

Stingray Music for Business **Mobile App**

Best Practices

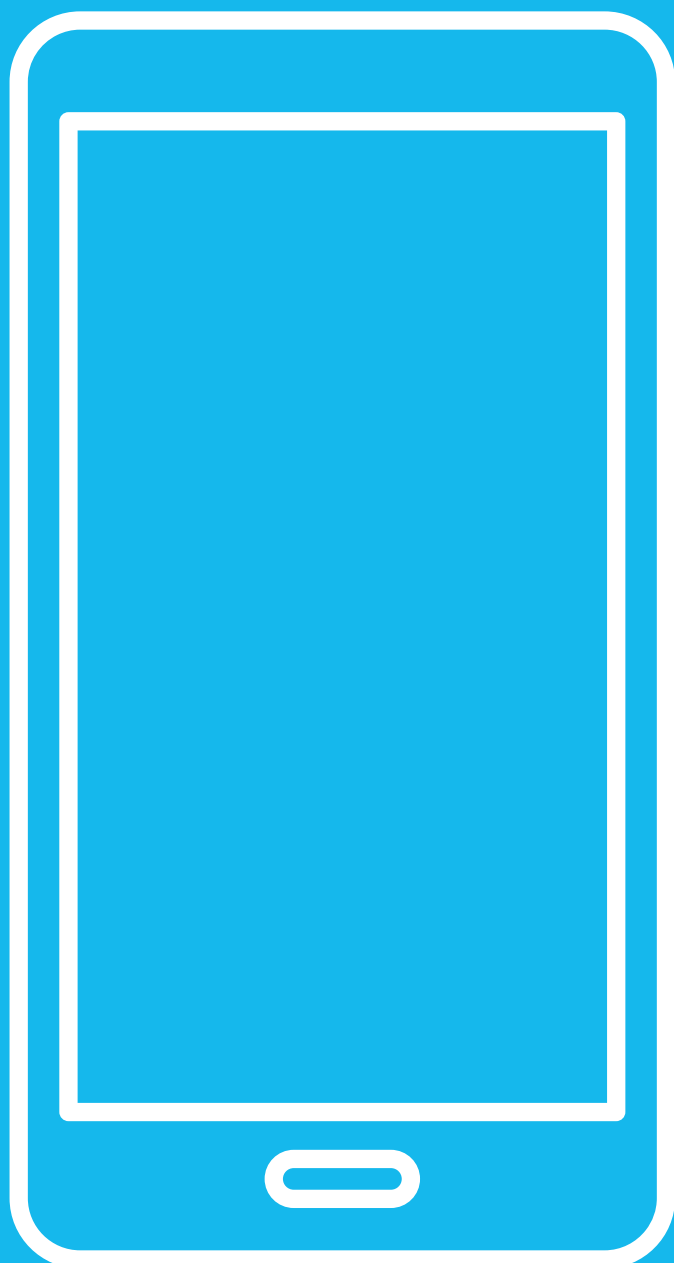


The Stingray Music for Business Mobile App is a turnkey solution for the management and broadcasting of music content. The app consists of linear programming which the user can customize from a mobile device.

The mobile app's account management settings are configured from a secure Web interface, the Stingray Business Management Interface, via the latest version of Chrome.

IMPORTANT

Using a Web browser other than Chrome may limit the Management Interface functionality and/or produce unpredictable results.



Changes to the music playback/programming can only be done via the Stingray Music for Business Mobile App from your mobile device. Only features related to the account management (i.e. address, billing information, password, etc.) are available via the Management Interface at **<https://cs.business.stingray.com>**.

All operating details are explained in the Stingray Music for Business Mobile App User Guide available in PDF format. The main app features are explained in online video tutorials. All documentation and tutorials can be accessed from the Management Interface.

NOTE

Before playing music, you must ensure that your mobile device is connected to the Internet and that your ISP data plan is suited for your usage (see below for more details). Stingray Business is not responsible for any data fees.



Network Connection

We recommend a minimal connection speed (bandwidth) based on the required audio quality :

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- **Normal: 96 Kbps**
 - **High: 160 Kbps**
 - **Maximum: 320 Kbps**
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Monthly average data usage may vary depending on the selected audio quality :

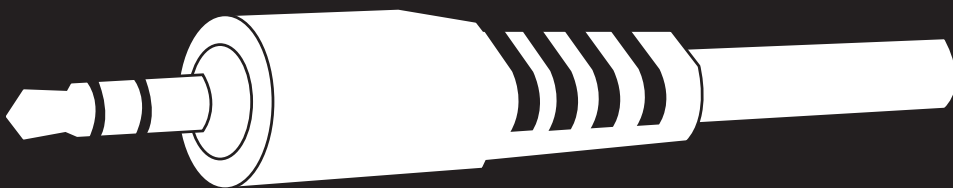
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- **Normal: 31,1 Go**
 - **High: 51,8 Go**
 - **Maximum: 103,7 Go**
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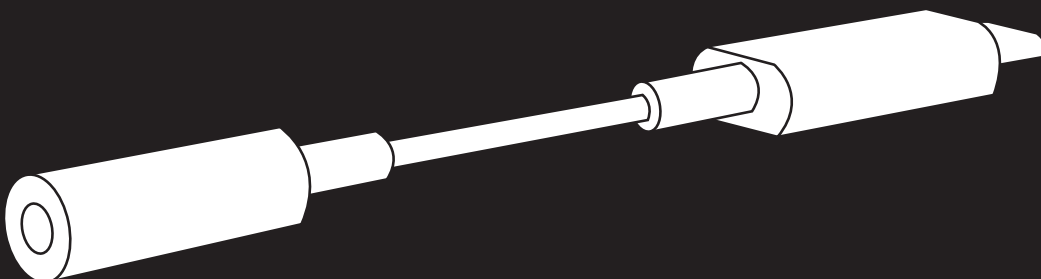
Audio Connection

A stereo audio cable must be placed between the amplifier and your mobile device. Since there are many mobile devices and connectors available, the following are the most commonly used :

- **3.5 mm**



- **USB Plug** (you will require an adapter)

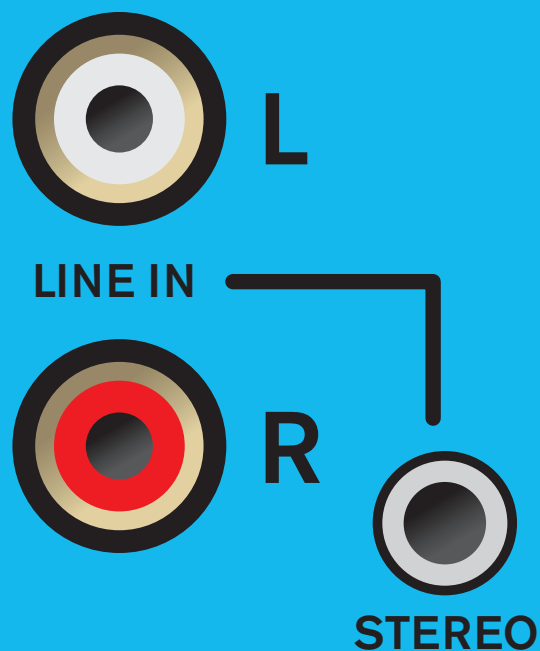


NOTE

If your mobile device's connection is not in the above list, you must refer to your device's documentation to find the required adapter.

Your Amplifier

- **3.5 mm plug**
 - **RCA plug (you will need an adapter)**
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IMPORTANT

To ensure the best audio quality, your device's volume should be at maximum and all volume adjustments should be made from the amplifier.

If you are not sure of the connector type for your mobile device or amplifier, please contact our technical support team at **1 (833) 229-9111 or by email at sbapp@stingray.com**. Our team will be happy to assist you.

It is recommended to keep your mobile device within a 5-meter radius of the amplifier to avoid any interference and signal attenuation.

Technical Support

Stingray Business Technical Support is available via email or by phone.

Email	sbapp@stingray.com
Phone	1 (833) 229-9111

Business Hours

Mon-Fri 8am to 8pm EST
Sat-Sun 9am to 5pm EST

NOTE

All calls and emails to assist clients in using the Stingray Music for Business Mobile App are included in your subscription.

General Recommendations

For your security and optimal experience, here are a few tips:

- It is recommended to use a mobile device such as a tablet or iPad as the music player.
Note : You should avoid using a mobile phone as the music player, as it may result in your in-store music being interrupted by an incoming call or text message.
- To avoid hearing notifications/alerts during playback, it is recommended to turn off all sounds except for multimedia sounds. To turn off sounds on a device :
 - Android: Go to Settings > Sound
 - iOS: Go to Settings > Sounds & Haptics
- The area you keep your mobile device should be at :
 - A temperature between 5°C and 35°C
 - A humidity level (free from moisture) between 20% and 80%
- It is recommended to keep your mobile device in a ventilated area to avoid overheating.
- Keep your mobile device away from :
 - Direct heat sources or other devices that radiate heat (amplifiers, compressors, decoders, etc.)
 - Speakers or other magnetic devices
 - Objects that may fall
 - Any liquids
 - Fine granular substances (sugar, powder, salt, etc.)
- Your mobile device should be easily accessible.
- Plug your mobile device to a power source to avoid shutdowns due to a low battery.

It is strongly recommended to use an uninterruptible power supply (UPS) to protect your in-store devices from a power surge which could lead to a service interruption.

Thank you for choosing [the Stingray Music
for Business Mobile App](#) as your in-store
music solution!

