Media File Specifications

This section details the specifications on media files, size and formats, locations, and resolutions for the Engage devices.

Media File - Size and Formats

Engage Devices Screen Resolution

The following table describes resolutions details, when the status bar is OFF.

Media Area	M400	M440	M424	V/P-400/e280	V/P 200/e285	e235	UX115	File Formats
Idle Screen Full Image/Lane Closed Full Image	854x480	976x587	753x400	320x480	240x320	296x240	480x320	PNG*
Welcome Screen Image	854x384	976x470	753x320	320x384	240x256	296x176	480x320	PNG*
Line Item Screen Ad Area Image	427x384	488x469	376x320	NA	NA	NA	NA	PNG*
Idle Screen - Full Animation/ Lane Closed Full Animation	854x480	976x587	753x400	320x480	240x320	296x240	480x320	GIF
Line Item Screen Ad Area Animation	427x384	488x469	376x320	NA	NA	NA	NA	GIF
Idle Screen Full Video	854x480	1280x720	988x491	320x480	240x320	296x240	480x320	AVI/MP4
Idle Screen Full Image/Lane Closed Full Image	854x480	976x587	753x400	320x480	240x320	296x240	480x320	PNG*

The following table describes resolutions details, when the status bar is ON.

Media Area	M400	M440	M424	V/P-400/e280	V/P 200/e285	e235	UX115	File Formats
Idle Screen Full Image/Lane Closed Full Image	854x460	976x587	753x400	320x460	240x300	296x220	480x320	PNG*
Welcome Screen Image	854x368	976x470	753x320	320x368	240x240	296x160	480x320	PNG*

Media Area	M400	M440	M424	V/P-400/e280	V/P 200/e285	e235	UX115	File Formats
Line Item Screen Ad Area Image	427x368	488x469	376x320	NA	NA	NA	NA	PNG*
Idle Screen - Full Animation/ Lane Closed Full Animation	854x460	976x587	753x400	320x460	240x300	296x220	480x320	GIF
Line Item Screen Ad Area Animation	427x368	488x469	376x320	NA	NA	NA	NA	GIF
Idle Screen Full Video	856x460	1280x720	988x491	320x460	240x300	296x220	480x320	AVI/MP4

Note

M440 device supports only MP4 file format for video.

Neo/Neo2 Devices Screen Resolution

The following table provides screen resolution details for Neo devices, as well as the Neo2 device, which differs from the listed Neo devices.

Note

As of this publication, the status bar is ON, without status bar screen resolution is not supported for Neo devices.

Media Area	UX700	M425	M450	P630s	M425-A (Neo2)	File Formats
Idle Screen Full Image/Lane Closed Full Image	720x1240	1280x680	1280x760	320x460	1440x680	PNG*
Welcome Screen Image	660x990	1192x432	1192x500	292x330	1392x432	PNG*
Line Item Screen Ad Area Image	NA	470x430	470x490	NA	470x430	PNG*
Idle Screen - Full Animation/ Lane Closed Full Animation	720x1240	1280x680	1280x760	320x460	1440x680	GIF
Line Item Screen Ad Area Animation	NA	470x430	470x490	NA	470x430	GIF
Idle Screen Full Video	720x1240	1280x680	1280x760	320x460	1440x680	AVI/MP4

Media File Format Recommendations

- Transparent backgrounds are not officially supported. PNG* files should contain an appropriate background to avoid overlapping of background images.
- AVI files are for video media files. They should be converted to the required format and sizing by using MX800 Video Converter tool. The converted videos using this tool are easily playable on terminal.

Therefore, it is recommended to use this tool before uploading the videos on the terminal.

- The total file size for images is recommended to be less than 3 MB. The total file size is the combined size of four images, like Idle Screen, Welcome Screen, Lane Closed Screen and Line Item Ad Area Screen.
- Video file size recommended to be less than 25 MB.
- GIF file size should be less than 1.5 MB and its frames per second should be less than 15 for seamless playback.
- AVI files for full screen video must be formatted such that the resolution of the video matches with that of the terminal. For example, the resolution of M400 Full screen video must be 854x480. Free online resources like ffmpeg can be used to resize the video. This formatting will help reduce ADK CPU consumption with full video running.

Media Control Files

The Advertisement Image media files will be located under flash/www/(device).

Media Area	Media Control File	Supported Devices
Idle Screen Full Image	scaidleimage.png	M400, M440, M424, V/P400, V/P200, e280/e285, e235, UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A
Welcome Screen Image	scawelcomeimage.png	M400, M440, M424, V/P400, V/P200, e280/e285, e235, UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A
Line Item Screen Ad Area Image	scalineitemimage.png	M400, M440, M424, M425, M450, M425-A, M450-A
Lane Closed Screen Image	scalaneclosedimage.png	M400, M440, M424, V/P400, V/P200, e280/e285, e235, UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A
Idle Screen Full Animation	scaidleanimation.gif	M400, M440, M424, V/P400, V/P200, e280/e285, e235, UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A
Line Item Screen Ad Area Animation	scalineitemanimation.gif	M400, M440, M424, M425, M450, M425-A, M450-A
Lane Closed Screen Animation	scalaneclosedanimation.gif	M400, M440, M424, V/P400, V/P200, e280/e285, e235, UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A
Idle Screen Full Video	scaidlevideo.avi, scaidlevideo.mp4	M400, M440, M424, V/P400, V/P200, e280/e285, e235, UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A

Note

- The default mode is Animation Mode to handle Screen Persistence and Screen Burn-in issues.
- When a media file is missing, like image or video, then for that specific screen, the media mode will fall back to Animation. The default media mode files will be present in the sca_default_media package.

Media Files Location

The image media and animation media files are located under
`flash/www/TerminalSpecificFolder/Images` folder and the video media files are located under
`flash/www/TerminalSpecificFolder/Videos` folder.

Example: File locations for M400 are:

- `flash/www/854x480C15T/Images`
- `flash/www/854x480C15T/Videos`

Engage Devices

Device	Image/Animation File Path	Video File Path
M400	/home/usr1/flash/www/854x480C15T/Images	/home/usr1/flash/www/854x480C15T/Videos
M440	/home/usr1/flash/www/976x587C15T/Images	/home/usr1/flash/www/976x587C15T/Videos
M424	/home/usr1/flash/www/753x400C15T/Images	/home/usr1/flash/www/753x400C15T/Videos
V/P400	/home/usr1/flash/www/320x480C15T/Images	/home/usr1/flash/www/320x480C15T/Videos
e280	/home/usr1/flash/www/320x480C0T/Images	/home/usr1/flash/www/320x480C0T/Videos
V/P200	/home/usr1/flash/www/240x320C21N/Images	/home/usr1/flash/www/240x320C21N/Videos
e285	/home/usr1/flash/www/240x320C15T/Images	/home/usr1/flash/www/240x320C15T/Videos
e235	/home/usr1/flash/www/296x240C15N/Images	/home/usr1/flash/www/296x240C15N/Videos

Common Path for Neo/Neo2 Devices

Device	Image/Animation File Path	Video File Path
UX700, M425, M450, P630s, M425-A, M450-A, P630 plus A	/home/usr1/flash/www/Images	/home/usr1/flash/www/Videos

Device Specific Path for Neo /Neo2 Devices

Device	Image/Animation File Path	Video File Path
M450 / M450-A	/home/usr1/flash/www/1280x800C15T/Images	/home/usr1/flash/www/1280x800C15T/Videos
M425	/home/usr1/flash/www/1280x720C15T/Images	/home/usr1/flash/www/1280x720C15T/Videos
M425-A	/home/usr1/flash/www/1440x720C15T/Images	/home/usr1/flash/www/1440x720C15T/Videos
P630 / P630 Plus A	/home/usr1/flash/www/320x480C15T/Images	/home/usr1/flash/www/320x480C15T/Videos
Ux700	/home/usr1/flash/www/720x1280C0T/Images	/home/usr1/flash/www/720x1280C0T/Videos

Configuration Settings

Parameter Name	Description	Valid Values

IdleMediaMode	This parameter is used to sets media mode for Idle screens.	• 0 – Image Mode • 1 – Animation Mode • 2 – Video Mode
LCMediaMode	This parameter is used to set media mode for Lane Closed screens.	• 0 – Image Mode • 1 – Animation Mode
LIMediaMode	This parameter is used to set media mode for Line Item Ad Area screens.	• 0 – Image Mode • 1 – Animation Mode
WelcomeText	This parameter is used to set custom welcome message on Welcome screens.	Message length is recommended till 28 characters.

Customizing Media Files for Device Commands

This section details the background image customization for Charity, Customer Question and CreditApp device transactions.

Background Image Resolutions

Without Status Bar

Media Area	M400	M440	M424	V/P-400/e280	V/P 200/e285	File Formats
Charity Screen	854x480	976x587	753x400	320x480	240x320	PNG
Customer Question Screen	854x480	976x587	753x400	320x480	240x320	PNG
CreditApp Screens	854x480	976x587	753x400	320x480	240x320	PNG
Loyalty Screen			753x400	320x480 (e280)		PNG

With Status Bar

Media Area	M400	M440	M424	V/P-400/e280	V/P 200/e285	File Formats
Charity Screen	854x460	976x587	753x400	320x460	240x300	PNG*
Customer Question Screen	854x460	976x587	753x400	320x460	240x300	PNG*
CreditApp Screens	854x460	976x587	753x400	320x460	240x300	PNG*
Loyalty Screen			753x400	320x460 (e280)		PNG

Note

PLOYALTY parameter(UGP Parameters) is added to enable a new loyalty flow and with customizable loyalty screen.

Media Files for Device Commands

Media Area	Media Control File	Supported Devices	Size Limitation
Charity Screen	charityimage.png	M440, M400, M424, V/P400, V/P200, e280/285	Image Size must be less than 1 mb
Customer Question Screen	custquestionimage.png	M440, M400, M424, V/P400, V/P200, e280/285	Image Size must be less than 1 mb
CreditApp Screens	creditappimage.png	M440, M400, M424, V/P400, V/P200, e280/285	Image Size must be less than 1 mb
Loyalty Screen	Loyalty_background.png	M424 and e280	Image Size must be less than 1 mb

Media File Location for Device Commands

Device	Image/Animation File Path
M400	/home/usr1/flash/www/854x480C15T/Images
M440	/home/usr1/flash/www/976x587C15T/Images
M424	/home/usr1/flash/www/753x400C15T/Images
V/P400	/home/usr1/flash/www/320x480C15T/Images
E280	/home/usr1/flash/www/320x480C0T/Images
V/P200	/home/usr1/flash/www/240x320C21N/Images
E285	/home/usr1/flash/www/240x320C15T/Images

Downloading Image

The background image can be downloaded in one of the following ways:

- **Content download through VHQ** - User is required to put contents in the VHQ content library with appropriate image file name for VHQ, on device file name for terminal as per defined in the guidelines, and the device location where it will be placed. Then schedule download for those image files in content download management.
- **By adding the image files to Default Media Package** - User needs to include the required background image to the specific resolution folder in the Media package and load either via MX Downloader or via VHQ.

Refer to Contents Download from VHQ for more details on Contents Download.

Supporting Camera as Scanner

SCA is enhanced to support Camera Scanning on M440 and M424 devices. SCA Camera is shown on left half of the screen. The remaining half will be white screen by default with Please Scan message. The background of the camera can be set to any custom image.

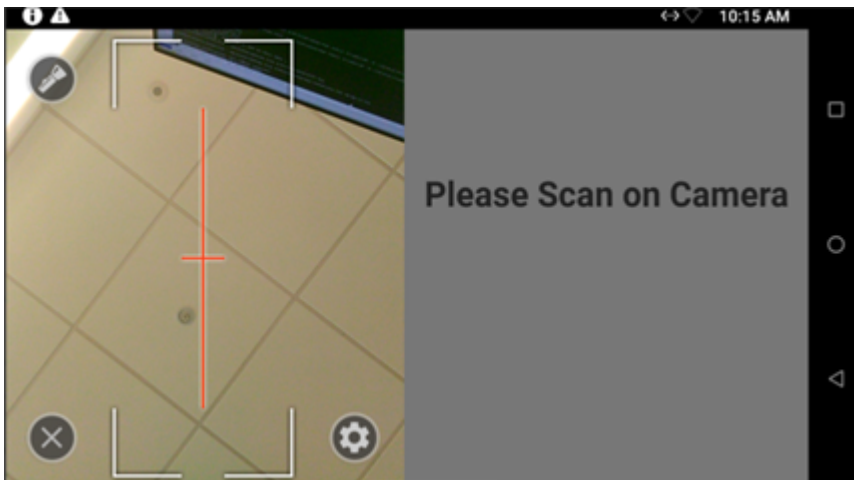| Area	Media Control File
Camera background	camera_background.png, camera_animation.gif

Note

UI based scanning for e280s is optional. The user can enable UI based scanning for e280s, by sending BCCFG_DISPLAY_UI field (as Enable) in Configure Barcode command. Refer to Barcode Commands for more details. User can set the background image for e280s as camera_background.png in e280s image resolution folder.

Media Area	M440	M424	e280
Background Image Resolution	976x587	753x400	320x480
Background GIF Resolution	450x293	375x200	170x170
Camera covered region (a region on left bottom will not be visible, as camera will cover left half.)	488x587	376x200	

- SCA Camera is shown on Left half of the screen, covers the entire left, like 50% of the total screen.
    - **M424:** For this device, background image resolution would be 753x400 pixels, however a region of 376x400 pixels on the left side of screen will not be visible. Image file name is **camera_background.png**.
    - **M440:** For this device, background image resolution would be 976x587 pixels, however a region of 488x587 pixels on the left side of screen will not be visible. Image name is **camera_background.png**.

Sample view:

- SCA is also enhanced to support for showing a GIF image below the text label on camera view screen.
    - **M424:** Image file name is **camera_animation.gif** and the allowed maximum resolution is 375x200 pixels.
    - **M440:** Image file name is **camera_animation.gif** and the allowed maximum resolution is 450x293 pixels.
- For e280 device, UI is not required, however POS can show the Barcode UI. Support for background image and GIF image are added for e280. For e280 device, GIF image file name is **camera_animation.gif** and the allowed maximum resolution is 170x170 pixels. For Background image, the file name is **camera_background.png** and the allowed maximum resolution is 320x480 pixels.

Note

As of this publication, Supporting Camera as Scanner feature is not supported for Neo devices.

Title Logo

The size of the Title Logo image is not controlled within HTMLs. Title Logo image is required to set as the below mentioned size with height. Width can be anything based on the logo specifications, and height should be fixed as mentioned below.

Media Area - Engage Devices	M400	M440	M424
Height in pixels, for title_logo.png. This will be displayed for the devices on all processing screens.	70px - Top banner is 78px. - Padding of 4px added on top and bottom and allowed logo up to 70px height. - Maximum width allowed is 854 px.	70px - Top banner is 78px. - Padding of 4px added on top and bottom and allowed logo up to 70px height. - Maximum width allowed is 976 px.	47px - Top banner is 53px. - Padding of 3px added on top and bottom and allow logo up to 47px height. - Maximum width allowed is 753 px.

Media Area - Neo Devices	UX700	M425	M450	P630
Height in pixels, for title_logo.png.	100px - Top banner is of 100px. - Logo can be of the same height. - Maximum width allocated is 696px.	100px - Top banner is of 100px. - Logo can be of the same height. - Maximum width allocated is 1232px.	125px - Top banner is of 125px. - Logo can be of the same height. - Maximum width allocated is 1232px.	100px - Top banner is of 100px. - Logo can be of the same height. - Maximum width allocated is 312px.

Note

- Title logo is supported only for M400, M440, M424, UX700, M425, M450 and P630 devices.
- Support for Camera Scanning and Title Logo changes are also available in GSCA GSC Solution 4.1.8-3 onwards and Platform 5.4.11-2.

Audio Specifications

Playing audio files are supported for Chip Error Screen, Pin Entry Screen, Card/Host Decline status screen. These audio files are not added by default to solution package. If any customer needs the audio files to be played it should be downloaded separately to the flash location of the terminal either through config package or through media package.

Note

Remove card screen audio file (RemoveCardDefault.wav) which is added by default to solution package is different from audio files.

Audio Files

Audio Area	Audio Control File	Supported Devices
Chip Error Screen	errortone.wav	M400, P400, V400
Pin Entry Screen	normaltone.wav	M400, P400, V400
Card/Host Decline status Screen	declinetone.wav	M400, P400, V400

Audio File Location

Device	Image/Animation File Path
M400/P400	• /home/usr1/flash/errortone.wav • /home/usr1/flash/normaltone.wav • /home/usr1/flash/declinetone.wav

Downloading Audio

The background audio can be downloaded by adding the audio files to Default Media Package or Config package. User needs to include the required background audio to the specific resolution folder in the Media package/Config package and load via MX Downloader or VHQ.