

FAQ

Milestone Husky IVO FAQ

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Introduction

The purpose of this document is to provide answers to the most common questions asked about the new portfolio of video surveillance appliances from Milestone, the Husky IVO. Further information about the products, along with detailed collaterals, can be found on [our website](#).

Frequently asked questions

Q: What is Milestone Husky IVO?

A: Milestone Husky IVO represents a new series of video surveillance appliances offered by Milestone. These products are created in collaboration with Dell Technologies and Intel, come pre-loaded with Milestone XProtect software, and are intended to provide an easy to use, reliable and performant video solution.

Q: How many products are in this new portfolio?

A: The Milestone Husky IVO contains 6 products covering various use cases – from small installations of under 50 channels (with the Husky IVO 150D, Husky IVO 350T and Husky IVO 350R), to medium-size sites of up to 150 channels with a need for redundancy (with Husky IVO 700R and Husky IVO 1000R), all the way up to large, critical installations (with Husky IVO 1800R).

Q: Where can I find more technical and commercial details about these products?

A: This information is available on our website – where you can download the specification sheets and access the price lists.

Q: What kind of XProtect version comes with every Husky IVO model?

A: All the Husky IVO products are XProtect independent – meaning that you can run any version of XProtect, from the free XProtect Essential+ all the way up to XProtect Corporate. The pre-loaded setup software will ask you to input a license code when setting up the unit.

Q: Husky IVO models come with different types of display connections. Can I use the Husky IVO models as viewing clients?

A: The display connections are primarily for installation and service use. The specification sheet for each model states the recommended usage scenarios. For some models, these scenarios can include viewing client usage.

Q: What are the services that come with these products?

A: All the products in the Husky IVO series come with a standard warranty of 5 years, including onsite support next business day in selected regions.

Q: What if I have a Care Premium agreement? Does that cover extra support services for Husky IVO?

A: The Milestone Care package is only related to your XProtect VMS software – and does not apply to Husky IVO products. You will get the same level of service and support for Husky IVO regardless of your Care agreement.

Q: I am a Milestone channel partner. Will I need a special certification to be able to sell the new Husky IVO?

A: No, all Milestone distributors and resellers will be able to sell Husky IVO – provided they have a legal agreement with us allowing that in their respective region. Since the licenses will be sold separately, there is no restriction on the hardware side.

Q: What countries is the Husky IVO available in?

A: A list of countries where Husky IVO is available for sale, as well as where we offer onsite support services, can be downloaded on our website [here](#).

Q: Is there going to be a barebone version of the new Husky? Is it possible to buy the HDD separately?

A: No – these units will come in pre-configured storage configurations, available in our price lists and on the specification sheets. Additional hard drives or replacements can be purchased through the Dell channels.

Q: Are all the units from the Husky IVO portfolio going to be delivered with fully populated drives?

A: No – the Husky IVO 1000R is only delivered with 8 drives and has the possibility to expand storage with additional 4 drives. The Husky IVO 1800R can also be purchased in several variants – with 4 SKUs that come with 12 drive bays populated, and 2 SKUs that come with all 24 bays populated for the maximum storage possible.

Q: If Husky IVO is based on Dell hardware, can I add extra components? Will that void the warranty of the Husky IVO unit?

A: Yes, Husky IVO provides the flexibility to add components in the future – provided these are purchased through official Dell Technologies channels and are approved Dell components. This will not void the Husky IVO warranty, however Milestone cannot guarantee the performance of your system once you add these components. Furthermore, the hardware warranty will only cover the initial Husky IVO unit – all additional components will follow a different warranty agreement according to Dell conditions.

Q: Is there a list available with approved retrofit components for Husky IVO?

A: Yes, that list is available on our website.

Q: Is Husky IVO coming with some sort of antivirus installed? What are the security measures taken to make sure this appliance is secure?

A: In terms of security for Husky IVO, we do the following:

- Windows Defender is enabled as a standard Windows configuration.
- Image hardening where standard Group policies have been changed to more secure settings.

The Husky IVO products out of box are strong from a “cyber security” point of view. Milestone does not recommend that customers add other software components in a Husky IVO product, like, for example, an antivirus, as this might change settings or slow down the system, affecting the overall performance.

Q: Who will provide the support in case of issues – Milestone or Dell? How will that work?

A: Milestone is the first point of contact for both the XProtect VMS, and for the Husky IVO. If the issue is deemed to be a hardware issue, it will be transferred to Dell – and they will evaluate and send onsite support.

Q: Where can I find more information about the warranty, support and how that works?

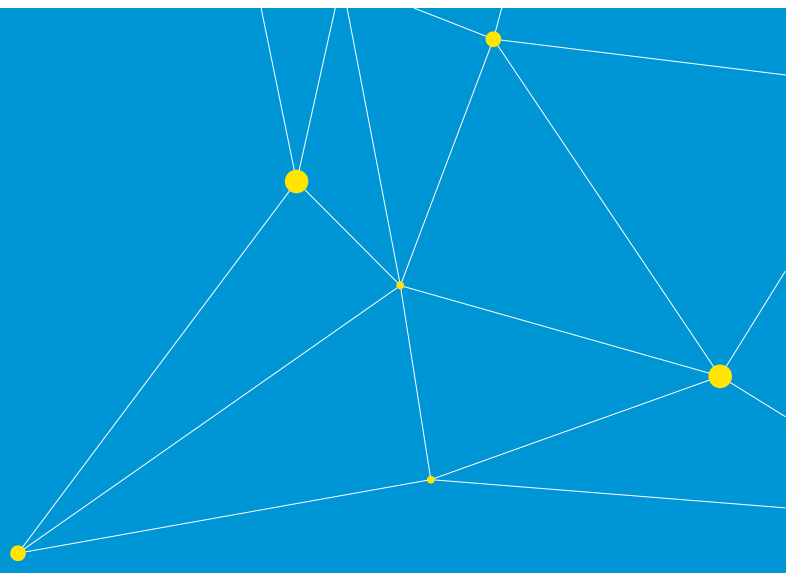
A: There's several documents you can consult – first, the [Warranty Card](#), then the [Warranty and Support model guide](#) – and last, but not least, there are a number of detailed articles on these topics in our [Knowledge Base](#).

Q: Will there still be a return process (RMA)?

A: For all of the countries we sell into, we will be able to offer onsite support – that means no more returns and RMAs for the new Husky IVO units. This process will be handled regionally with Dell existing support organization. For all the Husky X-series NVRs, the return processes will remain unchanged.

Q: What about the Milestone System Builder program?

A: The Milestone System Builder program will continue as today – and we believe it has great potential in the future. Partners who enrol in this program have an opportunity to develop an offering that is bringing even more value both in their sales channels, and the Milestone ones. Customers will continue to have the freedom of choice of deploying XProtect on a variety of infrastructure ranging from Husky IVO to the cloud – we are simply strengthening one of those choices and better enabling the Milestone channel to represent our brand in the market.



Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone en-ables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.