



# Music (& Media) Manager

To install Music (& Media) Manager correctly, the following requirements must be met.

## INSTALLATION REQUIREMENTS

In the immediate vicinity of the system (maximum 1.5 meters), the following connection points must be available:

- **1x network connection (UTP Cat5/6)**  
Preferably a stable 1 Gbps connection. Please also refer to the network requirements.
- **1x power outlet (220–240V, approx. 20W)**  
Connected to a dedicated circuit, not switched or timed, and available 24/7.
- **1x audio connection** For example via an amplifier or mixer, suitable for two RCA (cinch) connectors.

### Please note:

We do not support Bluetooth and/or Wi-Fi speakers, such as Sonos, Bose SoundLink, Marshall Acton or Denon Home. We also do not support virtual soundcards, such as Dante and Q-SYS.

## INSTRUCTIONS FOR USE

Xenox delivers the Music (& Media) Manager pre-configured (license, network settings, etc.). Each Music (& Media) Manager is therefore unique and exclusively linked to a physical location (store). This must be explicitly taken into account upon delivery.

## MUSIC (& MEDIA) MANAGER PLACEMENT

For the stability and lifespan of the Music (& Media) Manager, it is important to consider the following conditions:

- The room in which the Music (& Media) Manager is installed must be adequately ventilated.
- There must be sufficient free space around the Music (& Media) Manager to allow proper heat dissipation.
- The Music (& Media) Manager should not be placed near, and certainly not above, (electrical) heat sources such as central heating systems or amplifiers.

## NETWORK REQUIREMENTS

Below you will find the network requirements that your network must meet. If you have any questions, please contact your network administrator or provider. For downloading content, software, and license updates, the Music (& Media) Manager periodically connects to the Xenox servers. The frequency, duration, and start time of this connection are configurable.

For proper operation, the following servers must be accessible:

- [oyster.xenox.nl](https://oyster.xenox.nl) (217.119.4.21)
- [octopus.xenox.nl](https://octopus.xenox.nl) (217.119.4.19)
- [upload.xenox.nl](https://upload.xenox.nl) (217.119.4.9)

Additionally, the following ports must be open:

- TCP port 443 (HTTPS)
- TCP port 92

## CONNECTION - FIREWALL REQUIREMENTS

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For downloading content, software, and license updates, the Music (& Media) Manager periodically connects to the following Xenox servers. The frequency, duration, and start time of this connection are configurable.

### Requirements for a stable and fast connection:

- Allow unrestricted, full-duplex outbound network traffic to the Xenox servers via port 443 (HTTPS).
- A direct connection to the Xenox servers from the location (branch) is required, meaning no VPN, ISA servers, or similar intermediary systems.
- Each location (branch) must have an internet connection with a minimum download speed of 1,024 Kbps to reliably download periodic updates.
- Continuous (24/7) internet availability is required.

### Internet and Network Connection

The Music (& Media) Manager requires a stable and unrestricted network connection to download content, software, and license updates. Wi-Fi, powerline (network over power outlets), or other wireless connections are less reliable and are therefore not supported.

If your network is managed and internet traffic is restricted, the settings must be adjusted to allow the system to download updates.

These requirements apply to outbound traffic only.

## REMOTE MONITORING AND SUPPORT

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For the purpose of (preventive) maintenance and effective live support, the Music (& Media) Manager uses Remote Monitoring and Management software. This software connects via port 5721 to one of our secure servers (kaseya.xenox.nl).

Experience shows that this connection is successfully established in approximately 95% of network environments without requiring additional firewall or router configuration. Xenox proactively and periodically monitors the music systems.

Any disruptions, such as the unavailability of the required internet connection on the customer's side, may affect the operation of the system.

Any work resulting from the absence of a functioning internet connection or other data communication issues at the location(s) will be charged by Xenox at the applicable hourly rate, if such issues are the responsibility and risk of the client.

## MUSIC & (MEDIA) MANAGER | 2HE HIGH TYPE MK4 EN MK5

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### Chassis

**Height:** 9 cm

**Width:** 44 cm

**Depth:** 35 cm

### ELO 1517L 15" Touchscreen Monitor

**Height:** 32 cm (with stand)

28 cm (without stand)

**Width:** 36 cm

**Depth:** 20 cm (including stand)

**Monitor thickness:** 5 cm (panel depth)

## XENOX SUPPORT

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



+ 31 (0)345 57 21 22

### 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**