

Mixhits network info – 11/27/17

The player needs to be able to resolve xAND.mixhits.com and m1.mixhits.com. The IP it resolves to varies by load balancing.

xAND uses port 3002

m1 uses ports 8001-8050 and 8501 - 8509. All ports are TCP only.

All traffic originates from the iStream. Nothing on our server side ever tries to initiate communication directly with the player.

- Connectivity troubleshooting:

Is the iSTREAM connecting back? We suggest you ask the customer to press MENU twice then follow the directions on the screen to force a connectback. Then check in the portal to see if it connected. If you don't have access to the portal you can check the connectback status using our mobile friendly tech site <http://tech.mixhits.com>. You will need to enter the serial number of the player. The serial number can be found on the bottom of the iSTREAM or by scrolling through the MENU. If the iSTREAM is not connecting back your customer is having internet issues and needs to resolve the issue before you can continue.

- Assuming the device is connecting then ask the customer to check for the 'spinnny stick' in the lower left corner of the screen. Newer firmware will have a B (buffering) or S (streaming) in the lower corner. This will verify the customer can connect to the stream.
- Your final check is to ask the customer to listen through the monitor speaker. Press MENU until the screen says "Monitor Speaker Source = Off". Press the up arrow to turn the monitor speaker to Source = A. This will allow you to determine if the player is streaming audio to the output. If they can hear music from the monitor speaker the player is working and the issue is with their sound system.