ViU2

FAQ

version 1.1

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Q   What is VIU2?

A   VIU2 is a compact portable camera that enables users to stream live and to record video from anywhere to their smartphones via the best available mobile network (HSDPA, UMTS, EDGE, etc.). It supports event notifications such as motion and sound detection via push notifications.

Q   What is the camera viewing angle?

A   80 degrees.

Q   How do I know if event detection is enabled or disabled?

A   Event detection is disabled by default. It can be enabled within the smartphone applications settings, or with a press on the Hand button on the camera itself. Once enabled, the Hand LED on the camera will light up.

Q   How do I know if my VIU2 has a good connection to the internet?

A   VIU2 sports a signal strength LED – the 'wave' LED, second from the left. That tells you which video quality can be expected. A white LED indicates that the camera will be able to push the highest quality video streams towards the server. An orange LED indicates that medium quality video streams can be expected. A red LED indicates that only low video quality is available.

Q   Can I use VIU2 for my home or business surveillance?

A   Absolutely! Your VIU2 is both reliable and easy to use for your normal home or business surveillance needs.

Q   Can you really use VIU2 from across the world?

A   Of course! Contrary to most other 'mobile broadband' cameras, VIU2 can be reached from anywhere provided you have a working internet connection. Just launch your smartphone application wherever you have a mobile broadband or Wi-Fi connection and you're good to go.

Q   Does VIU2 come with audio?

A   Yes. The built-in mono cardioid microphone enables sound detection. However, live streams and video clips do not include audio for now.

Q   Do I need to connect cables from VIU2 to my computer?

A   This camera is (almost completely) wireless. All you need is a power source, using the wall adaptor or the embedded battery.

Q   Will VIU2 work without a 3G connection?

A   No, VIU2 requires a 3G connection to operate.

Q   Can VIU2 be used outdoor?

A   VIU2 is built for indoor usage, but you can of course install the camera behind a window to keep an eye on your outdoor properties as well. Please check local regulations though, as filming public places without notification may be illegal in your jurisdiction.

Q   Can I mount VIU2 on the wall?

A   Yes, you can. VIU2 is equipped with a rotating stand that can be used to lay the camera down on a flat surface or to hang the camera on a wall. We even included screws and wall plugs in the package for your convenience.

Q   How will I get notified if an event is detected?

A   Once event notification has been enabled, all registered users will receive a push notification on their smartphones whenever an event is detected. Events include motion detection, sound detection, power loss/restoration and connection loss/restoration.

Q   How much light does VIU2 need to pick up an image?

A   The camera sensor is functional at 0.1 lux, which is about the illuminance you get at night with a full moon.

Q   VIU2 supports low light support. What does it mean that VIU2 has 0.1 LUX?

A   Lux is SI unit of illuminance measuring luminance per area. 0.1 lux roughly equals the amount of light you get during a night illuminated by a full moon.

Q   How much video can the VIU2 store? How big a hard drive do I need?

A   VIU2 records directly to our accompanying cloud service where all clips are available for two weeks before they are automatically deleted by the system. There is no size limit, but just keep in mind that if you want to keep a specific clip beyond the two weeks period, you need to download it to your smartphone using the dedicated app.

Q   VIU2 produces H.264 video clips. What is that?

A   H.264, also known as MPEG-4 Part 10 or AVC (Advanced Video Coding), is a standard for video compression, currently one of the most commonly used formats for the distribution of video across devices.

Q   VIU2 includes a battery. How long is the battery life?

A   VIU2 ships with a rechargeable 1350 mAh battery that provides back-up power when no wall power is available. This battery supports up to 2 hours of video streaming, depending on network conditions.

Q   If the power cord is unplugged, will VIU2 automatically switch to the battery?

A   Yes, and VIU² keeps operating seamlessly when such an event occurs.

Q   Is there a delay between the video I see on my smartphone in live view and the real course of events?

A   This depends on the smartphone and internet connection that you're using, but an average in real life situations is seven seconds.

Q   What is the camera sensor resolution?

A   The camera sensor resolution is VGA, that is 640 x 480 pixels.

Q   How long does it take to be notified once an event has been detected?

A   The notification is sent out straight away, but the time it takes to arrive on your smartphone depends on the network. You should typically be notified within a minute.

Q   What kind of smartphone do I need?

A   VIU2 is currently compatible with iOS and Android devices. Other types of smartphone are under consideration but not yet available at this time.

Q   Will the video quality be reduced if several smartphones are streaming video simultaneously?

A   No, each smartphone will get the highest possible video quality depending on its current network. This is made possible thanks to a server sitting between the camera and the smartphones, so that the camera uploads a video only once. Each smartphones then streams the video with the right quality.

Q   Do I need a computer to use VIU2?

A   No, your smartphone is all you need to use VIU2.

Q   Can I use several VIU2's at the same time?

A   Yes, you can register and use as many VIU² cameras as you like, all within a single account.

Q   Why does the camera LED on VIU2 turn red sometimes?

A   The camera LED – the one on the far left with the shape of an eye – turns red to indicate that VIU2 is currently recording or streaming video. This indication is required by law in a lot of countries to protect people's rights to privacy. Note that VIU2 has a setting to turn all LEDs off including the camera LED, but please make sure this is compliant with your local regulations before you activate it.

Q   How much data is consumed when streaming live video?

A   It depends on the network that your VIU2 is connected to, since the camera adapts the video quality to the available network bandwidth. The highest video quality will consume the most data: about 5 MB per minute.

Q   What is the Ethernet port on VIU2 used for?

A   The Ethernet port is used for technical maintenance in our test centers. It is not used during normal operation of the camera.

Q   I forgot my password, what should I do?

A   When you launch the application on your smartphone, you will see a 'Forgot password?' link in the bottom left corner of the screen. Tap this link then type your email address and send it. A new password will be sent to your email address, that you can now use to log in your account.

Q   I can't find the 2D barcode to register my camera. What is it and where is it?

A   The 2D barcode for the camera looks like a black and white square mosaic. It is printed on a sticker on the topside of the camera carton box inside the overall packaging.

Q   I have lost the 2D barcode. How can I register my camera now?

A   There is an alternative way to register your camera. Within your smartphone application, at the 'Add camera' screen, tap the 'Can't scan the 2D barcode?' link to reach another screen that lets you type an ID instead. Now look for the camera ID on a white sticker beneath the USB key inside the left compartment at the back of your camera: it looks like '000CE3XXXXX'. You will need to type each of the 12 digits or letters.

Q   I don't understand the LEDs on the front of my camera. How do I know that my camera is OK?

A   The most important LED is the one of the far left with the shape of an eye. If it is white and blinking, then your camera is ready to be registered within your smartphone application. If it is white and no longer blinking, then your camera is registered and ready to capture videos.

Q   Can I let others access my camera clips and live view?

A   Yes, all they need is an iPhone or Android smartphone, then you will be able to invite them as guests to your camera. Within your own smartphone application, once your camera is registered, reach the Share section and tap 'Add guest', then type the email address of your contact. This person will receive an email inviting them to download the VIU² application on their smartphone, and they will be able to log in just like you do (although with limited permissions so you always keep control of your own camera).

Q   I want to hang my camera from the ceiling, but then the picture will be upside down. Can I fix the picture orientation?

A   Within your smartphone application, once your camera is registered, reach the Settings section and turn on the 'Flip image 180°' option.

Q   I am receiving alerts all the time, even when nothing particular happened in front of my camera. How can I turn this down?

A   Motion and sound detection may be a bit over-sensitive in your context, but this can be adjusted. Within your smartphone application, once your camera is registered, reach the Settings section and scroll down to the Detection block, then move the relevant detection sensitivity slider towards the left. We would advise you to modify your settings step by step, so you don't end up missing important events.

Q   I created an account and started using my camera a few days ago. But I can no longer log in now. What is wrong?

A   At the time when you created your account, an email was sent to the email address you provided so you could confirm your account. If you didn't follow the procedure, chances are your account was de-activated. To re-activate your account, just create it again using the same credentials. You will receive another email, and you will be able to confirm your account by clicking the link within that email.

Q   I have lost my smartphone. How can I use my camera now?
A   Your email address is enough to let you use your camera from any other iPhone or Android smartphone. Just download the VIU2 application on your new device and log in using your previous email and password. If you forgot your password, tap the 'Forgot password?' link and we will send you a new one by email.

Q   How do I connect my camera to my home Wi-Fi network?
A   Your camera uses a 3G mobile broadband connection instead of Wi-Fi, so you don't need to set up anything with regards to your home network.

Q   I don't have an iPhone or Android smartphone. Can I still use my camera?
A   Unfortunately, VIU2 is only compatible with iPhone or Android smartphone devices at this time.

Q   My question is not listed here, where can I get more information?

A   You can contact us by entering a service ticket in our support website:
        http://www.option.com/en/support/support-ticketing-system/