

Dynamic Media

PlayerOne Troubleshooting



| Symptom | Cause | How to Resolve It |
|-------------------------------------|---|---|
| Player displays E 01 error message. | Your network's security/firewall settings are preventing it from connecting to the internet in a way that plays the music stably. | Please whitelist the following domains on your firewall or web filter (if used): <ul style="list-style-type: none"> • *.SoundtrackYourBrand.com • *. DynamicMediaMusic.com |
| Player displays E 02 error message. | Your network's security/firewall settings are preventing it from connecting to the internet in a way that plays the music stably. | Please whitelist the following domain on your firewall or web filter (if used): <ul style="list-style-type: none"> • *.SoundtrackYourBrand.com |
| Player displays E 03 error message. | Your network's security/firewall settings are preventing it from connecting to the internet in a way that plays the music stably. | Please whitelist the following domain on your firewall or web filter (if used): <ul style="list-style-type: none"> • *. DynamicMediaMusic.com |
| Player displays E 04 error message. | Player isn't checking in properly with Soundtrack Your Brand portal. | Contact Dynamic Media for further assistance. |
| Player displays E 05 error message. | Player isn't paired to a sound zone with an active subscription. | Log into business.soundtrackyourbrand.com and ensure your sound zone is active and that the player's device ID is paired to that sound zone. |
| Player displays E 06 error message. | Playback on music stream stopped. | Try rebooting the player and if this does resolve the issue, please contact Dynamic Media for further assistance. |
| Player displays E 07 error message. | No music schedule found. | Please create a music schedule for your player on the soundtrackyourbrand.com website. If the problem still persists, please contact Dynamic Media. Visit help.soundtrackyourbrand.com for instructions on creating a music schedule. |

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| Player displays E 51 error message. | Format of network.json file is incorrect. | Visit the Dynamic Media PlayerOne site and browse to the network setup link to download a properly configured file if you're using a usb drive to provide network configuration for the player. |
| Player displays E 52 error message. | Format of wifi.json file is incorrect. | Visit the Dynamic Media PlayerOne site and browse to the network setup link to download a properly configured file if you're using a usb drive to provide network configuration for the player. |
| Player displays E 53 error message. | Format of ntp.json file is incorrect. | Visit the Dynamic Media PlayerOne site and browse to the network setup link to download a properly configured file if you're using a usb drive to provide network configuration for the player. |
| Player displays E 55 error message. | Player cannot connect to Wi-Fi network. | Please check the password you're using to connect to the Wi-Fi network. |
| Player displays PLAY message but not audio can be heard. | Player is working normally. | Check your audio cable connections and configuration of the device you're connecting the player to and ensure all items are set up accurately. |