

# PumpWatch user manual

v 4.4

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# PumpWatch NEW 4.4 User Manual

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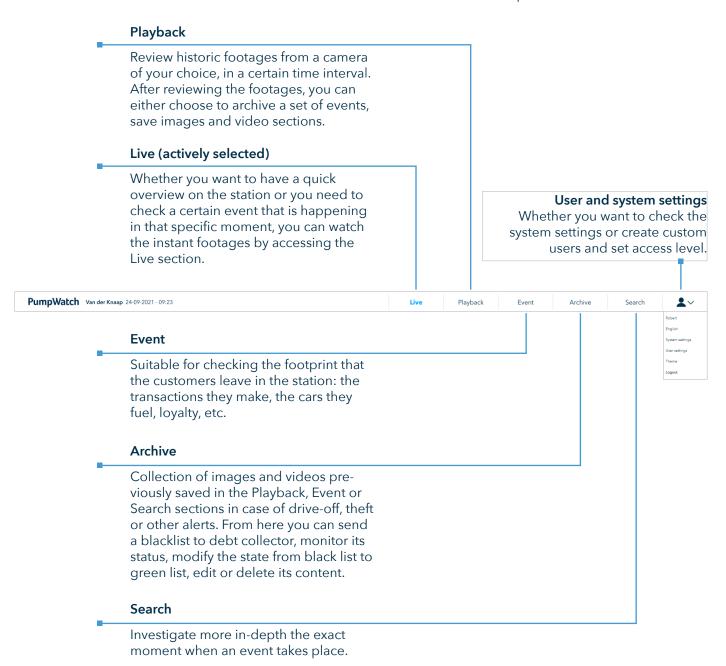


# Introduction

This user manual will give you a comprehensive tour of the PumpWatch New features. Our most recent product offers a collection of characteristics that allow enhanced monitoring for your pump station: watching instant footage that is taken live, right from that specific moment in time (Live section) as well as historic footage that were already taken in the past and can be further investigated later in time (Playback, Event, Archive, Search sections).

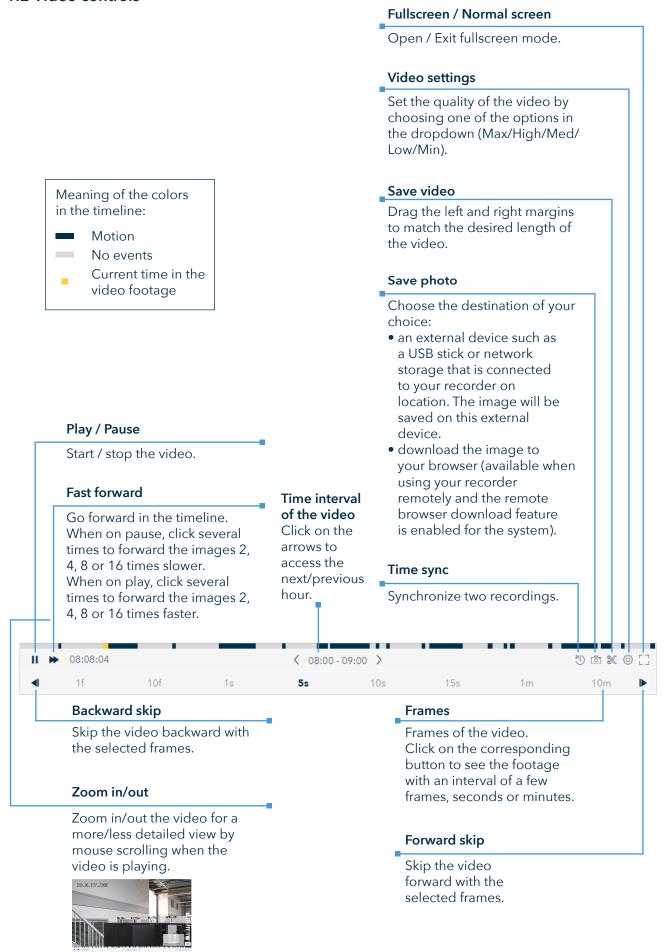
#### 1.1 Main sections

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



The current user manual may show optional functionalities or third-party system capabilities that may not be available to all users.

#### 1.2 Video controls



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 2 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.

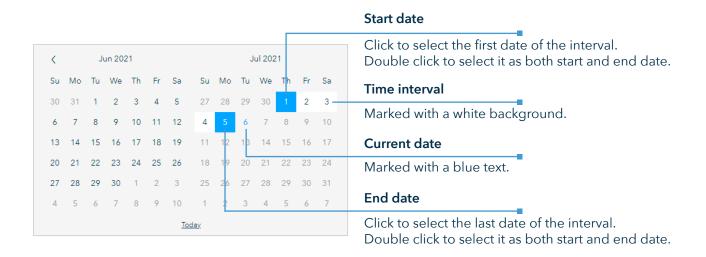


#### 1.2.2 Save video

Save video ('Create archive' in previous PumpWatch New versions) capability is detailed more in section 8.1.

#### 1.2.3 Calendar

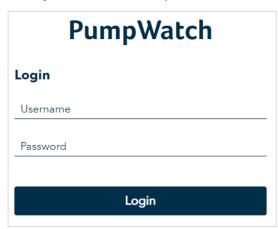
Below is a more detailed explanation of each visual representation in the calendar popup:





# 2 Login

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

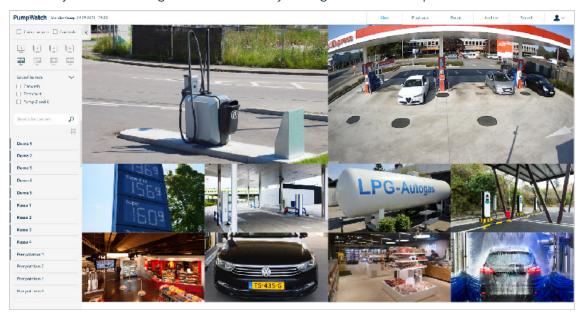


You only need to login once for all the customer applications:

- Live
- Playback
- Event
- Search



The Live screen of PumpWatch New 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

Saved layouts

Carwash

☐ Forecourt

Pump 2 and 8

Search for camera...

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

16

□ Cameraname □ Controls

#### **Controls**

Select the checkbox to extend or collapse the sidebar on the right of the screen. Site controls are available only if the user has the corresponding access rights. Toggling the site controls may ask for confirmation.

# 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.

#### Search

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

(list) display.

#### View

Click to toggle between (tile) and

# Camera list

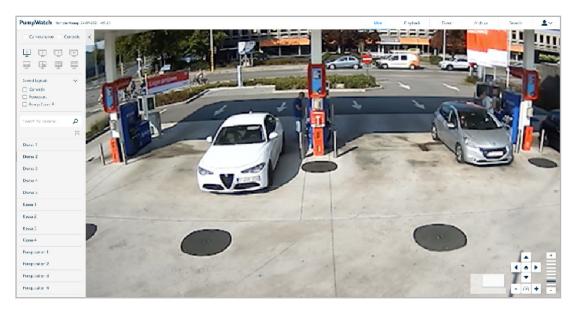
Drag one camera at a time and drop it into the preferred layout.





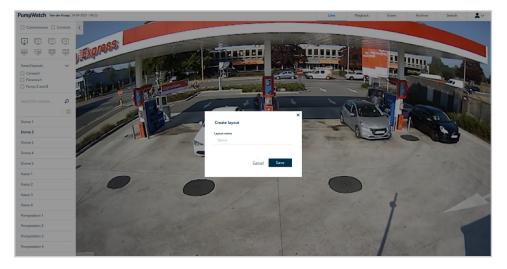
Steps to successfully watch the live video footage:

- 1. Select the cameras video format (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 (+/-).



# 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:

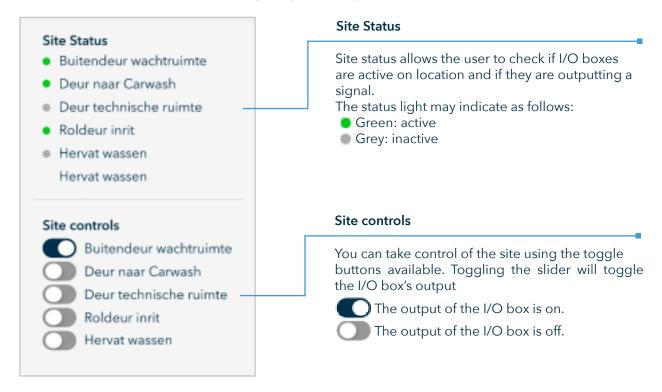
- all the cameras that are related to carwash
- all the cameras that target a specific pump
- all the cameras that watch the garbage bins



# 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

To access Live Controls in the Live page at the top of the menu on the right side (see page 9) check the 'Controls' checkbox. A new menu will open up on the right side of the screen



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.



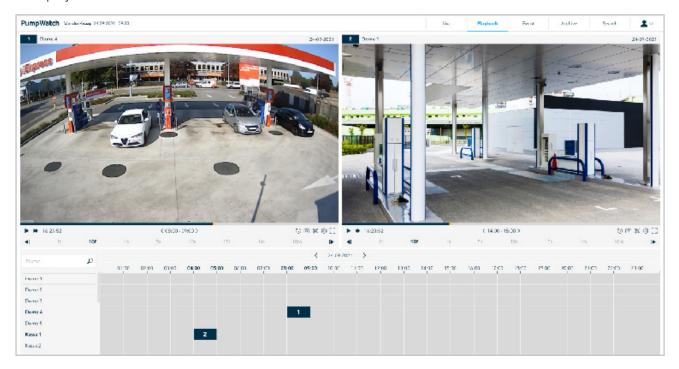


Playback viewer is suited for situations where you need to review historic footage and save specific event images for later use (archive/black list/debt collector).



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.

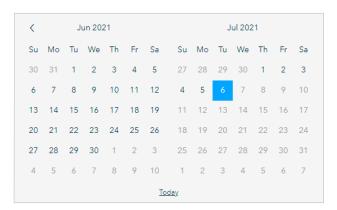


Steps to successfully watch the live video footage:

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. After selecting the date, 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.
- 4. Repeat this step for the situations where you want to compare multiple videos on different cameras.



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

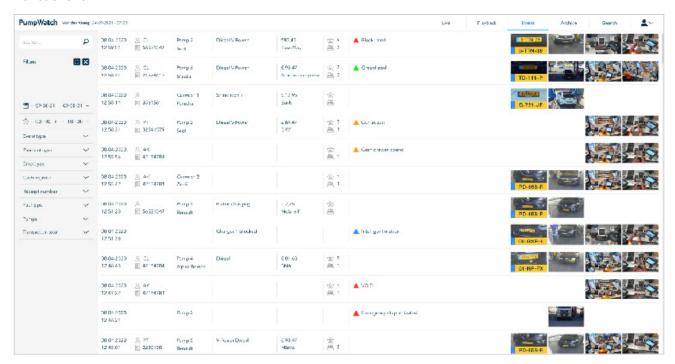


- 6. Use the video controls to navigate easily to the desired event. A very useful feature is the time sync capability, it allows synchronizing the time across the videos that are watched.
- 7. To navigate more easily through the footage, use the video controls. Check section 1.2 for additional details.



# 6 Event

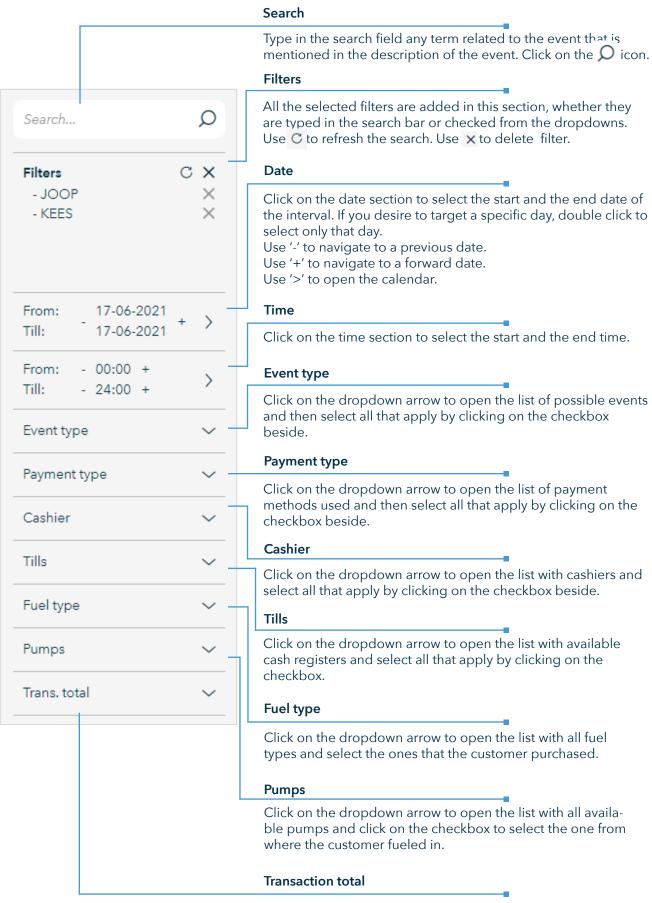
The event screen provides an overview on all possible information related to both fill-ups and shop purchases from a certain location by gathering all the events in a single section. You can check, monitor and control the sales process more easily and efficiently as the images and videos are linked to the shop transactions.



The wide amount of data you have access to includes:

- Time and date
- Events
- Payment method
- Employee
- Cash register
- Fuel type
- Pumps
- Total transaction

The event screen provides an overview on all possible information related to both fill-ups and shop purchases from a certain location by gathering all the events in a single section. You can check, monitor and control the sales process more easily and efficiently as the images and videos are linked to the shop transactions.



Click on the dropdown arrow to expand the section with all the fields. Fill in with the desired values.



# 6.1 Image display

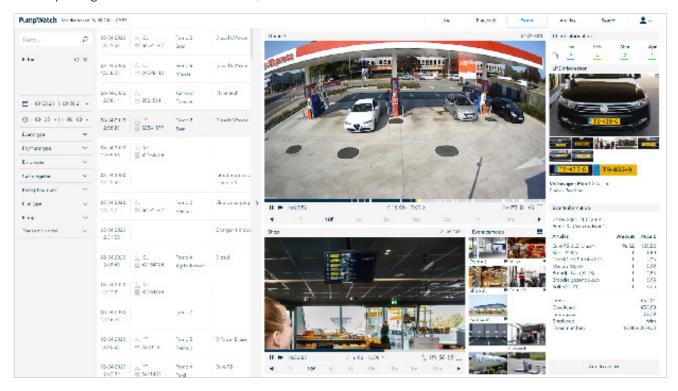
Depending on whether it is a shop or a fuel purchase, different images are available. When a customer is filling up, these images will be shown:

- first image: licence plate number (actual picture and scanned number)
- second image: car with its corresponding license plate number
- third image: focus on the till
- fourth image: till from above



#### 6.2 Event detail

Click on one event in the left side list to open a more detailed version with all the information displayed. After opening the event in detailed view, the filtered list of events is still visible on the left side of the screen.



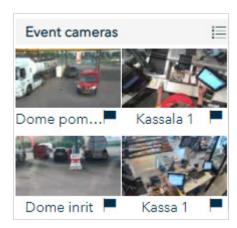
# 6.3 Video

Check the video controls details in **Chapter 1 - Introduction**.





The event cameras section displays all the cameras that are associated to a specific event, marked with a flag **=** , along with all the other cameras from the location.



Click on the \equiv icon to display the cameras in a list view.

# 6.5 Client information

The client information section presents an overview on the frequency that the customer is using the fueling services at a specific location.



#### 6.6 LPC information

The license plate information section is consisted of a collection of pictures taken by the camera when the car arrives in the pump followed by the license plate number that is being recognized by the cameras in the pump and translated digitally.





# 6.7 Event information

The event information section displays the articles that the customer purchased from a location, both fuel and products from the shop, as well as the amount that was paid.

| Eventinformation                                  |              |         |  |
|---|--------------|---------|--|
| 24-09-2021 - 10:12:09<br>Pump 3 - Cash register 1 |              |         |  |
| Articles  | Amount       | Price € |  |
| Euro 95 ULZ (€1,654)                              | 96,52        | 120,52  |  |
| Mars (€1.50)                                      | 1            | 1,50    |  |
| Cocal-Cola 50 ml (€2.25)                          | 1            | 2,25    |  |
| Mentos (€0,99)                                    | 1            | 0,99    |  |
| Broodje kaas (€4,95)                              | 1            | 4,95    |  |
| Broodje gezond (€5.59)                            | 1            | 5,95    |  |
| Koffie (€2,25)                                    | 1            | 2,25    |  |
| Total:  |              | €52,21  |  |
| Creditcard:                                       |              | €55,00  |  |
| Teruggave:  |              | €2,79   |  |
| Employee:   |              | Wim     |  |
| Ticket number:                                    | 123456789123 |         |  |

# 6.8 Add to archive

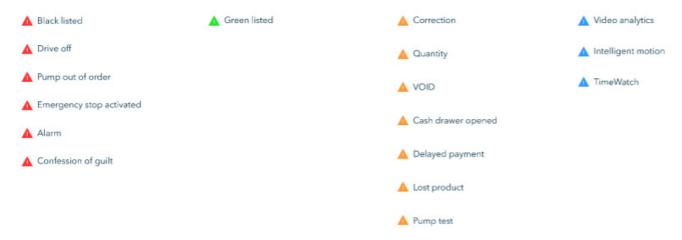
The advantages of creating an archive from the event detail page:

- The fields are already populated with information about the event that took place at a certain point in time
- The steps in the wizard take less to be taken because there is less information that needs to be added

Click on the Add to archive button to send the information captured by the event as an archive/blacklist.

# 6.9 Special event types

Below is a short overview of possible special event types that you can encounter and explanation for each of them:







Warning

#### **Black listed**

The event is black listed.

#### Pump out of order

The pump is not available at that moment in time due to activated emergency button, tank refueling, etc.

# **Emergency stop activated**



The emergency button has been previously activated.

#### Alarm

The alarm has started.

#### Confession of guilt

The customer confessed after committing a fraud.

#### Drive off

The customer fueled in and left the station without paying.



Alarm

#### Intelligent motion



Allows monitoring motion events in video footage (intruders, loitering, etc.).

#### **TimeWatch**

TimeWatch is used for monitoring the entrance and the exit from a building based on an access key/ card.



Delayed payment

#### Correction

The purchase information has been changed.

#### Cash drawer opened

The cash drawer was opened by one of the operators.

#### Quantity



The quantity of an article in the purchase information has changed.

#### **VOID**

Cancellation of the entire transaction (e.g. the customer forgets his wallet).

#### Pump test

The event is intentionally set as a test for the pump in use.



Paid

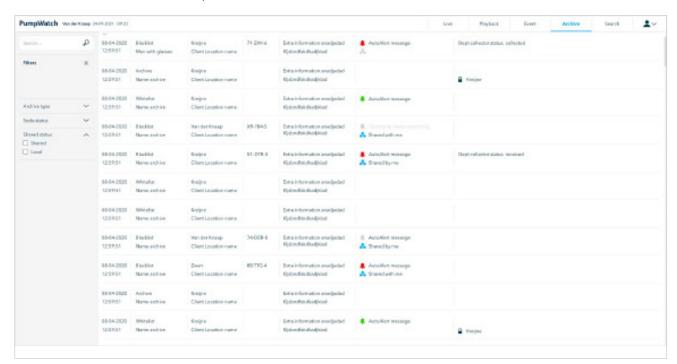


#### Green listed

The issue of the event has been solved.

# 7 Archive

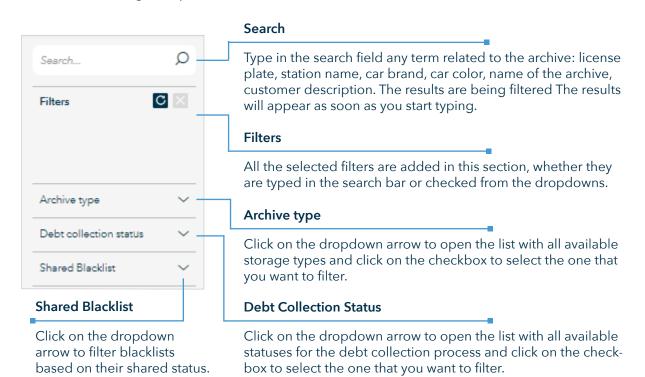
The archive page contains a collection of event related images and videos, previously saved using the archive creation process in the Playback, Event and Search sections. Here you can search through blacklists, whitelists and video archives, update their details, create new ones or even delete them.



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 PumpWatch New the archives and blacklists capabilities are nested inside a single chapter called Archive.



#### 7.1 Create a new archive

Click on the 'Create archive' button located in the bottom-left corner. A pop-up wizard with multiple steps will open. On the left side you can view all the steps that need to be completed for the archive creation.

Archives can also be created from the Event page. The advantage brought by this capability stands in diminishing the time spent with filling the fields as they are already pre-filled with information from the event.



Whether you intent to create an archive or a blacklist, version 4.4 of PumpWatch New introduces the possibility to add any of them by using the same wizard process. Open the dropdown in Step 1 of the creation process and select 'whitelist', 'blacklist' or 'video archive' according to your preference.

Follow the step-by-step guide to create an archive:

Step 1



Archive - Fill in general information about the archive. Select the archive type from the dropdown and complete the name, date, employee fields. Click on the 'Next' button to go to the next step.

Step 3



Details - Fill in the fields information about the license plate, vehicle type, fuel type, the pump number the customer fueled from, amount of liters. Optional, you can click on the checkbox to enable the addition of the event information to the archive.

Step 2



AutoAlert - Click on the checkbox to enable AutoAlert for this specific archive. Select from the dropdown one of the presets available for notification.

Step 4



Bank information - Fill in the fields details about the payment like the name of the account holder, IBAN account, subtotal and total amount to be paid, as well as the administration fee. Click on the 'Remember information' if you desire to save the payment details for further usage.





Photos - Add specific photos to the archive. Select the targeted camera, navigate to the desired section using the video controls and click on the 'Pause' button. Click on the '+' sign from the right section to add the image to the archive.

E Click to display the cameras in list or tiles view.

Step 6



Extra information - here you can write additional information that has not been mentioned in the previous steps or add notes for better understanding the reason of the archive.

Step 7



Share - when getting to this step you can select the checkboxes to share it with the group and send it to debt collector (learn more about the debt collector feature in section 1.3.3).

If you choose to send it to debt collector, it is recommended to select the type of the debt you filed from the dropdown right under the checkbox. Also, if you want to prevent other users from editing the archive, select the 'Lock archive from other users' checkbox.

#### Step 8

Click on the 'Save' button to complete the archive creation process.



Starting with version 4.3 of PumpWatch New the archives and blacklists capabilities are nested inside a single chapter called Archive.

#### 7.2 Edit an archive

Enter the Edit mode by simply clicking on the / icon if you want to update the details on the blacklist/whitelist/video archive.

After the changes have been made, click on the 'Save' button Save

# 7.3 Download via browser

Click on the icon to download the archive using the browser.

#### 7.4 Remote download

Click on the icon to download the archive using the browser.



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

# 7.6 Print report

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

#### 7.7 Debt collector

This seamless integration is an optional feature that allows PumpWatch New to connect to a Debt Collector easier based on the need to collect the money lost in cases of drive-offs. If the customer desires to integrate it into his PumpWatch system, the ability to track the status of these drive-offs is enabled.

The DebtCollector status can be monitored in the bottom of the archive:

- No connection
- Sent
- Received
- Under review
- False or stolen license plate, uncollectable
- Accepted
- In collection
- Collected
- Repaid
- Refused
- Retracted

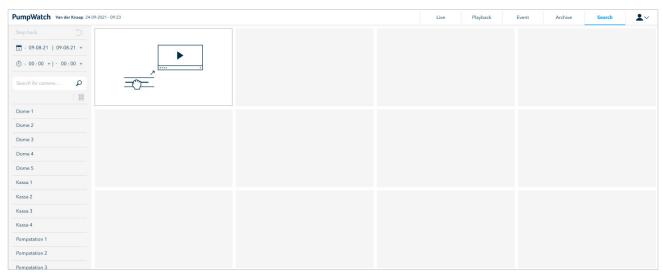
|  | Retract option<br>Free of charge | Retract option<br>Payable | (Re)send option |
|--|----------------------------------|---------------------------|-----------------|
| Create new debt ticket                       |                                  |                           | •               |
| No connection                                | •                                |                           | •               |
| Sent   | •                                |                           |                 |
| Received                                     | •                                |                           |                 |
| Under review                                 | •                                |                           |                 |
| False or stolen license plate, uncollectable |                                  |                           |                 |
| Accepted                                     |                                  | •                         |                 |
| In collection                                |                                  | •                         |                 |
| Collected                                    |                                  |                           |                 |
| Repaid                                       |                                  |                           |                 |
| Refused                                      |                                  |                           | •               |
| Retracted                                    |                                  |                           | •               |

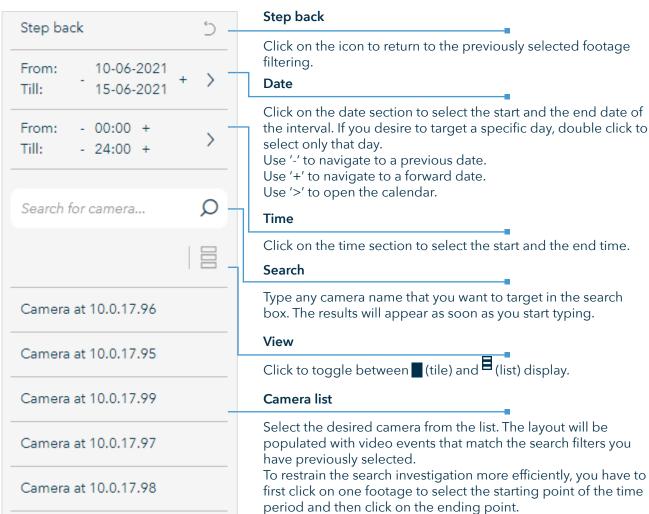


# 8 Genius Search

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.







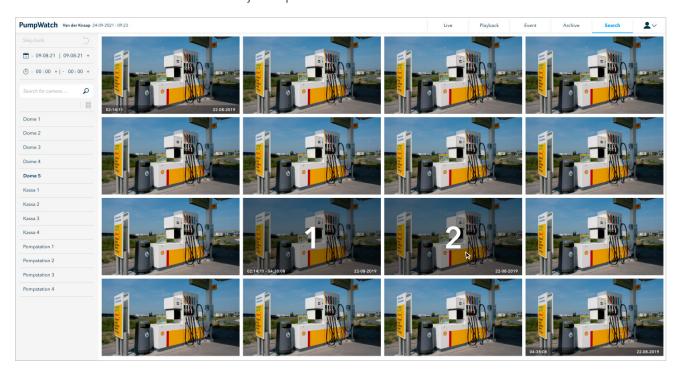
# 8.1 Object disappearance/appearance investigation

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.

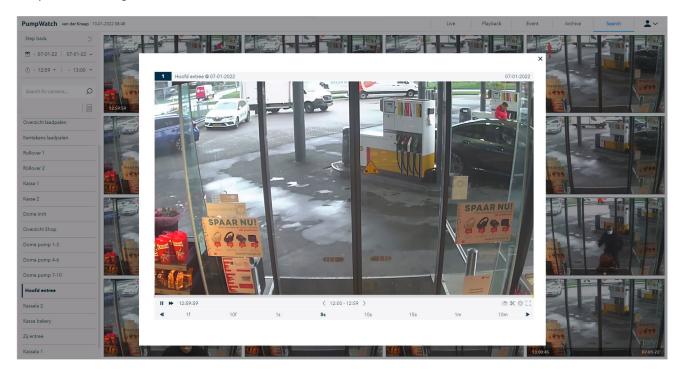


- 4. Drag a camera in the layout.
- 5. Click on the last frame where the object is present. It will be marked with number 1.





- 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.
- 7. 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.
- 8. You can check the exact time interval in the time section.
- 9. 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.







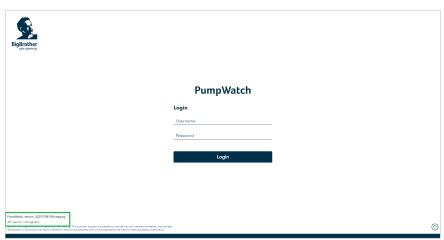
# System settings and user management

# 9.1 Version check

The best way to check the version of the PumpWatch NEW on your system is to go to the Login screen.

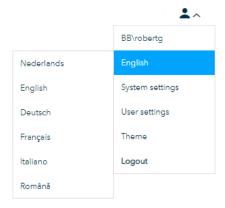
In the bottom-left corner there are 2 versions displayed:

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



# 9.2 Change the language

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



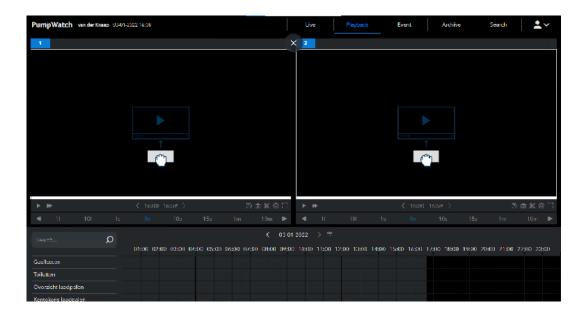
# 9.3 System settings

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.



#### 9.4 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)



# 9.5 User management

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

You can access the user settings in two ways:

1. If you are not logged in to PumpWatch New, click on the ② icon in the bottom right corner of the Login screen. A popup with two options will open, click on the 'User Management'.



2. If you are logged in to PumpWatch New, click on the user icon 2 in the upper right corner. A dropdown will open, choose 'User settings'.





# 9.5.1 Types of users

BigBrother users have full control and their access rights can not be changed. They are not visible in the user management control and are able to handle (edit/view/delete) the predefined groups access rights.

Customer users can have some access granted to PumpWatch New, but are not allowed to have access to:

- control panel tab in user management
- administrators group where bigbrother users belong to
- Bigbrother users
- not able to add rights higher then yourself or other groups/users

# 9.5.2 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.

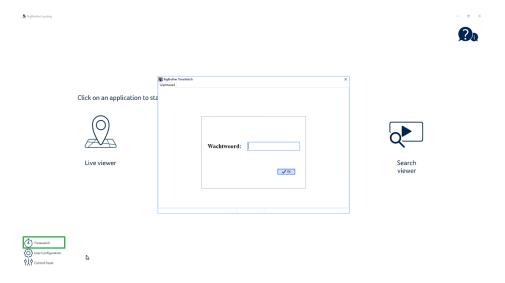
| level of ac    | cess corresponding to each one.  |  |
|----------------|--|--|
| Head<br>office | <ul> <li>allowed to add new groups with access rights as need.</li> <li>allowed view/add/edit/delete users to a group.</li> <li>allowed to print everything.</li> <li>not allowed to change/edit/delete predefined groups.</li> <li>not allowed to change the access rights of predefined groups.</li> <li>allowed to see/download all archives and backlist of every user.</li> <li>allowed to manage shared blacklist from one station of all his stations.</li> </ul> | <ul> <li>Watch-It – all</li> <li>Monitoring – all<br/>(except presets)</li> <li>Viewer – all</li> <li>Blacklist – all</li> <li>Sales event – all</li> <li>Genius search – all</li> <li>User management – all</li> <li>Sales event – all</li> </ul>   |
| Manager        | <ul> <li>allowed to add/view/edit/delete customer users.</li> <li>allowed to add/view/edit/delete customer users to a group.</li> <li>not allowed to add/delete/change/edit groups.</li> <li>allowed to print everything.</li> <li>allowed to see/download all archives and backlist of every user.</li> </ul>   | <ul> <li>Watch-It – all</li> <li>Monitoring – all<br/>(except presets)</li> <li>Viewer – all</li> <li>Blacklist – all</li> <li>Sales event – all</li> <li>Genius search – all</li> <li>Sales event – all</li> <li>User management –<br/>as specified</li> </ul>  |
| Senior         | <ul> <li>allowed to see everything, but is not allowed to change anything.</li> <li>not allowed to create or delete archives.</li> <li>allowed to print pdf report.</li> <li>allowed to see/download all archives and backlist of every user</li> </ul>  | <ul> <li>Watch-It – all (except analyze statistics)</li> <li>Monitoring – all (except presets)</li> <li>Viewer – all</li> <li>Blacklist – all (except delete blacklist)</li> <li>Sales event – all (except creation archive and blacklist)</li> <li>Genius search – all (except creation archive)</li> <li>User management – No access</li> <li>API – no access</li> </ul> |



| Medior | <ul> <li>allowed to see live, playback and sales event screen</li> <li>no access to archive or blacklist screen.</li> <li>not allowed to add/create/view/delete/print archives or blacklists in any window.</li> <li>not allowed to see/download all archives and backlist of every user</li> </ul> | <ul> <li>Watch-It – no access</li> <li>Monitoring – all<br/>(except presets)</li> <li>Viewer – all<br/>(except view archives all<br/>users, except view blacklist<br/>all users, except creation of<br/>blacklist)</li> <li>Blacklist – no access</li> <li>Sales event – all<br/>(except creation archive)</li> <li>Genius search – no access</li> <li>User management – no<br/>access</li> <li>API – no access</li> </ul> |
|--------|---|--|
| Junior | • only allowed to see the live video.   | <ul> <li>Watch-It – no access</li> <li>Monitoring – view cameras</li> <li>Viewer – no access</li> <li>Blacklist – no access</li> <li>Sales event – no access</li> <li>Genius search – no access</li> <li>User management – no access</li> <li>API – no access</li> </ul>   |

# 9.6 TimeWatch

If you are a user of TimeWatch, you can access it from PumpWatch only on the location (does not work remotely) by clicking on the TimeWatch menu item in the user drop down menu. A popup will prompt, insert the password and click on the 'Ok' button.





# **PETROL STATIONS**

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



# **FUEL RETAILERS**

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



# **SECURITY & SAFETY**

PumpWatch identifies dangerous situations, eliminates risks and actively provides indicators of danger or fraud.