Kentix SmartXcan FAQ

Version 1.2 - 2020-05-29

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Unboxing the SmartXcan

Q: What is all included with the Camera (hardware, software or other things)?

The SmartXcan is not a camera. No external software is needed to operate it. The WebUI holds everything required. The device comes with a mounting bracket that can be used to surface mount on a wall, or another fixture. Kentix also offers a device stand that can be used to permanently affix the reader.

Q: Warranty coverage?

The custom warranty period in Germany is 2 years. I have to double check on that with Kentix.

Installing the SmartXcan

Q: Can we select only certain people that will have temp data collected stored and used?

This depends on the method of identification being used as well as the software used to collect the data.

One way to use could be to synchronously record data from access control and Kentix to identify people or add a camera system with face recognition.

Also using the SmartXcan with RFID reader, a keyfob can be used to identify people. At this point, we cannot say if there's a feature built into the SmartXcan user interface to prevent data from being stored. However, we will bring it to Kentix's attention.

Q: Will the device be mounted to a tripod or a wall/ceiling mount or is there another arrangement such as a cart?

There is a certain height and angle the device has to be mounted at. An angled mount is included in the box. As long as the recommendations in this regard are followed, it can be mounted anywhere.

Q: Are there hot spares provided by your company (meaning are there devices that can be brought in to replace a device that is not functioning)? What is the time to get a replacement device in case of warranty repair?

Kentix has just started production on the SmartXcan as well as shipping them. There hasn't been any chance to build up inventory for whatever purpose. Current lead time for the device is 4 weeks but demand is high and Kentix is rapidly increasing production.

As usual Kentix distributors we plan to have inventory on Kentix devices.

Q: Regarding service. Can these devices be serviced and by who?

Service provided by resellers and integrators. Abp is offering a second tier technical support remotely to its partners. For on-site support if need be, please, contact us for a quote.

Technical

Q: How does it connect to the network?

The SmartXcan is an IoT device being connected through ethernet via PoE IEEE 802.3af. It can then be configured to use a static or dynamic IP address locally.

Q: Is storage local, cloud, or network space?

Storage would be local on a micro SD card inserted into the SmartXcan. However, cloud storage of data can also be set up.

Q: Is this wired or wireless and using what standard?

The SmartXcan itself does not have any kind of WiFi built-in. It is an Ethernet wired compliant to PoE IEEE 802.3af.

An external WiFi bridge can be added.

Q: Will the device's software interface with Weber ID card swipe which is used for access to buildings?

Sorry, I'm not familiar with the Weber ID card system.

Most access systems can just be driven / controlled over the Kentix Relay connected in parallel or serial depending on strike or mag lock.

Q: Bandwidth consumption per device? And is that network or internet consumption?

The SmartXcan is not a camera. The data sent to the WebUI is little while the biggest part of it is the image when a face is scanned. However, the scan happens in a low resolution and is only sent when a person is scanned which means there's only minimal bandwidth requirements on any network. Communication with the Internet only happens when the cloud storage is activated or if the device is accessed remotely. For the cloud storage, no image only text data would be sent, remote access would have the same bandwidth as locally.

Q: Connectivity to what systems?

The SmartXcan can communicate in 4 different ways:

a) Dry contact to an INPUT relay (when using then Kentix KIO3 POE Injector)
b) IP Notifications using SNMP traps
c) Accepting Emails and being able to analyze them
d) Gateway programmed into 3rd party system using the ReST-API of Kentix

These options allow for a wide spectrum of connection types and should make it possible for most systems to connect. However, without knowing the other system's options in this regard a recommendation cannot be given.

Q: What computer networking ports are used for data?

The SmartXcan communicates using port 443 for HTTPS connections by default. For sending SNMP traps and emails other standard communication ports are used.

Q: How many readings can be performed at one time?

The SmartXcan can only read one person at a time. Using 6 feet social distances and including the time it takes a person to walk up to the device as well as potentially removing eye glasses, one scan takes less than 5 seconds.

Q: Can it do people counting?

The SmartXcan does only get activated by a person bending down to get scanned. If the person doesn't do that then there's no way for the SmartXcan to count this person.

For people counting the Kentix MultiSensor TI would be the right tool to use, or a smart camera like the Mobotix IoT systems.

Q: Is it FDA approved?

It is planned but we're not sure where Kentix is in the process.

Q: How many languages are supported by the Kentix WebUI

Currently, there's only German and English available.

Q: Audit trail available, please explain.

What kind of audit is required? Please, clarify.

Training and other resources

Q: API and Webhook Knowledge Base

API documentation can be found here

https://kentix.com/transfer/api/smartxcan

the Webhook variables can be found on the docs portal

https://docs.kentix.com/display/API/Webhooks#Webhooks-SmartXcan

Q: Is there a technical webinar from Kentix about the SmartXcan installation?

Yes: https://vimeo.com/420734197/f66c227d6a