

3x LOGIC

BUSINESS INTELLIGENCE | **TRENDS**

Case Management
User Guide
Version 1.0.0

Simple. Scalable. Secure.

VIGIL Copyright ©2023 3xLOGIC, Inc. All rights reserved.

3xLOGIC Inc.

11899 Exit 5 Parkway, Suite 100
Fishers, IN 46037
United States. (303) 430-1969

Disclaimer

Information in this document is subject to change without notice and does not represent a commitment on the part of 3xLOGIC Inc. The software and / or databases described in this document are furnished under a license agreement or nondisclosure agreement. They may be used or copied only in accordance with the terms of the agreement. It is against the law to copy the software on any medium except as specifically allowed in the license or nondisclosure agreement. The purchaser may make one copy of the software for backup purposes. No part of this manual and / or databases may be reproduced or transmitted in any form or by any means, electronic or mechanical, including (but not limited to) photocopying, recording, or information storage and retrieval systems, for any purpose other than the purchaser's personal use, without the express written permission of 3xLOGIC Inc.

3xLOGIC, VIGIL and AZTECH are trademarks of 3xLOGIC, Inc.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. 3xLOGIC Inc. disclaim any proprietary interest in trademarks and trade names other than their own.

1 Introduction

The VIGIL TRENDS™ Case management tool is intended for the purposes of scheduling video retrieval from VIGIL NVRs to a centralized cloud location to create ‘cases’ or ‘collections of related video with annotations.

The main view includes a collapsible navigation menu, a notifications icon for system alerts, and a user profile icon which provides links to the user management and help guide.

2 Case Management Dashboard

After successful login, the site displays the **Default Dashboard**.

The *Default Dashboard* provides a quick view into TRENDS™ Case Management Operational Information. Under Video Clips, the page displays the following metrics:

- **Cloud Storage** - A visualization of Cloud Storage available, shown as a *Free vs Used* space.
- **Total** - The number of video clips stored.
- **Pending** - The total quantity of clips requested but not downloaded.
- **Errors** - A total value for the errors that may have occurred.

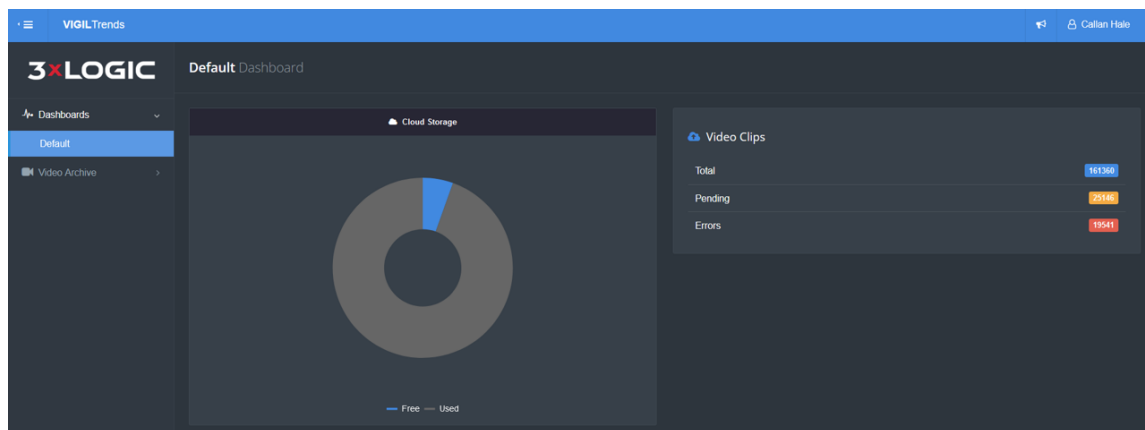


Figure 1-1: Default Dashboard

3 Video Archive

From the left side menu, the category **Video Archive** contains multiple options, which include: *Create, Manage, Settings, and Audit Trail*. Click the desired option to see details.

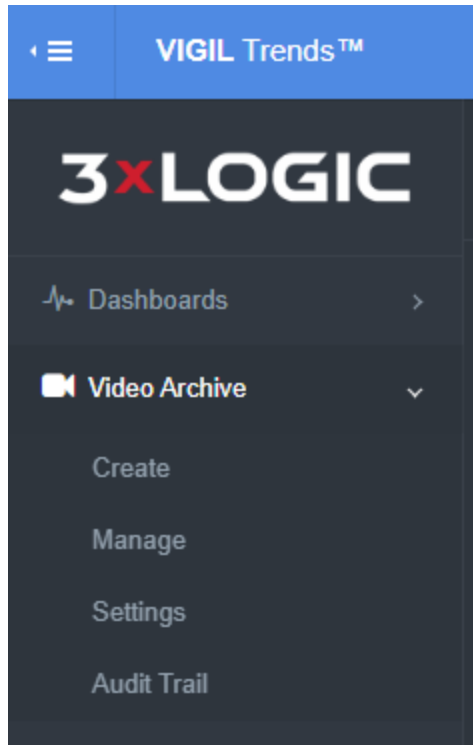


Figure 1-2: Video Archive Options



Note: Video Archive itself does not have a page, clicking on it within the left side menu only expands or collapses the displayed options.

3.1 Create

To create a Video Archive entry, provide selections for the following required and optional fields.

1. **Location** - Choose a device (NVR) from the drop down menu as a source to import video.
2. **Camera** - Select one or multiple camera feed sources by Camera Name.
 - a. Each selected Camera displays in the designated field.



Figure 1-3: Selected Cameras

- b. Click on the "x" next to the Camera Name to remove that selected Camera.
 - c. There is an option to "Add All" using the labeled button on the far right side, which selects all Camera sources for the currently selected Location.
3. **Start Date** - Click the Calendar icon to select a *Date* in MM/DD/YYYY format followed by a space and the *Time* in the format of HH:MM AM/PM for the start of the clip.
 - a. Users may also enter this information manually using the noted format.
 - b. Time is required for both Start and End selections to generate a clip to upload.
4. **End Date** - Enter the time frame for the end of the clip using the same variable format as detailed for *Start Date* above.

5. **Video Destroy Date** - A date may be set for the destruction of the video archive in the future, for the purposes of managing video storage. Format is MM/DD/YYYY.
6. **Case Name** - Description to identify this collection of video.
7. **Case Reference #** - Useful to tie to external systems or records.
8. **Case Notes** - Reference information useful for future review.

The screenshot shows the 'Request Video' form in the 3xLOGIC VIGIL Trends interface. The form is titled 'Request Video' and is located in the 'Video Archive' section of the dashboard. The form includes the following fields and controls:

- Location:** A dropdown menu with the placeholder text 'Select location'.
- Cameras:** A text input field with an 'Add All' button to its right.
- Start Date:** A date and time picker showing '02/07/2023 02:35 PM' with a calendar icon and a refresh icon.
- End Date:** A date and time picker showing '02/07/2023 02:40 PM' with a calendar icon and a refresh icon.
- Video Destroy Date:** A date and time picker with a calendar icon.
- Case Name:** A text input field.
- Case Reference #:** A text input field.
- Case Notes:** A text area for entering notes.
- Est. Upload Time:** A text input field for the estimated upload time.

At the bottom of the form, there are two buttons: 'Request Video' and 'Download the DV Player'.

Figure 1-4: Video Archive - Create

3.1.1 Request Video

Once the required fields have the minimum necessary input, clicking the **Request Video** button will queue a request with the VIGIL TRENDS™ Case Management services to retrieve the video from the location's NVR. An estimated 'Upload Time' will be provided (e.g. "3m" for 3 minutes) to indicate how long this will likely take.

3.1.2 Download Player

On this page, a user may choose to download the VIGIL™ Video Player or "DV Player" as indicated by the button for **Download the DV Player**. Use this program to see the requested videos.

3.2 Manage

The **Manage** option provides a way for VIGIL TRENDS™ Case Management users to search for various created cases. Searches require, at minimum, a *Requested At Start* and *Requested At End* date range. Other filterable options are provided to facilitate more targeted searches using the 'Filter' button. These options follow the entries previously provided using the *Create* menu.

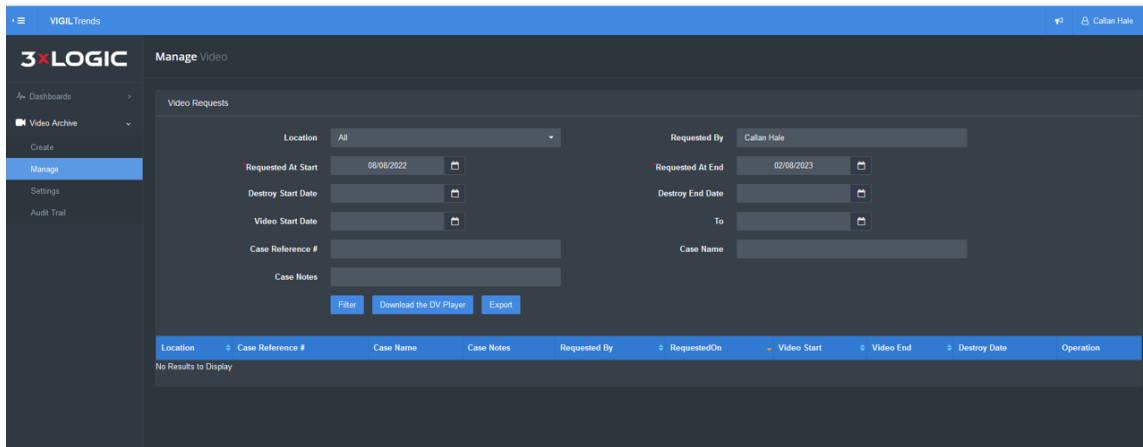


Figure 1-5: Video Archive - Manage

3.2.1 Actions

Click the **Filter** button to begin searching for matching records.

Once the results are identified, they may be exported to a .csv file (Comma-separated Values) for review using the **Export** button. Clicking *Export* automatically downloads the file for viewing in the respective spreadsheet program installed (e.g. Microsoft Excel).

On this page, there is another convenient option to download the VIGIL™ Video Player, by clicking the **Download DV Player** button.

3.2.2 Operations

When results match the selected filter(s), the list view enables additional actions.

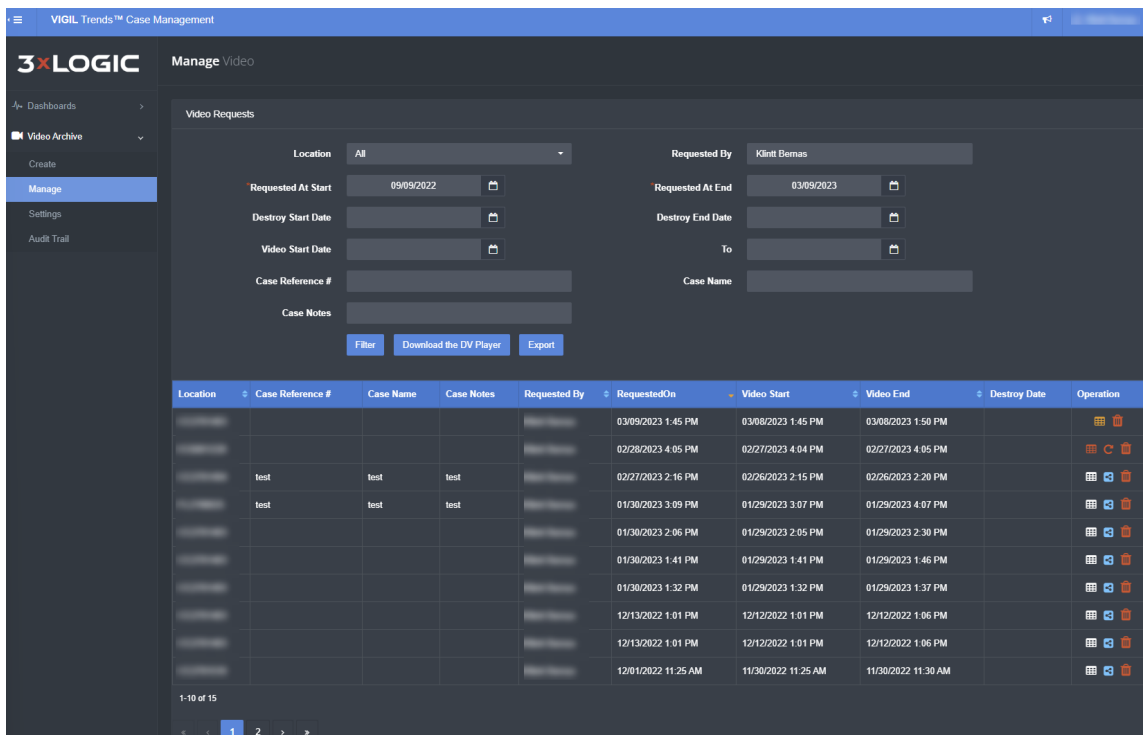


Figure 1-6: Video Archive - Search Results

The **Operations** on the right side are icons that have actions on click. In general, a yellow icon means the video(s) for that record are still being uploaded or processed, whereas, a red icon (besides the delete option) means there is some issue uploading the video.

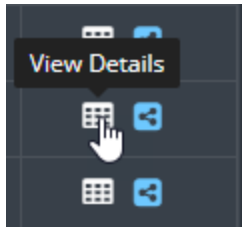


Figure 1-7: Operations - Example Action: View Details



Note: The delete option is only visible for groups and clips that the user requested.

Clip Details

Clicking on the **View Details** *Operation* displays the standard form fields for revision (See "Create" on page 2).

Video Clip Details - Location ×

Video Start	2:15 PM	Video End	2:20 PM	Requested By		Requested On	02/27/2023 2:16 PM	Destroy On	
--------------------	---------	------------------	---------	---------------------	--	---------------------	--------------------	-------------------	--

Case Name
test

Case Reference #
test

Case Notes
test

Save

Number	Part number	Camera	Size	Status (Progress)	Operation
1	1		29.4 MB	Success (100%)	↓ ↻ 🗑️

1-1 of 1

Figure 1-8: Video Archive - Clip Details

Freely edit the form fields and click **Save** to retain changes.

Clip Operations

There are additional Operations displayed here, including the following options:

1. **Download** - File saved the designated system folder based on browser settings.
2. **Links** - Displays details regarding the associated links for the clip.

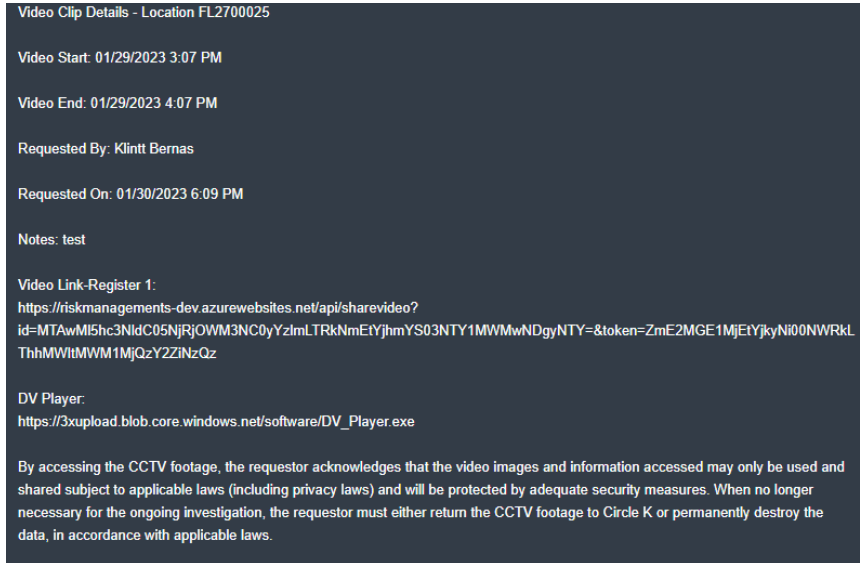


Figure 1-9: Operations - Links

3. **Delete** - Remove the Clip from the *Case* (See "Deletion" on the next page for specifics).

Request Reupload

Some records have the option to **Reupload Group** as indicated by the *red circular arrow* icon.

Video Clip Details - Location ✕

Video Start	Video End	Requested By	Requested On	Destroy On	
4:04 PM	4:05 PM		02/28/2023 4:05 PM		

Case Name

Case Reference #

Case Notes

Save

Number	Part number	Camera	Size	Status (Progress)	Operation
1	1		0.0 MB	Could not upload video clip to cloud storage (0%)	

1-1 of 1

Figure 1-10: Operations - Reupload

Click the icon to initiate a reupload attempt.

Deletion

For records that the user requested, there are options to delete those items.

Case

To delete a case, select the *red trash can icon* from the Operations section within the search results list view. The page will prompt for additional confirmation prior to proceeding.

Clip

Similarly, to delete a clip, select the *red trash can icon* from the Operations section.

Number	Part number	Camera	Size	Status (Progress)	Operation
1	1	Register 1	29.4 MB	Success (100%)	

Figure 1-11: Clip Details - Delete

Again, the page will prompt for additional confirmation prior to proceeding.

3.3 Settings

The **Settings** option provides a way for VIGIL TRENDS™ Case Management users to control:

- **Video Upload** - Set the time and time zone and a value for the number of attempts on failure.
- **Video Download Notifications** - Toggle active or inactive to set alert emails for users.
- **Available Storage** - The storage percentage utilized and data totals are displayed here.
- **Expiration Periods for the External Links** - set value, in terms of minutes, for videos provided to outside entities or authorities as hyperlinks.
- **Download the DV Player** - set the URL for where the instances of the **Download DV Player** button point to when users click it to download the VIGIL™ Video Player.

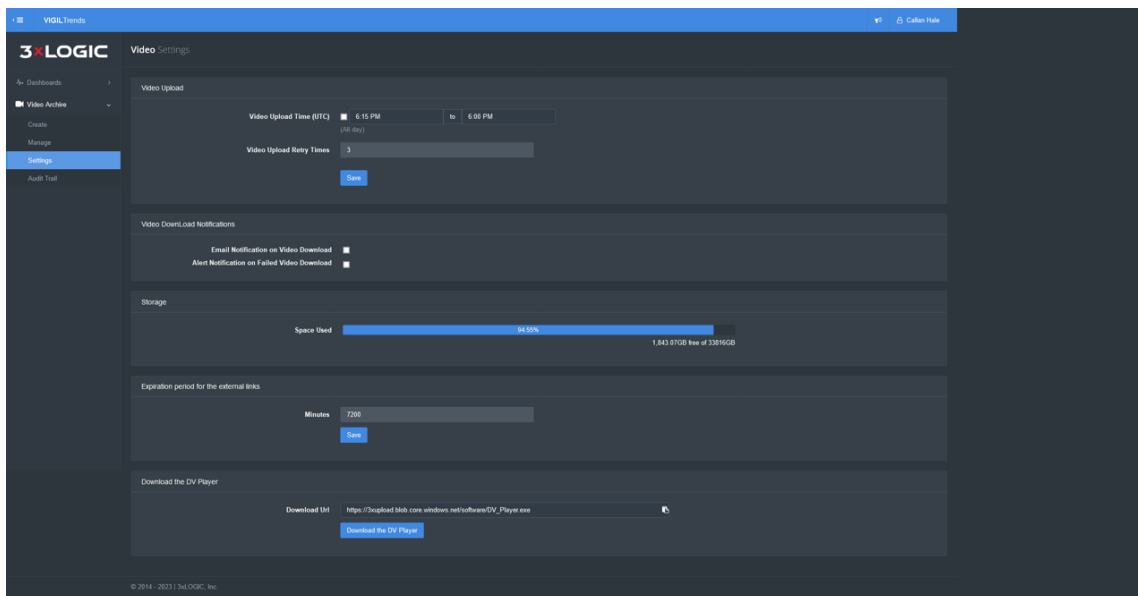


Figure 1-12: Video Archive - Settings

3.4 Audit Trail

Finally, the **Audit Trail** option provides a way for VIGIL TRENDS™ Case Management users to see actions taken within the VIGIL TRENDS™ Case Management tool.

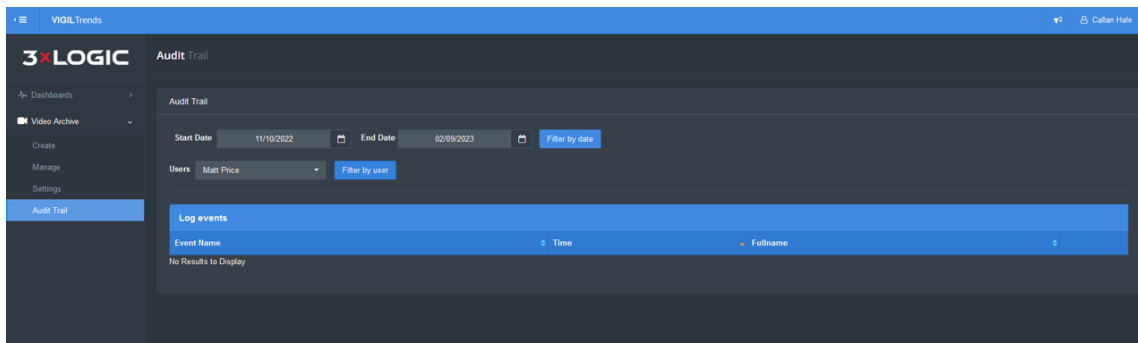


Figure 1-13: Video Archive - Audit Trail

The report can be built by filtering on a date range or by user or a combination of the two.

4 Contact Information

3xLOGIC has offices in Victoria BC, Canada and in Fishers, Indiana, USA. 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:

VIGIL TRENDS Support:

Email: trends@3xlogic.com

3xLOGIC Technical Support:

Toll Free:(877) 3XLOGIC

(877) 395-6442

Email: helpdesk@3xlogic.com

Website: www.3xlogic.com

3xLOGIC USA Main Office:

11899 Exit 5 Parkway, Suite 100

Fishers, IN 46037

United States. (303) 430-1969

3xLOGIC

BUSINESS INTELLIGENCE | TRENDS

Simple. Scalable. Secure.

© 2023 3xLOGIC, Inc.