Quick Start Guide

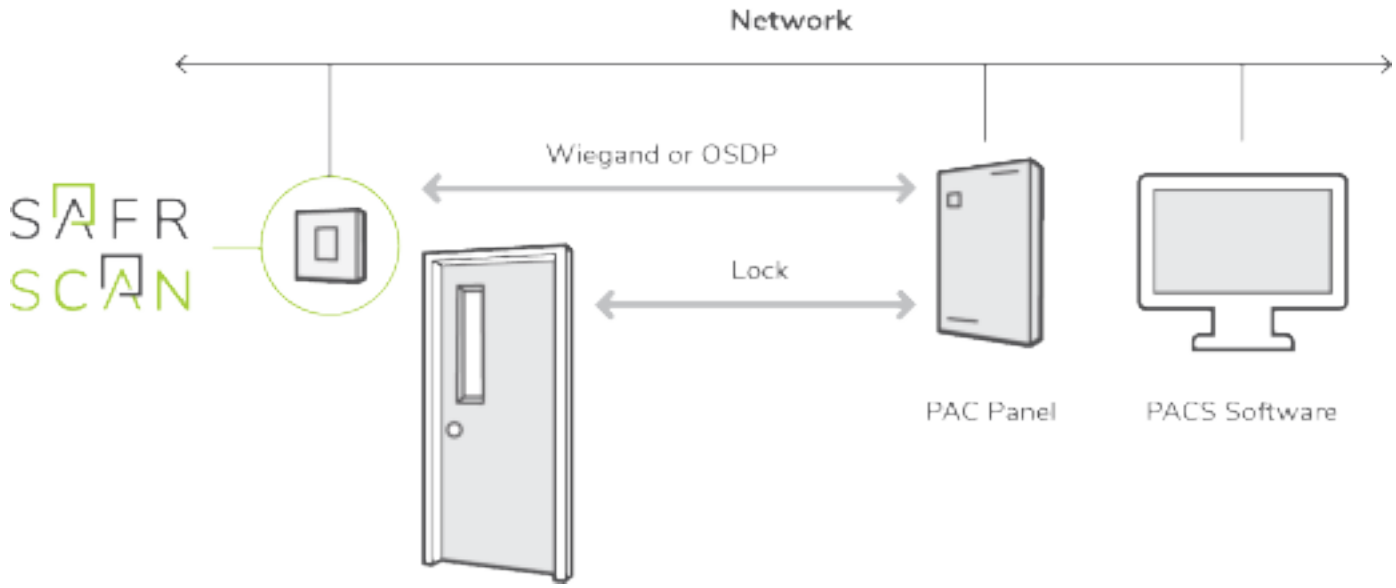
Introduction

SAFR SCAN is a revolutionary touchless access control device that uses your face to verify your identity. The incredibly fast and accurate SAFR lightweight algorithm runs directly on the SAFR SCAN hardware for the utmost in reliability and security for your enterprise needs. This device comes fully featured to allow you to connect directly to any access control system via a Wiegand or OSDP (Open Supervised Device Protocol) interface. Simply plug in the PoE (Power over Ethernet) network connection and you are on your way to experiencing what SAFR SCAN offers.

What's in this Guide

1 How it works

SAFR SCAN integrates into your existing Physical Access Control System (PAC). SAFR SCAN is mounted next to the door and connected to the PAC Panel via Wiegand or OSDP as shown in the graphic below.



SAFR SCAN sends the user credentials to the PACS Panel when a valid user appears at the door. The PACS Panel then evaluates if the user should be granted access based on their access clearances and if so, unlocks the door. For situations where a PACS Panel is not practical, SAFR SCAN can also unlock a door directly via the door latch Relay.

Users and their credentials are added to SAFR SCAN via the PACS software. As users and credentials are added or updated in the PACS software, SAFR automatically updates the local database on each SAFR SCAN reader with the latest user records to maintain synchronization with the PACS software.

In addition to the basic PACS integration, SAFR SCAN also supports the following:

- Enrollment from device, from an image file or webcam
- BLE reader to support Mobile Credentials and Universal RF Card Reader
- IR and white light projectors for low light environments
- Direct camera control for extreme back light environments
- RTSP Output for integration to VMS
- Tailgating detection, person counting and more

2 SAFR SCAN First Run

This section describes powering up and testing your SAFR SCAN reader.

2.1 Prerequisites

SAFR SCAN requires the following:

- A SAFR SCAN device
- A door connected to one of the following:
  - A Wiegand physical access control (PAC) panel
  - An OSDP PAC panel
  - A relay
- A PC or Mac with a web browser (for configuration)

2.2 Unbox SAFR SCAN

Unbox the SAFR SCAN device (the “reader”). Take note of the MAC Address (you will need this to create our Software Download account.

MAC Address

2.3 Power up SAFR SCAN

- Plug a PoE cable into your SAFR SCAN device.
  - The SAFR SCAN device relies on PoE for its power.
    - Alternatively, SAFR SCAN can be powered via the 12V Auxiliary power terminals.
  - Ensure that your SAFR SCAN device is connected to the same network as your PC or Mac machine.

- When your SAFR SCAN device turns on, its IP address appears on its screen momentarily.

  - Take note of the IP address; you'll need it in the next step.
  - The SAFR SCAN device defaults to DHCP, but if the device is unable to obtain a dynamically allocated address, then it defaults to 10.10.10.10 or an IP in the 169.254.x.x range.
- Open a web browser on your PC or Mac and go to http://IP_ADDRESS (where IP_ADDRESS is obtained from the previous step). This will take you to the SAFR SCAN Console.
  - You may be presented with a browser security warning about the default SAFR SCAN self-signed CERT. This is normal. See SAFR SCAN SSL CERT Security Warning in the SAFR SCAN Administration Guide for more details.
  - If needed, see SAFR SCAN Networking in SAFR SCAN Administration Guide for information on connecting to SAFR SCAN without DHCP and setting SAFR SCAN to a fixed IP Address.

- Click “Set Up System Login” when prompted and complete form.

  - The username is always 'admin'
  - The email address can be used to reset the device password. See Administrator Guide for details.
- When complete, login with the username 'admin' and the password set in previous step.

If the date and time is off by more than a few minutes events may not appear on the timeline making it appear as the reader is not functioning. Check Date and Time on the System tab. An NTP server is strongly recommended to ensure device clock is accurate.

2.4 Enrollment

This section covers enrolling a person and have SAFR SCAN authenticate them as authorized for entry.

2.5 Enroll a person into SAFR SCAN

You can either enroll people by using an uploaded image of their faces or by using the camera on the SAFR SCAN device. See the SAFR SCAN Console’s People tab documentation for details on how to use an uploaded facial image to enroll a person.

2.5.1 Upload Face Image

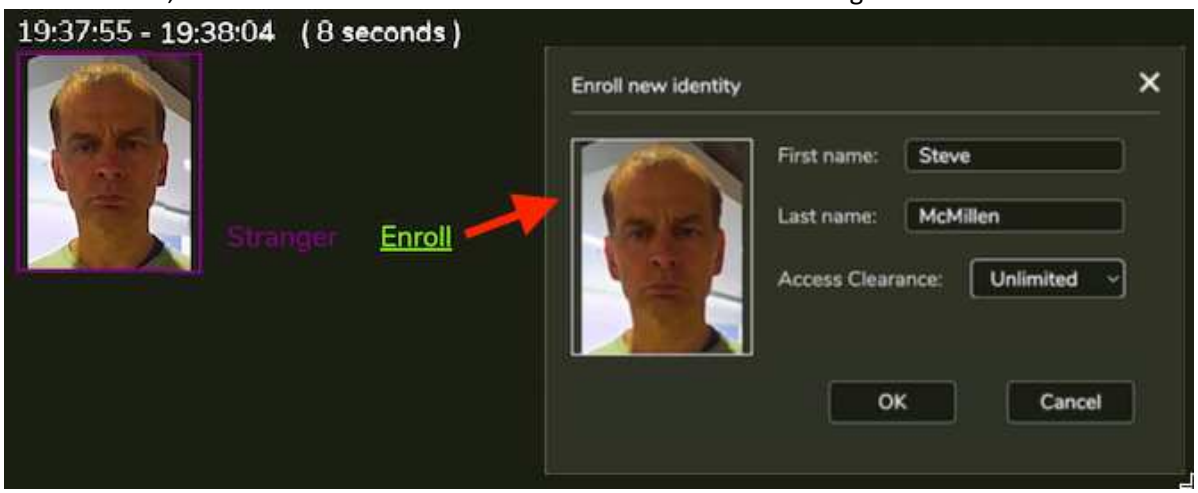
1. Open SAFR SCAN Web Console as described above.
2. Navigate to the People screen
3. Click “Add” button in upper right

4. In the dialog provided, chose image file and enter user information as shown below.

   At a minimum, set first or last name and Access Clearance. Optionally provide Facility ID and Card ID.
5. Click Save Changes and the new person record will be added.

2.5.2 Enroll at the Reader

1. Open SAFR SCAN Web Console as described above.
2. Navigate to the Live tab
3. Have a person stand 1 to 3 feet in front of the SAFR SCAN device, and have them look directly at the reader's camera.
4. In the live tab, click "Enroll" and enter the user information in the dialog shown.



Access Clearance must be set or SAFR SCAN will not grant access.

5. Click OK to add the new person record.

2.5.3 Test Face Matching

1. Have the enrolled person stand 1 to 3 feet in front of the SAFR SCAN device and have them look directly at the device's camera.
2. The LED ring should light up green indicating that SAFR SCAN has seen an authorized person.
3. The Live tab of the SAFR SCAN's Console should show that the enrolled person has been granted access.

2.5.4 Did it work?

Check troubleshooting section below if not.

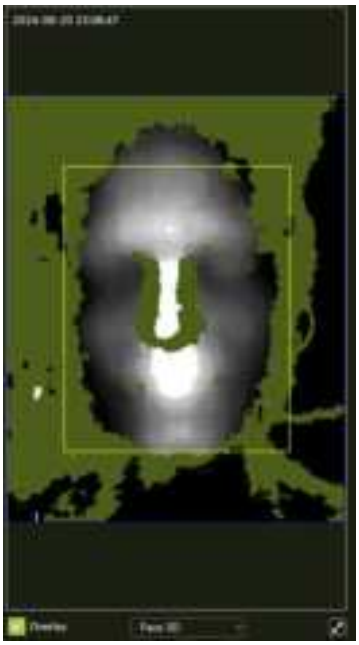
At this point your SAFR SCAN device is functioning and ready to be installed.

2.6 Test Calibration

For optimal performance, the structured light projector must be well calibrated. In rare cases, devices may get out of calibration due to a shock. To ensure best performance, test structured light calibration as follows:

1. Open Live tab.
2. Change the dropdown below the video preview region to 'Face 3D"
3. Stand between 1 to 3 feet from the device

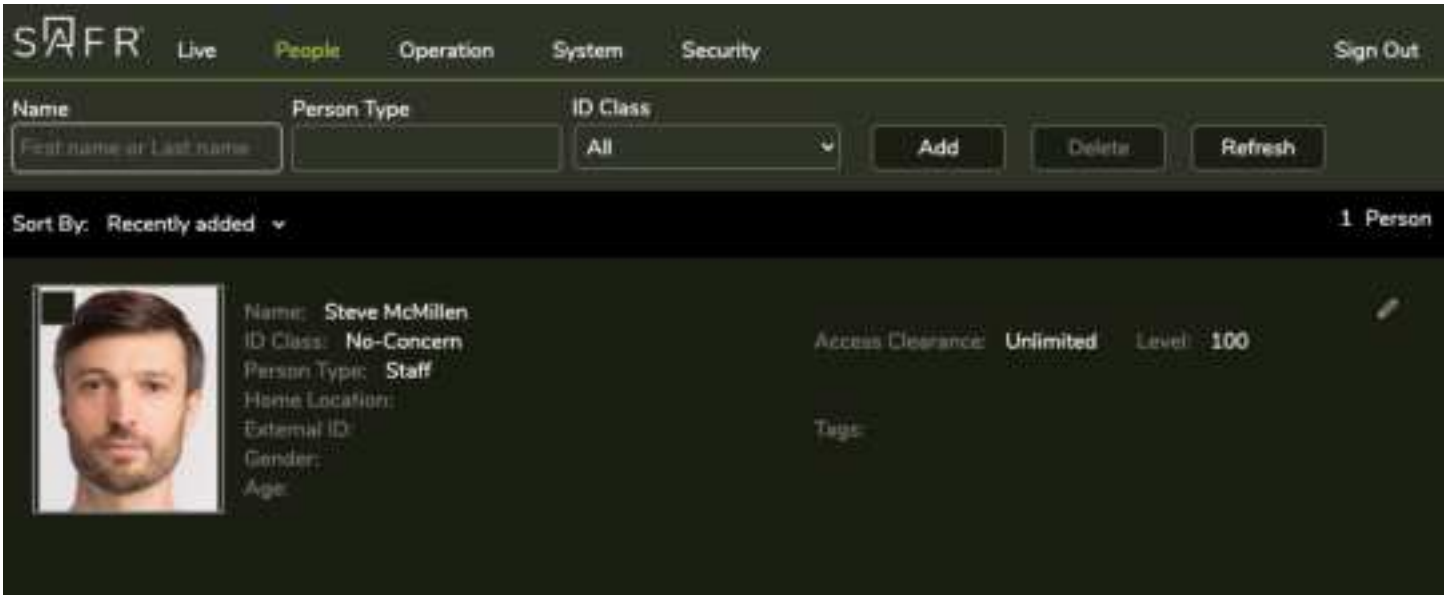
4. Verify contour map of face looks valid as follows:



If device appears out of calibration, see https://docs.real.com/access/guides/articles/calibrating_structured_light_sensor.

2.7 People Tab

People Tab displays any person records that have been enrolled on the reader.



You can use this tab to filter, view or edit person records. Once connected to SAFR Server, any person records on SAFR Server are downloaded to the reader depending on your filter settings. By default, for privacy reasons, face images are not downloaded to the reader but face matching will function as normal.

2.8 Operation Tab

In this tab you will find settings to configure reader behavior. These settings are covered in SAFR SCAN Administration Guide. Below is a description of the most important options.

2.8.1 Access Control

- **Access Mode controls** which authentication factors the reader will check. Available factors include Face, Access Card, Keypad and Mobile Credentials with combinations of above to support multi-factor authentication.
    - Multi-factor authentication is performed on the reader. No need to configure the panel to coordinate different factors from different sources. For example, you can use this option to turn on Card AND Face authentication for IT rooms to improve security. Or you can change to options such as keypad for low security general use rooms such as staff only break room.
- **Spoofing protection level** controls the degree of protection against impersonations using printed photos or masks.
    - Standard works for most, even those with minor occlusions such as glasses or covid masks. Use this setting if you wish to strengthen your security (go to a higher mode) or improve ease of use and speed (go to a lower mode). You may want to consider disabling this feature on monitored doors (i.e. monitored turnstiles, doors with operators nearby) or internal doors for greatest convenience for your credential holders.
- **Access Denied Signal to Control Panel** allows the administrator to configure a fixed credential to send to the panel if someone attempts an unauthorized access. SAFR also reports these events in its event history with face image of the person attempting access as well as the full scene image.

2.8.2 Camera

- **Backlight compensation** is SAFR SCAN's unique capability to directly control the camera's exposure (shutter speed and aperture) to ensure best lighting on the face. In most lighting conditions, Auto performs well. This setting allows you to give a hint to SAFR SCAN in conditions where there sare extreme lighting conditions. Use this if SAFR SCAN recognizes the face but takes a while to show the green heart (anti-spoofing test) and present access granted message.
- **Scene exposure region** allows you to enhance the camera's ability to detect faces in cases where there is very strong backlight. For example, if the sun is directly in the line of sight of faces at certain times of day, setting the region to Bottom 35% will ensure SAFR SCAN does not detect approaching faces because it is "blinded" by the sun.

2.8.3 Display

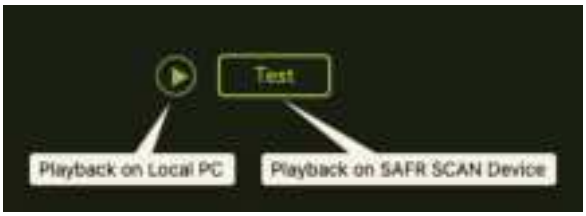
- **Display Mode** or **Display background when active** can be used to turn off the display from echoing back the video of the credential holder as this behavior (seeing themselves on the screen) is sometimes unwelcome by users.
- **Activation distance** will prevent the screen from activating in locations where unrelated foot traffic may be passing within activation distance of the reader.
  This setting does not prevent face matching. To control that, see SAFR SCAN Administration Guide.
- **Display image when inactive** allows you to add your company logo on the screen.
- **Keypad Layout** and **Keypad Code Size** (number of digits for a PIN code) are cleverly tucked away at the bottom of the Display. These allow you to control the onscreen keypad.

There is a host of other very cool controls in the Display Tab. You are encouraged to explore on your own.

2.8.4 Sound

Sound tab has controls to customize the audio prompts on SAFR SCAN and the audio volume.

For each sound prompt, you can test the audio on local PC and on SCAN using the respective buttons:



2.9 System Tab

System Tab provides settings related to device. These settings are covered in SAFR SCAN Administration Guide. Below is a description of the most important options.

2.9.1 SAFR Server

This setting allows connection to SAFR Server for remote management, credential holder synchronization and event aggregation.

2.9.2 Video Streams

SAFR Camera provides RTSP video feeds that can be provided to 3rd party software such as a VMS. These are not required for the SCAN access functions.

Settings in the Video streams tab allow adjustment of the RTSP stream settings. To enable RTSP streaming, a password must first be set on the Security Tab. Until a password is set, the camera will not allow RTSP connections.

2.9.3 Network

This tab allows the network configuration to be modified. The camera default is DHCP. Network can be changed to static IP Address in this page.

2.9.4 Date and Time

By default, SAFR SCAN will use NTP to get its date and time. It default to pool.ntp.org. If not available, you may need to specify an internal time server (preferred) or set time manually. Click "Sync to Computer Time" to set time manually.

⚠ If the date and time is off by more than a few minutes events may not appear on the timeline making it appear as the camera is not functioning.

2.9.5 Update

Use this tab to update the camera firmware. If the camera is connected to a public network, it will present a list of firmware versions to upgrade if available. Else, download firmware from http://safr.real.com/firmware (make sure to select "SAFR SCAN SC50" from the dropdown) and use the "Load update file…" button to load the firmware from the PC local hard drive.

2.9.6 Reset

Use this tab if you wish to perform a software reset. This action will restore factory default settings and optimally clear Network settings and clear enrolled persons and system login. This option is useful if you have forgotten the device password.

If you have synchronized the credential holders to SAFR Server, credential holders will be restored back to the camera after a reset and reconnecting to SAFR Server.

2.10 Security Tab

Security Tab provides settings related to device. These settings are covered in SAFR SCAN Administration Guide. Below is a description of the most important options.

Following are the most useful actions performed in the Security Tab

- Reset Password – Login & Access > Edit System Login
- Enable RTSP Streaming – Login & Access > Video RTSP Access (set to Enabled and enter password)
    - Digest auth is most common. Use this if unsure.

2.11 Advanced Features

Tailgating, Mobile Credentials, Feedback from Panel, and Intercom are covered in their own documents. You can find them in http://docs.real.com or http://support.safr.com. Here is a quick summary of each:

- **Tailgating** generates an alarm to the panel indicating when a unauthorized person has gained access.
- **Mobile Credentials** provides users with a way to use their phones as their credential and control their own personal data.
- **Feedback from Panel** causes SAFR SCAN wait for the panel to decide if access is granted or not and display the right messaging.
- **Intercom** allows users to initiate an audio and video call to an operator or operators to initiate the call and even unlock the door remotely.

3 HARDWARE SETUP

SAFR SCAN SC50 is mounted to the door mullion or directly to any flat surface where wiring can be run through the wall. The reader comes with a bracket for mounting to a flat surface by two fasteners. The installation procedure is described below.

3.1 PACKAGE CONTENTS

SAFR SC50	SC50 Mounting Bracket	SC50 Wiring Harness
		

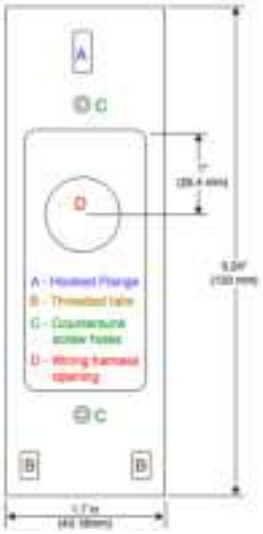
#	Description	Quantity
1	Flush Mount Housing	1
2	Flush Mount Wall Plate	1
3	Toggle Bolts	4
4	Toggle bolt wing nut	4

Tools Needed

- #1 Phillips screwdriver (SAFR SCAN device to Mounting Plate screws).
- 1/8” drill bit (for mounting holes)
- 1” hold hole saw (for wiring harness opening)

3.2 SAFR SCAN BACK PANEL

Mounting Bracket



Rear Panel

Bracket

Notes:

- SAFR SCAN SC50 is not rated for outdoor usage.

Figure below shows the connections and switches on the rear of the SAFR SCAN reader.

1.

- **Reset Button:** Hold button for 10 seconds while device is powered to reset device to factory defaults.
- **Wiring Harness Connector:** Wiring harness included with SC50 reader and provides wiring for OSDP, Wiegand, Relay, TTL, Auxillary Power and Ethernet.
- **OSDP Termination Switch:** Set to On (right) on furthest reader if multiple readers on bus. Default is Off (left).

3.2.1 OSDP Termination Switch

The OSDP Termination switch allows SAFR SCAN to be installed on a daisy chain bus without the need for adding external RS485 EOL termination resistor. Setting the switch to the on (right) position will insert the resistor in the circuit. This is required for the last SAFR SCAN on the bus or for a single SAFR SCAN installed on a long wire run. Setting the switch to off (left) will remove the RS485 EOL termination resistor from the circuit. The factory default setting is off.

3.3 Connecting POE and Wiring

To open a door, you need to connect SAFR SCAN to a PACS panel or use the Relay to release a door latch. This requires both physically connecting the SAFR SCAN device to a PAC panel as well as configuring the SAFR SCAN software to take advantage of the new connection.

Note that SAFR SCAN supports both Wiegand and OSDP connection types. SAFR SCAN also includes a dry contact relay to operate door hardware directly.

3.3.1 SAFR SCAN SC50 Configurations

SAFR SCAN SC50 can operate as a standalone or networked device depending on the installation hardware used. When installed in standalone mode, device is powered over 2-wire DC and managed over Bluetooth. When installed in networked mode, device is powered over either POE (Power over Ethernet) or 2-write DC and can be managed over Ethernet and/or Bluetooth.

3.3.2 Standalone Configuration

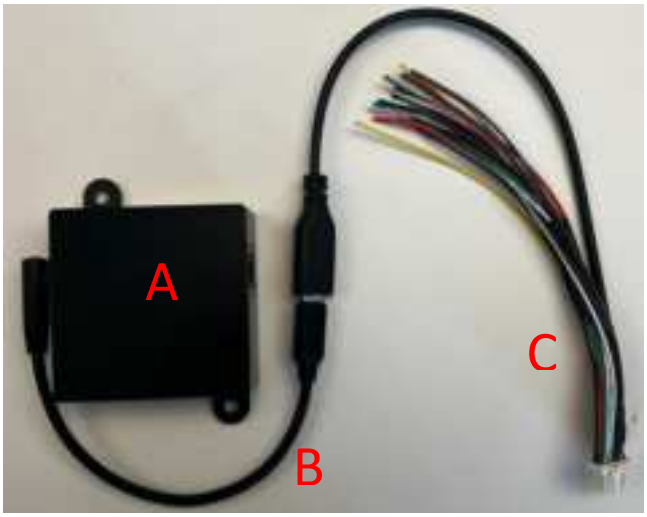
The SC50 comes with a wiring harness as shown below which is all that is needed for standalone installation.

The USB-C shown is used for Ethernet and power over USB and not utilized in standalone configuration. See Wiring Diagram below for color coding.

3.3.3 Networked Configuration

In Networks configuration the USB-C connector is used to carry both Ethernet and power. If the switch does not provide power, then power can be separately wired through the + and – DC wires. The figures below shows the POE Network Connector Box assembly (Part # SFR-SC10-L). There are two different assemblies that ship with SAFR SCAN. Refer to the diagram that matches the assembly you received.

3.3.3.1 Connecting POE Network Connector Box assembly (Part # SFR-SC10 only)



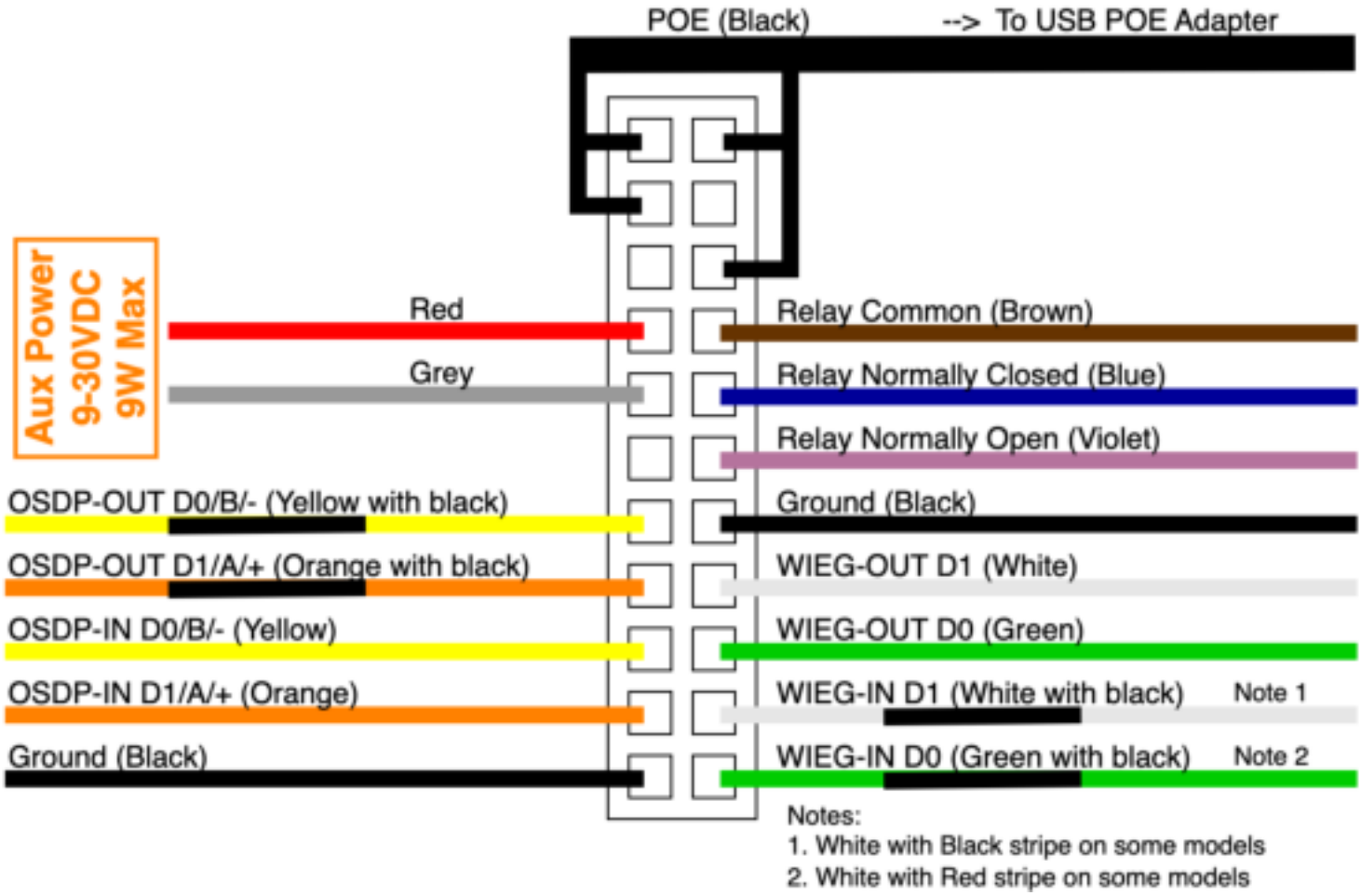
1. Connect male 22 pin terminal block (D) of wiring harness to female connector on back of SC50.
2. Use the included UBC-C male to male cable to connect the PoE Adapter to the Wiring harness.
3. Connect the Wiring Harness to SAFR SCAN and an ethernet cable to the PoE Adapter box. If PoE Ethernet not provided, power unit through AUX Power on wiring harness.

See Wiring Diagram below for wiring harness color coding.

Note: Requires PoE Ethernet even if power supplied via DC.

3.4 Wiring Diagram

Refer to the diagram below for information on how to connect SAFR SCAN via OSDP, Wiegand, Relay or TTL to external input/output devices and optionally DC power.



- **Reset Button:** Hold button for 10 seconds while device powered to reset device to factory defaults.
- **OSDP Termination Switch:** Set to On (right) on furthest reader if multiple readers on bus. Default is Off (left).
- **Relay:** NC/NO 120 VAC / 24 VDC max, 1 Amp max. twisted pair, 18 AWG.
- **OSDP/Wiegand/TTL:** 22 AWG shielded twisted pair, 4000 feet (1200 m) maximum.
- **Aux Power:** 10 VDC @1 Amp / 30 VDC @ 0.3 Amp (10W). Polarity reversible. 22 AWG wire.

Tools Needed

- #1 Phillips screwdriver (SAFR SCAN device to Mounting Plate screws).

3.4.1 Wiring

For all connections, do the following:

1. Strip wire ends about 1/8” and connect to panel wiring.
2. Verify the wires are securely fastened.

⚠ ALWAYS include ground wire with connectivity to panel ground. (Unlike card or PIN-only readers, scan is not powered from panel and thus requires a shared ground with panel or Wiegand/OSDP signals may not be interpreted correctly).
⚠ Device must be grounded through earth ground to avoid issues arising from static electricity.
⚠ Device must be shielded from strong continuous sunlight to avoid damage to display.

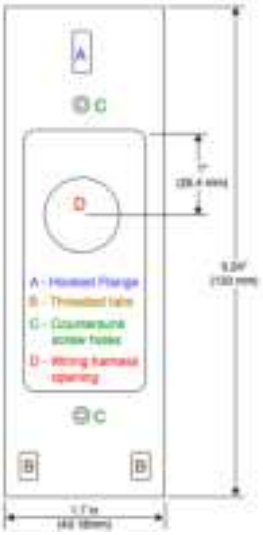
Wire SAFR SCAN to PAC Panel as follows (see diagram above for wire color coding):

Wiegand Connections	OSDP Connections
1. Connect Wiegand Out Ext1 on SAFR SCAN to the corresponding input on the PAC Panel. 2. Connect Wiegand Out Ext0 on SAFR SCAN to the corresponding input on the PAC Panel. 3. Connect Ground on SAFR SCAN to the corresponding input on the PAC Panel	1. Connect OSDP Out D0/B/- on SAFR SCAN to the corresponding input on the PAC Panel. 2. Connect OSDP Out D1/A/+ on SAFR SCAN to the corresponding input on the PAC Panel. 3. Set OSDP Termination switch per below. 4. Connect Ground on SAFR SCAN to the corresponding input on the PAC Panel

- Terminal labels on PAC Panel may vary, but are generally described as one of D1 and D0, A and B or + and -

3.5 Mounting Instructions

Mounting Bracket



Rear Panel

Bracket

2. Remove mounting bracket from SAFR SCAN SC50 housing by unscrewing the two screws at bottom of housing using a 2mm hex wrench.
3. Attach mounting bracket to mullion or wall using 2 pre-drilled countersunk screw holes. Ensure threaded tabs (B) at bottom.
4. Hook SAFR SCAN housing to the hooked tab (A) and slide scan housing up until contacting threaded tabs (B).
5. Secure SAFR SCAN to mounting bracket with two screws using #1 Phillips screwdriver.

Tools Needed

- #1 Phillips screwdriver (SAFR SCAN device to Mounting Plate screws).

Notes:

- SAFR SCAN SC50 is not rated for outdoor usage.

3.5.1 Attach Mounting Bracket to Door or Wall

SAFR SCAN can be mounted to the mullion or wall using the included bracket. The bracket is removed from the back of SAFR SCAN SC50 by removing the 2 Phillips head screws. Then the bracket may be mounted to a wall using 2 flat head course metal screws or machine screws and bolts (not included). SAFR SCAN SC50 is then attached back to the mounting bracket using the 2 included Phillips head screws. The process is described below.

1. Remove bracket from SC50

Removed bracket will look like this:

The hooked flange (A) of the bracket is the top. See diagram above. The bottom of the bracket has 2 threaded tabs where the Phillips head screws attach the bracket to the reader.

Place the bracket against the mullion and mark holes in the 2 countersunk holes in the bracket. Also mark a spot to drill a 1 inch (2.5cm) hole where the wiring connector and harness will be run into the door mullion. The hole should be centered horizontally and 1 inch below the top of the rectangular opening in the bracket as shown above.

3.5.2 Attach Bracket to Mullion

The bracket should be attached to the mullion with two 1/8" self-tapping course threaded metal screws. A pilot hold should be drilled to a suitable size for the selected self-tapping metal screw. These are not included with the mullion reader and will need to be purchased separately.

Drill 2 pilot holes in the mullion at the 2 locations marked using the SC50 bracket 1/8" screw holes. Also drill a 1" opening in the mullion for the wiring harness using the mark created as described above.

With all holes drilled, use the 2 1/8" self-tapping metal screws to attach the mullion bracket to the door mullion.

3.5.3 Connect Cables

Connect the necessary cables based on the following options

- If needed, run Wiegand, OSDP, or Door Relay wires out through the 1" hole drilled for the wiring harness and connect to the corresponding wires on the SC50 wiring harness as described in the wiring diagram. Make sure to connect ground as well.
- If not using SC50 ethernet adapter (i.e. reader will be managed via Bluetooth), run 2 power wires and ground to a power source capable of 9 watts (see wiring diagram for power requirements).
- If using SC50 eithernet adapter, run ethernet out through the 1" hole drilled for the wiring harness and attach USB adapter as described above.

Mount SC50 to Bracket

With the bracket attached to the door mullion, place the SC50 into the over the bracket with the hooked flange aligned to the rectangular opening on the SC50 as shown below.

Then set the bottom of the mullion onto the two threaded tabs on the bottom of the mullion bracket.

Finally, Use the two Phillips screws the attach the SC50 to the bracket through the two countersunk screw holes at the bottom of the reader as shown below.

3.5.4 Enable SAFR SCAN Inputs and Outputs in Software

For security reasons, SAFR SCAN has Wiegand, OSDP, or Relay disabled by default. To enable these, open SAFR SCAN Web Console and do the following from the System configuration page.

1. Enable Wiegand, OSDP, or Relay outputs as needed (see wiring diagram on flip side).
   - Wiegand: System > Wiegand > Wiegand connection to Control Panel = Enabled.
   - OSDP: System > OSDP > OSDP connection to Control Panel = Enabled.
   - Relay: System > Door Strike Relay > Electric door strike relay = Enabled (adjust duration if needed).
2. Add credentials to person record.

a. Go to People > Edit Person and set the following:
   - Access Clearance = Unlimited (to use access clearance settings on your access control panel).
   - Access Card Format = Select applicable format.
   - Access Card Facility ID and Access Card ID = Set to facility ID and user ID, respectively.

Now SAFR SCAN should be sending signal to panel to unlock door or close relay when a face matching a person record with suitable Access Clearance is presented.

4 SAFR Account Setup

This section describes how to create your SAFR Software Download Account. This process can be used to create a trial or paid license. If you are a reseller and need a license for testing or demos, please contact your account manager before submitting request.

4.1 License Deployment Type

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 licenses differ, and the type cannot be changed once created (though data can be migrated between them if needed). Ensure you request the correct license type specific to the deployment type.

4.2 Create Software Download Account

If you already have a Software Download Account, skip ahead to next section.

1. Go to http://safr.com/portal
2. Click on Sign up to request a new Account.
3. Complete the form to request an account.
   - Company name, website, and country for the end user.
   - Enter your company email address of the person who will manage the license.
4. An email will be sent from safr@realnetworks.com to verify the email address provided.
5. Your request is then sent to our sales operations team for processing. You can expect a response typically within 4 business hours. Feel free to contact us at support@safr.com if you have any questions.
6. Once approved, you will receive an email with instructions on how to activate your account.

5 Software Setup

Downloading and activating SAFR Software requires a SAFR Account. In the instructions below, use the account created above.

5.1 Connect SAFR SCAN SAFR On-Premises Server

Use SAFR On-Premises Server to manage multiple devices centrally and synchronize people from your access control software.

Install SAFR Platform application

1. Go to http://safr.com/portal.
2. Click on Downloads > Sign In
3. Sign in with your SAFR Account

4. Select the desired operation system (SAFR SCAN supports Windows or Linux versions)
5. Download and install the SAFR Platform CUDA 10 Edition.
6. When installation is complete, sign into the Desktop Client using your SAFR Account credentials.

NOTE: You can install the software on only one machine. Once installed the software will bind to that machine. If you need to migrate to a new machine, contact support@safr.com to reset the hardware binding on your license.

Connect SAFR SCAN to SAFR On-Premises Server

1. Open the SAFR SCAN Web Console as described in First Run above
2. Navigate to System > SAFR Server.
3. Choose "SAFR Server".
4. Enter the IP Address of SAFR Server and your SAFR Account credentials.

5.2 Connect SAFR SCAN to SAFR Cloud

Use SAFR Cloud to manage multiple devices centrally. SAFR Cloud does not support connection to an On-Premises access control software. Used SAFR On-Premises if this is required.

Connect SAFR SCAN to SAFR Cloud

1. Open the SAFR SCAN Web Console as described in First Run above
2. Navigate to System > SAFR Server.
3. Choose "SAFR Server".
4. Enter the IP Address of SAFR Server and your SAFR Account credentials.

Sign into SAFR Cloud

- Go to http://safr.com > Customer Portal > SAFR Cloud Web Console
- Sign in with your SAFR Account

See SAFR SCAN Documentation at go to http://safr.com > Customer Portal > Documentation for information about SAFR Desktop and SAFR Mobile clients.

6 Troubleshooting

This section describes some of the common issues and how to resolve them.

Face match but no Access Granted

Symptom: Faces are not being matched (appear as "Stranger" or "Unrecognizable" on event in Live View) or are matched but not authenticated preventing access granted.

If strong lighting exists, switch to manual mode for backlight compensation as follows:

1. Open SAFR SCAN Settings Operation Page.
2. Change "Backlight Compensation" from "Auto" to one of the manual options.
3. Check if authorization improves and try other settings if not.

Ensure reader is not mounted behind glass. 3D face verification will fail if the reader is placed behind glass. This results in blocking the infrared signal preventing proper operation for liveness verification.

Access Granted but panel does not unlock door

Symptom: You have connected SAFR SCAN to the panel via Wiegand or OSDP but upon getting Access Granted in SAFR SCAN the door does not unlock.

The following may result in this issue:

1. Ensure that the Wiegand or OSDP output is enabled in Software settings.

2. Ensure the SAFR SCAN ground terminal is connected to the Panel Ground. Especially for Wiegand. While most readers get power from the panel and thus inherently share a common ground with the panel, SAFR SCAN is powered independent from the panel and thus does not share a common ground.
3. Panel received an unexpected card format. Please confirm that the card format configured in SAFR SCAN matches that expected by the panel.

7 HARDWARE SPECIFICATIONS

7.1 CERTIFICATIONS, STANDARDS, AND RATINGS

7.1.1 European Community: Safety and Electromagnetic Compatibility

CONFORMS TO
EN 55032 Class A

EN 61000-3-3

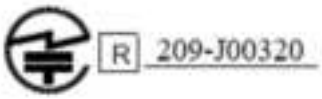
EN 61000-3-2

EN 55035

7.1.2 UL Listing

CONFORMS TO
UL STD 294

7.1.3 Japan MIC (Ministry of Internal Affairs and Communications) 209-J000320



7.1.4 FCC Standard Compliance

Title 47, Part 15 (47 CFR 15) Subpart B Class A

7.1.5 Mechanical Standards

IP50 dust/water Ingress protection rating

IK08 impact rating

7.1.6 Video Compression Technology

H.264 MPEG-4, Part 10 ISO/IEC 14496-10 AVC

7.1.7 Networking Standard

IEEE 802.3af-2003 PoE Standard, Class 3

7.1.8 Americans with Disabilities Act

Public Law 101.336

7.2 Performance Level Definitions for Access Control

- **Destructive attack**: Level III (withstand attack test 2 minutes, with alarm event to connected devices)
- **Line security**: Level II (standard)
- **Endurance**: Level IV (100,000 cycles)
- **Standby Power**: Level I (no standby power. Can be powered from either PoE or Vaux or both.)
- **Single Point locking device**: Not Applicable (No keys)

This product is equipped with facial recognition capabilities and must comply with all relevant local regulations pertaining to biometric technology. Not suitable for locations where children are likely to be present.

For product downloads and documentation go to http://safr.real.com/portal.
For Access Control Integrations https://docs.real.com/access/integrations.
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.

rev240801