GT2 Temperature Sensing Kiosk FAQ

General Questions

Q. What is GT2?
A. GT2 is the latest addition to Janam's Guardian family of contactless access management devices. With advanced thermal imaging and facial recognition technology, GT2 quickly and accurately reads the body temperature and confirms the identity of individuals entering a facility.

Q. Who is the target customer?
A. GT2 is an extremely affordable and easy-to-deploy kiosk for sports and live entertainment venues, airports, hospitals, retail establishments, restaurants, office buildings, hotels, schools and virtually any organization that wants to check the temperature of individuals entering their facilities.

Q. What benefits does GT2 provide?
A. In the COVID-19 world and beyond, GT2 enables organizations to protect the health and safety of employees and guests by identifying anyone with a fever and/or without a face mask prior to that person gaining access to a facility. More hygienic than thermometers that require physical contact, GT2 speeds self-credentialing and helps reduce the spread of contagions.

Q. Is GT2 available in different physical formats?
A. GT2 is available in pedestal, countertop and wall-mount form factors and can easily integrate with security gates, turnstiles and door access control systems.

Q. Is GT2 designed for outdoor use?
A. GT2 is designed for indoor use. As with all hardware of this type, it is best practice to avoid direct sunlight on the camera lens or display.

Q. What languages are supported?
A. GT2 supports English, Chinese (Simple and Traditional), German, Italian, Japanese, Korean, Portuguese, Spanish and Thai.

Q. How do you clean and disinfect GT2?
A. Using a microfiber cloth, gently clean GT2 with isopropyl alcohol, ethanol (max. 70%) or household bleach containing 5-6% sodium hypochlorite as active ingredient. Contact JanamCare customer support with any questions regarding approved cleaners, disinfectants or cleaning methods.

Q. Is there a manufacturer's warranty for GT2?
A. GT2 comes with a standard 1-year manufacturer's warranty. Extended warranties are available.

Q. When is GT2 available?
A. GT2 can be ordered now for shipment in Q3.

Temperature Sensing

Q. What is the expected accuracy of each body temperature reading by GT2?
A. GT2 screens a person in less than 1 second, from up to 20 inches away, with accuracy of ±0.9° F.

Q. Does an individual need to temperature stabilize to ensure an accurate reading?
A. No. Outdoor temperature should not affect the accuracy of an individual's screening.

Q. Does GT2 notify an attendant when someone has a fever?
A. Yes. When a body temperature greater than 99° F is detected, GT2 provides an instant notification in the form of a voice alert and a siren.

Q. Is the high temperature threshold changeable?
A. Yes. GT2's high temperature threshold is set by default to 99.1° F, but it can be modified to a different temperature through the settings panel.

Q. Is the temperature reading displayed on the screen?
A. Yes. Body temperature is clearly displayed on GT2's screen.

Q. Does GT2 store temperature readings?
A. Information for all individuals with a recorded temperature within normal range is stored in GT2. Information for individuals that are denied access due to an elevated temperature reading is never recorded.

Network Connection

Q. What network connection options are available?
A. GT2 is equipped with 4G LTE (data only), 802.11b/g/n Wi-Fi, Ethernet, Serial, Relay, USB and Bluetooth 4.0.

Q. Does GT2 support 802.11a or 802.11ac?
A. No, the current version of GT2 does not support 5GHz bands.

Q. Which cellular radio bands and frequencies does GT2 support?
A. GT2 supports the following cellular radio bands and frequencies:

LTE-FDD: B1/B3/B5/B7/B8/B20

LTE-TDD: B38/B40/B41

WCDMA: B1/B5/B8

GSM: B3/B5/B8

Facial Recognition

Q. How does facial recognition work on GT2?
A. GT2 uses infrared technology to illuminate the face of an employee or guest and recognizes features from up to 6 feet away.

Q. How long does it take to recognize a face?
A. GT2 reads each face in less than 1 second with 99%+ accuracy.

Q. Does GT2 support mask detection?
A. Yes. GT2 can be configured to read body temperature and grant access only if an individual is wearing a face mask.

Q. Can GT2 limit entry to a registered population (such as one company's employees)?
A. Yes. If 'stranger mode' is disabled, only recognized employees that have been entered into GT2's database will be granted access to a facility (assuming they don't have a body temperature above the set threshold).

Q. Does GT2 store all facial readings?
A. Yes. GT2 stores the facial readings of recognized employees or guests that have been entered into GT2's database. It can also be configured to store facial readings of unrecognized individuals.

Q. Does GT2 require an internet connection for facial recognition?
A. No. It can store data for up to 30,000 faces on the device.

Q. Can stored faces be shared between multiple devices?
A. Yes. Face data that is stored in GT2's database can be shared via a cloud-based service or the user's network server.

Q. Does GT2 log information when someone is denied access?
A. Yes. GT2 logs information for each person that is granted or denied access.

Q. Can users disable facial recognition?
A. Yes. Facial recognition can be disabled on GT2 via the admin panel for organizations that want to leverage its temperature reading capabilities only.

Compliance

Q. Is GT2 an FDA compliant medical device?
A. No. GT2 is not a medical device, and the FDA has not evaluated any statements regarding GT2. GT2 should not be primarily or solely relied upon to diagnose (or rule out a diagnosis of) COVID-19 or any other disease or health condition. Like any diagnostic measurement, elevated body temperature should be independently confirmed via alternate evaluation methods.

Q. Is GT2 HIPAA compliant?
A. HIPAA compliance is not relevant to GT2 because GT2 is intended for access control only and should not be utilized for patient diagnosis or the creation and management of an electronic health record (EHR). Information recorded by GT2 is strictly limited to the data and time an individual is granted access to a facility. For individuals who are denied access due to elevated temperature, no information is recorded. Facial recognition is recorded solely for individuals who have been included in the system's database by their employer, or via their own free choice.

Q. Is GT2 FCC and CE certified?
A. Yes. GT2 is FCC and CE certified.