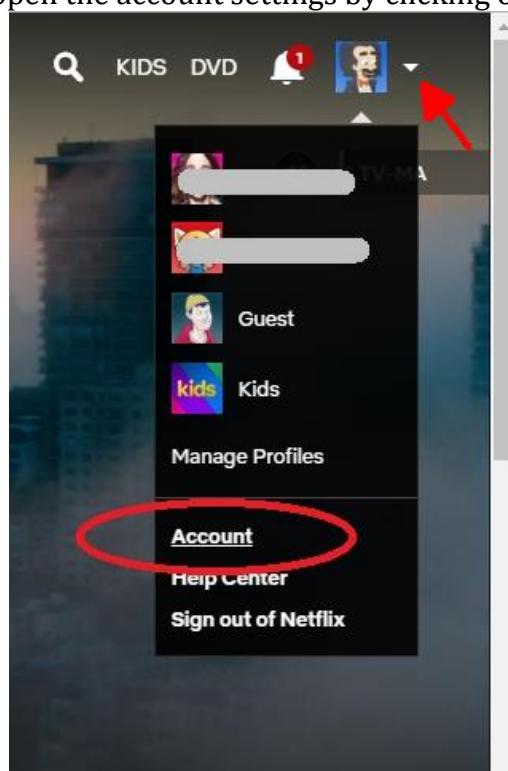


How can the problem of missing browser support of Netflix® in the Advanced Media Player be solved?

Netflix® has made changes that can lead to an error message in the Advanced Media Player (Missing Browser Support - [M7121-3078](#)). To resolve this issue, please follow the steps below.

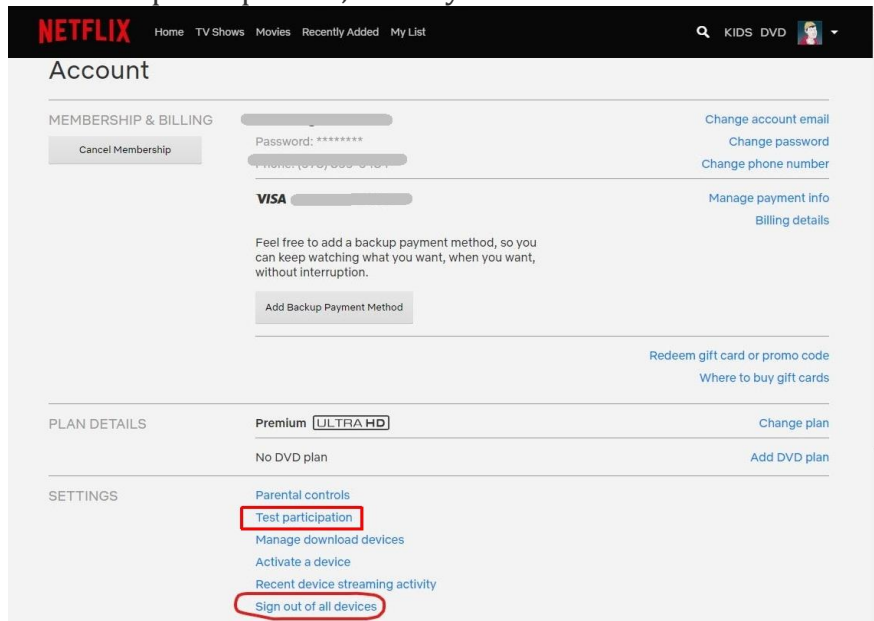
1. Please exit Cygnet® (if it is currently running).
2. Press the Windows key on the keyboard, type "Control Panel" in the search window and click.
3. Find the Programs (Programs and Features) button and open it.
4. Please uninstall Google Chrome and all versions of Mozilla Firefox.
5. Restart your PC.
6. When your PC has restarted, click on the following link :
http://www.somaplay.com/downloads/public/setup/Firefox_Setup_70.0.1.exe.
7. Download the file and install the software. At the end of the installation, the Netflix® homepage opens automatically (via the installed browser).
8. Now log on to Netflix® again.
9. After you have selected a profile, please click on the small arrow to the right of your profile picture and then open the account settings by clicking on "Account".



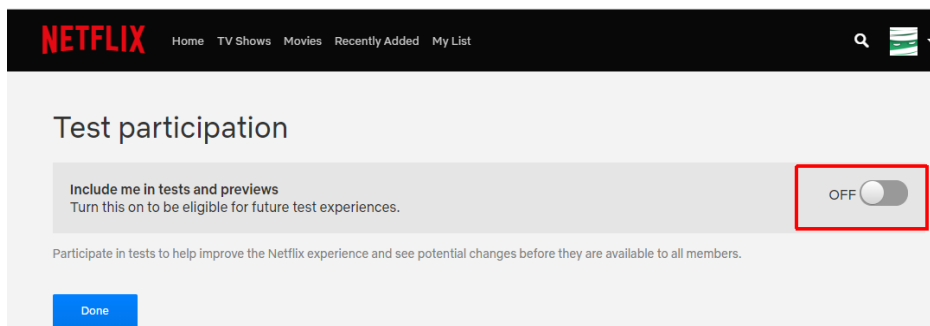
10. Within the account settings you must now:

- switch OFF the "Test participation" (this is unfortunately ON by default) by default)
- and to "Log out of all devices."

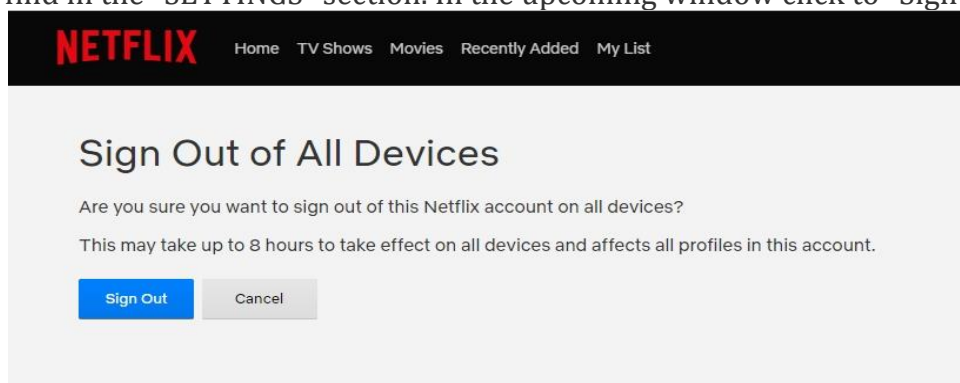
Thus, first select "Test participation", which you can find in the "SETTINGS" section



11. Switch OFF "Test participation" and click "Done" to return to the account settings overview window.



12. In the account settings overview window click to "Sign out of all devices", which you also can find in the "SETTINGS" section. In the upcoming window click to "Sign Out":



13. Now, you can go back to (or open) Cygnet®, start the Advanced Media Player and select "Netflix®".

14. Log in again and continue to use Netflix® as usual.