

MAKE THE
WORLD SEE

Milestone Systems

XProtect® Web Client 2019 R1

User manual



Contents

Copyright, trademarks, and disclaimer	4
Overview	5
XProtect Web Client	5
Requirements and considerations	6
Log in	6
Requirements for listening to audio	6
Requirements for using push-to-talk	7
Configuration	8
Navigating the Home page (explained)	8
Viewing live video (explained)	9
Listening to audio (explained)	10
Push-to-talk (explained)	11
Managing camera recordings (explained)	12
Recordings retention time and storage (explained)	12
Playing back audio in video recordings (explained)	13
Recordings from multiple cameras (explained)	13
Cameras in your investigation area (explained)	14
Using the investigation timeline (explained)	14
Settings	15
WebSockets	16
PTZ control	16
Operation	17
Search for camera	17
Navigate to camera	17
Listen to audio in live video	18
Use push-to-talk in live video	19
Play back recordings from one camera	19
Specify time for video playback	21

Remove unnecessary cameras from video playback	23
Create investigations from one or more cameras	24
Update or delete your investigation	25
Add cameras to existing investigation	27
Remove a camera from existing investigation	27
Turn playback on or off	28
Prepare video export and download	29
Sharing XProtect Web Client page (explained)	30
View alarms	31
Activate actions	32
Digital zoom vs optical zoom (explained)	33
Use digital zoom	33
Use optical zoom (for cameras that support optical zoom)	34
Upgrade	35
Update XProtect Web Client	35

Copyright, trademarks, and disclaimer

Copyright © 2019 Milestone Systems A/S

Trademarks

XProtect is a registered trademark of Milestone Systems A/S.

Microsoft and Windows are registered trademarks of Microsoft Corporation. App Store is a service mark of Apple Inc. Android is a trademark of Google Inc.

All other trademarks mentioned in this document are trademarks of their respective owners.

Disclaimer

This text is intended for general information purposes only, and due care has been taken in its preparation.

Any risk arising from the use of this information rests with the recipient, and nothing herein should be construed as constituting any kind of warranty.

Milestone Systems A/S reserves the right to make adjustments without prior notification.

All names of people and organizations used in the examples in this text are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

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 system installation folder.

Overview

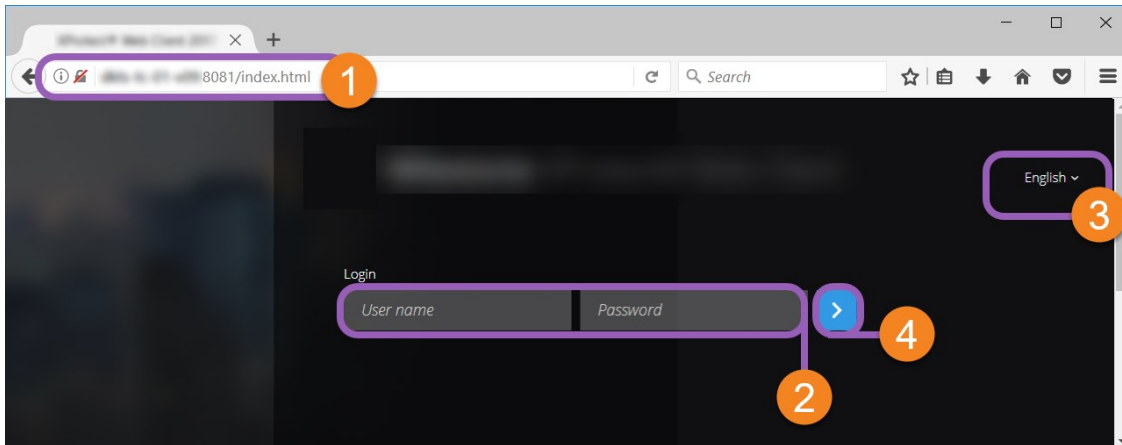
XProtect Web Client

XProtect Web Client lets you:

- View live video and video recordings in your web browser
- Listen to incoming audio from live video and video recordings
- Use the push-to-talk (PTT) feature while you are watching live video from one camera
- Create investigations
- Download video exports with or without audio

Requirements and considerations

Log in



1. In the address bar of your web browser **1**, enter the internet address that your system administrator gave you. Example: **http://11.2.3.4:8081** or **https://11.2.3.4:8082**.
2. In the **User name** and **Password** fields **2**, enter your login information.
Optional: To change languages, click the default language **3** in the upper right corner.
3. Click **>** **4** or press **Enter** to log in.

Requirements for listening to audio

To listen to incoming audio from your cameras, 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.

Requirements for using push-to-talk

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

- Cameras that have speakers attached
- Microphones that are attached to your computer



You must allow the internet browser to have access to your PC microphones.

- Sufficient user rights



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

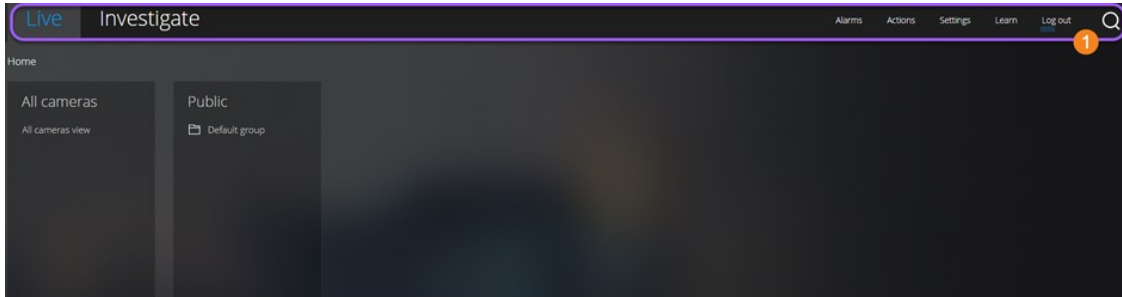
- Secure internet connection (HTTPS)



The push-to-talk (PTT) feature is not supported in Internet Explorer 11.

Configuration

Navigating the Home page (explained)



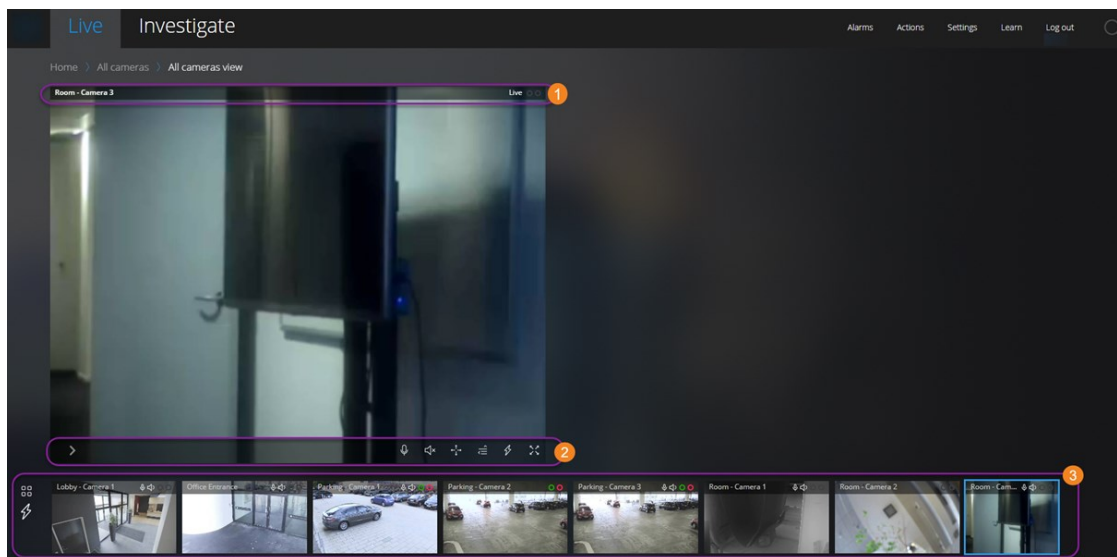
Item 1 in menu	What can I do with it?
XProtect Web Client logo	Click to return to the Home page of XProtect Web Client.
Live	<ul style="list-style-type: none"> Click to return to your last position in the view structure View live video (see Viewing live video (explained) on page 9) Play back recordings from one camera (see Play back recordings from one camera on page 19)
Investigate	Play back recordings from multiple cameras (see Recordings from multiple cameras (explained) on page 13 and Prepare video export and download on page 29).
Alarms	View alarms from all cameras (see View alarms on page 31).
Actions	Activate actions, for example, to open doors (see Activate actions on page 32).
Settings	Customize XProtect Web Client (see Settings on page 15).
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 Search for camera on page 17).

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 **1**:

- See the name of the camera
- Check if the video that you are seeing is in live or playback mode
- 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 **2**:

Item	What can I do with it?
	Pause live video and play back recorded video (see Play back recordings from one camera on page 19).

Item	What can I do with it?
	Move and zoom your PTZ camera (Only for PTZ cameras).
	Move your PTZ camera to a PTZ preset position that you specified in XProtect Smart Client (Only for PTZ cameras with presets).
	View all actions for the camera.
	Enter full screen. Click again or press Esc to exit full screen.
 	Start or stop listening to audio (see Requirements for listening to audio on page 6).
 	Click and hold to start push-to-talk to one camera. Release the icon to end transmitting audio (see Requirements for using push-to-talk on page 7).

On the thumbnail strip :

- See live video from all cameras in the view
- See which of the cameras have microphones attached
- See which of the cameras have speakers
- 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

Listening to audio (explained)

XProtect Web Client supports incoming audio when you:

- View live video (see Viewing live video (explained) on page 9)
- Play back video recordings (see Managing camera recordings (explained) on page 12)

The incoming audio is also available in:

- Investigations (see Cameras in your investigation area (explained) on page 14)
- Video exports (see Prepare video export and download on page 29)
- **Alarms** (see View alarms on page 31)

- **Actions** (see Activate actions on page 32)

Push-to-talk (explained)

XProtect Web Client supports the push-to-talk (PTT) feature:





- While you are watching live video from one camera (see Viewing live video (explained) on page 9)
- In **Actions** (see Activate actions on page 32)

The feature allows you to communicate via the VMS system from a PC microphone with people near a video camera with audio equipment.



You must allow your internet browser to have access to your PC microphones (see Requirements for using push-to-talk on page 7).

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. Click 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 PC microphone 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 7).
 (Unavailable)	Shows that push-to-talk (PTT) is currently unavailable because: <ul style="list-style-type: none"> • A user with the same or a higher level of user rights already started using the push-to-talk through the same camera speaker • A user with a higher level of user rights interrupted your push-to-talk session • The camera speaker is disabled • The hardware device is disabled

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)

Managing camera recordings (explained)

To manage your camera video and audio recordings, you have the following options:

- On the **Live** tab, you can:
 - Play back a recording from a specific camera
 - Play back audio in a video recording (see [Playing back audio in video recordings \(explained\)](#) on page 13)
 - Specify the time of the recording that you want to play back. The specified time applies to the camera that you have selected
- On the **Investigate** tab, you can:
 - Play back or investigate recordings from one or multiple cameras



In the investigation mode, when you want to play back recordings without creating an investigation, you can always play back, simultaneously, recordings from all cameras in the current view.

- Play back audio in video recordings or investigations
- Specify the time of the recordings that you want to play back or investigate. The specified time applies to all cameras included in the specific view or added to your investigation
- You can specify a time span for your recordings and configure their exact start and end dates and hours
- You can manage your saved investigations: update their state, edit their configuration by adding or removing cameras, delete investigations, or export and download video recordings



To ensure that the recordings are stored for the right amount of time in the system database, set the retention time to match your needs (see [Recordings retention time and storage \(explained\)](#) on page 12).

Recordings retention time and storage (explained)

The retention time defines how long the video recordings are stored in the system database. By default, the retention time is seven days. If you want to change the retention time or the maximum database size, contact your system administrator. When the retention time has passed, the recordings are deleted.

On the **Live** tab and the **Investigate** tab, you can play back video recordings not older than the number of days defined in the retention time settings.

If you want to prevent your recordings from being deleted, you must create an investigation on the **Investigate** tab. Once you create this investigation, you can play back, export, and download the videos even if the recordings have been deleted from the system database.

Playing back audio in video recordings (explained)

If you meet the requirements for playing incoming audio (see Requirements for listening to audio on page 6), you can:

- Play back audio from camera recordings in live mode
- Play back audio from camera recordings in investigation mode

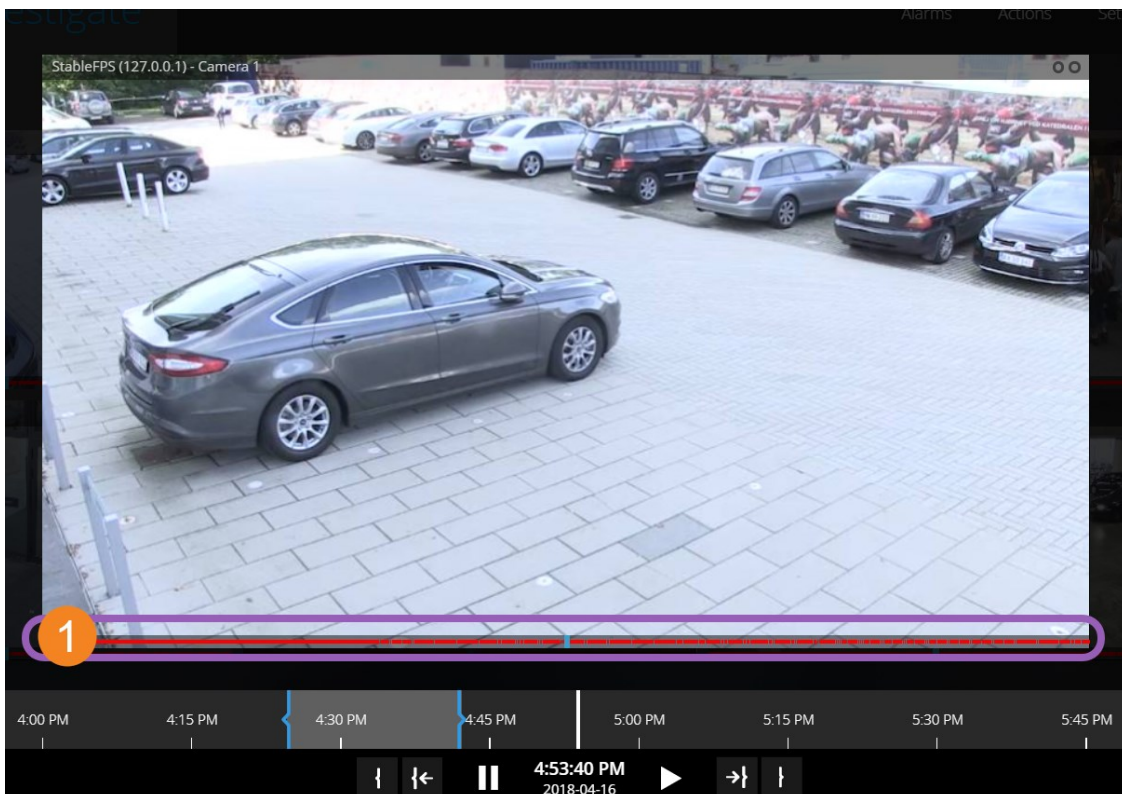


You can play back the incoming audio only when there is a video recording and you play the recording forward at normal speed.

Recordings from multiple cameras (explained)

On the **Investigate** tab, you can play back recordings without creating an investigation.

At the bottom of the camera view window, a red sequence line **1** indicates the time snippets where you can find video recordings.



In this mode you can:

- Choose the cameras that you want to play back and remove those that do not have recordings for the specified time (see Remove unnecessary cameras from video playback on page 23)
- Specify the time of the recordings that you want to play back (see Specify time for video playback on page 21)
- Specify the time span of the recordings (see Using the investigation timeline (explained) on page 14)
- Play back, simultaneously, the recordings from all cameras in the selected camera group
- Start or stop playing audio with the video recording from a specific camera in the selected camera group (see Playing back audio in video recordings (explained) on page 13)

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.



On the **Investigate** tab, you can only see the unique cameras in the view or group. The duplicate cameras do not 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

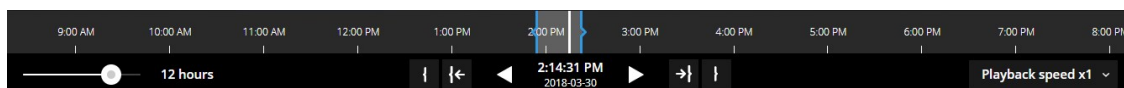
To start playing audio in an investigation that you have created, you must:

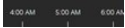






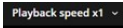

- Add cameras that have microphones attached (see Requirements for listening to audio on page 6)
- Play the video recordings forward at normal speed (see Playing back audio in video recordings (explained) on page 13)

Using the investigation timeline (explained)

In an investigation, on the timeline bar, you can specify:

- The time of the recording that you want to investigate
- A time span for your investigation



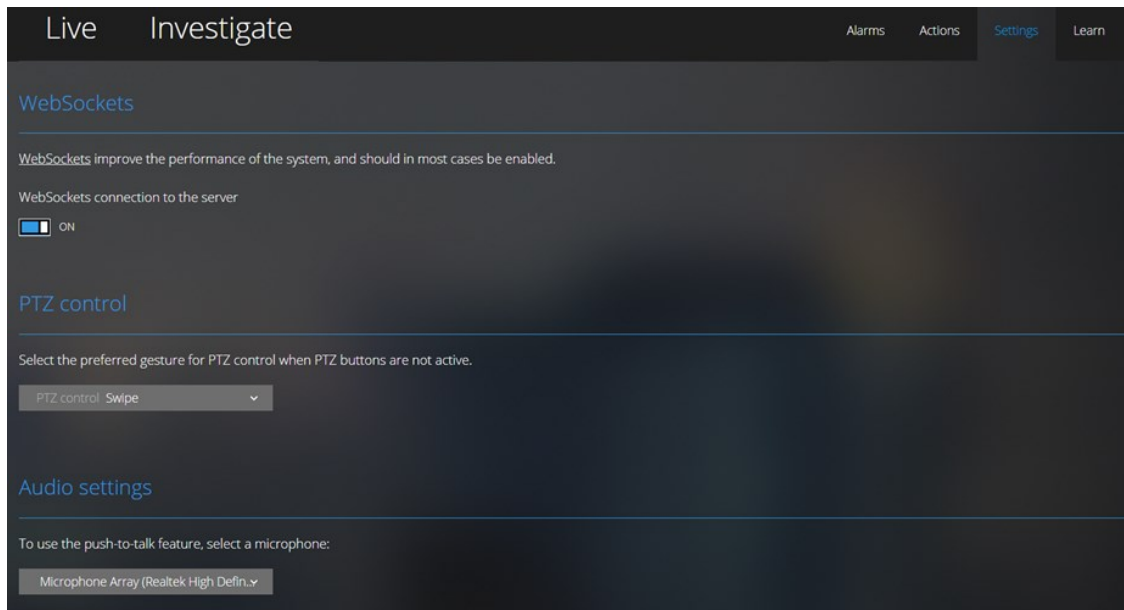
Item	What can I do with it?
	To change the time of the recording, drag the timeline scroller to the left or to the right. The white time indicator in the middle of the timeline scroller marks the selected time.
	Play the video backward or forward.
	<ul style="list-style-type: none"> • See when the video playback has been made • Click on this area of the timeline bar to open the time picker. You can use the time picker to select the time of the recording that you want to investigate or download (see Specify time for video playback on page 21) <div>  You can click and drag the time picker to change its position on the screen. </div>
	Click and drag the blue time span markers to specify the start and end time of the recording that you want to investigate or download.
	Align the start or end time of your investigation with the selected time.
	Align the selected time with the start or end time of your investigation.
	In the bottom right corner of the timeline bar, from the Playback speed list, select a specific speed for the video playback. The default value is x1 .
	In the bottom left corner of the timeline bar, drag the slider to change the time span. This option lets you define a precise time span for playing back or downloading the video.

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."

To make XProtect Web Client run smoothly, you can customize the settings on the **Settings** tab (see WebSockets on page 16 and PTZ control on page 16).



On the **Settings** tab, under **Audio settings**, you can select the microphone that XProtect Web Client will use for the push-to-talk (PTT) feature.

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.

Operation

Search for camera

On the **Home** page:

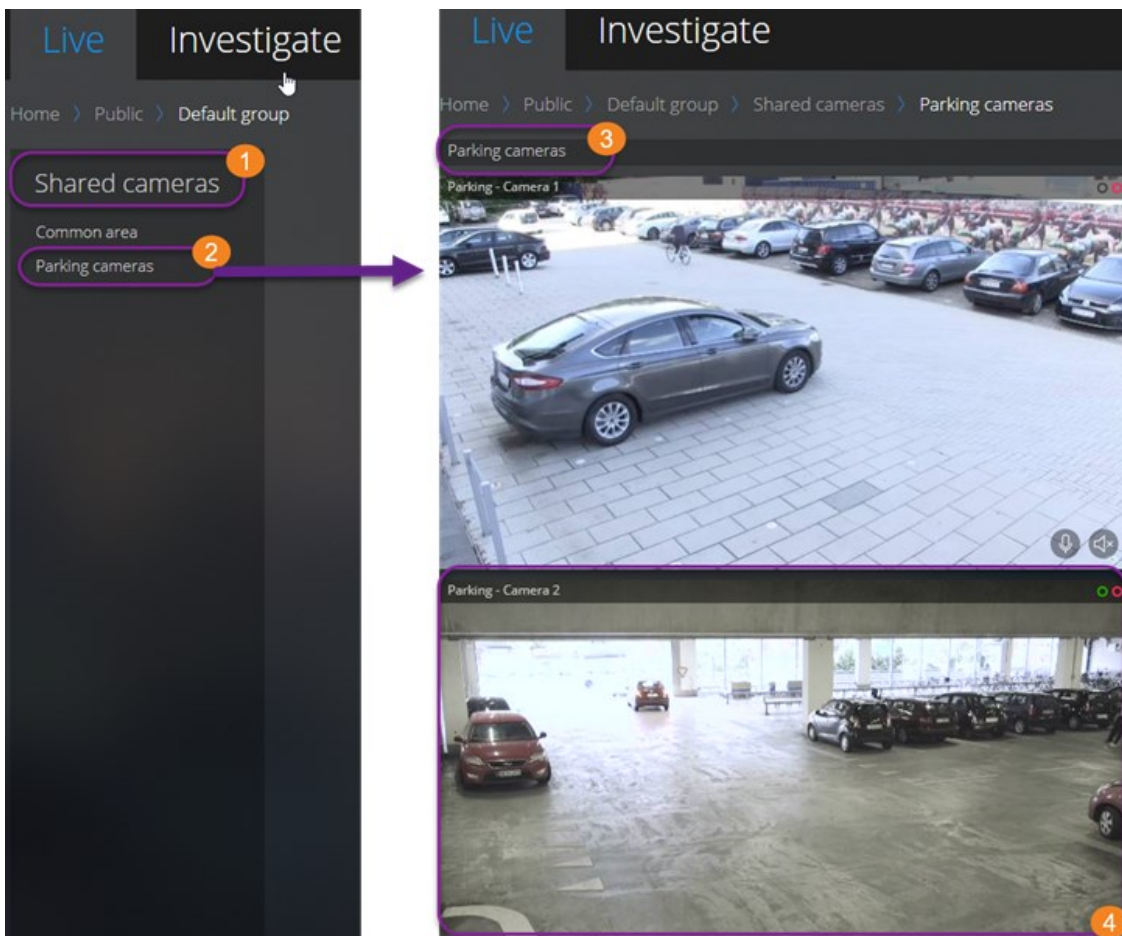
1. Click  in the upper right corner.
2. Start typing the name of a folder, view, or camera. Results show up as you type.
3. Click a camera for more options on live video (see Viewing live video (explained) on page 9).



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.

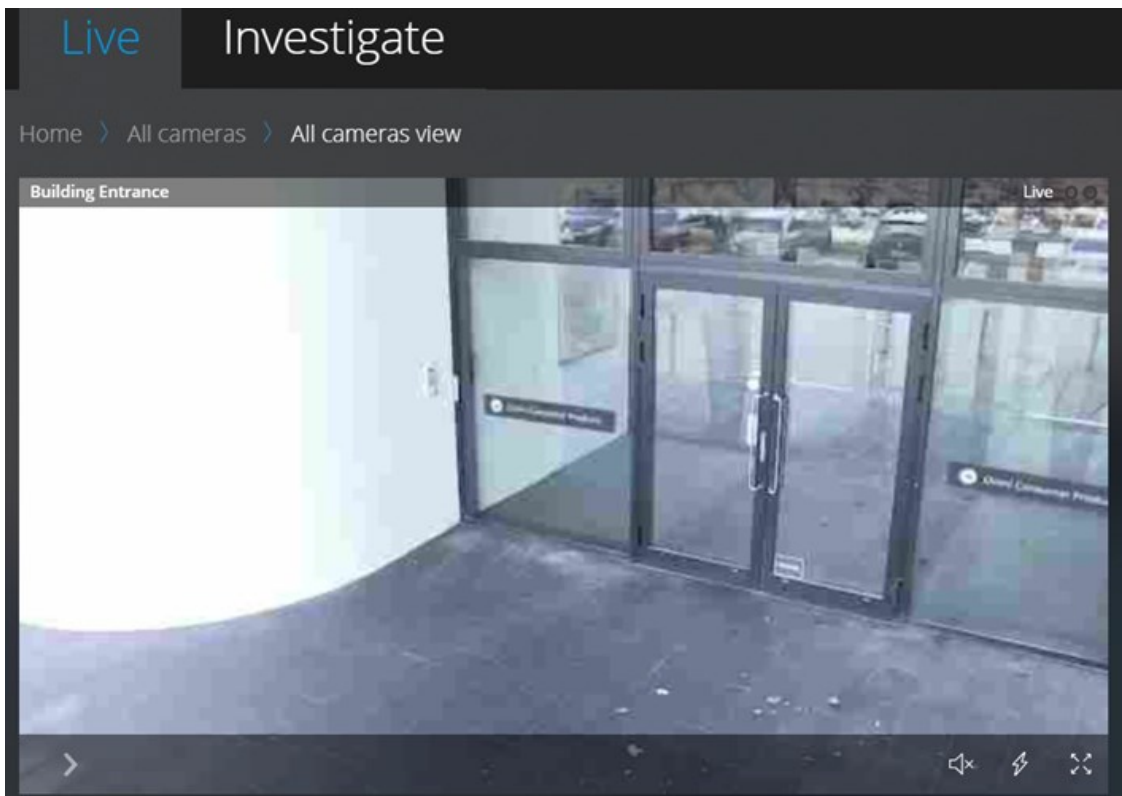
Navigate to camera

On the **Home** page:




1. In a folder **1**, click a subfolder **2** to see your views **3**.
2. In a view **3**, see live video from every camera in that view. See which cameras have microphones and speakers attached.
3. Click a camera **4** to play back recording from that camera (see Play back recordings from one camera on page 19).


Listen to audio in live video



On the **Live** tab:

1. Find and click a camera that has a microphone attached.
2. On the camera toolbar, click  to start playing audio.

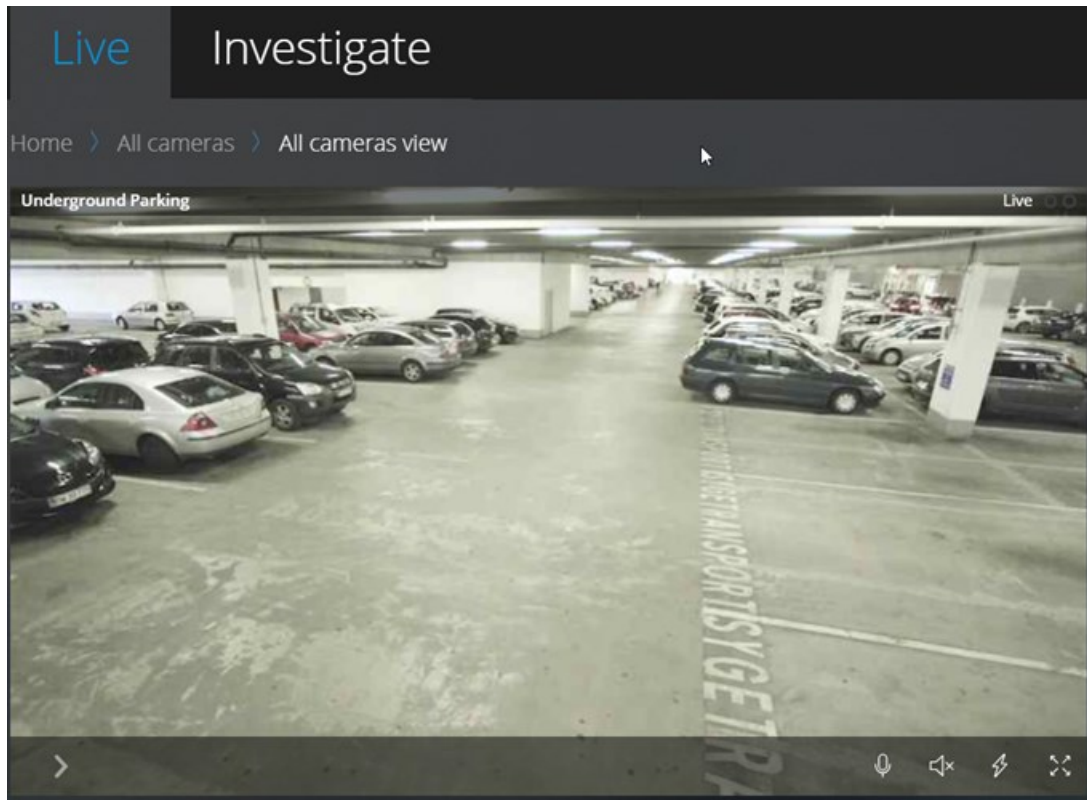
By default, the audio is muted.

All cameras on the thumbnail strip have an audio icon  on their toolbar if the cameras have microphones attached.






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

Use push-to-talk in live video



On the **Live** tab:

1. Find and click a camera that has a speaker attached.
2. On the camera toolbar, click and hold  to start using push-to-talk.
3. Release the icon  when you want to end transmitting audio.

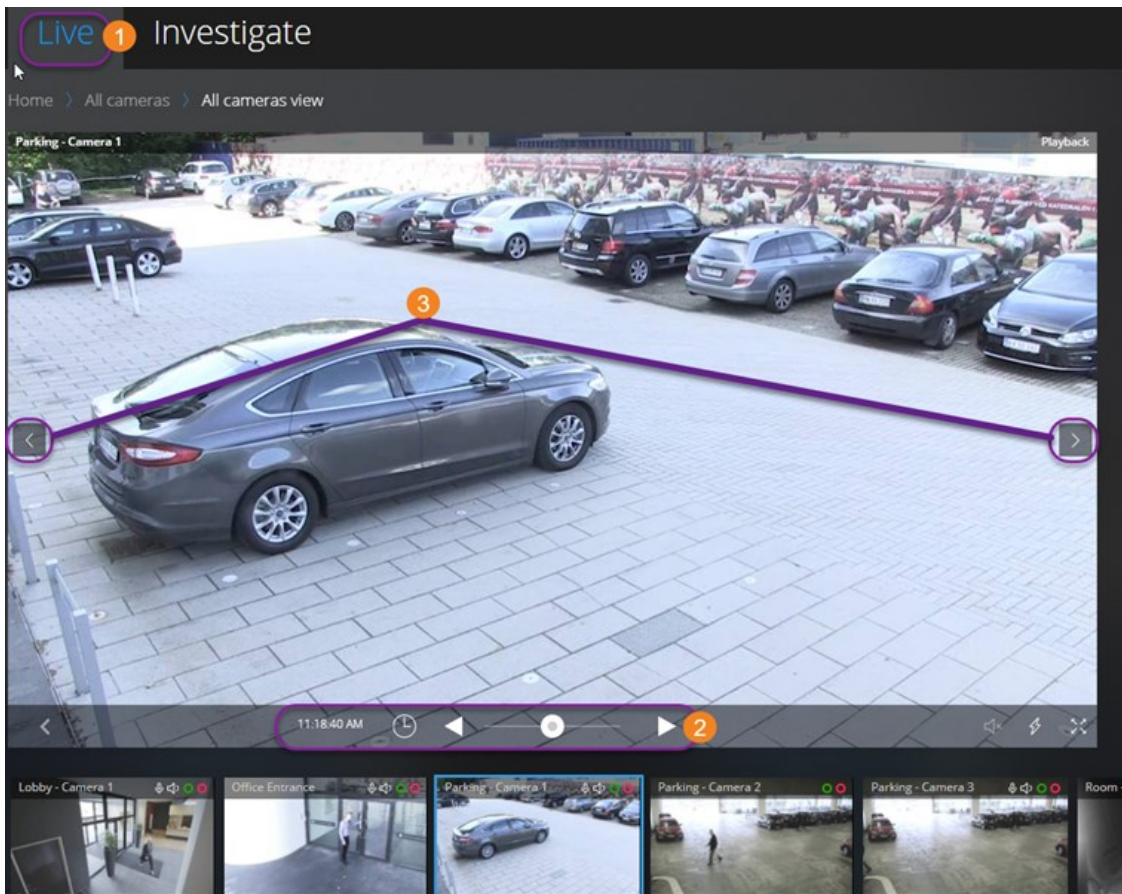
All cameras on the thumbnail strip have a push-to-talk (PTT) icon  on their toolbar if the cameras have speakers.

Play back recordings 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."

You can play back a recording from one camera on both the **Live** tab and the **Investigate** tab.









On the **Live** tab **1**:

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 **2**:





Item	What can I do with it?
	Drag to the left to fast backward or to the right to fast forward. By default, when the shuttle is placed in the middle, the playback speed is normal.
	Play the video backward or forward.
	See the previous or next image 3 .
	Click to open the time picker > Specify a date and time in the past to play back the video.

Item	What can I do with it?
	See when the recording has been made.
	Start or stop playing audio with the video recording (see Requirements for listening to audio on page 6, Playing back audio in video recordings (explained) on page 13).


On the **Investigate** tab:

If you want to play back a recording from one camera, but you have more than one camera in the selected group, you can remove the unnecessary cameras. To do this, follow these steps in Remove unnecessary cameras from video playback on page 23.

To play back recordings from one camera:

1. On the camera timeline bar, specify the time for the video playback.
2. Click  or  to play back the video backward or forward.
3. Click  to start or  to stop playing audio when you play the video recording forward at normal speed (Only for cameras that have microphones attached).



Click the camera for a bigger view. Press **Esc** or click  in the upper right corner to return to the normal view.


Specify time for video playback



"I need to go back to an exact time and see footage around that time."

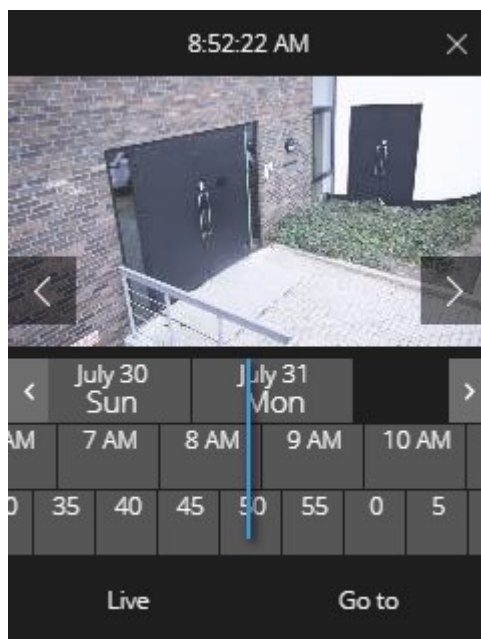
To play back video from a specific point in time, use the time picker. You can find the time picker on both the **Live** tab and the **Investigate** tab.

On the **Live** tab:


1. Find and click a camera.
2. On the camera toolbar, click  to pause live video.

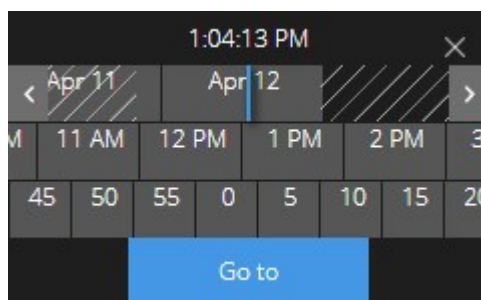
The playback control bar appears.

- On the playback control bar, click  to open the time picker.






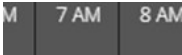

On the **Investigate** tab:

- On the timeline bar, click  to open the time picker.



You can click and drag the time picker to change its position on the screen.

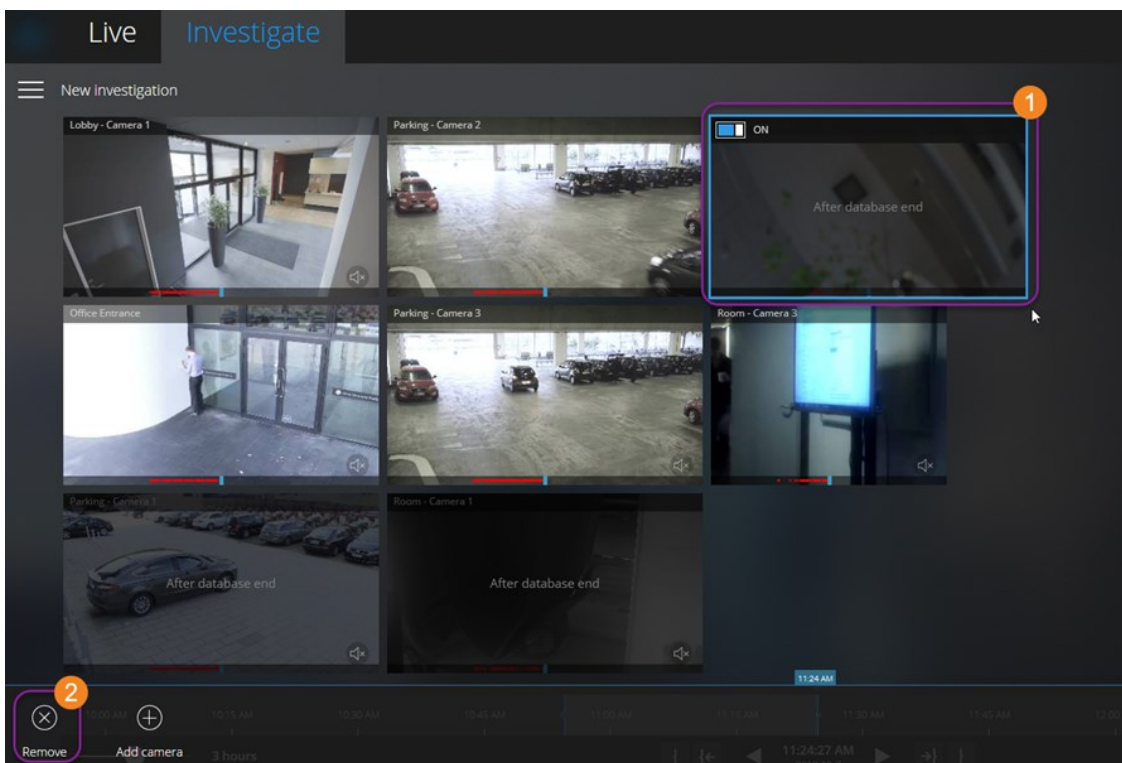
Item	What can I do with it?
	See the previous or next image (Only for the time picker on the Live tab).
	Move one week backward or forward.
	To specify the day, drag the days scroller to the left or to the right. The blue time indicator marks the selected date.

Item	What can I do with it?
	To specify the hour, drag the hours scroller to the left or to the right. The blue time indicator marks the selected hour.
	To specify the minute, drag the minutes scroller to the left or to the right. The blue time indicator marks the selected minute.
Go to	Click to play back the video from the specified time on.
Live	Click to return to live video (Only for the time picker on the Investigate tab).


Remove unnecessary cameras from video playback



"Before I play back the video, I want to remove the cameras that don't have any recordings within the time span that I've specified. How can I do that?"



On the **Investigate** tab:

1. Right-click the camera **1** that you want to remove from the camera group.
2. Click  in the bottom left corner **2** to remove the camera.

The camera is removed.

Create investigations from one or more cameras



"I need to investigate recordings from all our office cameras from around 9:30 yesterday morning and I want to keep the recordings for a month."

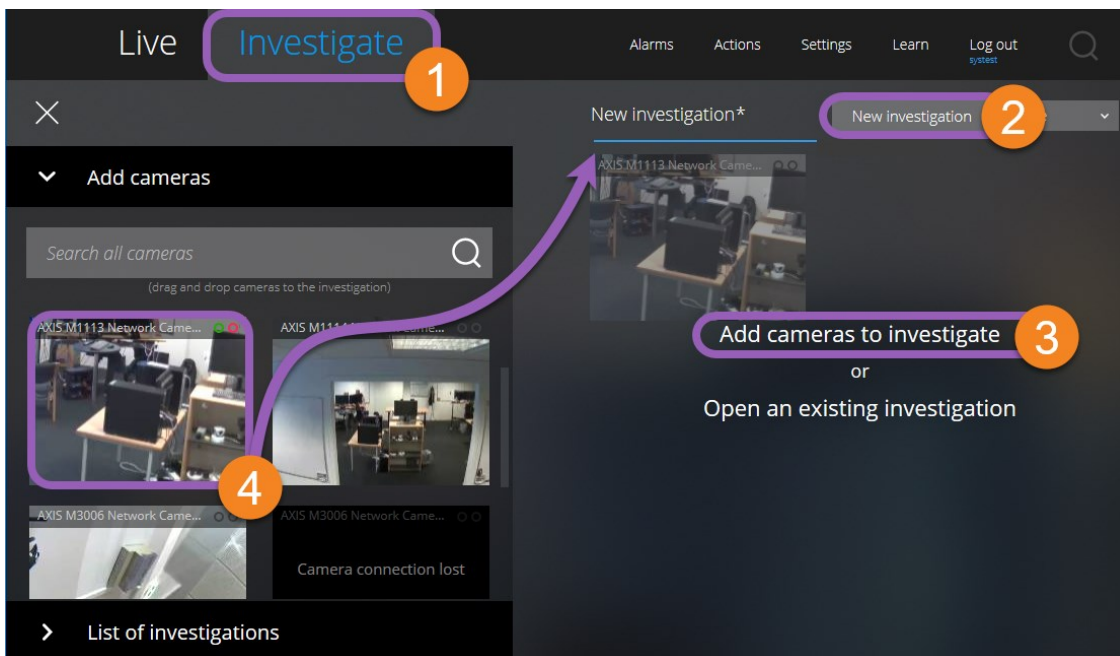
You must create an investigation when:

- You want to store video recordings for a period that is longer than the retention time, so that you can play back the recordings as many times as you want, even if they have already been deleted from the system database



By default, the retention time for video recordings in the system database is seven days (see Recordings retention time and storage (explained) on page 12).

- You want to export the recordings, download and share them with authorities at a later stage




On the **Investigate** tab **1**:

- Click **New investigation** **2**.
- Click **Add cameras to investigate** **3**.

The side panel opens to the left.

- 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  that you want to investigate into the **New investigation** area.

You can add one or more cameras.



The blue line that appears in the investigation area indicates where (above or below the line but not on the side of it) you must drop the camera.

5. Use the time picker to specify the time of the recording that you want to investigate.

The selected time applies to all cameras that you have added to your new investigation (see Specify time for video playback on page 21).

6. Use the timeline bar to specify the time span of the recording that you want to play back.

The selected time span applies to all cameras that you have added to your new investigation (see Using the investigation timeline (explained) on page 14).

7. Click **Save**.

8. Click **Save as**.


The **Save your investigation** form opens.

9. In the **Investigation name** field, enter a name for your new investigation.

10. Click **OK**.

The new investigation configuration is saved.

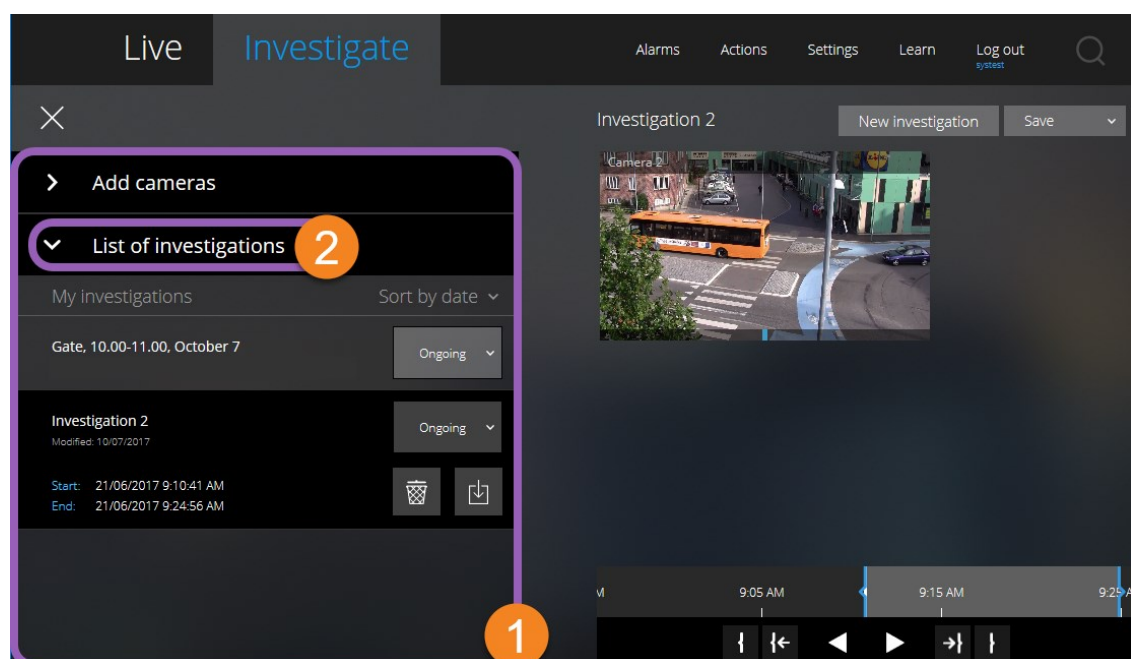


Click a camera in the investigation area for a bigger view. Press **Esc** or click  in the upper right corner to return to normal view.

Update or delete your investigation







"I want to update the name and the state of an existing investigation and delete another one. How can I do that?"



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

In the side panel **1**:

1. Click **List of investigations** **2** to see all your investigations.
2. In the **My investigations** list, navigate to and click the investigation that you want to update or delete.

Item	What can I do with it?
[name of investigation]	Click to edit the name of the existing investigation.
	Delete the investigation.
	Prepare and download investigations in a selected video format (see Prepare video export and download on page 29).
	Manually set your investigation state to Ongoing or Completed .
	Sort your investigations by: <ul style="list-style-type: none"> • Date. See your most recent investigations at the top of your list • State. See your ongoing investigations first and your completed investigations last in your list



When you open an investigation and replace a microphone attached to a camera that you have already included in that investigation, the system will play the audio from the previously attached microphone. To complete the update and start playing the audio from the new microphone, restart the XProtect Web Client first, then click **Save** to update this investigation (Only for cameras that have microphones attached).

Add cameras to existing investigation



"I want to add more cameras to an existing investigation. How can I do that?"

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

1. In the side panel, click **List of investigations**.
2. Navigate to the investigation that you want to add more cameras to and click on the name of investigation.
3. In the side panel, click **Add cameras**. All available cameras appear as thumbnails in the **Add cameras** area.
4. Navigate to the camera that you want to add. Click, drag, and drop the camera in your investigation area.



You can search for a certain camera by name in the **Search all cameras** field.



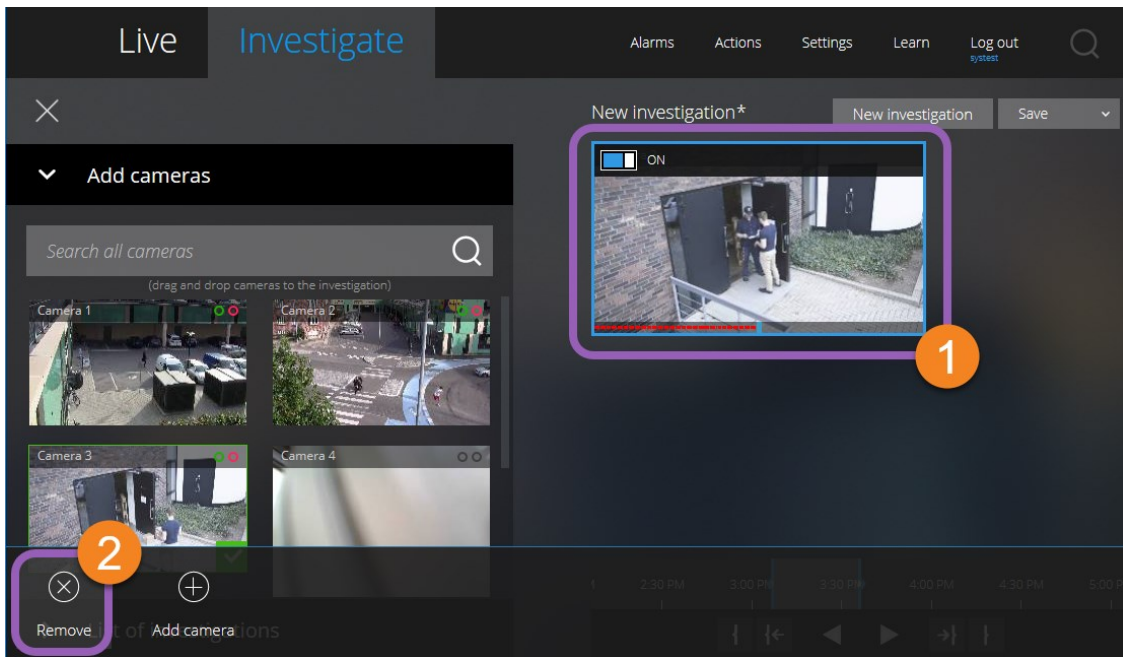
If the check box in the bottom right corner is selected, the camera has already been added.

5. Click **Save**.
6. In the drop-down list, select **Save**.


Remove a camera from existing investigation



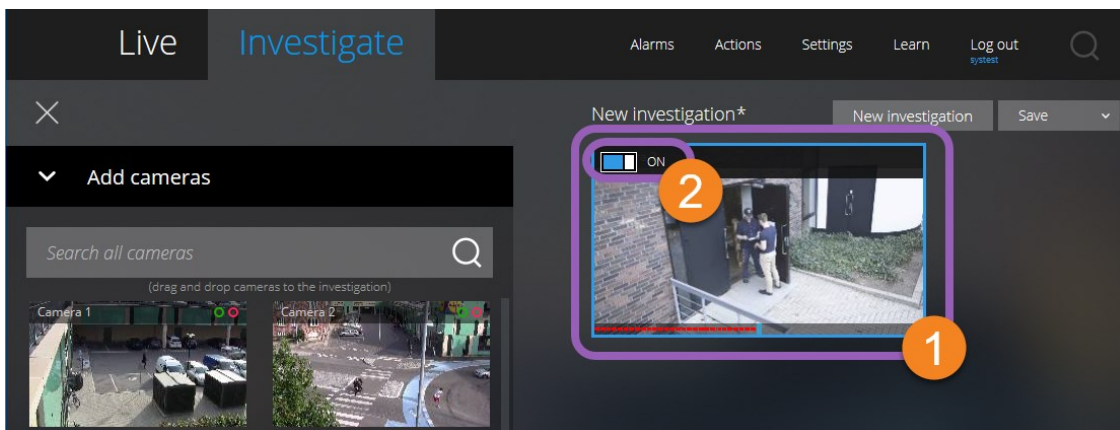
"I'm about to download these videos, but Camera 3 has no relevant footage. How do I take it out of my investigation?"






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

1. Right-click the camera **1** that you want to remove from your investigation.
2. Click  in the bottom left corner **2** to remove the camera from your investigation.
3. Click **Save**.
4. In the drop-down list, select **Save**.

Turn playback on or off



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

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

Prepare video export and download





"I want to download my investigation and show it to my security officer later. What do I do?"

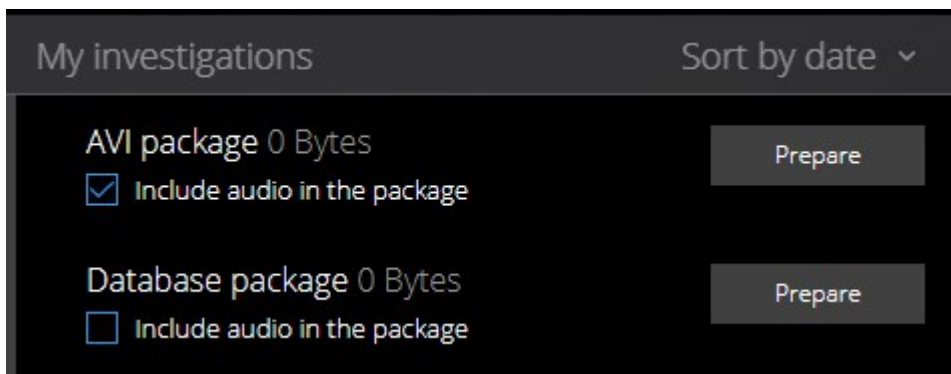


You must have specific user rights to prepare a video export and download video. Follow your company policy when sharing video evidence.

On the **Investigate** tab:

1. Click .
2. Open your **List of investigations**.
3. Click the investigation that you want to download.
4. Click .
5. If you want to prepare a video export package with audio included, select the **Include audio in the package** check box.

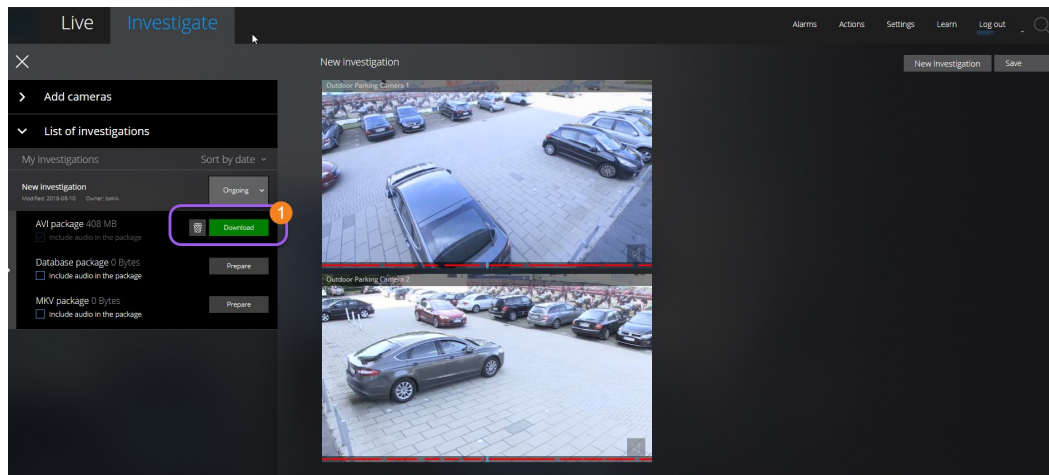
By default, the check box is cleared.



- Click **Prepare** to download the video in the format that you need.



You can prepare a video export and download it later. In the prepared export, the video recordings may differ in number compared to the number of cameras that you have added to the investigation. The reason is that some of the cameras may not have existing recordings within the time span that you have specified.



- Click **Download** **1** to download the prepared video export.

You will find your downloaded files in the download folder of your web browser.

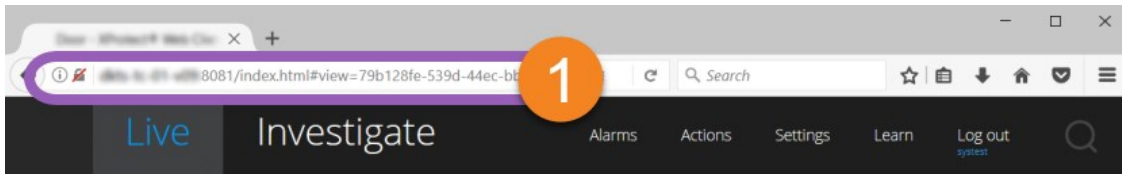
The available video formats are:

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.

Sharing XProtect 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 XProtect Web Client?"

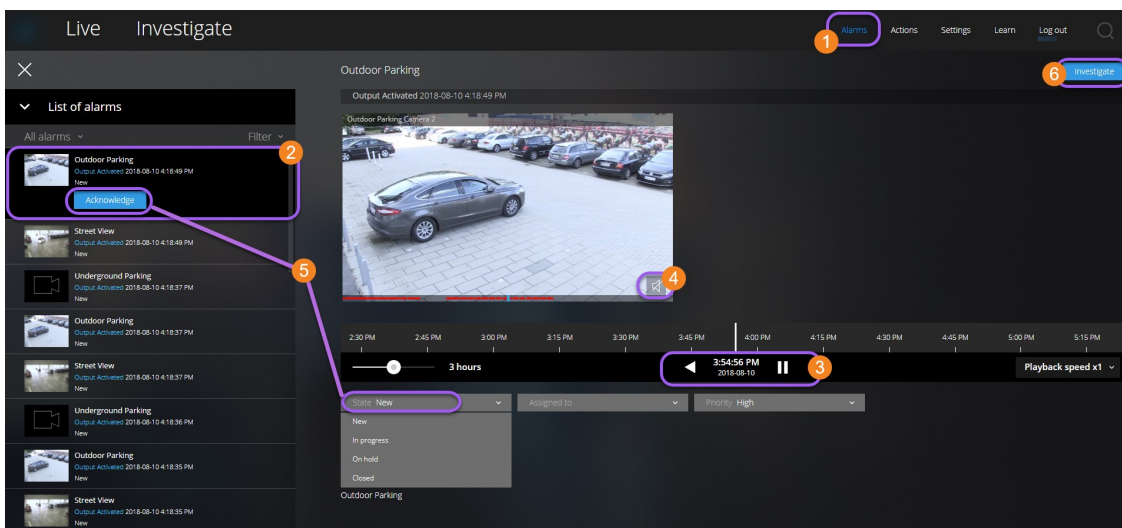


Every page of your XProtect Web Client has its own internet address **1**. You can share the address with other users. When users go to the address in a web browser and log in, they see the page that you shared with them.

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 **1**:

1. Find and click the alarm **2** 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 **3**.
3. Start or stop playing audio for the video playback when you play it forward at normal speed **4**.
4. Change the state of the alarm by clicking the **Acknowledge** button or by selecting another alarm state option from the list **5**.
5. To save the video for later or share it with others, click **Investigate** **6**.
6. Follow the steps in Prepare video export and download on page 29.

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

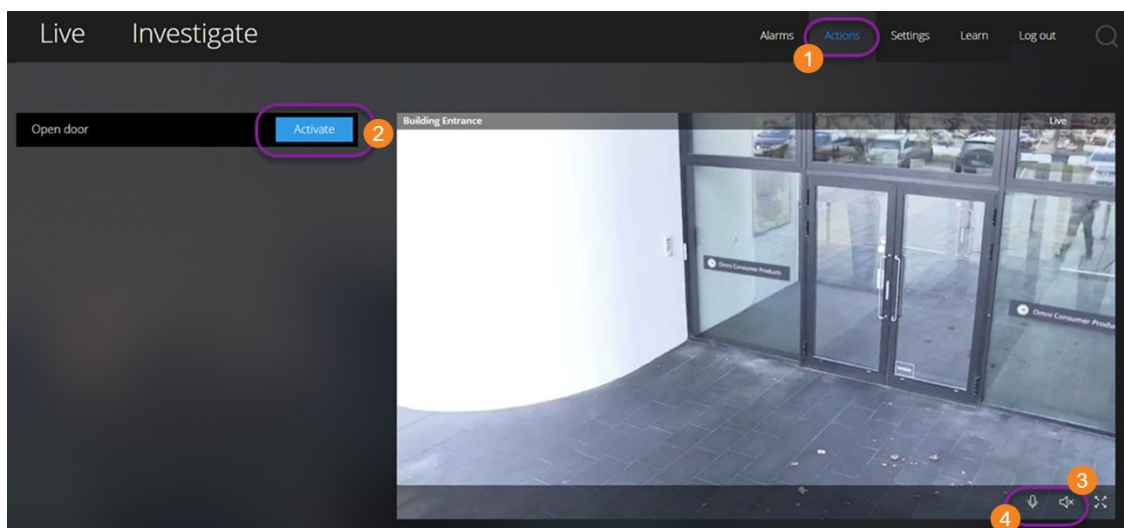


To view alarms, ask your system administrator to set up alarms and to give you the sufficient user rights.

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** ¹ tab:

1. Find the action that you want to activate.
2. Click **Activate** ², and, for example, the front door opens.
3. Optional. Start or stop listening to live incoming audio ³ (Only for cameras that have microphones attached).
4. Optional. Click and hold  to start push-to-talk. Release the icon  to end transmitting audio ⁴ (Only for cameras that have speakers).

What are some examples of actions?

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



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

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 (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.



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 section (see PTZ control on page 16).

Upgrade

Update XProtect Web Client

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



helpfeedback@milestone.dk

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/>.

