

Media & Content Information Sheet

For a smooth on-site experience, we kindly ask you to read this form carefully and follow the instructions. Thank you.

Format & Playback Devices

- To play **videos** via USB sticks, please use the **format .mp4**
- **USB sticks** should not exceed **16 GB** in size and must be compatible with **USB-A** and **USB 2.0**, **formatted as FAT32**
- USB sticks must be formatted and loaded under Windows to avoid so-called "ghost files."
MS/Apple Office files (e.g. PowerPoint, Word, etc.) can only be played via a laptop using HDMI.
PowerPoint presentations cannot be played via a USB stick but can be converted to **.mp4**
- Individual video files should **not exceed 1.5 GB**. If you have more than two videos of this size, we recommend using a Mini-PC/Notebook as the playback device
- **Videos** must be in **Full-HD** (1920px x 1080px) and should not be stored in subfolders
- No other files should be saved on the USB sticks
- **Images** for **slide shows** should be saved as **.jpg**
- Which **playback device** (USB stick, laptop, iPad, or MacBook) will you be using?
Upon request and for an additional fee, we are happy to provide a suitable playback device.
For Apple devices, please ensure you have the appropriate **adapter** if needed
- If you require an **HDMI cable** from us, please inform your project manager in advance

We would be happy to check your data in advance for you – for a small fee of approximately €30 – and provide it to you on a USB stick on-site. Please make sure to send your files to your project manager in good time for this service.

Device Handover

- Please note that, ideally, the devices should be handed over in person. In most cases, this takes place on the **last setup day** (one day before the event) between 10 a.m. and 4 p.m.
- If, for customer reasons, a handover by 4 p.m. on the last setup day is not possible, we will place the ordered devices according to the plan. **Liability** from that point onward lies with you
- Please make sure to have your own **playback device** (e.g. laptop) as well as the **playback files** (e.g. USB stick) ready for the handover

Monitor Installation

- Please refer to your stand layout for the **mounting method and planned position** of the monitor
- For wall-mounted monitors, we generally assume a height of 1.75 m (center of the monitor). If you require a different positioning, please contact your project manager in due time

Consequences if not followed

- Incorrectly formatted content or wrong/missing playback devices will cause additional technical effort, which may be billed afterward on an hourly basis depending on the required time
- If you are only able to arrive on the first day of the event, please be aware that waiting times may occur if you require technical assistance
- The provided USB sticks are rental equipment. In case of loss, a fee of €20 will be charged

We look forward to a successful event with you!
Your meplan Team