

Troubleshooters Guide:

This is a fairly new technology that we are excited to share with you. If you are experiencing issues with viewing Santa's Toy Finder experience here are some quick tips that may help.

1. Have you downloaded the MOA app? If yes, then click the Santa's Toy Finder tile on the home screen and the Xenoplay App will automatically download to your phone, this is how you access the AR magic.



2. Allow the Xenoplay app to have access to your camera.
3. Make sure you are standing in the center of the snowflake.



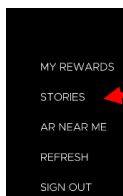
4. Hold your phone straight, adjacent to the ground and make sure your screen orientation is vertical.



5. If your iOS or Android device is having trouble activating the AR animations, we recommend turning your screen away from the toy and then turn it back on the toy, so the app can refocus.
6. You can always try refreshing the app, you can locate this on the Xenoplay app menu.



7. How do you find out how many toys you have collected? You can find this in the stories section of the app. Then click on clues in the bottom right corner.



8. The AR experience only works on Mall of America property. You can not enter the sweeps or view the AR graphics if you are using the app outside the physical mall structure.