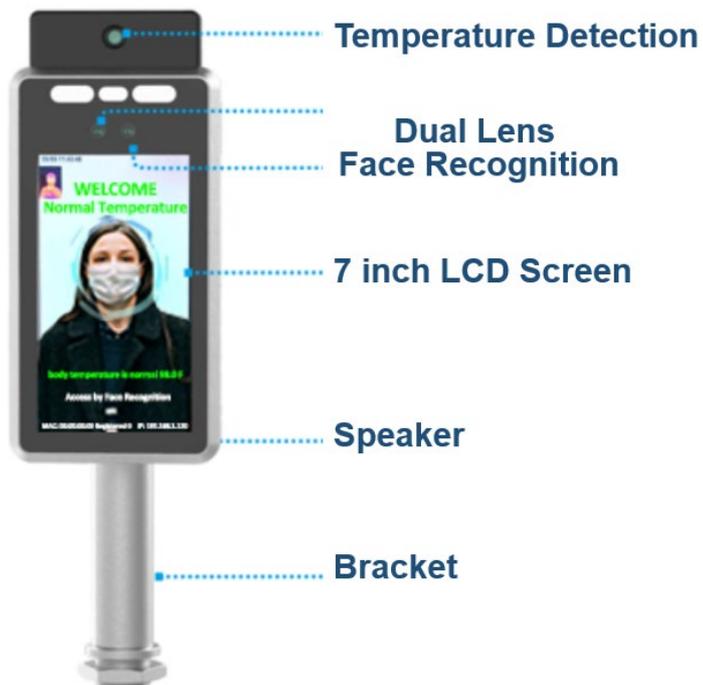


CAN-AM Access Control with Thermal Detector FAQ Version 1.0



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1. How to upgrade FW?

Answer:

1. Find the device in Device search



2. Click Upgrade

Name	CHIPID	Ip Address	MAC	SDK	Status	Upgrade	Sel
1 Hero-TD01-G	050014ba	172.16.50.244	00:15:...	0.0.0.33fix4-APP_30-20200505-1005-0-F0001		Upgrade	<input type="checkbox"/>

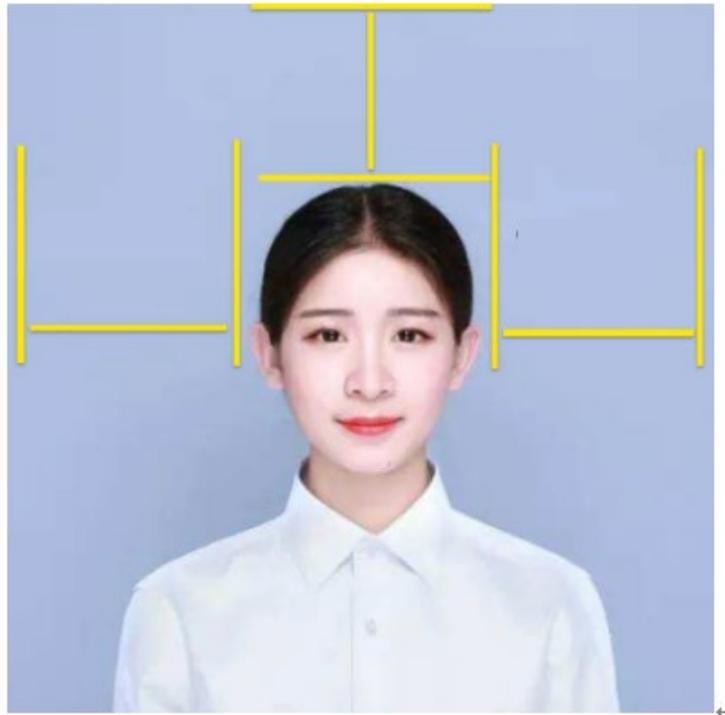
Attention: It takes about 3-5 minutes to upgrade, don't cut power during this period, and don't touch the device /Face manager tool. It will restart automatically after upgraded.

2. What are the requirements for a registered face?

Answer:

1. Turn off camera beauty function of your smart-phone, to ensure that the picture for the real face, no makeup or edited, no wear a mask.
2. The shooting background is solid color and other walls, the light is normal, avoid strong light, reverse light and other abnormal light.
3. There is only one person in the picture, the front (face is not biased, both ears visible, the head is completely visible), shooting distance of about 1 meter, in the picture, the head of the person must have a head distance from the left and right upper three sides.
4. Face pixels more than 260(between the two ears), determine the face size can use the windows drawing software to open the face picture, drag a box on the face, will show the face size. Mobile phone shooting can be satisfied.

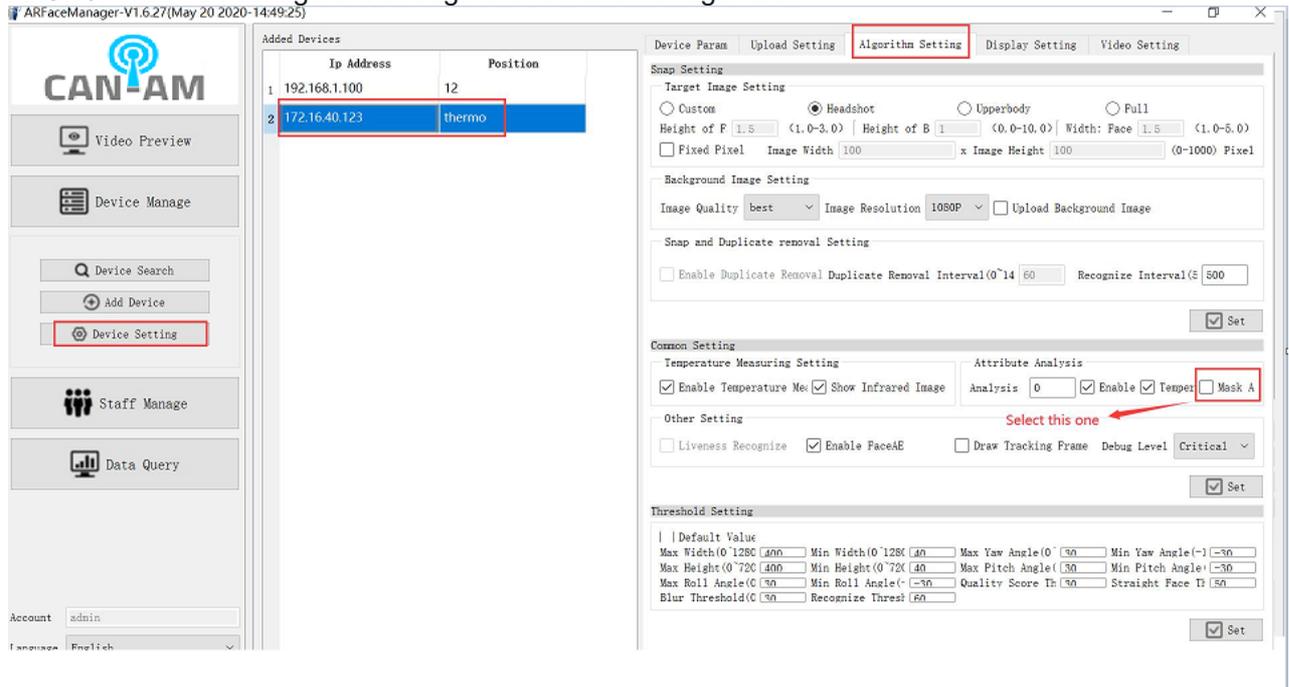
Reference Image:



3. How to switch on the mask detection (check if the person has a mask)?

Answer: You can configure it through the ARFaceManager tool.

ARFaceManager-V1.6.27(May 20 2020-14:49:25)



Added Devices	Ip Address	Position
1	192.168.1.100	12
2	172.16.40.123	thermo

Device Param Upload Setting **Algorithm Setting** Display Setting Video Setting

Snap Setting

Target Image Setting

Custom Headshot Upperbody Full

Height of F 1.5 (1.0-3.0) Height of B 1 (0.0-10.0) Width: Face 1.5 (1.0-5.0)

Fixed Pixel Image Width 100 x Image Height 100 (0-1000) Pixel

Background Image Setting

Image Quality best Image Resolution 1080P Upload Background Image

Snap and Duplicate removal Setting

Enable Duplicate Removal Duplicate Removal Interval (0~14) 60 Recognize Interval (5 500)

Common Setting

Temperature Measuring Setting Attribute Analysis

Enable Temperature Me Show Infrared Image Analysis 0 Enable Temper Mask A

Other Setting

Liveness Recognize Enable FaceAE Draw Tracking Frame Debug Level Critical

Threshold Setting

| Default Value

Max Width (0 1280) 400 Min Width (0 1280) 40 Max Yaw Angle (0 30) Min Yaw Angle (-) -30

Max Height (0 720) 400 Min Height (0 720) 40 Max Pitch Angle (30) Min Pitch Angle (-) -30

Max Roll Angle (0 30) Min Roll Angle (-) -30 Quality Score Th (30) Straight Face Th (50)

Blur Threshold (0 30) Recognize Thres (50)

4. How to modify the logo of ARFaceManager interface

Answer:

Go to ARFace Manager directory: Res

Put in logo png format picture ,120*40 resolution

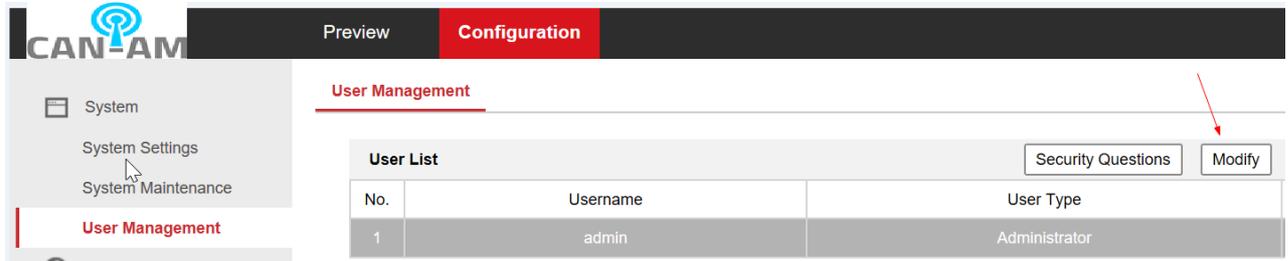
192.168.1.100	2020/5/22 19:11
res	2020/5/8 17:53
staff	2020/5/14 11:16
ARFaceManager_V1.6.23.exe	2020/4/22 10:23

5. How to login via web? User and password?

Answer: IP:8080, such as 192.168.1.100:8080.

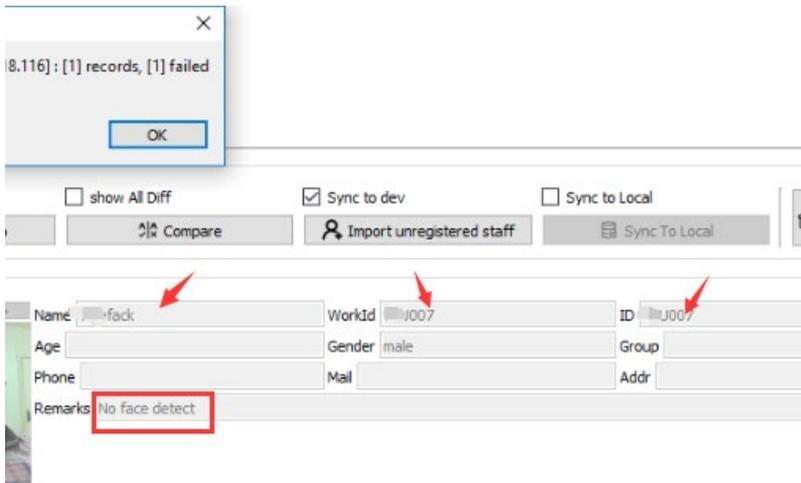
User: admin, **Password:** admin123456

You can change the password as following



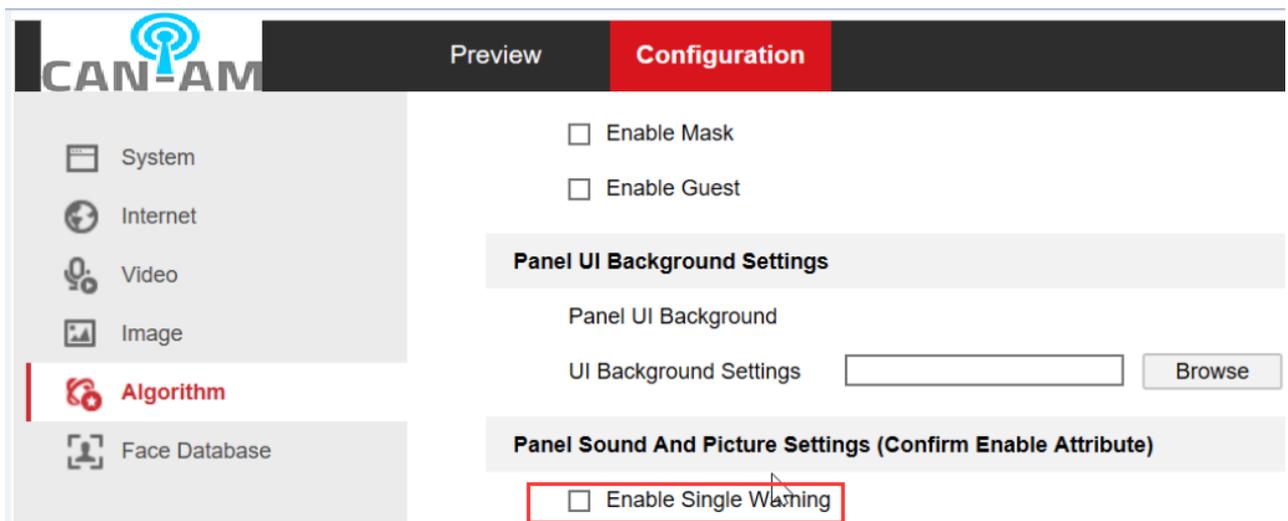
6. Sync with device failed

Answer: Check the picture and WorkID /ID, name info, there is a **Remarks** about it.



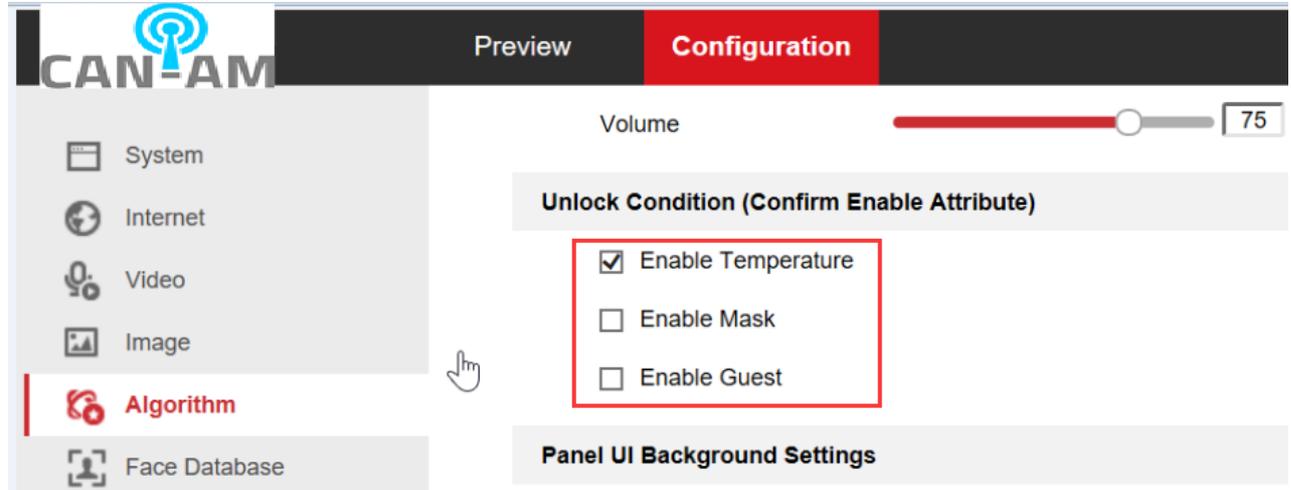
Normally, it's your face picture is not clear or standard. The software didn't detect it.

7. How to turn off multiple notification for one person/time



8. How many different scenarios for opening the door?

Answer:



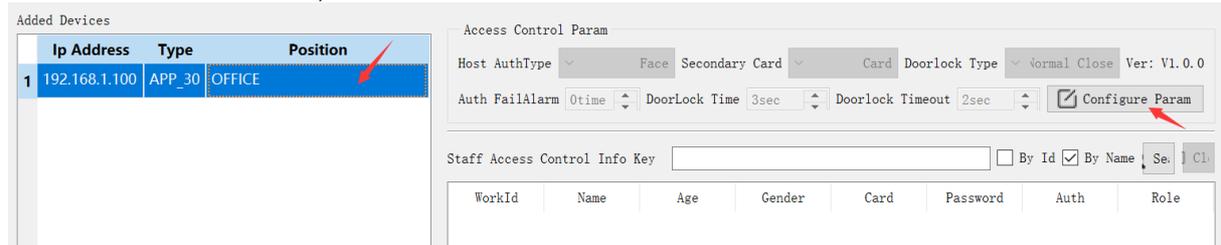
There are 8 kinds of conditions

1. Temperature: The registered staff who temperature is normal could open the door
2. Mask: The registered staff who wear the mask could open the door
3. Guest: Anyone could open the door, no matter the temperature/mask is normal or abnormal
4. Temperature+Guest: Anyone who temperature is normal could open the door.
5. Mask+Guest: Anyone who wear the mask could open the door.
6. Temperature+mask: The registered staff who temperature & wear mask could open the door.
7. Temperature+mask+Guest: Anyone who temperature is normal&wear mask could open the door.
8. Nothing selected:The registered staff in white-list or authority group, who temperature is normal & wear a mask could open the door.

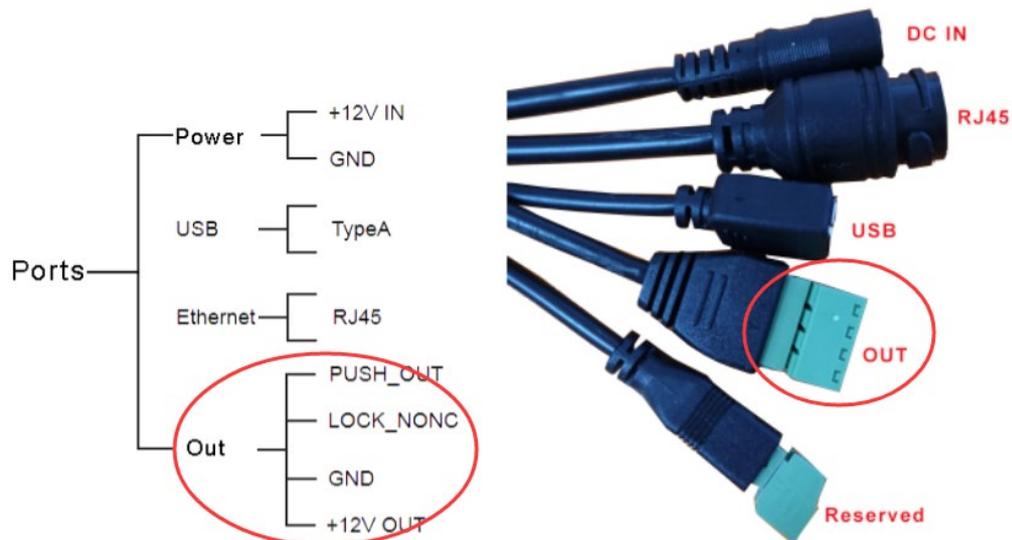
9. How to control the door?

Answer:

1. Set the access control, refer to our manual for details --3.2.8



2. Connect the Out



D OUT-4pin	lock control signal	1	PUSH_OUT	Switching Level Output
		2	LOCK_NONC_12V	12V switching drive output
		3	GND	Ground
		4	12V out	12V power output



For different lock, the connection is different.

Normal open mode:

If you connect pin1&pin3, it generate about 2-3V , it drops to 0V for a while(Door lock time) when get control signal.

If you connect pin2&pin3, it's 0V normally, it generate 12V for a while(Door lock time) when get control signal.

Normal close mode:

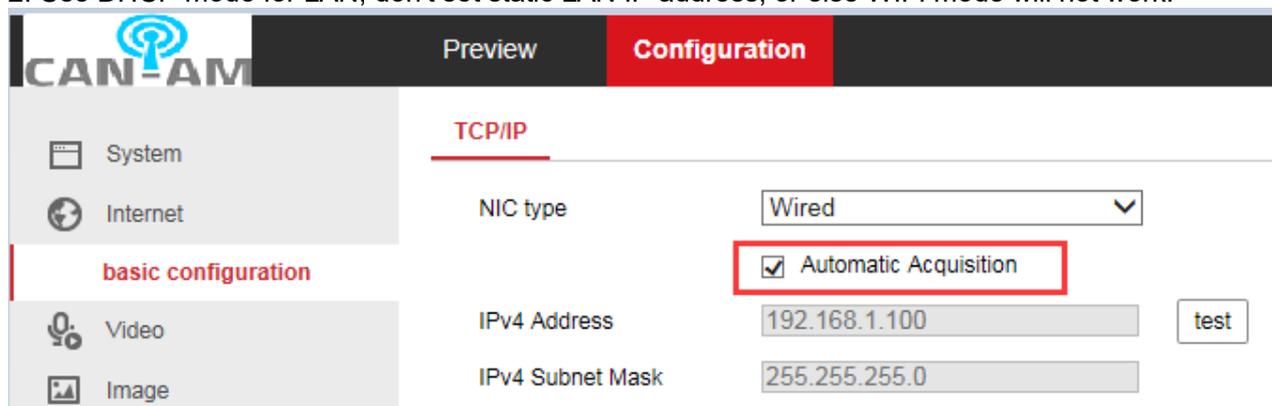
If you connect pin1&pin3, it generate about 0V normally , it generated 2-3V for a while(Door lock time) when get control signal.

If you connect pin2&pin3, it's 12V normally, it generate 0V for a while(Door lock time) when get control signal.

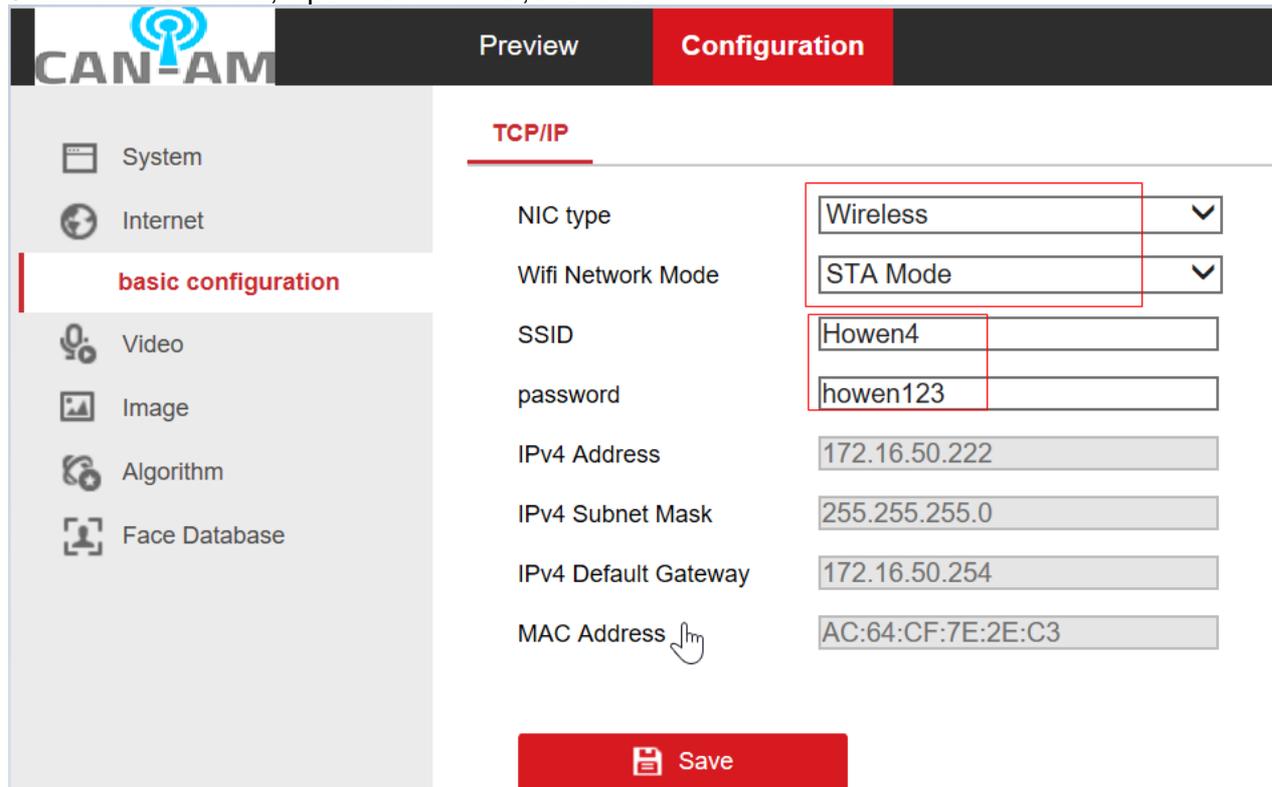
10. WIFI mode (Not recommend)

Answer:

1. Login the device via LAN IP address on web-end
2. Use DHCP mode for LAN, don't set static LAN IP address, or else WIFI mode will not work.



3. Switch to Wireless, input the WIFI info ,and save it.



4. After you **save**, you can get the assigned WLAN IP address. mark it down, coz WLAN IP address will not display on TFT screen.
5. Go to FaceManger, add the device via manually(input the WLAN IP address), must add it via manually(Can not search it)

11. Not accurate to detect person who wear a mask

Answer:

When less than 100 registered staff, change the value to 60 or 70.

Device Param | Upload Setting | **Algorithm Setting** | Display Setting | Video Setting

Snap Setting

Target Image Setting

Custom
 Headshot
 Upperbody
 Full

Height of Face Part: (1.0-3.0) |
 Height of Body Part: Face Height x (0.0-10.0) |
 Width: Face Width x (1.0-5.0)

Fixed Pixel
 Image Width: x Image Height: (0-1000) Pixel

Background Image Setting

Image Quality: |
 Image Resolution: |
 Upload Background Image

Snap and Duplicate removal Setting

Enable Duplicate Removal
 Duplicate Removal Interval (0~1440Min):
 Snap Mode:
 Snap Interval (10~60 Frame):

Set

Common Setting

Temperature Measuring Setting

Enable Temperature Measuring
 Show Infrared Image

Attribute Analysis

Analysis Interval (0-10000ms):
 Enable Attribute Analysis
 Temperature Attribute
 Mask Attribute

Other Setting

Liveness Recognize
 Enable FaceAE
 Draw Tracking Frame
 Debug Level:

Set

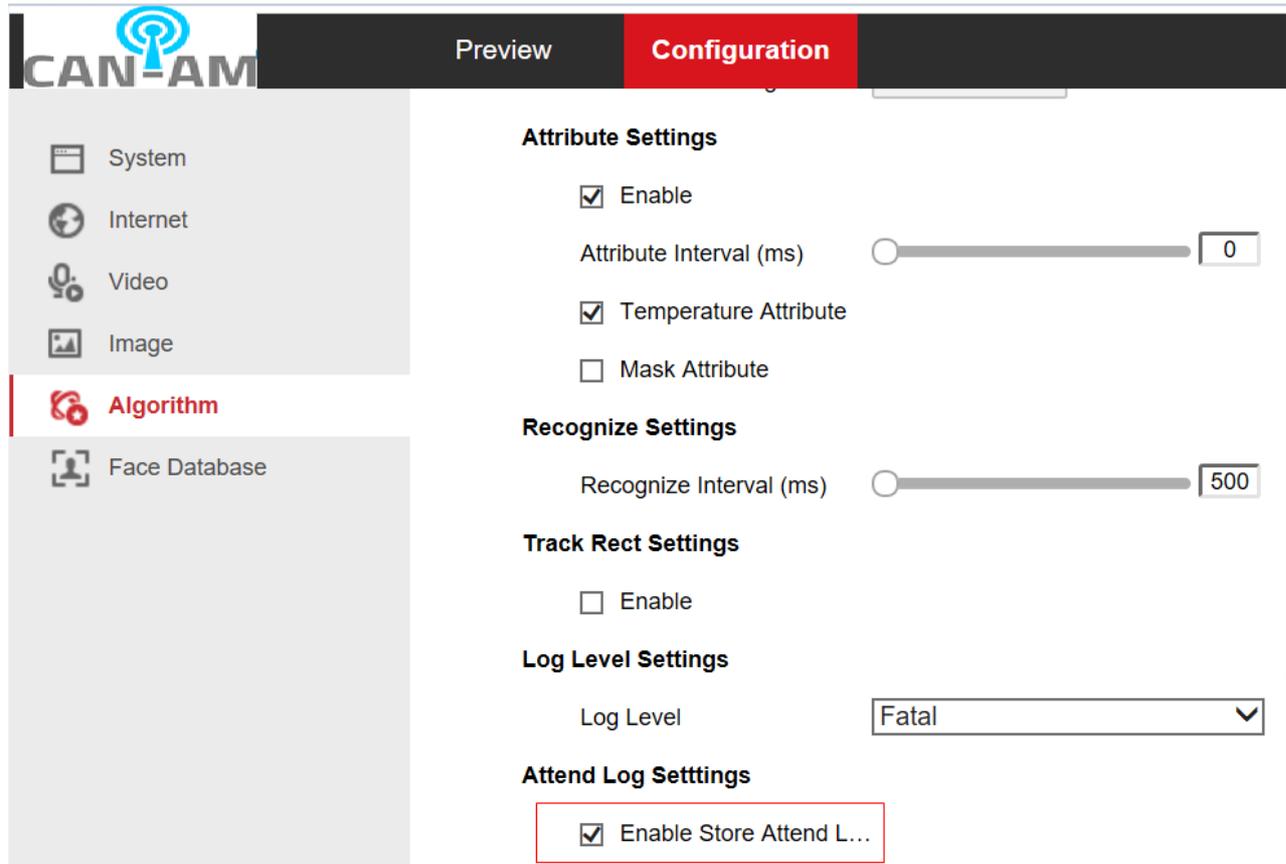
Threshold Setting

Default Value

Max Width (0~1280): <input type="text" value="400"/>	Min Width (0~1280): <input type="text" value="40"/>	Max Yaw Angle (0~180): <input type="text" value="30"/>	Min Yaw Angle (-180~0): <input type="text" value="-30"/>
Max Height (0~720): <input type="text" value="400"/>	Min Height (0~720): <input type="text" value="40"/>	Max Pitch Angle (0~180): <input type="text" value="30"/>	Min Pitch Angle (-180~0): <input type="text" value="-30"/>
Max Roll Angle (0~180): <input type="text" value="30"/>	Min Roll Angle (-180~0): <input type="text" value="-30"/>	Quality Score Threshold (0~100): <input type="text" value="30"/>	Straight Face Threshold (0~100): <input type="text" value="50"/>
Blur Threshold (0~100): <input type="text" value="30"/>	Recognize Threshold (0~100): <input type="text" value="90"/>	→ 60 or 70	

12. How to turn on/off attendance record?

Answer:



Preview | **Configuration**

System | Internet | Video | Image | **Algorithm** | Face Database

Attribute Settings

Enable

Attribute Interval (ms):

Temperature Attribute

Mask Attribute

Recognize Settings

Recognize Interval (ms):

Track Rect Settings

Enable

Log Level Settings

Log Level:

Attend Log Settings

Enable Store Attend L...

13. Hoe to change the logo of TFT panel of device?

Answer:

600*1024 PNG picture.

Added Devices

Ip Address	Position
1 172.16.40.123	Howen

Device Param | Upload Setting | Algorithm Setting | Display Setting | **Video Setting**

Video

Camera: Camera0 | Stream Type: Main Stream | Video Type: [] | Video enc: []

Bitrate Type: CBR | FPS: 25 | Average Bit: []

Background Setting



Get BG Image | Delete BG Image | Upload BG Image

14. How to customize the picture/audio?

Answer:

Algorithm | UI Background Settings | Br

Face Database

Panel Sound And Picture Settings (Confirm Enable Attribute)

Enable Single Warning

Mask Scene

Enable

Temperature Scene

Enable

Pass Scene

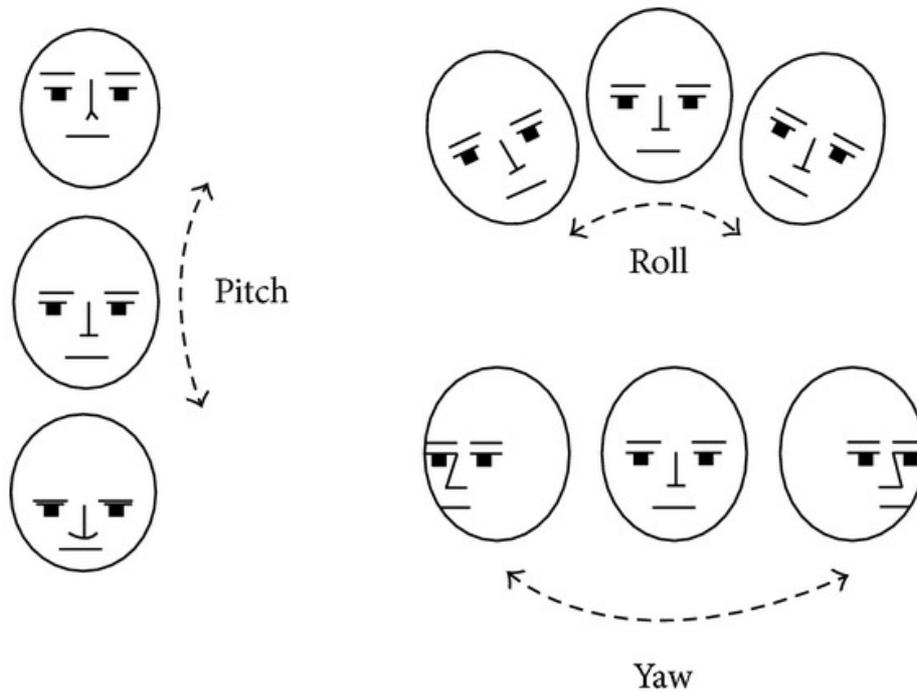
Enable

Mask scenario: Enable it, and customize the picture or audio when someone is not wearing the mask;
Temperature scenario: Enable it, and customize the picture or audio when temperature is abnormal;
Pass Scenario: Normal(temperature is normal and wear mask) status's picture and audio.

15. What's the algorithm threshold setting means?

Default Value

Max Width(0~1280)	400	Min Width(0~1280)	40	Max Yaw Angle(0~180)	30	Min Yaw Angle(-180~0)	-30
Max Height(0~720)	400	Min Height(0~720)	40	Max Pitch Angle(0~180)	30	Min Pitch Angle(-180~0)	-30
Max Roll Angle(0~180)	30	Min Roll Angle(-180~0)	-30	Quality Score Threshold(0~100)	30	Straight Face Threshold(0~100)	50
Blur Threshold(0~100)	30	Recognize Threshold(0~100)	90				



1. **Max width**(0-1280):The maximum width of the effective pixels of the face. If the width of the face in the camera is bigger than this value, and it will not be detected.
2. **Min. Width**(0-1280):The minimum width of the effective pixels of the face. If the width of the face in the camera is lower than this value, and it will not be detected.
3. **Max Height**(0-720): The maximum height of the effective pixels of the face. The height of the face in the camera is bigger than this value, and it will not be detected.
4. **Min Height**(0-720): The minimum height of the effective pixels of the face. The height of the face in the camera is lower than this value, and it will not be detected.
5. **Max yaw Angle**(-180 ~0):In the camera view, if the face Yaw is bigger than this maximum value ,and it will not be detected.
6. **Min Yaw Angle**(-180~0):In the camera view, if the face Yaw is lower than this minimum value ,and it will not be detected.
7. **Max Pitch Angle**(0-180):In the camera view, if the face Pitch is bigger than this maximum value ,and it will not be detected.
8. **Min Pitch Angle**(0-180):In the camera view, if the face Pitch is lower than this minimum value ,and it will not be detected.
9. **Max Roll Angle**(0-180): In the camera view, if the face Roll is bigger than this maximum value ,and it will not be detected.
10. **Min Roll Angle**(0-180):In the camera view, if the face Roll is lower than this minimum value ,and it will not be detected.
11. **Quality Score Threshold**(0-100):The value of the face quality, In scenes when the quality of the face image is lower, lowering this value will help improve the face recognition rate and speed up the recognition speed.
12. **Straight Face Threshold**(0-100): Front face threshold. Not available.
13. **Blur Threshold**(0-100):When face is unclear or blur, increasing this value will help improve the face recognition rate and speed up the recognition speed.



14. **Recognize threshold**(0-100):Used for face recognition. When the similarity between the passer and a registered person is higher than this value, the recognition is considered successful.