USER GUIDE

SEEN Insight / insight.seensafety.com

This guide is intended for the person responsible for managing the use of SEEN IRIS-i cameras at a workplace and using the SEEN Insight platform. It covers how to create a SEEN Insight workplace account and how to manage machines, IRIS-i camera subscriptions, billing, and site users. For information on how to install IRIS-i cameras refer to the IRIS-i Camera Installation Guide.

Introduction

SEEN Insight is an online platform that displays detection data from SEEN IRIS-i cameras attached to SEEN IRIS 860 sensors.

Data is securely uploaded to SEEN Insight over the mobile data network using the camera's embedded roaming SIM card. For security WIFI connection is not possible.

Creating a SEEN Insight account is free. A connection fee is charged for each active IRIS-i camera.

Step 1. Create a Workplace Account

A SEEN Insight account should be created for each workplace location where IRIS-i cameras are used (i.e at each individual branch / depot / warehouse / facility). The person who creates the account becomes the site administrator and can add and manage other users.

https://insight.seensafety.com/register

To create another workplace account (e.g. for a second workplace location that you manage) login to SEEN Insight and select "Create new workplace account" in the menu at the top right of the screen.

Step 2. Initial Set-up

Some preliminary set-up can be done in SEEN Insight prior to IRIS-i cameras being installed on the machines.

1. Define your machine types and operating areas

This step is optional, but defining the types of machines being used, and the main operating areas will help you to filter the detection data.

https://insight.seensafety.com/settings/filters

2. Add machines

Enter details for each machine that you plan to install an IRIS-i camera on.

https://insight.seensafety.com/manage

3. Add Account Credit or a credit card

Account Credit, or a credit-card, can be added in advance to pay for each camera subscription when activated.
https://insight.seensafety.com/settings/billing

4. Time-zone

Admin users can set the local time-zone on the Workplace Details page. Detection events will be displayed to all users in this time-zone.

https://insight.seensafety.com/settings/workplace/

5. Add site users

Administrator and Manager users can invite other users.

https://insight.seensafety.com/settings/users

Users can be invited with the following predefined role permissions

Administrator	Manager	View + video	View Only	Installer
• Add and remove users (including other admin users) • Add and remove machines • Manage operating areas and machine types • Link and unlink cameras • View all data • Download detection event video • Set up personal notifications • Change organisation details • Manage billing • Add and edit credit card details	• Add and remove users (except admin users) • Add and remove machines • Manage operating areas and machine types • Link and unlink cameras • View all data • Download detection event video • Set up personal notifications • Manage billing • Add and edit credit card details	• View all detection and dashboard data • Set up personal notifications • Download detection event video	• View all detection and dashboard data • Set up personal notifications	• Add and remove machines (cannot remove machines with an active camera) • Link cameras • Unlink camera (if not activated) • Cannot view detections or data • Cannot activate or deactivate camera billing

Step 3. Link and Activate each Camera

Each IRIS-i camera must be linked to the machine on which it is installed.

Link the IRIS-i camera to the machine

Linking is done on the Machine Detail page. Enter the camera serial number (found on the bottom of the camera) and follow the on-screen instructions.

https://insight.seensafety.com/manage

Activate the camera subscription

After the camera has been linked it can be Activated. Choose the monthly or 12-monthly billing option. If a credit card or Account Credit has not been added you will be prompted to add credit.

SCN0023 A0001234

The camera serial number sticker is found on the bottom of each camera. In this example the serial number is **SCN0023A0001234**

Subscription Fees

Each IRIS-i camera requires an active subscription to connect to the SEEN Insight platform. Subscriptions can be set to recur monthly or annually. The subscription fee covers all detection event data including an image of each detection event and the option to download a short video of the detection.

Subscription renewal

Subscriptions will automatically renew unless the camera is deactivated prior to the renew date (refer to Device Management below). **No refunds are given if a camera is deactivated prior to the end of its subscription cycle.**

Video download

The camera subscription includes up to 25 free detection event video downloads per month.

Subscription transfer

If a camera with an active subscription needs replacement due to a hardware fault (either under warranty or not) please contact support@seensafety.com to transfer the subscription to a replacement camera.

Device Management

Unlinking

An IRIS-i camera can be unlinked from a machine at any time, and linked to another machine. Unlinking a camera:

- Will disassociate it from the linked machine
- Does not stop an active subscription
- Does not remove any existing detection event data from SEEN Insight.

Deactivation

https://insight.seensafety.com/manage/

> Machine detail page > Subscription > Manage

To maintain the security of your data, IRIS-i cameras should be deactivated before they physically leave your workplace. Deactivate your IRIS-i camera/s when:

- A hardware lease expires and the camera is returned to the supplier
- The camera is sold or given to a new owner
- The camera is moved to another workplace within your organisation
- The camera will not be used for an extended period.

Deactivating a camera will

- Unlink the camera from the machine
- Cancel an active subscription
- Wipe the camera's internal memory
- Make the camera available to be linked and activated by a different organisation (or by you) at a later time.

If the camera is not online at the time of the deactivation request, deactivation will take place the next time the camera is powered on and is connected to the mobile data network (indicated by a green LED) on the camera).

If you forget to deactivate a camera don't worry, Active cameras cannot be linked and activated by another workplace/organisation until you have first deactivated them.

No refunds are given for deactivation prior to the end of a pre-paid monthly or yearly subscription cycle.

Deleting a machine

If a machine is deleted from SEEN Insight:

- Linked cameras will be unlinked and will not upload data, even if they have an active subscription. Cameras with an active subscription should either be deactivated, or linked to another machine.
- All detection event history associated with the machine will be retained in SEEN Insight.

Internal Memory

The IRIS-i camera internal memory stores detection event data until it is uploaded to SEEN Insight or it is over-written by new data.

Detection event data

Information about each detection event (data and still-image) is automatically uploaded to the SEEN Insight platform when the camera is online. If the network connection is lost, the camera can store up to approximately 1,000 detection event records. These will be uploaded when the camera next connects.

Detection event video clips

The camera can store approximately 12,000[1] past detection event videos before they start to be over-written. Detection event videos in the camera's memory can be download from SEEN Insight on-demand. Once the camera's memory is full, the oldest videos will start to be over-written by new detection event videos. Sound is not recorded.

Emergency Procedure

In the event of an emergency where the camera may have recorded important information, the camera should be removed from the machine to ensure data is not over-written or lost. Immediately contact support@seensafety.com for assistance.

Support

For assistance please email support@seensafety.com

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1   **The exact number will vary depending on the duration of each event.**

IMPORTANT

SEEN IRIS-860 sensors can provide collision warning assistance to the operator but do not replace the need for proper operator training and best practice safe operating procedure. While IRIS-860 sensors can alert the machine operator to a potential collision, the operator is always fully responsible for the safe operation of the equipment. IRIS-860 sensors do not comply with the regulatory standards required for devices which are intended to directly control vehicle or machine safety functions. Using the sensor accessory port to control a vehicle or machine function is entirely at your own risk. Detection can never be guaranteed.