

MAXPRO® Cloud Appliance Web-Enabled Hybrid NVR Getting Started Guide



Introduction

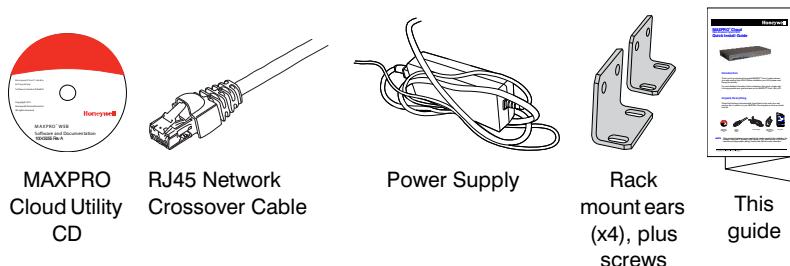
Thank you for purchasing Honeywell MAXPRO® Cloud hosted services plus web-enabled hybrid NVR. Before installing your NVR, please read this guide carefully.

For more detailed information than is contained in this guide, please refer to the appropriate user guide located on the MAXPRO® Cloud Utility CD.

Or you can go to www.maxprocloud.com and click on **The Product tab**. The Honeywell product website page for the MAXPRO Cloud opens. Scroll to find the Product Literature section.

Unpack Everything

Check that the items received match those listed on the order form and packing slip. In addition to your MAXPRO® Cloud appliance, the box should include:



Note Other peripheral hardware (owner supplied) will also be needed for the installation (Honeywell IP cameras, a DSL modem/router, and appropriate cabling). Other optional equipment (owner supplied) could include a VGA monitor for local display during setup, and a storage device such as a USB-based hard drive or a NAS storage device. See the User Guide for more information.

Before Installing the Appliance

1

Applying for a Hosted Services Account

Before you can configure the MAXPRO® Cloud appliance to connect to the cloud, you need to apply for a Hosted Services Account for hosting those devices.

Contact Honeywell customer service: **1.800.323.4576**. Select **Customer Service**.

2

Finding Your Admin User Name and Password

After you have applied for a Hosted Services Account, you will receive a Welcome email from Honeywell. In that email, you will find the Admin user name and password for the Hosted Services Account, and a weblink.

3

Logging Into the User Interface for Account Management

1. Open a browser window and enter www.maxprocloud.com/login in the address bar.

Note You can also log into the user interface by clicking the weblink in the Welcome email you received from Honeywell Customer Service.

The MAXPRO® Cloud log in window opens.



2. Enter the **Login ID** and password you received in the Welcome email, and select **Accounts Mode**.

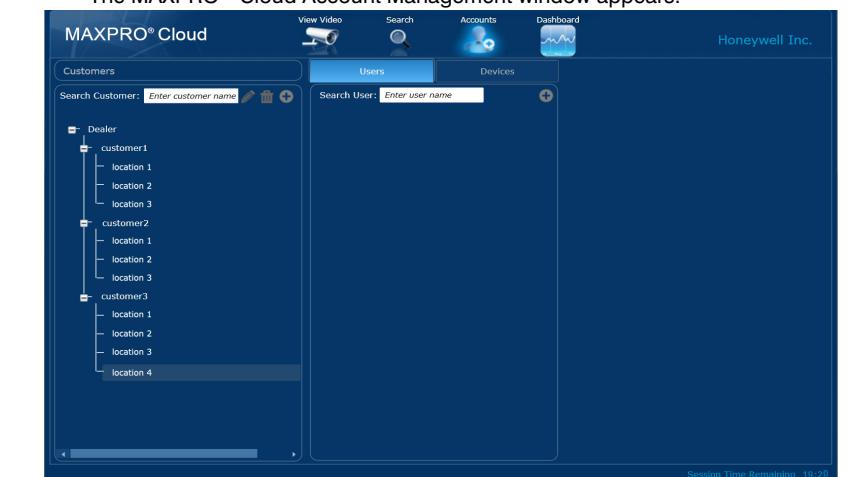
3. Select a language.



4. Click **Login**.

Note The password is case sensitive.

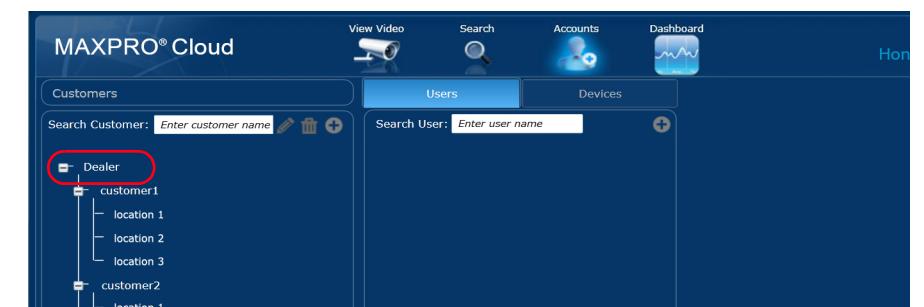
The MAXPRO® Cloud Account Management window appears.



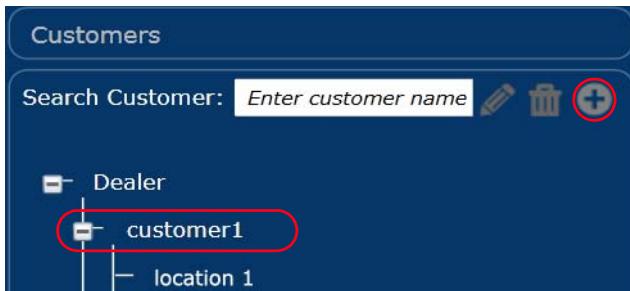
4

Configuring Account Management Settings

Start in the Account Management window. Basic configuration requires that you add customers and devices.



- Click to open the Dealer list, then click to add a customer to the dealer.



Enter a customer name in the **Add customer** window, then click **Save**.

- Click to select a Customer, then click to add a User to that dealer.



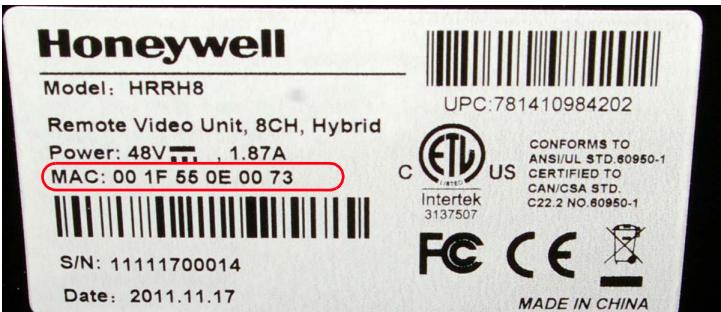
Enter a **User Name** and **Password**, then select the **User privileges** in the User Information for the new user. Click **Save**.

- Click to select a Customer, click **Devices**, then click to add a Device.



The Device Information window appears.

- The Device Information window appears.
- Enter a **Device IP**. A red arrow points to the field containing '199.63.245.201:80'. A callout box states: 'This field will automatically populate after your device is registered and connected'.
- Find the MAXPRO® Cloud appliance unique key (MAC ID) number on the bottom of the unit.



- Enter the **Unique Key (MAC ID)** without spaces, then enable/disable offsite recording in the **Device information** window. Click **Save**.

You are now ready to install the MAXPRO® Cloud appliance at a site.

Installing the Appliance

5

Mounting the MAXPRO® Cloud Appliance

Choose the Location

Choose an installation location that:

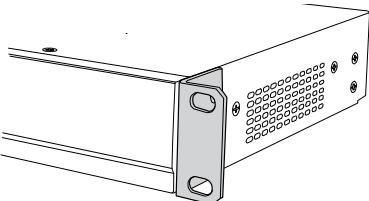
- Provides access to the power supply (100~240V AC) and to video-in feed.
- Protects the MAXPRO® Cloud appliance from dust, dirt, and liquids.
- Allows air to flow around the vents.
- Conforms with local regulatory guidelines.
- Is as low as possible on the rack or wall.

Avoid any installation environment where the MAXPRO® Cloud appliance is:

- Exposed to strong vibrations or uneven surfaces.
- Exposed to direct sunlight or is near a heat source.
- Exposed to high humidity or where condensation forms.
- Near high-voltage cables such as a power cable.
- Exposed to extreme fluctuations in temperature.

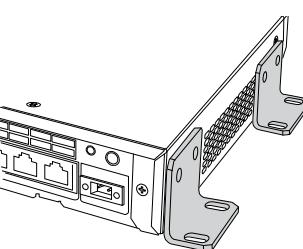
Mounting in a Rack

- Attach one mounting bracket (supplied) to each side of the MAXPRO® Cloud appliance, as shown.
- Place the MAXPRO® Cloud appliance on a shelf in the rack.
- Secure the mounting brackets to the rack using appropriate screws (not supplied).



Mounting on a Wall

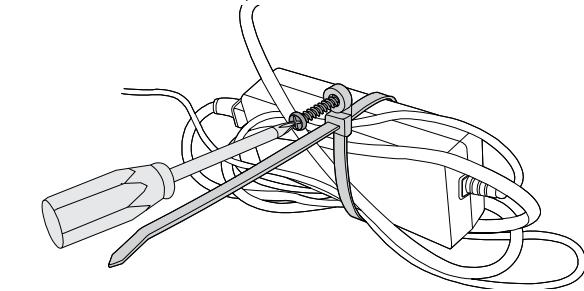
- Attach two mounting brackets (supplied) to each side of the MAXPRO® Cloud appliance, as shown.
- Secure the mounting brackets to the wall using appropriate screws (not supplied).



Securing the Power Supply

- Connect the power supply to the MAXPRO® Cloud appliance. Do NOT connect to an electrical outlet.
- Wrap and secure the provided strap around the power supply and slack/extracable.

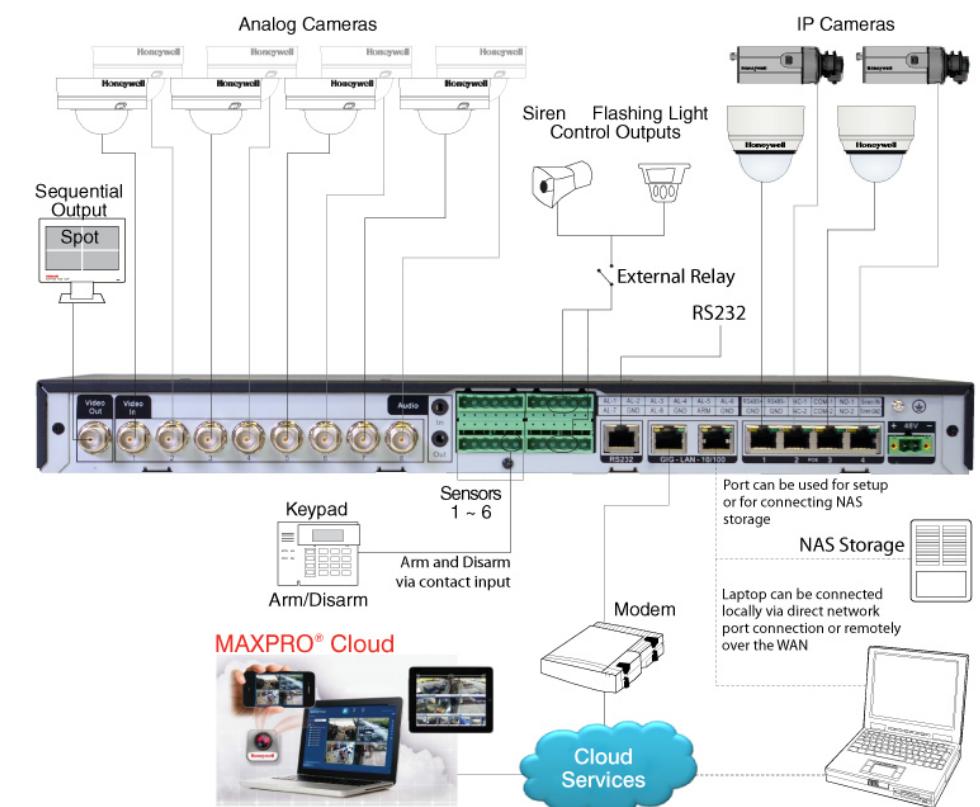
- Use appropriate screws (not supplied) to secure the strap and power supply to the rack or to the wall, as shown.



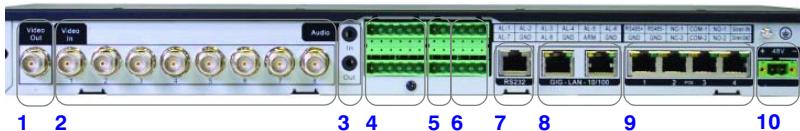
6

Connecting the MAXPRO® Cloud Appliance in a System

Follow this system diagram to connect the MAXPRO® Cloud appliance in a system.

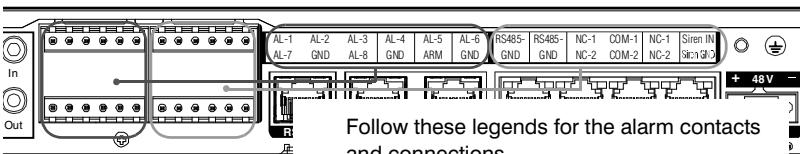


Back panel connections:



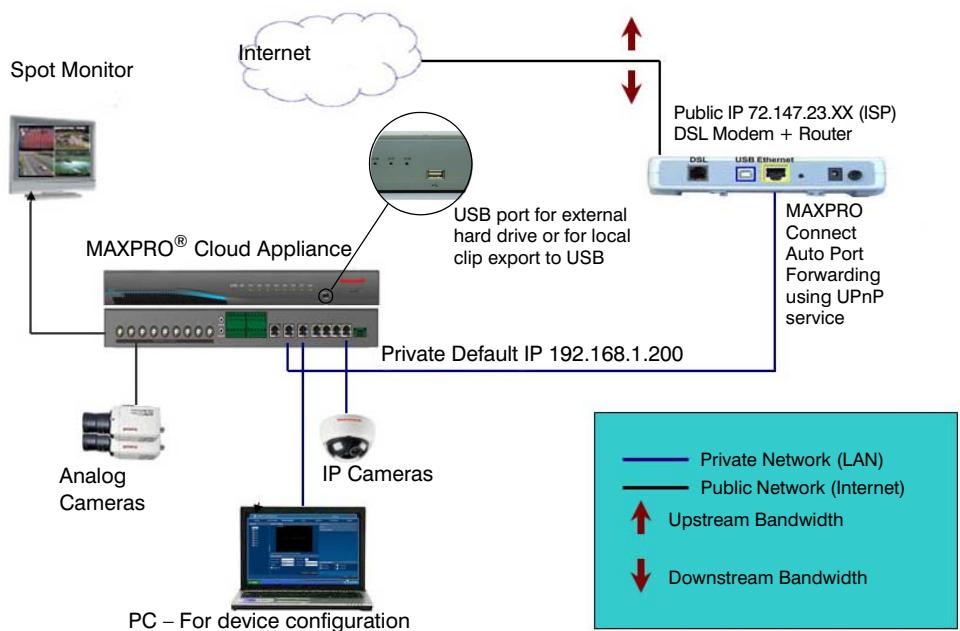
Number	Description
1	BNC for Local Video Out
2	BNC Analog Video Input Connectors
3	Audio Input/Output (This feature will be available on future releases.)
4	Alarm Inputs
5	RS-485 Connector (for future use)
6	Alarm Outputs
7	RS-232 Connector
8	Ethernet LAN Network Connector, RJ45
9	IP Camera Inputs (PoE)
10	48 V DC Power Connector

Alarm Contacts and Connections



Connecting the MAXPRO® Cloud Appliance to the Internet

Connect your MAXPRO® Cloud to the internet as shown.



7

Installing the MAXPRO® Cloud Software

Load onto your PC/laptop the MAXPRO® Cloud appliance the software from the MAXPRO® Cloud Utility CD that came with the appliance. The MAXPRO® Cloud Utility CD automatically installs three software programs onto your workstation:

- Bonjour®
 - Microsoft® Silverlight® suitable for your operating system (either Microsoft® Silverlight® 32 or Microsoft® Silverlight® 64)
 - MAXPRO Cloud IP Utility
1. Insert the Utility CD into your PC/laptop.
 2. Follow the Wizard to complete the installation.

8

Discovering and Registering the MAXPRO® Cloud Appliance

Note The MAXPRO® Cloud appliance comes defaulted to DHCP Mode and when connected to a DHCP server will automatically assign an IP address. For other methods of connecting to the local networks please refer to the manual.

To connect to a MAXPRO® Cloud appliance on a network:

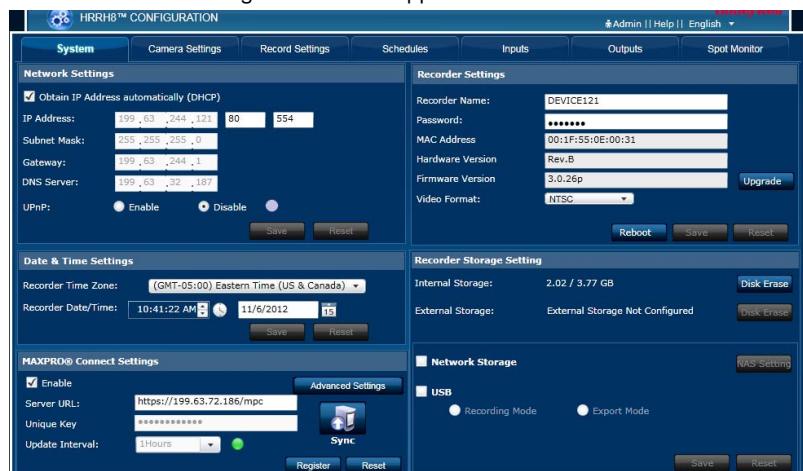
Using an Internet Browser

1. Open an internet browser window, then select to **View > Explorer Bars > Bonjour** to open the Bonjour selection pane.
– OR –
Open an IE 8 internet browser window, then select go to **Tools > Explorer Bars > Bonjour** to open the Bonjour selection pane.

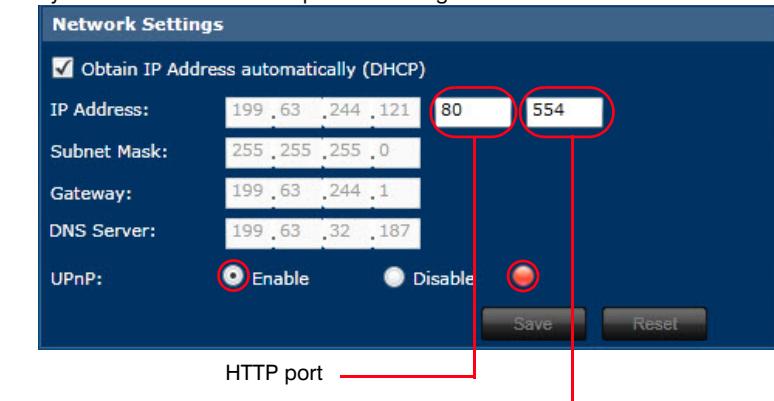
Note Your MAXPRO® Cloud appliance comes with default settings so that, when it is not connected to a network, the IP address is 192.168.1.200. If you reset your appliance to default settings, the IP address will return to 192.168.1.200.

2. Double-click **HRR8_[MAC ID]** in the Bonjour pane. Enter the factory default username (**admin**) and password (**admin**), then click **Enter**.

The HRR8™ Configuration screen appears.



3. Enable **UPnP** (Universal Plug and Play) in the Network Settings pane of the Systems tab to enable auto port forwarding.

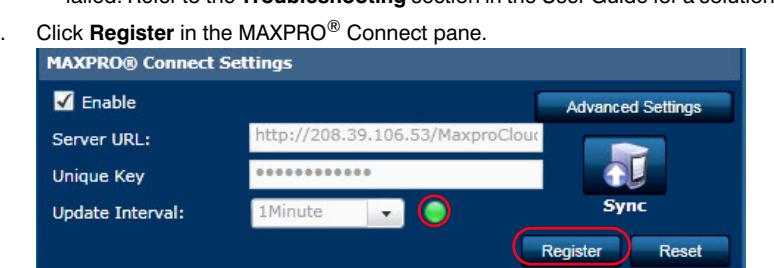


Note The HTTP and RTSP ports are configurable, depending on the site location.

The default is DHCP mode, which automatically obtains an IP address.

Uncheck **Obtain IP Address automatically (DHCP)** to set static IP so you can register the device.

4. Click **Register** in the MAXPRO® Connect pane.



A red light indicates that the connection was unsuccessful. Hover the mouse over the red light. A pop-up window displays fault-finding tips why the connection failed. Refer to the **Troubleshooting** section in the User Guide for a solution.

Or call **1-800-323-4576** for technical assistance.

At this point, while you are on the site, you should configure system settings, camera settings, recording settings, inputs, schedules, spot monitors, and outputs.

Configuring

Configuring the MAXPRO® Cloud.

Note For more detailed information on the configuring the MAXPRO® Cloud appliance, please refer to the comprehensive guides available on your MAXPRO® Cloud Utility CD.

1. Use the tabs to select configuration options.

Click **HELP** to access the online Help. Online help menu describes the tabs and configurations in more detail.

Configuration Tabs

Tab	What you can do	Tab	What you can do
System	Configure network settings, recorder settings, system date and time settings; MAXPRO® Connect settings; and upgrade firmware.	Inputs	Name up to 8 triggers, and configure each as NO (normally open) or NC (normally closed).
Camera Settings	Configure camera names, type, analog input, IP address, RTSP url, and model number.	Outputs	Configure one of two Relay settings. Enable/disable the alarm. Name the alarm. Configure the alarm as either NO or NC, and the duration. Associate/disassociate the sensors and VMD to trigger an alarm.
Record Settings	Configure recording frame rate, quality, channel number, recording resolution, pre- and post-event timers, and camera events (VMD) settings. Associate/disassociate triggers. Select a recording schedule (that was configured on the Schedules tab).	Spot Monitor	Configure which analog cameras display real-time video on the spot monitor, the length of time the video displays, and if only one camera or multiple cameras display.
Schedules	Configure up to eight schedules. Select the schedule type (day of week or range of days), and start time.		

2. Click **Save** to save the configuration changes.

Note Your changes will not take effect until you click **Save**.

A message appears to confirm that the changes have been saved.

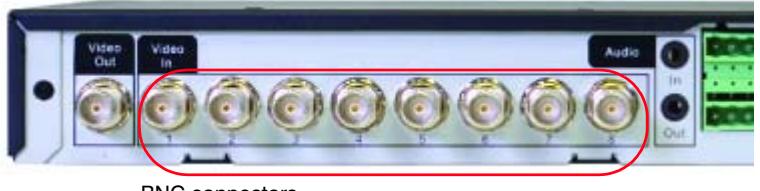
3. Click **Sync** when you have completed your configurations to upload those changes to the MAXPRO VMS server.

You are now ready to log on and remotely connect to the MAXPRO® Cloud to show your clients that setup has been successful!

Connecting and Configuring Cameras

Analog Cameras

1. Connect the analog cameras to the BNC connectors on the MAXPRO® Cloud appliance back panel.



2. Click **Camera Settings** in the main HRRH8 Configuration window. The **Camera Settings** tab opens.

Available Channels

Channel No	Camera Name	Camera Type
1	Camera 1	
2	Camera 2	
3	Camera 3	
4	Camera 4	
5	Camera 5	
6	Camera 6	
7	Camera 7	
8	Camera 8	

Selected Channel

Camera Name:

Camera Type: IP Analog

Analog Input:

IP Cameras:

IP Address:

RTSP Url:

Model No:

Note Under **Available Channels**, there is a list of cameras. By default, the cameras are named **Camera 1** to **8**, and are configured as analog cameras. You can rename these cameras and reconfigure them as IP or Analog, as required.

3. Select a camera under **Available Channels**.
4. Name the camera under **Selected Channel**.
5. Select **Analog** in **Camera Type**.

- Select the **Analog Input** from the drop-down menu. The drop-down menu lists the analog camera slots that are available. The slots correspond to the 8 BNC ports on the rear panel of the MAXPRO® Cloud appliance.

Select a camera

Name it

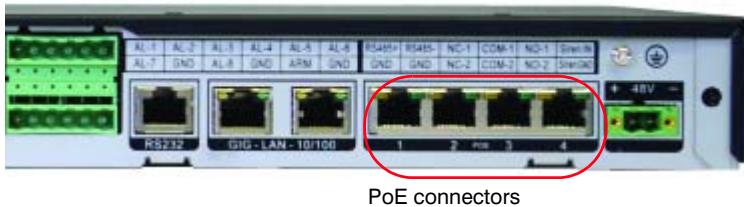
Select camera type

Select analog input

7. Click **Save**.

IP Cameras

- Connect the IP cameras to the PoE connectors on the MAXPRO® Cloud appliance back panel.



- Click **Camera Settings** in the main HRRH8 Configuration window. The Camera Settings tab opens.

3. Select a camera under Available Channels.

- Name the camera under **Selected Channel**.
- Select **IP** for an IP camera.
- Select an IP camera from the drop-down list of automatically discovered IP cameras. The IP address, RTSP (Real Time Streaming Protocol) URL, and Model No. fields update automatically.

Select a camera

Name it

Select camera type

Select an IP camera from the drop-down list of automatically discovered IP cameras

4. Click **Save**.

Note Honeywell IP cameras within the same subnet are discovered using the Bonjour Multicast Protocol.

Note For some of the Honeywell IP camera models, the username and password appears automatically. Please ensure that the username and password here match the username and password of the IP camera.

- Click **Save**.

Configuring for Recording

Configuring Recording Schedules

- Click **Schedules** in the main HRRH8 Configuration tab. The Schedules tab opens.

7. Click **Save**.

2. Choose either **Event Based Schedule** or **Continuous Schedule**. The MAXPRO® Cloud appliance supports up to 8 Event Based schedules and up to 8 Continuous schedules. What kind of recording schedule should I use? **Continuous schedules** are used for continuous video recording onto the internal SSD, an external USB or NAS storage. **Event Based schedules** are used for motion-based recording.

Note The configuration for Continuous schedules and Event Based schedules is the same.

3. Select a schedule under **Schedule Settings**.

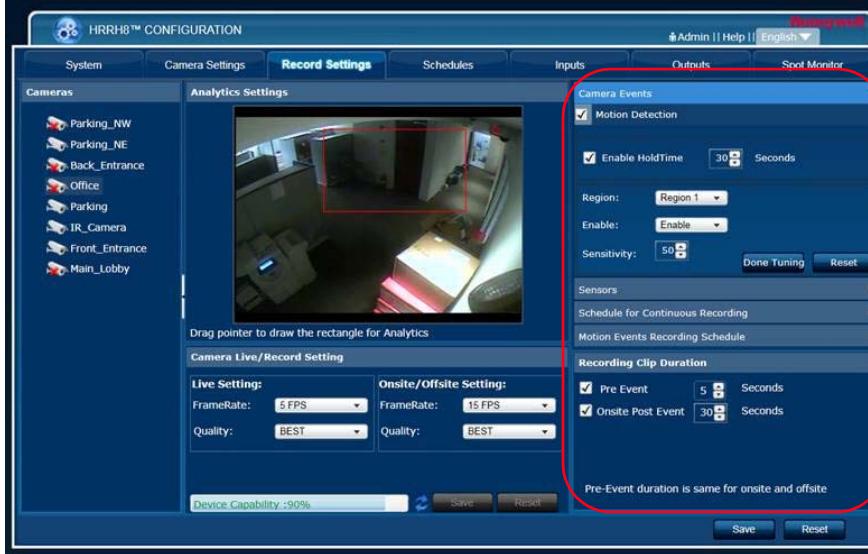
4. Select a **Day of Week** or select a **Day of Week Range**.

5. Select the **Time Range**.

6. Click **Save**. A message appears if the configuration was successful.

Configuring Event Recording for Analog Cameras

- Note** SmartVMD is available for up to 4 of the analog camera inputs.
- Click **Record Settings** in the main HRRH8 Configuration tab to open the **Record Settings** page.



- Select an analog camera under **Cameras**.
- In the right field, click **Camera Events** to open the Camera Events options.
- Click to enable **VMD Events**.
- Click **Start Tuning**. The **Region**, **Enable**, and **Sensitivity** fields become active.
 - Select a **Region** from the drop-down menu.
 - Click and drag to define a region.
 - Select a sensitivity level.
- Click **Done Tuning**.

Note The **HoldTime** can be set from a minimum of 30 seconds to a maximum of 300 seconds, and will ensure that if the same alarm occurs during this specified hold time, the subsequent alarms will be ignored and not recorded during this period.

- Select a **Motion Events Recording Schedule**. Recording of motion events will happen only during this configured time.
- Configure **Pre-** and **Post-Event** recording intervals in the **Recording Settings** field.

Select the **Pre-Event** check box under **Recording Settings**, then select an interval time.

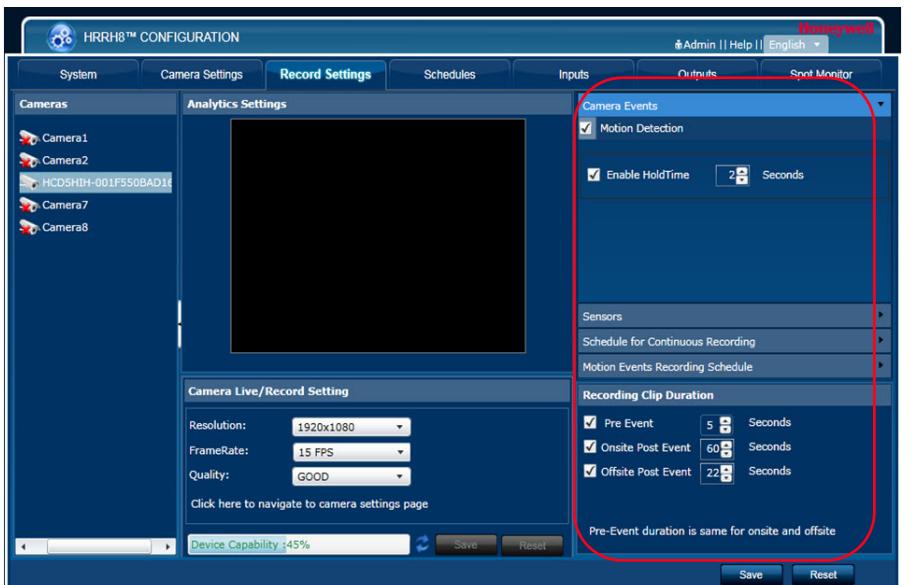
Note The maximum pre-event time interval depends on the camera and its resolution.

Note Additionally, you can also configure other event-based triggers. Contact inputs can be wired to the box and assigned to single or multiple cameras in the configuration menu. See the **Configuring Inputs** section, in the **Installing the MAXPRO® Cloud Appliance** chapter of the User Guide.

Configuring Event Recording for IP Cameras

Note VMD is available for up to 8 IP cameras. VMD is configured within each IP camera. If you want the MAXPRO® Cloud appliance to respond to motion events, click to enable Motion Detection (see [step 4](#) below) to accept the VMD settings of each IP camera.

- Click **Record Settings** in the main HRRH8 Configuration tab to open the **Record Settings** page.



- Select an IP camera under **Cameras**.
- In the right field, click **Camera Events** to open the Camera Events options.
- Click to enable **Motion Detection**.

The MAXPRO® Cloud appliance will respond to motion events as configured in the setup within each IP camera.

Note The **HoldTime** can be set from a minimum of 30 seconds to a maximum of 300 seconds, and will ensure that if the same alarm occurs during this specified hold time, the subsequent alarms will be ignored and not recorded during this period.

- Select a **Motion Events Recording Schedule**. Recording of motion events will happen only during this configured time.
- Configure **Pre-** and **Post-Event** recording intervals in the **Recording Settings** field.

Select the **Pre-Event** check box under **Recording Settings**, then select an interval time and a resolution.

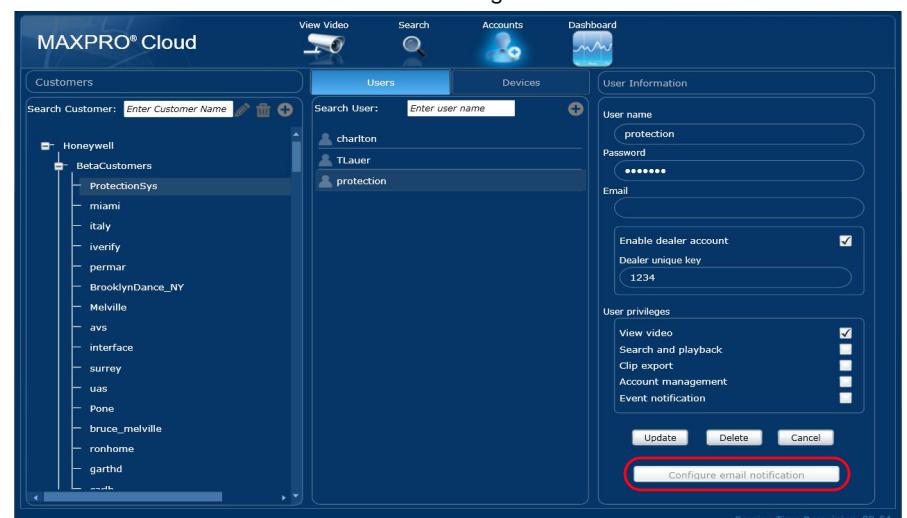
Note The maximum pre-event time interval depends on the camera and its resolution.

Note The maximum post-event time interval for offsite recording automatically adjusts based on the selected camera's resolution, fps (frames per second), and quality.

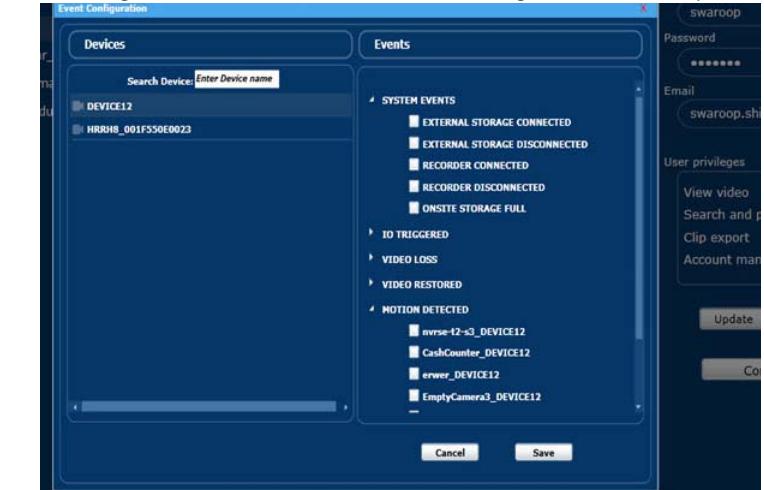
Note Additionally, you can also configure other event-based triggers. Contact inputs can be wired to the box and assigned to single or multiple cameras in the configuration menu. See the **Configuring Inputs** section, in the **Installing the MAXPRO® Cloud Appliance** chapter of the User Guide.

Configuring Email Notifications

- Enter an email address when adding a User.



- Click **Configure email notification**. The **Event Configuration** window opens.



- Select your device.
- Select under **Events** the event for which you want notification.

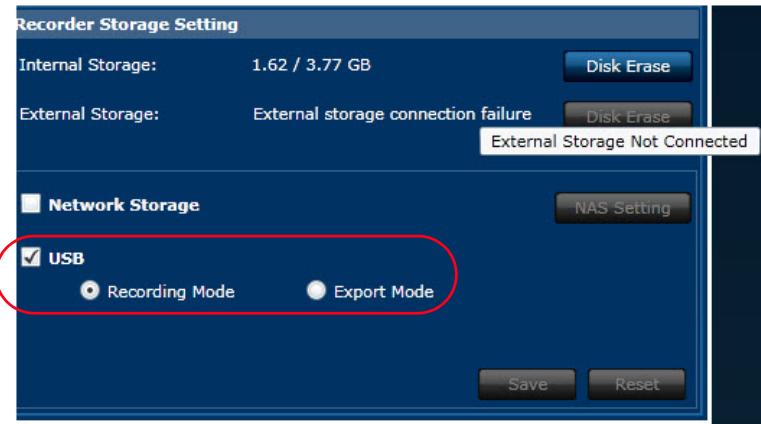
Note If you have opted for Cloud storage, then the email notification will also have a video clip link.

Configuring Storage

Configuring USB Storage

For a list of compatible/tested hard drives, please see the MAXPRO® Cloud Onsite Storage document.

- Click to select **USB**, and then on **Recording Mode** under the System Settings tab.



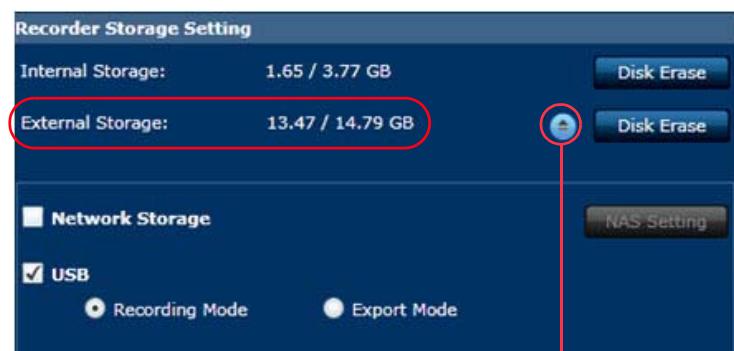
- Connect any standard USB-powered hard drive (up to 1TB).

If the connected USB drive is not formatted with the EXT3 file system, then the device will reboot and automatically format the drive during the power cycle. Automatically formatting the drive might take up to 30 minutes, depending on the size of the drive.



If the connected USB drive is formatted with the EXT3 file system, then the device will automatically switch the recording from SSD to External USB storage.

When the device detects the newly connected USB storage device, the capacity of that device appears in the External Storage: field under Recorder Storage Setting.

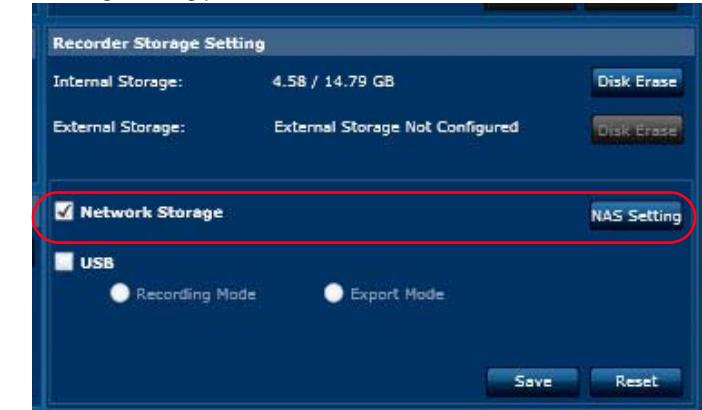


Eject button for external storage device.

Configuring NAS Storage

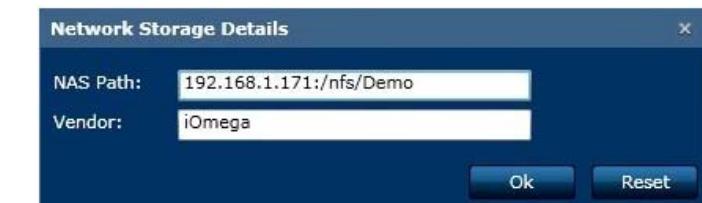
Your MAXPRO® Cloud appliance can record to a NAS device that is connected to the LAN. In standard NFS mounting, a NAS device of up to 8TB can be used, with multiple site cloud appliances recording to that single NAS device.

- Click to select **Network Storage**. Click to select **Network Storage** on the Recorder Storage Setting pane.



The **NAS Setting** button becomes active.

- Click **NAS Setting**. The **Network Storage Details** window appears.

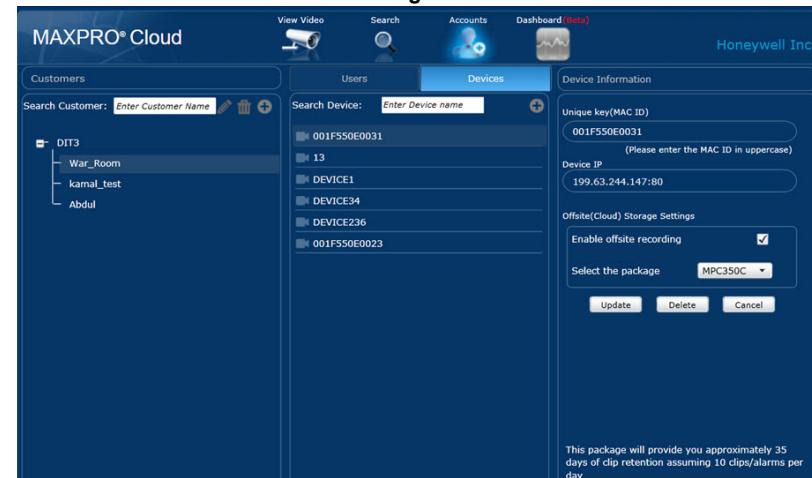


- Select/enter the **NAS Path** and the **Vendor**, then click **OK**.

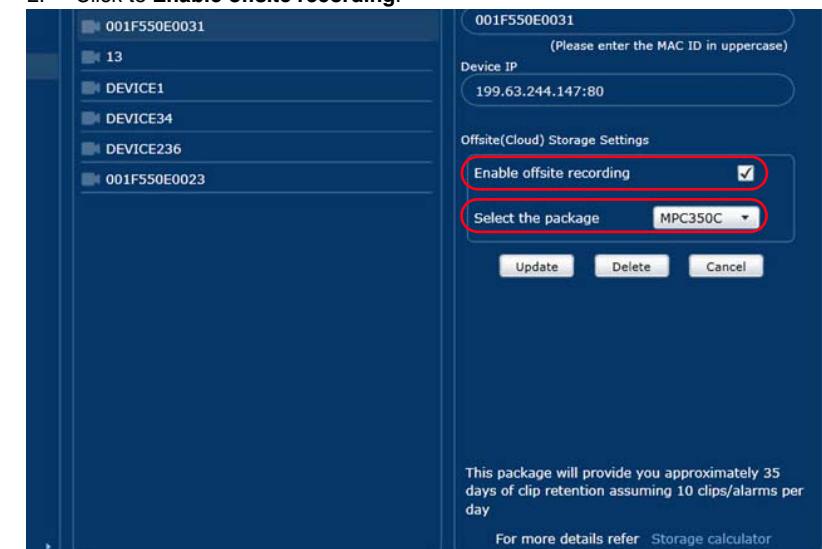
For more information on NAS storage setup, please see the User Guide on the DVD that came with your MAXPRO® Cloud appliance.

Configuring Off-Site (Cloud) Storage

- Click **Devices** in the **Account Management** window.



- Click to **Enable offsite recording**.



Note After you enable offsite recording, you will be charged monthly based on the selected storage package.

- Select the **storage package** from the drop-down menu.
- Click **Update**.

Note After selecting a clip package and updating, you should re-register and resync to the MAXPRO Cloud server. See [Discovering and Registering the MAXPRO® Cloud Appliance](#) on page 3.

9

Logging in to the MAXPRO® Cloud Web Interface

- Open a browser window.
- Enter www.maxprocloud.com/login in the address field, then click **Enter** or **Go**. The MAXPRO® Cloud web login screen appears.



- Enter your Dealer **user name** and **password** or your client's **user name** and **password**, select **View Video**, then click **Login**.

The main MAXPRO® Cloud web interface page appears.
Click here to access your MAXPRO® Cloud appliance on a LAN



Accessing Local Video

To access your MAXPRO® Cloud appliance internally on a LAN (local area network).
1. Click **Access Locally** in the top right toolbar.

2. Enter the **User Name** and **Password** for the MAXPRO® Cloud appliance.

Basic Viewing

To view live video, select a cameras from the Live Video field on the left, and drag and drop it into the viewing area.

Double-click on a camera in the viewing area to expand that video to full screen.
Double-click again or click **Esc** on your keyboard to return to the multi-camera view.

Selecting the Number of Cameras for Viewing

The default viewer configuration is for four cameras, in a 2x2 salvo layout.
Click to select a layout from the toolbar on the right.

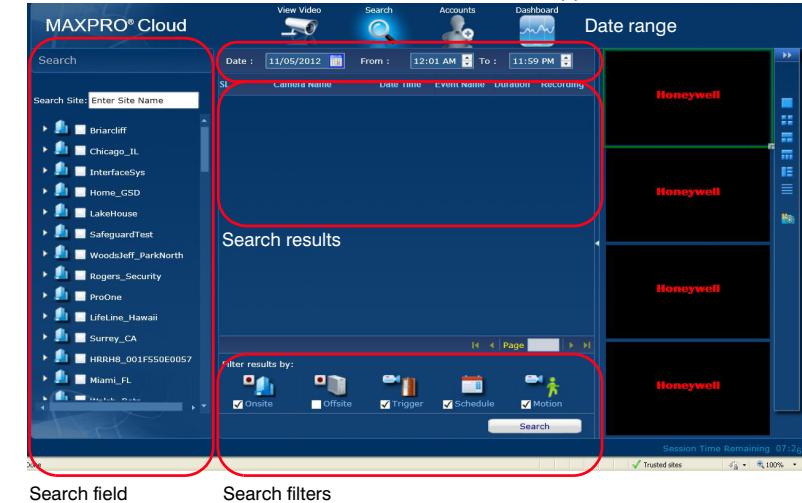
Saving a Snapshot

Click on the snapshot button to save a .jpg of the live view.



Searching for Video

Click **Search** on the main window. The **Search** screen appears.

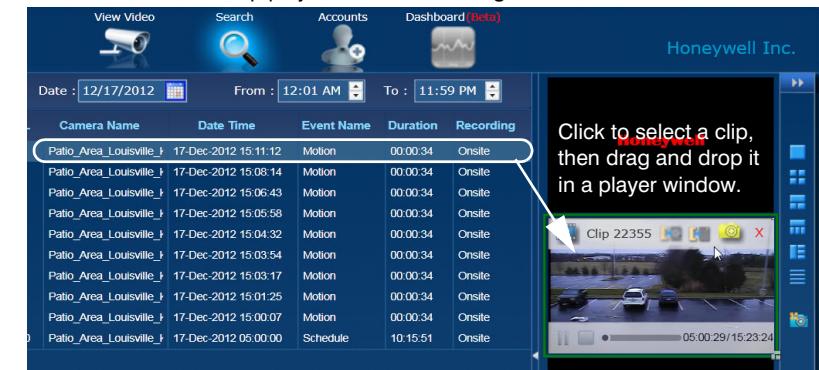


Simple Searching

1. Click to select a camera or cameras in the **Search** field.
2. Select a date range for the search.
3. Click to select/deselect filters for the search.

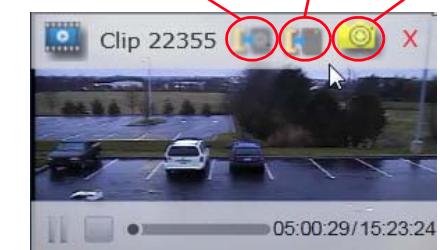
Playing Back Video and Exporting Clips

To playback a clip, click to select it in the **Search Results** field, then drag and drop it into one of the four clip player windows at the right.



The clip appears in the clip player window.

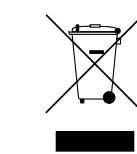
- Click to export to a USB storage device. Click to export to a PC. Click to save a snapshot.



Cautions and Warnings

	CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN		THIS SYMBOL INDICATES THAT DANGEROUS VOLTAGE CONSTITUTING A RISK OF ELECTRIC SHOCK IS PRESENT WITHIN THE UNIT.
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.			THIS SYMBOL INDICATES THAT IMPORTANT OPERATING AND MAINTENANCE INSTRUCTIONS ACCOMPANY THIS UNIT.

Installation and servicing should be performed only by qualified and experienced technicians to conform to all local codes and to maintain your warranty.



WEEE (Waste Electrical and Electronic Equipment). Correct disposal of this product (applicable in the European Union and other European countries with separate collection systems). This product should be disposed of, at the end of its useful life, as per applicable local laws, regulations, and procedures.

Conformance

North America The equipment supplied with this guide conforms to UL 60950-1 and CSA C22.2 No. 60950-1.

Europe The manufacturer declares that the equipment supplied with this guide is compliant with the essential protection requirements of the EMC directive 2004/108/EC and the Low Voltage Directive (LVD) 2006/95/EC, conforming to the requirements of standards EN 55022 for emissions, EN 50130-4 for immunity, and EN 60065 for Electrical Equipment safety.

FCC Compliance

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference. For example, try reorienting or relocating the receiving antenna, increasing the separation between the equipment and receiver, or connecting the equipment to an outlet on a different circuit.



WARNING!This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

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