**Cloud Box
Dedicated Streaming
Player**

Equipment Checklist

| **Cloud Box** | **Power Adapter** | **RCA Cable** | **Y Adapter** |

Setup Instructions

1. Unpack the device and plug the Cloud Box to the Power Adapter.
2. Connect the device to a wired Ethernet cord with an active internet connection. If the Cloud Box is connected to the internet, you will see a green light.
3. Next, take the RCA cable (included with the box) and plug the red and white output into your sound system.
4. After you have connected the RCA cable (red and white plugs) to the receiver, change the channel (on the receiver) you connected it to: example if you connected the Cloud Box to DVD IN, select the DVD channel.
5. Depending on your internet speed, it may take up to 2 minutes for the device to register and start playing music.

Plug the RCA cord into any of the Red and White Audio In connections.

Note
If you are connecting the Cloud Box to a stereo AMP or PA system, the Cloud Box will work as long as there is RCA analog connection.

Direct Speaker Connection
If you want to connect the Cloud Box directly into a two ring speaker jack, follow the instructions below:

Example
2 ring 3.5mm stereo cable for headphones jack
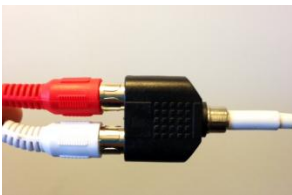
1. Connect the RCA cable to the Cloud Box. Example:

2. Next, connect the Y Adapter to red and white. Example:

3. Next, connect speaker cord to the Y adapter. Example:

Once your device is plugged in, it should start playing music

Logging into Your New Version 2 Web Interface
You can control what music the Cloud Box plays by logging into your Cloud Cover account, and selecting a single Station or a Mix Station you created. Once the current song is finished, the device should switch to the music you have selected. *Do not* click on the green "**Start Playing Music**" button, doing this will deactivate the Cloud Box, and you will need to reactive it (see troubleshooting tip 2 in order to reactivate the Cloud Box).

You can log into your Cloud Cover account by following the instructions below:

1. Go to **https://app.cloudcovermusic.com/#/login** (You will need to bookmark this page, it is not accessible via **www.cloudcovermusic.com**)

2. Login using your credentials:

    a. Username:
    b. Password:

Troubleshooting

If the Cloud Box does not start playing music after a few minutes, please follow the below troubleshooting options.

1. Make sure Music has been selected by logging into your Cloud Cover account: **https://app.cloudcovermusic.com/#/login.** If a station has not been selected, click on the Play button next to the Station.

2. Verify your Cloud Box is **ACTIVATED**.

    a. Log into your Cloud Cover account: **https://app.cloudcovermusic.com/#/login.**
    b. Go to your **Admin Panel** by clicking on the gear icon.
    c. On your right, under **Account**, you should see Devices, click on that.
    d. On the **Device** page, you should see your Cloud Box named after your account username.
    e. If there is a green **Activate** button next to you Cloud Box, click on it. Your Cloud Box should start playing music.

    If your Cloud Box is **Active**, but there is no music playing, follow the troubleshooting tips below.

3. Make sure the RCA cord is securely set into the AV output.

4. If you are using your own cords, try **using the cords that came with the Cloud Box**.

5. In order to determine that the **Ethernet cable** is not the issue, connecting a laptop to the cable you are using for the Cloud Box. If your laptop is not receiving an internet connection, try resetting your modem or router. If resetting your modem or router does not help, try changing the **Ethernet cable**.

6. If the Cloud Box is connected to a Ethernet splitter or Ethernet switch, **try connecting the Cloud Box directly to your router**.

7. Does your Internet have a firewall? Sometimes there are issues with the device getting past this. We use Port 80, unencrypted, and API calls are made over port 443, https. Please white list our servers and then try to stream the Cloud Box:

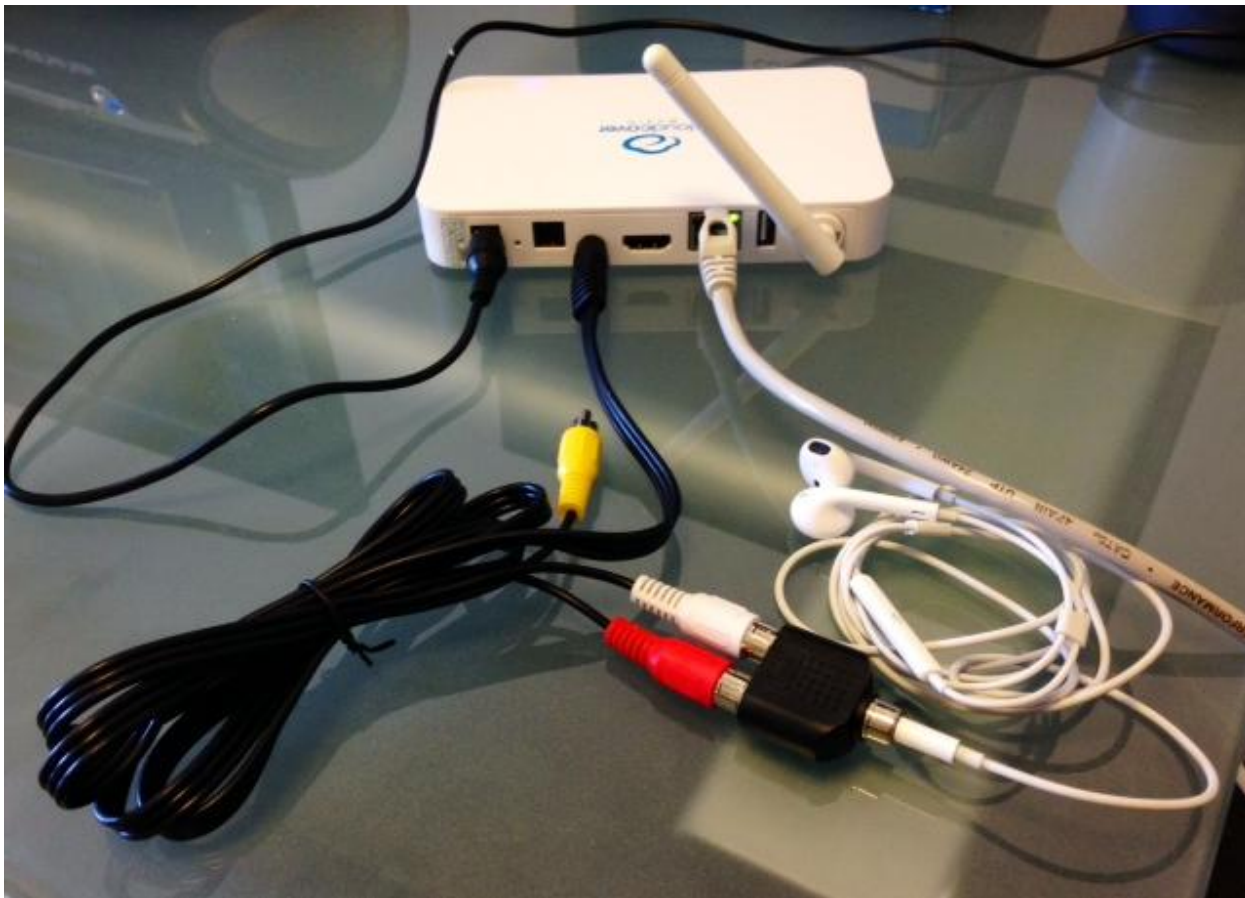   *.cloudcovermusic.com
    76.74.177.175
    76.74.177.172
    api.cloudcovermusic.com
    app.cloudcovermusic.com

    Note: If you have a **PCI compliant firewall**, you will need to contact your network provider in order to white list Cloud Cover Music.

8. In order to isolate a possible hardware issue, please perform the below test outside of your location (at home or office).

    a. Try to run the box connected to a **different internet network**. Does it play music?
    b. Using the **Direct Speaker setting** try connecting a two ring headset/headphones to the Y Adapter. Can you hear music?

If you've explored all of these options, and your device is still not working, call our support line at **(424) 216-8345** or email **support@cloudcovermusic.com**.