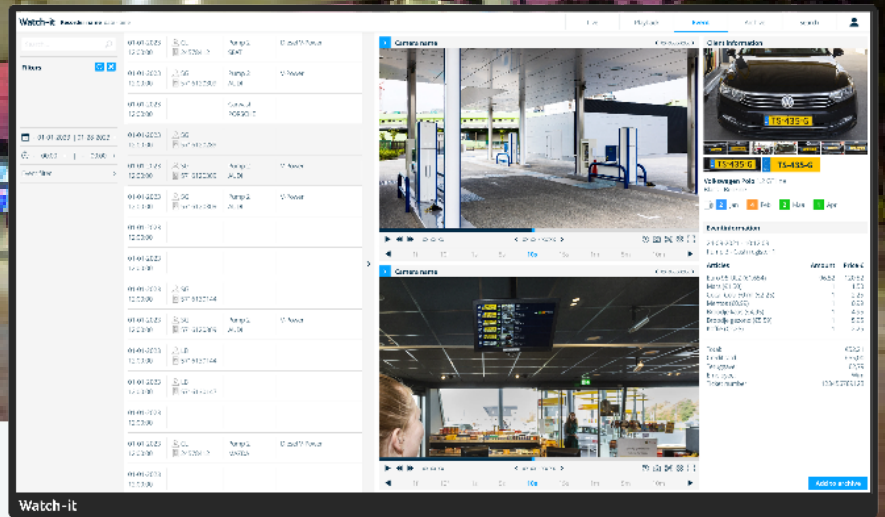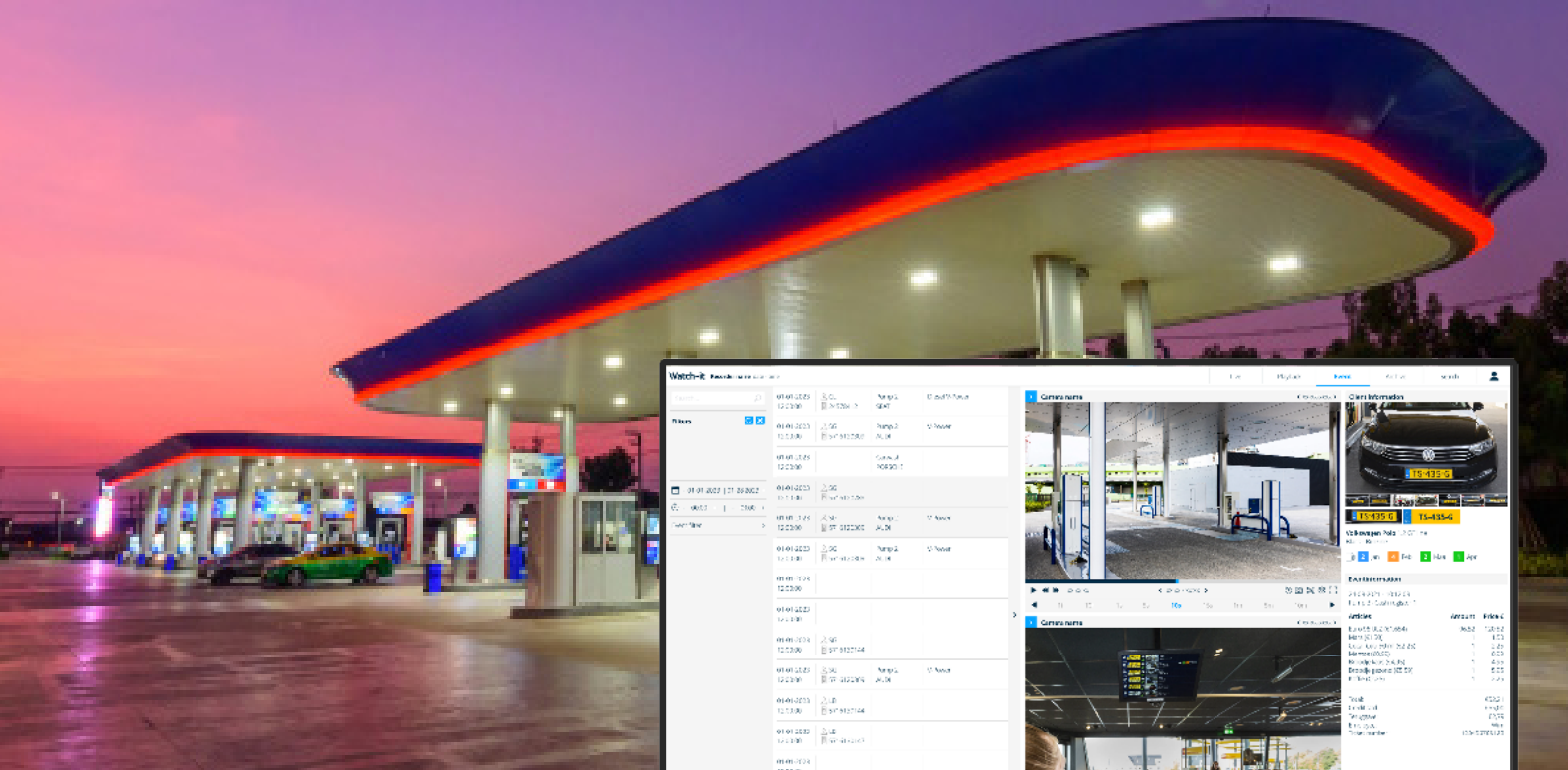BigBrother

Watch-it
core
User manual
v5.0

Need help?

Further questions?

Don't forget to watch the how-to videos on our Support page or reach out to us through support.bigbrother.nl

Watch-it core **v5.0 User Manual**

Document Version: 1.2
Application Version: 5.0.2

Date: 17-04-2023
Author: Robert Gal

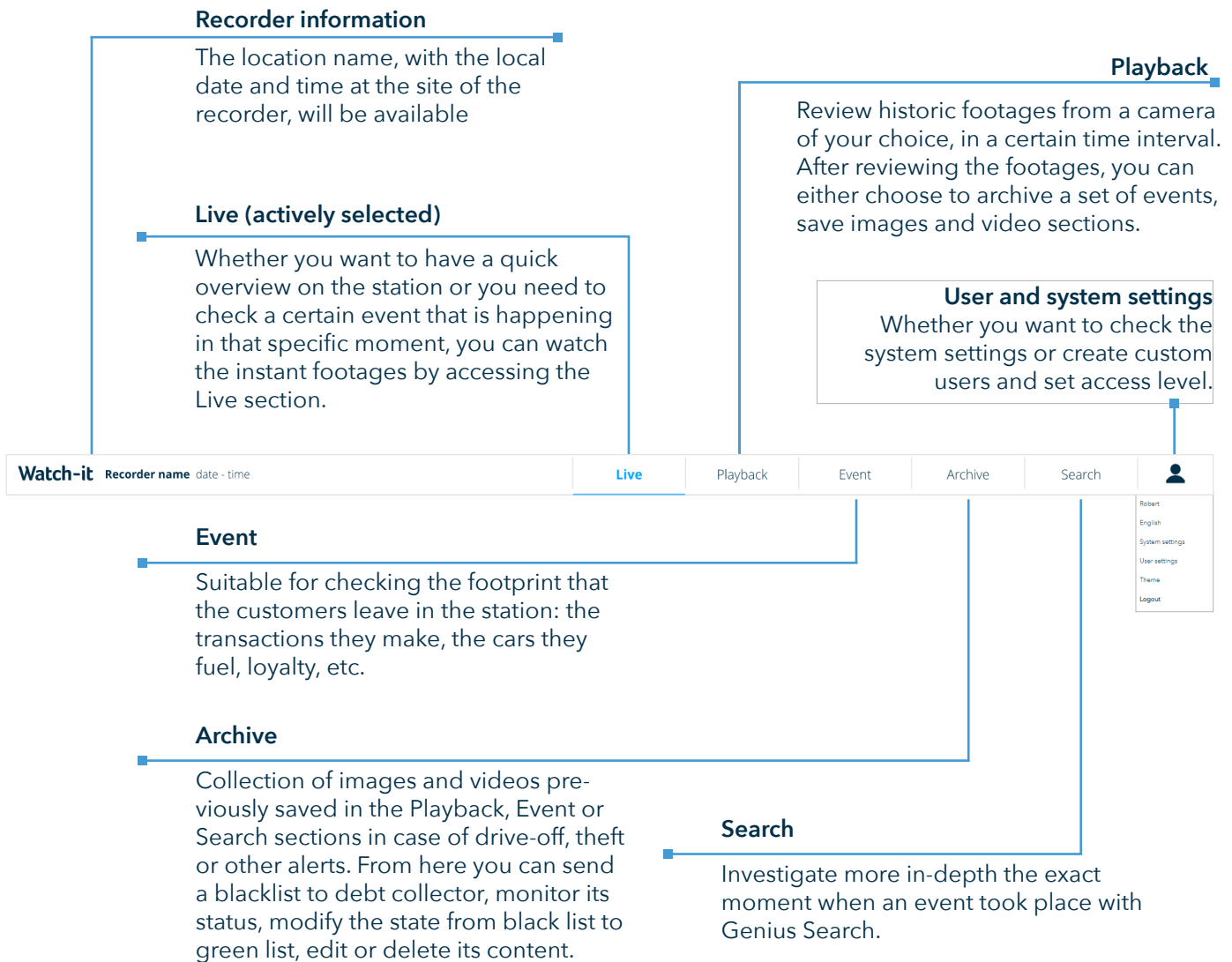# TABLE OF CONTENTS

TABLE OF CONTENTS

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:

Recorder information

The location name, with the local date and time at the site of the recorder, will be available

Playback

Review historic footages from a camera of your choice, in a certain time interval. After reviewing the footages, you can either choose to archive a set of events, save images and video sections.

Live (actively selected)

Whether you want to have a quick overview on the station or you need to check a certain event that is happening in that specific moment, you can watch the instant footages by accessing the Live section.

User and system settings
Whether you want to check the system settings or create custom users and set access level.

| **Watch-it** **Recorder name** date - time | | Live | Playback | Event | Archive | Search | 👤 |

Robert
English
System settings
User settings
Theme
Logout

Event

Suitable for checking the footprint that the customers leave in the station: the transactions they make, the cars they fuel, loyalty, etc.

Archive

Collection of images and videos previously saved in the Playback, Event or Search sections in case of drive-off, theft or other alerts. From here you can send a blacklist to debt collector, monitor its status, modify the state from black list to green list, edit or delete its content.

Search

Investigate more in-depth the exact moment when an event took place with Genius Search.

1.2 Video controls

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).

Meaning of the colors in the timeline:

▬▬ Motion
▭▭ No events
■ Current time in the video footage
■ No recordings

Save video

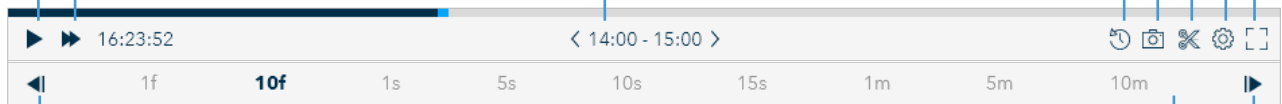Drag the left and right margins to match the desired length of the video.

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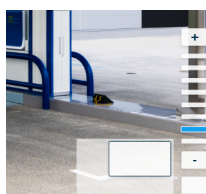
On the top of the video player you will find **camera name** and the **date** of the recording

> 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.

Time sync

Synchronize two recordings.

▶ ▶▶ 16:23:52   ‹ 14:00 - 15:00 ›   ↺ ◻ ✂ ⚙ ⌯

◀| 1f   **10f**   1s   5s   10s   15s   1m   5m   10m |▶

Frame stepping (back)

Skip the video backward with the selected frames.

Frames

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

Zoom in/out

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

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
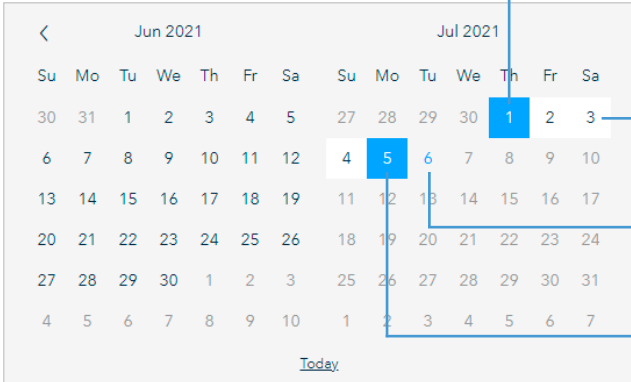
USB   **Download**   **Archive**

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.
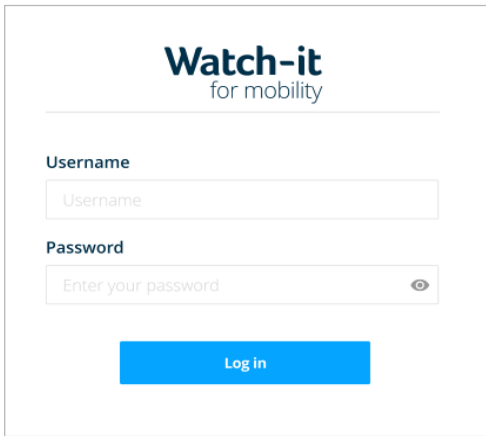Double click to select it as both start and end date.

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.
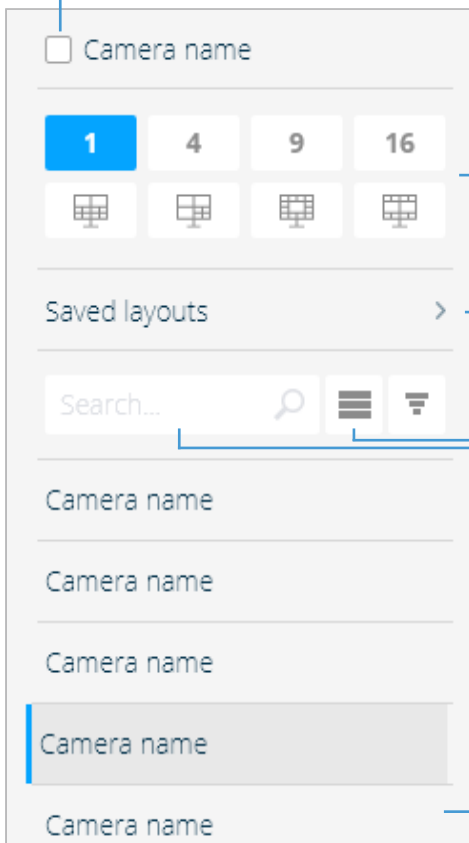
3 Live

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

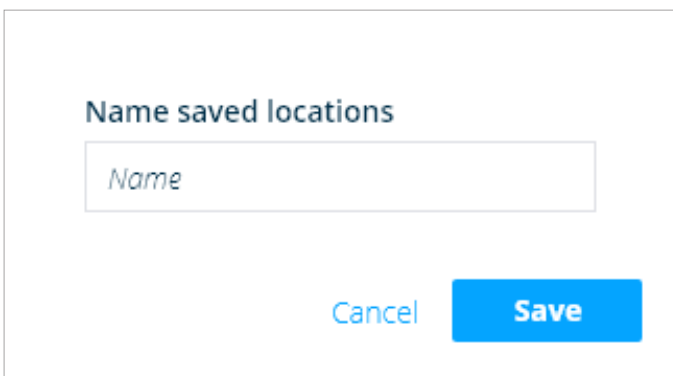Steps to successfully watch the live video footage:
1. Select the desired video layout (1 / 4 / 9 / 8 / 11 / 16 screens) to view multiple cameras simultaneously.
2. Drag and drop the camera from the list displayed on the left sidebar onto the desired layout position.
3. Repeat this process until you have identified the required footage.
4. Enable or disable the camera name as necessary.
5. If the selected camera is a dome camera, utilize the controls located at the bottom-right corner to manually adjust its angle (left/right/top/bottom/center), or use the arrow keys on the keyboard to navigate, and zoom in/out using the plus and minus keys.

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.
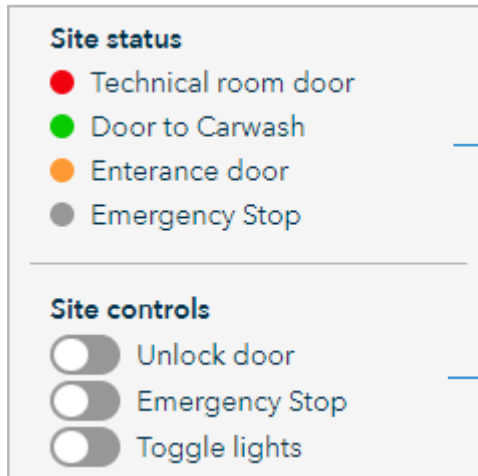

The saved layout is consisted of a collection of preferred cameras that you can watch whenever you need to investigate more thoroughly a certain event. The aim of this feature is to save the time invested in looking for the right combination of cameras that emphasizes the event over and over again. For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

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:
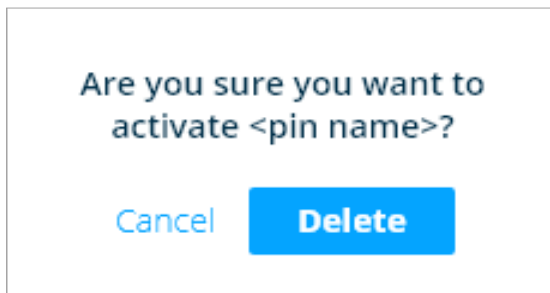● Green: active
● Grey: inactive

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.
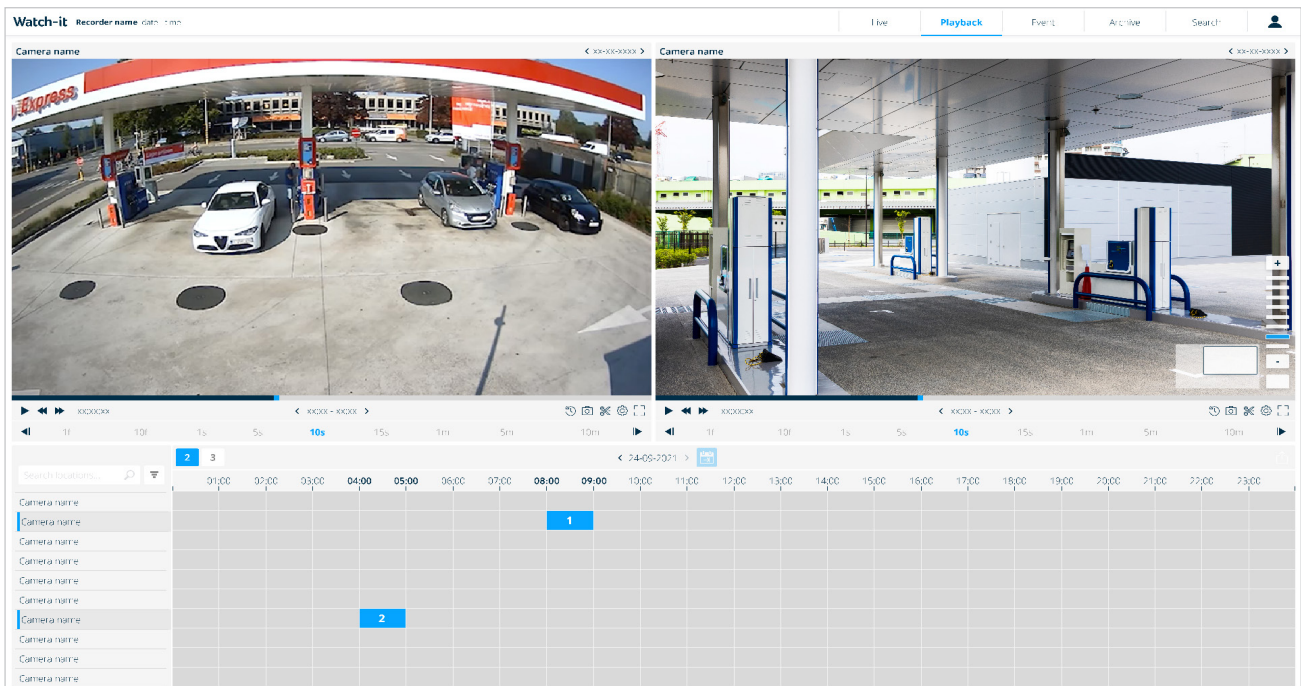
5 Playback

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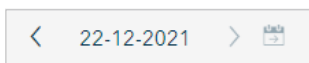
> ⚠️ If you access Playback after opening an event in the Events page, the selected cameras from the layout are pre-filled with the ones that were connected to the events detail screen.

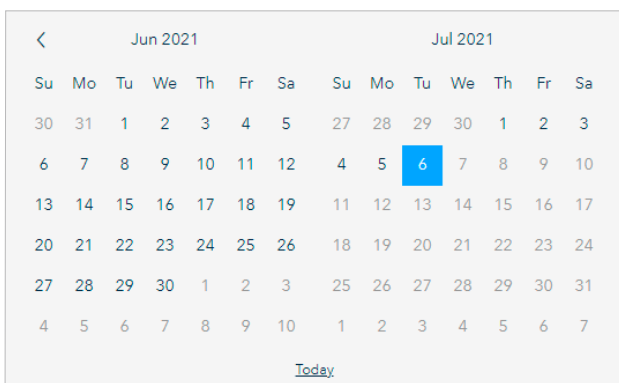Once you open the Playback section by clicking on the main navigation tab, a screen with two video layouts is displayed.

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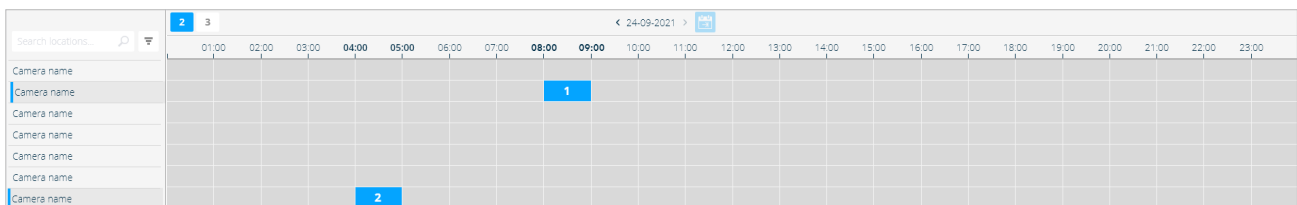
3. Select the number of cameras you want to review by selecting either 2 or 3 players from the left side of the calendar
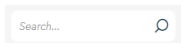

4. Drag and drop the time frame corresponding to the desired camera in the video layout. Gray-colored time blocks mean that a specific camera has recordings on its corresponding time frame, whereas white-colored blocks mean that the camera doesn't have recordings on that specific time frame. Hovering 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. Enter the name of any camera you wish to target in the search box. The camera list will automatically update to display matching results

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 Events page is an optional feature of Watch-it core which provides an overview on all available information related to both fill-ups and shop purchases from the 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.

You have access to a wide array of data, including:
- Time and date
- Events
- Payments
- Employees
- Tills
- Transaction totals
- Cameras

For fuel station-specific information, you can access details such as:
- Fuel types
- Pumps

Search

Type in the search field any term related to the event that is mentioned in the description of the event. Click on the 🔍 icon.

Filters

All the selected filters, whether typed in the search bar or checked from the dropdowns, are added in this section
Use 🔄 to refresh the search. Use ✖ to delete the filters.

Search...

Filters 🔄 ✖

Date

Click on the date section to choose the start and end dates of the interval. If you want to target a specific day, double-click to select only that day.
Use '-' to navigate to a previous date
Use '+' to navigate to a future date.

Time

Click on the time section to choose the start and end times for your selection.

📅 - 01-01-2023 | 01-28-2023 +

⏱ - 00:00 + | - 00:00 +

Events

Click on the dropdown arrow to open the list of possible events and then select all that apply by clicking on the checkbox beside.

Events ＞

Pumps ＞

Pumps

Click on the dropdown arrow to open the list with all available pumps and click on the checkbox to select the one from where the customer fueled in.

Fuels ＞

Fuel type

Tills ＞

Click on the dropdown arrow to open the list with all fuel types and select the ones that the customer purchased.

Cashiers ＞

Tills

Payments ＞

Click on the dropdown arrow to open the list with available cash registers and select all that apply by clicking on the checkbox.

Payment reasons ＞

Cashier

Cameras ＞

Click on the dropdown arrow to open the list with cashiers and select all that apply by clicking on the checkbox beside.
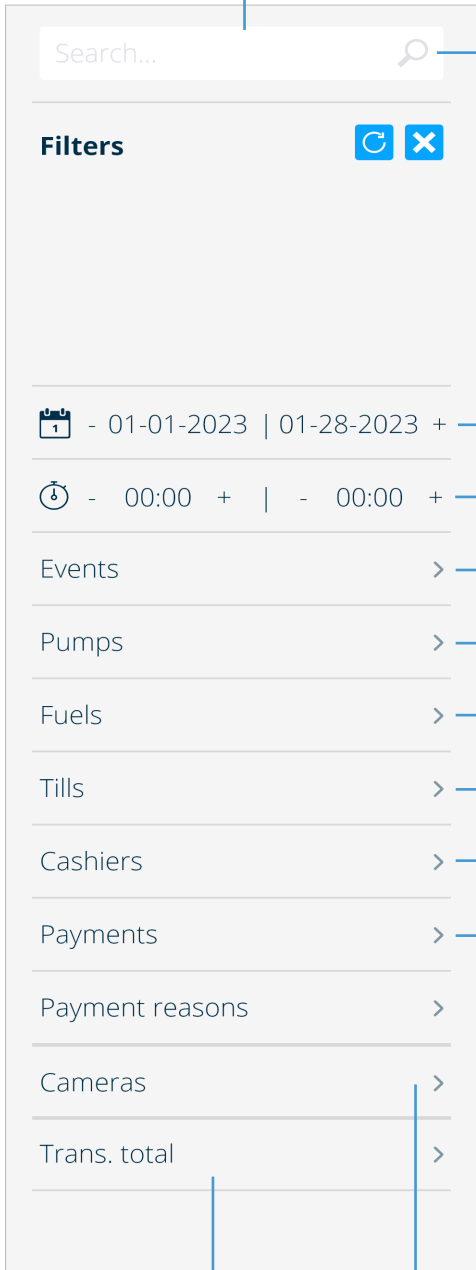
Trans. total ＞

Payment type

Click on the dropdown arrow to open the list of payment methods used and then select all that apply by clicking on the checkbox beside.

Transaction total

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

Cameras

Click on the dropdown arrow to open the list of cameras that have events configured and then select all that apply by clicking on the checkbox beside.

6.1 Events list

In the Events page, each row corresponds to either one transaction or one device event.
Depending on whether it is a shop purchase, a fuel purchase, or an event, different images are available.

Date & Time

The date and time when
the event happened

Cashier & Trans. number

The cashier and the transcation
number of the event

Pump number

At which pump did the customer fill up.
Only available at fuel stations

Fuel type

What type of fuel did the customer fill up.
Only available at fuel stations

Images

1: licence plate number (actual
   picture and scanned number)
2: overview of the car
3: focus on the till
4: till from above

| 01-01-2023 12:00:00 | CL 24578412 | Pump 2 SEAT | Diesel V-Power | € 87.47 | 6 2 | ⚠ Blacklisted | TS-435-G |

Till & number of products purchased

At which till did the customer pay and how many
items did it purchase

Event type

At which till did the customer pay and how many
items did it purchase

In case of events generated by cameras or external devices only the date, time, event type and images will
be available:

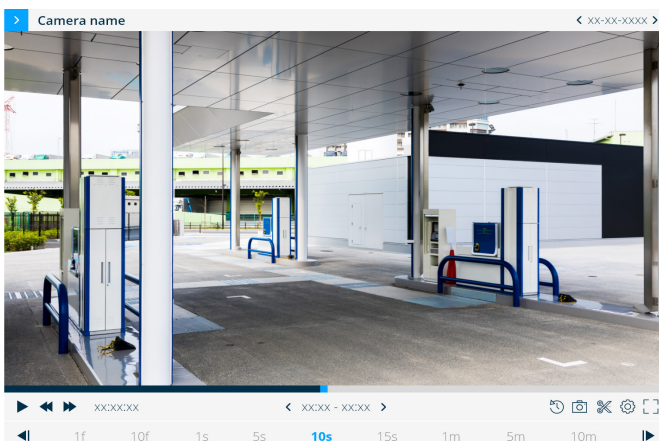| 01-01-2023 12:00:00 | | | | Vehicle at EV box 2 | |

6.2 Event Details

The Event Detail pane comprises the following sections:
- Event video: Displays video footage related to the event.
- Customer Information: Presents details about the customer, if applicable.
- Event Information: Provides specific information about the event itself, such as timestamps and event type.
- Add to archive: Allows users to archive the event for future reference or analysis.

6.2.1 Event video

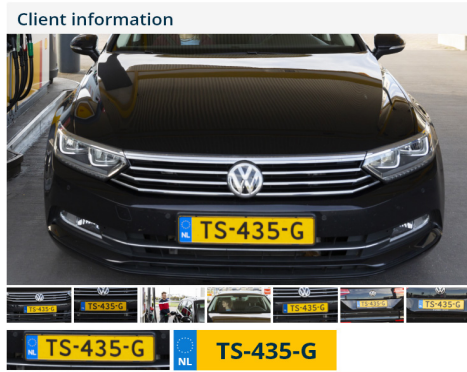The event details section will display the playback of the cameras that are associated with the event. If you navigate to the Playback page while you have an event open, Watch-it will automatically set the video players to the linked cameras and the moment of the event.

For further information on the Playback functionality of Watch-it core and the video controls, please refer to **Chapter 1: Introduction.**

6.2.2 Client information

The client information section comprises a collection of pictures taken by the camera when the car arrives at the pump. These images are followed by the license plate number, which is recognized by the cameras at the pump and translated digitally. Additionally, the section includes information about the vehicle, such as its make, model, color, and fuel type.

Volkswagen Passat 1.4 TSI
Black - Benzine

6.2.3 Event information

The event information section displays the articles that the customer purchased from a location, including both fuel and products from the shop. It also provides details about the amount paid for these purchases.

Eventinformation

24-09-2021 - 10:12:09
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

In the case of events generated by cameras or external devices, only the date, time, and the name of the event will be displayed.

6.2.4 Add to archive

Creating an archive from the event detail page offers a more streamlined process: Since much of the required information is already provided, the steps in the archiving wizard can be completed more quickly, requiring fewer additional details to be added, saving you time and effort.

Click on the **Add to archive** button to save the information and video captured by the event as an archive/blacklist.

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.

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 check-box to select the one that you want to filter.

Shared Blacklist

Click on the dropdown arrow to filter blacklists based on their shared status.
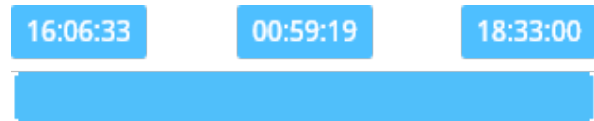
7.1 Create a new archive

Archives can be created from either the Archive or Playback page. However, the advantage of creating an archive from the Playback page directly is that it's easier and more convenient.

⚠️ 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. During the creation process open the dropdown and select 'whitelist', 'blacklist' or 'video archive' according to your preference.
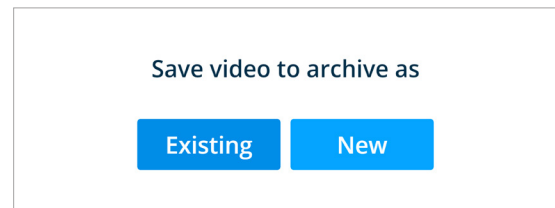
Adding video footage to an archive

To add video footage to an archive, navigate to the Playback page and select the part that you want to save. Then, click the "Save video" button located on the bottom right side of the video controls.
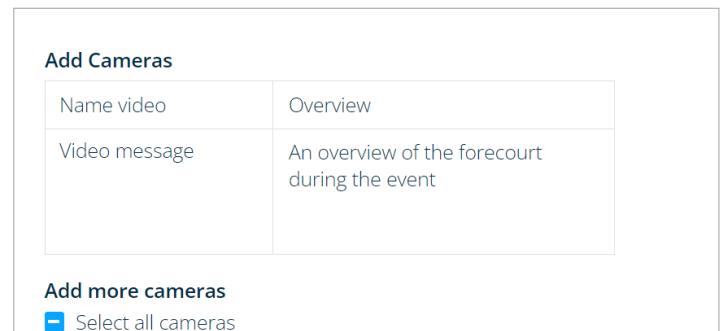
Watch-it will initially select a duration of 5 minutes from the moment the playback is currently at. You can adjust this duration by dragging either side of the blue bar or by typing the exact timeframe in the two fields on either side of the bar. Once you have selected the desired time period to archive, click the "Save" button located 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.

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

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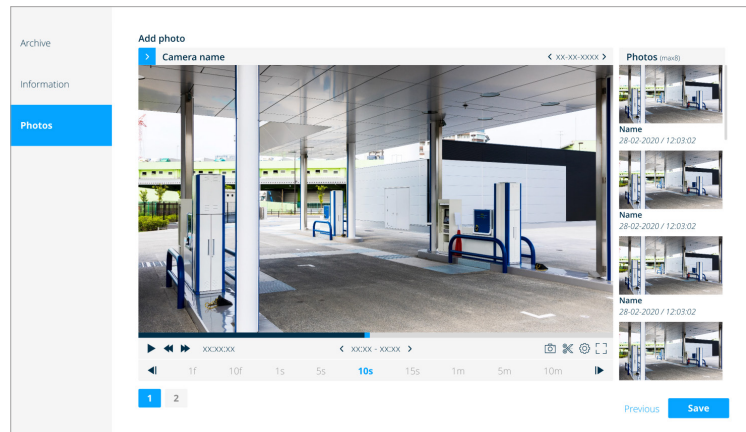
After creating an archive in the "Information" tab fill in the required information about the vehicle and transaction.

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.

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.

7.2 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.

7.2 Delete an archive

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

7.3 Download report

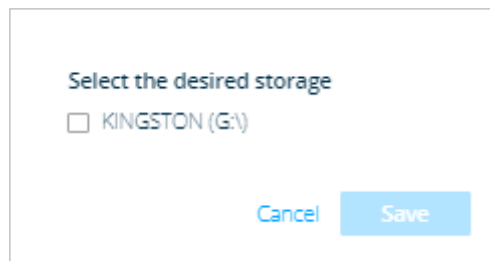Open an archive that you wish to print and click on the ⤓ icon.

7.4 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] 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'

Select the desired storage
☐ KINGSTON (G:\)

Cancel   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
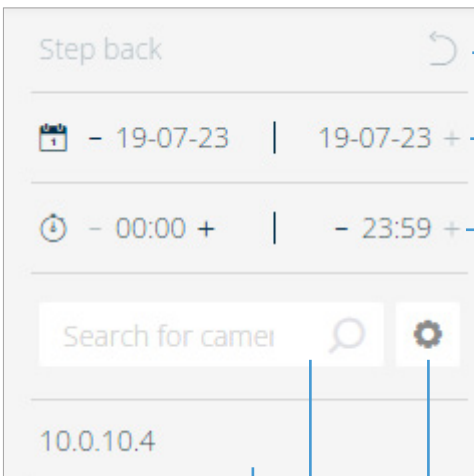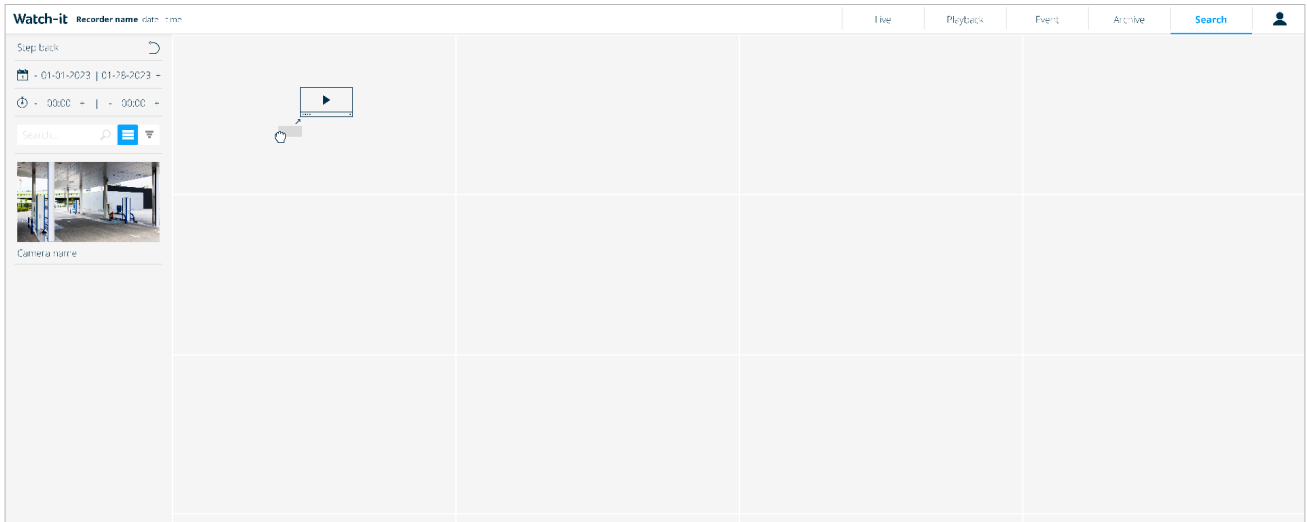
Exporting archive

⚠️ 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.

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.

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.

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.
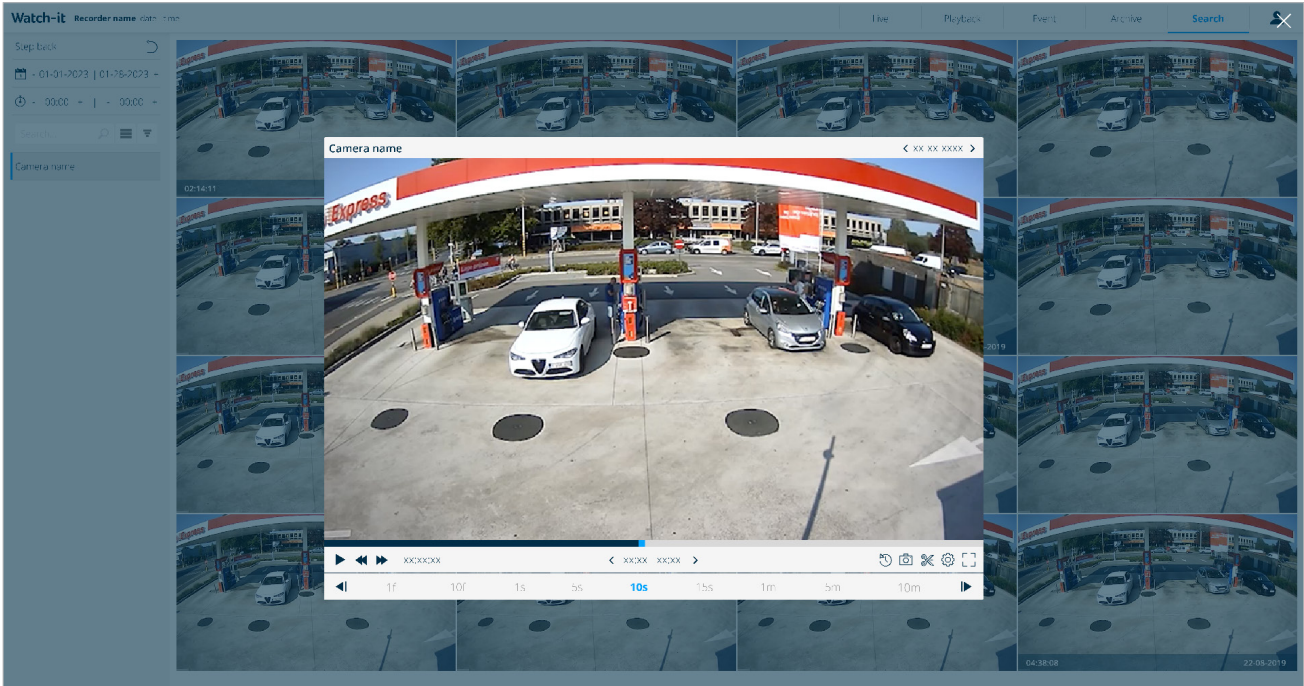

4. Drag a camera in the layout.
5. Click on the last frame where the object is present. It will be marked with number 1.

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.

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.

9 Settings

9.1 Version check

The best way to check the version of the Watch-it on your system is to go to the Login screen.
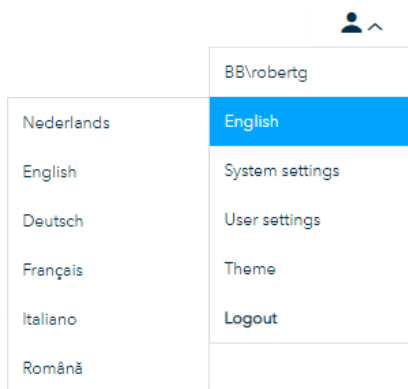
In the bottom-left corner there are 2 versions displayed:
• BigBrother Webapp version: the visual part of the user interface
• BigBrother API version: the version that is behind the scenes (server side)

BigBrother registration ID 12345678 - Recorder name
BigBrother core API, version: 5.0 - BigBrother core Webapp, version: 5.0
© 2000 - 2021 BigBrother B.V. All Rights Reserved. Warning. This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution may result in severe civil and criminal penalties, and will be prosecuted to the maximum extend possible under the law.

9.2 Change the language

Open the dropdown from the displayed icon and select the desired language.
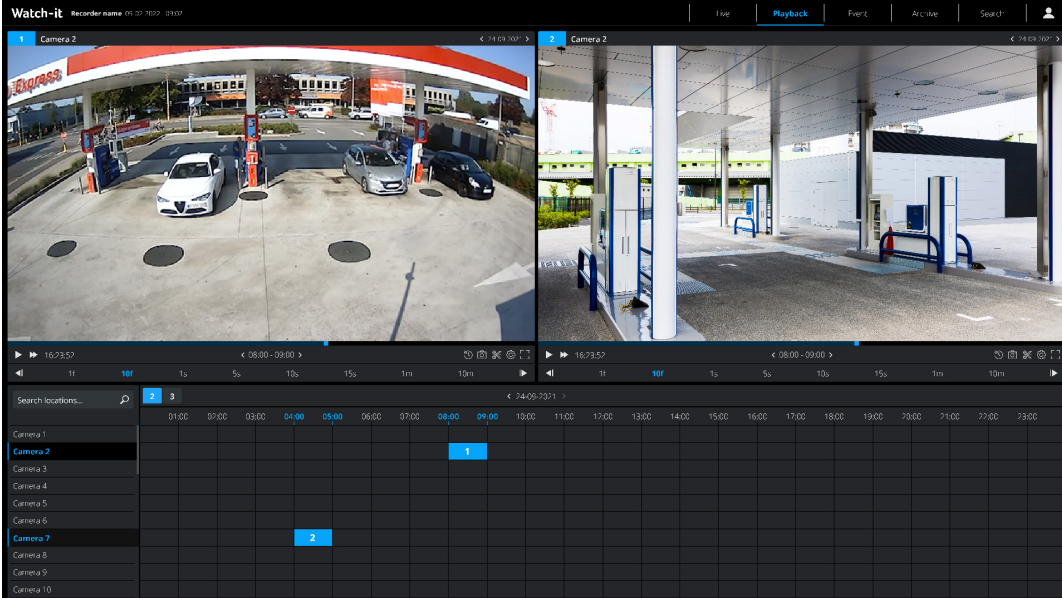
Currently the following languages are supported:
• English
• Dutch
• French
• German
• Italian
• Romanian

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 Watch-it again by clicking the user icon in the top left and selecting Watch-it core

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)

10 User settings

User settings describes the ability to manage user access to various components of Watch-it core.

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'.

Customer users can have some access granted to Watch-it, but are not allowed to have access to:
• System Settings
• Administrator group to which is reserved for BigBrother employees
• Add users to a higher group than the one the user is currently in
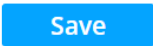

10.1 Create new user

To create a new user enter the username, the password, email of the user and the groups that it belongs to and click the "+" button. For more information about the default groups please refer to section **9.4 Groups**

The new user will be added to the list

10.2 Edit user

To edit a Watch-it user click the ✎ icon at the end of a users row and the fields will become editable. You will need to enter the users password each time you want to update a users information to be able to save it. If you don't want to save the changes made click "Cancel".

10.3 Delete user

To delete a Watch-it user click the 🗑 icon at the end of a users row. The row will be deleted

10.4 Groups

Watch-it core includes 5 predefined user groups: Head-office, Managers, Seniors, Mediors, and Juniors.

Predefined groups are collections of users with shared access rights, serving different purposes. These groups cannot be modified or deleted.

For an overview of the capabilities and access levels of different user types, click "Group Information" on the Groups page.

BigBrother users belong the the Administrators group and have full control over Watch-it. They are not visible in the user settings page, are able to edit/view/delete access rights for predefined groups and their access rights can not be changed.

10.5 Access rights

Watch-it core provides the flexibility to grant granular access to specific users, complementing the permissions inherited from their group memberships.

To add access right to a user select the application from the menu, select the user, resource and permission you want to grant and click the ➕ button. To remove access rights click the 🗑 button.

To remove a user's granted access right by a group, simply edit the user's profile and assign them to a lower-level group.

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.