

Honeywell

MAXPRO® Cloud Appliance

Web-Enabled Hybrid NVR

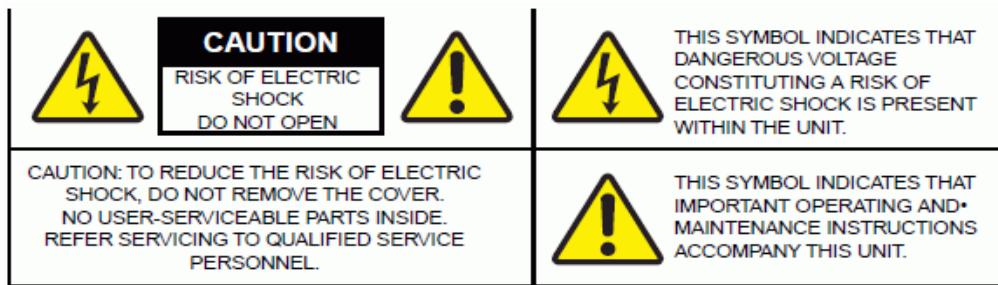
Installation Guide

Installation Guide

Revisions

Issue	Date	Revisions
V1 Rev A	04/2012	New document. Replaces 800-08098.
V2 Rev A	01/2013	Replaces 800-08098V1. Added examples of storage configuration (including Cloud storage). Defined both analog camera and IP camera setup. Added problems and solutions to the Troubleshooting appendix. Added descriptions of how to configure event recording for analog and IP cameras. Added descriptions of how to take a snapshot and how to export clips using Internet Explorer, Chrome, and FireFox.

Cautions and Warnings



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



CAUTION The appliance should be situated so that its location or position does not interfere with its proper ventilation. For example, the appliance should not be situated on a bed, sofa, rug, or similar surface that may block the ventilation openings or placed in a built-in installation, such as a bookcase or a cabinet that may impede the flow of air.



CAUTION The manufacturer is not responsible for any problems caused by or resulting from the user physically opening the MAXPRO® Cloud Appliance for examination or attempting to fix the unit. The manufacturer may not be held liable for any issues with the unit if the warranty seal is removed.



CAUTION This product has multiple-rated voltages (110V and 220V). See the installation instructions before connecting to the power supply.



CAUTION Power off the MAXPRO® Cloud Appliance when connecting cameras, audio, or sensor cables.



CAUTION The socket outlet shall be installed near the equipment and be easily accessible. This equipment shall be connected to an earthed mains outlet.



CAUTION 12 VDC/24 VAC models require the use of CSA Certified/UL Listed Class 2 power adapters to ensure compliance with electrical safety standards. Power over Ethernet (PoE) should meet the IEEE 802.3af PoE standard.

If your MAXPRO® Cloud system components require repair, contact Honeywell Customer Service (see *Warranty and Service*).



WARNING! Your MAXPRO® Cloud Appliance system components are intended for indoor use. To reduce a risk of fire or electric shock, do not expose any of the components to rain or moisture.



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.

Important Safety Instructions

Read Instructions. All the safety and operating instructions should be read before the appliance is operated.

Retain Instructions. The safety and operating instructions should be retained for future reference.

Cleaning. Unplug this equipment from the wall outlet before cleaning it. Do not use liquid aerosol cleaners. Use a damp soft cloth for cleaning.

Attachments. Never add any attachments and/or equipment without the approval of the manufacturer as such additions may result in the risk of fire, electric shock, or other personal injury.

Water and/or Moisture. Do not use this equipment near water or in contact with water.



Accessories. Do not place this equipment on an unstable cart, stand, or table. The equipment may fall, causing serious injury to a child or adult, and serious damage to the equipment. Wall or shelf mounting should follow the manufacturer's instructions, and should use a mounting kit approved by the manufacturer.

This equipment and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the equipment and cart combination to overturn.

Power Sources. This equipment should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power, please consult your equipment dealer or local power company.

Power Cords. Operator or installer must remove power, BNC, alarm, and other connections before moving the equipment. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Lightning. For added protection for this equipment during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the equipment due to lightning and power-line surges.

Overloading. Do not overload wall outlets and extension cords to avoid the risk of fire or electric shock.

Objects and Liquids. Never push objects of any kind through openings of this equipment as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Never spill liquid of any kind on the equipment.

Servicing. Do not attempt to service this equipment yourself. Refer all servicing to qualified service personnel.

Damage Requiring Service. Unplug this equipment from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power-supply cord or the plug has been damaged.
- If liquid is spilled or objects have fallen into the equipment.
- If the equipment has been exposed to rain or water.
- If the equipment does not operate normally by following the operating instructions, adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the equipment to its normal operation.
- If the equipment has been dropped or the cabinet damaged.
- When the equipment exhibits a distinct change in performance-this indicates a need for service.

Replacement Parts. When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.

Safety Check. Upon completion of any service or repairs to this equipment, ask the service technician to perform safety checks to determine that the equipment is in proper operating condition.

Field Installation. This installation should be made by a qualified service person and should conform to all local codes.

Correct Batteries.



WARNING! Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Operating Temperature. An operating temperature range is specified so that the customer and installer may determine a suitable operating environment for the equipment.

Elevated Operating Ambient Temperature. If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the specified operating temperature range.

Reduced Air Flow. Installation of the equipment in the rack should be such that the amount of airflow required for safe operation of the equipment is not compromised.

Mechanical Loading. Mounting of the equipment in the rack should be such that a hazardous condition is not caused by uneven mechanical loading.

Circuit Overloading. Consideration should be given to connection of the equipment to supply circuit and the effect that overloading of circuits might have on over-current protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

Reliable Earthing (Grounding). Reliable grounding of rack mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (for example, use of power strips)

FCC Compliance Statement

Information to the User: This equipment has been tested and found to comply with the limits for a Class B digital device. Pursuant to Part 15 of the FCC Rules, these limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to audio or television reception, which can be determined by turning the equipment off and on, then the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or a radio/TV technician for help.



CAUTION Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES003.

Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

Manufacturer's Declaration of 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, conforming to the requirements of standards EN 55022 for emissions, EN 50130-4 for immunity, and EN 60950-1 for Electrical Equipment safety.

Warranty and Service

Subject to the terms and conditions listed on the Product warranty, during the warranty period Honeywell will repair or replace, at its sole option, free of charge, any defective products returned prepaid.

In the event you have a problem with any Honeywell product, please call Customer Service at 1-800-323-4576 for assistance or to request a **Return Merchandise Authorization (RMA)** number.

Be sure to have the model number, serial number, and the nature of the problem available for the technical service representative.

Prior authorization must be obtained for all returns, exchanges, or credits. **Items shipped to Honeywell without a clearly identified Return Merchandise Authorization (RMA) number may be refused.**

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About This Document

This document introduces the MAXPRO® Cloud. It describes how to install, configure, and operate the MAXPRO® Cloud software and appliance.

This document is intended for installers and users, and demonstrates how to install, configure, and operate a MAXPRO® Cloud appliance.

Overview of Contents

This document contains the following chapters and appendixes:

- *Chapter 1, Introduction*, introduces the basic functions and features of the MAXPRO® Cloud, including describing the benefits, features, basic configuration, and the steps for setting up a MAXPRO® Cloud.
- *Chapter 2, Initial Setup Procedures for the MAXPRO® Cloud Software*, describes how to apply for a Hosted Services Account; where to find the Admin Username and Password; how to install the software; how to log in for account management; where to find the MAXPRO® Cloud unique device ID number; and basic start up configurations such as adding a site, device, and user.
- *Chapter 3, Installing the MAXPRO® Appliance*, provides procedures for the physical installation of the MAXPRO® Cloud Appliance; descriptions of the front and back panels; how to connect to devices and the network; and basic MAXPRO® Cloud Appliance configuration.

This chapter also describes how to configure network settings; date and time settings; MAXPRO® Connect settings; recorder settings; recorder storage settings; and network storage settings.

- *Chapter 4, Remote Viewing*, describes how to view recorded video; search for clips; and how to save and export clips and still images.
- *Appendix A, Troubleshooting*, lists common problems encountered when setting up and using the MAXPRO® Cloud.
- *Appendix B, Specifications*, provides specifications for the MAXPRO® Cloud.
- *Appendix C, Glossary*, explains terms and initializations used in this guide.
- The *Index* provides quick access to commonly searched terms.

Typographical Conventions

This document uses the following typographical conventions:

Font	What it represents	Example
Helvetica	Keys on the keyboard	Press Ctrl+C
Lucida	Values of editable fields that are mentioned in the body text of the document for reference purposes, but do not need to be entered as part of a procedure	The Time from field can be set to Hours: Mi nute: Seconds.
	Text strings displayed on the screen	The message Unauthori zed displays.
	Syntax	(obj ect) entered
Swiss721 BT Bold	Words or characters that you must type. The word “enter” is used if you must type text and then press the Enter or Return key.	Enter the password .
	Menu titles and other items you select	Double-click Open from the File menu.
	Buttons you click to perform actions	Click Exit to close the program.
<i>Italic</i>	Placeholders: words that vary depending on the situation	<i>user name</i>
	Cross-reference to external source	Refer to the <i>System Administrator Guide</i> .
	Cross-reference within document	See <i>Chapter 2, Installation</i> .

1

Introduction

MAXPRO® Cloud Hybrid Video Appliance

Honeywell's MAXPRO® Cloud hosted video service features the cloud-ready hybrid video appliance that lets users view live and recorded video over the Internet using a PC, MAC, tablet or smartphone. It is ideal for entry into IP video surveillance systems and offers a new source of RMR opportunities for dealers through hosted video services.

The MAXPRO® Cloud Appliance can accommodate both analog and digital cameras and record a maximum of eight channels, including up to four Power over Ethernet IP cameras. This superior flexibility makes it easy and affordable to transition to high quality digital video. MAXPRO® Cloud is ideal for end users who want to protect their existing investment in analog but want the ability to upgrade to IP, and also for customers who are starting out with video surveillance and are looking for an affordable entry-level IP system.

With auto camera detection and a built in network switch, the MAXPRO® Cloud Appliance is designed for fast and easy onsite deployment, which reduces installation time. Installation and setup is made easy with our unique MAXPRO® Connect feature, which links the unit quickly to our state-of-the-art hosting center. And MAXPRO® Cloud's configuration webpage provides a quick and intuitive configuration of event triggers and user parameters for each camera.

The web-based interface is viewable from any standard Mac or PC browser and requires no software to be downloaded. The interface is simple and intuitive with all the functionality and features that customers need, such as live view and playback of recorded video, one click simple search of events, advanced search, easy snapshot and clip creation.

MAXPRO® Cloud Appliance utilizes RTSP and HTTP video streaming for high quality video while minimizing network bandwidth utilization. Critical events can be captured locally at higher resolution and frame rates and are easily retrieved. Event triggers can be by contacts, during scheduled recording times, or through built-in object detection. The arm and disarm feature also allows MAXPRO® Cloud to be active only when your alarm panel or access control system is armed.

MAXPRO® Cloud Appliance features our Active Alert analytics to offer SmartVMD (video motion detection), reducing false alarms and monitoring operation costs.

Benefits

Some of the key benefits of the MAXPRO® Cloud Appliance include:

- It makes the transition to IP easy and affordable
- The cloud-ready system saves you time – allows you to view and manage live or stored video events from any location through the internet
- Reduces installation and training costs by not having to install and maintain on-site client software
- Deploys quickly and easily – reduces need for IT expertise
- Provides opportunities for RMR through value added hosted video services
- Expandable – Additional video storage is available by adding off-the shelf USB plug-in storage or NAS storage

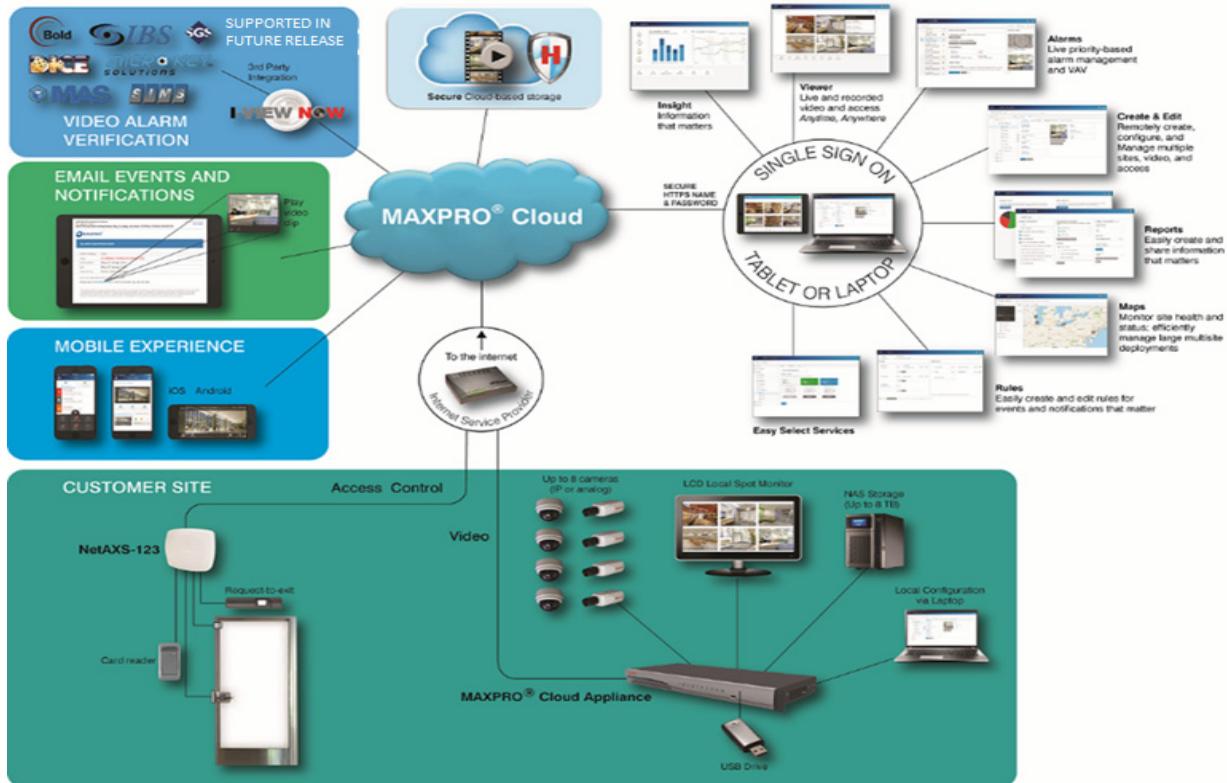
Features

- Hybrid support for up to a combined total of 8 channels of analog/IP cameras
- IP camera support for up to a maximum of 8 high definition IP cameras (see *Table 1-1* on page 24)
- Recording rates at CIF resolution: 120 ips global (NTSC/PAL)
- Up to 1080p recording and/or viewing resolution (IP only)
- Live viewing and playback using web Interface
- 8 BNC Analog video inputs
- 4 IP PoE inputs
- 8 alarm inputs, 2 control outputs, 1 arm/disarm
- 1 serial port (RJ45 connector)
- 2 Ethernet ports (1 Gig port to connect uplink and 10/100Mbps port to connect network device/PC)
- 1 USB port to connect USB storage
- 1 RS485 port for future use
- 1 spot out (BNC connector)
- Embedded 4 GB solid state drive
- LINUX - secure, stable multi-tasking real-time OS
- Built-in network switch
- Front panel LED data indicators
- 19" rack mountable or wall mountable

System Configuration

Follow *Figure 1-1* to set up your MAXPRO® Cloud Hybrid as an Event Recorder.

Figure 1-1 System Configuration for Event Recording



IP Cameras Supported by the MAXPRO® Cloud

Table 1-1 IP Cameras Supported by the MAXPRO® Cloud

Supported Cameras	
ONVIF Series 1080P	HCD2F/X, H4D2F/X, H3D2F/X, HBD2FR
ONVIF Series 720P WDR	HCW1F/X, H4W1F/X, H3W1F/X
ONVIF Series 720P	HCD1F/X, H4D1F/X, H3D1F/X, H3S1P/X, H4S1P/X, H4D1FR
ONVIF Series VGA	H3SVP/X, H4SVP/X
Extreme Series 720P	H2S1P6/H2S1P6X
Extreme Series 1080P	H2S2P6/H2S2P6X, HCW2S2/HCW2S2X, H4D2S2, H3D2S2, H3D2SR2/H3D2SR2X
PSIA Series	HD3MIH/X, HD4MWIH/X, HCD5WIH/X, HCD5HIH/X, HD4HDIH/X, HD3HDIH/X, HCD5MIH/X, HD3MDIH/X, HD4MDIH/X, HD44IP/X, HD45IP/X, HD54IP/X, HD55IP/X

Getting Started with MAXPRO® Cloud

The following is an outline of the basic steps required to set up a MAXPRO® Cloud Appliance for managed security services.

1. Apply to Honeywell Customer Service for your hosted services account. See [Applying for Your Hosted Services Account on page 28](#).
Contact numbers: **1-800-323-4576**. Select **Customer Service**.
2. Log into the User Interface for Account Management. See [Logging Into the User Interface for Account Management on page 28](#).
 - If you log into View Video at this time, you will not see any sites.
 - If you log into Account Management, you will be able to add new devices and sites.
3. Find your MAXPRO® Cloud appliance/device unique ID number on the side of your device. See [Finding the MAXPRO® Cloud Appliance Unique ID Number on page 29](#).
4. Configure basic site, device, users, passwords, and privileges settings. See [Creating a Customer, Adding Device into the Account, and Plug Device on page 29](#).

You should now be ready to install the unit MAXPRO® Cloud Appliance.

5. Mount the MAXPRO® Cloud appliance/device. See [Mounting the MAXPRO® Appliance on page 40](#).
6. Connect the MAXPRO® Cloud appliance to peripherals such as cameras. [Connecting the MAXPRO® Cloud Appliance to Peripherals on page 42](#).

7. Connect the MAXPRO® Cloud appliance to the DSL modem (using UPnP or port forwarding). See [*Physically Connecting the MAXPRO® to the Internet on page 44*](#).
8. Make the final configurations. See [*Configuring MAXPRO® on page 51*](#).

Please carefully read this guide before you install the MAXPRO® Cloud Appliance.

Keep this guide for future reference.

2

Initial Setup Procedures for the MAXPRO® Cloud Software

This chapter contains information on connecting and mounting the MAXPRO® Cloud Appliance for use with Honeywell analog and IP video cameras, alarms, and sensors, as well as a keypad for alarming and disarming the system.

This chapter describes how to:

- Apply to Honeywell Customer Service for your hosted services account
- Find your Admin user name and password in a Welcome email from Honeywell
- Install the MAXPRO® Cloud utility software to discover the device, and to install Silverlight
- Log into your user interface for account management (to add new devices and sites)
- Find the your MAXPRO® Cloud Appliance unique ID number
- Configure basic site creation, devices, users, passwords and privileges

Before you Begin

Please carefully read this guide before you install the MAXPRO® Cloud Appliance.

Keep this guide for future reference.

Getting Started with Your MAXPRO® Cloud Appliance

Applying for Your Hosted Services Account

Before you can configure your MAXPRO® Cloud Appliance to connect to devices on the internet, you need to apply for a Hosted Services Account.

Contact Honeywell Customer Service: **1-800-323-4576**. Select **Customer Service**.

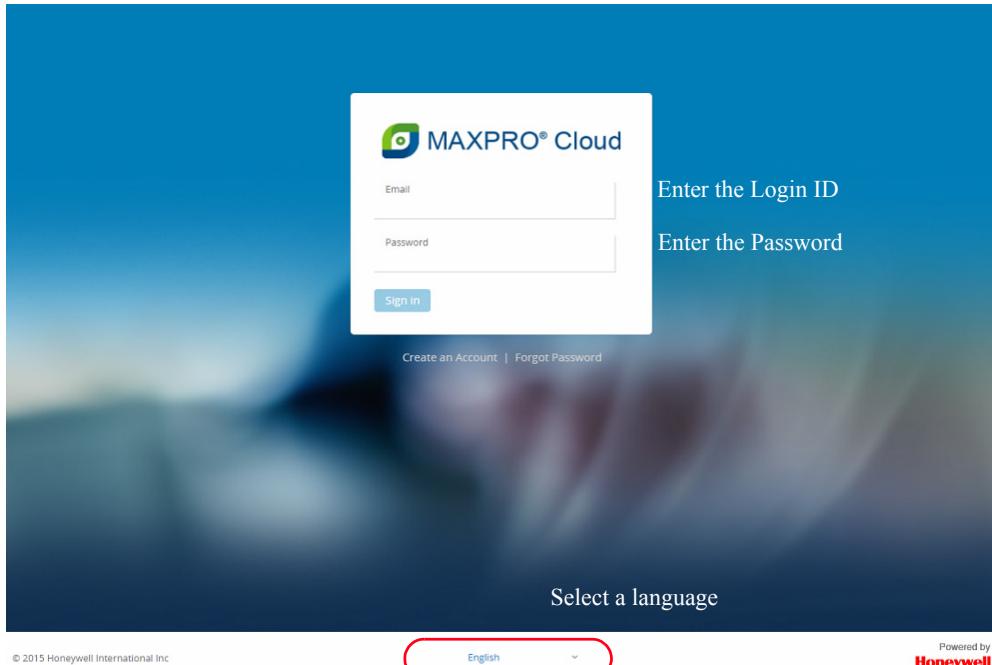
Logging Into the User Interface for Account Management

1. Open a browser window and enter <https://maxprocloud.com/signin> 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 login window opens.

Figure 2-1 MAXPRO Cloud Login Window

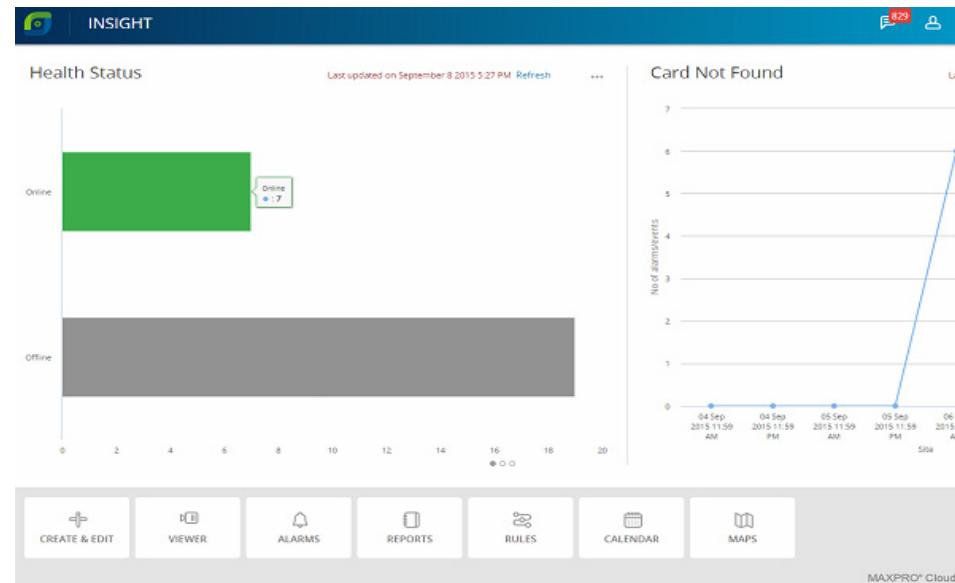


2. Enter the **Login ID** and **Password** you received in the Welcome email. Select a language.
3. Click **Sign in**.

Note The password is case sensitive.

The MAXPRO® Cloud **INSIGHT** window appears.

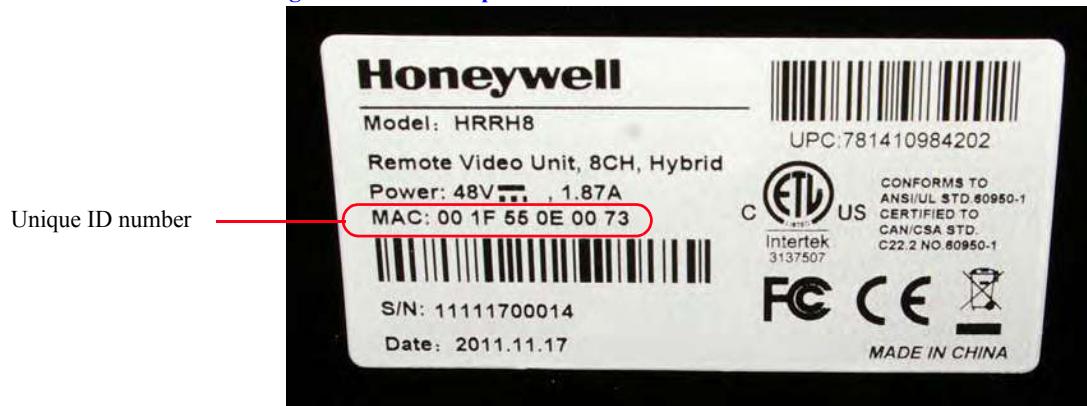
Figure 2-2 Insight Window



Finding the MAXPRO® Cloud Appliance Unique ID Number

Find the MAXPRO® Cloud appliance unique ID number on the top of the unit. You will need this number when adding new devices.

Figure 2-3 Example of the MAXPRO® Cloud ID Number



Creating a Customer, Adding Device into the Account, and Plug Device

You are three steps away from going Online.

1. Create a Customer

2. Add Device into the Account
3. Plug Device

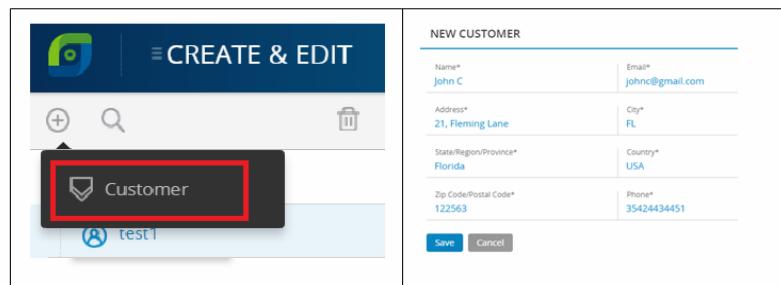
Creating a Customer

To Create a Customer:

Note You can also create a group under a customer.

1. Click the **Create & Edit** tab.
The **CREATE AND EDIT** page appears.
2. In the left pane, select the dealer account and then click the create  icon.
The **NEW CUSTOMER** screen appears.

Figure 2-4 New Customer Screen



The screenshot shows the MAXPRO Cloud Hybrid Video Appliance's 'CREATE & EDIT' interface. On the left, there's a navigation pane with a search bar and a 'Customer' button highlighted with a red box. Below it is a 'test1' entry. The main right panel is titled 'NEW CUSTOMER'. It contains fields for Name (John C), Email (johnhc@gmail.com), Address (21, Fleming Lane), City (FL), State/Region/Province (Florida), Country (USA), Zip Code/Postal Code (122563), and Phone (35424434451). At the bottom are 'Save' and 'Cancel' buttons.

3. Enter the required details of the customer/account.
4. Click **Save**.

To Create a Site:

Note A Site can be added only under a Customer or a Group.

1. In the left pane, select the customer account.
2. Click the create  icon and then click **Site**.
The **NEW SITE** screen appears.

Figure 2-5 New Site Screen

The screenshot shows the MAXPRO Cloud Software interface. On the left, there's a sidebar with a 'CREATE & EDIT' tab at the top, followed by icons for '+' (Create), search, and delete. Below these are sections for 'SysAccount', 'test1' (with 'test2' underneath), and 'site1'. A red oval highlights the 'Site' option under 'CREATE & EDIT'. On the right, a 'NEW SITE' form is displayed with the following fields:

Site Name*	Email*
Automation Site2	john@gmail.com
Address*	City*
21, Fleming Lane	FL
State/Region/Province*	Country*
Florida	USA
Zip Code/Postal Code*	Phone*
122563	35424434451

At the bottom of the form are 'Save' and 'Cancel' buttons.

3. Enter the required details of the site for the selected account.
4. Click **Save**.

Note In the Settings tab, you can click Browse and Upload Floor Plan to browse and upload the floor plan to the site. The supported file formats are JPEG and PNG, with a maximum size of 1MB.

For more details on how to configure the floor plan, refer to *Floor Plan Configuration*.

Adding Device into the Account

To add a Device:

1. Click the **Create & Edit** tab.
The **CREATE AND EDIT** page appears.
2. In the left hand pane, select the site.
3. Click the create **+** icon and then click **Device**.
The **NEW DEVICE** screen appears.

Figure 2-6 New Device Screen

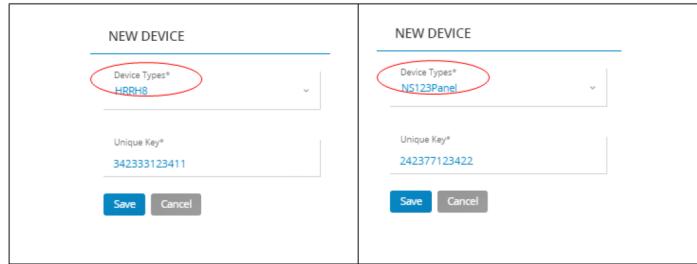
The screenshot shows the MAXPRO Cloud Software interface. On the left, there's a sidebar with a 'CREATE & EDIT' tab at the top, followed by icons for '+' (Create), search, and delete. Below these are sections for 'SysAccount', 'test1' (with 'test2' underneath), and 'site1'. A red oval highlights the 'site1' option under 'CREATE & EDIT'. On the right, a 'NEW DEVICE' form is displayed with the following fields:

Device Types*
HRRH8
Unique Key*

At the bottom of the form are 'Save' and 'Cancel' buttons.

Note You can create a device only under a site.

4. Select the **Device Types** from the drop-down list. You can either select **HRRH8** or **NS123Panel**.

Figure 2-7 New Device Type Screen

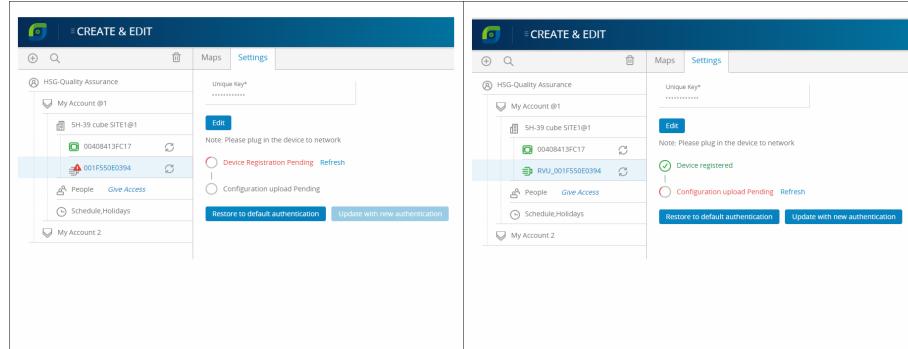
- Enter the **Unique Key** (MAC ID) for the selected device.

Note MAC ID should not contain any space or special characters. By default MAC ID contains “_” or space between two characters.

Figure 2-8 Unique Key (MAC ID)

- Click **Save**.

The system displays the message **Device Registration Pending**.

Figure 2-9 Device Registration Screen

Plug-In Device

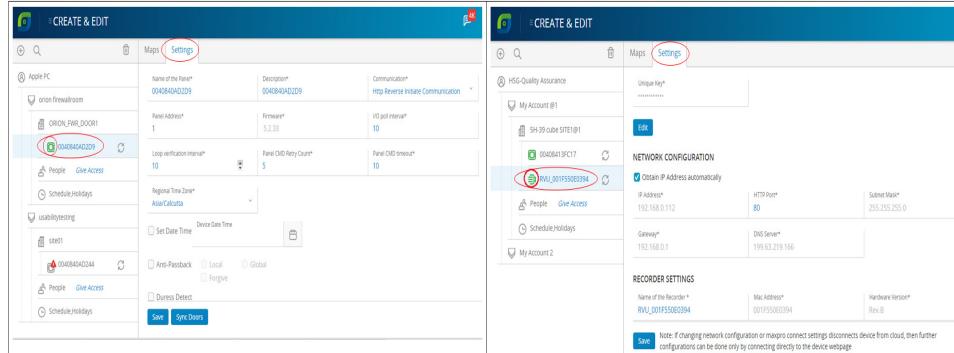
Before you proceed, ensure to plug the device to Internet.

The **Device Registration** and the **Configuration Upload** process typically takes between two to three minutes, and it is completed automatically.

Note Meanwhile, you can also click **Refresh** link to get the latest status of registration or configuration upload.

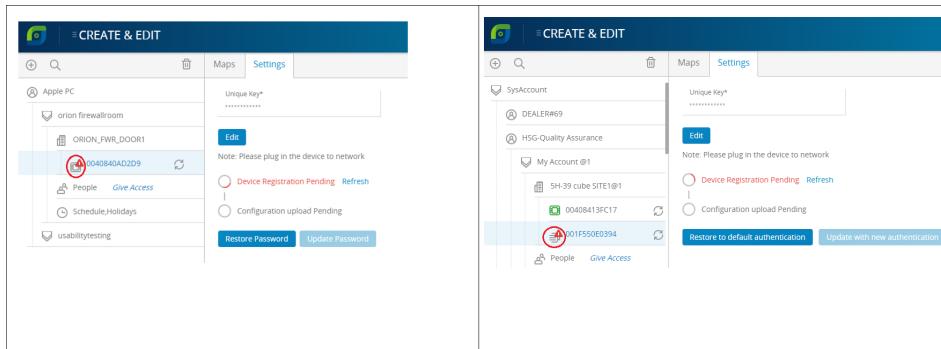
When registration is successful, the **Settings** tab will update with the current configuration of the device. In the left hand pane, the device status will change to green.

Figure 2-10 Device Settings Screen

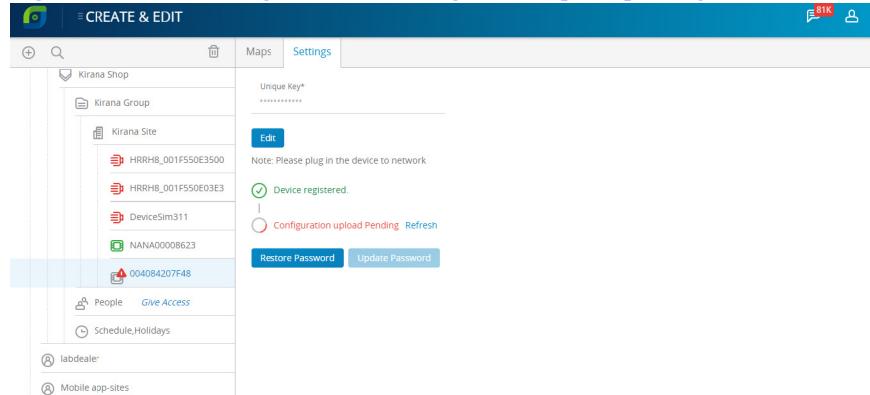


Note If after 15 minutes, the screen does not change, please ensure that the device is plugged into the Internet.

Figure 2-11 Unsuccessful Connection Screen



Note During the connection process, if the device is registered and the **Configuration Upload** is pending, the following screen appears.

Figure 2-12 Device registered and Configuration Upload pending Screen

Call the tech support team at +1-800-323-4576 for technical assistance.

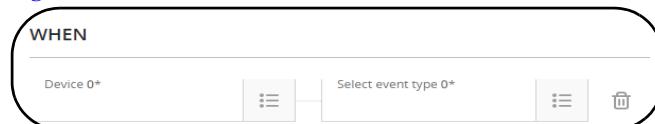
Configuring Email Notifications

1. In the **Rules** tab, click **Create new rule**.
2. Under **Rule Name**, type a name for the rule.
3. Under **Position**, select the required site.

Figure 2-13 Create Rule name and Position

WHEN enables you to select a condition for the device, schedule, and time conditions.

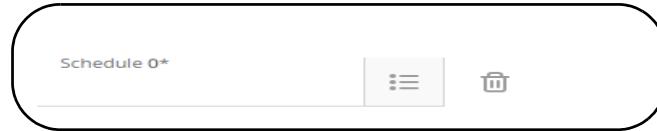
4. Under **Select a condition**, you can set conditions for the following:
 - Device
 - a. Click the icon in **Device** field.
 - b. Under **SELECT DEVICES**, select to include devices such as, MPCA, NetAXS panel, cameras, door, input, and output.
 - c. Click **Confirm**.
 - d. Click the icon in the **Select event type** field.
 - e. Under **SELECT EVENT TYPE**, select to set the events.
 - f. Click **Confirm**.

Figure 2-14 Select a Device

- Schedule
 - a. Click the icon in **Schedule** field.
 - b. Under **SELECT EVENT TYPE**, select to set the schedule. For more information on configuring a schedule, refer to Create a Schedule.

- c. Click **Confirm**.

Figure 2-15 Select a Schedule



- Time Conditions
 - a. Under **Within**, use the and arrows to enter the **Min** and **Sec** details.

Figure 2-16 Select a Time Condition



Note You can also set multiple **AND/OR** conditions.

- 5. Under **THEN**, click **Select an action**.

- If you select **Device**, then:
 - a. Click the icon in the **Select Devices** field.
 - b. Under **SELECT DEVICES**, select to include devices.
 - c. Click **Confirm**.
 - d. Click the icon in the **Select an action** field.
 - e. Under **SELECT DEVICES**, select to include actions to the relevant device.
 - f. Click **Confirm**.

Figure 2-17 Select a Device



- If you select **Actions**, then:
 - g. Click the icon in the **Action type** field.
 - h. Under **SELECT ACTIONS**, select to include:
 - **EMAIL**
 - AND/OR
 - **PUSH NOTIFICATIONS**
 - i. Click **Confirm**.
 - j. Click the icon in the **Action type** field.

Under **SELECT EMAILS**, the list of created operator names are displayed.

 - k. Select the required operator name.
 - l. Click **Confirm**.

Figure 2-18 Select an Action



6. Click **Save Rule**.

By default, all the newly created rules are active.

3

Installing the MAXPRO® Appliance

This chapter contains information on connecting and mounting the MAXPRO® for use with Honeywell analog and IP video cameras, alarms, and sensors, as well as a keypad for arming and disarming the system.

This chapter describes how to:

- Mount the MAXPRO® and power supply to a wall or in a rack (see [page 40](#))
- Connect the MAXPRO® to the internet (see [page 42](#))
- Install the Software and Log in to the MAXPRO® through the Internet (see [page 45](#))
- Configure: System settings, Camera settings, Record settings, Schedules, Inputs, Outputs, and Spot Monitor. (see [page 52](#))

Before you Begin

Please carefully read this guide before you install the MAXPRO® Cloud Appliance.

Keep this guide for future reference.

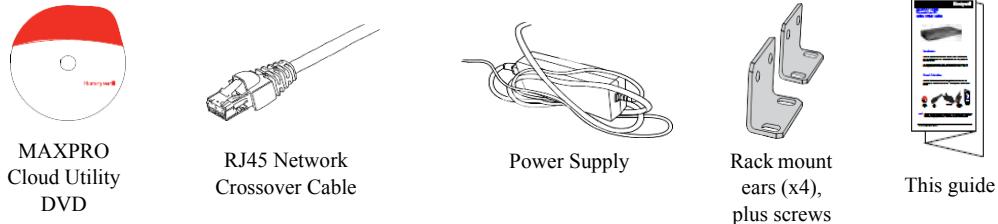
Before installing the MAXPRO® Cloud Appliance, you should have:

- Applied to Honeywell Customer Service for your hosted services account
- Logged into your user interface and configured basic information such as adding users and devices.

Before installing the MAXPRO® Cloud Appliance, Honeywell recommends that you check www.honeywellvideo.com/products/ to find your appliance and download the latest manuals and software updates. Look under **Hosted Video Services**.

Unpack Everything

Ensure that the items received match those listed on the order form and packing slip. The packing box should include, in addition to the Quick Install Guide:



Part Name	Quantity
MAXPRO® appliance	1
MAXPRO Cloud Utility CD	1
Power Supply (48V DC)	1
RJ45 Network Cable	1
Rack Mount Ears (plus 2 screws each)	4
Straps for securing power supply	2

If any parts are missing or damaged, contact the dealer from which you purchased the encoder or call Honeywell Customer Service (see [Warranty and Service on page 9](#)).

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.

Overview of Installation Procedure

Note The MAXPRO® must be installed on a system that has a DHCP server.

Note Please familiarize yourself with the installation procedure and complete each step in the sequence as given.

The initial installation of a encoder consists of the following steps:

Step	See ...
1	<i>Mounting the MAXPRO® Appliance on page 40</i>
2	<i>Connecting the MAXPRO® Cloud Appliance to Peripherals on page 42</i>
3	<i>Physically Connecting the MAXPRO® to the Internet on page 44</i>
4	<i>Accessing the MAXPRO® Configuration Page on page 45</i>

MAXPRO® Front and Rear Panels

Front Panel

Figure shows the front panel. *Table 3-1* lists the LEDs and describes their functions.

Figure 3-1 MAXPRO® Front Panel

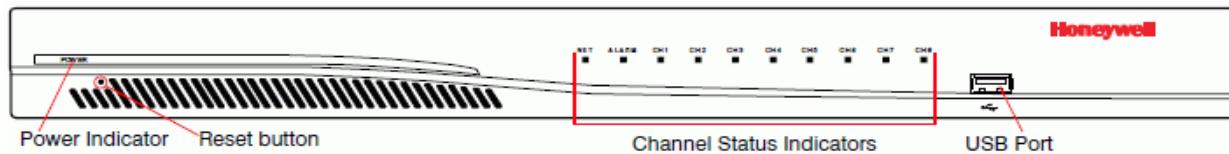


Table 3-1 Front Panel Indicators

Indicator	Function
Power Indicator	When this LED lights, it indicates that the power is On.
Factory Reset	Resets the appliance to factory-set defaults.
NET Status Indicator	When this red LED lights, it indicates that registration or connection to the MAXPRO® server has failed.

Table 3-1 Front Panel Indicators

Indicator	Function
ALARM Status Indicator	This blue LED blinks during power up.
	This blue LED lights steadily while the application is turning on.
	This blue LED turns off once the application stabilizes.
	After the application is running, this LED will continue to blink if there is a problem with the USB port.
Channel Status Indicators	After the application is running, this LED will light steadily if there is no storage for recording.
	Each of these indicators correspond to a logical channel on the MAXPRO®. When one of these green LEDs is on, then the channel is connected to a system component and is streaming video. When one of these LEDs is off, then there is a connection error or no video source for that channel.
	The USB port is available for connecting a USB storage device and for clip export.

Mounting the MAXPRO® Appliance

Choosing the Location

Choose an installation location for the MAXPRO® Cloud Appliance that:

- Provides access to the correct and reliable power supply (48V DC) and access to a 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

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 such as a radiator
- Exposed to high humidity or where condensation forms easily
- Near high-voltage cables such as a power cable
- Exposed to dust and dirt
- Exposed to extreme fluctuations in temperature

Mounting Considerations

Do not block ventilation openings in the cover or the MAXPRO® Cloud Appliance could overheat.

Install the MAXPRO® Cloud Appliance as low as possible in the rack or on the wall.

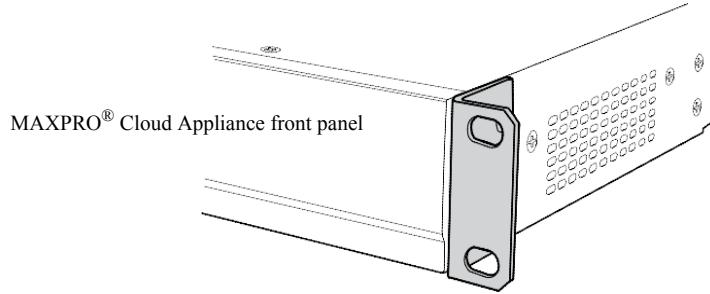
Mounting in a Rack

Securely mount the MAXPRO® Cloud Appliance in a 19" EIA standard rack.

To mount the MAXPRO® Cloud Appliance in the rack:

1. Attach one mounting bracket (supplied) to the each side of the MAXPRO® Cloud Appliance, as shown in *Figure 3-2*, using the supplied screws.

Figure 3-2 Rack Mount Ear Configuration

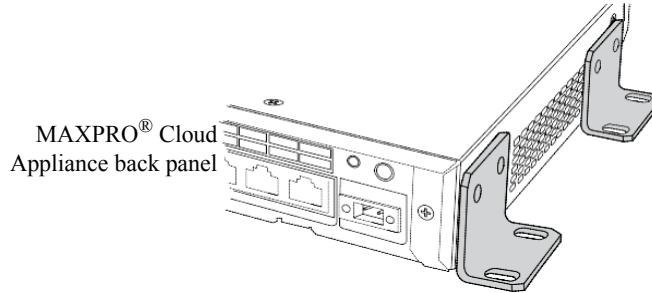


2. Place MAXPRO® Cloud Appliance on a shelf in your rack (not supplied).
3. Secure the mounting brackets to the rack using appropriate screws (not supplied).

Mounting on a Wall

1. Attach two mounting brackets (supplied) to each side of the MAXPRO® Cloud Appliance, as shown in *Figure 3-3*, using the supplied screws.

Figure 3-3 Wall Mount Ear Configuration

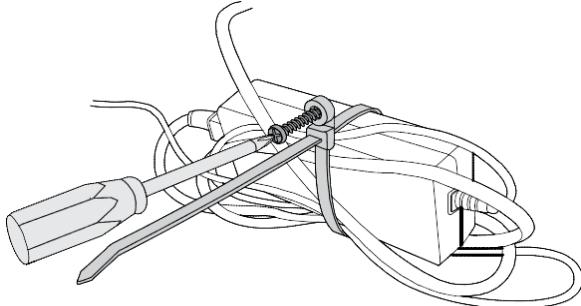


2. Secure the mounting brackets to the wall using appropriate screws (not supplied).

Mounting/Securing the Power Supply

1. Connect the power supply to the MAXPRO® . Do NOT connect to an electrical outlet at this time.
2. Wrap and secure the provided strap around the power supply and slack/extra cables.
3. Use appropriate screws (not supplied) to secure the strap to the rack or to the wall.

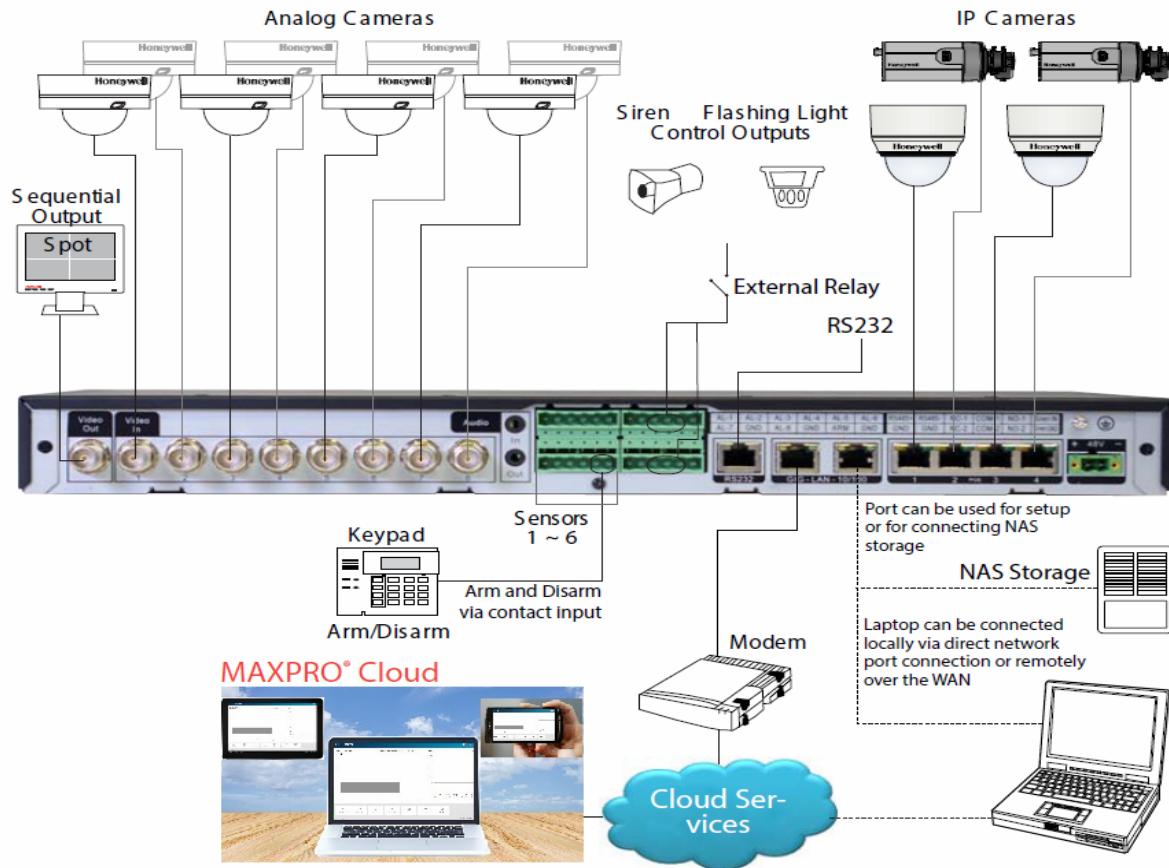
Figure 3-4 Mounting the Power Supply



Connecting the System

Connecting the MAXPRO® Cloud Appliance to Peripherals

Follow this system diagram to connect the MAXPRO® Cloud Appliance to cameras, alarms, sensors, and a keypad, in a system.

Figure 3-5 MAXPRO® System Connections

Rear Panel Connectors

Figure 3-6 shows the rear panel of the MAXPRO® Cloud Appliance. The appliance has BNC video input connectors. *Table 3-2* lists and describes the functions of the ports, terminals, switches, and connectors.

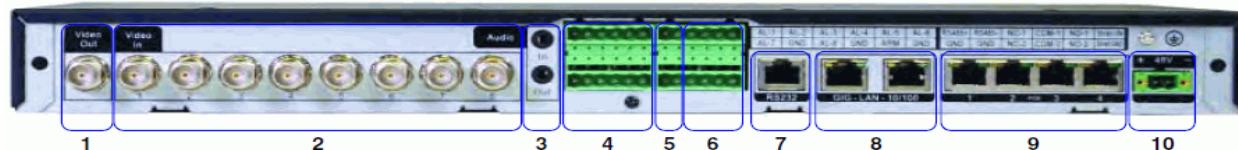
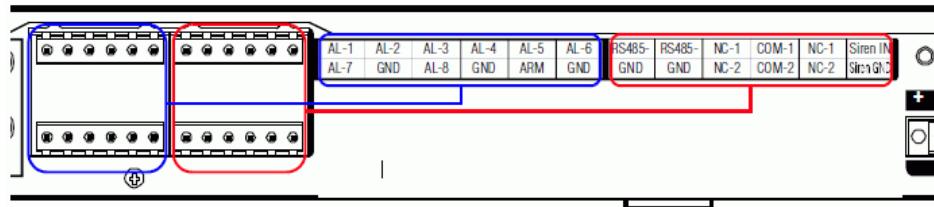
Figure 3-6 MAXPRO® Cloud Appliance Rear Panel

Table 3-2 MAXPRO® Cloud Appliance Connectors

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	RJ45 Connector for Serial Communication
8	Ethernet LAN Network Connector (for setup and/or for external storage), RJ45
9	IP Camera Inputs (PoE)
10	48V DC Power Connector

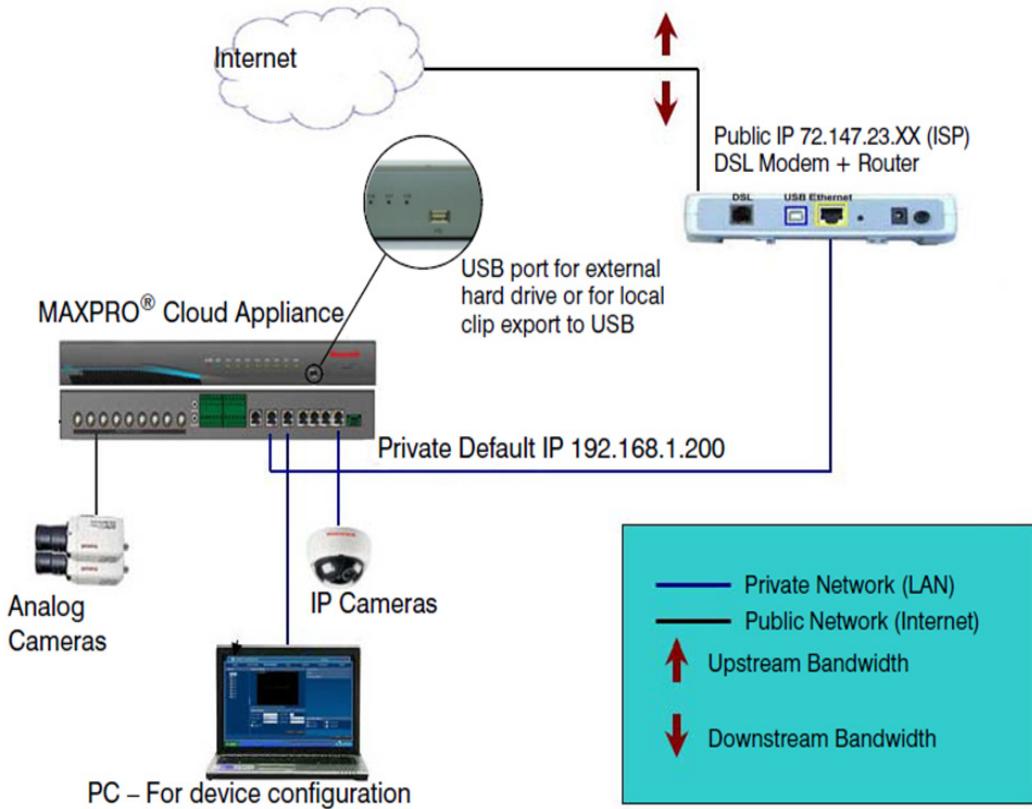
Alarm Contacts and Connections

Follow these legends for the alarm contacts and connections.

Figure 3-7 Alarm Contacts and Connections

Physically Connecting the MAXPRO® to the Internet

Connect your MAXPRO® to the internet as shown in *Figure 3-8*.

Figure 3-8 Complete MAXPRO® Cloud Connections

Accessing the MAXPRO® Configuration Page

Note The MAXPRO® Cloud Appliance is shipped in DHCP mode (default). When connected to a network, the MAXPRO® Cloud Appliance will look for a DHCP server and automatically assign an IP address.

If the network does not have a DHCP server, then the MAXPRO® Cloud Appliance will get an APIPA address.

Installing the Software

To configure the MAXPRO® Cloud Appliance, you need to load onto your PC/laptop the software from the MAXPRO® Utility DVD that came with your appliance. The MAXPRO® Cloud Appliance Utility DVD contains three software programs:

- Bonjour®
- Microsoft® Silverlight® suitable for your operating system (either Microsoft® Silverlight® 32 or Microsoft® Silverlight® 64)
- the MAXPRO Cloud Discovery utility

To install the software

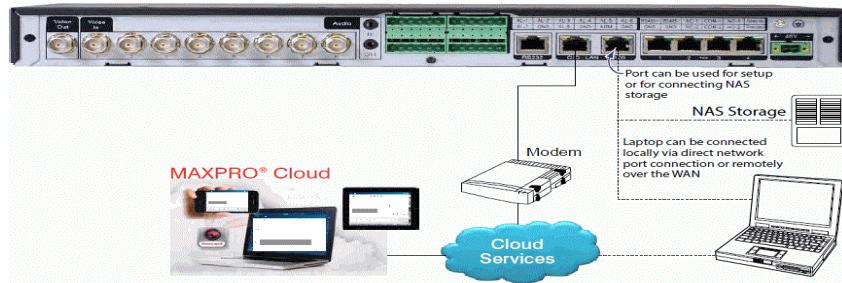
1. Insert the Utility DVD into your PC/laptop.
2. Follow the wizard to complete the installation.

Discovering and Registering the MAXPRO® Cloud Appliance

To continue with setup and configuration, you must connect your setup computer to the MAXPRO® Cloud Appliance. You can do this locally through direct network port connection or remotely over the WAN.

Note The preferred setup for your MAXPRO® Cloud Appliance is in a system that has a DHCP server. The MAXPRO® Cloud Appliance is configured with defaults for this type of system.

Figure 3-9 Connecting to the MAXPRO® Cloud Appliance for Configuration



Finding the HRRH8 Configuration Window with Bonjour

1. Open an internet browser window, then either:

Go to **View > Explorer Bars > Bonjour** to open the Bonjour selection pane.

—OR—

Go to **Tools > Explorer Bars > Bonjour** to open the Bonjour selection pane.

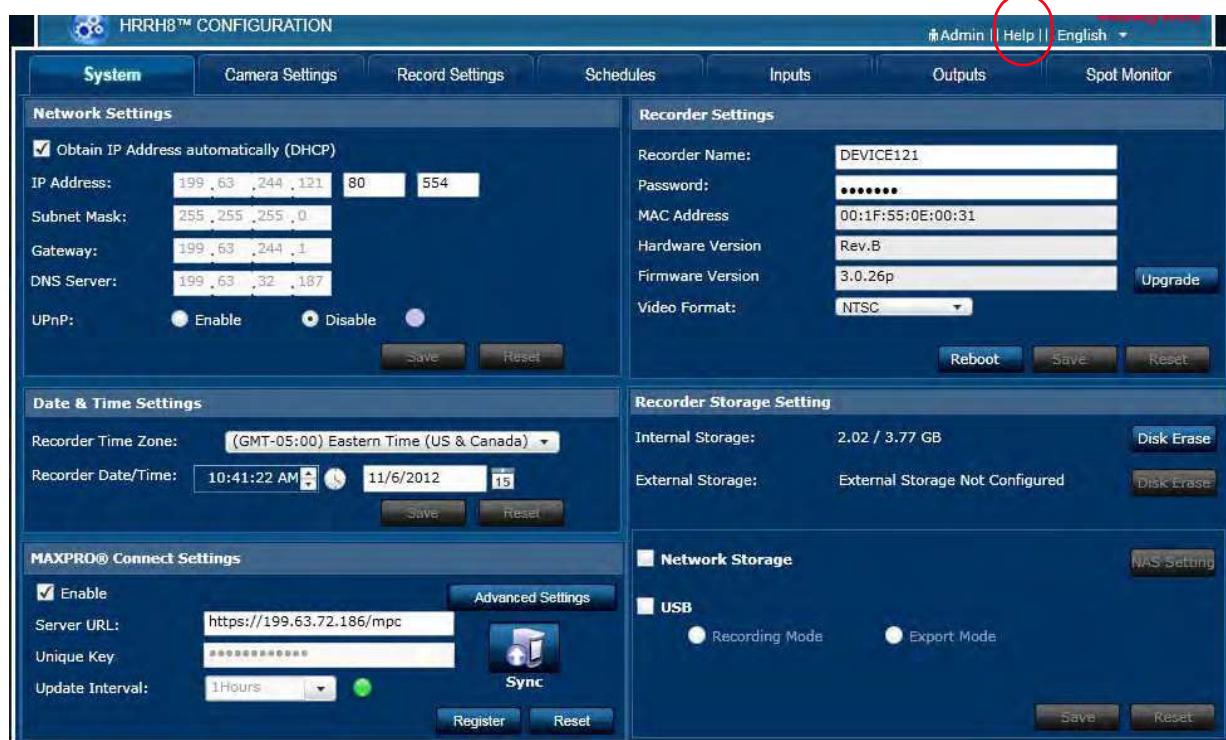
Note Your MAXPRO® Cloud Appliance is shipped in DHCP mode, by default. If you reset your appliance to factory defaults, the IP address will change to static 192.168.1.200.

- Double-click **HRR8_MAC_IP address S(tatic)/D(HCP)** in the Bonjour pane. Enter the factory default username (**admin**) and password (**admin**), then click **Enter**.

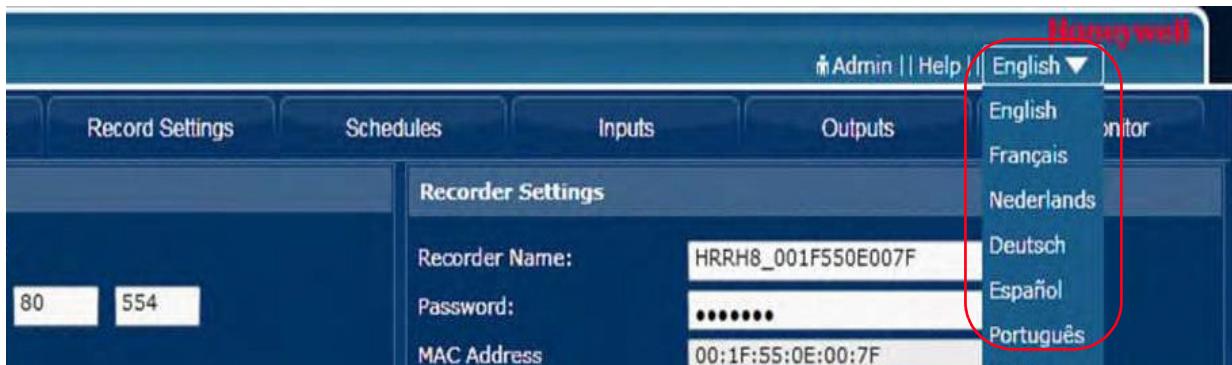
The HRRH8 Configuration window appears.

Figure 3-10 HRRH8 Configuration Window

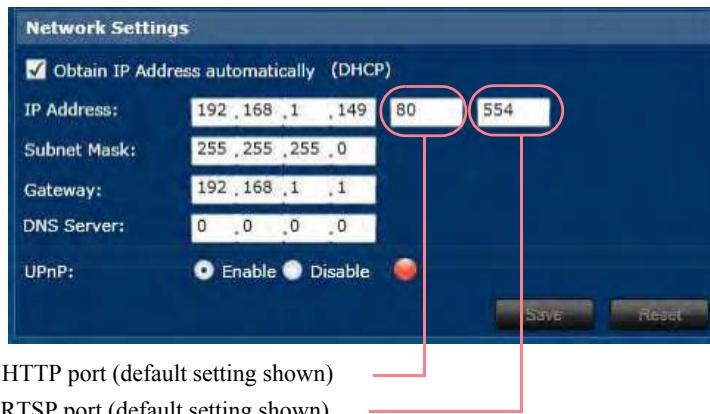
Click **Help** for guidance about device configuration settings



TIP! Click the language drop-down menu in the top right toolbar to select a language other than English.

Figure 3-11 Selecting a Language for the Configuration Window

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

Figure 3-12 Enabling UPnP in the Network Settings Pane

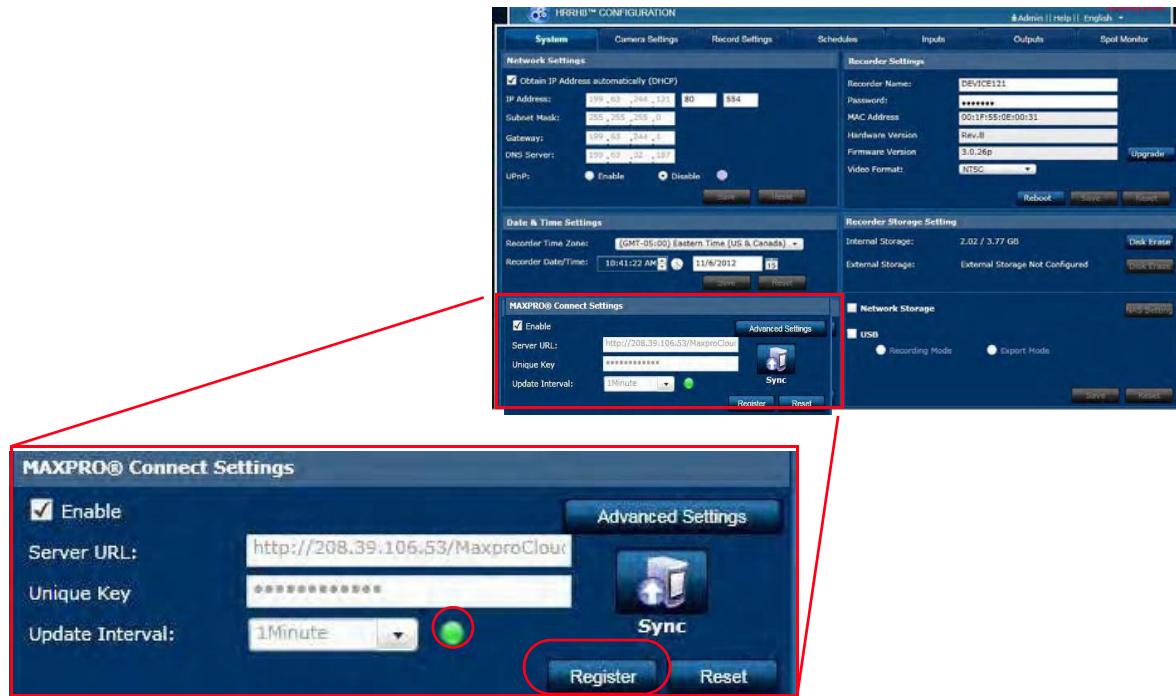
The default is DHCP mode, which automatically obtains an IP address.

The default for the HTTP port is 80. The default for the RTSP port is 554.

4. Uncheck **Obtain IP Address automatically** to set to static IP for registering the device.

Note A red light indicates that UPnP failed. If this happens, manual port forwarding via a DSL router or modem is suggested. Hover the mouse over the red light. A pop-up window displays fault-finding tips why the connection failed. See [Appendix A, Troubleshooting](#) for a solution.

5. Click **Register** in the MAXPRO® Connect Settings pane.

Figure 3-13 Clicking Register in the MAXPRO® Connect Settings Pane

A green light indicates that the connection was successful.

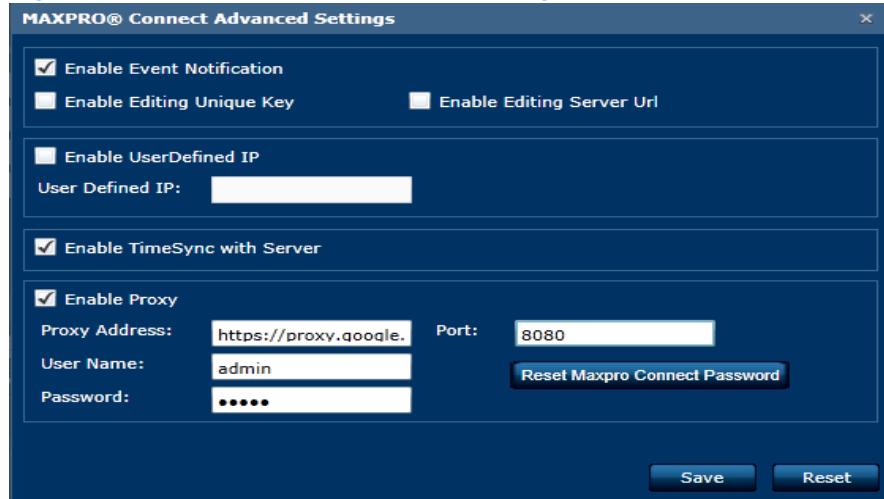
A red light indicates that the connection was unsuccessful. Hover the mouse over the red light. A pop-up window displays fault-finding tips why the connection might have failed. Go to [Appendix A, Troubleshooting](#) for a solution.

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

Note After configuring, you must re-register and re-sync your MAXPRO® Cloud appliance in the MAXPRO® Connect Settings pane to upload these changes to the MAXPRO® server.

Configuring Advanced Settings in the MAXPRO Connect Settings Pane

1. Click **Advanced Settings** in the MAXPRO Connect Settings pane. The MAXPRO Connect Advanced Settings pane opens.

Figure 3-14 MAXPRO Connect Advanced Settings Pane

In this pane, you can enable:

- Event Notification
 - Editing Unique Key
 - Server URL
 - User Defined IP
 - TimeSync with Server
2. Enable/disable your selections, then click **Save**.
 3. Click **Register** in the MAXPRO® Connect Settings pane.

A green light indicates that the connection was successful.

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 might have failed. Go to [Appendix A, Troubleshooting](#) for a solution.

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

Note After configuring, you must re-register and re-sync your MAXPRO® Cloud appliance in the MAXPRO® Connect Settings pane to upload these changes to the MAXPRO® server.

The MAXPRO® appliance should now be registered to the MAXPRO® hosting site. At this time, you should configure system settings, camera settings, recording settings, schedules, inputs, outputs, and spot monitors.

Configuring MAXPRO®

The HRRH8 Configuration window allows you to configure many aspects of a customer's site setup.

Figure 3-15 HRRH8 Configuration Window

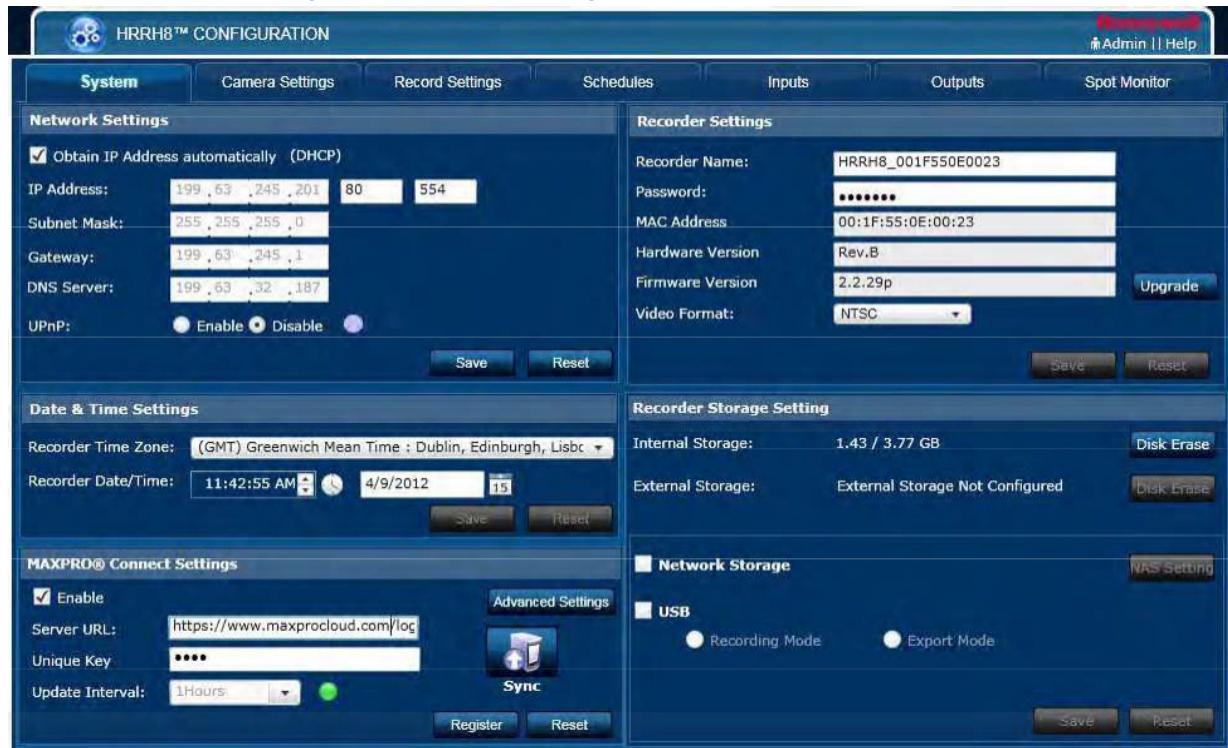


Table 3-3 shows the configuration tabs that are available.

Table 3-3 Configuration Tabs

Tab	Available Functions	See...
System	Configure Network settings, Recorder settings, System Date and Time settings, Storage settings, and MAXPRO® Connect settings; and upgrade Firmware.	page 52
Camera Settings	Configure camera names, type, analog input, IP address, RTSP url, and model number.	page 60
Record Settings	Configure the recording frame rate, quality, channel number, resolution, and pre- and post-event timers. Configure Camera Events (VMD) settings. Associate/disassociate triggers. Select a recording schedule (that was configured on the Schedules tab).	page 63
Schedules	Select and configure up to eight schedules. Select the schedule type (day of week or range of days), start time, and end time. Choose either an Event-Based Schedule (used for motion events) or Continuous Schedule (continuous video recording onto the internal SSD, an external USB or NAS storage).	page 71

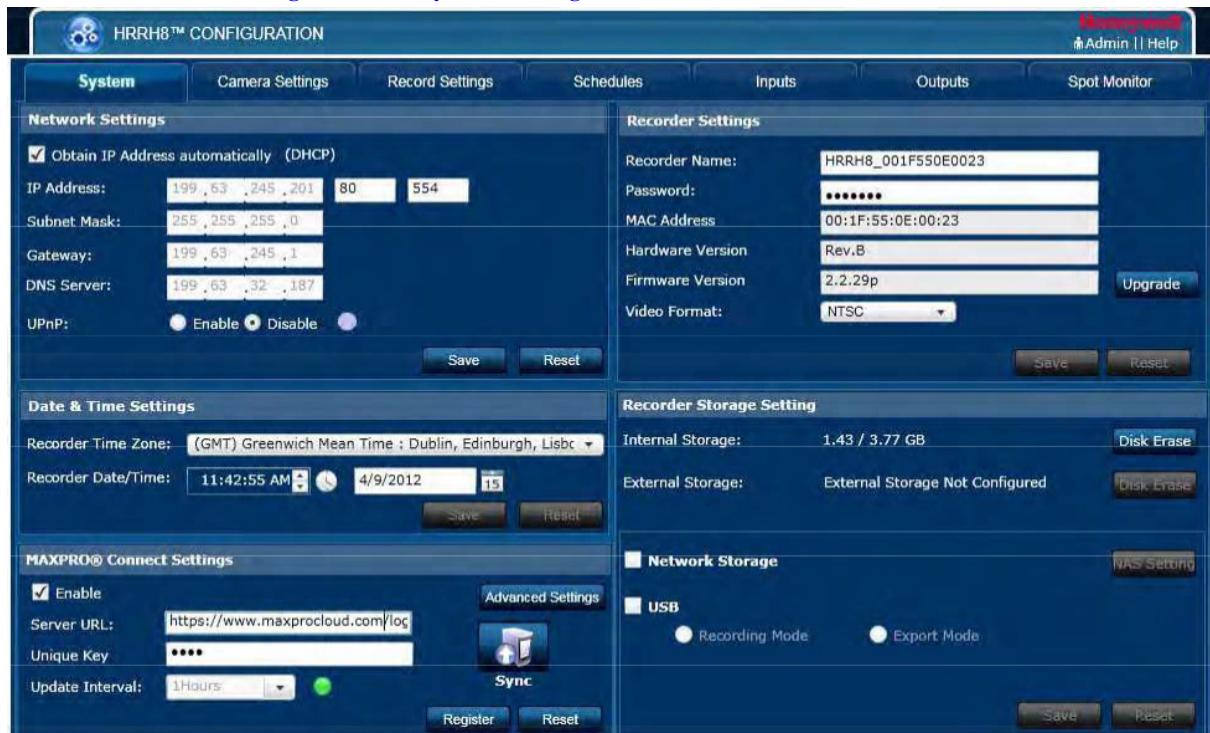
Tab	Available Functions	See...
Inputs	Name up to eight triggers, and configure each as NO (normally open) or NC (normally closed).	page 72
Outputs	Configure one of two Relay settings. Enable/disable the alarm. Name the alarm. Configure the alarm as either NO or NC, and the duration. Associate/disassociate the sensors and VMD.	page 73
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.	page 74

Note Click **Save** to save the changes you have made. After configuring, you must re-register and re-sync your MAXPRO® Cloud appliance in the MAXPRO® Connect Settings pane to upload these changes to the MAXPRO® server.

Configuring System Settings

Click **System settings** to open the System settings tab.

Figure 3-16 Systems Settings Tab



On the System tab, you can configure:

- Network settings
- Date and time settings
- MAXPRO® Connect settings
- Recorder settings
- Recorder storage settings
- Network storage settings
- Firmware upgrade

Manually Configuring Network Settings (Optional)

Use these settings if you are not using Universal Plug and Play. (See *Enabling UPnP in the Network Settings Pane on page 48*.)

Figure 3-17 Network Settings Pane in the System Tab



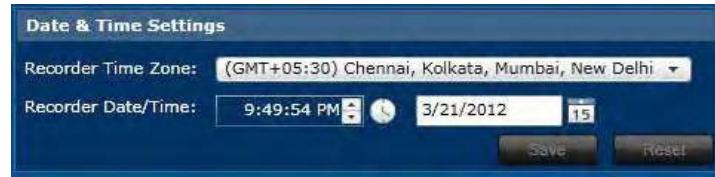
The **Obtain IP Address automatically (DHCP)** check box in the Network Settings pane is selected by default. This enables the server to automatically assign IP address to HRRH8. The IP Address, Subnet Mask, and Gateway are automatically detected in DHCP mode.

To manually configure the network settings:

1. Click to clear the **Obtain IP Address automatically (DHCP)** check box (if it is already selected) if you want to manually assign an IP address to HRRH8.
2. Enter the correct information in the following fields:
 - IP Address
 - Subnet Mask
 - Gateway
 - DNS Server
3. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

Configuring Date and Time Settings

Use these procedures to configure the date and time for your MAXPRO®.

Figure 3-18 Date & Time Settings Pane in the System Tab

1. Select the **Recorder Time Zone** from the drop-down list in the Date & Time Settings pane.
2. Set the **Recorder Date/Time** by either using your mouse to select the hour/minute/seconds, or day/month/year, then clicking on the up/down arrows to change the value; or clicking on the clock or calendar icon, then selecting a time or date.
3. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

Configuring Recorder Settings

Use these settings to configure the recorder name, video format, and password. The Recorder Name displays by default. You can change this name to suit your requirements.

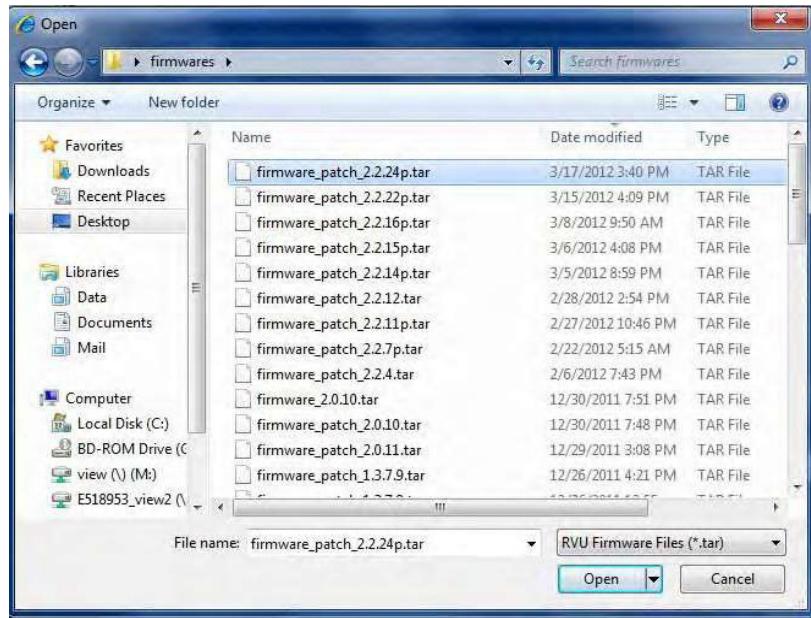
The hardware version and firmware version of the device, the Disk Capacity, and the Disk Free values display by default.

Figure 3-19 Recorder Settings Pane

Upgrading Firmware

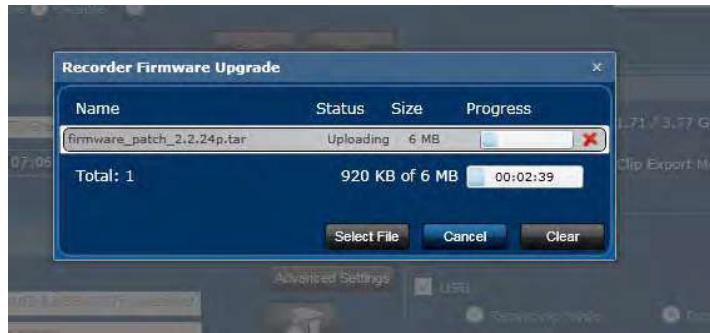
The current Firmware Version and Hardware Version of MAXPRO® appears in the Recorder Settings pane.

1. Click **Upgrade** in the Recorder Settings pane.
The Recorder Firmware Upgrade popup window appears.
2. Click **Select File**, and a select file window appears.

Figure 3-20 Selecting a Firmware Upgrade File

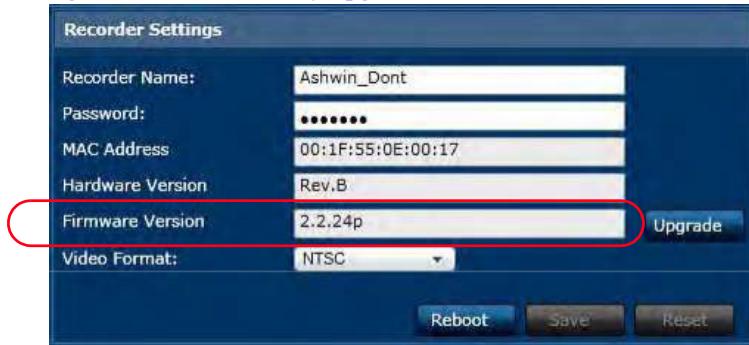
3. Navigate to the folder where the **firmware** (the firmware update file) is present.
4. Select the firmware upgrade file (.tar file), the click **Open**.
5. Click **Upload** to upload the selected file.

A popup window shows the firmware upgrade progress and completion status.

Figure 3-21 Firmware Upgrade Progress Window

When the firmware upgrade completes, a message appears stating that the upgrade is complete, and that the device will reboot. The MAXPRO® Cloud Appliance unit will automatically restart.

6. After the MAXPRO® Cloud Appliance has rebooted, check to ensure that the firmware upgrade has been successful.

Figure 3-22 Successfully Upgraded Firmware

Configuring Storage

The MAXPRO® storage has three options for onsite storage:

- with a Solid State Drive (SSD)
- with a Network Attached Storage (NAS) device connected through the network. For information on NAS storage, refer the **NAS Storage document**.
- with a USB storage device that is connected through the USB plug in the front of the MAXPRO® Cloud Appliance. See *Figure 3-8* on *page 45*.

Table 3-4 Storage Types and Capacities

Drive Type	Capacity	Description
Solid State Drive (SSD)	4GB internal	<ul style="list-style-type: none"> • Internal Solid State drive, used for back up when the network goes down, or external storage fail • Can be used for limited onsite event based storage in conjunction with cloud based storage (rev 3.0)
Plug-in USB	up to 1TB	<ul style="list-style-type: none"> • A plug in Hard drive can be connected to the front USB • Easily and cost effectively increase storage • Up to 1TB drive will auto format when connected
Network Attached Storage (NAS)	up to 8TB	<ul style="list-style-type: none"> • NAS devices up to 8TB can be connected • NFS Standard mounting • Multiple appliances can record to a single NAS device • RAID Configuration • NAS Can be securely mounted away from the appliance

Figure 3-23 Recorder Storage Setting Pane in the System Tab

Note When the device starts onsite storage recycling, a recycling icon will appear in front of the storage device (external HDD/NAS and SSD) in the device web page.

Solid State Drive (SSD) Storage

The MAXPRO Cloud has an internal 4GB Solid state drive. The solid state drive is very reliable but provides limited on-board storage.

Recording times will vary based on number of events per day, file size and event pre and post duration.

Table 3-5 Local Storage Calculations

MAXPRO Cloud Local Storage Calculations—CIF, 15 fps CONTINUOUS RECORDING						
SSD Size	Analog Cameras (8) H.264		IP Cameras (8) MPEG-4		Analog/IP (4/4) H.264/MPEG-4	
	Low (128 Kbps)	High (512 Kbps)	Low (256 Kbps)	High (768 Kbps)	Low (128-256)	High (512-768)
Recording time	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs
(Included) 4 GB	9	2	4.5	1.5	6	1.5

Note: For event-based recording (pre-event – 30 sec, post-event – 120 sec), storage required will be one sixth of continuous recording (assuming 100 events/day).

Configuring USB Storage

The USB plug in on the front of the MAXPRO Cloud provides easy and cost-effective storage expansion. MAXPRO Cloud can auto-format a USB drive up to 1TB in size. Depending on the drive size, formatting can take up to 30 minutes. When the drive is recognized, the additional storage space appears in the configuration page. The USB can be used for recording (USB Hard Disk) or used to create a remote clip to a storage device for evidential purposes.

Note For recording, we recommend an NTFS/Ext3 formatted External USB-based Hard Disk.

Table 3-6 USB Storage Options

Local Storage Options						
Continuous Recording						
Hard drive size	Analog Cameras (8) CIF 15fps		IP Cameras (8) CIF 15fps		IP Cameras (4) 720p	
	Min	Max	Min	Max	Min	Max
4 GB (Internal SSD)	3 Hrs	1 Hr	1 Hr	1 Hr	0.8 Hr	0.6 Hr
1 TB (External USB)	39 days	15 days	19 days	15 days	9 days	8 days
8 TB (External NAS)	310 days	118 days	155 days	124 days	77 days	62 days

Table 3-7 Tested USB Drives

Drive	Capacity
WD My Passport	USB 3.0 1TB
Transcend Jet Store	USB 2.0 160GB, 500GB
Seagate Expansion	USB 2.0 250GB
Seagate Go	Flex USB 2.0 500GB
WD My Book	Essential USB 3.0 2TB
Iomega Ultra Max Plus	USB 2.0 4TB
SanDisk	USB 2.0 32GB
Transcend Jet Flash	USB 2.0 8GB
SanDisk	USB 2.0 32GB

1. Click to select **USB**, and then on **Recording Mode** the System Settings pane.

Figure 3-24 Recorder Storage Setting Pane



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

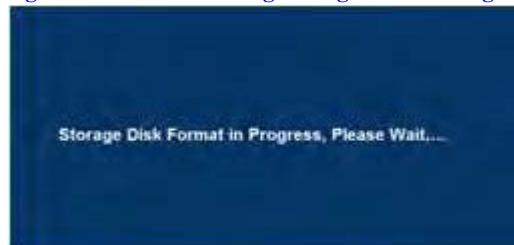
If the connected USB drive is not formatted with the EXT3 file system, then the device will reboot and automatically format the drive during the power cycle. Automatically formatting the drive might take up to 30 minutes, depending on the size of the drive.

The Blue Alarm LED on the front panel blinks while formatting.

Figure 3-25 Blue LED Indicating that Formatting is Happening



Figure 3-26 Formatting Storage Disk Message



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.

Figure 3-27 External Storage Device Capacity



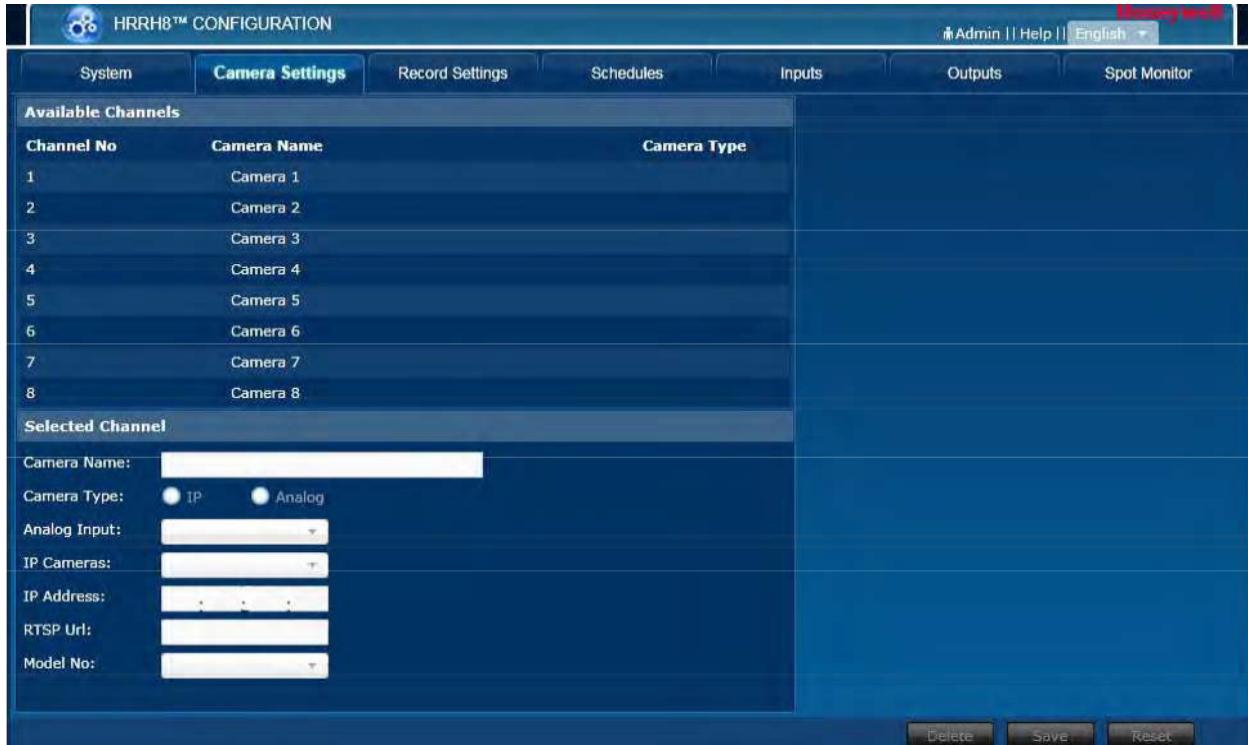
Ejecting an External USB Storage Device

Click the button next to External Storage to eject an external storage device that is connected through the USB port.

Connecting and Configuring Cameras

Click **Camera Settings** to open the Camera settings page.

Figure 3-28 Camera Settings Page.



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

Analog Cameras

1. Ensure that analog cameras are connected to the BNC connectors on the MAXPRO® Cloud appliance back panel.

Figure 3-29 Back Panel Showing BNC Connectors

BNC connectors

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

Figure 3-30 List of Cameras

Available Channels		
Channel No	Camera Name	Camera Type
1	Miami_Showroom_1	Analog Camera
2	Miami_showroom_booth	Analog Camera
3	Miami_Showroom_door	Analog Camera
4	Miami_showroom_door2	Analog Camera
5	HD3MDIP-001F550B033C	IP Camera
6	HCD5MIH-001F550B51F1	IP Camera
7	Miami_Parking	Analog Camera
8	Miami_wharehouse	Analog Camera

Select a camera

Selected Channel

Name it

Select camera type IP Analog

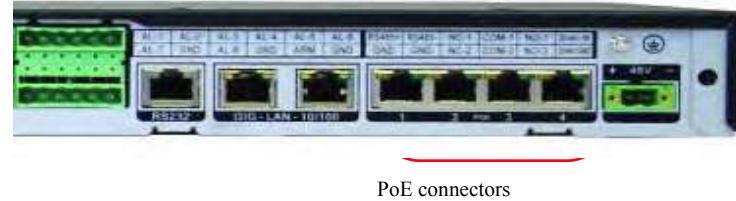
Select analog input

IP Cameras:

6. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

IP Cameras

1. Ensure that the IP cameras are connected to the PoE connectors on the MAXPRO® Cloud Appliance back panel.

Figure 3-31 Back Panel Showing PoE Connectors

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

Figure 3-32 Camera Settings Tab

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:

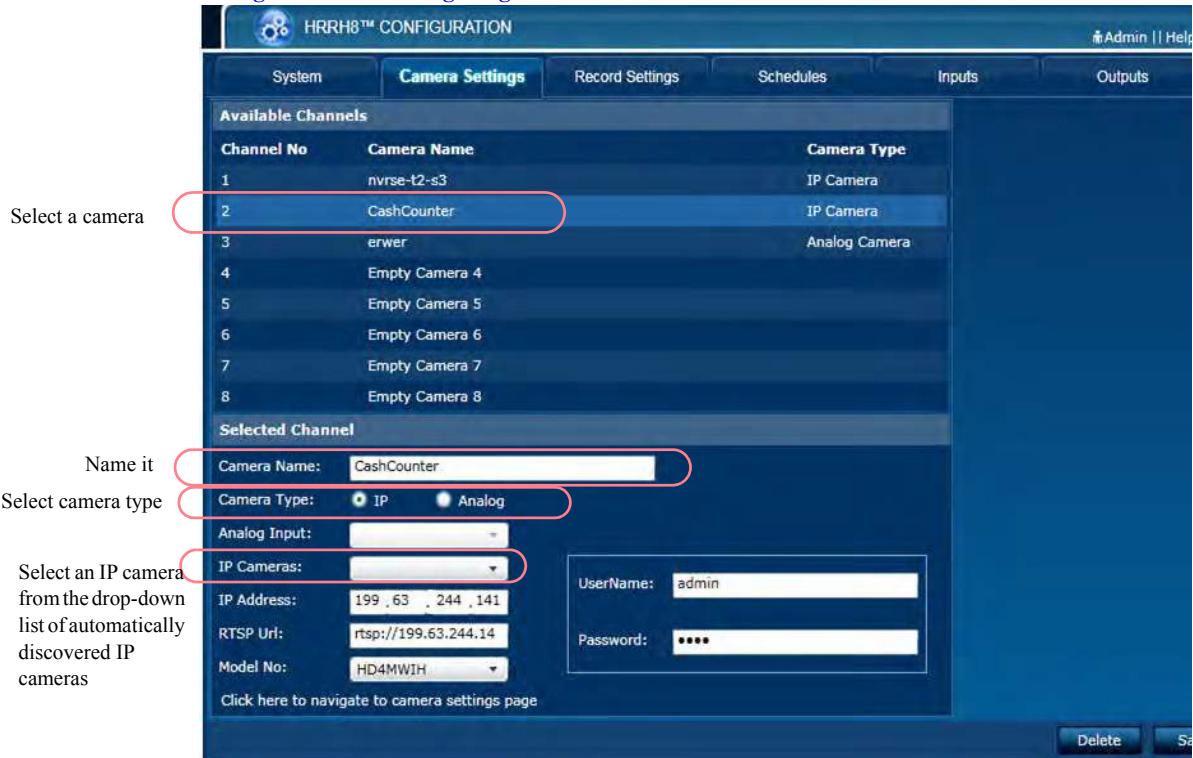
IP Cameras:

IP Address:

RTSP Url:

Model No:

3. Select a camera under **Available Channels**.
4. Name the camera under **Selected Channel**.
5. Select **IP** for an IP camera.
6. 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.

Figure 3-33 Configuring IP Cameras

Note Cameras within the same subnet are discovered using the Bonjour Multicast Protocol.

Note For some of the 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.

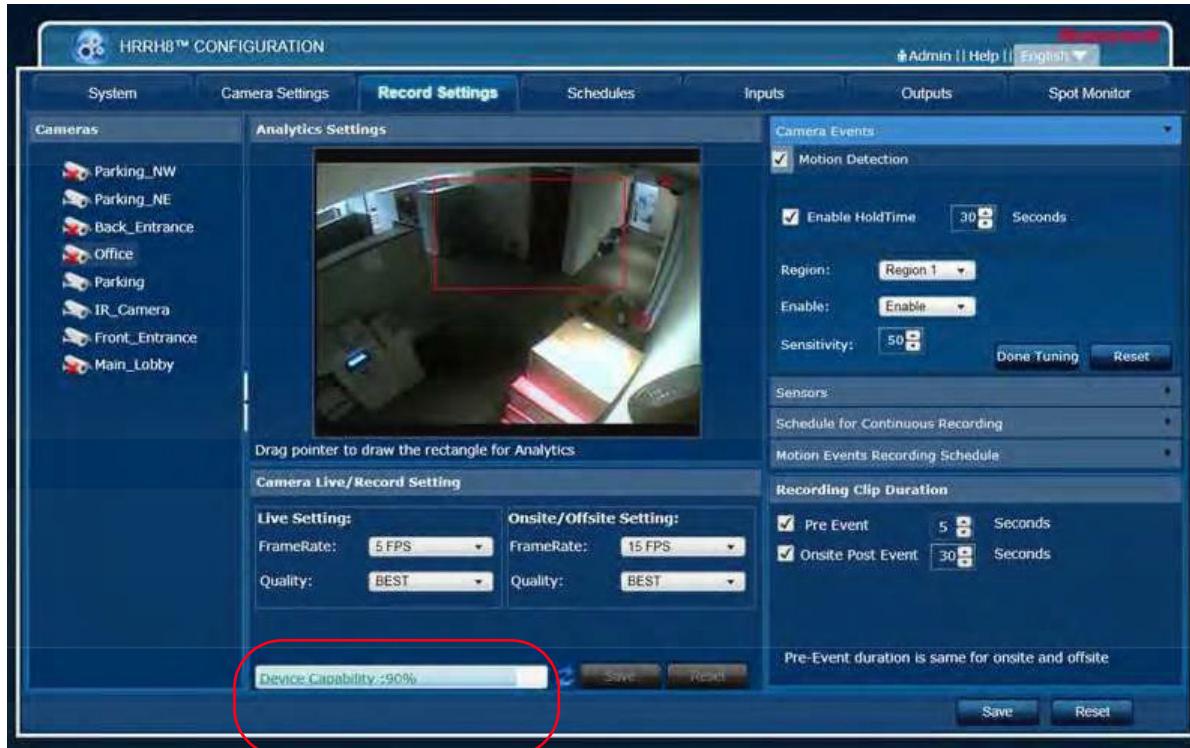
7. Click **Save**.
- OR—
- Click **Reset** to return to the previously saved configuration.

Configuring Recording Settings

You can configure the general live view and recording settings, SmartVMD settings, and recording schedules, and pre- and post-event settings.

Click **Record Settings** to open the Record Settings page.

Figure 3-34 Record Settings Page



The **Device Capacity** indicator indicates the current consumption of the device's resources. The Device Capacity depends no the number of configured cameras, the FPS, the Quality, and the Pre-Event duration for each camera.

The device factory default is for 8 analog cameras, which will take approximately 60%-80% of the device resources.

All of the configured cameras that are connected to your MAXPRO® are listed in the **Cameras** pane on the left.

Figure 3-35 Cameras Pane



Camera Configurations

For each camera, you can configure the following:

- Smart VMD events in the Camera Events field (see [page 65](#))
- Triggers in the Sensors field (see [page 69](#))
- Pre- and post-event recording durations (see [page 70](#))

Configuring Camera Quality and Frame Rate Settings for Recording

Quality and frame rate settings affect how much memory is used for storing recorded video. Better quality and/or the higher frame rates require more room for storage. Therefore, you can configure different quality and frame rate settings for Live and Onsite recording. Live Setting configures settings for viewing live video. Onsite Setting configures settings for recording video.

1. Click to select a camera under **Cameras**.
2. Configure the settings for the camera you have chosen:

Analog Camera	IP Camera
Select the desired Frame Rate .	Click here to navigate to the camera settings page if you want to view or change the IP camera settings.
Select the Quality of the video.	

Figure 3-36 Record Settings.



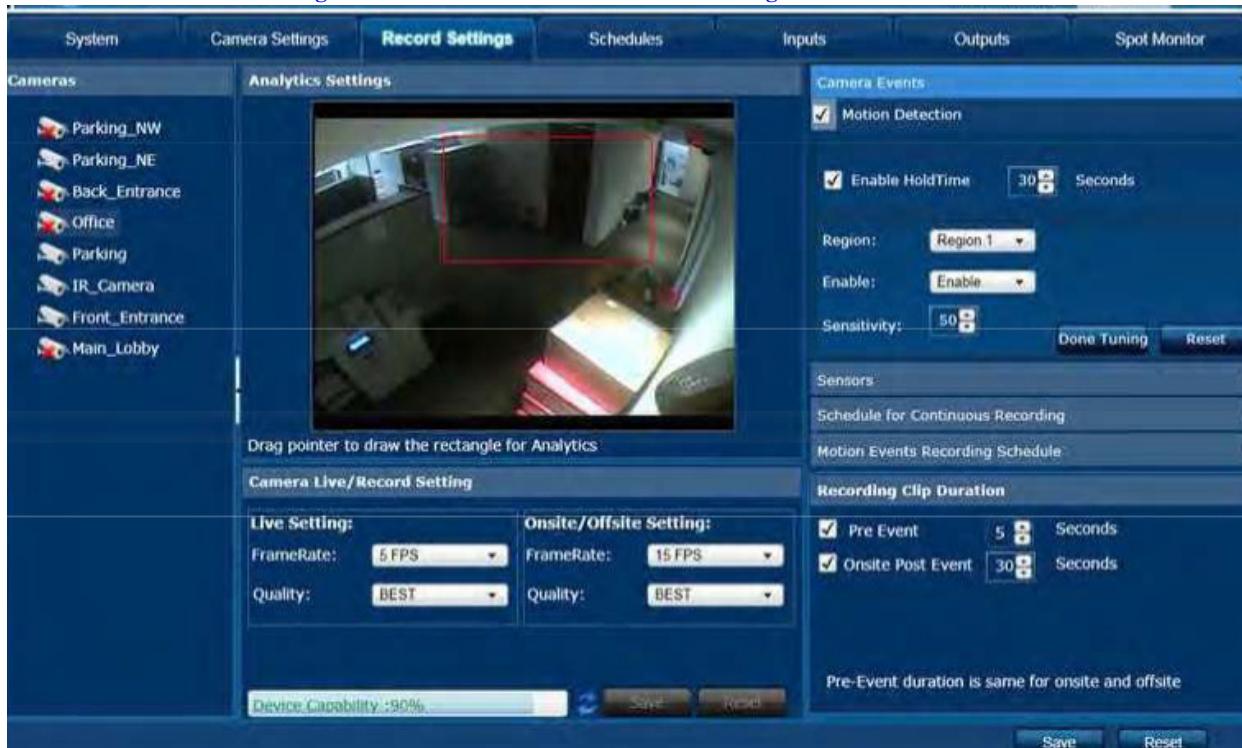
3. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

Configuring Event Recording

Configuring Event Recording for Analog Cameras

Note SmartVMD is available for up to 4 of the analog camera inputs.

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

Figure 3-37 Camera Events Pane for Analog Cameras

2. Select an analog camera under **Cameras**.
3. In the right field, click **Camera Events** to open the Camera Events options.
4. Click to enable **VMD Events**.
5. Click **Start Tuning**. The **Region**, **Enable**, and **Sensitivity** fields become active.
 - a. Select a **Region** from the drop-down menu.
 - b. Click and drag to define a region.
 - c. Select a sensitivity level.
6. 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. HoldTime is applicable to both onsite and off-site (Cloud) recording. However, HoldTime is not applicable for onsite I/O-based (trigger-based) recording.

7. Select a **Motion Events Recording Schedule**. Recording of motion events will happen only during this configured time.
 - a. Click **Recording Schedules** to open the Recording Schedules pane.
 - b. Select a camera under **Cameras**.
 - c. Select one or more schedules by selecting the respective check boxes.

For more information, see [Configuring Schedules on page 71](#).
8. Configure **Pre-Event**, onsite **Post-Event**, and off-site (Cloud) **Post-Event** recording durations in the **Recording Settings** field.

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

Note The Pre-Event recording duration is common for both onsite and off-site (Cloud) recording.

Note The maximum pre-event time interval depends on the camera's frame rate and selected quality. The maximum pre-event time for analog cameras is 15 seconds.

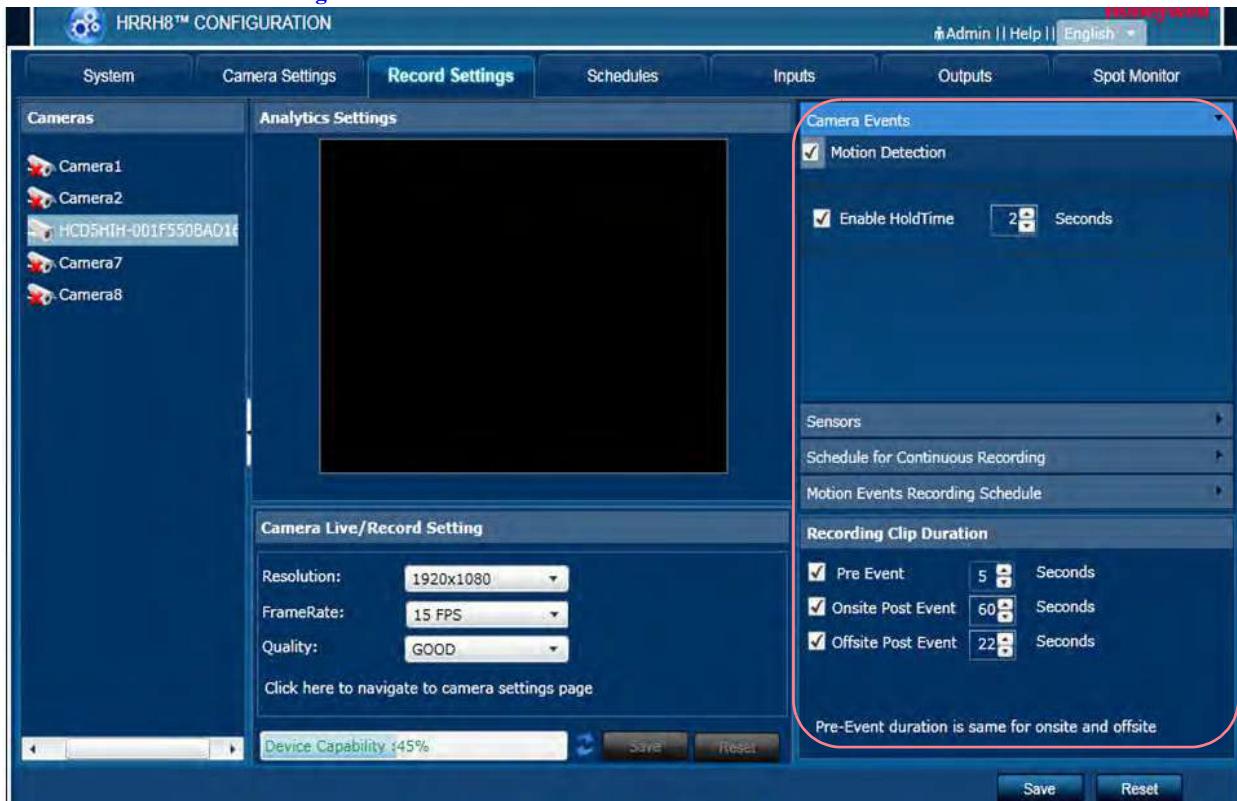
Note Additionally, you can also configure other event-based triggers. Contact inputs can be wired to the box and assigned to single or multiple cameras in the configuration menu. See the **Configuring Inputs** section, in the **Installing the MAXPRO® Appliance** chapter of the User Guide.

9. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

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.

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

Figure 3-38 Camera Events Pane for IP Cameras

2. Select an IP camera under **Cameras**.
3. In the right field, click **Camera Events** to open the Camera Events options.
4. 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. HoldTime is applicable to both onsite and off-site (Cloud) recording.

5. Select a **Motion Events Recording Schedule**. Recording of motion events will happen only during this configured time.
 - a. Click **Recording Schedules** to open the Recording Schedules pane.
 - b. Select a camera under **Cameras**.
 - c. Select one or more schedules by selecting the respective check boxes.

For more information, see [Configuring Schedules on page 71](#).
6. 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.
For more information, see [page 70](#).

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

Note The maximum post-event time interval for off-site (Cloud) 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® Appliance** chapter of the User Guide.

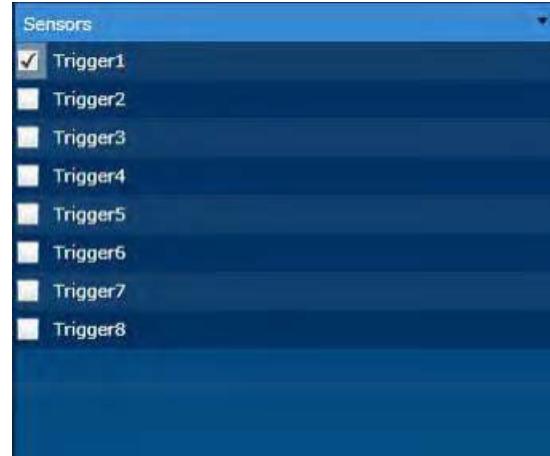
7. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

Selecting Sensors for Recording

Using the following settings, you can associate configured sensors to IP or Analog cameras. To associate sensors to cameras:

1. Click **Sensors** on the Record Settings pane (see *Record Settings Page on page 64*) to open the Sensors pane.

Figure 3-39 Sensors Pane



2. Select a camera under **Cameras**.
3. Select one or more triggers by selecting the associated check boxes.
4. Click **Save** to save the settings.
—OR—
Click **Reset** to return to the previously saved configuration.

Configuring Pre- and Post Event Intervals for Triggers (VMD and IO)

Using these settings, you can set the Pre- and Post-Event time intervals for triggers.

Pre-Event Time Interval

Pre-Event video is the video that is recorded for a specified duration just before the event occurs.

To configure the pre-event recording settings:

- Select the **Pre-Event** check box under **Recording Settings**, then select the time. The maximum Pre-Event time interval depends on the camera and its resolution.

Table 3-8 Pre-Event Time Intervals

	Resolution	Pre-event Interval (s)
Analog	-	15
	320 x 180	15
	320 x 240	
	640 x 360	5
	640 x 480	
	800 x 450	
	1280 x 720	
	1920 x 1080	

Post-Event Time Interval

Post-Event refers to the state after triggering an event.

To configure the pre-event recording settings:

- Select the **Post-Event** check box under **Recording Settings**, then select the time. The maximum Post-Event time interval is 300 seconds.

Note You must click **Save** to save any changes, or click **Reset** to return to the previously saved configuration.

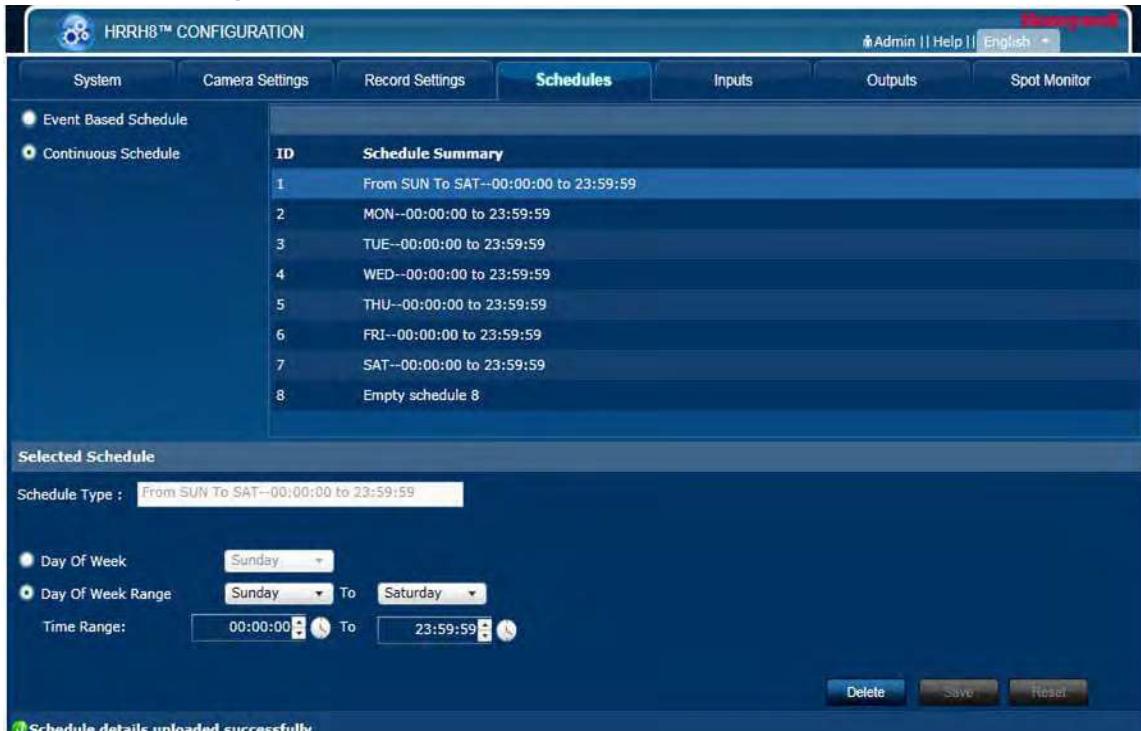
Configuring Schedules

You can create schedules for any of the 8 cameras supported by your MAXPRO® Cloud Appliance to record video at recurring intervals. A schedule defines the date and time when recording functions are enabled for a camera. A recurring schedule is a schedule that occurs at regular intervals.

To create a schedule:

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

Figure 3-40 Schedules Tab



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.

Choose this type of schedule...	For...
Continuous schedules	Continuous video recording onto the internal SSD, an external USB or NAS storage
Event Based schedules	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 Inputs

Sensors or inputs can be associated to cameras connected to the MAXPRO® Cloud Appliance. By default, your MAXPRO® Cloud Appliance supports 8 sensors.

Each sensor has one of the following two states.

- Normally Open (NO)
- Normally Close (NC)

These states usually relate to the doors in a premises where the MAXPRO® Cloud Appliance and its associated camera are configured.

To configure trigger properties:

1. Click **Inputs** to open the Inputs page.

Figure 3-41 Inputs Page

ID	Input	Enable	Status	Level
1	Trigger1	✓	●	NO
2	Trigger2	✓	●	NO
3	Trigger3	✓	●	NO
4	Trigger4	✓	●	NO
5	Trigger5	✓	●	NO
6	Trigger6	✓	●	NO
7	Trigger7	✓	●	NO
8	Trigger8	✓	●	NO

Selected Sensor

Enable

Name :

Properties : NO NC

Buttons: Delete, Save, Reset

All 8 default triggers are listed under **Sensor Settings**.

2. Select any trigger to change the settings. The selected trigger details appear under **Selected Sensor**.
3. Click to clear the **Enable** check box if you want to disable the trigger. The Enable check box is selected by default for all triggers.
4. Enter a new name to change it from the default name.
5. Select **NO** or **NC** as applicable for Properties.
6. Click **Save**. The selected trigger details are updated. A **Triggers configuration saved successfully** message appears.

Click **Reset** to return to the previously saved configuration.

Configuring Outputs

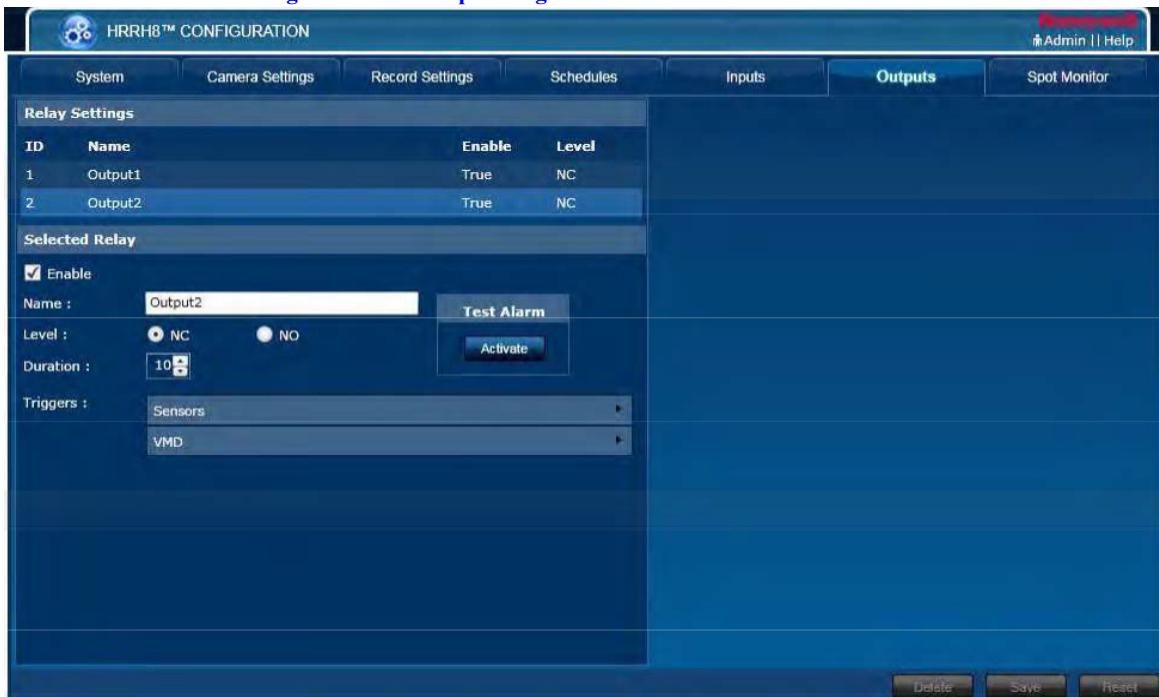
Alarms and Relays have similar characteristics. Alarms notify operators of the occurrence of events.

The contact outputs can be triggered on the MAXPRO® Cloud Appliance to activate and perform various actions. For example, you can set a relay to automatically open the door when motion is detected in a particular region. You can configure relays and associate them to events such as VMD and sensors.

Note To be able to activate doors and sirens, the system that contains the MAXPRO® Cloud Appliance must include a separate relay panel (not supplied).

To configure relays:

1. Click **Outputs** to open the Outputs page.

Figure 3-42 Outputs Page

By default, there are two relays: Relay1 and Relay2. You can configure these relays to the sensors and the VMD.

2. Select a relay under **Relay Settings**.
The relay settings appear under **Selected Relay**.
3. Enter a new name if you want to change it from the default name.
4. Click to select **NC** (Normally Closed) or **NO** (Normally Open).
5. Click **Activate** to test the relay.
6. Select the **Duration** of the relay in seconds.
7. Under **Triggers**:
 - a. Click **Sensors**, then click on the boxes to select one or more sensors.
 - b. Click **VMD**, then click on the boxes to enable a trigger relay when a VMD is detected.
8. Click **Save** to save the settings. A **Relay details uploaded successfully** message appears.
—OR—
Click **Reset** to return to the previously saved configuration.

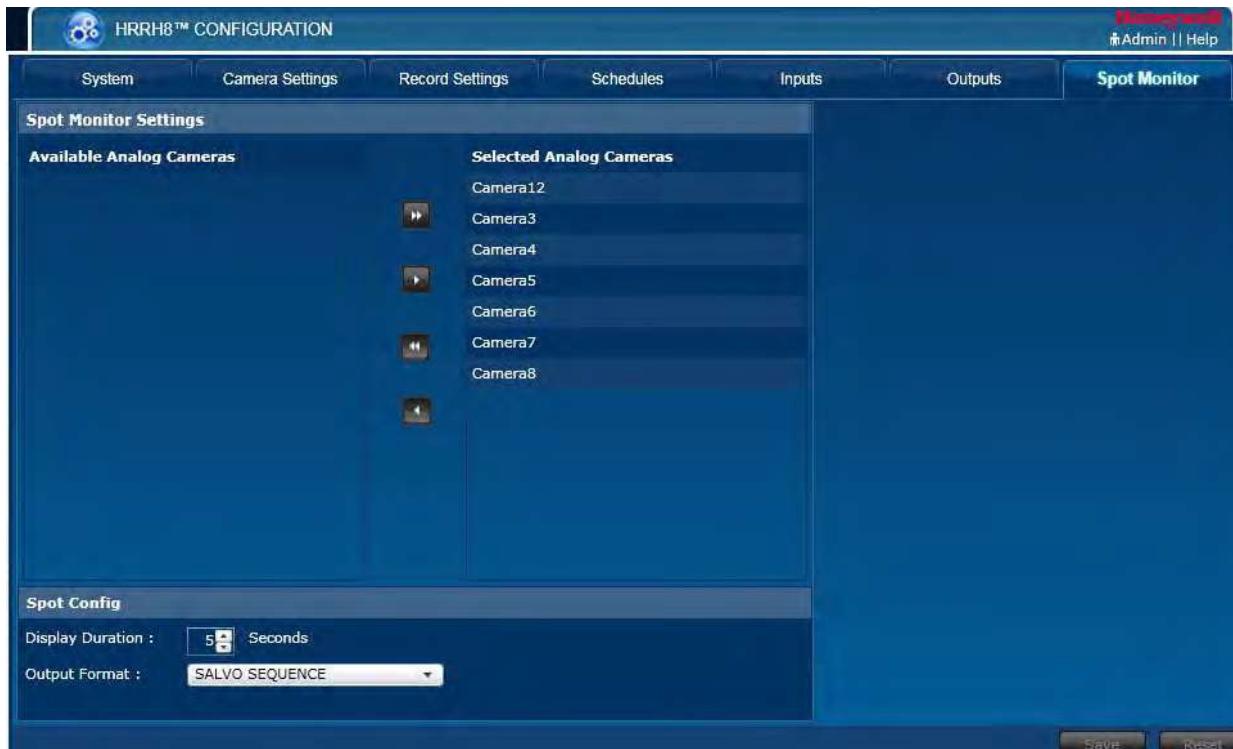
Configuring a Spot Monitor

The Spot Monitor feature is only applicable for Analog cameras. Spot Monitors are usually placed in shopping malls and other small establishments, for monitoring and deterrent purposes.

To configure the Spot Monitor settings:

1. Click **Spot Monitor** to open the Spot Monitor page.

Figure 3-43 Spot Monitor Page



2. Move cameras from the **Available Analog Cameras** list to the **Selected Analog Cameras** list by clicking to move all of the cameras, or by clicking after selecting one camera at a time. Click to move all of the cameras from the **Selected Analog Cameras** list back to the **Available Analog Cameras** list. Click to move one camera at a time from the **Selected Analog Cameras** list back to the **Available Analog Cameras** list.
3. Specify under **Spot Config**, the following settings for the camera selected under Selected Analog Cameras:
 - a. Select the **Display Duration** for the video.
 - b. Select the **Output Format**, either SINGLE CHANNEL SEQUENCE or SALVO SEQUENCE, for the video.
4. Click **Save** to save the settings. A **Spot monitor configuration saved successfully** message appears.
—OR—
Click **Reset** to return to the previously saved configuration.

Remote Viewing

Logging in to the MAXPRO® Cloud Web Interface

1. Open a browser window.
2. Enter <https://mymaxprocloud.com/signin> in the address field
–OR–
Enter the unique dealer URL you received in your Welcome email.
Click **Enter** or **Go**.
The MAXPRO® Cloud web login screen appears.
3. Enter your Dealer Admin **user name** and **password** or your client's **user name** and **password**, click **Login**.
The main MAXPRO® Cloud web interface page appears.

Navigating the Main MAXPRO® Cloud Menu Screen

MAXPRO® Cloud Mode Selection Toolbar

Figure 4-1 MAXPRO® Cloud Viewer Mode Selection Toolbar



Use the Mode Selection Toolbar to choose your actions with MAXPRO® Cloud Viewer.

Create & Edit

Use the **CREATE & EDIT** tab to add or edit **Customer**, **Site**, **Group** and **Device**.

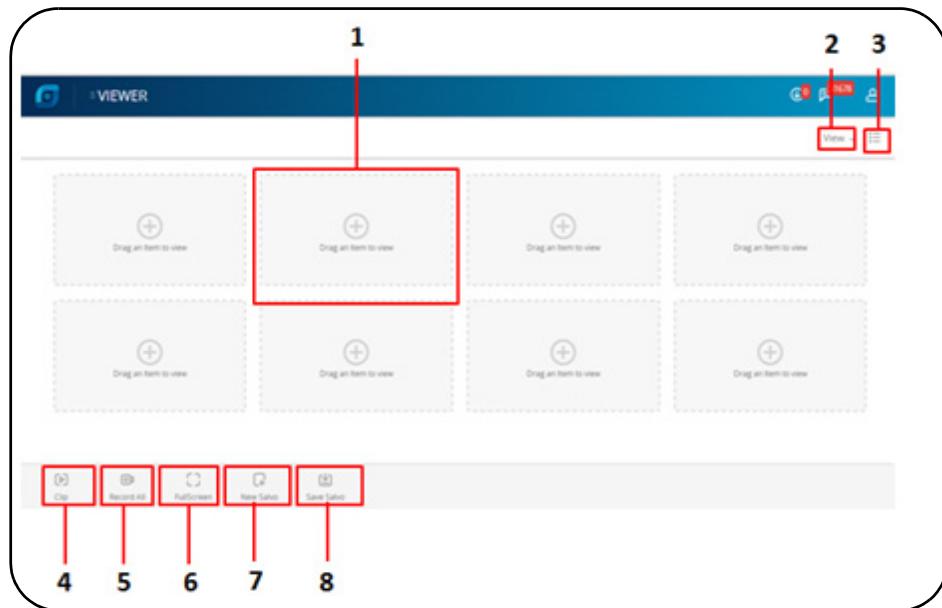
See *Creating a Customer on page 30*.

Viewer

Use the **VIEWER** video tab to select monitored sites, and cameras at those sites, for viewing live video.

The following figure illustrates the **VIEWER** tab.

Figure 4-2 Viewing Video



The following components are displayed on the screen.

Table 4-1 Viewer Field Description Table

No.	Field	Description
1	Clip display	Displays clips in multiple grids, based on the grid selection. You can select one or multiple clips to capture a snapshot, record, or view in full screen.
2	View	Displays the option to select the appearance of grid structure in the viewer tab.
3	Show/ Hide option	Displays the following three options: <ul style="list-style-type: none"> Universal lists: Displays all the customers, sites, groups, and devices. Salvos: Displays all the salvo views, specific to the logged in user account.
4	Clip	Displays the option to capture a snapshot of a live or recorded video frame and use as an image.
5	Record All	Displays the option to record a video for the cameras connected to MAXPRO® Cloud.

No.	Field	Description
6	Full screen	Displays the option to view a full screen of all the clip display.
7	New Salvo	Displays the option to create a new salvo. The salvo layout is an arrangement of panels that displays video. You can view the salvo layout when you select the Viewer tab.
8	Save Salvo	Select a live view or a salvo layout that is customized based on your preference, to create a salvo view. You can select the cameras and scan sequences from which you want to frequently view video and save the salvo layout as a salvo view.

Alarms

Alarms notify the occurrence of unintended actions to the operators. Alarms require further action by the operator.

Alarms with low severity is an event. Every event is sent as an notification.

The **ALARMS** tab lists the following:

- Triggered alarms
- Events

Figure 4-3 Monitoring Alarm

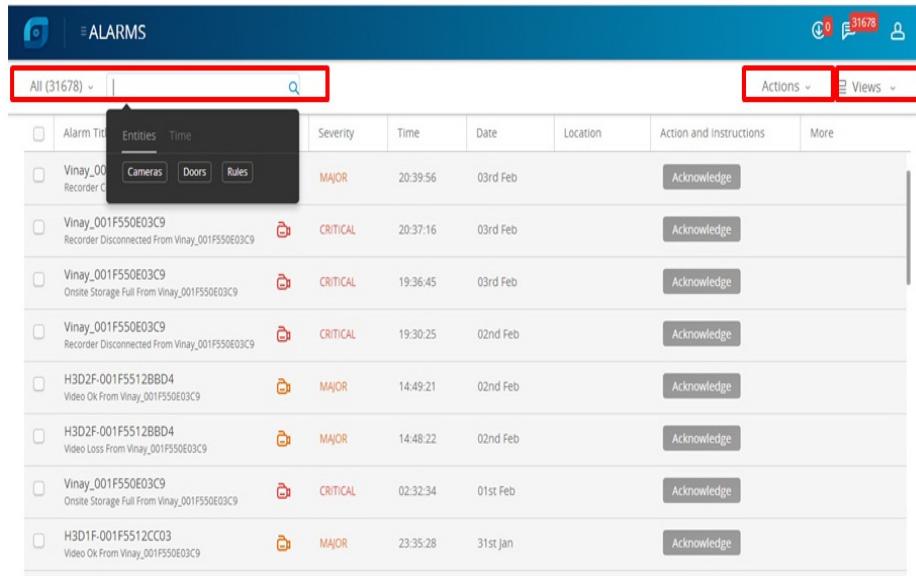


Table 4-2 Alarm Field Description Table

No.	Field	Description
1	All	<p>Lists all the alarms. You can filter based on the following options:</p> <ul style="list-style-type: none"> • Acknowledge • Unacknowledge • Events
2	Search	<p>Alarms notify the occurrence of events to the operators. The search option enables you to search through the list of alarms based on:</p> <ul style="list-style-type: none"> • Entities: Cameras, Doors, and Rules • Time: Today, Yesterday, Last 7 Days, and Last 30 Days, From, and To. • Event: Video and Access.
3	Actions	<p>Enables you to perform the following for all the alarms that appear in the Alarm window.</p> <ul style="list-style-type: none"> • Acknowledge: Acknowledge the selected alarm. • Clear: Automatically clear the alarms when they are acknowledged. • Freeze Alarm Stream: Stop receiving the new or unacknowledged alarms in the Alarm window. <p>The state of the alarm after it is triggered is referred to as unacknowledged.</p>
4	Views	Enables you to select the required options to appear as column display.
5	Acknowledge	Enables you to acknowledge an alarm to accept that the necessary response action is being taken.

The state of the alarm after it is triggered is referred to as unacknowledged. You can view the list of all the unacknowledged alarms and the associated actions in a table in the **Alarms** tab. For each unacknowledged alarm, the following details are listed.

Table 4-3 Unacknowledged Alarm Field Description Table

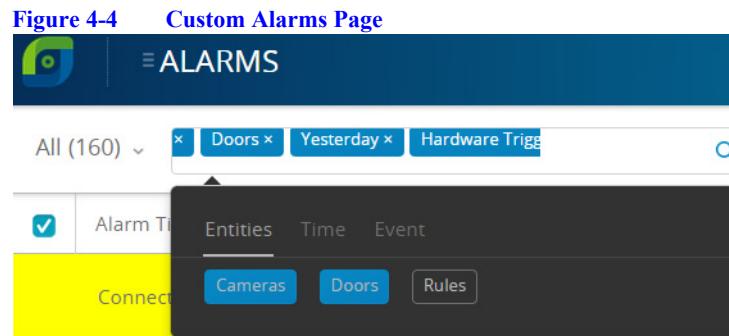
Field	Description
Alarm Title	<p>Name of the event that triggered the alarm. For example, camera motion detected. Name of the event attribute. Only the key event attribute is displayed in this column.</p> <p>Name of the device such as camera associated with the event. For example, the name of the camera that detected motion.</p>
Type	You can drag and drop a video source such as a camera. You can also double-click the video source name to select it.
Severity	<p>Lists the severity of the alarm under the relevant type:</p> <ul style="list-style-type: none"> • Major • Critical
Time	Time when the alarm is triggered.
Date	Date when the alarm is triggered.

Field	Description
Location	Name where the device is located.
Action and Instructions	Option to acknowledge and perform actions on the triggered alarm.
More	Displays all the associated doors and the related card events.

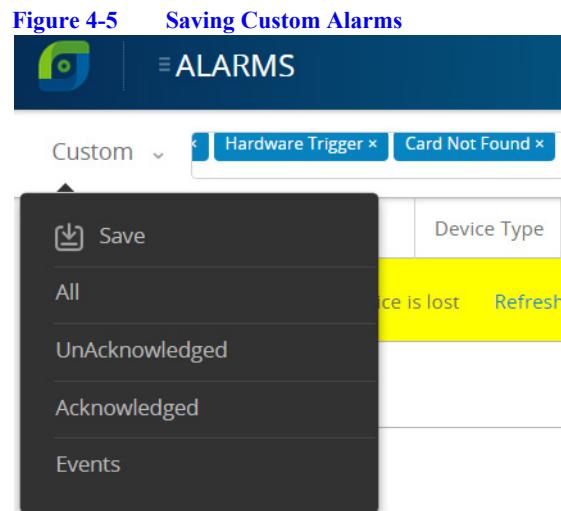
Customizing Alarms

You can filter and customize the **ALARMS** page, saved and previewed.

1. In the **ALARMS** page, Click the  icon.
2. Select the required options in **Entities**, **Time**, and **Events** tabs.

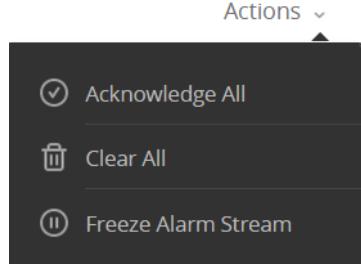


3. On the **Custom** drop down menu, Click the  Save icon.

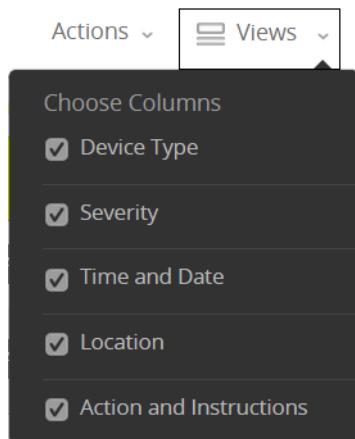


4. Type the name of the filter in **Save Filters*** box.
5. Click **OK**.

You can use **Actions** drop down menu on the **ALARMS** page to **Acknowledge All**, **Clear All**, and **Freeze Alarm Stream** Alarms reports.

Figure 4-6 Actions menu in Alarms

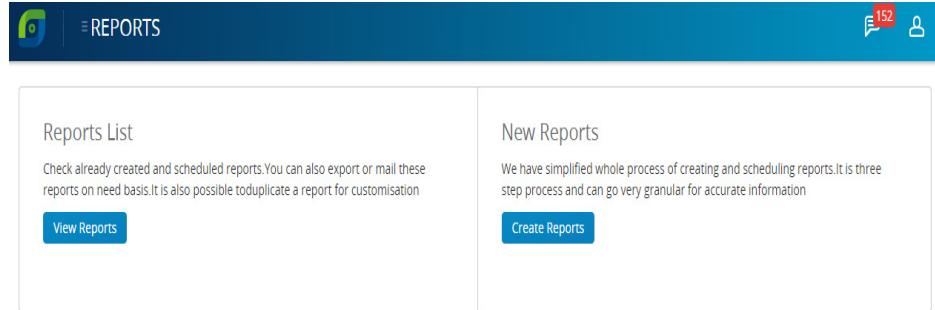
You can use Views drop down menu on the ALARMS page to filter the columns **Device Type, Severity, Time and Date, Location, Action and Instructions**.

Figure 4-7 Views menu in Alarms

Reports

You can generate a number of reports using MAXPRO® Cloud. These reports can be generated based on the filter criteria. Reports can be sorted in an ascending or descending order and can be previewed and printed. The **REPORTS** tab enables you to perform the following:

- **View Reports:** The option under Reports List enables you to view a list of all the available reports.
- **Create Reports:** The option under New Report enables you to create new reports such as:
 - Audit
 - Card
 - Event

Figure 4-8 Reports Page

Viewing a Report

The **View Reports** option enables you to view the following reports:

- Audit
- Card
- Event

To view a report, you must do the following:

1. In the MAXPRO® Cloud Dashboard area, click the **REPORTS** tab.

The **REPORTS** page appears.

2. Under **Reports List**, Click **View Reports**.

The **Reports List** page appears.

Figure 4-9 Reports List Page

Reports List			
EVENT REPORTS	Schedule This Report	Reports Status	Delivery (Success/Fail)
Event			
CARD REPORTS	Schedule This Report	Reports Status	Delivery (Success/Fail)
Card			
Card_1		Disable	0 / 0
AUDIT REPORTS	Schedule This Report	Reports Status	Delivery (Success/Fail)
Audit			

3. Under **Reports List** column, click the required report hyperlink. For example, select **CARD REPORTS**.

Figure 4-10 Card Reports Page

The screenshot shows the 'REPORTS' section of the MAXPRO Cloud Hybrid Video Appliance interface. It includes three main panels: 'FILTERS' on the left, 'PICK COLUMNS' in the center, and 'SCHEDULE THIS REPORT' on the right.

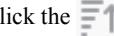
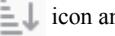
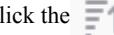
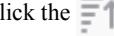
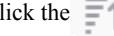
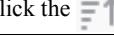
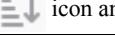
- FILTERS:**
 - All:** Selected radio button.
 - Card Number Range:** Unselected radio button.
 - Account:** dropdown menu showing "John Wise".
 - ACTIVATION DATE:** Date range from "08/01/2015" to "08/31/2015" with calendar icons.
 - EXPIRY DATE:** Date range from "09/02/2015" to "09/05/2015" with calendar icons.
 - Card Status:** dropdown menu showing "All".
 - Card Holder Name:** text input field showing "Anz".
- PICK COLUMNS:** "Select Columns" dropdown menu showing "CardHolder Last Name,Card Num"; with a grid icon.
- SCHEDULE THIS REPORT:**
 - Options:** dropdown menu showing "Never".
 - On:** date and time "09/11/2015 10:39:23" with a calendar icon.
 - & Send To:** dropdown menu showing "Users Selected: 0".
 - Report Name:** text input field showing "Card_1".
 - Save Report:** blue button.
 - Format type:** dropdown menu showing "Excel".
 - Export:** grey button.

A "Back" button is located at the bottom left of the page.

4. Perform the following functions.

Table 4-4 View Reports Field Description Table

Field	Description
FILTERS	
All	Click to select all the reports.
Card Number Range	Click to set a range for the range of card numbers.
Account	From the list of available accounts, select the required account.
ACTIVATION DATE	
From and To	To specify the activation date, enter the activation date range of the card in From and in To . You can use the to find the dates.
EXPIRY DATE	
From and To	To specify the activation date, enter the expiry date range of the card in From and in To . You can use the to find the dates.
Timezone	Select the time zone of the current card location.
Card Status	From the list of available card status, select the required status.
Card Holder Name	Type the name of the card holder name that must be filtered.
PICK COLUMNS	

Field	Description
Select Columns	Click the  icon to set the columns to appear in the report display.
SORT	
Sort Order1	From the drop-down list, select to sort between card number and activation date. Click the  icon to set the sort in ascending order. Click the  icon to change it to  icon and set the sort in descending order.
Sort Order2	From the drop-down list, select to sort between card number and activation date. Click the  icon to set the sort in ascending order. Click the  icon to change it to  icon and set the sort in descending order.
Sort Order3	From the drop-down list, select to sort between card number and activation date. Click the  icon to set the sort in ascending order. Click the  icon to change it to  icon and set the sort in descending order.
Preview	Click to preview the report.
SCHEUDLE THIS REPORT	
Options	From the list of available options, select the required option.
On	To schedule the report on specific date, enter the date in On . You can use the  to find the dates.
&Send To	Click the  icon to select the user to whom report must be send.
Report Name	Type a name for the report.
Format Type	Select the option to set the report export option in an excel or a PDF format.
Export	Click to export the report.

Creating a Report

The **Create Reports** option enables you to view the following reports:

- Audit
- Card
- Event

To create a report, you must do the following:

1. In the MAXPRO® Cloud Dashboard area, click the **REPORTS** tab.
The **REPORTS** page appears.
2. Under **New Reports**, Click **Create Reports**.
The **REPORTS** page appears.
3. Under **Reports** column, select the required report. For example, select **CARD REPORTS**.

Figure 4-11 Create Card Reports Page

4. Perform the following functions.

Table 4-5 Create Reports Field Description Table

Field	Description
FILTERS	
All	Click to select all the reports.
Card Number Range	Click to set a range for the range of card numbers.
Account	From the list of available accounts, select the required account.
ACTIVATION DATE	
From and To	To specify the activation date, enter the activation date range of the card in From and in To . You can use the to find the dates.
EXPIRY DATE	
From and To	To specify the activation date, enter the expiry date range of the card in From and in To . You can use the to find the dates.
Timezone	Select the time zone of the current card location.
Card Status	From the list of available card status, select the required status.
Card Holder Name	Type the name of the card holder name that must be filtered.

Field	Description
PICK COLUMNS	
Select Columns	Click the  icon to set the columns to appear in the report display.
SORT	
Sort Order1	From the drop-down list, select to sort between card number and activation date. Click the  icon to set the sort in ascending order. Click the  icon to change it to  icon and set the sort in descending order.
Sort Order2	From the drop-down list, select to sort between card number and activation date. Click the  icon to set the sort in ascending order. Click the  icon to change it to  icon and set the sort in descending order.
Sort Order3	From the drop-down list, select to sort between card number and activation date. Click the  icon to set the sort in ascending order. Click the  icon to change it to  icon and set the sort in descending order.
Preview	Click to preview the report.
SCHEDULE THIS REPORT	
Options	From the list of available options, select the required option.
On	To schedule the report on specific date, enter the date in On . You can use the  to find the dates.
&Send To	Click the  icon to select the user to whom report must be send.
Report Name	Type a name for the report.
Format Type	Select the option to set the report export option in an excel or a PDF format.
Export	Click to export the report.

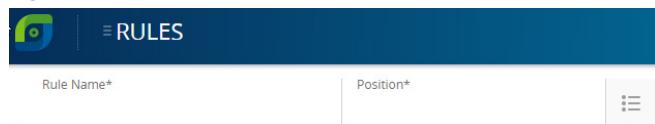
Rules

Use the **RULES** tab to create and edit rules based on conditions of device, schedule and time conditions

Creating and Activating Rules

1. In the **Rules** tab, click **Create new rule**.
2. Under **Rule Name**, type a name for the rule.
3. Under **Position**, select the required site.

Figure 4-12 Create Rule name and Position

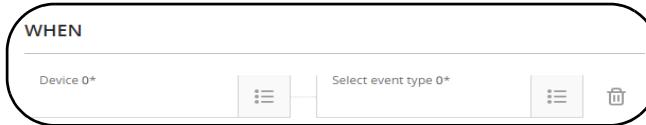


WHEN enables you to select a condition for the device, schedule, and time conditions.

4. Under **Select a condition**, you can set conditions for the following:

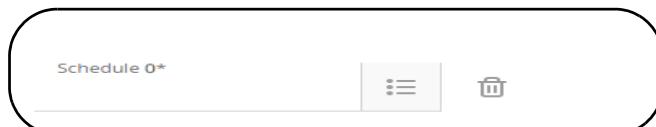
- Device
 - a. Click the  icon in **Device** field.
 - b. Under **SELECT DEVICES**, select to include devices such as, MPCA, NetAXS panel, cameras, door, input, and output.
 - c. Click **Confirm**.
 - d. Click the  icon in the **Select event type** field.
 - e. Under **SELECT EVENT TYPE**, select to set the events.
 - f. Click **Confirm**.

Figure 4-13 Select a Device



- Schedule
 - a. Click the  icon in **Schedule** field.
 - b. Under **SELECT EVENT TYPE**, select to set the schedule. For more information on configuring a schedule, refer to Create a Schedule.
 - c. Click **Confirm**.

Figure 4-14 Select a Schedule



- Time Conditions
 - a. Under **Within**, use the   arrows to enter the **Min** and **Sec** details.

Figure 4-15 Select a Time Condition



Note You can also set multiple **AND/OR** conditions.

5. Under **THEN**, click **Select an action**.

- If you select **Device**, then:
 - a. Click the  icon in the **Select Devices** field.
 - b. Under **SELECT DEVICES**, select to include devices.
 - c. Click **Confirm**.
 - d. Click the  icon in the **Select an action** field.

- e. Under **SELECT DEVICES**, select to include actions to the relevant device.
- f. Click **Confirm**.

Figure 4-16 Select a Device

- If you select **Actions**, then:
 - g. Click the icon in the **Action type** field.
 - h. Under **SELECT ACTIONS**, select to include:
 - **EMAIL**
 - AND/OR
 - **PUSH NOTIFICATIONS**
 - i. Click **Confirm**.
 - j. Click the icon in the **Action type** field.

Under **SELECT EMAILS**, the list of created operator names are displayed.

 - k. Select the required operator name.
 - l. Click **Confirm**.

Figure 4-17 Select an Action

6. Click **Save Rule**.

By default, all the newly created rules are active.

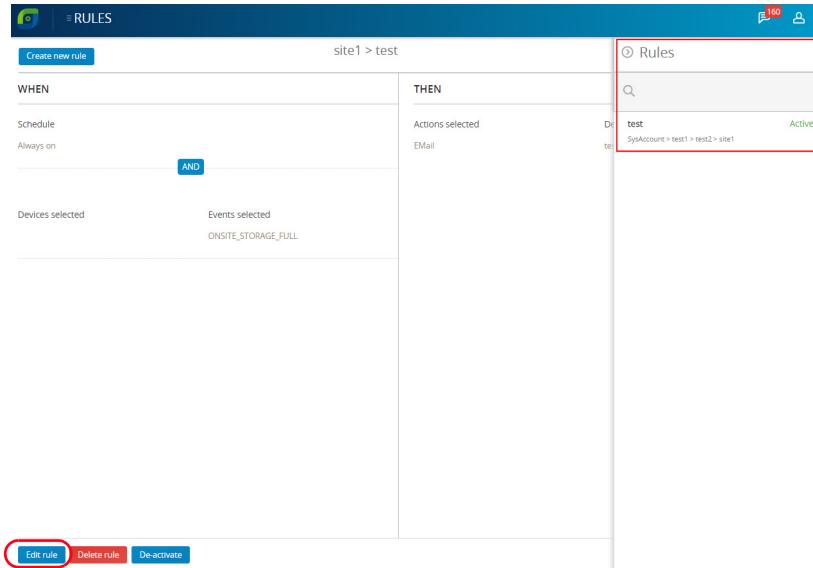
Editing, Deleting and De-activating Rules

You can edit, delete or de-activate an existing rule in the **RULES** page.

Note You can expand the list of rules on clicking and you can hide the list of rules on clicking in the top right corner of the **RULES** page.

Editing the Rule

1. Click the expand list of rules icon in the top right corner of the **RULES** page.
The **Rules** list appears.
2. Select the rule from the list, that you want to edit.

Figure 4-18 Editing the Rule

3. Click **Edit rule.**

RULES page appears to edit the selected rule.

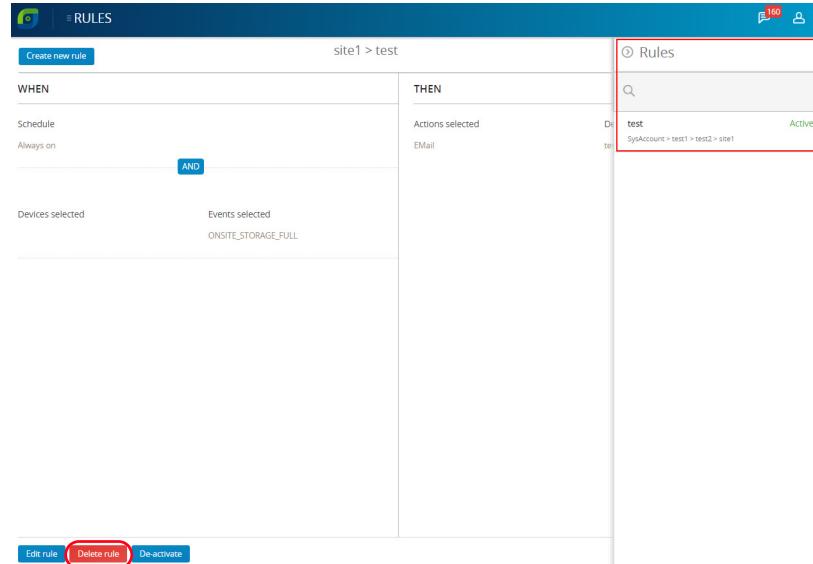
4. Make required changes and click **Save rule.**

Deleting the Rule

1. Click the expand list of rules icon in the top right corner of the RULES page.

The Rules list appears.

2. Select the rule from the list, that you want to delete.

Figure 4-19 Deleting the Rule

3. Click **Delete rule.**

A confirmation dialog box appears.

Figure 4-20 Deleting Rule Confirmation box

- Click **Yes**.

A success message appears in the right side of the screen.

De-activating the Rule

- Click the expand list of rules icon in the top right corner of the **RULES** page.
The **Rules** list appears.
- Select the rule from the list, that you want to de-activate.

Figure 4-21 De- Activating the Rule

- Click **De-activate**.

A success message appears in the right side of the screen.

Note If you want to activate the rule which is de-activated earlier, click **Activate**.

Calendar

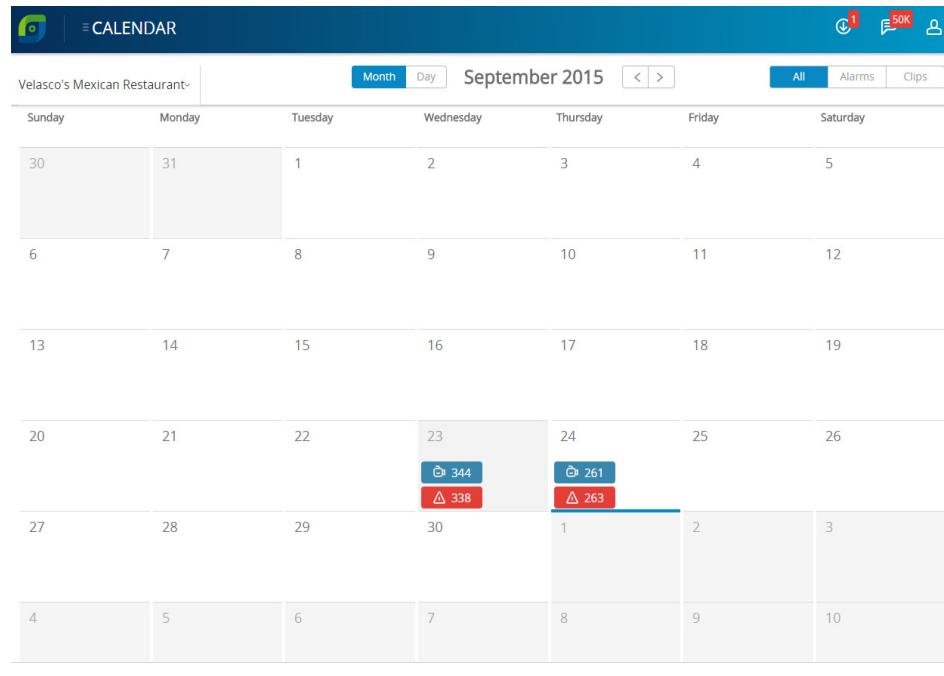
The **CALENDAR** tab enables you to view the recorded video clips and alarms for the selected camera(s), based on the selected month or day.

Viewing clips/alarms for the selected month:

- In the MAXPRO® Cloud Dashboard area, click the CALENDAR tab.

The CALENDAR page appears.

Figure 4-22 Monitoring Calendar for Month



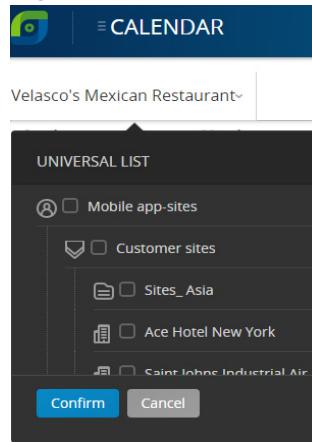
- Click the following at the top of the page and select the required details.

a. **Month**

Note Click the at the top of the page to select the previous or the following month.

- All, or Alarms or, Clips**
- Select Devices**
- From the UNIVERSAL LIST, select the required device(s) and then click **Confirm**.

Based on the selection, the relevant clips and alarms are listed.

Figure 4-23 Select Devices in Calendar

6. Select the day in the **CALENDAR** to view details of the recorded video clip or alarm.

i.) Click **Alarms**, and then perform the following:

- On the left pane timeline, select the relevant time slot to view the alarm events.
- In the middle pane, select any available alarm event to view the details.

The selected alarm event appears on the right pane.

Figure 4-24 Viewing Alarm for the Month

The screenshot shows the "CALENDAR" interface. The top bar includes a logo, "CALENDAR", and navigation buttons for "Month", "Day", "11 September 2015", "All", "Alarms" (which is selected), and "Clips". The left pane shows a timeline from 8am to 11pm. The middle pane lists alarm events for "DOOR 1", "DOOR 2", "DOOR 3", "DOOR 1-1.6", and "Door 1". The right pane shows "SITE INFORMATION" for "HON-SITE" and "Default Actions" buttons: "Block Access", "Back To Normal", "Momentary Unlock", "Unlock", and "Lock". A red box highlights the "Default Actions" buttons.

- c. Under **DEFAULT ACTIONS**, you can:

Table 4-6 Calendar Alarm Default Actions Description Table

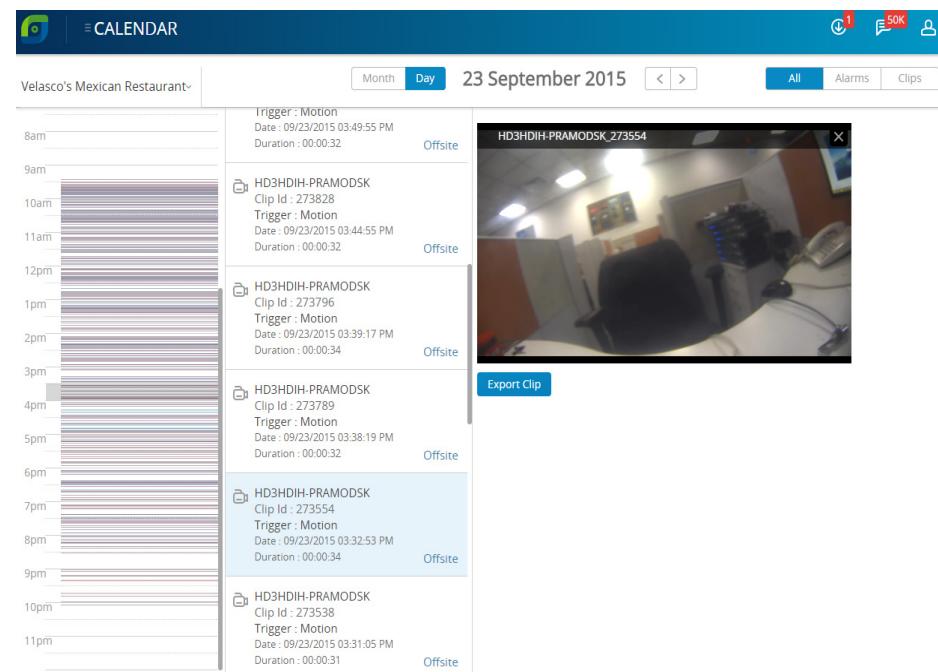
Field	Click to...
Block Access	Block the door access.
Back To Normal	Set the door to default state.
Momentary Unlock	Unlock the door access for a short span of time.
Unlock	Unlock the door permanently.
Lock	Lock the door permanently.

Note The DEFAULT ACTIONS of the calendar device control are applicable only for Card events/Alarms.

ii.) Click **Clips**, and then perform the following:

- a. On the left pane timeline, select the relevant time slot to view the clips.
- b. In the middle pane, select any available clip to view the details.

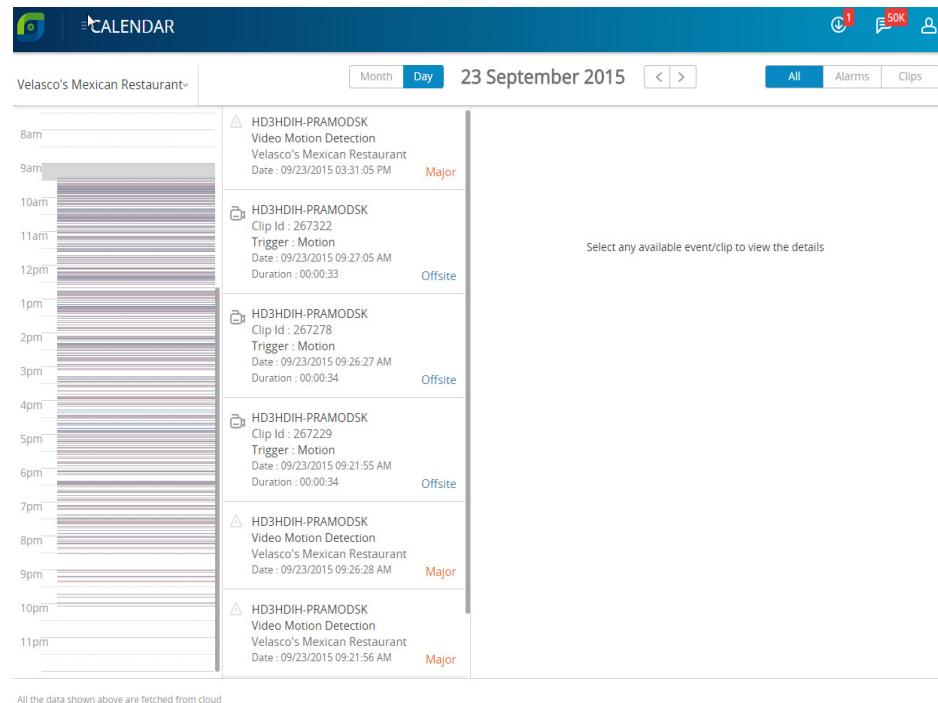
The selected clip appears on the right pane.

Figure 4-25 Viewing clip for the Month

Viewing clips/alarms for the selected day:

1. In the MAXPRO® Cloud Dashboard area, click the **CALENDAR** tab.

The **CALENDAR** page appears.

Figure 4-26 Monitoring Calendar for the Day

2. Click the following at the top right corner and then select the required details.

- a. **Day**

Note Click the at the top of the page to select the previous or the following dates.

3. **All, or Alarms or, Clips.**
4. Select Devices.
5. From the **UNIVERSAL LIST**, select the required device(s) and then click **Confirm**.
Based on the selection, the relevant clips and alarms are listed on the timeline appearing on the left pane.
6. On the left pane timeline, select the relevant time slot to view the clips.
7. In the middle pane, select any available clip to view the details.
The selected clip appears on the right pane.

Note Click the at the right side of the page to export the clip to desired location in your local computer.

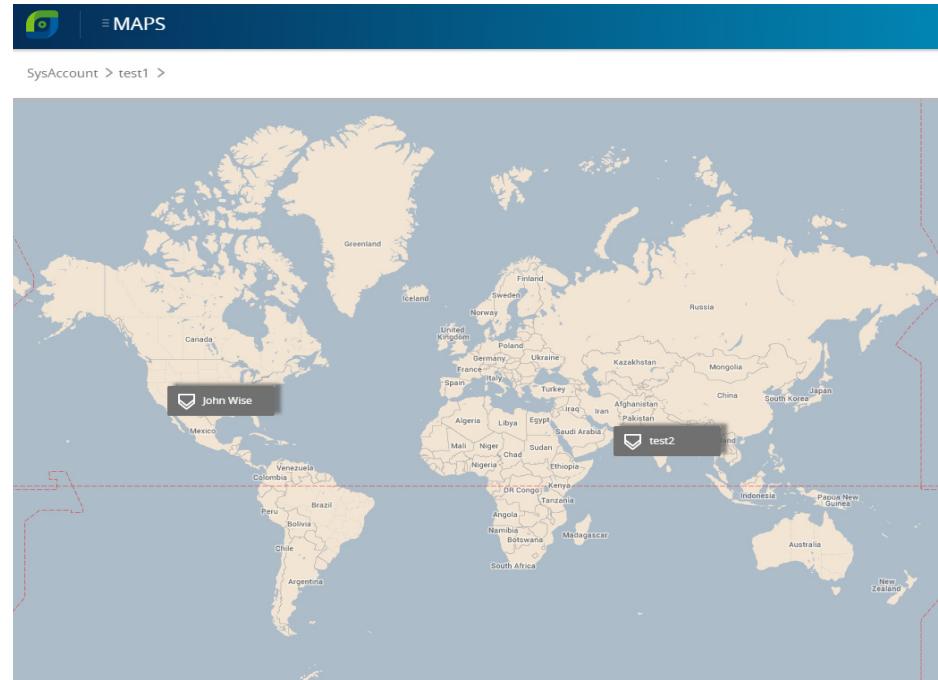
Maps

The **MAPS** tab, based on the selected account(s), enables you to locate and view the location of the selected customer/site, on the map. In addition, you can zoom in on the map to view the exact location of the selected entities.

Viewing a location on the map:

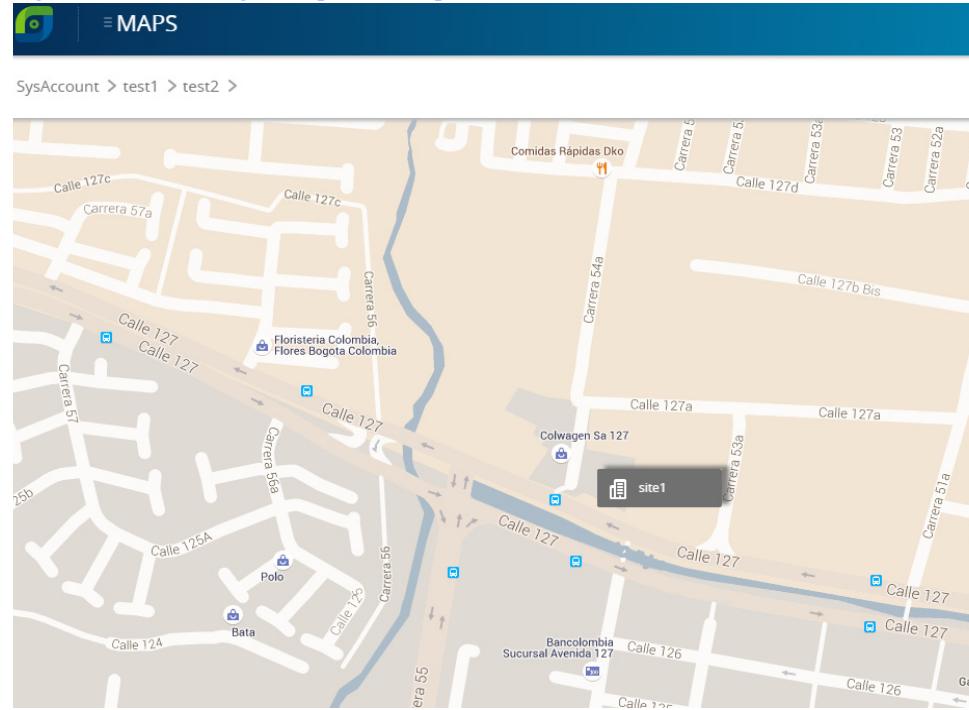
1. In the MAXPRO® Cloud Dashboard area, click the **MAPS** tab.
The **MAPS** page appears.
2. From the top left corner of the page, select the account.
All the customer locations for the selected dealer account is highlighted on the map.

Figure 4-27 Monitoring Maps



Viewing the doors and cameras on the map:

1. In the MAXPRO® Cloud Dashboard area, click the **MAPS** tab.
The **MAPS** page appears.
2. From the top left corner of the page, select the account.
All the customer locations for the selected dealer account is highlighted on the map.
3. In the map, click the site name to view the floor plan of the selected site.
In the floor plan, you can view all the configured doors and cameras.

Figure 4-28 Viewing Floor plan on Maps

4. Click the door to view the following:
 - **Door Status:** Displays the status of all the associated doors.
 - **Info/Actions:** Displays the contact details of the site. Also, displays the door lock and unlock actions.
 - **Alarms/Events:** Displays the alarms and events (last three card events) of the selected door.
5. Click the camera to view the live video display.

Viewing Insight

You can add various insight reports based on type of alarm/events.

1. Click  **Create New** icon in the **INSIGHT** screen pane.

A new **INSIGHT** entity page appears.

Figure 4-29 Insight Entity page

The screenshot shows the 'INSIGHT' entity configuration page. At the top, there's a field labeled 'Name your Dashboard Entity*' with a placeholder 'Entity Name'. Below this are three main sections: 'CHOOSE ALARM/EVENTS', 'CHOOSE SITES', and 'DURATION'. The 'CHOOSE ALARM/EVENTS' section contains three items: 'Health and Status Event' (unchecked), 'Event/Alarm' (unchecked), and 'System' (unchecked), each with a '+' sign to its right. The 'CHOOSE SITES' section has a 'Add Site' button. The 'DURATION' section includes a row of three buttons for '90 days', '60 days', and '30 days', followed by a 'From' date input field with a calendar icon and a 'To' date input field with a calendar icon. At the bottom, there are three buttons: 'Add to Insight' (blue), 'Preview' (grey), and 'Cancel' (grey).

2. Type the name of the Insight in the **Name your Dashboard Entity** field.

Note Name of the Insight must have minimum 6 characters.

3. Under **CHOOSE ALARM/EVENTS**, select the type of Insight event.
 - Health and Status Event
 - Event/Alarm
 - System
4. Click the + to select the event type.

Figure 4-30 Adding Choose Alarm/Events

Name your Dashboard Entity*

CHOOSE ALARM/EVENTS

- Health and Status Event
- Video
- Access
- Online
- Offline
- Event/Alarm
- Video
- VMD
- IO Trigger Detection
- Access
- System
- Video
- Onsite Storage Full

CHOOSE SITES

Add Site

DURATION

90 days 60 days 30 days

OR

From _____ X

To _____ X

Add to Insight **Preview** **Cancel**

5. Under **CHOOSE SITES**, click **Add Site**.

The **UNIVERSAL LIST** appears.

6. Click icon and navigate to select the required site.
7. Click **Confirm**.

Figure 4-31 Adding Sites

Name your Dashboard Entity*

CHOOSE ALARM/EVENTS

- Health and Status Event
- Event/Alarm
- System

CHOOSE SITES

Add Site

UNIVERSAL LIST

- SysAccount
- test1

CONFIRM **CANCEL**

DURATION

90 days 60 days 30 days

OR

From _____ X

To _____ X

Add to Insight **Preview** **Cancel**

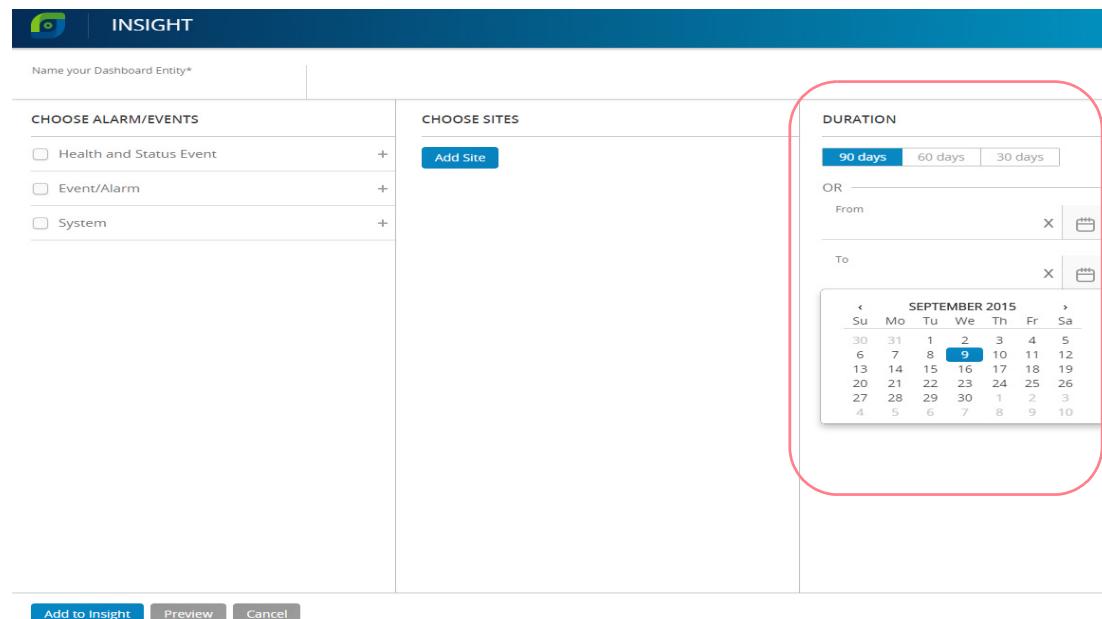
8. Under **DURATION**, select the period of Insight record.

Note You can select 30 days or 60 days or 90 days duration.

Or

Click  icon to select 'From' and 'To' dates from the Calendar.

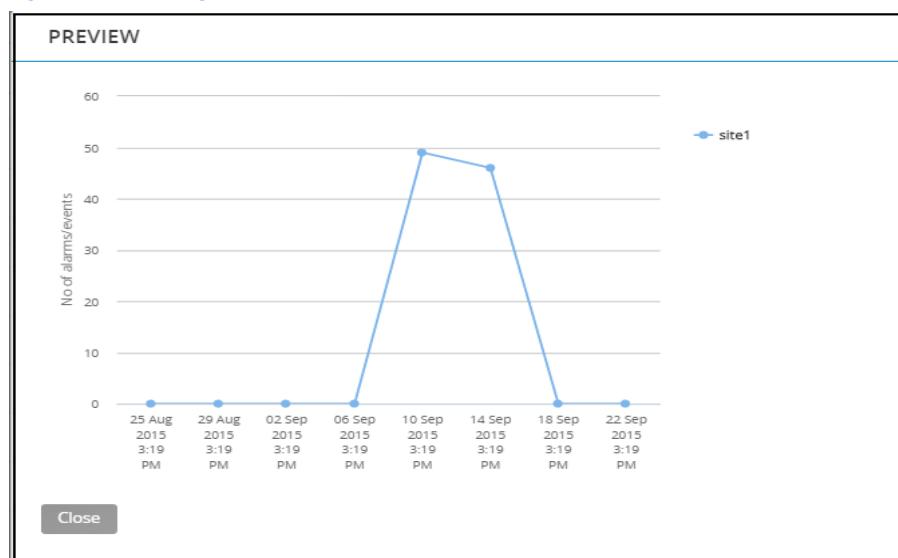
Figure 4-32 Adding Duration



9. Click **Preview** to see the preview of the Insight.

The **PREVIEW** screen appears.

Figure 4-33 Insight Preview Screen



10. Click **Close**.
11. Click **Add to Insight**.

The new Insight appears.

A

Troubleshooting

Technical Support

Prior to calling Honeywell technical support, refer to the following topics for possible solutions to problems with your camera. To contact the Honeywell Video Systems technical support team, call 1-800-323-4576 (North America only) or send an e-mail to HVSsupport@honeywell.com.

Any equipment returned to Honeywell Video Systems for warranty or service repair must have a Return Merchandise Authorization (RMA) number. The RMA number must be clearly marked on all return packages and internal paperwork.

Factory Reset Button

Resets the appliance to factory-set defaults. See [Table](#) for the location of the reset button.

Problem: Unable to Locate the Bonjour Plug-in

To download utilities from the Cloud

1. Open a browser window.
2. Enter <https://mymaxprocloud.com/signin> in the address field

-OR-

Enter the unique dealer URL you received in your Welcome email.

Click **Enter or Go**.

The MAXPRO® Cloud web login screen appears.

3. Enter your Dealer Admin **user name** and **password** or your client's **user name** and **password**, click **Login**.
4. The main MAXPRO® Cloud web interface page appears.
5. In the top right corner of the screen, click  icon, then click **Help**.

HELP screen appears.

Under the **Tools** tab, all the set-up files are available.

Possible solution:

Discover the **MAXPRO® Cloud Appliance** by launching `MaxProCloud_Discover.exe` from the Utility CD.

Problem: Forgotten the MAXPRO® Cloud Appliance Configuration Screen Password

Possible solution:

By default, the Username password of the MAXPRO® Cloud is **admin/admin** for both Administrators and Guests. If you changed the password under System Settings, then you should contact Honeywell Support.

Return the MAXPRO® Cloud Appliance to the factory default settings by pressing and holding the reset button for 10–15 seconds. The MAXPRO® Cloud will revert back to the default admin/admin username and password.

Note Pressing **Factory Reset** will default all of your settings for this MAXPRO® Cloud Appliance. You will lose all custom settings.

Problem: Cannot See Video from an IP Camera

Possible solution:

Verify that the camera is supported within the drop-down menu on the **Camera Settings** tab and that the camera is correctly configured. Some cameras support only single video stream.

Problem: Net LED Stays On

If the Net LED stays on, it indicates that there might be an internet connection problem. Check your connection to the internet.

Also, check the registration status in the device web page.

Problem: Red MAXPRO® Connect Status Icon on the Systems Page

This red light indicates that auto registration failed.

Possible Solution 1:

Auto-Register failure: Invalid unique key. (These bolded statements appear if you hover your mouse over the red light.)

To debug:

1. Please check the unique key again.
2. Re-enter the proper unique key, then click Register.
3. Click Sync after the indicator has turned green. This uploads the configuration to the server.

Possible Solution 2:

Auto-Register failure: Connection failure. (These bolded statements appear if you hover your mouse over the red light.)

The MAXPRO® Cloud Appliance is not able to connect to the server.

To debug:

1. Check the Server URL.
2. Check your internet connection.
3. Check if UPnP icon is green (if not follow the steps to debug UPnP)
4. If none of the above is working then the MAXPRO® Cloud server might be down. Contact support.

Possible Solution 3:

Auto-Register failure: Invalid Server URL. (These bolded statements appear if you hover your mouse over the red light.)

To debug: Check the format of server URL. It should be of the format (<http://url> or <https://url>)

Possible Solution 4:

Auto-Register failure: Unknown error. (These bolded statements appear if you hover your mouse over the red light.)

To debug: The MAXPRO® Cloud server might be down. Contact support.

Problem: A USB Storage Drive Bigger than 1TB Cannot be Formatted

The MAXPRO® Cloud can automatically format and mount file systems of USB drives of 1TB or smaller. You must manually format and mount the file systems of larger USB drives.

Problem: Cannot Access Video (portal UI) over the Internet

Possible solutions:

- Ensure that the MAXPRO® Cloud's network cable is connected to the internet.
- Ensure that the router has internet connection.

Problem: Sync to Server Failure, with a 204 error message

Cause: Storage license (number of cameras that can be added) is over the limit.

Solution:

Contact customer care or system administration.

Problem: Device Population Fails in the Portal

Cause: The storage IP address cannot be read.

Solution:

Contact customer care or system administration.

Problem: Web Portal Login Failure

Possible Solution:

Check the URL. It should be an https link.

Problem: Events are not Received from the IP Camera

Possible Solution:

Verify the camera authentication in the camera and device web page.

B

Specifications

Table B-1 Specifications

Web Interface – Below values are dependent on the end-user premise bandwidth	
Total number of video streams supported per unit	12 (8 live streams, 4 playback streams per appliance)
MAXPRO® Cloud Unit	
Video Standard	NTSC/EIA or PAL/CCIR
Video Format Analog	352 x 240 (NTSC) (CIF) 352 x 288 (PAL) (CIF)
Video Format IP	320 x 180, 640 x 360, 800 x 450, 1280 x 720, 1920x1080
Recording and Transmission Compression Algorithm	H.264
Onsite Recording Mode	Continuous, trigger event based, VMD events, user-driven from web/mobile, and rule-driven from cloud
Offsite Recording Mode	Trigger event-based, VMD events, user-driven from web/mobile, and rule-driven from cloud
Recording Capacity	4GB Internal SSD up to 1 TB USB plug-in storage up to 8 TB NAS storage Cloud event based storage
Recording Rate Onsite and cloud	Recording rate onsite: Up to 15fps for CIF to 720p, and 7fps for 1080p Recording rate offsite/cloud: Clips up to 32 seconds long (1080p, BEST, 7fps) to 300 seconds long (CIF, GOOD, 14fps)
Video Quality Settings	1–3 (Good–Best)
Smart Video Motion Detection (SmartVMD)	Up to 4 channels (analog only)
Event Recording and Reporting	Event based scheduling, email with clip attachment, configurable event notifications, system health notification (appliance boot up, hardware error, external storage disconnected/connected, recorder disconnected/connected, video loss/OK), I/O triggers, motion, video loss

Table B-1 Specifications

MAXPRO® Connect	Auto connect to hosting site/auto registration dynamic IP resolution Proxy Server support. For information on Proxy server configuration, refer to the Configuring Appliance for Proxy Settings document.
Network Attached Storage	Support NFS, standard mounting options
USB 2.0 Ports	1 USB Front
Rear Panel Connections	
Video Input (Analog)	8 BNC 1.0 – Vp-p @ 75 Ohms
Video Input IP	4 PoE IP Video inputs (auto detect)
Video Output	1 – Spot or switcher, BNC 1.0 – Vp-p @ 75 Ohms
Alarm/Control Inputs	8 – 3.3 V tolerant User-configurable NO, NC 3.5 mm terminal block
General Purpose Control Outputs	2 – 12 V open collector TTL @ +15 mA /-100 mA 12V @ -100 mA current sink 3.5 mm terminal block
Arm /Disarm	1 3.3 V tolerant
Serial Port RS232	1 - RJ45
Networking Ports	1x 100/1000 base T Ethernet, 1x 10/100 base T Ethernet, Standard RJ45 Interface
Electrical	
Input Voltage	100 – 240 VAC, 60/50 Hz
Operating Voltage	48 V DC auto-sensing
Power Consumption	30W (analog cameras only)
Mechanical	
Dimensions (W x H x D)	17.42" x 1.72" (1U) x 8.06" (including BNCs) (442.50 mm x 43.75mm x 204.83 mm) 19.00" x 1.72" (1U) x 8.06" (including mounting ears) (482.6 mm x 43.75 mm x 204.83 mm)
Weight	Without packaging: 3.2 kg (7.05 lbs) With packaging: 4.12 kg (9.1 lbs)
Construction	Housing: Steel chassis Finish: Black matte paint
Mounting Option	4 mounting ears for rack or wall mount included

Table B-1 Specifications

Environmental	
Temperature	Operating: 14°F to 131°F (-10°C to 55°C) Storage: 14°F to 158°F (-10°C to 70°C)
Relative Humidity	Operating: 0%-93%, non-condensing
Regulatory	
Emissions	FCC: Part 15, Class B CE: EN 61000-6-3 CE: EN 61000-3-2
Immunity	CE: EN 50130-4
Safety	ETL Listed to:
U.S. and Canada	UL 60950-1
International	IEC 60950-1
Warranty	5 years
Safety	
Protocol	HTTPS secure login

Table B-2 Local Storage Options

Local Storage Options – Continuous recording						
Hard Disk Size	Analog Cameras (8) 15fps		IP Cameras (8) CIF 15fps		IP Cameras (4) 720p	
	Min	Max	Min	Max	Min	Max
4 GB (Internal SSD)	3 hrs	1 hr	1 hr	1 hr	0.8 hr	0.6 hr
1 TB (External USB)	39 days	15 days	19 days	15 days	9 days	8 days
8 TB (External NAS)	310 days	118 days	155 days	124 days	77 days	62 days

Note For event-based recording (pre-event – 30 sec, post-event – 120 sec), storage required will be one sixth of continuous recording (assuming 100 events/day).

Table B-3 Recording Capabilities of the MAXPRO® Cloud Appliance

IP or Analog	Resolution	FPS	Onsite/Off-site Parameters				
Analog	CIF	15	Quality		Good	Better	Best
			Onsite	Pre (sec)	15	15	15
			Onsite	Post (sec)	300	300	300
			Off-site	Post (sec)	292	146	97
			Bandwidth (Kbps)		280	560	840
			Max Cameras		8	8	7
IP Camera	CIF	15	Quality		Good	Better	Best
			Onsite	Pre (sec)	15	15	15
			Onsite	Post (sec)	300	300	300
			Off-site	Post (sec)	146	97	73
			Bandwidth (Kbps)		560	840	1120
			Max Cameras		8	7	5
	4CIF	15	Quality		Good	Better	Best
			Onsite	Pre (sec)	5	5	5
			Onsite	Post (sec)	300	300	300
			Off-site	Post (sec)	56	36	32
			Bandwidth (Kbps)		1540	2240	2520
			Max Cameras		7	5	4
IP Camera	720p	15	Quality		Good	Better	Best
			Onsite	Pre (sec)	5	5	5
			Onsite	Post (sec)	300	300	300
			Off-site	Post (sec)	36	32	29
			Bandwidth (Kbps)		2240	2530	2800
			Max Cameras		5	4	4
	1080p	7	Quality		Good	Better	Best
			Onsite	Pre (sec)			5
			Onsite	Post (sec)			300

Table B-3 Recording Capabilities of the MAXPRO® Cloud Appliance

IP or Analog	Resolution	FPS	Onsite/Off-site Parameters		
			Off-site	Post (sec)	
			Bandwidth (Kbps)		32
			Max Cameras		2484
					3

Note Honeywell reserves the right, without notification, to make changes in product design or specifications.

C

Glossary

A

Alarming The ability of CCTV equipment to respond to an input signal, normally a simple contact closure. The response varies depending on equipment type.

APIPA See *Automatic Private IP Addressing (APIPA)*.

Aspect Ratio The ratio of width to height for the frame of the televised picture. It is 4:3 (units horizontal over 3 units vertical), for standard systems, 5:4 for 1K x 1K, and 16:9 for HDTV.

Automatic Private IP Addressing (APIPA) A zero configuration networking technique that automatically creates a usable IP network (implemented as part of the Bonjour protocol).

Auto Terminating A feature where the equipment (that is, monitor) automatically selects the correct termination depending on whether the video output BNC is connected.

B

Bandwidth A measure of the carrying capacity of information over a network. Video, for example, takes more bandwidth to transmit over a network than text. Bandwidth is an important issue for network administrators. Also, the frequency range in which a specific device will properly operate without attenuation or loss.

Bit Rate The number of bits per second stored or transmitted by a digital signal. Higher bit rates translate to a better audio or video quality.

BNC (Bayonet Fitting Connector) A professional quality cable termination used primarily in labs and professional studios as an interconnect. Also, a connector for slim coaxial cables, like those used for Ethernet. It is the most commonly used video cable connector. Bayonet Neill-Concelman.

Broadband A transmission medium that has a bandwidth (capacity) capable of carrying numerous voice, video, and data channels simultaneously. Each channel operates on a different frequency. Often the term **broadband** is used to refer to any type of high-speed internet access in the home.

Byte Is 8 binary bits (ones and zeros). The greater multiples of bytes are as follows:

Kilobyte (1,024 bytes)

Megabyte (1,024 kilobytes, 10488576 bytes)

Gigabyte (1,024 megabytes, 1073741824 bytes)

Terabyte (1,024 gigabytes, 1099511627776 bytes)

C

CCTV Closed Circuit Television).

CIF (Common Image Format) If you look at the best resolution a CIF can produce, you start to see a proportionate loss of resolution. For example: D1 Resolution H480 X V330, CIF 4 Resolution 480H X V330, 2 CIF Resolution 480H X V162, CIF Resolution H240 X V162, QCIF Resolution H20 X V80. Notice that the horizontal resolution remains high but the vertical resolution decreases by a factor of two (2). The D1 format is presently the best you can achieve. HDTV technology will challenge this quality in the near future.

The total number of pixels drops dramatically and affects computer power, memory, and bandwidth to compress, store, and transmit.

Be careful not to assume the image will be two, three, or four times better or worse. The human eye will notice the difference, but technically it is not a cut and dry equation.

If you compare the Digital Recorder specification and then compare them to the CCD camera specification you will notice a 500-pixel camera is specified at about 330 lines of horizontal resolution and the 720 pixel-camera produces approximately 480 of horizontal resolution. The vertical resolution on all cameras is the same because they all have 484 active raster lines in NTSC format, which yields approximately 320 lines vertically.

Compression The reduction in gain at one level of a video signal with respect to the gain at another level of the same signal.

The industry has two standards of compression. Lossless and Lossy are the compression techniques. One used most is the "Lossy" compression that offers a large compression ratio. This compression technique is used in two main groups called Intra-frame and Inter-frame.

Intra-frame is used to form a single image such as a photograph and is most popular in the various video formats. Examples of compression ranges are as follows: JPEG 10-20, Wavelet 15-30 and JPEG 2000 20-60 which is an improvement of Wavelet.

Constant Bit Rate (CBR) A video streaming mode in which the bit rate of the image is kept constant and the image quality fluctuates depending on the amount of motion between images.

D

DHCP (Dynamic Host Configuration Protocol) A client-server networking protocol that provides a mechanism for the allocation of IP addresses to client hosts. See also [IP Address: Static and DHCP](#).

E

Encryption The rearrangement of the bit stream of a previously digitally encoded signal in a systematic fashion to make the information unrecognizable until restored on receipt of the necessary authorization key. This technique is used for securing information transmitted over a communication channel with the intent of excluding all other than authorized receivers from interpreting the message. Can be used for voice, video, and other communications signals.

Ethernet An IEEE standard (IEEE-802) for computer data communications. A local area network (LAN) used for connecting computers, printers, workstations, terminals, and so on within the same building. Ethernet operates over twisted wire, coaxial cable, and RF at speeds up to 1000 Mbps.

F

Field One of the two equal but vertically separated parts into which a television frame is divided in an interlaced system of scanning. One half of a frame, consisting of either the odd or the even numbered lines. 60 fields (262.5 NTSC lines) or 50 fields (312.5 PAL lines) are transmitted every second.

Field of View The maximum part of the scene that can be seen through a lens or optical instrument. The height (horizontal) and width (vertical) picture size at a given distance that can be seen through a lens. Generally, shorter focal length lenses have a wider field of view than those with longer focal lengths.

FPS Frames per second.

Frame The total area, occupied by the television picture, which is scanned while the picture signal is not blanked. A frame contains 525 lines (NTSC) or 625 lines (PAL).

G

Gateway An entrance or exit into a communications network.

GOP (Group of Pictures) An MPEG term used to indicate the frequency of Intra-coded frames in the video stream. If maximum GOP=9, then the MPEG frame sequence will never contain more than 8 consecutive P-frames/B-frames between I-frames.

GUI (Graphical User Interface) Technique used to display information on a television screen or other display device to make the operation of some equipment easier or to provide enhanced functions.

H

Hard Disk Drive A hard disk drive (HDD) is a data storage device for storing and retrieving digital information using rapidly rotating discs (platters) coated with magnetic material.

H.264 Compression H.264 is a compression algorithm, similar to MJPEG and MPEG-4 that compresses a video stream using less bandwidth and less storage. However, it also requires more CPU processing to render the image onto a screen. H.264 IP cameras support multi-streaming capabilities for transmission of several H.264 video streams at different formats, frame rates, and/or resolutions. Images can be scaled to 1,920x1,080 or 1,280x720 resolution with 16:9 aspect ratio. Up to four virtual cameras can be streamed by selecting regions of interest within an image and then acquiring them independently. They support PoE (Power over Ethernet) and Auto-iris control functionality.

H.264 standard (actually, a family of standards) was developed to provide good video quality at substantially lower bit rates than previous standards (half of the bit rate of MPEG-2, for example).

HTTP (Hypertext Transfer Protocol) An application layer protocol used to transfer information on the World Wide Web.

I

Internet A public network of computers and people sharing information. Anyone can access the internet through an Internet service provider (ISP).

Internet Protocol (IP) The protocol used to transmit video and data from a camera to a recorder on a data network.

Internet Service Provider (ISP) A vendor who provides access for customers to the Internet and the World Wide Web.

Intranet A private network of computers using web-based technology within a company to share information. Typically, intranets are not accessible by the general public.

IP See *Internet Protocol (IP)*.

IP Address: Static and DHCP A unique, 32-bit identifier that identifies a particular computer on a network to other computers. There are two types of IP addresses: static and DHCP.

Static Address

Static address is where somebody physically connects to a computer and defines the IP address for that computer. A static address does not change unless someone physically changes it.

DHCP Address

DHCP (Dynamic Host Configuration Protocol) address is dynamically assigned from a server that contains a pool of addresses. The server leases the computer one of the available addresses for a specified amount of time. After the specified time expires, the computer renews the lease or requests a new IP address.

IP-VOP Intra-frame and Predictive-frame encoded MPEG stream. The MPEG stream consists of both I-frames and P-frames. The frequency of the I-frames is determined by the GOP interval.

IISP See *Internet Service Provider (ISP)*.

J

JPEG (Joint Photographic Experts Group) A compression technique used primarily in the editing of still images. JPEG is symmetrical in nature, requiring equal processing power, time, and expense on both the transmitting side (compression) and the receiving side (decompression). Its complexity renders it ineffective for real-time video; imaging applications are not so delay-sensitive. It is also the name of the format itself. There is a variant called Motion JPEG (MJPEG).

K

L

LAN (Local Area Network) A short-distance data communication network (usually within a building or campus) used to link together computers and peripheral devices (printers) under some form of standard control.

Latency In networking, the amount of time it takes a packet to travel from source to destination. Together, latency and bandwidth define the speed and capacity of a network.

M

MAC (Media Access Control) Address Used in networking to determine who is allowed to access the physical media at any one time. A MAC address is a permanently attached unique identifier assigned to all networking equipment.

Mbps (Megabits per second) A measure of the amount of data that can travel per second, measured in millions of bits per second (approximate).

MPEG (Motion Picture Experts Group) An ISO group of experts that has recommended manipulation of digital motion images. Today there are a couple of MPEG recommendations, of which the most well known are MPEG-1 and MPEG-2. The later one is widely accepted for high definition digital television as well as multimedia presentation.

MPEG-4 adds new features such as (extended) VRML support for 3D rendering, object-oriented composite files (including audio, video and VRML objects), support for externally-specified Digital Rights Management and various types of interactivity.

N

NAS Network-attached storage (NAS) is computer data storage connected to a computer network providing data access to a heterogeneous group of clients.

Network Computers connected together to share information. Think of a network as a city and the computers as houses within that city. Two types of networks are LAN (Local Area Network) and WAN (Wide Area Network).

LAN

Multiple computers connected together to share information such as e-mail, files, and devices.

WAN

Multiple LANs connected together, usually over a great distance, to share information.

NTP (Network Time Protocol) An application layer protocol for synchronizing the clocks of computer systems.

NTSC (National Television Standards Committee) The organization that formulated the specification standards for television transmission in the U.S., Canada, Japan, Central American, and half of South America, as well as other parts of the world. It was designed to be compatible with existing monochrome TV sets so they would not become obsolete and color televisions would also be able to receive monochrome transmissions. The North American system uses interlaced scans and 525 horizontal lines per frame at a rate of 30 frames per second (more accurately, 29.97 frames per second), and 60 fields per second (more accurately, 59.94 fields per second).

O

P

PAL (Phase Alternate Line) A standard of specifications for television transmission for color TV signals used in West Germany, England, Holland, Australia, and several other countries. It uses an interlaced format with 25 frames per second and 625 lines per frame.

Power over Ethernet (PoE) PoE technology describes a system to safely transmit electrical power, along with data on Ethernet cabling. The more common IEEE 802.3af PoE standard provides up to 15.4 W of DC power to each device.

Protocol A specific set of rules, procedures, or conventions relating to format and timing of data transmission between two devices. A standard procedure that two data devices must accept and use to be able to understand each other. The protocols for data communications cover such things as framing, error handling, transparency, and line control.

Q

R

Rack Mount Method of installing video equipment featuring special hardware in a tall, closet-like, metal frame or rack. See also *RU*.

Relay A relay is an electrically operated switch. Many relays use an electromagnet to mechanically operate a switching mechanism. Relays are used where it is necessary to use a low-power signal (with complete electrical isolation between the control and the controlled circuits) to control a circuit, or where several circuits must be controlled by one signal.

Resolution The ability of the camera to discriminate fine detail in a scene. Usually expressed in horizontal TV lines (TVL). Resolution is based on the number of horizontal elements that can be captured by the camera. A camera with a 570 TVL resolution is able to display 3/4 of a single horizontal line as 570 individual segments. The higher the number of segments, the finer the detail in the image.

Though technically inaccurate, the term resolution in the world of digital cameras refers to the number of columns and rows of pixels. A display with 240 pixel columns and 320 pixel rows would generally be said to have a resolution of 240x320. Resolution can also be used to refer to the total number of pixels in a digital camera image. For example, a camera that can create images of 1600x1200 pixels will sometimes be referred to as a 2 megapixel resolution camera since $1600 \times 1200 = 1,920,000$ pixels, or roughly 2 million pixels. Some display and camera resolutions have special names, such as VGA, QVGA, CIF, and QCIF.

ROI See Region of Interest.

VGA

Has 640x480 maximum resolution

QVGA

Has a 320x240 maximum resolution or 1/4 of VGA (the height and width of the frame are halved)

CIF

Has 352x288 maximum resolution

RS232 A format of digital communication using a three wire unbalanced presentation. The RS232 standard defines the presentation and voltages for asynchronous communications, but it does not define how the data should be represented by the bits; that is, it does not define the overall message format and protocol. It is often used in computers, CCTV, and communications between keyboards and matrix switchers.

RS485 An advanced format of digital communications compared to RS232. It is a balanced line transmission system. The major improvement over RS422 is in the number of receivers that can be driven with this format, up to 32. It is classically a half duplex, 2 wire presentation.

RTSP (Real Time Streaming Protocol) An application layer protocol used to transmit streaming audio and video over the Internet.

RU A unit of measure used to describe the height of equipment intended for mounting in a 19-inch rack or a 23-inch rack. Two rack units is typically referred to as 2U. See also *Rack Mount*.

S

Server A computer and its software that provides some service for other computers connected to it through a network.

Spot Monitor Connect either a security monitor or the standard RAC input of a TV to the BNC connector on the MAXPRO® Cloud appliance. This allows you to have a separate sequence of cameras display on the spot monitor.

Static IP A number in the form of a dotted quad, that is assigned to a computer by an Internet Service Provider (ISP) to be its permanent address.

SSD A solid-state drive (SSD) is a data storage device that uses integrated circuit assemblies as the memory to persistently store data. SSD technology uses electronic interfaces compatible with traditional block input/output (I/O) hard disk drives. Also known as "solid-state disk" or "electrconic disk". though there are no actual disks present.

SSID Service Set Identifier

Subnet Mask A number used to identify a subnetwork so that an IP address can be shared on a LAN.

T

TCP/IP (Transmission Control Protocol/Internet Protocol) A networking protocol that provides communication across interconnected networks, between computers with diverse hardware architectures and various operating systems.

U

UPnP Universal Plug and Play (UPnP) is a set of networking protocols that permits networked devices and mobile devices to seamlessly discover each other's presence on the network and establish functional network services for data sharing, communications, and entertainment.

USB Universal Serial Bus (USB) is an industry standard that defines the cables, connectors, and communications protocols used in a bus connection, communication, and power supply between computers and electronic devices.

V

VBR (Variable Bit Rate) A video streaming mode in which the quality of the image is kept constant and the bit rate fluctuates depending on the amount of motion between images.

Video Motion Detection A system that uses the video signal from a camera to determine if there is any movement in the picture and sets off an alarm.

W

WAN (Wide Area Network) Uses common carrier-provided lines that cover an extended geographical area.

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