

Q&A

This chapter answers the most common questions about EXCAP, including product features, setup, comfort, compatibility, after-sales support, safety, and privacy.

1. Product Features and Capabilities

1.1 Device Functions

Q: What specific tracking functions can this device achieve?

The device supports 8-point and 6-point full-body tracking for VR, covering the chest, waist, thighs, ankles, and optional feet.

EXCAP also supports up to 14-point tracking. We will release additional trackers as add-ons, which you can purchase if 8 points are not enough.

“**Good to know:** The 6-point setup covers chest, waist, and both thighs and ankles. The 8-point setup adds a tracker to each foot.

Q: How does it work with major VR headsets and platforms?

- **IMU / IMU + Magnetometer Mode:** Works with any headset that streams to SteamVR.
- **IMU + Vision Mode:** Requires a third-party app installed on standalone headsets such as Quest, Pico, or similar devices. The app streams the headset camera's video feed to the PC for processing. The whole system is wireless. If you are using a wired PCVR headset (for example, Pimax), the camera can connect directly to the PC with a USB-A cable. You may need an additional USB extension cable.

Currently supported platforms: SteamVR and Standalone VRChat. VMC support is coming next.

Note: Third-party camera-streaming apps are not developed by Elecholic. Follow the app's own instructions for installation on the headset.

Q: Will lighting affect camera tracking?

- The camera is set to low exposure, so the environment appears darker in the video feed. This makes it easier to detect the RGB LEDs on the trackers. The vision system works well under normal indoor lighting. Non-reflective surfaces such as wood floors, carpets, and beds help the vision system work reliably. Reflective tile floors may cause interference.
- We are continuously improving the algorithms to filter out as much interference as possible.
- If you find an interference source that cannot be filtered out, the easiest solution is to remove it from the environment. Based on our experience, this is much easier than correcting a room's magnetic field.

Q: Does the camera have to be mounted on the headset?

Mounting the camera on the headset is currently the best solution. If the camera is fixed on an external tripod, it must stay within the field of view to remain useful, and calibration becomes more complicated.

1.2 Technical Specifications

Q: What is the maximum range of motion supported?

EXCAP supports the full range of human body movement. The algorithms are optimized for extreme motions such as sliding, lying flat, jumping, and handstands.

1.3 Innovation and Advantages

Q: What are the unique innovations or improvements compared to similar products on the market?

EXCAP offers longer battery life: up to 42 hours under normal use and a maximum of 50 hours. It also delivers a smoother FBT experience through vision tracking.

2. User Experience

2.1 Setup and Installation

Q: Does the initial installation require additional hardware or complex configuration?

No additional hardware is required. The Excap team will continue to optimize the setup process in future updates so that users only need to download and install once, making the experience as simple as possible.

Q: Is there a detailed user guide?

Yes — you're reading it! This wiki is the complete EXCAP user guide. Start with [Quick Start](#) if you are setting up for the first time.

2.2 Comfort and Fit

Q: Is the device comfortable to use for extended periods?

EXCAP is designed for long-term wear. Weight, size, and material were all carefully considered during development.

Q: Can it adapt to users of different shapes or sizes?

Yes. The adjustable straps allow the trackers to fit different body types.

2.3 Battery and Runtime

Q: What is the battery life of the device?

Based on our benchmark tests, the device lasts 42 hours under normal use and up to 50 hours under extreme battery-saving conditions.

Q: Does it support fast charging or battery replacement?

A 5V/2A USB charger is required. Charging time is approximately 2.5 hours. EXCAP does not support user-replaceable lithium batteries.

⚠ **Warning:** Do not attempt to open the tracker housing or replace the battery yourself. Doing so will void the warranty and may damage the device.

3. Compatibility and Expandability

3.1 Compatible Devices

Q: What VR platforms or games are supported?

Any FBT-compatible game supported by SteamVR will work. Fully tested games include: NeosVR, VRChat, ChilloutVR, Blade and Sorcery, Zenith, Island 359, and Fit It. More titles will be added continuously.

3.2 Future Expansion

Q: Are there plans to release more modules or accessories to enhance functionality?

Yes. Accessories for other devices will be released, such as UDCAP gloves, quick-release mounts, sports rings, and more. These will be provided as open-source 3D-printable designs.

4. After-Sales and Support

4.1 Warranty and Repairs

Q: Is warranty service provided? How long is it?

Free repair service is provided within 1 year from the date of sale. Please refer to [our after-sales terms](#) for specific service conditions.

4.2 Technical Support

Q: Is there 24-hour technical support or dedicated customer service?

A Discord community has been established for user support. Professional after-sales support is currently being prepared.

5. Safety and Privacy

5.1 Data Security

Q: Will the device collect the user's private data?

EXCAP is fully localized. It does not collect any user data or personal information.

5.2 Usage Safety

Q: Has it passed the necessary safety certifications?

Yes. EXCAP has obtained FCC and CE electronic device safety certifications.

6. User Scenarios and Case Studies

6.1 Target Audience

Q: Is it suitable for both beginners and advanced VR users?

If you are curious about VR and full-body tracking, EXCAP is a great choice to start with. It is affordable and delivers the latest and best FBT experience.

Q: Are there any particular benefits for fitness, dance, or social VR users?

Yes. EXCAP's ultra-long battery life and auto-calibration features provide an excellent experience for these activities.

6.2 User Feedback

Q: Is there any experience feedback or case studies from test users?

Yes. Before launching the crowdfunding campaign, we conducted over 300 hours of user testing with experienced FBT players.

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