GUIDE·ID
the art of listening

The art of
listening

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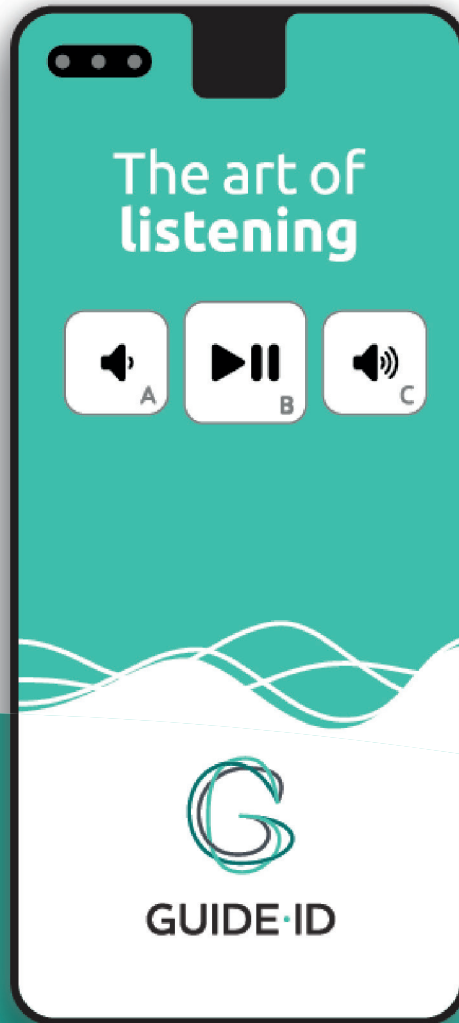**GUIDE·ID**

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. To give you a better understanding of the general meaning of the lights on the Podcatchers and the required action, we have made the Podcatcher LED Status sheet. Combining that and the Podcatcher LED Error sheet you can determine whether or not a Podcatcher (in an error state) needs to be sent for repairs.

Although we always replace our Podcatchers (which are in an error state or need to be repaired) free of charge, we would like to prevent you from unnecessarily spending money on shipping costs.

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 system 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 replacement Podcatchers (whether for missing or repaired players), because they do not hold the content yet**

- **You can try syncing a Podcatcher with an error in a different slot to make sure the problem doesn't lie in the Dockingstation slot**

- **Make sure the Sync Console or Syncbox is up, running and connected to a power connection and wired internet connection 24/7.**
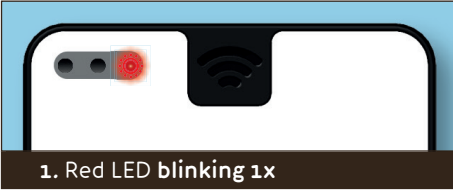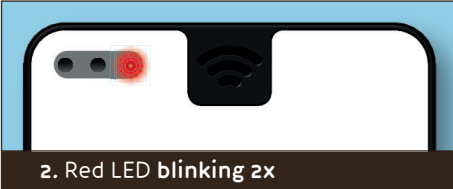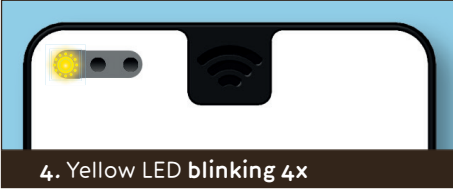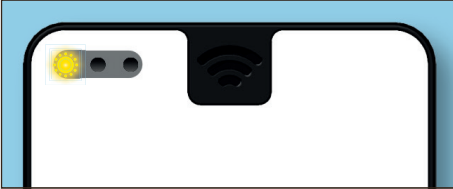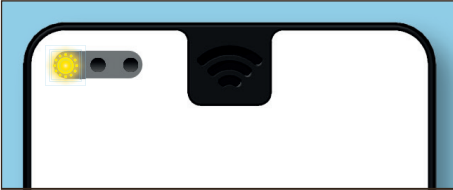
Podcatcher Sync Errors

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.

Error states (red LED blinking)

If a Podcatcher has its red (right) LED lighting up while it is docked, that means it has encountered an error. If you remove it from the Dock, it will blink rapidly a number of times, then pause for a bit, then blink the same number of times, pause, and so on. The amount of blinks in a 'series' is the error code number.

LED's (Yellow, Green, Red)	Code	Problem
1. Red LED **blinking 1x**	**Code 1:** **SD Initialization Failure**	The Podcatcher memory card could not be initialized properly. Start the synchronization again and check if the problem has been fixed. If the Podcatcher still shows the error code, it can be sent for repairs.
2. Red LED **blinking 2x**	**Code 2:** **MP3 Codec Failure**	The MP3 decoder within the Podcatcher is not functioning correctly. Start the synchronization again and check if the problem has been fixed. If the Podcatcher still shows the error code, it can be sent for repairs.

Not ready states (yellow LED blinking)
The Podcatcher's yellow (left) LED is blinking, that means it's not ready to use by a visitor. These errors can typically be resolved by a proper synchronization though, so no worries. Similar to the error codes, the yellow light will blink a couple of times, pause, and repeat for it to show the actual error code number.

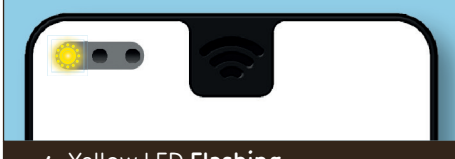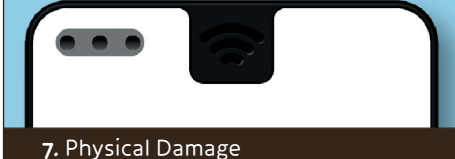|	Code	Problem
3. Yellow LED **blinking 3x**	**Code 3:** **Log file initialization not ready**	The part of the memory within the Podcatcher dedicated to storing log files is not functioning correctly. Start the synchronization again and check if the problem has been resolved. If the Podcatcher still indicates the warning code, it can be sent for repairs.
4. Yellow LED **blinking 4x**	**Code 4:** **Time not set**	The Podcatcher does not know what time it is and can therefore not be issued to visitors. Normally this error will solve itself when the Podcatcher is synchronized again.
5. Yellow LED **blinking 5x**	**Code 5:** **Sync incomplete**	The Podcatcher was unable to complete the last synchronization. Either it was taken out of the Docking station during the sync, the sync computer was shut down or rebooted in the middle of the sync, or something else happened to not have the synchronization finish properly. In most cases, the issue should be solved after a proper synchronization.
6. Yellow LED **blinking 6x**	**Code 6:** **Essential files missing**	The Podcatcher can't start because audio files are missing. This error will typically solve itself after a proper synchronization has been completed. If this is not the case, and more Podcatchers show this error code, try to 'unpublish' one or more Tours and then 'publish' them again. After publishing, starting another synchronization should solve the issue.

Podcatcher Light Status

The podcatcher has LED lights that indicate the status of the podcatcher. There are 3 color LEDs: Yellow, Green and Red.
Furthermore, the LEDs can either light up continuously or in certain patterns.

Podcatcher in Dock (Podcatcher out of Dock, see page 05)

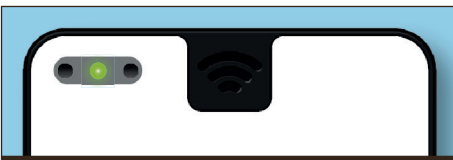| LED's (Yellow, Green, Red)	Details	Action
1. Green LED **ON**	The Podcatcher is ready to use. Activate a tour or a language.	...atcher is charged, synchronised, ...eady to use. Follow the steps on page **5.**
2. Yellow LED **Flashing** / Green LED **ON**	The Podcatcher is ready to use, but has not been synced for 24 hours. This means that it might not contain the latest updates or content.	Take the Podcatcher, it is ready to use. Activate a tour or a language.
3. Green LED **Flashing**	The Podcatcher has been returned after a tour, but has not been pushed down into the Dock properly.	Push the Podcatcher further in the Dock.
4. Yellow LED **Flashing**	The Podcatcher is synchronising or needs to be synchronised.	Leave the Podcatcher in the Dock.
5. No LEDs **ON** / No LEDs **Flashing**	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).	Push the Podcatcher further in the Dock.
6. Red LED **ON**	The Podcatcher is not functioning and needs repairing. Please contact your manager.	Send the Podcatcher to Guide ID for repair.
7. Physical Damage	If the Podcatcher has been physically damaged, for example the sound is distorted or the device makes a rattling sound when shaken, it needs to be returned. Please contact your manager.	Send the Podcatcher to Guide ID for repair.

Podcatcher Light Status

The Podcatcher has LED lights that indicate the status of the Podcatcher. There are 3 color LEDs: Yellow, Green and Red. Furthermore, the LEDs can either light up continuously or in certain patterns.
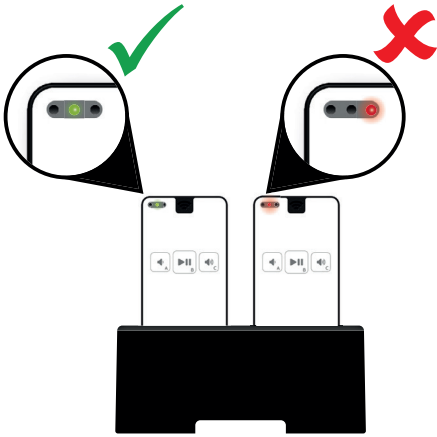
### Podcatcher out of Dock (Podcatcher in Dock, see page 04)

LED's (Yellow, Green, Red)	Details	Action
1. Green LED **ON**	A tour or langu... activated.	...use; Activate a tour or language.
2. Green LED **Flashing**	The tour or language is activated and the Podcatcher is ready for the visitor to use.	Ready to use; Hand the device to the visitor.
3. Yellow LED **Flashing**	The Podcatcher is showing an error.	Place the Podcatcher back into the Dock and wait 30 seconds. Follow the instructions on page 3
4. No LEDs **ON** / No LEDs **Flashing**	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).	Place the Podcatcher back into the Dock. Follow the instructions on page 4 nr. **5.**
5. Red LED **ON**	The Podcatcher is not functioning and needs repairing. Please contact your floor-manager.	Send the Podcatcher to Guide ID for repair.

Podcatcher | Distribution

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 then 24 hours ago).
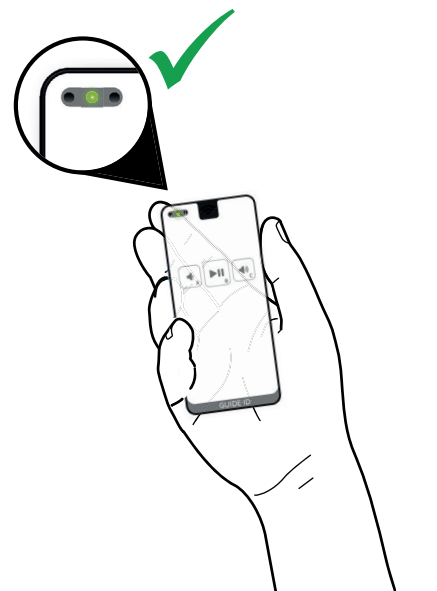

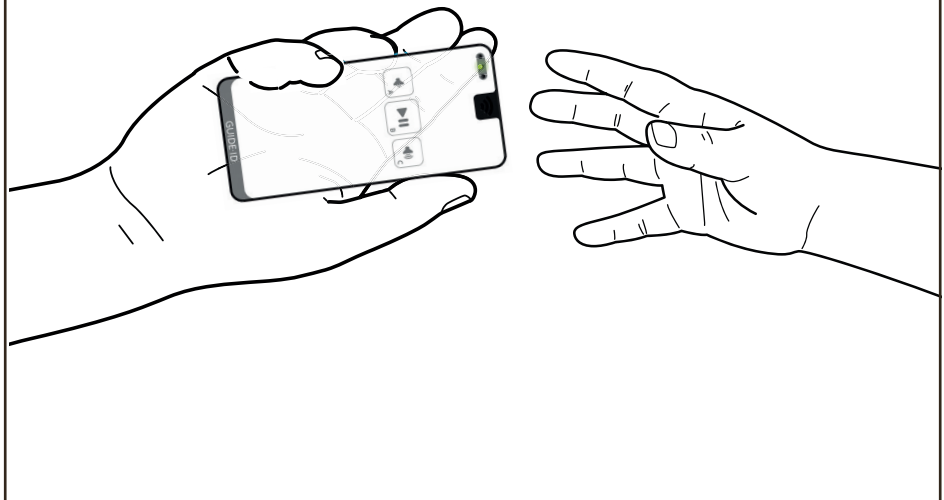**2** Take the Podcatcher out of the Dockingstation
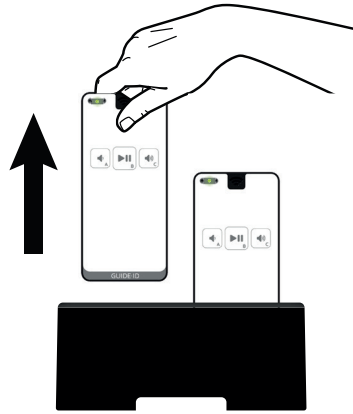
3 Aim at the start IDentifier of the desired tour / language.
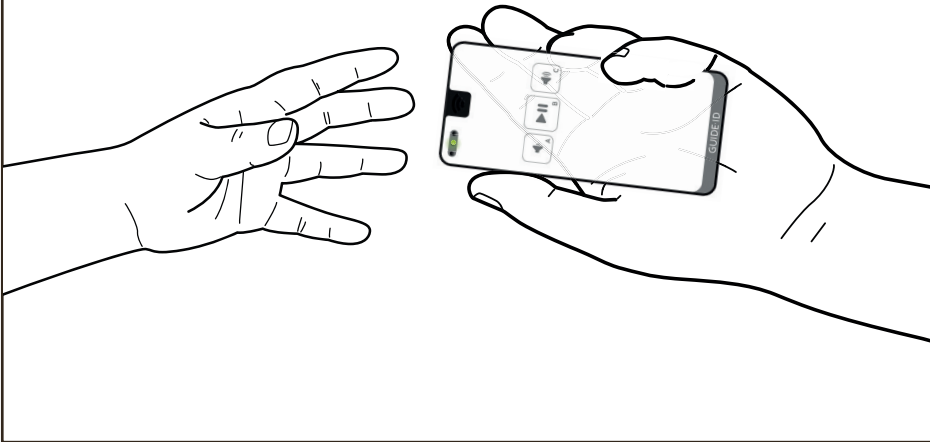

Nederlands   English   Deutsch

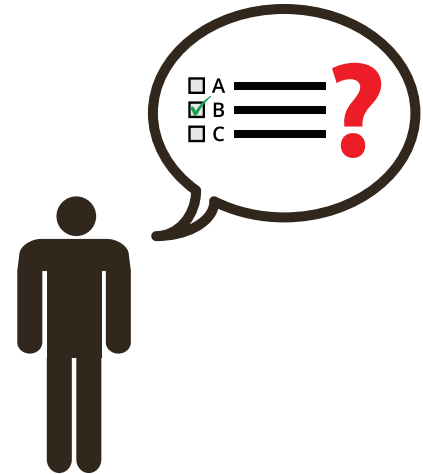**4** The green light is on, the Podcatcher is ready for use.

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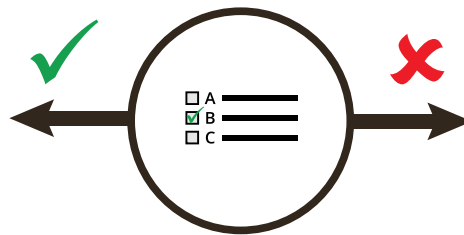
If necessary, refer to the IDentifier instruction.

1 The visitor hands over the Podcatcher

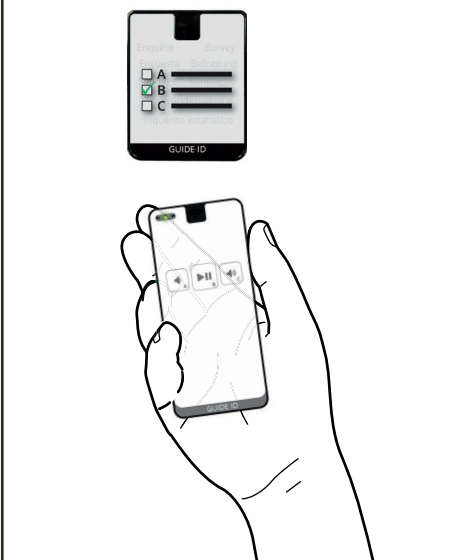**2** Ask if the visitor wants to do the survey on the Podcatcher. If you have one.
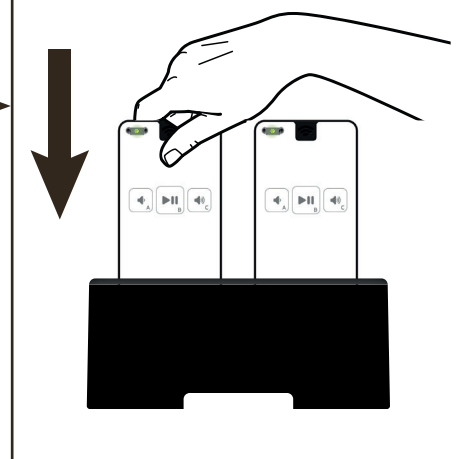
3 Visitor wants to do the survey.

4 Visitor does not want to do the survey. (Or has already done that).

3a Target the Survey IDentifier and let the visitor do the survey.

4a Place the Podcatcher back into the Dockingstation

Information

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