# ZEROEYES™

# FAQs

## General FAQs

Locations: **Philadelphia Metro (HQ) | Virginia | Hawaii**
Phone: **267.435.8073**
Web: **www.zeroeyes.com**

**Q: What happens if ZeroEyes does detect a gun?**

A: If a firearm is detected, an alert is sent to ZeroEyes' Operations Center. Once positively identified, it is then sent to a local emergency dispatch (such as a 911 call center), onsite security staff, police and authorized personnel. This process takes as fast as three to five seconds and bypasses the traditional dispatch process.

**Q: What type of information is provided with the alert?**

A: We include details such as the location of the camera geographically placed on a map of the property, bounding box identifying the detected firearm and detection label. If a situation is ongoing, all additional detections and alerts will be routed accordingly.

**Q: How quickly can ZeroEyes detect a weapon? What's the latency or delay in weapons detection?**
A: We strive to deliver alerts in as near real-time as possible. Our typical delay between detection and alert delivery is less than five seconds.

**Q: What type of weapons do you detect?**

A: We have trained our weapon detection on several types of guns, such as pistols and AR-style rifles. We have also added training for homemade guns, rare firearms, and others to ensure capture of the broadest range of guns. We are constantly improving and adding to our AI model.

**Q: Can ZeroEyes detect concealed weapons?**

A: No, we do not detect or alert on concealed weapons or weapons in a holster.

**Q: From how far away can ZeroEyes detect a weapon?**

A: The detection distance is based on the camera resolution and zoom level. Simply put, if a human eye can identify the gun, then ZeroEyes' AI can detect it. We can detect guns within 0.1% of the frame.

**Q: How long does it take between ZeroEyes positively identifying a potential threat, to local law enforcement being notified?**

A: On average, no more than five seconds.

**Q: Right now all notifications go to ZeroEyes first before it is then sent to a customer or dispatched to local law enforcement. What happens if a weapon/potential threat is detected late at night?**

A: Our ZeroEyes Operations Center is staffed 24/7/365 with highly-trained military veterans and ex-law enforcement, who verify all potential gun detections and dispatch true, verified alerts to our customers and law enforcement.

# Technology FAQs

**Q: Is ZeroEyes installed in the cloud or on premise hardware?**

A: We have configurations available for both cloud and on premise installations, depending on the customer's requirements.

**Q: How many false positives do you get? How about false negatives?**

A: We are always looking to minimize false positives and are constantly improving our learning models based on data collected. In an actual customer installation, we incorporate time upfront to collect data and custom tune the parameters for each camera, which allows us to more effectively filter out false positives.

# Privacy FAQs

**Q: Do you use facial recognition?**

A: No, we only do firearm detection. The only time a person's face would be retained would be in the instance of an active shooter/mass shooting incident.

**Q: Does - or can - your technology integrate with facial recognition software?**

A: Our technology sits on top of an organization's current IP security cameras, which could also have facial recognition software installed by the organization. ZeroEyes does not manage that software.

**Q: Do you collect customer data for use otherwise?**

A: We do not monitor, collect, or store video feeds. If allowed by the customer, we record video of our technicians onsite in the process of testing detections during the installation phase. We store any detection image, false positive or true positive for improving our AI and providing forensic false positive reports. This data is always transmitted and stored in an encrypted format and data retention timeframes can be specified by the customer.

**Q. Do you store biometric identifiers?**

A: No, for the privacy of all, we do not store any biometric identifiers.

# Get in Touch

Do you have additional questions, require specifics, or need resources? Reach out to your representative or [contact us here.](#)

Interested in seeing ZeroEyes in action or deploying at your site? [Schedule a live demonstration here.](#)