# ListenTech-Note

## Mobile App Connection Methods

### Overview:

There are countless ways to setup a network, because of this there are multiple methods to choose when connecting to the Listen Everywhere (LE) server through the mobile app. 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 an IT/Network Administrator assist in the initial setup of the network.*

### The Listen Everywhere App:

Downloading the LE App: If viewing this tech note from an Android or iOS device, you can download and install the app here. Otherwise the app can be found by searching "Listen Everywhere" in the iOS App Store or the Android Google Play Store.

Getting to know the Discovery Screen: When the LE app is loaded it will automatically go into an automatic venue scan (covered further in the *Venue Scan* method). If the LE server is not 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*

*The last three connection methods will use this text box to connect to the LE server.*

### Connection Methods:
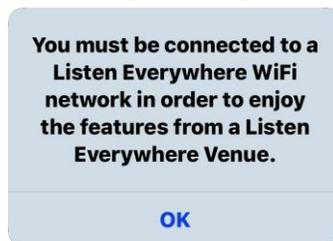
There are five methods to connect to the LE server.*
1. Venue Scan (Automatic or Manual)
2. Dynamic Link QR or Hyperlink
3. ANAME Record (DNS)
4. IP Address
5. Listen Everywhere Server Host Name

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

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## Method 1: Venue Scan

A Venue Scan is typically the preferred 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 the connection to the LE server or the user will be prompted with the following message.

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 Guide 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 user-defined, memorable 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

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*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, see the section "Assigning a Static IP Address" at the end of this document.*

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" or your company name)
   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 EdgeMax GUI cannot have more than one alias per host name, however other routers may not have a limit to the amount of 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:
- 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, see the section "Assigning a Static IP Address" at the end of this document.*

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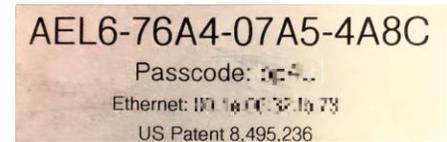1. Connect to the same network as the LE server
2. Open the Listen Everywhere app on your iOS or Android mobile device
3. Select the "Type in the IP address" text box at the bottom of the screen
4. Enter the IP address associated to the LE server
5. Confirm and the server will connect

## Method 5: Listen Everywhere Server Host Name
The host name 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 host name can be found in two places.


AEL6-76A4-07A5-4A8C
Passcode: ...
Ethernet: ...
US Patent 8,495,236

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 host name:
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 host name from the bottom of the server
5. Confirm and the server will connect

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**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):

Please contact Listen Technologies with additional questions at support@listentech.com or 1-800-330-0891.