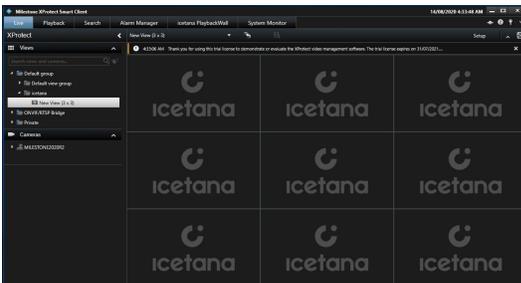


icetana Milestone Plugin

Updated August 2020

Product Overview

The icetana Plugin is created to process and display icetana anomalous events within the Milestone Security Desk application. It is designed to integrate seamlessly with the host application's environment, minimising the learning curve for existing Milestone operators.



Assumption

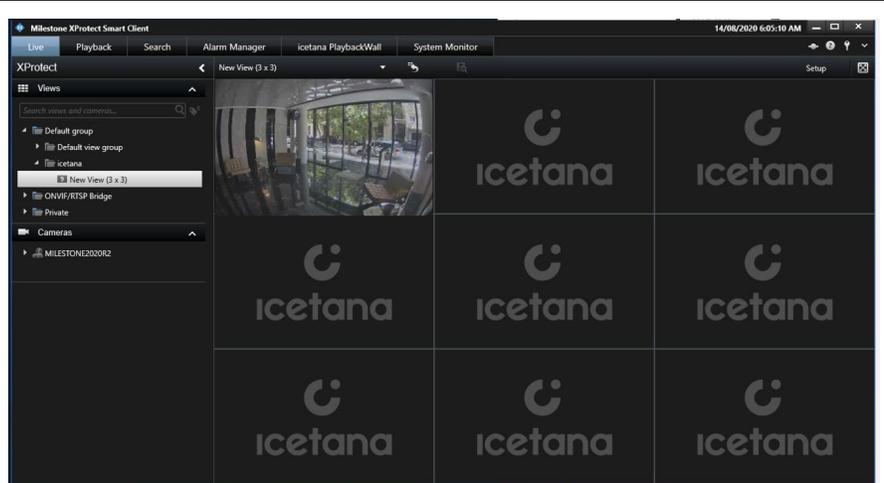
The reader is assumed to be familiar with the Milestone Smart Client and understands how to navigate between the various tasks within it. Furthermore, it is assumed that the Plugin has already been installed and configured by a qualified icetana product engineer, or VAR, at the customer site.

Features

A summary of the icetana's features provided by the icetana Milestone Plugin is listed below. The combination of these features allows the operator to effectively use the Milestone Smart Client to monitor the available CCTV infrastructure in real time.

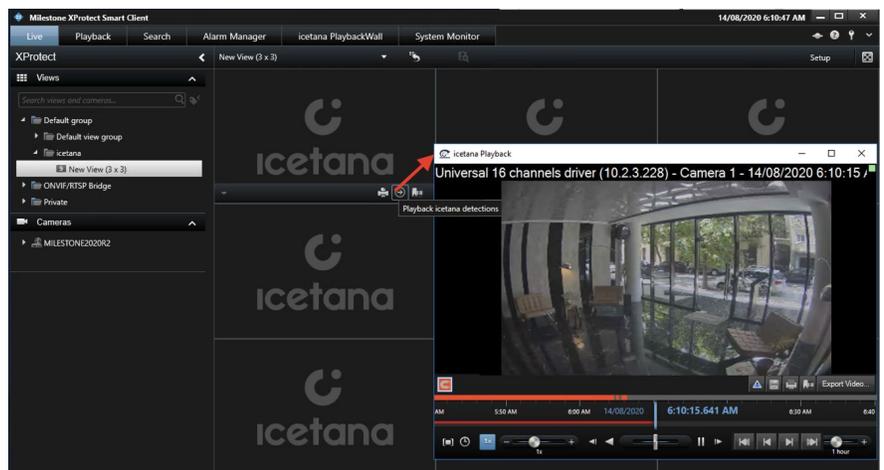
LiveWall

The icetana LiveWall is displayed on the Smart Client live tab. It displays anomalous events from a set of cameras as they are happening to an operator.



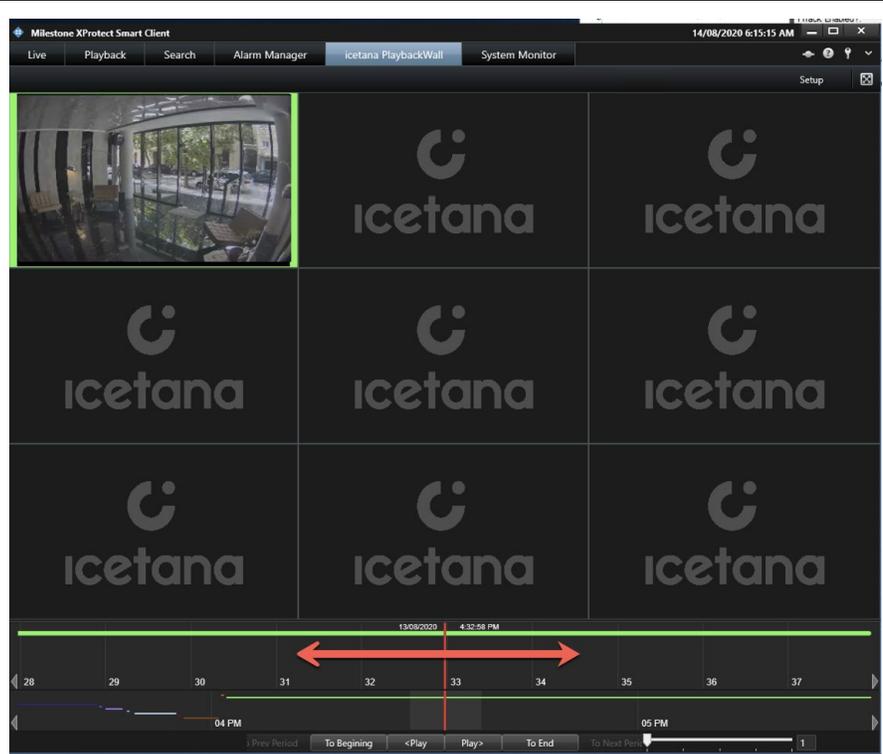
Playback Live Anomaly

Playback an anomalous event on the LiveWall by clicking the **Playback icetana detection button**. The icetana Playback window will then pop up showing the anomalous event.



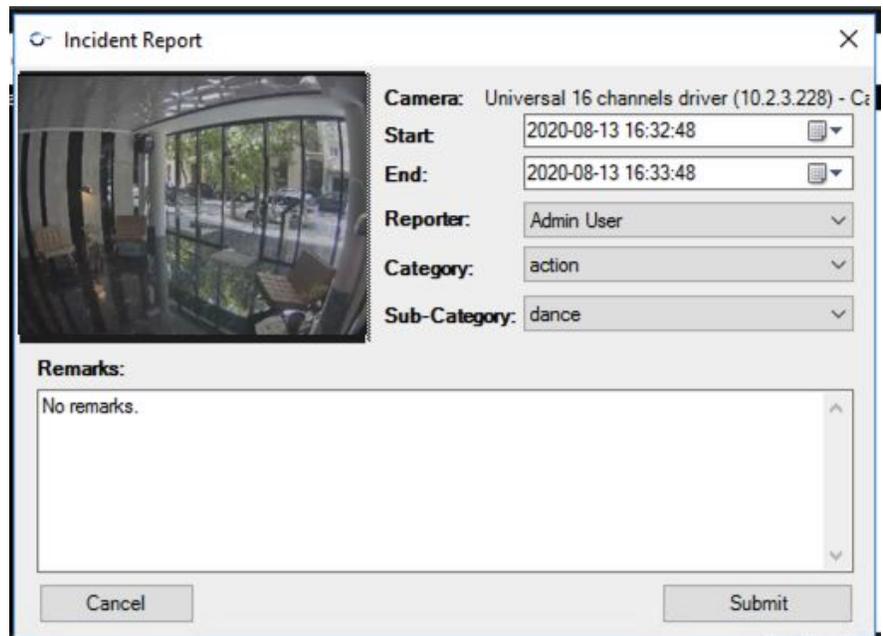
Playback Past Anomaly

To play back past anomalies, just click on the icetana PlaybackWall tab. You can view and play your past anomalies here by dragging the timeline backwards and forwards.



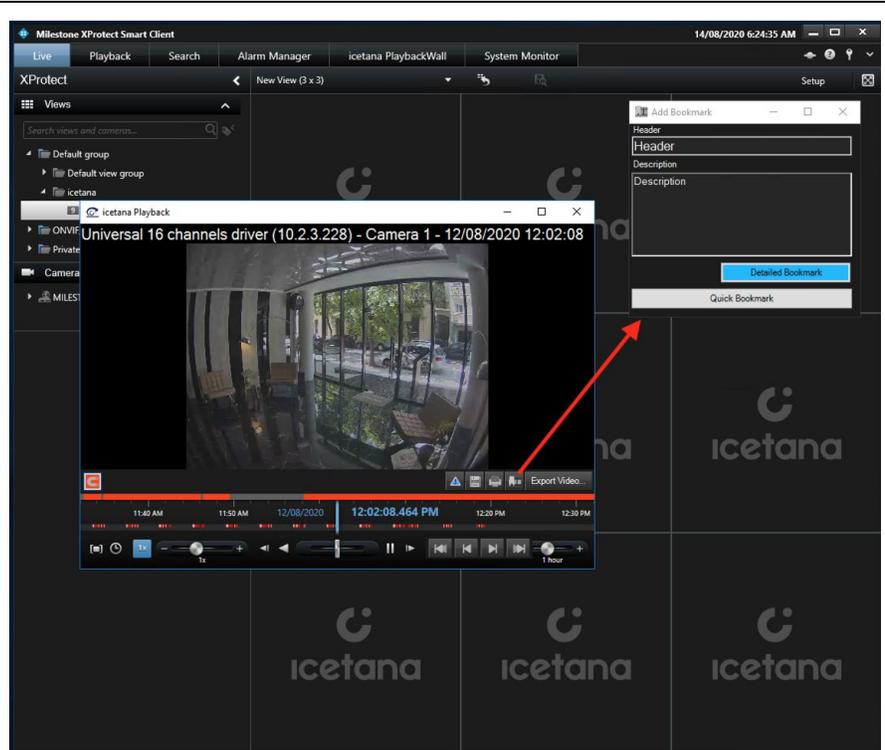
Incident Reporting (rTrack)

You can record incident information associated with anomalies that you have determined require more action. Incident details are available to all supervisors to foster real-time and historical reporting.



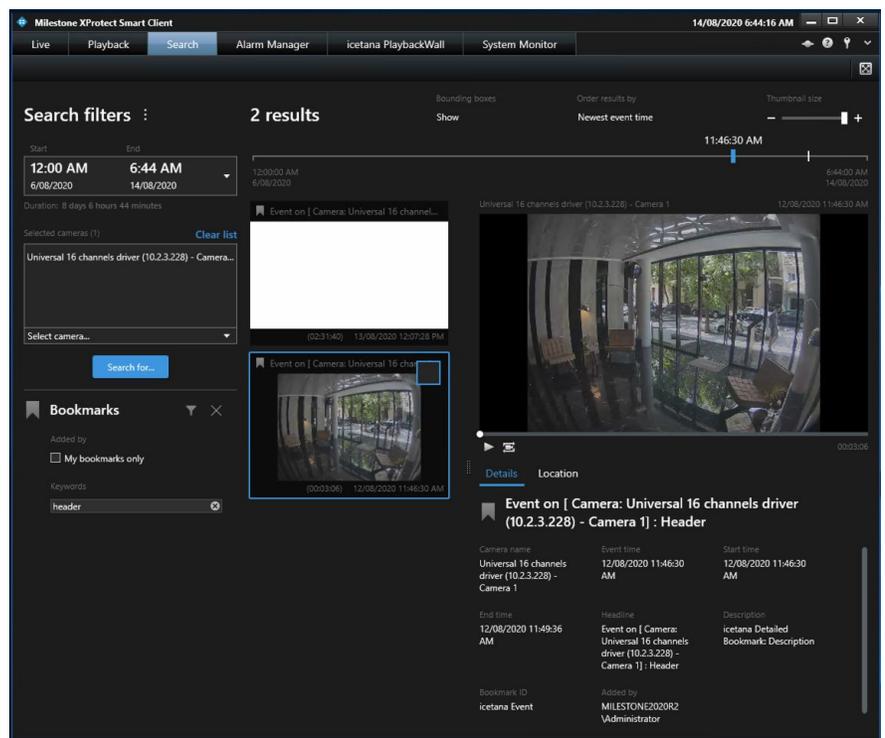
Bookmarking

In the icetana Playback window or on the LiveWall click on the **Add Bookmark** button. This will open the Add Bookmark window where you can add header and description text for your anomaly.



Search Bookmarks

You can search your previously saved bookmarks in the Milestone Smart Client search section. Specify the date and camera you are interested in and then enter the header or description you gave the bookmark.



Incident workflow

When an operator sees an event on a LiveWall, they must first determine whether this represents an actionable incident. Most events displayed to the operator are not actionable, e.g. loitering, movements through car parks, etc. However, icetana does detect numerous events that may represent precursors, trespassing, damage to people and property that may require attention. Ultimately, it is up to the operator to assess and choose the appropriate action for a given situation.

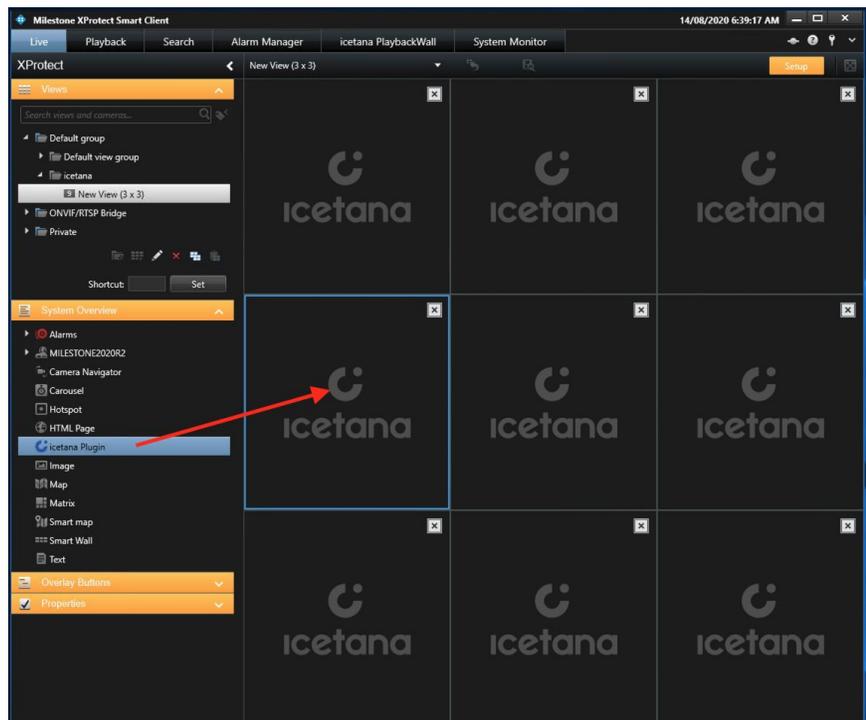
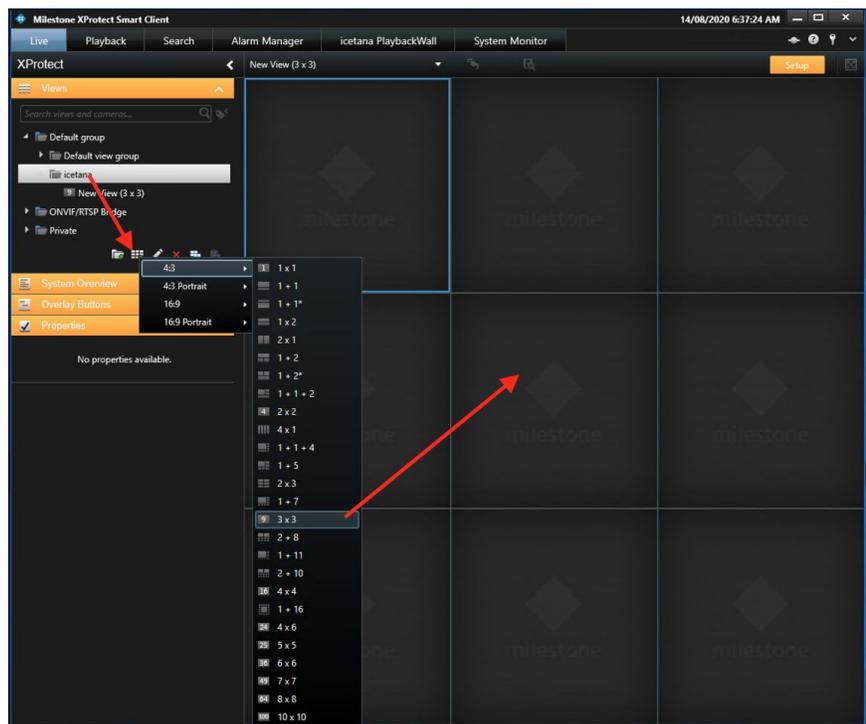
The expected workflow is below:

1	icetana Event	icetana detects an anomalous event and displays it on the LiveWall as a short video clip.
2	Operator evaluation	Review of live events to determine whether an action is required. (Most events displayed on the LiveWall do not require action.)
3	Action required	Further examination or investigation of anomalous events via the icetana PlaybackWall on the Milestone Smart Client. Note: Serious incidents and suspicious events may require additional steps in accordance with standard operating procedures.
4	Incident report	Post-event follow-up and completion of an incident report.

LiveWall Layout

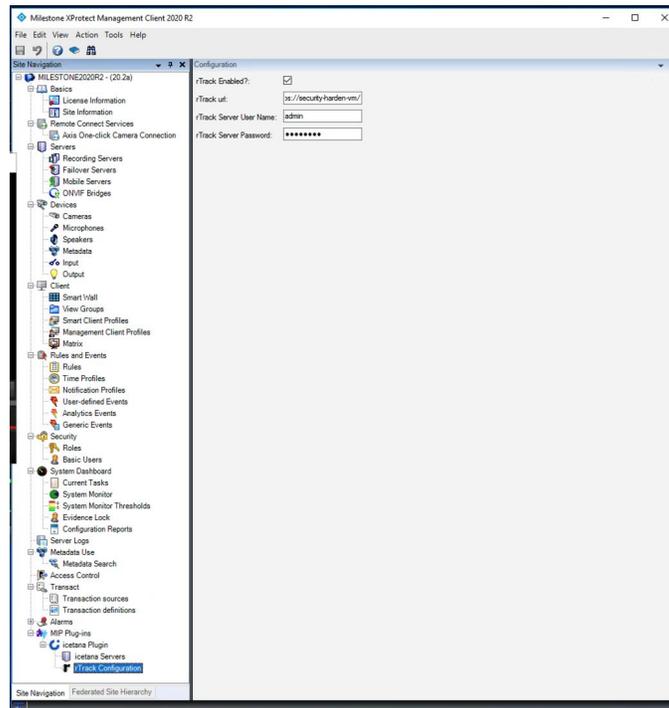
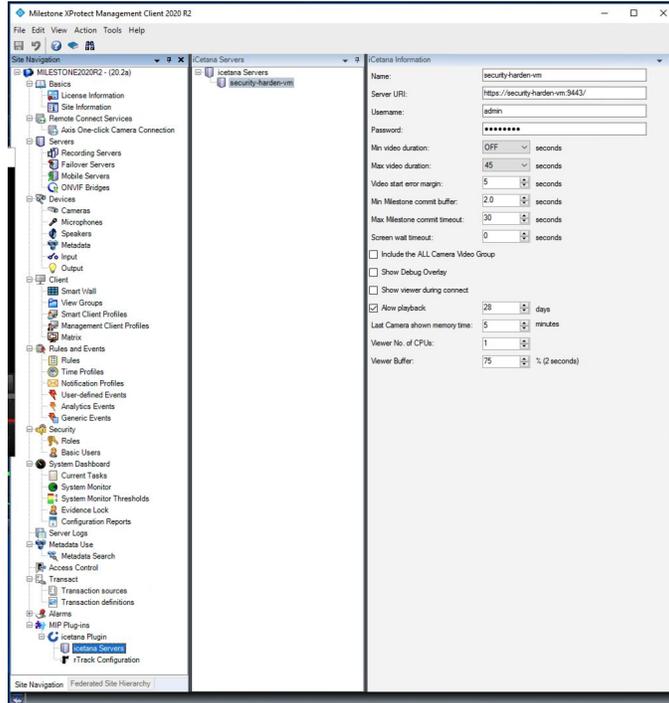
The default LiveWall layout is a 3x3 grid but the operator can change it on the sidebar of the live tab. Each LiveWall can be configured with its own layout.

Change the layout in the Milestone Smart Client and then drag the new configuration from the icetana Plugin in the **System Overview** section onto the LiveWall



LiveWall Camera View

Each LiveWall can be configured to display anomalous events from a specific set of cameras. This can be modified in the icetana Smart Client and further configuration for the icetana server and rTrack server can be done in the Management Client.



Product Features

Category	Feature	Milestone Plugin
LiveWall	Displays LiveWall	Yes - in a separate tab
	Configurable LiveWall grid size	Yes
	UI for config	Yes
	Configurable camera groups per LiveWall	Yes
	Move anomaly	To separate playback view/window
	Easy navigation to last anomaly	Yes - click button or double-click on LiveWall grid cell
	Automatic Bookmark as icetana	No - manual
	Live feed indicator	Yes - green/red (live/fast forward)
	Printing	Yes
	Configure grid size	Yes
Playback	Playback	Yes - as separate view/window
	Change playback speed	Yes
	Navigate between anomalies	Yes - via icetana timeline
	Export video	Yes
	Save snapshot	Yes
	Snap to anomaly	Yes
	Print	Yes

PlaybackWall	Playbackwall	Yes - separate tab
r-Track reporting	r-Track reporting	Yes - via button in LiveWall and Playback
Release	Installation scripts	MSI installer
	Packaged together with icetana	No
	User manual	Yes