HOLISTIC IMAGING
Visualize the world in 3D

Frequently Asked Questions
(FAQ) v1.1

UNLIMITED
ORTHO
ONLINE

POWERED BY
euclideon

GENERAL QUESTIONS

When does my subscription start?
Your subscription starts after Account activation, i.e. a few days after purchase.

What happens when my subscription ends? Can I still see my converted models?
As the expiration date approaches, you will receive notifications via email, alerting you to the upcoming expiration. If you choose to let your subscription expire, UOO enters read-only mode, which means that you can continue viewing your data using Geoverse MDM, but you can't create new models.

Will I keep my remaining subscription time if I renew early?
Yes you can renew early before your current subscription ends. The additional time will be added to your existing subscription.

What happens if my subscription ends before all my data is processsd?
You will receive a notification via email as the expiration date approaches. Please be sure that you extend the subscription AT LEAST ONE WEEK before it expires. Otherwise the current processing job will be lost.

How do I cancel the subscription?
The subscription expires automatically. There is no additional action necessary.

Is there a user manual?
Yes. It is available in HTML form, and in PDF.

Where can I get technical support?
Please contact our Support Team for help on technical issues. Our team will contact you as fast as possible.

I bought the premium package but only used 9GB last month. Will the 6GB be added to the next month?
Data volume is granted on a monthly basis. Unspent volume is not transferred to the following month.

GENERAL QUESTIONS

Is it possible to upgrade my basic package to a premium package?
Yes it is possible. In this scenario, you would send a subscription change request via email to our Sales Team and specify which package you would like to have. Our team will upgrade you immediately.

Is it possible to downgrade my premium package to a basic package?
Immediate package downgrades are not supported, but you may purchase a smaller package after expiry of the premium one.

Can I temporarily suspend my subscription?
A subscription cannot be suspended.

We have offices all over Europe and we need a solution to share our data with our customers. Is this possible?
Yes Geoverse MDM allows multiple users at different locations to access and interact with one dataset at the same time.

Is it possible that more than 1 person is working with the data at the same time?
Yes Geoverse MDM allows multiple users at different locations to access and interact with one dataset at the same time.

I have a Linux system. Can I use UnlimitedOrthoOnline?
At the moment we only support Windows x64 platforms (Windows 7 or higher).

Can I install UOO on my Mac?
At the moment we only support Windows x64 platforms (Windows 7 or higher).

We are a photogrammetric company that use large format aerial cameras. We produce several TB of data every month. Do you have a special solution for us?
We have several solutions that are especially developed to handle and visualize very large datasets. Our SalesTeam is happy to assist you and to find the optimal solution for your needs.

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TECHNICAL QUESTIONS

Is internet access required for UOO?
Internet access is required to activate all the latest releases of UOO. Internet access is also needed to process data unless you have installed UnlimitedOrtho (Desktop version). You should also **connect** to the Internet regularly to keep your version of UOO up to date and benefit from automatic upgrades.

Can the program visualize 16Bit images?
UOO is supporting 16Bit images. For visualization, each color plane is resampled to 8bit images. You can manually specify the minimum and maximum 16bit intensities.

Can the program visualize RGBI images?
UOO interprets the first three color planes as red, green and blue. The infrared channel is ignored at the moment.

Can the program visualize LiDAR data?
The program was developed especially for camera-equipped UAV customers. Therefore there is no LiDAR data format support included.

We have loaded one dataset and started the process but nothing happened? What did we do wrong?
There are a couple of reasons why this could happen:
   Be sure that your computer is connected with the internet and the connection is active.
   Be sure that your firewall allows UOO to communicate with the server.
   Check your account status, if you have sufficient data volume left.

I started the process but it is very slow. What can I do to improve the speed?
The speed of UOO depends on the bandwidth of your local internet connection, and on the complexity of conversion. Creating a closed triangle mesh will last considerably longer than producing a point cloud. If your OP and DSM images do not overlap exactly, or have different resolution, the DSM is automatically adapted to the OP region and resolution, which is also time consuming.
For optimal speed we recommend a Cable/DSL connection, and DSM/OP which are already perfectly aligned, with identical resolution.

I have no internet connection in my office. Can I still use UnlimitedOrthoOnline?
Without internet connection you can only view already processed data using Geoverse MDM. In order to process new data, an internet connection is required.

TECHNICAL QUESTIONS

What are the functionalities of the viewing software (Geoverse MDM)?
We are continuously adding new features to our software. Please visit our Partners website meixnerimaging.com for a complete list of available functionalities.

I use UnlimitedOrtho for Quality Control of my Digital Surface models and Orthophotos. Can I edit the data?
No. The current version of Geoverse MDM doesn't allow users to manipulate the data. Geoverse offers the possibility to export the data in LAS file format for further editing in a 3rd party program.

We are flying an area of 10km² every month. Is it possible to only convert the regions that changed or do we have to convert everything again?
Geoverse MDM can easily handle many tiles of OP/DSM data. In this case you should tile your OP/DSM images and only process the tiles which have changed.

Can I perform a change detection using two datasets?
Yes you can perform a visual change detection using Geoverse MDMs layer structure.

Is it possible to calculate volumes with UnlimitedOrthoOnline?
No at the moment this is not available in the standard solution. Please contact our Sales Team for more information about additional functionalities.

Is it possible to lay profiles using UnlimitedOrthoOnline?
Yes this is possible. Please visit our Partners website meixnerimaging.com for a complete list of available functionalities.

Can I use the software for mapping purposes?
Yes Geoverse MDM includes an AutoCAD plugin that allows users to create CAD drawings using the full resolution of the data.

Is it possible to visualize vector information using UnlimitedOrtho?
UOO offers the possibility to load all your vector information (e.g. cadastral boundaries, etc) and visualize it in Geoverse MDM. At the moment we support dxf files (2d polylines, 3d polylines, text) as well as ply and obj data.

Is it possible to create a CAD drawing using UnlimitedOrtho and can I save it as a dxf file?
Yes you are able to create and save CAD drawings using the included AutoCAD plugin.

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TECHNICAL QUESTIONS

Is it possible to combine Orthophotos and Digital Surface Models with different resolutions?
Yes UOO supports models with different resolutions. In that case the DSM is being resampled in order to fit the OP.

Is it possible to combine Orthophotos and Digital Surface Models that are not exactly overlapping?
Yes, we always process the entire OP. Parts which are not covered by the DSM are set to zero height.

Can I use UnlimitedOrtho to add texture to a 3D mesh?
No. UOO can only texture Digital Surface models

Can I texture my LiDAR point cloud using Orthophotos?
No.

Is it possible to generate 3d models?
No the software can only visualize existing 3d models.

What fonts are supported in the dxf data?
All text information is displayed in the font specified in the options dialog. At the moment, only the western alphabet is supported.

Minimum System Requirements	Recommended System Requirements
Computer Processor (CPU): 64bit 1.5 GHz	Computer Processor (CPU): 64bit 3.0 GHz Quad Core
Computer Memory (RAM): 1 GB	Computer Memory (RAM): 4 GB
Hard Disk (HDD): 1.5 GB available space, 5400 rpm	Hard Disk (HDD): 2 TB 7200 rpm
Graphics Card (GPU): DirectX 9 Compatible	Graphics Card (GPU): DirectX 9 Compatible
Operating System (OS): Window Vista	Operating System (OS): Window 7

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BOOK A FREE DEMONSTRATION:

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