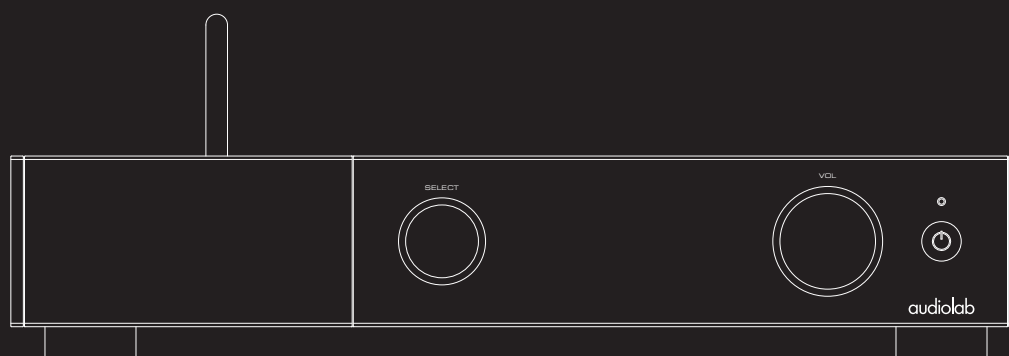


9000N x Plex Trouble Shooting Guide

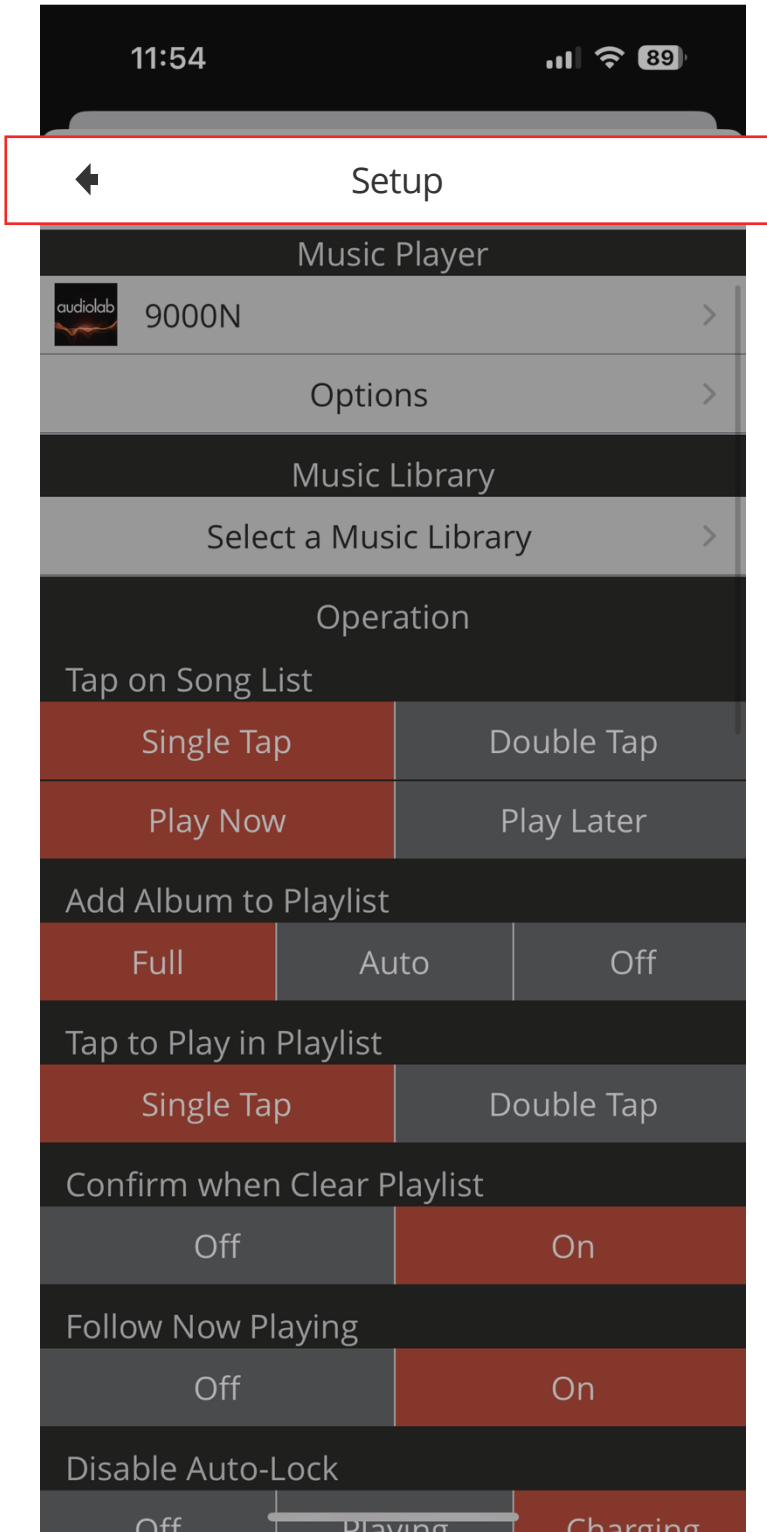


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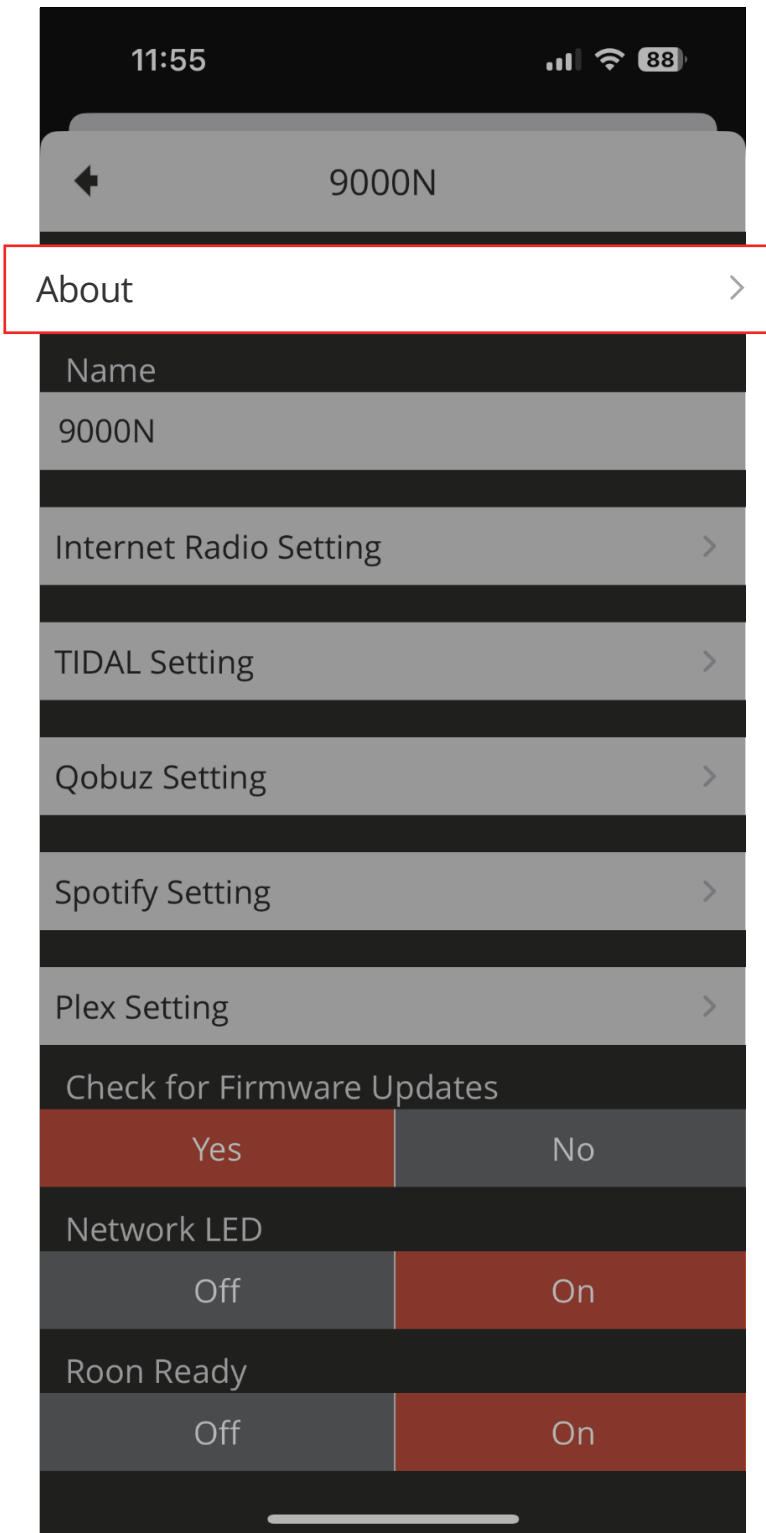
Some PLEX users have reported issues with selecting the 9000N as the desired 'Player' in the Plex and Plexamp apps.

In order to resolve such issues, please follow the steps below:

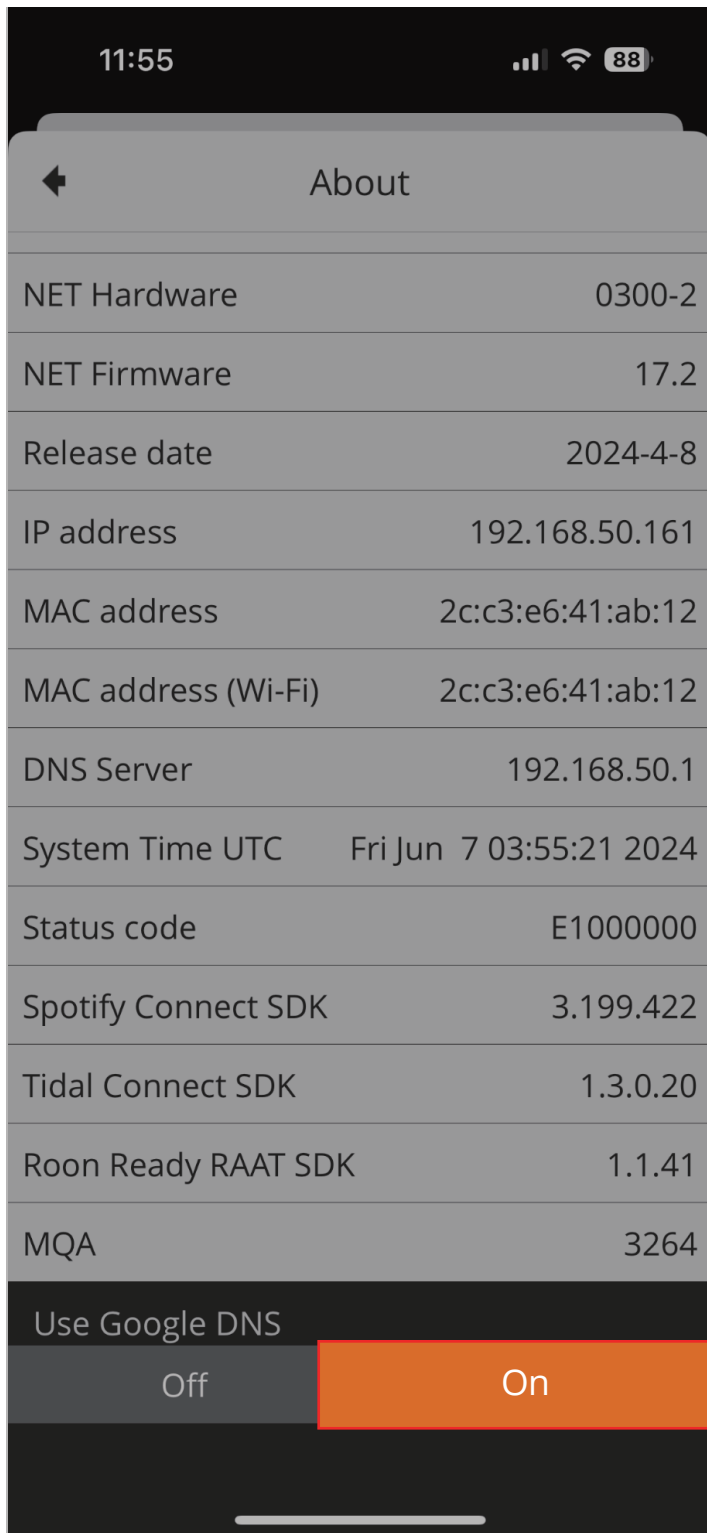
1. Within the 9000N app, access the set-up menu:



2. Go to Options/About.



3. Scroll to the bottom of the options and toggle the Google DNS setting option to on (if off), or in the case of the Google DNS settings already being 'on', simply toggle it if 'off' and back 'on' again. Ensure that you leave this menu with the Google DNS settings set to 'on';



4. The 9000N will disconnect from the Wi-Fi connection. Please wait a few moments for the connection to restore. This generally should take no longer than the usual start-up time but please allow a few minutes for the connection to restore

5. Once the Wi-Fi signal is restored, please restart the 9000N with a power-cycle. (Standby, power off, power on).

6. Please close the 9000N app and reopen the app, to commence a new listening session.

7. The DNS setting should have changed from 192.168.xx.xx to 8.8.8.8 – you can check this by visiting the menus again or simply attempting to select the 9000N Device as a 'Player' in the PLEX app.

8. If there is any problem, or PLEX does not allow selection of the 9000N, please check all settings and repeat steps (as per step 1-7).

Please note that the following Plex and Plexamp applications are supported:

- ✓ Android Plexamp
- ✓ Android Plex
- ✓ iOS Plexamp
- ✓ iOS Plex
- ✓ Windows Plexamp
- ✓ MacOS Plexamp

Not currently supported:

- ✗ Chrome browser
- ✗ Windows Plex
- ✗ MacOS Plex

Please [contact Audiolab](#) or your dealer or [local distributor](#) for further advice and support.