

FAQ'S

1. Q: *How do I become a certified installer?*

A: Start by calling 1-888-498-7326 and speak with a sales representative to begin the qualification process.

2. Q: *Should I turn off my Xtream Media Server, Xpander, or Xtender when not in use?*

A: No, Xtream Media Servers are designed for “always on” operation. We strongly recommend that you leave your server on at all times. This is to enable periodic updates and monitoring of your system. The only time you should turn off the server is if instructed by the technical staff of Xtream Media Servers.

3. Q: *Why does the front screen on my PRO-8800 not show an image or how do I enable the front screen?*

A: The Front Screen on the PRO-8800 is mainly designed for initial setup and configuration of the server from a remote location such as an AV Closet or rack. The front screen is not intended to view your movie collection or control your server at this time. Efforts are being made for hardware monitoring. Please check the installation guide included with your server for instructions on enabling the front screen for remote installation.

4. Q: *How often should I reset my Xtream Media equipment? Or should I reset at all?*

A: Your Xtream Media Server(s) will only need to be reset by when a scheduled update has occurred. This will be done by the Xtream Media Servers Technical staff on an “off peak-bi-weekly” basis or as needed. End user should not need to reset the server(s) unless instructed to by an Xtream Media Servers Technical representative.

5. Q: *How long will my Xtream Media Server take to arrive once I have placed an order?*

A: The usual turnaround time for an Xtream Media Server order is 7-10 business days. Larger orders or custom configurations may take longer. Your sales representative will advise you of the estimated shipping time when you place the order.

6. Q: *Are there reoccurring license fees? Or any other fees I need to worry about?*

A: No, all fees are covered in the purchase price of the server. You will not be bothered for any other fees.

7. Q: *My new DVD/Blu-ray disc will not play? What should I do?*

A: *Xtream Media Servers does its absolute best to ensure that your server is up to date with the latest playback software. Unfortunately due to the evolving nature of Blu-ray and DVD media, updates are sometimes not available at the time of movie release. If you encounter a disc that will not play or import properly, please refer to our website forum for more information, or you can call our 24 hour technical support line and we will attempt to resolve the issue.*

8. Q: How many Blu-Ray/DVD movies can my Xtream Media Server store?

A: PRO-XX00 (Raid 6tb) = 800-1000 Standard DVDs or 250-350 Blu-Ray\HD-DVD Discs
PRO-XX00 (3tb) = 650-850 Standard DVDs or 150-250 Blu-Ray\HD-DVD Discs.
PRO-XX00 (1.5tb) = 175-275 Standard DVDs or 60-80 Blu-Ray\HD-DVD Discs
PRO-XPANDER (Raid 15tb) = 1750-2000 Standard DVD's 600-800 Blu-Ray\HD-DVD Discs.

(Disc* storage numbers are an estimation and dependant on an individual movie size. Information is based on customer feedback and subject to change.)

9. Q: When I import a movie, is there any loss of quality? Do I get true full resolution as if I used the disc?

A: Xtream Media Servers import your disc as a perfect digital copy. There is no compression or loss of quality what so ever. You should not notice any difference between using a movie stored on the Xtream Media Server and playing a movie off the disc with exception of faster access times.

10. Q: Can I import my own home movies to my Xtream Media Server?

A: YES, as long as the movie is on a published DVD. This means if you have created a DVD on your computer, or had a company create a DVD of home movies, and it plays in your DVD player as store bought DVDs do it should have no problem. Cover art will not be displayed. DVD-R's with video data will not work with your Xtream media Server at this time.

11. Q: I am having a hard time importing my photos from my digital camera. What do I need to do?

A: You must first organize your photos on your home computer. This means naming the files and putting them into appropriate folders, then you can either burn them on a CD-R or other recordable media or copy to a thumb drive or Memory card. When prompted to import the pictures select yes to the dialog. Your photos will now be available on your Xtream Media Server.

12. Q: I see that My Server has a Firewire port. Does this mean I can hook my video camera to it and watch my home movies?

A: Unfortunately no. The fire wire port is disabled. And the Server has no ability to import directly from a video device such as a Digital video camera. You can however Publish your digital media on a DVD and import it on your Media server (see question 10)

13. Q: If I have music and photos on my home computer can I view them from my Xtream Media Server?

A: Yes. As long as the folder that you have with the data is shared to your home network.

(*Disc size average 5.7Gb for Std.DVD and 40Gb Per Blu-Ray Disc)