

Date: Aug 11, 2020

Attn: Store Operators (SAFEWAY ONLY)

From: Shirley Morassutti-Horvat, Director Visual Presentation

Subject: Instructions for ISAN Player Return

As previously communicated, Instore Audio Network will no longer be your music/messaging provider as of 8/14/2020. Per the service agreement, **all ISAN units must be returned to the vendor** to remove intellectual property and dispose of the players appropriately.

The following steps will prepare you for returning your unit to ISAN:

1. Follow the disconnecting instructions as outlined in your Stingray Self-Install Guide

- ISAN has 4 general unit types, please identify your unit from the pictures below. USB stick will only be found on the smallest unit.



2. Place the Player, USB audio adapter, and the power adapter into an appropriate package for shipping.

- It is important that all items are returned; we recommend placing inside a bag/box that ensures all items remain together during transit

3. Place the consolidated items into your red mail tote, ship to:

**Rocky View Mailroom RSC 40
(Attention: Allan Young)**

- The RSC has a list of all locations that will be returning units & will mark you as complete upon receiving your shipment.
- They will proceed with returning the units in bulk to the vendor

4. You're all set! If you have not yet done so, proceed with installing & connecting your new SB3 Stingray player. Feel free to contact Stingray for support with your install if required:

Phone: 1-888-685-2486 (Mon-Fri 8am to 8pm / Sat-Sun 9am to 5pm EST)

Email: sobeys@stingray.com

Thank you!