

BEYOND THE FLOOD LEVELS – TECHNICAL SUPPORT

I'M HAVING TRECHINCAL ISSUES....

Hearing the audio for the 'How to video'.

1. Check that your device's volume is switched up.

Trying to scan the QR code.

1. Watch the instructional video.
2. Check that your device's camera is clean and working.
3. If your camera doesn't detect the QR code, try downloading a 'QR Code Scanner' from the app store.
4. Ensure you have downloaded the latest operating system software on your device.
5. Restart your device.

The QR code doesn't take me to the augmented reality webpage.

1. Watch the instructional video.
2. Check your internet connection.
3. Make sure your preferred browser is Safari or Chrome.
4. Restart your phone.

When I click on 'view augmented reality,' nothing happens.

1. Try refreshing your browser.
2. Close the browser, rescan the QR code and try again.
3. Ensure you have downloaded the latest operating system software on your device.
4. Restart your device.

The 'augmented reality' webpage is telling me to 'move my phone around'.

1. Stay standing in the same spot and move your phone around in a figure of eight motion, as shown on the screen. It's just calibrating!

The augmented reality keeps timing out/ resetting before I can view it properly.

1. Try switching off any automatic screen locks under your device's settings.

The augmented reality elements are hard to view.

1. Increase your phone brightness.
2. Check your internet connection.
3. Check that your camera lens is not smudged.
4. Refresh the augmented reality webpage.
5. Move around and get closer to the augmented reality object, using your device like a camera.
6. Move into a shadier location if you are in bright lighting.

The augmented reality elements are not loading properly.

1. Check your internet connection.
2. Close other apps running in the background that may be consuming too much memory.
3. Clear the cache and data of the augmented reality application (if applicable) and try again.
4. Restart your device.

The augmented reality webpage crashes or freezes.

1. Ensure you have downloaded the latest operating system software on your device.
2. Ensure your device has enough available storage space.
3. Restart your device.

If your technical issues cannot be resolved based on the solutions above, please use the 'Submit Feedback' button on the Beyond the Flood Levels website to request support.



1. Programs, Policies & Initiatives, Buildings & Facades

LOCATION / TYPE	OPPORTUNITIES / IDEAS	BENEFITS	RISKS / CHALLENGES	DELIVERY MODEL	BUDGET
Façade Refurbishment program (ie. \$1 for \$1 incentives)					
Empty Shopfronts - pop up spaces, temporary gallery					
Tenant Mix - incentive program					
Creative Hoardings Program					
Green space & placemaking KPI's for developments					
Mural Art - Kmart Building, or other private locations					

2. FOLLOW UP ACTIONS

Place Activation:

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Wider teams:

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