VGo App
Full User Guide
Windows PC & Apple Mac

Introduction

Introducing VGo and the power of "robotic telepresence". VGo gives you the ability to not only **be** in a remote location but also to **move around** in that remote location. Go to school, check on the patient, visit with co-workers, inspect the lab, diagnose the manufacturing line, manage your staff – from anywhere. With just a broadband internet connection you can move around and interact through VGo as if you were there.

VGo allows you to navigate around a place of business and engage in 2-way video conversations with exceptional audio and video quality. It's completely interactive and easily used by anyone who has been given permission.   VGo is a revolutionary communications experience.

VGo is a real-time communications device. This means that, unlike a movie that may be streamed to your laptop or mobile phone, the data transmitted (audio, video and driving) must

go between the VGo and the remote user reliably and immediately. The VGo's performance is dependent on the quality of the network connection from the VGo to the remote user. Careful attention must be paid in particular to the WiFi environment to which the VGo connects to transmit and receive audio, video and driving commands. Not all WiFi environments are setup for real-time communications and so the network configuration must be reviewed and modified as appropriate. See the section on **VGo Technical Requirements** for more details.

This guide covers the VGo App for Windows PC and Apple Mac.

Network and Computer Requirements for VGo App Users

The person who will be operating the VGo remotely must have a Computer with the following minimum configuration:

- ○ Broadband internet access with 768Kbps minimum upload speed (1.5Mb min recommended)

- ○ PC running Microsoft Windows 8, 7, Vista, or XP
    - – Core2Duo, 2.0 Ghz equivalent or greater processor, 2 GB RAM
                                OR
    Apple MAC running OS X 10.6.x or higher (includes Mountain Lion)
    - – Intel iSeries (i3, i5, i7) processor, 2 GB RAM
                                OR
    - – iPad Version 2 or later (must have a front facing camera) or iPad Mini

- ○ Mouse with scroll wheel is highly recommended – this is the easiest way to drive

- ○ Camera, microphone and speakers (integrated or separately attached)
    - – A headset can often improve audio quality dramatically as well as reducing disruption to nearby co-workers
    - – Computer cameras with a "face finding" feature in its software is recommended. This helps fill the VGo's screen with the user's face and less of the surrounding background.

- ○ * If inside the firewall, the following outbound firewall ports must be open:
    - – Port 5222 (XMPP, TCP)
    - – Port 3478 (STUN, UDP)
    - – Port 80 (HTTP Non-Proxy, TCP)
    - – Port 433 (HTTPS, TCP)

* A port tester is included in the VGo App which can be run at any time to check the status of the ports.

Firewalls can be configured to allow information through specific ports that are to/from a specific MAC address (VGo). Ports can be configured to be open only for traffic that is to/from the VGoNet server, and closed for everything else by configuring the specific IP addresses of VGoNet servers. Contact VGo Support for details.

Downloading the VGo App

1) *Go to* http://www.vgocom.com
2) *Click on* **Download Software** *(left side - under* **Quick Links***))*
3) *Click on* **Download Now** *for Windows PC software or* **Download the Now** *for Mac OS software*
4) *A new page is displayed.*
5) *Follow the instructions to download and install the software.*

On **Windows PC** *When it asks if you want to Run or Save, select* **RUN.**
On **Mac OS** *Introduction screen, select* **Continue.**
On the Software License Agreement screen, select **Continue/Install**

On **Windows PC** *If you get a pop-up window that says "An unidentified program wants access to your computer", click on* **ALLOW** *to continue. The download and install are complete when the popup windows close and you have the VGo App shortcut icon on your desktop, application tray or in your programs folder.*

Launching the VGo App

You'll need your username and password for your VGo account. If you don't have them, contact the person in your organization who is responsible for the administration of your VGo solution.

On your PC desktop or in your Mac application folder you'll see an icon that looks like this

1) Double Click the icon to open your log-in window which looks something like this.

2) Enter your username and password

We recommend that you check the two boxes for **REMEMBER PASSWORD** and **AUTO SIGN IN** to make signing in easier going forward.

3) Click   **SIGN IN**

- *If you can't sign-in, click on* **Settings**, *then* **Port Tester**, *then* **Test**, *to make sure ports are open.*

After you sign in, the VGo App window will then open and look something like this:

You'll see your user name with a green circle beside it at the top. Any VGos you have access to are listed and you might see other people's names under "Contacts".

- *If no VGo names appear in the list – contact your local administrator*

The circle indicates "presence" and can be one of three states as indicated by its color:

- ⬤ Ready
- 🔴 Busy (only one person can use a VGo at a time)
- ⚪ Offline, this VGo or contact is not logged in and so is not available. (could be powered off)

⚠️ Only designated users who have been granted permission by the manager/admin of each VGo, have access to VGo(s).   If a VGo is not in your contact list – you cannot access it. Contact the manager/admin of that VGo if you want access.

Before using VGo for the first time, it is a good idea to review some Driving Tips here:
   http://www.vgocom.com/driving-tips

You can rename a contact or a VGo to something other than the assigned username. Using your mouse pointer, right-click the VGo whose name you wish to change and select the **Rename** option.
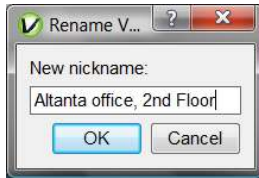
          Type in the new VGo (or contact) nickname and select **OK.**

NOTE: You can close the VGo App window at any time and the application will remain running in the background – your status remains "Available" and you will be notified if another user places a desktop video call to you or sends you an instant message.

- To reopen, so you can connect to a VGo or a Contact – double click on the in your task tray on the bottom right of your PC screen or Dock tray at the bottom of your Mac screen.

- To logout completely (others will see you as "offline") - right click on the and select **EXIT/QUIT** or if the VGo App is displayed on your screen – click **Available** (presence status) just under your username and select **EXIT**.

Using your VGo App

Connecting to a VGo

Double-click the VGo/Location where you want to visit and a connection is made with the remote VGo.   The VGo video window will be opened on your computer display. You will see yourself until you are connected to the remote VGo. You will then see (the view through the VGo's camera) and hear (the sound picked up by the VGo's microphones) as if you were there. Driving mode is enabled. See below on how to drive.

⚠️   Note that VGo's and contacts may not be displayed if they are not on-line. To view all contacts whether they are available or not, click on **View** and toggle-on **Show Offline Contacts** by clicking on it – a check mark will appear. To display only sites that are on-line, click on **Show Offline Contacts** again, the check mark will disappear, and only online VGo's and contacts are shown.

Diagram of VGo Functions and Controls

Name of the VGo to which you are connected

Duration of visit

Snapshot Button (see below)

Mute Auto/Video Buttons (see below)

End Visit Button

Zoom Buttons (see below)

Lights Button (see below)

Auto Tilt Button (see below)

Battery gauge – indicates battery strength. To see more detail, hover your mouse pointer over the gauge

Help button

Talking VGo (see below)

Settings button (see below)

Volume Slider – adjusts the volume of the VGo. People there will have to tell you the level that is works for them.

Dock button – (see below)

Controls button - (Mics Stair sensors, local video and diagnostics - see below)

Wireless quality Indicator
Green = Good
Yellow = Possible Delays
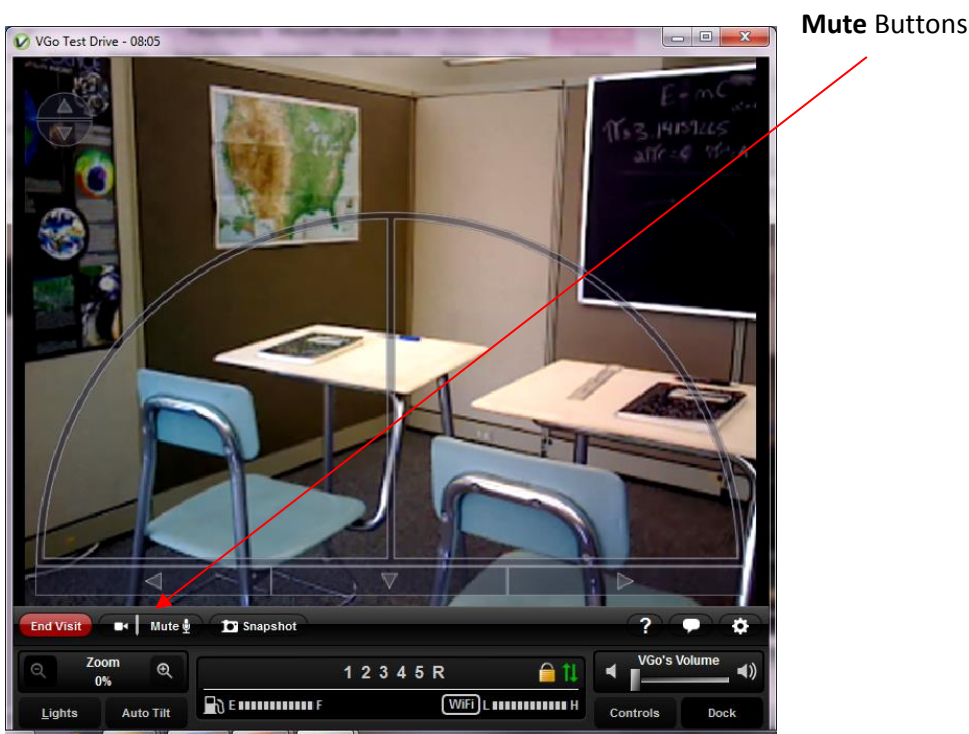Red = Long Delays. The connection could be lost.

Speed gauge – an indicator of the VGo's speed where 1 is slowest and 5 is fastest

Wireless Type – Here you'll see **WiFi** or **4G LTE**

Wireless Signal Strength

Encryption Indicator – when you see the padlock, all information is encrypted

Muting the Audio or Audio and Video

Mute Buttons

MUTE stops the transmission of your audio or audio and video to VGo while still maintaining the connection to give you temporary privacy. For example, maybe you need to answer a phone call.

- To Mute the Audio only - Click on the right side of the **MUTE** button (on the label)
  o People in the presence of the VGo cannot hear you
  o The button will change to **Muted** and go from white to orange
  o The distant VGo will display a message on its screen notifying people that you have muted
  o The distant VGo will still display your live video image
  o You will still be able to see and hear from the VGo, unless it is also muted
  o To un-mute, click the button again
- To Mute the Audio and Video – Click the left side of the **MUTE** button (on the camera icon)
  o People in the presence of the VGo cannot hear or see you
  o The distant VGo will display a black screen with your name and a message notifying people that you have muted
  o To un-mute, click the button again

Looking Around (without moving)

To look up or down

If you are using a mouse with a scroll wheel (recommended), you can roll the scroll wheel to tilt the camera up or down. Also, camera tilt arrow buttons (up and down) will automatically appear in the upper left corner of the window when you move your mouse pointer over the video window. Click on either arrow to change your view up or down.

You can also use the keys on your computer keyboard to tilt the camera
* A – tilts the camera down
* S - tilts the camera up

To look left or right

Move your mouse pointer over the video window to illuminate the left and right arrows at the bottom of the window. Click on the left arrow to look left (VGo will rotate in place) or click on the right arrow to look right.

You can also use the arrow keys on your computer keyboard
* Left arrow – Look left (VGo turns in place to the left)
* Right arrow – Look right (VGo turns in place to the right)
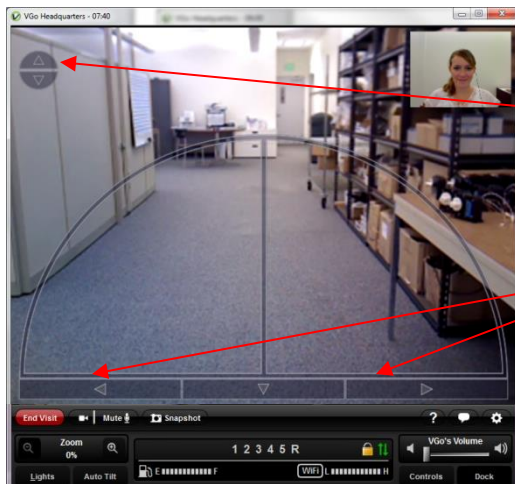
Camera Tilt arrows

Turn in place left and right arrows

Moving around Remotely - Driving the VGo

There are two ways to move around in your distant location.

1. Using your mouse or pointing device:
   - Move your mouse pointer over the video window to display the "heads up" driving control which looks like a half circle and then move the mouse pointer inside the driving circle.
   - Click and hold down your mouse button – **the pointer will turn yellow and jump to the bottom center of the video window**. The motors are now active and you can move around.
   - While holding down the mouse button, slide the pointer in the direction you want to go.   The VGo will move in the direction of the arrow. Release the button to stop.
   - The VGo's speed is determined by how far you are from the starting point at the bottom center.   Closest to the bottom center, the VGo goes slower. Out by the edge of the circle the VGo goes faster – whether you are going straight or turning.
   - The direction is determined by where the pointer is, within the half circle. If the pointer is along the vertical center line, the VGo goes straight. If the pointer is along the horizontal line the VGo will turn left or right in its own footprint. In between the two, the VGo will go forward while turning left or right.
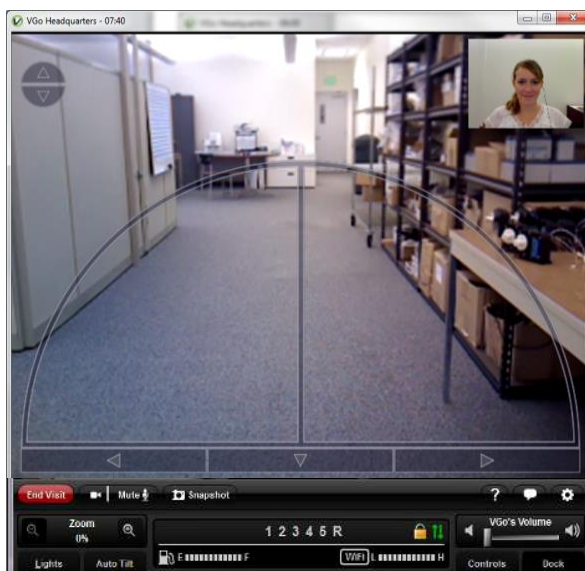
2. Using the arrow keys on your computer keyboard:
   - Up arrow – Go forward (VGo moves straight forward)
     - The VGo will accelerate up to its top speed as you continue to hold the key down.   You can change the acceleration rate in the **Driving Settings**
   - Down arrow – Go backward (VGo moves straight backward)
   - To go half speed – hold down the **Up/Down Arrow and** the **Space Bar**
   - You can move forward (or backward) and turn simultaneously by pressing the Up/Down arrow and left or right arrow keys at the same time.

Taking a Snapshot

The remote user can take a still image hi-resolution photo at any time while using VGo.

At the bottom left of the video window, click on the **SnapShot** button to immediately take a snapshot photo using VGo's camera.   While the VGo is processing the image you'll see a pop up message such as this:
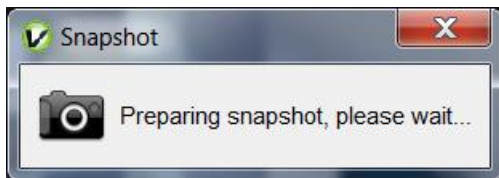
Video, Audio, and Driving may be temporarily suspended while the snapshot is automatically transferred to your computer and stored in a folder. A popup window will inform you once the transfer starts. After transfer completion, you can view the photo immediately. To do so, click on **Open Folder.**
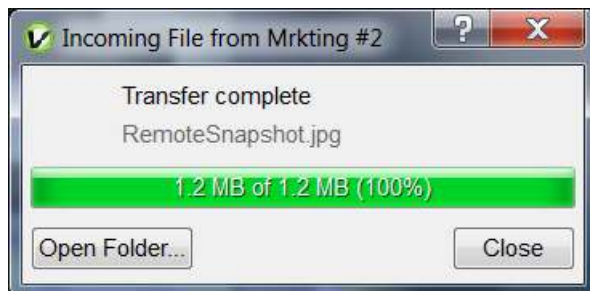
Photos are stored in a folder that is specified within **Settings** (bottom section of the **General** tab). The default folder is **VGo Files and Snapshots** and is located in your documents folder for PC and User folder for Mac. Snapshots will have a file name of RemoteSnapshot**xxx**.jpg (where x is a number that increments with each successive snapshot). Snapshot photos remain in the folder until they are moved or deleted by the user.

Using Auxiliary Camera Lights

A set of small LED lights surround the camera on the VGo. They can be toggled on and off remotely. In normal lighting conditions, they will not show a noticeable difference in the video picture. They can change the brightness of a Snapshot. In very low light or dark rooms, these lights can provide enough illumination to successfully drive around.

- Click on the **Lights** button to toggle lights on and off.
- The lights will turn off automatically when you disconnect from the VGo.

The Controls Button

Click on the **Controls** button to bring up the controls menu.
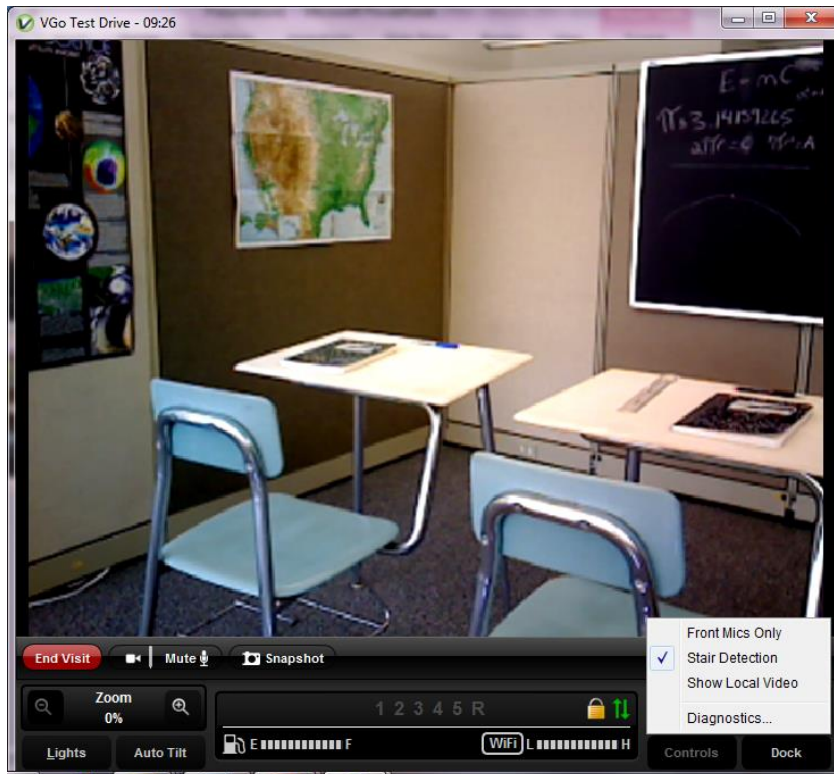
Using the Front Mics Only

VGo is designed to enable you to hear everything – just as if you were there. However, in noisy environments, you may not want to hear everything. For example, at an event where many people are standing around having separate conversations, VGo will pick all the conversations and may make it difficult for you to focus on hearing just the people you are talking with. To help, you can turn off VGo's rear microphones.

- Click on **the Controls** button. Click beside **Front Mics Only**.

About "Stair" Detection

VGo can automatically detect a stair or drop off and stop a remote user from driving off of it, which of course could damage or topple the VGo. If you see a warning message in your video window while driving the VGo such as "Left Cliff" or "Right Cliff" then the VGo has detected a drop (such as stairs) and will not allow you to drive forward. Use your camera tilt controls to look down at the floor. Click on the down arrow on the video window to back away from the drop off. If you see "Rear Cliff", then you will not be able to move backwards, you can only move forwards.

Disabling Stair Detection

There may be occasions though where a floor type will fool the cliff sensor even though a cliff may not be present. This most often can occur when the VGo encounters a black or very dark floor surface. For example, after tilting the camera to look down, you may see that it is just a black extension cord running across your path. To continue to drive forward, you must disable the cliff sensor.

You can disable Stair detection for the duration of your visit.

- Click on the **Controls** button. Click on the check mark beside **Stair Detection** control.
- If Stair Detection is not checked, then it may be set to off as the default on the VGo itself. You can enable it for the duration of the visit by checking it here.

Toggling the Local Video Window (PIP) ON and OFF

When you first connect to VGo, overlaid in the upper right hand corner of the video window is a small video window that displays live video of what the far end is seeing – usually you!

- Click on the **Controls** button.
- Click on **Show Local Video** to toggle off and on.

Docking the VGo to Re-charge the Battery

VGo can dock itself to re-charge its battery. The remote user must drive the VGo in front of the dock so that both devices "sense" each other. VGo can charge on any VGo charge dock.

- Drive the VGo in front of a charging dock and turn to face it head-on. The VGo can be from about 2 to 10 feet away (if too close the VGo does not have room to turn itself around)
- When the Dock and the VGo sense each other, the **Dock** button at the bottom right of the video window will change color from grey to blue and the docking button becomes "active".
- Click on the blue **Dock** button. The button flashes while the VGo is docking itself. The VGo will position itself correctly in front of the dock; turn around so it is not facing a wall, and then back onto the dock.
    - o Once the VGo is on the charging dock the label will change to **Charging**

VGo Auto Re-dock feature

- If the VGo is accidently bumped off its dock it will automatically try to re-dock itself
    - o If the VGo senses an object behind it, it will nudge itself back several times to try to re-connect its charging contacts
    - o If the VGo does not sense something behind it, it will drive forward a couple of feet to try to detect the dock with its docking sensors

Charging the battery without the dock

- The power cord that is plugged into the charging dock can also be plugged into the VGo. The bayonet style socket is located just below the power button on the rear of the VGo.
    - o If the power cord is plugged in directly, a remote user can use the VGo as they normally do but **driving is disabled**.

Communicating with another VGo App User (PC or Mac)

- Open the VGo App and Right-click on the name of the person you want to call
- Click how you want to call them.
    - **Send IM** will enable you to send a text instant message
    - **Connect audio only** will launch a voice call
    - **Connect** will launch a video call

If a video call, a new window will open and you will see your local camera view until the far end has answered the call – you'll then receive the video and audio coming from the far end.
If a voice call, a new window will open, and both parties will be able to talk once the far end has answered.

If just sending an IM to another VGo App user, a new window will open where you can type and receive your instant messages. A time stamp is not displayed, but if you hover over the received or sent message, a time bubble will be visible.

Answering a video call on your computer from another VGo App user or a VGo

When someone calls your computer from their VGo App, your computer will ring and the video window will open.   If it is a video call, you will see yourself until you click the **Answer** button.   If it is an audio only call, the window will not have any video displayed.

If the VGo App is open but not the active window, the video window will remain in the background and just the VGo App icon will flash in your tray at the bottom of your screen.
- To answer the call – click on the green **ANSWER** button
    - Note – if your computer speakers are muted or volume level turned down very low or if your ringtone setting is OFF, you may not hear a ring.

Making your VGo talk

⚠️ **Talking VGo** - A demonstration of VGo's ability to talk using its own synthesized voice is available when you are visiting with VGo. You type a string of words and VGo will speak them.

- Click on the Talking icon, 💬 ("Toggle Text Chat") in the lower right area of your video window.
- A white text box will expand under the video window with an active text cursor flashing on the left side.
- Up to 200 characters can be typed in the box.   Press **ENTER** and the VGo will immediately say the message. Even though you are remote, you will softly hear the VGo speak your message.
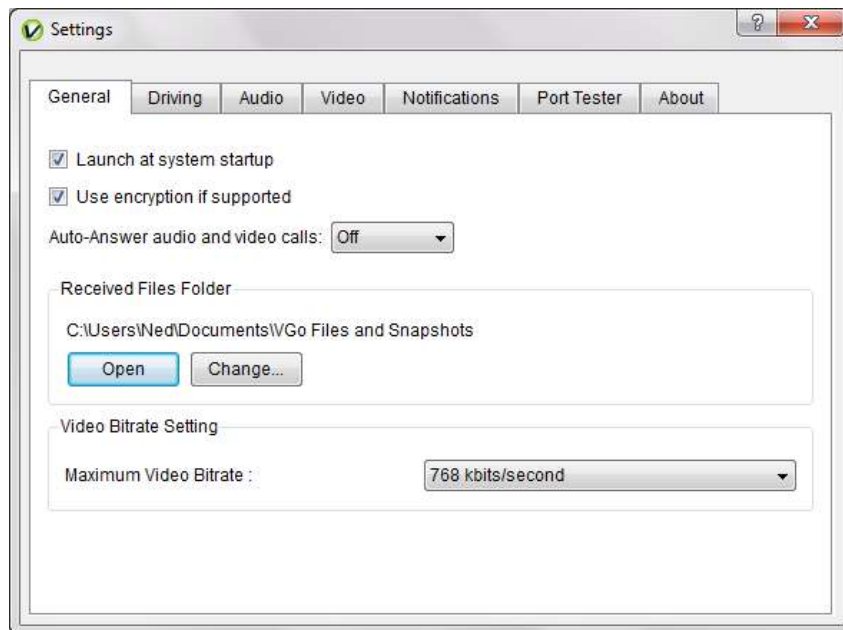
## Changing settings in your VGo App

To open the settings window:

- Click on **SETTINGS** on your VGo App (located at the bottom).

<u>General Settings</u>

- Start-up Settings:
    - o To launch the VGo App when your computer starts, check the "Launch" box.
    - o To always use encryption (recommended), check this box
    - o To auto-answer video calls that come into your computer from another user, check the corresponding box.
- Received files folder
    - o Select **Open** to open the folder where files and snapshots are stored.
    - o Select **Change** to designate where files and snapshots will be stored on your computer.
- Maximum Video Bitrate:
    - o Toggle between 384 and 768 kbits/second
    - o This function limits the maximum bandwidth used during a connection. This function needs to be set on both the VGo and the VGo App to enable the 768 kbit setting. If either the VGo or the VGo App is set to 384, then the connection will max out at 384.

Driving Settings
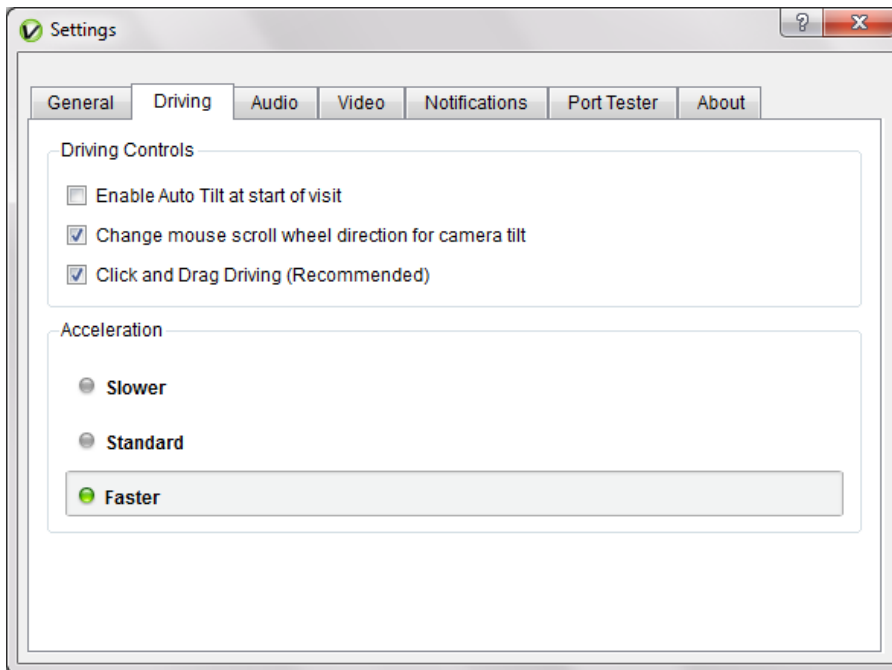
- Auto Camera Tilt
    - **Auto Camera Tilt** enables VGo to automatically tilt the camera as you drive (driving slower makes the camera tilt to the ground directly in front of it, and driving faster makes the camera tilt up, to see what is ahead).
        - Note: When driving in **REVERSE**, the auto-camera tilt is not enabled. You must tilt the camera manually.

- Mouse scroll wheel direction for camera tilt
    - Here you can flip the up/down direction of the camera movement to match your preference when moving the scroll wheel back and forth

- Click and drag driving
    - Enables you to turn off this mode. When off, the mouse pointer may be positioned anywhere in the video window inside the driving arc and the VGo will immediately move at the designated speed and direction as determined by the placement of the mouse pointer

- Acceleration
    - You can select one of three settings for the rate of acceleration. First time users might prefer to have VGo accelerate "**Slower**". Experienced users will want to select "**Faster**".

Audio Settings
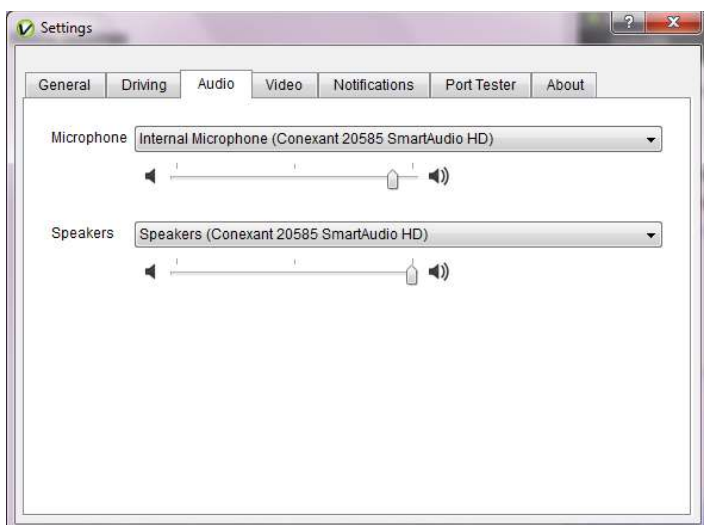
- Microphone
  - This is where you select the microphone that is used by the VGo App.
    - If there is just one microphone, the VGo App will select it for you.
    - Many computers have a built-in microphone. In the instance that you have an external microphone plugged in, you will need to specify which of those you want to use for audio input.
  - The slider enables you to set the microphone loudness level
    - Normally, you shouldn't have to change the loudness level
    - Note: some operating systems may change this setting for you automatically

- Speakers
  - Enables you to select the speaker source used by the VGo App.
    - If there is just one set of speakers available, the VGo App will select it for you.
    - Many computers have built in speakers. In the instance you have external speakers plugged in, you will need to specify which of those you want to use for the audio output.
  - The slider enables you to set the default speaker loudness level
    - Normally, you shouldn't have to change the loudness level
    - Note: some operating systems may change this setting for you automatically

Video Settings
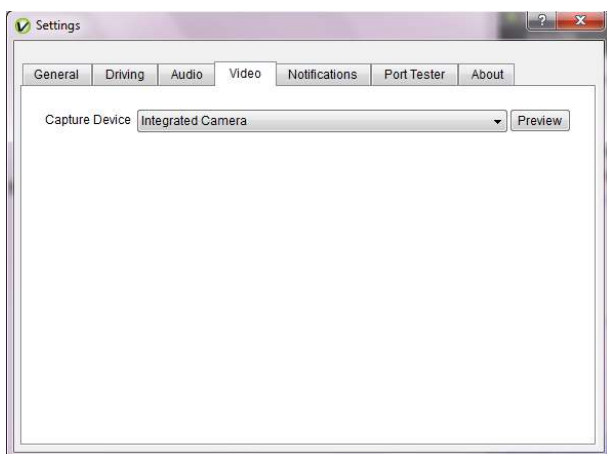
- Capture Device
  - Identifies the camera that is used by the VGo App

- Preview
  - Turns on the camera and displays the image it sees in a window. This enables you to see that the camera is working properly.
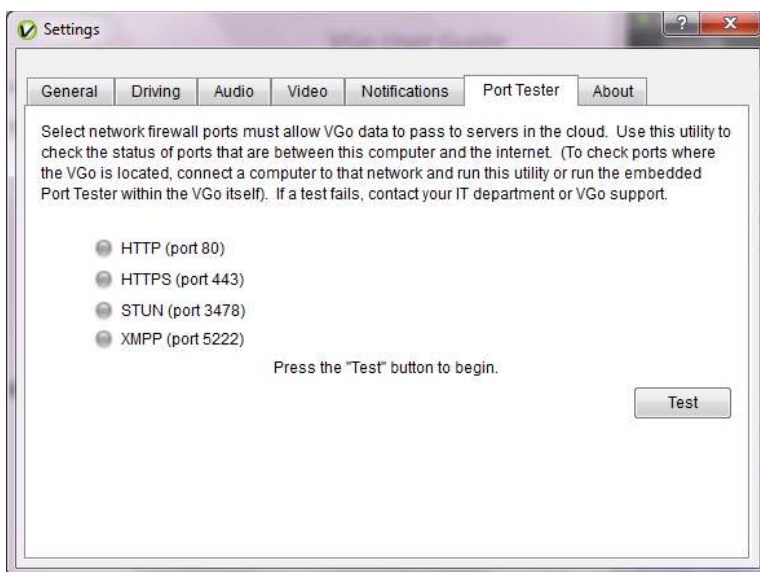
Notifications Settings
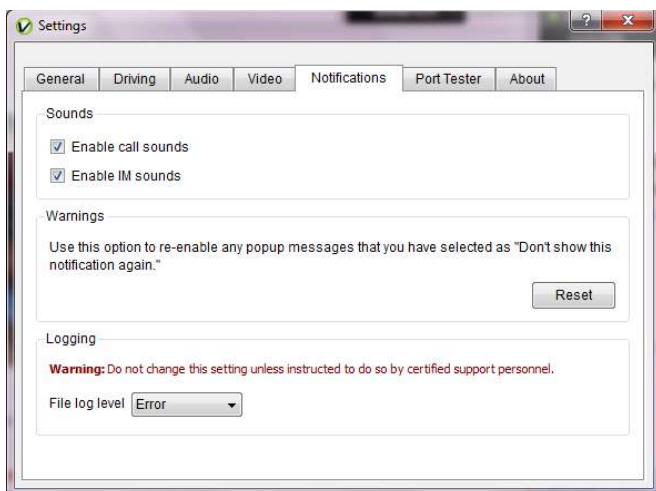
- Sounds
  - Enable call sounds – turns incoming call ringing on and off
  - Enable IM sounds – turns incoming IM sounds on and off
- Warnings – Reset allows you to reset notifications

- Logging – These settings are not to be changed unless instructed to do so by a certified support engineer.

Port Tester tab

- Network Port tester – This is a utility to see if the status of the outbound firewall ports that must be open for the VGo to work
  - Click on **Test** to run the test
  - In less than a minute, results will be displayed on the page
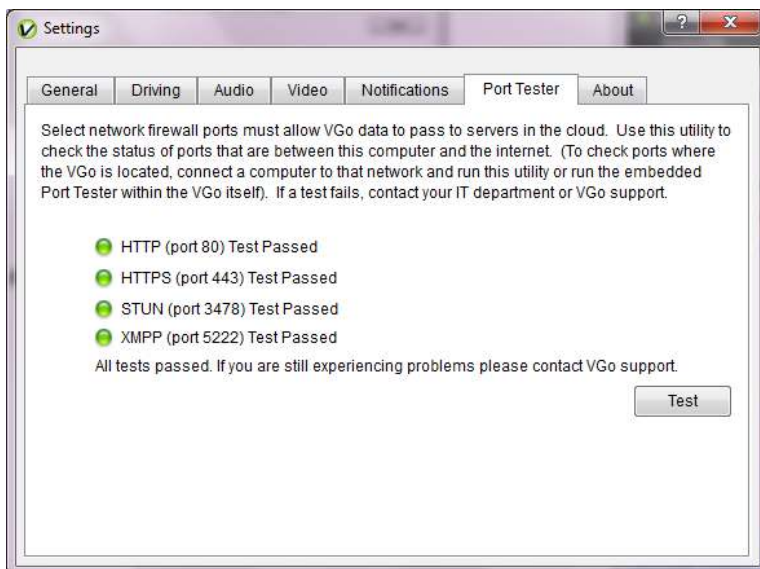
About tab

- This is where you will find the software version number for your VGo App