



CDVI

Security to Access

FTC-1000

**AI Facial Recognition
Temperature Scanner
(with Mask Detection)**



**Thank you for purchasing our products and for
the confidence you placed in CDVI.**

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The FTC-1000 is covered under a 1 year warranty.

This manual is valid for the FTC-1000 and FTC-1000WM models.

The information contained in this publication is subject to change without notice. Screenshots and images may vary depending on version number. Consult our website or technical support for the most up to date information.

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1] PRODUCT PRESENTATION

The FTC-1000, designed for facial recognition and body temperature detection, ensures hygienic touch-free access and health management. Quick and easy installation makes it suitable for any environment. Management software is included for configuration and set-up of multiple units. **This is not a medical device and should not be used in the diagnosis of any disease or other conditions.*

FTC-1000 terminal

- Stand-alone or Wiegand biometric solution
- 30,000 faces capacity
- Events buffer: 25,000
- Detects body temperature and mask
- Temperature accuracy: +/- 0.5°F (+/- 0.3°C)
- Ideal for health management
- Relay output: C-NO-NC
- Visual and audio feedback
- Power requirements: 12 V DC 2A (provided)
- Camera: 2 mega pixel
- Screen: 7" HD LCD 600*1024
- IP65
- NDAA compliant
- Dimensions: 8.6 x 4.4 x 0.85 in. (218 x 112 x 22 mm)
- Aluminum housing and ultra white tempered glass panel
- Operating temperature: 50°F to 122°F (10°C to 50°C)



Accessories (sold separately)

- C20 Desktop: 1.3 x 7.4 H in. (33 x 189 mm)
- C60 Child Base: 24 in. (60 cm)
- C110 Adult Base: 43 in. (110 cm)



2] PACKAGE CONTENTS

This chapter details how to install and setup the FTC-1000.

The box contains:

- (1) FTC-1000
- (1) Power supply with AC power cord plug
- (1) USB key (contains software and documentation)
- (1) Allen key



Power Supply



USB Key

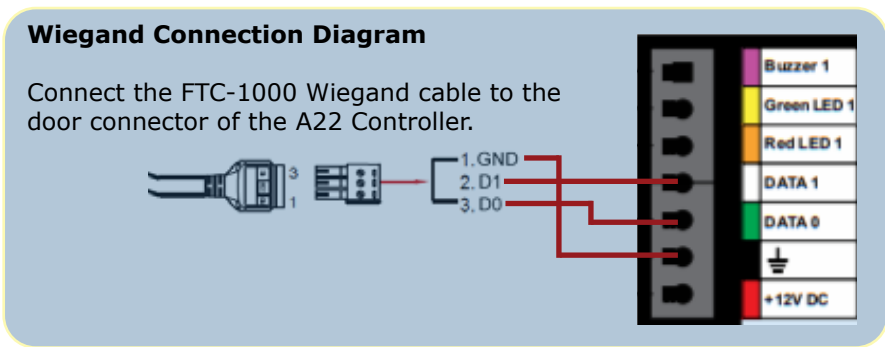
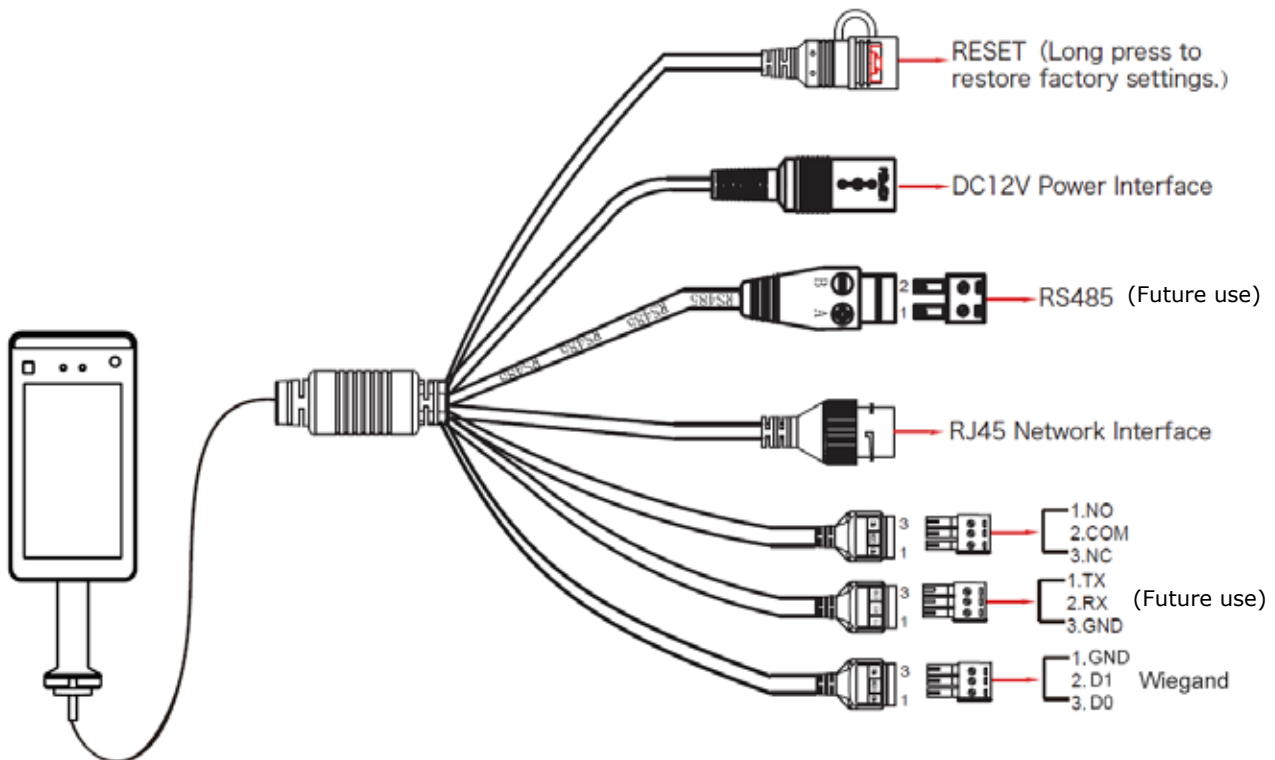


Allen Key



3] Wiring

Install and connect the device (Power, LAN and centralized system).



Connecting the FTC-1000

Setting up the FTC-1000 can be done directly via its web server: http://IP_address:7080 and via the software platform FTC1000 using the webpage <http://localhost:8686>.

4] Programming Via the Web Server

The first time the FTC-1000 is powered up, its IP address is displayed on the top right corner of the monitor.



Open a browser and log onto:

`http://IP_address:7080`

Login with the default credentials

Username : admin

Password : 12345

Note: If there is no DHCP server, the FTC will display a default IP address 192.168.1.88, and if your computer is within the same subnet, then you can connect successfully. See computer's network settings to match the subnet 192.168.1.x.

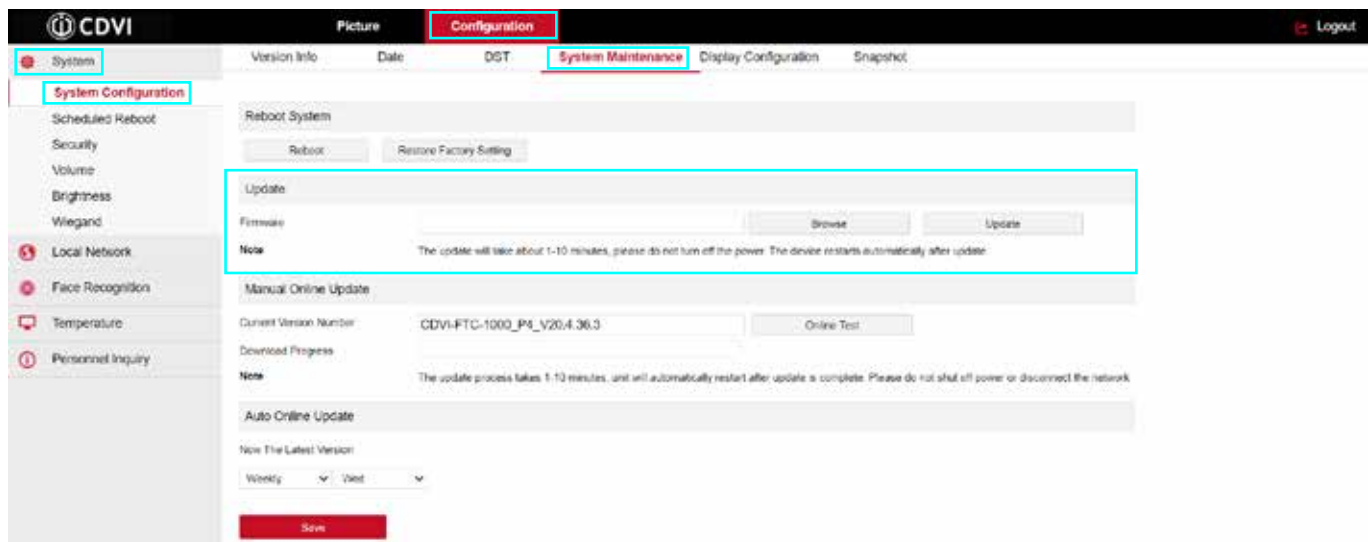


Select the web browser language from the drop down menu in the top right corner.

Updating Firmware

It is recommended to update the scanner to the latest firmware version. The firmware file can be downloaded from www.cdvi.ca, in the Download Center.

Under the Configuration tab, click on System --> System Configuration --> System Maintenance

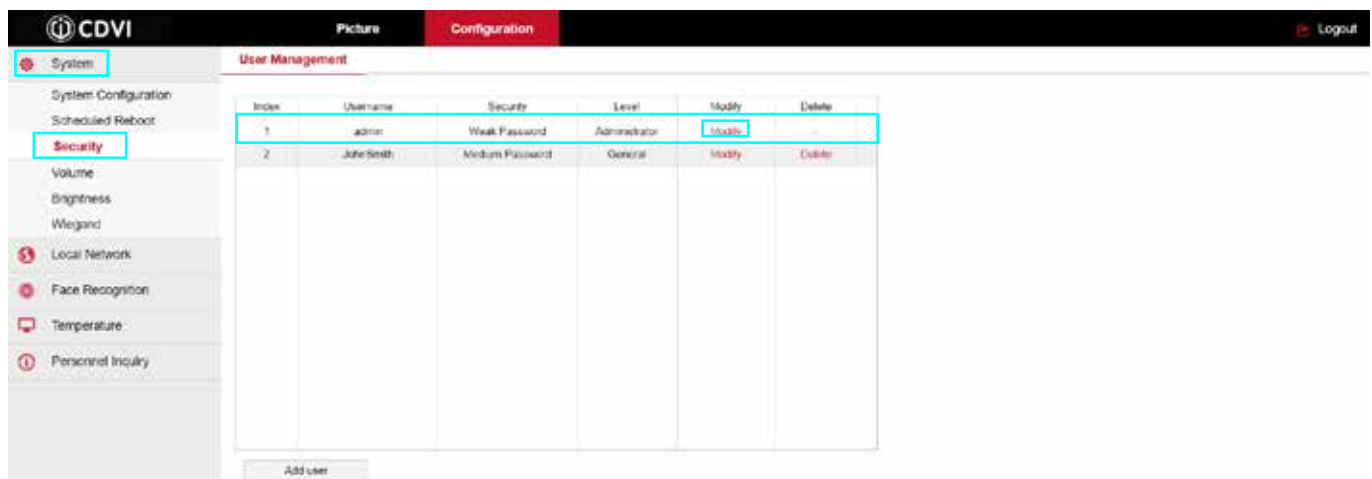


In the Update section, click on Browse, select the previously saved firmware file (.img file) and click Update. Once the update process is complete clear the cache by hitting CTRL+F5 keys.

Security

It is strongly recommended to modify the default password for the Admin account. Additionally, set up the method of password recovery, in the event the password is forgotten or lost.

Click on System --> Security --> Modify



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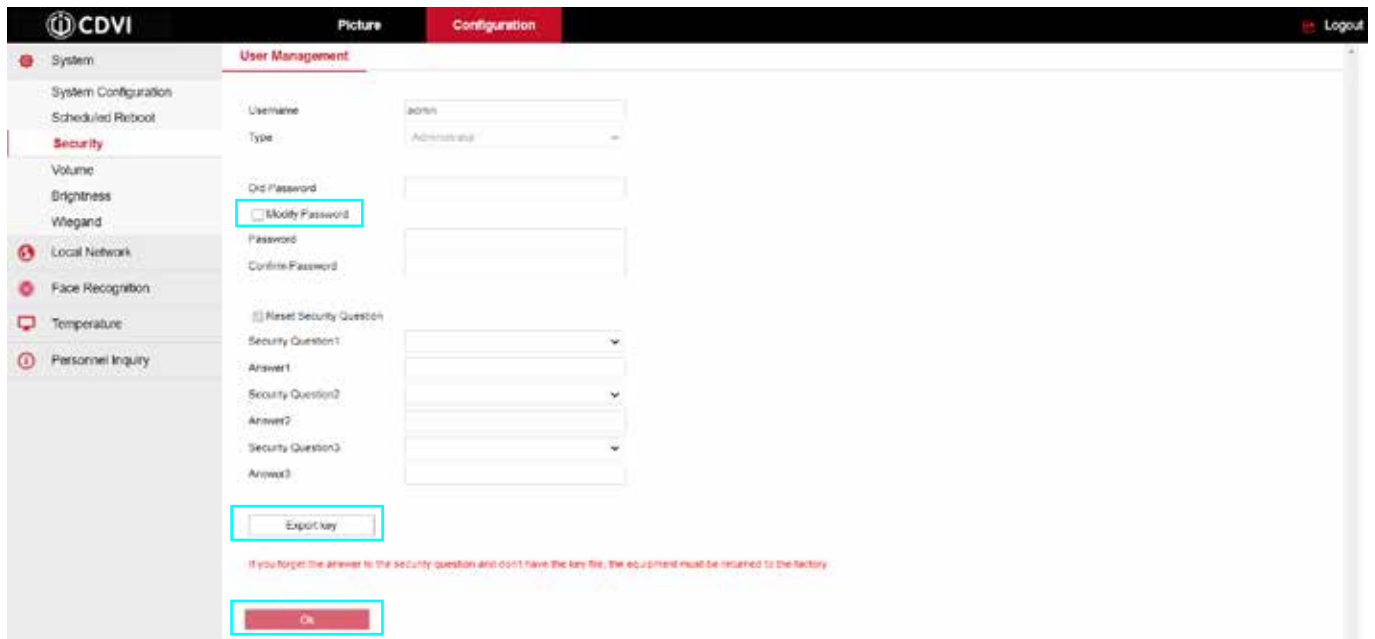
Fill in the old password (default is `12345`).

Check the **Modify password** box, type in new password and type again to confirm. The new password must be at least 8 characters long and include at least 1 letter and 1 number.

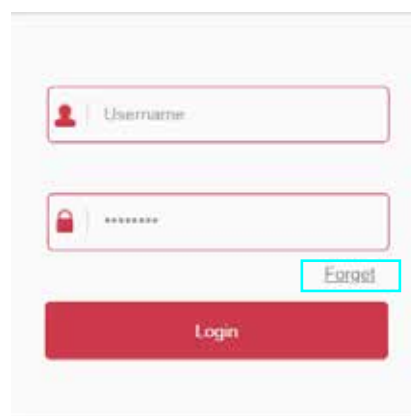
Select three security questions from the drop down boxes and type in the answer to each.

Click **Export Key** and save the downloaded file in a safe place.

Click **Ok** to confirm changes



In the case of a forgotten or lost password, a reset can be done by clicking **Forget** on the login page.



There are two ways to reset a password:

1. Answering the three security questions

The screenshot shows a progress bar at the top with three steps: 1. Verify identity (highlighted in red), 2. Set new password, and 3. Carry out. Below the progress bar, the 'Authentication mode' is set to 'Answer the question'. There are three rows of security questions, each with a dropdown menu for the question and a text input field for the answer. At the bottom, there are two buttons: 'Next' (red) and 'Clear' (grey).

- Select the questions previously chosen and type in the responses
- Click Next, type in the new password and enter again to confirm
- Click Next to save changes

2. Importing the key

The screenshot shows the same progress bar as above, with step 1 highlighted. The 'Authentication mode' is set to 'Import key'. Below this, there is a text input field for the key file and an 'Import' button. At the bottom, there are two buttons: 'Next' (red) and 'Clear' (grey).

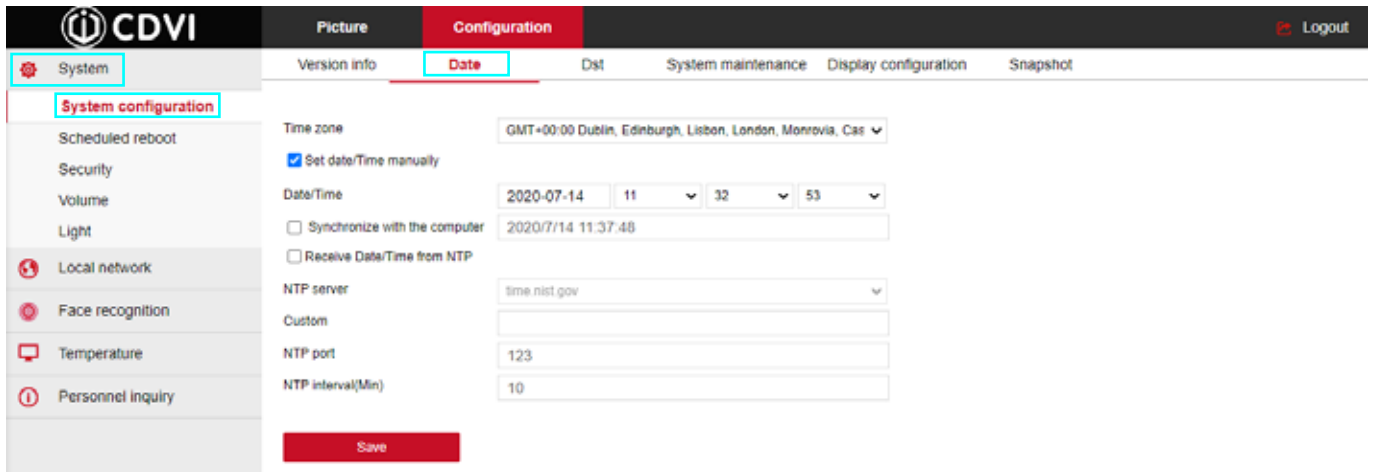
- Select Import Key as the Authentication mode
- Click Import, select the previously saved key file
- Click Next

The screenshot shows the progress bar with step 2 highlighted. The 'New password' and 'Confirm' fields are visible, each with a text input field. At the bottom, there are two buttons: 'Next' (red) and 'Clear' (grey).

- Type in the new password and enter again to confirm
- Click Next to save changes

Date & Time Settings

To set up the scanner's Date and Time, select the Configuration tab. Click on System --> System Configuration --> Date

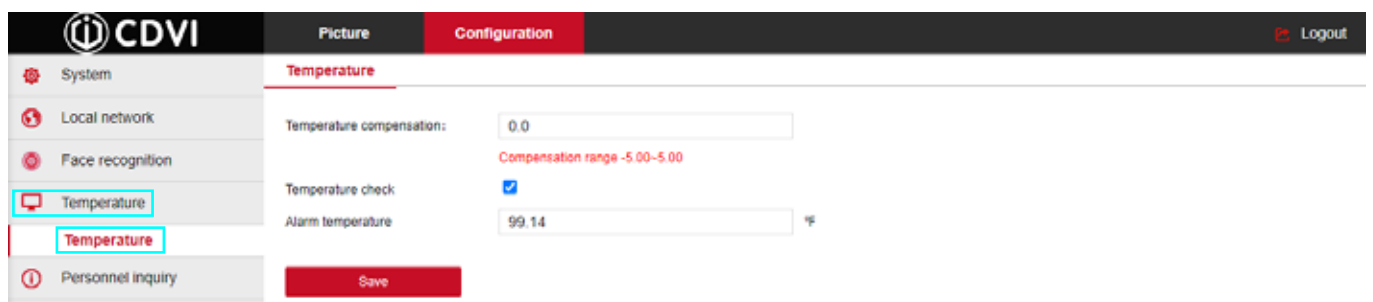


Time Zone: Select your time zone from the drop down list.
Set Date/Time Manually: Select to set the date and time manually.
Synchronize with the computer: Select to synchronize with the computer's clock.

Click Save to confirm changes.

Temperature Settings

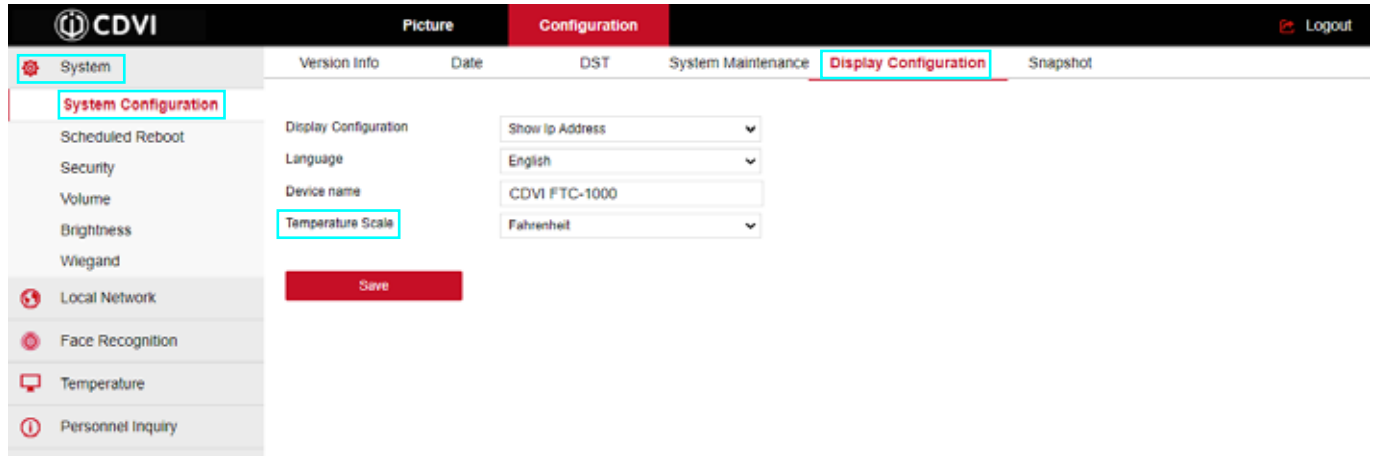
Click on Temperature --> Temperature



Temperature check: Click to enable the temperature control.
Temperature compensation: In an application with multiple FTCs the compensation can be adjusted to get consistent temperature readings across all devices.
Alarm temperature: Set threshold for abnormal temperature alarm.

Click Save to confirm changes.

To change the temperature scale (°F or °C), click on System --> System Configuration --> Display Configuration



Temperature scale: Select Fahrenheit or Celsius for how you would like the temperature to be displayed on the scanner.

Display configuration: Select what is to be displayed in the top right corner of the scanner screen.

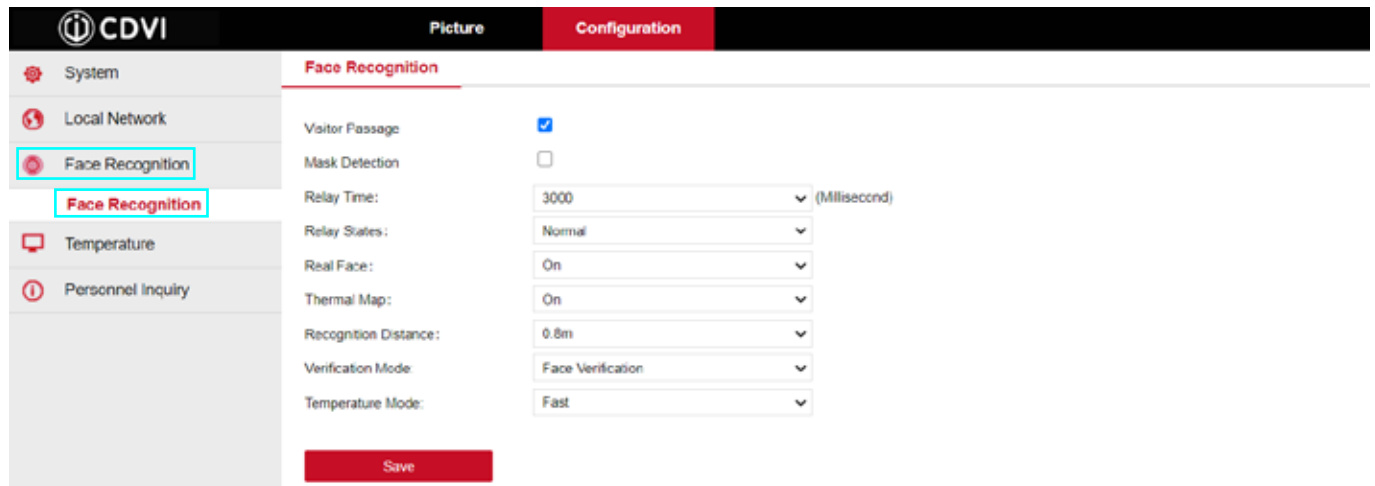
Language: Select language of scanner display and voice.

Device name: Assign a name to the scanner (ex: CDVI front door).

Click Save to confirm changes.

Face Recognition Settings

Click on Face Recognition --> Face Recognition



Visitor Passage: Select to enable access of persons not in the FTC personnel database (this will be set up later using the FTC1000 software).

Mask Detection: Select to enable the mask (PPE) detection feature (enables access only if the use of a mask (PPE) is detected).

Relay Time: Set the relay activation time (in milliseconds).

Relay States: Normal: active relay for door unlocking.
Reverse: activate relay in case of alarm.

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Real Face: Select On.

Thermal map: Show or hide thermal result of temperature scan.

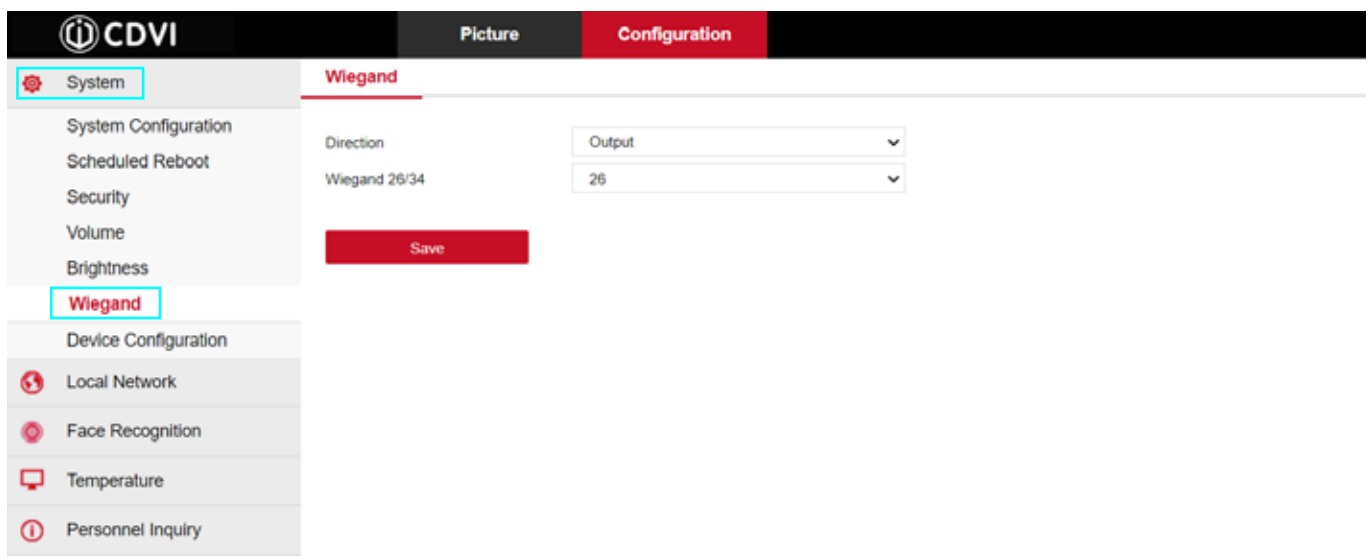
Recognition Distance: Select the recognition distance, 0.8m is recommended.

Temperature Mode: Select Normal or Fast temperature reading.

Click Save to confirm changes.

Wiegand Option

Click on System --> Wiegand



Direction: Select Output.

Wiegand 26/34: Select 26-bit or 34-bit depending on your installation (26-bit is an industry standard).

Click Save to confirm changes.

Event Log Settings

Click on System --> System Configuration --> Snapshot

The screenshot shows the CDVI web interface. The top navigation bar includes 'Picture' and 'Configuration' tabs. Under 'Configuration', there are sub-tabs for 'System', 'Version Info', 'Date', 'DST', 'System Maintenance', 'Display Configuration', and 'Snapshot'. The 'Snapshot' sub-tab is active. On the left, a sidebar menu lists various system settings, with 'System Configuration' highlighted. The main content area shows the following settings:

- Keep Event Record:**
- Save Picture:**
- Record Time:** (Empty text input field)
- Set Record Keep Time:**

A red 'Save' button is located at the bottom of the settings area.

Keep Event Record: Enable to save records of scans events.

Save picture: Enable to save the snapshot of each scan.

Set record stay time: Not limited: stores all events by overwriting the oldest (25,000 events buffer)

Set retention time-life cycle of stored data, once set period is reached log events are deleted from the memory.

Email Notifications

Click on Local Network --> Advance setup --> SMTP Configuration

The screenshot shows the CDVI web interface with the 'SMTP Configuration' page active. The left sidebar shows 'Local Network' selected, with 'Advance Setup' highlighted. The main content area contains the following configuration options:

- Enable e-mail alarm notifications
- SMTP Server:**
- Custom SMTP Server:**
- Sender's Address:**
- Port:**
- Include snapshot as an attachment
- Subject:**
- Encryption:**
- Username:**
- Password:**
- Recipient1:**
- Recipient2:**
- Recipient3:**

A red 'Save' button is located at the bottom of the configuration area.

Enable e-mail alarm notifications: Select to receive email notifications of abnormal events (ex: high temperature, mask not detected, etc).

Include snapshot as an attachment: Select to have snapshot from scan attached to the email.

Select smtp server, fill out email subject line, the sender account and add up to 3 recipients.

5] Programming Via the Software

Software Installation

System Requirements

- Operating system: Windows, 64 bit
- Browser: latest version of Chrome or Firefox
- Firewall: firewall might need to be disabled for installation

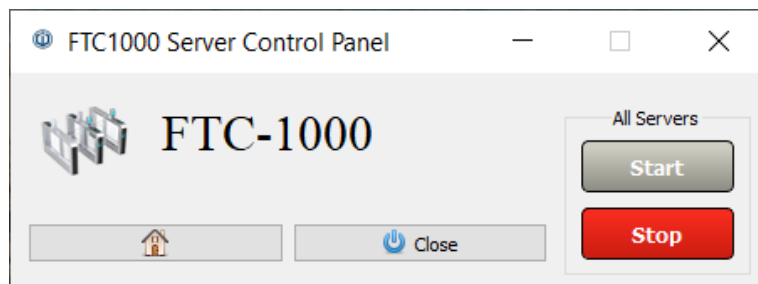
Install the application FTC1000 (Windows only) by running the setup provided on the USB key or by downloading the latest software version from www.cdvi.ca/downloadcenter.

Run the FTC1000A-Setup.exe file. After the installation, the desktop displays the FTC1000 Server Platform icon.



Accessing the Smart Device Platform

To access the login screen, click on the FTC1000 desktop icon. From the control panel, select the house icon.



Login with the default credentials

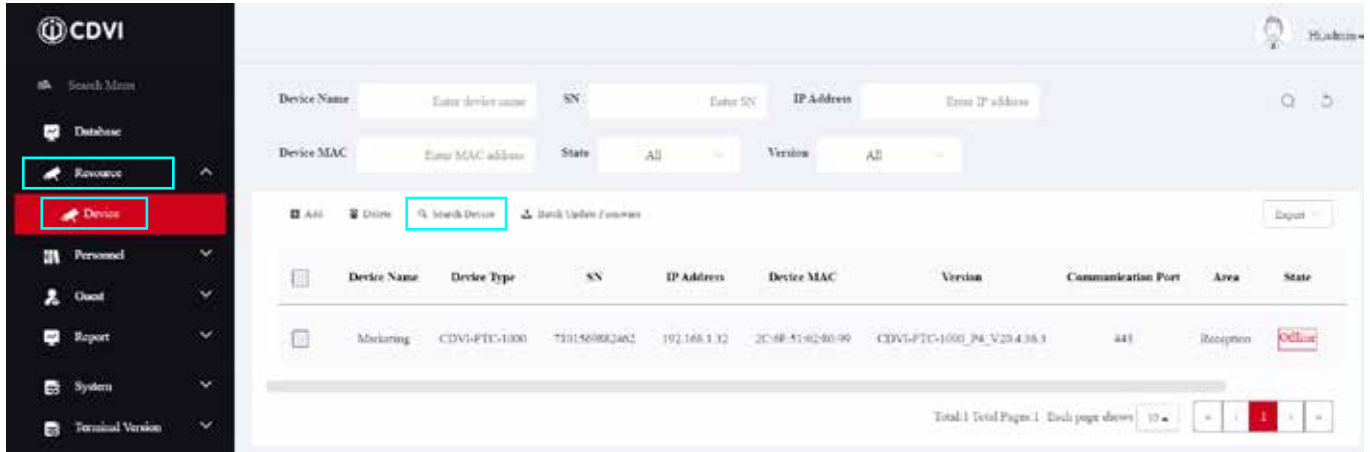
Username : admin

Password : admin

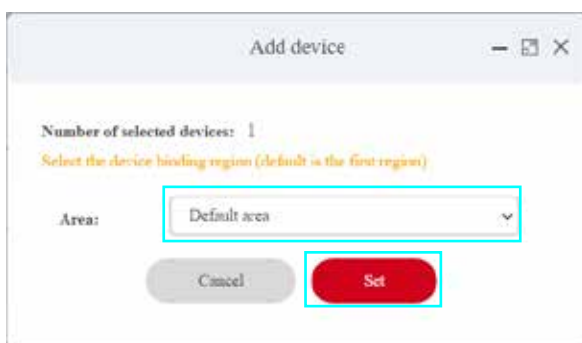
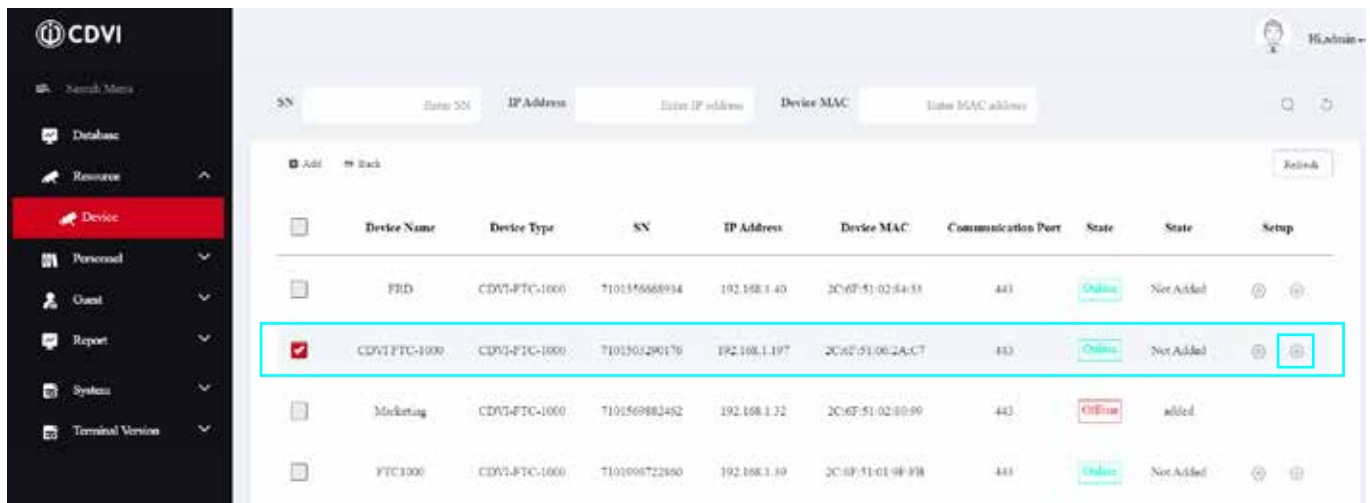
The smart device platform can also be accessed through a browser page by typing in **`http://localhost:8686/`**

Adding a Device

After logging in, click on Resource --> Device --> Search Device



Select the device, click on the «+» icon to add it.



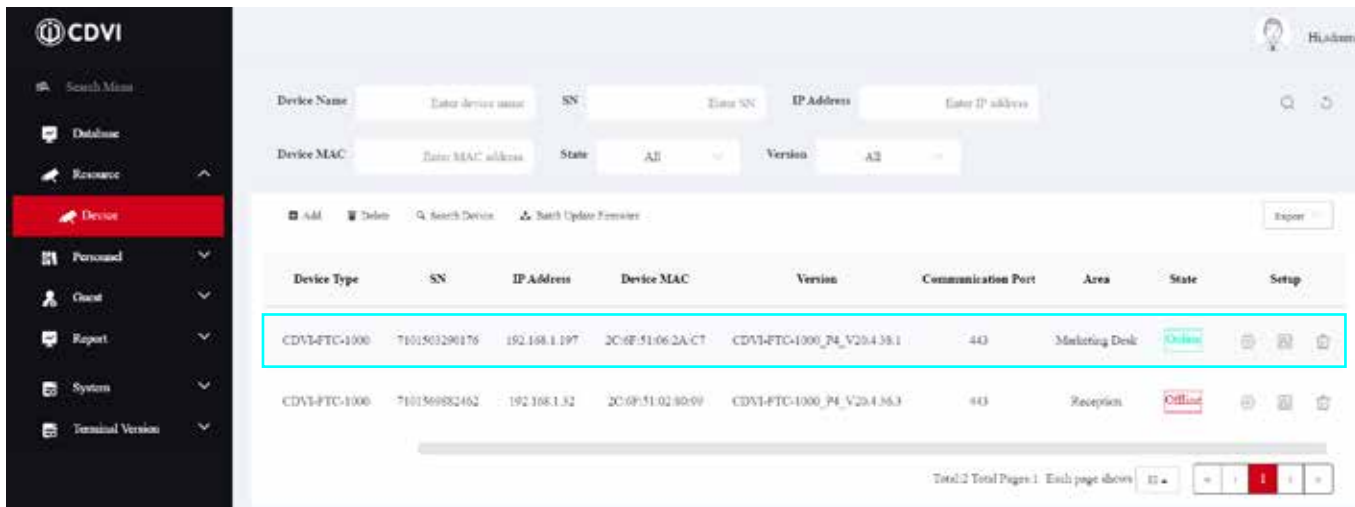
In the pop up window, select the area and click Set to confirm.

If no area has been created, choose Default Area.

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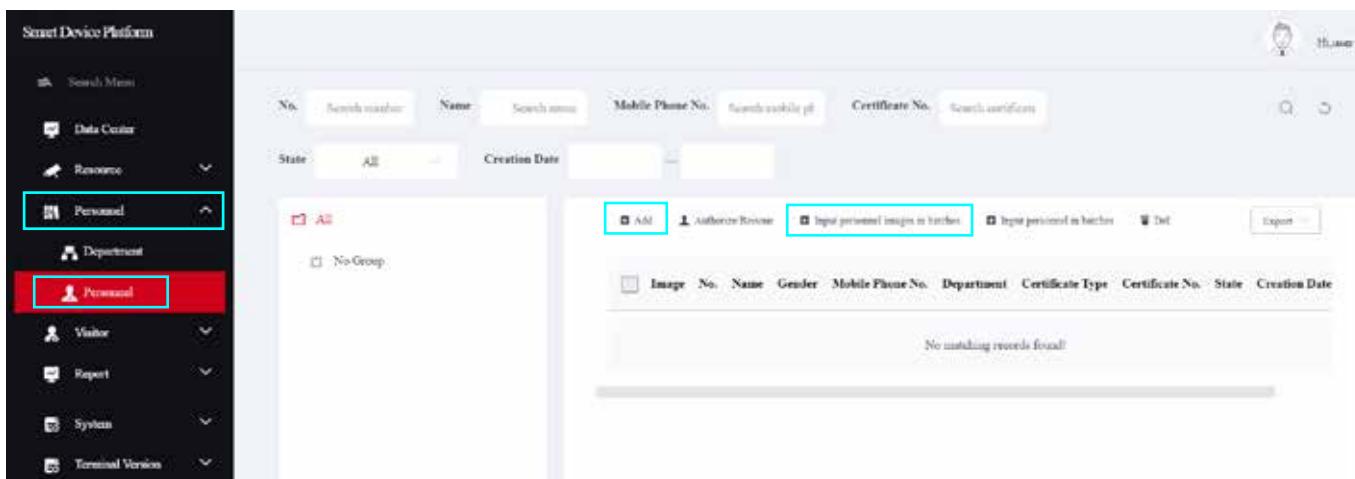
Once the device is successfully added, it will appear in the device list with a green «online» indicator.



Note: Once the FTC-1000 is added to the account, it becomes linked to it. If the software is installed on another PC you will not be able to add this same FTC to the second computer. To unlink an FTC, it must be deleted from the account or reset to factory default settings.

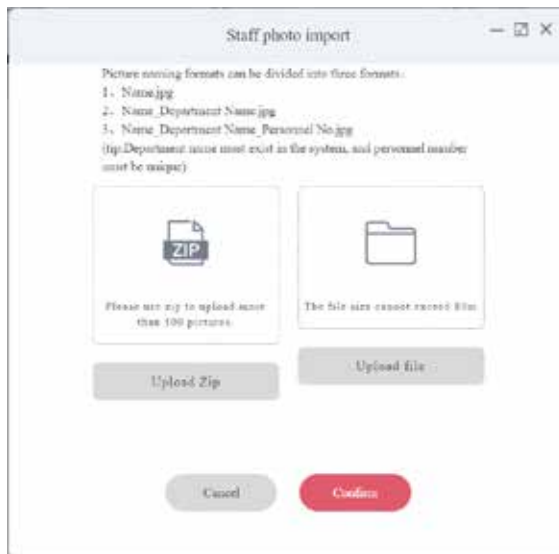
Importing Photos into the Facial Recognition Database

To import photos, click on Personnel --> Personnel --> Input personnel images in batches (for batch upload) or +Add (for single image upload)



Note: Images used for facial recognition must meet the following requirements:

1. The images must be in .jpg format and the file name must be the person's name (ex: janesmith.jpg)
2. The photo of the face must be of good quality, the face must be recognizable
3. The file size must not exceed 80 MB



Click Upload file or Upload Zip (if importing more than 500 pictures)

Click Confirm to import the images.

***Note: the the name of the picture becomes the name of the person in the database.**

To import personnel information, click on Input personnel in batches.

Download the excel template by clicking on « batch add people template.xls »
Fill in the file just downloaded with the required information and save it according to the following specifications.

- the file format must be .xls or .xlsx
- do not upload the same file several times
- the size of the file must not be greater than 2 MB

Click on "Import" to upload the newly compiled file with the personnel information.



Wiegand - Adding a Card Number to a Personnel

While creating/editing a personnel, enter the family number and the card number. In the ATRIUM interface, this card number must also be created and assigned to this user.

Note: The family number is a 3 digit number and can be anywhere from 001 to 255. The card number must be between 00001 and 65535.

The screenshot shows a web form titled "Personnel" with the following fields and values:

- Personnel No.:
- *Name: JohnDoe
- Gender: Please select (dropdown)
- Department: Please select (dropdown)
- Certificate Type: Please select (dropdown)
- Certificate No.:
- Mobile Phone No.:
- Family: 33
- Card Number: 1898
- Card Number(Hex): 21076a

Additional elements include a "Face Library Upload" button and an "Access authorization" section with "Authorize" and "Deauthorize" buttons.

6] Troubleshooting Tips



To ensure accurate temperature readings, please follow these steps:

Device:

- The device has been on for at least 5 minutes before use.
- The device should not be placed in front of a window or door (the change in light/temp can affect readings).

User:

- The detection distance is between 1.5 to 4 ft., **2.5 ft. is best.**
- The user must face the device directly.
- Remove any obstructions to the face (such as hats) or to the sensor.

Facial Recognition:

Picture upload:

- Personnel pictures must be in JPG format.
- Pictures should be clear, with neutral background.
- Pictures should be named in one of the following ways:
 - 1) Name.jpg
 - 2) Name_DepartmentName.jpg
 - 3) Name_DepartmentName_Personnel No.jpg

User:

- The detection distance is between 1.5 to 4 ft., **2.5 ft. is best.**

Communication from scanner to software

If there is a communication issue between the scanner and the software:

- Confirm date/time of the FTC device is correct. Check the time zone via the web server.
- If scanner shows online in software but does not seem to be communicating, check the PC and FTC are on the same subnet.

NOTES:



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