# Frequently Asked Questions

## PHONES/DEVICES

- **Can I use the app on an iPad instead of iPhone?**
  Yes, you can use Vox Connect on all iOS or Android smartphones and tablets.
- **What age does the phone have to be for Vox Connect to work?**
  It does not really depend on the age of the phone itself, but on its operating system. Any device released after 2017 will have automatically installed the minimum operating system required for Vox Connect to function. Vox Connect can also work on older devices such as the iPhone 6, which was released in 2014, providing the owner has regularly updated the operating system of that iPhone.
  To summarize, it does not depend on the age of the phone, but on the 'updates' of its operating system. Minimum requirement are:
  - Apple: iOS 11
  - Android: Android 5

## HEADSETS

- **Does Vox provide headphones for this type of service?**
  We do not provide headphones as most people prefer to use their own as they are specific to their phones. If guides wish to keep a stock of spare earphones for their guests, then we can provide them and will send a separate quotation.
- **What types of wireless headsets can guides use to speak into the app?**
  All types of headsets for smartphones are compatible, including Bluetooth.
- **Do you have any advice regarding how these systems work for hearing aid users?**
  Guests own earphones designed to work on their phone in conjunction with their hearing aids can be used in the same way with Vox Connect as they do with any other app on their phone, like Youtube, Radio FM etc.

## CONNECTIVITY

- **What happens if the tour is in an underground area?**
  If the tour is in an area with no internet connection, then you should connect devices to the venue Wi-Fi or use the Vox Box.
- **What connectivity should I use for a place like The Vatican?**
  The Vatican City uses Italian mobile internet networks, and the Basilica itself has a Vox network Wi-Fi that can be used.
- **Must I use the 6 digit code for both Internet and Wi-Fi streams?**
  The 6 digit code is the code that guides must share with guests ONLY to join the internet stream. If the guide wishes to use Wi-Fi streaming they need to do the following:
  - The guide must identify and select a suitable wi-fi connection.
  - Everyone should connect to the Wi-Fi that the guide has chosen.

- o The guide will give the stream a name and the guests will see this name and connect to it.
- **Why do guests sometimes hear a delay in the voice of the guide?**
Vox Connect has minimal natural latency, but this could be worsened in moments when the power of the guest's data connectivity or a venue's Wi-Fi system is weak.
- **What should I do if the streaming crashes for some reason (connection, etc.) showing the message 'waiting for the presenter'?**
If this happens you should go back to the app and re-join the stream.

**FEATURES**

- **Is it possible for people to ask questions to the guide during the tour? If so, how can the guide respond?**
Guests can send written questions using the message button on Vox Connect (one way only) and the guide can reply vocally (written message replies are not feasible).
- **How does a client ask the guide a question if out of speaking range?**
A user can ask a question from anywhere, so long as they are connected through Internet streaming, as the range is limitless. However, it's not possible to ask questions if they are out of the Wi-Fi stream as they would not be connected.
- **How is an audio background created (e.g. choir/music playing when in a church)?**
This is a feature in development and is due by summer 2021.
- **If the whole group has downloaded the app and one member gets lost, can the guide call them to a meeting point?**
If the guest is connected to Vox Connect, the guide can communicate with the group verbally. They cannot however speak just individually to one person with Vox Connect.
- **Can the guide point their mobile camera to show a feature. If so, how?**
This is a feature in development and is due for the beginning of 2021.
- **Does every guest have to have a smartphone, or can families participate with one cell only?**
Yes, this is possible as long as they have a splitter for the earphones.
- **What happens if a guest presses the SOS function?**
This will be functional from December 2020. We will update you with an email.
- **Are there copyright restrictions with the music function?**
International and national copyright rules apply with Vox Connect
- **Is the app only available in English?**
The app is available in French, Spanish, Italian, German, Chinese, English, Portuguese, Japanese and Russian.
- **What new tools will be available to support simultaneous translations?**
This function will be available by the end of October 2020 and we will email details when ready.
- **How does the QR code system work? How does the guide receive it?**
The guide receives the QR code via email which they can either send to their clients or show them directly at the meeting point from their telephone. The guest just scans the QR code and this will download the app and directly login to the tour.
- **Can guides create sub-accounts for local guides or other reasons?**
Yes, sub-accounts can be managed from the menu if the guide has agreed for this usage in their contract.
- **Is there a live chat function available as a helpline?**
The live chat function from within the app will be available from Dec 2020.

**GUIDE 360**

- **What does membership of Guide 360 include?**
  - ★ Automatic free membership
  - ★ Special daily and long licence rates (contact bizdev@voxtours.com for rates)
  - ★ Specialist guide technology mini-webinars (info will be sent via email)
  - ★ Portable Wi-Fi units at special rates - (contact bizdev@voxtours.com for rates)
  - ★ Help desk support 7 days a week – Contact voxconnect@voxtours.com.  Live chat will be available from December 2020.
  - ★ Discounts on radio services and products – (contact bizdev@voxtours.com for rates)
  - ★ Back-up and global logistics

- **What assistance is there if we have technical problems?**
  - ★ Contact voxconnect@voxtours.com.  Live chat will also be available from December 2020.

## VOX BOX

- **How can I get a Vox Box?**
  Vox Box will be available for businesses from September 2020 and for individual guides from January 2021. Contact bizdev@voxtours.com for details.
- **Will you deliver and collect it like the radios?**
  Yes, our logistics team will deliver and collect in the same way as the radios.
- **How many people can be connected at one time?**
  Max of 50 people can be connected at one time.
- **Can a sim card be connected to the Vox Box?**
  This is a feature in development and is in the short-term pipeline.

## LICENCES
- **Is it possible to buy a license from a guide association and then use it among the guides of the association?**
  Yes, guide associations can contact us for special rates and for the use of sub account.
- **How long from paying to the guide service being available?**
  If you already have an account in the Vox members area the service will be available immediately. If you apply through the Vox desk/office the service will be available as soon as the guide gets the credentials. Depending on the time zone this should take no longer than 12 hours.
- **If I subscribe on an ad hoc basis (one day, then take a break, then use the app for another two days, etc.) will I need different login credentials each time?**
  It is possible to do this and you would need to contact bizdev@voxtours.com for a special rate. The login credentials may or may not change based on your agreement.
- **Can I book very last minute?**
  Yes, the members area allows you to book immediately.

## GDPR
- **Is it possible to see not only how many customers are connected but also WHO is connected?**
  No, you can only see the number of people connected.
- **Can you confirm that the clients will not have my phone number?**
  Yes, guests cannot see any personal information from your phone.
- **Will I be able to see clients phone numbers?**

It is not possible to see any personal information about your clients, not even their name.