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WORLD SEE

Milestone Systems

XProtect® Web Client 2025 R1

User manual



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Overview

What's new?

In XProtect Web Client 2024 R2

In XProtect Web Client 2024 R1

Auto-hide the timeline in full-screen mode

- You can now auto-hide the timeline when you're in full-screen mode to maximize your display area. The timeline is automatically hidden after five seconds of inactivity. See [Optimize the display when in full screen on page 58](#) and [Settings on page 12](#).

In XProtect Web Client 2023 R3

Search functionality in the left pane:

- In the **Search for cameras and views** field, you can now search for a camera by entering keywords from the camera description defined in XProtect Management Client. This way, you can easily find a device when monitoring views in live or playback mode.
- The option to search cameras by entering **ptz**, **audio**, or **ptt** in the search field has been removed.
For more information, see [Search for camera on page 25](#).

Timeline in investigations:

- The timeline in investigations has a new design and functionality that is aligned with the main timeline in playback mode and the timeline of the bookmark video clip in edit mode.
- Bookmarks are also available on the timeline in investigations.
- In time selection mode, new navigation buttons have been added to the timeline to enhance user experience when you use the time selection brackets.
- When you drag one of the brackets and reach the timeline's end, you can continue dragging the bracket, and the timeline track will start moving simultaneously. This way, you can move the start or end time of the video to a period that was not visible on the timeline before.
- You can also drag the timeline track if you click and hold it and start dragging it to the left or right.
- The video playback in investigations loops in either direction between the time selection brackets when you use the timeline controls. With this functionality you can focus on the selected video snippet, play it backward or forward, and investigate it as many times as needed.

- If you hover over the brackets, you can see a tooltip with the start and end time of the video and its duration. If you drag the brackets, the time values in the tooltip are updated simultaneously with the dragging.

For more information, see [Using the timeline in investigations \(explained\) on page 56](#).

In investigations:

- The option to turn playback on and off for a camera added to an investigation has been removed.

Timeline in playback mode:

- The color codes used for visualizing different types of recordings on the timeline have been modified and upgraded with an additional color for recordings with motion.

For more information, see [Using the timeline in playback mode \(explained\) on page 44](#).

Bookmarks:

- In edit mode, new navigation buttons have been added to the timeline to enhance user experience when you use the time selection brackets.
- You can now view, edit, or delete your bookmarks directly from the timeline while you monitor your investigations.

For more information, see [Bookmarks \(usage\) on page 30](#).

XProtect Web Client guided tour:

- The guided tour is a contextual user interface guide that gives you an overview of the new features and information on how to use them. Depending on the number of new features in a given release, there may be one or more tutorials on each tab.
- The guided tour launches on the first login, per release, and after an upgrade. You can restart it from the **More** menu on the top menu bar. For more information, see [Home page overview on page 22](#).

In XProtect Web Client 2023 R2

Bookmarks:

- You can now view, edit, or delete your bookmarks directly from within the timeline while you monitor your recordings on the **Views** tab. For more information, see [Using the timeline in playback mode \(explained\) on page 44](#) and [Bookmarks \(usage\) on page 30](#).
- You now have a better user experience when you add or edit a detailed bookmark. You can interact with the bookmarked video clip similarly to how you interact with the video footage in playback mode.
- You can use the bookmark's timeline controls to play the bookmarked video clip backward or forward or to go to the previous or next frame. Drag the timeline track to the right or left to move in time.
- Hover over the bookmark's timeline, press the **Ctrl** key, and simultaneously scroll the mouse wheel to zoom in on the time span.

- You can adjust the bookmark's start or end time using the time selection brackets on the timeline.
- You can also change the bookmark event time by dragging the time indicator on the timeline.

For more information, see [Bookmarks \(usage\) on page 30](#).

Time picker on the timeline:

- The renewed time picker is now accessible from within live and playback modes. For more information, see [Specify time for video playback on page 51](#).

In XProtect Web Client 2023 R1

There is a new timeline in playback mode:

- The new timeline has a modern, user-friendly design that enables you to quickly search and identify recordings. The feature is available in both single-camera and multiple-camera views.
- The new timeline controls provide a quick transition between live and playback mode. In live mode, the timeline is hidden. In playback mode, you can do the following:
 - Play backward or play forward recordings from one or multiple cameras.
 - Go to the previous or the next sequence.
 - Use the playback slider to go to a specific place in the recordings.
 - Use the speed slider to specify the playback speed of the recordings.
 - Use the time slider to define the time span for playing back the recordings.
- Bookmarks are now visible on the timeline. In playback mode, you can find a bookmark directly on the timeline and click its icon to view the bookmark details or play the bookmark video clip.

For more information, see [Using the timeline in playback mode \(explained\) on page 44](#).

Top menu bar:

- The **Live** tab has become the **Views** tab. The new name matches the content in the left pane containing lists with views and cameras. To view live video, click on a camera view. By default, the video starts playing in live mode.

Left pane:

- In the **Views** section of the pane, the **All cameras** folder has been removed.

In XProtect Web Client 2022 R3

Log in with an external IDP:

- You can log in to XProtect Web Client with an external IDP. With this alternative login method you can be authorized to access the app without the required login credentials of a basic user or a Windows user. For more information, see [External IDP and XProtect Web Client \(explained\) on page 14](#).

Login screen:

- The **Login** screen has a new and simplified user interface. For more information, see [Logging in on page 19](#).

New left pane:

- The left pane is collapsible and resizable.
- The new search functionality filters out the irrelevant items from the lists of views and highlights the matches.
- In the **Views** section of the pane, you can see the **All cameras**, **Private**, and **Public** folders that contain lists with folders and subfolders with views inside. From there, you can go to different views and view video from one camera or multiple cameras.
- In the **Cameras** section of the pane, you can see the camera groups and the related devices in a list with folders and subfolders with camera groups inside. From there, you can also view video from one camera in live or playback mode.
- To use the entire screen of your computer when presenting cameras in a view, you can open the renewed **Grid** view.
- If you are on the **Live** tab and go to a specific group of cameras or a view and then go to another screen or log out, when you log in again and return to the **Live** tab, you can see the same group of cameras or view.

For more information, see [Home page overview on page 22](#), [Navigate to camera on page 25](#) and [Viewing live video \(explained\) on page 27](#).

Notifications on alarms:

- You can receive notifications on alarms regardless of the screen on which you are in the app. By clicking the notification, you'll go to the alarm details.
- This functionality requires a Milestone Care Plus subscription package.

In XProtect Web Client 2022 R2

Top menu bar:

- On the **Home** page, you can find all functional tabs grouped on the left of the top menu bar. The user menu and the **More** menu are on the right-hand side of the top menu bar (see [Home page overview on page 22](#)).

Audio:

- On the **Live** tab, when you view live video or play a video recording with audio from a specific camera and then you go to another tab, the audio automatically starts when you return to the **Live** tab and continue playing the video from that camera.

In XProtect Web Client 2022 R1

Bookmarks:

- To find a specific bookmark, you can search and use filtering. There are three options for filtering bookmarks:
 - You can enter a keyword from the headline or description of the bookmark or enter the complete bookmark ID.
 - You can select specific cameras.
 - You can select a predefined time interval. You can also customize the time interval that you want to apply as a filter.
- If there is audio, you can listen to it in the video sequences that you have bookmarked.

Direct streaming:

- The feature is also available in XProtect Professional+ and XProtect Express+.

Adaptive streaming:

- The feature is also available in XProtect Professional+ and XProtect Express+.

XProtect Web Client

Use XProtect Web Client to:

- View live video and video recordings in your web browser.



In XProtect Web Client, the time information displayed in the app inherits the time zone set on your computer. This includes the time shown in live and playback mode, alarms, bookmarks, and so on.

- Add bookmarks to live videos and video recordings.
- 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 permissions.



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

Requirements for using push-to-talk

To use the push-to-talk (PTT) feature in your VMS, 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 permissions.



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

- Secure internet connection (HTTPS).

Requirements for direct streaming

XProtect Web Client supports direct streaming in live mode.


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 12](#)).

For more information, see the [administrator manual for the XProtect Mobile server](#) system component.

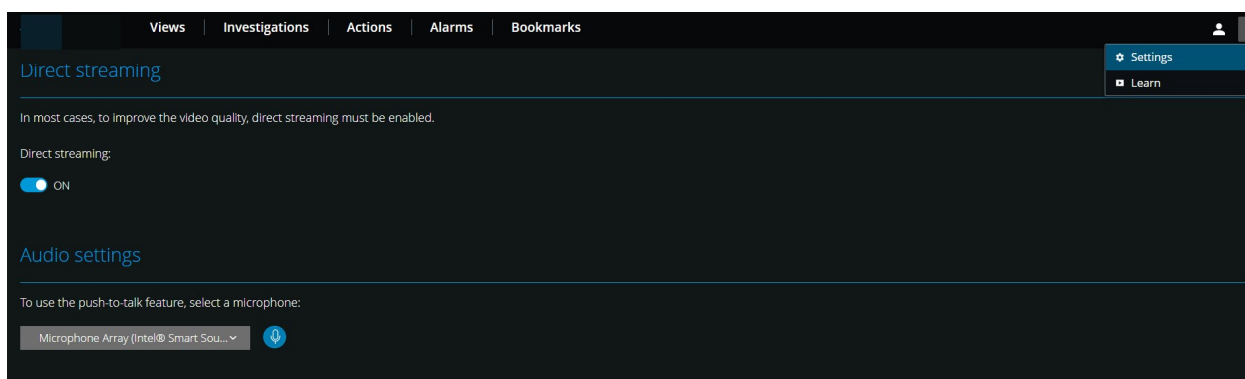
Configuration

Settings

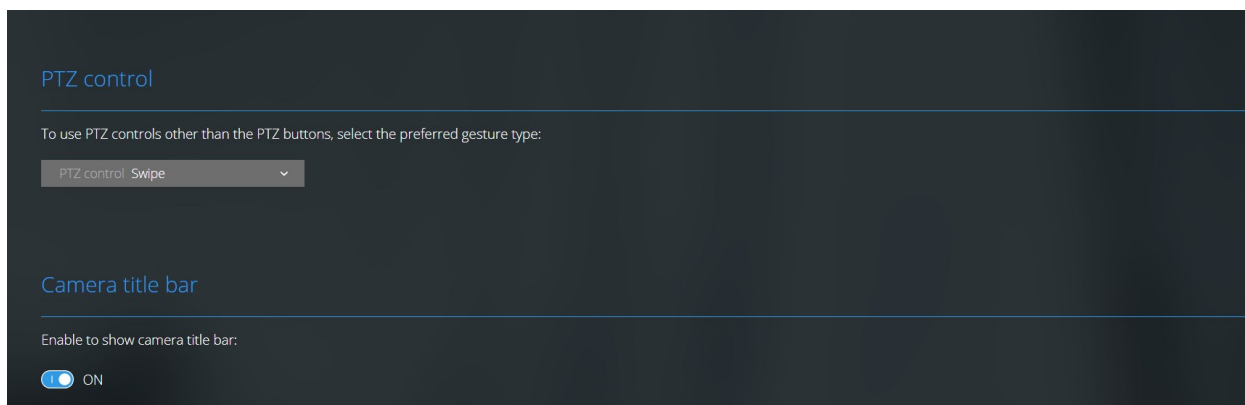


"How can I make sure that XProtect Web Client runs as smoothly as possible? Also, I want another way to move my PTZ cameras."

On the top menu bar, click the **More** menu, then select **Settings**:



- **Direct streaming** - Enable the direct streaming feature. The feature is enabled by default (see [Direct streaming \(explained\) on page 13](#)).
- **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 71](#)).
- **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 an EU GDPR-compliant installation. For more information about data protection and the usage data collection, see the [GDPR privacy guide](#).

- **Autohide timeline in full screen** - Enable to maximize your display area by automatically hiding the timeline after 5 seconds of inactivity when in full screen mode. The timeline is shown again as soon as you interact with your computer.

Direct streaming (explained)

XProtect Mobile supports direct streaming in live mode.

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. XProtect® Mobile client also supports the use of the H.265 codec. 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 10](#)).
- 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.

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 enables 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 the XProtect Mobile server](#) system component.

External IDP and XProtect Web Client (explained)

XProtect Web Client supports login with an external IDP.

IDP is an acronym for Identity Provider. An external IDP is an external application and service where you can store and manage user identity information and provide user authentication services to other systems. You can associate an external IDP with the XProtect VMS.

You can log in to XProtect Web Client via an external IDP with XProtect 2022 R3 and later.



To log in with an external IDP to XProtect Web Client, you must use an HTTPS connection.

For more information, see the topic about the login with an external IDP in the administrator manual about the XProtect VMS.

Managing camera recordings (explained)

You can manage your video recordings on the **Views** tab and the **Investigations** tab.

- On the **Views** tab, go to a camera view and click on it to start playing video in live mode. Select **Playback** from the timeline controls, then you can do the following:
 - Play back recordings from one or multiple cameras.
 - Play back incoming and outgoing audio in video recordings (see [Playing back audio in video recordings \(explained\) on page 48](#)).
 - Go to the beginning of the previous or the next recording.
 - Use the speed slider to specify the playback speed of the recordings.
 - Use the time slider to define the time span for the recordings that you want to play back.
 - Add a bookmark to a recording or view the details of an added bookmark by clicking the bookmark icon on the timeline.
- On the **Investigations** 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 16](#)).

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. When the retention time expires, the recordings are deleted.



If you want to change the retention time or the maximum database size, contact your system administrator. For detailed feature descriptions and procedures for configuration and maintenance, see the [administrator manual for XProtect VMS](#).

On the **Views** tab and the **Investigations** 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 **Investigations** 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 27](#)).
- Play back video recordings (see [Managing camera recordings \(explained\) on page 14](#)).

Incoming audio is also available in:

- Investigations (see [Cameras in your investigation area \(explained\) on page 55](#)).
- Video exports (see [Prepare video export and download on page 65](#)).
- Alarms (see [View alarms on page 68](#)).

- Actions (see [Activate actions on page 70](#)).
- Bookmarks (see [Bookmarks \(usage\) on page 30](#)).

Push-to-talk (explained)

The push-to-talk feature enables 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 27](#)).
- When you play the recorded outgoing audio in video recordings (see [Playing back audio in video recordings \(explained\) on page 48](#)).
- In investigations and video exports.
- In actions (see [Activate actions on page 70](#)).
- In alarms (see [View alarms on page 68](#)).



You must allow your internet browser to have access to your PC microphones (see [Requirements for using push-to-talk on page 10](#)).

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. |

| Icon | Description |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  (Disabled) | <p>In live mode, it shows that:</p> <ul style="list-style-type: none"> • The push-to-talk (PTT) feature is available, but you did not fulfill the necessary requirements for using it (see Requirements for using push-to-talk on page 10). • The camera speaker is disabled. • The hardware device is disabled. |
|  | <p>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 48).</p> |

Rules for interrupting push-to-talk in live mode

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

- Users with the same level of user permissions cannot interrupt each other.
- Users with a lower level of user permissions (Operators) cannot interrupt users with a higher level of user permissions (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

The screenshot shows the login interface of the XProtect Web Client. It features a dark background with a faint image of a building. In the top right corner, there is a language selector labeled 'English' with a dropdown arrow, circled with a yellow circle and the number 1. Below this, on the left side, are two radio buttons: 'Windows user' and 'Basic user'. The 'Basic user' option is selected and circled with a yellow circle and the number 2. Under the 'Basic user' section, there are two input fields: 'User name' containing 'Basic user' and 'Password' containing 'Password'. Below these fields is a blue 'Log in' button. Under the 'Log in' button is a 'Change password' link, circled with a yellow circle and the number 3. Below the 'Change password' link is the word 'or'. At the bottom, there is a 'Log in with an external IDP' button, circled with a yellow circle and the number 4.

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://1.2.3.4:8081** or **https://1.2.3.4:8082**. The login page is displayed.
2. Optional. To change language, click the default language **1** in the upper right-hand corner.

3. Select one of these authentication methods **2**:

- **Basic user** - 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 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 the next login, follow the steps listed above to log in.

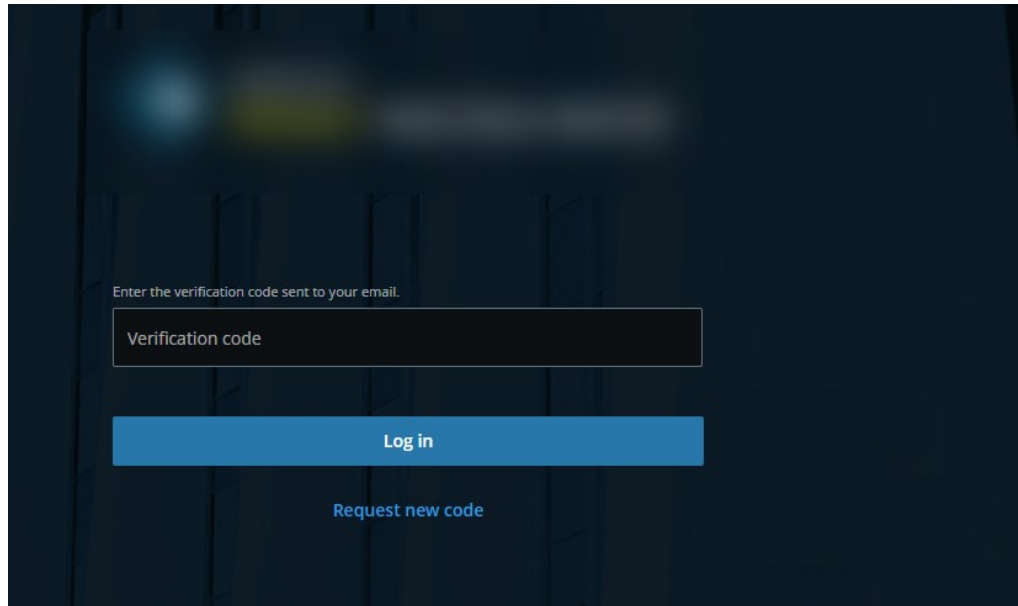
- **Windows user** - Select this option to log in with your Windows user credentials.
 1. In the **Domain\User name** and **Password** fields, enter your Windows user credentials.



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

2. Click **Log in**.

- **Log in with [Name of an external IDP]**  - Select this option to log in with an external IDP. For more information, see [External IDP and XProtect Web Client \(explained\) on page 14](#).
- Optional. If your system administrator has set up two-step verification for your user account, you are asked for a verification code, which the system sends to your email address. You must use this verification method on each login. If in doubt, ask your system administrator for the email address.
 1. Open your email program and make a note of the numbers.
 2. Enter the code on the XProtect Web Client login page and tap **Log in**.



The screenshot shows a dark-themed login interface. At the top, there is a blurred header area. Below it, a text prompt reads "Enter the verification code sent to your email." This is followed by a dark rectangular input field with the placeholder text "Verification code". Below the input field is a prominent blue button labeled "Log in". At the bottom of the form area, there is a blue link that says "Request new code".



If you do not use the verification code within a specific period of time (the default period of time is five minutes), the verification code times out. You can then request a new code on the screen where you enter the code.



If you exceed the number of allowed code entry attempts (the default number is three), you will be blocked from making more attempts. In that case, you must log out of XProtect Web Client and log in again.



When you are logged in to XProtect Web Client and leave the browser tab inactive for a period of time longer than five minutes, your session will time out, and you will be logged out from the application automatically.

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. Select **Basic user**.
2. Click the **Change password** link **3** 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.

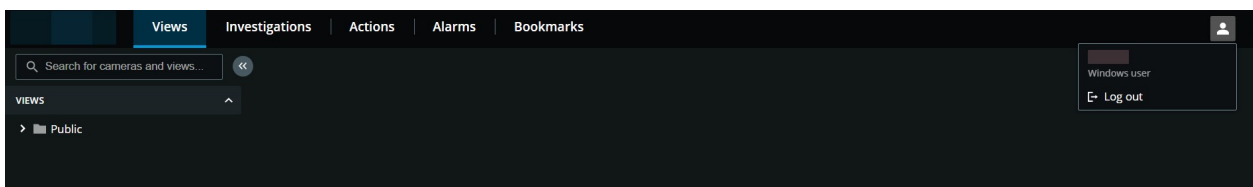


If you have forgotten your current password, you must contact your system administrator. The system administrator will force you to change your password on your next login.






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.

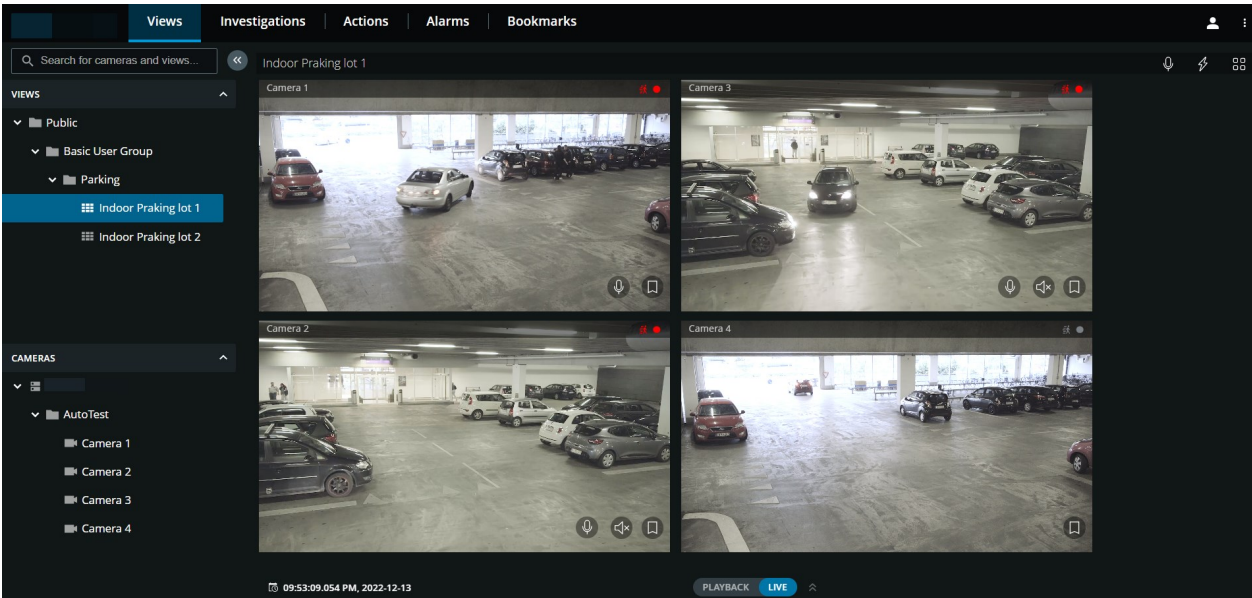
Home page overview



On the top menu bar, you can use these tabs to do the following:

| Item in menu | What can I do with it? |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Milestone logo | Click to return to the Home page of XProtect Web Client. |
| Views | <ul style="list-style-type: none"> Click to return to your last position in the view structure. View live video from one or multiple cameras (see Viewing live video (explained) on page 27). Play back recordings from one or multiple cameras (see Play back recordings from one camera on page 46 and Recordings from multiple cameras (explained) on page 49). |
| Investigations | <ul style="list-style-type: none"> Play back recordings from multiple cameras (see Recordings from multiple cameras (explained) on page 49 and Prepare video export and download on page 65). Create investigations (see Create investigations from one or more cameras on page 58). |
| Actions | Activate actions, for example, to open doors (see Activate actions on page 70). |
| Alarms | View alarms from all cameras (see View alarms on page 68). |
| Bookmarks | View the list of bookmarks (see Bookmarks (usage) on page 30). |
| User menu  | If you want to exit XProtect Web Client, click  , then select Log out . |
| More menu  | Click the More menu to: |


| Item in menu | What can I do with it? |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">• Select Settings and customize XProtect Web Client (see Settings on page 12).• Select Learn more to go to the documentation portal and read more about XProtect Web Client.• Select Restart the guided tour to view tutorials about the most important new features in XProtect Web Client. |



The left pane is collapsible. To collapse the pane, click . You can also adjust the pane borders by dragging them to the left-hand or right-hand side.

In the pane, you can go to these pane sections to do the following:

| Item in menu | What can I do with it? |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Search for cameras and | Find a folder, view, or camera by entering their name. You can also search for a camera by entering keywords from the |

| Item in menu | What can I do with it? |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| views  | camera description defined in XProtect Management Client. You can filter out the irrelevant items from the list of views. The relevant matches are highlighted (see Search for camera on page 25). |
| Views | View videos from one or multiple cameras in live or playback mode. The Views pane section has a Show / Hide option. The Private and Public folders contain lists with subfolders with views inside. |
| Cameras | View videos from one camera in live or playback mode. The Cameras pane section has a Show / Hide option. The camera groups and the related devices are organized in lists with folders with cameras inside. |

Search for camera

On the **Views** tab:

1. Go to the **Search for cameras and views** field.
2. Start entering the name of a folder, view, or camera. You can also search for a camera by entering keywords from the camera description defined in XProtect Management Client. Results show up as you enter text. You can filter out the irrelevant items from the tree-structured lists of views. The relevant matches are highlighted.
3. Click a camera for more options on live or recorded video (see [Viewing live video \(explained\) on page 27](#) and [Play back recordings from one camera on page 46](#)).

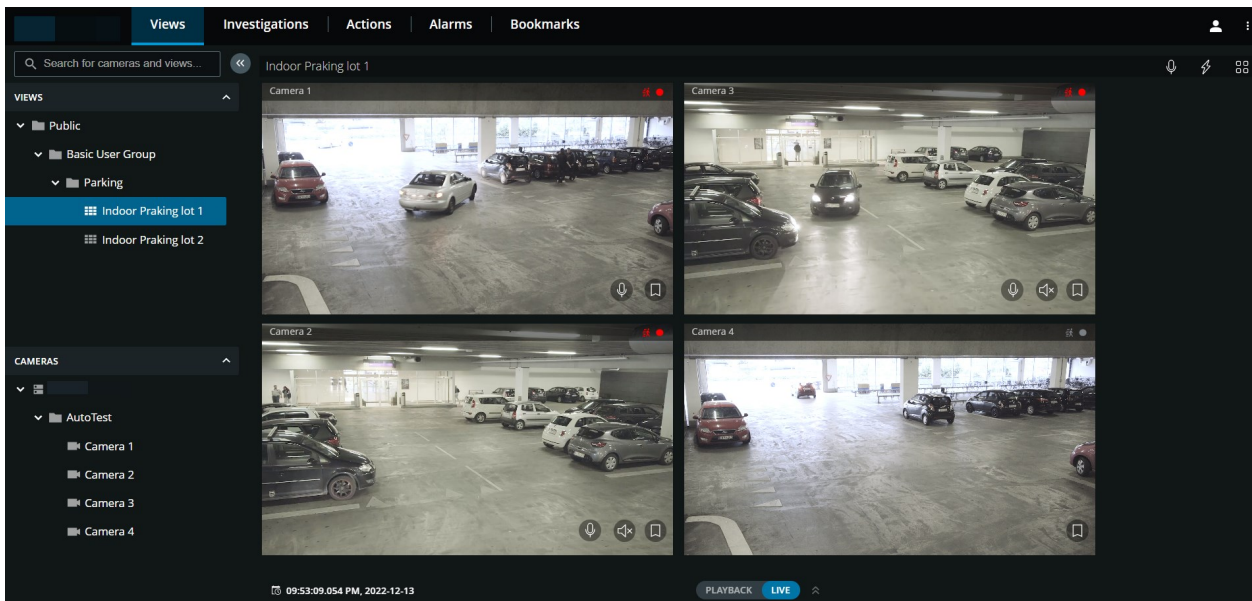


When you click the empty search field, you can view your last seven search matches in the **Recent searches** list.

Navigate to camera

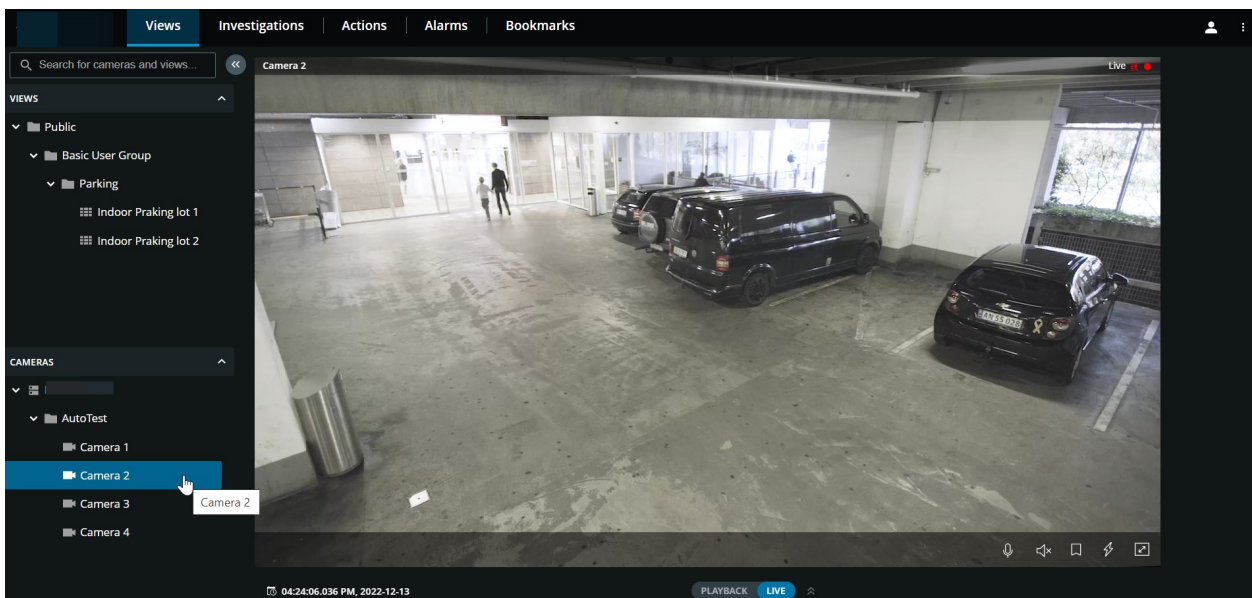
On the **Views** tab, you can go to a camera from the left pane.

In the **Views** pane section:



1. Go to a folder, then click a subfolder to see your views with cameras.
2. In a view with cameras, watch live video or play back recordings from every camera in that view. See which cameras have microphones and speakers attached. Also, create a quick bookmark in live video or a detailed bookmark in a recording.
3. Click a camera to view live video or to play back recordings from that camera (see [Play back recordings from one camera on page 46](#)).

In the **Cameras** pane section:



1. Select a camera to view videos in live or playback mode. See if the camera has any microphone and speaker attached. Also, create a quick bookmark in live video or a detailed bookmark in a recording.

Viewing live video (explained)

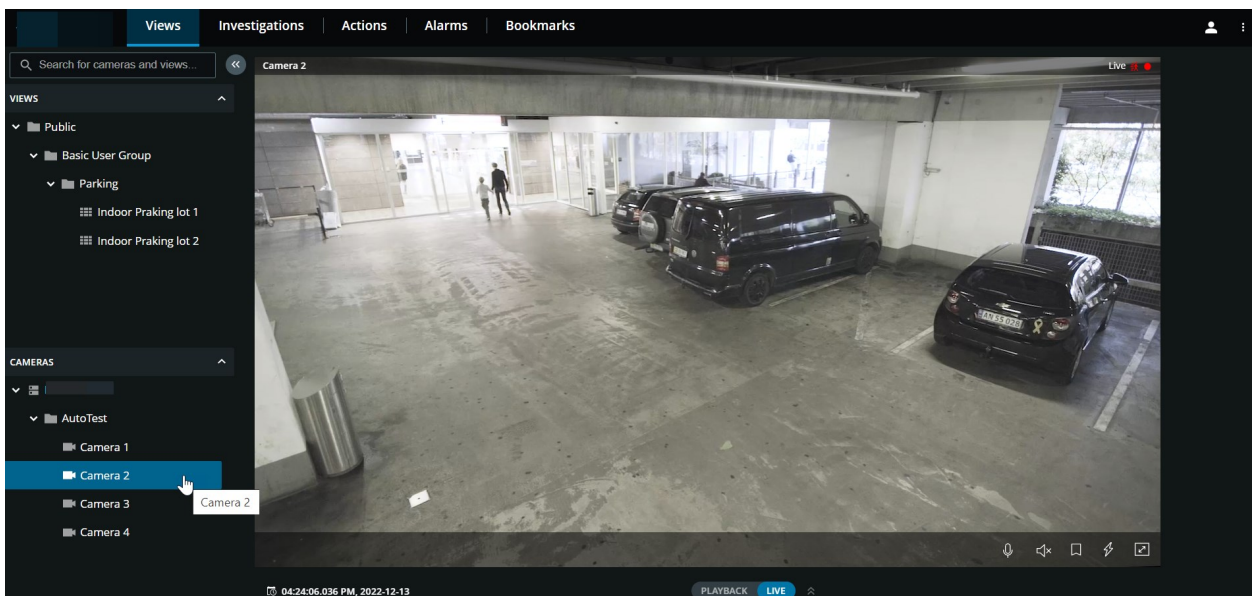


"What can I do with live video? And what are the red symbols in the upper-right corner of the video?"

Viewing live video from one camera

On the **Views** tab, in the **Cameras** pane section:

- Go to a folder with cameras and click a camera you want to view. The video starts playing in live mode.
- See the time of the live video on the current time indicator.




In the camera title bar:

- 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:

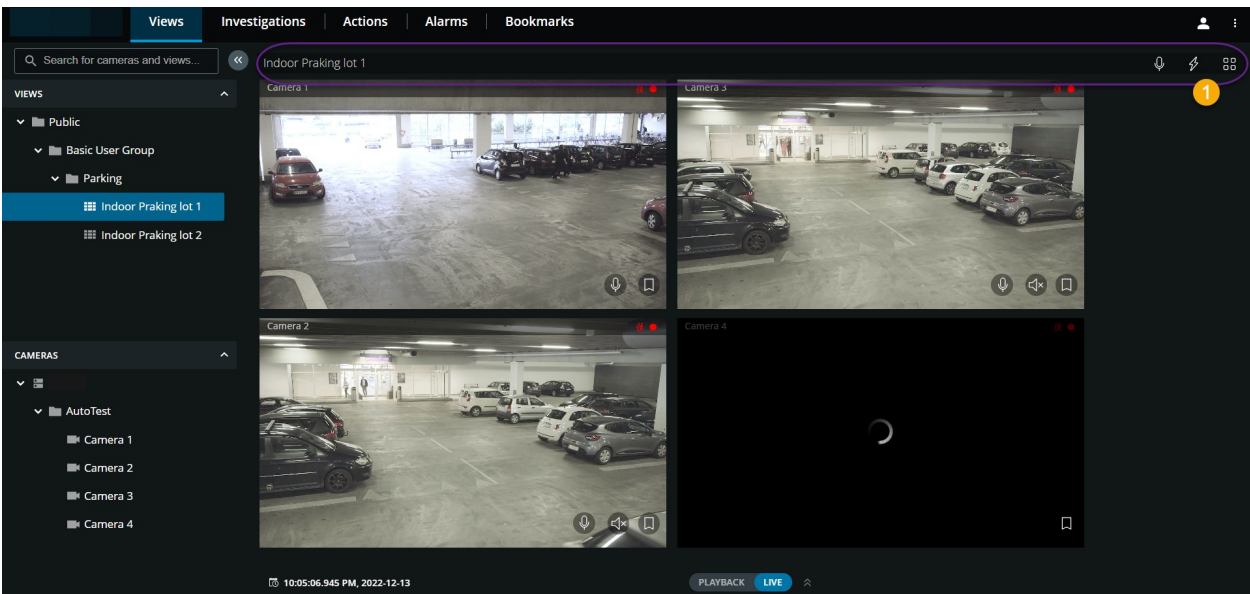
| Item | What can I do with it? |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Move and zoom your PTZ camera (Only for PTZ cameras). |
| | Move your PTZ camera to a PTZ preset position that you specified in XProtect Smart Client (Only for PTZ cameras with presets). |
| | Start or stop listening to incoming audio (see Requirements for listening to incoming audio on page 10). |
| | 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 10). |
| | Add a bookmark to a live video to quickly locate relevant video sequences (see Add or edit bookmarks on page 32). |
| | View all actions for the camera. Select and activate an action. |
| | Enter full screen. Click again or press Esc to exit full screen. |

| Item | What can I do with it? |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  06:23:36.424 PM, 2022-12-13 | Click to open the time picker and select a time and date to go to a specific point in time in the video (see Specify time for video playback on page 51). |

Viewing live video from multiple cameras

On the **Views** tab, in the **Views** pane section:




- Go to a folder with views and click the relevant view. The video starts playing in live mode.



In the view of multiple cameras:

- See live video from all cameras in the view.
- See which of the cameras have microphones attached.
- See which of the cameras have speakers.
- Check if the cameras are detecting motion, recording video, or both.
- See the time of the live video on the current time indicator. Click to open the time picker and select a time and date to go to a specific point in time in the video.
- Click a camera to view live video from that camera only. To go back to the view with all cameras, click **Back to view**.

On the view toolbar **1**:

- 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.
- If you want to use the entire screen of your computer when presenting cameras in a view, click  to open the **Grid** view.

If you are on the **Views** tab and go to a specific group of cameras or a view and then go to another screen or log out, when you log in again and return to the **Views** tab, you can see the same group of cameras or view.



Depending on your user permissions, you may be unable to view live video from specific cameras due to restrictions.

Bookmarks (usage)

This feature is only available in certain XProtect VMS products. See the complete feature list, which is available on the product overview page on the Milestone website (<https://www.milestonesys.com/products/software/xprotect-comparison/>).

Bookmarks enable you to quickly locate relevant video sequences. You can add bookmarks in both live mode (see [Viewing live video \(explained\) on page 27](#)) and playback mode (see [Play back recordings from one camera on page 46](#) and [Recordings from multiple cameras \(explained\) on page 49](#)). Bookmarks are available on the main timeline in playback mode and in investigations.

Bookmarks (explained)

A bookmark is, essentially, a small video clip. When you bookmark an incident, the system automatically assigns it an ID and adds the user who created the bookmark.

A bookmark video clip typically contains video from a few seconds before and a few seconds after the bookmarked incident (the time interval is specified by the system administrator) to ensure that the incident is recorded, regardless of any delays.



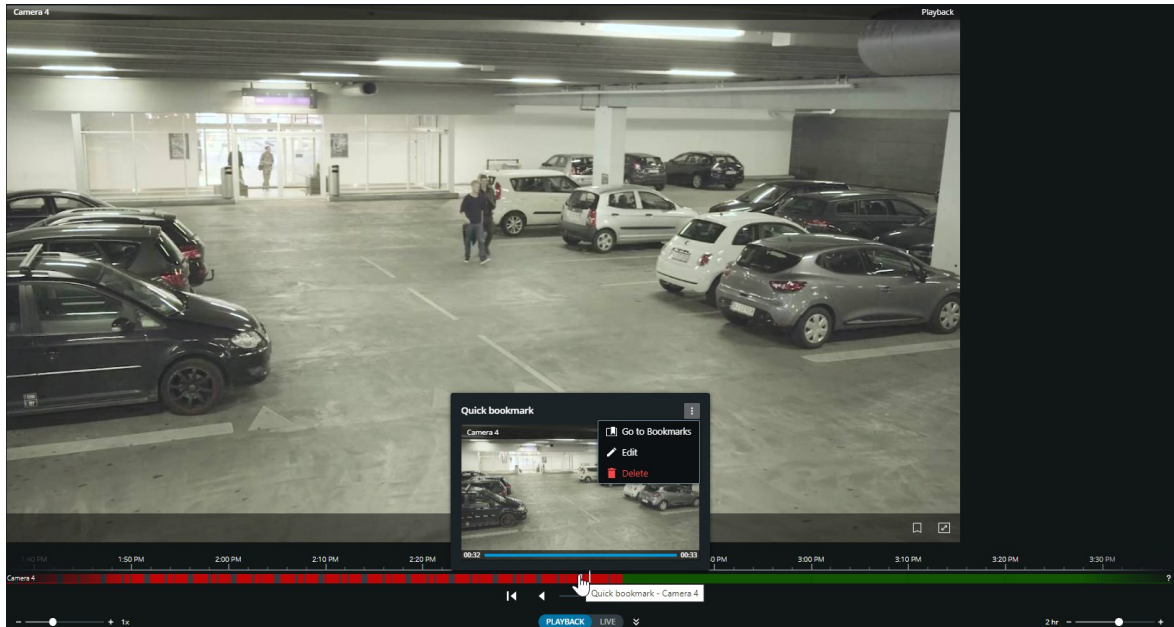
Depending on your user permissions, you may not be able to add bookmarks from certain cameras due to restrictions. You may be able to view bookmarks even if you cannot add them, and the other way around.

View the bookmark details or play the bookmark video clip

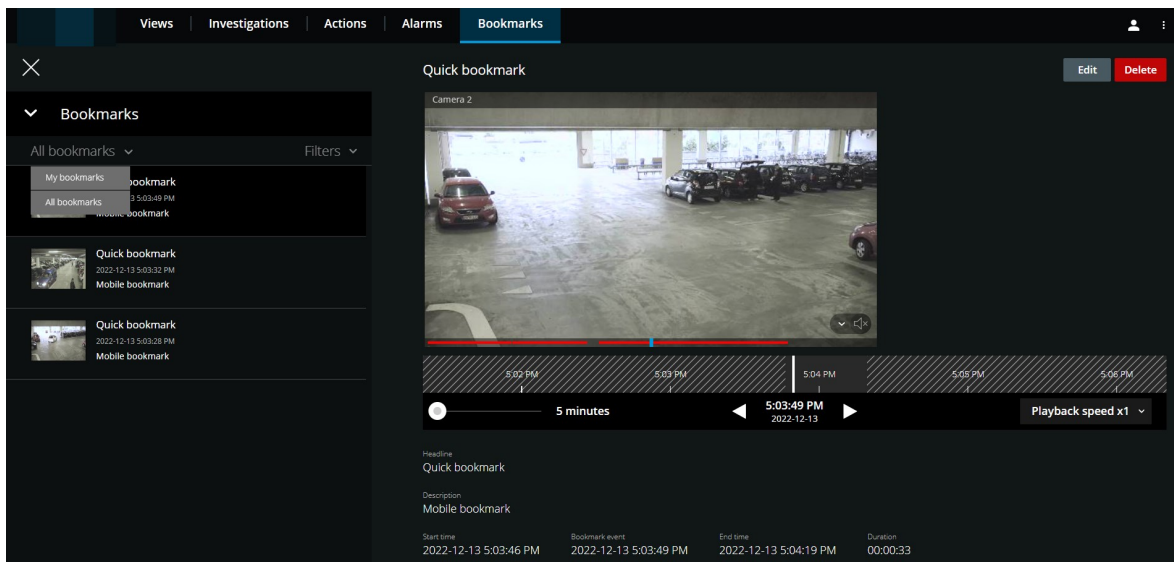
In XProtect Web Client, in playback mode, you can create detailed bookmarks to make it easier to locate the bookmarks after you have created them. You can also listen to audio in your bookmark video clips.

Steps to view bookmark details and play bookmark video clip



- On the timeline in playback mode or in investigations, click the bookmark icon you want to view. The bookmark preview pops up, and the video clip starts playing repeatedly (see [Using the timeline in playback mode \(explained\) on page 44](#) or [Using the timeline in investigations \(explained\) on page 56](#)).



- On the top menu bar, click **Bookmarks** to open the bookmarks list.
- From the **Bookmarks** list, select **All bookmarks** to open the complete list of bookmarks created by all users or **My bookmarks** to open the list that only shows those bookmarks that you created yourself.



- Go to the bookmark that you want to view, then click on it. The pane with the bookmark's details is displayed.

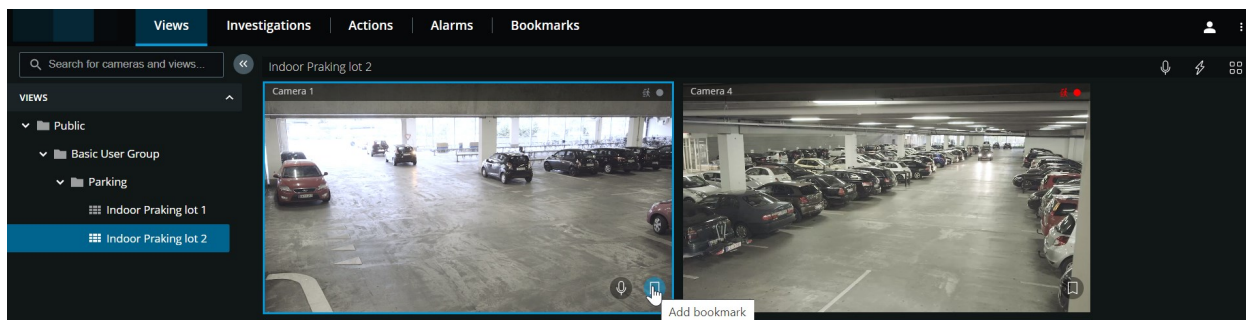
- Optional. If the list of bookmarks is too long, click **Load more**.
- On the timeline, click  to play the bookmark video clip forward or  to play the video clip backward. In the bottom-right corner of the timeline, from the **Playback speed** picker, select a specific speed for the video playback. In the bottom-left corner of the timeline, drag the slider to define a specific time span for the bookmark video clip.
- View the detailed bookmark information:


| Name | Description |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Headline | The headline of the bookmark may contain a maximum of 50 characters. The field is required. |
| Description | The additional description of the bookmark. The field is optional. |
| Start time | The suggested start time of the bookmark clip is a number of seconds before the time of the bookmark event. The start time is specified by the system administrator. |
| Bookmark event | The time in the video clip that shows when the bookmark event was triggered. |
| End time | The suggested end time of the bookmark clip is a number of seconds after the time of the bookmark event. The end time is specified by the system administrator. |
| Duration | The duration of the bookmark video clip. |
| Camera name | The name of the camera that streams the bookmark video clip. |
| Bookmark ID | A unique ID number that is assigned to the bookmark automatically. |
| Added by | The user who has created the bookmark. |

Add or edit bookmarks


You can add bookmarks to live videos and video recordings.

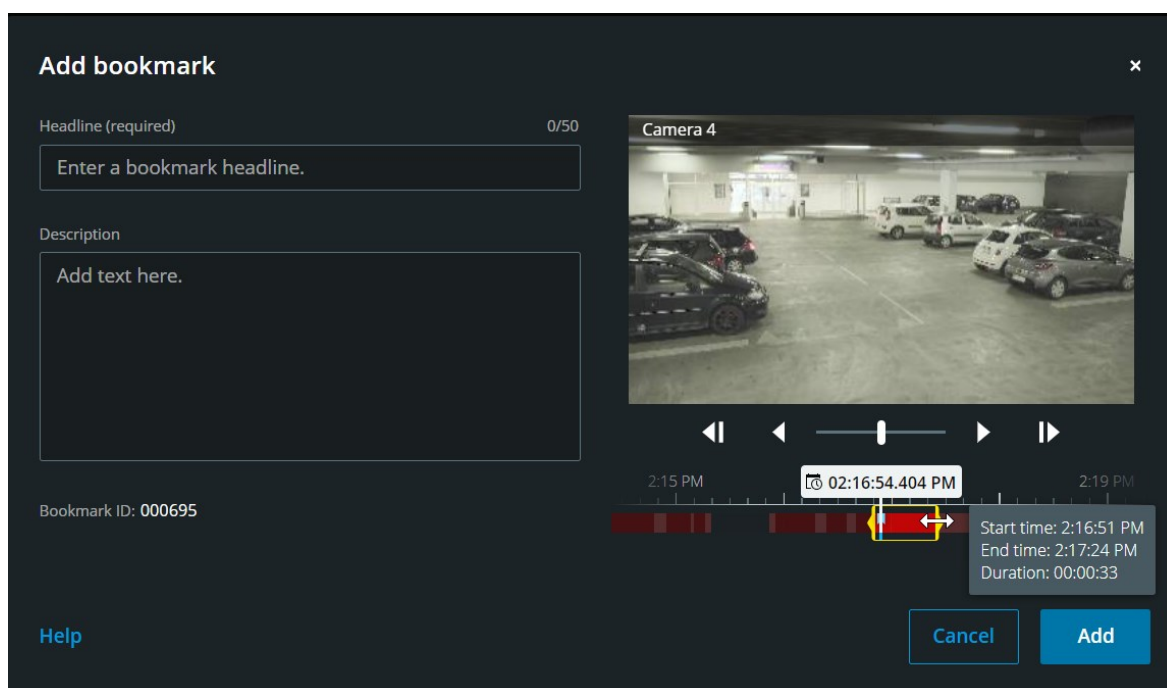
Steps to add bookmarks to videos in live mode:



1. On the **Views** tab, select a camera view, then select the required camera in the view.
2. On the camera toolbar, click . The bookmark is added with the name **Quick bookmark** assigned by the system automatically.

Steps to add bookmarks to videos in playback mode:

1. On the **Views** tab, select a camera view, then select the required camera in the view.
2. Click **Playback** to switch to playback mode.
3. On the camera toolbar, click . The **Add bookmark** window is displayed.






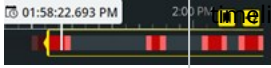


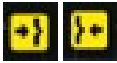

4. In the **Headline** field, enter a name for the bookmark. The headline may contain a maximum of 50

characters.

5. Optional. In the **Description** field, describe the incident.

6. Optional. Although the time of the bookmark event and the start and end time of the video clip is specified by the system administrator, you can adjust these settings. To do this, use the timeline controls and the time selection brackets.

| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Click and hold the playback slider, then drag it to the left or right. Release the playback slider to start playing the bookmark at the time chosen. You can also:</p> <ul style="list-style-type: none"> • Drag the timeline track to the right or left to move in time. • Hover over the bookmark's timeline, press the Ctrl key, and simultaneously scroll the mouse wheel to zoom in on the time span. |
|  | Play the bookmark video clip backward or forward in time. |
|  | Pause the playback of the bookmark video clip. |
|  | Go to the previous or the next frame. |
|  | <ul style="list-style-type: none"> • Drag the yellow time selection brackets to change the start or end time for the bookmark. Drag the blue time-indicator to change the bookmark event time. • When you drag one of the brackets and reach the timeline's end, you can continue dragging the bracket, and the timeline track will start moving simultaneously. This way, you can move the start or end time of the video to a time period that was not visible on the timeline before. • You can also go to a specific point in time in the video clip if you click and hold the timeline track and start dragging it to the left or the right. • If you hover over the brackets, you can see a tooltip with the start and end time of the video and its duration. If you drag the brackets, the time values in the tooltip are updated simultaneously with the dragging. |
|  | <p>If you have dragged the time selection brackets beyond the left or right end of the timeline, select one of the navigation buttons to do the following actions:</p> <ul style="list-style-type: none"> •   - Go to the start time bracket. |

| Item | What can I do with it? |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">  - Go to the end time bracket.  - Go to the bookmark event time. |

7. Click **Add**.

Steps to edit bookmarks

- You can edit your bookmarks directly from the timeline while you monitor your recordings on the **Views** tab or the **Investigations** tab. (see [Using the timeline in playback mode \(explained\) on page 44](#) or [Using the timeline in investigations \(explained\) on page 56](#)).
- On the top menu bar, click **Bookmarks** to open the bookmarks list. Select **All bookmarks** to open the complete list of bookmarks created by all users, or **My bookmarks** to open the list that only shows those bookmarks you created yourself. Go to the bookmark you want to edit, then click on it. In the upper-right corner of the pane with the bookmark's details, click **Edit**. The **Edit bookmark** window is displayed.

Edit bookmark

Headline (required) 14/50

Quick bookmark

Description


Add text here.

Bookmark ID: 000690

Added by: I

[Help](#)

Name Camera 1



1:58 PM 01:59:40.554 PM 2:02 PM

Start time: 1:59:22 PM
End time: 2:01:36 PM
Duration: 00:02:13

[Cancel](#) [Save](#)

1. Enter your changes in the **Headline** field or the **Description** field.
2. Use the timeline controls to play the video within the time selection brackets backward or forward and to go to a specific point in time in the video.
3. Drag the yellow time selection brackets to adjust the bookmark's start or end time. Use the yellow navigation buttons above the timeline, if you have dragged the time selection brackets beyond the left or right end of the timeline.
4. Drag the blue time-indicator to change the bookmark event time.
5. Click **Save**.

Delete bookmarks

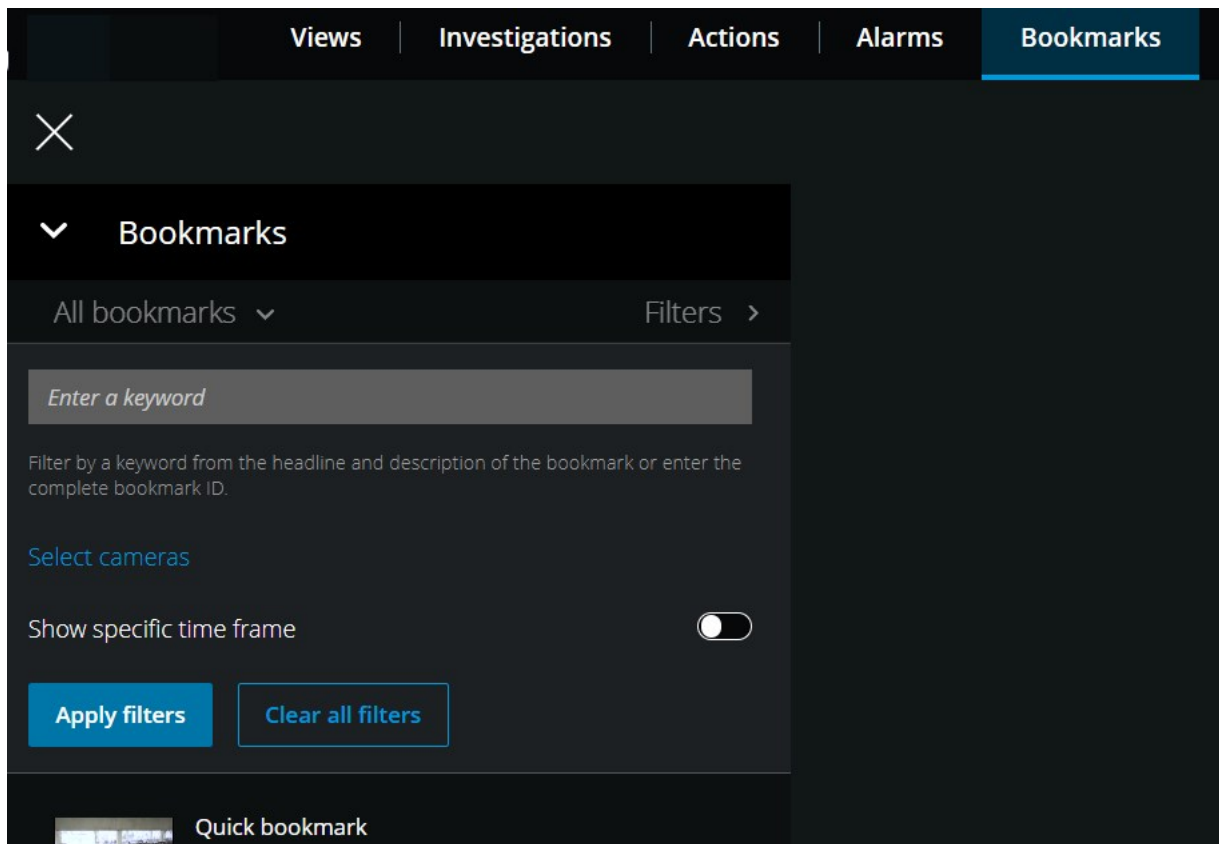
Depending on your user permissions, you can delete bookmarks created by yourself or others. If you delete a bookmark, it is removed from the database, and you can no longer access it.

Steps to delete bookmarks:

- You can delete your bookmarks directly from the timeline while you monitor your recordings on the **Views** tab or the **Investigations** tab. (see [Using the timeline in playback mode \(explained\) on page 44](#) or [Using the timeline in investigations \(explained\) on page 56](#)).
- On the top menu bar, click **Bookmarks** to open the bookmarks list. Select **All bookmarks** to open the complete list of bookmarks created by all users, or **My bookmarks** to open the list that only shows those bookmarks you created yourself. Go to the bookmark you want to delete, then click on it. In the upper-right corner of the pane with the bookmark's details, click **Delete**.

On the confirmation message, click **Delete**.

Filter your bookmarks



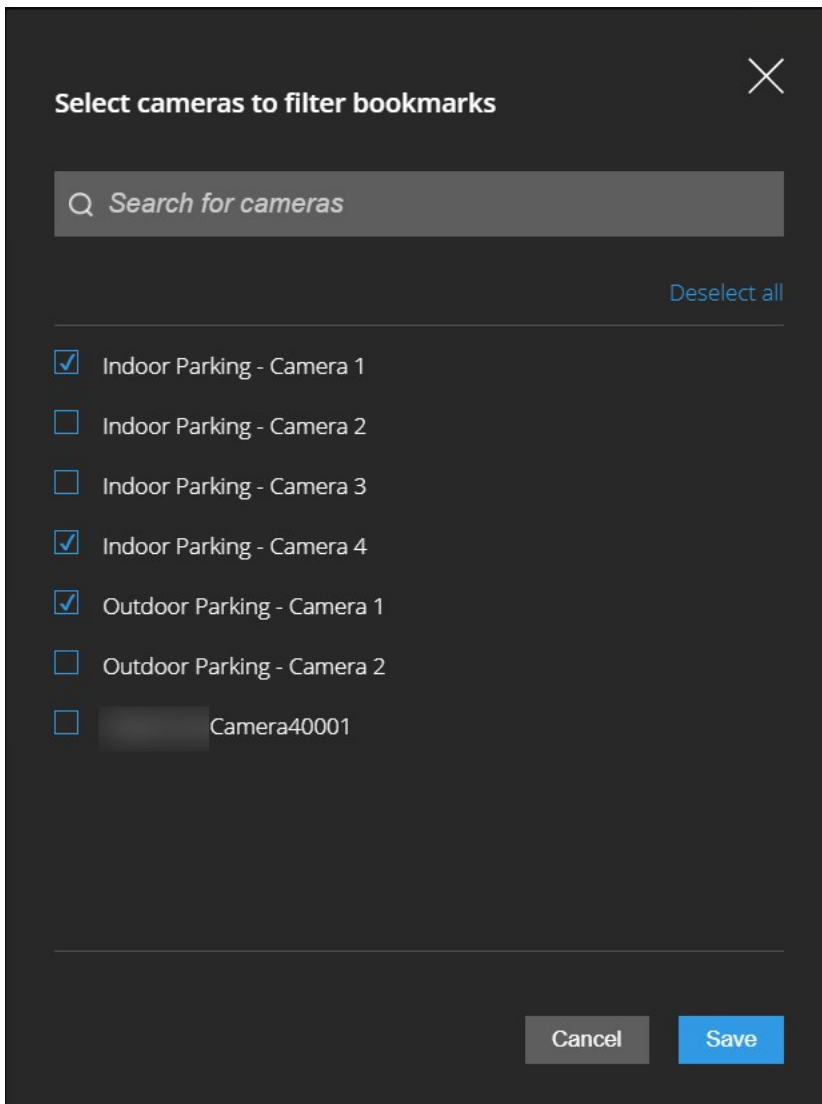
To find a specific bookmark, you can search and use filtering. There are three options for filtering bookmarks:

- You can enter a keyword from the headline, the description, or the complete ID of the bookmark.
- You can select specific cameras.
- You can select a predefined time interval. You can also customize the time interval that you want to apply as a filter.

Steps to filter bookmarks by a keyword

1. On the **Bookmarks** tab, expand the **Filters** list.
2. In the **Enter a keyword** field, enter a keyword from the headline or description of the bookmark or enter the complete bookmark ID.
3. To apply the filter, click **Apply filters**.
4. Optional. To undo your filter selection, click **Clear all filters**.

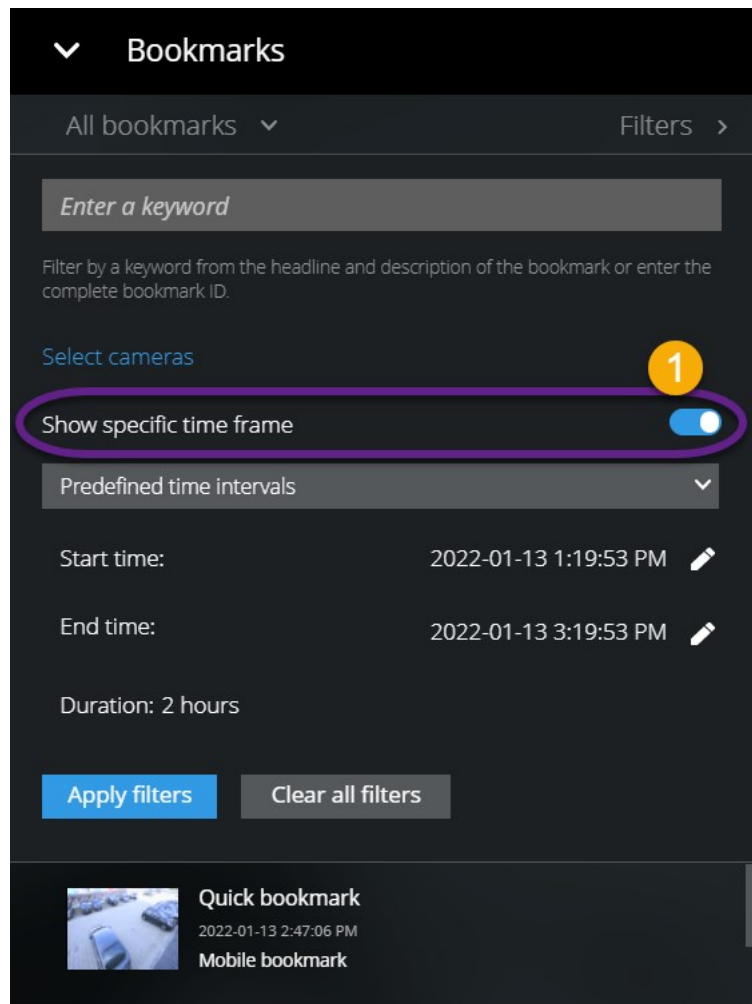
Steps to filter bookmarks by selected cameras



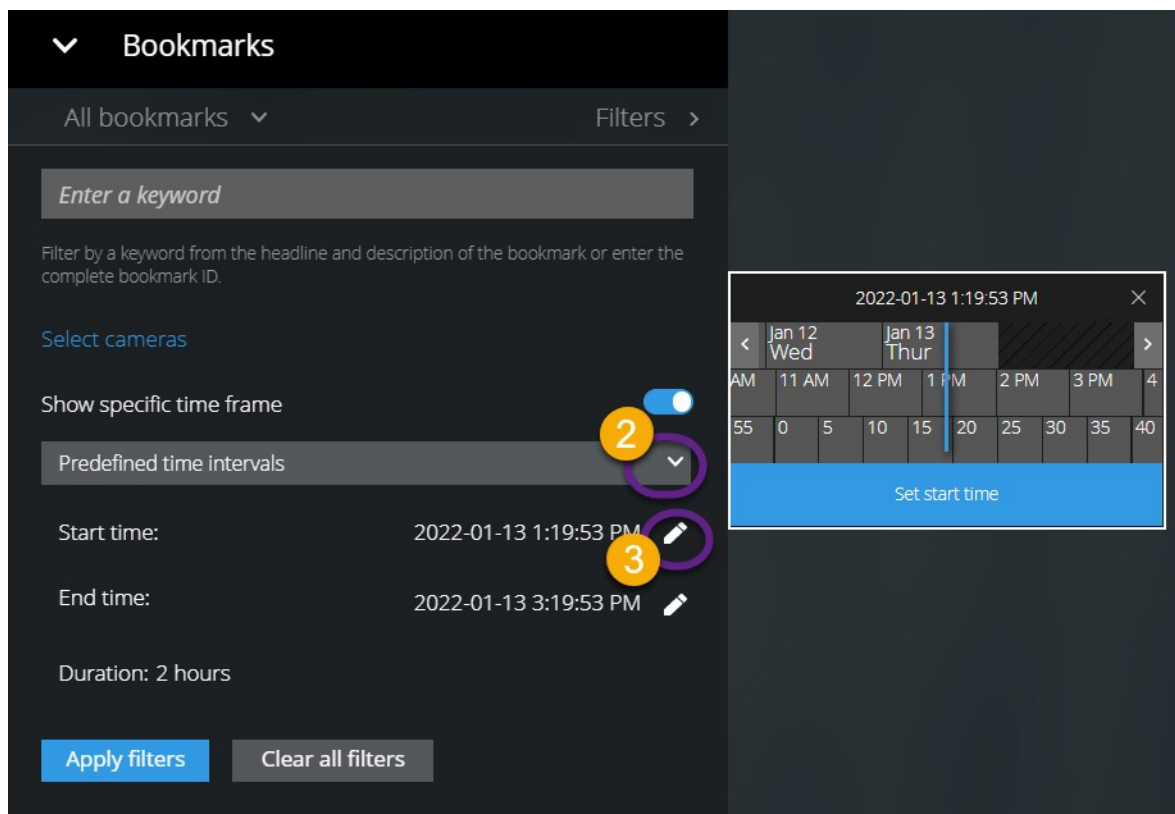
1. On the **Bookmarks** tab, expand the **Filters** list.
2. Click **Select cameras**. The **Select cameras to filter bookmarks** window opens, and the list of all available cameras is displayed.
3. Optional. To quickly find specific cameras, use the **Search for cameras** option.
4. From the camera list, select the cameras that you want to apply as a filter.
5. Optional. To undo your selection, deselect the check box of each camera or click **Deselect all**.
6. To save your selection, click **Save**.
7. To apply the selected cameras as a filter, click **Apply filters**.
8. Optional. To undo your filter selection, click **Clear all filters**.


Steps to filter bookmarks by predefined or custom time intervals

You can filter the list of your bookmarks by using a specific time frame with predefined or custom time intervals between the start time and the end time of the video sequences that you have bookmarked. The default duration of the time frame is set to **2 hours**.

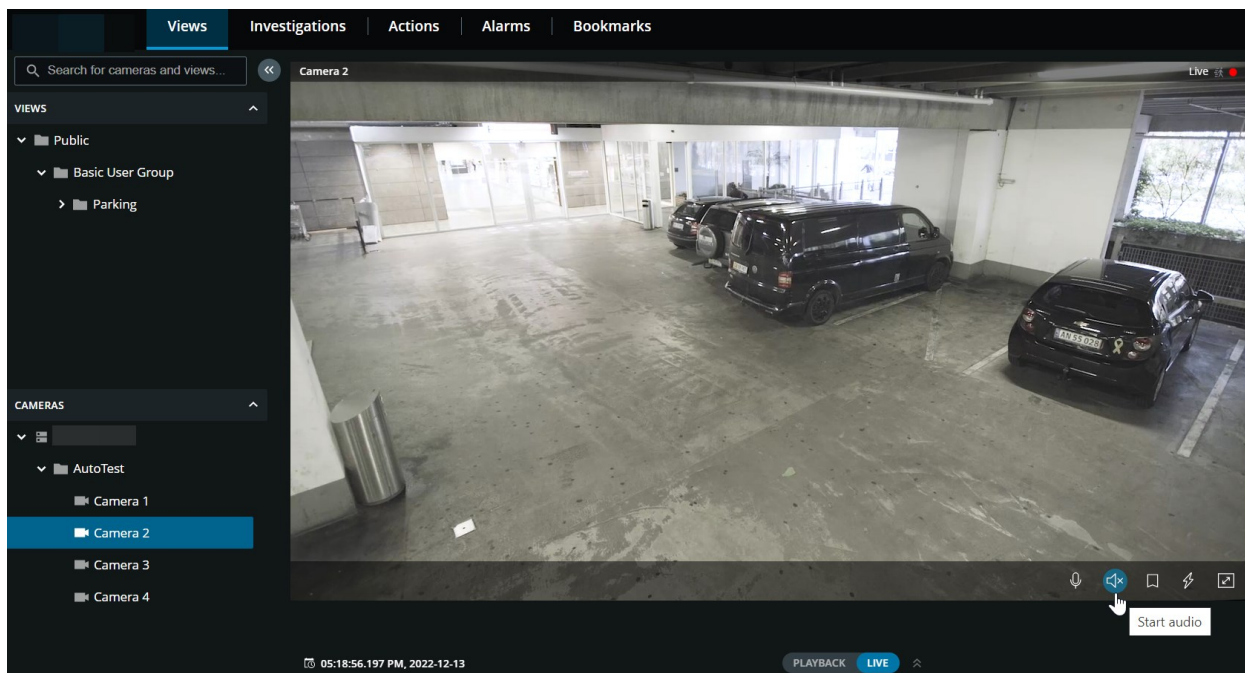


1. On the **Bookmarks** tab, expand the **Filters** list.
2. Enable the **Show specific time frame** setting **1**.
3. Expand the list of **Predefined time intervals** **2**, then select one of the following options:
 - Last 2 hours
 - Last 12 hours
 - Last 6 hours
 - Last 24 hours
 - Yesterday
 - Last 7 days




4. Optional. To customize the time interval between the start time and the end time of the video sequence that you have bookmarked, select  **3** to open the time picker and set a custom start time or end time.
5. To apply the filter, click **Apply filters**.
6. Optional. To undo your filter selection, click **Clear all filters**.

Listen to incoming audio in live video



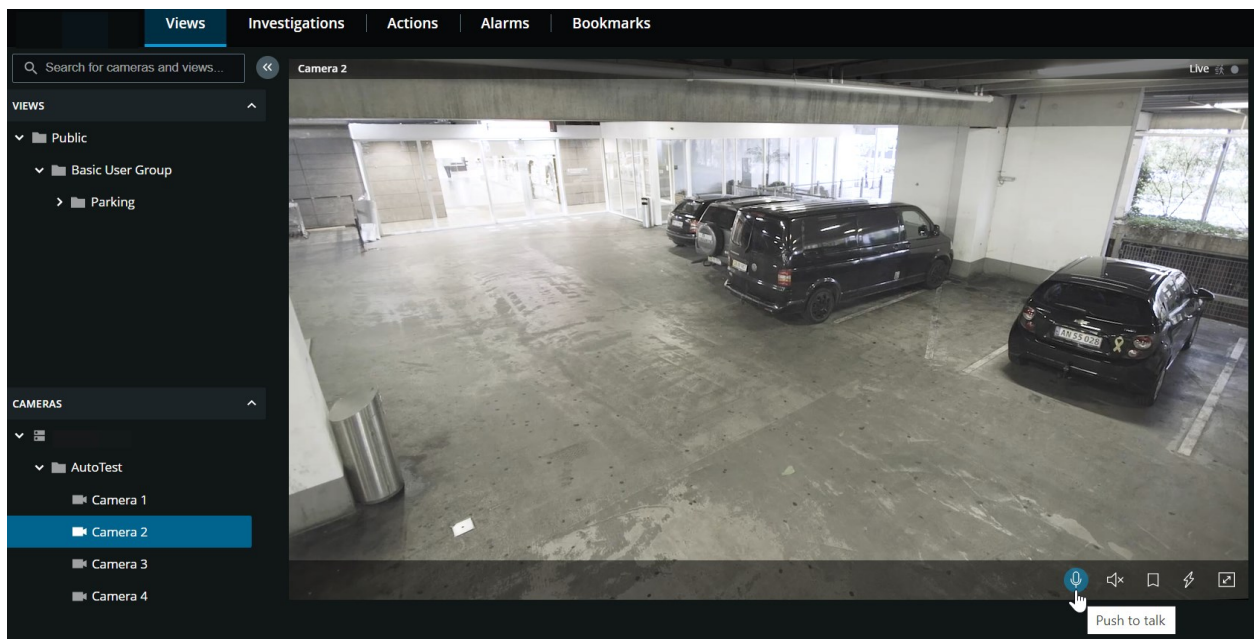
On the **Views** tab, select a view with cameras:

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.





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

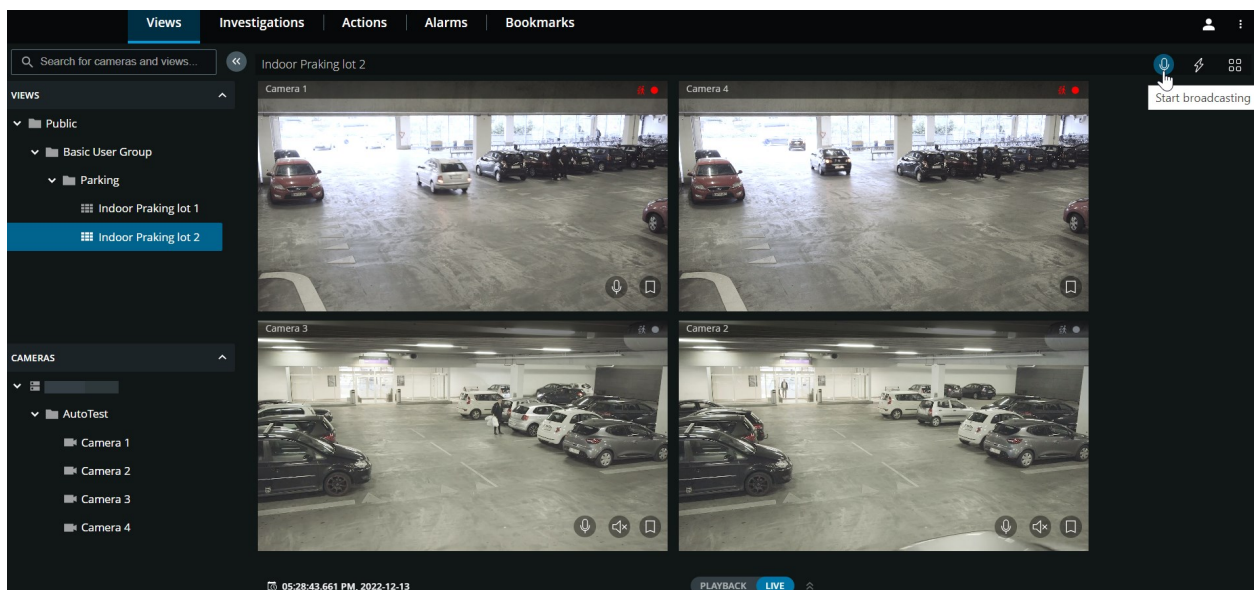
Use push-to-talk in live video from one camera





On the **Views** tab, select a view with cameras:

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.

Broadcast audio to multiple cameras in live video



On the **Views** tab, select a view with cameras:

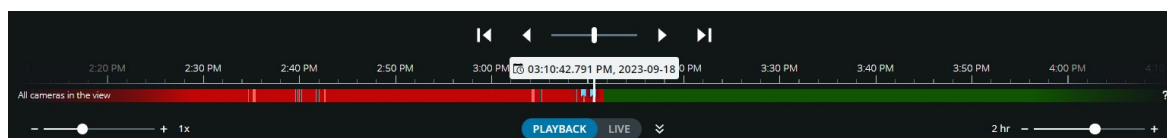
1. On the view toolbar, click and hold  to start broadcasting audio to all the cameras in the view that have speakers.
2. Release  when you want to end broadcasting audio.

Using the timeline in playback mode (explained)



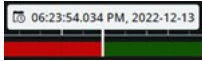



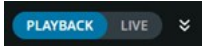

In XProtect Web Client, you can use the timeline to quickly search and identify recordings.




On the **Views** tab:

1. Find and click a camera or a view with cameras. The timeline is available in both single-camera and multiple-camera views.




2. Switch to playback mode to show the timeline, then use the timeline controls to do the following:

| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Click and hold the playback slider, then drag it to the left or right. Release the playback slider to start playing the recording at the time chosen. |
|  | In live mode, view the video's current time on the current time indicator in the bottom-left corner of the camera view pane. Click to open the time picker and select a time and date to go to a specific point in time in the video. |
|  | In playback mode, view the selected time of the recording on the time indicator in the center of the timeline. Click to open the time picker and select a time and date to go to a specific point in time in the video. (see Specify time for video playback on page 51). |
|  | Play the recording backward or forward. |
|  | Pause the playback of the recording. |
|  | Go to the previous or the next sequence. |
|  | Quickly switch between live and playback modes. Hide or show the timeline. |
|  | Click the question mark icon to open the Color codes legend of the timeline: <ul style="list-style-type: none"> • Grey – Indicates time periods with no recordings. • Green – Indicates future time periods. • Light-red – Indicates time periods with recordings. • Red – Indicates time periods with recordings with motion. |

| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">• Light-blue – Indicates bookmarks added to the recordings. |
|  | In the bottom-left corner of the timeline, drag the speed slider to the left or click the minus sign to slow down playback. Drag the speed slider to the right or click the plus sign to speed up playback. The default value is x1 . |
|  | In the bottom-right corner of the timeline, drag the time slider to the left or click the minus sign to reduce the time span for playing back the video. Drag the time slider to the right or click the plus sign to increase the time span for playing back the video. |
|  | <ul style="list-style-type: none">• Hover over a bookmark icon to view the name of the bookmark and the name of the camera that has recorded the bookmark video clip.• Click the bookmark icon to open the bookmark preview popup and play the bookmark video clip (see Bookmarks (usage) on page 30). From the More menu, you can do the following:<ul style="list-style-type: none">• Go to Bookmarks - Open the bookmark in the list of bookmarks on the Bookmarks tab. View the bookmark's details, and edit, or delete the bookmark.• Edit - Edit the headline, the description, or the time span of the bookmark.• Delete - Delete the bookmark. |

3. To go to a specific time in the recording, click and hold the timeline track and start dragging it to the left or to the right.

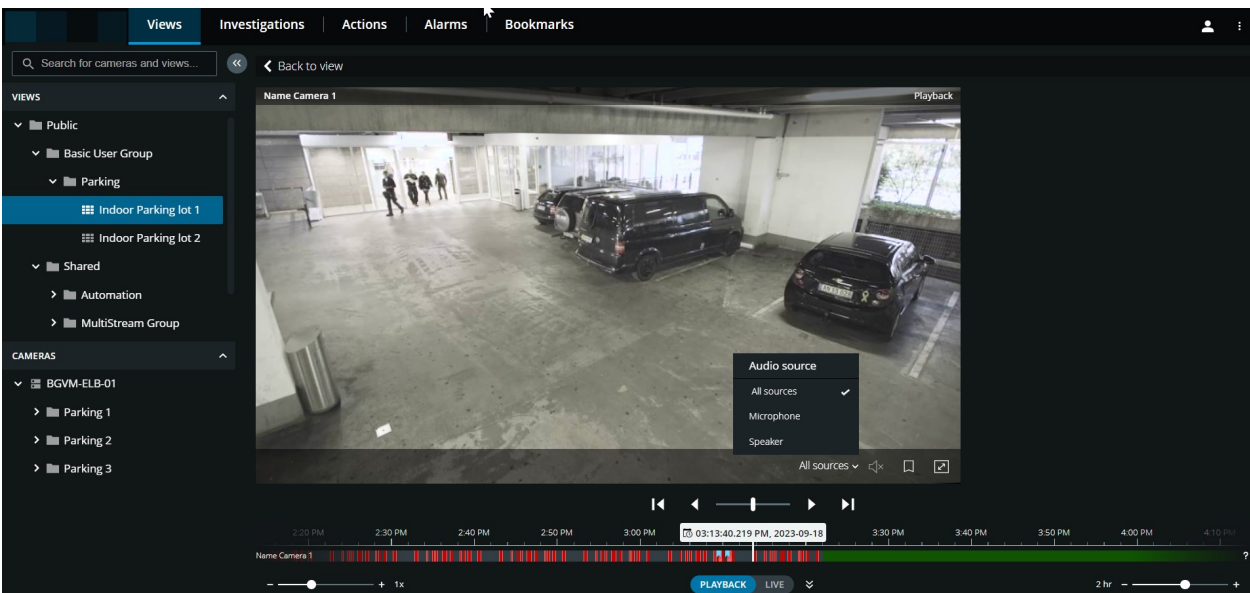
Play back recordings from one camera

| | |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|  | <p><i>"I've just spotted something on Camera 1. I want to pause live video and have a quick look at what happened."</i></p> |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|






You can play back a recording from one camera on both the **Views** tab and the **Investigations** tab.

On the **Views** tab:

1. In the **Cameras** pane section, go to a folder with cameras and click a camera you want to view. The video starts playing in live mode.
2. On the timeline, click **Playback** for the timeline in playback mode to show up (see [Using the timeline in playback mode \(explained\) on page 44](#)).

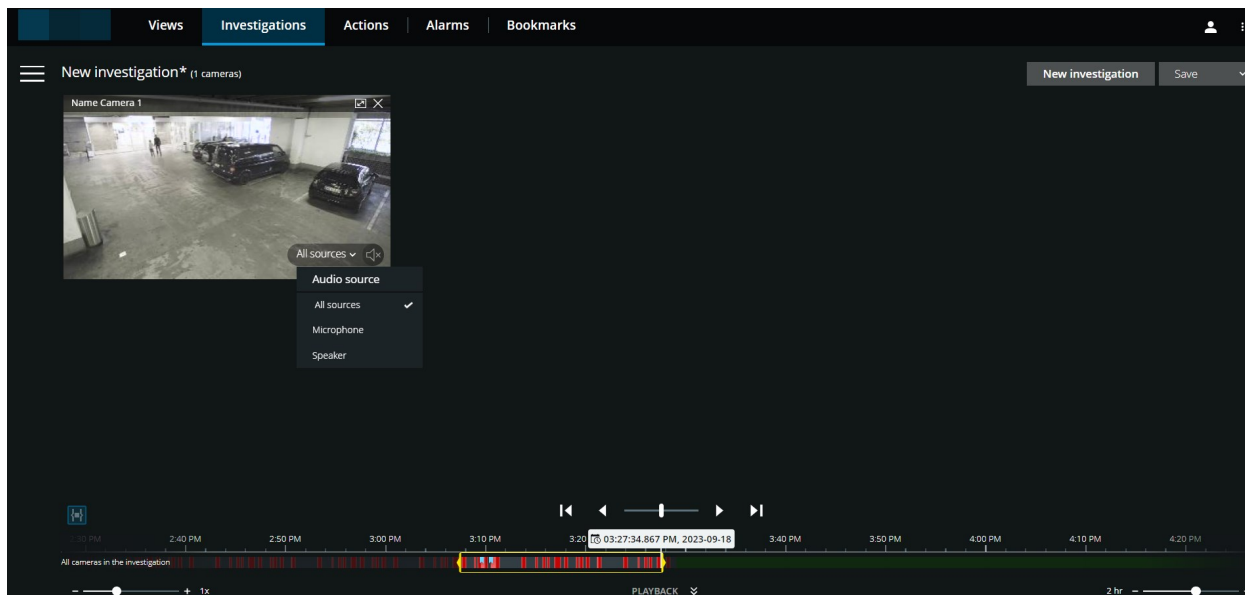






On the camera toolbar:

| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | 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 10 , Playing back audio in video recordings (explained) on page 48). |
|  | Start or stop playing audio with the video recording (see Requirements for listening to incoming audio on page 10). |
|  | Add a bookmark to a recorded video to quickly locate relevant video sequences (see Add or edit bookmarks on page 32). |
|  | Enter full screen. Click  or press Esc to exit full screen. |



On the **Investigations** 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 55](#).



1. On the timeline, specify the time for the video playback, using the time selection mode or the time picker (see [Using the timeline in investigations \(explained\) on page 56](#) or [Specify time for video playback on page 51](#)).
2. Use the timeline controls to play the video backward or forward within the time selection brackets.
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 with microphones and speakers attached). Select the audio source you want to listen to when the video recording is with two-way audio (see [Playing back audio in video recordings \(explained\) on page 48](#)).



For a bigger view, hover over the camera you want to expand and click  on the camera title bar or click the camera thumbnail itself. Press **Esc** or click  in the upper-right corner to return to the default view.

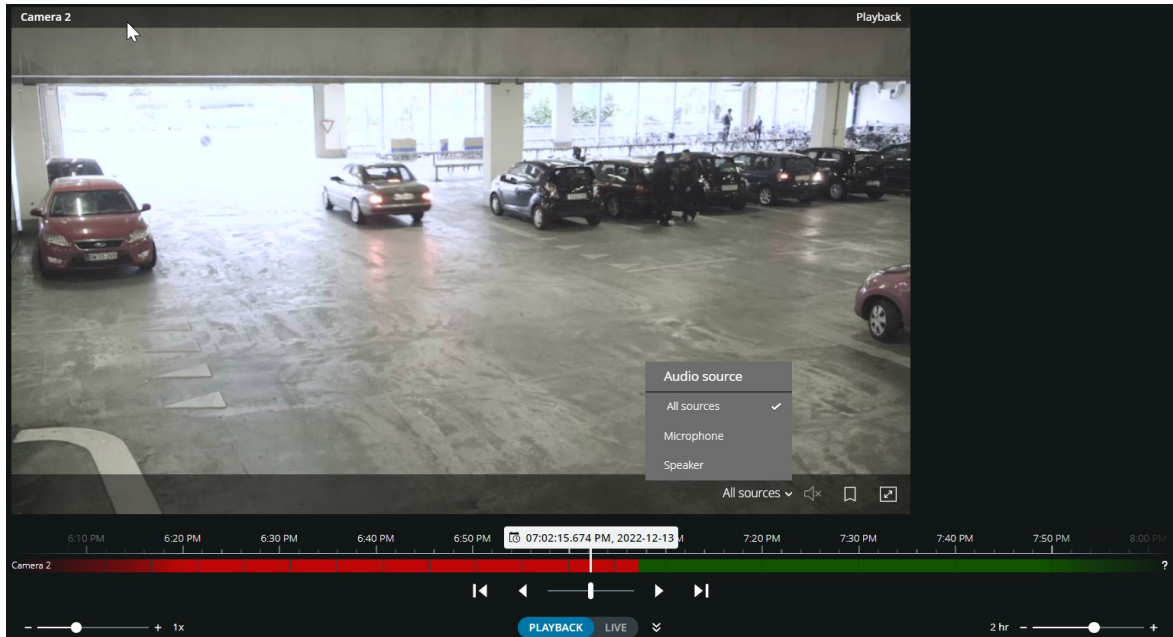
Playing back audio in video recordings (explained)


In XProtect Web Client, you can:

- Play back audio from camera recordings in playback mode.
- Play back audio from camera recordings in investigations.

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 to both the recorded incoming and the outgoing audio
 - **Microphone** - listen to the incoming audio only
 - **Speaker** - listen to the outgoing audio only



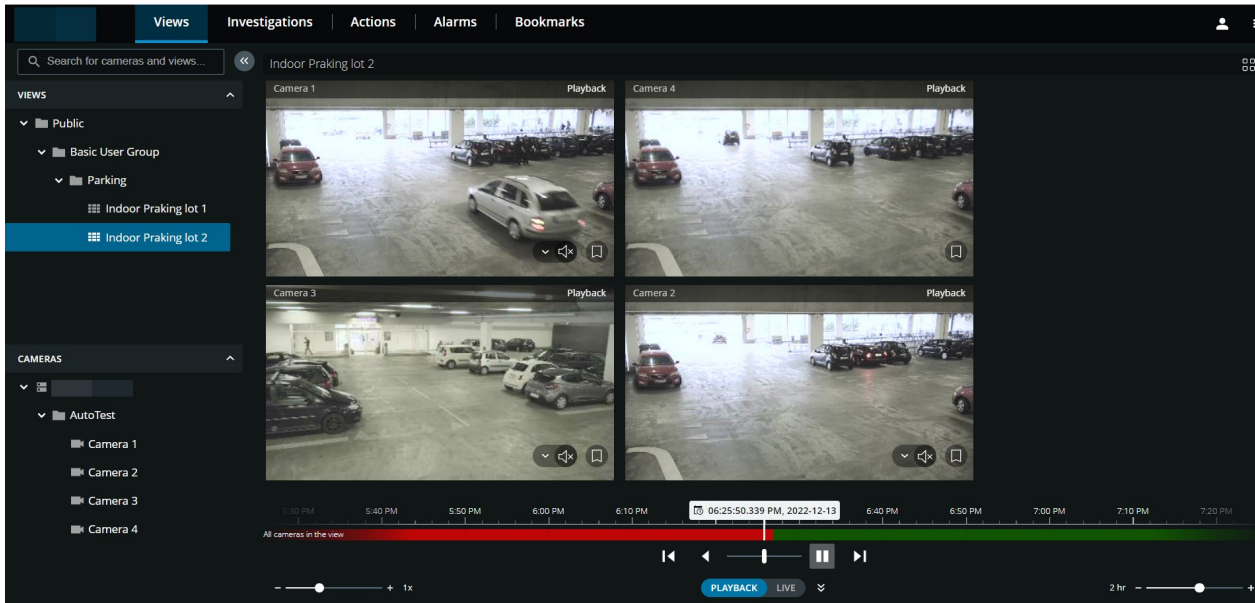
You can play back audio only when there is a video recording and you play the recording forward at normal speed.

Recordings from multiple cameras (explained)

You can play back recordings from multiple cameras on both the **Views** tab and the **Investigations** tab.

On the **Views** tab:


1. In the **Views** pane section, go to a folder with views and click the relevant view. The video starts playing in live mode.
2. On the timeline, click **Playback** for the timeline in playback mode to show up (see [Using the timeline in playback mode \(explained\) on page 44](#)).



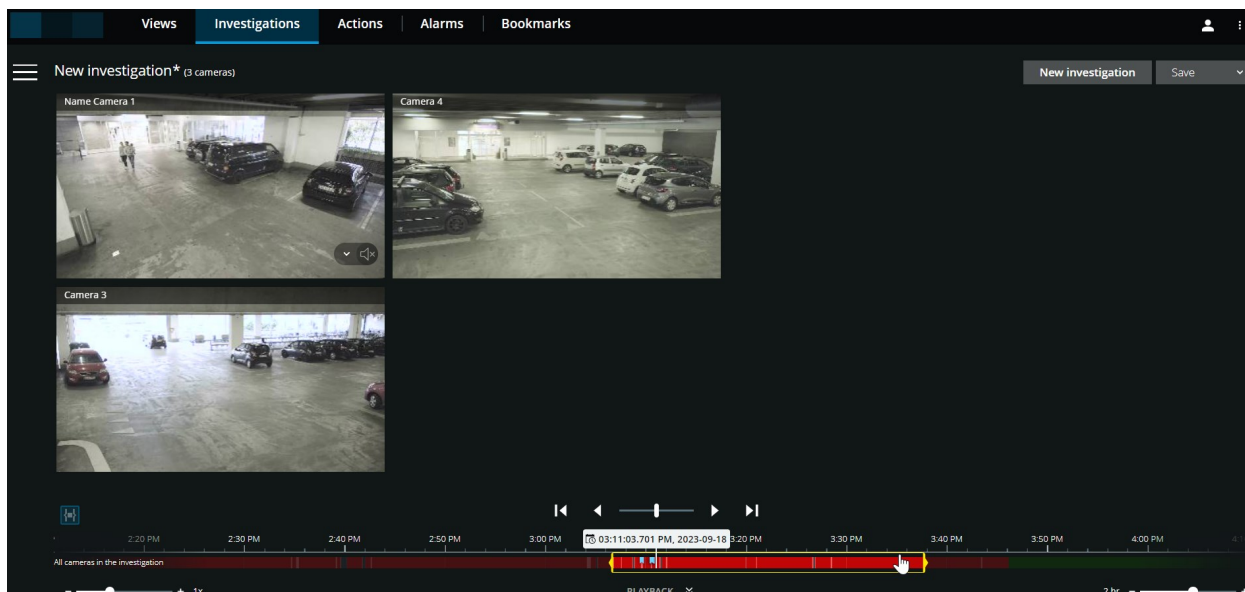
In the view of multiple cameras:

- See recordings from all cameras in the view.
- See which of the cameras have microphones attached.
- See which of the cameras have speakers.
- Click a camera to view a recording from that camera only. To go back to the view with all cameras, click **Back to view**.

On the view toolbar:

- If you want to use the entire screen of your computer when presenting cameras in a view, click  to open the **Grid** view.

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



In this mode, you can:

- Choose the cameras that you want to play back and remove those cameras that do not have recordings for the specified time (see [Remove unnecessary cameras from video playback on page 55](#)).
- Specify the time of the recordings that you want to play back (see [Specify time for video playback on page 51](#)).
- Specify the start and end time for the recordings (see [Using the timeline in investigations \(explained\) on page 56](#)).
- 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 48](#)).

Specify time for video playback



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



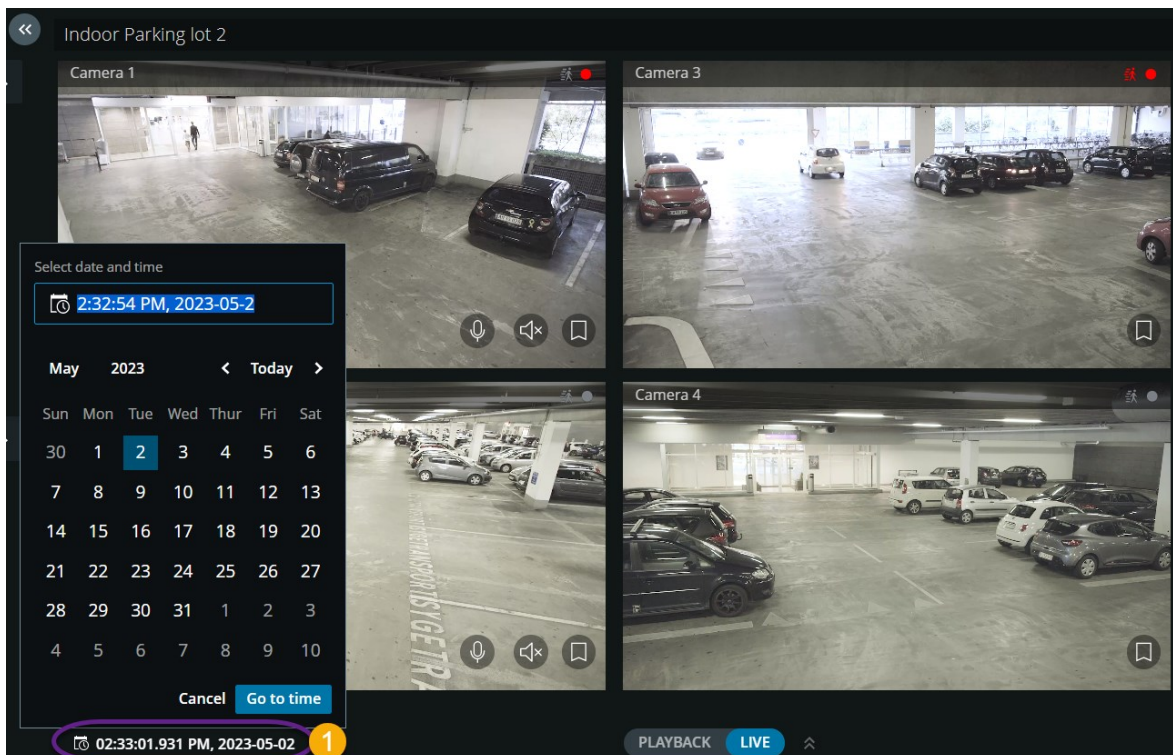
In XProtect Web Client, the time information displayed in the app inherits the time zone set on your computer. This includes the time shown in live and playback mode, alarms, bookmarks, and so on.

To play back the video from a specific point in time, you can use the timeline controls (see [Using the timeline in playback mode \(explained\) on page 44](#) or [Using the timeline in investigations \(explained\) on page 56](#)).

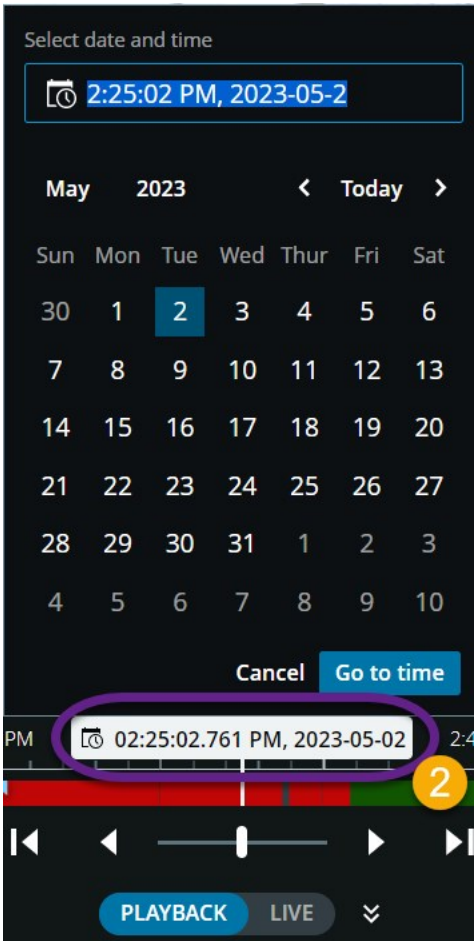
To go to a specific point in time in the recording, you can also click and hold the timeline track and drag it to the left or right.

On the **Views** tab, you can specify time for video playback by using the time picker.

1. In the left pane, find and click a camera or a view with multiple cameras.
2. To open the time picker:
 - In live mode, in the bottom-left corner of the view pane, click the current time indicator **1**.



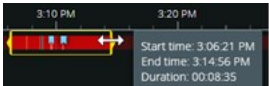
- In playback mode, in the center of the timeline, click the selected time indicator **2**.


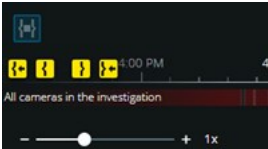









3. In the input field, manually specify the new values for the date and time of the recording. You can also select the new date from the calendar.
4. Click **Go to time**.

On the **Investigations** tab:

- You can specify the date and time for video playback from the time picker on the timeline. To do that, follow the procedure for using the time picker in playback mode.
- You can specify the start and end time for video playback by using the time selection mode on the timeline.

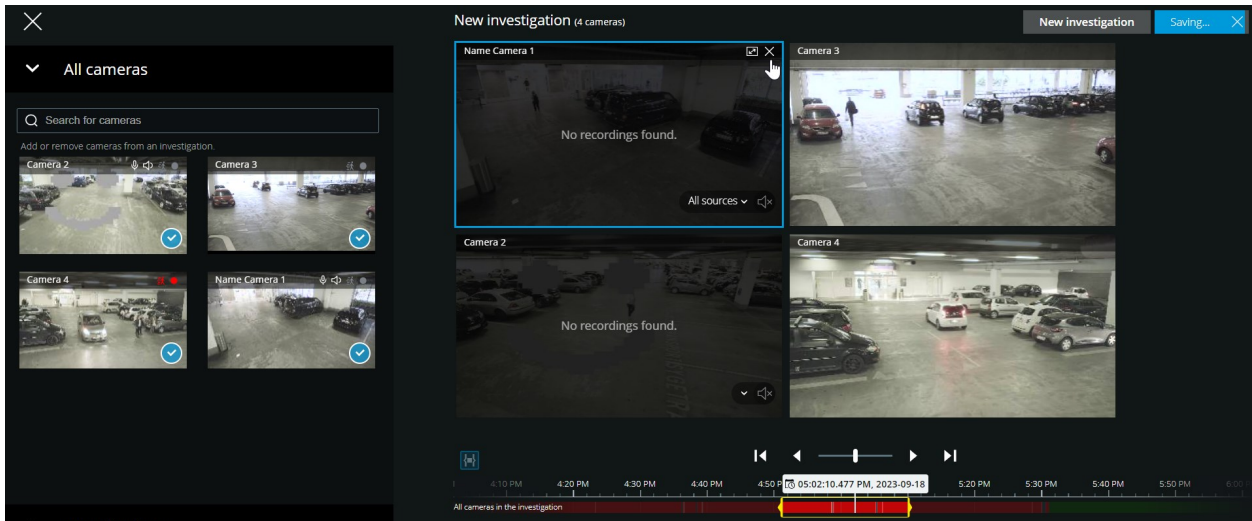
| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none">• Drag the yellow time selection brackets to change the start or end time for the selected video snippet. |

| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">• When you drag one of the brackets and reach the timeline's end, you can continue dragging the bracket, and the timeline track will start moving simultaneously. This way, you can move the start or end time of the video to a time period that was not visible on the timeline before.• You can also go to a specific point in time in the recording if you click and hold the timeline track and start dragging it to the left or the right.• If you hover over the brackets, you can see a tooltip with the start and end time of the video and its duration. If you drag the brackets, the time values in the tooltip are updated simultaneously with the dragging. |
|  | Indicates that time selection mode is on. |
|  | <p>If you have dragged the time selection brackets beyond the left or right end of the timeline, then to adjust the brackets, select one of the navigation buttons to do the following actions:</p> <ul style="list-style-type: none">•   - Go to the start time bracket.•   - Go to the end time bracket.•  - Align the start time bracket with the current time.•  - Align the end time bracket with the current time. <div> The video stream is temporarily paused while you're using the navigation buttons.</div> |

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 **Investigations** tab, you can remove the unnecessary cameras from a camera group if you:

- Hover over the camera 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 on the **Views** tab and then switch to the **Investigations** tab, the same group of cameras shows up in your investigation area.



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

Example:

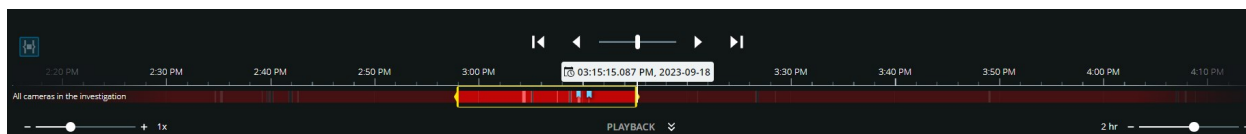
- You are in your **Private** folder on the **Views** tab. When you click the **Investigations** tab, all cameras in the **Private** folder show up in your investigation area.

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 10](#) and [Requirements for using push-to-talk on page 10](#)).
- Play the video recordings forward at normal speed (see [Playing back audio in video recordings \(explained\) on page 48](#)).

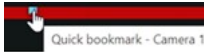
Using the timeline in investigations (explained)

In an investigation:



- You can use the timeline controls to browse the recording and play the video from a specific point in time. The video playback loops in either direction between the time selection brackets. With this functionality you can play the recording backward or forward, and investigate the selected video snippet as many times as needed.

| Item | What can I do with it? |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Click and hold the playback slider, then drag it to the left or the right. Release the playback slider to start playing the recording at the selected time. |
|  | View the selected time of the recording on the time indicator in the center of the timeline. Click to open the time picker and select a time and date to go to a specific point in time in the video. (see Specify time for video playback on page 51). |
|  | Play the recording backward or forward. |
|  | Pause the playback of the recording. |
|  | Go to the previous sequence or the next. |
|  | <p>In the bottom-right corner of the timeline, drag the time slider to the left or click the minus sign to reduce the time span for playing back the video.</p> <p>Drag the time slider to the right or click the plus sign to increase the time span for playing back the video.</p> |
|  | <p>In the bottom-left corner of the timeline, drag the speed slider to the left or click the minus sign to slow down playback.</p> <p>Drag the speed slider to the right or click the plus sign to speed up playback. The default speed value is x1.</p> |

| Item | What can I do with it? |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none">• Hover over a bookmark icon to view the name of the bookmark and the name of the camera that has recorded the bookmark video clip.• Click the bookmark icon to open a popup with a preview of the bookmark and play the bookmark video clip (see Bookmarks (usage) on page 30). From the More menu, you can do the following:<ul style="list-style-type: none">• Go to Bookmarks - Open the bookmark in the list of bookmarks on the Bookmarks tab. View the bookmark's details, and edit, or delete the bookmark.• Edit - Edit the headline, the description, or the time span of the bookmark.• Delete - Delete the bookmark. |

- You can also go to a specific point in time in the recording if you click and hold the timeline track and then drag it to the left or the right.
- You can use the time picker to specify the date and time for the recording.
- You can use the time selection mode to specify the start and end time for your investigation.

For more information, see [Specify time for video playback on page 51](#).

Optimize the display when in full screen

When you watch videos in full screen mode, you can maximize your display area by automatically hiding the timeline after 5 seconds of inactivity. The timeline is shown again as soon as you interact with your computer.

1. Select the **More** menu.
2. Select **Settings**.
3. Find the **Autohide timeline in full screen** setting and enable it.

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."

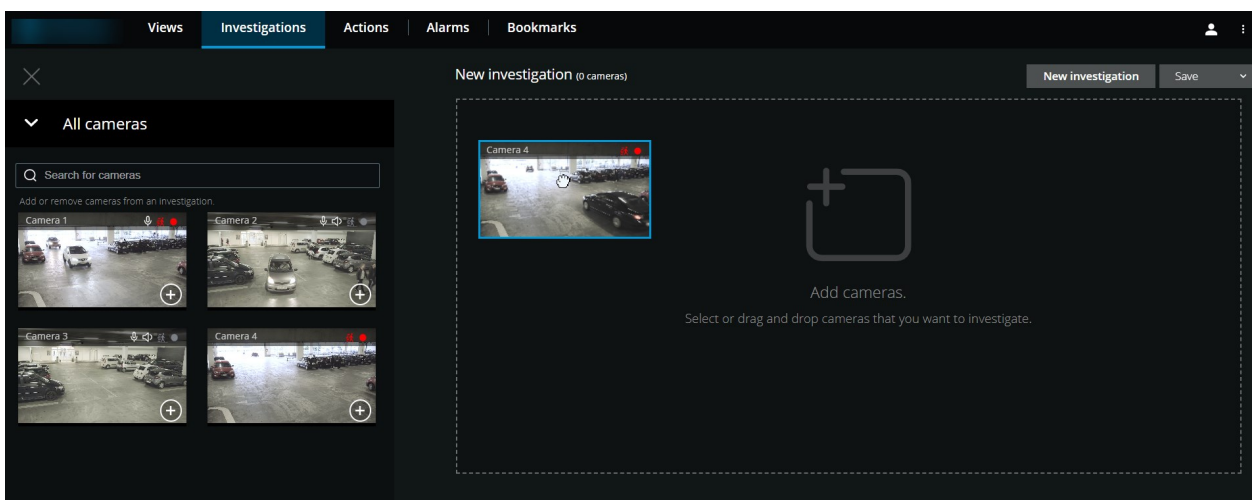
You must create an investigation when:

- 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 16](#)).


- You want to export the recordings, download and share them with authorities at a later stage.



On the **Investigations** tab:

1. Click **New investigation**.

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 that you want to investigate into the **New investigation** area
 - Click  in the bottom-right corner of each camera 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 date and 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 51](#)).

6. Use the timeline 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 timeline in investigations \(explained\) on page 56](#)).

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




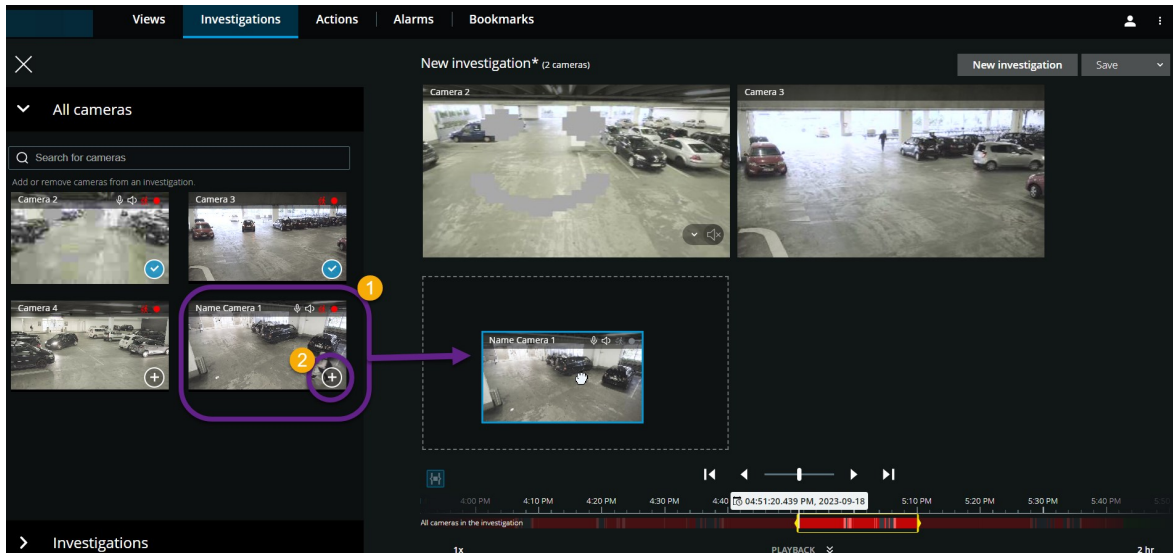
"I want to add more cameras to an existing investigation. How can I do that?"

On the **Investigations** tab, click  to open the side panel.

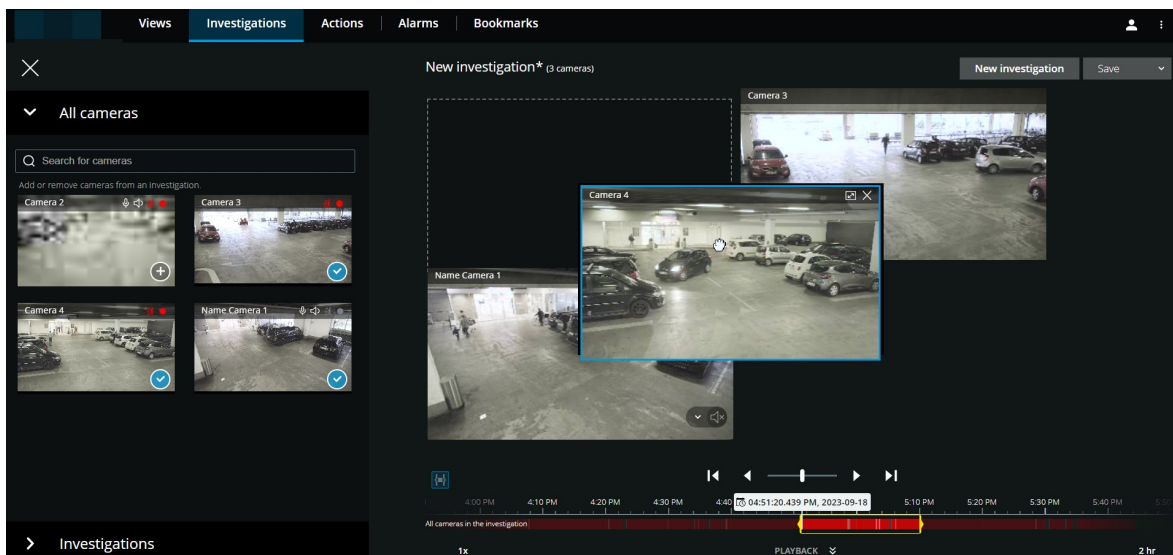
1. In the side panel, click **Investigations**.
2. Go to the investigation that you want to add more cameras to and click on the name of the investigation.
3. In the side panel, click **All cameras**. All available cameras appear as thumbnails in the **All cameras** area.

4. Go 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 for 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 **Investigations** tab, in an existing investigation:

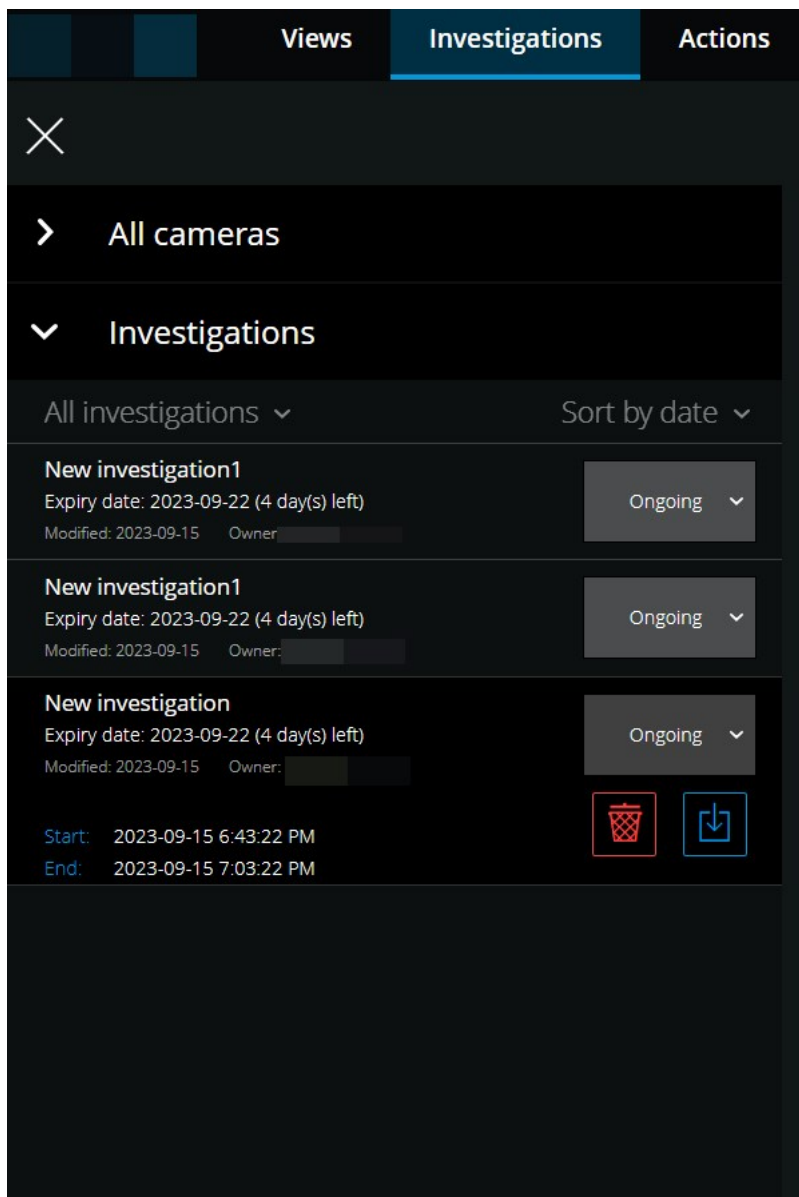
1. Hover over the camera that you want to remove from the investigation.
2. Click  in the upper-right corner to remove the camera from the investigation.
3. Click **Save**.
4. In the drop-down list, select **Save**.

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 55](#)).

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 **Investigations** tab, click  to open the side panel.

In the side panel:

1. Click **Investigations** to see all your investigations.
2. In the **My investigations** list, go 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 65). |
|  | Manually set your investigation state to Ongoing or Completed . |
|  | Sort your investigations by: <ul style="list-style-type: none"> • 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?"

In XProtect Web Client, the available video formats are:

| Format | Description |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AVI package | A standard file format supported by most media players. Choose this if in doubt. |
| XProtect package | <p>You can only view the XProtect format with the XProtect Smart Client – Player.</p> <div>  <p>The XProtect Smart Client – Player application is not included with the exported data. You can only include the application when exporting the XProtect format from XProtect Smart Client.</p> </div> |
| MKV package | The recording camera chooses the codec to use. You can only play the video if you have the necessary codecs installed. |



Your system administrator specifies which formats are available to you. For security reasons, all formats are disabled by default in the mobile server.

In XProtect Web Client, the exports have the following settings:

- Re-export is prevented in any video format
- Optional. Exports can be password-protected
- 256-bit AES encryption
- Digital signatures are added.



For more information about supported security-related features in clients, see the complete feature list, which is available on the product overview page on the Milestone website (<https://www.milestonesys.com/products/software/xprotect-comparison/>).

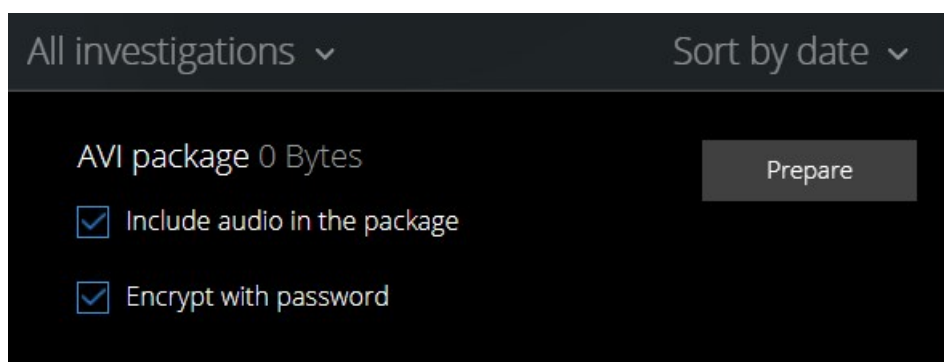
Steps to prepare video exports and download



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

On the **Investigations** tab:

1. Select .
2. Open your **Investigations**.
3. Select the investigation that you want to download.
4. Select .
5. Optional. To include audio in your video export package, select the **Include audio in the package** check box.
6. Optional. To encrypt your video export package with AES encryption, select the **Encrypt with password** check box.



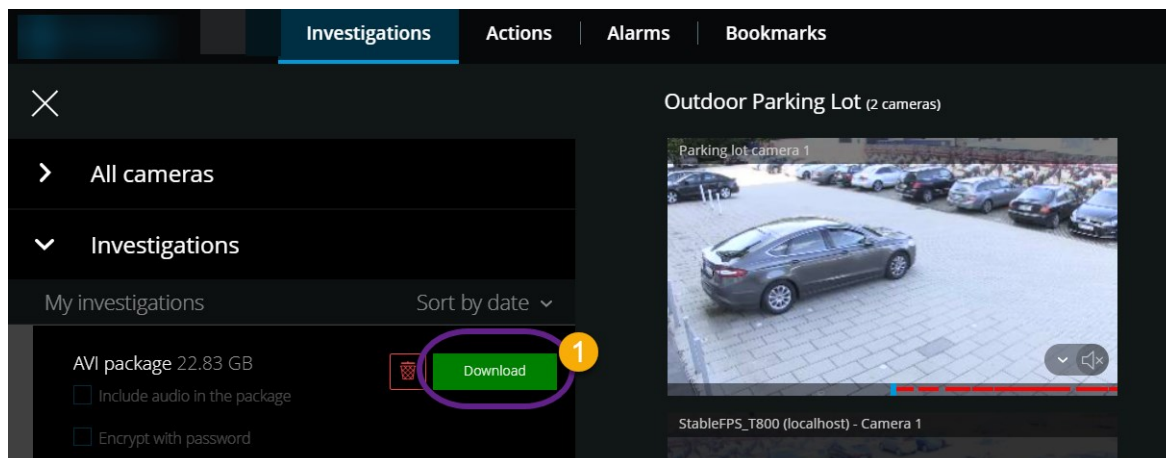
7. Select **Prepare** to download the video in the format you need.



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

8. If you selected to encrypt your video export package with a password, enter a password and select **Set**.

9. Select **Download** ¹ to download the prepared video export. You will find your downloaded files in the download folder of your web browser.



If you have encrypted your video export package with a password, extract the .zip file using a compression tool that supports AES encryption, for example, 7-Zip, BitLocker, and AxCrypt. Extracting the .zip file with tools not supporting AES encryption might cause issues.

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?"

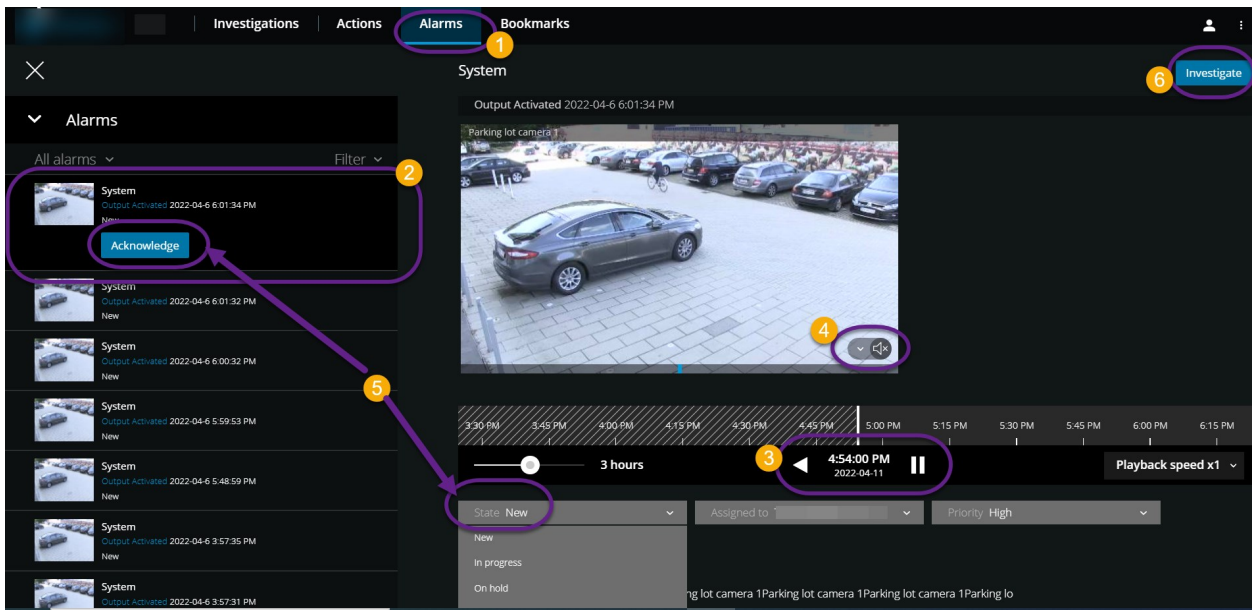


Every page of your XProtect Web Client has its own internet address. You can share the address with other users. When users go to the address in a web browser and log in, they see the page that you shared with them.

View alarms



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



On the **Alarms** tab **1**:

1. Find and click the alarm **2** that you want to view the 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 **3**.
3. Start or stop playing audio for the video playback when you play it forward at normal speed **4** (see [Playing back audio in video recordings \(explained\) on page 48](#)).
4. Change the state of the alarm by clicking the **Acknowledge** button or by selecting another alarm state option from the list **5**.
5. To save the video for later or share it with others, click **Investigate** **6**.
6. Follow the steps in [Prepare video export and download on page 65](#).

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.



You can receive notifications on alarms regardless of the screen on which you are in the app. By clicking the notification, you'll go to the alarm details. This functionality requires a Milestone Care Plus subscription package.

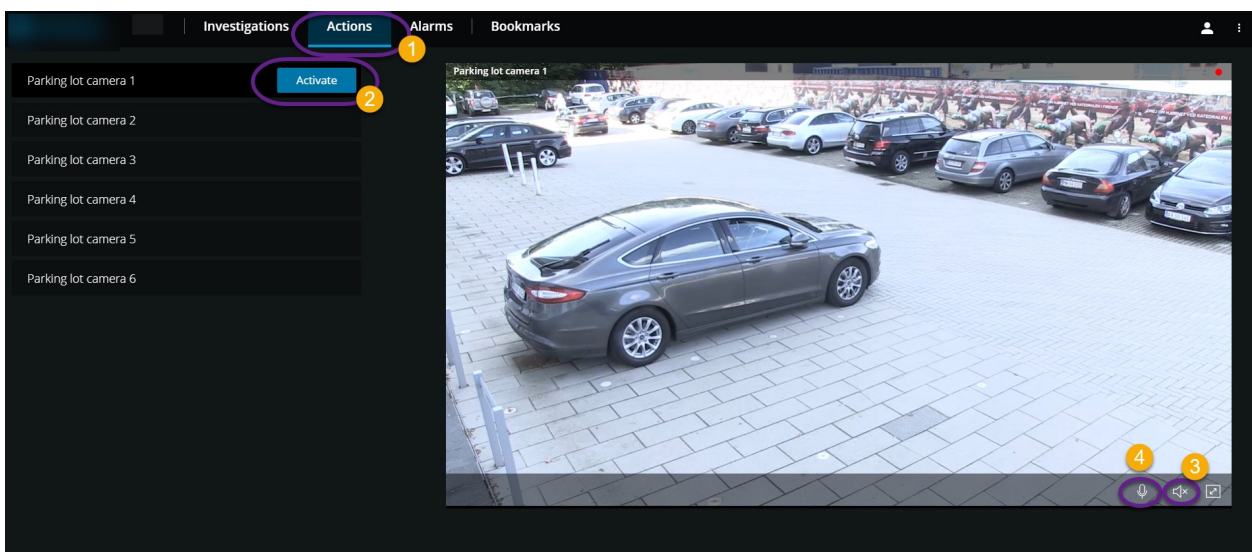


To view alarms, ask your system administrator to set up alarms and to give you sufficient user permissions.

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** ¹ tab:

1. Find the action that you want to activate.
2. Click **Activate** ², and, for example, the front door opens.
3. Optional. Start or stop listening to live incoming audio ³ (Only for cameras that have microphones attached).
4. Optional. Click and hold  to start push-to-talk. Release the icon  to end transmitting audio ⁴ (Only for cameras that have speakers).

You can also activate actions in live mode when viewing live video (see [Viewing live video \(explained\)](#) on page 27).

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 sufficient user permissions.

PTZ control

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

Swipe:

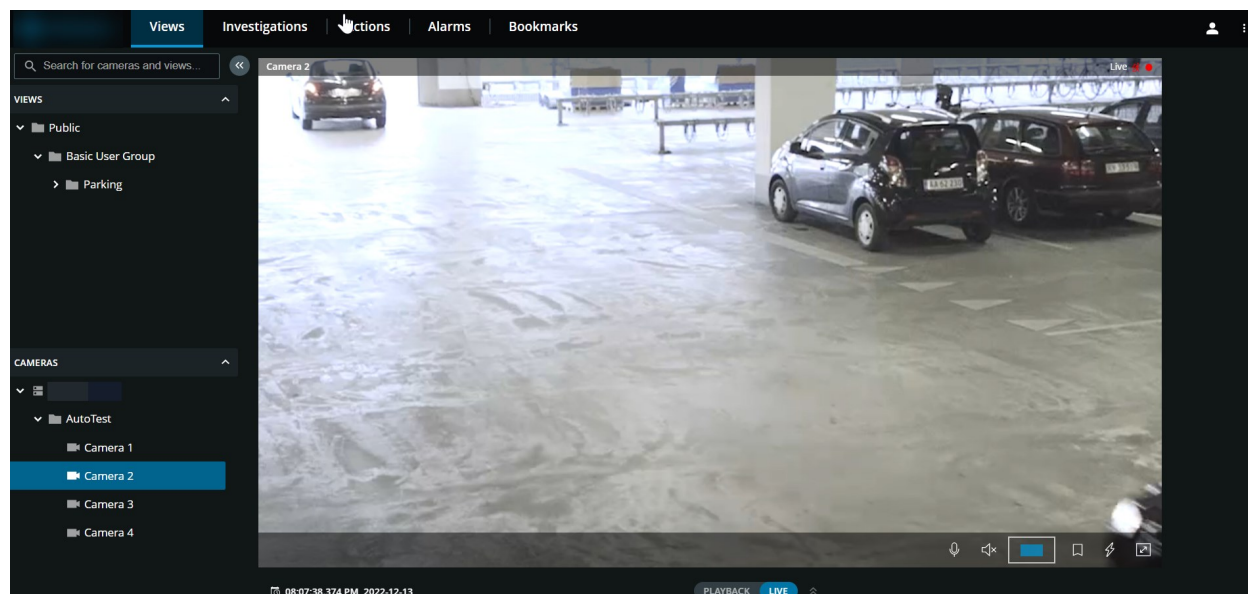
1. Place your cursor over the video.
2. Click and hold down your left mouse button.
3. Drag your mouse, then release your left mouse button.


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 **Views** 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 helps you navigate directions.

Use optical zoom (for cameras that support optical zoom)

1. On the **Views** 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 [PTZ control on page 71](#)).

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

About Milestone

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

