



FaceGo FAQ

Will the units work in low light situations, for example hotel corridors?

- Yes – the devices use infrared as well as visible light to identify users. The infrared spectrum allows the device to perform well in low light.

Is the unit bulky, will it take up a lot of space?

- Wall 'footprint' is 295mm x 233mm and the unit weight, including enclosure, is 1.85kg.

Device security – are there any issues with usability?

- The units are generally more usable than fingerprint devices, with a larger proportion of the population being able to successfully enrol.
- The units are not affected by cleaning fluids on hands – completely contactless technology.
- If an employee sometimes wears glasses, but not all the time, it is a good idea to take them off half way through enrolment, so that the employee is recognised in both scenarios.

Personal security – as an employee, is my personal data safe, will it be used elsewhere?

- Devices are password protected, access is only given to authorised administrators, with limited access. They are only allowed to enrol or delete users, not edit or share.
- All personal data remains on the device – it is not transmitted elsewhere.
- All personal data is encrypted. The biometric data is not in the form of a photo or other image.
- See the data security document [here](#). This provides comprehensive information regarding device and data security.

How many employees can the units handle?

- 1000 or 2000 employees, depending on the specific model chosen.