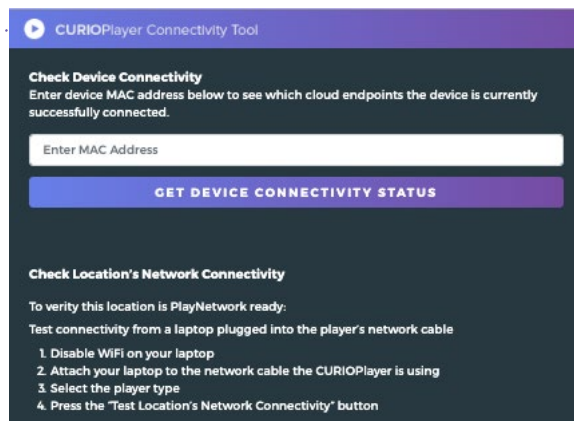# CURIOPlayer Z8
Connectivity Tool

PLAYNETWORK®

The CURIOPlayer Z8 connects to several cloud-based endpoints in order to perform critical functions such as updating music, reporting song plays, updating software, and enabling near real-time interaction via the Player UI.

The CURIOPlayer Z8 Connectivity Tool serves two purposes specific to device connectivity:

- **Pre-Install:** Check the location's network configuration by connecting your laptop to in-store network and validating connectivity

- **Post-Install:** Check a device's network connectivity status by providing a MAC Address

CURIOPlayer Connectivity Tool

Check Device Connectivity
Enter device MAC address below to see which cloud endpoints the device is currently successfully connected.

Enter MAC Address

GET DEVICE CONNECTIVITY STATUS

Check Location's Network Connectivity

To verity this location is PlayNetwork ready:

Test connectivity from a laptop plugged into the player's network cable

1. Disable WiFi on your laptop
2. Attach your laptop to the network cable the CURIOPlayer is using
3. Select the player type
4. Press the "Test Location's Network Connectivity" button

CURIOPlayer Z8 Connectivity Tool Requirements

Computer or Laptop
(Installing technician is required to bring)

CAT5
(in the case that the cabling is bad)

CAT5 Tester
(Installing technician is required to bring)

LEARN MORE ABOUT CURIOPlayer Z8   Visit playnetwork.com/contact-us and fill out the form with your contact information

Pre-Install Testing 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 Z8 and plug into laptop in order to test the port/cable.

Step 3: Use Google Chrome to launch PlayNetwork's connectivity tool https://player.apps.playnetwork.com/connectivity

Step 4: Select your music service by clicking on the drop down menu

Step 5: Click "Test Location's Network Connectivity" button

Check Location's Network Connectivity

To verify this location is PlayNetwork ready:
Test connectivity from a laptop plugged into the player's network cable

1. Disable WiFi on your laptop
2. Attach your laptop to the network cable the CURIOPlayer is using
3. Select the player type
4. Press the "Test Location's Network Connectivity" button

Player Type

PlayNetwork

TEST LOCATION'S NETWORK CONNECTIVITY

Name	Domain	Port
✓ Content API	master-content-api.apps.playnetwork.com	443
✓ Curio Music API	master-curio-music-api.apps.playnetwork.com	443
✓ Curio Settings API	master-curio-settings-api.apps.playnetwork.com	443
✓ Device API	master-device-api.apps.playnetwork.com	443
✓ Playback API	master-playback-api.apps.playnetwork.com	443

Location's Network Connectivity Results

- If all results are in green, the network is PlayNetwork ready.

- If any of the hostnames are in red, your IT or network provider will need to whitelist that hostname.
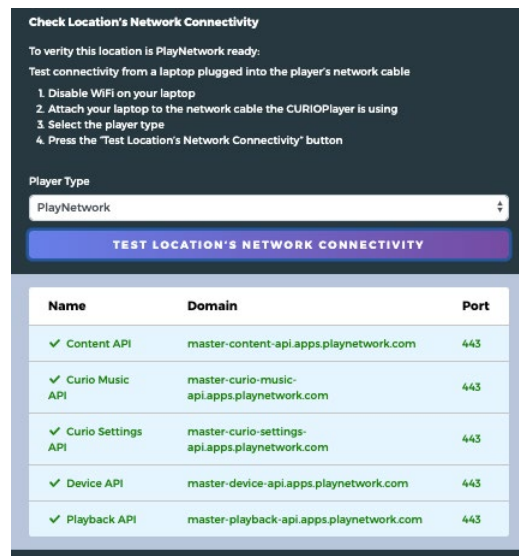
Post-Install

Confirming CURIOPlayer Z8 Connectivity

Step 1: Connect CAT5 to CURIOPlayer Z8 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: Use Google Chrome to launch PlayNetwork's connectivity tool https://player.apps.playnetwork.com/connectivity

Step 3: Enter the CURIOPlayer Z8 MAC address in the search bar and click the "Get Device Connectivity Status" button. The MAC address can be located on the device.

CURIOPlayer Connectivity Tool

Check Device Connectivity
Enter device MAC address below to see which cloud endpoints the device is currently successfully connected.

1A:2B:3C:4D:5E:6E

GET DEVICE CONNECTIVITY STATUS

Connectivity status for **1A:2B:3C:4D:5E:6E**

✓ Connected

✓ Player UI

Device Connectivity 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 Z8 Connectivity Tool.

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