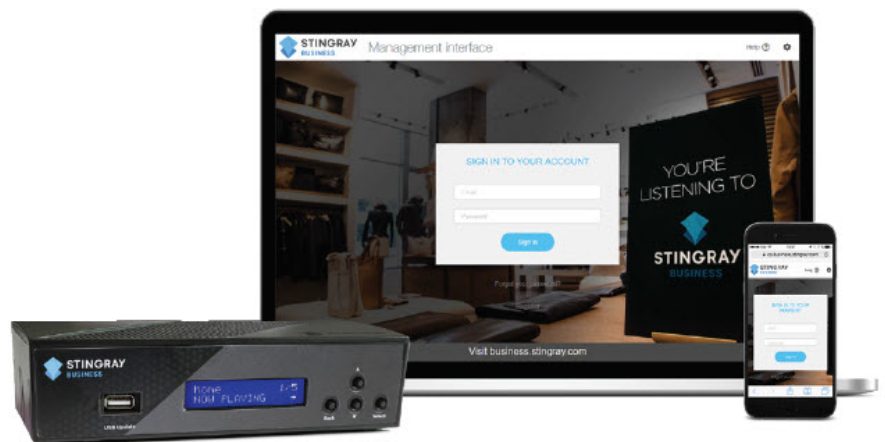


SB Player User's Guide

Setting In-Store Volume



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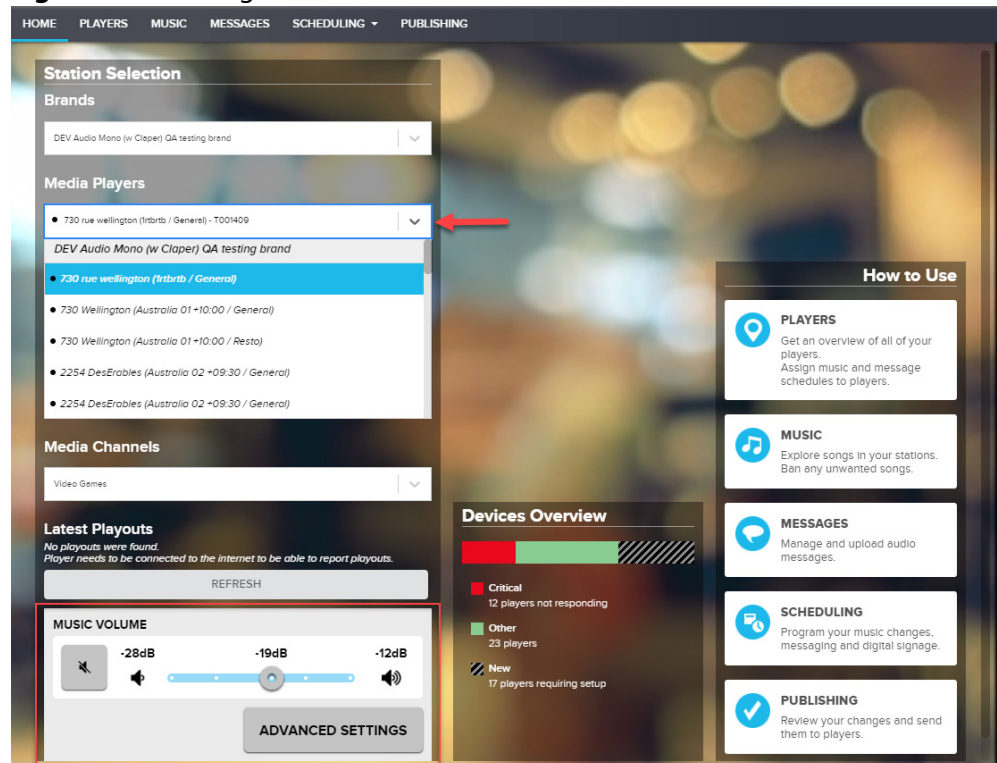
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Setting In-Store Volume

The Music Volume controller allows you to customize the overall volume for in-store music and messages.

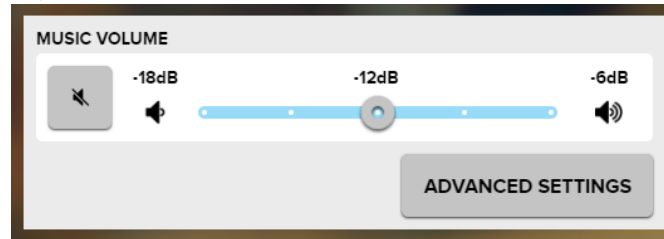
To set your in-store volume, from the Management Interface Dashboard, select a location/device from the Media Players drop-down list. The Music Volume controller appears.

Figure 1-1: Management Interface Dashboard



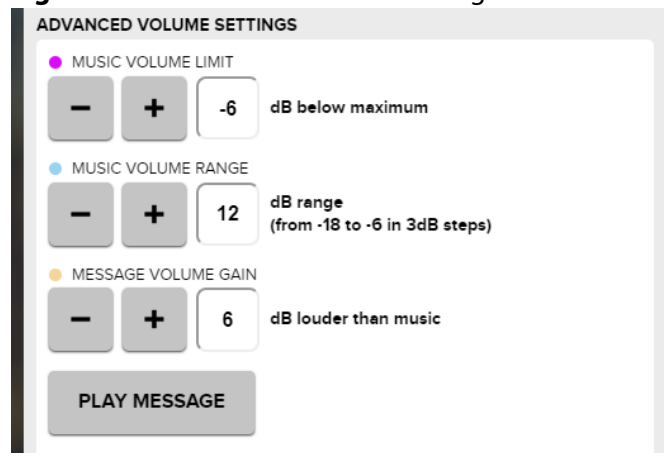
From the controller, you can adjust volume by dragging the volume slider¹.

Figure 1-2: Music Volume controller



If you have appropriate permissions, you can make additional volume configurations by clicking **Advanced Settings**. Figure 1-3 displays the Advanced Volume Settings options.

Figure 1-3: Advanced Volume Settings



As shown in Figure 1-3, the default settings are:

- Music Volume Limit: -6dB
- Music Volume Range: 12dB
- Message Volume Gain: 6dB

NOTE: When non-permitted actions are performed, warnings display in the Advanced Volume Settings screen along with recommendations.

1. Volume can be adjusted from within a defined range between -40dB (min) and 0dB (max). That is, it cannot be used to mute the music or for maximum loudness.

Table 1-1 lists features and common use cases for the Music Volume controller and Advanced Volume Settings.

Table 1-1: Using the Music Volume controller

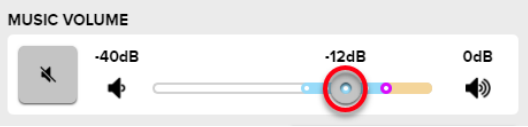



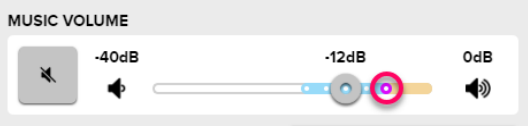




Action	Description
Adjusting volume	<p>To adjust the overall volume, drag the volume slider. The volume changes in steps. These steps can be modified under Music Volume Range section of Advanced Volume Settings.</p> 
Muting in-store music	<p>To mute in-store music, click Mute . The Music Volume controller grays out and all music and messages are silenced. To unmute in-store music and messages, click Unmute .</p>
Setting volume limit	<p>To set the upper volume limit, click Advanced Settings to open Advanced Volume Settings. Under Music Volume Limit, click +/- to decrease/increase the upper volume limit.</p>  <p>Volume limit is represented visually as a pink circle in the volume bar.</p> 
Setting volume range	<p>To set the volume range, click Advanced Settings to open Advanced Volume Settings. Under Music Volume Range, click +/- to decrease/increase the volume range.</p>  <p>Volume range is represented visually as a blue line in the volume bar.</p>  <p><i>NOTE: The volume steps, represented as white dots, change in relation to the volume range. Increasing/decreasing the range affects the lower volume limit and how quiet the overall volume can be turned down. Volume range does not affect the upper volume limit.</i></p>

Table 1-1: Using the Music Volume controller

Action	Description
Adjusting message volume gain	<p>To set the message volume gain in relation to the music, click Advanced Settings to open Advanced Volume Settings. Under Message Volume Gain, click -/+ to decrease/increase message volume.</p>  <p>The message volume gain is represented visually as a yellow line in the volume bar. The maximum allowed message gain is 9dB louder than music.</p>  <p>To test the message volume, click Play Message. This plays the message and interrupts the in-store music. Once complete, the regularly programmed music resumes.</p>

Setting Up Ideal Loudness

The following are recommendations for setting the ideal volume level for your business.

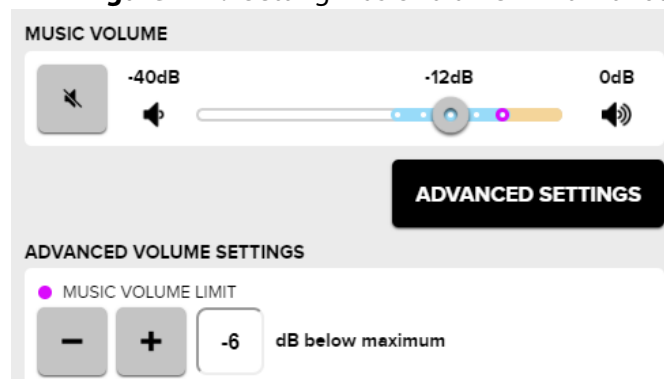
- 1) You should have the following and verify that everything is connected properly:

- Audio amplifier connected to your mobile device and audio speakers.
- A good Internet/WiFi connection.

NOTE: If you are not using an audio amplifier, or if it does not have a volume control, all modifications are made from the Music Volume controller.

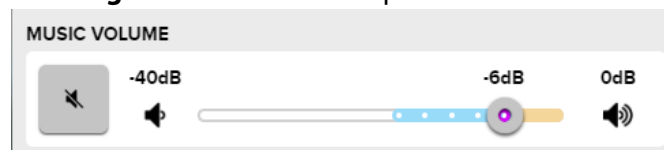
- 2) For the set up phase, it is recommended to reduce the volume on your audio amplifier to avoid damaging your speakers.
- 3) From Advanced Volume Settings, set Music Volume Limit to its maximum value. If you are including messages in the playout, it is good practice to set the volume limit to -6dB, allowing 6dB for message volume gain.

Figure 1-4: Setting Music Volume Limit with 6dB of space for messages



- 4) Drag the volume slider to its loudest position. This setting is recommended for peak traffic.

Figure 1-5: Peak traffic position



From your audio amplifier, increase the volume until you reach the desired music loudness for an optimal customer experience.

- 5) From the Music Volume controller, now drag the volume slider to its quietest setting and then adjust to achieve ideal loudness. This setting is recommended for low traffic.

Figure 1-6: Low traffic position

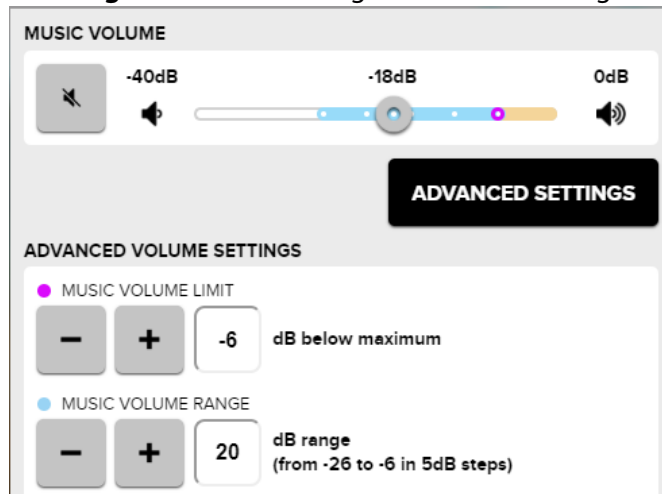


If the volume is too quiet or too loud, make the required adjustments in Music Volume Range.

Example1:

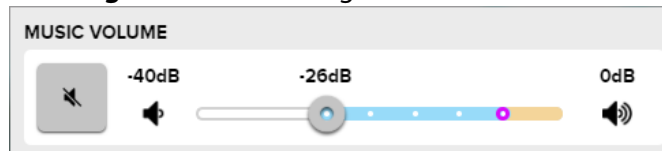
Figure 1-7 displays a situation where the default low traffic volume was too loud. To remedy this, the Music Volume Range is increased from the default setting of 12dB to 20dB.

Figure 1-7: Increasing Music Volume Range



As shown in Figure 1-8, we are now able to reduce the overall volume by an additional 8dB.

Figure 1-8: Lowering overall volume



- 6) From Advance Volume Settings, click **Play Message** to test the message volume. If required, make message volume adjustments in Message Volume Range.

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:	http://business.stingray.com
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Troubleshooting and Support

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

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