

IMPORTANT — License Resolution and Recording Quality

Read this before purchasing or activating a resolution-based InVid Cloud AI license.

Selecting a license resolution that does not match the native recording resolution of the on-premises device can result in cloud video being recorded at a **drastically lower resolution than the license you paid for**.

There are only two correct ways to configure this:

1. **Match the license resolution to the current native recording resolution of the on-premises device.** This is the recommended best practice.
2. **Lower the native recording resolution of the on-premises device to match the selected license resolution.** If this option is chosen, the on-premises device must be reconfigured *before* cloud recording begins.

EXAMPLE — WHAT HAPPENS WHEN IT'S WRONG

An NVR is connected to 6MP IP cameras, and a 4MP InVid Cloud AI license is purchased. The customer is required to locally reduce the recording resolution of all applicable 6MP channels on the NVR to 4MP.

If the NVR is left recording at 6MP while a 4MP license is in use, the cloud service will not record the main stream. **It will automatically pull the camera's sub-stream instead.** Depending on the camera's configuration and capabilities, that sub-stream may be 1MP, 704×480 (D1 / 480 lines), or lower.

The result: the customer pays for a 4MP cloud license and records cloud video at 480 lines.

Once low-resolution video has been recorded to the cloud, the original higher-resolution video cannot be recovered or restored.

CUSTOMER RESPONSIBILITY

If the customer elects to use a license resolution lower than the native resolution of the on-premises cameras, the customer is solely responsible for:

- Ensuring the on-premises recording device is properly configured to the required resolution before cloud recording begins.
- Clearly documenting or posting notice that the camera channels have been intentionally configured to a lower resolution.
- Ensuring the recording resolution is not subsequently increased without first verifying compatibility with the selected cloud license.

Any local configuration change that results in recording at a resolution incompatible with the selected cloud license — and any resulting loss or degradation of video quality — is the responsibility of the customer and is not the responsibility of InVid Tech.

RECOMMENDED BEST PRACTICE

Match the InVid Cloud AI license resolution to the native recording resolution of the on-premises cameras and recording device:

- 5MP cameras on a DVR → 5MP Cloud AI License
- 6MP IP cameras on an NVR → 6MP Cloud AI License
- 4MP IP cameras on an NVR → 4MP Cloud AI License

Always verify the resolution configuration of the on-premises recording device before activating or changing a cloud license.

Disclaimer:

****** All cloud storage licenses are sold as annual terms and are non-refundable. No credits or refunds will be issued for early termination or cancellation prior to the end of the license term.

******* Within 48 hours of activating your subscription, you must verify that all cameras are live, actively connected, and viewable through your cloud storage CMS, and that the subscription is configured as requested — including recording mode (motion-based or continuous) and all other settings and features. Any issues or discrepancies must be reported to InVid Tech within this 48-hour period. InVid Tech is not liable for cameras that fail to record, or for misconfigurations not reported within this timeframe.

******** The installer is responsible for ensuring that all devices are configured with static LAN IP addresses and that all default passwords are changed prior to setup. By default, DVRs, NVRs, and IP cameras are configured to obtain an IP address via DHCP. If devices are added to the network without first being assigned a static IP address, a future IP address change may cause the devices to disconnect, resulting in loss of connectivity and recording. Additionally, if default passwords are not changed before deployment and are modified after the system has been configured, the devices may disconnect from the bridge and stop recording. InVid Tech is not responsible for changing default device passwords, or for issues resulting from passwords changed after setup. To ensure a successful installation and reliable operation, InVid Tech must receive all required network information and device credentials prior to system setup.