

X2O MEDIA PLAYER-C FAQs

SETUP AND SUPPORT

How do I set up a X2O Media Player?

You can find step-by-step instructions in the [X2O Media Player-C Setup Guide](#)

Who do I contact for support?

You can get support for X2O Media Players through your regular X2O Media support channels. For more information visit <https://www.x2omedia.com/support>

HARDENING AND SECURITY

Should I enable Windows Update?

X2O Media Players are setup to ensure stable payout. To this effect, Windows Update is disabled by default. Please refer to the **Windows Update** section under **System Security** in the [X2O Media Player-C Setup Guide](#) for more details and to know how Windows Update can be enabled.

Should I enable antivirus?

X2O Media Players are designed for continuous and secure playback. To this effect, no antivirus or anti-malware software are enabled. Please refer to the **Antivirus** section under **System Security** in the [X2O Media Player-C Setup Guide](#) for more details or know what needs to be considered if you want to enable such software on the device.

REMOTE ACCESS

How can I remotely access a player?

There are two options to remotely access X2O Media Players: X2O Remote Manager and Remote Desktop Connection.

Please refer to the **Remote Access and Maintenance** section under **System Security** in the [X2O Media Player-C Setup Guide](#) for more details.

TROUBLESHOOTING

Why is my player displaying a black screen?

There are many reasons why a screen may be black. This is typically caused by one of the following:

- Is there power to the Player and the display?
- Is the HDMI cable connected between the player and the display?
- Is the display set to show the desired video input?

Why is my player displaying a black screen with a small X2O logo in the center?

This indicates that the player is ready but no content has been assigned to that player. In order to have content assigned, you need one of the following:

- A schedule with content expected to play at date & time. Ensure that the player not showing content is assigned to that schedule.
- Load a channel or playlist directly on the player to start payout.