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1.) **Is there any limitation on NUUO IVS license?**

Yes, NUUO IVS license CANNOT be transferred or reset.

Also, the following components can't be changed while you are running with NUUO IVS license, including *Motherboard, CPU processor and Operating System.*

2.) **NUUO Mainconsole Trial version doesn't come with IVS trial license. I'd like to test NUUO IVS, what should I do? How long does NUUO IVS trial work?**

Please contact your sales representative for the NUUO IVS Trial license. NUUO IVS trial works with NUUO Mainconsole trial software for 30 days. If user has NUUO IP+ license or DVR card, IVS trail can run for 45 days.

3.) **How many NUUO IVS software packages can I choose? What features are included in each NUUO IVS license?**

NUUO IVS has 3 different licenses, including *SCB-IP-P-IVS Counting, SCB-IP-P-IVS Surveillance and SCB-IP-P-IVS Advanced.* Each license has different features, please see the table below.

Function / Part Number	SCB-IP-P-IVS COUNTING	SCB-IP-P-IVS SURVEILLANCE	SCB-IP-P-IVS ADVANCED
People counting	v		v
Vehicle counting	v		v
Stabilizer	v		v
Tamper Detection	v	v	v
Presence (Tripwire)		v	v
Appear and disappear		v	v
Enter and exit		v	v
Dwell (Loitering)		v	v
Stopping		v	v
Direction		v	v
Tailgating		v	v

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4.) **I can't see virtual tripwire at NUUO IVS. Why?**

Virtual tripwire can be implemented by the feature of "presence" at NUUO IVS.

5.) **Can I run NUUO IVS with my current NUUO Mainconsole?**

Yes, NUUO IVS is seamlessly compatible with NUUO Mainconsole (IP+). You can run NUUO IVS with your NUUO Mainconsole as long as you can upgrade your Mainconsole to the software version of 4.0.

6.) **Can I run NUUO IVS with all NUUO products?**

No, NUUO IVS is only compatible with NUUO Mainconsole (VMS, DVR [SCB-3000, SCB-6000, SCB-7000 and SCB-8000 series cards], Hybrid system, Tribrid system). NVRmini, NVRsolo and NVRTitan do not support NUUO IVS currently.

7.) **How can I ascertain that my IP cameras are compatible with NUUO IVS?**

Please check NUUO's latest supported camera list. If your IP camera is listed in NUUO's latest supported camera list, you can run it with NUUO IVS seamlessly.

8.) **Can I run NUUO IVS with my analog cameras?**

Yes, NUUO IVS is a server-based video analytics. You can do video analytics with your IP, analog and HD-SDI cameras.

9.) **Can I run HD-SDI camera with NUUO IVS?**

Yes, NUUO SCB-8000 (HD-SDI) card has been supported since Mainconsole software version 4.1 (March, 2013).

10.) **What are the minimum live video stream requirements for NUUO IVS?**

- Camera resolution: *CIF* (352*240 in NTSC; 352*288 in PAL) or more
- Frame rate per second: *15 fps* or more

11.) **I don't want to record high camera resolution with high fps. What should I do if I'd like to run NUUO IVS?**

NUUO Mainconsole has the feature of transcode. You can view the high camera resolution with high fps, but record lower camera resolution and fps. Go to "Schedule" and then configure "Customized encoding".

12.) **What kind of actions can I have after an event is triggered?**

NUUO IVS can work with NUUO Smart Guard. User can have 8 event responses, including send an email with snapshot, trigger DI/DO, send snapshot to FTP, popup eMap on event...etc.

13.) **Can I record the video only when NUUO IVS is triggered?**

Yes, go to "Schedule", select "Record on Event" and then select this IVS event. NUUO Mainconsole will record the video only when this IVS event is triggered. If no event is triggered, the storage space required is none.

14.) **Can I see "on screen display" in event responses of NUUO Smart Guard?**

Yes, "on screen display" has been supported in NUUO Smart Guard since Mainconsole v4.1.

15.) **Can I send this NUUO IVS event to NUUO Central Management System?**

Yes, NUUO IVS support sending IVS event to NUUO CMS (v1.7 or later).

16.) **Why can't I see the object tracking trail at NUUO Playback?**

Yes, the object and route tracking trail can be showed on NUUO Mainconsole, Remote Live Viewer and Web Client only, it can't show at NUUO Playback.

17.) **I can't make this NUUO IVS work. Any tips?**

Please check you've configured the following settings well.

a) Camera calibration.

The more precise camera calibration you set, the more accurate video analytics you get.

b) Camera position

c) Classification

18.) **Are there any tips for configuring NUUO IVS Calibration?**

Yes, please see below,

a) Click and drag grid to change camera tilt angle

b) Use mouse wheel to change camera height

c) Click and drag mimics around to verify size of people

d) Each grid square is 2x2 meters

19.) **How can I create an counter work. Any suggestions?**

a) Right click on the NUUO IVS configuration window, and then add counter.

b) Assign this counter to one or more IVS features.

c) Choose one of the following option, "Increment", "Decrement" or "Instantaneous".

20.) **Where can I see the event log of NUUO IVS?**

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At Mainconsole or Playback, go to "Log Viewer" and then go to "IVS Event". You can see the logs of IVS types and camera devices here.

21.) **Where can I see all counting results?**

At Mainconsole or Playback, go to "Log Viewer", "Counting Application" and then choose "Adv. IVS Counting". You can see the counting results here. You can also export this report in Excel format.

22.) **Can NUUO IVS work with thermal camera?**

Yes, NUUO IVS can work with thermal camera. NUUO IVS can also work in low illumination environment.

23.) **What is the difference between Stopped and Dwell?**

Objects that are stopped inside a zone for longer than the defined amount of time will trigger the alarm; objects that are loitering inside a zone for longer than the defined amount of time will trigger the alarm. One is motionless, the other is motion.