

Works24 R57 On Hold Pre-Installation Agreement

Please complete and sign the following form for EACH on hold player to be installed. Please note that if the steps below are not completed when our installer arrives on site, we will have to reschedule your installation, incurring an additional installation charge.

IMPORTANT: We **MUST** have a completed and signed copy of this form returned to us before we can ship the equipment. Please return the completed form via email to cst@works24.com or fax to 1-800-460-9876. For technical questions, please contact Works24 Installation at 1-800-460-4653.

TECHNICAL CONTACT (I.T.)

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

Name _____ Phone _____

Mobile _____ Email _____

INSTALLATION LOCATION

Location Name _____

Contact/Branch Manager _____ Phone _____

Street Address (no P.O. Boxes) _____

City, State, ZIP _____

TECHNICAL REQUIREMENTS

Please check each box below to indicate that the step is complete.

☐ Electrical: One 110V Electrical outlet at the player location for the player. Power strips are acceptable.

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

Addressing: ☐ DHCP or ☐ Static *(Please enter details below for static addressing.)*

Address ____ . ____ . ____ . ____ Netmask ____ . ____ . ____ . ____

Gateway ____ . ____ . ____ . ____ DNS ____ . ____ . ____ . ____ / ____ . ____ . ____ . ____

Proxy: ☐ No ☐ Yes:

Address _____ Port _____

User _____ Pass _____

Initials _____ Date _____

POWER & CONNECTION

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



IMPORTANT: Power over Ethernet can damage your player. We provide a PoE adapter to attach to each player. DO NOT remove this adapter unless you have tested to ensure your network does not use Power over Ethernet. If the adapter is removed and the player is damaged, you may be charged for a replacement player.

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

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 on hold player. Please note that if the steps above are not completed when our installer arrives, we will have to reschedule your installation and you may incur additional installation charges.

Signature _____ Date _____

Name _____ Title _____