



TOUR~  
MATE  
SYSTEMS LIMITED

# Newsletter

## NATIONAL GREAT BLACKS IN WAX MUSEUM

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The National Great Blacks in Wax Museum is Baltimore's first wax museum and the first wax museum in the United States dedicated to African American history. Operating inside a renovated firehouse, a Victorian mansion, and two former apartments, the museum boasts 30,000 sq ft of exhibition space. Over 100 wax figures depict historical scenes from the Atlantic Slave Trade, the Underground Railroad, the Civil Rights Movement, and more.

To further enhance the independent visitor experience, self-guided multimedia tours will now be offered using the Tour-Mate's TourMedia handheld system. Using audio, images, video, and text, the TourMedia helps to bring the wax figures to life. For docent-lead group tours, the Museum is using the TM-300 Group Guide System. Using a portable belt clip microphone transmitter, docents lead tours with visitors who are outfitted with belt clip receivers and earpieces.

Jon Wilson, Deputy Director of Operations at the Museum said, "The installation of the Tour-Mate System was excellent. Steve [Tour-Mate's installing technician] was very pleasant and patient addressing all of our questions and concerns."



© National Great Blacks in Wax Museum

## THE DALLAS HOLOCAUST MUSEUM / CENTER FOR EDUCATION AND TOLERANCE



© Dallas Holocaust Museum

The Dallas Holocaust Museum/Center for Education and Tolerance is dedicated to preserving the memory of the Holocaust, and teaching a moral and ethical response to prejudice, hatred, and indifference, for the benefit of all humanity.

Originally opened in 1984 by a group of local survivors, in 2005 the Museum moved to the historic West End district in Dallas. In the past year, over 27,000 students and 22,000 walk-in visitors visited the Museum.

The Museum offers both self-guided and docent-guided tours of the facility. To facilitate its English and Spanish self-guided tours, the Dallas Holocaust Museum recently switched from its previous tour guide system hardware to an SC550 Listening Wand system. This new system provides the durability to ensure this system will be in use for years to come. To facilitate group tours, Tour-Mate provided the Museum with a TM-300 Group Guide System.

## MUSEUM OF FLORIDA HISTORY



Image © Museum of Florida History

Since 1977, The Museum of Florida History in Tallahassee, FL, has presented exhibits highlighting the history and culture of Florida.

The Museum is currently showcasing a new permanent exhibit *Forever Changed: La Florida, 1513-1821*. The exhibition chronicles a dynamic period in Florida's history – from the meeting and interaction of different indigenous and European cultures through to the peninsula becoming a US territory.

To increase exhibit accessibility, the Museum will offer an Audio Descriptive (AD) Tour for visually impaired visitors. With scripts provided by Audio Description Associates LLC, Tour-Mate's Content Creation team is producing the tour in both English and Spanish.

Visitors will experience the tour using Tour-Mate's SC550 hand-held Listening Wand System. The Audio Descriptive tour will describe exhibit contents and will help visitors navigate the museum. If enabled, the Wand's Talking Keypad feature will provide additional assistance by voice prompting the user as to which number or functions on the keypad have been entered (e.g. stop number, volume up-down etc).

Lisa Barton, Senior Museum Curator, said, "Tour-Mate's staff has been helpful, courteous, and always quick to answer questions. Working with Tour-Mate has been a great experience."

## THE NEW ALBANY-FLOYD COUNTY PARKS DEPARTMENT



The New Albany-Floyd County Parks Department in Indiana opened the Campbell-Woodland Natural Trails to great fanfare on July 26th, 2012. This unique wilderness site consists of 122 acres of land with paths for visitors to walk around, enjoy the scenery, and spot indigenous wildlife.

To increase accessibility, the trails are illuminated at night by solar-powered lighting. To keep aligned with the solar powered green initiative and its commitment to accessibility, the Campbell-Woodland Natural Trails has installed a Tour-Mate [Solar Eco-Post](#) at the trailhead. The Solar Eco-Post is a solar powered stationary outdoor interpretive device that delivers audio messages at the push of a button. The audio messages orient the visitors to the trails system and inform them of various solar power and clean energy initiatives on-site.

Roger Jeffers, Superintendent of the New Albany-Floyd County Parks and Recreation Department, said, "Everyone was truly amazed with the Solar Eco-Post at the Grand Opening. Many were asking for more information. It's working great!"

# THE CURRIER MUSEUM OF ART

The Currier Museum of Art in Manchester, NH has been working with Tour-Mate to develop the Museum's first self guided tour of the Museum's permanent collection. The tour will launch during October 2012. The project grew out of a need to provide increased access to interpretive content and permit visitors to customize their visit experience.

The Currier is committed to creating an inclusive environment for all. To enhance the tour's accessibility, the Museum worked with a group from the New Hampshire Association for the Blind (NHAB). This group reviewed content from development through to the audio editing process, and addressed location specific wayfinding issues.

The result is a tour of 16 artworks from the collection. For each piece interpretive material, a detailed verbal description and a written transcript are provided directly on the TourMedia device. The Museum's plan is to expand its tour each year with additional exhibits and interpretation, including archival images, video, and interviews.

After extensive research of the self guided tour market, the Currier identified Tour-Mate's TourMedia device as the most accessible self guided tour device within its budgetary constraints and that best met the Museum's goals.

Leah Fox, Director of Public Programs said, "The staff at Tour-Mate have been exceptional throughout this process—listening to our specific needs and working together to find the best solution that fit within our budget. All audio was recorded and edited through Tour-Mate, and the entire program was compiled by their staff. We are thrilled to have entered into a long-term relationship with Tour-Mate and look forward to expanding the program together over time."



For information about Tour-Mate's different interpretive products and service, visit us at

[www.tourmate.com](http://www.tourmate.com)



*Image © Currier Museum of Art*

## FIND US NEXT AT:

**WESTERN MUSEUMS  
ASSOCIATIONS (WMA)**

PALM SPRINGS, CA  
OCTOBER 21 - 24, 2012

**NATIONAL ASSOCIATION  
OF INTERPRETATION  
ANNUAL MEETING**

HAMPTON, VA  
NOVEMBER 13 – 17,  
2012

**ASSOCIATION OF  
PARTNERS FOR PUBLIC  
LANDS (APPL)**

PORTLAND, OR  
MARCH 10 – 14, 2013



## A FEW TOUR-MATE PRODUCTS



**The Eco-Box (EB-100)**



**TM300 Transmitter, TM300 Receiver,  
TM Headphones**



**SC550 Wands in Charger Module**



**Tour-Mate Systems Ltd.**  
137 St. Regis Crescent South  
Toronto, ON M3J 1Y6

1290 Blossom Drive Suite D  
Victor, NY 14564

**Phone:**

800-216-0029  
416-636-5654

**Fax:**

416-636-9541

**E-mail:**

[info@tourmate.com](mailto:info@tourmate.com)

## About Tour-Mate

Headquartered in Toronto, Tour-Mate develops and markets self-guided audio and multimedia tour systems for the interpretive market. We have installed systems in the United States, Canada, United Kingdom, Puerto Rico, Barbados, Japan, Australia, Switzerland, China and Macao. Millions of visitors have experienced Tour-Mate audio tours in museums, art galleries, historic sites, zoos, aquariums, and botanical gardens. Our high quality, easy to use hardware and creative approach to content creation ensures each visitor a significantly enhanced visit experience. Tour-Mate has over 20 years of experience, including the provision of tours to attractions such as the Art Gallery of Ontario, Montreal Museum of Fine Arts, Virginia Museum of Fine Arts, The Alamo, Mount Rushmore, the Walt Disney Concert Hall, and the Albright Knox Art Gallery. Our commitment to customer service is second to none.

For more information please visit: [www.tourmate.com](http://www.tourmate.com)