Thank you for choosing Imagineear's tried and tested MPti™ players.

Please familiarise yourself with this operations manual to get the optimum performance and longest life from these devices which are designed to give your visitors the best and most intuitive experience possible.

1 INTRODUCING OUR MPTI™ PLAYER

SLEEP

CHARGING PORT   ON / OFF

RESET

AUDIO JACK

LED

2 SITEINSTALLATI ON

2.1 Unpacking

Your MPti™ players will be supplied in moulded foam inserts for easy packaging and protection during transportation. Please keep the foam inserts for occasions when you need to send players back to us.

2.2 Charging your MPti™players

The first thing to do upon receipt of your MPti™ players is to charge them. Hold each player screen side up and with the

lanyard nearest to you and insert gently into a charging rack slot.
When charging, the front LED light will either be:

• Steady RED: indicates the battery ischarging

• Steady GREEN: indicates the battery is

fully charged If no light turns on, go to

for help on playerdocking.

3.1 HOW TO CHARGE THE MPTI™ DEVICES

Make sure the *charging rack* is connected to a power source and is switched on. Slowly push the MPti™ device into an empty slot in the charging rack, with the lanyard facing towards you. The USB port at the back of the device will click into place and a red LED light will appear. Once a player is fully charged, the LED light will turn green.

3.2 PLAYERPREPARATION

Take the MPti™ devices out of the charging rack. Press and hold the *ON* button on the top of the player for

2 seconds to turn it on. It will take about a minute to load, automatically display the *Tour homescreen* and then enter *sleep mode*.

Do not touch any icons on screen until the player has entered *sleep mode*, as this may inadvertently start the tour.

Stack the devices (in sleep mode) at the handout point and wait for visitors. Make sure there is a good stock, charged and ready to use, at all times during the day. Make sure all devices are used evenly.

3.3 START THETOUR

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ice and press the *ON* button. This will show the Tour homescreen. Select the relevant language to start the tour.

Present the lanyard to the visitor, instructing them to place it around their neck, and help them put their headset on if needed. Give the device to the visitor and direct them towards the tour entrance.

3.4 INTERFACE CONTROLS

Tap the screen when listening to content to bring up the *playback* controls.

The *volume* control is at the top. It is automatically set to 50% on the device. Drag the blue circle left and right to adjust to the desiredlevel.

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r rewind the content by dragging the

blue circle left or right at the bottom

of the screen.

You can *skip* content by pressing the

arrow in the bottom right hand corner of

the screen.

3.5   AFTER THE TOUR

Ensure that the visitors hand their devices back in before leaving.

[or site-specific instructions]

Choose one of the two below

Option 1:

If the battery level is above 50%, press the *SLEEP* button again and return the device to the handout point. It is ready to be used again.

If the battery level is below 50%, insert the device back into the charging rack and make sure it is charging correctly (see HOW TO CHARGE THE MPti™ DEVICES on the previous page).

INSERT
INVISIBLE

insert the device back into a charging rack and wait for the *green LED* light to appear before using it again.

If the returns point is far away from the charging rack, press the *SLEEP* button in the top right-hand corner of the screen.

3.6   ALARM

The alarm box is placed at the tour exit. If a device enters in range, a loud beeping noise will start on the device and the screen will flash a message instructing the visitor to return their device in 12 languages.

The alarm will sound until the device has been slotted into a charging rack.

END OF THE AUDIOGUIDE Please return your tablet to a staff member

EINDE VAN DE AUDIOTOUR Geef alstublieft de tablet aan een personeelslid

4 MPTI™ TROUBLESHOOTING

4.1 First steps

Make sure that you have followed the **Player preparation** section correctly as failing to let the device boot up properly will result in abnormal behaviour.

If that does not fix the fault, a reset of the device will clear most issues: hold the *ON/OFF* button for 15 seconds until

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the option to restart the device appears on screen. Tap on this option and let the device boot up as normal.

If the fault persists, conduct a *HARD* reset of the device: insert a paperclip into the *RESET* button, located on the top of the player just next to the *ON/OFF* button. You will feel a small click when the paperclip comes into contact with the button. Let the device boot up as normal.

IMPORTANT: *Repeated use of the HARD RESET button may damage the device. Never insert a paperclip for longer than one second as this may reset the player back to factory defaults.*

If these methods fail to solve the problem, please check the list of common faults on this page.

Please make sure to attach a description of any faults found on the device; this ensures that the engineer will know what is wrong with the device and find the quickest possible solution.

4.2 Device Appears Dead on Startup

Reset the device with a paperclip and start the player, observe if it boots up normally. If it is still not responsive, remove this device from circulation and set aside for repair. <u>Do not leave in a charging rack.</u>

4.3 Device does not boot up and the screen continuously displays the Android logo without starting up

The device requires a Firmware re-upload. Remove the device from circulation and set aside for repair.
<u>Do not leave it in a charging rack.</u>

4.4 Device not displaying

green LED after fullcharge

Take the device out and boot up as normal. Check the battery level by pressing the *SLEEP* button followed by the *ON/OFF* button. If the battery is above 60%, use as normal.

4.5 Device not displaying either green or red LED but works outside ofrack

Take the device out and boot up as normal. Check the battery level by pressing the *SLEEP* button followed by the *ON/OFF* button. If the battery is above 60%, use as normal.

4.6 Bluetooth share hasstopped

If this message appears on screen, hold the *ON/OFF* button until the player powers off. Restart the player as normal.

If the error reappears, repeat the procedure up to five times. If the problem persists, please set aside for repair.

4.7 Screen notresponsive

If the screen does not react to your touch, or if the screen has gone black but white circles appear where you touch the screen, perform a hard reset with a paperclip.

If the fault persists, please set aside for repair.

4.8 The screen is broken, double dotsappear under one finger or spurious dots appear across thescreen

The screen is faulty, please set aside for repair.

5 CHARGING RACKS TROUBLESHOOTING

Make sure the *ON/OFF* switch is turned on and the red light is on. If you encounter any problems please check the list of common faults below:

5.1 Player not connecting to USBconnection within the chargingslot

Try inserting the player several times; if this problem persists an engineer will need to adjust the height of the USB connector within the slot.

5.2 No charging LED on MPti™

player whilst in chargingrack.

Swap the player with one that is either displaying a red or green LED. If the new player displays an illuminated LED, the first player is faulty. Please set this device aside for repair. If no LED is displayed, the slot is faulty. An engineer will need to repair the faulty connector or player.

5.3 Charging Rack appears dead but players still charge and display red or green LED lights

The bulb on the charger's *ON/OFF* switch is faulty but the players will charge OK – no immediate action is required. Highlight the issue to an engineer.

5.4 Charging rack appears dead, no players arecharging

mains lead is working by swapping over for another lead.

If the mains lead is Ok, check the Charging rackfuse holder has not popped out. It is placed just below the ON/OFF button. To remove, twist anti-clockwise. To insert, push in and twist clockwise. If the fuse has blown, please contact us for a replacement or to arrange for an engineer to repair the charger.

5.5 Charging Rack is on, no playerscharging Turn the charging rack off. It will need to be checked and/or repaired by anengineer.

6 HEADSETTROUBLESHOOTING

6.1 No sound, or sound only in left or right ear Almost all sound issues are

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e. Swap out the cable and check again. If the fault persists, check the headset on a different MPti™ player. If they work on another player, the original player's jack socket is likely at fault. If they do not work then the headphones are faulty. Please set aside forrepair.

6.2 Crackles on soundoutput

Test Headset:

Insert headset into a working device. If the fault persists, please set the headset device aside for repair.

Test device:

Insert a working headset into the device. If the fault persists, please set the device aside for repair.

7 CHARGING RACKSET-UP

Each charging rack has ten slots and can charge up to ten MPti™ players (see Diagram A). They are fitted with an IEC socket on the left-hand side and an IEC plug on the right-hand side (see Diagrams B &C).

A set of charging racks can be connected in series (daisy-chained), with the mains power lead plugged into the IEC socket of the first charging rack (see Diagram D). The IEC plug of the first charging rack plugs into the socket of the following charging rack and so forth.
The racks are powered via an ON/OFF switch above the fuse holder on the front, bottom left-hand side, with the switch on. The switch light should glow red

with their backs against a solid wall to brace against possible movement when docking a player into a charging slot.

Charging racks will not overheat when linked together, placed on top of each other and placed against a wall.
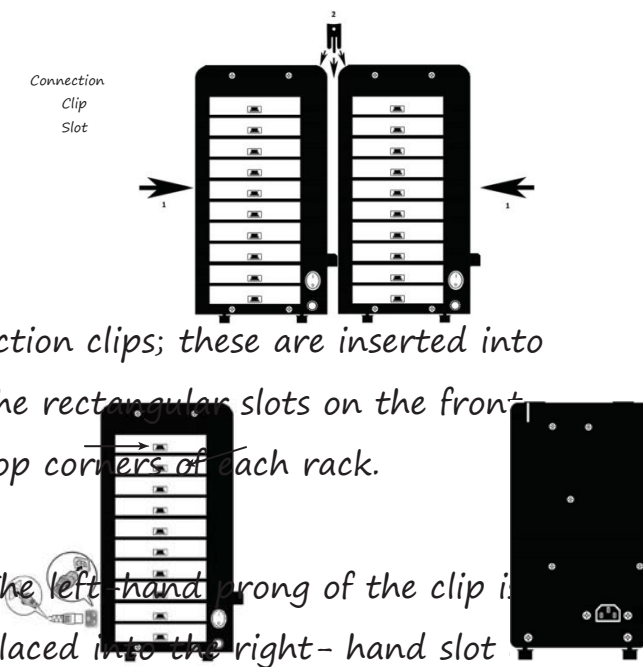
Connection
Clip
Slot

when the power is on.

To add stability, each charging rack is
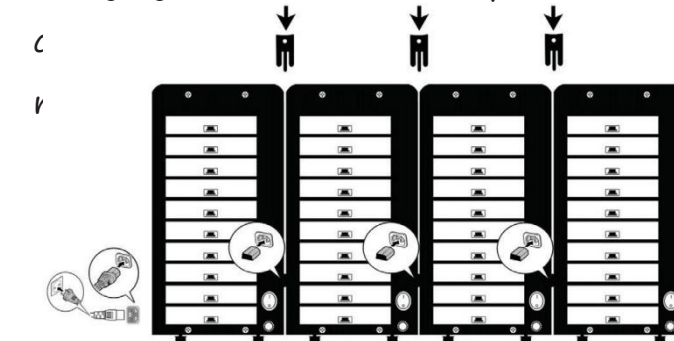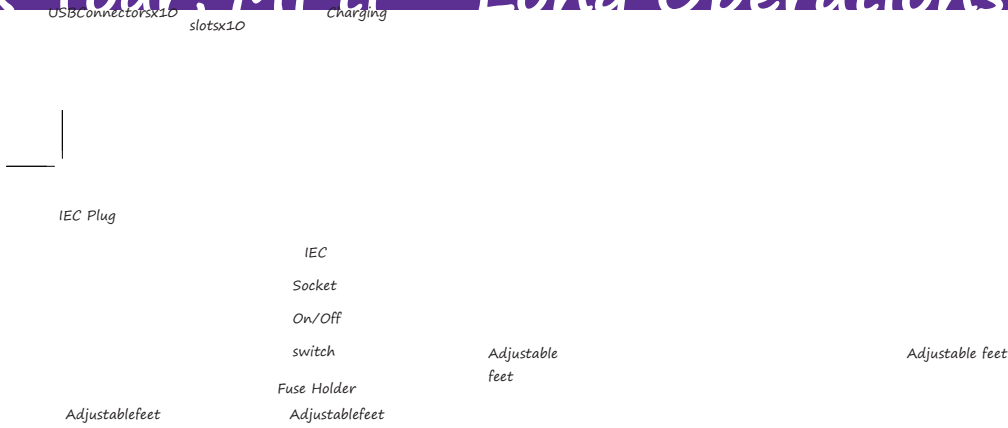
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Connection
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Slot

ection clips; these are inserted into the rectangular slots on the front, top corners of each rack.

The left-hand prong of the clip is placed into the right- hand slot

the first rack, and the right-hand prong is placed in the left-hand slot of the adjacent charging rack, with the middle prong acting as a spacer between this first rack and the adjacent charging rack. Some clips may require some pressure to push the prongs into the connection clip slots.

We recommend that the charging racks be placed

USBConnectorsx10   slotsx10   Charging

IEC Plug

IEC
Socket
On/Off
switch   Adjustable   Adjustable feet
                                feet
                Fuse Holder
Adjustablefeet   Adjustablefeet

Fitting the racks into your space

The charging racks are modular and can be arranged in many ways to suit the space you have. Whether you opt for a fitted or mobile solution, an Imagineear tech- nician will advise on how to best set up the space.

Charging rack trolleys

Imagineear has created its own custom charging rack trolley as a solution for sites with limited space and/ or those requiring more flexible distribution points. A solid frame encases 12 charging racks, with a handle on each side to help move it around, and wheel locks to secure them in place.

When stationary, the trolleys require 2 power sockets to charge the devices in all charging racks. Make sure to connect the trolley to power overnight to ensure the devices are ready to be used the next day.

8 POWERMANAGEMENT

8.1 Chargingovernight

The devices require up to 6 hours to charge completely from flat. The best time to do this is overnight, and we recommend you ensure that power supply is available to the racks once the site is closed.

8.2 Device rotation for optimal battery usage

To optimise long-term battery life, we strongly recommend that the players be chargedand used equally. In the event of seasonally low visitor attendance, this usage may become unbalanced if certain players are overworked, and others left

relatively untouched. This can contribute to a quicker battery deterioration on heavily used players. To avoid this, we suggest players are handed out on a rotation scheme, ensuring all players receive similar active time.

8.3 Battery life

In normal circumstances a battery will last 750 to 1000 charge cycles before starting to deteriorate. At this point we recommend changing the battery. You can check the number of charge cycles when exiting a tour, shown on the battery counter (see Figure 5, right).

8.4 Periods ofnon-use

In cases where the MPti™ will be out of active use for a week or more, switch off the devices completelyand turn the charging racksoff.

Switch off the devices by holding down on the ON/ OFF switch for 10 seconds and selecting "Power off" when that option appears on your screen. Charging racks can be turned off at the mains socket, or by using the ON/OFF switch on the front of the rack.

Image to be place of Trolley here

9 HEADSETS

9.1 Set up

The headsets arrive with a separate cable. The larger 3.5mm audio jack fits into the Imagineear device. The smaller audio jack fits into the socket on the left-hand earphone.

9.2 How towear

You have been supplied with 'behind-the-head' headsets. The connection bridge between earphones goes behind the visitor's head, rather than over it. Best practice is to hand the headsets to the visitor and help them to put them on.
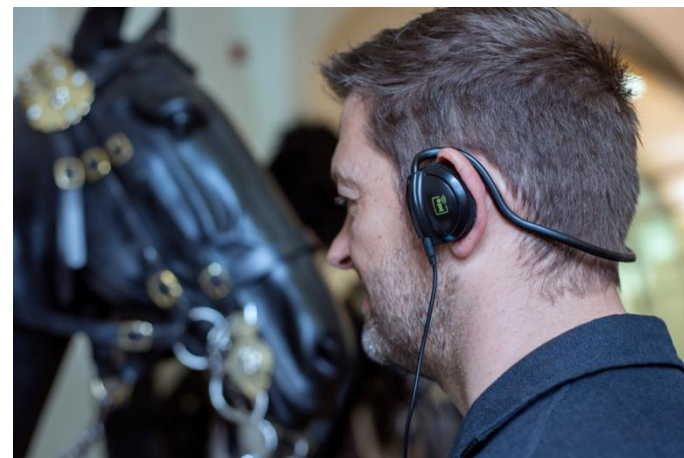
9.3 How tostore

We recommend that headphones are stored on rails, as this allows for easy distribution and prevents the headphone cables from getting tangled.

rail will hold approx. 60 headphones

9.4 We have twooptions:

Double Adjustable Clothes Rail

Dimensions: height: 101 – 168cm,width: 89cm

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Available here:http://bit.ly/2o43DH4

Rail Frame, 1m tall

Can hold up to 20 headsets. Storage

boxes fit neatly underneath. You can

add up to four additional rails to one

rail frame for a maximum capacity of

100 headsets.

Available here: bit.ly/2niflzAandbit.ly/2nw9vLw

The Imagineear headsets are placed

behind the ear. The cable is detachable;

the smaller jack inserts into the headset,

and the larger jack inserts into the

MPti™ player.

Headse   Devic

10 SITE TRANSPORTATION SOLUTIONS

10.1   Site transportation solutions

It is important the players are kept safe and secure and any risk of damage is minimised. Ifthe returns point is different to the distribution desk,we recommend using one of the solutions outlined below. Please use the foam inserts we provided on delivery or during the site installation. Place inside the boxes to safely move or store the MPti™devices.

10.2 Portable boxes

These portable storage box options are ideal for short distances where devices

10.3 Modular trolley

The modular trolley is a great solution for moving large amounts of devices long distances. The Euro Containers Solid Box is slightly larger than the ones previously seen and can be easily stacked on top of a set of wheels.

[Image from site]

can be safely carried.

Ikea Samla Box

Dimensions: 39x28x14cm.

It fits 20 MPti™ players or 20 headphones. Available at:bit.ly/2ni8VjV

Ikea Kuggis Box

Dimensions: 37x54x21cm.

It fits 20 MPti™ players packed in their original foam inserts or 40headphones.
Available at: bit.ly/2ni3a5V

Euro Containers Solid Box

Dimensions: 60 x 40 x 27cm

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ir foam inserts (4x9), or 60 headsets.

These can be stacked and placed on a trolley base (see below).
Available here: http://bit.ly/2ECHWZg

Euro Containers Solid Box Trolley Base

Dimensions: 62 x 42 x 10

A modular option, you can stack up to four boxes on the trolley base for transportation. Its maximum load is 250 kg.
Available here:http://bit.ly/2ssugLg

10.4 Other transportsolutions

We have a great deal of experience in helping our clients solve their distribution and collection logistics challenges. If you have a particular storage or transportation problem that has not been addressed above, please contact us for further assistance at support@imagineear.com.

here:

11 HYGIENE/COSMETICCARE

11.1 MPti™

To promote hygienic use of the MP
we recommend wiping down the screen
with an e-cloth and water,
or Bioguard 240A Alcohol Hard
Surface Wipes. We recommend that this
be adopted as part of the daily routine.
Any other type of cleanin
might damage the device.

E-cloths available here:
http://bit.ly/2GL0i8W

Bioguard alcohol hard
surface wipes available

11.2 Headsets

The headset earmuffs can be taken off and washed, and depending onrotation
– we recommend doing this once a week. Wipe down the headphone frame using
Bioguard 240A Alcohol Hard Surface Wipes when doing so.

12 TOUR UPDATES AND DATAMONITORING

DATAMONITORING

From time to time you may need to update your tour content, perhaps due to a refurbishment, a change of exhibits or the addition of a new tour or language translation, for example. How the new content is uploaded onto the players will depend onyour agreement with Imagineear but will usually happen in one of two ways:

12.1   Site visit

An Imagineear technician will come on-site and manually update all players with a specialised computer. This will also capture any data stored on the devices.

12.2   Viawifi

When all the devices are stored in the charging racks overnight and the

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tched on, any tour updates will
automatically be uploaded to the
players remotely from Imagineear's
servers. The players will be ready to
hand out to visitors with the new
content the next day.

At the same time, any data stored on the
players can be downloaded and sent to
Imagineear for analysis, such as the total
amount of visitors, tour languages chosen,
tour length and feedback entered on the
device.

13 LOGBOOK

We suggest you keep a logbook where staff handing out players can leave comments, tips andquestions. This can aid internal communication and more efficient management of the player stock. It can also be used to record faults or equipment needing repair as well as any other feedback to share with Imagineear.

14 SHIPPING

There will be occasions when MPti™ players need to be returned to Imagineear.

To transport the MPti™ devices, re-insert them into the original foam packaging that they came in (see 2.1 Unpacking). Double-check that the devices are switched off. To switch devices off, keep the ON/OFF button pressed until you get the option to "power off" or "reboot", and press "power off".

NB: In compliance with international fire safety regulations, it is illegal to (air) transport a device in active or sleep mode.

15 SAFETY CERTIFICATES

MPti™
FCC Article 15, Class B
(Federal CommunicationsCommission)

CE (ConformitéEuropéene)

WEEE (Waste of Electrical and Electronic Equipment)

Charging racks
FCC Article 15, Class A (Federal C ommunicationsCommission)

CE (ConformitéEuropéene)

WEEE (Waste of Electrical and Electronic Equipment)

RoHS (Restriction of HazardousSubstances)

Headphones
WEEE (Waste of Electrical and Electronic Equipment)

CE (Conformité Européene)

Site-specific

Safety is of paramount importance to Imagineear, and we conduct site-specific risk assessments when required. If you would like to request one,please get in touch atsupport@imagineear.com.

16   SUPPORT

If you have any questions that are not covered in this manual, please contact Imagineear:

RoHS RoHS (Restriction of HazardousSubstances)

FCC Caution：

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.