

Electric Echoes - SoundWalk & Echoes App FAQs



How do I download the Echoes App?

You can use the following links to download the Echoes App for your device:

Android: https://play.google.com/store/apps/details?id=xyz.echoes.android&hl=en_GB

iOS (make sure to have the IOS 15 update):

<https://apps.apple.com/gb/app/echoes-interactive-sound-walks/id1021511722>


Or you can search for 'ECHOES' in the App store and look for this icon >




Once you're in the Playstore or Apple App Store click the install button, you'll see the app begin to download and it should be available on your device within a few minutes.

How do I find the Electric Echoes SoundWalk once I've downloaded the app?

1. Click on the Echoes app and go to the Home page

2. On the Home page you will see the search icon in the top right corner , click it. Now type in 'Electric Echoes' and the SoundWalk will appear. Click on the SoundWalk.

3. Now you're on the Electric Echoes SoundWalk page you'll have the option to 'stream walk' or download the walk. We recommend downloading this whilst connected to WIFI before going to the walk location. This saves your mobile data and ensures that the audio plays reliably, without any interference or dips in service.

To download the SoundWalk, click the download button (small blue arrow  11 MB) on the walk homescreen.

3. You'll have the option to select basic or premium quality, click the 'basic' quality audio (or premium if you have a paid Echoes account).

4. When you're ready click the 'START' button and then 'locate me'. Your current location will appear as a blue arrow on the map and the locations will appear as blue dots.

5. At this point, you may see a message asking you to confirm location services.

- On iPhone, select "Always" to allow Echoes to access your location.
- On Android, choose "Allow while using the app."

This ensures the SoundWalk triggers audio correctly as you move through the route.

6. Put on your headphones and follow the route, making your way towards the first blue dot - the audio will start automatically when you are in each stopping-point location.

Do I need to give permission for location services?

Yes, Electric Echoes is a site-specific SoundWalk and location services are essential for the experience. Please make sure to enable location services when prompted.

If you accidentally declined permission, you can enable it manually:

1. Go to your phone settings.
2. Find Apps / Manage Apps and select Echoes.
3. Enable location services.

Tip: If sounds aren't triggering as you move, check that location permission is set to 'Always' or 'Allow while Using the App.'

How do I know which location to go to first?

On the map you will see six blue dots. Tap one of the dots and the track number and title will appear on the screen. Find the first track and head there. You can follow the SoundWalk in any order, though we recommend following the sequence 1-6 for the best listening experience.

I'm at the location but the audio won't play.

First check location services are enabled (see above). Then, check the map and ensure that you're standing within the blue circle - the audio will only trigger once you are standing in the blue circle. You can use two fingers to zoom into the map for a closer view and to check you are within the parameters of the circle.

If you've completed these two steps and the music still won't play then we recommend:

- Closing and reopening the app.
- Making sure you're using the latest version (check the App Store / Play Store for updates).
- Restarting your device.
- Making sure your phone has enough free storage and that background apps aren't heavily using data.

Do I need to download the SoundWalk?

No, you also have the option to stream the SoundWalk using your mobile data, though we recommend that you download it while connected to WIFI for the best listening experience, to avoid using mobile data or experiencing drops in internet connection while on the walk.

Can I listen to the audio manually?

Yes, if you're experiencing issues with the GPS triggering the audio, then you can access the audio manually.

1. Click the hamburger menu button (three dash lines in the top right corner of the map).
2. In the menu turn off 'Autoplay'
3. You can now play the audio manually for any of the stopping points by tapping the track on the map

Why does the app ask for microphone and storage permissions?

Microphone access may be requested for interactive features or recording components, and storage permission allows audio content to download to your device so playback is smooth.

If you prefer not to allow microphone access, the listening features should still work, however, if you do download the SoundWalk you may need to give storage permissions.

The audio keeps stopping and starting, why is this happening?

The SoundWalk is location-based and it tracks your movements. If you move outside of the stopping-point range (the blue circle on the map), the audio will stop and begin again once you move back inside.

Tip: Once the audio begins try staying still for a moment and the sound should continue to play as intended.

Why does the app keep pausing while I'm on the walk?

This appears to be an issue experienced when listening on some Android devices. If your screen locks or goes to sleep, the app may pause and stop playing audio. To avoid this keep your screen awake while using the SoundWalk.

How do I find information about the track I'm listening to?

You can find more information about the individual tracks by tapping the hamburger icon (three dash lines in the top right corner of the map). This will give you a list of the tracks, track titles, and includes images of each location.

How accessible is the walk?

The SoundWalk route follows public pavements and pathways that are wheelchair accessible. However, as these are public routes, we can't guarantee that pavements will always be clear of temporary obstacles or vehicles.

Can I do the SoundWalk in any weather?

The SoundWalk is an outdoor experience, and part of the walk follows the River Goyt and public pathways. Though the walk isn't long, we would recommend wearing comfortable footwear and to check the weather forecast beforehand. In poor weather, waterproof clothing is advised.

Tip: The SoundWalk can also be paused at any point if the weather is too bad to continue.

Can I do the SoundWalk at night?

We recommend doing the SoundWalk during daylight for safety and to better navigate the route.

Some parts of the route run adjacent to busy roads and car parks. Please be aware of your surroundings and use traffic lights and crossings.