

# MAXPRO CLOUD USER'S GUIDE

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## MAXPRO® Cloud

MAXPRO Cloud is an app, which enables you to manage your access and monitor video surveillance and intrusion systems anytime and anywhere, using Cloud.

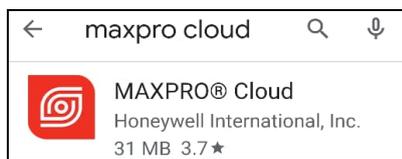
### Installing MAXPRO Cloud

#### In Android Phone

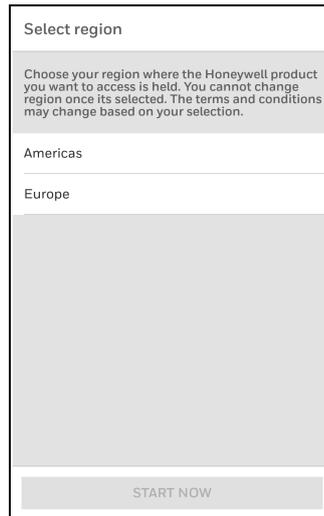
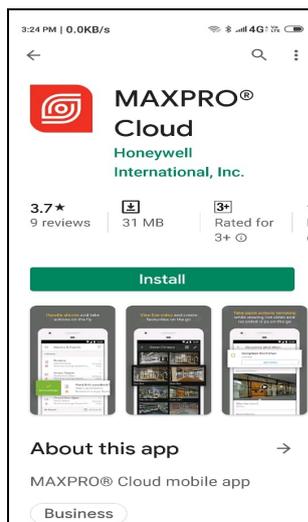
1. On your device, tap the **Play Store** icon
7. The **Select region** screen appears during the first time sign in.



2. In the **Search field**, type **MAXPRO Cloud**.



3. Tap **MAXPRO Cloud**. The **MAXPRO Cloud** installation screen appears.

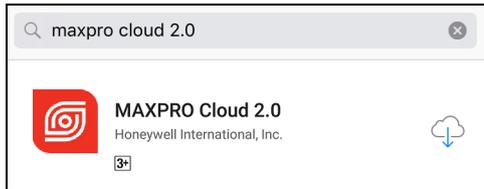


8. You must select the required region and then click **START NOW**.

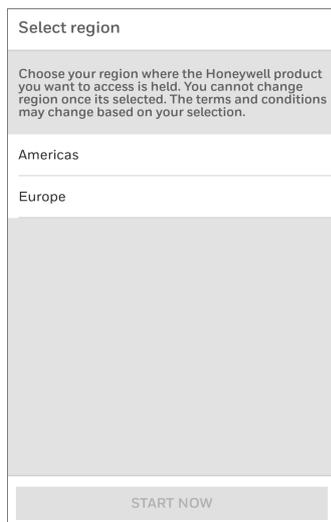
4. Tap **INSTALL**.
5. After the installation is complete, go to your device' home screen.
6. Tap  to open MAXPRO Cloud.

**In iOS Phone**

1. Tap the **App Store** icon  in your iPhone.
2. Tap **Search**.
3. In the **Search field**, type **MAXPRO® Cloud**.



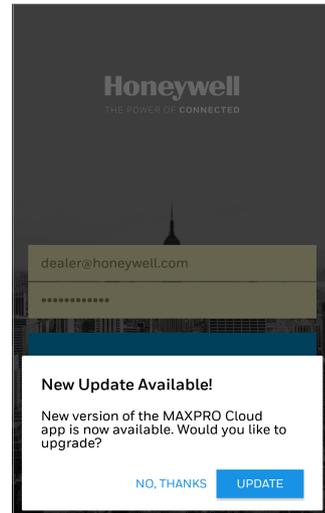
4. Tap **MAXPRO® Cloud**.  
The **MAXPRO® Cloud** app screen appears.
5. Tap **GET**/.
6. You might need to authenticate your **Apple ID** to complete your download or purchase. This might mean entering your password, or using Touch ID or Face ID if you have them set up.
7. After the installation is complete, go to your device's home screen.
8. Tap  to open MAXPRO Cloud.
9. The **Select region** screen appears during the first time sign in.



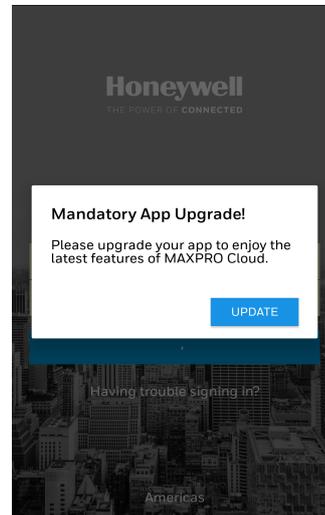
10. You must select the required region and then click **START NOW**.

**MAXPRO Cloud Upgrade**

If any update or new version exists, the app will prompt you to update before you sign in. You can update during that prompt or later.



If the installed app version is deprecated or if it requires critical fixes, an upgrade is forced before using the app.



**Mandatory upgrade:** You must update to continue using the MAXPRO Cloud app.

**Optional upgrade:** You can skip the upgrade as the latest version of the app has not had any major updates.

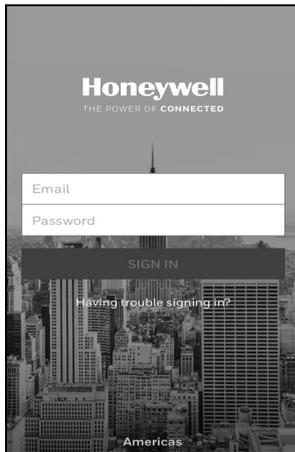
## Signing into MAXPRO Cloud



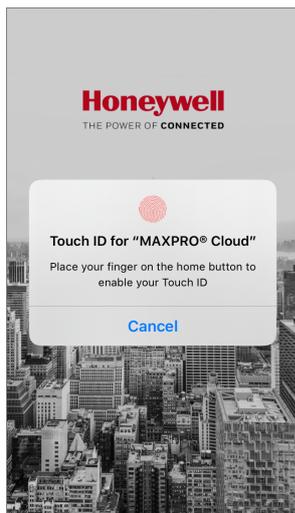
**Note:**

Before you sign in to MAXPRO Cloud, you must register with the MAXPRO® Cloud web application.

1. Tap  on your device' screen. The **SIGN IN** screen appears.



2. Type the registered **Email** and the **Password** and then tap **SIGN IN**.
3. If biometric authentication is enabled, the app prompts a Touch ID or Face ID authentication.

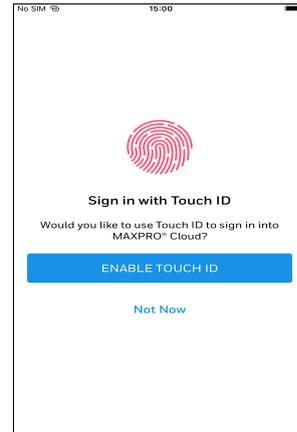


## Using Touch ID or Face ID

Your device might offer biometric authentication. After enabling it on your device, whenever you log into the app for the first time, the app notifies you about the option. You can choose to enable it when notified or later.

### Enable When Notified

1. Log in to MAXPRO Cloud.



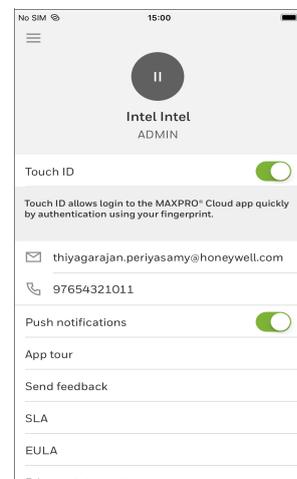
2. To enable biometric authentication, tap **Enable Touch ID**.

### Configure Later

You can enable or disable the biometric authentication any time later also.

To enable or disable the biometric authentication:

1. Tap  and then tap **Settings**.
2. Tap to disable biometric authentication.



# Dashboard

The **Dashboard** is the default screen seen after you sign in to MAXPRO Cloud. You can view two tabs.

- Alarms
- Events

**Alarms & Events** displays alarms and events details of the configured sites.

**Note:**

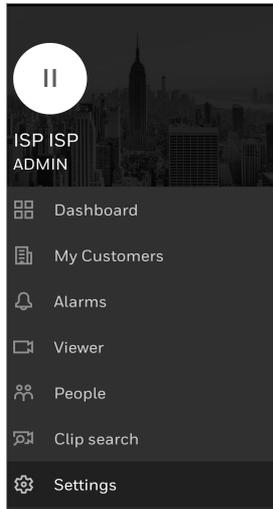


You have to configure **Alarms** and **Events** in **MAXPRO®** Cloud web application.

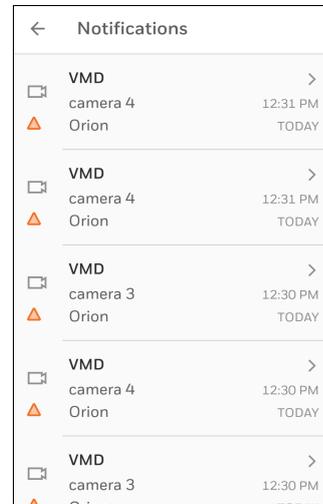
Dashboard		
Alarms	Events	
<b>117</b> Critical	<b>82</b> Major	
Alarm Types	Today	Yesterday
Ajar State	1 ↑	0
Alarm state	8 ↑	0
Burglary alarm	35 ↑	28
Burglary confirm	1	1
CO alarm	6	6
Rule execution event	82 ↑	30
Fire alarm	45 ↑	32

Dashboard		
Alarms	Events	
Event Types	Today	Yesterday
Alarm silence	14	14
Arm	501 ↑	402

Tap  and then navigate to other elements of the app.



On the Notification screen tap  to go back to the previous screen.



## Push Notifications

It highlights the events and other important notifications. Tap  to view the list of notifications.

You can **Enable/Disable** notifications from the app **Settings**.

For more information, see [Settings](#).

### Note:

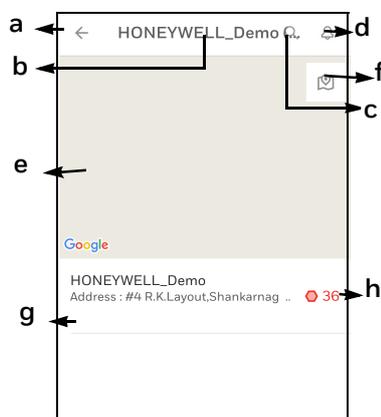


You have to configure **Notifications in MAXPRO Cloud** web application.

## My Customers

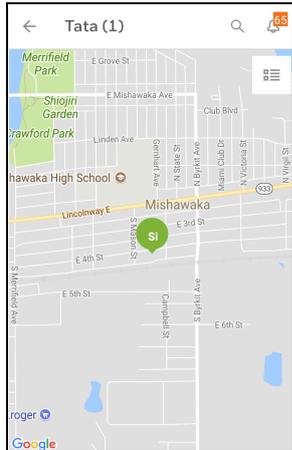
The **My Customers** displays the **Customer/Site** names and the count of the critical alarms associated with the selected account.

The following screen illustrates the list of **Customers**.

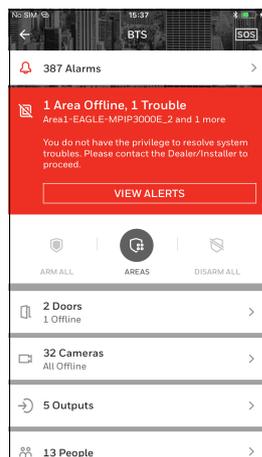


- The menu icon: Navigate to different screens of the app from here.
- The count of **Customers** associated with the dealer.
- The search icon: It helps you to search for the required **Customer**.
- The notification icon: Tap to view the events and other important notifications.
- The map view.

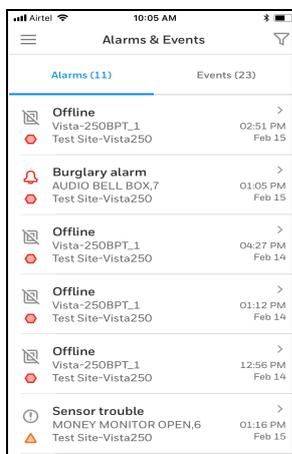
- f. Toggle icon: Tap this icon to toggle between full screen map view and list view.



- g. The **Site** name.
- h. The count of critical alarms is shown.



- Tap **View Alerts** to navigate to **Alarms & Events** screen filtered with the Site name.



For more information, see [Alarms & Events](#).

- i. Tap the site name to view other details of the Site like Device status, People count, Alarms, and Latest Activities performed.

- Tap **ARM ALL / DISARM ALL** to perform an action at site level.
- Tap **SOS** to lock / unlock all the doors.
  - a. **Lock down:** This action will lock all the doors and no access will be provided on cards or credentials.

**To lock all the doors:**

- i. Tap **SOS** and then tap **Lock down**.  
A warning message appears.
- ii. Tap **Confirm All Doors locked down** message is displayed on the screen.

- b. **Open all:** This action will open all the doors and no cards or credentials is required for access.

**To open all the doors:**

- i. Tap **SOS** and then tap **Open all**.  
A warning message appears.
- ii. Tap **Confirm All doors open** message is displayed on the screen.

**Note:**

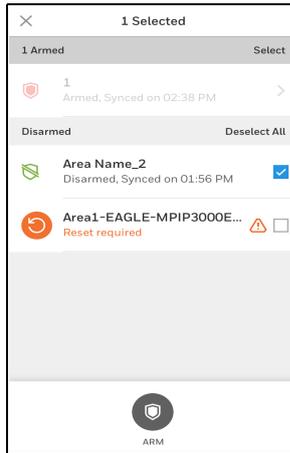


Tap **BACK TO NORMAL** switches back the condition to normal

In the details screen, tap **Areas, Doors, Cameras** or **People** to perform an **Action**. You can perform the following **Actions**:

- a. **Areas**
  - In the details screen tap **Areas**.
  - Select the required **Areas** and

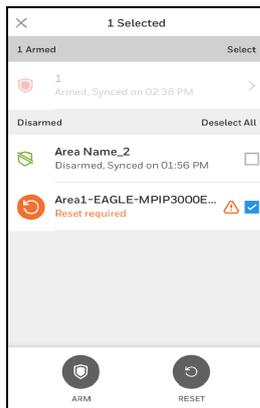
then tap the required option.



- Arm
- Disarm

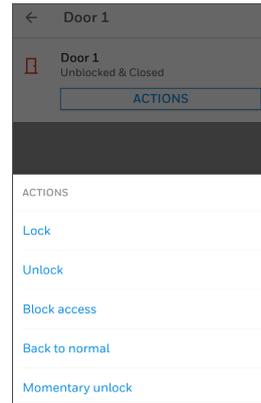
- Tap **CONFIRM**.

**Tip:** You can perform **Disarm** action to clear the alarms if the area is in **Disarm** and **Alarm state**.



**b. Doors**

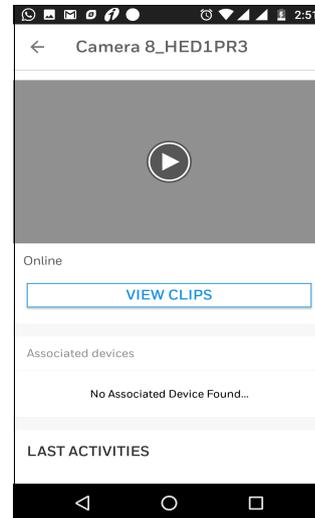
- In the details screen tap **Doors**.
- Tap the required **Door**.
- Tap **Actions** and then tap the required option.



- Lock
- Unlock
- Block access
- Back to normal
- Momentary unlock

**c) Cameras**

- In the details screen tap **Cameras**.
- Select the required **Camera**.
- Tap  to view the live feed.
- Tap **View clips**.

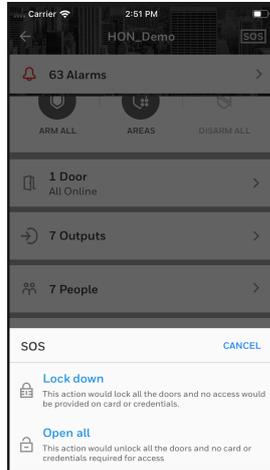


**d) People**

- Tap people to view the list of users associated to this site.
- You can restrict access for the users.
- For more information, see [People](#).

e) SOS

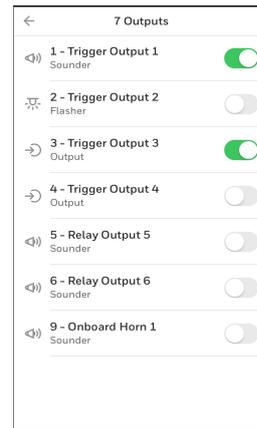
- On the details screen, tap **SOS**.
- Tap on an SOS action of your choice.



f) Outputs

For controlling the outputs from the mobile app, you should enable that option in the web application.

- In the details screen tap **Outputs**.
- Tap to enable or disable an output.



## Alarms & Events

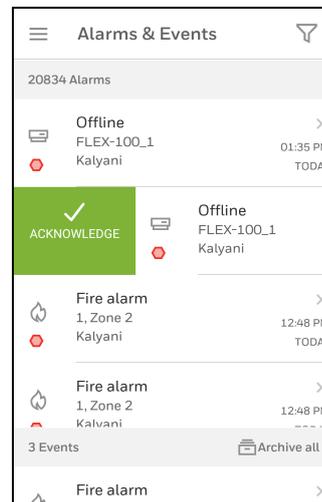
Alarms notify operators of the occurrence of events. You can also configure the alarms to be triggered for certain events.

**Tip:** The latest **Alarms** and **Events** are automatically populated in this screen.



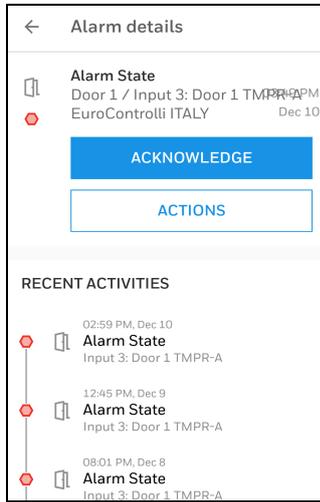
- Tap ☰ and then tap **Alarms**.

The **Alarms & Events** screen appears.



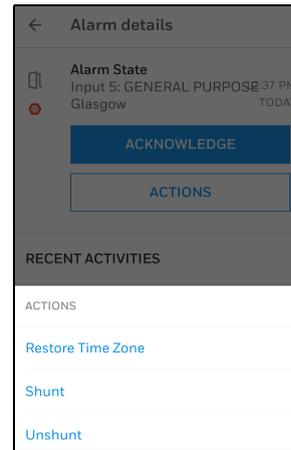
- Tap ☰ to filter the alarms based on:
  - **Entities:** Controllers, Cameras, Doors, and Rules.

- **Time:** Today, Yesterday, and Last 7 Days.
- **Events:** Access, Video and Intrusion.
- **Sites**
- Tap an **Alarm** to view the details, **Acknowledge** or take an **Action**.



**Tip:** In the **Alarms & Events** screen swipe to the right and tap **Acknowledge** to **Acknowledge** an alarm.

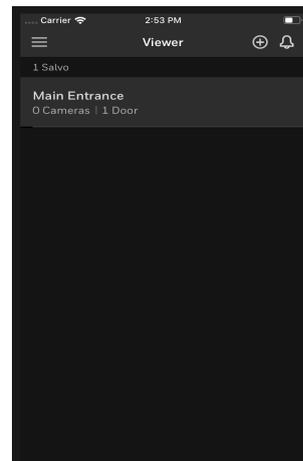
- You can perform following **Actions** on an alarm:



- **Restore Time Zone**, restores the panel timezone to the factory default.
- **Unlock**, unlocks the door.
- **Lock**, locks the door.
- **Back to Normal** switches back the condition to normal.
- **Shunt**, the automated or manual means through software, to deactivate an input or an input alarm.
- **Unshunt**, the automated or manual means through software, to activate an input or an input alarm.

## Viewer

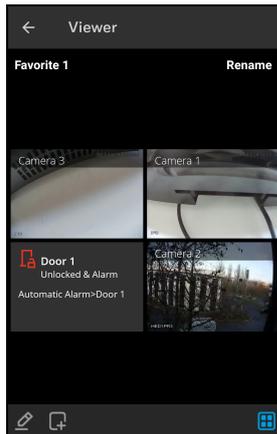
- Tap and then tap **Viewer**. The **Viewer** screen appears.
- Tap to create a new **Salvo**.
- Tap any **Saved Salvo** to view the **Live Video** or **Door Status**.



- In the salvo screen:
  - Tap **Rename** to change the **Salvo**

name.

- Tap  to edit the salvo.
- Tap  to create a new **Salvo**.
- Tap  to change the grid structure.
  - 1x1 Salvo layout
  - 2x2 Salvo layout
  - 3x2 Salvo layout
  - 4x2 Salvo layout



**Tip:** The user can customize the settings in one device, and use the customizations in another device as well.

## Creating a Salvo

A salvo created in one device becomes available on all devices.

1. In the **Viewer** screen tap **CREATE SALVO**.  
The **New salvo** screen appears.
2. Tap the required **Site**.  
The device list appears.
3. Drag and drop the required **Devices** to view the live stream for the selected camera.

**Tip:** Drag and drop the **Site** to move all **Devices** to view the live stream.

### Note:



A maximum of 8 devices can be added to the live stream.

4. Tap **SAVE**.

### Note:

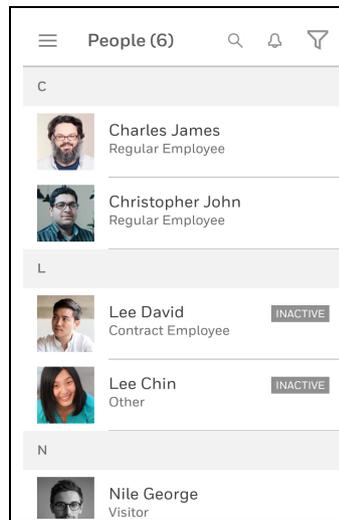


By default, the **Salvo** is saved as **My Favorite**.

## People

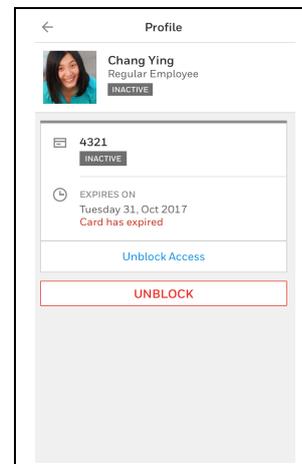
# People

1. Tap  and then tap **People**. The **People** screen appears.



**Tip:** Tap  to search the required **People**.

2. Tap the **People Name** to view the **Profile**.

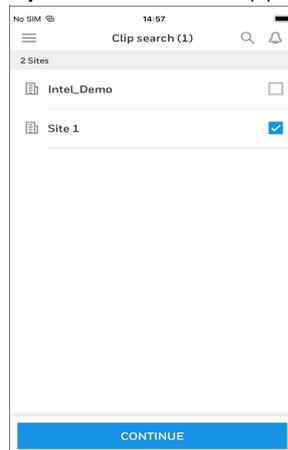


3. In the **Profile** screen, tap **Block/Unblock** to block or unblock an access card for an user.

**Tip:** From the list view, swipe to the left to block an user.

## Clip Search

1. Tap  and then tap **Clip Search**. The **Clip Search** screen appears.



2. Select required **Sites**.

**Tip:** You can select multiple **Sites**.

3. Tap **CONTINUE**.

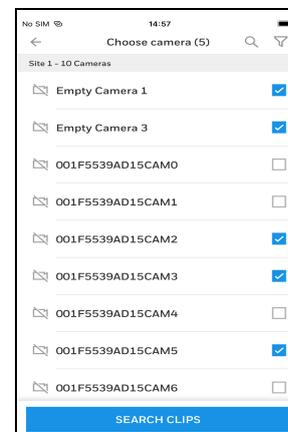
4. Select required **Cameras**.

**Tip:** You can select up to 8 cameras for each site.

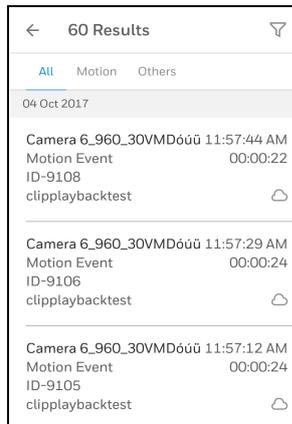
### Using Filters

Based on event type, time, storage, and so on, you can filter out and view required clips.

1. Tap .
2. Based on the filter criteria, filter the cameras.
3. Tap **SEARCH CLIP**.

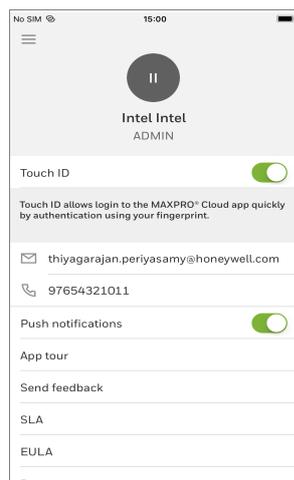


- From the **Results**, tap to view required clip.



## Settings

- Tap  and then tap **Settings**. The **Settings** screen appears.



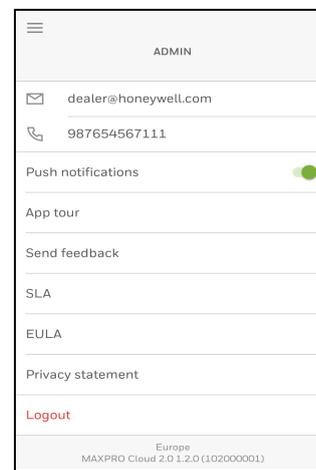
- The account details appears.
- You can enable/disable the following options:
  - Acknowledge alarms with a note.
  - Push notifications

**Tip:**  - Disable

 - Enable

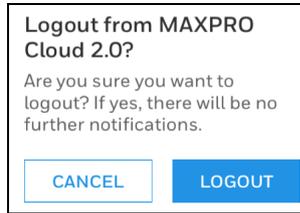
- Tap **Send Feedback** to provide your feedback about the app.
- Tap the following:

- SLA** to view the Service Level Agreement.
- EULA** to view the End User License Agreement.
- Privacy Statements** to view the app's privacy statement.
- Tap **Logout** to log out from the app.



## Logging out

1. In the **Settings** screen, tap **Logout**.  
A confirmation message appears.



2. Tap **Logout**.  
The **SIGN IN** screen appears.

**Tip:** The **SIGN IN** screen confirms that you have successfully logged out from the app.

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