

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
PURCHASE OF EARLY WARNING, ALERT & RESPONSE (EWAR) COMPACT**

No	Questions	Answers
1	<b>What is Early Warning, Alert &amp; Response or EWAR Compact?</b>	<ul style="list-style-type: none"> <li>• One-on-one contactless thermal screening to help contain the highly infectious virus by identifying those with high temperatures and eliminate the need for hand-held temperature taking devices.</li> <li>• EWAR is equipped with an optical camera, thermal sensors and Artificial Intelligence (AI) driven analytics to identify, escalate and trace potential cases with minimal human interaction.</li> <li>• EWAR comes with three amazing features, the EWAR Mobile App, EWAR Cloud and QR Code. It supports contact tracing through quick information distribution feature on the go.</li> <li>• EWAR Cloud maintains historical data on alert for easy look-up and analysis. The QR Code allows users a one-time QR Code registration. With this feature, users who are screened by EWAR no longer need to re-enter the same personal information on a webpage every time they enter new premises.</li> </ul>
2	<b>How does EWAR work?</b>	<ul style="list-style-type: none"> <li>• The solution can automatically detect high temperatures of one-on-one individual at a precise range up to 0.5 meter with a high accuracy of +/- 0.3°C.</li> <li>• EWAR comes with a cloud-based software and mobile application that enables all information captured by the camera to be shared and escalated to building owners, business owners CEOs or any relevant authorities for planning and emergency response purposes.</li> <li>• EWAR Completes the Critical Loop from detection to containment and its dashboard significantly provides live and historical data analysis for past 3 months and also has ready APIs to connect to external systems.</li> </ul>
3	<b>How can I purchase this special package of EWAR Compact through online?</b>	<ul style="list-style-type: none"> <li>• EWAR Compact special package for Small Medium Enterprises (SMEs) are available on <a href="https://ewar.tmrnd.com.my/interest.html">https://ewar.tmrnd.com.my/interest.html</a></li> </ul>
4	<b>What are the steps to register for interest for this EWAR compact?</b>	<ul style="list-style-type: none"> <li>• Just click on the link in the EDM and complete the details.</li> <li>• The EWAR team will contact you to complete the order.</li> </ul>
5	<b>Who are eligible for this special package by Unifi?</b>	<ul style="list-style-type: none"> <li>• We are only offering this special package of Early Warning, Alert and Response (EWAR) Compact for SMEs who are also an existing Unifi customer.</li> </ul>

6	<p><b>How long does it take for my EWAR Compact order to be delivered? And where I can check my order Status?</b></p>	<ul style="list-style-type: none"> <li>• Expect a delivery of your EWAR Compact to be delivered via courier shipment within 3-7 working days.</li> <li>• To check on the delivery status of your EWAR Compact order, please visit the courier shipment website. Kindly include the tracking numbers for details order.</li> <li>• Alternatively, you will be provided with a link for tracking your order.</li> </ul>
7	<p><b>What will be in the delivery package ?</b></p>	<ul style="list-style-type: none"> <li>• The parts included in the delivery package will be: <ul style="list-style-type: none"> <li>○ EWAR Compact (Contactless thermal screening device)</li> <li>○ The device stand</li> <li>○ The base for device stand</li> <li>○ AC/DC Adaptor</li> <li>○ Network Cable</li> <li>○ User guide card</li> </ul> </li> </ul>
8	<p><b>Do I have to connect my devices to Unifi Business in order to use EWAR Compact?</b></p>	<ul style="list-style-type: none"> <li>• Yes, in order to enjoy the full capability of EWAR Compact, it requires a stable internet connection.</li> </ul>
9	<p><b>Can I just purchase the device without the Cloud subscription and any other software?</b></p>	<ul style="list-style-type: none"> <li>• All software programmes are complimentary for 12 months period.</li> <li>• The data includes captured faces, temperature readings and any other violations.</li> </ul>
10	<p><b>I'm a non-Unifi customer, can I purchase this EWAR Compact for my premise?</b></p>	<ul style="list-style-type: none"> <li>• This special offer is only open to existing Unifi customers. However, interested non-Unifi customer can directly contact <a href="mailto:business@tmrnd.com.my">business@tmrnd.com.my</a> or visit <a href="https://ewar.tmrnd.com.my/">https://ewar.tmrnd.com.my/</a> for more information on existing EWAR products and purchase directly with them.</li> </ul>
11	<p><b>I'm a Unifi customer but I don't own SMEs and would like to purchase EWAR, is this possible?</b></p>	<ul style="list-style-type: none"> <li>• This offer is only open for SMEs but if you would like to purchase EWAR for your premise please contact <a href="mailto:business@tmrnd.com.my">business@tmrnd.com.my</a> or visit <a href="https://ewar.tmrnd.com.my/">https://ewar.tmrnd.com.my/</a> to for more information.</li> </ul>
12	<p><b>What are the minimum requirements for using EWAR Compact?</b></p>	<ul style="list-style-type: none"> <li>• To enable EWAR Compact's Cloud and Mobile App features, customers will need a wired LAN access with internet connectivity.</li> </ul>
13	<p><b>How do I set up EWAR Compact? Is the process complicated?</b></p>	<ul style="list-style-type: none"> <li>• No, the process will be as easy as plug and play. Your device will be sent together with a self-installation video link.</li> <li>• Online installation and troubleshooting guide will be available at <a href="https://ewar.tmrnd.com.my/support">https://ewar.tmrnd.com.my/support</a>.</li> </ul>

		<ul style="list-style-type: none"> <li>• However, if your premise requires a professional installation, our team will be more than happy to come and assist you at minimal cost.</li> </ul>
14	<b>What kind of setting is suitable for this device to be installed at?</b>	<ul style="list-style-type: none"> <li>• The setup of the device is recommended to be located indoors and away from direct sunlight and heat sources.</li> <li>• It is important to avoid facing the camera towards the sunlight or heat sources as the camera is sensitive to any type of heat.</li> <li>• Do note that by exposing the device to sunlight or heat may affect the reading accuracy.</li> </ul>
15	<b>How much space does this device requires for a setup?</b>	<ul style="list-style-type: none"> <li>• It is recommended to allocate at least 0.5m x 1.5m of space.</li> <li>• This is to ensure there will be enough space for both the device and each individual being scanned by the device.</li> </ul>
16	<b>How many profiles can be added and used for facial recognition?</b>	<ul style="list-style-type: none"> <li>• Each device can identify and store up to 22,000 faces.</li> </ul>
17	<b>Has the product undergone testing?</b>	<ul style="list-style-type: none"> <li>• EWAR is also ready to be exported globally as the solution is "Conformité Européene" (CE) and Federal Communications Commission (FCC) certified.</li> </ul>
18	<b>Does the device come with a warranty?</b>	<ul style="list-style-type: none"> <li>• Yes, should there be any problem with the device you can always contact our team. The limited warranty will cover the entire 12-months period against manufacturing defects.</li> <li>• Intentional or unintentional damage to the device are not covered under limited warranty.</li> </ul>
19	<b>Is there any further discount for Unifi Customers?</b>	<ul style="list-style-type: none"> <li>• This is a promotion package only for Unifi customers. It comes with a free software and cloud feature for 1 year.</li> <li>• To sweeten the deal, we are also providing an exclusive stand for free. Stocks are limited so do grab this promotion as early as you can.</li> </ul>
20	<b>Will there be any added discount if I purchase more than one unit?</b>	<ul style="list-style-type: none"> <li>• Unfortunately, no. This is already the best deal we can offer specially for Unifi customers.</li> </ul>

21	<b>Do you have ready stock?</b>	<ul style="list-style-type: none"><li>• We do have ready stocks available but they are limited in stocks so you should grab this promotion as early as you can.</li></ul>
22	<b>Can I buy on installment?</b>	<ul style="list-style-type: none"><li>• This product is high in demand. For now, we are only offering outright purchase as a special offer. We will inform you once we have the installment option.</li></ul>
23	<b>Is Face Recognition feature included?</b>	<ul style="list-style-type: none"><li>• For a year, you will get to enjoy all software features included for free.</li></ul>
24	<b>Can I opt for Cash of Deliveries (COD) when purchasing the item?</b>	<ul style="list-style-type: none"><li>• Yes, but will require you to pay for the item prior to pick-up. We will then configure and call you to pick it up at TM R&amp;D office at the following address: TM Innovation Center, 63000 Cyberjaya, Selangor</li></ul>
25	<b>Who should I contact for any enquiries on the EWAR Compact configuration or further assistance?</b>	<ul style="list-style-type: none"><li>• You may contact us at <a href="mailto:business@tmrnd.com.my">business@tmrnd.com.my</a> should you require further assistance.</li><li>• For more information on EWAR, please visit <a href="https://ewar.tmrnd.com.my/">https://ewar.tmrnd.com.my/</a> and follow us on Facebook (@TelekomRND) and LinkedIn (EWAR) for more updates.</li></ul>

----- END -----