



# STINGRAY BUSINESS



## JUKEBOX APP USER GUIDE



For Android Tablets

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Your master password gives you ultimate administrative rights with the Jukebox App. This password will be used to manage the access rights of other users, as well as make other administrative changes to the application.

Unlike basic user PINs, which are a series of numbers, your Master Password is a predetermined alphanumeric password.

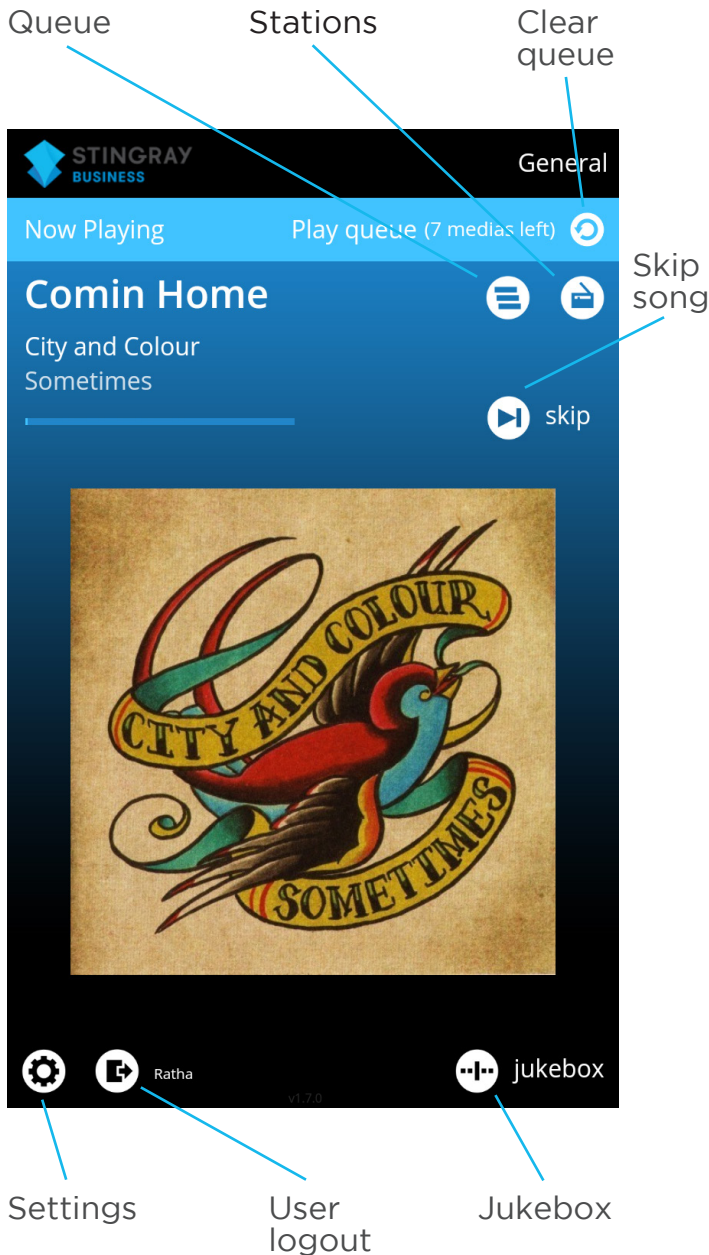
To log in using your Master Password, tap the 'Settings' cog  at the bottom left of the home screen, then tap the key icon  at the bottom left of the popup window. You may then enter your Master Password.

**NOTE:** Anyone with access to this password can make administrative changes. If you wish to keep these rights separate from other users' rights, be sure to keep this password in a safe place or destroy this page once the password has been memorized.

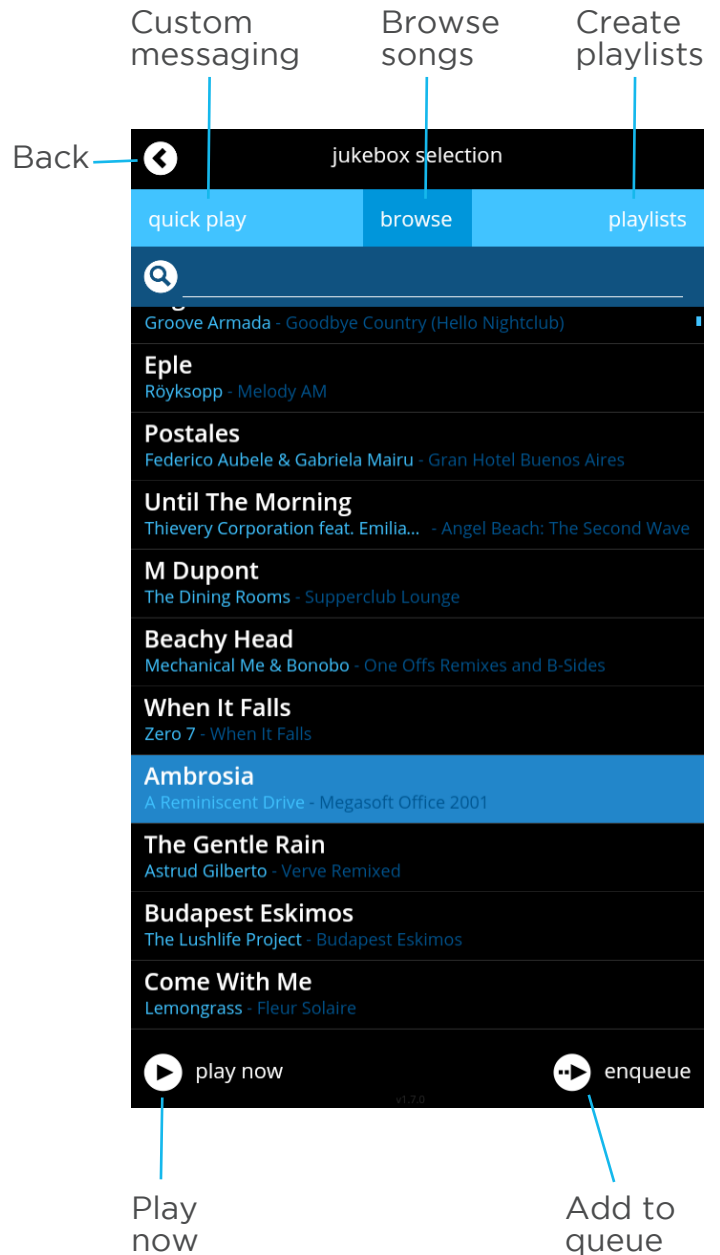
If you think someone else has access to your master password, you can change it by contacting Stingray Business Support.

## YOUR MASTER PASSWORD IS:

## HOME SCREEN



## JUKEBOX SCREEN



### QUEUE

Play what you want, when you want it. Store as many songs and messages as you like for a truly customized, in-the-moment listening experience. Tap the Queue icon to see what's coming next or clear your queue. To learn more about queues, skip to page 13.



### STATIONS

Looking for a change of pace? Tap the Stations icon to view and change stations on your SB device. To learn more about stations, skip to page 15.



## **CLEAR QUEUE**

Revert back to your regular programming by tapping this icon to clear your queue. To learn more about queues, skip to page 13.



## **SKIP SONGS**

Skip as many songs as you like to get to the good stuff! Simply tap 'Skip' on the Jukebox main screen to get to the next track.



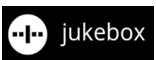
## **SETTINGS**

Revert back to your regular programming by tapping this icon to clear your queue. To learn more about queues, skip to page 9.



## **USER LOGOUT**

To disconnect from your user PIN or from your group, click on 'Log out' at the bottom left of your screen. This will not disconnect you from the application. This function assures that other users cannot use your personal programming. To access the features, simply re-enter your information when prompted for your PIN.



## **JUKEBOX**

Override the current song to play a new song or message, add them to your queue, create and edit playlists... You can do it all with Jukebox! To learn more about all of the Jukebox features, skip to page 12.



## **BACK/RETURN TO HOME SCREEN**

At any point during your navigation, you can leave the current page to return to the home page. To do so, tap the backwards arrow at the top left of your screen.

## **CREATE/VIEW PLAYLISTS**

Hosting a special event? Make sure every song is handpicked to please your clientele by creating your own playlist. You can also use this feature to view, edit and queue existing playlists. To learn more about playlists, skip to page 14.

## **BRANDED/CUSTOM MESSAGING**

Broadcast the right message at the right time to create a lasting connection with your customers. Find your pre-loaded messaging in the 'Quick Play' tab. For more information on messaging, skip to page 16.

## **BROWSE/SEARCH SONGS**

Turn yourself into the ultimate crowd pleaser by playing the songs your customers want to hear, when they want to hear them. Browse through hundreds of songs in your customized library by using the 'Browse' tab, then simply tap the song you wish to 'Play Now' or 'Enqueue'. For more information

Before you can use the Jukebox App with your SB Player, your store's IT Manager must adjust the settings of the router to which your tablet and SB Player connect to the following:

**Multicast on:** 224.0.113.0:4000

**Web Socket Port:** 8011

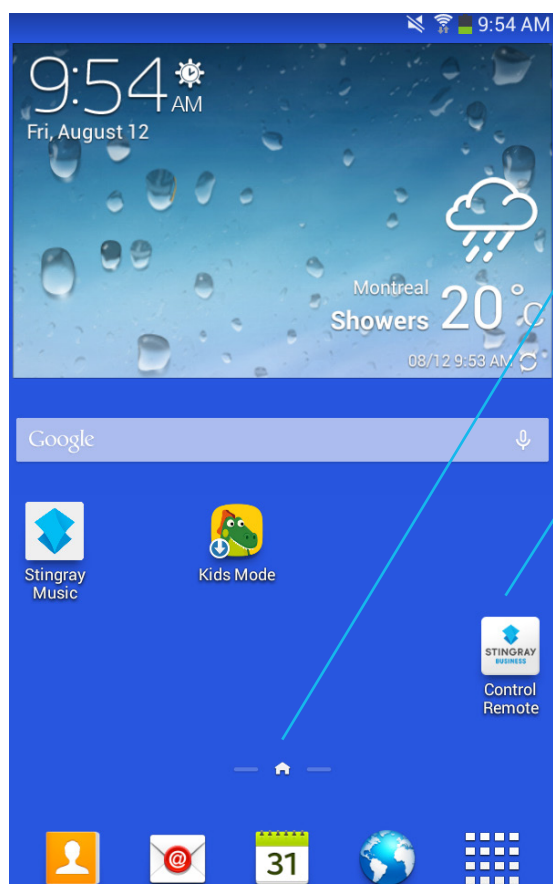
**Web Server Port:** 8711

Once the router has been configured, simply connect the tablet to the appropriate wireless (Wi-Fi) network, by accessing Settings > Wi-Fi, selecting your network and keying in the password.

**NOTE:** To use the Jukebox App, your tablet must be connected to the same network as your SB. These network settings will have been pre-determined prior to receiving your tablet and/or SB unit.

## Access the application

To access the Stingray Business Jukebox App, go to your tablet's home page by tapping on the Home button, and then tapping on the 'Stingray Business - Control Remote' icon. If the Jukebox App is not located on your home screen, tap the Apps button at the bottom of your screen, then swipe to browse your tablet's applications.



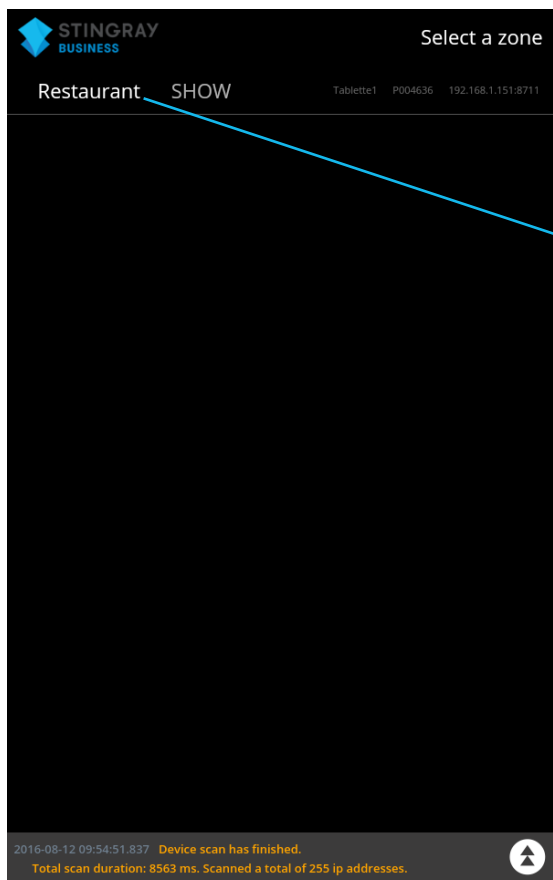
To get to your tablet's home page, tap on the tablet's Home button, usually centered at the bottom of the screen.

Look for the "Control Remote" among your tablet's applications.

## Select a zone

Your commercial establishment may have specific music lineups assigned to different areas; lounge, lobby, bar, you name it. Before you begin making modifications to your music lineup, you will first need to choose which area (referred to as 'zones') you wish to make changes to. To do so, tap to select the desired zone once the application opens.

**NOTE:** To use the Jukebox App, your tablet must be connected to the same network as your SB. These network settings will have been pre-determined prior to receiving your tablet and/or SB unit.



In this example, there is only one zone: Restaurant. Tapping on this will open the app's home page. You cannot access Jukebox without completing this step.



The Jukebox App can be customized to suit your unique background music requirements. Whether you want to set the tone for an uninterrupted listening experience by removing skips from the features or activate the Jukebox function to please a demanding crowd, this app lets you do it all! If, for example you wish to give a barman rights to build and edit playlists, add music or messages to the queue without giving him permissions to skip songs, all that's required are a few simple taps.

This is how it works: create one or several PINs and give them different access rights. You can then give each PIN to a single user or to a group of users. In the app, when a user performs an action that requires authorization, he will be prompted for his PIN. Once entered, in addition to unlocking the desired function, he will remain logged in for several minutes, automatically unlocking other functionalities authorized for this user until the PIN times out (5 minutes).

Most actions in the application require authorization by a PIN, however, there is a built-in set of access rights called "Default" which allows you to unlock actions for all users without the need to enter a PIN. If a given action is authorized in the Default PIN section, all users can perform this action whether or not it is checked off for the PIN that is currently logged in.



For example, if you do not want your users to have to enter a PIN at all, simply check off everything in the Default PIN section. By doing this, all actions will be authorized for all users at all times. Conversely, if you want to assign specific rights to different users, uncheck all boxes in the Default PIN section, then create follow the steps below to user PINs and select which rights you wish to assign to each user.

When editing a PIN, the access rights for the Default PIN are also presented in a "grayed out" column to the right as a reminder. A given PIN's final authorization for an action is determined by the union of the PIN's value and the Default PIN's value. This implies that once you authorize an action in the Default PIN section, you cannot deny it by unchecking that same action for a specific PIN. As soon as it is authorized for the Default PIN, it will be authorized for everyone at all times.



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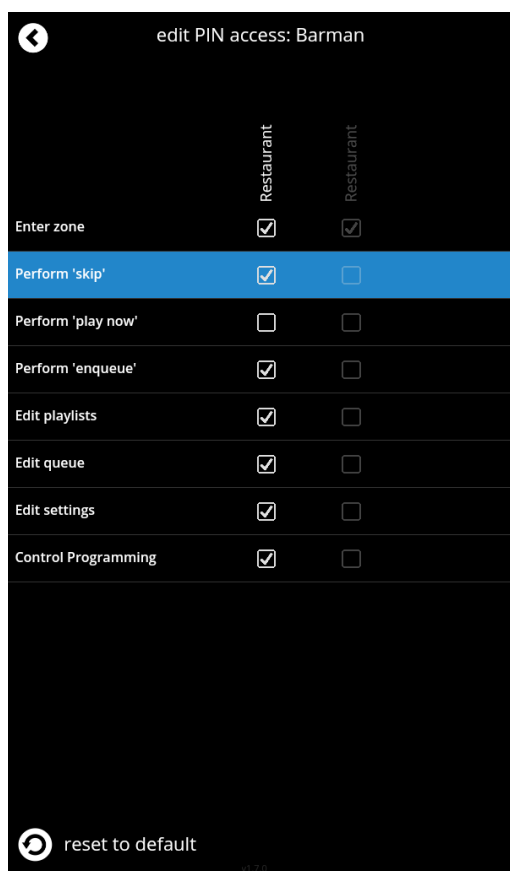
<sup>1</sup> These features may be blocked off to some users. A user must have the 'Edit Settings' permissions enabled in order to add or edit user rights, or have access to the Master Password. To request access, ask your Master Password holder (usually your store manager) to enable this function.

## Create a new user PIN

1. Go to Settings by tapping on the Settings cog  at the bottom left of the home page, then tap the key icon  at the bottom left of the popup screen;
2. Enter the master password by using the popup keyboard;
3. Tap 'Add' at the bottom left of the screen;
4. Tap on the line next to 'PIN Name';
5. Enter PIN name you wish to give new user/group by using the keyboard;
6. Type PIN you wish to assign to this user/user group by using the number pad;
7. Click on the check mark at the bottom right of the page when done;
8. Repeat as necessary for multiple users.



## Edit access rights

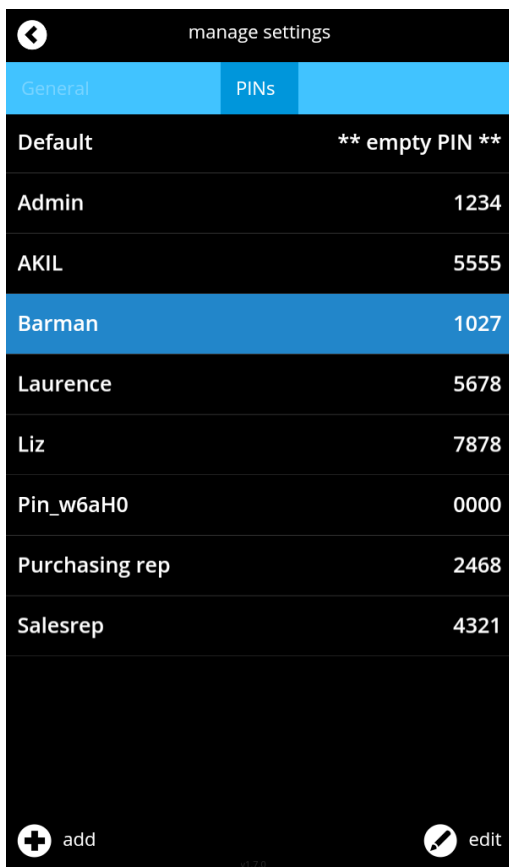
1. Go to Settings by tapping the Settings cog  at the bottom left of the screen;
2. Enter the Master Password (tap the key icon  at the bottom left of the popup, then type in the password) OR a PIN that has "Edit Settings" rights on the number pad;
3. Select the user account to which you want to make changes by tapping on the PIN Name assigned to the user in question;
4. Click on 'Edit' at the bottom right of your screen;
5. Tap on the checkboxes corresponding to the features you wish to activate/deactivate for a given user/group.



In this example, the Barman's user PIN was selected. As seen on the screenshot, all the features have been enabled with the exception of the 'Play Now' feature. This means the barman can perform all actions during his use of the app except launching a song on the spot. Note that the action "Enter zone" is already authorized by default which means that the PIN will always be able to enter the "Restaurant" zone even if we uncheck this value. You will also notice that all other actions are not authorized by default (grayed-out column), so you must check them in order to authorize these functions with this PIN.

## Retrieve a lost PIN

1. Go to Settings by tapping on the Settings cog  at the bottom left of the home page;
2. Enter the Master Password (tap the key icon  at the bottom left of the popup, then type in the password) OR a PIN that has “Edit Settings” rights on the number pad All your passwords will be shown in the right-hand column of the Settings menu.



| manage settings |                 |
|-----------------|-----------------|
| General         | PINs            |
| Default         | ** empty PIN ** |
| Admin           | 1234            |
| AKIL            | 5555            |
| Barman          | 1027            |
| Laurence        | 5678            |
| Liz             | 7878            |
| Pin_w6aH0       | 0000            |
| Purchasing rep  | 2468            |
| Salesrep        | 4321            |

+ add      edit

In this example, the PIN that has been associated to the Barman user is 1027. This PIN must be entered by the barman when using the app in order to unlock all features enabled on his account.

**NOTE:** PINs created in the Jukebox app are specific to a single SB Player. If your store has more than one SB device, you will need to create users for each device individually.

If for any reason, your SB device needs to be replaced, you will need to recreate all user PINs.

With our Jukebox feature, you can play the song of your choice without having to wait for the current song to finish.

1. Tap 'Jukebox' at the bottom of your home screen, or swipe right (you can swipe left to return to the main page);
2. Tap on 'Browse' on the top row of your page;
3. Tap on the empty text field next to the magnifying glass; a keyboard will appear;
4. Type a song, an artist name or an album in the search box;
5. Tap to select a song from the list that appears;
6. Tap on 'Play Now' to play the song immediately;
7. You can also scroll to browse through your entire library, then follow steps 5 and 6 to play the song immediately.

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<sup>2</sup> These features may be blocked off to some users. To request access, ask your master password holder. More often than not, the master password holder is your store manager.

Your queue is a sequence of songs and/or messages you've selected to play in a predetermined order as soon as the current song is done playing. You can store as many songs as you want in your queue for a truly personalized listening experience. NOTE: A queue is very different from a playlist! While playlists can be stored and edited for future use, a queue is a one-time deal, and the order and content added to your queue will not be saved once it has played.

## View queue

To view your music queue, tap the queue icon  at the top right of the screen.

## Add a song to the queue

1. Tap 'Jukebox' at the bottom right of your home screen;
2. Tap 'Browse';
3. Tap the empty line of text next to the magnifying glass, a keyboard will appear;
4. Enter song, artist or album name you wish to hear;
5. Tap on 'Enqueue' at the bottom right of your screen;
6. Instead of text search, you can also scroll to browse your library.

## Add a message to the queue


1. Tap 'Jukebox' at the bottom right of your home screen;
2. Tap 'Quick Play' in the top left corner;
3. Tap to select the message you wish to add to the queue;
4. Tap 'Enqueue' at the bottom right of your screen.

## Add a playlist to the queue

1. From the homepage, tap 'Jukebox' at the bottom right;
2. On the top right corner, tap 'Playlists';
3. Tap to select the desired playlist;
4. Tap 'Enqueue';

**NOTE:** Adding a playlist to the queue means that every song in your playlist is added individually. When editing or viewing your queue, you will not be able to distinguish songs that were added manually from songs that were added from a playlist.



## Delete a Song from the Queue

1. Go to queue tab by clicking on queue icon  at the top right of the screen;
2. Tap and hold song you wish to delete;
3. Tap 'Remove' when the pop up appears.

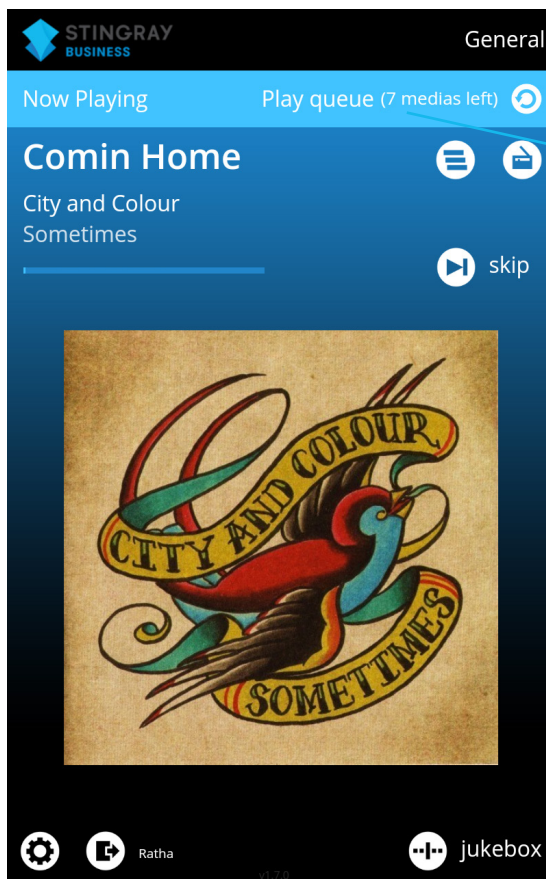
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<sup>3</sup> These features may be blocked off to some users. To request access, ask your master password holder. More often than not, the master password holder is your store manager.

## Clear queue

1. Go to the queue tab by tapping the queue icon  at the top right of the screen;
2. Tap 'Clear' at the bottom right of the page;
3. You can also simply tap the 'Clear' icon  on your home screen, located next to the remaining queue count.

## How many songs are in my queue?



The number of items remaining in your queue is indicated above the Queue and Station icons on your home screen.

**NOTE:** You will only be able to see this feature once your queue has begun playback. If the below indication is not seen, tap 'Skip' to skip the current song and begin the first song of your queue. If, after that, you still do not see how many items remain in your queue, it means your queue is empty.

### Creating and building playlists

1. Tap 'Jukebox' at the bottom right of your home screen;
2. Select the 'Playlist' tab at the top of the page;
3. Tap 'Add' at the bottom of your screen;
4. Tap the playlist name line; a keyboard will appear;
5. Enter the name you wish to give your playlist, then tap the check mark.

### Add a song to a playlist

1. Under the Playlist tab in the Jukebox page (follow steps 1 and 2 of Creating and Building a Playlist), tap to select the playlist you wish to add a song to;
2. Tap 'Add Media';
3. Tap the empty line of text next to the magnifying glass; a keyboard will appear;
4. Enter song, artist or album name you wish to search;
5. Tap to select a song;
6. Tap 'Add';
7. You can also scroll to browse through your entire song library, then follow steps 5 and 6.


### Launching a playlist

1. Tap 'Jukebox' at the bottom of your home screen.
2. Select the Playlist tab at the top of the page;
3. Click on 'Enqueue', Your playlist will start as soon as the current song has finished playing.

### To delete a song from a playlist

1. Tap 'Jukebox' at the bottom right of your home screen;
2. Select the 'Playlist' tab at the top right of the page;
3. Tap to select the playlist you wish to modify;
4. Tap 'Edit';
5. Tap and hold the song you wish to delete;
6. Tap 'Remove' when the pop up appears.

### Change song order

1. Tap 'Jukebox' at the bottom right of your home screen;
2. Select the 'Playlist' tab at the top of the page;
3. Select the playlist you wish to modify;
4. Tap the drag icon  next to the song you wish to move;
5. Drag and drop the song wherever you wish in the playlist.

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<sup>4</sup> This feature may be blocked off to some users. To request access, ask your master password holder. More often than not, the master password holder is your store manager.


## **To add a branded/custom message to an existing playlist**

1. Tap 'Jukebox' at the bottom of your home screen;
2. Select the 'Playlist' tab at the top of the page;
3. Select the playlist you wish to add a message to;
4. Tap 'Add message';
5. Tap the message you wish to add to your playlist;
6. Tap 'Add'.




Your brand may be associated with one or many stations. You can toggle between the various stations mapped to your brand to switch up the genre of music playing in your establishment. Here's how:

### Changing stations

1. Tap the station icon  at the top right of your screen;
2. Select the station you wish to play;
3. Tap 'Set station override' at the bottom left of the screen.

### Revert to default station

1. Tap the station icon  at the top right of the home screen;
2. Tap 'Standard Schedule' at the bottom of the station list;
3. Tap 'Set Station Override'.

\*If there are no stations appearing on this screen, it means your brand has been mapped to a single station.

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<sup>5</sup> This feature may be blocked off to some users. To request access, ask your master password holder. More often than not, the master password holder is your store manager.

# TROUBLESHOOTING & FREQUENTLY ASKED QUESTIONS

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## **How many songs can i skip?**

There is no limit to the number of songs you can skip using the Jukebox App.

## **Are there limitations to songs that i can add to my queue?**

You can only add songs from the current station to your Queue. However, you can contact support (1.888.685.2486) to make other stations available to be added to the queue.

## **Are there limitations to songs that i can add to a playlist?**

No! Unlike a queue, when you are building a playlist, you can use songs from your entire Stingray Business library, regardless of the station they are associated with.

## **My queue/playlist is almost finished. What happens next?**

Once your queue finishes, the SB will revert back to its regularly scheduled programming for the current time and date. You can always add more songs to your queue if you wish.

## **I cannot see any zones on the zone selection page. How can i fix this?**

If your zones are not loading on the front page, there are several ways you can proceed.

**NOTE:** It may take up to several minutes for your zones to load.

## **Tablet connectivity**

1. Confirm that you are connected to the wireless network associated to your SB unit. If you are not, reconnect to the network;
2. Exit and reopen the Jukebox App. The zones should appear shortly.

## **Your tablet is having trouble finding the SB device**

1. On the bottom right of the zone selection screen, tap 'Scan Now' to prompt the application to search for your SB device. You can also tap 'Add a Zone' to manually enter the IP address of your SB. You may need to contact Stingray Business Support for this information (1.888.685.2486).

## **SB connectivity**

1. Verify that the power cable is connected to the SB and plugged into the wall;
2. Verify that the Ethernet cable is plugged into the SB and to an Internet source;
3. Verify that blue light on the front panel of the SB is on (power icon);
4. Verify that the 3 squares on the front panel of the SB are flashing;
5. Verify that the green light under the Ethernet port is solid (located behind SB);
6. Verify that the amber light under the Ethernet port is flashing (located behind SB);
7. Turn the SB power switch to "OFF";

# TROUBLESHOOTING & FREQUENTLY ASKED QUESTIONS

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8. Unplug the SB from the power outlet;
9. Wait 5 minutes;
10. Plug the SB back into the power outlet;
11. Turn the SB power switch;
12. Exit and reopen the Jukebox App. The zones should appear shortly.

## **I still need help! How can I contact Stingray Business support?**

You can reach us by calling 1.888.685.2486 or emailing [businesssupport@stingray.com](mailto:businesssupport@stingray.com)