BeoPlay A9 (2nd Generation) User Guide

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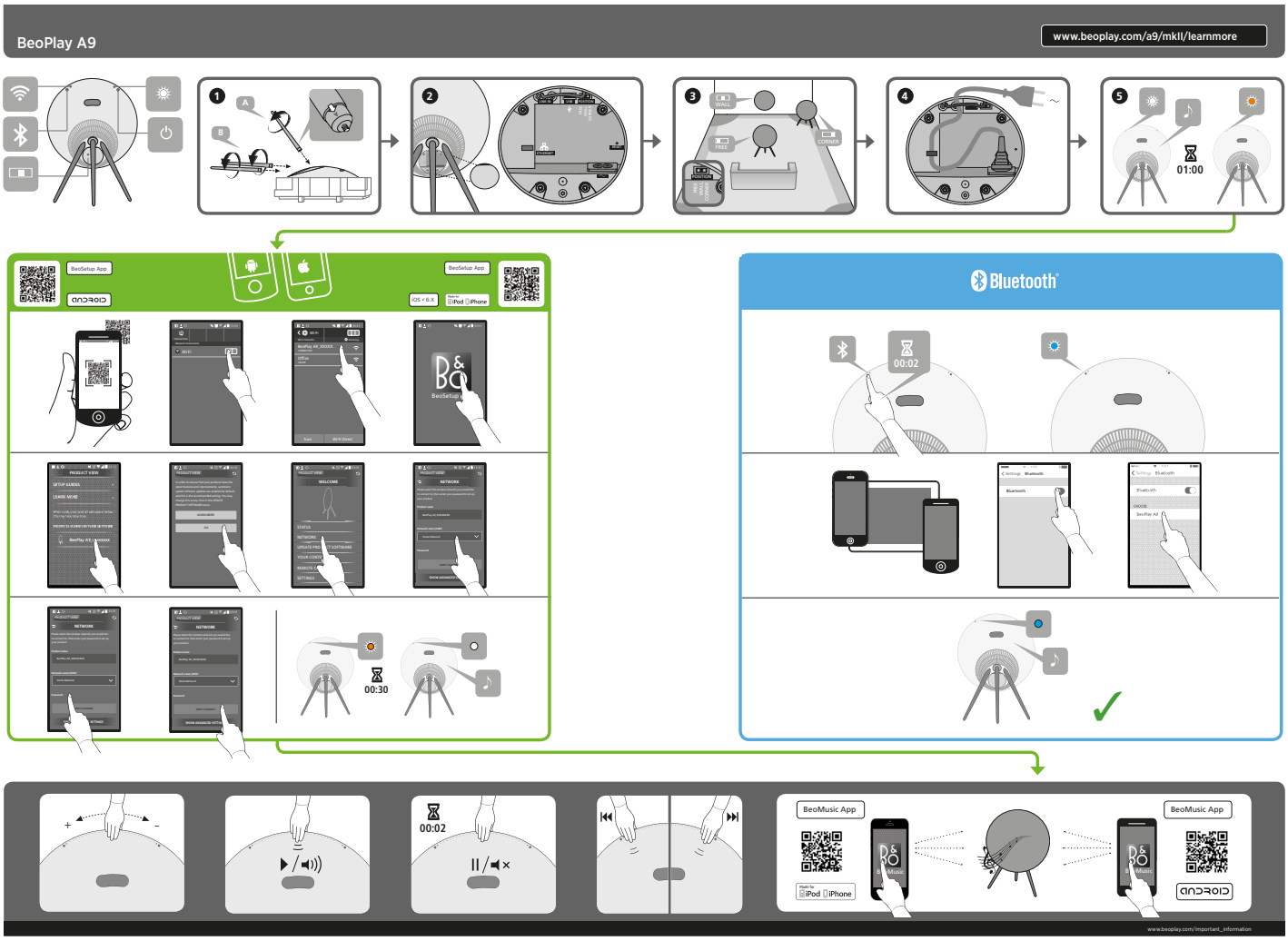
Quick Setup Guide



To get the full experience of your BeoPlay A9, we recommend to use BeoMusic App and one or more of the following:

A TuneIn® account with your favourite radio stations (www.tunein.com)

A Deezer® Premium+ subscription for music service with your favourite music (www.deezer.com), or ...

... A Spotify® Premium account for music service with your favourite music (www.spotify.com/connect)

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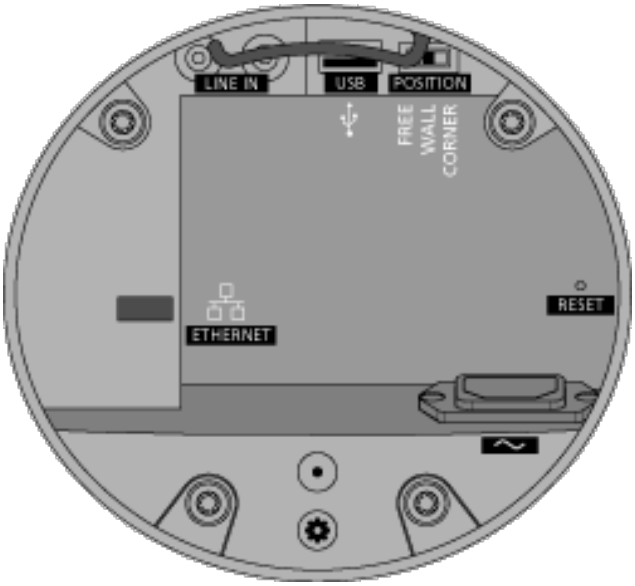
How do I make connections and use the position switch on my BeoPlay A9?

Remove the socket panel cover on the back of your BeoPlay A9 to access the connection panel and position switch.

Connections:



You can use the USB socket to connect your iOS device either temporarily for wireless setup or for playback from the iOS device.

Use the Ethernet socket for a wired connection to your router.

The LINE-IN sockets are RCA-phono sockets and can be used for connection of, for example, an MP3 player.

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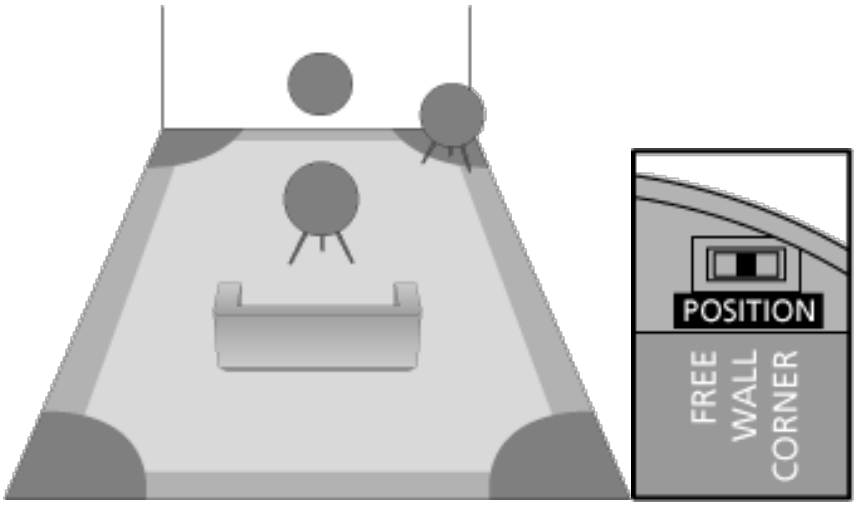
Position switch:



When you place your BeoPlay A9, you must also set the position switch correctly. The position switch influences the sound field around the BeoPlay A9.

When you mount BeoPlay A9 on the wall bracket or place it closer than 1 meter from a wall, you must set the position switch to position WALL.

When you place BeoPlay A9 in a corner closer than 1 meter from the walls, you must set the position switch to CORNER.

When BeoPlay A9 is placed more than 1 meter from walls, you must set the position switch to FREE.

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What can I use BeoMusic App for?

Use BeoMuisc App for all compatible* devices:

To browse, search and play music from a mobile device, such as an iPhone/iPad or Android, to your Bang & Olufsen /B&O PLAY music system.
To browse and play music from a media server (Network Attached Storage - NAS) to your Bang & Olufsen /B&O PLAY music system.
Use the ”now playing” function and basic control, available for all sources. BeoMusic App opens up to the relevant context and gives you immediate access to basic controls for all sound sources.
To browse and search in 70,000 global Internet radio stations and play them on your Bang & Olufsen /B&O PLAY music system (requires a TuneIn account).
To edit in your list of Internet radio stations
To select a source connected to the line-in socket of your Bang & Olufsen/B&O PLAY music system.
To search and playback your Deezer content, if Deezer is available for your Bang & Olufsen/ B&O PLAY music system (requires a Deezer account).
*BeoMusic app is compatible with BeoSound Essence/BeoPlay A9 (2nd generation)/BeoSound Moment.

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How do I set up my BeoPlay A9 for use with Spotify?

First of all you must have a Spotify premium account. You can sign up for a Spotify account via the Spotify webpages (https://www.spotify.com/connect). Your Spotify app must contain the 'Spotify Connect' feature, please consult the Spotify webpages for availability and compatibility. Note that Spotify is not available in all countries. Check the Spotify webpages.

Also make sure that BeoPlay A9 is updated with the latest software. You can update software via the BeoSetup App or via your PC/MAC. If you have a BeoPlay A9 (2nd generation), automatic system software updates are enabled by default, and this is the recommended setting. Software update may take a while depending on your network connection.

To start playback on BeoPlay A9 from your Spotify account for the first time:

Make sure that both your mobile device and Beoplay A9 are connected to your home network
Launch the Spotify Connect app
Select the music you wish to listen to and select BeoPlay A9 as the 'speaker' using the speaker icon in the app.
BeoPlay A9 incorporates Spotify software which is subject to 3rd party licenses found here: www.spotify.com/connect/third-party-licenses

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How do I set up my BeoPlay A9 (2nd generation) for use with TuneIn/Deezer?

First of all you must have a TuneIn/Deezer account and then you must enter the credentials in the BeoSetup App* to log into the account on your BeoPlay A9. If you do not have a TuneIn/Deezer account, you can sign up via the TuneIn/Deezer webpages:

TUNEIN: https://tunein.com/account/new/signup/
DEEZER: http://www.deezer.com

Note that TuneIn and Deezer may not be available on all markets.

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How do I use Spotify, TuneIn and Deezer with my BeoPlay A9 (2nd generation)?

First BeoPlay A9 must be set up for use with Spotify, TuneIn and Deezer.

Once playback is started from Spotify, TuneIn or Deezer, you can close the Spotify Connect app or your BeoMusic App and even switch off your device and playback of the currently selected play queue will continue to the end or until you mute or switch off BeoPlay A9 or select a different source to play on BeoPlay A9. However, operation of Spotify, TuneIn and Deezer, such as stepping in tracks, must take place on the device with the Spotify Connect app, your BeoMusic App or using the touch bar on BeoPlay A9.

When the Spotify Connect app or your BeoMusic App is running on the mobile device, you can transfer playback to BeoPlay A9 either by selecting the product in your app or by tapping the touch bar on BeoPlay A9 shortly (for 1 second), the standby indicator will flash white once as confirmation. It takes up to 5 seconds before connection is established between your device and BeoPlay A9.

If Spotify, Deezer or TuneIn is muted, paused or the last played source, you can ‘tap into’ the music source by tapping the touch bar.

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The network button/indicator on my B&O PLAY music system flashes orange, what can I do?

Your B&O PLAY music system is not connected to the network and you must follow the procedure described below depending on whether you use it with a wired or a wireless connection. As there are many different types of networks and routers, you may have to modify certain settings of your network or router in order to connect your product.

To help you solve the problem, find below list of trouble shooting tips for a wireless or wired connection.

If you use your B&O PLAY music system with a wireless connection

Check your product …

Your music system must be updated with the latest software. See the guide for your music system or relevant FAQs.
Make sure that your music system is within wireless range of the router.
Allow the music system some time to receive an IP address.
Make sure your music system is set up correctly in your network. See the guide for your music system.
If you change the setup of your music system from a wired connection to a wireless connection, you must remove the Ethernet cable. For Beolit 12/BeoPlay A8 you may also need to switch the network button off and then on for your product to detect the wireless network.
Check your network…

Make sure that your wireless network is switched on.
Make sure that you have entered the correct password for your wireless network during setup.
A previously well-functioning setup may develop problems over time as surroundings change. Check your Ethernet connection or router. If the problem persists, contact your retailer.
Check your router…

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Note that some B&O PLAY music systems do not support the use of special characters in network name and password. Therefore, we recommend that the Network name (SSID) and password of your network only contain characters from Aa-Zz and numbers from 0-9.
Your B&O PLAY music system may only be compatible with 2.4 GHz (b/g). See the specifications for your product on www.beoplay.com for more information.
If you use more routers/access points, you must bridge the connection or use different SSID's. Apple AirPort routers should join existing network, if not given a different SSID.
If applicable, it may help to 'enable Multicast' and/or 'disable IGMP snooping/membership queries' in the settings of your router.
If you use Airport Extreme/TimeCapsule, enable Guest network and change from automatic channel selection to a fixed channel.
If you use your B&O PLAY music system with a wired connection

Make sure that the Ethernet cable is correctly plugged into your music system and your router.
For Beolit 12/BeoPlay A8: If you have changed the setup of your product from a wireless to a wired connection, you may need to switch the network button off and then on, for your music system to detect the cable.

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I hear no sound when I start a source connected to the LINE IN socket on my BeoPlay A9 (2nd generation), what can I do?

If you have started the source connected to the LINE IN socket on your BeoPlay A9 and no sound is heard in your BeoPlay A9 speaker, you may need to change the level for the line-in signal using the BeoSetup App*.

In the SETTINGS menu, select the menu SENSITIVITY ON LINE-IN to make settings for the sensitivity level on line-in. Which setting to choose depends on the product connected. ‘High’ suits most portable MP3 players. ‘Medium’ is for standard audio equipment and computers. ‘Low’ is for DVD/BD players.
*You can also use a computer, see: Can I use a computer to change settings on my BeoPlay A9?

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Can I use a computer to change settings on my BeoPlay A9?

Yes, you can use a computer, which is connected to the same network as your BeoPlay A9. Note that you can also download the dedicated BeoSetup App from App Store and Google Play, if you want to change settings using your iOS or Android device.

Change settings using your MAC/PC:

Make sure that your computer and the music system are in the same network.
Find BeoPlay A9 on your MAC/PC:

With Apple Safari ...
> Open the Apple Safari browser > Click the bookmark icon Image on the left side of the browser > Click Bonjour and double-click on 'Product name_xxxxxxxx'*.
If you do not have Safari installed, you can download it here: www.apple.com/safari. When Safari is installed, make sure that 'Install Bonjour for Windows' is selected.
When using Safari on a MAC, make sure that "Include Bonjour" is selected for 'Bookmarks bar', 'Bookmarks menu' and 'Collections' in the preference menu for Safari (open Safari and select Safari -> Preferences).

With Windows 8 …
>Point to the upper-right corner of the screen > move the mouse pointer down and then click 'Search' > click 'Apps', enter File Explorer in the search box and press Enter. Click 'Network' in the left pane and double-click on 'product name_ xxxxxxxx'*.
If you cannot see your B&O PLAY music system, you must turn on sharing for the network you are connected to.

With Windows 7 ...
> Right-click on 'Start' and click 'Open Windows Explorer' > click 'Network' (in the left pane) and double-click on 'Product name_xxxxxxxx'*.
If network discovery is disabled, you must enable it to be able to see your B&O PLAY music system.

With Windows Vista ...

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> Right-click on 'Start' and click 'Explore' > click 'Network' (in the left pane) and double-click on 'Product name_xxxxxxxx'*.
If network discovery is disabled, you must enable it to be able to see your B&O PLAY music system.
Select between the different menus and follow on-screen instructions.
* 'Product name' is the name of your B&O PLAY music system (for example, BeoPlay A9). 'XXXXXXXX' corresponds to the serial number of your product. If you have changed the name of your music system, the name you have chosen is shown instead.

Important! You may not be able to use your workplace computer to change settings on your B&O PLAY music system due to security restrictions, including firewall settings and assignment of IP addresses. Contact your network administrator for assistance.

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I cannot use Bluetooth on my BeoPlay A9 (2nd generation)/BeoSound Moment, what can I do?

Below is a list of trouble shooting tips to help you solve the problem with Bluetooth.

If you cannot pair your Bluetooth device with your music system, try following:

Make sure that your music system is in pairing mode (product indicator is flashing blue slowly).
Make sure that Bluetooth is activated on your device and that you have selected BeoPlay A9/BeoSound Moment in the Bluetooth device list on your device and the connection has been confirmed by your device.
If you cannot connect your Bluetooth device to an already paired music system, you must try following:

Make sure that Bluetooth is activated on your device and that you have selected BeoPlay A9/BeoSound Moment in the Bluetooth device list on your device and the connection has been confirmed by your device.
If you have paired more than 8 devices, your BeoPlay A9/BeoSound Moment automatically deletes the profile of the device used less recently. However, BeoPlay A9/BeoSound Moment may still appear in the Bluetooth device list on your device but you will not be able to connect your device to BeoPlay A9/BeoSound Moment until they have been paired again.
If you cannot stream from your Bluetooth device to your music system, you must try following:

Make sure that Bluetooth is activated on your device and that you have selected BeoPlay A9/BeoSound Moment in the Bluetooth device list on your device and the connection has been confirmed by your device.
Make sure that the device you want to hear music from is connected to your music system and that music is playing.
Make sure that the volume on music system is turned up.
Turn up the volume on your Bluetooth device.
If above did not solve the problem, try following:

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Your device may be out of range. Move it closer to your music system.
Switch off all other Bluetooth devices within range or disable their Bluetooth functionality if possible.
Move your device away from other devices that generate interference such as, cordless phones, microwave ovens or wireless equipment.
Switch your Bluetooth device off and back on.
Switch your music system off and back on.

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I cannot see the AirPlay icon on my iOS device, what is wrong?

If you cannot see the AirPlay icon on your iOS device, try the following:

Make sure your iOS device is connected to the same network as your Bang & Olufsen music system supporting AirPlay.
Make sure that both your iOS device and your music system are within range of the same access point/router.
Make sure the app you are using to play back music supports AirPlay.
With iOS 7, you need to swipe upwards to access the AirPlay icon in Apple's own apps, such as Music and iTunes.

If the problem persists, reboot your iOS device and switch off your music system, then switch it back on.

Some "old" access points/routers have problems with AirPlay, if certain settings are used in the access point/router. Refer to the manuals supplied with the access point/router for more information.

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How do I pair BeoSound Essence Remote with my BeoPlay A9 (2nd generation)?

In order to pair BeoSound Essence Remote with your BeoPlay A9, you must use the BeoSetup App or your computer*. Note that wireless and Bluetooth streaming are interrupted during pairing.

Pair BeoSound Essence Remote using the BeoSetup App …

If you do not already have the app installed, download the BeoSetup App from App Store or Google Play.
Make sure both your BeoPlay A9 and iOS/Android device are connected to the same wireless network.
On your BeoSound Essence Remote, press the Sound button for 10 seconds.

Image
Open the BeoSetup App*.
Select BeoPlay A9 in PRODUCT VIEW.
Select the REMOTE CONTROLS menu and select the menu PAIR.
Press ‘START PAIRING’.
When you hear a sound feedback from BeoPlay A9 and the network indicator turns solid blue shortly, your BeoSound Essence Remote is successfully paired with your BeoPlay A9. The sound button on BeoSound Essence Remote is solid green for 5 seconds as confirmation.
Now press ‘OK’ and close the app.

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The network indicator on my B&O PLAY music system is solid orange, what can I do?

If the network indicator is solid orange, your B&O PLAY music system is connected to your network but the signal is low. If you do not experience problems, you can operate your product as usual.

If the sound drops out, you must move the product closer to your router, until the network indicator becomes solid white. To ensure the best wireless performance, your product must be updated with the latest software.

Note that dropouts can also be caused by a poor signal from the AirPlay® streaming device.

If the problem persists, you may consider the placement of your wireless router. To be able to receive the strongest signal with the least amount of interference, you must follow these guidelines:

Make sure that the wireless router is placed as close to the centre of your house as possible to increase the strength of the wireless signal throughout the house.
Position the wireless router off of the floor and away from walls and large metal objects.
Your B&O PLAY music system may only be compatible with 2.4 GHz (b/g). See the specifications for your product on www.beoplay.com for more information. This frequency is also used by most microwaves and many cordless phones. Therefore, your wireless signal might be temporarily interrupted, when you use your microwave or cordless phone. The wireless signal can also be interrupted if you have a wireless alarm system installed.

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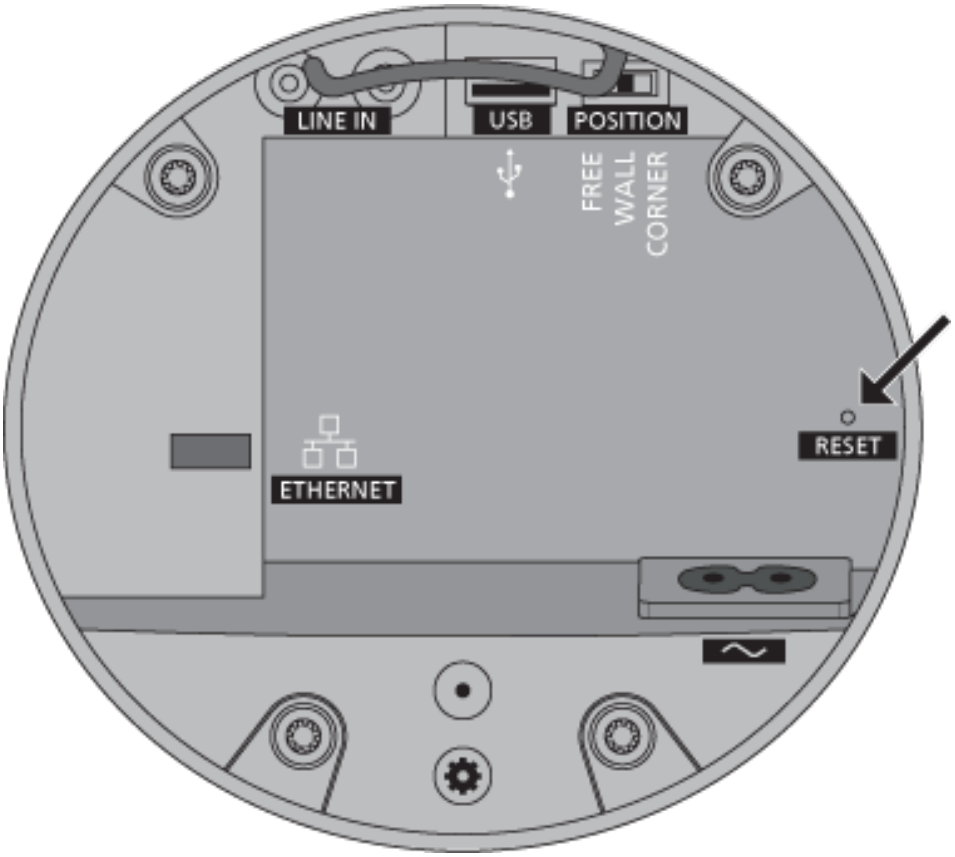
How do I reset BeoPlay A9 (2nd generation) to factory settings?

If you want to remove all your personal settings, you can reset BeoPlay A9 to factory settings, see below.



Make a factory reset ...

Remove the socket panel cover.
Insert a pin (for example a straightened paper clip) into the 'reset' hole and keep it pressed in for 10 seconds until you hear a sound feedback and the product status indicator flashes red shortly.
When the network indicator starts flashing white and then begins to flash orange, BeoPlay A9 is ready to be set up in a wireless network. If BeoPlay A9 has a wired connection to a network router, the network indicator turns solid white.
All settings you have made to your BeoPlay A9 are reset, including pairing with Bluetooth devices and BeoSound Essence Remotes. Network settings are deleted and you must set up BeoPlay A9 again to connect it to a wireless network.

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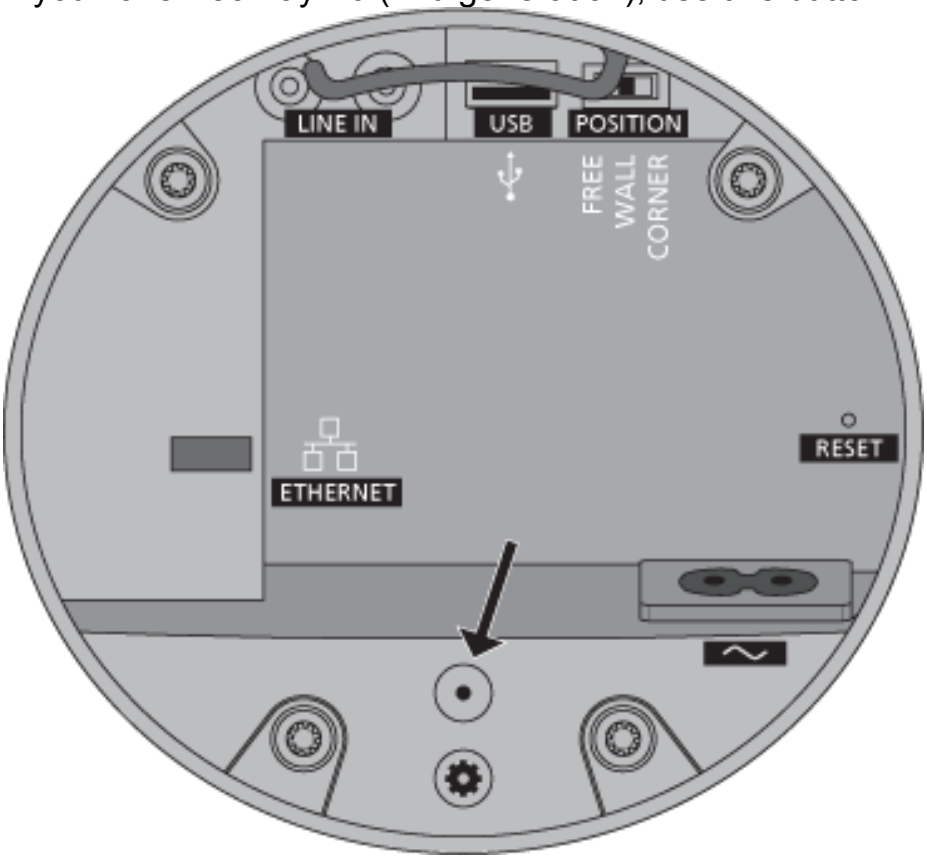
Why can I not set up BeoPlay A9 using my Apple USB cable?

You can only use this method with iOS 5.0 or higher.

If you have connected an Ethernet cable to BeoPlay A9, you cannot set it up for a wireless network using the Apple USB cable. You must remove the Ethernet cable first.

Connect your iOS device to BeoPlay A9 by means of an Apple USB cable.
Press the network setup button.

If you have BeoPlay A9 (2nd generation), use this button Image :



Select 'Allow' on the iOS device in the 'share wi-fi settings' menu. When the network indicator turns solid white and sound feedback is heard twice, BeoPlay A9 is connected to the network and you can disconnect the Apple USB cable.

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How do I set up BeoPlay A9 (2nd generation) for a new network?

If you want to change which wireless network your BeoPlay A9 is connected to, you can set up BeoPlay A9 for a new network, using:

your iOS device and the WAC (Wireless Accessory Configuration) feature (only for iOS ≥ 7.0).
your iOS or Android device and the BeoSetup App (only for Android or iOS < 7.0).
your iOS device and an Apple USB cable (Wireless Network Login Sharing) (only for iOS ≥ 5.0).
your MAC/PC and the BeoPlay A9 setup pages.
You can also set up BeoPlay A9 for wired connection to your router, using the Ethernet socket. To make settings for your BeoPlay A9, you must download and use the BeoSetup App from App Store or Google Play.

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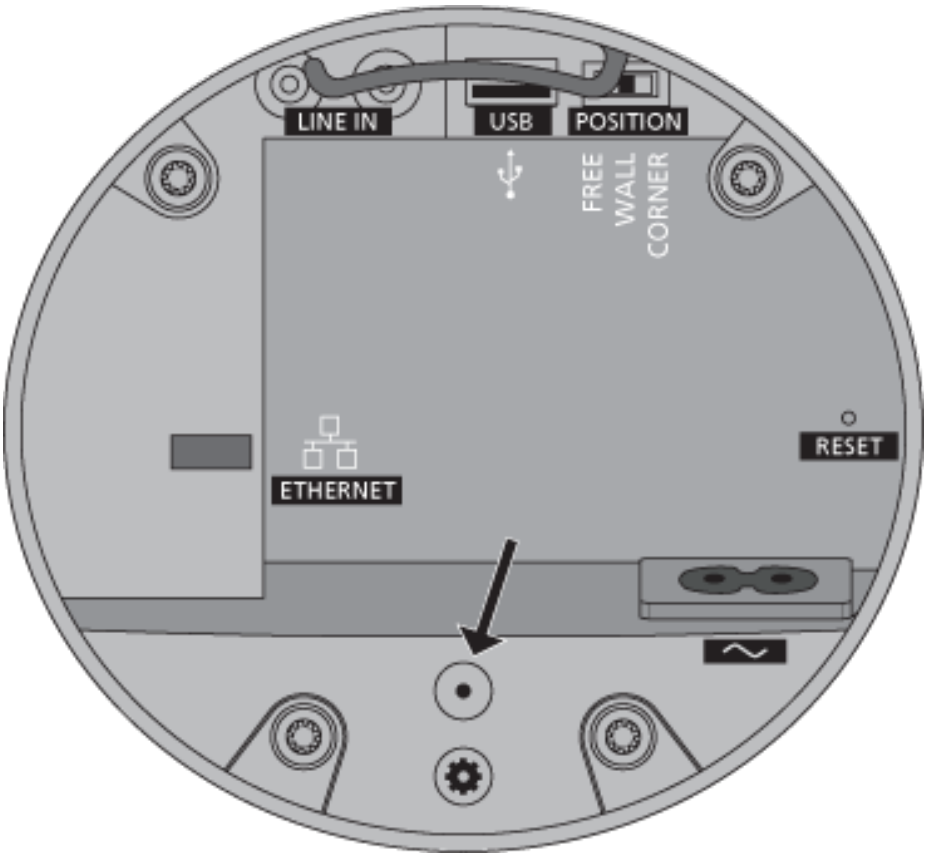
To set up BeoPlay A9 using WAC (iOS ≥ 7.0)

Press the network setup button on BeoPlay A9.
Select the wireless network on your iOS device.
Select ‘Setup new AirPlay speaker’.
Select your home network and press ‘Next’.
When the ‘Setup complete’ appears, press ‘Done’.
When the network indicator turns white (or orange), BeoPlay A9 is connected to the network
If you do not already have the app installed, download the BeoSetup app from App Store or Google Play.
To set up BeoPlay A9 via the BeoSetup App (Android or iOS < 7.0)

Download the BeoSetup App from App Store or Google Play.
Select the wireless network on your device.
Press the network setup button on BeoPlay A9.



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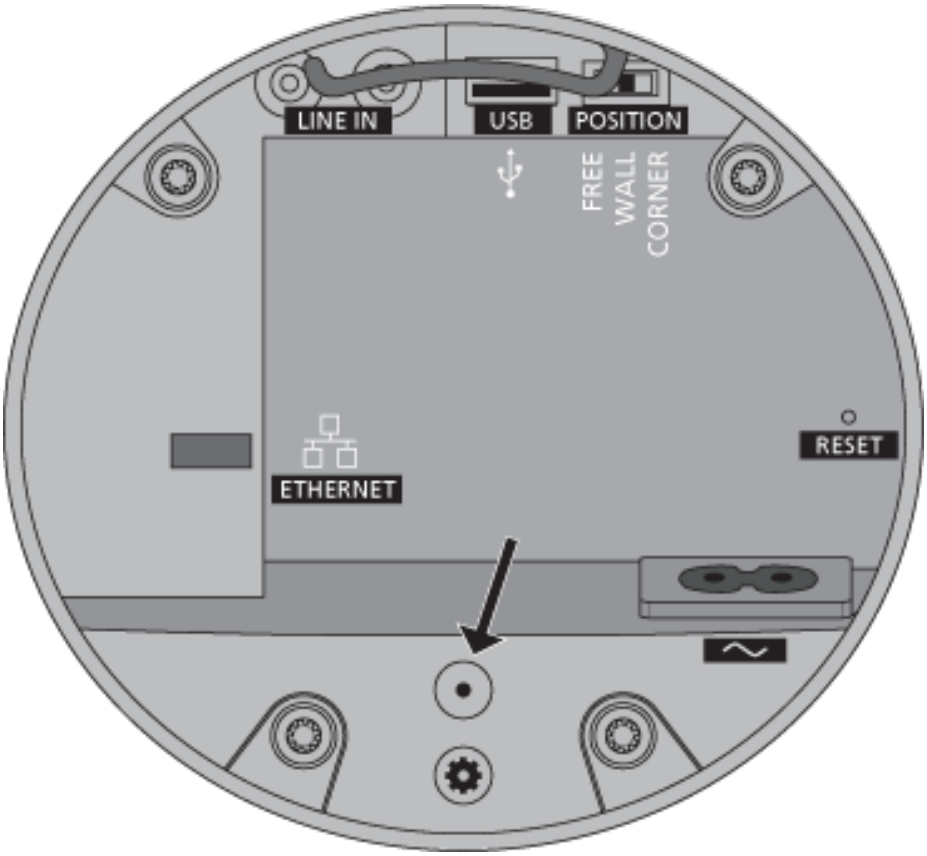
Open the BeoSetup App.
Select BeoPlay A9 in PRODUCT VIEW.
Select the menu NETWORK and select your home network.
Enter password if required.
Press 'APPLY CHANGES'.
When the network indicator turns white (or orange), BeoPlay A9 is connected to the network.
To set up BeoPlay A9 using the Apple USB cable (iOS ≥ 5.0)

Select the wireless network on your iOS device.
Plug the Apple USB cable into BeoPlay A9 and your iOS device.
Press the network setup button on BeoPlay A9.



Select 'Allow' in the 'Share wi-fi settings' menu on your iOS device.
Wait for the network indicator on BeoPlay A9 to turn white (or orange).
Disconnect the Apple USB cable.
If you do not already have the app installed, download the BeoSetup App from App Store or Google Play.

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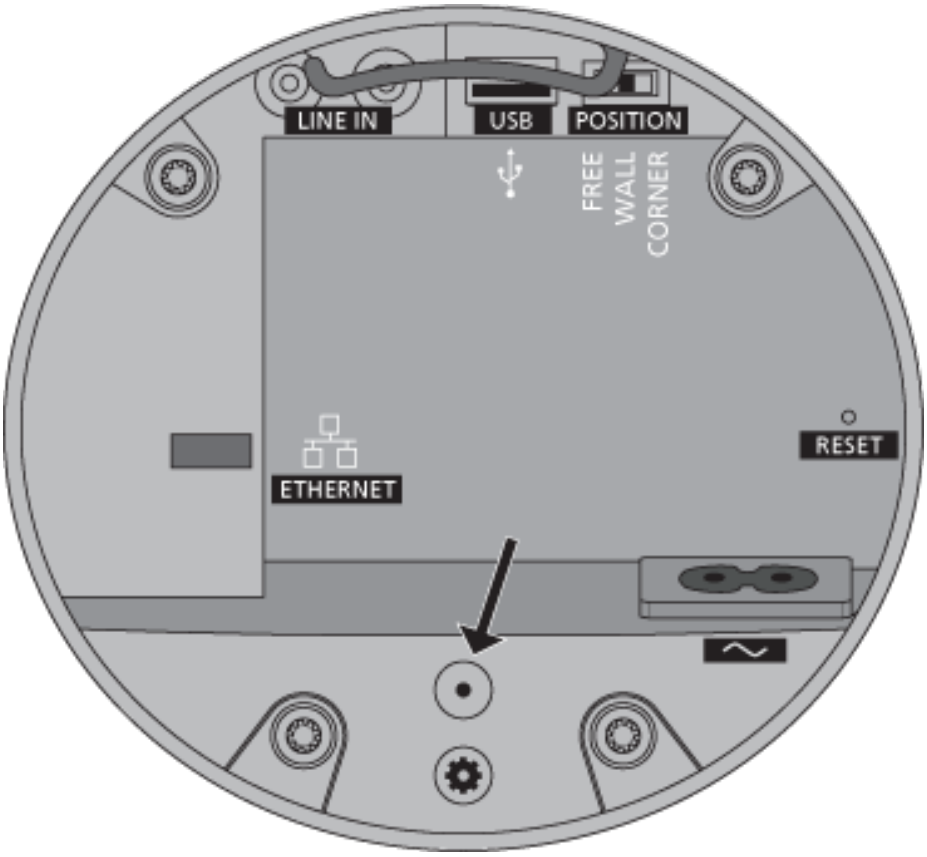
To set up BeoPlay A9 using your MAC/PC:

Switch on BeoPlay A9.
Press the network setup button on BeoPlay A9.



Wait for the indicator light to flash orange.
On your computer, select ‘BeoPlay A9_XXXXXXXX’ as your wireless network.
Open the Setup page via your browser (http://192.168.1.1).
Select BeoPlay A9 in PRODUCT VIEW.
Select the menu NETWORK and select your home network.
Enter password if required.
Press 'APPLY CHANGES'.
When the network indicator turns white (or orange), BeoPlay A9 is connected to the network.

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