



# STINGRAY MUSIC MOBILE APP

## USER GUIDE

VERSION 1.0

# QUICK START GUIDE

1



- Download the Stingray Music mobile app from the App Store or Google Play, and then launch it.

2



- Sign up for a Stingray Music account or connect with Facebook.
- If the user already has a Stingray Music account, sign in instead.
- Follow the on-screen instructions.

3



- On this screen, the user should tap “Yes, continue with the free service” for complimentary access to the app.

Or

- The user may choose to subscribe to the premium version.
- In either case, the user should follow the remaining on-screen instructions.

# INITIAL – AT LAUNCH

## Three (3) ways to connect to app:



### 1. Connect Using Facebook

- At the title screen, tap “Connect using Facebook”.
- User logs into their Facebook account; this will log them into Stingray Music as well.
- If the user does not have a Facebook account, it is also possible to tap the “Create New Account” button on the Facebook login screen.

### 2. Sign Up (New Users)

- At the title screen, tap “Sign Up”.
- Next, the user submits an email address that will be associated with the Stingray Music account.
- User must give the account a password that is at least eight (8) characters long.
- The email address/password combination is needed to log into the application in the future.
- When done, tap “Create Account.”
- Follow the remaining on-screen instructions

### 3. Sign In (Returning Users)

- If the user already has an active account, tap “Sign In” on the title screen.
- Enter Stingray Music credentials (email address/password combination). The “Forgot Password” option is also available on this page.
- If “Forgot Password” is used, an email is sent to the user with instructions to reset the password

## Two (2) ways to access the app's music service:

### 1. Access the Complimentary Service Offered by TV Providers

Access to the app is free for those who already have a subscription to a TV provider that carries Stingray Music channels.

#### Authentication Process

After the user creates an account, or after they sign in for the first time (with or without Facebook), there are two ways to establish the link between the mobile app and their TV provider:

#### 1.1 By Way of Audio Signal – Procedure:

If the user is home, they will be able to authenticate the app over the airwaves using their TV for free access, without having to enter any codes.

1



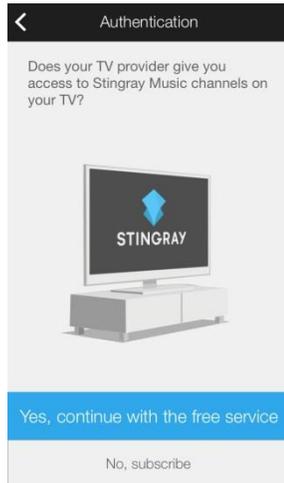
- First, turn on the TV.
- Second, launch the Stingray Music TV app.

2



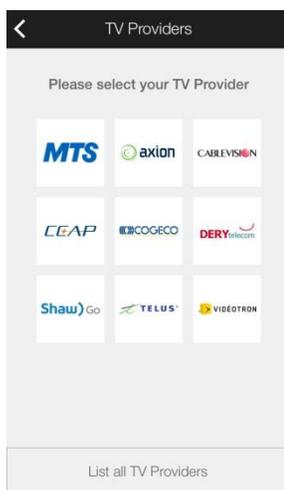
- On the mobile app's title screen, sign up for a free account or sign in.
- New users need to agree to the Terms of Use and Privacy Policy, and set communication settings.

3



- The user is then taken to the Authentication page.
- Tap “Yes, continue with the free service”.

4



- TV providers in the user’s region are presented in grid form.
- A complete list of TV providers that carry Stingray Music is available by tapping “List all TV providers” at the bottom of the screen.

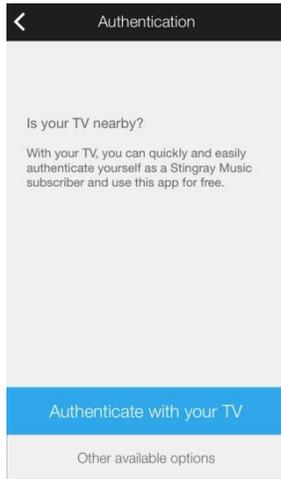
5



- “List All TV Providers” is sorted alphabetically. The user can narrow the list down by tapping on “Type to filter list” at the top of the screen, and then entering the first letters of their provider’s name. If the TV provider still cannot be found, jump to [“What if user’s provider isn’t on the ‘List All TV Providers’ page?”](#).

▪

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- After the user selects their TV provider, the app will ask them to confirm that their TV is nearby. If it is, they tap “Authenticate with your TV”.
- If the user does not have immediate access their TV, they may choose instead “Other available options” (in this case, jump to [“If Incapable Of Reading Audio Signal – Remind Me Later – Grace Period”](#))

7



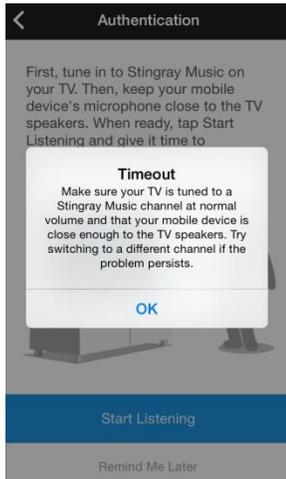
- Follow the directions displayed on this screen. When ready, tap “Start Listening”.

8



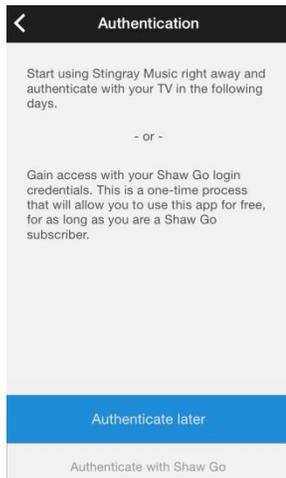
- The mobile device’s mic must be close the TV speakers and aimed directly at them.
- An image representing the user’s device is displayed within a target. The more this target is “filled in”, the more effectively the app will detect the audio signal.
- If there is no signal, ensure that the mic on mobile device is enabled or jump to [“If Incapable Of Reading Audio Signal – Authenticate Later – Grace Period”](#)

9



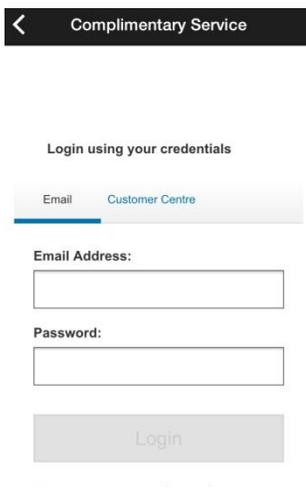
- If the device does not recognize the TV signal in time, a timeout message will pop up along with troubleshooting advice. The user may repeat the “listening in” operation as many times as they wish

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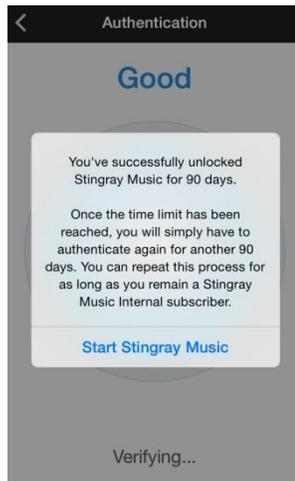


- If the TV’s audio signal is not recognized following the first attempt, the user may already select *Remind Me Later*, then select *Authenticate Later* on the following screen – they will be given a grace period of five (5) days to use the app while they attempt to complete the authentication...

11



- ..... or, they may authenticate their credentials on their TV provider’s website (if the provider has a login page set up to this effect).
- For more info on this step, jump to “[b. Alternate authentication method: by signing in on the service provider’s login page](#)”.



- When the app authentication is completed with the TV's audio signal, the Stingray Music mobile app is unlocked for 180 days.

### End of Complimentary Service - Renewal

**After 180 days** the complimentary use period will expire, if it has been authenticated with the TV's audio signal. A message will appear shortly after to inform the user of the expiration of the service, and they will no longer have access to the app until they renew their authentication.

When the user is informed that they need to renew their complimentary use period, one of the response buttons in the message alert is 'Extend Period', allowing them to initiate the authentication process by audio signal on-the-spot, without having to access their app's settings first.

To extend the complimentary service from the app's settings:

- After the complimentary use period runs out, tap Options (⚙️ icon found in the main menus of Channels and My Music sections)
- Choose Settings > Manage Account > Extend Period
- User will go through the authentication process by way of their TV's audio signal to extend their complimentary service.
- User may continue extending the complimentary service as many times as they wish, as long as they have a subscription with their TV provider.

If the user doesn't want to extend the complimentary use period by audio signal every 90 days, they should use the alternate method. Jump to "[b. Alternate authentication method: by signing in on the service provider's login page](#)"

## 1.2 Alternate authentication method: signing in on the TV provider's login page

If the TV provider has a login page set-up, the user may choose to authenticate by signing up once.\*

This is especially useful if:

- Authentication by audio signal is not supported by the TV provider.
- The device does not recognize the audio coming from the TV.
- User doesn't want to extend their complimentary use period by audio signal every 180 days.
- User is not always near their TV when they wish to authenticate.

1



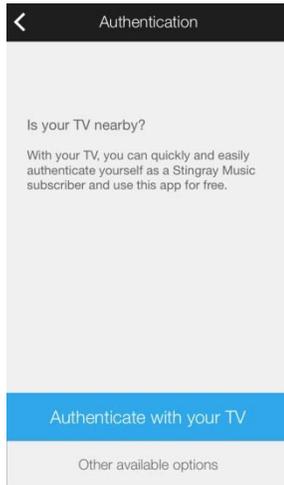
- After the user signs up and chooses “Yes, continue with the free service.”...

2



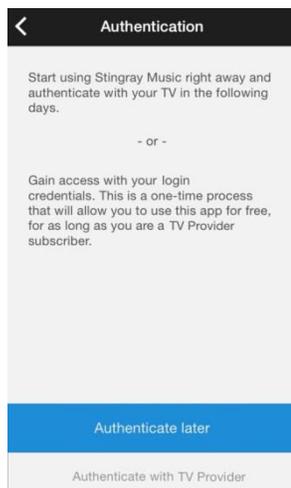
- ... they select their TV provider from the grid or from a more comprehensive list (by tapping on “List all TV Providers” at the bottom of this screen).

3



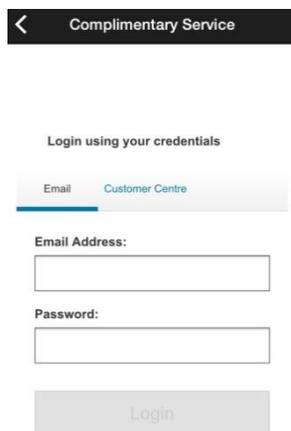
- When asked “Is your TV nearby?” choose “Other available options”.

4



- Choose “Authenticate with [Provider name]”.

5



- User is brought to their TV provider’s login page.
- They sign in with credentials supplied to them by their provider.

### Note Regarding Manual Authentication:

Once authenticated on the TV provider’s login page (as opposed to authentication via the TV), the user may continue using the Stingray Music mobile app for free without a time limit (no authentication renewal required), for as long as they have a subscription with their TV provider.

## Legal Documents

The End-User License Agreement and Privacy Policy can be found in the contextual Options menu that appears when tapping on the gear icon (  ).

### End-User License Agreement

By using the app, users are automatically bound to certain legal regulations.

### Privacy Policy

Users can consult this legal document regarding their privacy vis-à-vis their usage of the Stingray Music mobile app.

## ABOUT



Accessible from the contextual Options menu, the About box has useful information for contacting customer service.

Contents:

- Company logo & tagline
- Name of mobile app
- Copyright info
- Version number of the app
- Device ID

## Contact Us

**Contact Us**

Contact us by email:  
[musicsupport@stingray.com](mailto:musicsupport@stingray.com)

Or contact us by mail:

Stingray Digital International Limited  
83 Blackfriars Road  
London, SE1 8HA  
England

Stingray Music USA Inc.  
6420-A1 Rea Road, Suite 161,  
Charlotte, North Carolina  
28277 USA

Stingray Digital Group Inc.  
730 Wellington, Montreal,  
Quebec, Canada H3C 1T4

If you have questions about the privacy aspects of Stingray's products or services or would like to make a privacy complaint, please contact us by email: [privacy@stingray.com](mailto:privacy@stingray.com) or by mail at the addresses above.

For whom?

- Users who wish to contact us by email (by tapping on the email address at the top of the page, a new contact us form opens up)
- Three (3) addresses are listed for those who wish to contact us by regular mail
- For privacy concerns, tapping the email address at the bottom of the page opens up the default email app on the device

## Extra notes for using Contact Us by email form

**Contact Us** Send

Select Support Category

Your Name

userrific@stingray.com

- Tap Select Support Category – users are asked to select the topic of the email.  
*The form cannot be sent without it.*
- Entering a name is required in order to successfully send the form.
- For users who are signed in, the contact email is automatically entered.  
*Otherwise, a contact email address is required before the form can be sent.*
- Something must be written in the comments field in order for the support staff at Stingray Music to receive the form.