

TROUBLESHOOTING AN ONLINE CONNECTION FAILURE

Step 1.

- Is the front panel **POWER LIGHT** lit? (See picture below for location of **POWER LIGHT**.)
- If it's lit, skip to Step 2. If it's not lit, locate the **POWER SWITCH** on the back of the Retail Radio Player and verify that the switch is in the "**ON**" position. (See pictures below for switch location and "**ON**" position detail.)
- If the switch is in the "**ON**" position and the **POWER LIGHT** is still not lit, make sure that one end of the power cord is securely plugged into the Retail Radio Player and that the other end is plugged into a power outlet.
- Go to Step 2 if the **POWER LIGHT** is lit. If you have verified that the **POWER SWITCH** is in the "**ON**" position and the power cord is plugged in, but the **POWER LIGHT** is still not lit, call Retail Radio at 1-888-807-6863.



Power Switch



Power Switch in "ON" Position

Step 2.

- Make sure the **Network Cable** is securely plugged into the Retail Radio Player. (See pictures below.)
- Make sure the other end of the **Network Cable** is securely plugged into your switch or router.
- Once you have verified that the **Network Cable** is properly connected to both your Retail Radio Player and to your router, go to Step 3. If you are unable to trace the **Network Cable** or locate your router, call Retail Radio at 1-888-807-6863 for assistance.



Network Cable

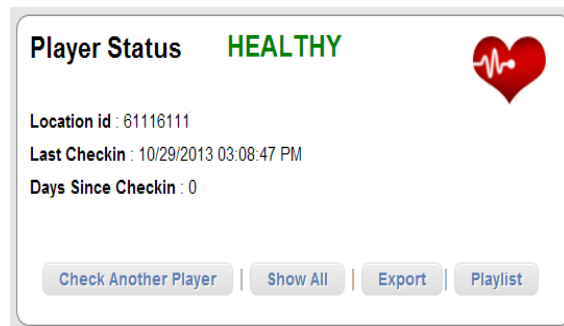
TROUBLESHOOTING AN ONLINE CONNECTION FAILURE (Cont.)

Step 3:

- Use the **POWER SWITCH** to turn the Retail Radio Player **OFF** for 10 seconds.
- After 10 seconds, turn the Retail Radio Player back **ON** and verify that the **POWER LIGHT** is lit. Your music should start playing within 10 minutes. If it does start playing, go to Step 4. If it doesn't, call Retail Radio at 1-888-807-6863 for assistance.

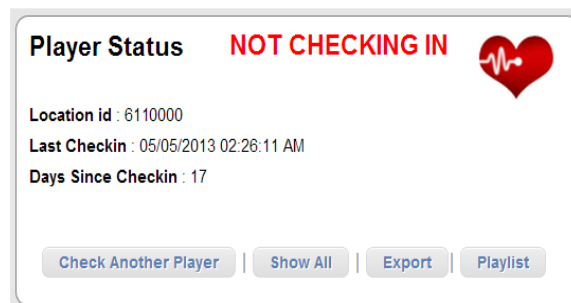
Step 4:

Once your music has started playing, check your player status by logging in to the GRRID and selecting your player's location. (Refresh the page if you were already logged in.) If the Retail Radio Player is checking in, you will see **"HEALTHY"** in the **"Player Status"** box (see below) and you are done. If you do not have access to the GRRID, go to Step 5 or call Retail Radio at 1-888-807-6863 for assistance.



The screenshot shows a rectangular box with a light gray border. At the top left, it says "Player Status" in black, followed by "HEALTHY" in green. To the right is a red heart icon with a white pulse line. Below this, it lists "Location id : 61116111", "Last Checkin : 10/29/2013 03:08:47 PM", and "Days Since Checkin : 0". At the bottom, there are four buttons: "Check Another Player", "Show All", "Export", and "Playlist", each in a light blue rounded rectangle.

If the player has not checked in, you will see **"NOT CHECKING IN"** in the **"Player Status"** box. If you do see that, call Retail Radio at 1-888-807-6863 for assistance.



The screenshot shows a rectangular box with a light gray border. At the top left, it says "Player Status" in black, followed by "NOT CHECKING IN" in red. To the right is a red heart icon with a white pulse line. Below this, it lists "Location id : 6110000", "Last Checkin : 05/05/2013 02:26:11 AM", and "Days Since Checkin : 17". At the bottom, there are four buttons: "Check Another Player", "Show All", "Export", and "Playlist", each in a light blue rounded rectangle.

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Step 5:

- a. Find the "Location ID" number label on the top of your player. (See below.)



- b. Click on this link checkin.retailradio.biz, or enter it in your computer, phone, or tablet browser address bar, and press **ENTER**.
- c. Enter the player's "Location ID" number, and then press **ENTER**.
- d. If you see the player has checked in recently, then it is connected and online.
- e. If it is not online or you don't have access to the Internet, call Retail Radio at 1-888-807-6863 for assistance.