

Watch-it

mobile
user manual



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Watch-it mobile User Manual

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TABLE OF CONTENTS

01	Introduction	
02	Login	p. 06
	2.1 Username/password login	p. 06
	2.2 Biometric login	p. 06
	2.3 Connecting	p. 06
	2.4 Incorrect credentials	p. 06
03	Cameras	p.07
	3.1 Change location	p.07
	3.2 Set favorite location	p. 07
	3.3 Pin camera to top	p. 08
	3.4 Playback	p. 08
	3.4.1 Controls	p. 08
	3.4.2 Export	p. 08
04	Snapshots	p. 10
	5.1 Change location	p. 10
	5.2 Change date and time	p. 10
	5.3 History	p. 11
	5.4 Export	p. 11
05	Layouts	p. 12
	6.1 Add new layout	p. 12
	6.2 Modify a layout	p. 13
06	Alerts	p. 14
	6.1 Change location	p. 14
	6.2 Change date	p. 15
	6.3 Alerts	p. 15
	6.3.1 Static alerts	p. 16
	6.3.2 Interactive alerts	p. 16
	6.4 Archiving alerts	p. 16

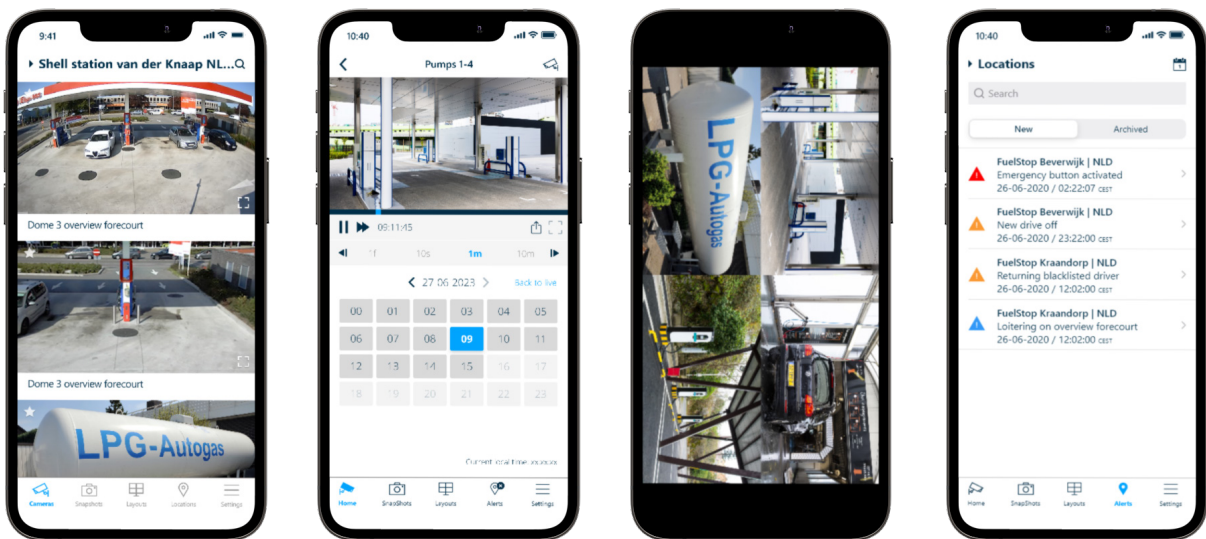
07	Settings	p. 17
	7.1 Display options	p. 17
	7.1.1 Dark mode	p. 17
	7.1.2 Startup options	p. 17
	7.2 Languages	p. 18
	7.3 Settings	p. 18
	7.4 Push Notifications	p. 18
	7.5 Emergency Number	p. 18
	7.7 Log out	p. 18

1 Introduction

Watch-it mobile is a application for BigBrothers' Watch-it platform (4.3.0 and later) customers.

The goal is to allow our users to use their systems remotely through apps based on the CCTV video footage capabilities. We aim our users to access recorders and cameras as quick and easy as possible from their mobile device (iOS or Android) as well as view live and historic videos and images, as snapshots.

That will enable our users to stay in touch easier with their businesses even when working remotely, on holiday or at night by receiving notifications directly on their phones, check in real time what is happening and take decisions if needed.



Note: Due to different operating systems (iOS/Android), several differences in design can be seen.

For installation, depending on your mobile device, go either to App Store on iOS, or Google Play on Android and search for the Watch-it mobile application

1. Open Google Play / App Store.
2. Tap the Search icon.
3. Enter Watch-it mobile in the search field.
4. Select Watch-it mobile in the search results to go to the application page.
5. Follow the standard installation procedure for your platform.

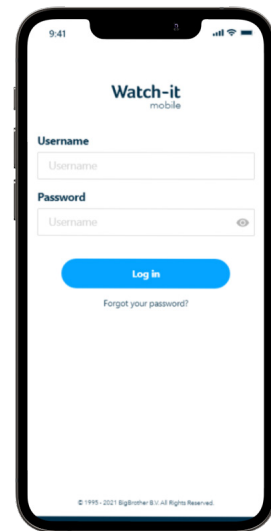


2 Login

2.1 Username/password login

After opening the Watch-it mobile app, the Login screen will show. Fill in the username and password fields with your existing credentials (identical to the ones used for the customer portal). Tap on the Login button.

As a security measure after one week of inactivity, you need to use your credentials again to login.



2.2 Biometric login

If 'FaceID on startup' setting is enabled, you don't have to use the credentials anymore to log in. If Face ID is not available, the device's security options are going to be used. The user can decide to disable Biometric ID and enable 'Remember password' setting. The application will open on the Connecting screen without further authentication.

2.3 Connecting

If no connection is established, a 'Connection failed' message is shown with the option to retry

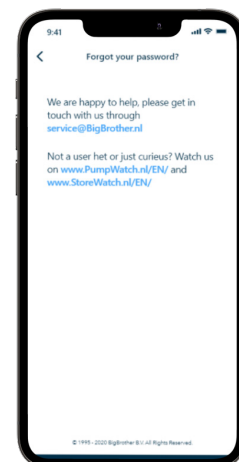
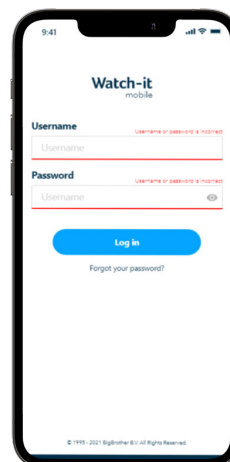
If an internet connection is unavailable on your device, a 'Please check your Internet' message is shown.



2.4 Incorrect credentials


If the credentials are not found or incorrect and the login is not successful, the username and password fields are underlined with a red line.


If you forgot your credentials tap on Forgot your password link to receive more information on how to recover the credentials or become a BigBrother customer.

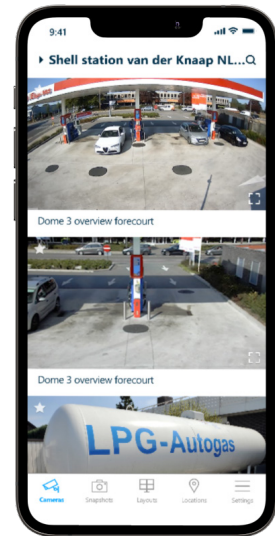


3 Cameras

Logging into Watch-it mobile for the first will open on the 'Cameras' tab displaying live cameras in a scrollable list of the currently selected location. If a location is set as favorite it will always open on that location

To search for a specific camera, use the Search icon  from the top right of the app. It will open a search bar where you can type in the camera name.

If one of the cameras failed to load in live image tap on the  refresh icon to reload it. In case one of the cameras is not working it will display 'No video' message.

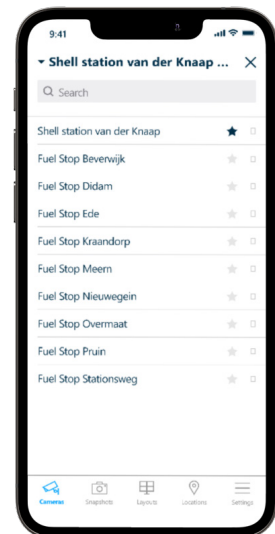


3.1 Change location


To change the location tap on the dropdown next to the name of the currently selected location and select the desired location from the list.

The location list is sorted primarily on the 10 most used locations in the last 7 days, after that, locations are sorted in alphabetical order. If the list doesn't contain at least 10 locations, alphabetical ordering is used.

If a location is marked as favorite, it will always be the first on the list.



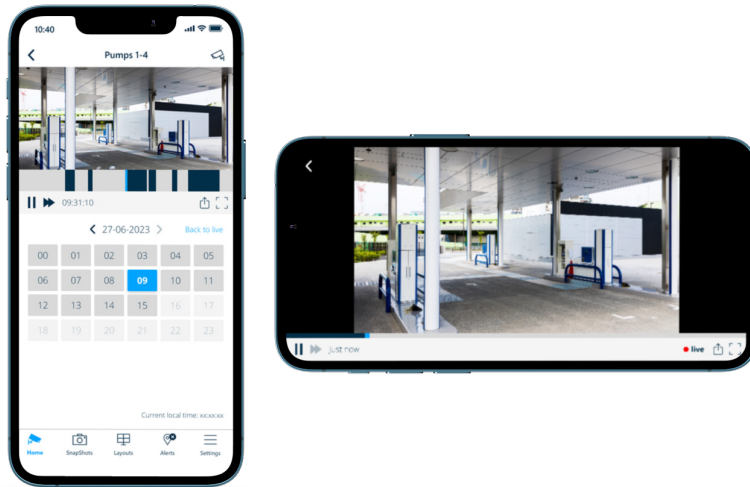
3.2 Set favorite location

Tap on the current location name in the 'Home' menu. From the list of available locations tap the  icon next to the location you want to set as favorite.

Only one location at a time can be selected as favorite.

3.4 Playback

Playback view opens after tapping on the playback icon of one of the available cameras.



Scroll through the timeline to access historic footage using the video controls.

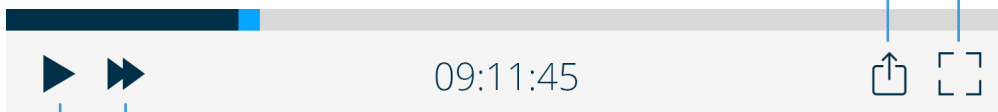
3.4.2 Controls

Fullscreen / Normal screen

Open / Exit fullscreen mode.
Fullscreen mode is automatically opened when placing the device in landscape mode

Export

Export a video or screenshot



Fast forward

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

Play/ Pause

Start / stop the video.

Meaning of the colors in the timeline:

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

Change Date
Tap the arrows to access the previous / next date or tap the currently selected date to change to a different date


Back to live
When using playback click the "Back to live" button to jump back to the present date and time

Start date
The currently playing time interval will be highlighted

Video available
Time intervals that have video footage available

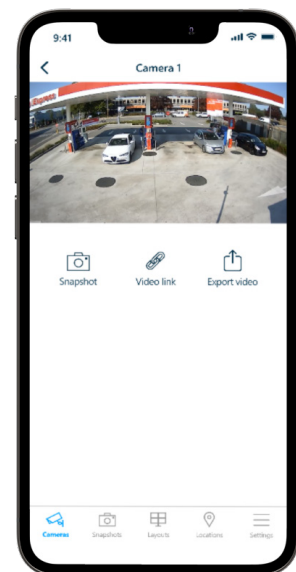
Video unavailable
Time intervals that don't have video footage available


3.4.3 Export


Tap on the export icon  from the video controls. When Export button is tapped while the live image is playing, the video pauses.


Playback allows 3 ways of exporting: snapshot, video link and video.

If the "Show camera name and date / time" is enabled for settings Watch-it mobile will export the snapshot and / or video with the overlay visible. This is not the case for the video link option as it will always be without the overlay.



To export a picture, tap on the Snapshot icon  . Select to whom it should be sent or by what means (Instant messaging or e-mail for example)

To export a video link, tap on the Video Link icon  . Another user with access to the application can click on the link to open his app and go to the desired video part at the location (The other user has to have access to that location, otherwise a message will show, indicating that the user has no access rights. Select to whom it should be sent or by what means (Instant messaging or e-mail for example)

 The video link expires after 28 days and the footage will be deleted after. If the video is downloaded, the footage is still available after 28 days.

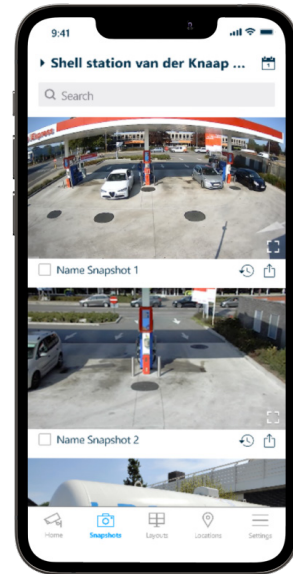
To export a video, tap on the Export Video icon  , this will open up an export screen where video start and end time can be selected. Tap on the Download icon in the bottom right afterwards.

You will be returned to the playback page and an informational banner will show up above the video controls showing the status of the download.

In case you want to stop the download tap on the cancel icon on the status bar, a prompt will show up to confirm the action. Tap on "Yes" to stop the download.

4 Snapshots

Snapshots is a module of Watch-it core, that can takes pictures of critical points on your locations at set times during the day. The snapshots are available for a period of 20 to 28 days.

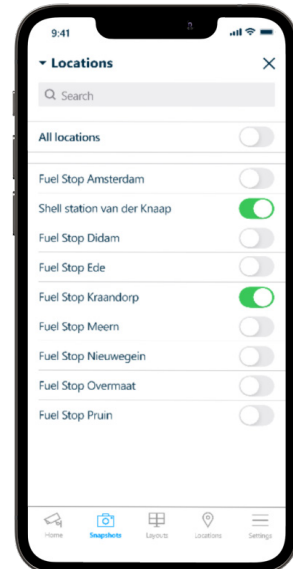


4.1 Change location


To change the currently showing location, tap on the arrow next to the location name at the top. The locations are sorted based on their name and if a location does not have snapshots enabled it will show as greyed out. Tap on the switch next to the location(s) that you want to see. It is possible to have multiple locations selected at the same time or select all the locations that you have access to.


When searching for locations, tapping the switch next to "Filtered locations" will select all locations that match your search criteria.

If you have selected specific location to be shown, when re-opening the "Snapshots" tab or re-opening Watch-it mobile the selection will be remembered and are tied to the user account meaning that it will be persistent across devices.




4.2 Change date and time

The date in which the snapshots were taken can be changed by tapping the calendar icon  in the top right corner, above to the search bar. The date is formatted at Day / Month / Year. After selecting the desired date you may tap the 'Go' button to load the snapshots from that date.


The hour in which the snapshots were taken can be changed by tapping the clock icon  in the top right corner, above to the search bar. It will show a list of the hours in which snapshots were taken, based on the setting from the recorder. After selecting the desired time the application will load the snapshots from that hour.

4.3 History


If you want to see past snapshots on the same camera without changing the date, tap on the rewind icon  on right of the camera name and you have access to all of the snapshots taken on the same hour, but on different dates.



4.4 Export

Each snapshot can be individually exported by tapping the export icon  below the image. This will display your device's default sharing menu where you can select the person to who, or the means by which you would like to share the snapshot

Multiple snapshots can be exported into a PDF report. Simply select the snapshots you want to save by tapping the checkmark box below each individual image and tap the Report icon on the top right of the screen. The Report page will open up with the selected snapshots and the possibility to write down additional information related to them.

In case you wish to discard the report tap the garbage bin icon  in the top right of the screen. To send the report tap the export button that will open up the will display your device's default sharing menu where you can select the person to who, or the means by which you would like to share the PDF report.



5 Layouts

Layouts allows the user to store a selection of cameras that are used more frequently. On phones it allows the user to view 1 or 4 simultaneous cameras and 1, 4 or 9 cameras on tablets. It is possible to select cameras from multiple locations



Tap on the layout name to open the live cameras of the desired layout. It will always open the cameras in fullscreen, in landscape mode.



If you tap on the screen information Watch-it mobile will display the name of the layout and each camera location and name. This information will disappear after 3 seconds of inactivity or tapping the screen again.

Tapping either 'Previous layout' or 'Next layout' you are able to navigate between existing layouts, without the need to exit to the previous menu, and select another layout.

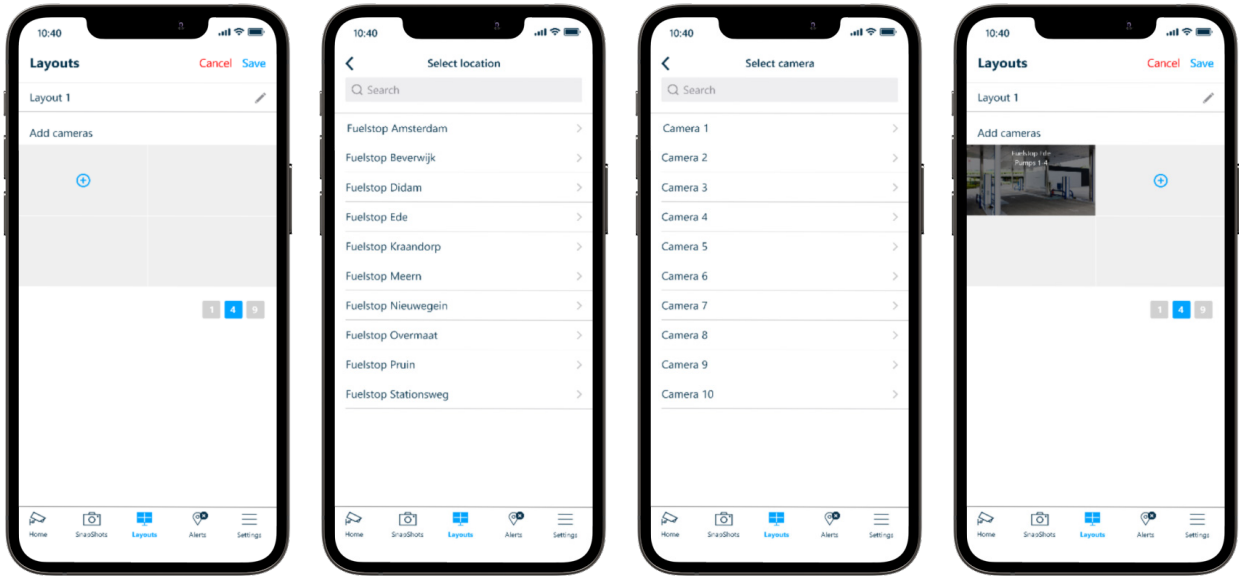
To return to the layout list, tap the screen and tap the back icon in the top left of the screen.

5.1 Add a new layout

To add a new layout do the following steps:

1. Tap on 'Add new'
2. Name the layout and tap 'Save'
3. Select the number of cameras to show
4. Tap on the add icon
5. Select location from the list
6. Select the desired camera
7. Tap Save in top right corner

For multiple cameras repeat steps 4, 5 and 6 for each desired camera.

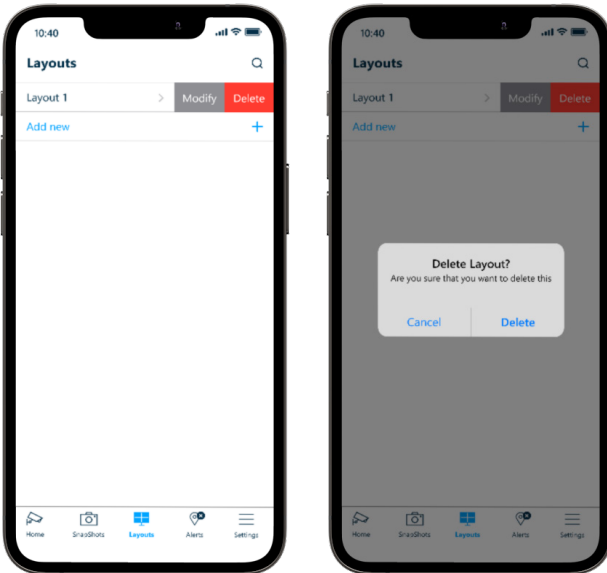


5.2 Modify a layout

To modify an existing layout simply swipe left on the layout name and tap on the “Modify” button. The layout setup page will show.

Here you will be able to modify the number of the cameras, the cameras shown or the name of the layout

If you wish to delete a layout when swiping left on a layout you can tap on the delete button, which, after a confirmation, will remove the layout from the list

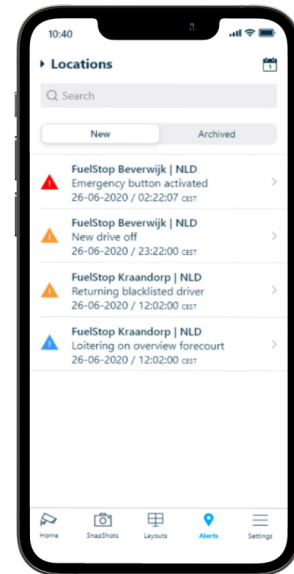


6 Alerts

The 'Alerts' tab allows you to view select alerts from your locations. Notifications are sent to devices that you are logged in, so you never miss important events at your locations.

Our engineers can configure to send event from the location to Watch-it mobile. (e.g. New drive off, Video analytics alert)

On connected devices users get a notification (if enabled from Settings) which takes the user to Watch-it mobile, inside the 'Alerts' tab. The alert will be the first in the list if no other alerts came in meanwhile.



There are 2 types of alerts: interactive alerts and static alerts. Both types of alerts are stored for up to 30 days.


The 'Alerts' icon badge in the navigation menu, will display the number of alerts that have not been verified by the user. If one or more locations have an emergency alert the badge will turn red.

The alerts are sorted most recent first, and the severity of the alert is represented by the color of the alert icon, red meaning serious technical issues, orange meaning technical issues, and blue miscellaneous. After the severity icon, the following information will show: the name of the location, type of the alert, date and time of when the alert was created.

6.1 Change location

By tapping on the map pin icon in the top right of the 'Alerts' tab, a list with all available locations will show, allowing you to select which locations' alerts will show, when you open the tab. By selecting only a few locations, static alerts can be filtered and does not affect interactive alerts

6.2 Change date

In case you want to see alert from a specific date, on the top right corner of the 'Locations' tab, by tapping the calendar icon , the date from which the alerts are shown can be selected.

After opening up the calendar you have the option to select a specific date or a period. To select a different month, tap on the current month at the top of the calendar, and select the desired month, then select a specific date by simply tapping on the date you want to view alerts from, then tap on the 'Search' button.

If you want to view a period greater than 24 hours, select the two dates from the calendar and tap 'Search'

6.3 Alerts

By tapping on an alert, the specific alert will open up, with the corresponding camera image showing an image at the time the alert was created, the location name, date and time of the alert and the type of the alert

Notifications are sent to connected devices only if those are enabled from Settings

Tapping the camera icon in the top right corner of the alert screen will open up the camera list available at the location, allowing you to see the action from different angles.

In case of an interactive alert, 2 additional buttons will show at the bottom: call emergency number and reset emergency stop.

The 'Call emergency number' button, will dial the emergency number (e.g. security company or police), so you can quickly handle events at your locations.

The 'Reset emergency stop' button will reset the alarm at the location, in case of a false alarm.

6.4.1 Static alerts

The alerts will contain the location name, the name of the alert, date and time of the alert and the connected camera

Static alerts are never automatically archived, and images connected to the alerts are available for the maximum recording days on the location, after which a gray image will show.

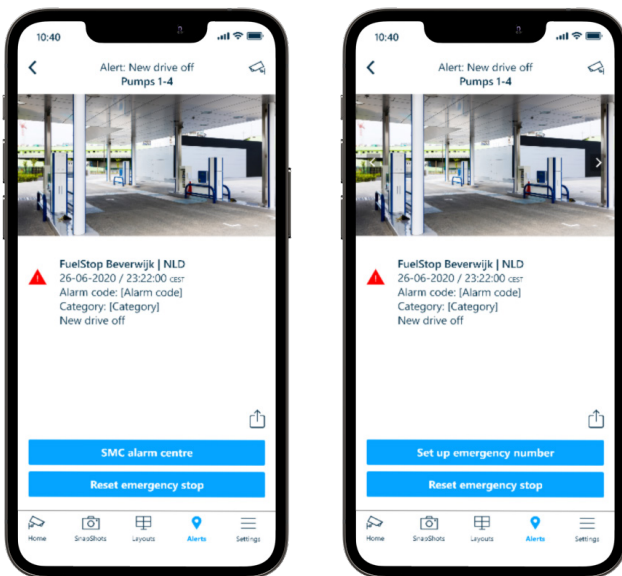
6.4.2 Interactive alerts

When the Emergency Stop is activated on a location, an interactive alert will be received on the devices that you are logged in on. These alerts will be received regardless of the notifications being turned off.

Interactive alerts are never automatically archived, and images connected to the alerts are available for the maximum recording days on the location, after which a gray image will show.

Tapping the "Emergency phone number" button will open the dialed number on the phone, but will not call automatically. If no emergency contact information has been set previously, the button will be grayed out

If no emergency number is set up the option "Setup emergency number" will show which will redirect you to the Settings page . For further instructions please refer to section **7.6 Emergency Number**.



In case of a false alarm tapping the "Reset emergency stop" will show a prompt asking the user "Please check the entire surroundings. Are you sure you want to reset the emergency stop?" and a option to cancel by tapping "No". Tapping "Yes" will ask for the biometric authentication and begin resetting the emergency stop on site.

Wait until the emergency stop is reset and a prompt will show "Reset successful". In case the reset fails it show "Reset failed" and will return you to the alert.

If the reset is successful the alert will be automatically archived with the information that the emergency stop button was reset by a user at a given time.

The interactive alert is only available 20 minutes from the moment the alert was created. After 20 minutes the button will be grayed out and the Emergency Stop can't be reset remotely.

6.5 Archiving alerts

After verifying an alert in the 'New' tab, you have the option to archive it, by swiping left on the alert and tapping the red 'Archive' button to clear up the existing alerts list.

All archived alerts remain accessible. Archived events can be found in the 'Archived' tab inside the Alerts menu.

7 Settings

The settings are stored centrally, meaning that they synchronize between devices (e.g. multiple devices or buying a new device), unless otherwise mentioned.

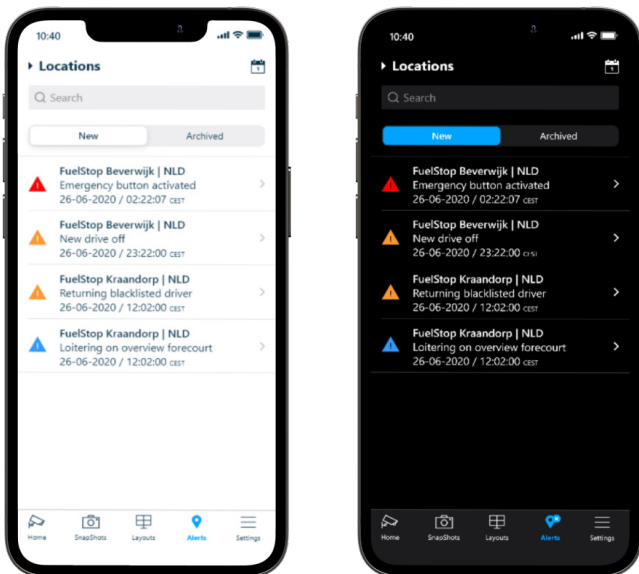
Options currently active will have a checkmark on the right side.

7.1 Display options

7.1.1 Dark mode

- Automatic (Watch-it mobile will match the devices' theme)
- On
- Off

Note: this setting is device specific and won't synchronize with other devices you are logged in on.



7.1.2 Startup options

Users has the option to choose which tab will open when they open the application.

Note: this setting is device specific and won't synchronize with other devices you are logged in on.

7.3 Languages

Users may change the display language of the application

Currently Watch-it mobile is available in the following languages:

- Dutch
- English
- French
- German
- Romanian

7.4 Settings

Show camera name and date / time - Choose to display or not informations regarding the camera when it's open in fullscreen.

Remember password - Choose to remember or not the password in case of the biometric log in is disabled

FaceID / TouchID on startup - Choose to log in using biometrics instead of the regular username and password combination.

7.5 Push Notifications

Users can disable specific notifications given by the application.

You may choose when to automatically archive alerts from a set of predefined periods or choose manually archive alerts by choosing "Never"



If you choose to disable push notifications for alerts, you will not be alerted on this device when an emergency situation occurs on site.

7.6 Emergency Number

Set an emergency number to call whenever you receive an interactive alert. It is important to note that there can only be one emergency number set at the time.

To set an emergency number tap on "Name" and type in the contact persons' name which will show inside the alert. Tap on the plus icon to add the phone number. Tap on "Save" in the top right corner of the application to save the informations.

7.7 Log out

To manually log out of the application tap on the "Log out" menu option. A prompt will follow to confirm the action.



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.

