LIFE'S
ON YOU.
MUSIC'S
ON US.

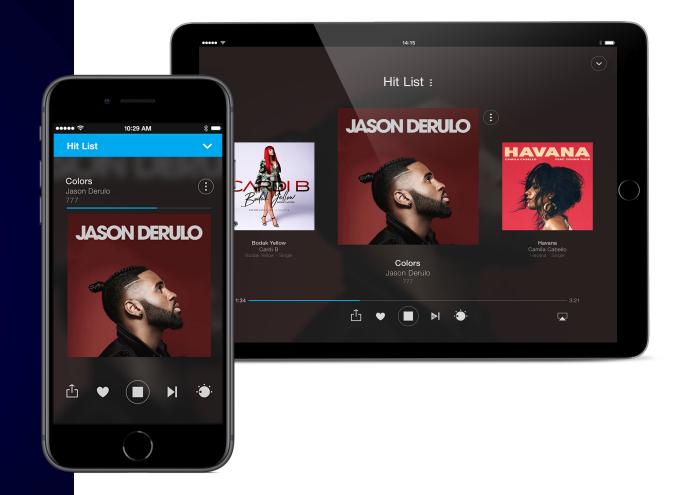
MOBILE APP USER GUIDE





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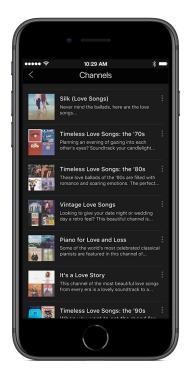
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MOBILE APP

Enjoy the best free music streaming experience on the go









Create a Stingray account to connect your profile, favorites, and preferences seamlessly across all Stingray Music platforms — on your smartphone, your tablet, the web, and the interactive TV app.* You'll enjoy the same great channel lineup on all your devices.



* Made available by some pay TV providers only.

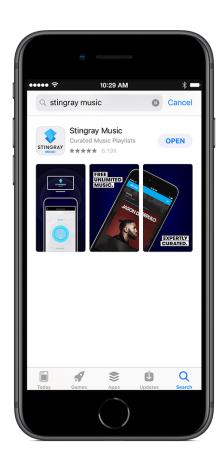
GET STARTED

Download and sign up









DOWNLOAD

Download and install the Stingray Music mobile app on your smartphone or tablet.



Sign up for Stingray Music by creating a Stingray account using your email address, or connect with Facebook. Follow the instructions.

WHY DO I NEED A STINGRAY ACCOUNT?

Your Stingray account allows you to connect your profile, favourites and preferences seamlessly across all Stingray Music platforms — on your smartphone, your tablet, the web and the interactive TV app (where available).



GET STARTED

Authenticate with Stingray Music



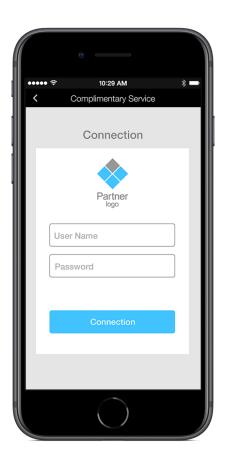


AUTHENTICATE USING AUDIO RECOGNITION

The Stingray Music mobile app uses audio recognition technology to authenticate you so there is no need to enter codes.

If you are home, you may authenticate the app with the audio signal from a Stingray Music channel on your TV.

Authentication through audio recognition is required every 180 days (6 months).



AUTHENTICATE WITH YOUR SERVICE PROVIDER'S LOG-IN CREDENTIALS

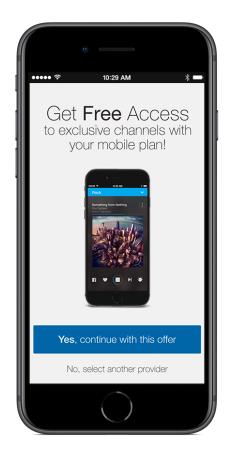
Some service providers offer online account management and the capability to authenticate Stingray Music using your credentials.

You will be granted free and unlimited access to the Stingray Music mobile app as long as you have a subscription with your service provider. Tap **Yes, continue with the free service** and follow the instructions.

GET STARTED

Authenticate with Stingray Music





AUTENTICATE AUTOMATICALLY THROUGH SIM CARD DETECTION

In some cases, the Stingray Music mobile app uses SIM card detection to authenticate mobile subscribers so there is no need to enter codes.

Using this method, you will be granted free and unlimited access to the Stingray Music mobile app as long as you have a subscription with your service provider.

Tap Yes, continue with this offer.



AUTHENTICATE WITH OR OR PIN CODE

Some TV apps offer the possibility of pairing your mobile devices by using a QR or pin code. These codes are under the "Settings" menu on the Stingray Music TV app.

You will be granted free and unlimited access to the Stingray Music mobile app as long as you have a subscription to your service provider. Follow the instructions on the Stingray Music mobile app after choosing your provider.

Browse and play channels



HERO BANNERS --

Explore partner promotions, special programming, channel lineups, and blog content.

MOST POPULAR, NEW RELEASES AND TV LINEUP

Browse the most popular channels, new releases, and your TV Lineup.



FILTER'

Combine filters and explore our curated music channels.

SEARCH

Search by channel, artist name, or by filters.

+ More

RECOMMENDATIONS

Get personalized recommendations based on your listening history.

MY HISTORY

Access the channels you recently listened to.

MY PREFERENCES

Browse through all the tracks and artists that you've liked, and keep track of the ones you've blocked.

BROWSE ALL*

Explore thousands of channels in over 100 genres by combining up to three (3) filters in the Activity, Mood, Theme, Genre, and Era categories.

MY CHANNELS

Find the music channels you've added as favorites.

- Filters are not available in all regions.
- Categories and stations are subject to change depending on the region

Browse and play channels



BROWSE AND PLAY CHANNELS

Browse channels and select a genre, or browse filtered channels, new releases, and recommendations. Tap to play a channel.

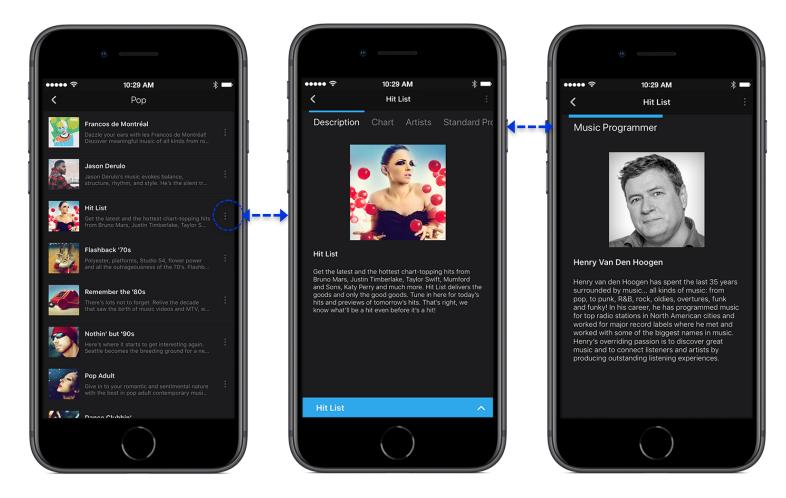


ACCESS EXTRA OPTIONS

Click the Menu icon to access extra channel information.

More about channels





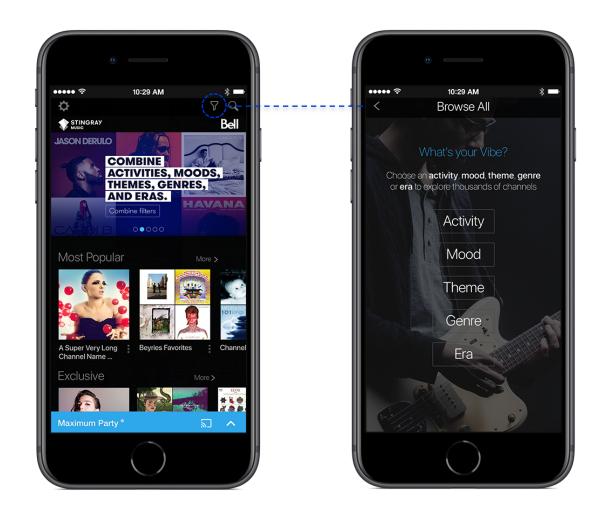
ACCESS CHANNEL INFORMATION

Click any channel's Menu icon to access additional information:

- **Description**: short description of the channel.
- Music Programmer: music programmer bio.
- Chart: channel's most popular tracks.
- Artists: list of the channel's featured artists.
- Related channels: list of related channels you may also like.

Filter channels





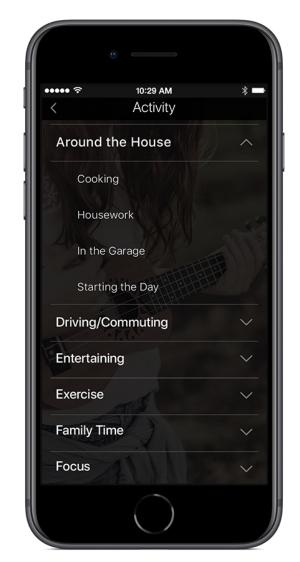
FIND THE PERFECT MUSIC FOR EVERY OCCASION*

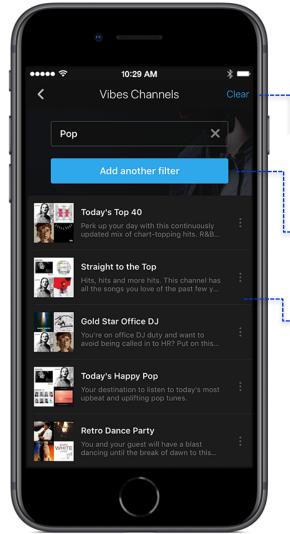
Combine up to three (3) filters in the Activity, Mood, Theme, Genre, or Era categories for a listening experience that's uniquely yours.

* Not available in all regions.

Add and combine filters







L---- CLEAR FILTERS

At any time, you can remove or add a filter to refine your search.

COMBINE FILTERS

Combine up to three filters.

FILTER RESULTS

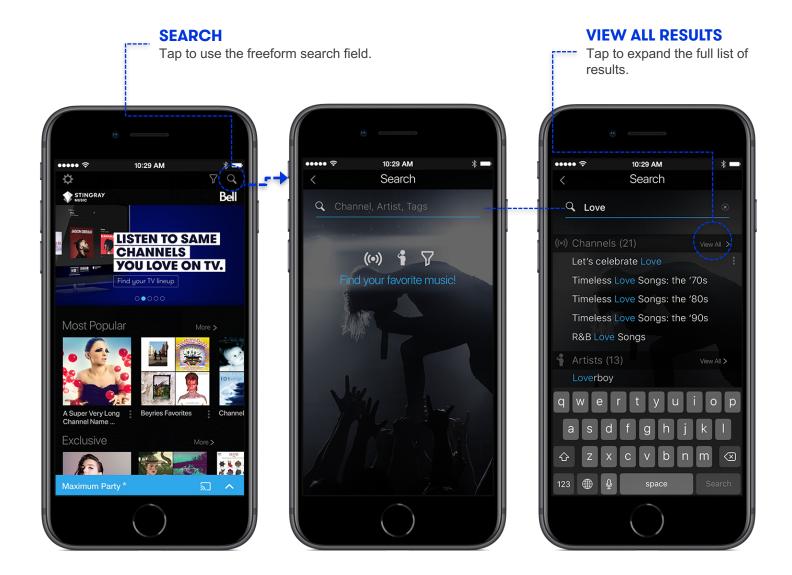
Choose from a selection of corresponding channels.

YOU MAY ALSO LIKE

Explore additional suggestions of channels you may also like.

Search





RESULTS

Results are culled from your pay TV provider's **channel lineup**, **artists** featured on Stingray Music channels, and **filters**.*

^{*} Filters are not available in all regions.

Recommendations: another great way to discover new music!





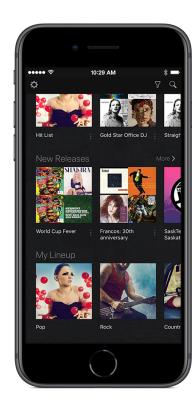
TV LINEUP

Browse the channels of your TV Lineup.



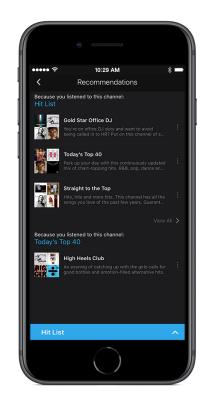
MOST POPULAR

Browse the channels most popular with Stingray Music listeners.



NEW RELEASES*

Check out our new channel releases.



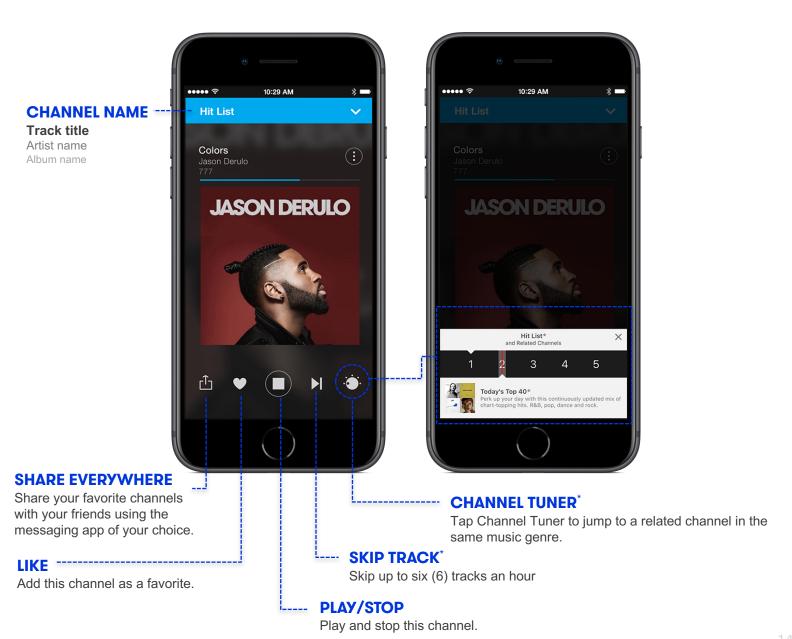
RECOMMENDATIONS*

Browse through channel recommendations based on the music you listen to and have added to your favorite.

* Not available in all regions.

Player controls and other features





* Not available in all regions.

Player controls and other features

Tap to access the Channel Info,

CHANNEL

Add to My Channels, and Share Channel on Facebook features.

TRACK

Tap to like or block the track, or view it in iTunes or Google Play.

ARTIST

Tap to like or block the artist, or view this artist in iTunes or Google Play.

SLEEP TIMER

Tap to set a sleep timer for this channel.

COLLAPSE AND EXPAND

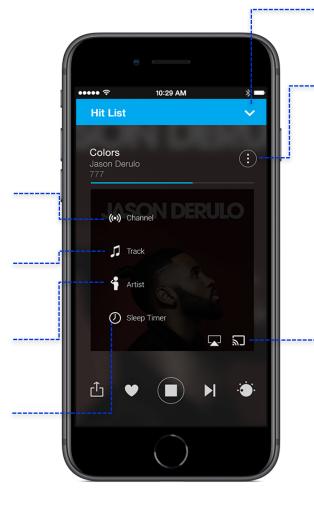
Tap to collapse the player or expand it into full screen mode.

MENU

Tap to access additional channel options.



Tap to cast your music over Apple AirPlay, Chromecast or Chromecast Audio. When this feature is activated, the icons turn blue.



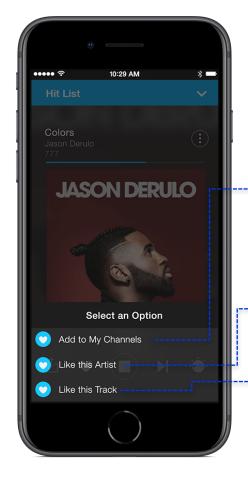


Song Options





Tap to access the Option menu



- ADD TO MY CHANNELS

Add the currently playing channel to the list of your favorites for quick access.

-- LIKE THIS ARTIST

Like an artist to influence the channel's programming and personalized recommendations.

- LIKE THIS TRACK

Like an artist to influence the channel's programming and personalized recommendations.

Other ways to enjoy Stingray Music





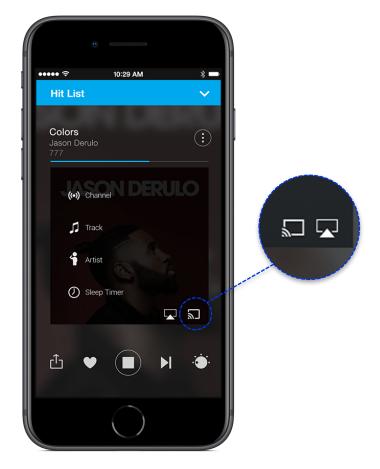


LISTEN USING AIRPLAY, CHROMECAST OR CHROMECAST AUDIO

Cast your favorite Stingray Music channels onto your TV or speakers using AirPlay, Chromecast or Chromecast Audio.

You must first install and configure your Apple TV, Chromecast or Chromecast Audio. Please refer to apple.com or google.com for instructions.





Other ways of enjoying Stingray Music

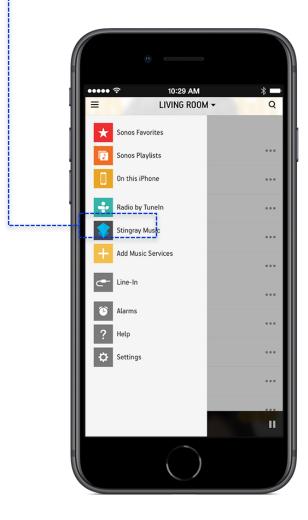
SONOS



FILL YOUR HOME WITH STINGRAY MUSIC

Add Stingray Music to your Sonos music services and enjoy your favorite music channels in high fidelity audio throughout your home.

For more information about Sonos, please visit sonos.com.





Other ways of enjoying Stingray Music

androidauto



ENJOY YOUR FAVOURITE CHANNELS IN THE CAR

Browse Stingray Music channels safely while driving with Android Auto™.

To get started, connect your Android-powered device to your Android Auto-enabled vehicle. Stingray Music will instantly connect to your dashboard and in-car audio system.



BROWSE, SELECT, AND PLAY A CHANNEL

Browse through your channel selection from your phone.

Other ways of enjoying Stingray Music



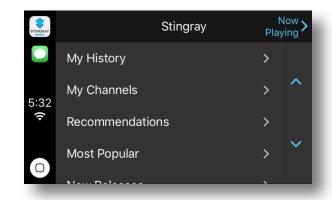


ENJOY YOUR FAVORITE CHANNELS IN THE CAR

Browse Stingray Music channels safely while driving with Apple CarPlay.

To get started, connect your iPhone to your Apple CarPlay-enabled vehicle. Stingray Music will instantly connect to your dashboard and in-car audio system.







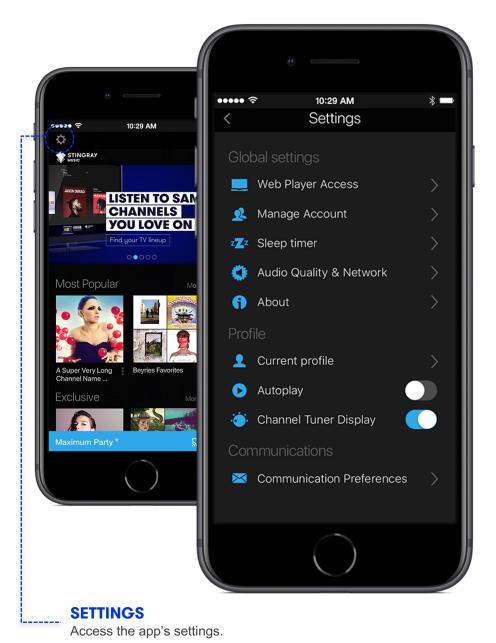
BROWSE, SELECT, AND PLAY A CHANNEL

Browse through your channel selection from your phone.

ACCOUNT AND SETTINGS

Access and change the app's settings





WEB PLAYER ACCESS

Access the scanner that will log you in to the web player.

MANAGE ACCOUNT

Find information on the days left until you need to reauthenticate your service provider and your email address. You can also log out of your account.

SLEEP TIMER AND ALARM

Set a timer on a channel to stop it after a period of time. Android users can also set their alarm sound to launch a Stingray Music channel.

AUDIO QUALITY AND NETWORK

Use **WiFi Only** to limit the app to work only if it's connected to a WiFi network, and set your preferred audio quality setting (96/160/320 Kbps) over WiFi and cellular networks.

ABOUT

Access your app's version and view Stingray's End-User Licence Agreement and Privacy Policy.

PROFILE OPTIONS

You can create up to eight (8) profiles when sharing the same device with multiple users. Each profile has its own favorites and listening history.

AUTOPLAY

Turn this feature on so the next time the app is launched, the last channel you were listening to will play.

COMMUNICATION

Set your Stingray Music email communications preferences.

ICONS













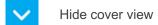
Stop

Share on Facebook





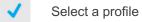




((•)) Channel































* Custom channel with Custom Program ON

Custom channel with Custom Program OFF

TROUBLE-SHOOTING AND SUPPORT



WHY CAN'T MY MOBILE DEVICE READ THE AUDIO SIGNAL?

If your mobile device does not recognize the Stingray Music channel streaming from your TV or if you are not near your TV, you may need to authenticate later.

- Tap Other Available Options.
- 2. Tap **Authenticate Later**. You are then given a grace period of five days. You will need to authenticate after the grace period.

HOW MANY DAYS ARE LEFT IN MY GRACE PERIOD?

- 1. Tap on Settings. This displays the Settings screen.
- 2. Tap Manage Account. This displays the days remaining in your grace period on the Account screen.

MY GRACE PERIOD ENDED. WHAT SHOULD I DO?

At the end of the five-day grace period, you can no longer use the Stingray Music mobile app until the authentication with your TV provider is completed, or until you decide to purchase a recurring subscription (monthly or yearly).

MY TV PROVIDER IS NOT LISTEN ON THE "ALL TV PROVIDERS" SCREEN. WHAT SHOULD I DO?

If your TV provider is not listed among all TV providers, please send a request to Stingray customer service.

- 1. On the All TV Providers screen, tap My TV provider is not listed.
- 2. Enter the name of your TV provider in the Your TV provider field.
- 3. Tap Continue to display an email template. You may add additional information.
- 4. Tap Send. When your TV provider starts offering Stingray Music, a customer service representative will inform you by email.

STINGRAY MUSIC SUPPORT

To reach Stingray Music customer support, please email us at musicsupport@stingray.com.