Graphics FAQ

**Banners**

Q How long does a banner appear on the screen before it rotates?
A Each banner displays for 5 seconds before rotating.

Q How many banner positions are available in the app?
A Unlimited banners are available, but we recommend using no more than ten.

Q What size do the banners need to be?
A 640 x 150 pixels. The banner image appears differently on iPhone, iPad, and Android because we resize the image for the appropriate device.

Q Where do we upload banners in the EventCenter?
A There is a “Banners” tab in the left sidebar. To edit, go to “Show all Banners” and choose the banner you need edit. To upload a new banner, go to “Create new Banner”.

Q Why won’t my banner upload into the EventCenter?
A There are two main reasons why a banner may not upload to the EventCenter. 1) It may be the incorrect size. Each banner should be 640 x 150 pixels. 2) The banner might not upload properly if it has a transparent background. If this is the case, put a white background on the image before uploading. You can either send the image to your graphics department, or contact your Product Consultant for assistance.

**Maps**

Q What size and format should maps be?
A Maps need to be in PDF, SVG, AI, DXF, or any other vector-based image format. The image should be approximately 2,500–4,000 pixels max.

Q Can you extract the first page of the map from a several page PDF?
A Yes, we can do that. Just be clear which page you want to use and which pages need to be discarded.

Q What are the best practices for maps? Do we need to label the booths?
A You don’t need to do any highlighting, and you don’t need to write on the map either. In fact, we recommend against too much writing for several reasons. Last-minute room changes can easily be changed with our mapping system, but changing words on the image takes more time. Also, mobile devices can be pretty small, making text on these maps harder to read. Our mapping experts create the highlight feature you may have seen in the demo, and also link to sessions and exhibitors, so there’s no need to label.

Q Do we need to provide a pin drop image for the map to pinpoint the booths?
A No, the app autopopulates the pinpoint icon when the location is entered.

Q Can I change or update the map after it’s submitted to App Stores?
A Yes, we can replace the map after it’s submitted to App Stores.
Apple & your graphics

Q  What changes require a resubmit to Apple?
A  Any changes to app graphics would require a resubmission to Apple. You can find these app graphics listed on the App Checklist.

Q  Can we add new maps after we have submitted the app to Apple?
A  Yes. We can add any new maps that you need after the submission to Apple.

Q  Can we add new banners after we have submitted to Apple?
A  Yes. You can add new banners at any time.

iPad Event Graphics: Splash Screen

Q  Are there specific dimensions we should adhere to for the iPad splash screen?
A  To ensure that your content does not get cut off based on device orientation, it is recommended to keep important content within these trim margins.

L/R margins = 260px
Top margin = 340px
Bottom margin = 260px