



AUDIOCONEXUS

**AUDIO GUIDE 3 SYSTEM
USER MANUAL**

WWW.AUDIOCONEXUS.COM



WARNING

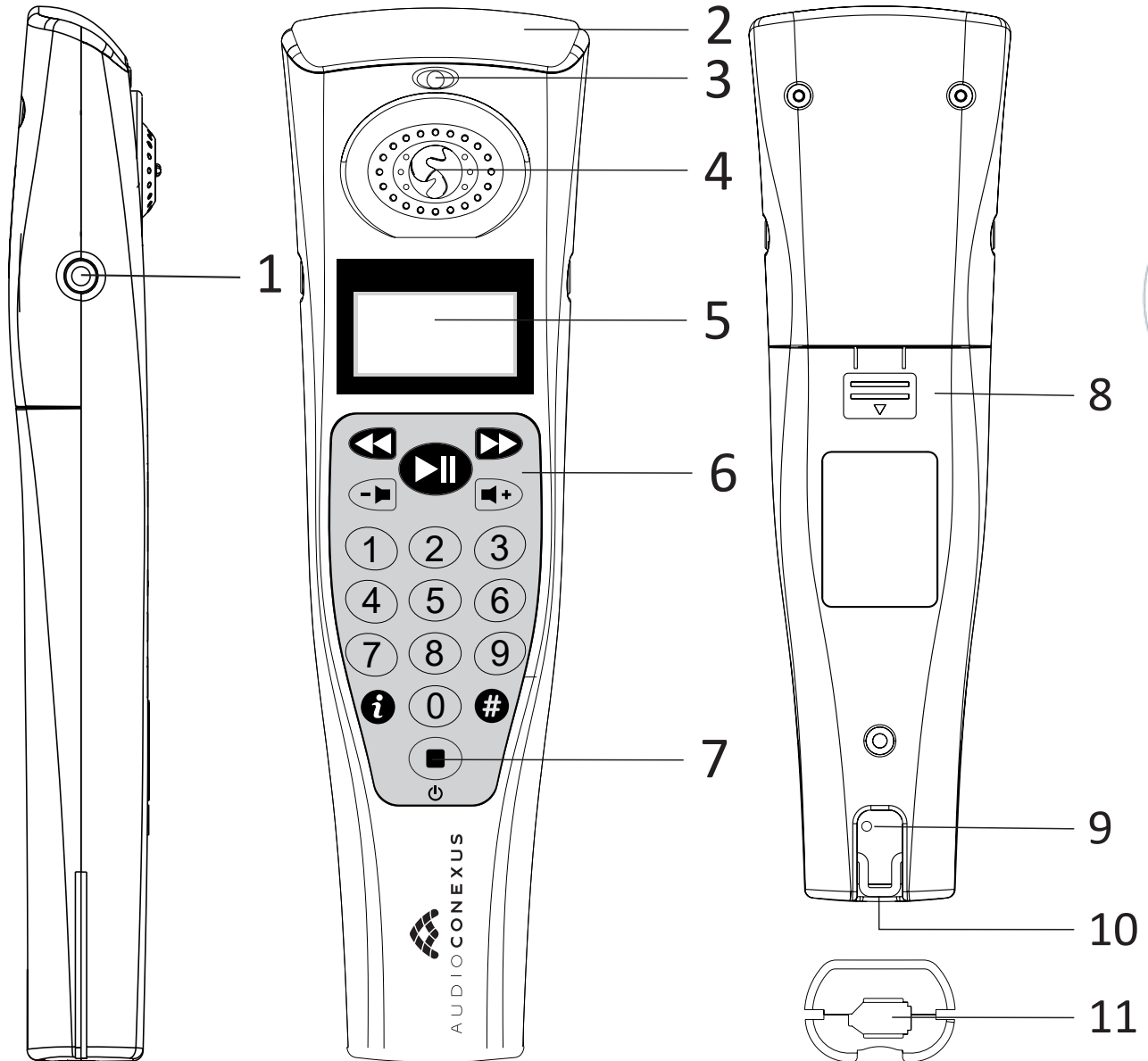
Any unauthorized access to the components, or the wiring of the Audio Guide 3 will void its warranty. The Audio Guide 3 and its components contain no user-serviceable parts. The proprietary wiring designs of the system require expertise in specialized diagnostic techniques. General wiring troubleshooting is not appropriate for the repair of this system.

Should your Audio Guide 3, any of its components, or wiring require replacement from damage or wear; you **MUST** contact AudioConexus Inc. to ensure proper diagnostic and replacement methods are followed. Failure to contact AudioConexus prior to attempting to replace or repair any component of the system is a direct violation of our policies and will void your warranty.

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1.0 AUDIO GUIDE OVERVIEW



- | | | |
|------------------------------|-----------------------------|---|
| 1. Earphone jack | 5. OLED screen | 9. Rest button |
| 2. Triggering module | 6. Keypad | 10. Strap hanger |
| 3. Charging indicator | 7. Power/Stop button | 11. Uploading/Charging connector |
| 4. Built-in speaker | 8. Battery cover | |

ILLUSTRATION

1. Earphone jack, stereo 3.5mm

1 or 2 headphones can be used if there is more than one user.

2. Triggering module

In addition to built-in IR triggering mode, various triggering options (RFID/RF/GPS) are offered respectively upon demand.

3. Charging indicator

When charging, a red light will indicate that it is charging. A green light will indicate it is fully charged, with a red flashing light or no light indicating a battery anomaly.

4. Built-in speaker

Users can listen to audio commentaries through the built-in speaker. However, this function will be disabled when the player connects with headphones.

5. OLED screen

Provides information about the device and the track being played.

6. Keypad

| | | | | | | | |
|---|---|---|-------------------|-----|-------------------------------|-----|-------------|
| 1 | 2 | 3 | Numeri c buttons | ▶▶ | Play & Pause | ◀▶ | Volume up |
| 4 | 5 | 6 | for audi o tracks | ▶▶▶ | Fast forward, next track | ◀▶▶ | Volume down |
| 7 | 8 | 9 | | ◀◀◀ | Fast backward, previous track | | |
| 0 | | | | | | | |

NOTE: 2 auxiliar y buttons, **i** and **#**, are designed for further information and will be update d by organizers.

7. Power/Stop button

- Power on: Press power button for approxiately 1 second
- Shut down: To shut down, press the button for 10 seconds, and once you hear the beeping sound twice and the OLED display is off, the device is shut off.
- Stop: While playing the audio, press the button to stop playing.
- Clear: To erase numbers input incorrectly, press the button to clear these numbers.

8. Battery cover

If the battery has failed, open the cover for replacement.

9. Rest button

Press to reset to default

10. Strap hanger

To attach a strap or lanyard

11. Uploading/Charging connector

This port will be connected with uploaders/chargers for either uploading or recharging.

- Update mode: When you connect the device to a computer, the default mode is update mode.
- Charging mode: When connected to a computer, press **Ⓢ** to switch to charging mode. When it displays **Ⓢ**, the device is in charging mode. When the device is inserted into a charger, it will display the same image.

1.1 AUDIO GUIDE OPERATION

POWER ON/OFF

Press and hold power button for 1 second until it beeps, signifying it is powered on. Press and hold the button for 10 seconds until an OFF sign shows in the display and it beeps twice to signify it has powered off. (The alarm is still working even if the audio guide is off).

AUTO POWER OFF

When the audio guide is not operated for 30 minutes (factory default), it will switch off automatically. While the default is set to 30 minutes, it can be increased or decreased using the uploader software.

LANGUAGE SELECTION

Language folders are coded under numbers 951-982, with the default folder setting being 951. The language setting will reset to the default 951 when it is inserted into the charger. To select other language folders, there are 3 methods:

- When the audio guide is removed from the charger and is turned on, you may select a language by pressing ◀ or ▶, and press ⏪ to confirm.
- Press 993#, and press ⏪ to enter language selection menu.
- Press language folder number plus #, then press ⏪ to switch to the designated language.

MANUAL PLAY AND AUTO PLAY

There are two ways to activate your selected audio content - manually or automatically.

- In manual mode, the audio content shall be activated with a 4-digit number code and the ⏪ button. (Number code is available from 0001 to 9999, but 951-1024 cannot be used.)
- To activate audio content automatically, the device will auto trigger to play the track when you enter the trigger range. The selected track number displays on the screen with its code.

DELETE NUMBER CODE

When a wrong number code is entered, simply press the ⏹ key to delete it and then enter the correct number code.

BATTERY AND CHARGE

Once the battery is running low, the battery signal on the screen will flash and shut off after 20 seconds.

ALARM


When the alarm is triggered, the audio guide will make a loud beeping sound. The audio guide will be locked and unable to be opened. Press and hold the # key and then press the ⏹ key to reset to default status. When the audio guide is released from alarm status, it can be operated as usual.

AV SYNCHRONIZATION

Works with all models, please refer to following section for more detail.




TOUR GUIDE SYSTEM MODE

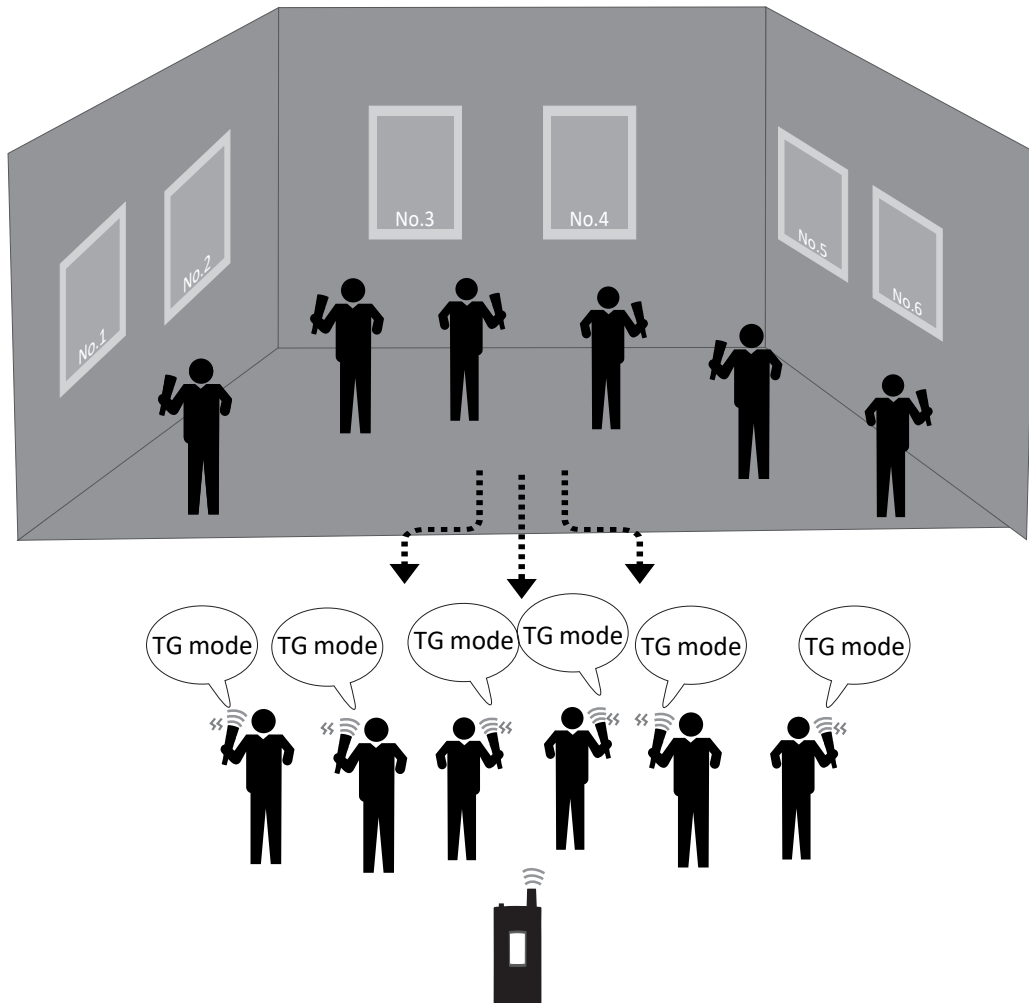
To switch to tour guide system mode, complete the following steps:

1. Press the number 0 key for 3 seconds
2. Or, press 1000# then 

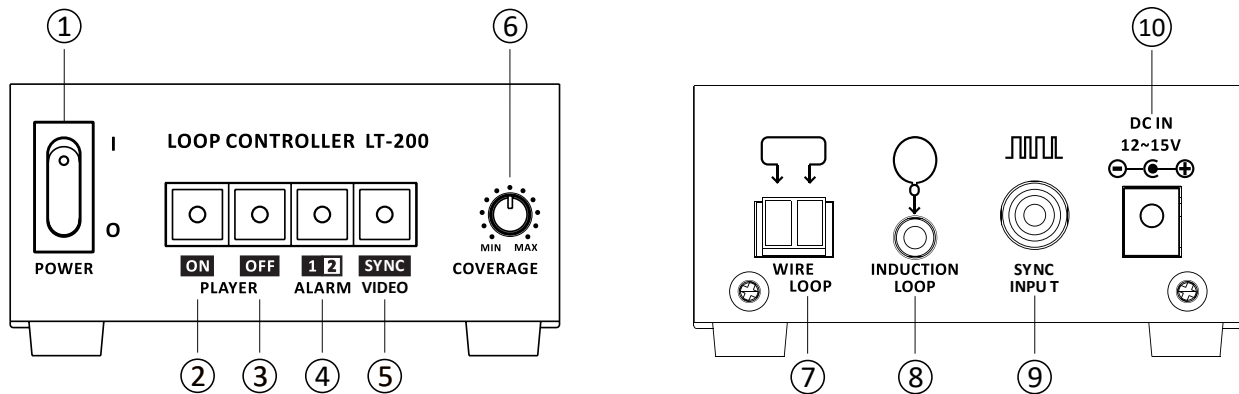


TOUR GUIDE SYSTEM MODE OPERATION

1. Manually adjust the  or  from channel 0 to 99.
2. To confirm the channel selection, press , or the channel will lock after 3 seconds.
3. The channel numbers remain the same channel after it shuts off or is put in standby mode.
4. Press the 1 key for 3 seconds to switch to audio guide mode.



2.0 ALARM TRIGGER OVERVIEW



1. Power switch

2. Player ON button

3. Player OFF button

4. Alarm 1/2 button

5. AV sync

6. Coverage range

7. Loop antenna connection

8. Induction loop connection

9. AV sync input

10. DC-in

2.1 ALARM TRIGGER OPERATION INSTALLATION

- Connect the power supply to the device.
- Build a triggering zone with the supplied loop wire (please refer to installation example).
- Switch the power on and set a desired triggering function.

TRIGGERING FUNCTION

PLAYER ON: Press and hold **ON** for 2 seconds until the LED lights turn red to activate. This function will force every audio guide within triggering range to power on.

PLAYER OFF: Press and hold **OFF** for 2 seconds until the LED lights turn red to activate. This function will force every audio guide within triggering range to power off.

ALARM 1 2: Press and hold **1 2** for 2 seconds until the LED lights turn red to activate. This function will force every audio guide within triggering range to beep.

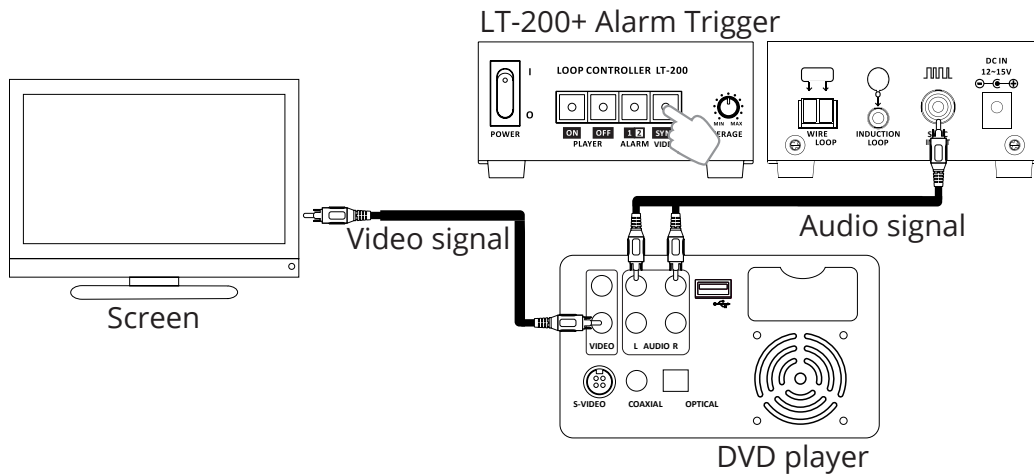
VIDEO SYNC: Press for 2 seconds to activate the function.

AV SYNC INSTALLATION

1. Confirm the video is edited as follows.
 - Isolate the sound wave and save as MP3 format.
 - Upload the MP3 files to the audio guide according to the language tracks.
 - Run SWG program, and create code signal. Please refer to SWG user's manual.
 - Use a video editing program such as Windows Movie Maker, and take the code

signal and the original video and combine them into an MP4 format file, and re-name it the same as the language track.

2. Set up the Alarm Trigger as follows:



LOOP LAYOUT

Please use the cable that is included with the Alarm Trigger to have the best performance of the loop layout. Use the cables to achieve the best result. (PVC cable 20AWG (20/0.18)).

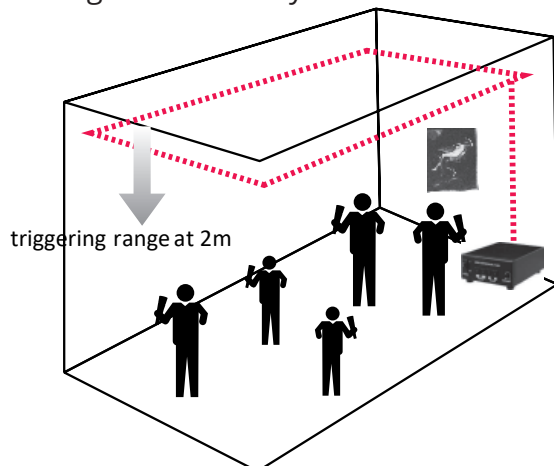
LOOP LAYOUT INSTALLATION

- For massive range, use loop cable to connect to the wire loop port on the Alarm Trigger, and then adjust the range using the coverage range dial on the front.
- For limited range, use the loop to connect to the induction loop port on the Alarm Trigger, and then adjust the range using the coverage range dial on the front.

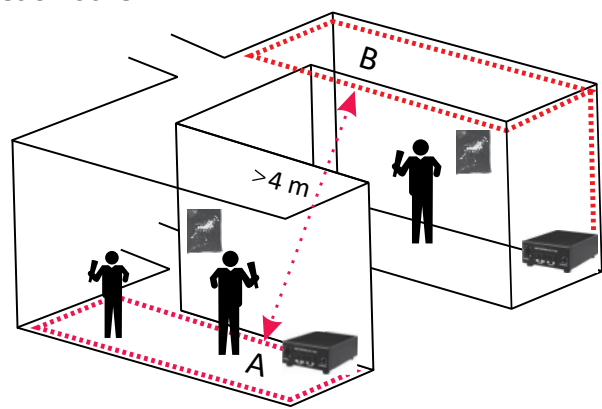
EXAMPLE FOR ANTENNA LAYOUT

In case there are two loop controllers operated in the same area, make sure each set of antenna are kept away at least 4 or more metres.

1. Single Antenna Layout

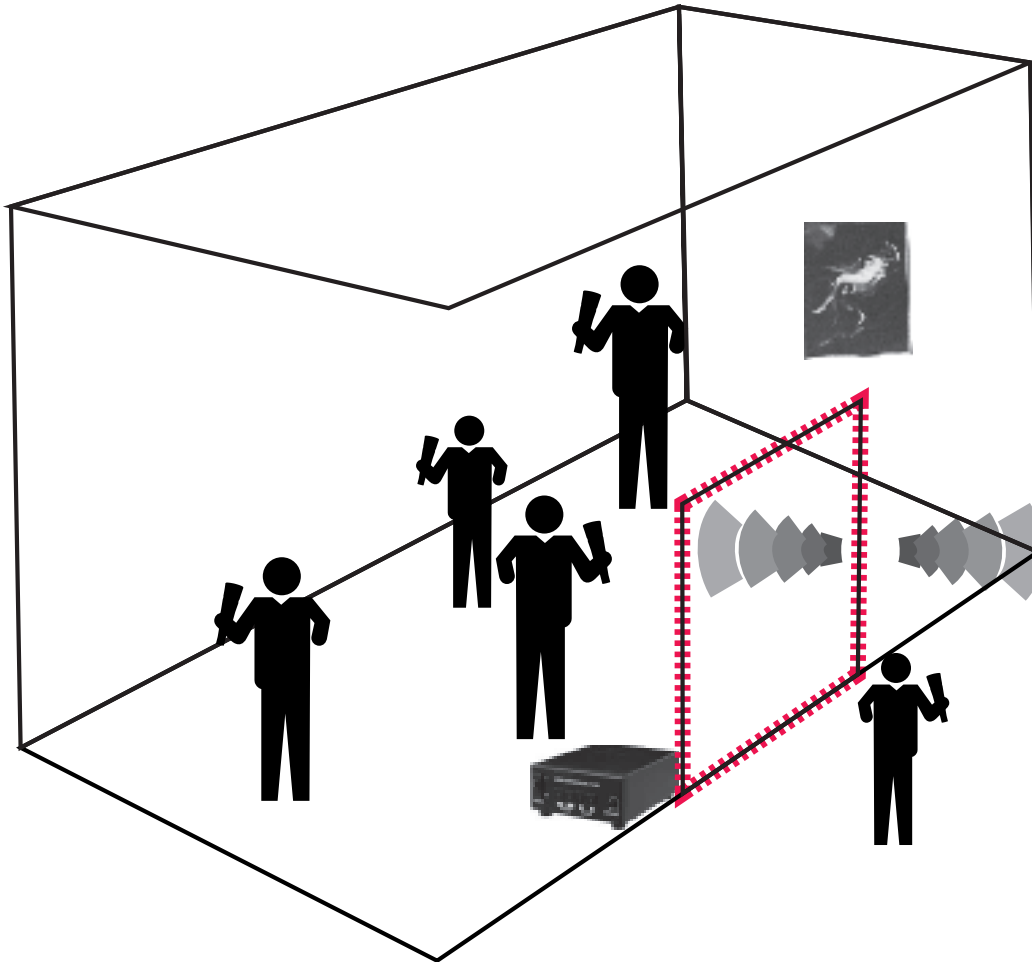


2. Multiple Antenna Layout: Antenna A and B should be kept at least 4 metres away from each other

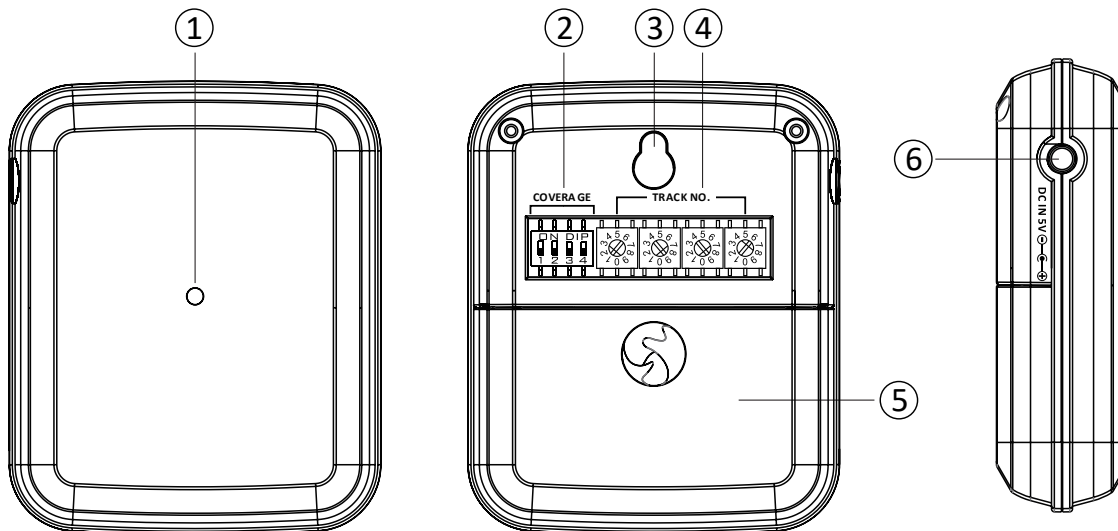


EXAMPLE FOR ALLOCATION OF ANTENNA AND ALARM TRIGGER

Audio guide will beep when it comes within 2 metres of the alarm trigger.



3.0 IR TRIGGER OVERVIEW



- 1. Power indicator
- 2. Coverage range
- 3. Hanging hole

- 4. Track number setup
- 5. Battery cover
- 6. DC input socket

3.1 IR TRIGGER OPERATION

POWER ON

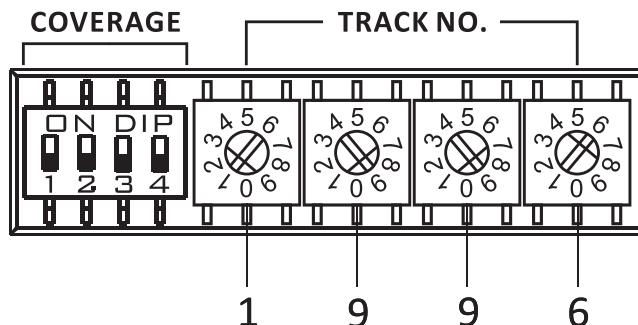
When any DIP switch ② moves to ON position, it will turn on the device. The power indicator ① will light up for two seconds and then turn off. It will blink every 2 seconds when device is working.

POWER OFF

When all of the DIP switches ② move to OFF (downward) position, the device will be turned off.






TRACK NUMBER SETTING

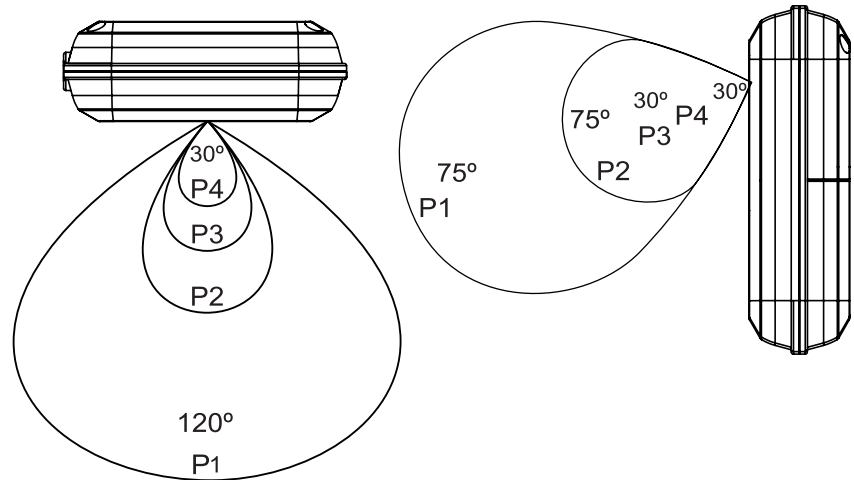
Tracking number is set by ④ rotary switches, from left hand side to right hand side. Every single IR trigger can activate one tracking number only. An example is shown below.



COVERAGE SETTING

Set a desired IR triggering range with DIP switch. The table below gives all possible settings and respective functions.

| DIP | Status | Power |
|---|--------|-------|
|  | OFF | OFF |
|  | ON | P1 |
|  | ON | P2 |
|  | ON | P3 |
|  | ON | P4 |



P1 (Max coverage) > P2 > P3 > P4 (Min coverage)

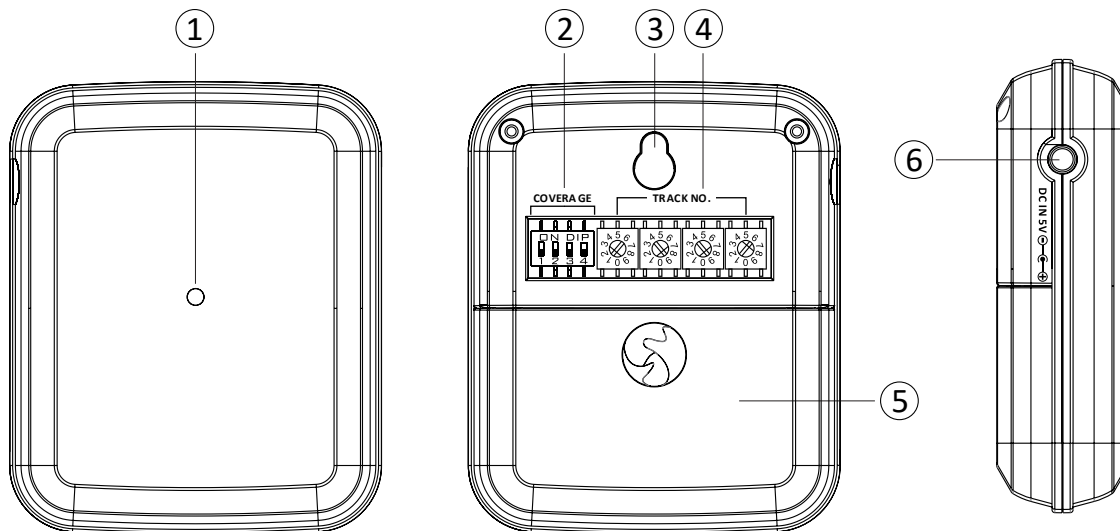
POWER SUPPLY

Insert 2 AA batteries or connect with factory supplied power adapter (5V/1A). The adapter can't charge the battery. When the battery and adapter are used at the same time, the IR trigger will only use energy from the adapter.

POWER INDICATOR

- Indicator blinks green = sufficient battery energy or adapter employed.
- Indicator blinks red = low battery.

4.0 RF TRIGGER OVERVIEW



1. Power indicator

2. Coverage range

3. Hanging hole

4. Track number setup

5. Battery cover

6. DC input socket

4.1 IR TRIGGER OPERATION

POWER ON

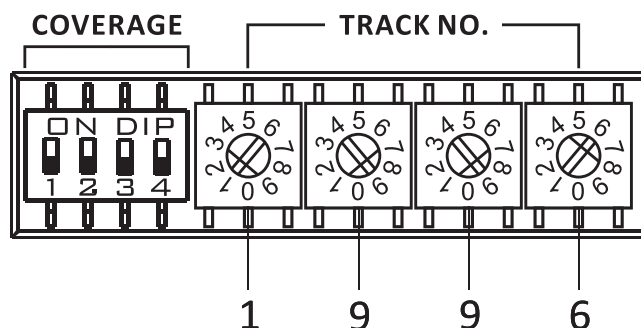
When any DIP switch ② moves to ON position, it will turn on the device. The power indicator ① will light up for two seconds and then turn off. It will blink every 2 seconds when device is working.

POWER OFF

When all of the DIP switches ② move to OFF (downward) position, the device will be turned off.






TRACK NUMBER SETTING

Tracking number is set by ④ rotary switches, from left hand side to right hand side. Every single IR trigger can activate one tracking number only. An example is shown below.



COVERAGE SETTING

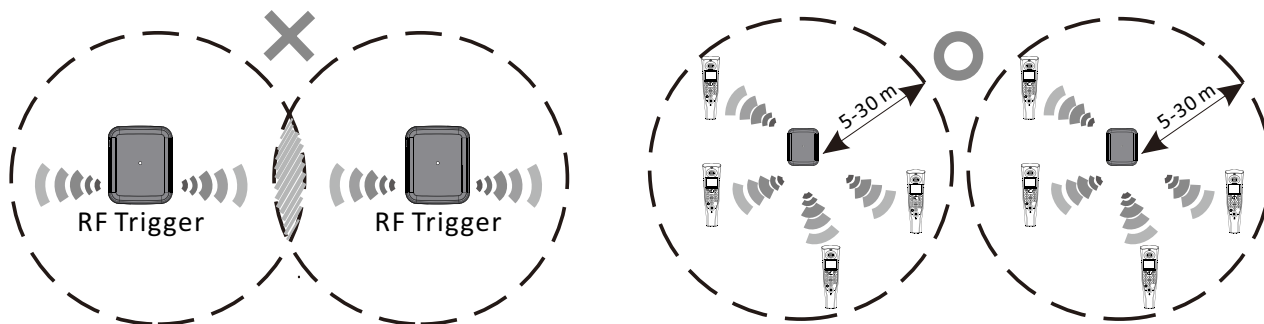
Set a desired RF triggering range with DIP switches. The table below gives all possible settings and respective functions.

| DIP | Status | Power |
|---|--------|-------|
|  | OFF | OFF |
|  | ON | P1 |
|  | ON | P2 |
|  | ON | P3 |
|  | ON | P4 |

P1 (Max coverage) > P2 > P3 > P4 (Min coverage)

EXAMPLE FOR RF TRIGGER ALLOCATION

In case two RF triggers are operated in the same area, make sure they are kept away in good range from each other. Triggering range depends on power setting and ambient environment.



POWER SUPPLY

Insert 2 AA batteries or connect with factory supplied power adapter (5V/1A). The adapter can't charge the battery. When the battery and adapter are used at the same time, the IR trigger will only use energy from the adapter.

POWER INDICATOR

- Indicator blinks green = sufficient battery energy or adapter is being used.
- Indicator blinks red = low battery.

5.0 RFID TAG RFID (PROXIMITY) TAG

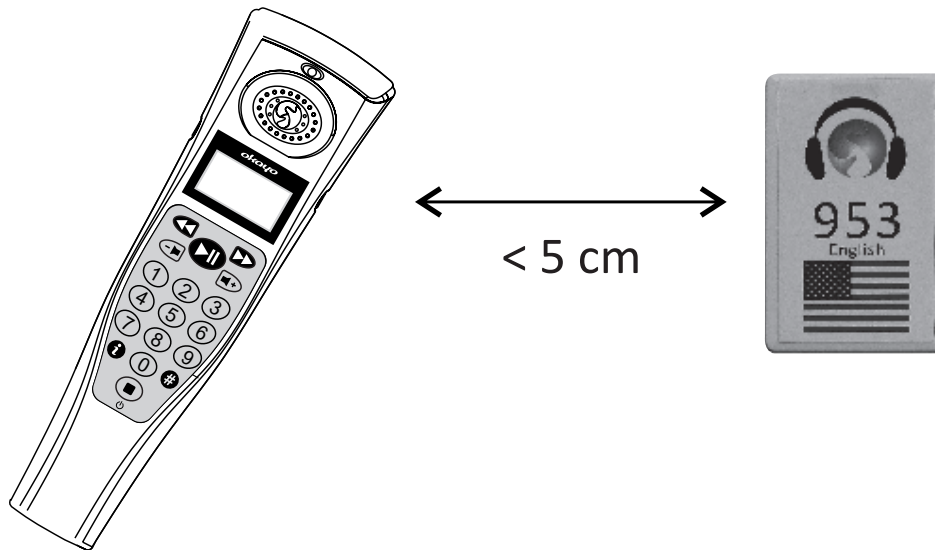
Each tag can be programmed with one number code, from 0000-9999, through an RFID tag writer (optional). Following tips of number code are helpful to play your audio tour.

AUTO TRIGGERING

Get the audio guide close to the RFID tag to obtain and audio number code automatically. the audio guide will play the accessed audio track automatically. The idea triggering range is 5cm.



RFID Tag



6.0 RFID TAG WRITER

Place RFID tag on the writer and connect to PC using a USB cord. For more detail, refer to the RFID tag writer manual.



7.0 CAUTION AND TROUBLESHOOTING

CAUTION

1. Prevent external impact force or dropping.
2. Prevent using in high temperature environment.
3. Prevent using in moist environment.
4. Only use the battery supplied by supplier.
5. Do not use any chemical detergent for cleaning, and only clean using soft, dry clothing.
6. For first time use, charge for a minimum of 8 hours. Afterwards, charge the device at least once per month.

TROUBLESHOOTING

To keep the warranty coverage, do not disassemble device unless instructed to. Here are the self-diagnose tips you can try when facing problems. If the steps do not help you to resolve the problem, please contact your supplier.

1. No display
 - Check if the battery is properly installed and powered.
 - Turn the device on as instructed.
2. No sound
 - Adjust the volume.
 - If you are using earphones, make sure they are properly connected.
 - Check the content to ensure it is installed properly.
 - Use the reset button to reboot the device.

8.0 SPECIFICATIONS

AUDIO GUIDE: AUDIO PARAMETERS

- Audio format: High quality audio compression
- Bandwidth: 50 Hz - 18 Hz
- Dynamic range: 95 dB
- Distortion: < 0.1%
- Speaker: Built-in 0.5W @ 8 Ω
- Earphone output: 3.5mm jack x 2 (stereo)

AUDIO GUIDE: GENERAL PARAMETERS

- OLED display: 1.3 inch (Blue Color 128x64)
- Memory capacity: 8GB
- Automatic triggering: IR, RFID and RF/TGS
- Alarm: Anti-theft system
- Number of languages: Max. 32
- Number of messages: Max. 990 x 32
- Operating temperature: -10 ° C - +50 ° C
- Battery: 3.7V, 1200 mAh Li-Polymer battery
- Battery life: 14 hours
- Power consumption: 85 mA
- Dimensions (DxWxH): 29.6 x 55.3 x 200 (mm)
- Weight: 165g (with battery)

ALARM TRIGGER

- Modulation: ASK 100%
- Required power: 12-15 V/3.3 A
- Triggering coverage: about 2m (line-of-sight)
- PLAYER ON: enable audio guide to power ON
- PLAYER OFF: enable audio guide to power OFF
- ALARM 1/2: different beeping sound
- VIDEO SYNC: AV synchronization function
- Ambient temp.: -10 ° C - +50 ° C
- Dimensions (DxWxH): 117 x 88 x 44 (mm)
- Weight: 385g


RF TRIGGER

- Frequency: 2402-2480 MHz
- Modulation: FSK
- Required power: 5 VDC/1 A

- Battery: 2 AA
- Battery autonomy: > 90 days (at any triggering coverage)
- Coverage: P1 = 30m, P2 = 20m, P3 = 10m, P4 = 5m
- Tracking number: 0001-9999
- Power consumption: < 4 mA (max)
- Ambient temp.: -10 ° C - +50 ° C
- Dimensions (DxWxH): 23 x 65 x 80 (mm)
- Weight: 43 g (without battery)



IR TRIGGER

- Wave length: 940 nm
 - Required power: 5 VDC / 1 A
 - Battery: 2 AA
 - Battery autonomy: > 90 days (at any triggering coverage)
 - Coverage: P1 = 10m, P2 = 4.5m, P3 = 3m, P4 = 1.5m
 - Tracking number: 0001-9999
 - Power consumption: < 10 mA (max)
 - Ambient temp.: -10 ° C - +50 ° C
 - Dimensions (DxWxH): 23 x 65 x 80 (mm)
 - Weight: 46 g (without battery)
- 

9.0 BASIC PRODUCT WARRANTY (“BASIC WARRANTY”)

Warranties are limited to physical defects in the materials, parts and workmanship for a period of 12 months from the date of purchase, or installation and commissioning (whichever is later). Not covered by AudioConexus warranties are accessories, batteries and other consumables. Abnormal conditions, deliberate abuse and damage due to accidents, operator’s error, or unauthorized service attempts are excluded from any warranty claims.

Under the warranty; AudioConexus will repair, or at its option, replace the product at no charge, providing a Return Merchandise Authorization (RMA) number is first obtained from an authorized AudioConexus Service Department.

Under no circumstances will AudioConexus or any of its Authorized Service Departments accept delivery of merchandise returned without an AudioConexus issued RMA number.

Products should be returned in their original package when possible, or otherwise suitably protected to avoid shipping damage. The AudioConexus Service Department shall be the sole final authority to determine the validity of all warranty issues. The customer assumes the cost of shipping to an AudioConexus Service Department. AudioConexus will return all warranty repaired product postage/shipping pre-paid.

This Basic Warranty Plan offered by AudioConexus, is the customer’s only warranty remedy concerning the product. All other representations, warranties or conditions, expressed or implied, written or oral, including any warranties of merchantability, fitness for a particular purpose, or non-infringement, are expressly excluded.

In no event will AudioConexus be liable for direct, indirect, special, incidental or consequential damages resulting from any defect in the product or from its use, even if advised of the possibility of such damages.

AudioConexus will provide the customer with a repair quotation for customer approval prior to repair for all products returned out of warranty or as a result of deliberate damage or misuse.

AudioConexus warrants all service repairs and replacements for 90 days from the date of return to the customer. This warranty specifically excludes unrelated additional defects or failures. Otherwise the same general provisions of the product warranties apply.

Any unauthorized alterations to an AudioConexus product or system, including but not limited to: adjustments, attempted repairs, tests, addition of accessories, addition or removal of components must first be authorized in writing by an authorized AudioConexus Service Department. Failure to obtain written approval in advance of afore stated adjustment(s) or alteration(s) will render any remaining warranty null and void.

9.1 TERMS AND CONDITIONS-STANDARD ONE YEAR WARRANTY

1. DEFINITIONS

In these terms and conditions “Customer” means the person, individual, Firm, Company or Corporation placing an order and “Equipment” refers to hardware, software and services. “Contract” means any quotation, contract documentation, purchase order or order acknowledgement.

2. GENERAL PROVISIONS

These terms and conditions shall prevail over any printed or conflicting terms contained in the Customer’s Purchase Order and may be modified or waived only by a written agreement signed by authorized representatives of the Seller.

3. PRICE

Prices quoted are [firm for a period of (30) days on hardware and software] from quotation date, subject to the following:

- (a) Errors and omissions being corrected;
- (b) Canadian customers will have applicable taxes added on the invoice;
- (c) International customers are responsible for all taxes, duties, and tariffs to their own governments;
- (d) Delivery or installation will be charged in addition to the prices quoted unless it is already explicitly included in the quotation.

4. DELIVERY

Whilst every reasonable effort will be made to meet any stipulated delivery date, delivery will not form part of the contract. In no event shall AudioConexus be liable for loss of profits, injury to goodwill or any special or consequential damage for any delay or non-performance. If the Customer fails to accept goods or services at the appointed time, then they shall be responsible for all storage charges and cost of further delivery. Invoices will be submitted to the Customer for repeat shipping charges.

5. PAYMENT

Unless otherwise specifically agreed in writing, payment shall be made as hereafter provided:

- (a) Software and Hardware; Payment against pro-forma invoice or quotation prior to dispatch or payment on delivery.
- (b) Specific terms for each project and/or Customer will be detailed with the pro-forma invoice or quotation. If terms are not specified, 50% shall be payable with the customer purchase order and balance shall be due at the date of shipping, such balance to include all shipping costs, applicable taxes and additional fees for services requested by Customer.
- (c) Overdue accounts will incur interest charges of 1.0% per month or part month on the outstanding balance.
- (d) Unless agreed in writing, all preliminary work carried out at the Customer's request will be charged. Written proposals requested by the Customer, for further work will be charged at our standard daily rate of \$750.00 USD, (plus travel expenses) unless alternative terms are agreed in writing.

6. INTELLECTUAL PROPERTY RIGHTS

All specifications, drawings, technical descriptions, other information and "know-how" submitted with or in connection with all AudioConexus products and systems whenever supplied shall at all times be treated by the Customer as confidential and shall not without written consent be used by the Customer except for the purposes of:

- (a) Training and technical support services to the Customer's maintenance department in support of the product with the approval of AudioConexus.

9.2 EXTENDED WARRANTY PLAN

AudioConexus provides Extended Warranty Plans for many products and systems. The same warranty policies apply to all Extended Warranty Plans as detailed above under Basic Product Warranty.

Extended Warranty Plan terms and costs vary. AudioConexus will provide the customer with specific Extended Warranty Plan costs, product specific upon request.

All Extended Warranty Plans must be purchased at the time of equipment purchase.

Extended Warranty Plans extend Basic Product Warranty to a period of 2 years from date of purchase, unless otherwise approved in advance by AudioConexus.



10.0 CONTACT US

For support or information, please contact us via telephone, email or using the AudioConexus Helpdesk.

The AudioConexus Help Desk is a method of tracking queries and replies that allows all parties involved to track questions, issues and solutions.

First time visitors Sign Up at: audioconexus.freshdesk.com/support/login

AudioConexus will recognize and begin assisting customer needs on new tickets within 24 business hours.

AudioConexus office hours are 9:00 a.m. to 5:00 p.m. Eastern Standard Time.



Telephone: (613) 507-1300
Email: support@AudioConexus.com
Help Desk Login: audioconexus.freshdesk.com/support/login

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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.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at their own expense.

Modifications: Any modifications made to this device that are not approved by Sirian Pty Ltd may void the authority granted to the user by the FCC to operate this equipment.