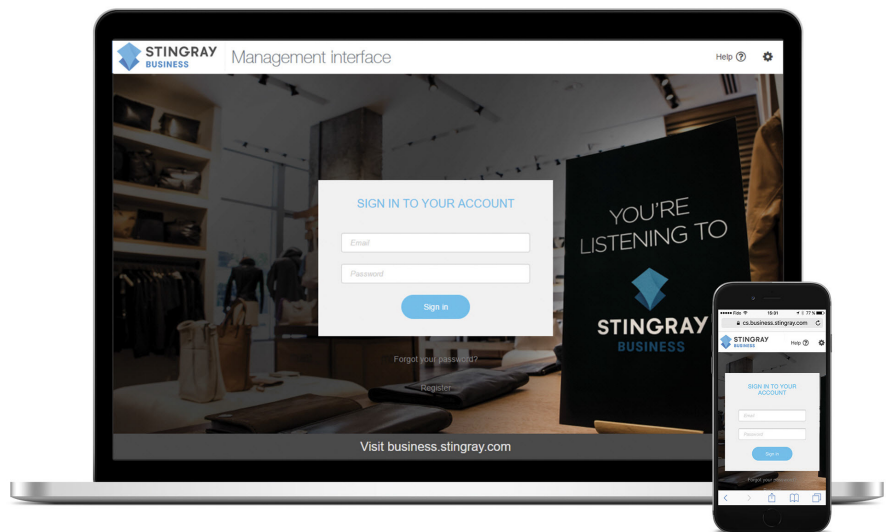


# Management Interface User's Guide

for Audio/Video Store Managers



© 2019 Stingray Digital Media Group. All rights reserved.

STINGRAY® and other related marks and logos are trademarks of Stingray Digital Media Group in Canada, the United States of America and other territories. All other product and company names mentioned herein are trademarks of their respective owners.

---

# Contents

	Preface . . . . .	4
	Audience . . . . .	4
	Related Documents . . . . .	4
<b>Chapter 1:</b>	<b>Introduction . . . . .</b>	<b>5</b>
	SB Player . . . . .	5
	Management Interface . . . . .	6
<b>Chapter 2:</b>	<b>Selecting a Station . . . . .</b>	<b>7</b>
<b>Appendix A:</b>	<b>Contact Us . . . . .</b>	<b>9</b>
	General Information . . . . .	9
	Troubleshooting and Support . . . . .	9

---

# Preface

*The SB Player User's Guide for Audio/Video Store Managers provides guidelines on how to access the Management Interface, change stations, and view the latest layouts.*

## Audience

This document is intended for audio/video store managers.

## Related Documents

For more information on the SB Player, refer to the following documents:

- *SB Player Installation Guide*

---

# 1

# Introduction

The Management Interface, a powerful and intuitive control site, gives you control over the content you decide to share with your clientele. Our dedicated team continuously works on updating the control site to reflect your changing business needs and to provide you with the best possible service.

## SB Player

*The Stingray Box (SB) Player is a powerful multimedia system that helps you create an engaging in-store experience.*

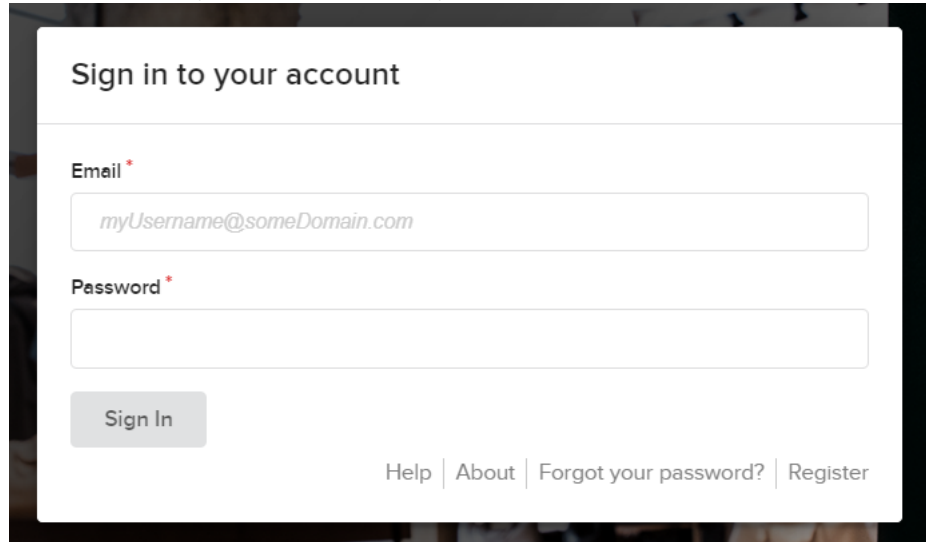
The SB Player is preloaded with the audio/video content you signed up for. From the SB Player's online control site (AKA Management Interface) you have the full access to configure it's content. For more information on the SB player, refer to the *SB Player Installation Guide*.

# Management Interface

*The Management Interface is the command center for accessing your SB Player.*

To access the Management Interface, from a web browser<sup>1</sup>, go to [cs.business.stingray.com](https://cs.business.stingray.com) and enter your registered email and password.

**Figure 1-1:** Management Interface log-in



To create a new account, from the Management Interface login page, click **Register** or contact *Stingray Business Support* at 1-888-685-2486 or at [businesssupport@stingray.com](mailto:businesssupport@stingray.com).

**NOTE:** *If you have forgotten your password, or if you are a new user and need to change your temporary password, enter your email address in the **Email** field and click **Forgot your password**. An email with instructions on how to reset your password is sent.*

---

1.The Management Interface is supported on the Google Chrome web browser.

# 2

## Selecting a Station

*From the Management Interface dashboard, select a station for a specific media player.*

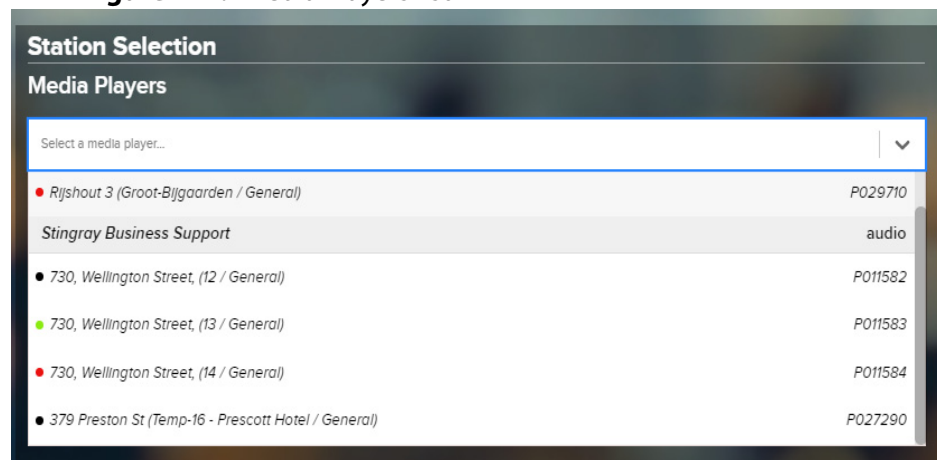
The dashboard's Station Selection area allows you to view a media player's connectivity status, the last 5 playouts, and to select a station.

### TASK

1. From the Station Selection area of the dashboard, select a device from the **Media Players** list.

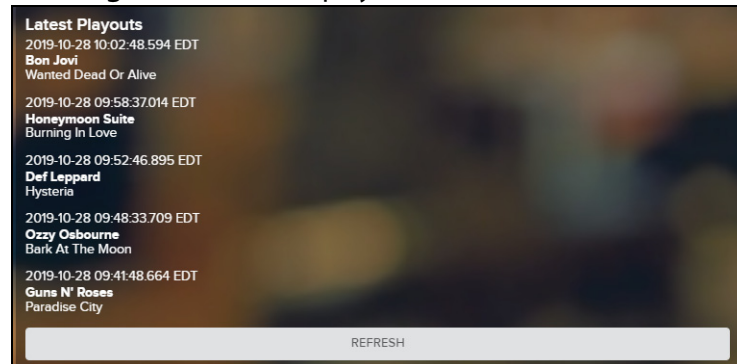
*STEP RESULT:* Your location's available media players appear (Figure 2-1) along with their connectivity status (Table 2-1) and last 5 playouts (Figure 2-2). To see the most up-to-date playouts, click **Refresh**.

**Figure 2-1:** Media Players list



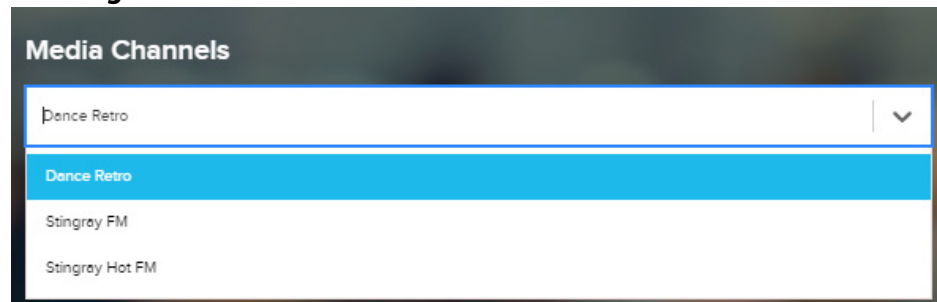
**Table 2-1:** Media player connectivity status

Connectivity Color	Status
● Green	Online
● Red	Offline
● Black	Never connected

**Figure 2-2:** Latest playouts

2. Select a channel to play from the **Media Channels** list.

*STEP RESULT:* The selected media player's station is updated and changes are reflected immediately.

**Figure 2-3:** Media Channels list



---

# A

## Contact Us

*If you have any questions, or require support for the SB Player or Management Interface, please contact us.*

## General Information

*Get in touch with us if you have any general questions regarding Stingray Business.*

Website:	<a href="http://business.stingray.com">http://business.stingray.com</a>
Telephone:	1-888-956-4652

## Troubleshooting and Support

*Get in touch if you require support for your SB player.*

Website:	<a href="http://business.stingray.com/customer-support">http://business.stingray.com/customer-support</a>
E-mail:	<a href="mailto:businesssupport@stingray.com">businesssupport@stingray.com</a>
Telephone:	1-888-685-2486