
NETWORK REQUIREMENTS

Internet:

A ButterflyMX touchscreen needs a quick and reliable internet connection to provide optimal video call quality. The property is responsible for acquiring & maintaining this service.

Please ensure a wired network connection to the touchscreen, wireless (wi-fi) networks do not meet our stability needs. The devices have two ethernet ports, but only one needs to be connected.

Alternatively, our touch screens can connect to T-Mobile and AT&T 4G cellular networks. If the location has good 4G reception, this could be an option for sites where running ethernet is not possible.

Bandwidth:

ButterflyMX touch screens require a minimum bandwidth of **2 mbps** for uploading and downloading.

If sharing the internet connection with other devices, please configure QoS to ensure minimum bandwidth requirements are met.

IP / DHCP:

By default, ButterflyMX devices use DHCP to obtain an IP address

Static IP assignment can be arranged with **support@butterflymx.com**.

MAC Addresses for touch screens can be provided by **support@butterflymx.com**.

Firewall:

Please allow inbound traffic for established connections.

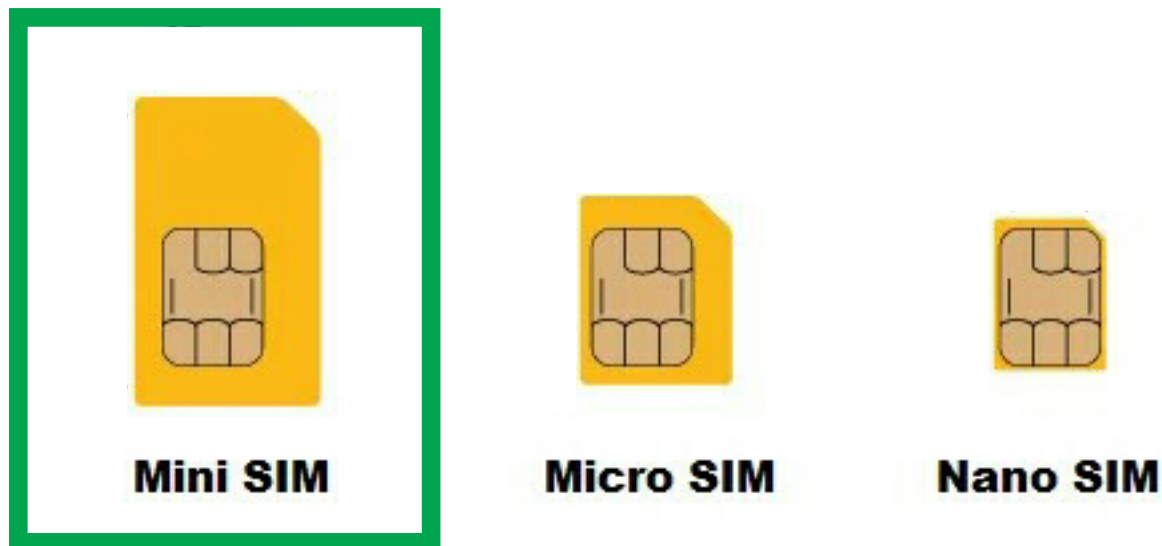
Please ensure the following ports are open in your firewall:

PORT #	PROTOCOL	SERVICE NAME
22	TCP	SFTP
80	TCP	HTTP
443	TCP	SSL, HTTPS, TV
1194	UDP	OpenVPN
5060	TCP & UDP	SIP
5061	TCP & UDP	SIP-TLS
5222	TCP	XMPP
5223	TCP	XMPP
5269	TCP	XMPP
5938	TCP & UDP	TV

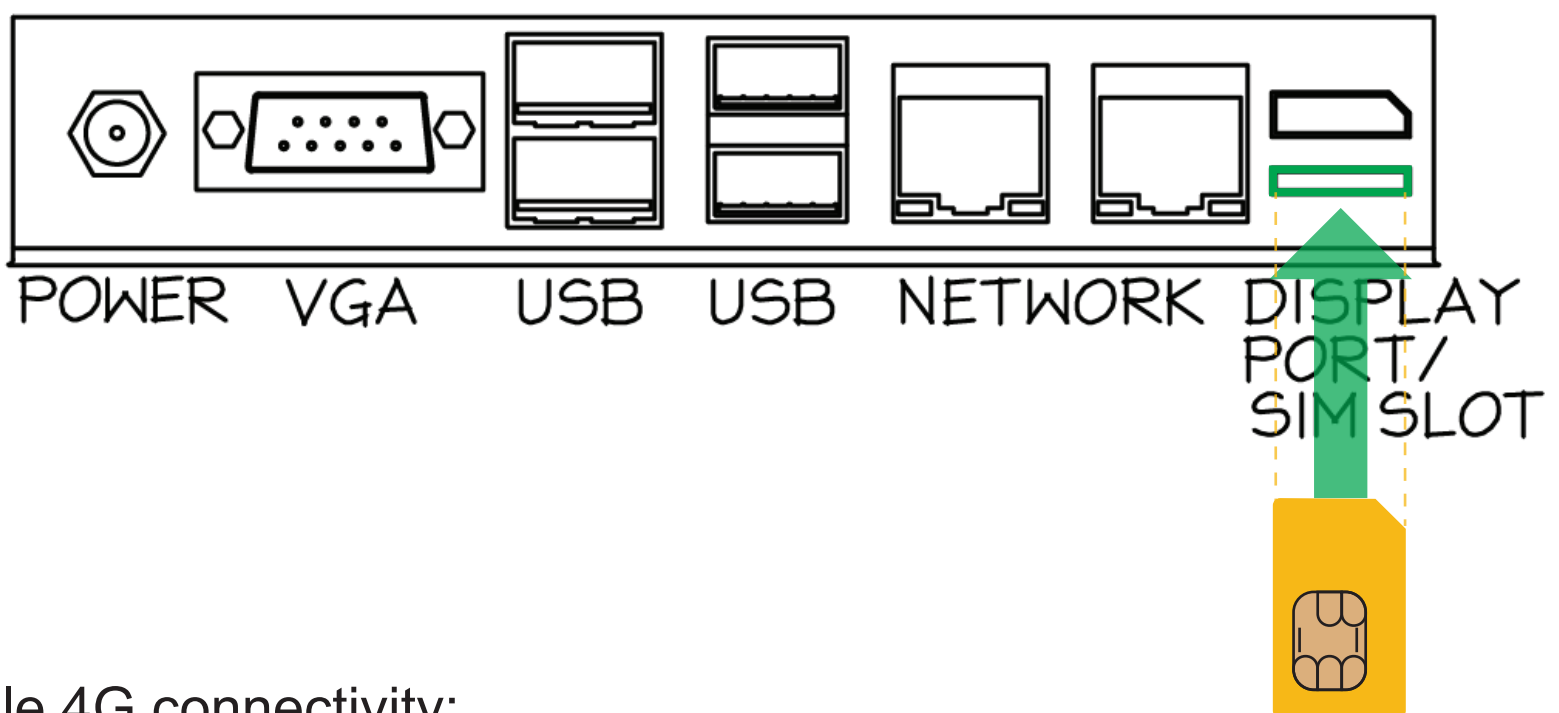


ButterflyMX

4G SIM CARD INSTALLATION GUIDE



Top Interface Panel



To enable 4G connectivity:

1. Confirm **SIM CARD** size is **MINI**.
2. Insert SIM Card **Chip-Side-Up** into SIM Card Slot.
3. Push into SIM Card Slot until click.
4. To remove, push in until click, then pull out.
5. To finish activating 4G connectivity, call ButterflyMX Support..

ButterflyMX Support Team Contact Information:
Phone: 775-600-2950 (Mon - Fri 6 am - 10 pm EST)
Email: support@butterflymx.com