



FAQ – Frequently Asked Questions

1. What is Trace-Temp1 non-contact infrared device (NCID)?

Trace-Temp1 is a non-contact or contactless infrared detector also known as infrared (IR) thermometers. Infrared thermometer works by measuring the amplitude of IR energy emitting from the human head or temple, hence they are also commonly known as forehead or temple thermometers.

2. Is Trace-Temp1 non-contact infrared device (NCID) accurate?

Trace-Temp1 NCID has an accuracy of ± 0.2 °C. However, it is also essential to understand that the accuracy depends on how and where you use these thermometers. Make sure to refer to the manufacturer's guidelines and instructions for proper use.

3. Is Trace-Temp1 non-contact infrared device (NCID) safe?

Trace-Temp1 NCID is completely safe to use by everyone - babies, children, yes, it is safe as the sensor is taking a measurement of IR energy emitting from your body. The thermometer does not emit anything outwards and has no impact on humans.

4. What temperatures range do Trace-Temp1 non-contact infrared device (NCID) measure?

Trace-Temp1 non-contact infrared device can measure temperature in the range of 35°C – 42°C.

5. Why We Should Measure Our Body Temperature?

Measuring body temperature is important in medicine. Several diseases are characterized by a change in body temperature. With other illnesses, the course of the disease can be followed by measuring body temperature. This allows clinical professionals to analyse the effectiveness of treatments based on body temperatures.

6. What is the Normal Body Temperature?

Normal human body-temperature (normothermia, euthermia) is the typical temperature range found in humans. The normal human body temperature range is typically stated as 36.5°C – 37.5 °C (97.7°F – 99.5 °F). But the reality is, there isn't one exact "normal" body temperature, everyone has their own normal.

Human body temperature varies. It depends on gender, age, time of day, exertion level, health status (such as illness and menstruation), what part of the body the measurement is taken at, state of consciousness (waking, sleeping, sedated), and emotions. Body temperature is kept in normal range by thermoregulation, in which adjustment of temperature is triggered by the central nervous system.

7. What temperature is a fever considered?

Fever is defined as a temperature 2.4 degrees F higher than baseline or a temperature of 100.4 °F (38 °C) on admission (i.e., prior to the establishment of the baseline temperature) would be considered a fever.

It is highly recommended that everyone understands their baseline temperature, and to achieve this, please do the following - Measure your body temperature 3x a day (Morning, Afternoon, Evening – same time every day) for one week (if you are well and not stressed).

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Fever Grade:

Code	Grade	Temperature
Green	Normal	36.1 °C – 37.5 °C
Yellow	Low Grade	37.6 °C – 39.0 °C
Orange	Moderate	39.1 °C – 40.0 °C
Red	High	>40.1 °C

8. What are the factors that can affect the Body Temperature?

- The researchers pointed out that our bodies tend to warm throughout the day. As a result, a fever in the early morning might occur at a lower temperature than a fever that appears later in the day.
- Time of day is not the only factor that can influence temperature. As well as different environmental conditions. Younger people tend to have higher average body temperatures, this is because our ability to regulate body temperature decreases with age.
- Physical activity levels and certain foods or drinks can also influence body temperature. Intense exercise can also affect body temperature.
- Women's body temperatures are influenced by hormones as well and may rise or fall at different points during the menstrual cycle.
- In addition, how you take your temperature can affect the reading. (e.g. how far is the device from your body point, obstructions between your body points and the device such as hair, eye glass, sweat, etc.).

9. How to calibrate the Trace-Temp1 non-contact infrared device (NCID)?

Trace-Temp1 is factory calibrated and will not need further calibration if used as per instructions. It does come with an auto calibration feature which allows the user to re-calibrate (refer to user guide) the device should the user suspect that the measurement accuracy has drifted. (re-calibration instruction must be in user guide)

10. How to use Trace-Temp1 non-contact infrared device (NCID)?

Point the Trace-Temp1 in the direction of the body point you are measuring and hold the device in a stable and precise, centre target location. Hold the device sensing area perpendicular to the forehead and instruct the person to remain stationary during measurement(s). Do not touch the sensing area of the Device and keep the sensor area clean, dry and unobstructed.

Please read and follow the instruction for use.

11. Do you have to touch the forehead using Trace-Temp1 non-contact infrared device (NCID) while taking temperature?

NO, Infrared (IR) thermometers will enable you to measure temperature quickly, at a distance, and without touching the object you are measuring.



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12. Does skin colour affect readings?

Skin colour does affect body temperature. According to the research conducted by the Bluestone Center for Clinical Research, people with lighter skin and people with darker skin tend to react differently to mechanical and heat stimulation. This drives them to conclude that the colour of one's skin contributes a lot to their body temperature.

13. What is the limited Warranty coverage for Amanda?

The Trace-Temp1 is covered by a 1-year manufacturer's limited warranty.

14. How Long Should the Battery Last?

The Trace-Temp1 battery is rated for 60 hours of use.

15. Do I Need to Clean My Infrared Thermometer?

To be accurate, infrared thermometers must be kept free of dirt, dust, moisture, fog, smoke, and debris. Always take the time to clean your infrared thermometer after exposure to dirty, dusty, smoky or humid conditions.

You should also plan a regular cleaning every six months or so. Particular care should be taken to keep the infrared lens or opening clean and free of debris.

To clean your infrared thermometer:

- use a soft cloth or cotton swab with water or medical alcohol (never use soap or chemicals)
- carefully wipe first the lens and then the body of the thermometer
- allow the lens to dry fully before using the thermometer.
- Never submerge any part of the thermometer in water.

Note: Please refer to user guide.

16. How do I pair my Bluetooth device with Trace-Temp1 NCID?

Download Trace-TempAI app in android play store apple app store (not available for Focus Group)

17. How Do I Download my Trace-TempAI app?

For Android: – Play store

For IOS: - Apple Store

18. What data is being collected in Trace-TempAI app?

Limited bio info, Body Temperature, Ambient Environmental data, Date and time, distance of the NCID from your forehead or body will be collected in the Trace-TempAI app.



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19. **Is my personal data safe?**

We only collect limited information that will not identify your Personal Identity. We do not sell the data to third parties.

20. **What Do Trace-Temp1 NCID & Trace-TempAI App Do?**

Trace-Temp1 NCID in conjunction with the Trace-TempAI App have a complete set of tools which measures and monitors body temperature that can provide healthcare with key clinical information about the physiological status of a patients.

The Data within the Trace-TempAI App will provide a visual representation of the rise and fall of the user's body temperature measurement taken over time. It is indicative of the person's well-being. Thus, help to express complex data in a simple format and understand data quickly and gain clarity and with the new (FPST) Fever Probability Statistics Tool, that can forecast fever before a temperature threshold is exceeded and keep track of temperature trends, that may turn into a fever trend, and give the user adequate warning and indications of the potential illness.

21. **People are not going to keep measuring their temperature when they feel OK. How can we consistently and periodically measure our body temperature?**

We need to first understand and establish our baseline temperature. To achieve this, please do the following – Measure your body temperature 3x a day (Morning, Afternoon, Evening – same time every day) for one week (if you are well and not stressed).

Fever is defined as a temperature 2.4 degrees F higher than baseline or a temperature of 100.4 °F (38 °C) on admission (i.e., prior to the establishment of the baseline temperature) would be considered a fever.

Measuring body temperature is important in medicine. Several diseases are characterised by a change in body temperature. With other illnesses, the course of the disease can be followed by measuring body temperature.

This allows the doctor to analyse the effectiveness of treatments based on body temperatures. For example, nearly everyone who catches the new coronavirus has a fever or a temperature that's higher than usual.

Doctors consider a temperature that's 2 degrees higher than usual to be a sign of infection. Occasionally, however, a prolonged fever may be a symptom of a serious illness. In extreme cases, the fever itself may pose a real threat to health. Also, over-the-counter medicines like acetaminophen, aspirin, ibuprofen, and naproxen are fever reducers. They might hide a high temperature if you take them for another symptom such as pain.

Body temperature is a vital sign monitored by medical professionals and healthcare providers. Make taking body temperature a habit with our Trace-Temp1 NCID & Trace-TempAI app will help show and alleviate the concerns and fragility of health. Please read more in Question 22.



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22. What is “SMART” about Trace-Temp1 NCID?

Trace-Temp1 NCID is AI-powered it transmits its readings so that they can be collected, stored and analysed.

Our device developed to show the importance of body temperature and alleviate the concerns and fragility of health. We make the Amanda device, to show how SMART thermal technology can help assist in health monitoring efforts and medical professionals to treat and provide diagnosis ailments of body temperature effects. The Amanda product will be one of many devices that use Edge computing. T-SMART’s Smart edge devices perform information computing, such as data gathering, data storage, and analytics, at the device level but what truly makes them smart is their ability to manage data and help drive decisions.

23. Is sharing of Trace-Temp1 NCID unhygienic?

No. As long as you clean the device and wash your hands before using it.

24. Is there a legal implication if the Trace-TempAI app has wrong known clinical fever illness pattern?

Trace-TempAI app is only providing a recommendation. The recommendations are meant purely for informational purposes only. This is not a substitute for medical advice, diagnosis, treatment, or professional care. If you have or suspect to have a health problem, you should consult a doctor.

25. What if I do not receive notification for any clinical fever illness pattern?

If you do not receive notification of any clinical fever illness pattern, first you should check the Bluetooth connection if it is paired properly. T-SMART software will provide a data security check when the Fever Probability Statistic is used, or when compared to fever trends, to verify the existence of trending towards a specific fever pattern. T-SMART Integrates intelligent design control in our device.

26. Is Trace-Temp1 a defensive healthcare tool?

Defensive medicine, also called defensive medical decision making, refers to the practice of recommending a diagnostic test or medical treatment that is not necessarily the best option for the patient, but mainly serves to protect the physician against the patient as potential plaintiff.

The Trace-Temp1 is not a defensive healthcare tool, nor is it defined as one.

27. Is Trace-Temp1 (FPS) Fever Probability Statistics medically accepted or approved or endorsed?

Trace-Temp1 NCID is to be FDA registered through a 510K. The features designed for Trace-Temp1 NCID, Trace-TempAI app and the data system and analysis we engage to provide, including FPS, all follow Good Manufacturing Practice (GMP), good statistical references and guidelines.



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28. Why I should buy Trace-Temp1 over any other brand.

Trace-Temp1 NCID provides industry leading accuracy for temperature measurement with its patented software technology. It is incredibly smart, compact portable and convenient to use.

When used together with accompanying Trace-TempAI app, the body temperature measurements recorded will allow you to derive you and your love one's baseline temperature, identify fever trends, health trends and their characteristics.

As body temperature is a health vital sign, the data recorded in the app will also help doctors in their diagnosis, facilitate the decision-making process of medical professionals and caretakers.

Trace-Temp1 NCID defines a new era for NCID functionality.

29. When is taking temperature relevant? Do not wait until you get Pneumonia.

Create a habit to take control of your health vital sign of daily body temperature measurement, starting today.

Things to note in daily body temperature measurement for optimal health trend analysis:

Check your temperature in both the morning and evening. Body temperature can vary by as much as 1°F (0.6°C) during the day. Before you take your temperature: Wait at least 20 to 30 minutes after you smoke, you eat, or you drink a hot or cold liquid. Measuring body temperature is very important in medicine. A number of diseases are characterised by a change in body temperature. With other illnesses, the course of the disease can be followed by measuring body temperature. This allows the doctor to analyse the effectiveness of treatments based on body temperatures.

A fever is the reaction to a disease-specific stimulus. The body changes its normal temperature to support the body's own defence mechanisms. Fever is the most common form of disease-related (pathological) increase in body temperature.

Experts recommend taking your temperature twice daily around the same time of day, once in the morning within 30 minutes of waking and again in the evening. For best results, use the same thermometer for each reading, avoid eating or drinking anything hot or cold for at least 15 minutes beforehand, and don't take your temperature immediately after exercising.

By understanding your own individual body temperature, noticing changes that might indicate an infection, and taking immediate measures to prevent spreading it to others, you can help family, friends, and co-worker's stay safe, healthy, and productive.

30. Why I should buy the Trace-Temp1 NICD over any other stuff (e.g., handphone, watch, etc...)

Non-contact infrared thermometers can detect the presence of a fever, one of the earliest symptoms of COVID-19, and keep individuals from infecting others. Reference to FDA, benefits of non-contact infrared thermometers include:

- Reduced risk of spreading disease between people.
- Easy to use, clean, and disinfect.
- Efficient; able to conduct multiple screenings quickly.