

CloudGuide® How to use

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1. DOWNLOAD

Scan the QR code, or go to cloudguide.me/get or search for "CloudGuide" in the app store and download it. Don't worry if it takes a couple of minutes.

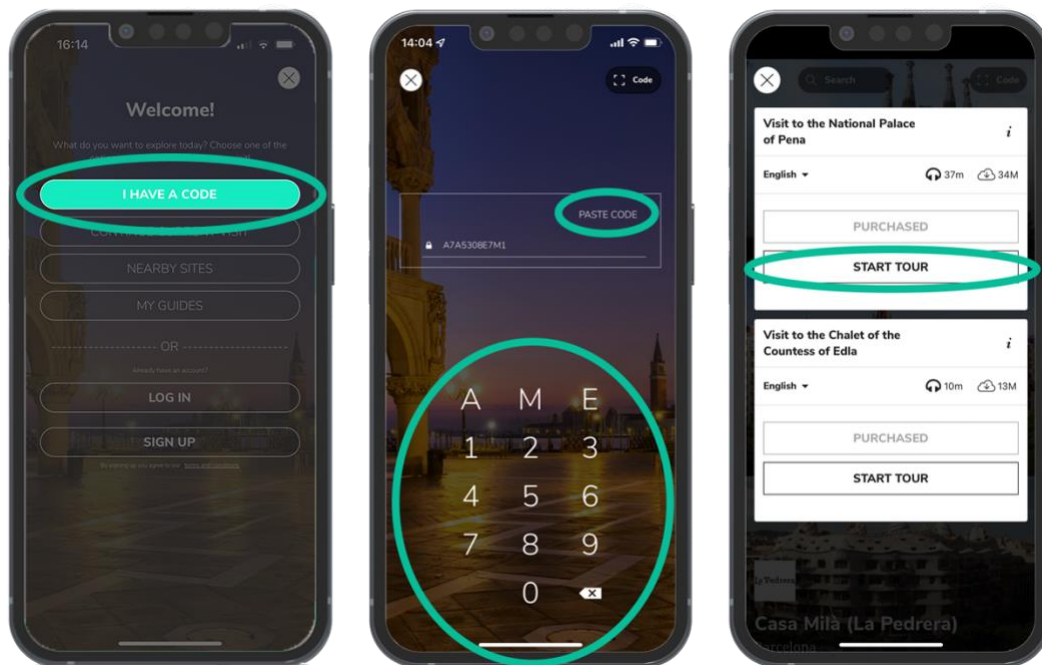


2. GET THE GUIDE

Once downloaded, **open** the app. There are 3 ways to access the guide:

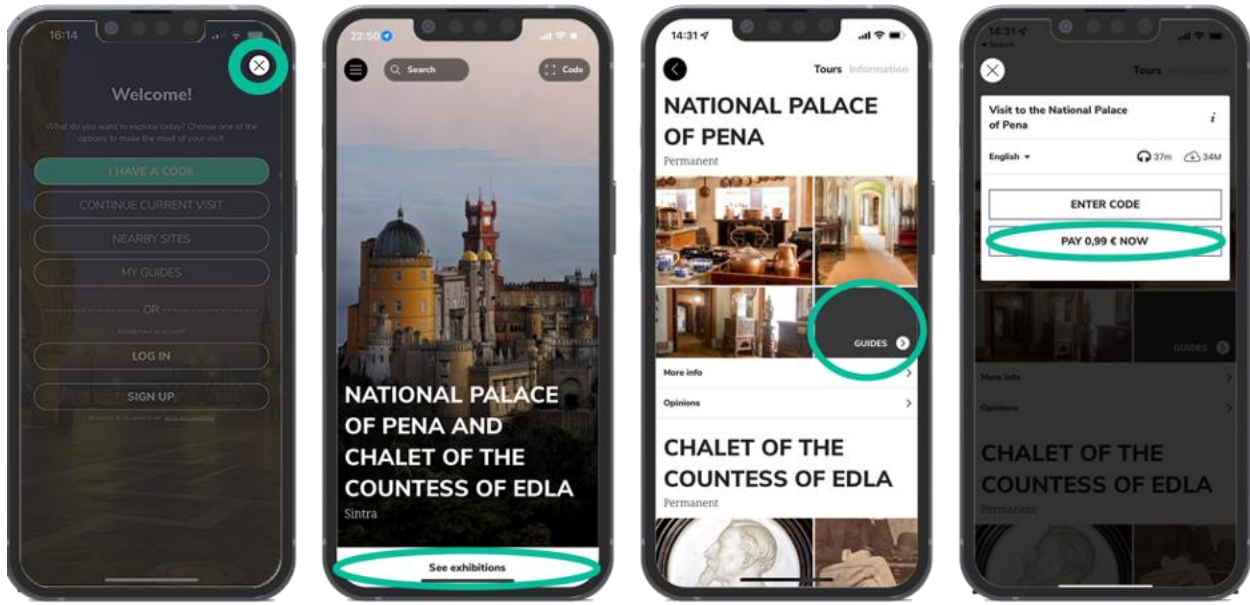
1. If you purchased the **access code**:

- Click "I HAVE A CODE"
- Type the code or paste it if you copied it previously from your email.
- Click "START TOUR"



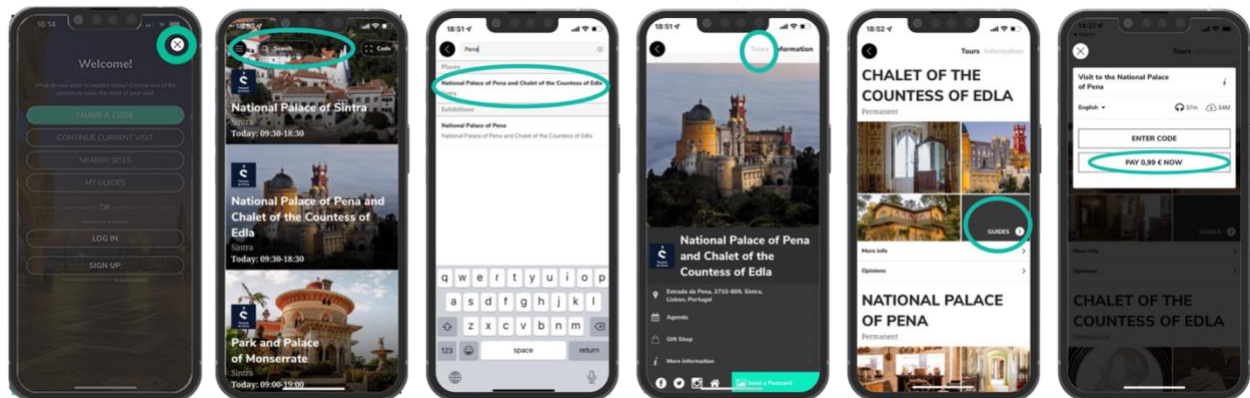
2. If you want to buy **in-app** and **allow** CloudGuide to use your **location**:

- Close the pop-up.
- Click on the image.
- Click "Guides".
- Click "PAY NOW"



3. If you want to buy **in-app** and do **not** have the **location services** enabled:

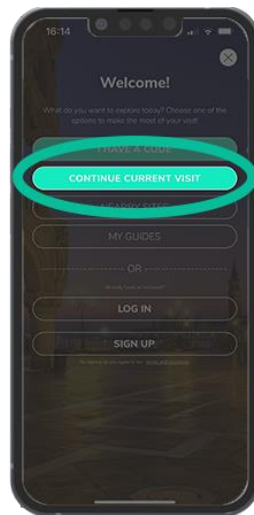
- Close the pop-up.
- Click "Search".
- Type the name and choose the site.
- Click "Tours".
- Click "Guides".
- Click "PAY NOW"



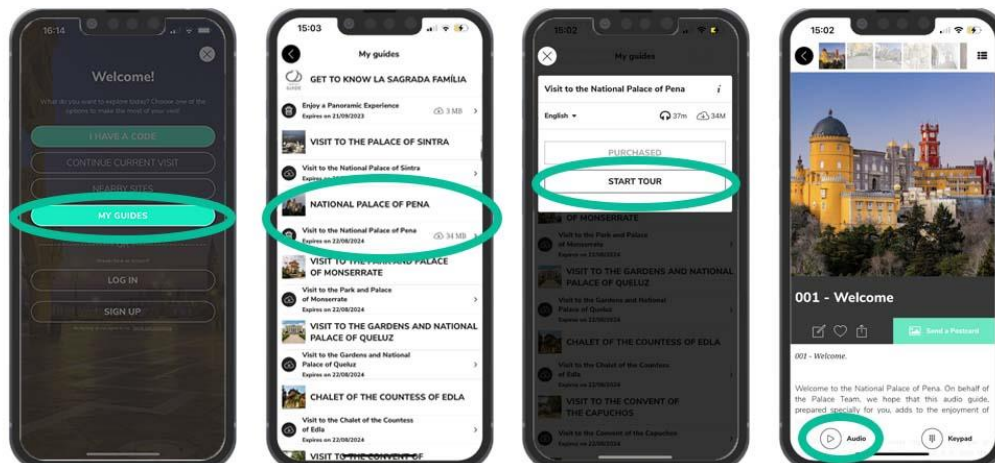
3. GET BACK TO THE GUIDE

If you quit the app at some point and then want to **get back to the audioguide**, no need to use the Access code again or pay again (of course). Instead do one of the following:

1. After reopening the app, click **"Continue Current Visit"** on the displayed pop-up. This will take you back to the guide and stop you were viewing.

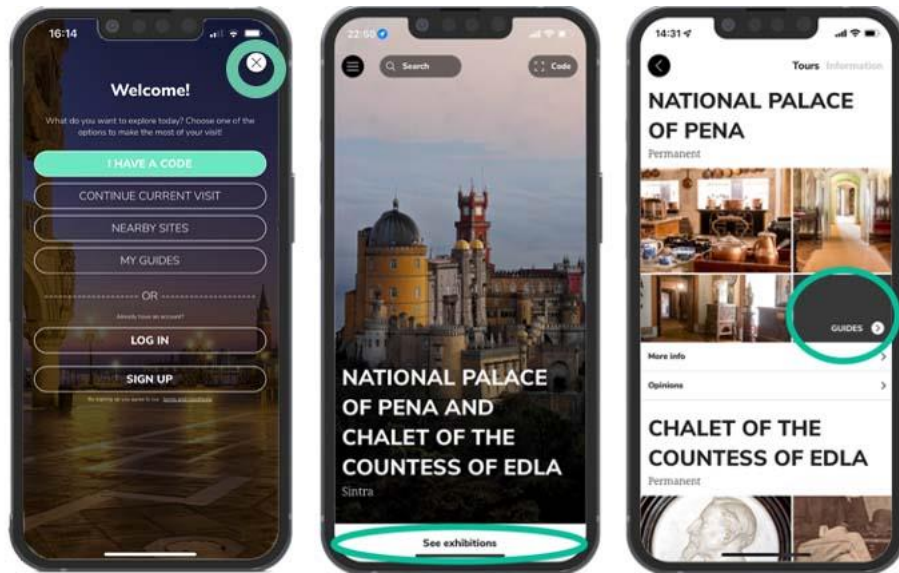


2. Alternatively, you can opt for **"My Guides"** within the pop-up menu, which will provide you with a list of all the guides associated with your device:
 - On the upcoming screen, you will find a **list of all the guides** that you have either downloaded or purchased.
 - Select the guide that you wish to reopen and continue exploring.
 - Click **"START TOUR"** to return to your guide.
 - Press **"PLAY"** to start listening to audioguide.



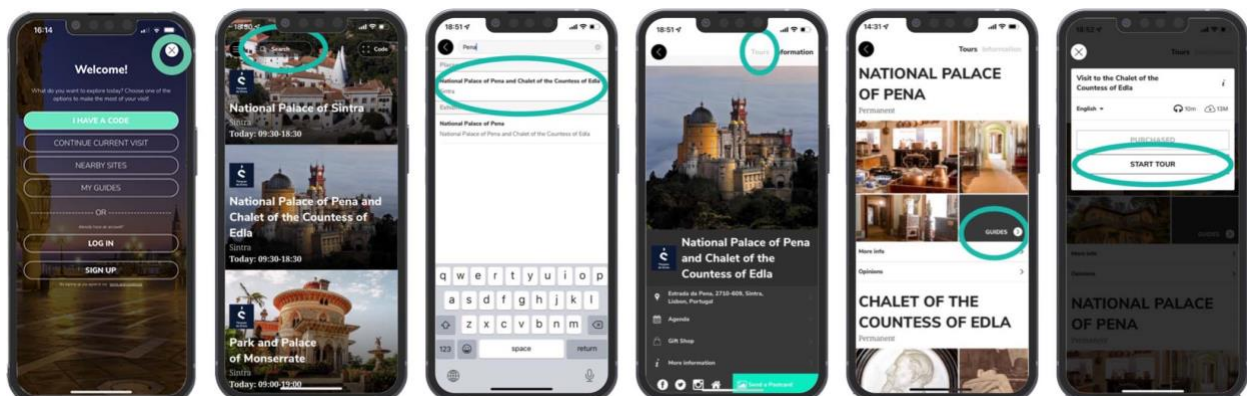
3. If you **allow** CloudGuide to use your **location**:

- Close the pop-up.
- Click on the image or “See exhibitions”.
- Click “Guides”.



4. Find the site you need via **Search**:

- Close the pop-up.
- Click "Search".
- Type the name and choose the site.
- Click "Tours".
- Click "Guides".
- Click "START TOUR"



***TIP:** You can also access the guides of other sites using any of these ways if you purchased a package with multiple tours!*

4. LISTEN TO THE GUIDE

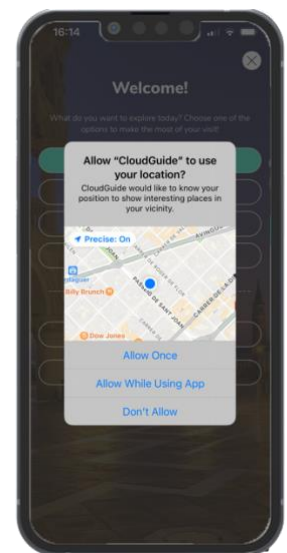
We recommend listening to the audio using **headphones**. You can also listen to the audio via the **ear speaker** (the one you use while talking on the phone). Please mind the volume not to bother the visitors around you. Note that certain Android phones might not support volume control, using the default phone call volume instead. If you do not use headphones, the sound will play through the ear speaker on both iOS and Android devices by default.

***TIP:** If your wireless devices do not connect well, try connecting them to the mobile phone prior to opening the CloudGuide App. If you wish to use the wireless headphones but they have not been connected before, close the app and reopen it once connected.*

5. USE THE APP

5.1 Location

Enabling location services within the app is **entirely optional**. While it's not mandatory, doing so will significantly enhance your user experience. With location enabled, you'll receive tailored content about the sites closest to you. But even without location services, CloudGuide will still provide you with exciting details to make your visit memorable.

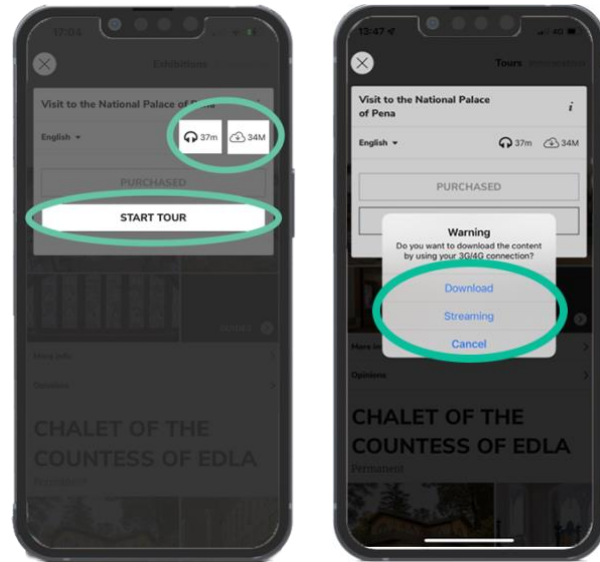


5.2 Downloading guides – offline use

The headphones icon serves as your guide to understanding the tour's duration, giving you an idea of how long it will take. Meanwhile, the cloud icon provides insight into the size of the tour. To embark on the tour, all you need to do is tap the inviting "START TOUR" button, initiating the download and setting you on your journey.

Also, for smooth exploration, consider the following:

- **Offline Mode:** Pre-download the guides in advance to guarantee a disruption-free experience, even in areas where signal or data might be unreliable. This is a particularly apt choice for historical buildings or museums often plagued by signal complications due to their sturdy walls.
- **Streaming Option:** Should you have access to a **reliable 4G/5G signal**, remember that streaming is at your disposal. Connect to the internet and explore seamlessly.

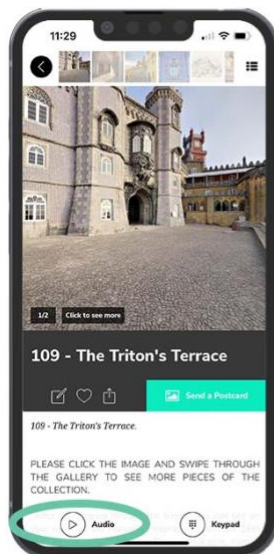


Your journey remains entirely under your control. Select your preferred mode of exploration to suit your needs and surroundings.

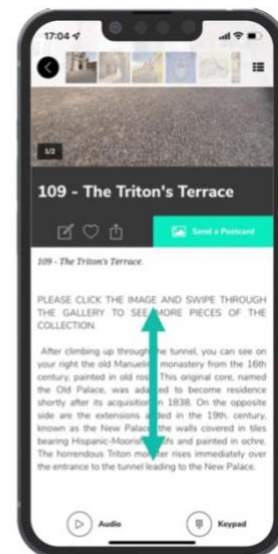
5.3 : Guide functionalities

Here are some main functionalities of the guide:

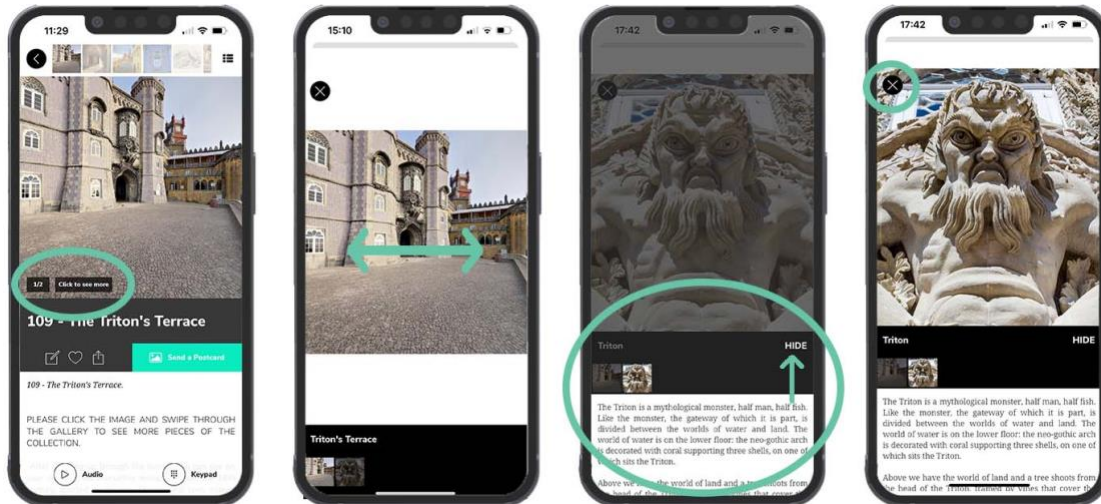
1. **Play** to listen to the audio.



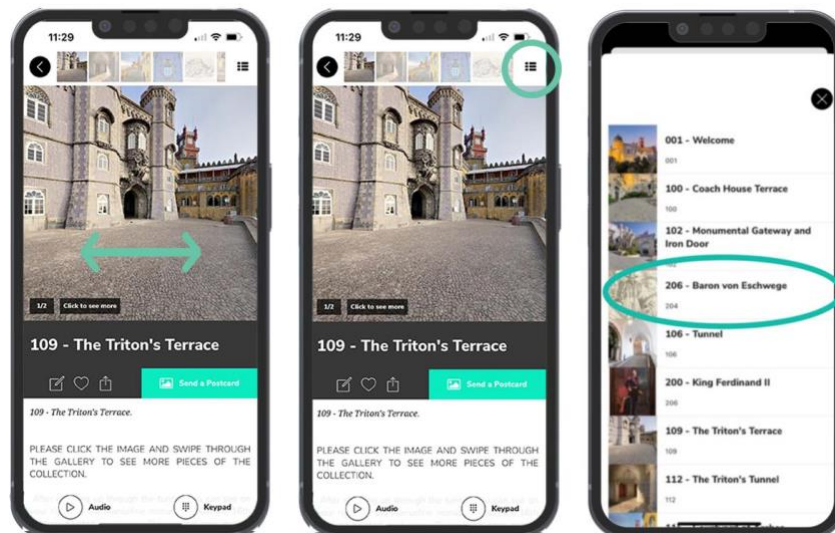
2. **Scroll** to read description.



3. Some stops have an **image gallery** with more information on the objects in the room - During specific stops, you'll come across image galleries offering additional details about room objects. Check the image count in the lower left corner. Click "Click to see more" to swipe through them. Extra objects in the image gallery often come with concise descriptions. You can hide these for a clearer view or scroll to read them entirely. To exit the image gallery, click the cross icon. You can then continue exploring other exhibits in your guide.



4. **Swipe** to move to the next stop or choose it from the **list**.



6. GET HELP

If you have any issues with access codes or in-app purchases, please ask a member of the site staff for help or contact us at support@cloudguide.me.

We have also prepared a list of the most common issues and the ways to solve them:
cloudguide.me/l/issues.

TIP: *Having troubles? Apps and phones aren't perfect. Sometimes they freeze or crash. If this happens, simply close the app (don't just minimise it!) and reopen it. In most cases that should help.*

We hope you enjoy the visit!