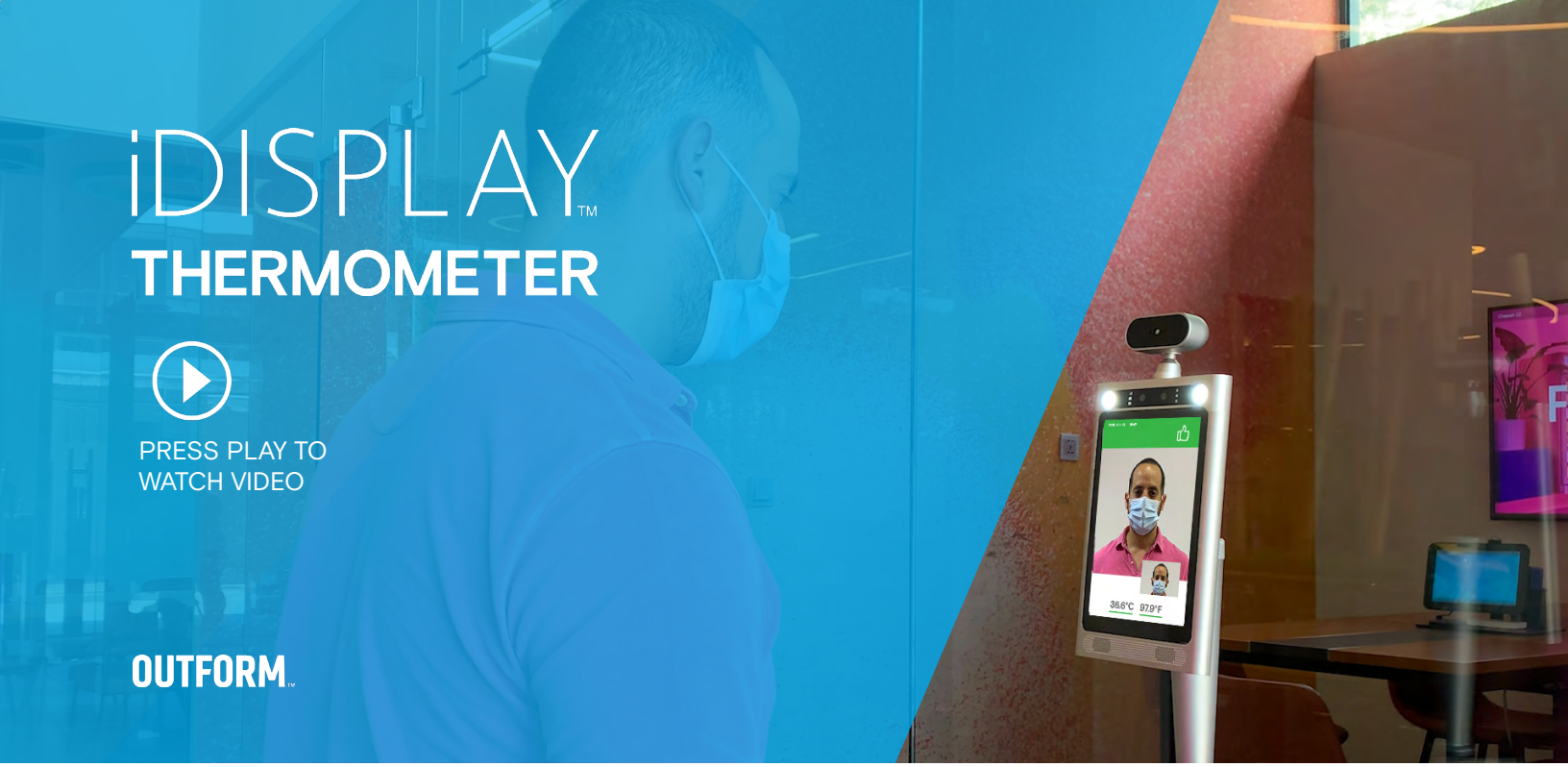

Troubleshooting Instructions

I RECEIVED MY IDISPLAY THERMOMETER. WHAT'S NEXT?

1. Make sure the device is placed in the correct usage environment. Before unboxing the device, please make sure the device is located in 22°C-30°C (25°C is the optimal temperature) with no blowing wind (A/C) and/or direct sunlight.
2. Assemble your device with the counter/ wall bracket/ stand.
3. Remove the films on the temperature measurement module and screen.
4. Use the adapter to connect your device and socket.
5. Connect the USB hub and optical mouse to the USB port.
6. Once powered on, Outform's temperature measurement application will run automatically.
7. To arrive on the application settings page, click on the top left of the screen.
8. To connect to WiFi, go to the application setting page, click "Exit APP," then click "Go to Desktop" click "Settings," click "Network & Internet" then click "Wi-Fi."
9. To return to the desktop, exit the operating system setting page and continue to click the right button until you arrive on the Desktop.
10. To run the thermometer application, click the symbol ^ on desktop, and click the Outform icon to run the thermometer application.

SENSOR MODULE CALLIBRATION

Discrepancies in positioning of the module may cause inconsistent results. To achieve best results, please make sure the sensor module is flush with the screen.

INITIAL APK CALLIBRATION

1. Once the Outform application starts to run on the screen, the following on-screen message will appear “Please make sure there’s nothing within 3 meters of the device for 1 minute.” Before moving to the next step, please make sure there are no obstructions around the device until this message is closed.
2. Turn on ‘Test Mode’ to check calibration progress. Click on top left of the temperature screening page, then click on application settings page, then turn on “Test Mode.”
3. To arrive back on the temperature screening page, click “Back.”
4. Data for Test Mode – On the top area there are 5 new fields: Sensor Raw Temp, Actual Ambient Temp, Body Surface Temp, Body Core Temp, and Distance.
5. Check Actual Ambient Temp. If the temperature is 22°C-30°C (25°C is the optimal temperature). If so, the calibration is finished. If not, the device needs further calibration.
6. To calibrate Actual Ambient Temp, Please remove all obstruction within 3 meters away from the front of the device for 5 minutes. The calibration process will be completed automatically.
7. Confirm that the Actual Ambient Temp is between 22°C-30°C, and complete the calibration. Once arrived at the optimal temperature, turn off test mode. The device is now ready to be used. If not, please double calibrate the device again according to item 6.

AMBIENT TEMPERATURE READING

The first reading will occur upon turning on the device and running the application. The ambient temperature will be captured 3 times and get the average ambient temperature. After that, it will capture ambient temperature every 5 minutes if there’s nothing within 3 meters of the device for calibration.

PERFORMING A NORMAL TEMPERATURE READING

1. After calibrating the sensor module position and APK, align your face to outline about 30cm from the device to perform a temperature reading. (Different face sizes may require further adjustment)
2. Your temperature will be displayed on the screen.

PERFORMING A LOW TEMPERATURE READING- METHOD 1

1. To perform this reading, the compensation temperature has to be adjusted. Click on the top left of the screen, click “Turn on Compensation Temperature function,” then add the negative value, then click “OK,” then click “BACK”)
2. After calibrating the sensor module position and APK, align your face to outline about 30cm from the device to perform a temperature reading. (Different face sizes may require further adjustment)
3. A low temperature alert will sound, and blue lights will turn on, notifying you of a “Temperature Error.”
4. Please remember to turn off the Compensation Temperature function after test. To do so, Click the top left of temperature screening page, then click “Turn off Compensation Temperature function.”

PERFORMING A LOW TEMPERATURE READING- METHOD 2

1. Make sure the sensor module and APK are properly calibrated.
2. Prepare a transparent bottle of iced water.
3. Hold the bottle horizontal across your forehead.
4. A low temperature alert will sound, and blue lights will turn on, notifying you of a “Temperature Error.”

PERFORMING A HIGH TEMPERATURE READING- METHOD 1

1. If your temperature is normal, please set a custom alarm activation temperature lower than a normal value (36°C / 96.8°F or lower value). Click the top left of temperature screening page, click “Turn on Custom Alarm Activation Temperature function,” set the desired high temperature value.
2. After calibrating the sensor module position and APK, align your face to outline about 30cm from the device to perform a temperature reading. (Different face sizes may require further adjustment)
3. A high temperature alert will sound, and red lights will turn on, notifying you of a “Temperature Error.”
4. Please remember to turn off the Custom Alarm Activation Temperature function or set it to local regulations of high temperature. To do so, Click the top left of temperature screening page, then click “Turn Off Custom Alarm Activation Temperature” or set it to the proper value.

PERFORMING A HIGH TEMPERATURE READING- METHOD 2

1. Prepare an electric hair drier and a forehead thermometer for test.
2. Make sure the calibrations of sensor module position and APK are completed.
3. Use the electric hair dryer to warm your whole face equably beside the device. Please ensure that the whole face is warmed equally. Do not use the drier in front to the device as this will influence the ambient temperature detection.
4. When your whole face is warm equally, align your face to outline of the device.
5. A high temperature alert will sound, and red lights will turn on, notifying you of a “Temperature Error.”

OPERATING THE CUSTOM ALARM ACTIVATION

1. Click the top left of the temperature screening page.
2. Turn on Custom Alarm Activation Temperature function. Click it to set the fever alarm activation temperature as you need.

OPERATING THE CUSTOM ALARM ACTIVATION

1. Please prepare a forehead thermometer and check your body temperature.
2. Next, measure your body temperature with the iDISPLAY Thermometer.
3. Compare two temperature readings between forehead thermometer and the device.
4. If the device's reading is lower, compensation temperature should be positive value. Otherwise please use negative value.
5. Click the top left of the temperature screening page.
6. Turn on Compensation Temperature function. Click it to set the compensation temperature as needed.

ENSURING CONSISTENT RESULTS

1. Check angle of temperature measurement module. The module should be flush with the screen.
2. For best results, please make sure your face is aligning to outline perfectly without other space in the outline.
3. Please make sure the testing distance from your face to the device is about 30cm. Different face sizes may require further adjustment.
4. Check ambient temperature by Test Mode. The ambient temperature updates every 5 minutes. For ultimate results, please make sure the device is located in 22°C-30°C room with no blowing wind (A/C) and/or direct sunlight.