

MAXPRO® Mobile app for Remote Access to a MAXPRO NVR Application Note

This document describes how to connect to a MAXPRO® NVR using the MAXPRO® Mobile app on an Apple® or Android™ mobile device. It also covers how to use the MAXPRO Mobile app for remote live video viewing, searching for recorded video, taking snapshots for forensic purposes, and other daily tasks.

MAXPRO Mobile app Installation

The MAXPRO Mobile app is compatible with all MAXPRO NVRs.

Minimum Requirements

The MAXPRO Mobile app minimum requirements are:

- Apple iPad, iPhone, and iPod touch running IOS 3.2 and later
- Android phones and tablets running v2.2 and later
- Internet connection to the MAXPRO NVR
- Wifi or 3G connection for the Apple or Android device

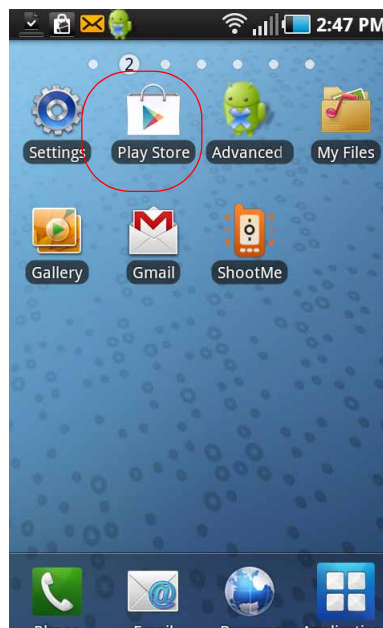
Installing the MAXPRO Mobile app

To install the MAXPRO Mobile app on your mobile device:

1. Download the app by searching for MAXPRO Mobile from the appropriate mobile app store, either the Apple App Store or the Google Play Store (<https://play.google.com/>).

Apple mobile device

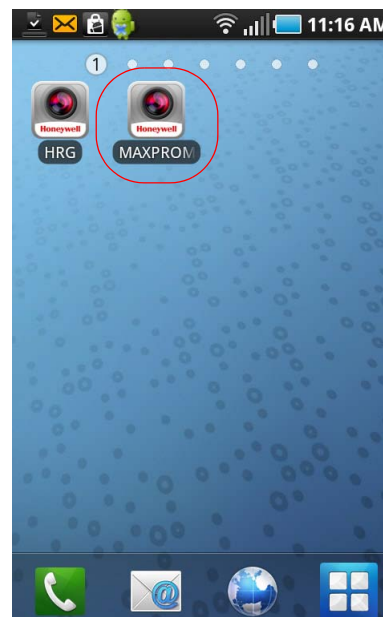
Android mobile device




2. When the application is successfully installed, the Honeywell MAXPRO Mobile icon appears on the device.

Apple mobile device

Android mobile device



MAXPRO NVR Update

Note If your MAXPRO NVR has the MAXPRO NVR Mobile server software pre-installed, the desktop icon is on your desktop (). Please proceed to *Typical Network Configuration and Settings*, on *page 5*.

If the MAXPRO NVR Mobile server software is not pre-installed (you do not have the desktop icon), please follow the instructions in *Installing the MAXPRO NVR Mobile Software Update on the NVR*.

Installing the MAXPRO NVR Mobile Software Update on the NVR

To install the most current MAXPRO NVR Mobile software on the NVR:

1. Check for the latest software update from the Download Center at <https://www.hascim.com/cim/FilesAndDrivers/NVR.aspx>. Download the most current file to your NVR.
2. On the MAXPRO NVR, double-click the *MAXPRO NVR Mobile Setup* file and then follow the InstallShield Wizard.



3. Accept the terms in the license agreement and then click **Next**.



4. On the **Service User Details** dialog, set up the service account as follows:

Note The values listed in *step a* to *step c* below are the factory default values. These instructions assume that the default values have not been previously user-modified. For non-default values, please use the Windows User name and Password.

- a. In the **Domain/Computer Name** drop-down list, select **MAXPRO-NVR**.
- b. In the **User Name** field, type in **administrator**.
- c. In the **Password** field, type in **Password1** (case sensitive).
- d. Click **Next**.



5. Follow the InstallShield Wizard to complete the application setup.



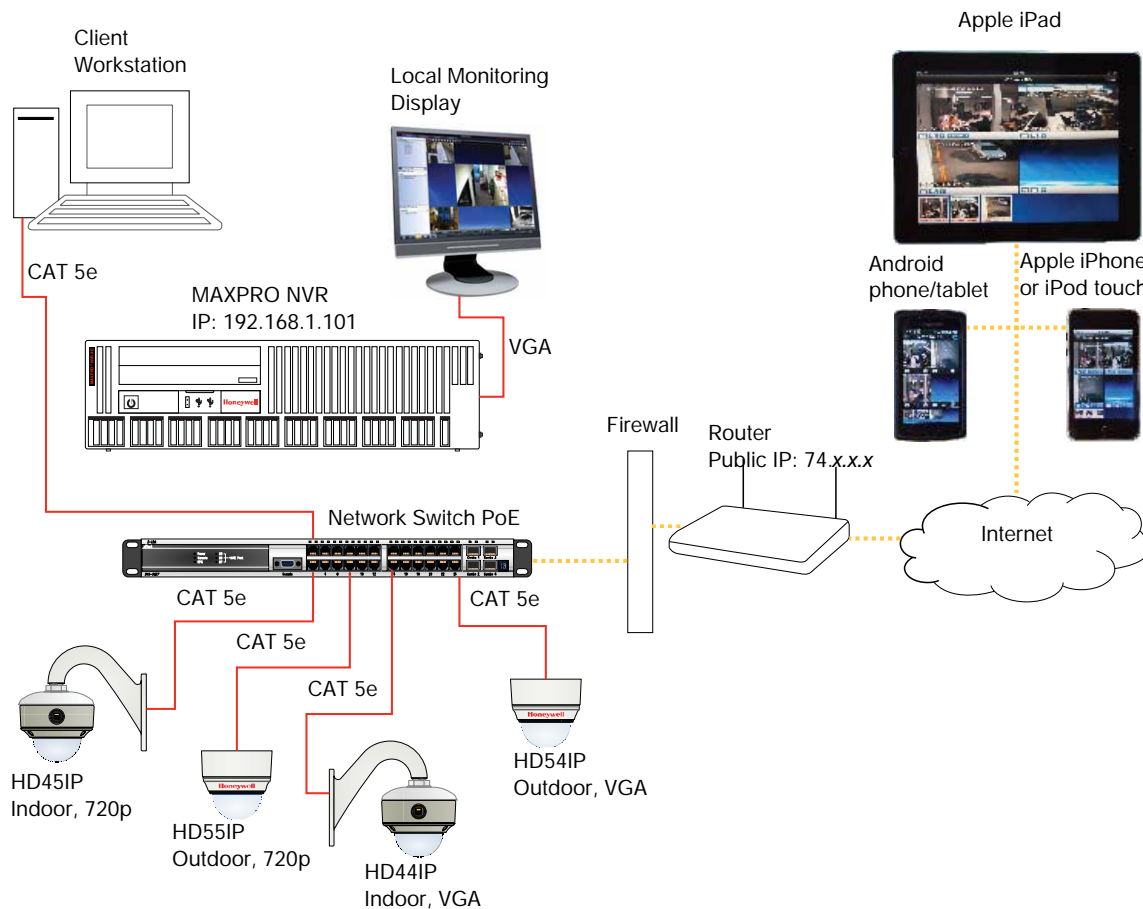
6. When the InstallShield Wizard Completed window appears, click **Finish**.



Typical Network Configuration and Settings

Figure 1 shows a typical system setup. In applications where the mobile device connects to the MAXPRO NVR through a public router, you must configure port forwarding on the router as shown in *Table 1*. Please contact your Network Administrator for assistance.

Figure 1 System Diagram



Note Up to three mobile devices can be used simultaneously to view video from the NVR.


Note The default port for the Mobile app on MAXPRO NVR is 80. See [Appendix: Changing Default Port 80 for the MAXPRO Mobile app](#) for instructions on how to change the port number if Port 80 is already used or if there is more than one MAXPRO NVR behind the router in the network.

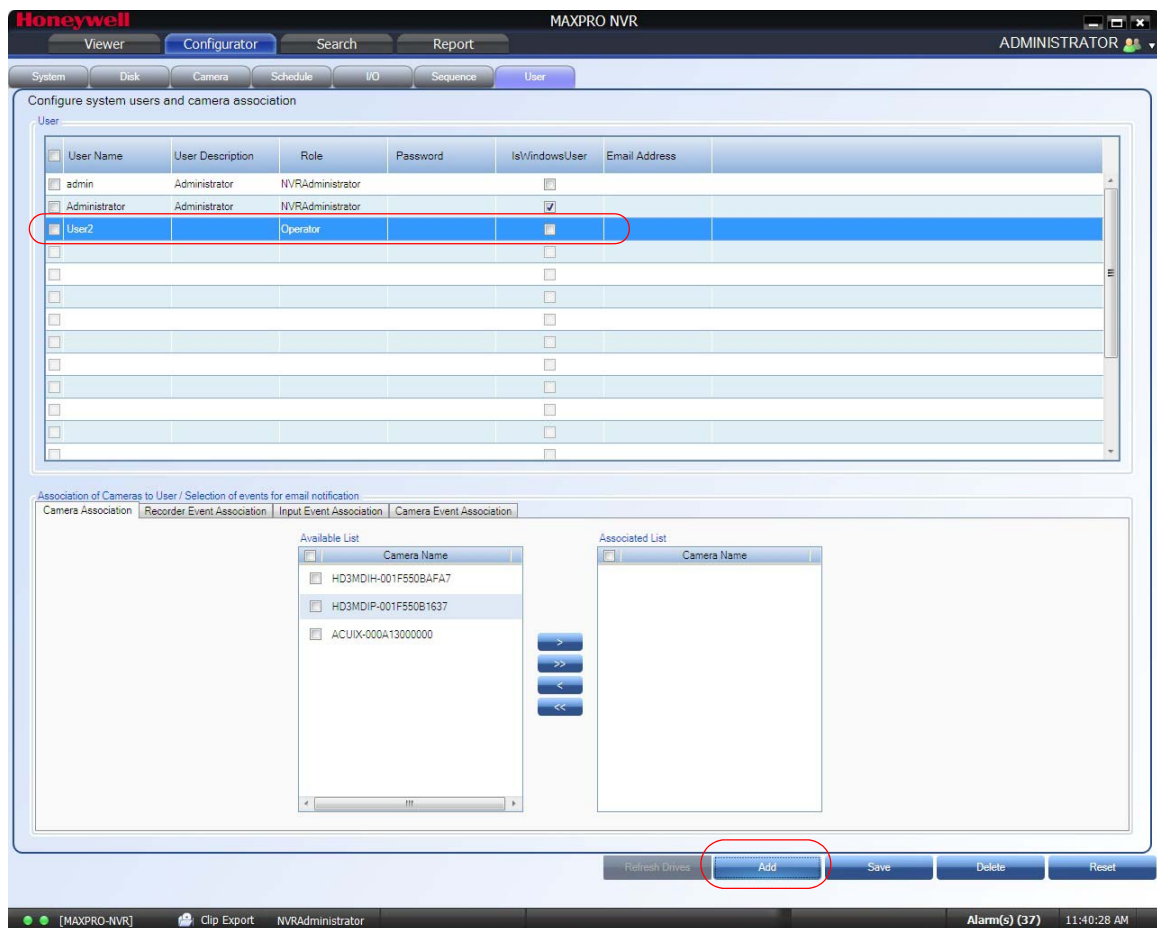
Table 1 Port Forwarding

Public Router IP Address	External Port	MAXPRO NVR IP Address	Internal Port
74.xxx	80	192.168.1.101	80

Creating Users for the MAXPRO Mobile app

The MAXPRO Mobile app uses a non-Windows authentication. You need to create non-Windows users to allow access from authorized mobile device users. To add a user:

1. Launch MAXPRO NVR (double-click the MAXPRO NVR icon  on your desktop).
2. On the **Configurator** tab, select the **User** tab, then click **Add** at the bottom.



- a. Double-click **User2** in the **User Name** column. Type in a name for the MAXPRO Mobile user.

This is the name that will be used to log on to the mobile device to connect to the MAXPRO NVR.

- b. (Optional) Double-click in the **User Description** column to add an appropriate description (for example, Mobile app operator).

- c. In the **Role** drop-down list, select the appropriate user permission (for example, Operator, as shown above).

Selecting the Cameras to be Remotely Viewed

3. Provide access for the MAXPRO Mobile user to selected cameras, as required.
 - a. Select cameras in the **Available List**, then click the right arrow to move them to the **Associated List**.
 - b. Click **Save**.


The screenshot displays the Honeywell MAXPRO NVR web interface. At the top, there are navigation tabs: Viewer, Configurator (selected), Search, and Report. The user is logged in as ADMINISTRATOR. The main menu includes System, Disk, Camera, Schedule, I/O, Sequence, and User (selected). The 'Configure system users and camera association' section is active. It features a table for user management and a section for camera association.

User Name	User Description	Role	Password	IsWindowsUser	Email Address
<input type="checkbox"/>	admin	Administrator	NVRAdministrator	<input type="checkbox"/>	
<input type="checkbox"/>	Administrator	Administrator	NVRAdministrator	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	ipad	ipad user1	Operator	<input type="checkbox"/>	

Below the table, the 'Association of Cameras to User / Selection of events for email notification' section is visible. It includes tabs for Camera Association, Recorder Event Association, Input Event Association, and Camera Event Association. The 'Camera Association' tab is active, showing two lists: 'Available List' and 'Associated List'. A red arrow points from the 'Available List' to the 'Associated List'. The 'Associated List' contains three cameras with checked boxes: HD3MDIH-001F550BAFA7, HD3MDIP-001F550B1637, and ACUIX-000A13000000. At the bottom, the 'Save' button is circled in red.

Adding the MAXPRO NVR to the MAXPRO Mobile app

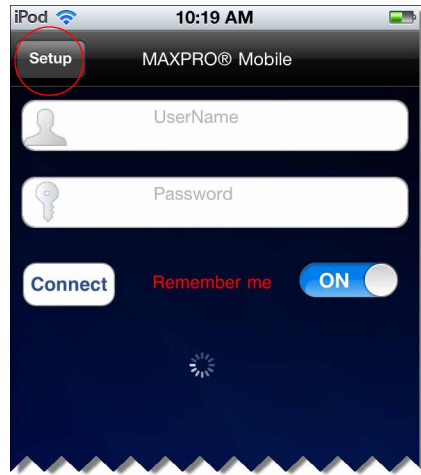
In the MAXPRO Mobile app, you must add the MAXPRO NVR so that you can view video.

1. Launch MAXPRO Mobile by tapping  on your mobile device.

2. Before you log on:

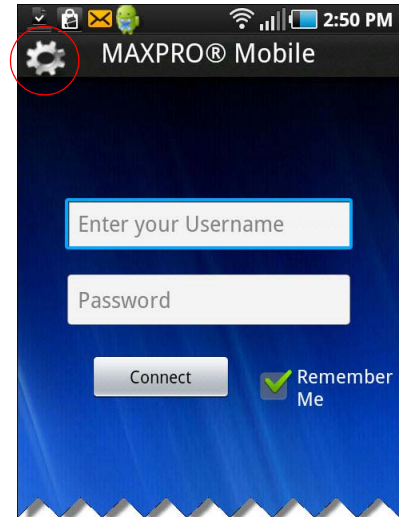
Apple mobile device

Tap **Setup** in the top left hand corner.



Android mobile device

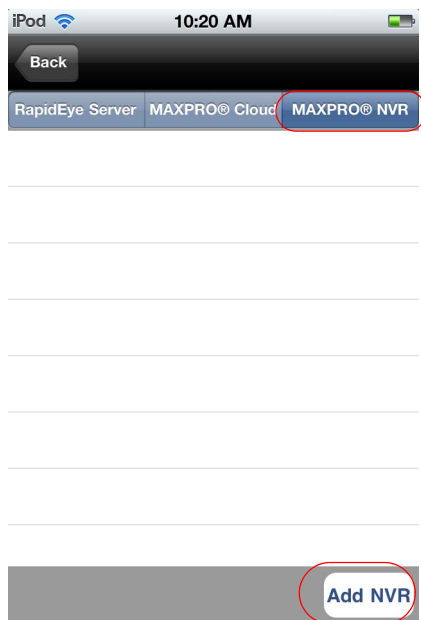
Tap the **cog wheel** in the top left hand corner.



3. Add an NVR:

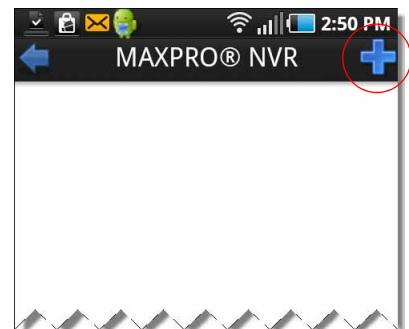
Apple mobile device

Tap the **MAXPRO® NVR** tab, then click **Add NVR**.



Android mobile device

Tap **MAXPRO® NVR**, then on the next screen, tap the **Plus sign**.



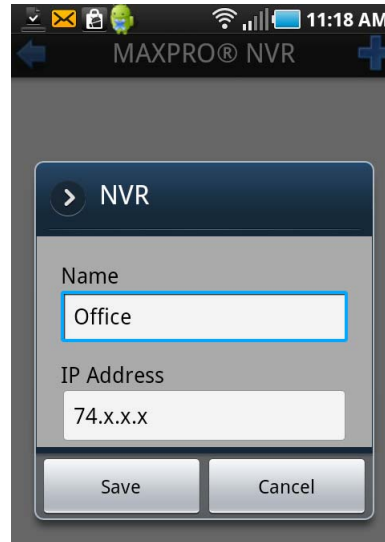
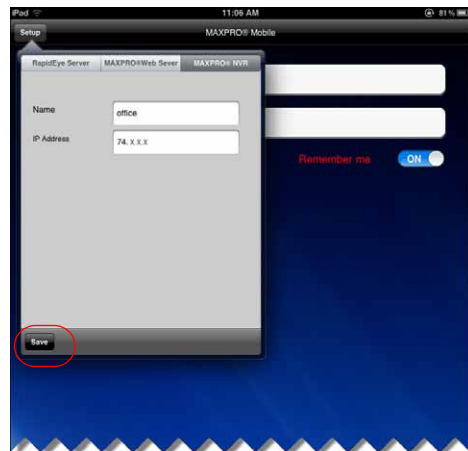
4. Set up the MAXPRO NVR.
 - a. In the **Name** field, enter the name of the unit to which you wish to connect.
 - b. In the **IP Address** field, type the address of the unit.
 - c. Click **Save**.

Apple mobile device

Android mobile device

Tap **Setup** in the top left hand corner.

Tap the **cog wheel** in the top left hand corner.



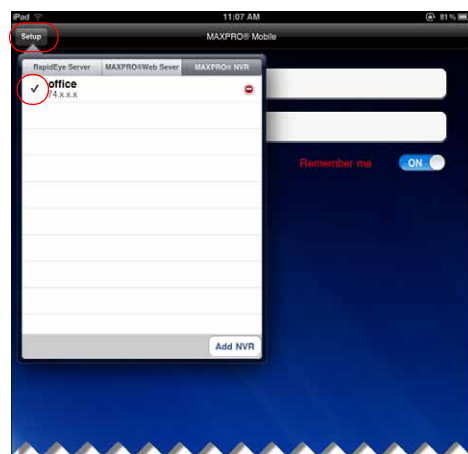
5. The name and IP address of the NVR populates. Tap the name to enable the NVR (check mark displays).
6. To return to the log on dialog:

Apple mobile device

Android mobile device

Tap **Setup**.

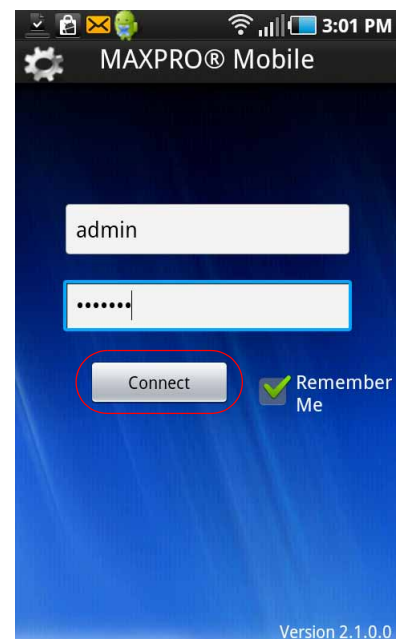
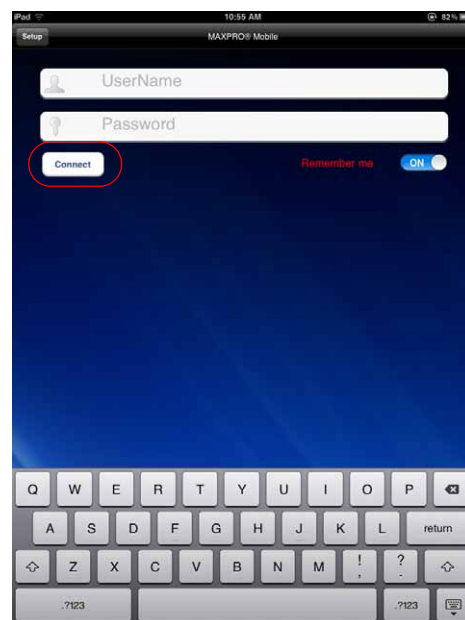
Tap the **Back arrow**.



Note You must set the IP Address field to <IP:PORT> in the **Add NVR** option if you decide to open a different port on the router for the MAXPRO Mobile server. For more information, see [Appendix: Changing Default Port 80 for the MAXPRO Mobile app](#).

7. Log on:
 - a. In the **UserName** field enter the name that was created for the mobile device user in MAXPRO NVR (see [Creating Users for the MAXPRO Mobile app](#) on [page 7](#)).
 - b. In the **Password** field enter the appropriate password.
 - c. Tap **Done**.
 - d. Tap **Connect**.

Apple mobile device**Android mobile device**



The live view displays (see [Using the MAXPRO Mobile app](#)).

Using the MAXPRO Mobile app

The MAXPRO® Mobile app allows you to connect to a MAXPRO NVR from a remote location. Use the app to perform common daily tasks such as:

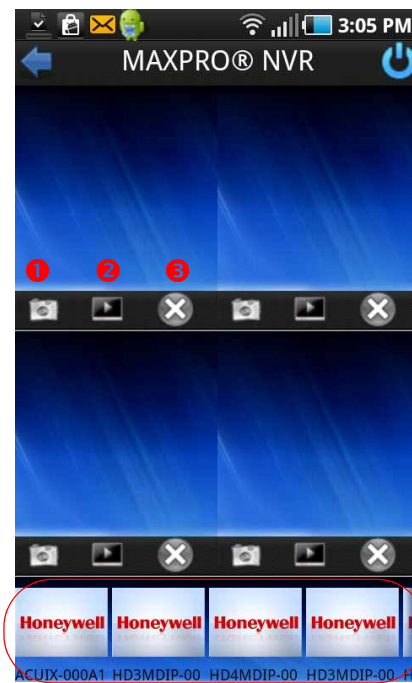
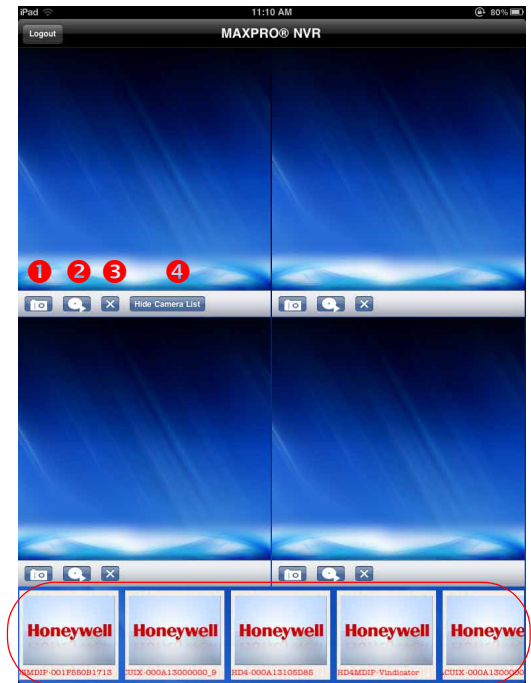
- Live video viewing
- Zooming in for full screen viewing
- Playback or searching for video clips by date and time
- Taking a snapshot of a recorded frame

Live Video Viewing

The MAXPRO® Mobile app features a single camera or multiple camera view. When you **Connect**, the live view screen displays in the default quad view as shown below. It may take a few seconds for the cameras to be discovered. The cameras that were associated with the mobile app user (see [Selecting the Cameras to be Remotely Viewed](#)) are listed at the bottom in the Camera List panel.

Apple mobile device

Android mobile device



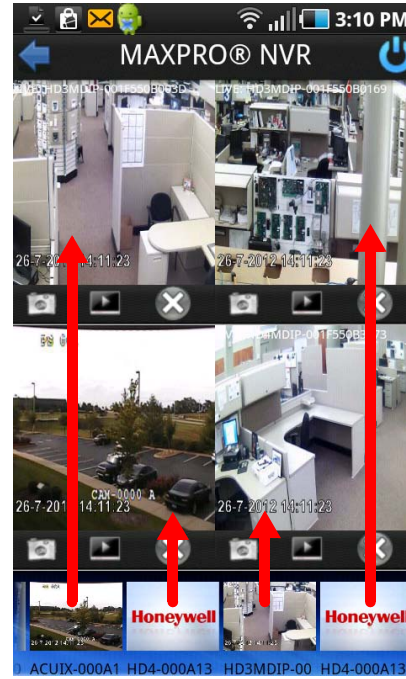
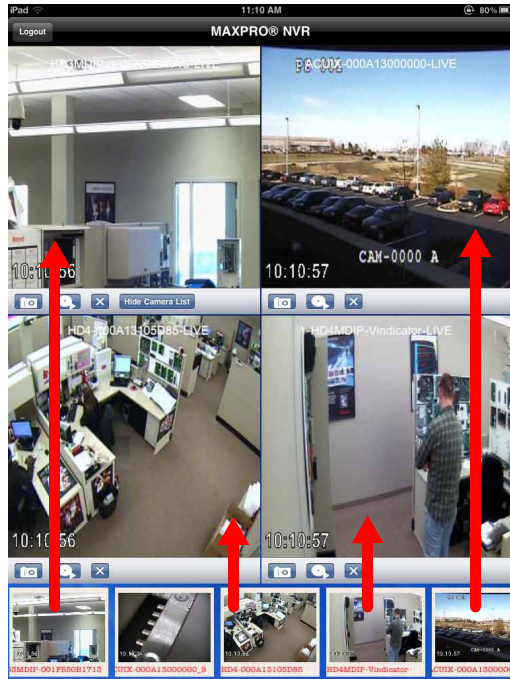
- Legend
- ① SnapShot
 - ② Time search/Playback
 - ③ Delete camera view
 - ④ Hide camera list
 - ⑤ Connected camera list

- Legend
- ① SnapShot
 - ② Time search/Playback
 - ③ Delete camera view
 - ④ Connected camera list

To view live video, tap and drag a camera box in the Camera List to a viewing panel in the quad view, as shown below.

Apple mobile device

Android mobile device



Viewing Live Video in Full Screen Mode

Double-tap on one panel in the quad view to view the video from that channel in full screen mode. To return to quad view, double-tap on the panel again.


Apple mobile device



Android mobile device



Hiding the Camera List

To hide the camera thumbnails in the Camera List at the bottom, tap . The icon turns to **Show Camera List**. Tap it again to show the camera thumbnails.

Apple mobile device



Android mobile device


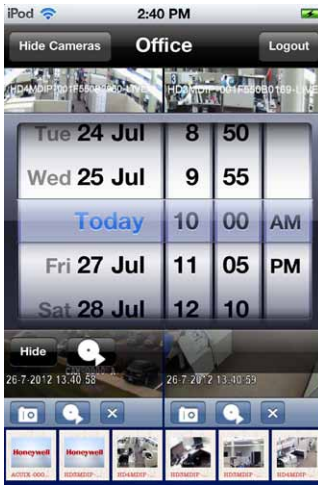

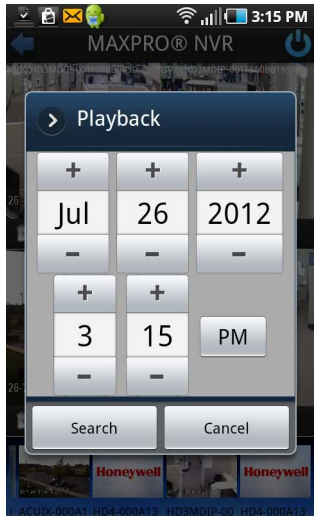


Note This feature is not currently available on an Android mobile device.

Removing a Camera from Live View


To remove video from one channel on the viewing display, tap  underneath that panel.

Searching for Recorded Video and Playback

To search for recorded video from one channel on the video display:

Task	Apple mobile device	Android mobile device
1. To set the search parameters:	<p>Tap  underneath that panel. The date/time wheel displays.</p> 	<p>Tap  underneath that panel. The date/time keypad displays.</p> 
2. To select a specific date:	<p>Swipe the date wheel downwards</p>	<p>Tap the + or - under the date, OR Tap the number and enter the desired date.</p>
3. To select a specific time:	<p>Swipe the hour, minute, and AM/PM wheels downwards.</p>	<p>Tap the + or - under the time, OR Tap the number and enter the desired time.</p>
4. To play back the video starting from the date and time selected:	<p>a. Tap  under the wheel. b. Tap  to turn off the date/time wheel.</p>	<p>Tap Search.</p>

Taking a SnapShot

To take a snapshot of the current video frame in a panel, tap  under that panel. This feature is available in both 2x2 mode and full screen mode.

Emailing a SnapShot

The snapshot image can be sent by email:

Apple mobile device	Android mobile device
1. Tap Photos Album to open the photo library.	Open file explorer and browse to the path <i>/mnt/sdcard</i> where the snapshot images are stored.
2. Select the desired image.	Select the desired image.
3. a. Tap the forward icon. b. Tap Email Photo .	a. Tap the screen to open the Menu . b. Tap Share and then tap Email .

Appendix: Changing Default Port 80 for the MAXPRO Mobile app

Changing the default Port 80 for the MAXPRO Mobile app is a three step process:

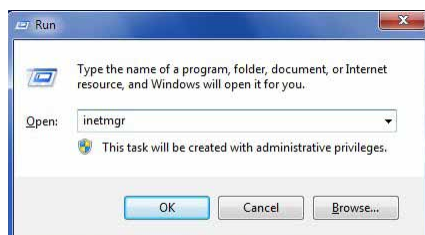
1. Changing port 80 on the MAXPRO NVR.
2. Enabling the new port number in the NVR Windows firewall.
3. Using the changed port in the MAXPRO Mobile app.

Step 1: Changing the Default Port 80 on the MAXPRO NVR

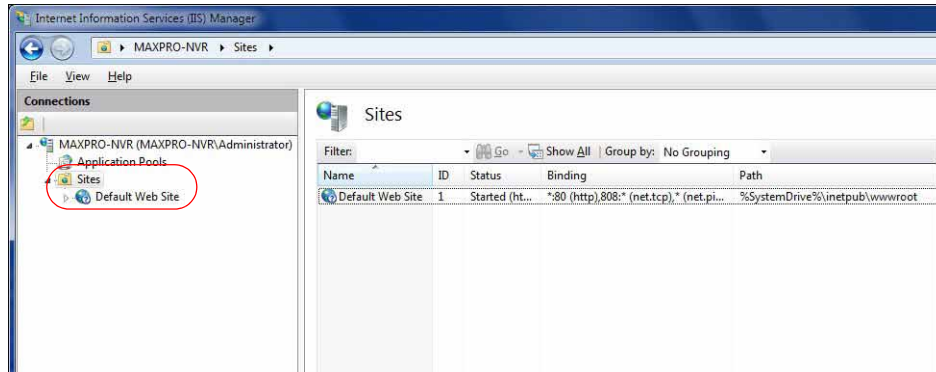
By default, Port 80 is configured for the MAXPRO Mobile app to connect to the NVR. If you need to modify the default port, use the following procedure.

Note If you require further assistance, please contact your Network Administrator.

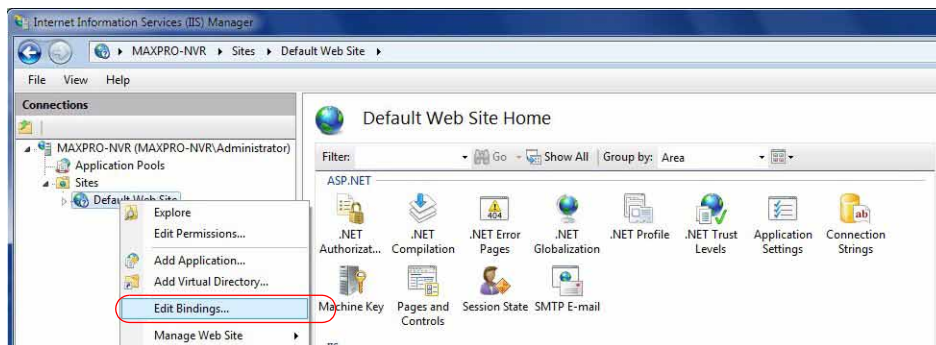
1. From the Windows **Start** menu, select **Run**. In the **Open** field, enter **inetmgr**, then click **OK**.



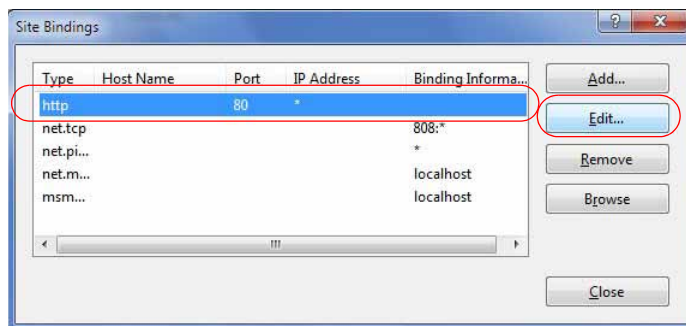
- In the **Connections** panel, expand **Sites** until you see **Default Web Site**.



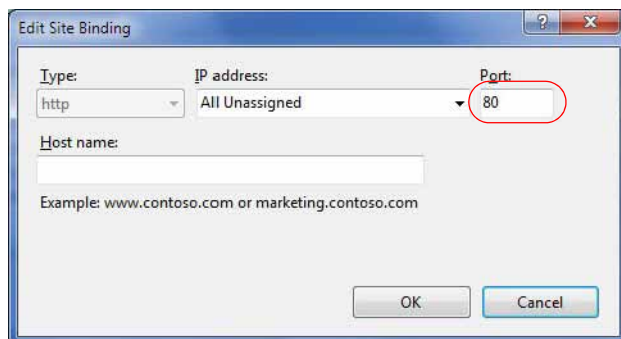
- Right-click **Default Web Site**, then select **Edit Bindings ...**.



- On the Site Bindings dialog, highlight **Port 80**, then click **Edit ...**.



- On the **Edit Site Binding** dialog, change default http port number 80 as required, then click **OK**.



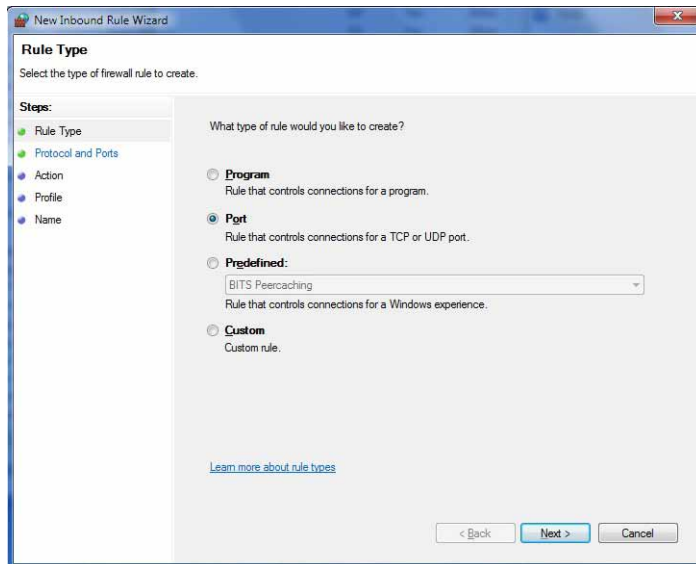
Note Use only unreserved port numbers (1024 to 49151). To avoid port conflict, do not use port numbers 10000, 20007, 20009, 20010, 20081, and 26026 as they are already reserved for other use.

Step 2: Configuring the Firewall

Configuring the firewall consists of setting inbound and outbound firewall rules for the MAXPRO Mobile app port.

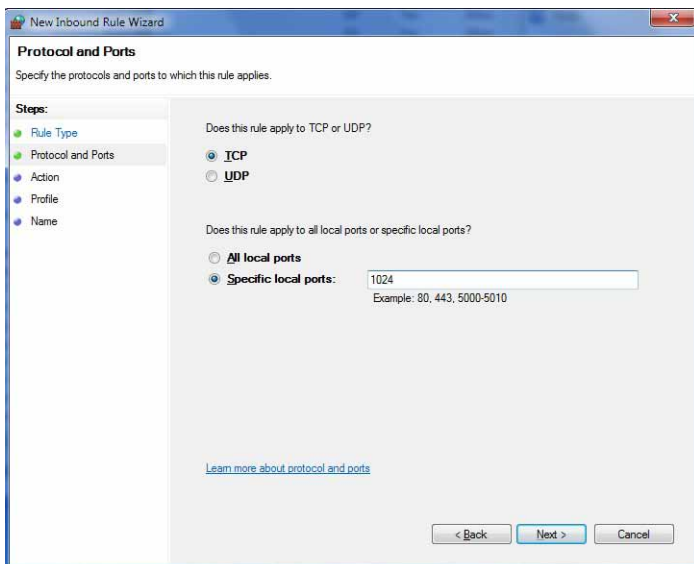
Setting Up Inbound Firewall Rules

1. In Windows, navigate to **Start > Control Panel > System and Security > Windows Firewall > Advanced settings > Inbound Rules**. Select **New Rule**
2. The Rule Type screen appears. Select the **Port** radio button and then click **Next**.

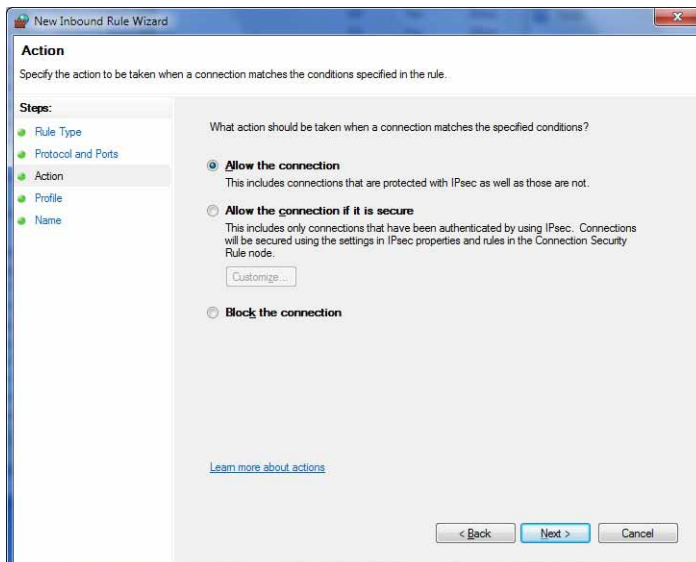


3. The Protocol and Ports screen appears.
 - a. Select the **TCP** and **Specific Local Ports** radio buttons (as shown below).
 - b. Enter the appropriate port number (port 1024 in this example).

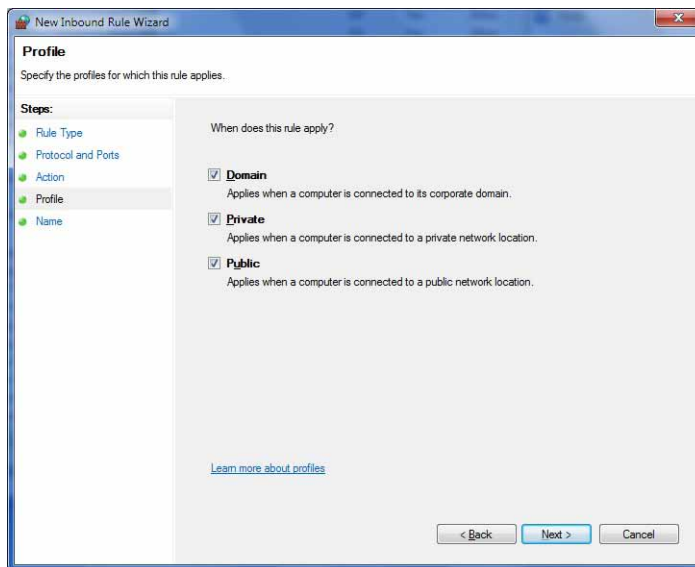
c. Click **Next**.



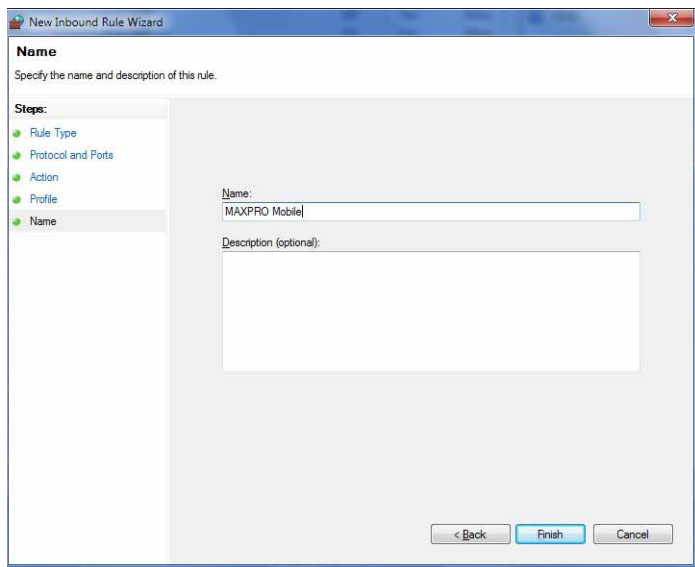
4. The Action screen appears. Select the **Allow the connection** radio button, then click **Next**.



5. The Profile screen appears. Select the **Domain**, **Private**, and **Public** check boxes, then click **Next**.



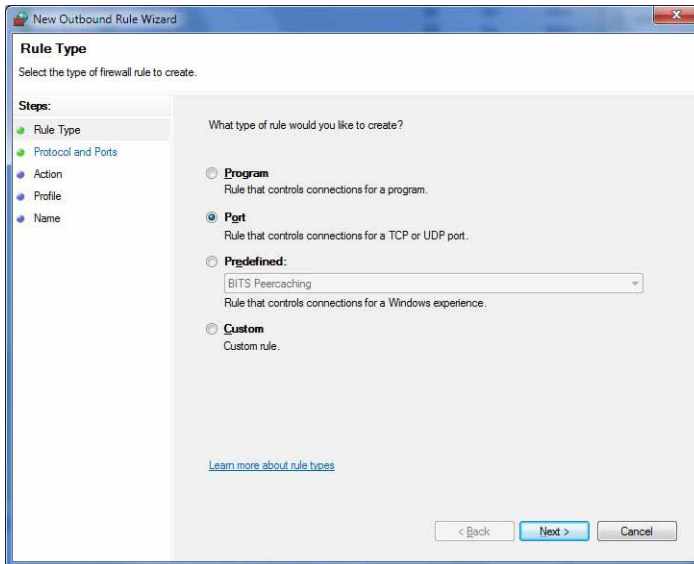
6. The name screen appears. In the **Name** field, enter a name for the rule. Click **Finish**.



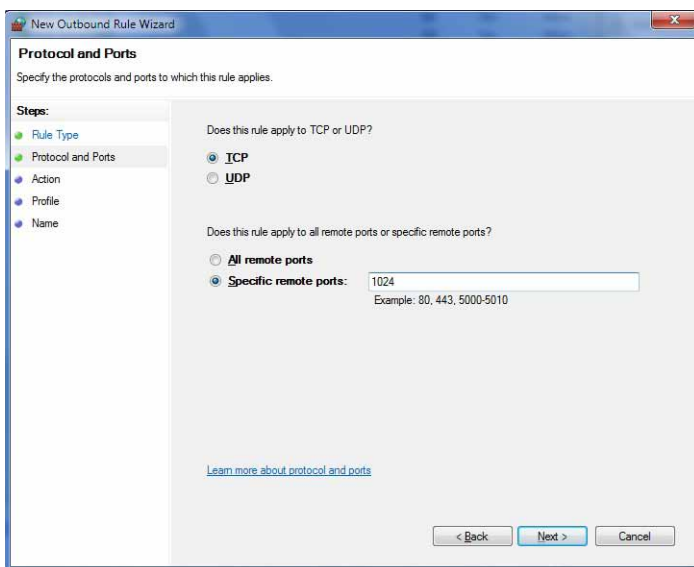
Setting Up Outbound Firewall Rules

The procedure for setting outbound firewall rules is similar to that outlined in [Setting Up Inbound Firewall Rules](#).

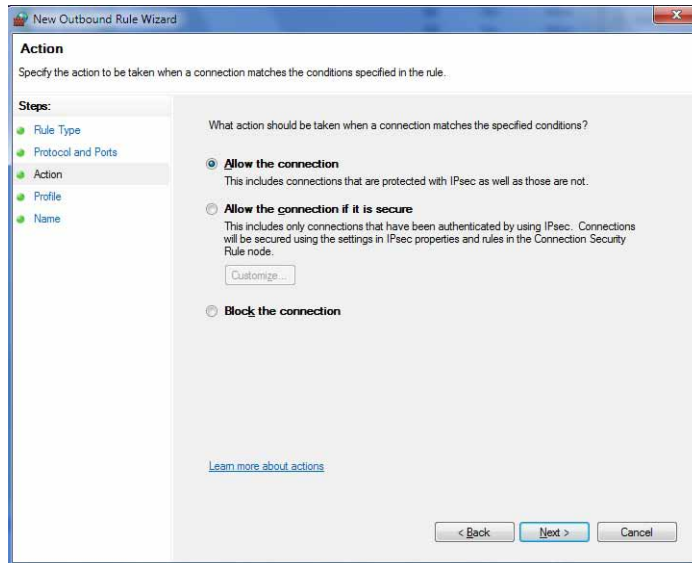
1. In Windows, navigate to **Start > Control Panel > System and Security > Windows Firewall > Advanced settings > Outbound Rules**. Select **New Rule ...**.
2. The Rule Type screen appears. Select the **Port** radio button, then click **Next**.



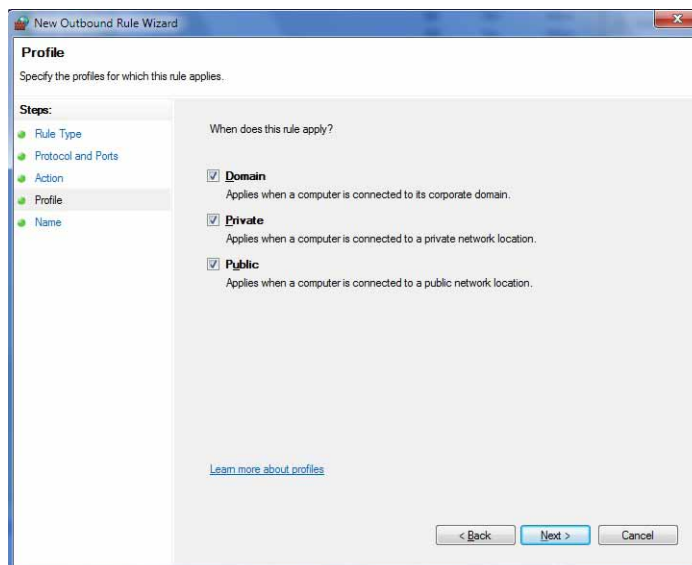
3. The Protocol and Ports screen appears.
 - a. Select the **TCP** and **Specific Local Ports** radio buttons (as shown below).
 - b. Enter the appropriate port number (port 1024 in this example).
 - c. Click **Next**.



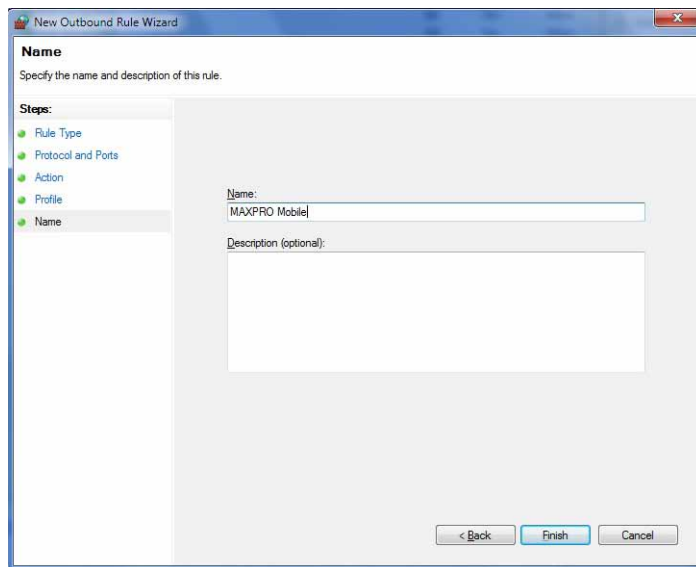
4. The Action screen appears. Select the **Allow the connection** radio button, then click **Next**.



5. The Profile screen appears. Select the **Domain**, **Private**, and **Public** check boxes, then click **Next**.




- The name screen appears. In the **Name** field, enter a name for the rule. Click **Finish**.



Your inbound and outbound firewall rules are now set up.

Step 3: Changing the Port in the MAXPRO Mobile app

To change the port:

- Launch MAXPRO Mobile by tapping  on your mobile device.
- Click **Setup** in the top left hand corner.
- Select the **MAXPRO NVR** tab.
- Set the **IP Address** field to **<IP:PORT>**. For example, if the port was changed to 1024 with the steps above, enter the IP Address as **74.x.x.x:1024**.
- Click **Save**.
- Tap to the left of the name to enable the NVR (check mark displays). Click **Setup** to return to the log on dialog.

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Document 800-01512V1 – Rev A – 08/2012

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