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WORLD SEE

Milestone Systems

XProtect® Web Client 2021 R1

User manual

milestone

Contents

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Overview

XProtect Web Client

Use XProtect Web Client to:

- View live video and video recordings in your web browser

- Play incoming and outgoing audio in live video and video recordings

  - Use the push-to-talk (PTT) feature while you are watching live video from one camera

  - Broadcast audio to multiple cameras in live mode

  - Play back incoming and outgoing audio in playback mode

- Create investigations

- Download video exports with or without recorded incoming and outgoing audio

- Activate actions that trigger events in your video surveillance system

- View videos for alarms that are triggered by various events.

Requirements and considerations

Requirements for listening to incoming audio

To listen to incoming audio from your cameras, you must have:

- A microphone attached to a camera

> ✏ When a camera in your surveillance system has a microphone attached, you can play audio without any additional settings needed. The audio icon on the camera toolbar shows whether the audio feature is available.

- Sufficient user rights

> ✏ Access to the incoming audio feature may be restricted depending on your user rights. Ask your system administrator if in doubt.

Requirements for using push-to-talk

To use the push-to-talk (PTT) feature in your VMS system, you must have:

- Cameras that have speakers attached
- Microphones that are attached to your computer

> ✏ You must allow the internet browser to have access to your PC microphones.

- Sufficient user rights

> ✏ Access to the push-to-talk (PTT) feature may be restricted depending on your user rights. Ask your system administrator if in doubt.

- Secure internet connection (HTTPS)

> ⚠ The push-to-talk (PTT) feature is not supported in Internet Explorer 11.

Requirements for direct streaming

XProtect Web Client supports direct streaming in live mode (for XProtect Expert and XProtect Corporate only).

You can use direct streaming to monitor more than 100 concurrent live video streams at Full HD 30 FPS. To use this feature, you must:

- Use cameras that support the H.264 codec

- Enable the direct streaming feature in XProtect Web Client (see Settings on page 8)
.

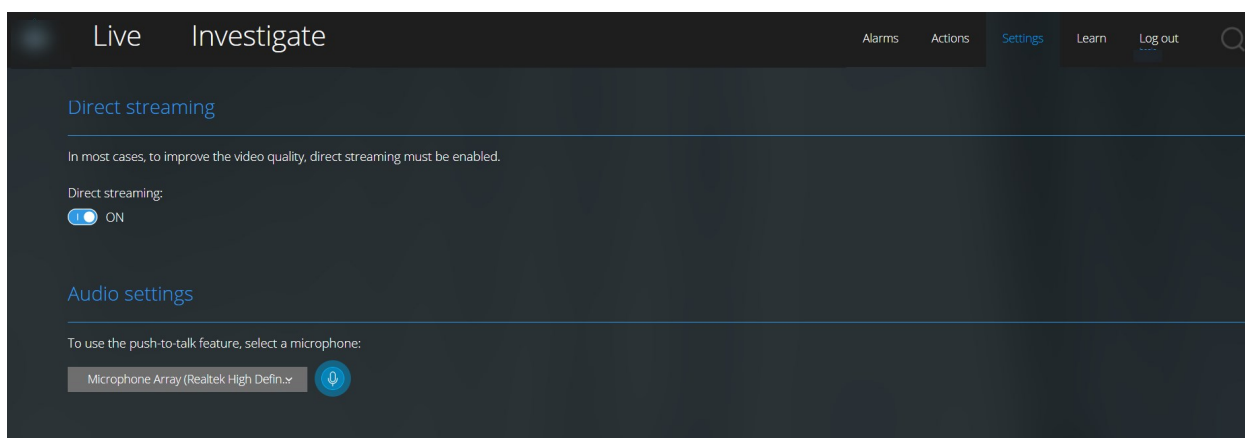For more information, see the administrator manual for XProtect VMS.

Configuration

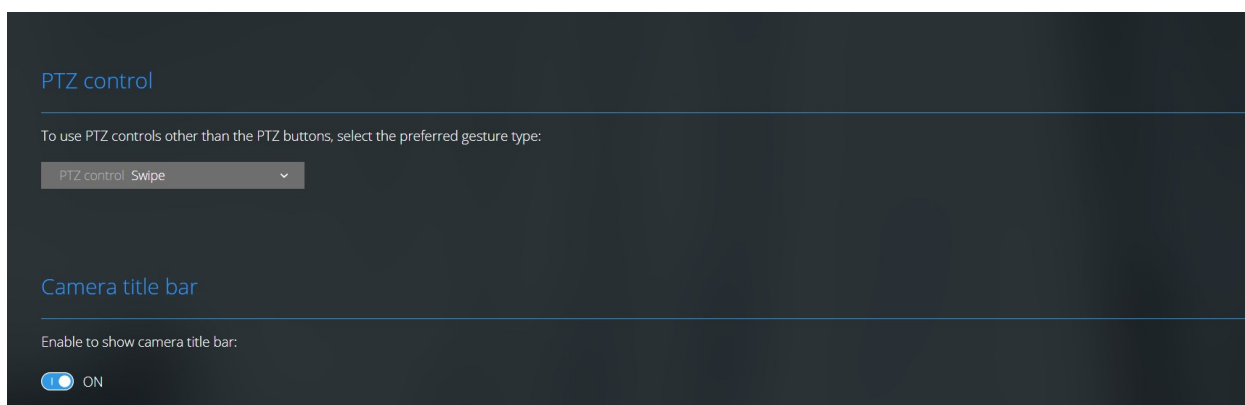## Settings

> *"How can I make sure that XProtect Web Client runs as smoothly as possible? Also, I want another way to move my PTZ cameras."*

On the **Settings** tab:

- **Direct streaming** - enable the direct streaming feature (for XProtect Expert and XProtect Corporate only). The feature is enabled by default (see Direct streaming (explained) on page 9)

- **Audio settings** - select the microphone that XProtect Web Client will use for the push-to-talk (PTT) feature. A pulsating push-to-talk icon means that the associated audio device is ready for use

- **PTZ control** - select the preferred gesture for PTZ control when PTZ buttons are not active (see PTZ control on page 47)

- **Camera title bar** - enable this setting to show your cameras' title bar

- **Video diagnostics overlay** - enable this setting to view the FPS (frames per second), the codec, the resolution, and the type of streaming of the video stream in the selected view. This feature displays the information as an overlay to the video and can help troubleshoot XProtect Web Client issues related to the video stream and to local performance issues

- **Usage data** - enable this setting to provide usage data. You can find a full list of the collected usage data in the link with the text **Privacy Policy**

  You must not enable data collection if you want the system to have a EU GDPR compliant installation. For more information, see the GDPR privacy guide.

Direct streaming (explained)

XProtect Mobile supports direct streaming in live mode (for XProtect Expert and XProtect Corporate only).

Direct streaming is a video streaming technology that transfers video from an XProtect system to the clients directly in H.264 codec, which is supported by most modern IP cameras. Direct streaming does not require any transcoding and, therefore, removes some of the stress on the XProtect system.

The direct streaming technology is in contrast to the transcoding setting in XProtect, in which an XProtect system decodes video from the codec that is used on the camera into JPEG files. Enabling the feature results in reduced CPU usage for the same configuration of cameras and video streams. Direct streaming also increases streaming performance for the same hardware – up to five times as many concurrent video streams compared to transcoding.

In XProtect Web Client, you can use direct streaming in both the single-camera view and the grid view.

The video stream falls back from direct streaming to transcoding if:

- The direct streaming feature has been disabled in Management Client, or the requirements have not been fulfilled (see Requirements for direct streaming on page 6)

- The codec of the streaming camera is different than H.264

- The video cannot start playing for more than ten seconds

- The frame rate of the streaming camera is set to **one** frame per second (1 FPS)

- The connection with the server or with the camera has been lost

- You use the privacy masking feature during live video

Adaptive streaming (explained)

XProtect Mobile supports adaptive streaming in live mode (for XProtect Expert and XProtect Corporate only).

Adaptive streaming is useful when you view multiple live video streams in the same view of cameras. The feature optimizes the performance of the XProtect Mobile server and improves the decoding capability and performance of devices that are running XProtect Mobile client and XProtect Web Client.

To take advantage of adaptive streaming, your cameras must have multiple streams defined with different resolutions. In this case, the feature allows you to:

- Optimize video quality - selects the stream with the lowest available resolution that is equal to or higher than the requested resolution

- Optimize server performance - reduces the requested resolution and then selects the stream with the lowest available resolution that is equal to or higher than the reduced request

- Optimize resolution for low bandwidth - selects the stream with the lowest available resolution (recommended if you use 3G or an unstable network)

> When zooming, the live video stream requested is always the one with the highest available resolution.

> Bandwidth usage is often reduced when the resolution of the requested streams is reduced. Bandwidth usage also depends on other settings in the configurations of the defined streams.

For more information, see the administrator manual for XProtect VMS.

Managing camera recordings (explained)

To manage your camera video and audio recordings, you have the following options:

- On the **Live** tab, you can:

  - Play back a recording from a specific camera

  - Play back incoming and outgoing audio in video recordings (see Playing back audio in video recordings (explained) on page 27)

  - Specify the time of the recording that you want to play back. The specified time applies to the camera that you have selected

- On the **Investigate** tab, you can:

  - Play back or investigate recordings from one or multiple cameras

    > In the investigation mode, when you want to play back recordings without creating an investigation, you can always play back, simultaneously, recordings from all cameras in the current view.

  - Play back incoming and outgoing audio in video recordings or investigations

  - Specify the time of the recordings that you want to play back or investigate. The specified time applies to all cameras included in the specific view or added to your investigation

  - You can specify a time span for your recordings and configure their exact start and end dates and hours

  - You can manage your saved investigations: update their state, edit their configuration by adding or removing cameras, delete investigations, or export and download video recordings

> To ensure that the recordings are stored for the right amount of time in the system database, set the retention time to match your needs (see Retention time and storage of recordings and investigations (explained) on page 11).

Retention time and storage of recordings and investigations (explained)

The retention time of video recordings is a setting in XProtect Management Client that defines how long the recordings are stored in the system database. By default, the retention time period is seven days. If you want to change the retention time or the maximum database size, contact your system administrator. When the retention time expires, the recordings are deleted.

On the **Live** tab and the **Investigate** tab, you can play back video recordings not older than the number of days defined in the retention time settings.

If you want to prevent your recordings from being deleted, you must create an investigation on the **Investigate** tab. When you create this investigation, you can play back, export, and download the videos even if the recordings have been deleted from the system database.

In XProtect Management Client, the system administrator can also enable a setting for the investigation retention time that defines how long the investigations are stored on the mobile server. By default, the retention time period is seven days. When you enable this setting, all investigations that have been created before the retention time period are deleted.

To prevent your investigations from being deleted, you can prepare video exports and download the investigations on your computer.

Listening to incoming audio (explained)

XProtect Web Client supports incoming audio when you:

- View live video (see Viewing live video (explained) on page 19)
- Play back video recordings (see Managing camera recordings (explained) on page 10)

Incoming audio is also available in:

- Investigations (see Cameras in your investigation area (explained) on page 33)
- Video exports (see Prepare video export and download on page 42)
- Alarms (see View alarms on page 45)
- Actions (see Activate actions on page 46)

Push-to-talk (explained)

The push-to-talk feature allows you to communicate from a PC microphone through the VMS system with people near one camera or to start broadcasting audio to multiple video cameras with audio equipment. You can also listen to the recorded conversations in playback mode or include the two-way audio recordings in the audio package when preparing video exports.

XProtect Web Client supports the push-to-talk (PTT) feature:

- While you are watching live video from one camera or multiple cameras (see Viewing live video (explained) on page 19)
- When you play the recorded outgoing audio in video recordings (see Playing back audio in video recordings (explained) on page 27)
- In investigations and video exports
- In actions (see Activate actions on page 46)
- In alarms (see View alarms on page 45)

> You must allow your internet browser to have access to your PC microphones (see Requirements for using push-to-talk on page 6).

When the push-to-talk (PTT) feature is available for use, you will see the **Push-to-talk** button on the camera toolbar. Its icon has the following states:

Icon	Description
(Available)	In live mode, it shows that the push-to-talk (PTT) feature is available and that you fulfilled the necessary requirements for using it. Click and hold to start using push-to-talk. Release the button to end transmitting audio.
(Active)	In live mode, it shows that you are currently using the push-to-talk (PTT) feature. The PC microphone and the speaker of the video camera are in an active state. The blue pulsating circle indicates the sound level.
(Disabled)	In live mode, it shows that: • The push-to-talk (PTT) feature is available, but that you did not fulfill the necessary requirements for using it (see Requirements for using push-to-talk on page 6) • The camera speaker is disabled • The hardware device is disabled
All sources ⌄ 🔇	In playback mode, it shows that you can listen to two-way audio while playing back a video recording and that you can select the audio source that you want to listen to (see Playing back audio in video recordings (explained) on page 27).

Rules for interrupting push-to-talk in live mode

Based on the level of your user rights (Administrators or Operators), there are two rules for interrupting a push-to-talk session in live mode:

- Users with the same level of user rights cannot interrupt each other

- Users with a lower level of user rights (Operators) cannot interrupt users with a higher level of user rights (Administrators)

Digital zoom vs. optical zoom (explained)

When you use the digital zoom:

- The quality of the image gets lower. What you see is pixelated and less clear

- The quality of the recording does not change

- The zoom level of the recording does not change

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

- The quality of the image that you see does not change

- The quality of the recording does not change

- If you use the optical zoom on your camera while recording, the zoom levels used will be reflected in your recording

Operation

Logging in
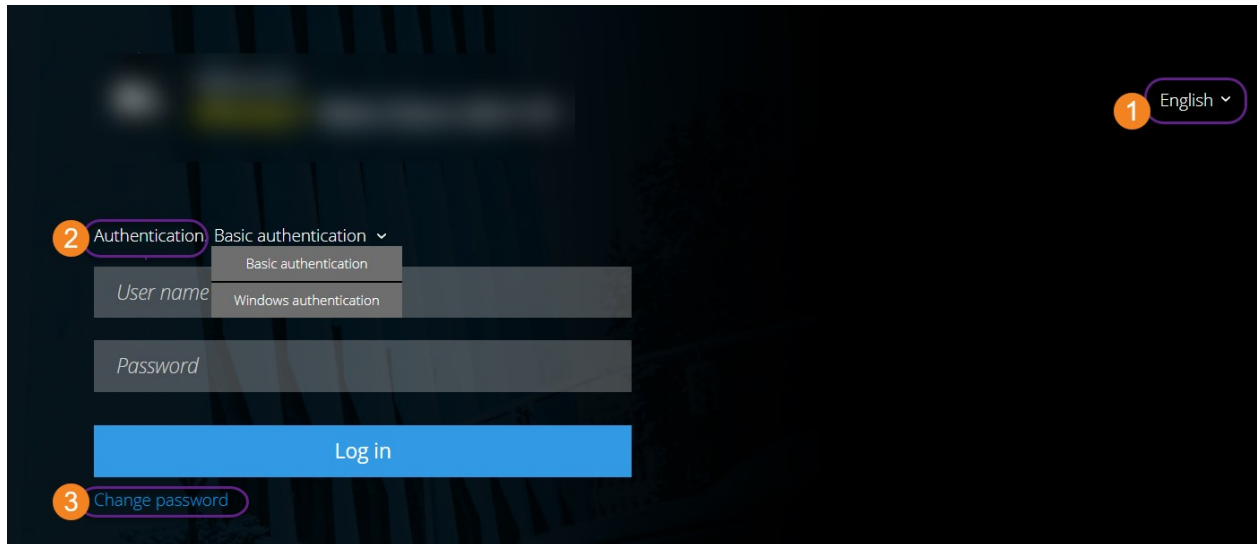
First-time login

> ⚠️ Milestone recommends that you use a secure connection when you manage your user credentials.

1. In the address bar of your web browser, enter the internet address that your system administrator has given you. Example: **http://11.2.3.4:8081** or **https://11.2.3.4:8082**. The login page is displayed.

2. (Optional) To change languages, click the default language ❶ in the upper-right corner.

3. In the **Authentication** list ❷, select one of these authentication methods:

- **Basic authentication** - Select this option to log in as a basic user. Basic users are defined by your system administrator in XProtect Management Client. To log in as a basic user, you must change your temporary password first:

    1. In the **User name** and **Password** fields, enter the login credentials that your system administrator has given you.

    2. Click **Log in**. The **Change password** dialog box appears.

    3. Click **Continue** to open a new browser window.

    4. Follow the instructions that are shown in the **Set a new password** wizard and save your new password.

    5. After you have saved your changes, close the current browser window and log in to XProtect Web Client using your new password.

    > ✎ If your system administrator forces you to change your password on next login, follow the steps listed above to log in.

- **Windows authentication** - Select this option to log in with your Windows user credentials

    1. In the **Domain\User name** and **Password** fields, enter your Windows user credentials.

    > ✎ Windows user credentials are specific to a machine or a domain.

- Click **Log in**.

Change password

> ✎ To be able to manage your user credentials, you must use XProtect VMS 2021 R1 or later.

Changing your password often increases the security of your XProtect VMS system. If you choose to log in as a basic user, you can change your password whenever you want to. In contrast, if you choose the Windows authentication method, only your system administrator can change your password.

To change your password, go to the login page of XProtect Web Client:

1. In the **Authentication** list, select **Basic authentication**.

2. Click the **Change password** link ❸ to open a new browser window.

3. Follow the instructions in the **Set a new password** wizard and save your new password.

4. After you have saved your changes successfully, close the current browser window and log in to XProtect Web Client using your new password.

> ✅ If you have forgotten your current password, you must contact your system administrator. The system administrator will force you to change your password on your next login.

> ✅ If you have made many unsuccessful login attempts, your account will be locked out. You can either wait for the lockout time to expire or contact your system administrator. The administrator can enable your account again and, in addition, may force you to change your password on the next login.

Home page overview

Item ❶ in menu	What can I do with it?
XProtect Web Client logo	Click to return to the Home page of XProtect Web Client.
Live	• Click to return to your last position in the view structure • View live video (see Viewing live video (explained) on page 19) • Play back recordings from one camera (see Play back recordings from one camera on page 24)
Investigate	Play back recordings from multiple cameras (see Recordings from multiple cameras (explained) on page 28 and Prepare video export and download on

Item ❶ in menu	What can I do with it?
	page 42).
Alarms	View alarms from all cameras (see View alarms on page 45).
Actions	Activate actions, for example, to open doors (see Activate actions on page 46).
Settings	Customize XProtect Web Client (see Settings on page 8).
Learn	Watch video tutorials and read more about XProtect Web Client.
Log out	Exit XProtect Web Client.
Search	Find a folder, view, or camera (see Search for camera on page 18).

Search for camera

On the **Home** page:

1. Click 🔍 in the upper-right corner.

2. Start entering the name of a folder, view, or camera. Results show up as you enter text.

3. Click a camera for more options on live video (see Viewing live video (explained) on page 19).

> ✅ Enter **ptz** to find all your PTZ cameras. Enter **audio** to find all your cameras that have microphones attached. Enter **ptt** to find all your cameras that have speakers.

Navigate to camera

On the **Home** page:
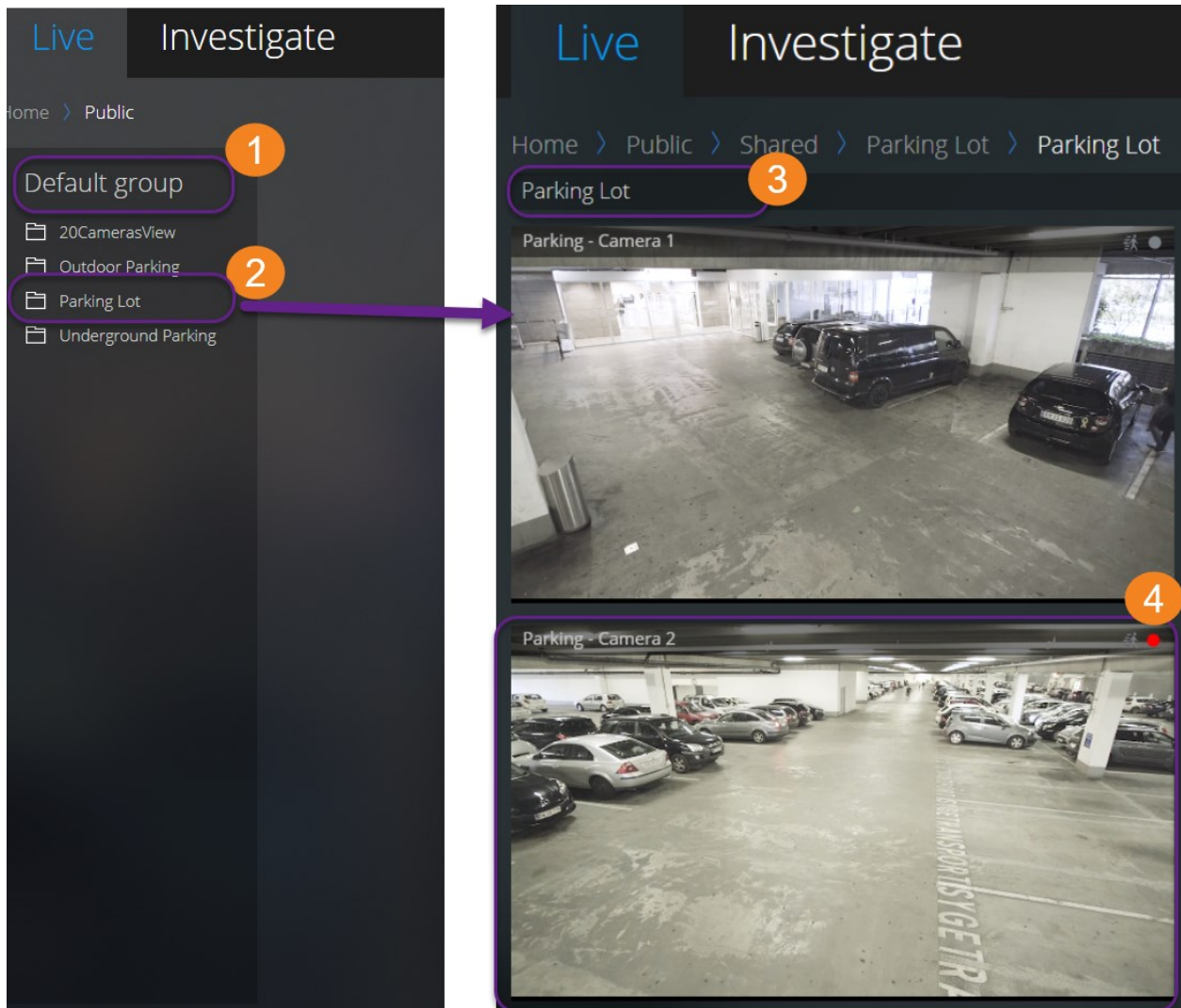
1. In a folder ❶, click a subfolder ❷ to see your views ❸.

2. In a view ❸, see live video from every camera in that view. See which cameras have microphones and speakers attached.

3. Click a camera ❹ to play back recordings from that camera (see Play back recordings from one camera on page 24).

Viewing live video (explained)

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

On the **Live** tab, find and click a camera.
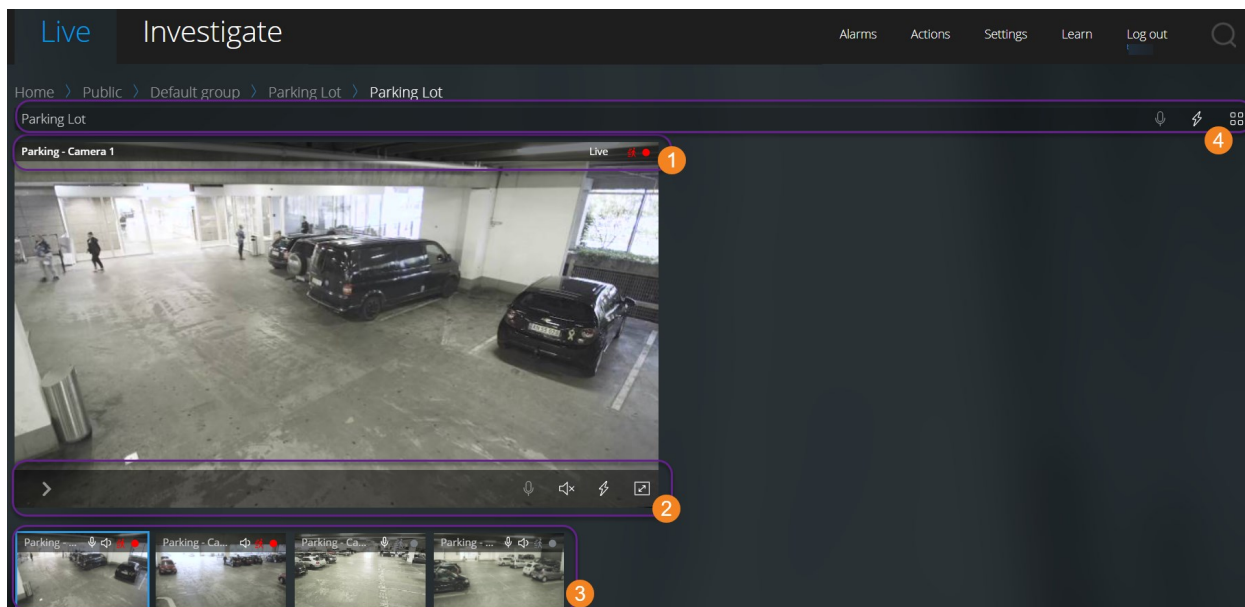
In the camera title bar ❶:

- See the name of the camera

- Check if the video that you are seeing is in live or playback mode

- Check if the camera is detecting motion, recording video, or both.

Symbol	Is motion being detected?	Is the video being recorded?
🚶 ●	⊗	⊗
🚶 ●	✓	⊗
🚶 ●	⊗	✓
🚶 ●	✓	✓

On the camera toolbar ❷:

Item	What can I do with it?
>	Pause live video and play back recorded video (see Play back recordings from one camera on page 24).
	Move and zoom your PTZ camera (Only for PTZ cameras).
	Move your PTZ camera to a PTZ preset position that you specified in XProtect Smart Client (Only for PTZ cameras with presets).
	View all actions for the camera. Select and activate an action.
	Enter full screen. Click again or press **Esc** to exit full screen.
	Start or stop listening to incoming audio (see Requirements for listening to incoming audio on page 6).
	Click and hold to start push-to-talk to one camera. Release the icon to end transmitting audio (see Requirements for using push-to-talk on page 6).

On the thumbnail strip ❸:

- See live video from all cameras in the view

- See which of the cameras have microphones attached

- See which of the cameras have speakers

- Click another camera to switch to it

- To resize the thumbnail strip, move your mouse to the top of the thumbnail strip, click, and drag the strip up or down.

On the view toolbar ❹:

- Click and hold 🎤 to start broadcasting audio to all the cameras in the view that have audio equipment

- Click ⚡ to view all actions for all cameras in the view. Select and activate an action

- Click ⊞ to view bigger live video from all cameras in the view.

Listen to incoming audio in live video
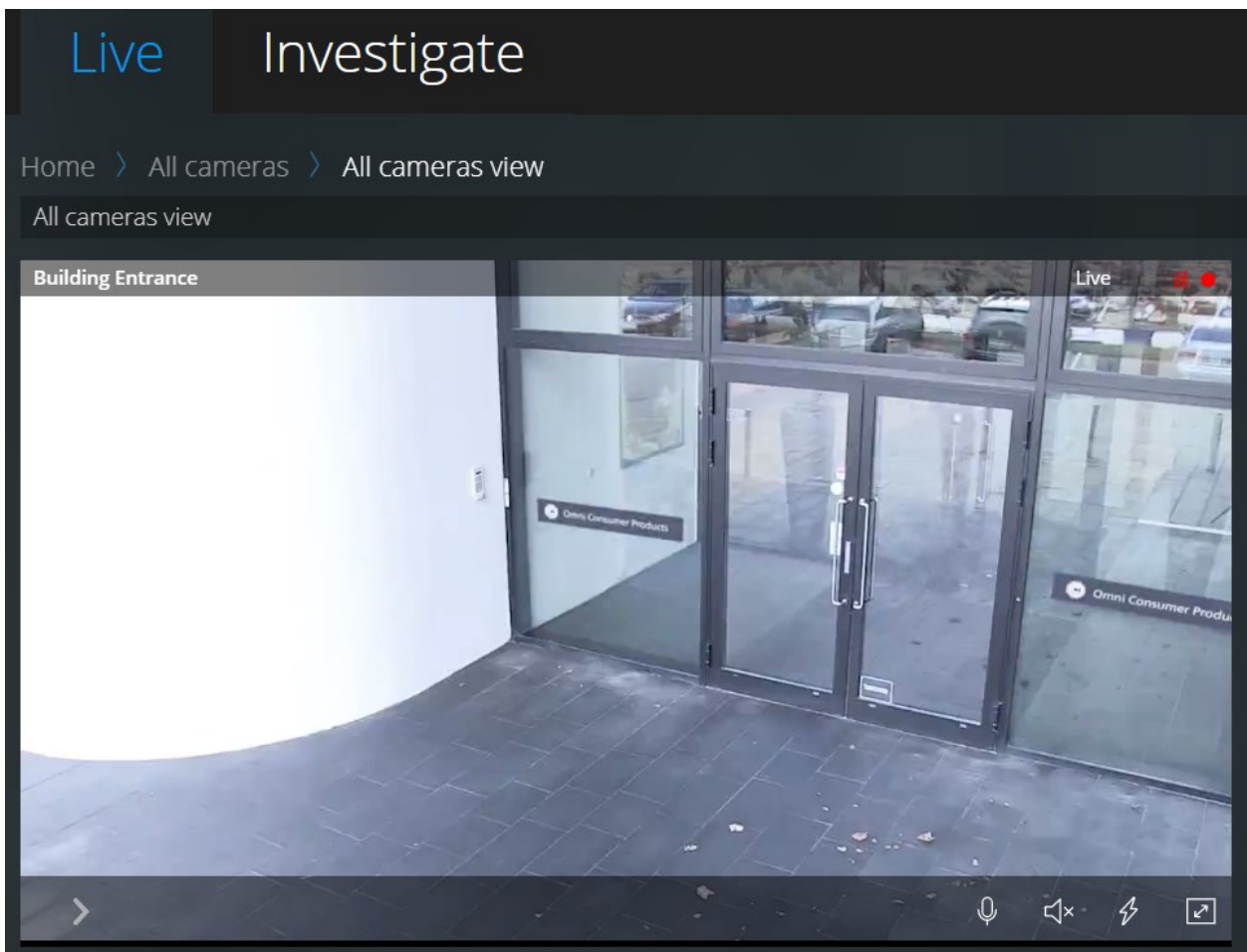
On the **Live** tab:

1. Find and click a camera that has a microphone attached.

2. On the camera toolbar, click 🔇 to start playing audio.

   By default, the audio is muted.

All cameras on the thumbnail strip have an audio icon 🔇 on their toolbar if the cameras have microphones attached.

> ✎ You can play the incoming live audio from microphones attached to cameras even when there is no live video streaming from these cameras.

Use push-to-talk in live video from one camera
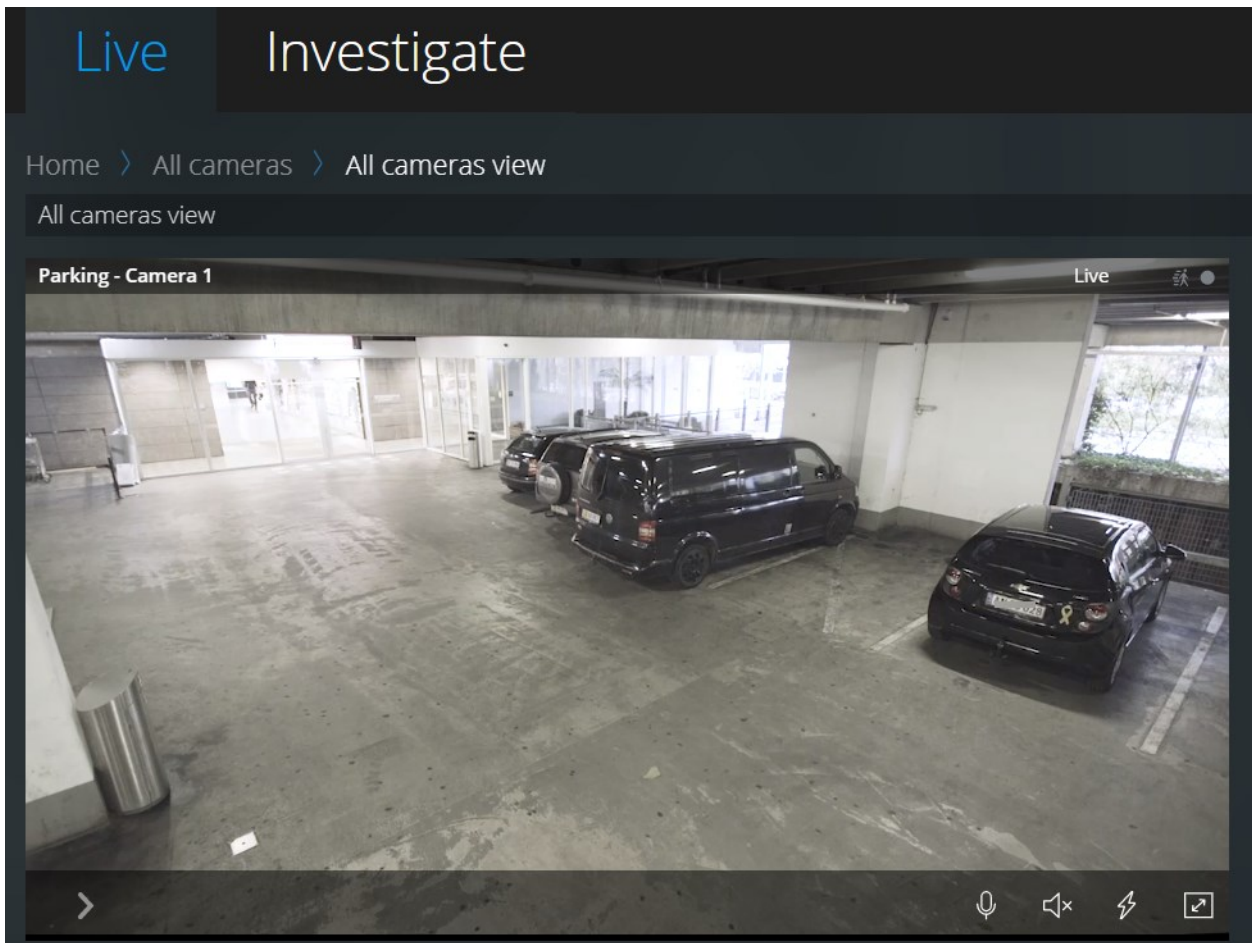
On the **Live** tab:

1. Find and click a camera that has a speaker attached.

2. On the camera toolbar, click and hold 🎤 to start using push-to-talk.

3. Release 🎤 when you want to end transmitting audio.

All cameras on the thumbnail strip have a push-to-talk (PTT) icon 🎤 on their toolbar if the cameras have speakers.

Broadcast audio to multiple cameras in live video
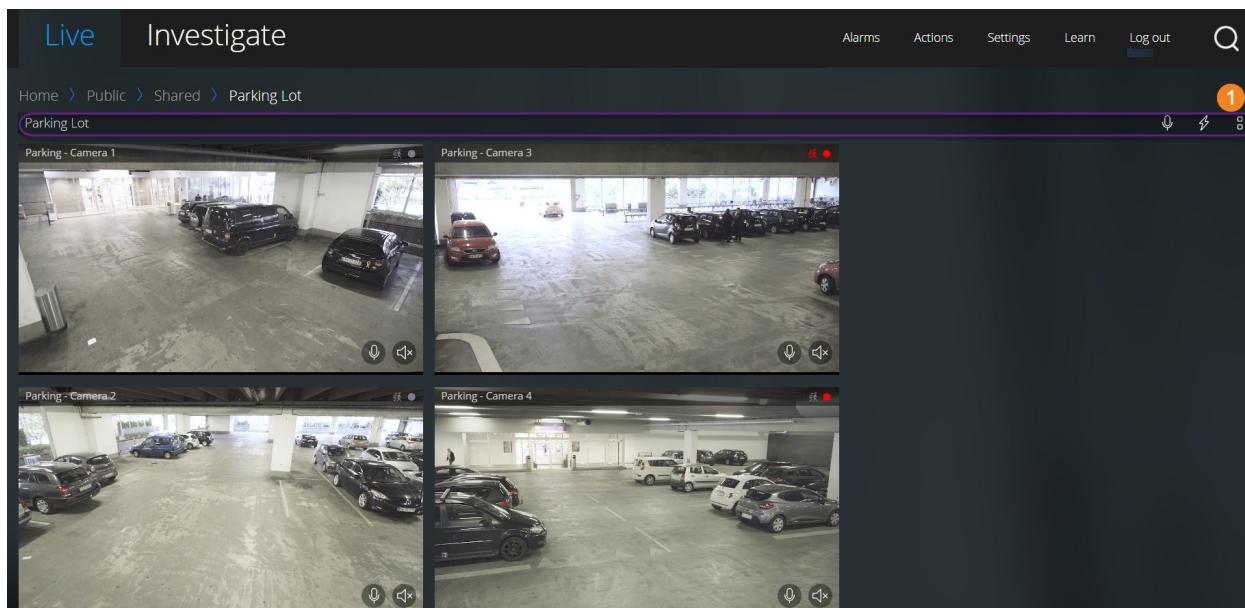
On the **Live** tab:

1. Select a view.

2. On the view toolbar ❶, click and hold 🎤 to start broadcasting audio to all the cameras in the view that have speakers.

3. Release 🎤 when you want to end broadcasting audio.

Play back recordings from one camera

"I've just spotted something on Camera 1. I want to pause live video and have a quick look at what happened."
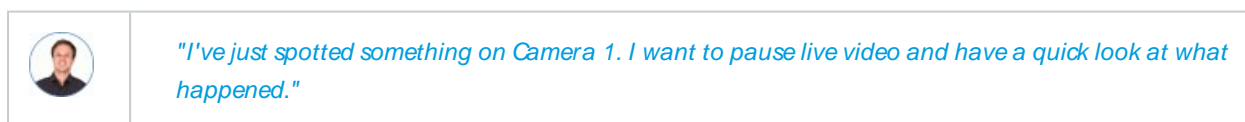
You can play back a recording from one camera on both the **Live** tab and the **Investigate** tab.
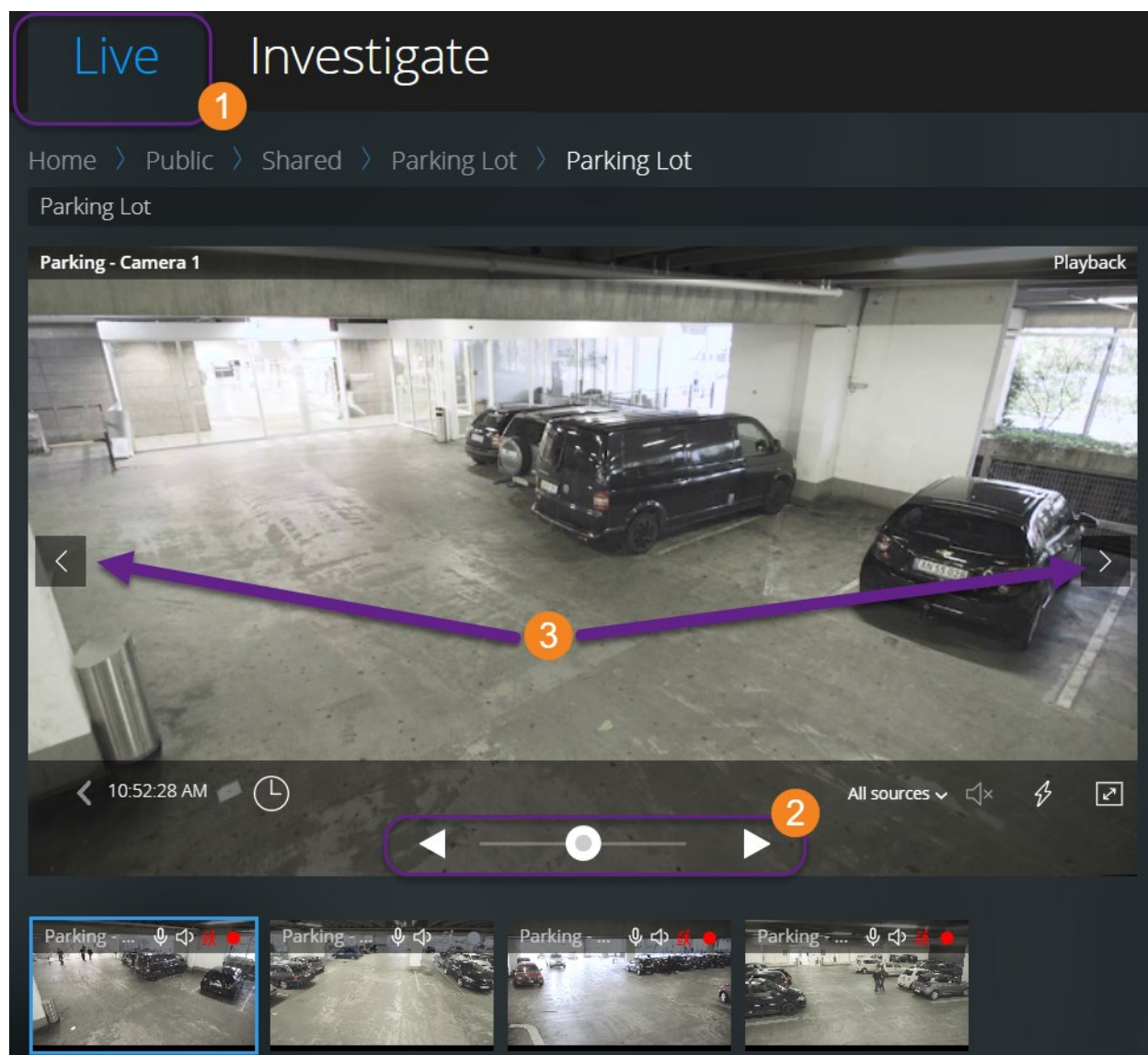
On the **Live** tab ❶:

1. Find and click a camera.

2. On the camera toolbar, click ▸ to pause live video.

    The playback control bar appears.

On the playback control bar ❷:

Item	What can I do with it?
![shuttle slider]	Drag to the left to fast backward or to the right to fast forward. By default, when the shuttle is placed in the middle, the playback speed is normal.
◀ ▶	Play the video backward or forward.
‹ ›	See the previous or next image ❸.
🕐	Click to open the time picker > Specify a date and time in the past to play back the video.
1:30:43 PM	See when the recording has been made.
🔇 🔊	Start or stop playing audio with the video recording (see Requirements for listening to incoming audio on page 6).
All sources ∨ 🔇	Select the audio source that you want to listen to when the video recording is with two-way audio (see Requirements for using push-to-talk on page 6, Playing back audio in video recordings (explained) on page 27).

On the **Investigate** tab:

If you want to play back a recording from one camera, but you have more than one camera in the selected group, you can remove the unnecessary cameras. To do this, follow these steps in Remove unnecessary cameras from video playback on page 33.

To play back recordings from one camera:

1. On the camera timeline bar, specify the time for the video playback.

2. Click ◀ or ▶ to play back the video backward or forward.

3. Optional. Click 🔇 to start or 🔊 to stop playing incoming audio when you play the video recording forward at normal speed (for cameras that have microphones attached).

4. Optional. Click 🔇 to start or 🔊 to stop playing audio (for cameras that have microphones and speakers attached). Select the audio source that you want to listen to when the video recording is with two-way audio (see Playing back audio in video recordings (explained) on page 27).

> ✅ For a bigger view, hover over the camera that you want to expand and click ⤢ in the upper-right corner or click the camera thumbnail itself. Press **Esc** or click ⤡ in the upper-right corner to return to the default view.

Playing back audio in video recordings (explained)

In XProtect Web Client, you can:

- Play back audio from camera recordings in live mode
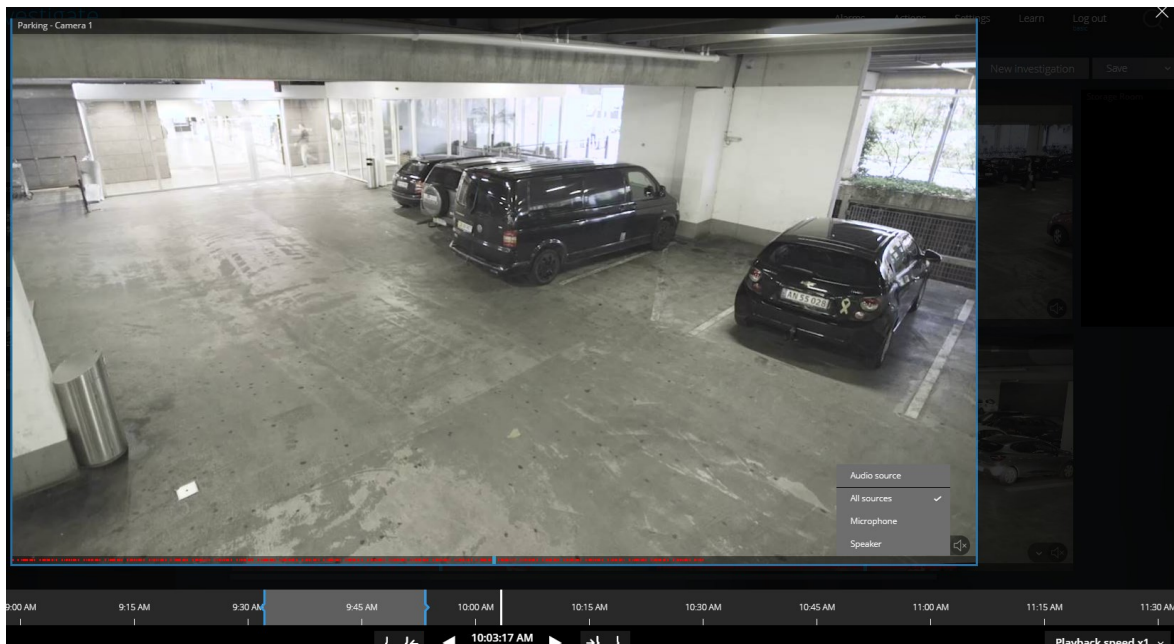- Play back audio from camera recordings in investigation mode

On the camera toolbar:

- To listen to the recorded incoming audio, click 🔇 to start playing the audio while playing back the video recording

- To listen to the recorded incoming audio and outgoing audio, click to start playing the audio. From the **Audio source** list, select the audio device that you want to listen to while playing back the video recording. The options are:

    - **All sources** (default) - listen both to the recorded incoming and outgoing audio

    - **Microphone** - listen to the incoming audio only

    - **Speaker** - listen to the outgoing audio only

> 🖉 You can play back audio only when there is a video recording, and you play the recording forward at normal speed.

Recordings from multiple cameras (explained)

On the **Investigate** tab, you can play back recordings without creating an investigation.

At the bottom of the camera view window, a red sequence line ❶ indicates the time snippets where you can find video recordings.
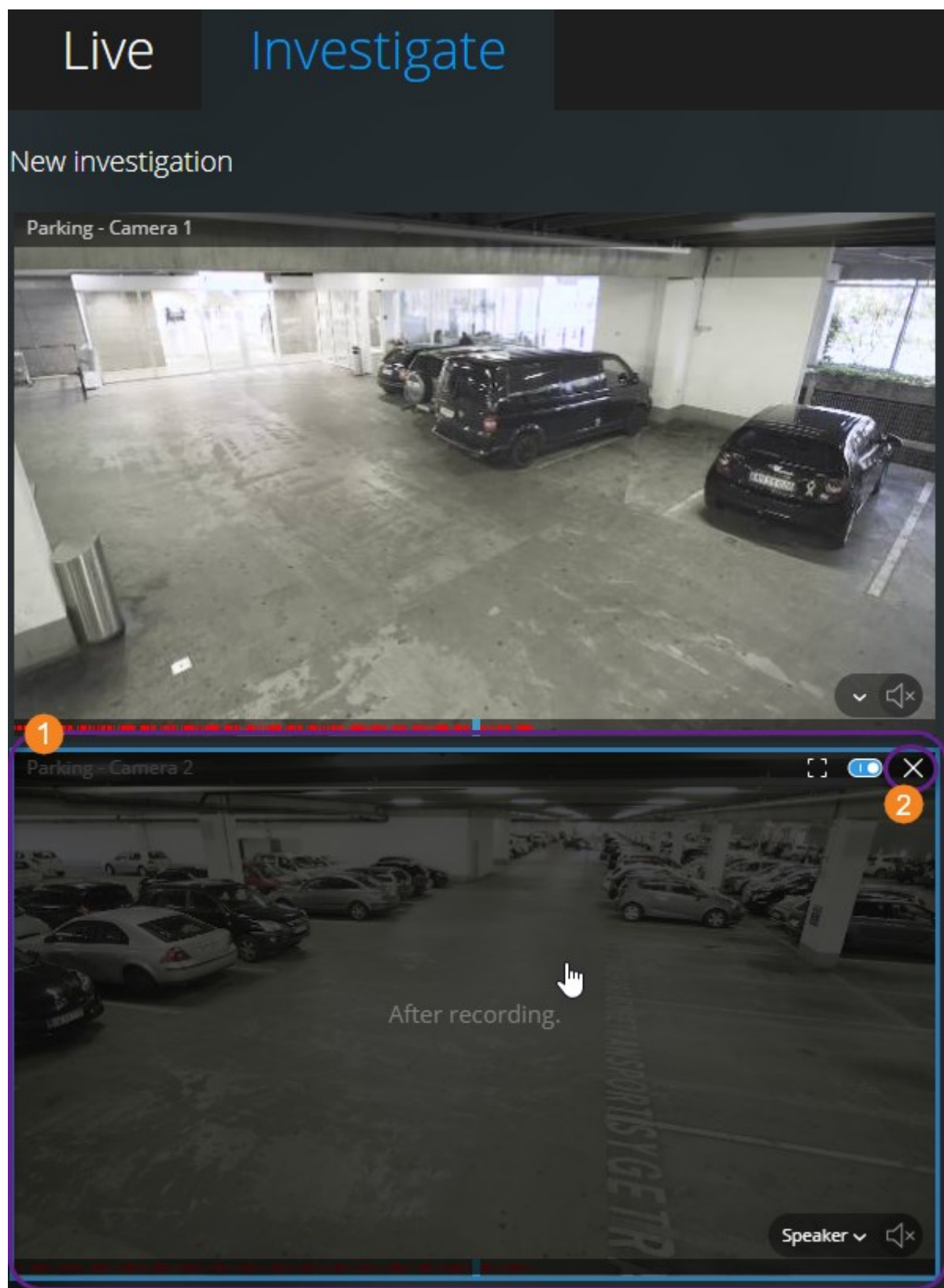
In this mode, you can:

- Choose the cameras that you want to play back and remove those that do not have recordings for the specified time ❷ (see Remove unnecessary cameras from video playback on page 33)

- Specify the time of the recordings that you want to play back (see Specify time for video playback on page 30)

- Specify the time span of the recordings (see Using the investigation timeline (explained) on page 34)

- Play back the recordings from all cameras in the selected camera group at the same time

- Start or stop playing audio with the video recording from a specific camera in the selected camera group (see Playing back audio in video recordings (explained) on page 27)

Specify time for video playback

> *"I need to go back to an exact time and see footage around that time."*

To play back video from a specific point in time, use the time picker. You can find the time picker on both the **Live** tab and the **Investigate** tab.

On the **Live** tab:

1. Find and click a camera.
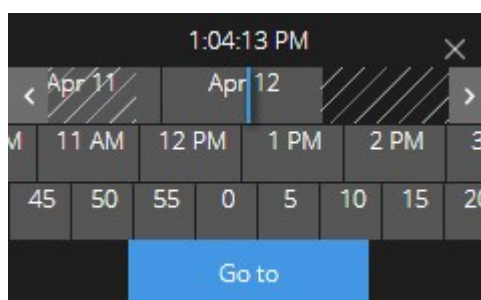
2. On the camera toolbar, click to pause live video.

   The playback control bar appears.

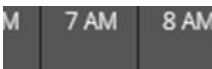3. On the playback control bar, click 🕐 to open the time picker.
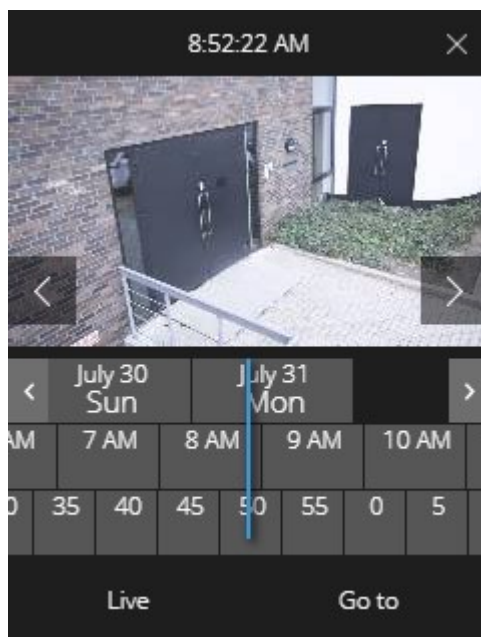
On the **Investigate** tab:

1. On the timeline bar, click [9:33:08 AM 2/08/2017] to open the time picker.

✅ You can click and drag the time picker to change its position on the screen.

Item	What can I do with it?
< >	See the previous or next image (Only for the time picker on the **Live** tab).

| Item	What can I do with it?
< >	Move one week backward or forward.
July 30 Sun — July 31 Mon	To specify the day, drag the days' scroller to the left or to the right. The blue time indicator marks the selected date.
M 7 AM 8 AM	To specify the hour, drag the hours' scroller to the left or to the right. The blue time indicator marks the selected hour.
0 35 40 45	To specify the minute, drag the minutes' scroller to the left or to the right. The blue time indicator marks the selected minute.
Go to	Click to play back the video from the specified time on.
Live	Click to return to live video (Only for the time picker on the **Investigate** tab).

Turn playback on or off
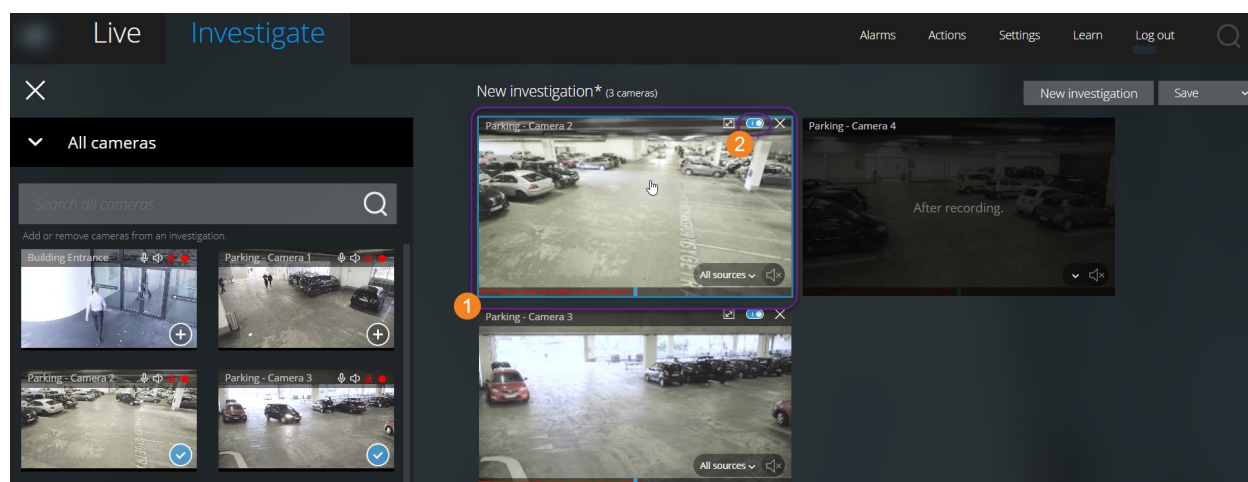
On the **Investigate** tab, in an investigation:

1. Place the cursor over the camera ❶ that you want to enable or disable playback for.

2. In the upper-right corner of the video ❷, click ▭ to turn playback off or on.

Remove unnecessary cameras from video playback

> *"Before I play back the video, I want to remove the cameras that don't contain any recordings within the time span that I've specified. How can I do that?"*
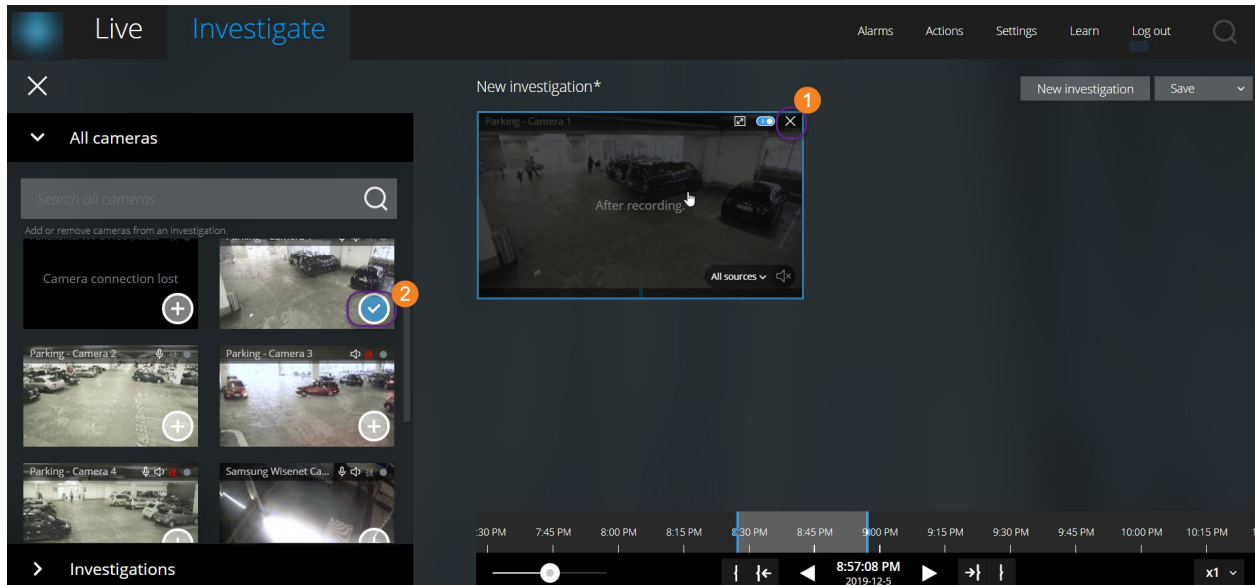
On the **Investigate** tab, you can remove the unnecessary cameras from a camera group if you:

- Hover over the camera ❶ and then, in the upper right-hand corner, click ✕

- On the side panel, click ✓

- On the side panel, double-click the camera that you want to remove

Cameras in your investigation area (explained)

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

> 📝 On the **Investigate** tab, you can only see the unique cameras in the view or group. The duplicate cameras do not show up in your investigation area.

Examples:

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

- You are on the **Home** page on the **Live** tab. When you click the **Investigate** tab, all cameras in your system show up in your investigation area.
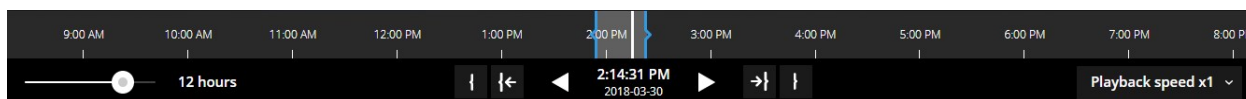
To start playing incoming and outgoing audio in an investigation that you have created, you must:
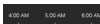
- Add cameras that have audio devices (microphones and speakers) attached (see Requirements for listening to incoming audio on page 6 and Requirements for using push-to-talk on page 6)

- Play the video recordings forward at normal speed (see Playing back audio in video recordings (explained) on page 27)

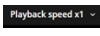## Using the investigation timeline (explained)

In an investigation, on the timeline bar, you can specify:

- The time of the recording that you want to investigate

- A time span for your investigation

Item	What can I do with it?
4:00 AM 5:00 AM 6:00 AM	To change the time of the recording, drag the timeline scroller to the left or to the right. The white time indicator in the middle of the timeline scroller marks the selected time.
◀ ▶	Play the video backward or forward.
9:33:08 AM 2/08/2017	• See when the video playback has been made • Click on this area of the timeline bar to open the time picker. You can use the time picker to select the time of the recording that you want to investigate or download (see Specify time for video playback on page 30)

Item	What can I do with it?
	✅ You can click and drag the time picker to change its position on the screen.
9:00 AM 10	Click and drag the blue time span markers to specify the start and end time of the recording that you want to investigate or download.
| |	Align the start or end time of your investigation with the selected time.
←| →|	Align the selected time with the start or end time of your investigation.
Playback speed x1	In the bottom-right corner of the timeline bar, from the **Playback speed** list, select a specific speed for the video playback. The default value is **x1**.
30 minutes	In the bottom-left corner of the timeline bar, drag the slider to change the time span. This option lets you define a precise time span for playing back or downloading the video.

Create investigations from one or more cameras

|	*"I need to investigate recordings from all our office cameras from around 9:30 yesterday morning, and I want to keep the recordings for a month."*

You must create an investigation when:

- You want to store video recordings for a period that is longer than the retention time so that you can play back the recordings as many times as you want, even if they have already been deleted from the system database

> By default, the retention time for video recordings in the system database is seven days. If enabled, the retention time for investigations on the mobile server is also seven days by default (see Retention time and storage of recordings and investigations (explained) on page 11).

- You want to export the recordings, download and share them with authorities at a later stage
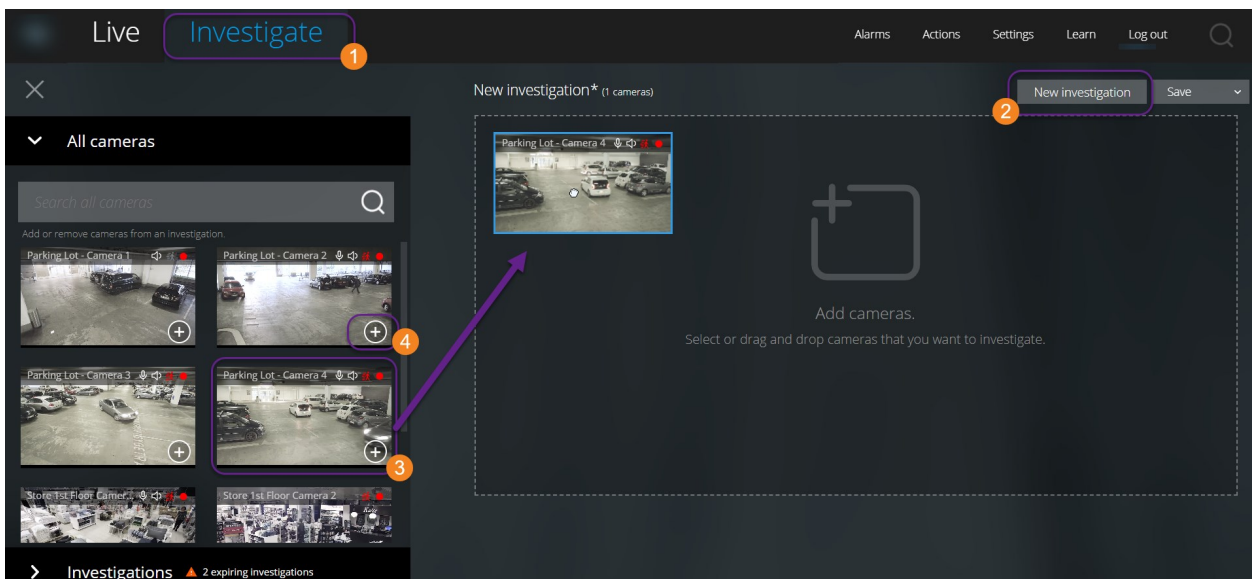
On the **Investigate** tab ❶:

1. Click **New investigation** ❷.

   The side panel opens to the left.

2. In the side panel, under **All cameras**, you can browse and search for cameras that you want to investigate.

3. You can add one or more cameras if you:

   - Click, drag, and drop every camera ❸ that you want to investigate into the **New investigation** area

   - Click ⊕ in the bottom-right corner of each camera ❹ that you want to add

4. Double-click on the camera that you want to add

> ✏️ You can add up to 18 cameras to an investigation. If the view of cameras that you want to investigate contains a higher number of cameras, you have two options:
>
> - Select **Add cameras** to add the first 18 cameras to your investigation
>
> - Select **Open blank investigation** to customize which cameras to add to your investigation

5. Use the time picker to specify the time of the recording that you want to investigate.

   The selected time applies to all cameras that you have added to your new investigation (see Specify time for video playback on page 30).

6. Use the timeline bar to specify the time span of the recording that you want to play back.

   The selected time span applies to all cameras that you have added to your new investigation (see Using the investigation timeline (explained) on page 34).

7. From the **Save** list, select **Save as**.

   The **Save your investigation** form opens.

8. In the **Investigation name** field, enter a name for your new investigation.

9. Click **OK**.

   The new investigation configuration is saved.

> ✅ For a bigger view, hover over the camera that you want to expand and click 🗗 in the upper-right corner or click the camera thumbnail itself. Press **Esc** or click 🗖 in the upper-right corner to return to the default view.

Add a camera to existing investigation

👤	*"I want to add more cameras to an existing investigation. How can I do that?"*

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

1. In the side panel, click **Investigations**.

2. Navigate to the investigation that you want to add more cameras to and click on the name of the investigation.

3. In the side panel, click **All cameras**. All available cameras appear as thumbnails in the **All cameras** area.

4. Navigate to the camera that you want to add and:

    - Click, drag, and drop the camera **1** into the investigation area

    - Click **[+]** in the bottom-right corner of each camera **2**

    - Double-click on the camera that you want to add
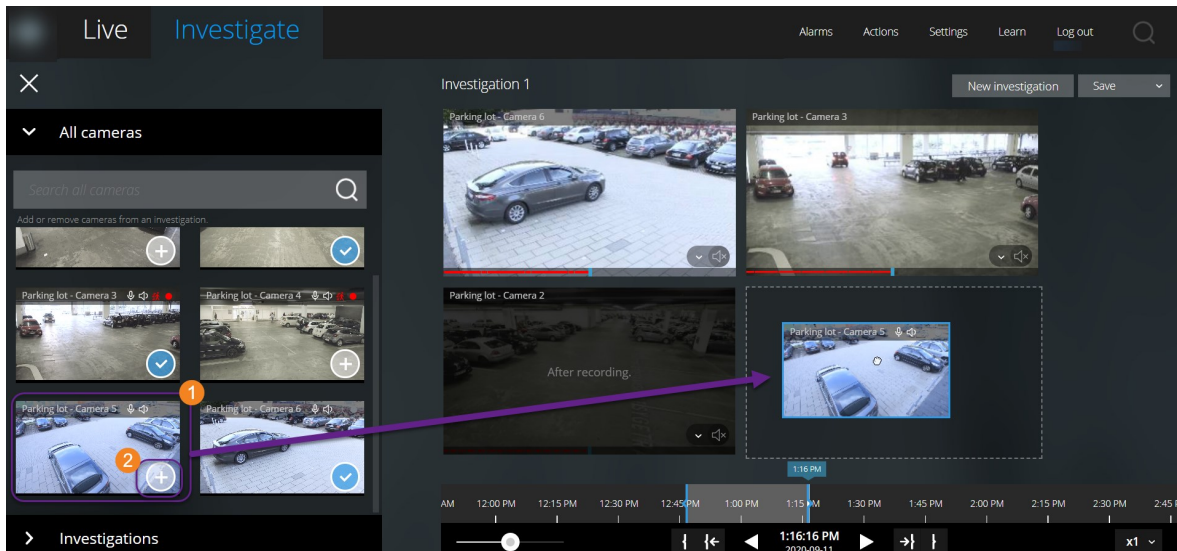
1. (Optional) To reorder the cameras in the investigation, click, drag, and drop the camera that you want to move.
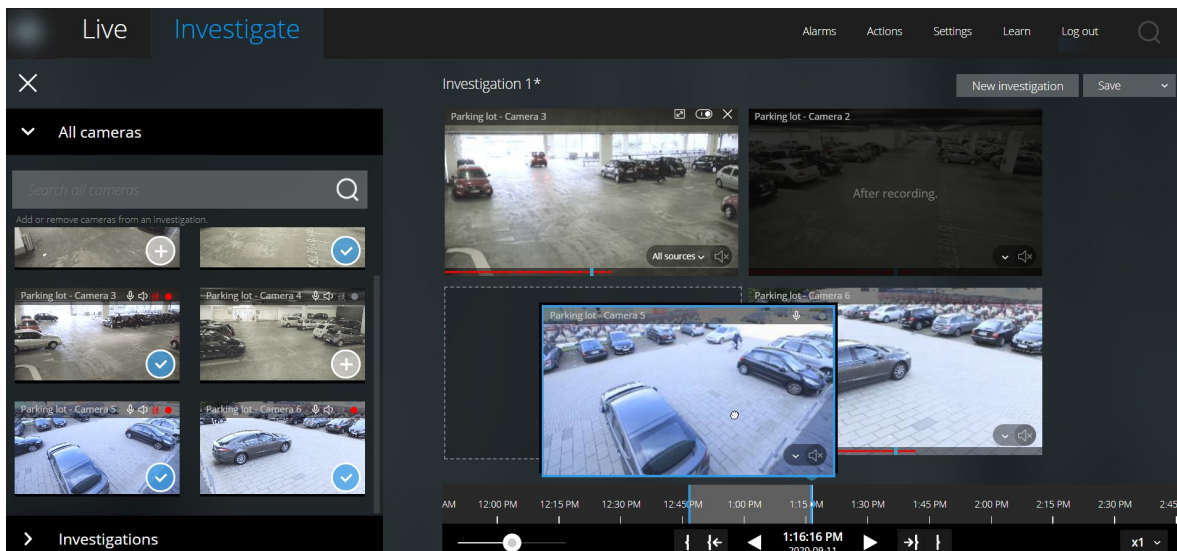
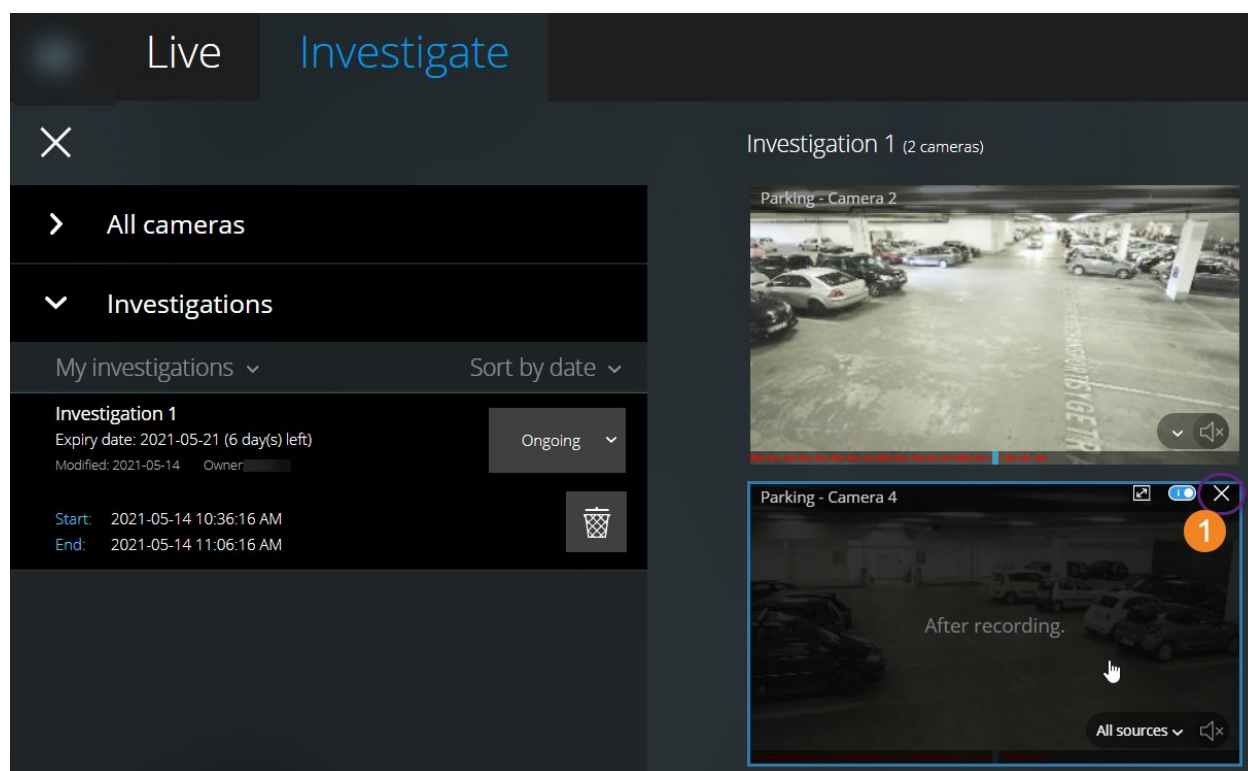> ✅ You can search for a certain camera by name in the **Search all cameras** field.

> ✎   If the check box in the bottom-right corner is selected ☑, the camera has already been added.

5. Click **Save**.

6. In the drop-down list, select **Save**.

Remove a camera from existing investigation

> "I'm about to download these videos, but Camera 1 has no relevant footage. How do I take it out of my investigation?"

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

1. Hover over the camera that you want to remove from the investigation.

2. Click ![X icon] in the upper-right corner ❶ to remove the camera from the investigation.
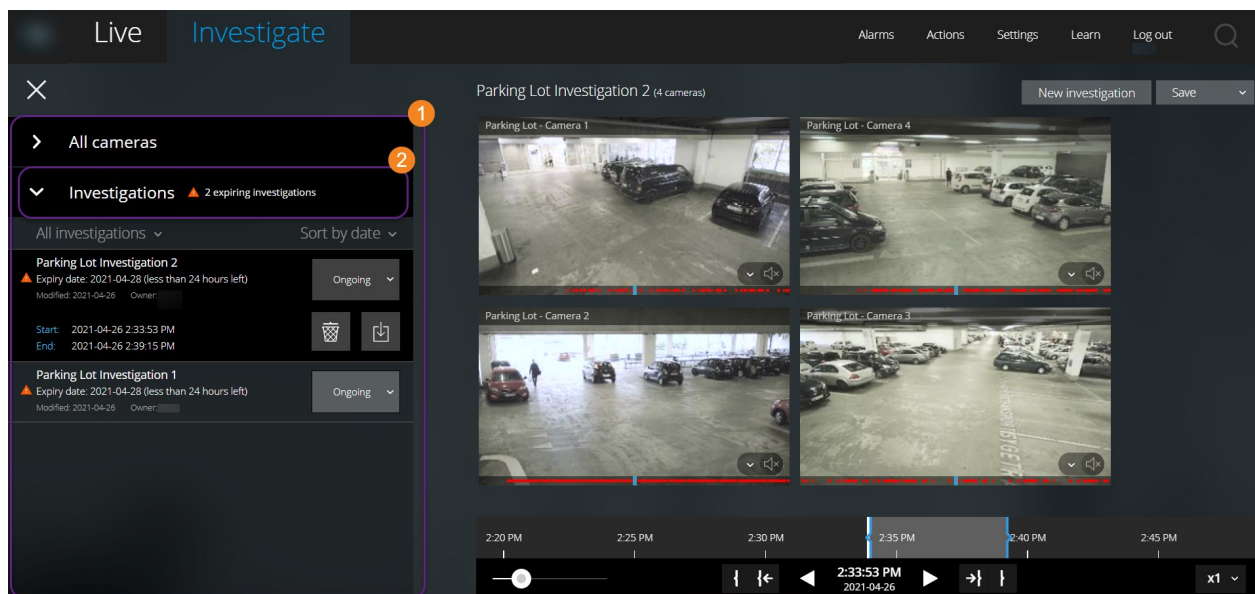
3. Click **Save**.

4. In the drop-down list, select **Save**.

You can also remove a camera from your investigation by opening the camera group view under **All cameras** (see Remove unnecessary cameras from video playback on page 33).

Update or delete your investigation

> *"I want to update the name and the state of an existing investigation and delete another investigation. How can I do that?"*

On the **Investigate** tab, click ![menu icon] to open the side panel.

In the side panel ❶:

1. Click **Investigations**❷ to see all your investigations.

2. In the **My investigations** list, navigate to and click the investigation that you want to update or delete.

Item	What can I do with it?
[name of investigation]	Click to edit the name of the existing investigation.
Expiry date	See the expiry date of the investigation when the retention time of investigations is enabled.
	Delete the investigation.
	Prepare and download investigations in a selected video format (see Prepare video export and download on page 42).
Ongoing ⌄	Manually set your investigation state to **Ongoing** or **Completed**.
Sort by date	Sort your investigations by: • **Date**. See your most recent investigations at the top of your list • **State**. See your ongoing investigations first, and your completed investigations last on your list

> ✏️ When you open an investigation and replace an audio device attached to a camera that you have already included in that investigation, the system will play the audio from the previously attached audio device. To complete the update and start playing the audio from the new audio device, restart the XProtect Web Client first, then click **Save** to update this investigation (Only for cameras that have microphones or speakers attached).
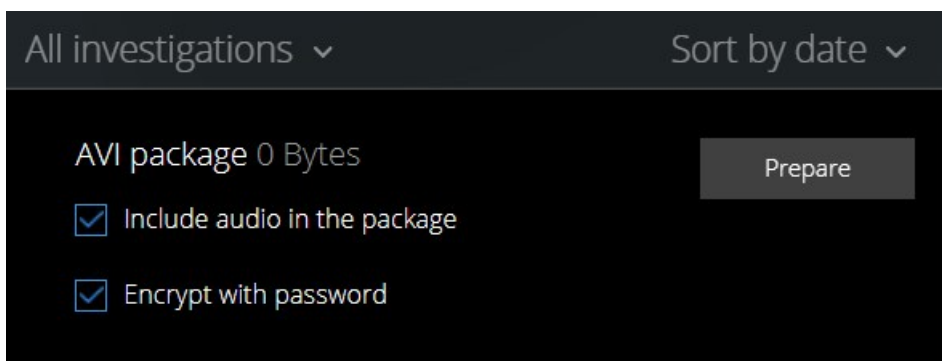
Prepare video export and download

"I want to download my investigation and show it to my security officer later. What do I do?"

> ✎ You must have specific user rights to prepare a video export and download video. Follow your company policy when sharing video evidence.

On the **Investigate** tab:

1. Click ☰ .

2. Open your **Investigations**.

3. Click the investigation that you want to download.

4. Click ⬇ .

5. (Optional) To prepare a video export package with audio included, select the **Include audio in the package** check box. By default, the check box is cleared.

6. (Optional) To encrypt your video export package, select the **Encrypt with password** check box. By default, the check box is cleared.


7. Click **Prepare** to download the video in the format that you need.

> ✎ You can prepare a video export and download it later. In the prepared export, the video recordings may differ in number compared to the number of cameras that you have added to the investigation. The reason is that some of the cameras may not have existing recordings within the time span that you have specified.

8. (Optional) In the dialog box, create a password to encrypt the export and click **Set**. The password is applied to the current package export only.
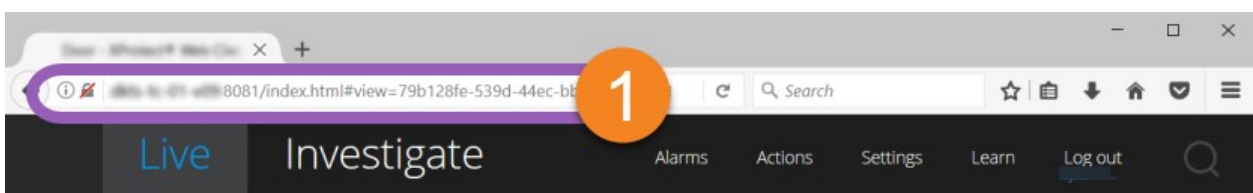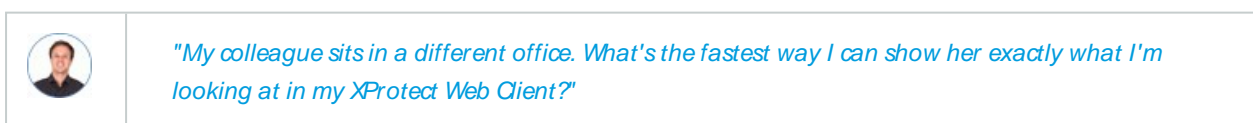
9. Click **Download** ❶ to download the prepared video export. You will find your downloaded files in the download folder of your web browser.
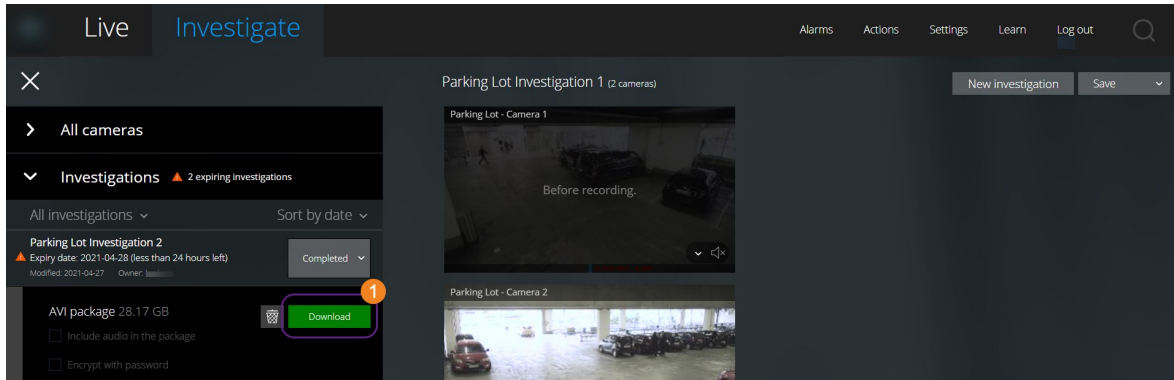
The available video formats are:

Format	Description
AVI package	Standard file format supported by most media players. Choose this if in doubt.
XProtect package	You can only view the XProtect format with the XProtect Smart Client – Player.
MKV package	The recording camera chooses the codec to use. You can only play the video if you have the necessary codecs installed.

Sharing XProtect Web Client page (explained)

"My colleague sits in a different office. What's the fastest way I can show her exactly what I'm looking at in my XProtect Web Client?"
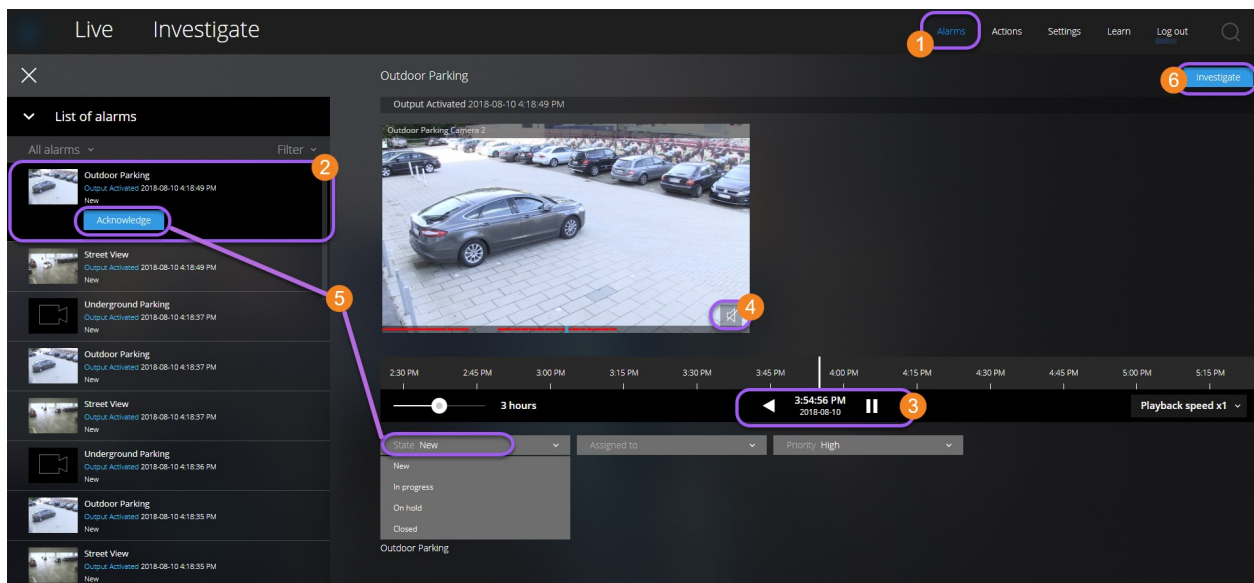
Every page of your XProtect Web Client has its own internet address ❶. You can share the address with other users. When users go to the address in a web browser and log in, they see the page that you shared with them.

View alarms

> "Camera 3 detected motion at around 4:00 PM and sent me an alarm. It looks like a burglary. I want to see what exactly happened and show the video to my security officer."

On the **Alarms** tab ❶:

1. Find and click the alarm ❷ that you want to view video for. From the **Filter** list, you can filter the alarms by states and priorities.

2. Play the video backward or forward and check when the image that you are seeing was taken ❸.

3. Start or stop playing audio for the video playback when you play it forward at normal speed ❹ (see Playing back audio in video recordings (explained) on page 27).

4. Change the state of the alarm by clicking the **Acknowledge** button or by selecting another alarm state option from the list ❺.

5. To save the video for later or share it with others, click **Investigate** ❻.

6. Follow the steps in Prepare video export and download on page 42.

What else can trigger alarms?

- A camera stops working

- A pane of glass gets shattered or broken

- A locker gets broken into
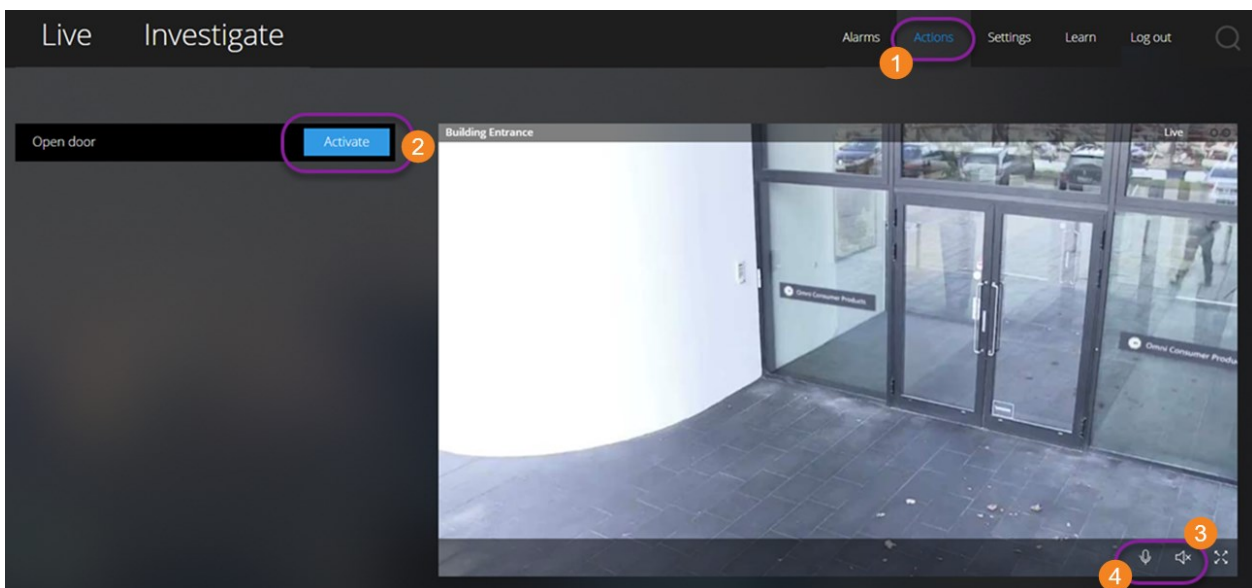
- A blacklisted license plate is seen on camera

> 🖊 To view alarms, ask your system administrator to set up alarms and to give you the sufficient user rights.

Activate actions

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

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

On the **Actions**❶ tab:

1. Find the action that you want to activate.

2. Click **Activate** ❷, and, for example, the front door opens.

3. Optional. Start or stop listening to live incoming audio ❸ (Only for cameras that have microphones attached).

4. Optional. Click and hold 🎤 to start push-to-talk. Release the icon 🎤 to end transmitting audio ❹ (Only for cameras that have speakers).

You can also activate actions on the **Live** tab when you view live video (see).

What are some examples of actions?

- Open and close doors

- Turn lights on and off

- Activate and deactivate sirens

> To view and activate actions, ask your system administrator to set up actions and to give you the sufficient user rights.

PTZ control

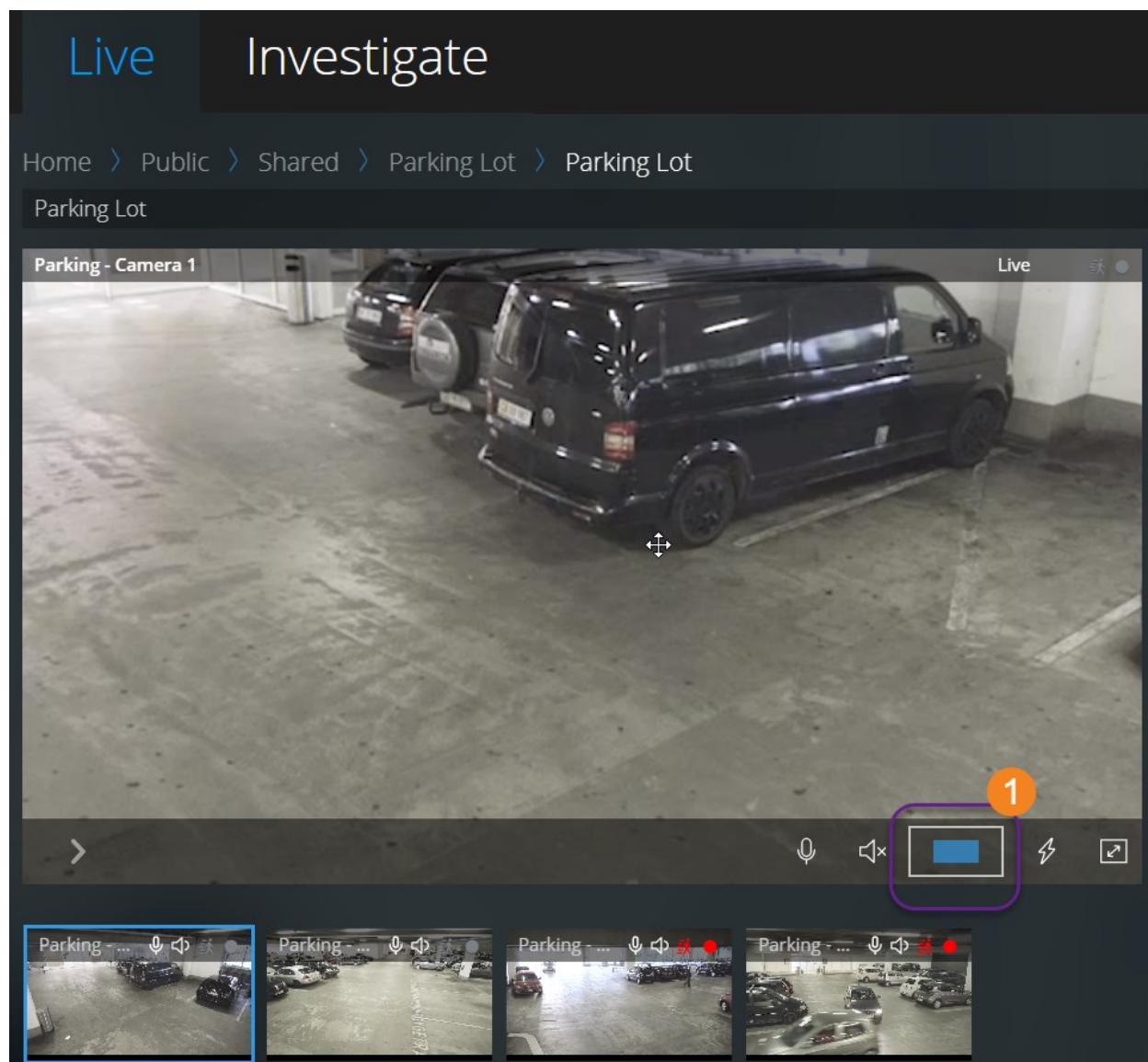Choose how to move your pan-tilt-zoom (PTZ) camera by using your mouse.

Swipe:

1. Place your cursor over the video.

2. Click and hold down your left mouse button.

3. Drag your mouse, then release your left mouse button.

Tap and hold:

1. Place your cursor over the video.

2. Click and hold down your left mouse button.

   Or: Click and drag your mouse around.

Use digital zoom

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

2. Place your cursor over the video.

3. Double-click and scroll with your mouse to zoom in or out.

4. When zoomed in, click and drag your ✛ cursor to your area of interest. The zoom area indicator ❶ helps you navigate directions.

Use optical zoom (for cameras that support optical zoom)

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

2. Place your cursor over the video.

3. Scroll with your mouse to zoom in or out.

   Or: Click ⊹ then ▬ ▬ to zoom.

   > 🖉 If you use the optical zoom on your camera while recording, the zoom levels used will be reflected in your recording.

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

Upgrade

Update XProtect Web Client

To work with the latest version of XProtect Web Client, ask your system administrator to update the XProtect Mobile Server service.

helpfeedback@milestone.dk