



Troubleshooting Guide

BACKING UP FOOTAGE ON A VMAX™ SYSTEM

Step 1.

Make sure your mouse is plugged in the back. This will make the upcoming steps easier.



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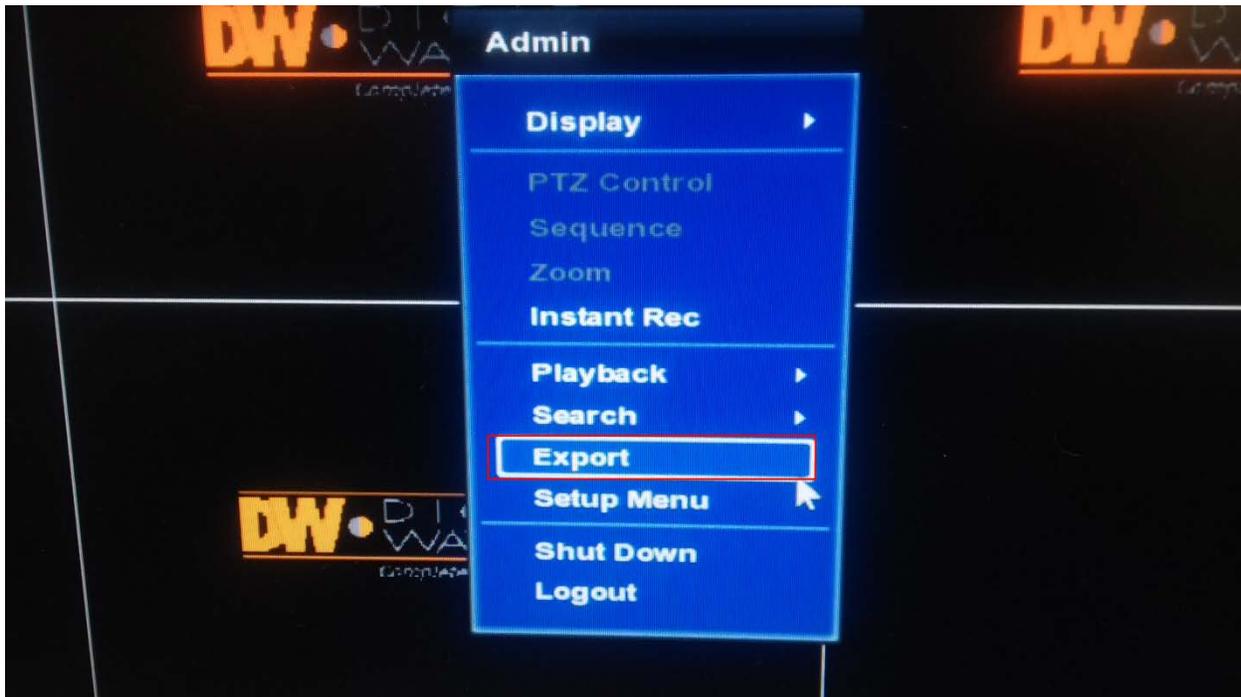


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Step 2.

Right click and select “Export” or “Backup” (depending on your model).



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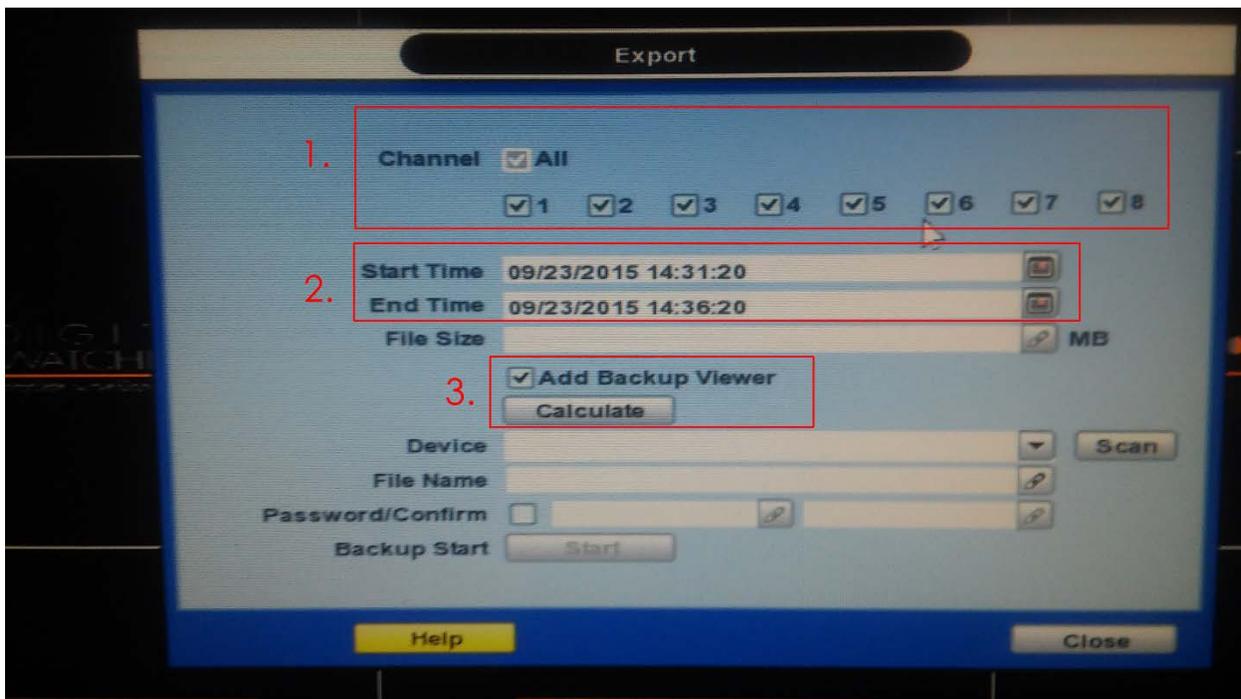


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Step 3.

1. Select the channels you wish to backup.
2. Select the start time and end time.
3. Checkmark “Add Backup Viewer” and press “Calculate.”



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Step 4.

Plug a USB thumb drive into the front of the DVR (this is why we have the mouse plugged in the back!). Make note that your USB thumb drive needs to be formatted in Fat or Fat32 for the DVR to be able to read it.



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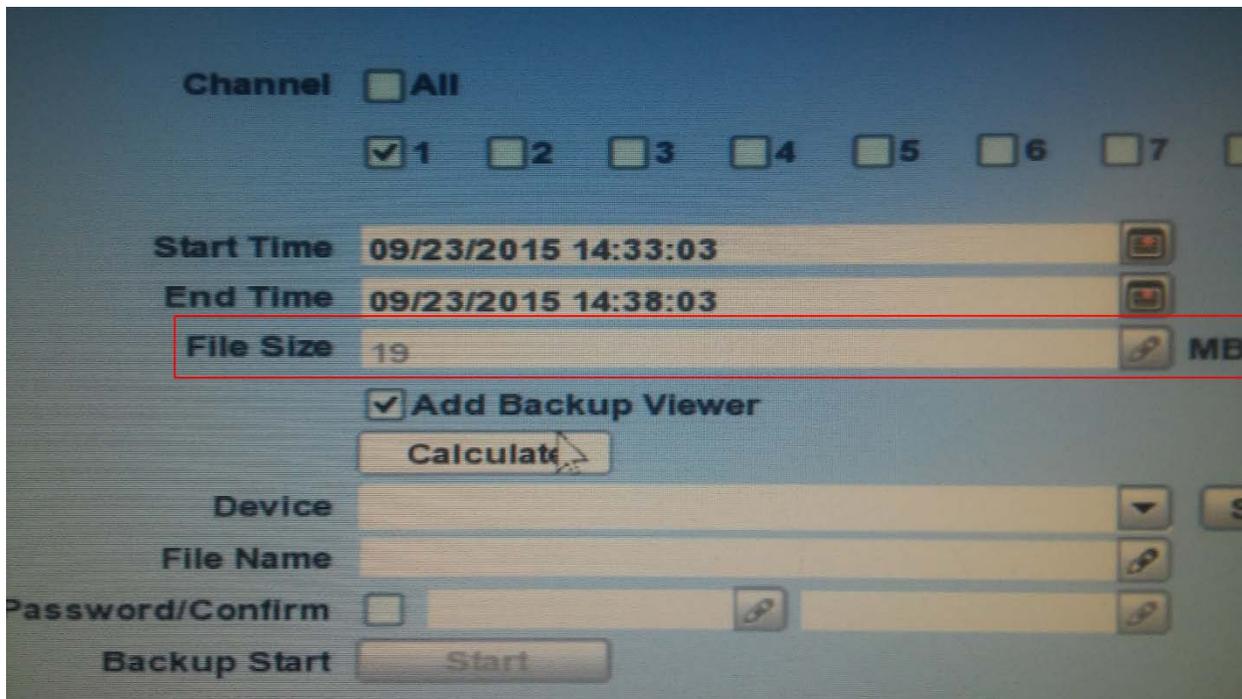


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Step 5.

You will notice that after you pressed “Calculate” your file size auto-populated with information. This is how much storage space your file will take. The DVR will back up a maximum of up to 32GB at a time.



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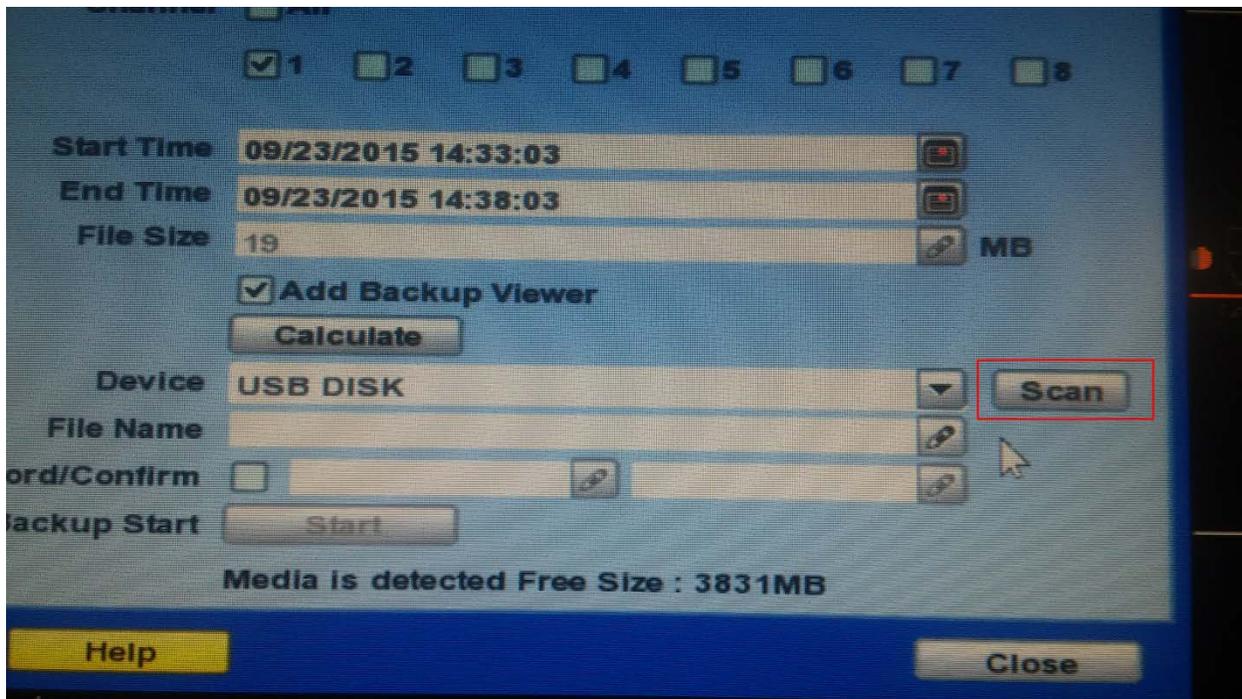


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Step 6.

Press “Scan” to allow the DVR to detect your thumb drive. It will display the name of your thumb drive on the left and display how much free space is available on the thumb drive at the bottom of the page.



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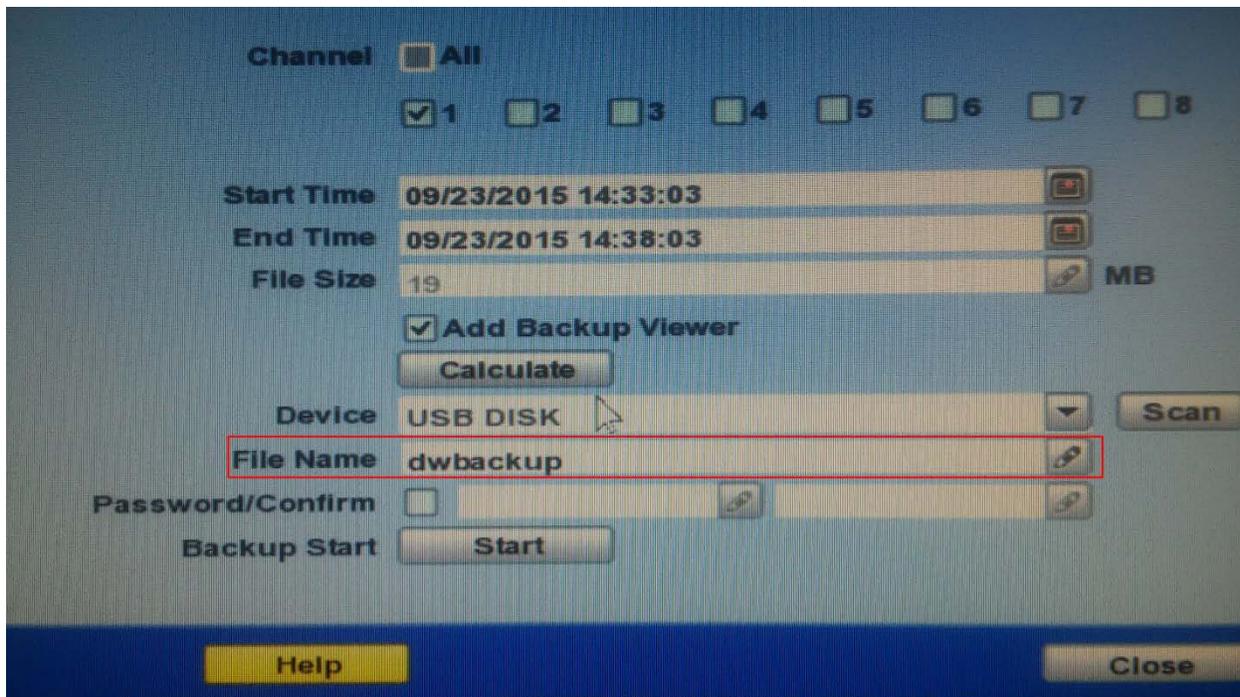


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Step 7.

Give your file a name. The DVR will not allow you to save without assigning a name for it to be filed under. (Optional: You can also give the file a password for protection, but it is not required. Press the “Start” button after you’ve named the file.



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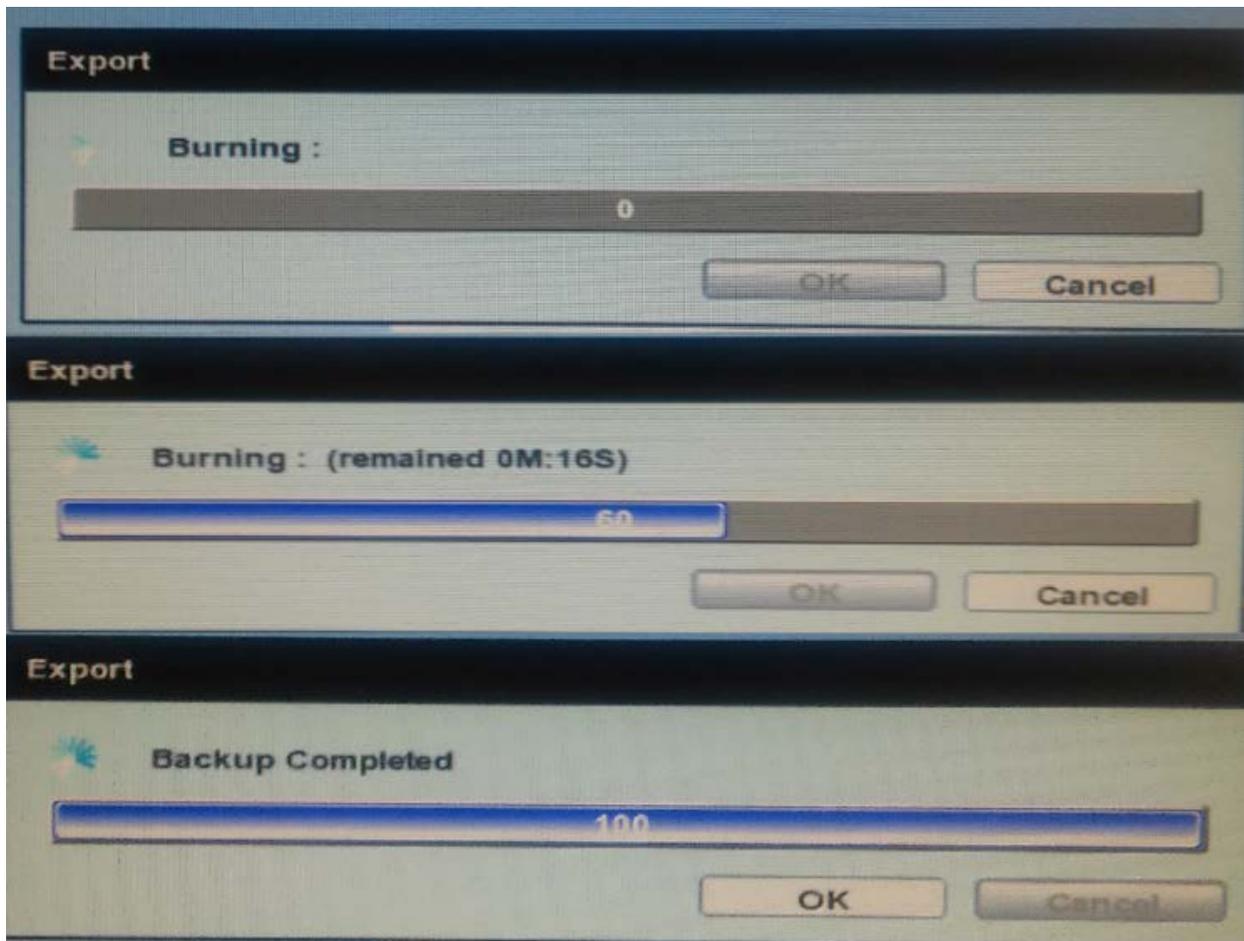


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Step 8.

Allow your backup to complete. The length of time to back up depends on the size of the file you are backing up. The next photo illustrates the different stages of the backup. After the file completes the backup, press “OK.”



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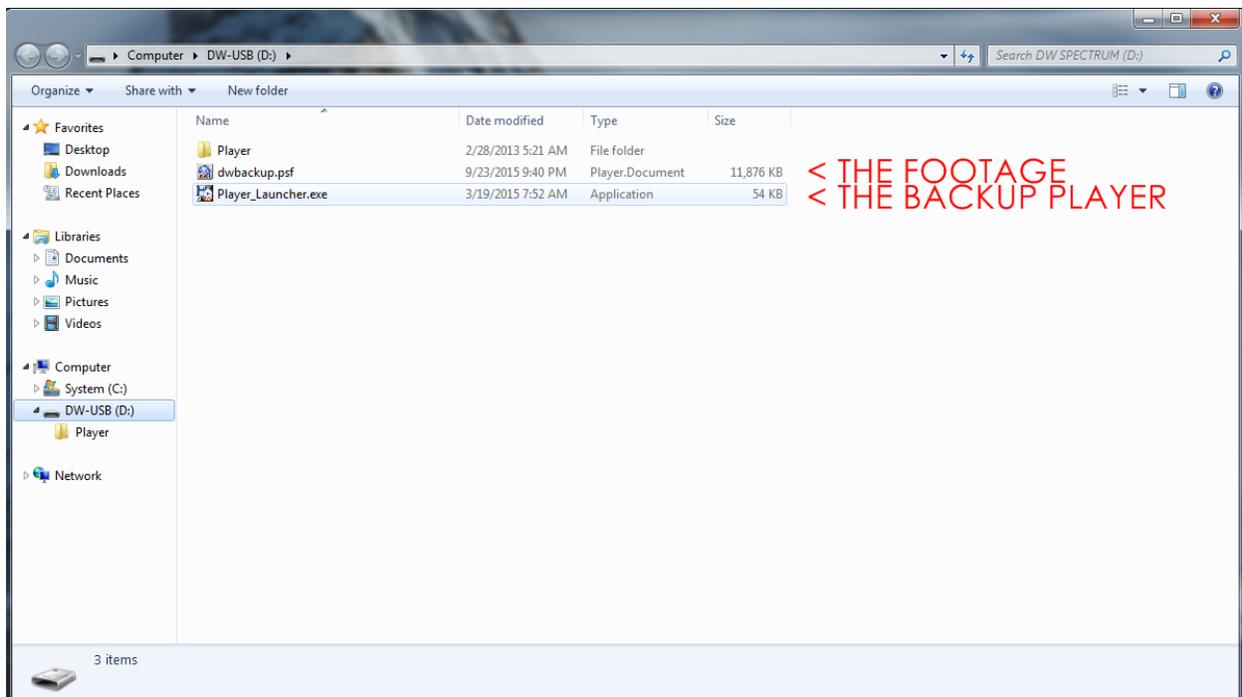
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Step 9.

Plug your USB thumb drive into a Windows® computer. Open the USB thumb drive and you will see;

- The player folder
- The file you backed up (it will end in “.psf)
- The actual player

Double click the player icon and it will open the backup player.



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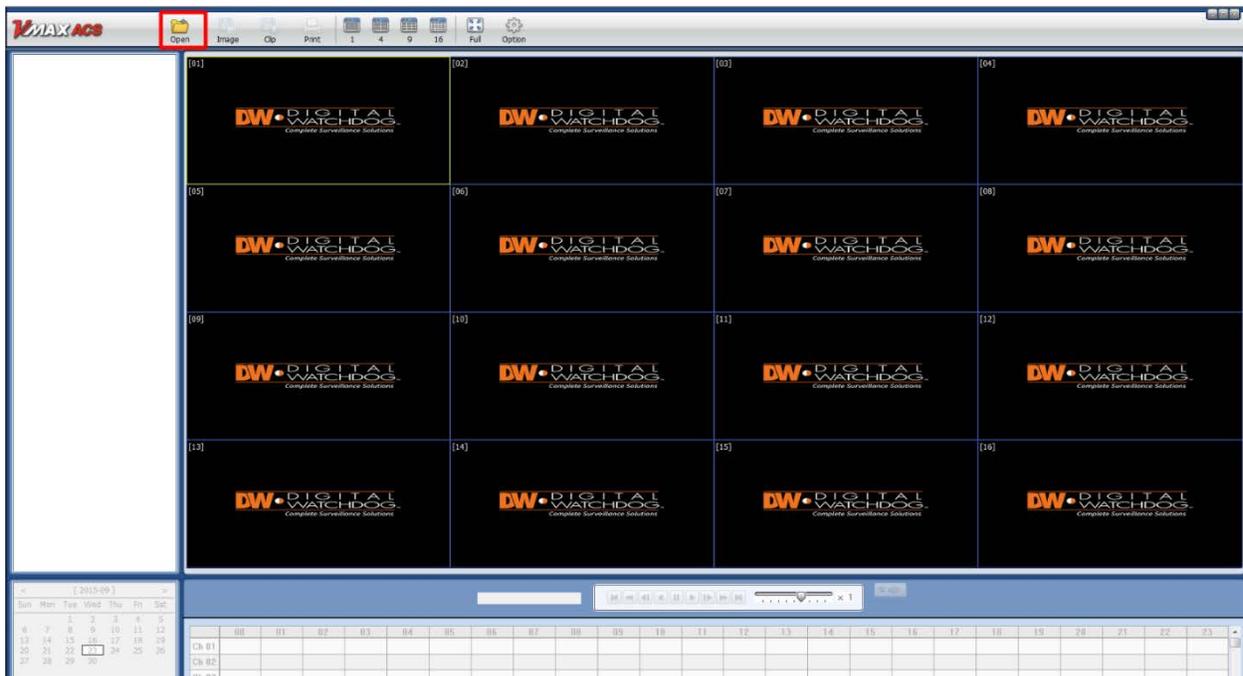


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Step 10.

Click on the folder in the top left of the player.



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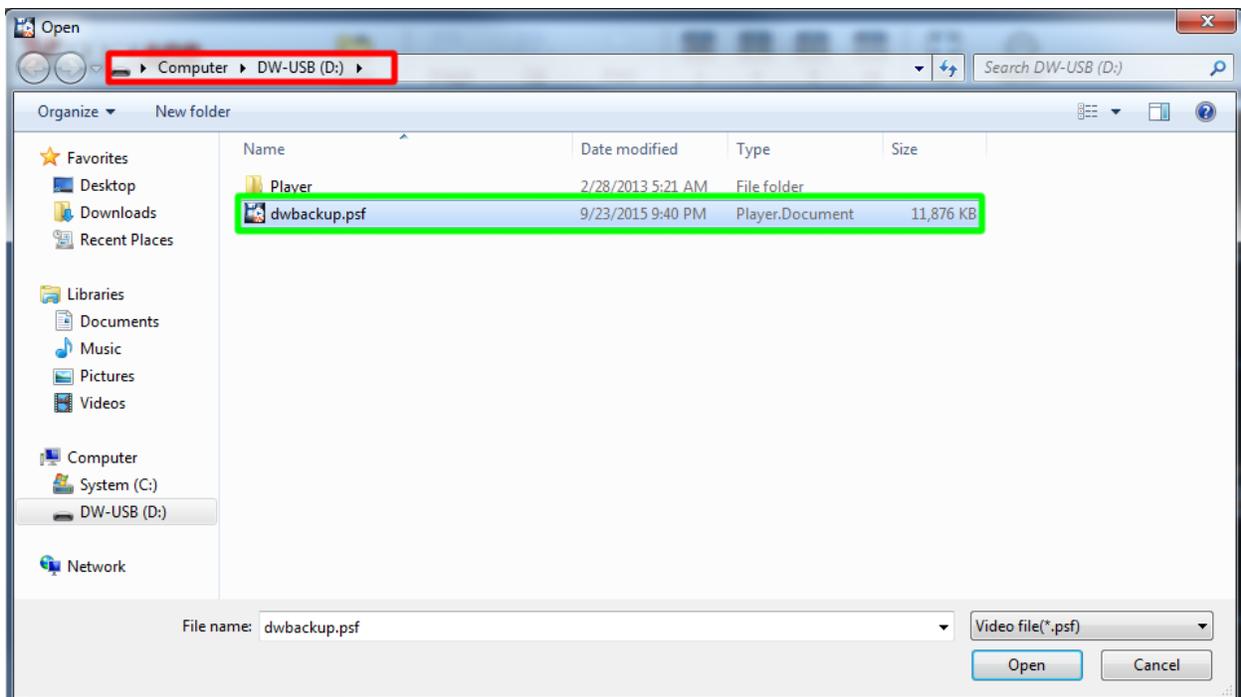


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Step 11.

Select the file from your USB. If you backed up multiple files, you can select which one to view from this screen. Press “Open” after you’ve made your selection.



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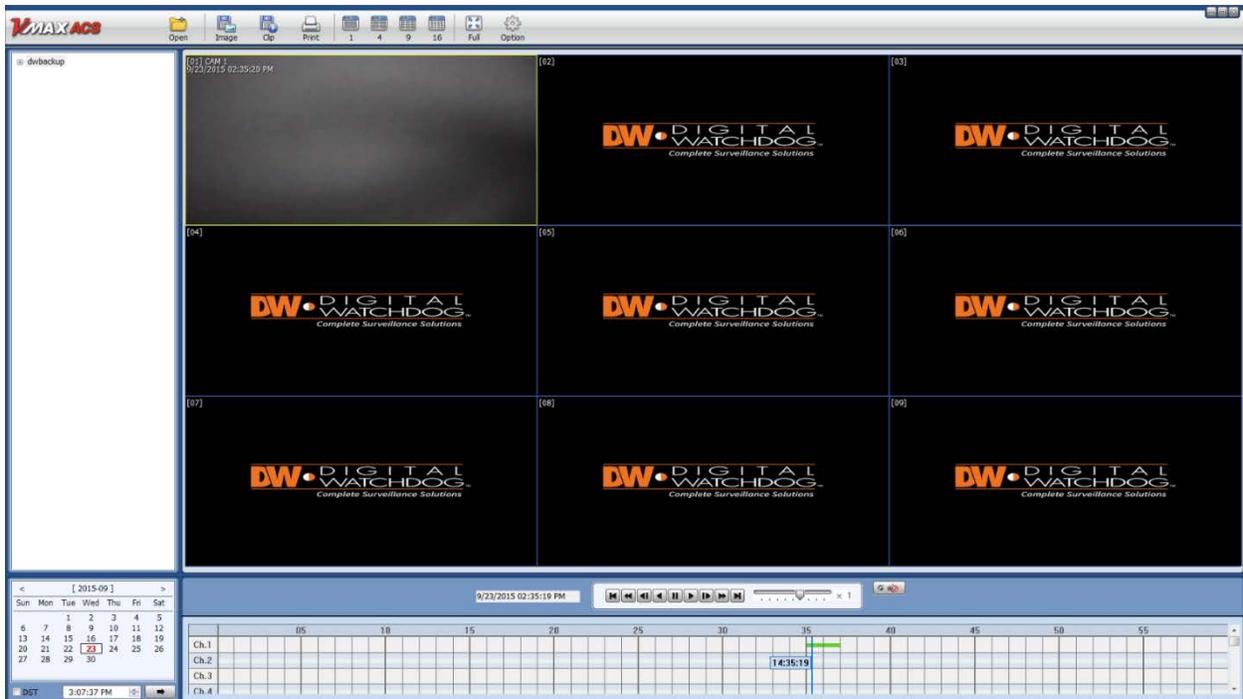


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Step 12.

Your file will play immediately after selection. You will notice the time stamp, the appropriate camera on the appropriate channel, and easy to use navigation on the bottom of the screen to find specific times and incidents!



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Additional Notes

- Your start time and end time **must** have footage at the exact time.
- External hard drives can work, but are **not** recommended.
- If you forget to add a backup player, our free Pivot™ software includes a player that will play your file.
- The backup is only viewable on Windows machines. Mac® computers will need to rely on the “clip” function on their Mac ACS software.
- The file will only back up in the .psf format. This allows for ease when navigating through your footage on the player.

[Follow this link for our free Pivot™ software.](#) You can also back up from the Pivot software. This is explained in the Pivot manual.

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