Player for Soundtrack Business

User Manual

How to connect Soundtrack Your Brand's music service to your Axis network audio system

When you connect your audio system to Soundtrack Your Brand, you can manage your music and volume settings from the Soundtrack Your Brand webpage.

Note

> Currently, you cannot use the Player for Soundtrack Business if your network connection uses a proxy server.

Prerequisites

- Download the latest firmware for your Axis devices from axis.com/audio

- Download the Player for Soundtrack Business application from axis.com/audio

- Download AXIS IP Utility from axis.com/support/downloads/axis-ip-utility

Prepare the hardware

1. Connect your Axis audio devices to the internet through Power over Ethernet (PoE).

2. Choose one of the devices to be the leader, and insert an SD card in the SD card slot.

Note

> We recommend AXIS Surveillance Card 64 GB. See *axis.com/products/storage/axis-surveillance-card-64-gb*

Set up your Axis network audio system

1. Start AXIS IP Utility to locate your devices on the network.

2. Double-click the device name to display the webpage of a device.

3. In the device's webpage, go to **System Options > Date & Time** and check that the date and time settings are correct.

4. In**Maintenance**, click **Choose file**, browse to the latest firmware file and click **Upgrade**.

5. Repeat steps 2-4 for all audio devices.

6. In the leader device's webpage, go to **Audio > System Settings > Available audio devices**.

7. Click **+** to add a device to your system.

8. Go to **Audio > Overview** and set the volume to max (0 dB).

Install the Player for Soundtrack Business application

1. In the leader device's webpage, go to **System Options > Storage > SD Card** and click **Format**.

2. Select **ext4** from the **File system** dropdown and click **OK** twice.

3. Go to **Applications > Overview**.

4. Click **Choose file**, browse to the Player for Soundtrack Business application file and click **Upload Package**.

5. Start the application.

6. Go to **Application > Player for Soundtrack Business** and click the link in the **Application Settings** section.

7. Copy the Device ID from the **About** section.

Connect to Soundtrack Your Brand

1. Create an account at *www.soundtrackyourbrand.com*

2. Go to **Locations** and add a zone.

3. Select **Hardware device** and enter the Device ID from the Player for Soundtrack Business application.

4. Click **Connect player**.

When you get a confirmation, you are ready to start using Soundtrack Your Brand's music service with your Axis network audio system.

Troubleshooting

This section contains a few tips on how to solve problems you may experience. Please contact Axis support if problems persist, or for any other questions regarding Axis devices or the Player for Soundtrack Business application.

To learn more about the Soundtrack Business subscription, go to *help.soundtrackbusiness.com*

Important

Please note that the device does not currently support the use of proxy servers.

The firewall needs to be configured according to this document: *https://help.soundtrackbusiness.com/hc/en-us/articles/115002592192-Firewall-settings*

Player _for_Soundtrack_Business_1_0 will only work with a properly mounted SD Card. Check under storage management if the SD card is working correctly.

To check if the application is running, see http://<device IP address>/app_params.shtml?app=sbplayer=34

Status overview

You can get a status overview and troubleshooting section that lists most settings at: *http://<device IP Address> /local/sbplayer/main.shtml#/*.

Status

Error message	Action
Sound is not playing	1. Ensure that the Soundtrack Business version does not show "no lib loaded" (see **Messages** below) . 2. Click "Troubleshoot" (see instructions below).
SD card is not connected	Ensure SD card is correctly inserted in the device and is formatted according to the installation instructions (ext4).

About

Message	Action
Waiting for device ID	Ensure connectivity and that the firewall is correctly configured.
No lib loaded	Ensure connectivity and that firewall is correctly configured.

Troubleshooting

See below for appropriate actions if any of these sections state "result: false".

Section	Action
IP address and connectivity	Ensure connectivity and that the firewall is correctly configured.
Connected to Soundtrack Your Brand services	Ensure connectivity and that the firewall is correctly configured.

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Paired to Soundzone	Use the device ID in Player for Soundtrack Business and enter it on your sound zone page on *business.soundtrackyourbrand.com.*
Active subscription	Activate your sound zone on *business.soundtrackyourbrand.com.*
Connected to content provider	Ensure connectivity and that the firewall is correctly configured.
Authenticated at content provider	Ensure connectivity and that the firewall is correctly configured.
Channel assigned	Add a soundtrack to your sound zone on *business.soundtrackyourbrand.com.*
Music scheduled	No music scheduled to play. Go to *business.soundtrackyourbrand.com* to schedule your music.
Collections Downloaded	Depending on your connection, it can take some time to download music.
Volume setting	Go to *business.soundtrackyourbrand.com* and ensure the volume is set higher than 0.