

Change how human  
interact with machines



# Smart Thermal Detector

## User Manual

06/28/2020



CONTACTLESS



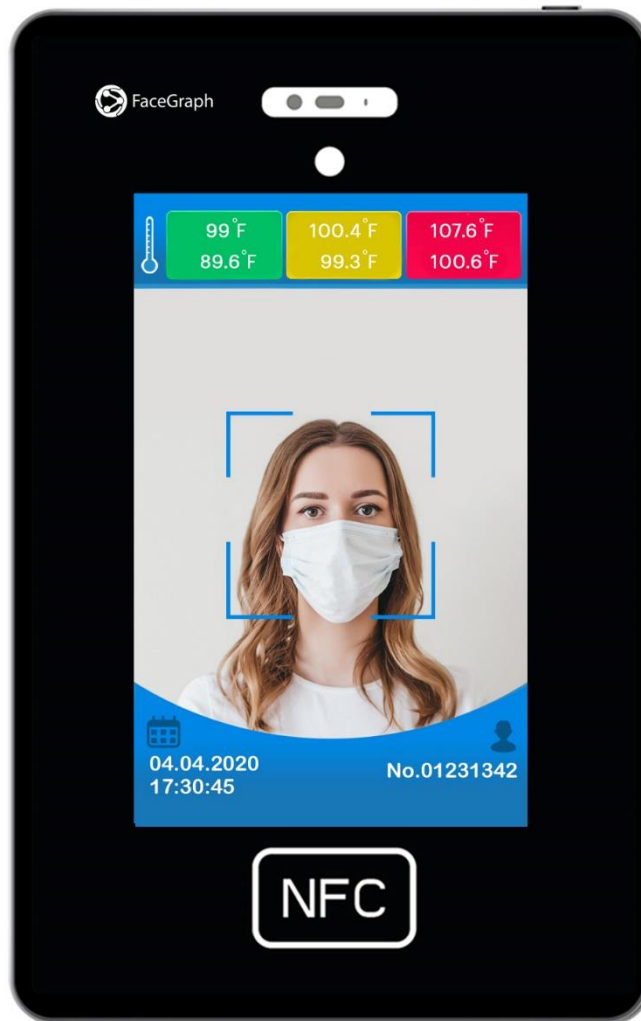
HIGH TEMPERATURE  
ALERT



AUTOMATIC CAPTURE &  
RECORD TRACKING



2 SECOND  
QUICK SCAN



BUILT-IN NFC  
SWIPE CARDREADER



MEASURE DISTANCE  
4" - 13"



COMPACT AND PORTABLE  
SIZE 15" & DISPLAY 10.2"



ABILITY TO LINK  
MULTIPLE DETECTORS



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## Warning and Precaution

- **The operation temperature of Smart Thermal Detector is 10 - 40 °C (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	1
2	DC12V Power Adapter	1
3	User manual	1
4	Smart Thermal Detector wall mount	1

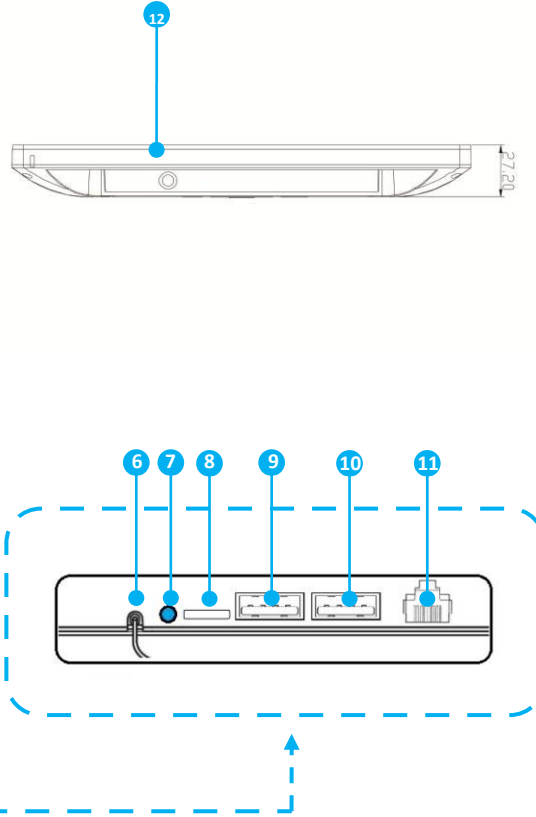
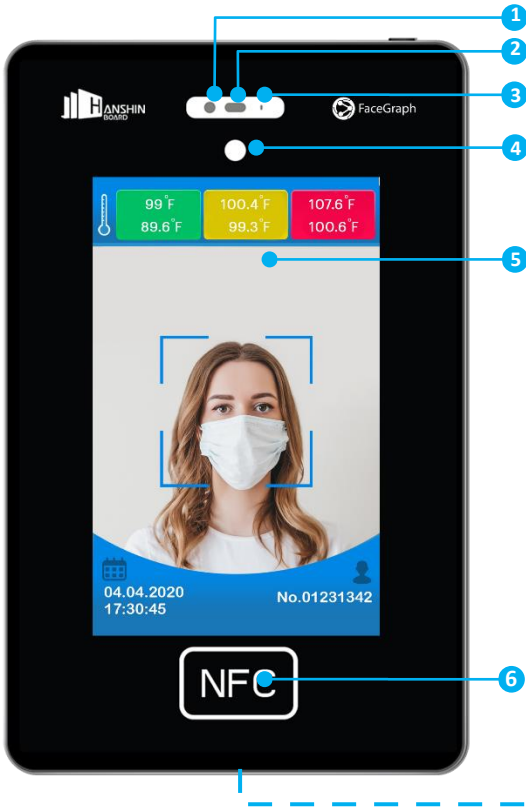
Optional items	
Smart Thermal Detector floor stands	Upon request
Smart Thermal Detector table stands	Upon request



## Hardware Overview

### Front

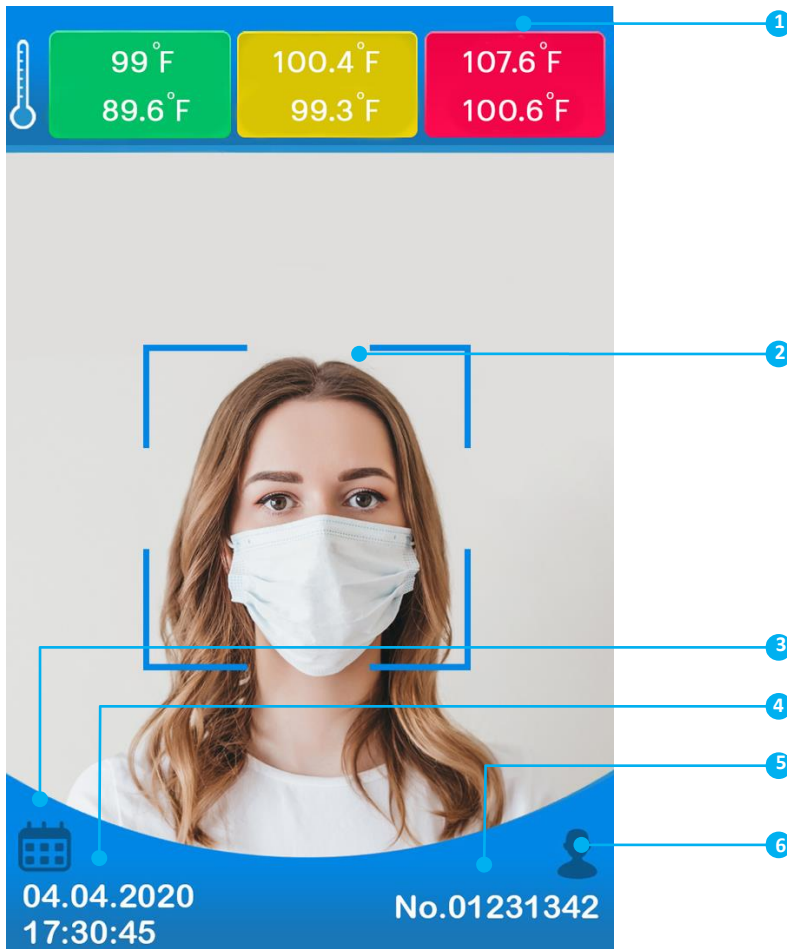
### Top and back side



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



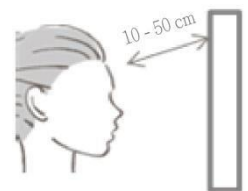
### User Interface Overview



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) <b>Green</b> Normal Body Temperature	37.4°C - 38°C (99.2°F - 100.4°F) <b>Yellow</b> Moderate Fever	38.1°C - 42°C (100.5°F - 107.6°F) <b>Red</b> 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

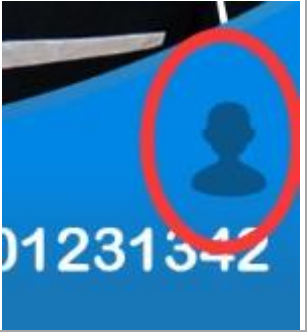


After long time exposure to directly sunlight	Measure result will be high
Wearing too many clothes / not enough clothes	Measure result will be high/low

### Smart Thermal Detector Software Setting

Connect USB Mouse to the Smart Thermal Detector for detail settings of the software.

Consult your IT Administrator before the setting

<p>Click the setting icon by moving the mouse cursor with your connected mouse.</p>	
<p>Configuration page will be shown immediately.</p> <p><b>Basic Setting</b></p> <ol style="list-style-type: none"> <li><u>Capture photo when body temperature detected exceed 37.3°C / 99.1°F</u> By Enabling this function, photo will be captured when abnormal body temperature is detected (i.e.: Yellow and Red)</li> <li><u>Capture photo when body temperature detected successfully</u> By Enabling this function, photo will be captured after the detection no matter what the result is</li> <li><u>Enable body temperature measurement after tagged NFC card</u> By Enabling this function, measurement will only be started after user tapped their NFC card</li> <li><u>Display in °F (Degree Fahrenheit)</u> Change display of °C into °F</li> </ol>	<p><b>Basic Setting:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Capture photo when body temperature detected exceed 37.3°C / 99.1°F</li> <li><input type="checkbox"/> Capture photo when body temperature detected successfully</li> <li><input type="checkbox"/> Enable body temperature measurement after tagged NFC card</li> <li><input type="checkbox"/> Display in °F (degrees Fahrenheit)</li> </ul>



### Advanced Setting

These settings will enable you to leverage a SmileMe.In cloud account to record your scanned temperature and do facial recognition in your account.

To get this setup please make sure to register a new SmileMe.In account for your organization following the steps highlighted at <https://docs.facegraph.com>

This can be done by going to <https://portal.smileme.in/a/signup> You can use the free tier or if you purchased the device from Amazon you might be entitled for a free trial using your device serial number as a promo code.

It is not necessary to set the advanced configuration in normal usage of scanning temperature.

#### Kiosk – Machine ID

Enter the Machine ID provided by your local supplier. Make sure the machine is connected to the internet before activating.

#### 1. Cloud Server Address

Enter the CMS web address in order to connect to the cloud platform. This value is usually pre-configured and not necessary to configure.

### Advanced Setting:

Kiosk - Machine ID:

Cloud Server Address:



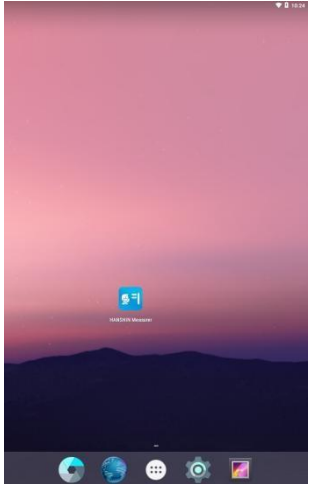

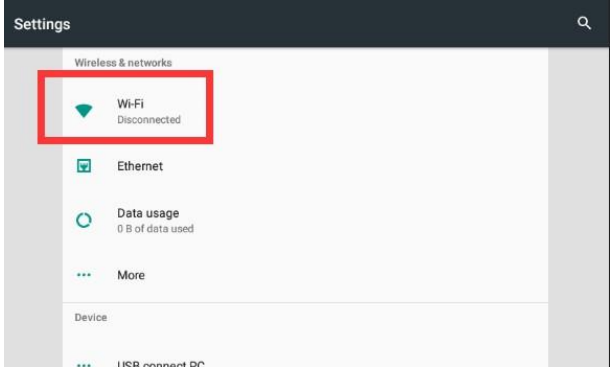


## Android related setting

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

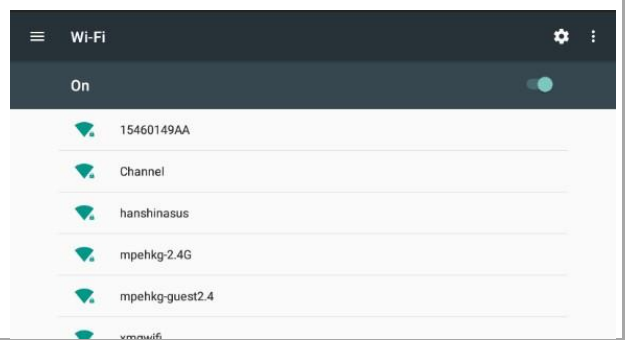
### Connecting to WiFi network

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.

<p>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.</p>	
<p>Click on the Setting to enter the Android settings.</p>	
<p>Enter Wi-Fi settings.</p>	

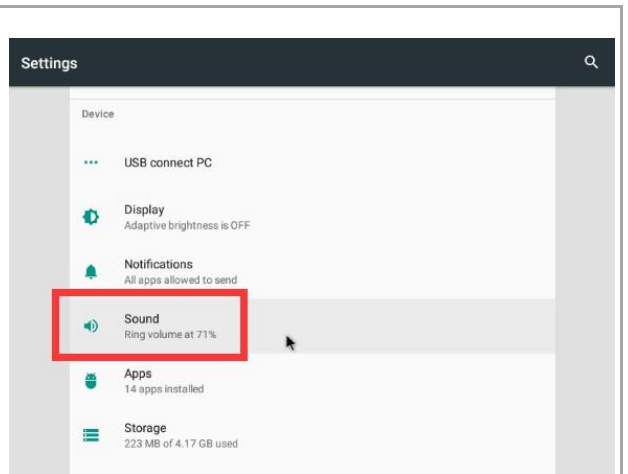


Select and enter the required information in order to connect to the Wi-Fi network.

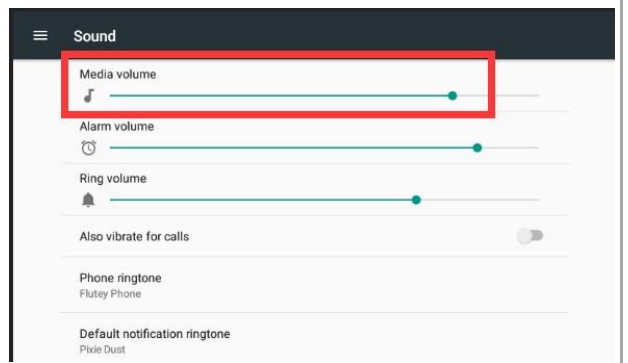


### Adjust the Sound volume

In android settings, go into the Volume settings.





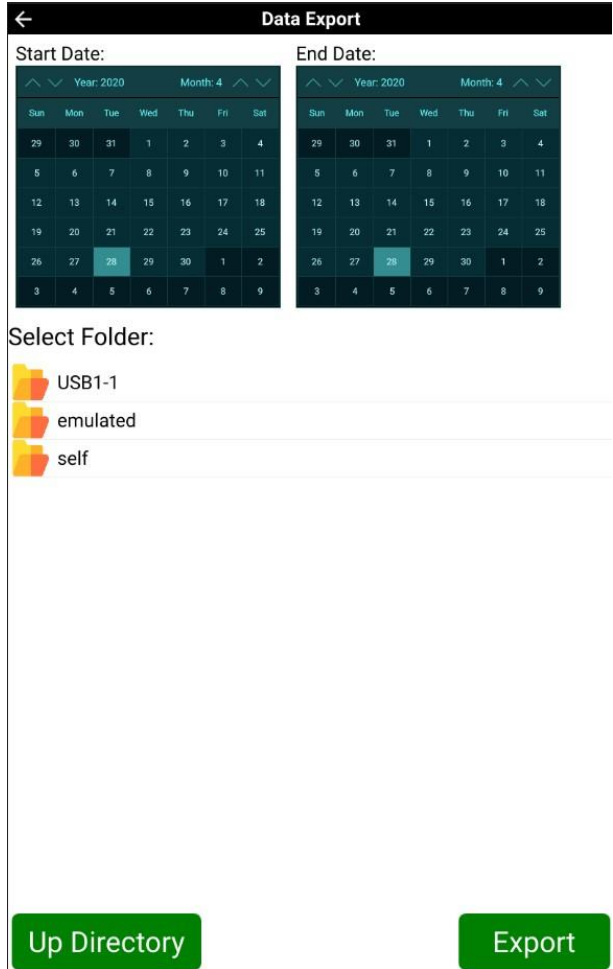
Adjust the sound volume of the machine. It is not recommended to adjust to higher than 90% volume.





## Local Record Exporting

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

<p>Insert USB storage device into the USB port of smart thermal detector</p>	
<p>Press export record icon</p>	
<p>Select the date for export and USB folder for exporting, then click “Export”</p>	



## 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 icon 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**



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## Need help?

**Online ticket:** <http://f-g.io/Help>

**Email:** [ContactUs@FaceGraph.com](mailto:ContactUs@FaceGraph.com)

**Phone:** +1 (408) 337-2013 [9 am – 5 pm PST M-F]