

Milestone Systems

Milestone Husky™ M10

Administrator's Manual



The Open Platform Company



Milestone Husky™ M10 User Guide

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Getting Started

Before using the Milestone Husky M10, make sure that the Milestone Husky M10 is properly connected to the network. For details connecting the appliance, please see your **Milestone Husky M10 Quick Start Guide**. If you plan to log into the Milestone Husky M10 from another computer (recommended), you can do this by opening Windows Explorer (Start> Computer), scrolling down in the left-hand pane until you see **Network**, then clicking on it and waiting for the right-hand pane to populate. When it is done, you should find **Husky** under **Other Devices** (see Figure 1). Double-click on the Husky icon and your default web browser will launch and connect you to the Milestone Husky M10.

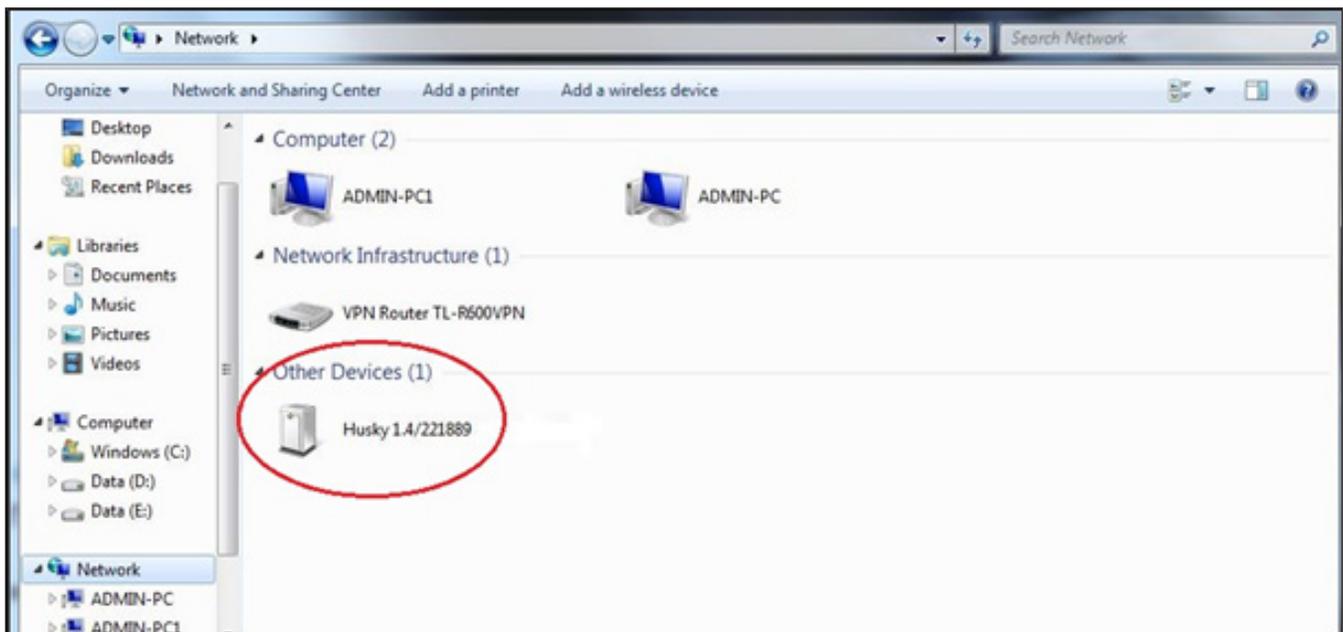


Figure 1: Other Devices



Log In

At the Milestone Husky log-in screen:

If no user accounts yet exist: Click the Login button at the bottom of the screen to login.

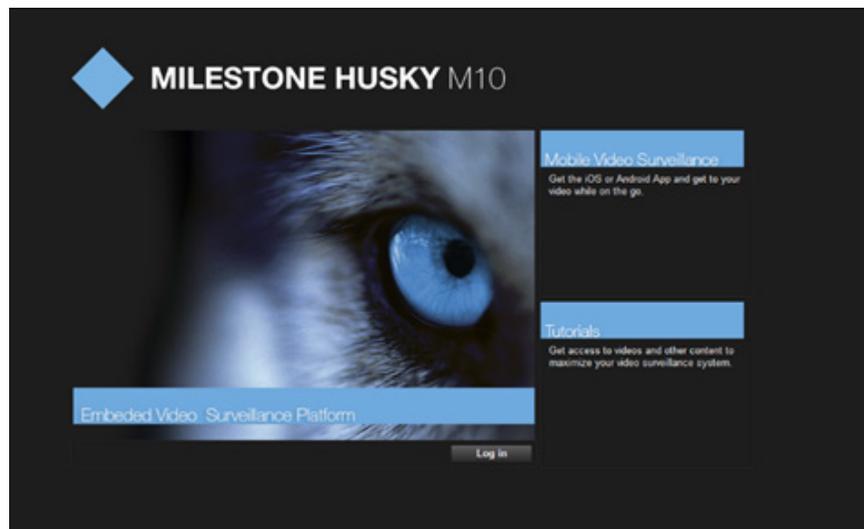


Figure 2: Milestone Husky M10 Log-in Screen without any users configured on the system.

If user accounts exist:

Enter your username and password before clicking the arrow (See Figure 3).

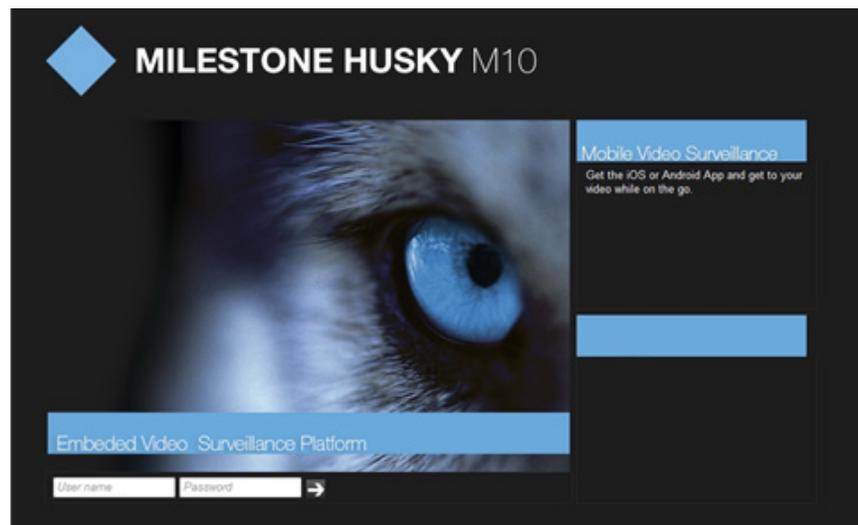


Figure 3. Milestone Husky M10 Log-in Screen.

If no account has been created, just click on the arrow to log in. Once you have logged in you will be able to create and edit user accounts.



User Account

Types of Accounts

There are two types of user accounts within the Milestone Husky M10: Administrative accounts and Standard accounts. Administrative Users have access to all functions, whereas Standard Users have limited access. (See Table 1)

Function	Administrator Account	Standard User
Live View	X	X
Playback Mode	X	X
Download and Delete Exports	X	X
Pan, Tilt, Zoom Camera	X	X
Change Camera Settings	X	
Change User Settings	X	
Delete Recordings	X	
Activate Camera Licenses	X	
Update Software	X	
Manually Search for New Cameras	X	
Network settings	X	
Date & time settings	X	

Table 1



Create and Manage Accounts

To create an account, click on **Settings> Users**.

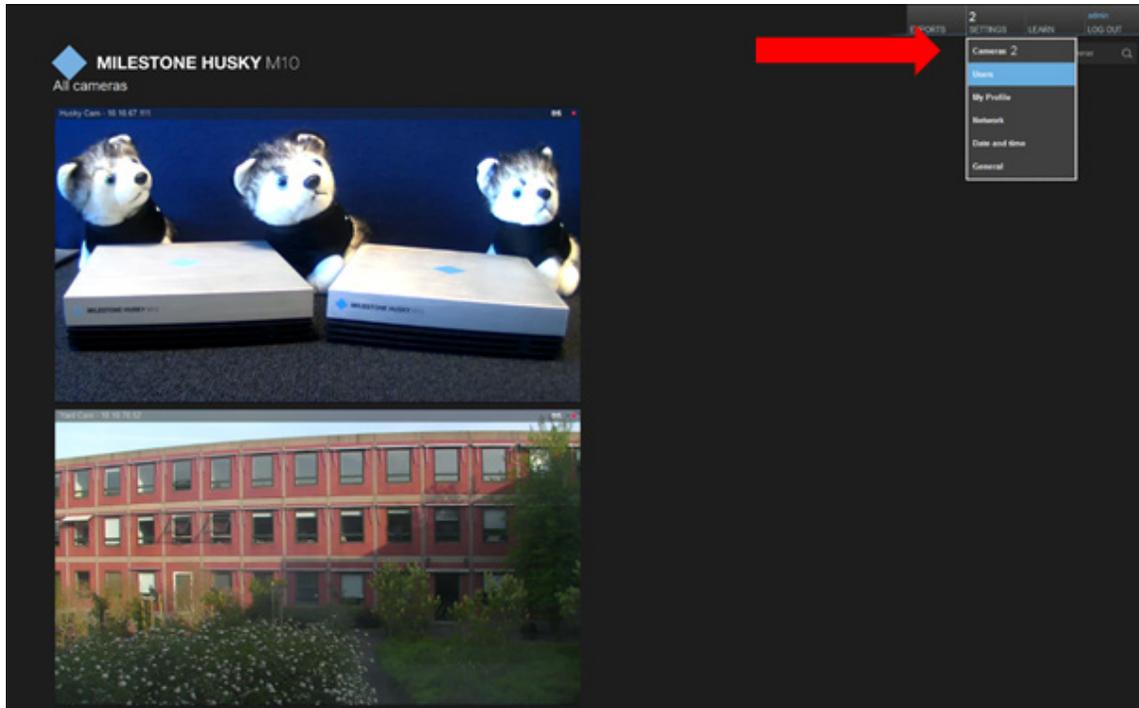


Figure 4. Settings > Users.

Now click on **Add new user**:

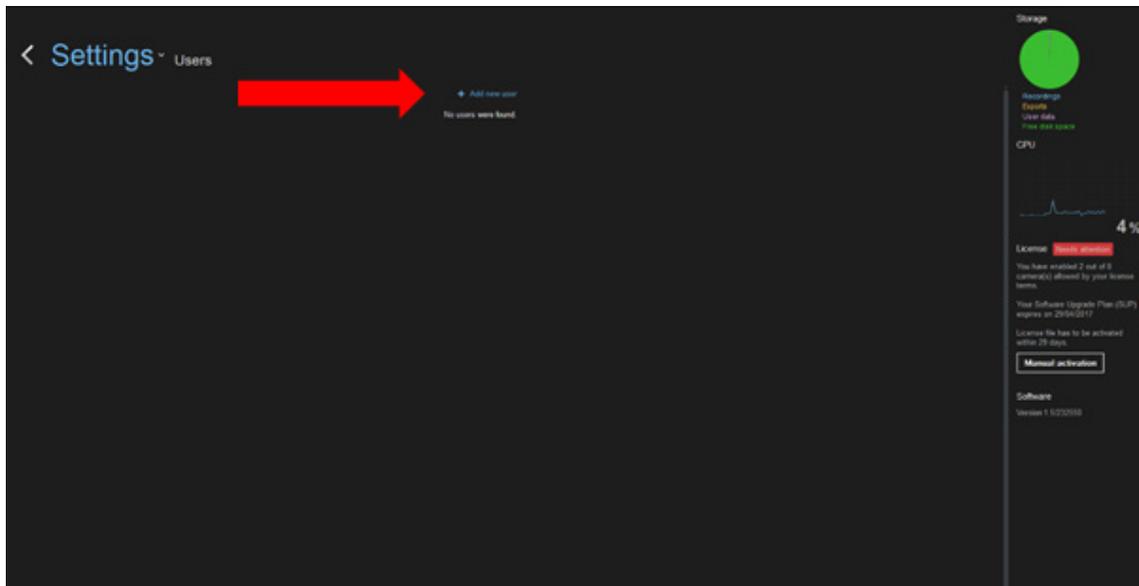


Figure 5. User page.



When the first user on the system is about to be created an “Information dialogue” is displayed.

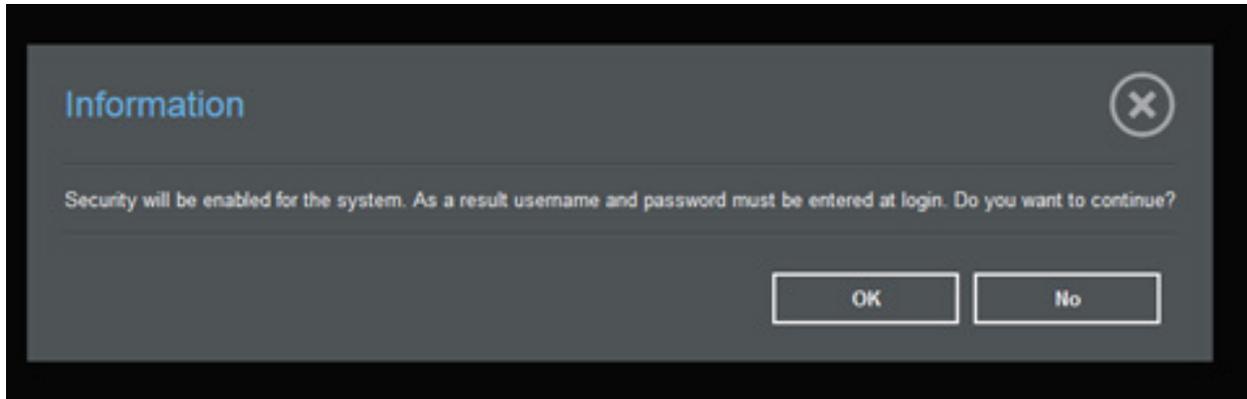


Figure 6. Information dialogue displayed.

First user created on the system will automatically be an administrator.
(Users after the first user will be a Standard User by default.)

“Due to your last operation you must re-login” dialogue is displayed when the first user has been created.

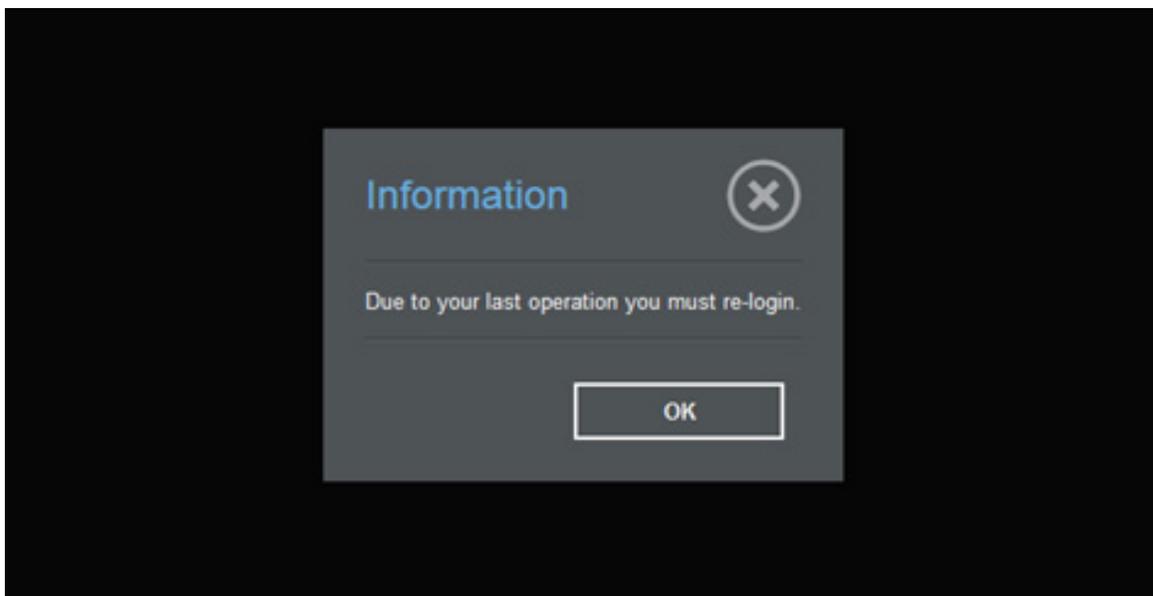


Figure 7: Due to your last operation you must re-login.



Click on the **Edit** button and fill in necessary information, then click OK:

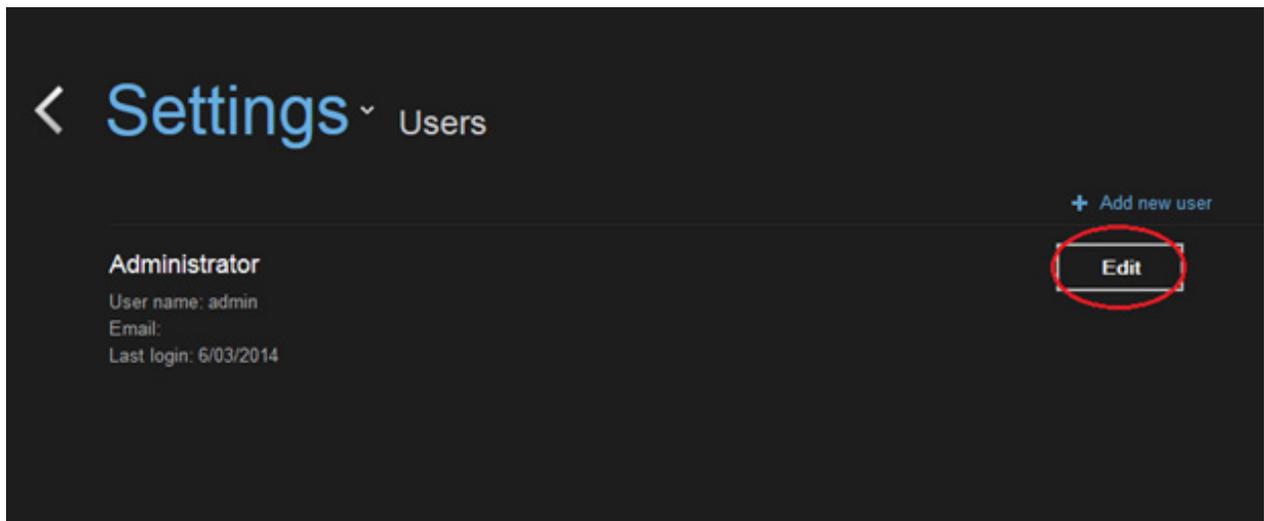


Figure 8. Edit user.

A menu will appear with options to change the account type, edit the username, email, etc., of each account. It is not necessary to add an email address unless that user wishes to receive email alerts about system changes. For more information, see the section on Email Notifications.

A screenshot of the "Administrator" user edit menu. The page has a dark grey background. On the left, the word "Administrator" is written in blue. On the right, there are several form fields: "User name" with the value "admin", "Email address" (empty), "Full name" with the value "Administrator", "Password" (empty), "User type" with a dropdown menu showing "Administrator", "Port mapping" with a toggle switch set to "OFF", and "Extern address" with the value "Not available". At the bottom right, there is a button labeled "Get Support Information".

Figure 9: Edit user menu.



Get Support Information

At the bottom of the Edit Users screen you will see “**Get Support Information.**” This button launches a function to gather information for troubleshooting and emails the information to Milestone Support. If you are having a technical issue with your Milestone Husky M10 device and need to send information to Milestone technical support, use this button. You will need to have an email address in your administrator profile for this to function properly. If no email address is entered, one will get an URL from where the Support File (zip) can be downloaded (see screenshot below).

If you do not receive an email make sure that the following email milestonehusky@gmail.com is not caught in your email spam filter.

The screenshot shows the 'Administrator' user profile configuration page. The left sidebar is labeled 'Administrator'. The main content area contains the following fields and controls:

- User name: admin
- Email address: (empty)
- Full name: Administrator
- Password: (empty)
- User type: Administrator (dropdown menu)
- Port mapping: OFF (checkbox)
- Extern address: Not available

At the bottom of the form is a button labeled 'Get Support Information'.

Figure 10: Get support Information.

Email Notifications

It is possible to receive automatic email notifications from Milestone Husky M10 when system changes occur – such as adding or deleting a camera. In order to receive email notifications, **make sure that your email is entered in your account information.** To learn how to change user account settings, see the section of this guide pertaining to [User Accounts](#). If you would like to stop email notifications, simply remove your email from your account information.



Port Mapping

When port mapping is enabled the Husky M10 will try to enable external access to the system over internet by configuring the router. The external URL to the system can be seen on the login page. Make sure that the default passwords for users have been changed prior to enabling this to avoid un-authorized access to the system. Make sure to use strong passwords.

Discover Cameras

Once you have logged in, the cameras that the Milestone Husky M10 has automatically discovered will appear on the main screen. For information on how to connect cameras to the unit, please see the **Milestone Husky M10 Quick Start Guide**. If properly connected, your main screen should look similar to this:

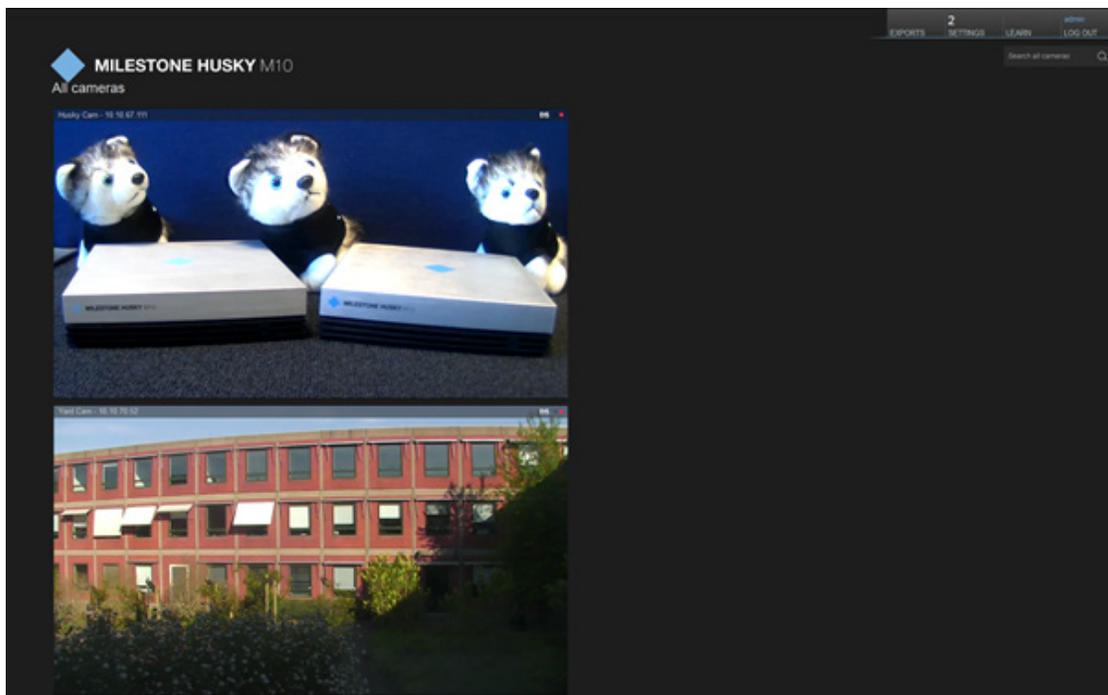


Figure 11: Main screen.



If your camera is properly connected but does not show up on the screen, it is possible to manually make the connection (Note: Only Administrative Users have access to this function). This option can be found by **selecting “Cameras” from the dropdown menu under the Settings tab** in the upper right corner of the screen.

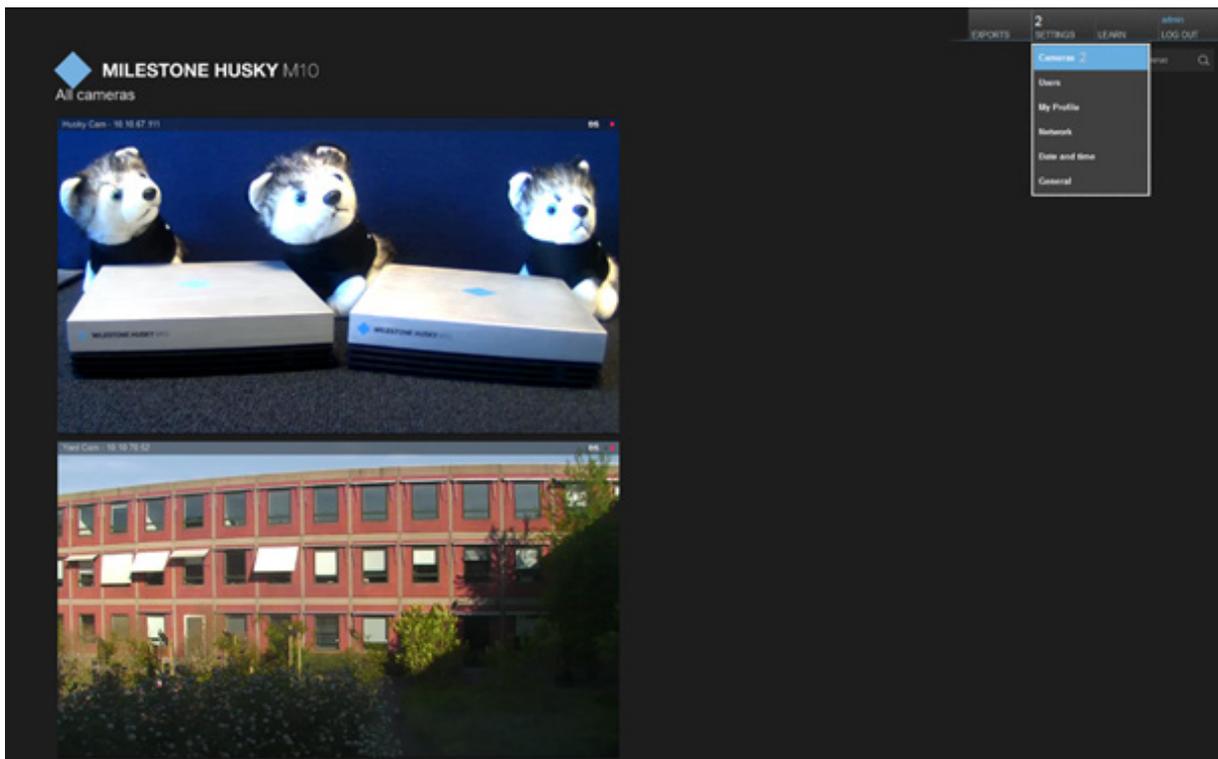


Figure 12: How to locate “Camera Settings”.

Once you arrive at the settings screen you will see a magnifying glass icon that says **“Is your camera not listed?”** When you click on this link, a box will appear asking you to type in the IP address of the camera, as well as the camera username and password. Once you have completed these steps the camera will be connected and will appear on the home screen.

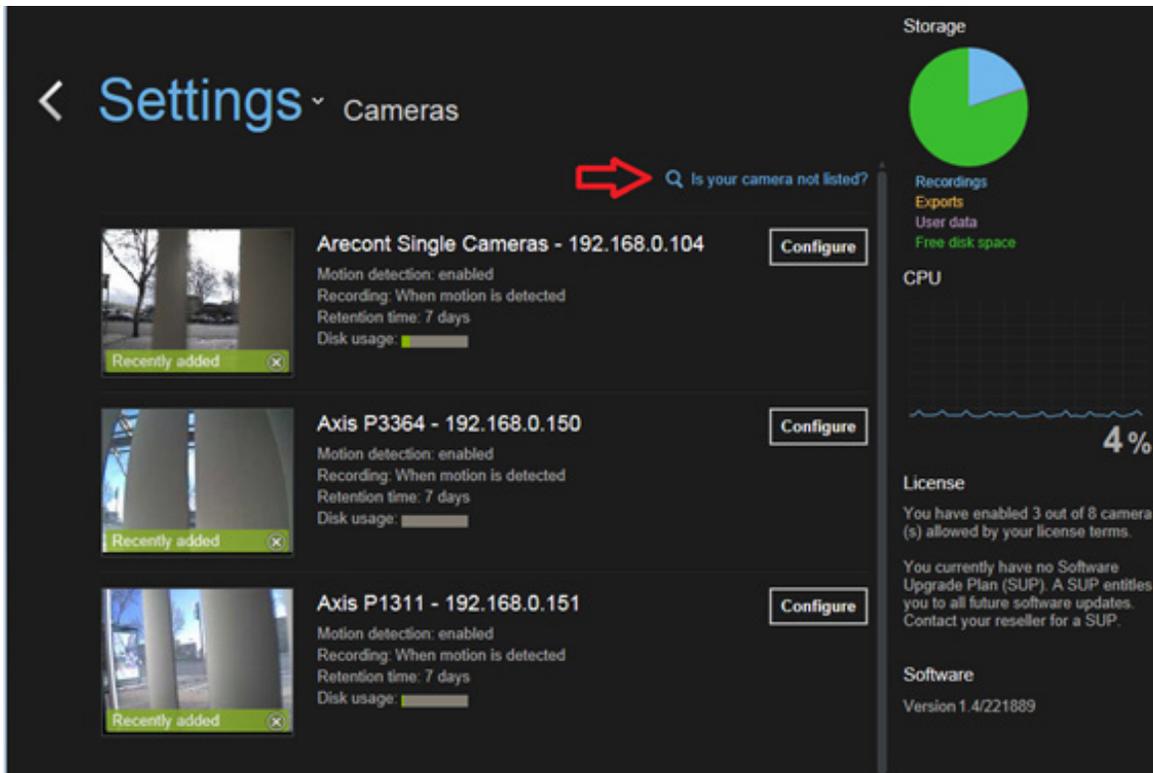


Figure 13: How to discover cameras.

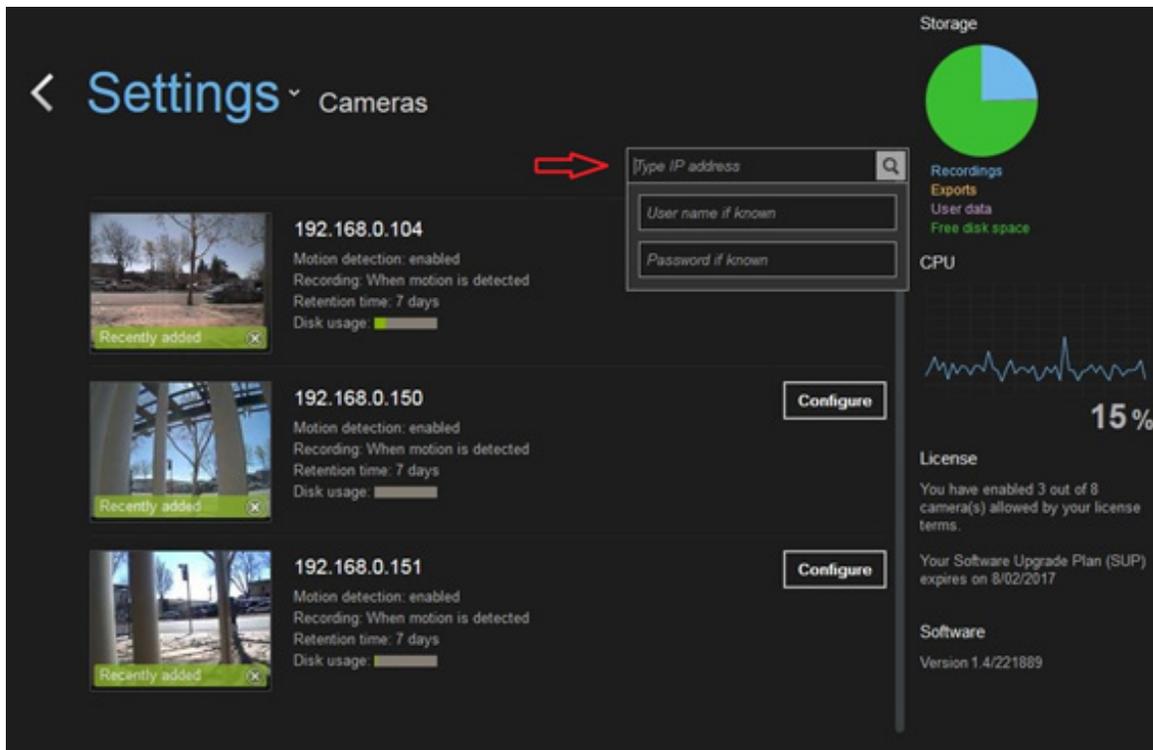


Figure 14: Discover cameras.



License Cameras

The Milestone Husky M10 is a licensed product that must have cameras that are attached to it activated within 30 days of adding each camera. **After 30 days the cameras will stop recording until activated.** If your Milestone Husky M10 has access to the Internet, the cameras are automatically activated in the background with no user intervention required.

With Internet Connection

If the unit has an Internet connection **camera licenses will be automatically applied** as cameras are connected to the Milestone Husky M10. No manual steps are necessary. If you are an Administrative User, you can check this feature on the **Camera Settings** page, which you can find by **clicking on the Settings tab** in the upper right corner of the Home page and **selecting “Cameras” from the dropdown menu**. In the bottom right corner of this page you will see a section labeled **“License”** that will tell you how many of your licenses are currently activated. This number should match the number of cameras that are currently connected to the unit – unless they have been disabled.

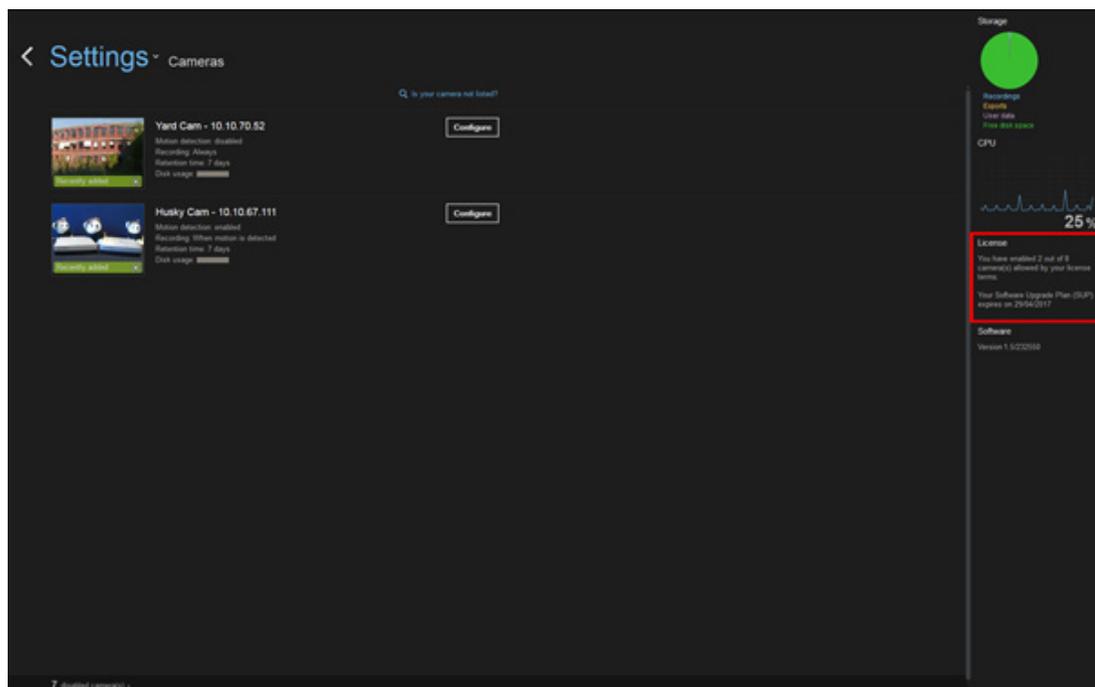


Figure 15: View camera licenses.



Without Internet Connection

If the Milestone Husky M10 does not have an Internet connection, **camera licenses must be manually activated**. There is a 30-day grace period after installation for the activation to take place. After those 30 days, if the cameras have not been activated, the cameras will stop being recorded. Cameras need to be activated:

- Within the first 30-days of installation.
- When a new camera is added.
- Whenever a camera is replaced.

If you plan to activate manually, it is best to connect all the cameras to the Milestone Husky M10 first, so you can activate all the licenses at once. To manually apply camera licenses, you must be on the **Camera Settings** page. To navigate to this page, **click on the Settings tab** in the upper right corner of the Home page and select **“Cameras”** from the dropdown menu. On the right side of this page you will see a section labeled “License” that has a red warning box reading **“Needs Attention,”** meaning that the licenses need to be activated.

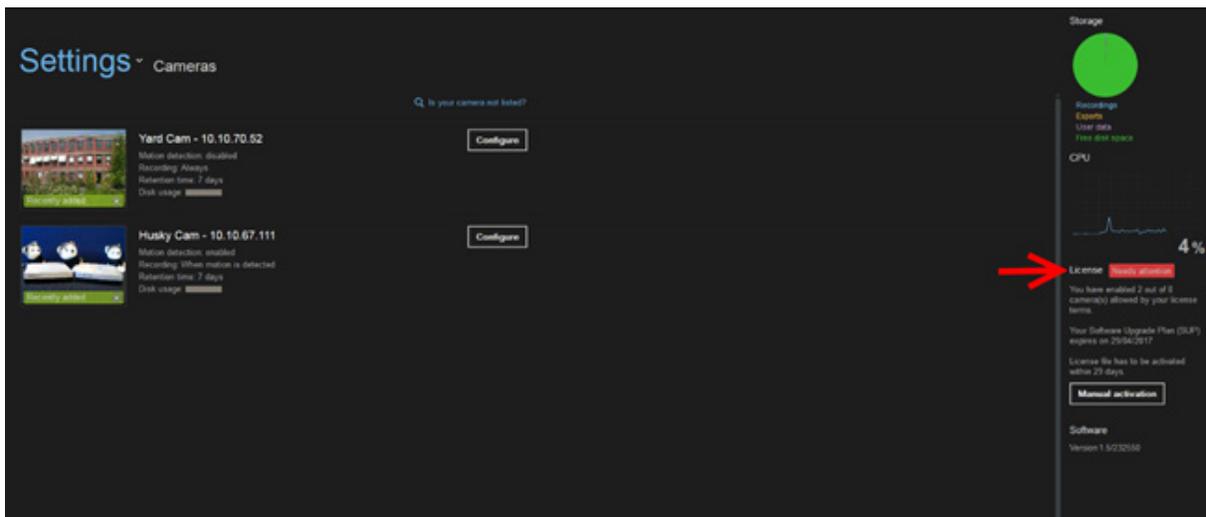


Figure 16: Needs attention.



To begin the activation process, it is easiest doing it from another computer. Click on the button that reads “**Manual Activation**” located in the **License** section. Or click the red “Need attention” sticker on a thumbnail (only displayed in case you are totally out of licenses or the device lacking credentials).

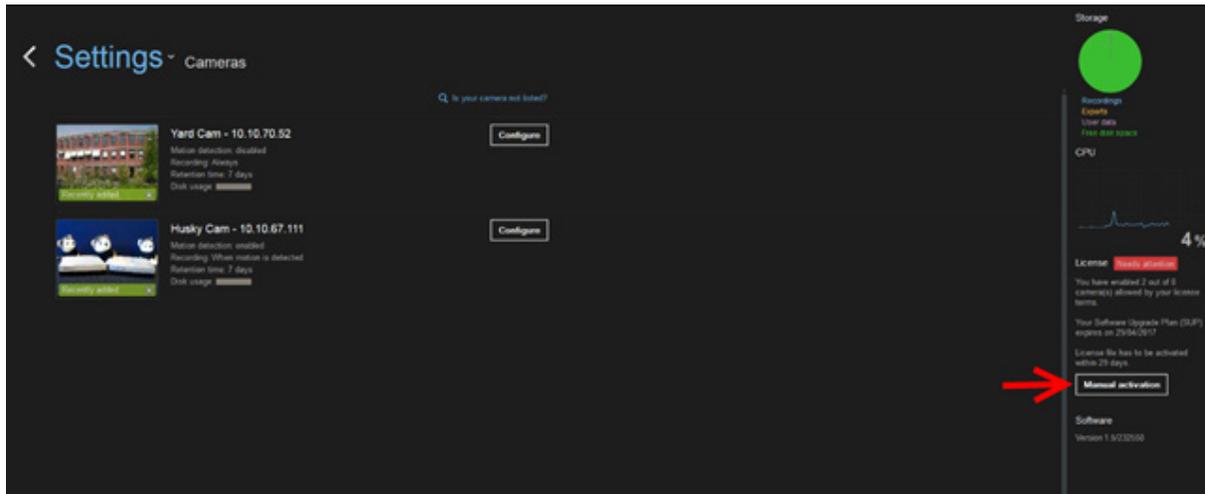


Figure 17: Manual activation.

A screen will appear with three steps. First, you must generate an **LRQ** file (License Request File) by clicking on the button that reads “Generate.”

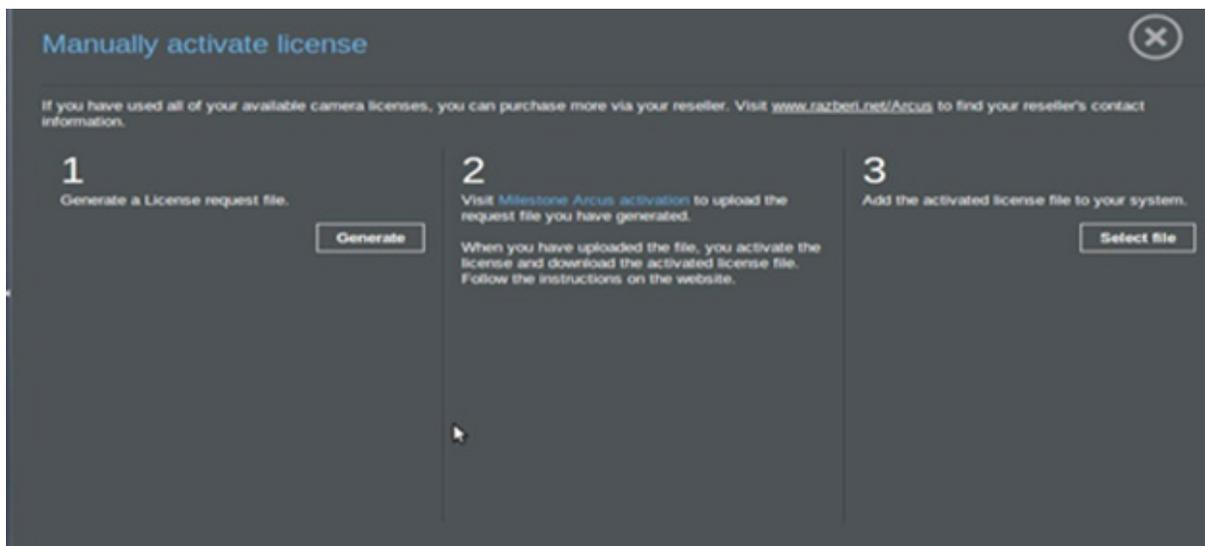


Figure 18: Manually activate license.



How to Generate a License Request

The “Generate” button produces a file that will appear in the **Downloads** bar at the bottom of the screen. Click on the arrow directly to the right of the file and select “**Show in folder**” from the dropdown menu that appears.

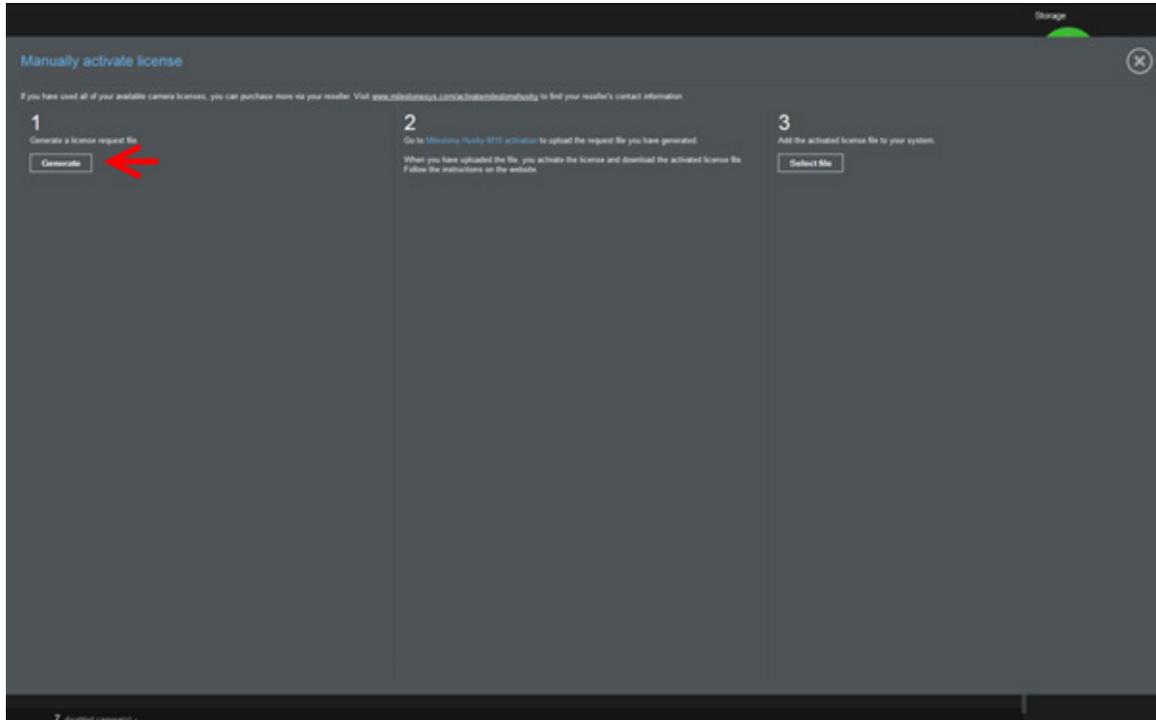


Figure 19: How to generate a license request.

The file will appear in its folder window. **Click and drag the file**, dropping it onto a thumb drive or another removable storage device. Check that the file is saved on the removable storage device and **eject the device**.

Transfer License Request File

You must now go to a computer that has an Internet connection. **Go to the Milestone Husky M10 Manual Activation website:** <http://www.milestonesys.com/activatemilestonehusky>
Once at this page, upload the LRQ file off of the storage device and enter your email.

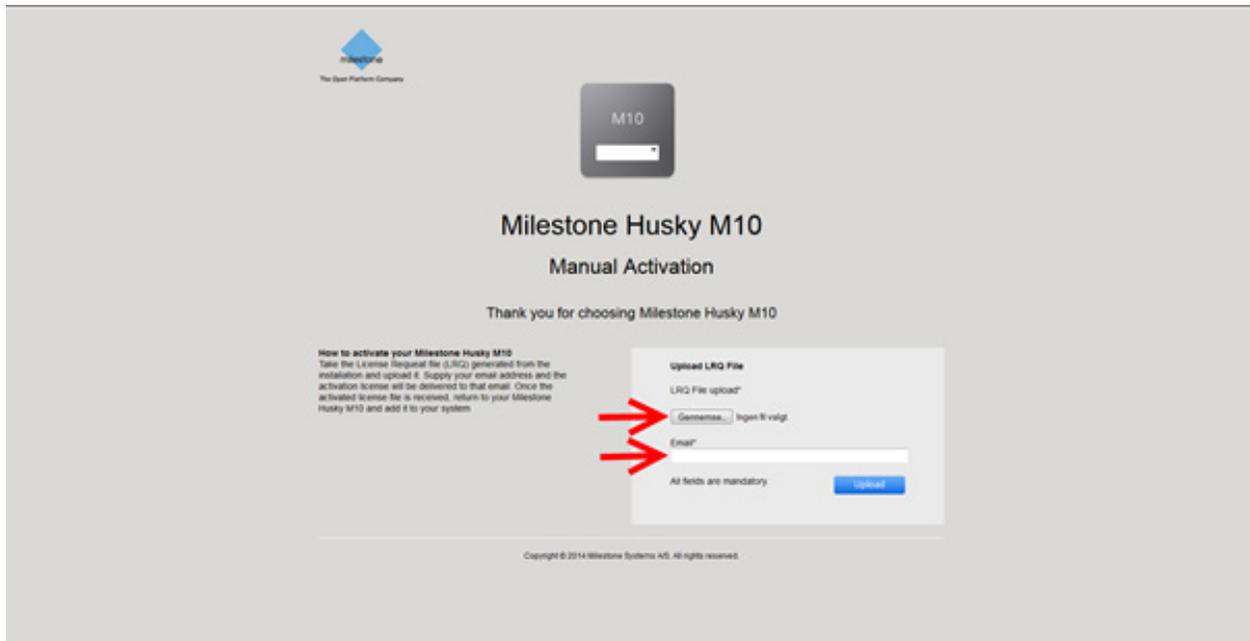


Figure 20: How to receive a license validation file.

Within a few minutes **you will receive an email** to the address you entered. The email will contain another file with the license validation. **Download this file and save it to the removable storage device.** Check that the file is saved on the removable storage device and **eject the device.**

How to Upload License Validation File

Take the storage device and connect it to the Milestone Husky M10 unit again. Go back to the **Manually Active License** page and click the button under Step 3 that reads **Select File.**

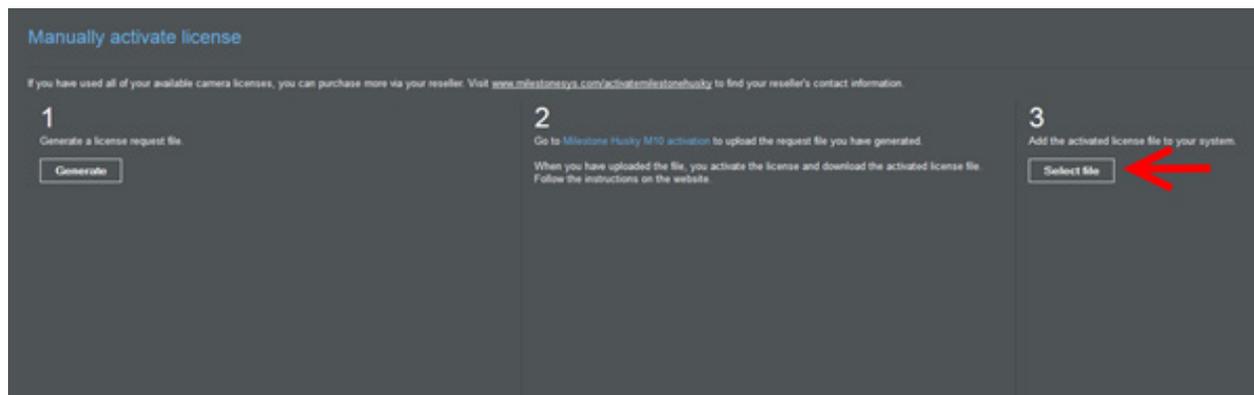


Figure 21: How to upload license validation file.



Select the License Validation File that was sent to you and click **Open**. You will be brought back to the instruction screen while the file loads. Once the file is completely uploaded you will see a message letting you know that the upload was successful.

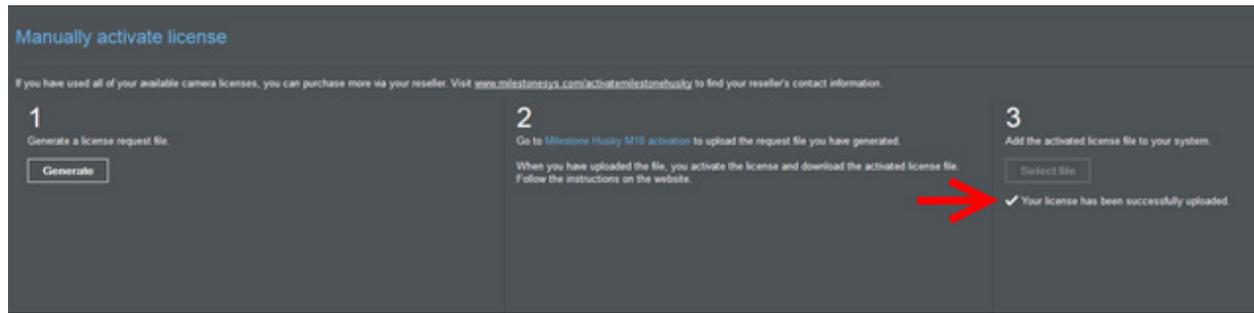


Figure 22: Successful upload.

You can now return to the **Camera Settings** page. To confirm that the licensing process worked, check the **License** section on the right side of the screen. The message should read that you have activated the same number of cameras that you have connected to the unit and display the total number of licenses you have available.

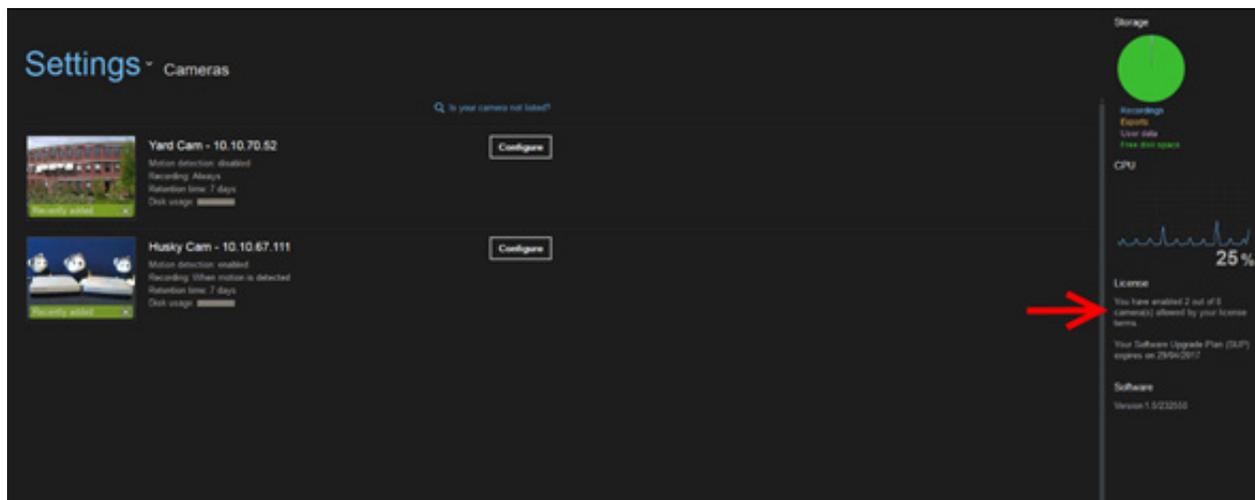


Figure 23: License section.



Configure Cameras

You can find the configuration options for your cameras by **clicking on the Settings tab** in the upper right corner of the Home page and **selecting “Cameras” from the dropdown menu** (Note: Only Administrative Users have access to this function). The number on the Settings tab indicates the number of cameras connected to the Milestone Husky M10.

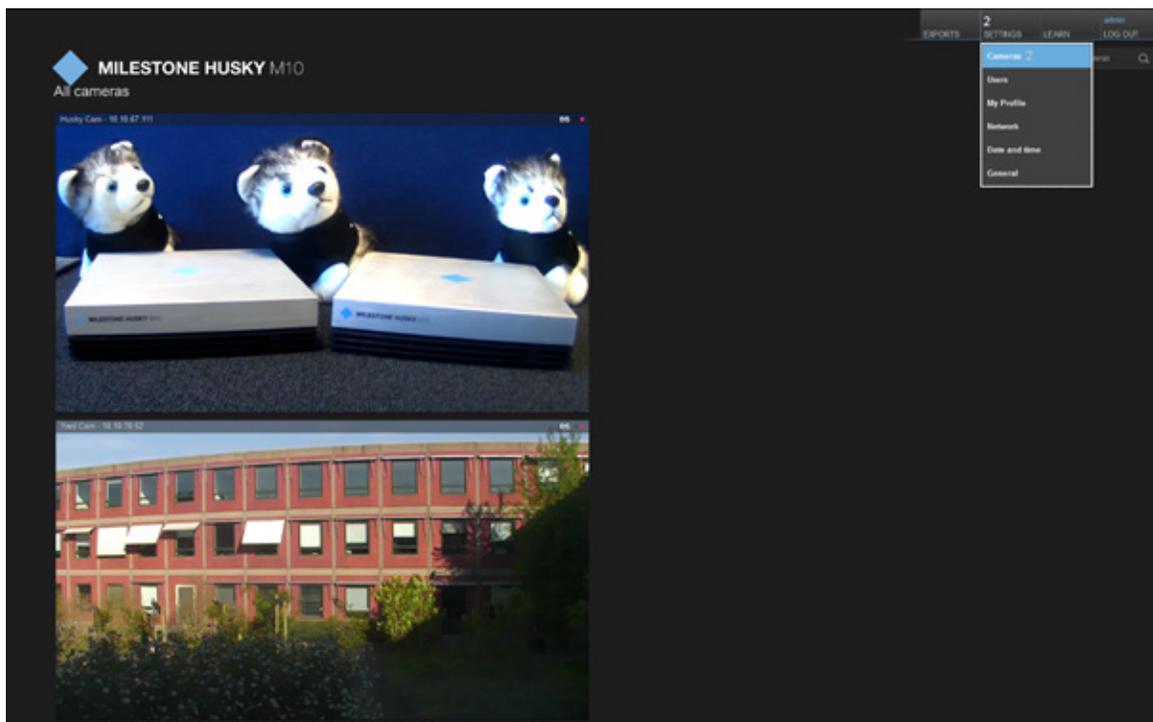


Figure 24: How to locate “Camera Settings”.

Once you are at the settings page you will see a list of all of your connected cameras. If a camera does not show up, check to be sure that your system is properly connected (see the **Milestone Husky M10 Quick Start Guide**). If all cameras are connected but one still does not show up, see the **Discovering Cameras** section of this guide.



Once all cameras are properly connected, you can begin the configuration process. Newly discovered cameras that have yet to be configured will have a green bar with the message “Recently added” over the video frame. Newly discovered cameras may also have the red “Need attention” sticker on the thumbnail. These cameras may be: 1) Out of License or 2) Lacking credentials.

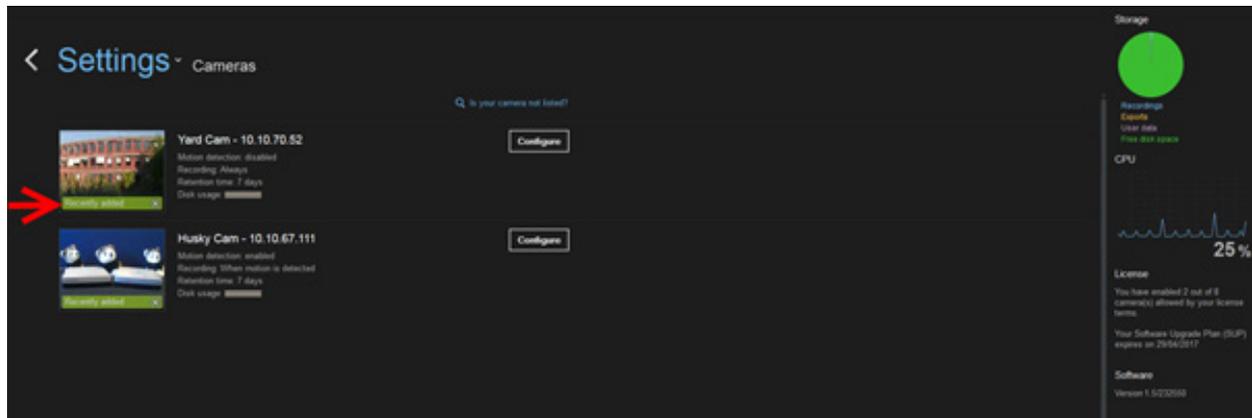


Figure 25: Recently added.

Next to each camera there is a button that reads “**Configure.**”

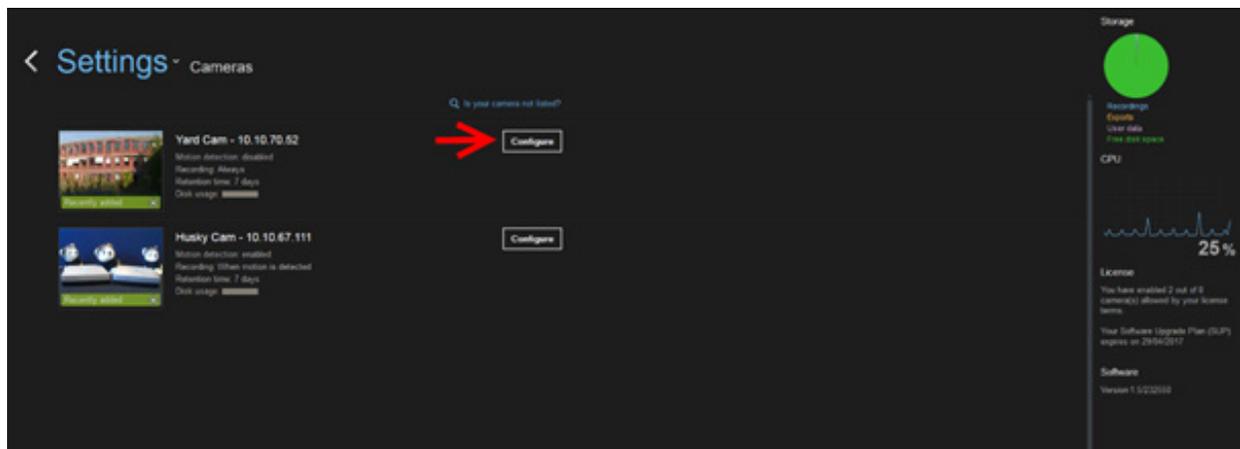


Figure 26: How to locate camera configurations.



When you click on this button you will be lead to a screen that contains four areas of camera configuration settings: **General**, **Video**, **Recording**, and **Motion Detection**.

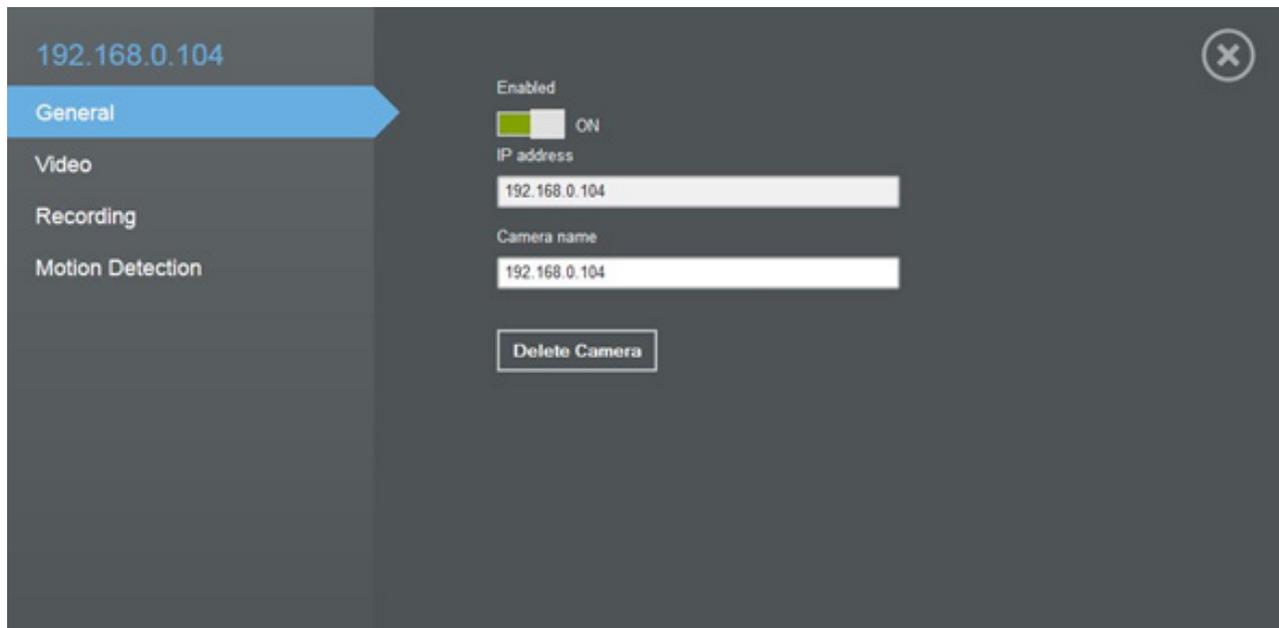


Figure 27: Camera configuration options.

General

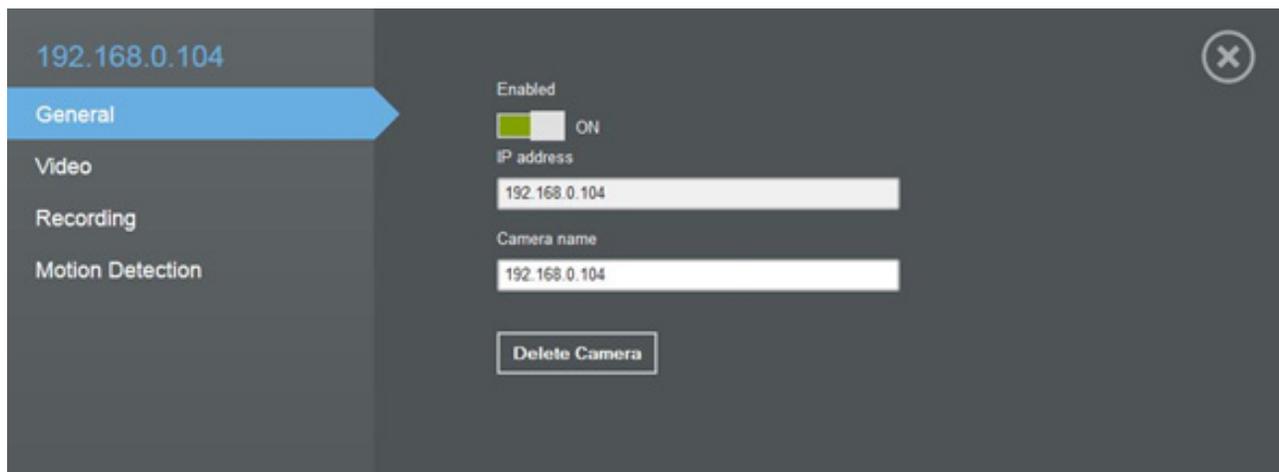


Figure 28: General camera settings

Under the **General** settings tab you will find options to:

- Enable or disable the camera
- See the IP address of the camera
- Change the name of the camera
- Delete the camera

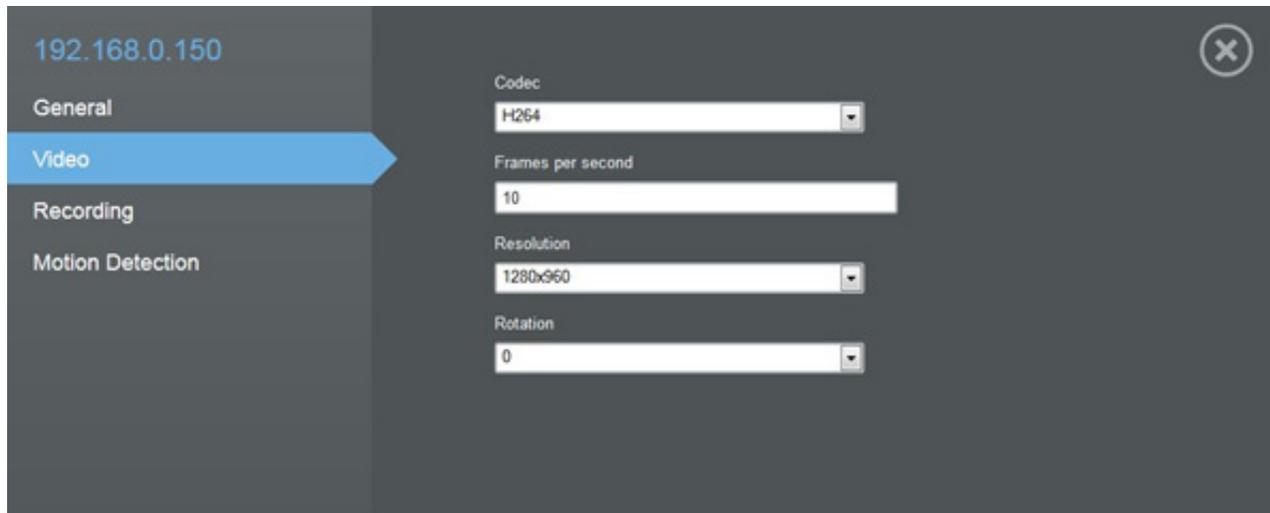


Figure 29: Video camera settings.

Under the Video settings tab you will find options to:

- Choose your encoding settings
- Edit the frames per second
- Change the resolution of the recorded video
- Choose the video rotation

Your codec options are JPEG and H264 Main Profile. JPEG encoding is optimal for obtaining best video quality, however it uses more disk space than H264. For longer retention time, select the H264 option.

Frames per section (FPS) 10 is sufficient for most surveillance scenes, but should be considered to be increased for faster movement scenes.

The size of the hard drive (HD) can be reduced to improve retention time.

For optimal motion detection, it is best to spend the time to configure correctly and to increase retention time.



Recording

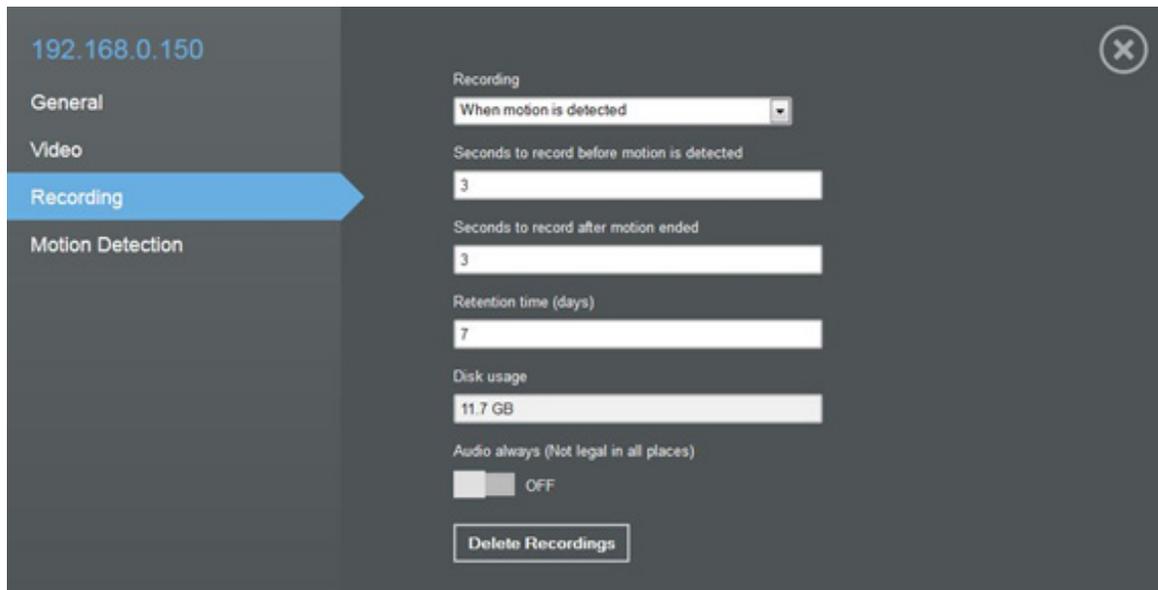


Figure 30: Recording camera settings.

Under the **Recording** settings tab you will find options to:

- Select when the camera records
- Select seconds to record before motion is detected.
- Select seconds to record after motion is detected.
- Select whether to record Audio (Not legal in all places)
- Choose how long the recordings are retained
- Check the disk usage
- Delete the current recordings

Because the Milestone Husky M10 is capable of motion detection, it is possible to set the camera to record only when motion is detected. This option is found in the dropdown menu labeled “**Recording**.” Details about motion detection configuration are found in the following section.

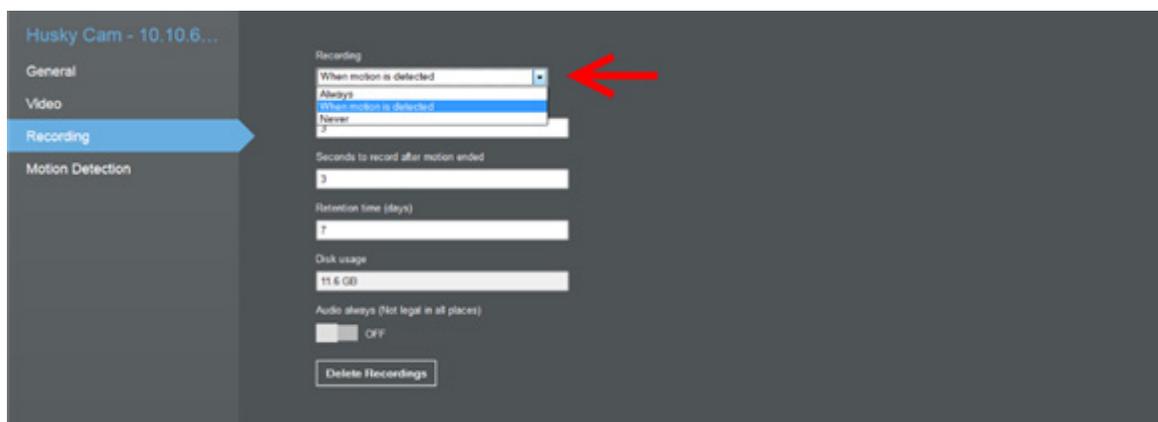


Figure 31: Recording dropdown menu.



Motion Detection

The screenshot displays the Motion Detection settings for a camera with IP address 192.168.0.150. The left sidebar contains navigation options: General, Video, Recording, and Motion Detection (highlighted). The main content area features a live video feed of a street scene with a grid overlay. Below the feed are three sections of settings:

- Detection adjustments:** Two sliders control sensitivity. The top slider is labeled 'Detect smaller movements' and the bottom 'Detect larger movements'. A red vertical line indicates the current sensitivity level. Below the sliders, 'Low sensitivity (larger changes detected)' is on the left and 'High sensitivity (smaller changes detected)' is on the right.
- System performance:** A slider labeled 'Impact on CPU' is shown, with 'Low impact (less accurate)' on the left and 'High impact (more accurate)' on the right.
- Exclusion grid settings:** This section includes 'Grid dimensions' with input fields for 'Horizontal' (4) and 'Vertical' (3), and a 'Clear grid selection' button.

Figure 32: Motion detection camera settings.

Under the **Motion Detection** settings tab you will see the live feed from the camera divided by a grid. The motion occurring in the live feed will be highlighted in green. Using the grid overlaying the feed you can designate areas of the grid to exclude from motion detection simply by clicking on the square you would like to exclude. At the bottom of the page, in the section labeled “**Exclusion Grid Settings**” you are able to change the grid dimensions and clear the grid selections.



Below is an example of the motion detection grid. Note how the tree area has been excluded so that the camera will not trigger on the wind blowing the tree branches.

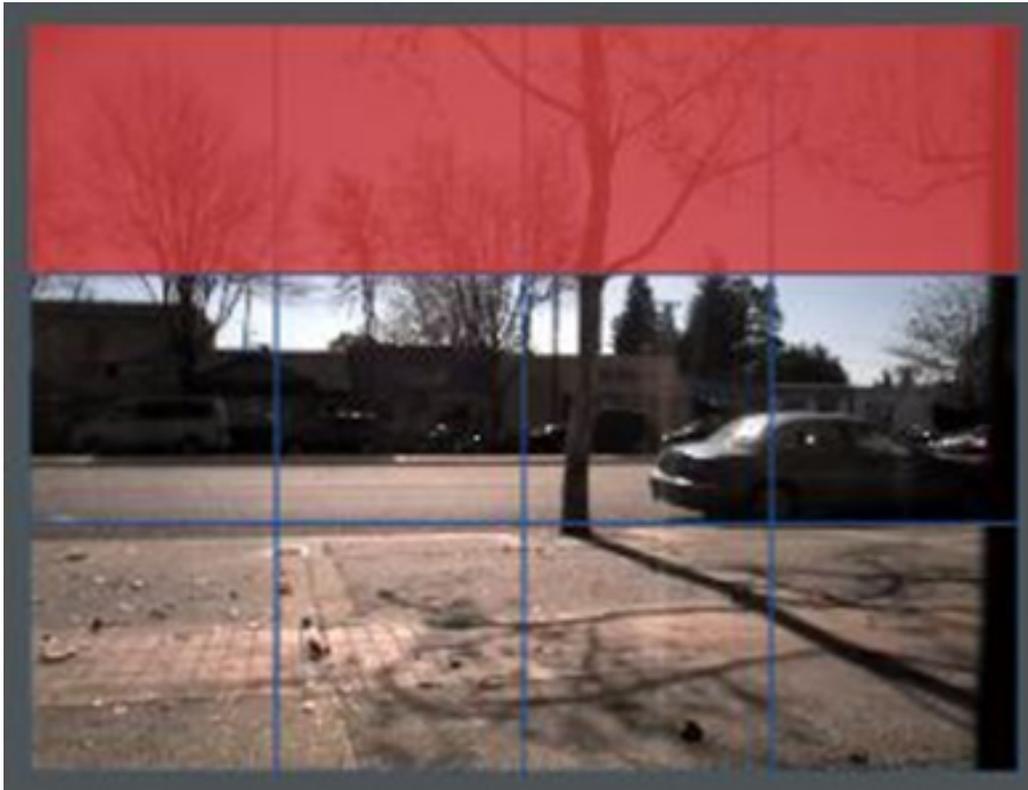


Figure 33: Exclusion Grid.

In the middle of the motion detection page there are three sliding bars. The first two bars are labeled “**Detection Adjustments**.” You can use these bars to choose the size of movements that the camera picks up and how sensitive the camera is to these movements. The third sliding bar is labeled “**System Performance**.” This bar controls the amount of impact that motion detection has on the CPU. Therefore, the more impact on the CPU, the greater the accuracy of motion detection.



Live View

It is possible to see the live feed from a camera in two different areas. The **landing page** of the Milestone Husky M10 software shows the feed from all cameras, however the feeds are smaller and do not have controls. To see a more detailed live view, click directly on the video of the camera you would like to observe more closely. The video will expand on the screen showing a larger view of that feed.

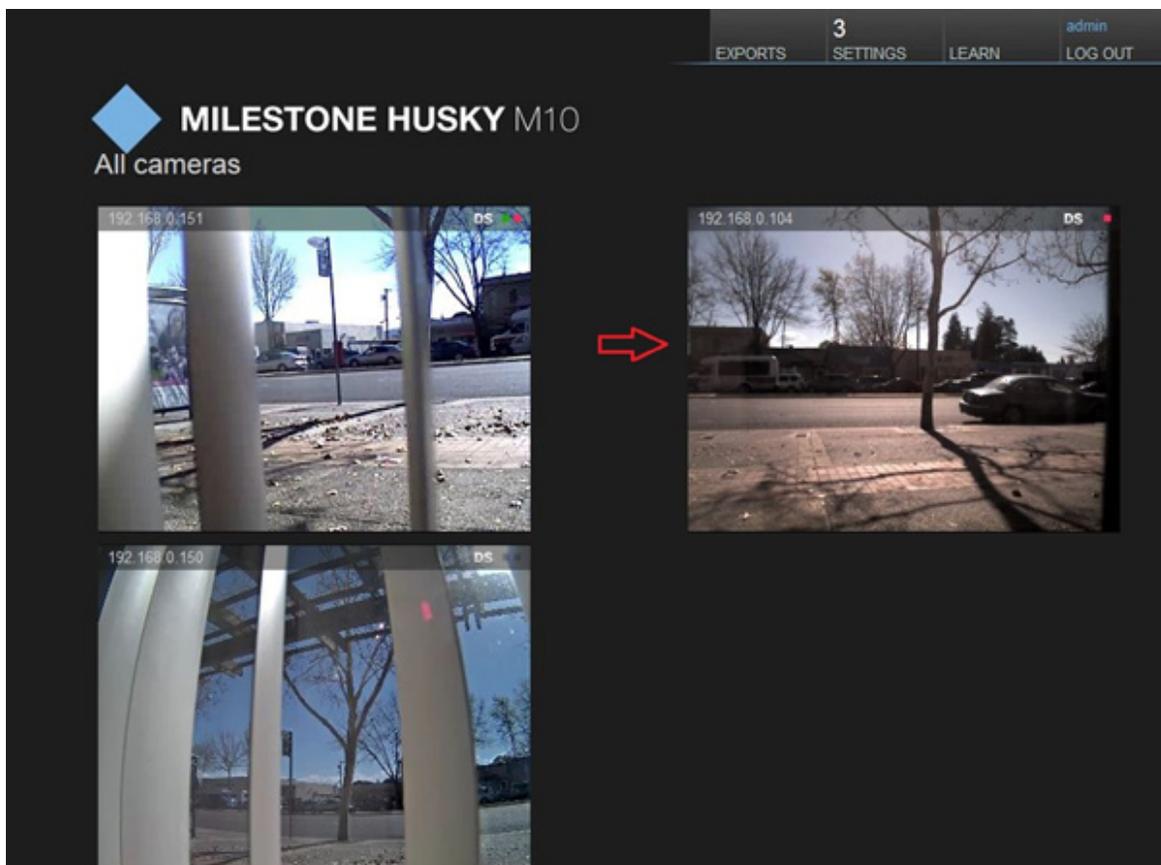


Figure 34: How to locate Expanded Live View.



From this screen you can switch between live camera feeds by clicking on the various feeds. You can also observe larger versions of multiple feeds simultaneously by clicking on the **grid icon** located in the lower left quadrant of the screen.

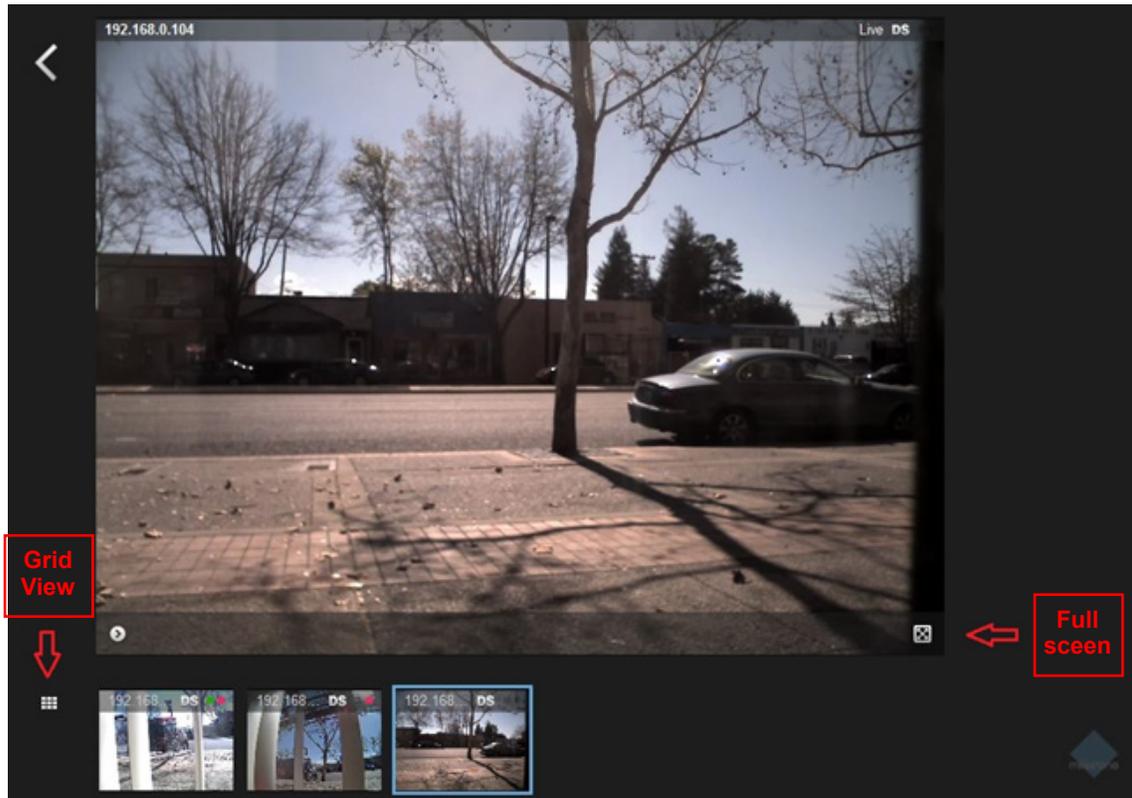


Figure 35: How to locate Grid View and Full Screen mode.

Figure 36: Grid View.





Pan, Tilt, Zoom Controls

If the camera you are using is equipped with PTZ capabilities, it is possible to control and move the camera using the Milestone Husky M10. To control the camera, you must be in **Live View mode**, viewing the enlarged live feed of the desired camera. To view the controls, click the **pan icon** in the lower right corner of the feed.



Figure 37: Pan, tilt, zoom controls.

Using the arrows icons in the video, it is possible to move the camera left and right, up and down, and to zoom in or out.



Search and Playback

Search and playback can be found from **Live View mode**. You can find the live view screen from the home screen by clicking on the feed of the camera you want to view.

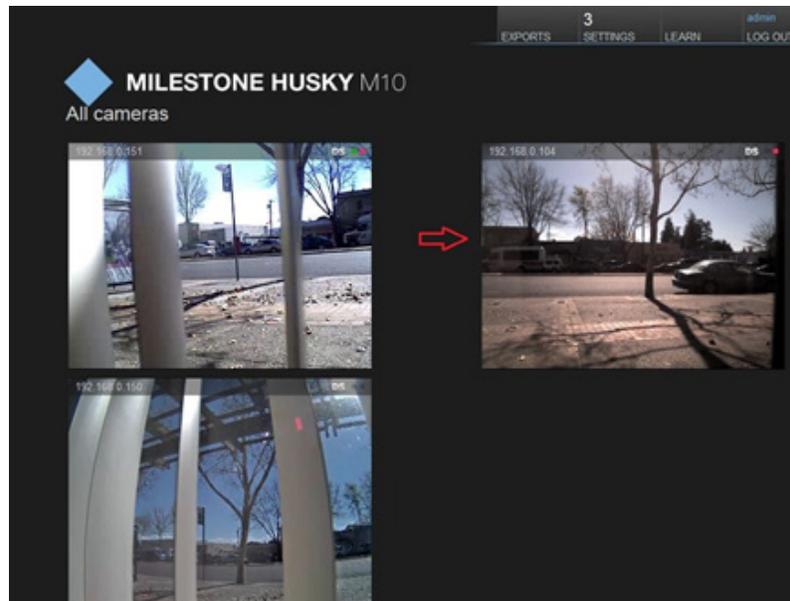


Figure 38: How to locate Playback Mode – Click on camera feed image.

From the live view, **click on the small playback button** in the lower left corner of the camera feed.

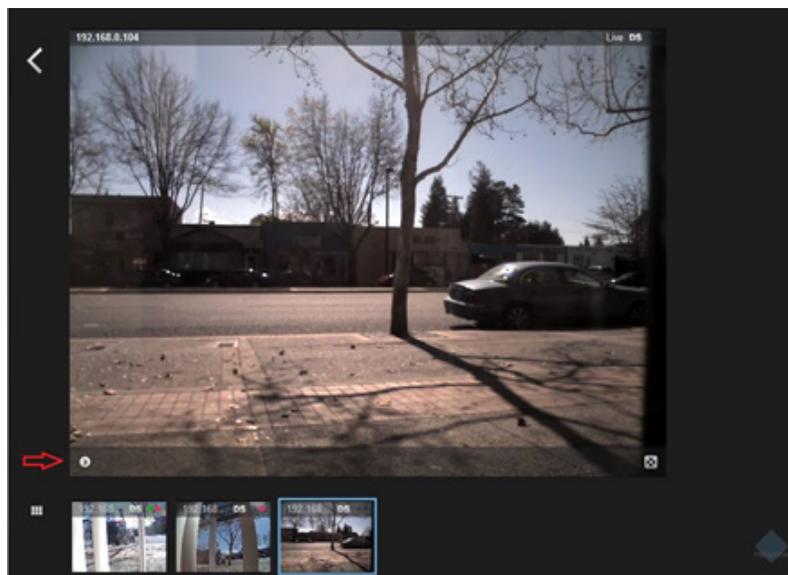


Figure 39: How to locate Playback Mode – Click on small playback button.



A toolbar will extend from the circle and you are now in **Playback** mode. From here you can navigate through the recordings using the arrows and the sliding bar. To go back to a specific day and time, **click on the calendar icon** in the toolbar.

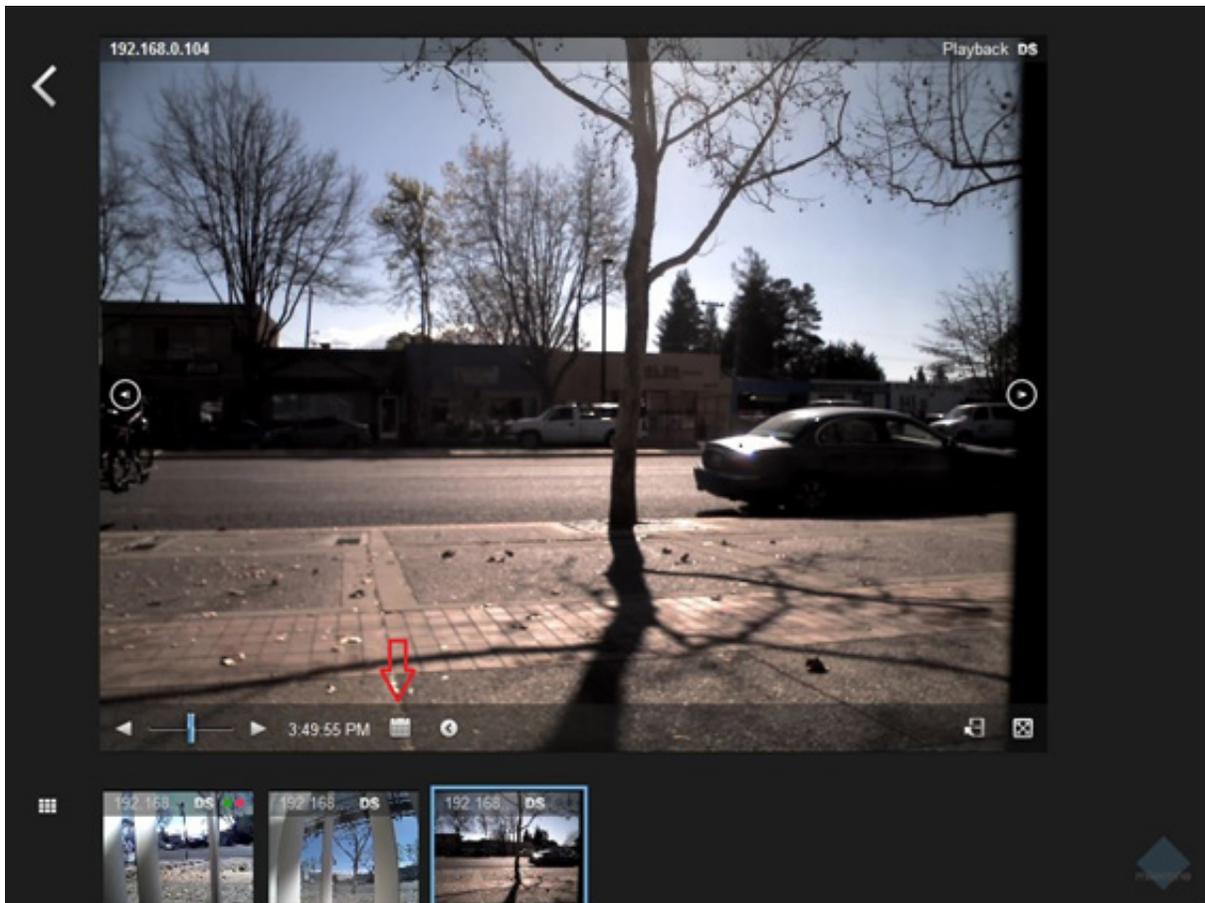


Figure 40: How to locate Go To – Click on Calendar icon.



A menu will pop up with a calendar at the bottom. To use the calendar, click and drag the day, hour, or minute bar until you arrive at the desired time. To make that time active in the large view, click the **“Go To”** button.

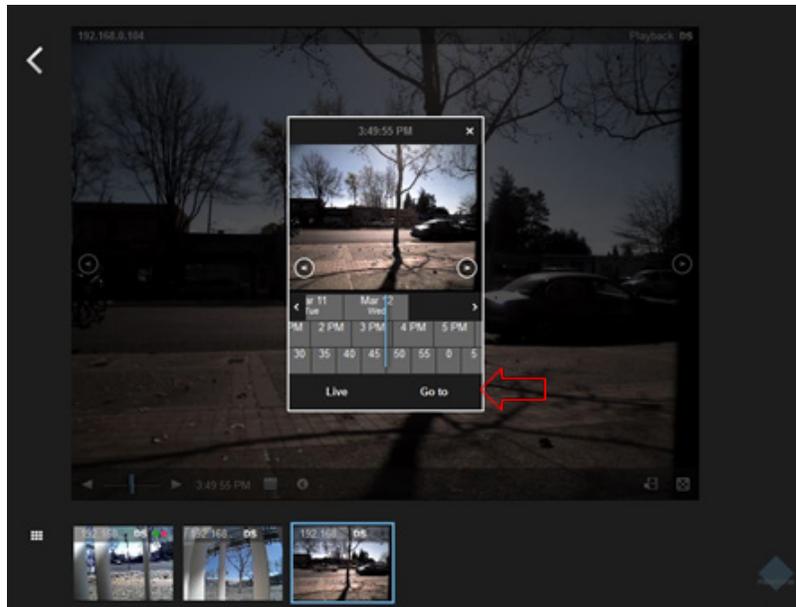


Figure 41: Go To Calendar pop-up.

To return to live view, either click on the **“Live View”** button in the pop-up calendar or click on the **X** in the upper right corner of the window to close the calendar.

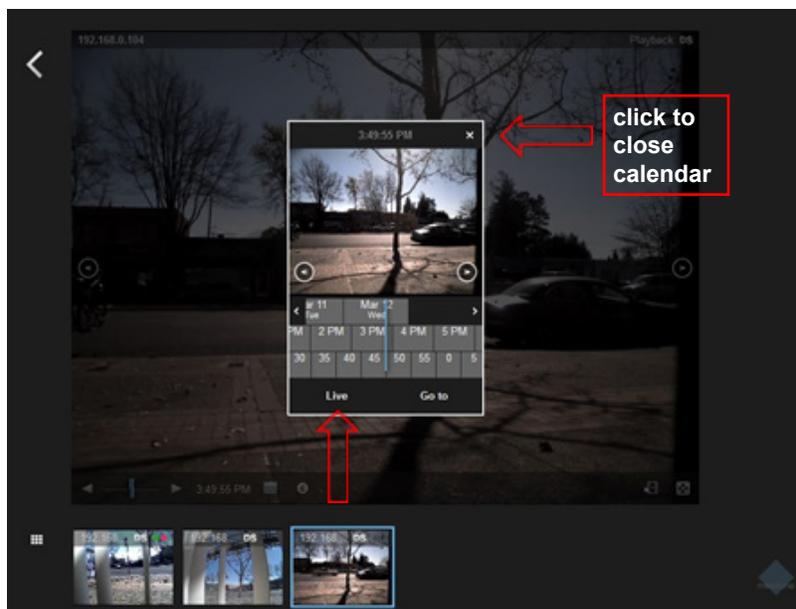


Figure 42: Go To Calendar pop-up – Click on X or Live to close calendar



Export Video

To export video you must be in **Playback mode**. To learn how to access Playback mode, see the “**Search and Playback**” section of this guide. Once you are in Playback mode you will see the **Export icon** in the bottom right corner of the feed.

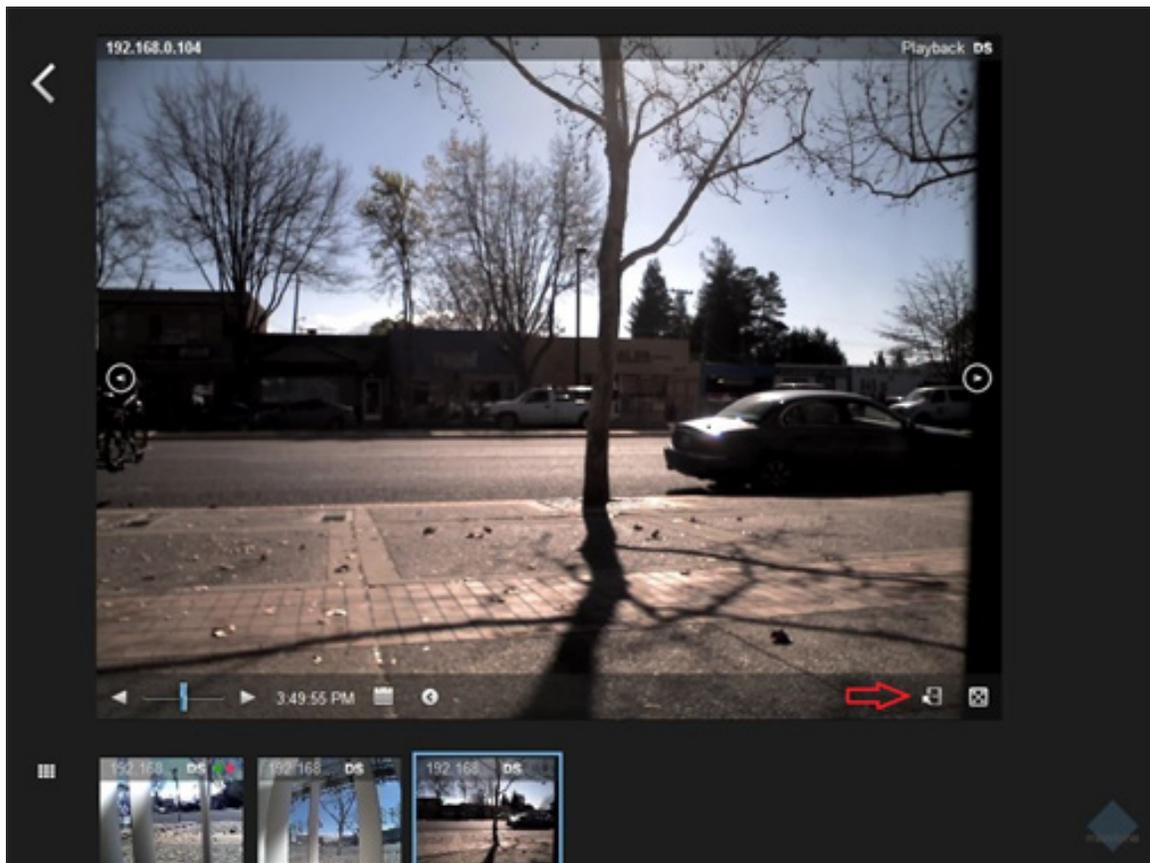


Figure 43: How to locate Export Mode.

When you click on the export button a screen will pop up with **two side-by-side calendars**.

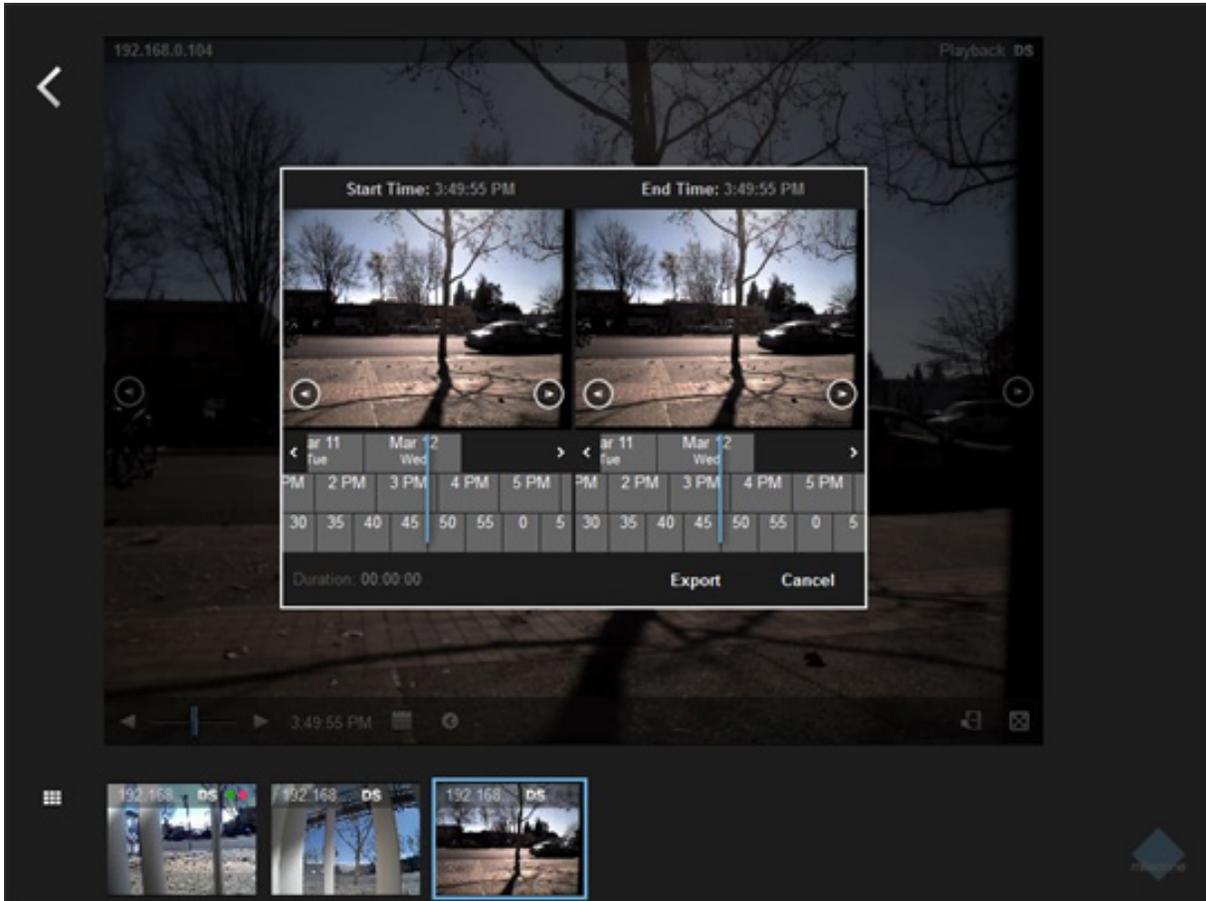


Figure 44: Selecting video to export.

The calendars represent the start time and the end time of the clip you would like to export. For example, there was an incident in your office on the night of July 16 and you want to export the clip from 1:45 a.m. to 3 a.m. that morning. Grab and drag the day, hour, and minute bars on the respective calendars until you arrive at the desired start and end times. When the times are correct, click the **“Export”** button and Milestone Husky M10 will create the file you wish to download.

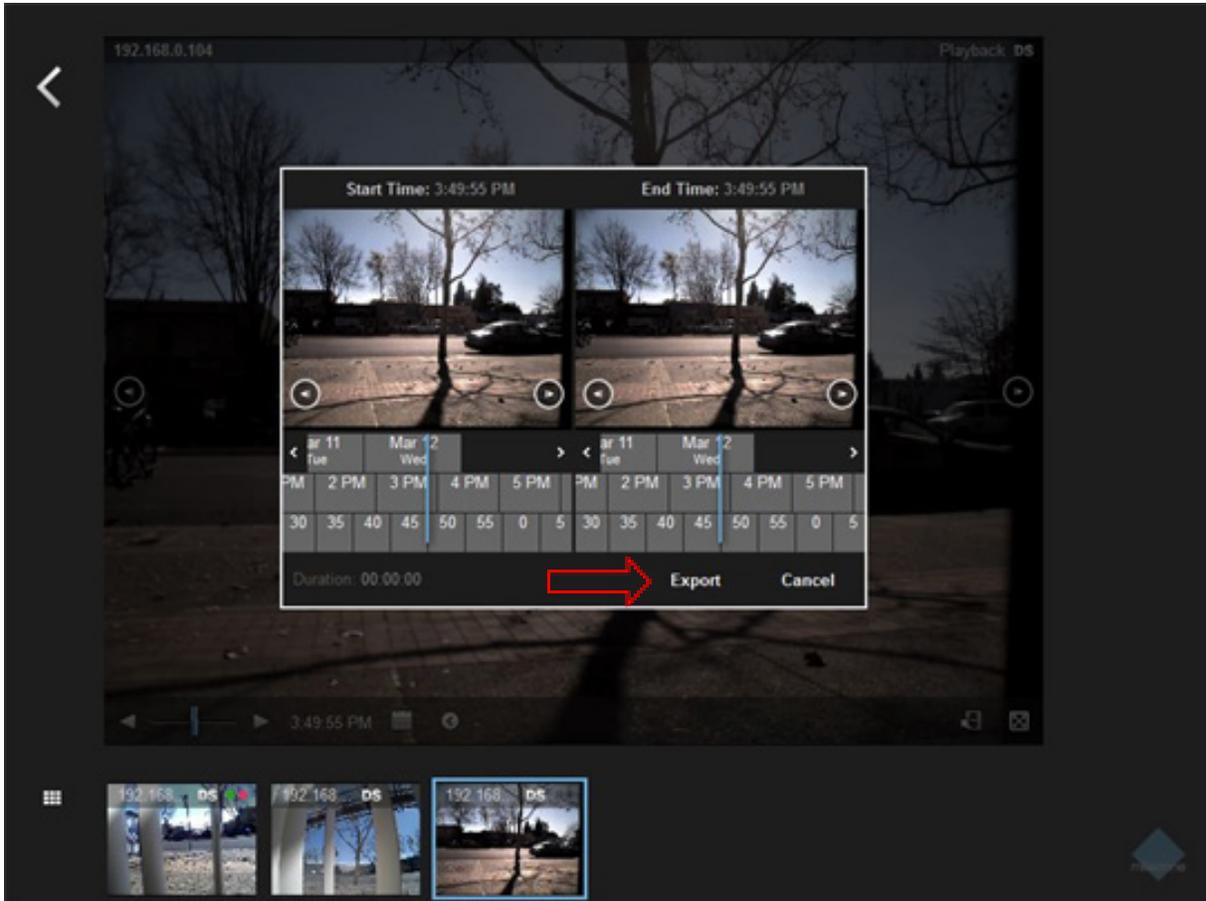


Figure 45: Exporting video.

Once the export file has been created, click the “**Download**” button and the video will be saved on the Milestone Husky M10 Server Switch hard drive. If you press “**Close**”, the export is created in the background and the system can continued to be operate.



To download the video to your computer, go to the **Main** page and click on the tab labeled “**Exports**” in the upper right corner of the screen. Here you will find all of your exported video files (which can be previewed) and have the option to download the files to the computer you are viewing from. From this screen you can download and/or delete previously exported files as well.

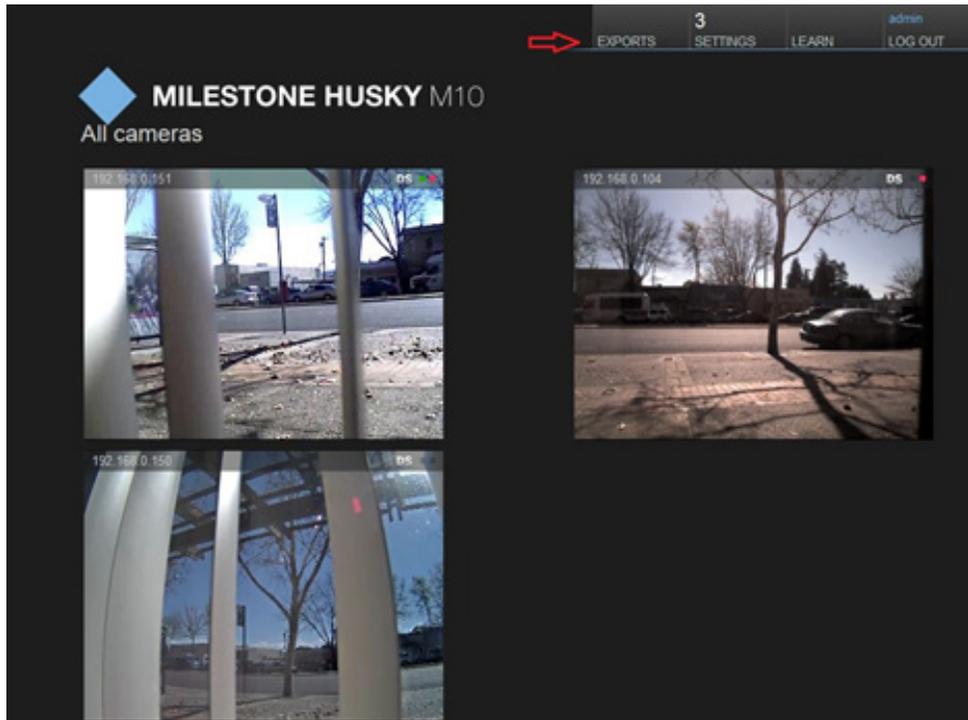


Figure 46: How to locate exports.

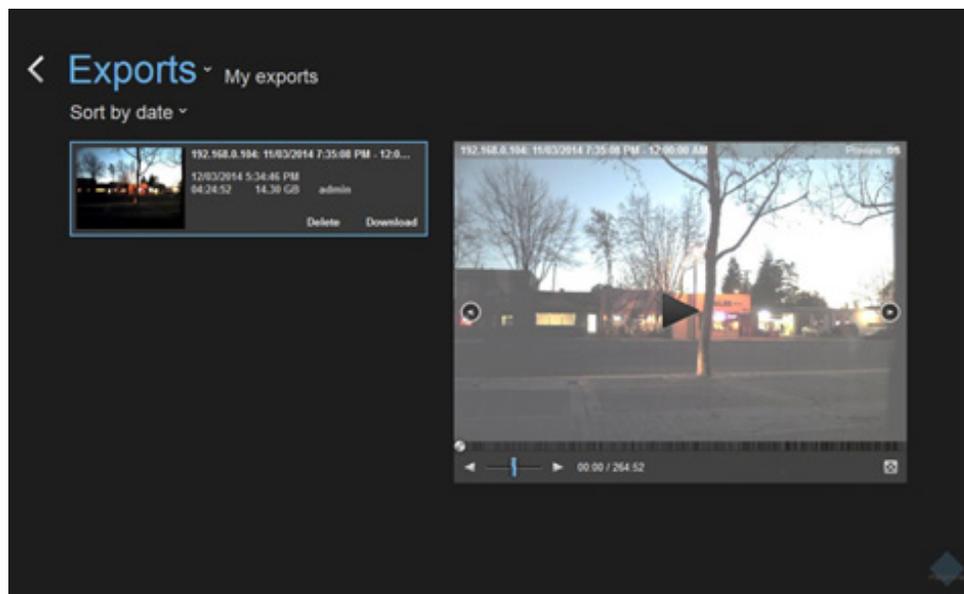


Figure 47: Exports.



The exported file will be saved to your computer as a **MKV** file (Matroska multimedia file). To view the exported file from your computer you can use many different free video players including the **VLC media player**, which can be downloaded from <http://www.videolan.org>. Once the media player is installed you will be able to watch all video recordings downloaded from the Milestone Husky M10.

Update Software

The Milestone Husky M10 will not automatically update, but the option to update the software will become available when a new version is released by Milestone Systems. (Note: Only Administrative Users can update the software.) Milestone Husky M10 software updates, when available, can be found on the **Camera Settings** page. You can access this page by clicking on the Settings tab in the upper right corner of the Home page and selecting “**Cameras**” from the dropdown menu.

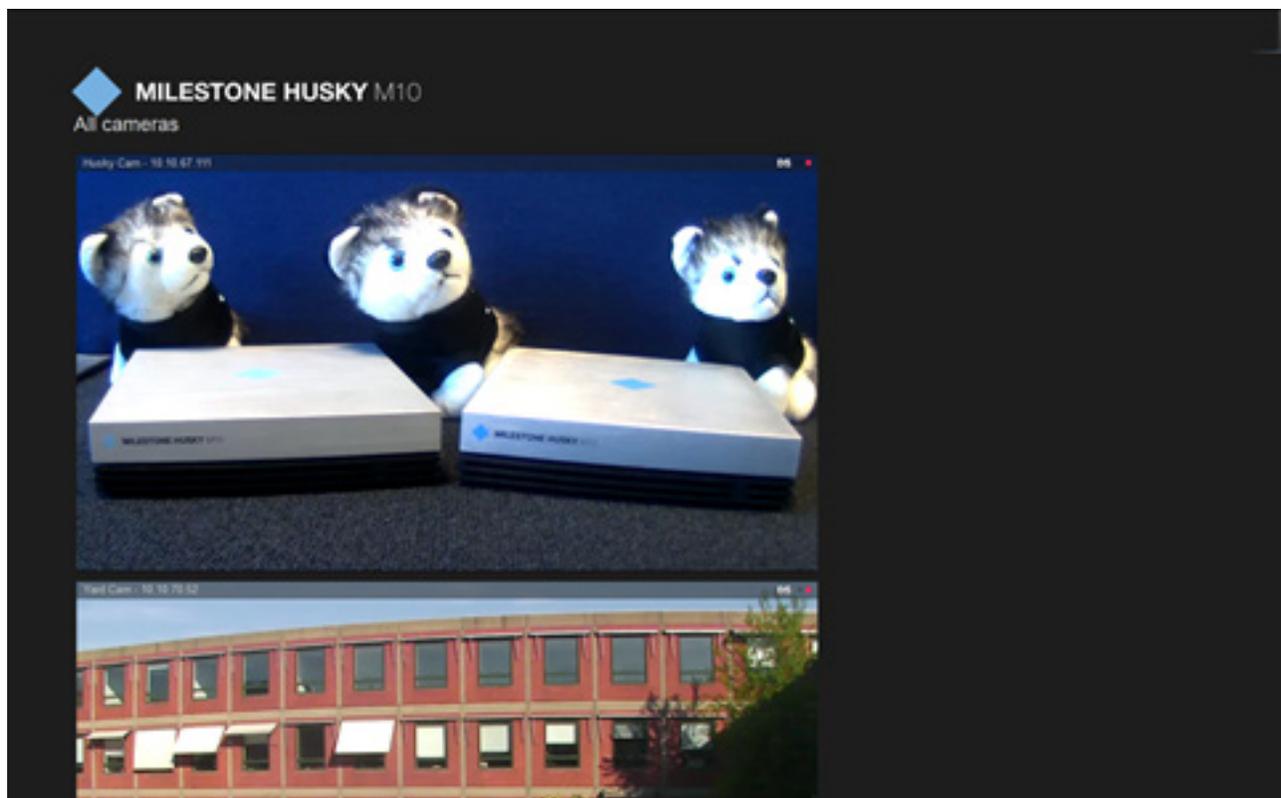


Figure 48: How to locate Camera Settings for software update installation.



When you arrive at the **Camera Settings** page you will see a button in the lower right corner of the screen prompting you to install the software update. If this button does not appear, you are currently operating with the latest Milestone Husky M10.

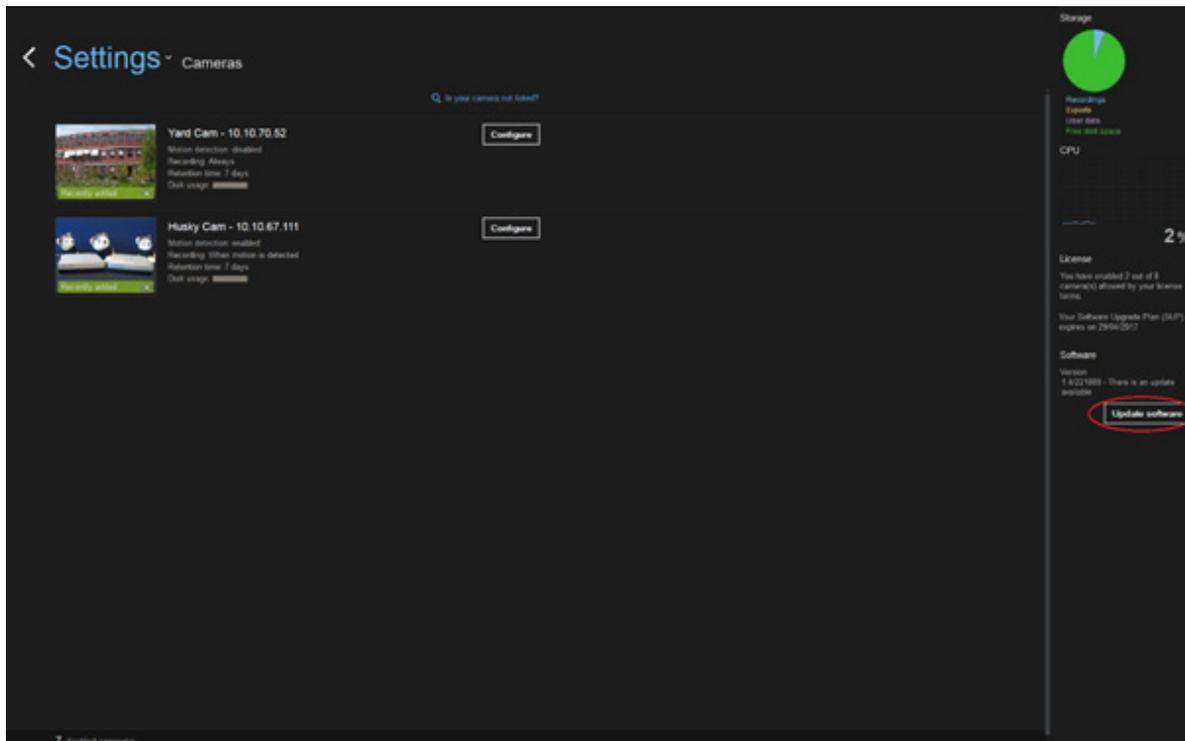


Figure 49: Update software button.

Technical Support Information

If you are having difficulties with your Milestone Husky M10, please contact your integrator. For more information, you can visit www.milestonesys.com.



About Milestone Systems

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit:

www.milestonesys.com.