

NiiO Player Internet Connectivity Troubleshooting Guide *(For Marriott Properties)*

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Background

NiiO is a service that provides licensed digital art for hotels and public spaces. The **NiiO Art Streamer** enables the downloading of high-quality video content to local storage.

Why is Internet Connectivity Important?

- After content is downloaded, it plays **locally** without needing an internet connection.
- **Recurring content updates** require an internet connection.
- Internet is also used for:
 - **Remote playback monitoring**
 - **Player software updates**
 - **Remote troubleshooting and support**

Note:

If this is a first-time installation, please refer to **Chapter 6: Connecting Your NiiO Player to a Property's Network** before proceeding with troubleshooting steps.

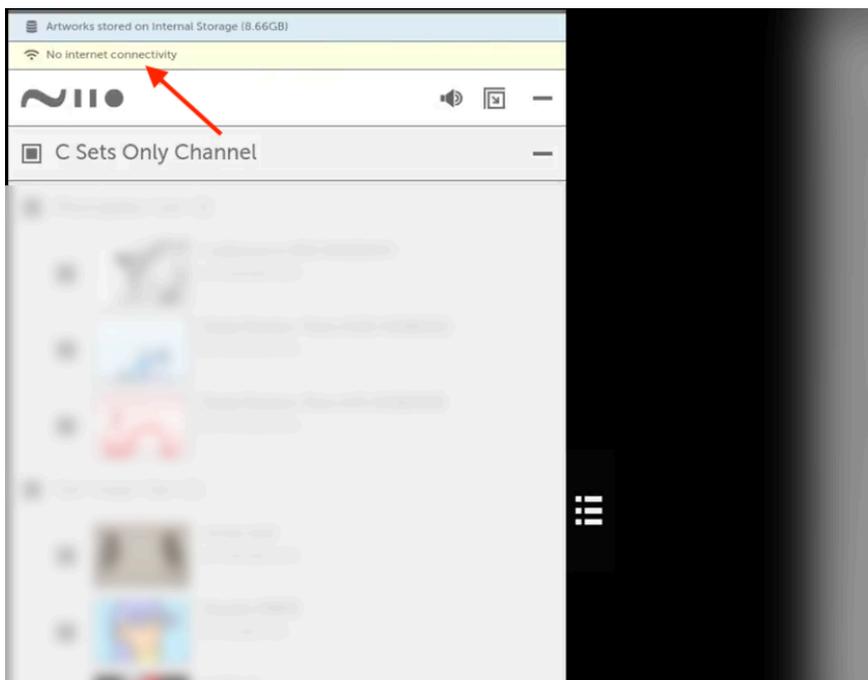
1. Checking Internet Connectivity

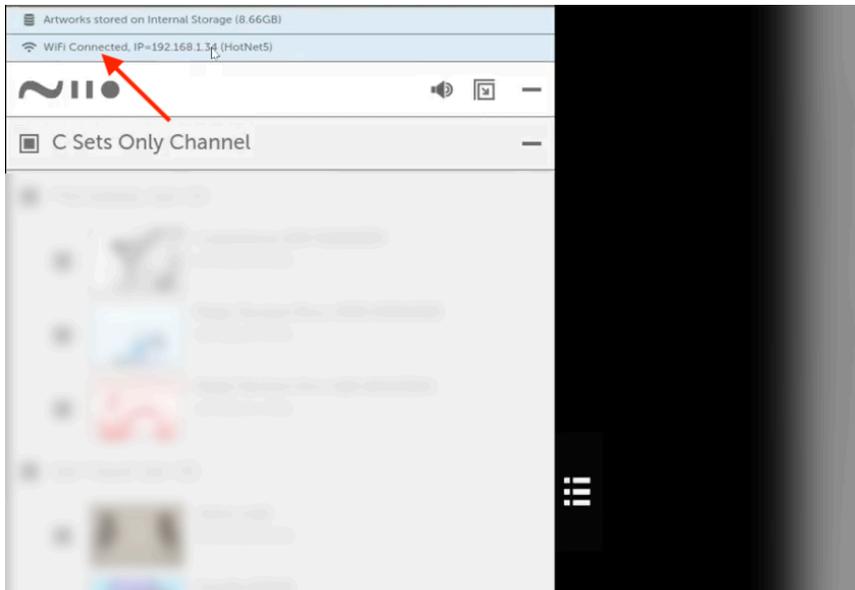
Step 1: Identify Connection Type

- LAN (Wired) Connection
- Wi-Fi (Wireless) Connection

Step 2: Check if the Niiio Player is Connected to the Internet

1. **Restart the Niiio Player**
 - Unplug and replug the power cable.
2. **Use a USB Mouse**
 - Connect a USB mouse to the Niiio player.
 - If the player interface is password-protected, enter **1234**.
3. **Pause the Art Playback**
 - Click once to pause.
4. **Open the Side Menu**
 - Click on the menu button on the left.
5. **Check the Connectivity Status**
 - In the **top-left corner**, see the **connectivity indicator**.
It should display "**Wi-Fi Connected, IP=...**" (see the image below).





2. Troubleshooting Wi-Fi Issues

1. **Access Wi-Fi Settings**
 - Click on the **Connectivity Indicator** in the **top-left corner** of the sidebar.
 - This will open the **Wi-Fi settings**.
2. **Check if Wi-Fi is ON and Networks Are Visible**
 - Ensure that the **Wi-Fi switch is enabled**.
 - If Wi-Fi is **ON**, but no networks are visible:
 - Your network may be using a **5GHz band**, while Niiio players **default to 2.4GHz**.
 - **See Section 3** to enable **dual-band support**.
3. **Connect to the Network and Verify Connectivity**
 - If networks are visible, select the correct **Wi-Fi network** and enter the credentials.
 - After connecting, confirm internet connectivity.
 - If you are unsure whether the internet is connected properly, please contact support, and we will verify it remotely.
4. **Ensure You Are Using the Right Wi-Fi Network**
 - **See Section 4** for guidelines on selecting a **stable and compatible Wi-Fi network**.



3. Enabling Support for 5GHz Wi-Fi Networks

By default, NiiO Streamers support **2.4GHz Wi-Fi only**. If you need **5GHz support**, follow these steps:

1. **Connect to the Internet via LAN (Temporarily)**
 - Take the player to an **office or another location** where it can be connected via LAN to **fetch updated settings**.
2. **Verify Internet Connectivity Over LAN**
 - After connecting via LAN, check if there is internet access.
 - On the player sidebar, the **top-left corner** should display the status: "**Ethernet Connected, IP=...**".
 - If you are unsure whether the internet is connected properly, please contact support, and we will verify it remotely.
3. **Recheck Wi-Fi Networks**
 - Open **Wi-Fi settings** again and see if local networks appear.
4. **If Networks Appear**
 - Disconnect LAN and follow **Wi-Fi setup** (See Section 2).
5. **If Networks Still Do Not Appear**
 - Consider using a **permanent LAN connection**.
 - If a permanent LAN setup is **not possible**, **contact NiiO Support**.

4. Guidelines for Choosing a Wi-Fi Network

- Use a **dedicated** Wi-Fi network.
 - Avoid **guest networks** or **unstable shared connections**.
 - Do not use networks that require **captive portal authentication** (e.g., hotel guest login pages or web-based authentication portals).
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5. Setting Up a LAN (Wired) Connection

1. **Ensure the MAC Address is Whitelisted**
 - If your network has a **firewall** or **security policies**, whitelist the **Niio Player's MAC Address**.
 - The **Ethernet MAC Address** is on a **silver barcode sticker** on the back of the player.
2. **Connect the Ethernet Cable**
 - Plug the **LAN cable** into the player.
3. **Check for Internet Connectivity**
 - On the player sidebar, the **top-left corner** should display the status: "**Ethernet Connected, IP=...**".
4. **If LAN Does Not Work**
 - Contact **Niio Support**.

6. Connecting Your Niio Player to a Property's Network

Option 1: Whitelist the Niio MAC Address

This will bypass network login pages.

For Wired Connection:

1. **Find the Ethernet MAC Address** (Silver sticker on the back of the player).
2. **Provide it to the Network Administrator** for whitelisting.
3. **Automatic Connection:**
 - Once whitelisted, the player will connect via **Ethernet**.
4. **Disable Wi-Fi (If using Ethernet)**
 - **Steps:**
 1. Connect a **USB mouse**.
 2. Open the **side menu**.
 3. Click **Internet Connectivity**.
 4. **Turn off Wi-Fi**.

For Wireless Connection:

1. **Find the Wi-Fi MAC Address** (White sticker on the back).
2. **Provide it to the Network Administrator**.

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3. **Connect to Wi-Fi** (Follow **Wi-Fi setup** in **Section 2**).

Option 2: Add to a Separate VLAN on the Guest Network

If whitelisting is **not an option**, create a **separate VLAN** for the Niiio Player.

Steps:

1. **Connect a USB mouse.**
2. **Open the side menu.**
3. Click **"No Internet Connectivity"**.
4. **Turn on Wi-Fi.**
5. Click the **three-dot menu** (top-right) and select **"Add Network"**.
6. Enter the **SSID and password** (WPA2 encryption).
7. Click **Next** to complete setup.

Option 3: Marriott GPNS Compliant Properties (Wired Only)

If your property follows **Marriott's Global Property Network Standards (GPNS)**:

1. **Contact Your LAN Service Provider (LSP).**
2. **Request VLAN 832 with 192.168.41.0/24.**
3. **Ensure DHCP Services are Enabled.**

7. Setting a Static IP Address

If your network requires a **static IP**, follow these steps:

1. **Connect a USB mouse** to the Niiio Player.
 2. **Open the Sidebar**
 - Click and swipe **from the left edge to the right**.
 3. **Click "No Internet Connectivity"** (Top-left).
 4. **Go to "More Options"**.
 5. **Select "Add Network" → Advanced Options.**
 6. **Configure the Static IP.**
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Need More Help?

If you still experience issues, please contact Nio Support:

 **Email:** support@nio.com

 **Phone:** +1-800-601-7820

 **Live Chat:** www.nio.com/site (Chat on the bottom right)