

Version 2019

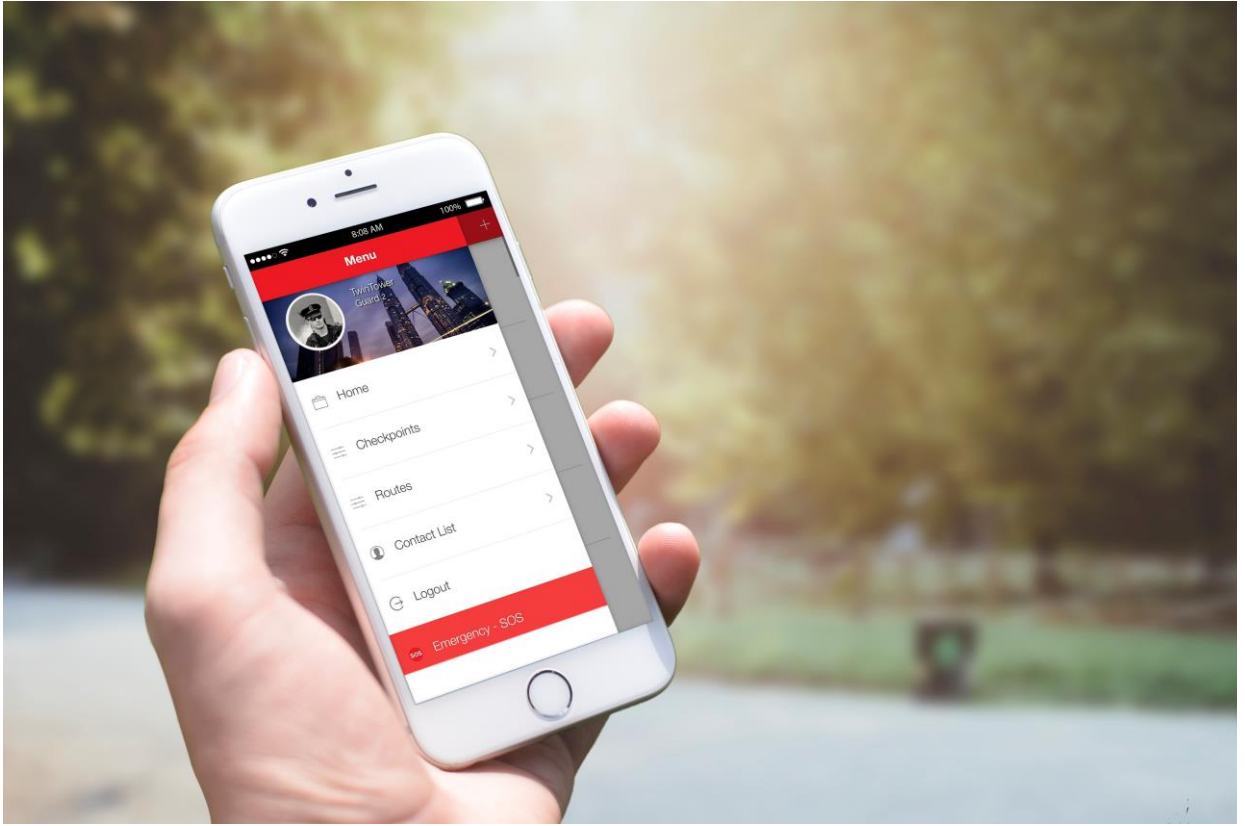
USER GUIDE

bigeye
PATROL

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INTRODUCTION



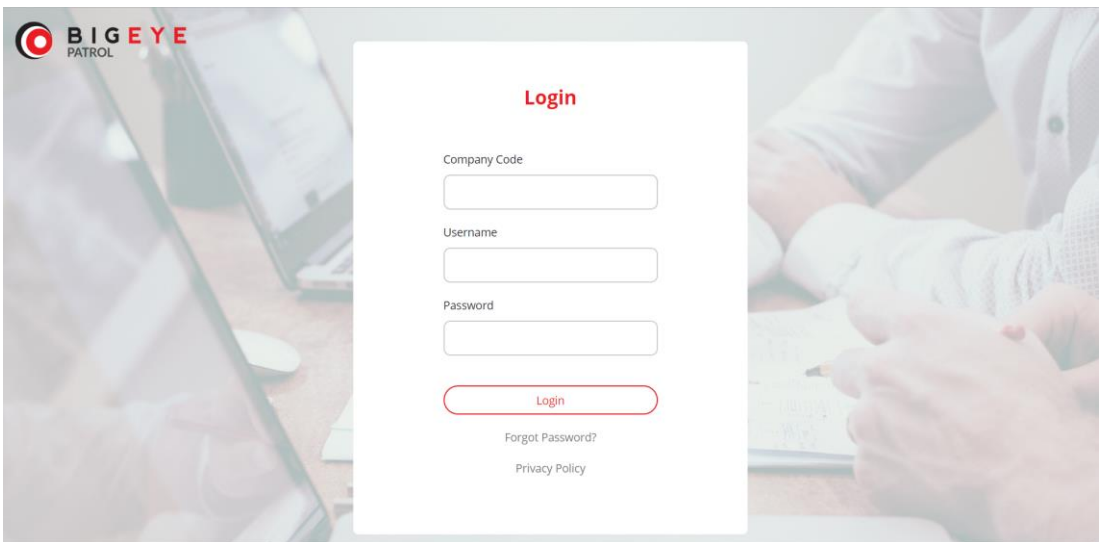
SECURITY MADE SIMPLE

BigEye Patrol is a software based patrol management system designed and built as a powerful tool to enhance the efficiency and productivity of guard security. The software uses NFC, QR code and GPS location to formulate, route, track and report accurate locations in real time.

USING WEB APPLICATION

2.1 | Create Company and Account

- On the website login page:
 - a) Login with the provided company code, username and password.
 - b) After login you are recommended to change the password immediately.

A screenshot of the BIG EYE PATROL login page. The page features a white login form centered on a background image of hands working on a tablet. The form has a red 'Login' title. It contains three input fields: 'Company Code', 'Username', and 'Password'. Below these fields is a red 'Login' button. At the bottom of the form, there are two links: 'Forgot Password?' and 'Privacy Policy'. The BIG EYE PATROL logo is visible in the top left corner of the page.

BIG EYE
PATROL

Login

Company Code

Username


Password

Login

[Forgot Password?](#)

[Privacy Policy](#)


- After login, enter your company details / profile in the Dashboard by clicking on the “Edit” button.
- After completing the edit, click “Update Organization”.



Dashboard Checkpoints Routes Schedules Patrol Reports Activity Map Teams Contacts

Dashboard

Company Details



Company ABC

ABC123

Registration Number : ABC123

Company Code : 814366

Phone Number : 60312345678


Address : Petaling Jaya

Subscription Type : Everything Plan

User Count : 0

- Each BigEye Patrol customer will be provided with the first user account with the role as “Manager”. This account can be used to create other “Patrol” accounts. Depending on the subscribed package, this Manager account can create multiple patrol accounts by clicking the “Create User” button. Example if the package subscription allows 10 users, then this Manager account can create a total of 10 Patrol accounts.

Update Organization



Upload/Change Image

Remove Image

Organization Name

Company ABC

Company Registration Number

ABC123

Phone

60312345678

Address

Petaling Jaya


Cancel

Update Organization

- At the tab “Role”, select “Patrol” to create a patrol account. If creating Manager account then select “Manager”.

Dashboard > Create User

Create New User



Upload/Change Image

Username

Full Name

Email Address

Role

Manager

Manager

Patrol


2.2 | Create Checkpoints

- On the Checkpoint List page, click on the “Create Checkpoint” button to start checkpoint creation. The payload will be pre-assigned from BigEye technical support team. Customer only needs to select which checkpoint and update the descriptions that best describes the checkpoint

Dashboard > Checkpoint List

Checkpoint List

Export CSV



Company ABC

ABC123

Registration Number : ABC123

Company Code : 814366

Phone Number : 60312345678

Address : Petaling Jaya

Subscription Type : Everything Plan

User Count : 1

Show 10 entries

Search Checkpoint

Create Checkpoint

| ID | Name | Description | Checkpoint Type | Payload |
|----------------------------|------|-------------|-----------------|---------|
| No data available in table | | | | |

Create New Checkpoint

Checkpoint Name

Checkpoint Description

Checkpoint Type

Payload

Cancel

Create Checkpoint

2.3 | Create Routes

- On the Route List page, click on the “Create Route” button to start checkpoint creation. The payload will be pre-assigned from BigEye technical support team. Customer only needs to select which checkpoint and update the descriptions that best describes the checkpoint.

Create New Route

Name

Description

Start end slack

00:15:00

Checkpoint slack

00:10:00

Checkpoint

Interval

Order

+ Add Checkpoint

Cancel

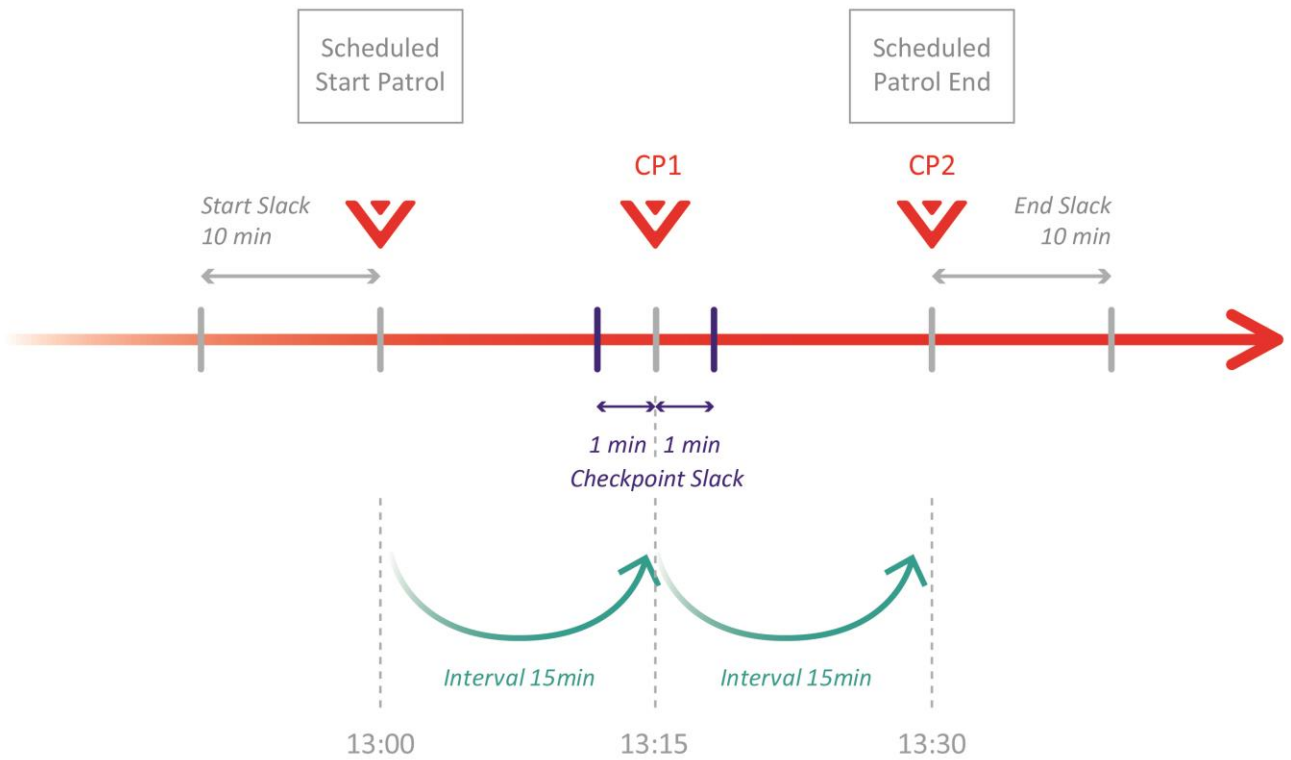
Create Route

| | |
|-------------------------|--|
| <i>Start End Slack</i> | Tolerance set in minutes for the route to start and end patrol. |
| <i>Checkpoint Slack</i> | Tolerance set in minutes for the patrol to check in at a certain check point |
| <i>Interval</i> | Duration from start patrol until the check in time of the particular check point |
| <i>Order</i> | The sequence set for the check point |

The diagram below provides an understanding of Checkpoint Slack and Start End Slack.

Example:


- Checkpoint slack is 1 minutes, Start End Slack is 10 minutes
- Total 2 Check Points (CP1 and CP2)
- Each Checkpoint interval is 15 minutes
- Scheduled Start Patrol at 1pm



2.4 | Create Schedule

- On the Schedule page, there are two ways to create a patrol schedule.
 - Click on the date inside the calendar view to create schedule.
 - Press the “Create Schedule” button to manually create the schedule.

Start2018-06-12End2018-06-12Export CSV



Company ABCABC123

Registration Number : ABC123Company Code : 814366

Phone Number : 60312345678Address : Petaling Jaya

Subscription Type : Everything PlanUser Count : 1

Create ScheduleTable viewSchedule Templates

June 2018today<>

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |

During creation of schedule, user can select the pre-defined route using the drop-down list and input the planned Date and Time. Multiple patrol personnel can be assigned for each schedule.

Create New Schedule

Name

Route

Users

Date/Time

2018-06-12

00:00

Cancel

Create Schedule

2.5 | Patrol Reports

- On the Patrol Reports page, all the recent patrol events will be listed. In order to view a particular patrol event, click the ID link on the left.

Show

10

 entries

Search Route

Daily Summary

| ID | Route | User | Scheduled Date | Scheduled Time | Duration | Status |
|------|-----------------|--------|----------------|----------------|----------|----------|
| 1920 | Open Air Patrol | guard3 | 08 Jun 2018 | 10:22 AM | - | Inactive |
| 1919 | Demo Route | guard2 | 08 Jun 2018 | 10:07 AM | - | Inactive |
| 1918 | Open Air Patrol | guard3 | 07 Jun 2018 | 03:45 PM | - | Inactive |
| 1917 | Demo Route | guard2 | 07 Jun 2018 | 03:30 PM | - | Inactive |
| 1916 | Demo Route | guard2 | 07 Jun 2018 | 02:15 PM | 0:09:23 | Inactive |
| 1915 | Open Air Patrol | guard2 | 07 Jun 2018 | 01:53 PM | 0:06:37 | Inactive |
| 1914 | Demo Route | guard2 | 07 Jun 2018 | 12:20 PM | 0:03:59 | Inactive |
| 1913 | New Route | guard2 | 07 Jun 2018 | 10:32 AM | - | Inactive |
| 1912 | Demo Route | guard2 | 05 Jun 2018 | 01:35 PM | - | Inactive |
| 1911 | Demo Route | guard2 | 31 May 2018 | 01:35 PM | - | Inactive |

Status

| | |
|----------|-----------------------------|
| Active | Patrol is currently ongoing |
| Inactive | Patrol is not ongoing |

| Event Log | | | | | | | |
|--|--|-----------------------|------------|----------------------|--------|--------------|--------------------------|
| Show <input type="text" value="10"/> entries | <input type="text" value="Search Checkpoint"/> | Print | | | | | |
| Event Type | Checkpoint Name | Event Date | Event Time | File | Report | Connectivity | Location |
| Patrol Started | N/A | 07 Jun 2018 | 02:15 PM | - | - | Offline | - |
| Checked In | NFC BigEye #1 | 07 Jun 2018 | 02:16 PM | - | Normal | Offline | View Map |
| Checked In | NFC BigEye #2 | 07 Jun 2018 | 02:18 PM | View | Normal | Online | View Map |
| Checked In | ForestPark | 07 Jun 2018 | 02:18 PM | - | Normal | Online | - |
| Checked In | Location4-NFC-Long Tag | 07 Jun 2018 | 02:18 PM | - | Normal | Offline | - |
| Checked In | Entrance | 07 Jun 2018 | 02:19 PM | - | Normal | Offline | - |
| Checked In | Lobby | 07 Jun 2018 | 02:19 PM | - | Normal | Offline | - |
| Patrol Ended | N/A | 07 Jun 2018 | 02:25 PM | - | - | Offline | - |
| Missed Check-in | Location5-Beacon | 07 Jun 2018 | 02:25 PM | - | - | Offline | - |

- Print – The print function allows user to generate a pdf report of the event log.

Event Type

| | |
|------------------------|---|
| <i>Patrol Started</i> | <i>User has started the patrol</i> |
| <i>Patrol Ended</i> | <i>User has ended the patrol</i> |
| <i>Checked In</i> | <i>Checkpoint has been checked-in</i> |
| <i>Emergency</i> | <i>SOS / Emergency button has been pressed</i> |
| <i>Missed Check-In</i> | <i>Patrol has not checked into that checkpoint during the entire route and patrol has already ended</i> |
| <i>Missed Patrol</i> | <i>Patrol has not gone for patrol at all and the start/end slack time is done</i> |
| <i>Uploaded File</i> | Media attachment has been uploaded |

Report

| | |
|---------------|---|
| <i>Normal</i> | User has checked in within the given time |
| <i>Delay</i> | User has checked in later than the given time |

Connectivity

| | |
|----------------|-----------------------------------|
| <i>Online</i> | User has checked in while online |
| <i>Offline</i> | User has checked in while offline |

2.6 | Activity Page

- On the Activity page, all the patrol activities will be listed. User can use the Event Type filter button to filter events. Emergency events will be listed in **RED** colour.
- User may click on the View link to view the recorded media file.

Event type:

Show

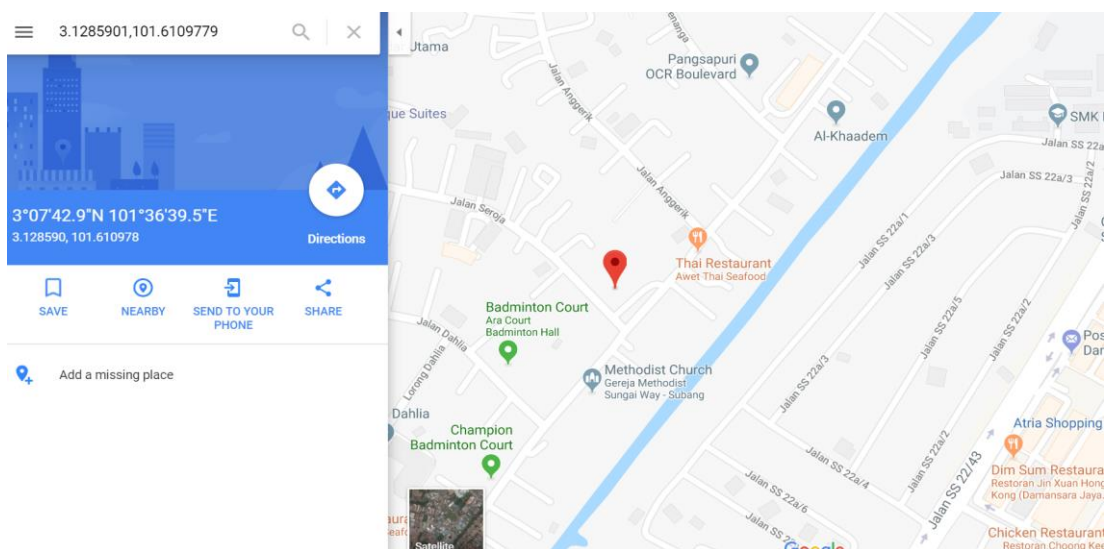
10

 entries

Search Route

| User | Event | Route | Checkpoint | File | Date | Time | Location |
|------------|---------------|-----------------|------------|----------------------|-------------|----------|--------------------------|
| guard3 | Missed Patrol | Open Air Patrol | N/A | - | 08 Jun 2018 | 10:31 AM | - |
| guard2 | Missed Patrol | Demo Route | N/A | - | 08 Jun 2018 | 10:16 AM | - |
| guard2 | Uploaded File | N/A | N/A | View | 08 Jun 2018 | 10:15 AM | - |
| guard2 | Emergency | N/A | N/A | - | 08 Jun 2018 | 10:15 AM | View Map |
| guard2 | Emergency | N/A | N/A | - | 08 Jun 2018 | 10:15 AM | View Map |
| guard2 | Emergency | N/A | N/A | - | 08 Jun 2018 | 10:05 AM | View Map |
| guard2 | Emergency | N/A | N/A | - | 08 Jun 2018 | 10:04 AM | View Map |
| guard3 | Missed Patrol | Open Air Patrol | N/A | - | 07 Jun 2018 | 03:54 PM | - |
| guard2 | Missed Patrol | Demo Route | N/A | - | 07 Jun 2018 | 03:39 PM | - |
| KLCCGuard1 | Emergency | N/A | N/A | - | 07 Jun 2018 | 03:17 PM | View Map |

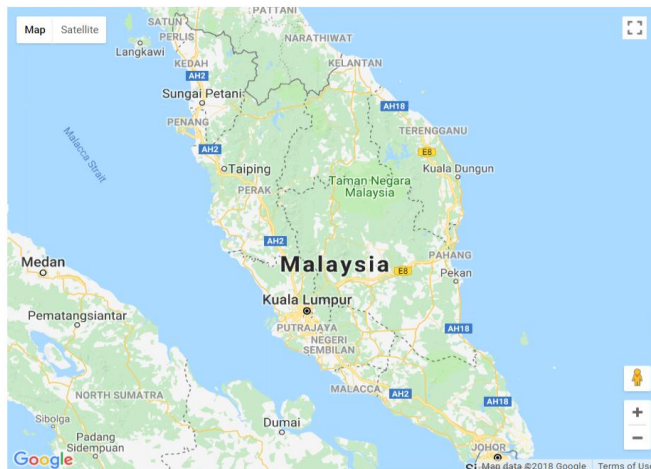
- To view the GPS location, click on View Map. Google Maps will pop out to display the location.



2.7 | Map Page

- After each patrol, user is able to view on the map page all the checked in locations of the patrol. User can apply filters like date, event type, route, etc.

Dashboard > Patrol Map



Patrol Map

Team

User

Route

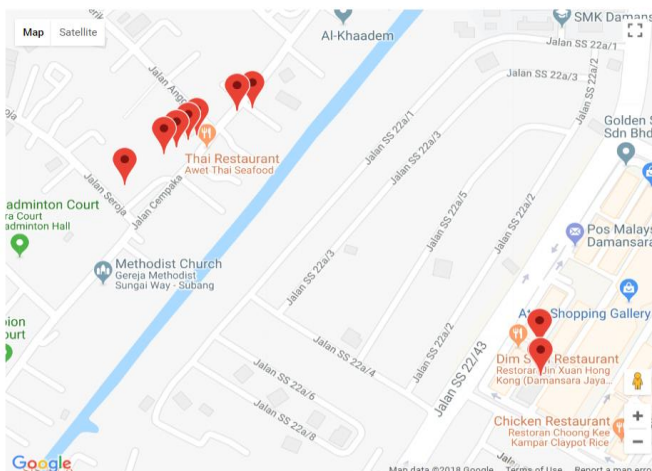
Event type

Start
2018-06-11 18:01:23

End
2018-06-12 18:01:23

Filter

Dashboard > Patrol Map



Patrol Map

Team

User

Route

Event type

Start
2018-06-05 18:01:23

End
2018-06-12 18:01:23

Filter

2.8 | Contact List

- On the Contact List page, these are the emergency numbers that user can contact patrol personnel directly. Here the user can click “Create Contact” to add more emergency contacts and numbers

Contact List

Show 10 entries

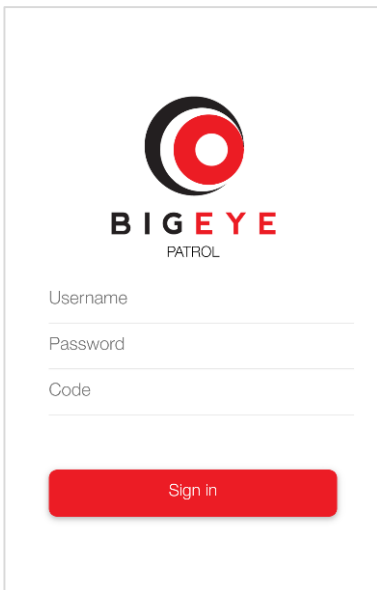
Create Contact

| ID | Name | Phone Number |
|----|--------------------|--------------|
| 7 | Head Of Department | 01X-XXX XXXX |

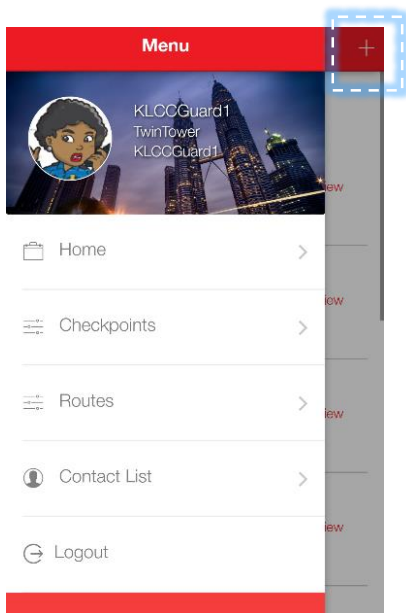
<< 1 >>

USE MOBILE APP TO CREATE CHECKPOINTS/ROUTES

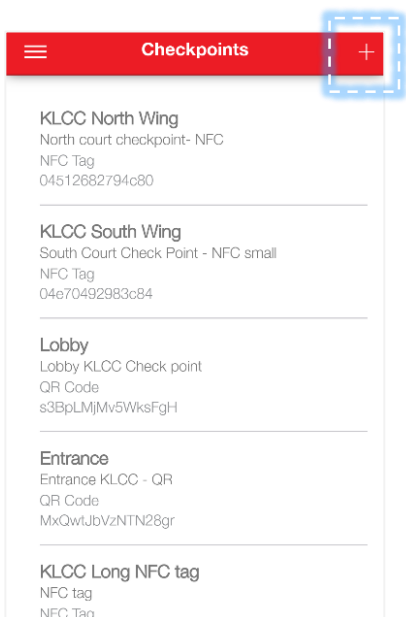
3.1 | Create Checkpoints

A screenshot of the Big Eye Patrol mobile app login screen. At the top center is the Big Eye Patrol logo, which consists of a stylized red and black eye icon above the text "BIG EYE" in bold black letters, with "PATROL" in smaller black letters below it. Below the logo are three input fields: "Username", "Password", and "Code", each with a light gray border and a small red eye icon on the right side. At the bottom center is a red rectangular button with the text "Sign in" in white.

- Login with the user name with “manager” role to utilize this feature.



- Click on the Menu button on the top left corner to open the drop-down menu.
- To create a Checkpoint, click on “Checkpoints”



- This is a list of checkpoints created in the database. To create a new checkpoint, click on the “+” button on top right corner.

Back Add Checkpoint

Checkpoint information

Payload:

Name

Description

Type

Payload

Submit

- Key in information like name, description, type and payload.

Back Add Checkpoint

Checkpoint information

Payload:

Name

Ch

Des

Ent

Type

Payload

Submit

Type

QR Code ✓

NFC Tag

Beacon

Cancel OK

- For Payload, select the type of tag, either QR Code or NFC.

< Back Add Checkpoint

Checkpoint information

Payload:

Name
Checkpoint A

Description
Entrance

Type
QR Code ▼

Scan QR payload

Payload

Submit

- If QR code is selected, “Scan QR payload” will appear. User can either key in the payload at the payload section or press the “Scan QR Payload” button to directly scan QR code to assign the payload automatically.
- Click “Submit” to register the information into the BigEye Patrol server.

< Back Add Checkpoint

Checkpoint information

Payload:

Name
Abc

Description
Abc

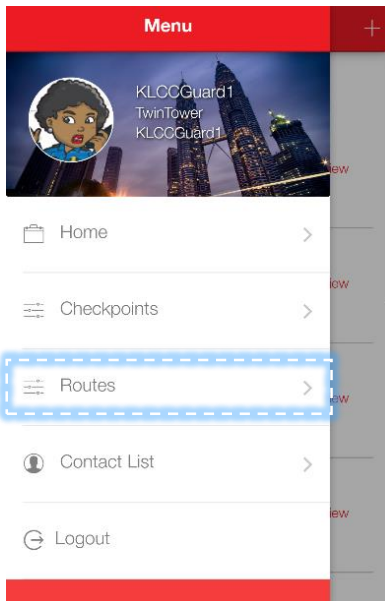
Type
NFC Tag ▼

Payload

Submit

- Similarly, If NFC is selected as the type, user just need to scan the NFC tag and the NFC payload will be automatically loaded.
- Click “Submit” to register the information into the BigEye Patrol server.

3.2 | Create Routes



- On the Menu page, select “Routes” to create a route



- Under the Manage Routes page, a list of routes in the database will be listed. Click on the “+” button on the top right corner to add a route.

< Back Manage Route

Route Name

Route Description

Start end slack (hh:mm:ss)

00:00:00

Checkpoint slack (hh:mm:ss)

00:00:00

Route Path Checkpoints
(Swipe left/right for more options, drag to sort)

Add a checkpoint

< Back Manage Route

Route Description

Garden

Start end slack (hh:mm:ss)

00:00:00

Checkpoint slack (hh:mm:ss)

00:00:00

Cancel Done

00 00 05

01 01 08

02 02 07

03 03 06

- User can create a new route by keying in the route name, description, start end slack time, checkpoint slack time.
- Set the slack time using scroll method and press “Done” when complete.

< Back Manage Route

Route Description

Garden

Start end slack (hh:mm:ss)

00:00:05

Checkpoint slack (hh:mm:ss)

00:00:05

Route Path Checkpoints
(Swipe left/right for more options, drag to sort)

Add a checkpoint

Submit

- To add a checkpoint into the new route, click the “Add a checkpoint” button.

Back

Manage Route

Route Description

Garden

Start end slack (hh:mm:ss)

00:00:05

Checkpoint slack (hh:mm:ss)

00:00:05

Route Path Checkpoints

(Swipe left/right for more options, drag to sort)

Set Interval

Set Checkpoint

KLCC North
NFC Tag - No
Interval: 0 min

Add a checkpoint

- Swipe right on the listed checkpoint, tap on the “Set Interval” to set the interval time.
- Tap on “Set Checkpoint” to set the checkpoint.
- Tap on “Add a checkpoint” to save this checkpoint

Back

Manage Route

Route Name

Route garden

Route Description

Garden

Start end slack (hh:mm:ss)

00:00:05

Checkpoint slack (hh:mm:ss)

00:00:05

Route Path Checkpoints

(Swipe left/right for more options, drag to sort)

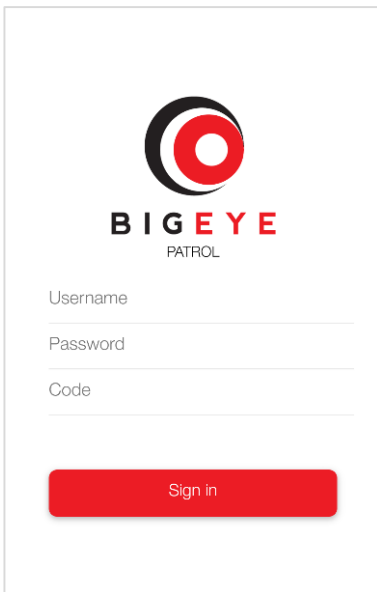
checkpoint- NFC

Remove

- To remove checkpoint, swipe left on the same checkpoint list and the “Remove” button would appear. Tap on “Remove” to remove the checkpoint.

USING THE MOBILE APP

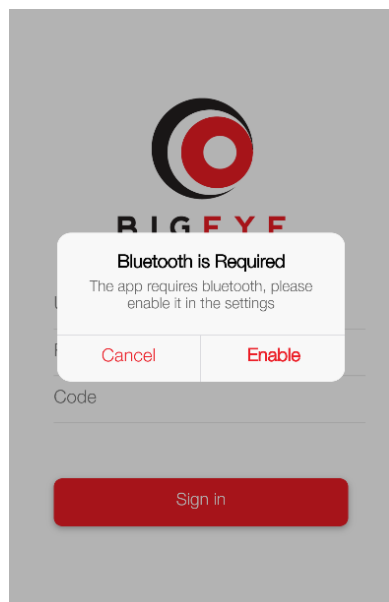
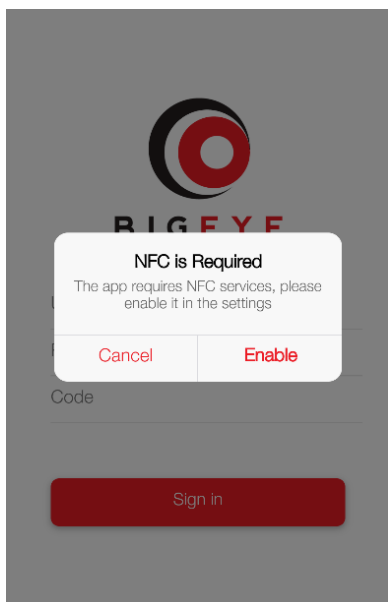
4.1 | Login



The image shows the login screen of the Big Eye Patrol mobile app. At the top center is the Big Eye Patrol logo, which consists of a stylized red and black eye icon above the text "BIG EYE" in bold red letters, with "PATROL" in smaller black letters underneath. Below the logo are three input fields: "Username", "Password", and "Code", each with a corresponding label to its left. At the bottom center is a red rectangular button with the text "Sign in" in white.

- Login with the provided user name, password and company code. Each user is allowed to login into one single device only. If user login into multiple devices, the earlier login will be disabled and the data on the previous login will be lost.

4.2 | NFC and Bluetooth Enable



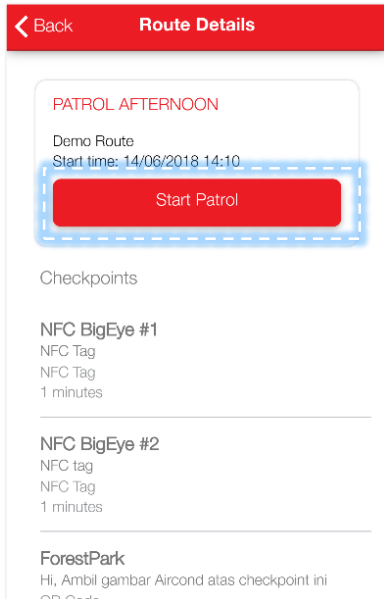
- If the phone Bluetooth and NFC feature is not enabled, the app will prompt user to enable the feature. Without these features enabled, the app will not be able to scan NFC and beacon

4.3

Upcoming Routes and Past Routes



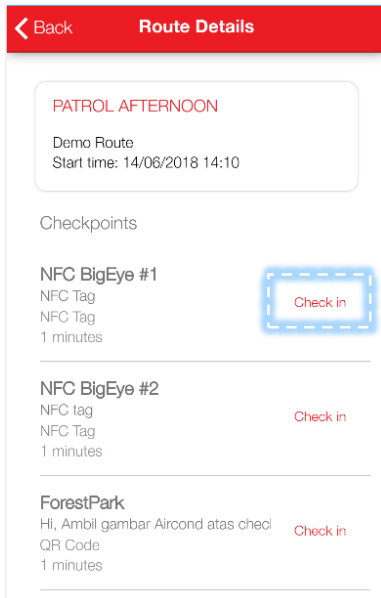
- After login, the main page will display a list of upcoming routes and past routes. To start patrol, click on the “View” button on the scheduled upcoming route.



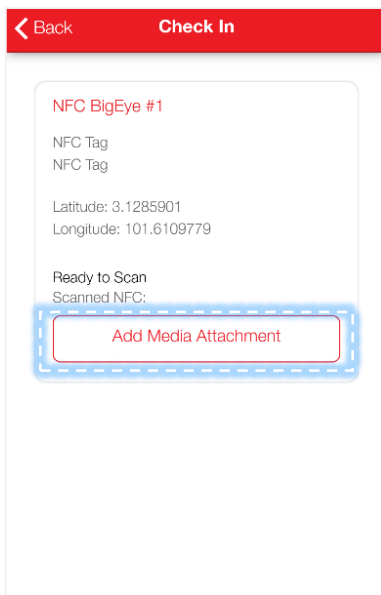
- This page shows the details of the scheduled route, start time and date. Click the “Start Patrol” button to start the patrol.

4.4

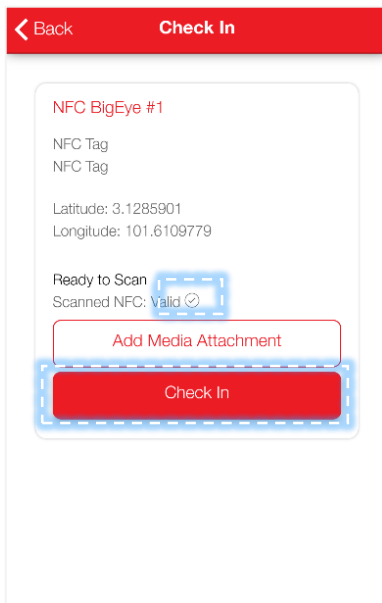
Start Patrol – NFC Checkpoint



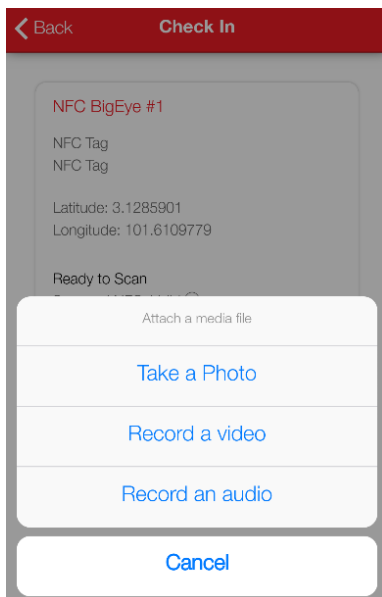
- The first checkpoint will be listed on the top of the list and shows the checkpoint type, either NFC, QR code or other. When the user reaches the checkpoint, click the “Check In” button to perform the check in.



- After “Check In” button is clicked, this page will show the details of the checkpoint. GPS location will be captured and displayed in the form of latitude and longitude.
- Note: normally it will take about 1 minute to get a stabilized location coordinates, subject to GPS signal condition and phone GPS accuracy.
- Click the “Add Media Attachment” button to record a video or an audio clip for this checkpoint.



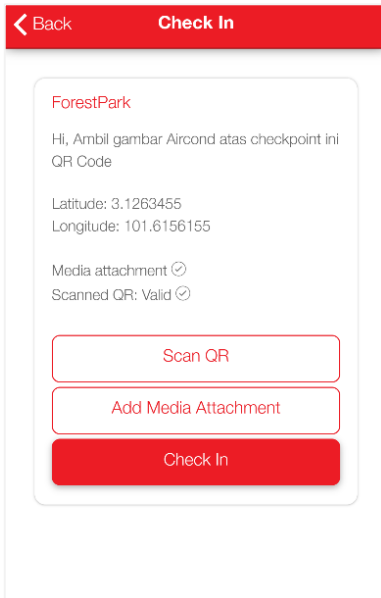
- After user scans the NFC tag with the phone, the “✓” symbol will appear. The “Check In” button will appear only if it is a valid checkpoint.
- Note: If user wants to attach media, click on the “Add Media Attachment” button before clicking the “Check In” button
- Click on the “Check In” button to confirm the check in.



- Click the “Add Media Attachment” button to take a photo, record a video or an audio clip.

4.5

Start Patrol – QR Checkpoint

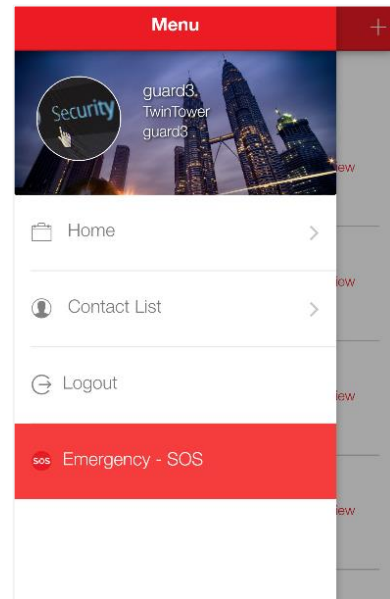
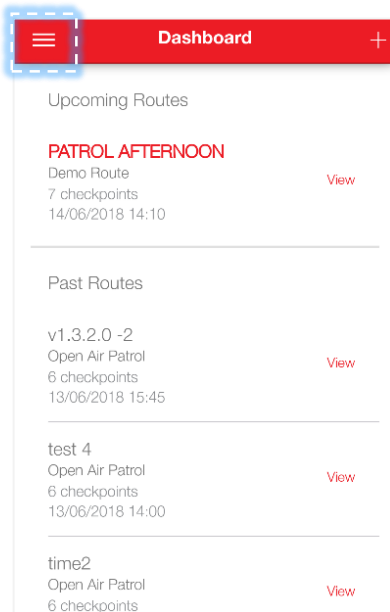


- Similarly, for QR checkpoint. Click on the “Scan QR” button and the app will automatically switch to QR camera scanning mode. Hold your phone steady for 2-3 seconds towards the QR code you want to scan.

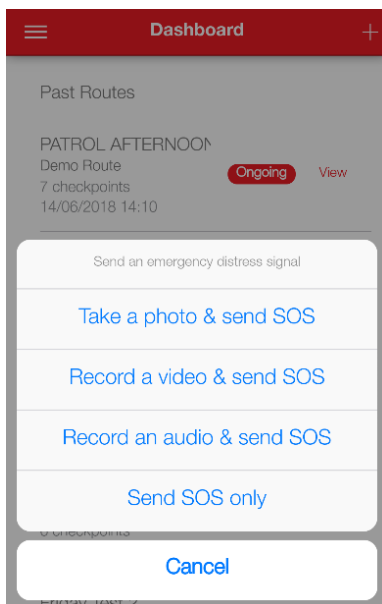


- Make sure the QR code is placed and focused at the centre of the phone screen. The app will automatically scan the code.
- The “✓” symbol will appear to indicate that the tag is a correct checkpoint. The “Check In” button will appear only it is a valid checkpoint.
- Click on the “Check In” button to confirm the check in.

4.6 | Emergency



- Click on the Menu button on the top left corner to open the drop down menu.




- Click on the “Emergency - SOS” button to trigger the SOS distress signal. The user will be prompted to take a photo, record a video or an audio clip.
- When the Emergency button is triggered, the alert will be displayed real time on the webpage activity page in red colour.

Dashboard > Activity List

Activity List

Start: 2019-01-29 End: 2019-01-29 [Export CSV](#)



TwinTower

Registration Number : 111111 Company Code : 651316

Phone Number : 010-123456789 Address : KLCC Park, Wilayah Persekutuan

Subscription Type : Everything Plan User Count : 5

Show 10 entries

Event type: Choose Event Type

Search Route

| User | Event | Route | Checkpoint | File | Date | Time | Location |
|--------|-----------------|----------------------------|------------|----------------------|-------------|----------|--------------------------|
| YY | Emergency | N/A | N/A | - | 29 Jan 2019 | 06:14 PM | - |
| YY | Emergency | N/A | N/A | - | 29 Jan 2019 | 06:12 PM | - |
| guard2 | Missed Check-in | Schedule 1 - Morning Shift | OwnID #1 | - | 29 Jan 2019 | 03:26 PM | - |
| guard2 | Missed Check-in | Schedule 1 - Morning Shift | 3D QR1 | - | 29 Jan 2019 | 03:26 PM | - |
| guard2 | Missed Check-in | Schedule 1 - Morning Shift | Demo NFC2 | - | 29 Jan 2019 | 03:26 PM | - |
| guard2 | Patrol Ended | Schedule 1 - Morning Shift | N/A | - | 29 Jan 2019 | 03:26 PM | - |
| guard2 | Missed Patrol | Beacon Functionality | N/A | - | 29 Jan 2019 | 03:16 PM | - |
| guard2 | Emergency | Schedule 1 - Morning Shift | N/A | - | 29 Jan 2019 | 03:05 PM | View Map |
| guard2 | Checked In | Schedule 1 - Morning Shift | Demo NFC1 | View | 29 Jan 2019 | 03:04 PM | View Map |
| guard2 | Patrol Started | Schedule 1 - Morning Shift | N/A | - | 29 Jan 2019 | 03:02 PM | - |

<< 1 2 3 4 5 ... 103 >>

- When Emergency is triggered, the alert will be real time display on the webpage activity page in red font.

4.7 | Offline Mode

- Before using the BigEye Patrol services in offline mode, user is required to login into the app in online condition. This is required for the app to download the scheduled patrol details into the phone. Without this step, the user would not be able to use the app in offline mode.
- After the patrolling task is completed, data collected in offline mode will be automatically transfer to the BigEye Patrol server when the user connects the phone to the internet.

FAQ

Can I login into multiple devices at the same time?

Each user is only allowed to login into one single device. If user login into multiple devices, the earlier login will be disabled and the previously collected data will be lost.

What is the recommended height to place the NFC and QR code tags?

Recommended to place the NFC or QR code tags at eye level so that user can easily reach and scan the tag.

GPS location not accurate or not detected?

User will need to turn on the location services on the Android phone. Please refer to this [link](#).

The GPS not accurate issue depends on whether the GPS signal is strong at the area where it is being used, and also the GPS accuracy of the phone. It is strongly recommended to calibrate your devices from time to time, please follow the instructions in this [link](#)



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