

User's Manual

Securitas MyView

Mobile Video Surveillance App

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Introduction

Welcome to the User's manual for **Securitas MyView**. In this manual, you can find help, tips and tricks for Securitas MyView (installed on your Android smartphone or tablet, or Apple® device).

About Securitas MyView

Securitas MyView is a mobile video surveillance app.

For more information:

- Basic usage (see "Add a Securitas MyView server" on page 8)
- Manage and connect to relevant servers (see "Server context menu settings" on page 8)
- View live and recorded video (see "About views" on page 10)
- Filter views (see "About views" on page 10)
- Zoom and move around in selected camera feeds (see "In live/full screen mode" on page 11)
- Pan, Tilt and Zoom (PTZ) (see "In live/full screen mode" on page 11)
- Go to specific places in time (see "In playback mode" on page 12)
- Outputs and events (see "About outputs and events" on page 13)
- Edit user settings to suit your needs (see "General settings" on page 14)
- Frequently asked questions (see "Frequently asked questions (FAQs)" on page 15).

Securitas MyView

About using Securitas MyView

- You need a valid mobile device (smartphone, tablet or portable audio player).
- Your device needs to be connected to the Internet. You can use any data connection on your device that allows you to access the Internet. See also the FAQs in the end of this document.

About the language of Securitas MyView

The language of the Securitas MyView is automatically set to the language of your device. For example, if the language of your device is set to French, the Securitas MyView uses French.

If you want to change the language of Securitas MyView to another language, you must do so inside the app (Note that this capability is only available for Android). Alternatively, you can change the language of your device in your device settings.

Controls

The **top menu** has the following controls:

Name	Description
Views	Displays and previews of available views. Also lets you select the one to view video from (live or recorded).
Outputs and events	Activate outputs and events.

Depending on where you are in Securitas MyView, the **context sensitive menu** may contain any of the following items:

Name	Description
Cancel	Cancel filter settings on view(s).
Edit	Edit server settings.
Exit Full Screen	Exit full screen.
Filter	Enable filtering on views. As default all views are selected. Clears the ones you do not wish to include.
Go To Time (on the selected camera in playback mode):	Open a menu which lets you pick a specific time to view in the past.
Help	Access the Securitas MyView online help.
Home	Go to the Servers list (Android only).
Live (on the selected camera in playback mode):	Exit playback mode and re-enter live mode.

Name	Description
New	Add and configure a new server.
Hide/Show Live PiP (on the selected camera in playback mode):	Turn on and off a small picture-in-picture (PiP) of live mode. Double tap the PiP to return to live mode.
Outputs	Access the Outputs functionality to activate outputs.
Playback (on the selected camera in live mode):	Switch from live to playback mode.
Playback Speed (on the selected camera in playback mode):	Open a menu with a selection of playback speeds.
Presets (on the selected camera) (unavailable for non-PTZ cameras)	Open a menu with a selection of presets.
PTZ (on the selected camera) (dimmed for non-PTZ cameras)	Enable a number of PTZ controls on the screen which allows you to pan, tilt and zoom in on the current image.
Recent history	Go to recent history.
Save	Save your filtered view(s).
Share	Take a snapshot of the current frame and save it to your device. The Share functionality is only available on an iOS device.
Snapshot	Take a snapshot of the current frame. Snapshot save locations: Android: By default, snapshots are saved to your device's SD card at: /mnt/sdcard/Milestone. iOS: Snapshots are saved to your device's Photo Library and can be accessed from tapping Photos on your device. You cannot change save locations.

Servers

About Securitas MyView server

The Securitas MyView servers you add to your system are listed alphabetically, with sorting preference given to capital letters.

One server—the **Securitas MyView demo server**—is always present on the list of your Securitas MyView servers. This allows you to try the Securitas MyView without having an XProtect system setup. You cannot edit or delete the Securitas MyView demo server. Note that you cannot use pan-tilt-zoom (PTZ) cameras on the Securitas MyView demo server.

To retrieve video from camera(s) in your own system setup, you must add one or more of your own Securitas MyView servers. Tap a server to connect to it. On Android, touch and hold a server to open the server context menu where you manage the selected server. On iOS, tap the Edit button to manage the selected server.

Add a Securitas MyView server

The procedure for how you add a Securitas MyView server depends on whether your device uses Android or iOS:

- **Android:** From the main screen, choose **Menu > New**. Fill in the required server details and save these. Mobile servers are listed alphabetically.
- **iOS:** From the main screen, choose **Edit > Add Server**. Fill in the required server details and save these. Mobile servers are listed alphabetically.

If you want to retrieve video from additional servers, repeat this process on your Android or Apple device. You can add as many mobile servers as needed, as long as you have log-in credentials (user name and password), IP-address and port information for these servers.

Server context menu settings

The **server context menu** has the following settings:

Name	Description
Disconnect	Disconnect from the server.
Connect	Connect to the server.

Additionally, for **Android**, you can also see the following settings:

Name	Description
Edit (server disconnected)	Edit server settings for the server (not possible for the Securitas MyView demo server).
Delete (server disconnected)	Delete the server from your Securitas MyView (not possible for the Securitas MyView demo server).

For **iOS**, **Edit** is an always present separate button in the upper right corner in the Server list. **Delete** is in the Edit server screen.

Once connected to a Mobile server, **Views** opens, displaying all views present on the Mobile server, grouped in the sections All Cameras View, Private Views and Shared Views.

Server menu settings

Under the Server menu, you can change the following settings:

Setting	Description
Disconnect	Enter/edit a name for the server.
Address	Enter/edit the IP address of the computer on which the server is running. Alternatively, you can insert the full name of the computer if you do not know the IP address.
Description (optional)	Enter/edit a description for the server.
Secure Connection	Indicate if the server to which you connect uses a secure HTTPS connection.
User name	Enter your user name.
Password	User name and password will be provided by your Securitas contact.
Save credentials	Indicate if you want your user name and password to be saved for future use.
Automatic login (disabled unless you have selected Save credentials):	Indicate whether you want to log in automatically (if possible).
Delete:	Deletes the relevant server. (iOS only). For Android , Delete is found in the server context menu (see "Server context menu settings" on page 8).

Views

About views

You cannot create or edit views in the Securitas MyView app.

The views available to you in your system setup are listed here, showing the type of view (Cameras, Private, Shared), the name given to the view (for example Building A), and the number of cameras available in every particular view. Access your video in a grid view (several view positions shown at the same time), live/full screen mode or in playback mode.

Filter views

The procedure for filtering views depends on the operative system on the device you use:

Android:

1. Choose the **Menu** button > **Filter**. All available views are selected by default.
2. Cancel any unwanted views by clearing relevant check boxes. Save your filter by choosing the **Menu** button > **Save**.
3. Cancel a filtered view by choosing the **Menu** button > **Cancel**.

iOS:

1. Click the **Filter** button in the upper right corner when you log in to the server you need. All available views are selected by default.
2. Cancel any unwanted views by clearing the relevant check boxes. Save your filter by choosing the **Done** button.
3. Cancel a filtered view by reselecting or clearing the filtered views.

Access recording history

You can access your recording history to find previous recordings in playback mode (see "In playback mode" on page 12). To do so:

Android:

1. Open the relevant camera in full screen.
2. Enter playback mode.
3. Tap the device's context menu button.
4. Tap the **Recent history** button.

iOS:

1. Open the relevant camera in full screen.

2. Enter playback mode.
3. In the upper navigation bar, tap the **Menu** button.
4. Tap the **Recent history** button.

A list of recent recordings is shown, indicating time and date for when the video sequence was recorded. The most recent recordings are listed at the top. Tap the relevant recording to open it in full screen playback mode.

If you need to go further back in time than what you see in the list, tap the **Load more...** button.

Views settings

In grid view

When a view opens, all relevant cameras of the view are displayed in a grid (two or three columns, depending on the direction of your device). If needed, you can scroll the grid to allow you to see all your cameras.

All cameras contain a motion and a video indicator. The motion indicator lights up when motion is detected on a camera and the video indicator lights up every time a new image is received from the camera. The latter makes it easy to see that video is live.

To view a camera in full screen mode: Tap the relevant camera once.

In live/full screen mode

When you view a camera in full screen mode, you can adjust the image in several ways. All cameras contain a motion and a video indicator. See In grid view (**on page 11**) for details.

- **Using PTZ (pan, tilt, zoom) on PTZ cameras**

Tap the **PTZ** menu item. This enables PTZ mode with a set of PTZ controls. Tap controls once to pan/zoom one step. If you do not use it for a short while, the controls disappear. Tap the screen to re-activate them.

This feature is not available for cameras on the Securitas MyView demo server or non-PTZ cameras.

- **Presets**

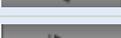
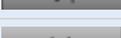
When you are in PTZ mode, you can use presets. To do so, tap the **Presets** menu item. This opens the **presets context** menu which offers a list of presets created in the administration part of your system setup. Select the wanted preset to start using it. Note that it is not possible to create or edit presets in the Securitas MyView. This is done from the administration part of your system setup.

- **Zoom in/out** (both live and playback mode): To zoom in, pinch out. To zoom out, pinch in. Zoom method used is digital zoom.
- **Switch between image fitting to screen and image cropped** (both live and playback mode): By default, images are fitted to the screen (outer parts of images are removed to fit the screen). Tap twice to crop images to fill screen and preserve the image's aspect ratio.
- **View a camera in playback:** Choose the **Menu** button > **Playback**

In playback mode

In playback, a small navigation bar lets you navigate your recorded video.

Navigation bar: Here, you can select various different functionalities:

Icon:	Availability:	Description:
	Always (in landscape mode, otherwise in Menu)	Go to a specific time using this time-picker menu where you slide both ways to select the wanted time/date.
	When stopped.	Move to the image just before the one currently viewed (the previous image).
	When stopped.	Start forward playback.
	When stopped.	Start backward playback.
	When stopped.	Move to the next image after the current one.
	Always (in landscape mode, otherwise in Menu)	Set playback speed.
	When running.	Pause playback.
	When running.	Move to the first image in the next sequence.
	When running.	Move to the first image in the previous sequence.

- **View live Picture-in-Picture (PiP) in playback:** When you view a camera in playback, the same camera is streamed live via a small PiP in the upper left corner. To toggle this PiP on/off, choose **Menu** button > **Hide/Show Live PiP**. Double tap the PiP to return to live.



Outputs and events

About outputs and events

You can only activate outputs and events if your user has been given rights to use these functions.

Activate outputs and events

Activate outputs and events from Output and events

1. Click the Output and events control.
2. In the list of available outputs and events that appears, tap the relevant output or event to activate.
3. Once you tap the output or event, you are asked to confirm that you want to activate the output or event.
4. Confirm this to see a notification that the relevant output or event has been activated.

Activate outputs from camera views

1. When in grid view, tap outputs to show all outputs for all cameras in this view. Alternatively, select a single camera's camera view, only outputs for a relevant camera are shown.
2. When the camera is maximized, tap the **Outputs** control in bottom navigation bar (iOS) / tap **Outputs** (Android).
3. In list of outputs that appears, select the relevant output you want to activate. You can only select outputs connected to the specific camera.
4. Once you tap the output, confirm that you want to activate the output.
5. Confirm this to see a notification that the relevant output has been activated.

General settings

You configure the general settings for the Securitas MyView depending on the device you are using.

Android: Tap **General**.

iOS: Go to your device's **Settings > Milestone**.

From here, you can view and edit the following settings:

Setting:	Description:
Client version (iOS)/ About (Android):	Shows the version number of the Securitas MyView installed on your device.
Stay awake:	When selected, sleep mode is disabled during video streaming (both in live and recording mode).
Frames per second	Set a frame per seconds (FPS) value (1-30) for transfer of video from the Mobile server to your device. Note that your setting might conflict with/be overruled by the FPS setting in your system setup.
Optimize bandwidth (Android) / Bandwidth optimized (iOS) (selected by default):	When selected, the Mobile server reduces the quality of the images sent to the Securitas MyView if the bandwidth used to connect to the Mobile server is slow. The bandwidth is increased when a better connection is available. Use this to manage the resources without interrupting the video streaming.
Auto-hide playback controls:	When selected, the controls in the playback Navigation bar will—if unused—automatically disappear after a short while. Tap the screen to reactivate them. When cleared, controls will stay on screen while in playback.
Auto-hide PTZ controls:	When selected, the navigation controls available in PTZ will—if unused—automatically disappears after a short while. Tap the screen to reactivate them. When cleared, controls will stay on screen while in PTZ.
Lock orientation (iOS only):	When selected, the current screen orientation is maintained once connected to a server.
Miscellaneous (Android only):	Change the language of Securitas MyView. To change the language on an iOS device, go to your device's settings and change the overall language of the device.

Frequently asked questions (FAQs)

1. **How do I add a Securitas MyView server to Securitas MyView?**

Android: A Securitas MyView server is a recording server or dedicated server with the Securitas MyView server component installed on it. To add a Securitas MyView server, choose **New** when you open the application. In the new screen, fill in the server details and click **Save** (Android) / choose the **Edit** then **Add Server**. In the new screen, fill in the required server details and click **Done**. If you want to retrieve video from additional servers, repeat this process.

2. **Can I add multiple Securitas MyView servers to Securitas MyView?**

Android: Yes. You can add as many Securitas MyView servers as needed. To add Securitas MyView servers, tap **New**. Fill in the server details and tap **Save** (Android) / choose **Edit > Add Server**. In the new window, fill in the server details and tap **Done**.

3. **Can I control my pan-tilt-zoom (PTZ) cameras and use presets from Securitas MyView?**

Yes. You can use Securitas MyView to control your PTZ cameras and use presets in live mode.

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

Yes. In playback mode you get a picture-in-picture (PiP) view, allowing you to view both live and recorded video at the same time.

5. **How can I navigate through my recordings?**

Android: You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode. Once you are in playback mode you can search through your recordings using the control buttons. You also have the option to go to a specific time by choosing **Go To**. Once you have chosen **Go To**, select the date and time you want to view.

iOS: You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode and choose **Playback**. Once you are in playback mode you can search through your recordings using the control buttons.

You also have the option to go to a specific time by choosing **Menu > Go To**. Once you have chosen **Go To**, select the date and time you want to view and tap **Confirm**.

6. **Where are my snapshot images saved?**

Android: Snapshots are saved to your device's SD card at: **/mnt/sdcard/Milestone**.

iOS: Snapshots are saved to your device and can be accessed from **Photos** on your device.

Snapshots are accessed from the device's gallery. These settings cannot be changed.

7. **How do I add users to Securitas MyView?**

Contact your Securitas representative.

8. **How do I change the language of the Securitas MyView?**

The language of the Securitas MyView is automatically set to the language of your device. For example, if your language of your device is set to French, Securitas MyView uses French language. If you use Securitas MyView on Android, you can change the language of Securitas

MyView inside the application, but on iOS, the Securitas MyView must use the same language as that of the device.

9. Why is the image quality poor when I view video?

The Securitas MyView server automatically adjusts image quality according to the available bandwidth between the Securitas MyView server and Securitas MyView.

10. Can I use Securitas MyView without a 3G data plan?

Yes. You can use Securitas MyView with any data connection including Wi-Fi, 3G and 4G connections. Note that using Securitas MyView without a data plan from your cellular provider may incur an additional cost. Also note that the bandwidth on public networks may vary and may affect the image quality of the video.

11. Can I use my Securitas MyView with a 4G/LTE data plan?

Yes, you can use any data connection on your mobile device that allows you to access the Internet to connect to your system.

12. Are there any differences between Securitas MyView for Android and for iOS?

In general, you find the same functionality in both Android and iOS. Some functionality is found in different places in the Android version compared to in the iOS version, due to differences in device functionality and operating system.

