

Problem	Cause	How to Resolve It
Player displays E01, E02, or E03	<p>The PlayerOne is unable to connect to the internet. The most common reasons are that access to outbound traffic is blocked by a firewall, web filter, or other network security device, or the necessary ports are not open.</p> <p>For the player to function properly, it needs to communicate through a specific set of ports, which must be configured to allow outbound traffic.</p>	<ol style="list-style-type: none"> 1. Ensure the player is properly connected to the network via Ethernet cable or is correctly configured on the Wi-Fi network. 2. Verify that all connections are tightly secured. 3. Configure your network's firewall and security devices to allow unrestricted outbound traffic. 4. Verify that the following ports are open for outbound traffic: <ul style="list-style-type: none"> • Port 80 (TCP) – HTTP • Port 443 (TCP) – HTTPS • Port 53 (UDP/TCP) – DNS • Port 123 (UDP) – NTP
Player displays LOAD	<p>The player is currently updating software. This process could take 5 to 15 minutes depending on your network and internet bandwidth.</p> <p>If the player is stuck on the LOAD screen for over 15 minutes, it may not have proper internet access.</p>	<p>If the player is stuck on the LOAD screen for over 15 minutes:</p> <ol style="list-style-type: none"> 1. Ensure the player has full outbound internet access (refer to network access requirements and port settings directly above), then power-cycle/reboot the player. 2. If the issue persists, factory-reset the player and reconnect it to the internet. See the front side of this document for factory reset instructions.
Player displays PLAY but no audio can be heard	<p>The player is connected to the network and streaming music, but the issue is likely with the audio system or volume settings.</p>	<ol style="list-style-type: none"> 1. Verify that all audio cables are securely connected, the audio system is powered on, and the correct input is selected. 2. Ensure the volume on the audio system is turned up. 3. If the audio system is functioning properly but there's still no sound, log into the Soundtrack portal at business.soundtrackyourbrand.com, select your location, and check that the volume slider is adjusted appropriately. 4. If you still don't hear music, try connecting headphones to the AV port on the player to check if it's outputting music. 5. If the issue persists, contact Dynamic Media for further assistance.
Player displays PAUS (Pause)	<p>The music has been manually paused either from the Soundtrack portal or the Soundtrack Remote app, or the player has overhead messaging enabled, indicating that a message is currently playing.</p>	<ol style="list-style-type: none"> 1. Restart the music by pressing Play in the Soundtrack portal or through the Soundtrack Remote app. 2. If PAUS is displayed due to overhead messaging, no action is required as this is normal behavior.
Wi-Fi Not Connecting	<p>The device may be connected to: (1) a hidden network, (2) a network without a password, or (3) a Wi-Fi network requiring user login or acceptance of terms. These networks need extra steps, which is why the player isn't connecting.</p>	<p>If you're connecting to a hidden Wi-Fi network or one without a password, you'll need to manually enter the network's SSID and password. To do this, connect a USB mouse and an HDMI monitor directly to the PlayerOne to access its interface. From there, go to the network settings and manually add the Wi-Fi network details.</p> <p>The player is not compatible with Wi-Fi networks that require additional steps to connect, such as filling out forms, accepting terms of use, or redirecting users to a webpage for acceptance. Please connect the player to a different network.</p>
Player displays E55	<p>The password in the Wi-Fi configuration file is incorrect.</p>	<p>Update the password in the current configuration file, or visit the Wifi Network Setup page to create a new file with the correct Wi-Fi password.</p>
Player displays E05	<p>The player is either not paired to a sound zone, or the sound zone it is paired to does not have an active subscription.</p>	<ol style="list-style-type: none"> 1. Log into the Soundtrack portal at business.soundtrackyourbrand.com. 2. Navigate to Zones and click on your location. 3. Verify that the player's device ID (located on the bottom of the physical player) is paired to the correct sound zone. <ul style="list-style-type: none"> • To pair a player, select Zones > Hardware > Enter the Device ID > Connect • If the player is paired to an inactive sound zone, contact Dynamic Media at 1-800-684-7050 to reactivate the sound zone.
Player displays E06	<p>The player is connected, but it is not streaming music.</p>	<ol style="list-style-type: none"> 1. Reboot the player: To reboot the player, unplug the power cable, wait 15 seconds, then plug it back in. 2. If this does not resolve the issue, contact Dynamic Media at 1-800-684-7050 for further assistance.
Player displays E51, E52	<p>The configuration file is not in the correct format.</p> <ul style="list-style-type: none"> • E51: network.json (static IP address) • E52: wifi.json (Wi-Fi) 	<p>Visit the PlayerOne network setup page on the Dynamic Media site (see QR code) to create a new configuration file. Download and use this properly configured file for network setup.</p>

