

# EWAR COMPACT

## Troubleshooting Manual



Telekom Research & Development Sdn. Bhd. (437333 – A)  
TMR&D Innovation Centre  
Lingkaran Teknokrat Timur,  
63000 Cyberjaya, Selangor Darul Ehsan  
Tel: 603-88839595 Fax: 603-88839599

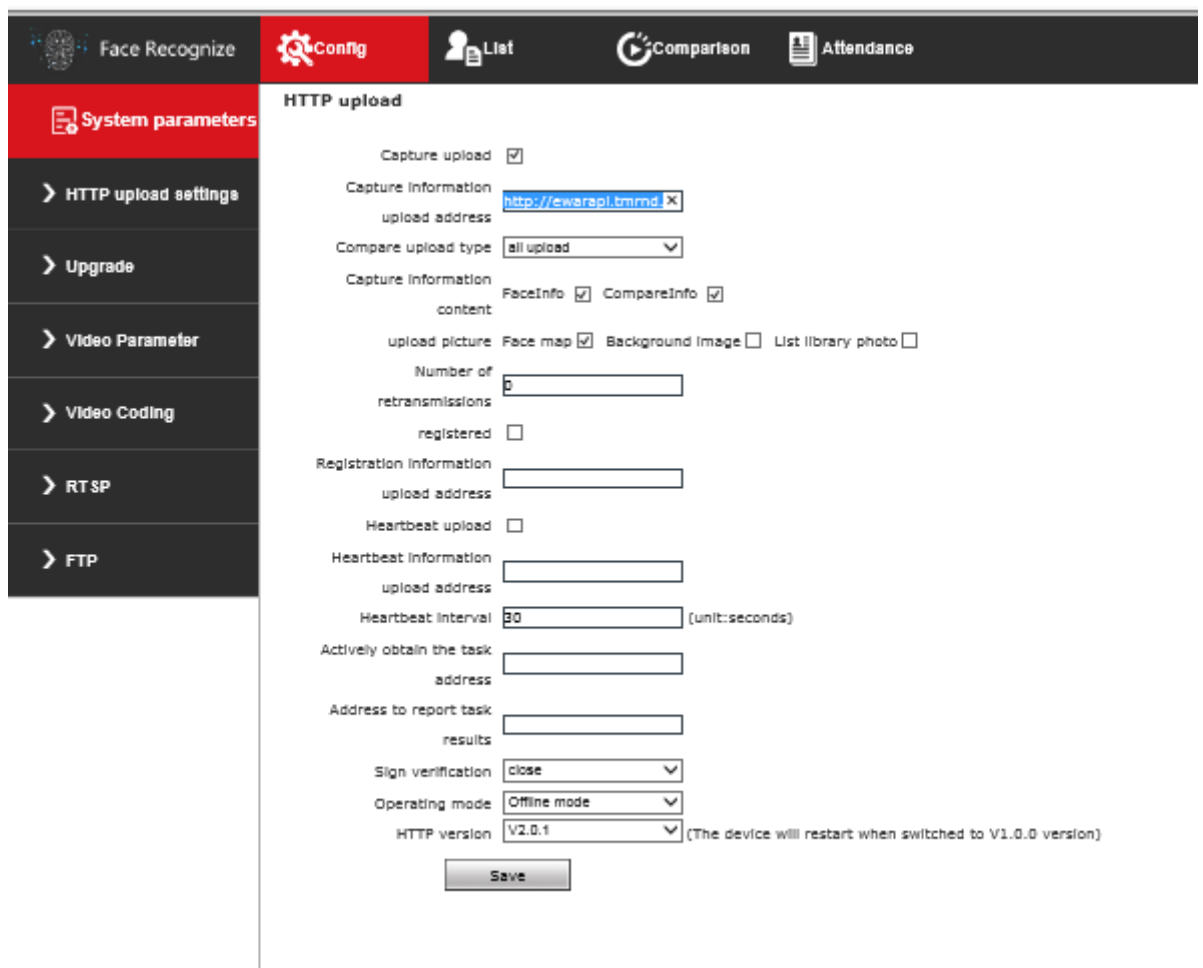
## 1. Received a lot of high temperature reading

- Check the position of the thermal camera. The camera cannot be facing the sunlight.
- Check whether there is any source of thermal in the camera view.

## 2. Data does not display in the portal

- Open the HTTP upload settings page. Checked on the capture upload.
- Ensure the Capture Information Upload Address is:

<http://ewarapi.tmrnd.com.my:2880/ewar/api/camdata>



The screenshot displays the EWAR system configuration interface. The top navigation bar includes 'Face Recognize', 'Config', 'List', 'Comparison', and 'Attendance'. The left sidebar shows 'System parameters' with sub-options: 'HTTP upload settings', 'Upgrade', 'Video Parameter', 'Video Coding', 'RTSP', and 'FTP'. The main content area is titled 'HTTP upload' and contains the following settings:

- Capture upload:
- Capture Information upload address:
- Compare upload type:
- Capture Information content: FaceInfo  CompareInfo
- upload picture: Face map  Background Image  List library photo
- Number of retransmissions:
- registered:
- Registration information upload address:
- Heartbeat upload:
- Heartbeat information upload address:
- Heartbeat interval:  (unit:seconds)
- Actively obtain the task address:
- Address to report task results:
- Sign verification:
- Operating mode:
- HTTP version:  (The device will restart when switched to V1.0.0 version)

A 'Save' button is located at the bottom of the configuration area.

- If the portal still does not display the data, check the network connection and network setting. Go to System parameter > config > LAN. Update the IP Address, Subnet Mask, Gateway, Preferred DNS and Alternate DNS.

Face Recognize **Config** List Comparison Attendance

**System parameters** System Info User Manage System Time **LAN** Mobile Smart Face

**LAN Setting**

> HTTP upload settings

> Upgrade

> Video Parameter

> Video Coding

> RTSP

> FTP

DHCP Enable

IP 192 . 168 . 1 . 88

Subnet Mask 255 . 255 . 255 . 0

Gateway 192 . 168 . 1 . 1

Preferred DNS 202 . 96 . 134 . 133

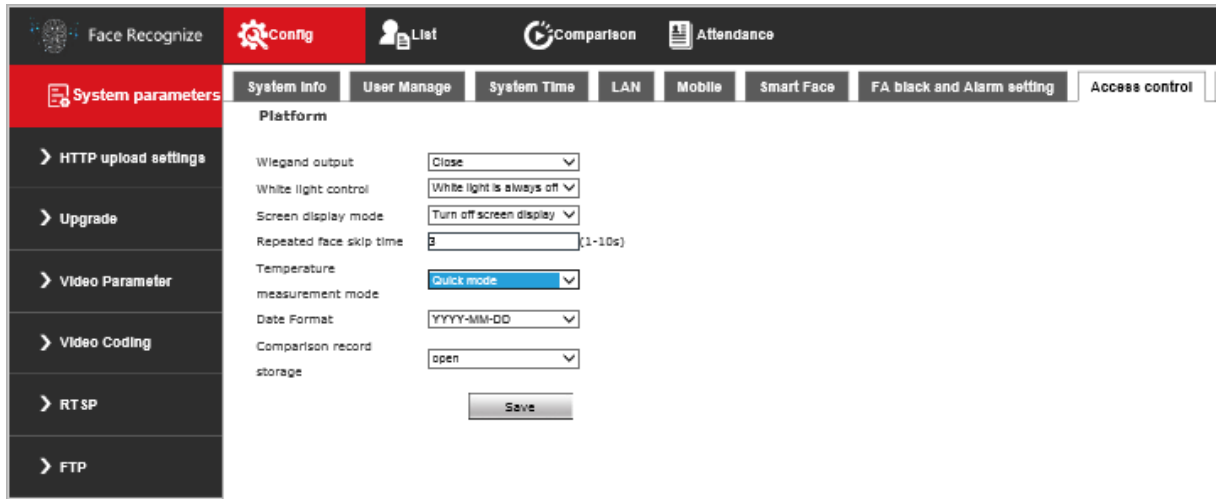
Alternate DNS 8 . 8 . 8 . 8

MAC 00-11-04-02-e6-ed

Save

### 3. Taking time to detect people temperature.

- Go to System Parameter > Config > Access Control. Select 'Quick Mode' at Temperature measurement Mode and click 'Save' Button. Now the temperature measurement mode has been updated to quick mode.



## 4. Do not detect people who are not wearing mask

- Go to System Parameter > Config > FA Black and Alarm Setting.  
Select Open at Mask Detection combo box and click 'Save' Button.  
Now the mask detection feature is activated.

The screenshot shows the 'Temp, Face Recog & Alarm Setting' configuration page. The page is divided into a left sidebar and a main content area. The sidebar contains the following menu items: System parameters, HTTP upload settings, Upgrade, Video Parameter, Video Coding, RTSP, and FTP. The main content area has a top navigation bar with 'System Info', 'User Manage', 'System Time', 'LAN', 'Mobile', 'Smart Face', and 'FA black and Alarm setting'. Below this is a sub-header 'Temp, Face Recog & Alarm Setting'. The settings are organized into a table-like structure:

Alarm Switch	<input checked="" type="checkbox"/>	Whitelist alarm	<input checked="" type="checkbox"/>	VIP List	<input checked="" type="checkbox"/>	Non-White list alarm	<input type="checkbox"/>
IO Output	<input checked="" type="checkbox"/>	Continuou	Alarm output	1	(1~60)S	IO Output Type	Open
Face Recog Mode	Recognize						
Min. Similarity	90 (1-100)						
ID similarity	90 (1-100)						
Matching Mode	Face detect + Temperature detect						
Mask Detection	open without mask: Do not open the door						
Temperature Calibration	Intelligent Algorithm compensated temperature 0.0						
Abnormal temperature opens the door	close						
Temperature threshold	37.5 (1-100)						
Temperature unit	Celsius						
Time period without temperature measurement	<input type="checkbox"/> 0 : 0 -- 23 : 59						

At the bottom of the page, there are two buttons: 'Save' and 'Default Settings'.