

FAQ's

1. Do I need a codec box at each location?
 - Yes. For enjoying High Definition quality collaboration, you would need a Vu TelePresence codec at each location you need to conference.
2. Can I use my own TV I already purchased?
 - Yes. You could use your own display unit display (HDMI TV or HDMI Monitor).
3. What if I need 2 microphones?
 - Unlike traditional video conferencing wherein there is a need to support multiple microphones due to large rooms, in TelePresence, the maximum impact is when people sit 5 - 7 feet away from the display as that enhances the eye contact and body language perception. At that distance (5 - 7 Ft.), there is typically no need for additional microphones as Vu TelePresence ships with a powerful active microphone which can pick-up even from 7 feet with absolute clarity.
4. Is the camera HD?
 - Vu TelePresence ships with a high quality 720p HD\1080p camera. 720p:30 frames per second, 3.8X optical zoom, fully motorized (Pan Tilt Zoom) operated via a simple infrared remote control. 1080p:30/60(based on type of scanning) frames per second, 10X optical zoom, fully motorized (Pan Tilt Zoom) operated via a simple infrared remote control.
5. Can I connect this product with another video conferencing unit I have already purchased?
 - No. However one could use our Web Client feature which facilitates to participate in Vu conference using a Desktop or Laptop machine with a Web Camera.
6. Does your product come in any other color?
 - Not currently. We will continue to make enhancements to our product line and will potentially have other models in future.
7. How do I add another unit to be in my favorites?
 - Click on the required user in the contact list and select the "Add to favorites" icon. Likewise to remove a user from your Favorites list, click on the User and deselect the "Add to favorites" icon.
8. What is 'interoperability'?
 - Over the years, video conferencing has evolved and multiple vendors have products in the market. Each vendor has extended the base standards set by international bodies such as ITU and MPEG. Due to this, making different units from different vendors "talk" to each other is non-trivial and many times requires additional products such as gateways, bridges and mixers.
9. Is the conference viewable in HD?
 - Vu TelePresence supports 720p\1080p HD quality conferencing. Having said that, Please bear in mind that for a full HD session it is important to have adequate bandwidth (800 kbps for 720p and 1.2Mbps for 1080p). Also the bandwidth needs to be "clean" and free from excessive latencies, frame drops and jitters.
10. Is this unit mobile? Can I put on a cart?
 - We have a mobile cart model. Please contact Vu Sales and we will be happy to assist you with this requirement.



11. What is the maximum screen size that you support?
 - Vu TelePresence supports multiple size displays. For optimal telepresence quality, you will have best experience with 50" displays and larger.
12. Can I use my projector screen in my conference room?
 - Projector screens are not recommended for Telepresence. Typically you would need to keep the lights low in your room for you to view the projected display. And once your room lights are low, your camera will not be able to pickup sufficient detail and the users at the other locations will not be able to see you clearly.
13. Do I need specialized lighting in the room?
 - For optimal telepresence experience the room needs to be well lit and more importantly it has to be uniformly lit to avoid shadow effects.
14. What if I cannot afford a dedicated T1 internet line?
 - A T1 line is certainly not required for Vu TelePresence as our VirtualFacets™ technology gives HD quality even with low bandwidth. A typical session will need just 800 kbps for good quality. We also have advanced algorithms in VirtualFacets™ engine that allows standard definition quality conferencing at a meager 300 kbps bandwidth.
15. Can I use my own speakers?
 - Vu TelePresence ships with Hi-Fi speakers.
16. How long can I record to the unit?
 - Each Vu TelePresence unit has an in-built 1 TB hard disk. Typically 1600 hours of video can be recorded in this.
17. Can I control other cameras during a session?
 - No. This feature is again a relic of video conferencing era and is not required under a telepresence environment.
18. What if I do not want the TV?
 - Vu TelePresence Pro is sold without the Display and you can connect your existing TV/Monitor to it (HDMI support required).
19. If I wanted to buy backup cameras – is that possible?
 - Yes. Speak to Vu Sales or our channel partners for ordering additional backup cameras.
20. How easy are upgrades to machine? Are there any?
 - The Vu TelePresence unit is an “appliance” and does not need frequent updates or patches. If any, we (or our channel partners) will update it remotely with your prior consent.
21. Do I have 24hr technical support?
 - We have a global 24x7 Network Operations Center based out of our offices at Pittsburgh, USA and India.
22. Will any wireless mouse/keyboard work with the product?
 - Yes. But not supported by our NoC.
23. What is the maximum distance the codec can be from the screen?
 - It is recommended to keep the codec at maximum 5-6 feet away from the display.

24. Can I change the background on the homepage?
 - Not at present.
25. Can I place my company's logo on the homepage for client sessions?
 - Not at present.
26. Is this product HIPAA compliant?
 - Not at present. We comply with FCC regulations currently.
27. What does 'low bandwidth' really mean?
 - Using our patented VirtualFacets™ technology, our adaptive bit-rate codec can scale from HD quality to lower quality on-the-fly depending upon network conditions. Our product can work from 300 kbps to 1.5 Mbps seamlessly with correspondingly better video quality.
28. Why is 'life-like images' such a good thing?
 - Traditionally video conferencing has been beset with poor audio/video quality and that has been the largest barrier to adoption. With the life-like quality that TelePresence promises, Video conferencing is truly coming of age. With a High Definition experience, Telepresence can truly reduce travel and make collaboration more effective.
29. What is the resolution of the HD video?
 - Vu TelePresence currently supports 720p HD at 30 fps. Our displays support higher resolutions as well (1080p).
30. Is this product good for my classroom?
 - Absolutely. Bringing remote professors for special sessions, tutoring students from home, the use cases are endless.
31. Explain plug-and-play?
 - The product comes pre-configured. All you have to do is set it up on your network (IP address) and choose a Vu Number for your unit. It doesn't get any easier.
32. What is the benefit of using up to 3 screens?
 - With 3 screens in a semi-circle across your boardroom table, you can create the illusion that the remote-end folks are actually sitting across the table. And that allows for extremely stress free collaboration and significantly improves employee productivity.
33. How is this different from Skype?
 - Skype is a popular choice for desktop video/audio conferencing but is limited by low quality mainly due to poor webcams and small displays. While Skype and similar PC based solutions are fine for casual work, due to the lack of eye-contact and body language the collaboration is stressful.
34. Can I use my regular cable internet that I have at home?
 - Yes. Vu TelePresence can work at very low bandwidths (350 kbps) albeit at standard definition quality.
35. What is the recommended distance from the screen?
 - We recommend a 4-7 feet distance based on your room setup.

36. Will the picture be affected by what I wear?
- To some extent. Some colors absorb light more than others. If you notice newscasters wear colors that look good on camera. Read up on the Web for more details on dressing tips.
37. Does the color of my office affect the picture?
- The color of the wall does impact the video experience. Having the same color walls in all the locations helps enhance the perception of being across the table during a conference.
38. Does the camera follow movement during the conference?
- No.
39. Can one person control the screen if they are presenter?
- Yes. Anybody can request control and even make changes and collaborate.
40. What if I use a smaller TV like a 25”?
- Smaller screens are not recommended as the experience dilutes to a desktop like quality.
41. Can I attend the conference through my webcam?
- Yes. Vu TelePresence offers desktop PC software using which you can join a Vu TelePresence session.
42. If someone is recording on their end, can I tell?
- While any person is recording a session, all units in that session indicate this by way of a blinking recording icon.
43. Can I change the name of my unit? How?
- Yes. Click on “Settings” and then select “User settings” tab. Here you will find the first field to be Unit name. You can change this and click on “Save”.
44. Can I place logos or stickers on the unit?
- yes. Bear in mind that your labels should not cover the Vu labels as we use that in case of RMA (Damages or Returns).
45. How do I change my profile information?
- Use the Admin portal (link in your email) to change your profile details.
46. Can anyone search for me/me search for them using Vu?
- By default yes. Any user can search for you, but cannot add you to their contact list without your explicit approval. You will get an alert in your Vu unit and only after you accept the request will that person be able to see you online and make calls to you. One could also block search of his/her VU details to other VU users, by enabling “Privacy” option in user settings.
47. How do I enable privacy settings?
- Click on VU TelePresence icon, Settings->User settings and enable “Privacy”.
48. What is the maximum number of TVs I can connect to this product?
- You can connect up to two displays to a unit.

49. What type of monitors (In terms of technology) could be used?
- If two monitors are used then the combination would be HDMI and VGA or DVI and VGA.
50. Can I have more than one camera broadcasting at once?
- No. Vu TelePresence Pro supports only one camera at this point.
51. Will the camera pick up my writing on my chalk/white board?
- Yes. Assuming you focus the camera suitably and the distance is short.
52. Can I change the sound of the dial-up and buddy online?
- No. However you could enable or disable this in Settings->Sound settings
53. Can I add picture to contacts
- Yes. Please contact VU technical support team who would assist you to add picture.
54. Can I personalize the sound of someone I know calling the unit?
- No.
55. Can I auto pick up/manually pick up?
- Yes. Auto-answer is supported and can be turned on/off in the 'Settings' section.
56. Do I leave the unit on all the time?
- For low to moderate usage you can switch off the unit when not required. If you do a lot of conferencing you can leave the unit on and you will also get missed call reports (calls made when you were unavailable to take that).However it is highly recommended to switch off the Displays as they draw more power and are subject to screen burn-in.
57. What is proper shut down procedure?
- Click on the Shutdown button on the main screen and choose “yes” when prompted “Are you sure?”.
58. How long do I wait until I restart the unit?
- 2 mins
59. What if I cannot get the camera to appear on the main screen?
- Try restarting and that solves the problem mostly. Also make sure that the FireWire cables for 720p camera and HDMI cable for 1080p camera are securely connected at both ends.
60. What if I cannot get sound through my speakers?
- Check if the speaker cables are connected properly to the Microphone (Speakers are connected via the microphone). Also make a call and then try increasing the speaker volume on the menu using the mouse.
61. What if I cannot get my microphone to work for someone to hear me?
- Check the mute button located at the side of the microphone, the LED indicator flashes if the mute button is on else would be bold.Try connecting to a user and then increase the Microphone volume in the menu option provided.

62. I see a ghost on the screen, what is that?
- This typically happens if you leave the display switched on for a long time. Always switch off the display (TV/Monitor) after your call to avoid/reduce ghost effect.
63. How do I see my bandwidth?
- Click on bandwidth whilst in a call to see bandwidth utilization for video and audio.
64. How do I restart my unit? Shutdown?
- Choose the “Restart” or “Shutdown” option on the main menu and then select “Yes” when you are prompted to confirm your action.
65. If the internet loses connection during a recorded session, does this interrupt the recording session?
- Yes. Start a new call and continue recording. However your recording will now be across two files.
66. I have nothing but windows in my conference room. Is this a problem?
- This can be a problem only if the light interferes with the camera. Try seeing your local preview and if that is clear you should not have a problem.
67. Can I use this unit in my car?
- No.
68. Can I put this product in my home office?
- Yes.
69. Can this product be used outdoors?
- No
70. How is the price so low?
- Our extensive research over the past two years leveraging the power of multi-core processors allows us to use relative inexpensive hardware. And that in turn translates to lower costs for you.
71. Can I put a DVD or CD into the unit?
- No
72. Can anyone join during a session? After the session has started?
- No. Only existing participants can make a call out to others and add new participants to an existing call.
73. How can I tell if my contact is online?
- The contact's presence information can be viewed as “Green” to indicate his online status.
74. Does this codec come with a portable case?
- No.
75. How do I clean the camera?
- Use a soft cloth and gently wipe clean the lens surface.
76. Does the camera come with a portable/storage capable case?
- No

77. Can I use in my office and then take home at end of the day to use at home?

- Yes, but it involves carrying the unit (and all related components) back and forth. An easier alternative will be to procure a second unit for home use or try using our PC Client software on your Laptop/Desktop at home.

78. Can I share a movie file with others?

- Yes. Use the PC Screen Sharing software and simply share your Media player application with all participants.

79. Can I share a PowerPoint with others?

- Yes. Use the PC Screen Sharing application and share your PowerPoint screen.

80. Does this unit come with subtitles?

- No.

81. Does this product show my local date and time?

- No.

82. Can I take this on vacation with me?

- No.

83. What if the unit gets wet?

- Make sure the unit is fully dry and suitably grounded. Try starting the unit. In case of any issues, contact our technical support immediately.

84. Can the codec be placed on the floor? Carpet?

- The Codec has to be placed on a table or it can be directly placed on a carpet.

85. Does the unit need to be visible or can I put it behind a wall?

- The unit can be kept out of view.

86. How do I sign off a session?

- Simply click on the 'End Conference' button.

87. Is there call waiting?

- No.

88. How do I call someone while in a session?

- One of the existing participants of a call has to call you. You cannot barge into an existing conference. Click on VU TelePresence icon->Conference-> which will pop up the conference window, click on the second tab(from left) which will list the contacts in your favorite list or click on the third tab (from left) which will list all contacts in your contact list. Click on the green colored telephonic icon seen beside the name of the contact to whom you intend to conference.

89. If I add someone on my end can everyone see them?

- Anybody using your unit can see those contacts.

90. What if I add someone and they add someone? How many can connect?

- Anybody that you add can be only visible to your contact list. At any given time, there can be 4 participants in a conference.

91. Can my room have colored lighting?
 - Not recommended. Use white light.
92. Can I pause a recorded session and then pick back up again?
 - No.
93. Can this product, keyboard, language support other languages?
 - Yes. See our website for details.
94. Where should I place the TV on the wall? Height?
 - The ideal placement for a 50" Display is 4 feet from the floor
95. Can I use my TV speakers?
 - No. Please use the provided speakers for optimal experience.
96. Can this product work with IP6?
 - No.
97. What if I get connected to the remote VU product without audio or video?
 - Check if the speaker cable is connected properly to the Microphone and the microphone cable to the USB port of the Codec.



98. Can I use a Duet microphone?
 - No. We support only the Solo microphone.
99. How secure is a session?
 - The video and audio information goes encrypted.
100. Can I change the VU phone number?
 - One cannot change the VU phone number himself/herself. Please contact VU technical support team to make this happen.
101. What is the function of “Enable Lock” feature seen in User settings?
 - This feature is similar to the power saving feature in computers. When you enable the “Enable lock” feature then the screen gets locked if no mouse or keyboard activity is registered in the time frame set in “Monitor Turn off” time”.
 - Note:** “Auto accept call” and “Lock Protected” are mutually exclusive.
102. How do I unlock the screen if the “Enable Lock” feature is active?
 - Type in the User settings password and click on the unlock button.
103. I would like to minimize the latency seen when using the screen sharing feature.
 - Latency could be caused because of network congestion. To mitigate this you could decrease the resolution set for the screen which is shared in the VU conference.