



ARway.ai



We appreciate your ongoing support and feedback. As we continuously enhance our app, we want to address some current issues you may encounter. Below are known challenges along with recommended workarounds to ensure a smoother experience. We apologize for any inconvenience and thank you for your understanding. Permanent fixes for these issues are planned for our V3.0 release of ARway.

1. QR Code Placement and AR Content Stability:

- **Issues:** Secondary access point placement is not an exact match in the Creator Portal.
- **Workarounds:** Manually adjust the position of the secondary access points in the Creator Portal.

2. Occlusion Synchronization:

- **Issues:** Different occlusion settings for connected venue maps.
- **Workarounds:** Ensure that occlusion settings for all maps in the Venue are consistent.

3. User Interaction and App Behavior:

- **Issues:** Empty screen after deleting characters in QR code title multiple times. Empty screen in edit content mode after disabling instructional pop-up.
- **Workarounds:** Avoid deleting the same characters in the app multiple times. Close and reopen the app when encountering empty screens.

4. Miscellaneous Navigation Issues:

- **Issues:** Path width displayed in 2D app view does not match the path width selected in the Creator Portal. Location pins not on a path show "wrong level" message during multi-level navigation.
- **Workarounds:** The path width issue is only a visual problem on the 2D image. To avoid the "Wrong Level" message, ensure that pins are directly on paths.

Thank you for your patience and cooperation as we diligently work to resolve these issues and improve your overall experience. Our team is committed to delivering updates and enhancements to address these challenges. If you have any further concerns or suggestions, please contact our support team.

Thank you,

The ARway Team

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