



seeingmachines

GUARDIAN


MANAGERS GUIDE

GUARDIAN / GEN 1



GO FURTHER WITH GUARDIAN

This guide is a useful resource to help you implement Guardian in your fleet. We look forward to helping you improve the safety of your fleet and protect your drivers.



**GUARDIAN BY SEEING MACHINES
IS A REAL-TIME DRIVER FATIGUE
AND DISTRACTION SOLUTION
THAT IS SCIENTIFICALLY PROVEN
TO REDUCE THE OCCURRENCE OF
FATIGUE EVENTS BY UPWARDS
OF 90%, COMBINING IN-CAB
INTERVENTION WITH SUPPORT
AND ANALYTICS SERVICES TO
PROVIDE A COMPLETE SAFETY
SOLUTION.**



**seeing
machines**

GUARDIAN

HOW IT WORKS



24/7 PROTECTION

Guardian uses proprietary face and eye tracking algorithms to measure a driver's eye closure and head position to determine whether they are fatigued or distracted.



REAL-TIME INTERVENTION

Guardian provides immediate intervention to the driver when fatigue or distraction starts to take hold. Audio alarms and seat vibration alerts are activated instantaneously to warn the driver to re-focus their attention to the road.





INTELLIGENT DATA

To provide a complete safety service, Guardian provides clients with intelligent data for continuous results with access to a live database and daily and weekly reports. Clients are able to investigate the time of day fatigue and distraction occurs the most, the location and duration of all events, and the speed the driver was travelling.

Managers are also able to review detailed footage of each event to have a clearer understanding of driver behaviour in their fleet.



24/7 GUARDIAN CENTER

When Guardian detects an event, footage is immediately sent to the 24/7 Guardian Center to be reviewed by our team of analysts, who will notify the driver's manager within minutes.

With Guardian, fleet managers can respond in real-time to fatigued and distracted driving to help reduce the risk of an accident.



INTEGRATE

Seeing Machines offers simple, secure and reliable integration through our message queue service. The message queue allows Seeing Machines to post client's Guardian events to the cloud, where it is available for your telematics provider or authorised party to retrieve and display in their interface.

HARDWARE COMPONENTS

1

PROCESSOR UNIT:

A fanless high powered computer.

2

IN-CAB SENSOR: Tracks the drivers eye closure and head position to provide protection against fatigue and distraction.

3

VIBRATION MOTOR:

Vibrates the seat to alert the driver during an event.

4

FORWARD-FACING CAMERA (FFC):

Captures footage of the road in front (optional component).

5

Wi-Fi ANTENNA: Provides communication between the Guardian and Wi-Fi capable devices.

6

3G ANTENNA: Allows Guardian to send data.

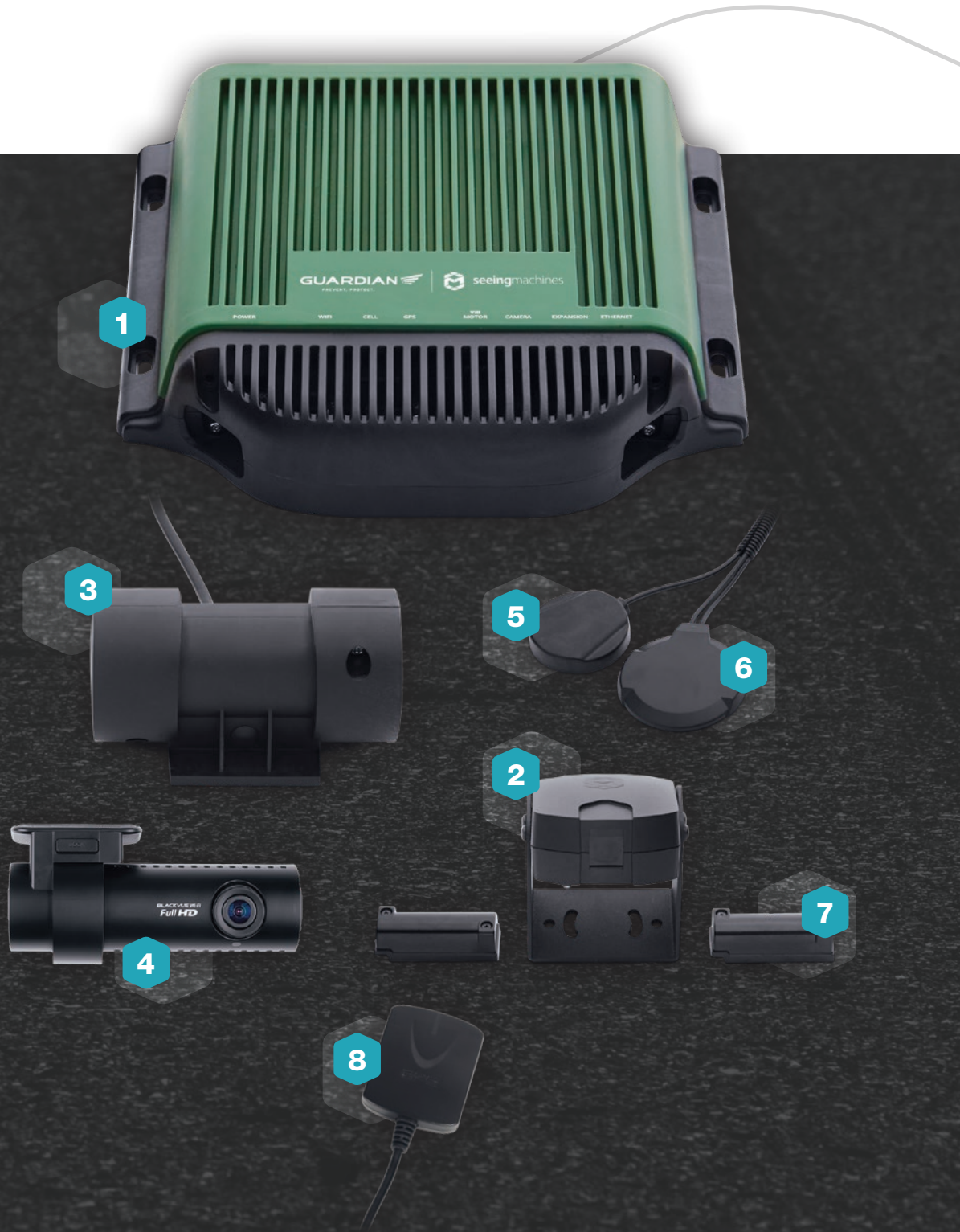
7

INFRARED (IR)

ILLUMINATORS: Allows the in-cab sensor to detect the driver at night and in other low light conditions.

8

GPS ANTENNA: Tracks location, speed and orientation of the vehicle.





24/7 GUARDIAN CENTER

When Guardian detects an event, footage is immediately sent to the 24/7 Guardian Center to be reviewed by our team of analysts, who will notify the driver's manager within minutes. With Guardian, fleet managers can respond in real-time to risky driver behaviour to help reduce the risk of an accident.

FATIGUE INTERVENTION PLAN

Your Fatigue Intervention Plan is a tailored program that outlines the contacts in your business who will be contacted by the 24/7 Guardian Center in the event that a driver is fatigued. Management will be notified in minutes, allowing you to actively respond to risk.

GUARDIAN LIVE

Guardian Live is an online tool that provides fleet managers with intelligent data. Clients are able to investigate the time of day fatigue and distraction events occur, the location and duration of all events, and the speed the driver was travelling. You're also able to review detailed footage of each event to have a clearer understanding of driver behaviour in your fleet.



Guardian detects event in-cab & alerts the driver



Data is sent to Seeing Machines database



Event is classified at 24/7 Guardian Center



View data in Guardian Live

DATA SECURITY & PRIVACY

What data is captured?

The reports will provide you with specific details about an event including:

- The duration of the event
- The speed of the vehicle at the time
- The distance traveled during the event
- Alarm activation
- GPS location
- Video footage of the driver (their eyes or full face depending on your settings) together with footage captured by the forward-facing camera.

Does Guardian store data?

Guardian has the capability to store approximately 24 hours of data (including driver and forward-facing footage) for review if required. During driving operation, new data will overwrite the old data after 24 hours. In order to preserve information, the data will need to be removed as soon as possible or the system disconnected until the data can be removed. Seeing Machines does not guarantee that footage will be recoverable, in particular where power to the controller is disrupted.

Can I get a live feed of the driver?

No. Guardian respects driver privacy. It is not a CCTV.

INSTALLATION

An Account Manager will work with your staff to coordinate the physical installation of Guardian into your vehicles. Installations are only carried out by a certified installer which ensures compliance with our installation process and safety requirements. Any work carried out by a non-certified technician may void warranty. We can work with your staff to provide training on installation and basic maintenance. Please speak with your Account Manager for more information about this training.

Seeing Machines recommends that Guardian is installed using permanent fittings which may cause a small amount of disturbance to the dash. Non-permanent installations are available but come with a small risk of the hardware becoming projectile in a crash and is not recommended.

During the implementation process, your Account Manager will work with your management team to help them understand how to get the most out of Guardian. This process will include demonstrations on how to access your data on Guardian Live, how to interpret reports and how to get 24/7 support.

Once installed, Guardian requires no additional set-up or maintenance other than minor cleaning and checks outlined later in this handbook. Guardian provides protection whenever the vehicle is turned on.

USAGE & FAQs

What happens when a fatigue event is detected?

An expert at our 24/7 Guardian Center will review data from the event and take action in accordance to your Fatigue Intervention Plan.

What happens if the in-cab sensor is covered?

If the in-cab sensor is covered or the driver's face cannot be seen, Guardian will register a unique event called a 'Field of View Exception'. Guardian will record the event (the time limit is set by your company) and alert our 24/7 Guardian Center. You can request immediate notification of these events, if required, or review the events in the daily report.

Does Guardian pose any health risks?

Small amounts of infrared light are used to allow the sensor to see the driver's eyes and face in the dark. The light emitted is less than 2% of what you'd receive from sunlight and Guardian has been certified by independent sources as safe for continuous use. A copy of this report is available on the client resources page on the Seeing Machines website.

Does Guardian work with safety glasses, sunglasses and spectacles?

We have conducted extensive testing of glasses and safety glasses. While each case is unique, we can advise you on our recommendations for glasses.

SUPPORT

Seeing Machines operates a 24/7 Support Center that is manned by technical experts who can assist you. If you require support, please contact Seeing Machines through one of the support channels below:

ZENDESK

You can submit and track your support requests:

<https://seeingmachines.zendesk.com>

EMAIL

support@seeingmachines.com

TOLL-FREE SUPPORT LINE

USA +1 855 377 3744

Australia +61 2 6108 4313

Seeing Machines is committed to keeping you informed about your support requests. If you are concerned about the progress or status of your request, please contact your Account Manager.



MAINTENANCE

Guardian is largely maintenance free, however, it is good practice to include some basic maintenance in the vehicle's scheduled maintenance plan. Regular basic maintenance ensures that the optical parts of the in-cab sensor and forward-facing camera are free from dirt, dust and greasy substances, and that they remain correctly oriented. A clean, lint-free cloth is required to clean the lenses on the in-cab sensor and forward-facing camera.

It is recommended that the following maintenance is carried out:

- Check the tightness of all bolts/ attachments of the unit and peripherals
- If the in-cab sensor and IR illuminators have not been permanently fixed to the vehicle, a physical inspection of the items and their contact to the mounting surface should be completed
- Physically inspect the attachment for the forward-facing camera to ensure that it still has good contact with the mounting surface
- Check the alignment of the in-cab sensor by testing the tightness of the mounting screws.
- A security key has been provided to tighten any loose mounting screws
- Clean the IR illuminators. Use a lint-free cloth to wipe both IR illuminators and remove any dirt or grease
- Clean the sensor lens cover. Wipe the lens cover of the in-cab sensor and remove any dirt or grease
- Physically inspect cables if visible

NEVER USE ABRASIVE CLOTHS, TOWELS, PAPER TOWELS OR SIMILAR. NEVER USE LIQUID CLEANERS, AEROSOL SPRAYS OR SOLVENTS.

HARDWARE WARRANTIES

Seeing Machines warrants that our hardware is free from manufacturing defects and that it will perform in all material aspects in accordance with the product's functional specifications. The warranty does not cover any accidental or intentional damage to the hardware caused by the customer or end users, or other factors outside Seeing Machines' control.

The warranty is also void if the product has not been installed by a 'Certified Installer' or if it is installed in a vehicle that cannot be registered for use on public roads. Where hardware issues cannot be resolved through our Support Center, our Return Merchandise Authorisation (RMA) provides a method for the return and engineering review of faulty equipment.

RMA cases will be initiated by the 24/7 Support Center (based on the advice from the Certified Technician) with the appropriate forms being provided to you via email. When the equipment has been received, the unit will be assessed in order to:

- Further diagnose the problem
- Determine if it can be repaired
- Understand if the problem has broader system implications

If the equipment is under warranty, you will be advised, and the item repaired and/or replaced. If the item is not under warranty, you will be advised of the cost to repair.

You will need to provide us with approval to proceed. Your Account Manager will assist you with RMAs.

Guardian is not waterproof and will void your warranty.

ACCOUNT MANAGEMENT

To ensure your Guardian experience is as seamless as possible, you will be allocated an Account Manager.

Your Account Manager will provide your company with:

- Advice on the use of Guardian
- Ongoing support after installation
- Ongoing support for additional roll-outs and upgrades

At Seeing Machines, you are assured of fully dedicated customer service, with a team to support you 24/7.

Please feel free to contact your Account Manager if you need assistance or would like to provide feedback.



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GUARDIAN

ZENDESK

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support@seeingmachines.com

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