

Problem	Cause	How to Resolve It
Player displays E01, E02, or E03	<p>Your PlayerOne is unable to connect to the internet. It is preconfigured to connect to your restaurant's Wi-Fi network (TDLTabletG), which is managed by Tim Hortons IT. These error codes appear when the player cannot establish an internet connection.</p> <p>Possible reasons include:</p> <ul style="list-style-type: none"> • The TDLTabletG network is offline or experiencing issues. • A temporary Wi-Fi disruption has caused the player to lose connection. • Firewall restrictions that prevent the player from connecting to internet. Please note that the player needs full outbound access to internet. 	<ol style="list-style-type: none"> 1. Verify network availability – Contact Tim Hortons IT to confirm that the TDLTabletG Wi-Fi network is online and has an active internet connection. <ul style="list-style-type: none"> • Inform Tim Hortons IT that you are setting up a PlayerOne device and that it requires unrestricted outbound internet access. They should already be familiar with the platform 2. Verify the USB drive – Ensure the USB configuration drive is inserted into one of the USB ports on the side of the player, reboot the player, and if "USB" does not appear on the display after a reboot, contact Dynamic Media Support for assistance. <p>If both are confirmed, proceed with the next steps:</p> <ul style="list-style-type: none"> • Restart the player – Unplug it, wait 10 seconds, and plug it back in. • If the issue persists, contact Dynamic Media Support for further troubleshooting. <p>Note: If your player was previously working and playing music, these error codes may appear due to temporary internet disruptions. In most cases, no action is needed unless the music stops, as the connection will typically restore on its own.</p>
Player displays E05	The player has not been assigned to a location in the backend system or is not linked to the correct location .	<ol style="list-style-type: none"> 1. Contact Dynamic Media Support by emailing THsupport@DM-US.com with the following details: <ul style="list-style-type: none"> • Your name and contact information • Location number and address • 8-digit Player ID (found on the bottom of the player) 2. Dynamic Media will link your player to your location, and provide further instructions if needed
Player displays PLAY but no audio can be heard	The player is connected to the network and streaming music , but the issue is likely with the audio system or volume settings .	<ol style="list-style-type: none"> 1. Check audio connections <ul style="list-style-type: none"> • Ensure all audio cables are securely connected. • Verify that the audio system is powered on and set to the correct input source. 2. Adjust volume settings <ul style="list-style-type: none"> • Confirm that the audio system volume is turned up. • Use the Soundtrack Remote App to check and adjust the player's volume. 3. Test audio output from the player <ul style="list-style-type: none"> • Connect headphones to the AV port on the player to check if it is outputting music. 4. If the issue persists <ul style="list-style-type: none"> • Contact Dynamic Media Support for further assistance.
The player is powered on , as indicated by the blue light, but the display does not turn on .	<p>The player is powered on, as indicated by the blue light, but the display does not turn on.</p> <p>All players are turned on and configured before shipping, so the no display issue is typically caused by a faulty power adapter.</p> <p>Note: Even if the display is off, the player may still function. Try connecting it to your audio system to check if music is playing.</p>	<p>New hardware is required to resolve this issue. Dynamic Media will provide replacement hardware as needed.</p> <p>Note: Even if the display is not working, the player will probably still play music. Try connecting it to your audio system to see if it works while you contact Dynamic Media Support for hardware replacement using the steps below.</p> <p>How to Resolve:</p> <p>Email THsupport@DM-US.com with the following details:</p> <ul style="list-style-type: none"> • Your name and contact information • Location address • 8-digit Player ID (found on the bottom of the player) • A description of your problem <p>Dynamic Media will process your request and provide the necessary replacement hardware.</p>

<p>Player displays LOAD or PASS and is not playing music</p>	<p>The player is either:</p> <ul style="list-style-type: none"> • Updating or downloading a new software version – This process usually completes in a few minutes, but slow network speed or Wi-Fi congestion can extend it up to 30 minutes. • Experiencing a boot-up issue that requires user intervention to restore normal operation. 	<ol style="list-style-type: none"> 1. Wait for the update to complete – If the player is still on the “LOAD” or “PASS” screen, allow at least 30 minutes, as network speed or Wi-Fi congestion may cause delays. 2. Check internet connection – Contact Tim Hortons IT to confirm the TDLTabletG network is online and providing stable internet access. 3. Reboot the player – Unplug it, wait 15 seconds, then plug it back in <p>If the issue persists after confirming internet access and rebooting:</p> <ul style="list-style-type: none"> • Try rebooting one more time – Occasionally, a second reboot helps resolve lingering startup issues. • Factory reset the player to restore manufacturer settings and re-download the necessary software. Refer to the end of this document for factory reset instructions. • If the first factory reset doesn't work, try it once more – Sometimes, a second reset is needed to fully clear corrupted data or incomplete updates. • If the issue persists, contact Dynamic Media Support for further troubleshooting.
<p>Player displays PAUS (Pause)</p>	<p>The player is paused manually through the Soundtrack Enterprise Remote App.</p>	<p>The music stream has been paused. Use the Soundtrack Enterprise Remote App to resume playback by pressing Play. If the issue persists, contact Dynamic Media Support for further assistance.</p> <p>To watch video: “How to Install the Remote App” use QR Code</p> 
<p>Player displays E55 or E51</p>	<p>There is an error in the player's configuration file.</p>	<p>Contact Dynamic Media Support at THsupport@DM-US.com and provide:</p> <ul style="list-style-type: none"> • Your name and contact information • Location number and address • 8-digit Player ID (found on the bottom of the player) <p>Dynamic Media will investigate the issue and contact you with further instructions.</p>

Support Resources

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



Email Support

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

Program Support Website

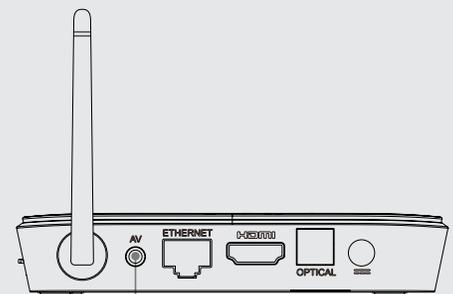
How to Factory Reset your PlayerOne

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.