

Listen EVERYWHERE

User Manual



Introduction

The Listen EVERYWHERE app for iOS and Android brings clear audio from TVs and other sources in any venue that displays the “Listen EVERYWHERE” logo. Just install the app, log on to the venue’s Wi-Fi, plug in your earphones and choose from the audio channels offered. In some venues, you may select from special offers and coupons displayed by the app. Enjoy!

INSTALLING AND USING THE LISTEN EVERYWHERE APP LOG ON TO THE VENUE WI-FI

Venue Wifi: TCC-GUEST
Password: Welcome1!

IOS – iPhone

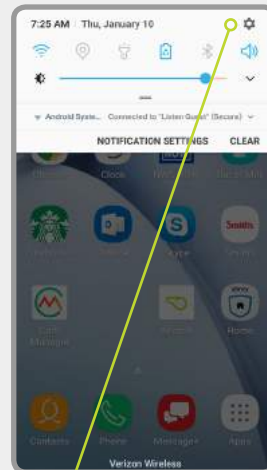


1 Locate and tap the Settings icon.



2 Tap on Wi-Fi

Android



1 Swipe down from the top of the Home screen and tap the Settings icon.



2 Tap on Wi-Fi

CONTINUED >

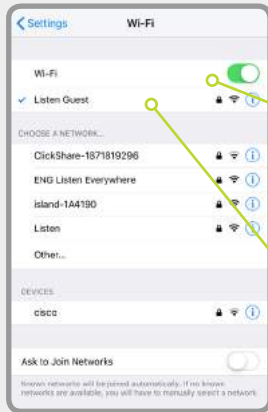
www.ListenEVERYWHERE.com



www.listentech.com

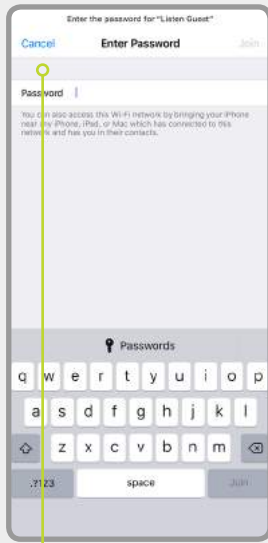
LOG ON TO THE VENUE WI-FI

IOS – iPhone Continued



3 Turn on your Wi-Fi if necessary.

4 Choose the correct Wi-Fi network.

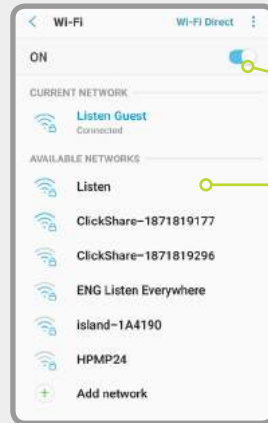


5 Enter password supplied by the venue.



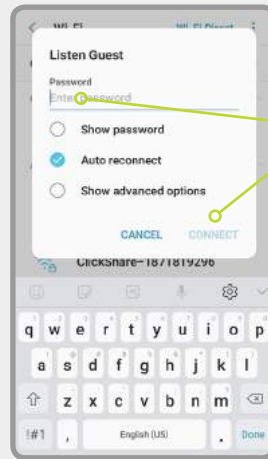
6 Confirm your connection then exit Settings by pressing the Home button or swiping up from the bottom of the screen (newer iPhones).

Android Continued



3 Turn on your Wi-Fi if necessary.

4 Choose the correct Wi-Fi network.



5 Enter password supplied by venue, then tap CONNECT.

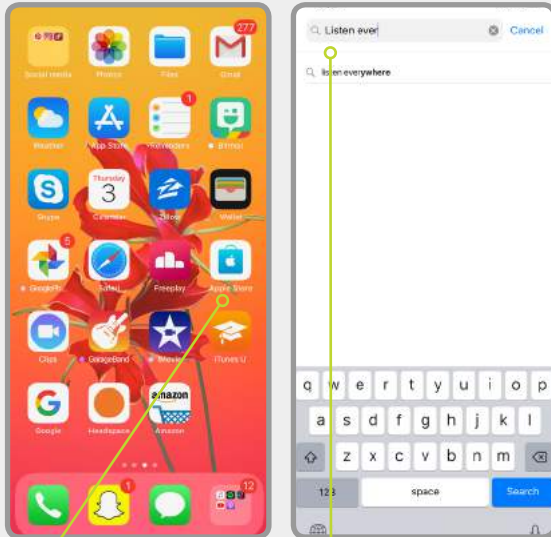


6 Confirm your connection then exit Settings by pressing the Home button.

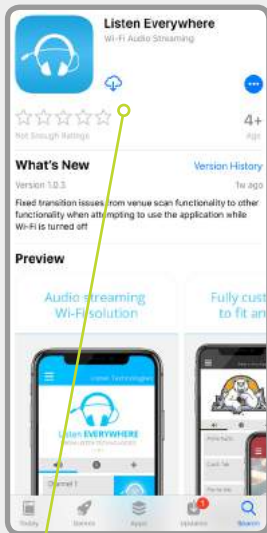
Tip: In a crowded venue, if you have a choice of 2.4GHz or 5GHz Wi-Fi networks, choose the 5GHz network for the best reception.

INSTALL THE LISTEN EVERYWHERE APP

IOS – iPhone



- 1 Locate and tap the App Store icon.
- 2 Tap the App Store Search icon (magnifying glass). Then search for “Listen EVERYWHERE”.



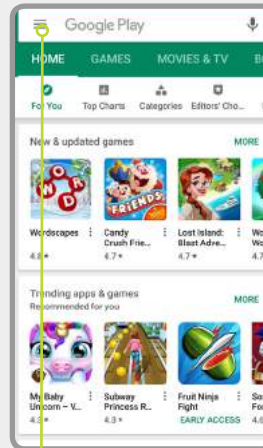
- 3 Tap on Install and wait for the installation to complete. Then tap on Open or just exit the App Store.

App is now called ListenWiFi

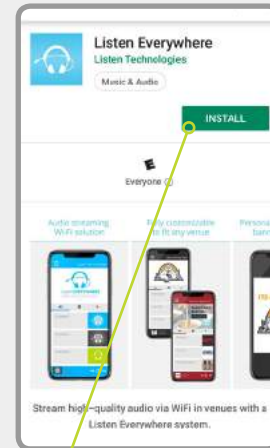
Android



- 1 On the Home Screen, tap the Apps icon. Then locate and tap the Play Store icon.



- 2 Search for “Listen EVERYWHERE”.



- 3 Tap on Install and wait for the installation to complete. Then tap on Open or just exit the Play Store.

Tip: Unless you are connected to a Wi-Fi network, your cell phone provider may assess data charges during the app download.

Tip: After installation, you can use the Listen EVERYWHERE app in any venue that displays the “Listen EVERYWHERE” logo.

CONNECT YOUR EAR-PHONES

Use your own wired or Bluetooth ear-phones/ ear-buds.

Tip: Most channels will be mono so you can share a pair of ear buds with someone near you.

Tip: In a quiet location, you may be able to use the speakers in your phone to allow a group to listen.

Tip: Hearing aids that connect to your phone should enable you to hear a Listen EVERYWHERE channel.



LAUNCH THE APP



Locate and tap the Listen EVERYWHERE icon to launch the app.

VENUE SCAN



The app will perform a brief venue scan to find available audio channels.

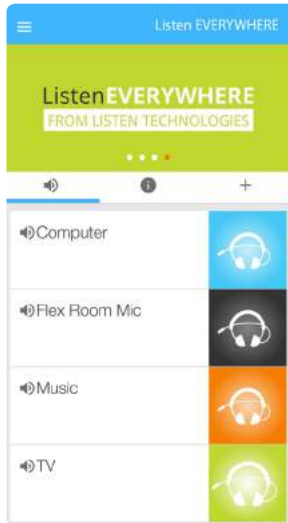
WELCOME SCREEN



After locating available audio channels the Listen EVERYWHERE app will display a welcome screen and may play a welcome video presented by the Venue.

You may skip the video by tapping the "Skip Ad" notice at the top right of the screen.

CHOOSE AUDIO CHANNEL AND LISTEN



Scroll through the list of available audio channels and tap on the channel of your choice to listen.

Tap the “pause” symbol (two vertical bars) to stop listening.

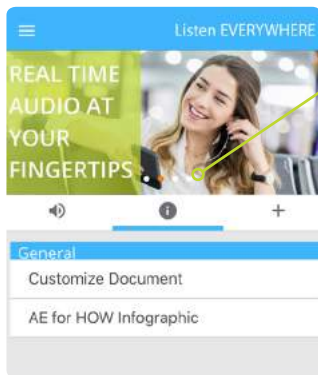
Tip: The top of the screen may display special offers and links to related services. Tap on any that interest you. Audio will continue while you browse these links.

Tip: Choose the Information symbol **i** at the right edge of your chosen audio channel for information about the channel.

Tip: Audio will continue when you navigate to another app or when your phone’s screen turns off automatically (power saving mode). You must return to the Listen EVERYWHERE app and tap the pause symbol to stop listening.

Ch1: Church Audio
 Ch2: Church Translation
 Ch3: Social Hall Audio
 Ch4: Social Hall Translation

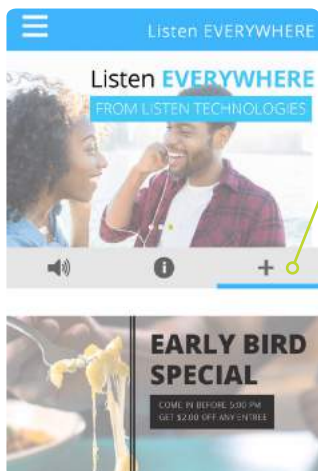
BROWSE THE VENUE’S INFORMATION CHANNEL



i Tap the information symbol to browse the venue’s information channel which may contain menus for food and drink or other special information.

Tip: Audio will continue when you navigate to the information channel tab.

BROWSE THE VENUE’S SPECIAL OFFERS

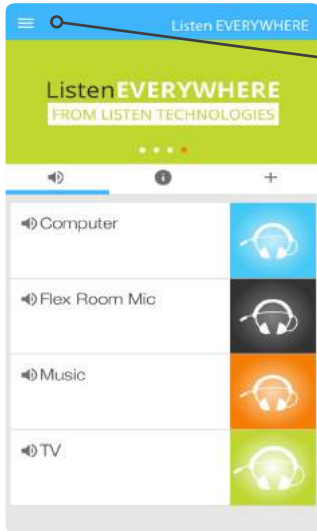


+ Tap the plus symbol to browse the venue’s special offers which may contain coupons or information about upcoming events.

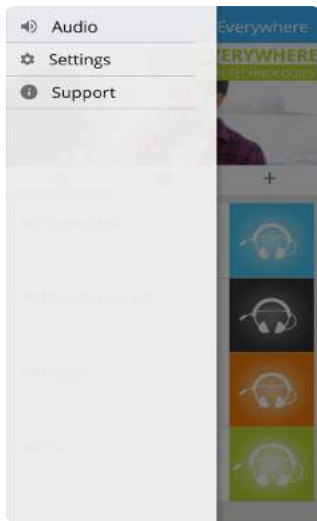
Tip: Audio will continue when you navigate to the special offers tab.

SETTINGS, SUPPORT AND TROUBLESHOOTING

SETTINGS AND SUPPORT MENU



Tap the menu icon (three parallel bars) to access the Listen EVERYWHERE app support menu.



Choose "Audio" to return to channel selection.

Choose "Settings" to select stereo mode or disconnect from the Venue Server.

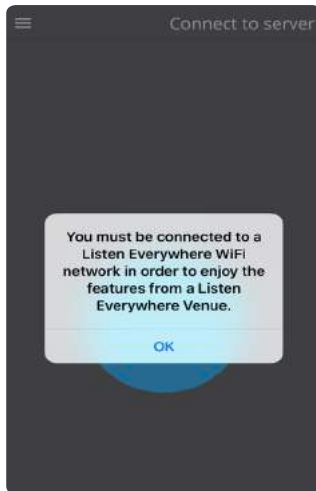
Choose "Support" to access the help screen, to contact Listen Technologies and to enable Demo Mode.

Tip: Enable "Demo Mode" in the support section to try out the Listen EVERYWHERE app when you're away from any supporting venue.

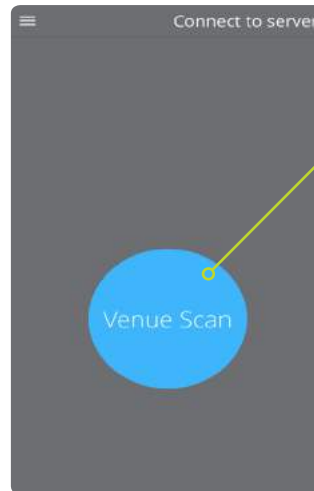
Tap the menu icon again to return to the main screen.



UNSUCCESSFUL VENUE SCAN




If the app can't find the Listen EVERYWHERE server, it will display an error message.



Tap "OK". Then tap "Venue Scan" to try again.

If the second Venue Scan is also unsuccessful, try these steps:

- 1) Return to your phone's Wi-Fi settings.
- 2) Confirm that your phone's Wi-Fi is turned on.
- 3) Confirm that you're connected to the right Wi-Fi network.
- 4) Confirm that a strong Wi-Fi signal is reaching your phone.

Tip: The Wi-Fi strength icon is at the top of your screen and should be 3 or 4 bars like this: 

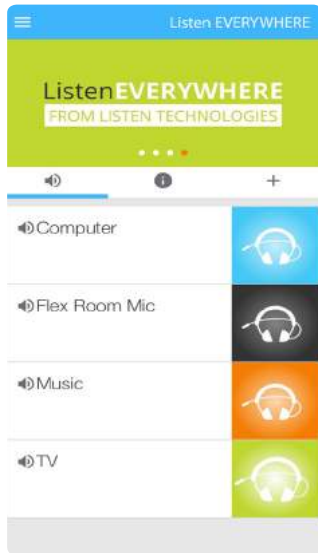
Tip: The Listen EVERYWHERE Wi-Fi network may be different from the normal venue Wi-Fi network. Ask a venue staff member for help if you're not sure which Wi-Fi network to choose.

Tip: If you have a choice of 2.4GHz or 5GHz Wi-Fi networks, choose the 5GHz network.

Tip: Try turning off "cellular data" in your phone's settings.

If you have trouble, make sure you are on the "TCC-GUEST" WIFI

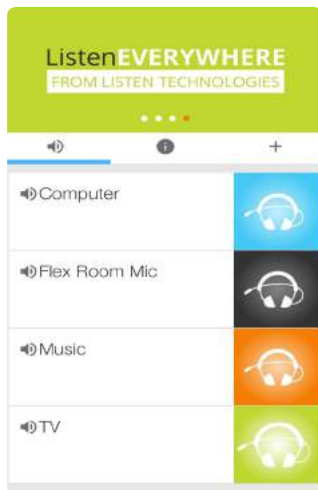
CAN'T FIND THE AUDIO I WANT



To access all of the available audio channels, scroll beyond the two or three visible channels by swiping up or down in the audio channel area of the screen.

If you've tried every available audio channel and cannot find the one you want, contact a venue staff member for help.

SKIPPING, DROP-OUTS AND DISTORTION



If your choice of audio channels is distorted or it seems to skip, pause or drop out frequently, try these steps:

- 1) Change to another audio channel. If the new channel is okay, the issue is probably due to a poor audio feed from the TV or other source you're trying to hear. Notify the venue of this issue.
- 2) If all available audio channels exhibit skipping or drop-outs, recheck your Wi-Fi signal as described in "Unsuccessful Venue Scan" above.

Tip: In crowded venues, the 2.4GHz Wi-Fi channel will be very busy and may not be able to feed clean audio to everyone simultaneously. Try the 5GHz Wi-Fi channel if available.

Tip: Try turning off "cellular data" in your phone's settings.



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