HD Video Appliance (HDVA) Gen 2 FAQ

1. **What operating system is used on the new HDVA Gen 2 models?**

   Microsoft Windows 10.

2. **Is the operating system drive still shared with video on the 8-port HDVA models?**

   No, the 8-port HDVA Gen 2 now includes a 120GB Solid State Drive (SSD) for the operating system. Additionally, the 16/24 port models are upgraded to Solid State Drive (SSD) to house the operating system.

3. **Are the hard drives field replaceable on the HDVA Gen 2 units?**

   Yes, the video storage hard disk drives (HDD) are field replaceable and accessible from the front of the unit.

4. **How do I configure dual monitors?**

   Dual monitors are supported using a daisy chain with DisplayPort.

5. **What is the decibel level of the HDVA Gen 2 unit?**

   The decibel level has been reduced to 42-60 dB.

6. **What is the total PoE output for 16/24 port units?**

   The total PoE output is 240W/360W.

7. **Is there a difference in temperature rating between the Gen 1 and Gen 2?**

   The temperature rating of the 8-, 16- and 24-port models ranging from 2 terabyte (TB) to 12 TB in capacity remains the same at 32°F to 104 °F (0°C to 40°C). With the addition of two new capacity sizes in the 24-port range, the 18 TB and 24 TB HDVA Pro models, the temperature ratings were updated to 32 °F to 95 °F (0°C to 35°C).

8. **Was there an upgrade to the storage capacity on the 24-port HDVA Pro models?**

   Yes, two new 24-port models were added to the Pro line, which include an 18 TB and 24 TB variant.

9. **Does HDVA support 4K monitors?**

   Yes, HDVA can drive 4K displays through the DisplayPort. For high performance, Avigilon recommends using HD resolution for the display.

10. **Are there plans to support digital I/O (Input/Output) in ACC 5?**

    No, digital I/O is only supported in Avigilon Control Center (ACC) 6.

11. **Will refurbished HDVA Gen 1 units be available, and is the warranty included?**

    Yes, Avigilon will refurbish Gen 1 HDVA units and they will be supported by Avigilon's standard warranty.

12. Will customers have the option to replace their hard drives, and what hard drives support the 16/24 port replacements?

Replacement hard drives will be available in Q1 2018 and will be covered by Avigilon's standard warranty.

13. Can customers install a third party hard drive and will it void the warranty?

Avigilon cannot guarantee performance of third party hard drives. Unauthorized hard drives installed with Avigilon devices will void the warranty.

14. What new features have been added to switch management?

We have improved capabilities and added two users. The Limited Operator account has access to make changes to basic settings, PoE and Dynamic Host Configuration Protocol (DHCP). The Administrator account has an additional level of access to include Layer 3 (L3) settings.

15. Does Avigilon offer an extended warranty for HDVA Gen 2?

Yes, customers have the option to extend the warranty to years four and five. For more information, please review Avigilon's standard and extended warranty terms.

Learn more about HD Video Appliance solutions at avigilon.com.