Manuals+ — User Manuals Simplified.

Dynamic Media SiriusXM BREW Player User Guide

Contents

Dynamic Media SiriusXM BREW Player

This document outlines steps for (1) connecting your grace digital player to you network, and (2) allowing it to communicate with the SiriusXM servers in order to stream music.

Connect Player to Your Network

Wired Connection

1. Using a wired connection (Ethernet cable) and a DHCP or static IP, connect the player to your network.
    - a. Make sure your DHCP server does not have MAC address filtering enabled. If MAC filtering is enabled, then add player's Ethe net MAC address to your DHCP MAC filter to allow the player to connect to your network.
        - i. To locate the player's Ethernet MAC address
            1. Connect player using an Ethernet cable to a network that does not have MAC address filtering enabled. In some cases, taking the player home and connecting it there could help you quickly locate the player's Ethernet MAC address.
            2. Once connected, select: Home > Settings > Network Info > scroll to MAC Address at the bottom of the list.

Wireless Connection
Note: The player will not function on Wi-Fi networks that ask users to accept terms of service before granting internet access. If your Wi-Fi
network requires this, you will need to use a different Wi-Fi network.

1. 1. Using a wireless connection and a DHCP or static IP, connect the player to your network.
    - a. Make sure your DHCP server/Router/Access Point does not have MAC address filtering enabled.
    - b. If MAC filtering is enabled, add player's Wi-Fi MAC address to your MAC filter on the DHCP server/Router/Access Point to allow
      the player to connect to your network.
        1. i. To locate the player's Wi-Fi MAC address
            1. Connect player using a wireless connection to a Wi-Fi network that does not have MAC address filtering enabled and does
               not require users to accept terms of service. In some cases, taking the player home and connecting it there could help you
               quickly locate the player's Wi-Fi MAC address.
            2. Once connected, select: Home > Settings > Network Info > scroll to MAC Address at the bottom of the list.

NOTE: When connected over a Wi-Fi network, depending on number of Wi-Fi users/devices connected to the wireless access-point/router in that network and its usage, the music may fade in and out. Therefore, Wi-Fi connectivity is not recommended. Please use a wired connection where available. If Wi-Fi must be used, we recommend that a dedicated access-point/router or one with limited number of users/devices and sufficient bandwidth (minimum 1.5 Mbps download speed) be used to connect the player.

Open External Ports and Whitelist SiriusXM Domain Names

Note: This allows the player to communicate with SiriusXM servers (to verify credentials and stream music)

Whitelist the following domain names
If your company uses a firewall or web-filter to restrict access to internet domains from within its corporate network, you will need to whitelist the following domain names for the player to work properly:

Domain Name	Purpose
primary.HLS-streaming.production.streaming.siriusxm.com	Cloud server for music stream
secondary.HLS-streaming.production.streaming.siriusxm.com	Cloud server for music stream
partnerapp-prod.mountain.siriusxm.com (firmware updates)	Firmware Updates
hlspproduction2c-primary.mountain.siriusxm.com (HLS proxy)	HLS Proxy
hlspproduction2c-secondary.mountain.siriusxm.com (HLS proxy)	HLS Proxy
*ntp.org	Network Time Protocol

streamingapi2.mountain.siriusxm.com (API)	API
streamingapi2-east.mountain.siriusxm.com (API)	API
siriusxm4biz.com/ (scheduling portal)	Scheduling Portal
.gapi.gracedigital.com (to accommodate access to remote scheduling portal)	Remote Access to scheduling portal

Open the following ports:
If you have a firewall or web filter, open the following ports to accommodate traffic:

Protocol	Port	Purpose	Details
TCP	80	HTTP	Connect to data portal, stream audio
TCP	443	HTTPS	Secure authentication and diagnostics
UDP	53	DNS	Domain name resolution
UDP	123	NTP	Network time synchronization
TCP	5000	FIRMWARE	Firmware upgrade binaries are transported through port 5000

Because these URLs are appended with dynamic information, whitelisting of the URL must be limited to the base URL. Whitelisting of URLs can also be done using pattern matching. For example, *.streaming.siriusxm.com, or *.mountian.siriusxm.com are valid patterns where "*" can match any valid permutation of sub-domain (DNS) names, including multiple names separated by periods.

Check DNS Communication

If after successful completion of the first two steps, the player is still not working, the issue may be with your Domain Name Server (DNS). Follow the steps below to troubleshoot this common issue:

1. Confirm player communication with your internal DNS Server

   a. Make sure the player is able to communicate with your internal DNS server that can resolve domain names listed in the whitelist domain table in section 2.1.

   - i. As a quick test, from the same subnet to which the player is connected, open a command window on a computer and type the following command: **ping siriusxm.com**
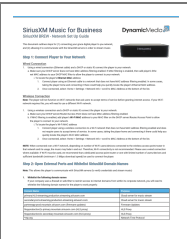
1. If the name resolution works correctly, the command window will display an IP address of **siriusxm.com** domain name.
2. If the name resolution does not happen, the following issues may be present:
    - a. Your internal DNS server that the player is communicating with is dropping the DNS requests from the player.
    - i. If so, consider assigning a different DNS server to the player.
    - b. Or the upstream DNS server (that your internal DNS server communicates with in order to resolves public domain names) is unable to resolve siriusxm.com domain names.
    - c. If unable to resolve this problem at the upstream DNS server level, consider using a different upstream DNS server (like Google DNS servers: 8.8.8.8 or 8.8.4.4) as the primary upstream DNS server in your internal DNS server

Is the Player Still Not Working?

It is possible that additional adjustments need to be made by your network administrator in order for the player to function properly. You can
test this by connecting the player to your smartphone Personal Hotspot by following the steps below.

1. From your smartphone, turn on your Personal Hotspot
2. From the player, press Home then use the dial to select Settings > Network Wizard > Wireless > Scan
3. Select your Personal Hotspot from the list of wireless networks and enter your password to connect.
    - If the player functions properly when connected to Personal Hotspot, this confirms that the player is functioning properly, but the network is not properly configured.
    - Provide the results of this test to your network administrator along with this document.
    - A successful test will cause your network administrator to reconfirm the network settings.

Documents / Resources

Dynamic Media SiriusXM BREW Player [pdf] User Guide
SiriusXM BREW Player, SiriusXM, BREW, Player

References

- **Welcome to the home of the Network Time Protocol (NTP) Project.**
- **partnerapp-prod.mountain.siriusxm.com**
- **SiriusXM: Everything You Want to Hear Lives Here**
- **SiriusXM Music for Business**
- **SiriusXM is Loading**
- **SiriusXM Streaming: Music, Sports, News, & Talk Radio**
- **SiriusXM Streaming: Music, Sports, News, & Talk Radio**