



## BEACONS OF LOVE: FAQ'S

### How do I listen to my personal audio hotspot?

First, you need to [download our free app](#). It's available for [iphones](#) and [Android phones](#). Then, you need to go to the specific location you chose when you signed up. Plug in your headphones, open the app, and the love songs will play! You'll need an internet connection, either wifi or 3g/4g. It's a good idea to have a fully charged phone too; the app uses your location settings so it can drain the battery especially if your phone is older.

### I can't hear anything!

Here's some things to check.

- Make sure your phone isn't on silent or turned down
- It might be a quiet song, so plugging in headphones will help
- Make sure you're connected to the internet. You need wifi or 3g/ 4g signal
- Where are you? You must be in the *exact location* that you gave us GPS coordinates for (give or take 20 metres). If you try to listen in a different place, or listen somewhere else by mistake, you won't hear anything
- Has your phone gone to sleep? This might interrupt the love songs
- Are you listening on 14<sup>th</sup> February 2021? The audio hotspots are only available on this date

### I can hear something, but its fuzzy or intermittent.

Here's some things to try.

- Moving a few metres can make a big difference, especially if you're standing right on the edge of the GPS area. Try moving 20m in different directions to get a clearer signal
- Stay still for a while, sometimes the GPS takes a moment to register where you are
- Check in your settings that you've allowed the app to see your precise location

- Check the map icon on the app. There will be a dot with your name on. This is your personal audio hotspot. Are you in the same place as your dot?
- Make sure you're connected to the internet. You need wifi or 3g/ 4g signal

### **Nothing is working. What can I do?**

First, make sure you have the most up-to-date operating system running on your phone. Now delete the app and reinstall it again. Try all the steps above. If none of these things work, email us on [james@actionhero.org.uk](mailto:james@actionhero.org.uk), telling us your phone number and we will call you back to provide tech support!

### **Where can I find out more about the project?**

Beacons Of Love is part of an ongoing project that we've been doing since 2018. The project is called Oh Europa. You can visit our dedicated project website at [oheuropa.com](http://oheuropa.com). To see some video from the project, visit our vimeo channel: [vimeo.com/channels/actionherolive](https://vimeo.com/channels/actionherolive).

### **Where can I find out more about the artists who made this?**

You can visit our website, [actionhero.org.uk](http://actionhero.org.uk)

### **How can I get in touch to tell you about my experience?**

We would love to hear from you. You can email us at [info@actionhero.org.uk](mailto:info@actionhero.org.uk) or you can find us on social media, @ActionHeroLive.