



FOCUS[®]
Digital Signage as a Service

VITALSIGN

Set-up Manual

Models TTS-10, TTS-15, TTS-21

VERSION DATE: SEPTEMBER 2, 2020



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1.0 GETTING STARTED

1.1 PRODUCT OVERVIEW

Diversified's Focus® VitalSign is an all-inclusive temperature-sensing tablet that utilizes an infrared temperature sensor in combination with an advanced algorithm for detecting and calculating heat signatures, to provide alerts when a person is running a high temperature.

There are 3 available models of the VitalSign tablet:

- TTS-10 (10")
- TTS-15 (15.6")
- TTS-21 (21.5")

1.2 FEATURES

- Non-touch infrared temperature-sensing technology
- Scan distance: .5 – 1 meter (1'8" to 3'3")
- Accuracy: +/- 0.3° C (+/- 0.5° F)
- Adjustable temperature scan threshold
- Facial detection
- Mask detection
- Quad-Core 1.8 Ghz processor
- Customized flagging
- Customizable user interface
- WiFi and Ethernet
- On Screen Display (OSD)
- Passcode security features
- Future firmware upgrades & options
- Network Remote Monitoring & Notifications

1.3 PACKAGE COMPONENTS

Each VitalSign Tablet comes with the following components:

- 1 QTY Power Adaptor
- 1 QTY Power Cable

Please ensure both items are included in your package prior to continuing the set-up process. Ethernet and MicroUSB cables are NOT included.

The tablet must remain connected to power during use.



1.4 TTS-10

Power and Port Locations

Please note that the port locations may vary based on the model of tablet you are using.



- RJ45 Ethernet
- SD Card Slot
- Micro-USB
- USB 2.0
- HDMI Out
- 3.5mm Audio Out
- Power Button

Front View



- Infrared Temperature Sensor (G-Sensor)
- Microphone
- 2MP Camera
- Display: 1280x800 Resolution

Back View



- Speakers
- 8 Thread Holes for Wall Mounting



1.5 TTS-15

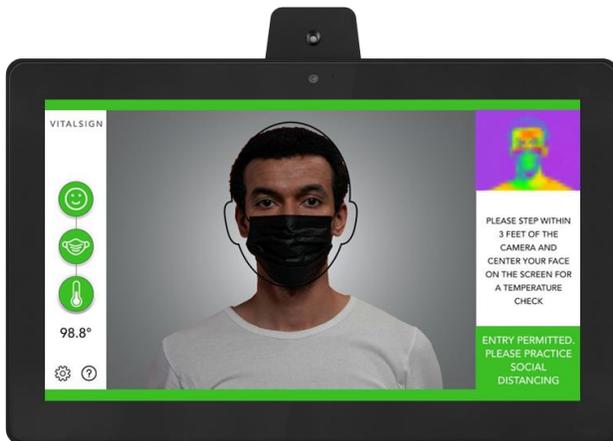
Power and Port Locations

Please note that the port locations may vary based on the model of tablet you are using.



- RJ45 Ethernet
- SD Card Slot
- Micro-USB
- USB 2.0
- HDMI Out
- Audio Jack
- 12v DC Power Input

Front View



- Infrared Temperature Sensor
- Microphone
- 2MP Camera
- Display: 1920x1080 Resolution

Back View



- Speakers
- 4 Thread Holes for Wall Mounting



1.6 TTS-21

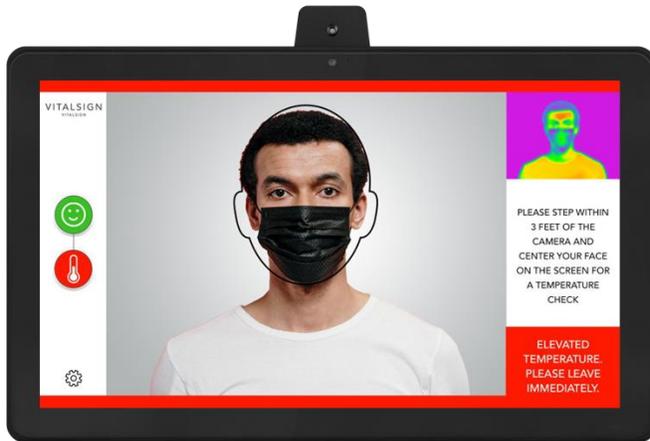
Power and Port Locations

Please note that the port locations may vary based on the model of tablet you are using.



- RJ45 Ethernet
- SD Card Slot
- Micro-USB
- USB 2.0
- HDMI
- Audio Jack
- 12v DC Power Input

Front View



- Infrared Temperature Sensor
- Microphone
- 2MP Camera
- Display: 1920x1080 Resolution

Back View



- Speakers
- 4 Thread Holes for Wall Mounting



2.0 SETTING UP VITALSIGN: HARDWARE

2.1 TURNING ON YOUR DEVICE

VitalSign must be placed within range of a power source in order to turn on the device. **You will need to remove the plastic cover on the back side of the device to reveal the i/o ports.** Once this has been removed, you can connect the provided power cable to the DC port on the back of the tablet. Port locations may vary based on the tablet model. Please note, the tablet must remain connected to power to function.

2.2 POSITIONING AND ENVIRONMENTAL CONSIDERATIONS

To create optimal conditions for accurate temperature scanning, set-up VitalSign in a temperature-controlled environment such as OSHA's standard 68 – 78 degrees Fahrenheit indoor office recommendation.

The air temperature may affect two things:

- The default reading
- The skin temperature of the individual

The default reading can set off false alarms if the air temperature is within 0.5 degrees Fahrenheit of VitalSign's target temperature threshold. By default, this would mean the air temperature must not exceed 100 degrees Fahrenheit.

In the case that the individual is waiting in the room for extended periods of time prior to being scanned, his or her skin temperature may rise or fall, depending on the severity of the temperature. Extremely cold environments may cause the skin temperature to drop to as low as 92 degrees Fahrenheit. For the most accurate reading, find the location where the environment maintains a consistent and comfortable air temperature.

In addition to the air temperature, please be cautious of reflective surfaces and physical obstacles between VitalSign and the target scan area. If an object is placed between the thermal camera and the person being scanned, the object will obscure the person from view. There must be an uninterrupted line of vision between the camera and the person being scanned. Even transparent objects, such as glass and plexiglass, will skew the reading, since the thermal camera will read the heat being emitted from that object. If possible, position the camera so that the optical field does not include any windows; by doing so, VitalSign will not pick up the outside temperature or be at risk from the glare of the windows' reflective surfaces.

If you are using an external monitor to view VitalSign active display, please ensure that VitalSign has a secure HDMI connection to the secondary monitor. For WiFi connectivity, place VitalSign within range of a wireless router with internet access.

2.3 OPTIMAL SCANNING RANGE

VitalSign can detect temperature within 0.5 to 1 meter from the infrared sensor. The recommended mounting height depends on the primary purpose of the facility.

- Pole mounts in the workplace should be mounted so that the thermal sensor is 60" - 65" from the ground.
- Children's centers and care facilities should use desktop mounts on a low table so that the thermal sensor is approximately 41" from the ground and tilted down at a 30-degree angle.
- Other general facilities should use pole mounts so that the sensor is approximately 65" from the ground and tilted down at a 30-degree angle.



Pole Camera Height	Optimal Range
65"	60" – 78"
60"	54" – 72"

Tilted Desktop Height	
41"	46" – 72"

2.4 MOUNTING VITALSIGN

VitalSign can be affixed to a number of mounts, including desktop mounts, wall mounts and pole stand mounts. A mount is highly recommended, as it encourages hands-free access and allows you to set up VitalSign to a desired height and angle. See VitalSign tablet standardized mounting specifications by model below:

- **TTS-10:** VESA 75
- **TTS-15:** VESA 100
- **TTS-21:** VESA 100

The type of mount you choose should be considered with the height of the people who will most often use VitalSign in mind. For example, a desktop mount is best suited for an elementary school, where the target height of individuals would be much shorter than the height of your average adult. In a wide-open area, such as a shopping mall, a pole mount may be best, as the wall may be too far from the door and there may be no desk for the tablet to rest on. The wall mount would be best suited for areas like waiting rooms, where the placement would not be obtrusive, but also facilitate use while an individual is being checked in or waiting to enter the next room.

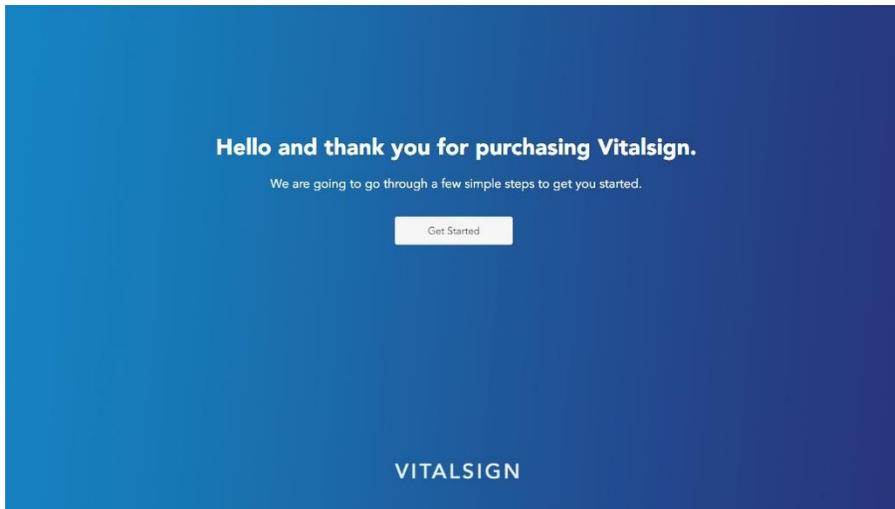
Please note, in order to affix VitalSign to a mount, the metal backplate must be temporarily removed.



3.0 SETTING UP VITALSIGN: APPLICATION

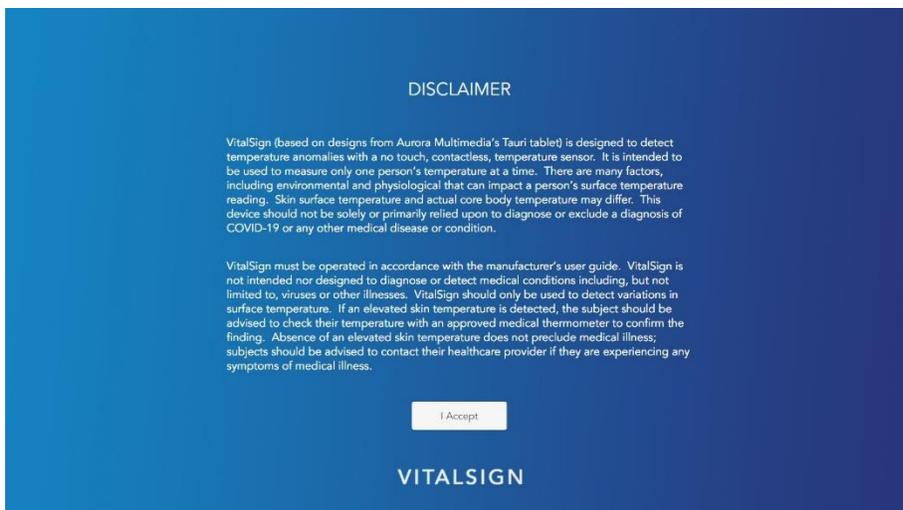
3.1 WELCOME SCREEN

Once you have the tablet powered on and securely mounted. You will be directed to the Welcome Screen where you can initiate the VitalSign set-up process by selecting **Get Started**.



3.2 DISCLAIMER

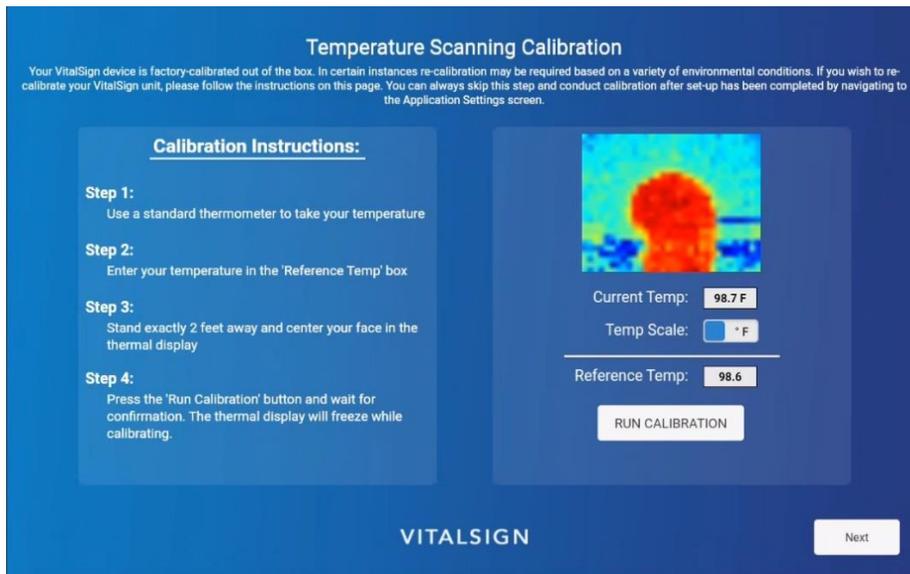
Read and accept the VitalSign Disclaimer to proceed.





3.3 TEMPERATURE CALIBRATION

Your VitalSign tablet is factory-calibrated out of the box however varying environments may require recalibration for an accurate temperature reading. If you wish to re-calibrate your VitalSign unit, please follow the instructions on this page. You can also skip this step and conduct calibration after set-up has been completed by navigating to the Application Settings screen (Section 4.2).



Before proceeding with the Calibration Instructions below, please note the following:

- **It is important that there is not a reflective surface or heat source within view of the sensor during calibration. Examples include glass walls, windows, televisions, light bulbs.**
- If possible, calibrate your unit against a wall as a backdrop.
- Ensure you are standing 2-3 feet away from your VitalSign unit during calibration (the same distance that people will be scanned at).
- If you wish to change the temperature scale prior to calibrating, select the box next to Temp Scale to switch from Fahrenheit to Celsius. The unit does not need to be calibrated separately for Fahrenheit and Celsius.

Calibration Instructions

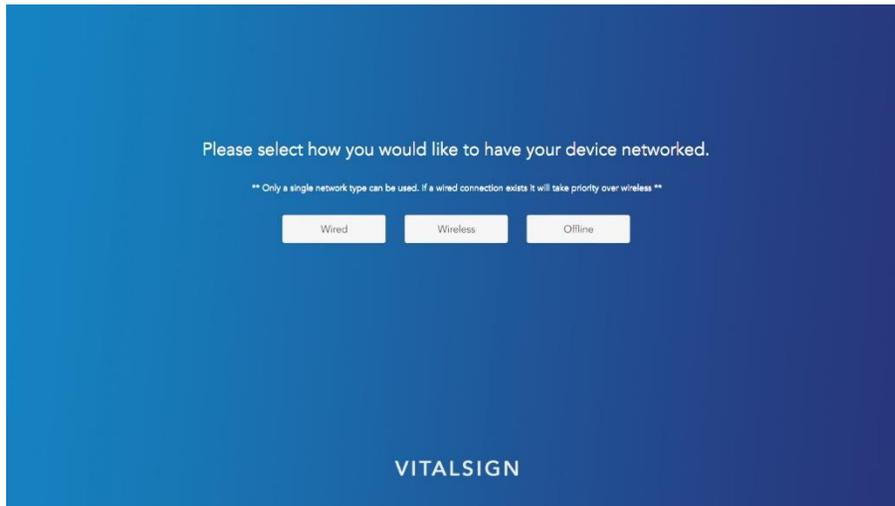
- Step 1: Use a standard thermometer to take your temperature.
- Step 2: Enter your temperature in the Reference Temp box.
- Step 3: Stand 2-3 feet away and center your face in the thermal display.
- Step 4: Press the **Run Calibration** button and wait for confirmation. Please note: the thermal display will freeze while calibrating.

After the calibration is complete, verify your device is detecting you consistently within 0.4 of the calibrated temperature. If you see the temperature fluctuate greater than 0.4, please calibrate the unit again.

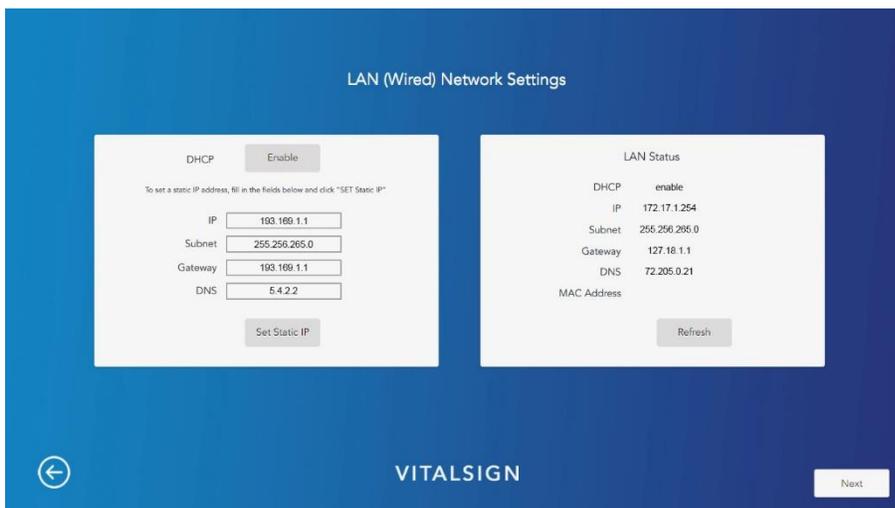


3.4 NETWORK CONNECTION

From the Network Connection page, you will select what type of internet connection you plan to use for your VitalSign tablet: Wired (Ethernet) or Wireless (WiFi). If you plan to use your VitalSign tablet in offline mode, select that option.

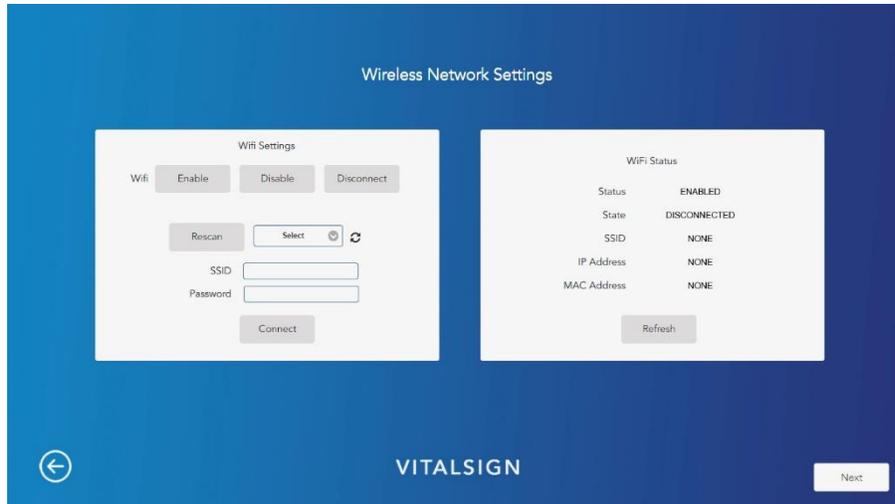


If you selected **Wired** from the Network Connection screen, you will be directed to the following page to input your ethernet connection details. Once complete, select **Next** to proceed to the next step in the set-up process.



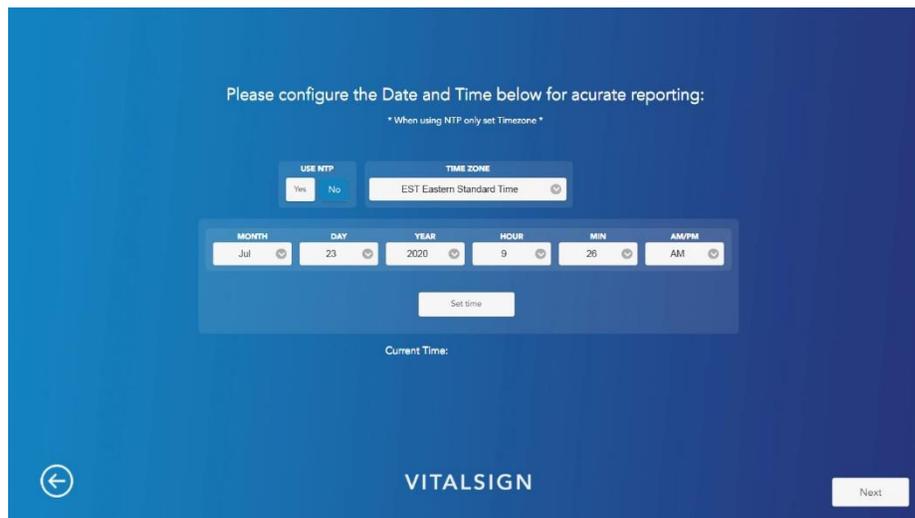


If you select **Wireless** from the Network Connection screen, you will be directed to the following page to input your wireless connection details. Once complete, select **Next** to proceed to the next step in the set-up process.



3.5 DATE AND TIME

Enter the date and time information for your tablet. If you select **Yes** under **Use NTP** (Network Time Protocol), your device time will synchronize with your time zone through your internet connection. To set the date and time manually, select your time zone and use the additional fields below. Select **Next** when you are ready to proceed.





3.6 SETTING YOUR DEVICE PIN

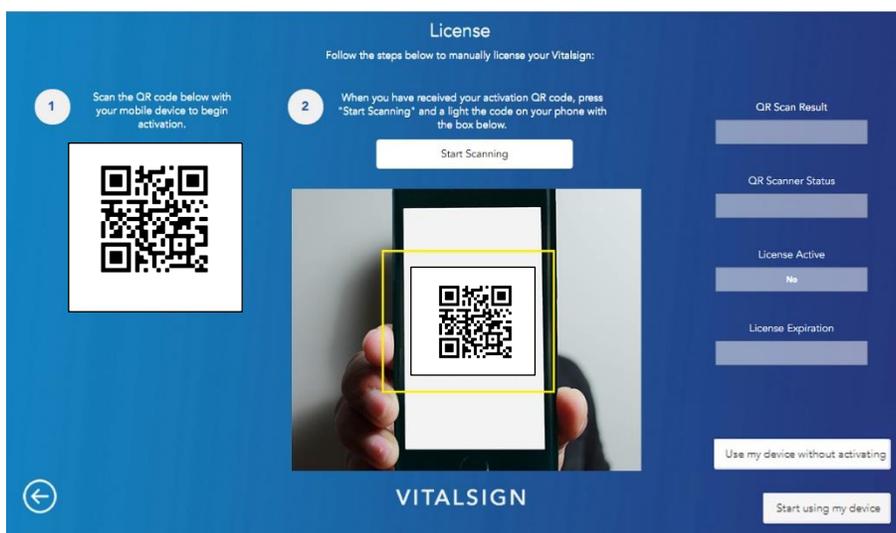
Select **Set Pin** to customize your device pin number. To skip this step and continue to utilize the default pin (1234), select **Next**.



3.7 LICENSE ACTIVATION

When your device is connected to a network, your license will activate automatically. This step of the set-up process will only display if your VitalSign license has not yet been activated. If you plan to use your VitalSign tablet in offline mode, you will need to manually activate your license by following the steps below. To skip this step of the set-up process, select **Use my device without activating**. Please note, if you do not activate your device, you will not have access to VitalSign Reporting.

Start at Step 1 by scanning the provided QR code with your personal mobile device. Once scanned, an activation QR code will appear on your personal device screen. Proceed to Step 2 by placing your personal device within the camera view on the VitalSign tablet. Please note, you may need to adjust the brightness level on your personal device for the QR code to be read successfully. When the QR code is centered in the yellow outline, select **Start Scanning**. You will receive confirmation that your license is active when a YES appears in the License Active box.

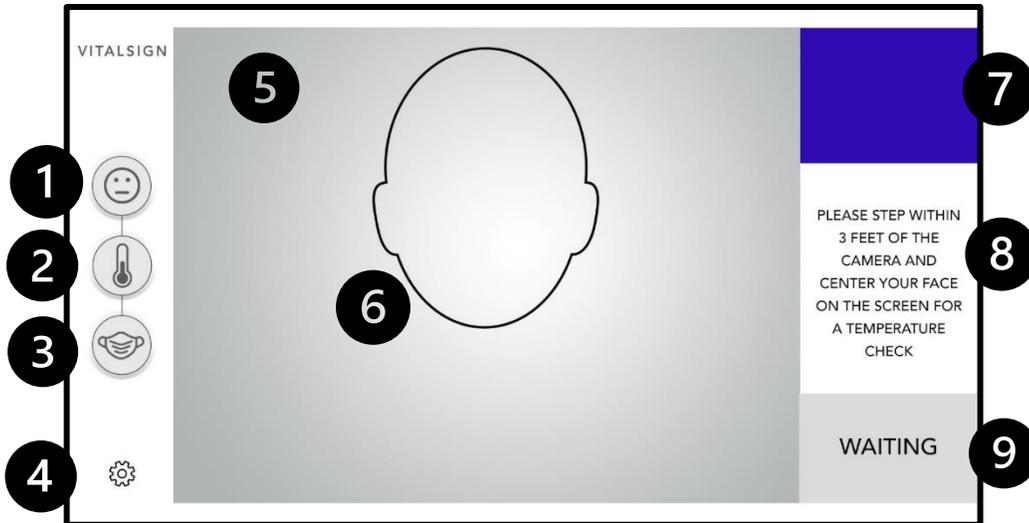




4.0 GETTING TO KNOW VITALSIGN

4.1 SCANNING SCREEN

The VitalSign Scanning Screen will automatically load on completion of the set-up process and on each reboot of the device. The Scanning Screen is the default display during periods of inactivity. It includes instructions for users who approach the unit for a temperature reading.



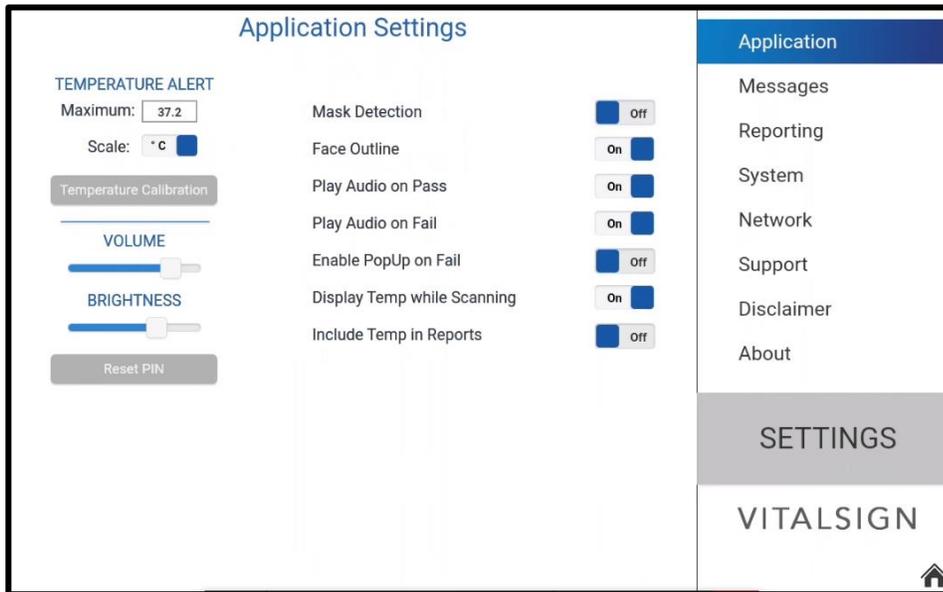
Below are the details of each element on the Scanning Screen:

- 1 FACIAL DETECTION INDICATOR:** This icon will highlight green when users enter the camera view of the VitalSign tablet.
- 2 TEMPERATURE READING INDICATOR:** This icon will highlight green for a passing temperature reading and red for a failed temperature reading.
- 3 MASK DETECTION INDICATOR:** When mask detection is enabled, this icon will highlight green when a mask is detected and red when a mask is not detected. This icon will not be visible when Mask Detection is not enabled.
- 4 SETTINGS BUTTON:** Select the gear icon to access Application Settings (Section 4.2).
- 5 CAMERA FEED:** This section of the screen will display the live camera feed.
- 6 FACE OUTLINE:** This feature helps users to identify their optimal alignment within the camera view to get a temperature reading. It can be enabled and disabled in Application Settings (Section 4.2).
- 7 THERMAL IMAGING:** This section of the screen will display the thermal imaging feed.
- 8 INSTRUCTIONAL MESSAGE:** The text displayed in this area provides instructions for using VitalSign to take a temperature reading. This message can be customized in Custom Messages (Section 4.4) and can be unique based on whether or not a face is being detected.
- 9 TEMPERATURE READING STATUS:** This area displays customizable text for PASS and FAIL temperature readings. This message can be customized in Custom Messages (Section 4.4).



4.2 APPLICATION SETTINGS

To access VitalSign Application Settings, click on the gear icon in the lower left-hand corner of the Scanning Screen.



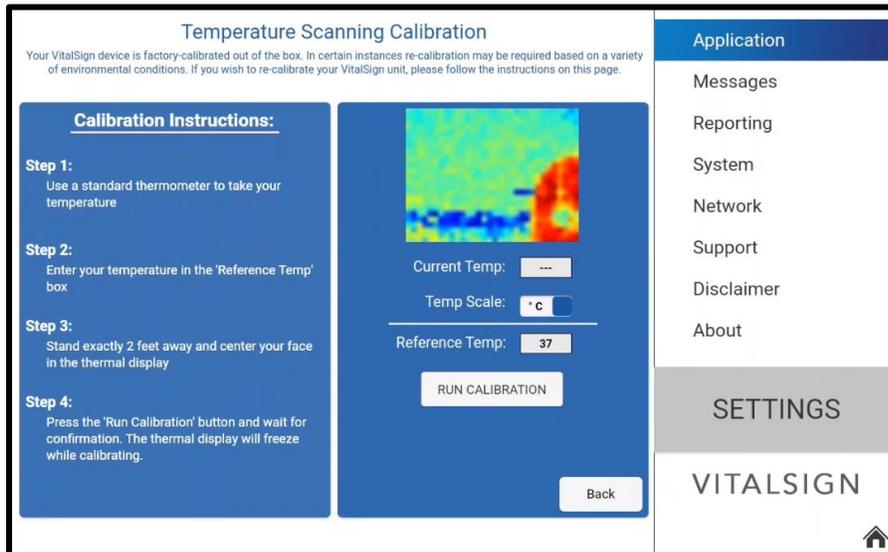
From the Application Settings you will have the ability to make the following adjustments and customizations within the application:

- **TEMPERATURE ALERT:** In this field, enter the maximum allowable temperature for a passing temperature reading.
- **CELSIUS/FARHENHEIT:** Use this toggle to select whether you would like temperature readings to appear in Celsius or Fahrenheit.
- **TEMPERATURE CALIBRATION:** Select this button and proceed to Section 4.3 Temperature Scanning Calibration for details on how to re-calibrate your device.
- **VOLUME:** Use the scrubber to adjust the volume level.
- **BRIGHTNESS:** Use the scrubber to adjust the display brightness.
- **PIN:** Select **Reset** to customize your device pin.
- **MASK DETECTION:** Use this toggle to enable or disable the mask detection feature.
- **FACE OUTLINE:** Use this toggle to turn off/on the Face Outline on the Scanning Screen.
- **PLAY AUDIO ON PASS/FAIL:** Use these toggles to turn off/on audio notifications for passing and failing temperature readings.
- **ENABLE POP UP ON FAIL:** Use this toggle to enable or disable the pop up fail message which is customizable from the Custom Messages screen (Section 4.4).
- **DISPLAY TEMP WHILE SCANNING:** Use this toggle to enable or disable the temperature readout on the screen during temperature scanning.
- **INCLUDE TEMP IN REPORTS:** Use this toggle to enable or disable temperature logging and reporting. Please note, while setting is off, scans are still logged, but temperature values are not reported.



4.3 TEMPERATURE CALIBRATION

Your VitalSign tablet is factory-calibrated out of the box, however varying environments may require recalibration for an accurate temperature reading. To re-calibrate VitalSign, please follow the instructions on this page.



Before proceeding with the Calibration Instructions below, please note the following:

- **It is important that there is not a reflective surface or heat source within view of the sensor during calibration. Examples include glass walls, windows, televisions, light bulbs.**
- If possible, calibrate your unit against a wall as a backdrop.
- Ensure you are standing 2-3 feet away from your VitalSign unit during calibration (the same distance that people will be scanned at).
- If you wish to change the temperature scale prior to calibrating, select the box next to Temp Scale to switch from Fahrenheit to Celsius. The unit does not need to be calibrated separately for Fahrenheit and Celsius.

Calibration Instructions

- Step 1: Use a standard thermometer to take your temperature.
- Step 2: Enter your temperature in the Reference Temp box.
- Step 3: Stand 2-3 feet away and center your face in the thermal display.
- Step 4: Press the **Run Calibration** button and wait for confirmation. Please note: the thermal display will freeze while calibrating.

After the calibration is complete, verify your device is detecting you consistently within 0.4 of the calibrated temperature. If you see the temperature fluctuate greater than 0.4, please calibrate the unit again.



4.4 CUSTOM MESSAGES

From the Custom Messages page, you can customize the text that appears on the Scanning Screen for each temperature reading outcome.

Message Type	Custom Message
Pass Message	Thanks! Please Proceed.
Fail Message	Please Wait for Assistance.
Pop Up Fail Message	You require a secondary screening. Please follow posted directions.
Person Detected Message	Please Wait While We Scan Your Temperature.
No Person Detected Message	Please align your face to be scanned.
No Mask Detected	A mask is required to enter.

- **PASS**
- **FAIL**
- **POP UP FAIL**– This option can be enabled/disabled and allows for a longer message with instructions on failure to pass the temperature test.
- **PERSON DETECTED**
- **NO PERSON DETECTED**
- **NO MASK DETECTED**

4.5 REPORTING INFORMATION

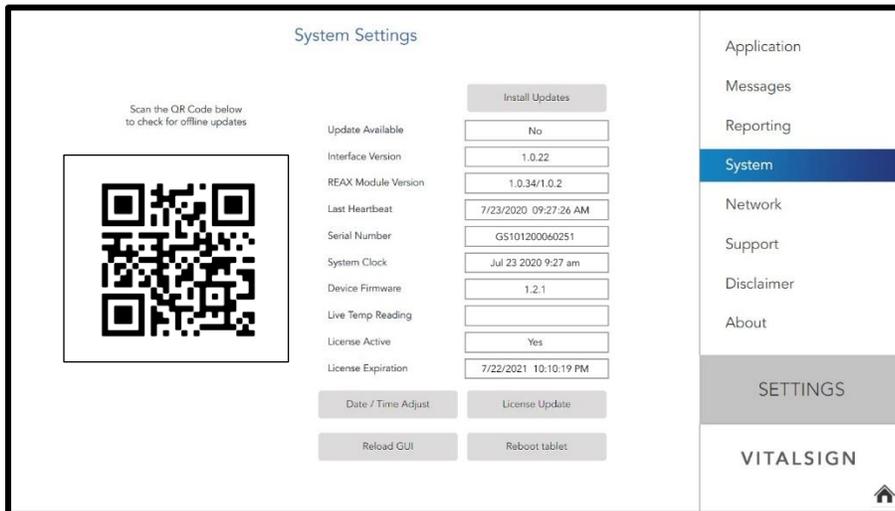
From the Reporting page, you can enter contact information and customize device details for reporting purposes. **Custom Tags** allow you to add different labels to your device that will display in the report. Scan the QR code with a personal device to access the scan history of your VitalSign tablet.

Field	Example Value
Company	ex. Diversified
Location Name	ex. Headquarters
Address 1	ex. 37 Market Street
Address 2	
City	ex. Kenilworth
State	ex. New Jersey
Zip Code	ex. 07033
Contact Name	ex. Jane Doe
Contact Email	ex. JaneDoe@DiversifiedUS.com
Contact Phone Number	ex. 908-445-2500
Location	ex. Main Building
Custom Tag 1	Tag 1 Value
Custom Tag 2	Tag 2 Value
Custom Tag 3	Tag 3 Value
Custom Tag 4	Tag 4 Value
Custom Tag 5	Tag 5 Value



4.6 SYSTEM SETTINGS

The System Settings page displays application and hardware information including available updates, application versions and licensing information. From this page you can also scan QR codes with your personal device to activate the device and access available reporting.



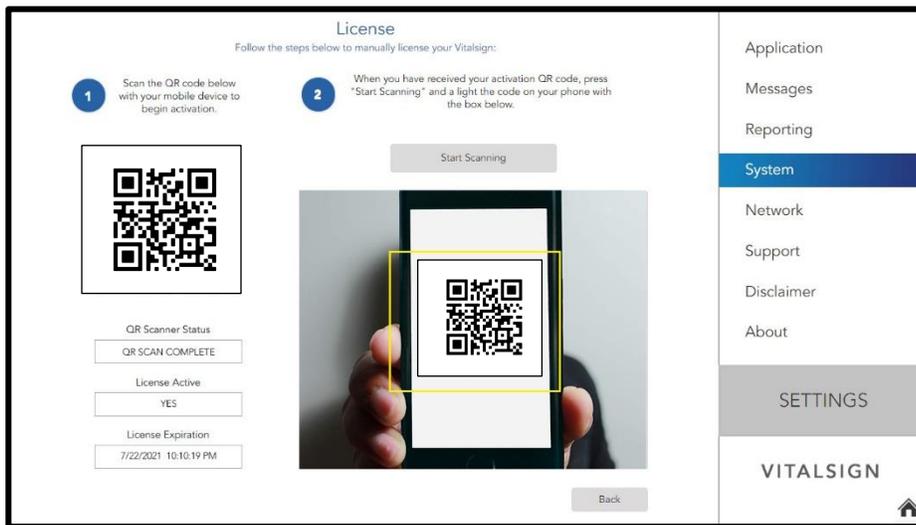
- **UPDATE QR CODE:** Scan this QR code with a personal mobile device to check for offline updates.
- **INSTALL UPDATES BUTTON:** Select this button to install available application updates.
- **UPDATE AVAILABLE:** If your VitalSign tablet is connected to a network, this field auto-fills with information from Diversified on whether updates are available for your device. These updates can be activated by selecting the **Install Updates** button.
- **INTERFACE VERSION:** This field auto-fills with the interface version number currently installed on the tablet.
- **REAX MODULE VERSION:** This field auto-fills with the REAX Module version number currently installed on the tablet.
- **LAST HEARTBEAT:** This field auto-fills with the last time your VitalSign tablet called in to the monitoring application.
- **SERIAL NUMBER:** This field auto-fills with the serial number of your VitalSign tablet.
- **SYSTEM CLOCK:** This field displays the time that was entered during the set-up process or the time at the location of your tablet if you selected NTP (Network Time Protocol) during set-up. You can adjust the Date and Time by selecting the **Date / Time Adjust** button below.
- **DEVICE FIRMWARE:** This field auto-fills with the firmware version number currently installed on the tablet.
- **LIVE TEMP READING:** This field auto-fills with the temperature currently being scanned by the temperature sensor.
- **LICENSE ACTIVE:** Once you have activated your VitalSign tablet using the provided QR Code or connected your tablet to a network for automatic activation, YES will display in this field. If your tablet is not yet activated, this field will display NO.
- **LICENSE EXPIRATION:** This field will auto-fill with the expiration date of your VitalSign license once you have activated your tablet.
- **REBOOT TABLET BUTTON:** Select this button to restart your VitalSign tablet.
- **DATE / TIME ADJUST:** Select this button to adjust the time and date on your tablet.
- **RELOAD GUI:** Select this button to reload your VitalSign interface.
- **LICENSE UPDATE:** Select this button to update or activate your VitalSign license. (See Section 4.7 for instructions on how to update your license)



4.7 LICENSE UPDATES

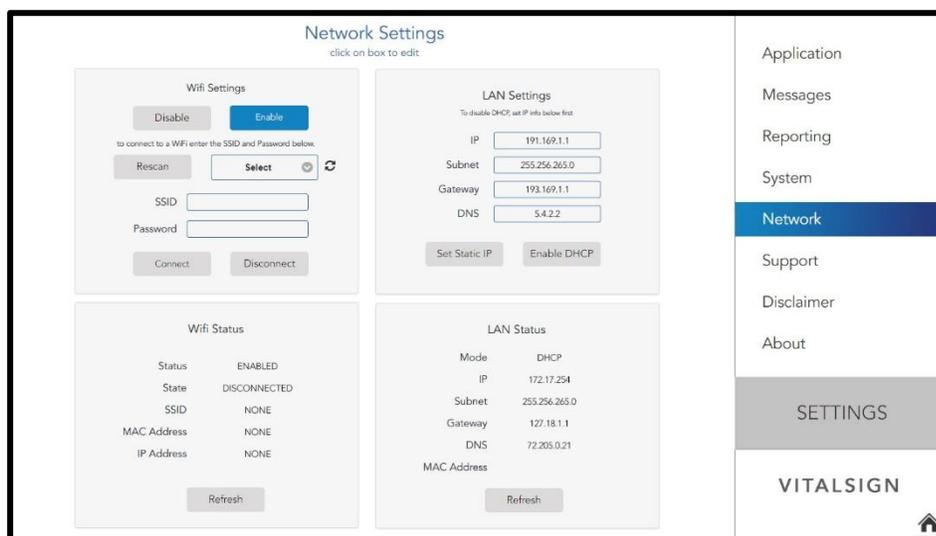
Your VitalSign license will automatically activate when your tablet is connected to the internet. If you are using your tablet in offline mode you will need to activate your license manually, either during the set-up process or from this page in System Settings. If your tablet is already activated, a YES will display in the License Active box and a date will display in the License Expiration box. If the license is not yet active, follow the steps below to activate.

Start at Step 1 by scanning the provided QR code with your personal mobile device. Once scanned, an activation QR code will appear on your personal device screen. Proceed to Step 2 by placing your personal device within the camera view on the VitalSign tablet. When the QR code is centered in the yellow outline, select **Start Scanning**. You will receive confirmation that your license is active when a YES appears in the License Active box.



4.8 NETWORK SETTINGS

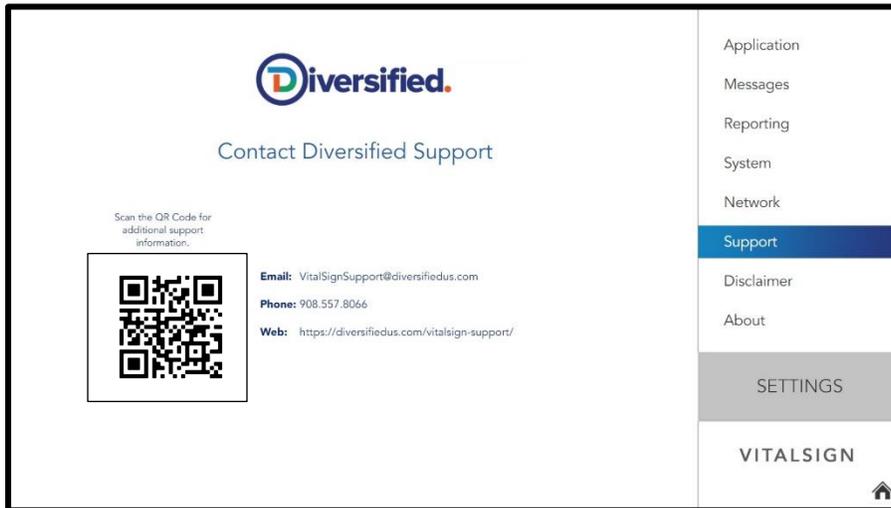
From the Network Settings page you can update your network connection. Update the details in the LAN settings section for a wired connection (ethernet) and update the details in the Wifi settings section for a wireless connection. Please note, a wired connection will take precedence over a wireless connection if both network options are available.





4.9 SUPPORT INFORMATION

This page includes VitalSign product support information. You can use the contact information provided to contact the Diversified Network Operations Center or use your mobile device to scan the QR code to be directed to the VitalSign Product Support website. Learn more about VitalSign Support resources in Section 8.0 Support.

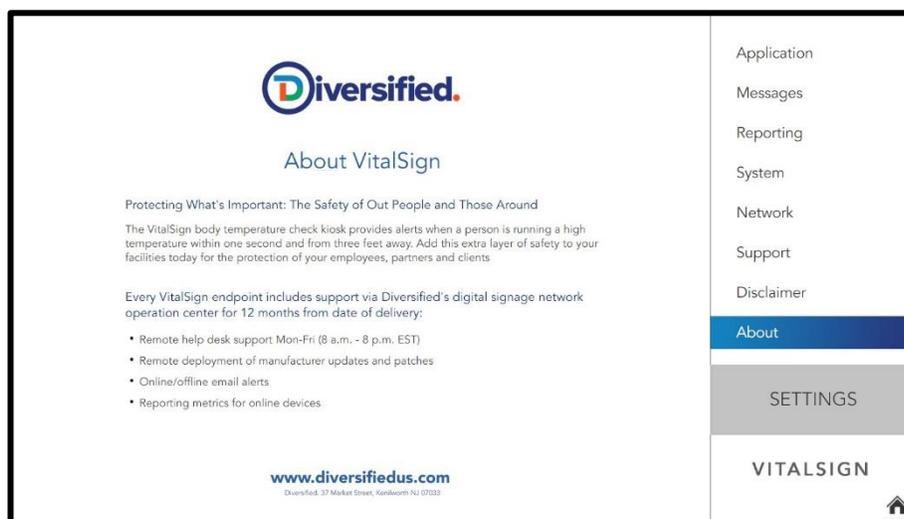


4.10 DISCLAIMER

The VitalSign Disclaimer is displayed on this page.

4.11 ABOUT VITALSIGN

This page displays general information about VitalSign and Diversified services.

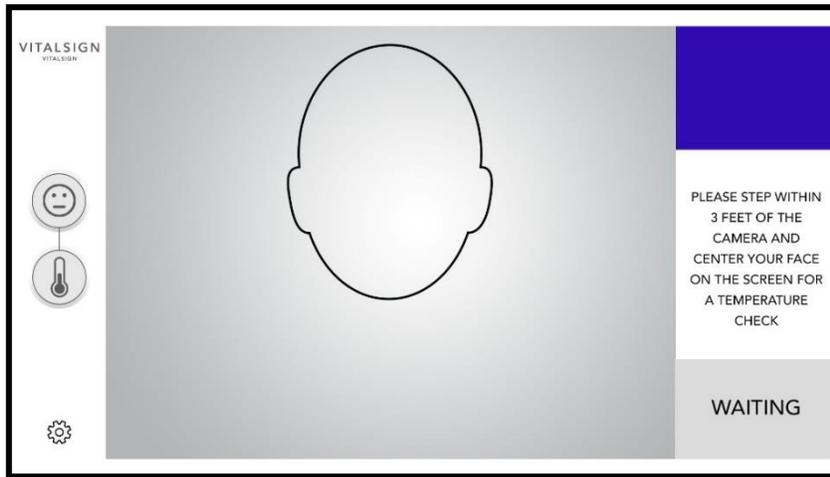




5.0 HOW TO USE VITALSIGN

5.1 TAKING A TEMPERATURE READING

Once your tablet is securely mounted, stand .5 – 1 meter (1.5 – 3 feet) away from the front of the tablet until your face aligns with the outline on the screen.



Wait approximately 3-5 seconds while your temperature is read and analyzed. You will receive one of four possible outcomes based on your temperature reading and the maximum temperature threshold defined in Application Settings (Section 4.2).

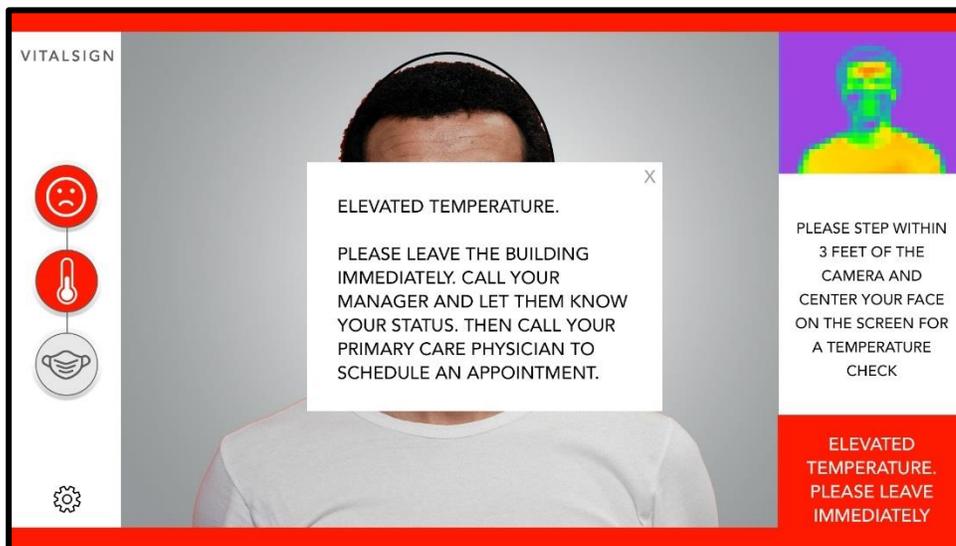
- **PASS:** If your temperature is under the maximum threshold defined in the Application Settings, the screen and temperature icons will highlight green and a custom “Pass” message will appear. Learn how to customize your Pass and Fail messages in Custom Messages (Section 4.4). Please note that if Mask Detection is enabled, a mask will be required to receive a Pass.



- **FAIL:** If your temperature is higher than the maximum temperature threshold, the borders of the screen and the thermometer icon will highlight red and a custom Fail message will appear with further direction.



- **FAIL (WITH POP UP ENABLED):** This temperature reading will appear under the same circumstances as a regular Fail message (above). This feature allows for a longer message with further instructions on failure to pass the temperature test. If you have enabled a Fail pop up message in the Application Settings (Section 4.2) and entered a custom Fail pop up message on the Custom Messages page (Section 4.4), a pop up will appear on top of the camera feed.





- **NO MASK DETECTED:** If a mask is not detected on the user but the temperature is passing, the mask icon will highlight red and the borders of the screen will highlight orange. The No Mask Detected message will appear in the lower right corner. This message can be edited in Custom Messages (Section 4.4).



5.2 NETWORK REMOTE SCREEN MIRRORING

To remotely view your VitalSign tablet screen using another device, open a Chrome browser on the same network as your tablet and type in: <http://<your ip>/admin/>

Replace **<your ip>** in the above URL with the IP Address of your VitalSign tablet. You can look up your device IP information in Network Settings (Section 4.7).



6.0 SPECIFICATIONS

		TTS-10	TTS-15	TTS-21	
Screen Size		10"	15.6"	21.5"	
Panel Information	Resolution	1280 x 800	1920 x 1080		
	Brightness	350 cd/m ²	250 cd/m ²		
	Contrast Ratio	8000:1	1000:1		
	Aspect Ratio	16:10	16:9		
	Active Display Area	134.8 x 216.2mm	344.16 x 193.59mm	476.06 x 267.786mm	
	Viewing Angle	H:170° / V:170°	H:178° / V:178°		
	Touch Tech	5 point cap touch (6H semi-tempered glass)		10 point cap touch (reflective glass)	
Hardware & OS	CPU	RK3288 Cortex A17, Quad core 1.8GHz			
	RAM	2GB DDR3			
	ROM	8GB eMMC Flash			
	OS	Android 7.1			
Video/Image	Video Format	H.265, VP8, RV, WMV, AVS, H.263, MPEG4, HTML5, Flash 10	H.265, VP8, RV, WMV, AVS, H.263, MPEG4, Up to 4K2K decoding, HTML5, Flash 10		
	Auxiliary Video	HDMI output for remote monitoring of results			
	Audio Format	MP3 / WMA / AAC etc.			
	Image Format	JPEG, BMP, PNG			
Audio	Speaker	1W x 2	2W x 2		
Communication	Bluetooth	EDR 4.0			
	WiFi	802.11 b/g/n 2.4GHz and 5GHz			
	Ethernet	10/100 LAN			
General Information	Color	Black			
	I/O	HDMI output, RJ45 x 1, USB x 1; SD slot x 1; Micro-USB x 1; 3.5mm audio x 1; Recover x 1; expandable 2 USB	HDMI output, RJ45 x 1; USB x 4; SD slot x 1; Micro-USB x 1; 3.5mm audio x 1; Recover x 1; GPIO Support	HDMI output, RJ45 x 1; USB x 4; SD slot x 1; Micro-USB x 1; 3.5mm audio x 1; Recover x 1; RS232 x 2; GPIO Support	
	AV Capability	Front Facing Camera 2 MP fixed focus			
	Included in Box	Tablet, Power Adapter, Power cable			
	Sensors	G-sensor			
	Consumption	11W	15W	32W	
	Power Input	12V 2A or PoE (802.3at)	12V 5A		
	Operating Environment	Operating: 32°F to 100°F (0°C to 40°C); Storage: -4°F to 122°F (-20°C to 50°C) Operating: 20%-80%; Storage: 10%-95%			
	Certification	CE, FCC, ROHS			
	Language	Multi language			
	VESA 100	VESA 75	VESA 100		
	Warranty	2 Years			
	Infrared Temperature Sensor	Power Input	3.3- 3.6V, 50mA, USB connect		
Size		65.2mm x 38.5mm x 22mm			
Temperature Check Distance		0.3m-1m			
Temperature Check Range		86°F to 113°F (30°C to 45°C)			
Temperature Check Error		+/-0.3°C @1 Hz (+/- 0.5°F)			
Dimension	Size (WxDxH)	267 x 34 x 165mm	383.8 x 223.2 x 30.1mm	534.5 x 326 x 47.6326mm	
	Product Weight	700g	14Kg	3.8Kg	
	Box Size	385 x 65 x 222mm	444 x 348 x 112mm	534.5 x 326.0 x 47.6mm	



7.0 FAQ

What is VitalSign?

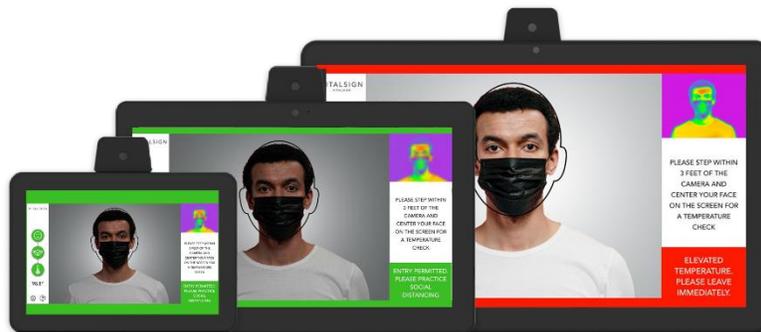
VitalSign is a touchless Temperature-Check Tablet that uses an infrared temperature sensor to detect temperature anomalies in visitors entering a building. The VitalSign body temperature check kiosk provides alerts when a person is running a high temperature within one second and from three feet away.

What are the VitalSign components?

The VitalSign kiosk comes with 3 different size options for the VitalSign Tablet and 5 different mounting options to best fit your company's needs.

Choice of VitalSign Temperature-Check Tablet:

- 10.1" panel TTS-10
- 15.6" panel TTS-15
- 21.5" panel TTS-21



What kind of support does Diversified provide for VitalSign?

Every VitalSign endpoint includes support via Diversified's digital signage network operation center for 12 months from date of delivery:

- Remote help desk support Mon-Fri (8 a.m. – 8 p.m. EST)
- Remote deployment of manufacture updates and patches
- Online/offline email alerts

What is the recommended height at which the VitalSign tablet should be mounted?

The recommended mounting height depends on the primary purpose of the facility.

- Pole mounts in the workplace should be mounted so that the thermal sensor is 60" - 65" from the ground
- Children's centers and care facilities should use desktop mounts on a low table so that the thermal sensor is approximately 41" from the ground, and tilted down at a 30-degree angle
- Other general facilities should use pole mounts so that the sensor is approximately 65" from the ground, and tilted down at a 30-degree angle

How accurate is the VitalSign infrared sensor?

VitalSign temperature detection is accurate within +/- 0.3 degrees Celsius (+/- 0.5 degrees Fahrenheit)



What is the scan distance?

VitalSign can detect temperature within 0.5 to 1 meter (1.5 to 3 feet) from the infrared sensor.

How many people can it detect at one time?

1 person can be scanned at a time. Ensure only one person is in the camera view for each temperature reading.

Is there an option to store the data of people checked? If yes, how far back?

Currently no.

Are there any data / tests available regarding the accuracy of this unit?

The accuracy is at 0.3 degrees Celsius (+/- 0.5 degrees Fahrenheit) which is provided by our component manufacturer located in Germany.

Is the Unit Able to Detect People of Different Heights (E.G. Children, Adults 3' To 6'5")?

There is a visible sensor and a camera that will show your face on the LCD screen. Within the effective scanning range, the sensor should pick up the face, though in extreme cases the tablet might need to be adjusted.

Can the sensor be affixed to a door, away from the tablet that collects data?

The sensor must be connected to the tablet.

How does the alert message work? Are there both display and sound alerts?

On the display screen, it will show the person's face and current temperature. If it senses a temperature higher than what has been set as normal, the tablet will show red and emit an alert sound.

Will the system detect objects and/or animals?

The system is designed to only detect people.

How can the VitalSign unit be disinfected to prevent cross-contamination after it has been touched?

The VitalSign tablet and thermal sensor should be disinfected using an antibacterial screen cleaner. The tablet should NOT be disinfected by spraying any sort of cleaner directly onto the unit and should ONLY be disinfected using cleaners specifically designed for electronics and screens.

Is there a time delay or reset period between temperature scans?

No. The VitalSign temperature system is designed so that once an incoming visitor sees their temperature result and moves out of range of the thermal sensor, the next person will be detected and scanned. Each scan takes approximately 3-5 seconds per person.

Can the tablet be operated (change settings, power on/off, etc.) through a mirrored monitor or by using separate mouse and keyboard?

The VitalSign tablet can be controlled using a separate mouse and keyboard only if they are plugged in to the USB ports on the VitalSign tablet directly. External mouse and keyboard connected to an external monitor will not work to operate the VitalSign tablet.



Does the VitalSign thermal sensor detect accurate temperatures through plexiglass barriers or plastic face shields?

No, the VitalSign thermal sensor will give inaccurate temperature readings if there is any sort of barrier between the sensor and the incoming visitor, including transparent material such as plexiglass. VitalSign needs a clear line of sight between the thermal sensor and the person being scanned in order to guarantee accurate results.

How effective is the camera at detecting accurate temperature through head / face coverings (hijab, medical mask, etc.)?

The VitalSign thermal sensor requires a clear line of sight to some portion of a person's face to get an accurate temperature reading. If an incoming visitor has their entire face covered, they may need to adjust their head/face coverings to get an accurate temperature reading from the VitalSign unit. If the head/face coverings cannot be adjusted for medical, religious, or cultural reasons, another method of temperature-taking may need to be utilized to confirm that the visitor's temperature is within the acceptable range.

Are there any scenarios in which the system could generate inaccurate results?

There are some environmental and biological factors that may affect an individual person's temperature results from the VitalSign tablet. Biological factors such as sunburn or sweat on the skin may skew temperature results. Environmental factors that may affect temperature results include situations where a person spends a significant amount of time in a much hotter/colder environment just before receiving their VitalSign temperature scan.

In the event that an elevated skin temperature is detected, the person's temperature should be checked with an approved medical thermometer to confirm their internal temperature. Absence of an elevated skin temperature does not preclude a fever.

How many consecutive hours can the VitalSign tablet run without breaks? Does the tablet need to be powered on/off every morning/night?

The VitalSign tablet is designed to run 24 / 7 / 365 and does not need to be powered off every night. The system may momentarily power off to install software updates but will power back on and continue functioning immediately afterwards.



8.0 SUPPORT

For a variety of support resources including manual downloads and FAQs, visit the VitalSign Product Support webpage at the URL below:

<https://diversifiedus.com/vitalsign-support/>

To contact the Diversified Network Operations Center, please use the email form on the product support webpage or call the phone number below during the designated hours.

- [Submit A Support Request](#)
- Email vitalsignsupport@diversifiedus.com
- Call the Diversified Network Operations Center at +1 908-557-8066
 - Support Hours: 8am – 8pm Monday through Friday



9.0 SAFETY NOTICES

Please review the following safety precautions. If this is the first time using this model, then read this manual before installing or using the product. If the product is not functioning properly, please contact Diversified for further instructions.

The lightning symbol in the triangle is used to alert you to the presence of dangerous voltage inside the product that may be sufficient to constitute a risk of electric shock to anyone opening the case. It is also used to indicate improper installation or handling of the product that could damage the electrical system in the product or in other equipment attached to the product

The exclamation point in the triangle is used to alert you to important operating and maintenance instructions. Failure to follow these instructions could result in injury to you or damage to the product.

Be careful with electricity:

- **Power outlet:** To prevent electric shock, be sure the electrical plug used on the product power cord matches the electrical outlet used to supply power to the VitalSign product. Use only the power adapter and power connection cables designed for this unit.
- **Power cord:** Be sure the power cord is routed so that it will not be stepped on or pinched by heavy items.
- **Lightning:** For protection from lightning or when the product is left unattended for a long period, disconnect it from the power source.

Also follow these precautions:

- **Ventilation:** Do not block the ventilation slots if applicable on the product or place any heavy object on top of it. Blocking the air flow could cause damage. Arrange components so that air can flow freely. Ensure that there is adequate ventilation if the product is placed in a stand or cabinet. Put the product in a properly ventilated area, away from direct sunlight or any source of heat.
- **Overheating:** Avoid stacking the VitalSign product on top of a hot component such as a power amplifier.
- **Risk of Fire:** Do not place unit on top of any easily combustible material, such as carpet or fabric.
- **Proper Connections:** Be sure all cables and equipment are connected to the unit as described in this manual.
- **Object Entry:** To avoid electric shock, never stick anything in the slots on the case or remove the cover.
- **Water Exposure:** To reduce the risk of fire or electric shock, do not expose to rain or moisture.
- **Cleaning:** Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- **ESD:** Handle this unit with proper ESD care. Failure to do so can result in failure.

9.1 FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device is in compliance with Japanese Radio Communications Laws.