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XProtect Web Client

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

1. In the address bar of your web browser, enter the Internet address that your system administrator gave you. Example: http://1.2.3.4:8081 or https://11.2.3.4:8082.

2. In the User name and Password fields, enter your login information.

   Optional: To change languages, click the default language in the upper right corner.

3. Click or press Enter to log in.
Navigating the Home page (explained)

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

Search for a camera

On the Home page:

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

Tip: Type ptz to find all your PTZ cameras.

Navigate to a camera

On the Home page:

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

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

On the Live tab, find and click a camera.

In the camera title bar:

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

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Is motion being detected?</th>
<th>Is the video being recorded?</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>☒</td>
<td>✓</td>
<td>×</td>
</tr>
<tr>
<td>☒</td>
<td>×</td>
<td>✓</td>
</tr>
<tr>
<td>☒</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
On the camera toolbar:

<table>
<thead>
<tr>
<th>Item</th>
<th>What can I do with it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>❖</td>
<td>Pause live video and play back recorded video (see “Play back recording from one camera” on page 11).</td>
</tr>
<tr>
<td>➪</td>
<td>Move and zoom your PTZ camera.</td>
</tr>
<tr>
<td>➤</td>
<td>Move your PTZ camera to a PTZ preset position that you specified in XProtect Smart Client.</td>
</tr>
<tr>
<td>➤</td>
<td>View all actions for the camera.</td>
</tr>
<tr>
<td>➤</td>
<td>Enter full screen. Click again or press Esc to exit full screen.</td>
</tr>
</tbody>
</table>

On the thumbnail strip:

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

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

On the Live tab 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:

<table>
<thead>
<tr>
<th>Item</th>
<th>What can I do with it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>❯❯</td>
<td>Drag to the left to fast backward or to the right to fast forward.</td>
</tr>
<tr>
<td>◀▶</td>
<td>Play the video backward or forward.</td>
</tr>
</tbody>
</table>
| ◀▶   | See the previous or next image.

11 | Play back recording from one camera
### Play back recording from one camera

<table>
<thead>
<tr>
<th>Item</th>
<th>What can I do with it?</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Time Picker" /></td>
<td>Specify a time by using the time picker and play back video from that time (see &quot;Using the time picker (explained)&quot; on page 12).</td>
</tr>
<tr>
<td><img src="image" alt="Current Time" /></td>
<td>Time for when the image that you are seeing was taken.</td>
</tr>
</tbody>
</table>

#### Using the time picker (explained)

Specify a time and play back video from that time.

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

2. On the camera toolbar, click ![Pause Video](image) to pause live video. The playback control bar appears.

3. On the playback control bar, click ![Open Time Picker](image) to open the time picker.

<table>
<thead>
<tr>
<th>Item</th>
<th>What can I do with it?</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Previous/Next Image" /></td>
<td>See the previous or next image.</td>
</tr>
<tr>
<td><img src="image" alt="Previous/Next Week" /></td>
<td>Go one week backward or forward.</td>
</tr>
<tr>
<td><img src="image" alt="Previous/Next Day" /></td>
<td>Click and drag to specify the day.</td>
</tr>
<tr>
<td><img src="image" alt="Previous/Next Hour/Minute" /></td>
<td>Click and drag to specify the hour and minute.</td>
</tr>
<tr>
<td>Item</td>
<td>What can I do with it?</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Go to</td>
<td>Go to the time that you specified.</td>
</tr>
<tr>
<td>Live</td>
<td>View live video.</td>
</tr>
</tbody>
</table>
Play back recording from more than one camera

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

On the Investigate tab 1:

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

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

Cameras in your investigation area (explained)

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

Examples:

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

### Using the investigation timeline (explained)

In an investigation, on the timeline:

<table>
<thead>
<tr>
<th>Item</th>
<th>What can I do with it?</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Click and drag the timeline to change your current position in the investigation." /></td>
<td>Click and drag the timeline to change your current position in the investigation.</td>
</tr>
<tr>
<td><img src="image" alt="Play the video backward or forward." /></td>
<td>Play the video backward or forward.</td>
</tr>
<tr>
<td><img src="image" alt="Time for when the image that you are seeing was taken." /></td>
<td>Time for when the image that you are seeing was taken.</td>
</tr>
<tr>
<td><img src="image" alt="Click and drag the blue time selectors to select the part of your investigation that you want to download and share." /></td>
<td>Click and drag the blue time selectors to select the part of your investigation that you want to download and share (see &quot;Download and share video&quot; on page 19).</td>
</tr>
<tr>
<td><img src="image" alt="Move the start or end of your selection to your current position in the investigation." /></td>
<td>Move the start or end of your selection to your current position in the investigation.</td>
</tr>
<tr>
<td><img src="image" alt="Jump to the start or end of your selection." /></td>
<td>Jump to the start or end of your selection.</td>
</tr>
</tbody>
</table>

### Save your investigation

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

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

1. Click **Save**. Two options for saving appear.
2. Click **Save**. Or: To rename your investigation before you save it, click **Save as**.
Customizing your investigation (explained)

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

In the side panel:

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

<table>
<thead>
<tr>
<th>Item</th>
<th>What can I do with it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>[name of investigation]</td>
<td>Click to rename the investigation.</td>
</tr>
<tr>
<td></td>
<td>Delete the investigation.</td>
</tr>
<tr>
<td></td>
<td>Prepare and download video (see &quot;Download and share video&quot; on page 19).</td>
</tr>
<tr>
<td></td>
<td>Mark your investigation ongoing or completed.</td>
</tr>
<tr>
<td>Sort by date ▼</td>
<td>Sort by date: See your most recent investigations at the top of your list.</td>
</tr>
<tr>
<td>Date</td>
<td>Sort by state: See your ongoing investigations first and your completed investigations last in your list.</td>
</tr>
</tbody>
</table>
Remove a camera from your investigation

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

On the Investigate tab, in an investigation:

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

Turn playback on or off

On the Investigate tab, in an investigation:

1. ❌
2. 🔴
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.
Download and share video

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

On the Investigate tab:

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

Which format should I export to?

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

Note: Follow your company policy when sharing video evidence.

Sharing a Web Client page (explained)

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

Every page of your Web Client has its own Internet address 🌐. 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  ❖  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. To save the video for later or share it with others, click Investigate  ❚.
   • Follow the steps in the Download and share video (on page 19) section.

What else can trigger alarms?

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

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

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

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

On the Actions tab:

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

What are some examples of actions?

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

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

Digital zoom vs optical zoom (explained)
When you use digital zoom:

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

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

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

Use digital zoom

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

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

1. On the Live tab, find and click a PTZ camera.
2. Place your cursor over the video.
3. Scroll with your mouse to zoom in or out.
   Or: Click then to zoom.
   
   Note: If you use optical zoom on your camera while recording, the zoom levels used will be reflected in your recording.

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

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

WebSockets

Keep WebSockets on to get video faster and use less bandwidth.
Keep this setting on unless your system administrator asks you to turn it off.

PTZ control

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

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

Tap and hold:
1. Place your cursor over the video.
2. Click and hold down your left mouse button.
   Or: Click and drag your mouse around.
Update XProtect Web Client

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

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. For more information, visit: http://www.milestonesys.com.