
Q: Can Verisurf 2018 and 2019 run on the same computer?

A: Yes; both versions of Verisurf can be installed simultaneously. This helps when transitioning from one version to the other. On the Verisurf home page, choose *Support / System Requirements* for more information.

Q: Can Balloons display only specific properties of a feature?

A: Balloons can display any characteristics that Verisurf reports. These are listed in the Details Pane, and their display in the balloon is enabled using the check boxes.

Q: Are Balloons shown in Report Screenshots?

A: Yes; Balloons can be included in Report screen shots to help convey inspection results more effectively.

Q: Can Balloons be turned off?

A: Yes; balloons can be turned on and off individually or in groups using the Balloon Visibility controls in the Details Pane.

Q: Is a Laser Scanner required to use Feature Extraction?

A: Any device capable of measuring a point-cloud or mesh can be used, and Feature Extraction works with pre-scanned or imported point-clouds and meshes.

Q: Does Power Mesh trim to Wireframe?

A: Power Mesh produces a clean mesh; trimming is performed after *surfacing* the mesh.

Q: Does *Export to Edge Splines* export edges of holes?

A: Yes; any open edge on a mesh, whether it's a hole or an open end, is considered an edge and results in creation of a spline.

Q: Can I turn off MBD Analysis Indexing?

A: Yes; analysis deviations are indexed to the name of the MBD callout when measured using Inspect mode. To disable indexing, the MBD name can be disabled or left blank, or the points can be measured as a cloud and then analyzed.

Q: Can I save Report Builder Custom Objects for use in other jobs?

A: Custom Objects created in Report Builder are local to *that Report* and don't persist between Verisurf job files or between reports within the same job.

Q: How can I find out if I'm eligible for a software upgrade?

A: To learn more about your software upgrade status, contact your local sales representative.

Q: Will Release Notes and Reference Guides be available in languages other than English?

A: Release Notes and Reference Guides in supported languages will be posted on the Verisurf downloads page as they become available. Release Notes are provided in Adobe PDF format. Reference Guides are part of the Verisurf installation software download.

Q: Who should I contact if I have technical questions or want to get pricing information?

A: Technical questions and pricing inquiries should be sent to info@verisurf.com; they'll be routed to the appropriate person.

Q: What options are available to me or my colleagues for Verisurf training?

A: In addition to the Release Notes and Reference Guides, Verisurf offers both *online training* through Verisurf University and *instructor-led training* delivered by a Verisurf application engineer. Contact sales@verisurf.com for more information.

Q: How can I tell if Verisurf will operate my organization's measuring equipment?

A: Verisurf supports all common 3D measuring devices, including portable arms, CMMs, laser trackers and scanners. To verify compatibility with your *particular* device, contact support@verisurf.com or review the *Compatible Hardware Devices* on the Verisurf website, found under *Solutions | Hardware*.

Q: What is special about Verisurf compared to the software we already have?

A: Verisurf is unique because it offers a common platform for enterprise manufacturing. Verisurf integrates CAD, CAM, *and* computer-aided inspection in a consistent operator environment that supports all common 3D file formats and measuring devices – both fixed and portable.

Q: Can I use Verisurf if I'm not connected to a measuring device?

A: Yes; Verisurf can be used offline for inspection, analysis and reverse engineering using data that was measured at a previous time or was supplied by a 3rd party.

Q: Does Verisurf come with example files I can use for practice? If example files are available, where can I find them?

A: Yes; Verisurf installs a directory of example files during the software installation. They can be found using the *Verisurf Example Files* shortcut in the "my mcam2019/parts" directory in the documents folder.

Q: Do I need to buy Verisurf and Mastercam separately?

A: A Verisurf software license *includes* Mastercam Design, and both are included in the installation file.

Q: Why do I have to install Verisurf and the Verisurf Device Interface apps separately?

A: The Verisurf Device Interface, or VDI, includes support for virtually all 3D measuring devices, not all of which will be used by every customer. Separating the installations allows Verisurf to limit the number of files and drivers that are installed to only the necessary devices.

Q: Where can I find answers to questions that are not covered here?

A: For more information, please e-mail info@verisurf.com, or contact your local sales representative. Other useful points of contact include:

- ✓ Sales: sales@verisurf.com
- ✓ Support: support@verisurf.com
- ✓ Main: **(888)713-7201**

Best regards,

Your Verisurf support team