

# Works24 Video & Play24 Radio Pre-Installation Agreement

Please complete and sign the following form for EACH video player to be installed. Please note that if the steps below are not completed when our installer arrives on site, we may have to reschedule your installation, incurring an additional installation charge. We recommend requesting the equipment to be delivered when the location is ready for installation, however an earlier arrival date can be arranged if required.

**IMPORTANT**

**Please provide a completed copy of this form to us so we may ship the equipment. Please send via email to [cst@works24.com](mailto:cst@works24.com) or fax to 1-800-460-9876. For technical questions, please contact Works24 Installation at 1-800-460-4653.**

### WHY ARE WE SENDING YOU THIS FORM?

We want to do everything we can to make your digital signage installation process go as smoothly as possible. Having performed thousands of installations, we commonly encounter one problem – when the equipment arrives, the service area is not ready for the installation. As a result, significant cost may be incurred and time delays may be experienced. This form serves to act as a checklist to unite your company for this project.

**COMPANY NAME** \_\_\_\_\_

### TECHNICAL CONTACT (I.T.)

*(If you do not have one, please list someone with the final say in technical matters.)*

Name \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

### INSTALLATION LOCATION

Location Name \_\_\_\_\_

Contact/Branch Manager \_\_\_\_\_ Phone \_\_\_\_\_

Street Address (no P.O. Boxes) \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Please briefly describe the installation location for the **player** (i.e. phone closet, behind screen, etc.)

\_\_\_\_\_

How many screens will this unit be driving? \_\_\_\_ Please describe each screen location:

\_\_\_\_\_

\_\_\_\_\_

Initials \_\_\_\_\_ Date \_\_\_\_\_

## INSTALLATION TYPE

Please check **ONLY one** to indicate that this step is completed.

**Internet-only Cabling** (Player on back of TV/single screen): One open 110V electrical outlet behind each screen for the player.

— OR —

**Video Cabling** (Player remote from screen/multiple screens): One Cat5e or better (Cat 6 shielded is preferred) cable run from the player installation location to each screen. For example, if you have three screens, you would need a total of 3 Cat5e/6 Cables terminated at the player location, with one cable running to (and terminated at) each screen location.

**IMPORTANT:** These Cat5e/6 Cables are for HDMI video from the player to the screen(s), NOT for Internet access and cannot go through any network hardware (routers, switches, etc).

## INSTALLATION CHECKLIST

Please check each box below to indicate that step is completed.

**Screen(s)** completely installed (hung) and working: Typically, a duplex 110V outlet (2 plugs) is in place at the screen installation; one outlet is used for the screen. The second outlet must be available for the system.

**Electrical:** One 110V electrical outlet at the player location, PLUS one 110V outlet (at the player) per screen the unit will be driving (for HDMI to Cat6 Encoder/Decoder). Power strips are acceptable.

**Connection:** (Check the one that applies.)

One RJ45 Ethernet network connection at the player, providing broadband Internet access.

Does the connection for this device use Power over Ethernet (PoE)?     No     Yes

**IMPORTANT:** PoE will damage the player. We will include an adapter if you use PoE.

— OR —

Wireless Network Connection. (Not recommended.)

Wi-Fi Service Addendum completed and signed. (Required only for Wi-Fi users.)

**Connection Type:**

Internal Network    — OR —     Cable/DSL/MiFi

*If Cable/DSL/MiFi:*

My Cable/DSL/MiFi connection is **activated and working**.

*Activation is generally required only if this is a brand-new internet connection. Please contact your service provider to activate your connection. Our installers are not equipped to do this for you.*

Initials \_\_\_\_\_ Date \_\_\_\_\_

**Addressing:**  DHCP — OR —  Static (Please enter details below for static addressing.)

Address \_\_\_\_\_ Netmask \_\_\_\_\_

Gateway \_\_\_\_\_ DNS \_\_\_\_\_ / \_\_\_\_\_

**Proxy:**  No  Yes:

Address \_\_\_\_\_ Port \_\_\_\_\_

User \_\_\_\_\_ Pass \_\_\_\_\_

**Public IP:**  No  Yes — If this IP is directly accessible from the Internet, we will install a small firewall appliance between the unit and the Internet connection.

## FIREWALL/FILTERING RULES

*NOTE: Works24 requires NO inbound firewall rules.*

- Configuration/Media: Ports 80/443 TCP outbound to \*.works24.com (24.249.226.49-.62)
- Video file types: MPEG (\*.mpg, \*.mpeg, \*.mp4), JPEG (\*.jpeg, \*.jpg), PNG (\*.png), GIF (\*.gif)
- Audio file types: MP3 (\*.mp3), WAV (\*.wav)
- Other types: Text (\*.html, \*.txt, \*.json, \*.xml), ZIP (\*.zip)
- Music streams: Ports 7102 and 7104 TCP outbound to \*.splashmedia.net (4.31.140.100-101), AAC internet streams (64kbps constant/max 84kbps while buffering)
- Remote support: Port 5938 TCP/UDP outbound to \*.teamviewer.com

## DEFAULT CHANNEL

Please list your default channel. You will have access to all channels, and can change the channel at any time using the online portal. You can preview the list at [works24.com/overhead-music-channels](https://works24.com/overhead-music-channels)

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## DEFAULT RADIO PLAYBACK SETTINGS

*You can change these settings at any time.*

- Always on — OR — \_\_\_\_:\_\_\_\_  A.M.  P.M. to \_\_\_\_:\_\_\_\_  A.M.  P.M.
- Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Initials \_\_\_\_\_ Date \_\_\_\_\_

## **SPEAKERS/AMPLIFIER**

Audio Connection (check the one that applies):

Television Speakers

Ceiling Speakers/Amplifier. Please fill out the following information if selecting this option.

Will we be installing an amplifier and speakers?  No  Yes

If "yes": Briefly describe the installation location for the player and amplifier (i.e. phone closet, wall behind teller line, etc.) \_\_\_\_\_

\_\_\_\_\_

How many speakers will this unit be driving? \_\_\_\_\_ Please describe each speaker location or attach a floorplan with proposed speaker locations clearly marked:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **SIGNATURE**

Please sign and date below. Your signature indicates that all of the steps above have been completed and you are ready for us to install your video player.

Client signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_