

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.

Bandwidth:

ButterflyMX touch screens require a minimum bandwidth of 2 Mb/s for uploading and downloading.

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

DSL connections are not sufficient to support the ButterflyMX system.

IP/DHCP:

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

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

Network Access:

For optimal Quality of Service, ButterflyMX touchscreen should be on its own connection to the Internet. Alternatively, create a separate VLAN within the network for Butterfly systems outside the local Firewall.

Firewall:

If there is a firewall at the property, you will need to whitelist the touchscreen MAC address. MAC addresses for touchscreens can be provided by our Support team.