



USER MANUAL FOR  
XTREME HD RECORDER



# INTRODUCTION

This user's manual is designed to be a reference tool for the end user of the system.

Before installation and operation, please read the following safeguards and warnings carefully.

- Place the equipment on a hard, level surface.
- Do not place your equipment in a closed-in wall unit, or on a soft, fabric surface such as a bed, sofa, carpet, or a rug
- Leave 10.2 cm (4 in) minimum of clearance on all vented sides of the equipment to permit the airflow required for proper ventilation. Restricting airflow can damage the equipment or cause a fire.
- Ensure that nothing rests on your equipment's cables and that the cables are not located where they can be stepped on or tripped over.
- Keep your equipment away from radiators and heat sources.
- Keep your equipment away from extremely hot or cold temperatures to ensure that it is used within the specified operating range.
- Move equipment with care; ensure that all casters and/or stabilizers are firmly connected to the system. Avoid sudden stops and uneven surfaces.

Reproduction in whole or in part without written permission is prohibited. All rights reserved.

Trademarks: All brand names and products are trademarks or registered trademarks of their respective owners.

Disclaimer: The information in this document is subject to change without notice. The manufacturer makes no representations or warranties, either express or implied, of any kind with respect to completeness of its contents.

Manufacturer shall not be liable for any damages whatsoever from misuse of this product.

|  |   |  |
|--|---|--|
|    | <b>CAUTION</b><br><b>RISK OF ELECTRIC SHOCK</b><br><b>DO NOT OPEN</b> |  |
| CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. |   |  |



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of un-insulated "dangerous voltage" within the products' enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

**WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE**

**CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH THE WIDE BLADE OF THE PLUG TO THE WIDE SLOT AND INSERT FULLY.**

# THANK YOU FOR CHOOSING C2MAX

This manual was written for our 3.2 operating system and was accurate at time of release. However because of continuous efforts to improve and upgrade our software and products some features of your device may not be included in this manual.

This manual covers the operating system that is on the recorder and does not include information relating to other software such as phone/tablet applications. For up to date manuals on other software please visit our support page on [www.c2max.com](http://www.c2max.com)

## YOUR SYSTEM INFORMATION

This page is for unique information related to your system; this page should be filled in by your system integrator at the time of install.

Device Model Number:

Device Serial Number:

Amount of HDD Installed:

Date of Install:

Internal IP Address of device:

HTTP Port:

TCP Port:

External IP or DYNDNS Address:

Installation Company:

Support Number:

# CONTENTS

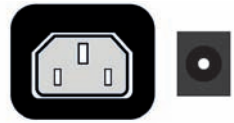
|     |  |    |
|-----|--|----|
| 1.  | Connections.....                                 | 5  |
| 2.  | Mouse Operation.....                             | 6  |
| 3.  | System Start Up.....                             | 7  |
|     | a. Start-up.....                                 | 7  |
|     | b. Password Change.....                          | 7  |
|     | c. Startup Wizard.....                           | 8  |
|     | d. On Screen Display Icons.....                  | 9  |
|     | e. Quick Menu.....                               | 9  |
|     | f. System Login.....                             | 9  |
|     | g. Camera Toolbar.....                           | 10 |
| 3.  | Main Menu.....                                   | 11 |
| 4.  | Channel Type.....                                | 12 |
|     | a. Changing from Coax to UTP Transmission.....   | 12 |
|     | b. Changing the system to accept IP Cameras..... | 12 |
|     | c. Adding IP Cameras.....                        | 12 |
| 5.  | Channel Names.....                               | 14 |
| 6.  | Time Functions.....                              | 14 |
|     | a. Setting the date the time.....                | 14 |
|     | b. Setting up DST (Daylight Saving Time).....    | 14 |
|     | c. Setting up NTP (Network Time Protocol).....   | 14 |
| 7.  | Account Management.....                          | 15 |
|     | a. Changing Passwords.....                       | 15 |
|     | b. Adding Accounts.....                          | 16 |
|     | c. Making Cameras Covert.....                    | 16 |
| 8.  | Recording Quality.....                           | 18 |
| 9.  | Recording Schedule.....                          | 20 |
|     | a. Default Setup.....                            | 20 |
|     | b. Scheduling.....                               | 20 |
|     | c. Timeline Schedule Setup.....                  | 21 |
|     | d. Manual Schedule Setup.....                    | 21 |
| 10. | Record Set.....                                  | 22 |
| 11. | Event Setup.....                                 | 23 |
|     | e. Motion Detect.....                            | 24 |
| 12. | Playback.....                                    | 26 |
|     | a. Basic Playback.....                           | 26 |
|     | b. Playback Controls.....                        | 27 |
|     | c. Smart Playback.....                           | 28 |
|     | d. Search / Playback Function List.....          | 29 |
| 13. | Backup 31  |    |
|     | a. Backing up Video.....                         | 31 |
|     | b. Clip Backup via Search.....                   | 32 |
|     | c. File Backup via Search.....                   | 33 |
|     | d. Playing Backup Files.....                     | 34 |
| 14. | Hard Drive Management.....                       | 35 |
|     | a. Formatting Hard Drives.....                   | 35 |
| 15. | Remote / Network Access.....                     | 36 |
|     | b. Web Browser.....                              | 36 |
| 16. | System Info.....                                 | 39 |
|     | a. Info.....                                     | 39 |
|     | b. Alarm Status.....                             | 40 |
|     | c. BPS Info.....                                 | 40 |
|     | d. Log.....                                      | 40 |
|     | e. Network Info.....                             | 41 |
| 17. | Software.....                                    | 42 |
| 18. | Troubleshooting.....                             | 43 |
| 19. | Product Warranty.....                            | 47 |
| 20. | Technical Support.....                           | 47 |
| 21. | Notes.....                                       | 48 |

# 1. CONNECTIONS

Below is a list of connections that may be found on your device depending on your model.

## Power Connectors

The device will either require power by a direct power lead or a smaller DC Port. In both scenarios the power lead and or power supply will be included in the accessory box.



## BNC Video Ports

Depending on the model your system will have a number of these connections; these connections will be labelled on your device with numbers and if they are video inputs or outputs.



## HDMI

Use this video output to connect to a HD Monitor



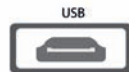
## VGA

Use this video output to connect to a VGA Monitor



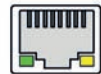
## USB

Depending on your model the USBs will either be located on the front or at the back of the device



## Network Port

The network port is used for connecting your device to the network for remote access.



## E-Sata Port

Models with this port can backup and add external storage



## Alarm I/O's

Models with these connector blocks can accept alarm triggers



## RS-232 Port

The RS-232 serial port is used for advanced diagnostics



## 2. MOUSE OPERATION

This device can be controlled using the remote control, front panel or by using the USB mouse. However we have found that using the USB mouse is the easiest and most efficient way of controlling the system with this in mind we have created the manual based on using the system with the USB mouse.

The mouse operates on a similar basis to what you have on a computer; left and right click, double click, click and drag and scrolling.



### 1. Left Click Button

- a. Single Click
  - i. Click to open the quick toolbar
  - ii. Opening menus
  - iii. Checking a box
  - iv. Selecting letters and numbers on the on-screen keyboard
- b. Double Click
  - i. Bringing a camera full screen on live view or playback
  - ii. Selecting a playback event
  - iii. Opening certain sub menus

### 2. Right Click Button

- a. Exits any menu or reopens previous window
- b. On live view it displays quick select options

### 3. Scroll Wheel

- a. Scrolls through menus or events in a list
- b. Increases or decreases numeric values in input boxes

## 3. SYSTEM START UP

### a. Start-up

Your device is fully operational and available to use when you hear the beep.

At default the system is set to continuous record on all channels, please observe the notification icons on each channel.

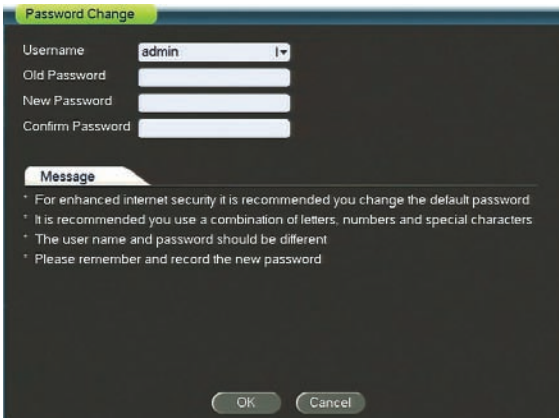
The default Operating System language will be English.

The device will boot up initially in multi-screen mode and will save the last configured screen configuration after re-boots. You can also setup screen layout favourites in the Display menu.

The 1st screen that will appear with be the password change request, we recommend that you follow this process and securely record any changes.

### b. Password Change

When the system boots up for the 1st time you will be requested to change the default administrator password for local and online access, the system will display the following screen:



Factory default username and passwords are as follows:

- Username: **admin**  
Password: **admin**
- Username: **guest**  
Password: **guest**

#### **IMPORTANT!**

It is highly recommended that you change all the default system passwords to ensure the security of the system. Please follow the instructions in the “Account Management” section of this manual in how to change passwords. Record any changes and keep that information stored securely.

If an incorrect password is entered 3 times incorrectly within a 30 minute period the system will lock the user account. If you are locked out of the system wait 30 minutes or reboot the device before attempting to login again.

## c. Start-up Wizard

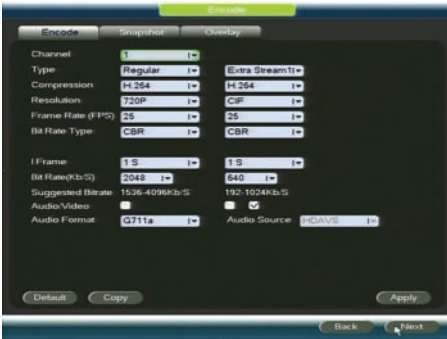


After you have changed the default system password, a startup wizard will launch to guide you through some essential settings.

Click next to enter the startup wizard, the system will ask you for the password. Proceed to enter your password and enter the wizard.



1. General Menu including Date and Time Setup



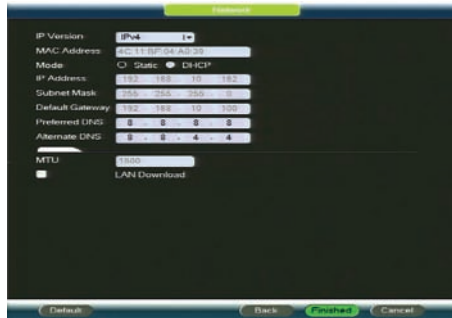
2. Record Quality Settings



3. Record Schedule Setup



4. Enabling / Disabling Recording



5. Network Settings

The above are quick settings adjustments for essential parts to your system, for more information on any of these menus please visit the individual chapters in this manual.



### d. On Screen Display Icons

When in live view mode you will see the following icons display in the viewing windows of each channel

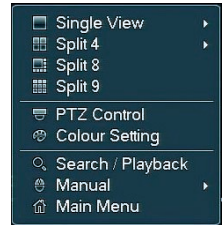
- |  |  |
|--|--|
| 1  Channel is recording     | 3  Video Loss or No Camera is plugged in    |
| 2  Motion has been detected | 4  Camera Lock or Camera is in privacy mode |

### e. Quick Menu

You can access the quick menu by right clicking anywhere on the live screen.

The quick menu gives you access to the systems key functions.

- Single View / Spilt: Select a camera in full screen or select a multi display option
- PTZ Control: Movement and Control for PTZ enabled cameras (not included)
- Colour Setting: Configure colour settings for each channel
- Search / Playback: View recorded video from the system
- Manual: Change recording settings for each channel
- Main Menu: Access to the systems Main Menu



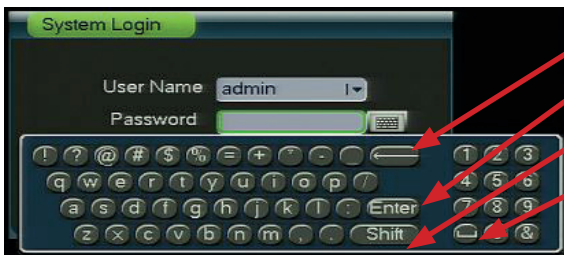
### f. System Login

By default, the login password is the same as the user name, for example:

- Username: **guest** Password: **guest**
- Username: **admin** Password: **admin**

By default the system has two user names:

- guest = Limited user access to certain parts of the system
- admin = Full administrator access to all functions and used as the remote login



- Backspace / Delete
- Confirm Entry / Close keyboard
- Change to capital letters etc.
- Space

By clicking on a field such as a password or text entry it will display the above virtual keyboard. The keyboard operates just like a regular on-screen keyboard, left click to select


## g. Camera Toolbar

The camera toolbar is used to perform quick actions on a specific channel when in live view mode. To access the camera toolbar move the mouse to the top centre of the channel and it will display options like this:



NOTE: You may need to login into your system and have rights to use these functions.




### Realtime Playback

This function allows you to view the last 5-60 minutes of video from that selected channel. To operate this function just click  and it will playback recorded video (if available) from 5 minutes ago.



NOTE: At default the recorder will playback from 5 minutes ago, this can be increased up to 60 minutes by changing the value of 'Real time Play' in Settings > General




### Digital Zoom

- Press the  button to enable digital zoom on the channel the icon will then change to 
- Click and drag a box around the area you want to zoom in on
- Click and drag to pan the selected zoom
- Right click to reset back to full view
- Click  again to disable digital zoom, the selected area will be at the same zoom until you right click inside the channel.

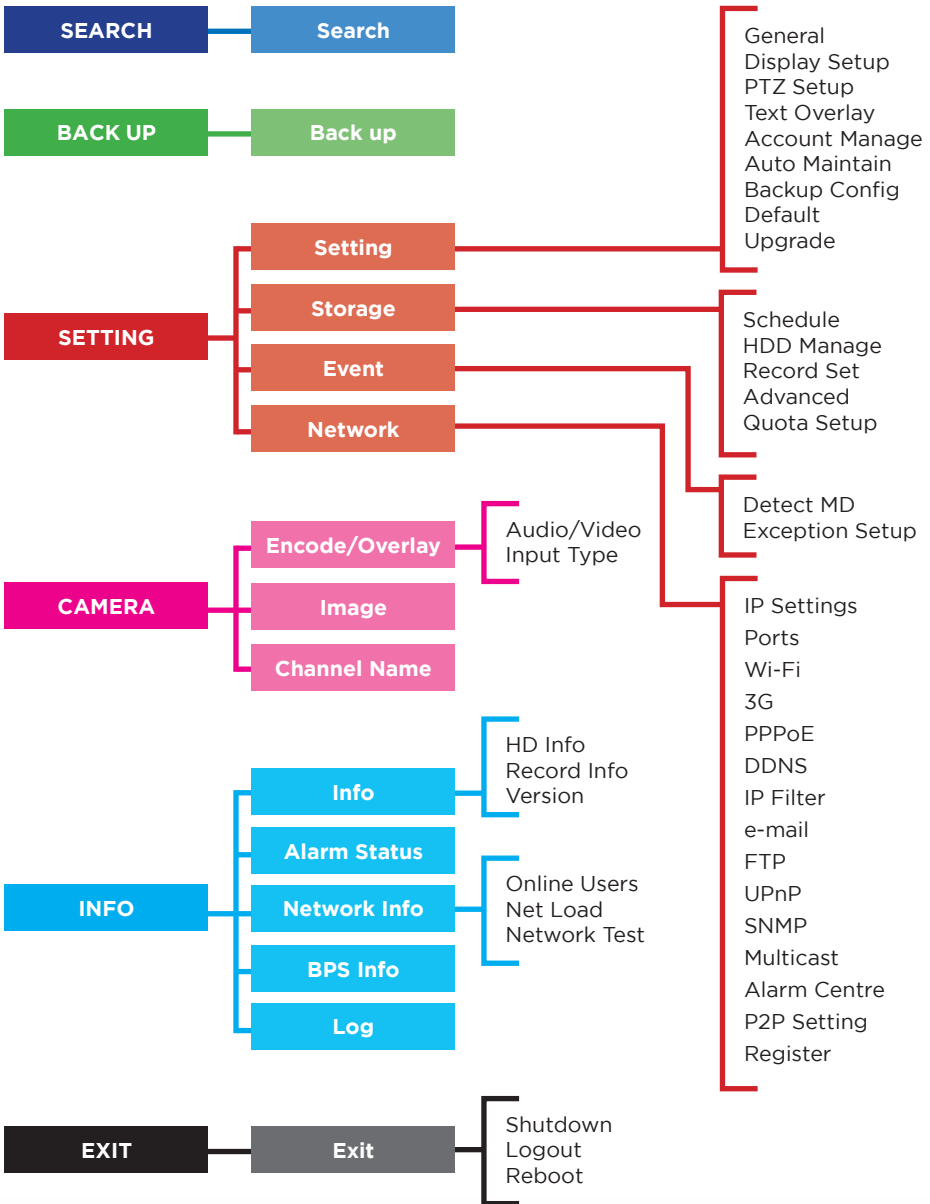
NOTE: You can use digital zoom on multiple channels at the same time. Using the digital zoom does not affect the recorded video.

### Realtime Backup

This function allows you to record live video of the selected channel directly onto a USB device (not included)

1. Insert the USB backup device into one of the USB ports on the device
2. Click on the  button to begin the real-time backup, the icon will change to  if successful.
3. Click  again to stop the real-time backup.

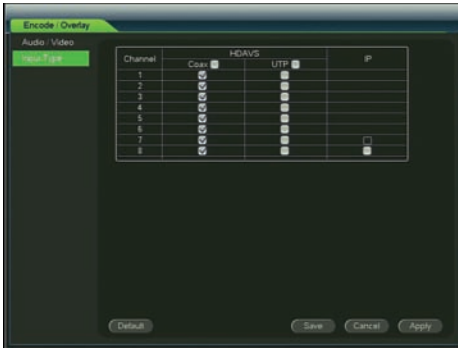
### 3. MAIN MENU



## 4. CHANNEL TYPE

Your system depending on the model may be able to accept different types of camera technology.

Go to Main Menu > Camera > Encode / Overlay and then select Input Type



### a. Changing from Coax to UTP Transmission

At default your system will be defaulted to bringing camera signals via coax cable, if you are using UTP cable with Baluns you should select UTP for the channel.

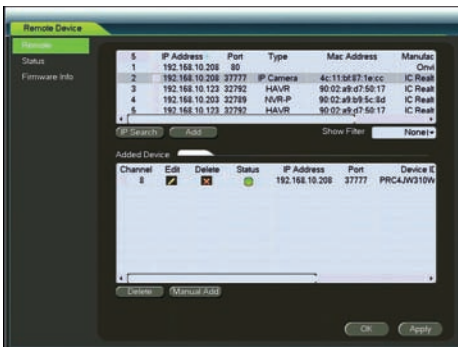
### b. Changing the system to accept IP Cameras

Depending on your model you may also have the ability to add IP Cameras to your system. Please refer to the specification sheet for the number of IP Cameras you can add to the system.

To add an IP Camera simply click IP on the last channel and click apply. The system will request a re-boot to apply the changes.

### c. Adding IP Cameras

When the system is re-booted there will be a new option in Main Menu > Camera called Remote Device which will display the following screen



1. Click IP Search to find available devices on the network
2. Highlight the required device that you wish to add
3. Click Add
4. When the device is added it will appear in the Added Device list below
5. When a device is successfully connected it will display a green light in the status column

## 5. CHANNEL NAMES

Name the cameras to be more descriptive to the location of the camera so it is easy to identify



1. Access the main menu and go to Camera > Channel Name

2. Then enter the names for your cameras

## 6. TIME FUNCTIONS

It is highly recommend you set the system time on the day of install to avoid any duplication in files.

### a. Setting the date the time

1. Access the main menu and go to Setting > General
2. Enter the current Date and Time according to the date and time format
3. Click Save next to the time

The screenshot shows the 'Date & Time' settings screen. The 'Date Format' is set to 'DD-MM-YYYY'. The 'Date Separator' is set to '-'. The 'System Time' is set to '18-04-2015 | 15:42:42' with a time zone of 'GMT+00:00'. The 'DST' section is expanded, showing 'DST Type' set to 'Day of Year', 'Start Time' set to 'Mar - Last' at '02:00', and 'End Time' set to 'Oct - Last' at '00:00'. The 'NTP' section is also expanded, showing 'Server IP' set to 'time.windows.com', 'Port' set to '123', and 'Interval' set to '1440'. At the bottom, there are buttons for 'Default', 'Save', 'Cancel', and 'Apply'.

Date and Time adjustment

Save button for Date and Time adjustments

Setup and of DST (Daylight Saving)

Setup and of NTP (Network Time Protocol)

### b. Setting up DST (Daylight Saving Time)

DST settings will move the time forward and back for summertime adjustments. The system will have the settings for UK and Ireland Summer Time pre-filled. Use the tick box to enable and disable this feature.

### c. Setting up NTP (Network Time Protocol)

You can also sync your device to an internet based NTP server. The system at default will have a network based time server pre-filled. To enable tick the box next to "NTP".

## 7. ACCOUNT MANAGEMENT

Main Menu > Setting > Account Manage

Every user in the system is in a group, and receives permission to access system functions based on their group settings.

The following user groups are setup at default in your system:

- admin: Accounts in the admin group have access to all menus and can control user accounts
- user: Accounts in the user group have limited access to system menus.


You will see 3 usernames in the account list

- guest = Limited user access to certain parts of the system
- admin = Full administrator access to all functions
- default = This is a system account used for automated tasks that can be setup in the device, this username will not be display in the drop down menu

When adding a user you can control permissions to certain parts of the device (including which cameras the user can view remotely as well as which channels can be played back on the device)

### a. Changing Passwords



1. Access the main menu and go to Setting > Account Manage, then click the  button of the user name

2. Select the user you wish to modify from the drop down list

3. Tick the modify Password Box

4. Under Old Password enter the previous password

5. Under New Password and Confirm Password enter the new password

6. Click Save

## b. Adding Accounts

1. Access the main menu and go to Setting > Account Manage, then click Add User to display the following screen:




2. You can now enter the details for the new user account

- a. User Name: Enter the desired username
- b. Reusable: When this option is ticked it will allow this user to login multiple times simultaneously
- c. Password: Enter a password for the account. Repeat password under Confirm Password.
- d. Memo: This field is optional and is a description of the user account.
- e. User MAC: Optional, this allows you to enter the MAC address you permit to use with this account.
- f. Group: Select the group you want the user to be part of.

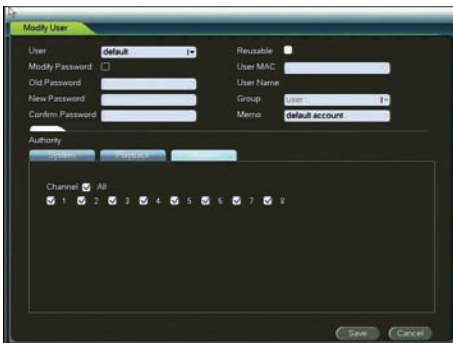
3. In the bottom half of the screen, you can disable certain permissions for this user. Depending on which group you have selected it will automatically select all permission for the selected group. You can only reduce the permissions for the account.

4. Click Save to add the user.

## c. Making Cameras Covert

If you want certain cameras to be in covert/privacy mode on boot up you can modify the "default" username. So when the system boots up you will see the  camera lock symbol on the particular channels.

1. Access the main menu and go to Setting > Account Manage, then click Modify User and change the username to default from the drop down list to display the following screen:



2. Select Monitor from the tab selection

3. At default all channels will be ticked, un-tick the cameras you want to make covert

4. Click Save

NOTE: When a user with access to the channel is logged in they will see that camera on live view, to test your changes logout of the current username.



## 8. RECORDING QUALITY

To set the resolution and frames per second your system records at you need to go to the following menu

Camera > Encode / Overlay and then select Audio / Video from the left panel



The adjustments that are made in this menu also affect the fluency and quality that you experience when viewing the system remotely.

The system can stream and record two separate streams

- Main Stream - this is the higher quality stream which you use when you are using the device locally, the main stream settings are located on the left
- Extra Stream - this is the lower quality stream which uses less space on the HDD as well as transmitting smaller files when accessing from remote devices

**Channel** - this is the channel you are modifying

**Type** - this is the type of recording you are modifying, for example you set that Regular (Constant) recording at a low quality and then set that Motion records at a higher quality

**Compression** - H.264 is a compression used for compressing the file size

**Resolution** - This will vary depending on the type of camera you have but will default to the highest quality, if you want to save space lower the settings

**Frame Rate (FPS)** - this indicates the number of frames in each second of recorded data, this has variable setting adjustment of 1-25 (PAL)

**Bit Rate Type** - you have the option of CBR or VBR, CBR being Constant and VBR being variable. This will affect the recording and streaming quality and fluency

**Bit Rate (Kb/S)** - this is the amount of data the files sizes will occupy on the HDD as well as stream to remote devices

**Audio/Video** - this is to enable and disable audio on both the main and extra stream. You also have the option of disabling the video on the 2nd stream. You need to have a camera with microphone for the system to record audio

### IMPORTANT NOTICE

We recommend you test the recording quality in Playback to ensure you are happy with the changes that have been made, as certain settings in this menu will have a negative impact on the recording quality.

## 9. RECORDING SCHEDULE

### a. Default Setup

At default your system is setup to constant record, so this means everything is recording 24x7

However this will also record motion activity such as trees moving and animals, you can however change the region that it records as well as the sensitivity in the Setting > Event menu.

### b. Scheduling

To change how the system records open the main menu and go to Setting > Storage and select Schedule



At default your system should just have one continuous green bar going across each week day, which signifies that the system is recording everything 24x7.



Manual Setting of Schedule



Clears the current selection of the selected type of recording for the selected days



When you see Green in the schedule it means the recorder is in constant recording mode, so in the example above the system is set to record constantly every day from 08:00-18:00



When you see yellow in the schedule it means during this period the recorder will record motion based activity, the parameters of the sensitivity and regions is setup in the Event menu



Red shows that the system will record alarm triggers (this is only applicable to systems with alarm I/O's)



Blue shows that the system will record when motion or alarm is detected


### c. Timeline Schedule Setup

**Channel Selection;** before you begin customising the schedule select the channel you want to customise. If you want to make the same adjustment to all channels select All in the drop down menu.



**Pre-Record;** this adjustment allows you to record the scene up to 30 seconds prior to the detected activity


**Redundancy;** if there is multiple HDDs installed this selection will become active. This function allows you to record the same data onto both HDDs

1. Select the desired channel or all channels from the drop down menu
2. Select the week days by selecting multiple individual days or all days, when a day is selected it will have this symbol 
3. Select the type of recording you want to edit from the selection above the timeline



4. Click and highlight the timeline into the times you want to record
5. Repeat for other cameras, recording types or days as required
6. Click Apply to save the changes

### d. Manual Schedule Setup

1. Select the desired channel or all channels from the drop down menu
2. Click the gear icon  to the right of one of the days you want to modify, this will open a new window
3. You can pre-define up to 6 periods, per day and per channel. Begin by entering a start and finish time for one or more periods



4. Select the recording type you want during the period
5. Select the other day(s) you want this schedule also to run
6. Click Save to close this window
7. Click Apply to save the changes

# 10. RECORD SET

This menu allows you to turn off and on recording for particular channels



**Schedule** – when the channels are set to schedule it means the recorder will follow whatever is set in the record schedule

**Manual** – this is a manual override to switch to recording setup to constant 24x7

**Stop** – this is a manual setting to stop recording on selected channels, setting a channel to Stop will mean it won't record any video for that particular channel

## 11. EVENT SETUP

Access the menu by going to Main Menu > Settings > Event and be selecting Detect MD on the left panel.

The Event page allows you to setup responses to Motion, Video Loss and Tampering events that occur on your device.



On the top you have 3 tabs for Motion Detect, Video Loss and Video Masking. These 3 tabs work in the same manner but for different events.

**Motion Detect (aka MD)** - this refers to motion that is detected with the video image it works by analysing pixel change from within the image, in this tab you can setup the sensitivity and actions for motion detection.

**Video Loss** - in this menu you can setup what the recorder does when video is lost on one of the channels.

**Video Masking** - in this menu you can setup what the recorder does when the recorder detects the camera is being masked or tampered with.

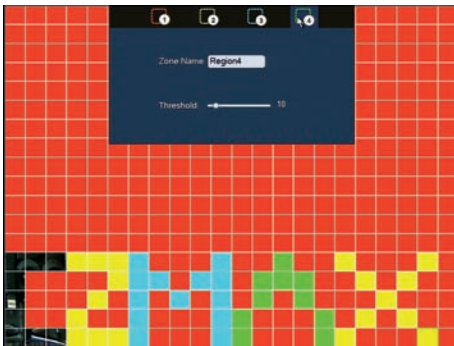
## e. Motion Detect

We recommend you setup each channel individually to get the best results.



**Channel** - each channel can be setup differently

**Enable** - you can manually enable and disable motion detect



**Region** - in the setup screen you can select the areas of the image that you want to enable for motion.

The clear areas will not activate motion detection and the highlighted areas will turn on motion detection.

You can set up to four different regions for each channel where levels overlap the higher settings will be used.

1. Click on Setup next to Region
2. You should now see a grid overlay over the selected camera image, at default the whole area will have a coloured overlay which will be for Region 1
3. Unselect the area using the click and drag method that you do not want to detect, this area will then be clear
4. Set your sensitivity on the Region 1 tab, this value has a parameter of 0-100. The higher the value the more sensitive it will be. The Sensitivity is set globally for the channel on the Region 1 tab
5. Set the Threshold per region, this setting has a parameter of 0-100. The lower the value the more sensitive it will be
6. Right click to exit the region screen
7. Click Apply to save your changes

The bottom section of the Motion Detect menu allows you to setup the linkage settings for when motion occurs.

**Period** – Allows you to set a schedule of when motion alerts will activate

**Anti-dither** – this is the amount of time the recorder will hold the event for before processing a new event, the max time that can be set is 600 seconds (10 minutes)

**Pop-Up Message** – when this box is ticked it will display a notification on the local screen

**ARC Upload** – when ticked the device will send an alarm command to compatible monitoring station

**Send Email** – when ticked it will send an email message to the email receivers that are setup in the network section

**Record Channel** – at default the selection the channel you are currently on will be selected but if required you can also get the system to start recording other channels when motion is detected

**PTZ Activation** – this setup menu allows you to call a preset of a PTZ camera when motion is detected

**Delay (After)** – this time parameter allows you to set the amount of time it records after the event has ended

**Tour** – this option when enabled brings the camera full screen on your local monitor

**Snapshot** – as well as recording video you can also save snapshots of the event, also when snapshot is enabled it will also send a snapshot to the email receivers

**Buzzer** – when ticked the on-board buzzer will sound for the duration of the event

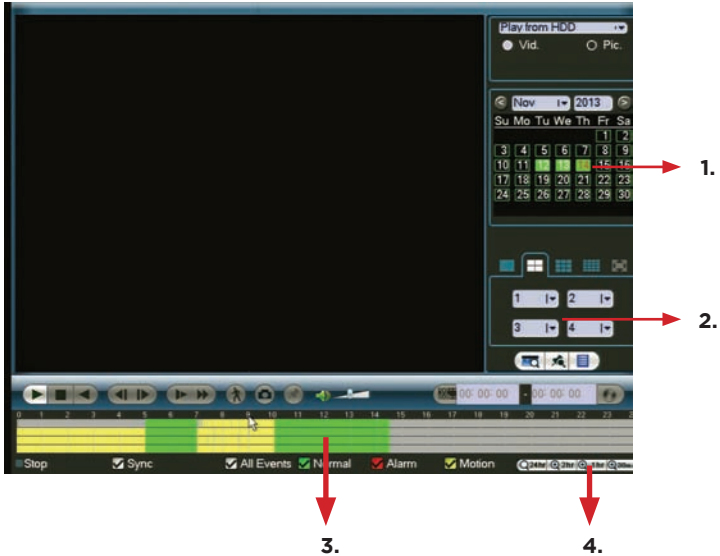
## 12. PLAYBACK

### a. Basic Playback

Playback of the content that is recorded to your device can be accessed in a number of ways.

1. From the live view screen, right click and then click Search / Playback
2. Access the Main Menu and go to Search

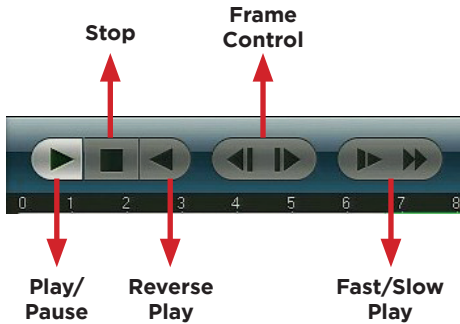
You may be required to login, if so select your username and enter your password (at default the password is the same as the user name)



1. To view recording simply select the date on the calendar, all days in green have recording on them.
2. Select the cameras you wish to playback, depending on the part number you will have the option to play up to 16 channels at the same time.
3. When you have the date and channels selected, click inside the timeline to begin playback.
4. At default the timeline will open in 24 hour mode you can change the scope of the timeline to 2hr, 1hr & 30min on the bottom right hand corner of the screen.



## b. Playback Controls



### Play / Pause

The play and pause button will toggle between play and pause when pressed. If the Sync button is pressed it will control the multi view but if the Sync button is un-ticked the play / pause button will only control the camera that is selected by the green box.

### Stop

The Stop button will stop all playback regardless if the Sync button is ticked or not.

### Reverse Play

The Reverse Play button will playback the video selected in reverse, you can speed up the reverse playback by pressing on the Fast button

### Frame Control


If you are looking to identify a fast moving object it is best to control the playback using the frame by frame controls, these buttons become active when the video is paused. The increments that it moves forwards and backwards are determined by your Encode settings.

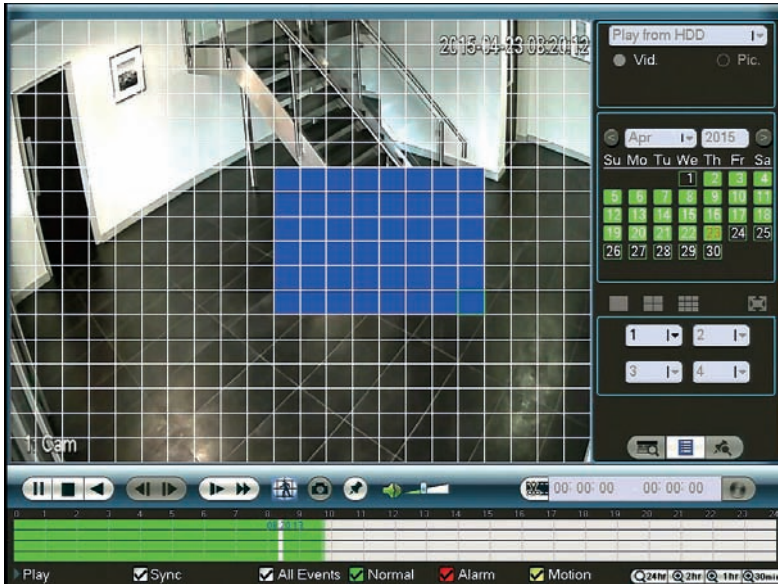
### Fast/Slow Play


You can control the speed of the playback by using these buttons, you have 4 speed settings.

### c. Smart Playback

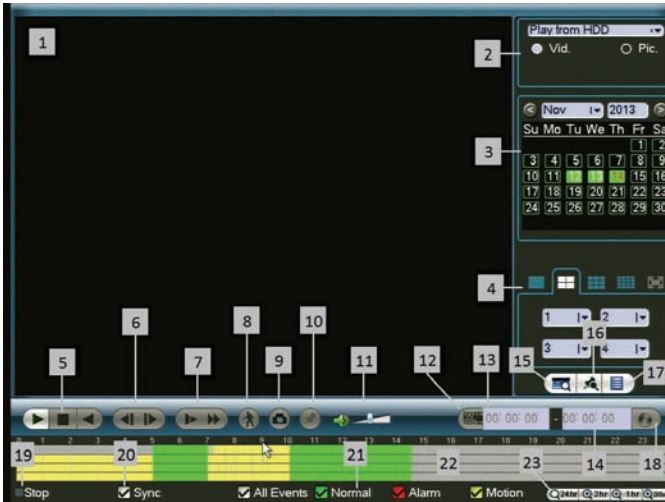
Smart Playback is a feature within your search screen that identifies all movement within a certain section of the screen. To use this feature please follow the instructions below:

1. Select the camera you want to use smart search on and bring that camera full screen
2. When you have the camera full screen the smart search button  will be active, press this button and the screen will overlay a grid onto the camera image.



3. Highlight the area you want to analyse using the mouse to highlight the screen, in the above example we have highlighted the area at the bottom of the stairs so we can identify anyone who has gone upstairs.
4. To begin the smart search click the Smart Search  button again and the device will then begin to playback movements that happened in the selected area
5. To exit Smart Search right click on the screen and press OK to confirm

## d. Search / Playback Function List



| #  | Item                  | Function   |
|----|-----------------------|--|
| 1  | Playback Window       | Displays the playback content  |
| 2  | File Source/Type      | You can select to search for videos or snapshots or select to play from HDD or External Source             |
| 3  | Calendar              | Shows dates that contain recordings  |
| 4  | Channel Selection     | Select the number of screens to display simultaneously. You can also select which screens are played back. |
| 5  | Play/Pause            | Play forwards and backwards  |
| 6  | Frame Advance         | Allows for forwards and backwards frame control  |
| 7  | Slow/Fast Play        | Speed up or slow down playback   |
| 8  | Volume                | Smart Search function  |
| 9  | Snapshot              | Saves snapshots to external media  |
| 10 | Mark                  | Adding marks to the playback time  |
| 11 | Volume                | Volume Control for playback  |
| 12 | Clip Function         | Enabling video clip function   |
| 13 | Video Clip Start Time | Shows the start point of the video clip.   |
| 14 | Video Clip End Time   | Shows the end point of the video clip.   |
| 15 | Card Search           | Card Search  |
| 16 | Marks Manager         | Marks Manager  |
| 17 | File List             | Shows the recorded files in a list format  |
| 18 | Backup                | Begins backup when files are selected  |
| 19 | Status Indicator      | Indicates video playback status - playing, paused, etc.  |
| 20 | Sync                  | When unchecked, allows simultaneous playback of different channels starting at different points in time.   |
| 21 | Record Modes          | Allows selection of which type of video recordings to search.  |
| 22 | Timeline              | Shows the time period(s) that video was recorded, along with the recording mode of that video.             |
| 23 | Timeline Time Scale   | Adjustments for the the scale of the timeline from 24 hours down to 30 minutes.                            |

## 13. BACKUP

Main Menu > Backup

You can use the following backup mediums for backing up video clips

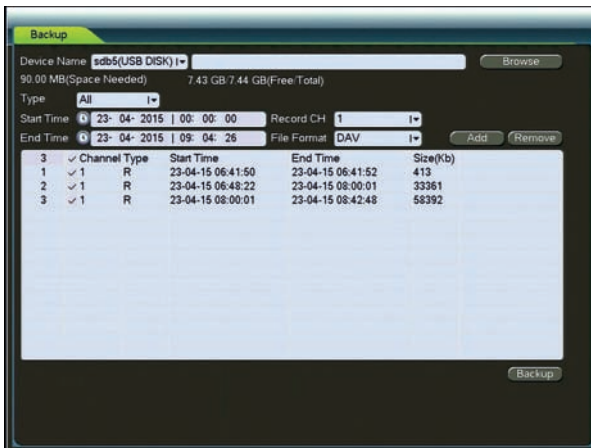
- USB Memory devices or USB External HDDs (Not Included)
- DVD or CD Media (Model dependent)
- eSata Devices (Model Dependent)
- Over the network

Some USB memory devices will need to be formatted to FAT32 before you begin.

Before you enter the backup menu insert your backup medium into the recorder.

### a. Backing up a Video

Main Menu > Backup



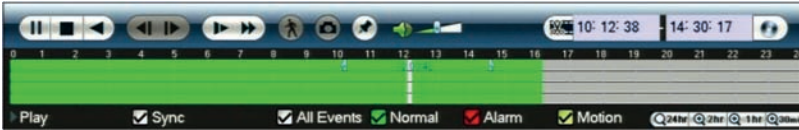
1. If you have only one backup device inserted it will display next to the Device Name, if you have multiple devices inserted please use the drop down menu to select the desired backup method
2. When you have the backup device selected, it will display the required amount of storage required for the backup as well as the free/total space in the backup medium
3. Select the File Format you wish to backup in, if you are using a Windows PC select DAV and if you are using a Mac select ASF
4. Select 1 or all channels from Record CH drop down list, 1,2,3,4 etc are main stream records, A1,A2,A3,A4 are second stream records
5. Enter the Start Date / Time and End Date / Time of the records you want to backup
6. Click Add and a list of files that match your selection will appear in the list
7. Ensure the Space Needed is not exceeding the Free or Total space
8. Press Backup to begin





## b. Clip Backup via Search

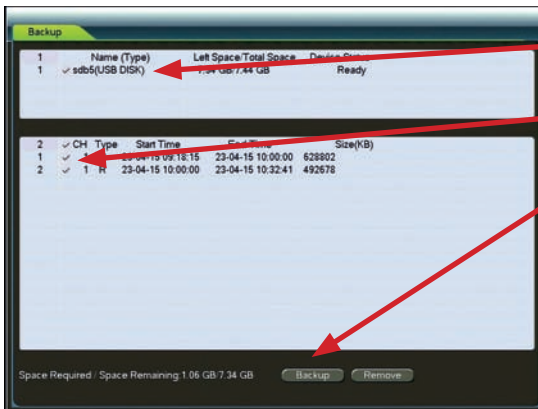
Main Menu > Search

Clip backup is an alternative method to backing up video via the Search / Playback screen.

1. Insert a backup medium into the system before starting this process



2. Press the  button to activate the clip function. When this is enabled you have the ability to insert times here 
3. Alternatively you can move the cursors  from each end of the timeline to the desired time you wish to backup
4. Press the  to open the backup menu.



5. Select the device where you would like to save the file.
6. Check the files you would like to backup.
7. Click Backup to complete the process.

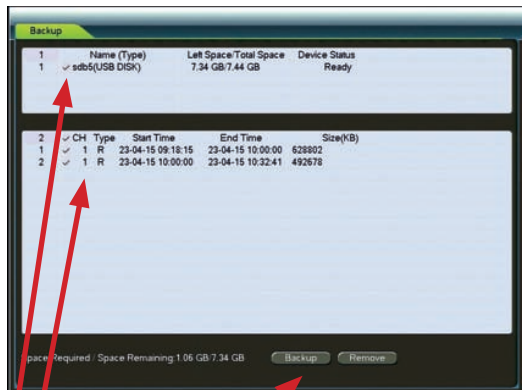
### c. File Backup via Search

Main Menu > Search

File Backup is an alternative method of backup up via Search / Playback screen.



1. Insert a backup medium into the system before starting this process
2. In Search click the File List button to display the list of video files related to your selection.
3. Check the boxes you want to backup.
4. Press the Backup button to open the backup page

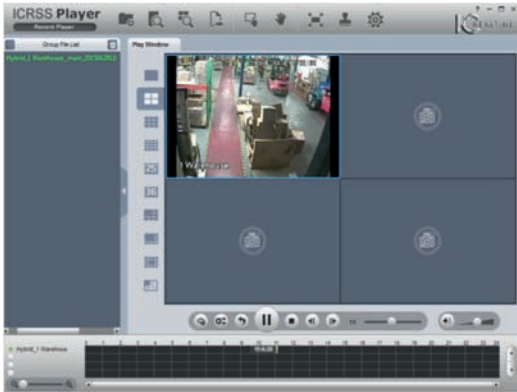


5. Select the device where you would like to save the file.
6. Check the files you would like to backup
7. Click Backup to complete the process

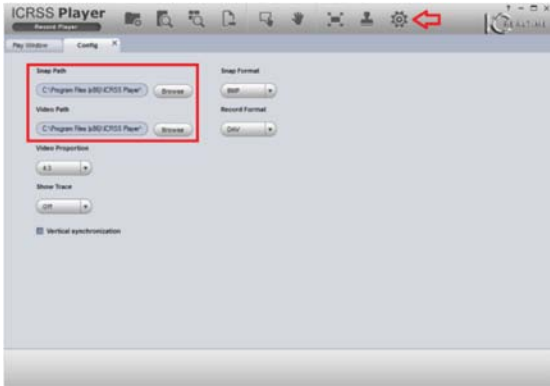
## d. Playing Backup Files

When backing up footage the default/native format of the file will be 'DAV' file format. To play back DAV files on a Windows PC you must first download our 'Smart ICRSS Player' which can be downloaded from our support page on [www.c2max.com](http://www.c2max.com)

If you require viewing the files on a Mac OS please use ASF as the file format when backing up. ASF files can be played back using VLC Media Player which can be downloaded from '<http://www.videolan.org>'



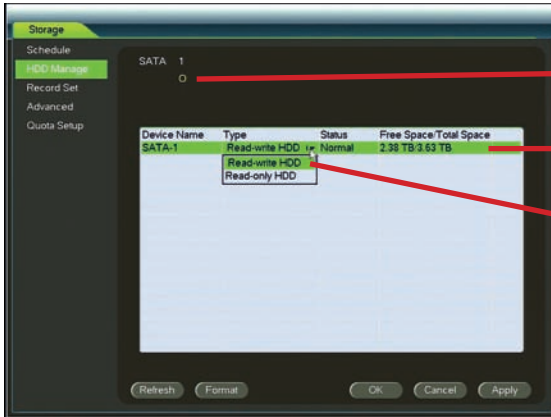
1. Download and install our 'Smart ICRSS Player'.
2. Insert backup media into the PC.
3. Open the device or media in Windows Explorer.
4. Double click on a file and it will launch the player and begin to play.



Note: To change where the snapshots or recordings are saved to, select the settings cog on the top right and browse to select a new path:

# 14. HARD DRIVE MANAGEMENT

Main Menu > Setting > Storage> HDD Manage



Status of the Hard Drive

Selected Hard Drive Information

Hard Drive Setting / Action

## a. Formatting Hard Drives

Main Menu > Backup

**NOTE: Formatting of Hard Drives erases all data and cannot be un-done. System Software and Settings will not be affecting by formatting Hard Drives.**

1. Access the main menu and go to Setting > Storage > HDD Manage
2. Select the HDD you want to format under Device Name , the selected HDD will be highlighted green.
3. Click Format on the bottom of the page
4. Confirm the format by pressing OK and the system will re-boot



## 15. REMOTE / NETWORK ACCESS

This system is capable of being viewed over the internet through the following methods:

- Web Browser
  - If using Internet Explorer you are required to install an ActiveX controller, if using Chrome or Firefox you require Quick Time to view video.
  - Internet Explorer, Mozilla Firefox and Google Chrome allow full view, setup and playback functions.
- CMS (Software Download Required).
- Smart Phones (App Download Required, costs may apply).
- Tablets (App Download Required, costs may apply).

Please refer to the “C2Max Internet Monitoring Guide” found on the support page of [www.c2max.com](http://www.c2max.com) for full information regarding viewing your system remotely.

### a. Web Browser

#### Prerequisites

- Your device must be connected to the network
- If accessing remotely port forwarding must be setup on your router / firewall
- You must have a DYNDNS or Static/Fixed IP if accessing over the internet

We are basing this tutorial on accessing the device from within the LAN (Local Area Network)

Enter the IP Address and HTTP port of the device into the address bar of your browser - Example: <http://192.168.1.199:89>

On the above example we have entered the IP Address of the device followed by the HTTP Port (in red).

Both the IP Address and HTTP of you device can be found in the network settings of your device.

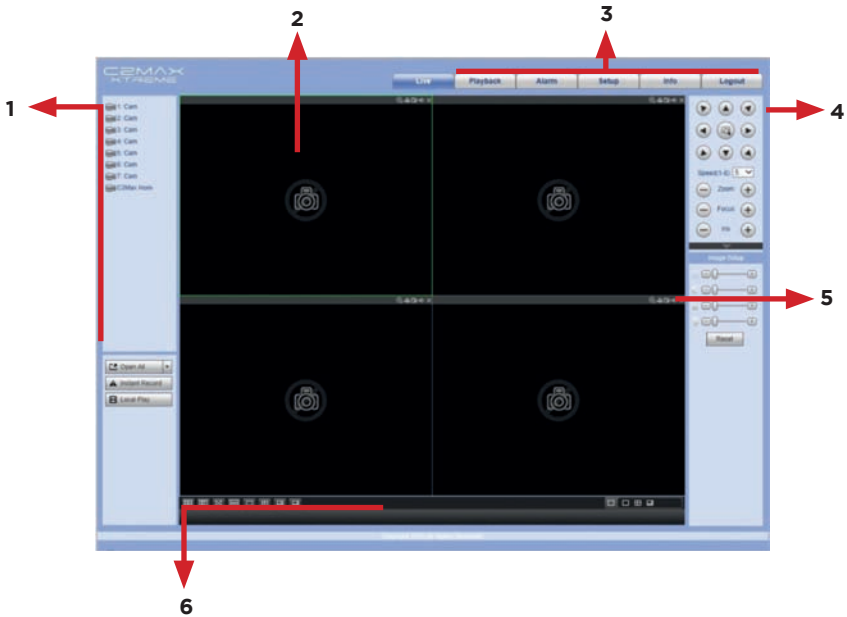
If you have entered the details successfully you will be met with the following screen, if you are prompted to install a plugin for the browser complete the installation of the plugin.

Continue to enter your username and password in the input fields.

You have two login options to select from, LAN & WAN. Select LAN if you want to have full control and view the main stream (high quality). Select WAN if you want to utilise the Sub Stream (lower quality) to conserve bandwidth and improved fluency.

Click Login to continue to the next page.



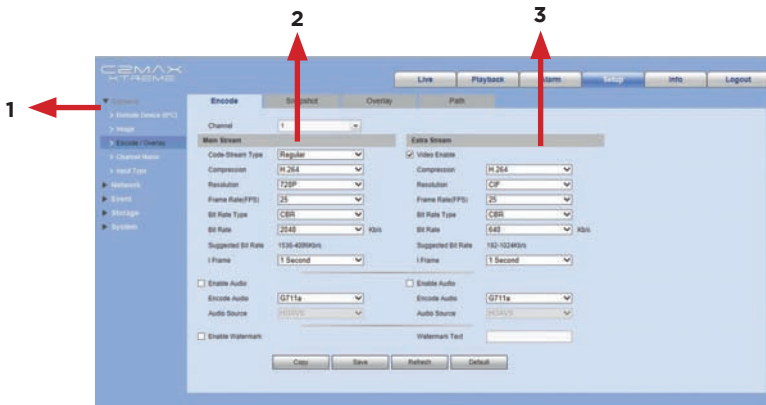


1. Camera Select: Here you can select a camera you wish to view, select a window and click on a camera you wish to view.
2. Active Window: When a camera is selected it will display in the window that is active which will be highlighted with a green border.
3. Menu Options: Quick selection of sub menus which include Live Viewing, Playback, Alarm, Setup and Logout.
4. PTZ Control: Controls for moving PTZ (Pan Tilt Zoom) cameras.
5. Image Adjust Control: Here you can change image settings that include Contrast, Brightness, Saturation and Hue.
6. Live View Options: Here you can select the screen split you require.

NOTE: Online Performance is dependent on the network resources available and the PC specifications. When viewing your device remotely (e.g. WAN) you have to have sufficient upload available to stream the video. The amount of bandwidth required is set by the encode bitrate setting in the device, you also have the ability to select the sub stream which can be set to lower quality to reduce overall bandwidth requirements.

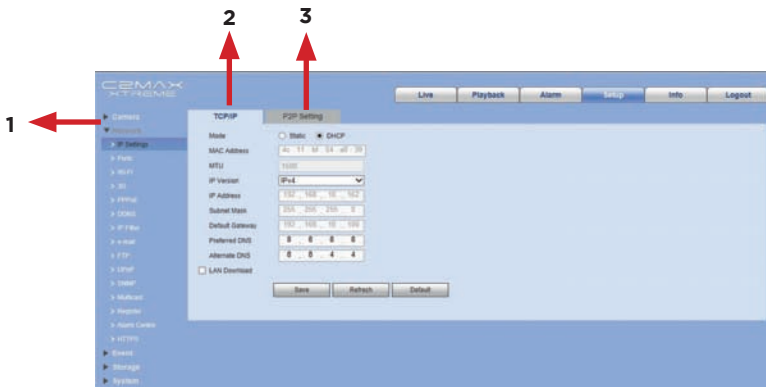
## Camera Setup Menu

1. Channel Options: Here you can view and modify Image Settings, Encode & Overlay and Channel Name settings.
2. Encode Main Stream: Here you can modify the Main Stream (high quality) settings e.g. compression, resolution, frame rate and bit rate etc. of the camera.
3. Encode Sub Stream: Here you can modify the Sub Stream (Low quality) settings e.g. compression, resolution, frame rate and bit rate etc. of the camera.



## Network Menu

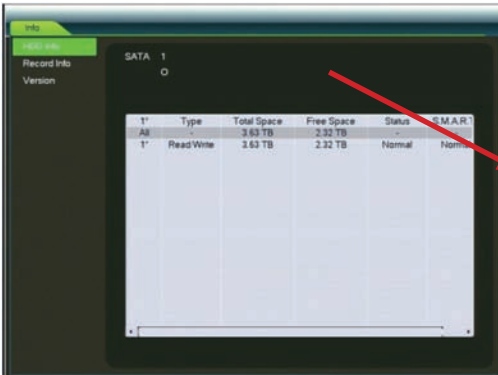
1. Network Options: Here you can view and modify your devices network setting e.g. TCP/IP, P2P, Connection Ports, Wi-Fi, DDNS, Email and Alarm Centre etc.
2. TCP/IP: Here you can view and modify the TCP/IP settings of your device including the IP Address, Subnet Mask and Gateway.
3. P2P Setting: Here you can enable/disable your devices connection to the P2P server and view your devices P2P server connection status.



## 16. SYSTEM INFO

The system information menu will display all information related to your device

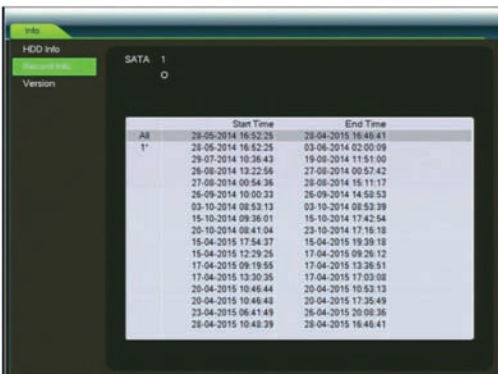
### a. Info



Main Menu > Info > HDD Info

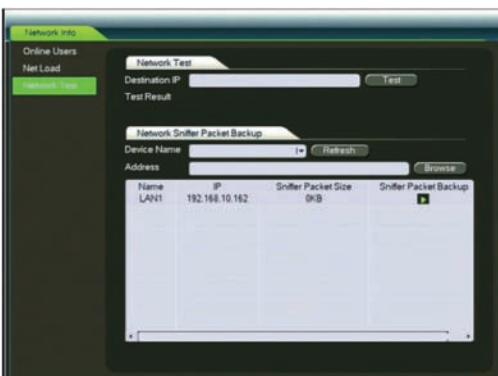
HDD Info Displays all information related to the Hard Drives are installed in your system including type, status, total and free space per HDD.

Double clicking on individual HDD's will display the S.M.A.R.T info of the HDD



Main Menu > Info > Record Info

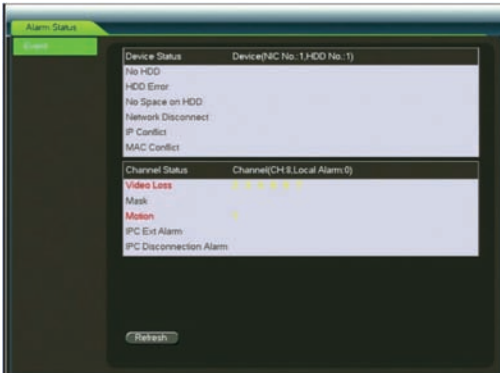
This menu displays the information relating to what video is stored on each HDD



Main Menu > Info > Version

This window shows the software revision that is on the recorder plus other information

## b. Alarm Status

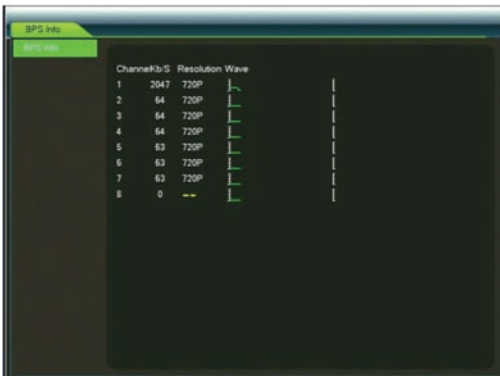


Main Menu > Info > Alarm Status > Event

This window gives you a global view of the system status.

Items will have no information unless there is an event taking place.

## c. BPS Info

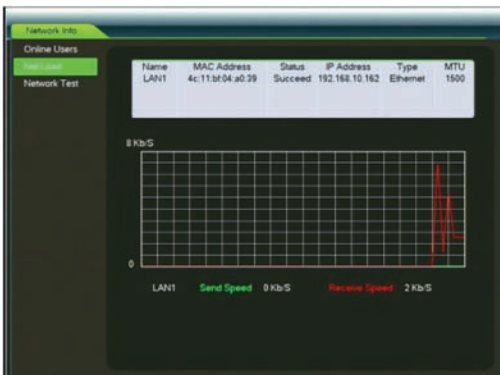


Main Menu > Info > BPS Info

This window will display the amount of bandwidth that connected cameras are consuming.

This information can help determine network bandwidth issues as well as HDD consumption rates.

## d. Log



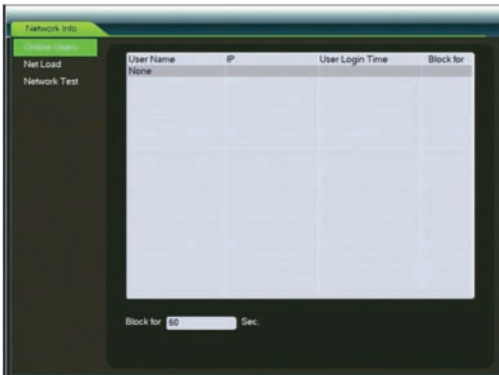
Main Menu > Info > Log

From this window you can search for system events. The system records events such as:

- System Changes
- Storage Modifications
- Alarm Activity
- Record Changes
- Account Changes
- Playback and Backups
- Online Connections

You can clear the log by pressing clear

## e. Network Info



Main Menu > Info > Online Users

This window will display the list of users that are currently online as this current time.

You also have the option to block certain users for a certain amount of time, the parameter is 0-65535 seconds (about 1092 hours, 45.5 days)



Main Menu > Info > Net Load

This window will display information relating to the network port of the recorder.

If you are experiencing slow connection speeds this window will help local LAN issues as it will identify how much traffic is going through the network port.



Main Menu > Info > Network Test

This window is useful for trouble shooting network connection problems.

Use the in-built ping command to see if the recorder can see other devices on the network.

For advanced users, you can also run a Sniffer to analyse the network connection, insert a USB device into the recorder and then press the play button under the Sniffer Packet Backup

## 17. SOFTWARE

To ensure you get the most up to date software we place all of our latest software for our products online, please see below selection of our most popular software currently available for IC Realtime products.

| Application    | Platform      | Features   | Cost     | Source          |
|----------------|---------------|--|----------|-----------------|
| SmartICRSS     | Windows       | Remote Client Software for managing IC Realtime network devices          | Free     | C2Max Website   |
| SmartICRSS     | Mac OSx       | Remote Client Software for managing IC Realtime network devices          | Free     | C2Max Website   |
| ICRSS Player   | Windows       | Used for playing back .DAV video files that are taken from your recorder | Free     | C2Max Website   |
| IP Auto Search | Windows       | Network Tool for finding, editing and upgrading IC Realtime devices.     | Free     | C2Max Website   |
| C2 Xtreme      | Apple iOS     | Phone Application for View & Playback                                    | Free     | Apple App Store |
| C2 Xtreme      | Android       | Phone Application for View & Playback                                    | Free     | Play Store      |
| C2 Xtreme+     | Apple iOS     | Tablet Application for View & Playback                                   | Free     | Apple App Store |
| C2 Xtreme+     | Android       | Tablet Application for View & Playback                                   | Free     | Play Store      |
| C2 Xtreme Pro  | Apple iOS     | Fully Featured Phone Application   | Paid App | Apple App Store |
| C2 Xtreme Pro  | Android       | Fully Featured Phone Application   | Paid App | Play Store      |
| C2 Xtreme+ Pro | Apple iOS     | Fully Featured Tablet Application  | Paid App | Apple App Store |
| C2 Xtreme+ Pro | Android       | Fully Featured Tablet Application  | Paid App | Play Store      |
| C2Max Website  | www.c2max.com |  |          |                 |

## 18. TROUBLESHOOTING

Below are a list of common questions with possible causes

- 1. Recorder doesn't boot up properly, possible causes:**
  - a. Incoming Power to the unit is not correct or is malfunctioning
  - b. Power switch/button is damaged
  - c. Firmware corruption
  - d. Malfunctioning HDD or something is wrong with HDD cables
  - e. Hardware malfunction (Main Board or Front Panel)
  
- 2. DVR often automatically shuts down or stops running**
  - a. Incoming Power to the unit is not correct or is malfunctioning
  - b. Malfunctioning HDD or something is wrong with HDD cables
  - c. Power switch/button is damaged
  - d. Video Signal is corrupt
  - e. Working environment is too hot causing overheating or there is too much dust
  - f. Hardware malfunction (Main Board or Front Panel)
  
- 3. System cannot detect hard disk**
  - a. HDD is malfunctioning or is corrupt
  - b. HDD SATA Cable is damaged
  - c. SATA and/or Power Cabling connecting to HDD are loose
  - d. SATA Port on Main Board is faulty
  - e. Power Cable is malfunctioning
  
- 4. There is no video output**
  - a. Firmware version is incorrect
  - b. Brightness is too low, default display settings
  - c. There is no camera video signal or it is too weak
  - d. Check to see if there are any video masks setup
  - e. Possible hardware malfunction
  
- 5. Video images are distorted or in black and white**
  - a. If using the BNC Video Output the device could be in the opposite video standard (e.g. Europe = PAL, USA = NTSC)
  - b. DVR and monitor resistance is not compatible
  - c. Video transmission is too long resulting in the image becoming distorted
  - d. DVR colour or brightness setup is not correct
  
- 6. Cannot search local records**
  - a. The recorded file has been overwritten already
  - b. Record function has been disabled
  - c. HDD is malfunctioning or is corrupt
  - d. Firmware malfunction
  
- 7. Live view image quality is fine but recorded files are distorted**
  - a. Encode settings are too low
  - b. Read errors
  - c. Mainboard malfunction



- 8. Can't hear audio when viewing on main monitor**
  - a. Camera must be full screen to hear audio
  - b. Audio cable is damaged
  - c. Camera is not compatible
  
- 9. I can hear audio when in live view mode but I can't hear anything in playback**
  - a. Incorrect menu setting, please check audio settings in Encode
  - b. Volume is set too low in playback
  - c. Firmware corruption
  
- 10. Time keeps re-setting itself**
  - a. Recorder is syncing to the incorrect time server
  - b. System battery is malfunctioning
  
- 11. DVR cannot control PTZ.**
  - a. Cable connection is not correct
  - b. PTZ setup is not correct
  - c. PTZ and recorder protocol is not compatible
  - d. PTZ and recorder address is not correct
  - e. When there are several decoders, please add 120 Ohm between the PTZ decoder A/B cables furthest end to delete the reverberation or impedance matching. Otherwise the PTZ control won't be stable.
  - f. Distance is too far
  
- 12. Motion detection function is not working**
  - a. Motion detection region is not setup correctly
  - b. Period is not set correctly
  - c. Sensitivity is too low
  
- 13. When in network viewing mode the image is distorted or there is no video**
  - a. Network resources are not good enough
  - b. Client end hardware issues
  - c. There is privacy mask or channel protection setup
  - d. Logged in user has no right to view selected image
  
- 14. When viewing the device remotely the images is not stable**
  - a. Network is not stable
  - b. IP address conflict
  - c. MAC address conflict
  - d. PC or DVR network card is not good
  
- 15. Burn error /USB back error**
  - a. System capability is not enough, please stop some processes
  - b. Data amount exceeds backup device capacity
  - c. Backup device is not compatible
  - d. Backup device is damaged
  
- 16. I have forgot the local or network password to access my system**
  - a. Please contact our support team for assistance

- 17. I am connecting an old generation standard definition analogue camera and I am getting no image**
- Check all power supplies and connections going to the recorder
  - Your recorder may not be able to accept analogue cameras, please refer the specification sheet for full compatibility
  - Ensure channel type is correct in the recorder operating system. For multi technology recorders you may need to visit the Channel Type menu in the operating system to ensure the channels are set to analogue
- 18. I am connecting a HD camera with a BNC connection to the recorder and I am getting no image**
- Check all power supplies and connections going to the recorder
  - The HD Camera with BNC that you are connecting is not the same technology as the recorder, there is several different types of technologies in HD cameras so please refer to the specification sheet of the camera and the recorder to see if they are compatible
- 19. I cannot add an IP camera to the remove device menu**
- Check if the camera is working correctly by logging into it via a web browser
  - Make sure the IP camera and recorder are on the same IP Address range
  - Make sure the password is correct when adding the IP camera to the NVR, if you have entered the password 3 times incorrectly the account on the IP camera may be locked
  - Ensure port numbers are correct when adding
  - There is a IP whitelist on the IP camera (e.g. only the specified devices can connect to the camera)
  - The IP Camera is not compatible with the recorder
- 20. The IP Camera has successfully connected to the recorder but I can only view the image when in full screen mode, when the recorder is in multi-view mode the screen is black**
- The 2nd Stream (aka sub stream) may not be enabled on the IP Camera
  - Ensure the 2nd Stream on the IP Camera is set to H.264
  - Ensure the 2nd Stream resolution is set to a SD resolution of D1, 960H, CIF, QCIF etc.
- 21. The IP Camera has successfully connected and I can see the image when in multi-view mode on the recorder but when I attempt to bring the camera full screen I get a black image**
- Check if the IP Camera is streaming to the recorder by going to the BPS Info screen in the recorder
  - Ensure the main stream on the IP Camera is enabled
  - Ensure the main stream is set to H.264 compression
  - Check to see if the camera has reached streaming capacity by visiting the online users in the IP Camera

**22. DDNS registration failed or cannot access the device domain name**

- a. Ensure you are connected to the WAN
- b. If on PPPoE please check to see if the device has got the IP address
- c. If there is a router, please check the router to make sure the device is online
- d. Check the corresponding protocol of the DDNS is enabled
- e. Ensure the DNS settings are correct, default Google DNS server is 8.8.8.8, 8.8.4.4.  
If there is continued problems please contact your ISP for the recommended DNS settings

**23. I cannot use the P2P function on my cell phone or the web browser**

- a. Ensure P2P is enabled on the recorder by going to the network settings
- b. Ensure the recorder is connected to the WAN
- c. Ensure the logon username and password is correct
- d. Check P2P SN is correct, you can use the application to scan the QR code on the recorder P2P menu or you can use the SN info on the web browser to confirm

## 19. PRODUCT WARRANTY

C2Max warrants that this product will be free from defects in materials and workmanship for a period of (Refer to relevant Pricelist /contract) from the date of shipment/purchase. If any such product proves defective during this warranty period, C2Max at its option, either will repair the defective product without charge for parts and labour, or will provide a replacement in exchange for the defective product.

In order to obtain service under this warranty, Customer must notify C2Max of the defect before the expiration of the warranty period and make suitable arrangements for the performance of service. In order to return an Item for repair, contact technical support via [www.c2max.com](http://www.c2max.com) for relevant number for your area and troubleshooting assistance. This may involve repair of product by means of telephone support or completing a Returns Material Authorisation via support at [www.c2max.com](http://www.c2max.com) Customers shall be responsible for packaging and shipping the defective product to the service center designated by C2Max with shipping charges prepaid. C2Max shall pay for the return of the product to Customer site.

### Exceptions to Warranty

The warranty is void if the Product is not operated in conformance with installation, environmental, mechanical or electrical requirements, or within thermal stress limits, or to the extent that any malfunction is the result of misuse, abuse, vandalism, neglect, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling, or if the original identification markings on the product have been removed, defaced or altered, lighting, electricity, water, fire, environmental or other hazard, or other impact outside of normal operating guidelines.

C2Max assumes no responsibility for any other claims, including, but not limited to, loss of recording media and loss of data etc., not specifically stated in this warranty. This warranty does not affect the consumer's statutory rights under applicable national legislation in force, or the consumer's rights against the retailer arising from the sales / purchase contract. In the absence of applicable national legislation, this warranty will be the consumer's sole and exclusive remedy, and neither C2Max nor its subsidiaries shall be liable for any incidental or consequential damages for breach of any express or implied warranty of this product.

For full terms and conditions regards warranty please visit [www.c2max.com](http://www.c2max.com)

## 20. TECHNICAL SUPPORT

Most problems can be solved via our support portal at [www.c2max.com](http://www.c2max.com)

Alternatively we have email support available at [support@c2max.com](mailto:support@c2max.com)

For all other queries, we also have phone support available. Please visit [www.c2max.com](http://www.c2max.com) for further information about contact details and/or opening hours.







**C2MAX**  
MAXIMUM SECURITY

