AHA-AR RESEARCH PROJECT

Advice and Problem Solving

What devices/browsers are compatible with AR?

Here is the full range of compatible devices and browsers that have been tested:

- **Android mobile phones and tablets**
  - Within the last 3 years.
  - Must either have the Lollipop, Marshmallow, or Nougat Operating System.
  - Must have the latest version of their mobile browser (Google Chrome being the optimal browser to use).
- **iOS mobile phones and tablets**
  - Within the last 5 years (Everything after the iPhone 6s).
  - Must be running iOS 11 (may need to update if not).
  - Must be running the latest version of the Safari browser.
- **Windows Laptops**
  - Must be running Windows 10.
  - Ideally the device is within 5 years old (for best performance).
  - Run the latest version of Chrome, Safari, Firefox or Edge
- **Mac Laptops**
  - Must be running High Sierra.
  - Ideally a device from within the last 7 years (for best performance)
  - Run the latest version of Chrome, Safari, Firefox or Edge

Below contains some advice taken from some of the Issues that we encountered and resolved during development and testing:

1. **At times the AR content becomes pixelated, can I do anything about this?**

   This happens when the device is moved too far away from the AHA marker which can cause a pixelation issue. To avoid this issue, we advise viewing the AR content within a 3-feet radius of the marker.

2. **When I click on the AR content, it does not spin or make a sound.**

   Check to see if the student is accidentally touching the device screen somewhere else whilst clicking the icon (e.g. with their thumb or palm).

3. **Response to "clicks"**

The AR icon responds better if you click in the centre of the icon. Make sure you are not clicking on the edges and go for the centre.

If this is not the case, please check your browser or OS and see if an update is available.

iOS devices (iPhones and iPads) do not allow touch.

4. **iPads and iPhones (IMPORTANT)**

When using an iPhone or iPad there will be a few important steps you must take before starting to use the AR elements:

Go to **Settings->Safari** and enable **Camera & Microphone Access.**

Then go to "**Advanced**" button at the bottom of the Safari options: on this page, enable **Javascript.**

Finally, go to "**Experimental Features**" and enable all the features on the page.

NOTE: If you don't take these steps, the AR will close immediately when you click on an icon.

Support:

If you continue to have difficulty, you can contact us at the email address below **quoting your AHA Project ID number** and your problem will be passed to the appropriate technical support.

Again, please do remember that this is a 'research' project and although we have tested the programme and infrastructure – there will be some unforeseen circumstances that have to be managed and we will do our utmost to resolve them as quickly as possible.

Thank you for taking part in the AHA-ADHD Project.

AHA-ADHD Project
Support Team

Contact: aha@ucd.ie