

Milestone Systems

XProtect® Mobile 2.0

Administrator's Manual



The Open Platform Company



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Introduction

About XProtect Mobile

XProtect® Mobile is made up of a setup of three parts:

- **XProtect Mobile client**
- **XProtect Mobile server**
- **XProtect Mobile plug-in**

The XProtect Mobile client is a mobile surveillance application that you download and install on your Android smartphone or tablet, or Apple® device.

The XProtect Mobile client is closely integrated with the rest of your XProtect video management system. You can install as many XProtect Mobile clients as you need. For documentation on the XProtect Mobile client, see **XProtect Mobile User's Manual** at <http://www.milestonesys.com/mobilehelp> (<http://www.milestonesys.com/mobilehelp>).

The XProtect Mobile server and XProtect Mobile plug-in are covered in this Administrator's Manual. You can run the XProtect Mobile server with most XProtect video management software solutions, most of which you can try out as free trials from <http://www.milestonesys.com/downloads> (<http://www.milestonesys.com/downloads>).

See also the **FAQs** (see "**Frequently asked questions (FAQs)**" on page 20) for more general information.

Prerequisites for using XProtect Mobile

The following items must be in place before you can start using XProtect Mobile:

- An XProtect video management system installed and configured with at least one user.
- Cameras and views set up in the XProtect® Smart Client.
- A mobile device running Android or iOS.
- Access to Google Play or App StoreSM where you can download the XProtect Mobile application. The device used must be configured with a Google account or an Apple account, depending on what operating system your device is running. Consult your device's user guide if needed.
- If you run XProtect Go, the XProtect Mobile server must be installed on the same physical computer as XProtect Go.

You are now ready to install and start using XProtect Mobile. XProtect Mobile is only compatible with some versions of XProtect. See System requirements for XProtect Mobile server (see "XProtect Mobile server" on page 7) for more information.

Access XProtect Web Client

If you have an XProtect Mobile server (see "About Mobile server" on page 11) installed on your computer, you can use the XProtect® Web Client to access your cameras and views. Since you do not need to install XProtect Web Client, you can access it from the local computer on which you installed the XProtect Mobile server or any other computer you want to use for this purpose.

To access the XProtect Web Client:



1. Set up the XProtect Mobile server in the Management Application.
2. Open an Internet browser (Internet Explorer, Mozilla Firefox, Google Chrome, Opera, or Safari) or click **Open XProtect Web Client** in the Mobile Server Manager (see "About Mobile Server Manager" on page 17).
3. Type in the IP address and port of the server on which the XProtect Mobile server is running.

Example: The XProtect Mobile server is installed on a server with the IP address 127.2.3.4 and is configured to accept HTTP connections on port 8081 and HTTPS connections on port 8082 (these port settings are the default settings of the installer).

In the address bar of your browser, type: <http://127.2.3.4:8081/XProtectMobile/Web/> or <https://127.2.3.4:8082/XProtectMobile/Web/>, depending on whether you want to use a standard HTTP connection or a secure HTTPS connection. You can now begin using the XProtect Web Client.

4. Add the address as a favorite in your browser for easy future access to the XProtect Web Client. If you use the XProtect Web Client on the local computer on which you installed the XProtect Mobile server, you can also use the desktop shortcut created by the installer. When you click the shortcut, this launches your default browser and opens the XProtect Web Client.



System requirements

XProtect Mobile client

- Smartphone or tablet running Android 2.2+ or
- Smartphone, tablet or portable music player running iOS 5+.

XProtect Mobile server

Name	Description
Operating system	<ul style="list-style-type: none"> • Microsoft® Windows® XP Professional (32-bit or 64-bit*) • Windows Server 2003 (32-bit or 64-bit*) • Windows Server 2008 R1/R2 (32-bit or 64-bit*) • Windows Vista™ Business (32-bit or 64-bit*) • Windows Vista Enterprise (32-bit or 64-bit*) • Windows Vista Ultimate (32-bit or 64-bit*) • Windows 7 Professional (32-bit or 64-bit*) • Windows 7 Enterprise (32-bit or 64-bit*) • Windows 7 Ultimate (32-bit or 64-bit*)
CPU	Minimum Intel® Pentium® 4, 2.4 GHz or higher (Core™ 2 recommended).
RAM	Minimum 2 GB (4 GB or more recommended).
Network	Ethernet (1 Gbit recommended).
Graphics	Adapter AGP or PCI-Express, minimum 1024 x 768, 16-bit colors.
Hard disk type	E-IDE, PATA, SATA, SCSI, SAS (7200 RPM or faster).
Hard disk space	Minimum 1 GB free hard disk space available, excluding space needed for recordings.
Software	<ul style="list-style-type: none"> • Microsoft .NET 3.5 and 4. • DirectX 9.0 or newer. • Windows Help (WinHlp32.exe). <p>All can be downloaded from http://www.microsoft.com/downloads (http://www.microsoft.com/downloads).</p>



Name	Description
Milestone XProtect® video management software	<ul style="list-style-type: none">• XProtect® Corporate 4.0+.• XProtect® Enterprise 8.0+.• XProtect® Professional 8.0+.• XProtect® Express 1.0+.• XProtect® Essential 2.0+.• XProtect® Go 2.0+.

* Running as a 32-bit service/application.

XProtect Mobile plug-in

See the **System requirements** section of your XProtect video management system documentation.



Installation

About components to install

- The XProtect Mobile client must be downloaded and installed to a mobile device.
- The XProtect Mobile server component is installed on a dedicated server or, alternatively, on the server running your XProtect video management system (XProtect® Go, however, cannot run on a dedicated server).

In addition, the XProtect Mobile settings needed in your XProtect video management setup are installed on the computer running your XProtect video management system as either plug-ins or as part of a product installation or upgrade.

About reinstallation or upgrade of the XProtect Mobile server

If you reinstall or upgrade the XProtect Mobile server, any custom settings on your Mobile server will not be saved and must be set again.

Note that when you install Mobile server 2.0 on top of an existing Mobile server 1.0 or v1.1, this installation will not remove the old MIP entry for the Mobile server. Before you install the new version, Milestone recommends that you uninstall the old version of the Mobile server and delete the old MIP entry from the Management Application/Management Client.

Download and install the client

Search for **XProtect Mobile** in Google Play or App StoreSM (see your device's user manual for details), find the **XProtect Mobile** application, download and install it on your device from there.

Download and install the server and plug-in

1. Download the generic XProtect Mobile installer from <http://www.milestonesys.com/downloads> (<http://www.milestonesys.com/downloads>).
2. Start the installer and follow the instructions.
3. Decide if you want to install the XProtect Mobile server on the same server as your XProtect video management system **or** on a dedicated computer/server. When you are asked for a server address, enter the address of the XProtect video management server. Once the XProtect Mobile server is installed, it runs immediately, no need to restart any applications.

Milestone recommends that you use a dedicated server for installations with many cameras and/or simultaneous users. This depends on your installation's CPU availability. If in doubt, monitor the CPU load on the computer with the XProtect Mobile server installed (during typical scenarios for your setup). Continuous load of 100% might impact the performance of your XProtect video management system. In such cases, Milestone recommends that you use a dedicated server.

4. If you are asked to allow the XProtect Mobile server, do so.



If you cannot connect from recording servers to the XProtect Mobile server after installation, check firewall settings and if needed, edit these settings to allow access to the server.

Connect to an XProtect Mobile server from local WiFi

To test that the XProtect Mobile server is installed correctly and is connected to your XProtect video management system:

1. Make sure your device is connected to the same network as the computer running XProtect Mobile server and that you have the rights to view live video when logged in.
2. Add a new XProtect Mobile server to the XProtect Mobile client using the IP address of the XProtect Mobile server. Alternatively, you can also use the full name of the computer you want to log in to and its domain name if you don't know the IP address of your XProtect Mobile server.
3. Enter other needed properties such as, for example, user name and password.
4. Tapping the XProtect Mobile server you want to connect to.

Connect to an XProtect Mobile server from remote/cellular networks

Connecting to the XProtect Mobile server from a different network than the one the XProtect Mobile client uses or the device's 3G/4G connection) requires additional configuration steps:

1. Make sure the address of the XProtect Mobile server entered in the XProtect Mobile client is identical to the external IP address of the network the XProtect Mobile server is connected to.
2. Make sure the port used for the connection is forwarded by the router to the computer where the XProtect Mobile server is running. Unless you have changed this when you installed the XProtect Mobile server, default port is 8081. Alternatively, the computer with the XProtect Mobile server can be connected directly to the Internet instead of through a router. This gives it a public IP address and avoids port forwarding.
3. Add a new XProtect Mobile server to the XProtect Mobile client using the IP address of the XProtect Mobile server. Alternatively, you can also use the full name of the computer you want to log in to and its domain name if you don't know the IP address of your XProtect Mobile server.
4. Enter other needed properties such as, for example, user name and password.

Note, when bypassing the router, other computers on the network cannot access the internet. This can be fixed if the Internet Service Provider allocates multiple public IP addresses to the connection.



Configuration

About Mobile server

A Mobile server handles log-ins when a user wants to log into his/her XProtect video management setup via the XProtect Mobile client from a mobile device or from XProtect Web Client.

Upon correct login, the Mobile server distributes video streams from relevant recording servers to XProtect Mobile client. This offers an extremely secure setup, where recording servers are never connected to the Internet. When a Mobile server receives video streams from recording servers, it also handles the complex conversion of codecs and formats allowing streaming of video on the mobile device.

Important: Before you begin the installation of the Mobile server, make sure you are logged in with an account that has administrator rights. Installation will not be successful if you use a standard user account.

About Video push

Video push is feature in your Mobile client 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 video management system.

About saving configuration changes in XProtect Enterprise 8.0 and streamlined XProtect software versions

The following applies to XProtect Enterprise 8.0, XProtect Professional 8.0, XProtect Express 1.0, XProtect Essential 2.0 and XProtect Go 2.0 software versions only.

If you are logged into the XProtect Mobile client and are watching one or more cameras views while at the same time changing configuration in the Management Application, the live video from the camera may freeze in the XProtect Mobile client if you click **Save Configuration and Restart Surveillance Services** in the Management Application.

To avoid this scenario, you must restart the Milestone XProtect Mobile service manually. See the Windows Help for information about how to do this. If you are using newer versions of XProtect, the Milestone XProtect Mobile service is restarted with the other services and no user action is required.

Add/edit a Mobile server

1. Do one of the following:
 - To add a new server, right-click **Mobile Servers**. From the menu that appears, select **Create New**.
 - To edit a Mobile server, select the wanted server.
2. Fill in/edit the needed properties.
3. In the lower right corner, click **Apply**.



4. In the top toolbar, click **File > Save**.

IMPORTANT: If you edit settings for **Login method**, **All cameras view** and **Outputs and events**, while you are connected to the XProtect Mobile client, you must restart the XProtect Mobile client for the new settings to take effect.

Delete a Mobile server

1. From the navigation pane, expand **Servers > Mobile Servers** in order to see existing servers.
2. Right-click the unwanted server and select **Delete**.
3. Click **Yes**.

Rename a Mobile server

1. From the navigation pane, expand **Servers > Mobile Servers** in order to see existing servers.
2. Select the required Mobile server.
3. On the **Info** tab, which opens once the Mobile server is selected, change the name of the server by typing in the **Server name** and **Description** fields.
4. In the lower right corner, click **Apply**.
5. In the toolbar, click **File > Save**.

Add a Video push channel

To add a Video push channel (see "About Video push" on page 11), do the following:

1. On the **Video Push** tab, select the **Video push** checkbox.
2. Add a video push channel by changing the number of channels from 0 (default) to the number of video push channels you need. Once added, video push channels appear in the **Channels mapping**.
3. Select a user name from a user account already set up in your XProtect system to associate with the relevant Video push channel. If you do not associate the Video push channel with an already created user, then you will not have a **Push** button (iOS)/**Record** button (Android) in the XProtect Mobile client when you log in.
4. Click **File > Save**.
5. Add the Video push driver as a hardware device (see "Add a Video push driver as a hardware device" on page 13) to the video management system. You must choose the **Manual** hardware device detection method as the Video push driver will not show up in automatic hardware searches. Once finished, click **Apply**.
6. On the **Video Push** tab, click **Find Cameras**. If successful, the newly added Video push driver appears in this list and is ready to use.
7. Click **Apply**.
8. Click **File > Save**.



- Restart all Milestone services. Once completed, you can log in and use Video push in your XProtect Mobile client.

Add a Video push driver as a hardware device

If you add a Video push channel, you must add the Video push driver to your Management Application/Management Client. To do so:

- Open the **Add New Hardware Wizard** in your Management Application/Management Client.
- Choose the **Manual** option. The Video push driver will not be detected in automatic hardware searches.
- Specify hardware device settings (see "Add hardware devices settings" on page 13) and select the hardware driver manually.
- Once finished, your Video push driver must be associated with your Video push channel. To do so, return to your Mobile server > **Video Push** tab and click **Find Cameras**.

Add hardware devices settings

Specify the following settings when you add a Video Push driver in the **Add Hardware Devices** wizard:

Name	Description
Use:	Select if the Video push driver should added to the XProtect video management system.
Address:	Type in the XProtect Mobile server IP address.
Port:	Type in the port number for your Video push driver. The default port is 80. The port is for communication between the XProtect Mobile server and your XProtect server. Important: The port number you set must be identical with the port number you set when you specify your Video push settings (see "Video push" on page 15). If the port numbers are not identical, your Video push channel will not work.
User name:	Select the same user name as associated with the Video push channel when you added (see "Add a Video push channel" on page 12) this.
Password:	Type in the password for the Video push driver. The password for your Video push driver is Milestone (this cannot be changed).
Hardware Driver:	Select the Video Push Driver .
Verified:	Select if the Video push driver runs on a secured HTTPS connection.

Once finished, go back to your XProtect Mobile server > **Video Push** tab and click **Find Cameras** to finish setting up the Video push channel.



Mobile server settings

Properties in this window:

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Info

Fill in and specify general settings for the Mobile server:

Name	Description
Server name:	Name of the Mobile server.
Description:	Description of the Mobile server.
Mobile server:	Choose between all Mobile servers currently installed to the specific XProtect® video management system. Only XProtect Mobile servers that are up and running are shown in the list.
Connection type:	Possible methods are: HTTP only , HTTP and HTTPS or HTTPS Only .
Client timeout (HTTP)	Default time frame (30 sec.) for how often the Mobile server client must indicate to the Mobile server server that it is up and running. Milestone recommends that you do not increase the time frame.
Login method:	Select how you want to log in to the Mobile server server should take place. Possible methods are: Automatic , Windows Only or Basic Only .
All cameras view:	Enable/disable viewing of All Cameras view. This view contains all cameras on a recording server (user rights permitting).
Output and events:	Enable/disable output and events.
Keyframes only	Enable/disable video stream to stream key frames only. Enabling key frames only reduces bandwidth usage.
Enabled:	Enable/disable logging of XProtect Mobile client' actions in a separate log file.
Log file location:	Path to where log files are saved.
Keep logs for:	Number of days to keep logs for (default 3 days).
CPU usage:	Default level of CPU usage which will trigger a warning in the log.
Internal bandwidth:	Default internal bandwidth usage which will trigger a warning in the log.
External bandwidth:	Default external bandwidth usage which will trigger a warning in the log.
Check every:	Default time frame (30 sec.) for checking warning levels.

Note that every time you change a setting in the Mobile server settings, you must click the **Apply** button followed by the **Save** button.



Server status

See the status details for your Mobile server. The details are read-only:

Name	Description
Server active since:	Shows how long the Mobile server has been running since it was last stopped.
CPU usage:	Shows current CPU usage on the Mobile server.
Internal bandwidth:	Shows the current bandwidth in use between the Mobile server and the relevant recording server.
External bandwidth:	Shows the current bandwidth in use between the mobile device and Mobile server.
User Name column:	Shows user name(s) of the Mobile server user(s) connected to the Mobile server.
State column:	Shows the current relation between the Mobile server and the XProtect Mobile client user in question. Is the user connected (a state preliminary to servers exchanging keys and encrypting credentials) or is he/she actually logged in? Possible states are: Connected and Logged In XProtect.
Bandwidth Usage column:	Shows the level of bandwidth used by the Mobile server client user in question.
Live Streams column:	Shows the number of live video streams currently open for the XProtect Mobile client user in question.
Playback Streams column:	Shows the number of playback video streams currently open for the Mobile server client user in question.

Note that every time you change a setting in the Mobile server settings, you must click the **Apply** button followed by the **Save** button.

Video push

If you enable Video push, specify the following settings:

Name	Description
Video push	Enable Video push on the Mobile server.
Number of channels	Specify the number of enabled Video push channels in your XProtect system.
Channel column	Shows the channel number for the relevant channel. Non-editable.
Port	Port number for the relevant Video push channel.
MAC	MAC address for the relevant Video push channel.
User Name	Enter the user name associated with the relevant channel.
Camera Name	Shows the name of the camera if the cameras has been identified.

Once you have completed all necessary steps (see "Add a Video push channel" on page 12), click **Find Cameras** to search for the relevant camera.

Note that every time you change a setting in the Mobile server settings, you must click the **Apply** button followed by the **Save** button.



Export

Specify the settings for exported recordings:

Name	Description
Export	Enable export in clients.
Export to:	Specify the location to which recordings should be exported.
Delete exported recordings older than:	Enter the number of days to pass before recordings are deleted.
Limit size of exports folder to:	Enter a number to set a maximum limit for the folder to which the recordings are exported.
Include timestamps:	Add timestamps to exported video.

In the columns, see the following details for every individual exported recording:

Name column	Name of the exported recording.
State column	State of the exported recording.
Camera column	The camera that provided the exported recording.
Timestamp column	The point of time when the exported recording took place.
Duration column	The length of the exported recording.
User column	The name of the user who provided the exported recording.
MB column	The size of the exported recording.

Note that every time you change a setting in the Mobile server settings, you must click the **Apply** button followed by the **Save** button.



Mobile Server Manager

About Mobile Server Manager

The Mobile Server Manager is a tray-controlled feature connected to Mobile server.

Right-clicking the Mobile Server Manager icon in the system tray opens a menu from which Mobile server functionality can be easily accessed. You can:

- Open XProtect Web Client (see "Access XProtect Web Client" on page 5)
- Start, stop and restart the Mobile service (see "Start, stop and restart Mobile service" on page 19)
- Fill in or change surveillance server credentials (see "Fill in/edit surveillance server credentials" on page 18)
- Show/edit port numbers (on page 19)
- Edit certificate (on page 18)
- Open today's log file (see "Access logs and exports" on page 17)
- Open log folder (see "Access logs and exports" on page 17)
- Open export folder (see "Access logs and exports" on page 17)
- Show Mobile server status (see "About show status" on page 17)
- Access the XProtect Mobile Help website where you find manuals, FAQs and product demonstration videos.

About show status

If you right-click the Mobile Server Manager and select **Show Status...** (or double-click the Mobile Server Manager icon), a window opens, showing the status of the Mobile server. You can see the following:

Name	Description
Server running since:	Time and date of the time when the Mobile server was last started.
Connected users:	Number of users currently connected to the Mobile server.
CPU usage:	How many % of the CPU is currently being used by the Mobile server.
CPU usage history:	A graph detailing the history of CPU usage by the Mobile server.

Access logs and exports

The Mobile Server Manager lets you quickly access the log file of the day, open the folder to which logs files are saved, and open the folder to which exports are saved. To open any one of these, right-click the Mobile Server Manager and select **Open Today's Log File**, **Open Log Folder** or **Open Export Folder** respectively.



Important: If you uninstall XProtect Mobile from your system, its log files are not deleted. Administrators with proper rights can access these log files at a later timer, or decide to delete them if they are not needed any longer. The default location of the log files is in the ProgramData folder. If you change the default location of log files, existing logs are not copied to the new location nor are they deleted.

Edit certificate

If you want to use a secure HTTPS protocol to establish connection between your mobile device or the XProtect Web Client and the Mobile server, you must have a valid certificate for the device or web browser to accept it without warning. The certificate confirms that the certificate holder is authorized to establish the connection.

When you install the Mobile server, you generate a self-signed certificate if you run a **Typical** installation. If you run a **Custom** installation, you get the choice between generating a self-signed certificate or loading a file containing a certificate issued by another trusted site. If you, at a later point, want change the certificate you use, you can do this from the Mobile Server Manager.

1. Right-click the Mobile Server Manager and select **Edit Certificate...**
2. Choose whether you want to either:
 - Generate a self-signed certificate or
 - Load a certificate file.

Generate a self-signed certificate

1. Choose the **Generate a self-signed certificate** option and click **OK**.
2. Wait for a few seconds while the system installs the certificate.
3. Once finished, a window opens and informs you that the certificate was installed successfully. The Mobile service is restarted for the changes to take effect.

Locate a certificate file

1. Choose the **Load a certificate file** option.
2. Fill in the path for the certificate file or click the ... box to open a window where you can browse for the file.
3. Fill in the password connected to the certificate file.
4. When finished, click **OK**.

Note that HTTPS is not supported on Windows XP and Windows 2003 operating systems and works on Windows Vista or newer Windows OS only.

Fill in/edit surveillance server credentials

1. Right-click the Mobile Server Manager and select **Surveillance Server Credentials...**
2. Fill in the **Server URL**
3. Select what user you want to log in as:
 - Local system administrator (no credentials needed) or



- A specified user account (credentials needed)
1. If you have chosen a specified user account, fill in **User Name** and **Password**.
 2. When finished, click **OK**.

Show/edit port numbers

1. Right-click the Mobile Server Manager and select **Show/Edit Port Numbers...**
2. To edit the port numbers, fill in the relevant port number. You can indicate a standard port number (for HTTP connections) and/or a secured port number (for HTTPS connections).
3. When finished, click **OK**.

Start, stop and restart Mobile service

If needed, you can start, stop and restart the Mobile service from the Mobile Server Manager. To perform any of these tasks, right-click the Mobile Server Manager and select **Start Mobile service**, **Stop Mobile service** or **Restart Mobile service** respectively.



Frequently asked questions (FAQs)

1. How do I get help in the XProtect Mobile client?

If you are using **Android**: From within the XProtect Mobile application, access the relevant help by choosing your device's Menu button > Help. Alternatively, see the XProtect Mobile User's Manual, which can be downloaded from <http://www.milestonesys.com/downloads>.

2. Why can't I connect from my XProtect Mobile client to my recordings/XProtect Mobile server?

In order to connect to your recordings, the XProtect Mobile server must be installed on the server that runs your XProtect video management system or alternatively on a dedicated server. Furthermore, the relevant XProtect Mobile settings are needed in your XProtect video management setup. These are installed as either plug-ins or as part of a product installation or upgrade. For details on how to get the XProtect Mobile server and how to integrate the XProtect Mobile client-related settings in your XProtect video management system, see **What is XProtect Mobile** (see "About XProtect Mobile" on page 5). For relevant documentation of the XProtect Mobile server and the related XProtect Mobile client settings in your XProtect video management system, see **Manage Mobile Servers**.

3. 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 (XProtect Mobile Administrator's Manual which can be downloaded from <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), Server Address, Port, etc.). Once you finish, restart the Milestone XProtect Mobile Service (done from Windows Services) and try to reconnect with your device.

4. How do I add an XProtect Mobile server/location/site to my XProtect Mobile client?

This is done from the XProtect Mobile client. When you open it for the first time, you must add one or more mobile servers in order to retrieve video from your cameras. Your added XProtect Mobile servers will be listed alphabetically. You can add as many XProtect Mobile servers as needed, as long as you have the needed log-in credentials.

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

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

If you are in an area with mixed wireless bandwidth, you may notice that the image quality improves when you enter an area with better bandwidth.

6. How do I create views?

You cannot create or configure views in the XProtect Mobile client. It uses views and related names already created in the XProtect Smart Client. If you do not have any views set up, you can use the **All cameras** view to see all the cameras in your system. You can always add more views to the XProtect Smart Client at a later time.

7. How do I add a new XProtect Mobile user?



An XProtect Mobile user is just like any other XProtect user. You simply add a new XProtect Mobile user the same way you normally add a new user in your Management Client/Management Application: right-click on **Users** in the Navigation ZPane and select **Add new basic user** or **Add new Windows user**.

8. **Can I control my pant-tilt-zoom (PTZ) cameras and use presets from ?**

Yes, in the XProtect Mobile client, you can control your connected PTZ cameras and use presets in live mode.

9. **How can I navigate 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 time**. Once you have chosen **Go To time**, 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 tap **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 time**. Once you have chosen **Go to time**, select the date and time you want to view and click **Confirm**.

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

Yes, in playback mode, you get a small picture-in-picture (PiP) view live from the same camera.

11. **Can I use the XProtect Mobile client without a 3G data plan?**

Yes, you can use XProtect Mobile through Wi-Fi. Either locally on the same network as your XProtect video management system or at a different location, such as a public network in a café or a home network. Note that bandwidth on public networks vary and may affect the image quality of the video streams.

12. **Can I use the XProtect Mobile client 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.

13. **Can I add multiple servers to the XProtect Mobile client?**

When you open the XProtect Mobile client for the first time, you must add one or more mobile servers in order to retrieve video from your cameras. These XProtect Mobile servers will be listed alphabetically. If you want to retrieve video from additional servers, simply repeat this process. You can add as many XProtect Mobile servers as needed, as long as you have the relevant log-in credentials.

14. **Why is the image quality poor when I connect to my XProtect video management system at home through Wi-Fi at my office?**

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 client 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 client's network is good, the problem might be solved by upgrading the upload speed of your home internet connection.

15. **Where are my screenshots 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.



You cannot change the default settings on neither Android nor 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.