



PRESS FAQ

Company

What does VGo mean?

“VGo” reinforces the combination of visual and video elements (the “V”) with independently controlled movement (the “Go”). “Communications” in the company name reinforces the breadth of the medium we use to enable a person to not only visually converse with others but also to go where they want in order to be productive.

How / when did VGo get started?

VGo Communications started as North End Technologies in 2007. The company was founded by successful veterans of the videoconferencing and robotics industries who recognized that the limitation Tim’s recognition of the limitations of current videoconferencing solutions combined with Grinnell’s and Tom’s expertise in applying robotic technology to real world problems, resulted in VGo.

Do you have patents on your technology?

VGo leverages a large number of important innovations in audio and video communications, wireless networking and robotics, and in the interactions between these domains. We use common business practices to protect our intellectual property, including a growing portfolio of patents.

Business

What's your business model?

Our model is a combination of hardware/software sales and reoccurring service contracts sold direct and through select resellers. The product platform is extensible so additional value can be added both in the product and in the services.

What are your revenues?

VGo is a privately held company and does not disclose financial information.

Who is your competition?

A number of companies have recognized the huge potential for solutions that combine communications and robotics. A few have announced plans or prototypes, but as far as we know the VGo is currently in a class of its own in terms of usability, high-quality audio and video, price point, and design for high-volume. We certainly do expect that over time robotic telepresence will evolve into a competitive market that will include electronic device manufacturers and communications and videoconferencing companies.

Where can someone get a demonstration?

The best way to see VGo is to take a test drive. We welcome people from around the country into our offices every day – via VGo. (To schedule a visit – click on [Drive VGo Today](#) on our website). You can also see the VGo in action at select events throughout the year. Depending on your location, we may be able to arrange a demo at your place of business.

Who is using VGo?

VGo's is in use by many different types of organizations including: healthcare, education and business.

In healthcare, doctors and nurses are using VGo to extend their reach to monitor and consult with patients in the hospital, skilled nursing facility and in the home. Family members are also using VGo to visit loved ones when they can't be there in person. Patient satisfaction and the standard of care are increased while re-admissions are decreased.

In education, home and hospital bound students are using VGo to go to school just as if they were there in person. They go from class to class and hang out with their friends between classes. The school doesn't have to provide any assistance and it's less expensive than providing an in-home tutor.

In business, remote and disabled workers are using VGo to go into the office and "be" with the team. Travelling managers are using VGo to check in and busy executives can establish their presence in remote offices more frequently without travelling.

Product

How does VGo work?

VGo's underlying technology is very sophisticated – but to the user, it's very simple, no training is required.

The remote person brings up the VGo App on their computer (Mac or PC), clicks on the location they need to visit – and instantly they are there.

VGo connects to the network (internet) using WiFi or Verizon 4G LTE service. VGo is continually connected to a purpose built cloud-computing network (VGoNet) that keeps track of its availability and initiates a remote visit upon request by a remote user. VGoNet Manager is a comprehensive administrator's tool for managing and limiting user's access to VGos within an organization.

How much does it cost?

A VGo costs about \$6000 plus an annual service contract which is about \$1,200. This includes up to 20 licenses for the VGo App which is used to operate the VGo by its remote visitors.

Why wouldn't someone just use a laptop and webcam?

There certainly exist applications where a laptop and webcam will work fine – simple face-to-face meetings for instance. The VGo provides high value capabilities that enable applications that can't be addressed with just PC videoconferencing. Since the VGo is a unique dedicated purpose-designed appliance that is 100% remote controlled, you don't need someone to take any action, or be trained at the site where the VGo is located. No one has to move equipment, get prepared or "answer a call" – instead you just go there. Once there, you go where you need to go, see who you need to see, solve the problems that need solving. The remote visitor is in complete control of Note: Depending on who's using the VGo, you can select a higher security level that requires that someone locally "let them in" to the facility.

How long does the battery last?

VGo can be used by a remote visitor for up to 6 hrs before needing a recharge. The optional extended life battery (adds 5 lbs to VGo's weight) will last more than 12 hrs. The remote visitor can charge the battery without any assistance by people where the VGo is located.

Can it spy on someone or can it spy on me?

No. You can always tell when the VGo is in use just by looking at it. Also, a number of controls are provided so that various levels of privacy and security can be enabled at any time.

How much bandwidth does it require?

VGo is designed to be efficient so that it can operate over common broadband internet connections found most anywhere. The VGo operates from about 200kbps up to 900kbps (up and down). We recommend at least 400k for best performance.

Can it climb stairs?

No. Organizations that have multiple floors will have units on each floor or since it is very light it can be easily carried up/down stairs. Stair climbing solutions have been delivered but they are very expensive, bulky and complex.

Can it go over floor objects?

The VGo can travel over differences in floor height up to 1 inch. If larger objects are detected, the remote user is alerted and VGo's resulting behavior depends on the user's wishes and type of object. VGo will not let you drive over drop-off, such as down a flight of stairs.