and where everything is in its window. Part B is a show from start to end: building the list (Chapter 4), how each item plays (Chapter 5), the transitions (Chapter 6), playing the list (Chapter 7), full screen (Chapter 8), the keys and a presentation remote (Chapter 9), and keeping lists (Chapter 10). Part C is reference: settings, troubleshooting, the Feedback menu, the files and the licences. Help > Manual opens this page in the browser.

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PART A

Getting started

What SiggysSoft Media Player does, what it needs, and where everything is in its window.

What SiggySoft Media Player does

A list of videos for an audience, each with its own way of playing and its own way into the next

What it is for

A loop runs on the TV while people come in. When everyone is seated, you press Next: the loop fades into the opening video, which plays once and fades into a second loop that runs until the next part of the evening. That is the kind of show the program is built for. Each item in the list has three choices:

- **How it plays:** once and then the next item by itself, once and then wait on its last picture, or in a loop until Next is pressed.
- **How it changes into the next item:** one of 19 transitions, from a plain cut to a flip or a spin ([Chapter 6](#)).
- **How long that change takes:** a quarter of a second to 5 seconds.

A loop has no gap at its seam: the picture and the sound go from the last frame straight to the first. A list can be kept in one of 100 slots and opened again with one click ([Chapter 10](#)).

Two screens

Full screen goes on a second screen when there is one, so the audience sees only the videos, while this window stays on your screen with a preview of the same picture, the list, and what comes next. With one screen, full screen covers it and `Esc` brings the window back. While a list plays, Windows does not go to sleep or turn the screens off.

What it does not do

- It never changes, moves or deletes a video. It writes only its settings, the playlists you keep and its log.
- It makes no new video files. SiggySoft Video Editor does that.
- It plays no DVDs and no streams from the internet: files on this PC or the network only.

Before the first show

Installing, the setup check, the FFmpeg libraries, and updates

Installing

Download `SiggySoftMediaPlayer-win-Setup.exe` from www.middlesiggy.com and run it. It asks nothing: it installs the program for the Windows user signed in, in `%LocalAppData%\SiggySoftMediaPlayer`, without administrator rights, puts SiggySoft Media Player on the desktop and in the Start menu, and first installs Microsoft's .NET 10 Desktop Runtime when the PC has none. That runtime is Microsoft's own installer, so Windows Update keeps it patched. Settings > Apps > Installed apps removes the program again; your settings and playlists stay where they are.

What the PC needs

- Windows 10 or 11, 64-bit.
- The Microsoft .NET 10 Desktop Runtime, or a newer one. Setup installs it when it is missing.
- A graphics adapter with Direct3D 10 or 11, which draws the picture and the transitions. Without a graphics driver, Windows draws the picture itself, slowly; the setup check says so.
- The FFmpeg libraries (below): 77 MB, downloaded once. Another SiggySoft program may have downloaded them already.
- A sound output for the sound. Without one, the videos play silently.

The setup check

At the first start a page lists what the program needs and whether .NET and Windows are up to date. Each line says READY, NEEDED, WORKS WITHOUT IT or OUT OF DATE, one sentence on why, and has a button where the program can fix it. It also names the sound output in use and the screens connected. The page is always at Tools > Setup check. At every later start a quick check runs in the background; when it finds a problem a notice appears under the menu, with Open the setup check and a cross that hides that notice until something new turns up.

The FFmpeg libraries

SiggySoft Media Player opens and decodes every video and its sound with the FFmpeg libraries, free software that is not part of it. On the setup check, Install the FFmpeg libraries explains where they come from and asks; when you agree it downloads an LGPL build of FFmpeg 9.0.2 for Windows from a public FFmpeg build project (76,972,461 bytes), checks the file against the SHA-256 published with it, and keeps only the libraries and their license in

`%LOCALAPPDATA%\SiggySoft\ffmpeg-ldpl`. SiggySoft Video Compare and the other programs that use FFmpeg 9 use the same folder.

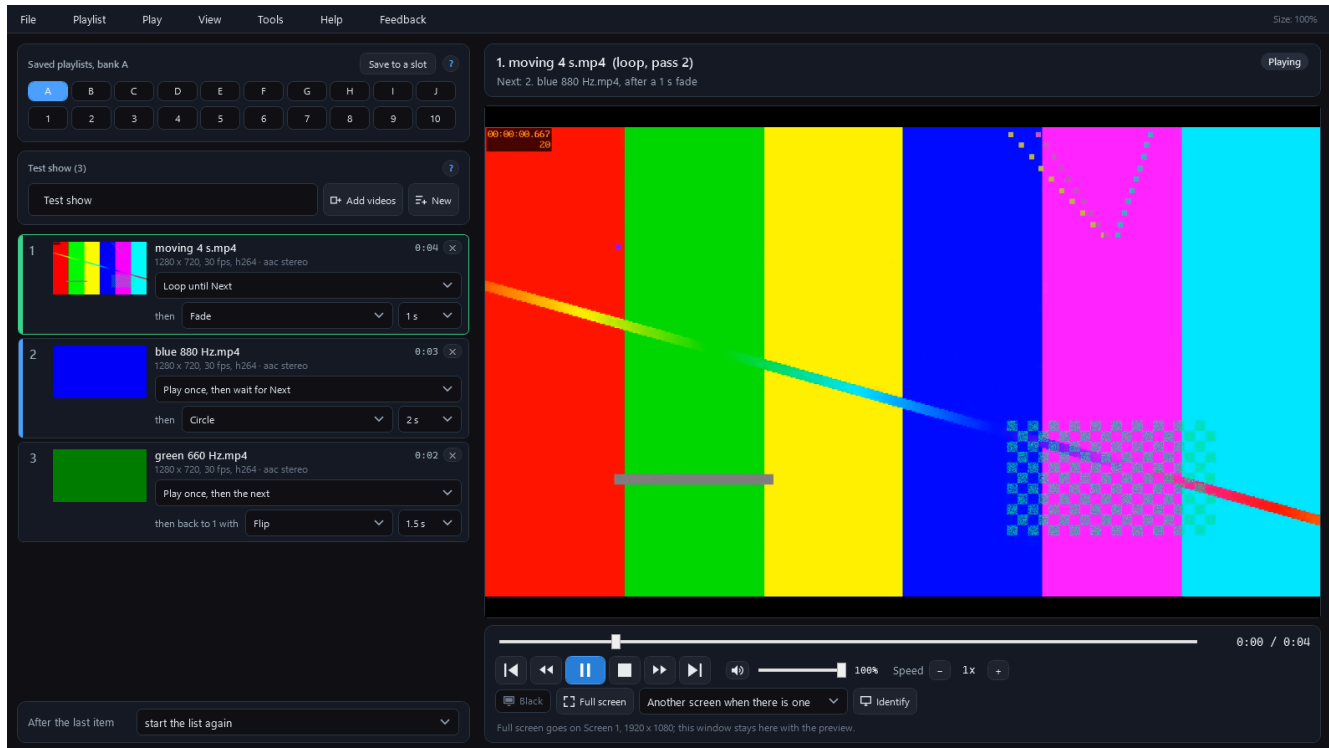
Why an LGPL build. The program loads these libraries into itself. FFmpeg is LGPL unless it is built with its GPL parts, and a GPL build would put the whole program under the GPL. So the program reads the license string inside the libraries before it loads them and refuses any GPL build, including one you point it at in Settings.

Updates

A copy installed with Setup looks for a new version on www.middlesiggy.com at every start (Settings > Updates turns this off) and when you choose Help > Check for updates. A new version downloads in the background and goes in when the program closes. The setup check names it, with Restart and update to install it at once; it refuses while a list plays, so a show is never cut off by an update. A copy run from another folder, such as the publish folder of a build, does not update itself and its update line says so.

The window

The saved playlists and the list on the left, the preview and the controls on the right



A three-item list: item 1 loops (its green bar says it is on screen) and fades into item 2, which plays once and waits; item 3 plays once and the list starts again. The preview shows what the full screen shows.

PART	WHAT IT HOLDS
Menu bar	File, Playlist, Play, View, Tools, Help and Feedback. Every action of the Play menu names its key, as chosen in Tools > Keys.
Saved playlists	The letters A to J are banks; the numbers 1 to 10 are the bank's slots. A lit number holds a playlist; the brighter one is where the list on the screen came from (Chapter 10).
The list's name	Its name on its slot, Add videos, and New, which clears the list on the screen.
The list	One row per item: its number, a small picture, its name, length and details, how it plays, and "then" with the transition into the next item and its length. A green bar marks the item on screen; a blue bar the one Next goes to.
After the last item	Stay on the last picture, fade to black, or start again at item 1.
Now and next	The item playing and how (loop, pass 3), its state (Playing, Paused, Waiting for Next, a transition to item 2), and what comes next with which transition. The badge GPU or CPU says where its pictures are decoded: on the graphics card or on the processor. Its tip names the graphics card, or says why the processor does it (Chapter 11).

Preview	The picture as the full screen shows it, with the transitions. A double-click opens or closes full screen; videos dropped on it go at the end of the list.
Controls	The time bar of the item playing (click or drag to go there), Previous, back 10 seconds, Play or pause, Stop, forward 10 seconds, Next; the volume; the speed; Black; Full screen, the screen it goes on, and Identify, which shows each screen's number on it.
Status line	The last message, the FFmpeg libraries, the graphics card, the sound output, where the playing item is decoded, and whether the PC is being kept awake.

View > Larger and Smaller, or **Ctrl** with the mouse wheel, make everything in the window bigger or smaller, from 60 to 150 percent.

PART B

Making a show

Building the list, choosing how each item plays and how it changes into the next, playing it on a second screen, and keeping it for next time.

Building the list

Dropping videos in, putting them in order, taking them out

Adding videos

Drag videos from Explorer onto the list. A drop on a row puts them above that row, or below it when they land on the row's lower half; a drop below the last row, on the preview or anywhere else on the window puts them at the end. A folder dropped in adds the videos in it, in the order of their names. File > Add videos (**Ctrl** + **O**) and Add a folder of videos add after the selected row, or at the end. Videos given to the program when it starts (Open with, or dropped on its icon) go at the end of the list too.

Any file the FFmpeg libraries read works: MP4, MOV, MKV, AVI, MTS, MPEG, WMV, WebM and DV, H.264 and HEVC, 8 and 10 bits, up to 4K. Sound files (MP3, WAV, M4A, FLAC) play with a black picture. Interlaced video, such as a DV capture, is made whole before it is shown.

What a row shows

Each row reads its file in the background: a small picture from about a second in, the length, and the picture and sound as the file holds them, for example `1920 x 1080, 59.94 fps, hevc · aac stereo`. A file that cannot be played says why in amber, such as "FFmpeg cannot open it"; when the list reaches it, it goes past it to the next item.

Order and removing

- Drag a row to move it. Select several rows (**Ctrl** or **Shift** with a click) and drag one of them to move them all, in their order.
- **Alt** + **Up** and **Alt** + **Down** move the selected row one place.
- **Del**, or the cross at the end of a row, takes items off the list. The files stay where they are.
- New (**Ctrl** + **N**) clears the list on the screen for a new one. No file is touched, and a saved slot keeps its playlist.

The list can be changed while it plays: the item on screen keeps playing wherever it moves, and Next goes to the row after it in the new order.

How each item plays

Once, once and wait, or a loop; what happens after the last item; and its subtitles

CHOICE ON THE ROW	WHAT HAPPENS
Play once, then the next	The item plays to its end and the next item starts by itself. Its transition starts that long before the end, so a 1-second fade out of a 30-second video begins at 29 seconds and is over as the video ends.
Play once, then wait for Next	The item plays to its end and its last picture stays on screen, with no sound, until Next is pressed. The state reads "Waiting for Next".
Loop until Next	The item plays again from its start, without a gap, as often as it takes. The time shows the place in the current pass, and the line above the preview says which pass it is on.

New items get the choices in Settings > New items, which start as play once with a 1-second fade. The Playlist menu sets every item to one way at once, and gives every item the selected row's transition.

After the last item

The choice under the list says what happens when the last item has played once:

- **Stay on the last picture.** The state reads "The list has ended".
- **Fade to black.** Picture and sound fade out over 0.4 seconds. **B** brings the picture back.
- **Start the list again.** The last item changes into item 1 with its own transition, so its row shows "then back to 1 with". Without this choice the last row's transition is not used and the row says "the list ends after this".

A loop as the last item never ends by itself; Next on it says "This is the last item" unless the list starts again.

Subtitles

A video with subtitles gets one more choice on its row. The subtitles become part of the picture: the preview and the full screen show the same, and they move with the picture through every transition.

CHOICE ON THE ROW	WHAT SHOWS
Subtitles: automatic	The first choice for every video. A subtitle file beside the video with the same name first (Speech.srt , or Speech.en.srt beside Speech.mp4), else the video's own track marked as the default, else its first track. The row says in brackets what that is.
Subtitles: off	None for this item.
Subtitles: Track 1, Track 2...	One of the tracks inside the video, by its language and name.

Subtitles: a file
name

A subtitle file: one beside the video, or one dropped on the row or chosen with Playlist > Subtitles for the selected item.

Every kind FFmpeg reads shows. Text subtitles (SRT, ASS and SSA, WebVTT, the kind inside MP4 files, MicroDVD, SubViewer, SAMI and others) keep their own fonts, sizes, colours and places. Subtitles that are pictures (Blu-ray PGS in `.sup` files, DVD subtitles in `.idx` and `.sub` files or inside MKV files, DVB and XSUB) show as they were drawn. A subtitle file that is not UTF-8 is read as Windows' Western text, so accents such as é come out right.

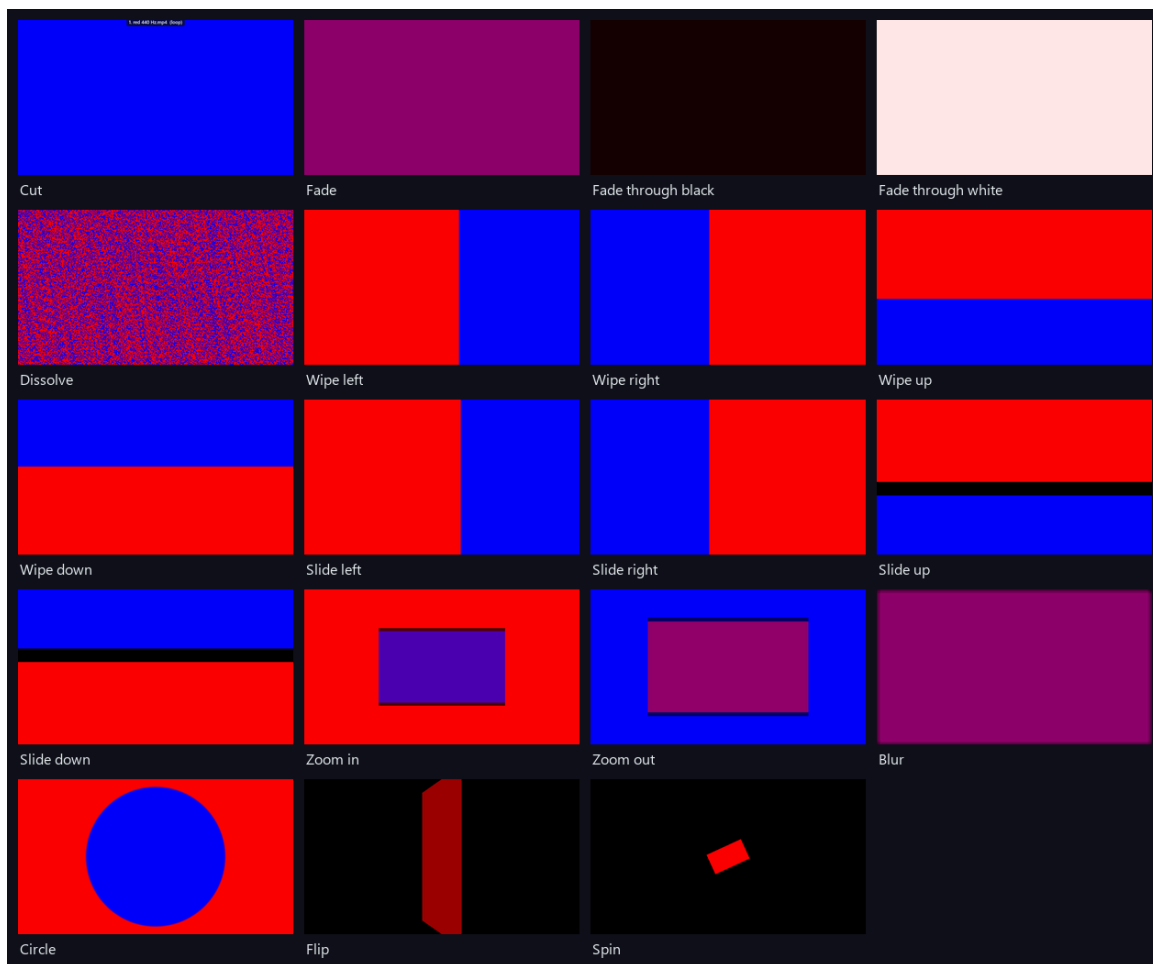
To add subtitles to a video, drop the subtitle file on its row (or on the preview for the selected or playing item), or put it beside the video with the video's name and add the video again. The badge **CC** beside the playing item's name says it shows subtitles, and its tip says which. `C`, or Play > Subtitles on or off, hides every item's subtitles and shows them again; the badge then reads **CC off**, and each row keeps its choice.

The first time a track inside a video plays, the program reads the whole track once, in the background, and keeps it for the next time: a long video's subtitles can take a few seconds to appear the first time.

Transitions

The 19 ways one item changes into the next, how long they take, and the sound

“Then” on each row sets how that item changes into the next one, and the box beside it how long the change takes, from a quarter of a second to 5 seconds. Cut is the choice for no transition. Both items keep playing through the change, so a fade from one loop into another shows both moving. The graphics card draws every one of them; the test routine’s pictures below were taken half way through each, from a red video into a blue one.



Half way through each transition, from red into blue. The fades through black and white are at their darkest and lightest there; the flip shows the card edge on.

TRANSITION	WHAT IT DOES
Cut	Straight to the next item, with no transition.
Fade	The next item fades in over this one; the sound crossfades.
Fade through black	This item fades to black, then the next fades in from black.
Fade through white	This item fades to white, then the next fades in from white.

Dissolve	The next item appears in scattered specks until it fills the screen.
Wipe left, right, up, down	An edge crosses the screen in that direction, uncovering the next item.
Slide left, right, up, down	The next item slides in and pushes this one out in that direction.
Zoom in	The next item grows from the middle of the screen as it fades in.
Zoom out	This item shrinks into the middle of the screen as it fades out.
Blur	This item blurs out of focus, and the next comes into focus.
Circle	A circle opens from the middle of the screen, showing the next item.
Flip	The picture turns over like a card, with the next item on its back.
Spin	This item spins away into the middle as the next spins out of it.

Help > The transitions shows this list in the program.

The sound during a transition

Both items are heard: the first one fades out as the second fades in, over the transition's length, and the two together stay as loud as either one alone. The fades through black and white take the first item's sound down to nothing in the first half and bring the second one's up in the second half, so silence matches the black or white screen. A cut changes the sound at once.

When a transition starts

- **Next**, at any moment: the transition set on the playing item's row starts at once.
- **The end of a once item**: its transition starts its own length before the end ([Chapter 5](#)).
- **Previous**: the transition set between the two items, so stepping back and forth looks the same both ways.
- **A row double-clicked** (or selected, then): the playing item's transition, into that row.

The item after the one playing is opened ahead of time, so Next starts at once. When the item asked for was not opened ahead (Previous, or a row picked in the list), the change waits for its first picture, the time it takes to open the file.

Playing the list

Play, Next and Previous, moving within an item, volume, speed and the black screen

CONTROL	STARTING KEY	WHAT IT DOES
Play or pause	Space , F5	Starts the list at the selected row, or at item 1; then pauses and carries on. Paused, the picture and the sound stop and the time stands still.
Stop	S	Every file closes and the picture goes black. Play starts again from the selected row.
Next	Page Down , N	The next item, with this item's transition. On a waiting item, Next is how the list goes on.
Previous	Page Up , P	The item before, with the transition set between the two.
Forward and back	Right , Left ; with Ctrl a minute	Ten seconds on or back in the item playing. A once item does not go past its end.
The item from its start	Home	The item playing again from its first picture.
The time bar	(mouse)	Click the bar to go to that place in the item, or drag the box. Keep the button down after a click on the bar to drag on from there; the item goes where the box is when you let go. On a loop it moves within the pass playing.
Volume and mute	Up , Down , M	Louder or quieter by a tenth; mute and back. Each item also keeps its own volume in the playlist file.
Speed	J , L , =	0.25, 0.5, 0.75, 1, 1.25, 1.5, 2, 3 and 4 times. The sound keeps its pitch. = is back to normal.
Black	B , full stop	Picture and sound fade to black over 0.4 seconds, and back. The items go on playing underneath, and a once item still moves on at its end.
Subtitles on or off	C	Every item's subtitles off, and back on (Chapter 5). Kept for the next start.

Every key can be changed (Chapter 9). A short message on the preview confirms each key: "Volume 60%", "Speed 1.5x", the next item's name. Settings can show the messages on the full screen too; they start off, so the audience sees only the videos.

Full screen and the second screen

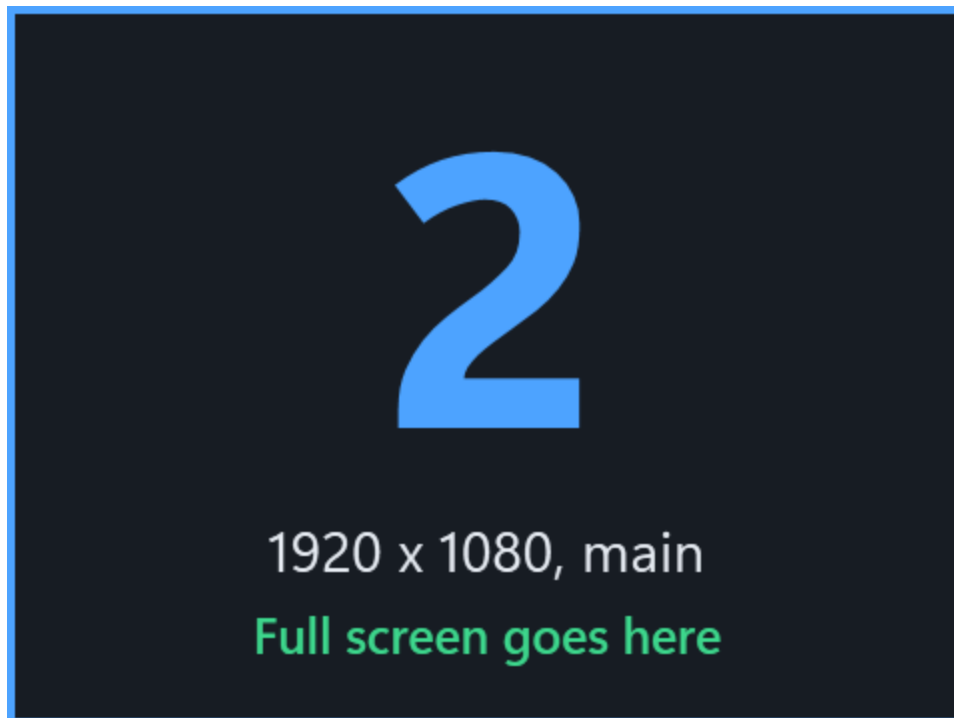
Where full screen goes, the preview, and keeping the PC awake

Where it goes

Full screen (**F** or **F11**), the Full screen button, or a double-click on the preview) opens a window without a frame over the whole of one screen. The box beside the button chooses the screen: “Another screen when there is one”, the start, picks a screen other than the one this window is on, so a TV or a projector gets the picture and your screen keeps the window. A screen can also be chosen by its number; View > Full screen goes on lists the same choices. A full screen already open moves when the choice changes.

Which screen is which

The screens are numbered from the left, so the numbers can differ from the ones in Windows’ display settings. **Identify**, beside the screen choice, shows each screen’s number, large, in the middle of that screen for 4 seconds, with its size. The screen where full screen goes says “Full screen goes here” (“Full screen is here” while it is open), and the one this window is on says “This window”. Press Identify again to start the 4 seconds over; click a number to close it. The numbers never take the keyboard, so the keys and a remote still work while they show. View > Full screen goes on and the screens line of the setup check have Identify too.



Identify on the screen where full screen goes: its number in the screen choice, its size, and what it is for.

With one screen, full screen covers it. **Esc**, or a double-click on the picture, closes full screen and brings the window back. The mouse pointer hides on the full screen after a second and a half without moving.

The preview

The preview in the window shows the same picture as the full screen, transitions included, so you can watch the show from your own screen. The line under the controls says where full screen is or would go. The keys work in both windows.

Keeping the PC awake

While a list plays, waits or is paused, and while full screen is open, Windows does not go to sleep or turn the screens off; the status line says "Keeping the PC awake". When the list stops and full screen closes, Windows' own power settings apply again. Settings > Full screen turns this off.

Keys and a presentation remote

Changing any key, and driving the show with a remote

Changing the keys

Tools > Keys lists every action with its keys. An action can have several keys.

- 1 Press **Add a key** beside the action. The button lights and says “Press a key”.
- 2 Press the key, with `Ctrl`, `Shift` or `Alt` if you like. When the key belonged to another action, it moves to this one, and the line at the bottom says which action lost it.
- 3 The cross beside a key takes it off. **Back to the starting keys** puts every key back as it was at the first start.

Changes are kept at once. The Play menu and the buttons’ tips show the new keys. Pressing a key in the Keys window at any other time names it and says what it does, which is how to find out what a remote’s buttons send.

A presentation remote

A presentation remote, or clicker, is a small keyboard to Windows: each button sends a key. Most send `Page Down` and `Page Up` from their two big buttons, and some send `B` or a full stop for a black screen and `F5` and `Esc` for starting and leaving a show. The starting keys already give those to Next, Previous, Black, Play and Leave full screen, so many remotes work without any change. For one that sends something else:

- 1 Open Tools > Keys and press each of the remote’s buttons; the line at the bottom names the key it sends.
- 2 Press Add a key beside the action you want on that button, then the button.

The active window gets the keys. The remote’s keys reach the player while the full screen or this window is the active one. A click on another program makes that program active, and the remote’s keys go to it; a click on the full screen or this window brings them back. Some remotes send the volume keys; those change Windows’ own volume as well as doing what they are given here.

The media keys of a keyboard (play/pause, next, previous, stop) work as keys of those names, including from keyboards and remotes that send them as Windows commands rather than keys.

Keeping playlists

100 slots in 10 banks, playlist files, and the list that comes back at the next start

Slots and banks

The letters A to J above the numbers are banks; each bank has 10 slots. To keep the list on the screen in a slot, press **Save to a slot** (**Ctrl**+**S**), then a number. To keep it in another bank, pick the letter first; Save to a slot stays pressed while you do. A slot that holds a playlist is overwritten. A slot keeps every row's file, how it plays, its transition and length, the list's name and what happens after the last item.

Click a lit number to open its playlist; its tip names it and its first files. Opening a slot while a list plays asks first, because it stops the show. Right-click a number to name the playlist, keep the list on the screen there, or empty the slot. Emptying a slot removes the playlist from the slot only; no video file is touched.

Playlist files

File > Save the playlist as a file writes a `.siggylist` file, to keep elsewhere or take to another PC; File > Open a playlist file opens one. The file names each video by its full path, so on another PC the videos must be in the same place. A row whose file is missing says so and the list goes past it.

The list on the screen

The list on the screen is kept a second after every change, so it is back when the program starts again, with its name and its choices, whether or not it was saved to a slot.

PART C

Reference

Settings, what to do when something does not work, the Feedback menu, the files and the licences.

Settings

Tools > Settings

GROUP	SETTING	WHAT IT DOES
Full screen	Keep the PC and the screens awake	On at first. Windows does not sleep or turn the screens off while a list plays or full screen is open (Chapter 8).
	Messages on the full-screen picture	Off at first: the volume, speed and item messages show only on the preview.
Decoding	Decode the videos on the graphics card when it can	On at first. The graphics card turns each file into pictures and the processor has less to do: on the development PC, a 1080p HEVC video at 60 pictures a second took 40% less processor time. A video the card cannot decode plays on the processor. When the card falls behind (pictures come too late for two seconds while it decodes), that video moves to the processor at its next keyframe without stopping, and every video of the same kind plays on the processor until the program closes. The badge beside the playing item says GPU or CPU, and its tip says why. A change applies from the next video that opens.
New items	Play, then, length	What a video gets when it is dropped in: how it plays, its transition and the transition's length. Each row can be changed afterwards.
FFmpeg libraries	Folder	Empty: the ones the setup check installs. Another folder must hold an LGPL build of FFmpeg 9.0; a change takes effect at the next start.
Updates	New version at every start; .NET fixes once a day; where new versions come from	As in Chapter 2. The feed is the folder or HTTPS address SiggySoft publishes to.

The keys are in Tools > Keys (Chapter 9), the screen for full screen beside the Full screen button (Chapter 8), and the window's size in View.

When something does not work

What a message or a symptom means, and what to do

WHAT YOU SEE	WHY, AND WHAT TO DO
Every row says “the FFmpeg libraries are not loaded”	They are not installed yet. Tools > Setup check > Install the FFmpeg libraries; the rows are read again when it is done.
A row says “FFmpeg cannot open it”	The file is damaged, unfinished (a recording cut off), or not a video. The list goes past it. Try the file in another player; if it plays there, send it with Feedback > Report a problem.
“the file does not exist”	It was moved, renamed or deleted, or its drive is not connected. Take the row off and drop the file in again from where it is now.
No sound	Check mute (M), the volume, the black screen (B), and the status line, which names the sound output. The program uses Windows’ default output and follows it when it changes: Windows’ sound settings choose it. With no output at all the setup check says “No sound output”, and the program tries again every 10 seconds.
The sound crackles, stutters, buzzes or whistles	Play the part where it happens and use Tools > Sound check (below): it records what went wrong and sends it to SiggySoft when you choose to.
The subtitles do not show	Look at the row’s subtitle choice and the badge beside the playing item: CC off means C hid them; no badge means the item has none chosen. A subtitle file beside the video must have the video’s name (Speech.srt for Speech.mp4). The badge’s tip says why a file cannot be shown. A track inside a long video takes a few seconds to appear the first time.
The sound goes to the PC, not the TV	Make the TV (its HDMI output) Windows’ default sound output in Windows’ sound settings; the program moves to it within a second.
Full screen opens on the wrong screen	Press Identify beside the Full screen button: each screen shows its number (Chapter 8). Then choose that number in the box beside it.
The remote does nothing	Another program is the active window: click the full screen or this window. Then open Tools > Keys and press the remote’s buttons to see what they send (Chapter 9).
The PC went to sleep during a show	Check Settings > Keep the PC and the screens awake. It holds only while a list plays, waits or is paused, or full screen is open; after Stop with full screen closed, Windows’ own power settings apply.
“No graphics driver: Windows draws the picture itself”	The setup check line. A 4K video stutters this way. Install the graphics driver through Windows Update or the maker’s page.
“The picture cannot be drawn”	Direct3D did not start. The list still plays its sound and moves on, without a picture. Update the graphics driver, then start the program again.

A 4K video stutters on the full screen

The decoding takes longer than the video. HEVC at 4K and 60 pictures a second is the heaviest kind. Check that the badge beside the item says GPU; if it says CPU, its tip says why (Settings > Decoding). Try the file at a lower speed to see whether it keeps up; a copy at 1080p from SiggysSoft Video Editor plays on any PC.

Tools > Open the log folder shows the program's log, one file a day; Feedback > Report a problem can attach its last lines.

The sound check

When the sound is wrong on one PC, Tools > Sound check records the evidence there, so SiggysSoft can find the cause without that PC in front of them.

1. Play the video, and go to a part where the sound is wrong. The window stays open beside the player, so Play and the list still work.
2. Press *Record 8 seconds*. The program records the sound it hands to Windows and what Windows then plays on that output. Any other program's sound on that output is in the second recording too, so keep other sound off for those 8 seconds.
3. The window then lists what the numbers say, for example that the decoding fell behind the sound, that Windows took the sound late, or that what Windows played differs from what the player sent.
4. Press *Send to SiggysSoft*. Report a problem opens with two files attached (`sound-report.txt` and `sound-capture.txt`) and the system details and the log ticked. Write what it sounded like, then press Send there. Nothing leaves the PC before that.

`sound-report.txt` holds the timing of every sound buffer, what the decoder had ready every tenth of a second, where the decoder's time went (decoding, copying back from the graphics card, the picture filters), the places where two pieces of the file's sound did not meet, and this PC's sound outputs and inputs: their formats, their sound effects, any input Windows plays on the speakers ("Listen to this device"), the programs with sound on the output, the processor and the power. `sound-capture.txt` holds the two recordings, written as text because a report carries only pictures and text. *Open the folder* shows the files, the recordings also as `mix.wav` and `loopback.wav`.

Feedback

Reporting a problem, suggesting a feature, asking a question or saying thanks, from the Feedback menu

Sending a report

The Feedback menu, last on the menu bar, opens the same window four ways: Report a problem, Suggest a feature, Ask a question and Say thanks. The kind can still be changed in the window.

- **Title and description.** The title says in a few words what the report is about. For a problem, the description says what happened, what you expected and the steps that lead to it. For a video that plays wrong, name the file and the place in it.
- **Email address.** Optional. Give one for an answer by email, and tick *SiggySoft may email me about this report*. Replies also appear in My feedback without it.
- **System details.** Ticked at first: the Windows and .NET versions, the processor, the memory, the graphics card and the screen size.
- **This program's log.** Not ticked at first: the last 200 lines of SiggySoft Media Player's log. Your user folder in it is written as %USERPROFILE%.
- **Pictures and files.** Up to 3, 5 MB together: pictures of SiggySoft Media Player's windows (*Add pictures of this program's windows*), or PNG, JPEG and text files (*Add a file*). The picture of the main window shows the preview as it is on screen.

Show exactly what will be sent displays the whole report before anything leaves the PC. *Send* sends it and shows its ticket number, such as FB-2026-000123, with a link to its page on www.siggysoft.org. *Save to send later* keeps it on the PC instead.

My feedback

Feedback, My feedback lists the reports sent from this PC by every SiggySoft program, newest first, with their status (New, Seen, Planned, In progress, Fixed in a version, Won't fix, Duplicate or Closed) and SiggySoft's replies. Refresh asks the site again.

When the site cannot be reached

A report that cannot be sent waits on the PC in %LOCALAPPDATA%\SiggySoft\Fedback\outbox. It goes the next time any SiggySoft program starts, or when you press *Send them now* in My feedback, and is deleted from the PC once the site has given it a ticket number.

What is sent, and who sees it

SiggySoft Media Player sends no feedback in the background: no usage counts and no crash reports. A report leaves the PC when you press Send, or when a saved report goes from the outbox. It travels over HTTPS, signed with a key this PC gets from the site with its first report. The key is kept in %APPDATA%\SiggySoft\Fedback\client.json, readable only by

your Windows account. A report's page shows its title, status and replies, never your email address, the system details, the log or the pictures. Feedback, What is sent and why lists every part of a report.

Where the program keeps its files

For the Windows user signed in

WHAT	WHERE
The program, when installed with Setup	%LocalAppData%\SiggySoftMediaPlayer
Settings and keys	%APPDATA%\SiggySoft\Media Player\settings.json
The saved playlists (slots A1 to J10)	%APPDATA%\SiggySoft\Media Player\playlists.json
The list on the screen	%APPDATA%\SiggySoft\Media Player\current playlist.json
Logs, one a day	%LOCALAPPDATA%\SiggySoft\Media Player\logs\mediaplayer-YYYYMMDD.log
Subtitles read from tracks and files, kept for the next time	%LOCALAPPDATA%\SiggySoft\Media Player\subtitles
Sound checks, one folder each	%LOCALAPPDATA%\SiggySoft\Media Player\sound-check
The FFmpeg libraries	%LOCALAPPDATA%\SiggySoft\ffmpeg-1gpl, shared with the other SiggySoft programs
Microsoft's .NET release list	%LOCALAPPDATA%\SiggySoft\dotnet releases-index.json
This PC's feedback key, shared by every SiggySoft program	%APPDATA%\SiggySoft\Feedback\client.json, protected by Windows for your account
Feedback waiting to be sent, and the list of reports sent	%LOCALAPPDATA%\SiggySoft\Feedback\outbox and sent.json beside it

Licences

SiggySoft's terms, and the software it uses under its own

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COMPONENT	LICENSE	HOW IT IS USED
FFmpeg libraries 9.0.2	LGPL version 3 or later	Downloaded by the setup check, never shipped; loaded into the program. Their source: https://github.com/FFmpeg/FFmpeg/tree/n9.0.2
FFmpeg.AutoGen 9.0.1.1	MIT	The C# declarations for the FFmpeg libraries
NAudio 2.2.1	MIT	The sound output, through Windows' sound system
Vortice.Windows 3.8.3, Vortice.Mathematics 2.1.0	MIT	Direct3D 11, Direct2D and DirectWrite from C#: the picture, the transitions and the messages
SharpGen.Runtime 2.4.2	MIT	Used by the Vortice libraries
Velopack 1.2.161	MIT	The installer and the updates
.NET 10, WPF, System.Management	MIT	The runtime the program runs on
System.Security.Cryptography.ProtectedData	MIT	Part of .NET: keeps this PC's feedback key protected by Windows (Chapter 13)

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