V1110B-THM-TEMP Camera Webinar Q&A

Q: How does the system work if the person approaching is wearing a hat and their head is down?
A: The system works by detection of a face and reads off the forehead of that person. It is required to remove hats and look at the cameras to get a good read. One measure that can help is the ability to set a low temp threshold which will alert if the temp is too low.

Q: Is your technology FDA approved?
A: The FDA is currently not testing these devices (*we all can only imagine the load on FDA these days*). They have asked to submit requests, which we have, and grant automatic acknowledgment until an approval process will be defined and launched. We do however keep close track of their publications and guidelines to ensure we meet them.

Q: Will this be purchased by authorities?
A: We believe it will be widely purchased by both authorities and private business.

Q: What is the life expectancy of the camera?
A: There is no EOL date on the system or its parts. We offer our standard 3-year warranty but assume it will last much longer than that.

Q: Does the camera function well outdoors?
A: To operate accurately we ask that if deployed outdoors, the system should be protected in a tent so direct sun as well as wind gusts will not become a factor that may impact the accuracy.

Q: What material is the casing for the blackbody?
A: Aluminum.

Q: Can the camera work with ViconNet 8.x alert features?
A: The camera can be added to ViconNet and the streams may be viewed and recorded. The alerts from the camera are not being received by ViconNet and the only way to utilize that will be by using the outputs on the camera and connecting to an input on ViconNet.

Q: Is it just one model camera or various models?
A: It is a single model number for the entire system.

Q: Can the unit be measured in both Fahrenheit and Celsius?
A: Yes, you may select the units as part of the system configuration.

Q: What is the market price for the whole system - Hardware and Software?
A: Pricing should be discussed with your Vicon sales representative.

Q: Is the product already available for purchasing?
A: Yes, we are actively selling the systems and expect to ship orders in early July.

Q: Please speak to the cautions that need to be taken when installing the cameras in reception areas (e.g., ensuring the cameras are not pointed at glass entrance doors, etc.) that could affect the accuracy of the temp measurement.
A: The best practice calls to install the camera in a fairly stable environment (*temperature-wise*) so it will not be exposed to drastic changes in temperature or heat radiation. When installed in a reception or lobby-like area, it should not be right next to the entrance where doors will keep opening and bringing in different temperature air gusts. It is also important to avoid having the camera look at windows where direct sunlight (*radiation*) may hit the temperature sensor or the Blackbody.

Q: What would be the outdoor performance of the unit; would it be a recommended setup?
A: To operate accurately we ask that if deployed outdoors, the system should be protected in a tent so direct sun as well as wind gusts will not become a factor that may impact the accuracy.

Q: Is the Blackbody a wireless connection to the camera?
A: The Blackbody has no connection to the camera or to the network, only to power. It is used by the camera "looking" at it in its field-of-view and calibrated to use it as a reference.

Q: What are the current CDC requirements regarding FDA 510k Compliance and will that change?
A: The FDA is currently not testing these devices (we all can only imagine the load on FDA these days). They have asked to submit requests, which we have, and grant automatic acknowledgment until an approval process will be defined and launched. We do however keep close track of their publications and guidelines to ensure we meet them.

Q: What are current best practices for Triage when a subject is discovered with elevated temperature?
A: The best operational practice is to safely remove that person from the line and use an FDA approved secondary temperature measurement (thermometer) to verify the read. If the verification shows elevated temperature, that person should be required to follow any health code that applies to him as well as others who may have been exposed.

Q: How does the client remove this person from the main traffic?
A: From an operational point of view, the client needs to set things up in a way so the line to the measuring point provides a clear path or exit from the facility to the secondary measurement location, which maintains mandated guidelines regarding masks, distancing, etc. This is where integrating the camera with an access control measure that will stop him from entering is very useful.

Q: Where are these cameras made?
A: Cameras are made in China by our Taiwanese partner.

Q: Can I integrate with VAX to disable a user's card if their temperature is over limit?
A: Absolutely, this is one of the best ways to control a person from entering if he is suspected to have a fever.

Q: Will the camera support Webhooks? I.E. Send message to Slack Channel if Trigger? (Currently doing that with VAX for other functions.)
A: Right now it does not, and we recommend using the relay outputs on the camera to do that. We will try to add such options as we progress.

Q: Is there a FDA approval date?
A: The FDA is currently not testing these devices (we all can only imagine the load on FDA these days). They have asked to submit requests, which we have, and grant automatic acknowledgment until an approval process will be defined and launched. We do however keep close track of their publications and guidelines to ensure we meet them.

Q: Is there a cooling off period for when people come in from outside on a hot day?
A: There may be a need to adjust when coming in from hot or cold environments. We have seen that typically waiting for 1-2 minutes (*if high temperature is shown after being in the sun for example*) will be enough. The FDA guidelines mention allowing up to 15 minutes to adjust.

Q: What power is required for the Blackbody?
A: Blackbody runs on 24 VDC and a power supply is provided with it.

Q: What access controls do you integrate with and how do you do it? API, etc.?
A: By utilizing the two relay outputs on the camera, you can tie into any access control or direct door control. There are no APIs to specific system at this time.

Q: We want to have visitors sign off on allowing us to take temperature readings. Is there a way to use this system to get an approval via video so they don't have to touch a device or fill out a form?
A: You could ask them to state their approval and record the video and audio with this camera or in a "approval" station before they reach the temp camera. This does require a VMS recording those.

Q: What is the acceptable ambient temperature range for the camera (i.e., can I install this in a non-conditioned area in a winter-driven climate)?
A: Ideally 63° – 88° F (17° – 31° C).

Q: Are there any specific companies that are currently using this product?
A: There are many already using this technology in the USA and around the world.

Q: How much does it cost?
A: Pricing should be discussed with your Vicon sales representative.

Q: Can the standalone system integrate with Niagara?
A: We are not familiar with Niagara integration options. This will need to be investigated by someone familiar with Niagara and we can provide details to them if they enquire.

Q: If we have a target less than the 3m, can it still detect (3m=9.8 ft)?
A: It most likely can to an extent but, like any camera, an object too close may appear too big and disturb the detection.

Q: What are some of the companies or entities that would utilize these cameras? Are there any large contract orders being filled?
A: Any company that is looking to provide some level of screening to their employees, customers or visitors going into the facility can benefit from the solution. The key is to allow identifying a potential sick person before he gets inside and may infect others.

Q: With the alarm trigger in Valerus, can it send that trigger to VAX to lock a door or revoke a credential?
A: Not from Valerus, but from the camera by using its relay outputs.

Q: Will this work in an outdoor construction entrance?
A: To operate accurately we ask that if deployed outdoors, the system should be protected in a tent so direct sun as well as wind gusts will not become a factor that may impact the accuracy.

Q: Does the camera have built-in outputs?
A: Yes, the camera has two outputs.

Q: Is there a monthly subscription for the software fee?
A: No there is not. The simple standalone software is free of charge and the Valerus VMS licenses are perpetual.

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Q: Does camera record in a situation where law enforcement can review?
A: To record the camera and maintain a law enforcement grade recording, we recommend using a VMS such as the Vicon Valerus VMS.

Q: Do you have to have the Blackbody?
A: Vicon only sells the system with the Blackbody to allow and support the accuracy levels we publish.

Q: Since the camera focuses on the forehead, how accurate is the camera if someone wears their hair over their forehead?
A: Similar to wearing a hat or other headgear, this may impact the accuracy of the temp read. One measure that can help is the ability to set a low temp threshold which will alert if the temp is too low.

Q: Will an outdoor installation solution be available in the future?
A: To operate accurately we ask that if deployed outdoors, the system should be protected in a tent so direct sun as well as wind gusts will not become a factor that may impact the accuracy.

Q: How many cameras can be connected to one standalone software?
A: Software supports multiple cameras. *(i5 processor: 1-3 cameras, i7 processor: 2-8 cameras, Xeon processor: 4-10 cameras.)*

Q: Is the Blackbody used for off-line or on-line calibration? How often does the camera need to be calibrated?
A: The Blackbody is used for ongoing calibration for the camera, as it takes the temp reads and allows it to calculate and compensate for ambient temperature changes within reason. In a stable environment there is no need to keep re-calibrating the camera. It is recommended to have the Blackbody be recalibrated annually by a qualified Calibration organization.

Q: Does the standalone software record video or just alert snapshots?
A: The standalone software does not record video. It only saves the snapshot.

Q: What's the installation process to connect the camera and Blackbody.
A: In short, the camera has in its configuration menu an option to highlight the Blackbody within its field-of-view and to set its expected temperature. We suggest reviewing the installation guide for further details.

Q: How will this be priced in comparison to the competition?
A: We believe we are very competitively priced against other products in this range of quality and accuracy.

Q: Can we use this for government officials, ex., body cam?
A: This is a full-size security camera and is not operated on battery. It is meant to be statically installed.