CURIOPlayer X5
Connectivity Tool

The CURIOPlayer X5 Connectivity Tool serves two purposes specific to device connectivity:

- **Pre-install:** The tool can be used to determine if a specific store location meets PlayNetwork's network requirements.

- **Post-install:** The tool can be used by a technician or customer to quickly determine whether a specific device is fully connected to all required services for optimum performance.
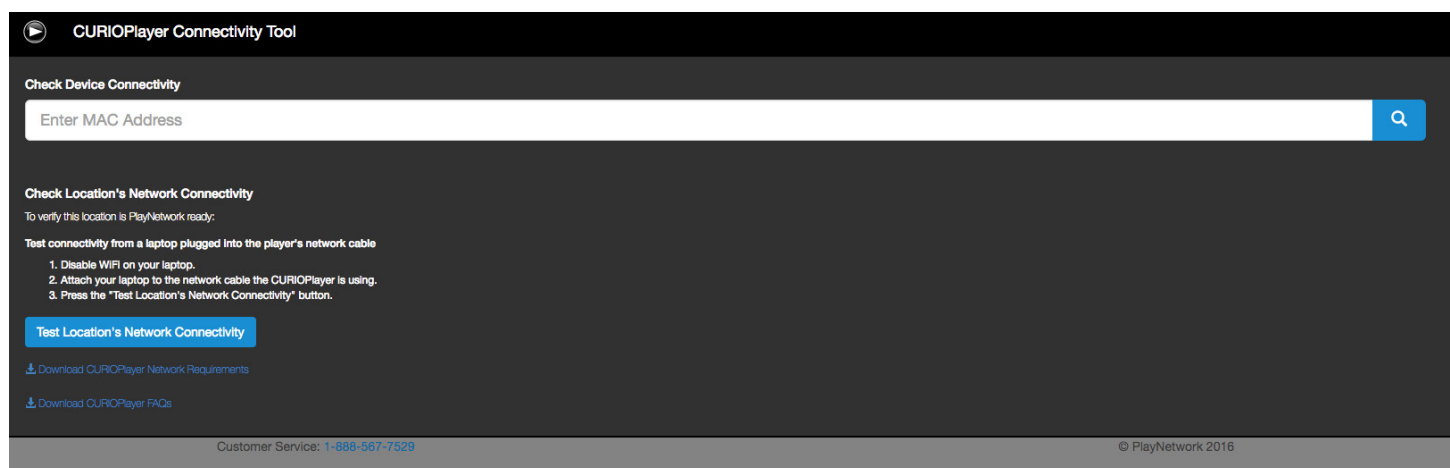
CURIOPlayer X5 Connectivity Tool Requirements

- Computer or Laptop (Installing technician is required to bring)
- CAT5 (in the case that the cabling is bad)
- CAT5 Tester (requirement for installing technicians)

PRE-INSTALL OR POST-INSTALL TROUBLESHOOTING

Testing Location's Network Connectivity (pre-install or post-install troubleshooting)

- **Step 1:** Disable WiFi on laptop
- **Step 2:** Remove CAT5 from CURIOPlayer X5 and plug into laptop in order to test the port/cable.
- **Step 3:** Open Chrome and go to *http://connectivity.apps.playnetwork.com*
- **Step 4:** Click "Test Location's Network Connectivity" button.

PRE-INSTALL OR POST-INSTALL TROUBLESHOOTING

Location's Network Connectivity Results

- If all results are in green, the location's network is PlayNetwork ready.
- If any of the hostnames are in red, IT or network provider will need to whitelist that hostname.

.ıl Network Connectivity   ✕

Software Version 1.10

	Hostname	Port	Direction
✔ Pass	gc-device-api.apps.playnetwork.com	443	Outbound only
✔ Pass	master-gc-key-api.apps.playnetwork.com	443	Outbound only
✔ Pass	master-gc-playback-api.apps.playnetwork.com	443	Outbound only
✔ Pass	schedule.apps.playnetwork.com	80	Outbound only
✔ Pass	playnet.hs.llnwd.net	443	Outbound only
✔ Pass	master-player-svc.apps.playnetwork.com (uptime: 1 s...)	443	Outbound only

Software Version 1.11

	Hostname	Port	Direction
✔ Pass	content-api.apps.playnetwork.com	443	Outbound only
✔ Pass	*.cloudfront.net	443	Outbound only
✔ Pass	gc-device-api.apps.playnetwork.com	443	Outbound only
✔ Pass	master-gc-key-api.apps.playnetwork.com	443	Outbound only
✔ Pass	master-gc-playback-api.apps.playnetwork.com	443	Outbound only
✔ Pass	schedule.apps.playnetwork.com	443	Outbound only
✔ Pass	master-player-svc.apps.playnetwork.com (uptime: 1 s...)	443	Outbound only

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POST-INSTALL

Confirming CURIOPlayer X5 Connectivity

- **Step 1:** Connect CAT5 to CURIOPlayer X5 and designated network port (if applicable). Power player on and confirm that the device is playing music. Please note that it can take up to 2 minutes to start playing music.
- **Step 2:** Open Chrome and go to http://connectivity.apps.playnetwork.com
- **Step 3:** Enter the CURIOPlayer X5 MAC address in the search bar and click the search button. The MAC address can be located on the device.

Device Connectivity Test Results

- If the results are green, the player can reach all required URLs.

- If any of the results are red, the player is unable to communicate with those specific services and the IT contact or network provider will need to ensure that the network requirements have been met. The Network Requirements documentation can be downloaded directly from the CURIOPlayer X5 Connectivity Tool.