

Using the GettyGuide™ Handheld



J. Paul Getty Museum
Interactive Programs
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Introduction

This document will help you explore the new GettyGuide™ handheld system. It's a reference manual that will help you understand the logic behind the device.

The handheld replaces the old CD-based audioguides with newer, smaller, and more powerful technology. Audio information is transmitted to the handheld via a high-speed wireless computer connection. This technology also lets the device automatically know where it is. This new feature, called **location sensing**, helps direct visitors to various locations around the Getty and even to specific works of art.

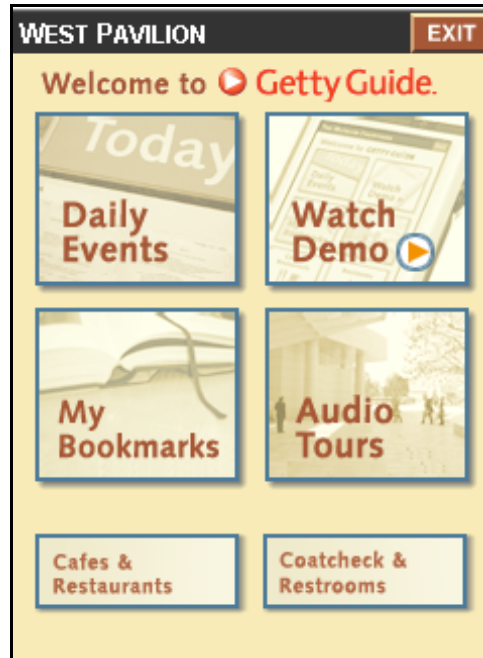
Like the current Audioguide, the handheld offers both general and specific audio stops, ranging from an introduction to the Museum or an overview of a gallery, to information on individual objects. The stops can be linked to form a "tour" or accessed randomly. Two or more audio programs may be devoted to a single object offering—for example, a family stop, in addition to a stop intended for the typical adult visitor. Some stops will be offered in Spanish, too.

In addition to being smaller and lighter than the current Audioguide, the new handheld devices display images and permit easier navigation through the Museum. More importantly, they allow visitors to customize their experience. As visitors walk through the galleries, they can bookmark a work of art to learn more about it later, either on a GettyGuide station or at home. Here's how it works: When visitors set their handheld near a GettyGuide station (in the GettyGuide Room, East AIR, or in a transitional space between the galleries), their bookmarks will be sent to the GettyGuide station via another wireless connection, letting the visitor explore those works of art and other related information. If the visitor saves or e-mails the bookmarks, they can be retrieved during a visit to the Getty Web site (www.getty.edu). The new system will soon allow visitors to bookmark objects on the Web *before a visit* and these can be called up on the handheld when they arrive at the Museum.

While new technology requires learning new ways to explore the collection, the system is quite intuitive once you give it a try.

We're very excited about the handheld, and we hope you like it, too. But as with any new technology, there will be a period of time when we'll have to do some troubleshooting. We appreciate any information, comments, or questions you might have.

Home Screen



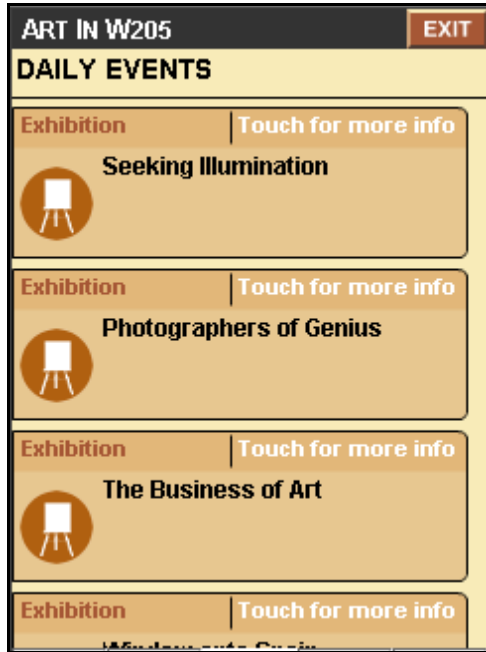
**This is the latest version of the GettyGuide handheld home screen.
Visitors will see this first after receiving the handheld.**

Take a close look at the top of the screen. You'll notice that the kiosk already knows where the visitor is! Beneath that heading are six buttons that lead to different areas of the handheld.

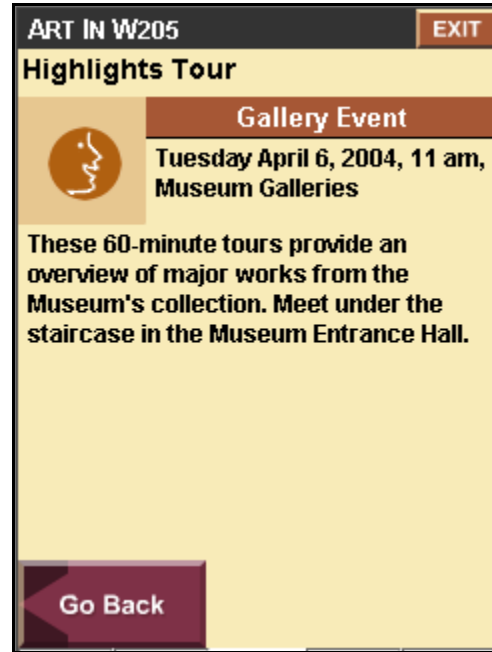
- **Daily Events** provides the visitor with a listing of exhibitions, tours, lectures, and more.
- **Watch Demo** gives the visitor a one-minute demonstration of the information available on the handheld, as well as tips on how to use the device.
- **My Bookmarks** lets visitors explore the list of bookmarks they've created.
- **Audio Tours** are various tours that have been written to take advantage of the handheld. Some tours will be familiar because they are from the Audioguide (*What to See*); others are new, such as our general and family site tours.
- **Cafes & Restaurants** and **Coatcheck & Restrooms** help visitors find these destinations in relation to where they are located.

At the top right of the screen is an EXIT button. Touching this button takes the handheld off of the home screen and puts it into a different mode. If the visitor is in a gallery, works of art in that gallery will appear, along with an opportunity to listen to a gallery overview. If the visitor is in any other space, featured attractions/exhibitions at the Getty will appear—such as special and rotating exhibitions, tours, or popular works of art.

Home Screen: Daily Events



Daily Events: Main screen



Daily Events: Event screen

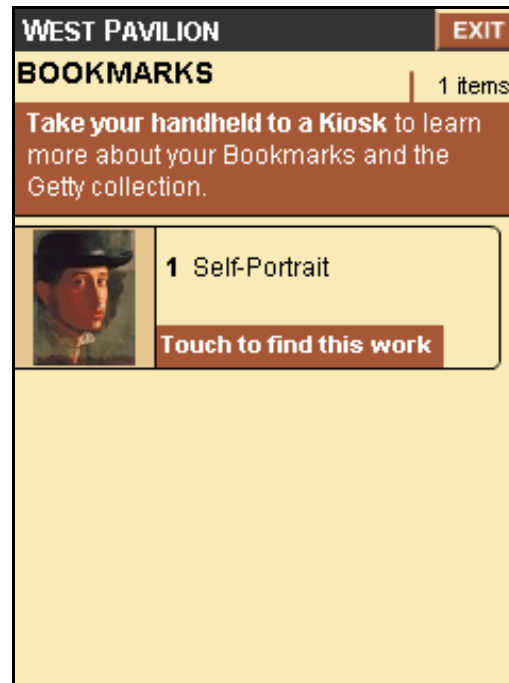
The screen on the left shows some of the Daily Events happening at the Getty on this particular date. Visitors can scroll up or down the list using the mechanical up and down buttons on the handheld device. Touching one of the listings presents another screen (seen on the right) with a brief description of the event.

Touching the **EXIT** button brings the visitor back to the home screen. Touching **Go Back** on the event screen brings the visitor back to the Daily Events Main screen (on the left).

Home Screen: Watch Demo**GettyGuide handheld Demo sample screen**

The Demo is an animated presentation that describes the features of the handheld. To exit the demo, touch the home button. You will return to the home screen.

Home Screen: My Bookmarks



Bookmarks list

When visitors touch the **My Bookmarks** button (or the BOOKMARK button on the device), they get a screen that lists all of their saved bookmarks. Bookmarking will be explained in detail later, but basically it's an easy way to save favorite works of art to learn more about them later on a GettyGuide kiosk or on the Getty Web site (www.getty.edu).

Touching the **EXIT** button brings the visitor back to either the Gallery Index (see page 9) or to a list of featured attractions/exhibitions at the Getty.

Home Screen: Tours



Tours list

One of the most powerful features of the handheld is the ability to create tours of various works of art. Touching the **Audio Tours** button on the home screen (or the **Audio Tours** button on the device) brings up a list of available tours (pictured above). Tours will be described in greater detail later in this document.

Touching the **EXIT** button brings the visitor back to either the Gallery Overview (see page 10), or to a list of featured attractions/exhibitions at the Getty.

Home Screen: Cafes & Restaurants, Coatcheck & Restrooms



Cafes & Restaurants Map



Coatcheck & Restrooms Map

These screens are somewhat self-explanatory. Touching the **Cafes & Restaurants** button brings up the screen on the left. Touching the **Coatcheck & Restrooms** button brings up the screen on the right. A pulsing red circle indicates the visitor's current location.

Touch the **Hide Map** button to return to the home screen.

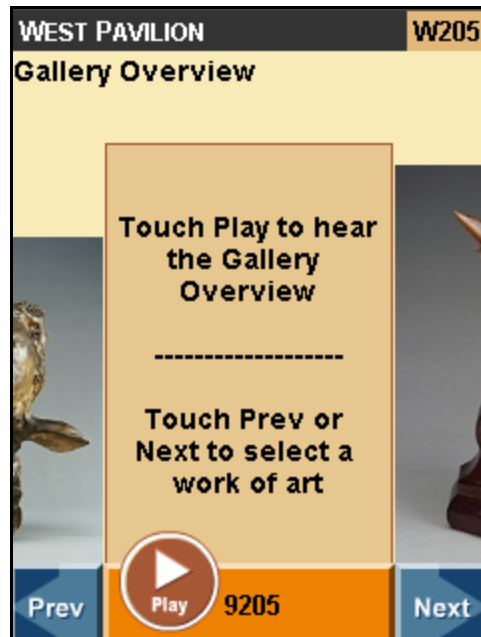
Featured Attractions



Featured Attraction Screen

When visitors are in a transition space (any space that is not considered a gallery, such as the Entrance Hall), they will see this type of screen. Featured Attractions are a way to help visitors explore all the varied content available on GettyGuide. In the example above, if visitors touch the image, they will get more information about the attraction. Because this is an "advertisement" for our Family Site Tour, the option is available to start the tour by touching the appropriate button. There are also **Prev** and **Next** buttons so visitors can scroll through the roughly one-dozen featured attractions, one by one.

Gallery Index Mode



Gallery overview screen

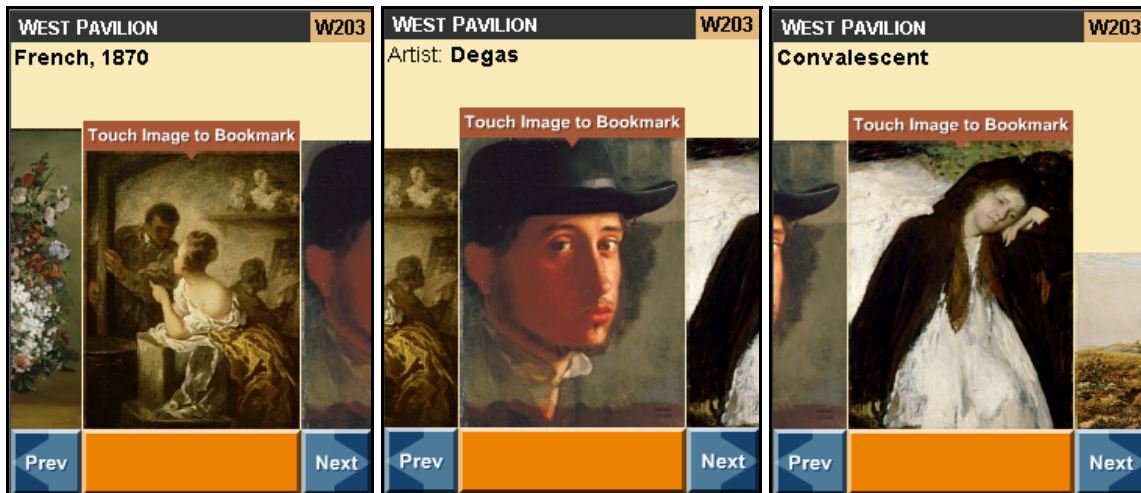
This screen appears when a visitor first walks into a gallery space. There are several visual elements that are common to all *gallery index* screens. At the top is text that reads **ART IN W205**. This lets visitors know that they are in a gallery space, in this case West Pavilion, gallery 205. Next to this is the shorthand room number, **W205**. Touching the shorthand room number returns the visitor to the gallery overview screen.

In the middle of the screen are instructions and a **Play** button. Touching **Play** will play back a general audio description of the art in that gallery. Most Gallery Overview audio is less than one minute in length.

The left and right sides of the screen present fragmentary images of the works of art in that gallery. Touching the **Prev** and **Next** (PREVIOUS and NEXT) buttons lets visitors move through the sequence of objects in that gallery. Once one of these buttons is pressed, the visitor may return to the Gallery Overview audio at any time by touching the room number in the upper-right corner of the screen. This brings up the Gallery Overview screen, as seen above.

Note that all audio stops still have numbers assigned to them. This Gallery Overview has been assigned the number 9205. Audio programs can still be accessed via the number pad, which is discussed later in this document.

Gallery Sequences



Three objects in a sequence

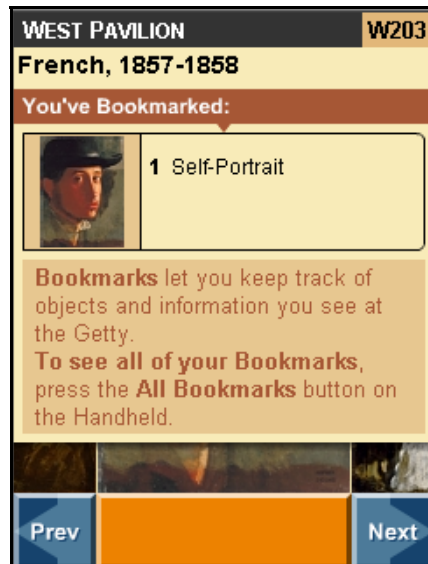
Look carefully at the images in the sequence above. Each represents an object hung in Gallery W203, one next to the other. Essentially, the handheld always shows a main image surrounded by its immediate neighbors in the gallery. Touching the **Prev** and **Next** buttons is just like sequentially scanning the gallery with your eyes.

In this example, let's start with the middle image, which focuses on Degas' *Self-Portrait*. The partial images to the left and right of *Self-Portrait* offer a preview of what you'll see when you touch the **Prev** or **Next** buttons. So, imagine you just touched the **Prev** button. The result is shown in the left screen. Note how now, only the leftmost part of *Self-Portrait* appears while Daumier's *Studio* has become the focus image. In the third screen, you see what happens when you are looking at the Degas painting and you touch the **Next** button. Degas' *Self-Portrait* moves to the left and his painting *The Convalescent* moves to the center. A sliver of Millet's *Man with a Hoe* appears to the right.

New objects will appear on the screen when the **Prev** and **Next** buttons are touched. When the visitor comes to the end of the sequence, the last image will appear next to the first image. This loop will continue until the visitor exits the gallery.

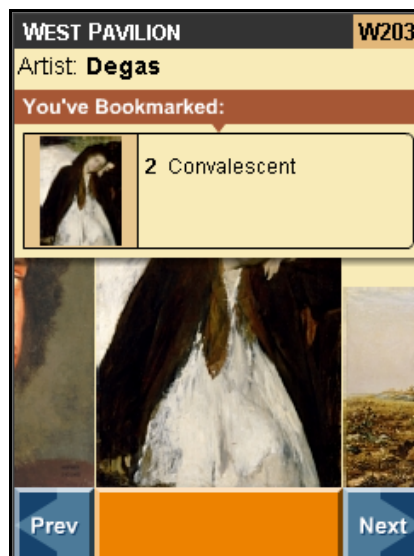
Remember, you can always return to the Gallery Overview screen by touching the location tab in the upper right-hand corner.

Bookmarking in Gallery Index Mode



Bookmark confirm screen (version 1)

Bookmarking allows visitors to explore works of art in greater depth on a GettyGuide computer, or via the Getty Web site at www.getty.edu. Bookmarking is easy. While in a gallery, just touch an active image in the center of the screen and a confirmation message like the one above will appear. The visitor will also hear a confirmation message. If a second object is bookmarked, the following screen appears:

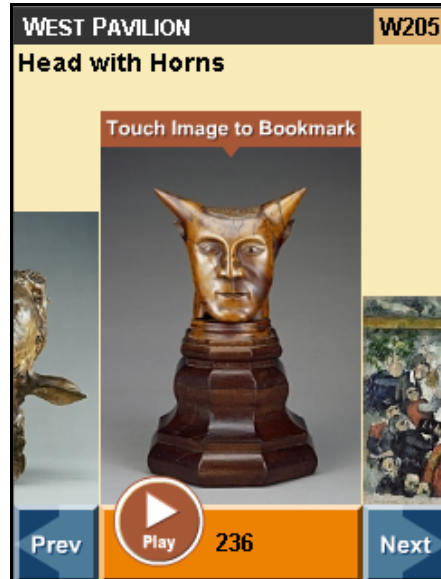


Bookmark confirm screen (version 2)

As you can see, this screen is identical to version 1, except that the explanatory text is removed to avoid redundancy.

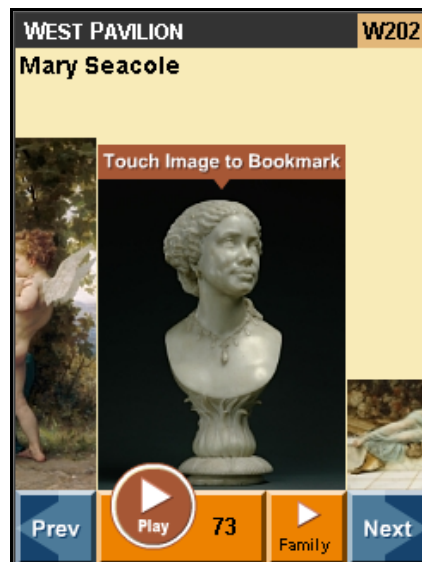
We'll talk more about Bookmarking later.

Objects with Audio



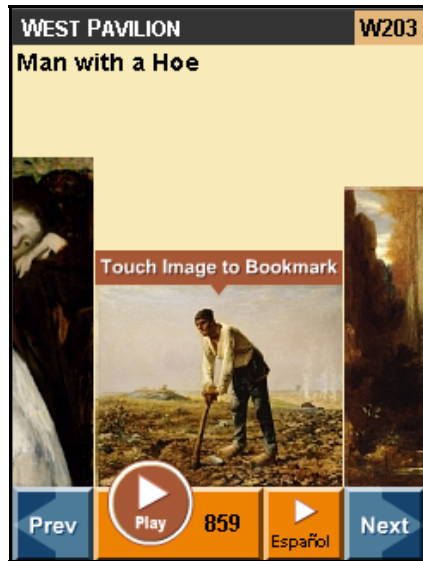
General audience audio stop

Objects with audio are found easily via the Gallery Index. In the above example, Gauguin's *Head with Horns* has an English-only, general audience audio stop. Touching **Play** starts the audio in the visitor's headset. Note that the audio stop number for this object (236) is displayed on the screen. This information will continue to be posted on wall labels, even after the handheld launches.



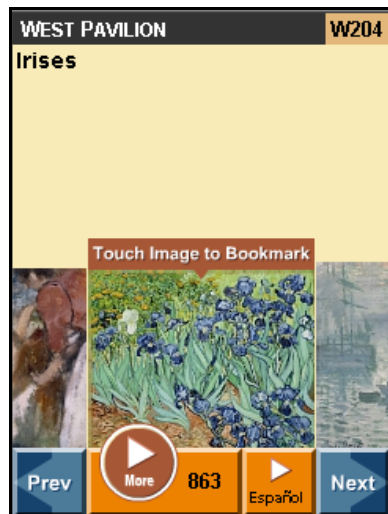
General audience audio with family stop

This second example shows a work of art that has both a general audience audio and family audio program. Touch the play button on the left for general audience audio, and the one on the right for family audio.

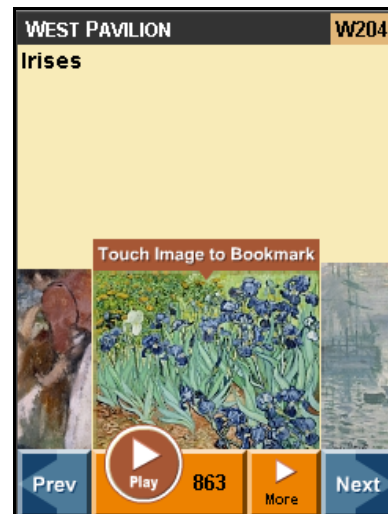


General audience audio with Spanish language stop

This third example (above) shows a work of art that has both a general audience and Spanish language audio program. Touch the play button on the left for general audience audio, and the one on the right for Spanish language audio.



General audience audio with More button



Spanish audio with More button

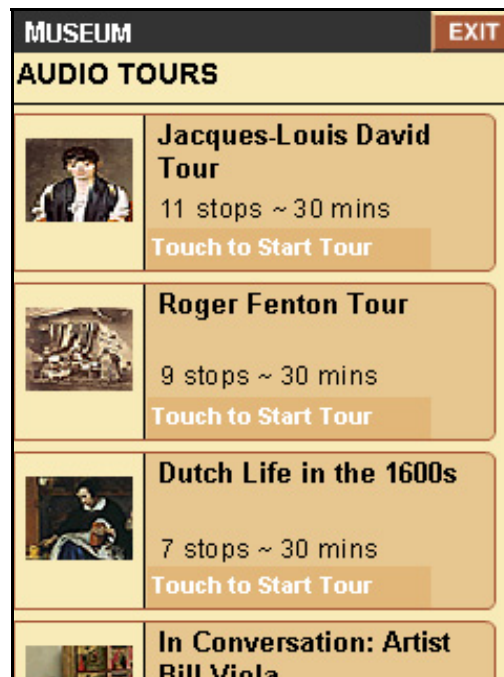
Some objects in the collection have two levels of audio information. The first is general information, while the second provides deeper exploration of some aspect of the work of art. The two examples above show what the **More** button looks like for general audience audio and Spanish audio. Simply touch **More** to hear second-level audio.

Tours



Home screen

From the home screen, the visitor can touch the **Audio Tours** button to listen to specially prepared tours of the Museum's collection and the site.



Audio tours index screen

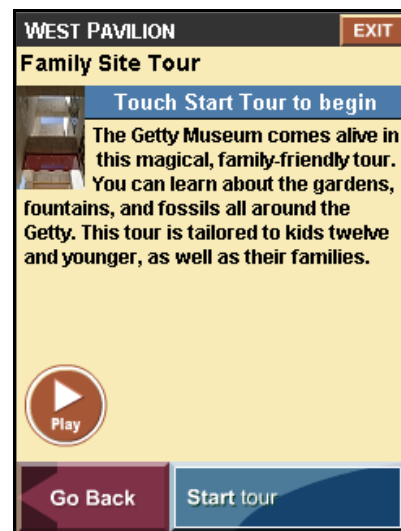
When the visitor touches the Audio Tours button, a list of the available tours is presented. Scroll up or down the list by using the up and down hardware buttons on the device, just below the screen. Some tours last as long as the exhibition, while these tours are always available:

- *Dutch Life in the 1600s*: A tour that uses the Museum's paintings collection to discuss, not surprisingly, Dutch life in the 1600s
- *In Conversation: Artist Bill Viola*: The renowned video artist talks to former J. Paul Getty Museum Director John Walsh about Getty art that has influenced his recent work
- *Family Site tour*: A fun way for families to explore the Getty and its surroundings
- *Architecture and Gardens tour*: A tour of the Getty site including insights from local celebrities
- *What to See tour*: A highlights tour of the Museum. This is also available in French, German, Japanese, Korean, Mandarin, Russian, and Spanish

Touch anywhere in its box to select that tour. All tours begin with a Tour Introduction screen, providing a short text description of its content. Some tours offer a brief audio introduction, too.

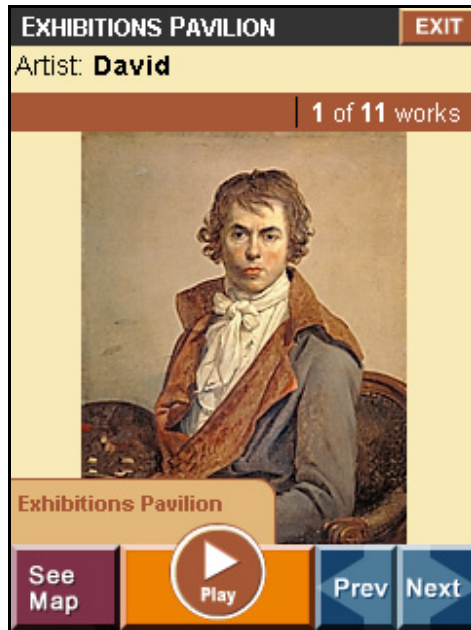


Tour introduction screen: No audio



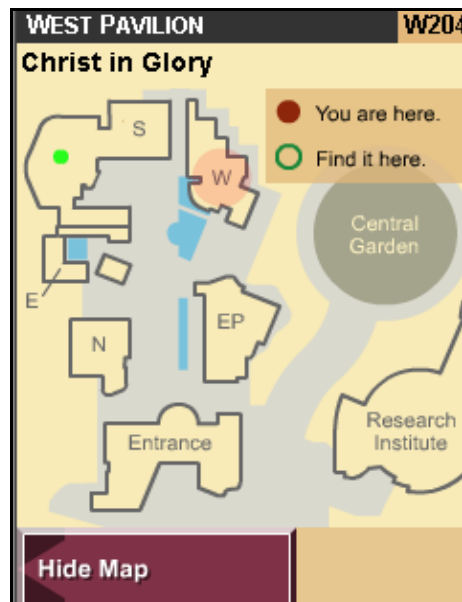
Tour introduction screen: with audio

As you can guess from these images, starting a tour is as easy as touching the **Start tour** button. To go back to the listing of all the tours, just touch the **Go Back** button. Touch **Start tour** to get see the first object:



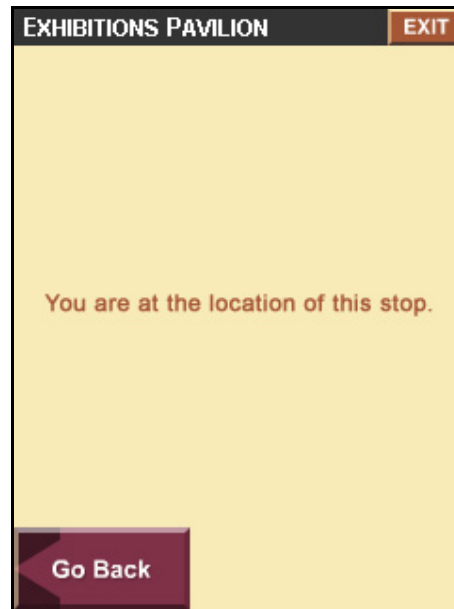
Tour object

Looking at the content in this image, we see the following: On the top line, you can see your current location: the Exhibitions Pavilion. There is also an **EXIT** button, which offers you the option to leave the tour entirely. The second line lists either the name of the first object on the tour, the artist's name, or the Culture/Date associated with this object. Line three notes how many objects are on the tour and that you are on the first stop. The tab underneath the object's image mirrors the location at the top. If you were not in the same location as this painting, you could use the **See Map** button to guide you to the painting. When you do, an overview map appears with red and green pulsing circles to define where you are and where you need to go:

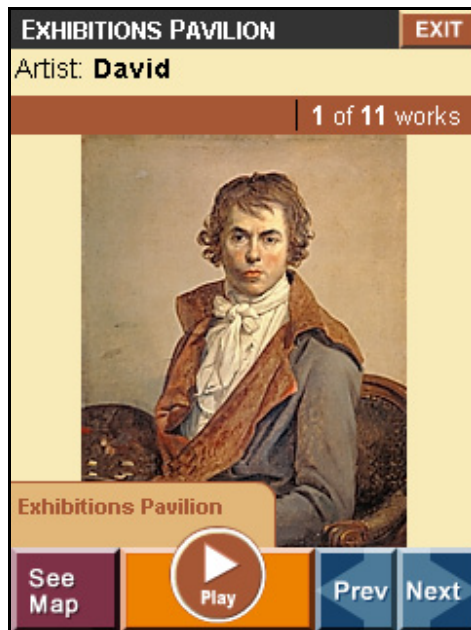


Map Screen

As you walk through the pavilions, the map function updates automatically, giving increasingly detailed directions, as you get closer to the object. If you are on a different floor than the object, a map will point that out, too. Once you've reached the room where the object is, this screen will appear:



To continue the tour (and see the tour object), touch the **Go Back** button.

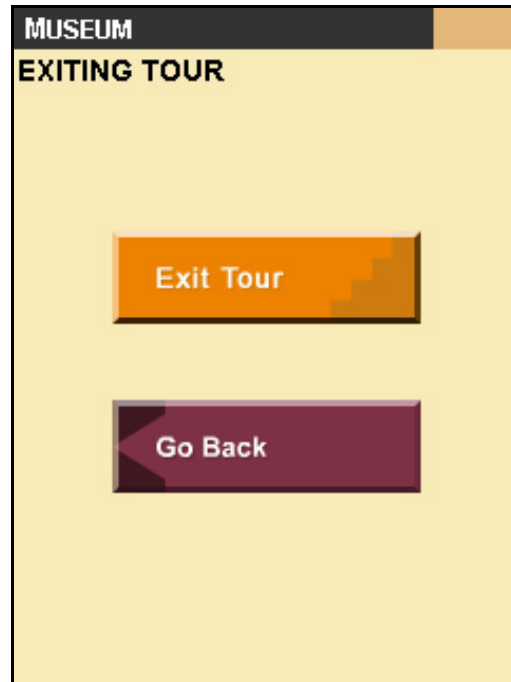


Tour object

On this tour object screen there are buttons marked **Prev** and **Next**. These allow you to go backward or forward one object in the tour. Be aware that if you were listening to an audio stop when you touch these buttons, audio will continue playing until the end of the audio program.

Leaving an Audio Tour

If you want to leave an audio tour, simply touch the **EXIT** button, located at the top-right corner of the screen for any tour stop. When you do, you get this screen:



Exit tour screen

If you choose **Exit Tour**, you will exit that tour entirely and will either see featured attractions or the gallery index, depending on where you are located. Touching the **Go Back** button puts you back into the tour where you left off.

Numberpad

WEST PAVILION EXIT

NUMBERPAD

Enter item number

1 2 3

4 5 6

7 8 9

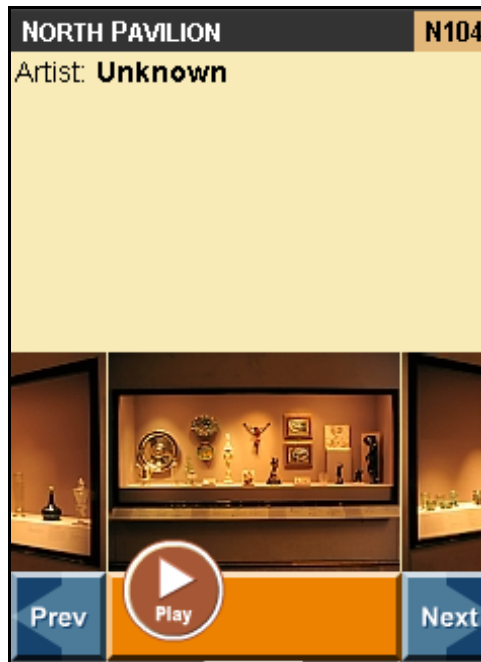
← Backspace 0

Enter item number. Go

In the event that GettyGuide's automatic location sensing is not working, the handheld can be used much like traditional Audioguides. The labels for all works of art with audio stops will still have numbers on them. To access the numberpad, just touch the button on the device marked **ENTER #**. Then enter the number the same way you would with the old Audioguide, and touch the **Go** button. The object will appear on the screen along with a **Play** button for any type of audio that is available for that work of art.

No matter where you are, you can access audio for any object on display, ***if you know the number for that object!***

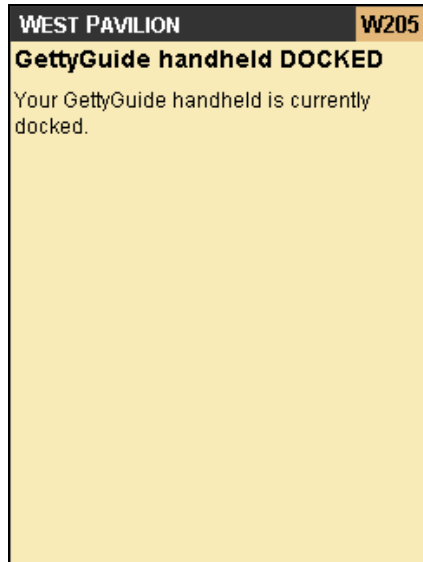
Objects in cases



Generic case object image

As visitors scan through the Gallery index, they'll notice that some works of art are embedded in freestanding cases, as noted by the generic image above. There is a special way to get to audio stops for these objects, and touching the **Play** button provides instructions. Touching **Play** starts an audio message that tells the visitor how to access audio in this case by entering the object's audio stop number via the numberpad. The number can be found on the label either on the exterior or interior of the case. From there, follow the directions on using the numberpad, listed on the previous page.

Transferring Bookmarks to/from a GettyGuide Station



Handheld docked screen

As noted earlier, visitors can create a bookmark by touching a work of art's image on their handheld device. It is also possible to create bookmarks via the Web, and on a GettyGuide station. When visitors place a handheld device near a GettyGuide station, any bookmarks that they've created on the station will merge with those on the handheld. They'll see the results of that merger in the bookmarks tray on the GettyGuide station. The merger carries over to the handheld, so the visitor will always have the latest list of bookmarks.

For detailed information on synchronizing bookmarks, please refer to the latest version of the GettyGuide kiosk documentation.