

# Sync

The content is transferred to the Podcatchers by the Sync software, which runs on a Windows™ computer. Logfiles and statistical data are downloaded from the Podcatchers and sent to the Guide ID webservers.

## System requirements

- Windows 7/8/10 including all service packs & updates
- Minimum 1 GHz processor
- Minimum 2 GB memory
- Minimum 2 GB of free hard disk space
- Windows update enabled
- .NET framework 3.5 SP1 installed
- 1 USB 2.0 port<sup>2</sup> available per 10 Docks
- Broadband, always-on, wired<sup>1</sup> internet connection
- The computer needs to be powered on and online 24/7.
- A maximum<sup>3</sup> of 20 Docks can be connected to 1 Sync computer.



Example of a small form factor computer.  
Model shown: Shuttle DS57U

## Frequently asked questions

### Can Guide ID supply a suitable Sync computer?

Yes, we can. Currently we supply a small form factor computer from Shuttle (see image below). (Models may vary)

### Is access to the internal network required (eg. for storage of files)?

No, all files are stored on the internal harddisk of the Sync computer. The network connection is only used for communication to the Guide ID webserver.

### What data is being sent over the internet?

The Sync software receives content (playlists & audio files) and sends back logfiles from the Podcatchers.

### Can I use a computer that is also being used for another task (eg. POS / cash register system)?

No, the Sync computer should only be used to synchronise the Podcatchers.

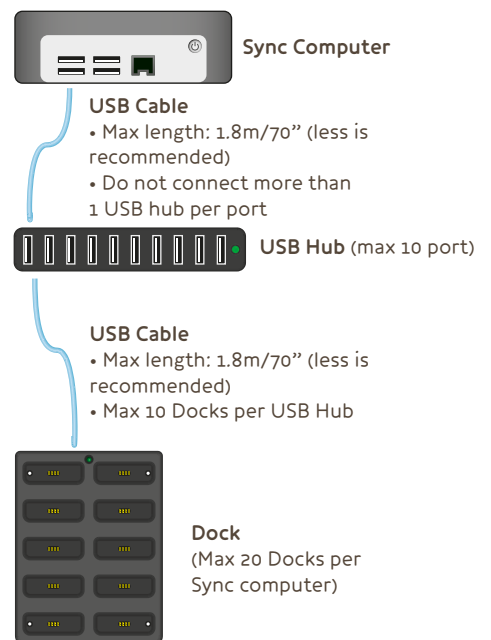
### Will the Sync work on macOS / OS X / Linux?

No, the sync software only runs on Microsoft Windows.

## Installation

Place the Sync computer and Docks in a ventilated environment. Make sure fresh air can enter and warm air can escape.

- Do not use USB cables longer than 1.8m / 70”.
- Do not use extension USB cables.
- Do not link multiple USB hubs.
- Use USB hubs without an external power supply.



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<sup>1</sup> Although wireless internet (WiFi) may work, we strongly recommend using a wired connection! Guide ID does not guarantee nor support the use of wireless connections for the Sync computer.

<sup>2</sup> Some ASMedia USB 3.0 ports are known to malfunction, so it is recommended to use only USB 2.0 ports.

<sup>3</sup> Some computers may support even less.