

## Genius Vision Rapid Answerer

I want to confirm if camera X model Y is supported.

Now you can check Community Platform

Secondly, check ONVIF camera matrix

Does your software support XXX camera? How can I get the video stream?

Can I use PTZ function on Foscam?

Can you confirm that your software is compatible with camera VendorX/ModelY?

How to use PTZ function on camera VendorX/ModelY?

I want to know price information.

Generic pricing

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Is the software license fee one-time or annual?

What form of online payment method is accepted?

I have more than 16 cameras. Do I purchase all license or only the number after 16 cameras?

What are the differences among Commercial, Community, and Lite Editions?

Can a multi-channel license code to be installed on different PCs?

Can I mix Professional license and Intelligent license on the same PC?

If one decide to upgrade Professional license to Intelligent, does one pay only difference or full price?

I have a problem with video.

The image is only partially displayed. Bottom of image is corrupted.

I can't see any video.

The video doesn't look right as it should be

I'm using FosCam and cannot see video

I have a project with some special requirement

Firstly, check our Consultant Services

Can you integrate with POS or Access Control systems?

Here we compiled a list of project FAQ

Can you confirm that your software conforms to a particular technical or bidding specification?

I need some kind of customization for my project

Does your software support license plate recognition (LPR) or face recognition?

Can your software support large projects (10,000+ cameras) or not?

Displaying a lot of cameras eats up 100% of CPU power. What can I do?

I have a user operation question, help!

How to change admin/user password?

Can I use motion detection without having to acknowledge alarm each time?

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[I'm receiving error when using PayPal to buy your license, but my credit card is fine and can be used elsewhere. Can you explain?](#)

[I have a problem using the software, help!](#)

## Genius Vision Rapid Answerer

I'm here to answer your questions about Genius Vision NVR immediately without waiting. Select your question below. If none of the following fit your question you can always contact us through:

<http://geniusvision.net/contact-us.html>

What is your question related?

- [I want to confirm if camera X model Y is supported.](#)
- [I want to know price information.](#)
- [I have a problem with video.](#)
- [I have a project with some special requirement](#)
- [I have a user operation question, help!](#)
- [Help me understand your product.](#)
- [I want to do some business with you.](#)
- [Can I really use your software freely on my purpose?](#)
- [I saw error code on the NVR software, help!](#)
- [My system crashed, help!](#)
- [I have a problem using the software, help!](#)
- [I have a problem, can you assist me remotely?](#)
- [PayPal FAQ for Genius Vision Online Purchase](#)

## I want to confirm if camera X model Y is supported.

Hint: You may want to read [System Integrator's Manual](#) thoroughly.

## Now you can check Community Platform

[Community Platform](#) is an initiative to improve global IP camera compatibility. By sharing IP camera connectivity information, you can contribute to the IP video community to help everyone connecting to the same type of camera you're using. You also benefit from the knowledge shared by others.

Secondly, check ONVIF camera matrix

ONVIF matrix can be found [here](#).

Does your software support XXX camera? How can I get the video stream?

#### See also

- [Does your software support XXX camera? How can I get the video stream?](#)
- [I see a camera VendorX/ModelY is listed as “supported camera” on your official website. Can you guarantee the compatibility?](#)
- [Can you add support to camera VendorX/ModelY?](#)

Can I use PTZ function on Foscam?

No, it's not currently supported, nor is audio for Foscam. Not all Foscam models are supported, only M-JPEG series.

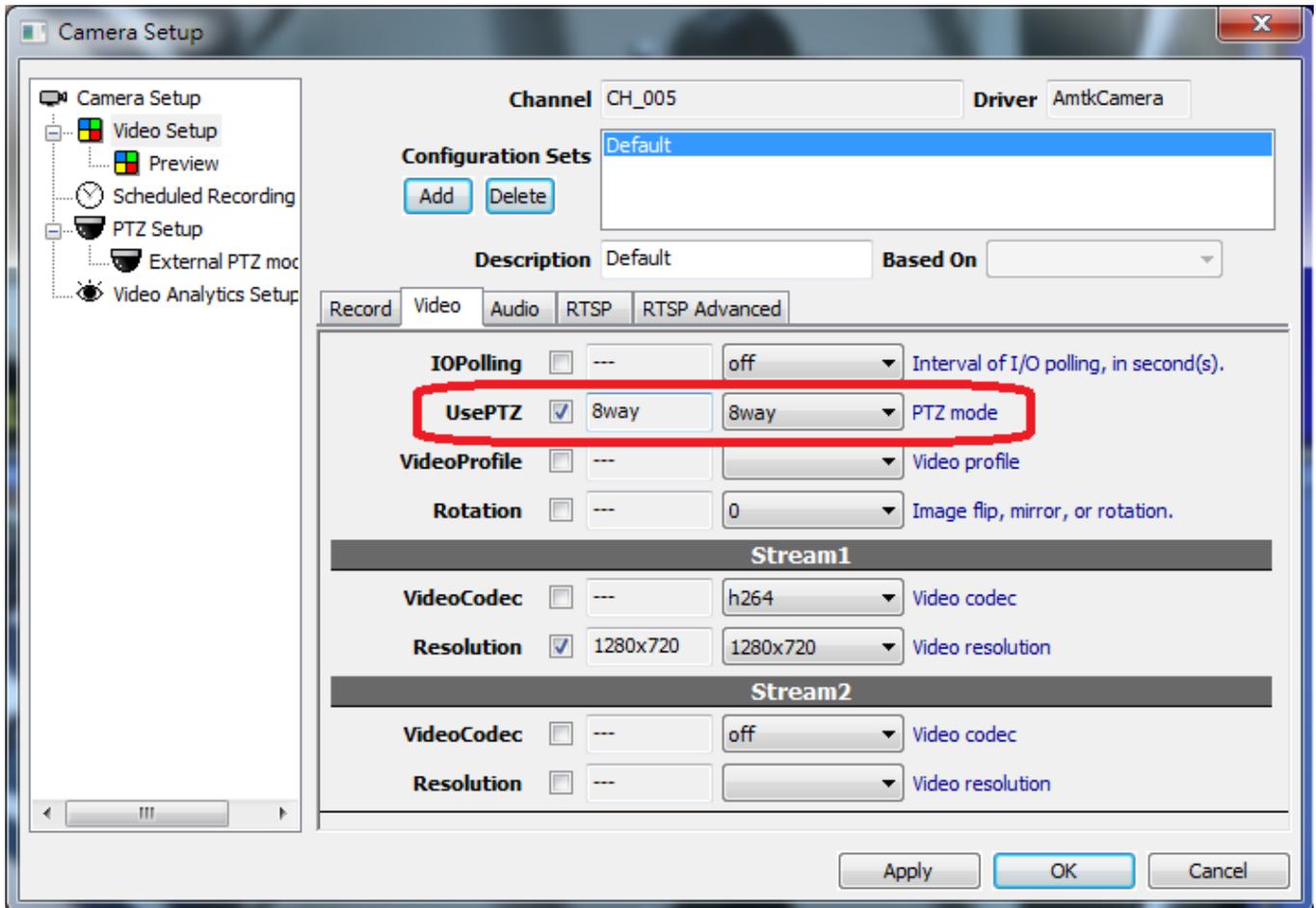
Can you confirm that your software is compatible with camera VendorX/ModelY?

Please refer to following FAQ entries:

- [Can you confirm that your software conforms to a particular technical technical or bidding specification](#)
- [Does your software support XXX camera? How can I get the video stream?](#)

How to use PTZ function on camera VendorX/ModelY?

First of all you have to verify and ensure the camera PTZ is functioning well through other means. If the outcome is positive then connect it to our software and select appropriate driver. This example will take Axis as an example, each driver will be slightly different. You need to find UsePTZ option and enable it.



### See also

- [I can't use FunctionZ on VendorX/ModelY camera. Help!](#)
- [Can you add support to FunctionZ to camera VendorX/ModelY?](#)
- [I can't use PTZ on VendorX/ModelY camera. Help!](#)
- [I can't use FunctionZ on VendorX/ModelY camera. Help!](#)

### I want to know price information.

#### Generic pricing

The best way to get price information if go to <http://geniusvision.net/how-to-buy.html>

#### Volume distributor

If you are a volume distributor, please fill out [sales inquiry form](#) to let us know a bit more about you.

#### Hybrid capture card

If you are interested in Hybrid capture card, we also require you to fill out [sales inquiry form](#). Please be advised Hybrid capture card is available only to security professionals, not for home users.

#### Is the software license fee one-time or annual?

This is answered in [FAQ](#).

**What form of online payment method is accepted?**

Currently we only accept [PayPal](#), but PayPal supports various types of credit card.

**I have more than 16 cameras. Do I purchase all license or only the number after 16 cameras?**

This is answered in [here](#).

**What are the differences among Commercial, Community, and Lite Editions?**

This question is answered at [FAQ](#).

**Can a multi-channel license code to be installed on different PCs?**

This is answered in [FAQ](#).

**Can I mix Professional license and Intelligent license on the same PC?**

This is answered in [FAQ](#).

**If one decide to upgrade Professional license to Intelligent, does one pay only difference or full price?**

This is answered in [FAQ](#).

**See also**

- [I want to do some business with you.](#)
- [Help me understand your product.](#)
- [Can I really use your software freely on my purpose?](#)

**I have a problem with video.**

**The image is only partially displayed. Bottom of image is corrupted.**

This is a RTSP PacketBufSize issue. Refer to this [FAQ entry](#).

**I can't see any video.**

Please make sure your camera is compatible according to this [FAQ entry](#).

**The video doesn't look right as it should be**

You may be encountering video compatibility related issue. Refer to this [FAQ entry](#). If the camera uses RTSP to stream video, try to adjust the value of Video Setup=>RTSP=>StreamUseTCP. Sometimes it helps.

**I'm using FosCam and cannot see video**

This is answered in [FAQ entry](#).

**See also**

- [I have a problem using the software, help!](#)
- [I have a problem, can you assist me remotely?](#)

## I have a project with some special requirement

Firstly, check our Consultant Services

If you want to hire us with some high-profile project, check <http://geniusvision.net/consultancy.html> for more details.

Can you integrate with POS or Access Control systems?

Please refer to [SDK](#) for more information.

Here we compiled a list of project FAQ

- [Can you do some kind of software modification?](#)
- [Can you confirm that your software is compatible with camera VendorX/ModelY?](#)
- [I have a CCTV system with components A,B,C,D,E combined with your software, can you make sure it will work?](#)
- [I have a system with components A,B,C. Can you suggest how to choose components D,E,F that will work with A,B,C properly?](#)
- [I need a system with requirements A,B,C,D,E. Can you please design such a system for me?](#)
- [I have some very specific needs for requirements A,B,C,D,E. Can your software be tuned to fulfill those all?](#)
- [Can you help to build system architecture for projects?](#)
- [I have N cameras installed in M network with R router, accessed by P computers. Can your software work well with all these?](#)
- [Does your NVR support a large number of cameras?](#)
- [We are looking for a special software solution with requirement A,B,C,D,E. Can you do it?](#)

Can you confirm that your software conforms to a particular technical or bidding specification?

This question is answered at [FAQ](#).

I need some kind of customization for my project

This topic is discussed in [this article](#).

Does your software support license plate recognition (LPR) or face recognition?

This topic is answered in [FAQ](#).

Can your software support large projects (10,000+ cameras) or not?

This question is answered at [FAQ](#).

Displaying a lot of cameras eats up 100% of CPU power. What can I do?

This question is answered at this [technical article](#).

## I have a user operation question, help!

Genius Vision NVR is a high complexity professional system. For us to reply an user operation question, we require user to go through [all documentations](#) and [this FAQ document](#) available before asking an operation question.

If the documentation isn't clear or you can't find documentation, please let us know by pointing out the exact point under discussion. Thank you for your patience.

**See also**

- [I have a problem using the software, help!](#)
- [Do you provide free one-to-one tutor session service?](#)
- [Why am I not getting a response?](#)

### How to change admin/user password?

Please refer to User's manual: [Adding a user](#)

### Can I use motion detection without having to acknowledge alarm each time?

Yes. You can do so by adjusting the ActivityAlarm value in Camera Video Setup.

### Can I use Gmail, Yahoo, or Hotmail to receive trigger policy notification?

This question is answered in [FAQ](#).

## Help me understand your product.

### Demo Video

Firstly, you can check out demo video at: <https://www.youtube.com/playlist?list=PL626196706FF0FB38>

### User Documentation

Secondly, all our product documentation is available at: <http://geniusvision.net/documentation.html>

### Pricing

Thirdly, general pricing information can be looked up at: <http://geniusvision.net/how-to-buy.html>, or [I want to know price information.](#)

### What are the differences between Lite Edition and Commercial Edition?

This question is answered at bottom of the page: <http://geniusvision.net/nvr-lite.html>

### What are the differences among Commercial, Community, and Lite Editions?

This question is answered at [FAQ](#).

### What's the license restrictions of the Community Edition? Is it really free?

This question is answered at [FAQ](#), or refer to [Can I really use your software freely on my purpose?](#)

### I want to understand more about NVR Lite Edition.

Please refer to [NVR Lite Edition FAQ](#).

If you are a professional system integrator, we have compiled some document for you

- [System Integrator's Documentations](#)

### More questions?

Try our [Rapid Answerer](#).

## I want to do some business with you.

### I want to rebrand your product. How to proceed?

Please fill out your sales inquiry form and let us know a bit about you to our business:

<http://geniusvision.net/how-to-buy---sales-inquiry.html>

I want to be your distributor/reseller who get significant discount. How to proceed?

Please fill out your sales inquiry form and let us know a bit about you to our business:

<http://geniusvision.net/how-to-buy---sales-inquiry.html>

Do you have a brand-neutral version of software?

Our NVR Lite Edition does not have apparent branding on the software GUI. Understand more at [NVR Lite Edition FAQ](#).

I see a promising market of XXX, but I need you to modify your software a bit. Can you do it?

This is answered in [FAQ](#) and [technical article](#).

## PayPal FAQ for Genius Vision Online Purchase

Can you issue separate commercial invoice for my PayPal purchase?

All financial matters about PayPal order is handled by PayPal. You should ask PayPal for such invoice. As we are supplier, we do not have a copy of your invoice and you must login to your PayPal account to obtain such invoice.

I'm not receiving what I have purchased in my Email inbox?

PayPal does not allow automatic payment receiver to obtain payer's personal information, such as Email, so the purchased license code is provided immediately after purchase in the same browser window. You should follow the instruction to save or print the code manually before you close that window. If you didn't **save or print the code**, please contact us with your purchase information and allow delay for human processing. Please **do not file PayPal dispute over such cases**, as doing so may disqualify you from future purchase.

I'm receiving PayPal error code 10486 when purchasing, help!

As all financial matters are handled by PayPal, you should consult PayPal for the cause of error. For this particular error, we have looked-up the PayPal knowledge link for you as follows:

- [https://developer.paypal.com/docs/classic/express-checkout/ht\\_ec\\_fundingfailure10486/](https://developer.paypal.com/docs/classic/express-checkout/ht_ec_fundingfailure10486/)

I'm receiving error when using PayPal to buy your license, but my credit card is fine and can be used elsewhere. Can you explain?

As all financial matters are handled by PayPal, **you should consult PayPal for the cause of error**. Please note that because every credit card has different commercial terms for purchase different items, types, amount, or locations, we cannot tell you exactly why the purchase has failed. Successful purchase elsewhere does not mean successful purchase everywhere. It's up to PayPal and your credit card issuer to determine if you are eligible for a certain type of transaction. We are using a new type of PayPal transaction called "**digital goods**", meaning that when you pay, you will not receive physical goods. It's possible that some credit card issuers do not allow this type of purchase. From PayPal's official website, it can also be one of the following reasons:

- The billing address associated with the financial Instrument could not be confirmed.
- The transaction exceeds the card limit.
- The transaction was denied by the card issuer.

## I have a problem using the software, help!

If you encounter problems using our software, and that you require technical assistance from us, please don't just use plain description to contact us.

Plain description usually offer insufficient or partial information. It's not efficient for us to respond to such inquiry. The back-and-forth Emailing would introduce significant management cost that we simply cannot afford. I mean, we all have to work **cost-effectively**, don't we?

For any possible technical assistance, **detailed operation steps, screenshots and/or screen video recording** should be provided and organized in a way that is easy-to-understand. The more accurate data provided, the more likely we will dispatch human resource to investigate the problem.

If you think there is something wrong with the software (that you have operated correctly but did not get the expected result), please read [this article](#) to understand how to properly report a software problem, and please make sure you encountered the same problem on at least two or more different environments.

Thank you for your understanding.

**P.S.** Please understand we have a very tight time budget on R&D staff before receiving license fee payments from you. It's best that you could spend some time and try to figure out some of the answers by yourself to avoid exhaustion of your own pre-sales credit.

### See also

- [I have a problem with video.](#)
- [Why am I not getting a response?](#)
- [I have a user operation question, help!](#)
- [My system crashed, help!](#)
- [I saw error code on the NVR software, help!](#)
- [Will you fix the problems I encountered after I pay?](#)