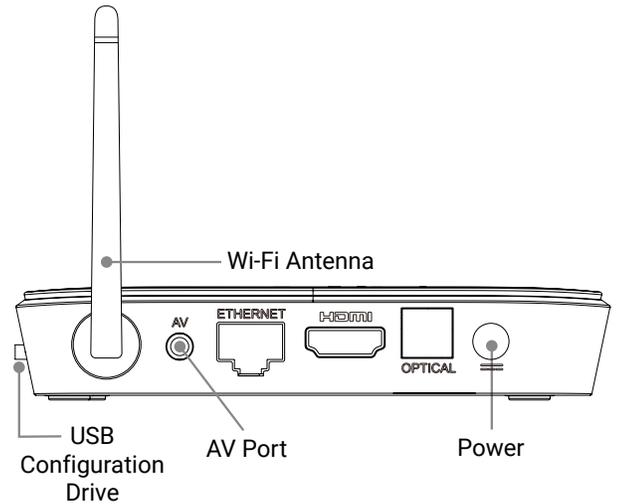## Getting Started with Your Tim Hortons PlayerOne

Your **PlayerOne device is preconfigured for your restaurant** and will automatically connect to your network and begin streaming music once powered on. Setup takes just a few minutes. Follow the instructions and videos below for step-by-step guidance.

Step 1: Installing your PlayerOne

Watch Video:
How to Install Your PlayerOne

1. **Unbox Your PlayerOne**
   Inside the box, you will find the PlayerOne device, power adapter, and audio cable. These are the only parts needed for setup.

2. **Connect to Your Audio System**
   Locate the audio cable and connect one end to the AV port on the PlayerOne and the other end to your audio system amplifier or existing sound system.

3. **Connect to Power**
   Plug the power cable into the PlayerOne and then into a standard outlet. The device will display "BOOT" and other system messages during startup

> **When the screen displays "PLAY," your setup is complete!**

Step 2: Set Up the Remote-Control App

Watch Video:
How to Install the Remote App

To control your PlayerOne device, you must use **the Soundtrack Enterprise Remote App** on a mobile device. This app allows you to select and change playlists, adjust volume levels, and pause, skip, or resume playback—all from your phone or tablet.

Support Resources

Scan the QR codes with your smartphone or tablet for quick access to setup, troubleshooting, and support resources.

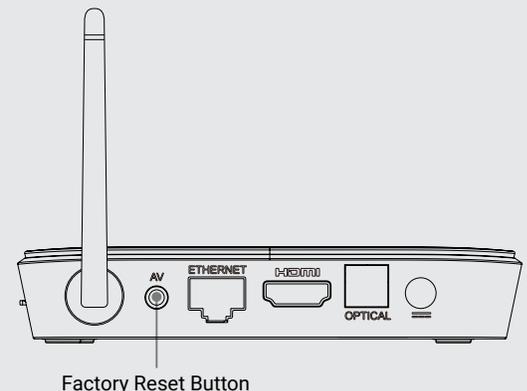**Troubleshooting Guide**

Program Support Website

Email Support

THsupport@dm-us.com
Include your store number, address, and Player ID (found on the bottom of your player) in your request.

Wi-Fi Antenna

USB Configuration Drive

AV Port

Power

Factory Reset

A factory reset may be required if your PlayerOne is not operating properly or if troubleshooting steps have not resolved the issue. Performing a reset will restore the player to its default settings, which can often resolve problems.

How to Factory Reset:

1. Make sure the player is plugged in and powered on.

2. Confirm that your USB Configuration drive is plugged into the side of your player

3. Find the AV port on the back of the player.

4. Insert a paperclip into the AV port to press the reset button inside.

5. The player will restart and reset automatically.

Factory Reset Button

The factory reset button is located inside the AV port. Insert a paperclip to press the reset button.