

HARDWARE PLAYER · BARIX RETAILPLAYER S400

Your audiorooms Streaming Box

Connect, sign in, control your music. Everything you need to get started and to use your hardware player day to day.

1 Connect**2** Sign in to the app**3** Control your player

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AT A GLANCE

It's this simple

Your Streaming Box arrives **pre-configured**. There is nothing to set up on the device itself – just connect it, sign in and go.

- 1 Connect**
Audio cable into your amplifier or active speakers, LAN cable into the router, plug in the power supply. After about a minute the status LED turns green.
- 2 Sign in to the app**
Get the audiorooms app (iOS, Android or web) and sign in with the login details we sent you by email.
- 3 Find & control your player**
Under **Profile** → **Hardware player** your box appears with the status "Online". From now on you control channel, volume and weekly plan from the app.

✓ **Music plays automatically.** Once connected, your music programme starts by itself – day after day, even after a power cut.

What you need on site

- ✓ A free **power socket** near the device
- ✓ A free **LAN port** on the router or switch (with internet)
- ✓ **Amplifier or active speakers** with a free input
- ✓ A suitable **audio cable** (3.5 mm jack to RCA/jack/XLR)
- ✓ **Smartphone, tablet or PC** for the audiorooms app
- ✓ Your **login details** from the welcome email

THE STREAMING BOX

Music streaming for your business – simple, reliable, self-contained

With the Streaming Box you play music in your business without a computer, tablet or complicated setup. Inside is a **Barix RetailPlayer S400** – professional technology from our Swiss partner Barix, in use for many years in retail, hotels and hospitality.



Wired LAN, no Wi-Fi

Stable cable connection – independent of Wi-Fi range and interference.



24/7 operation

Built to run around the clock. Restarts automatically after a power cut.



App-controlled

Channel, volume and mute – for one or several players.



Weekly planner

Scheduled music programmes with automatic playlist changes.



Offline mode

Playlists are copied to the box and keep playing without internet.



Up to 128 GB storage

Room for many hours of music right on the device.



Advertising inserts

Custom announcements and spots – via the player portal (Enterprise).



Royalty-free music

Licence-free background music from the audiorooms catalogue – no PRS fees.



Barix RetailPlayer S400

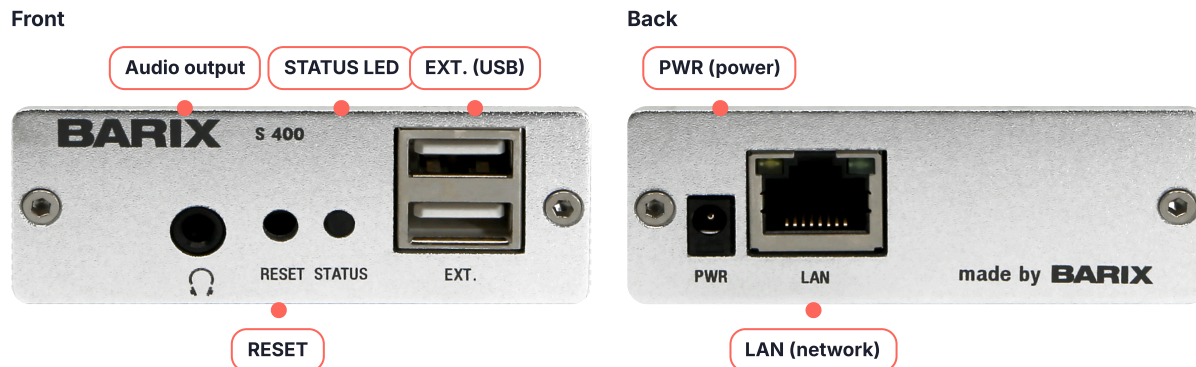
Audio-over-IP player · Made in Switzerland

Two ways to control your box

- audiorooms app** For everyday use: change channel, volume, weekly plan, load playlists onto the box.
- Player portal** For enterprise customers with several locations: all players at a glance, advertising players, schedules, user management (see page 12).

THE DEVICE IN DETAIL

Connectors, button and status LED



ELEMENT	FUNCTION
Audio output (headphone symbol)	3.5 mm jack, stereo, unbalanced (line out). Connects to an amplifier, active speakers or mixer – e.g. with a Y cable, jack to 2× RCA.
RESET	Recessed button. Hold 3–9 s : restart. 10–19 s : factory reset (only after consulting support). Details on page 13.
STATUS LED	Shows the device state: green = ready and connected to the portal, red = starting or error, orange = update. Overview on page 13.
EXT. (USB)	Two USB ports for extensions (e.g. USB stick). Not needed in normal operation.
PWR	Socket for the supplied power adapter: 5 V DC, max. 10 W, barrel plug 3.5 × 1.35 mm (centre positive).
LAN	RJ45 network port, 10/100 Mbit/s. Connects to a router or switch – the IP address is assigned automatically via DHCP.

What's in the box

- Streaming Box (Barix RetailPlayer S400), **pre-configured** for your audiorooms account
- Power adapter 5 V DC with Euro plug
- Your login details for the audiorooms app – **by email**

Please choose an audio cable to suit your system (3.5 mm jack → RCA, XLR or jack). We are happy to advise you.

Technical data

Model	Barix RetailPlayer S400
Audio	3.5 mm stereo jack (line out)
Network	Ethernet 10/100 Mbit/s, DHCP
Power	5 V DC, max. 10 W (power adapter)
Storage	up to 128 GB internal
Formats	MP3, AAC, Ogg, WAV; internet radio (Icecast/Shoutcast)
Identifier	MAC address on the label (for support)

STEP 1

Connect in 3 steps

Your box is already fully set up. No settings are needed on the device – once plugged in it connects by itself and starts your music programme.



1 · AUDIO

Connect to your sound system

Plug the audio cable into the **3.5 mm output** (headphone symbol) on the front and connect the other end to your amplifier, active speakers or mixer (e.g. the "AUX" or "Line In" input).

Tip: turn the amplifier down first – on start-up the box announces its IP address once (see below).



2 · NETWORK

Plug in the LAN cable

Connect the **LAN** port on the back to a free port on your router or switch. The box obtains its IP address automatically (DHCP). No Wi-Fi is needed.

Company firewall? You will find the required rules on page 6.



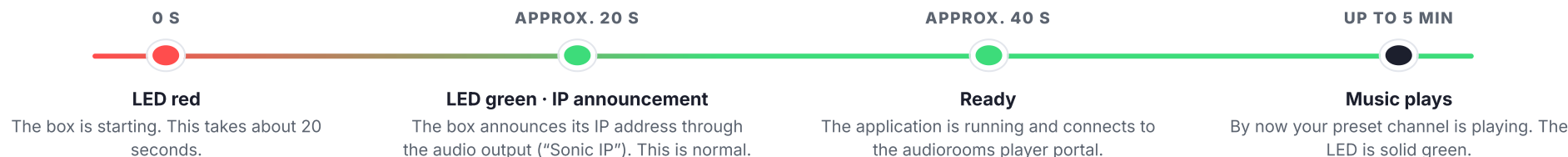
3 · POWER

Connect the power adapter

Plug the supplied power adapter into **PWR** and then into the socket. The box starts immediately – there is no on/off switch. It can stay powered permanently.

After a power cut the box restarts automatically and keeps playing.

What happens after switching on



⚠ LED still flashing green after 7 minutes? Then the box has an IP address but cannot reach the portal. Check the internet connection and firewall (page 6) or restart the box once (briefly unplug the power).

NETWORK REQUIREMENTS

What the box needs on the network

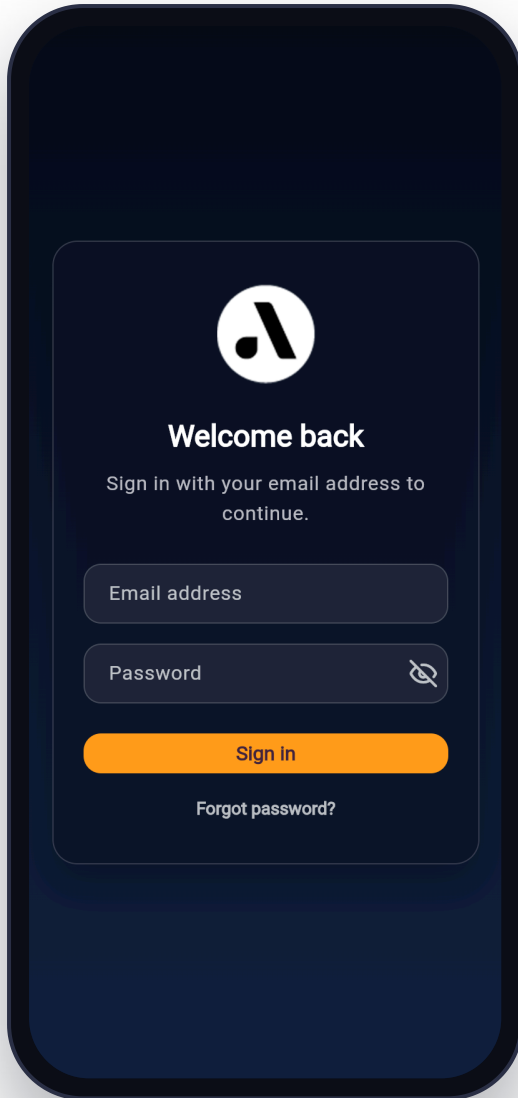
In most networks the box works without any changes. With restrictive firewalls the following **outbound** connections must be allowed. No inbound ports are required.

PURPOSE	DESTINATION	PROTOCOL	PORT
Player portal (control, configuration)	barix.audiorooms.de	HTTPS / WebSocket	443
Registry (portal assignment at start-up)	flexa-base.azurewebsites.net	HTTPS	443
Firmware updates	release.barixupdate.com	HTTP / HTTPS	80, 443
Time server (NTP)	1.barix.pool.ntp.org , 2. ..., 3. ...	UDP	123
Name resolution	DNS server from DHCP	UDP / TCP	53
Music & playlists (Store & Play)	audiorooms.fra1.digitaloceanspaces.com	HTTPS	443
Radio stations (streams)	Stream URLs of the respective stations	HTTP / HTTPS	80, 443

Good to know

- **DHCP:** The box obtains IP address and DNS automatically. A static IP is possible on request – just ask us.
- **Time is essential:** Without NTP the box cannot establish the encrypted connection to the portal (certificate check).
- **MAC filter / VLAN:** The MAC address is printed on the label of the box.
- **Proxy:** HTTP proxies with authentication are supported but must be configured by us.
- **Bandwidth:** A radio stream typically needs 128–320 kbit/s. Playlists are loaded onto the box once and then play offline.

Special case guest Wi-Fi / captive portal: Networks with a login page (hotspot login) are not suitable. Please use a normal LAN port without login.



STEP 2

Sign in to the audiorooms app

Your Streaming Box is linked to your audiorooms account. Sign in with the login details we sent you by email.

1 Get the app – or open it in the browser

The audiorooms app is available for iPhone and Android. Without installing anything you can use the web player at **audiorooms.music**.



Download on the
App Store



Get it on
Google Play



Web player
audiorooms.music

2 Enter email address and password

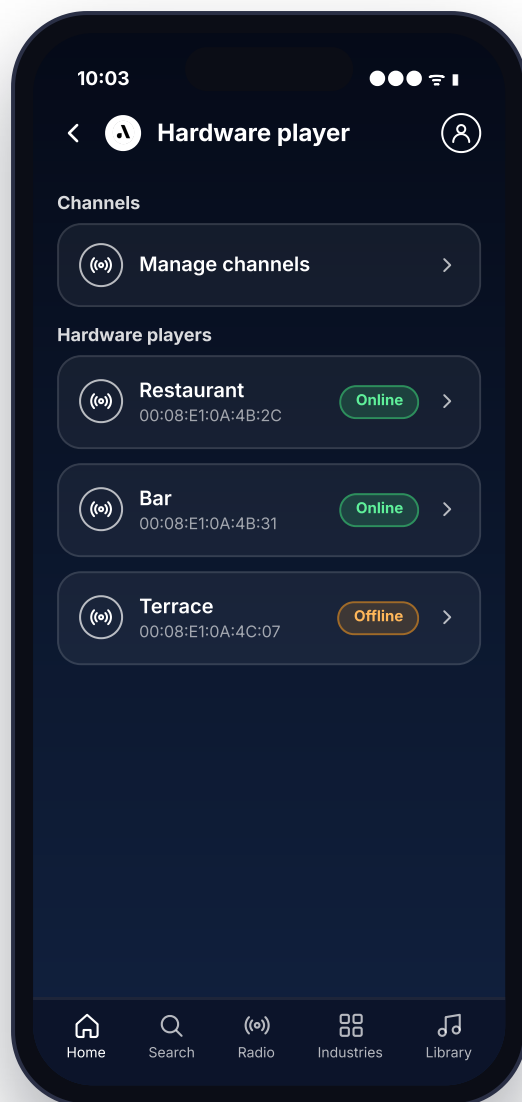
Enter the login details from your welcome email and tap **Sign in**. Forgotten your password? **Forgot password?** sends you a link to reset it.

3 Choose your language

After signing in for the first time you choose your language (German, English, Spanish, French, Italian). You can change it at any time under **Profile → Language**.



Enterprise customers: The player portal has a **separate login** – more on page 12. For day-to-day control the app is all you need.



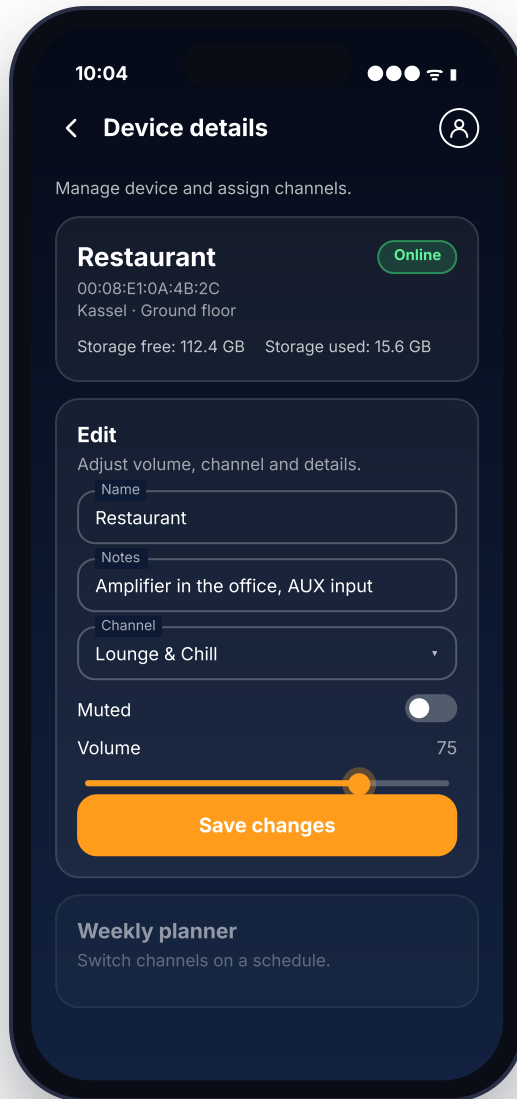
STEP 3

Find your player

After signing in you will find your Streaming Box in the profile area of the app. It is already assigned to your account – no serial number or code needed.

- 1 **Open your profile**
Tap the **profile icon** at the top right. This is where your settings live.
- 2 **Tap "Hardware player"**
The entry **Hardware player – Control your streaming boxes** opens the overview of your players.
- 3 **Check the status**
Under **Hardware players** your box appears with its name. **Online** means connected and ready. **Offline** means no connection – check power and LAN (page 14).
- 4 **Tap the player**
Tapping the player opens the **Device details** – this is where you control channel, volume and the weekly plan (next page).

 **"No devices added yet."**? Then your account is not yet linked to the box. Send us a short message with the MAC address from the label – we will activate it.



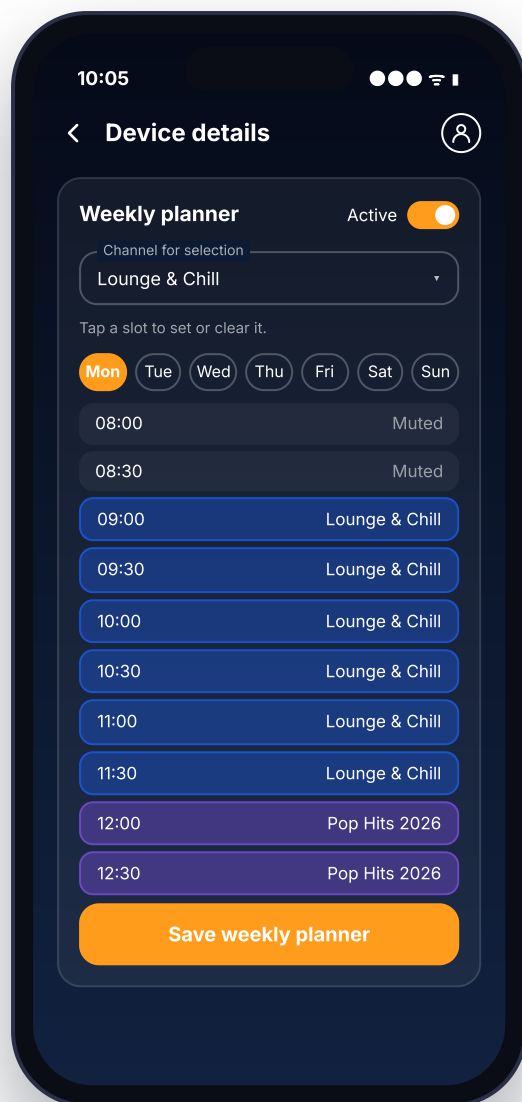
DEVICE DETAILS

Channel, volume & mute

In the device details you see the state of your box and control what it plays. Changes are sent to the box as soon as you save.

ELEMENT	WHAT IT DOES
Header	Name, MAC address, location and status (Online/Offline, plus "· Muted" if applicable). Below that Storage free / used – so you can see how much room is left for playlists.
Name & Notes	Give the box a meaningful name ("Restaurant", "Sales floor") and note, for example, where the amplifier is.
Channel	Selects what is played: a radio station (Stream) or a playlist loaded onto the box (Store & Play). Changing the channel automatically unmutes the box.
Muted	Silences playback without changing the channel – e.g. during an announcement.
Volume	Slider from 0 to 100. The value is set on the box; the final level is still set by your amplifier.
Save changes	Sends everything to the box. The app confirms with "Device updated."

Tip: Switching to a playlist can take a few seconds before the box starts the first track. The channel must have been created under **Manage channels** first (page 11).



WEEKLY PLANNER

Music on a schedule – fully automatic

For each weekday, set in 30-minute steps which channel plays. The box follows the plan – even when the app is closed.

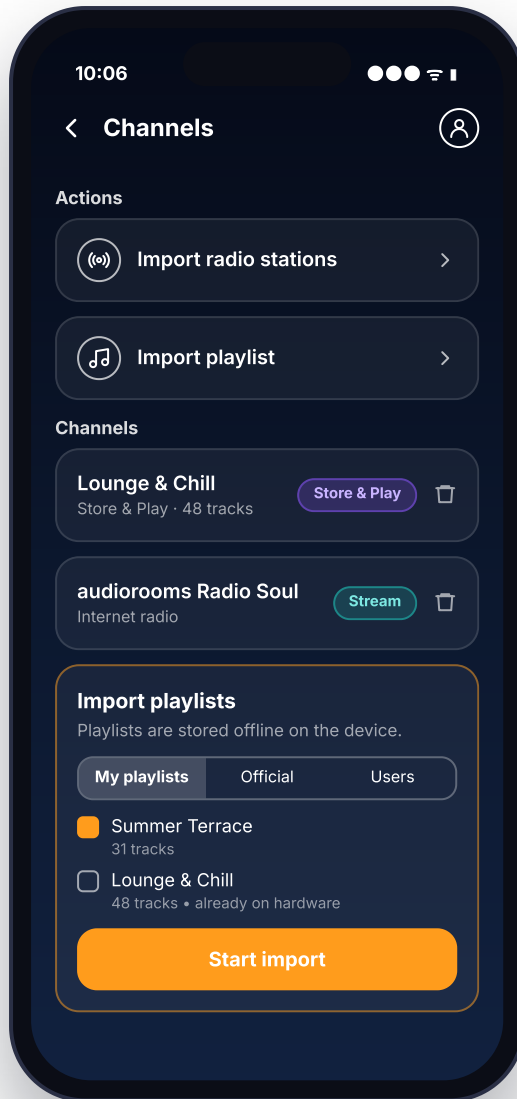
- 1 **Activate the weekly planner**
Switch to **Active**. As long as it is set to "Inactive", only the manually selected channel applies.
- 2 **Choose a channel, set slots**
Choose the channel under **Channel for selection** and tap the time slots. On a computer you can drag the mouse across the plan.
- 3 **Save**
Save weekly planner – done. Empty slots mean **Muted**: outside your opening hours it stays quiet.

Example: Restaurant

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
08							
09	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
10	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
11	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
12	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026		
13	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026		
14	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
15	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
16	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
17	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill	Lounge & Chill		
18	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026		
19	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026		
20	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026		
21	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026	Pop Hits 2026		
22						Pop Hits 2026	

■ Lounge & Chill ■ Pop Hits 2026 ■ Muted

How it works: audiorooms checks the plan every minute and switches the box accordingly. A channel used in the plan cannot be deleted by accident – the app warns you first.



CHANNELS

Get radio stations & playlists onto the box

A **channel** is a source your box can play. Under **Hardware player** → **Manage channels** you create channels – from your radio stations and playlists in the app.



Stream · Import radio stations

Choose one or more radio stations from the audiorooms range. The box plays them live from the internet – ideal for a varied programme with no maintenance.



Store & Play · Import playlist

Your own, the official or user playlists are copied to the box and play there **offline** – even if the internet goes down. Up to 128 GB of storage.

1

Import a playlist

Tap **Import playlist**, choose the source (**My playlists**, **Official**, **Users**), tick the playlists and start with **Start import**. The songs are copied – depending on length this can take a few minutes.

2

Update instead of duplicating

Playlists marked “**already on hardware**” are already on the box. On a repeat import the app asks: **Update** (load new tracks) or **Import new**.

3

Assign the channel

Back in the **Device details**, select the new channel and save – or schedule it in the weekly planner.



Deleting: The bin icon removes a channel from the box. If it is used in the weekly planner, the app warns you and deletes the affected time slots as well.

ENTERPRISE

The audiorooms player portal

Several locations, many players, your own advertising and announcement inserts? That is what the player portal is for – a professional interface with a **separate login** that you use in addition to the app.



All players at a glance

Locations, branches and devices in one organisation – with live status.



Advertising & announcement players

Upload spots, announcements and jingles and play them over the music.



Schedules

Opening hours, channel and volume schedules – copy them to many players.



Channel lists & failover

Backup programme that kicks in automatically if a stream fails.



Users & roles

Grant access per location or region.



Firmware & maintenance

Schedule updates, view device status and logs.



Access: You reach the portal at **barix.audiorooms.de**. The login details are independent of your app login and are set up by us – just get in touch.

1

Open the portal

Go to **barix.audiorooms.de** in your browser – ideally on a PC or tablet.

2

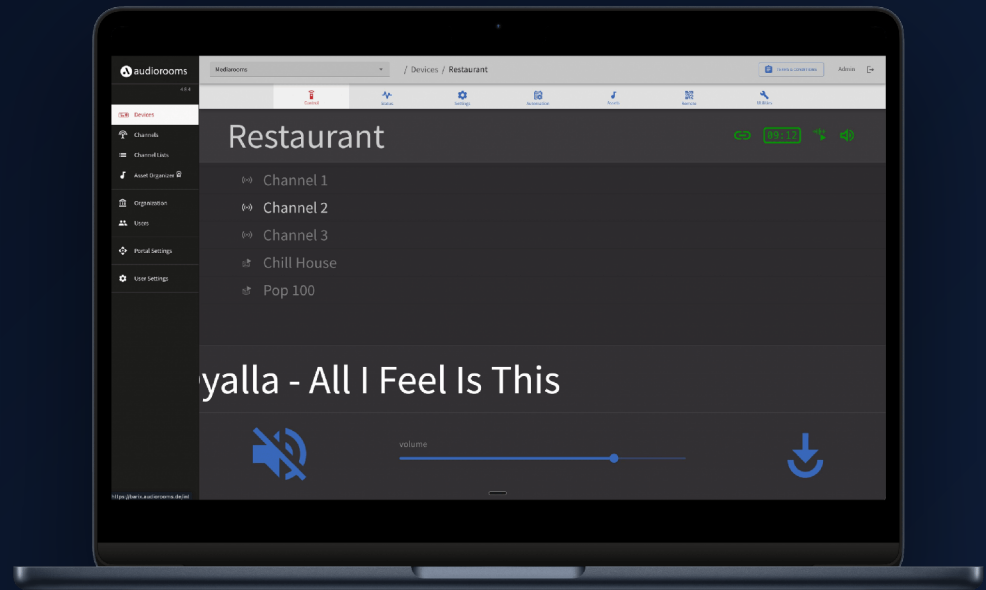
Sign in

Enter the username and password from your portal login details, then **LOGIN**.

3

Get started

Under **Devices** you see all players, under **Channels** and **Asset Organizer** music and inserts.



Player portal: device "Restaurant" with channels, current track and volume

STATUS LED

What the LED tells you

The small "STATUS" LED on the front shows you at any time how the box is doing.

LED	STATE	MEANING / WHAT TO DO
 Off	No power	Check the power adapter and socket. Plug firmly in PWR?
 Red, slow flashing	Box is starting	Normal in the first 20 seconds after switching on. Just wait.
 Green, solid	Ready & connected	All good: the box is connected to the player portal and shows "Online" in the app.
 Green, flashing	Running, but no portal connection	Wait up to 7 minutes after start-up. If it persists: check internet and firewall (page 6), restart the box.
 Red, solid	Application not running	Unplug the power, wait 10 seconds, plug it back in. If the LED stays red for more than 5 minutes: contact support (have the MAC address ready).
 Orange, flashing	Firmware update / rescue mode	Do not disconnect the power! The update runs automatically and the box restarts afterwards.
 Green, fast flashing	Factory reset ready	Only appears when RESET is held for more than 10 seconds. Release the button now to reset.

The RESET button

Recessed next to the LED – reachable with a straightened paper clip.

3–9 s	Restarts the box. Settings are kept.
10–19 s	Resets to factory settings. Only after consulting us – the network settings are lost.
30 s at power-on	Rescue mode: the box reloads its firmware (internet required). Only when instructed by support.

✓ **The simplest fix:** Nine times out of ten a restart helps – unplug the power, wait 10 seconds, plug it back in. After about a minute the box is back online.

PROBLEMS & SOLUTIONS

If something isn't working

No sound

- Is the LED solid green?
- In the app: is a **channel** selected? **Muted** off? **Volume** above 0?
- Weekly planner active and current slot empty (= muted)?
- Audio cable secure? Right input selected on the amplifier?

Solution: Reselect the channel and save, check the amplifier, restart the box if necessary.

App shows "Offline"

- LED off → check power.
- LED flashing green → the box has no internet or the portal is blocked.
- LAN cable secure at both ends? Are the port LEDs on the router lit?

Solution: Restart the box and, if necessary, the router; wait up to 7 minutes. On company networks check the rules on page 6.

"No devices added yet."

- Your account is not yet linked to the box, or you are signed in with a different account.

Solution: Sign in with the login details from the welcome email. If that does not help, send us the MAC address from the label – we will link the box.

Playlist is out of date

- New tracks in the app playlist do not end up on the box automatically.

Solution: **Manage channels** → **Import playlist**, tick the playlist and choose **Update** in the dialog. The box loads the tracks – "Storage used" goes up.

Music drops out or stutters

- Internet connection fluctuates (typical with radio stations/streams).
- Network busy, e.g. with large downloads.

Solution: Load playlists onto the box as **Store & Play** – they keep playing offline. Check the internet connection.

Noise, hum, crackling

- Loose or faulty audio cable, poor adapter.
- Ground loop between box and sound system.

Solution: Swap the cable, try another input. For hum, use a ground loop isolator.

Weekly planner does not switch

- Switch set to **Inactive**?
- Plan not saved after changing it?
- Box offline?

Solution: Set the planner to **Active**, check the slots, **Save weekly planner**. Switching happens on the hour and half hour, within a minute.

Box keeps restarting

- Power adapter delivers too little current or is faulty.
- Firmware update in progress (LED orange).

Solution: Only use the original power adapter (5 V, 10 W). If the LED is orange, wait. Otherwise contact support.

Error message in the app

- "Save failed", "Import failed" or "... could not be loaded" usually indicate a brief connection problem.

Solution: Wait a moment and try again. If the message persists, restart the app. Then send us a screenshot.

SUPPORT & CONTACT

We are here for you

Stuck, or would you like more players, advertising inserts or the player portal? Get in touch – we help quickly and without fuss.



Email

info@audiorooms.de

Phone

+49 (0)561 430 83 401

Web

www.audiorooms.co.uk/streaming-box

So we can help you quickly

Please tell us with your support request:

- **Name of the player** in the app (e.g. "Restaurant")
- **MAC address** from the label on the box (e.g. 00:08:E1:...)
- **Behaviour of the status LED** (colour, solid or flashing)
- **Error message** from the app – ideally as a screenshot
- Since when the problem exists and what you have already tried

Further information

- Manufacturer documentation for the RetailPlayer S400:
help.barix.com/retailplayer
- Plans, royalty-free music and other products: **www.audiorooms.co.uk**
- Web player: **audiorooms.music**



Streaming Box on the web
audiorooms.co.uk/streaming-box



Open the web player
audiorooms.music

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