

SETTING UP YOUR WI-FI PLAYER

SETUP GUIDE FOR MEDIASIGN TV PLAYERS



WHAT'S IN THE BOX?

- > 1 Rockbot Media Player
- > 1 Micro SD Card (inserted in the player)
- > 1 Power Adapter
- > 1 10ft Cat6 Ethernet Cable
- > 1 6ft 3.5mm to RCA Cable
- > 1 or 2 Wi-Fi antennas (on some models)

HOW DO I CONTACT SUPPORT?

Rockbot's support team is available Monday-Friday 9:00 AM to 9:00 PM EST and Saturday 9:00 AM to 6:00 PM EST via phone or email at support@rockbot.com. Give us a call at 415-813-6020 x 1 or [submit a request](#) online anytime!

INSTALLING YOUR MSTV PLAYER VIA WI-FI

BEFORE YOU BEGIN:

Share the [Network Requirements](#) with your IT Team/ISP. Included is a list of services and URLs that must be accessible/added to access lists to allow the Rockbot Player to contact our servers.

STEP 1: Attach the external antenna by screwing them onto the Player now



STEP 2: Ensure the power cable is unplugged from your Player. Locate an open port on your modem (if available), if not, locate a port on your router/switch. Temporarily attach the ethernet cable to your Rockbot Player and the open port.

NOTE: The wired connection must allow traffic to Rockbot's servers to provision the Player for WiFi.

STEP 3: Plug the power cable into the Player.

STEP 4: Navigate to setup.rockbot.com, and ensure you are not logged in. Logout is located at the top right corner of the page.

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INSTALLING YOUR MSTV PLAYER VIA WI-FI CONTINUED

STEP 5: Enter the serial number located on the bottom side of the Rockbot device to locate your zone for setup.



STEP 6: Choose **Start Wifi Player Setup**. Then follow the prompts, clicking on the right arrow (>) to advance to the next steps.

Configure Wifi Credentials

Choose one of the following methods to set the wifi credentials on your Rockbot Player

Setup via Temporary Ethernet Connection

Enter your wifi credentials and temporarily plug your device into a wired connection. Once the device is connected it can be unplugged from ethernet and run wirelessly.

 Continue

STEP 7: Enter the SSID (Network Name) and the corresponding password for the open port. Note: It is case and space sensitive. Click **Update WiFi Credentials**.

STEP 8: Reboot the Player ([Reboot Instructions Here](#))

STEP 9: You will receive confirmation that the device is connected.

Device Connected!

Your player has connected successfully. You can now disconnect the ethernet connection from your player and run wirelessly.

 Close

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INSTALLING YOUR MSTV PLAYER VIA WI-FI CONTINUED

STEP 10: Disconnect all cables from the Player (including power), move the Player to your installation location, connect the audio/HDMI cable, and **connect the power cable last.**

The Player may take up to 10 minutes to start, at which point you should hear audio and/or see content on the screen.

NOTE: If your Player is NOT connecting while temporarily hardwired with the ethernet cable, it is most likely due to an error or typo in the SSID/password. If the SSID/password are correct, you may have encountered a [firewall issue](#). Please share the [Rockbot Network Requirements](#) with your IT Team.

STILL STRUGGLING TO
ESTABLISH A WIFI
CONNECTION?

Give us a call at (415) 813-6020 x1 or
submit a [Rockbot Request Ticket](#).

IF YOU NEED ANY HELP ALONG THE WAY...

Please email Lauren.Hylarides@nationwidegroup.org

For more information about how to set up your digital signage library [click here](#)