



Watch-it

core

User manual
v5.0



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Further questions?

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Watch-it core v5.0 User Manual

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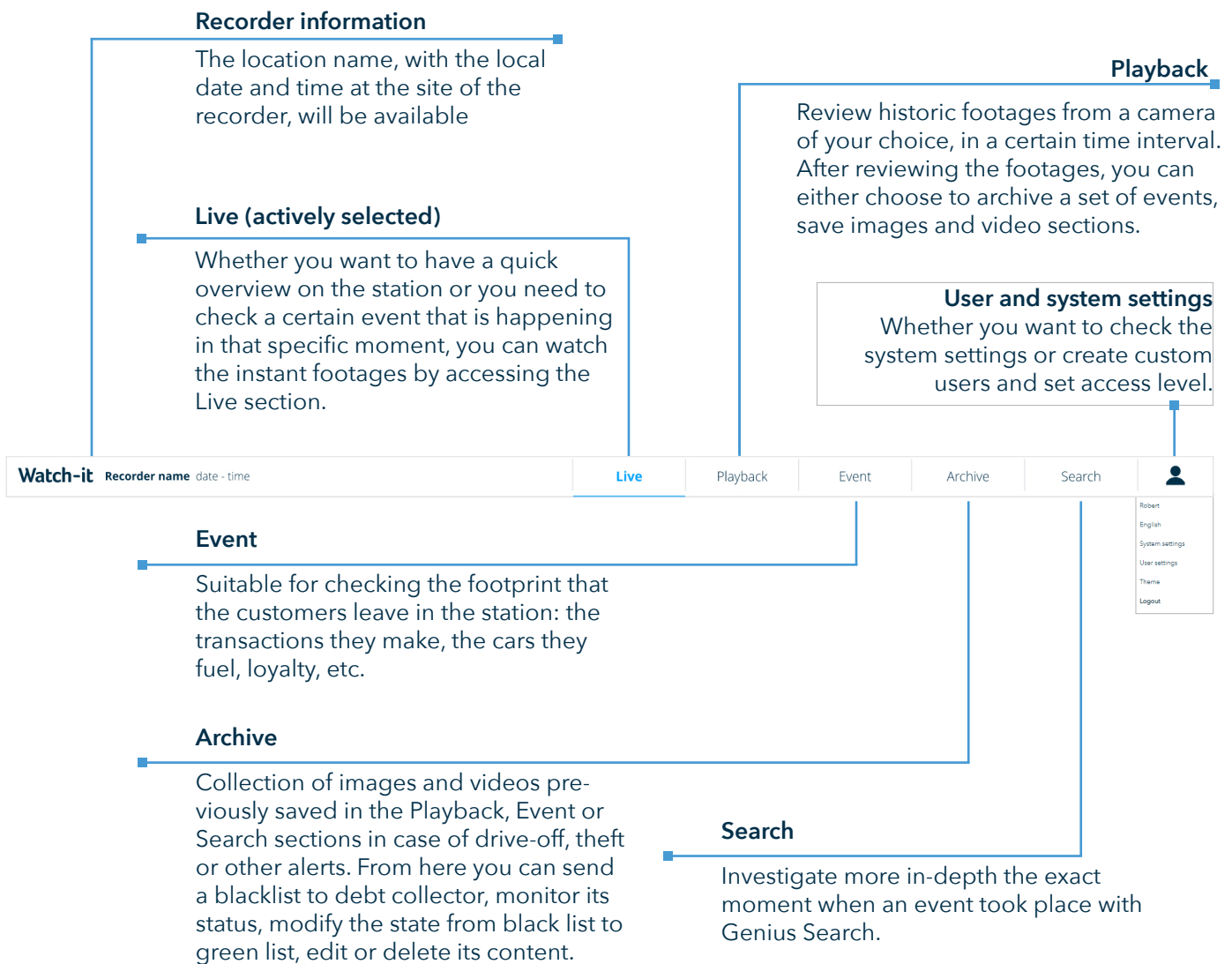
1 Introduction

Watch-it is a security technology platform, comprising of multiple applications. In this manual, we will discuss the functionalities of Watch-it core, the system on site. In this manual, optional functionalities might be shown, as well as functionalities that require specific user rights. Should you have any questions about this please reach out to us through support.bigbrother.nl.

Watch-it core offers a host of functionality that allow enhanced monitoring for your retail site: watching footage that is taken live, right from that specific moment in time with controls over your site (Live) as well as historic footage that were already taken in the past and can be further investigated later in time both as video (Playback), events with data sources (Events), motion search (Genius Search) as well saved archives (Archives).

1.1 Main sections

Below is a short overview of where to find certain features and a short description about them:



1.2 Video controls

Meaning of the colors in the timeline:

- Motion
- No events
- Current time in the video footage
- No recordings

On the top of the video player you will find **camera name** and the **date** of the recording

> Camera name <01-09-2023>

Change the currently selected camera

Play / Pause

Start / stop the video.

Fast forward

Go forward in the timeline. When on pause, click several times to forward the images 2, 4, 8 or 16 times slower. When on play, click several times to forward the images 2, 4, 8 or 16 times faster.

Time interval of the video

Click on the arrows to access the next/previous hour.

Fullscreen / Normal screen

Open / Exit fullscreen mode.

Video settings

Set the quality of the video by choosing one of the options in the dropdown (Max/High/Med/Min).

Save video

Drag the left and right margins to match the desired length of the video.

Save photo

Choose the destination of your choice:

- an external device such as a USB stick or network storage that is connected to your recorder on location. The image will be saved on this external device.
- download the image to your browser (available when using your recorder remotely and the remote browser download feature is enabled for the system).

Time sync

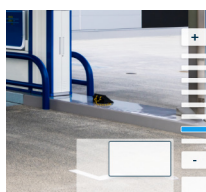
Synchronize two recordings.

Frame stepping (back)

Skip the video backward with the selected frames.

Zoom in/out

Zoom in/out the video for a more/less detailed view by mouse scrolling when the video is playing.

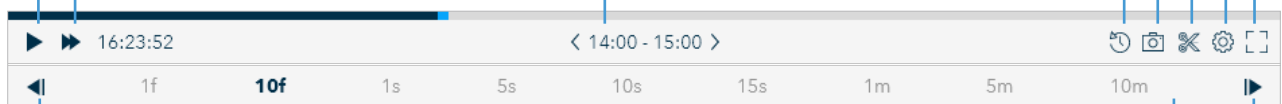


Frames

Frames of the video. Click on the corresponding button to see the footage with an interval of a few frames, seconds or minutes.

Frame stepping (forward)

Skip the video forward with the selected frames.



Some of the video controls can be accessed more easily by using the following keyboard letters:

Arrow left - backward skip


Arrow right - forward skip

P, space - play/pause

1.2.1 Save photo

Saving the images that contain details about a specific event will allow sharing it with location managers, police or third party collaborators.

Steps to save a snapshot from a footage of your choice:

1. Click on the  icon.
2. A pop-up with 3 different saving capabilities will open. Click on the 'USB' option to save the image on the remote storage device that is connected to the recorder from your location. Select the desired USB device from the list. Otherwise, if you want to download the image through your browser, click on the 'Download' button. In case you want to add the image to an archive, click the 'Archive' option

Share photo:

Photo of all video players of current paused time

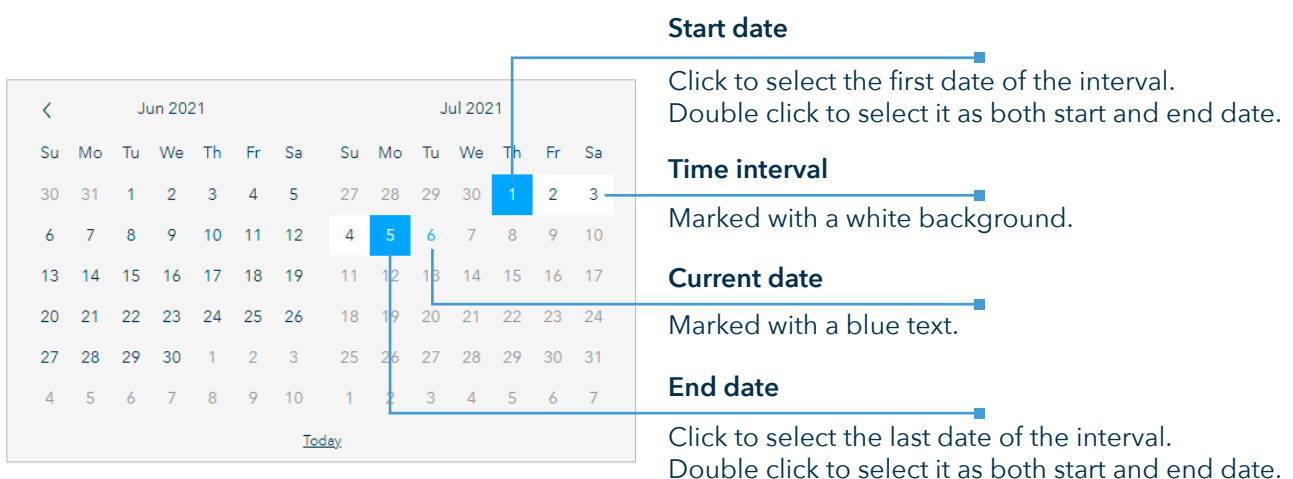


1.2.2 Save video

Save video ('Create archive' in previous Watch-it versions) capability is detailed more in **section 6.1**.

1.2.3 Calendar

Below is a more detailed explanation of each visual representation in the calendar popup:



Start date
Click to select the first date of the interval.
Double click to select it as both start and end date.

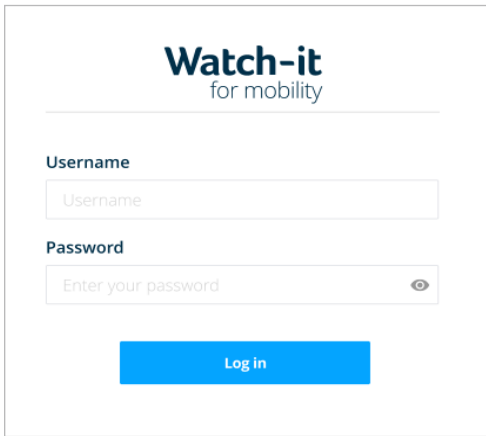
Time interval
Marked with a white background.

Current date
Marked with a blue text.

End date
Click to select the last date of the interval.
Double click to select it as both start and end date.

2 Login

Enter your username and password credentials in the input fields and then click on the 'Login' button.



The screenshot shows a login form for 'Watch-it for mobility'. At the top, the logo 'Watch-it' is displayed in a bold, dark font, with 'for mobility' in a smaller, lighter font underneath. Below the logo is a horizontal line. The form contains two input fields: 'Username' and 'Password'. The 'Username' field has a placeholder text 'Username'. The 'Password' field has a placeholder text 'Enter your password' and a small eye icon to its right. Below the input fields is a blue button with the text 'Log in' in white.

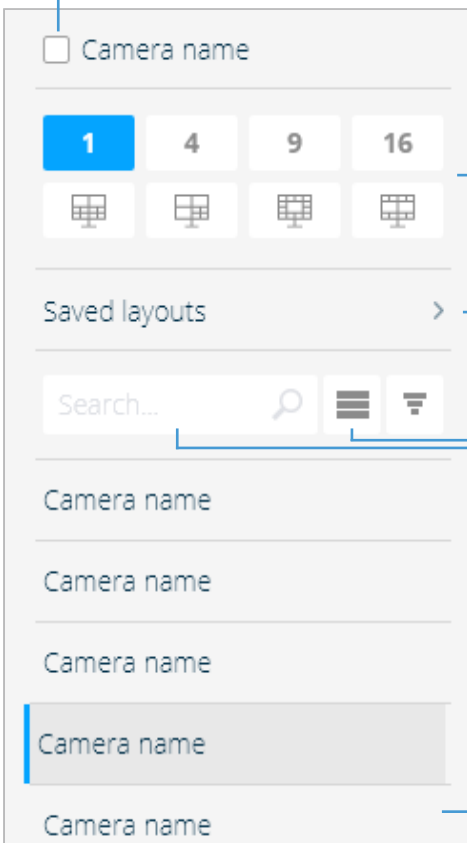
3 Live

The Live screen of Watch-it allows you to watch videos from the currently accessed location only, whether you are watching on-site or remotely through the customer portal.



Camera name

Select the checkbox to enable/disable the display of the camera name as an overlay on the camera footages.



Collapse/Extend menu

Click on the icon to hide/show the menu bar.

Video format

Click on the icon to select the display of the cameras video format: 1 / 4 / 9 / 16, or different layouts with 8 / 10 / 11 cameras

Saved layouts

Click on the dropdown arrow to open the already saved layouts or to save a new one.

Select the preferred layout by clicking on the checkbox beside. Click on 'Add' to create a new saved layout. For more details, check section 3.2.

View

Click to toggle between  (tile) and  (list) display.

Search

Type any camera name that you want to target in the search box. The results will appear as soon as you start typing.

Camera list

Drag one camera at a time and drop it into the preferred layout.

3.1 Watch live cameras

Steps to successfully watch the live video footage:

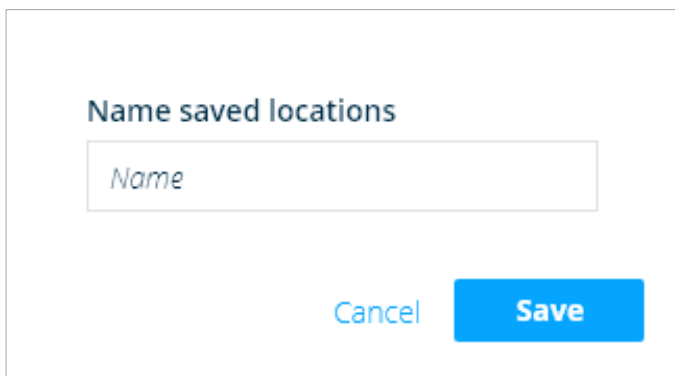
1. Select the cameras video layout (1 / 4 / 9 / 8 / 11 / 16 screens on the layout).
2. Drag and drop the camera from the list displayed on the left side bar in the desired layout.
3. Repeat until you have managed to identify the needed footage.
4. Enable/disable the camera name whenever needed.
5. If the selected camera is a dome, use the controls from the bottom-right corner to manually move it to the desired angle (left/right/top/bottom/center) or by using the arrows on the keyboard or zoom in/out (+/-).

In case you have a layout selected with multiple cameras you can double click one of the live images to enlarge it. If the selected camera is a dome, you will have access to the camera controls. To exit this view click on the gray area around the live image.



3.2 Save a new layout

Click on the 'Add' link to define a new layout. A popup will open and you can fill in the field with a preferred name and then click on the 'Save' button.



The saved layout is consisted of a collection of preferred cameras that you can watch whenever you need to investigate more thoroughly a certain event. The aim of this feature is to save the time invested in looking for the right combination of cameras that emphasizes the event over and over again. For example, you can select:

- all the cameras that are related to carwash
- all the cameras that target a specific pump
- all the cameras that watch the garbage bins

4 Live Controls

Live controls allows the user to control the output of the I/O box modules on site, see in real time the status of the location and take control of dome cameras

Site status

- Technical room door
- Door to Carwash
- Entrance door
- Emergency Stop

Site controls

- Unlock door
- Emergency Stop
- Toggle lights

Site Status

Site status allows the user to check if I/O boxes are active on location and if they are outputting a signal. The default status light color may indicate:

- Green: active
- Grey: inactive

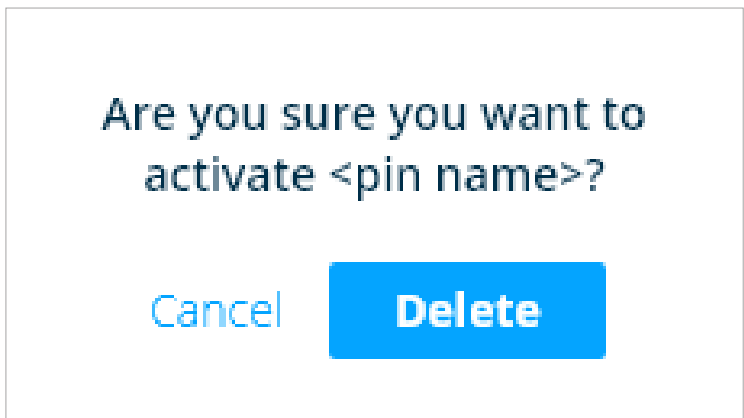
The status light colors can be customized by a BigBrother engineer

Site controls

You can take control of the site using the toggle buttons available. Toggling the slider will toggle the I/O box's output


- The output of the I/O box is on.
- The output of the I/O box is off.

If enabled from System Settings, some site controls will show a prompt to confirm the action, elimination accidental activation of the I/O box output.

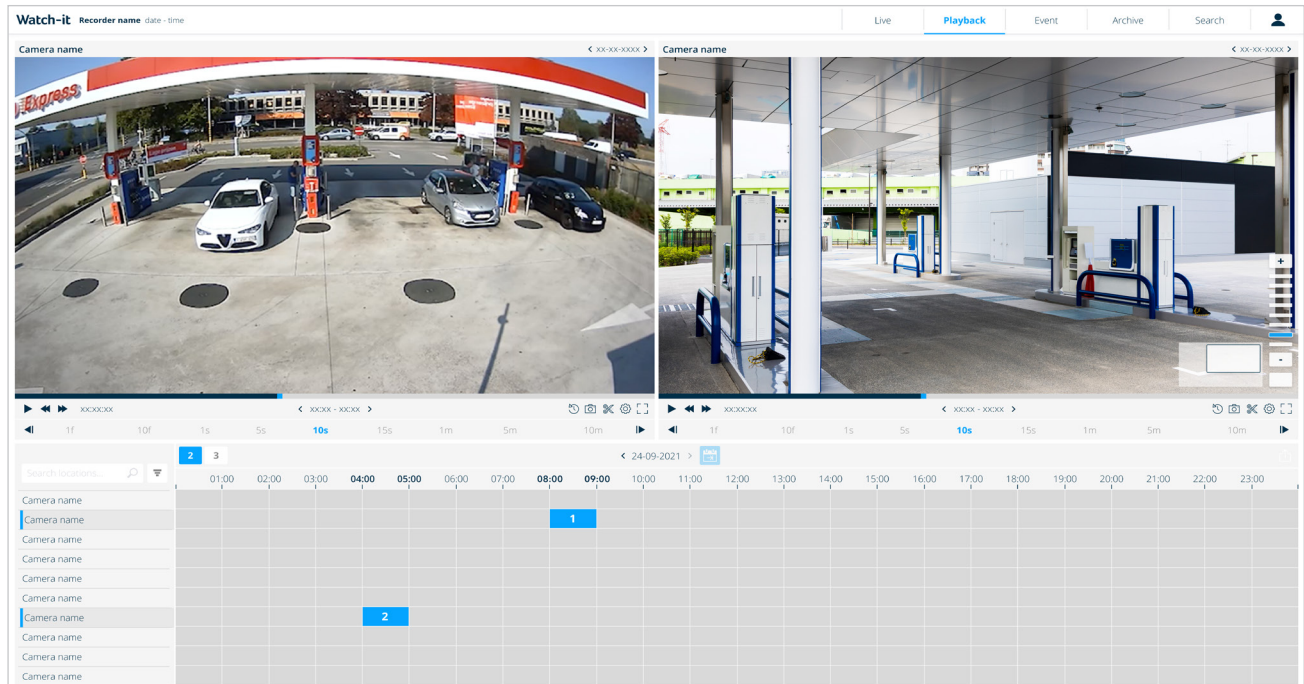


5 Playback

Playback viewer is suited for situations where you need to review historic footage and save specific event images for later use (archive/black list/debt collector).

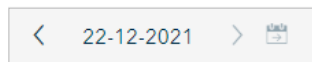
 If you access Playback after opening an event detail, the selected cameras from the layout are pre-filled with the exact ones that were connected to the events detail screen.

Once you open the Playback section by clicking on the main navigation tab, a screen with two video layouts is displayed.

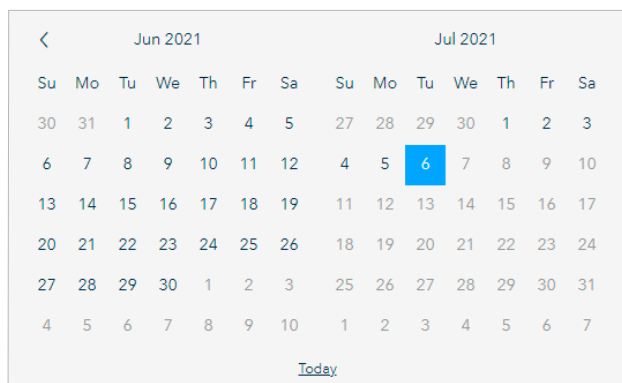


Steps to successfully watch the video footage:

1. First, click on the date section located in the middle of the screen. Use the arrows to navigate to the previous or next day. If you want to come back to the current date, click the calendar icon next to the date.




2. A popup with a calendar from where you can select the date will open.



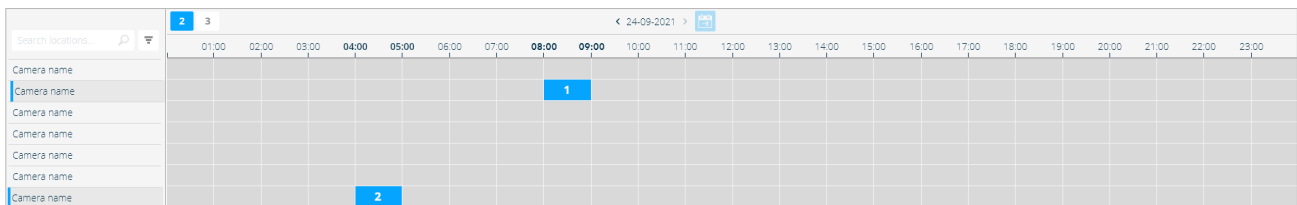
3. Select the number of cameras you want to review by selecting either 2 or 3 players from the left side of the calendar



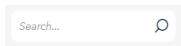
4. Drag and drop the time frame corresponding to the desired camera in the video layout. Gray-colored time blocks mean that a specific camera has recordings on its corresponding time frame, whereas white-colored blocks mean that the camera doesn't have recordings on that specific time frame. Hovering over a gray block will highlight the row and column you are selecting.

You can also select the video by using the camera selector in the top right of the video player. Click the blue arrow  and select the desired camera from the list.

5. Repeat this step for the situations where you want to compare multiple videos on different cameras.



6. Type any camera that you want to target in the search box and click on the Q icon.



6. Use the video controls to navigate easily to the desired event. A very useful feature is the time sync capability, it allows synchronizing the time across the videos that are watched.


7. To navigate more easily through the footage, use the video controls. Check section 1.2 for additional details.

6 Archive

The archive page contains a collection of event related images and videos, previously saved using the archive creation process in the Playback, Event and Search sections. Here you can search through blacklists, whitelists and video archives, update their details, create new ones or even delete them.

Watch-it Recorder name date - time							Live	Playback	Event	Archive	Search	
01-01-2023 12:00:00	Whitelist Titel	Name Location name	License plate	Extra information	AutoAlert message	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message off	Debt collection status: -						
01-01-2023 12:00:00	Video Archive Titel	Name Location name		Extra information								
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	Shared blacklist	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message Shared blacklist	Debt collection status: -						
01-01-2023 12:00:00	Whitelist Titel	Name Location name	License plate	Extra information	AutoAlert message	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message off	Debt collection status: -						
01-01-2023 12:00:00	Video Archive Titel	Name Location name		Extra information								
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	Shared blacklist	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message Shared blacklist	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	AutoAlert message	Debt collection status: -						
01-01-2023 12:00:00	Blacklist Titel	Name Location name	License plate	Extra information	Shared blacklist	Debt collection status: -						

When accessing the section, a list with all the archives is displayed in a multi-column table view. The columns offer additional details regarding time and hour, type and name of the archive, license plate, extra information, shared, AutoAlert and debt collector aspects.

 Starting with version 4.3 of Watch-it the archives and blacklists capabilities are nested inside a single chapter called Archive.

Filters 🔄 ✕

📅 - 01-01-2023 | 01-28-2023 +

🕒 - 00:00 + | - 00:00 +

Archive type >

Soda status >

Shared status >

Search

Type in the search field any term related to the archive: license plate, station name, car brand, car color, name of the archive, customer description. The results are being filtered. The results will appear as soon as you start typing.

Filters

All the selected filters are added in this section, whether they are typed in the search bar or checked from the dropdowns.

Archive type

Click on the dropdown arrow to open the list with all available storage types and click on the checkbox to select the one that you want to filter.

Debt Collection Status

Click on the dropdown arrow to open the list with all available statuses for the debt collection process and click on the checkbox to select the one that you want to filter.

Shared Blacklist

Click on the dropdown arrow to filter blacklists based on their shared status.

6.1 Create a new archive

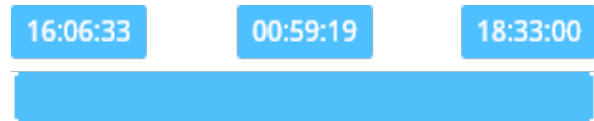
Archives can be created from either the Archive or Playback page. The advantage of creating an archive from the Playback page directly is it is easier.



Whether you intent to create an archive, a blacklist or a whitelist, Watch-it offers the possibility to add any of them by using the same wizard process. Open the dropdown during the creation process and select 'whitelist', 'blacklist' or 'video archive' according to your preference.

Adding video footage to an archive

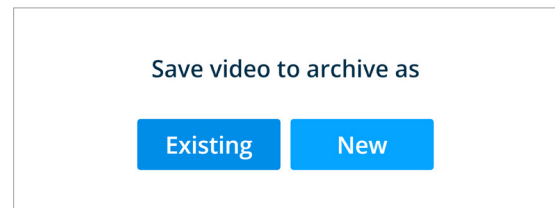
To add video footage to an archive to the Playback page and select the the part that you want to save in an archive and click the "Save video" button on the bottom right side of the video controls.



Watch-it will initially select from the moment the playback is currently at, 05 minutes. This can be adjusted by dragging either side of the blue bar or by typing the exact timeframe in the two fields on either side of the bar. When you have selected the time period you want to archive click the "Save" button in the bottom right corner of the video player.

A prompt will ask if you want to save the video to either an existing archive or you have the possibility to create a new one.

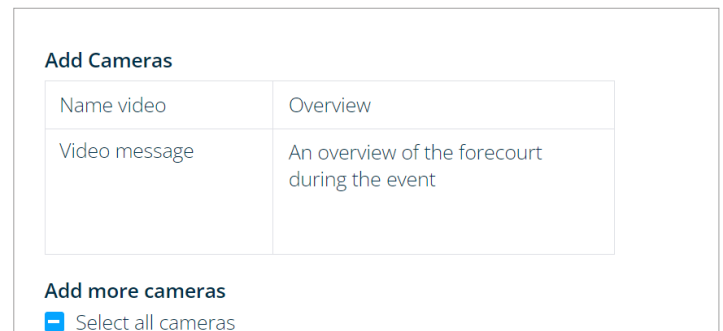
If you choose to save to an existing archive choose one available to you from the list and click "Next"



Name the video, and optionally add extra information in the "Message" field.

In case you want to save the event from different perspectives you have the option to select the cameras from the list below. If you want to save the video footage of the event from all cameras available select the "Select all cameras" checkbox.

Click the "Save" button in the bottom right to save the archive.



Creating a Blacklist or a Whitelist

In case you want to make a blacklist or a whitelist entry follow the steps above to create an archive and select as "Archive type" either Blacklist or Whitelist. Choosing any of those will provide additional field to fill out specific to those type of the events.

After creating an archive in the "Information" tab fill in the required information about the vehicle and transaction.

In the AutoAlert section you have the possibility to customize message sent to the AutoAlert screen.

After all the necessary information is filled out, click the "Next" button to proceed to the next tab.

Information	
License plate	XD-286-5
Vehicle	Volkswagen
Type	Polo 1.0 TDI
Color	White
Country	T. Van Heteren
Registered fuel type	V-Power Euro 95
Fueled type	V-Power Euro 95
Pump	1
Liters	16.43
Price per liter	€1.862
Subtotal	€62.47
Gender	Male

Payment	
Name account holder	T. Van Heteren
IBAN	NL32 RABO 0374962135
Subtotal	€ 116.32
Administration fee	€ 50.00
Total	€ 166.32

Remember information

Lock options

Lock archive (for other users)

Hide archive (for other users)

AutoAlert

AutoAlert: On

Notification: Preset notification

Text: _____

Previous Next

Add pictures of the event using the playback controls available to you. If you are happy with the frame that you are on click the Add button on the right to save the image to the archive.

Please note that only 8 images can be saved to a blacklist or a whitelist.

Add photo

Camera name: _____

Photos (new)

Name: 28-02-2020 / 12:03:02

Name: 28-02-2020 / 12:03:02

Name: 28-02-2020 / 12:03:02

1 2

Previous Save

6.2 Edit an archive

Open an archive that you wish to edit and click the Edit button in the bottom right


You can edit all the information fields that you've filled out previously while creating the archive (e.g. name, Extra information). If the archive is locked you can unlock it by unchecking the "Lock archive" option.

After modifying the archive click the Save button in the bottom right.

6.2 Delete an archive


Open an archive that you wish to delete and click on the  icon.

6.3 Download report

Open an archive that you wish to print and click on the  icon.

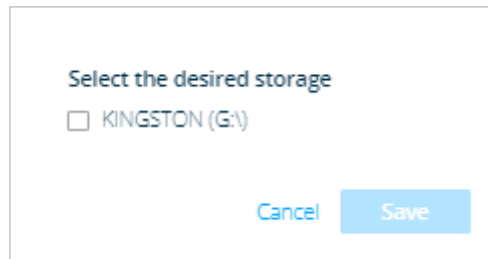
6.4 Download archive

From an archive, authorized users can decide to export or download separate videos from the archive or the whole archive folder as one

Open the archive that you wish to save the video footage click the  icon.

You will have the option to download either to your local computer, or if the files are too big, to a USB storage device that is connected to the recorder directly

If you choose to download to an external storage device a new window will show prompting you to select the device you want to save the video to. After selecting the storage device click on 'Save'



If you chose to download to your own local computer, Watch-it will exportCitrix will automatically download the video to

C:\Download, and a progress bar will appear in the bottom right and after it finished the download will

Exporting archive

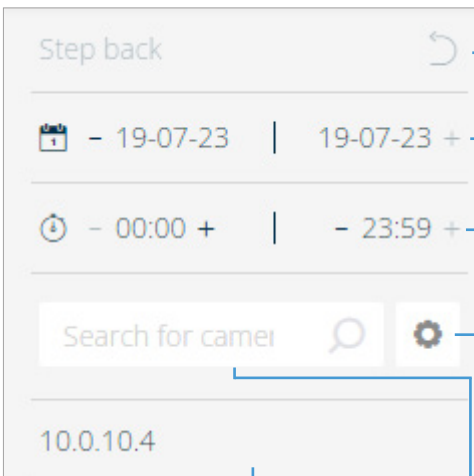
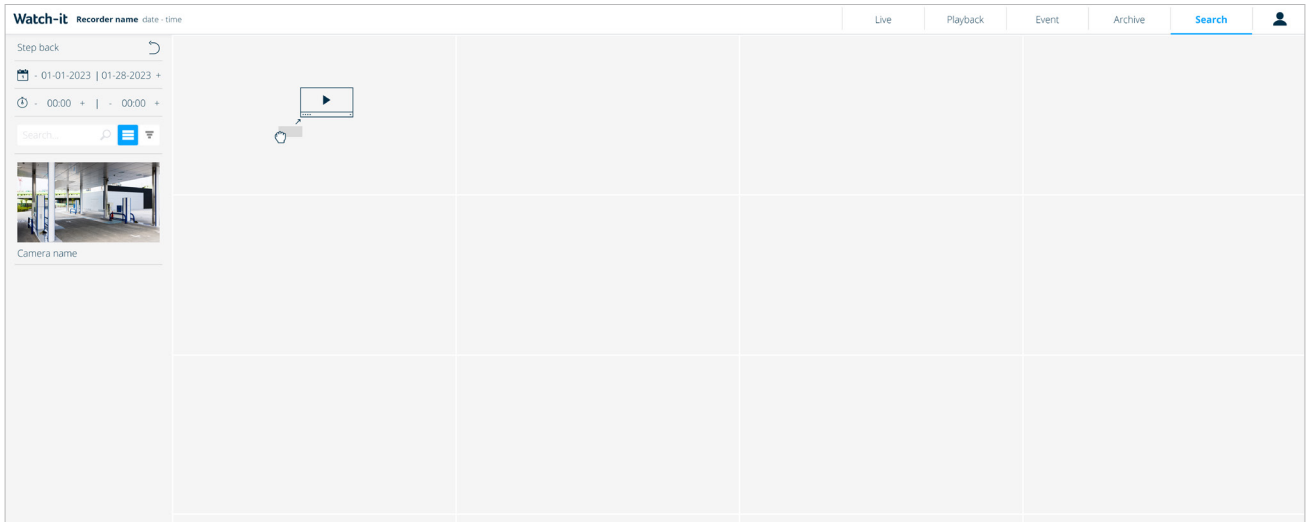


If the C:\Download is not created by Citrix Workspace check Citrix Workspace IO settings. If you receive an error while downloading, check if you have enough storage space available.

7 Genius Search

Genius Search is a feature that allows you to quickly investigate the time when an event took place, for example the appearance/disappearance of a certain object.

Once you open the Genius Search section by clicking on the tab, you can select the date and time that you need to investigate more in-depth.



Step back

Click on the icon to return to the previously selected footage filtering.

Date

Click on the date section to select the start and the end date of the interval. If you desire to target a specific day, double click to select only that day.

Use '-' to navigate to a previous date.
Use '+' to navigate to a forward date.
Use '>' to open the calendar.

Time

Click on the time section to select the start and the end time.

Camera list settings

Click to toggle between  (tile) and  (list) display or change the order of cameras in the list

Search

Type any camera name that you want to target in the search box. The results will appear as soon as you start typing.

Camera list

Select the desired camera from the list. The layout will be populated with video events that match the search filters you have previously selected.

To restrain the search investigation more efficiently, you have to first click on one footage to select the starting point of the time period and then click on the ending point.

7.1 Object disappearance/appearance investigation


Follow the steps to walk through the process of searching a specific object:

1. Set the start date as 24th of September and the end date as 25th of September.
2. Set the start time 12:00 and the end time 13:00.
3. The result of this search is consisted of videos that start on 24th of September at 12:00 and end on 25th of September at 13:00.



4. Drag a camera in the layout.
5. Click on the last frame where the object is present. It will be marked with number 1.



6. Click on the first frame where the object is not present anymore. When both frames are selected, a new screen opens up with another 16 frames.
6. Repeat the steps 3 and 4 to restrain the search as accurate as possible by first clicking on the frame where the object is displayed and then the frame where it is not displayed.
7. You can check the exact time interval in the time section.
8. Select the exact frame that is accurate for your appearance/disappearance identification. Double click on the frame to open the video player. You can watch the footage in full screen by clicking on the  icon.
10. If the difference between a start date and an end date is less than 15 seconds, the video player will open the footage.



8 System settings and user management

8.1 Version check

The best way to check the version of the Watch-it on your system is to go to the Login screen.

In the bottom-left corner there are 2 versions displayed:

- BigBrother Webapp version: the visual part of the user interface
- BigBrother API version: the version that is behind the scenes (server side)

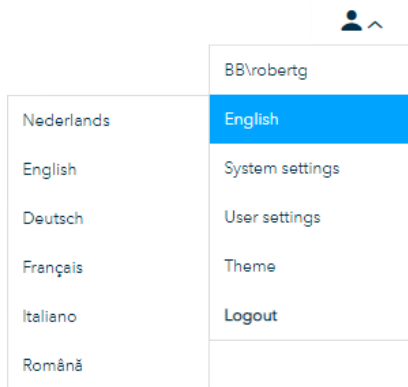
BigBrother registration ID 12345678 - Recorder name

BigBrother core API, version: 5.0 - BigBrother core Webapp, version: 5.0

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8.2 Change the language

Open the dropdown from the displayed icon and select the desired language.

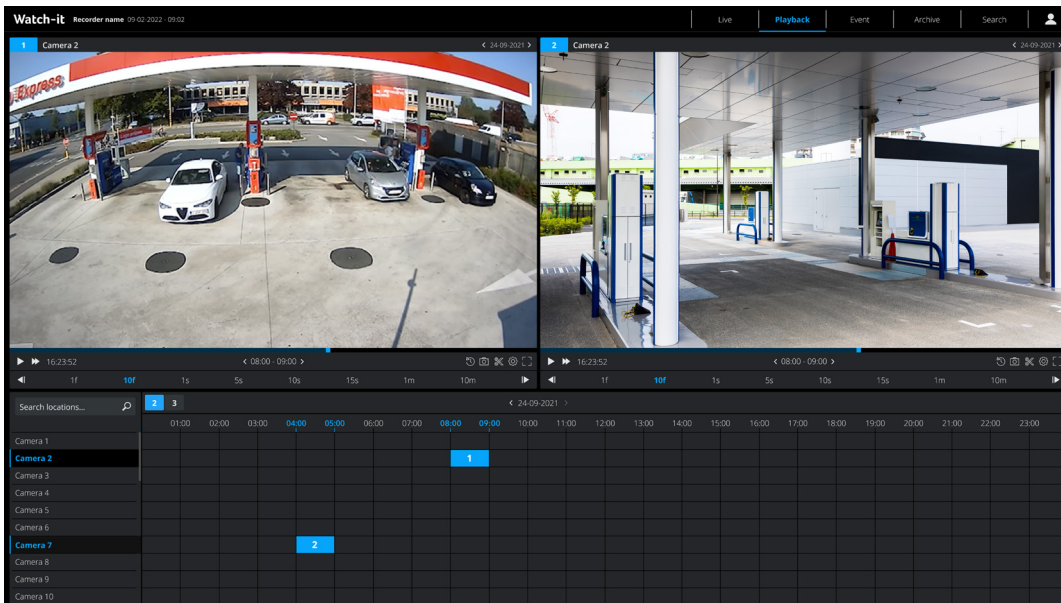


8.3 System settings

This section is not available for users as it is solely for technical configuration purposes on the system. From this section you can get back to Playback page again by clicking on the BigBrother logo in the top left corner.


8.4 Theme

Open the dropdown menu from the displayed user icon in the top right corner of the screen, and select the desired theme: dark or default (light)




8.5 User settings

User settings describes the ability to manage user access to various resources like Watch-It, monitoring, viewer, sales events, genius search and many more.

After you are logged in to Watch-it, click on the user icon  in the upper right corner. A dropdown will open, choose 'User settings'.

Watch-it core|settings Recorder name date - time

Local users	Users	Local users / Users			
Access control	Groups	Username	Password	E-mail	Groups
	Watch-it	Name	*****	E-mail	Select group 
	Monitoring				
	Viewer				
	Core settings				
	User management				
	API				
	Blacklist				

To create a new user enter the username, the password, email of the user and the group that it belongs to and click the "+" button. For a detailed explanation of the default user groups please refer to section 8.5.2 or in the Groups tab click "Group information".

To edit an existing user click the edit icon at the end of a users row, modify the data and click 'Save'. To delete an existing user click the delete icon at the end of a users row.

Groups

Edit the name and the description of the predefined groups to see a detailed group overview of each groups rights click the "Group information".

The following pages will allow you to give a user specific rights: **Watch-it, Monitoring, Viewer, Core Settings, User management, API, Blacklist.**

Currently it is not possible to restrict a user from a specific resource that the group he is in allows.

For example you can give a specific junior employee rights to be able to view recordings or events but you can't restrict the user from seeing live video.

8.5.1 Users

Customer users can have some access granted to Watch-it, but are not allowed to have access to:

- Configuration tab in User Settings
- Administrators group where bigbrother users belong to
- Bigbrother users
- Not able to add rights higher then yourself or other groups/users

8.5.2 Predefined customer groups

A predefined group is a collection of users that share the same access rights, different groups can distinguish between purposes.

Below you can find an overview on multiple types of users, a short description on their capabilities and the level of access corresponding to each one.

Head office	<ul style="list-style-type: none"> • allowed to add new groups with access rights as needed. • allowed to view/add/edit/delete users to/from a group. • allowed to print everything. • not allowed to change/edit/delete predefined groups. • not allowed to change the access rights of predefined groups. • allowed to see/download all archives and blacklists of every user. • allowed to manage shared blacklists from one station to all connected stations. 	<ul style="list-style-type: none"> • Watch-It – all • Monitoring – all (except presets) • Viewer – all • Blacklist – all • Sales event – all • Genius search – all • Access rights – all • Sales event – all
Manager	<ul style="list-style-type: none"> • allowed to add/view/edit/delete customer users. • allowed to add/view/edit/delete customer users to/from a group. • not allowed to add/delete/change/edit groups. • allowed to print everything. • allowed to see/download all archives and blacklists of every user. 	<ul style="list-style-type: none"> • Watch-It – all • Monitoring – all (except presets) • Viewer – all • Blacklist – all • Sales event – all • Genius search – all • Sales event – all • Access rights – as specified

<p>Senior</p>	<ul style="list-style-type: none"> • allowed to see everything, but is not allowed to change anything. • not allowed to create or delete archives. • allowed to print pdf reports. • allowed to see/download all archives and blacklists of every user. 	<ul style="list-style-type: none"> • Watch-It – all (except analyze statistics) • Monitoring – all (except presets) • Viewer – all • Blacklist – all (except delete blacklist) • Sales event – all (except creation archive and blacklist) • Genius search – all (except creation archive) • Access rights – No access • API – no access
<p>Medior</p>	<ul style="list-style-type: none"> • allowed to see live, playback and sales event screen. • no access to archive or blacklist screen. • not allowed to add/create/view/delete/print archives or blacklists in any window. • not allowed to see/download all archives and blacklists of every user. 	<ul style="list-style-type: none"> • Watch-It – no access • Monitoring – all (except presets) • Viewer – all (except view archives all users, except view blacklist all users, except creation of blacklist) • Blacklist – no access • Sales event – all (except creation archive) • Genius search – no access • Access rights – no access • API – no access
<p>Junior</p>	<ul style="list-style-type: none"> • only allowed to see the live video. 	<ul style="list-style-type: none"> • Watch-It – no access • Monitoring – view cameras • Viewer – no access • Blacklist – no access • Sales event – no access • Genius search – no access • Access rights – no access • API – no access



PETROL STATIONS

Watch-it is intuitive and really fast. This reduces the time required to manage the petrol station while improving quality.



FUEL RETAILERS

Watch-it, the standard in the protection of petrol stations, increases operational excellence at the lowest total cost of ownership.



SECURITY & SAFETY

Watch-it identifies dangerous situations, eliminates risks and actively provides indicators of danger or fraud.