

zebrix Frequently Asked Questions (FAQ)

What is the bandwidth / data volume used by zebrix screens/players?

This is impossible to estimate, as it depends on the type and quantity of media played on the screens. In all cases, zebrix uses compressed and optimised formats, both for video and images, which limits the use of bandwidth. In addition to these media, there are remote control streams for the screens, which amount to no more than a few MB per day.

SSSP screens, like NUC boxes, have a mechanism to ensure that the same media are not re-downloaded. They store the videos in internal storage (FLASH memory type for the screen, SSD disk for the nuc) during the very first broadcast. Once the media has been stored once, it is never downloaded again on subsequent occasions in order to conserve bandwidth.

What is the recommended minimum bandwidth for zebrix screens/players?

1 Mbit/s per screen is recommended. However, a high bandwidth allows faster transfer of media. A lower bandwidth may also be satisfactory, depending on usage.

Very low bandwidth (< 512 kbit/s) can lead to connection instabilities.

At what time of day is content transferred?

By default, content is loaded when the screens need it, i.e. generally when the content is first played, when a new screen is installed in a shop or when new content is loaded onto zebrix and scheduled to be played for the first time on the screens.

A “media preload” functionality is also available (zebrix “settings” section) so that media can be downloaded in advance at an agreed night-time time.

Is it necessary to reserve a VLAN for zebrix screens/players?

This is by no means compulsory, but it is good security practice.

Can other fonts be added?

Yes, via a request to zebrix support (support@zebrix.net), fonts must be sent to us in TTF, OTF, or Webfont format. Please note that it is not (yet) possible to add new fonts yourself as they have to be

converted manually by our teams to WOFF format in order to be integrated.

What happens in the event of a network loss?

When a network loss occurs during operation of the SSSP screen or zebrix player, the content currently playing continues to be displayed. If it is a playlist, it will also continue to play.

When the network returns, the screen checks that the content to be played was not changed during disconnection, and if so, it updates immediately.

Please note that a screen whose network drops before its switch-on time will remain switched off. When the network returns, however, it will switch on and start playing. Also note that when the screen is playing its content during a network disconnection, it will continue to play the current content without limit, which means that it will not switch off at the scheduled switch-off time and will not change schedule if another schedule exists.

What happens in the event of a power failure?

The SSSP screen and the zebrix player suddenly shut down. The storage technologies used are designed to tolerate occasional power failures. When power is restored, they restart in +- 30 seconds and without human intervention, reconnect to the zebrix servers, check what content is playing, update it if necessary and resume playback. As the media is stored on the screen, only any new media needs to be downloaded. If no media has changed, the screens instantly restart playback.

Special case: Power failure + no network when power is restored

The SSSP screen and the nuc zebrix player start up, try to connect to the network but are unable to do so. They therefore display an "offline" page and try to reconnect to the network at regular 30-second intervals. The default "offline" page on the nuc shows a zebrix logo. On SSSP screens, this zebrix logo is accompanied by an error message asking you to check the network. On SSSPs, this "offline" page can be replaced by a JPEG image of your choice. (This feature is currently being implemented on NUCs).

What does "Unlimited storage (according to Fair Use Policy)" mean?

Depending on the zebrix package offered, you may benefit from a zebrix customer account with "Unlimited storage (according to the Fair Use Policy)", but what does this mean?

Fair use" can be translated as "usage loyal", "usage raisonnable" or "usage acceptable". It is a term often used in connection with "unlimited use". Because unlimited use can easily be abused, and this could have negative consequences for the zebrix infrastructure or for its other users, zebrix unlimited

storage is indeed subject to the “Fair Use Policy”.

Any usage is considered “fair” as long as the zebrix infrastructure and none of its users have problems due to the “heavy usage” of a single other user. Heavy usage can therefore be defined as usage that is substantially higher than the average usual usage or outside the usage framework for which zebrix is designed. Of course, we are tolerant of all projects that, by their nature, require a higher use of storage.

zebrix reserves the right to inform customers whose storage use is deemed to be extreme that they are no longer in compliance with the “Fair Use Policy” and, in cases of force majeure, to impose a storage limit.

Did this FAQ not answer your questions?

We invite you to use the search function at the top right of the wiki with keywords to find answers to your questions, otherwise you can always contact us directly:

support.ds@manganelli.com

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