STINGRAY MUSIC FOR BUSINESS

USER GUIDE

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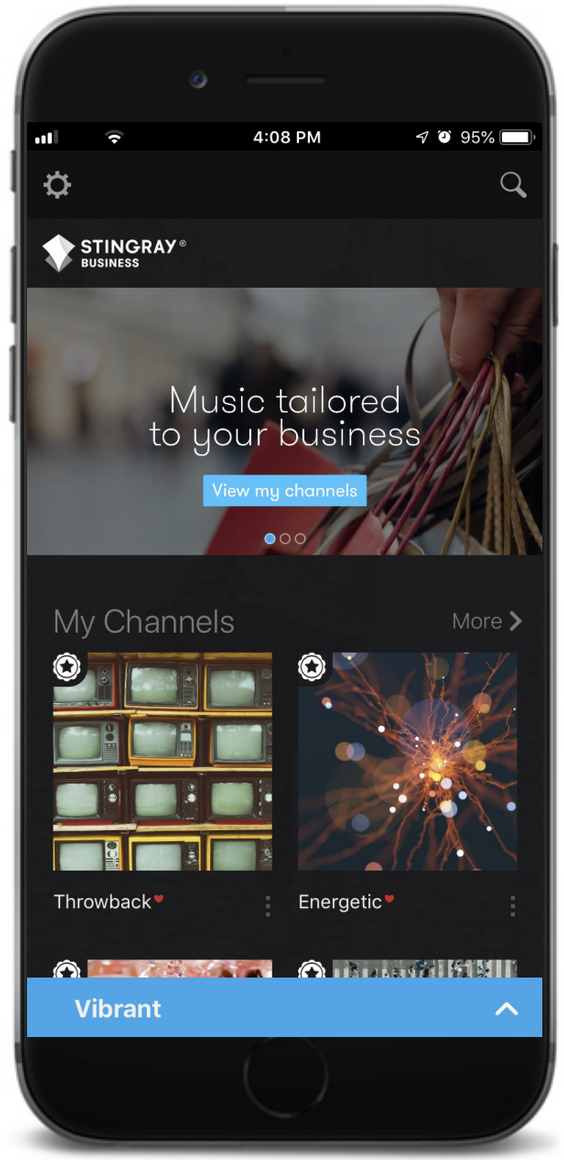
STINGRAY BUSINESS

ICONS

- Settings
- Search
- Menu bar
- Play
- Stop
- Skip
- Add/Like menu
- Hide cover view
- Display cover view
- Add to Channel Mix
- Add/Like
- Back
- Remove
- Block
- Fine Tune Channel
- View channel information
- View Artists
- Channels artist is featured on
- Audio Quality & Network
- Automatic Shutdown
- About Stingray Business
- Off/On
- Premium channel badge
- Standard channel badge
- Specialized channel badge

STINGRAY BUSINESS

STINGRAY MUSIC FOR BUSINESS



INTRODUCING THE NEW STINGRAY MUSIC FOR BUSINESS APP

Designed for businesses and licensed for commercial use, the Stingray Music for Business app gives you access to the ultimate music selection for your business.

Enjoy quick and easy access to fully licensed music at the touch of a button. Using the app requires little to no training and does not involve any wiring or complicated installation.

All you need is an Android or iOS mobile device, an internet connection and you're ready to go!

STINGRAY BUSINESS

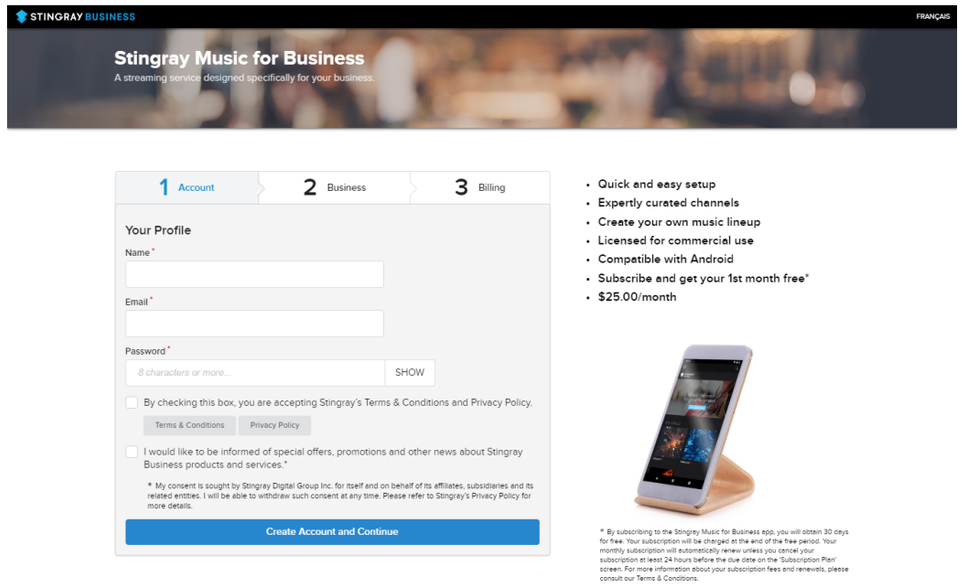
GETTING STARTED

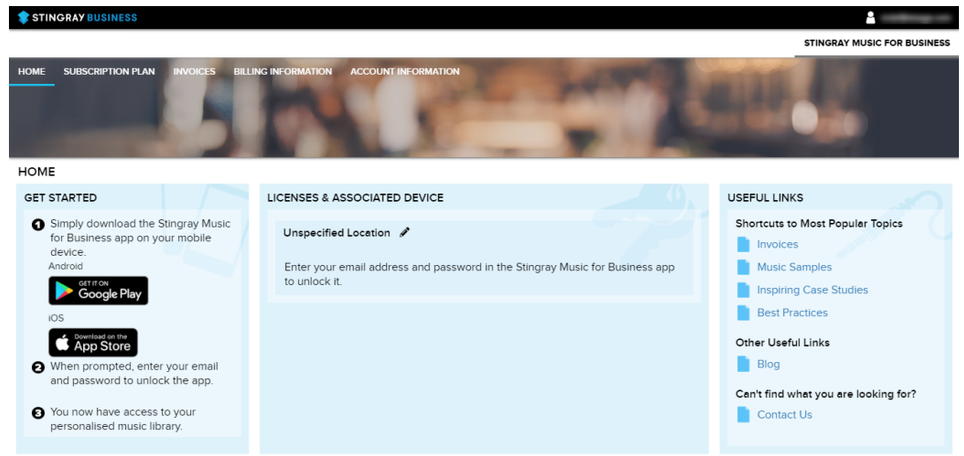
SUBSCRIBING

GET IT ON Google Play

Download on the App Store

STINGRAY BUSINESS





CREATING AN ACCOUNT

To create an account, go to https://cs.business.stingray.com/#/subscribe to open the sign-up page. Enter the required *Account*[1], *Business*, and *Billing* information.

Once complete, your account is created and the *Stingray Business Management Interface* displays.

WORKING WITH THE MANAGEMENT INTERFACE

The Management Interface has five main menu sections:.

- **HOME**: Displays information on how to add a player to your device, the license key for registering your player, and useful links.
- **SUBSCRIPTION PLAN**: Displays your current subscription status as well as the option to cancel your subscription.
- **INVOICES**: Displays invoices.
- **BILLING INFORMATION**: Displays billing information.
- **ACCOUNT INFORMATION**: Displays account information.

1. Your password must have a minimal length of 8 characters.

STINGRAY BUSINESS

GETTING STARTED

REGISTERING AND REVOKING A DEVICE

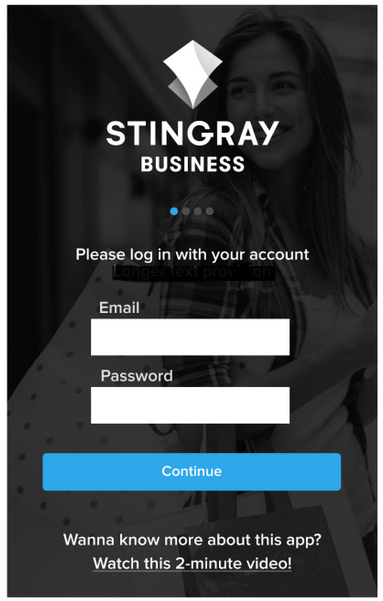
GET IT ON Google Play

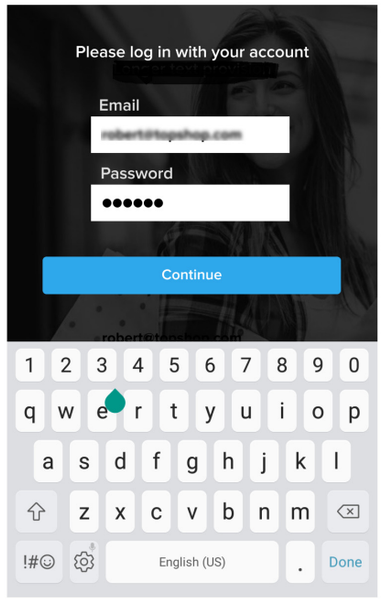
Download on the App Store

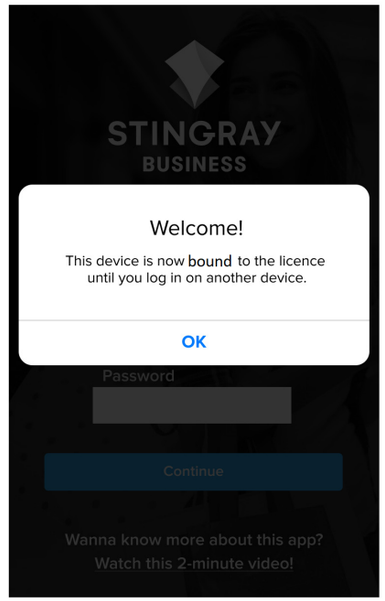
STINGRAY BUSINESS

REGISTERING A DEVICE

To register your device, from the Stingray Music for Business app, enter your Management Interface account email address and password. The device is now registered and displays in the Management Interface.
Note: You can only register one device per account.

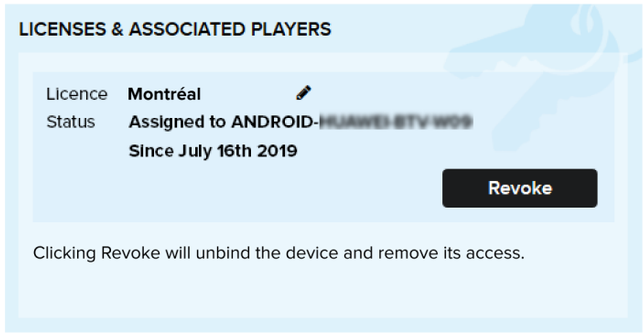






REVOKING A DEVICE

To revoke/disconnect a device, from the *Licenses & Associated Players* section of the Management Interface, click **Revoke**. If needed, you can now register another device using your email and password.



APP FEATURES

SETTINGS

Configure the audio quality and shutdown timers.

HERO BANNERS

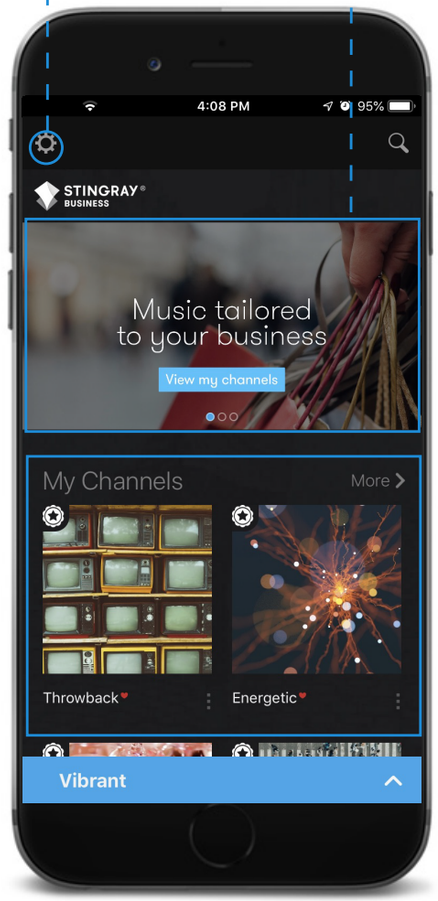
Explore partner promotions, special programming, channel lineups, and our blog.

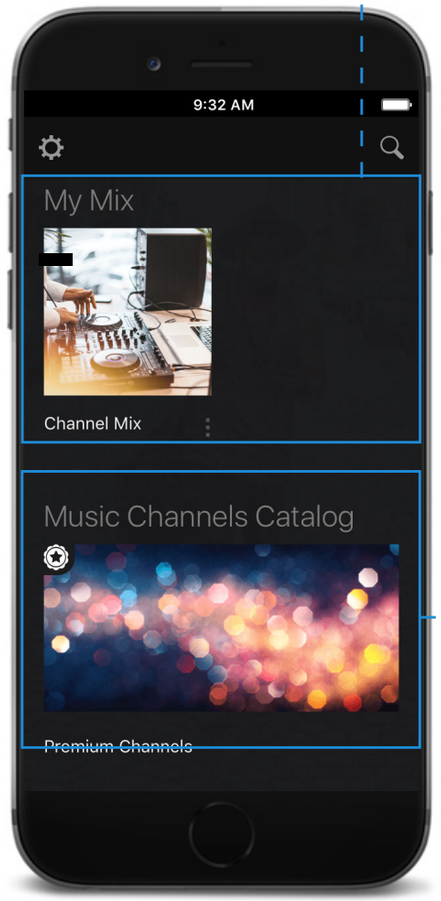
MY MIX

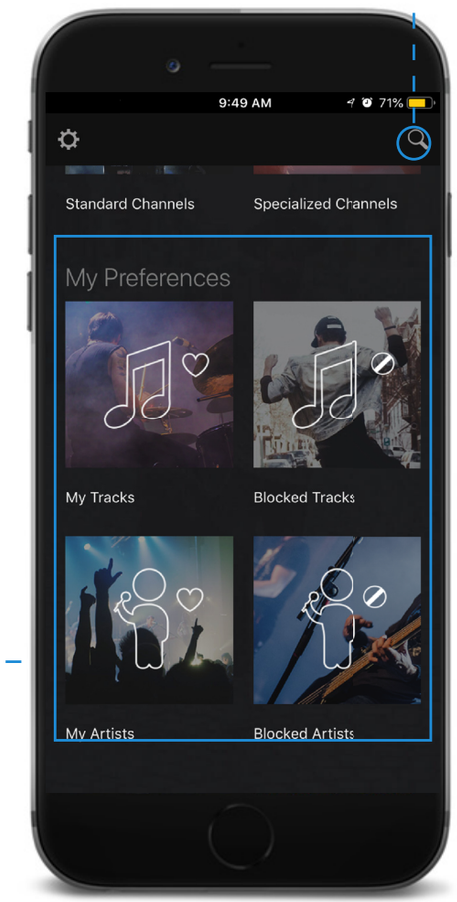
Create a personalized channel mix.

SEARCH

Search by channel or artist.







MY CHANNELS

Populates with most relevant Premium channels for your selected industry type during the subscription process.

MUSIC CHANNELS CATALOG

Explore our Premium, Standard, and Specialized channels.

MY PREFERENCES

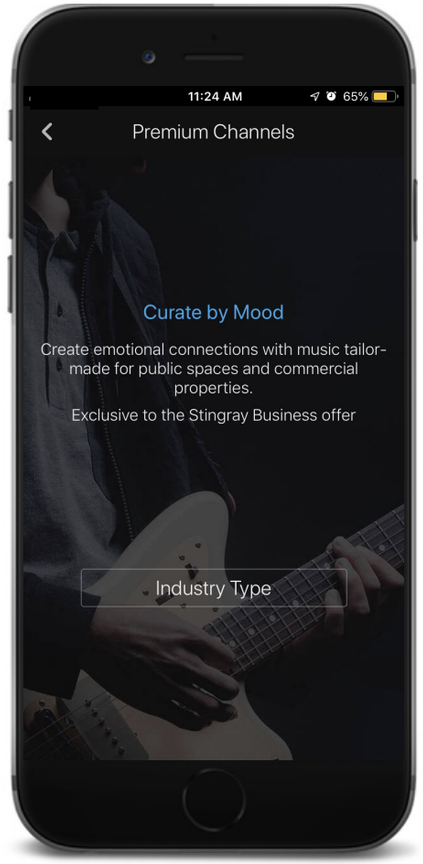
Browse through all the tracks and artists you liked, and keep track of all the ones you blocked.

STINGRAY BUSINESS

BROWSING CHANNELS

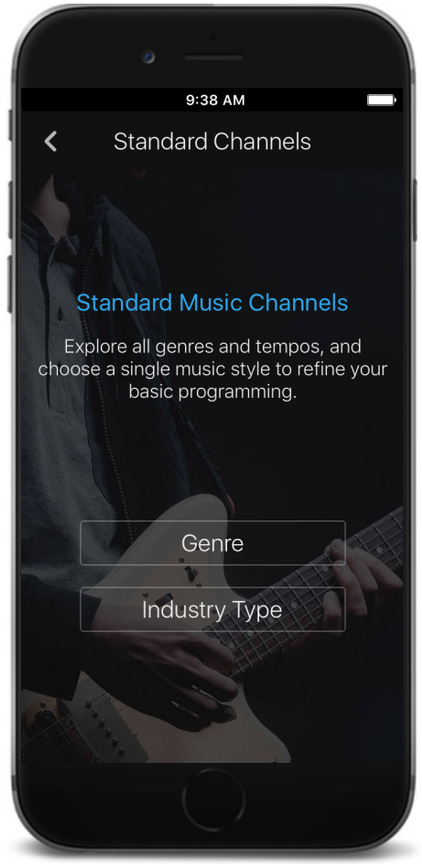
BROWSING THE MUSIC CHANNEL CATALOG

The Stingray Music for Business app lets you find the perfect music for your commercial space. To get started, select a filter and then select a channel.



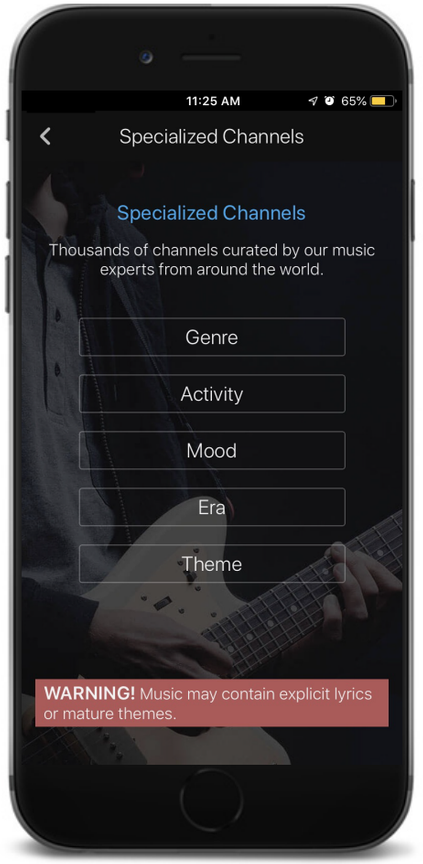
PREMIUM CHANNELS

Explore our new lineup of premium clean channels tailored for each industry with multiple genres, languages, and tempos.



STANDARD CHANNELS

Explore our core clean channels tailored for each industry and all genres.



SPECIALIZED CHANNELS

Explore thousands of channels filtered by genre, activity, mood, era, or theme.
Note: May contain explicit content.

STINGRAY BUSINESS

FINDING MUSIC

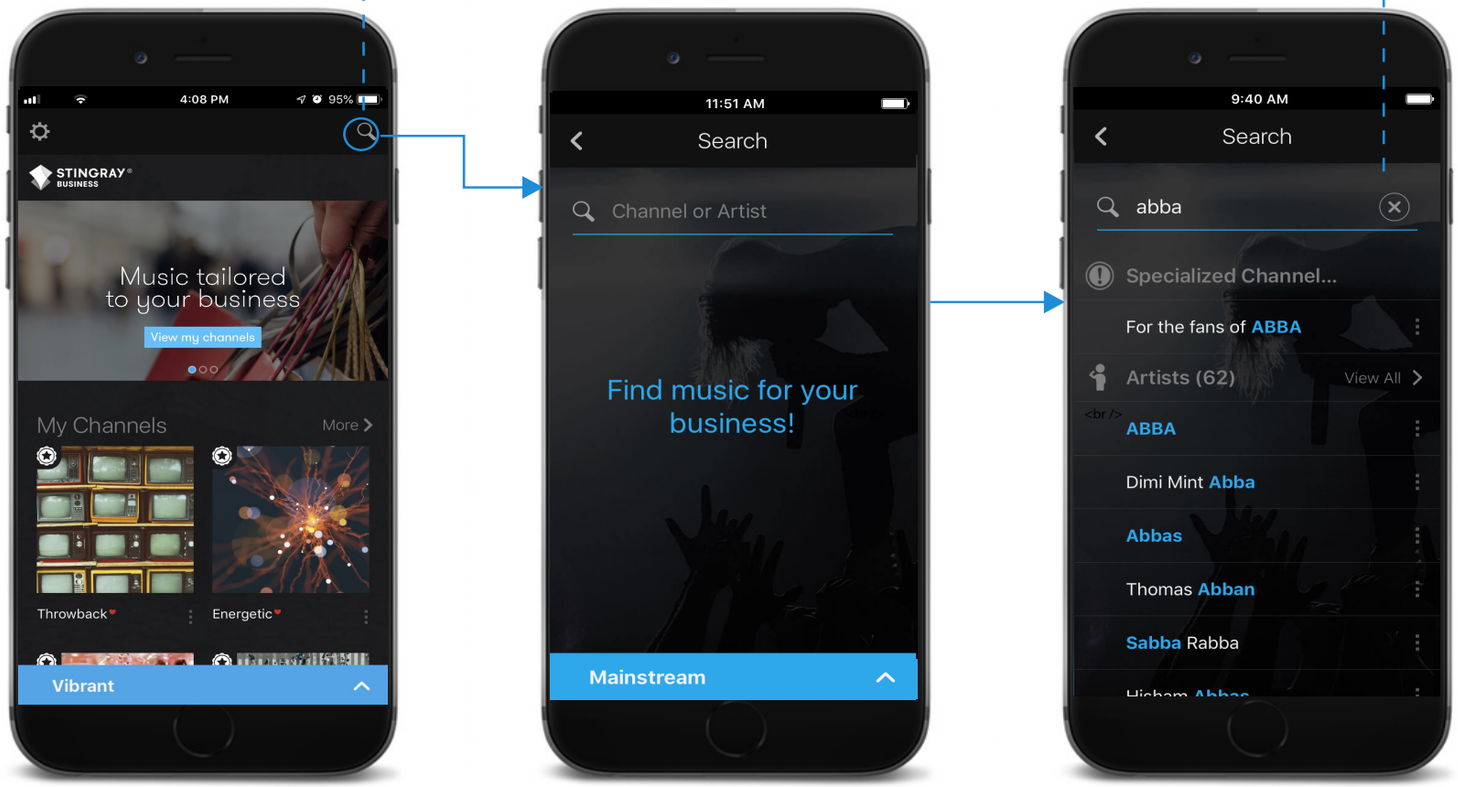
SEARCHING FOR SONGS AND ARTISTS

SEARCH

Tap to use the freeform search field.

RESULTS

For clarity, results are compiled and grouped by channel type (i.e. Premium, Standard, or Specialized).



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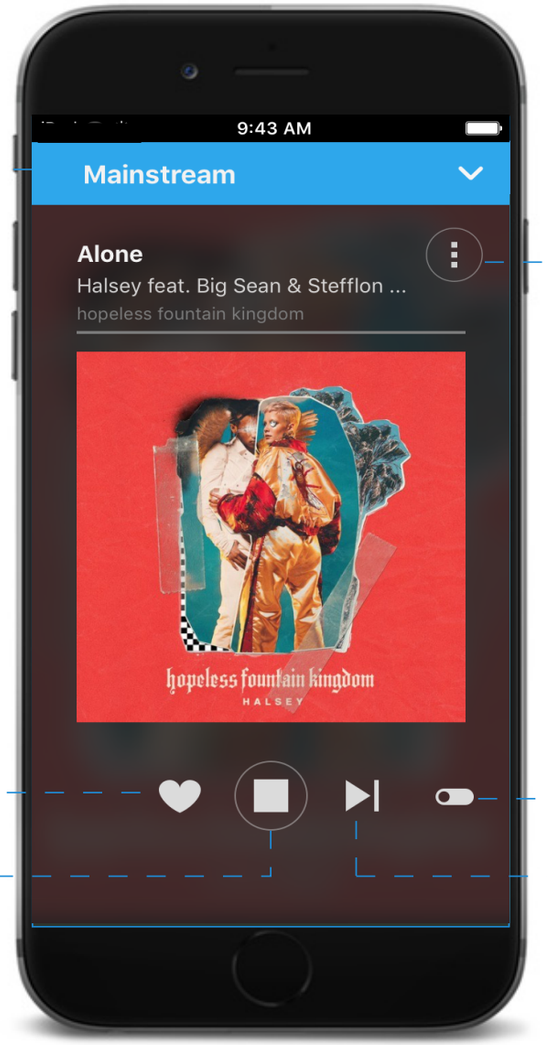
PLAYING MUSIC

USING THE PLAYER CONTROLS

CHANNEL NAME
Displays channel name followed by track and artist names.



MENU BAR
Tap to access additional channel/track/artist options:
- **Channel**: View channel info or like/remove from My Channel and My Mix.
- **Track**: Like/block the track.
- **Artist**: View other channels an artist is featured on or like/block artist.

LIKE
Tap to like a channel, artist, or track.

PLAY/STOP
Play or stop this channel.

FINE TUNE
Customize Premium Channels.

SKIP TRACK
Tap to skip to next track.

STINGRAY BUSINESS

FINE TUNE PREMIUM CHANNELS

SETTING LANGUAGE AND TEMPO FOR PREMIUM CHANNELS

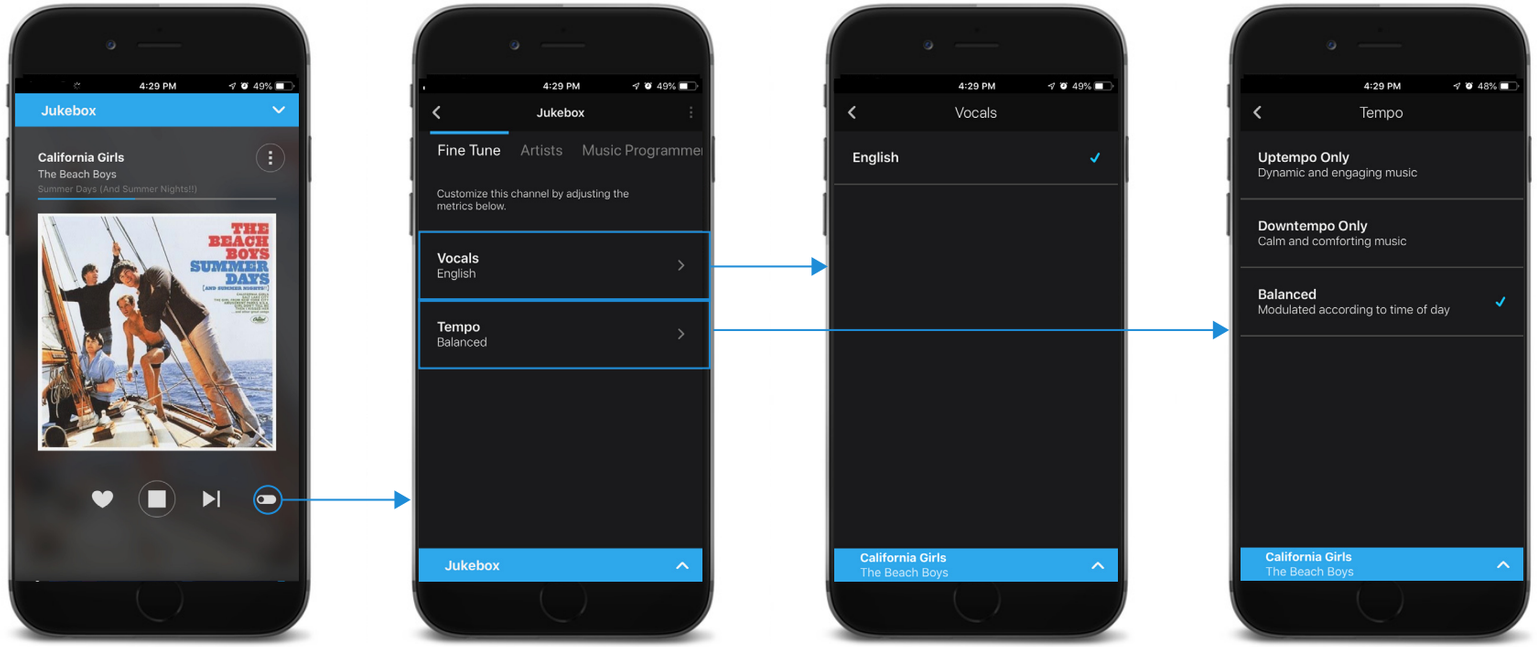
FINE TUNE OPTIONS FOR PREMIUM CHANNELS

Note: Fine Tune options are channel-dependent. For example, a channel that only plays instrumentals does not have the Vocals option).

1. To the right of the player controls, tap **Fine Tune Channel**. The Fine Tune page displays two options: Vocals and Tempo.
2. To select a different language for audio playback, tap **Vocals**. The available options are:
   - English and French
   - English
3. To select a different tempo for audio playback, tap **Tempo**. The available options are:
   - Uptempo Only
   - Downtempo Only
   - Balanced

The audio playback for the current Premium channel updates according to your fine tune settings.

Note: These settings persist for the selected channel until you change them.



STINGRAY BUSINESS

SHUTDOWN SCHEDULE

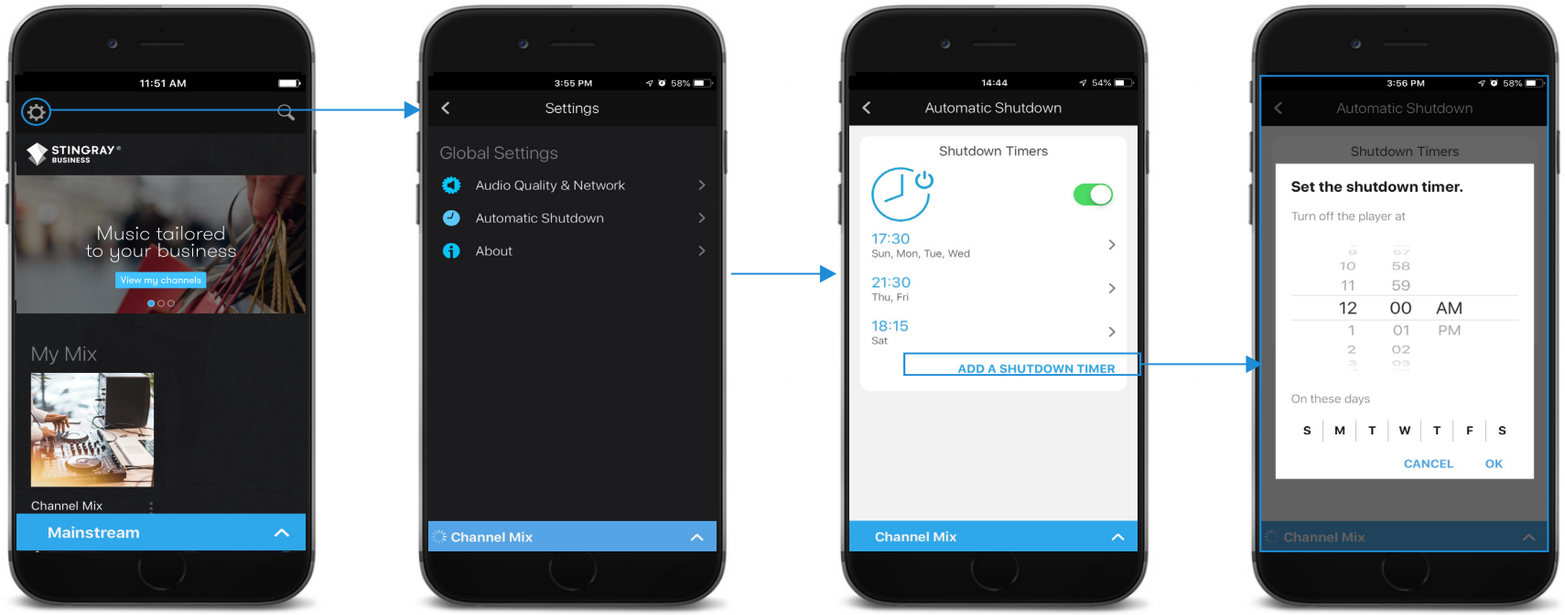
DEFINING A SHUTDOWN SCHEDULE

DEFINING A SHUTDOWN SCHEDULE

1. From the home page, tap **Settings**. The Global Setting page displays three options: Audio Quality & Network, Automatic Shutdown, and About. For more information on Global Settings, refer to “GLOBAL SETTINGS” on page 16.
2. Tap **Automatic Shutdown**. The Shutdown Timers page displays.
3. Tap **Add a Shutdown Timer**. The Set the shutdown timer popup appears. From here you can define the day and time for the player shutdown.

The new shutdown timer is added and the player shuts down according to the schedule you created.

Note: As this only defines a shutdown schedule, you must start the player manually each day by selecting a channel. If setting different shutdown times for each day, you must create multiple shutdown timers.
To remove a shutdown timer, select the timer and then tap **Remove**. To disable the automatic shutdown, tap the Off/On toggle.



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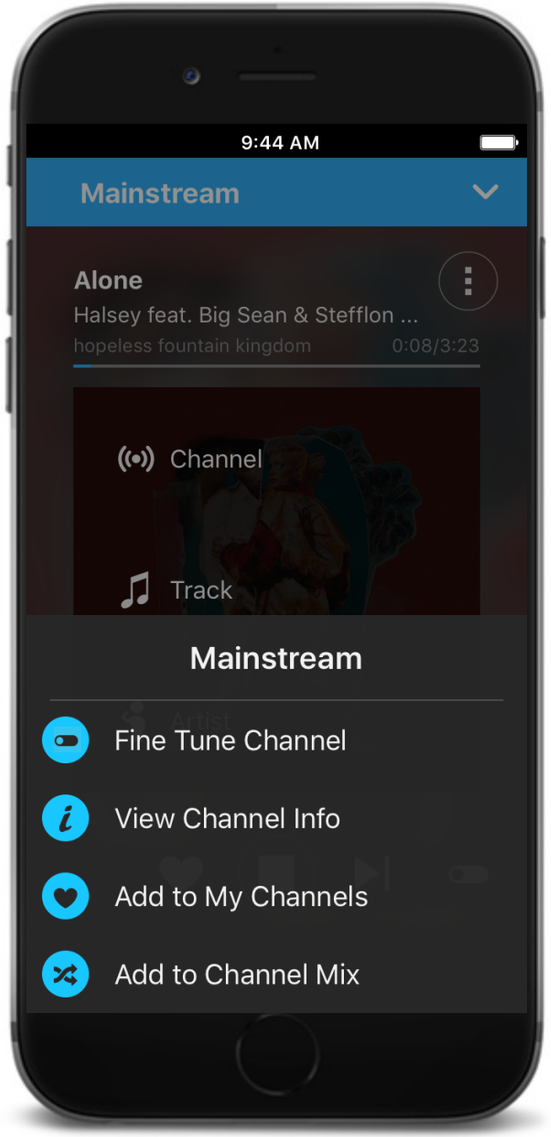
WORKING WITH CHANNELS

VIEWING CHANNEL INFO AND ADDING TO MY CHANNELS



VIEWING CHANNEL INFORMATION

To view channel information, tap the channel cover (or the Menu bar) and then select **View Channel Info**. The following information displays:

- **Description**: Brief description of the channel.
- **Artists**: List of the channel's featured artists.
- **Music Programmer**: View information on the channel's music programmer.
- **Fine Tune**: Implement additional filters such as tempo and language for a Premium channel.

ADDING TO MY CHANNELS

Select your favorite channels for quick access from the home page. Tap the channel cover (or the **Menu** bar) and then select **Channel > Add to My Channels**.

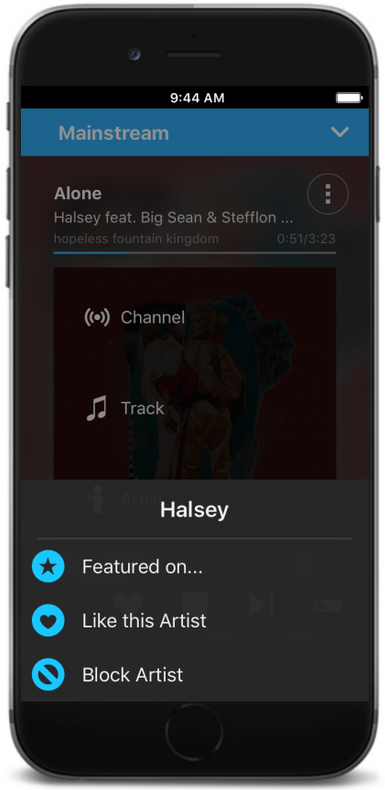
To view/edit all your selected channels, from the My Channels section of the home page, tap the **Menu** bar next to the channel name and then select an option.

To remove a channel, select **Channel > Remove from My Channels**.

STINGRAY BUSINESS

CUSTOMIZING MUSIC

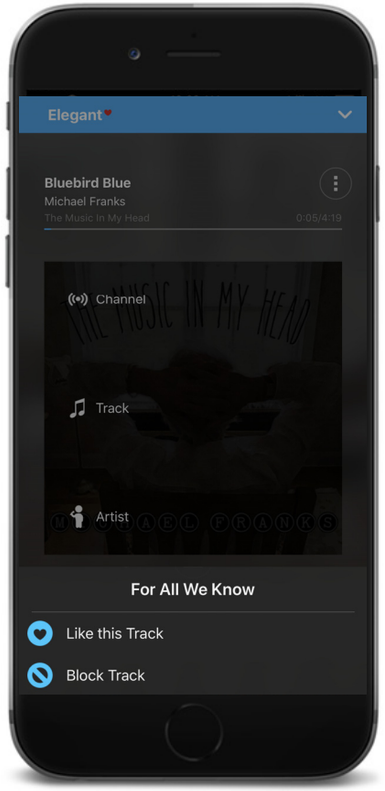
LIKING AN ARTIST AND TRACK



LIKING AN ARTIST

If you want the current artist to play more frequently, you can add the artist to your *My Artists* list. Tap the album cover (or the **Menu** bar) and then select **Artist > Like this Artist**. To view all your liked artists, from the My Preferences section of the home page, tap **My Artists**.

To remove/block an artist, select **Artist > Remove from My Artists**. To view all blocked artists, from the My Preferences section of the home page, tap **Blocked Artists**.



LIKING A TRACK

If you want the current track to play more frequently, you can add it to your *My Tracks* list. Tap the album cover (or the **Menu** bar) and then select **Track > Like this Track**. To view all your liked tracks, from the My Preferences section of the home page, tap **My Tracks**.

To remove/block a track, select **Track > Remove from My Tracks**. To view all blocked tracks, from the My Preferences section of the home page, tap **Blocked Tracks**.

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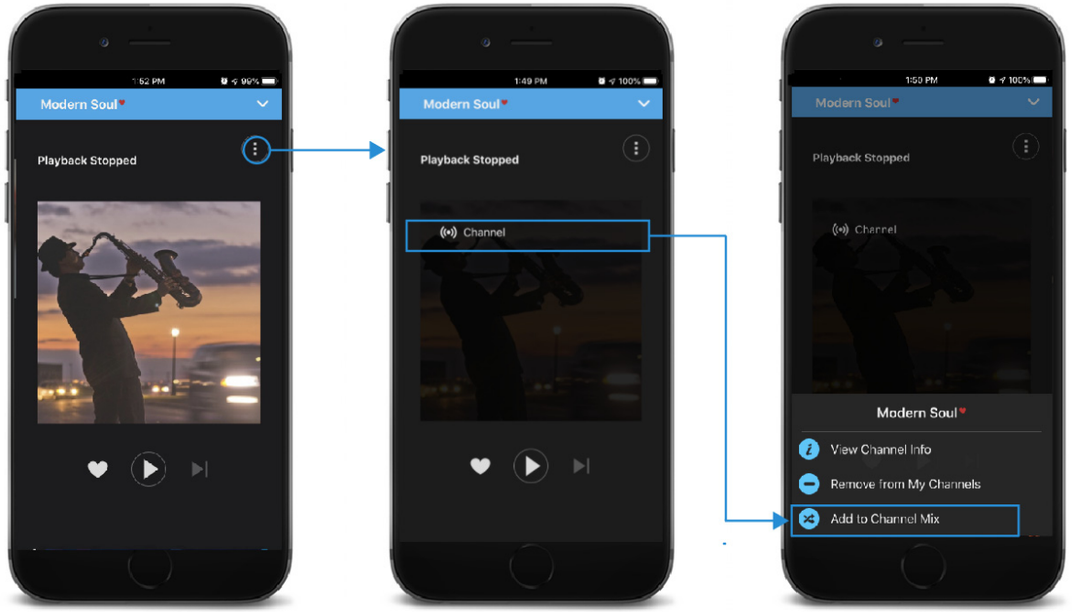
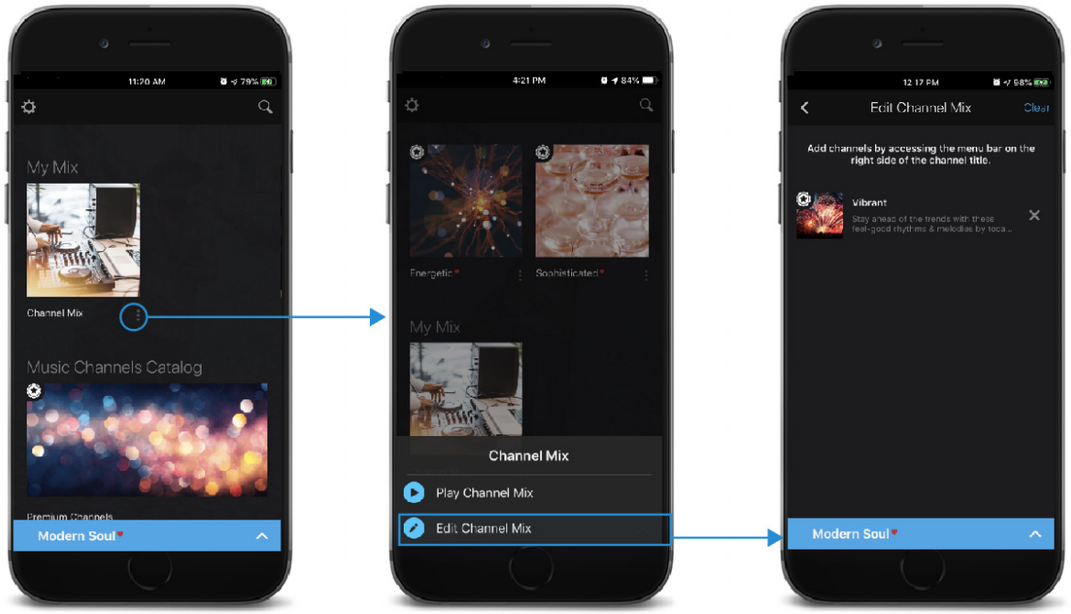
MY CHANNEL MIX

CREATING A CHANNEL MIX



CREATING A CHANNEL MIX

My Mix shuffle plays songs from all added channels. To add a channel, tap the album cover (or the **Menu** bar) and then select **Channel > Add to Channel Mix**.



EDITING A CHANNEL MIX

To view/edit the added channels, from the My Mix section of the home page, tap the **Menu** bar next to *Channel Mix* and then select an option.

To remove a channel, from the Edit Channel Mix page, tap the X to the right of the channel description. To remove all channels in the mix, tap **Clear**.

STINGRAY BUSINESS

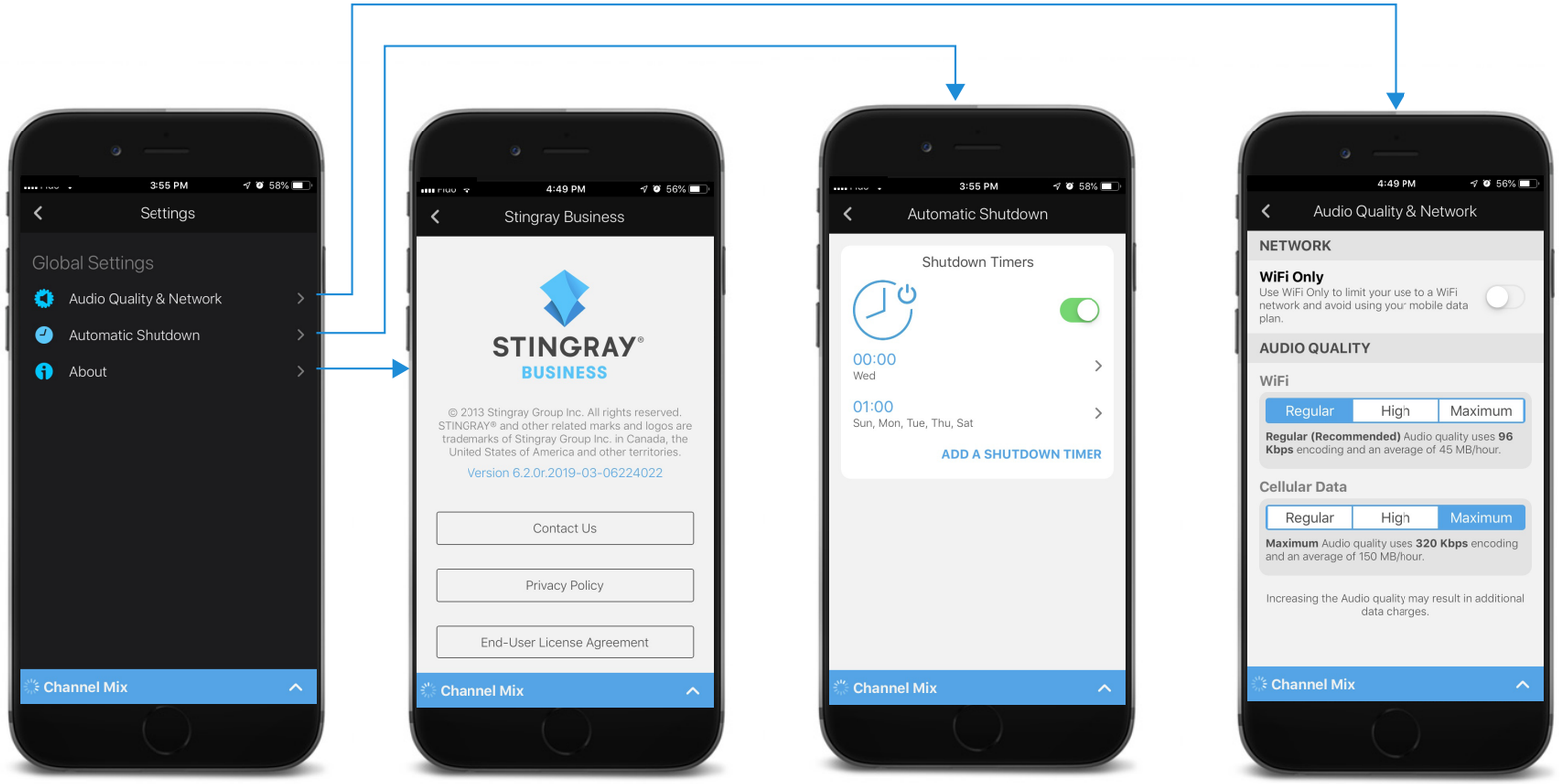
GLOBAL SETTINGS

ACCESSING AND CHANGING APP SETTINGS

ACCESSING AND CHANGING APP SETTINGS

From the home page, tap **Settings**. The Global Setting page displays the following options:

- **Audio Quality & Network**: Define the app's audio settings and sound quality.
- **Automatic Shutdown**: Define automatic shutdown timers. For more information, refer to "SHUTDOWN SCHEDULE" on page 12.
- **About**: View contact info and EULA.



STINGRAY BUSINESS

FAQs

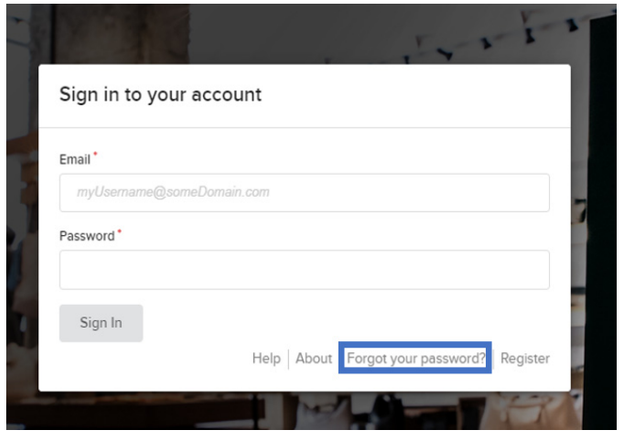
TROUBLESHOOTING AND SUPPORT

Why is a song playing but there's no sound?
Perform the following troubleshooting steps when there is no sound when a song is playing:

- Verify that your mobile device is connected to your sound system with the appropriate cable.
- Verify that the device and headphone volumes are turned up.
- Verify that your sound system's power amplifier is turned on and that the volume is turned up.
- If you created a shutdown schedule, you must restart the playback manually. To do so, simply select the channel of your choice and press **Play** to enjoy your music.
- You license key may have been revoked. Verify your key's status from the License & Associated player section of the Management Interface. If it has been revoked, then enter the new license key in the mobile app.

Why is my music skipping?
Skips in music playback may be a result of an unstable Internet connection. Verify the signal strength on your mobile device and make sure it is within range of your WiFi router.

I forgot my password.
If you have forgotten your password, from the log in page of Management Interface, click **Forgot your password** to reset it.



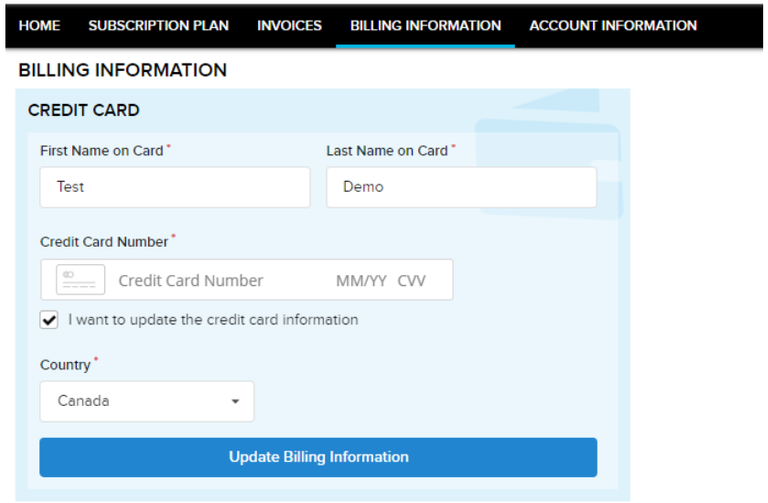
STINGRAY BUSINESS

FAQs

TROUBLESHOOTING AND SUPPORT

My mobile device's battery is swollen/screen is lifting.
A swollen battery/lifting screen may be a result of a device overheating (i.e. from being left on top of an amplifier, direct sunlight, etc). Verify with your mobile device's sale representative to confirm that it is not damaged. If your device is still working, place it in a well ventilated area. If not working, you must replace your device.

I need to change my payment method.
To change your payment method (i.e. credit card information), from the Management Interface, select the **Billing Information** section and then select **I want to update the credit card information**. Enter the new credit card information and then click **Update Billing Information**.



STINGRAY BUSINESS

FAQs

TROUBLESHOOTING AND SUPPORT

Where can I find my invoices?
You can view all your invoices from the **Invoices** section of the Management Interface. Click on the required invoice for a preview. To download the PDF, click **PDF** .

How can I contact Stingray Music for Business app support?
You can call support at 1 (833) 229-9111 or email at sbapp@stingray.com.

STINGRAY BUSINESS

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BUSINESS