

**FAQ for Toyota AR MY  
(iOS and Android)**

Q1. What types of devices are required to operate Toyota AR MY?

A1. Toyota AR MY requires the latest high-end Apple and Android mobile devices with ARKit and ARcore to operate smoothly.

Q2. What types of Apple devices can support Toyota AR MY?

A2. The Apple iPhone (iPhone 6S and above), iPhone SE, iPad Pro (2<sup>nd</sup> Generation and above) and iPad (5<sup>th</sup> Generation and above).

Q3. What types of Android mobile devices support Toyota AR MY?

A3. Android devices such as AndroidOS 8 and above support the AR core framework.  
Other supporting Android devices are listed as below:

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
<b>Asus</b>	ROG Phone	ASUS_Z01QD_1
<b>Asus</b>	ZenFone Ares (ZS572KL)	ASUS_A002_2
<b>Asus</b>	ZenFone AR	ASUS_A002_1
<b>Asus</b>	ZenFone AR (ZS571KL)	ASUS_A002

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
<b>Google</b>	Pixel 3	blueline
<b>Google</b>	Pixel	sailfish
<b>Google</b>	Pixel 2	walleye
<b>Google</b>	Pixel XL	marlin
<b>Google</b>	Pixel 3 XL	crosshatch
<b>Google</b>	Pixel 2 XL	taimen

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
Huawei	Honor 8X	HWJSN-H
Huawei	Honor 8X Max	HWJSN-HM
Huawei	P20 Pro	HWCLT
Huawei	P20 Pro	HW-01K
Huawei	Honor 10	HWCOL
Huawei	P20 lite	HWANE
Huawei	Nexus 6P	angler
Huawei	Mate 20 X	HWEVR
Huawei	Mate 20 Pro	HWLYA
Huawei	nova 3	HWPAR
Huawei	Honor Magic 2	HWTNY
Huawei	HUAWEI Y9 2019	HWJKM-H
Huawei	Mate 20	HWHMA
Huawei	Mate 20 lite	HWSNE
Huawei	nova 3i	HWINE

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
LG Electronics	Q8	anna
LG Electronics	Q8	cv7an
LG Electronics	G7 One	phoenix_sprout
LG Electronics	LG G6	lucye
LG Electronics	JOJO	L-02K
LG Electronics	LG G7 ThinQ	judyln
LG Electronics	V30+	L-01K
LG Electronics	LG V35 ThinQ	judyp
LG Electronics	V40 ThinQ	judypn
LG Electronics	LG Q6	mhn
LG Electronics	LG Q6	mh
LG Electronics	Nexus 5X	bullhead
LG Electronics	LG Q9	falcon
LG Electronics	V30	joan

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
Motorola	moto z3 play	beckham
Motorola	Moto X (4)	payton
Motorola	Moto X (4)	payton_sprout
Motorola	Moto Z (2) Force	nash
Motorola	motorola one	deen_sprout
Motorola	Moto Z(3)	messi
Motorola	moto g(6)	ali
Motorola	moto g(6)	ali_n
Motorola	Moto G (5S) Plus	sanders_n
Motorola	Moto G (5S) Plus	sanders
Motorola	Moto G (5S) Plus	sanders_nt
Motorola	motorola one power	chef_sprout
Motorola	moto g(6) plus	evert_n
Motorola	moto g(6) plus	evert
Motorola	moto g(6) plus	evert_nt

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
Nokia	Nokia 7.1	CTL_sprout
Nokia	Nokia 8 Sirocco	A1N_sprout
Nokia	Nokia 8 Sirocco	A1N
Nokia	Nokia 8	NB1
Nokia	Nokia 7 plus	B2N_sprout
Nokia	Nokia 7 plus	B2N
Nokia	Nokia 6.1 Plus	DRG_sprout
Nokia	Nokia 6.1	PL2_sprout

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
OnePlus	OnePlus3T	OnePlus3T
OnePlus	OnePlus5	OnePlus5
OnePlus	OnePlus6T	OnePlus6T
OnePlus	OnePlus6T	OnePlus6TSingle
OnePlus	OnePlus 6	OnePlus6
OnePlus	OnePlus5T	OnePlus5T

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
RED	HydrogenONE	HydrogenONE

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
<b>Samsung</b>	Galaxy S9+	star2qltecs
<b>Samsung</b>	Galaxy S9+	star2qltesq
<b>Samsung</b>	Galaxy S9+	star2lte
<b>Samsung</b>	Galaxy S9+	star2qlteue
<b>Samsung</b>	Galaxy S9+	SC-03K
<b>Samsung</b>	Galaxy S9+	SCV39
<b>Samsung</b>	Galaxy S9+	star2lteks
<b>Samsung</b>	Galaxy S9+	star2qltechn
<b>Samsung</b>	Galaxy S8	dreamqltechn
<b>Samsung</b>	Galaxy S8	dreamqltecmmc
<b>Samsung</b>	Galaxy S8	dreamqltecan
<b>Samsung</b>	Galaxy S8	dreamqlteue
<b>Samsung</b>	Galaxy S8	dreamlte
<b>Samsung</b>	Galaxy S8	SCV36
<b>Samsung</b>	Galaxy S8	dreamlteks
<b>Samsung</b>	Galaxy S8	SC-02J
<b>Samsung</b>	Galaxy S8	dreamqltesq
<b>Samsung</b>	Galaxy Note9	SC-01L
<b>Samsung</b>	Galaxy Note9	crownqltechn
<b>Samsung</b>	Galaxy Note9	crownlte
<b>Samsung</b>	Galaxy Note9	crownlteks
<b>Samsung</b>	Galaxy Note9	crownqltesq
<b>Samsung</b>	Galaxy Note9	SCV40
<b>Samsung</b>	Galaxy Note9	crownqlteue
<b>Samsung</b>	Galaxy Note9	crownqltecs
<b>Samsung</b>	Galaxy Tab S3	gts3llte
<b>Samsung</b>	Galaxy Tab S3	gts3lltekx
<b>Samsung</b>	Galaxy Tab S3	gts3lltevw
<b>Samsung</b>	Galaxy TabS3	gts3lltechn
<b>Samsung</b>	Galaxy Tab S3	gts3lwifichn
<b>Samsung</b>	Galaxy Tab S3	gts3llteusc
<b>Samsung</b>	Galaxy Tab S3	gts3lwifi
<b>Samsung</b>	Galaxy Note8	SCV37
<b>Samsung</b>	Galaxy Note8	greatqlteue
<b>Samsung</b>	Galaxy Note8	greatqlte
<b>Samsung</b>	Galaxy Note8	greatlteks
<b>Samsung</b>	Galaxy Note8	greatqltecs
<b>Samsung</b>	Galaxy Note8	SC-01K
<b>Samsung</b>	Galaxy Note8	greatqltecmmc
<b>Samsung</b>	Galaxy Note8	greatqltechn
<b>Samsung</b>	Galaxy Note8	greatlte
<b>Samsung</b>	Galaxy Tab S4	gts4lwifi
<b>Samsung</b>	Galaxy Tab S4	gts4lltechn
<b>Samsung</b>	Galaxy Tab S4	gts4llte

<b>Samsung</b>	Galaxy Tab S4	gts4llteatt
<b>Samsung</b>	Galaxy Tab S4	gts4lltekx
<b>Samsung</b>	Galaxy Tab S4	gts4lwifichn
<b>Samsung</b>	Galaxy Tab S4	gts4lltespr
<b>Samsung</b>	Galaxy Tab S4	gts4llteusc
<b>Samsung</b>	Galaxy Tab S4	gts4lltevw
<b>Samsung</b>	Galaxy S9	SC-02K
<b>Samsung</b>	Galaxy S9	starqltecs
<b>Samsung</b>	Galaxy S9	SCV38
<b>Samsung</b>	Galaxy S9	starlte
<b>Samsung</b>	Galaxy S9	starqltechn
<b>Samsung</b>	Galaxy S9	starqlteue
<b>Samsung</b>	Galaxy S9	starlteks
<b>Samsung</b>	Galaxy S9	starqltesq
<b>Samsung</b>	Galaxy S9	starqltecmcc
<b>Samsung</b>	Galaxy A8(2018)	jackpotltecan
<b>Samsung</b>	Galaxy A8(2018)	jackpotlteks
<b>Samsung</b>	Galaxy A8(2018)	jackpotlte
<b>Samsung</b>	Galaxy S7	heroqltemtr
<b>Samsung</b>	Galaxy S7	heroltebmc
<b>Samsung</b>	Galaxy S7	herolteigt
<b>Samsung</b>	Galaxy S7	heroqltespr
<b>Samsung</b>	Galaxy S7	heroqltechn
<b>Samsung</b>	Galaxy S7	heroqltevw
<b>Samsung</b>	Galaxy S7	heroqlteue
<b>Samsung</b>	Galaxy S7	heroqlteaio
<b>Samsung</b>	Galaxy S7	heroltekt
<b>Samsung</b>	Galaxy S7	heroqlteatt
<b>Samsung</b>	Galaxy S7	heroqltelra
<b>Samsung</b>	Galaxy S7	herolteskt
<b>Samsung</b>	Galaxy S7	heroqlteusc
<b>Samsung</b>	Galaxy S7	heroqlteacg
<b>Samsung</b>	Galaxy S7	heroqltetfnvzw
<b>Samsung</b>	Galaxy S7	heroqltetmo
<b>Samsung</b>	Galaxy S7	heroqltecctvzw
<b>Samsung</b>	Galaxy S7	herolte
<b>Samsung</b>	Galaxy A5(2017)	a5y17lte
<b>Samsung</b>	Galaxy A5(2017)	a5y17ltecan
<b>Samsung</b>	Galaxy A5(2017)	a5y17lteigt
<b>Samsung</b>	Galaxy A5(2017)	a5y17ltektt
<b>Samsung</b>	Galaxy A5(2017)	a5y17lteskt
<b>Samsung</b>	Galaxy A8+(2018)	jackpot2lte
<b>Samsung</b>	Galaxy J7 Pro	j7y17lte
<b>Samsung</b>	Galaxy J7	j7poplteusc
<b>Samsung</b>	Galaxy J7	j7popelteue

<b>Samsung</b>	Galaxy J7	j75ltekt
<b>Samsung</b>	Galaxy J7	j7ltechn
<b>Samsung</b>	Galaxy J7	j7elte
<b>Samsung</b>	Galaxy J7	j7toplteue
<b>Samsung</b>	Galaxy J7	j7e3g
<b>Samsung</b>	Galaxy J7	j7toplteatt
<b>Samsung</b>	Galaxy J7(2017)	j7y17ltekt
<b>Samsung</b>	Galaxy S7 Edge	hero2qltecctvzw
<b>Samsung</b>	Galaxy S7 edge	hero2lte
<b>Samsung</b>	Galaxy S7 Edge	hero2lteskt
<b>Samsung</b>	Galaxy S7 Edge	SCV33
<b>Samsung</b>	Galaxy S7 Edge	hero2qlteatt
<b>Samsung</b>	Galaxy S7 edge	hero2qlteue
<b>Samsung</b>	Galaxy S7 edge	hero2lteigt
<b>Samsung</b>	Galaxy S7 Edge	hero2qltevw
<b>Samsung</b>	Galaxy S7 Edge	hero2ltekt
<b>Samsung</b>	Galaxy S7 Edge	hero2qltetmo
<b>Samsung</b>	Galaxy S7 Edge	hero2ltebmc
<b>Samsung</b>	Galaxy S7 Edge	SC-02H
<b>Samsung</b>	Galaxy S7 edge	hero2qltechn
<b>Samsung</b>	Galaxy S7 Edge	hero2qltespr
<b>Samsung</b>	Galaxy S7 Edge	hero2qlteusc
<b>Samsung</b>	Galaxy A6	a6elteatt
<b>Samsung</b>	Galaxy A6	a6eltemtr
<b>Samsung</b>	Galaxy A6	a6eltetmo
<b>Samsung</b>	Galaxy A6	a6eltespr
<b>Samsung</b>	Galaxy A6	a6lte
<b>Samsung</b>	Galaxy A6	a6lteks
<b>Samsung</b>	Galaxy S8+	SCV35
<b>Samsung</b>	Galaxy S8+	dream2lte
<b>Samsung</b>	Galaxy S8+	dream2qltecan
<b>Samsung</b>	Galaxy S8+	dream2qlteue
<b>Samsung</b>	Galaxy S8+	dream2qltechn
<b>Samsung</b>	Galaxy S8+	dream2qltesq
<b>Samsung</b>	Galaxy S8+	SC-03J
<b>Samsung</b>	Galaxy S8+	dream2lteks
<b>Samsung</b>	Galaxy A7(2017)	a7y17lte
<b>Samsung</b>	Galaxy A7(2017)	a7y17lteskt

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
<b>Sony</b>	Xperia XZ Premium	SO-04J
<b>Sony</b>	Xperia XZ Premium	G8142
<b>Sony</b>	Xperia XZ Premium	G8141
<b>Sony</b>	Xperia XZ Premium	G8188
<b>Sony</b>	Xperia XZ1	701SO
<b>Sony</b>	Xperia XZ1	G8342
<b>Sony</b>	Xperia XZ1	G8343
<b>Sony</b>	Xperia XZ1	G8341
<b>Sony</b>	Xperia XZ1	SOV36
<b>Sony</b>	Xperia XZ1	SO-01K
<b>Sony</b>	Xperia XZ2 Premium	H8166
<b>Sony</b>	Xperia XZ2 Premium	H8116
<b>Sony</b>	Xperia XZ2 Premium	SO-04K
<b>Sony</b>	Xperia XZ2 Premium	SOV38
<b>Sony</b>	Xperia XZ3	801SO
<b>Sony</b>	Xperia XZ3	H9493
<b>Sony</b>	Xperia XZ3	H9436
<b>Sony</b>	Xperia XZ3	SOV39
<b>Sony</b>	Xperia XZ3	SO-01L
<b>Sony</b>	Xperia XZ3	H8416
<b>Sony</b>	Xperia XZ2 Compact	H8314
<b>Sony</b>	Xperia XZ2 Compact	H8324
<b>Sony</b>	Xperia XZ2 Compact	SO-05K
<b>Sony</b>	Xperia XZ2	H8216
<b>Sony</b>	Xperia XZ2	H8266
<b>Sony</b>	Xperia XZ2	H8276
<b>Sony</b>	Xperia XZ2	H8296
<b>Sony</b>	Xperia XZ2	SOV37
<b>Sony</b>	Xperia XZ2	SO-03K
<b>Sony</b>	Xperia XZ2	702SO
<b>Sony</b>	Xperia XZ1 Compact	G8441
<b>Sony</b>	Xperia XZ1 Compact	SO-02K

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
<b>Vivo</b>	vivo 1805	1805
<b>Vivo</b>	V1809A	PD1809
<b>Vivo</b>	vivo NEX A	PD1806
<b>Vivo</b>	vivo NEX S	PD1805

<b>Manufacturer</b>	<b>Model Name</b>	<b>Model Code</b>
<b>Xiaomi</b>	MIX 2S	polaris
<b>Xiaomi</b>	POCO F1	beryllium
<b>Xiaomi</b>	MI 8 SE	sirius
<b>Xiaomi</b>	MIX 3	perseus
<b>Xiaomi</b>	MI 8	dipper

Q4. Does the ChromeOS device support Toyota AR MY?

A4. Although ChromeOS is designed to process Android apps, the technology has yet to be completely stable when on a demanding GPU and CPU AR app.

Q5. What is the AR core? Should I install this app?

A5. The AR core is the heart of the Augmented Reality experience. All Android devices are recommended to download the AR core app.

Q6. Why do Apple devices not ask for an AR core to be installed?

A6. Apple device function best when using the Apple AR Kit to power the Augmented Reality experience. AR Kit behaved differently as compared to AR core. But both shares some common AR functionality.

Q7. How can I search and install the app from the App Store and Play Store?

A7. Launch the Apple App Store or Google Play Store App. Begin by typing the keyword "Toyota AR MY" inside the search text box and search. The app will be displayed automatically.

Q8. Can non-Malaysian Apple ID accounts install the Toyota AR MY app?

A8. Toyota AR MY app is only available to users with Malaysian and Singaporean Apple ID accounts.

Q9. What is the AR marker, where do I get it and how do I use it?

A9. The AR marker is a registered visual identity for the AR app to activate specific contents.

- Users can obtain a printed AR leaflet from any Toyota showroom nationwide.
- Users can click on the "Get Marker" button to access the Toyota AR MY page.
- A list of active AR markers is available for download in PDF format.
- Print out the AR marker from the PDF file.
- Point and scan the markers to activate the contents of the Toyota AR MY.



Q10. Why does the camera image turn upside down after I select 'Continue'?

A10. Make sure your mobile or tablet device is positioned in an upright position.

- Hold the device with the back camera in your left hand and the home button in your right hand.
- Make sure you deactivate the "Lock Screen" feature to allow your mobile screen to rotate to the upright position.

Q11. What is the best size to print the AR marker?

A11. For the AR camera to perform effectively it's best to print in A4 and in a PDF format.

Q12. How do I scan the AR markers with my Apple device?

A12. Launch the Toyota AR MY app and then select 'Continue' and allow the AR app to access your iPhone's camera feature.

- Point the camera towards the marker and wait for the system to engage the AR content.
- Tap the screen to adjust the focus the camera for better AR recognition.
- To engage the AR content, users should gradually adjust the distance between the camera and marker.

Q13. How do I scan the AR markers with my Android device?

A13. Launch Toyota AR MY app and then select 'Continue' and allow the AR app to access your Android device's camera feature.

- Point the camera towards the marker and wait for the system to engage the AR content.
- Tap the screen to instruct AR recognition.
- To engage the AR content, users should gradually adjust the distance between the camera and marker.

Q14. Why can't I share my screenshot to my contact list from my common used social sharing app?

A14. In order to share a screenshot via Toyota AR MY share function.

- User must allow the app to access camera and save a photo on iOS devices or
- User must give permission to the app to access camera and storage on Android devices.