X2O MEDIA PLAYER-R
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-R 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
http://www.x2omedia.com/en/support

CONTENT

How much space is there for content on a X2O Media Player?
Approximately 18 GB free for content on the Standard-Tier unit.

HARDENING AND SECURITY

Should I enable Android Update?
Unlike most consumer Android devices, the Android OS on the X2O Media Player devices is locked down and updates are only provided through X2O Media if needed. So, there is no automatic update of the OS. This allows the device to be more stable and avoids the following:

- Install updates which are not beneficial to the X2O Media Player solution and could even have negative effect on system behavior.

- If really needed, the administrator will want to control the timing of the bandwidth and the system restart that is needed.

Should I enable anti-virus?

As configured, X2O Media Players do not have any antivirus or antimalware software enabled. Because the threat model of a digital signage network is very different than a PC used to access arbitrary web sites and documents, this is often the most appropriate choice, with antivirus and antimalware in place instead at the point of entry.

Should circumstances or policy dictate that antivirus software be used, a duly-licensed solution can be installed and enabled prior to deployment. Considerations include:

- Antivirus software can impact system stability. Since antivirus software has to interact deeply with the operating system, X2O has occasionally seen a negative impact on system stability when antivirus is enabled.

- Similarly, antivirus software can impact system performance.

- Antivirus software generally receives frequent updates to the patterns it searches for. You need to plan a strategy for automatic or manual updating.

When adding or updating antivirus software, it is recommended you perform testing for stability and performance to ensure no negative effects. In addition, it is recommended to schedule nightly or weekly restarts of the X2O Media Player in order to help preserve stability.

Note that if you enable Windows Defender, it will not receive virus/malware definition updates unless you also enable Windows Update.

REMOTE ACCESS

How can I remotely access a player?

You can manage the X2O Media Player with X2O Remote Manager which is a Windows desktop application providing remote connectivity, monitoring, and maintenance for X2O devices. It also has the ability to show a thumbnail of what is currently playing, verify the content on the player, browse its storage, download files, access logs, and many other functions. It is the best option to monitor and perform tasks on the player as it allows rebooting of the whole device or just restarting the X2O Player software. Note that the X2O Signage app must be running for the Remote Manager to connect to the sign. You will need to buy a license to install the Remote Manager application. If you need such access, please contact your X2O sales representative.

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. 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 playout.

How can I access all Android apps and file browser?

The player software is designed to make normal configuration and operation easy. The X2O landing page shown when clicking 5 times on the X2O logo in the top-right corner of the Activation is part of that simplified experience. If ever you need to go all the way to the Android menu to perform more technical operations like using the file browser or doing a factory reset to reinstall the image, click 5 times on the version number shown in the bottom-right corner of the Activation screen. All the Android navigation buttons will then be functional, and you can go the device Home page.