

Replace the Default Welcome Ad

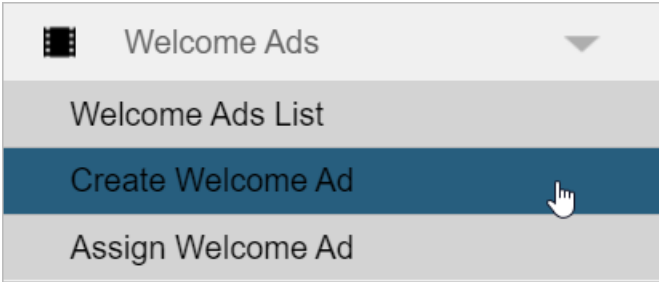
Overview:

This tech note covers the process of replacing the default Welcome Ad with a 1-second blank video to skip past the advertisement when connecting to a Listen Everywhere venue. You can also use these steps to replace the default Welcome Ad with any .mp4 video by skipping step one of this tech note.

Please note, the Listen Everywhere server must have a connection to the internet to reach out to our Cloud services portal and apply these settings. Internet connectivity is only required during this process and does not have to be persistent. For more information on connectivity and network configuration, refer to our [Network Configuration](#) tech note.

Directions:

1. Download the blank video from [here](#).
2. Log into your Cloud Services account: <http://services.listeneverywhere.com>
3. When logged in, click the menu icon on the upper-left side of the page (☰) and select **Welcome Ads > Create Welcome Ad**:




4. On the Create Welcome Ad page, use the following options:
 - **Name:** <Name of your Ad>
 - **Enable Skip:** Disabled
 - **Type of Welcome:** Video
 - **Welcome File:** Browse to the location of the video you downloaded

Name *

Enable Skip

Min skip seconds *

Type of Welcome

Welcome File * 

- 5. Click **Save**.
- 6. After saving, you will be taken to the Assign Venues page. Select the venue(s) to apply the new welcome video to, then click **Save**:

Listen Test Company

Listen Advertisement

- 7. Once completed, the page refreshes and the synchronization results are listed at the bottom of the page:

Synchronization Results

Display records per page

Serial Number	Status
AEL6-B18E-7E68-4B40	Success

Showing page 1 of 1

- 8. The new Welcome Ad is now assigned to your Listen Everywhere Venue Server. Open the Listen Everywhere mobile app and verify that the default Welcome Ad has been replaced.

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.