

How to obtain support for TIDAL in Sooloos

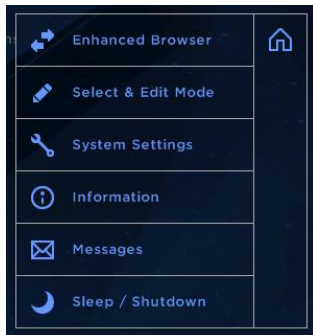
TIDAL support is available in Sooloos systems running system versions greater than 435. Versions of the Core Control iPad app greater than 2.104 are recommended for use with TIDAL.

Sooloos systems that are connected to the internet automatically download the latest available version of the system firmware and will display a message saying that an update is available.

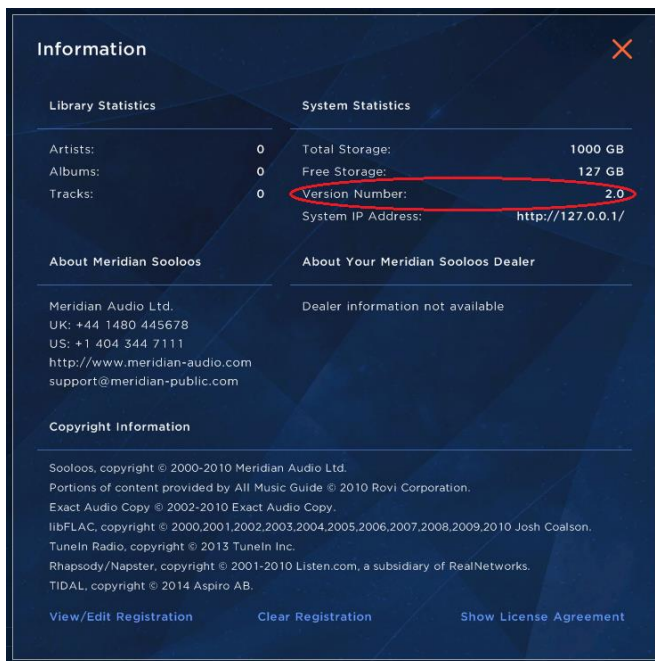
You can check whether you are running a compatible firmware version as follows:

Using Control Fifteen, Control Ten or Control One:

1. Touch the home icon  in the top right hand corner of the screen. A menu will appear showing the following options:



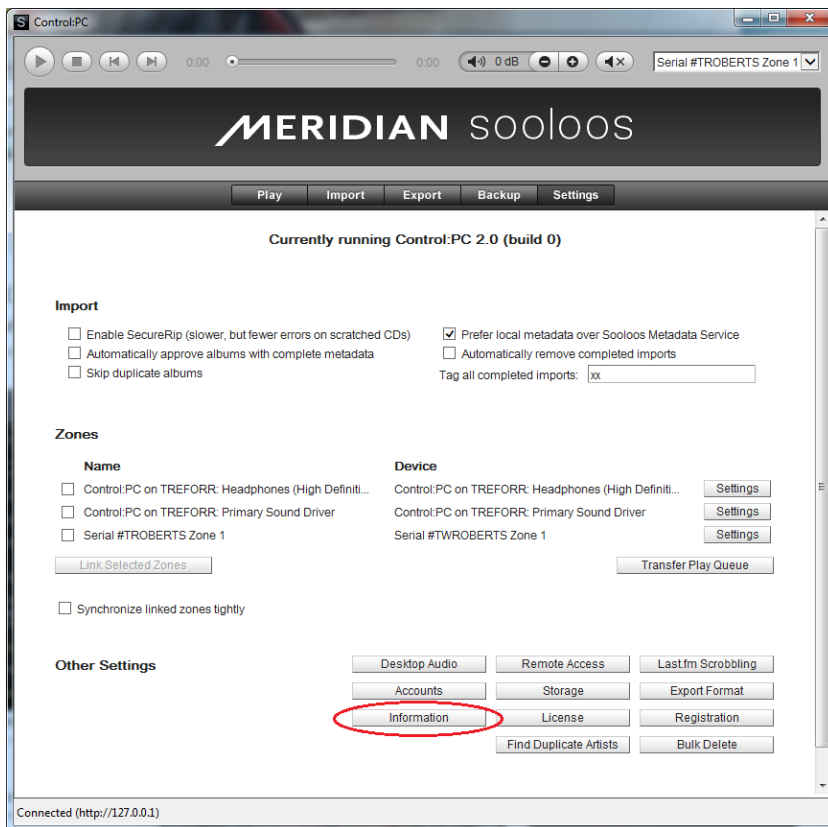
2. Touch the Information entry in the window obtained in step 1. A new window will appear showing system information:



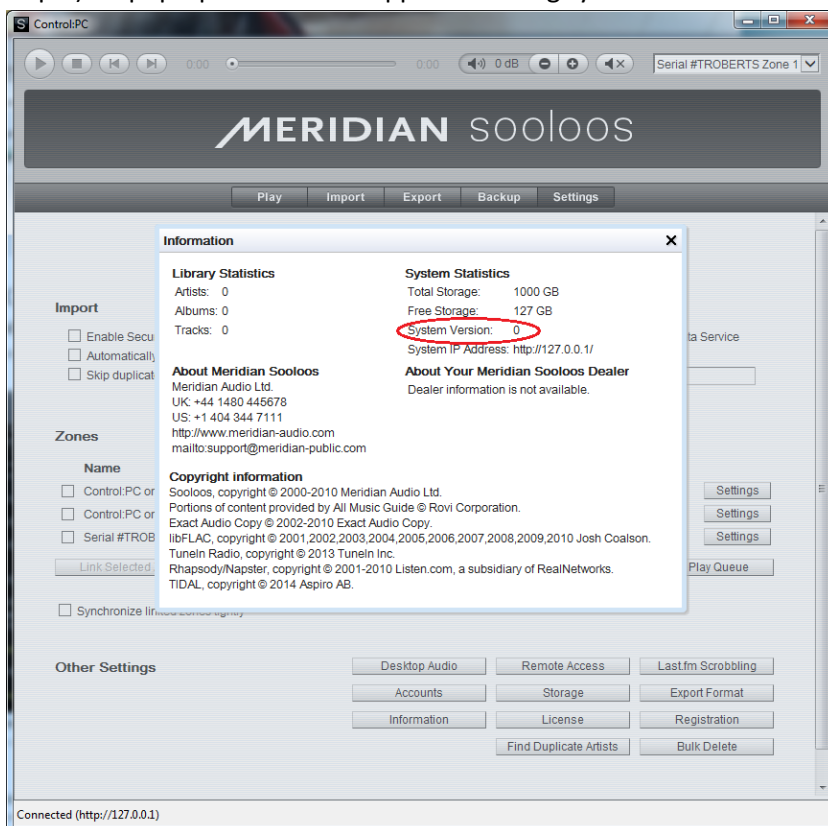
The version number is shown under 'System Statistics' as highlighted in the screenshot above.

Using Control PC or Control Mac:

1. Open Control PC or Control Mac and select the 'Settings' tab. The Settings tab should appear:



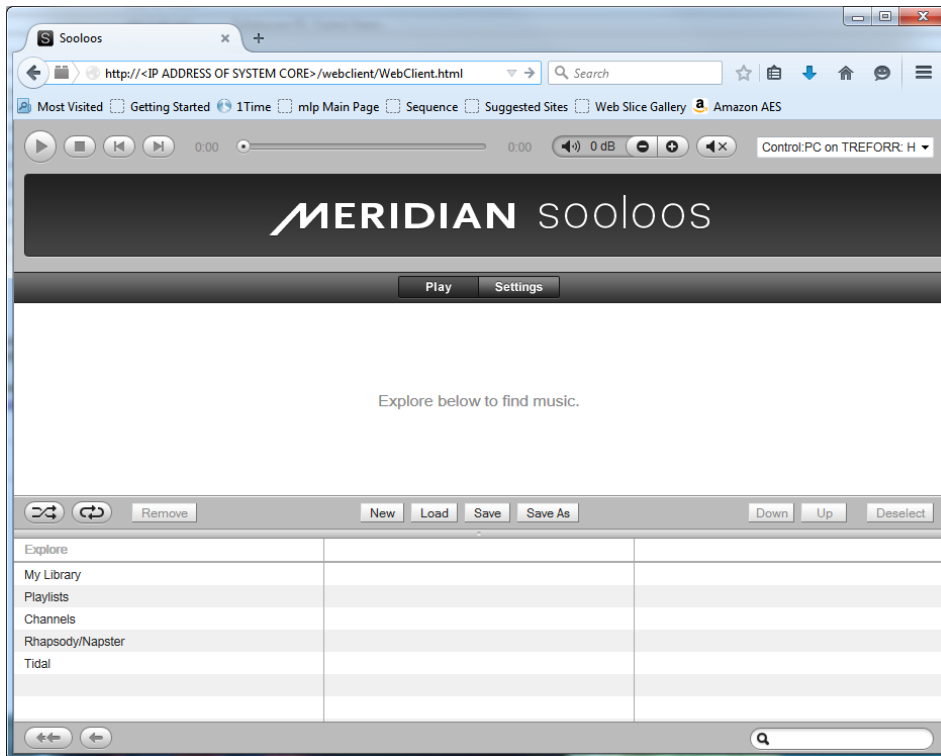
2. Select 'Information' in the 'Other Settings' section of the 'Settings' tab (circled in red in the screenshot in step 1). A pop-up window will appear showing system information:



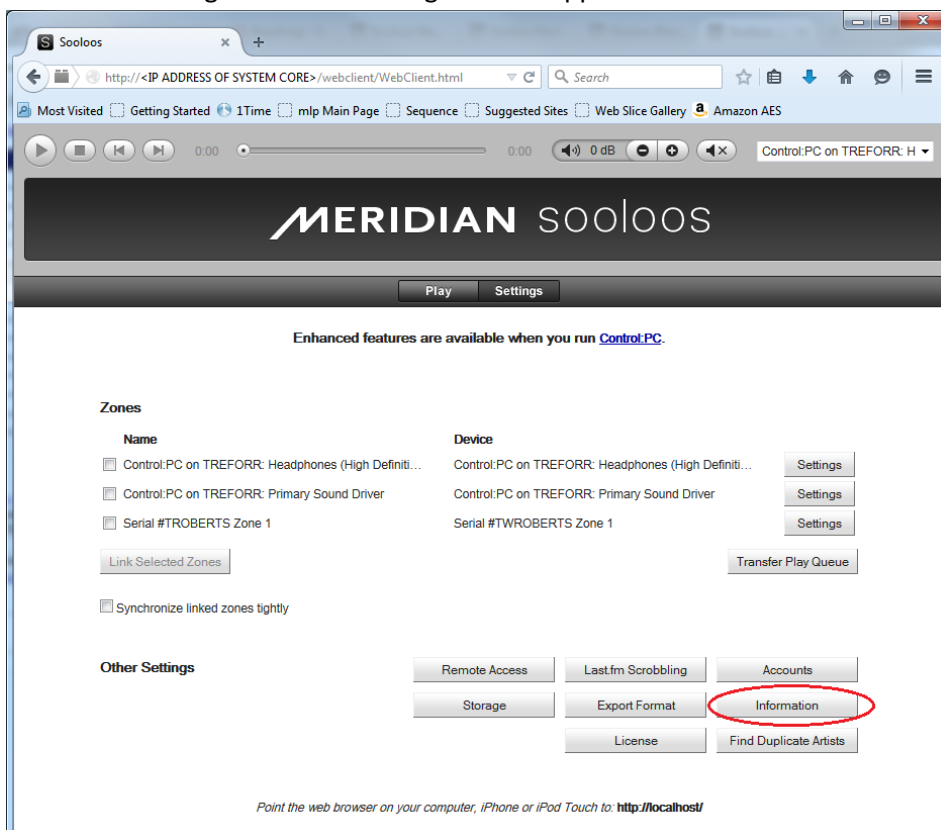
The system version is shown in the 'System Statistics' section of the pop-up (circled in red in the screenshot above).

Using Control Web:

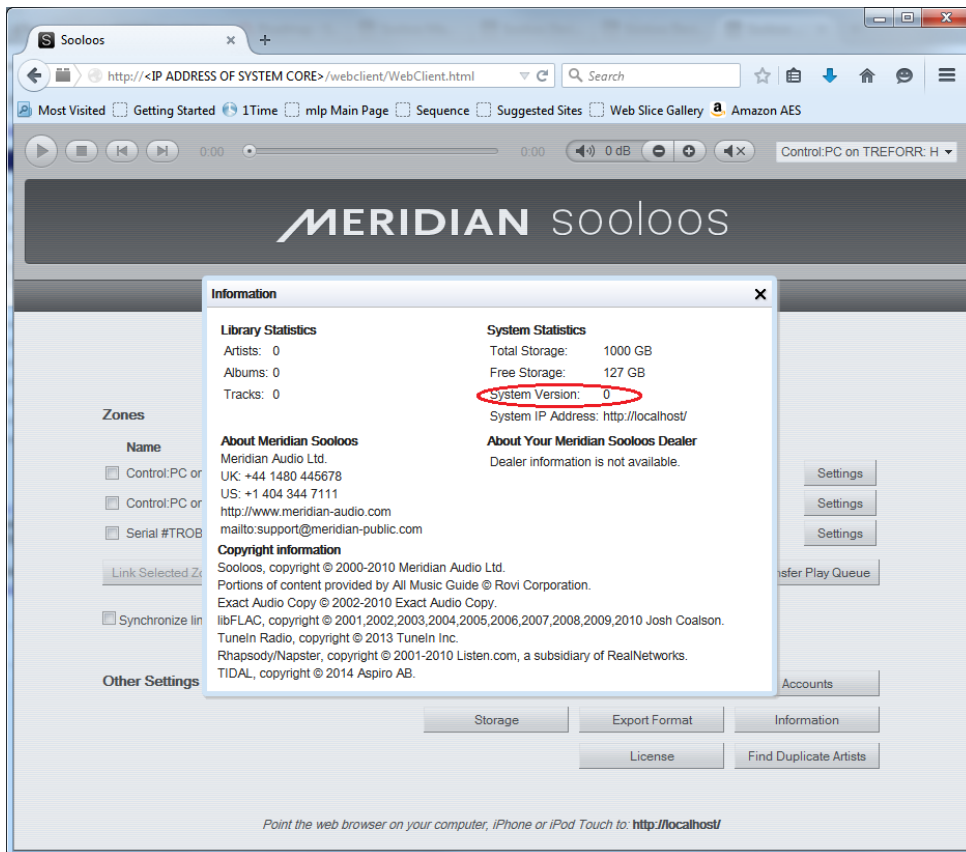
1. Open a browser using the IP address of the system core. The browser will show the Control Web interface:



2. Select the 'Settings' tab. The Settings tab will appear:



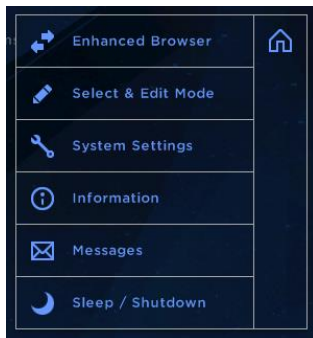
3. Select 'Information' in the 'Other Settings' section of the Settings tab (circled in red in the screenshot in step 2). A pop-up will appear showing information about the system:



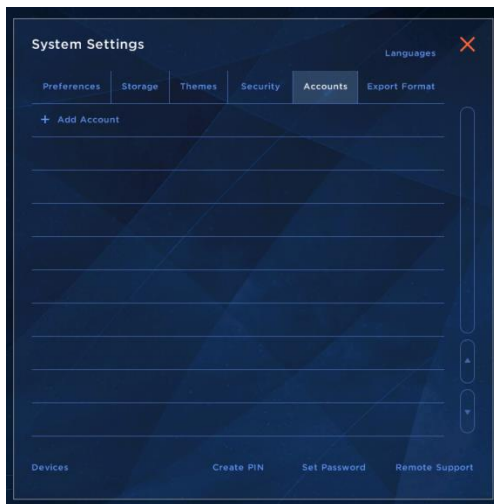
The system version is shown in the 'System Statistics' section of the pop-up (circled in red in the screenshot above).

How to set up TIDAL from a Control Fifteen, Control Ten or Control One

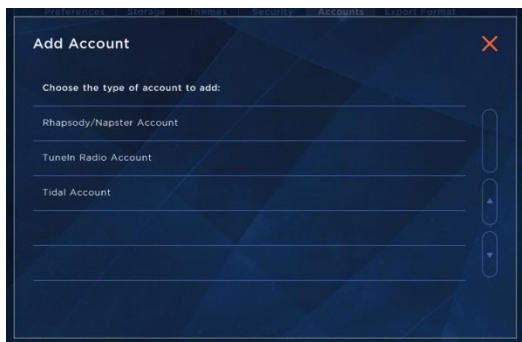
1. Check that your Sooloos is running a compatible system version using the steps given in 'How to obtain support for TIDAL in Sooloos'.
2. Touch the home icon  in the top right hand corner of the screen. A menu will appear showing the following options:



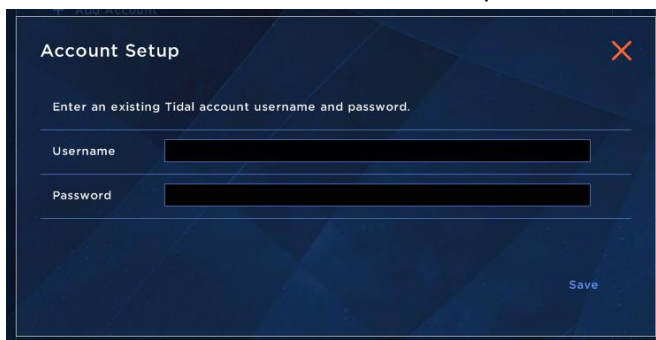
3. Touch 'System Settings'. A window will appear showing system settings.
4. Touch the 'Accounts' tab on the System Settings window opened in step 3. An option to '+ Add Account' will be shown:



5. Touch '+ Add Account'. A further window will open giving the choice of account type to add:



6. Touch 'Tidal Account'. An 'Account Setup' window will open:

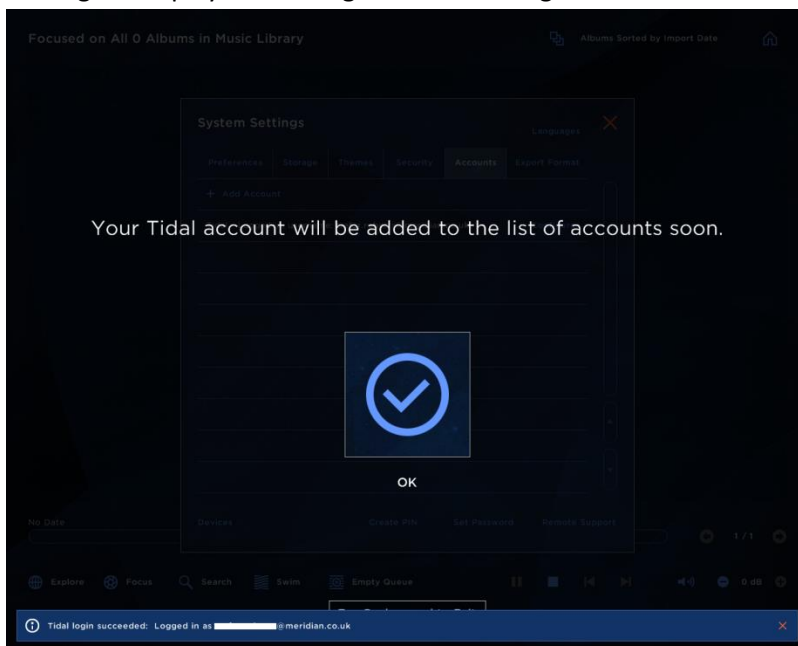


7. Touch within the Username and Password fields on the 'Account Setup' window. A keyboard will be shown:



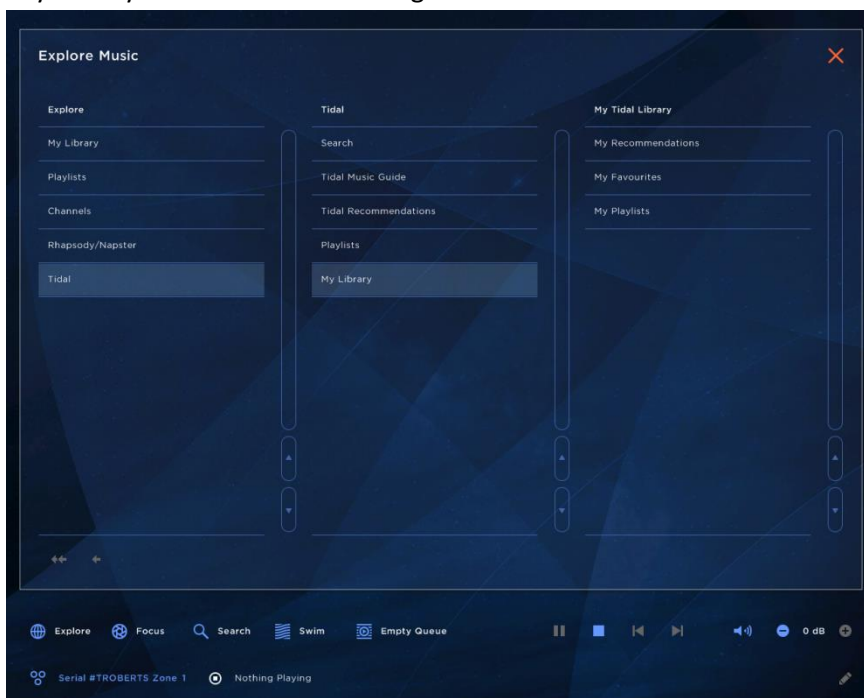
Use the keyboard to enter your TIDAL user name and password. Click on the red cross on the keyboard window when done.

8. Click 'Save' on the 'Account Setup' window when both the user name and password have been entered. A message is displayed showing whether the login succeeded.



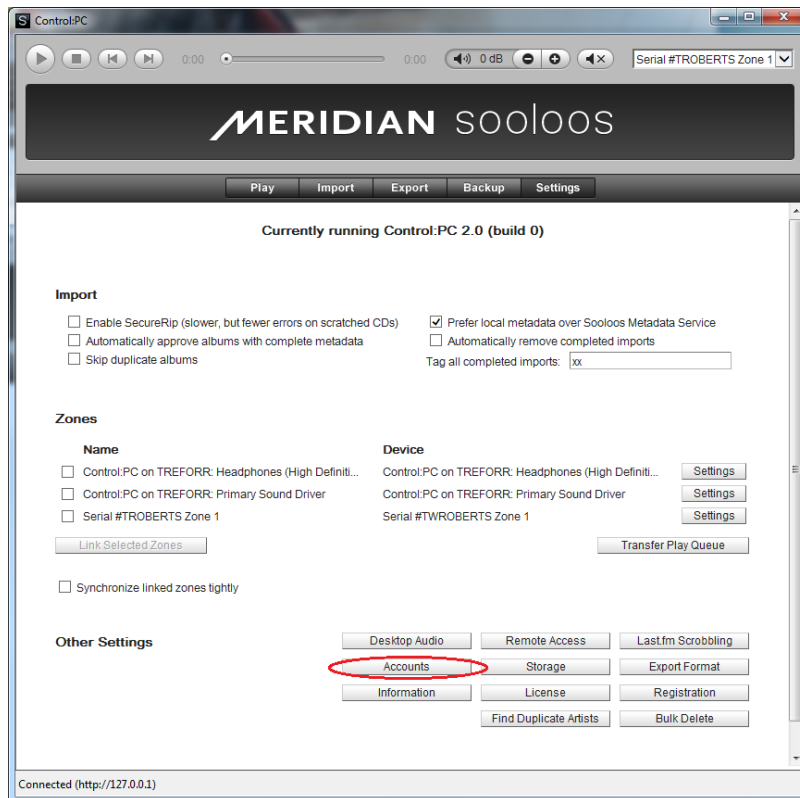
Touch the check mark above OK to acknowledge the message and return to the main Sooloos window.

9. Touch 'Explore' on the main window. The 'Explore Music' window will open showing 'Tidal' in the left hand 'Explore' column. Touching 'Tidal' in the 'Explore' column will reveal a 'Tidal' column that should contain 'My Library' at the bottom once login has been successful:

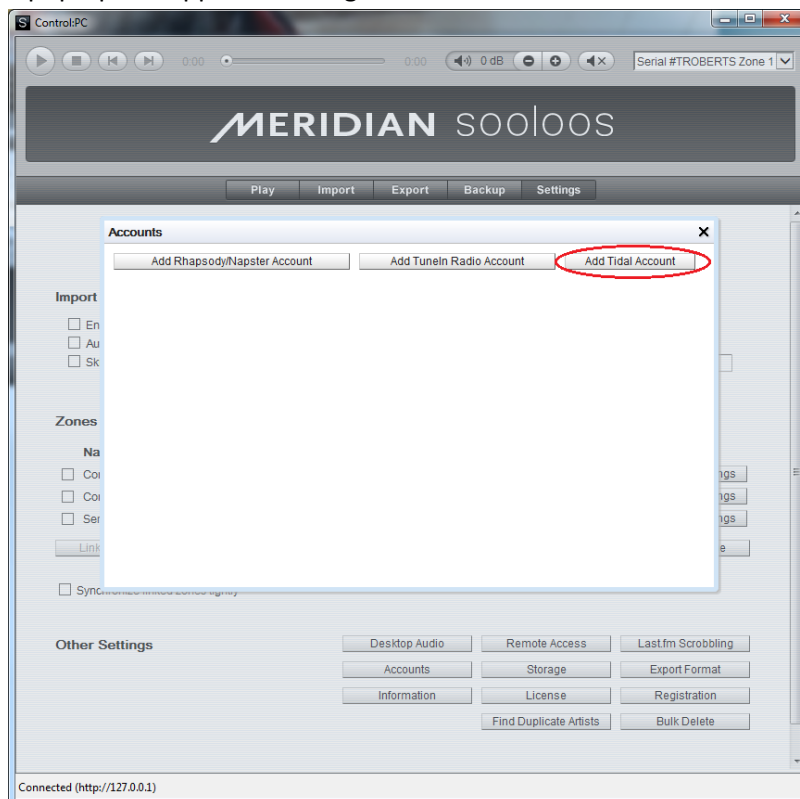


How to set up TIDAL from Control PC or Control Mac

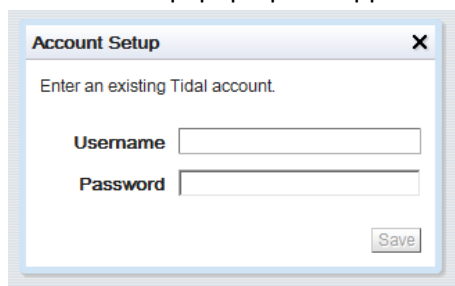
1. Check that your Sooloos is running a compatible system version using the steps given in 'How to obtain support for TIDAL in Sooloos'.
2. Open Control PC or Control Mac, select the 'Settings' tab followed by 'Accounts' in the 'Other Settings' section (circled in red in the following screenshot):



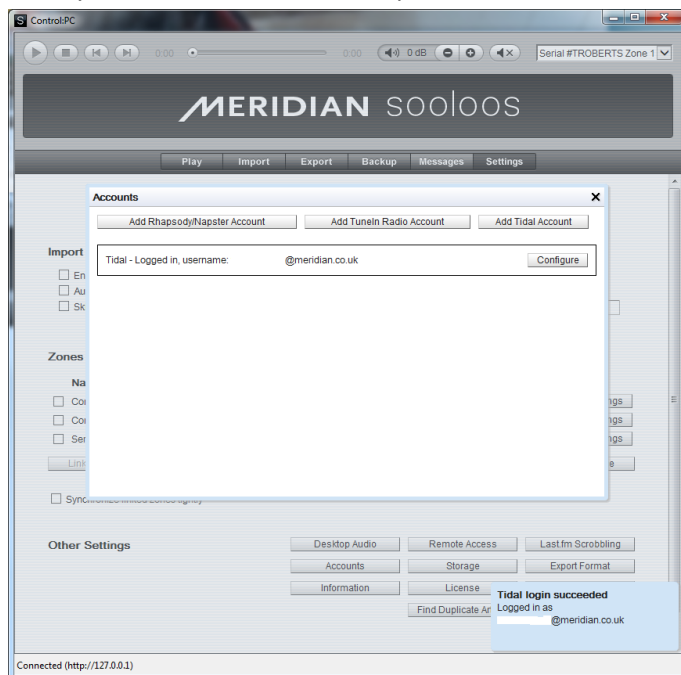
A pop-up will appear showing the list of accounts:



3. Select 'Add Tidal Account' in on the pop-up obtained in step 2 (circled in red in the screenshot above). An 'Account Setup' pop-up will appear:

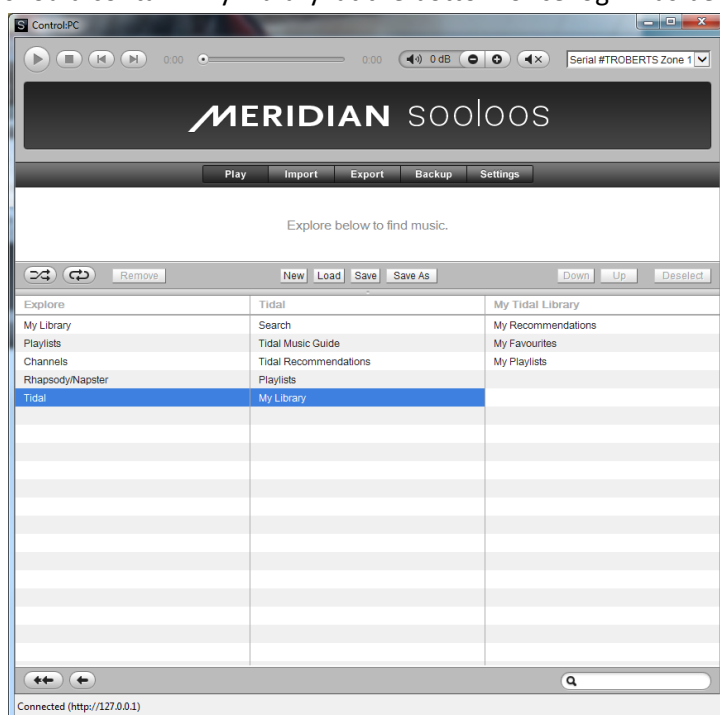


4. Enter your TIDAL user name and password into the 'Account Setup' pop-up obtained in step 3.



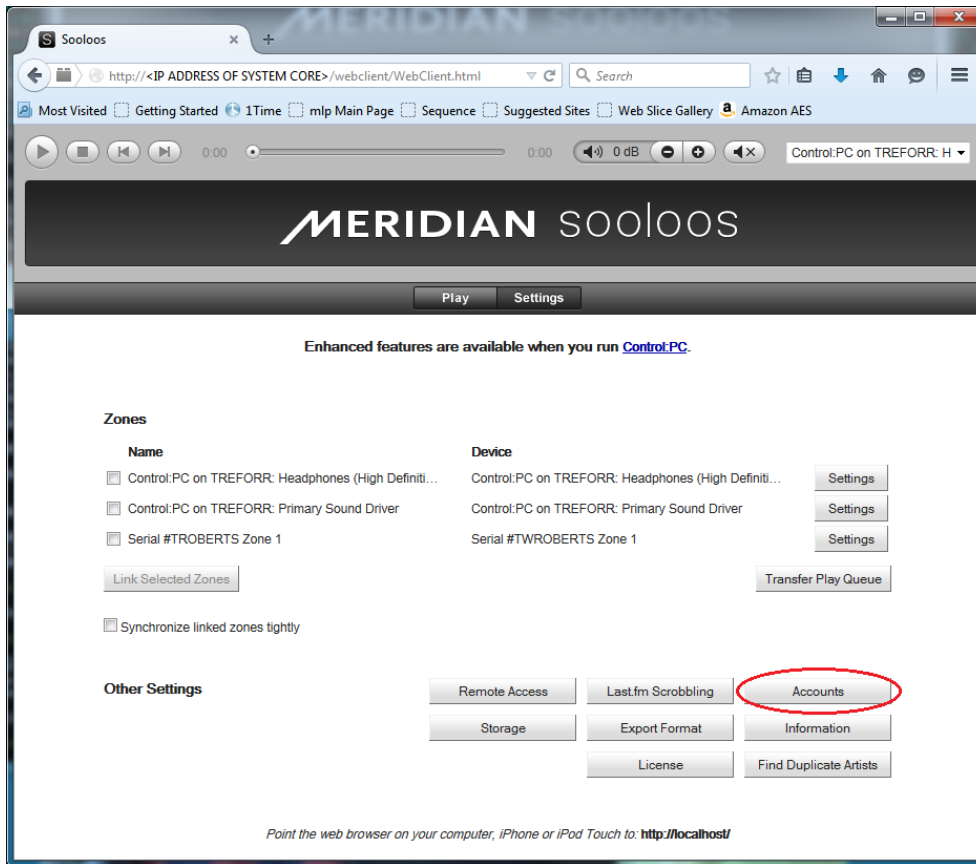
A message will be shown showing whether the login was successful and an entry for the account will appear in the 'Accounts' pop-up.

5. Close the 'Accounts' pop-up and select the 'Play' tab. The Explorer will be shown with an entry for 'Tidal' in the left hand 'Explore' column. Selecting 'Tidal' in the 'Explore' column will reveal a 'Tidal' column that should contain 'My Library' at the bottom once login has been successful:



How to set up TIDAL from WebClient

1. Check that your Sooloos is running a compatible system version using the steps given in 'How to obtain support for TIDAL in Sooloos'.
2. Open a browser using the IP address of the system core as per step 1 of 'Using Control Web' in 'How to obtain support for TIDAL in Sooloos' and select 'Accounts' in the 'Other Settings' section of the 'Settings' tab:



3. Follow steps 2 to 5 in 'How to set up TIDAL from Control PC or Control Mac' to add your TIDAL username and password.

Unable to log in with TIDAL username and password

If you are unable to log in with your TIDAL username and password please check the following:

1. The system has correctly recorded your user name and password in the Accounts windows.
2. Your Sooloos system is connected to a network that has access to the internet for http and https through ports 80 and 443.