



## i-Vu 10

# Frequently Asked Questions

### What are the new features included with i-Vu v10?

#### Insights Sharing

- Deliver building automation insights (such as dashboards, trends, and reports) to stakeholders with or without BAS access, on-demand or on a set schedule.

#### Enhanced Trend Capabilities

- Analyze data faster and easier with more data per graph and customizable colors. Generate X-Y scatter plots for multi-variable analysis.

#### Smarter BACnet Discovery

- Define where and how to scan BACnet networks—making discovery faster, more efficient, and easier to manage.

#### Live & Hosted Backups for Rapid Recovery

- Help safeguard your i-Vu system without interruption. Schedule full or partial live backups anytime and store them wherever you choose - including the Carrier secure cloud. It's a smart way to ensure fast, reliable recovery when you need it most.

#### Robust Security & Compliance

- Strengthen system defenses with the latest security measures to help ensure protection against known vulnerabilities. The BAS also adheres to industry standards and uses modernized components for a more secure and compliant system.

#### Enhanced Engineering Tools

- Boost efficiency and accuracy for technicians, integration specialists and end users by streamlining workflows.

#### Fast, Accurate, Automated Commissioning (ACxelerate 3.0 Add-on)

- Multiple enhancements that assist in commissioning VAV terminal units by automating many commissioning tasks, reducing field and facility commissioning time and callback rate.

#### Predictive Insights (Add-on)

- Powered by AI, this tool transforms i-Vu into a proactive diagnostic and optimization engine that continuously monitors HVAC and BAS data - helping facility teams anticipate issues, reduce downtime, and optimize energy performance.

#### Extended Warranty for i-Vu Cloud Customers

- i-Vu Cloud customers now get a 5-year standard warranty on controllers at their site (versus the standard 2-year warranty)

## Frequently Asked Questions

### When is the first day for i-Vu v10 purchases?

November 7, 2025 is the planned date for new i-Vu v10 license purchases.

### When is the last day for i-Vu v9 purchases?

November 5, 2025 is the last planned day for i-Vu v9 purchases.

### When will i-Vu v10 dealer licenses be available?

i-Vu v10 licenses are planned to be available the week of November 10, 2025 for installers and partners. Licenses will be available through the Carrier Partner Community.

### Are the product variations of i-Vu v10 the same as prior versions?

Yes, the available SKUs for i-Vu v10 are:

- **i-Vu Cloud (CIV-OPNPRC )**
- **i-Vu Express (CIV-OPNEXP)** Web Appliance, Release TBD
- **i-Vu PRO (CIV-OPNPR5/32/PR)** is suitable for small to medical commercial facilities.
- **i-Vu Pro Unlimited (CIV-OPNPRUL)** is positioned for large facilities to multi-building campuses.
- **i-Vu for Life Sciences (CIV-OPNPRLS)** is designed for facilities requiring 21 CFR part 11 certification

### Are Add-ons available for all the SKU variations above?

Licensable Add-on are only available for i-Vu PRO

### For report generation, is it possible to select dates rather than daily, weekly, monthly generation?

No, not at this time.

### For the backup functionality, must backups be saved to the i-Vu folder only?

No, you can specify the backup location, as long as the i-Vu Server can access the specified location.

### What are the minimum requirements for the i-Vu Server?

This information can be found the i-Vu v10 cutsheet in the Carrier Partner Community portal - Quad core processor, 4 GB RAM, 100 Mbps or higher LAN communications, Supports PCs running Windows.

### Does i-Vu v10 support languages other than English?

Yes, i-Vu v10 supports International English, Brazilian Portuguese, French, French Canadian, German, Italian, Japanese, Korean, Russian, Simplified Chinese, Spanish, Swedish, Thai, Traditional Chinese, Vietnamese, Dutch, Norwegian, and Finnish

### What BACnet version is i-Vu v10 certified?

At launch, i-Vu v10 is compliant with BACnet protocol version 19

