Temperature Screening Kiosk (FAQs)

What is the accuracy?

±0.9°F.

Who is allowed through?

There are two modes: 1. Guest mode - anyone with normal temperature can pass 2. Recognition mode - only allow recognized employees to pass through. Guest mode can also recognize employees, but anyone can pass provided they don't have a fever.

What do the LED indicator lights do?

The LED light on the head unit lights up green for a person who passes the facial recognition and temperature check. Alternatively, it lights up red for a stranger or high temperature subject.

What is the height of the kiosk? What about short people, children, or people in wheelchairs? Is the unit adjustable for height?

The standup kiosk has height of 60.5 inches. The device camera and thermal sensors have an approximate 50-degree field of view with focusing distance of 0.5-1.5 m (20-60 inches) along with 30-degree vertical tilt range. This will be able to capture 99% of users presenting for screening. This current model is not height adjustable.

How close to the device do people need to be?

The users need to be positioned at 0.5-1.5 m from the device in accordance with the device sensor's focusing distance.

Can you clean & disinfect the device easily? Is it waterproof?

Yes, the device can be cleaned with gentle cleaning fluid designed for PC monitors and a microfiber cloth. No, this device is not waterproof.

Do we get to set what is a normal temp? Is the temperature threshold user selectable?

Yes, the device operator can set and change the out of range temperature threshold. There is a field in device settings which allows the operator to key-in the desired value in degrees Celsius using a keyboard.

Can the unit be used outdoors such as park areas or pools, or test people coming onto grounds?

It is not recommended for outdoor uses. Direct sunlight would majorly impact performance. Nevertheless, with an IP65 design rating certain outdoor installations can be considered if sunlight, dust, temperature, and humidity are not extreme.

Do you have to wait a certain amount of time when an employee enters the building before taking temperature when it is hot outside? Or when it is cooler outside than inside?

No, the users should not have to "temperature stabilize" prior to screening by this device.

My factory is very hot in the summer, does this impact performance?

There are some means to manually calibrate in different conditions with a setting in the menu.

Does the unit store the info?

Yes, by default and out of the box the device stores all screening events in a local database. Additional default settings are:

- Saving pictures of the strangers is OFF
- Saving Temperature Detection of Stranger is OFF

Can it log when someone passes?

It keeps a record on the device.

Does it record the face of the person passing?

Yes, if you turn that feature on. You may want to check local laws if that's ok.

Does it log when someone is turned away?

No, no data is recorded for anyone turned away.

How does it handle facial recognition?

It stores a photo of the face in a database, it uses infrared technology to illuminate the face and does analysis on the facial features.

How many faces can it recognize?

30,000

Does it use the network to do face recognition?

No, the faces are stored on the local system.

How long does it take to recognize a face?

With a small database 1-2 seconds, if you add 1000's of faces it may take slightly longer.

How do we get into the device to load photos, configure settings etc. It is a web based interface?

This will be documented in the configuration guide. Attach a mouse and press center button, use the on-screen keyboard to enter the password, click Face Database, take a picture of the employee you are saving to the face recognition database and set name and employee ID. This process takes about 15-30 seconds. Details on the centralized web database management where you can use and import employee images that propagate to the devices is yet to be completed, we will have details shortly. It will be web-based.

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Can it send an email or other alert to a person or a group notifying them that a person has failed? Ideally with a picture?

As the device stands out of the box, we do not have a feature to notify by email when a user's high temperature is alarmed. There is an additional software application in final development that will offer this functionality.

Do you need LAN or WiFi connectivity for the unit to work?

No, this device out of the box operates in stand-alone mode for non-contact in vitro temperature measurement without any connectivity to host building networks.

Can it support WiFi?

Yes, we will supply a document where it provides direction on how to exit to the Android settings.

Does it have LAN connectivity?

Yes, it can be plugged in to LAN.

Is there any integration capability? Can the system link up to HR system and pass the information to an outside system? Any chance this could be tied to a door access control system that would either grant or deny entry to a door?

Yes, an additional software application, now in final development, will offer this functionality. This application will include necessary APIs for integration with host building PACS and other management platforms. At the bottom of the unit is a Wiegand pigtail connector that will connect to many security systems and door access systems. Additional more complex integrations will be possible.

Is it FCC compliant?

Yes, the applicable standard is ANSI C63.4- 2014 (Information Technology Equipment) it has been assigned against CISPR PUB. 222, FCC Part 15 Subpart B and has the FCC mark. TAF testing laboratory 1439. Attestation of conformity available on request.

Is the unit CE approved?

Yes. Directive(s) REDS 2014/53/EU , Attestation number 2003118. Applicable standards ETSI EN 300 328 V2.1.1 (2016); EN 62311:2008; ETSI EN 301 489-1 V2.1.1 (2017); ETSI EN 301 489-17 V3.1.1. Attestation of Conformity available on request.

What benefit are the FCC and CE certifications?

These certifications attest to the safe co-existence of this device within the host building environments; this device will not cause any interference to nor be impacted by other electronics within the room it is installed in.

Is it FDA compliant?

No – and it won't be. Statements regarding this temperature device have not been evaluated by the FDA and are not intended to diagnose, treat, cure, or prevent any disease or health condition.

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Is it HIPAA compliant?

The Personnel Management Solution has not been validated against HIPAA. The intent of the access kiosk is for building access / security, it is not intended to be used for patient diagnosis. Face recognition would recognize known people, but only if they had been setup with an employee ID, name, and photo in advance. If there is no face database no name is recorded, just an entry time and a temperature. This would be the same amount of information as you would get from a security camera or door access system.

Does it print a label to prove the temperature has been taken?

No, this device is not connected to a printer peripheral. It is not configured to work with any peripherals other than a USB keyboard/mouse or USB jump-drive.

Do the units need any type of maintenance or calibration, or a software update periodically?

We may recommend software updates to keep up with the latest features or security patches, but it is expected that the device can operate on its own without any updates for a long time.

Can I upgrade the software?

Currently only locally with a USB drive or transfer over the network through the browser.

Do these devices need to be serviced at all?

We recommend the temperature sensor be verified periodically, you can use the offset in the configurations to adjust for any variances. This is more likely if your indoor ambient temperature is near the top or bottom of the operating limits or there are seasonal changes.

What is the warranty period and what does it cover?

We currently offer a standard 1-year return to depot. Additional extended warranty and support plans can be quoted on a case by case basis.

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