

SAFR Camera Reference



H.265



This document provides abbreviated software set up instructions for SAFR Camera. This document, along with SAFR Camera Installation Guide is intended as a reference. Please see [SAFR SC800 Quick Start Guide](http://docs.real.com) at <http://docs.real.com> for more detailed information on installation, usage, and basic troubleshooting.

SAFR
SCAN

1 SAFR CAMERA FIRST RUN

1. Plug in PoE cable. See below for connecting ethernet cable.
2. Open the SAFR Finder Tool from <http://safr.real.com/download> and obtain IP address of the SAFR Camera.
3. Open SAFR Camera Console at http://IP_ADDRESS obtained in step 2.
4. Click "Set Up System Login" when prompted and complete form. Then log in.
5. **Before proceeding update Firmware to latest** (System > Update).
 - a. If online, click "Check for updates" and select latest firmware version
 - b. Else, download firmware from <http://safr.com/portal> > Downloads
6. Add faces in one of following ways:
 - a. Upload face images through the People tab, or
 - b. Open Live tab, pose in front of device and then click "Enroll" on the resulting event.
7. Test Face Matching:
 - a. Stand in front of the device.
 - b. Verify that the event appears in Live tab with green or blue border.

💡 *If event not recognized (green or blue border), check Troubleshooting section of [Camera Quick Start Guide](#)*
8. Edit person record.
 - a. Set ID Class to Threat or Concern and observe color change of events.
 - b. Set person type, create groups or add notes to person records.

Once connected, SAFR Camera will send events to SAFR Software which can be used to trigger actions.

2 DOWNLOAD AND INSTALL SAFR SOFTWARE

SAFR Camera can be used with either SAFR On-Premises Server or SAFR Cloud. Using SAFR Camera with an On-Premises Server means all your data remains local to the connected server or computer. Using with SAFR Cloud offers you the simplicity of having no in-house computer. SAFR On-Premises and SAFR Cloud require a license. Trial licenses are available. To request a trial or paid license, contact sales@safr.com for more information.

Create a Software Download account

A single SAFR Server or SAFR Cloud account can manage multiple SAFR cameras (as well as other SAFR products such as SAFR SCAN). To obtain a SAFR Account, submit a request as follows:

1. Go to <http://safr.com/portal>.
2. Under SAFR Account, click "Sign up".
3. Select "On-Premises" or "SAFR Cloud" and complete the form to request a license.
 - Make sure to use your corporate email and website
 - For Trial Licenses, if you don't already done so, contact sales@safr.com for pre-approval
4. Once approved, an activation email will be sent to the email address indicated above.

Install SAFR Platform (On-Prem) or SAFR Desktop (Cloud)

1. Go to <http://safr.com/portal> > Product Downloads.
2. Sign in with the account created above.
3. Download and install SAFR Platform suitable for your system.
 - For SAFR SCAN or Camera, GPU is not required. Use CUDA 10 Edition for Windows or Linux.
 - For 3rd party camera, GPU is recommended. Select the CUDA version applicable to your GPU.
4. When installation is complete, sign into the Desktop Client using your SAFR Account credentials.


💡 *SAFR Software is licensed over the Internet at cv-instam.real.com. If your server is not able to connect to the SAFR licensing server, please contact your SAFR account representative about offline licensing options.*

Connect SAFR Camera to SAFR On-Premises Server or SAFR Cloud

1. Open the SAFR Camera Web Console as described above and navigate to System > SAFR Server.
2. Choose "SAFR Cloud" or "SAFR Server".
 - If SAFR Cloud, enter the SAFR Account credentials.
 - If SAFR Server, enter the IP Address of SAFR Server and the credentials for the SAFR Account.

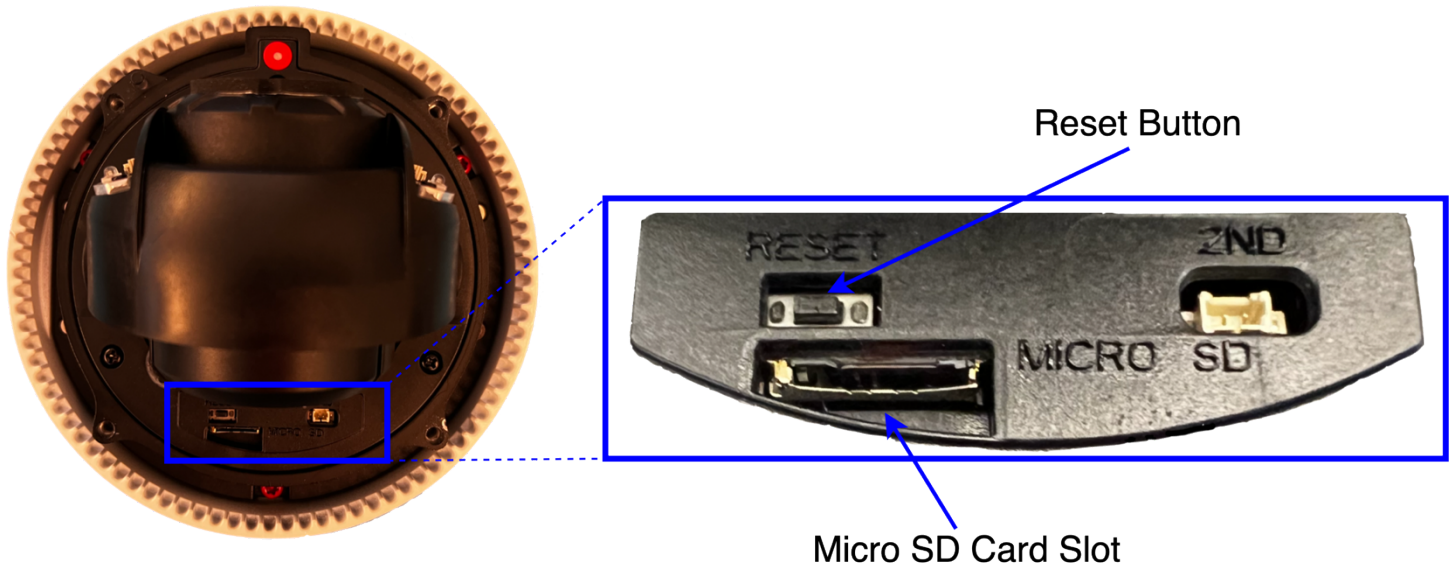
3 SAFR CAMERA INSTALLATION

See included **IP IR Dome Camera Quick Manual** at <http://docs.real.com> for installation instructions.

 See SAFR Camera Quick Start Guide for requirements for installing SAFR Camera outdoors.

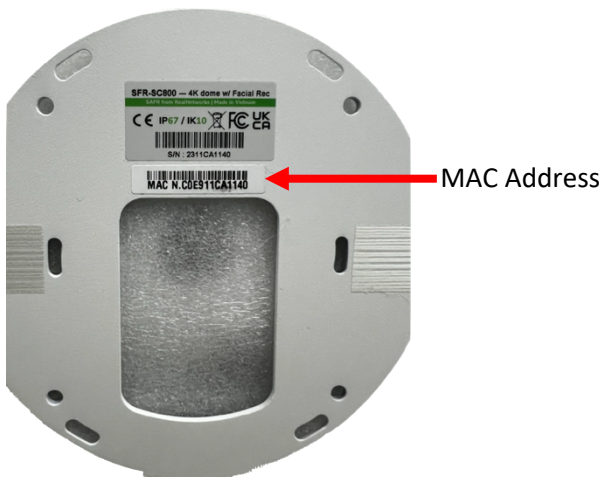
3.1 FACTORY RESET

Device can be factory reset from the Camera Web Console (System > Reset) or via Reset button shown below.



Reset Button: Hold reset button on the gimbal for 15 seconds while device powered to reset device to factory defaults. LED indicators will not change state, but device should reboot and you should hear the motorized varifocal lens activate if reboot was successful.

3.2 DEVICE MAC ADDRESS AND SERIAL NUMBER



To license the device MAC Address may be required. The MAC Address and Serial Number are located on the bottom of the mounting bracket as shown.

For product downloads, go to <http://safr.real.com/portal>.

For help, go to <http://support.safr.com> or email us at support@safr.com.

By using this product you acknowledge and agree to be bound to the Terms of Service at <https://safr.com/terms-of-use-branded-products> and the End-User License Agreement at <https://safr.com/scan-eula>.

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SAFR Portal



SAFR Helpdesk

