
Mobile App Connection Methods

Overview:

The Listen Everywhere (LE) system server is designed to be used on a pre-existing wireless network and to be plug and play through venue scan. 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.*

**It may be necessary to have IT/Network Administrator assist in the initial setup of the network.*

The Listen Everywhere App:

If viewing this tech note from an Android or iOS device, you can download and install the app [here](#). Otherwise can be found by searching "Listen Everywhere" in the iOS App Store or the Android Google Play Store (below is the app icon to look for).

When the Listen Everywhere app is loaded it will automatically go into an automatic venue scan (covered further in Venue Scan method). If no server is immediately found, the app will show a discovery screen (shown 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.*

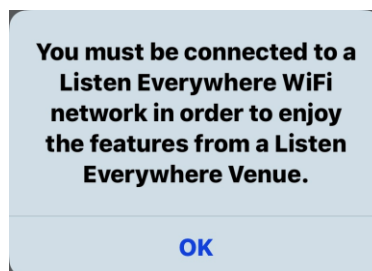
1. Venue Scan (Automatic or Manual).
2. Dynamic Link QR or Hyperlink.
3. ANAME Record (DNS).
4. IP Address.
5. Listen Everywhere Server Serial Number/Host Name.

**If network configuration permits, it is possible to utilize all five connection methods on LE servers.*

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."



Review the [Network Guide for Listen Everywhere](#) if you're experiencing issues with the venue scan connection method.

Method 2: Dynamic Link QR Code or Hyperlink

A Dynamic Link is a way to intelligently open the app and connect to the server by scanning a QR code or by opening a hyperlink.

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

Method 3: ANAME Record

An ANAME (A-Name) record is an alias set up on the Domain Name System (DNS) server to translate a preset friendly name to an intended IP address (i.e. www.listentech.com translates to 207.188.2.28).

Network requirements:

1. The IP address for the LE server will need to be set either with a reserved address, or a static IP on the LE server.*
2. A network firewall with the capability of creating/altering DNS records OR a standalone DNS server.

**Listen recommends reserving the IP address for the LE server through the network if possible, however if you'd prefer to assign a static IP address please see the section "Assigning a Static IP Address" below.*

Example steps to create an A-Name Record using an Ubiquiti EdgeRouter with the EdgeMax Graphical User Interface (GUI).

1. Connect your device to the same network as the EdgeRouter.
2. Connect to the EdgeMax GUI via browser (Default address is 192.168.1.1).
3. Login (Default username and password is "ubnt").
4. From the top tabs, select **Wizards**.
5. Under **Feature Wizards**, select **DNS host names**.
6. Under **Static host names**, select **+ Add New**.
7. Enter in all fields for **Host Name**, **Alias**, and **IP Address**.*
 - a. The **Host Name** can be located one of two ways (i.e. AEL6-XXXX-XXXX-XXXX).
 - i. On the silver sticker on the bottom of the LE server.
 - ii. In the GUI under **Services > DHCP Server > Actions > View Leases > Hostname** of corresponding LE server.
 - b. The **Alias** is what you would like to use as a simple name (i.e. "listen").
 - c. The **IP Address** is the same as was set when reserving or setting a static IP address for the LE server (i.e. 192.168.1.2).
8. **Apply**.



The screenshot shows a web interface for configuring static host names. It features three input fields: 'Host Name' containing 'AEL6-76A4-07A5-4A8C', 'Alias' containing 'listen', and 'IP Address' containing '192.168.1.2'. Each field has an information icon to its right. Below the fields is a '+ Add New' button and a '- Remove' button.

**There is no limit to the amount records you can create to point to this LE server.*

Steps to connect with the mobile app to the LE server via an A-Name record.

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 alias name(s) to the LE server.

5. Confirm and the server will connect.

Method 4: 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. The IP address for the LE server will need to be set either with a reserved address, or a static IP on the LE server.*

**Listen recommends reserving the IP address for the LE server through the network if possible. However, if you'd prefer to assign a static IP address please see the section "Assigning a Static IP Address" below.*

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

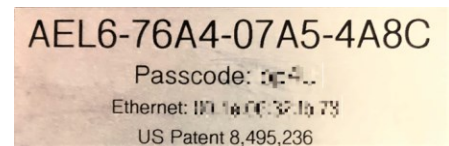
1. Connect to the same network as the LE server.
2. Open the Listen Everywhere app on your iOS or Android mobile device.
3. Select the "Type in the IP address" text box at the bottom of the screen.
4. Enter the IP address associated to the LE server.
5. Confirm and the server will connect.

Method 5: Listen Everywhere Server Serial Number

The serial number 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 serial number can be found in two places.

1. On the silver sticker on the bottom of the LE server.
2. The host name of the LE server on the network.



Steps to connect with the mobile app to the LE server via serial number:

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 serial number from the bottom of the server.
5. Confirm and the server will connect.

Assigning a Static IP Address:

To setup a static IP address for the LE server, please email support@listentech.com and provide the following information.

- Requesting Static IP Address:
- Subnet Mask:
- Gateway:
- DNS (if different from gateway):
- Listen Everywhere Serial Number (i.e. AEL...):
- Model Number (i.e. LW-100P-02):

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.