



## USER GUIDE

SEEN Insight / [insight.seensafety.com](https://insight.seensafety.com)

This guide is intended for people responsible for implementing SEEN IRIS-i cameras and setting up the SEEN Insight platform. It explains how to create and manage the SEEN Insight workplace account. It also includes important information about data storage and privacy.  
For information on how to install an IRIS-i camera, refer to the IRIS-i Camera Installation Guide.

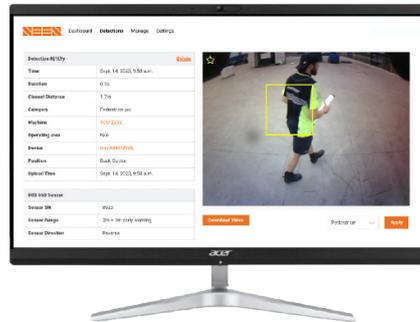
# Introduction

SEEN Insight is an online data platform that displays detection information uploaded from SEEN IRIS-i cameras. Data is securely uploaded to SEEN Insight over the mobile data network using the camera's embedded global roaming SIM card.



IRIS 860 sensor

IRIS-i camera



SEEN Insight platform

## 1. Create a Workplace account

The first step is to create a SEEN Insight workplace account for the individual branch/depot/warehouse/facility where the SEEN System will be used.

Creating SEEN Insight workplace accounts is free, and by default you will become the site Administrator user, and can invite other users, including other Admin users.

<https://insight.seensafety.com/register>

### Check the time-zone

Check that the time-zone is correctly set. Detections will be displayed to all users in the workplace time-zone. (Only admin users can change this setting)

### Billing Contact details

Add the billing details for your accounts payable team.

### View and edit Workplace details

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

TIP: Once you have created your first workplace account, to create additional workplace accounts (for example for other workplace locations you manage), log into SEEN Insight and select **Create new workplace account** from the dropdown menu at the top right of the screen.

## 2. Add Users

By default you will be the site Administrator user. There should be at least one user (preferably the site safety manager) who will be responsible for regularly reviewing and managing the SEEN Insight data. If this person is not you, you will need to invite them as a Manager or Admin user. SEEN recommends you have at least two users per workplace.

### How to add users

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

- Click on the **Invite a user** button
- Enter their email address, and select a role from the dropdown menu. Click the **Save** button.

### Roles and permissions

	Administrator	Manager	View + video	View Only	Installer
Add and remove users (including other admin users)	✓	✓	x	x	x
Add and remove machines	✓	✓	x	x	✓ (except if camera active)
Manage operating areas and machine types	✓	✓	x	x	x
Link and unlink cameras	✓	✓	x	x	✓ (cannot unlink if active)
View all data	✓	✓	✓	✓	x
Download detection event video	✓	✓	✓	x	x
Set up personal notifications	✓	✓	✓	✓	x
Change organisation details	✓		x	x	x
Manage billing	✓	✓	x	x	x
Add and edit credit card details	✓	✓	x	x	x
Change IRIS 860 sensor settings	✓	✓	x	x	x

## 3. Account credit

The workplace needs account credit to pay the connection fee for each active IRIS-i camera. Each camera uses a fixed amount of account credit per day. More credit can be added at any time.

### How to add account credit

There are two ways to add credit to the workplace account.

<https://insight.seensafety.com/settings/billing>

1. Apply a pre-paid SEEN credit code (found on your SEEN invoice)
2. Purchase account credit. You can choose to pay by invoice or by credit card.
  - TIP: First use the online calculator tool to calculate how much credit you need, for the number of active IRIS-i cameras you have.

## 4. Machines

Before starting we recommend you make a note of the serial number or license plate number of each machine that the SEEN System has been (or will be) installed on.

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

- Click the **Add Machine** button and enter the machine ID and a short description and click **Save**.
- Repeat this step for each machine that the SEEN System will be installed on at this workplace



IRIS-i camera

## 5. Linking cameras

Each IRIS-i camera must be linked to the machine it has been installed on.

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

- Click on the **Machine ID** to take you to the Machine detail page.
- Enter the camera serial number, select it's mounting location, and click **Link**.
- Repeat this step for all machines and cameras.

TIP: Linking the camera to the machine does not activate it. Activation is done in the next step. Multiple cameras can be linked to one machine.



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

## 6. Activating cameras

Once the camera is linked to the machine it needs to be activated. Active cameras are capable of uploading data and will use account credit.

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

- To activate a camera, click on the specific **Machine ID** to take you to the Machine details page, if you are not there already.
- Find the specific camera and click on the **Activate** button..

TIP: You need to have account credit to activate cameras.

## Billing

### Account credit

Each active camera uses a fixed amount of account credit per day, even if the machine itself is not used and the camera is turned off. To stop the camera consuming credit it must be deactivated (refer to the Device management section below).

### Account credit sharing:

Account credit can be shared from one workplace account to another.

## How to share your credit with another workplace

<https://insight.seensafety.com/settings/billing>

- To share account credit with another workplace, you will need to enter their workplace ID and click on the **Share** button.
- To receive credit from another workplace you must first provide them with your workplace ID.
- If you need to stop sharing data, please contact [support@seensafety.com](mailto:support@seensafety.com).

TIP: You can find the workplace ID on the Credit Sharing section of the Billing page.

## Device management

### Unlinking a camera from a machine

An IRIS-i camera can be unlinked from a machine and linked to another machine at the workplace, if needed. Unlinking a camera:

- Does not affect any detection event data already uploaded to SEEN Insight
- Does not change the Activation status of the camera

TIP: Before you unlink a camera make sure the data has been uploaded to SEEN Insight, by connecting it to the mobile network before you proceed.

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

- Click on the specific **Machine ID** to take you to the Machine details page, find the specific camera, and click **Unlink** on the right.

### Deactivating a camera

To maintain the security of your data, IRIS-i cameras should be deactivated before they leave your workplace. For example when:

- The camera is returned to the owner (if rented)
- The camera is sold or given to a new owner
- The camera is moved from one workplace to another
- The camera will not be used for an extended period.

Deactivating a camera will:

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

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

Active cameras cannot be activated or used by another workplace account until you have first deactivated them.

**No refunds are given for unused data credit.**

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

- Click on the specific **Machine ID** to take you to the Machine details page, find the specific camera, and click on the **Deactivate** button.

## Deleting a machine

Machines can be removed from the list on the Manage page. If the machine has a linked camera, it must first be unlinked before it can be removed.

Refer to the ***Unlinking a camera from a machine*** section above.

When a machine is removed from the list, any detection event data associated with the deleted machine is retained in SEEN Insight.

## IRIS-i camera 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<sup>1</sup> past detection event videos before they start to be over-written. Detection event videos in the camera's memory can be downloaded 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.

## Additional notes

- The IRIS-i camera does not record sound
- Up to 25 detection event videos can be downloaded per camera, per month at no extra cost.
- Detection data that has been uploaded to SEEN Insight will be available indefinitely, even if there are no active cameras at the workplace.

## 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](mailto:support@seensafety.com) for assistance.

## Support

Email: [support@seensafety.com](mailto:support@seensafety.com)

Call Toll free: +1 888 858 4648

[www.seensafety.com](http://www.seensafety.com)

---

<sup>1</sup> The exact number will vary depending on the duration of each event.