Installation Steps

1. **Please text Dirk Newsome (operations manager) at 704-724-1446 when you begin to install the equipment**. The text should have the dealership name, your name and that you are preparing to install the streaming device. This will enable us to expedite the install/white label process.

2. Make sure that:
   a. The Internet connection is DHCP
   b. Verify outbound traffic for the following ports-
      i. TCP 80
      ii. 443 HTTP
      iii. HTTPS
      iv. UDP 123 NTP
   c. Please make certain to install the equipment in a place that is easily accessible so it can be rebooted from time to time as necessary. i.e. please do not install in a server room where it can't be easily discovered and please do not install behind the TV where it is inaccessible. **Installing out of sight but simple to find with easy access is ideal.**

3. Plug the streaming device into power, plug in the Ethernet line and insert an HDMI cable into the player and the TV. This streaming device is POE so you may be able to skip the power supply if your dealership is set up with POE.

4. Make sure the TV's input/source setting is set to the HDMI port that the ADN player is utilizing. (e.g. HDMI-1, HDMI-2, HDMI-3) If the source/input of the TV is set on HDMI-1 and the streaming device is utilizing the HDMI-2 port you will not see this boot-up process taking place.

5. As the device boots up you will see a few different images come up on the screen that pertain the manufacturer of the hardware, which is called *Amino.*

6. After a few moments you will see our logo on your TV:

If the screen displays that this start-up process is on step 1/3 or step 2/3 for more than a few seconds this indicates that the device is being denied access to the Internet by your network and is unable to connect with our servers. If a "spinning wheel" is visible on the screen this indicates that the device is being blocked by a firewall, or similar, security feature. If this is the case please make the necessary changes to your network to allow the device internet access. Once Internet access is established the device will contact our servers and we will begin identifying the MAC address, device ID #, additionally we are pulling your dealership's IP address and verifying permission to access the content stream. The initial IP address must remain the same. If the network has rolling IP addresses you will need to establish a permanent one for this device as we are *white labeling* the initial IP. Once this process is completed you will see your dealership's AutoDealerNetworkTV *powered by PeopleTV* live feed established and begin to play out on your TV(s).

7. The install process is now complete. **Please make a few of the staff at the dealership aware of where you installed the device**, please point it out to them and explain that if there is ever an issue with the device to simply reboot it by unplugging the power and the network line for a few seconds and then plugging them back in. It is necessary to unplug the network line because some devices draw power from it. Please make sure these staff members understand that the TV must be set to the correct HDMI port. It is common for us to receive calls stating the TV is not working and the issue is that the TV is on the wrong HDMI port/setting.

8. **IF YOU ARE A CDK USER:**

We have experienced issues with CDK's Velo Cloud Gateway SDWAN IP address flip flopping. The traffic is not going out the client firewall and direct as per setup – going out Velo Cloud Gateway. We require a fixed IP address. We do not assign an IP to our device but the IP that we pull when our streaming device is installed is the IP that we will white label and authorize. Please make sure the setup 1 to1 NAT has the box checked that applies to NAT outbound, correct if this is an issue and save, then verify trace out confirming working properly.

The initial case number with CDK that determined the solution is #132667088

Call or text Dirk Newsome- Operations Manager @ 704-724-1446 with questions.