

Setting up Wayfinding on Layar

A short guide to building an interactive directory for your property. You can build and preview the whole thing before paying for anything.

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Before you start: get the right plan file

This is the one decision that changes how much work you do, so it is worth two minutes up front.

Ask whoever drew your floor plan for the PDF or SVG they exported. Not a photo of a printed map, not a screenshot. A PDF or SVG carries the shop and room names as real text, so Layar reads them exactly and labels your units for you.

If you only have a photo or a scan, Layar will still accept it, but it has to read the picture rather than the text. On a clean drawing that works reasonably; on a phone photo of a printed map you will get boxes in roughly the right places and a lot of manual tidying. Either way you finish with a working directory, but the PDF route is a much shorter afternoon.

One page per floor. If your plan is a multi-page PDF, Layar reads the first page, so split it and upload each floor separately.

Step 1 Create the property

In the left sidebar, under **WAYFINDING**, open **Venues**, then click **+ New Property**.

Give it the name your visitors would recognise, not an internal code. This name appears on the kiosk.

Step 2 Add a floor and upload its plan

Open the property you just created and add a floor.

Name floors the way people say them out loud: *Ground*, *Level 1*, *Basement*. Visitors read these on a touchscreen, so "Level 1" beats "L1-A".

Upload that floor's plan file. Layar then reads it and proposes the units it can find. This takes a few seconds.

Step 3 Check what it found, and fix what it missed

This step is not optional, and it is normal to make corrections.

Layar proposes units; it does not decide them. Expect three kinds of result:

- **Units it got right.** Leave them.
- **Units it missed.** Draw them in yourself.
- **Shapes that are not units at all** (a corridor, a lift, a stairwell). Delete them. Layar already discards most of these, but not all.

Corridors, halls, lifts, stairs and back-of-house are deliberately not units. Only the spaces a visitor would search for should end up on the map.

If the whole floor looks wrong rather than partly wrong, that is almost always the plan file, not the floor. Go back and try a PDF export.

Step 4 Name the tenants

Give every unit the name a visitor would type into the search box.

Use the trading name, not the legal one. Somebody looking for coffee searches for the cafe's name, never "XYZ Enterprise Sdn Bhd".

Add the category too, because the kiosk lets visitors browse by category when they do not know what they are looking for.

Step 5 Preview it

Open the kiosk preview. This is exactly what a visitor sees, shown in both landscape and portrait, so you can check it before it goes anywhere near a real screen.

Things worth checking here:

- Search for a few tenants by name and confirm they are found
- Tap through the floors
- Read the map at arm's length; if a label is unreadable to you, it is unreadable to a visitor standing in front of a kiosk

Preview costs nothing and you can iterate as many times as you like.

Step 6 Publishing to a real screen

Building and previewing are free. Putting the directory on a physical screen needs the Wayfinding add-on, and the dashboard says so plainly: *"Trial mode lets you build. Upgrade to publish."*

Talk to us about the cost for your site. It depends on how many kiosk screens you are running, and there is a one-off setup component, so a flat number here would be misleading.

Is wayfinding the right thing for you?

Worth asking honestly, because it is not always.

Wayfinding earns its keep when visitors genuinely get lost and ask staff for directions: a mall, a hospital, an office tower, a large campus. The test is whether someone is currently answering "where is X?" several times a day.

A normal Layar screen is probably enough if your site is small enough that a single map image or a short list would answer the question. You can put a site map, opening hours and announcements on an ordinary playlist at no extra cost, and it may serve your visitors just as well.

Not sure which side of that line you fall on? Describe your site to us on WhatsApp at **010-286 3646** (wa.me/60102863646) and we will tell you straight.