

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

CAPABILITIES

- Temperature Verification
- Facial Recognition
- Mask Detection
- Alarm Threshold
- Temperature Calibration
- Wi-Fi Enabled
- Two Modes
 - Stranger mode
 - Recognition mode (Facial)



OPTIONAL SERVICES

- On-Boarding & Training Support
- Hot Swap Loaner Program
- Extended Warranty
- Enhanced Post-sales Technical Support

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

OPERATION

How close to the device do people need to be?

- 20-30 inches is recommended for most accurate readings, with 40 inches being the longest distance temperature can be read.

What is the height of the kiosk? What about people of varying heights (children, short, tall, wheelchair)? Is the unit height adjustable?

- The standup kiosk has height of 58 inches and is not height adjustable. The device camera and thermal sensors have an approximate 50-degree field of view with focusing distance of 0.5-1.0m along with 30-degree vertical tilt range. This will be able to capture 99% of users resenting for screening.

Can it notify when someone has a fever?

- A red LED blinks at the top with access denied message. The solution does NOT log this information when the fever or access denied condition occurs.

What do the LED indicator lights do?

- The LED light on the electronic 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 exceeding temperature threshold. The LED on the base is not connected to the device; it is just for aesthetics at this time.

Does it save a picture of the employee?

- Yes, this cannot be disabled. It will be saved to the CF card.

Does it save a picture of a stranger?

- By default, saving pictures of strangers is OFF in Settings -> Temperature Detection Settings -> Stranger Record OFF

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. In addition to recognizing the features, it also needs to be a valid human body temperature.

Is this able to serve as a clock in, clock out function?

- Not out of the box. A separate software may help with this – we advise you review its security profile against your requirements before using.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

OPERATION (continued)

Does it log data when someone is turned away?

- No, no data is recorded for anyone turned away.

Is the temperature reading displayed on the screen? Can the kiosk assist with general check-ins without the temperature check?

- Yes, it is displayed on the screen. You cannot turn it off.

Is the 'normal temperature' threshold user selectable?

- Yes, the device operator can set and change the 'out of range' temperature threshold. There is a device setting which allows the operator to enter the desired value in degrees Celsius using a keyboard. (Unit setting parameters are in Celsius; you can display temperature in Fahrenheit or Celsius.)

Will it hold multiple profiles per person - beard, glasses, no glasses, etc?

- One photo per person.

Can the kiosk serve as a virtual receptionist (be able to notify that someone is in their waiting room)?

- The system is built to recognize known individuals such as employees and scan them or guests. The system will not be able to recognize guests unless their profile is stored on the machine. There is not any remote notification, email, or sms text notification capabilities.

How are profiles loaded in the system? Is there a bulk load option?

- See quick start guide or Smart Pass software user manual.

From where is the temperature taken - forehead or tear ducts?

- It will take the warmest temperature on the face be it the center of the head or the tear ducts or otherwise.

Can the kiosk operate in other languages?

- The kiosk supports 16 languages including English, simplified Chinese, traditional Chinese, Italian, Polish, German, Russian, Thai, Spanish, French, Arabic, Korean, Vietnamese, Indonesian, Czech and Romanian.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

ACCURACY

What is the temperature measurement variance?

- Under typical operating conditions the variance is $\pm 0.9^{\circ}$ F.
- The device is not designed to be used as a medical device or for medical diagnosis.

What is the accuracy of the thermal imaging camera?

- The 1:1 comparison recognition rate is more than 99.7%, the 1:N comparison recognition rate is more than 97.7% @ 0.1% misrecognition rate.
- The live detection accuracy rate is 98.3% @ 0.1% misrejection rate.

Does facial recognition and temperature measurement work with mask wearing?

- Yes, it supports accurate facial recognition and comparison while wearing a mask.

PERFORMANCE

How long does it take to recognize a face? What is the speed of the device?

- Facial recognition pass speed is 1-2 seconds. It can take slightly longer if a large amount of profiles are loaded.

How many faces can it recognize?

- 20,000 - 30,000 depending on quality of photo resolution

Can you do facial recognition with and without masks?

- Yes, you can turn on a mode which will enforce wearing of a mask (i.e. medical face mask). This enforcement mode is optional.

How many devices per employee do you recommend?

- A single device can scan approximately 10 employees per minute assuming social distancing rules are respected. Needs will vary based on the total number of employees, and the entry rate of employees at the facility access points. It may be advisable to have 2 or more units at each entrance.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

NETWORK

Is a LAN or Wi-Fi connection required for the unit to work?

- Network connectivity is not required. Out-of-the-box this kiosk operates in stand-alone mode for non-contact body temperature measurement.

Can it support Wi-Fi?

- Yes, it supports 2.4 GHz Wi-Fi. It does not support 5 GHz.

Does it have LAN connectivity?

- Yes, it can be plugged in to a standard ethernet RJ45 LAN jack.

How do you set the Wi-Fi password?

- Attach a mouse, right click 3 times, enter password, and it will exit to Android tablet desktop. Then, click settings, network, and join the network.

Does it use or access the network for facial recognition?

- No, all profiles and photos are stored on the local unit.

Is it SIM Card capable - LTE?

- You would need to use an external 4G router for this (e.g. Cradlepoint/Qualcomm 4G LTE router).

With two or more devices, how do I share profiles and photos between devices?

- Each local unit would need to store the profiles and photos.

How are the units managed?

- Locally on the out-of-the-box unit.
- A separate software is available for free that allows remote access and management to single or multiple units. It requires a local PC to run MySQL with a web-based software that can be accessed remotely. This software is not recommended for users with security and data privacy requirements.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

OPERATING ENVIRONMENT

Can it work outside?

- It is not designed for outdoors. Direct sunlight would significantly impact performance. The unit does have an IP65 design rating (dust and water resistant), so certain outdoor installations can be considered if sunlight, dust, temperature, and humidity are not extreme.

My facility is very hot in the summer - does this impact performance?

- There is a setting in the menu that allows one to manually calibrate in different conditions.

Do you have to wait a certain amount of time when an employee enters the building before taking their temperature when it is hot or cold outside?

- No, users should not have to “temperature stabilize” prior to screening by this device.

MAINTENANCE & CALIBRATION

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 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 due to seasonal changes.

How do we re-calibrate or certify the unit? Is there on-site service?

- Settings Screen -> Temperature Detection Settings -> Compensation temperature. The factory default value is $\pm 0.0^{\circ}$ C for normal conditions. You can adjust the compensation level to calibrate if required.
- Verification and calibration of the kiosk temperature readings can be done with an FDA approved (handheld) thermal forehead thermometer.
- We suggest calibrating your device regularly or if you have fluctuations in your ambient temperature of more than 5.6° F (2.0° C) for unit operation.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

REPORT LOGS

Is the temperature information logged on the system?

- Information is Guests: Picture (if enabled) + Temperature + Time.
- For Recognition mode: Picture + Employee Number + Temperature Reading + Employee Name + Time of Entry.
- Note: The intent of the kiosk is for building access / security.

Can we get a record of abnormal temperature scans?

- Yes. This is available on the local electronic unit, by export from this unit, or through the remote software (see Software section).

EXPORT

Can you extract/export the information that's been captured on the unit on a daily basis with the current set up?

- As of Version 1.7.0.1, you can attach a CF Card by USB adaptor and go into the electronic unit's Pass record menu and click Export. It will copy export records onto an external CF card through the external USB ports. You must do this for each device separately.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

NOTIFICATIONS

Can the kiosk notify a person that has a high temperature?

- Yes, the kiosk provides an alert (sound and lights).

Can it let HR know through a notification that someone had a high temperature?

- The kiosk only alerts by sound and lights as well as denied access to a door or gate if integrated with a door or gate.

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

- No, there is not a feature to notify by email when a user's temperature is above the threshold.

Can the kiosk use cellular connections to notify a person that has a high temperature?

- No, there is not a feature to notify remote personnel of an above threshold temperature reading. The system will grant access (if integrated with access control) to those with normal temperatures.

CONFIGURATION

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

- This is documented in the quick start 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 facial recognition database and set name and employee ID. This process takes about 15-30 seconds. A separate software is available for centralized web database management where you can use and import employee images that propagate to the device; we recommend you check its security profile against your requirements.

Can you toggle the over temperature alarm on and off?

- With the alert OFF it says "Abnormal temperature + red light" in a friendly voice. With the alert ON in settings it goes into a siren sound. The alert is an alarm sound it's slightly louder than the voices. You are not able to turn off the temperature screening feature.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

BUILDING ACCESS

Can it connect to my building security?

- It depends on the type of card and type of access control or security system used.
- The Temperature Screening Kiosk supports MiFare cards and readers -- a less common type of access control card used in North America.
- It does not support HID Prox or proximity cards, the most common type used in North America.
- The electronic head unit wiring has a wiegand pigtail connector that will connect to many security systems and door access control systems.

Can it open a door?

- Yes. There is a “dry contact 2-wire relay” which closes a circuit which can trigger a door or a gate. (This is separate from the building security wiegand pigtail referenced above.)

Is the relay Form-C?

- Relay is a dry contact and supports up to 120VAC/VDC @ 1 amp.

What is the function of each relay mode?

- 0: indicates that the mode is not automatically closed (i.e. the relay is not automatically closed when the relay is opened)
- 1: indicates auto-closed mode: “high valid – default low, then high X seconds, , last low” (i.e. x seconds of delay X automatically closes after the relay is opened)
- 2: indicates auto-closed mode “low effective – default low, then high X seconds, , last low” (i.e. x seconds of delay X automatically closes after the relay is opened)

How does the card and facial recognition work together?

- The system supports MiFare cards and can be combined with facial recognition and temperature verification.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

BUILDING ACCESS (continued)

Who is allowed through?

- There are two modes:
 - Guest or 'Stranger mode' where anyone with normal temperature can pass through.
 - Guest/Stranger mode can also recognize employees, but anyone can pass if they don't trigger the temperature threshold.
 - Employee or 'Recognition mode' where it will only allow recognized employees to pass through.

Is it HID Prox compatible?

- No, not at this time. It's possible support for HID Prox will be available in future releases.

If someone scans red, will it lock down all card access to the building?

- No, not at this time. It will deny access to the door to which the unit is directly connected.

BADGING

Can facial recognition and temperature screening be turned off and badge scanning only be used in its place?

- The badge could work independently of the system. The screen can also operate for temperature only. The unit has a dry contact relay out (2-wire) that is tripped when a guest (or optionally a recognized employee) has a nominal temperature. The assumption is that you use the dry contact loop with your existing badge scanning so that both conditions must be true to open the door. You would need to verify this with your security access system supplier. This will require integration with the host access control system to work.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

WIEGAND CONNECTOR

What is the bit format of the wiegand connector? What bits are the facility code, card code, parity, etc?

- The wiegand connector has three wires: D0 (EXTIO-2); D1 (EXTIO-3); and GND. The VCC is not to be connected. It outputs wiegand 26, 32 or 34 bit card data. The bit rate is 9600; the parity is 1; and the stop bit is 8. This will require integration with the host access control system to work.

What determines the data that is output on the wiegand?

- It's the card number but only on a successful face scan. Please note: The card reader supports limited media, primarily MIFARE cards: MifareS50, MifareS70, FM11RF08 series card, and the physical card number of protocol compliant ISO/IEC14443A.

Do you have to use facial recognition to enable wiegand data?

- It just returns the scanned ID. This will require integration with the host access control system to work.

What is the expected data format?

- It outputs binary data depending on the mode. You will have to parse card ID.

How is the wiegand input used?

- It is for door control.

Can you combine the logic of a wiegand input and a temperature scan before the wiegand output is sent?

- It only outputs the card number. This will require integration with the host access control system to work.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

SECURITY

What is the information on the device if it is stolen?

- Pictures at time of entry of employees that were recognized; pictures of strangers will only be captured if the setting for capture strangers is enabled (disabled by default); the temperature at time of entry, the date and time of entry, and the employee database (pictures and employee IDs).
- We recommend physical deterrents if theft is a concern, such as a tamper alarm or securely fastening down the unit. Access data is overwritten every 3,000 records.
- The devices are password protected so you cannot gain access unless you have both a physical mouse/keyboard attached plus the password. The CF card where data is stored is part of the integrated circuit board so it would not be easily accessible due to it being physically integrated. The CF card is not encrypted.

How heavy is it?

- The kiosk weight is approximately 35 lbs with the base.

Where is data stored? Is it cloud based? If so, how is privacy handled?

- Data is stored on the local unit on the CF card in the circuit board of the device. Access to the data is limited to authorized users for the purpose of support and maintenance. Data is only stored on the cloud if connected to a network and a separate software is used.

What security exists to prevent people from hacking in and stealing information?

- The unit is not required to be connected to a network to operate. If it is connected to a network, we strongly recommend the device not be on public Wi-Fi and LAN (wired) is used where possible. To prevent theft of the actual device, you may need to add deterrents such as securing it to a wall.

Can you bypass the biometrics?

- You can put it in stranger mode so it doesn't need to use face biometrics.
- It is possible to `cheat` the system; however, you would be able to tell if you review the photos of those who were passed the scanned and entered.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

FIRMWARE (ELECTRONIC UNIT DEVICE SOFTWARE)

Can it log when someone passes the scan?

- It keeps a record on the device.

Does it log when someone does not pass the temperature screening?

- Yes.

Does it record the face of a person who passed the screening?

- It does not record if 'Stranger mode' is off. Yes, if that feature is on. You may want to check local regulations for any requirements or restrictions.

Can we import faces from a large database of existing pictures?

- Not in a single upload.

Can we open the door remotely?

- No, not currently.

Can we reboot remotely?

- No, not currently.

FIRMWARE UPDATES

Does the kiosk require any type of firmware (device software) updates periodically?

- The device can operate without any updates for a long time. It is possible a software update may be recommended in the future, but not expected.

Is there a charge to update the software?

- Minor updates (patches, bug fixes, or other common updates) are no charge. New versions or major upgrades would likely have a cost to upgrade.

How would I upgrade the software?

- Locally with a USB drive or transfer over the network through the browser software.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

THERMAL CAMERA

Can you provide more information on the thermal camera?

- It's an infrared thermal imaging module inside the device developed for this device. Its communication channel is rs232. It uses a lot of software developed to process the serial communication line into temperature information from the data stream.

INTEGRATIONS

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

- 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 would require more advanced development.

Does it integrate with a company's directory services to handle employee identification?

- It is not designed to integrate with a company's directory. If you are planning to use the facial recognition feature, the directory would need to have medium to high resolution photos.

Does it print a label to prove the temperature has been taken or integrate with other peripherals?

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

Will iPads be able to be used for these kiosks now or in the future?

- No. This Android device is purpose-built with several integrated and off-board peripherals that are not available on the iPad platform.

Are the APIs available to expand further functionality of the kiosk?

- No, not currently.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

WINDOWS vs. ANDROID

If a customer orders the Android temp kiosks, can they be upgraded to Windows later?

- No, they cannot be interchanged.

BYOD

Can I use my own or an existing Android tablet?

- No. The system is purpose built and a custom motherboard with interconnects to special equipment such as IR scanner, integrated cameras, LED controllers, IR arrays, and IC scanners. You would need to develop your own new software, including your own facial recognition system.

WARRANTY

What is the standard warranty on the Temperature Screening Kiosk?

- The Temperature Screening Kiosk comes with a 1 year return to depot warranty.
- Additional extended warranty and support plans are available.

COUNTRY OF ORIGIN

Where is the Temperature Screening Kiosk manufactured?

- Manufactured in China. Parts and components are from China and Germany that make up the Temperature Screening Kiosk. Some assembly is required.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

COMPLIANCE

Is it FDA compliant?

- This is not a medical device. 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.

Is it HIPAA compliant?

- The Temperature Screening Kiosk has not been validated against HIPAA.
- The Personally Identifiable information is:
 - Guests: Picture (if enabled) + temperature + time.
 - Recognition mode: Picture + Employee Number + Temperature Reading + Employee Name + Time of entry.
- The intent of the access kiosk is for building access / security. It's not intended to be used for medical or patient diagnosis. Similarly, it does not manage or create logs in an EHR System. It only records access granted events, date and time of people with a nominal temperature.
- The system will not log access events for people who were turned away with a non-nominal temperature. Facial recognition recognizes known profiles, but only if they had been setup with an employee ID, name, and photo for facial recognition in advance. If there is no photo/facial recognition database; then there is no name, just an entry time and a temperature. This is the same type of information as you would get from a security camera or door access system.

Is there a setting that does not store the temperatures?

- The kiosk will record temperature and time of all who were approved but these would only be for nominal temperatures. Non-nominal temperatures are never stored (those who are turned away). 1 GB of scan history is retained on the local device (approximately 3,000 records).

Can you set up the kiosk so that it automatically backs up to the server?

- No, not at this time.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

COMPLIANCE (continued)

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?

- 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 certifications does it have?

- The device has FCC and CE certifications.

Is it UL Certified?

- The power supply brick the unit comes with by default is CE only. Anything behind these power bricks are outside the scope of UL/CE.

Is it NDAA compliant (thermal chip)?

- The technology used in this product is not sourced from any of the companies defined in FAC Number 2020-05/03-30-2020 Part 4 subpart 4.21 Section 4.2101 pertaining to Subpart 4.21 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

Frequently Asked Questions (FAQ's)

Temperature Screening Kiosk

BATTERY

Is a battery powered option available?

- A battery power bank can be purchased separately by the facility. It requires a 5.5*2.5mm round DC adaptor plug. With a power bank capacity of 50000mAh, one could expect 8-12 hours of battery life. Note: Battery life will vary based on usage conditions (# of employees, visitors).
- Example of a battery power bank with such specifications: <http://www.maxoak.net/index.php/show-10-22.html>

REMOTE SOFTWARE FUNCTIONALITY

A free software “Smart Pass Management” is available for this unit. It offers:

- Reporting & Dashboard
- Remote device management
- Centralized multi-device management
- Entry timestamping

Security features of this software:

- Unsecured http access to remote management via its web-based software
- A MySQL service is required running from a local PC. There is not an option to install this on your own MySQL server
- Password protection of 6 characters
- The software is developed and hosted in China

Legal Disclaimers

Component specifications subject to change without notice. This is not a medical device. Statements regarding this temperature device have not been evaluated by the FDA. This temperature device should not be solely or primarily relied upon to diagnose or exclude a diagnosis of COVID-19, or any other disease or health condition. Elevated body temperature in the context of use should be confirmed with alternate evaluation methods.