

# **Safeway In-Store Radio Program Self-Install Guide**

**In Partnership with Stingray Business**



**August 2020**

## **Stingray/Safeway NEW In-Store Radio Program Self-Installation Guide SB3 Player with LTE Modem**

For further details on your new music solution, please visit:

<https://business.stingray.com/en/CA/sobeys> \*

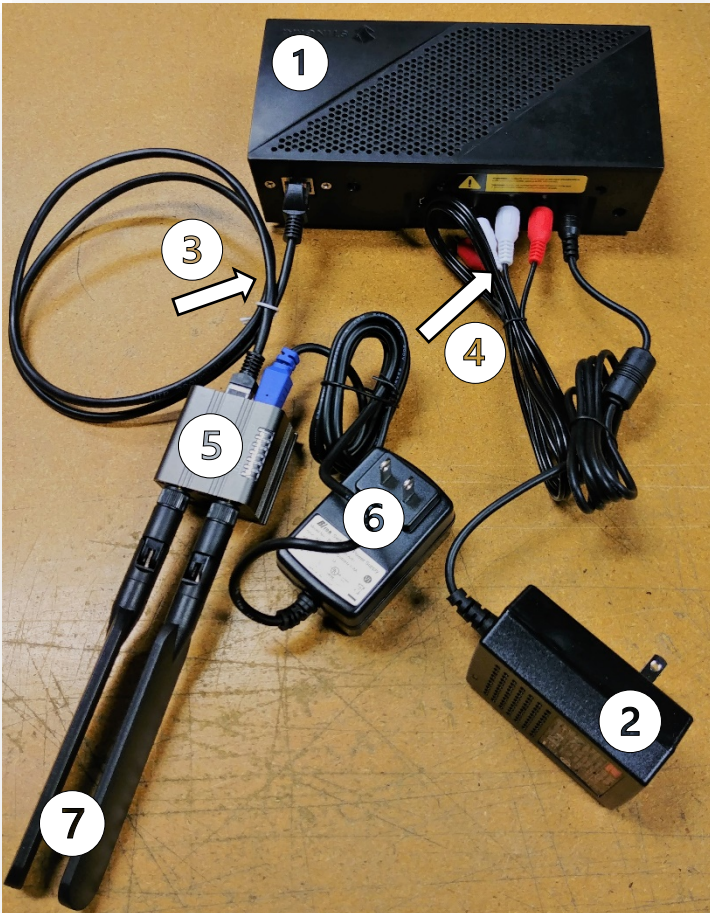
\*Please sure to click the SAFEWAY links once you land on the page, as your instructions differ from the other links available.

Thank you for your support as we transition your in-store radio program! We ask that you follow the enclosed instructions, and to not attempt any other setup than what is outlined in this document. This is to reduce labor, and ensure our warranty and coverage remain intact. **DO NOT TAMPER** with your devices if you experience issues; contact your Stingray support, indicated on the last page of this document.

Thank you,

Store Marketing Team

1. Please ensure you have the following seven (7) items in the box:



1. SB3 music player
2. SB3 power adapter
3. Network cable
4. RCA audio cable (white & red) \*
5. LTE cube
6. Power adapter for LTE cube
7. Antennas (2x) for LTE cube

*\*we will not be utilizing these cables for this install; please set them aside as spare/back-up.*

2. Please be sure to only use the power adapters (*items 2 & 6*) provided to you in the box to set up your music player. These power adapters are certified to be used with the SB3 and LTE cube.

3. Please locate **your current in-store music player**, which should resemble one of the following devices:



4. Once you have identified your existing music source, start your **new music player set up next to your old music player**.

### **Setting Up LTE Cube (Modem)**

5. Take the LTE cube, the two antennas, the LTE cube power adapter, the network cable, and the SB3 music player and place them next to your old music player. **(figure A)**.



6. Connect both antennas (**figure B**) by twisting them into place.



7. Take the LTE cube power adapter and plug the two-pronged end into an available power outlet, then plug the other end into the power port on the LTE cube (**figure C**).

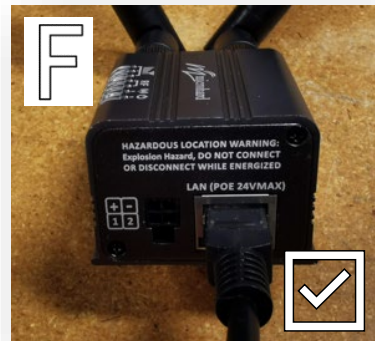
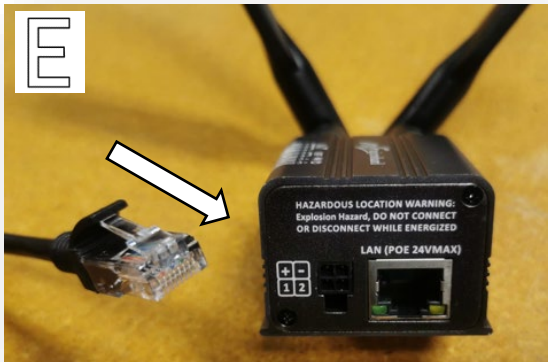




8. Once both ends have been successfully plugged in, a blue LED will light up on the LTE cube (**figure D**). Please note that it may take several moments for the blue light to turn on.



9. Next, take the network cable provided (**figure E**) and plug one end into the LTE cube's network jack (**figure F**).



10. Now take the other end of the network cable and plug it into the network jack on your SB3 music player (*figure G*).



### Setting Up Audio (SB3 Player)

Before setting up the audio, please set aside the RCA cables (*item 4 on page 3*) provided in the SB3 box; **you should be making use of the RCA/3.5 mm cable(s) already connected to the back of your old music player.**

11. Take the SB3 power adapter and:
- Plug the two-pronged end into an available power outlet,
  - then plug the other end into the power port on the SB3 music player (*figure H*).



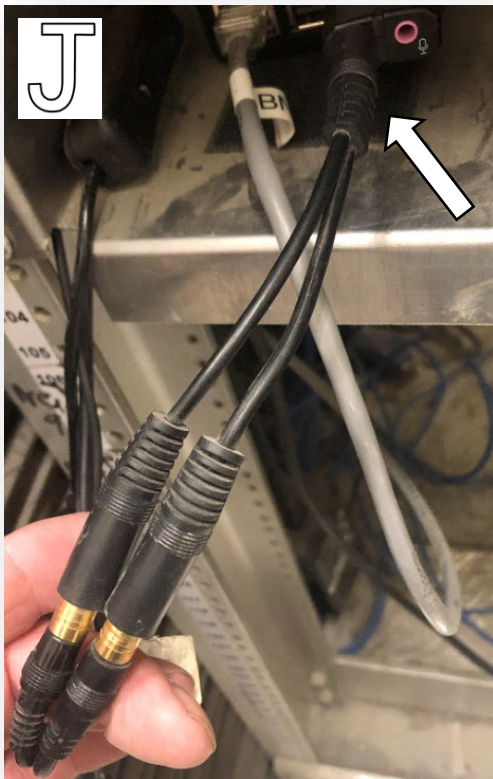
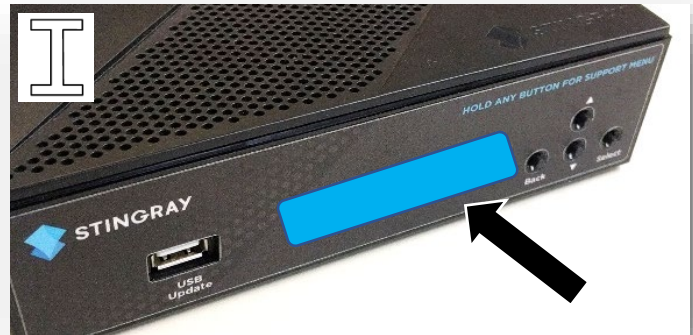
12. The LCD screen on the SB3 player should light up **(figure I)** to indicate that the player has been plugged in properly.

13. Now find the audio RCA/3.5 mm cable(s)\* connected to the back of your old music player **(figure J)**.

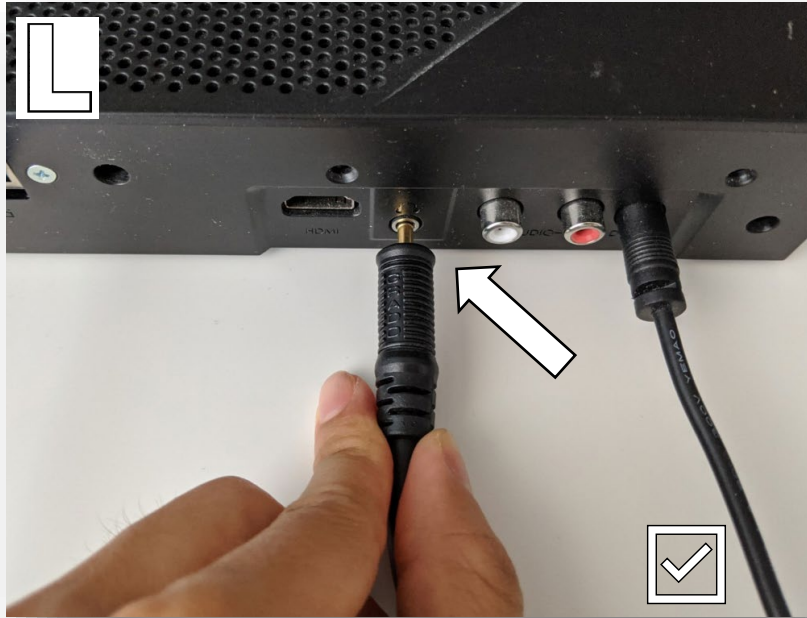
14. Disconnect the RCA/3.5 mm cable(s) from the back of the old player **(figure K)** then plug that same cable(s) into the back of your new SB3 music player **(figure L)**.


**Please DO NOT touch the end of the RCA/3.5 mm cable(s) plugged into your amplifier; you are only working with the end plugged into your music player.**

Please note that it is normal to hear sound distortion for a moment while transferring these cables.







If the three (3) LED lights under the  symbol on the lefthand side of your LTE cube (*item 5 on page 3*) are not lit up in **green**, please reboot the LTE cube by unplugging its power adapter from the power outlet (*step 7, figure C on page 5*), waiting 10 seconds, and then plugging it back in.

**For information on the disposal of your old music player, please visit: <https://business.stingray.com/en/CA/sobeys> \***

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## SAFETY INSTRUCTIONS

The SB3 player is designed to be placed horizontally, embossed side up. Other positions may cause problems with air flow and shorten the lifespan of your music player.

### **Tips for ensuring the longevity of your player:**

- Place SB3 in a clean, well-ventilated area
- DO NOT STACK items on or against your player
- Do not touch or remove antennas (*item 7 on page 3*) from the LTE cube
- Ensure all cabling is routed properly and safely
- Keep your SB3 plugged into a properly grounded, always-on AC electrical outlet
- **Your player MUST always remain powered on**

## **Congratulations! Your music should start playing momentarily.**

If you do not hear music playing in your store within 15 minutes, please review all steps from this manual.

If you continue to have technical issues, please contact our Technical Support Team at [sobeys@stingray.com](mailto:sobeys@stingray.com) or 1-888-685-2486 from Mon-Fri 8am to 8pm / Sat-Sun 9am to 5pm EST, and we will get back to you within three (3) business hours.

**Frequently Asked Questions:** <https://business.stingray.com/en/CA/faq/music/sb3>

We'd love to hear from you - if you feel like it!

How did the installation go?

**Text "SB3INSTALL" to 20200**

▼ OR SCAN HERE ▼



Or, visit [www.tellus-now.com/sobeysinstall](http://www.tellus-now.com/sobeysinstall)

As a thank you we will send you a **30-day promo code**  
for our **Stingray Music App**.

