ListenTech-Note

Connecting to the Listen Everywhere Cloud Manager Using a Mobile Hotspot

Overview:

The purpose of this tech note is to offer a solution to users that may need to customize the Listen Everywhere app through the Cloud Manager when an internet connection is not available. At Listen Technologies, we have found that utilizing an Ethernet-2-WiFi adapter in combination with a mobile hotspot is a great solution. This tech note will outline the required products, how to create an account through the Cloud Manager, and how to connect the Listen Everywhere server to a mobile hotspot to make changes through the Cloud Manager.

Required Product:

- Listen Everywhere server
- IOGEAR Ethernet-2-WiFi adapter (GWU637)
- A mobile hotspot (from a tablet, smartphone, MiFi device, etc.)
- PC or Mac computer with an Ethernet port

Cloud Manager Registration

Before any customizations can be made to the Listen Everywhere server, a Cloud Manager account must be created. The Cloud Manager offers in-app marketing features including banner ads & promotional videos, web-based remote setup & maintenance, and advanced customization. Create an account by visiting https://www.listentech.com/listen-everywhere-cloud-services-request/

Once our support team handles your request, you will receive an email with the next steps to complete your registration to http://services.listeneverywhere.com/.

Setting Up the IOGEAR Ethernet-2-WiFi Adaptor

The IOGEAR Ethernet-2-WiFi Adapter can be set up with either a Mac or PC with an available Ethernet port. For further instructions on setting up the adapter, please consult the included manual. The electronic version of the manual can be located at https://www.iogear.com/support/dm/manual/GWU637.

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Connecting to the Cloud Manager

After configuring the Ethernet-2-WiFi adapter to work with your mobile hotspot (see page 1), below are the steps to finish the connection to the Cloud Manager (*ensure that the Listen Everywhere server is turned **off** before proceeding*):

1. Turn on the mobile hotspot from the mobile device.
   a. iOS: Go to **Settings** > **Personal Hotspot**, then tap the **Allow Others to Join** slider to turn it on.

   b. Android
      i. Samsung devices: Go to **Settings** > **Connections > Mobile Hotspot and Tethering**. Tap the **Mobile Hotspot** slider to turn it on.
      ii. LG ThinQ: Go to **Settings** > **Tethering >** Tap the **Wi-Fi hotspot** slider to turn it on.
      iii. Google Pixel: Go to **Settings** > **Network & internet > Hotspot & Tethering > Wi-Fi hotspot**. Tap the slider to turn it on.

   Note: For other mobile devices or if the steps vary, please refer to your mobile device's manual or contact your device manufacturer for assistance.

2. Connect the Listen Everywhere server with the Ethernet-2-WiFi adapter via Ethernet cable included in the package.

Listen Everywhere Server

Ethernet-2-WiFi Adapter
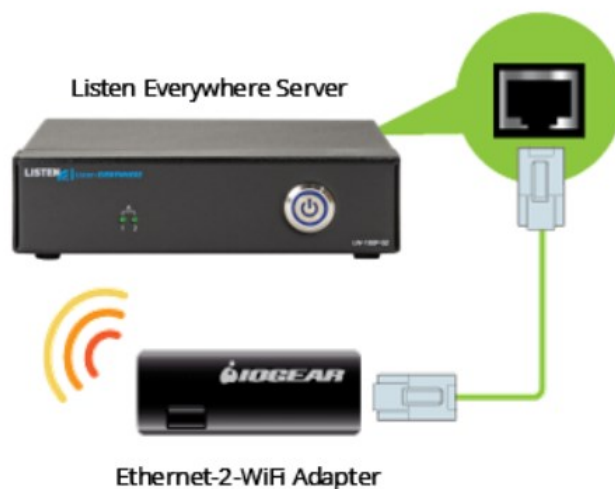
3. On the Ethernet-2-WiFi adapter, push and hold the WPS button for 3 - 5 seconds. This will enable the connection to the mobile hotspot. The WAN LED will be blinking green when successfully connected. Wait about 30 seconds before proceeding to step 4.
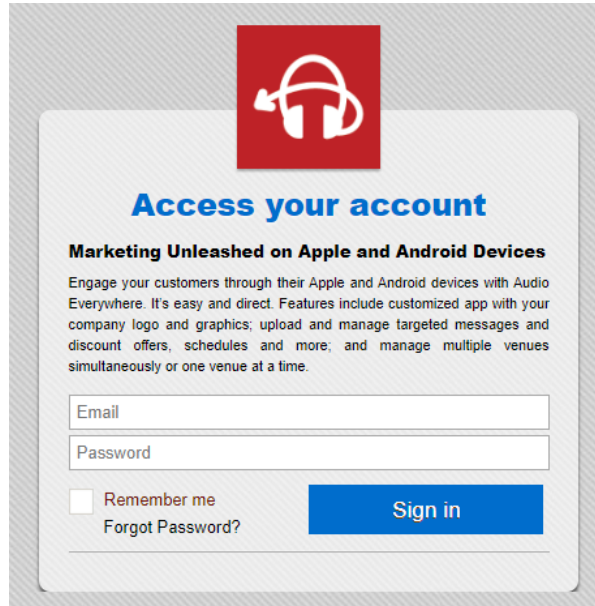

4. Plug in the Listen Everywhere server with the included power supply. The unit should power on automatically. If not, turn on the Listen Everywhere server using the power button located on the front panel. The blue LED on the power button will flash for approximately 45 seconds before becoming solid. Once the LED is solid, the server is initialized.

5. Connect your computer to the mobile hotspot network
   Optional: only necessary if the computer does not already have an internet connection.
   a. PC
      i. Select the Network ▮▮▮ or 🛜 icon in the notification area.
      ii. In the list of networks, choose the network that you want to connect to, then select **Connect**.
      iii. Type the security key (often called the password).
      iv. Follow additional instructions if there are any.
   b. Mac
      i. Click 🛜 in the menu bar. If Wi-Fi is off, click ▽ , then choose Turn Wi-Fi On. *
      ii. Choose your mobile hotspot network.
      iii. Enter the password, then click Join.

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Note: If you don't see the Wi-Fi icon in the menu bar, you can add it back. Choose the Apple menu > System Preferences, click Network, click Wi-Fi, then select "Show Wi-Fi status in menu bar".

6. Navigate to the Cloud Manager page (http://services.listeneverywhere.com/) on your computer. Simply log in to customize your Listen Everywhere server.

Should you have any further questions or concerns, please contact Listen Technologies' Technical Services team at 1-800-330-0891 or support@listentech.com for assistance.