

Digital Signage Content Development FAQs

What is the resolution of my screen?

Most often and unless otherwise specified, your screen has a resolution of 1920x1080 pixels (that's a 16:9 aspect ratio) or 1080 HD.

Can you recreate my designs in the platform?

Yes! For best results and editable content, it is recommended that we have all original working files. Please provide packaged files with all linked graphics and fonts. Supported project file types include: **.psd, .ai, .indd, .xd, .aep, and .ppt**.

What format and resolution should I send my logo and images?

Logos are best in vector format (**.ai, .eps, .svg**). Images can be sent in most any format, but **.jpg, .png, and .tiff** are the most common. Images should be sent in the highest resolution possible and may not be usable under a resolution of 1920x1080.

What format is best for video files?

Our software requires videos to be in **.mp4** format.
Our team can assist in re-encoding if needed.

I don't have brand guidelines and/or I'm unsure what I want things to look like, any tips?

Some helpful questions: What do you hope or expect to achieve? What style are you aiming for? Do you want a modern, clean look or something more complex and unique? Are there any must-have elements your design needs? Have you collected any resources you can share with us? Things like photos of your current space, your logo, photos of locations that inspire you, etc. Using design adjectives can also help determine the overall look and feel you may be seeking. Things like: dark or light, energetic or laid back, classic, minimal, streamlined, elegant, vibrant, etc.

I'm having technical difficulties, what should I do?

We have a 24/7, 365 support to help get you back up and running in no time. Please reach out to **videosupport@spectrio.com | 800-584-4653**

When should I get trained? How long will it take?

For custom content, we recommend training begin once the creative portion of the project is completed. Training typically takes an hour depending on how in-depth the session gets.

For all content requests, please reach out to **csr@spectrio.com**.

Your request will be evaluated and added to our production queue once we have received all assets necessary to begin. We look forward to creating the best possible content for your company and appreciate the opportunity to work with you!