

A woman with short hair, wearing a black top and a ring, is looking down at a white tablet she is holding. The background is a blurred indoor setting.

VUFORIA STUDIO FAQ

Table of contents

What is Vuforia Studio Education?

What is the value in Vuforia Studio Education Edition for professors and students?

Where can the part number associated with Vuforia Studio Education be found?

Where can I find the BOMs for the Vuforia Studio Education package?

Is the Vuforia Studio Education solution hosted by PTC?

What is a registered user?

Can a professor user add more student users?

PAGE

4

Are students able to see each other's projects?

How many views are included in each part number?

How many professors can gain access with one Vuforia Studio license?

What are the system requirements for installing Vuforia Studio Education?

Where can I find the Vuforia Studio 'Getting Started' guide?

What CAD file formats are supported in Vuforia Studio?

Is Creo Illustrate required to augment 3D models in Vuforia Studio?

PAGE

5

How can the audience receiving the link access the experience?

Where can I find a best practice guide for creating AR Experiences?

Is the ordering process for Vuforia Studio Education the same as other educational products?

What type of support is included in these packages?

Is there a free trial version of Vuforia Studio available?

What are the differences between Vuforia Studio and Vuforia Engine?

What is Vuforia View?

PAGE

6

Table of contents

Where can I find Vuforia View?

Where can I find Vuforia Chalk?

Where can I find the installation guide for Vuforia Chalk?

Technical FAQs

For additional information, resources and sales support for Vuforia Studio Education, where can I go?

Who should we contact for support if we are having issues?
Is support information the same for customers?

PAGE

7

Q What is Vuforia Studio Education?

A Vuforia Studio Education is an innovative offering that provides educators with Education Vuforia Studio technology to help implement augmented reality (AR) technology in the classroom. It allows students to quickly and easily author and publish AR experiences.

Q What is the value in Vuforia Studio Education Edition for professors and students?

A While AR has been around for years, it has been slow to take off due to its complex nature. Vuforia Studio's drag and drop interface makes it easy for students with no prior coding knowledge to get up and running quickly. Vuforia Studio also allows students to leverage existing 3D data, animated sequences, and IoT data to enhance their AR experiences.

Q Where can the part number associated with Vuforia Studio Education be found?

A There is one part number associated with Vuforia Studio Education. The Vuforia Studio Education hosted part number is [SAS-4200-F](#).

Q Where can I find the BOMs for the Vuforia Studio Education package?

A The BOMs for Vuforia Studio Education package can be found [here](#).

Q Is the Vuforia Studio Education solution hosted by PTC?

A SAS-4200-F is hosted on the PTC Cloud and has no pre-requisites. The cloud-hosted version substantially minimizes the installation requirements. Software upgrades are also pushed automatically, so the administrator does not need to install any additional patches.

Q What is a registered user?

A Registered users are people within a company/institution. Anyone within a customer's systems (who has a username and password) must be a registered Studio user in order to use AR.

Q Can a professor user add more student users?

A Yes.

Q Are students able to see each other's projects?

A Yes, students can see each other's projects and collaborate on the same project.

Q How many public views are included in each part number?

A Each part number includes 2,500 public views. Public views are loads of an AR experience published as Public. All AR experiences that are published as restricted ("Require Authentication") are not consuming public views.

Q How many professors can gain access with one Vuforia Studio license?

A Each part number provides access for up to 10 professors. The professor can then add the corresponding students from their class.

Q What are the system requirements for installing Vuforia Studio Education?

A For more information about the installation of Vuforia Studio Education Hosted, please see the 'Help Center' under Install Vuforia Studio.

Q Where can I find the Vuforia Studio 'Help Center'?

A You can find the Vuforia Studio Help Center [here](#).

Q What CAD file formats are supported in Vuforia Studio?

A See [here](#) for supported file formats.

Q Is Creo Illustrate required to augment 3D models in Vuforia Studio?

A Vuforia Studio does not require Creo Illustrate, but it does help in some conditions. If you wish to use Vuforia Studio to augment some data on real machines or to augment static 3D models there is no need for Creo Illustrate. If you wish to augment 3D models that move (a bike that accelerates the wheels when some button is pressed, a fan that spins, a production system that does some periodical moves for example) you don't need Creo Illustrate to do that. This will be done just by using model items on the moving parts and manipulating these from JavaScript. All these are impossible to do with Illustrate.

Creo Illustrate helps you a lot when you need to do some sequences (assembly/disassembly). These operations may be also created in Vuforia Studio, but it takes way much time and it is more convenient to do all these in Creo Illustrate (where you just drag the parts in the new position, use predefined screw/unscrew moves). Using Illustrate will minimize the time and will have a better visual effect.

Creo Parametric is also helpful, as it can open/import/edit any format of 3D models and allow you to easily prepare the 3D content for AR.

Q How can the audience receiving the link access the experience?

A On the event in which the user does not have Vuforia View installed, the link goes to the store to download the app. If the user has the Vuforia View installed AND the experience is public, any user can see the experience. The user is required to set the experience as public in order to be visible to others without the need of their education account.

Q Where can I find a best practice guide for creating AR Experiences?

A Please see this PTC Community [post](#).

Q Is the ordering process for Vuforia Studio Education the same as other educational products?

A Yes, Vuforia Studio Education will follow the same process as other educational products. If you have questions about the ordering process, please view the process flow outlined on [Velocity](#).

Q What type of support is included in these packages?

A Silver support, which offers technical support through the PTC Community.

Q Is there a free trial version of Vuforia Studio available?

A Yes, you can access the free, 30-day, trial version [here](#).

Q What are the differences between Vuforia Studio and Vuforia Engine?

A The main differences between the two is that with Vuforia Engine you would be able to create branded experiences in Unity while in Vuforia Studio it is built on the experience server that goes on top of ThingWorx (using the Internet of Things). Also, Creo can be used with Vuforia Studio to enhance experiences while Unity is used for Vuforia Engine. Sequences created in Creo Illustrate can only be played in Vuforia Studio. In Unity you will need to create animations with third party software in the Unity accepted software.

Q What is Vuforia View?

A Vuforia View enables you to view experiences authored in Vuforia Studio. It is the only application you need to view augmented reality (AR) experiences that are rich with 2D and 3D graphics and Internet-of-Things (IoT) data. With the Vuforia View app, free from your mobile device store, you can easily scan ThingMarks and view experiences generated from Vuforia Studio or Creo.

Q Where can I find Vuforia View?**A** Vuforia View can be downloaded for free from the Apple App Store, Google Play Store, or Windows App Store.Apple App Store [download link](#).Google Play [download link](#).Windows [download link](#).**Q** Where can I find Vuforia Chalk?**A** Vuforia Chalk can be downloaded for free from the Apple App Store or Google Play Store.Apple App Store [download link](#).Google Play [download link](#).**Q** Where can I find the installation guide for Vuforia Chalk?**A** You can find the updated install guide [here](#).**Q** Technical FAQs

- A**
- [Beginner](#)
 - [intermediate](#)
 - [Advanced](#)

Q For additional information, resources and sales support for Vuforia Studio Education, where can I go?**A** All available resources for Vuforia Studio Education are stored on the Education Velocity page. If you have issues locating any resources, please contact academicsuccess@ptc.com**Q** Who should we contact for support if we are having issues? Is support information the same for customers?**A** For general inquiries about Vuforia Studio Education or support with order processing, please contact academicsuccess@ptc.com. Support contact information is the same for customers as well as Resellers and PTC Education Sales.For technical support please visit the [Vuforia Studio Community](#).