Milestone Systems

Milestone® Mobile 2013 (Client)

milestone

The Open Platform Company

Contents

Introduction

Welcome to the User's manual for **Milestone® Mobile**. In this manual, you can find help, tips and tricks for Milestone Mobile (installed on your Android smartphone or tablet, or Apple® device).

About Milestone Mobile

Milestone Mobile is a mobile surveillance app closely integrated with the rest of your XProtect system. (XProtect® Corporate 4.0+, XProtect® Enterprise 8.0+, XProtect® Professional 8.0+, XProtect® Express 1.0+, XProtect® Essential 2.0+, XProtect NVR 1.0+ and XProtect® Go 2.0+). Milestone Mobile client works with smartphones and tablets that use iOS or Android.

About Milestone Mobile server and plug-ins

The other components in your Milestone Mobile setup are the Milestone Mobile server and the Milestone Mobile plug-ins. Install the Milestone Mobile server on the server that runs your system or on a dedicated server. You install the Milestone Mobile settings needed in your system setup as either plug-ins or as part of a product installation or upgrade.

For details on how to download the Milestone Mobile server and how to integrate Milestone Mobile server functionality into your system setup, see the **Milestone Mobile Administrator's Manual,** which you can download from the Milestone website (http://www.milestonesys.com/downloads).

What's new

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

New in Milestone Mobile 2013:

Exports

- Export video from your Milestone Mobile client to your system or download it to your device. With the ability to view, define and create video exports on-the-go, users have extended remote capabilities and can take immediate action on incidents.

- Preview exported video sequence on your device without the need to download video or pictures to your device.

Milestone Federated Architecture (MFA) and master/slave support

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

Support for 64-bit servers

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

Performance improvements

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

Support for newer mobile devices

- The user interface has been updated to take advantage of Android design patterns from version 3.0 and upwards.

- The user interface has been updated to take advantage of the new screen aspect ratio introduced with the iPhone 5.

Milestone Mobile client

About using Milestone Mobile client

- You must have a valid mobile device (smartphone, tablet or portable audio player).

- Your device must be connected to the Internet through Wi-Fi, 3G or 4G.

- You must have a running system setup (unless you are testing your device via the **Milestone Demo** server).

About the language of Milestone Mobile client

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

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

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

Controls

The **top menu** has the following controls:

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

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

Name	Description
Cancel	Cancel filter settings on view(s).
Edit	Edit server settings.

Name	Description
Exit Full Screen	Exit full screen.
Export	Access the Exports functionality to export snapshots or video clips from your system.
Filter	Enable filtering on views. As default all views are selected. Clears the ones you do not wish to include.
Go To Time (on the selected camera in playback mode):	Open a menu which lets you pick a specific time to view in the past.
Help	Access the Milestone Mobile online help.
Home	Go to the Servers list (Android only).
Live (on the selected camera in playback mode):	Exit playback mode and re-enter live mode.
New	Add and configure a new server.
Hide/Show Live PiP (on the selected camera in playback mode):	Turn on and off a small picture-in-picture (PiP) of live mode. Double tap the PiP to return to live mode.
Outputs	Access the Outputs functionality to activate outputs.
Playback (on the selected camera in live mode):	Switch from live to playback mode.
Playback Speed (on the selected camera in playback mode):	Open a menu with a selection of playback speeds.
Presets (on the selected camera) (unavailable for non-PTZ cameras)	Open a menu with a selection of presets.
PTZ (on the selected camera) (dimmed for non-PTZ cameras)	Enable a number of PTZ controls on the screen which allows you to pan, tilt and zoom in on the current image.
Recent history	Go to recent history.
Save	Save your filtered view(s).
Share	Take a snapshot of the current frame and save it to your device. The **Share** functionality is only available on an iOS device.
Snapshot	Take a snapshot of the current frame. Snapshot save locations: **Android:** By default, snapshots are saved to your device's SD card at: **/mnt/sdcard/Milestone.** **iOS:** Snapshots are saved to your device's Photo Library and can be accessed from tapping **Photos** on your device**.** You cannot change save locations.

Servers

About Mobile server

The Milestone Mobile servers you add to your system are listed alphabetically, with sorting preference given to capital letters.

One server—the **Milestone Demo server**—is always present on the list of your Milestone Mobile servers. This allows you to try the Milestone Mobile without having an XProtect system setup. You cannot edit or delete the Milestone Demo server. Note that you cannot use pan-tilt-zoom (PTZ) cameras on the Milestone Demo Server.

To retrieve video from camera(s) in your own system setup, you must add one or more of your own Milestone Mobile servers. Tap a server to connect to it. On Android, touch and hold a server to open the server context menu where you manage the selected server. On iOS, tap the Edit button to manage the selected server.

Add a Mobile server

The procedure for how you add a Milestone Mobile server depends on whether your device uses Android or iOS:

- **Android:** From the main screen, choose **Menu > New**. Fill in the required server details and save these. Mobile servers are listed alphabetically.

- **iOS:** From the main screen, choose **Edit** > **Add Server**. Fill in the required server details and save these. Mobile servers are listed alphabetically.

If you want to retrieve video from additional servers, repeat this process on your Android or Apple device. You can add as many mobile servers as needed, as long as you have log-in credentials (user name and password), IP-address and port information for these servers.

Server context menu settings

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

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

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

Name	Description
Edit (server disconnected)	Edit server settings for the server (not possible for the **Milestone Demo** server).

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

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

Once connected to a Mobile server, **Views** opens, displaying all views present on the Mobile server, grouped in the sections All Cameras View, Private Views and Shared Views.

Server menu settings

Under the Server menu, you can change the following settings:

Setting	Description
Disconnect	Enter/edit a name for the server.
Address	Enter/edit the IP address of the computer on which the server is running. Alternatively, you can insert the full name of the computer if you do not know the IP address.
8081 (port number)	Edit the port number that your Milestone Mobile uses to communicate with the server (the default port number is 8081). If you edit the port number, you must also edit the corresponding port number in your system setup. Otherwise, the Milestone Mobile and the Mobile server cannot communicate.
Description (optional)	Enter/edit a description for the server.
Secure Connection	Indicate if the server to which you connect uses a secure HTTPS connection.
User name	Enter your user name.
Password	Enter your password. The user name and password can be based on either XProtect basic users (must be set up in your system setup) or on Windows® users (domain users). For domain users, the user name and password are the same as your domain credentials.
Save credentials	Indicate if you want your user name and password to be saved for future use.
Automatic login (disabled unless you have selected **Save credentials**)**:**	Indicate whether you want to log in automatically (if possible).
Delete:	Deletes the relevant server. (**iOS** only). For **Android**, **Delete** is found in the server context menu (see "Server context menu settings" on page 8).

Views

About views

You cannot create or edit views in the Milestone Mobile. This is done in XProtect Smart Client. See the **XProtect Smart Client User's Manual,** which can be downloaded from http://www.milestonesys.com/downloads (http://www.milestonesys.com/downloads).

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

Filter views

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

Android:

1. Choose the **Menu** button > **Filter**. All available views are selected by default.

2. Cancel any unwanted views by clearing relevant check boxes. Save your filter by choosing the **Menu** button > **Save**.

3. Cancel a filtered view by choosing the **Menu** button > **Cancel**.

iOS:

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

2. Cancel any unwanted views by clearing the relevant check boxes. Save your filter by choosing the **Done** button.

3. Cancel a filtered view by reselecting or clearing the filtered views.

Access recording history

You can access your recording history to find previous recordings in playback mode (see "In playback mode" on page 12). To do so:

Android:

1. Open the relevant camera in full screen.

2. Enter playback mode.

3. Tap the device's context menu button.

4. Tap the **Recent history** button.

iOS:

1. Open the relevant camera in full screen.

2. Enter playback mode.

3. In the upper navigation bar, tap the **Menu** button.

4. Tap the **Recent history** button.

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

If you need to go further back in time than what you see in the list, tap the **Load more...** button.

Views settings

In grid view

When a view opens, all relevant cameras of the view are displayed in a grid (two or three columns, depending on the direction of your device). If needed, you can scroll the grid to allow you to see all your cameras.

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

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

In live/full screen mode

When you view a camera in full screen mode, you can adjust the image in several ways. All cameras contain a motion and a video indicator. See In grid view **(on page 11)** for details**.**

- **Using PTZ (pan, tilt, zoom) on PTZ cameras**

Tap the **PTZ** menu item. This enables PTZ mode with a set of PTZ controls. Tap controls once to pan/zoom one step. If you do not use it for a short while, the controls disappear. Tap the screen to re-activate them.

This feature is not available for cameras on the Milestone demo server or non-PTZ cameras.

- **Presets**
  When you are in PTZ mode, you can use presets. To do so, tap the **Presets** menu item. This opens the **presets context** menu which offers a list of presets created in the administration part of your system setup. Select the wanted preset to start using it. Note that it is not possible to create or edit presets in the Milestone Mobile client. This is done from the administration part of your system setup.

- **Zoom in/out** (both live and playback mode): To zoom in, pinch out. To zoom out, pinch in. Zoom method used is digital zoom.

- **Switch between image fitting to screen and image cropped** (both live and playback mode): By default, images are fitted to the screen (outer parts of images are removed to fit the screen). Tap twice to crop images to fill screen and preserve the image's aspect ratio.

- **View a camera in playback:** Choose the **Menu** button > **Playback**

In playback mode

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

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

Icon:	Availability:	Description:
⊘	Always (in landscape mode, otherwise in **Menu**)	Go to a specific time using this time-picker menu where you slide both ways to select the wanted time/date.
◀❘	When stopped.	Move to the image just before the one currently viewed (the previous image).
▶	When stopped.	Start forward playback.
◀	When stopped.	Start backward playback.
❘▶	When stopped.	Move to the next image after the current one.
4 X	Always (in landscape mode, otherwise in **Menu**)	Set playback speed.
❙❙	When running.	Pause playback.
▶❘	When running.	Move to the first image in the next sequence.
❘◀	When running.	Move to the first image in the previous sequence.

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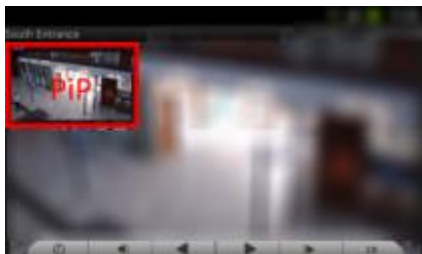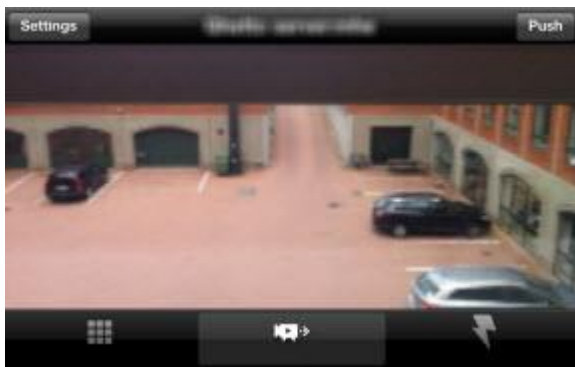
Video push

About Video push

Video push is feature that allows you to use your mobile device's camera, for example, to collect evidence when you investigate an alarm or evy sending a video stream from your mobile device to your system. In the Mobile server settings, you can set up how many users should be able to use the Video push feature on the system.

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

Use Video push

1. In the ever-present bottom navigation bar (**iOS**)/upper navigation menu (**Android**), tap the

   Video push control .

2. As the device's camera turns on, tap the **Record** button (Android) / **Push** button (iOS) to begin recording.

3. When finished, tap the **Stop Recording** button (Android) / **Stop** button (iOS).

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

1. Go to any view where you have added the Video push camera.

2. Tap the view position named **Video Push Camera - [User name]** to maximize it on your screen.

3. In the context sensitive Menu, tap **Playback**.

From here, view all recent recordings done from your Video push camera. The most recent recordings are shown at the top.

Camera settings (Video push)

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

Android:

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

iOS:

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

Actions

About actions

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

Activate actions

Use actions from Actions control

1. Click the **Actions** control .

2. In the list of available actions that appears, tap the relevant action to trigger. Confirm that you want to trigger the action. You receive a notification that the relevant action is triggered.

Trigger actions from camera views

1. When in grid view, tap actions to show all actions for all cameras in this view. Alternatively, select a single camera's camera view, only actions for a relevant camera are shown.

2. When the camera is maximized, tap the **Actions** control in bottom navigation bar (iOS) / tap **Actions** (Android).

3. In the list of available actions that appears, tap the relevant action to trigger. Confirm that you want to trigger the action. You receive a notification that the relevant action is triggered.

Exports

About Exports

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

The video you export is saved on the recording server to which your Mobile server is connected. Once you have exported video, it appears in the Export list (see "About Export list" on page 16). From the Export list, you can preview a video clip on your device (without saving it) or download it to your device (for example, to view the clip outside of Milestone Mobile) if your device supports this and if your device has sufficient space available. Exported video clips remain in the Export list until removed.

About Export list

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

If you tap the **Filter** button, you can switch between **My Exports** (your own exports) and **All Exports** (exports from all users). Note that you cannot see exports from other users unless you have been given rights to see these in the Milestone Mobile server's Export tab.

Each export in the list shows:

- The name of the camera from which the video or snapshot was exported

- The date of the export

- The time of when the recording or snapshot was recorded [hour.minute.second]. Exported video shows [start] - [end], for example 12:01:03 - 12:02:34.

- The duration of the video clip

- The file size of the video clip

- The user who exported the video sequence.

Example:

AXIS Q7404

03/04/2013

16.29.01

01:00 / 130 KB / Administrator

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

- **Download** to save the video to your device

- **Delete** if you want to remove the video clip from the Mobile server

- **Cancel** if you do not want to do anything to the export.

Export video and snapshots

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

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

2. In the selected camera's view, tap the **Export** button (on Android: tap the **Export** icon in the middle on the bottom right corner. On iOS: tap **Menu** > **Export**).

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

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

General settings

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

Setting:	Description:
Client version (iOS)**/About** (Android)**:**	Shows the version number of the Milestone Mobile installed on your device.
Stay awake:	When selected, sleep mode is disabled during video streaming (both in live and recording mode)**.**
Frames per second	Set a frame per seconds (FPS) value (1-30) for transfer of video from the Mobile server to your device. Note that your setting might conflict with/be overruled by the FPS setting in your system setup.
Optimize bandwidth (Android) **/ Bandwidth optimized** (iOS) (selected by default)**:**	When selected, the Mobile server reduces the quality of the images sent to the Milestone Mobile if the bandwidth used to connect to the Mobile server is slow. The bandwidth is increased when a better connection is available. Use this to manage the resources without interrupting the video streaming.
Auto-hide playback controls:	When selected, the controls in the playback **Navigation** bar will—if unused—automatically disappear after a short while. Tap the screen to reactivate them. When cleared, controls will stay on screen while in playback.
Auto-hide PTZ controls:	When selected, the navigation controls available in PTZ will—if unused—automatically disappear after a short while. Tap the screen to reactivate them. When cleared, controls will stay on screen while in PTZ.
Lock orientation (iOS only)**:**	When selected, the current screen orientation is maintained once connected to a server.
Miscellaneous (Android only)**:**	Change the language of Milestone Mobile client. To change the language on an iOS device, go to your device's settings and change the overall language of the device.

Frequently asked questions (FAQs)

1. **Which XProtect products does my Milestone Mobile support?**

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

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

   Android: A Milestone Mobile server is a recording server or dedicated server with the Milestone Mobile server component installed on it. To add a Milestone Mobile server, choose **New** when you open the application . In the new screen, fill in the server details and click **Save** (Android) / choose the **Edit** > **Add Server**. In the new window, fill in the required server details and click **Done**. If you want to retrieve video from additional servers, repeat this process.

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

   Android: Yes. You can add as many Milestone Mobile servers as needed. To add Milestone Mobile servers, tap **New**. Fill in the server details and tap **Save** (Android) / choose **Edit** > **Add Server**. In the new window, fill in the server details and tap **Done**.

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

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

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

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

6. **How do I create views?**

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

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

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

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

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

9. **How can I navigate through my recordings?**

Android: You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode. Once you are in playback mode you can search through your recordings using the control buttons. You also have the option to go to a specific time by choosing **Go To**. Once you have chosen **Go To**, select the date and time you want to view.

iOS: You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode and choose **Playback**. Once you are in playback mode you can search through your recordings using the control buttons.

You also have the option to go to a specific time by choosing **Menu** > **Go To**. Once you have chosen **Go To**, select the date and time you want to view and tap **Confirm**.

10. **Where are my snapshot images saved?**

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

iOS: Snapshots are saved to your device and can be accessed from **Photos** on your device.

Snapshots are accessed from the device's gallery. These settings cannot be changed.

11. **How do I add users to Milestone Mobile?**

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

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

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

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

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

The Milestone Mobile server automatically adjusts image quality according to the available bandwidth between the Milestone Mobile server and Milestone Mobile client. If you experience lower image quality than in the XProtect® Smart Client, you might have too little bandwidth to get full resolution images through the Milestone Mobile. The reason for this can either be too little upstream bandwidth from the server or too little downstream bandwidth on the client. See the XProtect Smart Client User's Manual, which can be downloaded from http://www.milestonesys.com/downloads (http://www.milestonesys.com/downloads).

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

Check your home Internet bandwidth. Many private Internet connections have different download and upload bandwidths often described as, for example, 20 Mbit/2 Mbit. This is

because home users rarely need to upload large amounts of data to the Internet, but consume a lot of data instead. The system needs to send video to the Milestone Mobile and is limited by your connection's upload speed. If low image quality is consistent on multiple locations where the download speed of the Milestone Mobile's network is good, the problem might be solved by upgrading the upload speed of your home Internet connection.

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

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

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

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

17. **Are there any differences between Milestone Mobile for Android and for iOS?**

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

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This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file **3rd_party_software_terms_and_conditions.txt** located in your Milestone surveillance system installation folder.

About Milestone Systems

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

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