eConnect Facial and License Plate Recognition

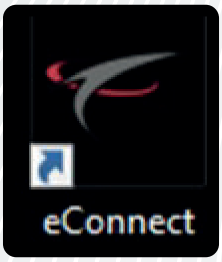
User Guide eC10

eConnect

JAN 2024

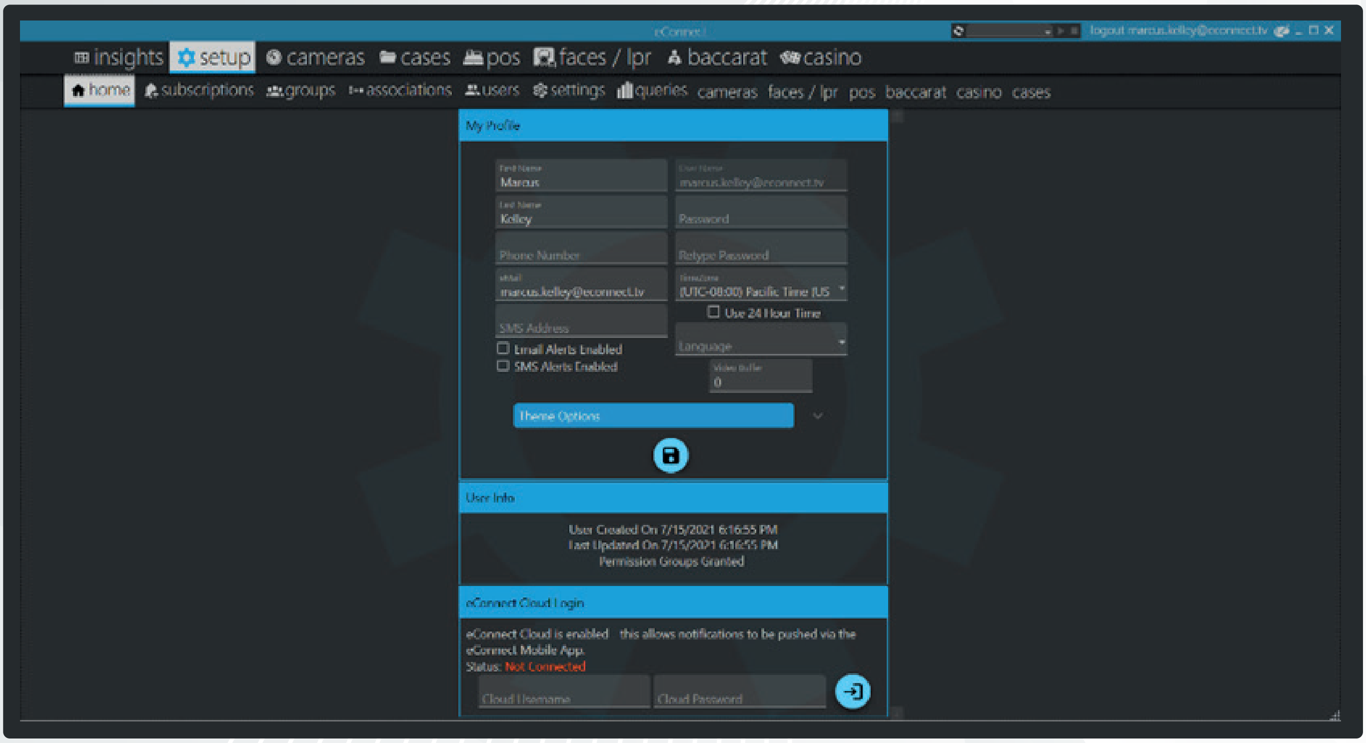
LOGGING IN

After eConnect has been installed on your PC, go to your desktop and double-click on the eConnect icon:



Once the program loads, you'll see the sign-in screen below. Type in your username and password and click "Sign In" to enter the program.

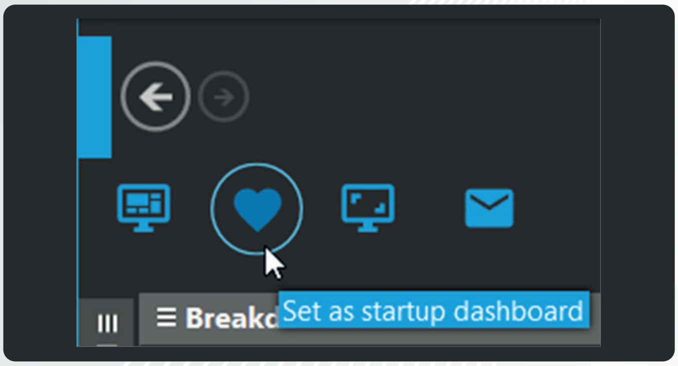
You can choose to use the dark or light theme while using eConnect. This is accomplished by clicking the "Setup" tab and selecting the "Theme Options" drop-down menu. You can also choose your accent color by clicking on a color from the color palette and saving by clicking on the icon. While here, you can add your contact info and update your password.



Dashboard

Upon your successful login, you'll see the dashboard screen. This screen will allow you to customize your dashboard in a way that works best for you. The first time you log in using a new username, you will be directed to this screen. To select a dashboard(s), click on the circle at the top right corner of the folder, and you will see a green check appear (#2). Or, if you want to preview the dashboard, beneath each folder icon, click "View" (#3). Once you have selected all your dashboard(s), click Save Subscriptions (#1).

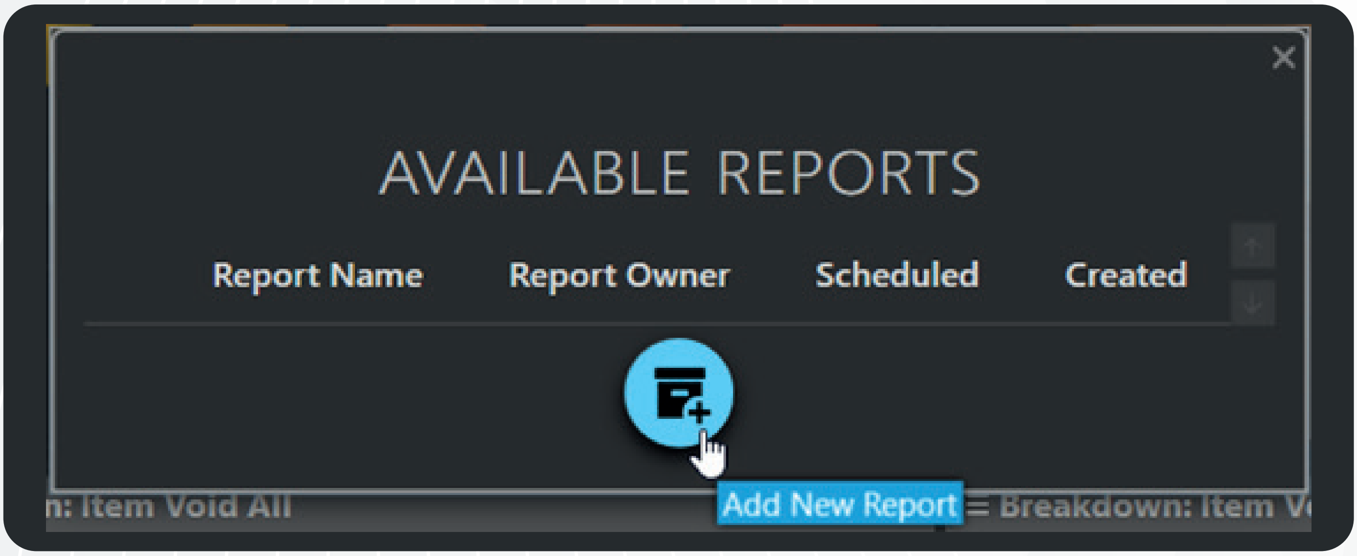
- Once your dashboard(s) is created/selected, you can use the "Heart" / favorite icon. This will automatically load your chosen dashboard when you log in to eConnect.



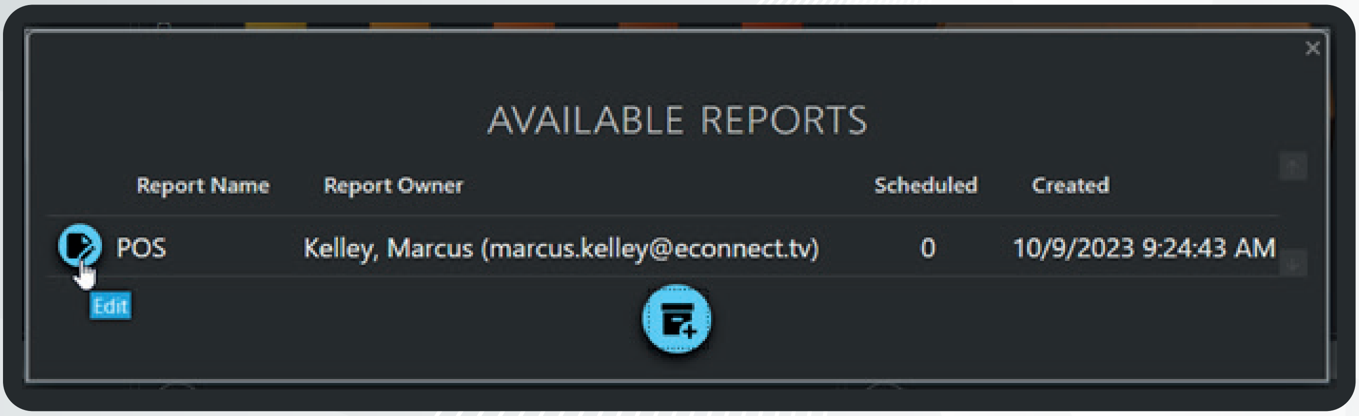
- To return to the available dashboards, click on the icon, which will direct you back to the available dashboards.

- If you want to screenshot the dashboard, click on the icon.

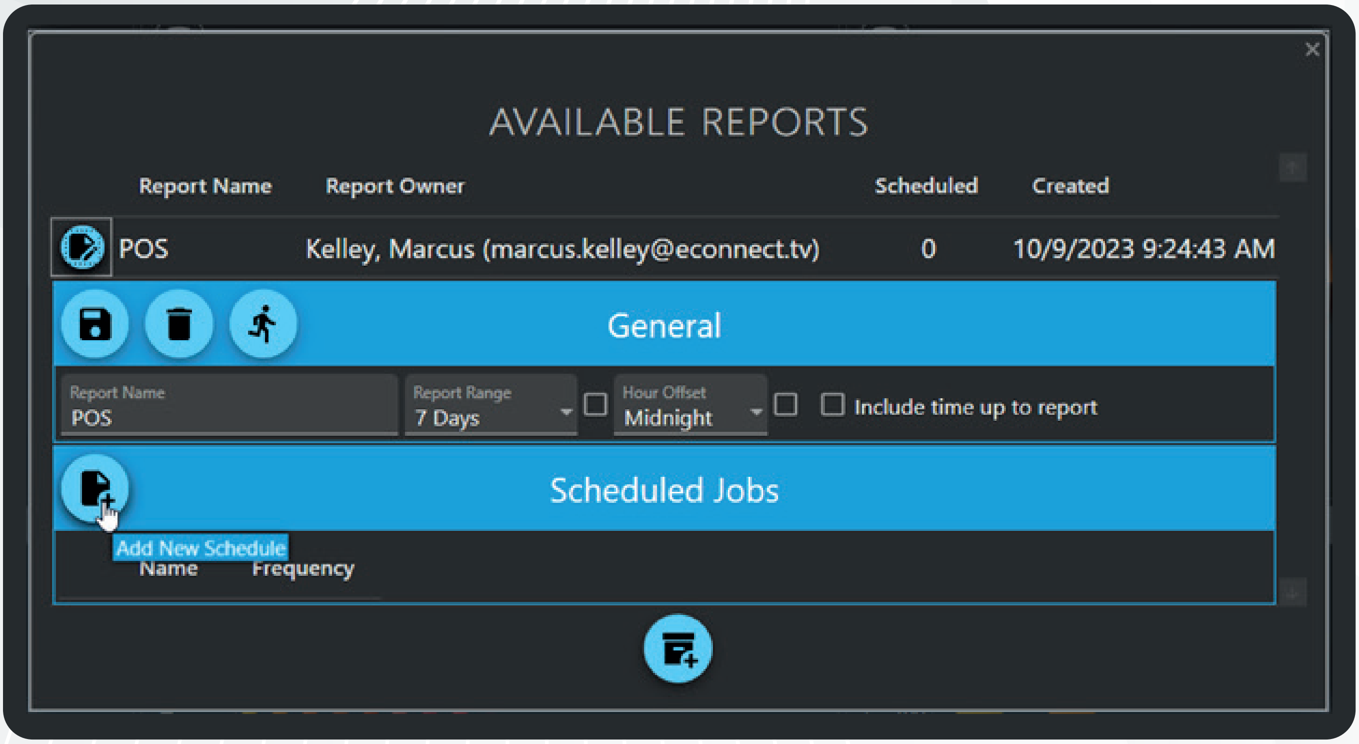
- You can also choose to receive a daily email from any dashboard. When setting up your user account, you can add your email address. Subscribing to a dashboard means you will receive an email with the graphs and data on the dashboard. By clicking on the envelope, a window will open to configure your subscription.



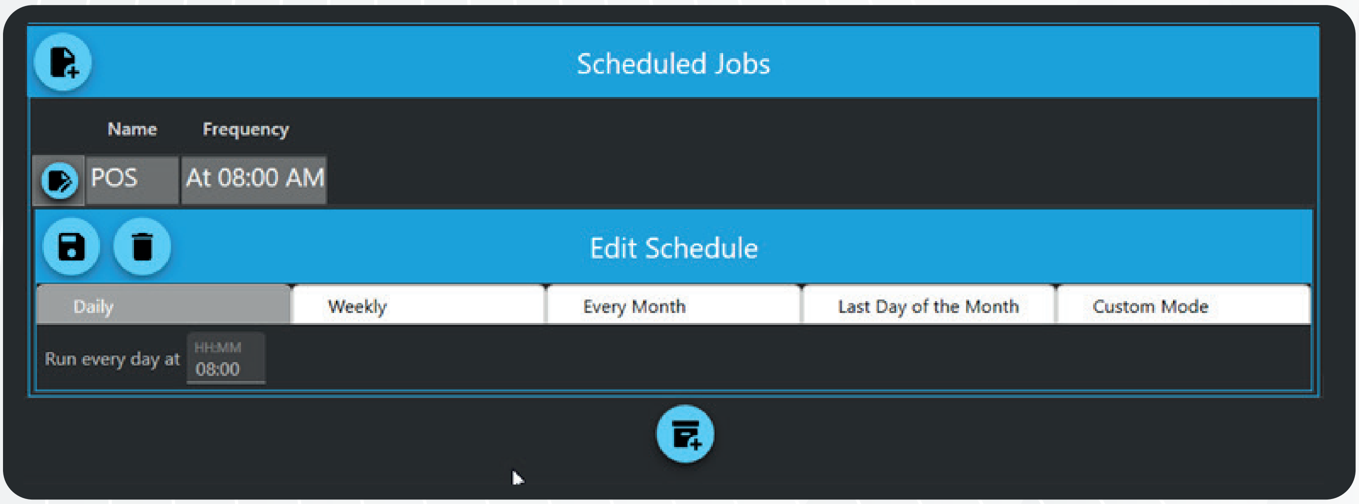
- Click on the add new report Icon (see above). You will know the dashboard's name added along with the schedule saying 0.



- Click on the edit icon of your dashboard to expand and set up.



- Once the window opens, you will see the name of the dashboard. You can also set the reporting range from 1 day up to 1 year by (default options), or you can set a custom range.

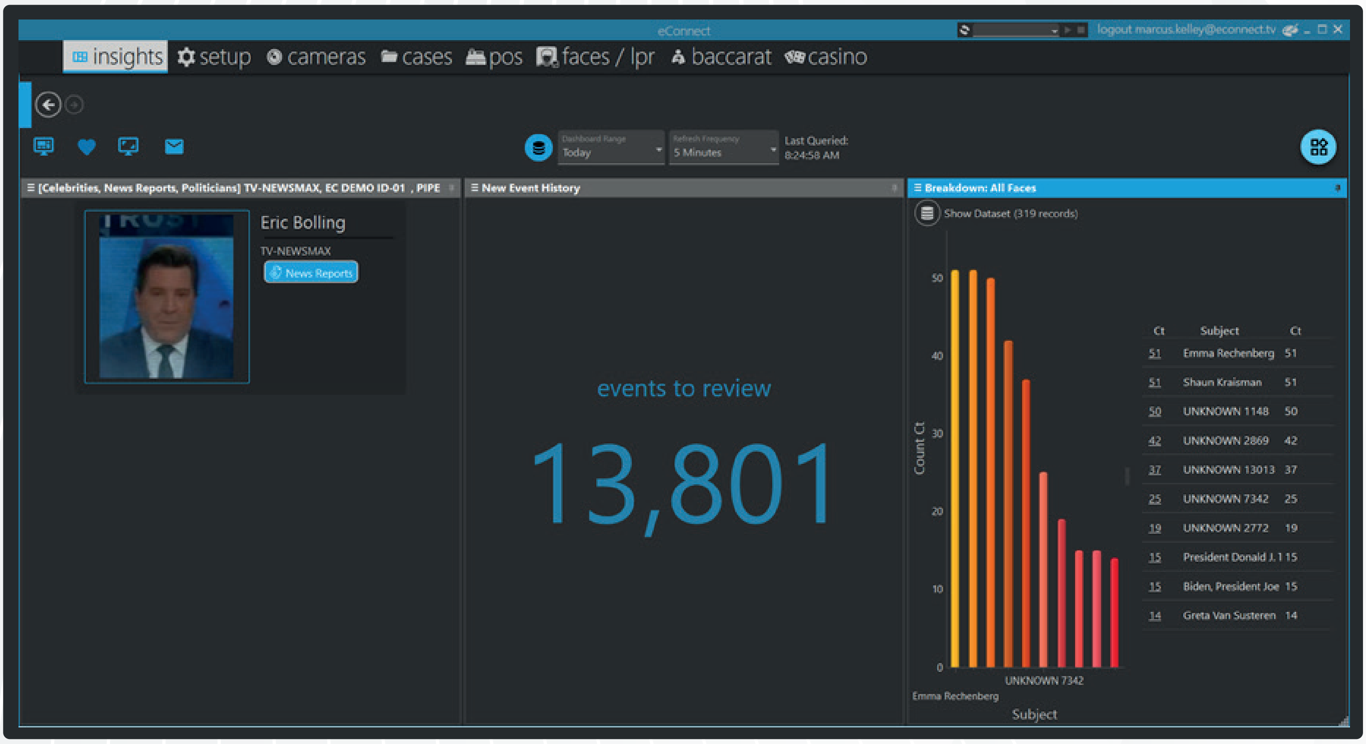


Next, you must set the Hour Offset/Start of Gaming Day by clicking the Add New Schedule icon.

Once you have confirmed that all your selections are correct, you can send a test email to the address on file by clicking the Execute Now icon. Once you receive the test email, don't forget to click the save icon in the Schedule section.

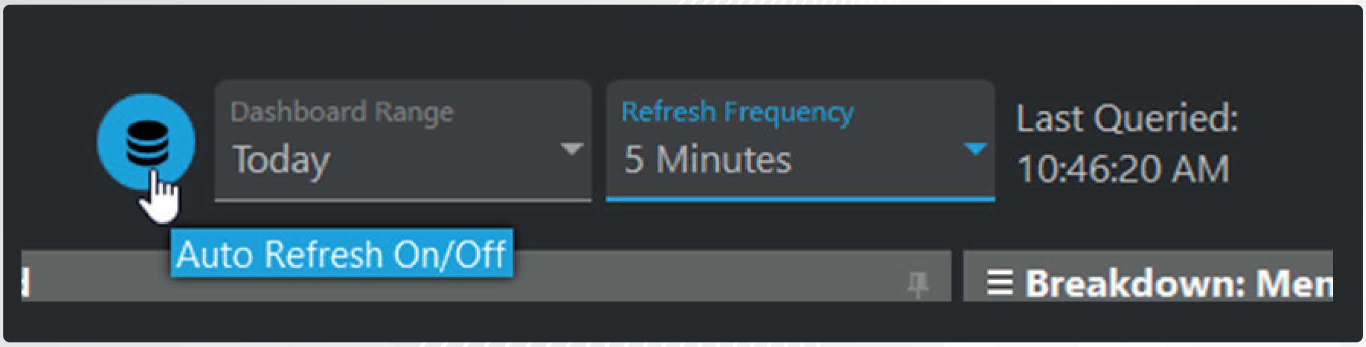
Custom Dashboard:

- You can create as many dashboards as you like. If another user creates a dashboard that is not set to private, you can subscribe to see and/or use the dashboard on your home screen.
- New dashboards will allow you to display queries and aggregate and display the results.
- Pending reviews, aka Event History, can also be displayed.



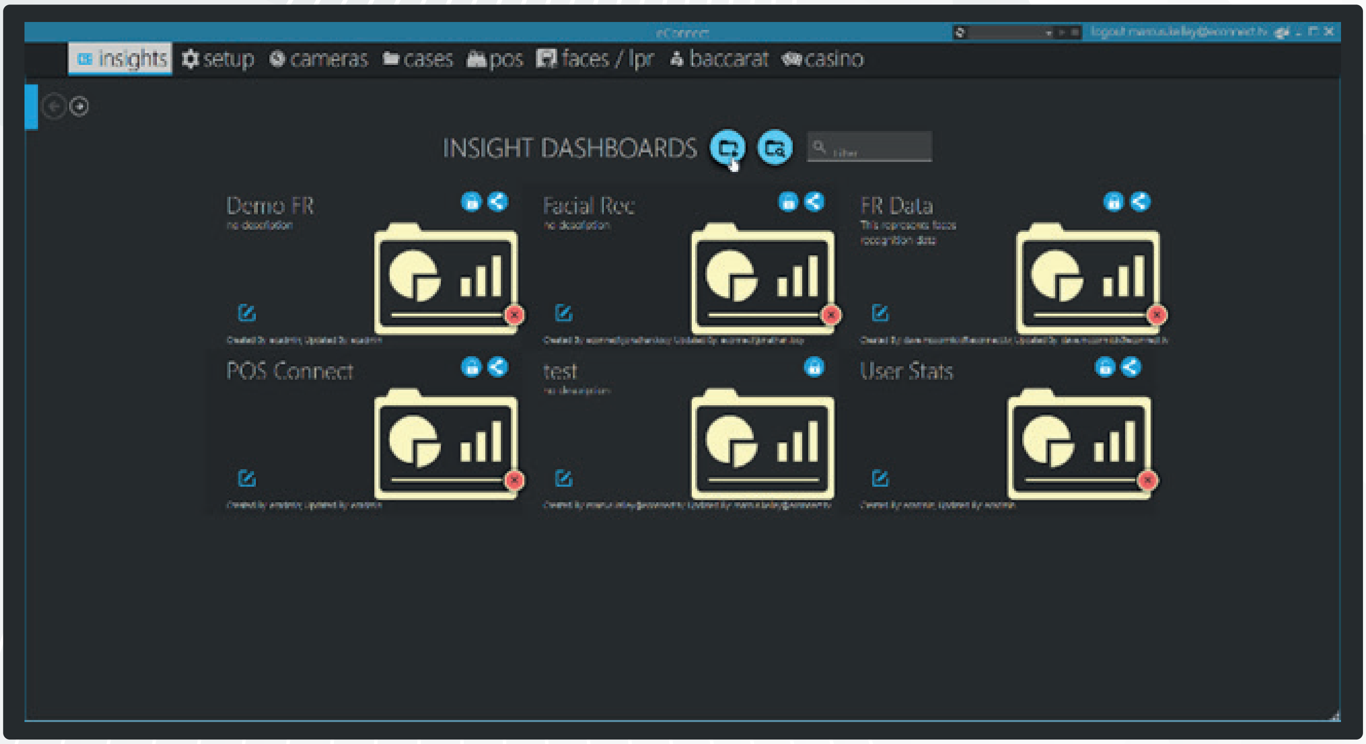
- You can set your dashboard to refresh as often as every minute or once a day, along with many choices in between. Just click on the Auto Refresh icon to turn on.

- To turn off the auto-refresh, click this icon.

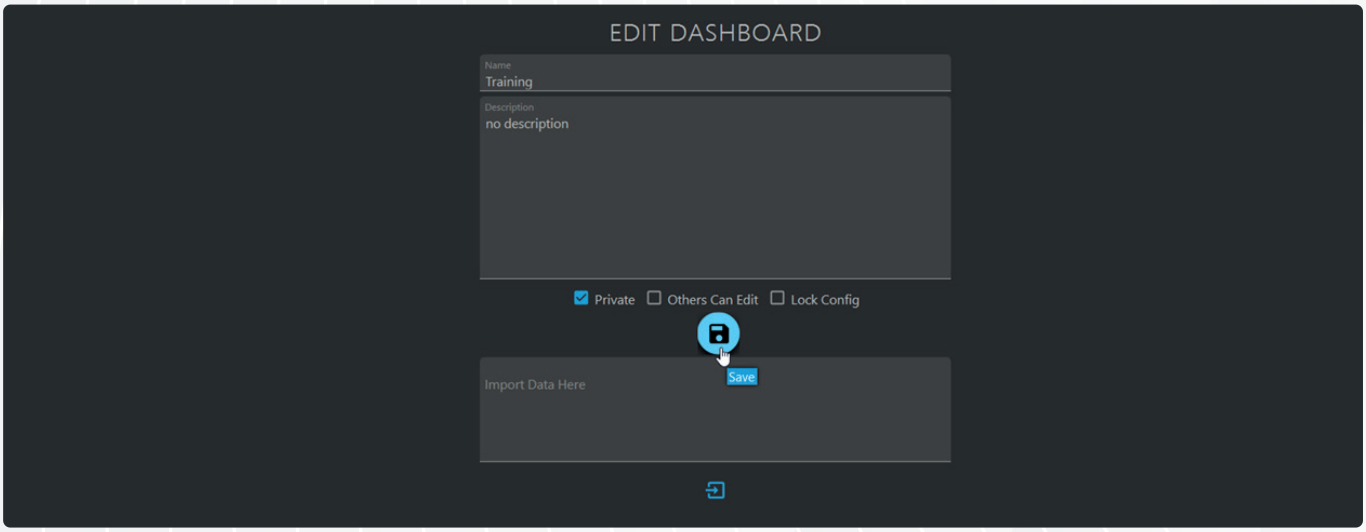


Creating your Custom Dashboard:

- To start, navigate to the Insights main page, and you will see a similar view:



- To create a New Dashboard, click on the icon, and you will see the following:



- You will be asked to name your dashboard and enter a description. Next, you will see three checkboxes (permission-based). Checking "Private" will set the dashboard to private so only the creator and any admins can see it. If unchecked, other users can subscribe to your dashboard and see it. Checking "Others Can Edit" will allow other users to edit your dashboard. Checking "Lock Config" locks the tile location and can not be moved. Once you are done, click the save icon located in the middle of the page.

- You will be brought back to the dashboard page, where you will see the dashboard you just created.

- Clicking on the folder will take you to a blank dashboard.

- To start, click on the Add Widgets icon on the right side of the screen, and you will see the following options:

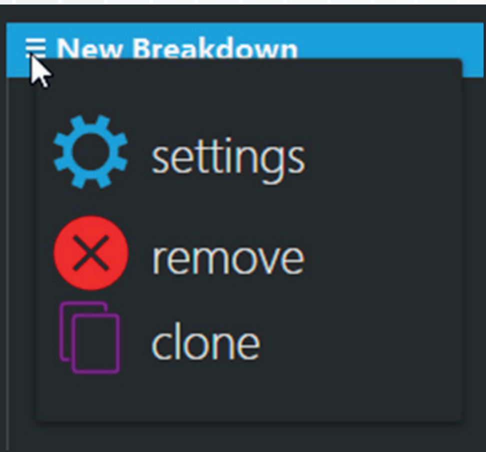
- You will then be given several options:
  - Video Exports – Will show clips that are in the process of being exported, clips that have failed, and clips that are complete.
  - Facerec Live – This will allow you to see detected faces and can be set for specific tags.

- Event History - This allows you to quickly access any flagged event.
- Breakdown (PREFERED) - This widget allows you to graph and aggregate queries from your system's data. It simplifies the steps used in the "Graph" widget and gives you additional customization options.
- Web Browser – This allows you to put a web browser window on your dashboard.
- Graph – This lets you graph queries from your system. This option should be used by more advanced users.
- Camera - This allows you to add cameras to your dashboard for viewing.

Adding a Custom Graph to the Dashboard Using the Breakdown Widget (PREFERRED METHOD)

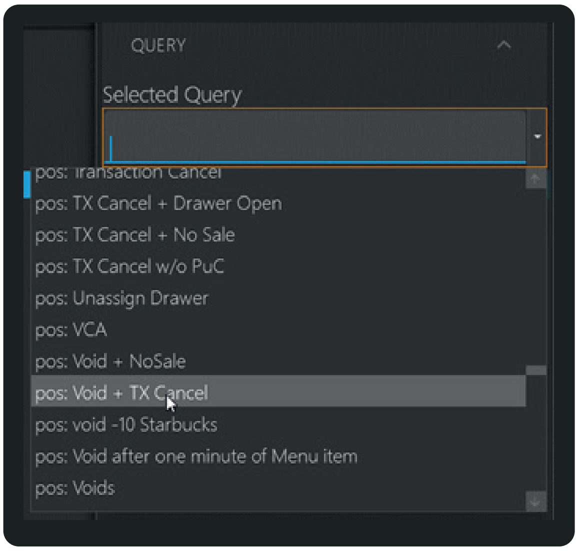
- Start by clicking the add widget icon on the right side of the screen.
- Next, click on the "Breakdown" widget.

- This will take you back to your dashboard. The workspace will be blank, and you will see "New Breakdown" at the top of the workspace. Click on the three lines next to the words "New Breakdown" to open the menu. Then click on "settings" to begin building a new query.



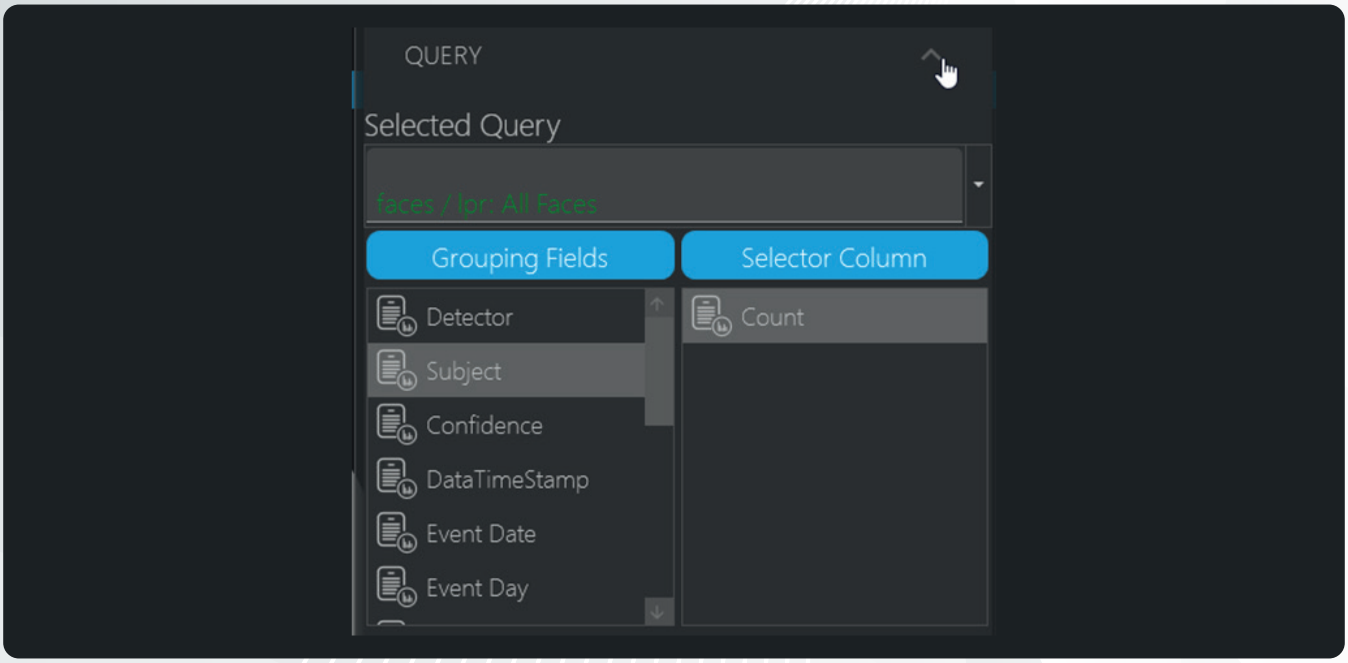
- On the right side of the screen, you will see this window open:

- Start by clicking on the “ ” icon next to the word “Query” and you will see this:

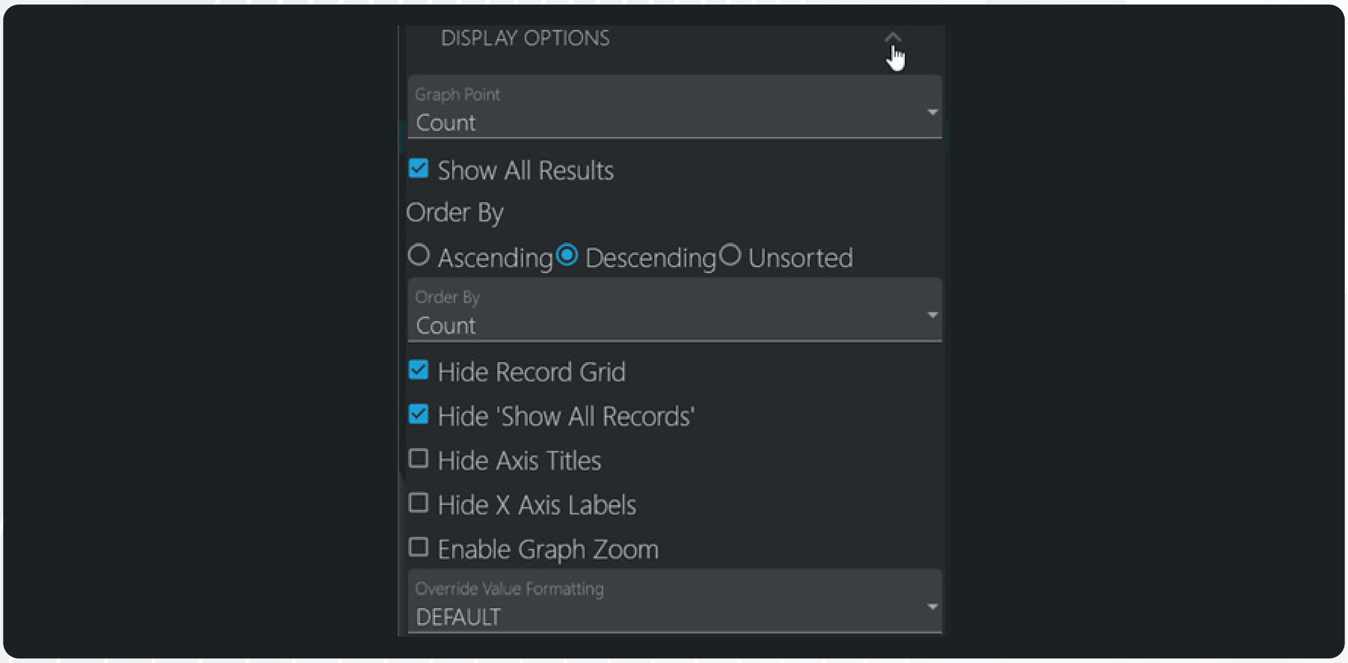


- Use the dropdown menu where it reads “Selected Query.” This dropdown includes all the queries you have set up in the eConnect System. You may also type in the name of the query you want to select.

  Once you have selected a query, you will be asked to complete “Grouping Fields” and “Selector Column.” In the example below, we have selected “Subject” and give us a “Count” of how unique faces have been stored in the software.



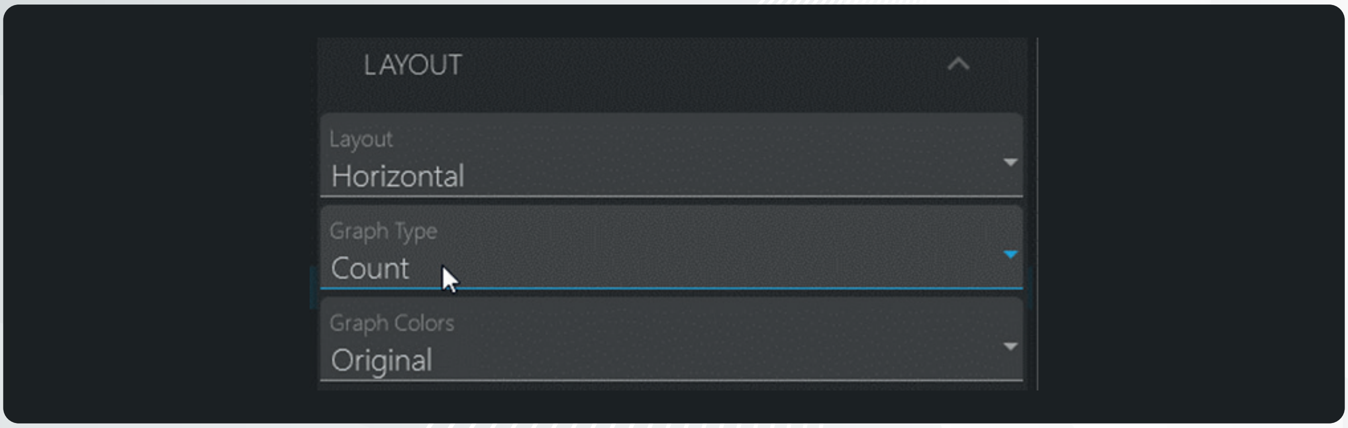
- You can move on to the Display Options Section by clicking the " " icon next to the words "Display Options."



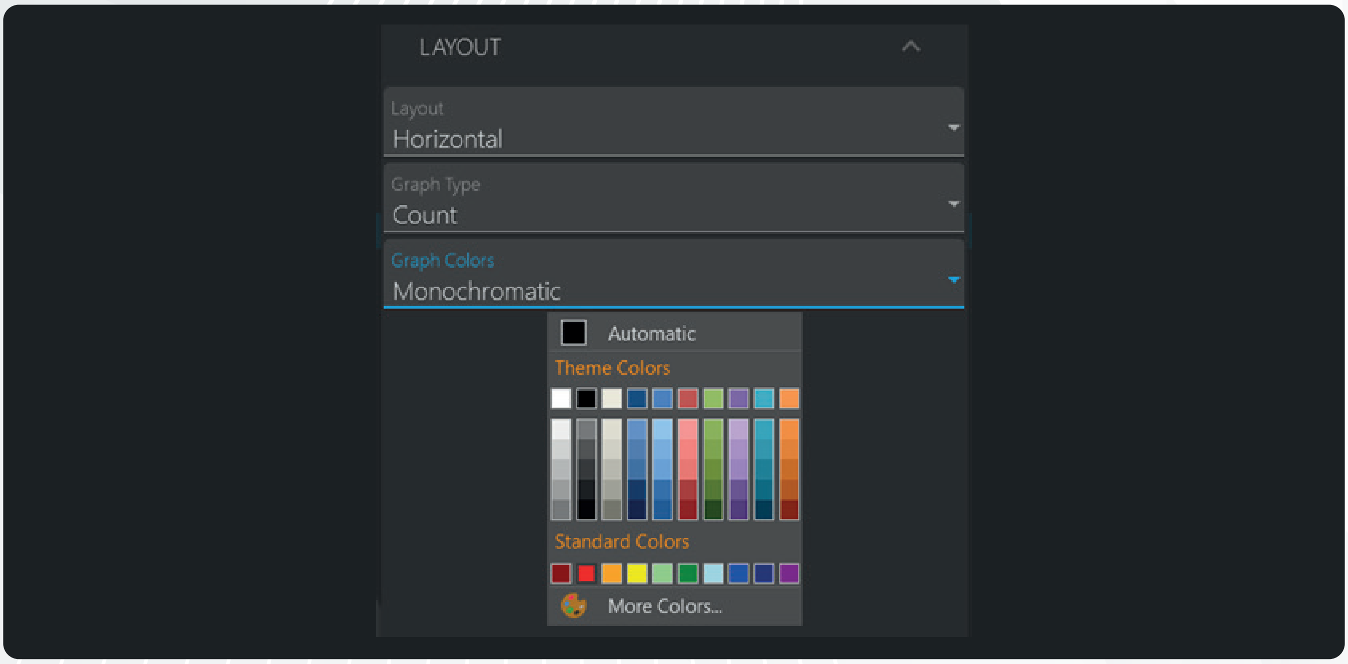
- Clicking the checkboxes for "Hide Record Grid" and "Hide All Records" will only display the grand total.

- From here, you will also be able to select ascending or descending results. You also can hide parts of the graph you don't want to see by selecting the box to the left of what you want to hide.

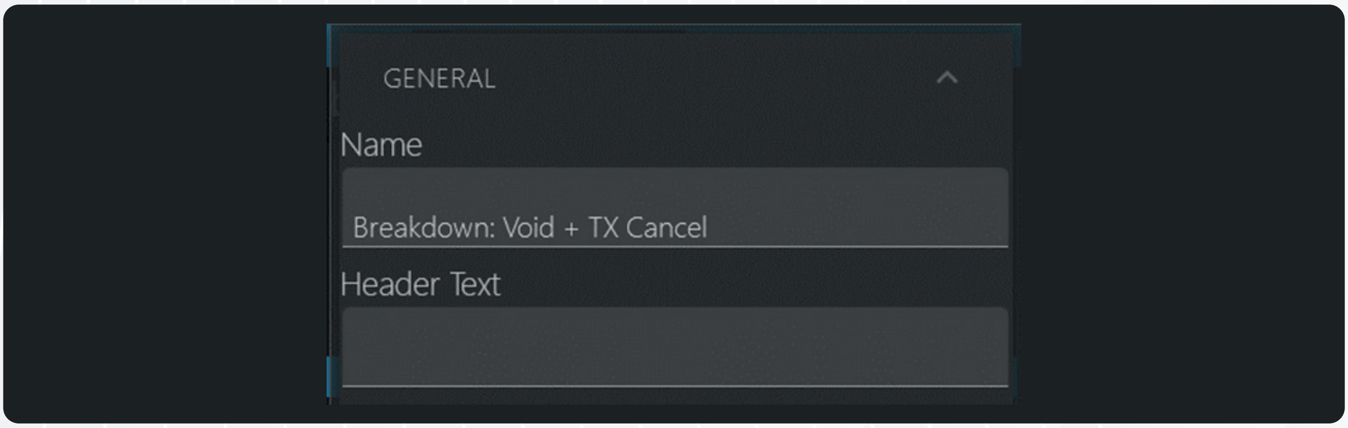
- Once you set your display options, click on the " " symbol next to the word "Layout" to select your layout options. The Layout section allows you to select the orientation of the graph, or in this case, we selected a count to be displayed instead of a graph.



- You can also select the Graph Colors from the original, greyscale (and select the color you want to use), or random.

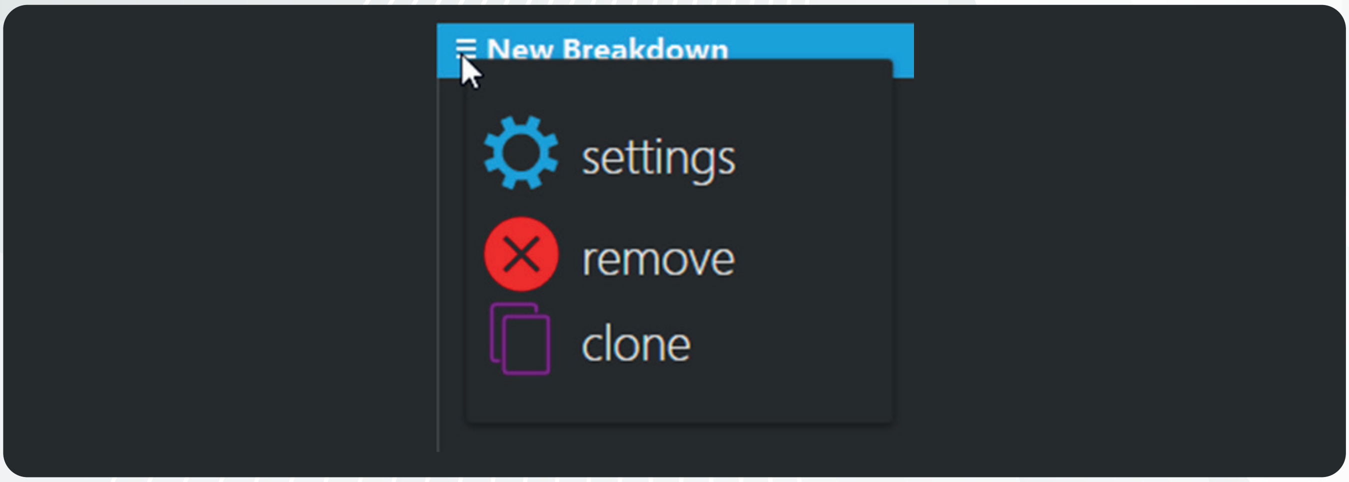


- Once you have completed your layout selections, click on the " " symbol next to General. Here, you will be able to name your graph. You can also add a header to your graph by entering the information in the box labeled "Header Text."

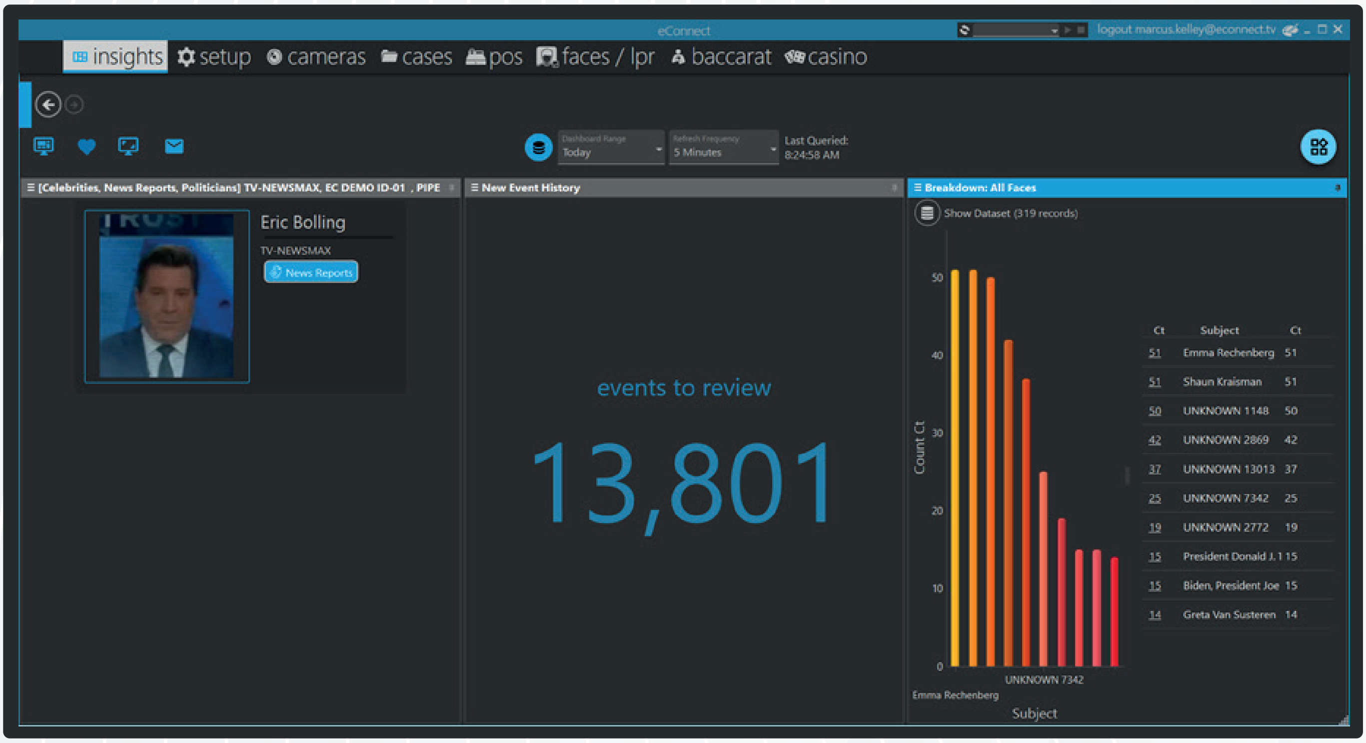


- Once you are completed with your custom options, click on the “Save” or “Save &Close” button at the bottom of the window.

- If you want to edit any portion of the graph, you can do so by clicking on the settings and following the above steps. When this window is open, you can “Clone” or delete your dashboard.

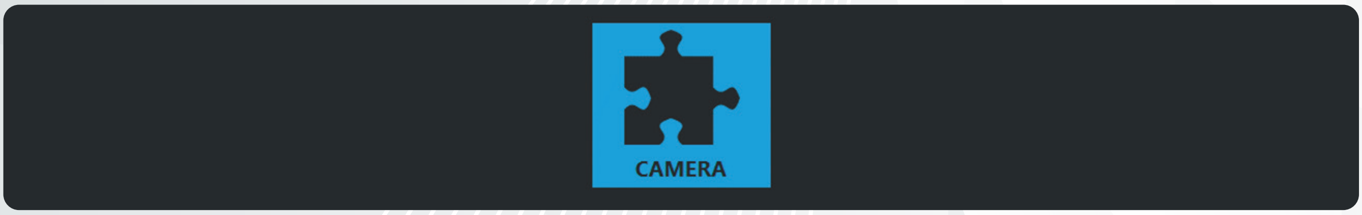


- This process can be done as many times as you would like to create your custom dashboards. There is no limit to the number of dashboards you can create. This is an example of how your dashboard might look once completed.

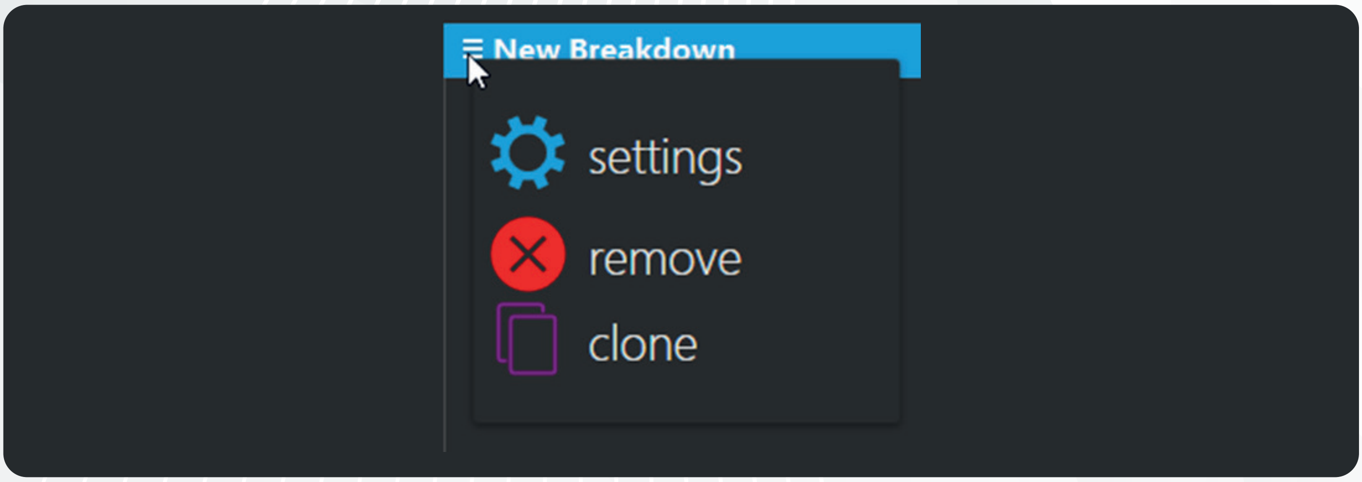


Adding a Camera to the Dashboard

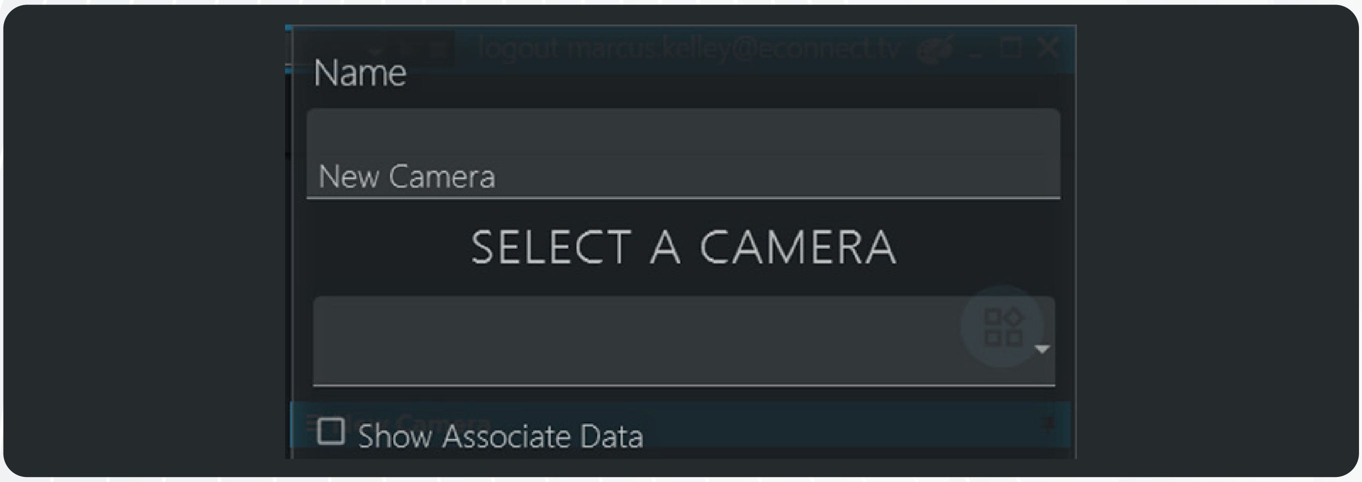
- Start by clicking the add widgets icon.
- Click on the “Camera” widget.



- This will take you back to the dashboard, and you will see a blank area with the words “New Camera” at the top. Click on the three lines next to “New Camera” to find the camera(s) you would like to add. Then click on “Settings”.

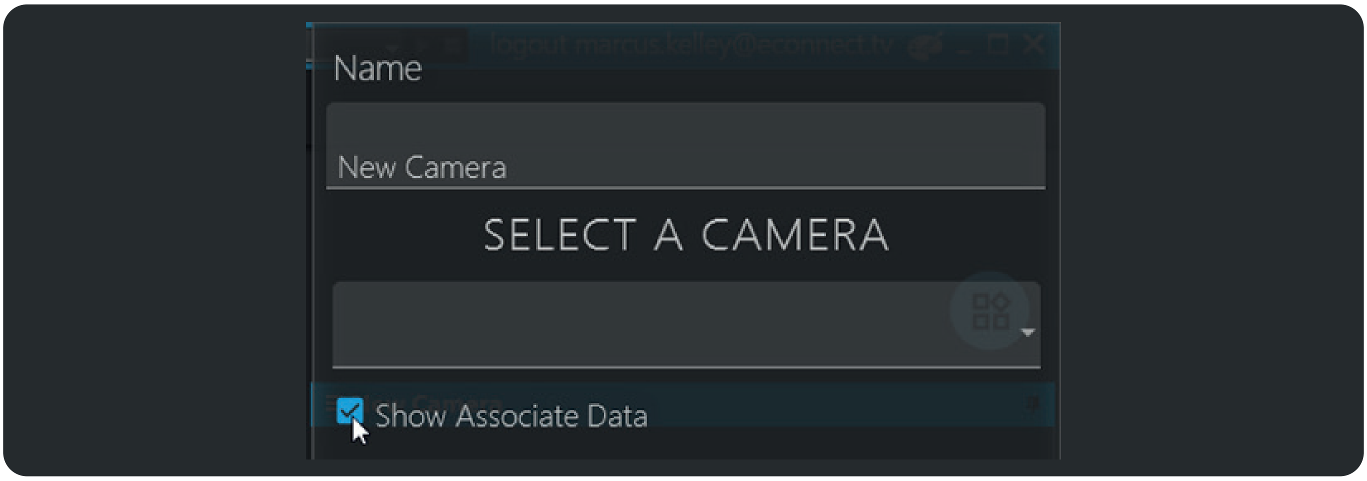


- On the right side of the screen, this window will open:



- Use the dropdown menu under where it reads “Select A Camera”. This dropdown menu includes all the cameras you have set up in eConnect.

- If you want to include the live register tape with the camera you have selected, click the “Show Associate Data” box before saving the camera to the dashboard.

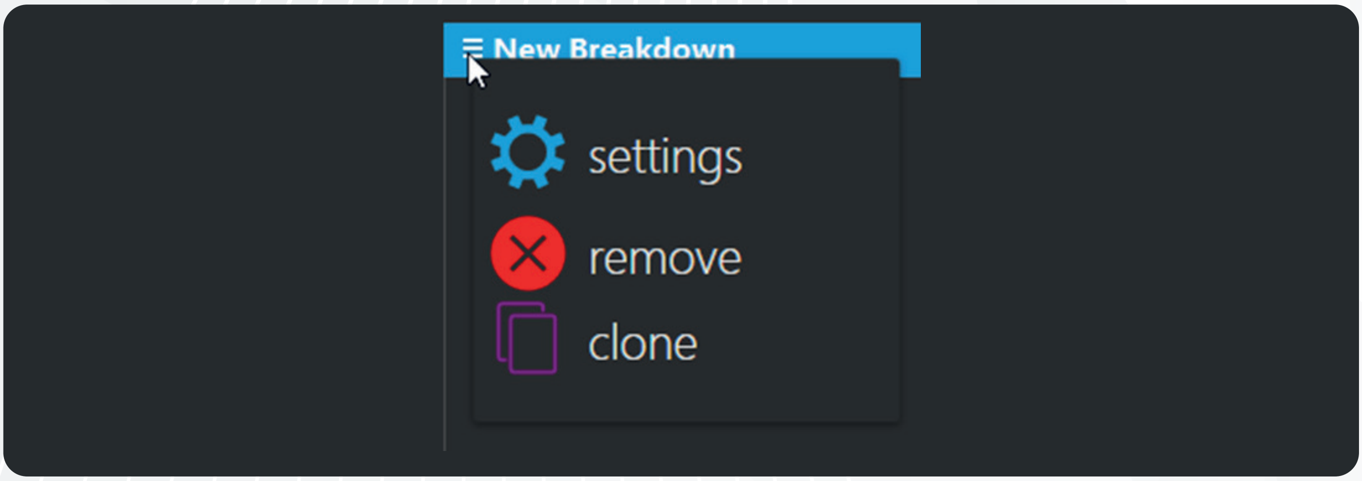


- Once you click “Save & Close,” the camera will display on your dashboard.

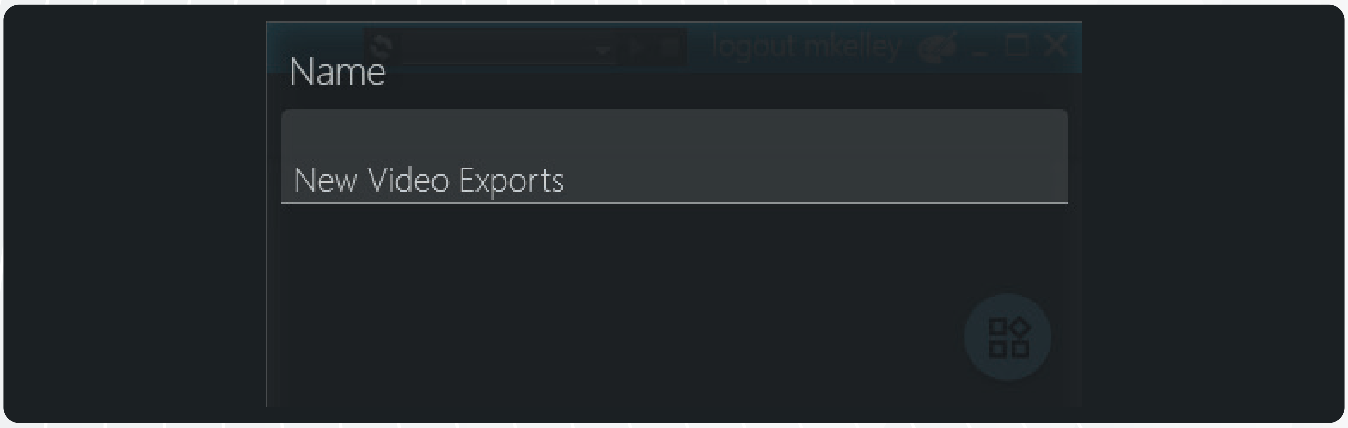
How to Check the Status of Video Exports (PERMISSION BASED)

- To check the status of an export. You need to go back to the widget page by clicking on icon.
- Select the "Video Exports" option:

- This will take you to the dashboard, and you will see a blank area with the words "New Video Exports" at the top. Click on the three lines next to "New Video Exports" and then click on "Settings."

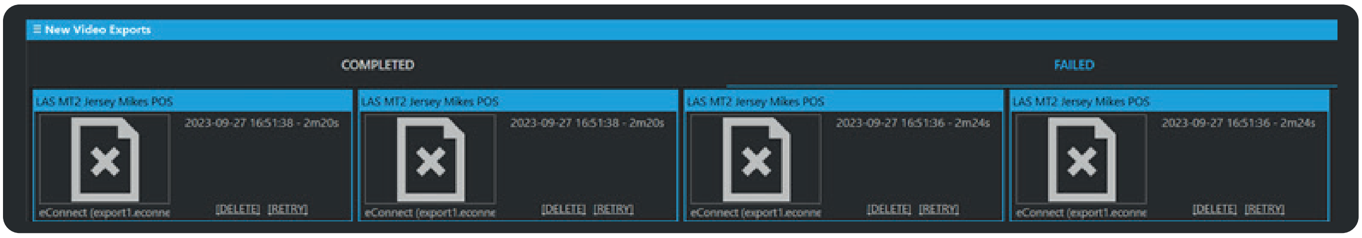


- Here, you can change the name of the video exports widget. Click "Save and Close" once you have entered the name you have chosen.

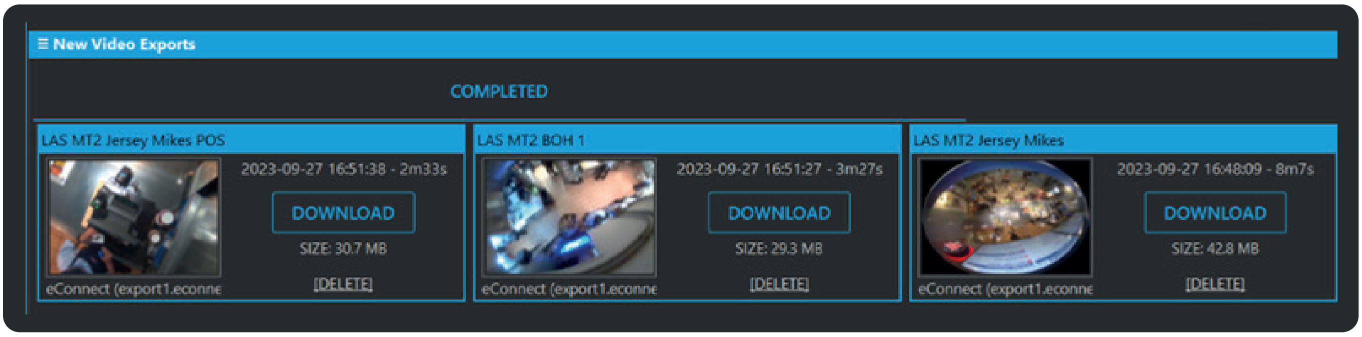


- You will now be able to see the status of any video exports.
  - Processing

  - Failed



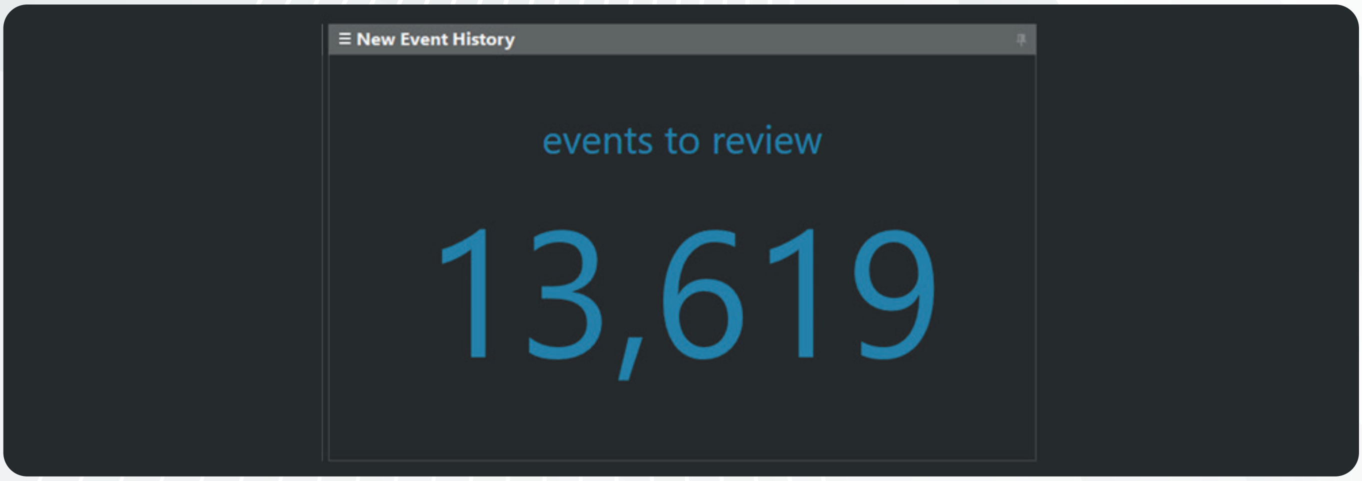
  - Completed



How to Add Event History (Flagged Events) to Your Dashboard

- To quickly review checks that have been marked as high priority (red flag). Click on the Add Widgets icon and select the “Event History” option.

- Your dashboard will now display “Event History,” aka flagged events with the number of flags visible. Click on the number to view all flags. NOTE: Alerts from other plugins, i.e., Casino, Faces/LPR, etc., will also be displayed here.



- Clicking on the number listed will take you to a list of all your flagged events for each plugin you have (POS, FACES/LP, Casino, etc.)

- Areas of interest are as follows:

  1) List of available plugins you have on site.

  2) To open the line of data/event that was flagged, click on icon.

  3) To delete said event, click icon.

  4) To mass open all flags listed on a grid page, click icon. To mass delete all flags listed, click icon.

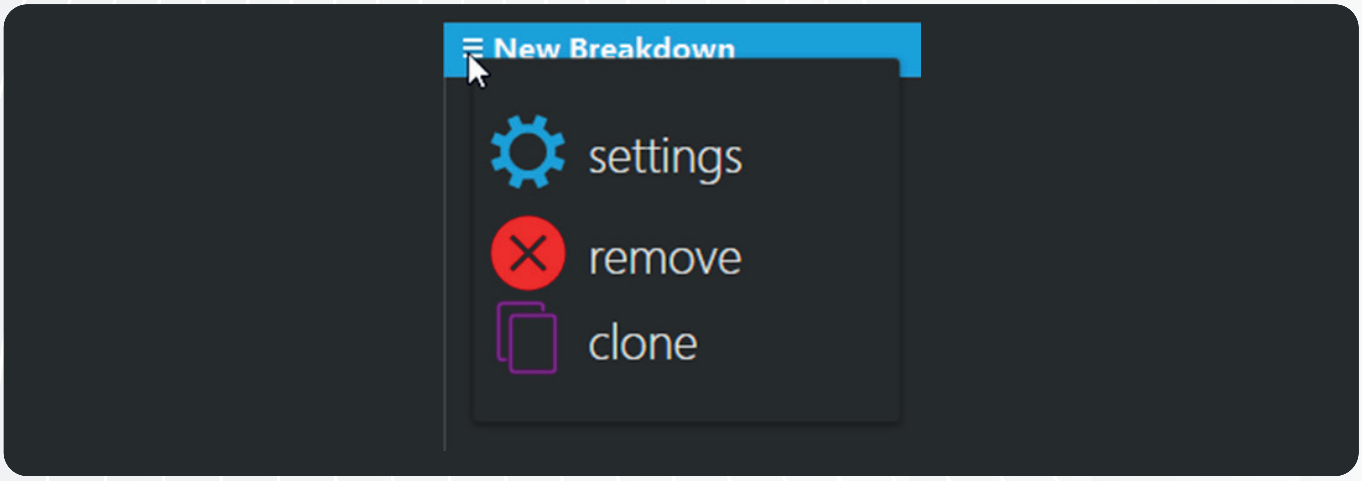
How to Add a Web Browser to Your Dashboard

- You may choose to have quick access to a web page on your dashboard.
  NOTE: This option will only work when you are not on a closed network.

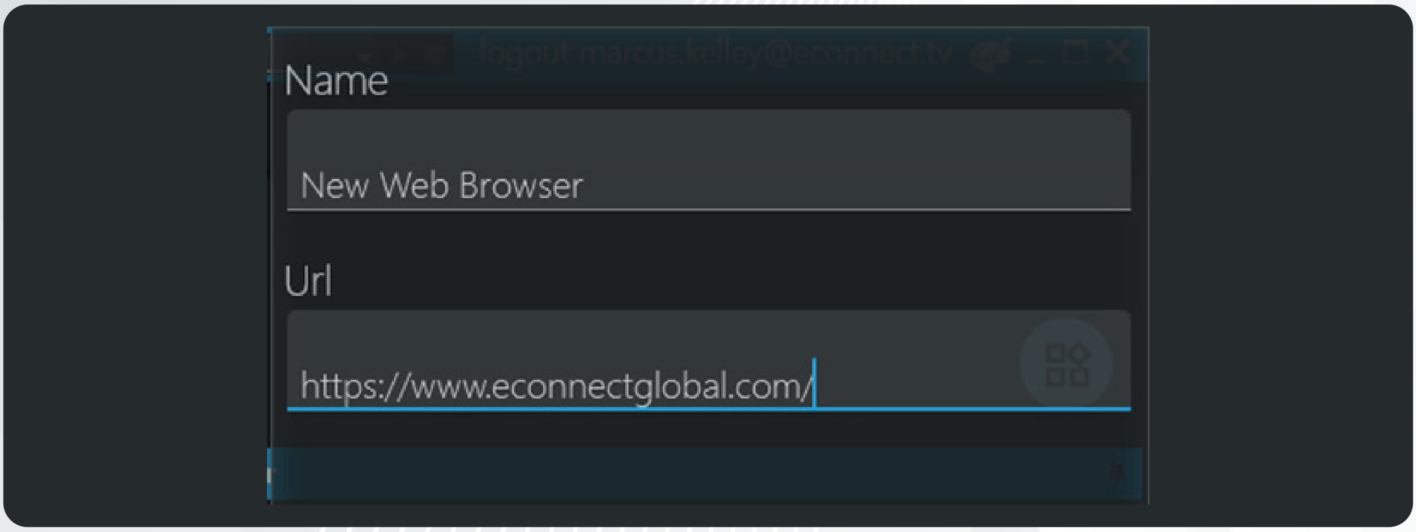
- To do this, click on the add widgets icon

- Select the "Web Browser" option:

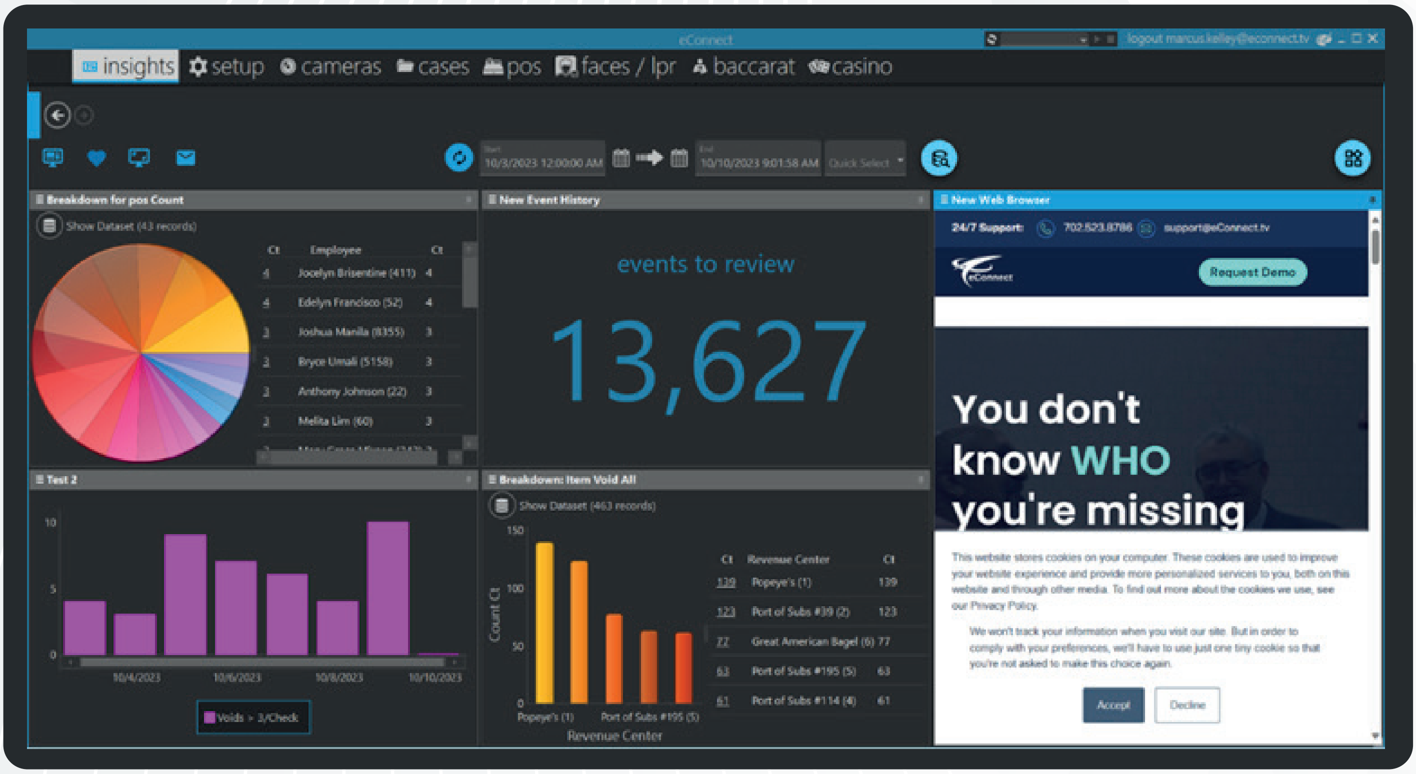
- This will take you to the dashboard, and you will see a blank area with the words "New Web Browser" at the top. Click on the three lines next to "New Web Browser" and then click "Settings."



- Here, you will enter the URL.



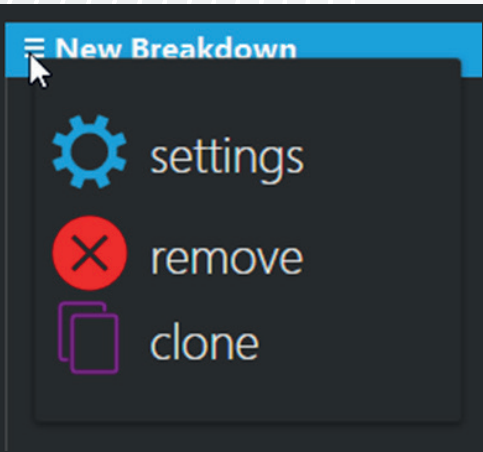
- Once you click the “Save & Close” button at the bottom, your web page will load every time you open your Insights folder.



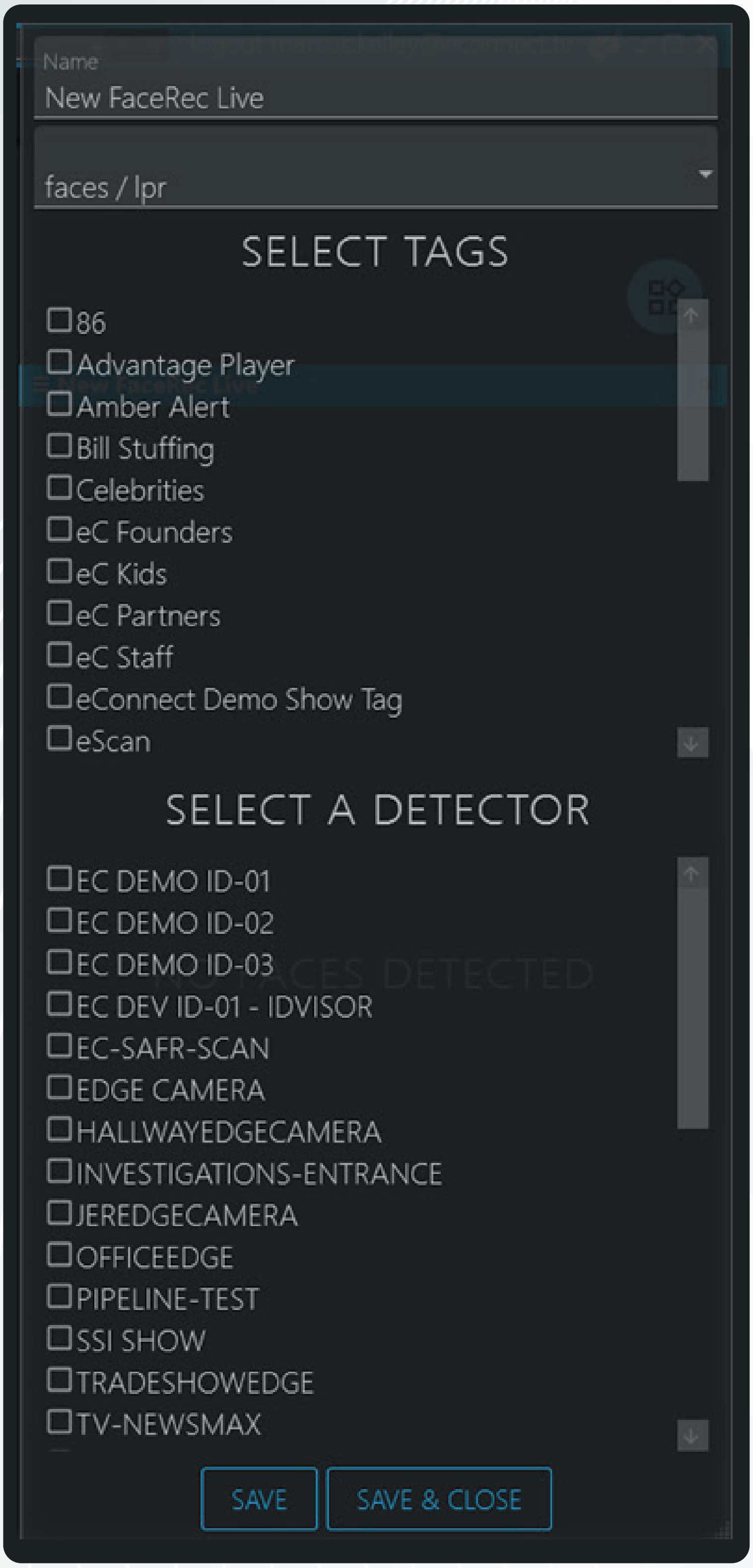
How to add a FaceRec Live Tile to your Insights page

- To see a live feed of Faces either based on the device, aka camera and/or tag, first start by clicking on icon.
- Select the "FaceRec Live" tile:

- This will take you to the dashboard, and you will see a blank area with the words "New Faces Detected." Click on the three lines next to "New FaceRec Live" and then click on "Settings."



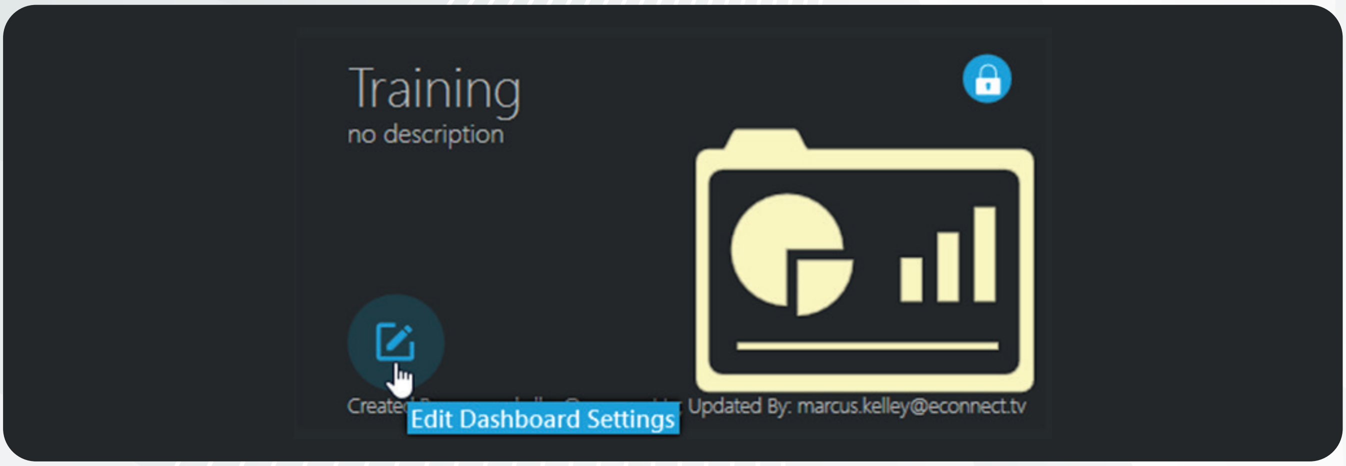
- When clicking on settings, you will see a new window where you can add a name and select the tag(s) and/or detector(s) you would like to see. For example, by selecting the "eC Staff" tag, it will only show "eC Staff". If you would like to see all people/tags, **DO NOT** select a tag. Next, you need to select a detector/camera; you can select one or multiple by clicking the boxes next to the detector(s) you like.



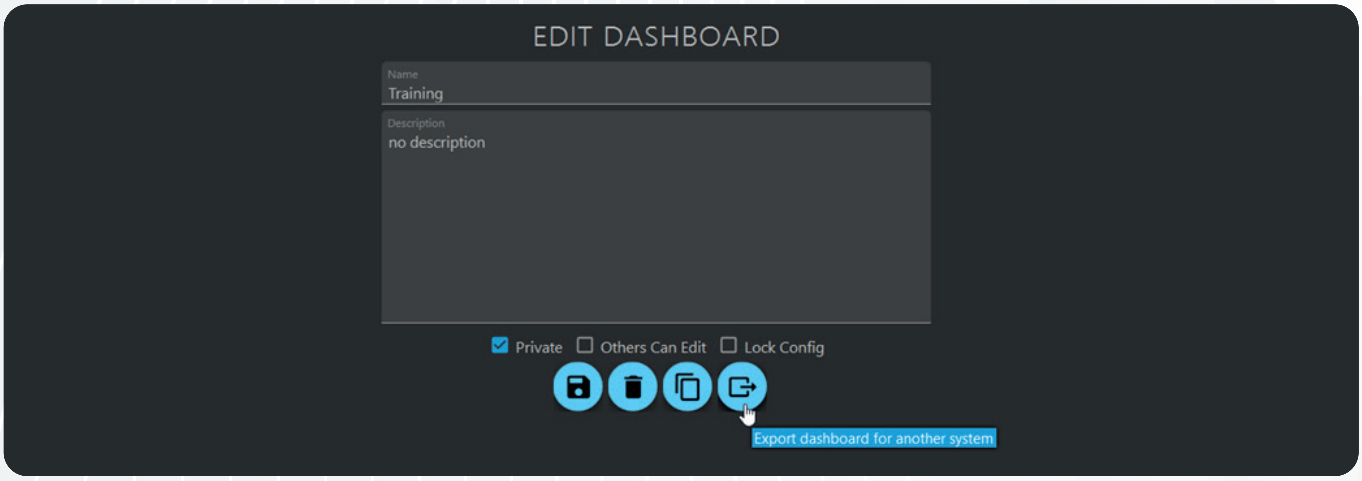
- Once you are happy with your selections, you will need to click “Save & Close” to finish the setup. The Screen will continue to show “No Faces Detected” until a face that matches your query shows up. This is a live-only widget and will only show the most recent faces. When opening eConnect, the widget will only work from the time you log on and will not show any faces from before then, even if you have refresh turned on.

How to Import a Dashboard (Normally during Installation)

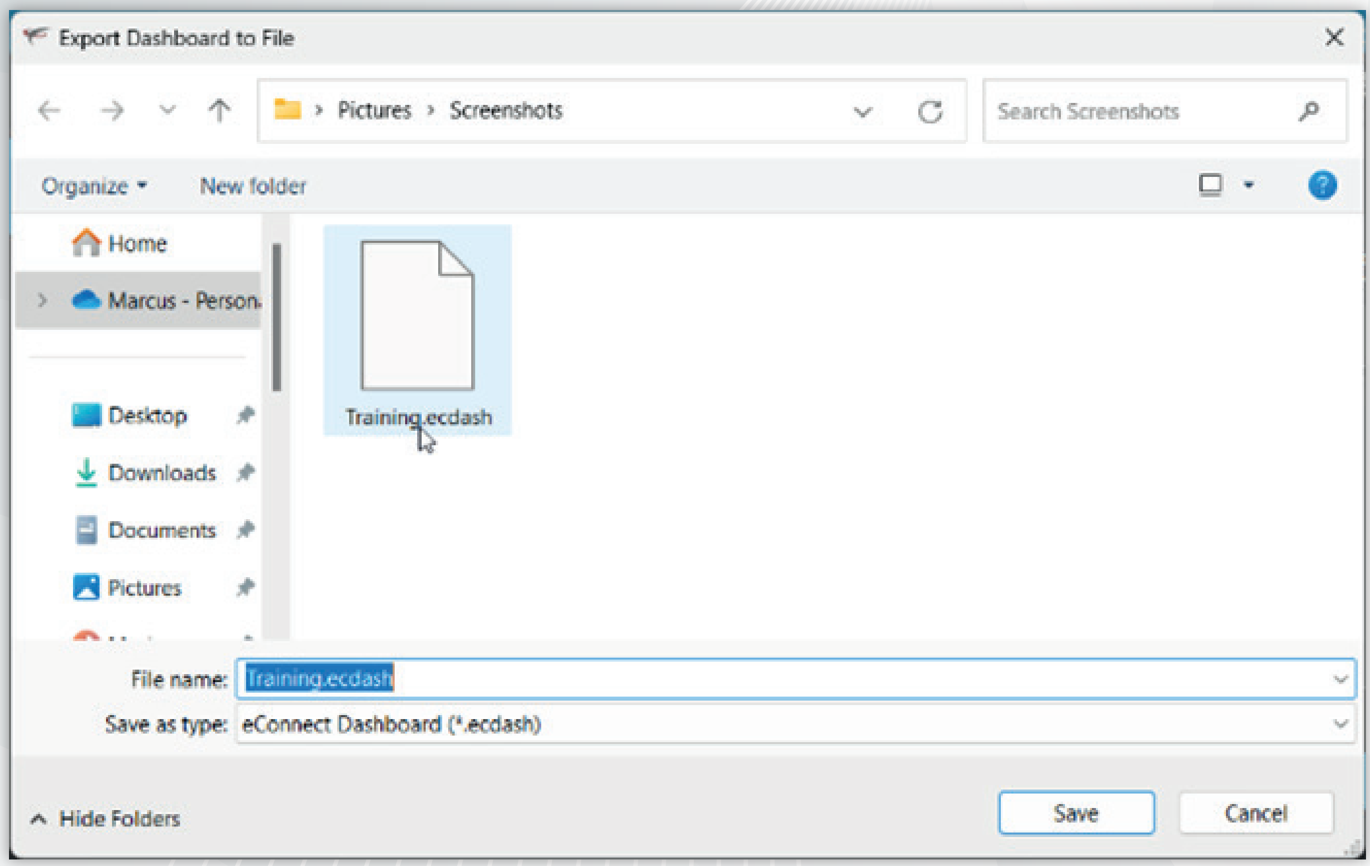
- Importing a dashboard is not a commonly used function. If you want to make a copy of the dashboard, you can use the "Clone" option. If you still have the need to import a dashboard, click on the "Edit Dashboard Settings"/ icon.



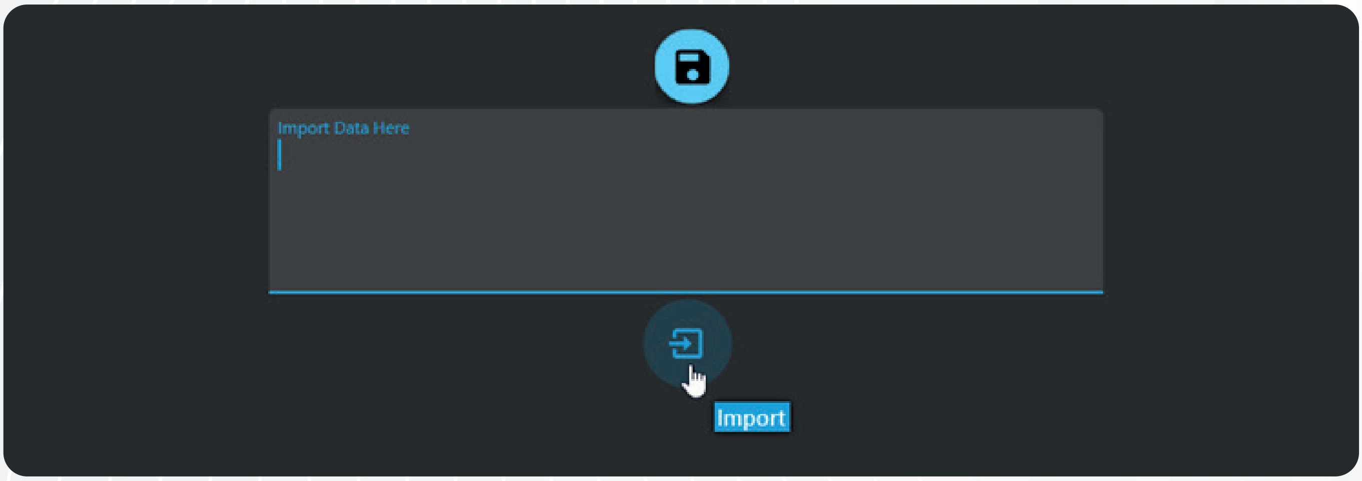
- You will return to a screen like the one below. You will see an Export Icon like this .



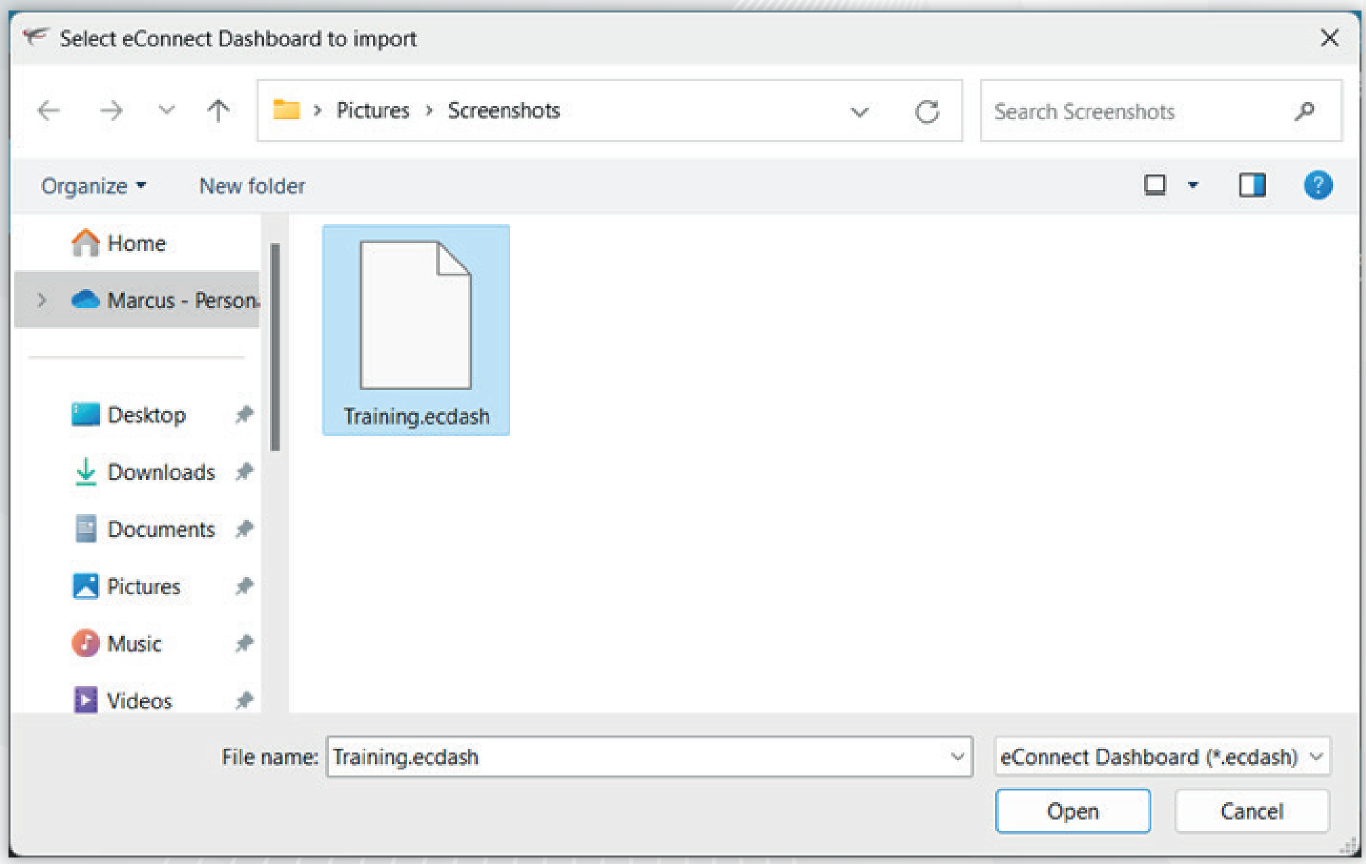
- When you click this icon, you will be able to export any saved dashboard file to your computer.



- Now that you have a saved dashboard, we need to import the contents. Just like when you created a new dashboard, you need to click on icon at the top of the Insights page.



- After you click on the "Import" icon, you will open the file explorer, and you can select the dashboard you want to Import.

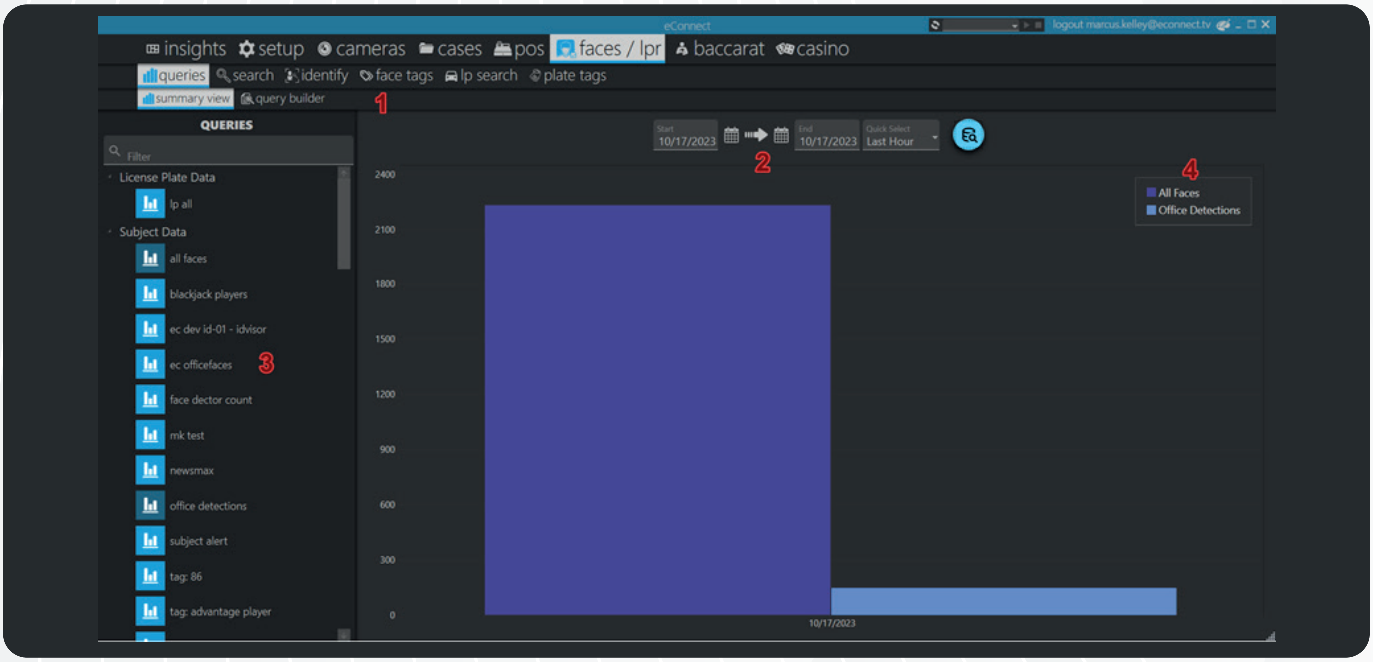


Once you select your folder, you will be taken back to the main Insights page, where your imported dashboard will be available.

Queries (Faces / LPR)

Summary View:

- To navigate to the Summary View page (1), click on Faces/LPR on the top line, queries on the second, and finally, Summary View on the third.



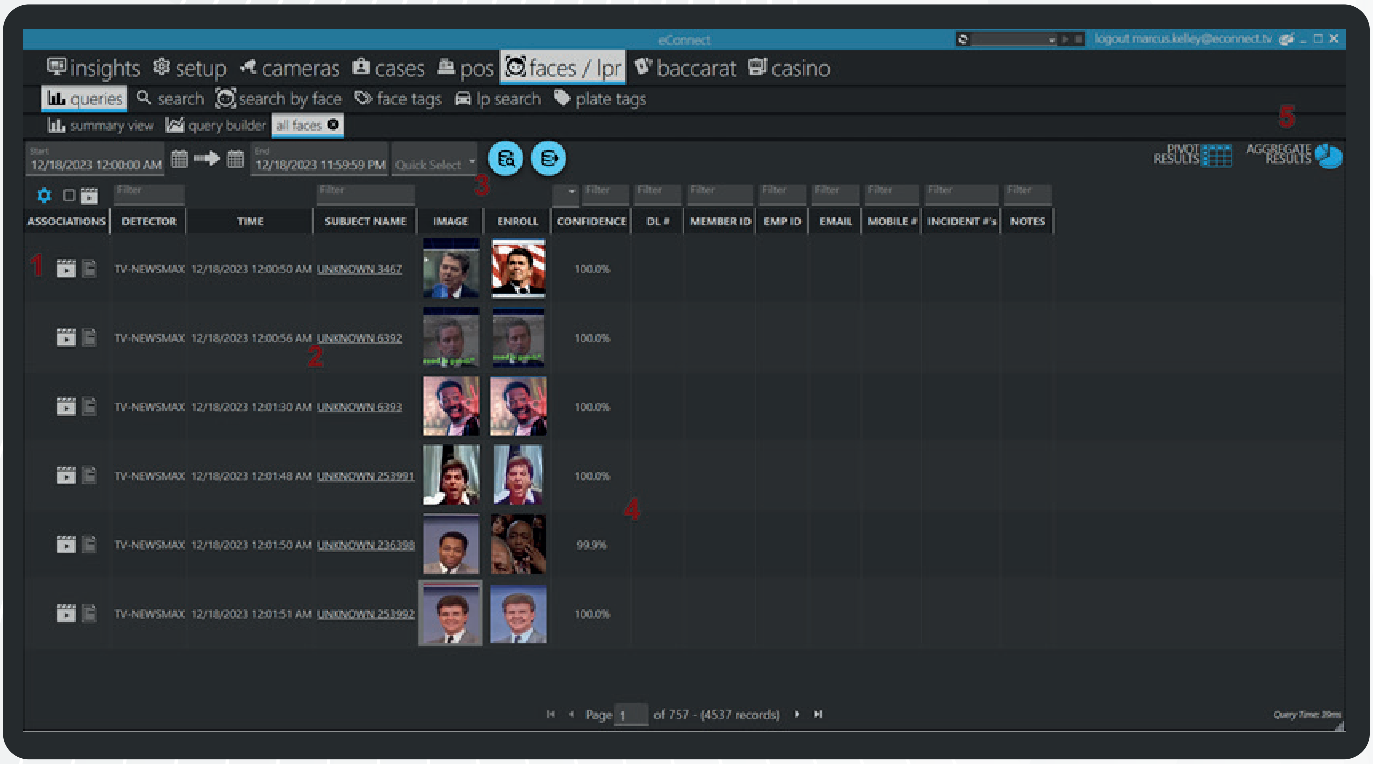
2) Using the calendar icon allows you to set your start and end times manually. Or you can click on the drop-down and select from a list of preset time frames from the Last Hour to the Last 60 Days.

3) On the right-hand side, you will have a list of prebuilt queries/tags. As you add tags, build your own queries, and they will also be added to this list. By clicking on the graph icon, you will see your results in the work area. You can also compare queries to each other. Clicking on the name of the query will open a grid page with all results.

4) In the upper left-hand corner, you will see a color guide to represent the queries.

Analyzing the Grid Reports:

Once you've drilled into one of the charts from the previous section, you will see the results of the query you selected on the grid view page.



1) When hovering over the camera icon, the video of the face being detected will play.

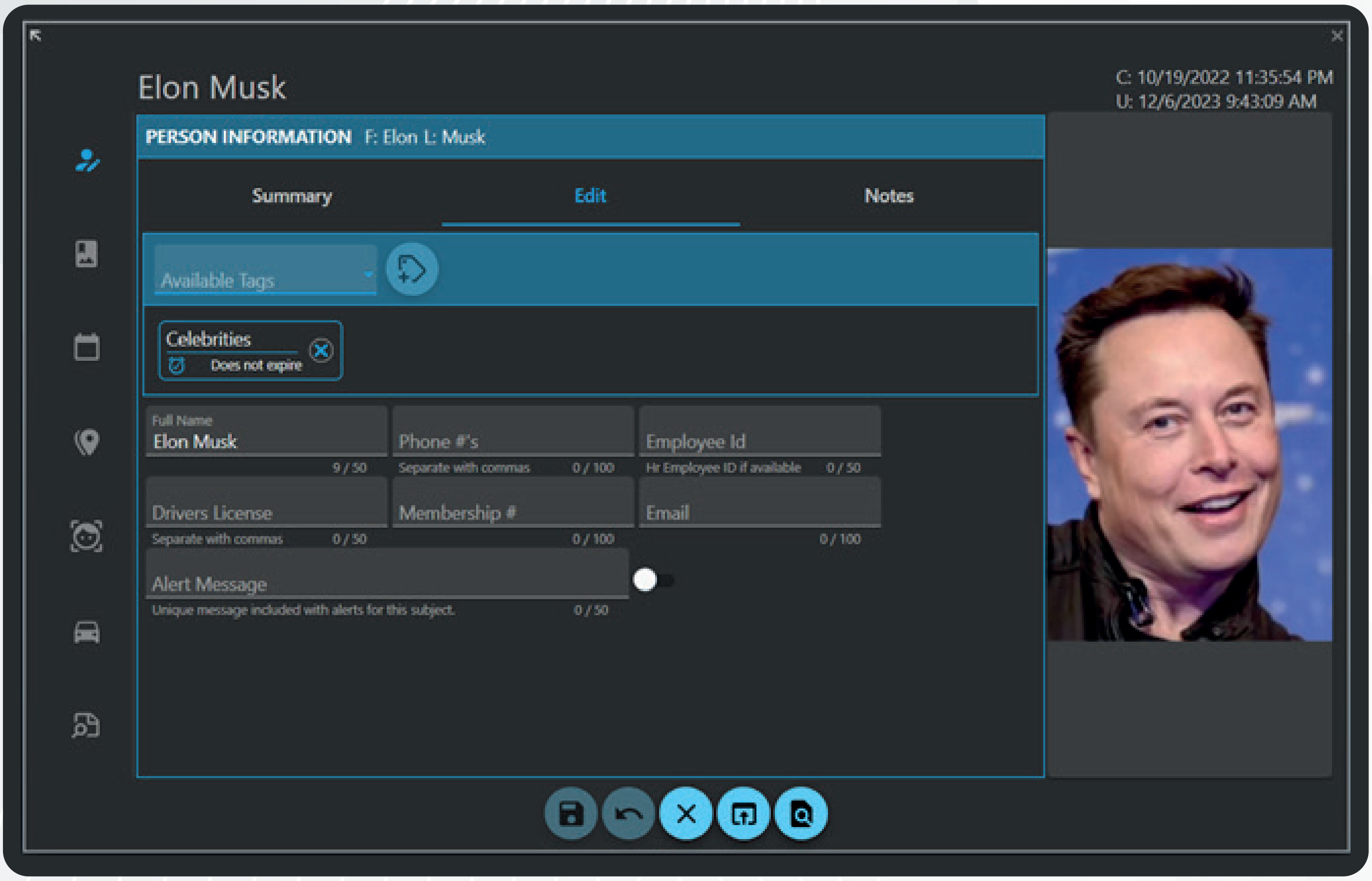
1A) When hovering over the journal tape icon, you will be able to scroll through the face before and after the one you are looking at. The time frame can be set up to 10 minutes before and/or after.

2) When clicking on the name of a Subject, you will open an additional grid page, listing every time said person was identified on a detector/camera.

3) Shows current and enrollment photos for a quick comparison. Also, when you hover over either photo, it will enlarge the view.

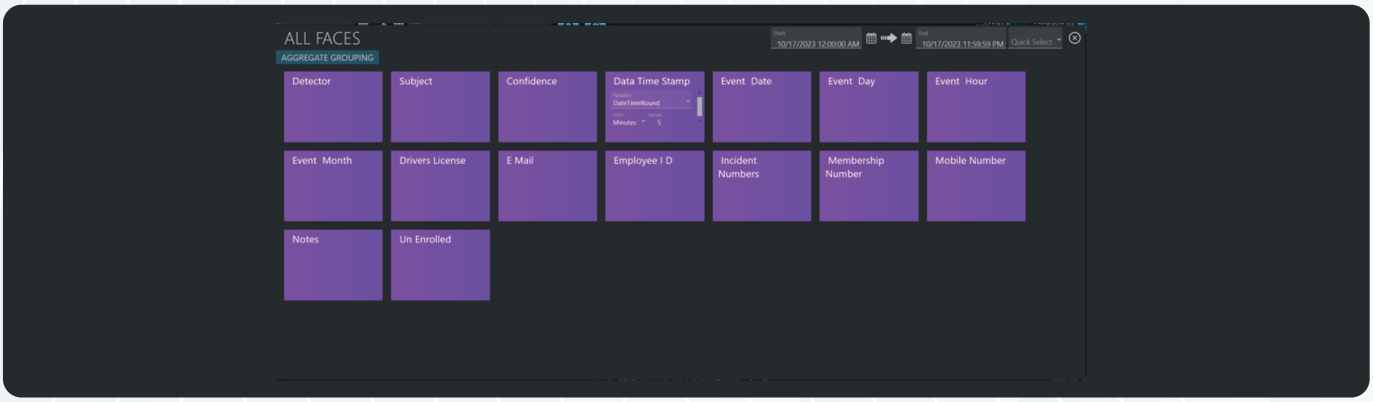
4) List the confidence of the new image vs enrolled.

When you click one of the photos, it will expand and open an information tab.



We will explain the different parts of the information tab shortly.

5) Click the pie chart icon in the upper right-hand corner to launch the aggregation tool.



Detector – Groups results by the same detector/camera.

Subject – Groups results by the same unique Face or Plate.

Confidence – Groups result by the same confidence percentage.

Date Time Stamp – Rounding algorithm for time.

Event Date – Groups results by the same calendar day.

Event Day – Group results by the same day of the week.

Event Hour – Groups results by the same hour of the day.

Event Month – Groups results by the same month of the year.

Driver’s License – Groups results by DL if the information has been added.

E-Mail – Group results by the same email if added.

Employee ID – Groups results by same employee ID number if added.

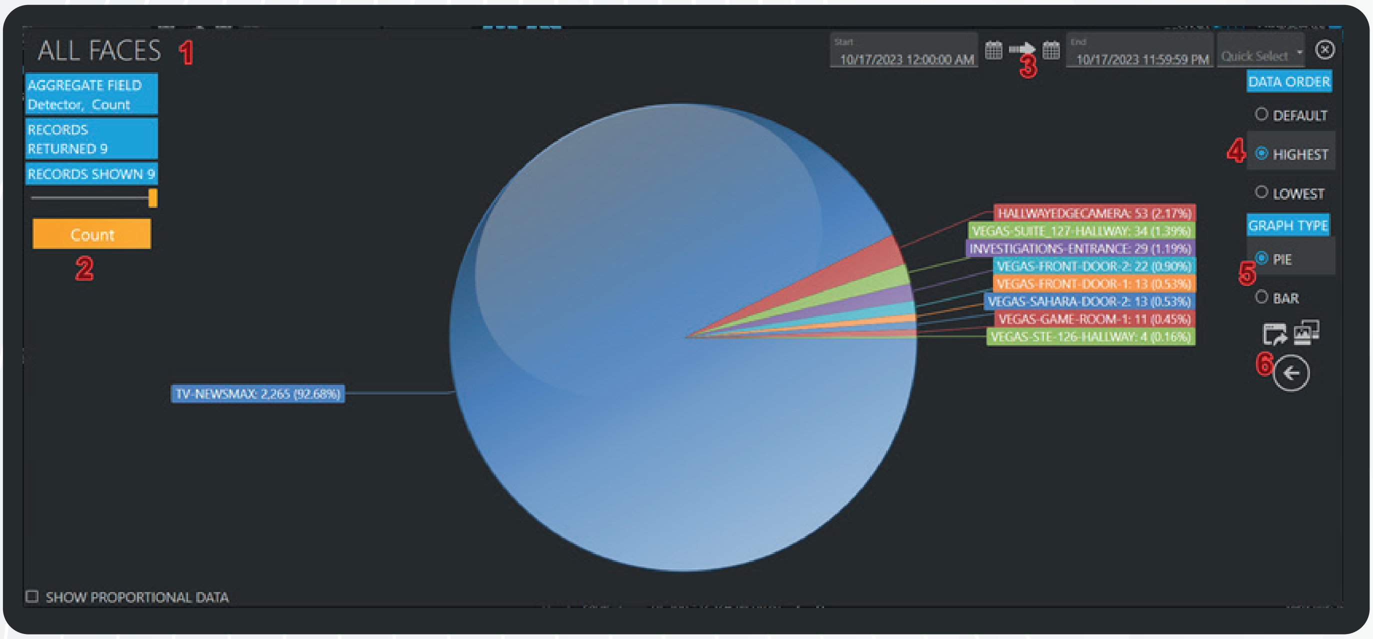
Incident Numbers – Groups results by the same incident number if added.

Membership Number – Groups result by the same membership number/player’s card.

Notes – Group results by notes, if added.

Un Enrolled – Groups results by all faces that have been unenrolled.

- After selecting count, you will open the graph window:



1) List the name of the query you selected.

2) List how you aggregated the data, the total number of records, and how many results the software is currently displaying. You have a slider and can set it as low as five or as high as 50.

3) Set the time range for data.

4) Set the order in the way you want to view it.

5) Graph type (Bar or Pie).

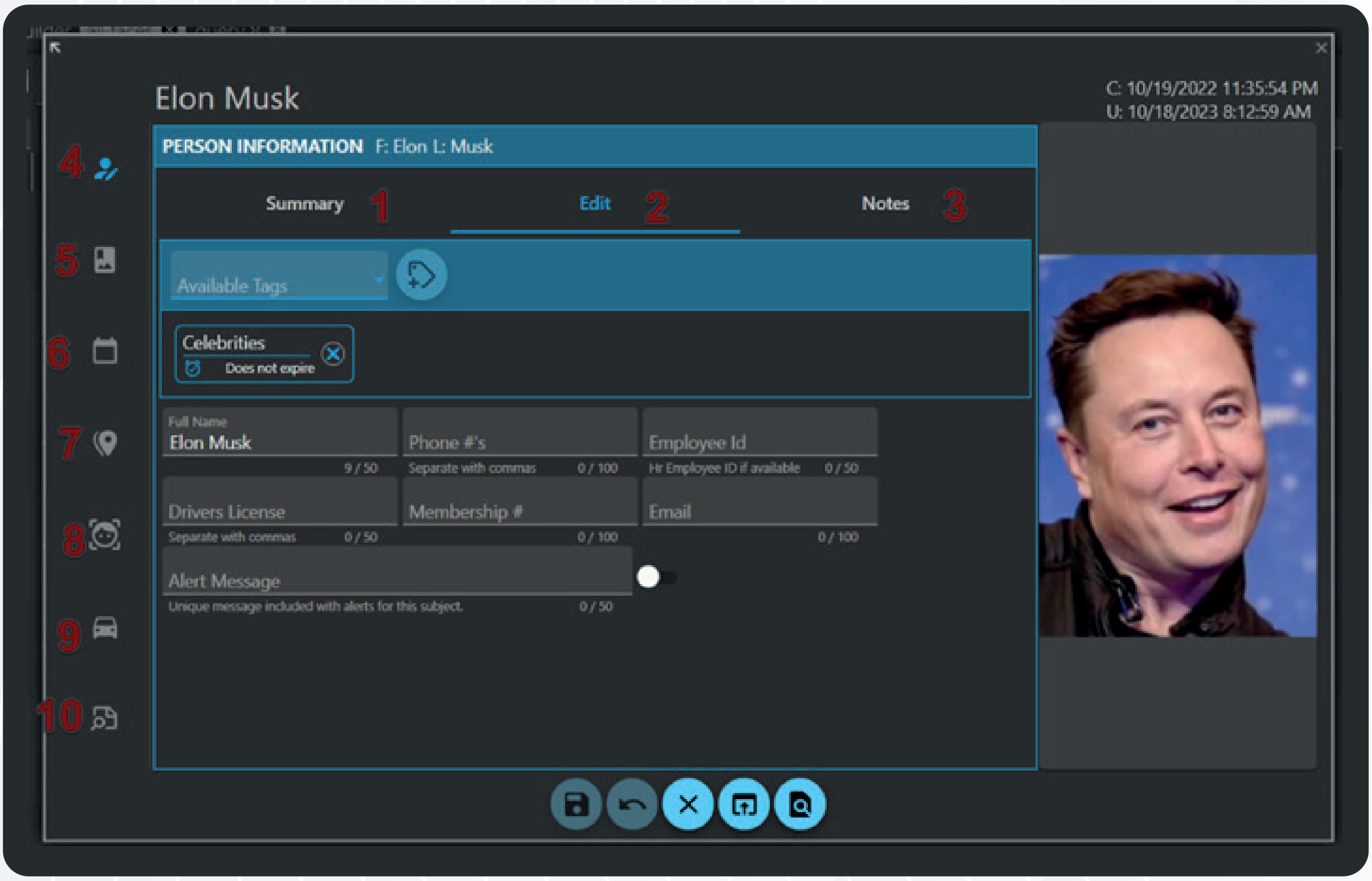
6) To export to Excel in CSV, click this

   6A) To take a screenshot, click this

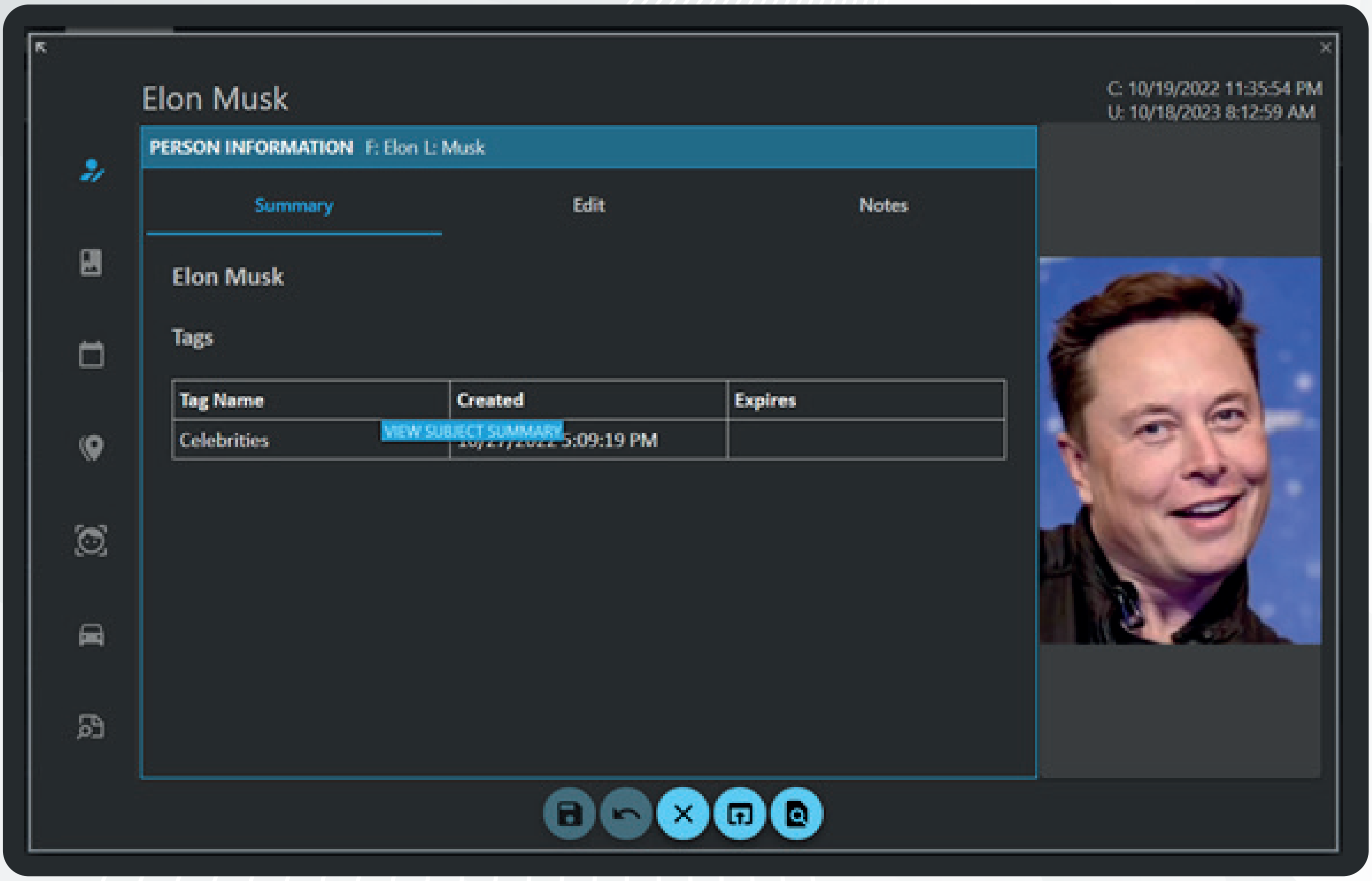
   6B) To make different selections, click the back arrow

Information Tab

After clicking on a photo from the grid page, you will open an information tab. Once open, you will be able to complete the following actions:

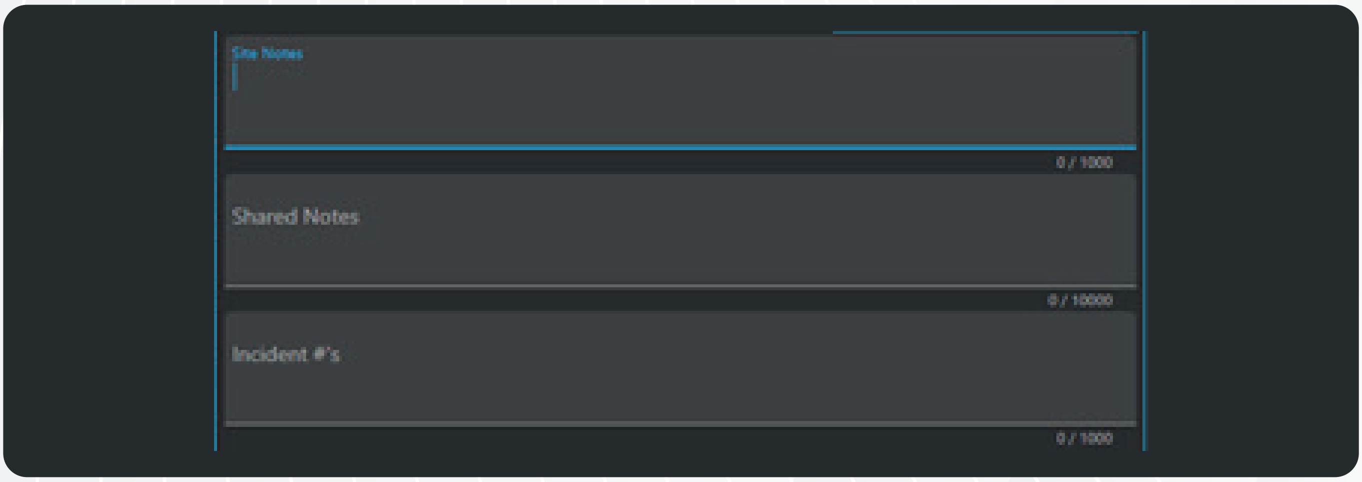


1) Summary – List all pertinent information that has been manually or auto-populated (if a scanner is used).



2) Edit – You can add, change, or update any personal information. Also, if you have the need to add a unique message, just put it in the "Alert Message" field and ensure the toggle switch is set to on. Now, every time this face is captured by a detector, you will get a pop-up message.

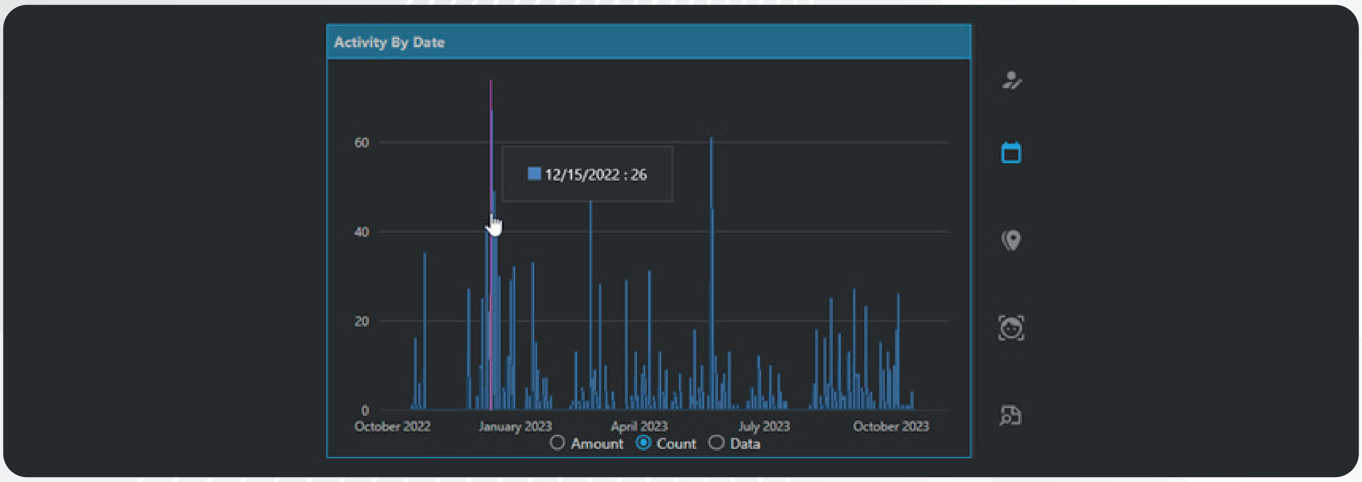
3) Notes – You can leave notes for your site, or if you are using eConnect as a shared database between other properties, you can leave shared notes. Also, you can list any incident report numbers in this section.



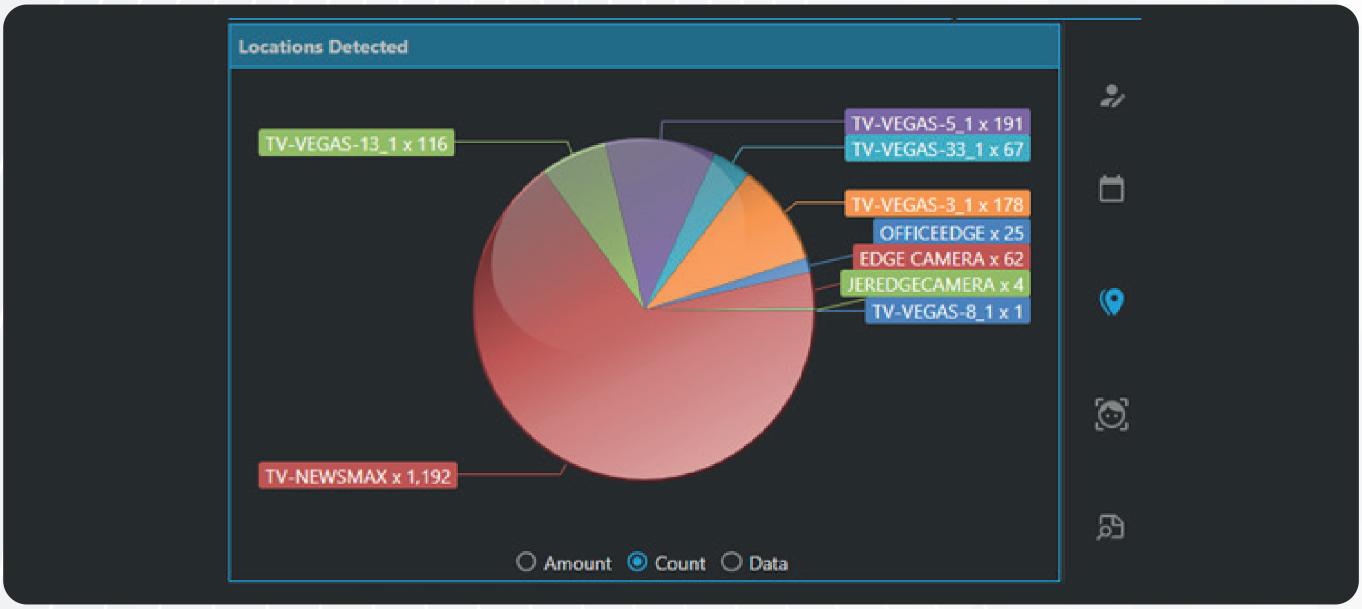
4) – Allows you to edit/add personal information, notes, and incident report numbers.

5) – Allows you to scroll through all photos on file.

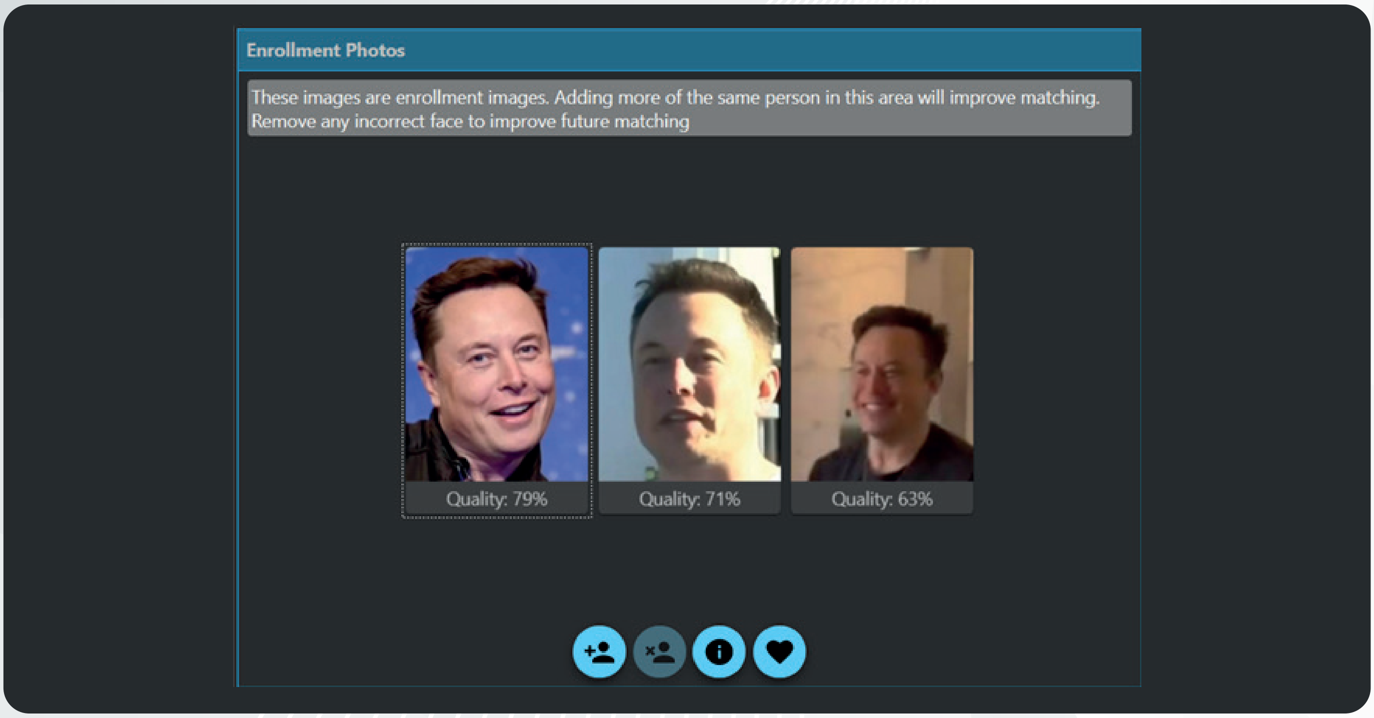
6) – Shows the date and how many times the unique face was identified by a detector.



7) Shows how many times the unique face was identified by different detectors/cameras.



8) – Open enrollment area where adding more high-resolution photos will improve matching. If you have a lower quality photo, you should remove it from this area because of **"Garbage in, Garbage out"**/ low percentage match rate or wrong matches. **New for version 10, the quality of the photo is listed:**

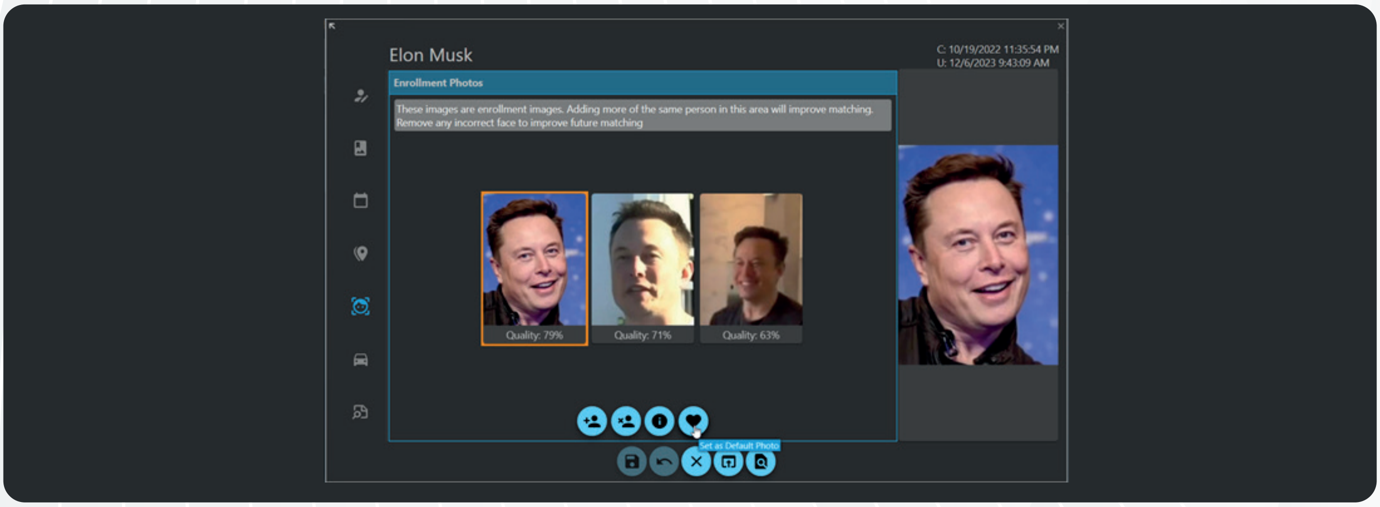


- To add a photo you have saved outside of eConnect, click on the person icon with a plus sign. A file explorer window will open, and you can select your photo.

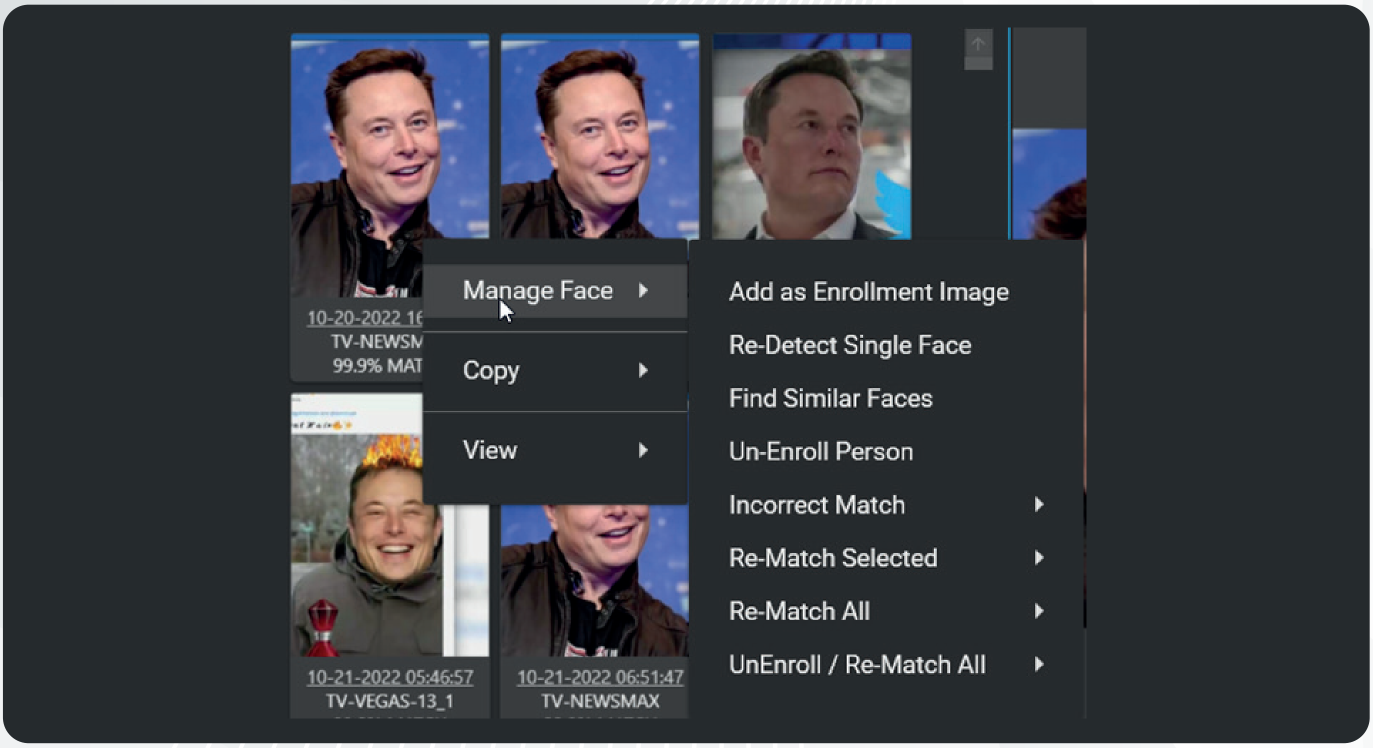
    - You can also select from previous photos and click on the photo icon (from #5). Right-click on the photo and select Manage Faces -> Add As Enrollment Image.

- Once you have decided on the photo you want to remove and have clicked on it, the person icon with an" X" will be highlighted along with a border around the photo. Click the icon, and the photo will be removed.

- To change the main display photo, click the best one in the Enrollment photo area and click the heart icon.



- Right-clicking any photo in the photo list will allow you to Manage Faces, Copy and View.



Add as Enrollment Image – Adds photo to the enrollment photo area.

Re-Detect Single Face – Run the one photo you clicked on through the software again.

Find Similar Faces – Search the database for any photo the software deems “Similar.”

Un-Enroll Person – Removes them from the database. Delete the button for face recognition.

Incorrect Match – Removes the one photo you selected, and you can do so with or without a tag.

Re-Match Selected – Removes the one photo you clicked on and runs it through the software again, looking for a match. You do so with or without a tag.

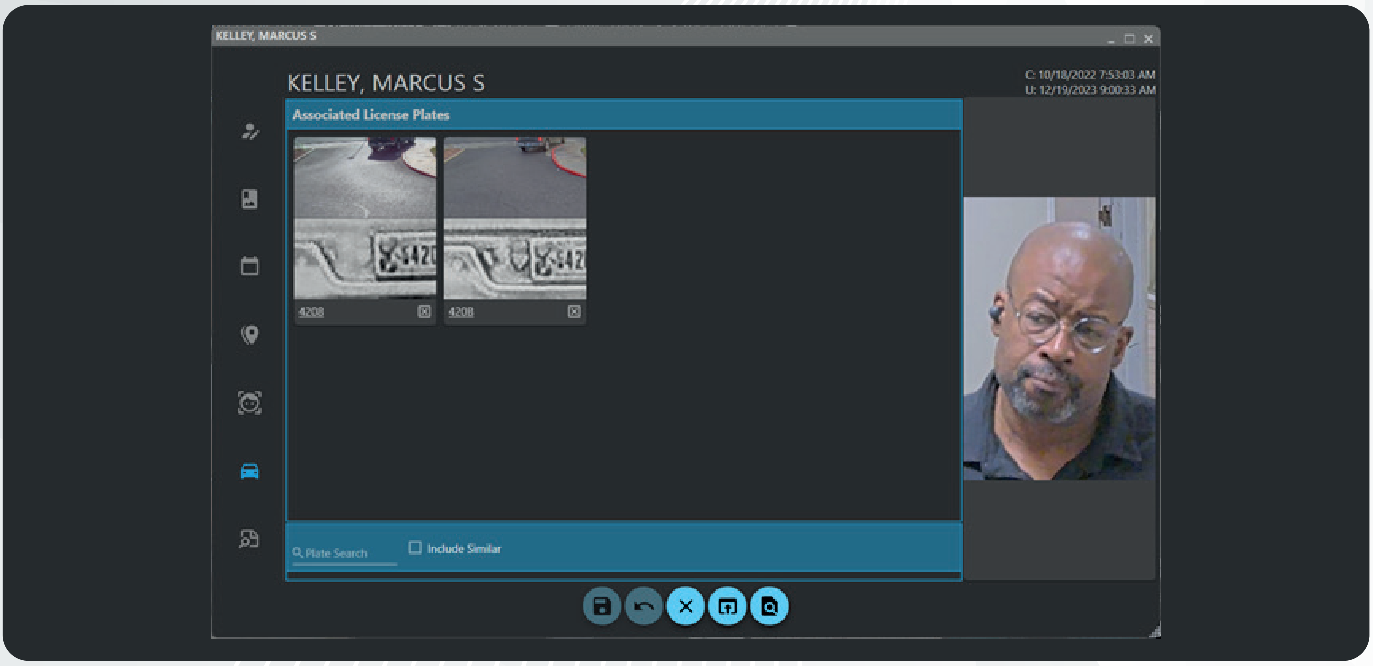
Re-Match All – Runs all the photos that have been detected again, looking for the best match.

Un-Enroll/Re-Match All – All photos are removed from the profile in question and re-ran through the software again, looking for the best match.

Copy – Allows you to take a screenshot of the selected photo.

View – Displays information used by the software to match photos.

9) – Associate license plate(s) to a face. Or view a list of plates.



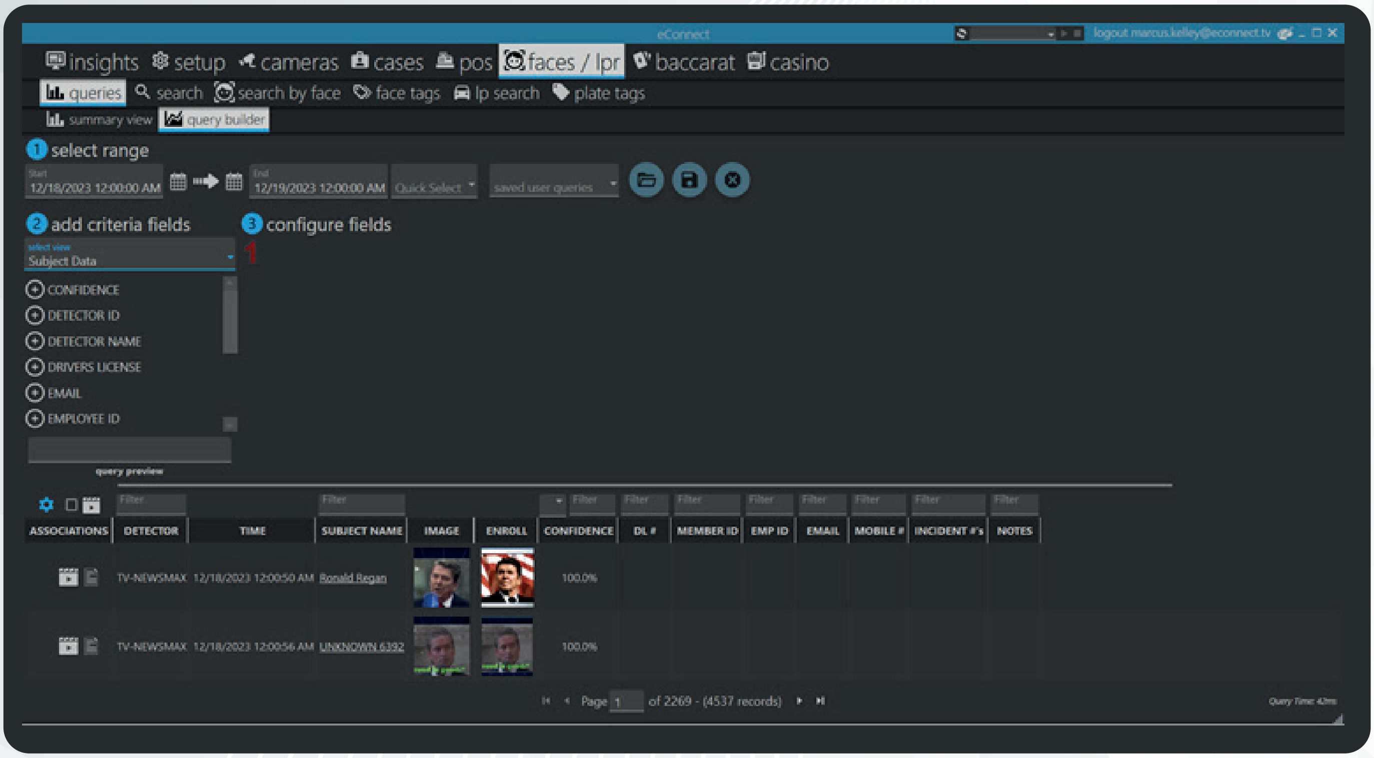
10) Shows an audit trail.

11) Controls at the bottom of the information window.

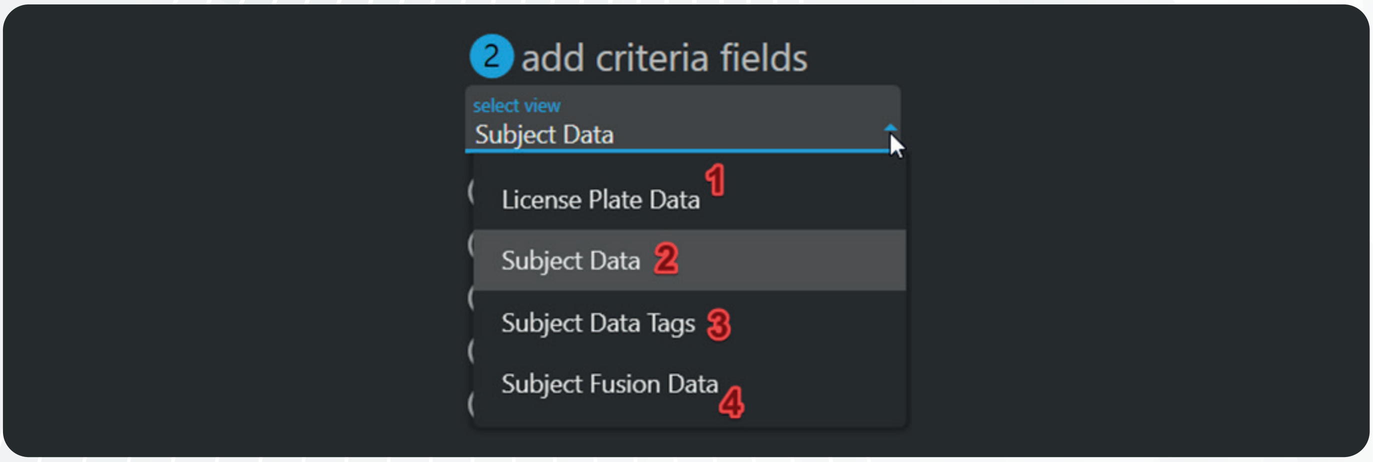
- Save all changes that have been made.
- Undo changes that have not been saved.
- Close the window.
- Opens window to full screen.
- Opens all photos.

QUERY BUILDER

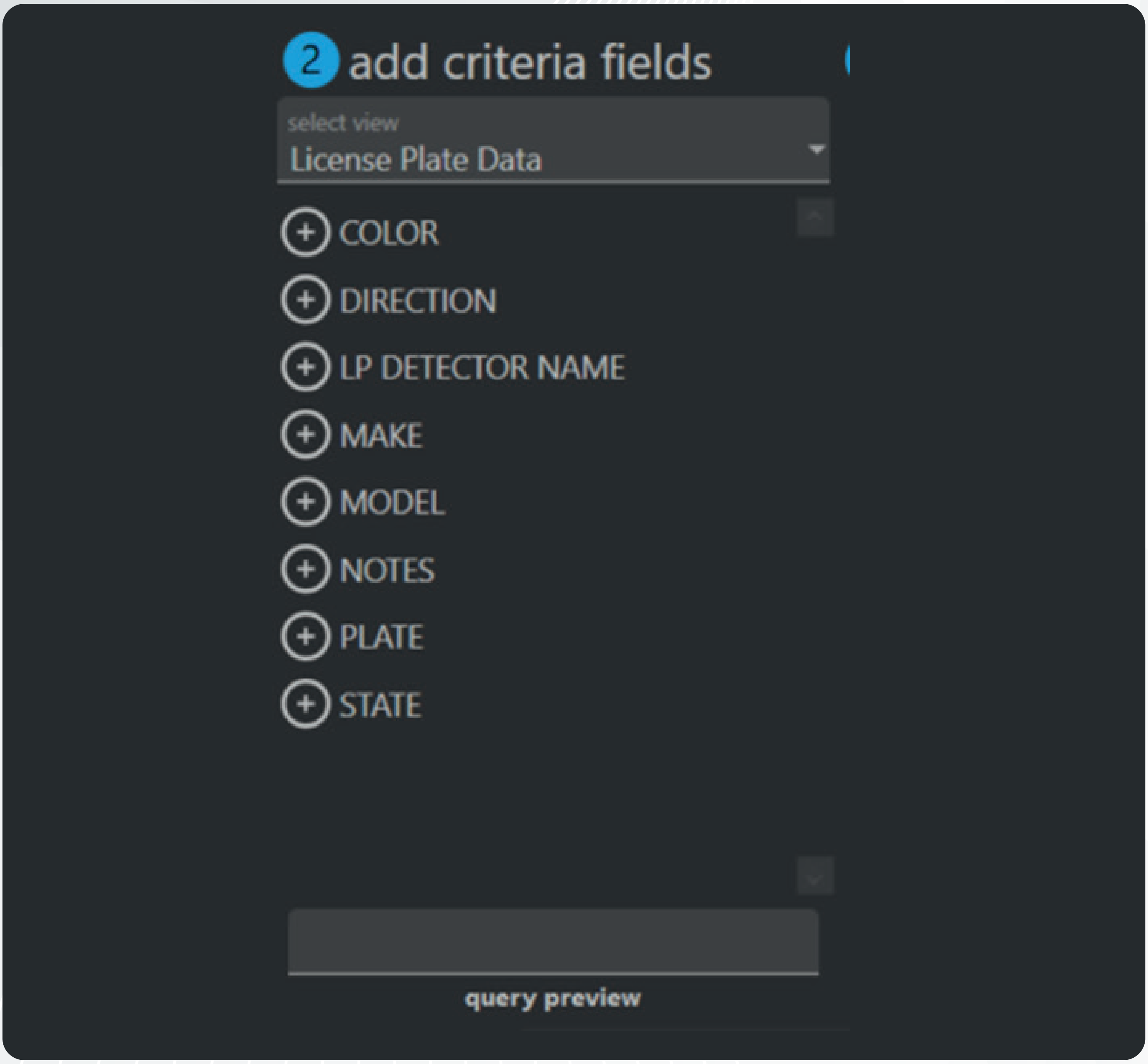
It is the search engine for eConnect. When it comes to a unique face, there are other tools that may be more beneficial. But, if you have a few pieces of information, a query builder is the way to go.



The Add Criteria field has a drop-down:



1) License Plate Data



Color – Search by the color of a vehicle if added.

Direction – Search by the direction of travel “IN” or “OUT.”

LP Detector Name – Search by the name of the detector/camera.

Make – Search by the make of the vehicle, if added.

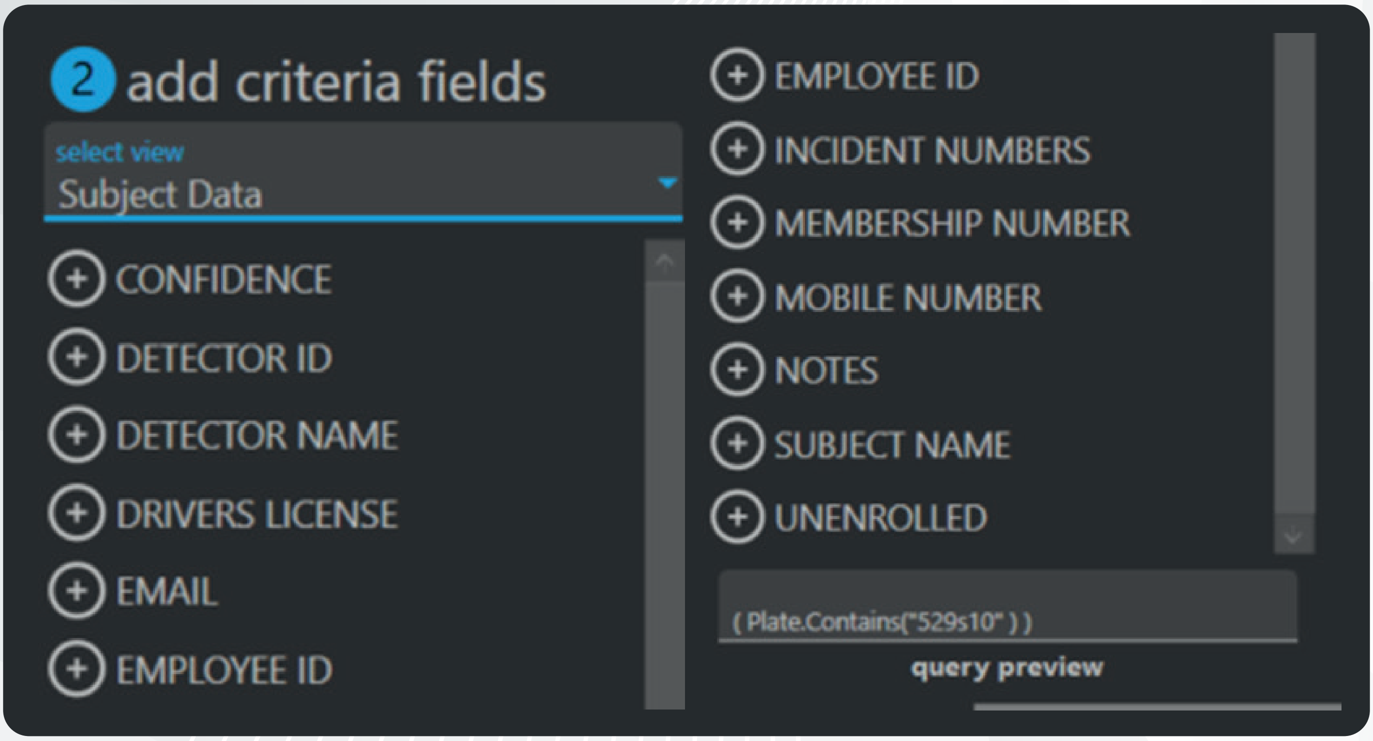
Model – Search by the model type, if added.

Notes – Search for a word or a phrase typed in the notes section.

Plate – Search by the plate number.

State – Search by the state in which the plate was issued.

2) Subject Data



Confidence – Search by the confidence percentage.

Detector ID – Search by the detector/camera number.

Detector Name – Search by the detector/camera name.

Email – Search by email if added.

Employee ID – Search by employee number if added.

Incident Numbers – Search by incident number if added.

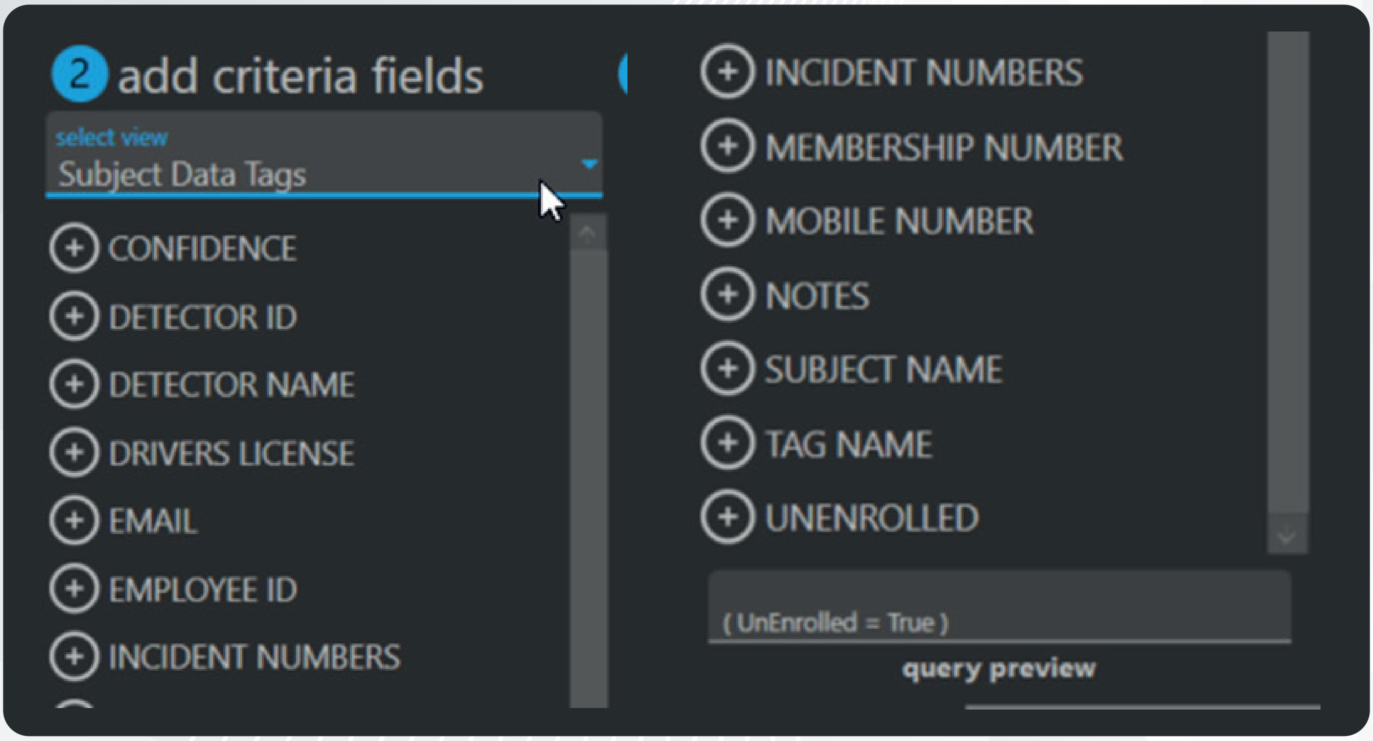
Membership Number – Search by membership/player's card number if added.

Notes – Search for a word or a phrase typed in the notes section.

Subject Name – Search by the name of the subject if added.

Unenrolled – Search for unenrolled unique faces.

3) Subject Data Tag



Confidence – Search by the confidence percentage.

Detector ID – Search by the detector/camera number.

Detector Name – Search by the detector/camera name.

Drivers License – Search by DL number if added.

Email – Search by email if added.

Employee ID – Search by employee number if added.

Incident Numbers – Search by incident number if added.

Membership Number – Search by membership/player's card number if added.

Mobile Number – Search by cell number if added.

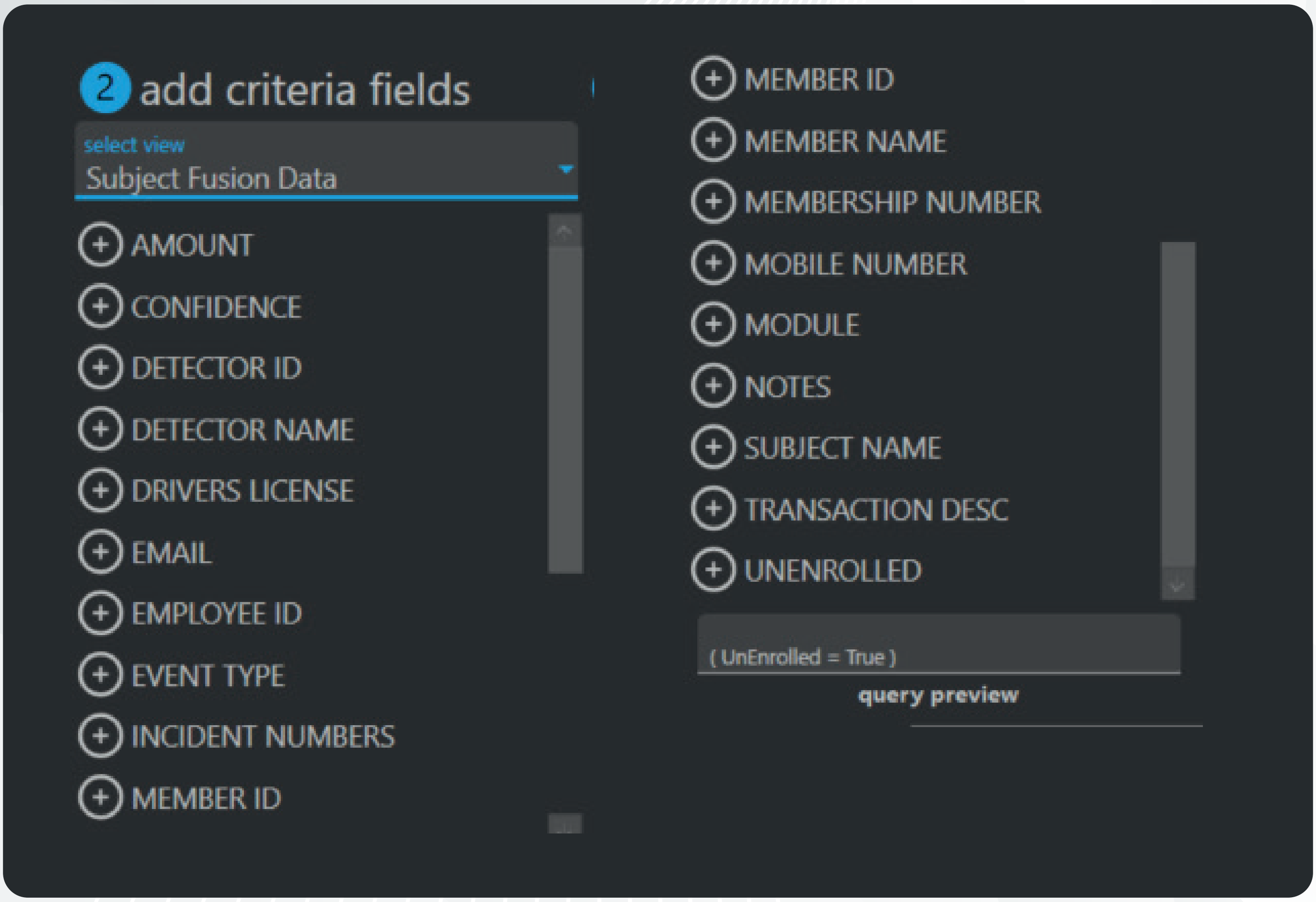
Notes – Search for a word or a phrase typed in the notes section.

Subject Name – Search by the name of the subject if added.

Tag Name – Search by the name of the tag.

Unenrolled – Search for unenrolled unique faces.

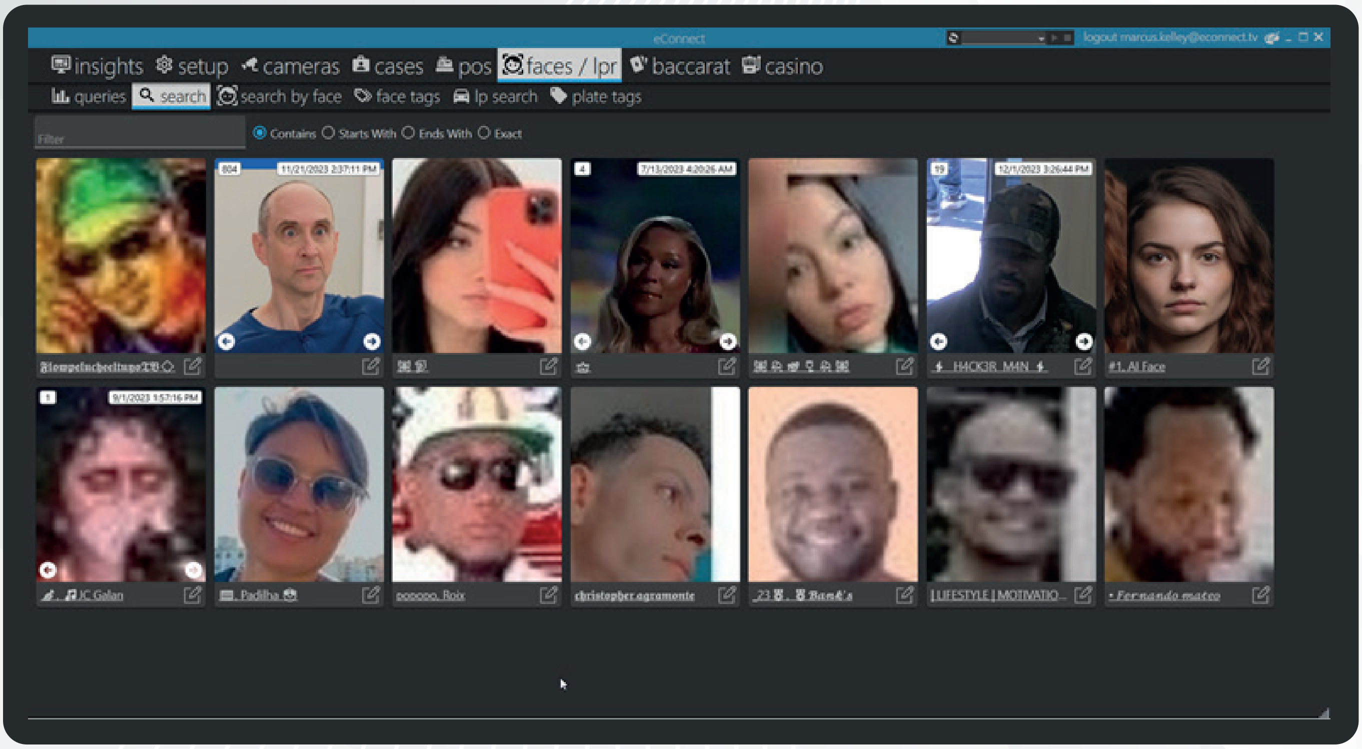
4) Subject Fusion Data

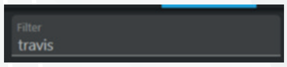


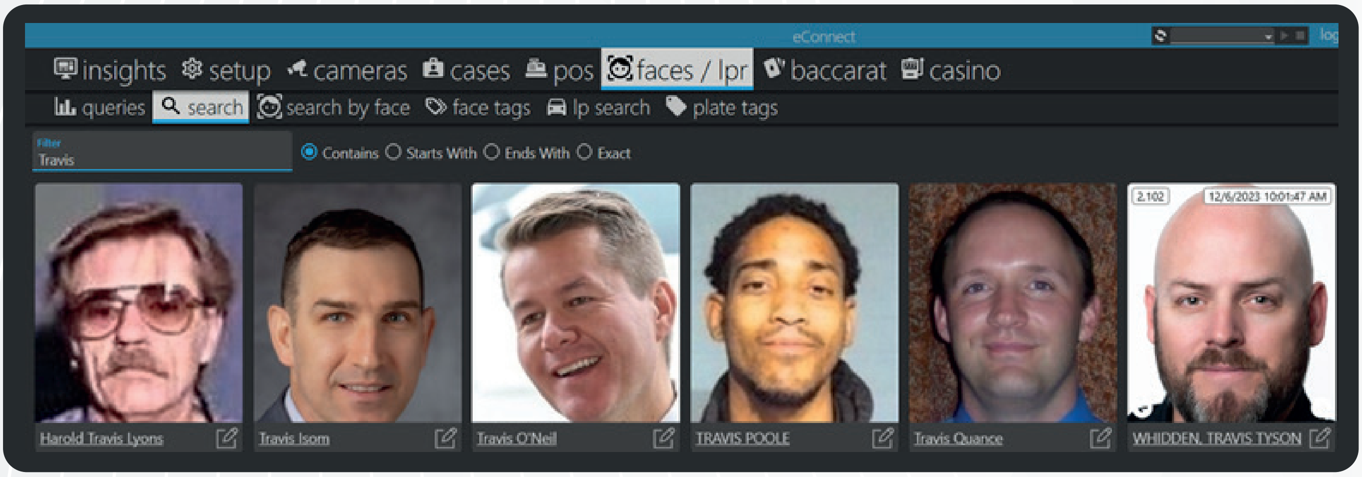
Amount – Search for a dollar amount.
Confidence – Search by the confidence percentage.
Detector ID – Search by the detector/camera number.
Detector Name – Search by the detector/camera name.
Drivers License – Search by DL number if added.
Email – Search by email if added.
Employee ID – Search by employee number if added.
Incident Numbers – Search by incident number if added.
Member Name – Search by member name.
Membership Number – Search by membership/player’s card number if added.
Mobile Number – Search by cell number if added.
Module – Search by different modules.
Notes – Search for a word or a phrase typed in the notes section.
Subject Name – Search by the name of the subject if added.
Transaction DESC. – Search by type of transaction.
Unenrolled – Search for unenrolled unique faces.

Search

- For a quicker way to do a name search, use the Faces Search function. Click on Faces on the top line, followed by Search on the second line.



  - Type the name you are looking for in the  filter/search area. Once you stop typing, the system will start its auto-search and display the following:



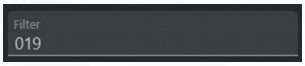
Contains – Searches with only the first, last, or part of a name.

Start With – Search by the start of a name.

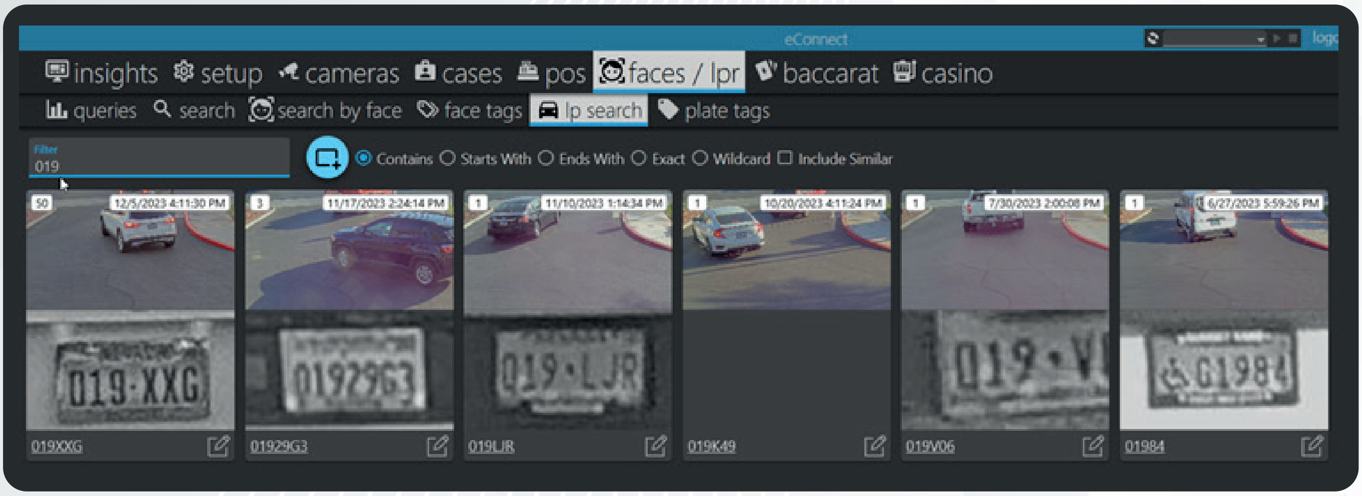
End With – Search by the end of a name.

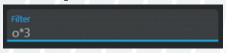
Exact – Search exactly what you are looking for.

o LP SEARCH

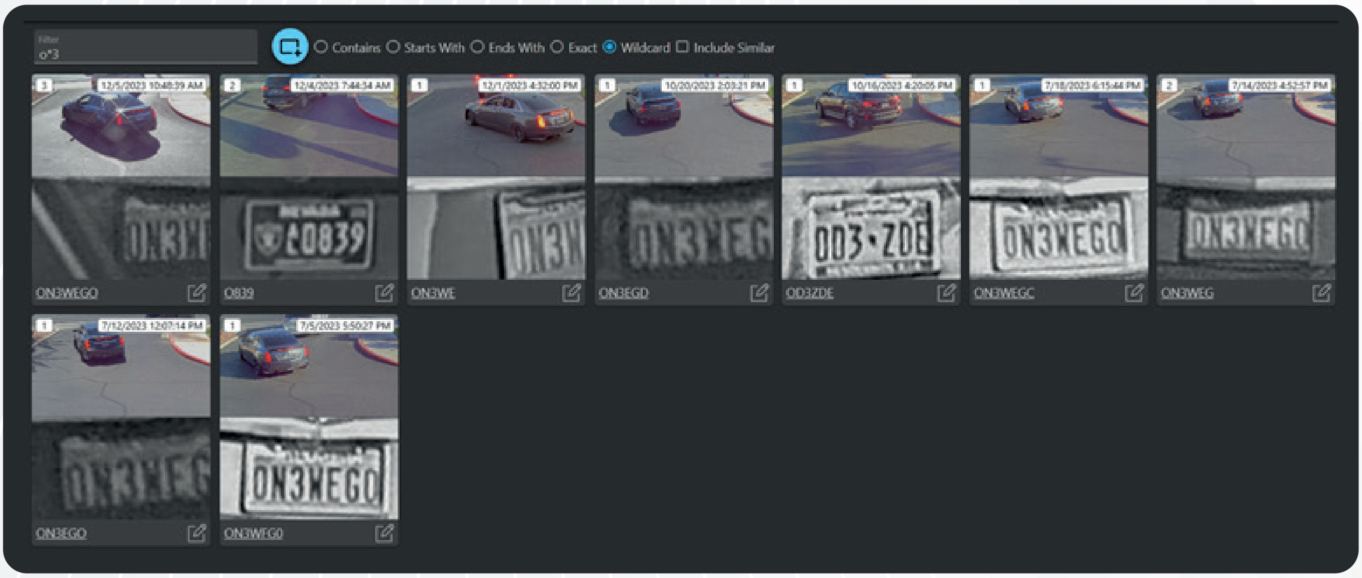
- To search for a plate, type it in the filter box 

 and let eConnect search the database for you. Some charters will clash with others (letter G vs O vs 0).



- If you know the position of any character, you can now use the * as a placeholder 

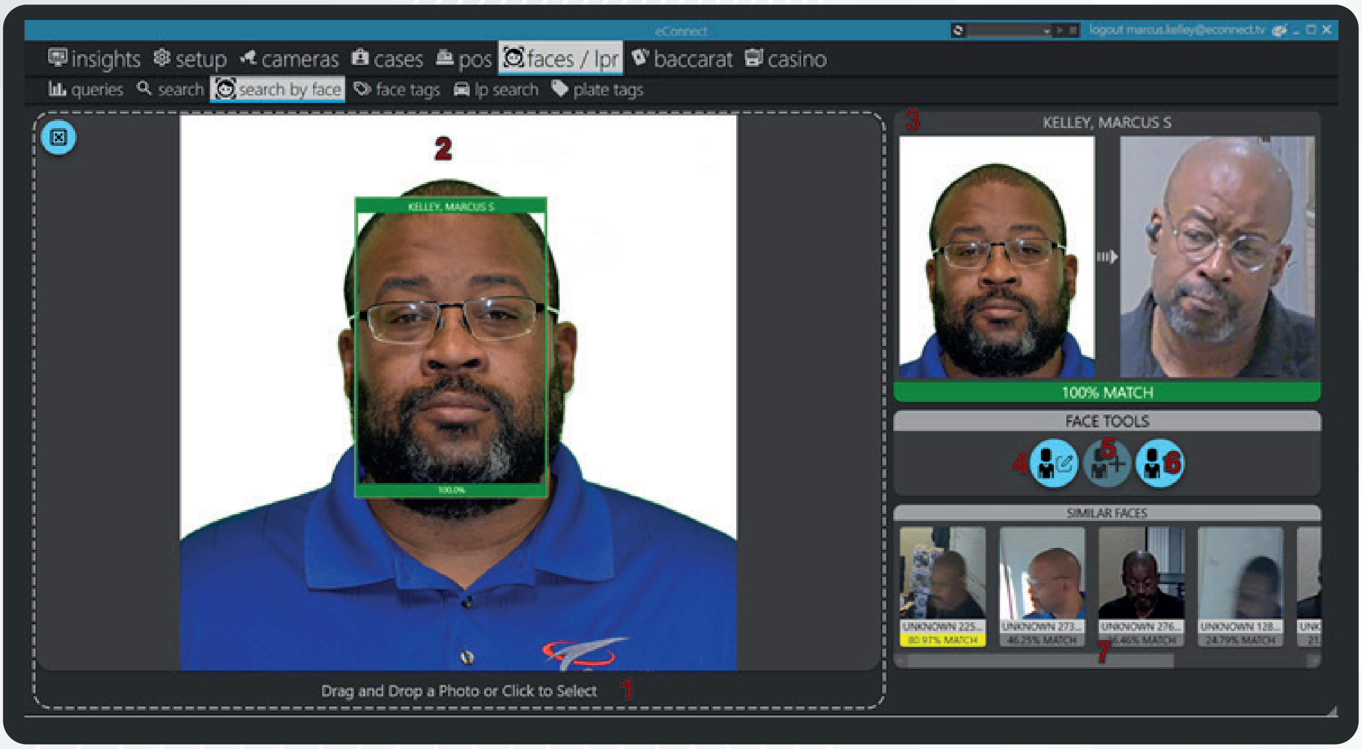
. In this example, we know the 1st and 3rd characters. Some charters will clash with others (for example, G vs. O vs. 0).



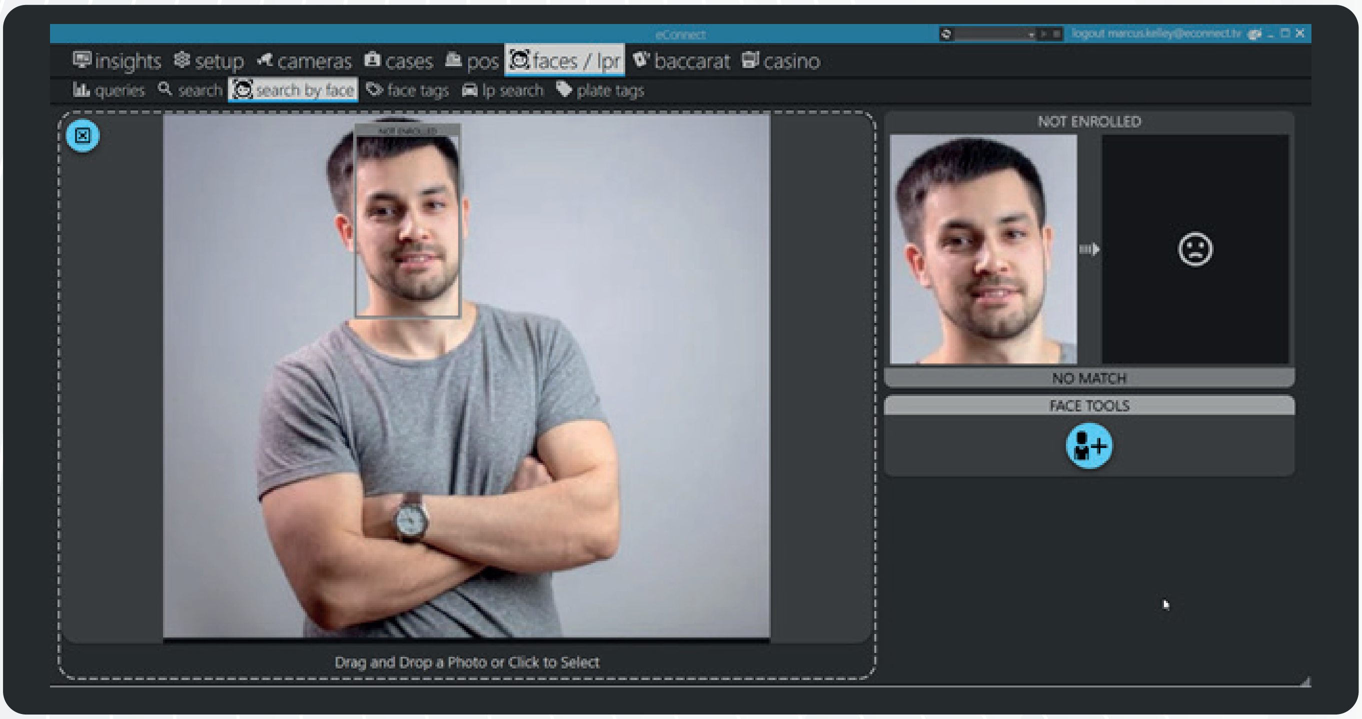
Search by Face

If you have a photo and want to see if the person has been on your property, this is the tool of choice. To navigate here, click on Faces/LPR at the top of the page and Search by Face on the second line. Once open, you can drag and drop the photo or click on the words at the bottom of the page. A file explorer will open, and you can select the photo in question. If you get results, you will see:

KNOWN



VS UNKNOWN



1) Allows you to open a file explorer to select a photo, or you can drag and drop.

2) List the name of the individual if they are already in your system.

3) Shows the comparison between the photo you selected and with the photo on file and will give you a match percentage.

4) Opens the information window so you can read any notes or make changes.

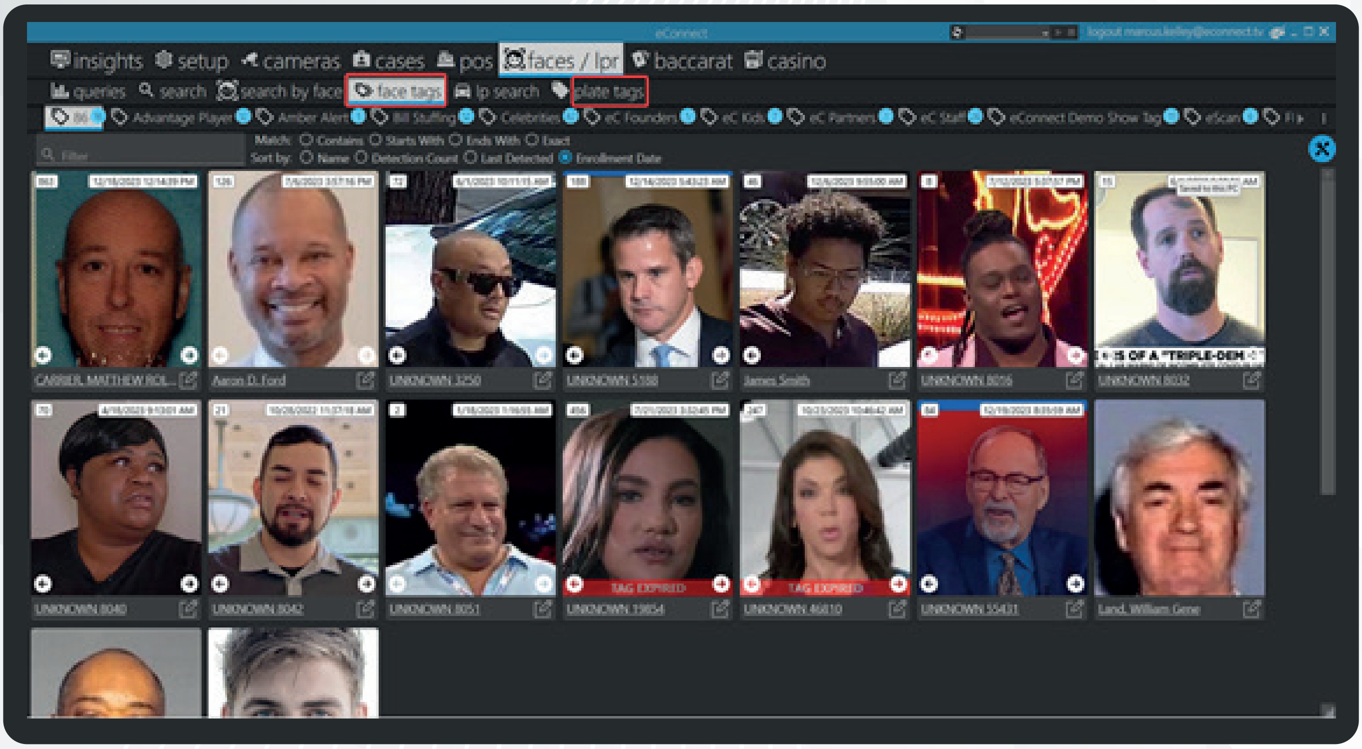
5) If there is no match, you can add the photo to your system along with their personal information.

6) Allows you to unenroll a photo if clicked.

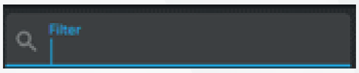
7) SIMILAR FACES Shows a list of additional matches.

Tags

- Tags allow you to build sub-groups from your main database. To search a tag subfolder, click on Faces/LPR top line, followed by Face or Plate tags:



  - Once here, to view the photos in one of the groups, just click on the name of the tag you want to view.

  - Type the name of who you are looking for in the  filter/search area.

- **Match**

  Contains – Partially or all of what you typed in will be searched for.

  Start With – Search by the start of the name.

  End With – Search by the end of the name.

  Exact – Search exactly what you are looking for.

- **Sort By**

  Name – Sort photos alphabetically.

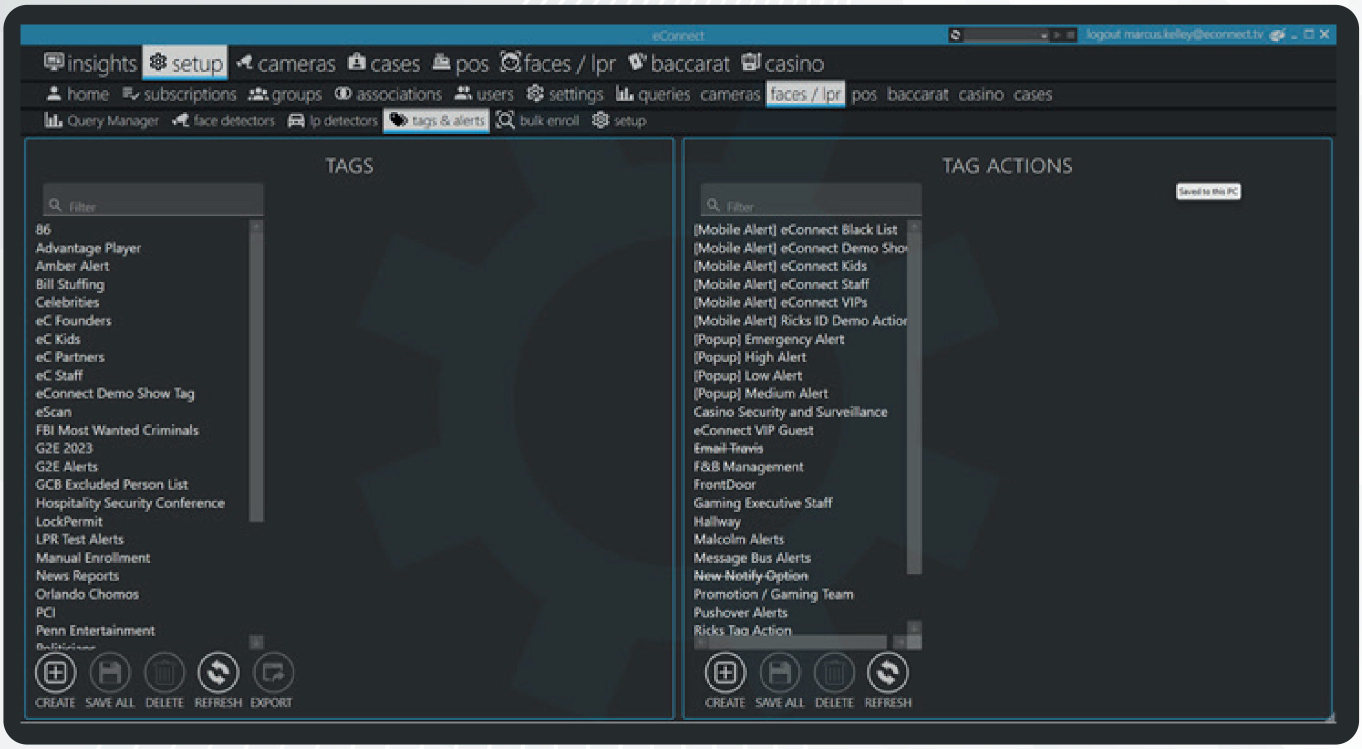
  Detection Count – Sorts from highest to lowest, the number of times the face was identified by a detector 1,243 (number in the upper left-hand corner of photo).

  Last Detected – Sorts from newest to oldest, 12/18/2023 12:14:39 PM date at the top of the photo.

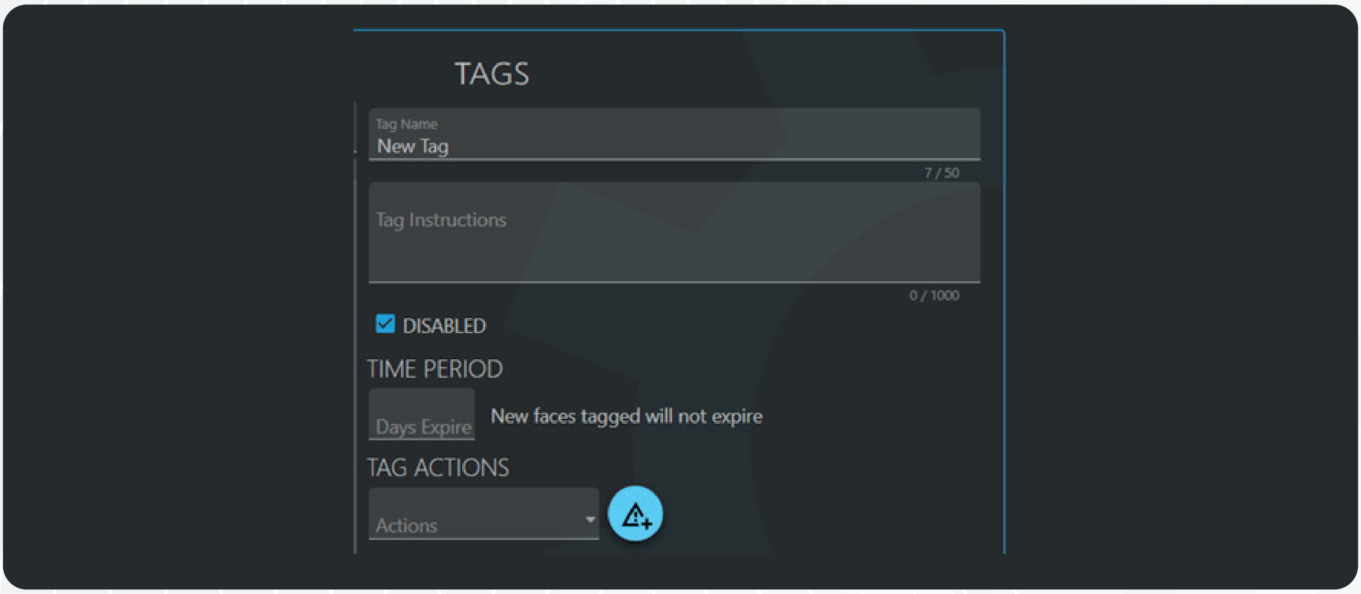
  Enrollment Date – Sorts from oldest to newest.

Creating Tags (Permission Based)

Creating easy-to-understand Tags and Tag Actions will allow for a streamlined rollout. To navigate, click on Setup on the top line, followed by Faces/LPR on the second line, and then Tags and Alerts on the third line.



TAGS



Clicking the create 

icon opens the fields for a new tag.

Tag Name – Type the name of your tag.

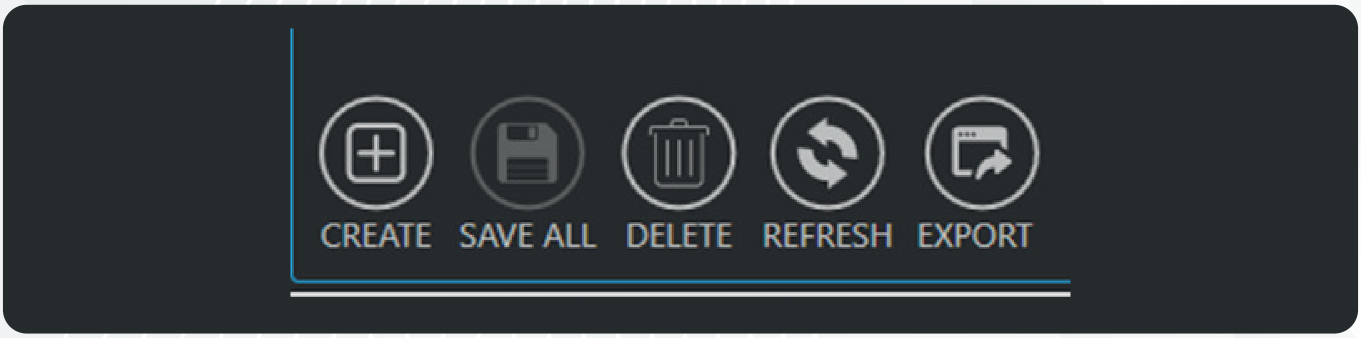
Tag Instructions – Type any comments or actions to take.

Disabled – Uncheck the box to turn on.

Time Period – Set the expiration time for a tag. By default, tags DO NOT expire.

Tag Actions Drop Down – Select which action to add to the tag and click this button to apply.

Once you have made all your selections and all updates, you will see the following at the bottom of the page:



Create – Opens new tag.

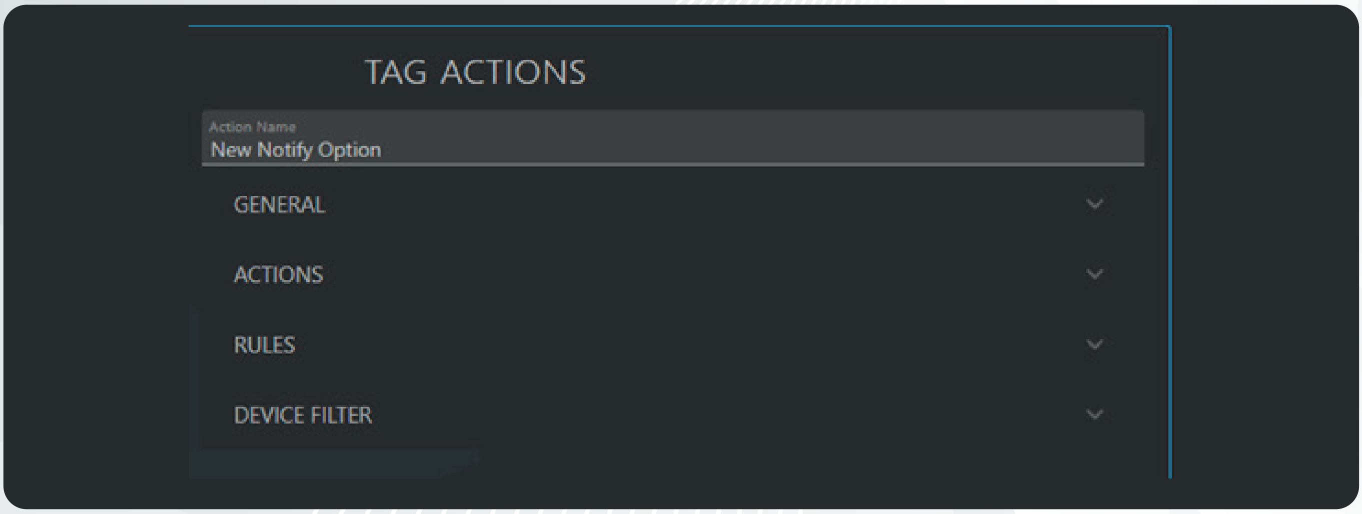
Save All – Saves your work.

Delete – Deletes selected tag.

Refresh – Refreshes work as you click.

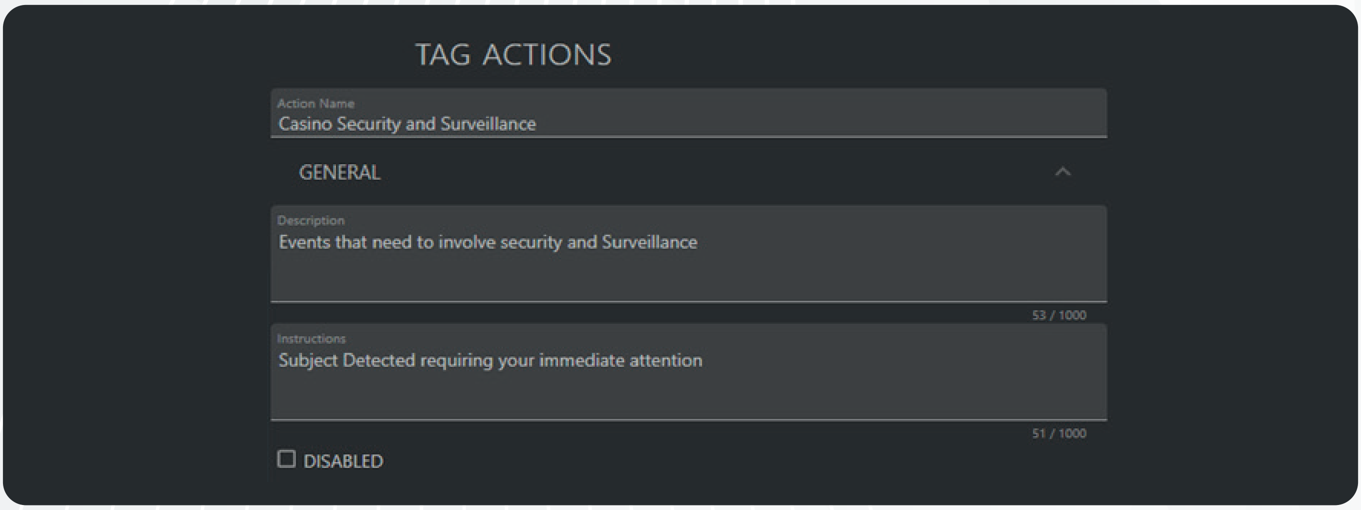
Export – Allows you to export.

TAG ACTIONS

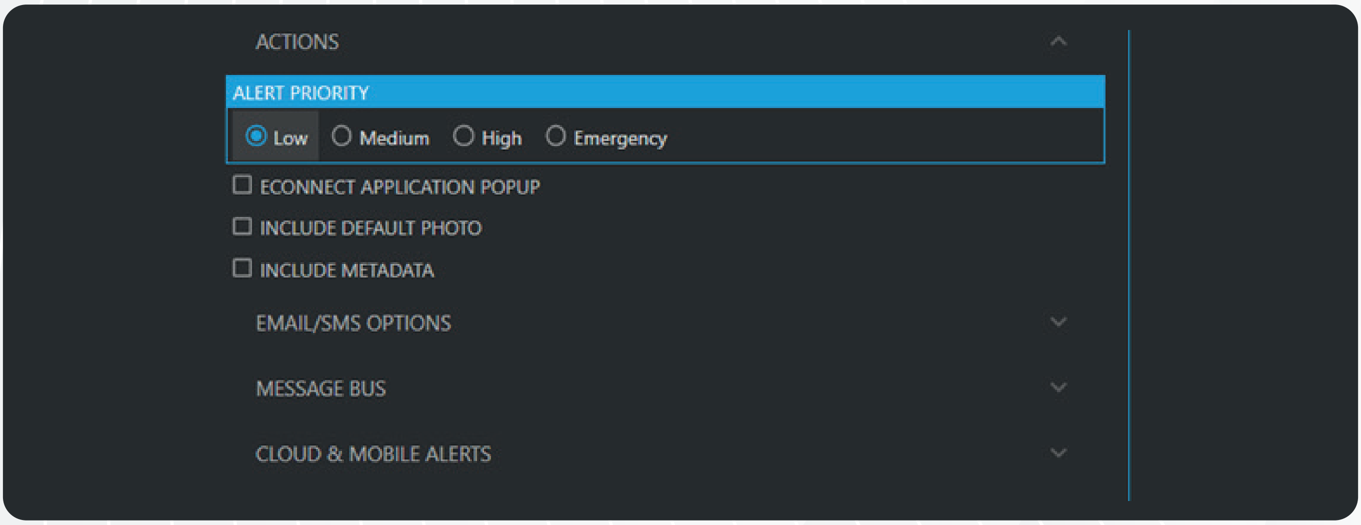


With tag actions, start at the top and give it a title. Next, when you click General, you need to list what types of actions to pay attention to and what needs to be done. Also, don't forget to uncheck the disabled box.

GENERAL



ACTIONS



Alert Priority – Set the level of importance.

eConnect Application Popup – Click the checkbox to turn on.

Include Default Photo – Check this box to Include the default photo for visual comparison.

Include Metadata – Check to include additional data.

Email/SMS options – Add an email address or cell phone number to push alerts (if on an open network).

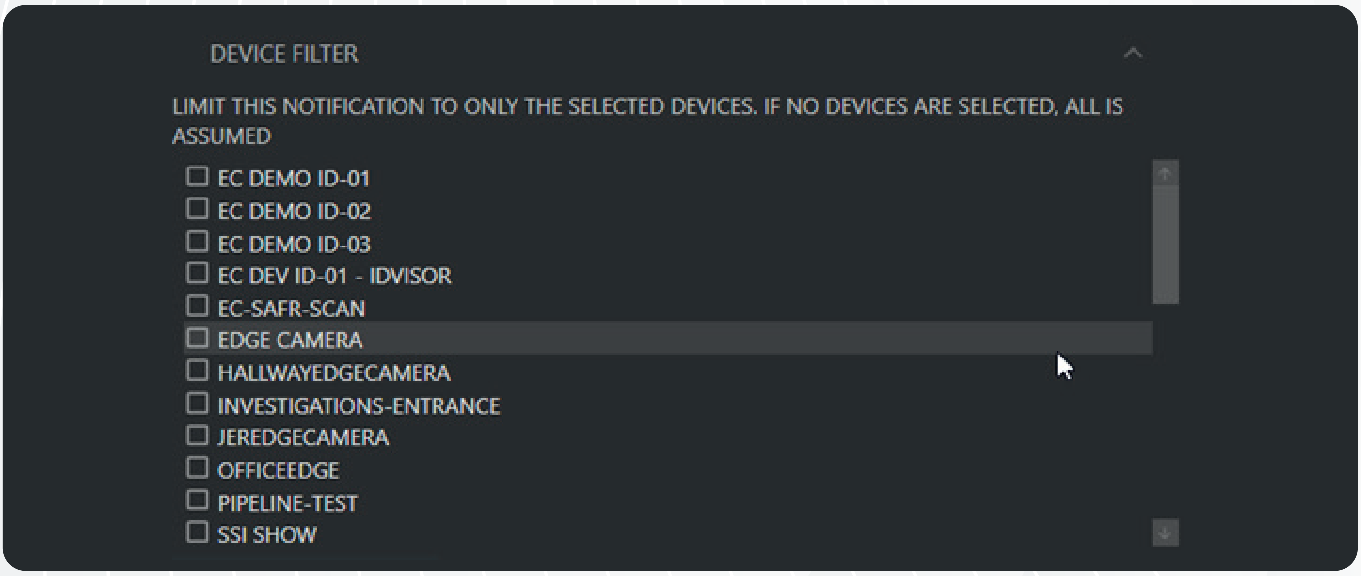
Message Bus – Check to enable.

Cloud and Mobile Alerts – Check to turn on.

RULES

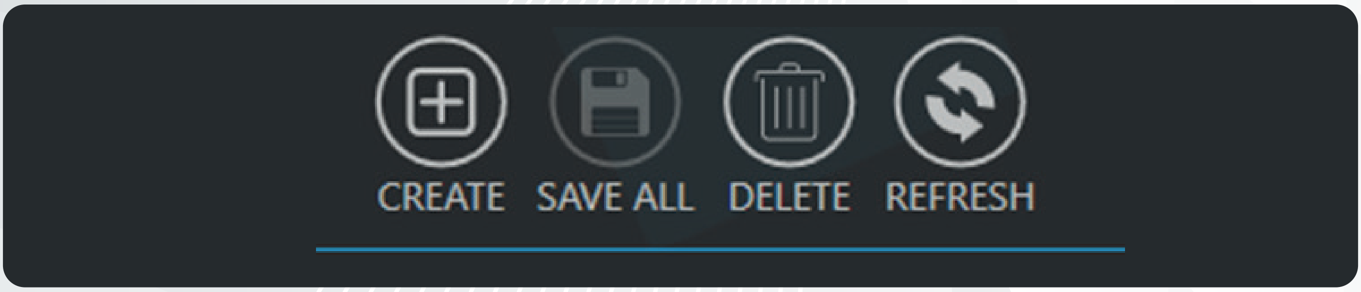
Delay Between Per Face ID – Set the duration between pushes in seconds.

DEVICE FILTER



Select which cameras this action applies to. If no boxes are checked, this action will apply to all cameras.

Once you have made all your selections and all updates, you will see the following at the bottom of the page:



Create – Opens new tag.

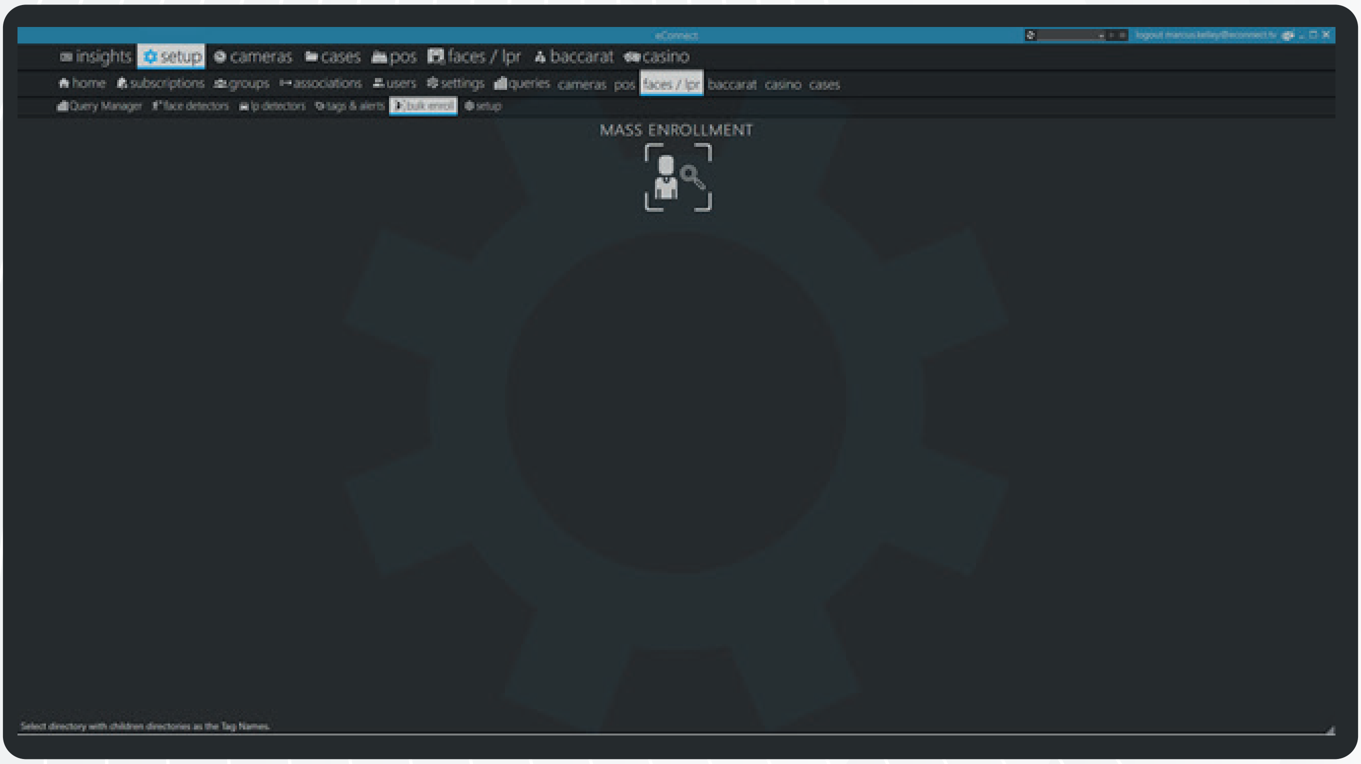
Save All – Saves your work.

Delete – Deletes selected tag.

Refresh – Refreshes work as you click.

Bulk Enrollment:

Allows you to upload multiple photos at once. Start by clicking on Setup on the top line, Faces on the second line, then Bulk Enrollment.

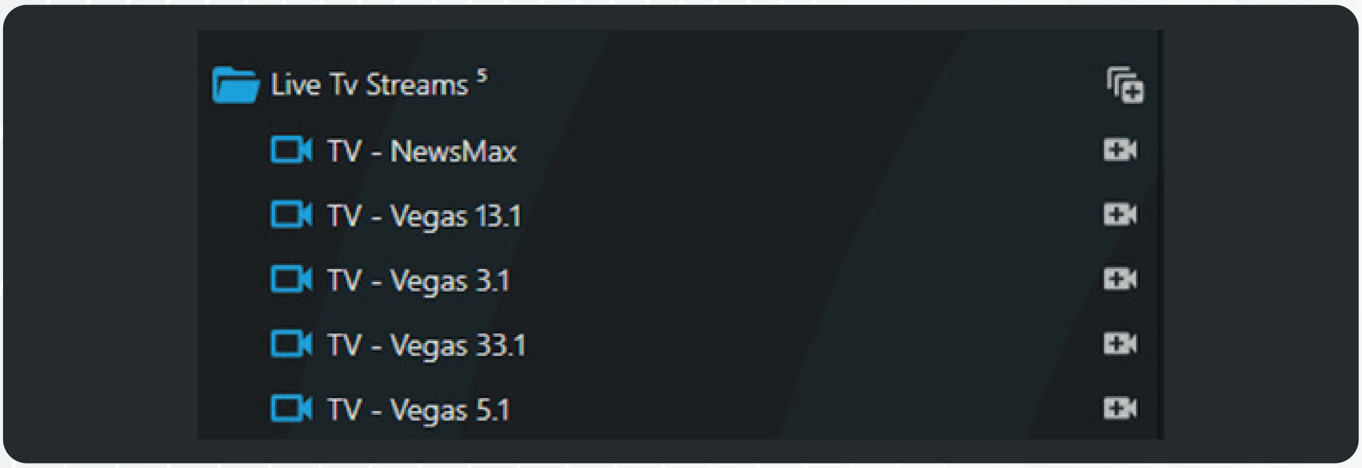


Clicking on the mass enrollment MASS ENROLLMENT icon will open a file explorer, and you can select the folder with the photos in question.

NOTE: Doing a mass enrollment will create a new tag with the same name as the folder.

Cameras:

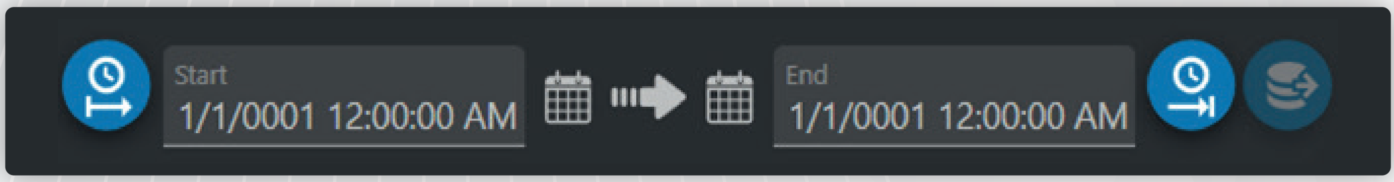
- Start by clicking on the cameras tab at the top of the application. (This may have a different title based on your property, i.e., “cams”)
- On the left side, you will see AVAILABLE CAMERAS . Below, you will see all the cameras you have access to in eConnect.
- The cameras are in groups. Each group has a folder icon to the left of the group name. Clicking on the will expand the group, showing all the cameras in the group.
- At the end of the folder name, there’s a number, and further to the right is an icon (if 12 or fewer cameras are in the group). The number 5 represents the total number of cameras in the group; clicking on this icon will open all cameras in the group at once.



- To add a camera, click on the icon on the far right of the name, and the camera will open. You can also drag and drop the camera name into the viewing area. Dragging and dropping a second camera will replace the existing camera with the new camera at the same time the video was playing on the previous camera.
- Clicking this icon will take the video to live/current time.

- This icon brings up a calendar, allowing you to choose a historical time and date. Enter the date and time and click the check mark to navigate to that specific time. Or, click one of the numbers, as they represent an hour in the 24-hour format. Your video will start to play at the specific hour and date you selected.

- These are your standard DVR-type controls.
- Pressing the rewind or fast forward will adjust the speed of the video to x2, x4, x8, x16, or x32 speed.
- Use the or to jump back or forward in 30-second increments. This is useful when trying to quickly move in small increments.
- These are your basic pause and play buttons.
- The slider allows you to manually find the time you're looking for during a 1-hour time frame. Just click, hold the circle, and drag it left or right.
- This icon opens the case archiving area, which allows you to export to your local PC.

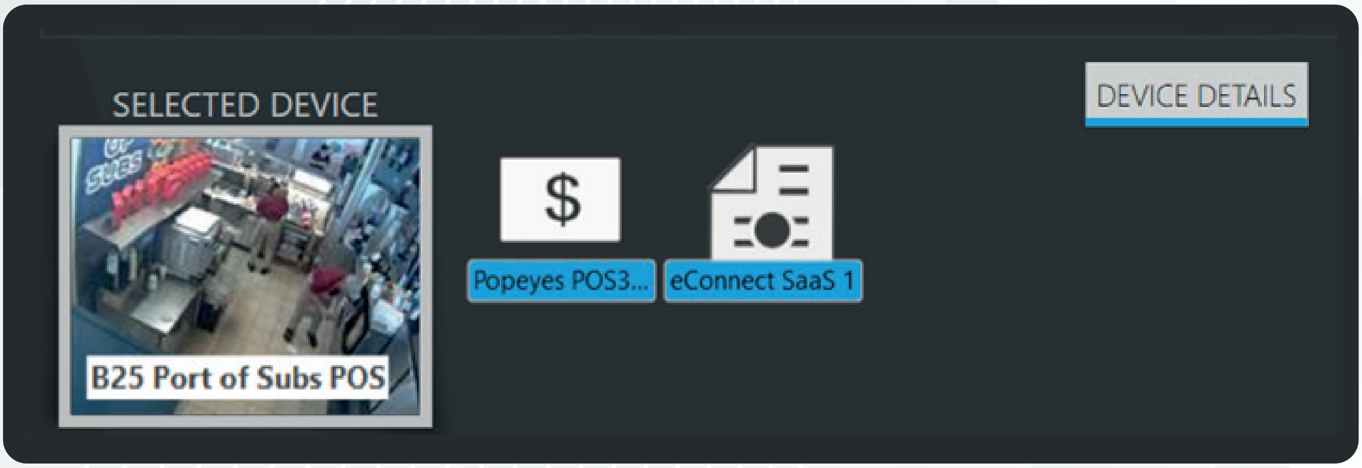


- To start the archive, set the start time/date and the end time/date. Once done, the next icon will be active and show you the duration of the clip. Later in the manual, you will learn about the Case Manager. This is the area in which the archived video/data will be stored and accessible if saved using this Icon.
- Use the icon to take a screenshot of the video.
- The icon takes you to the "FACEREC" section of eConnect to search via the facial recognition software.
- This icon will bring you back to the DVR Control Area.

Upper Right Area of Camera Window:

You will see in the upper right area of the camera window.

- By clicking on you can capture an image of the camera and data view. You can save it to a file or a case.
- Clicking on will sync all open cameras to the same time as the camera you are currently viewing.
- Clicking on shows you all associated devices at the bottom of the screen when pressed. To hide this information, you check the box Auto Hide .



- This icon will maximize the window.
- This icon will minimize the window.
- This icon will close the window.
- Pressing this arrow on the upper left side of the camera view will release the camera and data out of the eConnect application so you can move it to another monitor or maximize the window.

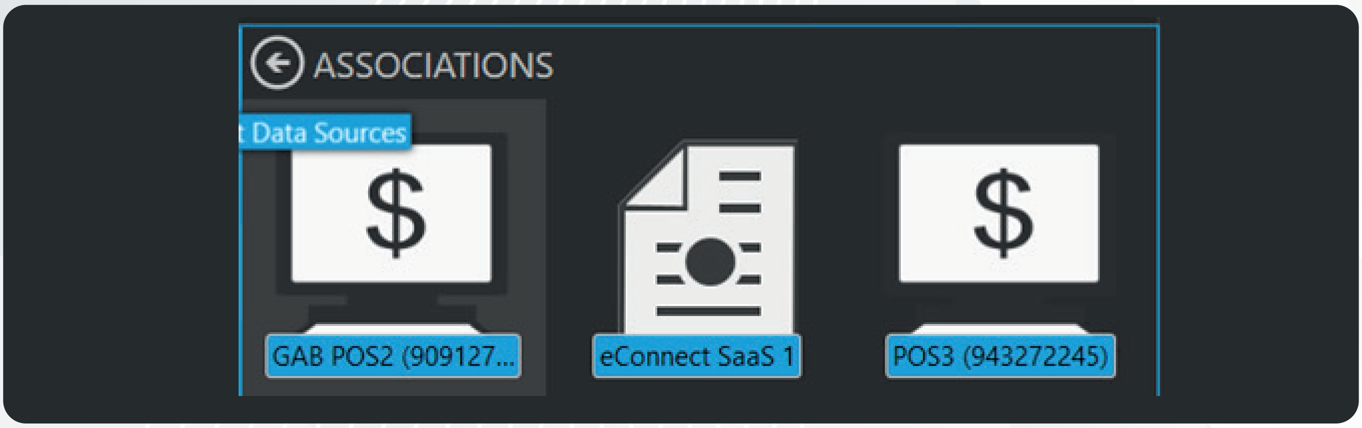
Sync Feature

- At the bottom of the window, you will see a box that can be checked that says "Sync." Sync Auto Hide Once you check this box, the video on all new cameras opened will sync at the same time as the selected camera. To turn off "Sync," just uncheck the box.

Camera Controls - Data Feed Window

- This area contains the live data feed, which posts each keystroke made at the POS terminal. This is in an interactive area, allowing you to click on any line item to rewind the video to that time. Notice the time stamp to the left of each keystroke. This will become a valuable tool in your research.

- By clicking the icon, you can see all associated devices to the camera you are viewing. If you have multiple terminals in the camera view, you can switch between them by clicking on another terminal.

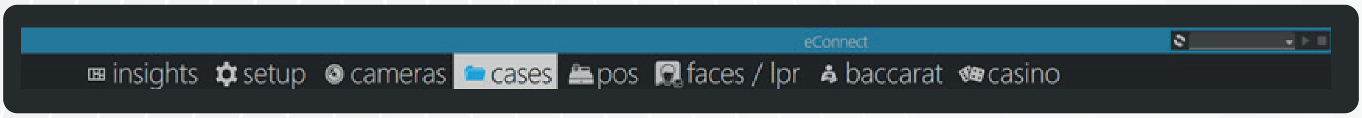


- This icon will allow you to release the data feed window and drag it to another monitor or area of a more suitable screen.

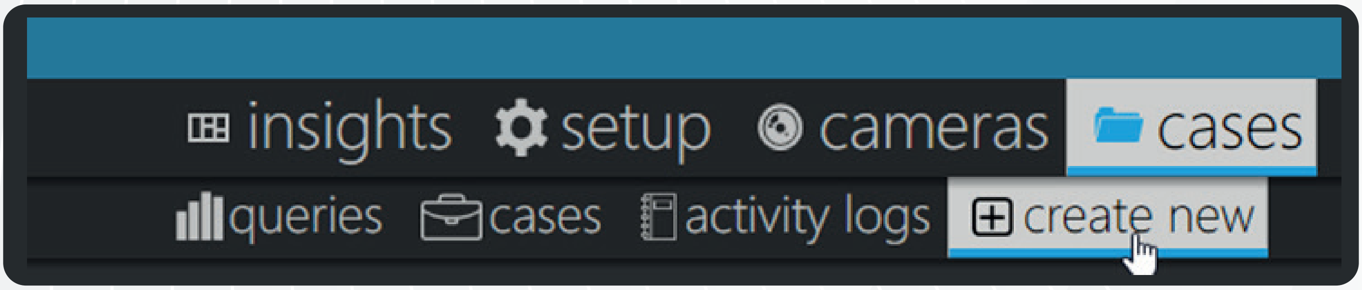
Creating a Case/Activity Log

Case

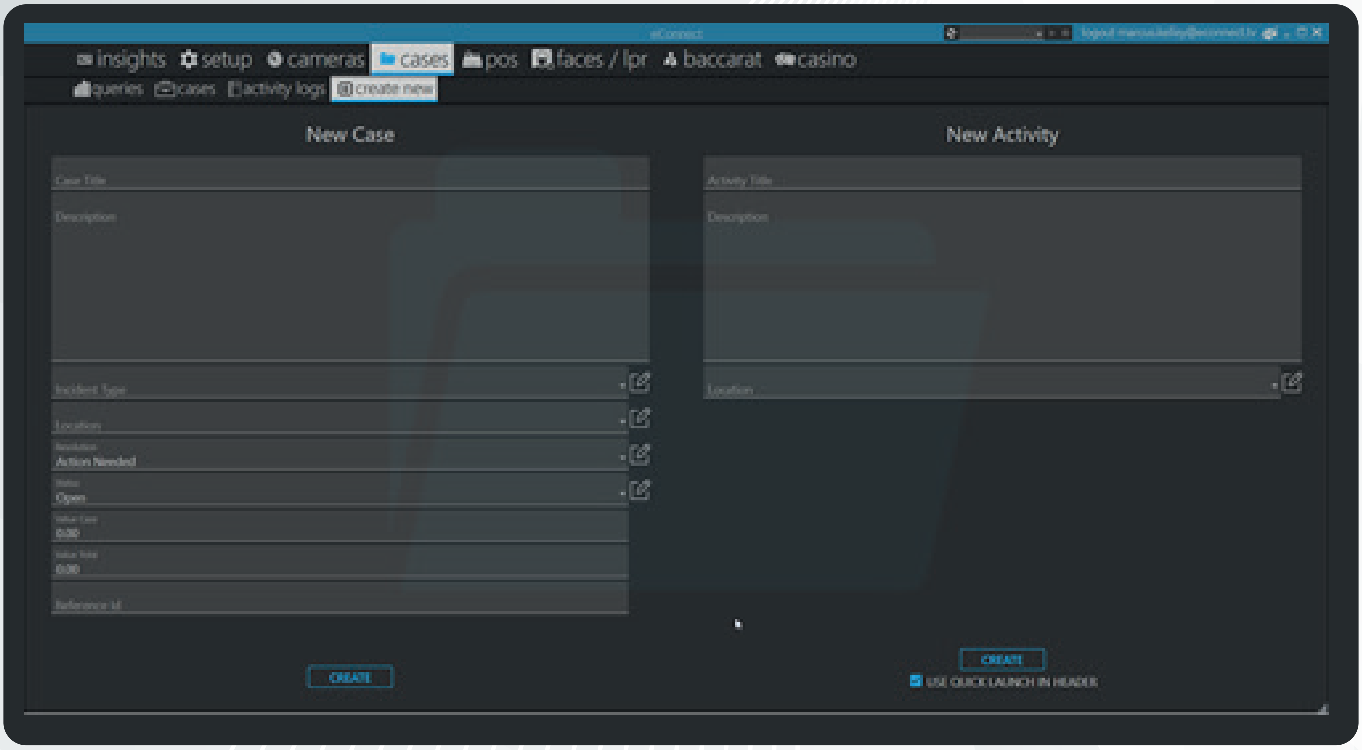
When creating a case, there are multiple ways to start. The first way to start a case is by going to the "CASES" tab on the navigation bar.



Once you have entered the "CASES" window, a set of tabs below the navigation bar will appear.



Click on "CREATE NEW," and a new window will open.



- You will have the option to create a "New Case" or "New Activity". For cases, you will need to fill in the following fields:

  - **CASE TITLE –** Type the title/name of your case

  - **DESCRIPTION –** You can write your report here or copy & paste it from a different report writing software.

  - **INCIDENT TYPE –** Select from the prebuilt drop-down or use the edit button to add additional locations (permission-based).

  - **LOCATION –** By default, this is left blank. An admin or higher will have to add your locations.

  - **RESOLUTION –** You will have seven standard outcomes to choose from.

  - **STATUS –** You have three options to choose from: Open, Pending, or Closed.

  - **VALUE CASE –** List the monetary value for all video clips and or checks (if past video retention).

  - **VALUE TOTAL –** Total dollar amount admitted to during an Employee Interview + Value Case.

  - **REFERENCE ID –** If you are using a different report-writing software, you can copy and paste the report number here for quick reference in the future.

- To edit any of the dropdowns, click on the Icon on the far right of the section you would like to add/edit. This action is permission-based.

- Once open, you will be able to choose from the following icons :

To add a new description.

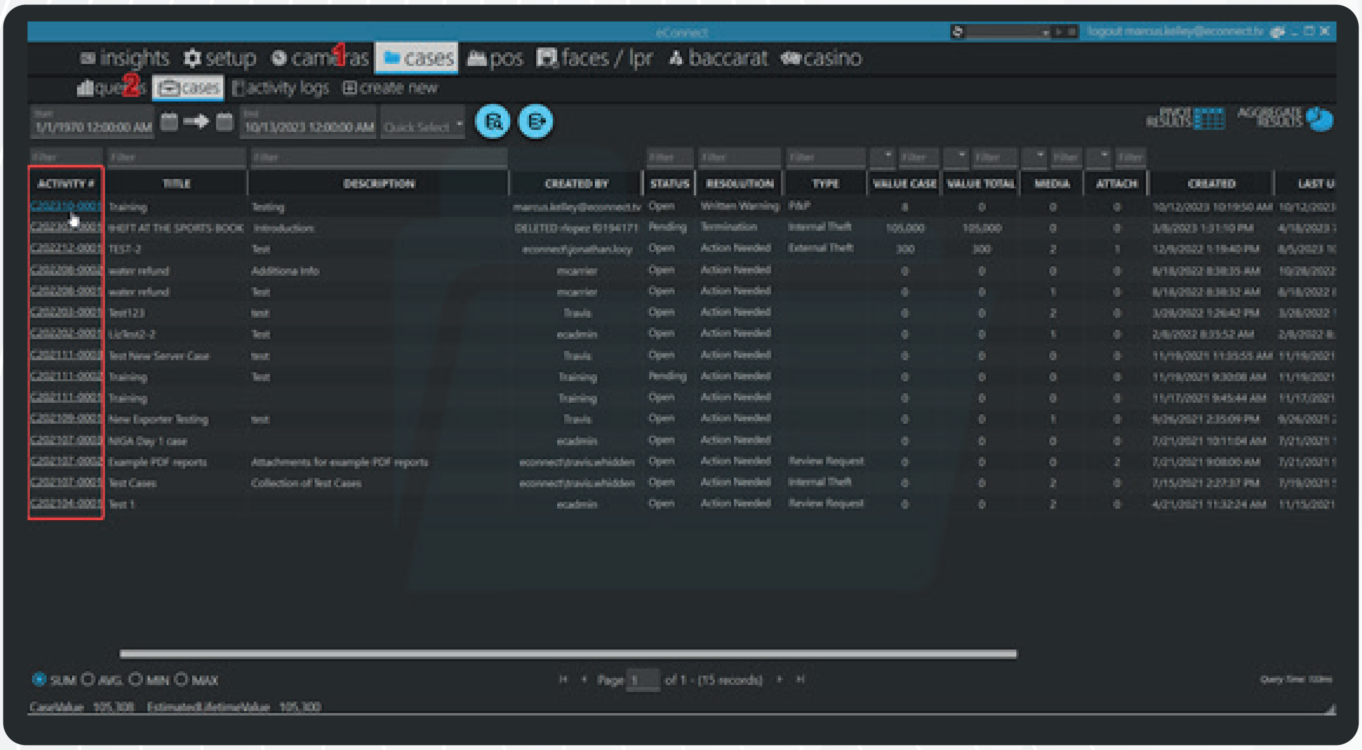
To save your new selection.

To delete.

To refresh.

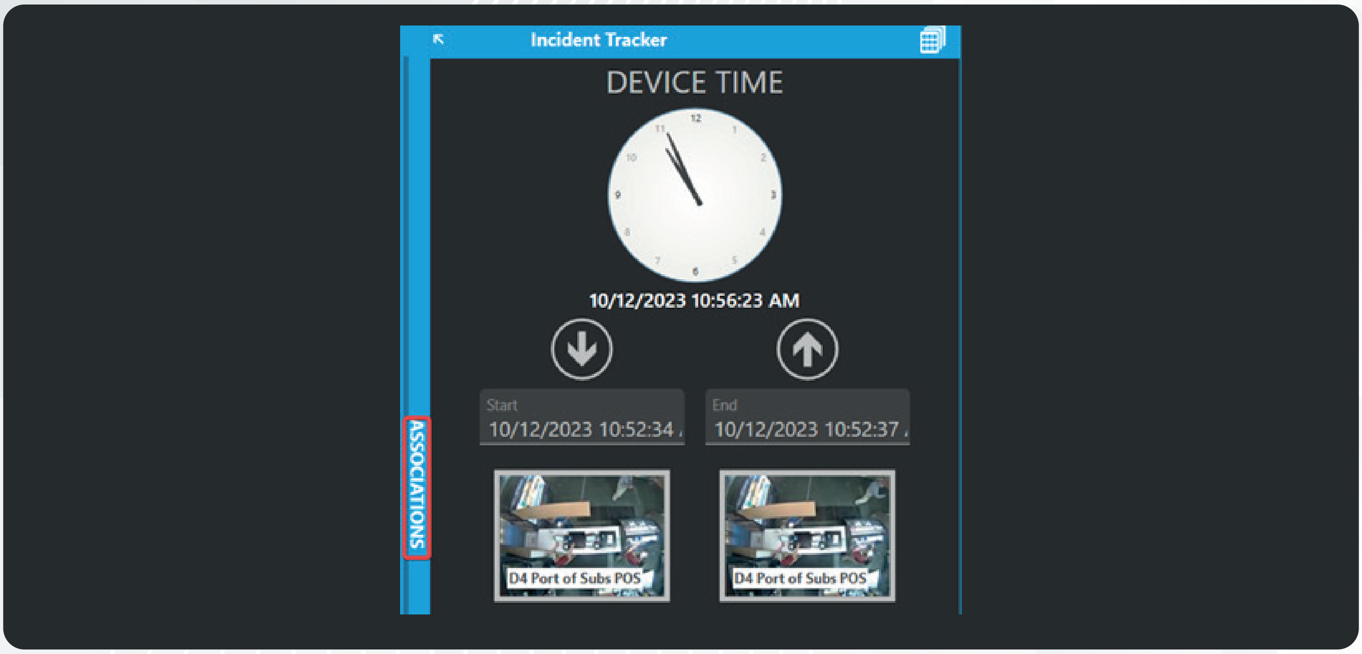
- Once you have filled in some or all the information, click the CREATE button at the bottom center of the New Case section.

- To view or edit your case later, start by navigating to “Case” and sub-tab “Case” labeled below as 1 and 2. Next, you need to click on your “Case” number, which will be underlined.

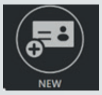


The alternate method of creating a case is inside the camera window while you are starting the process of saving the video.

- When you are ready to create a case and want to save video and data, start by clicking on this icon. When you click this icon, your case will start. First, you will be asked to set a start and end time.



NOTE: if there is no data stream associated with the camera you want to save video from, click on the words “Associations,” and you can go from there.

- Next, you will be asked if you would like to add the clip to an existing incident or create a new incident.
-  Click to create a New Incident.

o After clicking on New Incident, you will be asked to Incident Name name your incident and Summary write a brief "Summary"/description.

o Near the bottom, you will be able to set what Incident Type type of incident you are saving.

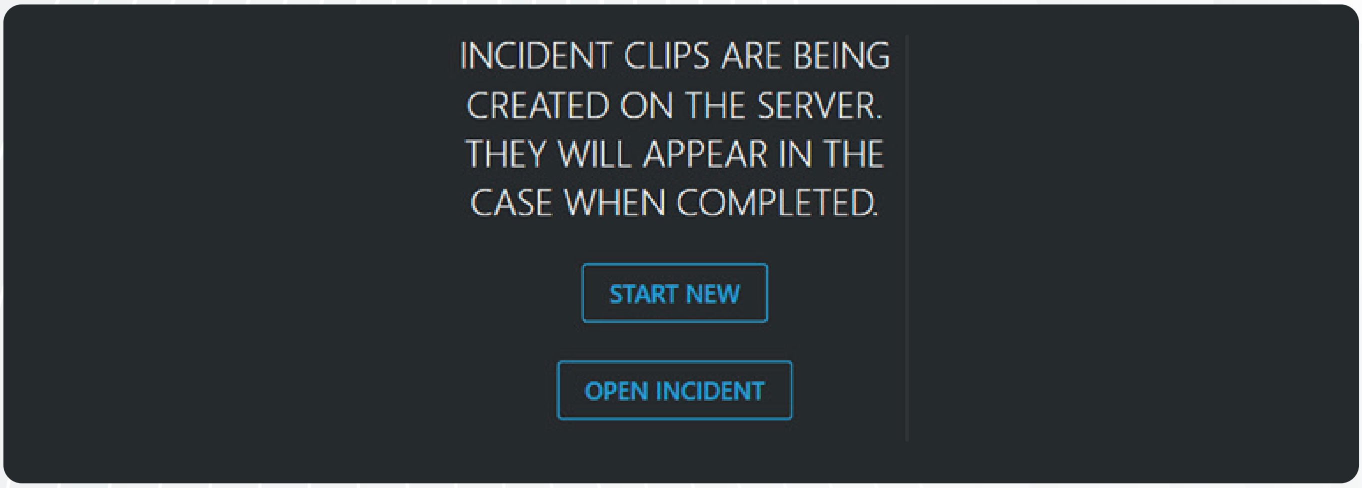
o To set who can view the incident, click on PERMISSIONS .

o To "Create"/ save your New Incident, click CREATE .

o Once you have created your New Incident, you will need to MEDIA NAME name your video clip.

o You will need to write a brief description/ "Summary."

o Click the save SAVE icon at the bottom of the page to start the exporting of video and data. You will see the following next.

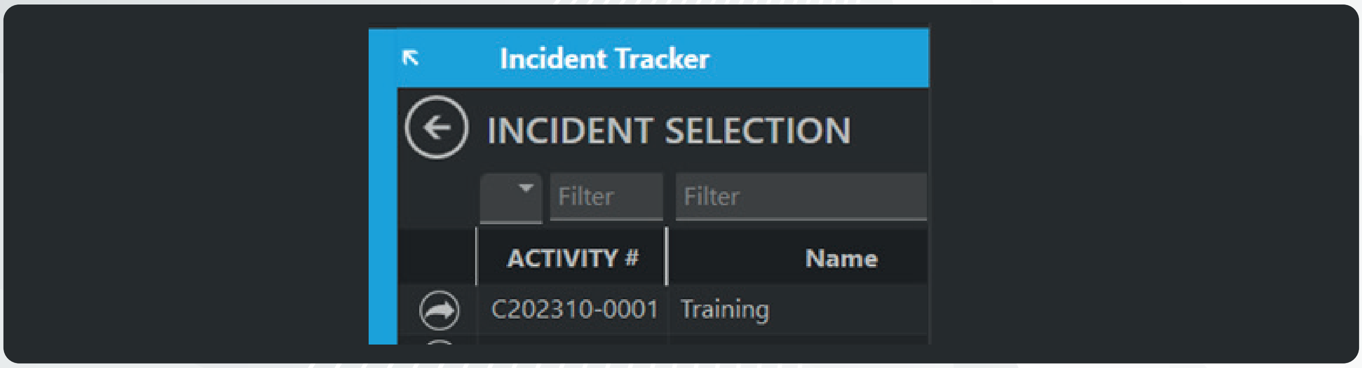


o To save more clips from the same camera, click the "Start New" START NEW icon. You can add as many clips as you want.
o To be taken to where exported video(s) are viewable, click the "Open Incident" OPEN INCIDENT Icon.

- NOTE: Clips are saved at a 1:2 ratio

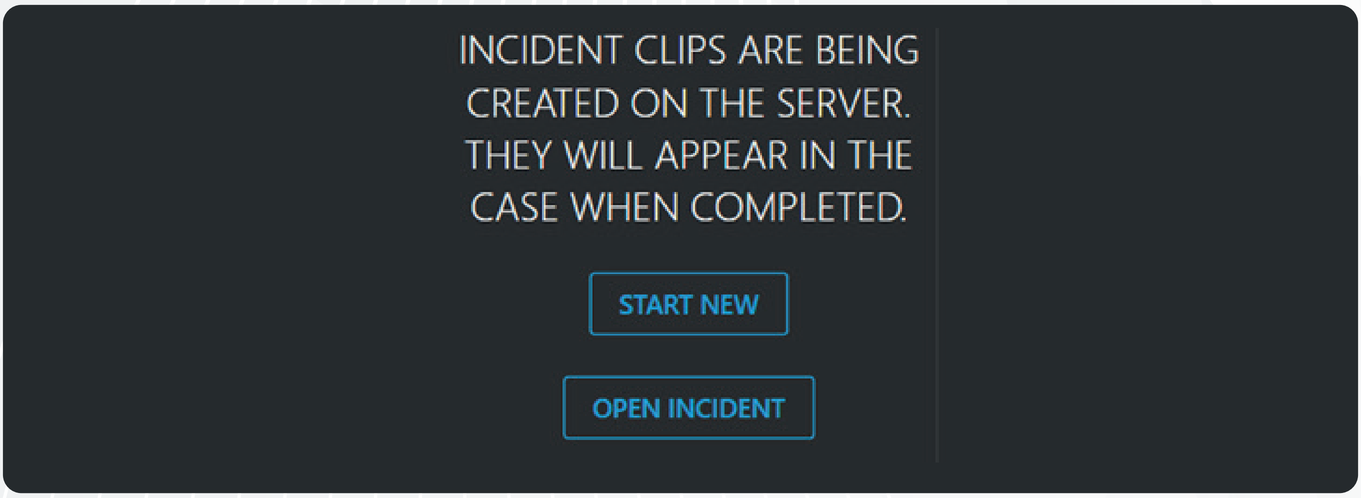
- Click to add additional clips to an already created incident.

  o Next, select the "Existing" Incident you want to add your clip(s) to by clicking on the open icon.



  o Now, you will need to name your video clip and write a brief description/ "Summary."

  o Click the save icon at the bottom of the page to start the exporting of video and data. You will see the following next.



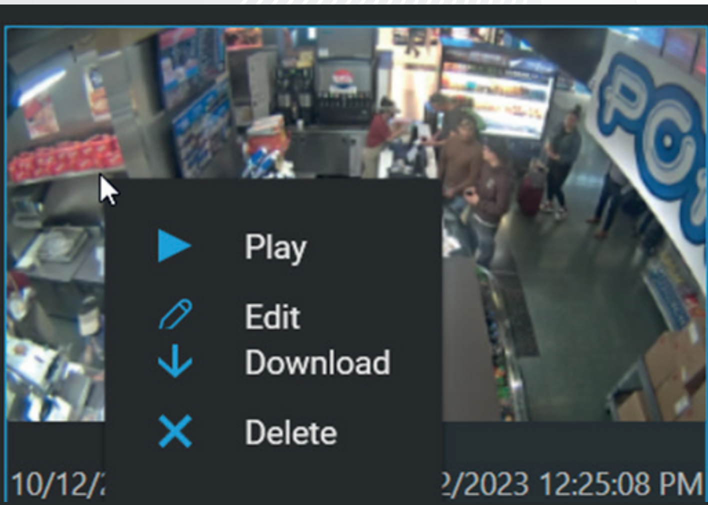
  o To save more clips from the same camera, click the "Start New" icon. You can add as many clips as you want.

  o To be taken to where exported video(s) are viewable, click "Open Incident" Icon.

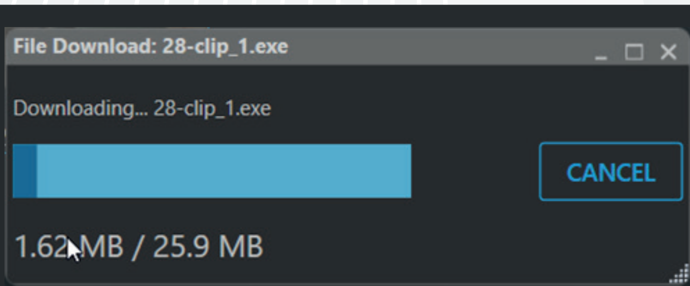
  o Clips are saved at a 1:2 ratio.

VIDEO DOWNLOAD:

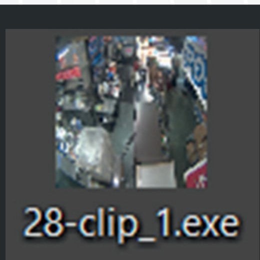
- To download a video, click on the image and you will be able to choose to play, edit (title or description only), download, or delete (permission-based).



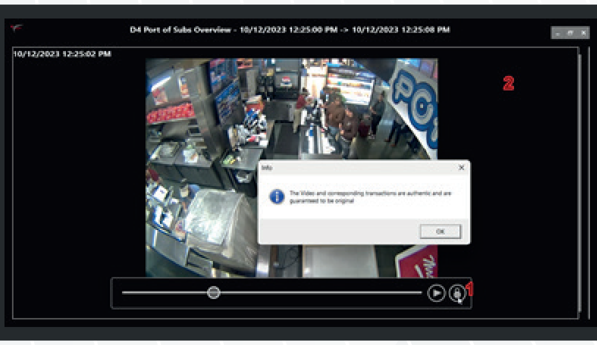
- After clicking download, you can choose where you want to send the clip to. You will be shown a progress bar:



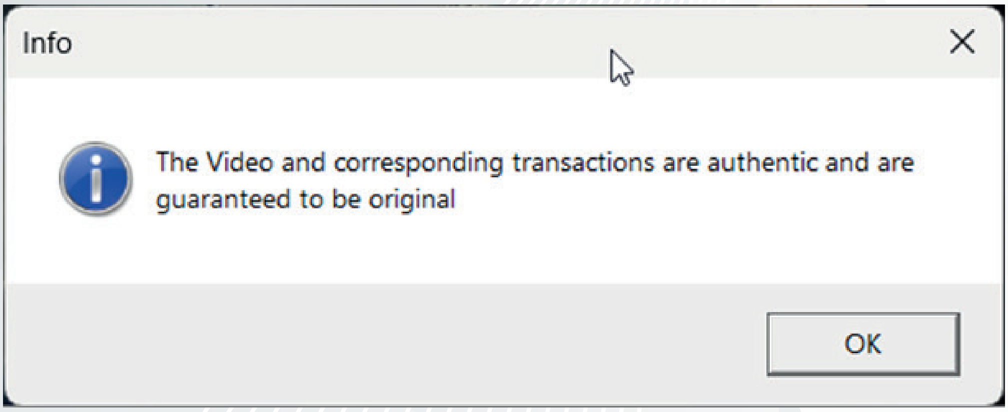
- The video downloads as an executable zip file:



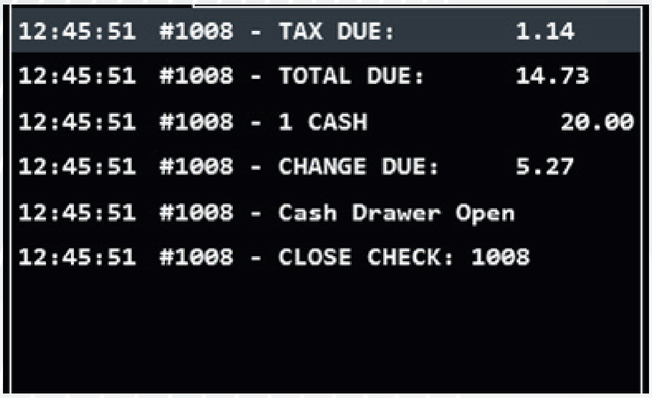
- The file has the video player built in. Double-click on the icon, and the video will play.



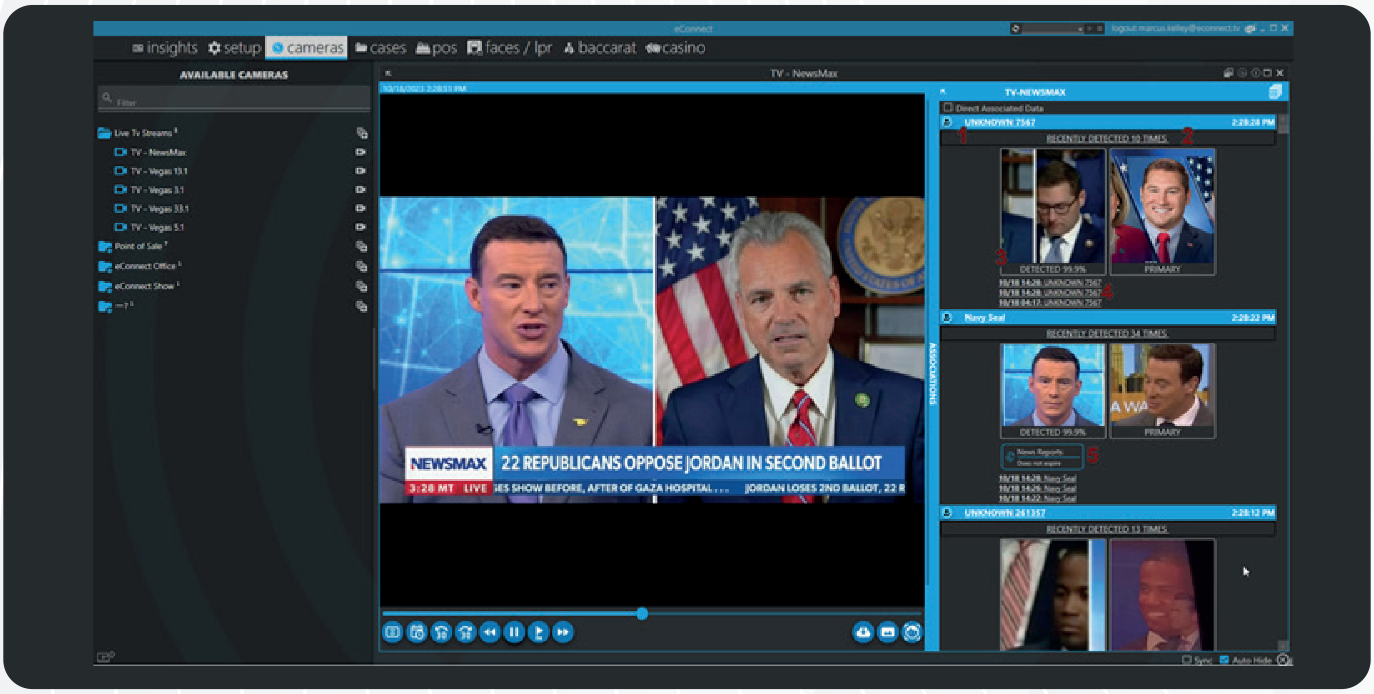
1) Clicking on the padlock showed the video has not been tampered with:



2) If there is data associated with the video, it will be displayed on the right-hand side.



By clicking on the cameras tab and opening a camera that has Face Rec, you will see when that person was last detected, which is compared to their primary / default photo. You will also see any customized alerts and tags associated with the person.



1) To open the information window, click on the edit icon or the underlined UNKNOWN 7342 name.

2) To view all recent detections, click RECENTLY DETECTED 44 TIMES , and you will be taken to a grid page with all the photos.

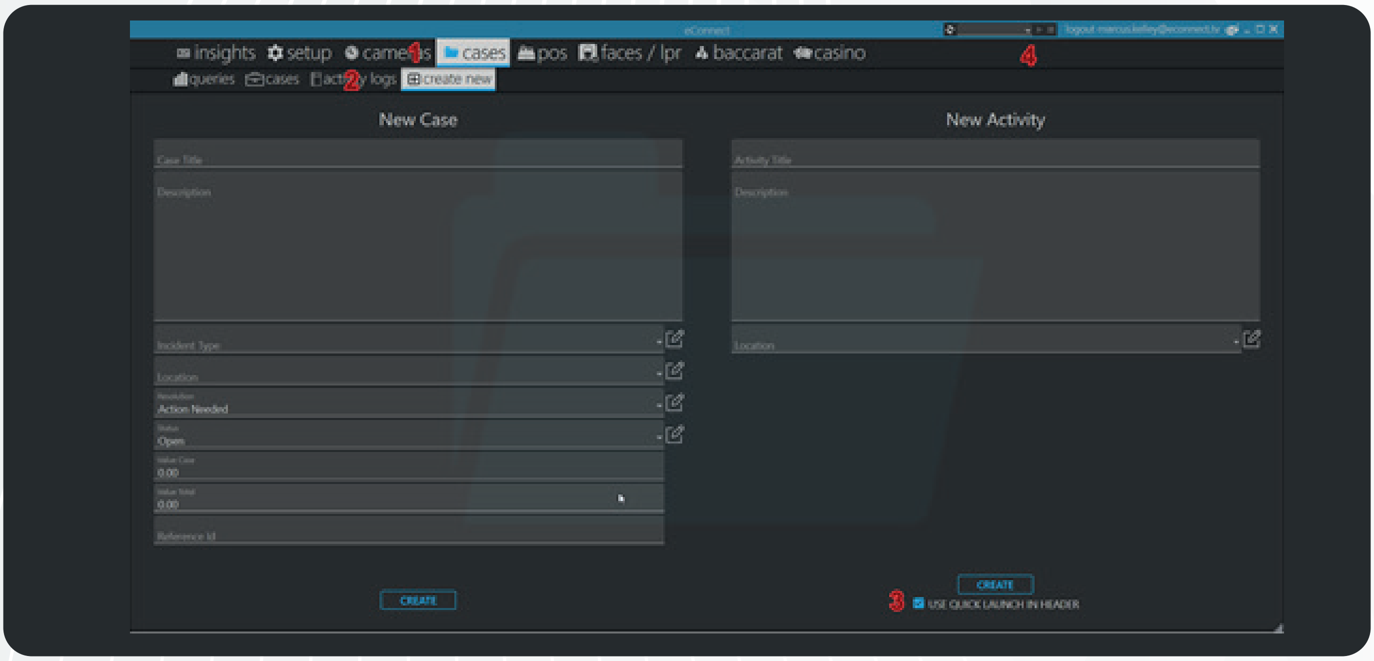
3) Clicking on the Detected photo will take you to that time in the video.

4) Clicking on an underlined time frame will open a grid page with the photo in question.

5) Tags will be displayed if one has been added to the unique face.

Activity Logs

- Activity Logs can be used as your daily log. To start a new entry, navigate to "Cases" on the top line and "Create New" on the second line.



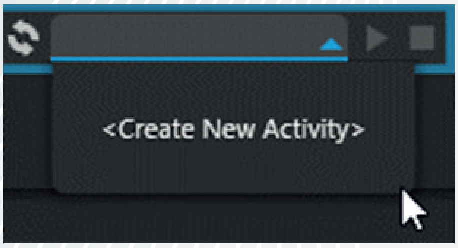
TITLE – Type the title/name of your activity log.

DESCRIPTION – You can write your details here.

LOCATION – By default, this is left blank. An admin or higher will have to add your locations.

- To add the “Launcher in the Header,” click the check box at the bottom of the page.

  o Once added, all you have to do is click on the drop-down and click “Create New Activity.” If you or others have left an activity log open, they will be displayed here and can be chosen.



Don’t forget to click the CREATE button to save your work.

To edit any of the dropdowns, click on the Icon on the far right of the section you would like to add/edit. This action is permission-based.

Once open, you will be able to choose from the following icons:

To add a new description.

To save your new selection.

To delete.

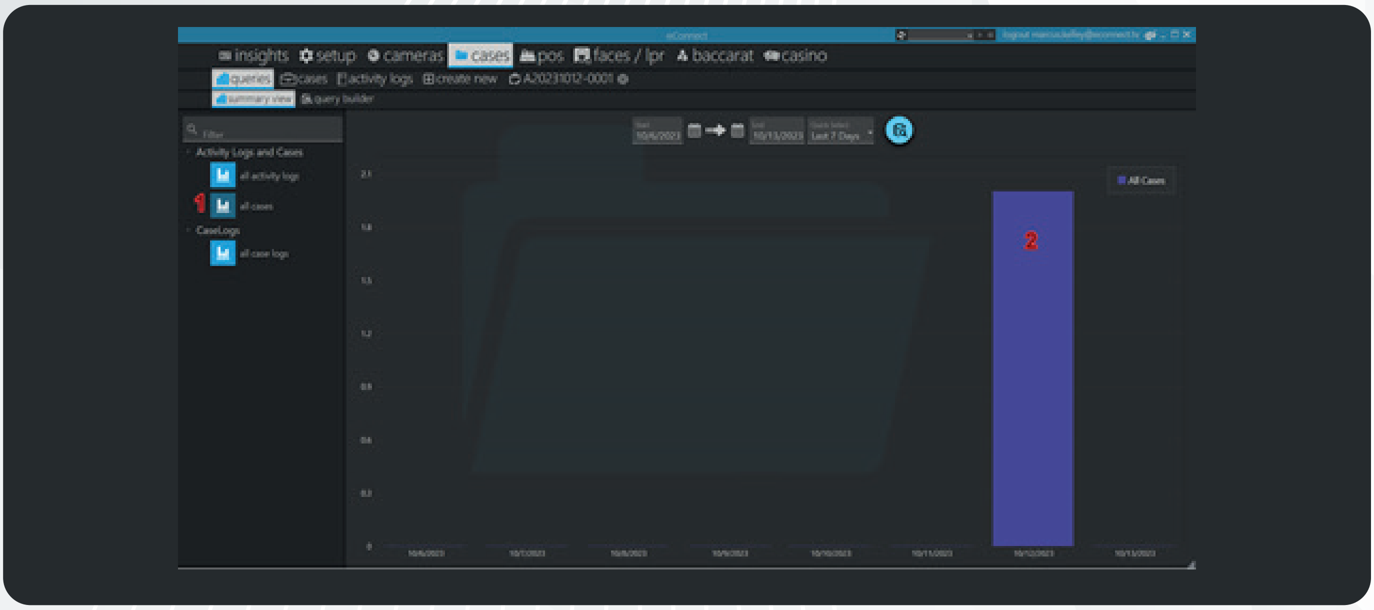
To refresh.

Case Manager

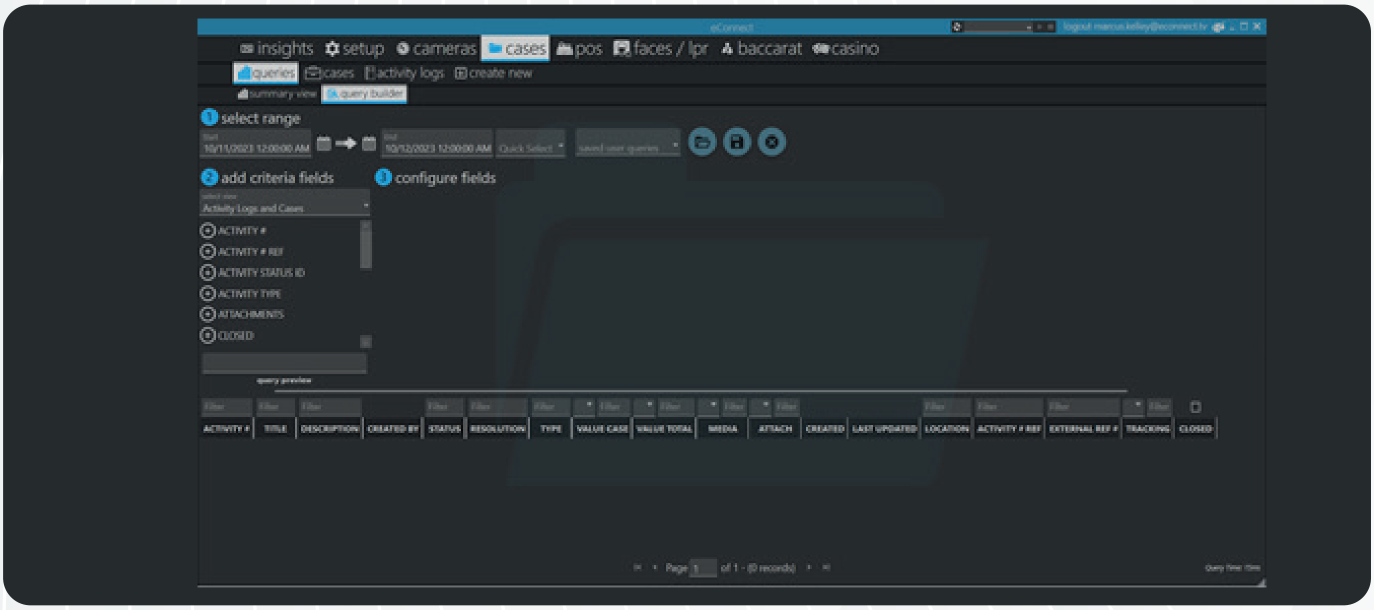
Cases

- Navigate to Case Manager by clicking "Cases" on the top navigation bar.
- Here, you will learn how to access incidents, update notes, and view exported videos.

The "Summary view" tab is the first screen you will see when clicking the "Cases" button:

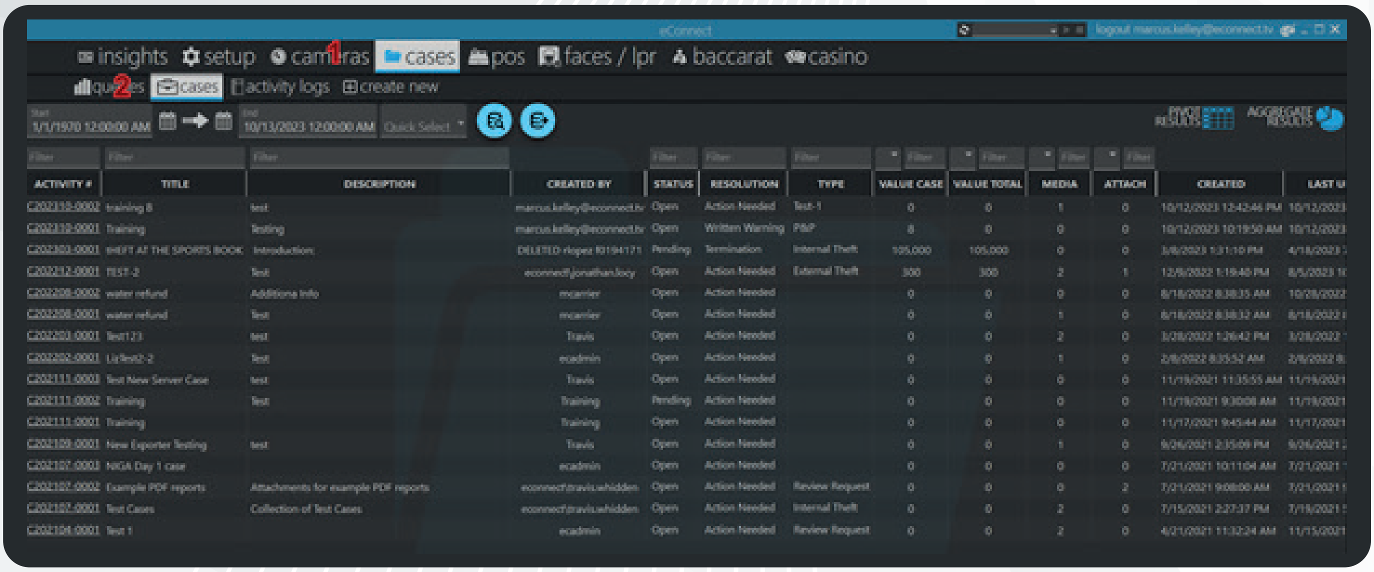


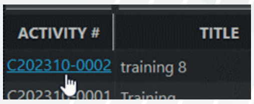
- If you want to drill down into the statistics around cases and incidents, this is where you go. Clicking on the graph icon will display a bar graph in your work area. Clicking on any of the bar(s) will take you to the grid page, where you can dig deeper. How to use the "Grid Page" will be covered later in this manual.



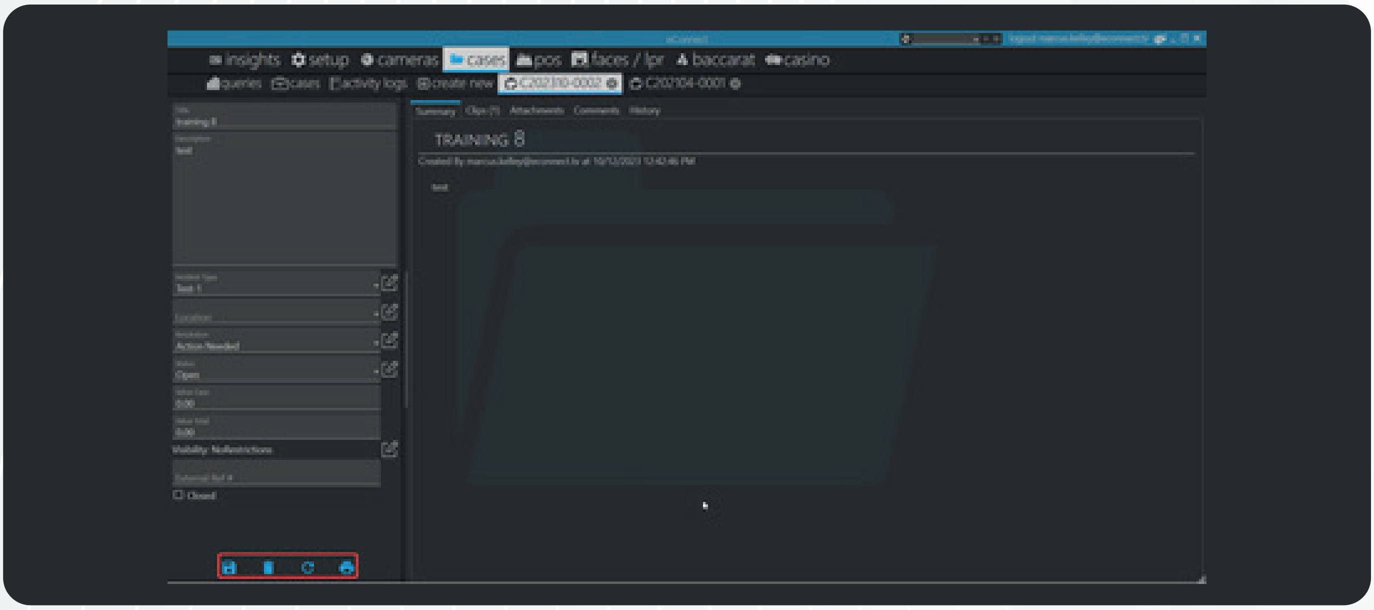
- If you want to search for keywords created by incident number, etc., it can all be done here. How to use “Query Builder” will be covered at a later point in this manual.

- To view a list of all cases you and your team have created, click on “Cases” on the top line and also click on “Cases” on the second line.



- 

Once you have found the incident/case you want to open, click on the underlined number.



- Once the window is open, you will see the drop-downs that we covered earlier in the manual. Near the bottom, you will see a few more new ones:

- o Visibility: NoRestrictions Allows you to restrict access to who can access the Incident.

o Closed When checked, it indicates the incident is closed. You can uncheck the box and click the save button to reopen and edit.

o Click to save.

o Click to delete.

o Click to refresh.

o Click to print.

- At the top of the page, you can navigate the different tabs:

Summary Clips (1) Attachments Comments History

o Summary Will display everything you type in the "Description" field on the left.

o Clips (1) Click on this to see all exported video(s) associated with the incident.

o Attachments If you have additional files, witness statements, photos, etc., you can upload them here.

- Add File Clicking Add File will open the file explorer, where you can select the files you want to upload.

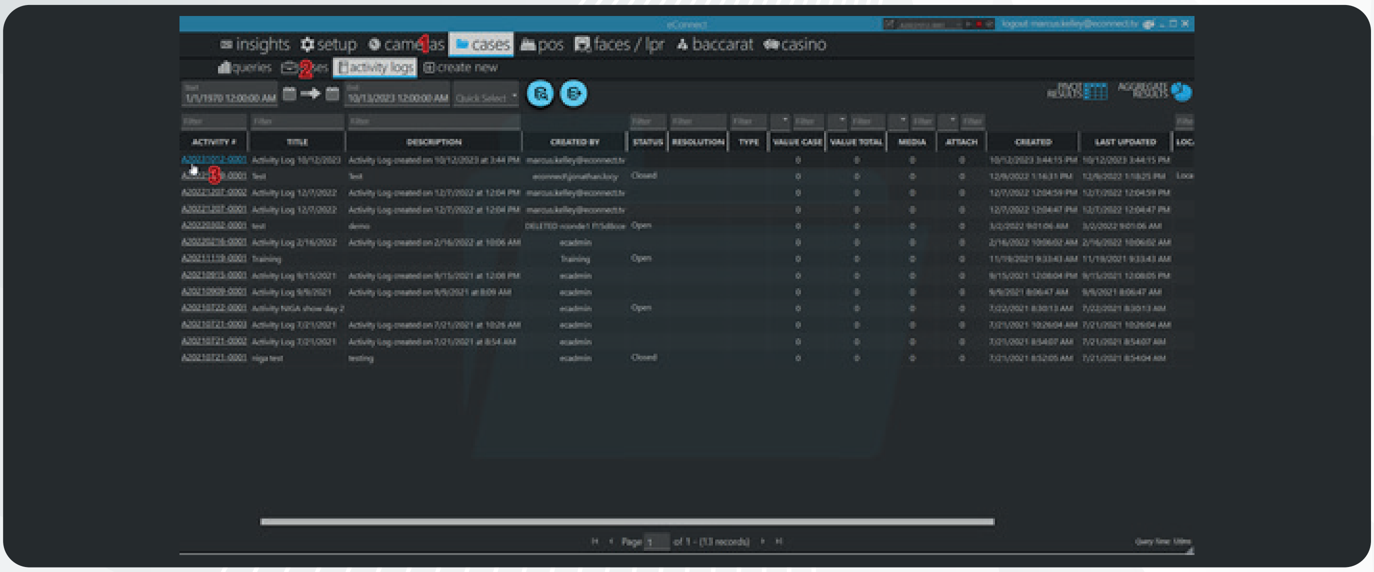
- Upload Once you are done with your selections, you MUST click the upload button, or else your files will not be saved to your incident.

o Comments Here, you can leave comments for others to read.

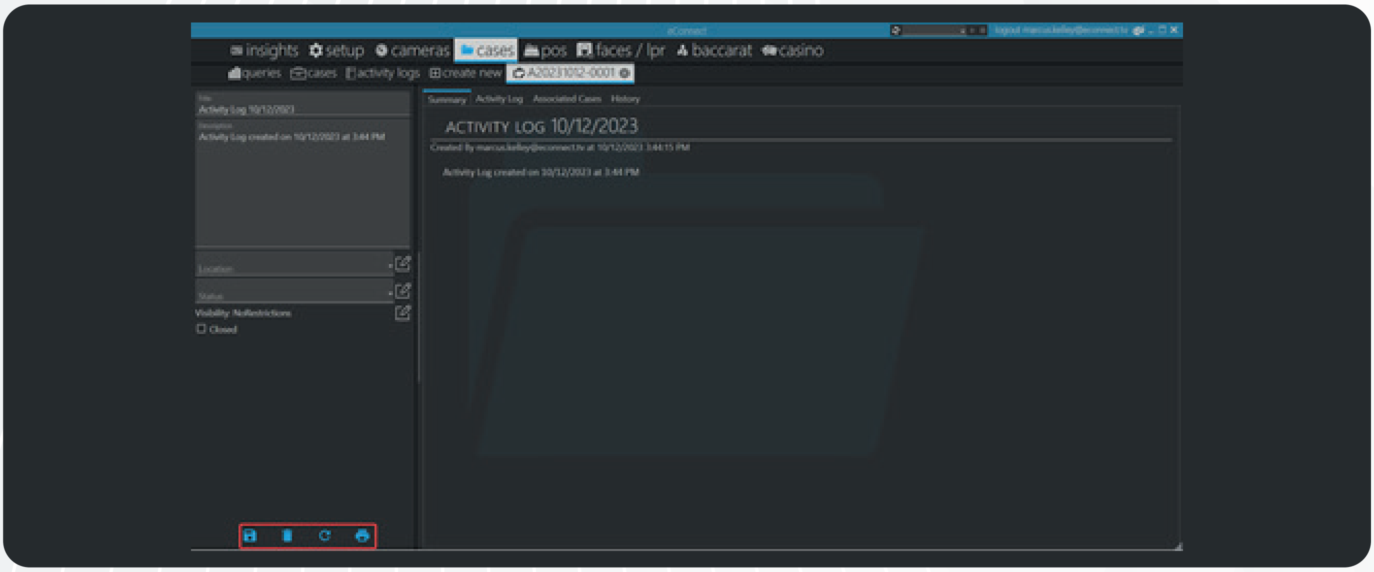
o History Click here to see the audit trail.

Activity Logs

- To see a list of all the activity logs, navigate to “Cases” on the first line, then click, activity logs and you will see:



  - To open any activity log, click on the underlined number.



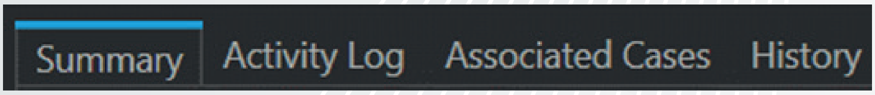
- Once the window is open, you will see the drop-downs that we covered earlier in the manual. Near the bottom, you will see a few more new ones:

- o Visibility: NoRestrictions Allows you to restrict access to who can access the Incident.

  o Closed When checked, it indicates the incident is closed. You can uncheck the box and click the save button to reopen and edit.

- Click to save.
- Click to delete.
- Click to refresh.
- Click to print.

- At the top of the page, you can navigate the different tabs:



- Summary Will display everything you type in the "Description" field on the left.
- Activity Log List all of the mouse clicks during the time this log was open.
- Associated Cases List any cases that were created.
- History Click here to see the audit trail.