

FOTRIC

FAQ

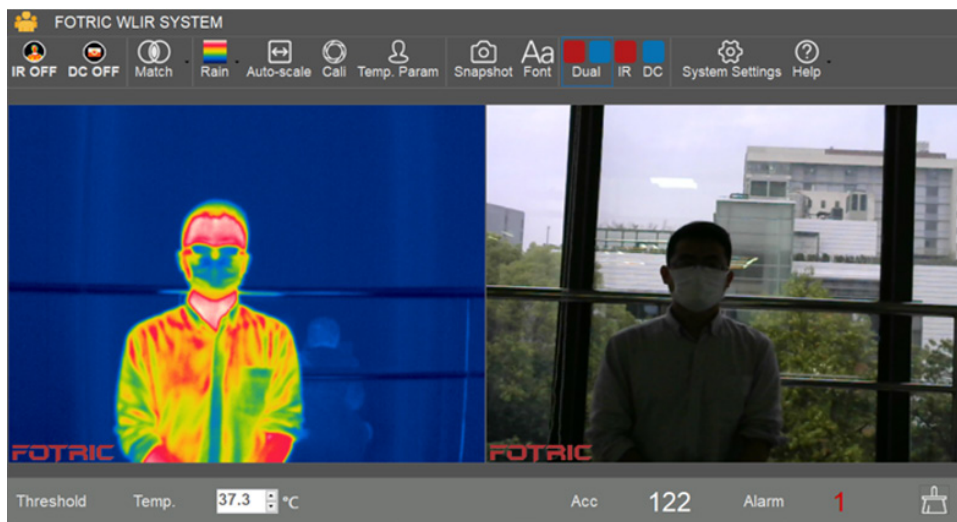
WLIR System
Operating



1. Backlighting problem (cannot recognize human face)

The recommended installation environment for the FOTRIC 226B is indoors with good lighting. Try to avoid a backlit environment, which can affect the accuracy of face recognition or even result in detection failure.

When the device is facing a door or window, the facial recognition failure in the figure below may occur.

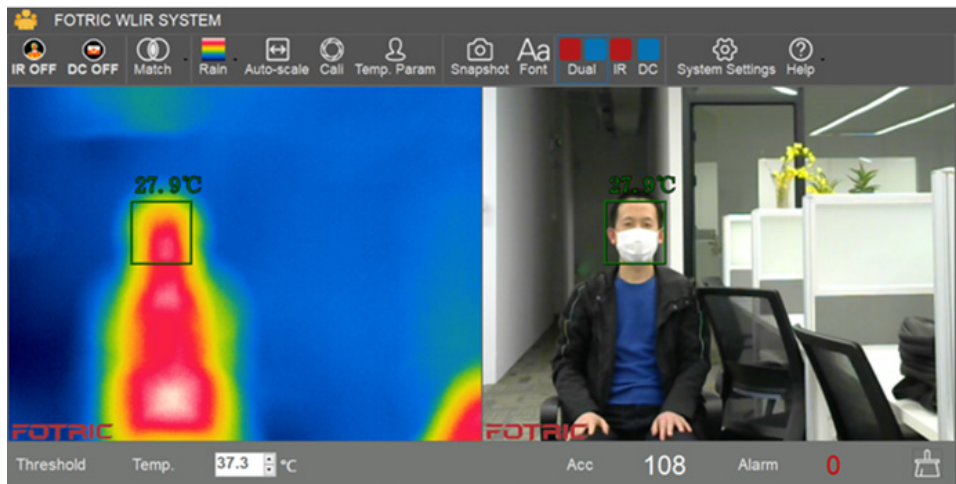


It is recommended to change the orientation of the device or turn on the indoor lights to reduce the effect of backlighting.

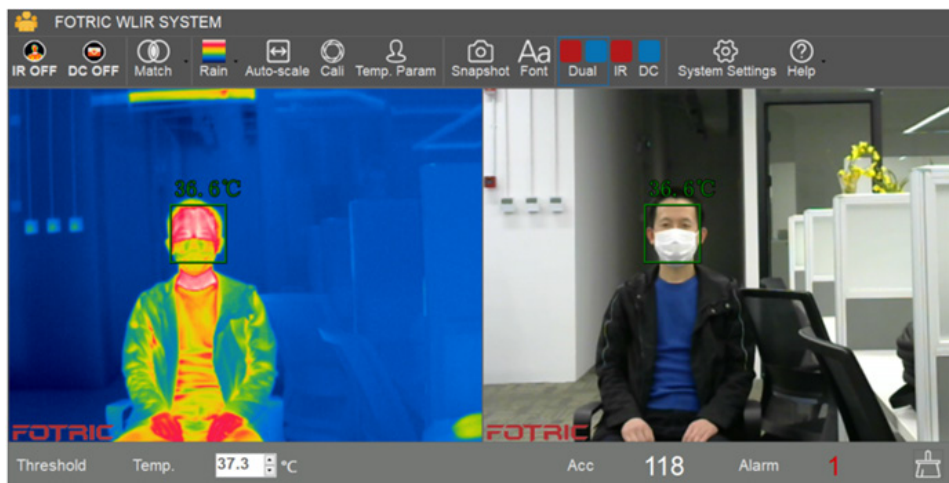
2. Accurate focus

The FOTRIC 226B uses manual focus adjustment, and it can only correctly measure temperature if its focus is accurate. If the focus is not accurate, the infrared image can be blurred, and the corresponding measured temperature can also result in a large error.

Blurred focus and inaccurate temperature



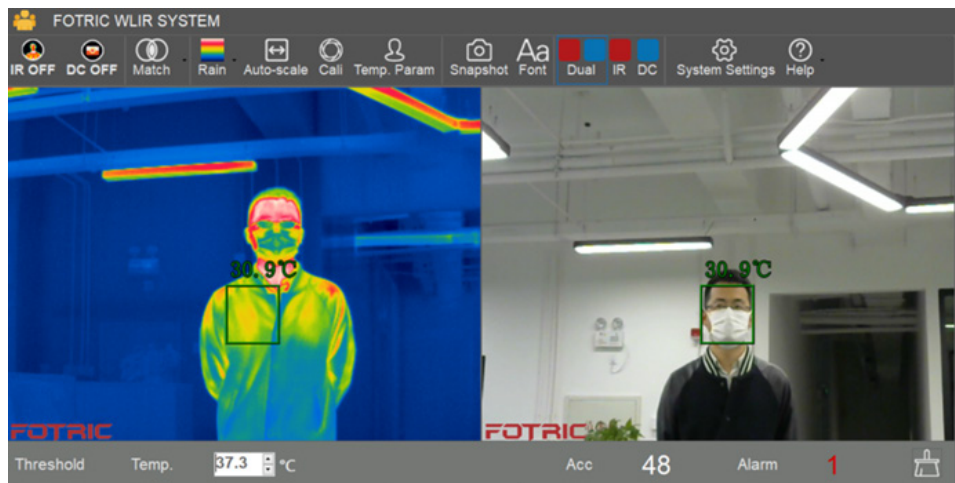
Accurate focus and accurate temperature



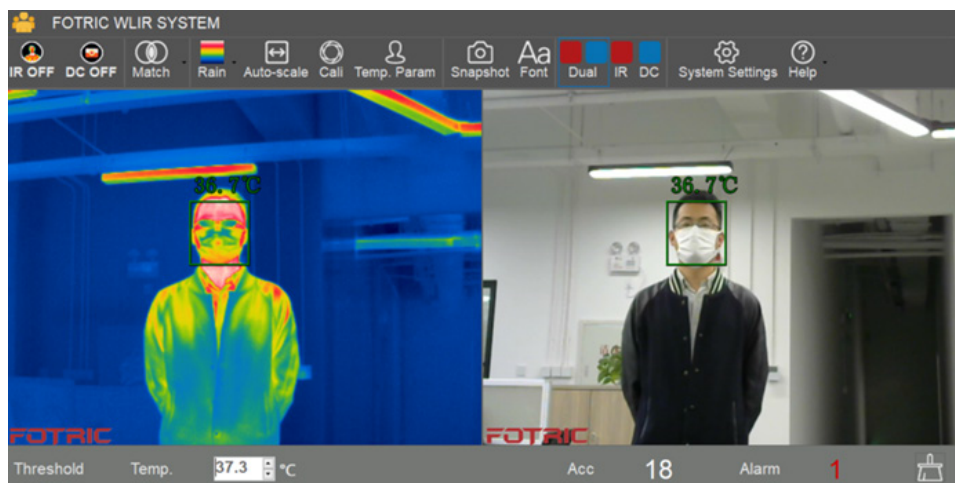
3. Matching

To use the device correctly, the visible and infrared images must be matched.

The picture below shows an unmatched photo. It can be seen that the visible light recognition frame (right) is positioned to the face, while the infrared recognition frame (left) does not match the face position. The temperature test result obtained is incorrect, as it has not read a human face temperature.



After matching, the face recognition frame of the infrared photo and the visible light photo are in the same position, so the measured result is accurate



4. Threshold mode

The threshold mode directly displays the human body surface (face) temperature. The body surface temperature is greatly affected by the environment.

In threshold mode, the temperature compensation can be performed manually, and the compensation temperature value is $\leq 10^{\circ}\text{C}$.

5. HawkAI Mode

The working principle of the HawkAI mode is that the FOTRIC 226B first collects the human body surface (face) temperature, and then automatically calculates the compensation temperature through the AI algorithm to convert the human body surface temperature into the real body temperature. HawkAI mode can adjust the compensation temperature value in real time according to the flow of people continuously passing the temperature measurement point, so as to adapt to the change of ambient temperature.

Please note: The AI mode is designed with caution. The goal is to screen out people with a high body temperature in the crowd, and then perform a second temperature measurement. Body temperature varies from person to person; the biggest difference can be as high as 1-2 °C. With careful consideration, please have the screened person to stabilize for 5-10 minutes, and then perform a second temperature measurement. If their temperature is still high, it is recommended to use a medical thermometer to repeat the measurement.

6. HawkAI mode data sampling

When using AI mode, the software will prompt: "You have to resample temperature for 10 sets". We recommend sampling the temperature of 10 different people with variations, so that the temperature compensation value of the AI algorithm can fit most people.

7. No alarm above 40 °C

When the measured temperature of the human face exceeds 40 °C, the software will not emit an alarm. The software's upper limit of the alarm temperature is 40 °C. If the temperature of the human body exceeds 40 °C, the person would feel unmistakably ill and should go to the hospital for treatment immediately. If the person keeps appearing in some places, he or she may use many methods to reduce his or her face temperature to prevent being detected by infrared thermal imaging devices.

8. The effect of distance on temperature measurement

First, we recommend that the location of the temperature measurement point is fixed, and the distance from the device to the measurement point is also fixed. Then the device is focused and matched under this premise. Therefore, when the person to be inspected reaches the temperature measurement point, the focal length is appropriate, and the measured temperature is accurate.

If the person being inspected continues to walk towards the IR imaging camera, he/ she will be closer to the infrared camera, the focal length of the infrared image changes, and the measured temperature may increase.

Therefore, when the FOTRIC 226B equipment is installed, we recommend that the temperature measurement route to be arranged in an "L" shape. After reaching the determined temperature measurement point, the channel turns left or right by 90°.

9. Face recognition

This function needs to be activated online for first-time use. Then the network connection is no longer needed after activation. Please note: The network can be disconnected after activation, but do not disable the network, otherwise the software will prompt that it cannot connect to the visible light camera and the face recognition function needs to be activated again. Please also make sure that the computer time is consistent with the local time.

10. Cannot display visible light image

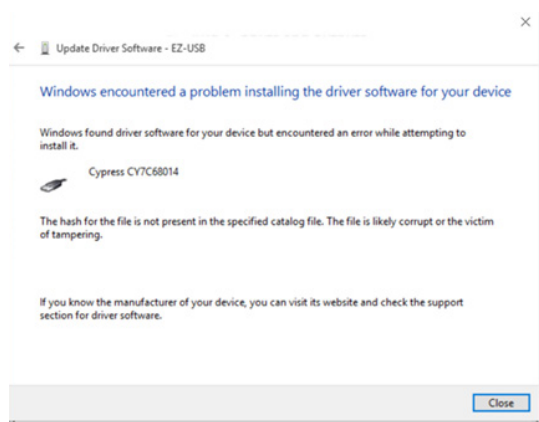
There may be several reasons when the software prompts that the visible light (DC) image connection fails: 1. The USB cable connection of the visible light camera is faulty. Please reconnect or try again with a different USB port on the computer; 2. The computer may not have a camera driver installed. Please go online (Logitech official website: <https://www.logitech.com>), download and install the relevant driver. 3. Please check if the network is disabled. Disabling the network may cause the visible light image to fail.

11. Cannot display infrared thermal image

First, please make sure that the device 226B is power on, and the status light is green. Second, make sure that the device driver is installed correctly. Third, make sure the USB connection between the device and the computer is stable.

12. The Windows 8 / 10 version of the driver cannot be successfully installed

Please check whether the driver signature enforcement is disabled(Disable driver signature enforcement) . If this step is not performed ,the prompt below will appear. The second possibility is that a 32-bit driver (x86) or a 64-bit driver (x64) is installed on a 64-bit or 32-bit system, respectively.



13. Live detection

Live detection is a new feature that can verify whether the measured object is a real living body, which can exclude the effects of photos, videos, and screen recordings, etc. Please note that this function will be continuously upgraded and may have a certain error rate.

14. Shutdown

To manually shut down, press and hold the power button for about 6 seconds.

If the device is disconnected from the software (software has been closed or the computer is in sleep), the device will automatically shut down after 5 minutes.

15. Unable to recognize faces

The face recognition rate of the software cannot always be completely accurate. It is necessary to pay attention to these situations in which faces may not be successfully recognized: people with black masks; people with long hair covering their foreheads; people with hats; people with less hair; people walking too fast, etc. Additionally, misidentification may occur where other objects are mistakenly considered as human faces for temperature measurement.

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