PlayNetwork MC500/MC550 FAQs

HOW IT WORKS

How does the MC500/MC550 player communicate with PlayNetwork systems?
The MC500/MC550 player initiates a connection to PlayNetwork's content delivery network. The MC500/MC550 player sends periodic status information throughout the day, but only retrieves content updates, configuration changes, and application updates during a specified download window.

How are network settings added to the MC500/MC550 player?
The MC500/MC550 player ships preconfigured with either DHCP or customer-provided static IP addressing.

Does the MC500/MC550 player stream audio?
No, the MC500/MC550 player does not stream audio. The MC500/MC550 player only plays content that is located on the MC500/MC550 player's local storage.

MC500/MC550 PLAYER NETWORK CONFIGURATION

Should the MC500/MC550 player utilize DHCP or a static IP address?
The MC500/MC550 player can utilize either DHCP or static settings. It can be configured with the settings that best fit your network infrastructure.

What information is required for the player to use a static IP?
The following will need to be provided to PlayNetwork for each location: static IP address, gateway, subnet mask, primary DNS, and secondary DNS.

Can the MC500/MC550 player use a public IP address?
A public IP address is not recommended for the MC500/MC550 player. PlayNetwork recommends the MC500/MC550 player utilize a private IP address and is on a non-PCI guest or vendor network that does not require authentication.

Can a public DNS be used?
Yes, if a public DNS is used, Port 53 (UDP) is required to be opened for outbound traffic from the player.

Can the network settings change after the player is online at the customer location?
Yes, the player's network settings can change. The customer will need to notify PlayNetwork prior to when the changes need to take effect. PlayNetwork will adjust the network settings on PlayNetwork servers. The MC500/MC550 player will check into the server and download the new network settings.

CONTENT, UPDATES, AND BANDWIDTH

How does the MC500/MC550 player get content?
The MC500/MC550 player ships preloaded with content and then downloads new content when available.

How large are content updates and how often do content updates happen?
Downloads range between 50MB and 120MB. Downloads typically occur once per month.

What is the recommended minimum bandwidth requirement for the MC500/MC550 player?
T1 (1.5Mbps) is the minimum bandwidth recommended per location.

Is it possible to throttle the amount of bandwidth each location uses for downloads?
Yes, bandwidth throttling is available. Throttling options include 256Kbps, 512Kbps, 1Mbps, 2Mbps, and 4Mbps. Throttling options are set by PlayNetwork. The default throttle is 1Mbps. (Using a different throttle option per location is not supported.)

Can a download window be configured so music downloads only happen during off-peak business hours?
Yes, download windows may be configured. An example of a typical download window is 1am–5am. The download window is based on the player's local time. The default download window is open 24 hours.

What happens when a content download is interrupted or cannot finish during the download window?
If the MC500/MC550 does not complete a content download within the download window, it will attempt to continue the content download during the next download window.

How long does a download take, assuming a typical 100MB music update per month?

Available bandwidth	Time for download to complete
1Mbps	Approximately 15 minutes
512Kpbs	Approximately 30 minutes
256Kbps	Approximately 1 hour

Note: These are theoretical estimates based on online download calculators. PlayNetwork recommends testing the player in the customer environment to obtain real-world estimates.

FIREWALL AND SECURITY

What firewall rules are required?

Whitelist the following:

Source	Destination	Ports/Protocols	Outbound	Inbound
Player VLAN or Player IP	**music.playnetwork.com** or 66.193.39.217	22 (TCP) & 11024 (TCP)	Allow	Deny
Player VLAN Or Player IP	**status.playnetwork.com** or 66.193.39.218	22 (TCP) & 11024 (TCP)	Allow	Deny
Player VLAN or Player IP	**music.playnetwork.com** or 66.193.39.217	123 (UDP)	Allow	Deny
Player VLAN or Player IP	Client-selected DNS server	53 (UDP)	Allow	Deny

*Items in bold are recommended

Can IP addresses be used instead of URLs for whitelisting?
Yes, however, if IP addresses change, you will be required to adjust any firewall rules you have implemented.

Can the player be installed in a location with open outbound ports such as a vendor or guest network?
Yes, the MC500/MC550 player may be installed on a network with ports 22 (TCP), 11024 (TCP), and 53 (TCP/UDP) open outbound. PlayNetwork recommends the MC500/MC550 player utilize a private IP address and be installed on a non-PCI guest or vendor network that does not require authentication.

Can the MC500/MC550 player be installed on a network with a login or splash page?
Yes, however, if a login is required, the MC500/MC550 player's MAC address must be filtered to bypass the login before plugging the player into the network. (The Ethernet MAC address is listed on the player.)

Can the player use a proxy?
No, the MC500/MC550 player does not support a proxy.

Should content filtering or deep packet inspection be disabled?
Yes, disable content filtering or bypass deep packet inspection for the player.

How should the network port be configured?
- Enable Auto-Negotiation and Auto-Duplex on the network port the player is using.
- Enable PortFast on the port to enable the player to obtain a DHCP address.
- Disable port security so MAC filtering is not required on the port.