# PROFUSION USER GUIDE

STINGRAY
**BUSINESS**

GETTING STARTED

Checking the Package Contents

(1) ProFusion device (A)
(1) External Power Supply (B)
(1) Composite video + stereo audio
    cable w/ m-m RCA (C)
(1) CAT5 cable (D)
(1) ProFusion user guide

Any additional or different cables required to complete the installation will need to be obained separately.

Please keep all packaging material for later use in case your ProFusion must be reshipped.
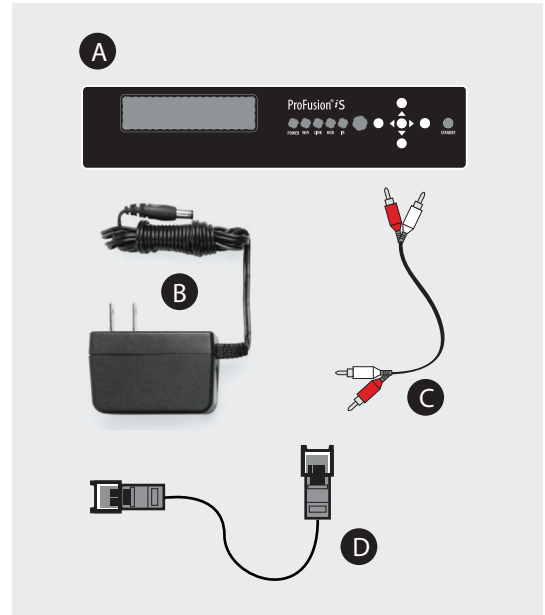
WARNING
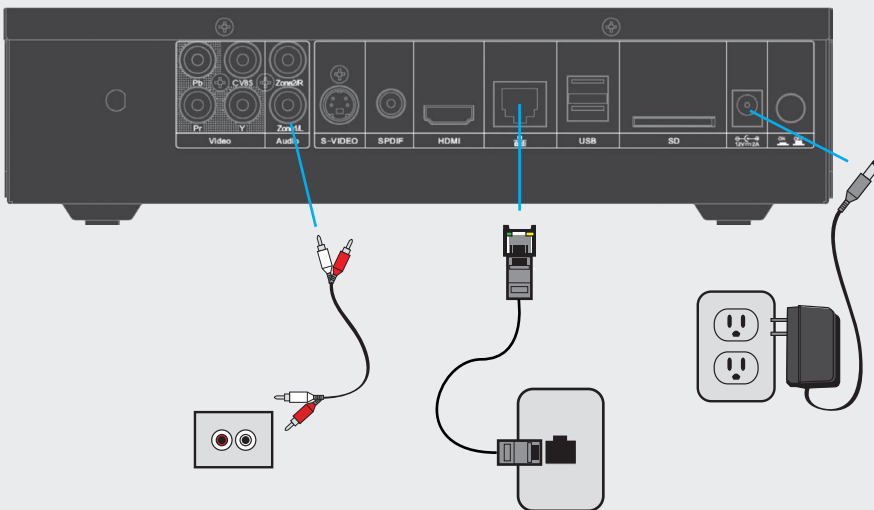
WARNING!

Only plug your ProFusion power supply into a properly wired outlet which is in good working order. Use of a power outlet connected to a light switch, power strips and extension cords should be avoided

To avoid being inadvertently powered off, never plug your ProFusion iS into a power outlet connected to a light switch.

SETUP

1. POWER UP

1. Turn volume on your amplification equipment completely down and then turn power off before installing your ProFusion.

2. Connect ProFusion to a power outlet using the included power supply.

TURN TO PAGE 2 FOR FURTHER INSTRUCTIONS

2. CONNECTING TO YOUR AMPLIFICATION EQUIPMENT

Connect the white RCA plug of the audio cable into the RCA jack labeled Zone1/L on the rear panel of your ProFusion. Connect the other white end of the RCA cable into the corresponding input of your amplifier

If you ProFusion is configured for a single mono zone, use only the RCA jack labelled Zone 1/l to feed your amplification equipment. The RCA jack labelled Zone 2/R is active only when the ProFusion is configured to provide a single stereo zone or two mono zones.

If your ProFusion has been configured with two mono zones, connect the red RCA plug of the audio cable to the RCA jack labeled Zone 2/R on the rear panel of your ProFusion. Connect the other red end of the RCA cable to the appropriate input of your amplification equipment.

3. CONNECTING PROFUSION IS TO YOUR NETWORK

Connecting your ProFusion to your company's network:

1. Connect one end of a CAT5 Ethernet cable to the Ethernet port located on the rear panel of your ProFusion.

2. Connect the other end of the CAT5 Ethernet cable to your network equipment (router, hub, or switch).

It is highly recommended that a connectivity test is performed after changing any network settings. See Testing the Network Settings for instructions.

4. TESTING THE NETWORK SETTINGS

Initiating a test connection from the title/artist information screen:

1. Press the * button to access the Control Panel menu system.

2. Press the NAVIGATION DOWN button until the current line indicator (>) is on Network Control, then press the * button.

3. Press the NAVIGATION DOWN button until the current line indicator (>) is on "Set Configuration", then press the * button.

4. Select (>) "Test Connection", then press the * button.

ENJOY YOUR MUSIC!

CALL US

Call Stingray Business Support at 1.888.685.2486 to assure network connectivity. This step is essential to receive ongoing music and harware updates. Content updates will not be available until the device has been activated.

FREQUENTLY ASKED QUESTIONS

This section provides a basic troubleshooting guide for the most common issues. If this list does not help you resolve your issue, or if you have an issue that is not listed below, please contact Stingray Business Customer Support for assistance at 1.888.685.2486

GENERAL ISSUES / POSSIBLE SOLUTION

GENERAL ISSUES	POSSIBLE SOLUTION
No power	Verify the power cord is properly connected to your ProFusion iS.
	Verify the power cord is connected to a known working electrical outlet.
Control panel displays *Machine Expired*	Contact Stingray Business support.
Control panel displays *You do not have permissions to use this feature*	The menu option selected is disabled as requested for this ProFusion iS. Contact Stingray Business support if permissions for this menu are needed.

PLAYBACK ISSUES

Music does not start at the correct time	Verify the date and time is correctly set.
	Verify the Schedule Mode is set to *Stingray Business Schedule.*
Control panel displays *Music Stopped*	Verify the date and time is correctly set.

AUDIO ISSUES

No or low volume levels	Verify the audio cable is connected to the correct audio output of your ProFusion iS and the correct input of your audio equipment.
	Verify the volume level for your ProFusion iS is sufficiently turned up.
	Verify the volume level of the amplification equipment your ProFusion iS is connected to is sufficiently turned up.

NETWORK UPDATE ISSUES

Control panel displays *Update Connect Error* after an Ethernet update is attempted	Verify the network settings for your ProFusion iS are correct for your network.
	Verify your network firewall is configured to allow FTP traffic from your ProFusion iS to its designated server.
Control panel displays *FTP Test Failed* after Test Network Connect attempted	Verify the Ethernet cable is properly connected to your ProFusion iS and your network equipment.
	Verify the network settings for your ProFusion iS are correct for your network.
	Verify your network firewall is configured to allow FTP traffic from your ProFusion iS its designated server.