

Napster Station.

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01 • OVERVIEW

About this manual

This manual covers everything you need to bring a Napster Station online and run it day to day: unboxing, network requirements, claiming a station into your fleet, and everything you can do with it from the Fleet Management Portal — assigning apps, monitoring, troubleshooting, and more.

Building and publishing the experience a Station runs isn't covered here — that's in the developer documentation.

02 • INTRODUCTION

Getting started

A Napster Station is a countertop device that runs a Napster AI Agent for visitors to talk to. The agent appears in a circular display at the top of the unit, listening and speaking in real time. The main screen below shows either your own website or the app built for that specific experience, so visitors see your content and branding right alongside the agent.

Station is built to run unattended in a public space. Once it's set up, nobody needs a keyboard at the device — it starts conversations on its own when someone walks up, ends them when the visitor leaves, watches its own network connection, and shows on screen what it's doing at every stage.

You run a Station through the Fleet Management Portal: it enrolls itself there, an operator approves it and assigns it an application remotely, and everything happens from a browser — nobody has to return to the device. The rest of this manual covers this flow.

03 · BEFORE INSTALL

Network requirements

A Station only makes outbound connections — it needs no inbound firewall rules and no fixed IP address.

DOMAIN	PROTOCOL	PORT	USED FOR
*.napster.ai	HTTPS, WSS	443	Fleet API and remote support
*.azure-devices.net	MQTT, MQTT over WSS	8883, 443	Live fleet link
*.blob.core.windows.net	HTTPS	443	Avatar assets, application updates, diagnostics upload
*.azurefd.net	HTTPS	443	Asset CDN
The assigned application's own domain	HTTPS	443	The kiosk page — arrives with the assignment, not known in advance

A few things worth knowing

- **Port 8883 is optional.** The fleet link tries MQTT on 8883 first and falls back to MQTT over WebSockets on 443 — a venue that only permits 443 works with no changes.
- **WebSocket traffic isn't optional.** Both remote support and the live conversation run over WebSockets. A network that allows HTTPS but blocks WebSocket upgrades is a network where a Station can't work — the single most common cause of a failed installation. Confirm this with your network team before the device arrives.
- **A captive-portal Wi-Fi network will block the Station,** since there's nobody at the device to accept a terms page.
- **The clock has to be right.** The fleet link authenticates with time-bound tokens, so a Station whose clock has drifted gets refused in a way that looks like a credential problem — don't block Windows time sync.

- **A proxy that re-signs TLS will break the Station.** The avatar runs through an inference provider delivered over this same channel; where TLS interception is mandatory on site, exclude the domains above from it.
- The three Azure domains above are current but marked temporary internally — they're expected to move behind Napster's own domain over time, so revisit your allow-list if you're notified of a change.

FIREWALL SUMMARY

Outbound TCP 443 to the domains above covers everything; TCP 8883 to *.azure-devices.net is optional; no inbound rules are needed.

04 • SETUP

Adding a station to your fleet

Bringing a new Station into service takes about a minute of hands-on time, once it's plugged in.

1

Turn it on.

There's no app for the end user to install and nothing to configure on the device — plug the Station in, power it on, and follow the prompts on its screen. Have the Fleet Management Portal open nearby, since you'll claim the station from there in the next step. Remote support connects to the fleet within about a minute on its own, independently of everything else below, so an administrator can reach the device even if the rest of setup runs into trouble.

2

The Station asks to join.

Once the application starts, the Station registers itself and shows a claim code across the whole screen, along with a QR code, a countdown for how long the code is valid, and its serial number. Codes rotate every few minutes — a photographed or expired code simply goes stale.

3 Claim it in the console.

In the Fleet Management Portal, open **Add station**, and either scan the QR code or type in the device number. The console shows exactly which machine that code belongs to — hostname, serial, model, architecture — so you can confirm you're claiming the box in front of you. Give it a name (worth naming for where it stands — "Lobby West," "Oncology Reception" — you can change this later), then confirm. Pairing takes about a minute, and the claim code is used up the moment it succeeds — a Station can only be claimed once.

4 It's in your fleet.

The Station appears under **Stations** with status **Awaiting setup** — it has an identity but nothing to run yet. Open it and assign an app under **Application** to bring it into service; the page tells you once the Station has confirmed the new configuration, so there's no guessing.

Moving a Station to a different fleet later

Delete it from the first console, then claim it into the second exactly the same way. The moment the new claim succeeds, everything from the old setup — credentials, cached app, browser data — is wiped; the device's own hardware preferences and logs stay, since those describe the machine itself.

05 · OPERATION

What you can do with your station

Once a Station is assigned an app, everything else happens from its page in the Fleet Management Portal — no site visits needed for most day-to-day operation.

Your fleet at a glance

The **Stations** page opens on a row of tiles — total, awaiting setup, ready, active, faulted, unreachable — each doubling as a filter. Every station is listed with its status, connection, assigned app, version, and when it was last seen; the list refreshes every 15 seconds, and stations needing attention float to the top.

STATUS	MEANING
Awaiting setup	Claimed into the fleet, no app assigned yet
Ready	Set up with an app, waiting for its first visitor
Active	Has served visitors
Faulted	The station reports it couldn't apply its configuration
Revoked	Removed from service; the hardware can be enrolled again as a new station

Status and connection are tracked separately — "offline" doesn't mean broken, it means the station's application isn't talking to the fleet. The machine itself may still be reachable.

A station's page

Opening a station shows everything about it, and everything you can do to it, in one place:

Application	Assign or change the app the station runs. It picks up the change live, over its cloud link — no restart, no site visit. The page tells you once the station has actually confirmed the new configuration.
Settings	Live settings read from the machine and changed in place: fullscreen, echo cancellation, view options, auto-start and auto-stop behavior.
Remote access	Open the station's desktop, a terminal, or its file system, with full keyboard and mouse control, right in the console. This rides its own channel, so it often still works even when the fleet shows the station offline.
Actions	Make the station announce itself on screen (handy for finding the right box in a row of them), restart the station application, fetch system vitals, run a network check, or revoke it from service. Rebooting the whole machine and deleting the station sit apart as confirmation-gated actions.

The station's log	A timeline of everything the fleet asked and everything the station answered, newest first, with a live-follow option. From here you can also send a short notice straight to the station's screen without interrupting whatever it's doing.
Requesting evidence	From the log panel, ask the station for its current log, a full log archive, a screenshot of everything on its displays, or a short microphone recording. Each arrives as a file you can view right in the console — the fastest way to check a "the station can't hear visitors" report is to just listen to what it hears.

Seeing what visitors experienced

Activity shows every conversation your stations have had, per app — who spoke to a visitor, when, for how long, and how it ended. Opening a conversation shows its full transcript alongside the agent and the tools it used; conversations are searchable and paged.

Hands-free operation

A Station can run a whole conversation without anyone touching it. Its camera starts a conversation once a visitor's face fills enough of the frame for long enough (tuned by the **Face size** and **Activation delay** settings) — set too low, it talks to people walking past; set too high, visitors have to lean in. Silence ends a conversation: 15 seconds before the configured timeout it shows "Are you still there?", and if nobody speaks, the call ends and the screen returns to idle.

Reading the screen

A ring around the AI Agent shows what it's doing — a ring stuck on blue usually means the agent or connection has stalled. A Station also watches its own connection continuously; if it drops, visitors see a plain-language notice and the page reloads automatically once the connection returns.



Green
Listening



Blue
Thinking



Magenta
Speaking

Troubleshooting

Everything below happens from the Fleet Management Portal — no site visit or phone call to the venue unless a step says so.

START WITH THE 60-SECOND TRIAGE

Open the station's page and check four things: the status badge, the connection badge (and how long it's been offline), what the station last reported about itself, and its log — the log is the ground truth when anything is in doubt.

The single most time-saving rule: status and connection are different axes. "Offline" doesn't mean broken — try remote access anyway, since it often still works on a station the fleet has lost.

SYMPTOM	FIRST CHECK	MOST COMMON FIX
Offline, was working	Does remote desktop still answer?	Restart the station app; otherwise, hands on site
Never connected	"Last seen" shows a dash	Finish setup at the venue
Faulted	The station's own error, in the log	Re-assign the app; check its version; restart the app
App change not applied	Connection badge	Wait for it to reconnect, then restart the app
Can't hear visitors	Record the microphone during a live conversation	Fix the device or muting via remote desktop
Screen frozen or wrong	Request a screenshot	Restart the app; reboot if needed
Claim code refused	Read the current code off the screen	Codes rotate — use the fresh one
Remote session drops instantly	—	Machine is off: check power and network at the venue
No remote support agent	—	Reinstall the station software as administrator