

# MPI™ User Guide



## HOW TO CHARGE THE MPI™ DEVICES

Make sure the *charging rack* is connected to a power source and is switched on. Slowly push the MPI™ 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.

## PLAYER PREPARATION

Take the MPI™ 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.

## START THE TOUR

Pick up an MPI™ device and press the **ON** button. This will show the Tour homescreen. Select the relevant language to start the tour, then select the tour - Standard or Hightlights. If in English then there is an additional Family tour.

If you need to change languages, you exit from the Welcome screen. Tap the top right corner followed by the top left corner as seen in the image to the right.

Present the *lanyard* to the visitor, instructing them to place it around their neck. Inform the visitors that they can use their own headset if desired. Give the device to the visitor and direct them towards the start of the tour.

## 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. Use the slider at the top of the screen to adjust the volume.

You can *fast-forward* or *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.



## AFTER THE TOUR: ADULT

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

To exit the tour scroll down the list to Farewell: Stop 27 and tap to play. Skip to end of the stop using the arrow, then skip to end of Melissa and Michael's video interview. Select the End Tour, "Thank you for your visit screen".

To exit from the Farewell screen, tap the top right corner of the screen followed by the top left corner as seen in the image to the left.

Exiting the tour will return the device to the *Tour homescreen*.

Tap the sleep button followed by the on button to display the battery percentage.

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.

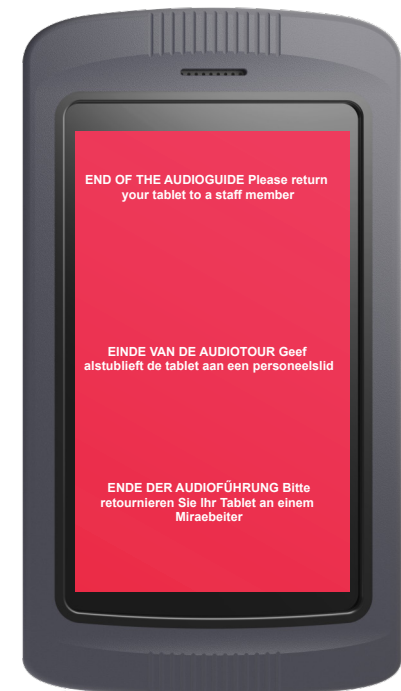
If the battery level is below 50%, insert the device back into the charging rack and make sure it is charging correctly (see **HOW TO CHARGE THE MPI™ DEVICES** on the previous page).



## ALARM

The alarm box is placed at the tour exit. If a device goes beyond the end of the tour route, 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. or manually switched off.



## MPI DEVICE

### 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 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 below.

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***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.***

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### 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. **Do not leave in a charging rack.**

### 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. **Do not leave it in a charging rack.**

### Device not displaying green LED after full charge

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.

### Device not displaying either green or red LED but works outside of rack

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.

### Bluetooth share has stopped

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.

### Screen not responsive

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.

### The screen is broken, double dots appear under one finger or spurious dots appear across the screen

The screen is faulty, please set aside for repair.

## CHARGING RACKS

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:

### **Player not connecting to USB connection within the charging slot**

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.

### **No charging LED on MPI™ player whilst in charging rack.**

This can be caused either by a faulty USB connector within a slot or by a faulty LED on the MPI™ device.

To confirm that the fault is confined to the charging slot or the player; swap the player with one that is either displaying a red or green LED. If this player displays an illuminated LED, in the slot, the first player is faulty. If no LED is displayed, the slot is faulty. An engineer will need to repair the faulty connector or player.

### **Charging Rack appears dead but players still charge and have a red or green LED's illuminated**

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

### **Charging rack appears dead, no players are charging**

If possible, check the mains lead is working either by swapping over for another lead.

If the mains lead is Ok, check the Charging rack fuse 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.

### **Charging Rack is on, no players charging**

Turn the charging rack off. It will need to be checked and/or repaired by an engineer.

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