3xLOGIC

VIGIL CLOUD™

Customer Account - User Guide

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Simple. Scalable. Secure.

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1 Introduction

3xLOGIC's VIGIL CLOUD is a cloud-based recording platform accessed via standard web browser. The platform is integrated to work seamlessly with applicable models of 3xLOGIC's Gen III VISIX Camera line. VIGIL CLOUD leverages Amazon Web Services (AWS) to bring proven and secure infrastructure to our customers packaged as a scalable and easy-to-use cloud recording solution. A responsive and simplistic design means VIGIL CLOUD can be used on any desktop or mobile device using the latest versions of popular web browsers (Chrome, Firefox, Edge, Safari).

With access to VIGIL CLOUD, a user can easily view live and playback video from cloud cameras, bookmark cameras for quick and easy access from the main dashboard, check camera heath status, export footage clips and collect and package related video events together in case files which can be easily retrieved at a later date from a customer's case library.

Both dealer and standard customer accounts are used in conjunction to create an administrator / user hierarchy in VIGIL CLOUD. Dealer accounts maintain full administrative access, including the ability to add locations and cameras to a customer account whereas customer accounts have only basic capabilities (view live and playback, clip footage, create case, etc...). However, customer accounts can be assigned varying levels of permissions so they may administrate their VIGIL CLOUD account on a day-to-day basis, as once a Dealer account has been used to construct and configure a customer's location and cameras, a customer account (with the appropriate Company Administrator permissions level) can than disable access for the Dealer account, keeping company and customer data private and secure in the cloud.

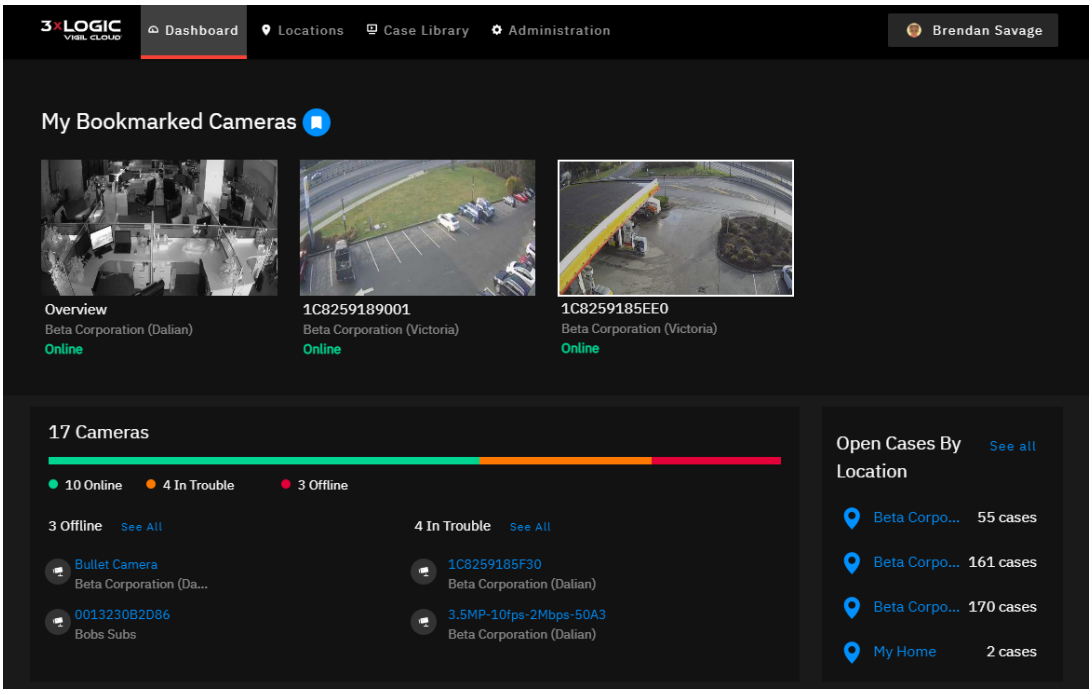

Figure 1-1: Welcome to 3xLOGIC VIGIL CLOUD

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1.1 Browser Compatibility

See the below table for VIGIL CLOUD Browser Compatibility.

Supported Browsers	Minimum Required Version
Chrome	77
Firefox	74
Edge	80
Safari	12.1

A live list can also be accessed by clicking the **Browser Compatibility** link located in the bottom-right of the VIGIL CLOUD footer.

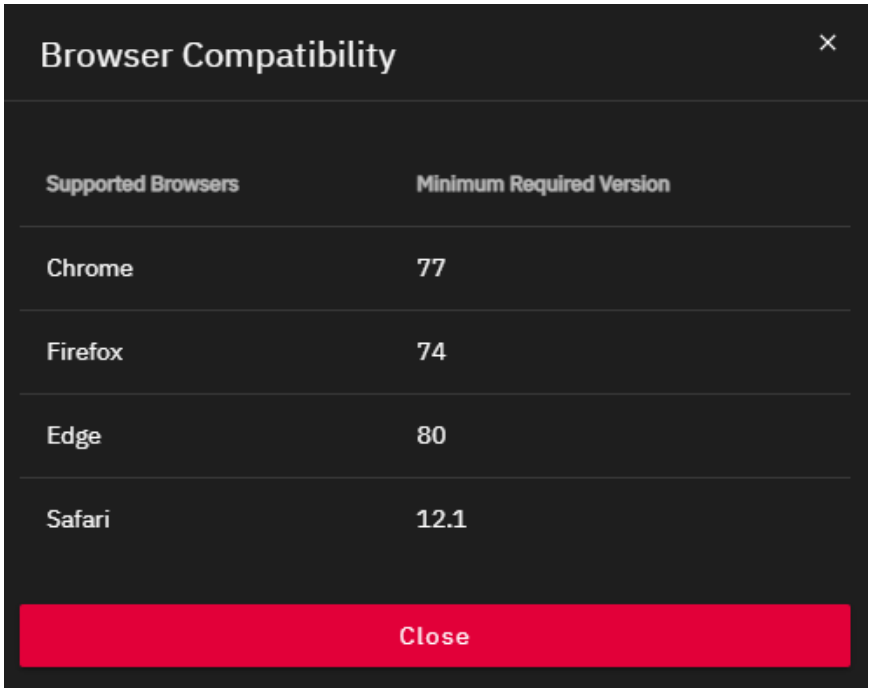

Figure 1-2: Browser Compatibility Window

2 Login

VIGIL CLOUD can be accessed at https://vigilcloud.3xlogic.com. When initially opening this URL, the Login screen will deploy.

1. Enter email and password into the *Email* and *Password* fields.
2. Click **Log In**.

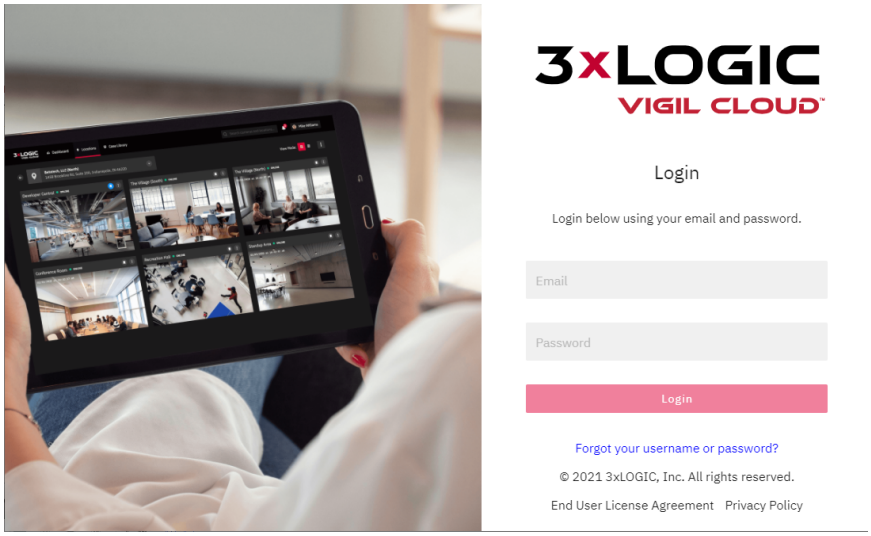

Figure 2-1: Login Screen

2.1 Password Length and Complexity

The password must be a minimum length of 8 characters and contain at least one from each of the following categories:

- Uppercase letters
- Lowercase letters
- Numerals
- Special characters (e.g.,!, @, #, $)

2.2 Two Factor Authentication Support

A two-factor authentication protocol is required on login. Once you enter username and password, a 6-digit code will be sent to the email address that was entered.

The Two-Factor Authentication window will open.

1. Enter the six digit code that is provided in the email.
2. Click **Verify.**

If an email was not received, click the **Re-send Verification Code** link to have a new code sent.

Note: To avoid two-factor authentications on future logins, click the **Remember this device?** check box.

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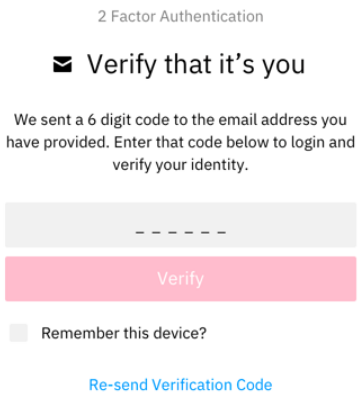

Figure 2-2: Two-Factor Authentication - Verification

2.3 First-Time Login Disclosure (EULA and ToU)

The user will be required to read and agree to the End User Licensing Agreement (EULA) and Terms of Use (ToU) agreement after the first login. The agreement window will appear once the user is logged in. After indicating both agreements have been read, proceed by clicking **Submit**. This agreement acknowledgment and acceptance step is required during the initial account login and anytime the terms are updated for CLOUD.

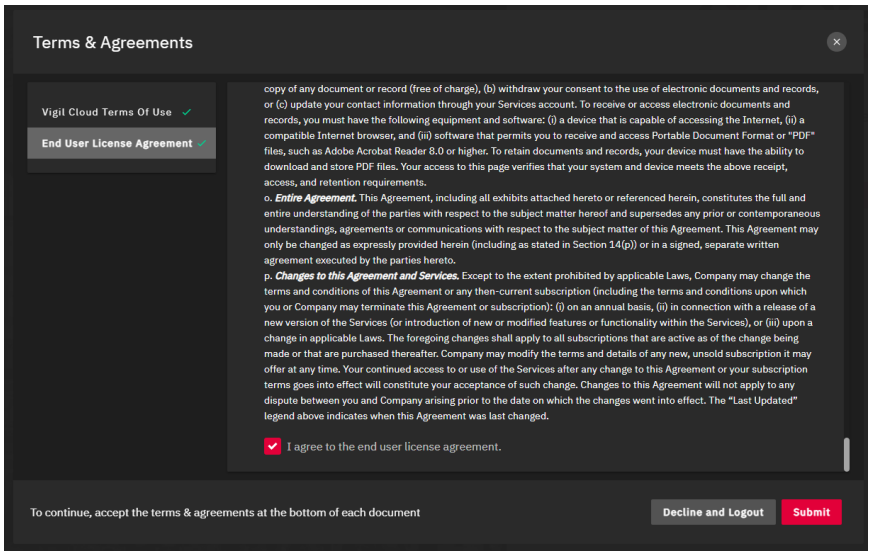

Figure 2-3: EULA / ToS

If required, the EULA and Terms of Service can be accessed after initial login via the *Terms and Agreements* link available on the VIGIL CLOUD page footer.

2.4 Maximum Failed Login Attempt Handling

A user will only be allowed five failed login attempts. Once the threshold is reached, the account is locked. Contact the user's administrator in order to unlock the account.

2.5 Forgot Password

If you have forgotten your password:

1. Click **Forgot your username or password?**

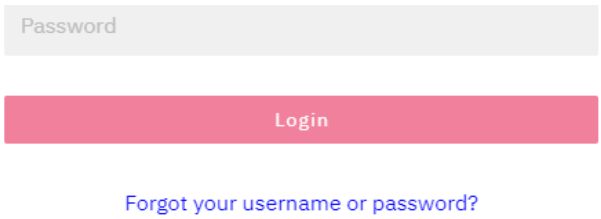

Figure 2-4: Forgot Username or Password

2. Enter your email address and click **Send Reset Instructions**. An email will be sent to the address provided with instructions to reset the password.

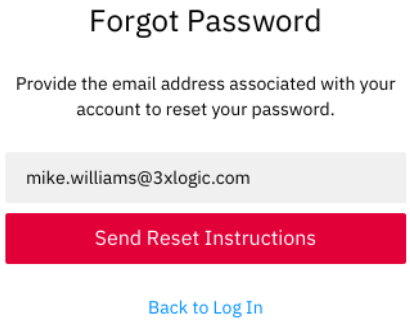

Figure 2-5: Forgot password email

3. A pop-up window will appear to let the user know that an email has been sent. Click **Return to Log In.**

Note: The user is not able to use any of their previous five passwords.

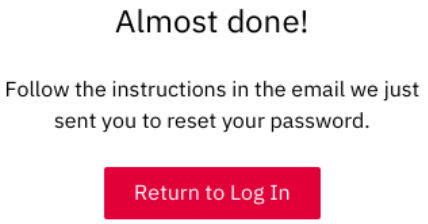

Figure 2-6: Return to Login

2.6 Email Whitelist

In some high security networks, 3xLOGIC must be added to the "Whitelist" so that the messages are not filtered or blocked. This is important for password management. Please contact your administrator to ensure the domain 3xlogic.com (e.g. noreply@3xlogic.com) is whitelisted.

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3 Dashboard

The *Dashboard* is the user's main landing page. The Dashboard consists of several sections, each providing a summary of unique information curtailed for and by the user. Bookmarked cameras, camera status and case activity information are all displayed at-a-glance for the user, providing a simple, streamlined summary of the user's VIGIL CLOUD network. A navigation menu is located in the header bar (which will be condensed under a single menu button on smaller screens), as well as the *User Menu* button and *Notifications* indicator.

The *Browser Compatibility* window (see "Browser Compatibility" on page 2 for more information) and *Privacy Info* (opens privacy policy in new window) links are available on the right-side of the page footer. Proceed through the remainder of this section for descriptions and operating procedures for each of the dashboard's sections.

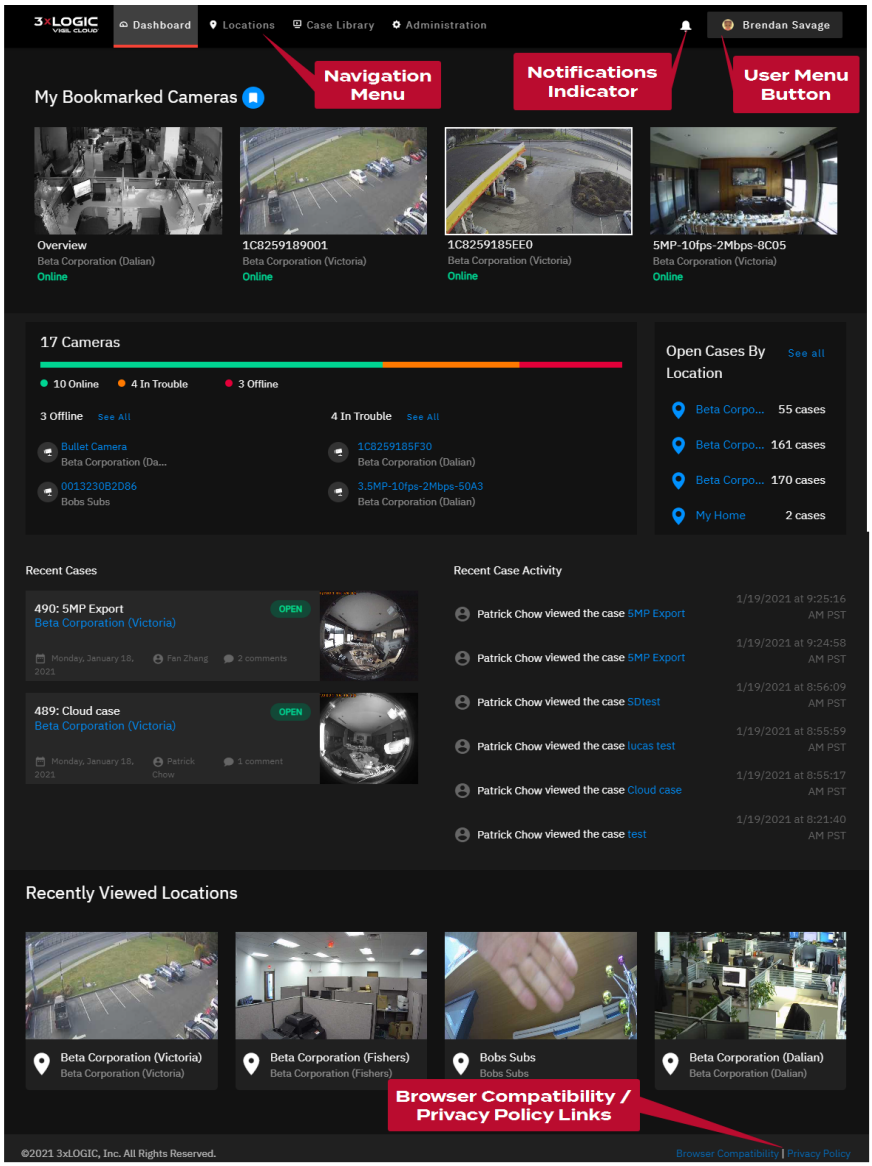

Figure 3-1: VIGIL CLOUD User Dashboard

3.1 Bookmarked Cameras

The top-portion of the *Dashboard* displays cameras that have been bookmarked by the user. The bookmarked cameras show the user the location and status of the camera. Camera status is also indicated by color. Green indicates that a camera is online. Orange indicates that a camera has trouble and red indicates that a camera is offline. See "Bookmark a Camera" below for more information.

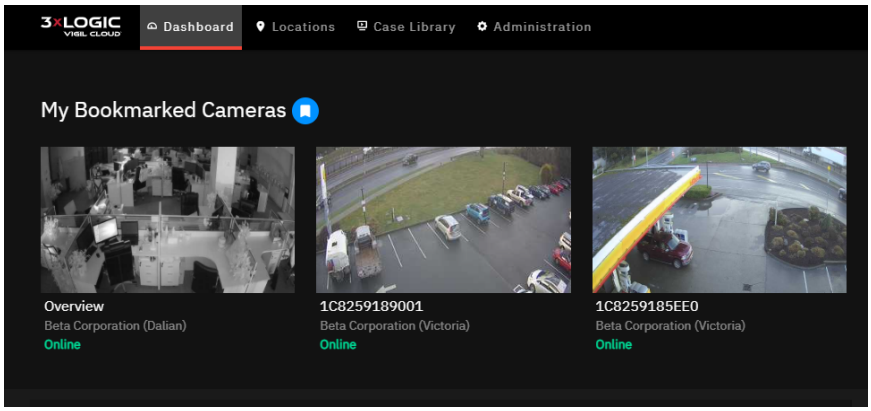

Figure 3-2: Dashboard - My Bookmarked Cameras

3.1.1 Bookmark a Camera

If a user would like to bookmark a camera to appear on the dashboard, click the bookmark icon located in the camera header bar. Cameras can be bookmarked from single view / playback or from the *Locations* tab.

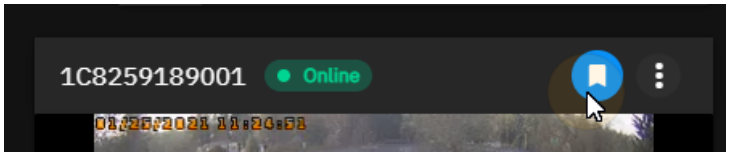

Figure 3-3: Bookmark a Camera

3.2 Dashboard - Cameras

The middle-left portion of the *Dashboard* displays a total camera count while also revealing the status of user cameras via the camera health bar. The health bar gives the user at-a-glance summary regarding the status of all cameras the user maintains access too, providing a quick visual indicator of the amount of problematic cameras. Beneath the bar are status indicators. Green indicates an online camera, orange indicates a camera in trouble-state while red indicates a camera is offline.

Offline and Trouble cameras will be listed below the camera status health bar and indicators. Click on the camera name to go directly to the camera's info page in order to determine the issues.

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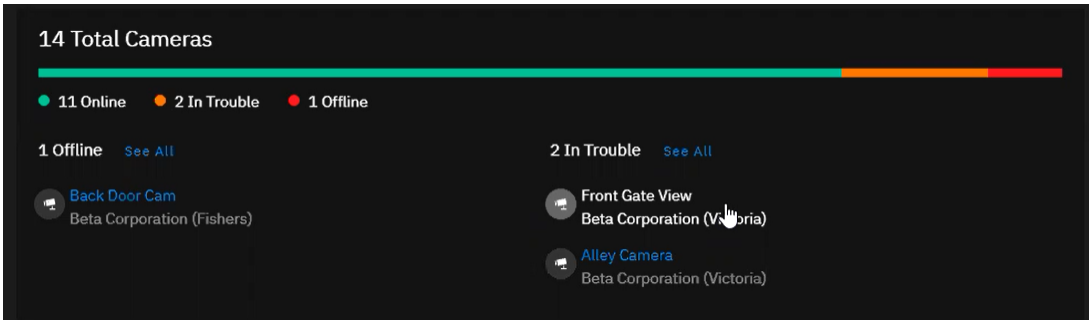

Figure 3-4: User Cameras

3.3 Open Cases by Location

The middle-right portion of the Dashboard contains the Open Cases by Location pane. Here a user can open all cases linked to a specific location. A Case is a log of an event used to manage incidents that contains exported clips (video or screenshots) and notes regarding the event or incident. This box shows open cases by location.

1. Click on the location to open a list of cases for that location, found in the Dashboard tab.

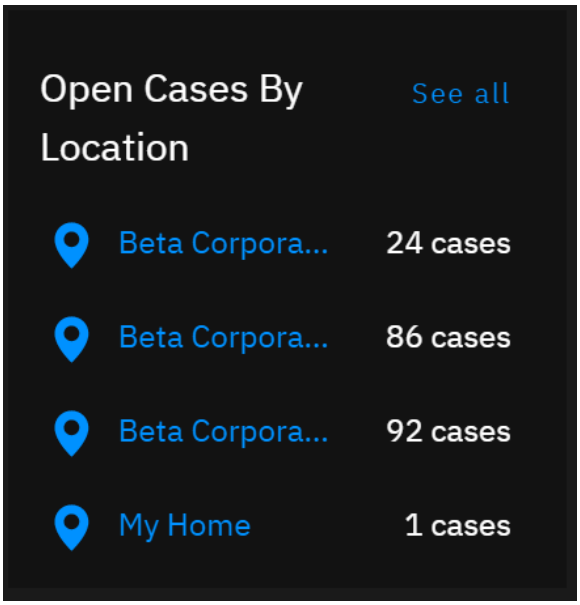

Figure 3-5: Case Locations

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3.4 Recent Cases

The Recent Cases portion of the dashboard shows the user the most recent cases that have been interacted with.

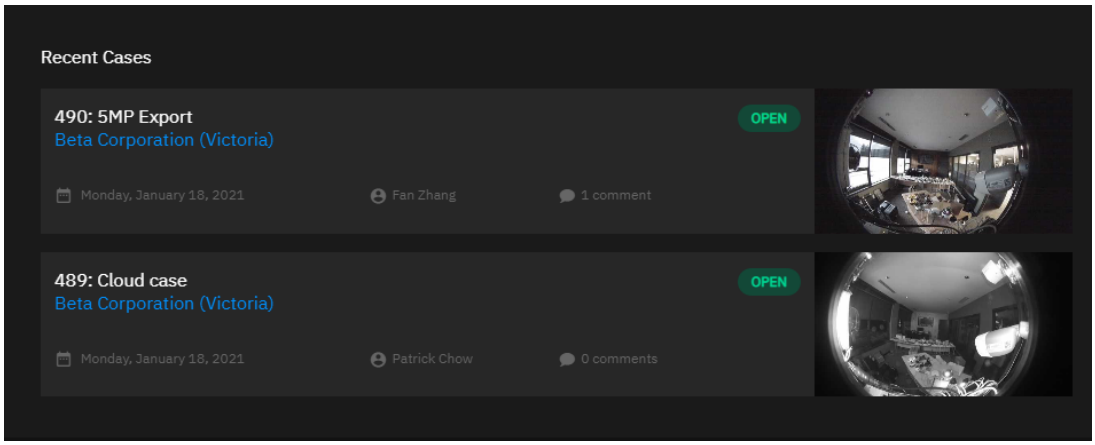

Figure 3-6: Dashboard - Recent Cases

When clicking on an item in the *Recent Cases* pane of the dashboard, the user will be directed to the *Case Library* tab with the selected case open. This page allows cases to be downloaded and deleted. See "Reviewing a Case" on page 39 for more information.

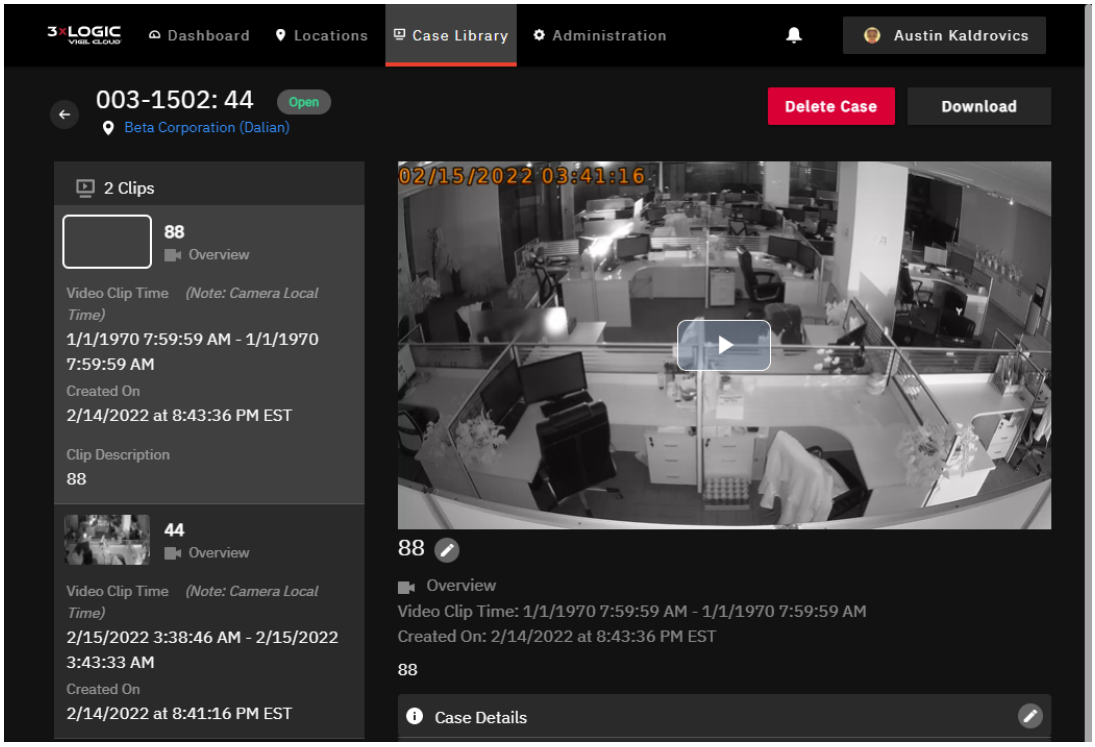

Figure 3-7: Reviewing a Case

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3.5 Recent Case Activity

The Recent Case Activity section lists recent case activity by company users. User name, action, case name and a activity timestamp are provided. The case name also acts as a quick link to the case. Simple click the case name to review the case.

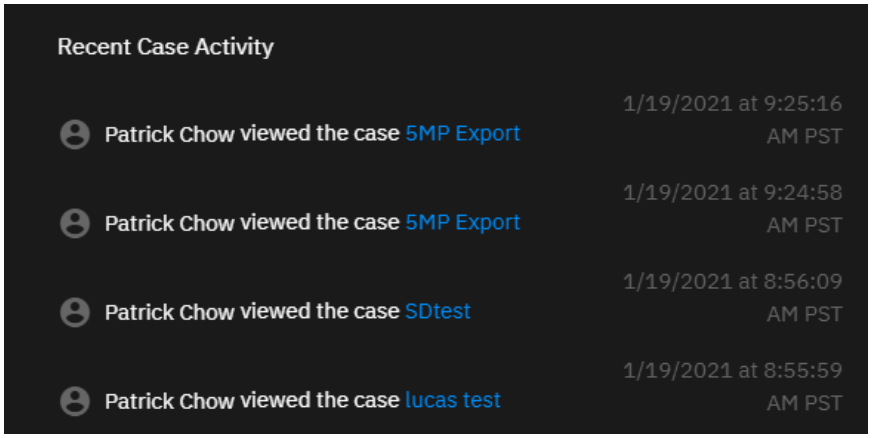

Figure 3-8: Dashboard - Recent Case Activity

3.6 Recently Viewed Locations

The *Recently Viewed Locations* pane, located at the bottom of the dashboard, shows the most recent locations viewed by the user with a thumbnail screenshot of the cameras current live image.

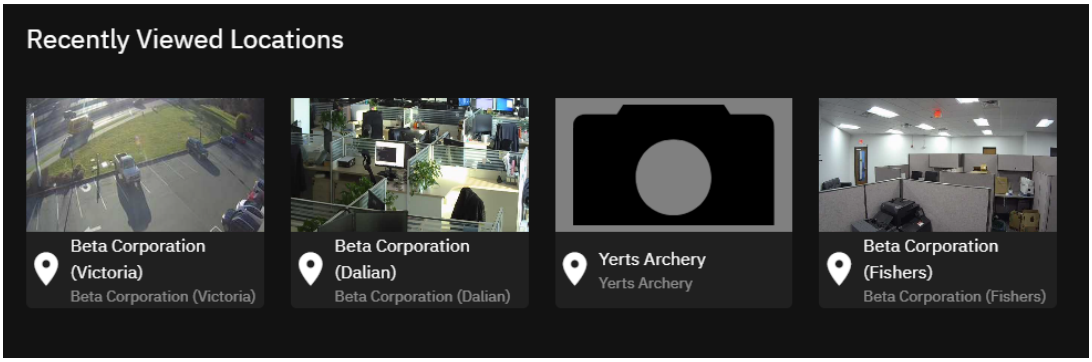

Figure 3-9: Most Recently Viewed Locations

Click a location in the list to open up that location's tab. All associated cameras and information will be displayed for the location. See "Locations" on page 17 for more information.

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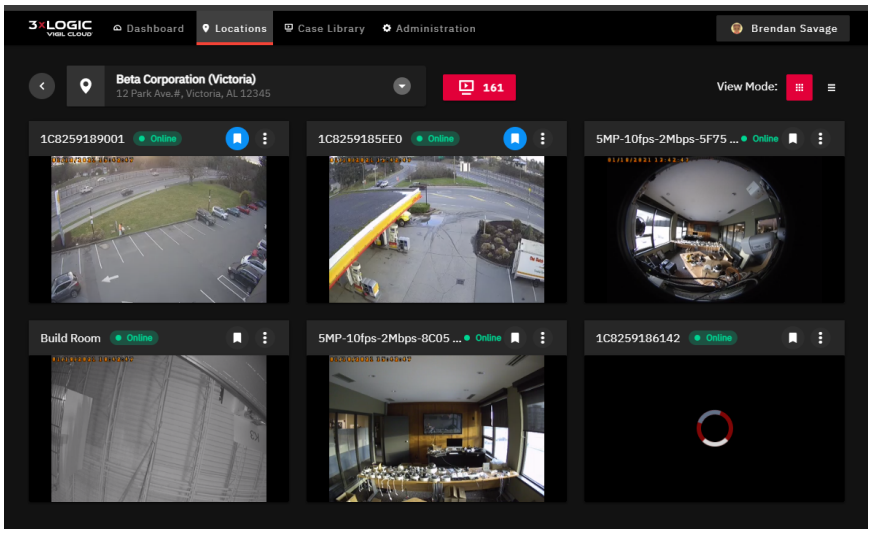

Figure 3-10: Location Details

3.7 Notifications Pop-up

If you have enabled notifications in your account settings, the *Notification* indicator (bell icon) will display a red token depicting the amount of unread notifications that exist for the active user. Notifications are generated whenever motion is detected on a designated camera or if another user comments on a case. Click the icon to see a list of notifications.

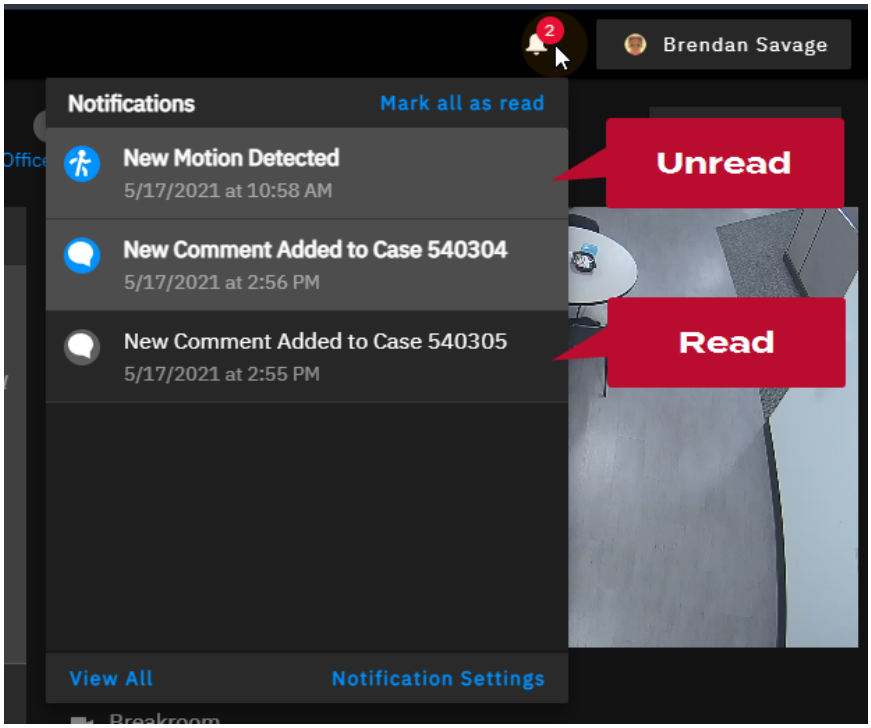

Figure 3-11: Notifications Pop-Up

In the *Notifications* pop-up, unread notification entries will be highlighted with light grey while read notifications will have a dark background. Click on a notification entry to open the related case (for case comments) or camera live view (for motion detection notifications).

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- Click **View All** to open the *Notifications* page. The user can view and filter through a list of all received notifications from this page. See "Notifications Page" below
- Click **Notification Settings** to open the *My Account* > *Notification Settings* tab. The user can enable and disable notification types from this tab.

3.7.1 Notifications Page

After clicking **View All Notifications** in the dashboard's notifications pop-up, the *Notifications* page will deploy. This page consists of two columns; Filter settings and the Notifcations list.

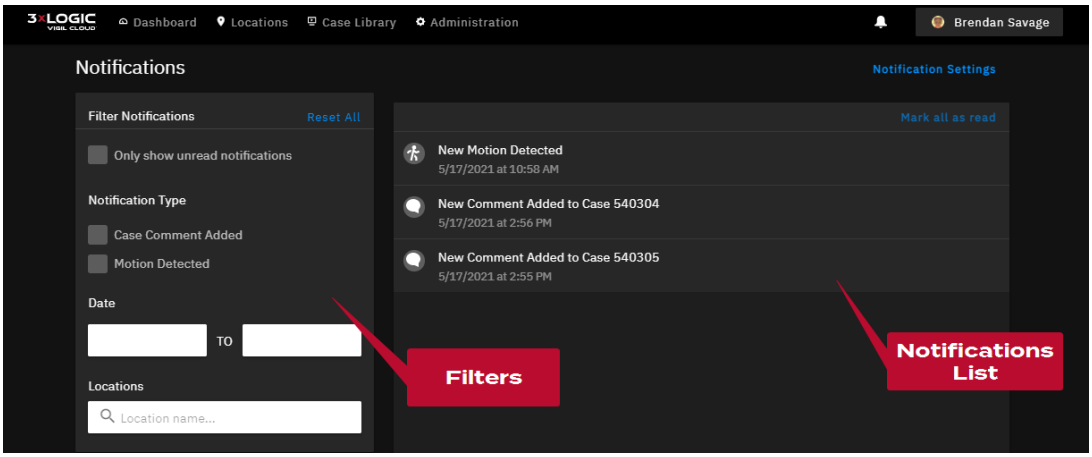

Figure 3-12: View All Notifications

Use the filter settings in the left-hand column to narrow-down results in the *Notifications List*. Filters can be enabled to show only unread notifications, notifications based on type, date and time and location.

- Click a notification entry to open the related case or camera live view.
- Click **Notification Settings** to deploy the *Notification Settings* form. See "Notification Settings" on page 15 for more information.

You may use the "Mark all as read" blue text option on this page as a bulk action. You may also delete the notifications from this page, which removes the entry from the list.

Deleting Notifications

From the Notifications page, you may delete individual notifications. To do this:

- Hover your cursor over the notification entry.
- Click the red "trash can" icon to delete the entry.

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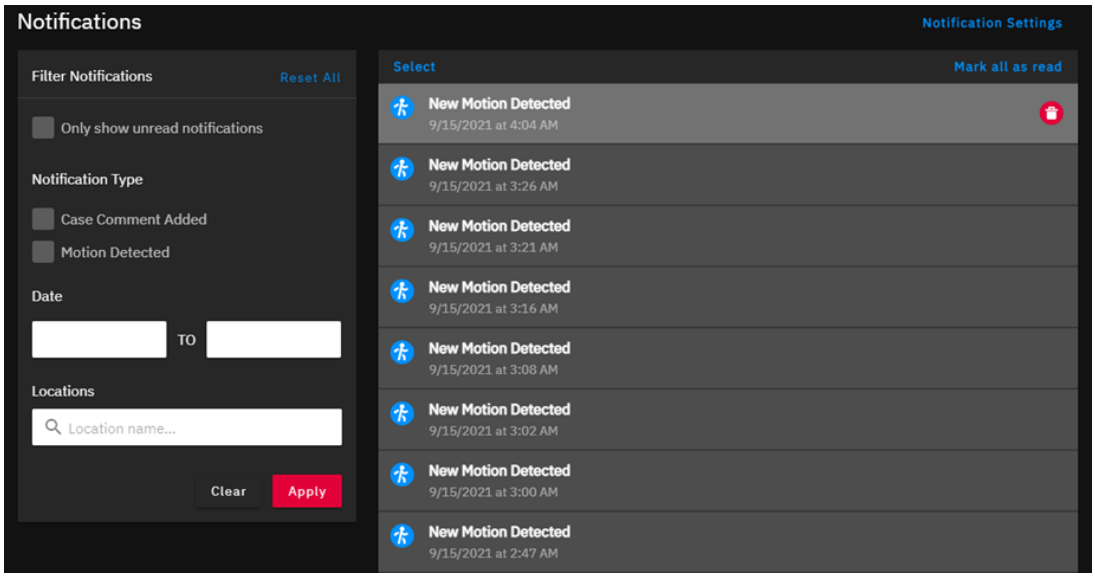

Figure 3-13: Delete Single Notification

To delete multiple notifications (bulk deletion):

- Click the blue text that says **Select** above the Notifications list field (this becomes **Cancel**).
- Click the entries to select these notifications (a red check mark icon appears).
- Once you select one or more notifications, a **Delete** red text option appears in the top bar.

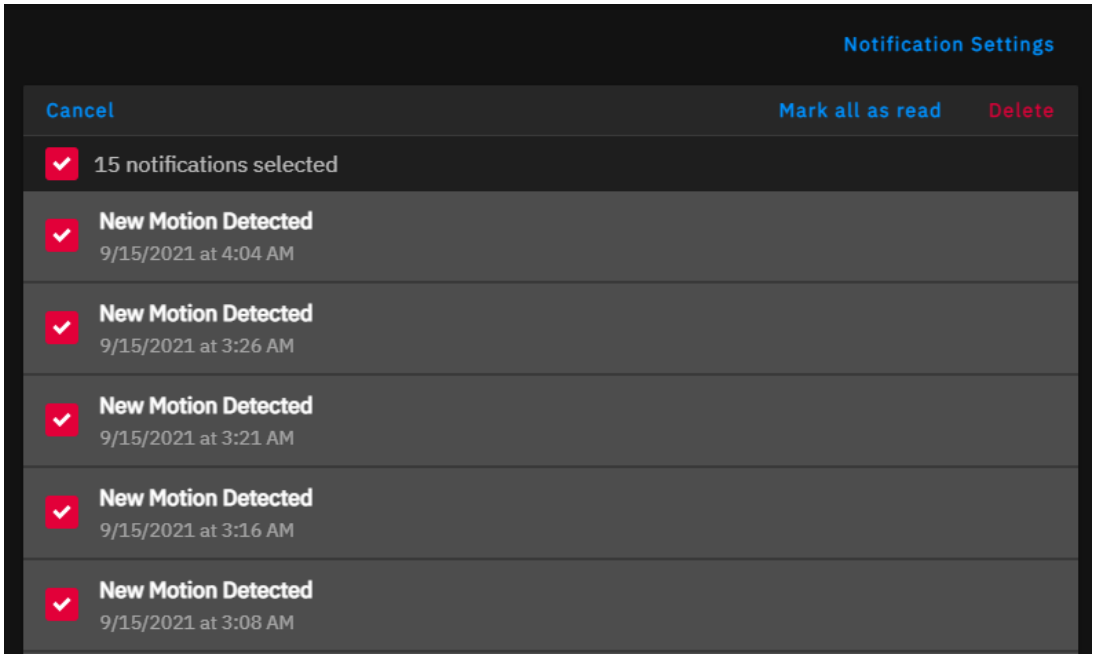

Figure 3-14: Delete Multiple Notifications

Warning: You cannot use the **Select** feature to highlight specific entries along with "Mark all as read" to perform a limited bulk action at the time of this writing. The "Mark all as read" is a universal all or nothing command that ignores the filter of selected vs unselected entries. Notification selection is specific to and exclusive to deletion.

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3 User Menu

Click the **User** button (will display your user name and icon. Located top-right in the header bar) to open the user menu.

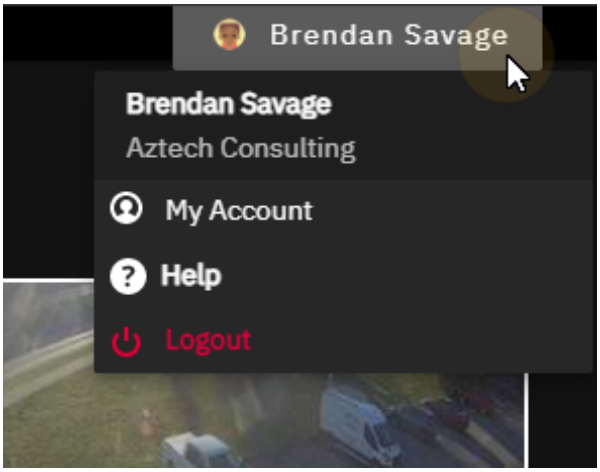

Figure 3-15: User Menu

Your Username and associated company will be displayed.

- Click **My Account** to open your *My Account* details page. See "My Account Settings " on the next page for more details.
- Click **Help** to open the VIGIL CLOUD Help portal. Video tutorials and links to documentation are available.
- Click **Logout** to log the current account out of VIGIL CLOUD

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3.8 My Account Settings

The *My Account* page, accessed via the user menu (located in the header bar) opens up settings for the user with the *Account* settings tab by default. This page consists of three columns; the settings menu, the *My Details* form and the *Change Password* form. Click the blue **edit** text button (Edit) across from *My Details* to update and change the details of the entry fields.

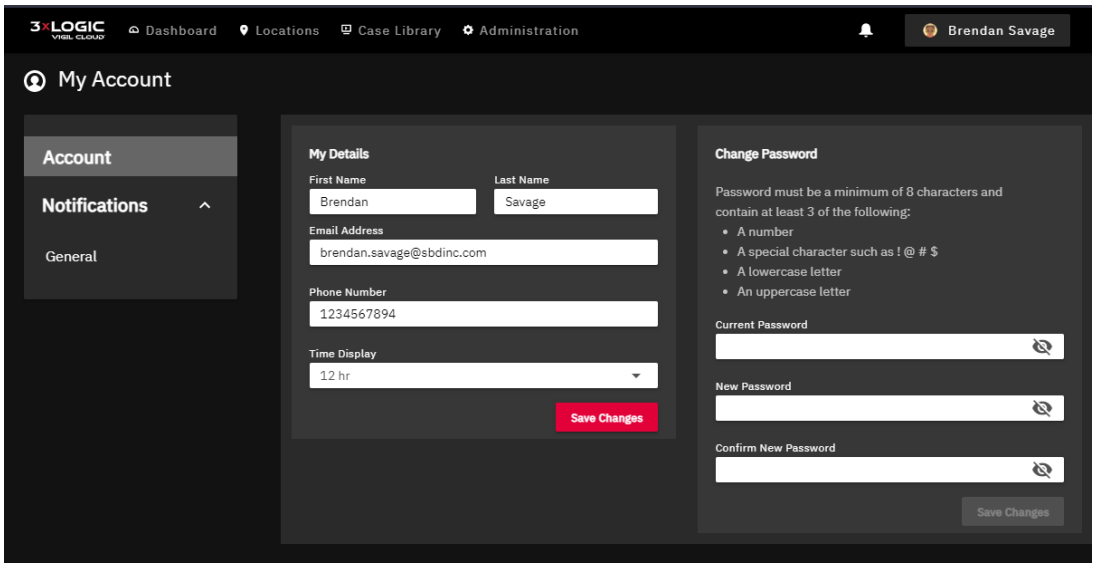

Figure 3-16: My Account Page

- The Settings menu allows user to navigate between *Account* and *Notification* Settings. See
- The *My Details*form lists contact information for your account as well as the *Time Display* (12-hour or 24-hour) type. Configure as required and click **Save Changes** to save the new settings.
- The *Change Password* form contains a form with the necessary fields to change your account password internally from VIGIL CLOUD. Fill in the fields and click **Save Changes** to change your password.

3.8.1 Notification Settings

When *Notifications* is selected from the left column menu of the *My Account* page, the general notifications settings form will deploy.

From this menu, the user can enable *Email*, *SMS (Text)*, and *Web* notifications for the applicable *Notification Type*: **Case Comment Added**, **Motion Detected**, or **Device Status Updated**.

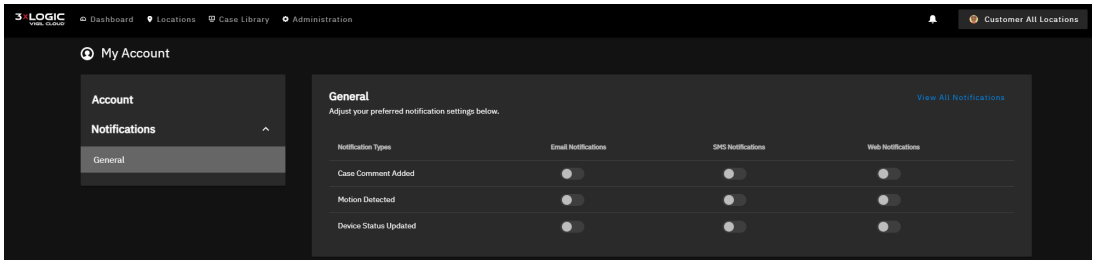

Figure 3-17: Notifications > General

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- If *Motion Detected* notifications are enabled, the user will receive motion notifications for any of their applicable assigned locations.
- If *Case Comment Added* notifications are enabled, the user will receive notifications whenever another VIGIL CLOUD user leaves a comment on a case linked to assigned user locations.
- If *Device Status Updated* notifications are enabled, then the user will receive notifications when the device changes states (e.g. Online, Offline, or In Trouble).

Email and *SMS* notifications will be received at the address / number associated with the user while enabling *Web* notifications will display notifications in the VIGIL CLOUD header bar's indicator (bell icon).

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4 Locations

The *Locations* tab shows a list of locations and for each location lists location name, number of cameras associated with the location and status of these cameras.

The user can search for a location by entering a name or location into the search bar.

1. Enter search criteria into the search bar. The page will filter out locations to include only those matching your search terms.
2. Click on a location to open it.

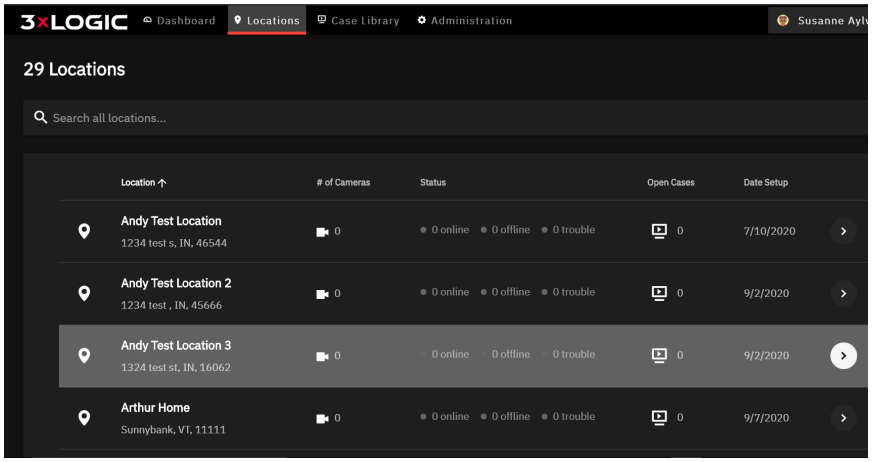

Figure 4-1: Location Tab

4.1 Location Details

The Location Details section shows a view of all cameras associated with the selected location. This view features live video from all cameras at associated with a location. The user can bookmark the camera to appear on the Dashboard page by clicking the bookmark icon. A blue bookmark icon indicates that the camera is already bookmarked.

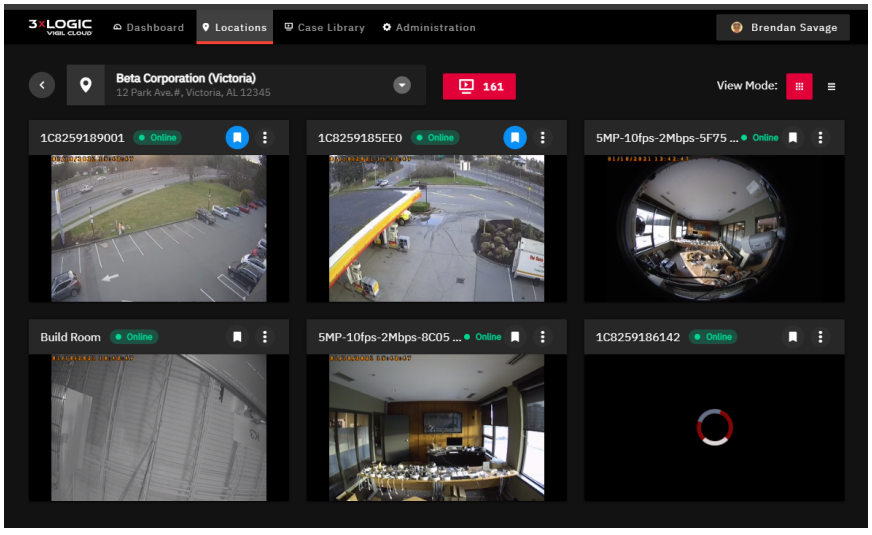

Figure 4-2: Location Details

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- Click the icon to use *Classic View* mode. See "Classic View Mode " belowfor more information.
- Click the icon to use *Borderless View* mode. See "Borderless Mode " on the facing pagefor more information.

The *Total Clips* button 161 lists the total number of cases associated with the current location. Click this button to open the *Case Library* tab, filtered to display only cases from the selected location.

4.1.1 Location Selector

The drop-down menu at the top of the *Locations* page allows a user to quickly switch to a new location. All available locations (based on the users permissions) will be visible in the list. The user can select the location from the drop-down or can type in the Find a location…. field.

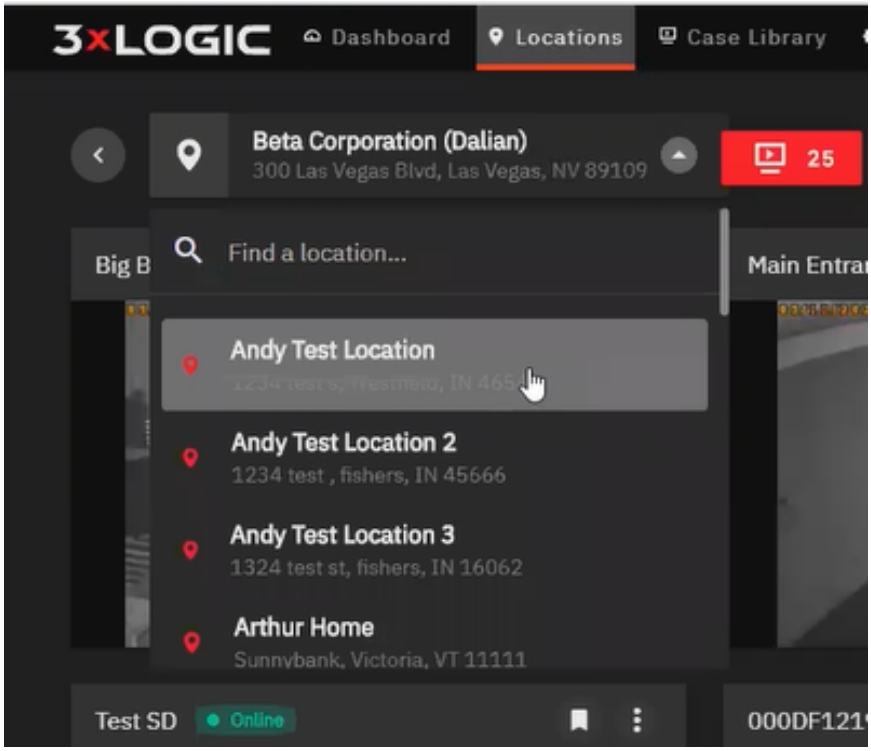

Figure 4-3: Location Selector

4.1.2 Classic View Mode

The Location tab will display cameras in Classic View Mode by default. This mode displays camera information in the camera pane border. This information includes camera status, camera name and bookmark status.

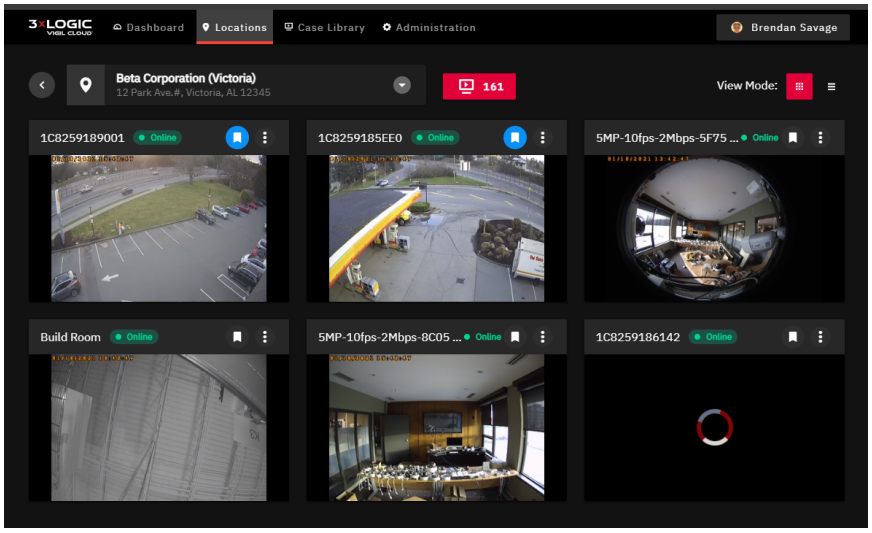

Figure 4-4: Classic View Mode

4.1.3 Borderless Mode

The borderless mode allows the user to view multiple cameras without header information or borders around the camera frame.

Click the icon to use this view.

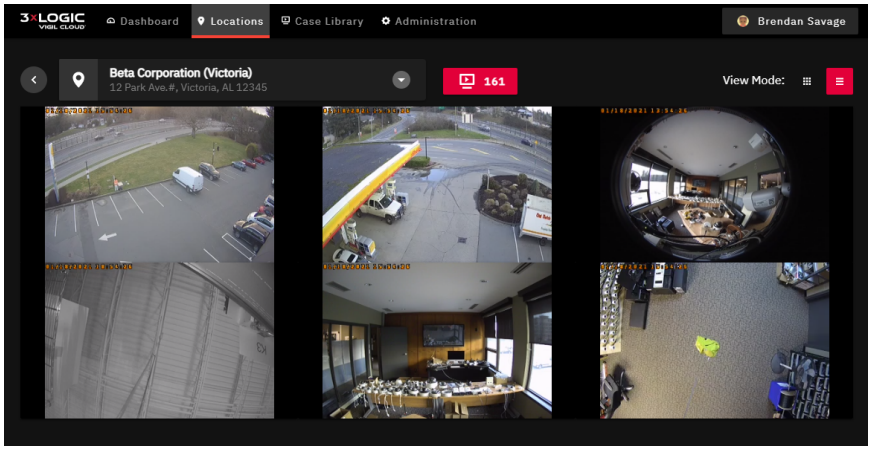

Figure 4-5: Borderless Mode

4.2 Cameras

When a location is opened, all cameras associated with the location will be displayed. To view more details about a specific camera, click on the context icon (three dots in the top right corner of the camera frame) to view the drop-down menu. *Open Camera View* to open a live feed from the camera and *Camera Info* to reveal camera details are available options.

The presence of a indicator warns the user that there is an issue with the camera or that updates are available.

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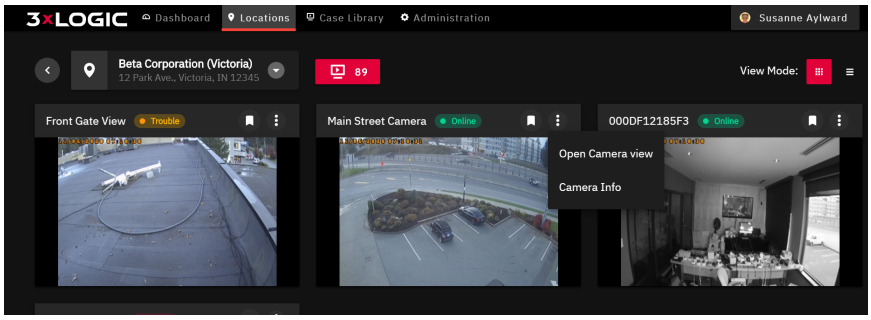

Figure 4-6: Camera Details

4.2.1 Camera Status

Each camera will show a status chip located to the right of the camera name. The chip color indicates status of the camera. Green for Online, Orange for Trouble, Red for Offline. When using the *Borderless View* mode, the camera status chip will not be visible.

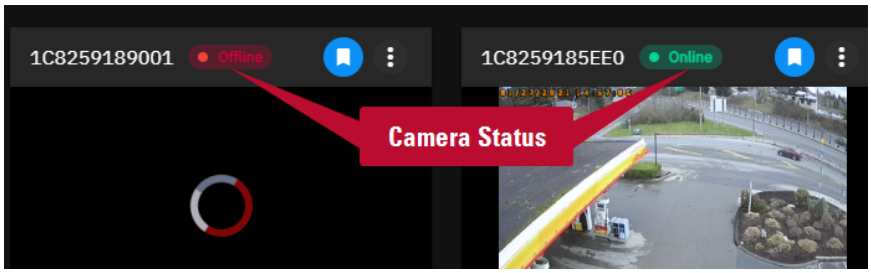

Figure 4-7: Camera Status

The top right menu features options for filtering the type of device(s) to view.

Figure 4-8: Device Filter Option

Clicking the box generates a drop down menu for selection.

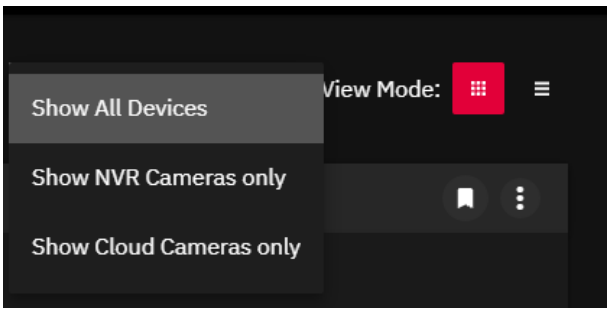

Figure 4-9: Device Filter Menu

The options include: *Show All Devices, Show NVR Cameras only, Show Cloud Cameras only*.

Note: To utilize recording appliance (i.e. NVR) connected cameras, please ensure your recording appliance is compatible and has the NVR plugin installed. If you have questions about NVR support, please contact your dealer.

4.2.2 Camera View

To view a singular camera, click *Open Camera View* from the context menu. This allows the user to view the camera live feed or search for playback by using the timeline scrub at the bottom of the screen to select a starting point. See "Single Camera View – Live, Playback" on page 25 for details.

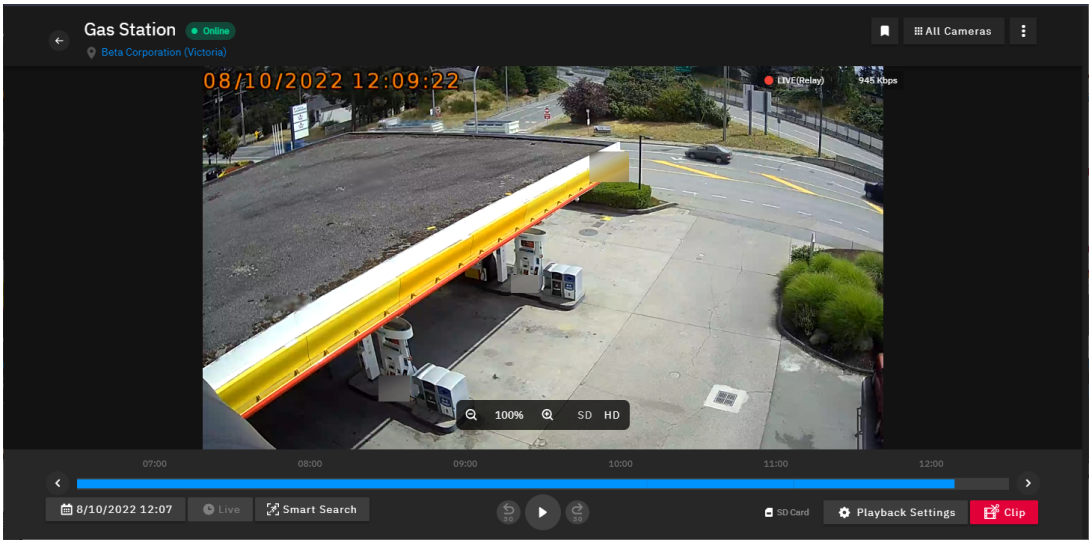

Figure 4-10: Camera View

For devices connected to a recording appliance (i.e. NVR), the camera feed shows an indicator in the top right (the "NVR" label is next to "Live" in the example below). You also have the option to view both the Camera Info as well as the related NVR Info from the overflow menu (three dots).

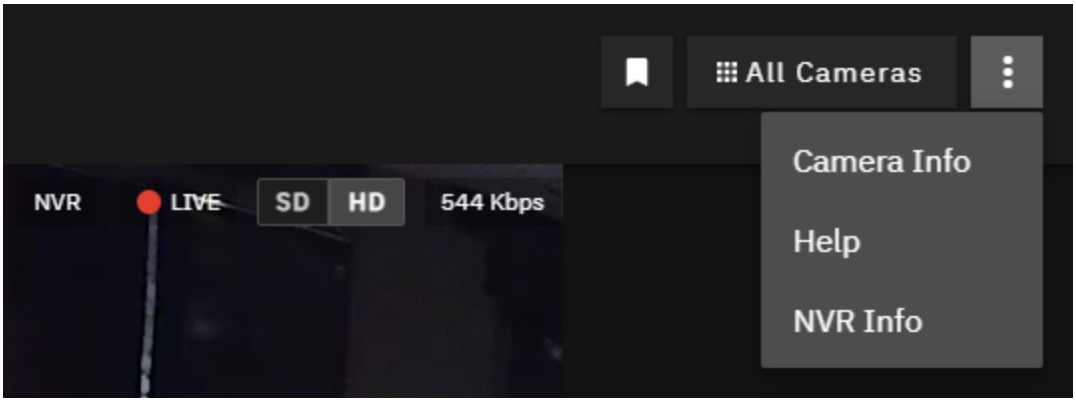

Figure 4-11: NVR Indicators

Note: Please note that cameras connected to Recording Appliances have access to the same functionality as other Cloud cameras, including Smart Search.

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4.2.3 Camera Info – Details Tab

On the *Camera Info* pop-up, click **Details** from the drop-down menu to view camera information.

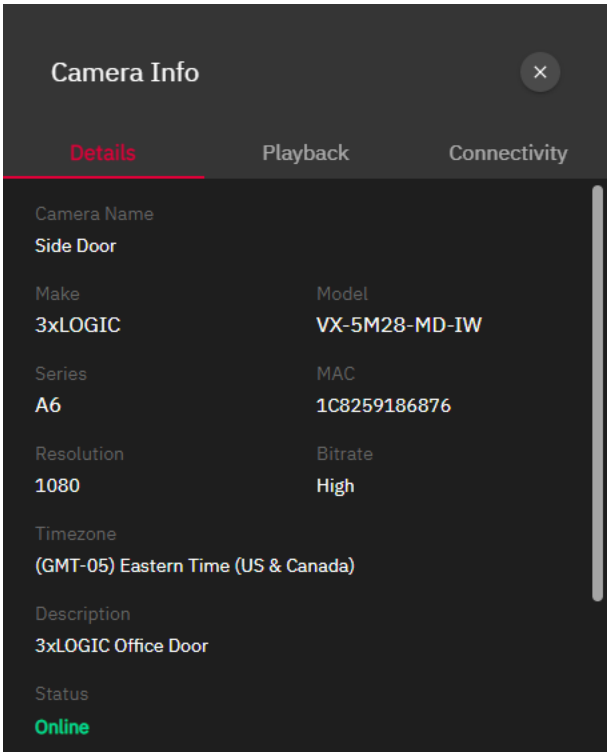
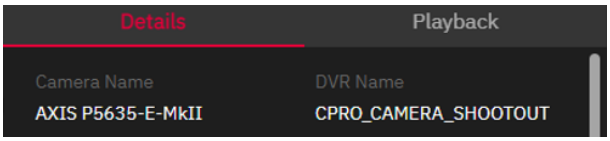


Figure 4-12: Camera Details

Available information includes the following:

- **Camera Name**
- **Make**
- **Series**
- **Model**
- **Resolution**
- **MAC Address / Serial Number**
- **Bitrate**
- **Time zone**
- **Description**
- **Status**
- **F/W Version**
- **S/W Version**
- **NVR Name (if applicable)**



Recording appliance (NVR) details include: serial and model number, plus name and connect alias.

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4.2.4 Camera Info – Playback Tab

On the Camera Info pop-up, click **Playback** to view:

- **Playback Source** - Click the *Edit* icon to switch between *Cloud Storage* and *SD Card*.
- **Playback Capacity**- Lists available *SD Card* and/or *Cloud* storage capacity. If SD card, additional SD S.M.A.R.T information is provided (displayed in the screenshot below).

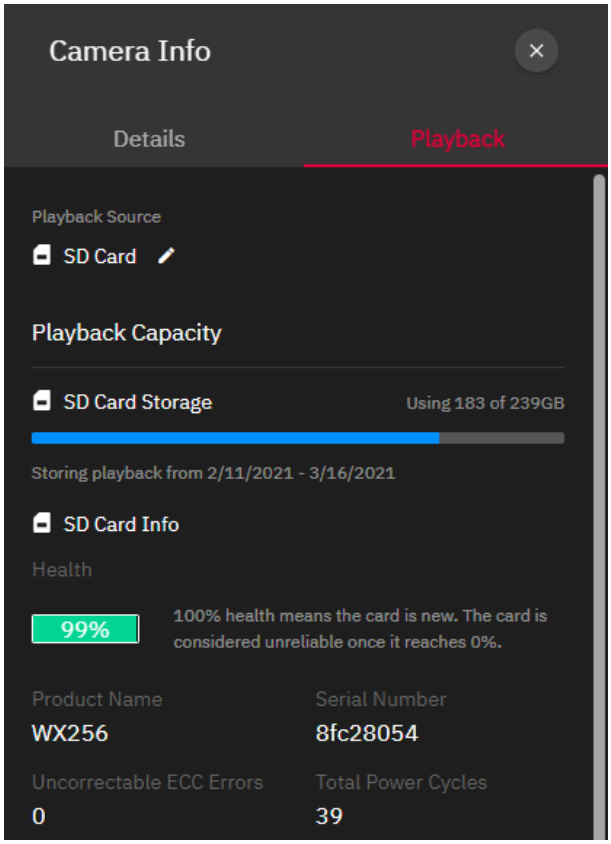

Figure 4-13: Camera Playback

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4.2.5 Camera Info – Connectivity

On the *Camera Info* pop-up, click **Connectivity** from the drop-down menu to open the connectivity tab. This tab can be used to help troubleshoot connection issues by providing the user with a *Download* and *Upload Speed Test* options for the selected camera.

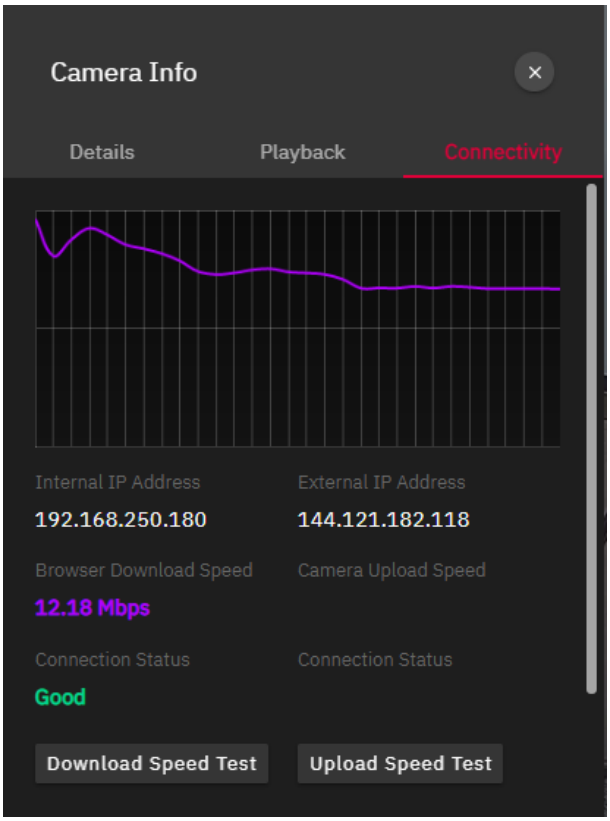

Figure 4-14: Camera Info - Connectivity

Click **Download Speed Test** or **Upload Speed Test** to run the desired test. Internal and External IPs, test information and results are displayed beneath the test graph.

Note: Upload Speed Test will require the camera to cease uploading footage to the CLOUD for a period of 30 seconds. A warning dialogue will inform the user of this requirement before proceeding.

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4.3 Single Camera View – Live, Playback

Click on an individual camera to switch to single camera view. Both Live and Playback footage are available in a single hybridized viewing frame. Live footage is displayed by default from the camera, however, the user can use the timeline or the playback search (click footage timestamp, located bottom-left) to select a starting point for playback footage. The available amount of playback footage will be dependent on available storage and playback settings. the default timeline range is six hours.

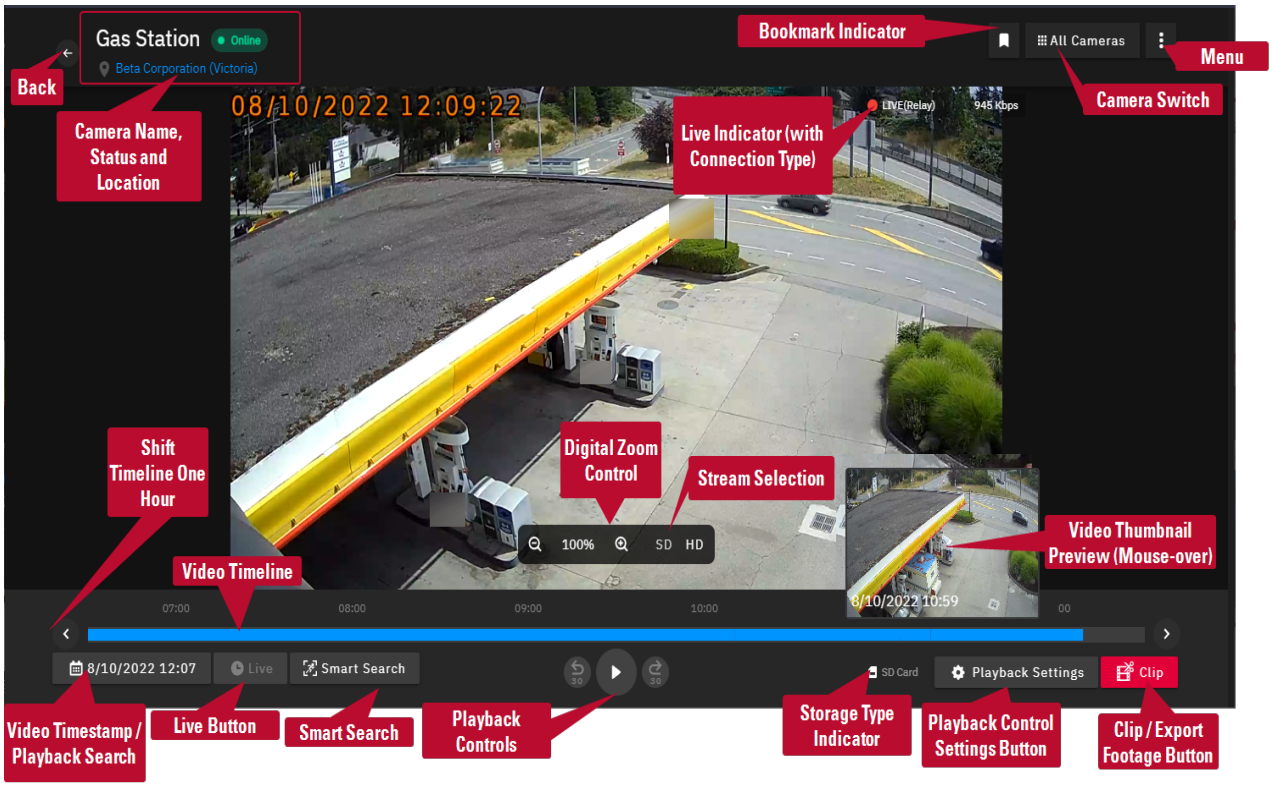

Figure 4-15: Single Camera View

Available controls and tools are described below:

Component	Description
Back Button	Returns user to previous screen.
Bookmark	Click this button to bookmark the camera. The camera will now appear in the Bookmarked Cameras portion of the user's dashboard. If this button is blue, the camera is already bookmarked.
Menu	Opens the menu. Options include: ■ **Camera Info** - Opens the camera info pane. See "Camera Info - Details Tab" on page 22for more information. ■ **Help** - Opens an integrated help slideshow.
All Cameras	Opens the camera switch bar. All of the location's cameras will be displayed with thumbnail previews. Click a thumbnail to open the camera's live view. See "Camera Switch " on page 32for more information.

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Stream Selection	Switch between *HD* (high definition main stream) and *SD* (low definition sub stream).
Digital Zoom Control	The feature allows the user to increase the magnification of the screen in 25% increments up to 300%. After zooming, click and drag within the camera image to pan around sections of the image. See "Video - Digital Zoom Controls" on page 29 for more information.
Shift Timeline One Hour	Clicking this button on either end of the timeline will shift the timeline an hour toward the corresponding side of the video timeline.
Video Timestamp	Lists the timestamp for the current video frame. Click this button to open Playback Search. See "Date & Time Selection" on page 30 for more information.
Live Button	When viewing playback, click this button to return to Live view. This button will be caryatid out when the user is already viewing live footage from the camera.
Smart Search	Opens the Smart Search tool. See "Video - Smart Search" on the facing pagefor more information.
Video Timeline	The video timeline indicates available footage within the listed timeframe. Click within the timeline to jump to the corresponding footage frame. The default timeline length is six hours. See "Video Timeline / Playback Controls" below for more information.
Playback Controls	Th following standard playback controls exist for both storage types: ■ **Play / Pause** - Play or pause the footage. ■ **Skip Forward / Backward (Default 30 Seconds)** -Skip forward or backward. Default skip time is 30 second. Skip duration can be adjusted in the Playback Control Settings.
Storage Type	Lists whether the camera playback is stored on the camera's *SD Card* or in *Cloud Storage*.
Playback Settings	Opens the *Playback Control Settings*. See "Playback Control Settings" on page 31 for more information.
Clip Footage	Click the *Clip* button mark a portion of playback footage for download or saving to a case. See "Clips" on page 32 for more information.

4.3.1 Video Timeline / Playback Controls

When a user opens a camera, a live view of the camera will open with a video timeline at the bottom of the screen. The video timeline allows a user to manually jump to a section of footage by clicking within the timeline. Default timeline range is six hours. This can be changed to three or one hour in the *Playback Control Settings*. See "Playback Control Settings" on page 31 for more information.

Blue portions of the timeline indicate motion recorded footage. The gray portions indicate no footage was recorded due to lack of motion. A red line indicates that an alarm was triggered.

The user has access to standard playback controls, centered underneath the timeline: play, pause, skip forward / back (30 seconds by default) and forward / rewind (Cloud Storage devices only).

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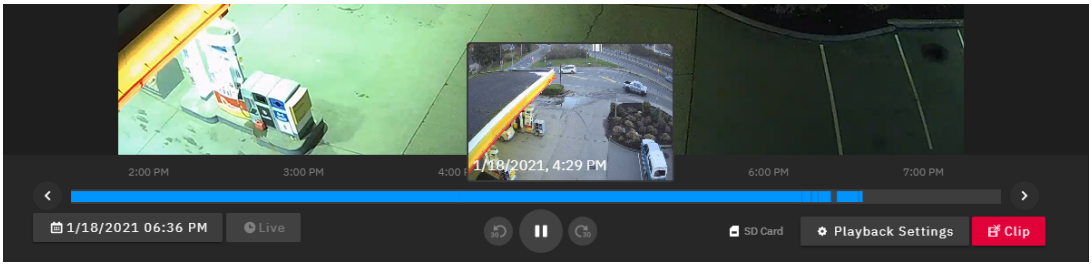

Figure 4-16: Video Timeline

The white scrub indicator on the video timeline indicates your current position within the video footage range. Click and drag the scrub bar or click a point within the video timeline to jump to the corresponding frame. Mousing over a an available portion of the timeline will display a thumbnail preview (as pictured above).

The arrows to the left and right of the timeline allow the user to shift the video timeline forward or back one hour.

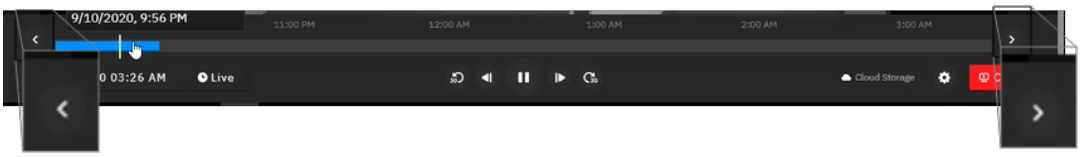

Figure 4-17: Video Timeline - Playback Controls

After exploring footage using the available tools, you can easily return to a live view from the camera by clicking the **Live** icon.

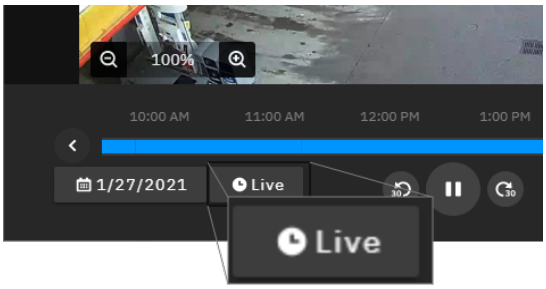

Figure 4-18: Camera View - Live Button

4.3.2 Video – Smart Search

The *Smart Search* feature allows the user to analyze specific areas of captured video for motion. Access the Smart Search menu by clicking the button below the timeline and to the left of the playback controls when viewing recorded footage. The icon turns red when the feature is active.

The menu allows the user to set a filter based on area selection and motion sensitivity. Selection is as simple as clicking an area of the video for inclusion. Each click produces a red square (graphical overlay) to highlight the chosen area. Click and drag to select multiple areas at once, release click when done to see the highlighted selection.

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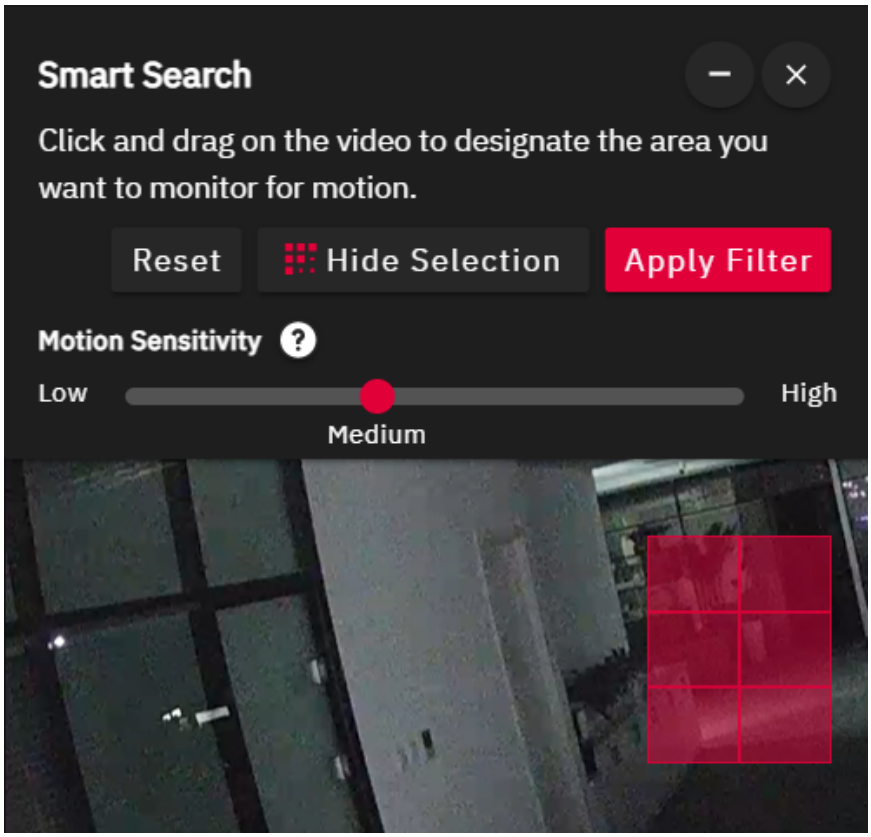

Figure 4-19: Smart Search Menu

The red overlay shows persistently by default when the Smart Search menu is open. The **Hide Selection** option toggles the red overlay of the highlighted area and then **Show Selection** restores the default.

The *Motion Sensitivity* scale sets how the search feature isolates results. Higher sensitivity displays more results, lower sensitivity displays less results, and medium sensitivity is the default setting. The tooltip explanation for Motion Sensitivity scale is available by clicking the icon.

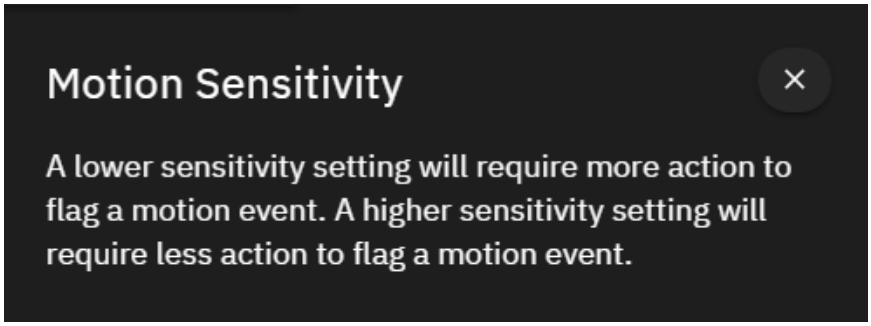

Figure 4-20: Motion Sensitivity Tooltip

Click the **Apply** button to filter motion events for the selected frames. The **Reset** button clears active selections and sensitivity adjustment.

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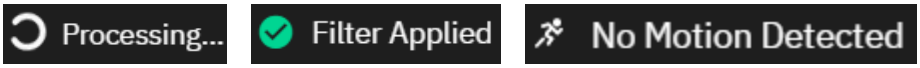
A processing message and icon display while the Smart Search is running. The search ends and displays either a confirmation that the filter successfully applied, or that the search detected no motion.



Click and drag the dialogue window to change the placement of the menu when reviewing recordings. Minimize hides the Smart Search menu while the function remains active. Close dismisses the feature and performs a **Reset**.

4.3.3 Video – Digital Zoom Controls

The *Digital Zoom* feature of the camera is located in the bottom, left corner of the screen in single camera view mode. The feature allows the user to increase the magnification of the screen in 25% increments up to 300%. After initially clicking the button , increasing magnification to 125% or more, the user may then move their cursor over the camera image where it will transform into a standard grab cursor, allowing the user to pan around the image via click and drag.

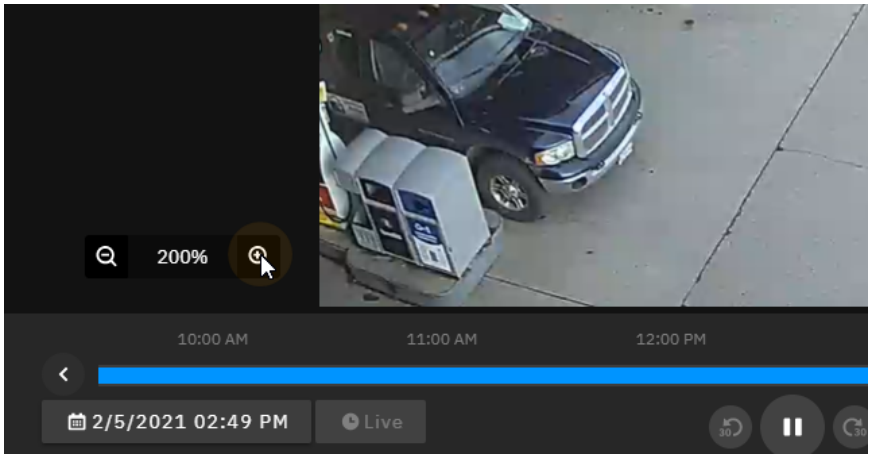


Figure 4-21: Operating Zoom Controls

4.3.4 360 Dewarp Camera Controls

When viewing a 360 camera, image and dewarping controls are available alongside the zoom and stream selection controls. Click the *Dewarping View* menu to reveal available options.

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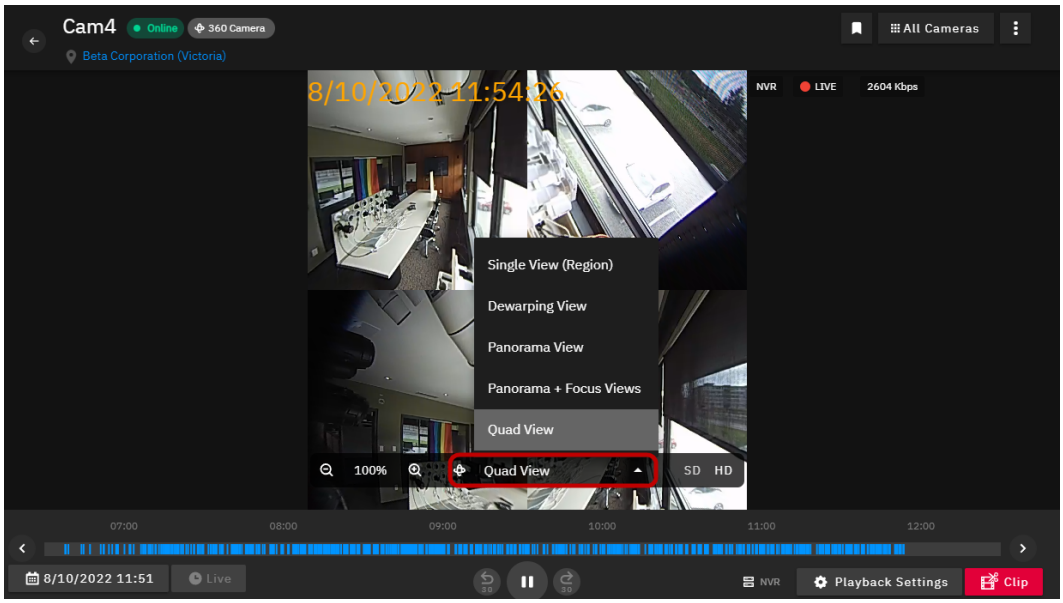

Figure 4-22: 360 Dewarp Image Controls

- **Single View (Region)** - This view is enabled by default. The full 360 image without dewarping displays.
- **Dewarping View** - Displays a dewarped single view from the camera with click-and-drag pan controls. This mode features a picture-in-picture (PIP) preview of the full camera image. This allows the user to compare the current dewarped field-of-vision (FoV) to the original raw camera image.
- **Panorama View** - Displays a 180 panoramic view from the camera.
- **Panorama + Focus Views** - Displays a 180 panoramic view from the camera as well as two dewarped images. The two dewarped images feature click-and-drag pan controls that enable the user to adjust FoV for each image independently.
- **Quad View** - Displays four separate dewarped images from the camera with click-and-drag pan controls that enable the user to adjust FoV for each image independently.

4.3.5 Date & Time Selection

To select a time frame for camera playback, click the video timestamp icon in the bottom left of the video timeline. The user can select a date and time from the calendar and search for footage in the defined period. If unselected, the current date will be outlined. Click **Jump to Date & Time** to load the associated footage into the viewer.

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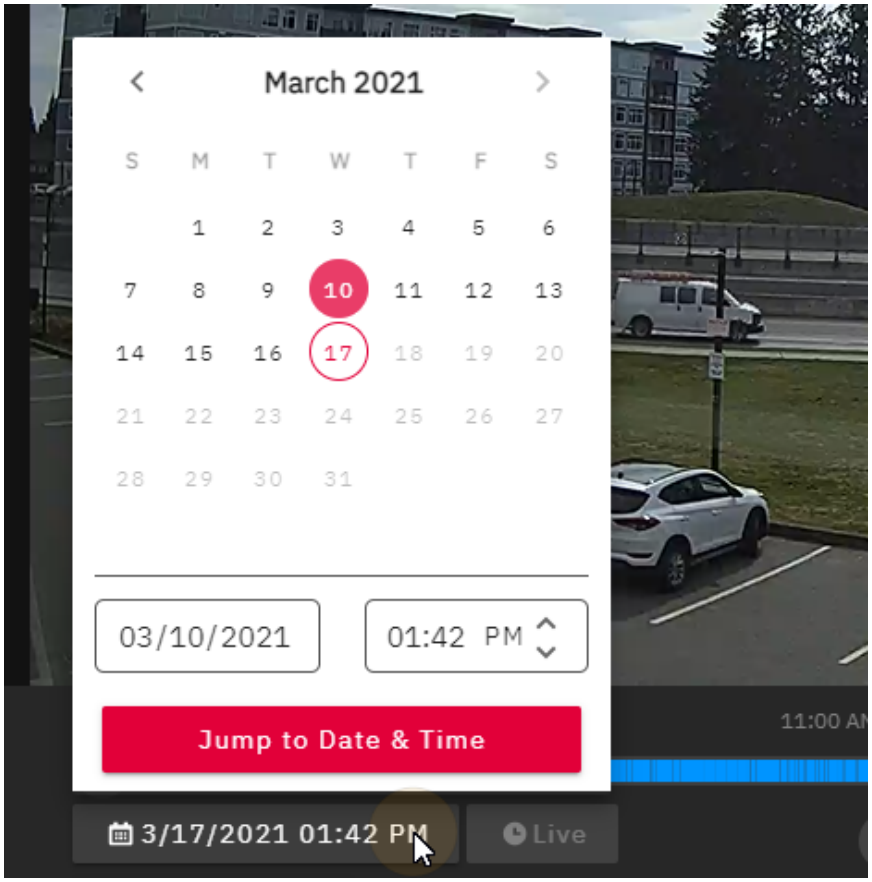

Figure 4-23: Video Playback Calendar

4.3.6 Playback Control Settings

Click the **Playback Settings** button to view and change playback control settings. The user can adjust settings such as default timeframe and skip durations.

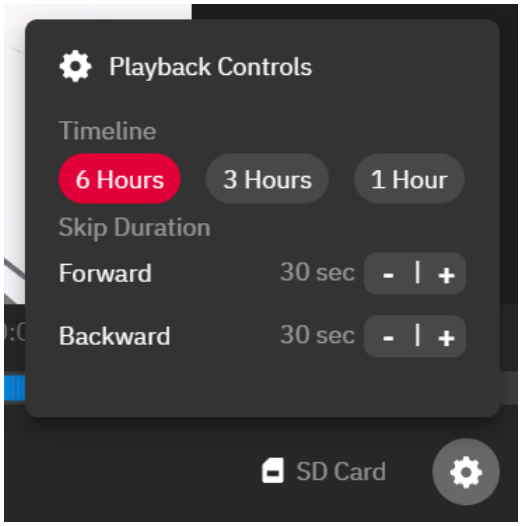

Figure 4-24: Playback Controls

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4.3.7 Camera Switch

Click on the **All Cameras** button to view all cameras associated with the current camera's location.

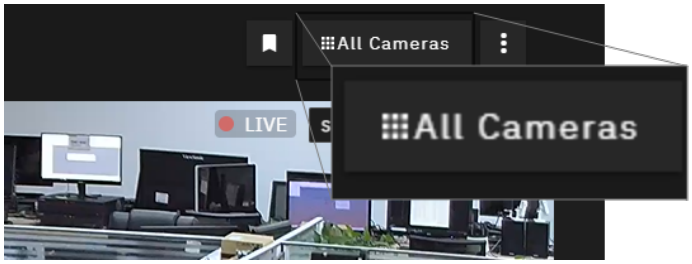


Figure 4-25: Opening the Camera Switch

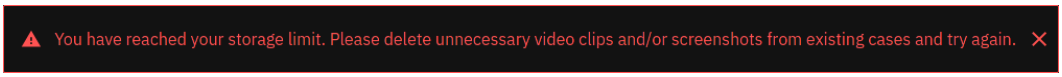
A thumbnail preview and camera name are provided for each available device. The user can click on any camera to switch the view to that camera.

Figure 4-26: Opening a Camera Using the Camera Switch

4.4 Clips

Clips are an export of footage or video frames that can be saved to a case in VIGIL CLOUD and downloaded to a user's local system.

Warning: A storage limit of 10GB per device is enforced. If a user attempts to save a video or screenshot after reaching this limit, the following warning deploys:



4.4.1 Video Clip

To create a video clip:

1. Click the **Clip** button.

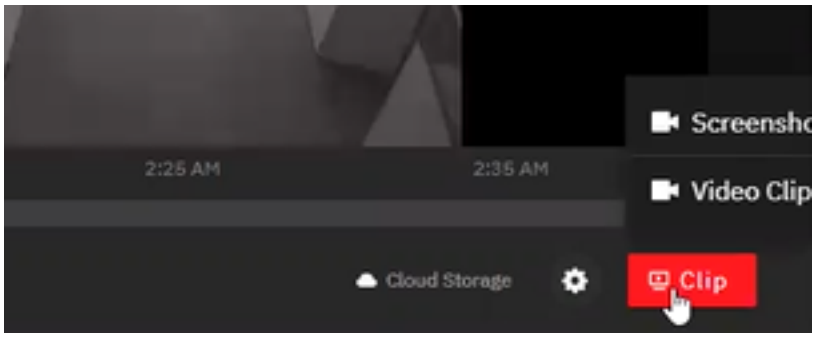


Figure 4-27: Clip Button

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2. Click and drag the cursor on the timeline to set the start and finish time needed for the range of video you wish to clip. The portion of footage to be captured will be outlined in yellow with timestamp bookend indicators.
3. Click **Save Clip** to export the marked footage.

Note: When exporting a clip from a 360 Dewarp Camera, 360 Dewarp controls are available in the Case Management UI. See "360 Dewarp Camera Case Clips" on page 41 for more information.

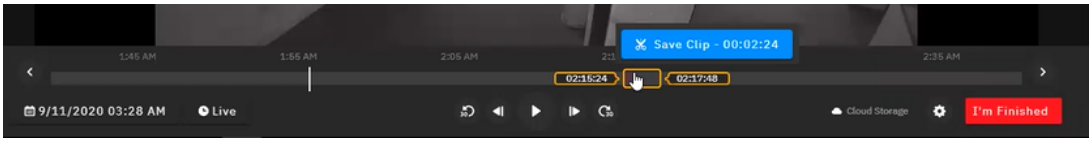

Figure 4-28: Save Clip

A window will appear with a video preview.

4. Add clip names and details in the appropriate fields as necessary.

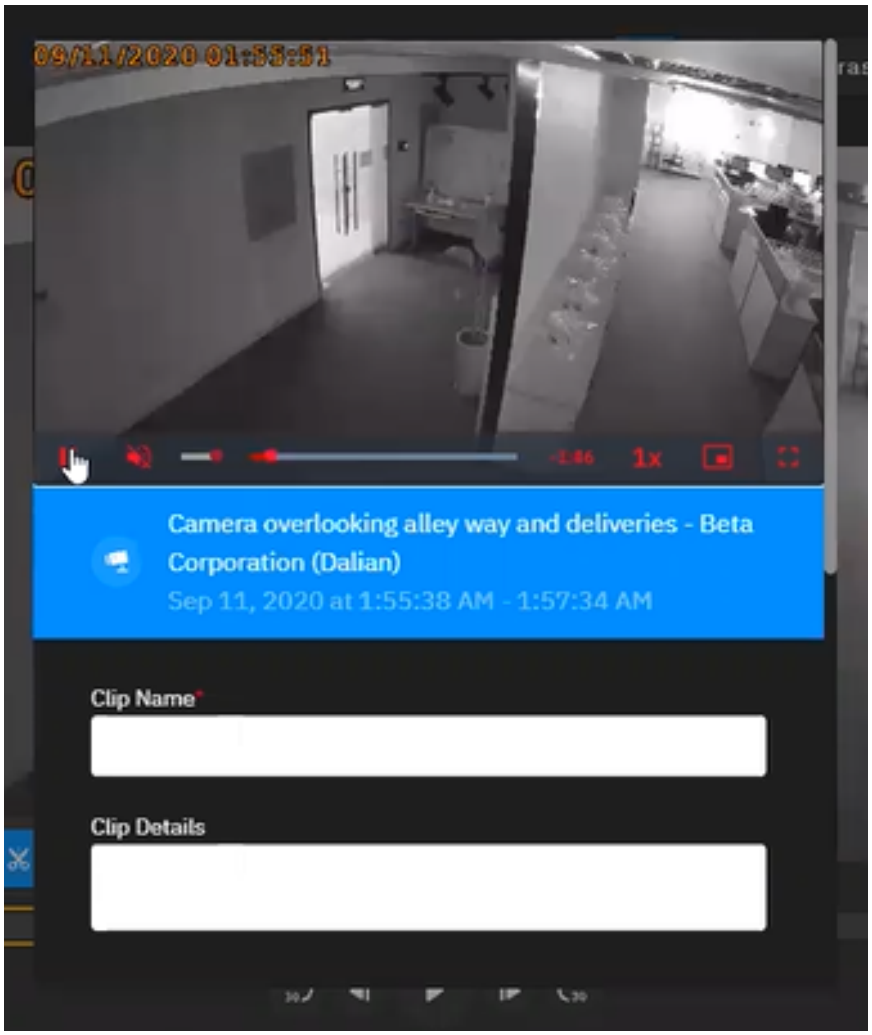

Figure 4-29: Clip Details

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5. Create a new case or add information to an existing case.

6. To create a new case, type the name into the *Case Name* field and select an incident from the drop-down menu. The user can add information into the *Additional Details* field. Click **Create New Case**. To add the clip to an existing case, enter the case name or select an existing case from the drop-down menu. Click **Add to Existing Case**.

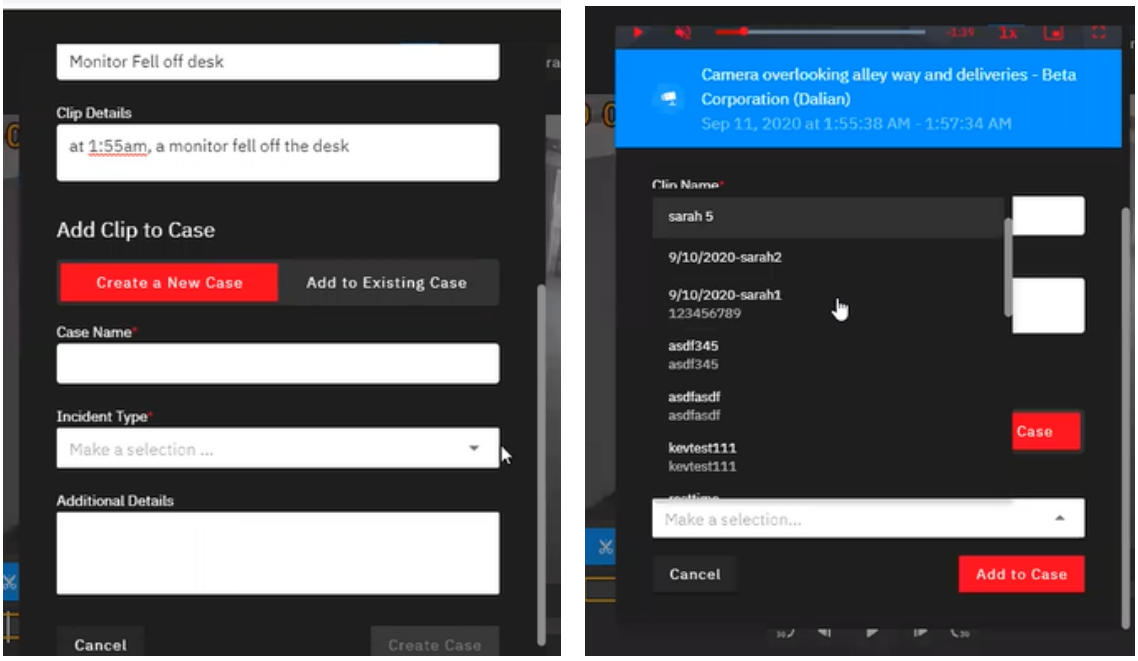

Figure 4-30: Create New Case / Add To Existing Case

A confirmation notification will appear.

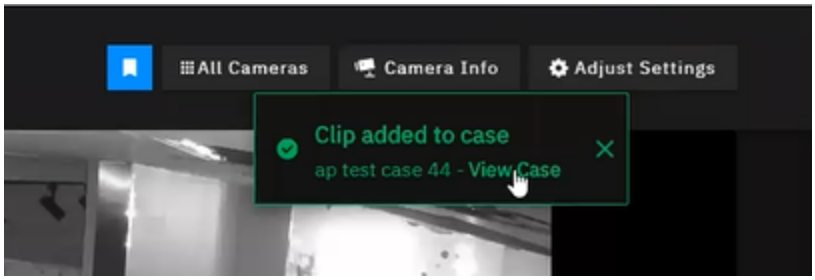

Figure 4-31: Clip Added Notification

Edit a Clip

To edit clip details:

1. Click the overflow menu button (three dots) in the top right corner of the clip. A user can also edit clip info by clicking the Edit icon next to the clip name when the screenshot is open in the case viewer. The Screenshot details tab will deploy.

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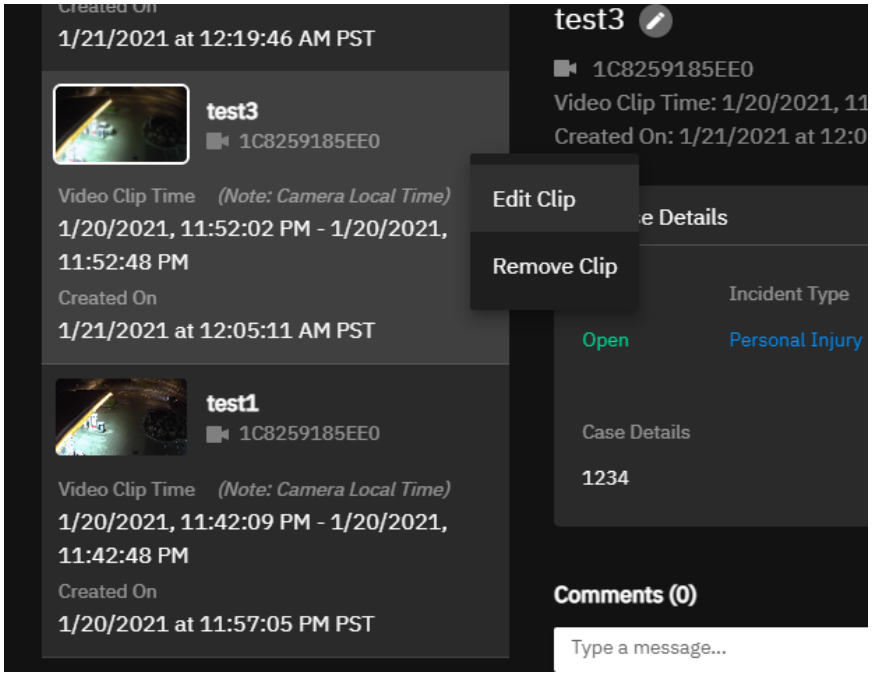

Figure 4-32: Edit Clip

2. Enter the updated information (*Name* and *Details* fields available) and click **Update Screenshot** or, alternatively, click **Cancel** to close without saving changes.

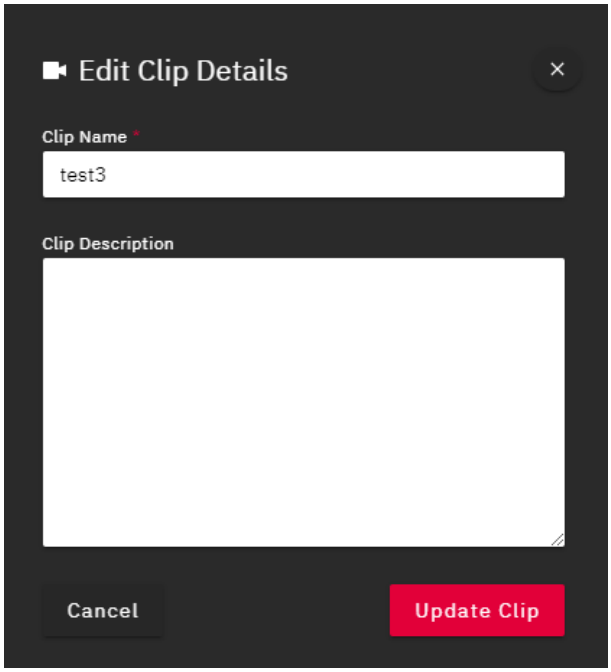

Figure 4-33: Update Screenshot

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4.4.2 Video Screenshot

To create a screenshot:

1. Select the desired video frame.
2. Click **Clip**.
3. Select **Screenshot**.

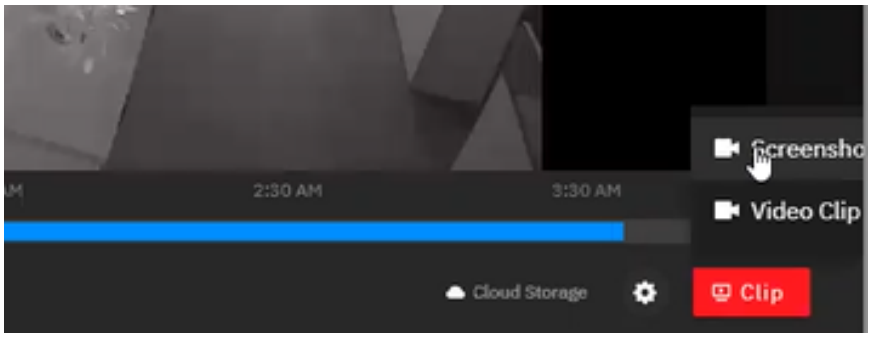

Figure 4-34: Video Screenshot

4. Fill in the *Screenshot Name*, *Screenshot Details* fields. Use the same procedure as saving a video clip (shown in "Video Clip " on page 32) to save the image to a new or existing case.

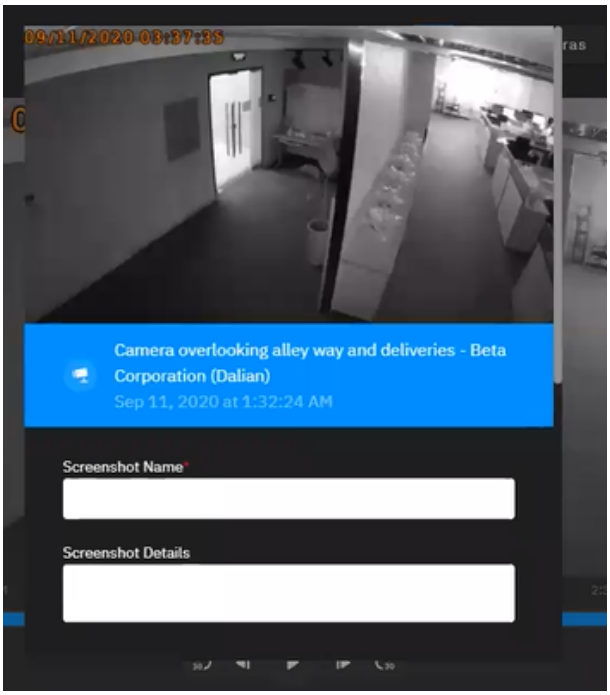

Figure 4-35: Screenshot Details

Edit a Screenshot

To edit screenshot details:

1. Click the overflow menu button (three dots) in the top right corner of the image. A user can also edit clip info by clicking the Edit icon next to the clip name when the clip is open in the case viewer. The *Clip Details* tab will deploy.

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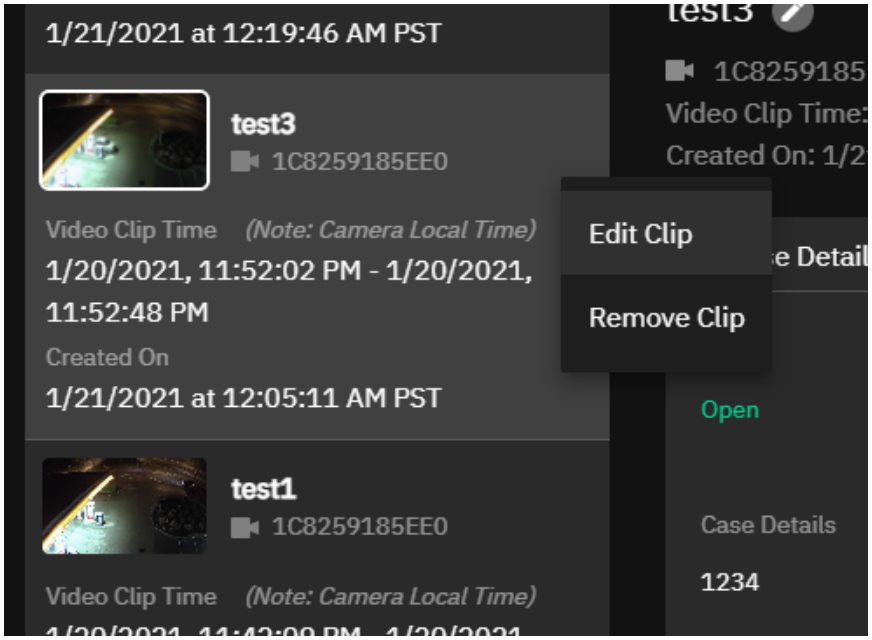

Figure 4-36: Edit Clip

2. Enter the updated information (*Name* and *Details* fields available) and click **Update Clip** or, alternatively, click **Cancel** to close without saving changes.

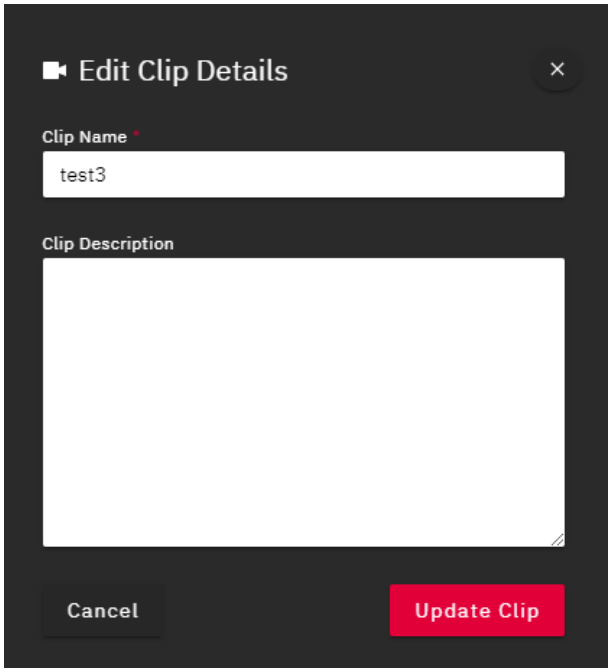

Figure 4-37: Update Clip

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5 Case Library

The *Case Library* page shows all cases available to the user (based on assigned permissions). A *Case* is a log of an event used to manage incidents that contain exported clips (video or screen-shots) and notes regarding the event or incident. When saving and / or clipping video footage, a user has the ability to link the footage to a new or existing case. Case files can than be opened from the dashboard (depending on current dashboard configuration) or searched for in the *Case Library* tab for easy review by loss prevention or other necessary parties.

The top-right portion of this tab features the *Filters* pane. A user can filter cases by:

- **Case Status**
- **Location**
  (use the drop-down menu or type in a location).
- **Incident Type**
- **Date Created.**

The middle portion of the tab contains the search bar will list all available cases in order of creation, by default. , For each visible case, the status of a case, the case creator, username, and information including time and date are displayed. Case status will also be displayed as either *Open* or *Closed*.The user can find a case by entering case information in the *Find a case....* field.

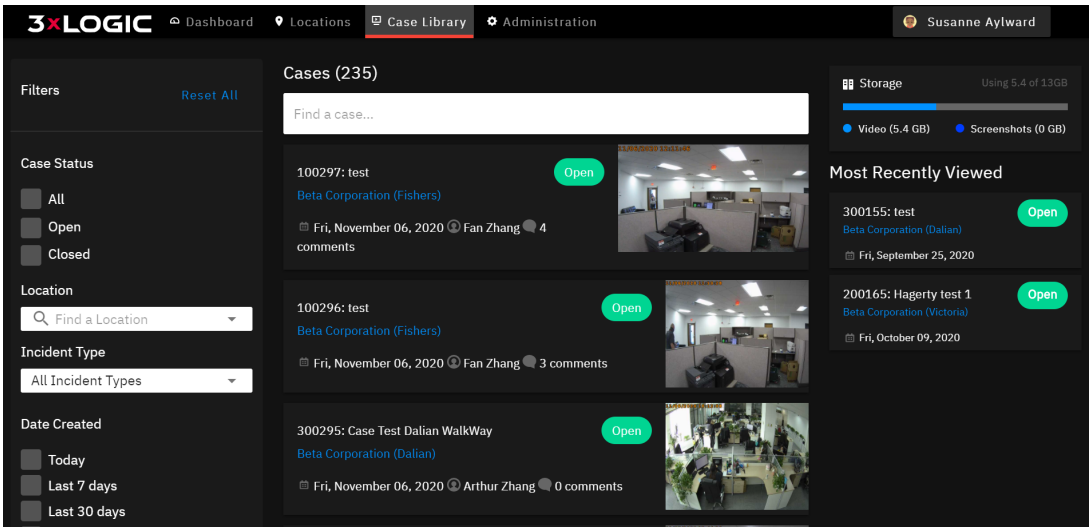

Figure 5-1: Case Library

The right-side of this tab features the *Recent Cases* and *Case Library Storage* panes. Recent Cases are also displayed on the dashboard (see "Recent Cases " on page 9 for details).

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5.1 Reviewing a Case

When clicking on an item in the *Recent Cases* pane of the dashboard or selecting a case from the Case Library list, the selected case will open.

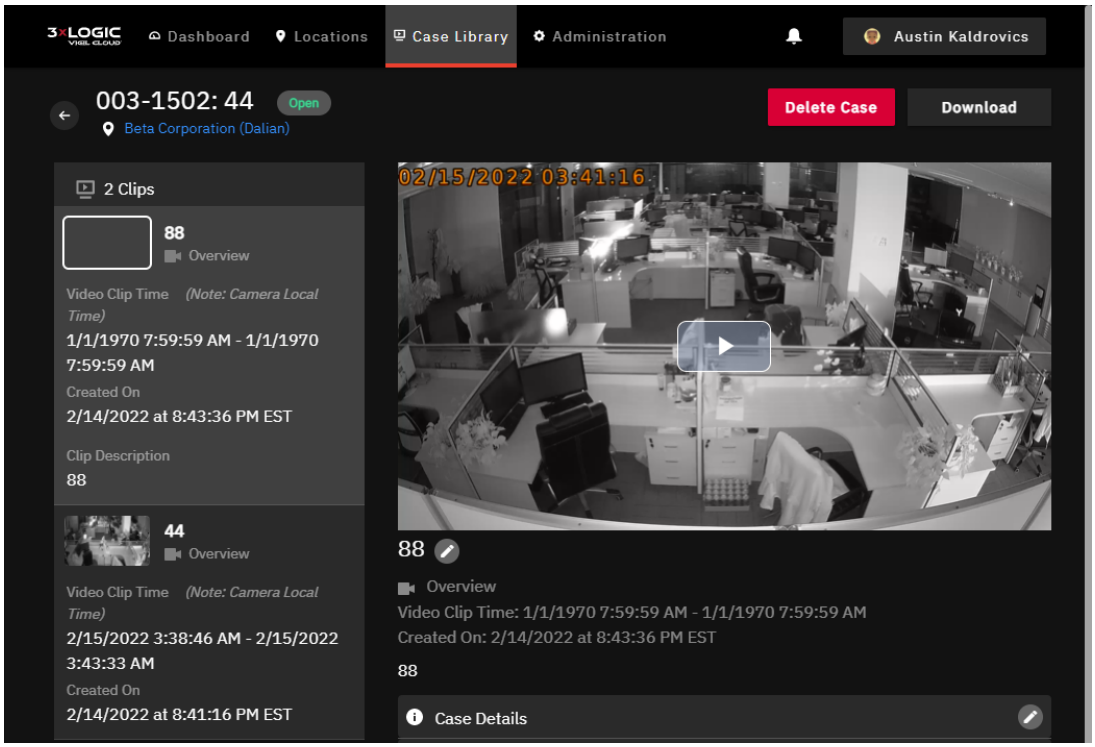

Figure 5-2: Reviewing a Case

Case number and title will be displayed at the top left. Click the **Download** button to download the case file (see "Download a Case File" on the facing page for more information). Click the **Delete** button to delete the case file after confirming the decision again by selecting *Delete Case* in the pop up warning message (see "Delete a Case File" on the facing page for more information).

The middle-left portion will display a pane featuring all video clips / screesnhots linked to the case with a summary of information (camera name, footage range, creation date). An overflow menu will also be available for clips and screenshots with options to *Edit Clip / Screenshot* (see "Edit a Clip" on page 34 for more details) or *Remove Clip / Screenshot* from the case. The middle-right portion allows for review of selected clips. Playback controls from a case file include *Start / Stop*, *Enable / Disable Audio*, *Playback Speed (1x, 2x or 4x)*, *Picture in Picture Mode* and *Full-Screen Mode*.

If a user has additional comments to supplement the case, enter in the *Comment* field at the bottom and click **Post**.

Figure 5-3: Screenshot Comments

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5.1.1 Download a Case File

To download a case file, click the **Download** button. A zip file will be generated that includes a PDF report and any associated items (video, screenshot, notes, etc.) in the case.

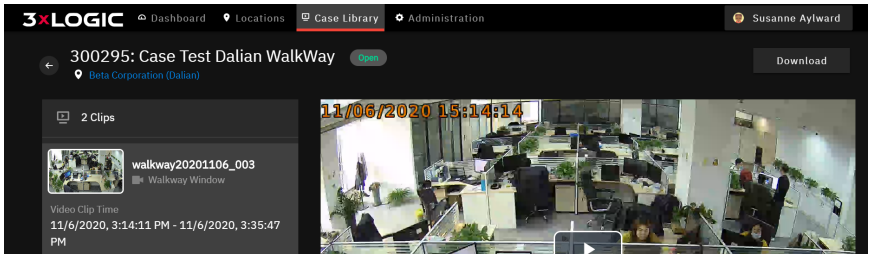

Figure 5-4: Download Case

A status bar will appear once the download begins.

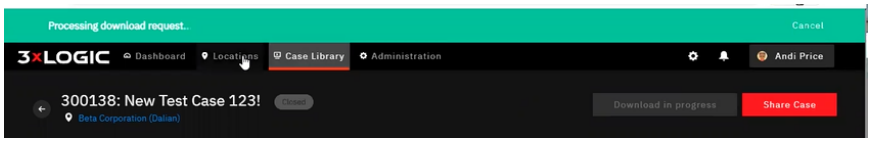

Figure 5-5: Download Status

5.1.2 Delete a Case File

To delete a case file, click the red **Delete** button in the top right corner (left of *Download*).

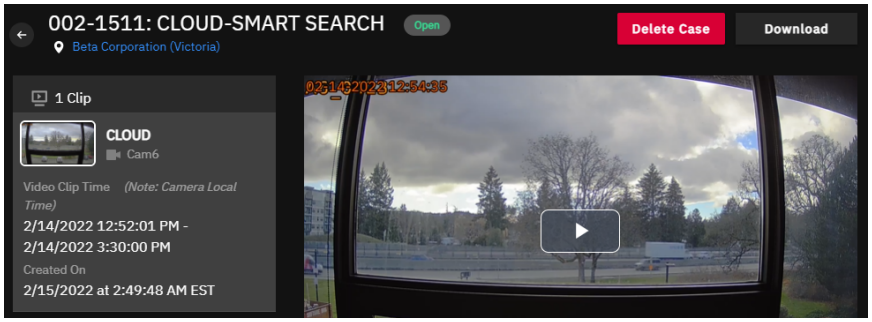

Figure 5-6: Delete Case

A warning message pop up will appear to confirm your decision by either selecting **Delete Case** to proceed, or to go back by selecting **Cancel**.

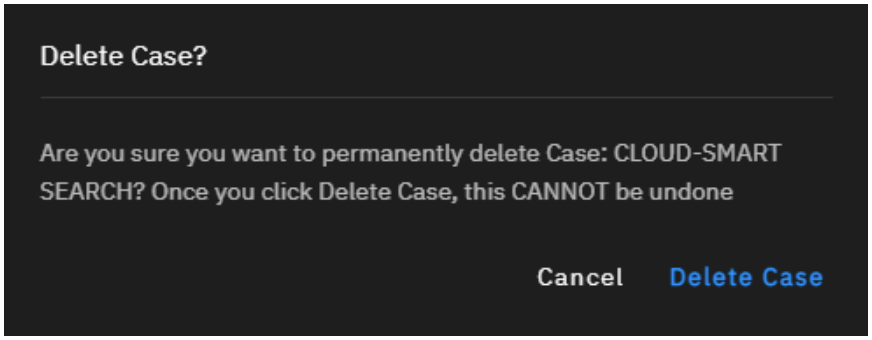

Figure 5-7: Deletion Confirmation

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5.1.3 360 Dewarp Camera Case Clips

When reviewing a case that features clips from a 360 Dewarp Camera, a dewarp mode selection bar is overlayed atop the image. Expand the selection menu to reveal available dewarp modes.

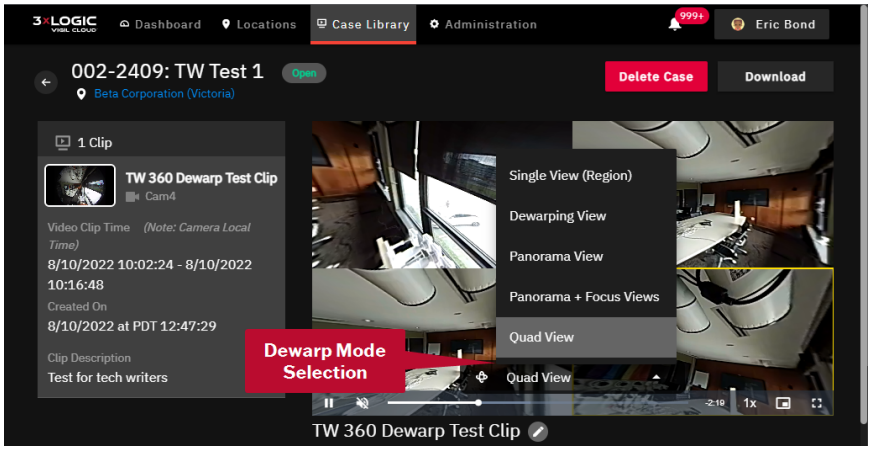

Figure 5-8: Case Management - Reviewing 360 Camera Clip

For more information on 360 dewarp modes, see "360 Dewarp Camera Controls" on page 29.

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6 Administration

Only users with administration rights will see the *Administration* tab.

6.1 Administration – Users

The *Users* tab is opened by default when selecting Administration. This view shows all users for the company. The view displays the users' company, role, phone number, etc.

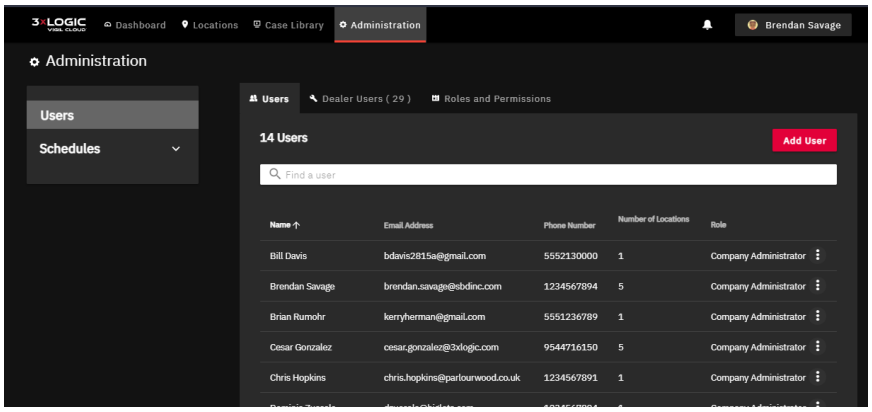

Figure 6-1: Administrative Tab

Click on a username and their user profile will open.

- To edit a user's information (*Name*, *Phone*, *Email* and *Language*), click the *Edit* icon.

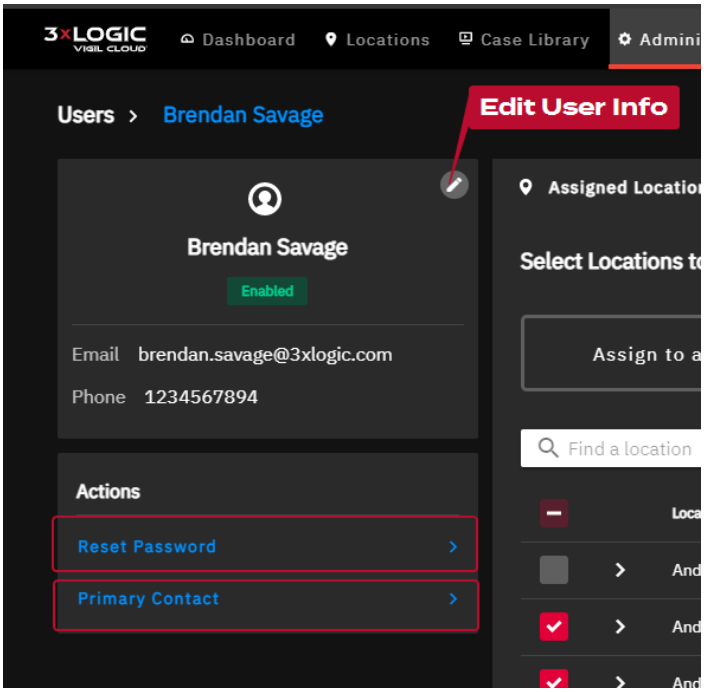

Figure 6-2: User Details

- To reset a user's password, click the **Reset Password** link in the *Actions* pane. You will be asked to confirm. The user will be sent a password reset email with instructions for resetting

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their password and accessing VIGIL CLOUD.

- To make the user the primary contact for their company account, click **Primary Contact** and confirm.

6.1.1 Adding / Deleting a User

A user can be added by clicking the **Add User** button on the *Administration* > *Users* tab.

Fill in the required information. Toggle **Enable User and send a welcome email** on if you would like an introductory email to be sent to the new user. When you have filled in the required fields, click **Add User** to finish adding the user account.

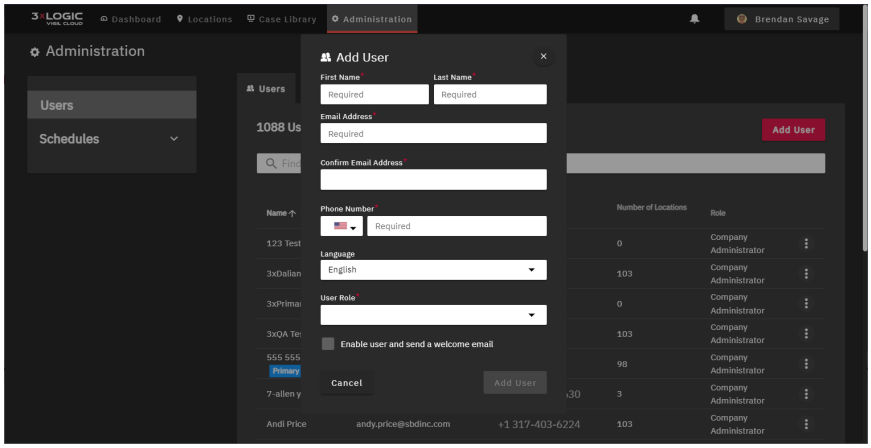

Figure 6-3: Add User

A user can be deleted by click the **Delete User** button on the user's profile page.

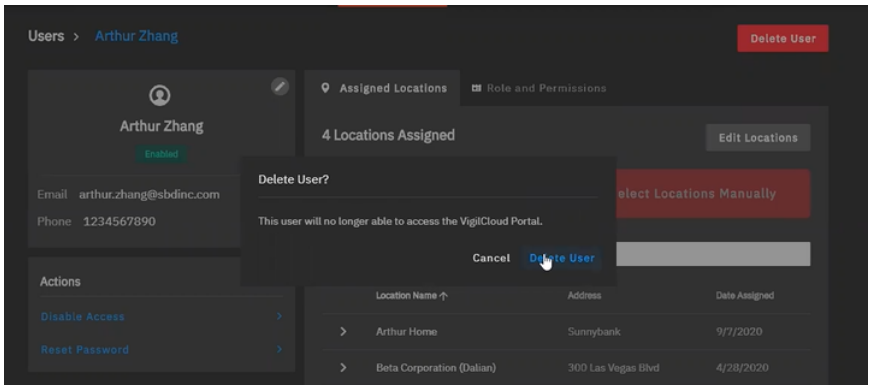

Figure 6-4: Delete User

6.1.2 Users – Assigning Locations

On the *Assigned Locations* tab, click **Assign to All Locations** to ensure that all locations will be available to the user. Alternatively, click **Select Location Manually** to pick and choose which locations the user will have access too.

To select or deselect the locations a user has access to, toggle the check-boxes for the desired locations. Click **Save Locations** to save changes to location assignment for the selected user.

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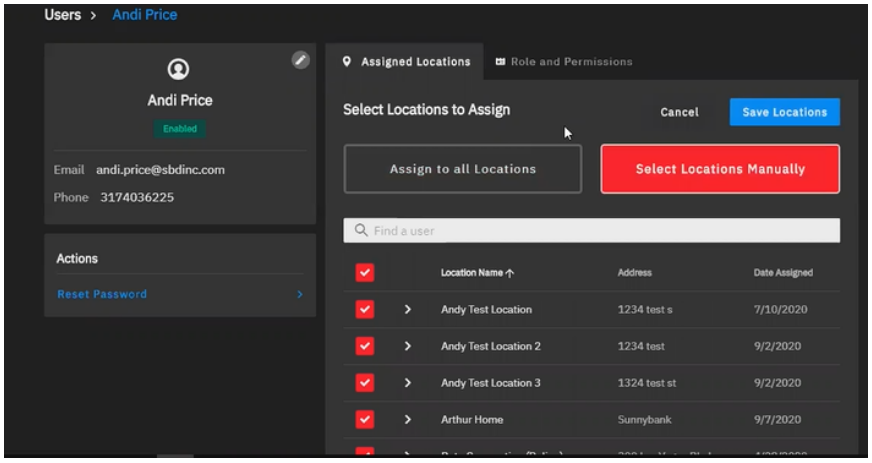

Figure 6-5: Assigned Locations

6.1.3 Users – Roles and Permissions

The *Roles and Permissions* tab shows what permissions are available to the user.

Role assignments can be edited by clicking the **Edit Role** button. This screen shows what roles are currently assigned and what permissions are available.

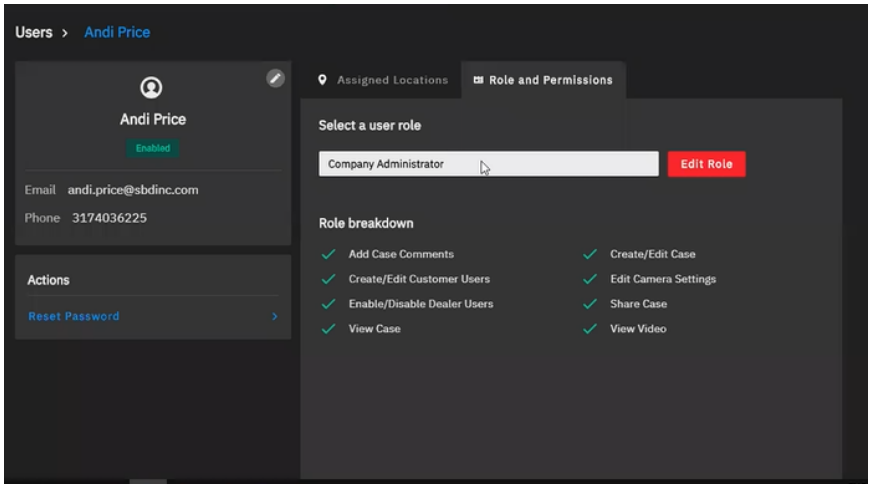

Figure 6-6: Roles and Permissions

Select or deselect roles and click **Save** to assign a role / associated permissions. .

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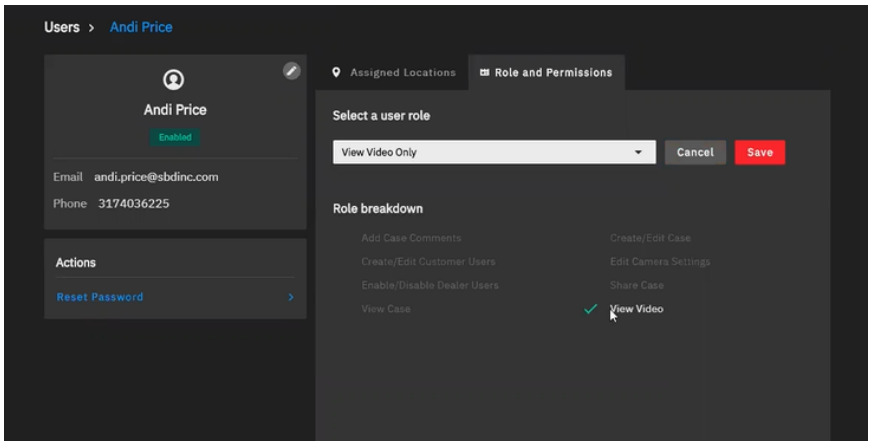

Figure 6-7: Selecting Roles

6.1.4 Users – Enabling / Disabling Account Access

If a user is an administrator, the user can disable access or re-enable access for an account. Click the **Disable Access** link to disable access for the selected account. If the account is already disabled, click **Enable Access** to re-enable access for the account.

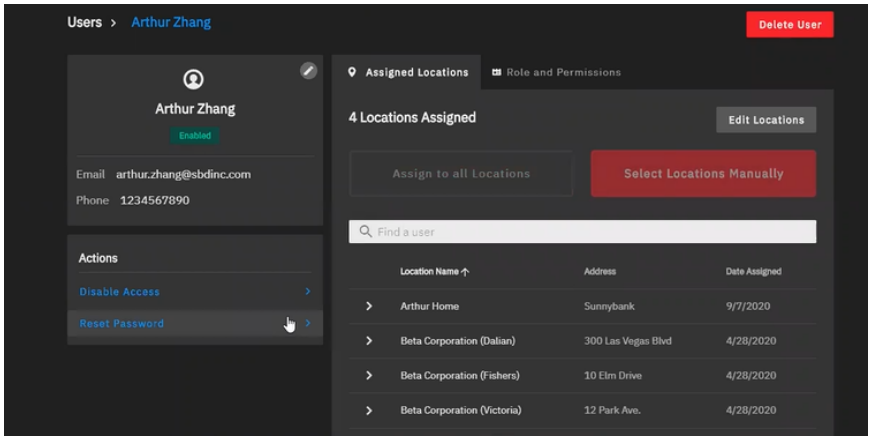

Figure 6-8: User Access

Note: After a disabled user account has been re-enabled, the user will need to perform the password reset process.

6.1.5 Administration - Users - Dealer Users – Enable / Disable Access

The Dealer User tab displays a list of Dealer Users associated with your company account.

To enable or disable access for a dealer user, click the **Dealer Users** tab and toggle *Enabled* or *Disabled* on the Status column. Enabling a dealer access grants them full access to the VIGIL CLOUD account to help with setup or troubleshooting issues.

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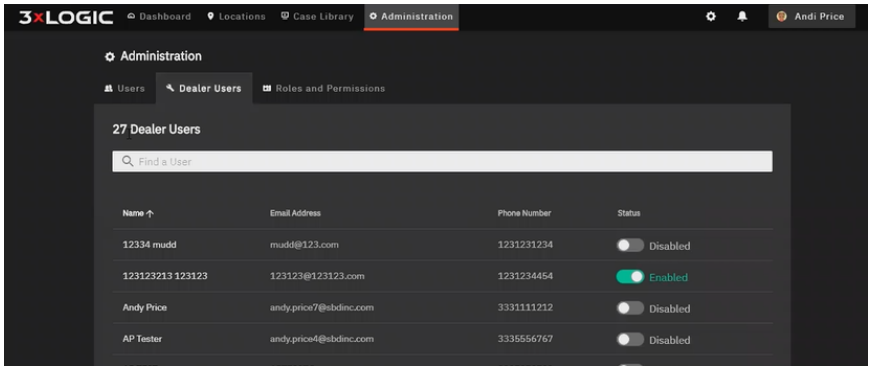

Figure 6-9: Dealer User Tab

Note: Dealer account access is disabled by default after account setup. As best practice for keeping data secure, always be certain to restrict dealer access after completing setup or troubleshooting with a dealer account.

6.1.6 Administration – Users – Roles and Permissions

The *Roles and Permissions* tab shows all roles and permissions currently in place. This tab shows the amount of permissions granted to each role and the number of users assigned to each role.

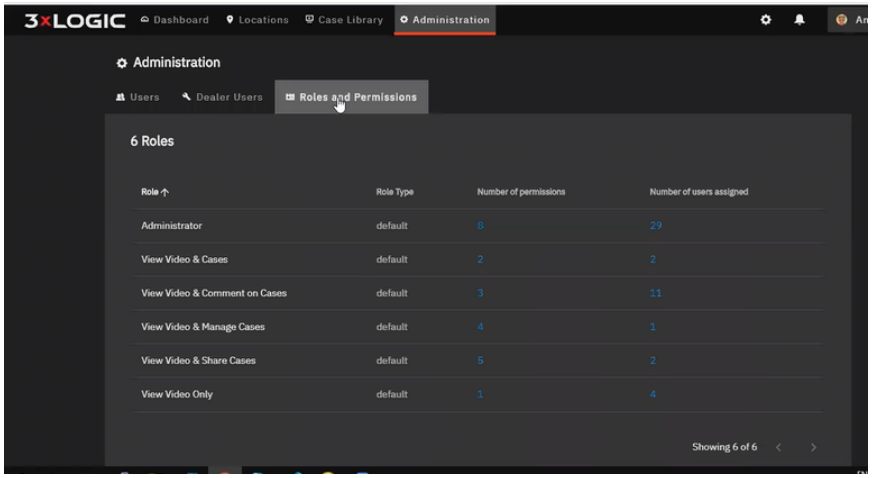

Figure 6-10: Roles and Permissions

- Click on **Number of Permissions** value to open a list of permissions.
- Click on the **Number of Users Assigned** value to open a filtered list of all users assigned to the selected role.

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6.1.7 Administration – Schedules

Click on **Schedule** in the left-hand menu of the *Administration* page to then open the *Notification Schedules* form.

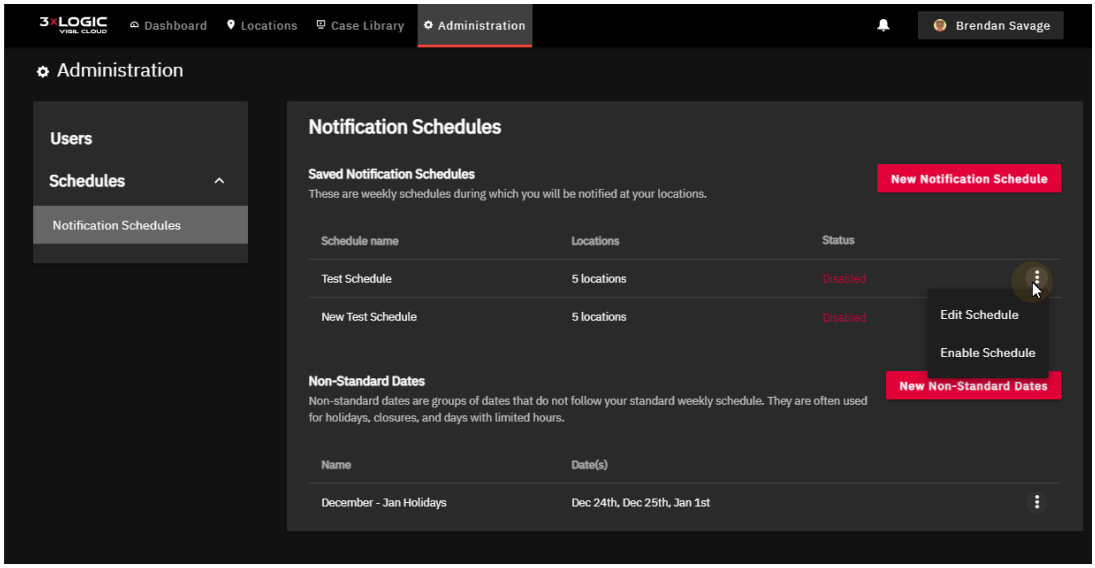

Figure 6-11: Administration - Notification Schedules

From this interface, the user can create notification schedules to ensure they only receive notifications during a specific time-frame (on-location hours, work schedule, etc...). *Non-Standard Dates* can also be created to ensure the user receives notifications on days that fall outside of the scheduled hours (holidays, limited hours, closures, etc...). Available Non-Standard Dates are listed at the bottom of the form.

- Click the overflow menu button (three vertical dots) next to existing schedule to *Edit* or *Enable / Disable* the schedule. *Non-Standard Dates* can also be edited.
- Click the **New Notification Schedule** button to open the scheduler. See "New Notification Schedule" below for more information on adding a new schedule.
- Click the **New Non-Standard Dates** button to add a schedule exception. See "New Non-Standard Dates" on the facing pagefor more information on adding schedule exceptions / non-standard dates.

New Notification Schedule

After clicking the **New Notification Schedule** button, the *Edit / Add Schedules* form will deploy.

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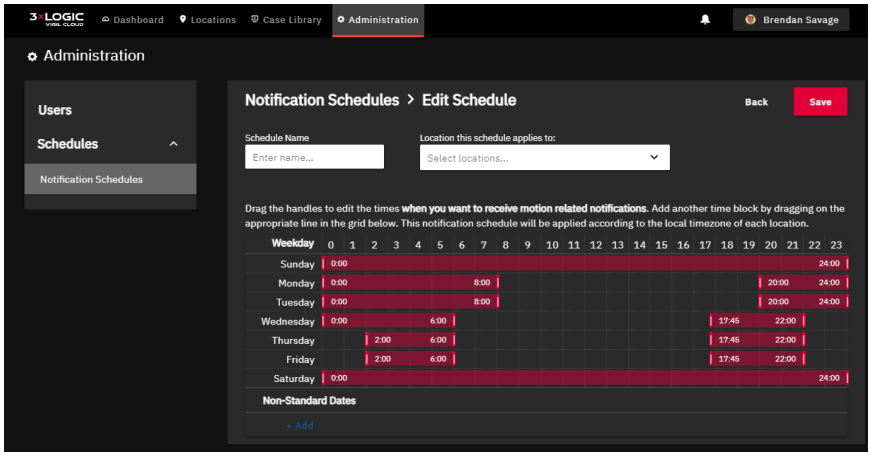

Figure 6-12: Add / Edit Schedule

To create a schedule:

1. Configure a *Schedule Name* and select locations from the available drop-down menu to apply the schedule to.
2. Use the click-and-drag interface to set schedule hours by extending or shrinking the ends of the red schedule range marker.
3. Add *Non-Standard Dates* to apply to this schedule at the bottom of the form. Notifications will be sent to users on these dates, regardless of scheduled hours. See "New Non-Standard Dates" below for more information.
4. Click **Save** to save the new schedule.

New Non-Standard Dates

After clicking **New Non-Standard Dates**, the *Edit / Add Non-Standard Dates* tab deploys.

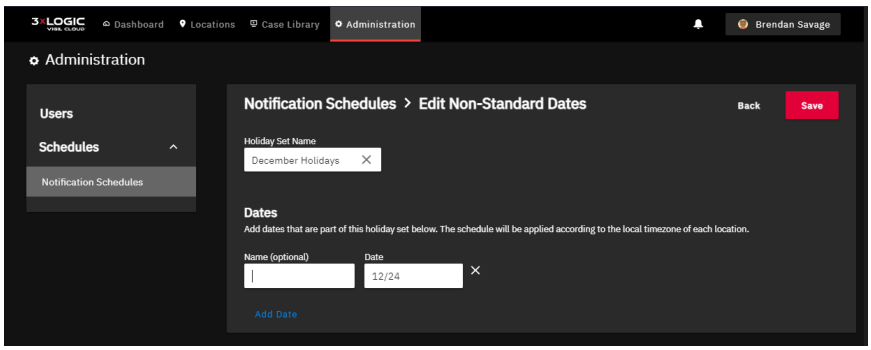

Figure 6-13: Add / Edit Non Standard Dates

The user can add a single date or a set of dates. To create a non-standard dtae set:

1. Set a *Holiday Set Name* and then fill out dates as required. If multiple dates are required, click the **Add Date** button at the bottom of the form to deploy a new date field as required.
2. Click **Save** to save the new changes. Non-Standard Dates can be linked to a schedule from the *Add / Edit a New Notification Schedule* page. See "New Notification Schedule" above for more information.

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7 Contact Information

3xLOGIC has offices in Fishers, Indiana, USA and Exeter, UK. Please visit our 3xLOGIC website at www.3xlogic.com. Please contact us by e-mail at helpdesk@3xlogic.com (technical support), or using the following contact information:

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