



MUSIC (& MEDIA) MANAGER

To install the Music (& Media) Manager properly the following requirements should be met.

TECHNICAL FACILITIES

In the proximity of the Music (& Media) Manager location, meaning up to 1.5 meter, the following connections should be available:

- 1x LAN connection for **UTP Cat 5/6 cable**; for further instructions see 'Network Conditions'
- 1x electric power **220-240V 20W** connection point on a clean group, not timed, and continuous availability (24/7).
- 1x Audio connection (for example: amplifier/mixer...) for two **RCA/Cinch connectors**.

SONOS

In a Sonos audio setup, various connection options are available. Some devices come with a line-in input, a specific audio input on certain Sonos products that allows connection to the Music (& Media) Manager for sound playback through the Sonos system. If your device lacks a line-in input, we recommend using a Sonos Line-In Adapter.

For more information, you can visit:

<https://www.sonos.com/nl-nl/shop/sonos-line-in-adapter>

TERMS OF USE

Xenox delivers the Music (& Media) Manager preconfigured (license/network settings) specifically for the designated store. This has to be taken in mind carefully when extraditing Music (& Media) Managers to multiple locations.

MUSIC (& MEDIA) MANAGER POSITIONING

It's important to take notice of the following conditions to ensure stability and durability for the Music (& Media) Manager:

- The area the Music (& Media) Manager is located should be well ventilated. Enough space should be available surrounding the Music (& Media) Manager for the disposal of hot air.
- When placing you need to make sure the Music (& Media) Manager is not located directly above any kind of heat source such as central heating or amplifiers.

NETWORK CONDITIONS

In this section you will find the network conditions needed for the Music (& Media) Manager to work properly. If you have any questions about this please contact your network administrator or network provider.

CONNECTION/FIREWALL

To ensure downloading the needed content-, software-, and license updates the Music (& Media) Manager connects periodically (adjustable in frequency/duration/start- and stop time) to the following Xenox servers.

- <https://oyster.xenox.nl> (217.119.4.21)
- <https://oyster2.xenox.nl>
- <https://oyster3.xenox.nl>

To ensure a stable and fast connection with Xenox servers the following conditions are required:

- Permission of free and duplex network traffic on TCP port 80 (http) and port 443 (https).
- Direct approach of the Xenox servers from the location/store. This means not using a VPN connection, ISA servers, proxy's or other indirect configurations.
- Every location/store needs to have connection with the Xenox servers with a minimum of 1.024 Kbps (down) to download periodic updates.
- Constant connection availability (24/7) with the internet

Internet connection using electrical outlet or via wireless (WIFI/3G)

Susceptibility to interference when using such a connection is very high. Therefore Xenox cannot guarantee the Music (& Media) Manager to function properly in this setup.

REMOTE SUPPORT

To perform (preventive) maintenance and adequate (live) support the system uses a remote control module. This module uses port 80 to create a secure connection to an application server from the module supplier (NTR Global).

Experience shows us that this connection can be achieved in 95% of the network environments without additional configuration of the firewall/router settings. Activities resulting from not having an internet connection available, or other malfunctions in the data communications with the locations/stores will be charged by Xenox using a 'hour x rate' calculation if the failure is for the account of the company.



XENOX SUPPORT

When you have questions or encounter an issue with the Xenox Music (& Media) Manager, please contact the Xenox helpdesk.



+ 31 (0)345 57 21 22



helpdesk@xenox.nl

YOU CAN REACH US AT THE FOLLOWING TIMES

Monday to Wednesday **8:30am - 5:30pm**

Thursday **8:30am - 10:00pm**

Friday **8:30am - 12:00am** (midnight)

Saturday **9:00am - 12:00 am** (midnight)

Sunday **9:00am - 7:00pm**