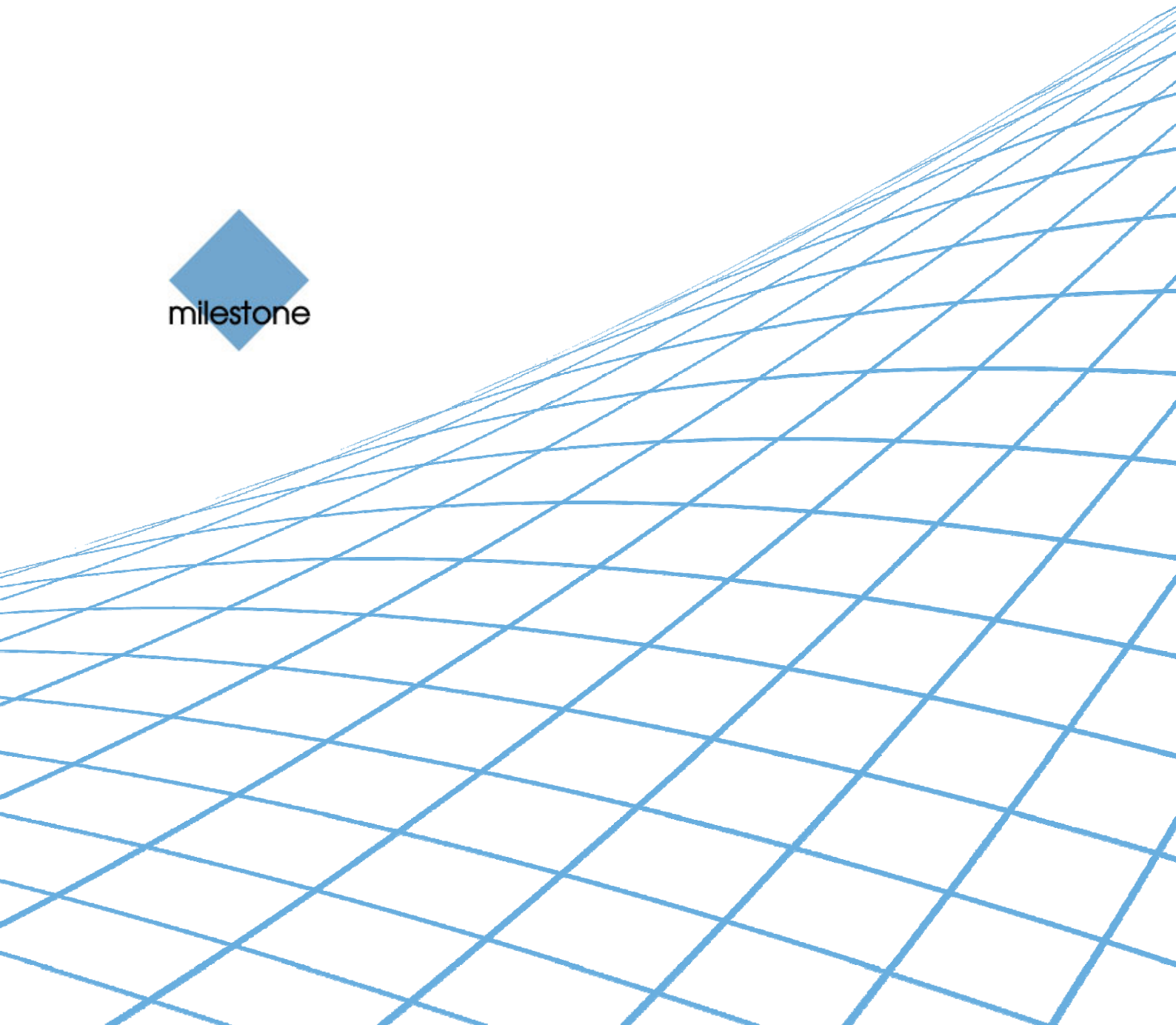
Milestone

XProtect™

Central 3.7

User's Manual



Target Audience for this Document

This document is intended for end users of the Milestone XProtect Central surveillance system monitoring solution, such as security personnel operating the solution on a day-to-day basis through the Milestone XProtect Central Client.

This document primarily explains how to get started using the client software on an already configured system, and how to manage alarms, i.e. indications of important events detected on surveillance systems.

For users with Milestone XProtect Central system administration responsibilities, a separate Milestone XProtect Central Administrator's Manual is available.

Access to the Milestone XProtect Central Client's features is determined by your user rights. Therefore, you may not have access to some of the features described in this manual. User rights are assigned by the system administrator; consult your system administrator if in doubt.

Contents

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All names of people and organizations used in this document's examples are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

What Is XProtect Central?

Milestone XProtect Central provides a central overview of any number of Milestone XProtect Corporate, XProtect Enterprise or XProtect Professional surveillance systems—whether near or far. XProtect Central ...

- Provides graphical hierarchical overviews of surveillance systems and their status
- Provides overview of all incoming alarms, including filtering possibilities
- Allows for multiple operators handling the same pool of alarms
- Provides a central technical overview of all components: servers, cameras, and external units
- Allows central logging of all incoming alarms and system information
- Supports plugins, allowing customized integration of other systems, for example access control systems

XProtect Central is a client/server solution. You will primarily deal with the client part:

With your XProtect Central Client you connect to the XProtect Central Server in order to view information about your organization's surveillance systems.

The XProtect Central Server is installed and maintained by your system administrator. As a regular user, all you really need to know about the server is its address on your network.

Minimum System Requirements

The following are *minimum* requirements for computers running the Milestone XProtect Central Client:

- **CPU:** 2.4 GHz.
- **RAM:** 1 GB (2 GB recommended on Microsoft® Windows® Vista®).
- **Network:** Ethernet (100 Mbit recommended).
- **Graphics Adapter:** AGP or PCI-Express, 1024×768 (1280×1024 recommended), 16-bit colors.
- **Hard disk space:** Minimum 50 MB free.
- **Operating System:** Microsoft Windows XP Professional (32 bit or 64 bit*), Windows Server 2003 (32 bit or 64 bit*), Windows Server 2008 R1/R2 (32 bit or 64 bit*), Windows Vista Business (32 bit or 64 bit*), Windows Vista Enterprise (32 bit or 64 bit*) and Windows Vista Ultimate (32 bit or 64 bit*), Windows 7 Professional (32 bit or 64 bit*), Windows 7 Enterprise (32 bit or 64 bit*) and Windows 7 Ultimate (32 bit or 64 bit*).
  * Running as a 32 bit application.
- **.NET 3.5 Framework SP1** and **DirectX 9.0**, downloadable from http://www.microsoft.com/downloads/, must be installed on computers running the Central Client.

Installing the Client

Upgrading from Previous Version

If upgrading from Milestone XProtect Central version 3.1 to version 3.6, you do not need to remove your previous Milestone XProtect Central Client version; it will be overwritten when you install the latest Client version.

Installation Procedure

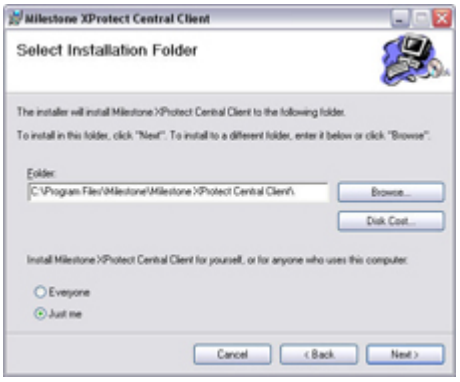
1. Shut down any Milestone software running.

2. Insert the Milestone XProtect Central software DVD. After a short while, the *Milestone XProtect Central Client Setup Wizard* will open.

   Tip: If the *Milestone XProtect Central Client Setup Wizard* does not open automatically upon inserting the DVD, run the *CentralClientInstaller.exe* file from the DVD. Alternatively, if you are installing a version downloaded from the internet, run the .exe file from the location you have saved it to.

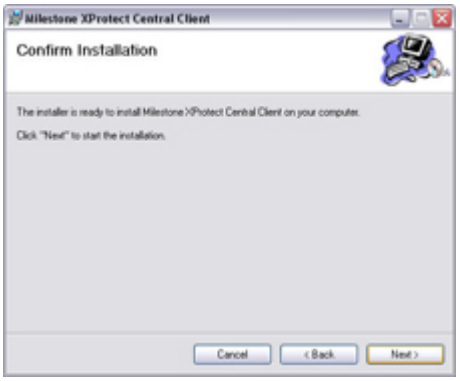
3. On the wizard's first page, click *Next*:

4. On the wizard's second page, select the folder in which you want to install Milestone XProtect Central. Also select whether just yourself or everyone using the computer should be able to access the Milestone XProtect Central Client; if in doubt, select *Everyone*.

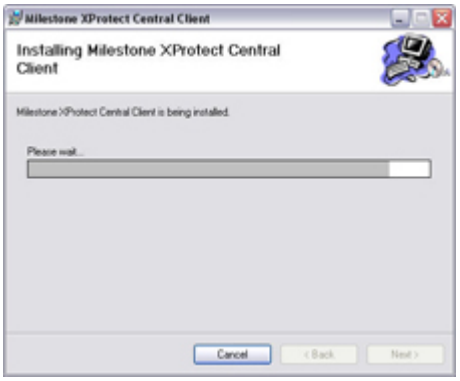


When ready, click *Next*.

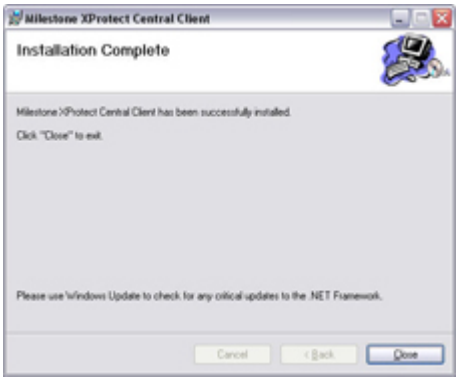
5. On the wizard's third page, confirm the installation by clicking *Next*:



A progress bar will show the status of your installation:



6. When installation is complete, click the *Close* button on the wizard's final page:



7. You are now able to log in with your Milestone XProtect Central Client: Simply double-click the Milestone XProtect Central Client shortcut on your desktop.

   For more information about logging in, see Logging In & Out on page 11.

Logging In & Out

Logging In

To log in to the Milestone XProtect Central system with a Milestone XProtect Central Client, do the following:

1. Double-click the *Milestone XProtect Central Client* shortcut on your desktop

   Alternatively, select Milestone XProtect Central Client from Windows' *Start* menu.

2. In the login window's *Connect To* field, type or select the name or IP address of the Milestone XProtect Central Server as specified by your Milestone XProtect Central administrator.

   Internet connections may use different ports for different purposes; therefore, the server name or IP address may include a port number (example: 123.123.123.123:80, where *:80* indicates the port number).

   Tip: If you want to avoid having to type or select the name/IP address of the server the next time you log in, select the *Connect automatically* box. If you wish to be able to select between several servers, however, do not select the *Connect automatically* box.

   By default, you will log to Milestone XProtect Central with your active Windows account. This means that if you have logged in to the computer on which your Milestone XProtect Central Client is installed as, for example, JohnSmith, you will by default log in to the Milestone XProtect Central Server as JohnSmith as well.

   - If you wish to log in with your active Windows account, simply click OK.
   - If you wish to log in with a different Windows account, click the login window's Options >> button, and specify the required user name, password and domain, then click OK.

3. The Milestone XProtect Central Client window opens. You now have access to alarm information from the Milestone XProtect Central Server.

Got Login Problems?

If you experience problems when attempting to log in with your Milestone XProtect Central Client, consider the following:

- ***Have you specified the server address correctly?*** Make sure that the Milestone XProtect Central Server name/IP address you specified in the login dialog is correct, and that it includes the http:// prefix. Bear in mind that the address of your Milestone XProtect Central Server may include a port number; for example http://123.123.123.123:80, where *:80* indicates the port number.
- ***Have you got access rights?*** Access rights must have been set up for you by a Milestone XProtect Central administrator before you are able to log in with your Milestone XProtect Central Client. Consult your system administrator if in doubt.
- ***Has the server been correctly set up?*** Client connection issues may occasionally be linked to the way in which the Milestone XProtect Central Server has been installed and configured. Consult your system administrator if in doubt.

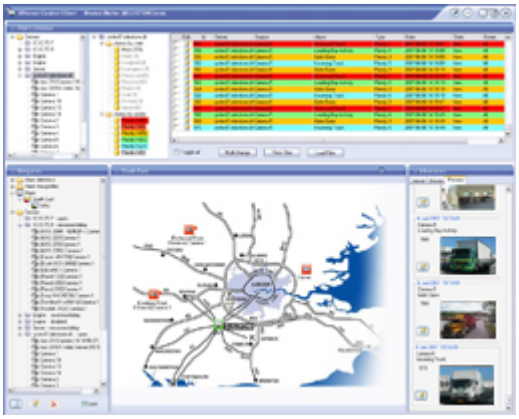
Logging Out

To log out of your Milestone XProtect Central Client, click the *Log Out* button in the top right corner of the Client window.

Client Overview

The Milestone XProtect Central Client provides your interface to Milestone XProtect Central. With the Milestone XProtect Central Client you connect to the Milestone XProtect Central Server for viewing status and alarm information from connected surveillance systems.

The main window of the Milestone XProtect Central Client is divided into four main sections:



- **Alarm Overview Section:** Provides alarm information in a list format, which can be filtered to allow an easy, yet detailed, overview.

  Alarm information is listed with information about time, source, state of the alarm (*New*, *Assigned*, *Resolved*, ...), priority, etc. Filtering features let you control which alarms to display in the list.

  From the Alarm Overview you are able to view further information about individual alarms, including the ability to view recordings of incidents, the ability to add comments, and print details. You are also able to change the state of alarms (for example from *Assigned* to *Resolved*).

  The *Alarm Overview* section is described in detail in the Alarms chapter on page 15.

- **Navigation Section:** The *Navigation* section provides a hierarchical representation of the maps available in the *Map* section as well as a list of the servers, cameras, etc. available for monitoring.

- **Map Section:** Provides visual representations of the surveillance systems being monitored. The *Map* section is described in detail in the Maps chapter on page 33.

- **Information Section:** Provides details about selected items on three tabs, including one with preview images from the most current alarms. For detailed information about the *Information* section's tabs, see page 41.

User Rights Determine Access to Client's Features

Your access to the Client's features is determined by your user rights. Therefore, you may not have access to some of the features described in this manual. User rights are assigned by the system administrator; consult your system administrator if in doubt.

Display of Client's Sections Can Be Turned On and Off

This allows you to customize your client in order to suit your needs. By default all of the Client's sections are displayed. To turn display of sections on/off, click the *Show Application Menu* button in the top right

corner of the Client window. From the resulting menu, select *View...*, and select which sections to display.

Local Time in Clients; Universal Time on Server

In a Milestone XProtect Central Client, time and date information is always presented in local values, based on the Client user's regional settings, but actions performed in the Client will be registered in Coordinated Universal Time (UTC) on the Milestone XProtect Central Server.

This way Milestone XProtect Central is able to effortlessly process information from surveillance systems and Milestone XProtect Central Clients located in different time zones.

System Administrators Also Use the Client

The Milestone XProtect Central Client is also used by Milestone XProtect Central administrators for initial configuration of the system, since administrators have access to a number of otherwise hidden configuration features in the Milestone XProtect Central Client.

Simplified Client User Interface

Occasionally, your XProtect Central administrator may have limited the number of features you have access to in the Client, for example by removing certain buttons. Simplifying the Client user interface this way can be advantageous in organizations where the Client is only used for simple verification purposes or similar. If your administrator has simplified your client's user interface, some of the features described here may not be available to you; consult your administrator if in doubt.

Alarms

What is an Alarm?

An alarm is a message in the Milestone XProtect Central Client that requires attention.

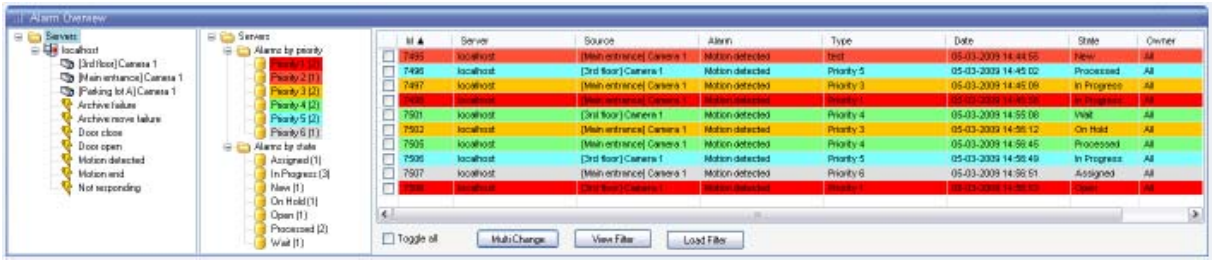
An alarm is typically triggered by an event taking place on a surveillance system (such as a surveillance camera detecting motion, a sensor detecting that a door is being opened or similar).

However, alarms can also be triggered by status information from units on the surveillance system, for example if the system loses connection to a camera, or if a server becomes unavailable.

Depending on the type of organization you work in, you may have been trained in how to react when alarms occur; or instructions about how to handle individual alarms may be available when you view details about each alarm in your Milestone XProtect Central Client.

Alarm Overview Section

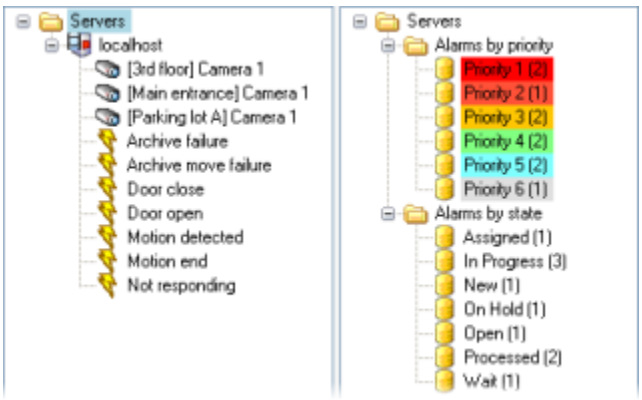
The Client's *Alarm Overview* section—located in the top part of the Client window—displays alarms in a list format. Alarms are normally color-coded for easy visual identification.



Note: If you cannot see the *Alarm Overview* section, or parts of it, in your Client, read Display of Client's Sections Can Be Turned On and Off on page 13.

Alarm Navigation Tree

The *Alarm Overview* section's alarm navigation tree lets you quickly select which alarms to view in the detailed alarm list.



The alarm navigation tree has two parts:

- In the left part you select which server, camera or other device you want to view alarms for. Your selection can be very wide (for example all servers) or very narrow (for example a specific camera) as required.

- The right part reflects the selection you made in the left part. If required, it lets you further narrow your selection so that only a particular alarm state or priority will be displayed in the list.

Alarm List

The majority of the Client's *Alarm Overview* section consists of an alarm list (the right part of the *Alarm Overview* section).

For each listed alarm, information is displayed in the following columns:

- ***[Check Boxes]*:** Contains a check box for each listed alarm, allowing you to select one or more alarms in order to change alarm states. See also Changing the States of Alarms on page 21.

- ***Id*:** Displays the unique identification number of each alarm. Alarms are numbered consecutively as they occur.

- ***Server*:** Displays the name of the server on which the alarm occurred.

- ***Source*:** Displays the name of the device (camera, etc.) on which the alarm occurred. If the alarm relates to the server itself, the name of the server is displayed.

- ***Alarm*:** Displays the name of the alarm.

- ***Type*:** Displays the current priority of the alarm. Provided you have the necessary user rights, you can change the priority of the alarm in the *Alarm Detail* Window (see page 23), which you access by clicking the icon in the *Edit* column.

- ***Date*:** Displays the date and time at which the alarm was triggered; in the following format: dd-mm-yyyy hh:mm:ss.

- ***State*:** Displays the current state of the alarm. Provided you have the necessary user rights, you can change the state of the alarm; see Changing the States of Alarms on page 21.

- ***Owner*:** Displays the current owner, i.e. the user responsible for the alarm. Provided you have the necessary user rights, you can change the owner of the alarm in the *Alarm Detail* Window (see page 23), which you access by clicking the icon in the *Edit* column.

- ***Priority*:** Displays the priority number of each alarm. Priority numbers range from *1 - 6*, corresponding to the default priority names *Priority 1 - Priority 6*. The benefit of using priority numbers is that they stay the same even if your Milestone XProtect Central administrator changes the default priority names to better suit the needs of your organization. With priority numbers, you are thus able to sort alarms by their priority even if priority names have been changed into something which would not display alarms in the right priority order if sorted alphabetically.

Tip: You are able to sort the list in ascending/descending order as required. This way you are able to determine, for example, whether you want the alarm with the highest ID number displayed at the top or at the bottom of the list. Simply click the required column heading to change the way information in the column is sorted.

Tip: You are able to target your alarm overview by filtering the list's content; see page 19 for more information.

Tip: By default, the list automatically jumps to the latest received alarms for the selected item (server, camera, etc.). You can toggle this feature off and on with the Show Latest Alarms feature (see page 21).

To view detailed information about an alarm, double-click the required alarm in the alarm list. This will open the *Alarm Detail* Window (see page 23). Provided you have the necessary user rights, the *Alarm Detail* window lets you:

- Add more information about the alarm
- Change the alarm's state, priority, and/or owner
- Print alarm details
- View video of the incident triggering the alarm (provided video is available, and you have the necessary user rights)

Priority Names & Colors

Alarms are typically prioritized from very important to less important, and priority names and colors are used to enable quick visual identification of the various alarm priorities.

Default priority names and colors

The six different alarm priorities are by default named *Priority 1* - *Priority 6*, but note that the priority names may have been changed by your Milestone XProtect Central system administrator to better suit the needs of your organization.

Likewise, the colors used for indicating the various priorities when listed in the *Alarm Overview* may have been customized to suit your organization's needs.

The default priority names and colors used in this help system's illustrations may thus not always be representative of your working environment. Ask your Milestone XProtect Central system administrator if in doubt about priority names and colors used in your organization.

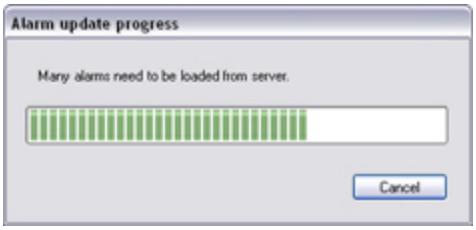
Specifying Which Alarms to Load from the Server

As a rule, no alarms are loaded from the Milestone XProtect Central Server into your Client until you select an item (such as a camera, a server, all servers, or similar) for which you want to view alarms.

This simple principle means that your Client will start up quickly when you log in, and that it will not load more alarms than necessary. If your Client were to load all alarms from the server straight after your login, it could slow your Client down for a considerable number of seconds if there were many thousands of alarms to load.

Even when you select an item (such as a camera, a server, all servers, or similar) in order to view its alarms, there may occasionally be many alarms to load:

Loading Many Alarms



Loading of alarms from the Milestone XProtect Central Server into your Client normally happens very fast. In many cases so fast that you will not even notice that the alarms are being loaded; they will just appear in your

Client straight away.

However, if there are many alarms to load for a selected item (such as a camera, a server, all servers, or similar), the loading process may take some time. When this is the case, your Client will display a small dialog informing you that there are many alarms to load:

The dialog's progress bar will give you an indication of the amount of time remaining before all the alarms are loaded.

Tip: The latest alarms are loaded first. If you do not want to wait until all alarms have been loaded, click the dialog's *Cancel* button. In that case, alarms loaded until you clicked *Cancel* will be displayed in your Client.

Using Alarm Load Filters

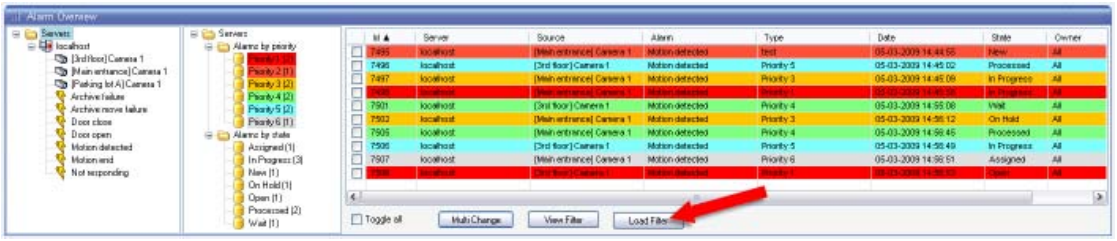
You are able to specify which alarm states (i.e. New alarms, Assigned alarms, Resolved alarms, etc.) you want to load from the Milestone XProtect Central Server.

Limiting which alarm states to load from the Server will often provide you with a less complex list of alarms in your Client.

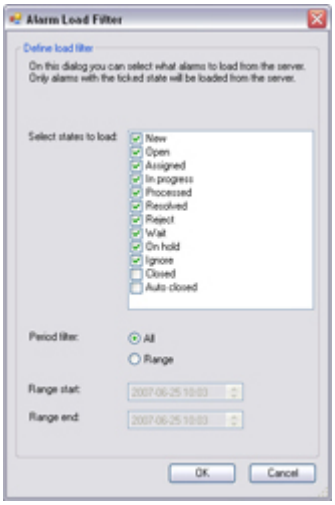
IMPORTANT: Consult your Milestone XProtect Central administrator and other relevant colleagues before changing which alarm states to load in your Client. You risk missing out on important information if you do not load all relevant alarm states in your Client.

To specify which types of alarms to load, do the following:

1. Click the *Alarm Overview* list's *Load Filter* button.



This will open the *Alarm Load Filter* window:



2. In the *Alarm Load Filter* window, you have two ways of limiting which alarm states to load:

- ***State-based filterings*:** Simply select the states you want to load in your Client. By default, all states except *Closed* and *Auto closed* are selected.

- ***Time-based filtering*:** By default all periods are selected. If you only want to load alarms from a specific period in time, select *Range*, and specify the required time range through the *Range start* and *Range end* fields. Date and time is indicated in the following format: yyyy-mm-dd hh:mm. By selecting a date or time element (for example the minute element), then clicking the field's small up/down buttons, you are able to specify exact values. Alternatively, simply overwrite the values.

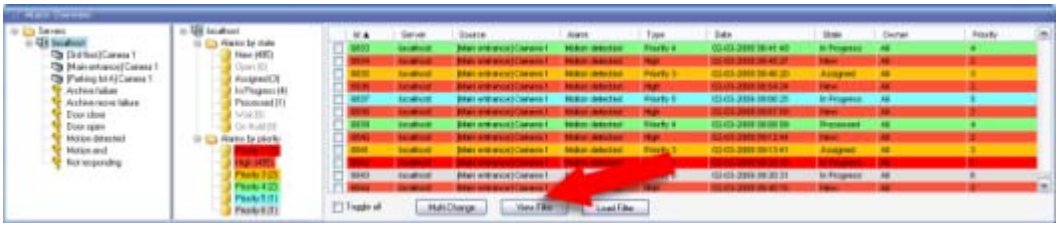
Tip: You are able to combine the two filtering methods, for example if you only want to load alarms in the *Resolved* state from a certain day in October 2007.

3. When ready, click *OK*.

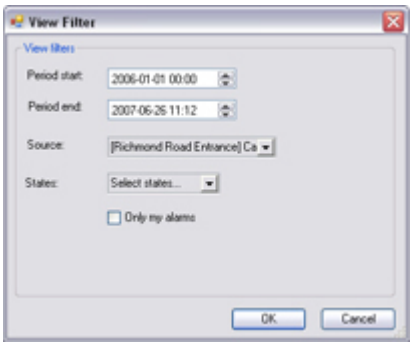
Specifying Which Alarms to View in the List

By applying filters to the list of alarms displayed in the *Alarm Overview* list, you are able to target the displayed alarms. To apply filters, do the following:

1. Click the *Alarm Overview* section's *View Filter* button.



This will open the *View Filter* window:



2. In the *View Filter* window, you have up to four ways of filtering alarms:

- ***Time-based filtering*:** Use the *Period start* and *Period end* fields to specify a required time range. Date and time is indicated in the following format: yyyy-mm-dd hh:mm. By selecting a date or time element (for example the minute element), then clicking the field's small up/down buttons, you are able to specify exact values. Alternatively, simply overwrite the values.

- ***Source-based filtering*:** Use the *Source* field to select a required source. Note that selecting a server as your required source will *not* also select all cameras and other devices under the server; only alarms related to the server itself will be displayed. The *Alarm Overview* section's alarm navigation tree (normally displayed

in the left side of the section) also lets you do this type of filtering. The *Source* field is therefore only available if you are not viewing the alarm navigation tree.

- ***State-based filtering*:** Use the *State* field to select a required alarm state. The *Alarm Overview* section's alarm navigation tree (normally displayed in the left side of the section) also lets you do this type of filtering. The *State* field is therefore only available if you are not viewing the alarm navigation tree.

- ***Owner-based filtering*:** To only view alarms which have been assigned to you, select *Only my alarms*.

Tip: You can combine the filtering methods.

3. When ready, click *OK*.

Specifying How Your Client Should React on New Alarms

Beep on New Alarms

It is possible to receive a beep alert whenever a new alarm is received.

To receive such alerts, click the *Show Application Menu* button in the top right corner of the Client window, and select *Beep on new alarms*.

To disable beep alerts, simply click the *Show Application Menu* button, and select *Beep on new alarms* again.

Can I customize the beep sound? No, the beep is not customizable; not even by changing your Windows sound scheme, by replacing a .wav file, or similar.

Continue Beeping on Urgencies

It is possible to have the XProtect Central client beep continually on urgencies. In Central an urgency is either

- when the Central client has lost the connection to the Central server, or
- when the Central client has received a new Priority 1 alarm

To apply the continual beep feature, click the *Show Application Menu* button, as described above, and select *Continue beeping on urgencies.*

When the Central client receives a new high priority alarm or loses connection to the Central server, the Central client will keep beeping until you act on the urgency. If Central client has received a new Priority 1 alarm, change the alarm state to abort the continual beep (see Changing the States of Alarms on page 21). If the Central client has los connection to the Central server click *OK* on the dialog appearing to abort the continual beep, then check your server connection and contact your system administrator for assistance.

To disable the continual beep feature, simply click the *Show Application Menu* button, and deselect *Continue beeping on urgencies.*

Can I customize the beep sound? No, the beep is not customizable; not even by changing your Windows sound scheme, by replacing a .wav file, or similar.

Show Latest Alarms

By default, the *Alarm Overview* section's list of alarms will automatically display the latest 15 received alarms for the selected item (server, camera, etc.). This way, the alarm overview list provides you with a good overview of the latest activity.

However, if you happen to be focusing on a particular alarm in the alarm overview list, you may not want the list to automatically jump to the latest received alarms whenever a new alarm is received.

You are therefore able to toggle the feature off and on by clicking the *Show Application Menu* button in the top right corner of the Client window, then selecting/clearing *Show latest alarms*.

Changing the States of Alarms

The way in which you are able to change the state alarms depends upon your user rights: Some users are able to change the states of multiple alarms at a time, some users are able to change the state of a single alarm at a time, and some users are not allowed to manage alarms at all. The last group of users cannot change the state of any alarms.

Quickly Determining Your User Rights

To quickly determine if you are have the user rights required to be able to change multiple alarms, simply check whether the *Alarm Overview* section's *Multi Change* button is available:

If the button is available, you can change multiple alarms at a time. If the button is unavailable, you can only change the state of a single alarm at a time.

Changing the State of Multiple Alarms

To change the state of multiple alarms at a time, do the following:

1. Make sure all relevant alarms are displayed in the *Alarm Overview* section's list of alarms.

2. In the list's leftmost "check box" column, select each alarm for which you want to change state.

   Tip: You can quickly select all displayed alarms by selecting the *Alarm Overview* section's *Toggle all* check box.

3. Click the *Multi Change* button. This will open the *Change state on alarms* window:

Tip: The window will inform you how many alarms you have selected.

4. Specify a new state for the selected alarms.

5. When ready, click *OK*.

Changing the State of a Single Alarm

To change the state of a single alarm, do the following:

1. Open the *Alarm Detail* window with details about the required alarm. There are three ways of doing this:

   - *From the Alarm Overview* section: Make sure the required alarm is displayed in the list of alarms. Then click the required alarm's *Edit* icon.
   - *From the Information* section's *Preview* tab (see page 22): Click the required alarm preview's *Edit* icon.
   - *From the Map* section (see page 33): (Only possible if the required alarm is the latest received alarm from a server, camera or other device) Right-click the required server/camera/other device on a map, then select *Open Latest Alarm*.

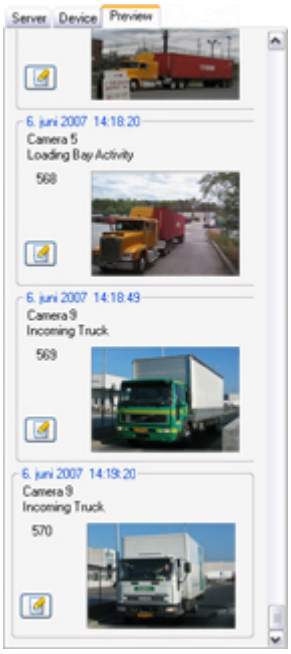
2. In the *Alarm Detail* window, click the *New Entry* button. This will give you access to additional fields in the window.

3. In the *New State* field, select the required state for the alarm.

   Tip: If required, you can also add information to the alarm history, specify a new owner, and/or specify a new priority.

4. When ready, click the *Save* button.

Viewing & Printing Alarm Details



Preview Tab

The *Information* section's *Preview* tab provides single image previews of the last 25 received alarms.

Note: If you cannot see the *Preview* tab in your Client, read User Rights Determine Access to Client's Features on page 13.

Each alarm preview provides information about:

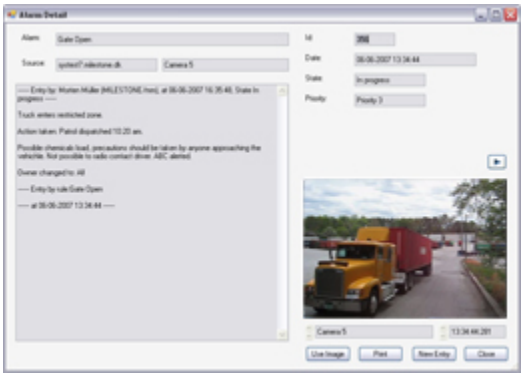
- The date and time of the alarm
- The device on which the alarm was triggered
- The unique ID number of the alarm

When the *Preview* tab displays several alarm previews, the latest alarm preview is always displayed at the bottom of the tab.

By clicking the *Edit* icon next to the required alarm preview, you are able to view, edit and print detailed information about the alarm in the *Alarm Detail* window (see the following).

Alarm Detail Window

The *Alarm Detail* window lets you view detailed information about an alarm.



If required, the window lets you add more information about the alarm. You are also able to print alarm details, and—when relevant—to view recorded video of the incident causing the alarm, or even live video from the relevant camera.

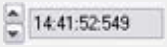
You are able to access the *Alarm Detail* window in three ways:

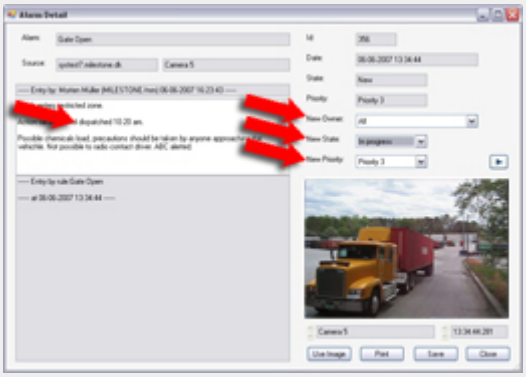
- By double-clicking the required alarm in the *Alarm Overview* section's list of alarms. This will display details about the selected alarm.
- By clicking the *Edit* icon next to the required alarm on the *Preview* tab (see previous) in the Client's *Information* section. This will display details about the selected alarm.
- By right-clicking a server or device indicator in the Client's *Map* section, then selecting *Open Latest Alarm* from the resulting menu (see Map Indicator Menus on page 34 for further information). This will display details about the latest alarm registered on the server or device in question.

The *Alarm Detail* window contains the following information:

Field, Button, List	Description
Alarm	Read-only field, displaying name of the alarm.
Source	Name of server (first field) and device (second field) on which the alarm was triggered.
[Alarm History Field]	Field listing information about the alarm, including any state changes (for example from *New* to *Assigned*). Each entry in the list contains a timestamp as well as information about the user responsible for the entry. To add a new entry to the list, click the *New Entry* button.
Id	Unique identification number of alarm. Alarms are numbered consecutively as they occur.
Date	Date and time at which the alarm occurred; presented in the following format: dd-mm-yyyy hh:mm:ss.
State	Current state of the alarm; for example *New*, *Assigned*, *Closed*, etc. To change the state, click the *New Entry* button.

Priority	Current priority of the alarm. To change the state, click the *New Entry* button.
New Owner	Lets you select a new owner (user responsible) for the alarm. The field is only available when the *New Entry* button has been clicked.
New State	Lets you select a new state for the alarm. The field is only available when the *New Entry* button has been clicked.
New Priority	Lets you select a new priority for the alarm. The field is only available when the *New Entry* button has been clicked.
	Opens the *Video Viewer* window (see page 27), in which you are able to browse recordings of the incident causing the alarm. The *Video Viewer* window furthermore lets you view live video, if required. The button is only available when video is available for the alarm.
[Preview Image]	Displays a single preview image of the incident causing the alarm. The preview image is recorded at the date and time displayed in the *Date* field. A preview image is only available when video is available for the alarm. **Tip:** If you have defined bookmarks in the *Video Viewer* window (see page 27), still images from your bookmarked times will be selectable in the time list just below the preview image. **Tip:** By selecting a bookmarked image as described in the previous tip, and then clicking the *Use Image* button, you can make the bookmarked image appear as the default preview image when you or other users later open the window to view details about the alarm. This can be useful since the preview image is otherwise an image from the time when the alarm was triggered, which not always provides the most interesting image. By using a bookmarked image, you have the possibility of displaying a more relevant image instead.
[Camera List] 	Lets you select among related cameras (if defined) in order to display a still image from a related camera instead of the default preview image. You can only use the camera list when 1) video is available for the alarm, and 2) your Milestone XProtect Central administrator has defined related cameras for the alarm.

[Time List] 	Lets you select among bookmarks (you define these in the *Video Viewer* window; see page 27) in order to display a still image from a bookmarked time instead of the default preview image. You can only use the time list when 1) video is available for the alarm, and 2) bookmarks have been defined. **Tip:** By selecting a bookmarked image, and then clicking the *Use Image* button, you can make the bookmarked image appear as the default preview image when you or other users later open the window to view details about the alarm. This can be useful since the preview image is otherwise an image from the time when the alarm was triggered, which not always provides the most interesting image. By using a bookmarked image, you have the possibility of displaying a more relevant image instead.
	Lets you use • a bookmarked image (when available you select these in the time list below the preview image) - or - • an image from a related camera (when available you select these in the camera list below the preview image) as the default preview image when you or other users later open the window to view details about the alarm. This can be useful since the preview image is otherwise an image from the time when the alarm was triggered, which not always provides the most interesting image. By using a bookmarked image or an image from a related camera, you have the possibility of displaying a more relevant image instead.
	Opens a separate window in which you are able to print a report about the alarm, including the alarm's history as well as optional notes. See Printing an Alarm Report on page 26 for more information.
	Clicking the *New Entry* button lets you manage the alarm. You are able to ... • Add information to the alarm history in the left part of the window. Such information may, for example, relate to actions you have taken. • Hand the alarm over to somebody else by selecting a new owner in the *New Owner* list. • Change the state of the alarm (for example from *New* to *In progress*) in the *New State* list. • Change the priority of the alarm in the *New Priority* list. When you make changes, the *New Entry* button changes to a *Save* button. Remember to click the *Save* button to save any changes you have made.

	 By clicking the *New Entry* button you get access to fields for adding alarm history information, changing alarm state, changing owner, and changing priority
Save	Saves changes you have made to the alarm. The button is only available when you have made changes to the alarm by clicking the *New Entry* button.
Close	Closes the window.

Printing an Alarm Report

The *Alarm Report* window lets you print a report about an alarm. To open the *Alarm Report* window, click the *Print* button in the *Alarm Detail* window (see page 23).

A report will include the following:

- A single image recorded at the time the alarm was caused (requires that your user rights allow you to view images).

  Tip: Provided you have created bookmarks (see page 30), you can include more than one image in the report. To include bookmarked images in the report, select the *Print bookmarks* box in the lower part of the window.

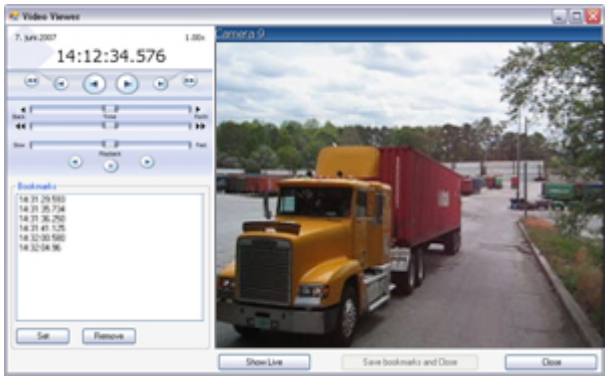
- The name of the device on which the alarm occurred.
- The time at which the alarm occurred.
- The time at which the report was generated.
- The name of the user generating the report.
- The alarm history, including any comment entries you or others have made during the handling of the alarm.
- An optional note.

When generating a report you are able to select required printer, paper size, orientation, etc. by clicking the *Page Setup* button. By clicking the *Preview* button you are able to preview your report before printing it.

When ready, click the *Print* button to print the report on the selected printer.

Viewing Recorded & Live Video

The *Video Viewer* window lets you view recorded and live video from a camera.

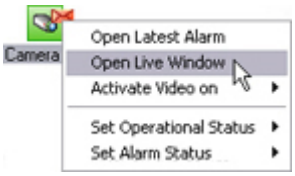


How to Access the Video Viewer Window

You are able to access the *Video Viewer* window in two ways:

- By clicking the button in the Client's *Alarm Detail* window (see page 23). This will open the *Video Viewer* window in browse mode.

- By right-clicking a camera indicator in the Client's *Map* section, then selecting *Open Live Window* from the resulting menu. This will open the *Video Viewer* window in live mode.



Switching Between Browse & Live Mode

When working in the *Video Viewer* window, you can easily switch between browsing recorded video and viewing live video: Simply click the *Show Live* button to switch to live mode.

When using the *Video Viewer* window in live mode, the window's browsing features are disabled. To return to browse mode, click the *Stop Live* button.

Audio

When using the *Video Viewer* window in **playback** mode, it is possible to listen to recorded audio from a microphone assigned to the camera. Whether a microphone has been assigned to the camera, and which microphone that may be, is configured on the surveillance system; it is not possible to configure this through XProtect Central.

When in **live** mode, it is possible to listen to live audio from a microphone assigned to the camera. It is possible to perform a two-way conversation if speakers are assigned to the camera. Again, microphones and speakers are configured entirely on the surveillance system; it is not possible to configure this, or select different microphones/speakers, through XProtect Central.

To talk though speakers assigned to the camera (live mode only), use the *Talk* button:

- ***Talk*:** Button is only available if the camera in question has speakers assigned to it. Press the button to talk, and keep the button depressed whenever you need to talk. By actively pressing the button on order to talk, you can avoid irrelevant internal conversations being transmitted through the speakers. While you speak, a level meter to the right of the button will indicate the level of your voice. A low deflection on the level meter may indicate that you need to move closer to your microphone in order for your voice to be audible by your audience.

Image Quality and Frame Rate

You can change image quality and/or frame rate on the fly while playing back recorded video as well as while viewing live video. Simply select required image quality and/or frame rate from the selection boxes in the lower left part of the window.

If you change image quality or frame rate, the video viewed will briefly stop, adjust to the selected setting, and the start again. This takes less than a second.

- ***Image quality (left selection box)*:** Determines the quality of video viewed, but also affects bandwidth usage. If the Central Client is used over the internet, over a slow network connection, or if for other reasons you need to limit bandwidth use, image quality can be reduced on the server side by selecting e.g. *Low* or *Medium*. When selecting a reduced image quality, images from the selected camera is re-encoded to a JPEG format on the surveillance system server before being sent to the Central Client. Re-encoding takes place along the following lines:

    - *Full*: The default setting, providing the full quality of the original video.
    - *SuperHigh*: Re-encoding to an output width of 640 pixels (VGA) and a JPEG quality level of 25%.
    - *High*: Re-encoding to an output width of 320 pixels (QVGA) and a JPEG quality level of 25%.
    - *Medium*: Re-encoding to an output width of 200 pixels and a JPEG quality level of 25%.
    - *Low*: Re-encoding to an output width of 160 pixels and a JPEG quality level of 20%.

  Height will scale according to the width and the aspect ratio of the original video.

  While using a reduced image quality helps limit bandwidth use, it will—due to the need for re-encoding images—use additional resources on the surveillance system server.

- ***Viewing frame rate (right selection box)*:** Lets you select a frame rate for the video viewed. Select between *Unlimited*, *Middle*, or *Low*. The effect of your selection can be illustrated as follows:

Effect	Unlimited	Middle	Low
JPEG	Send all frames	Send every 4th frame	Send every 20th frame
MPEG (I-frame)	Send all frames	Send all frames	Send all frames
MPEG (P-frame)	Send all frames	Do not send any frames	Do not send any frames

  Example: If you set the frame rate option to *Low*, and the surveillance system administrator has configured the camera in question to feed JPEG images at a frame rate of 20 frames per second, you will experience an average of 1 frame per second when viewing video from that camera. If the administrator had configured the camera with a feed as low

as 4 frames per second, you would, if selecting *Low*, experience an average of 0,2 frames per second.

Your image quality and frame rate selections only apply as long as the *Video Viewer* window is open. When you close the window, your selections are not stored.

Browse Mode Playback Features

When using the *Video Viewer* window in browse mode, a set of navigation tools lets you browse and play back recorded images.

- ***Time area*:** The time area shows the date and time of the recording viewed. When browsing recordings, note that some cameras may only have recordings from periods when motion was detected; there may thus be no recorded images matching the specified point in time. When this is the case, the last image in the camera's database prior to the specified point in time will be displayed in the view. The time area also displays the current playback speed (example: 1.00x, indicating real-time).

- ***Browse buttons*:** The browse buttons lets you manually navigate through recordings.

	*Previous image*: Moves to the image just before the one currently viewed
	*Next image*: Moves to the image just after the one currently viewed
	*Previous sequence*: Moves to the first image in the previous sequence
	*Next sequence*: Moves to the first image in the following sequence
	*First image*: Moves to the first image in the database for the selected camera
	*Last image*: Moves to the last image in the database for the selected camera

- ***Time sliders*:** The time sliders let you browse recordings simply by dragging the sliders ' handles. Drag to the left to move backwards in time; drag to the right to move forward in time. Use the upper times slider for fine browsing within a limited period of time; use the lower slider for coarse browsing within longer time spans.

- ***Playback slider and buttons*:** The playback slider lets you specify the required playback speed. In the slider's middle position, playback speed is real-time (1.00x). Drag the slider to the left for a slower playback speed; drag to the right for a faster playback speed. An indication of the exact playback speed will be displayed in the upper right corner of the time area.

  Use the playback buttons to play back recordings:

	*Play reverse*: Plays back recordings backwards in time

	*Play forward*: Plays back recordings forward in time
	*Stop*: Stops playback

Tip: Dragging the playback slider to its leftmost position pauses playback.

Live Mode PTZ Features

When using the *Video Viewer* window in live mode with a PTZ (Pan/Tilt/Zoom) camera, PTZ navigation controls are available. Any preset positions defined for the camera can be selected from the *Presets* list. With the navigation buttons, you are able to move the camera in the required direction. Clicking the round middle button will take the cameras to its home position. With the *plus* and *minus* buttons, you are able to zoom in and out respectively.

Live Mode AUX On and Off

When using the *Video Viewer* window in live mode, it is possible to activate auxiliary units, provided they are connected to the AUX 3 port on the same hardware device as the camera from which you are viewing video. Press F3 on your keyboard to activate the auxiliary unit. When you press F3 again, you deactivate the auxiliary unit.

Bookmarks

With the *Bookmarks* feature, you are able to specify individual images from exact times within a video sequence, and use these images for two purposes:

- You can include them in a printed report (see page 26).
- In the *Alarm Detail* window (see page 23), you can select a particular bookmarked image for display when users open the window to view details about an alarm.

  This can be useful since the *Alarm Detail* window by default displays an image from the time when the alarm was triggered, which not always provides the most interesting image. By using a bookmarked image, you have the possibility of displaying a more relevant image instead.

  Example: Instead of displaying an image from the moment a door is being opened, it may be better to display an image from the moment a person enters through the opened door.

To specify a bookmark while browsing recorded video, simply click the *Set* button. You can specify more than one bookmark.

Specified bookmarks will be listed in the *Bookmarks* list located above the *Set* button. To remove a bookmark, select the unwanted bookmark in the list and click the *Remove* button.

Remember to click the *Save bookmarks and Close* button when exiting the *Video Viewer* window.

Snoozing Operational Status Information

You are able to snooze (i.e. pause) the display of operational status information from a selected server, camera, or other device. This way you can avoid receiving unnecessary operational status information, for example if a camera has deliberately been taken down for maintenance.

Being able to snooze operational status information requires that the server, camera or other device is represented on a map in the Client's *Map* section (see page 33).

Do the following:

1. On the map, right-click the map indicator representing the required server, camera, or other device. This will bring up a menu.

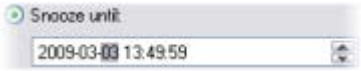
2. From the menu, select *Set Operational Status* > *Snooze...* This will open the *Snooze* window:

3. Select whether you want to snooze operational status information for a certain period of time (for example five hours) or until a specific point in time (for example until 2008-06-15 14:49:59.

   - If snoozing for a certain period of time, select *Snooze for*, and specify the required period of time in the associated fields

   - If snoozing until a specific point in time, select *Snooze until*. In the associated field, specify the exact point in time when you want snoozing to end.

     Date and time is indicated in the following format: yyyy-mm-dd hh:mm:ss. By selecting a date or time element (for example the day element), then clicking the field's small up/down buttons, you are able to specify exact values. Alternatively, simply overwrite the values.



4. Click *Save*.

   When you snooze operational status information, the map indicator will turn yellow in order to indicate that operational status information is snoozed for the time being. When the selected time span ends, the indicator will automatically turn to the color (green or red) reflecting the operational status of the selected server, camera or other device. See Map Indicator Overview on page 34 for further information about the colors used in indicators.

Tip: The exact time at which snoozing will end will be displayed in the Client's *Information* section: For a server, the information will appear on the *Server* tab (see page 41). For a camera or other device, the information will appear on the *Device* tab (see page 42).

Tip: In case you want to stop snoozing before the end of the snooze period, right-click the map indicator representing the required server, camera, or other device, then select *Set Operational Status* > *Snooze end* from the menu that appears.

Disabling New Alarms

It is possible to disable new alarms from a selected server, camera, or other device. This can be useful in some situations where a large amount of irrelevant alarms would otherwise be triggered.

Example: An office is normally deserted at night, and an alarm based on detected motion on the office camera has been configured in Milestone XProtect Central. However, tonight the office will be used for a staff party, so in order not to overload security operators with irrelevant alarms, the Milestone XProtect Central administrator disables alarms from the office camera until the staff party is supposed to end.

Disabling of new alarms requires that the server, camera or other device is represented on a map in the Client's *Map* section (see page 33).

Do the following:

1. On the map, right-click the map indicator representing the required server, camera, or other device. This will bring up a menu.

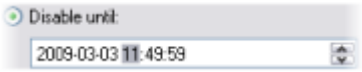
2. From the menu, select *Set Alarm Status > Disable new alarms...* This will open the *Disable New Alarms* window:

3. Select whether you want to disable alarms for a certain period of time (for example five hours) or until a specific point in time (for example until 2008-06-15 14:49:59.

   - If disabling alarms for a certain period of time, select *Disable for*, and specify the required period of time in the associated fields

   - If disabling alarms until a specific point in time, select *Disable until*. In the associated field, specify the exact point in time when you want to receive alarms again.

     Time is indicated in the following format: yyyy-mm-dd hh:mm:ss. By selecting a date or time element (for example the day element), then clicking the field's small up/down buttons, you are able to specify exact values. Alternatively, simply overwrite the values.



4. Click *Save*.

   When you disable new alarms, the map indicator will still reflect the state of the latest received alarm. When the selected time span ends, the indicator will automatically begin displaying any new alarms. See Map Indicator Overview on page 34 for further information about the colors used in indicators.

Tip: The exact time at which the disabling of new alarms will end will be displayed in the Client's *Information* section: For a server, the information will appear on the *Server* tab (see page 41). For a camera or other device, the information will appear on the *Device* tab (see page 42).

Tip: In case you want to want to receive alarms before the end of the defined time span, right-click the map indicator representing the required server, camera, or other device, then select *Set Alarm Status > Enable new alarms* from the menu that appears.

Maps

The Client's *Map* section displays maps, the visual representations allowing an intuitive overview of your organization's Milestone XProtect Corporate, XProtect Enterprise or XProtect Professional installations.

Maps may use simple colored backgrounds or imported background images, such as street plans, building plans, photographs, etc. Maps are defined by your Milestone XProtect Central administrator; you cannot create or change maps yourself.

Your access to the Client's features is determined by your user rights, see page 13. Therefore, you may not have access to some of the features described in this manual. User rights are assigned by the system administrator; consult your system administrator if in doubt.

If you cannot see the *Map* section, read Display of Client's Sections Can Be Turned On and Off on page 13.

Map Hierarchies

If your organization uses several maps, they are often—but not always—placed in hierarchies. Example: An organization may use a hierarchy of maps allowing users to "zoom" from state level to city level, to neighborhood level, to building level, and vice versa.

Indicators Highlight Attention Areas on Maps

Map Hierarchy Indicators

When map hierarchies are used, you will typically see map hierarchy indicators on maps. Most maps also display indicators representing servers, cameras, and other devices. The indicators allow you to quickly pair alarms as well as underlying maps with exact physical locations.

Map hierarchy indicators show you if there is a map level below the level you are currently viewing:

- To move to a lower level in a map hierarchy, you simply click map hierarchy indicators on the maps themselves: 
- To move to a higher level in a map hierarchy, click the  button in the *Map* section's title bar.

Tip: Alternatively, use the Client's *Navigation* section to move between maps.

Map hierarchy indicators may have different colors: Green map hierarchy indicators indicate that no alarms are present on underlying maps; red map hierarchy indicators indicate that operational errors on underlying maps require attention. Map hierarchy indicators may also have small envelope icons; these indicate that alarms are present on underlying maps.

The indicator in illustration to the right is placed on the map immediately next to the town of Guildford. This serves as a visual indication that you have access to one or more underlying levels in the map hierarchy; levels on which you will be able to see more detailed information about the Guildford area.

In the example, the map hierarchy indicator is red, indicating operational errors on underlying maps. It furthermore has an envelope icon, indicating that in-progress alarms are present on underlying maps.

Server, Camera & Device Indicators

Most maps display indicators representing servers, cameras, and other devices (for example input/output devices or entities capable of generating system events, such as Milestone XProtect Enterprise or XProtect Professional event buttons). Such indicators on maps allow you to quickly pair alarms with exact physical locations.

Indicators will change color according to the operational state of servers, cameras, or devices they represent. Indicators will also show if new alarms are present for a server, camera, or device. Depending on configuration, indicators may be animated (blinking). The illustration to the right shows an example of indicator showing the state of a camera: the camera's operational status is OK (green square), but alarms require attention (red envelope icon).

By right-clicking a server, camera, or device indicator you get access to a menu with a range of commands relevant to the selected server or device:

For a complete overview of map hierarchy, server, camera, and device indicators, including their colors and alarm indications, see Map Indicator Overview in the following. For an overview of menu commands, see Map Indicator Menus on page 34.

Map Indicator Overview

Depending on configuration, maps in the Client's *Map* section often display indicators representing servers, cameras, and other devices (for example input/output devices or entities capable of generating system events, such as Milestone XProtect Enterprise or XProtect Professional event buttons), their operational status, and whether any alarms require attention.

The following list provides an overview of indicators and their meanings. Note that depending on your organization's configuration indicators may be animated (blinking).

When viewing the list, note that **New alarms** are alarms in the *New* state; **in-progress** alarms are alarms in the *Open*, *Assigned*, *In Progress*, *Wait*, or *On Hold* states. When an indicator signifies **no alarms**, no new or in-progress alarms exist, but closed alarms (i.e. alarms in the *Closed*, *Auto-Closed*, *Reject*, *Ignore*, and *Resolved* states) may exist.

Map Hierarchy Indicators

No operational errors and no alarms on underlying map (map icon on green square)

No operational errors, but in-progress alarms, on underlying map (map icon on green square with yellow envelope icon)

No operational errors, but new alarms, on underlying map (map icon on green square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Operational errors, but no alarms, on underlying map (map icon on red square)

Operational errors and in-progress alarms on underlying map (map icon on red square with yellow envelope icon)

Operational errors and new alarms on underlying map (map icon on red square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Server Indicators

Server has no operational errors and no alarms (server icon on green square)

Server has no operational errors, but has in-progress alarms (server icon on green square with yellow envelope icon)

Server has no operational errors, but has new alarms (server icon on green square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Server has operational errors, but no alarms (server icon on red square)

Server has operational errors and in-progress alarms (server icon on red square with yellow envelope icon)

Server has operational errors and new alarms (server icon on red square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Server has operational status indication acknowledged or snoozed, and no alarms (server icon on yellow square)

Server has operational status indication acknowledged or snoozed, and in-progress alarms (server icon on yellow square with yellow envelope icon)

Server has operational status indication acknowledged or snoozed, and new alarms (server icon on yellow square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Server has new alarms disabled and no alarms (server icon on orange square)

Server has new alarms disabled and in-progress alarms (server icon on orange square with yellow envelope icon)

Server has new alarms disabled and new alarms (registered before new alarms were disabled) (server icon on orange square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

What does *Acknowledged* and *Snoozed* mean? By right-clicking a server indicator users get access to a menu from which they can acknowledge that they are aware of the operational status of the server. The menu also lets users snooze (i.e. put on hold)

the display of operational status information from the server. Read more about using the map indicator menus in the Milestone XProtect Central User's Manual, available on the software DVD as well as from www.milestonesys.com.

Camera Indicators

Camera has no operational errors and no alarms (camera icon on green square)

Camera has no operational errors, but has in-progress alarms (camera icon on green square with yellow envelope icon)

Camera has no operational errors, but has new alarms (camera icon on green square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Camera has operational errors, but no alarms (camera icon on red square)

Camera has operational errors and in-progress alarms (camera icon on red square with yellow envelope icon)

Camera has operational errors and new alarms (camera icon on red square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Camera has operational status indication acknowledged or snoozed and no alarms (camera icon on yellow square)

Camera has operational status indication acknowledged or snoozed, and in-progress alarms (camera icon on yellow square with yellow envelope icon)

Camera has operational status indication acknowledged or snoozed, and new alarms (camera icon on yellow square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Camera has new alarms disabled and no alarms (camera icon on orange square)

Camera has new alarms disabled and in-progress alarms (camera icon on orange square with yellow envelope icon)

Camera has new alarms disabled and new alarms (registered before new alarms were disabled) (camera icon on orange square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Camera stopped (either manually or automatically according to a predefined schedule or rule in the surveillance system) and no alarms on camera (camera icon on black square)

Camera stopped (either manually or automatically according to a predefined schedule or rule in the surveillance system) and in-progress alarms on camera (camera icon on black square with yellow envelope icon)

Camera stopped (either manually or automatically according to a predefined schedule or rule in the surveillance system), but new alarms on camera (camera icon on black square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

What does *Acknowledged* and *Snoozed* mean? By right-clicking a server indicator users get access to a menu from which they can acknowledge that they are aware of the operational status of the server. The menu also lets users snooze (i.e. put on hold) the display of operational status information from the server. Read more about using the map indicator menus in the Milestone XProtect Central User's Manual, available on the software DVD as well as from www.milestonesys.com.

Device Indicators
for Input Devices and Other Event-Generating Entities, such as Milestone XProtect or XProtect Professional Event Buttons, VMD Events, and Generic Events

Device has no operational errors and no alarms (lightning icon on green square)

Device has no operational errors, but has in-progress alarms (lightning icon on green square with yellow envelope icon)

Device has no operational errors, but has new alarms (lightning icon on green square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Device has operational errors, but no alarms (lightning icon on red square)

Device has operational errors and in-progress alarms (lightning icon on red square with yellow envelope icon)

Device has operational errors and new alarms (lightning icon on red square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Device has operational status indication snoozed and no alarms (lightning icon on yellow square)

Device has operational status indication snoozed and in-progress alarms (lightning icon on yellow square with yellow envelope icon)

Device has operational status indication snoozed and new alarms (lightning icon on yellow square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Device has new alarms disabled and no alarms (lightning on orange square)

Device has new alarms disabled and in-progress alarms (lightning on orange square with yellow envelope icon)

Device has new alarms disabled and new alarms (registered before new alarms were disabled (lightning on orange square with red envelope icon; if animated indicators are used, envelope will be blinking red/yellow)

Map Indicator Menus

By right-clicking a server or device indicator in the Client's *Map* section, you get access to a menu with a range of commands relevant to the selected server or device:

Menu content may vary depending on whether the selected indicator represents a server, a camera, or another device. Each of the menu's possible commands are described in the following:

- ***Open Latest Alarm*:** Displays details about the latest alarm on the selected device in the *Alarm Detail* window (see page 23).

- ***Open Live Window*:** Displays live video from the selected camera in the *Video Viewer* window (see page 27).

- ***Activate Video on...*:** Lets you send live video from the selected camera to a Matrix recipient (a computer capable of viewing Milestone XProtect Matrix-triggered live video; this is possible on computers with either the Milestone XProtect Matrix Monitor or the Milestone XProtect Smart Client installed).

  This feature is ideal for quickly sharing important video with others, for example by sending video to a large wall monitor or similar. Use of this feature requires that your Milestone XProtect Central system administrator has configured one or more so-called video destinations; ask your administrator if in doubt.

- ***Set Operational Status*:** Displays a submenu from which you are able to select the following:

  - ***Acknowledge*:** Lets you acknowledge that you are aware of the operational status of a server or device. This feature is typically used if a server, camera or other device indicator signifies an operational error that you are already perfectly aware of, for example if a camera has deliberately been taken down for maintenance.

    When you acknowledge an operational error this way, the indicator will turn yellow, indicating that operational status information is snoozed for the time being. When the server or device returns to normal operation, the indicator will automatically turn green. See Map Indicator Overview on page 34 for further information about the colors and symbols used in map indicators.

  - ***Snooze...*:** Opens the *Snooze* window, in which you are able to define a period of time for which to snooze (i.e. pause) the display of operational status information from the selected server, camera, or other device (see also page 30).

    When you snooze operational status information, the indicator will turn yellow in order to indicate that operational status information is snoozed for the time being. When the selected time span ends, the indicator will automatically turn to the color (green or red) reflecting the operational status of the selected server, camera or other device. See Map Indicator Overview on page 34 for further information about the colors used in indicators.

    Tip: The exact time at which snoozing will end will be displayed in the Client's *Information* section: For a server, the information will appear on the *Server* tab (see page 41). For a camera or other device, the information will appear on the *Device* tab (see page 42).

  - ***Snooze end*:** Lets you manually end a previously defined snooze period. Example: If you have previously defined that operational status information for a server should be snoozed for a period of one month, but you later find that you require

the information again after a week, you can manually end the snooze period.

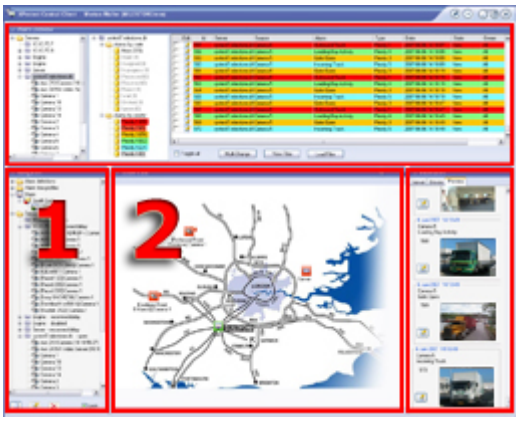
- ***Set Alarm Status*:** Displays a submenu from which you are able to select the following:
  - ***Disable new alarms...*:** Opens the *Disable New Alarms* window, in which you are able to define a period of time for which to disable new alarms from the selected server, camera, or other device (see also page 31).

    When you disable new alarms, the indicator will still reflect the state of the latest received alarm. When the selected time span ends, the indicator will automatically begin displaying any new alarms. See Map Indicator Overview on page 34 for further information about the colors used in indicators.

    Tip: The exact time at which the disabling of new alarms will end will be displayed in the Client's *Information* section: For a server, the information will appear on the *Server* tab (see page 41). For a camera or other device, the information will appear on the *Device* tab (see page 42).

  - ***Enable new alarms*:** Lets you manually end a previously defined period for which new alarm information is disabled. Example: If you have previously defined that new alarm information for a server should be disabled for a period of one month, but you later find that you require the information again after a week, you can manually end the period.
- ***[Additional commands]***: Milestone XProtect Central has support for plugins. Plugins allow organizations to use customized solutions for integrating, for example, their access control systems in Milestone XProtect Central. If such plugins are used in your organization, the menu may contain additional commands. Consult your Milestone XProtect Central system administrator if in doubt.

Making Navigation Follow Map Selection



By default, the *Navigation* section (**1** in the illustration) does not reflect your selection of a camera, server or other device in the *Map* section (**2** in the illustration).

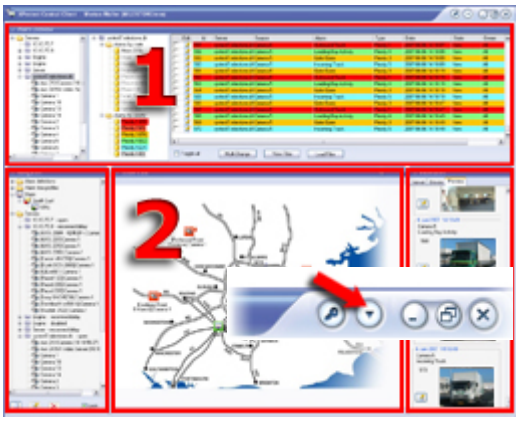
This is because the *Navigation* section may in some organizations contain a very long list of servers, cameras, etc. When this is the case, the list could potentially scroll up and down in a distracting fashion if it were to reflect your selections in the *Map* section. In case you do want your selections in the *Map* section to be reflected in the *Navigation* section, simply click the *Show Application Menu* button in the top right corner of the Client window, and select *Navigation follows selection*.

To disable the feature, simply click the *Show Application Menu* button, and select *Navigation follows selection* again.

Your selection of a camera, server or other device in the *Navigation* section is always reflected in the *Map* section, regardless whether *Navigation follows selection* is selected or not. If you cannot see all relevant sections in your Client, read Display of Client's Sections Can Be Turned On and Off on page 13.

Listing Alarms Based on Map Selection

By default, the *Alarm Overview* section (**1** in the illustration) does not reflect your selection of a camera, server or other device in the *Map* section (**2** in the illustration).



This is because the list of alarms in the *Alarm Overview* section would otherwise change in a distracting fashion whenever you make selections in the *Map* section.

In case you do want your selections in the *Map* section to be reflected in the *Alarm Overview* section, simply click the *Show Application Menu* button in the top right corner of the Client window, and select *Show alarms for selected item*.

To disable the feature, simply click the *Show Application Menu* button, and select *Show alarms for selected item* again.

If you cannot see all relevant sections in your Client, read Display of Client's Sections Can Be Turned On and Off on page 13.

Information Tabs

The Client's *Information* section provides details about selected items on three tabs:

Server Tab

The Client's Navigation section will display a list of the Milestone XProtect Corporate, XProtect Enterprise or XProtect Professional servers and associated cameras and other devices to which you have access.

Maps in the Client's *Map* section may also display indicators representing servers (see page 34 for a complete overview of indicators).

By selecting a server in the Navigation or Map sections, you are able to view information about the current state of the selected server. Such information will be displayed on the Information section's Server tab.

Information is displayed in the following fields, all of which are read-only:

- ***Name*:** Name of the selected server.
- ***Address*:** IP address or host name of the selected server.
- ***Connection state*:** State of the connection between the selected server and the *Milestone XProtect Central* Server, e.g. open.
- ***Last communication*:** Time of the last communication between the selected server and the *Milestone XProtect Central* Server.
- ***Connection open*:** Date and time when the connection between the selected server and the *Milestone XProtect Central* Server was last opened.
- ***Sent pkts/bytes*:** Number of data packets and bytes sent from the *Milestone XProtect Central* Server to the selected server since the connection was last opened.
- ***Received pkts/bytes*:** Number of data packets and bytes received by the *Milestone XProtect Central* Server from the selected server since the connection was last opened.
- ***Alarms disabled until*:** If new alarms from the selected server have been disabled for a period of time (for information about how to disable new alarms, see Map Indicator Menus on page 34) this field indicates when the period will end.
- ***Snoozing until*:** If operational status information for the selected server has been snoozed for a period of time (for information about how to snooze operational status information, see Map Indicator Menus on page 34) this field indicates when the period will end.

Device Tab

The Client's *Navigation* section will display a list of the Milestone XProtect Corporate, XProtect Enterprise or XProtect Professional servers and associated cameras and other devices to which you have access. Maps in the Client's *Map* section may also display indicators representing cameras and other devices (see page 34 for a complete overview of indicators).

By selecting a camera or other device in the *Navigation* or *Map* sections, you are able to view information about the current state of the selected camera/device. Such information will be displayed on the *Information* section's *Device* tab.

Information is displayed in the following fields, all of which are read-only:

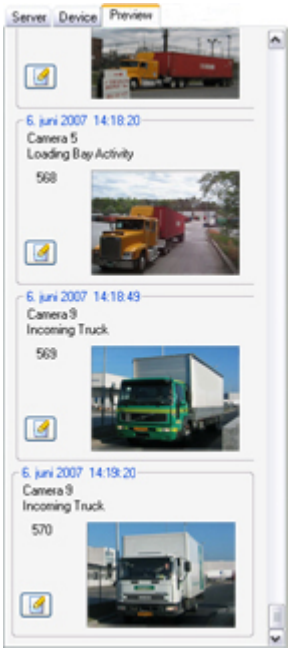
- ***Server name*:** Name of the server to which the selected camera or other device is connected.
- ***Name*:** Name of the selected camera or other device.
- ***ID*:** Unique ID of the selected camera or other device.
- ***Enabled*:** Indicates whether the camera or other device is enabled:
  - Yes (field is green)
  - No (field is red)
  - If information is not applicable, for example if there is no connection to the server to which the camera or other device is connected, the field will be dark gray
- ***Responding*:** Indicates whether the camera or other device is responding:
  - Yes (field is green)
  - No (field is red)
  - If information is not applicable, for example if there is no connection to the server to which the camera or other device is connected, the field will be dark gray

- ***Snoozing until*:** If operational status information for the selected camera or other device has been snoozed for a period of time (for information about how to snooze operational status information, see Map Indicator Menus on page 34) this field indicates when the period will end.
- ***Alarms disabled until*:** If new alarms from the selected camera or other device have been disabled for a period of time (for information about how to disable new alarms, see Map Indicator Menus on page 34) this field indicates when the period will end.
- ***Alarm management*:** Indicates alarm status for the selected camera or other device:
  - New Alarms (red field): Alarms in the *New* state are present
  - In Progress (yellow field): No new alarms, but alarms in the *Open*, *Assigned*, *In progress*, *Wait* or *On hold* states are present
  - No Alarms (field is dark gray): No alarms at all, or only closed alarms (i.e. alarms in the *Closed*, *Auto-closed*, *Reject*, *Ignore* and *Resolved* states), are present.
- ***Motion Detection / Input signal*:** Field name depends on whether a camera or an input device is selected. Indicates the date and time of the latest motion detection (for a camera)

or input signal (for an input device).

- ***Event message*:** Indicates latest event message from the selected camera or other device.

Preview Tab



The *Information* section's *Preview* tab provides single image previews of the last 25 received alarms.

If you cannot see the *Preview* tab in your Client, read User Rights Determine Access to Client's Features on page 13.

Each alarm preview provides information about:

- The date and time of the alarm
- The device on which the alarm was triggered
- The unique ID number of the alarm

When the *Preview* tab displays several alarm previews, the latest alarm preview is always displayed at the bottom of the tab.

By clicking the *Edit* icon next to the required alarm preview, you are able to view, edit and print detailed information about the alarm in the *Alarm Detail* window (see page 23).

Version Information

You may occasionally require information about the exact version of your Milestone XProtect Central Client, for example if you require support for your product.

To view information about your Client version, including the exact version number, click the *Central Client* icon in the top left corner of the Client window, and select *About...*:

This will open a window displaying detailed information about your Milestone XProtect Central Client. The version number, which may also include letters, for example *3.6a*, will appear in the lower part of the window.

Built-in Help System

Your Milestone XProtect Central Client has a comprehensive built-in help system.

To use your Milestone XProtect Central Client's built-in help system, simply press the F1 key on your keyboard.

When you press F1, the built-in help system will open in a separate window, allowing you to easily switch between help and the Milestone XProtect Central Client itself.

The built-in help system is to some extent context-sensitive. This means that when you press F1 for help while working in a particular Milestone XProtect Central Client dialog, the help system automatically displays the help topic describing that dialog or a task related to that dialog.

The built-in help system covers the information needs of regular users as well as Milestone XProtect Central system administrators. On the help window's *Contents* tab (see the following), information is therefore split into two main groups (*For System Administrators* and *For All Users*).

Navigating the Built-in Help System

You are always able to freely navigate between the help system's contents. To do this, simply use the help window's three tabs: *Contents*, *Search* and *Favorites,* or use the links inside the help topics.

- ***Contents Tab*:** Lets you navigate the help system based on a tree structure. Many users will be familiar with this type of navigation from, for example, Windows Explorer.

- ***Search Tab*:** Lets you search for help topics containing particular terms of interest. For example, you can search for the term "zoom" and every help topic containing the term "zoom" will be listed in the search results. Clicking a help topic title in the search results list will open the required topic.

- ***Favorites Tab*:** Lets you build a list of your favorite help topics. Whenever you find a help topic of particular interest to you, simply add the topic to your favorites list. You can now access the topic with a single click—also if you close the help window and return to it later.

The actual content of each help topic is displayed in the right pane of the help window (i.e. the pane in which you are reading this text). Help topic texts may contain various types of links, notably so-called expanding drop-down links

Clicking an expanding drop-down link will display detailed information; for example a detailed description of a particular feature in the Milestone XProtect Central Client. The detailed information will be displayed immediately below the link itself; the content on the page simply expands. Expanding drop-down links thus help save space.

Tip: If you wish to quickly collapse all texts from expanding drop-down links in a help topic, simply click the title of the topic in the help system's Contents menu.

Printing Help Topics

To print a help topic, navigate to the required topic and click the help window's *Print* button.

When you click the *Print* button, a dialog box may ask you whether you want to print the selected topic only, or all topics under the selected heading. When this is the case, select *Print the selected topic*, and click *OK*.

When printing a selected help topic, the topic will be printed as you see it on your screen. Therefore, if a topic contains expanding drop-down links (see above), click each required expanding drop-down link to display the text in order for it to be included in your printout. This allows you to create targeted printouts, containing exactly the amount of information you require.

Removal

To remove the Milestone XProtect Central Client, do the following on the computer on which Milestone XProtect Central Client is installed:

1. Open Windows' *Control Panel* by selecting *Start > Control Panel*.

2. In the *Control Panel*, select *Add or Remove Programs*. This will open the *Add or Remove Programs* window.

3. In the *Add or Remove Programs* window's list of currently installed programs, select *Milestone XProtect Central Client*, click the *Remove* button and follow the instructions.

4. When ready, close the *Add or Remove Programs* window and the *Control Panel* window.

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Milestone Systems offices are located across the world. For details about office addresses, phone and fax numbers, visit www.milestonesys.com.

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The Open Platform Company