

Information sheet

Products that are removed from the range

English

Which products will be removed from the range?	What do they look like?		What are their features?	As of when will they no longer be available?	What will change for me?	What action do I have to take?
Dockingstation V1			This concerns the older Dockingstations with a serial number <DS 5000 which has to be connected with a USB cable and separate power adapter. Unlike the new Dockingstation V2. The appearance of the new Dockingstation V2 has remained the same		These will no longer be supplied. In case you have a repair or would like to order any extra Dockingstation(s) for a temporary exhibition you will receive our newest hardware; a Dockingstation V2 (including an adapter to match with an existing setup if necessary) Keep in mind that you then have 2 different types of Dockingstations at your location	The setup with the Dockingstation V1 can still be used. There is no need to covert your setup (eg. when build in a furniture). In the long term we will switch customers gradually over to the Dockingstation V2 when they would like to (for instance when they renew their contract or if the current setup is causing a lot of problems on site)
Synconsole	NUC 	Fujitsu 	2 Types, NUC and Fujitsu (the MiniX is no longer being supplied)		These will no longer be supplied, only if you have a repair or would like to order an extra Synconsole for a temporary exhibition.	The setup with a Synconsole can still be used. There is no need to covert your setup (eg. when build in a furniture). In the long term we will switch customers gradually over to the Syncbox when they would like to. Customers which have many issues with their current Synconsole can possibly be transferred to the Syncbox sooner. But because all the Podcatchers on site will have to resync the content, we will need to plan this together.
Cabinetblock V1	Front view 	Back view 	This concerns a setup with the old Dockingstations (with a serial number < DS 5000) and which contains a 10 port Hub and an extention cord inside the cabinet		These will no longer be supplied, only if you have a repair or would like to order an extra Cabinetblock for a temporary exhibition.	The setup with the Cabinetblock V1 can still be used. There is no need to covert your setup (eg. when build in a furniture). In the long term we will switch customers gradually over to the Cabinetblock V2 (with Dockingstation V2 and combined with a Syncbox)
IDentifier V1 WP			These are the casted (throw away) IDentifiers	January 1st 2021	These will no longer be supplied. When a repair does come in, we will have to send you our new IDentifier V3 - Bluetooth in replace. This will be send out with a Guide ID frontlabels, or you can order custom labels if you like.	If you have these on site, you have been contacted by our Business managers. If you would like, you can transfer your old IDentifier V1 - Wp to our new IDentifier V3 - Bluetooth free of costs, only custom labels and shipping costs will be invoiced.
IDentifier V2	Front view 		These are the small IDentifiers with no screws in the frontlid	January 1st 2021	These will no longer be supplied. When a repair does come in, we will have to send you our new IDentifier V3 - Bluetooth in replace. This will be send out with a Guide ID frontlabel, or you can order custom labels if you like.	If you like, you can transfer your old IDentifier V2 to our new IDentifier V3 - Bluetooth against payment (10 euro per IDentifier incl. a new IDentifier frontlabel) and shipping costs. If you do not want to switch over yet (for instance because they have been build in in your furniture or exhibition) you need to keep in mind that you will receive the IDentifier V3 - Bluetooth as replacements for repairs and therefore might have 2 versions on location. This also means you need to order V3 labels
Interactive IDentifier V2	Front view 	Back view 	Interactive IDentifier with V2 casing	January 1st 2021	These will no longer be supplied. When a repair does come in, we will have to send you our Interactive IDentifier V3 - as a replacement. This will be send out with a Guide ID frontlabel, or you can order custom labels if you like. Please do send the old one(s) back to Guide ID	If you have these on site, you have been contacted by our Business managers. If you would like, you can transfer your old Interactive IDentifier V2 to our Interactive IDentifier V3 free of costs, only custom labels and shipping costs will be invoiced. If you do not want to switch over yet (for instance because they have been build in in your furniture or exhibition) you need to keep in mind that you will receive the Interactive IDentifier V3 as replacements for repairs and therefore might have 2 versions on location. This also means you need to order V3 labels
AVsync IDentifier V2	Front view 	Back view 	AV sync IDentifier with V2 IDentifier casing (Note; The AV syncbox remains the same, only the trigger part will go)	January 1st 2021	These will no longer be supplied. When a repair does come in, we will have to send you our AVsync IDentifier V3 - as a replacement. This will be send out with a Guide ID frontlabel, or you can order custom labels if you like. Please do send the old one(s) back to Guide ID	If you have these on site, you have been contacted by our Business managers. If you would like, you can transfer your old AVsync IDentifier V2 to our AVsync IDentifier V3 free of costs, only custom labels and shipping costs will be invoiced. If you do not want to switch over yet (for instance because they have been build in in your furniture or exhibition) you need to keep in mind that you will receive the AVsync IDentifier V3 as replacements for repairs and therefore might have 2 versions on location. This also means you need to order V3 labels
IDentifier V3 + V3 WP	IDentifier V3 	IDentifier V3-WP 	The current IDentifiers (with mounting ears) that only emit an infrared signal. (Note: The new IDentifier V3-Bluetooth looks the same and can transmit BT signal in addition to IR signal. This new IDentifier has a different serial number starting with EF-FF-A-... and has a Bluetooth mark on serial number sticker on the back		These will no longer be supplied. When a repair does come in, we will have to send you our new IDentifier V3 - Bluetooth in replace.	This variant is being replaced by the IDentifier V3 - Bluetooth. If you like, you can transfer your old IDentifiers V3 to our new IDentifier V3 - Bluetooth against payment (10 euro per IDentifier incl. a new IDentifier frontlabel) and shipping costs. If you do not want to switch over (for instance because they have been build in in your furniture or exhibition) you need to keep in mind that you will receive the IDentifier V3 - Bluetooth as replacements for repairs and for temorary exhibitions, and therefore might have 2 versions on location.
MapMyVisit Email console			This concerns the console with which a Podcatcher can be registered by the visitor in order to receive the tour digitally	January 1st 2021	These are no longer supplied, only if you have a repair or want to order an extra email console for a temporary exhibition.	The setup with the email console can still be used. There is no need to change your existing setup (eg. when built in a furniture).
Frontlabel Podcatcher - White				October 1st 2020	These will no longer be supplied. When a repair does come in, we will try to re-use this label for you. Otherwise we will replace it with a Guide ID branded frontlabel	This variant is being replaced with our new branded label. If you would like to keep these white labels we can order them for you as a custom label
Frontlabel IDentifier - White				October 1st 2020	These will no longer be supplied. When a repair does come in, we will try to re-use this label for you. Otherwise we will replace it with a Guide ID branded frontlabel	This variant is being replaced with our new branded label. If you would like to keep these white labels we can order them for you as a custom label