Why won't my attendee's photo (or my Exhibitor's logo, or my Static Content image) appear? [image sizes]

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This can happen because the file size (of the image) is too large. Incorrect file sizes can also cause sites and apps to load very slowly.

Below is a list of recommended image file sizes. You can also read more about editing and resizing images in our Education Resources article on this topic .

NOTE: The image sizes below may also vary depending on what device is being used to view the site, app, etc.

Image Dimensions in EventsAir

Contact Photos — Square	600x600 pixels
Contact Photos — Passport	600x800 pixels
Attendee App (Modern theme) Icon	144 x 144 pixels (only appears inside EventsAir – useful if you have multiple apps)
Attendee App (Modern theme) Title bar icon	Minimum 96px high and width:height ratio of **at leas**t 3:1 or 4:1, or greater.
Attendee App (Modern theme) Splash image	640 x 960 pixels – appears briefly when app is loading.
Attendee App (Modern theme) Header/Hero image	1600 x 900 – margin of 250px on all edges if text/logo must appear to allow for resizing (central 'safe area' of 1100 x400 will NOT be cropped even when scaling for different devices).
Attendee App (Modern theme) Background Image	In Modern theme, leave blank OR add a plain image and ensure high contrast with text.

Attendee App (Modern theme) Standardized banner advertisements	1440 x 288 (5:1 ratio)
Attendee App — Icon	144x144 pixels (only appears inside EventsAir)
Attendee App — Splash Image	640x960 pixels
Attendee App — Header	1440 pixels wide (any height is accepted)
Attendee App — Background Image	1440x2880 pixels
Organizer App — Icon	144x144 pixels
Organizer App — Splash Image	640x960 pixels
Organizer App — Header	1440 pixels wide (any height is accepted)
Organizer App — Background Image	1440x2880 pixels
Event website — Header & Footer	1200 pixels wide (any height is accepted) – this is a MINIMUM image size for viewing on mobile. You may have more success with images that are 1920 x1080px.
Interactive Sites — Header & Footer	1000 pixels wide (any height is accepted). Again, sites viewed on a mobile device may look different and you should test other options.
Interactive Sites— Hotel Images	371x255 pixels

Email – Header & Footer	640 pixels wide (any height is accepted)
App Store Apps — Header & Footer	1000px wide (any height is accepted)

Image Dimensions in OnAIR

Remote Attendee Portal

Session Thumbnail	1920x1080 pixels

OnAIR 2D Mode

Portal Sponsor Images	870x155 pixels
Sign In Screen	890x940 pixels
Header Bar Image	360x50 pixels
Gamification Icon	144x144 pixels
Lower Thirds Background Images	132x1280 pixels excluding logo (transparency allowed)
Lower Thirds Logo	144x144 pixels

OnAIR 3D Mode

Poster Lobby & Exhibition Hall Background	1920x1920 pixels
Exhibition Hall Panorama Image	3840x1920 pixels
Standard Exhibition Stand	940x650 pixels
Large Exhibition Stand	1400x650 pixels