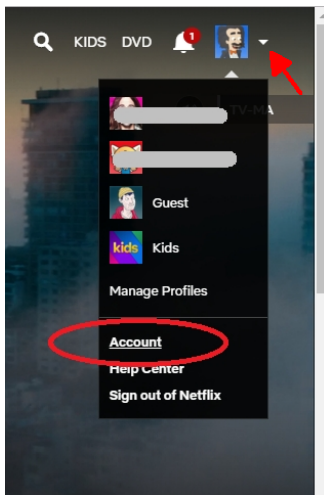


How to fix the Netflix Site Error problem in the Advanced Media Player?

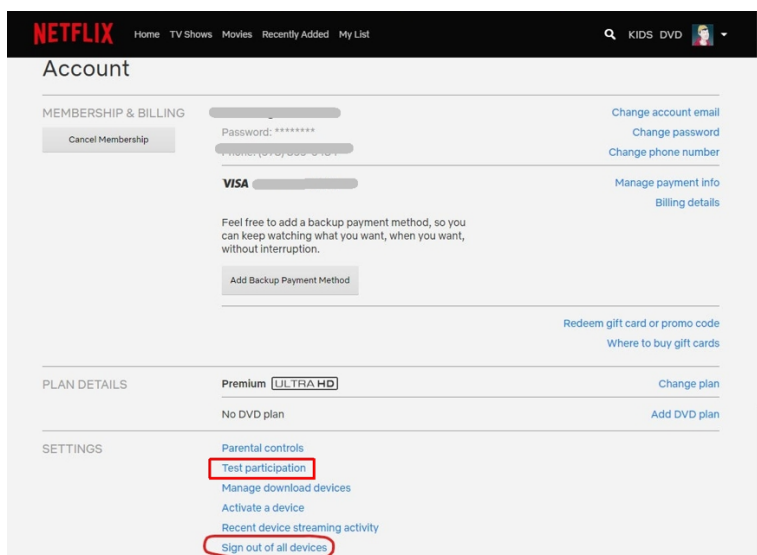
Netflix® has recently made some changes that can lead to the "Netflix Site Error" message. In order to solve the "Netflix Site Error" problem please follow the description below.

1. Please quit the Advanced Media Player (if it is currently running)
2. Start your preferred browser (e.g. Firefox, Chrome, etc.) and log-in to your Netflix account at www.netflix.com
3. 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"

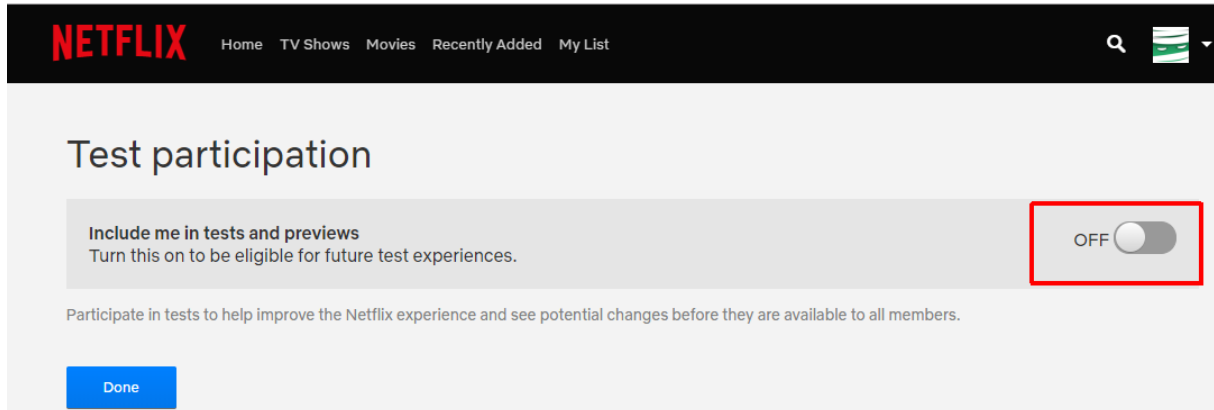


4. Within the account settings, you now have to
 - switch OFF the "Test participation" (this is unfortunately ON by default)
 - and to "Log out of all devices."

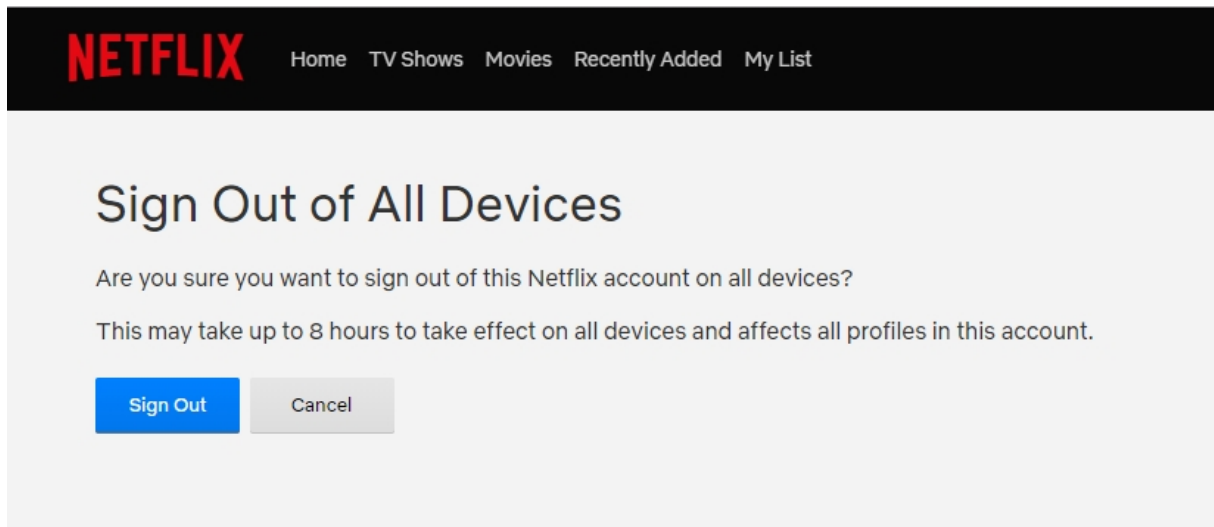
Thus, first select "Test participation", which you can find in the "SETTINGS" section



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



6. 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"



7. Now, you can go back to (or open) Cygnet®, start the Advanced Media Player and select "Netflix". Continue to use Netflix® as usual.