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Milestone Systems

Milestone Mobile 2016 Client

User Guide

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Get started

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

About the server and client components of Milestone Mobile

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

Milestone Mobile has two parts:

- Milestone Mobile client is an application for your smartphone or tablet. For more information, see *Install Milestone Mobile on a mobile device* (on page 7)
- Milestone Mobile server is the component that system administrators install and use to maintain settings for the client. For more information, see *Installing the Milestone Mobile server and plugins* or the *Milestone Mobile Administrator Guide*. Download the guide from the Milestone Systems website <http://www.milestonesys.com/downloads>.

Installing Milestone Mobile and plugins

The information in this topic is intended primarily for system administrators. For more information, see the *Milestone Mobile Administrator Guide*. Download the guide from the Milestone Systems website <http://www.milestonesys.com/downloads>.

You can install the Milestone Mobile server component when you install these versions, and all later versions, of XProtect video management software products:

- XProtect Advanced VMS 2013*
- XProtect Professional VMS 2013**
- Milestone Husky NVR
- Milestone Arcus

To get the most out of Milestone Mobile, make sure you're using the latest version of your XProtect video management software. Information about the products is available on the website <http://www.milestonesys.com/our-products/xprotect-software-suite>.

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

Operating systems

Milestone Mobile supports the following operating systems for mobile devices:

iOS 7 and later	iPhone, iPad and iPod Touch
Google Android 4.0 and later	Smartphones and tablets with Android installed
Windows 8 Phone and later	Smartphones using Windows 8 Phone.

Where to install the Milestone Mobile server component

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

If you use XProtect Corporate, XProtect Expert or XProtect Enterprise, we recommend that you install Milestone Mobile on a dedicated machine, and on all machines running Management Client or Management Application.

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

XProtect product	Requirement	
		Installation on the same machine as the Management Application.
XProtect Professional VMS products*	Complete a Typical installation of the XProtect Professional VMS software. A Typical installation includes the Milestone Mobile server.	Run the separate Milestone Mobile server installer.
XProtect Advanced VMS products**	Run the separate Milestone Mobile server installer.	

Installing the Milestone Mobile plugin component

You should install the plug-in on machines other than the one running the Milestone Mobile server.

On all machines that run the Management Application or Management Client:

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

* The XProtect Professional VMS products are XProtect Enterprise, XProtect Professional, XProtect Express, XProtect Essential and XProtect Go.

** The XProtect Advanced VMS products are XProtect Corporate and XProtect Expert.

Install Milestone Mobile on a mobile device

Download the free Milestone Mobile application from Google Play, App Store, or Windows Phone Store.

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

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

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

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

Connect a mobile device to a Milestone Mobile server

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

Connect manually

1. Tap **+** to scan the local network for Milestone Mobile servers, and then tap **Add server manually**.
2. Enter a name for the server, its IP address, and log in credentials, and then tap **Save**. The name displays in the list of servers on your device, and can be anything you want.
3. Optional: You can also do the following:
 - By default, the connection uses HTTP. To use HTTPS, select the **Secure connection** check box.

Note: If your device is running iOS 9.0 or later, or Windows Phone, before you turn on secure connections ask your system administrator whether a digital certificate from a certificate authority is installed on your Milestone Mobile server. Without a certificate, devices running these operating systems cannot connect to Milestone Mobile servers if you turn on the secure connection setting.

- To always connect to this Milestone Mobile server when you start Milestone Mobile, select the **Default server** check box.

- To be notified when alarms trigger or there is a problem with a device, select the **Receive notifications** check box. For more information, see Turn on or turn off notifications.

Connect to a server you have used before

1. Tap **+** to scan the local network for Milestone Mobile servers.
2. The **Existing Servers** group shows servers that you have connected to before. Tap one or more servers, and then tap **Save**.
3. Enter your log in credentials for the Milestone Mobile server, and then tap **Connect**.

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

Connect by entering the unique identifier for the server

Notes: This connection method uses the Address book service, and requires a license for Smart Connect.

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

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

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

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

Connect from an email message

Notes: This connection method uses the Address book service, and requires a license.

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

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

1. On your mobile device, find the email message from your system administrator.
2. If Milestone Mobile is not installed, tap **Download Milestone Mobile** to go to the store where you can download it.

3. When Milestone Mobile is installed on the device, tap **Add your server to Milestone Mobile**.
4. Tap the Milestone Mobile server to connect to it.
5. Enter your log in credentials for the Milestone Mobile server, and then tap **Connect**.

View and edit connections to Milestone Mobile servers

1. On the **Servers** page, tap and hold the name of the server, then tap **Edit**.
2. View or edit the following settings:
 - **Secure connection** - Use HTTPS when you connect. By default, the connection uses HTTP.

Note: If your device is running iOS 9.0 or later, or Windows Phone, before you turn on secure connections ask your system administrator whether a digital certificate from a certificate authority is installed on your Milestone Mobile server. Without a certificate, devices running these operating systems cannot connect to Milestone Mobile servers if you turn on the secure connection setting.
 - **User name** and **Password** - The log in credentials
 - **Save credentials** - Remember the log in credentials
 - **Default server** - Always connect to this Milestone Mobile server when you start Milestone Mobile
3. To add addresses manually, tap **Add address**, and then enter the IP address and port number.

Select a language for the app

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

To use another language, change one of the following:

- The language setting in Milestone Mobile (available only for Android)
- The language of your device. Restart Milestone Mobile to apply the change

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

Maintain connection settings for a Milestone Mobile server

You can maintain information about the Milestone Mobile server, and about the way you connect to it on your mobile device.

To go to these settings:

- Windows Phone - In the list of servers, tap and hold the server name, and then tap **Edit**
- iOS and Android - Tap **Edit**, and then tap the server

Setting	Description
Server name	The name of the server.
Address	The IP address of the computer where the server is running. Alternatively, if you don't know the IP address you can insert the full name of the computer.
Port	The port number that 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, Milestone Mobile app and server cannot communicate.
Description (optional)	A description of the server.
Secure connection	Indicate whether the server you connect to uses an HTTPS connection. Note: If your device is running iOS 9.0 or later, or Windows Phone, before you turn on secure connections ask your system administrator whether a digital certificate from a certificate authority is installed on your Milestone Mobile server. Without a certificate, devices running these operating systems cannot connect to Milestone Mobile servers if you turn on the secure connection setting.
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.
Default server	Indicate whether to log in to this server when you open Milestone Mobile. (iOS and Android only).
Delete	For iOS, delete the server. For Android, Delete is in the server context menu.

Turn on or turn off notifications

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

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.

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:
 - Windows Phone - Tap and hold the server, tap **Edit**, and then turn on or turn off the **Receive notifications** setting.
 - Android - Tap the server, and 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**, then **Notifications**. Turn on or turn off the **Allow Notifications** setting.
2. To specify the alarms you are notified about, tap **Notifications settings**, and then select:
 - **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 on or turn off push notifications

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

About streaming video from your mobile device

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

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

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

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

- A crowd is forming at an entrance, and you want to show the control room
- You witnessed an act, 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

To use Video push, your administrator must do the following in Management Client or Management Application:

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

For more information, see the Milestone Mobile Administrator Manual.

Set up video streaming on your mobile device

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

The settings depend on the operating system on your device.

Settings for Android and Windows Phone

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

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

- Windows Phone - Tap **video push**
- Android - Tap **Camera**

Specify the following:

- **Use front facing camera** - Use your device's front facing camera to stream the video. This displays only if the front facing camera is currently in use on your device
- **Video resolution** - Set the resolution of the stream to push
- **Image quality** - Set the image quality of the video stream. Enter a value between 0 and 99

- **Quality of service** - Let Milestone Mobile server optimize the number of frames per second in the stream. For example, you may need more frames if your connection is slow. This can affect the quality of the video
- **Location data** (XProtect Advanced VMS products 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 image quality. By default, this is turned on
- **Location data** (XProtect Advanced VMS products only) - Include details about where you are while you stream the video

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 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).
Actions	Activate actions.
Investigations	View or create video or a snapshot.
Video push	Open the Video Push functionality, allowing you to use your device camera to send video to your system.
Alarms	View and react to alarms.

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

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Name	Description
Actions	View all actions for a view or a camera.
Activate	Activate an output or an event.
Add server (iOS)	Add and configure a new server.
Cancel	Cancel the last thing you did.
Close (Windows Phone)	Close this page or item and return to previous page or item list.
Columns (Windows Phone)	Display the available cameras in a view in one, two, or three columns. Tap the button to rearrange the view. If the button reappears, this indicates the next available option (one, two, or three columns).
Done	Done on this page.
Edit	Edit settings for the server.
Exit full screen	Stop viewing video in full screen.
Filter	Filter views. By default, all views are selected. You can hide or show views.
Front camera (Windows Phone)	The camera selected for video push. Tapping it changes the camera to the rear camera and the text under the button to Rear Camera .
Go to time (in Playback mode)	Go to a specific time in the past.
Help	Find information about using Milestone Mobile.
History (Windows Phone)	Go to a list of recordings.
Home (Android)	Go to the Servers list.
Live (in Playback mode)	Switch from Playback mode to Live mode.
New (Android)	Add and configure a new server.
New server (Windows Phone)	Add and configure a new server.
Hide/Show live PiP (in Playback mode)	Turn on and off a small picture-in-picture (PiP) 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 outputs to activate them.
Playback (in Live mode)	Switch from Live mode to Playback mode.
Playback speed (in Playback mode)	Control the speed of the video.

Name	Description
Presets (on the selected camera) (only for PTZ cameras)	View the pre-set camera positions.
PTZ / PTZ presets (on the selected camera) (dimmed for non-PTZ cameras)	Show PTZ controls on the screen so you can pan, tilt and zoom in.
Rear camera (Windows Phone)	Indicates the camera used for Video Push. Tap it to change to the front-facing camera. The name changes to Front Camera .
Recent history	View a list of recordings.
Save	Save your filtered views.
Settings	<p>Android and iOS: Go to All Settings to view or change Image, Auto-hide Controls, Video Push, and About settings.</p> <p>Windows Phone: On the Video Push page, go to video push settings.</p>
Share (iOS)	Take a snapshot of the current frame and save it to your device.
Snapshot	<p>Take a snapshot of the current frame. Snapshots save as follows:</p> <p>Android: By default, snapshots are saved to your device's SD card at: /mnt/sdcard/Milestone.</p> <p>iOS: Snapshots are saved to your device's Photo Library and can be accessed from tapping Photos on your device.</p> <p>You cannot change save locations.</p>
Time picker	Go to a specific time in the video.
X1 (Windows Phone)	Open a menu with a selection of playback speeds.

Observe and communicate

Viewing live video

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

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

- Windows Phone and 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 only you can access.
- The name of the view. For example, Building A
- The number of cameras available in the view

Start viewing live video from a camera

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

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

To stop viewing live video:

- Windows Phone - Tap the **Back** button on your device
- iOS - Tap **Close** in the upper left corner
- Android - Tap the Milestone Mobile icon 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 **Search all cameras**.
2. Enter the name of the camera.

Filter your views

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

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

1. To filter views:
 - Windows Phone - Tap **Filter** at the bottom of the screen
 - Android and iOS - Tap **Filter** in the upper right corner
2. To turn on or turn off a view, tap the view or use the slider.
3. To apply the filter and return to the list of views:
 - iOS - Tap **Done** in the upper right corner of the navigation pane
 - Windows Phone - Tap **Done** at the bottom of the screen
 - Android - Tap **Save** in the upper right corner

Discard your selections

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

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

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

Use pan-tilt-zoom controls and presets

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

If the PTZ controls use auto-hide, controls hide if you don't use them. To show them, tap the screen. This feature is not available for cameras on the Milestone Demo server.

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

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

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

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

Zoom in or out

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

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

Milestone Mobile uses digital zoom.

Crop or fit images to the screen

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

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

Display other cameras in the view

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

Switch to Playback mode

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

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

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

Using actions in Milestone Mobile

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

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

View and trigger actions

You can view and trigger actions from the following locations:

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

View actions

To view actions, do one of the following:

- Android - In the drop-down menu at the top, tap **Actions**
- Windows Phone - Swipe to the **Actions** page, or tap  **Actions**
- iOS - Tap  **Actions**

Trigger an action

To trigger an action, do one of the following:

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

Investigate and document

Find and view video recordings

Access recorded video from a camera in Playback mode.

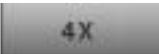
View video recordings for a camera

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

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

Playing back recorded video

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

-  **Go to time** - Go to a specific point-in-time by using the slider
-  **Playback speed** - Speed up or slow down the playback speed
-  Play the video forwards and backwards, and pause it
-  Go to the first frame in the previous or next video
- **Hide/Show live PiP** - Display live video from the camera in a picture-in-picture window. For more information, see Use picture-in-picture (on page 24).

Load more recordings

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

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

View or create an investigation

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

View ongoing and completed investigations

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

1. To go to investigations, do one of the following:
 - Android - Tap the drop-down menu in the upper left, and then tap **Investigations**
 - Windows Phone - Swipe to the **Investigation** page, or if you are in Playback mode, tap  **Investigate**
 - 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 in an investigation, tap the investigation.
4. To view the video in the investigation, tap **See camera**.

Create an investigation

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

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

Stream video from your device to your surveillance system

If your system administrator has 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 About streaming video from your mobile device (on page 12).

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:
 - iOS - On the navigation bar, tap  **Video Push**
 - Android - From the top drop-down menu, tap **Video Push**
 - Windows Phone - Slide to the **Video Push** page
2. To start streaming video, do one of the following:
 - Android - Tap **Record**
 - iOS - Tap **Push**
 - Windows Phone - Tap **start video push**

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

3. To stop recording, do one of the following:
 - Android - Tap **Stop Recording**
 - iOS, Windows Phone - Tap **Stop**

Bookmark an interesting moment

Bookmarks are available in XProtect Advanced VMS products.

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

To create a bookmark:

- Windows Phone - Swipe up from the bottom, and then tap **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 where you added the Video Push Driver camera.
2. Tap the camera to go to full screen.
3. Tap  **Playback**.
4. Use the playback controls to investigate the video.

Take a snapshot

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

Snapshots are saved on your mobile device.

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

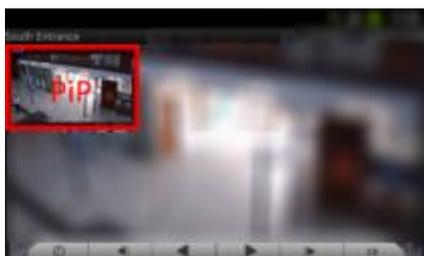
Note that you can't change the locations.

To take a snapshot, do this:

- In Live mode or Playback mode, tap  **Snapshot**.

Use picture-in-picture

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



To turn on PiP, follow these steps:

1. While viewing live video from the camera, tap  **Playback**.

Investigate and document

2. Depending on the operating system on your device, do one of the following:

- Windows Phone - Swipe up from the bottom of the screen, and then tap **Hide/Show Live PiP**.
- iOS - Tap **Menu**, and then tap **Hide/Show Live PiP**.
- Android - Tap the drop-down menu in the upper right corner, and then tap **Hide/Show Live PiP**.

Return to live video

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

React to a notification

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

React now, or later

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

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

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

About Milestone Systems

Milestone Systems is a global industry leader in open platform IP video management software, founded in 1998 and now operating as a stand-alone company in the Canon Group. Milestone technology is easy to manage, reliable and proven in thousands of customer installations, providing flexible choices in network hardware and integrations with other systems. Sold through partners in more than 100 countries, Milestone solutions help organizations to manage risks, protect people and assets, optimize processes and reduce costs. For more information, visit:

<http://www.milestonesys.com>.

