

Milestone Systems

Milestone Mobile 2014 (Client)



The Open Platform Company



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Introduction

This manual is for users of Milestone Mobile client, a mobile application available on Android, iOS and Windows Phone.

What's new

In addition to the enhanced functionality mentioned below, XProtect® Mobile has been renamed to Milestone Mobile. The name change reflects Milestone Mobile's ability to offer more opportunities to mobile users. Milestone Mobile now works with both XProtect® software and Milestone Arcus™-based products.

New in Milestone Mobile 2014:

Camera search

New in Milestone Mobile 2013:

Windows 8 Phone support

- You can now use Milestone Mobile 2013 with Windows 8 phones.

Exports

- Export video from your Milestone Mobile client to your system or download it to your device. With the ability to view, define and create video exports on-the-go, users have extended remote capabilities and can take immediate action on incidents.
- Preview exported video sequence on your device without the need to download video or pictures to your device.

Milestone Federated Architecture (MFA) and master/slave support

- You can now deploy a single Milestone Mobile 2013 server component that can access all cameras in a larger distributed system.

Support for 64-bit servers

- The Milestone Mobile server can run on 64-bit servers, enabling users to run more cameras and/or users while using fewer servers.

Performance improvements

- The Milestone Mobile server is optimized, which means better scaling with many users and more intelligent bandwidth adaption.



Support for new mobile devices

- The user interface has been updated to take advantage of Android design patterns from version 3.0 and upwards.
- The user interface has been updated to take advantage of the new screen aspect ratio introduced with the iPhone 5.



Milestone Mobile

About Milestone Mobile client

Milestone Mobile is a mobile surveillance app closely integrated with the rest of your system.

You can connect to your cameras in Milestone Mobile client from the following XProtect systems:

XProtect Corporate 4.0+
XProtect Enterprise 8.0+
XProtect Professional 8.0+
XProtect Express 1.0+
XProtect Essential 2.0+
XProtect NVR 1.0+
XProtect Go 2.0+

Milestone Mobile client works with the following operating systems:

iOS	iPhone, iPad and iPod Touch
Android	Smartphones and tablets with Android installed
Windows 8 Phone	Smartphones using Windows 8 Phone.

About Milestone Mobile server and plug-ins

To use the Milestone Mobile client, you must connect to a Milestone Mobile server. To install the Milestone Mobile server:

- For the XProtect Professional VMS products, complete a **Typical** translation of the XProtect software. A **Typical** installation includes the Milestone Mobile server.
- For the XProtect Advanced VMS products, install the Milestone Mobile server from the system's Administrative Installation Page. See the XProtect Advanced VMS documentation for more information.

Install the Milestone Mobile server on the server that runs your system as well as on a dedicated server to ensure that the Mobile server can access camera data and other data from the XProtect system's recording server.

For more information about Milestone Mobile server functionality, see the **Milestone Mobile Administrator's Manual**, which you can download from the Milestone website.

About the language of Milestone Mobile client

The language of the Milestone Mobile client is automatically set to the language of your device.



For example, if the language of your device is set to French, the Milestone Mobile client uses French. To change the language of Milestone Mobile client to another language, you must do so inside the app (Note that this capability is only available for Android). Alternatively, you can change the language of your device in your device settings.

Note that to use Milestone Mobile client in Hindi, your device must support this language.

About controls

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

Name	Description
Views	Displays and previews of available views. Also lets you select the one to view video from (live or recorded).
Video push	Open the Video Push functionality, allowing you to use your device camera to send video to your system.
Actions	Activate actions.
Exports	Export a video or a snapshot and save it to your device (if your device supports this) or view it directly from your device without saving it on the device.

Depending on where you are in Milestone Mobile, the context sensitive menu may contain any of the following items:

Name	Description
Actions	Show all actions for a view or a camera.
Activate	Activate an output or an event.
Add Server	Add and configure a new server. (iOS)
Cancel	Cancel last action.
Close	Windows® Phone: Close this page or item and return to previous page or item list.
Columns	Windows® Phone: Shows the available cameras in a view in one, two, or three columns. Tapping on the button rearranges the view. If the button reappears, this indicates the next available option (one, two, or three columns).
Done	Done on this page. Equivalent to an OK button for Windows® Phone.
Edit	Edit server settings.
Exit Full Screen	Exit full screen.
Export	Access the exports functionality.



Name	Description
Filter	Enable filtering on views. As default all views are selected. The user can clear the ones not to be shown, or opt to show previously hidden views.
Front Camera	Windows® Phone: Indicates the camera used for Video Push. Tapping it changes the camera to the rear camera and the text under the button to Rear Camera .
Go To Time (on the selected camera in playback mode):	Open a menu which lets you pick a specific time to view in the past.
Help	Access the Milestone Mobile online help.
History	Go to recent history. (Windows® Phone)
Home	Go to the Servers list (Android only).
Live (on the selected camera in playback mode):	Exit playback mode and re-enter live mode.
New	Add and configure a new server. (Android)
New Server	Add and configure a new server. (Windows® Phone)
Hide/Show Live PiP (on the selected camera in playback mode):	Turn on and off a small picture-in-picture (PiP) of live mode. Tap the Hide/Show Live PiP button or double-tap the PiP to return to live mode.
OK	Acknowledge or perform an action.
Outputs	Access the Outputs functionality to activate outputs.
Playback (on the selected camera in live mode):	Switch from live to playback mode.
Playback Speed (on the selected camera in playback mode):	Open a menu with a selection of playback speeds.
Presets (on the selected camera) (unavailable for non-PTZ cameras)	Open a menu with a selection of presets.
PTZ / PTZ Presets (on the selected camera) (dimmed for non-PTZ cameras)	Enable a number of PTZ controls on the screen which allows you to pan, tilt and zoom in on the current image.
Rear Camera	Windows® Phone: Indicates the camera used for Video Push. Tapping it changes the camera to the front camera and the text under the button to Front Camera .
Recent history	Go to recent history.
Save	Save your filtered view(s).



Name	Description
Settings	<p>Go to All Settings in order to review/change Image, Auto-hide Controls, Video Push, and About settings.</p> <p>Windows® Phone: On the Video Push tab, the button takes the user directly to the Video Push part of all settings.</p>
Share	<p>Take a snapshot of the current frame and save it to your device.</p> <p>The Share functionality is only available on an iOS device.</p>
Snapshot	<p>Take a snapshot of the current frame.</p> <p>Snapshot save locations:</p> <p>Android: By default, snapshots are saved to your device's SD card at: /mnt/sdcard/Milestone.</p> <p>iOS: 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	<p>Open a menu which lets you pick a specific time to view in the past. (Windows® Phone).</p>
X1	<p>Open a menu with a selection of playback speeds. (Windows® Phone)</p>



Servers

About Mobile server

The Milestone Mobile servers you add to your system are listed alphabetically.

The Milestone Demo server is always present in the list of your Milestone Mobile servers. This server allows you to try the Milestone Mobile without having access to an XProtect system setup. You cannot edit or delete the Milestone Demo server nor use pan-tilt-zoom (PTZ) cameras.

- To retrieve video from cameras in your own system setup, add one or more of your own Milestone Mobile servers.

Add a Mobile server

To add a Milestone Mobile server:

- **Android:** From the main screen, choose **Menu > New**.
- **iOS:** From the main screen, choose **Edit > Add Server**.
- **Windows Phone:** From the **Servers** page, tap the **New Server** button.

You can add as many mobile servers as needed, as long as you have the user name and password, IP address and port information for these servers.

Server context menu settings

The **server context menu** has the following settings:

Name	Description
Disconnect	Disconnect from the server.
Connect	Connect to the server.

Additionally, for **Android**, you can also see the following settings:

Name	Description
Edit (server disconnected)	Edit server settings for the server (not possible for the Milestone Demo server).
Delete (server disconnected)	Delete the server from your Milestone Mobile (not possible for the Milestone Demo server).

For iOS, **Edit** is an always present separate button in the upper right corner in the Server list. Delete is in the Edit server screen.



For Windows® Phone, **Edit** and **Delete** are always present options regardless of whether the user is connected to a server or not. There are no **Connect** and **Disconnect** options, and the user needs to tap on a server to connect or press the Back device button to disconnect.

Once connected to a server, **Views** opens, displaying a list of views accessible to the user, grouped in the sections All Cameras View, Private Views, and Shared Views.

Server menu settings

When you add or edit a server, the field are grouped into two sections: Server details and User details. You can change the following:

Setting	Description
Server name	Enter/edit a name for the server.
Address	Enter/edit the IP address of the computer on which the server is running. Alternatively, you can insert the full name of the computer if you do not know the IP address.
Port	Edit the port number that your Milestone Mobile uses to communicate with the server (the default port number is 8081). If you edit the port number, you must also edit the corresponding port number in your system setup. Otherwise, the Milestone Mobile and the Mobile server cannot communicate.
Description (optional)	Enter/edit a description for the server.
Secure Connection	Indicate if the server to which you connect uses a secure HTTPS connection.
User name	Enter your user name.
Password	Enter your password. The user name and password can be based on either XProtect basic users (must be set up in your system setup) or on Windows® users (domain users). For domain users, the user name and password are the same as your domain credentials.
Save credentials	Indicate if you want your user name and password to be saved for future use.
Default server	Indicate whether you want to log in to this server automatically (iOS and Android only).
Automatic login (disabled unless you have selected Save credentials):	Indicate whether you want to log in automatically (if possible).
Delete:	Deletes the relevant server. (iOS only). For Android , Delete is found in the server context menu.



Views

About views

You cannot create or edit views in the Milestone Mobile. To set up views, you must use XProtect Web Client or XProtect Smart Client. For information about how to do this in XProtect Smart Client, download the **XProtect Smart Client User's Manual**, which you can download from the Milestone website.

The views available to you in your system setup are listed in the **Views** section and show the type of view (**All Cameras**, **Private**, **Shared**), the name given to the view (for example Building A), and the number of cameras available in every particular view. Access your video in grid view (several cameras shown at the same time), in live/full screen mode or in playback mode.

If you want to, you can search all your cameras if you need to locate a specific camera within a view.

- To search all your cameras, go **Search all cameras** above the list of views and tap the area to open a window from which you can type the name of the camera you want to locate.

Filter views

The procedure for filtering views depends on the operative system on the device you use:

Android

Tap the Filter button when in **Views**. All available views are selected by default.

1. Omit any unwanted views by clearing relevant check boxes. Add any missing views by checking the relevant check boxes.
2. Save your filter by choosing the **Save** button, or cancel out by choosing the **Cancel** button next to the page title 'Filter views'.

iOS

Tap the Filter button in the upper right corner when you log in to the server you need. All available views are selected by default.

1. Omit any unwanted views by clearing the relevant check boxes. Add any missing views by checking the relevant check boxes.
2. Save your filter by choosing the **Done** button, or cancel a filtered view by reselecting or clearing the filtered views.

Windows® Phone

Tap the Filter button when in **Views**. All available views are selected by default.

1. Omit any unwanted views by clearing relevant check boxes. Add any missing views by checking the relevant check boxes.



2. Save your filter by choosing the **Done** button, or cancel out by choosing the **Cancel** button.

Access recording history

You can access your recording history to find previous recordings in playback mode (see "In playback mode" on page 14). To do so:

Android

1. Open the relevant camera in full screen.
2. Enter playback mode.
3. Tap the device's context menu button if you are in landscape orientation and cannot see the Recent history button.
4. Tap the **Recent history** button.

iOS

1. Open the relevant camera in full screen.
2. Enter playback mode.
3. In the upper navigation bar, tap the **Menu** button.
4. Tap the **Recent history** button.

Windows® Phone

1. Open the relevant camera in full screen.
2. Go to playback.
3. Tap the **History** button.

A list of recent recordings is shown which indicates time and date for the system recorded the video sequence. The most recent recordings are listed at the top. Tap the relevant recording to open it in full screen playback mode.

If you need to go further back in time than what you see in the list, tap the **Load more...** button (Android and iOS) or navigate through the available **History** pages – **Today**, **Yesterday**, **Last Week** or **older** until you find the one you need (Windows® Phone).



Views settings

In grid view

When a view opens, all relevant cameras of the view are displayed in a grid (two or three columns, depending on the direction of your device, also possibly in one column if the device is Windows®)



Phone). If needed, you can scroll the grid or even navigate through pages of grids to allow you to see all your cameras.

Cameras contain a motion  and a video  indicator. The motion indicator lights up when motion is detected on a camera, and the video indicator lights up every time a new image is received from the camera. The latter makes it easy to see that video is live.

Tap the relevant camera once to view a camera in full screen mode.

In live/full screen mode

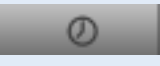
When you view a camera in full screen mode, you can adjust the image in several ways:

PTZ (pan-tilt-zoom) on PTZ cameras	<p>Tap the PTZ menu item. This enables PTZ mode with a set of PTZ controls. Tap controls once to pan/zoom one step. Provided the PTZ controls auto-hide setting is enabled, when you do not use the controls, they hide after a short amount of time. Tap the screen to re-activate them.</p> <p>This feature is not available for cameras on the Milestone demo server or non-PTZ cameras.</p>
Presets	<p>When you are in PTZ mode, you can use presets. To do so, tap the Presets (Android) / PTZ (iOS) / PTZ Presets (Windows® Phone) menu item. This opens the presets context menu/page which offers a list of presets created in the administration part of your system setup. Select the wanted preset to start using it.</p> <p>Note that it is not possible to create or edit presets in the Milestone Mobile client. This is done from the administration part of your system setup.</p>
Zoom in/out (live and playback mode)	<p>To zoom in, pinch out; to zoom out, pinch in. Alternatively, use the +/- buttons to zoom. Zoom method used is digital zoom.</p>
Switch between images fitting to screen and image cropped	<p>By default, images are fitted to the screen (outer parts of images are removed to fit the screen). Tap twice to crop images to fill screen and preserve the image's aspect ratio.</p>
View a camera in playback	<p>Tap the Playback button.</p>

In playback mode

In playback, a small navigation bar lets you navigate your recorded video.

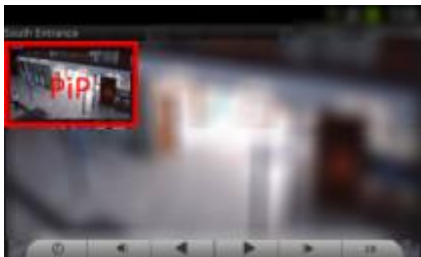
- **Navigation bar:** Here, you can select various different functionalities:

Icon:	Availability:	Description:
	<p>Always (in landscape mode, otherwise in Menu)</p>	<p>Go to a specific time using this time-picker menu where you slide both ways to select the wanted time/date.</p>



Icon:	Availability:	Description:
	When stopped.	Move to the image just before the one currently viewed (the previous image).
	When stopped.	Start forward playback.
	When stopped.	Start backward playback.
	When stopped.	Move to the next image after the current one.
	Always (in landscape mode, otherwise in Menu)	Set playback speed. Number on button indicates current setting. The default is x1 (Windows® Phone) / 1X (iOS and Android).
	When running.	Pause playback.
	When running.	Move to the first image in the next sequence.
	When running.	Move to the first image in the previous sequence.

View live Picture-in-Picture (PiP) in playback: When you view a camera in playback, the same camera is streamed live via a small PiP in the upper left corner. To toggle this PiP on/off, choose **Menu** button > **Hide/Show Live PiP**. Double tap the PiP to return to live.





Video Push

About Video Push

Video Push is a feature that allows you to use your mobile device's camera to send a video stream from your mobile device to your system in order to, for example, collect evidence when you investigate an alarm. In the Mobile server settings, you can set the users who should be able to use the Video Push feature on the system.

You set up Video Push settings on the Mobile server. For information about how to set up Video Push in your system, see the Milestone Mobile Administrator's Manual, which you can download from the Mobile Help website (<http://www.milestonesys.com/mobilehelp>).

Use Video Push

1. On the bottom navigation bar (iOS), tap the Video Push control. From the top drop-down menu (Android), select **Video Push**. Slide to the Video Push page (Windows® Phone).
2. As the device's camera turns on, tap the Record button (Android) / Push button (iOS) / Start Video Push button (Windows® Phone) to begin recording. If your Windows® Phone device has a front-facing camera, you will see an additional button on the Video Push page the caption of which indicates the camera currently in use. To switch to the other camera, tap this button.
3. When finished, tap the Stop Recording button (Android) / Stop button (iOS, Windows® Phone).

Watch recorded video from your Video Push camera in Milestone Mobile client

1. Go to any view where you have added the Video Push camera.
2. Tap the camera to go to full screen live view.
3. Tap on Playback.
- 4.
5. From here, view all recent recordings done from your Video Push camera by navigating via the play forward/backward buttons or by going to recent history. The most recent recordings are shown at the top of recent history.

Camera settings (Video Push)

When you set up Video Push in Milestone Mobile client, specify the following settings:



Android/Windows Phone

Name	Description
Use front facing camera (visible if the device has such a camera)	Use your device's front facing camera to record the video for your Video Push stream.
Video resolution	Set the resolution of the stream to push.
Image quality	Set the image quality of the video stream. You can enter any value between 0 and 99, with 99 being the largest value. Values above 99 are not valid.
Quality of service	Enable this to ensure that an optimal number of frames per second is sent throughout the entire Video push video stream. This is done by the Mobile server, and can affect the quality of the video to provide a higher frames per second rate when the user's connection is slow.

iOS

Name	Description
Camera	Indicate whether to use the front facing or back facing camera of your device.
Resolution	Choose image resolution. You can choose between HD, Low, Medium and High.
Image Quality	Set if image quality should be set automatically. Automatic is set to be ON by default.
Compression	If Automatic is set to OFF , you can set the quality manually.



Actions


About actions

You can trigger actions in Milestone Mobile client if you need to. Examples of actions: starting or stopping recording on cameras, switching to a particular video frame rate, triggering SMS-/and or email-notifications, making PTZ cameras move to specific preset positions, activate hardware output and more.


In the clients, actions are represented by outputs and events which the user can activate. You can only use actions if your system administrator has given your user appropriate rights.

Activate actions

Use actions from Actions page

1. Click the **Actions** control . Select **Actions** from the top drop-down menu (Android). Slide to the Actions page (Windows® Phone).
2. In the list of available actions that appears, tap the relevant action, and confirm that you want to trigger the action (iOS and Android). Tap the Activate button to trigger an action without necessary confirmation (Windows® Phone). You receive a notification that a request to trigger the action has been sent.

Trigger actions from camera views

1. When in grid view, tap Actions to show all actions for all cameras in this view.
2. Alternatively, select a single camera's camera view, only actions for a relevant camera are
3. When the camera is maximized, tap the **Actions** button  in bottom navigation bar (iOS) / tap **Actions** (Android).
4. In the list of available actions that appears, tap the relevant action to trigger. Confirm that you want to trigger the action (iOS and Android) or tap the Activate button (Windows® Phone). You receive a notification that the relevant action is triggered.



Exports

About Exports

Milestone Mobile supports exporting picture and video recordings to your system either through XProtect Web Client or Milestone Mobile client. You can export a single frame or any sequence of video as long as you have recorded video within the specified time frame.

The video you export is saved on the recording server to which your Mobile server is connected. Once you have exported video, it appears in the Export list (see "About Export list" on page 19). From the Export list, you can preview a video clip on your device (without saving it) or download it to your device (for example, to view the clip outside of Milestone Mobile) if your device supports this and if your device has sufficient space available. Exported video clips remain in the Export list until removed.

About Export list

Every time you export video, the exported video clip is added to an export list. The export list shows your user's most recent export at the top of the list (snapshot image or video).

If you tap the **Filter** button, you can switch between My Exports (your own exports) and All Exports (exports from all users). Note that you cannot see exports from other users unless this has been allowed on the Milestone Mobile Server's Export tab, and you have playback rights for the camera of the exported video.

Each export in the list shows:

- The name of the camera from which the video or snapshot was exported
- The date of the export
- The time of when the recording or snapshot was recorded [hour.minute.second]. Exported video shows [start] - [end], for example 12:01:03 - 12:02:34.
- The duration of the video clip
- The file size of the video clip
- The user who exported the video sequence.

Example:

AXIS Q7404

03/04/2013

16.29.01

01:00 / 130 KB / Administrator

Tap and hold the relevant video clip to see a context menu from which you can tap:

- **Download** to save the video to your device. Make sure the device supports this, and you have software that allows you to play the video.



- **Delete** if you want to remove the video clip from the Mobile server.
- **Cancel** if you do not want to do anything to the export.

About exporting video and snapshots

You can specify exports from several cameras if you need to. The system queues the exports, which are then created one at a time. Before you can export, make sure that you view your cameras in playback mode.

- Tap the camera from which you would like to export to make it open in single camera view.

Go to **Playback**. In the selected camera's view, tap the **Export** button (on Android: tap the Export icon. On iOS: tap Menu and then Export).

In the Export window that appears, select the start and end time for your export by tapping the start or end frame (indicated with a thumbnail image from the selected time). When tapped, you can select the hour, minute, second as well as date, month and year from which you would like the export to begin or end. If you keep the start and end data the same, you will make a snapshot export (a picture).

Tap **Export** to begin the export. Once completed, tap **Share** to save snapshots to your device's photo library (iOS only) or tap **Go to exports** to see **My Exports**, which is a list of all your video and snapshots (that is, all your own exports from all your cameras) or **All Exports**, which shows a list of all exports from all users (if you have been given rights to see other people's recordings in the Mobile server's **Export** settings).



General settings

In the **General** settings, view and edit the following settings:

Setting:	Description:
Client version (iOS) / About (Android, Windows® Phone)	Shows the version number of the Milestone Mobile client installed on your device.
Stay awake	When selected, sleep mode is disabled during video streaming (both in live and recording mode).
Frames per second	Set a frame per seconds (FPS) value (1-30) for transfer of video from the Mobile server to your device. Note that your setting might conflict with/be overruled by the FPS setting in your system setup.
Optimize bandwidth (Android, Windows® Phone) / Bandwidth optimized (iOS) (selected by default)	When selected, the Mobile server reduces the quality of the images sent to the Milestone Mobile if the bandwidth used to connect to the Mobile server is slow. The bandwidth is increased when a better connection is available. Use this to manage the resources without interrupting the video streaming.
Use lower resolution	Enable to allow for higher frame rates. This is user-initiated downsampling. Increasing screen resolutions on small mobile devices lead to higher probability that streams from megapixel cameras are sent at full pixel size to Mobile clients. To counter this, this setting is created, so the user can force the client to request downsampled images. Either instead of waiting for the Quality of Service algorithm to downscale, or to make sure frame rate remains high.
Auto-hide playback controls	When selected, the controls in the playback Navigation bar will, if unused, automatically disappear after a short while. Tap the screen to reactivate them. When cleared, controls will stay on screen while in playback.
Auto-hide PTZ controls	When selected, the navigation controls available in PTZ will, if unused, automatically disappear after a short while. Tap the screen to reactivate them. When cleared, controls will stay on screen while in PTZ.
Lock orientation (iOS only)	When selected, the current screen orientation is maintained once connected to a server.
Miscellaneous (Android only)	Change the language of Milestone Mobile client. To change the language on an iOS device, go to your device's settings and change the overall language of the device.
Hide demo server	Hide the demo server from the server list. Note that the setting takes effect only if there is at least one other server defined, for example if the demo server is all you have in the servers list, it will show up, regardless of this setting.
Use front facing camera	Use your device's front facing camera to record video for your Video Push stream.



Setting:	Description:
Video resolution	Set the resolution of the stream to push.
Image quality	Set the image quality of the video stream. You can enter any value between 0 and 99, with 99 being the largest value. Values above 99 are not valid.
Quality of service	Enable this to ensure that an optimal number of frames per second is sent throughout the entire Video push video stream. This is done by the Mobile server and may affect the quality of the video to provide a higher frames per second rate when the user's connection is slow.
Add location data (Android/Windows 8 Phone)	<p>Enable this to add GPS coordinates to your Video Push stream through the device GPS functionality. If you enable this, people viewing your Video Push stream can see the GPS coordinates when they receive it in XProtect Smart Client or XProtect Web Client.</p> <p>This functionality is available in your Milestone Mobile client only if you connect to a Mobile server used in XProtect Corporate or XProtect Expert.</p> <p>If you use an iOS device, you must turn on location data for the Milestone Mobile client application in the device's Settings.</p>



Frequently asked questions

1. Which XProtect products does my Milestone Mobile support?

Milestone Mobile works with the entire XProtect product line. This means XProtect Corporate 4.0+, XProtect Expert 2013+, XProtect Enterprise 8.0+, XProtect Professional 8.0+, XProtect Express 1.0+, XProtect Essential 2.0+ and XProtect Go 2.0+.

2. How do I add a Milestone Mobile server to Milestone Mobile client?

A Milestone Mobile server is a recording server or dedicated server with the Milestone Mobile server component installed on it.

Android: To add a Milestone Mobile server, tap the New button when you open the application. In the new screen, fill in the server details and click Save.

iOS: Tap on the Edit button, then on the Add Server at the bottom. In the new window, fill in the required server details and click Done.

Windows® Phone: Tap on the New Server button on the Servers page. In the new screen, fill in the server details and click Save.

3. Can I add multiple Milestone Mobile servers to Milestone Mobile?

Yes. You can add as many Milestone Mobile servers as needed.

4. Why can't I connect to my recording server/dedicated server?

In order to connect, you must install the Milestone Mobile server on the server that runs your system or on a dedicated server. For more information on how to download the Milestone Mobile server, see the Milestone Mobile Administrator's Manual, which can be downloaded from www.milestonesys.com.

5. I installed the Milestone Mobile server to XProtect Corporate, but I can't connect to the server from my device. What is the problem?

After you have installed the Milestone Mobile server to your XProtect Corporate (4.0+), you must install the Milestone Mobile plug-in(s) to see the Milestone Mobile server in your XProtect Corporate setup (See Milestone Mobile Administrator's Manual, which you can download from <http://www.milestonesys.com/downloads>). When you have installed the Milestone Mobile plug-in, locate the plug-in under Servers in the navigation tree in the XProtect Corporate Management Client, expand it, choose Servers > Mobile Servers > Add New. Add the details about your Milestone Mobile server (Server name, Description (optional), and more). Remember to save before moving on.

6. How do I create views?

You cannot create or configure views in Milestone Mobile. The application uses the views you have already created in the XProtect® Smart Client. If you do not have any views configured, you can select the All Cameras view to see all connected cameras. If you want to add, edit or delete views, you must do this in XProtect Smart Client.

7. Can I control my pan-tilt-zoom (PTZ) cameras and use presets from Milestone Mobile?

Yes. You can use Milestone Mobile to control your PTZ cameras and use presets in live mode.



8. Can I view live and recorded video at the same time?

Yes. In playback mode you get a picture-in-picture (PiP) view, allowing you to view both live and recorded video at the same time.

9. How can I navigate through my recordings?

You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode.

Once you are in playback mode you can search through your recordings using the control buttons.

You also have the option to go to a specific time by choosing Go To (on iOS, access Go To via the Menu button on the screen). Once you have chosen Go To, select the date and time you want to view.

Another option is to use the Recent History (Android & iOS) / History (Windows® Phone) button and navigate to the chunk of time you need.

10. Where are my snapshot images saved?

Android: Snapshots are saved to your device's SD card at: /mnt/sdcard/Milestone.

iOS: Snapshots are saved to your device and can be accessed from Photos on your device. Snapshots are accessed from the device's gallery. These settings cannot be changed.

Windows® Phone: Snapshots are saved under Photos, Saved Pictures. The exact location might depend on the device.

11. How do I add users to Milestone Mobile?

You cannot add a Milestone Mobile user in Milestone Mobile. You add a Milestone Mobile user the same way as any other user in the system. See the Administrator's Manual for the relevant XProtect product for more information on how to add users through the Management Client/Management Application.

12. How do I change the language of the Milestone Mobile client?

The language of the Milestone Mobile client is automatically set to the language of your device. For example, if your language of your device is set to French, Milestone Mobile client uses French language. If you use Milestone Mobile on Android, you can change the language of Milestone Mobile client inside the application, but on iOS and Windows® Phone, the Milestone Mobile client must use the same language as that of the device.

To use Milestone Mobile in Hindi, your device must support this language.

13. Why is the image quality poor when I view video?

The Milestone Mobile server automatically adjusts image quality according to the available bandwidth between the Milestone Mobile server and Milestone Mobile client. If you experience lower image quality than in the XProtect® Smart Client, you might have too little bandwidth to get full resolution images through the Milestone Mobile. The reason for this can either be too little upstream bandwidth from the server or too little downstream bandwidth on the client.

14. I get poor image quality when I connect to my system at home through Wi-Fi at my office. Why is that?



Check your home Internet bandwidth. Many private Internet connections have different download and upload bandwidths often described as, for example, 20 Mbit/2 Mbit. This is because home users rarely need to upload large amounts of data to the Internet, but consume a lot of data instead. The system needs to send video to the Milestone Mobile and is limited by your connection's upload speed. If low image quality is consistent on multiple locations where the download speed of the Milestone Mobile's network is good, the problem might be solved by upgrading the upload speed of your home Internet connection.

15. Can I use Milestone Mobile without a 3G data plan?

Yes. You can use Milestone Mobile with any data connection including Wi-Fi, 3G and 4G connections. Note that using Milestone Mobile without a data plan from your cellular provider may incur an additional cost. Also note that the bandwidth on public networks may vary and may affect the image quality of the video.

16. Can I use my Milestone Mobile with a 4G/LTE data plan?

Yes, you can use any data connection on your mobile device that allows you to access the Internet to connect to your system.

17. Are there any differences between Milestone Mobile for Android, for iOS, and for Windows® Phone?

In general, you find the same functionality in both Android and iOS. Some functionality is found in different places in the Android version compared to in the iOS version, due to differences in device functionality and operating systems.

Note that the first release of the Windows® Phone app does not contain some of the features of the other two mobile clients (exports, for example), but future releases are expected to add the functionality in.



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This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file

3rd_party_software_terms_and_conditions.txt located in your Milestone surveillance system installation folder.



About Milestone Systems

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit:

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