









Local Guide Manual

SmartGuide

How to use the transmitter and mobile application

Why SmartGuide?

The SmartGuide offers you the following advantages:

-  Sustainable approach: Bring your own device
-  No transport, cleaning or recharging of equipment (and no disinfection necessary!)
-  No cellular network connection (mobile data) needed. No extra costs for the guests!
-  Easy to use for the guests
-  Compatible with almost all common smartphones
-  Transmission with low & dynamic latency
-  Multilingual Content Tours possible
-  Pay per Use & Online Clearing

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.

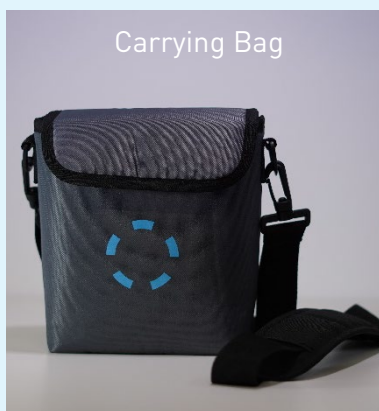
Microphone



Charger



Carrying Bag



Transmitter ["SmartBox"]



SmartBox Handling

Before using the transmitter

For safety reasons always carry the transmitter in its own bag, separate from other items.

Avoid prolonged direct exposure to sunlight.

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

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.



How to use the transmitter

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.

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



Additional information

Inform guests in advance about App download

- When booking the tour, please advise guests to download the app in advance, preferably at home, to avoid long waiting times at the beginning of the tour.
- Tell guests to keep their smartphones fully charged and bring their own headphones.

Check your equipment before starting a tour

- Ensure that the SmartBox is charged and check the battery level before starting a tour.
- Test the Smartbox together with the microphone and the GetYourStream App to make sure everything works.

Plan time for the tour start

- Plan a few minutes at the beginning of each tour so that all guests, who have not done so in advance, can download the app.
- Check if all guests are connected to the SmartBox and help if necessary.

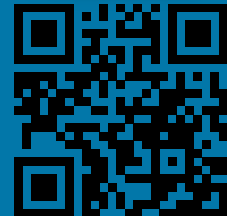
Keep your group together

- The transmission range of the SmartBox is about 60 to 80 meters. The best reception is when the group is kept together, especially when going down narrow streets or around corners.

How to find and install the mobile applications

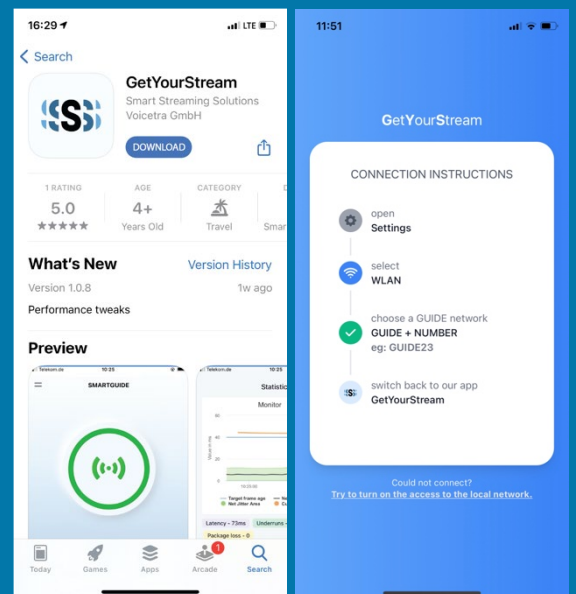
How to find and install the mobile application

- 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 "GetYourStream"
- Be sure to write the name of the app together.



How to find and install the mobile application

- Download the GetYourStream App in the Google Play Store or App Store
- Open the GeytYourStream App and follow the connection instructions

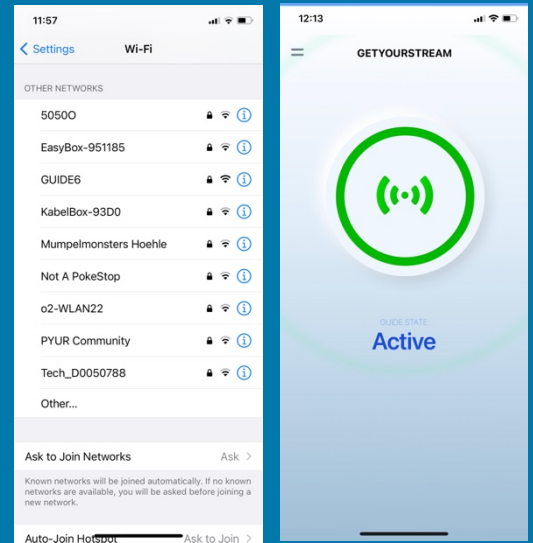


iOS – iPhone

- Open Settings
- Select Wifi
- Choose a GUIDE network which is always GUIDE + a number. The number can be found on the front side of the box.

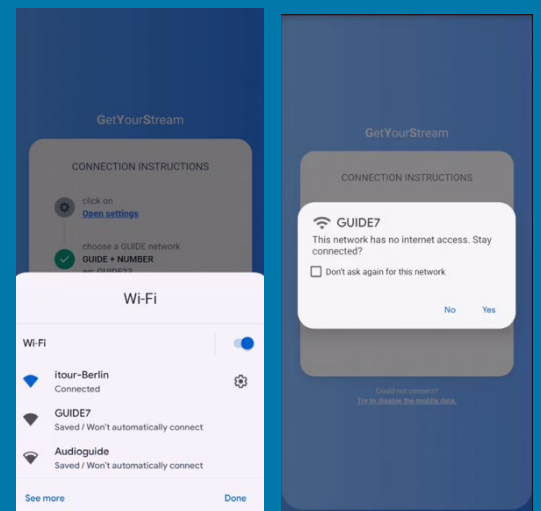
To avoid incorrect connection, we kindly ask you to communicate to your guests to connect to e.g. "GUIDE6", not Channel 6.

- Switch back to the GetYourStream app.
- Now the Audio Streaming should work.
- If you have connection problems, please follow the trouble shooting instructions.



Android

- Click the "Open settings" button.
- Choose the GUIDE Channel of your Tour Guide.
- Switch back to the GetYourStream app.
- Stay with Wifi without Internet.
- Now the Audio Streaming should work.
- If you have connection problems, please follow the trouble shooting instructions.
- When you have finished the tour, you can close the app



Troubleshooting

In case no one can connect to the transmitter:

- Un-mute the transmitter (silver button with LED function)
- Re-start the transmitter (switch off and on again) approx. 40 sec.



In case some guest smartphones cannot connect to the transmitter:

- Switch off mobile data on the phone
- Disable any VPN connections on the phone
- Quit, and re-start the app
- Restart phone
- Depending on your operating system and phone settings you may have to confirm various permission requests from the app.

