MANUAL

XP4™

XP4™

Start of the day

Check the following:

- That all the charging LEDs are green. If red, reset (by pressing the # key for 15 seconds uninterrupted, without taking notice of what may appear on the screen) and reinsert device into the charging rack, it should show its logo within 2-3 seconds.

- If the LED is off, try powering on and move the device to a different charging slot.

- The devices should not be too warm when taking them out of the racks. If any device is warm to the touch, try a reset, reinsert in rack and observe the logo appearing correctly.

- Check all screens are blank. If any screens continuously display "ANDROID", put to one side for repair.

- Power on the devices upon need, pressing the # key for 2 - 3seconds.

If any of the above faults persist, put to one side for repair.

End of the day

- Before leaving for the day, make sure all the devices are charging and **all** charging LEDs are either green or red.

- If no LED is illuminated, reset the device (by pressing the # key for 15 seconds) and reinsert device into the charging rack, into a different slot.

Reset

Do **not** use the reset hole by default. Instead press the # key for 15 seconds uninterrupted without taking notice of what may appear on the screen.

Device Preparation

- Take the XP4™ device out of the charging rack – pull out horizontally without "lifting/wiggling". Start at the top of a rack and work down. They may be stiff to withdraw – please use your other hand to hold the charging rack in place. The display will light up for a few seconds and then go off again.

- Press and hold the # key on the device for 2 to 3 seconds to turn it on, until you see the display light up. It will take about a minute to load. **If the device won't turn on, please refer to the troubleshooting section of this document.**

- After about 20 seconds the screen will dim.

- To put the device into SLEEP MODE, press the button (grey rectangle) in the top right corner of the XP4™ screen (see picture below).

- NB - on this screen (only), the XP4™ device will automatically go into sleep mode after 5 minutes when left idle.


Once in sleep mode, the XP4™ device is now ready for distribution. For smooth operations we recommend that you ensure that sufficient devices are ready for use at all times during the day. Make sure all devices are rotated equally. If needed, put a marker on the device in the charging slot that should be used first the next day. This indicates where you or your colleague left off the day before.

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Imagineear

Starting the tour

- Briefly press the # key on the XP4™ device to take the device out of sleep mode.

- Firstly, the battery status will be displayed followed by the tour selector page.

- Select the visitor's preferred language, or the requested tour, with the Rewind (◀◀) and Forward (▶▶) control keys, and press the green Play ▶key to confirm the choice.

- Present the lanyard to the visitor and ask them to wear it around their neck.

- Visitors should enjoy the tour with headphones, to avoid disturbing other visitors. The XP4™ player is compatible with standard headsets with a 3.5mm jack, **except those with an inline microphone. These will either not work, distort the sound or have unpredictable results.** Using the Imagineear provided headphones is recommended.

- If a visitor complains about their own headphones not working, replace with a pair of Imagineear headphones.

- Please ensure that the jacks on either end of the headphone cable are firmly inserted in the headphone and XP4™ device – note that the jacks are different sizes; the larger size (3.5mm) will ONLY fit into the device and should be connected to the device. The smaller size should be connected to the headphone unit.

Imagineear

Controls

- The volume controls are below the screen ⏷− ⏷+ .

- The traditional Rewind (◀◀) and Forward (▶▶) control keys are below the screen on either sides of the volume control keys. ◀◀ and ▶▶ skip -/+ 10s respectively. When you put it on Pause (⏸) first, the ◀◀ and ▶▶ work as REW/FF (to previous/next STOP, depending on tour structure)

- The tour will automatically forward to the next stop at the end of each stop.

- Visitors can enter a desired stop number on the keypad and press ▶. Press Rew (◀◀) key to delete your last entered digit. Press Stop key ⏹ to delete your entire entry at once.

- The screen will automatically dim after approx. 20 seconds, this is normal. Pressing any key on the keyboard will revert to full brightness.

- Staff can exit the tour at any point, by entering 9999 on the keypad and pressing ▶.

After the tour

When the visitor hands back the device, return to the tour selector page to check the battery status.

- If necessary, enter 9999 on the keypad and press ▶.

- If the battery level is above 50%, press the *SLEEP* button. The device is ready to be used again.

- If the battery level is below 50%, the device needs recharging. See previous instructions for charging XP4™ device.

Inventory

We recommend that a daily inventory is taken and recorded at the beginning and end of each day to ensure that the correct number of players are available and to keep a record of any losses and faulty units. A template is included at the end of this Manual.

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Troubleshooting

Whilst our devices are designed and built to work in all conditions and environments, and to operate through the day, there will be occasions when faults develop. We recommend keeping a Fault Log – see the end of this Ops Manual for a template – to record any issues.

In most cases a device reset will fix the majority of issues. Press and hold the # key uninterrupted for 15 seconds irrespective of what appears on the screen. It is best practice to insert the device into a charger afterwards (because it may have developed a flat battery over time) to ensure it is charging correctly. Check again after at least 1 hour of charging.

- **Device appears dead, LED on in charging rack** – Try the reset procedure as detailed above.

- **Device keeps displaying "ANDROID" logo** for minutes – Firmware error, power device off and set aside for repair. DO NOT leave in the charging rack

- **No red or green LED when charging but functions normally –** Move to another charging slot. If still no LED, the LED is faulty. The device can continue to be used.

- **Screen not responsive/touches are misaligned** – Reset as detailed above and try again.

- **Screen is cracked, spurious dots appear under finger pressure** – Screen is defective, set aside for repair.

- **Cannot connect to USB slot in charging rack** – Examine if USB Connector is damaged on XP4™ device or has dirt/debris on the inside, or else USB connector may need lifting.

- **No charging LED on XP4™ device** – Move device to another charging slot to see if issue persists and determine if fault is with charger or device.

- **Headphones have no sound or sound in one ear –** Check the jack sockets on the audio cable are making a good connection with XP4™ and headphones. When fitted correctly, the jacks fit snuggly and securely into the respective sockets. Note the jacks on either end of the cable are different sizes:
    - the larger size will ONLY fit into the device and should be connected to the device.
    - the smaller size should be connected to the headphone unit.
    - If fault persists, replace audio cable. If fault still evident mark headphones for repair.

Hygiene/ Cosmetic care of the XP4™

To promote the hygienic use of the XP4™, we recommend wiping down the screen and keyboard with a damp microfibre cloth (80% polyester and 20% polyamide) using distilled water, or Bioguard 240A alcohol hand and surface wipes. We recommend that this be adopted as part of the daily operations routine.

Headphone foams and lanyards can be sprayed with antibacterial spray – e.g. Dettol All in One Disinfectant Spray (Hard & Soft surfaces).

Warning: Any other type of cleaning products may damage the device.

Support

For any questions, advice and troubleshooting issues, feel free to contact Imagineear:

John Durkin
Head of Technical Services
07957 611294
johndurkin@imagineear.com

We can offer support and advice over the phone/email and where necessary, make arrangements for a site visit and/or equipment collection for offsite investigation/repairs/replacement etc.

Operations Manual

We recommend that a hard copy of this Operations Manual is stored in a safe place, near to the distribution desk for ease of use and accessibility.

FCC Statement

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.

FCC warning:
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 Media player XP4 has been tested for body-worn Specific Absorption Rate (SAR) compliance. The FCC/IC has established detailed SAR requirements and has established that these requirements. RF Exposure Information The radio module has been evaluated under FCC Bulletin C95.1 and IEC/IEEE 62209-1528 and found to be compliant to RF Exposure from radio frequency devices. This model meets the applicable government requirements for exposure to radio frequency waves. The highest reported SAR level for usage near the body (0mm) is 0.711W/kg,