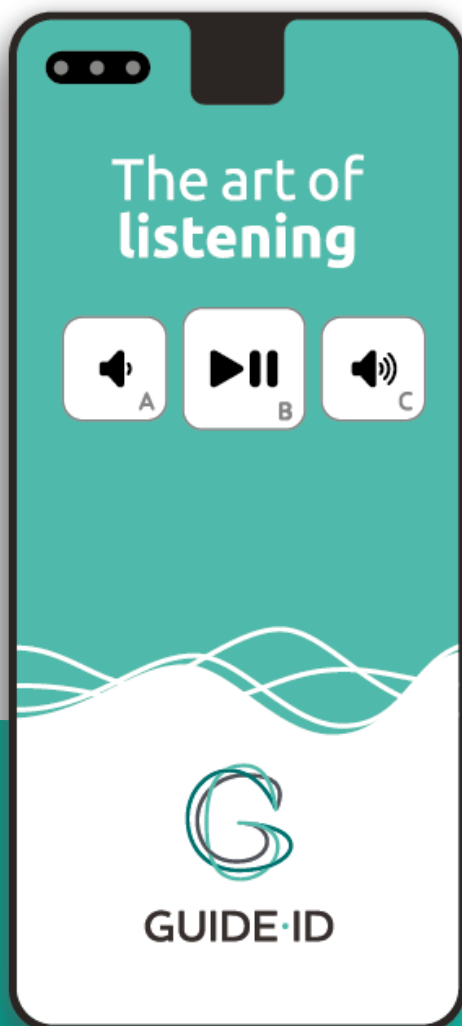




**GUIDE·ID**  
the art of listening



# User manual

World's easiest audio guide

# How can I prevent Podcatchers from going into an error state?

Podcatcher we receive for repairs often don't include a description of what's wrong with them, and sometimes returned players seem to work just fine.

We always check the Podcatchers for any errors or damage. This takes time.

In order to save time, we kindly ask you read this manual and check the following;

- Is the Synconsole/Synibox online?
- The number of Dockingstations: are they all connected and online?
- The 'Synhistory', are there errors displayed in the overview?

If the Podcatcher has been physically damaged, has a distorted sound or makes a rattling sound when shaken, it needs to be replaced. Hardware defects can't be solved by syncing the player.

To make optimal use of our hardware and prevent your Podcatchers from going into an error state it's important to:







- **Place a Podcatcher back into the Dockingstation when returned after use, so it can charge again**
- **Firmly push the Podcatcher into a slot when placing it back into the Dockingstation**
- **Place all Podcatchers back into the Dockingstations at the end of the day, so they can charge and sync overnight**
- **Always sync new Podcatchers, because they do not hold the content yet. (Also the ones you receive after being lost or repaired).**
- **You can try syncing a Podcatcher with an error in a different slot to check if the problem doesn't lie in the Dockingstation slot**
- **Make sure the Synconsole or Synibox is up, running and connected to a power connection and wired internet connection 24/7.**

# Podcatcher LED Status | Specs sheet

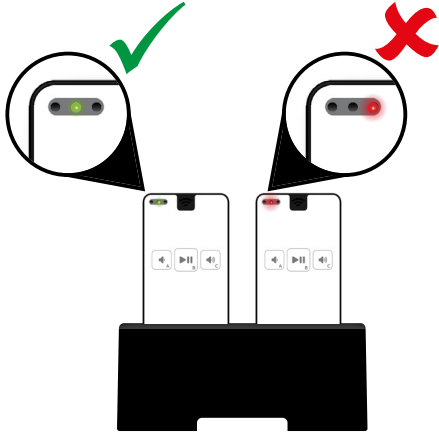
## Podcatcher Sync Errors

In general, if the Podcatcher's green (middle) LED is blinking or lighting up continuously, that means it's good to go. If the yellow (left) LED is blinking, the Podcatcher should be put in a Docking

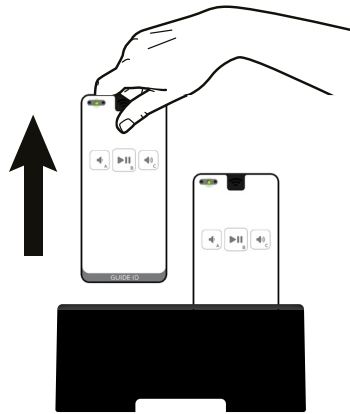
station and be synchronized. If the red (right) LED is blinking or lighting up continuously, something is wrong and the Podcatcher can't be used; if a synchronization doesn't fix it, you can send it for repairs.

Podcatcher in Dock		
LED's (Yellow, Green, Red)	Details	Action
 <p>1. Green LED ON</p>	<p>The Podcatcher is ready to use. Activate a tour or a language.</p>	<p>The Podcatcher is charged, synchronised, and ready to use.</p>
 <p>2. Yellow LED Flashing / Green LED ON</p>	<p>The Podcatcher is ready to use, but has not been synced for 24 hours. This means that it might not contain the latest updates or content.</p>	<p>The Podcatcher is ready to use.</p>
 <p>3. Green LED Flashing</p>	<p>The Podcatcher has been returned after a tour, but has not been pushed down into the Dock properly.</p>	<p>Push the Podcatcher further in the Dock.</p>
 <p>4. Yellow LED Flashing</p>	<p>The Podcatcher is synchronising or needs to be synchronised.</p>	<p>Leave the Podcatcher in the Dock, otherwise the synchronization will be disrupted.</p>
 <p>5. No LEDs ON</p>	<p>The Podcatcher was not placed correctly into the Dock and has no battery power. It needs to be charged again. If large numbers of Podcatchers have this, please check the power supply to the Dock(s).</p>	<p>Push the Podcatcher further in the Dock. Is the LED still off after 24 hours of charging? Please contact Guide-ID.</p>
 <p>6. Red LED ON</p>	<p>The Podcatcher is not functioning and needs repairing.</p>	<p>Send the Podcatcher to Guide-ID for repair.</p>

**1** Find a Podcatcher whose green light is constantly lit.  
(If the yellow light is blinking you can still hand it out, but the last sync was more than 24 hours ago).



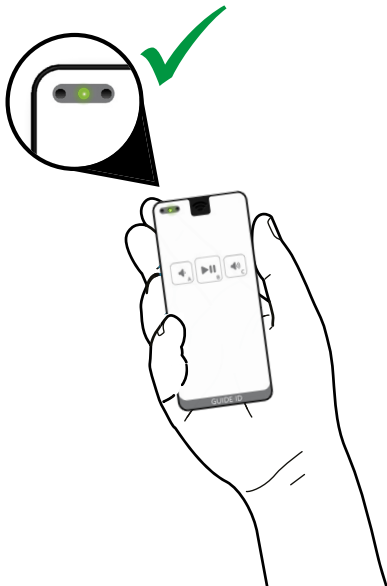
**2** Take the Podcatcher out of the Dockingstation



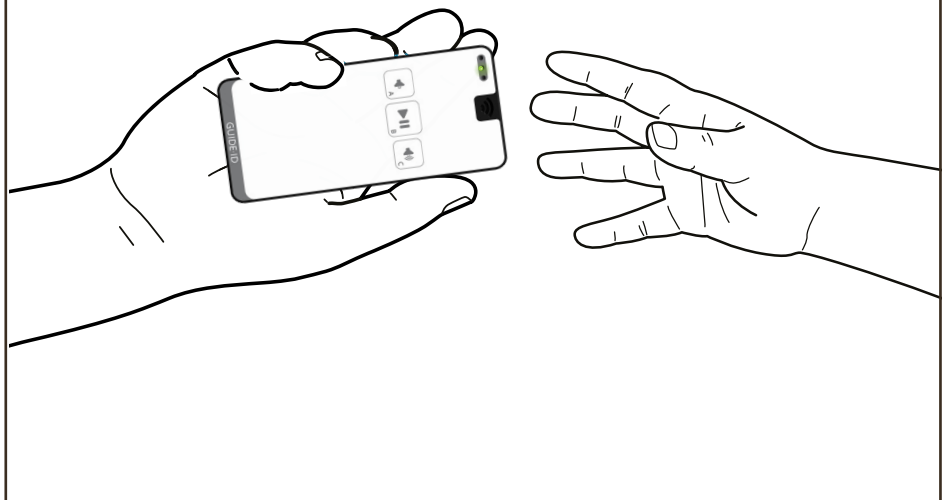
**3** Aim at the start IDentifier of the desired tour / language.

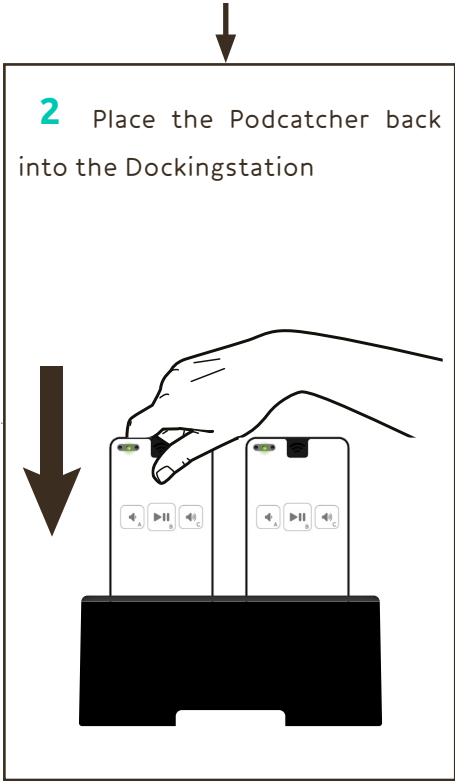
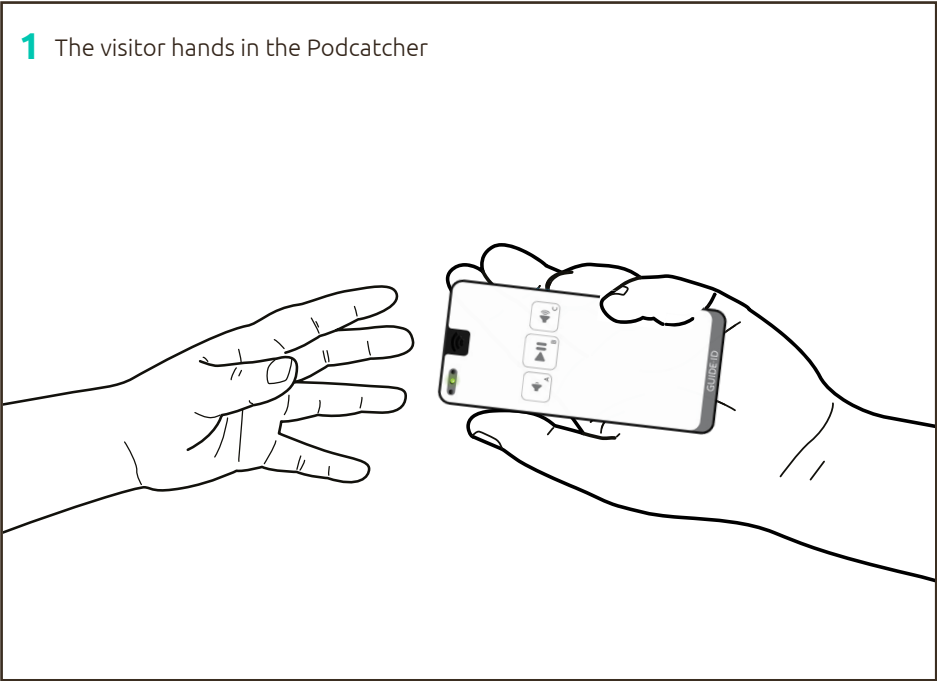


**4** The green light is on, the Podcatcher is ready for use.



**5** Hand the Podcatcher to the visitor.  
If necessary, refer to the IDentifier instruction.







## Information

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