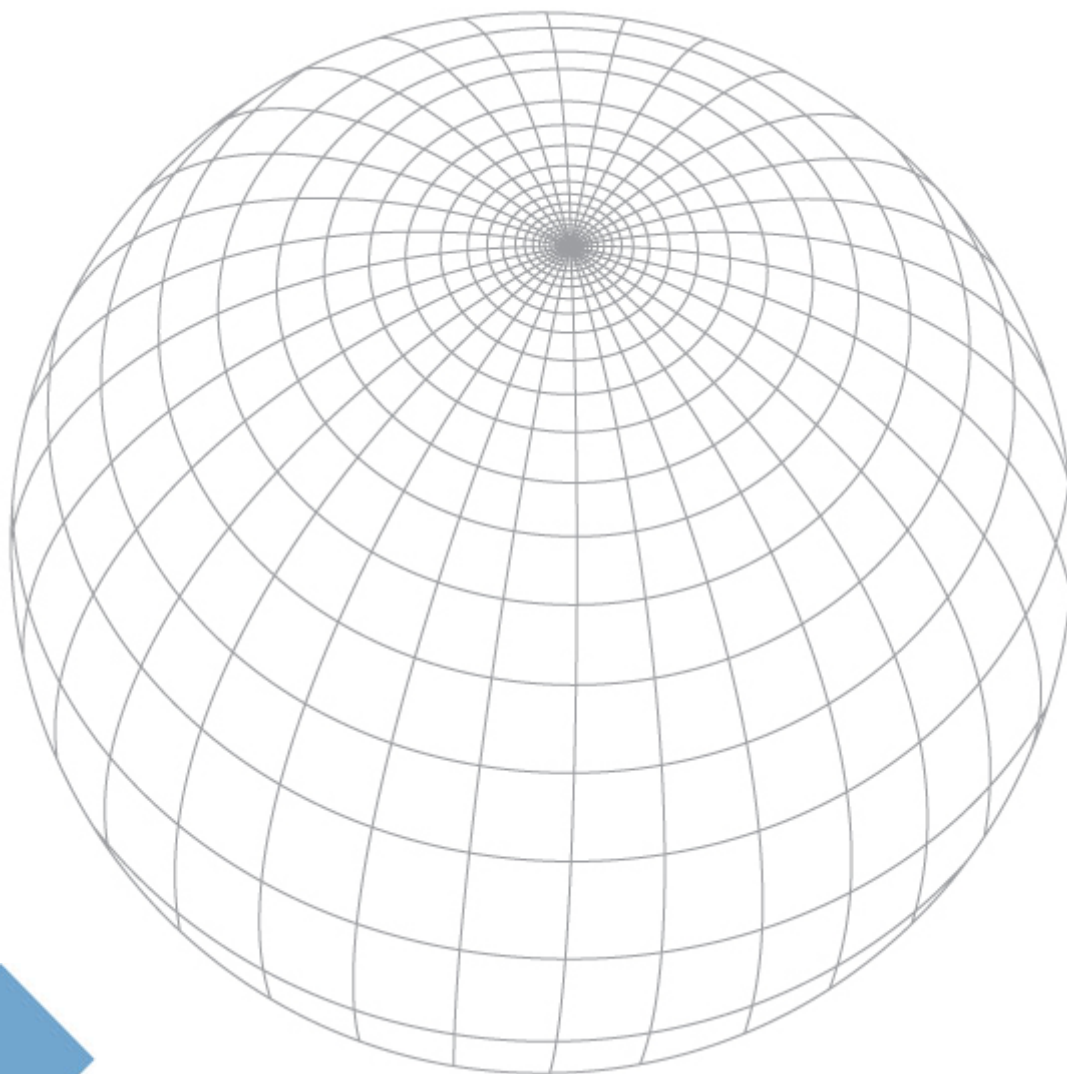


milestone
XProtect

Viewer 1.2
User's Manual





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Introduction

This document is aimed at users of the Milestone XProtect *Viewer* application.

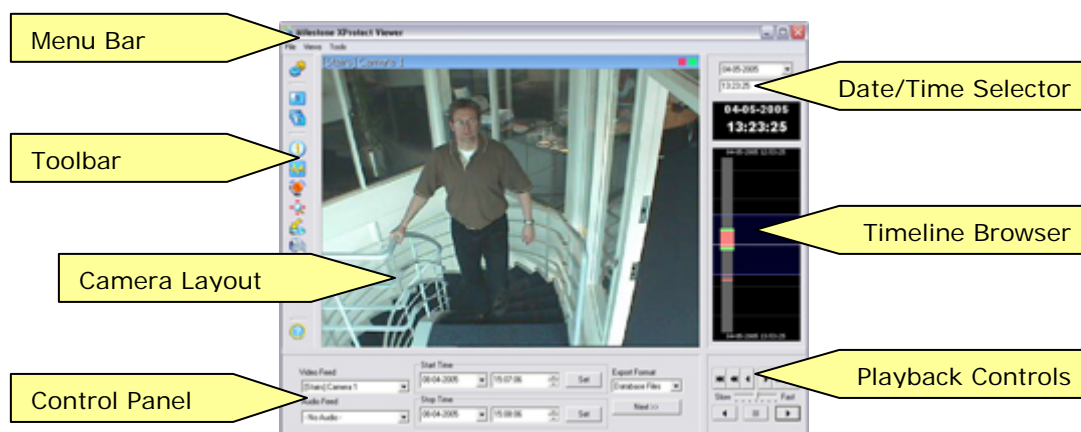
The *Viewer* is a standalone application which lets you browse and play back video recordings. The *Viewer* also lets you print still images, send still images via e-mail, and export entire video and audio sequences in a variety of formats.

The *Viewer* basically has two audiences:

- **People working on the Milestone XProtect surveillance system server:** You access the *Viewer* from Windows' *Start* menu: Select *Start > All Programs > [type of Milestone XProtect surveillance system > Viewer*.
- **People who have received video evidence material from a surveillance system:** This is typically the case if you are a police officer, and internal or external investigator, or similar. When surveillance system operators export video evidence, they are able to include the *Viewer* with the exported evidence. This is a great advantage for the recipient of the exported evidence, since no installation is required in order to use the *Viewer* for browsing exported evidence. If you receive the video evidence on—for example—a CD, the *Viewer* will typically start automatically when you insert the CD on your computer.

This document provides you with descriptions of the *Viewer*'s features, including a number of "how-to" examples guiding you through completing common tasks.

Using the Viewer



Example illustration of the *Viewer* and its elements: In this example, the *Viewer* displays video from a single camera, but the *Viewer* can also display video from several cameras simultaneously. Note that the content of the *Viewer's* toolbar may vary depending on configuration.

How to Use the Viewer's Toolbar

The *Viewer's* toolbar lets you quickly switch between the *Viewer's* different features. Icons in the toolbar simply serve as shortcuts to the features available from the *File* and *Tools* menus in the *Viewer's* menu bar. When you select a feature in the toolbar, settings for the feature typically become available in the *Viewer's* control panel, located in the lower part of the window, below the camera layout.



Settings: Opens the *Viewer's Settings* control panel, in which you are able to specify settings for the camera layout, and specify the time span for use in the timeline. See also How to Set Up the Camera Layout on page 6.



Single View: Switches to a single, enlarged view of video from the camera selected in the camera layout. You may also simply double-click a camera in the camera layout to switch between single view and multi view.



Multi View: Switches to multi-view, displaying all cameras in the selected camera layout view. You may also simply double-click a camera in the camera layout to switch between single view and multi view.



Database Information: Opens the *Database Information* control panel, in which you select the cameras you want displayed in the camera layout. See also How to Set Up the Camera Layout on page 6.



Motion View: Opens the *Motion View* control panel, in which you are able to view a graph displaying sequences with motion. The graph is draggable, allowing you to browse the sequences.



Alarm Overview: Opens the *Alarm Overview* control panel, in which you are able to view a list of detected motion and events. By clicking motion detections or events in the list, you are able to browse recordings from around the time at which the motion or events occurred.



Image Controls: Opens the *Image Controls* control panel, in which you have access to digital zoom and interlacing settings.



Export: Opens the *Export* control panel, with which you are able to export entire video and audio sequences in different formats.



Print: Opens the *Print* control panel, from which you are able to print images from the camera selected in the camera layout.



Smart Search: Opens the *Smart Search* control panel, in which you are able to search for motion in one or more selected areas of the view from a particular camera.



Send E-Mail Report: Opens the *Send E-mail Report* control panel, from which you are able to send evidence via e-mail. The e-mail report feature only works on the surveillance system server itself, and only when configured by the surveillance system administrator.



Transact: *Only available when the Viewer is used with certain Milestone surveillance systems.* Opens the *Transact* control panel, from which you are able to specify settings for the Milestone XProtect Transact add-on product for handling loss prevention through video evidence combined with time-linked POS or ATM transaction data. For more information about using XProtect Transact in connection with the *Viewer*, see the separate XProtect Transact documentation.



Help: Lets you view the built-in help system. Alternatively, press your keyboard's F1 button to open the help system.


How to Set Up the Camera Layout

The camera layout is the area of the *Viewer* in which you view video. The camera layout section is able to display video from up to 16 different cameras at a time.

You can configure the camera layout to suit your exact needs: First specify the camera layout's grid size (i.e. how many camera slots you want the camera layout to contain), then specify which camera to view in each camera slot.

Selecting Grid Size

To specify how many camera slots you want in the camera layout, do the following:


1. Click the *Settings* icon in the *Viewer*'s toolbar. This will open the *Settings* control panel. 
2. In the *Settings* control panel's *Layout* list, select the required camera layout grid: 1×1, 2×2, etc. With a 3×3 grid, for example, you will be able to display images from nine

cameras simultaneously in the camera layout.

3. Assign cameras to the camera layout's camera slots, as described in the following.

Assigning Cameras

Having specified the required grid size for the camera layout, assign cameras to the camera layout's camera slots the following way:

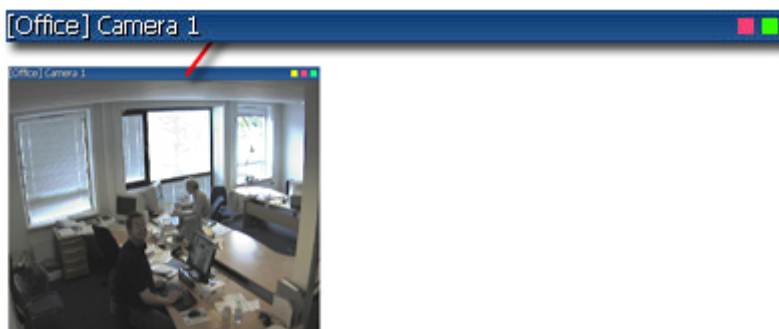
1. Click the *Database Information* icon in the *Viewer's* toolbar. This will open the *Database Information* control panel. 
2. Select a camera position in the camera layout by clicking the required position.
3. In the *Database Information* control panel's *Video Feed* list, select the camera you want to assign to the selected slot. An image from the selected camera will show up in the selected slot (unless the selected time happens to be before the first recorded image from the camera).

i Tip: The cameras may not all provide video in a size that exactly matches the size of the camera layout's positions. This may result in black bars around video from some cameras when displayed in the camera layout. If you want to adjust the video from all cameras to fit the camera layout's positions, select the *Stretch Images To Fit* check box in the *Settings* control panel. This may distort some images slightly, but will help you avoid any black bars.

4. If the recordings contain audio (not all recordings do), you may also select a microphone from the *Audio Feed* list, in which case recordings from the selected microphone will be coupled with recordings from the selected camera.
5. Repeat for all cameras you want displayed in the camera layout.

Bars & Colored Indicators

Each camera slot in the camera layout is identified by a blue bar, located in the top of each camera slot. When you select a particular camera in the camera layout, the image bar of the selected camera image becomes a lighter blue.



Camera position; enlarged detail shows bar

The bar displays the name of the camera as well as the name of the device to which the camera is connected. The device name is displayed first, in square brackets, followed by the camera name. Each image bar also features two colored indicators:

- **Motion indicator (the left indicator, red):** Lights up during periods of motion.

- **Online indicator (the right indicator, green):** Lights up during periods with recordings.

How to Store and Recall Your Views

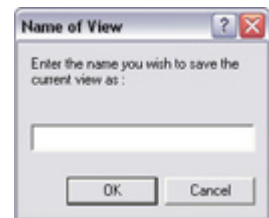
You are able to save particular configurations of the *Viewer's* camera layout as so-called views. This allows you to switch between them using the *Views* menu in the *Viewer's* menu bar.

For example, you may store one view displaying video from 16 cameras, and another view displaying videos from four other cameras.

Storing a View

To store your current camera layout as a view, do the following:

1. In the *Viewer's* menu bar, select the *Views* menu.
2. In the *Views* menu, select the *Add to Views...* command. This will open the *Name of View* window:
3. In the *Name of View* window, specify a name for the view, and click *OK*.
4. The view will now be selectable in the *Views* menu. If storing several different configurations of the camera layout as views, you will thus be able to switch between them using the *Views* menu.



Recalling a View

To recall a stored view, simply select the required view in the *Views* menu.

Editing or Deleting a Stored View

To edit or delete stored views, select *Organize Views...* in the *Views* menu. This will open the *Views* control panel, in which you are able to rename views, change the sequence in which stored views appear in the menu, and delete views.

How to Browse Recordings with the Date & Time Selector

Using the date & time selector, it is possible to jump straight to recordings from a specific point in time. Simply select the required date in the date field, and the required time in the time field.



i Tip: You are able to overwrite the fields' date and time values.

i Tip: Having used the date & time selector to jump to recordings from a specific point in time, you are able to use the timeline browser or the playback controls to browse through recordings from around the specified point in time.

How to Browse Recordings with the Timeline Browser

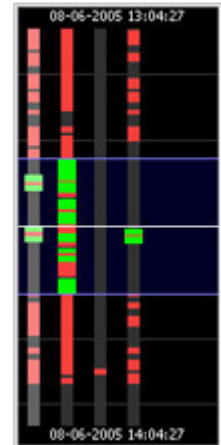
The timeline browser displays an overview of periods with recordings from all cameras displayed in your current camera layout.

The number of timelines displayed in the timeline browser reflects the number of cameras displayed in the camera layout you are viewing. The timeline of the camera selected in the camera layout is highlighted in a lighter color.

To browse recordings using the timeline browser, click inside the timeline browser, and move your mouse up or down without releasing the mouse button.

The timeline browser uses the following colors:

- Red** (●): Recordings with motion
- Green** (●): Recordings without motion
- Black** (●): Periods without recordings
- Yellow** (●): Periods with audio recordings—if applicable



The timeline browser's white horizontal line indicates the point in time from which recordings are being displayed in the camera layout.

The area between the timeline browser's two blue horizontal lines is a magnification of the 30 seconds preceding and following the point in time from which recordings are being displayed in the camera layout. Browsing is fast when clicking outside the magnification area, and slow when clicking inside the magnification area.



You are able to specify which time span (1 hour, 2 hours or 12 hours) should be used in the timeline, and whether the most recent recordings should be indicated at the top or at the bottom of the timeline. You specify this in the *Settings* control panel.

i Tip: Use 1-hour or 2-hour time spans for the best possible overview of recordings



How to Browse Recordings with the Playback Controls




The *Viewer's* playback controls are used for browsing and playing recordings, just like on a video recorder.




Click  or  to browse to the oldest or the most recent recordings from the selected camera.

Click  or  to browse to the previous or next motion sequence from the selected camera.

Click  or  to browse to the previous or next image from the selected camera.

Use    to start and stop playback. When playback is started, all cameras in the camera layout will play back recordings.

Use  to control the playback speed. When the slider is in its middle position, playback is real-time, regardless of the recorded frame rates.

How to Browse Recordings with the Motion View

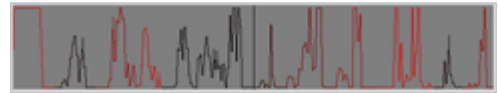
Motion view lets you view a graph displaying sequences of recordings from the selected camera. The motion levels indicated in the graph can be used as an indication of what has been recorded.

To use motion view, click the *Motion View* icon in the toolbar to open the *Motion View* control panel.




To browse recordings using motion view, click inside the graph area, and drag sideways to browse recordings. The displayed recordings updated when you release the mouse button.

A change in the color of the graph indicates the start of a new motion sequence. The black vertical line at the center of the graph indicates the point in time from which recordings are being displayed in the camera layout.



How to Browse Recordings with the Alarm Overview

The alarm overview lets you view a list of video sequences with detected motion or events for a selected camera. Listed motion sequences or events are clickable, allowing you to quickly jump to the time at which motion was detected or an event occurred.

 **What is an event?** An event is a predefined incident occurring on the surveillance system. Depending on the surveillance system's configuration, events may be caused by input from external sensors, by detected motion, by data received from other applications, or manually through user input. Typically, most events on the surveillance system are generated automatically, for example by input from sensors, rather than manually. Events are used by the surveillance system for triggering actions. For example, a received input can be defined as an event which in turn triggers an action, such as recording on one or more of the surveillance system's cameras.

To use the alarm overview, click the *Alarm Overview* icon in the toolbar to open the *Alarm Overview* control panel.



By default, the list shows motion sequences from the most recent database for the selected camera. If you want to view a list of sequences from archived databases as well, click the *Alarm Overview* control panel's *Get All* button.

Time	Text
2005-06-09 09:44:01	2 sec. 7 frames
2005-06-09 09:43:57	3 sec. 7 frames
2005-06-09 09:43:39	17 sec. 24 frames
2005-06-09 09:43:33	4 sec. 8 frames
2005-06-09 09:43:10	12 sec. 22 frames

The *Alarm Overview* control panel can also display a list of occurred events. To toggle between displaying a list of motion detections and a list of events, click the *Sequences* and *Events* buttons respectively.

To view recordings from the time at which motion was detected, or an event occurred, select the required sequence/event in the list. When you select a sequence/event in the list, the camera layout will display video matching the exact time of the motion detection or event.

i Tip: To view what took place prior to and after the motion detection or event, use the timeline browser or playback controls to browse recordings from around the time of the motion detection or event.

How to Browse Recordings with Smart Search

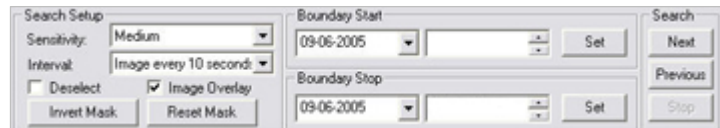
Note: Smart Search is only available when the *Viewer* is used with certain Milestone surveillance systems.

Smart search lets you search for motion in one or more selected areas of images from a particular camera. To use smart search, do the following:

1. Select the required camera in the camera layout.
2. Single view is required to use smart search. If you are not already viewing images from the selected camera in single view, click the *Single View* icon in the toolbar to switch to single view.

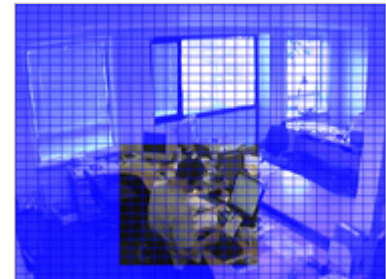


3. Now click the *Smart Search* icon in the toolbar to open the *Smart Search* control panel. When the *Smart Search* control panel opens, a blue grid will also appear as an overlay on the image in the camera layout.



4. Click and drag inside the image to select the areas in which you want to perform the smart search. You can select more than one area.

The areas you select will become visible through the blue overlay. The blue overlay thus indicates areas to be *excluded* from the smart search.

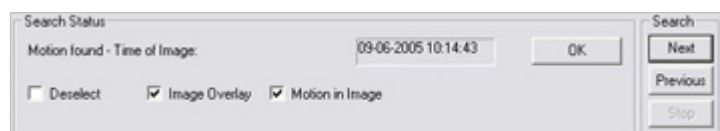


5. In the *Smart Search* control panel, select required sensitivity in the *Sensitivity* list.
6. Select required image interval in the *Interval* list. If you select *All Images*, all images will be analyzed. If you select e.g. *Image every 10 seconds*, only one image per ten seconds of recordings will be analyzed. Selecting a long interval will greatly reduce the time required to complete the search. However, with a long interval, the search may not find motion sequences that are shorter than the specified interval.
7. In the *Boundary Start* and *Boundary Stop* sections, specify the period of time to be covered by the search.

Note that the smart search is always carried out from the time of the image you are viewing and forwards or backwards. The information you specify in the *Boundary Start* and *Boundary Stop* sections is only used to limit the search.

8. Click the *Next* (i.e. move forward in time) or *Previous* (i.e. move back in time) buttons to search through images with motion detected in the selected areas within the specified period of time.

Each image in which motion has been found will be displayed in the camera layout. The *Smart Search*



control panel will now change and show corresponding time information.

For each image found, you have the following options in the *Smart Search* control panel:

- **Deselect:** Even while viewing images in which motion has been found, you are able to adjust the area covered by smart search by dragging inside the image. Normally, the areas you select by dragging inside the image are *included* in the search.

However, when you are looking through the smart search results, you may want to be able to quickly *exclude* some areas: When this is the case, select the *Deselect* check box. Now, areas you select in the image will be excluded from the smart search.

- **Image Overlay:** Select check box to display the blue image overlay grid indicating areas excluded from the search.
- **Motion in Image:** Select check box to highlight found motion in images.

Digital Image Control and Optimization

With the *Viewer's Image Controls* control panel, you are able to adjust the image selected in the camera layout. The *Image Controls* control panel also lets you view areas of the selected image in greater magnification.

To access the *Image Controls* control panel, click the *Image Controls* icon in the toolbar.



De-interlacing

Interlacing is a method determining how an image is refreshed when shown on a screen. With interlacing, the image is refreshed by first scanning every other line in the image, then scanning every opposite line, and so forth.

This allows for a faster refresh rate because less information must be processed during each scan. However, in some situations, interlacing may cause flickering, or the changes in only half of the image's lines for each scan may be noticeable.

If images from the selected camera are interlaced, you are able to de-interlace the image by viewing only odd or even lines in the image.

Zoom Controls

With the zoom controls, you are able to view areas of the selected image in greater magnification.

Use the large *zoom in* and *zoom out* buttons to find the required zoom level. When you have zoomed in on an area of an image, you are able to move around within the zoomed image by clicking the arrow buttons. To quickly return to normal view of the selected image (i.e. without zoom), click the *H* (i.e. home) button.

i Tip: To move around within the zoomed image, you may also simply click and drag the image in the required direction.

Smoothing and Scaling

To digitally smoothen video from the selected camera, select the *Smooth Images* check box.


To display video from the selected camera in the resolution in which it was originally, select the *Scale 1 : 1* check box.


If video has been recorded in a higher resolution than available in the camera layout's positions, it will be reduced in size to fit the camera position. The correct aspect ratio (relationship between height and width) will be maintained when reducing size this way.

How to Print Evidence Material

With the *Viewer*, you are able to print single still images for use as evidence.

To print evidence from the *Viewer*, use the following procedure:

1. Select the required camera in the camera layout, and browse to the image you want to print.
2. Click the toolbar's *Print* button to open the *Print* control panel. 
3. Fill in the *Operator's Note*, *Company*, and *Operator* fields.




4. Click the *Print* button to print the image on your default printer.

The resulting printed surveillance report will contain the selected image, information about camera name, image capture time and report print time as well as the specified operator's name and operator's note.

How to Send Evidence Material via E-mail

Note: The e-mail feature is only available if the *Viewer* is used on the surveillance system server; not when the *Viewer* is used with exported video evidence. Even when used on the surveillance system server, the e-mail feature must be configured by the surveillance system administrator before you can use it. Ask the surveillance system administrator if in doubt.

To send a still image as evidence from the *Viewer* via e-mail, use the following procedure:

1. Select the required camera in the camera layout, and browse to the image you want to send via e-mail.
2. Click the *Send E-mail Report* icon to open the *E-mail Report* control panel. 



3. Type the e-mail address of the recipient. If sending to several recipients, separate e-mail addresses with a semicolon (example: aa@aa.aa;bb@bb.bb).
4. Type a subject text for the e-mail.
5. Verify that the *Image* field lists the camera you require.
6. Type a message, typically a description of the recorded incident.
7. Click the *Send* button.




How to Export Video & Audio Evidence Material

With the *Viewer*, you are able to export entire video and audio sequences in different formats:

- AVI file (movie clip).
- Database files (you can include the *Viewer* itself in the export, so others can easily view the database files). This option is available when the *Viewer* is used in connection with selected Milestone surveillance systems only.
- JPG/WAV files (still image/audio clips).

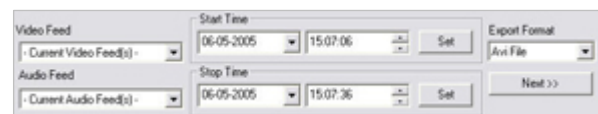
i Tip: Even if you are using the *Viewer* for viewing exported video evidence, you are able to further export sequences from the *Viewer*.

To export recordings from the *Viewer*, use the following procedure:

1. Click the toolbar's *Export* button to open the *Export* control panel. 
2. In the *Export* control panel's *Video Feed* and *Audio Feed* lists, select the camera and—if required—audio source you want to export.

Note: Not all surveillance system versions support audio; even when systems do support audio, some recordings may not contain audio. When no audio sources are available for the recordings, the *Audio Feed* list is non-functional.

With the options *Current Video Feed(s)* and *Current Audio Feed(s)* respectively, you can batch export all cameras and audio sources (if any) in your current view.




3. Browse to the required start time for the export, and click the *Start Time* section's *Set* button. Then browse to the required stop time of the export, and click the *Stop Time* section's *Set* button.
4. Select required *Export Format*, click the *Next* button, and follow **one** of the procedures described in the following. Note that procedures vary depending on the selected export format.

Export format: AVI file

- a. Select required *Export Path* (if you keep the default setting, the files will be exported to an *Exported Images* folder on your desktop).




- b. Select required frame rate. *Full* will export all images to the AVI file; *Half* will reduce the size of the AVI file by only exporting every second image, yet still play back in real-time speed.
- c. Select whether timestamps from the surveillance system should be added to the AVI file.
- d. In the *Codec* list, select the video codec (compression/decompression technology) you want to use for generating the AVI file. The *Codec* list only lists codecs supporting the resolution of the camera.

 **Tip:** If available, the codecs *Indeo Video 5.10* or *Microsoft Video 1* are recommended.

- e. Click the *Next* button to start the export.

Export format: Database files (available when the *Viewer* is used in connection with selected Milestone surveillance systems only)

- a. Select required *Export Path* (if you keep the default setting, the database files will be exported to an *Exported Images* folder on your desktop).
- b. Select whether the *Viewer* application should be included in the export. If you include the *Viewer* in the export, the exported databases can be viewed on any PC.
- c. Click *Next*. Fill in the *Operator* and *Operator's Note* fields.
- d. Click *Next*, and select whether to encrypt and/or compress the exported databases. If you select encryption, specify a password for decrypting the exported databases, and remember to send the password to the recipient **separately**.
- e. Click the *Next* button to start the export.

 **Tip:** If you included the *Viewer* application in your export, copying all exported files to the root of a CD or DVD will make the CD/DVD start automatically when the recipient inserts it.

Export format: JPG/WAV files

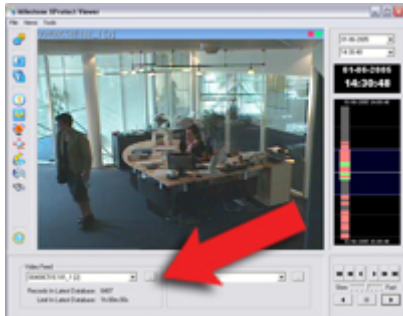
- a. Select required *Export Path* (if you keep the default setting, the files will be exported to an *Exported Images* folder on your desktop).
- b. Select whether timestamps from the surveillance system should be added to the exported JPGs.
- c. Click *Next* to start the export.

How to View Archived Recordings

Note: Viewing of archived recordings is primarily of interest when the *Viewer* is used on the surveillance system server. Even when the *Viewer* is used on the surveillance system server, certain archive viewing options are only available when the *Viewer* is used with particular Milestone surveillance systems.

For archived recordings stored locally or on network drives, you simply use the *Viewer's* browsing features—for example the timeline browser or the playback controls—for finding and viewing the required recordings; just like you would with recordings stored in a camera's regular database.

For exported archives, e.g. archives stored on a CD, you click the browse button in the *Viewer's Database Information* control panel to browse for the archive you want to view. Once you have specified the required archive this way, you can use all of the *Viewer's* browsing features for navigating the recordings in the archive.



Arrow indicates the browse button in the *Viewer's Database Information* control panel

How to Use the Built-in Help System

To use the *Viewer's* built-in help system, simply press the F1 key on your keyboard. Alternatively, click the *Help* icon in the *Viewer's* toolbar.



The built-in help system will open in a separate window, allowing you to easily switch between help and the *Viewer* itself.

You are always able to 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:** The *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:** The *Search* tab lets you search for help topics containing particular terms of interest. For example, you can search for the term "camera" and every help topic containing the term "camera" 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. Then you can 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. 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. 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 wish 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*.

 **Tip:** 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 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.



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