

ISSUE: NO MUSIC

1. Verify Player is powered on - The blue power light should be illuminated in the front of the player.
2. Verify that the 3.5mm mini cable is connected to the headphone jack and the connections are secure to the amplifier. Reset cabling.
3. Verify that your amplifier is powered on and the volume is up.
4. Soft reboot the player.
 - To turn off the player: Press and hold the power button until the blue LED light on the front of the player turns off. Then tap the power button to turn the player back on.
5. If still no music in 1-2 minutes - verify player is outputting music by plugging in a pair of headphones into the headphone jack.
6. If there is no music from the headphones, please contact PlayNetwork Customer Service.

ISSUE: STATIC, BUZZING, OR DISTORTION WITH MUSIC

1. Ensure all audio cables are seated firmly and secured to player
2. Isolate issue to the player, audio cabling, or amplifier then contact PlayNetwork Customer Service if replacements are needed.
 - a. **From Player:**
 - i. Verify the player is plugged into a surge protector, or a grounded wall outlet. If grounding is suspect, try another available power outlet after gracefully powering down the player.
 - ii. Isolate player from cabling or amplifier- Verify player is outputting distortion by plugging in a pair of headphones into the headphone jack
 - If issues persist this is likely a player issue
 - If issue stops this is likely an audio cabling or amplifier issue
 - b. **From Amplifier:**
 - i. Isolating amp from cabling - Connect a smartphone or any other source with a headphone jack to make sure the amplifier is working.
 - If sound issues persist you can rule out the player and likely an amp or cabling issue.
 - If issue stops this is likely a bad audio cable or bad adapter.
 - c. **From Cabling:**
 - i. Swap a known good player with the suspect player
 - If sound issues persist you can rule out the player and likely an amp or cabling issues.
 - If issue stops this is likely a player issue.

ISSUE: CONFIRM PLAYER CONNECTIVITY

1. Input player mac address into the player Connectivity Tool: [http:// connectivity.apps.playnetwork.com](http://connectivity.apps.playnetwork.com)
(Chrome browser recommended)
2. If player is offline – reseal the ethernet cable at the player and check for activity lights
 - a. If there is no activity lights, test all the cabling and jacks between the player and the switch
 - b. If there is activity lights at the player and switch, this is likely a Network configuration
3. If Network configurations are suspect – Check the Connectivity Tool from a laptop plugged into the player’s network cable
 - a. Disable WiFi on your laptop
 - b. Attach your laptop to the network cable the CURIOPlayer is using
 - c. Press the “Test Location’s Network Connectivity” button
 - d. Report back failed APIs to IT
 - IT to check VLAN config and URL white listings
4. Soft reboot the player and test connectivity tool again. If player doesn’t come online, contact PlayNetwork Customer Service.