

itour SmartGuide

How to use the transmitter
and mobile application





Table of Contents

- Transmitter
 - [Components](#)
 - [Before using](#)
 - [How to use](#)
- Mobile Application
 - [How to find and install](#)
 - [How to use](#)
- Troubleshooting
 - [For the guide](#)
 - [For your guests](#)

Components

- When unpacking, make sure that all necessary components for operating the transmitter are included. Besides the transmitter itself, you get a suitable charger, a microphone, and a carrying bag.

microphone



transmitter („SmartBox“)



charger



carrying bag



Before using the transmitter 1

- Before starting the tour, make sure the transmitter is fully charged. After switching it on, the status bar in the display should be close to full.



Before using the transmitter 2

- Put the transmitter in its carrying bag with the controls facing up and the logo facing the front of the bag.



Before using the transmitter 3

- Plug in the microphone and connect your own phone to the transmitter in order to perform a soundcheck.



How to use the transmitter 1

- For safety reasons always carry the transmitter in its own bag, separate from other items.
- Avoid prolonged direct exposure to sunlight.



How to use the transmitter 2

- The display shows you the current battery level. When the transmitter is fully charged, it can be operated for at least 8 hours.
- The microphone input. Please do not confuse the microphone input with the power jack located on the far right to avoid any damages.
- The number below the microphone input will be needed by your guests to connect to the transmitter.



How to use the transmitter 3

- The mute button. If it is lit, you are being muted, if it is dark, you are un-muted.
- The power switch. Switched on the power switch is lit, switched off, it is dark. After switching it on, it may take up to 30 seconds until the transmitter is fully ready to transmit.
- Leave the transmitter switched on during the entire tour. If you do not speak for a prolonged period of time, it is sufficient to mute the transmitter.



How to use the transmitter 4

- The power jack. To re-charge the transmitter before and in between tours, use only the enclosed charger or power adapter.

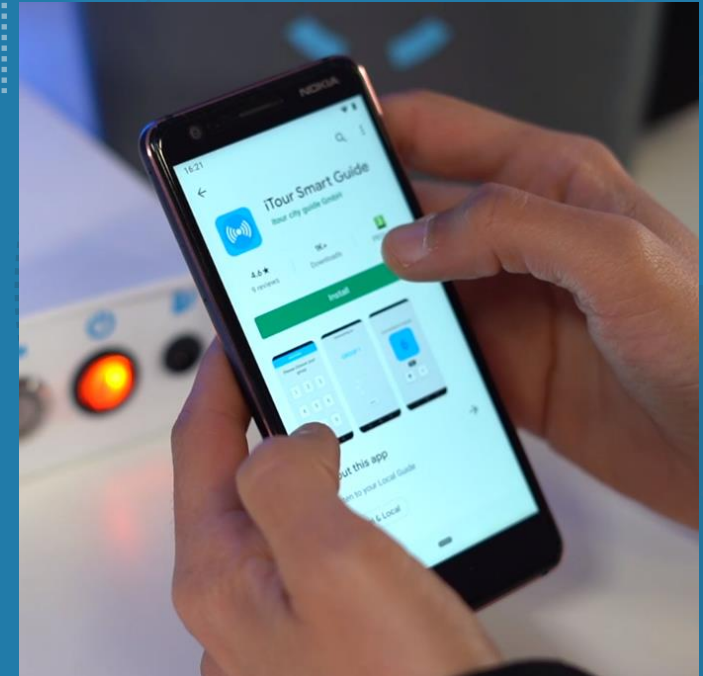
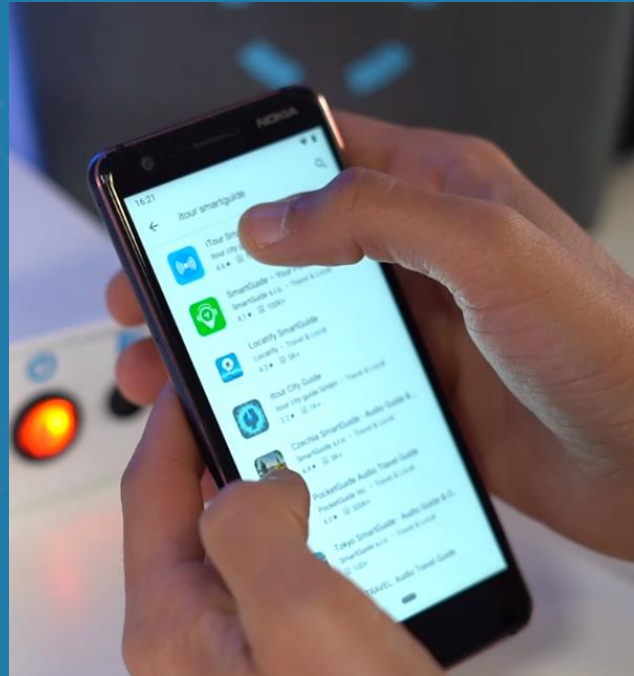


Watch the video!



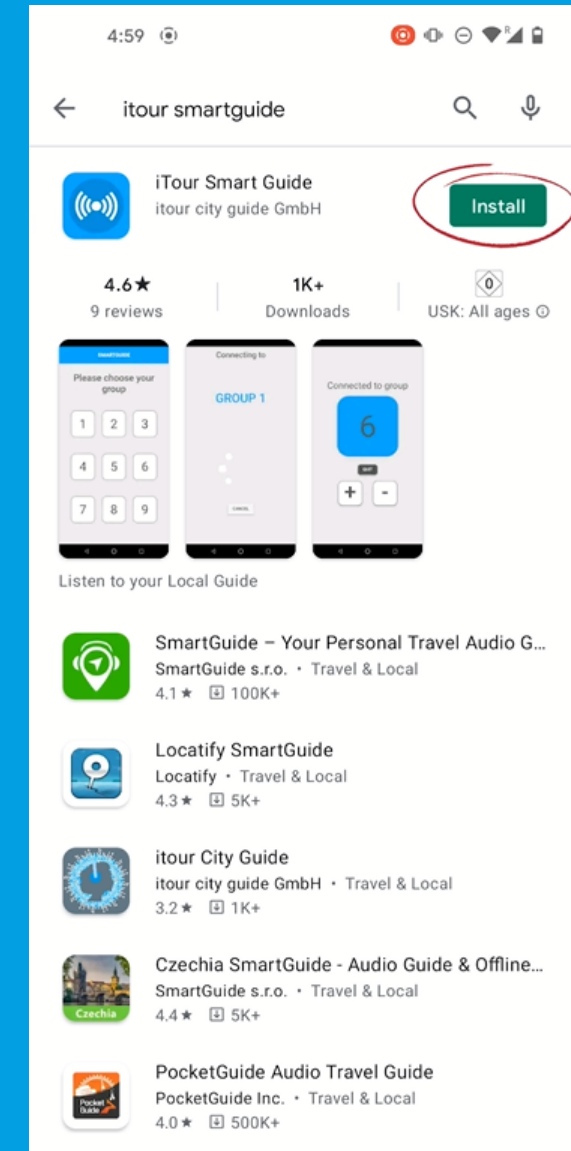
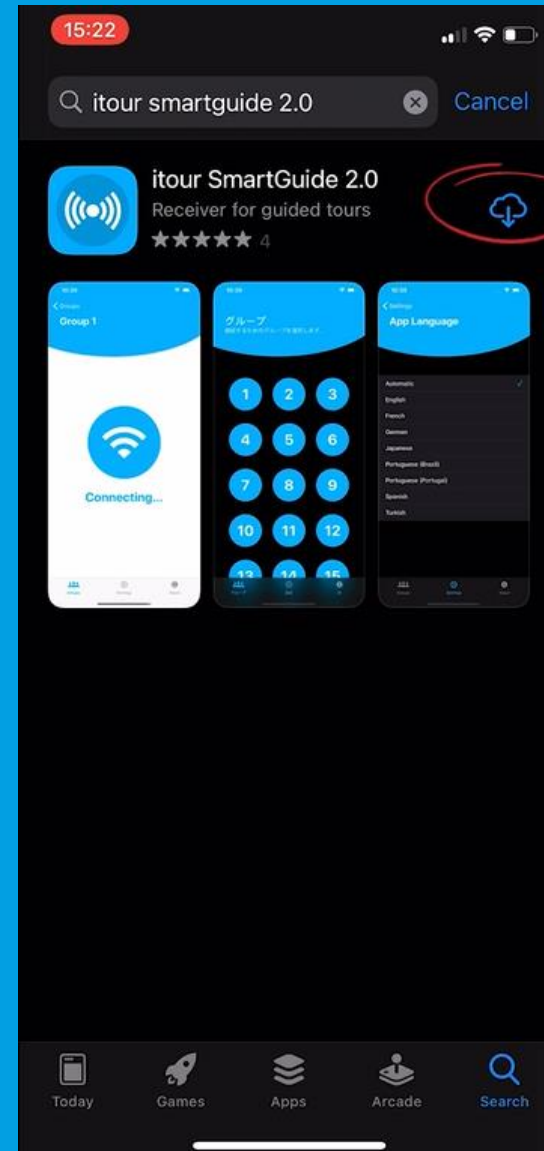
How to find and install the mobile application 1

- In case you received a QR code for the app download, simply scan it.
- Allow your browser to open the link and wait while you are being redirected to the Google Play Store or Apple App Store
- Alternatively open your App Store directly on your phone and search for “itour smartguide”



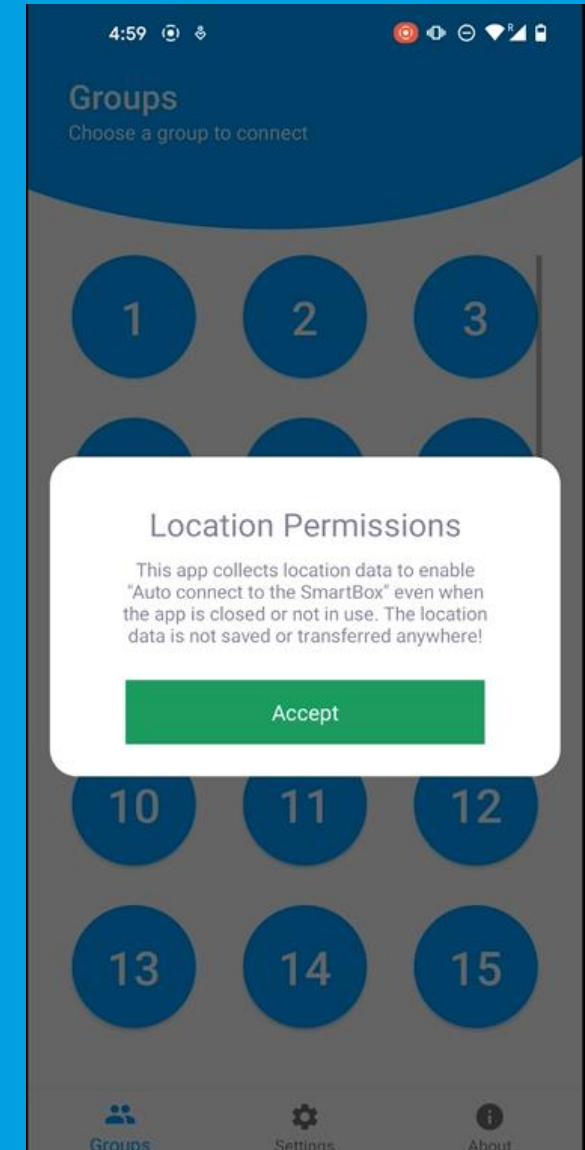
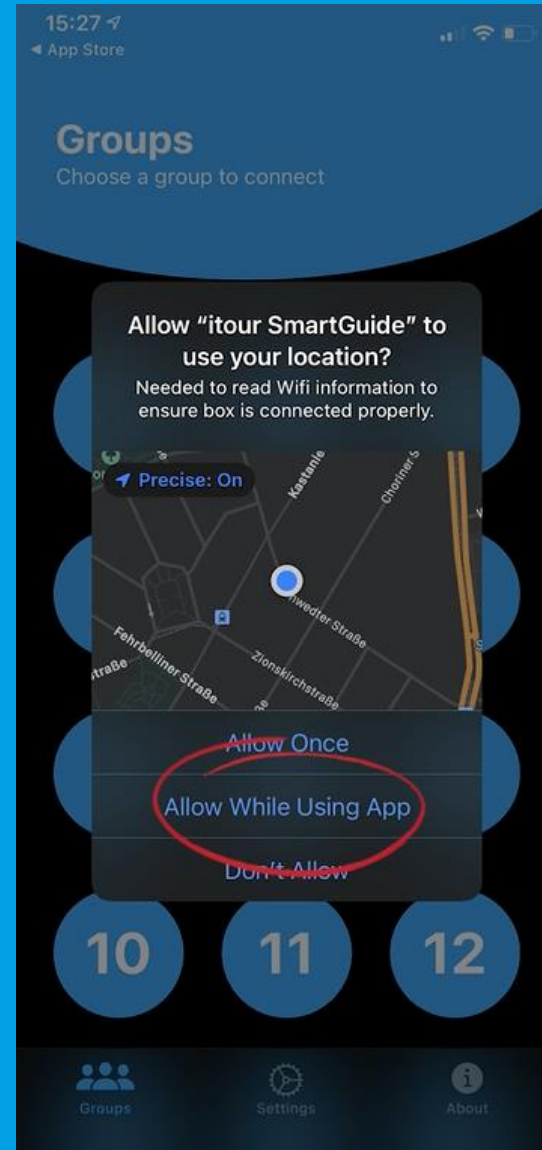
How to find and install the mobile application 2

- Tap the Install- or Get-button and wait for the installation to be completed.



How to find and install the mobile application 3

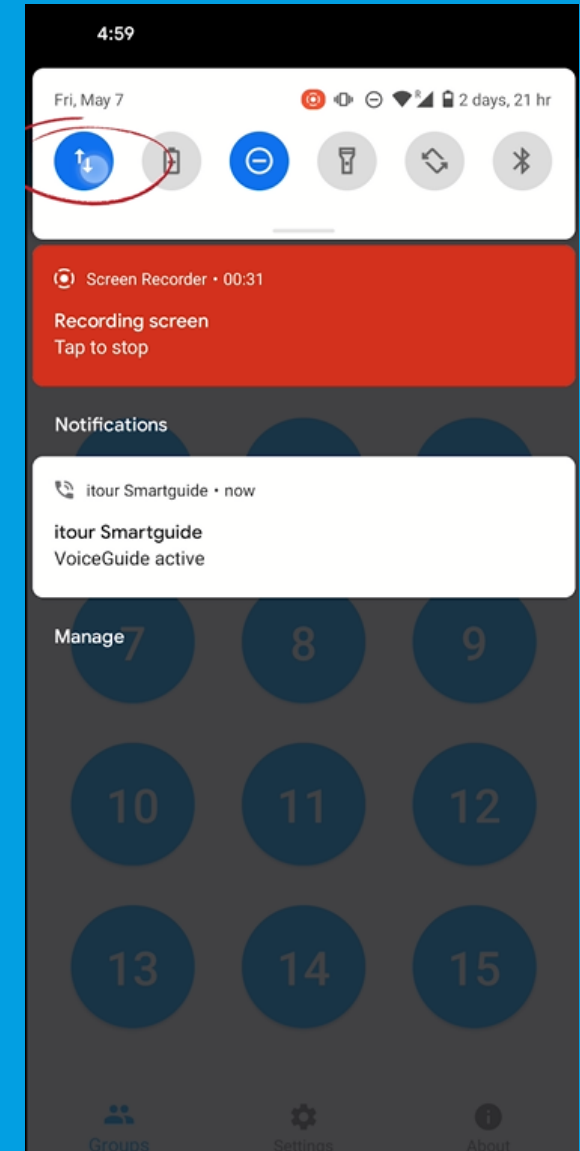
- Upon opening the app, you will be asked to give your permission for the localization of your device.
- You must accept and tap on "while using the app" in order for the app to work correctly.



How to use the app

1

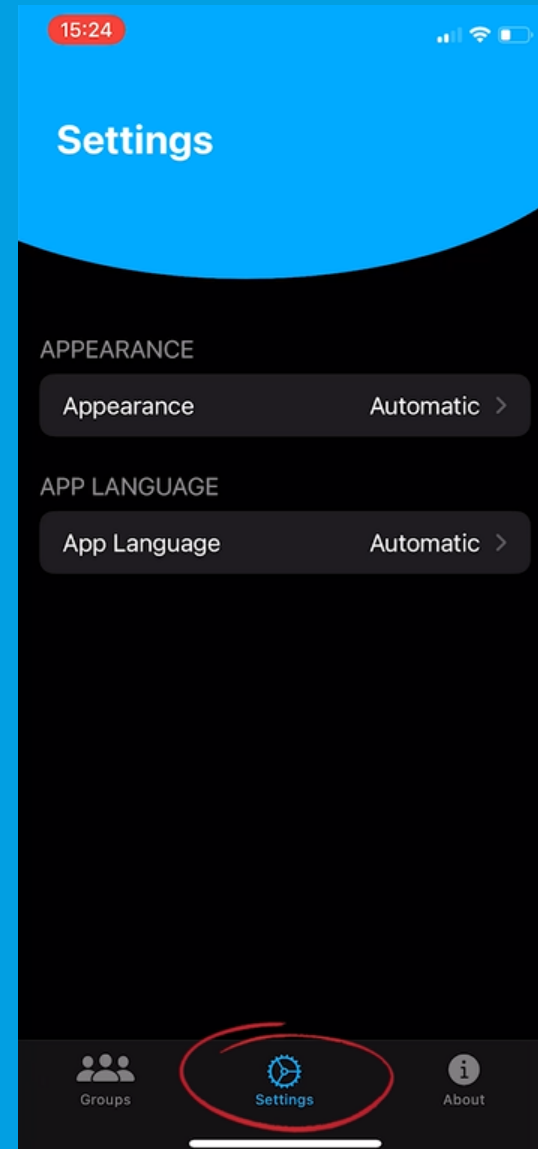
- Before you can connect to the transmitter, you must turn off your mobile data.



How to use the app

2

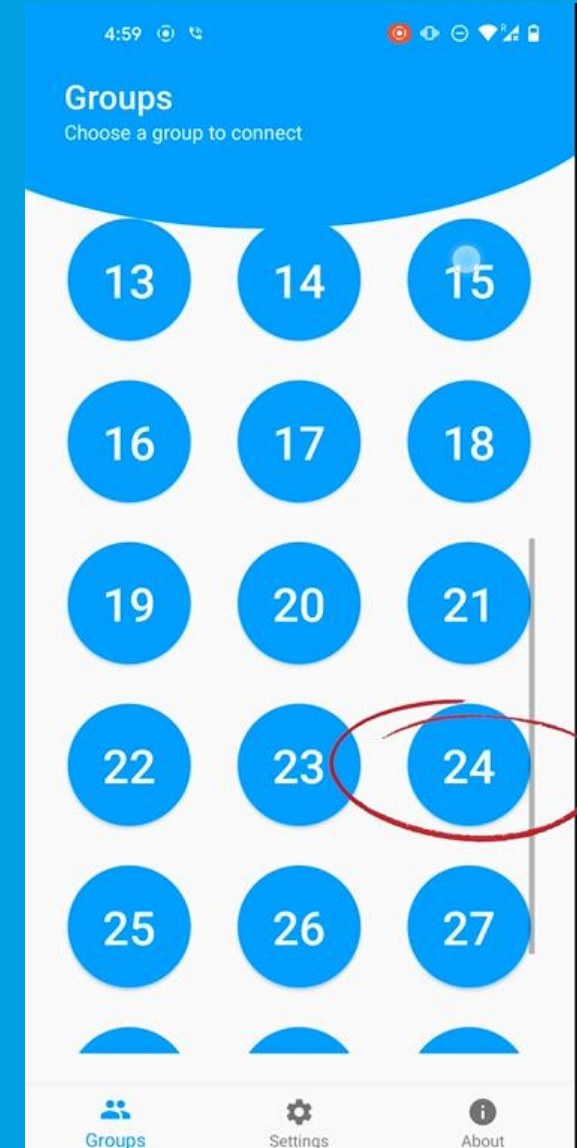
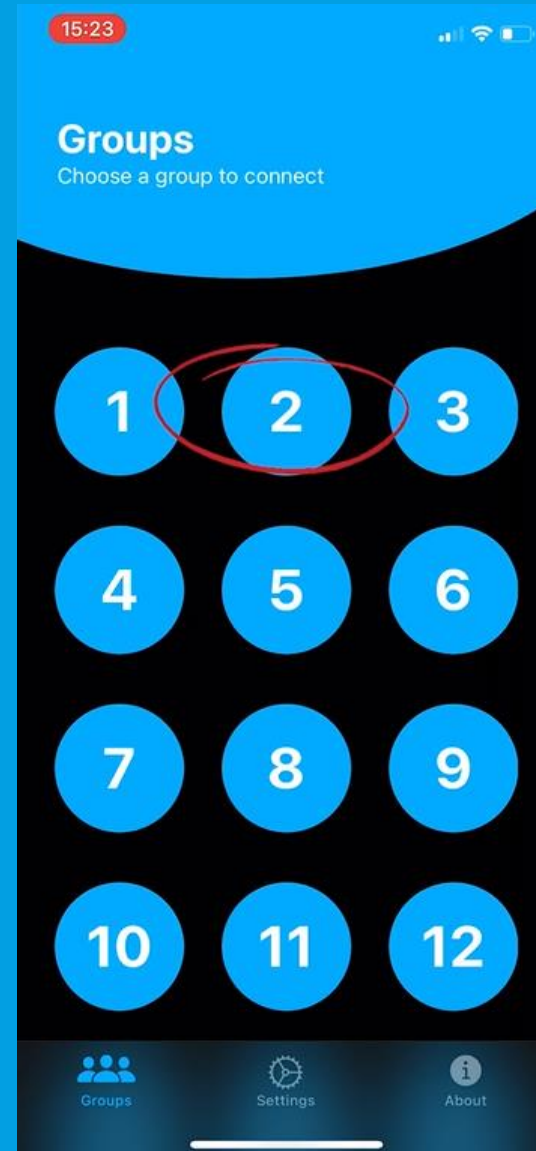
- If needed, go to “Settings” and adjust the app language.



How to use the app

3

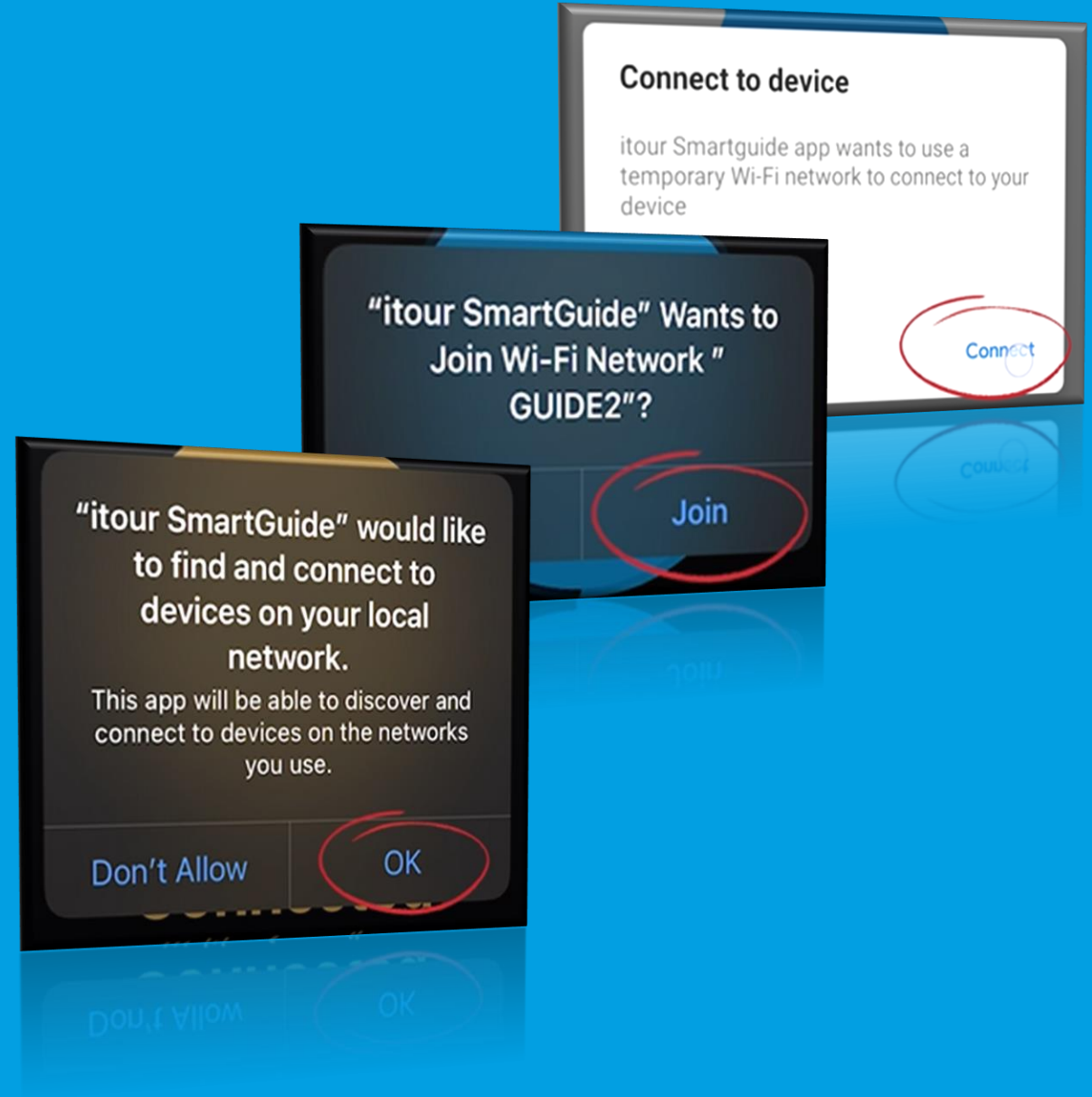
- To connect to your tour guide's transmitter, simply find and tap the number that your guide will tell you.



How to use the app

4

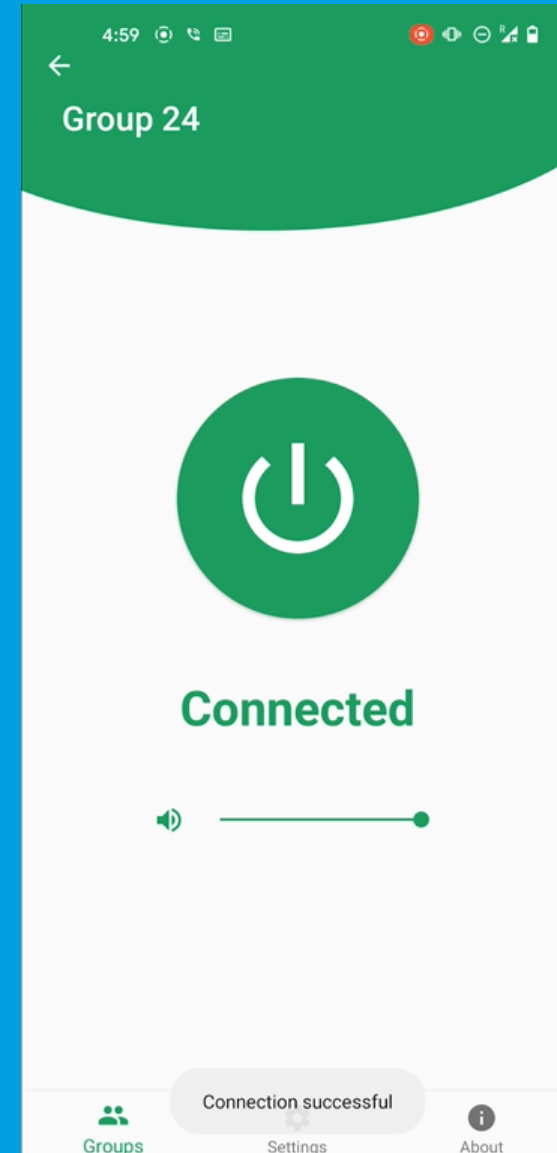
- Depending on your operating system and phone settings you may have to confirm various permission requests from the app.



How to use the app

5

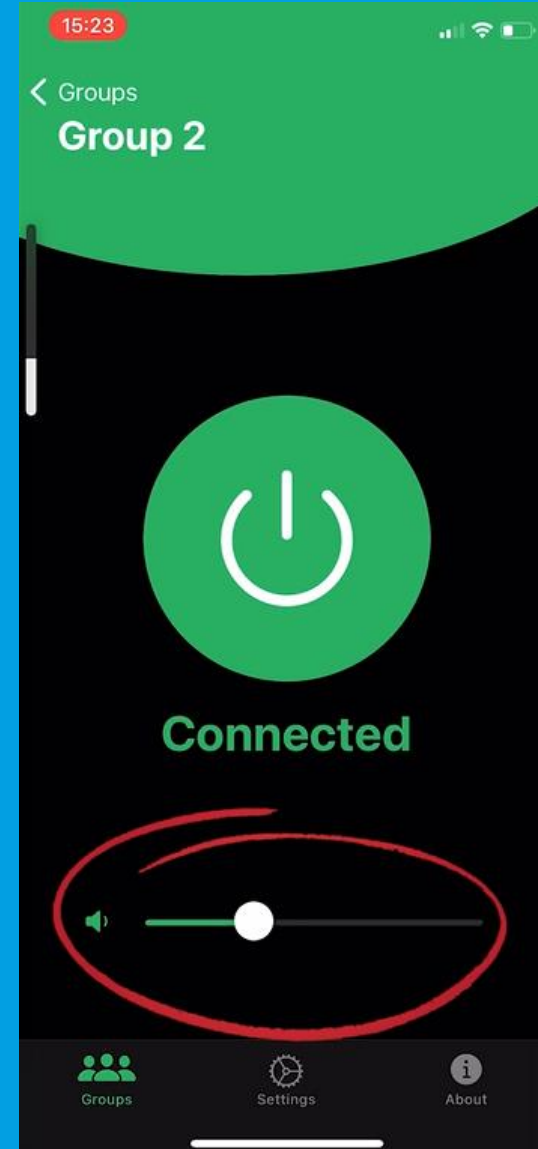
- If the connection was successful, you will see a green screen, and you are good to listen.



How to use the app

6

- With the slider, you can adjust the volume during the tour



How to use the app

7

- If your guide has muted the transmitter, you will not receive an audio signal and will see an orange screen instead of the green one.



How to use the app

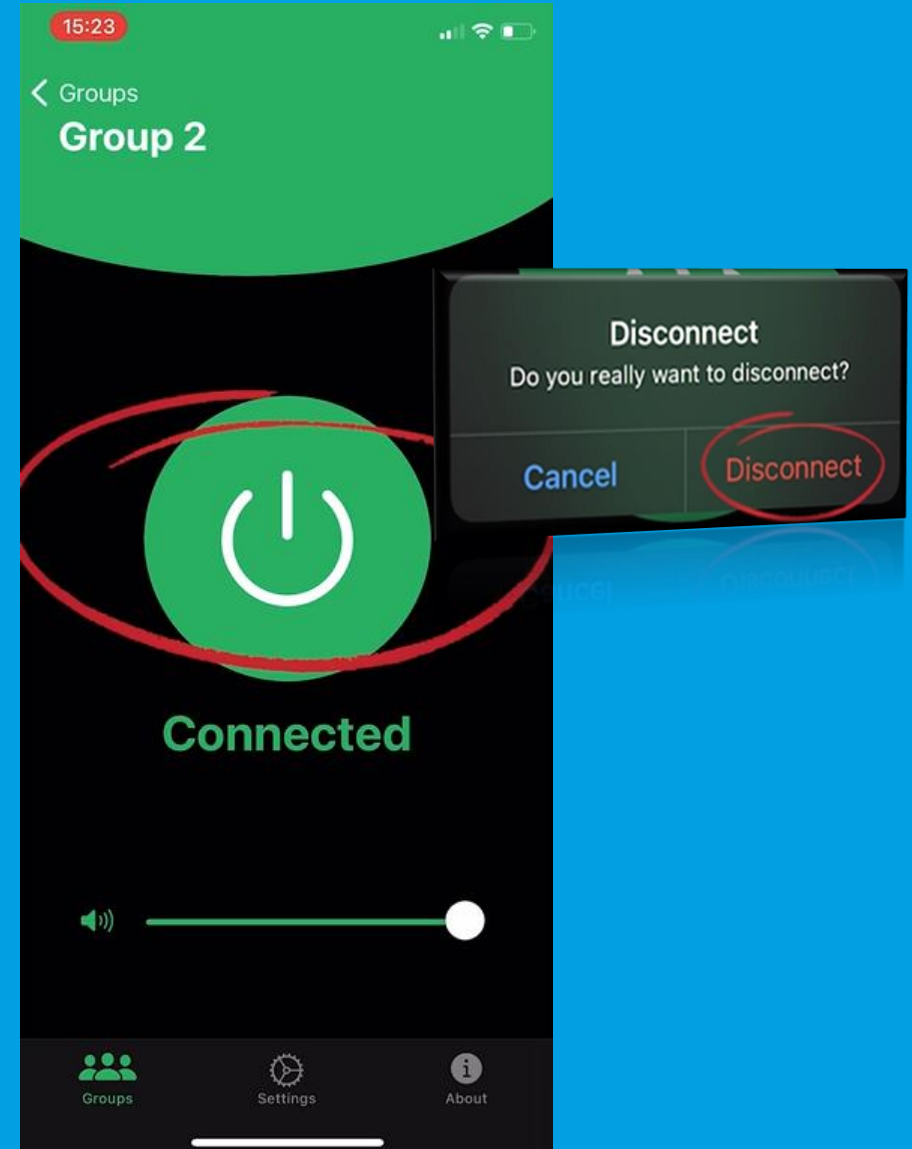
8

- To disconnect from the transmitter after the tour, tap the green button in the middle of your screen and confirm that you, indeed, want to disconnect.
- You will be returned to the number field and can exit the app or reconnect to a transmitter.



[Watch the video \(android\)](#)

[Watch the video \(iOS\)](#)



Troubleshooting for the guide



Mute
button



Power
switch



Switch off
mobile data



Activate GPS
(location
services)

In case no one can connect to the transmitter:

- Unmute the SmartBox (the button must not be lit)
- Restart the SmartBox with the power switch (wait approx. 1 min.)

In case most, but not all smartphones do not connect:

- Activate Location on the smartphone (GPS)
- Switch off mobile data on the smartphone
- Disable VPN connections on the smartphone
- Exit and restart the app
- Restart the smartphone

Troubleshooting for your guests



Switch off
mobile data



Activate GPS
(location
services)



Restart
App or
Smartphone

If connection problems occur:

- Activate location services (GPS)
- Switch off mobile data
- Deactivate all active VPN connections
- If the connection is still not working:
 1. Quit connection and reconnect
 2. Quit and restart app
 3. Restart phone

Supported phones

- iPhone 5s or later
- Android 6 smartphones or higher