

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.

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.