

FAQ

Are you recording with my camera?

No. Nothing is being recorded on your camera for us to see. If you provide the app with access to your camera, you will be able to enjoy the augmented reality features and participate in the entire experience.

How is my data being used?

We use cookies to improve the usability of the app. For more detailed information, see Terms & Conditions and Privacy Policy.

What browser should I use?

The experience runs best on Safari and Chrome, but any mobile browser that supports AR is going to be able to run the experience.

Why am I unable to run the WebApp on my phone/browser?

Due to the usage of 8th Wall as a base engine the WebApp is not compatible with older phone models and OS versions that don't support augmented reality solutions.

How can I redeem the reward?

Your reward can be redeemed after you collect (click on) all 3D objects located in different sections of the experience. There are 11 objects in total to be collected in all 3 locations.

How do I navigate the experience?

After launching the WebApp, find the closest flat surface with your camera and tap the screen. A portal will be placed in your surroundings, allowing you to select your destination by tapping one of three options – The Istrian Mountain, The Kvarner Gulf and The Croatian Journey. You can enter the experience by walking into the portal or tapping it twice. While inside, enjoy the content and tap on 3D objects (11 in total among all three locations) to be able to redeem your reward.

Does the experience save my progress if I accidentally close the tab?

Yes, your progress is saved. Therefore, if you come back to the experience you will be able to resume your journey. Please note that cookies need to be enabled for this to work.

How many objects do I need to find in each scene?

The Istrian Mountain hosts 3 objects, The Kvarner Gulf – 5, while The Croatian Journey features 3 objects.

How do I change the video quality?

While using the experience you can choose between AUTO and MAX resolutions during video playback. AUTO adjusts the quality to fit your data plan (or WiFi connection) to minimize data usage while MAX provides you with the best available quality.

Can I skip the movies if I miss an object or come back to the experience later?

Yes, you can. The experience saves your progress and once you've watched a movie in full, the next time around a "Skip to the end" button appears at the bottom of the screen. Please note that cookies need to be enabled for this to work.