



HEOS Extend QUICK START GUIDE

BEFORE YOU BEGIN

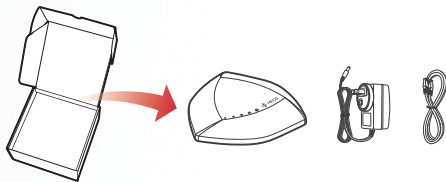
Make sure you have the following items in working order:



STEP 1: UNPACK

Carefully unpack your new HEOS Extend.

Verify that the following items are included in the box.



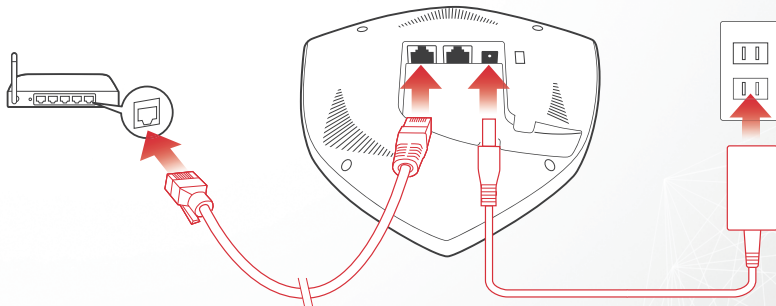
STEP 2: CONNECT

Connect the power cord to the HEOS Extend and a wall outlet.
Connect the included Ethernet cable between the HEOS Extend and your router.

English

Français

Español



STEP 3: CONTROL

Download the HEOS by Denon App

Go to the App StoreSM or to Google PlayTM and search for “HEOS by Denon” to download and install.



STEP 4: CONFIGURE

Your HEOS Extend can be configured to operate in two different modes, “Extender” mode and “Access Point” mode.

Extender mode is used to extend the range of your existing wireless network.


Access Point mode is used to set up a new wireless network in the event you don’t have a wireless network installed in your home or office.

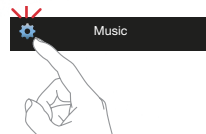
Extender Mode

1 Make sure your mobile device is connected to the wireless network you want to extend. (You can check this in the Settings/Wi-Fi menu of your mobile device)

2 Launch the HEOS app on your mobile device.



3 Select the Settings  icon in the upper left corner of the screen or tap “Setup Now” button at the top of the screen.



4 Select My Devices -> HEOS Extend -> Mode -> Extender.



5 Follow the instructions on the screen to complete the configuration.

Access Point Mode

- 1 Verify that the Network LED on the top of the Extend is solid green, indicating that the Extend is connected to your router and operating in Access Point Mode.
- 2 You can connect to the HEOS Extend from any Wi-Fi device by selecting the network name (SSID) that starts with “HEOS_”.

HEOS_xxxxxx



NOTE

- The exact network name is unique for every HEOS Extend. The exact network name is printed on the bottom of each HEOS Extend.
- Access Point mode will automatically be configured with both 2.4 GHz and 5 GHz networks enabled and set to the factory default settings. If you wish to change any of the default settings, please see the Advanced settings section in the HEOS Extend Owner's Manual.
- Once your HEOS Extend has been configured in Extender Mode, the default network name is erased. If you decide to reconfigure your HEOS Extend in Access Point Mode, the network name (SSID) will be set to the same name as the network it was previously set to extend. Please see the Advanced Settings section in the HEOS Extend Owner's Manual for instructions about how to change the network name using the Web UI.

BASIC TROUBLESHOOTING

The HEOS Extend doesn't connect to my existing wireless network

- Move the HEOS device and the HEOS Extend closer to existing wireless access point and try again

My HEOS devices still can't connect to my network after I successfully added a HEOS Extend

- Move the HEOS device closer to the HEOS Extend
- Move the HEOS Extend closer to your wireless access point

I can not connect to HEOS Extend when it is configured as a Wireless Access Point

- Connect to the HEOS Extend from your mobile device using the network name (SSID) and password printed on the label which is located on the bottom of HEOS Extend.
- Once your HEOS Extend has been configured in Extender Mode, the network default name is erased. If you decide to reconfigure your HEOS Extend in Access Point Mode, the network name will be set to the same name as the network it was previously set to extend.
- Make sure you have an Ethernet cable connected between your HEOS Extend and your network interface (cable modem, router, switch, etc...)
- Make sure your mobile device and/or HEOS device is within range of HEOS Extend

Music cuts out or delays sometimes

- Make sure your Internet connection is operating correctly.
- If you are sharing your network with other users or devices, they may be using most of your bandwidth (especially if they are streaming video).
- Make sure your HEOS devices are within range of your wireless network.
- Make sure your HEOS devices are not located near other electronic devices that could interfere with it's wireless connectivity (like microwave ovens, cordless phones, TVs, etc...)

Connecting to a network using WPS

If your wireless router support WPS (Wi-Fi Protected Setup™) your HEOS Extend can optionally connect to your network using the “Push Button” method by following these steps:

1. Press the WPS button on your router.
2. Within 2 minutes, Press and Hold the Connect button on the front panel of the HEOS Extend for 5 seconds.
3. The CONNECT LED on the front of the HEOS Extend will flash green for several seconds as it connects to your router.
4. When the connection is complete, the NETWORK LED on the front of the HEOS Extend will turn solid green.

Resetting Your HEOS Extend

Resetting your HEOS Extend will reboot the system.

To reset your HEOS Extend, gently insert a small paperclip into the Reset button hole on the front of the HEOS Extend and press, the POWER LED will begin to flash blue in a few seconds.

Restoring the HEOS Extend to Factory Defaults

Restoring the HEOS Extend to its factory defaults will clear all of the settings and restore the factory defaults including restoring the default network name (SSID) and password (as printed on the bottom of the HEOS Extend).

Caution: All settings will be erased.

To restore your HEOS Extend to the factory defaults, insert a small paperclip into the Reset button hole on the front of the HEOS Extend and hold it in until the NETWORK and CONNECT LEDs begin to flash green.

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CONTACT Denon

For US & Canada only:

If you need further assistance with your HEOS Product, please contact HEOS by Denon Customer Support Services below:

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Live Chat www.HEOSbyDenon.com/LiveChat

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(M-F 10:00AM to 10:00PM EST / Sat 12:00PM to 8:00PM EST)



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HEOS Extend V01

D&M Holdings Inc.
Printed in Taiwan R.O.C.
54111118600AD