MAKE THE
WORLD SEE

Milestone Systems

XProtect® Web Client 2018 R1

User Manual

milestone

Contents

XProtect Web Client 5

Log in 6

Navigating the Home page (explained) 7

Find a camera 8

Search for a camera 8

Navigate to a camera 8

Viewing live video (explained) 9

Play back recording from one camera 11

Using the time picker (explained) 12

Play back recording from more than one camera 14

Cameras in your investigation area (explained) 14

Using the investigation timeline (explained) 15

Save your investigation 15

Customizing your investigation (explained) 16

Remove a camera from your investigation 17

Turn playback on or off 17

Download and share video 19

Sharing a Web Client page (explained) 19

View alarms 20

Activate actions 21

Zooming 22

Digital zoom vs optical zoom (explained) 22

Use digital zoom 22

Use optical zoom (only for cameras that support optical zoom) 22

Settings 23

WebSockets 23

PTZ control 23

Update XProtect Web Client 24

Index 25

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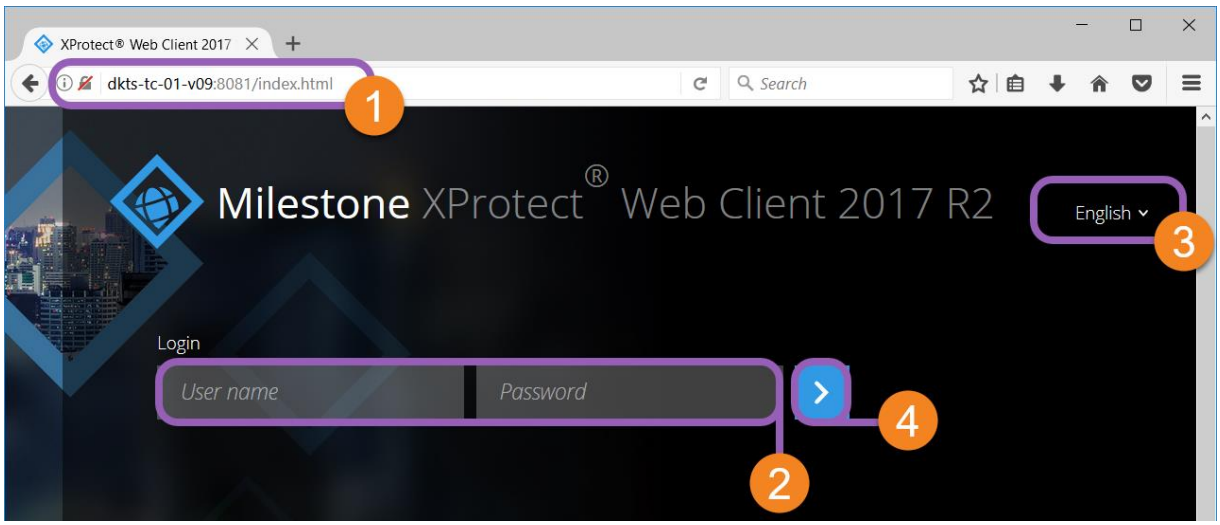
XProtect Web Client

XProtect Web Client lets you view live video in your web browser and lets you download recordings.

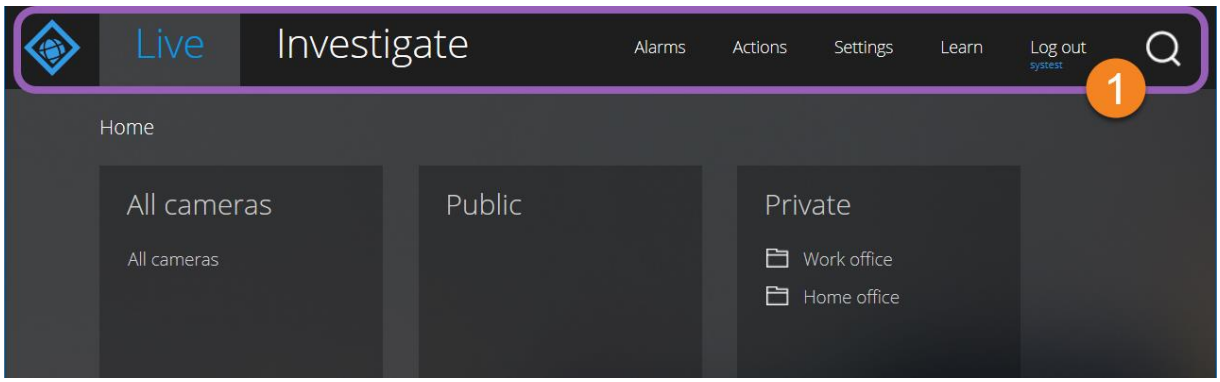
Log in



1. In the address bar of your web browser ❶, enter the Internet address that your system administrator gave you. Example: http://1.2.3.4:8081 or https://11.2.3.4:8082.
2. In the **User name** and **Password** fields ❷, enter your login information.

   Optional: To change languages, click the default language ❸ in the upper right corner.
3. Click ❹ or press **Enter** to log in.

Navigating the Home page (explained)



Item 1 in menu	What can I do with it?
XProtect Web Client logo	Click to return to the Home page of XProtect Web Client.
Live	Click to return to your last position in the view structure. View live video. Play back recording from one camera (on page 11).
Investigate	Play back recording from more than one camera (on page 14). Download and share video (on page 19).
Alarms	View alarms (on page 20) from all cameras.
Actions	Activate actions (on page 21), for example, to open doors.
Settings	Customize XProtect Web Client (see "Settings" on page 23).
Learn	Watch video tutorials and read more about XProtect Web Client.
Log out	Exit XProtect Web Client.
Search	Find a folder, view, or camera (see "Find a camera" on page 8).

Find a camera

Search for a camera

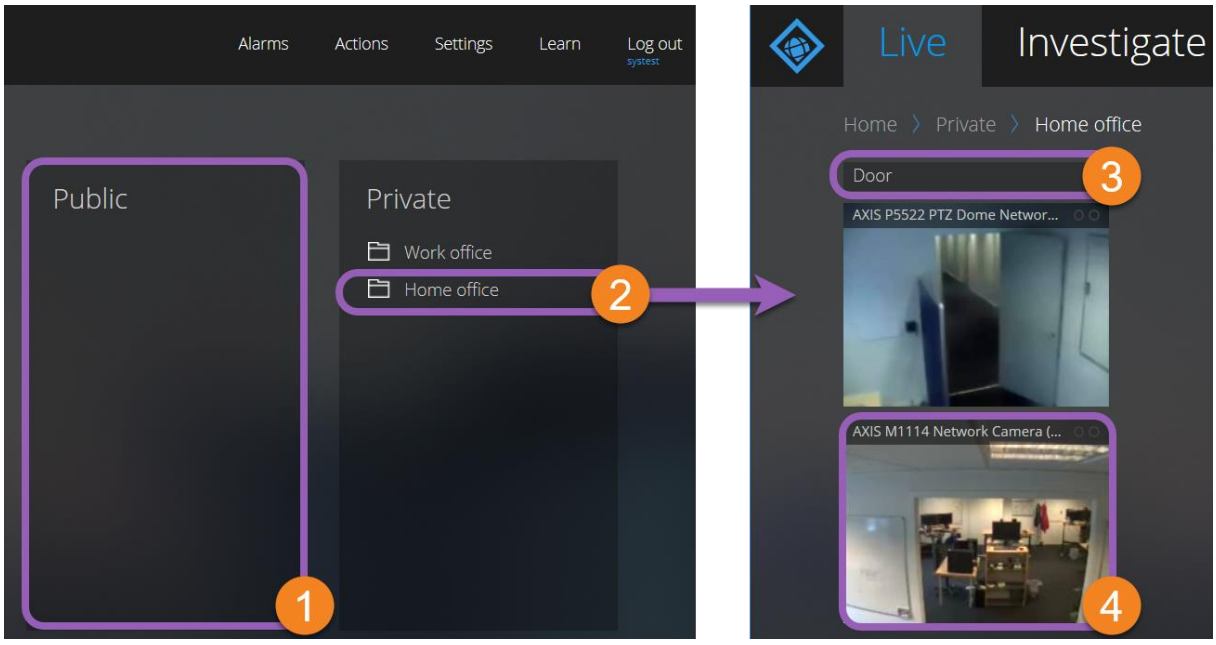
On the **Home** page:

1. Click in the upper right corner.
2. Start typing the name of a folder, view, or camera. Results show up as you type.
3. Click a camera for more options on live video (see "Viewing live video (explained)" on page 9).

Tip: Type **ptz** to find all your PTZ cameras.

Navigate to a camera

On the **Home** page:

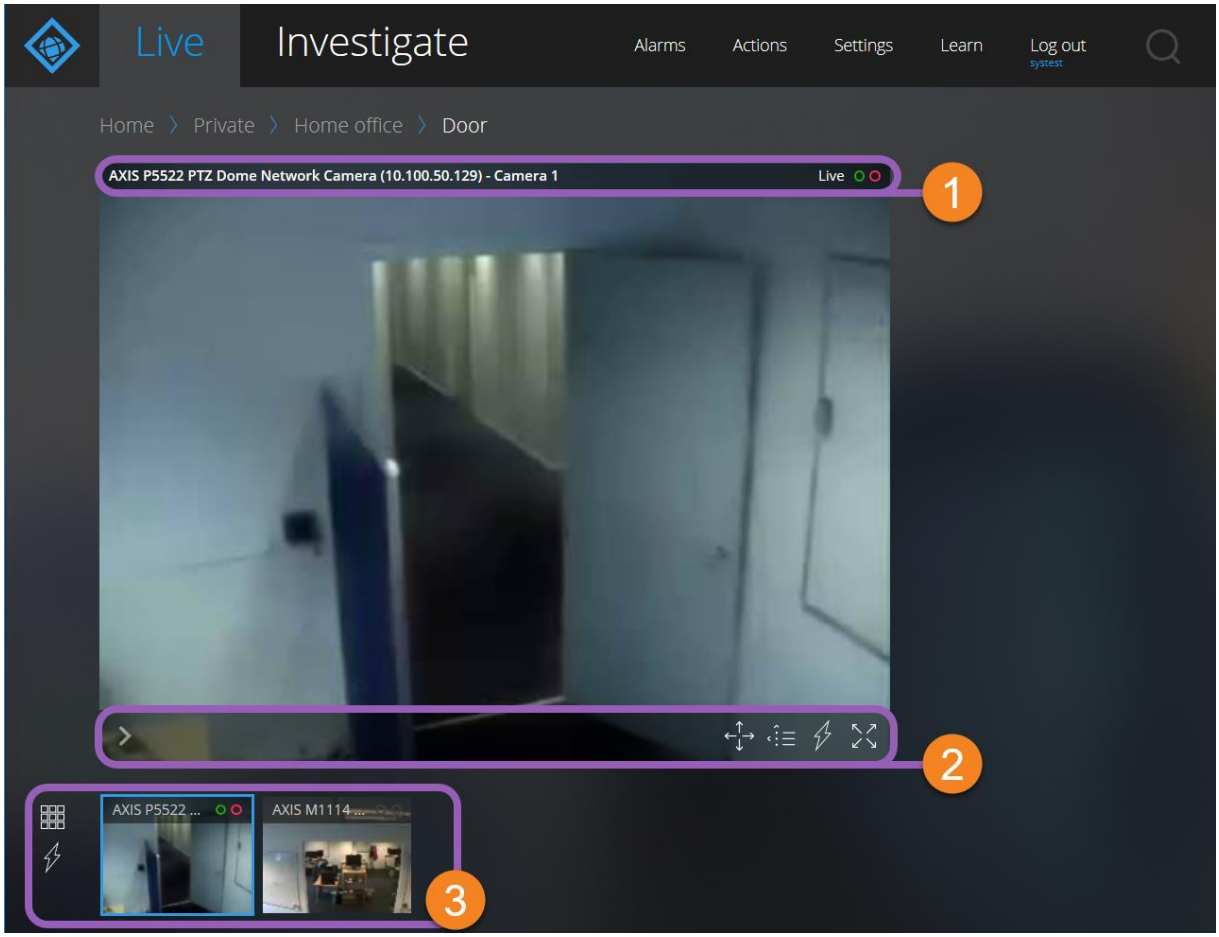


1. In a folder ❶, click a subfolder ❷ to see your views ❸.
2. In a view ❸, see live video from every camera in that view.
3. Click a camera ❹ to play back recording from that camera (see "Play back recording from one camera" on page 11).

Viewing live video (explained)

"What can I do with live video? And what are the red and green circles in the upper right corner of the video?"

On the **Live** tab, find and click a camera.



In the camera title bar ❶:

- See the name of the camera.
- Check if the video that you are seeing is **Live** or **Playback** of a recording.
- Check if the camera is detecting motion, recording video, or both.

Symbol	Is motion being detected?	Is the video being recorded?
○○	×	×
●○	✓	×
○●	×	✓
●●	✓	✓

On the camera toolbar ❷:

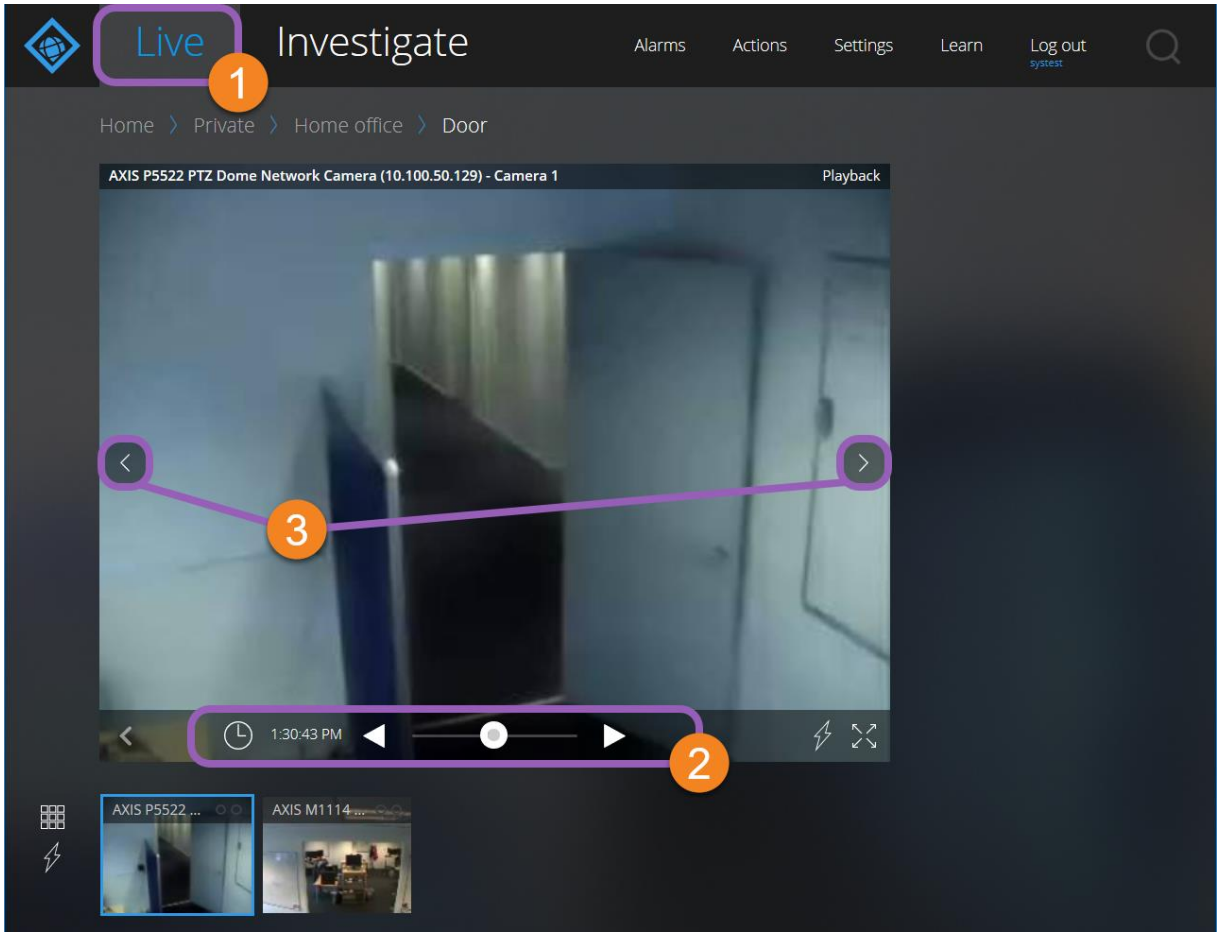
Item	What can I do with it?
	Pause live video and play back recorded video (see "Play back recording from one camera" on page 11).
	Move and zoom your PTZ camera.
	Move your PTZ camera to a PTZ preset position that you specified in XProtect Smart Client.
	View all actions for the camera.
	Enter full screen. Click again or press **Esc** to exit full screen.

On the thumbnail strip ❸:

- See live video from all cameras in the view.
- Click another camera to switch to it.
- Click to view bigger live video from all cameras in the view.
- Click to view all actions for all cameras in the view.
- To resize the thumbnail strip, move your mouse to the top of the thumbnail strip, click, and drag the strip up or down.

Play back recording from one camera

"I've just spotted something on Camera 1. I want to pause live video and have a quick look at what happened."

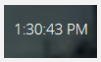


On the **Live** tab ❶:

1. Find and click a camera.
2. On the camera toolbar, click to pause live video. The playback control bar appears.

On the playback control bar ❷:

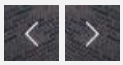
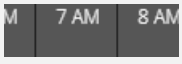
Item	What can I do with it?
	Drag to the left to fast backward or to the right to fast forward.
	Play the video backward or forward.
	See the previous or next image ❸.

Item	What can I do with it?
	Specify a time by using the time picker and play back video from that time (see "Using the time picker (explained)" on page 12).
	Time for when the image that you are seeing was taken.

Using the time picker (explained)

Specify a time and play back video from that time.

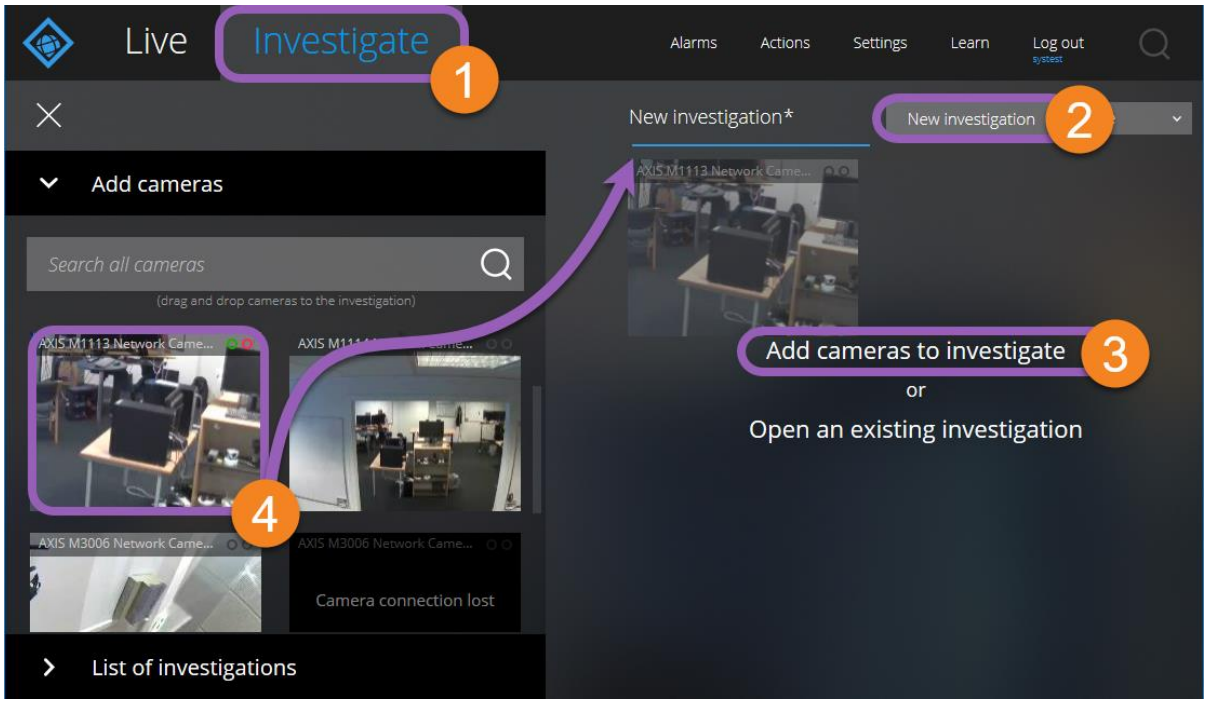
1. On the **Live** tab, find and click a camera.
2. On the camera toolbar, click to pause live video. The playback control bar appears.
3. On the playback control bar, click to open the time picker.

Item	What can I do with it?
	See the previous or next image.
	Go one week backward of forward.
	Click and drag to specify the day.
	Click and drag to specify the hour.
	Click and drag to specify the minute.

Item	What can I do with it?
Go to	Go to the time that you specified.
Live	View live video.

Play back recording from more than one camera

"I need to play back recordings from all our office cameras from around 9:30 yesterday morning."



On the **Investigate** tab ❶:

1. Click **New investigation** ❷.
2. Click **Add cameras to investigate** ❸. The side panel opens to the left.
3. Under **Add cameras** in the side panel, you can browse and search for cameras that you want to investigate.
4. Click, drag, and drop every camera ❹ that you want to investigate into the **New investigation** area.

Tip: Click a camera in the investigation area to view bigger video. Press **Esc** or click ✕ in the upper right corner to return to normal view.

Cameras in your investigation area (explained)

When you view a group of cameras in **Live** mode and then switch to **Investigation** mode, the same group of cameras show up in your investigation area.

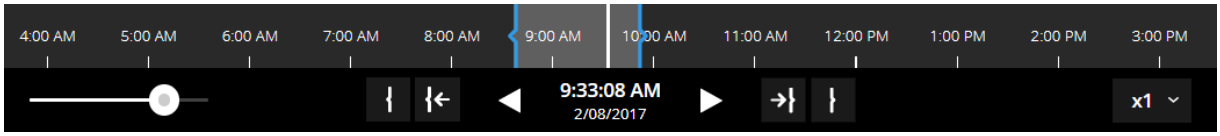
Examples:

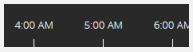
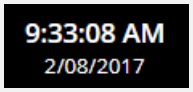
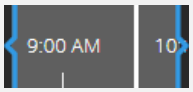
- You are in your **Private** folder on the **Live** tab. When you click the **Investigate** tab, all cameras in the **Private** folder show up in your investigation area.

- You are on the **Home** page on the **Live** tab. When you click the **Investigate** tab, all cameras in your system show up in your investigation area.

Using the investigation timeline (explained)

In an investigation, on the timeline:



Item	What can I do with it?
	Click and drag the timeline to change your current position in the investigation.
	Play the video backward or forward.
	Time for when the image that you are seeing was taken.
	Click and drag the blue time selectors to select the part of your investigation that you want to download and share (see "Download and share video" on page 19).
	Move the start or end of your selection to your current position in the investigation.
	Jump to the start or end of your selection.

Save your investigation

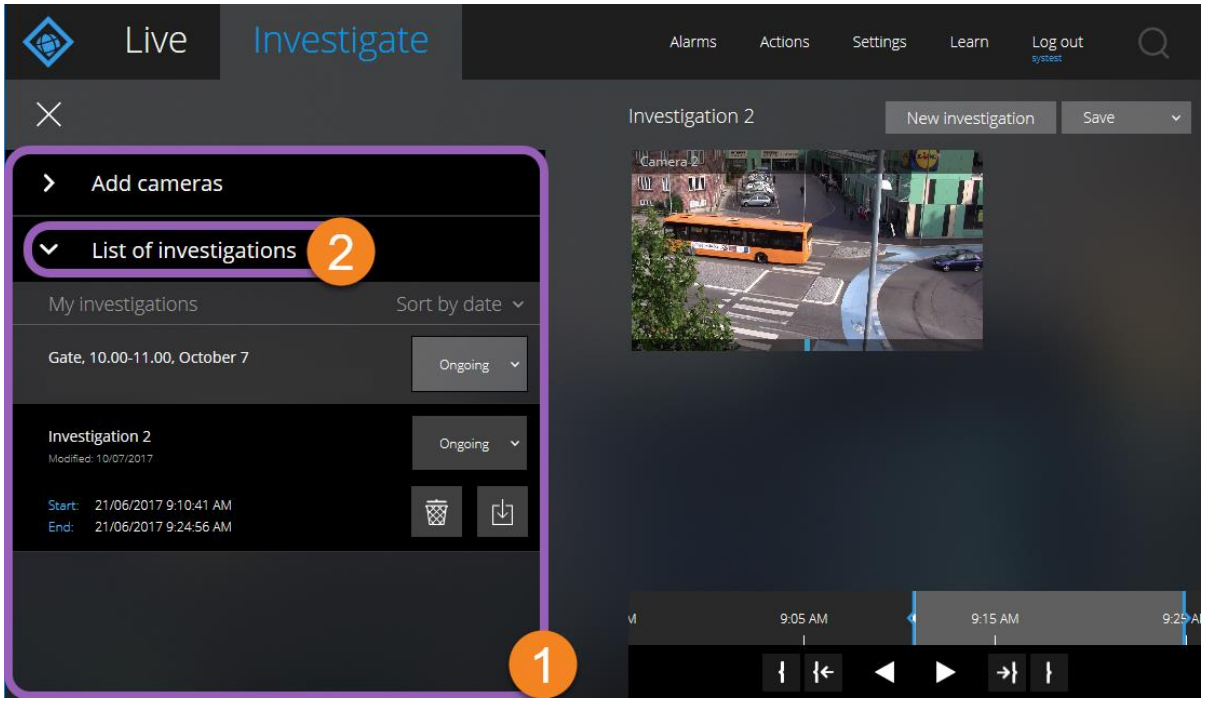
"I want to look at these recordings again tomorrow. Perhaps download and show them to my security officer later. What do I do?"

On the **Investigate** tab, in an investigation:

1. Click **Save**. Two options for saving appear.
2. Click **Save**.

   Or: To rename your investigation before you save it, click **Save as**.

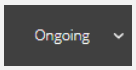
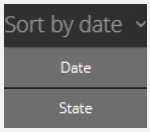
Customizing your investigation (explained)



On the **Investigate** tab, click to open the side panel.

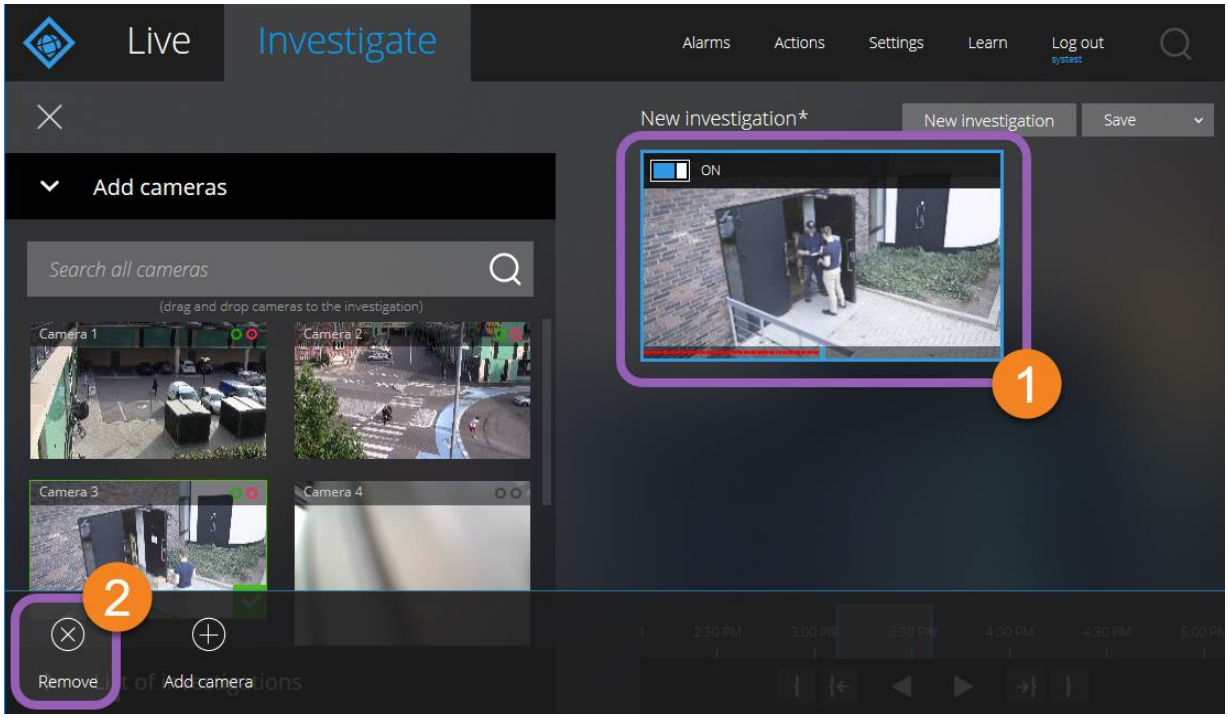
In the side panel ❶:

1. Click **List of investigations** ❷ to see all your investigations.
2. Click an investigation to customize it.

Item	What can I do with it?
[name of investigation]	Click to rename the investigation.
	Delete the investigation.
	Prepare and download video (see "Download and share video" on page 19).
	Mark your investigation **ongoing** or **completed**.
	**Sort by date**: See your most recent investigations at the top of your list. **Sort by state**: See your ongoing investigations first and your completed investigations last in your list.

Remove a camera from your investigation

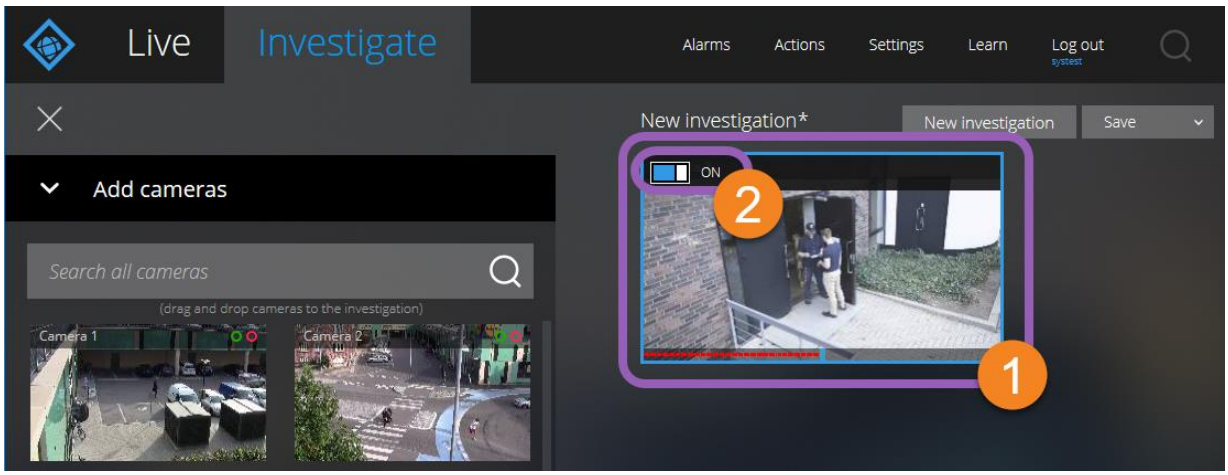
"I'm about to download these videos, but Camera 3 has no relevant footage. How do I take it out of my investigation?"



On the **Investigate** tab, in an investigation:

1. Right-click the camera ❶ that you want to remove from your investigation.
2. Click in the bottom left corner ❷ to remove the camera from your investigation.

Turn playback on or off



On the **Investigate** tab, in an investigation:

1. Right-click the camera ❶ that you want to enable or disable playback for.
2. Click in the upper left corner of the video ❷ to turn playback on or off.

Download and share video

"I want a copy of my investigation that I can show to the police."

On the **Investigate** tab:

1. Click .
2. Open your **List of investigations**.
3. Click the investigation that you want to download.
4. Click .
5. Click **Prepare** to download the video in the format that you need. You will find your files in the download folder of your web browser.

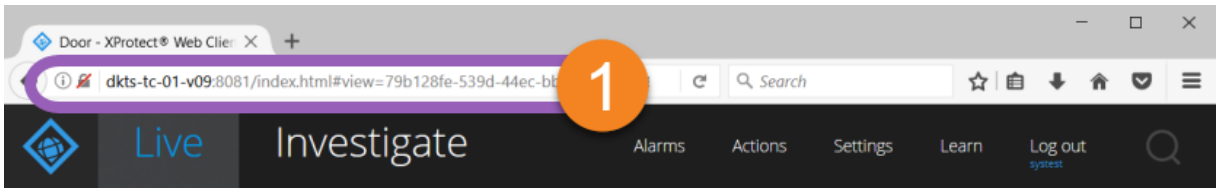
Which format should I export to?

Format	What can I do with it?
AVI package	Standard file format supported by most media players. Choose this if in doubt.
Database package	Download the data and the XProtect Smart Client – Player. You can only play the video in the XProtect Smart Client – Player.
MKV package	The recording camera chooses the codec to use. You can only play the video if you have the necessary codecs installed.

Note: Follow your company policy when sharing video evidence.

Sharing a Web Client page (explained)

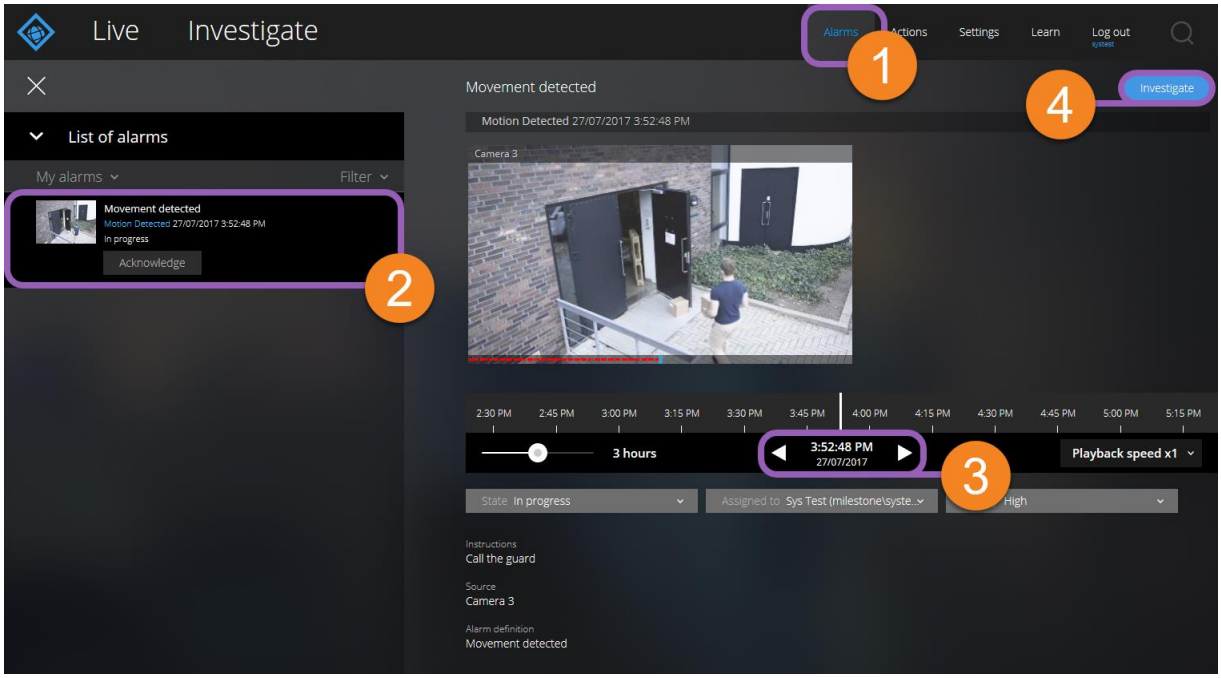
"My colleague sits in a different office. What's the fastest way I can show her exactly what I'm looking at in my Web Client?"



Every page of your Web Client has its own Internet address ❶. You can share the address with other users. When users go to the address in a web browser and log in, they see the page that you shared with them.

View alarms

"Camera 3 detected motion at around 4:00 PM and sent me an alarm. It looks like a burglary. I want to see what exactly happened and show the video to my security officer."



On the **Alarms** tab ❶:

1. Find and click the alarm ❷ that you want to view video for.
2. Play the video backward or forward and check when the image that you are seeing was taken ❸.
3. To save the video for later or share it with others, click **Investigate** ❹.
    - Follow the steps in the Download and share video (on page 19) section.

What else can trigger alarms?

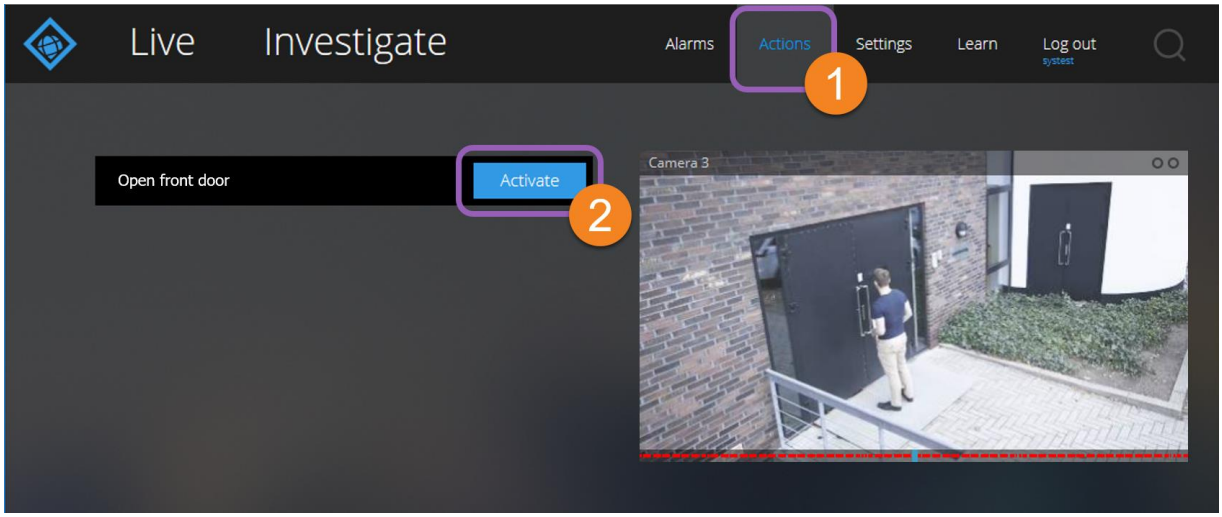
- A camera stops working.
- A pane of glass gets shattered or broken.
- A locker gets broken into.
- A blacklisted license plate is seen on camera.

Note: To view alarms, ask your system administrator to set up alarms and to give you the necessary rights.

Activate actions

"I want to open the front door to our visitors at the push of a button."

You can activate actions, which trigger events in your video surveillance system. For example, when you open the front door (action), Camera 3 starts recording video (event).



On the **Actions** ❶ tab:

1. Find the action that you want to activate.
2. Click **Activate** ❷, and, for example, the front door opens.

What are some examples of actions?

- Open and close doors.
- Turn lights on and off.
- Activate and deactivate sirens.

Note: To view and activate actions, ask your system administrator to set up actions and to give you the necessary rights.

Zooming

Digital zoom vs optical zoom (explained)

When you use digital zoom:

- The quality of the image gets lower. What you see is pixelated and less clear.
- The quality of the recording does not change.
- The zoom level of the recording does not change.

When you use optical zoom (only for cameras that support optical zoom):

- The quality of the image that you see does not change.
- The quality of the recording does not change.
- If you use optical zoom on your camera while recording, the zoom levels used will be reflected in your recording.

Use digital zoom

1. On the **Live** tab, find and click a camera.
2. Place your cursor over the video.
3. Double-click or scroll with your mouse to zoom in or out.
4. When zoomed in, click and drag your cursor to your area of interest.

Use optical zoom (only for cameras that support optical zoom)

1. On the **Live** tab, find and click a PTZ camera.
2. Place your cursor over the video.
3. Scroll with your mouse to zoom in or out.

   Or: Click then to zoom.

   Note: If you use optical zoom on your camera while recording, the zoom levels used will be reflected in your recording.

See how to move your pan-tilt-zoom (PTZ) camera using your mouse in the PTZ control (on page 23) section.

Settings

"How can I make sure that XProtect Web Client runs as smooth as possible? Also, I want another way to move my PTZ cameras."

WebSockets

Keep WebSockets on to get video faster and use less bandwidth.

Keep this setting on unless your system administrator asks you to turn it off.

PTZ control

Choose how to move your pan-tilt-zoom (PTZ) camera by using your mouse.

Swipe:

1. Place your cursor over the video.
2. Click and hold down your left mouse button.
3. Drag your mouse then release your left mouse button.

Tap and hold:

1. Place your cursor over the video.
2. Click and hold down your left mouse button.

   Or: Click and drag your mouse around.

Update XProtect Web Client

To work with the latest version of XProtect Web Client, ask your system administrator to update the Milestone Mobile.

Index

A

Activate actions • 7, 21

C

Cameras in your investigation area (explained) • 14

Copyright, trademarks and disclaimer • 4

Customizing your investigation (explained) • 16

D

Digital zoom vs optical zoom (explained) • 22

Download and share video • 7, 15, 16, 19, 20

F

Find a camera • 7, 8

L

Log in • 6

N

Navigate to a camera • 8

Navigating the Home page (explained) • 7

P

Play back recording from more than one camera • 7, 14

Play back recording from one camera • 7, 8, 10, 11

PTZ control • 22, 23

R

Remove a camera from your investigation • 17

S

Save your investigation • 15

Search for a camera • 8

Settings • 7, 23

Sharing a Web Client page (explained) • 19

T

Turn playback on or off • 17

U

Update XProtect Web Client • 24

Use digital zoom • 22

Use optical zoom (only for cameras that support optical zoom) • 22

Using the investigation timeline (explained) • 15

Using the time picker (explained) • 12

V

View alarms • 7, 20

Viewing live video (explained) • 8, 9

W

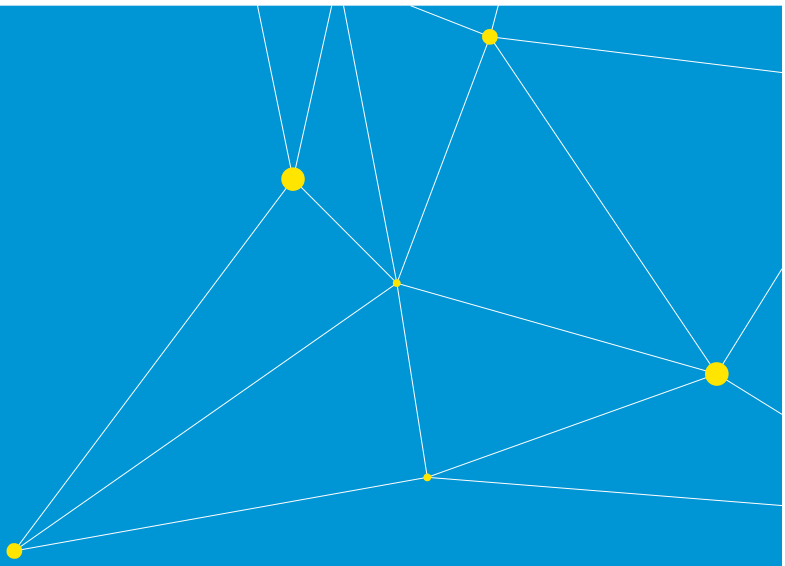
WebSockets • 23

X

XProtect Web Client • 5

Z

Zooming • 22



helpfeedback@milestone.dk

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.