

How do I use the *All Systems Go!* AR trail app?

Once downloaded, make sure you have entered the host venue's unique 4 digit location code, then follow the on-screen instructions to start the trail, at a participating venue.

At the venue follow the trail signs and when you find a marker poster, scan it with your mobile device. Each marker you scan will unlock a different Augmented Reality (AR) scene for you to interact with and take photos and videos.

Make sure you give permission for the app to use your camera and access your photo library when taking and saving your first photo or video.

What is 'grounding' and how does it work?

For some of the markers you will need to 'ground', that is position, where the AR scene appears. To do this:

- Scan the marker by lining up the porthole on the screen with the one in the poster
- Find a flat, open space and point your device towards the ground at a 45 degree angle and slowly move it in an arc behind your body until the grounding pattern appears. This will be an overlay pattern to show where there is room to activate the AR scene. When the area is suitable a green tick will appear.
- Click 'Place here' and the scene will appear.
- Follow the on-screen instructions.
- Remember, you don't have to stay in the same spot once the AR scene is activated. You can look all around the scene and explore.

The app is not working correctly on my device. What should I do?

- Ensure that your device meets the minimum requirements (see app listing) and also check if there are any new app updates that need to be installed via the Apple App Store or Google Play Store.
- **When I try to scan a marker my screen is black?**
The app needs your permission to use your camera for scanning markers. Go to the app settings on your phone and modify the permissions.
- **Photos/videos aren't saving to camera roll.**

The app needs your permission to access your photo library in order to save your photos. Go to the app settings on your phone and modify the permissions.

- **Face tracking not supported.**

Some markers use a face tracking functionality which is only supported on newer devices. If the app informs you that face tracking is not supported on your device then unfortunately you will not be able to experience that particular marker. You will still be able to tick the marker off your check list.

- **Location code not accepted.**

Please double check the code and try again. If you are sure the code is correct then you may need to check for updates to the app via the App Store on iOS or Google Play on Android.