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## **FREQUENTLY ASKED QUESTIONS** **TISTAA- THERMAL SCANNER INTEGRATED SYSTEM FOR TOUCH LESS** **ATTENDANCE AND ACCESS**

### **Q.1. What is TISTAA?**

TISTAA- (Thermal Scanner Integrated System for Touchless Attendance and Access) is AI-based smart equipment used for surveillance, marking touchless attendance and Thermal scanning of employees.

### **Q.2. How does it work (WorkFlow)?**



### **Q.3. What are the features available?**

- Inbuilt Thermal Scanner.
- AI-based Attendance Tracker.
- Analytics and Dashboard.
- Accessible over Mobile (Integration under progress).
- Plug & Play Setup.



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**Q.4. What are the benefits?**

- Infection free, protects against viral and bacterial spreads like Coronavirus.
- Record body temperature.
- Touch less Attendance.
- Operate door locks

**Q.5. Is there any option available for customization?**

Yes, some level of customization is possible to suit specific requirements, without major changes in the base product.

**Q.6. Is TISTAA certified & tested by the appropriate authorities?**

BIS certification is in progress. However, the components that are used to assemble the product have already been certified.

**Q.7. What is the warranty policy?**

01 year warranty on the product. Warranty void if damaged due to mishandling or tempered warranty seal.

**Q.8. How do we purchase and install?**

TISTAA- can be procured through walk-in & courier delivery after making full payment.

**Q.9. Is TISTAA mobile-enabled?**

TISTAA is a touch less scanning, attendance & Access system to avoid spreading virus/bacteria borne diseases. If the Thermal Scanning system integrated with a mobile handset then this defeats the whole purpose. it compromises the health safety of the employee or may encourage proxy attendance.



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**Q.10. Is it mandatory to install in business premises by any appropriate authority/ directives?**

Yes, In present scenario it is mandatory to install for every business establishment vide GoI/MHA Order No. 40-3/2020-DM-I(A) dated 15/04/2020.

**Q.11 What is the Guarantee of the product?**

Ans. There is 1 year guarantee with the product. If the product stops working, the client needs to send the product to the below address via courier. Once we receive the product we will either repair it or send a replacement within 3 days of receiving. The courier charges to send product back to the company will be borne by the client. The dispatch of the product back to the client will be the responsibility of the company

3P Securitas, 2 Shambhu Dayal Bagh, Near Okhla NSIC Metro Station, Okhla Phase-3, New Delhi-110020

or

RecogX.AI, IIML Noida campus, B-1, Institutional Area, Block B, Industrial Area, Sector 62, Noida, Uttar Pradesh 201307

**Q.12 Service backup in PAN India**

Ans. The company is operated from Delhi NCR only. In case the product stops working, please send it back via courier to the company.

**Q. 13. Alert for high temperature**

Ans: - The product will sound a buzzer and display the Red Cross over the image of the visitor. The same person details will be highlighted on Temperature logs of employees/visitors.



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**Question - 14 : Can a customer access the Attendance/Thermal reports of multiple sites using a single dashboard?**

Answer - Yes, the product supports cloud integration. In case a customer has 5 sites then the customer needs to buy 5 devices and can access the Attendance/Thermal Scanning report from a single dashboard.

**Question 15 - Can I integrate the TISTAA system with my office HRMS**

Answer - Yes, the system can be integrated with HRMS. The TISTAA technical team will do the integration.

**Question 16 - There are multiple systems available in the market, how TISTAA is different ?**

Answer - The multiple systems that are available in the market are imported from China. In case any problem comes in the system or a customer wishes to add some customisation in the system, it's not possible in such Chinese items. TISTAA is "Make In India" Product. The technical team is based in India and have 16+ experience in Artificial Intelligence and Product building. With TISTAA we package knowledge, experience and trust.