
Media Customization Guide for the Listen EVERYWHERE App

Overview:

The purpose of this tech note is to provide a guide and reference for Listen EVERYWHERE (LE) app media and documents to easily prepare content prior to deployment. All content mentioned in this document must be deployed from a registered Cloud Services account with the LE server connected to an internet source in order to customize the LE app. If an account has not been created, an account can be registered [here](#).

Note: All images must be in JPG or PNG format. All videos must be in MP4 format. All documents must be in PDF format. Resolutions are discussed in terms of pixels. Offers, Documents and Secondary App Theme tab colors are not available on the LWR-1020 Wi-Fi Receiver.

Internet Connectivity:

An internet connection is not required for the LE system to function. However, the LE server must be able to reach the Cloud Services site to finalize any updates or customizations made through the site and for some features to function.

The following features and customizations are available without a persistent connection to the Cloud Services site:

- Audio streaming
- App theme settings (title, colors, images) *
- Channel settings (names, images, gain, delay) *
- Welcome ad (image or video) *

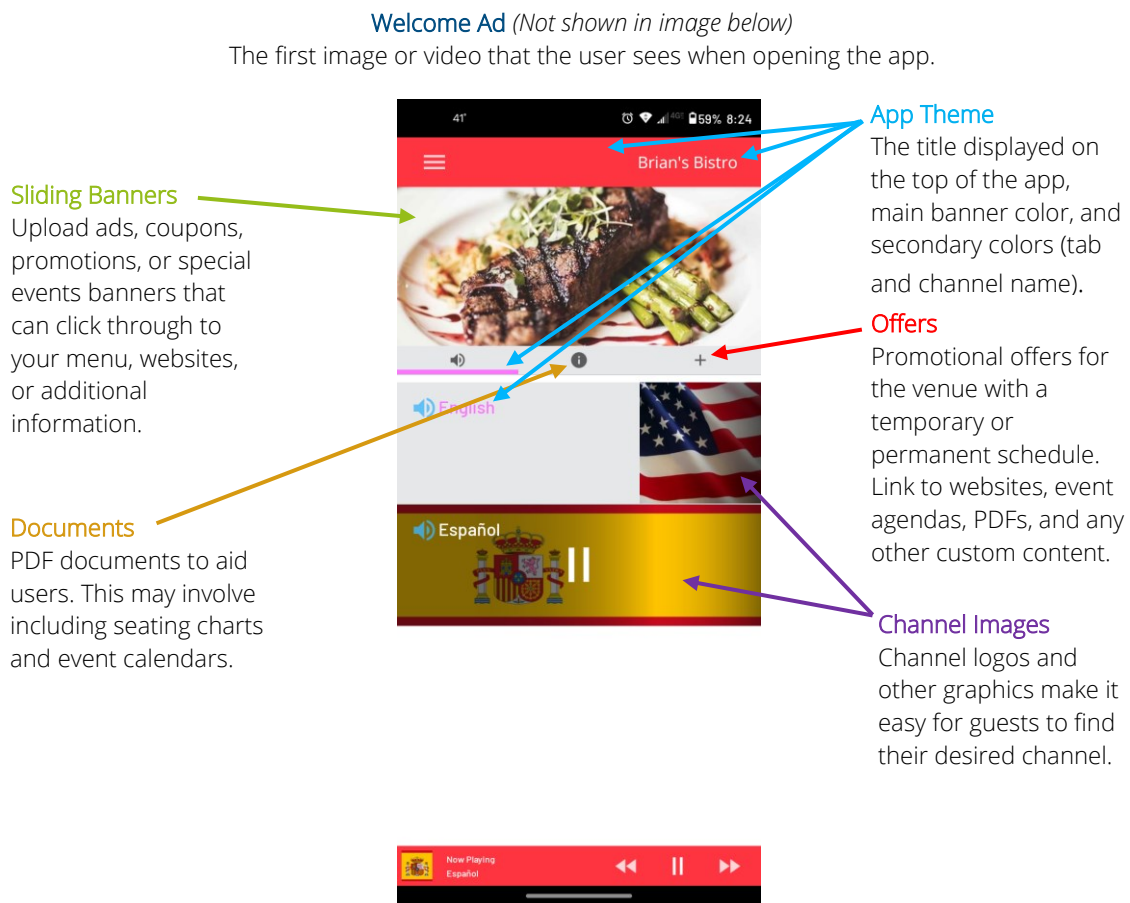
The following features require a persistent connection to the Cloud Services site:

- Sliding Banners
- Offers
- Documents
- Analytic reports
- Firmware updates
- Downloading log files

**Initial setup requires an internet connection and will then function without.*

Listen EVERYWHERE App Overview:

The Listen EVERYWHERE app offers many customizable media and documents that are managed through the Cloud Services page. The following diagram provides a brief overview of these features, their function, and their location within the LE app.



Note: Screenshot taken from an Android phone with all App features available. Offers, Documents, and Secondary App Theme tab colors are not available on the LWR-1020 Wi-Fi Receiver.

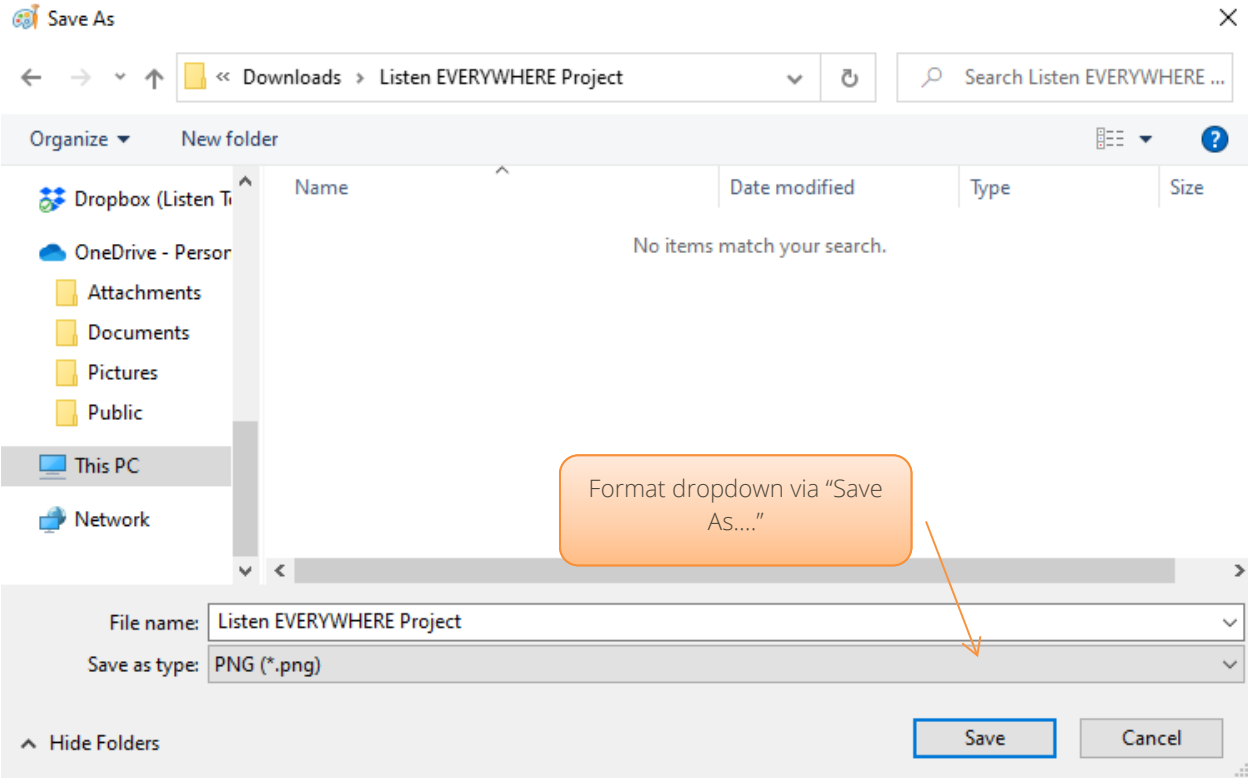
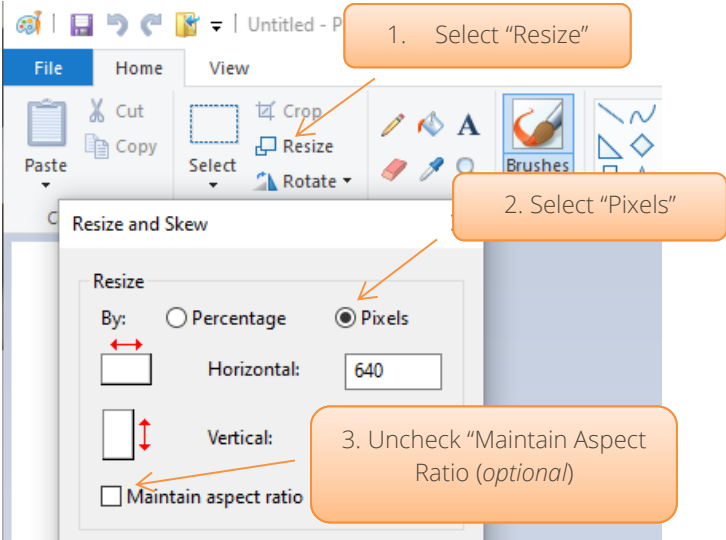
Tips on Editing and Formatting Media:

The desired image and/or video file may not be in a compatible resolution or format. There is a lot of free software for photo and video editing available that can easily change the resolution or format. There is some more information located in the article [How to Make Great Artwork for Listen EVERYWHERE's App](#). As noted later on, the Cloud Services site will automatically resize an image if it falls within the acceptable file and image size. This may cause some images to be stretched out or pixelated, so it's advised to edit them ahead of time if necessary.

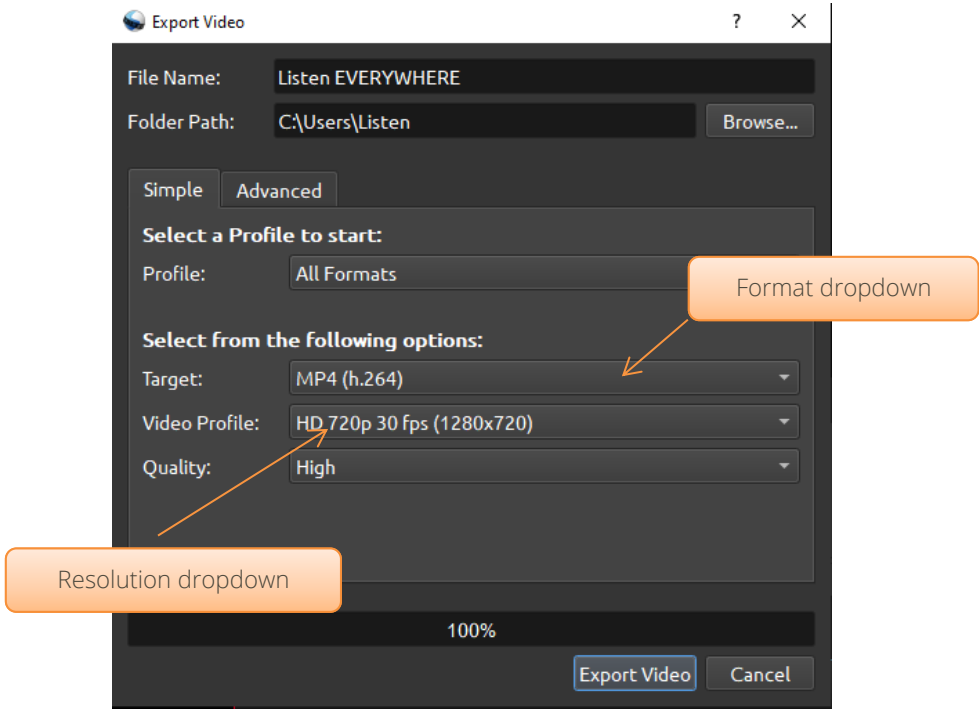
When editing images, many software programs will have the ability to Resize and Crop an image.

As an example, Microsoft Paint (MS Paint) for Windows performs this task very easily. In MS Paint, the **Resize** and **Crop** options are easily visible on the **Home** tab. It's helpful to resize the image by "Pixels" to better match the height and width dimensions for successful upload into Cloud Services.

Formatting is also simple for both images and videos. Most, if not all programs will have a "Save As..." or "Export" option. This should allow the user to save the file in a supported format.



Example of a video export in OpenShot Video Editor:

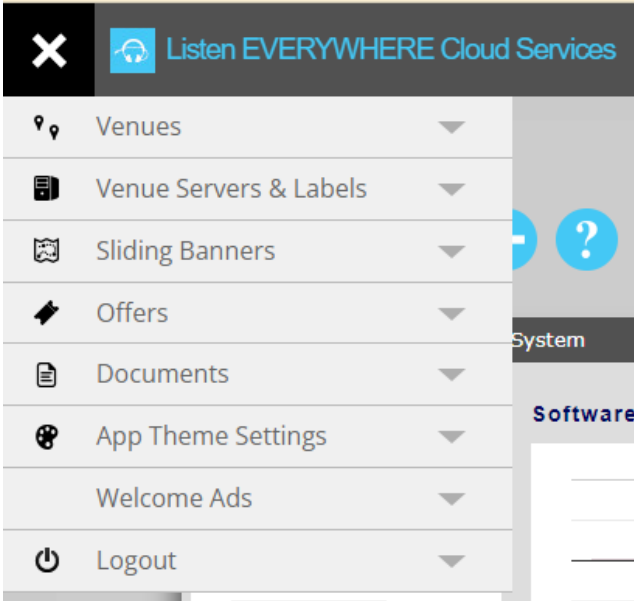


Media and Document Specifications for Cloud Services:

The following sections will review the specifications for each customizable LE app feature. Media can all be created beforehand and assigned on the Cloud Services page, using the expandable menu located on the left-hand side.

App Theme Settings:

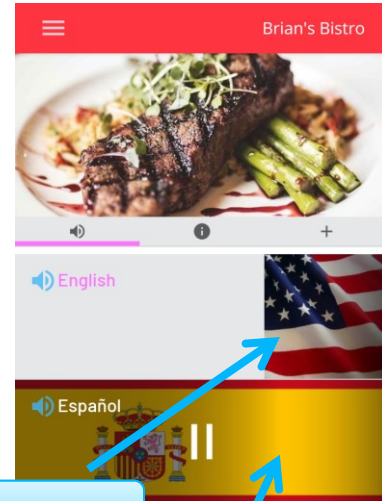
The available settings in App Theme Settings no longer include any media settings. The Ads Background Image is not visible when used with a Listen Everywhere server and was replaced by Sliding Banners. Please see the Sliding Banners section for specifications.



Channel Images:

Channel images can either be small or large. A small channel image refers to the squared image presented prior to selecting a channel. Once a channel is selected, the user is presented with the rectangular large channel image.

- Small: 200 W x 200 H – 2,456 W x 1,840 H
 - Images will be resized to 200 W x 200 H
 - JPG or PNG image format with max file size of 5MB
- Large: 600 W x 200 H – 2,456 W x 1.840 H
 - Images will be resized to 600 W x 200 H
 - JPG or PNG image format with max file size of 5MB



Documents:

- PDF format with max file size of 5MB

Offers:

- Banner Image (when Offer is also used as a Sliding Banners):
 - Phone: 640 W x 280 H – 2,456 W x 1,840 H
 - Images will be resized to 640 W x 280 H
- Dialog Image:
 - Phone: 640 W x 500 H – 2,456 W x 1,840 H
 - Images will be resized to 640 W x 500 H
 - Tablet: 924 W x 462 – 2,456 W x 1,840 H
 - Images will be resized to 924 W x 462 H
- JPG or PNG image format with max file size of 5MB
- Maximum of (6) Sliding Banners allowed. This includes Offers that are also used as Sliding Banners.
- *Optional:* PDF format with max file size of 5MB

Sliding Banners:

- Banner Image:
 - Phone: 640 W x 280 H – 2,456 W x 1,840 H
 - Images will be resized to 640 W x 280 H

- Dialog Image:
 - Phone: 640 W x 500 H – 2,456 W x 1,840 H
 - Images will be resized to 640 W x 500 H
 - Tablet: 924 W x 462 – 2,456 W x 1,840 H
 - Images will be resized to 924 W x 462 H
- JPG or PNG image format with max file size of 5MB
- Maximum of (6) Sliding Banners allowed. This includes Offers that are also used as Sliding Banners.

Welcome Ad:

- Small Image: 640 W x 960 H - 2,456 W x 1,840 H
 - Images will be resized to 640 W x 960 H
 - JPG or PNG image format with max file size of 5MB
- Large Image (*optional*): 2,048 W x 1,536 H - 2,456 W x 1,840 H
 - Images will be resized to 2,048 W x 1,536 H
 - JPG or PNG image format with max file size of 5MB
- Video:
 - File Format: mp4
 - Video Bitrate: 500kbps
 - Video Resolution: 480 W x 360 H
 - Frame Rate: 30fps
 - Audio Codec: AAC-LC
 - Sound: Mono or Stereo
 - Audio Bit Rate: 128kbps

Other Considerations:

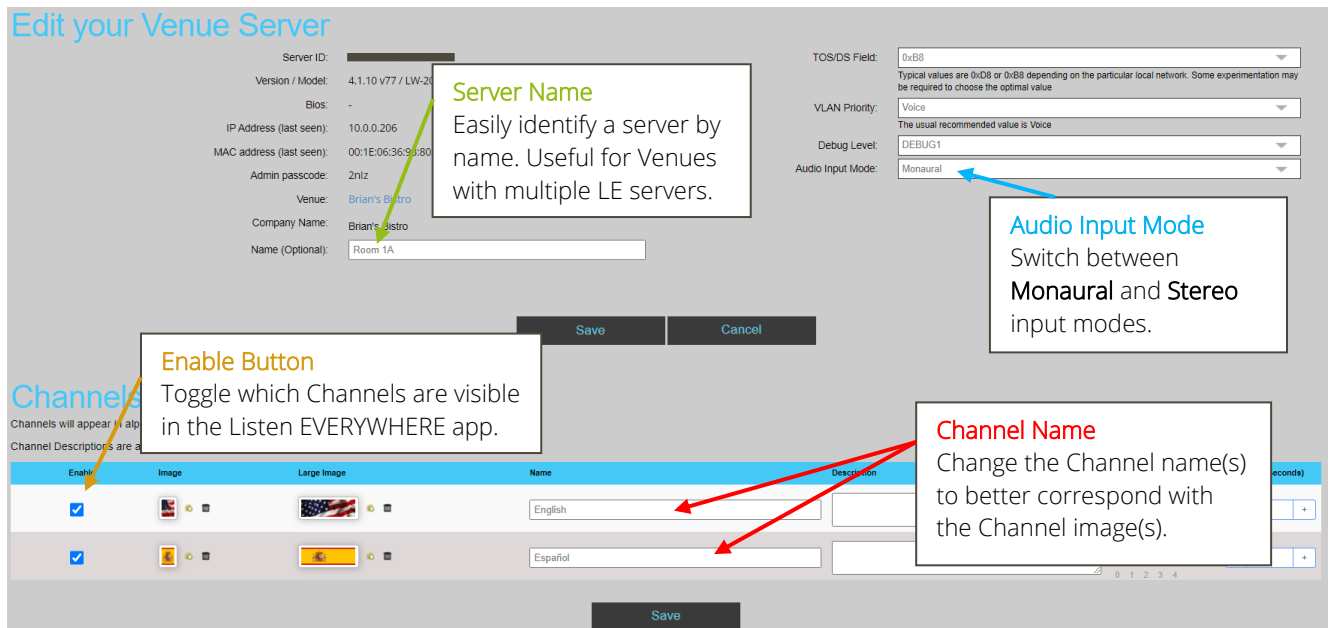
In addition to creating and uploading personalized media for the Venue and LE server, users may also want to edit the Server Name, Channel Name(s), Audio Input Mode and Channel visibility. Changing these options may help users view and select the available Channels in the LE app.

To control these features, use the following steps:

1. Log into the [Cloud Services](#) account
2. Using the **Main Menu** located on the left-hand side, navigate to **Venue Servers & Labels**
3. Select **Venue Servers List**
4. Select the LE Server you would like to edit

5. Select **Save** once all edits are complete *

* *Note: The first Save button will save the settings on the top-half of the page and will automatically reboot the Venue Server. The second Save button will save the Channel settings and will not reboot the Venue Server.*



The screenshot shows the 'Edit your Venue Server' configuration page. It includes fields for Server ID, Version / Model, BIOS, IP Address, MAC address, Admin passcode, Venue, Company Name, and Name (Optional). A callout box titled 'Server Name' points to the 'Name (Optional)' field, stating: 'Easily identify a server by name. Useful for Venues with multiple LE servers.' Below these fields are 'Save' and 'Cancel' buttons. To the right, there are dropdown menus for TOS/DS Field, VLAN Priority, Debug Level, and Audio Input Mode. A callout box titled 'Audio Input Mode' points to the 'Audio Input Mode' dropdown, stating: 'Switch between Monaural and Stereo input modes.' Below the server settings is a 'Channels' section with a table of channel configurations. A callout box titled 'Enable Button' points to the 'Enable' checkbox in the table, stating: 'Toggle which Channels are visible in the Listen EVERYWHERE app.' Another callout box titled 'Channel Name' points to the 'Name' input field in the table, stating: 'Change the Channel name(s) to better correspond with the Channel image(s)'. The table has columns for 'Enable', 'Image', 'Large Image', 'Name', and 'Description'. Two channels are listed: 'English' and 'Español', both with their 'Enable' checkboxes checked.

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.