Change how human interact with machines

Smart Thermal Detector

User Manual

02/28/2021

CONTACTLESS
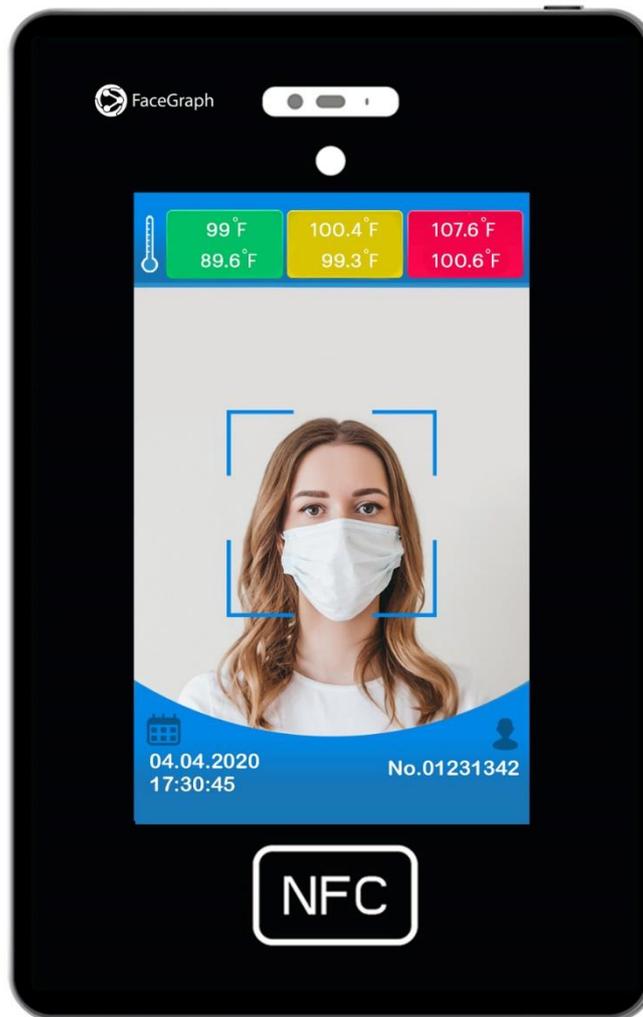
HIGH TEMPERATURE
ALERT

AUTOMATIC CAPTURE &
RECORD TRACKING

2 SECOND
QUICK SCAN

FaceGraph

| 99°F | 100.4°F | 107.6°F |
| 89.6°F | 99.3°F | 100.6°F |

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17:30:45   No.01231342

NFC

NFC

BUILT-IN NFC
SWIPE CARDREADER

MEASURE DISTANCE
4" - 13"

COMPACT AND PORTABLE
SIZE 15" & DISPLAY 10.2"

ABILITY TO LINK
MULTIPLE DETECTORS

FaceGraph

Table of Contents

Please read this before buying or operating the device

Our Thermal unit uses a non-contact infrared thermometer as well as an environment temperature sensor to deliver the temperature scan results. FDA refers to these devices as "NCITS" Non-contact Infrared Thermometers.

According to FDA, normal temperature scan result for direct scanning "human contact with the thermometer" ranges from **97°F (36.1°C)** to **99°F (37.2°C)**.

Benefits of NCITs

- Easy to use: Plug and play
- Contactless: Measures temperature from a safe distance (with or without a face mask), up to 13 inches away
- Instant Measurements and Results: Takes less than 2 seconds to take the scan and show the result
- Meets FDA guidelines

Limitations of NCITs

- Measurement accuracy is ±0.3°C, noting that measurements can be affected by ambient and how the device is being used (for example, head covers, environment, positioning on forehead)

For more information, please refer to the FDA website found at:
https://www.fda.gov/medical-devices/general-hospital-devices-and-supplies/thermal-imaging-systems-infrared-thermographic-systems-thermal-imaging-cameras

Warning and Precaution

○ **The operation temperature of Smart Thermal Detector is 10 - 40 ℃ (50 – 104 °F). Using this machine in extreme environment may lead to damage of the machine**

○ **When Smart Thermal Detector shows elevated temperature (Yellow or Red), adjust the position to measure again / use other thermometer to measure the temperature accurately. If you have other signs of illness, please consult your doctor immediately**

○ **Smart Thermal Detector is designed to be a rapid screening tool for temperature. This product is not designed to diagnose any disease or as a substitute for the consultation of the doctor**

○ **Insert the power adapter fully into the main socket**

○ **Do not touch the power adapter with wet hands**

○ **Do not expose this machine to rain or excessive moisture. This machine must not be exposed to dripping or splashing water**

○ **Do not expose this machine to direct sunlight and other sources of heat**

Packaging checklist

Smart Thermal Detector		
Item	**Description**	**Quantity**
1	Smart Thermal Detector unit	1
2	DC12V Power Adapter	1
3	Smart Thermal Detector wall mount Mouse	1
4	USB Mouse for settings and configurations	1

| Optional items	
Smart Thermal Detector stands\mount	Sold Separately
Touchless pad for collecting health questions answers (USB Add-on)	Sold Separately

Hardware Overview

Front

Top and back side
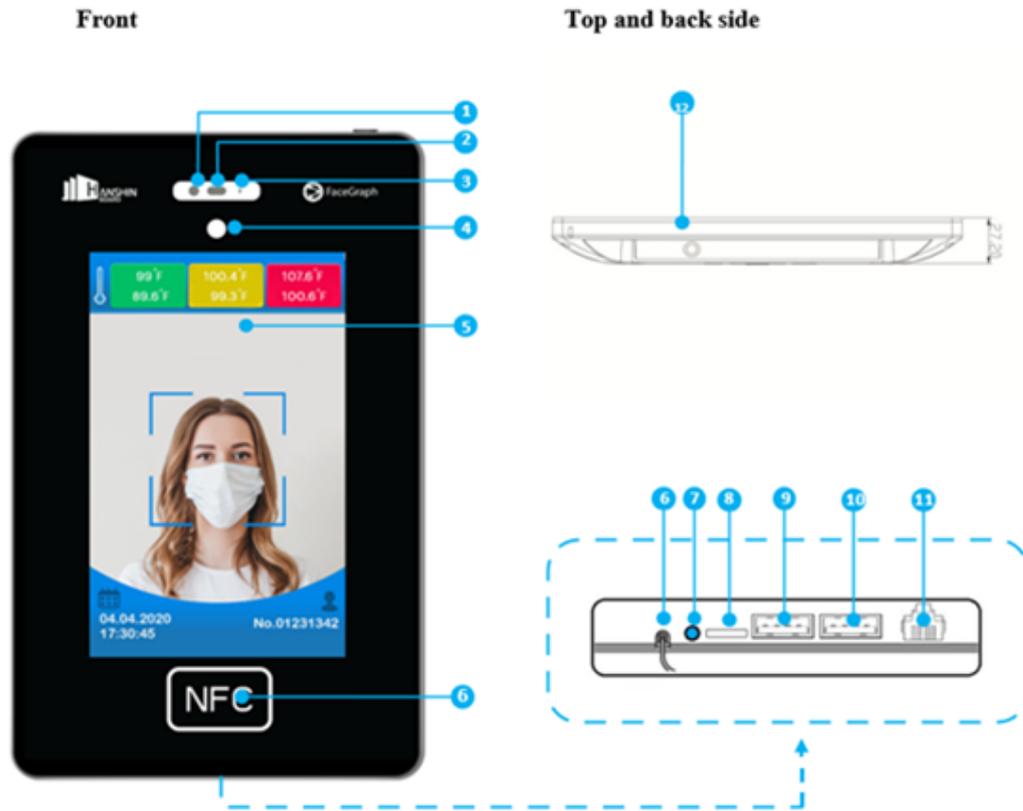
Front		**Back**	
1	Thermal Detector Sensor	6	DC Power Input
2	Distance Sensor	7	3.5mm Audio Out
3	Environmental Thermometer	8	Micro-SD Card Slot
4	Optical Sensor	9	USB Port
5	10.2 inch LED display	10	USB Port
6	NFC Sensor	11	RJ45 LAN Port
		12	Power on/off button

User Interface Overview
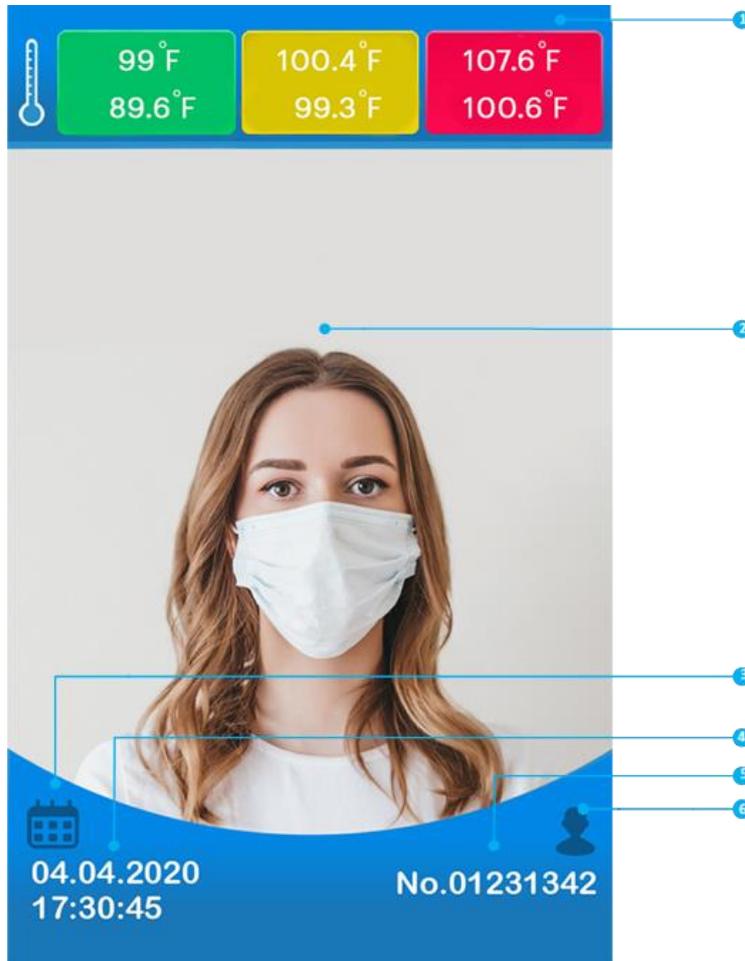
1	Temperature Detection Ranges
2	Temperature Detection Area
3	Local Exporting
4	Date & Time
5	NFC Card information
6	Setting

Temperature Screening Procedure

1. Tap NFC card on the NFC Sensor if you would like to record detection with your personal detection (if applicable)

2. Move your head towards the Smart Thermal Detector until your face covered most area of the human shaped frame of the detection area (around 50 cm distances between forehead and the machine). Detection area will show a
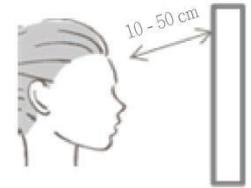
scanning animation when the distance is appropriated. If no scanning animation is shown, move your head closer to the machine. The Screening will start immediately once the animation is shown

3. Wait for 1 seconds until the display shows the screening result

4. Display shows below screening result regarding to the use body temperature

32˚C - 37.3˚C (89.6˚F - 99.1˚F) Green Normal Body Temperature	37.4˚C - 38˚C (99.2˚F - 100.4˚F) Yellow Moderate Fever	38.1˚C - 42˚C (100.5˚F - 107.6˚F) Red High Fever
Temperature a bit low Recommend to take off glass and retry	Temperature too low Measurement may be done incorrectly / interference found Please retry	Temperature too high Measurement may be done incorrectly / interference found Please retry

Temperature Screening Hints

To ensure temperature screening result accurate, please avoid below environmental factors:

Factors	Effect
Room Temperature Too High / Low	Deviations will be found in Measuring result
Obstruction found between the forehead and the measuring machine	Measure unsuccessfully
Measuring too far	Inaccurate measuring result

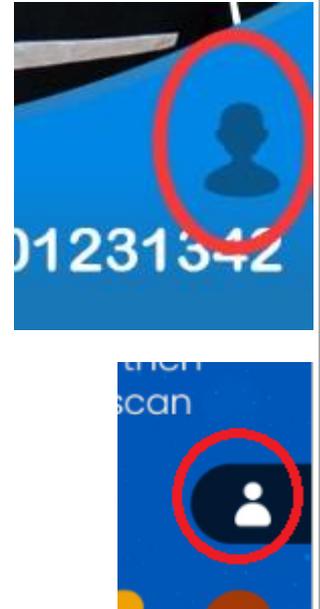Users should avoid measuring temperature in the cases below, wait for 20 minutes before measuring the temperature.

Situation	Effect
After intense exercise	Measure result will be high
After hot bath	Measure result will be high
After long time exposure to directly sunlight	Measure result will be high
Wearing too many clothes / not enough clothes	Measure result will be high/low

Smart Thermal Detector Software Setting

Connect a USB Mouse to the Smart Thermal Detector to be able to perform administration tasks as the screen is not touch enabled.

|	
Click the silhouette icon by moving the mouse cursor with your connected mouse to the bottom right corner of the home screen of the scanning app.	
The Setting page will be shown immediately. **Basic Setting** 1. **Capture photo when body temperature detected exceed 37.3°C / 99.1°F** By Enabling this feature, photos will be captured when abnormal body temperature is detected (i.e.: Yellow and Red) 2. **Capture photo when body temperature detected successfully.** By Enabling this feature, photos will be captured after the detection regardless of detected temperature. 3. **Enable smart camera detection.** By Enabling this feature, the device will not start scanning unless someone is in range and a <u>human face is detected</u>. This can prevent accidental scans of objects or people coming close to the device but not intending to get scanned as it will only trigger a scan when a clear image of a face is in the camera range. We don't recommend this feature if you want consistent and quick scanning experience for users. 4. **Enable fast detection**	
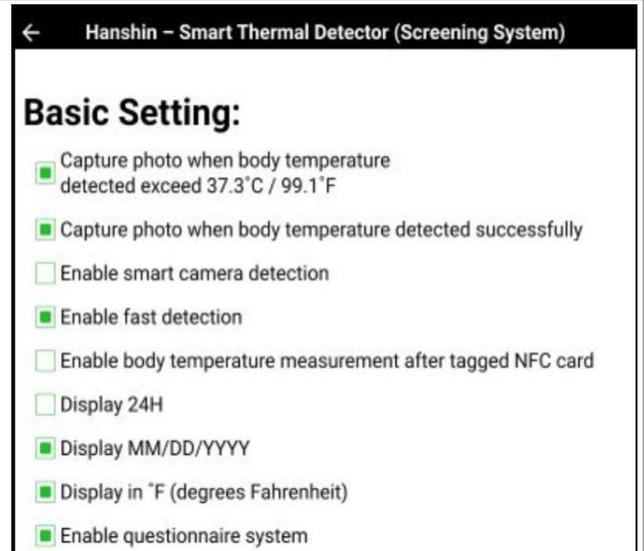
By Enabling this feature, temperature measurement will be improved greatly. We recommend customers to keep this option on all the time.

5. **Enable body temperature measurement after tagged RFID card**

    By Enabling this feature, measurement will only be started after user tapped their NFC (aka RFID) card

6. **Display in ˚F (Degree Fahrenheit)**

    Change display of the temperature unit from Celsius ˚C into Fahrenheit ˚F

7. **Enable questionnaire system**

    By enabling this feature, you can collect answers to health questions before scanning with state-of-the-art touchless pad. Questions are customizable. [This requires a specialized hardware, a touchless pad which is sold separately as an add-on or comes built-in with a new SKU of the device]
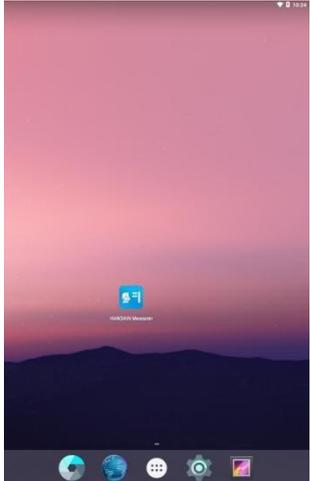
FaceGraph

Android related setting

The Smart Thermal Detector is running on the Android platform. Besides those settings in the smart thermal detector software, there are some basic settings that can be controlled on the Android device settings

Connecting to WiFi network

The Smart Thermal Detector supports connecting to the internet with both WiFi and LAN. Before using the Smart Thermal Detector, it is required to set the internet settings in the Android system.

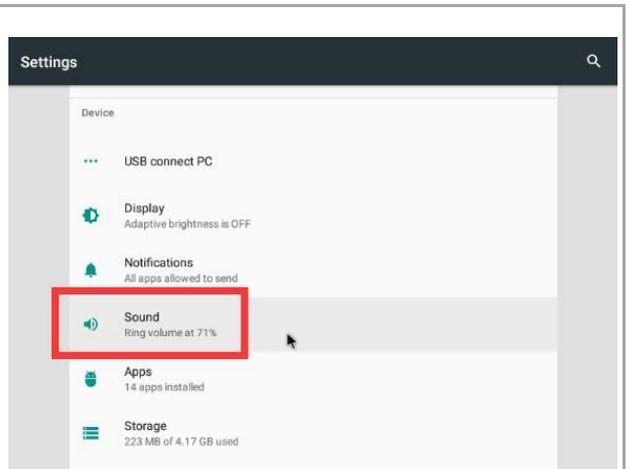|	
Connect the mouse to Smart Thermal Detector, right click the mouse to exit the Smart Thermal Detector software to go to the Home screen of Android system.	
Click on the Setting to enter the Android settings.	
Enter Wi-Fi settings.	
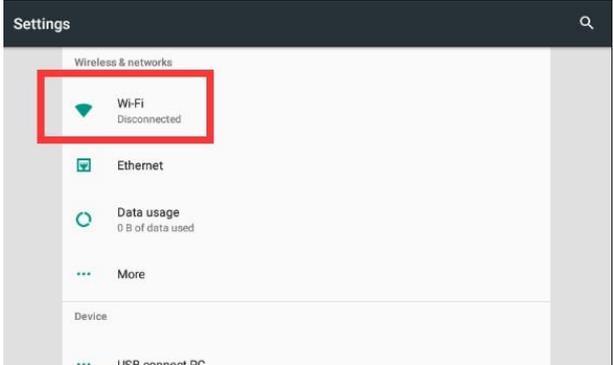
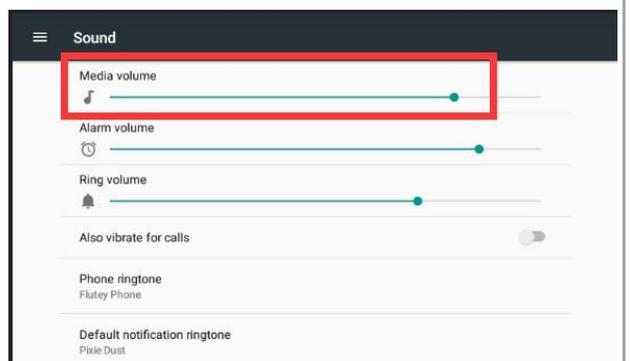|	
Select and enter the required information in order to connect to the Wi-Fi network.	

Adjust the Sound volume

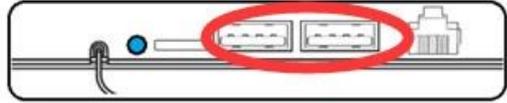|	
In android settings, go into the Volume settings.	
Adjust the sound volume of the machine. It is not recommended to adjust to higher than 90% volume.	

Local Record Exporting

Local record exporting is possible if the smart thermal detector is unable to connect to the internet.

Insert USB storage device into the USB port of smart thermal detector	
Press export record icon	
Select the date for export and USB folder for exporting, then click "Export"	
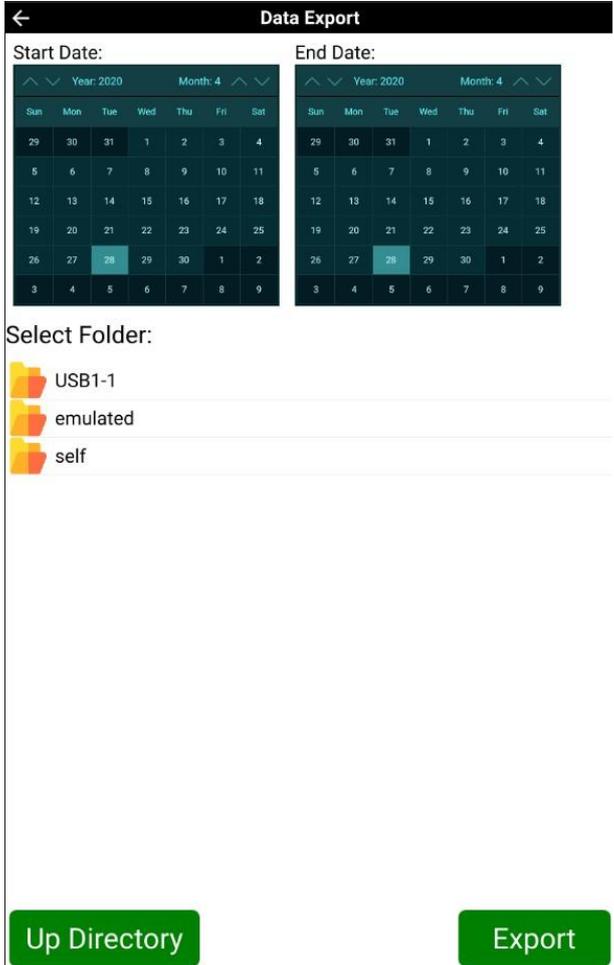
Quick Troubleshooting Guide

My device won't power on

Make sure the device is plugged into the power. The device should start automatically within 30 seconds, if it doesn't press down the power button for 5 seconds.

The temperature scanning app didn't launch when I powered on the Smart Thermal Kiosk

It may take a few minutes to launch. You may also click the "HANSHIN Measurer" app on the device's desktop to launch it manually.

The app doesn't load saying the app stopped or if it crashes every time you start the app

- From the device settings screen, go to file manager > local memory > eHanshin folder
- Left click on it for 10 seconds
- Choose "Delete" from the options below
- Then start the app by clicking the app it from the homepage or restarting the device
- It should load properly. You will be required to go to the settings page and reconfigure the app, choosing the temp unit, entering the machine ID and pressing **activate** and updating the cloud server url to http://api.facegraph.com

The temperature scanning app didn't launch when I powered on the Smart Thermal Kiosk

If Thermal device starts but the app doesn't launch, restart the device using the power button. If the problem persists, click on the Hanshin measurer icon to start the app manually.

The Smart Thermal Kiosk doesn't play a sound when a temperature is scanned

Go to the device's settings screen and adjust the volume of the device.

The Smart Thermal Kiosk won't scan my temperature, even though I am standing within 1 foot away from it

Check to see If "Enable body temperature measurement after tagged NFC card" option is enabled in the setting screen of the HANSHIN Measurer app. If it is enabled,

the device will only scan temperatures for the users that scan an RFID.
You may disable this option to have it scan temperatures without requiring an RFID.

The time recorded is not in the correct time zone; how do I set the time zone?

The Smart Thermal Kiosk will detect the time zone automatically when the device is connected to the internet. If your device is not connected to the internet, please set the time zone from the device settings screen.

Reactivating a device for the second time doesn't work, what should I do?

- Login to SmileMe.In portal using your account admin account
- Navigate to the devices page
- Delete the current device and create new "Thermal" device
- The last step would be to type the new Device ID into Hanshin Measurer app's settings and pressing **activate.**

Need help?

Online ticket: http://f-g.io/Help

Email: ContactUs@FaceGraph.com

Phone: +1 (408) 337-2013 [5 am – 5 pm PST M-F]