Screenshot Help

Screenshot works by sending a message to the player and requesting a snapshot of the current screen contents. Normally it only takes a few seconds for the screenshot to be returned but this can extend to 30 seconds. If a timeout is reached there may be a temporary communications problem If screenshot continually time out there may be a firewall issue blocking push commands (such as return screenshot) from the service.

Below is an example of a screenshot of a template. All media items (background, videos, stills and widgets) are shown in snapshot. Note that if the video item does not fill its allocated zone it shows in the letterboxed format in the screenshot. The squared area represents a transparent border. However, on the actual screen the video displays with actual transparent borders and the background shows through.