



itour SmartBox Local Guide Manual

Why SmartBox?



itour SmartBox offers you the following advantages:



- Bring your own device
- Easy to use for all guests
- Compatible with almost all common Smartphones
- No cellular network connection needed (no extra costs!)
- No transport, cleaning or recharging of equipment (and no disinfection necessary!)
- Transmission with low & dynamic latency
- Multilingual Content Tours possible
- Pay per Use & Online Clearing





Useful hints

Inform guests in advance about App download

When booking the tour, please advise guests to download the app in advance, preferably at home, to avoid long waiting times at the beginning of the tour.

Check your equipment before starting a tour

Ensure that the SmartBox is charged and check the battery level before starting a tour. Test the Smartbox together with the microphone and the itour Smart Guide App to make sure everything works.

Plan time for the tour start

Plan a few minutes at the beginning of each tour so that all guests who have not done so in advance can download the app. Check that all guests are connected and provide assistance if necessary.

What to do if problems arise

If no smartphone can connect:

- Check mute button (must not light up)
- Restart SmartBox (wait approx. 1 min.)

If some of the smartphones do not connect:

- Switch off Mobile Data
- Disable VPN connections (if installed)
- Exit and restart the app
- Switching the smartphone off and on again



Mute
button



Power
switch



Switch off
VPN connection



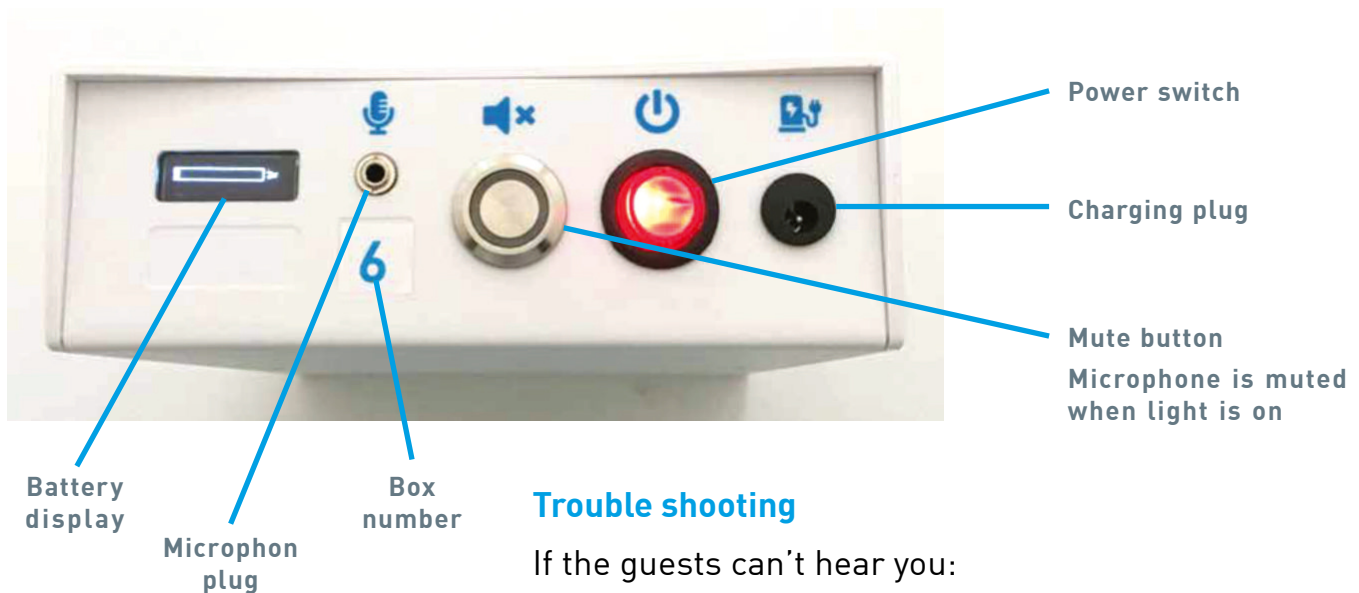
Switch off
Mobile Data



SmartBox-Handling

Instructions for Tour Guides:

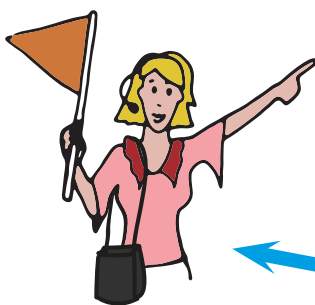
- Switch on SmartBox (with red button)
- Wait 1 minute for the Wi-Fi to be available –
Now you can start the tour!
- Check the battery status if SmartBox is fully charged
- Avoid exposing SmartBox to the sun if possible –
Use the appropriate bag, if supplied



Trouble shooting

If the guests can't hear you:

- Check if the SmartBox is muted
(mute button must not be illuminated)
- Do fast reboot by switching off and on the SmartBox
(red power switch)



Max. 60 bis 80 Meter

Keep your group together

The transmission range of the SmartBox is about 60 to 80 meters. The best reception is when the group is kept together, especially when going down narrow streets or around corners.



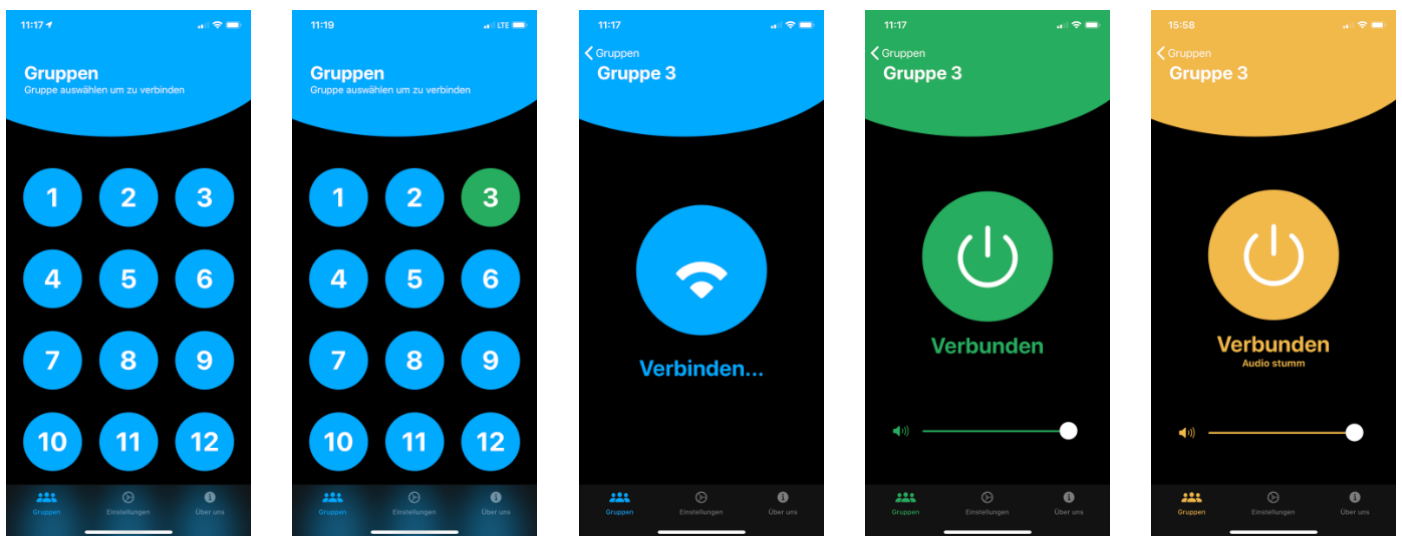
itour Smart Guide App-Handling



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Instructions for Guests:

- Download itour Smart Guide App from App Store
- Choose group number (see number on SmartBox)
- Check if connection is established



Switch off
Mobile Data



Switch off
VPN connection

If connection problems occur:

- Switch off Mobile Data
- Deactivate all active VPN connections if installed
- If the connection is still not working:
 1. Quit connection and reconnect
 2. Quit and restart app
 3. Restart phone

Supported phones

- iPhone 5s or later
- Android 6 Smartphones or higher