

Look2Guide Content Management System

User Manual

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1. Introduction

What is Look2Guide?

Look2Guide is a cloud-based content management system designed for museums, galleries, cultural institutions, and any venue that wants to provide visitors with audio guides and interactive kiosk experiences.

Look2Guide is the modern replacement for the LookForm Windows software, offering the same powerful features through an easy-to-use web interface that you can access from any computer with an internet connection.

With Look2Guide, you can:

- Create multilingual audio guide content for exhibits
- Manage images and audio files for each exhibit
- Configure audio guide device settings

- Set up interactive kiosk displays for visitor feedback and email summaries
- Track visitor engagement through detailed analytics
- Manage smart chargers and device software connections when your project uses those features
- Manage team access and permissions
- Download ready-to-use configuration files for your audio guide devices

How Audio Guides Work

Understanding the basics of how audio guides work will help you make the most of Look2Guide:

1. **Exhibits** are pieces of content (audio, images, text) identified by a number (1-899)
2. **Languages** allow the same exhibit to have different content for different audiences
3. **Visitors** access exhibits by typing numbers on a keypad, automatically via IR, by RF triggers (Buzz & Play), or by pointing at a Target (Point & Click)
4. **The audio guide device** plays content and displays images based on visitor actions
5. **Configuration files** allow the audioguides to interpret your content and project settings

Who is this manual for?

This manual is designed for content creators, museum staff, and administrators who will be using Look2Guide to manage exhibit content. No technical background is required.

Key Terminology

Term	Meaning
Exhibit	A stop on the tour with audio narration, an image, and a description
Exhibit ID	The number visitors type to hear content (e.g., “42”)
Language	A version of your tour (English, French, Children’s tour, etc.)
Zone	An area where automatic triggering occurs
IR (Infrared)	Invisible light used to automatically trigger content from the start or in sync with video in defined areas
RF (Radio Frequency)	Radio waves used to trigger content in adjustable size areas or sync with video
Chaining	Playing one exhibit after another
Kiosk	A touchscreen display where visitors can get email summaries of their visit at end of their visit. It can also be an interactive display on which visitors can sync to multiple messages and videos as they surf.

2. Getting Started

Logging In

Step 1: Access the Welcome Page

Open your web browser and navigate to <https://look2guide.com/>. You will see the welcome page with the Look2Guide logo and a **Login** button.

Step 2: Enter Your Email Address

Click the **Login** button to go to the login page. Enter your email address in the field provided and click **Send login code**.

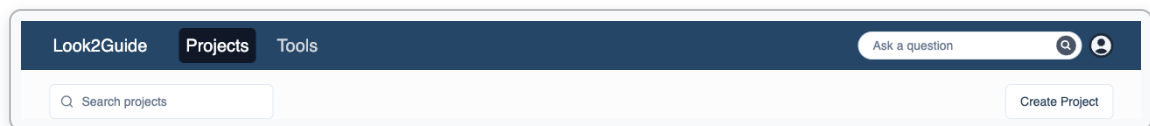
Step 3: Check Your Email for the Login Code

Check your email inbox for a message from **Look2Guide** (no-reply@look2guide.com) with the subject “Your Look2Guide Login Code”. The email contains a **6-digit code** that you’ll need to enter on the website.

Important notes about the login code: - The code expires after **10 minutes** - if it expires, simply request a new one by refreshing the page, retyping your email and clicking send again - Check your spam/junk folder if you don’t see the email

Step 4: Enter the Code and Access Your Projects

Return to the Look2Guide website, enter the 6-digit code from your email, and click to verify. You will be taken to the projects section.



Projects List

From here, click on a project name to open it and access its content, settings, and analytics.

First-Time Setup Checklist

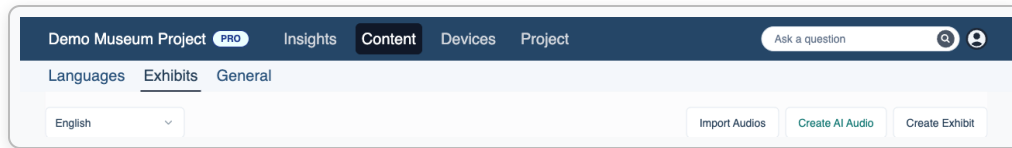
Before creating exhibits, make sure to:

1. Set up your languages (Section 4)
2. Gather your content (audio files, images, descriptions)
3. Plan your exhibit numbering system

3. Understanding Navigation

Main Navigation

When you open a project, the top navigation shows the main work areas available for that project:



Project Navigation

Section	Description	Who Can Access
Insights	View visitor statistics and analytics	Admin and Insights users
Content	Create and manage all exhibit content	Admin users only
Devices	Manage chargers, tablets, and software codes when enabled	Admin users only
Project	Manage project details and user access	Admin users only

Content Sub-Navigation

Within the **Content** section, you'll find:

- **Languages** - Set up and manage available languages
- **Exhibits** - Create and edit your exhibit content
- **Tablet** - Configure tablet visitor app styling (if enabled)
- **General** - Configure audio guide device settings and download content (if enabled)
- **Kiosk** - Customize kiosk display settings (if enabled)

Project Sub-Navigation

Within the **Project** section, you may see:

- **Details** - Edit the project name and internal notes, clone a project, or delete a project
- **Kiosk** - Configure project-level kiosk access when enabled
- **Users** - Manage user access and permissions
- **Billing** - Manage billing when enabled
- **Admin** - Advanced project settings for Look2Guide administrators

4. Managing Languages

Before creating exhibits, you need to set up the languages your content will be available in.

What Are “Languages”?

In Look2Guide, “languages” represent different versions of your tour. While they’re typically used for different spoken languages (English, French, German), you can also use them for:

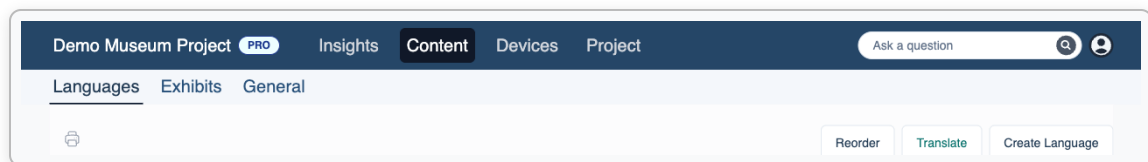
- **Different age groups:** “English Adults” (EN) and “English Children” (EC)
- **Different tour lengths:** “Full Tour” (FT) and “Highlights Tour” (HT)
- **Different expertise levels:** “General” (GN) and “Expert” (EX)
- **Accessibility versions:** “Standard” (ST) and “Audio Description” (AD)

Each “language” gets its own flag icon on the device, its own set of exhibit content, and its own ID code (starting from 951 to 982).

Tip: The system supports up to 32 different language/tour versions.

Viewing Your Languages

1. Click on **Content** in the top navigation
2. Click on **Languages** in the sub-navigation
3. You’ll see a list of all configured languages with:
 - **ID** - A unique identifier (starting from 951)
 - **Label** - A short code (e.g., “EN”, “FR”, “DE”) - use 2-4 characters
 - **Name** - The full language name (e.g., “English”, “French”, “German”)



Languages Page

Adding New Languages

1. Go to **Content > Languages**
2. Click the **Create Language** button
3. In the dialog that appears:
 - Select one or more languages from the dropdown list
 - Languages you’ve already added will be marked
 - You can select multiple languages at once
4. Click **Create** to add the selected languages

Tip: Add all the languages you plan to support upfront. This makes it easier to create exhibits in all languages at once.

Creating Custom Languages

For custom tour types (like children’s tours or themed tours), select **Custom Language** from the top of the list:

Custom languages don’t have pre-filled defaults, so you’ll need to provide your own flag image and audio messages.

Editing a Language

1. Go to **Content > Languages**
2. Click the **Edit** button next to the language you want to edit
3. You can modify:
 - o **Label** - The short code (maximum 4 characters)
 - o **English Name** - The name shown in the interface (maximum 100 characters)
 - o **Native Name** - The name in the language itself (maximum 100 characters)
 - o **Flag / Image** - The flag icon shown on audio guide devices

Language Audio Messages (895, 896, 897)

Each language has three special audio messages that provide voice prompts to visitors in their selected language:

ID	Name	Purpose	Example Script
895	Language Confirmation	Plays when a visitor selects this language	“You are now listening to the English tour.”
896	Enter Number	Prompts visitor to enter an exhibit number	“Please enter the number to listen to the commentary.”
897	No Commentary	Plays when no content exists for that number	“There is no commentary available for this number.”

These messages should be recorded in the appropriate language for each tour version. For example, the French language should have all three messages recorded in French.

4. Click **Save** when done, or **Cancel** to discard changes

Note: Changed fields will be highlighted in yellow until you save.

Uploading Custom Language Files

For custom languages, you need to upload your own flag image and audio messages:

Using Default Language Files

If you want to quickly apply standard settings from a predefined language, click **Use defaults** and select the language to copy from:

Deleting a Language

1. Go to **Content > Languages**
2. Click the **Edit** button next to the language you want to delete
3. Scroll to the bottom and click the **Delete** icon
4. Confirm the deletion in the dialog

Warning: Deleting a language will permanently delete ALL exhibit content in that language. This action cannot be undone.

5. Creating and Managing Exhibits

Exhibits are the core of your content. Each exhibit represents a stop on your audio guide tour.

Understanding Exhibit IDs

- Each regular exhibit has a unique **ID number** (1-894)
- Visitors enter this number on their audio guide to hear the content
- The same ID is used across all languages (so exhibit #1 in English and exhibit #1 in French are the same physical location)

Special Exhibit IDs (890-899)

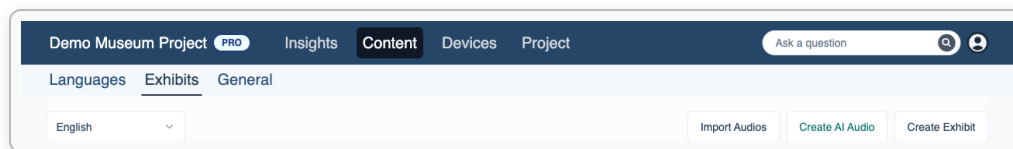
Some exhibit IDs are reserved for special system functions:

ID	Purpose
895	Language confirmation message. Plays when a visitor selects a language (e.g., “You are listening to the English tour”). Create one exhibit #895 for each language.
896	Invitation message. Plays to prompt visitors to enter a number (optional).
897	“No content” message. Plays when a visitor enters a number that has no assigned content (optional).

Note: IDs 890-899 are also used internally for language configurations and should generally be avoided for regular exhibits.

Viewing Your Exhibits

1. Go to **Content > Exhibits**
2. Select a language from the dropdown at the top
3. You’ll see a table with all exhibits in that language, showing:
 - **ID** - The exhibit number
 - **Name** - The exhibit title
 - **Image** - A thumbnail of the exhibit image
 - **Audio** - A preview player (on desktop computers)
 - **Edit** - Button to open the full editor



Exhibits Page

Creating a New Exhibit

Method 1: Create One Exhibit

1. Go to **Content > Exhibits**

2. Click the **Create Exhibit** button
3. In the dialog:
 - o Enter a name for the exhibit (4-40 characters)
 - o Choose whether to create the exhibit for all languages (recommended)
4. Click **Create**

Method 2: Batch Import with Audio Files

This method is perfect when you have many audio files ready to upload.

1. Go to **Content > Exhibits**
2. Click the **Import Audios** button
3. Select up to 50 audio files from your computer
 - o Supported formats: MP3, WAV, AAC, OGG, FLAC, M4A, WEBM, WMA
 - o Maximum file size: 1GB each
4. The system will:
 - o Create a new exhibit for each audio file
 - o Use the filename as the exhibit title
 - o Assign sequential ID numbers
5. Wait for the upload to complete (you'll see a progress bar)

Tip: Name your audio files with the exhibit titles before uploading (e.g., “Mona Lisa.mp3”, “Venus de Milo.mp3”).

Quick Editing in the Exhibits List

The exhibits table allows you to make many changes directly without opening the full editor. This is the fastest way to update multiple exhibits at once.

Inline Editable Fields

Field	How to Edit	Notes
ID	Click the ID number and type a new one (1-899). Use 1-894 for regular exhibit content.	Duplicates are highlighted in red
Name	Click the name field and type	Maximum 100 characters
Chained	Click the chained field and enter an exhibit ID	Links exhibits to play sequentially; invalid IDs show orange warning

Image Management

To upload an image: 1. Select one or more exhibits using the checkboxes 2. Click the **Upload Image** button that appears in the header

3. Choose an image file from your computer (max 10MB)
4. The image is applied to all selected exhibits

To view or copy an existing image: Click the image thumbnail to open a popover where you can: - View a larger preview of the image - Click **Copy Image to All Languages** to apply the same image to all language versions of this exhibit

Images that have been copied to other languages show an orange ring indicator.

Audio Preview

The audio column displays a mini player for each exhibit. Click the play button to preview the audio directly in the list. Audio files are managed through the **Import Audios** button or the full exhibit editor.

Exhibit Options

Click the options icons column to open a popover where you can toggle these exhibit behaviors:

Option	Icon	Description
Wait for sync (RF)	Radio	Waits for RF signal before playing
Non-interruptible (IR)	Shield	Cannot be interrupted by IR triggers
Plays once per visit	Play circle	Only plays once per visit
Manual confirm after auto-trigger	Mouse pointer	Requires OK press after auto-trigger
Manual confirm for chaining	User check	Requires OK press for chained content
Chain = Group Number (TG)	Link	Switches to tour guide mode
Keypad disabled	Key	Disables keypad during playback
Menu title	Menu	Marks exhibit as a menu header

Active options appear as solid icons; inactive options appear faded.

Bulk Operations

Select multiple exhibits using the checkboxes to enable bulk actions:

1. **Select exhibits:** Click the checkbox next to each exhibit, or use **Shift+Click** to select a range
2. **Bulk upload image:** Click **Upload Image** in the header to apply one image to all selected exhibits
3. **Bulk delete:** Click the red trash icon to delete all selected exhibits (requires confirmation)

Tip: Press **Escape** to clear your selection.

Sorting the List

Click the **ID** or **Name** column headers to sort the table. Click again to reverse the sort order. An arrow indicates the current sort direction.

Keyboard Navigation

Use **Tab** to move down to the next row in the same column, or **Shift+Tab** to move up. This makes it fast to update the same field across multiple exhibits.

Saving Your Changes

- Changes are highlighted in **yellow** until saved
- Duplicate IDs are highlighted in **red** and must be fixed before saving
- Invalid chained IDs (that don't match any exhibit) are highlighted in **orange** as a warning
- Click **Save** to keep your changes or **Discard** to cancel
- The system warns you before leaving the page with unsaved changes

Important: Each exhibit ID must be unique within a language. The system will prevent you from saving if duplicate IDs exist.

Using the Full Exhibit Editor

For complete control over an exhibit, click the **Edit** button to open the full editor.

Navigating Between Exhibits

Use the **Previous** and **Next** buttons at the top of the editor to move between exhibits without returning to the list. The current exhibit number is displayed between the navigation buttons.

Basic Information

Field	Description	Limits
Title	The name visitors see	Up to 100 characters
Description	Detailed information about the exhibit	Up to 1000 characters

Media Files

Audio File:

- Click the upload area to select an audio file
- Supported formats: MP3, WAV, AAC, OGG, FLAC, M4A, WEBM, WMA
- Maximum size: 1GB
- After uploading, you can preview the audio with the built-in player

Image:

- Click the upload area to select an image

- Maximum size: 10MB
- The image will be displayed on kiosks and QR code tours

Audio Settings

Fine-tune how your audio plays:

Setting	Description	Range
Gain	Adjusts the loudness of this specific exhibit. Use this to balance audio levels between exhibits so visitors don't need to adjust volume constantly.	0-10 dB
Fade In Period	When this exhibit interrupts another playing message, the new audio gradually increases in volume over this duration. Creates a smooth transition instead of an abrupt switch.	0-100 (in tenths of a second, so 10 = 1 second)
Fade Out Period	When another exhibit interrupts this one, this audio gradually decreases in volume over this duration before stopping. Creates a professional audio experience.	0-100 (in tenths of a second, so 10 = 1 second)
Chained Message Number	After this exhibit finishes playing, the audio guide will automatically play the exhibit with this ID number. Useful for creating guided tours or providing additional information.	Enter an exhibit ID, usually 1-894 for regular content

Example Use Case for Chaining: At the end of an exhibit about a painting, you might say “To learn more about the artist’s technique, press OK now.” The chained message would then play the additional content.

Exhibit Options (Advanced)

These options control how the audio guide behaves when playing this exhibit. Most venues use the default settings, but these options provide powerful control for specialized tour experiences.

Option 1: Wait for sync (RF)

This option is used for video synchronization in large rooms when the video only starts after all planned visitors enter the room, to make sure every visitor is triggered and syncs to the video, even if they hide their audio guide.

- **How it works:** When enabled, the audio guide waits for the RF synchronization signal before playing.
- **Use case - Movie theater:** At the entrance, an IR sensor tells audio guides to wait for the RF signal. When all visitors are seated and the movie starts, the RF transmitter begins broadcasting, and all audio guides synchronize together with the film.

Option 2: Non-interruptible (IR)

Prevents automatic triggers from interrupting this exhibit.

- **How it works:** When enabled, this message cannot be interrupted by another IR or RF zone trigger, or by pressing the keypad.

- **Use case:** Important introductory messages or safety information that visitors should hear completely before moving on.
- **Note:** The only exception is zone 0, which can still interrupt for emergency or exit messages.

Option 3: Only plays once per visit

Prevents the same message from playing multiple times.

- **How it works:** Once a visitor has heard this exhibit, it will not play again during the same visit (until the device is turned off, the audio guide reset, or the language is changed).
- **Use case:** Welcome messages, orientation information, or exhibits where repetition would be annoying to the visitor.

Option 4: Manual confirmation needed after auto-trigger

Requires visitor confirmation before playing auto-triggered content.

- **How it works:** When the audio guide receives an automatic trigger (IR/RF), it displays the exhibit title with an hourglass icon but does NOT start playing. The visitor must press OK within 20 seconds to hear the content.
- **Use case:** Allows visitors to choose whether they want to hear content in a particular area, giving them more control over their experience.

Option 5: Manual confirmation needed for chaining

Requires visitor confirmation before playing a chained message.

- **How it works:** When a chained exhibit is set to play after the current one finishes, the visitor must press OK within the confirmation timeout to hear it. Otherwise, the chaining is cancelled.
- **Use case:** Offer optional “deep dive” content. Example: “If you want to know more about the artist’s early life, press OK now.”
- **Note:** The confirmation timeout duration is set in **Content > General**.

Option 6: Chain = Group Number (TG) - Tour Guide Mode

Automatically switches the device to the Tour Guide channel specified in the Chain field after the exhibit finishes.

- **How it works:** When the exhibit audio ends, the audio guide tunes to the Tour Guide channel number defined in the Chain field. There are 20 available Tour Guide channels (1–20).
- **Use case - Setting Tour Guide channels via keypad:** Zone number is set to 1, Chain = 1, and Option 6 is selected. When the visitor dials “1” on the keypad, the audio guide automatically switches to Tour Guide channel 1, allowing the tour guide’s transmitter on channel 1 to take over audio playback for the group visit.

Option 7: Keypad disabled

Temporarily disables visitor keypad input during this exhibit.

- **How it works:** While the exhibit is playing, number keys are disabled and do not respond to user input. Volume control and navigation buttons remain active.

- **Use case:** When synchronizing with a video or movie, this option prevents accidental interruptions caused by visitors pressing number keys.
- **Note:** The keypad can also be fully disabled for the entire visit via the general settings. This is required for hands-free, fully automated, location-based triggering experiences.

Option 8: Menu Title

Creates a hierarchical menu structure on the audio guide display.

- **Important rule:** Menu titles must use either a single digit (1–9) or a multiple of 10 (10, 20, 30, etc.). This numbering rule allows the device to automatically assign sub-items in a clear and logical way.
- **How it works:** When an exhibit is marked as a Menu Title, the audio guide treats it as a parent item. All sub-items are then automatically linked based on the exhibit number:
 - If the Menu Title is Exhibit 2 → sub-items are 21, 22, 23, 24, etc.
 - If the Menu Title is Exhibit 10 → sub-items are 101, 102, 103, 104, etc.
 - This structure is generated automatically, with no additional programming required.
- **Use case:** Ideal for creating thematic or spatial sections, such as “Renaissance Art” (with individual artworks as sub-exhibits) or “Window 1” (with different displayed items). This ensures intuitive navigation and a clean, visitor-friendly menu layout.

Working with Multiple Languages

Switching Languages in the Editor

1. Open an exhibit in the full editor
2. Use the language dropdown in the top-right corner
3. Select a different language to view/edit that version

Creating Content for a New Language

If an exhibit doesn't exist in a language yet:

1. Open the exhibit in any existing language
2. Click the language dropdown
3. Select the language showing “(Empty - Click to Create)”
4. The exhibit will be created with the same ID
5. Add the translated content

Copying Images Across Languages

When you upload an image, you can copy it to all language versions:

1. Click on the image in the exhibits list
2. In the popover, click **Copy to all languages**
3. The same image will be applied to all language versions of this exhibit

Deleting an Exhibit

1. Open the exhibit in the full editor
2. Click the trash icon at the bottom
3. Choose:
 - **Delete for this language only** - Removes only the current language version
 - **Delete for all languages** - Removes the exhibit completely
4. Confirm the deletion

Saving Your Changes

When you make changes to an exhibit, the Save and Cancel buttons appear at the top of the editor.

- Click **Save** to keep your changes
- Click **Cancel** to discard changes and revert to the previous state
- Changed fields are highlighted in yellow until saved

6. Working with Media Files

Supported Audio Formats

Format	Extension	Notes
MP3	.mp3	Most common, recommended
WAV	.wav	High quality, larger files
AAC	.aac	Good quality, smaller files
OGG	.ogg	Open format
FLAC	.flac	Lossless quality
M4A	.m4a	Apple format
WEBM	.webm	Web format
WMA	.wma	Windows format

Maximum audio file size: 1GB per file

Supported Image Formats

The image uploaders support common web and phone image formats:

- JPEG (.jpg, .jpeg)
- PNG (.png)
- WebP (.webp)
- GIF (.gif)
- SVG (.svg)
- HEIC / HEIF (.heic, .heif)

Maximum image file size: 10MB per file

Tips for Preparing Audio Files

1. **Format recommendations:**

- **MP3** is recommended (64, 128, 192, or 320 kbps) - works for all purposes
- For synchronization with external videos, use 320 kbps constant bit rate (CBR)
- **WAV** (16-bit, up to 48kHz) can also be used when video synchronization is not required
- Mono or stereo both work

2. **Consistent volume:** Try to keep all audio at similar volume levels. Use the Gain setting in Look2Guide to fine-tune individual exhibits if needed.

3. **Clear recordings:** Ensure narration is clear and background noise is minimal

4. **Recommended length:** There is no technical limit on audio file duration; however, it is recommended to keep each track under 1.5 minutes, as longer audio may reduce visitor attention.

5. **File naming:**

- Name files descriptively before uploading (the filename becomes the exhibit title during batch import)
- Keep filenames concise; batch import uses up to 100 characters after cleaning the filename
- Avoid special characters like ü, é, or symbols

6. **Video synchronization:** For precise audio–video synchronization, audio files must be in MP3 format using a 320 kbps constant bit rate (CBR).

Tips for Preparing Images

1. **Resolution:** Use images at least 800x600 pixels for good display quality

2. **Aspect ratio:** Square or 4:3 images typically work best

3. **File size:** Compress large images to reduce upload time

4. **Subject:** Show the exhibit clearly; visitors use these images to identify exhibits

7. Audio Guide Settings and Content Download

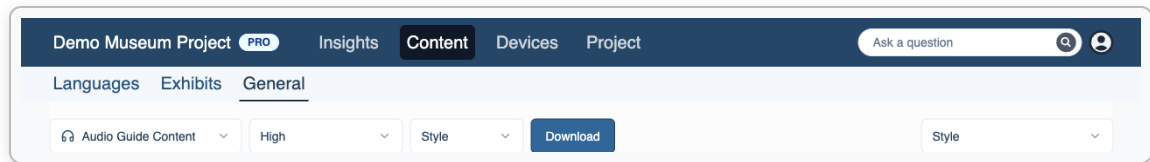
All Look2innovate devices are programmed using the Look2Guide online tool. For each project, it is recommended to specify the exact device model being used.

The available Look2innovate audio guide models are: **Style**, **Trend**, **Mini Style**, **Mini Trend**, and **Twister**.

Once the model is selected, you can quickly apply the recommended default configuration for that device. These settings define how the physical audio guides behave during visitor use.

Accessing Audio Guide Settings

1. Go to **Content > General**
2. Use the top controls to choose the content mode, audio quality, and device model
3. Review the accordion sections below for System, Timeouts, and Hardware settings



General Settings

The top bar shows the **Download** button for exporting your audio guide content package.

Understanding Triggering Methods

Before diving into settings, it's helpful to understand the different ways audio guides can trigger and play content:

Method	How It Works
Keypad	The visitor enters an exhibit number (e.g., "42"). The message plays automatically after ~1 second, or the visitor presses Play to start the message.
IR (Infrared)	Invisible infrared beams automatically trigger content when the visitor enters the covered zone. Once triggered, the message continues to play even if the visitor leaves the IR zone. Playback stops when the message ends or when another message is triggered.
RF (Radio Frequency)	Radio waves are used to trigger content in adjustable-size areas or to synchronize audio with video. RF triggering uses 2.4 GHz frequencies, which are globally accepted.
Point & Click	The visitor points the device at a target (e.g., Target AG) and presses Play. The device sends its ID via IR to the target, which then sends back the command via RF to trigger the corresponding message.
Buzz & Play	An RF beacon (a Target programmed as an RF beacon) covers an adjustable circular area (approx. 0.5 to 15 m). When a visitor passes through the area, the device vibrates ("buzzes") to invite the visitor to listen to the triggered message.

System Settings

Startup & Language

Setting	Description	Range
Volume	The audio volume when the device is first turned on. Visitors can adjust this during their visit.	1-10
Number of Languages	How many language/tour options are available. You can have up to 32 different languages or tour versions (e.g., English Adult, English Children, French, etc.).	1-32

Setting	Description	Range
Language Menu	When enabled, visitors see a menu with language flags at startup and can scroll through options to select their preferred language. When disabled, the device starts in the default language.	On/Off
Play Language Message	When enabled, a confirmation message plays after selecting a language (e.g., “You are listening to the English tour”). This uses the special exhibit ID 895 for each language.	On/Off

Tip: You can create multiple tour versions in the same language (e.g., “English Adult” and “English Children”) by using different language labels like “EN” and “EC”.

Project Modes

Setting	Description
Auto RF	Must be enabled if your venue uses RF (radio frequency) automatic triggering. When enabled, the audio guide listens for RF signals to automatically play content. Also required for the exit alarm feature to work. Disable to save battery if you don’t use RF triggering. Note: Point & Click RF works regardless of this setting.
Auto IR	Must be enabled if your venue uses IR (infrared) automatic triggering. When enabled, the audio guide responds to infrared sensors. Disable to save battery if you don’t use IR zones.
Deactivate Keypad	When enabled, visitors cannot manually enter exhibit numbers. Only Point & Click, volume control, fast forward, and rewind buttons remain active. This is useful for fully automated, hands-free tours or Point & Click-only experiences.
Deactivate Point & Click actions	When enabled, the Point & Click animation (rolling arrow) is hidden from the display. The Point & Click function still operates normally but without visual feedback. Useful for a cleaner display during automated tours.

Display & Battery

Setting	Description	Range
Display Brightness	How bright the screen is. Higher values = brighter but more battery usage.	0-5 (5 = brightest)
Low Battery Alarm	When the battery reaches this level, a red LED turns on continuously to alert staff that the device needs charging soon.	5-50%

Timeouts Section

These settings control timing behaviors. Understanding them helps create a smooth visitor experience.

Zone & Navigation Timeouts

Setting	What It Does	Example Use	Range
Zone Restart	For auto-triggering (IR/RF): How long before the same zone can trigger again.	Set to 60 seconds so visitors standing near a paint-	1-65500

Setting	What It Does	Example Use	Range
Time	Prevents the same message from restarting if a visitor stays in one area.	ing don't hear the same intro repeatedly.	sec
Zone Resume Time	For auto-triggering: If a visitor triggers a new message but returns to the previous zone within this time, they can continue listening from where they left off.	Visitor walks into Room B, then returns to Room A within 30 seconds and picks up where they stopped.	0-60 sec
Return Previous Zone Time	How long a visitor can rewind to return to the previous zone's content.	Allow visitors to go back and hear something they missed.	0-60 sec

Power Management Timeouts

Setting	What It Does	Example Use	Range
Power Off Time	After being idle (no buttons pressed, no audio playing) for this duration, the device automatically turns off to save battery.	Set to 600 seconds (10 minutes) so unattended devices don't drain battery.	0-65000 sec
Screen Timeout	After being idle for this duration, the screen turns off to save battery. The device stays on and audio continues if playing.	Set to 100 seconds for good battery life while remaining responsive.	1-120 sec

User Interaction Timeouts

Setting	What It Does	Example Use	Range
Language Selection Timeout	At startup, if the visitor doesn't choose a language within this time, the displayed language is automatically selected. Set to 1 second if you don't want a language selection screen.	Give visitors 60 seconds to choose before defaulting to the first language.	1-3600 sec
Confirmation Timeout	For exhibits with "Manual confirmation needed for chaining": How long the visitor has to press OK before the chained message is cancelled.	After "Press OK to learn more about the artist", wait 15 seconds for response.	1-60 sec
Keypad Backlight Timeout	How long the keypad stays lit after a button press. Set to 0 to disable keypad lighting entirely.	Keep keypad lit for 5 seconds after each press.	0-3600 sec

RF & Communication Timeouts

Setting	What It Does	Example Use	Range
Point & Click RF Timeout	Maximum time to wait for RF signal when using Point & Click. Usually set to 1 second since reception is nearly instant.	Keep at 1 second for responsive experience.	1-10 sec
RF Timeout	For exhibits with "Wait for sync (RF)" option: Maximum time the device will wait for the RF syn-	Wait up to 500 seconds for a movie to start in a theater.	1-7200 sec

Setting	What It Does	Example Use	Range
(Wait for RF)	chronization signal. Used for video sync applications.		
Return Alarm Timeout	If a visitor triggers the exit alarm, they can stop it by returning to the exhibition within this time.	Give visitors 60 seconds to return before the alarm continues.	0-3600 sec
Chain Message Delay	After an exhibit finishes, wait this long before starting the chained message. Gives visitors a moment to process what they heard.	Wait 5 seconds between main content and “learn more” content.	0-3600 sec

Hardware Settings

Audio & Sound

Setting	What It Does
Keypad Beep	When enabled, the device beeps each time a button is pressed, giving visitors audio feedback.
Power Amplifier “On” all the time	The power amplifier is normally turned off between audio playback to extend battery life. Enable this to keep it on constantly. Even with this enabled, battery lasts several days, but it will drain faster.

Device Modes

Setting	What It Does
Tour Guide Mode	Enable this if you are programming a transmitter device for live guided tours (rather than a visitor audio guide).

Buzzer Settings

These control when the device makes an audible alert sound:

Setting	When It Buzzes
Buzzer All	Master control - must be ON for any buzzer to work
Buzzer Auto RF	When RF triggers new content
Buzzer Point & Click	When Point & Click triggers content
Buzzer Auto IR	When IR triggers new content
Buzzer Language Selection	When the language selection screen appears

Saving Audio Guide Settings

1. Make your changes (changed fields will highlight in yellow)
2. Click **Save** to apply changes
3. Click **Discard** to cancel changes

Important: After saving, you need to download the configuration and copy it to your devices for the changes to take effect.

Downloading and Transferring Content to Audio Guides

Once you've configured your languages, exhibits, and device settings, you need to download the content package and transfer it to your audio guide devices.

Step 1: Download the Content Package

1. Go to **Content > General**
2. Click the **Download** button
3. Wait for the system to generate the ZIP file (this may take a few minutes depending on content size)
4. Once complete, the ZIP file will automatically download to your computer

Step 2: Extract the ZIP File

1. Locate the downloaded ZIP file (named like `ProjectName_YYYY-MM-DD content.zip`)
2. Open the ZIP file to view its contents:

The ZIP file contains: - **source** folder - Contains the three folders you need to copy - **Dev.ini** - Device configuration file - **Guide.ini** - Guide configuration file

Step 3: Locate the Three Content Folders

1. Open the **source** folder inside the ZIP
2. You will see three folders:

Folder	Contents
image	All exhibit images and language flags
song	All audio files (exhibit audio, language messages)
system	Configuration files for the device

Step 4: Connect the Audio Guide Device

To transfer content, you need to connect the audio guide to your computer using the **DOCK AG** (Docking Station).



Pogo pins on the bottom of the audio guide



Audio guide in the DOCK AG docking station

1. Place the audio guide into the docking station, aligning the pogo pins with the contacts
2. Connect the docking station to your computer via USB cable
3. The audio guide will appear as a removable drive on your computer (e.g., “USB Drive (D:)”)

Step 5: Copy Content to the Audio Guide

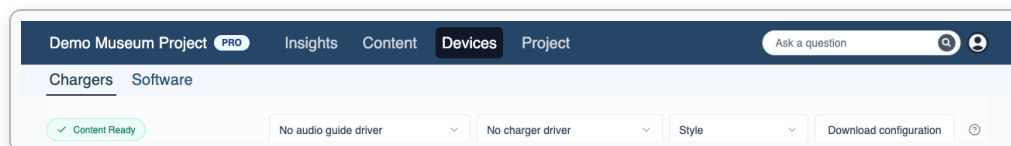
⚠ IMPORTANT: You must **delete the old folders first** before copying the new ones. Failure to do so may result in corrupted or mixed content on the device.

1. Open the audio guide drive on your computer
2. **Delete** any existing `image`, `song`, and `system` folders on the device
3. **Copy** the three folders (`image`, `song`, `system`) from the ZIP’s source folder
4. **Paste** them into the **root directory** of the audio guide drive
5. Wait for the copy to complete (do not disconnect during transfer)
6. Safely eject the audio guide drive from your computer
7. Remove the device from the docking station

Important Notes: - Always delete old folders before copying new ones to avoid content conflicts - Always copy all three folders together to ensure consistency - The device will automatically load the new content when turned on - Test the device after programming to verify all exhibits work correctly

8. Devices and Smart Chargers

The **Devices** section is used when a project connects Look2Guide to physical hardware beyond the content ZIP download workflow.



Chargers

Go to **Devices > Chargers** to review smart charger status and configuration.

Use this page to:

- Check whether project content is ready for chargers
- Select the audio guide driver and charger driver when required
- Select the target audio guide model
- Download the charger configuration file
- Review linked smart chargers when they have connected to the project

Tip: If no charger appears yet, confirm the charger has been configured with the correct project code and has connected to the internet.

Software

Go to **Devices > Software** to manage software-related project codes when enabled. These codes are used by device apps or provisioning flows and should be shared only with the staff or technicians who need them.

9. Kiosk Settings

If your project includes interactive kiosks, you can customize what visitors see.

Accessing Kiosk Settings

1. Go to **Content > Kiosk**
2. Select a language to configure

Kiosk Display Settings

Customize the text visitors see on the kiosk touchscreen:

Field	Default Text	Description
Email Question	“Would you like to receive a personalized summary?”	Prompt asking if visitor wants email
Email Label	“Email”	Label for email input field
Enter Email Question	“What is your email?”	Prompt for email entry
Conditions Checkbox	“I agree to the terms and conditions”	Terms acceptance text
Submit Button	“Send”	Button text
Invalid Email Message	“Please enter a valid email.”	Error message for bad email

Field	Default Text	Description
Thank You Message	“Thank you! Hope to see you again soon.”	Confirmation message

Email Report Template

Customize the email visitors receive with their visit summary:

Field	Default Text	Description
Project Name	“Museum”	Your venue name
Visit Report Title	“Your Personal Visit Report”	Email subject/header
Minutes Listened Label	“Minutes Listened”	Label for listening time stat
Exhibits Visited Label	“Exhibits Visited”	Label for visit count stat
What You Missed Label	“What you missed”	Section header for unvisited exhibits
What You Saw Label	“What you saw”	Section header for visited exhibits
Thank You Label	“Thank you for visiting!”	Closing message
Full Report Button	“Open Full Report”	Button to view full report online

Museum Header Image

Upload a header image that appears on the kiosk display:

1. Click the upload area in the Museum Image section
2. Select an image from your computer
3. The image will appear on kiosk screens

Saving Kiosk Settings

Remember to click **Save** after making changes. Changes need to be saved separately for each language.

10. Managing Users and Permissions

Use the **Project** section to manage project details and control who has access to your project.

Project Details

Go to **Project > Details** to update the project name and internal notes.

- Project names must be 5-100 characters
- Notes can be up to 1000 characters
- Click **Save** after changing project details

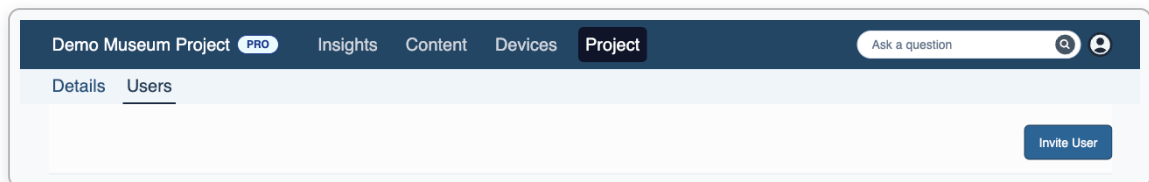
- Use **Clone project** to create a new project with cloned content; users and permissions are not copied
- Use **Delete project** only when you are sure the project should be removed; the delete dialog requires the project name and an email code

User Permission Levels

Permission	Can Do
Admin	Full access: create/edit content, manage settings, view analytics, manage users
Detailed Insights	Access detailed analytics and reports when enabled for the project
Insights	View analytics and insights

Viewing Current Users

1. Go to **Project > Users**
2. You'll see a table of all users with access to your project
3. Checkboxes show each user's permissions



Users and Permissions

Inviting New Users

1. Go to **Project > Users**
2. Find the invitation section
3. Enter the email address of the person to invite
4. Select their permission level
5. Click **Invite**
6. The person will receive an email invitation

Changing User Permissions

1. Go to **Project > Users**
2. Find the user in the list
3. Check or uncheck the permission boxes
4. Changes are saved automatically

Removing a User

1. Go to **Project > Users**
2. Find the user in the list
3. Click the **Remove** button next to their name
4. Confirm the removal

Pending Invitations

Invitations that haven't been accepted yet appear in a separate section. You can:

- See what permissions were assigned
- Cancel pending invitations if needed

11. Viewing Analytics and Insights

Track how visitors interact with your exhibits.

Accessing Insights

1. Click **Insights** in the top navigation
2. Choose from the sub-sections:
 - **Languages** - Statistics by language
 - **Exhibits** - Statistics by exhibit
 - **Kiosk** - Kiosk interaction statistics (if enabled)
 - **Reports** - Email report preferences and detailed reporting tools when enabled
 - **Logs** - Technical project logs where available

Language Insights

See which languages visitors use most:

- Total visitors by language
- Language usage trends over time
- Comparison between languages

Exhibit Insights

Understand which exhibits are most popular:

- Visit counts per exhibit
- Ranking of most-visited exhibits
- Per-language breakdowns available

Kiosk Insights

If you have kiosks enabled:

- Number of visitors using kiosks
- Email collection metrics
- Kiosk usage patterns

12. Tips and Best Practices

Content Creation Tips

1. Plan your numbering system

- Use logical numbering that follows the physical layout
- Leave gaps for future additions (e.g., 10, 20, 30 instead of 1, 2, 3)
- Keep a map or list of ID assignments

2. Create all languages at once

- Add all planned languages before creating exhibits
- Use “Create for all languages” when making new exhibits
- This ensures consistent exhibit IDs across languages

3. Use batch import for efficiency

- Name audio files with exhibit titles
- Import all audio at once using “Import Audios”
- Then go back and add images and descriptions

4. Keep descriptions concise

- Visitors on kiosks may skim text
- Use 2-3 sentences highlighting key points
- Save detailed information for the audio

Image Best Practices

1. Consistency helps visitors

- Use similar framing and lighting style
- Show the exhibit clearly without clutter
- Consider using the same image across all languages

2. Optimize for quick loading

- Compress images before uploading
- 1000-1500 pixels on the longest side is usually sufficient

Audio Best Practices

1. Professional quality matters

- Use a quiet recording environment
- Maintain consistent audio levels across all exhibits
- Consider professional narration for important exhibits

2. Keep it engaging

- Aim for under 1.5 minutes per exhibit for best attention retention

- Vary pacing and tone
- Include interesting stories or facts

Team Workflow Tips

1. Assign clear roles

- Content creators: Admin access
- Managers who only need reports: Insights access

2. Coordinate multilingual content

- Create master content in primary language first
- Use consistent exhibit IDs across all languages
- Review translations for accuracy

13. Troubleshooting

Common Issues and Solutions

“Permission denied” error

- **Cause:** You don’t have admin access to this project
- **Solution:** Contact your project administrator to request admin permissions

Changes aren’t saving

- **Cause:** You may have missed clicking the Save button
- **Solution:** Look for the Save button (fields with unsaved changes show yellow highlighting)

Audio file won’t upload

- **Cause:** File may be too large or wrong format
- **Solution:**
 - Check file is under 1GB
 - Convert to a supported format (MP3 recommended)
 - Try a different browser if issues persist

Image won’t upload

- **Cause:** File may be too large or wrong format
- **Solution:**
 - Check file is under 10MB
 - Use JPEG or PNG format
 - Compress the image if needed

Duplicate ID error when saving

- **Cause:** Two exhibits have the same ID in the same language
- **Solution:** Change one of the exhibit IDs to a unique number

Can't see the Content section

- **Cause:** You may only have Insights permission
- **Solution:** Contact your administrator to request Admin access

Language dropdown is empty

- **Cause:** No languages have been set up yet
- **Solution:** Go to Content > Languages and add at least one language

Exhibit audio isn't playing

- **Cause:** Audio file may not have finished uploading, or browser issue
- **Solution:**
 - Wait for upload to complete (check for loading indicator)
 - Refresh the page
 - Try a different browser

Getting Help

If you encounter issues not covered in this manual:

1. Check if the problem persists after refreshing your browser
2. Try logging out and back in
3. Contact your Look2Guide administrator or support team

Quick Reference Card

Keyboard Shortcuts and Quick Actions

Action	How To
Save changes	Click the Save button (appears when changes are made)
Discard changes	Click Discard or Cancel
Navigate exhibits	Use Previous / Next buttons in editor
Switch language	Use the language dropdown
Quick edit	Click directly on ID, Name, or Image in the list

File Size Limits

File Type	Maximum Size
Audio	1GB

File Type	Maximum Size
Image	10MB
Batch audio import	50 files at once

Character Limits

Field	Maximum
Language label	4 characters
Language name	100 characters
New exhibit name	40 characters
Exhibit title	100 characters
Exhibit description	1000 characters

Need more help? Contact your Look2Guide administrator or visit the support resources provided by your organization.