Pandora for Business - Web Control Application



User Guide

Welcome to the **Pandora for Business** (Powered by Mood Media) online management portal. This guide provides a step-by-step overview of your main dashboard features, helping you monitor, control, and customize background music across all your business locations.

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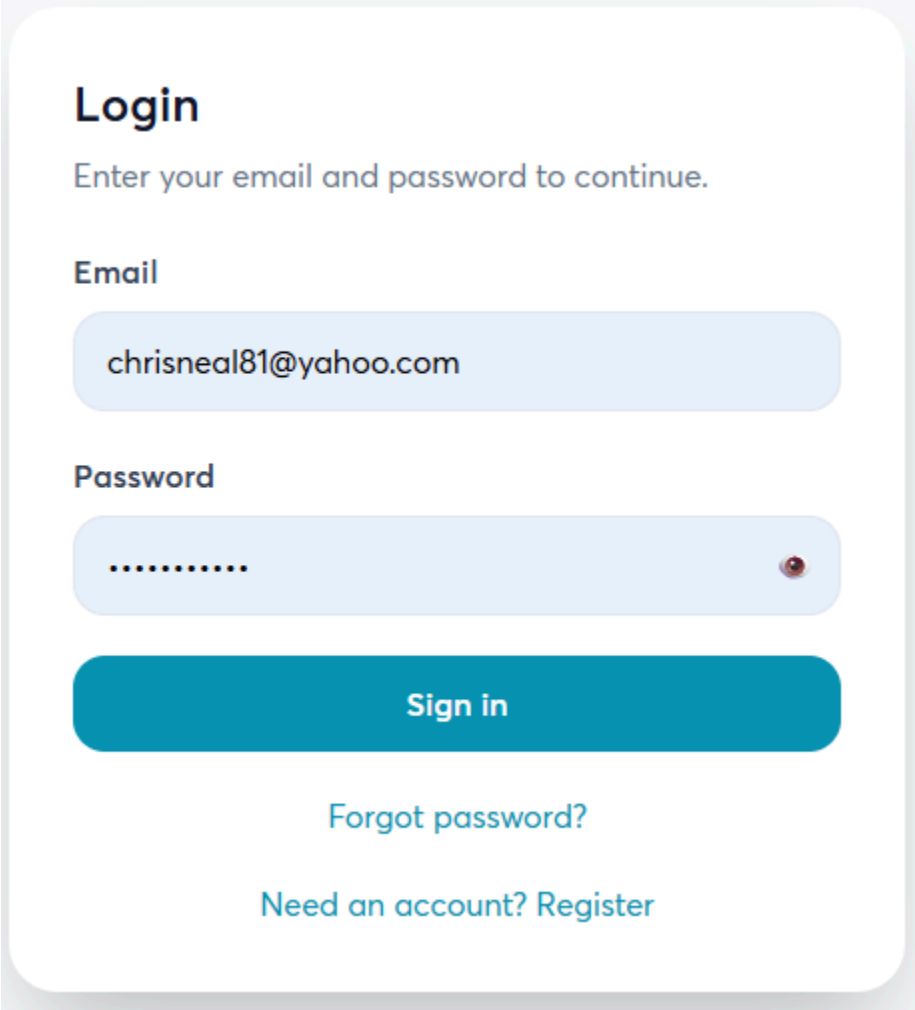
Accessing the Pandora for Business Web Control App

Logging in to your Account

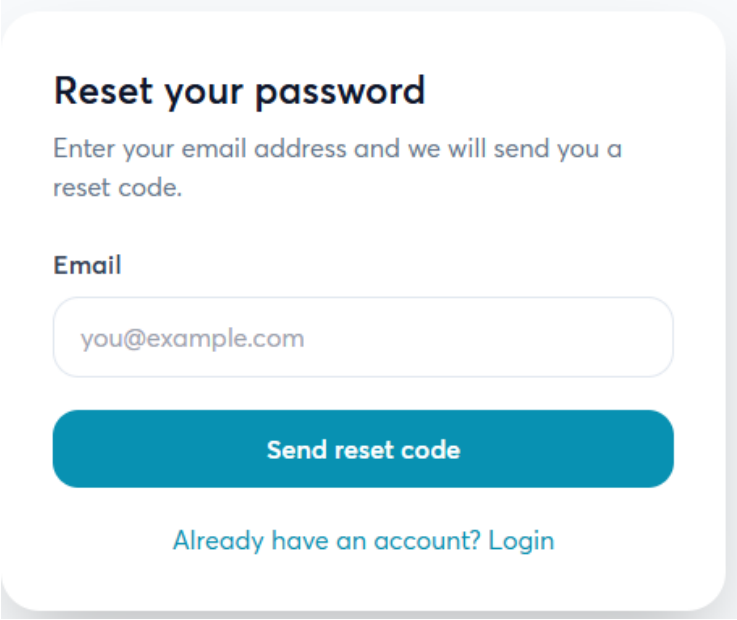
To sign in to your account, navigate to Pandora.moodmedia.com/control in your web browser. Use the credentials provided to you during onboarding to access the portal.



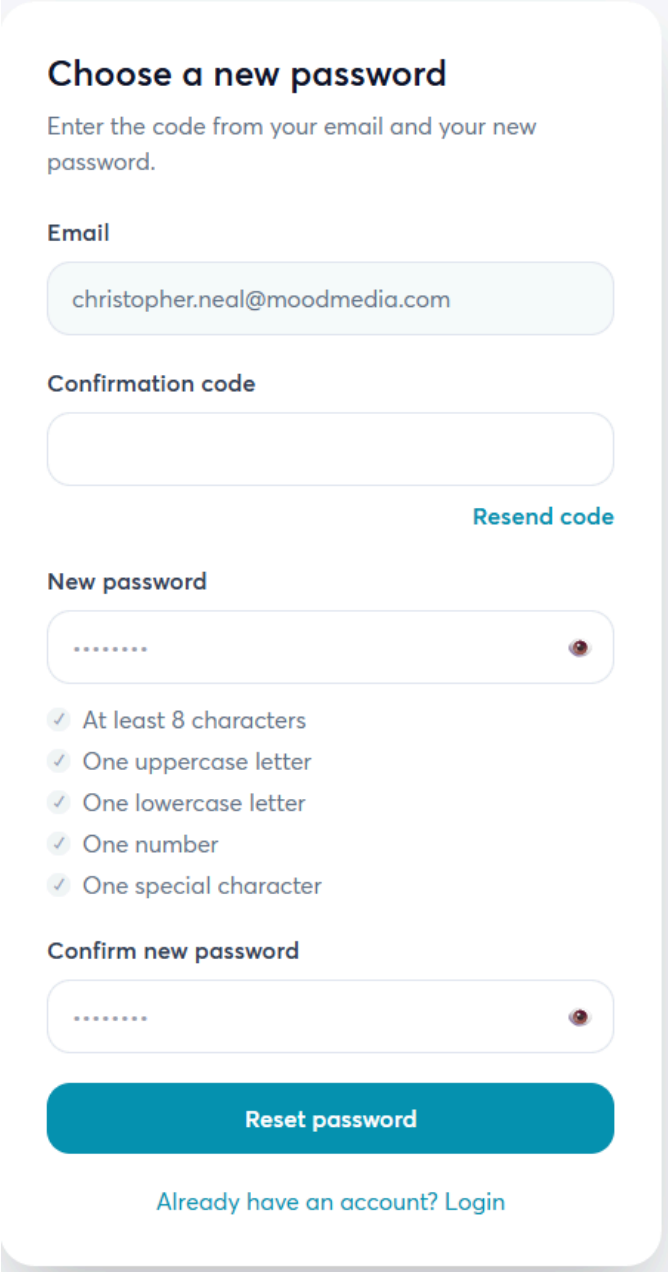
- **Email:** Enter the email address associated with your Pandora for Business account.
- **Password:** Enter your account password.
- **Forgot Password?:** Select this link to reset your password if you are unable to sign in.
- **Need an account? Register:** Select this link to set up a new account for Pandora for Business service.

Resetting Your Password

If you forget your password, follow these steps to complete the reset process:



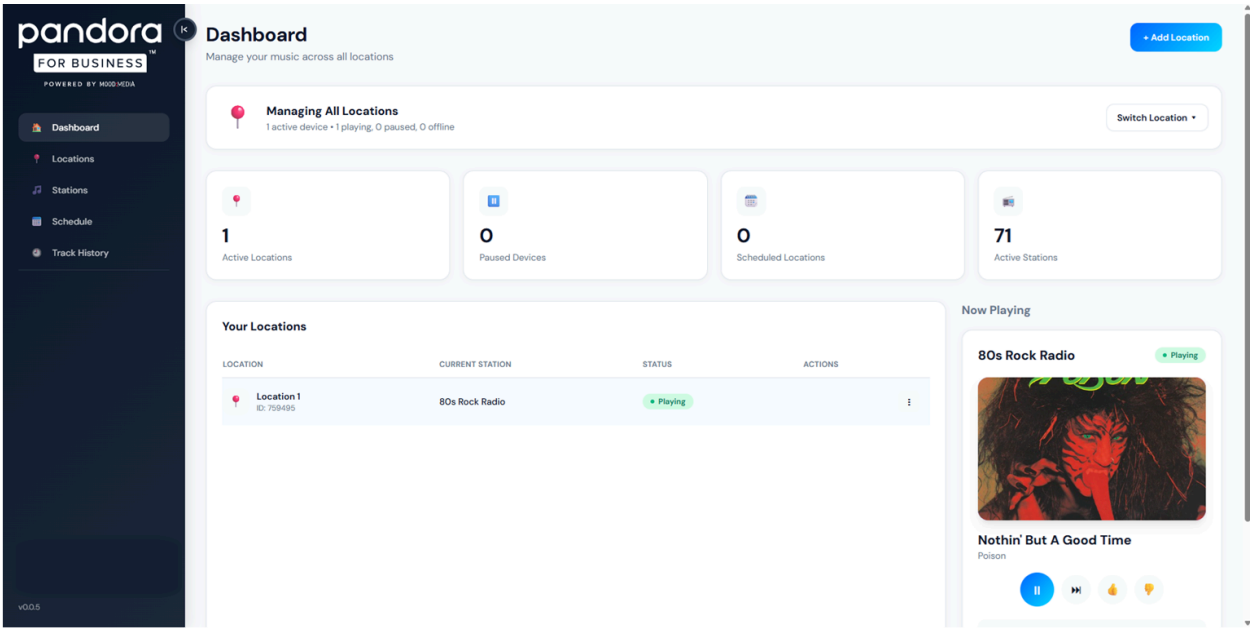
1. **Initiate Request:** Select the **Forgot Password?** link on the main sign-in screen.
2. **Enter Email:** Input the email address registered to your Pandora for Business account and submit.
3. **Retrieve Confirmation Code:** Check your email inbox for a message containing your one-time Confirmation Code.
   Note: If you do not see the email in your inbox within a few minutes, check your Junk or Spam folder.



4. **Input Code:** Enter the Confirmation Code on the password reset page displayed on your screen.
5. **Set New Password:** Enter a new password that meets the displayed complexity requirements, then re-enter it in the confirmation field.
6. **Sign In:** Return to the main login screen and sign in using your email address and new password.

Dashboard

The **Pandora for Business Dashboard** serves as a central command center for monitoring and controlling in-store music streaming across all locations. Designed for quick, high-level visibility, this screen brings key operational metrics, playback statuses, and active media controls into a single intuitive view.



From the dashboard, you can instantly verify device connectivity, monitor what station is playing at any store, adjust live playback in real time, or seamlessly navigate to your locations, schedules, and station settings.

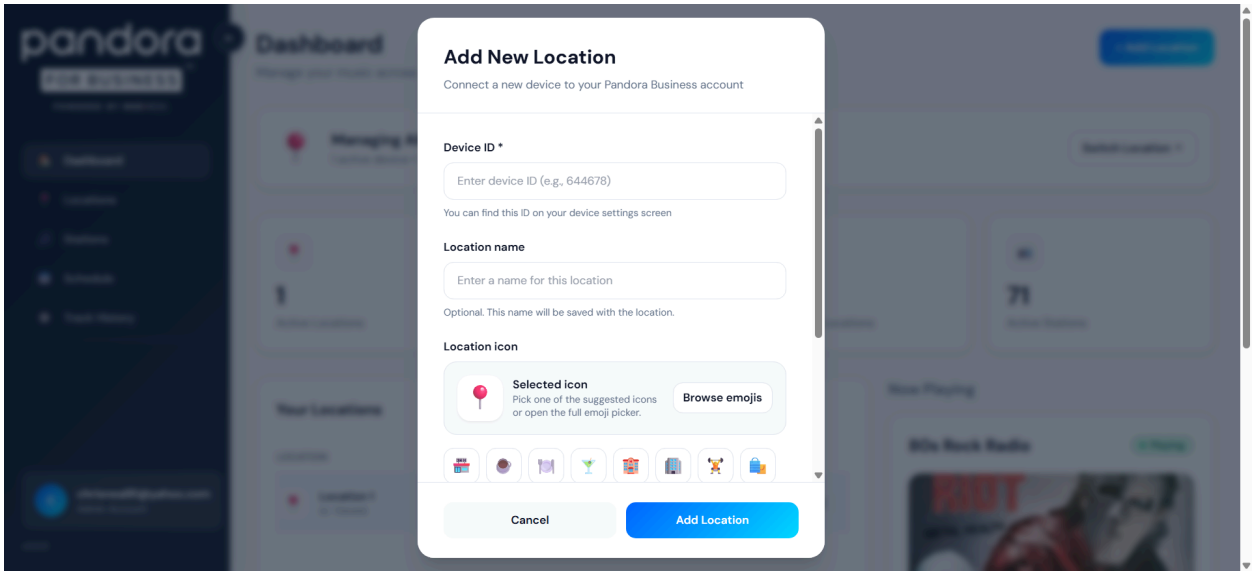
Navigation Sidebar

Located on the left edge of your screen, the navigation menu allows you to jump between key administrative sections:

- **Dashboard: -** Your primary control center (current view) displaying high-level system metrics, location statuses, and active playback controls.
- **Feature 2: - Locations: -** View, edit, and organize all registered physical business addresses, zones, or media player hardware.
- **Feature 3: - Stations: -** Browse, search, and manage your full catalog of Pandora radio stations and custom brand mixes.
- **Feature 4: - Schedule: -** Set up automated dayparting and schedule station changes based on operating hours or peak customer traffic times.
- **Feature 5: - Track History: -** Review a log of previously played songs across your locations for auditing and compliance.

Tool Bar & Global Controls

Add Location: - Located in the top-right corner, click this button to onboard a new Location/Media Player to your account.

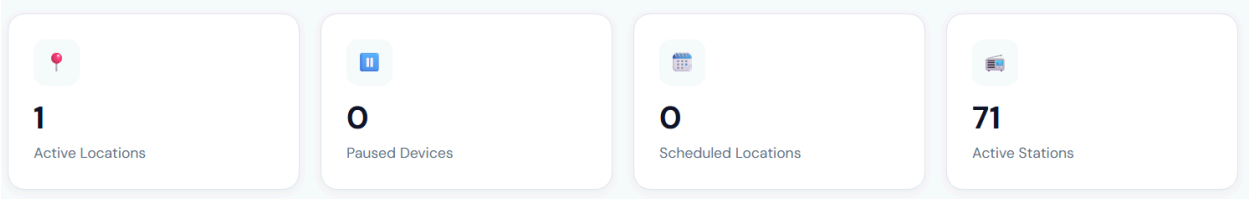


- Selecting “Add Location” will open a pop up window that will allow you to enter the following information about your location
    - **Device ID: -** In this field you will enter the device id for your device. This can be found on the device settings screen
    - **Location Name: -** Enter the desired name for your new location *(this is an optional field - if you enter a name it will be saved with the location)*
    - **Location Icon: -** This feature allows you to select an Icon for your Location *(this is an optional field)*
    - After completing the process to add a new Location you will not be automatically switched to controlling that Location. To switch to the location your will need to select the **Switch Location** button

Switch Location: - The top status bar indicates your current view scope (e.g., Managing All Locations along with device connectivity stats). Click the **Switch Location** dropdown will allow you to switch which Location your are controlling through the Dashboard.

Metrics Summary Cards

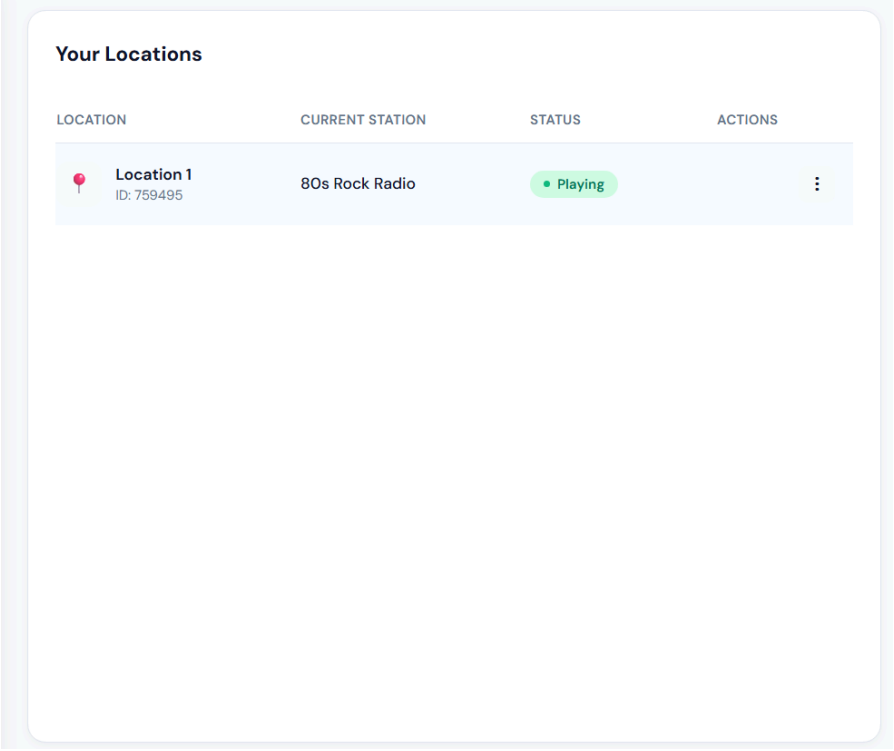
These four summary tiles give you an instant diagnostic overview of your account's health and content volume:



- **Active Locations Card: -** Displays the total count of online, actively connected Locations
- **Paused Devices Card: -** Displays the number of Locations where the Device is paused
- **Scheduled Locations Card: -** Indicates how many Locations are currently operating on an automated Music Schedule
- **Active Stations Card: -** Displays the total number of curated Pandora stations available for playback across your Locations

Locations Overview Table

This section of the Dashboard will provide you with the ability to see information about each of your individual Locations.

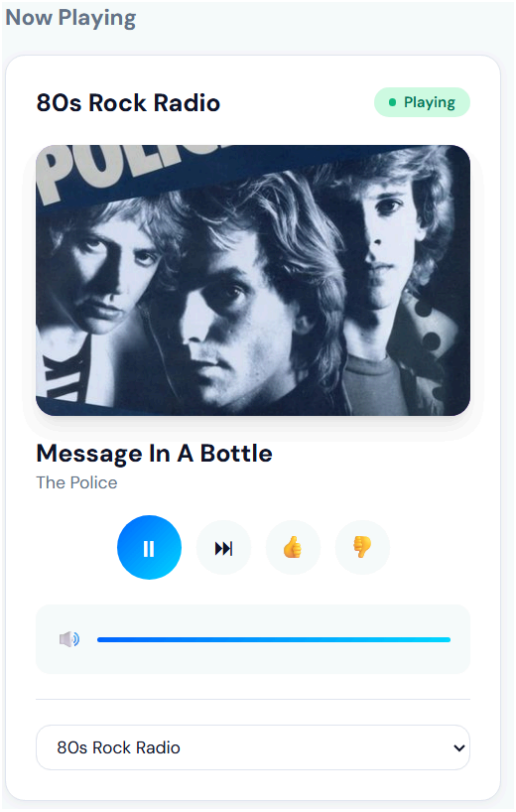


- **Location Name & ID: -** Displays the friendly name of your store (e.g., Location 1) along with its unique system Device ID number.
    - *(If you selected a specific Icon for the Location it will display that Icon next to the Location name)*
- **Current Station: -** Shows the station currently streaming at that specific physical location (e.g., 80s Rock Radio).
- **Playback Status Badge: -** A color-coded status tag (e.g., green Playing badge) confirming whether audio is actively streaming.
    - Status: Playing, Paused, Offline
- **Actions Menu: -** Click the three-dot icon on any row to access quick commands
    - Deactivate Pandora: - Selecting this will unpair the device from the pandora account and stop playing music
    - Remove Location: - Selecting this option will remove the corresponding Location from your Locations and you will no longer be able to control that Location

You can choose which Location you are controlling by selecting the Location in this feature. The selected Location will be highlighted to indicate which one you are controlling.

"Now Playing" Control Panel

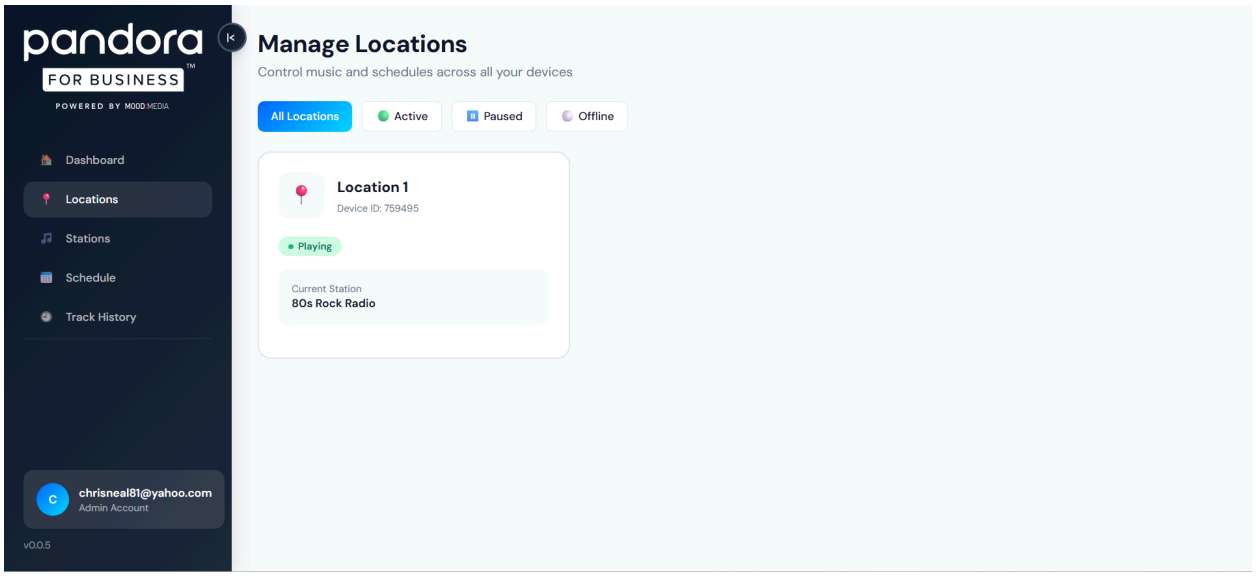
Positioned on the right side of the dashboard, this panel gives you real-time visibility and direct remote control over the active stream:



- **Active Station Header: -** Displays the currently playing station name along with an active status badge.
- **Album Artwork & Track Info: -** Displays the official album cover art, song title, and artist name for the track currently playing (e.g., "Nothin' But A Good Time" by Poison).
- **Playback Controls: -** The following Buttons and Slide bar allow you to control the music remotely
    - **Pause: -** Will allow you to pause the music for the selected Location
    - **Skip: -** Will allow you to skip the current Song playing at that Location
        - You can only skip a song once every 20 seconds
        -
    - **Thumbs Up / Thumbs Down Feedback: -** Fine-tune your station's algorithm in real time:
        - **Thumbs Up (👍):** Tells Pandora to play more songs similar to this track
        - **Thumbs Down (👎):** Immediately skips the track and prevents similar songs from playing on this station in the future

Locations

The **Locations** page is your command center for viewing and controlling music playback across all your Locations. From this screen, you can quickly monitor device connectivity, filter locations by status, and see what is playing in real time at each store.



Status Filter Tabs

At the top of the page, filter buttons allow you to sort your location views based on device connectivity:

- **All Locations: -** Displays every registered Locations and Devices under your account regardless of status
- **Active: -** Filters the view to show only locations where Location/Devices are currently online and streaming music
- **Paused: -** Shows locations where audio streaming has been manually paused
- **Offline: -** Highlights locations where the player device has lost internet connection or power, requiring technical troubleshooting.

Location Information Card

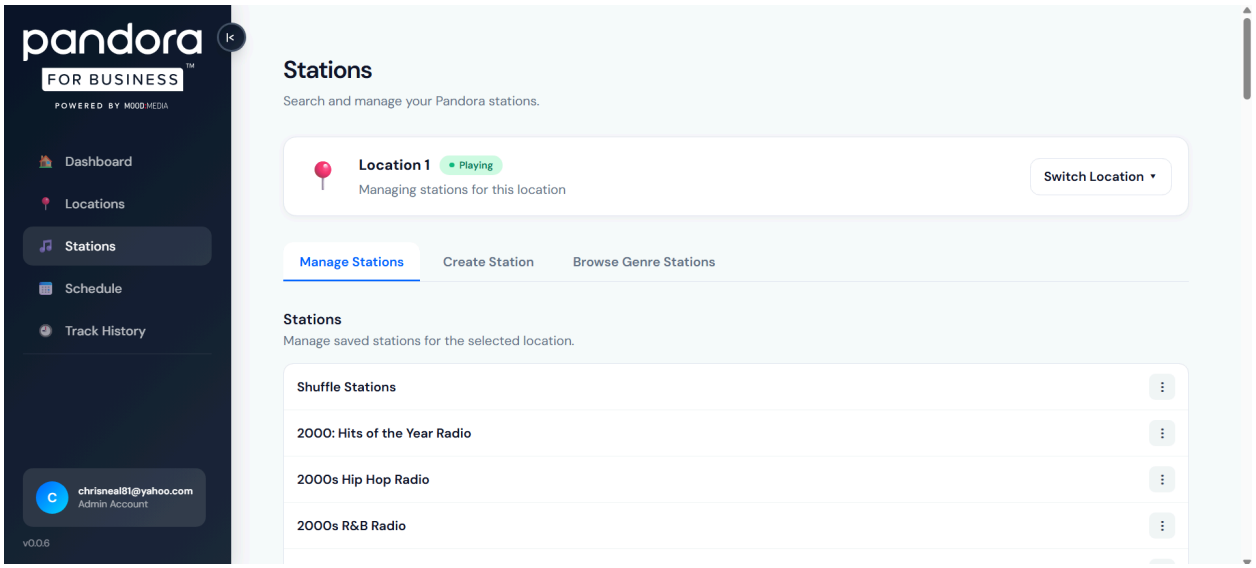
Each registered store or media player is displayed as an individual card containing real-time diagnostic details:

- **Location Name & ID: -** Displays the friendly name of your store (e.g., Location 1) along with its unique system Device ID number.
    - *(If you selected a specific Icon for the Location it will display that Icon next to the Location name)*
- **Playback Status Badge: -** A color-coded status tag (e.g., green Playing badge) confirming whether audio is actively streaming.
- **Status: -** Playing, Paused, Offline**Current Station: -** Shows the station currently streaming at that specific physical location (e.g., 80s Rock Radio).

If there are no Location/Devices that match the selected Filter tab, then you will get the following message on the screen: *No locations match the current filter.*

Stations

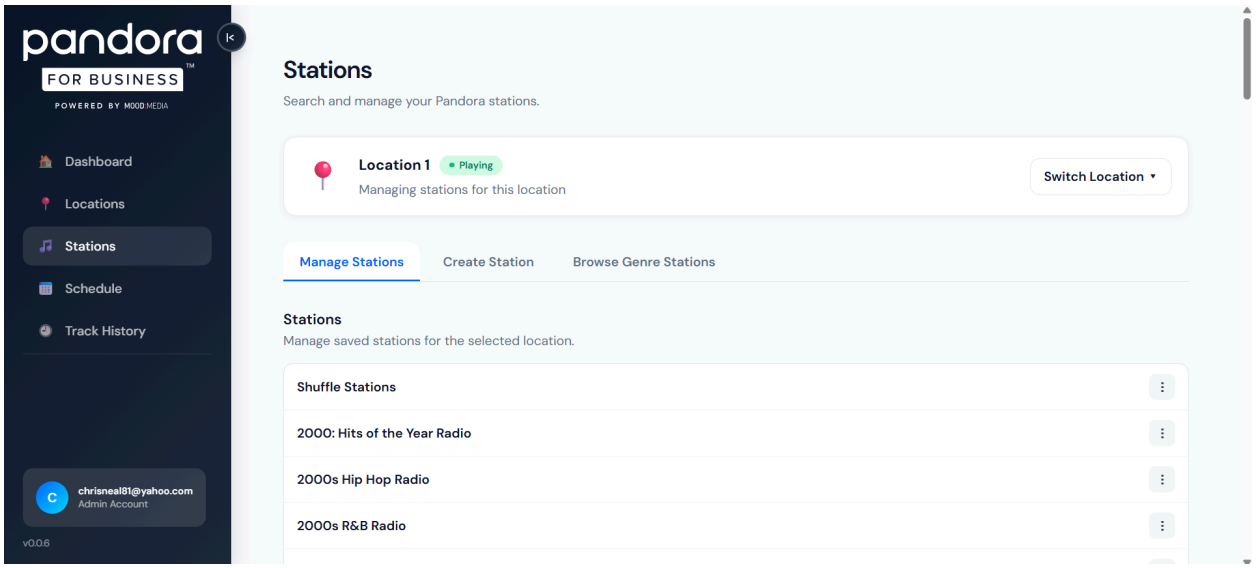
The **Stations** portal allows you to search, create, and manage the Pandora radio stations assigned to your physical locations. Whether you want to curate a specific playlist, search for new music by artist or track, or explore curated decade genres, all music management is handled from this central hub.



At the top of every Stations tab, you will see the **Location Context Bar**:

- **Active Location Indicator: -** Displays the currently selected store (e.g., *Location 1*) along with its real-time playback status badge (e.g., 🟢 **Playing**).
- **`Switch Location` Dropdown: -** Click this button to change which business address or media player you are configuring music for before making edits.

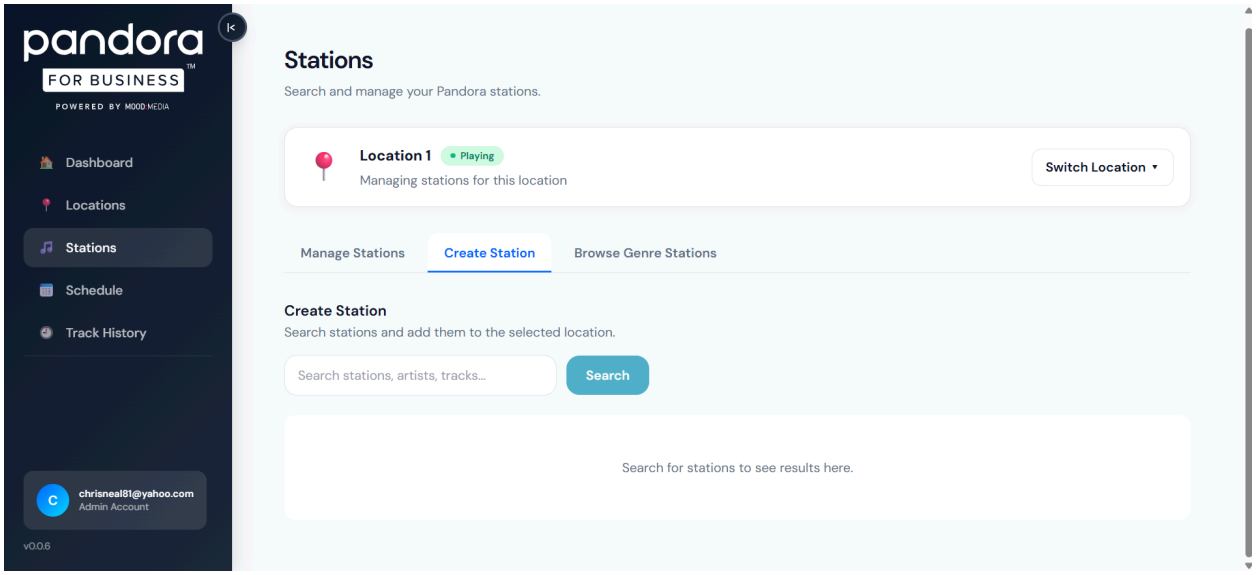
Manage Stations Tab



This tab lists all saved and assigned stations currently available for playback at the selected location.

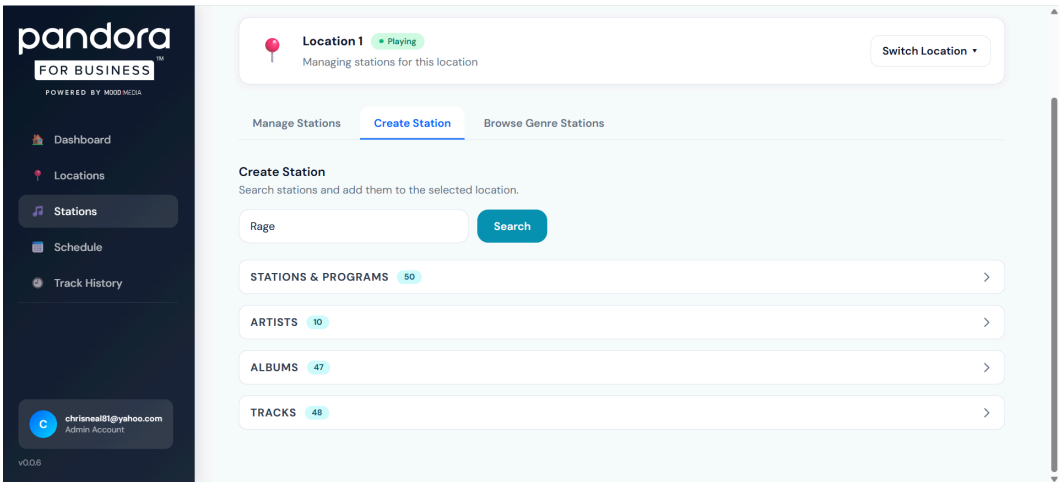
- **Shuffle Stations: -** Selecting or enabling this option automatically rotates playback across all saved stations assigned to the store, ensuring fresh variety throughout the day
- **Saved Stations List: -** Displays your active station collection (e.g., *2000: - Hits of the Year Radio*, *2000s Hip Hop Radio*, *2000s R&B Radio*)
- **Quick Actions Menu (⋮): -** Click the three-dot button on the far right of any station row to perform management tasks, such as editing the station or removing the station from the location

Create Station Tab



Use this tab to build brand-new Pandora stations from scratch using custom seeds (artists, tracks, or genres).

- **Search Input Field: -** Type an artist name, song title, or general genre keyword into the field (*"Search stations, artists, tracks..."*)
- **Search Button: -** Click to execute your query across Pandora's massive music library
    - After entering the keyword and selecting the "Search" button the page will display the results based on the following categories:



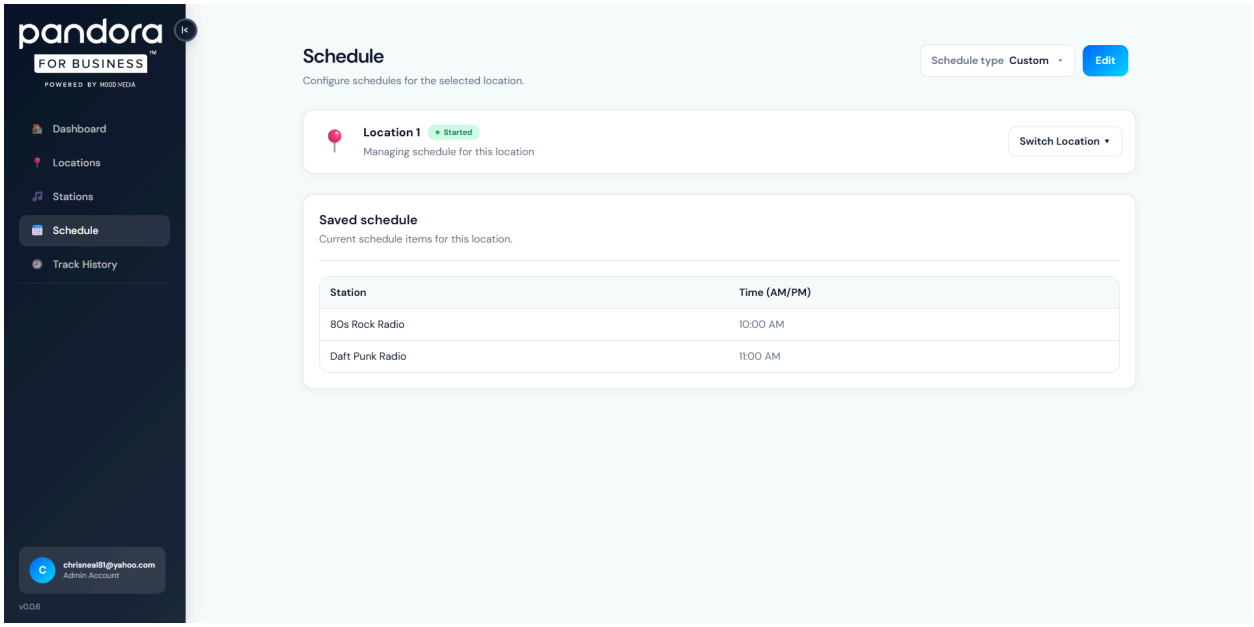
        - **Stations & Programs**
        - **Artist**
        - **Albums**
        - **Tracks**
- **Adding to Location: -** Click (+) next to your desired entry to instantly link it to the current location's library

Browse Genre Stations Tab

If you need curated music inspiration tailored to specific eras, styles, or customer demographics, use the **Browse Genre Stations** directory.

- **Load Genre Station Button:** Refreshes or populates the preset genre catalog
- **Categories:** Explore organized station collections grouped by era or genre (e.g., **2000S** *(35 stations)*, **2010S** *(26 stations)*, **50S** *(16 stations)*)
- **Expand Category (>):** Click the arrow next to any category card to expand the list and preview individual radio stations within that grouping
- **Adding to Location: -** Click (+) next to your desired entry to instantly link it to the current location's library

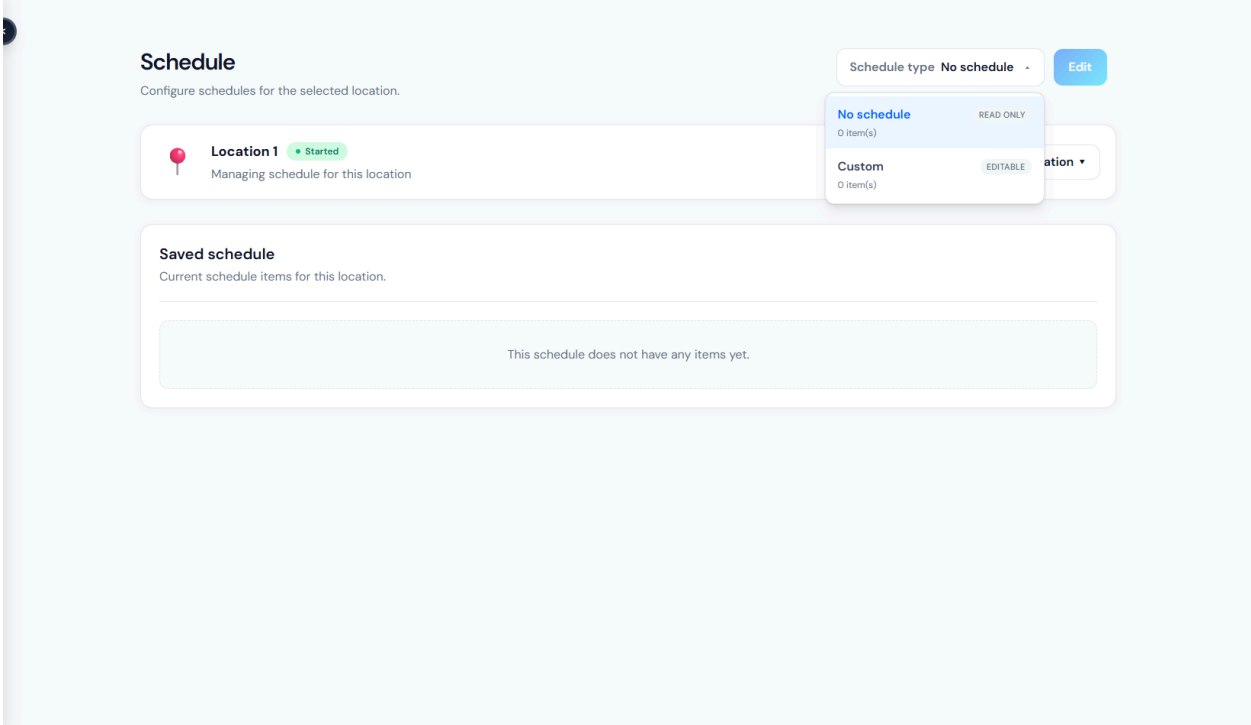
Schedule



The **Schedule** feature enables automated station switching (dayparting) throughout the day for your business locations. By setting up a custom schedule, your media player will automatically transition between stations at specified times—allowing you to match the musical energy to morning, afternoon, or evening customer traffic without manual intervention.

Selecting a Schedule Type

In the top-right control bar, click the Schedule type dropdown menu to choose your scheduling mode:



- **No schedule (READ ONLY):** Disables automated dayparting. The location will continuously play whichever station is manually selected.
- **Custom (EDITABLE):** Enables full automated scheduling, allowing you to build time-based station transitions.

Note: To start building or editing a daypart schedule, select **Custom** from the dropdown menu and click the **`Edit`** button.

Step-by-Step: Building a Custom Schedule

Step 1: Understand the Edit Lock

When you enter edit mode, a green banner appears reading **`Edit lock active for [MM:SS]`** (e.g., *15:00 countdown*).

- This timer temporarily locks the schedule configuration to your session, preventing other administrators from overwriting your changes while you work.
- Be sure to save your entries before the edit lock timer expires.

Step 2: Add Schedule Rows

1. Click the **`+ Add row`** button on the right side of the editor block to create your first time slot.
2. **Select a Station:** Click the **Station** dropdown on the left side of the row to pick from your location's saved stations (e.g., *80s Rock Radio*).
3. **Set the Start Time:** Input the desired transition time into the **Time** field and select **AM** or **PM** from the time format selector (e.g., *10:00 AM*).

Step 3: Configure Multiple Dayparts (Optional)

To create smooth musical transitions throughout the day, click "**`+Add Row`**" again to add subsequent time blocks:

- **Row 1:** *80s Rock Radio* starting at **10:00 AM**
- **Row 2:** *Daft Punk Radio* starting at **11:00 AM**

The system will automatically switch to each assigned station when the internal clock reaches the scheduled time.

Step 4: Deleting a Time Slot

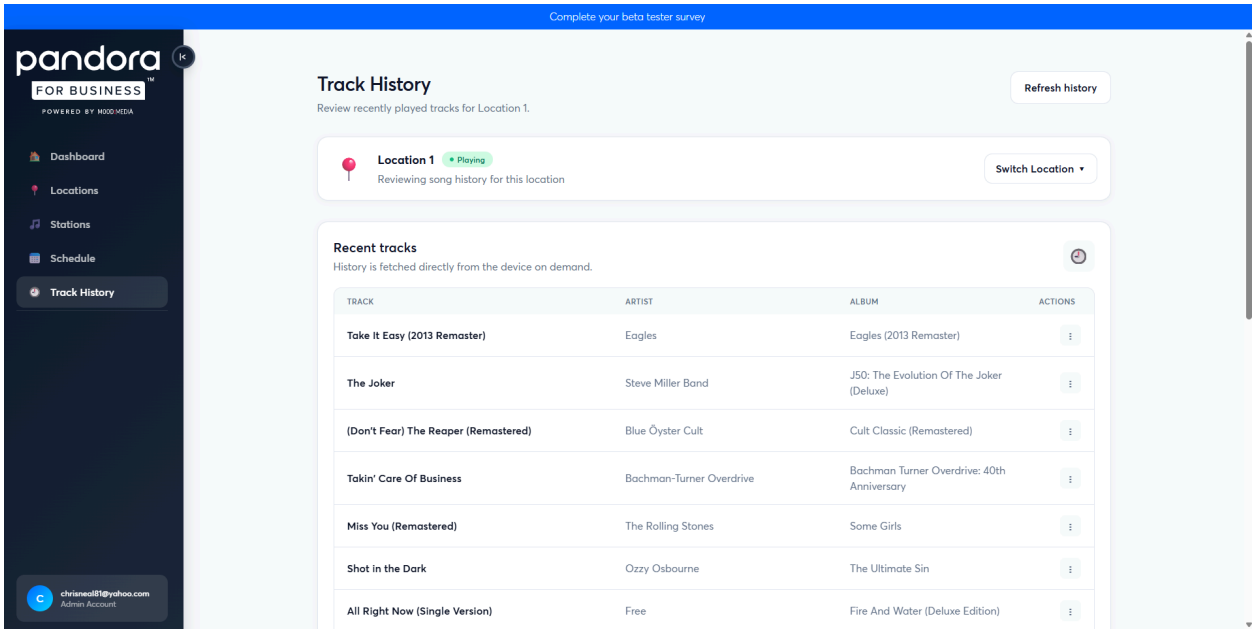
To remove an unwanted scheduled slot, click the red **Trash Can icon (🗑️)** located on the far right side of that specific row.

Step 5: Save Your Changes

Once you have configured all desired station transitions:

- Click **`Save entry`** (blue button) at the bottom right to apply the schedule to your media player immediately.
- If you want to discard your edits without saving, click **`Cancel`**.

Track History



The **Track History** page provides a real-time audit log of all recently played songs at a selected location. Because song logs are fetched on demand directly from your physical media player device, you always have access to an accurate record of what music played in your store—allowing you to refine your station algorithms and create custom stations based on popular tracks.

Recent Tracks Log Table

The **Recent tracks** table organizes recently streamed music into four detailed columns:

- **TRACK:** Displays the official song title (e.g., *Take It Easy (2013 Remaster)*).
- **ARTIST:** Displays the performing band or solo artist (e.g., *Eagles*).
- **ALBUM:** Displays the source album name (e.g., *Eagles (2013 Remaster)*).
- **ACTIONS (⋮):** A context menu button on the far right of every song entry that opens track management controls.
    - 1. (👍)**Like:** Give the track a "Thumbs Up" to train the station's algorithm. This signals Pandora to play this track and similar songs more frequently on this station.
    - (👎)**Dislike:** Give the track a "Thumbs Down." This immediately flags the song so it will not play again on this station at this location.
    - (💤) **Sleep Song:** Temporarily removes the song from rotation across your stations without permanently disliking it. Great for seasonal or overplayed tracks that need a temporary break.
    -

- (➕) **Create Station from Track:** Instantly creates and saves a brand-new Pandora radio station modeled after the sound and style of that specific song.
- (➕) **Create Station from Artist:** Instantly generates a new radio station seeded with music from that specific performing artist and related musicians.