

ListenWIFI Information for Stake Technology Specialists and Stake Building Representatives

These are your primary responsibilities with the ListenWIFI system:

- Provide guidance and instructions to any ward and stake leaders, Church attendees, and language interpreters to use the ListenWIFI app.
- Perform basic troubleshooting if the ListenWIFI system is not working properly.
- Ensure your stake keeps the radio frequency (RF) transmitter and receivers to use as backup devices if the ListenWIFI system has issues.
- Maintain the following equipment in the meetinghouse's materials center:
 - The manufacturer-provided Wi-Fi loaner receivers and headsets for use by any Church attendees who do not bring their own smartphones to Church.
 - Although these receivers look similar to the RF receivers that your stake may have been using previously, they are different; they use Wi-Fi signals instead of RF.
 - This document provides instructions for their use.



[Loaner Receiver Instructions](#)

- Please keep these receivers secure and fully charged.
- A few sets (5-10) of inexpensive wired headphones and adapters/dongles for use by Church attendees who bring their own smartphones but do not bring any headphones.
 - You should use stake funds to purchase these items and keep them in the meetinghouse materials center.
 - It's a good idea to have a mix of USB-C headphone adapters (for Android phones and some iPhones) and Lightning headphone adapters (for most iPhones).
 - It is recommended that you keep these store-bought loaner headphones separate from the manufacturer-provided headsets that come with the loaner receivers. The manufacturer headsets are optimized to work with their receivers.
 - If ward/stake leaders agree to it, the wards or stake may purchase some inexpensive wired headphones and adapters/dongles and give them to any ward/stake members who cannot afford to purchase their own. These members could then be responsible for bringing these items with them to Church every week, instead of the stake/ward needing to store and distribute them from the meetinghouse materials center.

Responsibilities of Temporary Support Personnel

Ward leaders may temporarily assign a few ward members to serve as temporary support personnel within their ward until all members of their congregations are comfortable with using ListenWIFI.

The responsibilities of these individuals are explained in this document: [ListenWIFI Information for Ward Leaders and Temporary Support Personnel](#). This page links to 1-page handouts for Church members.

Note: If you, as the STS or SBR, desire to assist the wards by printing and distributing the 1-page handouts, and temporarily providing one-on-one support to Church attendees, please coordinate this with the ward leaders.

Troubleshooting

If the ListenWIFI system is not working, try the following:

- Check Church Network Manager (CNM) to confirm the ListenWIFI server is online. If the server is not online, try the following:
 - Ensure the server is assigned to the public network in CNM.
 - Check the network connections and network switch.
 - Power cycle the server
 - If you have access to the server in the A/V closet, unplug the power connector for 30 seconds, then plug it back in.
 - If you don't have access to the server, contact the Church's Global Support Department (GSD) for assistance. They have the ability to remotely power cycle the server. **They will need to know the meetinghouse's property ID.**
 - Note: Once a power cycle is performed, and you know whether it fixed the problem, please inform the facilities manager so he/she can provide Church headquarters with the results of the power cycle.



- If the preceding actions do not resolve the issue, do the following:
 - Recommend that Church members and interpreters use the older radio frequency (RF) equipment in their meetings until the technical issues with ListenWIFI are resolved.
 - Submit a FIR request for the facilities manager to engage an audio-visual expert to troubleshoot the ListenWIFI equipment and make any needed adjustments.
 - In urgent situations, you may attempt to contact your facilities manager via the stake building representative (SBR).