

Temperature Screening Kiosk (FAQs)

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.

Does it use the network to do face recognition?

No, the faces are stored on the local system.

How do you set the Wifi 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.

Is it SIM Card capable – LTE?

You would need to introduce an external 4G router such as Cradlepoint for this.

Can it connect to my building security?

It depends. The Personnel Management Solution supports MIFARE, a lesser used access card type in North America. At the bottom of the unit it has a Wiegand pigtail connector that will connect to many security systems and door access systems. HID Prox is not supported.

How does the card and face work together?

The system supports MIFARE cards and can be combined with face recognition and temperature verification.

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.

Can I upgrade the software?

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

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.

Is it FDA compliant?

No – and it won't be. Statements regarding 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?

No, it has not been validated against HIPAA. The intent is not intended to be used for patient diagnosis. 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. Face recognition would recognize known people, but only if they had been setup with an employee ID, name, and photo for face recognition in advance. If there is no face database and no name, the system will record 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.

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 is the Accuracy?

±0.9°F

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 the 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.

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.

Is the data secure?

We recommend installing a small concentrator device in your network to secure data between the device(s) inside your LAN and to the central server in TLS 1.2.

Does your Solution support TLS 1.3?

We've not finished migrating to TLS 1.3, in process.

What is the security on the device where this information cannot be 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, the employee database (pictures and employee IDs). Might recommend physical deterrents if this is a concern, such as a tilt/tamper alarm or more securely bolting the unit down. Data retention timeframe on the tablet is TBD.

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

We strongly recommend the device not be on public wifi, LAN (wired) is better. To prevent theft of the actual device, you may need to add deterrents such as securing it to the wall well.

Can you bypass the biometrics?

You can put it in guest mode so it doesn't need to use face biometrics. As for if they can 'cheat' the system, it's possible, but also it takes a photo at the time you enter, so you would be able to tell this if you review the photos.

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.

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 many faces can it recognize?

30,000

Can it work outside?

Not for outdoor. Even if it could, direct sunlight would majorly impact performance.

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.

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

The badge could work independently of the system. The screen It can also operate for temperature only, it 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 your security team can 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. Please note that systems typically come without badge readers unless ordered with one.

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.

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.

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

As it stands, we don't have a feature to notify when it's high temperature. The system will grant access if they have access controls to those with normal temperatures, it doesn't log or notify of high temperature.

MIFARE smart card compatible