

# FAQS

## *All Systems Go* AR trail App

### General Information



#### **What is the *All Systems Go* AR trail app?**

The *All Systems Go* AR trail app is an augmented reality (AR) trail app based on *Wallace & Gromit*. Once downloaded, find your local trail, enter their unique location code and once at a participating venue, follow the trail and when you find a marker, scan it with your mobile device. Each marker you scan will unlock a different interactive AR scene, allowing you to interact and pose alongside the characters, take photos and share them with your friends and family as you tick off tasks making sure that their rocket is ready for blast off.

#### **What is augmented reality (AR)?**

AR is the ability to place digital objects in the real world.

#### **Where can I experience the *All Systems Go* AR trail app?**

You can download the app and try a demo at home, however to get the full experience, you need to go to a venue that is hosting an *All Systems Go* AR trail.

#### **Is the app free to download?**

Yes, the app is free to download and use. However, there may be a charge to enter the venue hosting the trail.

# Installation and Compatibility

## On which devices is the app available?

The app is available on iOS and Android devices that support AR capabilities.

## What are the minimum system requirements?

The *All Systems Go* AR trail app has been optimised for Apple officially supported devices running iOS 16 and later ([see iPhone models compatible with iOS 16 – Apple Support](#) (UK)). However the app should still work on devices from iPhone 8 and iPad 2017 onwards as long as they are running iOS 15 or above.

On Android phones, the app is designed to work best on devices running Android 10 and above and that support augmented reality via ARCore. To check whether your device supports ARCore, please refer to this [list](#). The app may not run on devices which do not meet these requirements.

## How do I download and install the app?

You can download the app from the [Apple App Store](#) for iOS devices or [Google Play Store](#) for Android devices. Or search for *Fun with the Flock* AR trail and follow the installation instructions.

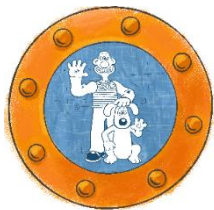
To take part in the trail you will need to find your nearest host venue and enter their 4 digit unique location code.

# Gameplay

## How do I use the *All Systems Go* 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. Follow the signs to the trail at the host venue and open the app.

You will be asked to give permission for the app to use your camera and microphone when taking your first photo and recording your first video. If you do not grant permissions at this point the only way to grant them later is to do so via the app's settings on your device. App settings can be found on iOS devices by opening the 'Settings' app and scrolling down to find 'All Systems Go'. On Android open the 'Settings' app on your device, tapping on 'Apps' then 'All Apps' and scrolling down to 'All Systems Go'. Tap on 'Permissions' and enable camera and microphone.



### **How do I scan a marker?**

Placed around the venue will be markers that look like this. When you find a marker, open the app and hold the device up to the image. This will scan the marker and activate the scene.

### **What is 'grounding' and how does it work?**

On some of the markers you will need to 'ground' or choose where the AR scene appears. When this happens you will need to:



- Scan the marker
- 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 of a pattern of tiny white maggots to show where there is room to activate the AR scene. When the area is suitable a green tick will appear. You may need to step back to give yourself more space. You can move up to approximately 10 metres away from the marker to enable a group of people to activate the marker at the same time.
- 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.
- Get into the scene and capture your friends and family in photos and videos with Wallace and Gromit.

### **How long is the trail**

There are 7 markers to explore. The time it takes depends on the venue and how fast you are!

### **Are there any age restrictions?**

The *All Systems Go* AR trail app is designed to be enjoyed by the whole family. Younger players less familiar with devices may need help to follow the instructions.

### **Do I need to book?**

You do not need to book *All Systems Go* in advance however there may be availability restrictions at the venue. Please make sure you check [HERE](#) in advance to find your nearest trail.

### **How do I share my photos and videos?**

The photos and videos that you take from the app are stored in the camera roll of your device. You can share it to any of your social media platforms. Be sure to include the venue's hashtag and tag Wallace and Gromit.

## Technical Issues

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

Firstly ensure that your device meets the minimum requirements (see above) and also check if there are any new app updates that need to be installed via the Apple App Store or Google Play Store. If issues persist, try restarting your device or reinstalling the app. For further assistance you can speak to a member of staff at the venue or contact [feedback@aardman.com](mailto:feedback@aardman.com).

### **When I try to scan a marker my screen is black?**

The app needs your permission to use your camera for scanning markers – a black screen is likely because permissions were not granted. You should receive a message informing you that permission needs to be granted from the app settings. Tap the app settings button to modify the permissions. Please note this will result in the app restarting and you will lose any unsaved progress.

### **The animated scenes are not functioning properly. Any tips?**

Ensure that you have granted the app permission to use your device's camera and that you are in a well-lit area.

Try to limit obstructions (such as trees, bushes etc) that might get in between the line of sight of the phone.

When grounding content, point your device towards the ground at a 45 degree angle and slowly move it in an arc around your body. When a surface has been found you should see the pattern on the floor.

### **Everything is too big.**

This may be because the scene is being grounded too close to you or on a surface that is too high. When grounding try to find an open, flat space. The tick graphic shows where content will be placed – for best results place content around 2m to 3m away from you.

### **Everything is too small.**

You may be grounding content too far away from you. Try to choose a flat, open space and try to avoid areas with items such as chairs, benches or tables. The tick graphic shows where content will be placed – for best results place content around 2m to 3m away from you.

### **I can only take photos, not videos.**

Ideally you will download and open the app prior to your visit. However, if you have not done this and there is no internet connection at the host venue, you may not be able to take videos, only photos. As soon as you have a connection, video functionality will appear.



**Pictures/videos aren't saving to camera roll.**

If photos and videos are not saving to your camera roll when pressing the 'Save' button, it could be because permissions have not been granted. If this is the case you should receive a message informing you that permission needs to be granted from the app settings. Tap the app settings button to modify the permissions. Please note this will result in the app restarting and you will lose any unsaved progress.

**Face tracking not supported message.**

Some markers use a face tracking functionality which is only supported on certain 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.

**No sound on videos.**

Recording of audio when capturing videos requires microphone permissions on your device. The app will ask for permissions to use your microphone when recording your first video – if you do not grant permissions at this point the only way to grant them later is to do so via the app's settings on your device. App settings can be found on iOS devices by opening the 'Settings' app and scrolling down to find 'All Systems Go'. On Android open the 'Settings' app on your device, tapping on 'Apps' then 'All Apps' and scrolling down to 'All Systems Go'. Tap on 'Permissions' and enable microphone.

**Location code not accepted.**

When entering a location code if you receive a message informing you that it is not correct, 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.

**We hope you enjoy the app.**

**For any other queries or information about the *All Systems Go* AR trail app, please speak to a member of staff at the venue or email [feedback@aardman.com](mailto:feedback@aardman.com).**