

INSTALLATION GUIDE (PC & Mac)

Before you install the MusicStream player software please read this quick Installation Guide for the correct installation and activation instructions. The MusicStream tablet has a separate setup guide.

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HARDWARE REQUIREMENTS

The following are the minimum hardware requirements to run the MusicStream Player:

	PC / Windows	Macintosh
CPU	Intel Pentium III 500MHz or faster (single zone), Intel Pentium Dual Core 1.5 GHz or faster (multi-zone)	Intel dual core 1.5 GHz or faster, not compatible with older PowerPC models or iPads/iPhones (iOS)
RAM	1 GB (single zone), 2 GB (multi-zone)	1 GB
Hard Disc / Memory	8 GB available	8 GB available
Operating System	Windows XP (SP2) or newer	Mac OS X 10.3 or newer (not iOS)
Internet	Broadband internet connection	Broadband internet connection
Sound Card	Built-in soundcard (single zone), WMD compatible multi-output soundcard (multi-zone)	Built-in soundcard

PLEASE NOTE: Multi-zone playback is currently only supported on the Windows platform.



IMPORTANT: The first time you start the MusicStream player software you must be connected to the internet to activate your subscription.

SECTION 1 | Installing the player

The steps to install the MusicStream player software are identical regardless of whether you are taking our 14 day free trial or installing a player after you have subscribed to our service.



If you have just subscribed to the MusicStream service and already have the player software installed on your computer please skip to:
SECTION 3 | Activating a subscription.

1. Navigate to the download link

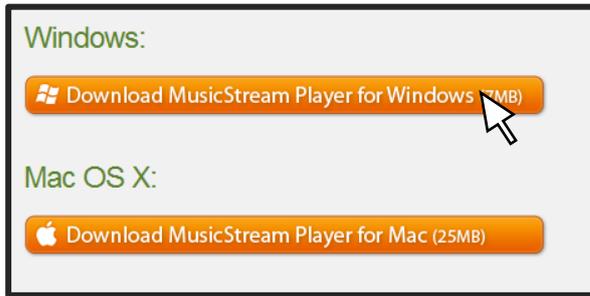
By now you should have e-mail with the subject: "WELCOME TO YOUR MUSICSTREAM FREE TRIAL". This e-mail will be sent to the address you gave us when you registered. Open the e-mail and click the link. <http://www.musicstreamplayer.com/index.php/download-musicstream-software>

For further assistance contact Customer Service at:
support@musicstreamplayer.com or call: +44 (0) 844 8010 710



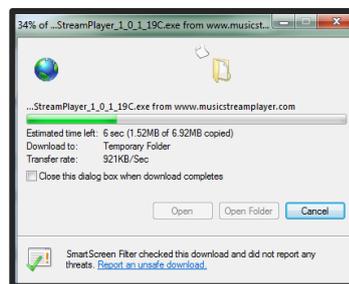
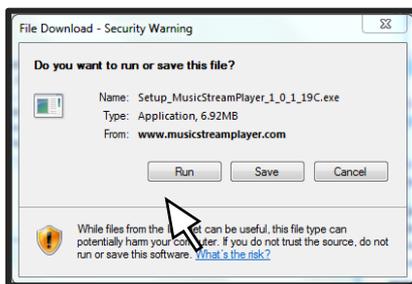
2. Download the player (PC / WINDOWS XP (SP2) or newer)

a) Click on the link to begin downloading the player:



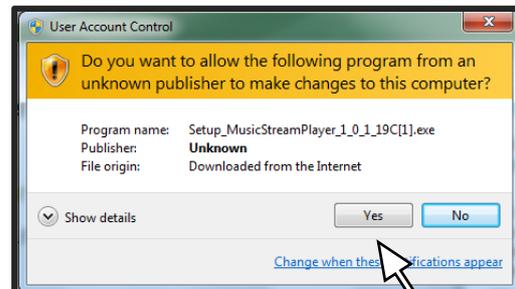
MAC users should go to Step 5. for download and installation instructions... [For MAC OS X 10.3 or newer, not compatible with iPhones/iPads (iOS)]

b) A pop-up window should appear, Click Run. Some browsers will only allow you to save the setup file. If so, click save and look for the MusicStream setup file in your downloads folder.



c) The MusicStream player setup application will be downloaded to your computer. When it has completed downloading it should automatically start. If not double click to open.

d) Your computer may generate security warning about running software downloaded from the internet. In this case press 'Run' or 'Yes' to start the MusicStream player setup.

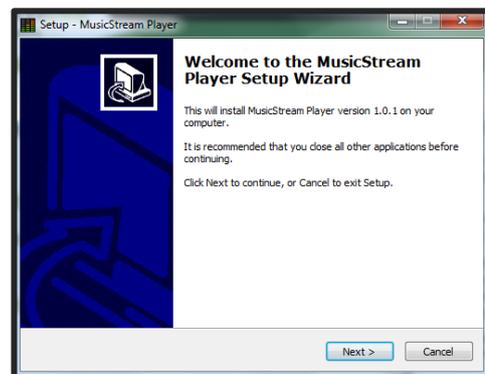


3. Installation and Setup (PC / WINDOWS XP (SP2) or newer)

The installation and setup wizard should automatically begin. If not, double-click on the '.exe' file to begin the setup and installation wizard. Follow the steps in the wizard to install the player software on your computer.

Please ensure that the program is installed on a drive with at least 8GB of free memory and in a location you are happy with.

WINDOWS USERS GO TO:
SECTION 2 | Activating the player (page 4)



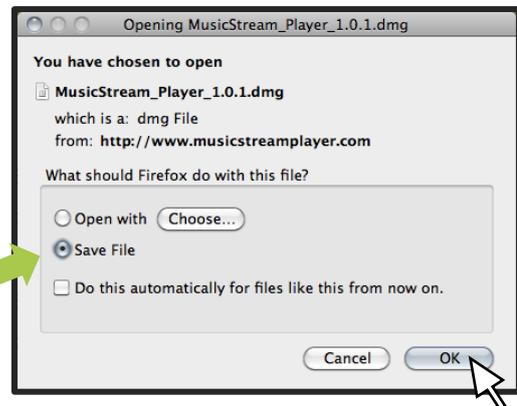
For further assistance contact Customer Service at:
support@musicstreamplayer.com or call: +44 (0)844 8010 710



4. Download the player (MAC OS X 10.3 or newer)

PLEASE NOTE: *The MusicStream player is not compatible with iPads or iPhones (*Coming Soon)*

a) Click on the link to begin downloading the player:

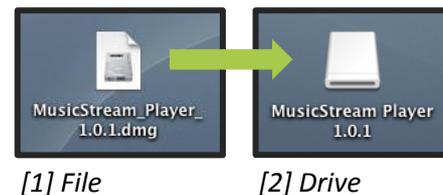
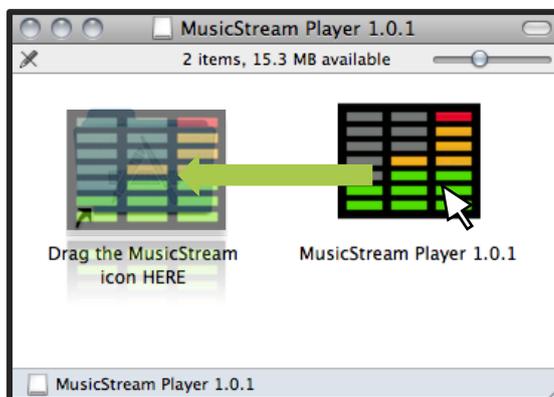


- b) A pop-up window will appear. Ensure 'Save File' is selected and press 'Ok'.
- c) The file will download and be saved in the 'downloads' tab of the dock, drag it from here onto the desktop.



5. Installing the Player (MAC OS X 10.3 or newer)

a) Double click on the 'MusicStream_Player_1.0.1.dmg' file to load it [1]. This should automatically open a new window, if not double click on the drive icon [2].



- b) Drag and Drop the MusicStream Player icon onto the Folder. This will install the player which will appear in your applications folder.
- c) You can now delete the download file.
- d)
- e) A folder called 'MusicStream' will appear on your desktop when you first open the player, do not delete or move this folder or the player will not be able to authenticate your subscription.

SECTION 2 | Activating the Player

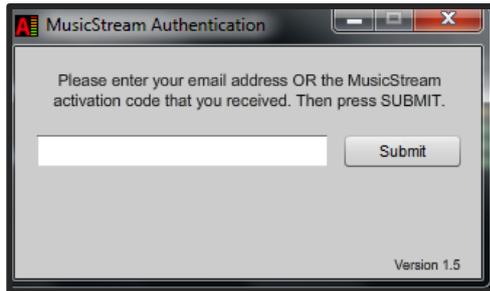


IMPORTANT: *The first time you start the MusicStream player software you must be connected to the internet to activate your subscription.*

To activate your MusicStream free trial, open the player software. The MusicStream Authentication window will appear as below. Enter the email address you registered for the trial with. You will find



this in the trail welcome email if you can't remember which one of your email addresses it was. The player will validate your trial and connect to our servers.



You must be connected to the internet while the player validates this code.

Subsequently, you can launch the player offline if your internet connection is temporarily interrupted. The player will be suspended if it is offline for more than 30 days.

PLEASE NOTE: Trial activation codes are valid for 14 calendar days from sign-up, not activation.

SECTION 3 | Activating a Subscription

If you sign-up for a full MusicStream subscription having taken our 14 day free trial you will need to re-activate the player with a new code. If your trial has already expired the player will prompt you to enter your new code. If your trial is still valid, open the player, go to 'System' (in the top left-hand corner) and press 'Reset Activation Settings'. This will shut down the player. Start it again and this will bring up the MusicStream Authentication window as above. If you are installing the software for the first time the procedure is identical to installing the player for a trial.

The activation code for your full MusicStream subscription can be found in your activation email. It will look like this: MS-100060-100123-1234-1234-1234 (N.B. this is not a valid code). The player will prompt you to enter this. Type it into the box provided, or copy and paste it from your e-mail. **Ensure your code begins 'MS-' but don't type it twice! You must be connected to the internet while the player validates your activation code.**

TROUBLESHOOTING

Problem: Unable to launch setup with error message: "Windows cannot access the specific device, path or file. You may not have the appropriate permission to access the item."

Answer: *You are logged in as a user who does not have permission to install new programs. Please contact your system administrator.*

Problem: I have clicked download but I don't know where the file has been saved?

Answer: *If possible click "run" when you click on the download link. If you are forced to save the file go to your downloads folder. This can be in all sorts of places! Try searching "MusicStream" in the search bar of the start menu.*

Problem: I have installed the MusicStream software but it will not start properly?

Answer: *Ensure you are connected to the internet by opening a browser window and going to any website. The most common reason that the player does not start is that it is unable to connect to our servers to authenticate. If you cannot connect to the internet please contact your system administrator or ISP to help you get online then try again.*

Question: I've tried everything, and I still can't get it to work!

Answer: *Contact Customer Service at support@musicstreamplayer.com or call +44 (0) 844 8010 710 (option 2 – support). We may ask you to send a crash report: you can do this by going to 'system' in the top-left corner, and clicking 'send crash report'. We try to make the software as reliable as possible and think of every eventuality, but sometimes a certain combination of settings, or a lack of specific drivers, can cause the player to malfunction. If you call us we can usually fix these issues fairly quickly and improve MusicStream for everybody.*

For further assistance contact Customer Service at:

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