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Milestone Systems

Milestone Mobile® client 2019 R1

User manual



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Overview

Get started

This manual is for users who use Milestone Mobile on mobile devices running Android or iOS.

Server and client components of Milestone Mobile (explained)

The free Milestone Mobile app gives you access to:

- Viewing live video and playing back video recordings
- Listening to incoming audio in live video and video recordings
- Using the push-to-talk (PTT) feature while watching live video from one camera
- Creating investigations

Milestone Mobile has five components:

- Milestone Mobile client is a mobile surveillance app that you can install and use on your Android or iOS device. You can use as many installations of Milestone Mobile client as you need. For more information, see *Installing Milestone Mobile Server components (administrators)* on page 10
- XProtect Web Client lets you view live video in your web browser and lets you download recordings
- The Milestone Mobile server is responsible for giving Milestone Mobile client and XProtect Web Client users access to the system
- Milestone Mobile plug-in
- Mobile Server Manager

In addition to acting as a system gateway for Milestone Mobile client and XProtect Web Client, the mobile server can transcode video because the original camera video stream in many cases is too large to fit the bandwidth available for the client users.

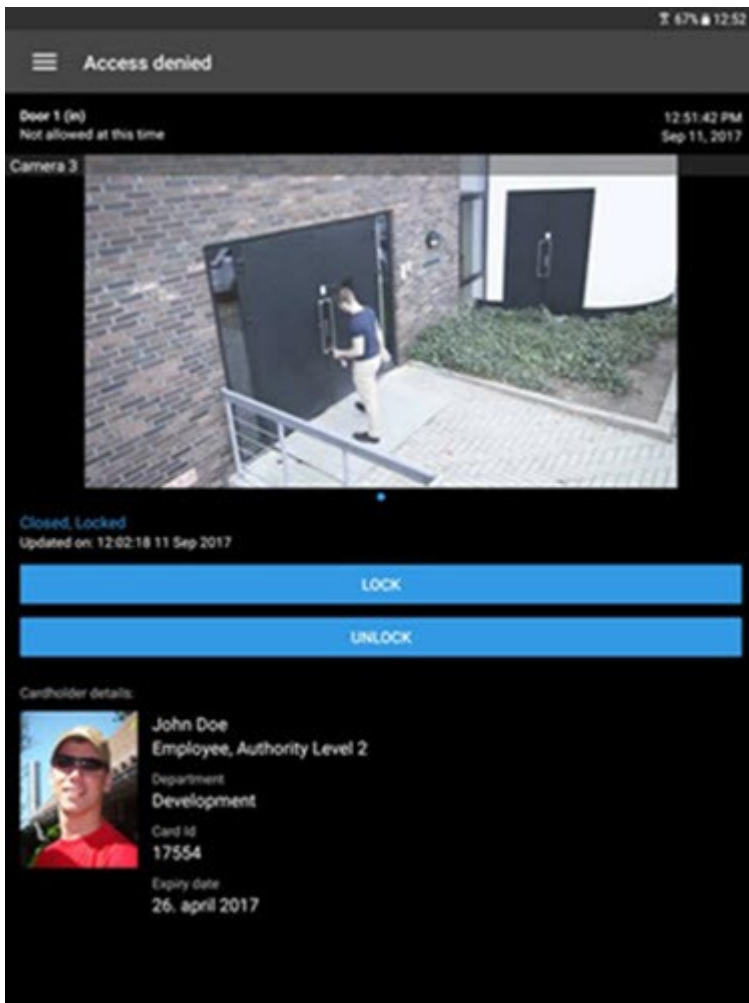
For more information, see *Installing Milestone Mobile Server components (administrators)* on page 10 or the Administrator manual of your surveillance system. Download the manual from the Milestone website (<https://www.milestone.com/support/help-yourself/manuals-and-guides/>).

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

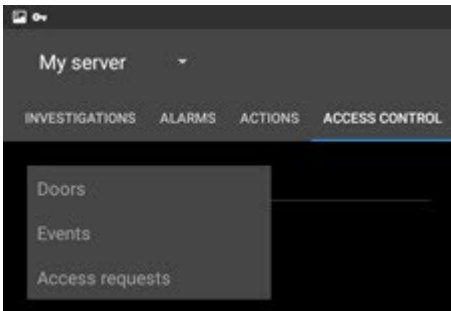
When you get an access request on your device, it may look like this:



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
- Lock doors and grant access to cardholders by unlocking doors
- Use the push-to-talk (PTT) feature while watching live video from one camera

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



Requirements and considerations

Before you start (administrators)

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

- 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 the products listed below, you must configure the user profiles to enable access control and access requests:
 - XProtect Corporate
 - XProtect Expert
 - XProtect Professional+
 - XProtect Express+
 - XProtect Essential+ (see Configure user profiles on server (administrators) on page 13)
- If you are using one of the products listed below, 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 (administrators) on page 13)
- You must download the Milestone Mobile app from App StoreSM or Google Play and install it 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 mobile server on page 14).
 2. In the server settings, you must enable access request notifications (see Turn on access request notifications in Milestone Mobile (administrators) on page 13).



If you have enabled the **Operator login required** option (see General Settings tab (Access Control)), the access control system will not be available in Milestone Mobile client.

Requirements for listening to audio

To listen to incoming audio from the cameras in your VMS system through a mobile device, you must have:

- A microphone attached to a camera



When a camera in your surveillance system has a microphone attached, you can play audio without any additional settings needed. The audio icon on the camera toolbar shows whether the audio feature is available.

- Sufficient user rights



Access to the incoming audio feature may be restricted depending on your user rights. Ask your system administrator if in doubt.

- If you want to use HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your Milestone Mobile server. You cannot listen to audio through your mobile device if you use a self-signed certificate.



CAs issue digital certificates that verify the identities of users and websites that exchange data on the internet. Examples of CAs are companies like Comodo, Symantec, and GoDaddy. To learn how to add a certificate in Milestone Mobile server, see Edit certificate.

Requirements for using push-to-talk

To use the push-to-talk (PTT) feature on your mobile device in your VMS system, you must have:

- Cameras that have speakers attached
- Sufficient user rights



Access to the push-to-talk feature may be restricted depending on your user rights. Ask your system administrator if in doubt.

- Allowed the Milestone Mobile app to use the microphone of your mobile device

Installation

Installing Milestone Mobile Server components (administrators)

This information is primarily for system administrators. For more information, see the Administrator manual of your surveillance system. Download the manual from the Milestone website (<https://www.milestonesys.com/support/help-yourself/manuals-and-guides/>).

You can install the Milestone Mobile Server component when you install version 2013 and all later versions of XProtect products:

- XProtect Corporate
- XProtect Expert
- XProtect Professional+
- XProtect Express+
- XProtect 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 Milestone website (<https://www.milestonesys.com/solutions/platform/product-index/>).

You can also download Milestone Mobile Server for free from the download page on the Milestone website (<https://www.milestonesys.com/downloads/>).

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 Milestone Mobile Server on a dedicated computer.

You can install Milestone Mobile Server in various ways:

Installation method		
XProtect product	Installation on the same computer as the VMS	Installation on a dedicated computer
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.	Run the separate Milestone Mobile Server installer.

Installing the Milestone Mobile plug-in component

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

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 Management Client or Management Application.

Operating systems

Milestone Mobile supports the following operating systems for mobile devices:

Operating system	Devices
Google Android 5.0 and later	Smartphones and tablets with Android installed
iOS 10 and later	iPhone, iPad, and iPod Touch

Install Milestone Mobile on a mobile device

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

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



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 mobile servers (see [Connect your mobile device to a mobile server](#) on page 14).

Configuration

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 that 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.

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 a different language, change one of the following:

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



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


Connect your mobile device to a mobile server



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

Requirements:

- Get network and user details from your system administrator
- You have installed and opened the app

Connect to a server that you have not used before

1. Tap **Add server** to scan the local network for mobile servers.
2. You can choose to add the server manually by tapping **Add server manually**.
 - Enter a name for the server, its IP address, and user login credentials, and then tap  to save. The server name shows in the list of servers on your device, and it can be anything you want. The user must be set up in the surveillance system
3. Optionally, you can also do the following:
 - By default, the connection uses HTTP. To use HTTPS, select the **Secure connection** check box

- To always connect to this mobile server when you start Milestone Mobile, set this server 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 - Select the **Default server** check box
- To be notified when alarms trigger or when there is a problem with a device, select the **Receive notifications** check box (see Turn on or turn off notifications on page 18)

Connect to a server that you have used before

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



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



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

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

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



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

Connect from an email



This connection method uses the Address book service and requires a Milestone Care Plus



subscription package.

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

1. On your mobile device, find the email 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 mobile server to connect to it.
5. Enter your login credentials for the mobile server, and then tap **Connect**.

Connection settings for a mobile server


When you add a mobile server to your Milestone Mobile app you must configure the following settings:

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 Milestone Mobile Server is running. 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. For secure connections, the default port 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	Indicates whether the mobile server that you connect to uses an HTTPS connection. If in doubt, ask your system administrator.
User name	Your user name.
Password	Your password. The user name and password can be based on either XProtect basic users, which are set up in Management Client or Management Application, 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.

Setting	Description
Default server	Indicate whether to log in to this server when you open Milestone Mobile.
Receive notifications	Indicate whether you want to receive notifications.
Notification settings	<p>Indicate the type of notifications that you want to receive:</p> <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 mobile servers

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


1. 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
2. View or edit the settings:
 - **Automatic connection** - Enables the Smart Connect feature. This allows you to connect to the 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
 - **User details** - The login credentials
 - **Save credentials** - Remember the login credentials
 - **Default server** - Always connect to this 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 you a notification when events trigger alarms, or when 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
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:
 - 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

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 and the bottom tabs in iOS can contain the following options:



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

Name	Description
Views	Displays and previews available views. Select the view that 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 mobile device to stream video to your surveillance system. The feature is available in landscape mode only.
Alarms	View and react to alarms.

Additional buttons are available depending on what you are doing.

Name	Description
Actions	View all actions for a view or a camera.
Activate	Activate an output or an event.
Add server	Scans the local network for mobile servers.
Add server with ID	Add a server using a unique server identifier. This connection method uses the Address book service and requires a Milestone Care Plus subscription package.
Add server manually	Enter a name for the server, its IP address, and user login credentials.
Cancel	Undo the last thing you did.
Close	Close this page and return to the previous page.
Done	Indicate that you have completed your work on the current page.
Edit	Edit settings for the server.
Exit full screen	Stop viewing video in full screen.
Filter	Hide or show views. By default, all views are selected.

Name	Description
Go to time (in playback mode)	Go to a specific time in the past.
Help	Find information about using Milestone Mobile.
History	Go to a list of recordings.
Live (in playback mode)	Switch from playback mode to live mode.
Hide/Show live PiP (in playback mode)	Turn on and turn off a small picture-in-picture (PiP) for live mode. Tap the Hide/Show live PiP or double-tap the PiP view to return to live mode.
OK	Acknowledge an alarm or perform an action.
Actions	Access outputs and events 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.
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>
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 are saved as follows:</p> <p>Android: 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 it can be accessed by tapping Photos on your device.</p> <p>You cannot change save locations.</p>
Time picker	Go to a specific time in the video.
X1	Open a menu with a selection of playback speeds.

Name	Description
Search	Search for a view or a specific camera. <ul style="list-style-type: none"> • Type ptz to find all your PTZ cameras • Type audio to find all your cameras that have microphones attached • Type ptt to find all your cameras that have speakers
Audio	Start or stop listening to incoming audio from cameras that have microphones attached.
Push-to-talk	Start or stop using the push-to-talk (PTT) feature with cameras that have speakers.

Streaming video from your mobile device (explained)

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

This is useful to, for example, collect evidence when you examine an incident.



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

- 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 Client or Management Application:

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




The video push feature is available in landscape mode only.

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

Set up video streaming on your mobile device

Settings for Android

Go to the **Settings** in Milestone Mobile, then on the **Video Push** screen, tap , then tap **Settings**.

Specify the following:

- **Use front-facing camera** - Choose whether 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 video stream
- **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. You need fewer frames when, for example, 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 are streaming 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, which is used when viewing live video.

Listening to audio (explained)

Milestone Mobile client supports incoming audio when you:

- View live video (see Viewing live video on page 25)

 You can play the incoming live audio from microphones attached to cameras even when there is no live video streaming from these cameras.

- Playback video recordings (see Find and view video recordings on page 30)

The incoming audio is also available in:


- Investigations (see View or create an investigation on page 31)
- Alarms (see View alarms on page 33)
- Access control (see View doors and take action on page 36, Respond to access requests on page 36, Investigate access control events on page 38)

Push-to-talk (explained)




Milestone Mobile client supports the push-to-talk (PTT) feature:

- While you are watching live video from one camera (see Viewing live video on page 25)
- In **Access Control**(see View doors and take action on page 36 and Respond to access requests on page 36)

The feature allows you to communicate through the VMS system from the microphone of your mobile device with people near a video camera with audio equipment.

 You must allow Milestone Mobile client app to have access to the microphone of your mobile device (see Requirements for using push-to-talk on page 9).

When the push-to-talk (PTT) feature is available for use, you will see the **Push-to-talk** button on the camera toolbar. Its icon has the following states:

Icon	Description
 (Available)	Shows that the push-to-talk (PTT) feature is available and that you fulfilled the necessary requirements for using it. Tap and hold to start using push-to-talk. Release the button to end transmitting audio.
 (Active)	Shows that you are currently using the push-to-talk (PTT) feature. The microphone of your mobile device and the speaker of the video camera are in an active state. The blue pulsating circle indicates the sound level.
 (Disabled)	Shows that the push-to-talk (PTT) feature is available, but that you did not fulfill the necessary requirements for using it (see Requirements for using push-to-talk on page 9).

Rules for interrupting push-to-talk

Based on the level of your user rights (Administrators or Operators), there are two rules for interrupting a push-to-talk session in live mode:

- Users with the same level of user rights cannot interrupt each other
- Users with a lower level of user rights (Operators) cannot interrupt users with a higher level of user rights (Administrators)

Operation

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 connect to the server.


The first step is to enter your user name and password. The second step is to enter 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.



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

3. You are asked for a verification code, which the system sends 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 (the default period is five minutes), the verification code times out. Request a new code on the page where you enter the code.

If you exceed the number of allowed code entry attempts (the default number is three), 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 view video only on cameras that are set up in views in XProtect Smart Client. You cannot create views in Milestone Mobile. Also, the Milestone Mobile client 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, the Milestone Mobile client lists your views.

- Android - 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 that it contains.
2. Tap the preview image for the camera.
3. Optional. Tap  to start or  to stop playing audio (Only for cameras that have microphones attached).
4. Optional. Tap and hold  to start push-to-talk. Release the icon  to end transmitting audio (Only for cameras that have speakers).

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

To stop viewing live video:

- Android - 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 want to see a particular type of view only, or if you 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


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


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


Interact with live video in full screen

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 Client or Management Application, 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**

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 them to your screen, or you can crop them. By default, images are fitted to the screen.

The outer parts of images are removed. Tap twice to crop images to fill the 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 are recording and something happens that you want to review, you can switch to playback mode to review the footage or start an investigation.

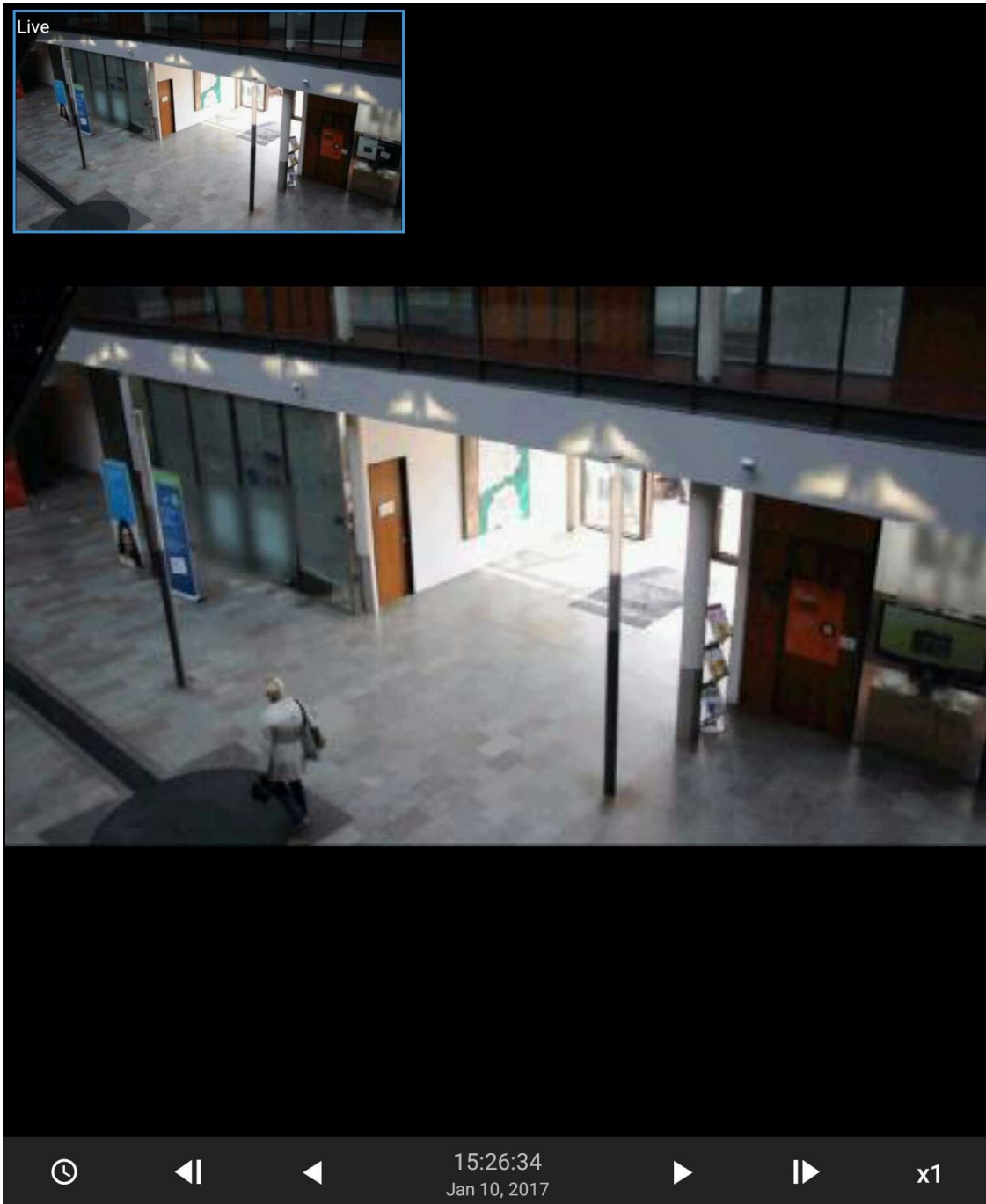


To keep an eye on the live video while you are investigating, turn on picture-in-picture by tapping **Hide/Show Live PiP**.



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

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 picture-in-picture (PiP) and simultaneously play back the video.



To turn on PiP:

1. While viewing live video from the camera, tap  **Playback**.
2. Depending on the operating system on your device:
 - Android - Tap , and then tap **Hide/Show Live PiP**
 - iOS - Tap **Menu**, and then tap **Hide/Show Live PiP**



The incoming audio is not available in 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 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**



You cannot change save locations.

To take a snapshot in live mode or playback mode:



- Android - In live mode, tap . In playback mode, tap , and then tap **Snapshot**
- iOS - In live mode, tap  **Snapshot**

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 of 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**

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
-   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 (see Use picture-in-picture on page 28)
- Optional. Tap  to start or  to stop the incoming audio when you play the video recording forward at normal speed (Only for cameras that have microphones attached)

Load more recordings

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

- Android and iOS - Tap **Load more**

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 of your mobile device.





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

1. To go to investigations:
 - Android - Tap the **Investigations** tab
 - iOS - On the **Navigation** pane, tap  **Investigation**
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 of 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 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, then tap the preview image to maximize it.
2. Tap  **Playback**, then:
 - Android - Tap , then tap **Investigate**
 - iOS - Tap **Menu**, then tap **Investigate**
3. Specify the time to define the period to investigate.
4. Tap **Create**.

If you create an investigation from a camera that has a microphone attached, you can listen to incoming audio when playing back the recording.





You can play back the incoming audio only when there is a video recording and you play the recording forward at normal speed.

Stream video from your device to your surveillance system

If your system administrator previously set up video push in Management Client or Management Application and enabled you to use it, you can stream video from your device to your surveillance system. For more information, see Streaming video from your mobile device (explained) on page 21.

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  **Video Push**
 - iOS - On the navigation bar, tap  **Video Push**
2. To start streaming video, do one of the following:
 - Android - Tap **Start**
 - iOS - Tap **Push**
3. To stop recording, tap **Stop**.

Bookmark an interesting moment

Bookmarks are available in XProtect VMS products.


If you see something that you will 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**

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.

View alarms




Alarms can be triggered by various events:

- 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



To view alarms, ask your system administrator to set up alarms and to give you the sufficient user rights.

To view an alarm:

1. Tap the **Alarms** tab.
2. From the **All alarms** list, find the alarm that you want to play video for and tap it.
3. View the details of the alarm:
 - Type of the event
 - Time of the occurrence
 - State of the alarm
 - To whom it is assigned
 - Priority of the alarm
4. To play the video, tap **See camera**.
5. Play the video backward or forward and check when the image that you are seeing was taken.
6. Optional. Tap  to start or  to stop playing audio for the video playback when you play it forward at normal speed (Only for cameras that have microphones attached).
7. To save the video for later or share it with others:
 - Android - Tap , then tap **Investigate**
 - iOS - In the upper navigation bar, tap **Menu**, then tap **Investigate**
8. Specify the time to define the period to investigate.
9. Tap **Create**.

If you create an investigation from a camera that has a microphone attached, you can listen to incoming audio when playing back the recording.



You can play back the incoming audio only when there is a video recording and you play the recording forward at normal speed.

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 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 

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

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 is triggered.

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 immediately, 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**

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. You can also:

- Listen to incoming audio in live or playback mode if the cameras have microphones attached
- Use push-to-talk (PTT) in live mode

Based on the state of the door, you can either lock or unlock it.



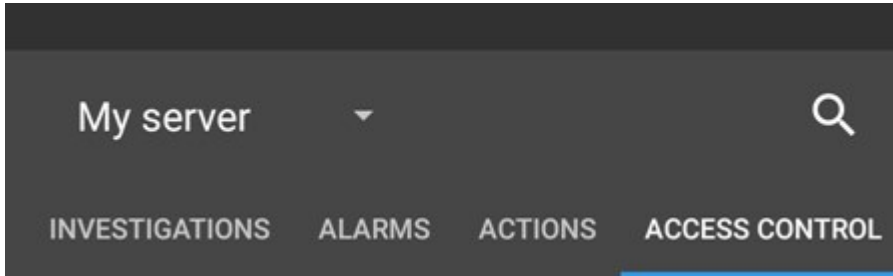
Lock and **Unlock** are the standard options, but other commands may be defined in your access control system.

1. Tap the **Access Control** tab.
2. Tap  and select **Doors**. A list of doors appears.
3. Tap the door that you want to view.
4. View video in live mode from the camera monitoring the door.
5. Optional. Tap  to start or  to stop playing incoming audio (Only for cameras that have microphones attached).
6. Optional. Tap and hold  to start push-to-talk. Release the icon  to end transmitting audio (Only for cameras that have speakers).
7. If required, **Lock** or **Unlock** the door. The state of the door changes.
8. To play back the video, tap the live image and then . You can see the video stream in live mode even when you are playback mode.


Respond to access requests

When someone tries to enter a building using a door controller, and access is denied, an access request is sent to your app. Depending on your access control system, you can respond by, for example, 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 on iOS.



Or:






1. Open the app, and in the list of servers, tap the server that 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, you will see:

- Live video from the cameras at the door
- 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 cameras, swipe the live image left. If there are more than two, swipe several times.
3. Optional. Tap  to start or  to stop playing incoming audio (Only for cameras that have microphones attached).
4. Optional. Tap and hold  to start push-to-talk. Release the icon  to end transmitting audio (Only for cameras that have speakers).
5. Now you can either **Lock** or **Unlock** the door.
6. To play back the video before or at the time when the cardholder tried to enter:
 1. Tap the live image. The live video feed displays 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. Optional. Tap  to start or  to stop the incoming audio when you play the video recording forward at normal speed (Only for cameras that have microphones attached).
7. To check the state of the door, or to lock or unlock it, tap **View door**.



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About Milestone

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 Systems 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 Systems is a stand-alone company in the Canon Group. For more information, visit <https://www.milestonesys.com/>.

