

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