

OPERATIONS MANUAL

SMARTCHARGER™ Mirage™

SMARTCHARGER™

The charging racks are powered on by an On/Off switch on the front.

- If the device(s) are not charging, check that the fuse holder is inserted (located just below the on/off switch). To insert, push in (it is spring loaded) and turn clockwise slightly.
- To check the fuse, turn anticlockwise and remove the fuse. The fuse is made of glass. Look at the fuse wire. If there is a visible gap in the wire, or a dark or metallic smear inside the glass, then the fuse is blown and needs to be replaced.
- If in doubt, try replacing the fuse. The fuse rating is 1Amp.
- To avoid any risk of damaging the site mains circuit(s) via an electrical surge, ensure racks are individually turned OFF before connecting to the mains. This advice is also relevant after a power cut.
- Turn racks on individually once connected.

Charging Mirage™ devices

It's important that the devices are being charged correctly to optimise the lifespan and performance of the equipment.

- Make sure the charging rack is connected to a power source and is switched on.
- Gently insert the Mirage™ device into an empty charging slot, with the lanyard pointing towards you and the screen facing up. Insert devices horizontally.
- Load the charging rack from the bottom slot up.
- The USB port at the back of the device will click into place.
- Check whether the charging LED on the device turns green or red.
- After 15 seconds the screen turns black (this only applies to devices that are ON).
- The device powers down completely after 5 minutes.
- DO NOT insert devices if they are in SLEEP MODE – take them out of SLEEP MODE first.



Mirage™



Start of the day

Check the following:

- That all the charging LEDs are green. If red, restart and reinsert device into the charging rack.
- If the LED is off, try powering on and move the device to a different charging slot.
- The devices should not be warm when taking them out of the racks. If any device is warm to the touch, try powering off then on and reinsert in rack.
- Check all screens are blank. If any screens continuously display “ANDROID”, put aside for repair.

If any of the above faults persist, put aside 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, restart device and move to a different slot.

Device Preparation

- Take the Mirage™ device out of the charging rack – pull out horizontally without “lifting”. Start at the top of a rack and work down. Initially these may be stiff to withdraw – please use your other hand to hold the charging rack in place.
- Press and hold the ON/OFF button on the top of the device for 2 seconds to turn it on. 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 30 seconds the screen will dim.
- To put the device into SLEEP MODE, press the button on the top right hand side of the device, Mirage™ (see picture above). When the device is not used on the tours selector page of the app for 5 minutes, it will automatically turn to SLEEP MODE

Once in sleep mode, the Mirage™ 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.

Starting the tour

- Briefly press the ON button on the Mirage™ device to take the device out of sleep mode.
- Firstly, the battery status will be displayed followed by the tour homescreen. If applicable, select the (only) required language to present the Start Tour screen.
- Alternatively, you can hand the device to the visitor so they can select the tour in their own language.
- Present the lanyard to the visitor and ask them to wear it around their neck.
- Visitors should enjoy the tour with headphones, so as to avoid disturbing other visitors. The Mirage™ 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 Mirage™ 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 (2.5mm) size should be connected to the headphone unit.
- It is important to note the headphones are worn *behind-the-neck*. Some customers may not have worn this style of headphones before.

Interface Controls

- To use the device, visitors should enter the desired stop number on the keypad and press ►. Press ✕ to delete an entry.
- The selected audio track will then play. The keypad is automatically redisplayed at the end of the audio track.
- The screen will automatically dim after approx. 20 seconds, this is normal. Tapping the screen again will revert to full brightness.
- Playback controls will appear when you tap the screen whilst accessing audio (and/or video) content.
- The volume control is at the top of the screen. It is automatically set to 50% for each new user.
- At the bottom of the screen, you can fast-forward or rewind the content by dragging the blue circle left or right.
- Skip content by pressing the arrows either side on the screen.
- You 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 homescreen 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 you fail to do so, after 5 minutes of non-activity on the homescreen it will go into *SLEEP* automatically.
- If the battery level is below 50%, the device needs recharging. See previous instructions for charging Mirage™ device.
- This 50% is based upon guaranteeing the next visitor several hours of use without them having to worry about running out of battery. In case it is busy, the average tour is short or near closing time, one can deviate from this and decide a lower percentage as a “threshold”

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.

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 most issues and is to be performed first. Press and hold the ON/OFF button for at least 15 seconds irrespective of whether something appears on the screen or not.

- **Device appears dead, LED on in charging rack** – Try the reset procedure as detailed above.
- **Device keeps displaying “ANDROID” logo for much too long** – 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** – Reset as detailed above and see if issue persists.
- **Screen is cracked, double dots appear under finger pressure or spurious dots appear on screen** – Screen is defective, set aside for repair.
- **Cannot connect to USB slot in charging rack** – Examine if USB Connector is damaged on Mirage™ device, or else height of USB connector may need adjustment.
- **No charging LED on Mirage™ device** – Move device to another charging slot to see if issue persists and determine if fault is with charger or device.
- **Charging rack appears dead but Mirage™ still have LED illuminated and appear to be charged** – Bulb blown on charging rack switch, no immediate action required.
- **Charging rack on, no devices are charging, all LEDs off** – Power supply is blown. Turn off rack and await a repair
- **Charging rack appears dead, no devices are charging** – Check that the charging rack is connected to the mains power supply, and the mains is turned ON. Check the fuse holder is inserted (located just below the ON/OFF switch). To insert, push in (it is spring loaded) and turn clockwise slightly. If OK, check the fuse:
 - Turn anticlockwise and remove fuse, the fuse is made of glass.
 - Look at the fuse wire. If there is a visible gap in the wire or a dark or metallic smear inside the glass, then the fuse is blown and needs to be replaced. It is rated at 1amp.
- **Multiple charging racks grouped together not working** – charging racks can be ‘daisy chained’ together and powered from one cable. Check the cable is securely connected to the first in sequence; check the mains socket is ON.
- **Headphones have no sound or sound in one ear** – Check the jack sockets on the audio cable are making a good connection with Mirage™ and headphones. When fitted correctly, the jacks fit snugly 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 Mirage™

To promote the hygienic use of the Mirage™, we recommend wiping down the screen 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](mailto: 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

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 device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.