

# CloudGuide® User Issues

Here we have collected the most common difficulties you might have and instructions to follow in every case.

We hope this helps!

**TIP:** If you would like to see how to use the app and guides in general, please check this link [cloudguide.me/l/howtouse](https://cloudguide.me/l/howtouse) – here you will find the exact steps to follow with screenshots.

ISSUE	POSSIBLE REASONS	SOLUTION
WRONG CODE: This access code has already been used.	The visitor has already used the code and the guide is unlocked and ready to be used, but the user cannot find how to access it.  OR  Used the code on another device.  OR  Created CloudGuide account and logged in - logged out.	<ol style="list-style-type: none"><li>1. Open the app.</li><li>2. Open the site profile: if it does not open automatically, find it in the <b>Nearby</b> list or use <b>Search</b>.</li><li>3. Go to <b>Tours</b>.</li><li>4. Click <b>Guides</b></li><li>5. <b>START TOUR</b>.  If <b>START TOUR</b> button is not available, and instead you see the options to <b>ENTER CODE</b> or <b>PAY</b> do the following:</li><li>6. <b>ENTER CODE</b> – type the code (might be</li></ol>

		<p>you just typed it badly before).</p> <p>7. If the error remains, make sure you have not used the code on another device. <b>The code can only be used once</b> on one device.</p> <p>8. If you have a <b>CloudGuide account</b>, you might recover access to the guide after logging back in.</p> <p>9. If the issue remains, see <b>Master solution</b>.</p> <p><b>Tip:</b> please allow CloudGuide to use your location – this will solve most navigation issues you might have.</p>
Access code opens the audioguide of another site.	The visitor has used the access code purchased for another site.	<p>1. Check the ticket to see which site the code is for.</p> <p>2. Buy the guide in-app or purchase the access code for this site.</p>

WARNING: This access code is not valid.	The visitor is trying to use an old code that has expired.	<p>Check if you purchased the code long ago.</p> <p>If yes the code might not be valid anymore (most codes have 1 month validity). You need to get a new code or buy in-app.</p> <p>If not go to Master Solution.</p>
In-app payment issues: payment declined, item already purchased error, etc.	App Store issue.	<p>Purchase an access code or purchase again in-app and request the refund for the previous purchase. You can either request the refund via you application store (App Store or Google Play) or contact <a href="mailto:support@cloudguide.me">support@cloudguide.me</a>, putting in subject "INSTITUTION NAME audioguide refund", explaining the problem. We will then make a refund or instruct you how to do it.</p>
Audio has no sound.	<p>The sound volume might be on mute.</p> <p>OR</p> <p>The phone is connected to the wireless headphones over Bluetooth.</p>	<ol style="list-style-type: none"> <li>1. Check the phone volume.</li> <li>2. Check Bluetooth connection to see if the phone has wireless headphones connected.</li> </ol>

		<p>3. Check whether the sound comes out through headphones or disconnect if wish to use without headphones.</p> <p><b>Tip:</b> Some wireless devices should be connected 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.</p>
Audio volume is too low.	<p>The volume might be too low.</p> <p>OR</p> <p>User is trying to use the phone speaker, while the sound comes from the ear speaker.</p> <p>OR</p> <p>Several visitors are trying to use the same phone.</p>	<p>1. Check the volume of the phone. The audio is regulated in a way that it won't bother other visitors passing by.</p> <p>2. Listen to the guide using: headphones (recommended) OR upper ear speaker (on iOS and some Android phones) OR lower loud speaker (on other Android phones).</p>

		3. This is not a group tour tool. CloudGuide is designed for individual usage.
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### **Master solution**

Most issues can be solved with a new access code. If the issue is not in the list please turn to the site staff to get a new access code. If you have time before your visit (we respond within 24 hours), please contact [support@cloudguide.me](mailto:support@cloudguide.me) explaining your issue, sharing the access code you used and stating the name of the site you are planning to visit, we will be happy to help you and share a new access code.