

Discover at Liverpool ONE App FAQs

Overview

As part of Liverpool ONE's latest campaign 'Dinosaurs Unleashed', we're launching a brand-new augmented reality App, where visitors can hatch their very own dinosaurs!

As well as prehistoric activities and props around the estate, the campaign will feature an egg trail, and through the 'Discover at Liverpool ONE' App, visitors will be able to hatch and collect up to eight different dinosaurs – to play with, walk, feed and duel.

The App will be available to download and play around the Liverpool ONE estate from **29 March – 2 June 2019**.

During the campaign, 'Chavassic Park' will play host to a dinosaur feeding and a Battle Arena, where players can feed their dinosaurs and earn points in a sumo-style game for a chance to feature on the App scoreboard, showing the top five players of the week, month and overall.

To win battles, players will have to feed and exercise their dinosaurs to make them stronger. There will also be a number of energy boost points located around Liverpool ONE where app users can supercharge their dinosaur's energy for a limited time.

FAQs

When / where can I download the Discover at Liverpool ONE App?

The App is available from your App Store (Apple / Google Play) to play from **29 March until 2 June 2019**. Simply search 'Discover at Liverpool ONE' to download the App.

How much does the App cost to download?

The App is free to download. Once downloaded, you will be asked to register your details. You can play the App without registering by clicking on 'skip', however, to appear on the leader board you must create an account and register as a user.

How old does a player need to be to use the App?

The App is suitable for children of all ages. However, children under 12 must be accompanied by a responsible adult if taking part in the egg trail around the estate. .

What times does the App work each day?

The App will be available to play, all day, every day for 10-weeks. To get the most out of the experience at Liverpool ONE, our [opening hours](#) are.

Monday – Friday: 9.30am – 8pm
Saturday: 9am – 7pm
Sunday: 11am – 5pm

**Please note, Good Friday, Easter Sunday & Monday opening hours will vary.*

How many dinosaurs are there?

There are eight different dinosaurs in total, but we've got you started by hatching your first dinosaur for you! **You can find seven different dinosaur eggs around Liverpool ONE to hatch the rest!**

Whether you just want one or two dinosaurs or to collect them all is totally up to you.

Where can I find the eggs?

You can locate the eggs via an in-App map! Simply open the 'Discover at Liverpool ONE App' click the 'Home' button and you can scroll around the ground and upper levels of Liverpool ONE as well as the 'Chavassic Park' and Terrace areas.

Please note, the map will only appear when you're at Liverpool ONE.

Egg locations include:

1. Outside the Lego store on South John Street
2. Outside John Lewis in Paradise Place
3. Outside Bill's on Thomas Steers Way
4. Near the Zig Zag steps on Paradise Street
5. Outside Debenhams on Upper South John Street
6. Outside Waterstones on College Lane
7. Near the feeding area and Battle Arena on Chavassic Park

How do I hatch a dinosaur?

To hatch a dinosaur, players should find one of seven eggs around Liverpool ONE. Once you've found an egg, make sure your App is open. Click the 'Scan' button and scan the 'Scan here to hatch a dinosaur' message on the egg using your device.

All that's left to do is stand back and see what dinosaur you've hatched!

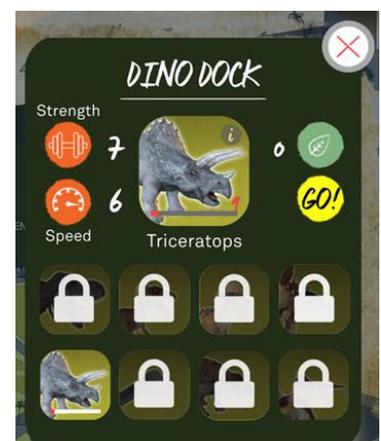
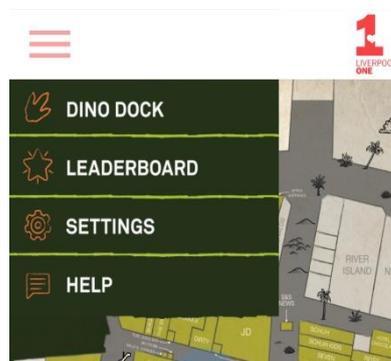
Can I hatch all the dinosaurs from the same egg?

No, once you have hatched an egg, you can't re-hatch it again. Players should find the rest of the dinosaur eggs located across Liverpool ONE to hatch more dinosaurs.

What happens to my dinosaur once it's hatched?

Once you've hatched a dinosaur, it will go to your Dino Dock.

To access the Dino Dock, click the menu button in the top left-hand corner of the screen and select 'Dino Dock'. Here you will see all the dinosaurs you've hatched. As well as details of their strength, speed, food and the 'GO!' button.



If you click on the dinosaur image to bring up additional facts about your dinosaur.

By clicking the 'GO!' button you can place your dinosaur on screen, where you can walk and feed it to increase its happiness level, which is displayed as a bar at the top of the screen.

To place your dinosaur in the scene, let the App find the floor via the marker and tap the orange joystick when the marker turns red to place your dinosaur.

You can walk the dinosaur around screen and exercise it using the joystick (pictured). By pressing the 'animation button' (pictured) the dinosaur will perform a unique animation, individual to its breed.



Joystick



Animation

How do I feed my dinosaurs?

In Chavassic Park you'll find four feeding stations. Head there and scan the markers to store food in your App to feed your dinosaurs with. Remember, carnivores will only eat meat while herbivores will be more interested in leaves! When you want to feed the dinosaur, simply drag an item of food onto your screen and release it whilst in GO! mode, as detailed above.

The food icons represent how much food you have in your itinerary. On feeding your dinosaur the food stock icon will decrease accordingly, and the dinosaur's happiness bar will increase.

What do I need to do to keep my dinosaurs happy?

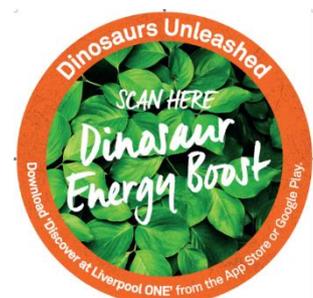
Dinosaurs are happiest and strongest when they've been well fed and exercised.

Scanning an energy boost marker, which you'll find in the windows of stores and restaurants across Liverpool ONE, will also help to keep your dinosaur happy. You'll know if your dinosaurs are happy by checking the happiness bar at the bottom of your dinosaur's profile in the App. The happiness bar will also appear at the top of your screen in GO! mode.



What is an energy boost?

An energy boost tops up your dinosaur's happiness and strength – not all boosts have the same amount of energy, so it pays to keep looking for new boost points. You'll find various energy boost points across the estate, just look in store and restaurant windows.



What happens if I don't feed my dinosaurs?

Imagine how you would feel if you hadn't been fed. Your dinosaurs are just the same – they will be less happy, have less energy and be less successful in battles if they go too long without food. Be sure to stock up on food suppliers whenever you're in Liverpool ONE.

How do I battle my dinosaur?

You can battle your dinosaurs by scanning the Battle Arena at Chavassic Park. This is the only place you can battle your dinosaurs and the only way to get onto the App leaderboard. *(Please note, users must be registered to appear on the leaderboard)*

To start a battle, players should simply scan the Battle Arena via the App 'Scan' screen and choose a dinosaur. Battles entail a sumo style game with the aim to push the competing dinosaur out of the arena in order to win. To win battles, players should feed and exercise their dinosaurs to make them stronger. As you win a battle you will proceed to the next level, with each level getting harder as you progress.

Do I have to be at Liverpool ONE to play with my dinosaurs? What happens when I leave?

There are various interactive markers around Liverpool ONE that enable you to feed, boost energy and battle with your dinosaurs. These features are only available at Liverpool ONE. But you are able (and encouraged!) to play with your dinosaur away from Liverpool ONE. You can walk them around, make roar and create your own photos and videos anywhere you like!

How do I create videos and photos of my dinosaurs?

You can create videos and photos of your dinosaurs in GO! mode. Simply use the 'REC' and camera icons at the bottom of the screen.

'REC' will create a short video you can save to your phone or share across social channels. The camera icon will allow you to take an image of your dinosaur to save to your device or share as you wish.

Don't forget to tag Liverpool in your dinosaur photos and videos:

Facebook – Liverpool ONE Official

Twitter – @Liverpool_ONE

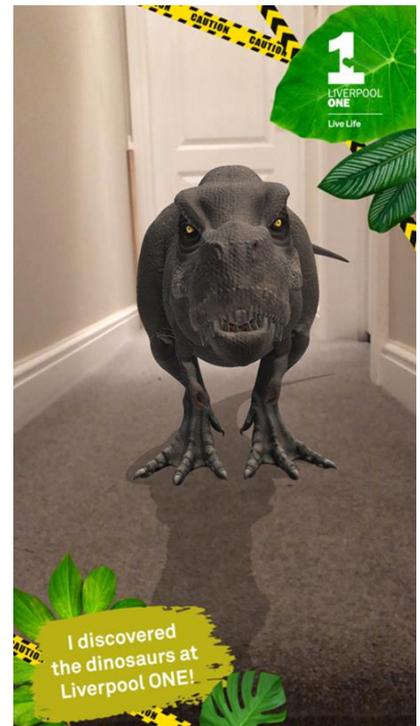
Instagram – liverpool_oneofficial

Will the app work after the campaign has finished?

You will still be able to access the App to play with your dinosaurs at home. However, the Battle Arena, feeding stations, Dinosaur eggs and other interactive markers will no longer be available in Liverpool ONE from 2 June.

My app isn't working what do I do?

In the first instance, use the App 'Help' button. Also be sure to check our FAQs on the Liverpool ONE website to see if your device is compatible with the App. If all else fails, delete the App and re-download it.



What phones and operating systems does the app work on?

- **iOS Version: iOS 12**

iPhones: iPhone XS MAX; iPhone XS; iPhone XR; iPhone X; iPhone 8; iPhone 8 Plus; iPhone 7; iPhone 7 Plus; iPhone 6s; iPhone 6s Plus; iPhone SE iPads:; 12.9;inch iPad Pro 2nd generation; 12.9;inch iPad Pro 1st generation; 10.5;inch iPad Pro; 9.7;inch iPad Pro; 9.7;inch iPad (2018 Model); 9.7;inch iPad (2017 Model)

- **Android Version: Android 8 (Oreo)**

Devices: Asus Zenfone AR; Asus Zenfone ARES; Google Nexus 5X; Google Nexus 6P; Google Pixel, Pixel XL; Google Pixel 2, Pixel 2 XL; Nokia 6 (2018); Nokia 6.1 Plus; Nokia 7 Plus; Nokia 8; Nokia 8 Sirocco; Huawei P20, P20 Pro; Huawei Honor 10; Huawei Nova 3, 3i; Huawei Mate RS Porsche Design; LG G6; LG G7 ThinQ; LG V30, V30+, V30+ JOJO; LG V35 ThinQ; Moto G5S Plus; Moto G6; Moto G6 Plus; Moto X4; Moto Z2 Force; Moto Z3; Moto Z3 Play; OnePlus 3T; OnePlus 5; OnePlus 5T; OnePlus 6; Sony Xperia XZ Premium; Sony Xperia XZ1, XZ1 Compact; Sony Xperia XZ2, Xperia XZ2 Compact, Xperia XZ2 Premium; Vivo NEX A; Vivo NEX S; Samsung Galaxy A5 (2017); Samsung Galaxy A6 (2017); Samsung Galaxy A7 (2017); Samsung Galaxy A8, Samsung Galaxy A8+ (2018); Samsung Galaxy Note 8; Samsung Galaxy Note 9; Samsung Galaxy S7, Galaxy S7 Edge; Samsung Galaxy S8, Galaxy S8+; Samsung Galaxy S9, Galaxy S9+; Samsung Galaxy Tab S4; Xiaomi Mi8, Mi8 SE, Mi Mix 2S, Pocophone F1; iPhone XS MAX; iPhone XS; iPhone XR; iPhone X; iPhone 8; iPhone 8 Plus; iPhone 7; iPhone 7 Plus; iPhone 6s; iPhone 6s Plus; iPhone SE.
Devices for the Chinese Market: Xiaomi Mix 2S, Mi 8; Huawei P20, P20 Pro; Porsche Design Mate RS, Mate 20 Lite.

Can I play the game and not register my details?

Yes, you can bypass the sign-up process when the App loads and play as a guest user. However, users must sign up and register with a few brief details if they want to appear on the leaderboard.

Do I have to be on Wi-fi to use the App?

You don't have to be on Wi-Fi or 4G to play the app, but you do have to be on Wi-fi to download it.

If you have created a user account, you must also have internet access (Wi-Fi or 4G) to be able to log in. Once logged in you no longer need Wi-Fi or 4G to play. If you require internet access. Free public W-Fi is available at Liverpool ONE, you can log on to this via your device settings.

Battles and dinosaurs sound scary, is the App child / family friendly?

The App is completely family friendly!

During the campaign, 'Chavassic Park' will play host to a dinosaur feeding and a Battle Arena, where App players can feed their dinosaurs and earn points in a sumo-style game for a chance to feature on the App scoreboard, showing the top five players of the week, month and overall.

To win battles, players will have to feed and exercise their dinosaurs to make them stronger. There will also be a number of energy boost points located around Liverpool ONE where app users can supercharge their dinosaur's energy for a limited time.

There'll also be some dinosaur themed family events taking place during the campaign.

As well as the App, is there anything else taking place?

As well as the App, there'll be prehistoric activities and props and selfie spots around Liverpool ONE, along with special dinosaur themed events and maybe even one or two special guests... watch this space!

On 9 April and 5 May we'll have a special dinosaur character appearances and Park Rangers will be on hand to help visitors get the most out of the experience. See our website or sign up to our database for all events details.

How are stores participating?

Stores are participating by hosting energy boost points in their windows. We'll also be promoting special dinosaur themed products, offers and competitions via the Liverpool ONE website – and our social media channels so keep an eye out!

How can I stay up to date / find out more?

For updates keep an eye on Liverpool ONE's social media channels and the Liverpool ONE website. You can also sign up to our newsletter via the Liverpool ONE website to stay informed.

Facebook – Liverpool ONE Official

Twitter – @Liverpool_ONE

Instagram – liverpool_oneofficial

Liverpool ONE website:

www.liverpool-one.com/events/dinosaurs-unleashed-coming-soon/