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Milestone Systems

Milestone Mobile® client 2018 R1

User Guide

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Get started

This manual is for people who use Milestone Mobile on mobile devices running Android, iOS, or Windows Phone.

About server and client components of Milestone Mobile

The free Milestone Mobile app gives you on-the-go access to viewing, playing back, and investigating video from your XProtect surveillance system.

Milestone Mobile has two parts:

- Milestone Mobile client is an application for your smartphone or tablet. For more information, see [Install Milestone Mobile on a mobile device](#) (on page 7)
- Milestone Mobile server is responsible for giving Milestone Mobile client and XProtect Web Client users access to the system.
In addition to acting as a system gateway for the two clients, the Milestone Mobile server can transcode video, since the original camera video stream in many cases is too large to fit the bandwidth available for the client users.
For more information, see [Installing Milestone Mobile server components \(administrators\)](#) (on page 5) or the Administrator Guide of your surveillance system. Download the guide from the Milestone website (<http://www.milestone.com/support/manuals-and-guides/>).

Installing Milestone Mobile server components (administrators)

This information is primarily for system administrators, but you might be interested as well. For more information, see the Administrator Guide of your surveillance system. Download the guide from the Milestone Systems website (<http://www.milestone.com/support/manuals-and-guides/>).

You can install the Milestone Mobile server component when you install version 2013, and all later versions, of these products:

- XProtect Corporate
- XProtect Expert
- XProtect Professional+
- XProtect Express+
- Essential+
- XProtect Professional
- XProtect Express
- Milestone Husky
- Milestone Arcus

To get the most out of Milestone Mobile, make sure you're using the latest version of your VMS product. Information about the products is available on the website (<https://www.milestone.com/solutions/platform/product-index/>).

You can also download Milestone Mobile server for free from the download page on the Milestone Systems website (<https://www.milestonesys.com/support/resources/download-software/>).

Where to install the Milestone Mobile server component

Install the Milestone Mobile server component on the computer that runs your surveillance system, or on a dedicated computer.

If you plan to have more than 10 cameras in your system showing video simultaneously, Milestone recommends that you install the Milestone Mobile server on a dedicated computer.

You can install the server component of Milestone Mobile in various ways:

XProtect product	Installation method	
	Installation on the same computer as the VMS	Installation on a dedicated computer
XProtect Professional XProtect Express	Complete a Typical installation of the XProtect Professional VMS software. This installation includes the Milestone Mobile server.	Run the separate Milestone Mobile server installer.
XProtect Corporate XProtect Expert XProtect Professional+ XProtect Express+ XProtect Essential+	Complete a Single Computer installation of the XProtect VMS software. This installation includes the Milestone Mobile server.	

Installing the Milestone Mobile plug-in component

You should install the Milestone Mobile plug-in on all computers that run the Management Application or Management Client:

1. Run the Milestone Mobile installer.
2. Choose a **Custom** installation and select the plug-in (32-bit or 64-bit). It is safe to install both.
3. Restart the Management Application or Management Client.

Operating systems

Milestone Mobile supports the following operating systems for mobile devices:

Google Android 5.0 and later	Smartphones and tablets with Android installed
iOS 9 and later	iPhone, iPad and iPod Touch
Windows 8 Phone and later	Smartphones using Windows 8 Phone or later installed

Install Milestone Mobile on a mobile device

On your mobile device, download the free Milestone Mobile application from Google Play, App Store, or Windows Phone Store.

Finding the app in the stores is easy. Just search for "Milestone Mobile," and then install it. Afterward, a Milestone logo icon is available on your device. To start Milestone Mobile, tap the icon.

Note: By default, a Milestone Demo server installs. Use the server to test the app. The server is just for testing, so there are some things you can't do. For example, you can't use pan-tilt-zoom controls.


You can't delete or edit the demo server, but you can hide it. To hide the server, go to **Settings**, tap **General** or **Miscellaneous**, and then turn off the **Hide demo server** setting.

To view videos from your cameras, connect the app to one or more Milestone Mobile servers. For more information, see [Connect a mobile device to a Milestone Mobile server](#).

Select a language for the app

By default, the Milestone Mobile client uses the language of your device. For example, if your device uses French, Milestone Mobile displays in French.

To use another language, change one of the following:

- The language setting in Milestone Mobile (available only for Android)
 1. Tap  and then **Miscellaneous**.
 2. Select language.
- The language of your device. Restart Milestone Mobile to apply the change

Note: To use Milestone Mobile in Hindi, your device must support that language.


Connect your mobile device to a Milestone Mobile server

You can connect devices that are running Google Android, Apple iOS, or Windows Phone.

Requirements:



- Your mobile device must be connected to the same local network as the mobile server.
- Get network and user details from your system administrator.
- You have installed and opened the app.

Connect to a server you have not used before

1. Tap **Add server** to scan the local network for Milestone Mobile servers.
2. You can choose to add the server manually: Tap **Add server manually**.
 - Enter a name for the server, its IP address, and user login credentials, and then tap  to save. The name displays in the list of servers on your device, and can be anything you want. The user must be set up in the surveillance system.

3. Or you can choose to add it from the list of discovered servers: Tap **New Servers**.
 - Select the server you want to connect to and tap **Accept**.
4. Optional: You can also do the following:
 - By default, the connection uses HTTP. To use HTTPS, select the **Secure connection** check box.

Note: If your device is running Windows Phone, ask your system administrator whether a digital certificate from a certificate authority is installed on your Milestone Mobile server, before you turn on secure connections. Without a certificate, devices running these operating systems cannot connect to Milestone Mobile servers if you turn on the secure connection setting.

- To always connect to this Milestone Mobile server when you start Milestone Mobile, set it as your default server:
 - Android - Tap  to set the server as default. The server that is currently selected as default is indicated by a  icon.
 - iOS and Windows Phone - Select the **Default server** check box.
 - To be notified when alarms trigger or there is a problem with a device, select the **Receive notifications** check box. For more information, see Turn on or turn off notifications (on page 11).

Connect to a server you have used before

1. Tap **Add server** to scan the local network for Milestone Mobile servers.
2. The **Already Added Servers** group lists the servers you have connected to before. Tap one or more servers, and then tap **Save**.
3. Enter your login credentials for the Milestone Mobile server, and then tap **Connect**.

Tip: To avoid having to enter your credentials the next time you connect, select the **Save credentials** check box.

Connect by entering the unique identifier for the server

Notes: This connection method uses the Address book service, and requires a Milestone Care Plus subscription package.

Additionally, devices running Windows Phone must use the mobile version of Internet Explorer. To verify this, open Internet Explorer, tap **Settings**, and look at the selection in the **Website preference** field.

Ask your system administrator for the unique identifier for the server.

1. Tap **+** or **Add server** to scan the local network for Milestone Mobile servers, and then tap **Add server with ID**.
2. Enter the identifier, and then tap **Save**.
3. Enter your login credentials for the Milestone Mobile server, and then tap **Connect**.

Tip: To avoid having to enter your credentials the next time you connect, select the **Save credentials** check box.

Connect from an email message

Notes: This connection method uses the Address book service, and requires a Milestone Care Plus subscription package.

Additionally, devices running Windows Phone must use the mobile version of Internet Explorer. To verify this, open Internet Explorer, tap **Settings**, and look at the selection in the **Website preference** field.

Your system administrator can send you an email message that contains a unique identifier for the server. Use the identifier to connect your mobile device to a Milestone Mobile server.

1. On your mobile device, find the email message from your system administrator.
2. If Milestone Mobile is not installed, tap **Download Milestone Mobile** to go to the store where you can download it.
3. When Milestone Mobile is installed on the device, tap **Add your server to Milestone Mobile**.
4. Tap the Milestone Mobile server to connect to it.
5. Enter your login credentials for the Milestone Mobile server, and then tap **Connect**.

Connection settings for a Milestone Mobile server


The settings when you add a Milestone Mobile server in the Milestone Mobile app.

Setting	Description
Name	The name of the server. The name displays in the list of servers on your device, and can be anything you want.
Address	The IP address of the computer where the Milestone Mobile server is running. Alternatively, if you don't know the IP address you can insert the host name of the computer.
Port	The port number that Milestone Mobile client uses to communicate with the server. The default port is 8081 and for secure connections it is 8082. If you edit the port number, you must also edit the corresponding port number on the server side. Otherwise, Milestone Mobile app and server cannot communicate.
Secure connection	Indicate whether the Milestone Mobile server you connect to uses an HTTPS connection. If in doubt, ask your system administrator. Note: If your device is running Windows Phone, ask your system administrator whether a digital certificate from a certificate authority is installed on your Milestone Mobile server, before you turn on secure connections. Without a certificate, devices running these operating systems cannot connect to Milestone Mobile Mobile servers if you turn on the secure connection setting.
User name	Your user name.

Setting	Description
Password	Your password. The user name and password can be based on either XProtect basic users, which are set up in Management Application or Management Client, or domain users.
Save credentials	Indicate whether you want Milestone Mobile to remember your user name and password for the next time you open the app.
Default server	Indicate whether to log in to this server when you open Milestone Mobile. (iOS and Android only).
Receive notifications	Indicate whether you want to receive notifications.
Notification settings	Indicate the type of notifications you want to receive: <ul style="list-style-type: none"> • All alarms - Be notified when any alarm is triggered, regardless of the alarm's owner or source. • My alarms - Be notified when an alarm that you own is triggered, or when someone assigns an alarm to you. • Turn off Notification settings - Be notified only when something happens to a device or server and not when events trigger alarms.

View and edit connections to Milestone Mobile servers

You can view and modify settings for your connections to Milestone Mobile servers if you, for example, want to change to a secure connection or selecting another server as the default server.

- On the **Servers** page, find the server, tap the context menu, and then tap **Edit**.
 - Android - In the list of servers, tap  for the relevant server, and then tap **Edit**
 - iOS - Tap **Edit**, then **Server connections**, and then tap the server
 - Windows Phone - In the list of servers, tap and hold the server name, and then tap **Edit**
- View or edit the settings:
 - **Automatic connection** - Enables the Smart Connect feature. This allows you to connect to the Milestone Mobile server even if its address has changed. Your system administrator needs to set it up on the server.
 - **Secure connection** - Use HTTPS when you connect. By default, the connection uses HTTP.

Note: If your device is running Windows Phone, ask your system administrator whether a digital certificate from a certificate authority is installed on your Milestone Mobile server, before you turn on secure connections. Without a certificate, devices running these operating systems cannot connect to Milestone Mobile servers if you turn on the secure connection setting.

 - **User details** - The login credentials


- **Save credentials** - Remember the login credentials
 - **Default server** - Always connect to this Milestone Mobile server when you start Milestone Mobile.
3. To add addresses manually, tap **Server connections**, then **Add address**, and enter the IP address and port number.

Turn on or turn off notifications

If you have configured events and alarms in your surveillance system, Milestone Mobile can send a notification to you when events trigger alarms or something goes wrong with a device or server. If you have the app open, Milestone Mobile displays the notification in the app.


Turn on or turn off notifications

By default, notifications are turned on when you add a server. These notifications are delivered when you have Milestone Mobile open.

1. Open Milestone Mobile, and then do the following:
 - Android - In the list of servers, tap the server, tap , tap **Edit**, and then turn on or turn off the **Receive notifications** setting.
 - iOS - Go to the **Settings** page for your mobile device. Tap **Milestone Mobile**, then **Notifications**. Turn on or turn off the **Allow Notifications** setting.
 - Windows Phone - Tap and hold the server, tap **Edit**, and then turn on or turn off the **Receive notifications** setting.
2. To specify the alarms that you are notified about, tap **Notifications settings**, and then select one of the following:
 - **All alarms** - Be notified when any alarm is triggered, regardless of the alarm's owner or source.
 - **My alarms** - Be notified when an alarm that you own is triggered, or when someone assigns an alarm to you.
 - Turn off **Notification settings** - Be notified only when something happens to a device or server and not when events trigger alarms.

Turn on push notifications

If you want Milestone Mobile to notify you, even when you don't have the app open, enable push notifications. Push notifications are sent to your mobile device. Settings for notifications on your mobile device determine how you are notified. For example, it can display a banner or play a distinctive sound.

1. Open Milestone Mobile, and follow the steps above to turn on notifications.
2. To turn on push notifications, do the following:
 - Android - Tap  next to **Milestone Mobile**, tap **Settings**, and then tap **Miscellaneous**. Turn on the **Push notifications** setting.
 - iOS - Go to the settings for your device. Tap **Milestone**, then **Notifications**. Turn on the **Allow Notifications** setting.

- Windows Phone - Tap **settings**, and then **general**. Turn on the **push notifications** setting.

Buttons and settings overview

This topic lists and describes buttons and settings in Milestone Mobile. If you see something in the app that you're not sure how to use, you can look it up here.

After you log in to a server, the top bar in Android, the bottom tabs in iOS, and the slide-through pages of Windows Phone can contain the following options:

Note: The options are available only if you have been given permission to view them, which happens in Management Application or Management Client.

Name	Description
Views	Displays and previews available views. Select the view you want to view video from (live or recorded). You can also create investigations.
Actions	Activate actions.
Investigations	View investigations created in XProtect Web Client or Milestone Mobile client.
Video push	Lets you use the camera on your device to stream video to your surveillance system.
Alarms	View and react to alarms.

Additional features are available, depending on what you're doing.

Name	Description
Actions	View all actions for a view or a camera.
Activate	Activate an output or an event.
Add server (Android and iOS)	Add and configure a new server.
Cancel	Cancel the last thing you did.
Close (Windows Phone)	Close this page or item and return to previous page or item list.
Columns (iOS and Windows Phone)	Display the available cameras in a view in one, two, or three columns. Tap the button to rearrange the view. If the button reappears, this indicates the next available option (one, two, or three columns).
Done	Done on this page.
Edit	Edit settings for the server.
Exit full screen	Stop viewing video in full screen.
Filter	Filter views. By default, all views are selected. You can hide or show views.
Front camera (Windows Phone)	The camera selected for video push. Tapping it changes the camera to the rear camera and the text under the button to Rear Camera .
Go to time (in Playback mode)	Go to a specific time in the past.

Name	Description
Help	Find information about using Milestone Mobile.
History (Windows Phone)	Go to a list of recordings.
Live (in Playback mode)	Switch from Playback mode to Live mode.
New (Android)	Add and configure a new server.
New server (Windows Phone)	Add and configure a new server.
Hide/Show live PiP (in Playback mode)	Turn on and off a small picture-in-picture (PiP) for Live mode. Tap the Hide/Show live PiP button or double-tap the PiP to return to Live mode.
OK	Acknowledge an alarm or perform an action.
Outputs	Access outputs to activate them.
Playback (in Live mode)	Switch from Live mode to Playback mode.
Playback speed (in Playback mode)	Control the speed of the video.
Presets	View the PTZ preset positions on the selected camera. Only for PTZ cameras.
PTZ / PTZ presets	Show PTZ controls on the screen so you can pan, tilt and zoom in on the selected camera. Dimmed for non-PTZ cameras.
Rear camera (Windows Phone)	Indicates the camera used for video push. Tap it to change to the front-facing camera. The name changes to Front Camera .
Recent history	View a list of recordings.
Save	Save your filtered views.
Settings	<p>Android: Go to Settings to view or change Image, Auto-hide controls, Miscellaneous, Camera, and Default PTZ control settings. Video push settings are available under Camera.</p> <p>iOS: Go to Settings to view or change settings.</p> <p>Windows Phone: On the Video Push tab, go to Video Push settings.</p>
Share (iOS)	Take a snapshot of the current frame and save it to your device.
Snapshot	<p>Take a snapshot of the current frame. Snapshots save as follows:</p> <p>Android: By default, snapshots are saved to your device's SD card at: /mnt/sdcard/Milestone.</p> <p>iOS and Windows Phone: Snapshots are saved to your device's Photo Library and can be accessed from tapping Photos on your device.</p> <p>You cannot change save locations.</p>
Time picker	Go to a specific time in the video.
X1 (Windows Phone)	Open a menu with a selection of playback speeds.

Observe and communicate

Log in to the Milestone Mobile app


If your system administrator has set up two-step verification for your user account, you are asked for an additional login step when you log in to the Milestone Mobile app and connects to the server.

The first step is your user name and password. The second step is to type the verification code that you receive via email.

To log in with two-step verification:

1. Tap the Milestone Mobile app icon.
2. From the list of servers, tap the relevant server.

Note: If you have specified a default server, you won't see the list of servers.

3. You are asked for a verification code and the system sends it to your email address. If in doubt, ask your system administrator for the email address.
4. Open your email program and make a note of the numbers.
5. Enter the code in the Milestone Mobile app and tap  to save.

You are ready to view video.

If you do not use the verification code within a specified expiry period (default is 5 minutes), the verification code times out, and you can request a new code on the page where you enter the code.

If you exceed the number of allowed code entry attempts (default is 3), you will be blocked. In that case you must log out of the Milestone Mobile app and log in again.

Viewing live video

You can only view video on cameras set up in views in XProtect Smart Client. You cannot create views in Milestone Mobile. Additionally, Milestone Mobile displays only video. If a view in XProtect Smart Client contains other types of content, such as maps, text, or HTML pages, the content does not display.

When you connect to a server, Milestone Mobile client lists your views.

- Android and Windows Phone - Access your views on the **Views** page
- iOS - Access your views on the **Milestone Mobile** page

The list of views offers the following information:

- The type of view. This can be **All Cameras**, **Shared views** that everyone can access, or **Private** views that you have set up in XProtect Smart Client and only you can access.
- The name of the view. For example, Building A.
- The number of cameras available in the view.

Start viewing live video from a camera

1. Tap a view to display the cameras it contains.
2. Tap the preview image for the camera.

Stop viewing live video from a camera, or view another camera

To stop viewing live video:

- Android and Windows Phone - Tap the **Back** button on your device.
- iOS - Tap **Close** in the upper left corner.

To view video from another camera in the view:

- Swipe right or left.

Search for a specific camera



If you have lots of views and cameras, you can find a camera by searching for the camera name.

1. Above the list of views, tap the **Search** icon.
2. Enter the name of the camera.

Filter your views

If you only want to see a particular type of view, or just want to see fewer views, you can apply a filter. All views are displayed when you tap Filter, regardless of whether they are shown or filtered. You can always choose to include a view again.

How you filter views depends on the operating system on your device.

1. To filter views:
 - Android - Tap . If a filter is already applied, the icon is blue
 - iOS - Tap **Filter** in the upper right corner
 - Windows Phone - Tap **Filter** at the bottom of the screen
2. To include or exclude a view, tap the view or use the slider.
3. To apply the filter and return to the list of views:
 - Android - Tap  in the upper right corner
 - iOS - Tap **Done** in the upper right corner of the navigation pane
 - Windows Phone - Tap **Done** at the bottom of the screen

Discard filter selections


If you haven't saved your selections yet, you can discard them:

- Android - Tap  in the upper left corner

- iOS - Manually undo your selections, or tap **Servers** to go to the list of servers
- Windows Phone - Tap **Cancel** at the bottom of the screen


When you view a camera in full screen, you can interact with the video in several ways.

Use pan-tilt-zoom controls and PTZ presets

If you're viewing video from a pan-tilt-zoom (PTZ) camera, tap **PTZ** or  to use the PTZ controls. Tap controls once to pan or zoom one step.

If your administrator created PTZ presets for the PTZ camera in Management Application or Management Client, you can use PTZ presets on your device in PTZ mode. PTZ presets are predefined positions in the view.

How you access PTZ presets, depends on the operating system on your device.

- Android - Tap 
- iOS - Tap **PTZ**
- Windows Phone - Tap **PTZ Presets**

On the **Presets** context menu or page, select a preset to start using it.

Zoom in or out

You can zoom in or out to get a better look at the video.

- To zoom in, pinch out or tap **+**
- To zoom out, pinch in or tap **-**

Milestone Mobile uses digital zoom.

Crop or fit images to the screen

You can resize images to fit your screen, or crop them. By default, images are fitted to the screen.

The outer parts of images are removed. Tap twice to crop images to fill screen and preserve the image's aspect ratio.

Display other cameras in the view

If your view contains other cameras, you can swipe right or left to display their video.

Switch to Playback mode

If you're recording, and something happens that you want to review, you can switch to Playback mode to review the footage, or start an investigation.

Tip: To keep an eye on the live video while you investigate, turn on picture-in-picture by tapping **Hide/show Live PiP**.

- To switch to Playback mode, tap **Playback**.

Using actions in Milestone Mobile

If your system administrator has given you permission, you can trigger actions if you need to. In the clients, actions are outputs and events that you can activate. For example, you can:

- Start or stop recording
- Switch to a different frame rate
- Trigger SMS and email notifications
- Move PTZ cameras to PTZ preset positions
- Activate hardware output



View and trigger actions

You can view and trigger actions from the following locations:

- The list of views
- When viewing live video
- The Actions page

View actions

1. To view a list of actions, do one of the following:

- Android and iOS - Tap 
- Windows Phone - Swipe to the **Actions** page, or tap  **Actions**

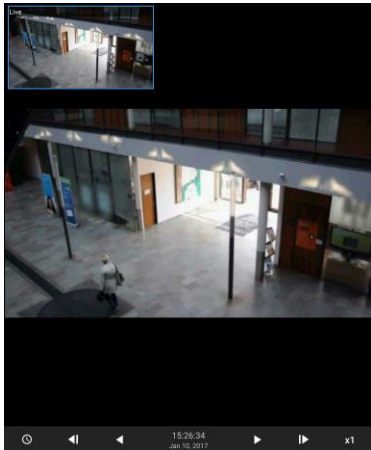
Trigger an action

1. To trigger an action, do one of the following:



- Android and iOS - In the list of actions, tap the action, and then confirm that you want to trigger it.
- Windows Phone - Tap the action, and then tap **Activate**. You receive a notification that a request to trigger the action has been sent.

Use picture-in-picture

If you see something that you want to investigate, but don't want to stop observing the current situation, you can display the live video in a picture-in-picture (PiP) while you play back the video.



To turn on PiP, follow these steps:

1. While viewing live video from the camera, tap  **Playback**.
2. Depending on the operating system on your device, do one of the following:
 - Android - Tap , and then tap **Hide/Show Live PiP**.
 - iOS - Tap **Menu**, and then tap **Hide/Show Live PiP**.
 - Windows Phone - Swipe up from the bottom of the screen, and then tap **Hide/Show Live PiP**.

Return to live video

To view the live video in full screen, tap the PiP window.

Take a snapshot




When you view live video or play it back, and you find something that's of particular interest, you can take a snapshot of it.

Snapshots are saved on your mobile device.

- Android - View snapshots on your device's SD card at /mnt/sdcard/Milestone.
- iOS - View snapshots in the **Photo Library**.
- Windows Phone - View snapshots in **Photos**.

Note that you can't change the locations.

To take a snapshot, in Live mode or Playback mode, do this:

- Android - In Live mode, tap . In Playback mode, tap , and then tap **Snapshot**.
- iOS and Windows Phone - In Live mode, tap  **Snapshot**.



Investigate and document

Find and view video recordings

In Playback mode, you can access recorded video from a camera.






View video recordings from a camera

How you access recordings depends on the operating system on your device.

1. In the view that contains the camera, tap the preview image for the camera.
2. Tap  **Playback**.
3. To view a list of recordings from the camera:
 - Android - Tap , then tap **History**
 - iOS - In the upper navigation bar, tap **Menu**, then tap **Recent history**
 - Windows Phone - Swipe up from the bottom, then tap **History**

Playing back recorded video

Use the timeline controls to play back recorded video. Controls are shown or hidden, depending on what you're doing.

-  **Go to time** - Go to a specific point-in-time by using the slider
-  **Playback speed** - Speed up or slow down the playback speed
-  Play the video backwards or forwards, and pause it 
-  Go to the previous or next frame
- **Hide/Show live PiP** - Hide or display live video from the camera in a picture-in-picture window. For more information, see Use picture-in-picture (on page 18).

Load more recordings

In the Recent history or History lists, if you don't find the sequence you want, and more recordings are available, you can load more and keep investigating.

- Android and iOS - Tap **Load more**
- Windows Phone - Swipe right or left to view pages for today, yesterday, this week, last week, and so on


View or create an investigation

If you are using investigations in XProtect Web Client, you can use Milestone Mobile to view and create investigations. You can preview video from investigations, but you cannot download it to your mobile device.

View ongoing and completed investigations




How you access investigations depends on the operating system on your mobile device.

Tip: You can quickly refresh the list of investigations by swiping down from the top. You have to be at the top of the list though, otherwise you will scroll instead.

1. To go to investigations, do one of the following:
 - Android - Tap the **Investigations** tab
 - iOS - On the Navigation pane, tap  Investigation
 - Windows Phone - Swipe to the **Investigation** page
2. Optional: On the Investigations page, you can filter investigations:
 - **My investigations** - View your investigations
 - **All investigations** - View your investigations and those that other people created. Your administrator must enable you to do this
3. To see the details in an investigation, tap the investigation.
4. To view the video in the investigation, tap **See camera**.

Create an investigation

When you create an investigation the video is saved on the Milestone Mobile server that you are connected to, not on your mobile device. To view the video on your device, you must connect to the server.

1. Find the camera that recorded the video, and then tap the preview image to maximize it.
2. Tap  **Playback**, and then:
 - Android - Tap , and then tap **Investigate**.
 - iOS - Tap **Menu**, and then tap **Investigate**.
 - Windows Phone - Tap  **Investigate**.
3. Specify the time to define the period to investigate.
4. Tap **Create**.

About streaming video from your mobile device

Video push lets you stream live video from the camera on your mobile device to your XProtect surveillance system.

For example, this is a great way to collect evidence when you examine an incident.

When would I want to stream video from my mobile device?

There are many good reasons to stream video to your surveillance system. The following are just a few examples:

- A crowd is forming at an entrance, and you want to show the control room.
- You witnessed a crime, and want footage of the perpetrator.
- You're interviewing a witness, and want to record the response.
- A guard is handling a situation, and you want to document his actions.

Your administrator must set up video push

Before you can use video push, your administrator must do the following in Management Application or Management Client:

- Add a channel to the Milestone Mobile server.
- Add the Video Push Driver as a hardware device.
- Specify the users who can stream video from a device.

For more information, see the Administrator Manual for your XProtect system.

Set up video streaming on your mobile device


To stream video from your mobile device to your XProtect surveillance system, there are a few things you need to set up.

The settings depend on the operating system on your device.

Settings for Android and Windows Phone

Settings for video push are the same for Android and Windows Phone. How you access them differs slightly.

Go to the **Settings** in Milestone Mobile, and then do one of the following:

- Android - On the **Video Push** screen, tap , and then tap **Settings**
- Windows Phone - Tap **video push**

Specify the following:

- **Use front facing camera** - Choose if you want to use your device's front facing camera to stream the video. This displays only if the front facing camera is currently in use on your device.
- **Video resolution** - Set the resolution of the stream to push.
- **Image quality** - Set the image quality of the video stream. Enter a value between 0 and 99.
- **Quality of service** - Let Milestone Mobile server optimize the number of frames per second in the stream. For example, you need less frames if your connection is slow. This can affect the quality of the video.

- **Location data** (XProtect Corporate, XProtect Expert, XProtect Professional+, XProtect Express+, and XProtect Essential+ only) - Include details about where you are while you stream the video. This requires that you turn on location information on your device.

Settings for iOS

Settings for video push are available in **Settings** on your mobile device.

- **Camera** - Use either the front-facing or back-facing camera on your device.
- **Resolution** - Choose image resolution. You can choose between HD, Low, Medium and High.
- **Image Quality** - Select whether to allow Milestone Mobile to adjust the number of frames per second in the stream according to the available bandwidth between the server and client. By default, this is turned on. This can affect the quality of the video.
- **Location data** (XProtect Corporate, XProtect Expert, XProtect Professional+, XProtect Express+, and XProtect Essential+ only) - Include details about where you are while you stream the video.

This quality of service here is intended for Video Push only.



The clients will change the compression of the images trying to maintain a stable number of frames per second even on slow connections.

This is different from the server-side quality of service used when viewing live video.

Stream video from your device to your surveillance system

If your system administrator has set up video push in Management Application or Management Client, and enabled you to use it, you can stream video from your device to your surveillance system. For more information, see [About streaming video from your mobile device](#) (on page 20).

How you access and use video push depends on the operating system on your device:

1. To access video push, do one of the following:
 - Android - On the navigation bar, tap 
 - iOS - On the navigation bar, tap  **Video Push**
 - Windows Phone - Slide to the **Video Push** page
2. To start streaming video, do one of the following:
 - Android - Tap **Start**
 - iOS - Tap **Push**
 - Windows Phone - Tap **start video push**

Note: If your Windows Phone device has front-facing and rear-facing cameras, the Video Push page indicates the camera that you are using. To switch to the other camera, tap the button.


3. To stop recording, tap **Stop**.

Bookmark an interesting moment

Bookmarks are available in XProtect VMS products.


If you see something you'll want to investigate later, you can bookmark the moment in the video while you are recording.

To create a bookmark:

- Android - In the lower right corner, tap  **Bookmark**
- iOS - In the upper left corner, tap **Bookmark**
- Windows Phone - Swipe up from the bottom, and then tap **Bookmark**

Investigate the video you streamed

Milestone Mobile records the video that you stream so that you can investigate it.

1. Go to the view with the video push camera.
2. Tap the camera to go to full screen.
3. Tap  **Playback**.
4. Use the playback controls to investigate the video.

React to a notification

Milestone Mobile can notify you when something needs your attention, even when you're not using the app. For example, the system can notify you when an alarm triggers.

React now, or later

To react immediately, tap the notification to open Milestone Mobile and investigate what happened. When you do this, Milestone Mobile does not store the notification.

If you don't want to react right away, you can view the notification later:

- Android - Go to the **Notification Area**. Open the notification drawer to see the details
- iOS - Go to the lock screen or the **Notification Center**
- Windows Phone - Go to the **Action Center**

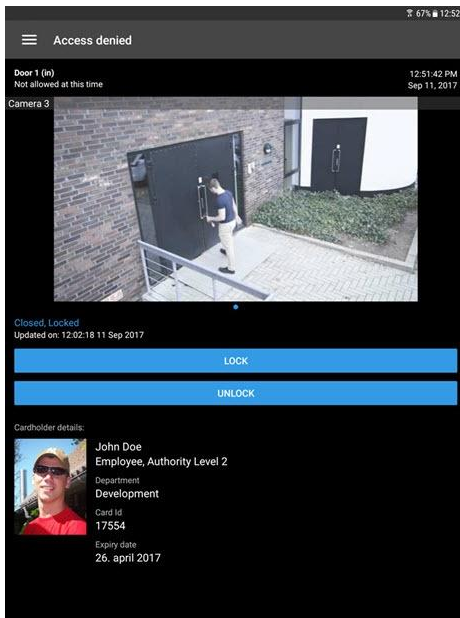
Control access through doors

XProtect Access and Milestone Mobile (explained)

With XProtect Access, and the Milestone Mobile app installed on your smartphone or tablet, you can control access to doors. This includes responding to access requests, viewing video footage and the state of doors, and checking access control events.

Access requests

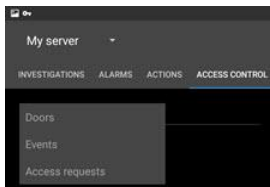
When you get an access request on your device, it may look like this:



Access requests let you:

- view the state of the door, for example **Closed, Locked**.
- view live video and the video recorded when the cardholder tried to gain access.
- view the cardholder details, for example picture and authority level.
- grant the cardholder access by unlocking the door, or you can lock it.

Access requests are listed under **Access requests** for two minutes. After that, they appear only in the **Events** list.



Before you start (administrators)

To use Milestone Mobile app for access control purposes, you need the following:

- A Milestone Care Plus service agreement.
- Licenses required for using XProtect Access. This includes a base license and a door license for each door.
- An access control system that is configured and integrated with your VMS system.
- If you are using one of these products, you must configure the user profiles to enable access control and access requests:
 - XProtect Corporate
 - XProtect Expert
 - XProtect Professional+
 - XProtect Express+
 - Essential+. See Configure user profiles on server (see "Configure user profiles on server (administrators)" on page 25).
- If you are using one of these products, you must configure the user profiles to enable access control - access requests are enabled by default:
 - XProtect Professional
 - XProtect Express. See Configure user profiles on server (see "Configure user profiles on server (administrators)" on page 25).
- You must install version 2017 R3 or later of the Milestone Mobile app on your smartphone or tablet.
- In the Milestone Mobile app:
 1. You must specify the server settings of the mobile server. See Connect your mobile device to a Milestone Mobile server (on page 7).
 2. In the server settings, you must enable access request notifications. See Turn on access request notifications in Milestone Mobile (see "Turn on access request notifications in Milestone Mobile (administrators)" on page 26).

Configure user profiles on server (administrators)

You must enable certain user rights to ensure that users of Milestone Mobile can use access control and can view and respond to access requests on their smartphones or tablets. Depending on your VMS system, the setup differs slightly.

In Management Client:

1. Expand **Security** and select **Roles**.
2. Select the role you want to modify.
3. In **Role Settings**, click the **Access Control** tab.



4. If not already selected, select these check boxes:
 - **Use access control** - required to view access control features in Milestone Mobile.
 - **Receive notifications** - required to receive access request as push notifications.
5. For each required role, repeat the steps above.
6. Save the changes.

In Management Application:

1. Expand **Advanced Configuration**.
2. Expand **Users**.
3. Right-click **Users** and select **Properties**. A window appears.
4. On the **Access Control Management** tab, make sure the **Use access control** check box is selected.
5. Click **OK**.

Turn on access request notifications in Milestone Mobile (administrators)

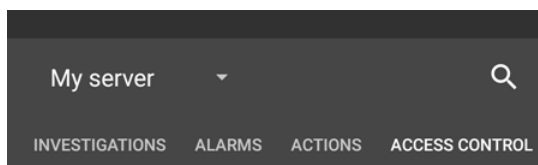
In addition to the security settings on the server, you must also enable access request notifications in the server settings in Milestone Mobile. You must do this for all servers that the app is connected to.

1. Open your Milestone Mobile app.
2. In the list of servers, tap  and then **Edit**.
3. Enable the **Receive notifications** option.
4. Tap **NOTIFICATION SETTINGS** and enable **Access requests**.
5. In the upper right corner, tap  to save the change.


Respond to access requests

When someone tries to enter a building by means of a door controller, and access is denied, an access request is sent to your app. Depending on your access control system, you can respond in different ways, for example by unlocking the door to let the person enter.

1. If you are using a VMS system that supports push notifications, open the access request from the notification bar. This example is from an Android tablet. It may look different if you are using an iOS or Windows device.




-Or-

1. Open the app, and in the list of servers, tap the server you want to connect to.
2. Tap the **ACCESS CONTROL** tab.
3. Tap  and select **Access requests**.
4. Tap an access request to open it.

After opening the access request, live video from the cameras at the door are displayed and details about the person who tries to enter.


After two minutes, access requests disappear from the list. You can find them in the **Events** list.

2. To switch camera, swipe the live image to the left. If there are more than two, swipe several times.
3. Now you can either **LOCK** or **UNLOCK** the door.
4. To play back the video before or at the time the cardholder tried to enter:
 1. Tap the live image. The live video feed is displayed in a bigger view.
 2. Tap  to switch to playback mode. In the changed view, you can still view live video at the top.

Investigate access control events

You may want to check who entered a building during the last hour, or who was denied access. Other examples of access control events are **Door controller tampering** and **Door controller power failure**. Such events are defined in the access control system.

By default, all access control events from the last 30 days are displayed.



1. Tap the **ACCESS CONTROL** tab.
2. Tap  and select **Events**.
3. If the event is not in the list, tap **LOAD MORE** at the bottom of the list to view more events.
4. Tap an event to view details about it. For example, if the event is **Access denied**, details about the cardholder appear.
5. To play back the video recorded at the time of the event, tap **SEE CAMERA**.
6. To check the state of the door, or to lock or unlock it, tap **VIEW DOOR**.

View doors and take action

You can check the state of a door, for example **Closed**, **Unlocked** and view live video or play back recorded video from the cameras monitoring the door. Based on the state of the door, you can either lock or unlock it.

Lock and Unlock are the standard options, but other commands may be defined in your access control system.

1. Tap the **ACCESS CONTROL** tab.

2. Tap  and select **Doors**. A list of doors are displayed.
3. Tap the door you want to view.
4. If required, **Lock** or **Unlock** the door. The state of the door changes.
5. To play back the video, tap the live image and then . Even in playback mode, you can still see the video stream in live mode.



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About Milestone Systems

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. For more information, visit: <http://www.milestonesys.com>.

