

**Milestone Systems**

XProtect® Mobile 2.0

User's Manual



The Open Platform Company



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## Introduction

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

### ***About XProtect Mobile***

XProtect Mobile is a mobile surveillance solution closely integrated with the rest of your XProtect video management setup (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+).

For more information:

- Basic usage (see "Add an XProtect Mobile server" on page 8)
- Manage and connect to relevant servers (see "Server context menu settings (Android)" on page 8)
- View live and recorded video (see "About views" on page 10)
- Filter views (see "About views" on page 10)
- Zoom and move around in selected camera feeds (see "In live/full screen mode" on page 11)
- Pan, Tilt and Zoom (PTZ) (see "In live/full screen mode" on page 11)
- Go to specific places in time (see "In playback mode" on page 12)
- Video push (see "About Video push" on page 14)
- Outputs and events (see "About outputs and events" on page 16)
- Edit user settings to suit your needs (see "General settings" on page 17)
- Frequently asked questions (see "Frequently asked questions (FAQs)" on page 18).

### ***About XProtect Mobile server and plug-in***

The other components in your XProtect Mobile setup are the XProtect Mobile server and the XProtect Mobile plug-in.

The XProtect Mobile server is installed on the server that runs your XProtect video management system or on a dedicated server. The XProtect Mobile settings needed in your XProtect video management system setup are installed as either plug-ins or as part of a product installation or upgrade.

For details of how to download the XProtect Mobile server and how to integrate XProtect Mobile server functionality into your XProtect video management system setup, see the **XProtect Mobile Administrator's Manual**, which can be downloaded from the Milestone website (<http://www.milestonesys.com/downloads>).



## XProtect Mobile XProtect Mobile client

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### *About using XProtect Mobile XProtect Mobile client*

- You must have a valid mobile device (smartphone, tablet or portable audio player).
- Your device must be connected to the Internet. You can use any data connection on your device that allows you to access the Internet. See also the FAQs (see "Frequently asked questions (FAQs)" on page 18) for details.
- You must have a running XProtect video management system setup (unless you are testing your device via the **Milestone Demo** server).

### *About the language of the XProtect Mobile client*

The language of the XProtect Mobile client is automatically set to the language of your device. For example, if the language of your device is set to French, XProtect Mobile client will be in French.

If you want to change the language of XProtect Mobile client to another language, you must do so in XProtect Mobile client (Note that this capability is only available for Android).

Alternatively, you can change the language of your device. However, you must then shut down and restart XProtect Mobile client in order for the language change to take effect.

To use XProtect Mobile client in Hindi, your device must support this language.

## **Tabs**

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

Name	Description
<b>Views</b>	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 XProtect video management system.
Outputs and events	Activate outputs and events set up on cameras.

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

Name	Description
<b>Cancel</b>	Cancel filter settings on view(s).
<b>Edit</b>	Edit server settings.
<b>Exit Full Screen</b>	Exit full screen.
<b>Filter</b>	Enable filtering on views. As default all views are selected. Clears the ones you do not wish to include.



Name	Description
<b>Go To Time</b> (on the selected camera in playback mode):	Open a menu which lets you pick a specific time to view in the past.
<b>Help</b>	Access the XProtect Mobile online help.
<b>Home</b>	Go to the list of views on the <b>Views</b> tab.
<b>Live</b> (on the selected camera in playback mode):	Exit playback mode and re-enter live mode.
<b>New</b>	Add and configure a new server.
<b>Hide/Show Live PiP</b> (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.
<b>Playback</b> (on the selected camera in live mode):	Switch from live to playback mode.
<b>Playback Speed</b> (on the selected camera in playback mode):	Open a menu with a selection of playback speeds.
<b>Presets</b> (on the selected camera) (unavailable for non-PTZ cameras)	Open a menu with a selection of presets.
<b>PTZ</b> (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.
<b>Save</b>	Save your filtered view(s).
<b>Share</b>	<p>Take a snapshot of the current frame and share it via Bluetooth, email, instant messaging services, social networks, etc. Select a sharing method and follow the instructions.</p> <p>The <b>Share</b> functionality is only available on an Android device.</p>
<b>Snapshot</b>	<p>Take a snapshot of the current frame. Snapshot save locations:</p> <p><b>Android:</b> By default, snapshots are saved to your device's SD card at: <b>/mnt/sdcard/XProtect</b>.</p> <p><b>iOS:</b> Snapshots are saved to your device's Photo Library and can be accessed from tapping <b>Photos</b> on your device.</p> <p>Save locations cannot be changed for neither Android nor iOS.</p>



## Servers

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### About XProtect Mobile server

The XProtect Mobile server you add to your XProtect video management system are listed alphabetically, with sorting preference given to capital letters.

One server—the **Milestone Demo server**—will always be present. This allows you to try the XProtect Mobile without having an XProtect video management setup. The Milestone Demo server cannot be edited or deleted. Note that it is not possible to use pan, tilt, zoom (PTZ) on the Milestone Demo Server.

To retrieve video from camera(s) in your own XProtect video management setup, you must add one or more of your own XProtect Mobile servers. Tap a server to connect to it. Touch and hold a server to open the server context menu where you manage the selected server.

### Add an XProtect Mobile server

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

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

**iOS:** The list of servers are displayed as soon as you open the XProtect Mobile. Choose **Edit > Add Server**. Fill in the required server details and save these. Mobile servers are listed alphabetically under **Server & Views**.

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) for these servers.

### Server context menu settings (Android)

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

Name	Description
<b>Disconnect</b>	Disconnect the server.
<b>Connect</b>	Connect the server.

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

Name	Description
<b>Edit</b> (server is disconnected)	Edit server settings for the server (not possible for the <b>Milestone Demo</b> server).
<b>Delete</b> (server is disconnected)	Delete the server from your XProtect Mobile (not possible for the <b>Milestone Demo</b> server).

For **iOS**, **Edit** is an always present separate button in the upper right corner in the Server list. **Delete** is found in the Server menu (see "Server menu settings" on page 9).

Once connected to a XProtect Mobile server, **Views** opens, displaying the camera(s) of the XProtect Mobile server.





## Server menu settings

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

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



# Views

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## About views

You cannot create or edit views in the XProtect 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 video management 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.

You can access your video in a grid view (several view positions shown at the same time), live/full screen mode and 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.

**Filtering views: Opening a view in grid view:** Tap a view to open it.

## 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.

The grid view **Menu** has the following settings (**Android** only):

- **Home**
- **Help**

**Viewing 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 there are several ways to adjust the image. All cameras contain a motion and a video indicator. See In grid view (**on page 11**) above 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.

- **Using 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 XProtect video management setup. Select the wanted preset to start using it. Note that it is not possible to create or edit presets in the XProtect Mobile client. This is done from the administration part of your XProtect video management setup.

The presets **Menu** has the following settings:

- **Exit PTZ**
- **Presets**
- **Snapshot**



- **Share** (Android only)
- **Home**
- **Help**
- **Zooming 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.


**Viewing a camera in playback:** Choose the **Menu** button > **Playback** The full screen **Menu** has the following settings:

- **Exit Full Screen**
- **Playback**
- **PTZ**
- **Snapshot**
- **Outputs**
- **Share** (Android only)
- **Home**
- **Help**



## In playback mode

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

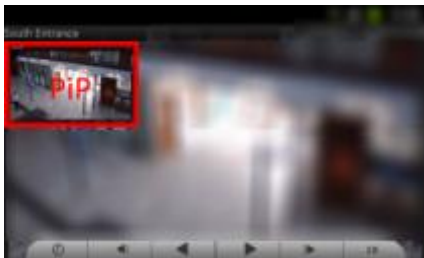
- **Navigation bar:** Here, you can choose the **Menu** button where you can select various different functionalities. Some are only visible when playback is running and some only when playback is stopped:

Icon:	Availability:	Description:
	Always (in landscape mode, otherwise in <b>Menu</b> )	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.
	Always (in landscape mode, otherwise in <b>Menu</b> )	Set playback speed.
	When running.	Pause playback.



Icon:	Availability:	Description:
	When running.	Move to the first image in the next sequence.
	When running.	Move to the first image in the previous sequence.

- **Viewing 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**. It is also possible to double tap the PiP to return to live:



The playback **Menu/Menu** button contains the following items:

- **Playback speed** (in portrait orientation on iOS)
- **Go to time** (in portrait orientation on iOS)
- **Recent history**

**Hide/Show PiP Snapshot** On Android, the following additional items can be accessed in the playback **Menu**:

- **Live** (separate button in iOS)
- **Home**
- **Help**
- **Share**

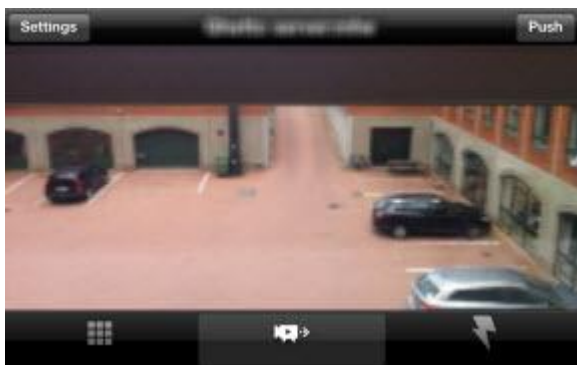


## Video push

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### *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 event. You do this by sending a video stream from your mobile device to your XProtect video management system. In the Mobile server settings, you can set up how many users should be able to use the Video push feature in the XProtect video management system.



Video push is set up in the Mobile server, running in the Management Application/Management Client. For information about how to set up Video push in your XProtect video management systems, see the XProtect Mobile Administrator's Manual, which can be downloaded from <http://www.milestonesys.com/mobilehelp> (<http://www.milestonesys.com/mobilehelp>).

### *Use Video push*

1. In the button navigation bar in the main screen after log in, tap the **Video push** control  next to the **Servers** control .
2. You see your camera's video turned on.
3. Tap the **Record** button (Android) / **Push** button (iOS) to begin recording.
4. When finished, tap the **Stop Recording** button (Android) / **Stop** button (iOS).

### **Watch recorded video from your Video push driver in XProtect Mobile client**

1. Go to any view where the Video push driver is added.
2. Tap the view position named **Video Push Driver - [User name]** to maximize it on your screen.
3. In the context sensitive Menu, tap Playback (Android)/ Tap the **Playback** tab in the bottom navigation bar (iOS).
4. In the top bar, tap the **Menu** button and tap **Recent History**.

From here, you can 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 your XProtect Mobile client, specify the following settings:

**Android** (tap **Video push** control > device's **Menu** button > **Camera Settings**):

Name	Description
<b>Use front facing camera</b>	Use your device's front facing camera to record the video for your Video push stream.
<b>Video resolution</b>	Set the resolution of the stream to push.
<b>Image quality</b>	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.
<b>Quality of service</b>	Enable this to ensure that an optimal number of frames per seconds is sent throughout the entire Video push video stream.

**iOS:** (tap **Video push** control > **Menu** > **Camera Settings**):

Name	Description
<b>Camera</b>	Indicate whether to use the front facing or back facing camera of your device.
<b>Resolution</b>	Choose image resolution. You can choose between HD, Low, Medium and High.
<b>Image Quality</b>	Set if image quality should be set automatically. <b>Automatic</b> set to be <b>ON</b> by default.
<b>Compression</b>	If <b>Automatic</b> is set to <b>OFF</b> , you can set the quality manually. You can enter any value between 0 and 99 with 99 being the largest value. Values above 99 are not valid.



## Outputs and events

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### *About outputs and events*

Events and output of various types can be used for triggering actions in XProtect Mobile client. 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, etc. Events can also be used for activating hardware output.


You can only activate outputs and events if your user has been given rights to use these in the XProtect Mobile server.

### *Activate outputs and events*

#### Activate outputs and events from Output and events tab

1. Click the Output and events control .
2. In the list of available outputs and events that appears, tap the relevant output or event you want to activate.
3. Once you tap the output or event, you are asked to confirm that you want to activate the output or event.
4. Confirm this to receive a notification that the relevant output or event has been activated.

#### Activate outputs from camera views

1. When in grid view, tap outputs and events to show all outputs and events for all cameras in this view. Alternatively, select a single camera's camera view, only outputs and events for a relevant camera are shown.
2. When the camera is maximized, tap the Outputs control  in bottom navigation bar (iOS) / tap the context-sensitive menu > **Outputs**.
3. In list of outputs that appears, select the relevant output you want to activate. Only outputs connected to the specific camera has be selected.
4. Once you tap the output, you are asked to confirm that you want to activate the output or event.
5. Con firm this to receive a notification that the relevant output or event has been activated.





## General settings

You configure the general settings for the XProtect Mobile depending on the device you are using.

**Android:** Tap the **General Settings** tab.

**iOS:** Go to the your device's **Settings > XProtect Mobile**.

From here, you can view and edit the following settings:

Setting:	Description:
<b>Client version:</b>	Shows the version number of the XProtect Mobile installed on your device.
<b>Stay awake:</b>	When selected, sleep mode is disabled during video streaming (both in live and recording mode).
<b>Frames per second</b>	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 XProtect video management setup.
<b>Optimize bandwidth (Android) / Bandwidth optimized (iOS)</b> (selected by default):	When selected, the Mobile server starts reducing the quality of the images sent to the XProtect Mobile. This is in order to decrease the bandwidth used if the connection to the Mobile server starts getting slow.
<b>Auto-hide playback controls:</b>	When selected, the controls in the playback <b>Navigation</b> 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.
<b>PTZ controls:</b>	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.
<b>Lock orientation (iOS only):</b>	When selected, the current screen orientation is maintained once connected to a server.
<b>Language (Android only):</b>	Change the language of XProtect Mobile client.



## Frequently asked questions (FAQs)

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### 1. Which XProtect products does my XProtect Mobile support?

XProtect Mobile can be used with the entire XProtect product line. This means XProtect Corporate 4.0+, 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 an XProtect Mobile server to XProtect Mobile?

**Android:** An XProtect Mobile server is a recording server/dedicated server with the XProtect Mobile server component installed on it. To add an XProtect Mobile server, choose the **Servers** tab > **Menu** > **New**. In the new window, fill in the required server details and click **Save**. If you want to retrieve video from additional servers, repeat this process.

**iOS:** An XProtect Mobile server is a recording server/dedicated server with the XProtect Mobile server component installed on it. To add an XProtect Mobile server, choose the **Edit** then **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 XProtect Mobile servers to XProtect Mobile?

**Android:** Yes. You can add as many XProtect Mobile servers as needed. To add XProtect Mobile servers, choose the **Servers** tab > **Menu** > **New**. In the new window, fill in the required server details and click **Save**. If you want to retrieve video from additional servers, repeat this process.

**iOS:** Yes. You can add as many XProtect Mobile servers as needed. To add XProtect Mobile servers, choose > **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.

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

In order to connect, the XProtect Mobile server component must be installed on the server that runs your XProtect® video management system or on a dedicated server. For more information on how to download the XProtect Mobile server component, see the XProtect Mobile Administrator's Manual, which can be downloaded from [www.milestonesys.com](http://www.milestonesys.com).

### 5. I installed the XProtect 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 XProtect Mobile server to your XProtect Corporate (4.0+), you must install the XProtect Mobile plug-in to see the XProtect Mobile server in your XProtect Corporate setup (See XProtect Mobile Administrator's Manual, which can be downloaded from <http://www.milestonesys.com/downloads> (<http://www.milestonesys.com/downloads>)). When you have installed the XProtect Mobile plug-in, locate the plug-in under MIP Plugins in the navigation tree in the XProtect Corporate Management Client, expand it, choose XProtect Mobile > **Settings** > **Mobile Servers** > **Add New**. Here, you add the details about your XProtect Mobile server (Server name, Description (optional), etc.). Once you finish, restart the Milestone XProtect Mobile Service (done from Windows Services) and try to reconnect with your device.

### 6. How do I create views?

Views cannot be created or configured in XProtect 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, this must be done in the XProtect Smart Client.

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



**Android:** Yes. You can use XProtect Mobile to control your PTZ cameras and use presets in live mode. To use this, select **Live > Full Screen > Menu > PTZ**.

**iOS:** Yes. You can use XProtect Mobile to control your PTZ cameras and use presets in live mode. To use this, select the camera you wish to view and then choose **PTZ**.

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 simultaneously.

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

The XProtect Mobile server automatically adjusts image quality according to the available bandwidth between the XProtect Mobile server and XProtect 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 XProtect 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>).

10. **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 and choose **Menu > 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.

**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 click **Confirm**.

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

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

**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.

12. **How do I add users to XProtect Mobile?**

You cannot add a XProtect Mobile user in XProtect Mobile. A XProtect Mobile user is added 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.

13. **Why is the image quality sometimes poor when I view video in XProtect Mobile?**

The XProtect Mobile server component automatically adjusts the image quality according to available bandwidth between the client and server.

If you experience lower image quality compared to the XProtect Smart Client, you might have too little bandwidth to get full resolution images in XProtect Mobile. The reason for this can be either too little upstream bandwidth from the server or too little downstream bandwidth on the application.

14. **I get a poor image quality when I connect to my XProtect video management 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 XProtect video management system needs to send video to the XProtect 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 XProtect Mobile's network is good, the problem might be solved by upgrading the upload speed of your home Internet connection.

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

Yes. You can use XProtect Mobile with any data connection including Wi-Fi, 3G and 4G connections. Note that using XProtect 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 XProtect Mobile with a 4G/LTE data plan?**

Yes, any data connection on your mobile device that allows you to access the Internet can be used to connect to your XProtect video management system.

**17. How do I change the language of the XProtect Mobile client?**

The language of the XProtect Mobile client is automatically set to the language of your device. For example, if your language of your device is set to French, XProtect Mobile client will be in French.

If you want to change the language of XProtect Mobile to another language, you must do so in the XProtect Mobile client (Please note that this capability is only available for Android). Alternatively, you can change the language of your device. However, you must then shut down and restart XProtect Mobile in order for the language change to take effect.

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

**18. Are there any differences between XProtect Mobile for Android and for iOS?**

In general, you will find the same functionality in XProtect Mobile for Android as you will in the version for iOS. However, 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.

Watch the product demonstration on [www.milestonesys.com](http://www.milestonesys.com) to learn more about the functionality of XProtect Mobile for Android and iOS.



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#### **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:

[www.milestonesys.com](http://www.milestonesys.com).