WHIZ FREQUENTLY ASKED QUESTIONS
Authorized Distributor and Service Provider of Whiz

WHIZ FREQUENTLY ASKED QUESTIONS

Q: WHAT IS WHIZ?
A: An autonomous commercial vacuum/sweeper robot with two onboard, true HEPA-grade filters.

Q: WHO MANUFACTURES WHIZ?
A: SoftBank Robotics.

Q: WHERE IS WHIZ MANUFACTURED?
A: Whiz was designed and developed in Japan and is assembled in China via Foxconn.

Q: WHO IS A GOOD CUSTOMER FOR WHIZ?
A: Corporate campuses and office towers, multi-family unit housing, colleges/universities, school districts, hotels, convention spaces, stadiums/arenas, senior living facilities, hospitals, casinos, and more.

Q: WHY BUY WHIZ?
A: Facilities are finding it difficult to hire and retain janitorial staff; Whiz can help you overcome these labor challenges. Whiz will be your employee of the month, never calling in sick, and providing a consistent, high level of vacuuming/ sweeping. Almost every Whiz activity can be tracked. In addition, Whiz demonstrates your commitment to innovation in your facility.

Q: HOW MANY WHIZ ROBOTS ARE IN THE MARKET?
A: 20,000+ units globally.

Q: WILL WHIZ SAVE OUR COMPANY MONEY AND HOW CAN WE MEASURE IT?
A: Whiz provides useful information and target metrics that empower customers to understand the effectiveness and efficiency of their Whiz fleet deployments and give insights into the value and adoption of the solution.

Q: WHAT IS A GOOD CANDIDATE SITE FOR WHIZ?
A: A facility with at least 30,000 square feet of open spaces and hallways; however, if a customer has the need for a cleaner environment, square footage might not be the main factor.

Q: WHAT TYPES OF FLOORS CAN WHIZ CLEAN?
A: While primarily built for carpet, with a hopper tray on board, Whiz is also an ideal sweeper on hard surfaces (including wood, vinyl, or terrazzo) prior to a wet mop. The chevron brush automatically adjusts from soft surfaces to hard surface floors.

WHIZ FREQUENTLY ASKED QUESTIONS

Q: WHAT WHIZ IS NOT...
A: Whiz is not a floor scrubber. Many prospects may be familiar with large autonomous floor scrubbing units deployed at big box stores nationwide. These units are likely utilizing the same navigation system onboard Whiz (BrainOS).

Q: WHAT IS BRAIN OS?
A: The navigation system onboard Whiz. SoftBank Robotics America (SBRA) is the primary investor in Brain. SBRA is focused on continued upgrades in the software. Updates come on average monthly and are automatically uploaded to Whiz units.

Q: HOW DOES BRAIN OS WORK?
A: Using Lidar Technology via the Brain OS, users will map exact cleaning routes for Whiz. This is a one-time setup and allows operators to direct Whiz only where they want it to go. There are several ways for routes to be established, allowing for an easy setup.

Q: DOES WHIZ COME IN OTHER SIZES?
A: No. We look at the size dimensions of Whiz as an advantage. Any larger and Whiz could not navigate in environments like hotel hallways or the corridors of a call center. Any smaller, and Whiz would not have the bag capacity or suction power.

Q: IS WHIZ LOUD?
A: Whiz operates at 66 decibels. That is no louder than the average human conversation. This allows Whiz to be deployed during the day, even in office settings. Whiz can be programmed at an increased suction power, which typically is done in higher traffic areas including lobbies and entrances. This will increase the noise level of Whiz to 70 decibels.

Q: DOES WHIZ OPERATE AUTONOMOUSLY?
A: Yes; once Whiz is trained with routes it runs and operates autonomously. Whiz is a "cobot", meaning that while it runs autonomously, it requires a human to set it up and then maintain it should it need a battery, bag, brush, or filter replacement. Whiz Connect is intended to be an interactive experience for customers to drill down specifically into usage data.

Q: HOW IS IT DIFFERENT FROM ROOMBA AND OTHER HOUSEHOLD VACUUM CLEANERS?
A: Unlike Roomba et al, which are household and consumer cleaners, Whiz is a commercial, enterprise-grade solution that combines a robot, leading-edge AI, and machine learning for automating operations and data analysis. Whiz uses teach-and-repeat technology which smartly learns the space to protect people, itself, and the property. Teach-and-repeat allows you to efficiently retrain your Whiz unit any time there is a new environmental change. In addition, Whiz provides measurable proof of performance, or proof of cleaning, with Whiz Connect, a SaaS application that gives data and insights for each route Whiz performs. Whiz is also designed to not need a home dock or charging station. The dual battery charger and interchangeable batteries are provided so Whiz can continuously work just by swapping batteries instead of wasting time sitting at a changing station.

WHIZ FREQUENTLY ASKED QUESTIONS

Q: WHICH OPERATIONS DO I NEED TO COMPLETE BEFORE I RUN WHIZ? AFTER?

A: There are a few tasks to complete before and after you run Whiz to ensure optimal usage:

Before:
- Check that Whiz unit is clean.
- Turn on the secondary battery.
- Place the main battery in Whiz unit.
- Turn on Whiz unit.
- Take the pager with you.

After:
- Turn off the main power.
- Remove the main battery and place it on the charger.
- Remove and clean the blue hopper tray.
- Wipe off the cliff sensors with a microfiber cloth.
- Turn on the secondary battery.
- Place the pager on charger.

Q: WHAT OPERATIONS NEED TO BE COMPLETED ON A DAILY BASIS?

A: Best daily practices indicate the following:

- Clean the sensors and cameras.
- Check the dust bag for fullness. If it is full, replace it with a new bag.
- Dump the debris tray underneath.
- Remove the dust bunnies near the brush.

Please view "How to Store and Maintain Whiz Daily" for a brief tutorial.

Q: WHAT OPERATIONS NEED TO BE COMPLETED ON A WEEKLY BASIS?

A: Best weekly practices indicate the following:

- Inspect the HEPA filters and replace if necessary.
- Thoroughly clean and dry the hopper tray.
- Inspect and clean the brush.
- Clean the brush compartment of the unit.

Q: WHICH CONSUMABLES AM I RESPONSIBLE FOR PURCHASING?

A: Bags, filters, brushes, and additional Home Location Codes (HLCs).

Q: WHAT OTHER ITEMS ARE AVAILABLE FOR PURCHASE?

A: Additional dual charging battery docks and batteries.

Q: HOW DO I PURCHASE BAGS/BRUSHES/AIR FILTERS/ADDITIONAL BATTERIES/ADDITIONAL CHARGING DOCKS?

A: Contact your Authorized Canon and Whiz reseller.

Q: ARE SUPPLIES AVAILABLE THROUGH AMAZON OR ANY OTHER RESELLER?

A: Supplies are only available through SBRA and its resellers, such as Canon U.S.A..

WHIZ FREQUENTLY ASKED QUESTIONS

Q: HOW OFTEN DO I NEED TO CHANGE THE BAGS?
A: Bags are designed to be swapped on a weekly basis, once the floors are cleaned by Whiz. You will see greater bag usage in the first few weeks as your Whiz improves the cleanliness of the floor. The frequency of bag changes will decrease over time with regular Whiz usage.

Q: WHAT HAPPENS WHEN WHIZ NEEDS SERVICE OR BREAKS?
A: A three-year Software Service and Warranty is included in the Whiz subscription package. The dealership is the first line of defense when it comes to service. If the dealership cannot resolve the issue, the call goes to the Canon Technical Support Center (TSC) just like other Canon products, solutions, and services. If the TSC cannot resolve the issue, engineering, and SBRA are brought in. If the problem persists, the device is swapped out. When SBRA receives the device in question, if they can fix it, the unit is swapped back out to the customer. All routes and information are saved in the cloud, so no information is lost during this process. Please have your Whiz RIN number ready for us when you call.

Q: HOW DOES WHIZ RECEIVE SOFTWARE UPDATES?
A: Automatic updates are delivered remotely over 3G/4G so your team does not have to worry about it. Email notifications are sent to you for each of these updates, explaining changes and how to ensure proper usage. Any ongoing Whiz service is not affected, and the updates take effect automatically the next time Whiz is powered on.

Q: DOES WHIZ RUN ON WIFI?
A: No. Whiz runs only on 3G/4G networks to avoid other edge devices on customers' secure networks. This LTE service is part of the software service and warranty package.

Q: HOW DOES WHIZ PERFORM AROUND SLOPED OR STEPPED SURFACES?
A: Whiz may tip or fall over if running on or too close to steps, angled floors, or uneven surfaces. Grooves between floors, grates or other lids, escalators, elevators, moving walkways, braille blocks, and thick rugs should be avoided while mapping routes. If there is a risk of Whiz entering such an area along its route, please either set a physical barrier to block it, or ensure Whiz is supervised while it is running. If Whiz enters a vertical or horizontal transportation mechanism (e.g., escalator, moving walkway) there is a risk of it falling on, blocking, or falling down the space and damaging the structure or the unit itself.

Q: WHAT ARE THE CRITERIA FOR WHIZ BARRIERS?
A: When barriers are required, such as for the uneven surfaces described above, they should meet the following criteria. Please note that even though Whiz is equipped with cliff detection sensors, the sensors may not detect downward spaces less than 6 cm (2.5 inches) in height.

- The barrier should be more than 8 inches tall.
- The barrier must be heavy and stable enough to not fall or move when hit by the machine's front bumper.
- The barrier must be wide enough so that Whiz cannot enter through any gaps.
- The surface of the barrier cannot be reflective (e.g., mirror) or light transmitting (e.g., glass, net, fence).

Q: WHAT IS THE BEST WAY TO AVOID FALSE DETECTIONS FROM MY WHIZ UNIT?
A: To avoid "Path is Blocked" and "Robot Is Off Path" situations, please make sure Whiz's path is clear of obstacles such as chairs, trash cans, recycling bins, etc. Cleaning sensors regularly will help avoid false detections.

WHIZ FREQUENTLY ASKED QUESTIONS

Q: WHAT WOULD HAPPEN IF WHIZ RAN OVER WATER?
A: Just like any vacuum sweeper, Whiz is not designed to vacuum water. As Whiz does have an operator, we ask that there be a visual check of the room to make sure there is nothing dangerous for Whiz or the employees, guests, etc. in the area. If Whiz does run over water, just check it at night with the daily maintenance. If there is moisture in the device, dry it and clean the machine.

Q: WHAT WOULD HAPPEN IF SOMEONE TRIED TO RIDE WHIZ?
A: Whiz is not a ride-on product.

Q: CAN I TURN OFF THE WARNING SOUND WHEN THE MACHINE TURNS LEFT OR RIGHT DURING AUTONOMOUS CLEANING?
A: The sound can be turned off from the settings menu of the robot.

Q: WHAT IS THE MAXIMUM SIZE OF THE WASTE THAT CAN BE VACUUMED? ALSO, CAN IT VACUUM ANYTHING HEAVY?
A: The maximum size of up to 3cm (caliber of the suction port) can be vacuumed. The size of the waste will vary depending on the material of the floor. If heavy waste cannot be vacuumed up to the dust bag, it will be scraped up with a brush and collected with the hopper tray.

Q: WILL THE ROBOT DETECT SMALL OBJECTS?
A: Sensors will not be able to detect or avoid small objects that are less than 10 cm high from the floor surface.

Q: CAN A SINGLE HOME LOCATION CODE (HLC) BE USED ON DIFFERENT FLOORS?
A: It is not recommended. Please use a separate Home Location Code for each floor.

Q: WHAT KIND OF PROBLEMS WILL OCCUR IF THE MACHINE IS NOT CONNECTED TO THE ROBOT OPERATIONS CENTER (ROC)?
A: You will be unable to receive alert notifications. Also, the operation report will not be generated.

Q: DOES THE CLEANING MODE CHANGE AUTOMATICALLY?
A: Cleaning modes (Normal mode / Max Power mode) will not change automatically. Modes can be switched with a Max Power mode button.

Q: WHAT IS THE GROUNDING CHAIN FOR?
A: It is used to prevent hardware failure due to static electricity. The grounding chain will discharge the robot's electrostatic charge to the ground.

Q: IF THE ROBOT BYPASSES OBSTACLES (PEOPLE/OBJECTS/ETC.) DURING AUTONOMOUS CLEANING, WILL THE ROBOT GO BACK TO CLEAN THE AREA WHERE OBSTACLES WERE DETECTED?
A: The robot will bypass the avoided area and return to its original cleaning route. It does not have a function to return to the place where the machine had bypassed.

Q: CAN AUTONOMOUS CLEANING BE DONE DURING THE NIGHT (LIGHTS OUT)?
A: Yes, autonomous cleaning can be done in the dark.

Q: WHEN TEACHING A CLEANING ROUTE, WILL REVERSE MOVEMENTS BE MEMORIZED?
A: The robot will not remember reversed movements, however, if the bumper comes into contact with an obstacle during autonomous cleaning, it will retract several centimeters to avoid danger.

Q: HOW LONG ARE ROUTES?
A: Whiz runs on average 4,000+ square feet per hour. If Max Power mode is not used, Whiz can run closer to 5,000 square feet per hour, which could make 15,000 square feet per charge. For reference, a full-sized basketball court is around 4,000 square feet.

WHIZ FREQUENTLY ASKED QUESTIONS

Q: IS THERE A RECOMMENDED ROUTE SIZE?
A: We recommend a route run no more than 45 minutes to an hour or 5,000 square feet. Routes can be chained together and/or have a delayed start.

Q: WHAT ARE SOME EXAMPLES OF ROUTES?
A: Hotels: large ballrooms, lobbies, guest floors (not for guest rooms or gyms). Schools: libraries, hallways. Corporate campuses: hallways, lobbies, cubicle farms (excluding areas inside cubicles).

Q: ARE THERE ANY ROUTE LIMITATIONS?
A: Each HLC can store up to six (6) routes. HLCs are placed floor by floor or by zone in a facility. HLCs are 1-100, so there is an opportunity to have 600 routes. Routes can be changed and deleted.

Q: CAN HLCS BE MOVED?
A: If the HLC is moved, Whiz will not be able to perform intended routes and routes will need to be remapped.

Q: CAN ELEVATORS BE INCLUDED IN THE TEACHING?
A: The use of an elevator cannot be included in the cleaning route when teaching or during autonomous cleaning.

Q: WHAT SAFETY FUNCTIONS ARE IMPLEMENTED DURING AUTONOMOUS CLEANING?
A: Multiple sensors identify steps, walls, and obstacles. If your robot does come into contact with an obstacle, the bumper will detect and stop immediately.

Q: WHAT IS THE BATTERY LIFE?
A: Average life is three hours per battery. There is a three-hour charge time. As Whiz comes with two batteries and a dual battery charger, the batteries can be changed out on the fly, keeping the unit up and running virtually 24/7/365. The estimated lifetime of the battery is around 1,000 charges prior to seeing battery time degrade.

Q: AT WHAT PERCENT OF BATTERY WILL THE USER RECEIVE AN ALERT?
A: Once the battery is below 15%, there will be an alert.

Q: IS THERE A DOCKING STATION?
A: While Whiz starts and stops routes at the same place (Home Location Code), Whiz does not have a docking station for charging. Because of its removable batteries, Whiz can stay in operation all day, as long as one battery is charging while the other is in operation. There is no need to have Whiz sit charging when it can be used virtually 24/7/365.

Q: CAN I WIPE THE INSIDE OF THE DUSTBIN WITH A WET CLOTH?
A: No, please do not use any wet cloths.

Q: CAN I CLEAN THE SENSORS AND CAMERAS WITH WET TOWELS?
A: Please do not wipe with anything wet. Use the supplied microfiber cloth to wipe off any dirt on the sensors and cameras.

Q: WHAT IF THE DUSTBIN COVER WON'T CLOSE?
A: Check the installation of the bag to ensure that the dust bag is installed properly. Once it is clicked in, the Dustbin Cover will close. Check to see if any foreign objects are caught between the Dustbin Cover and the machine. If the Dustbin Cover has been damaged, contact your reseller for service to be remapped.

WHIZ CONNECT FREQUENTLY ASKED QUESTIONS

Q: WHAT DOES WHIZ CONNECT SHOW ME ABOUT WHIZ ROUTES?
A: Whiz Connect gives you an overview of all the routes run by Whiz, including when they were run, how long they took, how many assists were required, and a map outlining both the trained and autonomously run routes. This provides you with confirmation of the cleaning to take the guesswork out of where, when, and how your carpets have been cleaned.

Q: HOW EASY IS IT FOR ME (THE CUSTOMER) TO SEE MY WHIZ FLEET?
A: Admin users can view the details of their fleet in the "Robots" tab of Whiz Connect.

Q: CAN I CHANGE THE TIME PERIOD FOR THE DATA I WANT TO SEE?
A: Yes, you can change the dates, but not the times.

DATA:

Q: WHAT TYPES OF DATA/METRICS WILL I RECEIVE?
A: Several metrics including: total run-time, time spent training, time spent running autonomously, the area covered (square feet), distance covered (feet), number of assists, type of assists, ROI information, and route maps.

Q: CAN THE DATA/METRICS MENTIONED ABOVE BE EXPORTED?
A: Yes, for customers, this can be done as a PDF file.

REPORTS, ANALYTICS/INSIGHTS:

Q: WHICH REPORTS COME OOB (OUT OF THE BOX)?
A: There are several reports that come OOB. An "overview report" that includes usage coverage and time, assists, and the number of routes run. A "route run report" provides information on the routes run by the robot.

Q: CAN I CUSTOMIZE REPORTS? CAN I CREATE MY OWN?
A: Yes, you can adjust the time frame and view data by location and other user-generated labels.

Q: WHAT ARE EXAMPLE QUESTIONS THAT THE DATA/ REPORTING CAN ANSWER/ADDRESS?
A: Here are a few examples:

- "When was cleaning performed?"
- "Where was cleaning performed?"
- "How thorough was the cleaning on a given route?"
- "What routes might need retraining?"
- "How might I improve the overall utilization of Whiz?"

SMS NOTIFICATIONS:

Q: WHICH TYPES OF NOTIFICATIONS WILL I RECEIVE?
A: You will receive messages regarding assists, the start and end of a route, and more. You will have full control over when you want to receive these messages.

Q: HOW DO I TURN SMS NOTIFICATIONS FOR MY WHIZ UNIT ON/OFF?
A: For a robot operator to be subscribed to SMS, there are two simple steps to follow:

Step 1: Activating
- This needs to be done by an admin user at your company. If you don't know who that is, contact your Customer Success Manager, and we will be happy to help.
- Go to the Subscriptions tab in Whiz Connect.
- Select "Add Subscription".
- Enter the business phone number that will receive messages.

Step 2: Subscribing
- Now that the phone number has been added to our system, the phone's owner needs to text the number listed in the Subscriptions tab to opt-in or out of notifications.
- Text "START" to subscribe.
- Text "STOP" to unsubscribe.

Q: CAN I RE-SUBSCRIBE TO MY NOTIFICATIONS?
A: Yes. When you no longer want to see these messages, text "STOP" to the same number to unsubscribe. Your subscription can be stopped and reactivated as frequently as needed. To re-subscribe, please follow the same steps listed above.

Q: WHAT IS EZ SETUP?
A: EZ Setup allows you to map just the perimeter of your cleaning area, and Whiz will fill in the blanks.

WHIZ EZ SETUP FREQUENTLY ASKED QUESTIONS

Q: WHAT IS THE MAXIMUM SIZE OF THE AREA FOR A MAP TO BE CREATED USING EZ SETUP?
A: The maximum size of the area for a map to be created using EZ Setup is 10m x 100m, and the recommended specification is <10m x 100m or <32 ft x 328 ft, meaning that one side must be 10m (32 ft) or less.

Q: HOW DO I USE EZ SETUP TO CREATE A MAP?
A: The map will be created in the following steps:

- Select "Teach Boundary" on the teach mode screen.
- Make a roundtrip starting with the longest side.
- Return to HLC in the shortest distance from the endpoint.
- Tell the unit if you want to vacuum normal or high mode at least once during the route.

Note: as long as you turn the vacuum on or off once during the route, that setting will be applied to the entire route in EZ Setup.

Safety Notice: Whiz may tip or fall over if running on or too close to steps, angled floors, or uneven surfaces. Grooves between floors, grates or other lids, escalators, elevators, moving walkways, braille blocks, and thick rugs should be avoided while mapping routes. If there is a risk of Whiz entering such an area along its route, please either set a physical barrier to block it, or ensure Whiz is supervised while it is running. If Whiz enters a vertical or horizontal transportation mechanism (e.g., escalator, moving walkway) there is a risk of it falling on, blocking, or falling down the space and damaging the structure or the unit itself. Please see the "Whiz" section of the FAQ to learn more about the types of barriers we suggest for Whiz units.

Q: WHAT IF THE SAME BOUNDARY WAS MADE TWICE?
A: If the boundary was covered twice during EZ Setup, it will create a map that will not clean inside the boundary.

Q: HOW DO I DISTINGUISH AN EZ SETUP CLEANING ROUTE FROM A NORMAL CLEANING ROUTE?
A: There is no difference between starting autonomous cleaning with EZ Setup and normal cleaning. To distinguish each route, the banner is colored blue for routes mapped by EZ Setup and colored gray for routes mapped by normal cleaning.

Q: WHICH POWER MODE WILL WHIZ USE WHILE RUNNING ROUTES MAPPED WITH EZ SETUP?
A: With normal cleaning, the power mode the vacuum uses will reflect the modes the operator used while teaching the route. However, with EZ Setup, the vacuum will use either normal or power mode. Moreover, even if the vacuum mode was switched during teaching, and if power mode was used even once, the entire route would run in power mode.

Q: WHAT ARE SOME EXAMPLES OF BOUNDARIES?
A: Boundaries that don't have obstacles and follow the measurement guidelines are considered good boundaries, those with obstacles are not recommended.

WHIZ DATA PRIVACY FREQUENTLY ASKED QUESTIONS

Q: WHAT DATA IS COLLECTED?
A: Whiz collects sensor data, customer information (to ensure client-specific reports and analysis are provided), and analytics which help inform us so that we can provide you with the best experience possible.

Specific data collected:
- Whiz Sensor Data: images from 2D cameras, map data, other robot-specific sensor data, system logs, route run information, etc.
- Whiz Connect Data: customer information (user account, location information, etc.)
- Whiz Usage Data: such as cleaning time, cleaning coverage, assist logs, and images (for use by our engineers in diagnostic activities on an as-needed basis).
- Other Data: analytics related to service and website usage.

Q: HOW IS DATA STORED?
A: Data is stored both in the cloud and on Whiz. Map data and images that are triggered by an assist or emergency button press are uploaded to our cloud infrastructure, located in the United States, and are stored permanently. Data is stored on a first-in, first-out basis. Usage and event data is stored on the Whiz unit on a first-in, first-out basis for several days after a route is run (the time varies depending on usage). Customer data can be erased on US systems if requested. Product data is retained by SoftBank Robotics for internal use.

Q: HOW IS DATA SECURED?
A: Whiz and Whiz Connect utilize security and encryption that meets or exceeds industry standards. Data is encrypted using TLS1.2 in transit and at rest. Our authentication provider is ISO27001 and ISO27018 certified, and has been independently tested for compliance and security, meeting or exceeding requirements for HIPAA and EU-US Privacy Shield, and is Gold CSA STAR certified. Additionally, our cloud infrastructure and security certificates are continuously monitored and our APIs are resistant to DDoS attacks using tools and services provided by Google.

Q: WHO HAS ACCESS TO THE DATA?
A: SoftBank Robotics and Brain Corp employees have access to the data to help provide services related to the use of the product, such as Customer Care and Troubleshooting. Customers also have access to their Whiz data through the Whiz Connect application.

Q: WHAT IS THE DATA USED FOR?
A: The data is used to provide our customers with insights into cleaning operations, including business value, optimization, and confidence in clean, and for services related to your operation of Whiz. The data is also used to inform performance improvements made to our products.

Q: WHAT HAPPENS TO THE DATA IF A CUSTOMER CANCELS/IS NO LONGER A CUSTOMER?
A: Whiz data is removed from the unit. Data related to the use of the product is retained permanently by SoftBank Robotics.

Q: WHO OWNS CUSTOMER DATA?
A: Data provided by the customer is owned by the customer and data generated through use of the product is owned by SoftBank Robotics America and Brain Corp.

Q: WHAT ARE YOUR TERMS OF USE?
A: Terms of use can be found at us.softbankrobotics.com/terms-of-use for any questions you may have, please email whiz-support@softbankrobotics.com.

Q: DOES WHIZ HAVE ANY SOUND RECORDING CAPABILITIES EITHER ORGANIC OR TO A REMOTE LOCATION?
A: No.

Q: WHEN DOES WHIZ TAKE PICTURES?
A: To help end-users and our support team assist with troubleshooting scenarios, Whiz also has the ability to capture one-time images of the environment (i.e., floor and immediate forward-facing field of view). The camera does not record video or audio, and remains deactivated unless prompted by a troubleshooting workflow.

Q: CAN WHIZ IMAGING CAPTURE WRITING ON DOCUMENTS, ETC.?
A: Whiz's 2D camera is angled downwards and is therefore unlikely to see any documents on desks or walls, etc.

NOTES

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