tyco

Thermal EST Camera*

Usability

1. **1. Can I use the camera to get alerts without connecting it to a VMS, just with a laptop and browser?**
    a. a. There is a built-in sound-light alarm which can be triggered by a temperature event and an optional voice alarm as well. Also the event can trigger an alarm output.

2. **Do I need to use a switch with the camera to connect it to a PC and can I use a PoE switch?**
    a. a. Yes, you will need to use a switch to connect the camera to a PC. If you are using only a browser to view the images, the camera needs 9W of power, therefore a PoE switch can be used.

3. **How many people's temperature can be measured at the same time?**
    a. In compliance with IEC standards and to achieve specified accuracy, 1 face at a max of every 4 seconds.

4. **How accurate is the temperature measurement?**
    a. With blackbody ±0.2ºC / 0.4ºF as tested and verified by UL against the IEC 80601-2-59: 2017 standard.

5. **Can the camera measure in both Centigrade and Fahrenheit?**
    a. The customer may select Centigrade or Fahrenheit. The web browser GUI will display the selected preference.

6. **Is it possible to switch a relay in the camera when a high temperature is detected?**
    a. The customer may select either Normally Open or Normally Closed activation of a relay. The web browser GUI will display the selected preference.

Johnson Controls

7. **Can the camera work outside?**
   a. The camera is rated as IP67, so it can work outdoor, but the accuracy, drift and stability will be affected by ambient temperature fluctuations, sunlight, wind and weather conditions. It is strongly recommend for use in indoor installation only.
   b. If an outdoor deployment is the only option, both the camera and black body need to be installed under a shelter with a cover and walls and in ambient temperatures between 10°C – 35°C or 50°F – 95°F.
   c. NOTE, the blackbody is NOT IP rated and is not an outdoor device.

8. **Does the customer have to display specific signage to say that they are measuring temperatures?**
   a. a. This is subject to local government standards and may include requirements such as a notice that temperature scanning is being conducted and recommendations for removal of glasses, masks, hats hair or other obstructions of the face. The customer is responsible for compliance with any local standards and requirements.

Hardware Related

9. **What does the Blackbody do and why do I need it?**
   a. a. Blackbody is crucial for the system. A Blackbody absorbs all the electromagnetic radiation (light) that strikes it from all directions and frequencies. It also helps to stay in thermal equilibrium by emitting radiation at the same rate as it absorbs ideal for temperature detection, so a black body also radiates well. The Thermal detector reads the temperature from the blackbody continuously and uses this to provide automatic ongoing calibration and thermal drift management. No physical connection is required between the camera and blackbody

10. **Do I need a blackbody per camera?**
    a. a. Yes, it is a bundle solution and each camera requires a Blackbody for calibration and operational usage.

11. **How do I test the camera to see if it is reading the temperatures correctly?**
    a. The customer may conduct a comparison with a handheld thermometer to verify accuracy.

12. **How often to I recalibrate the camera?**
    a. a. At product release, the camera will be able to do calibration with Blackbody automatically. While a calibration is not required, calibration is recommended at least once a week for optimal performance.

13. **Does the camera need any type of software support agreement?**
    a. There is no need for a software support agreement for the camera itself. A 2 year warranty is included for the camera; however, a software support agreement is needed for the Video Management System platform if the camera is integrated.

Compatibility

14. **Which Video Management Systems is the camera compatible with?**
    a. The camera is compatible with VideoEdge V5.4.12 and newer and Exacq V20.06 onwards. The camera is also ONVIF compliant for connectivity to ONVIF compatible NVRs. Note that ONVIF does not include the temperature alert. Implementation of the iAPI3 is required for temperature alert to Video Management System platforms.

15. **Can I connect the Smart Temperature Screening Solution to an Access Control system?**
    a. Yes, the camera has an output which switches on alarm. This output can be connected to and access control system controller which has an input available.

16. Does Illustra Pro thermal EST integrate with Software House C-Cure 9000 v2.7? For example after the badge swipe camera measures the temperature of the personnel and opens the door or rejects the access according to temperature measured.

    a. a. Yes, the camera has an output which switches on alarm. This output can be connected to an access control system controller which has an input available

17. Does it also work with facial recognition AI?

    a. a. No. The camera uses face detection in order to perform the temperature testing but does not support Facial Recognition.

Compliance

18. Is the camera part of the JCI Cyber Security Program?

    a. a. Yes, the camera is encompassed by the JCI Cyber Security Program. 3RD Party Penetration Testing was conducted and a hardening guide is available with the product.

19. Is the solution classed as a medical device?

    a. a. In some countries, yes, such as the USA. In countries where the camera meets the definition of a medical device, we are working to comply with those regulations and achieve any applicable requirements and/or certifications. In the USA, the camera/blackbody has been designed to meet the U.S. Food & Drug Administration's April 2020 Enforcement Policy for Thermographic Systems.

20. Are special certifications needed for the EU region?

    a. a. No specific medical certifications are needed as long as the product is intended not for medical purposes and is only to initially scan skin temperature.

Exacq and victor GUI

21. Generic Exacq, VideoEdge, victor topics to cover?

    a. How many IP channel Licenses are needed?

        I. The video output from the camera is one video stream, even we can have dual image with visible one and thermal one

    b. What will I see on screen live and in replay?

        I. I.   At the 1st release, only video will be available with Exacq and victor, temperature anomaly will trigger event. We are looking at deeper integration with richer temperature information at phase 2

    c. What version of Vic/VE and exacq VMS is the camera compatible with?

        I. The latest version of each platform

22. VideoEdge, victor specific

    a. Can I run a channel of analytics on the video feed?

        I. Yes, with the appropriate VideoEdge analytics license

    b. Will there be a specific temperature alert alarm to create a reaction in victor – Event trigger only and day-1. Deeper integration is under evaluation?

        I. On the mapping

        II. In the events screen

        III. Can I make a search in victor for a temperature alarm from the camera

23. Can the Exacq VMS be set to record just on temperature alert from the camera?

    a. It can be triggered by the event

The Tyco Illustra Pro Thermal EST is now available for sale in the United States and will be released globally in phases. Please contact your regional sales representative to discuss availability.