

Mobile App Connection Methods

Overview:

The Listen EVERYWHERE (LE) system server is designed to be used on a pre-existing wireless network and may connect users automatically through a Venue Scan performed in the Listen EVERYWHERE app. However, as there are countless ways to setup a network, other options may be preferred when attempting to connect. The purpose of this tech-note is to provide guidance when selecting a preferred method of connecting to the LE server through an iOS or Android mobile device.

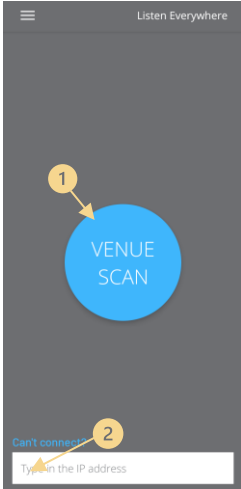
The Listen EVERYWHERE App:

If this tech note is being viewed from an Android or iOS device, the app can be downloaded and installed [here](#). Otherwise, the app can be found by searching "Listen EVERYWHERE" in the iOS App Store or Android Google Play Store or by scanning the QR code below from the smart device.



When the Listen EVERYWHERE app is launched, it will automatically go into an automatic Venue Scan (covered further in Venue Scan method). If no Listen EVERYWHERE server is immediately found, the app will show a discovery screen (as seen on the image to the right) that gives the user two options to connect:

1. Venue scan button
2. IP Address text box



Connection Methods:

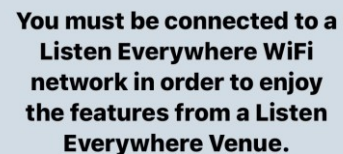
There are five methods to connect to the LE server. If network configuration permits, it is possible to utilize all five connection methods.

1. Venue Scan (Automatic or Manual)
2. Dynamic Link QR Code or Hyperlink
3. IP Address
4. Listen EVERYWHERE Server ID

Method 1: Venue Scan

A Venue Scan is the default method to attempt to automatically connect to an LE server after the app loads. It will attempt to automatically scan for the LE server on the currently connected network using Multicast Network Discovery (mDNS).

If unable to connect, the app may show a timer to reattempt connection or the following message "You must be connected to a Listen Everywhere WiFi network in order to enjoy the features from a Listen Everywhere Venue."

A screenshot of a grey error message dialog box with rounded corners. The text inside reads: "You must be connected to a Listen Everywhere WiFi network in order to enjoy the features from a Listen Everywhere Venue." Below the text is a blue "OK" button.

You must be connected to a Listen Everywhere WiFi network in order to enjoy the features from a Listen Everywhere Venue.

OK

Review the [Network Configuration for Listen EVERYWHERE](#) tech note if you're experiencing issues with the Venue Scan connection method.

Method 2: Dynamic Link QR Code or Hyperlink

The Dynamic Link QR code is used to make it easy for guests to download and use the app. It is also used as an alternative connection to the standard discovery method the Listen EVERYWHERE app uses to connect (mDNS), which some networks don't support.

Note: Use of this QR code requires an internet connection on the Wi-Fi network, as well as a static IP set on the LE server.

How it works:

1. Guest connects to the venue's Wi-Fi network.
2. Once connected, they scan the QR code with their smartphone camera which prompts them to connect to the venue server audio. (If they already have the app installed on their device, it will automatically open, and they can start listening. If the app is NOT already installed, they are directed to the App or Play stores to download.)
3. Guests only need to scan this QR code the first time connecting at your venue. The Listen EVERYWHERE app automatically connects to audio channels the next time they launch the app.

Dynamic links can also be provided in URL hyperlink format which offers the same functionality as mentioned above. The hyperlink can be distributed via email or text message and guests simply tap on the link instead of scanning a QR code. This is ideal for situations when an email blast or other mass communication is being sent out prior to an event.

Please see [Listen EVERYWHERE \(LE\) and QR Codes](#) under the Dynamic Link QR Code section for more information and to request a QR code.

Method 3: IP Address

An Internet Protocol (IP) Address is a label assigned to each device connected to a computer network that uses the Internet Protocol for communication.

Network requirements:

1. Reserved or static IP set on the Listen EVERYWHERE server. Please refer to the [Server Admin Manual](#) for instructions on setting a static IP.

Steps to connect with the mobile app to the LE server via IP address:

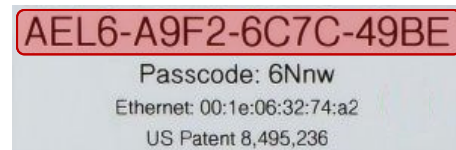
1. Connect to the same network as the LE server
2. Open the Listen EVERYWHERE app on your iOS or Android mobile device
3. Select the "Type in the IP address" text box at the bottom of the screen
4. Enter the IP address associated to the LE server
5. Confirm and the app will connect

Method 4: Listen EVERYWHERE Server ID

The Server ID will either start with a "AEL" or "EXX", is 16 digits long in total, with dashes in between each set of four characters (i.e., AEL6-XXXX-XXXX-XXXX).

The Server ID can be found in three places.

1. On the sticker on the bottom of the LE server.
2. The host name of the LE server on the network.
3. Through an established Cloud Services account where the server has been registered.



Steps to connect with the mobile app to the LE server via Server ID:

1. Connect to the same network as the LE server
2. Open the Listen EVERYWHERE app on your iOS or Android mobile device
3. Select the "Type in the IP address" text box at the bottom of the screen
4. Enter the Server ID
5. Confirm and the app will connect

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.