

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® iPad. 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:

- Supported Apple® models:
 - Apple iPad 1, iPad 2; iOS 3.2 and later
- Wifi or 3G connection for the Apple iPad
- Internet connection to the MAXPRO NVR

Installing the MAXPRO® Mobile app

To install the MAXPRO® Mobile app on your mobile device:

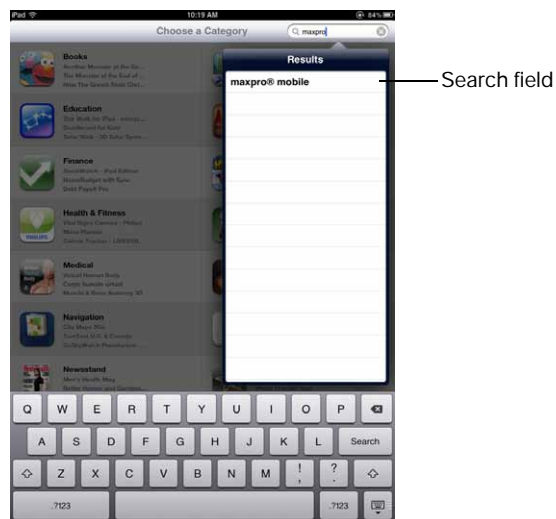
1. From your mobile device, tap the **App Store** icon.



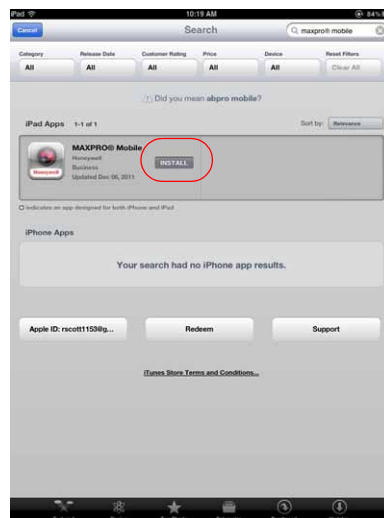
- At the prompt, enter your Apple ID and password.

Note To install an application from the Apple App Store, you must have a valid Apple iTunes account.

- Tap **Search** and then type **maxpro** in the **Search** field.



- Tap **INSTALL**.



- Follow the instructions to download and install the application.


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



MAXPRO® Mobile icon

MAXPRO NVR Update

Note

If your MAXPRO NVR has the MAXPRO NVR Mobile server software pre-installed, the desktop icon will be on your desktop (see ). Please proceed to *Typical Network Configuration and Settings*, on [page 6](#).

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:

- 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 Username 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.



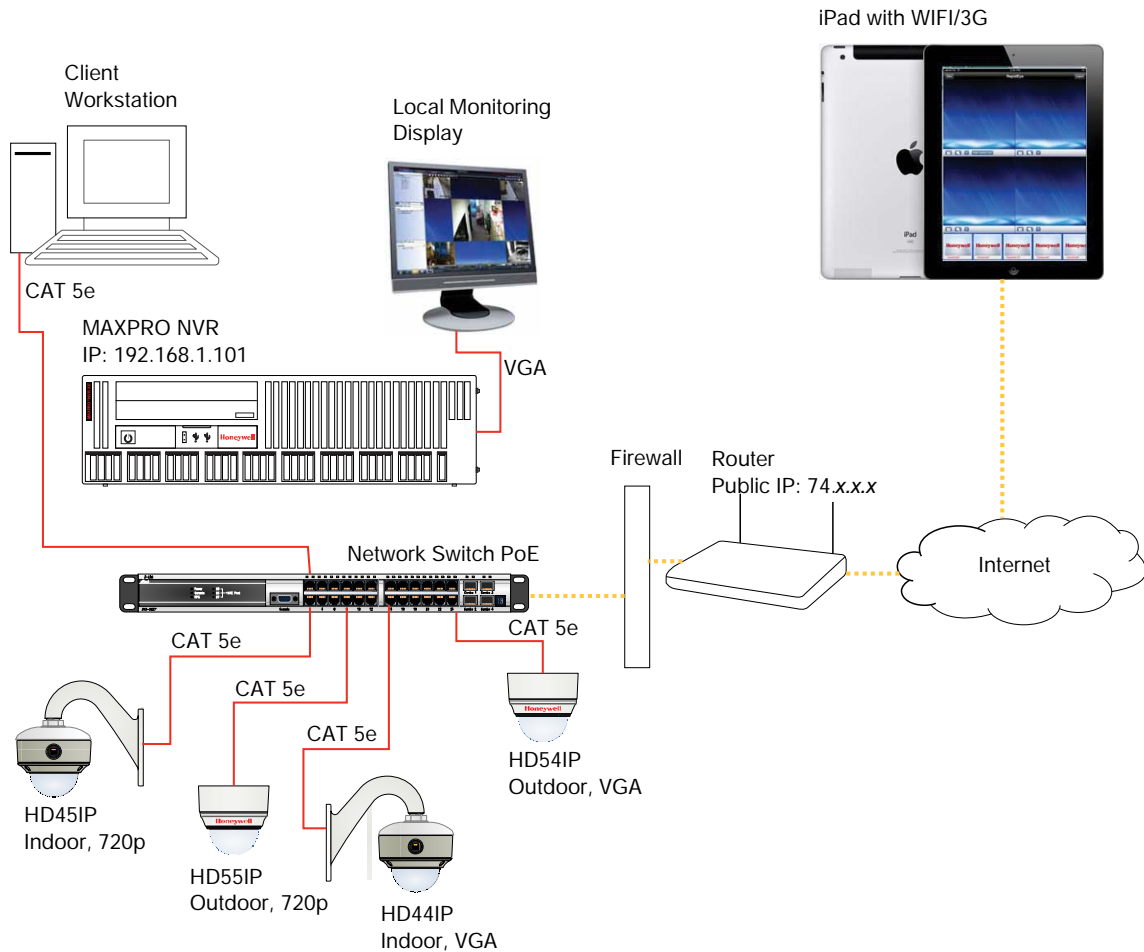
6. When the InstallShield Wizard Completed window appears, click **Finish**.



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 iPads can be used simultaneously to view video from the NVR.


Note The default port for the iPad 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.

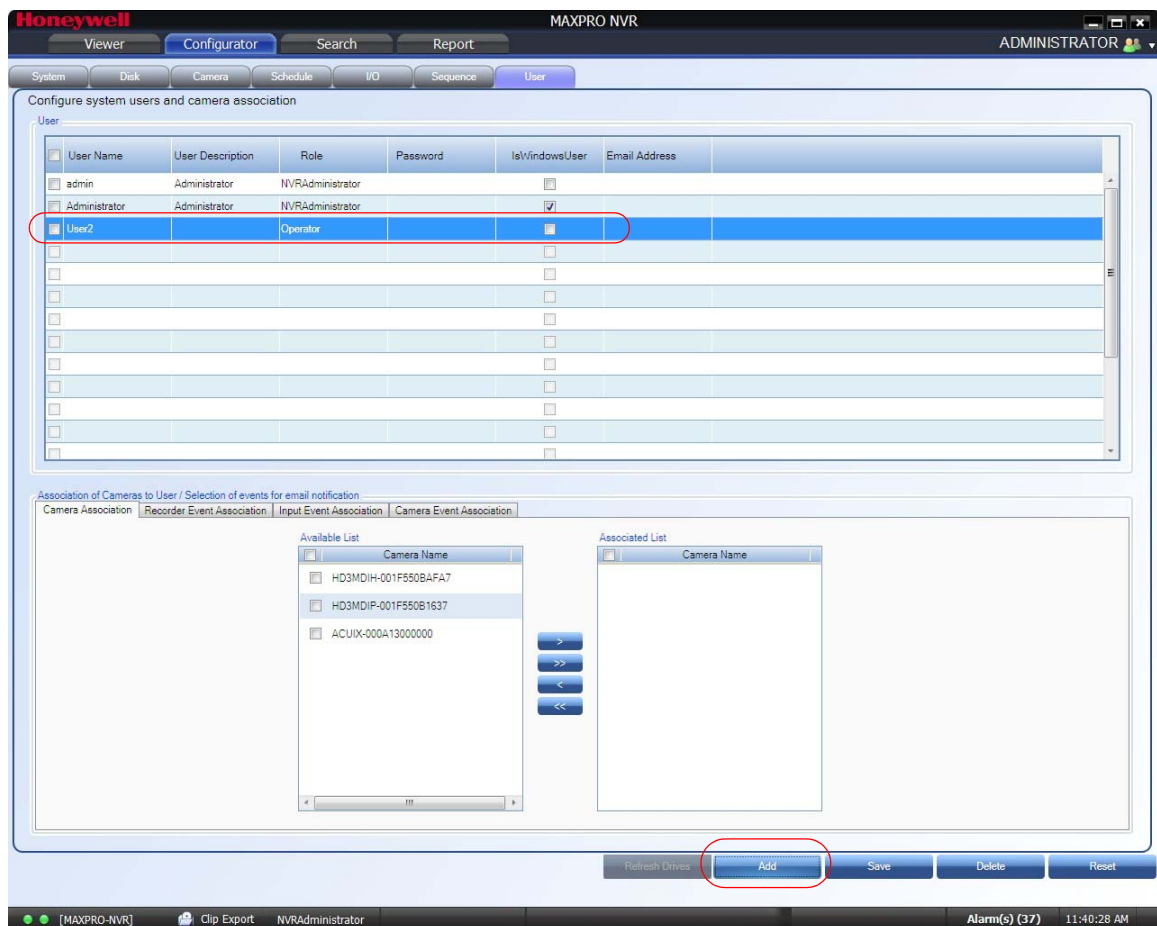
Table 1 Port Forwarding

Public Router IP Address	External Port	MAXPRO NVR IP Address	Internal Port
74.x.x.x	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:

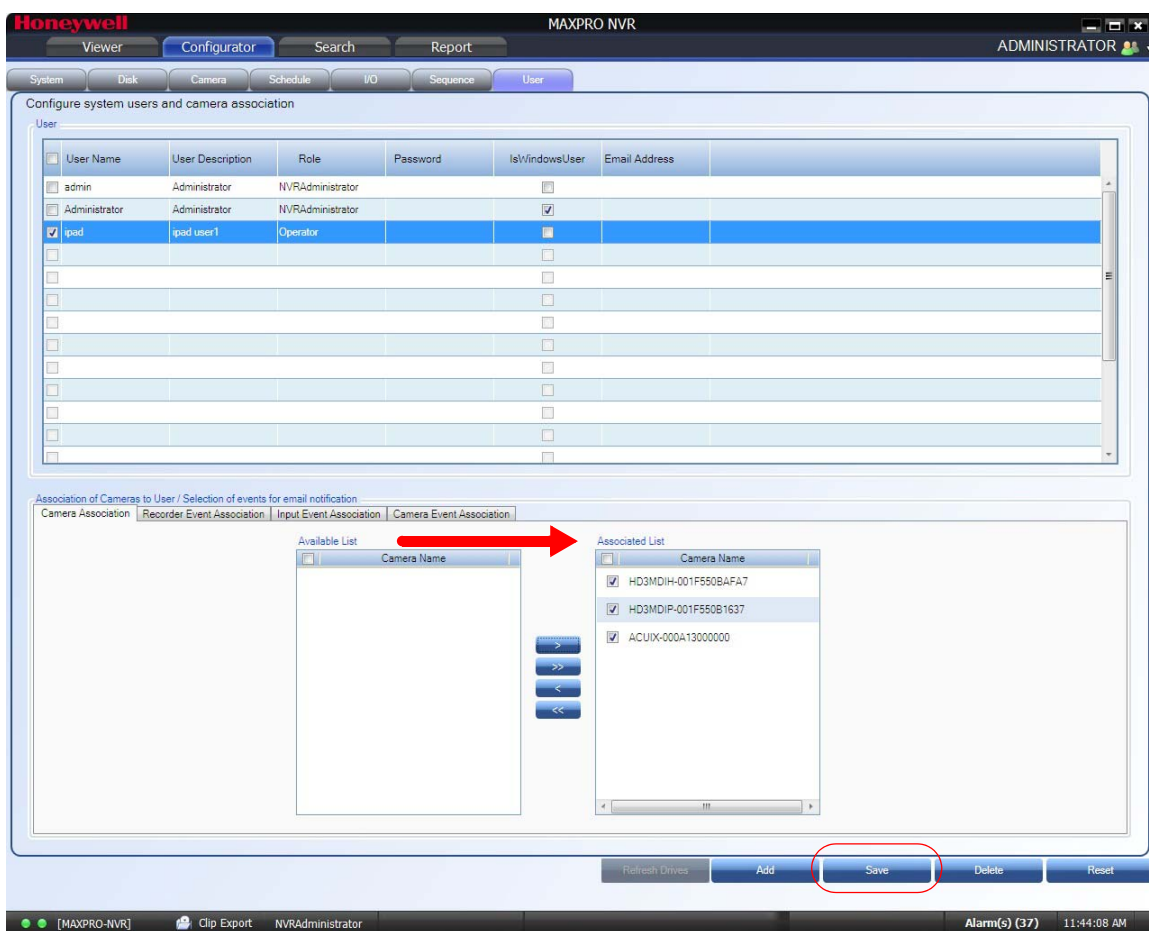
1. Launch MAXPRO NVR (double-click the MAXPRO NVR icon  on your desktop).
2. On the **Configurator** tab, select the **User** tab, then click **Add** at the bottom.



- 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 MAXPROMobile 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**.

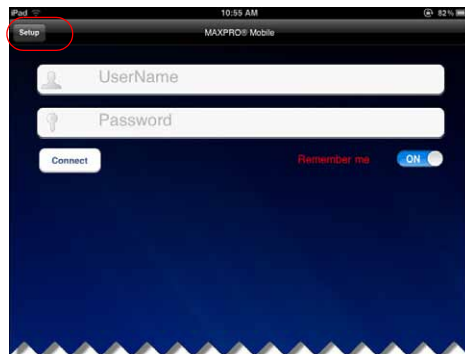


4. Click **Save**.

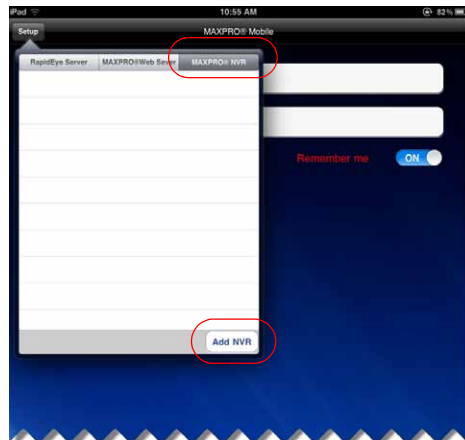
Adding the MAXPRO NVR to the MAXPRO® Mobile app

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, click **Setup** in the top left hand corner.

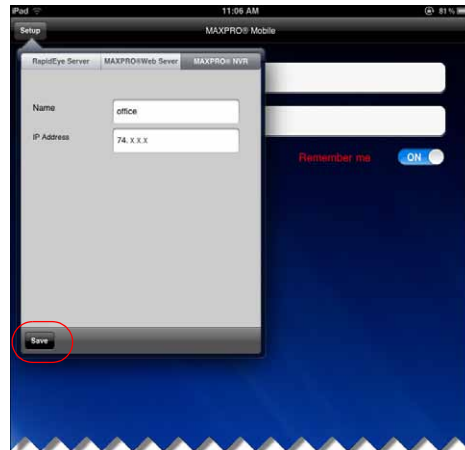


3. Select the **MAXPRO NVR** tab, then click **Add NVR**.

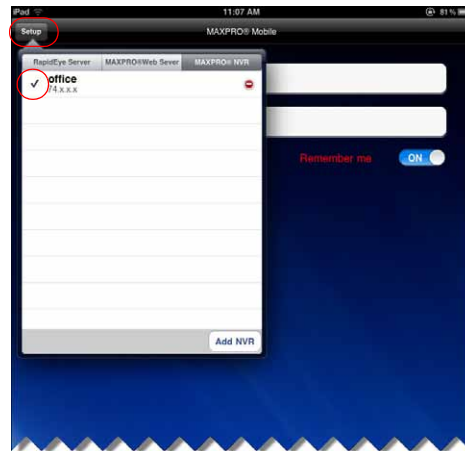


4. Set up the MAXPRO NVR.
 - a. In the **Name** field, enter the name of the unit to which you wish to connect.
 - b. In the **IP Address** field, type the address of the unit.

- c. Click **Save**.



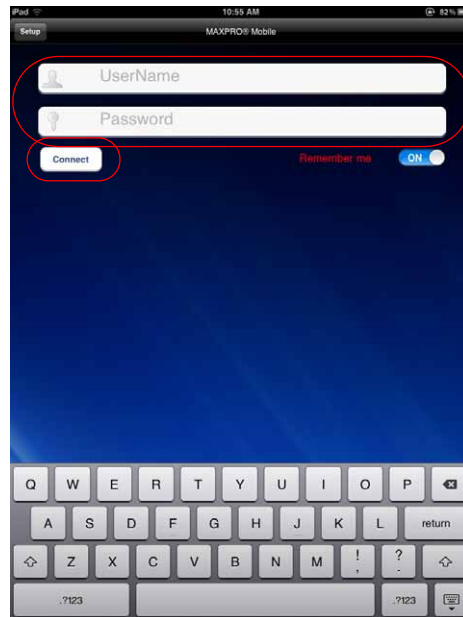
5. The name and IP address of the NVR populates. Tap to the left of the name to enable the NVR (check mark displays). Click **Setup** to return to the log on dialog.



Note You can 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](#).

6. Log on.
- 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](#)).
 - In the **Password** field enter the appropriate password.

c. Tap **Connect**.



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

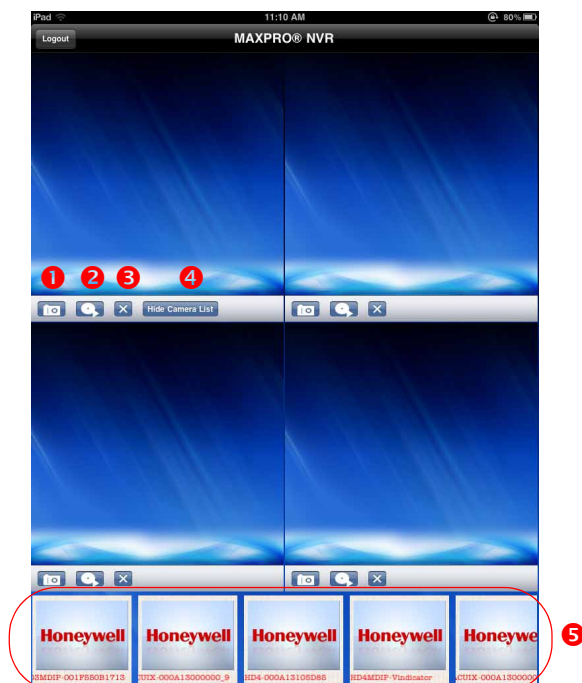
Using the MAXPRO® Mobile app

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

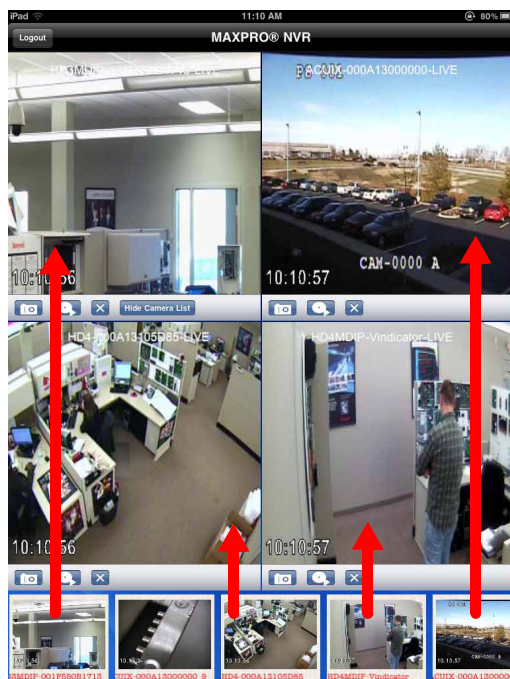
The MAXPRO® Mobile app features a single camera or multiple camera view. When you **Connect**, the live view screen displays in the default quad view as shown below. It may take a few seconds for the cameras to be discovered. The cameras that were associated with the mobile app user (see [Selecting the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



Legend

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

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



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.



Hiding the Camera List

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






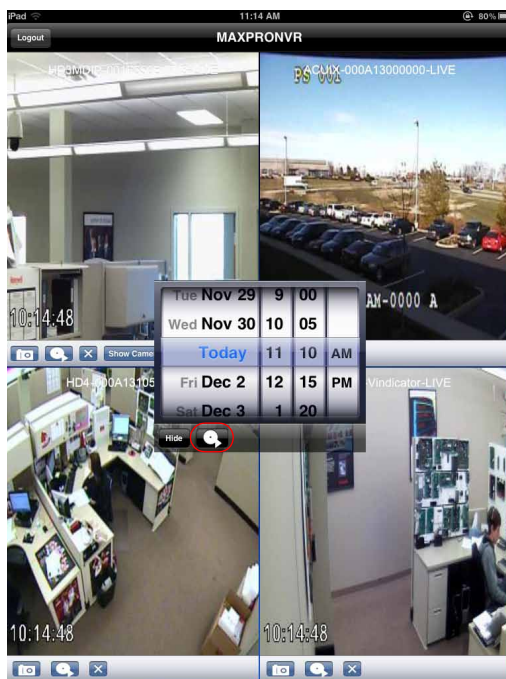
Removing a Camera from Live View

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:

1. Tap  underneath that panel. The date/time wheel displays.
2. To select a specific date, swipe the date wheel downwards.
3. To select a specific time, swipe hour, minute, and AM/PM wheels downwards.
4. Tap  under the wheel to play back the video starting from the date and time selected.
5. Tap  to turn off the date/time wheel.



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. The snapshot image can be sent by email from the iPad Photos Album.

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:

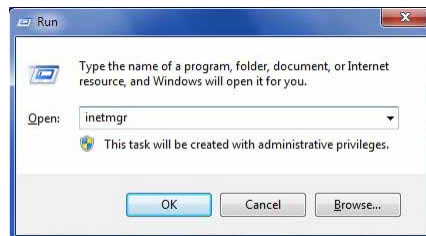
1. Changing port 80 on the MAXPRO NVR.
2. Enabling the new port number in the NVR Windows firewall.
3. Using the changed port in the MAXPRO® Mobile app.

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

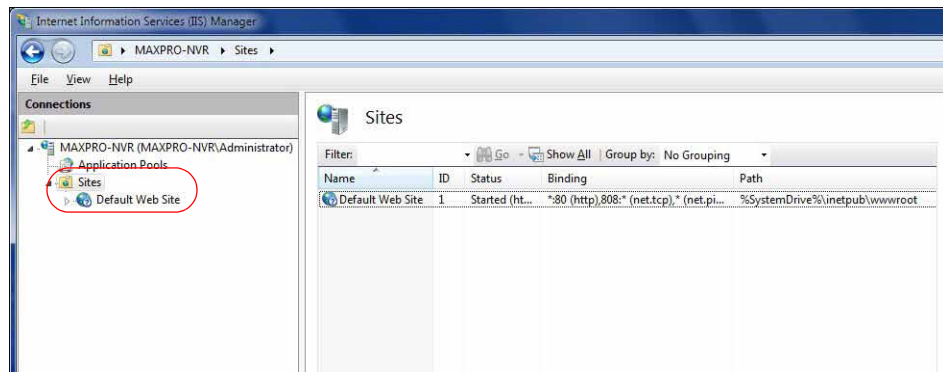
By default, Port 80 is configured for the MAXPRO® Mobile app to connect to the NVR. If you need to modify the default port, use the following procedure.

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

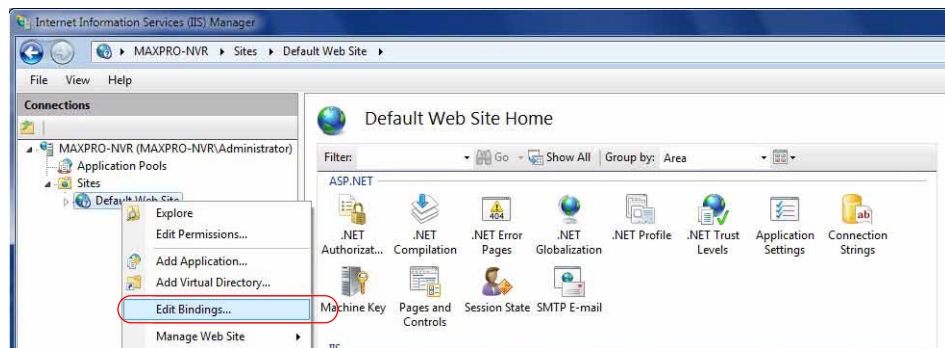
1. From the Windows **Start** menu, select **Run**. In the **Open** field, enter **inetmgr**, then click **OK**.



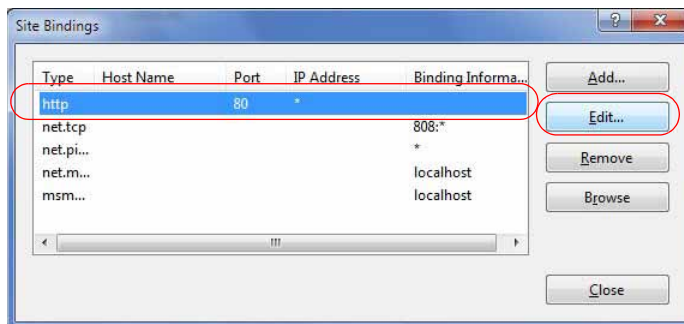
2. In the **Connections** panel, expand **Sites** until you see **Default Web Site**.



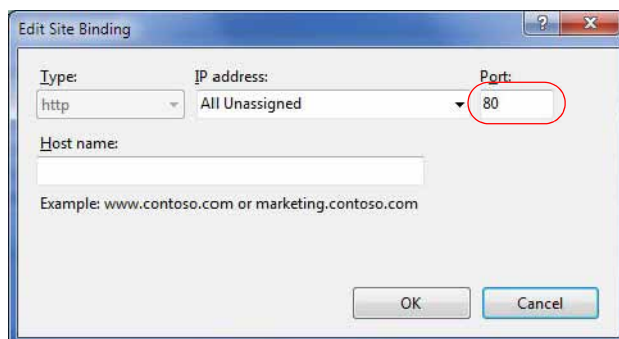
3. Right-click **Default Web Site**, then select **Edit bindings**



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



5. On the **Edit Site Binding** dialog, change default http port number 80 as required.



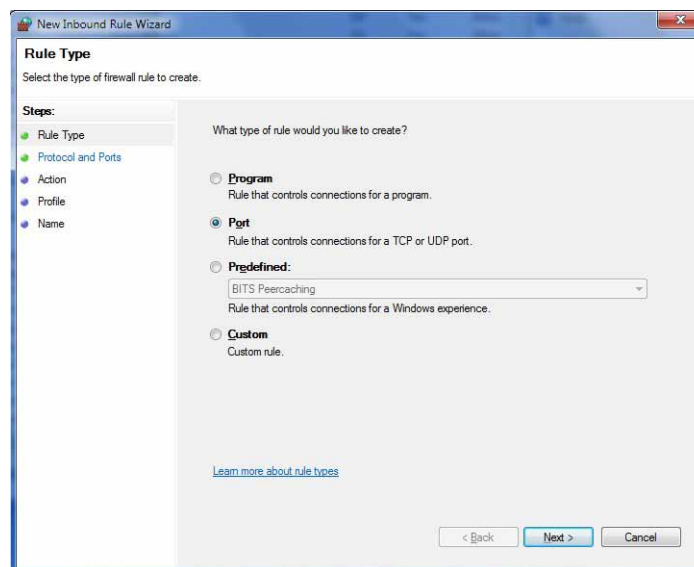
Note Use only unreserved port numbers (1024 to 49151). To avoid port conflict, do not use port numbers 10000, 20007, 20009, 20010, 20081, and 26026 as they are already reserved for other use.

Step 2: Configuring the Firewall

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

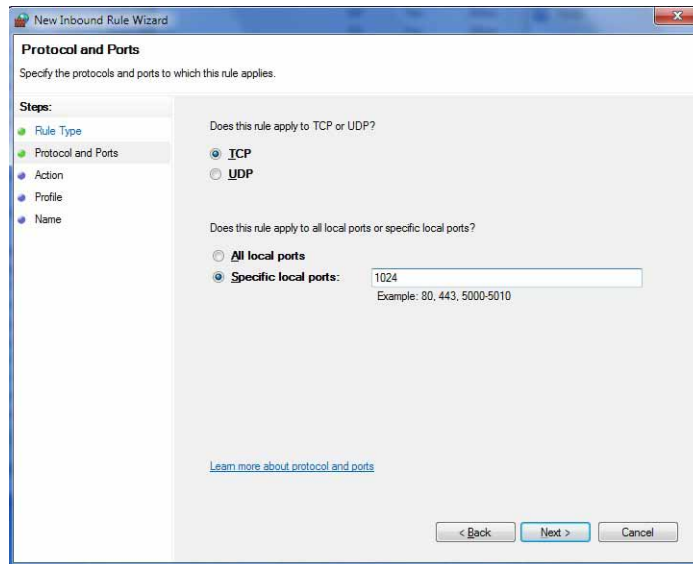
Setting Up Inbound Firewall Rules

1. In Windows, navigate to **Start > Settings > Control Panel > 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**.

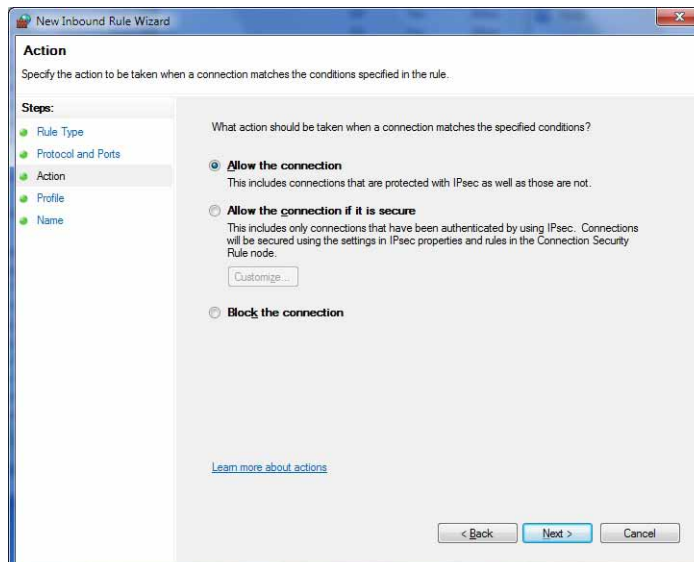


The screenshot shows the 'New Inbound Rule Wizard' window, specifically the 'Protocol and Ports' step. The left sidebar lists the steps: Rule Type, Protocol and Ports (selected), Action, Profile, and Name. The main area contains the following options:

- Does this rule apply to TCP or UDP?
 - ☒ TCP
 - ☐ UDP
- Does this rule apply to all local ports or specific local ports?
 - ☐ All local ports
 - ☒ Specific local ports:
Example: 80, 443, 5000-5010

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A link 'Learn more about protocol and ports' is also present.

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

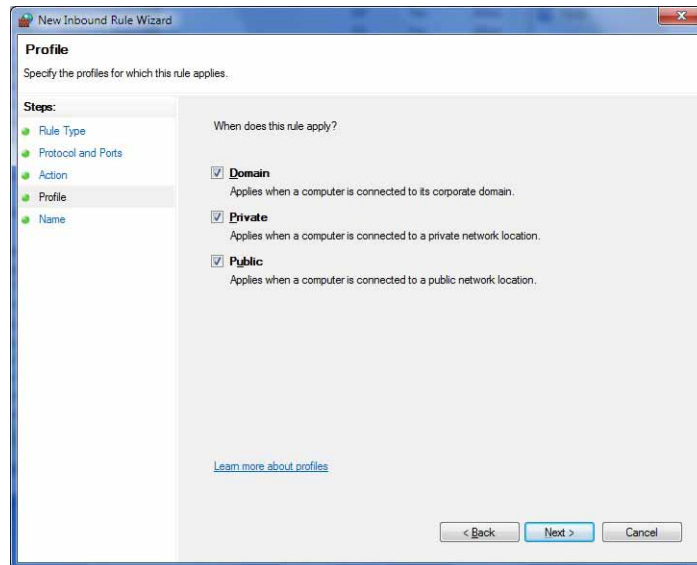


The screenshot shows the 'New Inbound Rule Wizard' window, specifically the 'Action' step. The left sidebar lists the steps: Rule Type, Protocol and Ports, Action (selected), Profile, and Name. The main area contains the following options:

- What action should be taken when a connection matches the specified conditions?
 - ☒ **Allow the connection**
This includes connections that are protected with IPsec as well as those are not.
 - ☐ **Allow the connection if it is secure**
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.
 - ☐ **Block the connection**

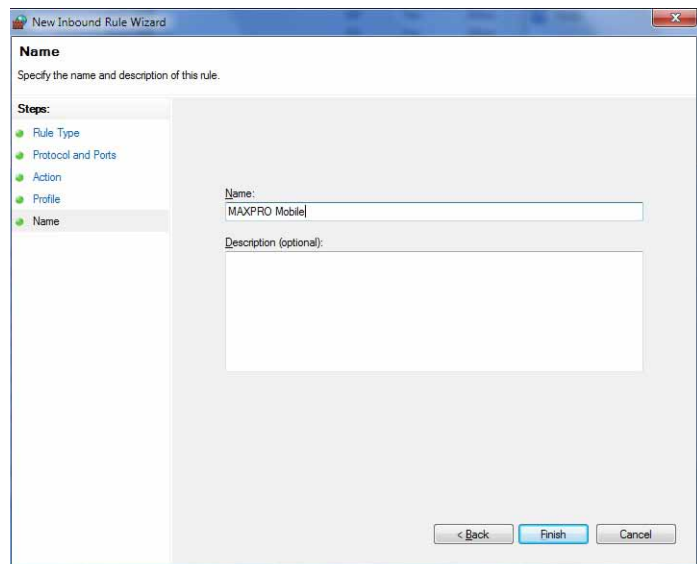
At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A link 'Learn more about actions' is also present.

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



The screenshot shows the 'Profile' step of the 'New Inbound Rule Wizard'. The title bar reads 'New Inbound Rule Wizard'. The main heading is 'Profile' with the instruction 'Specify the profiles for which this rule applies.' On the left, a 'Steps:' pane lists 'Rule Type', 'Protocol and Ports', 'Action', 'Profile', and 'Name', with 'Profile' selected. The main area is titled 'When does this rule apply?' and contains three checked radio buttons: 'Domain' (Applies when a computer is connected to its corporate domain.), 'Private' (Applies when a computer is connected to a private network location.), and 'Public' (Applies when a computer is connected to a public network location.). A link 'Learn more about profiles' is at the bottom left. Navigation buttons '< Back', 'Next >', and 'Cancel' are at the bottom right.

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

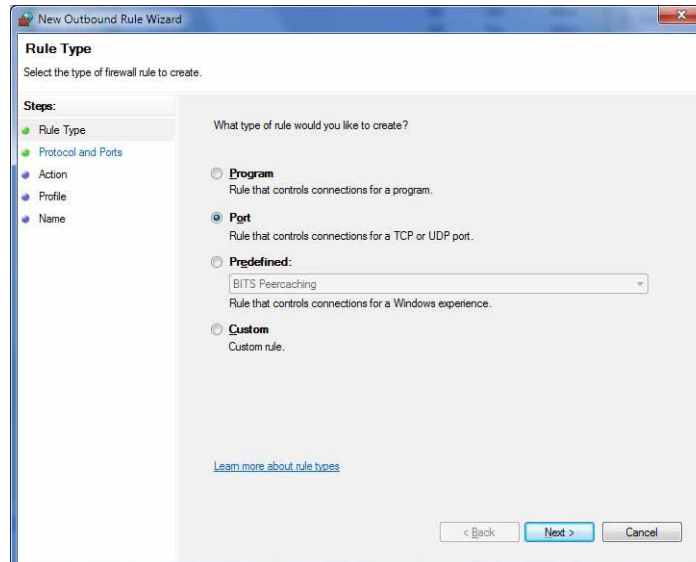


The screenshot shows the 'Name' step of the 'New Inbound Rule Wizard'. The title bar reads 'New Inbound Rule Wizard'. The main heading is 'Name' with the instruction 'Specify the name and description of this rule.' On the left, the 'Steps:' pane lists 'Rule Type', 'Protocol and Ports', 'Action', 'Profile', and 'Name', with 'Name' selected. The main area has a 'Name:' label followed by a text box containing 'MAXPRO Mobile'. Below it is a 'Description (optional):' label followed by a larger text box. Navigation buttons '< Back', 'Finish', and 'Cancel' are at the bottom right.

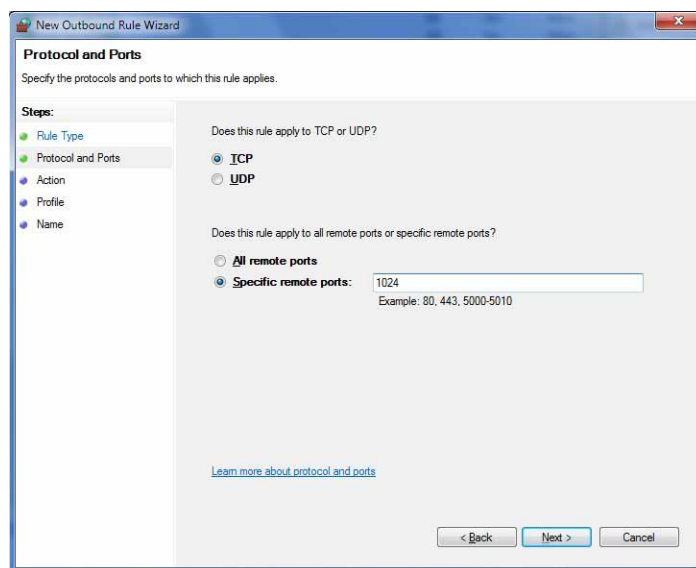
Setting Up Outbound Firewall Rules

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

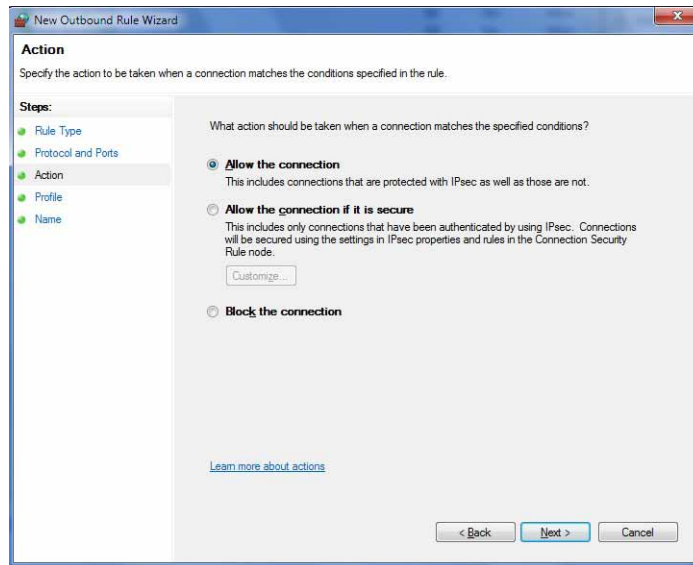
1. In Windows, navigate to **Start > Settings > Control Panel > Windows Firewall > Advanced Settings > Outbound Rules**. Select **New Rule**.
2. The Rule Type screen appears. Select the **Port** radio button, then click **Next**.



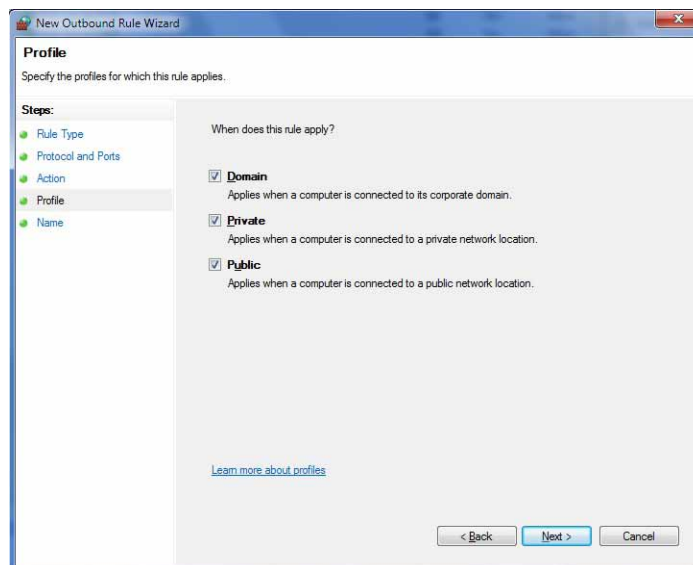
3. The Protocol and Ports screen appears.
 - a. Select the **TCP** and **Specific Local Ports** radio buttons (as shown below).
 - b. Enter the appropriate port number (port 1024 in this example).
 - c. Click **Next**.



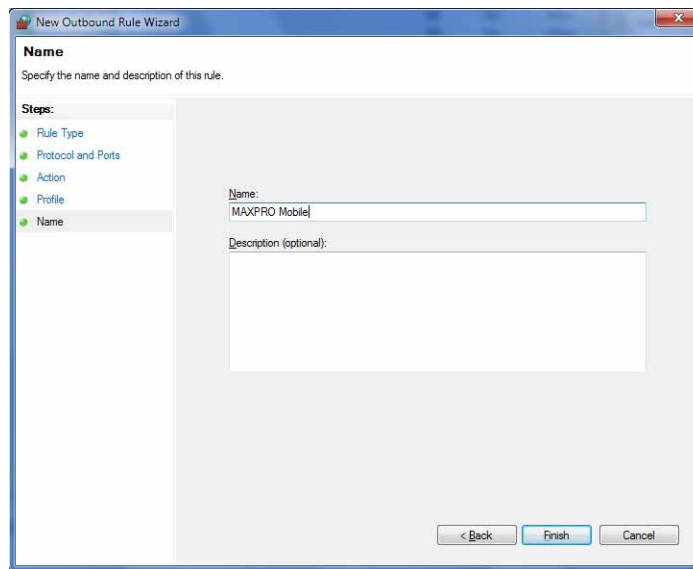
- The Action screen appears. Select the **Allow the connection** radio button, then click **Next**.



- The Profile screen appears. Select the **Domain**, **Private**, and **Public** radio buttons, then click **Next**.




6. 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

1. Launch MAXPRO® Mobile by tapping  on your mobile device.
2. Click **Setup** in the top left hand corner.
3. Select the **MAXPRO NVR** tab.
4. 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**.
5. Click **Save**.
6. Tap to the left of the name to enable the NVR (check mark displays). Click **Setup** to return to the log on dialog.

Honeywell Security (Head Office)

2700 Blankenbaker Pkwy, Suite 150
Louisville, KY 40299, USA
www.honeywellvideo.com
☎ +1.800.796.2288

Honeywell Security Europe/South Africa

Aston Fields Road, Whitehouse Industrial Estate
Runcorn, Cheshire, WA7 3DL, UK
www.honeywell.com/security/uk
☎ +44.01928.754028

Honeywell Security Caribbean/Latin America

9315 NW 112th Ave.
Miami, FL 33178, USA
www.honeywellvideo.com
☎ +1.305.805.8188

Honeywell Security Pacific

Level 3, 2 Richardson Place
North Ryde, NSW 2150, Australia
www.honeywellsecurity.com.au
☎ +61.2.9353.7000

Honeywell Security Asia

35F Tower A, City Center, 100 Zun Yi Road
Shanghai 200051, China
www.asia.security.honeywell.com
☎ +86 21.5257.4568

Honeywell Security Middle East/N. Africa

Post Office Box 18530
LOB Building 08, Office 199
Jebel Ali, Dubai, United Arab Emirates
www.honeywell.com/security/me
☎ +971.04.881.5506

Honeywell Security Northern Europe

Ampèrestraat 41
1446 TR Purmerend, The Netherlands
www.honeywell.com/security/nl
☎ +31.299.410.200

Honeywell Security Deutschland

Johannes-Mauthe-Straße 14
D-72458 Albstadt, Germany
www.honeywell.com/security/de
☎ +49.74 31.8 01.0

Honeywell Security France

Immeuble Lavoisier
Parc de Haute Technologie
3-7 rue Georges Besse
92160 Antony, France
www.honeywell.com/security/fr
☎ +33.(0).1.40.96.20.50

Honeywell Security Italia SpA

Via della Resistenza 53/59
20090 Buccinasco
Milan, Italy
www.honeywell.com/security/it
☎ +39.02.4888.051

Honeywell Security España

Avenida de Italia, nº 7
P.I. - C.T.C Coslada
28820 Coslada
Madrid, Spain
www.honeywell.com/security/es
☎ +34.902.667.800

Honeywell

www.honeywellvideo.com
+1.800.796.CCTV (North America only)
HVSsupport@honeywell.com

Document 800-01512 – Rev A – 12/2011

© 2011 Honeywell International Inc. All rights reserved. No part of this publication may be reproduced by any means without written permission from Honeywell. The information in this publication is believed to be accurate in all respects. However, Honeywell cannot assume responsibility for any consequences resulting from the use thereof. The information contained herein is subject to change without notice. Revisions or new editions to this publication may be issued to incorporate such changes.