

# VUFRAME® Professional App



Common questions

## How to use SmartViews™ in Augmented Reality (AR)

### iPhone

- ✓ You will need an iPhone SE, an iPhone 6S or newer, a fifth-generation iPad or an iPad Pro.
- ✓ Make sure you have the latest version of iOS.
- ✓ Check that you have the latest version of your app.
- ✓ Allow the app to access the camera.

### Android

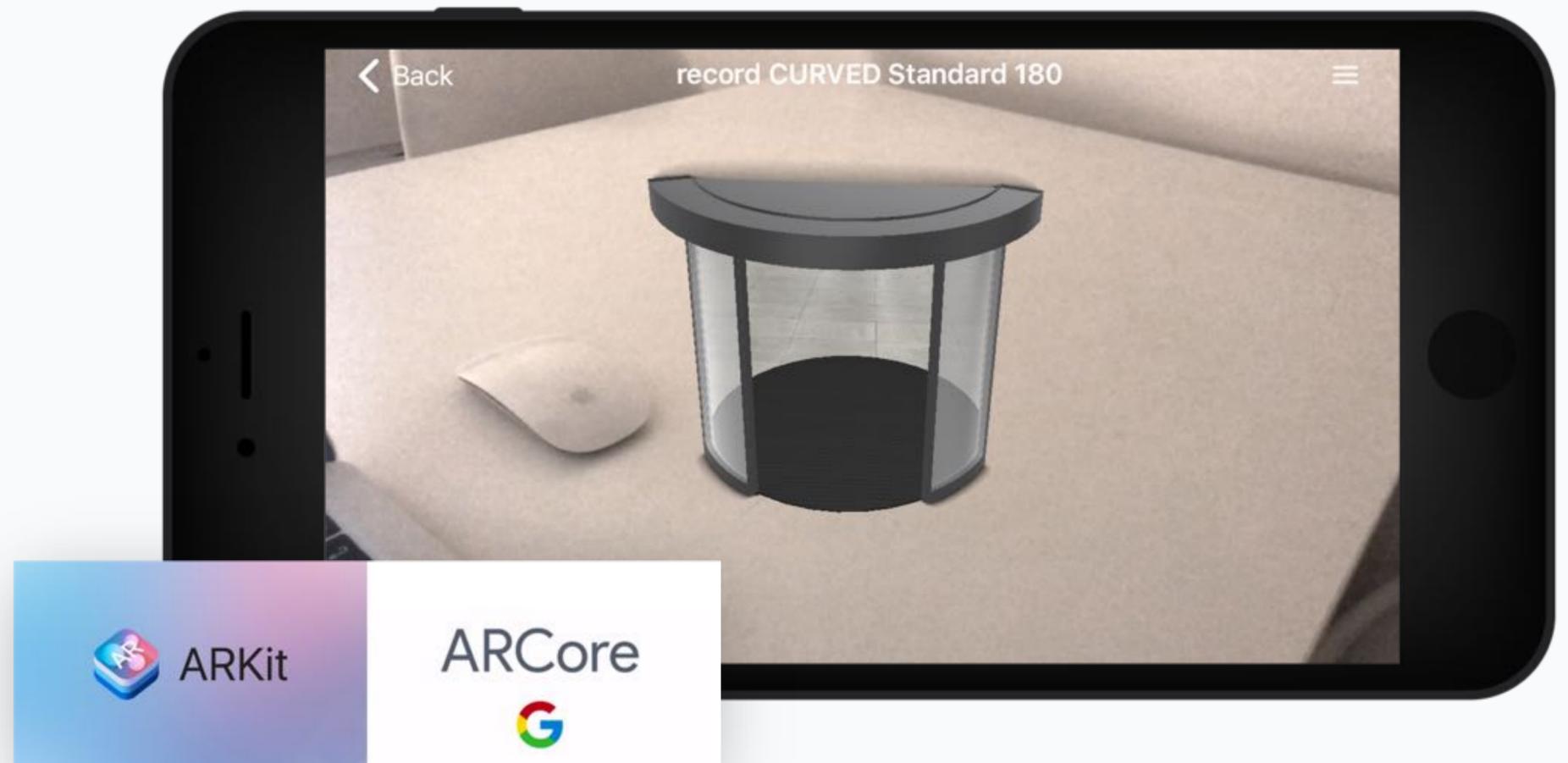
- ✓ You will need an ARCore-supported phone.  
All supported devices can be found on Google's official list [here](#).

#### **For operating system 7.0+ (Nougat) or 8.0+ (Oreo):**

- All Google Pixel phones
- Samsung Galaxy Note8
- Samsung Galaxy S8 and S8+
- Samsung Galaxy S7 and S7 Edge
- OnePlus 5
- Asus Zenfone AR

#### **For operating system 8.0+ (Oreo):**

- LG V30 and the LGV30+
- ✓ Make sure you have ARCore installed.
- ✓ Check that you have the latest version of your app.
- ✓ Allow the app to access the camera.



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## Why do I need to allow access to my camera?

Your camera allows us to render 3-D images in the space in front of you. We do not have the ability to peer through your lens, to track your location or even to save what you're viewing. For more information, see our privacy policy and terms of service. If you would like to reverse the decision to let us access the camera on your Android phone, go to Settings > Apps > Vuframe > Permissions, and then toggle the button.

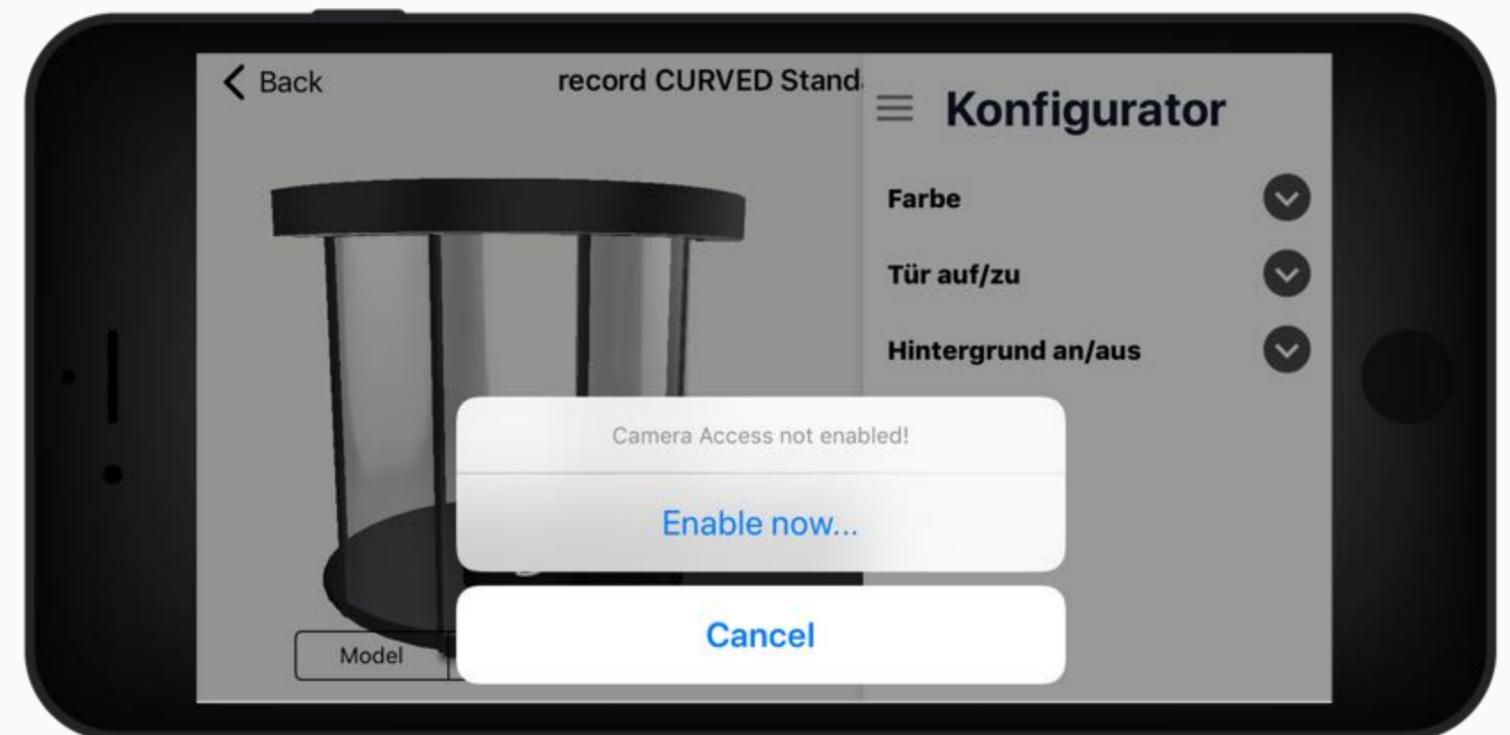
On an iOS device, go to Settings > Privacy > Camera > Vuframe and then toggle the button.

## How do I have the best experience?

Make sure you are in a well-lit area, with room in front of you. Point your phone at a nonreflective surface, like a rug – not glass. Then, move your phone in a slow, circular motion to help the AR image render.

Once you see the image, here are a few notes:

- ✓ To get a closer look, walk up to it and around it. You can bend down and look up too.
- ✓ Be aware of your surroundings as you move around the 3-D rendering.
- ✓ Do not use while in motion, like on a train or in an elevator.
- ✓ Don't be alarmed if your phone gets warm during use.  
This can happen with certain technology.



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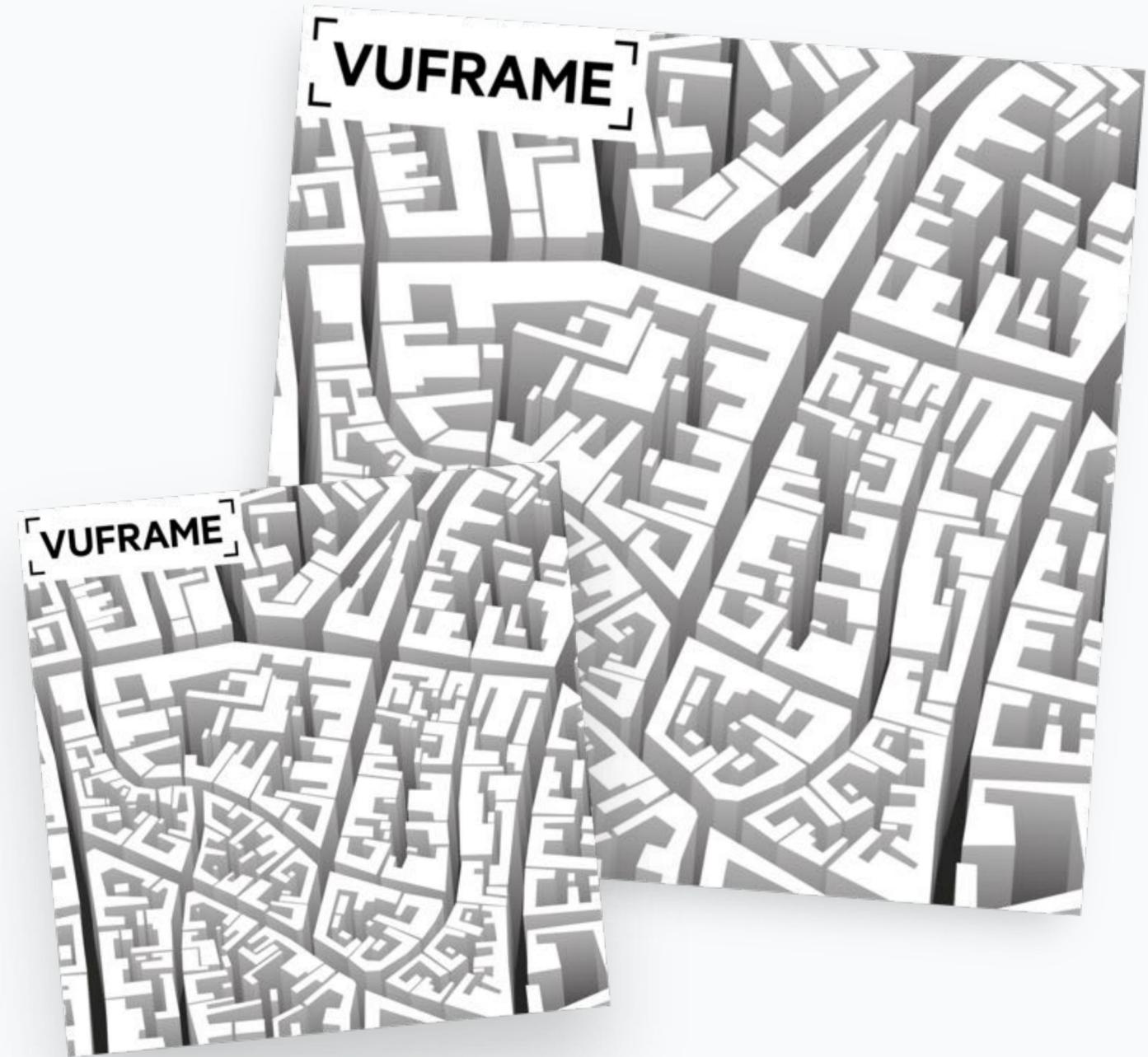
## What if I don't have a supported device?

For all devices that are not compatible with ARCore (Android) or ARKit (Apple) you can download our marker in order to show your SmartViews™ in Augmented.

Download:

**US LETTER**

**DIN A4**





## Things to consider when using the Augmented view (On Table + Live-Size)

- ✓ Hold your device steady
- ✓ Scan the surface in front of you **slowly (!)**
- ✓ Point your device at a non-reflective surface - not glass
- ✓ Place your SmartView™ when the white circle indicator is showing up
- ✓ You can re-position your SmartView™ when pressing the "Reload" Icon in the lower left 

