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The essence of Performance

The mission of the Learning & Performance team is to empower the people in the Milestone community to successfully perform on the job by delivering effective learning and performance support solutions. Our vision is to grow the number of people globally who have proven expertise in the design and implementation of Milestone community solutions.

We offer both instructor-led training classes and free online eLearning courses to help learners build the knowledge and skills needed to perform on the job. Our online certification assessments allow individuals to prove their expertise in design, installation, and configuration of Milestone products and to fulfill Channel Partner Program (CPP) requirements.

It is important that learners receive recognition and documentation of their successes! Completion certificates are available for learners after attending our instructor-led training classes/workshops or completing many of our eLearning courses. Certification diplomas are issued to individuals who pass the certification assessments.

In support of our global community, our Learning Portal, training, and certifications are available in multiple languages.

XProtect VMS Deployment Best Practice Guide

In addition to the learning tools outlined in this catalog, the Milestone XProtect VMS Deployment Best Practice Guide is a reference document for technicians and engineers installing Milestone XProtect VMS (single- to multi-server installations, medium complexity) and should be used as a technical design and installation guide when planning, installing, servicing, and expanding Milestone solutions.

- Supplements Milestone manuals, guides, and white papers.
- Includes practical advice and suggestions on how to best deploy XProtect VMS.
- Provides context for included resources, as well as additional references to eLearning courses and non-Milestone resources.

Available on the Milestone Content Portal.

Interactive checklist version available. See the Using XProtect VMS Deployment Best Practice Checklist eLearning course in this catalog.
eLearning

Our eLearning is a convenient way of getting immediate access to free training online! We offer an ever-increasing number of eLearning courses for integrators and reseller partners, as well as end-user customers. These courses are free and available 24/7 from your computer or tablet.

Training Tracks

A training track is a way of grouping together eLearning courses to create an ordered curriculum that is applicable to a specific job role.

While all the courses included in these training tracks are also available within the individual eLearning categories they belong in, training tracks are a suggested learning path to help system designers and field technicians get the knowledge they need.

Once you enroll in a training track, you will be automatically enrolled in the individual courses.
Deploying Single-server, Low-complexity XProtect Systems

Training tracks provide convenient sets of eLearning courses to help you progress from novice to proficient for a given task. On completion of this track, you will be able to deploy single-server, low-complexity XProtect systems. Not all courses appear in tracks, and some courses appear in more than one track. If you complete a course in one track, it will register as being completed in others.

Novice:

- Milestone Fundamentals of IP Surveillance Systems
- Getting Started with XProtect® Smart Client

Competent:

- Getting Started with XProtect® VMS
- Adding Cameras and Device Groups in XProtect VMS Products

Proficient:

- Configuring Storage and Archiving for XProtect VMS
- Getting Started with Rules in XProtect VMS
- Troubleshooting Network Connectivity in XProtect VMS Solutions

⏰ 6h

GO TO TRACK
Deploying Multi-server, Medium-complexity XProtect Systems

Training tracks provide convenient sets of eLearning courses to help you progress from novice to proficient for a given task. On completion of this track, you will be able to deploy multi-server, medium-complexity XProtect systems. We suggest that you complete the Deploying Single-server, Low-Complexity XProtect Systems training track before beginning this one, but it is not required. Not all courses appear in tracks, and some courses appear in more than one track. If you complete a course in one track, it will register as being completed in others.

Novice:

- Configuring Storage and Archiving for XProtect VMS
- Getting Started with Rules in XProtect VMS
- Moving Hardware Devices
- Managing Secure Access in XProtect Advanced
- Improving XProtect VMS Performance with Multi-streaming

Competent:

- Configuring and Using Edge Storage in XProtect VMS
- Configuring and Using Enhanced PTZ
- Configuring and Using Maps
- Configuring and Using XProtect SmartMap
- Configuring XProtect Mobile with Smart Connect
- Configuring and Using Push Notifications

Proficient:

- Exploring XProtect VMS System Architecture and Communication
- Configuring and Using Alarms and Notifications
- Configuring Milestone Interconnect
- Configuring and Using XProtect Smart Map
- Configuring XProtect System Monitor
- Troubleshooting and Securing XProtect VMS with Server Logs
- Hardening XProtect VMS
- Milestone Server Communication Encryption

3h

GO TO TRACK
Deploying Multi-server, High-complexity XProtect Systems

Training tracks provide convenient set of eLearning courses to help you progress from novice to proficient for a given task. On completion of this track, you will be able to deploy multi-server, medium-complexity XProtect systems. We suggest that you complete the Deploying Single-server, Low-Complexity XProtect Systems and Deploying Multi-server and Medium-complexity XProtect Systems training tracks before beginning this one but is not required. Not all courses appear in tracks, and some courses appear in more than one track. If you complete a course in one track, it will register as being completed in others.

Novice:
- Exploring XProtect VMS System Architecture and Communication

Competent:
- Configuring XProtect DLNA Out
- Installing and Testing the ONVIF Bridge
- Configuring and Using the XProtect Smart Wall

Proficient:
- Identifying Cybersecurity Threats

⏰ 9h

GO TO TRACK
Exploring New XProtect® Features

The courses included in the Exploring New XProtect Features eLearning category are a convenient way to introduce learners to the newest XProtect features from the most recent release. Once a new version of the software is released, these modules will be updated to cover the newest features.

Exploring XProtect 2019 R3 Update Features

In Exploring the XProtect 2019 R3 Update Features, learners meet with a virtual team member to discover the new products and features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2019 R3 release, including:

- Adaptive streaming
- Bulk password management
- Centralized search
- Driver framework SDK
- Milestone Deployment Assistant
- Other system improvements

*BEGINNER*  
15m

**TAKE COURSE**
Exploring XProtect 2019 R1 Update Features

In Exploring the XProtect 2019 R1 Update Features, learners meet with a virtual team member to discover the new products and features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2019 R1 release, including:

- Two-way audio in the Web Client
- One-way and two-way audio in the Mobile Client
- Recording server encryption requiring certificate
- License Plate Recognition open to third-party integrations
- 64-bit Smart Client Player
- Improved hardware

BEGINNER 15m

TAKE COURSE

Exploring XProtect 2018 R3 Update Features

In Exploring the XProtect 2018 R3 Update Features, learners meet with a virtual team member to discover the new product features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2018 R3 release, including:

- New Log Server
- Scalable Video Quality Recording (SVQR) improvements
- Dynamic device event handling
- Smart Map in the MIP SDK
- One-way audio in the Milestone Web Client

BEGINNER 15m

TAKE COURSE
Exploring XProtect 2018 R2 Update Features

In Exploring the XProtect 2018 R2 Update Features, learners meet with a virtual team member to discover the new product features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2018 R2 release, including:

- Building support in Smart Map
- NVIDIA Hardware Acceleration on the Recording Server and Mobile Server

BEGINNER 20m

TAKE COURSE

Exploring XProtect 2018 R1 Update Features

In Exploring the XProtect 2018 R1 Update Features, learners meet with a virtual team member to discover the new product features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2018 R1 release, including:

- Privacy Mask Enhancements
- Hardware Acceleration Enhancements
- Enhanced DLNA Support
- Separate Device Packs
- One-click Installer

BEGINNER 20m

TAKE COURSE
Exploring XProtect 2017 R3 Update Features

In *Exploring the XProtect 2017 R3 Update Features*, learners meet with a virtual team member to discover the new products and features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2017 R3 release, including:

- Mobile Access Control
- DNLA Support
- High-quality audio AAC

BEGINNER 15m

TAKE COURSE

Exploring XProtect 2017 R2 Update Features

In *Exploring the XProtect 2017 R2 Update Features*, learners meet with a virtual team member to discover the new product features, along with the challenges they solve. After completion, individuals in customer-facing roles, as well as anyone interested in the new release, will be able to describe the benefits of the XProtect 2017 R2 release, including:

- Two new products for the mid-market
- Enhancements to the high-end market

BEGINNER 20m

TAKE COURSE
Exploring XProtect 2017 R1 Update Features

In Exploring the XProtect 2017 R1 Update Features, learners meet with virtual stakeholders and team members to discover the new features, the challenges they solve, and some brief information about how to configure the new features. After completion, customer-facing roles, as well as anyone interested in the new release, will be able to describe the new benefits of the XProtect 2017 R1 release, including:

- Lower total cost of ownership (TOC)
- Improved security
- Ease of use
- Other VMS updates

BEGINNER 20m

TAKE COURSE

Exploring XProtect 2016 R3

In Exploring XProtect 2016 R3, learners meet with a virtual team member to discover the details, use cases, and considerations surrounding each new feature of the Milestone XProtect 2016 R3 video management system (VMS) product line.

After completion integrators, system administrators, security managers and operators, and sales and design teams will be able to:

- List and describe the new XProtect 2016 R3 features that support scalable high performance and low total cost of ownership (TCO).
- List and describe the new XProtect 2016 R3 features that support efficient end-user operation.
- List and describe the new XProtect 2016 R3 features that support increased protection from cybersecurity threats.

BEGINNER 30m

TAKE COURSE
Milestone Fundamentals of IP Surveillance Systems

*Milestone Fundamentals of IP Surveillance Systems* helps build foundational knowledge and skills with digital video management software (VMS). This course covers how to:

- Describe the types of devices in IP surveillance installations and list the components of a VMS.
- Select appropriate cameras and lenses by considering the surveillance objective, field of view, resolution standards, exposure, codecs, and other key factors.
- Describe the main network components and protocols that support IP surveillance systems.
- Perform network bandwidth calculations and identify limitations or critical points in a network design that may lead to choke points.
- Describe the main types of storage and the recommendations for storing video in a VMS.

**BEGINNER 60m**

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**Getting Started with XProtect VMS**

Milestone XProtect VMS products include XProtect Express+, XProtect Professional+, XProtect® Expert, and XProtect® Corporate. This course covers the tasks required to install and configure a single-site, low-complexity XProtect Professional+ VMS solution. These tasks also apply to any of the other products listed above. After completion, partners and integrators new to working with these products will be able to:

- Identify Milestone Support resources.
- Prepare a system for XProtect.
- Find and download XProtect.
- Install and configure basic XProtect features.
- Explore the XProtect® Management Client and set options.

**BEGINNER 40m**
Getting Started with XProtect Smart Client

The XProtect Smart Client is a powerful application used to view and manage the daily operations of a surveillance installation. This course covers the basic installation and operation of the Milestone XProtect® Smart Client. After completion, end-user operators, and administrators will be able to:

- Install and navigate through the XProtect Smart Client.
- Create views in the XProtect Smart Client.
- Monitor events by viewing and adjusting live video.
- Investigate incidents by searching through and playing back recorded video.
- Export evidence via video and still images.

BEGINNER 90m

ELEARNING VIDEO

Getting Started with XProtect Web Client

The XProtect Web Client is an intuitive, web-based interface used to view, play back, and share video. This course covers the operation of the XProtect Web Client. After completion, end-user operators will be able to:

- View live video.
- Manage cameras for an investigation.
- Play back recorded video and export it for investigation.

BEGINNER 20m

ELEARNING VIDEO
Getting Started with XProtect® Professional

XProtect Professional is IP video management software (VMS) designed for mid-sized security installations of more than 45 cameras and is typically used in institutions such as schools, museums, and hospitals. This course covers the basic installation, configuration, and usage of XProtect Professional VMS. After completion, partners and integrators will be able to:

- Download and install the XProtect Professional VMS.
- Automatically and manually connect devices.
- Configure storage and archive settings.
- Adjust motion detection.
- Add and manage users.
- Manage licenses.

BEGINNER 30m

TAKE COURSE

Moving Forward with XProtect VMS

The Moving Forward with the XProtect VMS course helps build confidence and skills in transitioning from Milestone’s XProtect® Express and XProtect Professional to XProtect Express+, XProtect Professional+, XProtect Expert, and XProtect Corporate.

After completion, partners and integrators should have a better understanding of:

- The differences between the wizards.
- The principles of the rules system.
- Where to complete similar tasks in the new interface.

BEGINNER 20m

TAKE COURSE
Communicating Milestone Value

The Communicating Milestone Value series of courses will help customer-facing partners communicate the value of Milestone and our products, and be able to better convey the advantages of working with Milestone.

Exploring Milestone Care™

In the Exploring Milestone Care course, learners discover the levels of Milestone Care. After completion, partners will be able to:

- Identify a given Milestone Care level and explain the benefits.
- Find the best Care support program for their business needs.

BEGINNER 15m

TAKE COURSE

Communicating Milestone Product Features

In Communicating Milestone Product Features, learners work with a flash card interaction to learn how to communicate the value of Milestone product features. After completion, partners in a sales role who are newer to Milestone will be able to:

- Identify a given Milestone feature and explain what the feature does.
- Describe why your customers care about that feature and what challenges it could potentially solve.
- Identify the product suite that supports that feature.
- List typical customer profiles and their system profiles that would benefit from that feature and describe their characteristics.

BEGINNER 30m

TAKE COURSE
Designing Secure Milestone Solutions

The Designing Secure Milestone Solutions series of courses covers basic skills and information needed to successfully design a surveillance system using Milestone products to meet customers’ needs.

Exploring XProtect VMS System Architecture and Communication

In Exploring XProtect VMS System Architecture and Communication, you explore the system architecture of an XProtect Video Management Software (VMS) installation, discover the purpose of each system component, and understand how communication flows through the software when you perform certain tasks.

After completion, system designers, integrators, and support roles will be able to:

- List the components of XProtect VMS.
- Explain the function of each of the components.
- Describe the communication protocol and ports for various functions within the system.

*This course features video animation with audio narration. To complete the course, you must pass a brief 5-question quiz.

[INTERMEDIATE] [30m]

ELEARNING VIDEO

Designing Small-to-medium XProtect VMS

When you have completed this course, you will be familiar with key elements in the Milestone design process and you will be prepared to:

- Determine surveillance objectives.
- Define and calculate image quality for cameras.
- Discuss basic network topologies.
- Advise your customers about product selection.
- Use the XProtect Server Calculator to calculate needs for servers, network, and storage.

[INTERMEDIATE] [30m]

ELEARNING VIDEO
Improving XProtect VMS Performance with Multi-streaming

XProtect VMS supports multi-streaming for IP cameras. This allows you to configure streams of different qualities for different purposes, which helps reduce network traffic and reduces CPU load for decoding. This course covers concepts and tasks to help you benefit from this feature. After completion, integrators, designers, and system administrators will be able to:

- Explain multi-streaming in IP cameras.
- List the benefits of multi-streaming.
- Design a multi-streaming solution.
- Configure multi-streaming in XProtect Management Client.

INTERMEDIATE  30m

TAKE COURSE
Ordering Licenses and Managing Accounts

The Ordering Licenses and Managing Accounts series of courses will help learners use the tools available in their Milestone Reseller Portal to promote successful day-to-day business.

Exploring the Milestone Reseller Portal

In the Exploring the Milestone Reseller Portal, course learners discover the benefits of Reseller Portal. After completion, partners will be able to:

- Log in to My Milestone.
- Find the Server calculator and Husky calculator.
- Register a project to get the best discounts.
- Register a license to a customer.
- Activate a license for a customer.
- Monitor customers’ VMS system health.

BEGINNER 15m

TAKE COURSE

Exploring Value and Features of Milestone Store

The Milestone Store provides a simplified, intuitive way to perform common ordering tasks. This eLearning course covers the basics of how to manage orders, licenses, subscriptions, and quotes. After completion, customer-facing distributor roles will be able to:

- Place new orders.
- Trade in SLCs.
- Add configurations to existing SLCs.
- Renew Care Plus subscriptions.
- Manage quotes.

BEGINNER 60m

TAKE COURSE
Configuring And Using XProtect

The Configuring and Using XProtect series of courses highlights the configuration and use of different XProtect Video Management Software (VMS) features.

Configuring Milestone Interconnect™

Milestone Interconnect can connect multiple XProtect installations across the globe. This course covers how to configure Milestone Interconnect in XProtect Corporate. After completion, partners and integrators will be able to:

- Explain the benefits and differences between Milestone Interconnect and Milestone Federated Architecture™.
- Connect to a remote VMS installation from XProtect Corporate.
- Set the central site to store the remote site video recordings.
- Schedule a time to download video from the remote site.

INTERMEDIATE 20m

TAKE COURSE

Cameras and Device Groups in XProtect VMS

Adding cameras and devices to the XProtect VMS is a fundamental task in the Management Client. This eLearning course covers the basics of how to prepare and connect your cameras to the system, and how you can organize and structure your cameras and devices with device groups. After completion, partners and integrators will be able to:

- List basic prerequisites prior to adding cameras.
- Add cameras and devices with the Add hardware wizard.
- Configure cameras.
- Create and manage device groups.
- Perform multiple camera configuration from device groups.

BEGINNER 30m

ELEARNING VIDEO
Configuring and Using Alarms and Notifications

Alarms and notifications help customers respond quickly to situations that need attention. This course covers how to configure and use alarms and notifications. After completion, end-user administrators and operators will be able to:

- Create an alarm.
- Send an email upon the occurrence of an event or alarm.
- Associate a map with an alarm.
- Create a time profile to determine when alarms are active.
- Assign an alarm to another team member.
- Open and close (resolve) an alarm.

**INTERMEDIATE 30m**

Configuring and Using Edge Storage in XProtect VMS

Edge Storage refers to the ability of modern IP cameras to record video and audio to embedded or removable onboard media storage devices instead of, or in addition to, streaming media to a centralized recording server. Milestone XProtect VMS supports the retrieval of edge storage recordings and features several ways to maximize system reliability, flexibility, and performance when using edge storage to complement centralized recording. After completion, partners and integrators will be able to:

- Configure edge storage options in camera interface.
- Configure edge storage retrieval options in the XProtect Management Client.
- Manually request edge storage recordings in the XProtect Smart Client.

**INTERMEDIATE 45m**

TAKE COURSE
Configuring and Using Enhanced PTZ

This course module describes how to set up, select, and use presets and patrolling profiles for a PTZ camera in the XProtect Smart Client 2016. It also describes how to take and release control of a PTZ camera in a reserved session and adjust the timeout for manual and reserved PTZ sessions. After completion, partners and integrators will be able to:

- Set up presets and patrolling profiles for a Pan-Tilt-Zoom (PTZ) camera in the Smart Client.
- Select and use PTZ presets and patrolling profiles.
- Take and release control of a PTZ camera in a reserved session.
- Adjust the timeout for manual and reserved PTZ sessions.

BEGINNER 20m

ELEARNING VIDEO

Configuring and Using Maps

XProtect® Smart Client Maps help you find cameras by location, alert you to locations of problems or alarms, and provide an overall view of a site. This course covers how to configure and use Smart Client Maps. After completion, partners and integrators will be able to:

- Add, remove, and edit maps.
- Add, edit, and remove elements on a map.
- Add a hot zone, recolor the zone, and select a sub-map.
- Change a map background.

BEGINNER 20m

TAKE COURSE

Configuring and Using Push Notifications

Push notifications provide the occasional user, as well as patrolling officers, notifications about incidents that require their attention. This course covers how to enable push notifications on the Mobile Server. After completion, partners and integrators will be able to:

- Configure notifications on the Mobile Server in the Management Client and Management Application.

INTERMEDIATE 20m

TAKE COURSE
Configuring and Using XProtect Smart Map

XProtect Smart Map is a new XProtect Smart Client feature that allows operators to view camera and other device locations on different types of geographic information system (GIS) world maps. This course covers the configuration and use of the XProtect Smart Map feature. After completion, end-user operators and integrators will be able to:

- Describe the benefits of the XProtect Smart Map feature.
- Add a Smart Map to a view.
- Add and remove cameras, as well as define the field of view.
- Preview and send multiple cameras to windows.
- Change the geographic background.
- Manage default settings.

ELEARNING VIDEO

Configuring Storage and Archiving for XProtect VMS

Milestone XProtect VMS offers flexible storage options enable you to choose the most cost-effective, secure, and reliable storage and archive solutions for your customers' business. This course covers the architecture and configuration of storage in XProtect. After completion, designers and technicians will be able to:

- Explain recording architecture in XProtect VMS.
- Recommend storage and recording technologies for IP video surveillance.
- Design and optimize storage solutions.
- Prepare server operating systems for recording.

TAKE COURSE
Configuring XProtect DLNA Out

The Digital Living Network Alliance (DLNA) is a standard for easily connecting multimedia devices together to share/stream audio, video, and pictures. The Milestone DLNA server can stream surveillance video to smart TVs. After completion, integrators and operators will be able to:

- Download and install the DLNA server.
- Add single camera, and rules-based DLNA channels in the XProtect Management Client
- Access the DLNA channel from the Smart TV.

ADVANCED 15m

TAKE COURSE

Configuring XProtect Mobile with Smart Connect

The Milestone Mobile Server can automatically identify network addresses and configuration of consumer grade routers. This course covers how to connect to the Mobile Server from any location and demonstrates how to send an email directly from within the administration interface to the end-user. After completion, partners and integrators will be able to:

- Explain that Milestone Mobile can automatically identify network addresses and configuration of consumer-grade routers.
- Explain that Milestone Mobile can switch seamlessly between internal and external IP addresses and connect to the Mobile Server from any location.
- Send an email directly from within the administration interface to the end user.
- Configure these settings with either the XProtect® Management Application 2016 or XProtect Management Client 2016.

BEGINNER 20m

TAKE COURSE
Getting Started with Rules in XProtect VMS

The rules engine in XProtect VMS allows you to automate and tailor the surveillance system to match specific needs and conditions. By implementing rules, you can increase operational efficiency and automate standard security tasks at the same time. Furthermore, you can reduce the number of manual activities around the system. This course covers concepts and tasks to help you benefit from the rules engine in XProtect Express+, XProtect Professional+, XProtect Expert, and XProtect Corporate. After completion, partners and integrators will be able to:

- List principles for rules and events.
- Manage rules in the XProtect Management Client.
- Configure rules with the Manage Rules wizard.
- Create time profiles.
- Enable hardware events.
- List examples for events on critical system conditions.

INTERMEDIATE 50m

Installing and Testing the ONVIF Bridge

The Milestone ONVIF Bridge is an interface between an XProtect system and an external surveillance system. This course covers installation, configuration, and testing of the ONVIF Bridge. After completion, partners and integrators will be able to:

- Explain ONVIF Bridge concepts.
- Create an ONVIF User Role.
- Install the ONVIF Bridge server and Management plug-in.
- Add an ONVIF Bridge.
- Test ONVIF video.

ADVANCED 30m
Moving Hardware Devices

The Move Hardware feature allows customers to load balance, replace hardware, and replace a defective recording server without interruption of the playback or exporting of video. This eLearning course covers the benefits of moving hardware and how to move hardware between different Recording Servers. After completion, partners and integrators will be able to:

- Describe the benefits of moving hardware.
- Use the XProtect Management Client to move hardware from one Recording Server to another.
- List resources to troubleshoot issues.

BEGINNER 20m

TAKE COURSE
Configuring and Using XProtect Access

XProtect Access is an add-on product to Milestone’s XProtect VMS and Husky NVRs that makes it possible to integrate access control into your software. This course covers how to configure and use the XProtect Access add-on. After completion, partners and integrators will be able to:

- Enable XProtect Access and integrate access control systems with XProtect video management software (VMS).
- Adjust XProtect Access configuration on the access control properties pane.

**INTERMEDIATE** 20m

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Configuring and Using XProtect LPR

XProtect LPR is license plate recognition software that reads license plate information from vehicles and links license plate information with video. This course covers the installation, configuration, and use of XProtect LPR. After completion, integrators and operators will be able to:

- Install and configure License Plate Recognition.
- Select and set up cameras for LPR.
- Add LPR cameras.
- Create a matchlist.
- Create an alarm based on specific license plates.

**INTERMEDIATE** 15m
Configuring and Using the XProtect Smart Wall

XProtect® Smart Wall is an add-on product that improves response time by giving a complete overview of large surveillance centers. This course covers how to configure and use the XProtect Smart Wall add-on. After completion, partners and integrators will be able to:

- Describe how the XProtect Smart Wall enhances the ability of surveillance personnel to recognize, react to, and investigate incidents as a coordinated team.
- Use the XProtect Management Client to configure Smart Wall systems.
- Adjust Smart Client settings to display particular Smart Wall configurations and relevant presets.

INTERMEDIATE 30m

ELEARNING VIDEO

Integrating Lenel OnGuard Access Control in Milestone XProtect

Lenel OnGuard is an access control software. The course covers how to configure and use the Access Control Module (ACM) integration between Milestone XProtect Corporate and the Lenel OnGuard access control system. After completion, partners and integrators will be able to:

- Configure Lenel OnGuard for single sign-on.
- Install .NET 4.5.2 on the Lenel OnGuard system.
- Install ACM server on the Lenel OnGuard system.
- Install the ACM MIP plug-in on the XProtect Management Server.
- Configure the ACM module in XProtect Management Client.
- Define an alarm.
- Use the access control module in the XProtect Smart Client.

ADVANCED 30m

TAKE COURSE
Integrating Milestone XProtect Video into Lenel OnGuard

Lenel OnGuard is an access control software that has some VMS capability. Integrators may wish to add more capabilities with Milestone XProtect VMS. After completion, partners and integrators will be able to:

- Download and install required software.
- Run a program to generate a key file.
- Receive the license from Milestone.
- Run a program to associate Milestone cameras with OnGuard cameras.
- Add Milestone video to Lenel OnGuard.
- Configure alarms.
- Record and export video.

**ADVANCED** 20m

**TAKE COURSE**

Integrating BriefCam Syndex in Milestone XProtect VMS

This eLearning course covers how to configure and use BriefCam Syndex in Milestone XProtect® VMS. The BriefCam Syndex integration condenses many hours of video into a few minutes by isolating and storing every moving entity. Video is then presented based on filter criteria. After completion, integrators and operators will be able to:

- Explain the value and benefits of the BriefCam Syndex/Milestone XProtect VMS integration.
- Install BriefCam and supporting plug-ins.
- Obtain and register a license.
- Add cameras and users.
- Create a video synopsis.
- Use BriefCam Syndex to efficiently search for specific activities.

**ADVANCED** 20m

**TAKE COURSE**
Configuring the XProtect System Monitor

Delete this text and replace it with your own content. The XProtect Smart Client System Dashboard provides customers with real-time system status with a tile-based dashboard that allows them to respond proactively to problems. This eLearning course covers how to configure and use the System Monitor. After completion, resellers who monitor their system health will be able to:

- Customize the system dashboard to monitor the particular servers and cameras that are important to them.
- Change the free space thresholds for normal/warning/critical states.
- Set up rules to receive notifications on the system status.

INTERMEDIATE 20m
TAKE COURSE

Troubleshooting and Securing XProtect VMS with Server Logs

In Troubleshooting and Securing XProtect VMS with Server Logs, learners meet with virtual team members to discover how using the Server Logs node in the XProtect Management Client can help System Administrators track VMS activity, troubleshoot problems, and secure their systems.

After completion, learners in a support role will be able to:

- Adjust log settings and retention times to comply with organizational requirements.
- Identify server log components.
- Apply and clear log filters.
- Use System logs to view hardware, software, or communications activity.
- Use Audit logs to monitor configuration changes and operation activity.
- Use Rule-triggered logs to create customized log messages.
- Export log entries for documentation.

INTERMEDIATE 30m
TAKE COURSE
Troubleshooting Network Connectivity in XProtect VMS Solutions

In Troubleshooting Network Connectivity in XProtect VMS Solutions, learners meet with a virtual team member to troubleshoot connectivity issues in an XProtect VMS installation, using basic troubleshooting tools.

After completion, system integrators and learners in a support role will be able to use the Command Prompt, Windows Task Manager, and XProtect server status logs to:

- Diagnose and resolve a user login issue.
- Diagnose and resolve a Recording Server connectivity issue.
- Diagnose and resolve a device connectivity issue.

BEGINNER 45m

TAKE COURSE
Ensuring Secure Systems

The Ensuring Secure Systems series of courses highlights the identification and mitigation of cybersecurity threats as well as avoiding privacy issues in XProtect Video Management Software (VMS) systems.

Hardening XProtect VMS

In the Hardening XProtect VMS course, you learn how to apply different types of security measures in operating systems, networks, and XProtect VMS itself. After completion, integration engineers, and designers will be able to:

- Describe common security problems with video surveillance installations.
- Explain how a holistic approach is needed to combat security risks.
- Determine critical considerations for choosing the appropriate security measures.
- Describe the process of implementing improved security.

INTERMEDIATE 30m

TAKE COURSE

Identifying Cybersecurity Threats

The Identifying Cybersecurity Threats course covers a broad array of cybersecurity topics that may impact an XProtect VMS installation and other corporate IT systems and assets. These topics affect both end-user organizations as well as systems integrators who design, deploy, and support the IP surveillance systems. After completion, people in these roles will be able to identify threats against:

- Network, server, client, and device vulnerabilities.
- Physical access and tampering.
- Human or behavioral vulnerabilities.

BEGINNER 45m

TAKE COURSE
Milestone Server Communication Encryption

In the *Milestone Server Communication Encryption* course, you explore encryption options for network communications. After completion, designers and integrators will be able to:

- Describe the basics of computer-to-computer encryption.
- Explain server communication encryption.
- Determine critical considerations for enabling communication encryption.
- Describe the process of applying server communication encryption.

**TAKE COURSE**

Managing Secure Access in XProtect Advanced

This course covers how to configure users and roles and profiles for a more secure system. After completion, partners and integrators working with XProtect Advanced will be able to:

- Describe the relationship of Users, Roles, and Profiles.
- Use the Principal of Least Privilege (PoLP).
- Create and copy a Role.
- Assign Users to Roles.
- Assign Profiles to Roles.

**TAKE COURSE**

Configuring and Using the Bulk Password Manager

This eLearning course covers how to configure a rule to change device passwords on a user-defined recurring schedule. After completion, partners and integrators will be able to:

- Create a new rule.
- Selecting a time for recurrence.
- Change passwords on all devices.

**TAKE COURSE**
Developing with the MIP SDK

The Developing with the MIP SDK series of courses covers the development of integrations with the Milestone Integration Platform Software Development Kit (MIP SDK).

Getting Started with the MIP SDK

The Milestone Integration Platform Software Developer Kit (MIP SDK) allows developers to integrate applications into the Milestone XProtect products or to integrate XProtect features into their applications. This course covers how to get started with the MIP SDK. After completion, developers will be able to:

- Define an integration to accomplish specific goals.
- Download and configure a MIP SDK environment.
- Examine samples that come with the SDK.

TAKE COURSE

Developing MIP SDK Plug-in Integrations

The MIP SDK comes with a robust set of tools to create integrations to the XProtect VMS suite. This course covers plug-in integrations, which run directly in the XProtect VMS environment. After completion, developers will be able to:

- Open and run the MIPPlugin template.
- Create new types of XProtect VMS items with custom properties.
- Create a plug-in that can communicate with an external system, including:
  - Reacting to incoming commands.
  - Sending commands.
  - Incorporating event handling in the rules system and the Smart Client map.
- Create Smart Client Plug-ins.
Developing MIP SDK Component Integrations

The MIP SDK comes with a robust set of tools to create integrations to the XProtect VMS suite. This course covers component integrations, which are .NET-based standalone applications that interface with the XProtect VMS. After completion, developers will be able to:

- Open and run the MIPLibrary template.
- Manually and programmatically log into an XProtect VMS.
- Select items like cameras and other devices.
- View video.
- Listen for and trigger events.

INTERMEDIATE 60m

ELEARNING VIDEO
Exploring the Milestone Husky™

The Milestone Husky products are customizable workstation appliances pre-installed with XProtect video management software (VMS). The Configuring the Milestone Husky series of courses covers the design, installation, configuration, and operation of Milestone Husky network video recorders (NVR).

Installing and Configuring the Husky™ X2

The Milestone Husky X2 is a high-performing network video recorder designed for the mid-market. It offers scalability and flexibility to meet your specific surveillance needs. This course covers the preparation, installation, and configuration of XProtect on the Husky X2. After completion, field technicians will be able to:

- Prepare and connect the Husky X2.
- Run the Windows Out of Box Experience (OOBE).
- Use the Husky Assistant to set up your Husky X2.

BEGINNER  15m

TAKE COURSE

Installing and Configuring the Husky™ X8

The Milestone Husky X8 is a high-performing server-class network video recorder designed for the high-end market. It offers extreme reliability with component, storage, and application redundancy, ensuring continuous uninterrupted operation. This course covers the preparation, installation, and configuration of XProtect on the Husky X8. After completion, field technicians will be able to:

- Prepare and connect the Husky X8.
- Use the Windows OOBE and the Husky Assistant to set up the Husky X8.

BEGINNER  15m

TAKE COURSE
Exploring System Design Options with the Husky™ X Series

*Exploring System Design Options with the Husky X8* introduces five sites with unique security requirements and demonstrates how the Milestone Husky X Series NVR was used in each configuration to support those requirements. After completing this course, system designers and salespeople will be able to:

- Describe how the Husky X2 can be used as a stand-alone, all-in-one NVR.
- Describe how the Husky X series can expand an installation.
- Describe how the Husky X8 can be used in large-scale, distributed systems.
- Describe how the Husky M500 Advanced can be used in complex, high-availability systems.
- Describe how the Husky M500 Advanced can be used in multi-site, centrally managed systems.

**TAKE COURSE**

Installing and Configuring the Milestone Husky M500 Advanced

The Milestone Husky M500 Advanced is a purpose-built 1 GbE NVR recording hardware platform with scalable video management system (VMS) software. Users will install and configure the Husky M500A for use as an all-in-one surveillance solution. After completion, installers and integrators will be able to:

- Prepare the Milestone Husky M500 Advanced for first-time use.
- Check the status of the Husky M500 Advanced hardware.
- Complete first-time setup of the Husky M500 Advanced.
- Use the Husky Assistant to configure the M500 Advanced.
- Add recording devices to the Husky M500 Advanced.

**TAKE COURSE**
Exploring the Milestone Husky M500 Advanced

The Milestone Husky™ M500 Advanced is a purpose-built, high-density surveillance recording hardware platform. The unit is preloaded with Milestone video management software: Milestone XProtect Expert and XProtect Corporate. This course covers the key features of the Milestone Husky M500 Advanced network video recorder (NVR). Interactive presentations illustrate the benefits of the Husky M500 Advanced (M500A) and knowledge checks help reinforce product familiarity. After taking this course, salespeople will be able to:

- Describe the features of the M500A that contribute to its high-performance NVR platform.
- Describe the features of the M500A’s scalable Milestone XProtect VMS software that enable its solution versatility.
- Describe the features that enable simple and fast system sizing, setup, and installation of the M500A.
- Describe the features that contribute to the low total cost of ownership for the M500A.

BEGINNER 10m

TAKE COURSE

Exploring System Design Options with the Husky™ M500 Advanced

Exploring System Design Options with the Husky M500 Advanced introduces four sites with unique security requirements and demonstrates how the Milestone Husky M500 Advanced NVR was used in each configuration to support those requirements. After completing this course, system designers and salespeople will be able to:

- Describe how the Husky M500 Advanced can be used as a stand-alone, all-in-one NVR.
- Describe how the Husky M500 Advanced can be used in large-scale, distributed systems.
- Describe how the Husky M500 Advanced can be used in complex, high-availability systems.
- Describe how the Husky M500 Advanced can be used in multi-site, centrally managed systems.

INTERMEDIATE 20m

TAKE COURSE
Installing and Configuring the Milestone Husky™ M30 and M50

The Milestone Husky products are customizable workstation appliances pre-installed with XProtect video management software (VMS). This course covers the basic installation and configuration of Milestone Husky M30s and M50s. Reseller technical installers, integrators, and system administrators get hands-on simulation practice:

- Prepare and connect a Milestone Husky M30 or M50 to the network.
- Configure a surveillance server using the Husky M30 or M50 Management Application.
- Configure the XProtect Smart Client.

Beginner 30m

Take course

Installing the Milestone Husky™ M20

Users will install and configure the Husky M20 for low- to middle-complexity deployments. After completion, personnel will be able to:

- Connect cables and devices.
- Run the Husky Assistant.
- Create an I/O event to control a door.
- Create an event button in the Smart Client.

Beginner 15m

Take course
Exploring the Milestone Husky M20 Hardware

*Exploring the Milestone Husky M20 Hardware* covers the benefits of the Husky M20 hardware for low- to middle-complexity deployments. After completion, customer-facing personnel will be able to describe the value proposition surrounding:

- Two customer-replaceable hard drives.
- Integrated PoE managed switch with PoE+ on all ports.
- Intel Skylake (6th-generation).
- 200 Mbit/s recording rate.
- Alarm I/O: four in and four out.

BEGINNER

TAKE COURSE

15m

Exploring the Milestone Husky M20 Value and Benefits

The Milestone Husky M20 is a plug-and-play surveillance recording hardware platform. Pre-loaded with XProtect Professional, it is ideal for low- to middle-complexity deployments. This course covers the value propositions Husky M20 provides. After completion, customer-facing personnel will be able to describe the value proposition surrounding:

- Lower cost of ownership.
- Ease of use.
- High quality.

BEGINNER

TAKE COURSE

20m
Configuring and Using the Milestone Husky™ M10

This eLearning course covers the basic installation, configuration, and usage of the Milestone Husky M10. Reseller technical installers or end-user administrators/operators who purchase the product without a reseller get hands-on simulation practice:

- Preparing and connecting the Milestone Husky M10 to the network.
- Configuring the M10 by adding users and cameras.
- Configuring the camera settings.
- Viewing live video.
- Playing back and exporting recorded video.

BEGINNER          30m

TAKE COURSE
Instructor-led training

Milestone’s expert trainers teach classes/workshops all over the globe in a number of different languages. Our instructor-led training workshops use a combination of real-world scenarios and hands-on exercises to build the knowledge and skills necessary to successfully design, install, and configure Milestone VMS products to meet customer needs. These classes/workshops support the transfer of knowledge to on-the-job performance through the use of checklists and job aids that learners take with them into the field.

Individuals who are looking to build their capabilities with Milestone products are encouraged to attend our instructor-led training. These classes/workshops also help participants prepare for the corresponding online certification assessments, which prove expertise with Milestone products and fulfill certification requirements for various levels in the Channel Partner Program.

Attending instructor-led training classes/workshops does not include a certification. After attending a class/workshop, a completion document for that event will be available in your online profile (transcript).

Check out this video to learn more about our instructor-led training!

BICSI CEC credit hours are available for many classes/workshops. Accredited classes/workshops are marked by a "BICSI" logo.

Milestone is a member of the CPD Certification Service. Accredited classes/workshops are marked by a "CPD Certified" logo.
Milestone Solution Design

This two-day training class provides attendees with the knowledge and skills needed to design Milestone XProtect VMS surveillance systems that effectively support customers’ surveillance objectives and optimize return on investment. It is designed to empower our partners to consistently meet their customers’ needs and exceed their expectations. During this class, attendees will concentrate on best practices in customer needs identification, information collection, and making video surveillance design decisions.

Attendees use the Milestone Solution Design Process, job aids, and additional tools provided in class to design effective solutions for real-life scenarios. A professional facilitator guides attendees to meet stated requirements and provides expertise in Milestone best practices.

View the Milestone Solution Design training class agenda here.

Target Audience

Individuals responsible for working with customers and designing security systems using Milestone products

Individuals with limited system design experience will benefit most from attending this class.

This training class is not required prior to taking the Milestone Certified Design Engineer (MCDE) online certification assessment but is recommended as preparation.

*For learners looking to earn the MCDE certification and who have experience in system design, we recommend attempting the online assessment prior to enrolling in the class. We also recommend reviewing the MCDE Study Guide, as it provides insight into the knowledge and skills required and how to best prepare for the certification assessment.

Prerequisites

Prior to attending the Solution Design class, we require attendees to complete the Milestone Design Engineer training track.

Training Track information is available in the eLearning section of the Milestone Partner Learning Portal.

Accreditation:

Upon successful completion of the Milestone Solution Design class, BICSI will recognize this completion for 13 BICSI CECs.
Upon successful completion of the Milestone Solution Design class, CPD will recognize this class for 13 CPD hours/points.

$ 595  2 days

IN-PERSON
Milestone Technical Configuration Level 1

This three-day training workshop is designed to develop participant ability to install and configure moderately complex XProtect VMS installations.

The workshop consists of a series of hands-on exercises where learners practice configuring the XProtect Corporate VMS to specifications from realistic scenarios. Step-by-step instructions and a professional facilitator guide the learners as they configure systems according to sample specifications.

A final project allows learners to practice and demonstrate their skills in a more independent environment, but with continued support from the facilitator.

Participants leave with a detailed sequential checklist and annotated notes to help transfer their knowledge to the field.

View the Milestone Technical Configuration Level 1 training workshop agenda here.

Target Audience

Field technicians who are responsible for installing and configuring Milestone’s VMS product line of video surveillance systems.

Content Areas Covered

- Configure the Network and Server
- Install Milestone XProtect VMS Components
- Configure the Recording and Storage Settings
- Add Devices to the Recording Server
- Configure cameras
- Rules introduction
- Create Profiles
- Configure and use events
- Configure a Smart Wall
- Set Security
- Set Options
- Define alarms
- System monitoring
- Configure Mobile Server
- Milestone Interconnect

This training workshop is not required prior to taking the Milestone Certified Integration Technician (MCIT) online certification assessment but is recommended as preparation.

*For learners looking to earn the MCIT online assessment after attending class, we recommend first reviewing the MCIT Study Guide, as it provides insight into the knowledge and skills required and how to best prepare for the certification assessment.
Prerequisites

Participants should have fundamental knowledge and skills with cameras, networks, and storage devices, as well as with installing and configuring the XProtect Smart Client. To be successful in this workshop, you should first complete the following:

1. Milestone Technical Configuration Level 1 Pre-workshop orientation
2. Milestone Integration Technician training track

Training Track information is available in the eLearning section of the Milestone Partner Learning Portal.

Cloud Labs

This training workshop is also available online! Contact your local Learning & Performance team for more information. Contact information is found on page 44 of this catalog.

Accreditation:

Upon successful completion of the Milestone Technical Configuration Level 1 workshop, BICSI will recognize this completion for 18 BICSI CECs.

$ from 995  3 days

IN-PERSO ONLINE
Milestone Technical Configuration Level 2

This three-day training workshop is designed to further develop the ability to install and configure more complex XProtect VMS installations.

During this workshop, participants work in small teams to modify and expand existing XProtect Corporate VMS configurations to accommodate evolving customer business needs, as well as demonstrate what each modification accomplishes. New requirements and requests introduce layers of complexity into the surveillance installations and increase participants’ skills in handling challenging scenarios.

A final project allows learners to practice and demonstrate their skills in a more independent environment, but with continued support from the facilitator.

Participants leave with a detailed sequential checklist and annotated notes to help transfer their knowledge to the field.

View the Milestone Technical Configuration Level 2 workshop agenda here.

Target Audience

Milestone Certified Integration Technicians who are responsible for installing and configuring advanced features of Milestone XProtect Corporate for high-complexity surveillance systems.

Content Areas Covered

- Fine-tuning Mobile Server performing
- Advanced user security settings
- Automating Smart Client installation and startup behavior
- Working with advanced camera settings and unsupported cameras
- Complex event support
- Hot and cold failover
- Domain support
- Configuring Milestone Federated Architecture™
- Clustering servers

This training workshop is not required prior to taking the Milestone Certified Integration Engineer (MCIE) online certification assessment but is recommended as preparation.

*For learners looking to earn the MCIE online assessment after attending class, we recommend first reviewing the MCIE Study Guide, as it provides insight into the knowledge and skills required and how to best prepare for the certification assessment.

Prerequisites

To be eligible to attend, you must be a Milestone Certified Integration Technician.

Accreditation:
Upon successful completion of the Milestone Technical Configuration Level 2 workshop, BICSI will recognize this completion for 18 BICSI CECs.

$1595

3 days

IN-PERSON
Earning a Milestone certification proves expertise with our products and is a promise to end-customers of the certificate holder’s ability to design, install, and configure surveillance solutions that meet their needs. Certifications are also required to progress in the Milestone Channel Partner Program.

Our online certification assessments are available 24/7 from your computer or tablet and are available in several languages. Each certification is valid for two years. Partners can register for and complete the online certification assessments on the Partner Learning Portal.

We also have several tools available to help prepare for the online certification assessments, including instructor-led training workshops, free eLearning courses, white papers, and Study Guides. These tools are available to anyone who is interested in becoming Milestone certified.

Upon successfully passing a certification assessment, a diploma is made available in the learner’s online profile. The diplomas are printable and can be accessed when logged into the Partner Learning Portal.

In addition, after successfully passing a certification assessment, a "badge" is made available in the learner’s online profile. These "badges" can be exported and added to the learner’s Outlook email signature and LinkedIn profile.

Our certification assessments are available in the following languages: English, Spanish, Italian, German, French, Brazilian Portuguese, Dutch, Russian, Turkish, Japanese, and Korean.
Milestone Certified Business-ready Professional (MCBP)

Milestone Business-ready Professionals install and configure small-to-medium XProtect VMS installations with camera counts of up to 100 cameras, with a focus on XProtect Express+ and XProtect Professional+. The Milestone Certified Business-ready Professional (MCBP) assessment tests your ability to perform this task.

Prerequisites

Learners are not required to attend any training classes or complete certifications prior to taking the MCBP assessment, but we do recommend reviewing the *MCBP Study Guide*.

Learners should complete the Milestone Business-ready Professional training track in preparation for this assessment.

$ 150  2h

GET CERTIFIED

Milestone Certified Design Engineer (MCDE)

Milestone solution designers define surveillance objectives and document system and operator behaviors to support those objectives. Designers also select devices, products, components, networks, and storage products to include in the surveillance system. The Milestone Certified Design Engineer (MCDE) assessment tests your ability to perform these tasks.

*The MCDE is required for Gold and Platinum levels in the Channel Partner Program.*

Prerequisites

We do not require any certifications or classes prior to taking the MCDE assessment, but we do recommend reviewing the *MCDE Study Guide*. For those who are new to design, we also recommend attending the Milestone Solution Design training class when preparing to take the assessment, in addition to reviewing the MCDE Study Guide.

$ 150  2h

GET CERTIFIED
Milestone Certified Integration Technician (MCIT)

Milestone Integration Technicians install and configure moderately complex XProtect VMS installations with camera counts of 100-500 cameras. The Milestone Certified Integration Technician (MCIT) assessment tests your ability to perform this task.

*The MCIT is required for the Gold and Platinum levels in the Channel Partner Program.

Prerequisites

Learners are not required to attend any training classes or complete certifications prior to taking the MCIT assessment, but we do recommend reviewing the MCIT Study Guide.

For new installers, we also recommend attending the Milestone Technical Configuration Level 1 training workshop, in addition to reviewing the MCIT Study Guide.

$ 150  2h

GET CERTIFIED

Milestone Certified Integration Engineer (MCIE)

Milestone Integration Engineers install and configure complex XProtect VMS installations with a camera counts of approximately 100-10,000 cameras, multiple Management Servers, multiple Mobile Servers, edge storage, multicast, clustering, and other advanced configuration options. The Milestone Certified Integration Engineer (MCIE) assessment tests your ability to perform these tasks.

*The MCIE is required for the Platinum level in the Channel Partner Program.

Prerequisites

An individual must be a Milestone Certified Integration Technician to be eligible to take the MCIE assessment. Learners are not required to attend any training classes prior to taking the MCIE assessment, but we do recommend reviewing the MCIE Study Guide. While it is not required, we recommend attending the Milestone Technical Configuration Level 2 training workshop before taking the assessment, in addition to reviewing the MCIE Study Guide.

$ 150  2h

GET CERTIFIED
Register today

The Milestone Learning Portal makes it easy to find what you need—whether it is an eLearning course, an upcoming training workshop in your area, or a certification assessment. The portal allows you to self-register, pay, and even complete certification assessments.

Visit the Milestone Learning & Performance home page for more information and to access the portal.

Be sure to review the "How to Use This Portal" guide when first using the portal. This guide is available on the portal's Home page, is available in several languages, and is a great tool for learning how to navigate the portal.

Contact Us

Milestone has team members all over the world available to assist you.

For questions regarding our Learning Portal and our Training and Certification program, please contact your region's Learning and Performance team.

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