MediaConnect Firewall Settings

MediaConnect allows an enable Philips device to act as a computer monitor. The software runs on a computer that is connected to the same network as the Philips device. Once setup the customer can display the content of a computer on a TV. The programs the software uses are WFMCDMS.exe (creates a virtual set of speakers for the Philips device to use) and Wi-Fi MediaConnect.exe (the main program). Both these programs need to be enabled in any firewalls that are installed. Below are some of the popular firewall programs and the directions on how to configure them to work with the MediaConnect.

Windows 7/Vista Firewall Settings

If you have anti-virus software which does not have 3rd party firewall included then they will be protected by the Windows firewall. Complete the steps listed below to make sure the MediaConnect software is allowed to access the network.

1. The first time the customer start the MediaConnect software they will receive a popup security warranty like this:
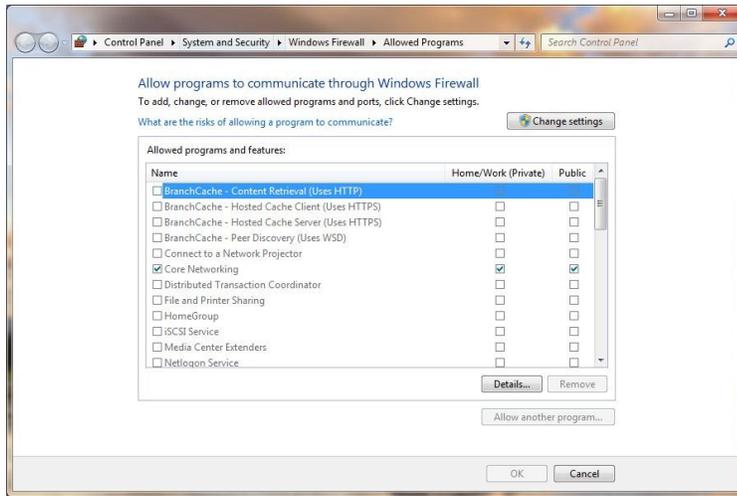

Note: Make sure to check the box to 'Allow WFMCDMS to communicate on these networks' Click on [Allow access]

2. Next we must double check the other programs have been set to correctly. Click on the Start button and type 'allow' in the search box as seen in the picture below. Then click on 'Allow a program through Windows Firewall.'
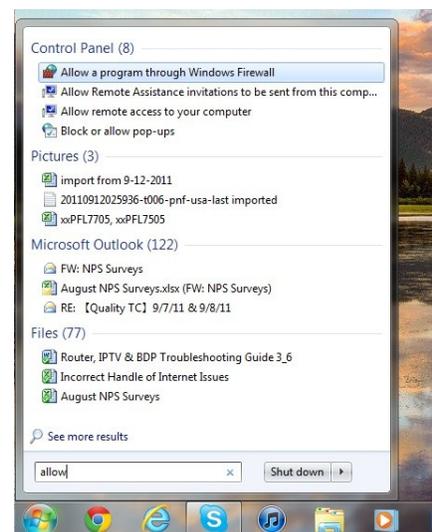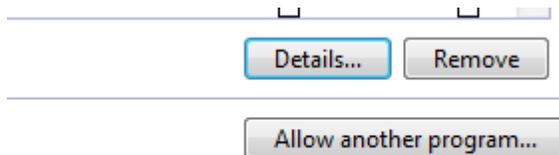
3. Click on [Change setting].

4. Scroll down until you see the items listed in the picture. Make sure both box are checked.

5. If you do not see one of the programs listed above click on [Allow another program…]

6. Scroll down to until you see the Wi-Fi MediaConnect program and click allow. **Note:** Make sure both boxes are check to allow access on either network setting.

7. If you do not see Wi-Fi MediaConnect click [Browse] and the program will be located at: C:\Program Files (x86)\Philips\Wi-Fi MediaConnect\ Wi-Fi MediaConnect.exe
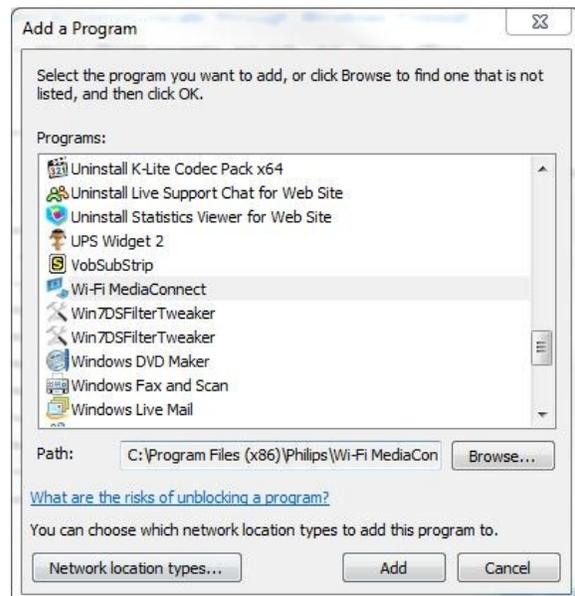
8. If WFMCDMS is missing from the list you can add it by browsing to: C:\Program Files (x86)\Philips\Wi-Fi MediaConnect\WFMCDMS.exe. **NOTE:** Make sure both check boxes are selected. Press [OK] once you have verified that those programs are listed and enabled.

Allowed programs and features:

Name	Home/Work (Private)	Public
☑ WFMCDMS	☑	☑
☑ Wi-Fi MediaConnect	☑	☑

Norton Internet Security Settings

By default if a customer is using the Norton Internet Security 2011 or similar protection the MediaConnect software will be blocked. Please complete the settings listed below to allow the media connect software to work with the Norton.
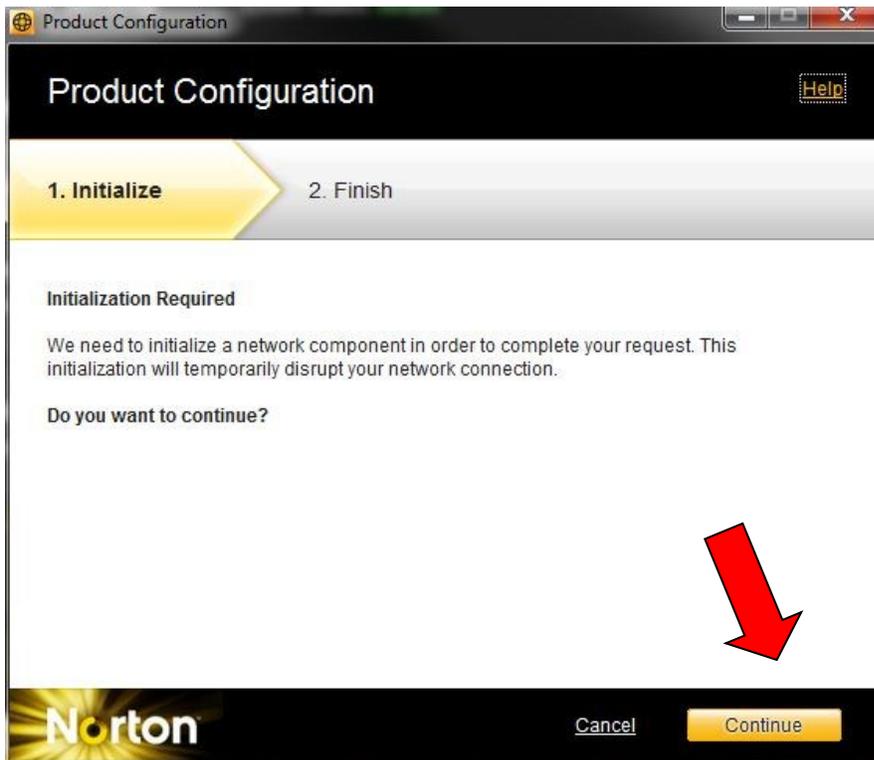
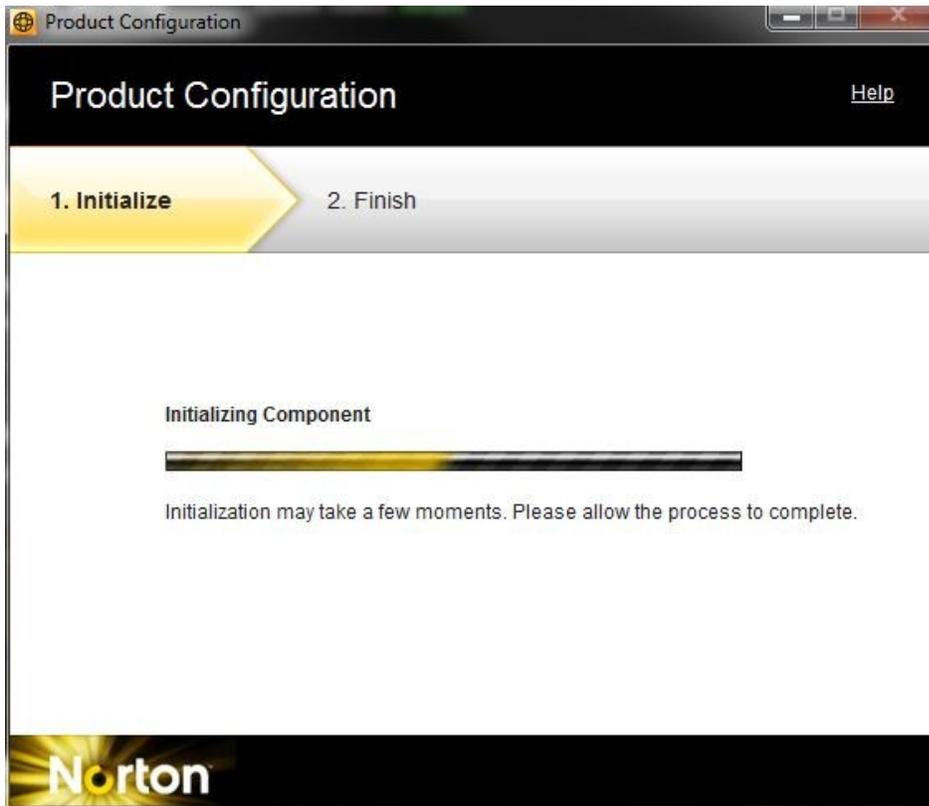1. Open the Norton Software. This is the main screen of the software.
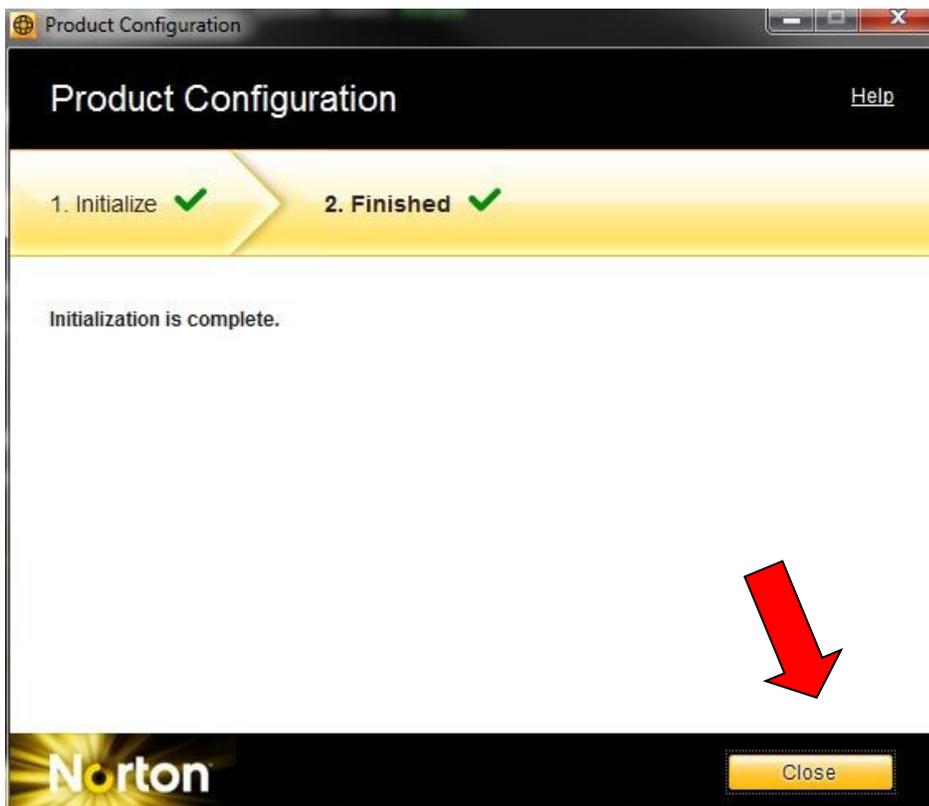
2. Click on the **Network Security Map**.

3. A Product Configuration window will open. If the customer has completed this before then it will open directly to the Network Security Map. Click **Continue**.
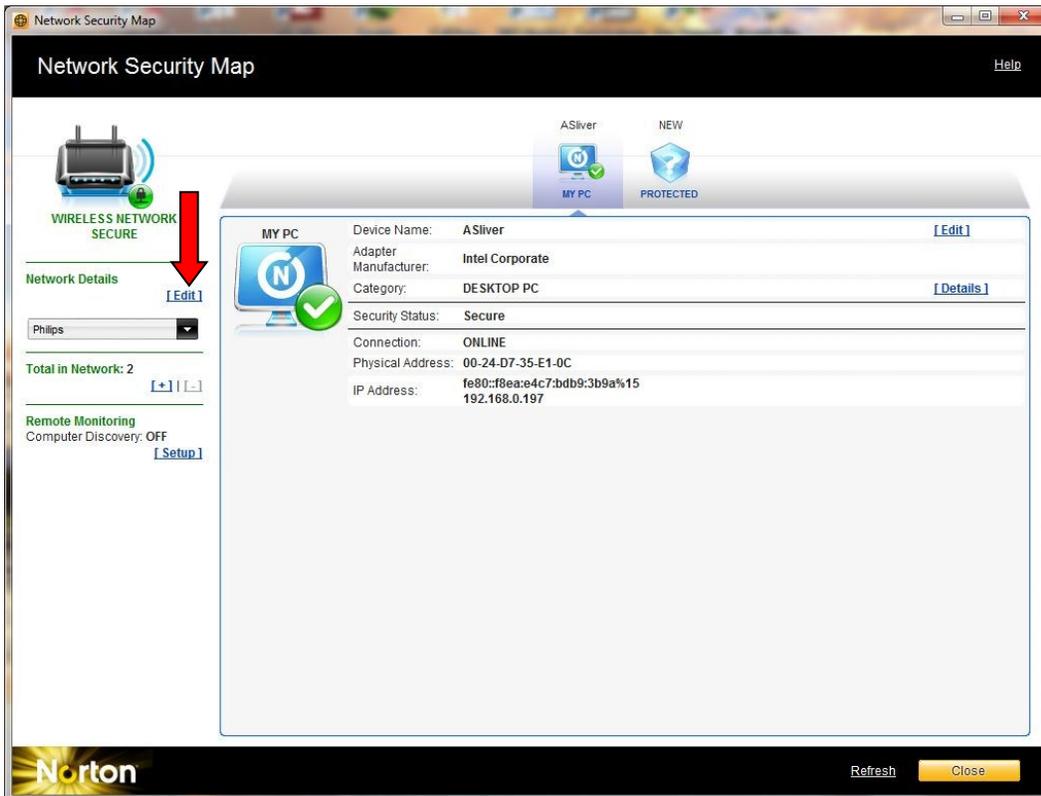
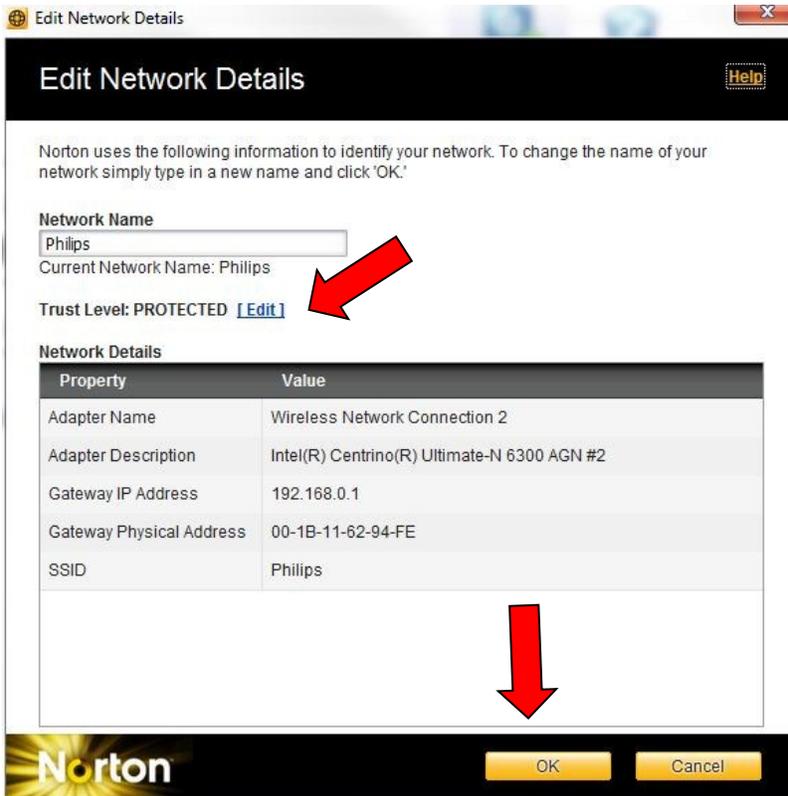4. This screen is displayed.

5. Click **Close.**

6. A window that tells the customer what all these settings are is displayed. Check the **Do not show this again** box and click **OK.**
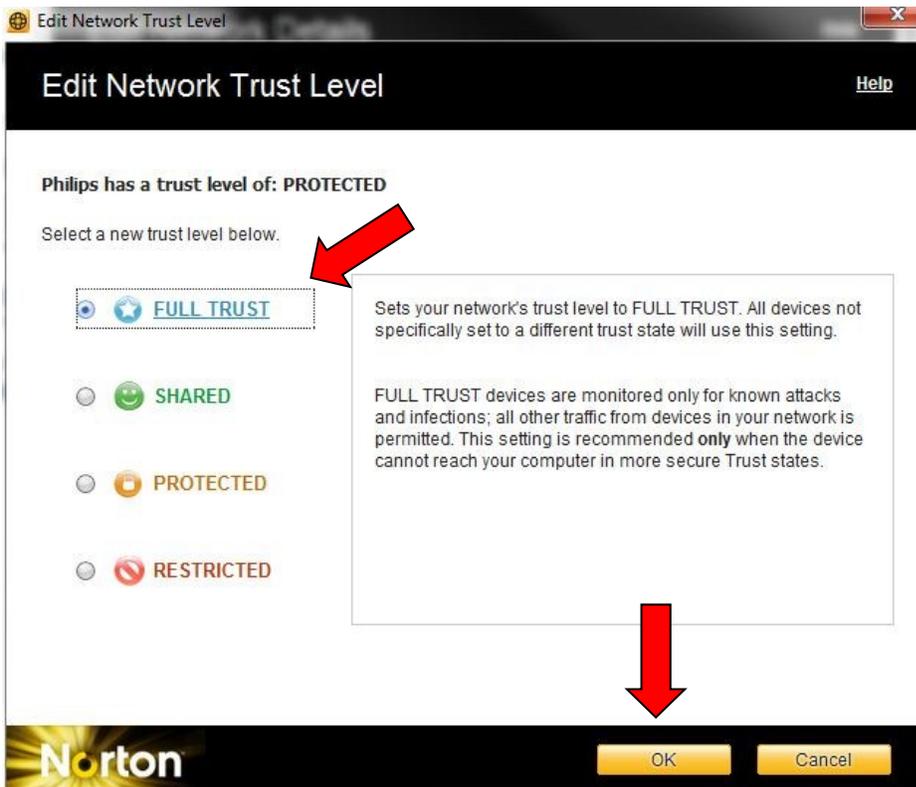

7. Click on **Edit** under Network Details. Notice all the devices at the top say PROTECTED.
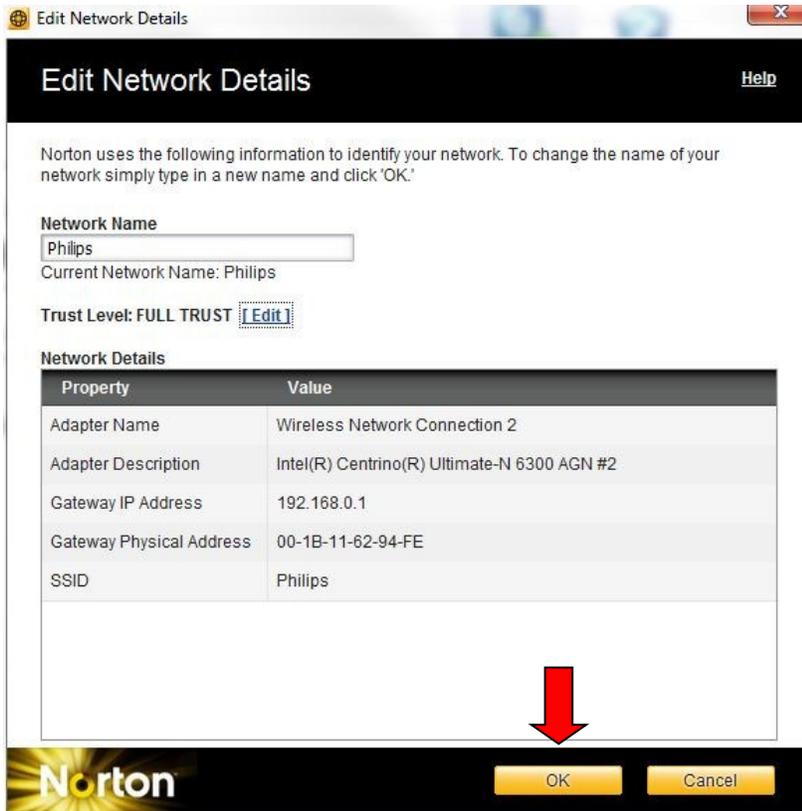
8. Click **Edit**.
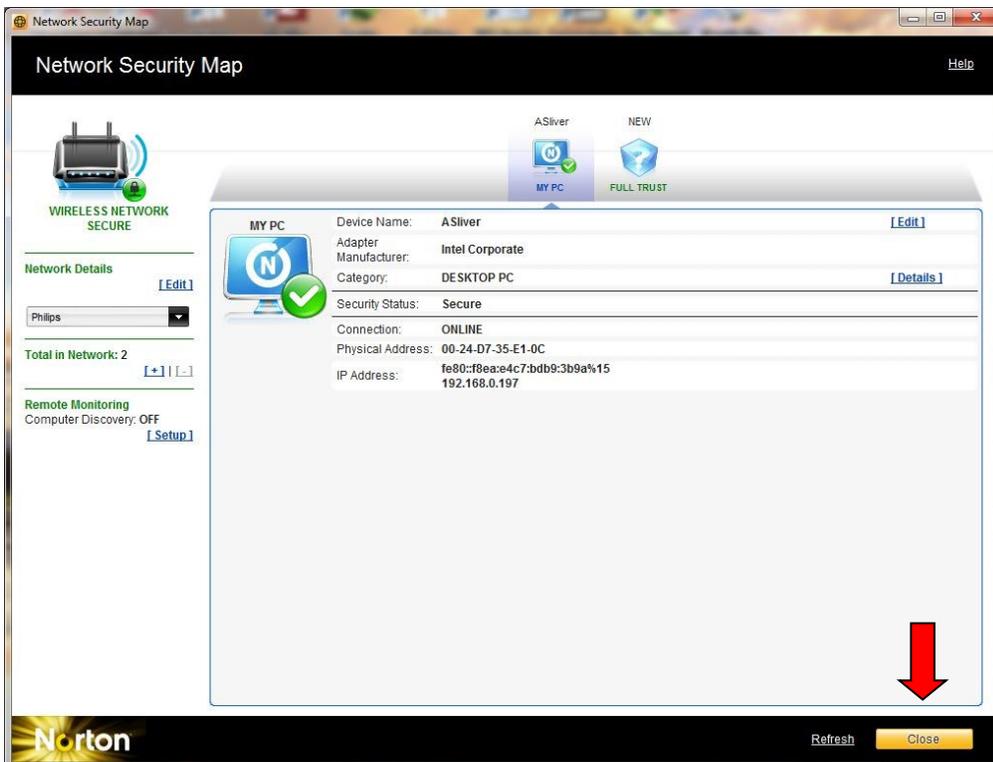

9. Select **FULL TRUST** and click **OK.**

10. Notice the Trust Level is FULL TRUST now. Click **OK.**

11. The network is now set to FULL TRUST and Wi-Fi MediaConnect should not have any problems connecting. Click on **Close** to exit. Now close the MediaConnect on the computer and open it again. Run the MediaConnect from the TV or PC based on model of device. It should connect.

12. Make sure the MediaConnect is set to Allow in the program list. Click on [Settings] from the main Norton screen.

13. Navigate to the [Network Settings], click on [Configure] to the right of the Program Control text.
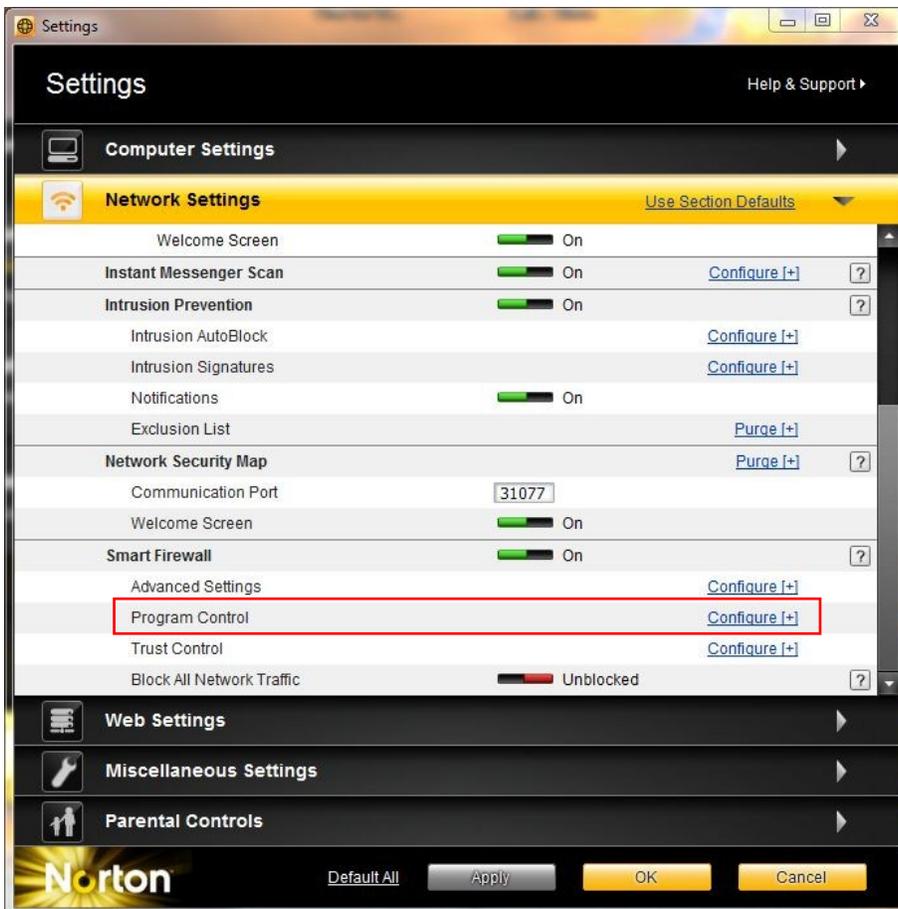
14. Scroll to the bottom of the list and set **WFMCDMS** to **Allow** by clicking on the drop down arrow. And click [OK].
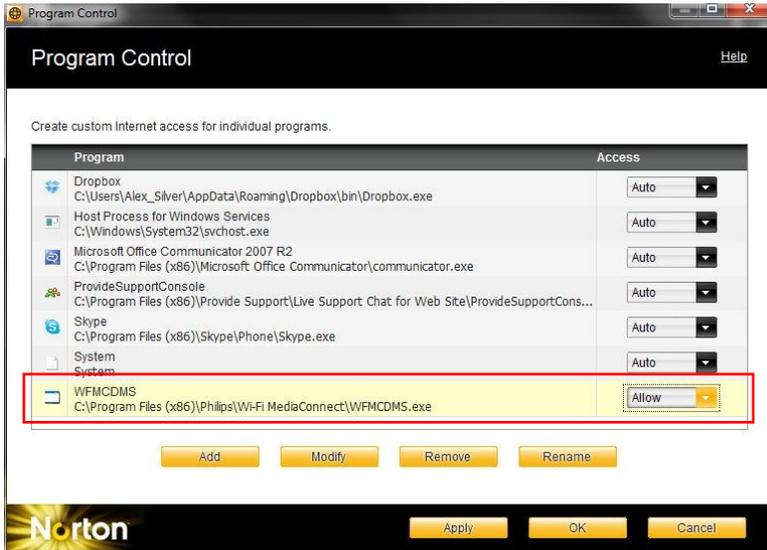

15. If this window pops up click on [Yes].

16. All the settings have been added to allow complete control to the MediaConnect software. If the software will still not connecting you can disable the whole Norton firewall to test if Norton is really blocking the software or if it is the router.

17. Click the switch next to [Smart Firewall] on the main screen and select a time you want the firewall to turn back on and press [OK]. The firewall is now completely off. If the MediaConnect is still not working submit the router to the portal.
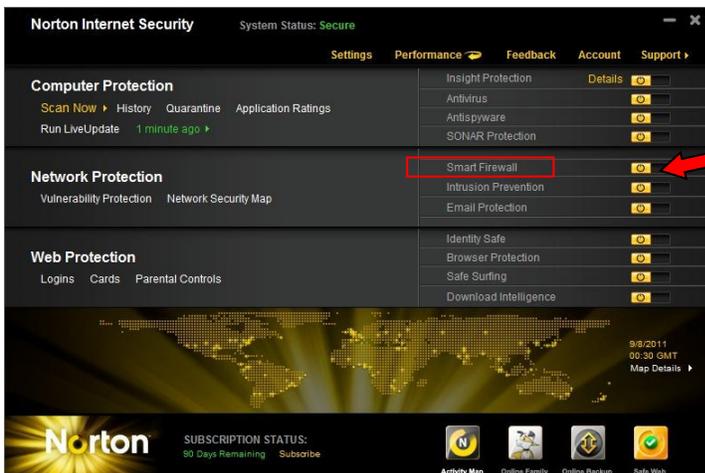
McAfee Security Settings

If the customer is using McAfee 2010 or older then the MediaConnect will not work. They must have the 2011 or 11.x or later. McAfee is aware of the problem and has listed information about the issue on their website. Until the customer can upgrade the firewall must be disabled when attempting to use the MediaConnect software or any other service that uses DLNA. Please see CCB58 for more info.

1. Double-click the **M** icon in your taskbar.
2. Click on [Firewall] and then on [Settings].
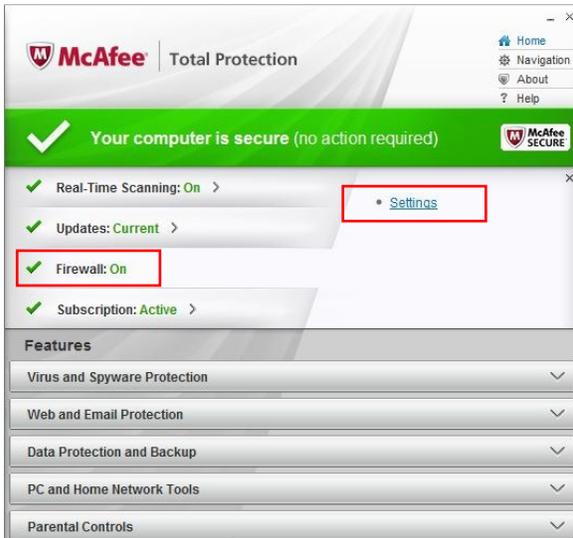
3. Click on [Turn Off].
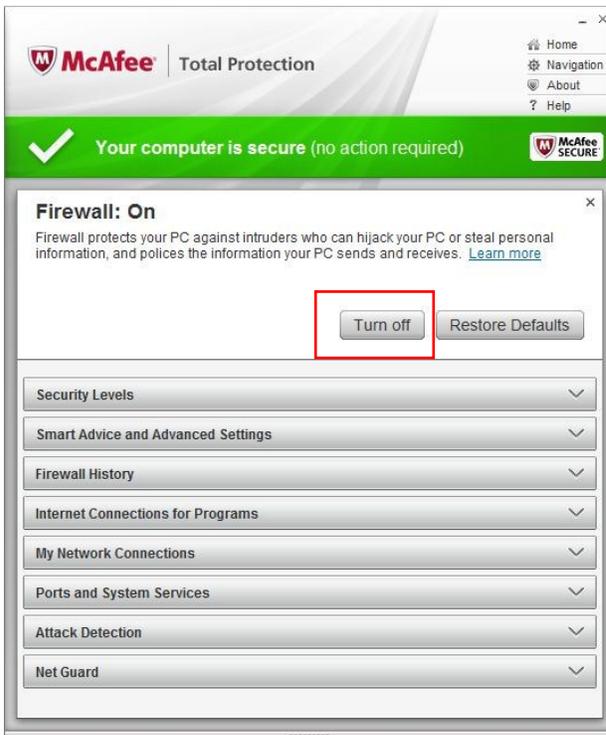
4. Select a time for the Firewall to turn back on and click [Turn Off].

5. Click on [Done].

6. The Red will turn to black. The McAfee firewall is off now. You can use the MediaConnect software. To turn the firewall back on just click back on [Settings] and then [Turn On]. **Note:** If the customer is using 2011 or 11.x or later the software should work by defaults. The customer may have change the program settings to block the software.

7. Make sure the MediaConnect software is set to Full in the program list.
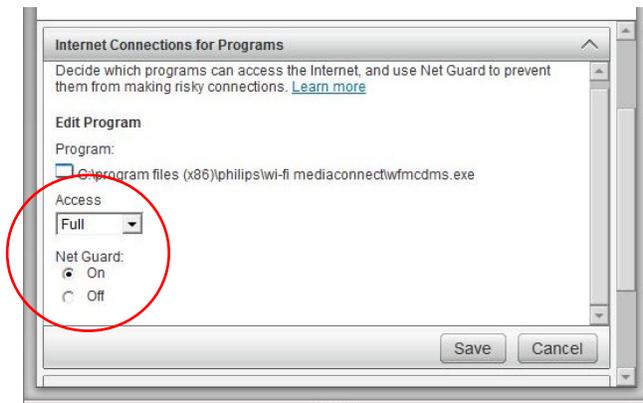
8. From the Firewall settings page click on [Internet Connections for Programs].
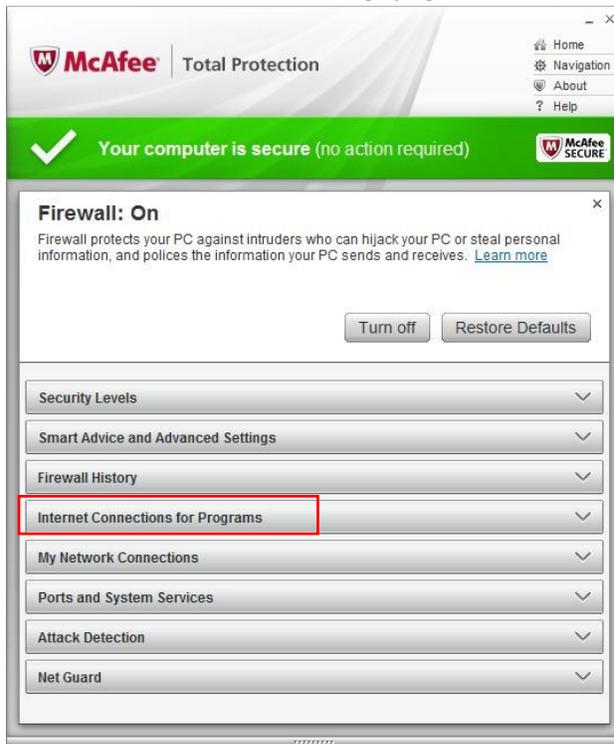
9. Scroll to **WFMCDMS** and click on [Edit].
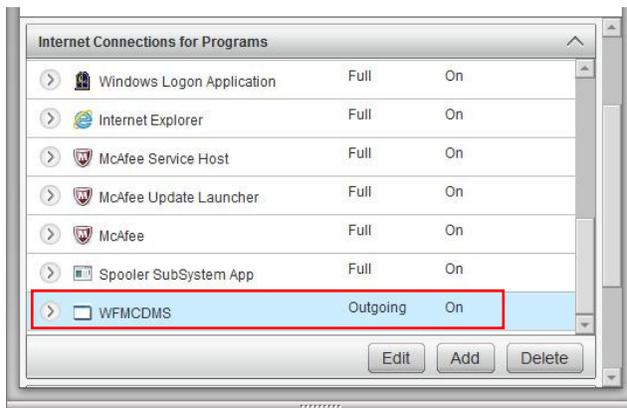
10. Use the drop down box to change the setting to Full and click on [Save]. Now all the settings have been changed to allow Full Access. If the MediaConnect still doesn't work submit it the router to the portal for review.

MediaConnect Firewall Settings

To determine which version of McAfee software you have installed please refer to the table below.

My product looks like:	Affected Operating Systems:	You are using 2011 McAfee Total Protection, Internet Security Suite, or AntiVirus Plus
	Windows XP Windows Vista Windows 7	To locate the build numbers for your software click the **About** link in the upper, right corner. Below is a list of builds for the 2011 products: SecurityCenter: 11.x VirusScan: 15.x Personal Firewall: 12.x SiteAdvisor: 3.x Anti-Spam: 12.x Parental Controls: 13.x Anti-Theft File Protection: 2.x QuickClean and Shredder: 11.x
My product looks like: 	**My Operating System is:** Windows XP Windows Vista Windows 7	**You are using 2010 McAfee Total Protection, Internet Security Suite, or AntiVirus Plus** To locate the build numbers for your software click the **Navigation** link in the top, right corner, then click the **About** link in the list on the left side. Below is a list of builds for the 2010 products: SecurityCenter: 10.x VirusScan: 14.x Personal Firewall: 11.x Anti-Spam: 11.x Parental Controls: 12.x Anti-Theft File Protection: 1.x Build numbers should only be required by Technical Support agents.
My product looks like: 	**My Operating System is:** Windows 2000* Windows XP Windows Vista * The 2009 products will run on Windows 2000, but this operating system is no longer supported by Microsoft.	**You are using 2009 McAfee Total Protection, Internet Security Suite, or VirusScan Plus** To locate the build numbers for your software click the **About** link in the lower right corner. Below is a list of builds for the 2009 products: SecurityCenter: 9.x VirusScan: 13.x Personal Firewall: 10.x Anti-Spam: 10.x Parental Controls: 11.x

Trend Micro Security Setting

By default the 2012 version of the Trend Micro Internet Security or the Total Protection does not block the MediaConnect software. I need to check the program list to make sure the customer did not block the program. Please follow the direction listed below to check the program list and add the Philips folder to the safe list.
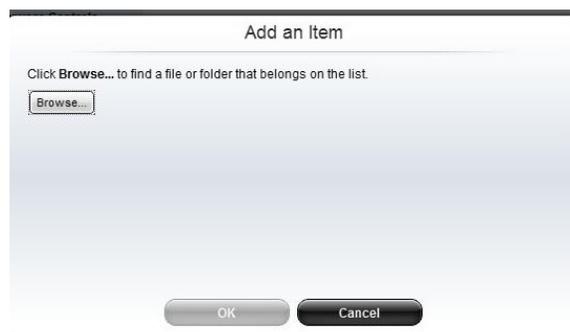
1. Open the Trend Micro software from the desktop or the task tray next to the clock.
2. Click on the Setting icon.

3. Click on [Exception Lists] from the left and then on [Add].

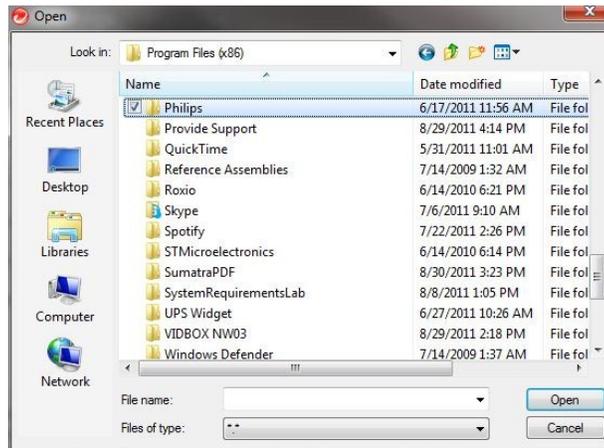

4. Click on [Browse] and then [OK].

5. Browse to the Philips folder and click on [Open]
   If the customer has a 64 bit version of windows the path will be: C:\Program Files (x86)\Philips
   If the customer has a 32 bit version of windows the path will be: C:\Program Files\Philips
   Note: Make sure to only click once on the Philips folder and do not open it. We want to add the whole folder to the safe list.

6. The next screen will show the picture below. Confirm the settings are correct and click on [OK].

7. The next screen shows that the whole Philips folder was added to the safe list. Click [OK] and close Trend Micro. This will make sure the MediaConnect is not blocked. If the customer is cannot connect please submit the info to the portal.