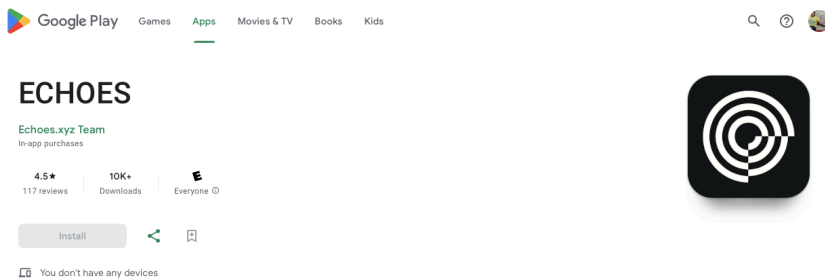# Tales of Betwixtmass - Troubleshooting guide

Please download both the app and the sounds/music at home before you come!

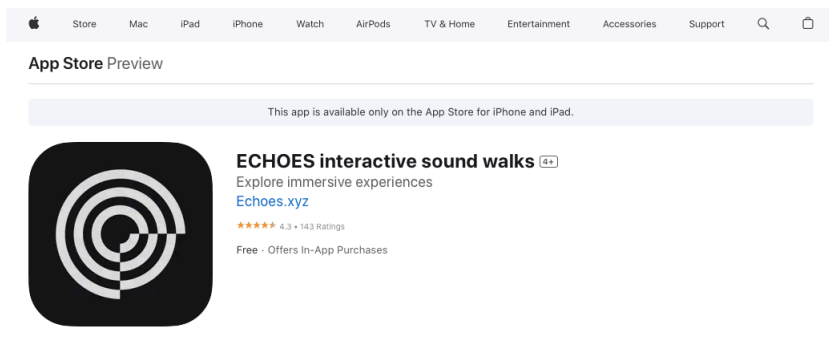Here are the instructions to download first the app, then the sound walk.

Downloading the App

First download the app. It's called Echoes (interactive sound walks), and it's on Google Play

https://play.google.com/store/apps/details?id=xyz.echoes.android&pcampaignid=web_share

and the Apple App Store

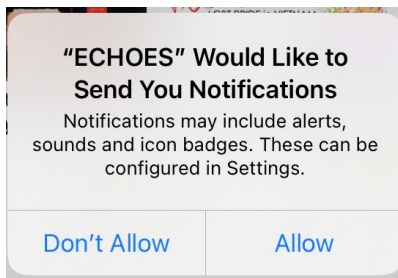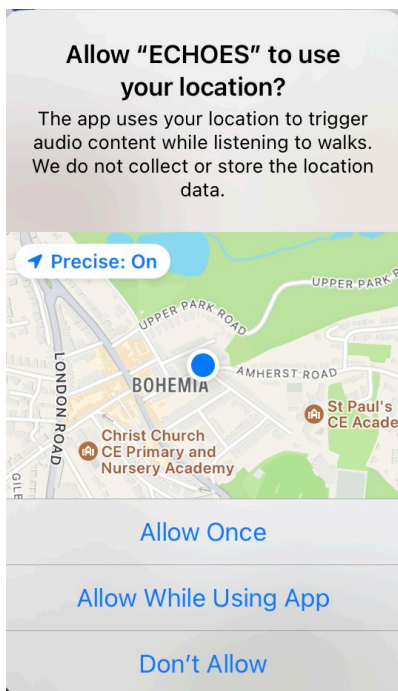https://apps.apple.com/gb/app/echoes-interactive-sound-walks/id1021511722

If you can't find it, unfortunately it means your phone/device is not compatible. You can borrow a phone from Spun Glass staff onsite.

App Installation - iOS

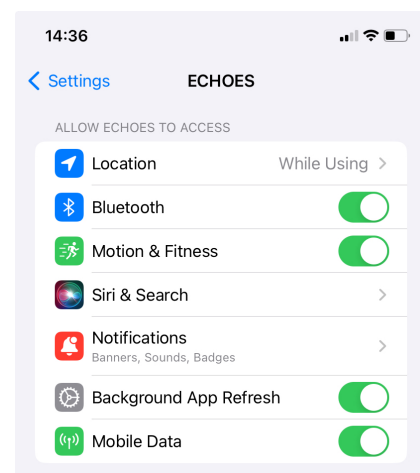When you first install Echoes you'll get a couple of dialog boxes.

"ECHOES" Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

Don't Allow   Allow

"ECHOES Would Like to Send You Notifications" - this is not essential for Tales of Betwixtmass, so you can choose either.

Allow "ECHOES" to use your location?

The app uses your location to trigger audio content while listening to walks. We do not collect or store the location data.

Precise: On

Allow Once

Allow While Using App

Don't Allow

"Allow ECHOES to use your location - select "Allow While Using App". This step is essential as the app won't work without it.

The upper half of the Echoes app screen should now show some sound walks relatively close to your current location. If it doesn't, first quit the app and reopen - and if it's still a problem check Location Services is turned on: Go to Settings > Privacy & Security > Location Services
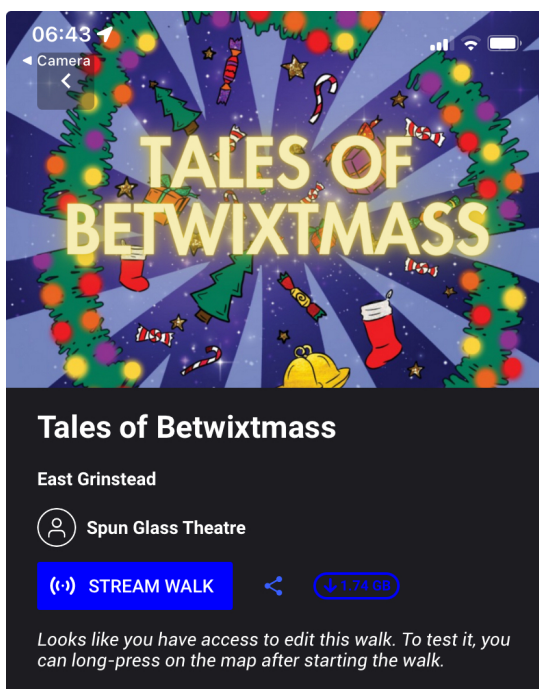
If Echoes still can't recognise where you are, please go to Settings> ECHOES and make sure the screen looks like this.
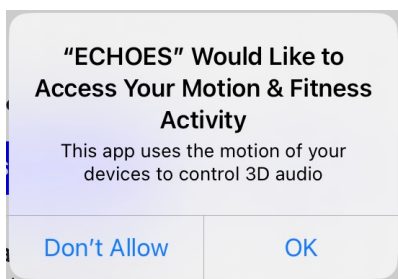
14:36

< Settings   ECHOES

ALLOW ECHOES TO ACCESS

Location   While Using >

Bluetooth

Motion & Fitness

Siri & Search

Notifications
Banners, Sounds, Badges

Background App Refresh

Mobile Data

Sounds and Music installation - iOS

It's really important that you download the Tales of Betwixtmass walk to your phone before you arrive as onsite mobile reception is not sufficient to stream it at Standen.

• Press the magnifying glass icon in the top right corner of the Echoes front page by searching for "Tales of Betwixtmass"
• Click on the "Tales of Betwixtmass" logo
• Press the blue arrow in a circle roughly in the middle of the screen.
• Select "Basic" sound quality
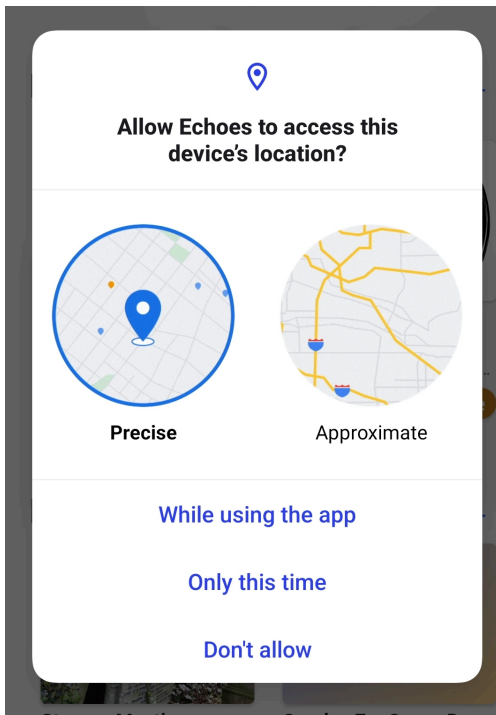• When the arrow turns into a green tick, the download is complete.

If you get stuck with a constantly spinning circle here, you do not have enough free space on your phone to download the audio. See "Freeing up Space" below.
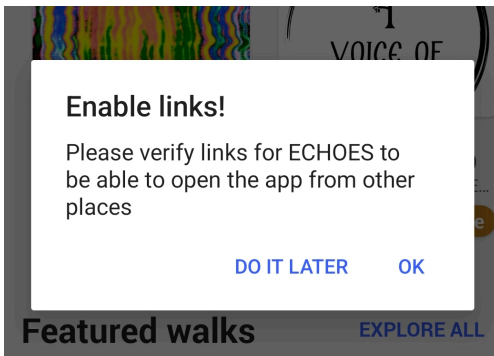

When you first select a Walk you may get another dialog - "ECHOES" Would Like to Access Your Motion & Fitness Activity" - please choose OK here, or again the app won't work properly. The app is only reading a limited amount of data about walking speed and direction here, not reporting on your fitness history!

App Installation - Android

When you first install Echoes you'll get a couple of dialog boxes.

"Allow Echoes to access this device's location?" (Depending on your Android version and phone the dialog box might look different to this). If you have the option, choose "Precise", and please select "While using this app". This is essential as the app won't work without it.

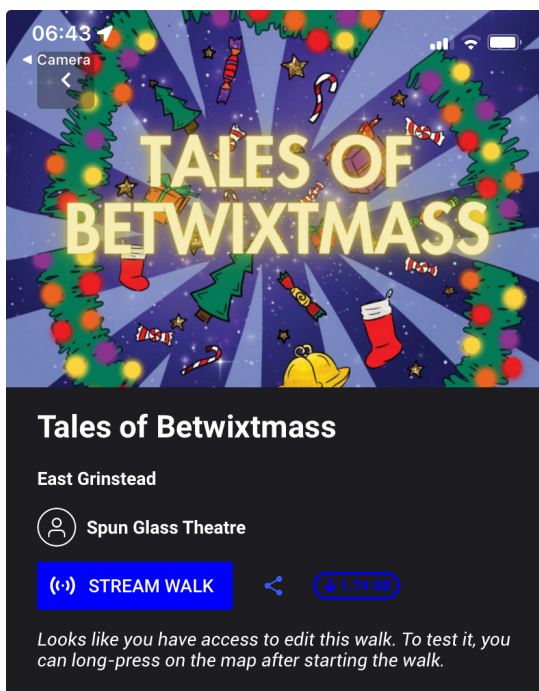"Enable links" - please choose OK.

Some users have had a dialog box asking if Echoes can make or receive calls. This is only so that Echoes can deal with an incoming call while you're using it, and is nothing to worry about. Please choose yes/OK here.

The upper half of the Echoes app screen should now show some sound walks relatively close to your current location. If it doesn't, first quit the app and reopen - and if it's still a problem please see https://support.google.com/accounts/answer/3467281?hl=en and https://support.google.com/accounts/answer/6179507?hl=en for further step-by-step instructions on how to check the location settings are properly enabled on your phone.

Sounds and Music installation - Android

It's really important that you download the Tales of Betwixtmass walk to your phone before you arrive as onsite mobile reception is not sufficient to stream it at Standen.

- Press the magnifying glass icon in the top right corner of the Echoes front page by searching for "Tales of Betwixtmass"
- Click on the "Tales of Betwixtmass" logo
- Press the blue arrow in a circle roughly in the middle of the screen.
- Select "Basic" sound quality
- When the arrow turns into a green tick, the download is complete.

If you get stuck with a constantly spinning circle here, you do not have enough free space on your phone to download the audio. See "Freeing up Space" below.

Freeing up space

If the download circle spins for a long time without any progress, it means your phone/device does not have enough space to download the music and sounds. You need 1.8 GB free space. You've probably got some old or infrequently used apps taking up space which you could delete to make room.

For iOS see https://support.apple.com/en-gb/HT201656 for step by step instructions.

For Android see https://support.google.com/android/answer/7431795?hl=en-GB for step by step instructions.

Other issues

Spun Glass staff onsite may be able to help you with other queries, or we can loan you a device if you can't get yours to work.