



Custom Channels Music Player Network Allowances

If you have a firewall installed or network restrictions at your location you may need to add allowances to it in order for your player to connect to our servers.

The Custom Channels music player needs the following allowances on your network.

Ports:

- Standard HTTP/HTTPS Protocol - **Port 80 and Port 443** are used for all streaming, configuration and monitoring.

Web Domains:

The player will connect to the following web URLs for streaming, configuration monitoring.

- **streamit.eu**
- **stream.customchannels.net**
- **ensemble.customchannels.net**
- **streamit-live1.customchannels.rocks**
- **monitoring.customchannels.rocks**
- ***.cloudfront.net** (contact support for more specific information if needed)

Common Issues:

Web Filtering: Due to the nature of Custom Channels players consistently streaming audio, web filtering for social media such as YouTube and Facebook can interfere with persistent media streaming. Placing restrictions on downloading particular file types can also cause interruptions in service.

Operating Systems: Custom Channels players utilize a proprietary operating system. It has been observed that certain firewall models, most notably Meraki, will recognize the devices as an “Xbox” or gaming console. This bug has been reported to Meraki systems.

Monitoring Issues: It’s possible for a Custom Channels player to stream properly but show no monitoring activity. Some networks see monitoring traffic as malformed TCP packets so these messages can sometime be rejected outright if there is any filtering or firewall on the network.

If you need additional support or information please contact us at:

Support@CustomChannels.net
303.444.7700 x 7