

COOLPAD BUBBLE FAQs

WHAT IS BUBBLE?

Bubble is a safety tool used to promote social distancing. It detects and alerts when other devices are within 6 feet of proximity, continuing until the intruding device is safely out of distance. This is a safe solution for helping people minimize close interactions while recording data for contact tracing capabilities.

HOW IS BUBBLE BETTER THAN OTHER TYPES OF PROXIMITY DEVICES?

Coolpad uses a unique combination of Bluetooth and Ultrasound technologies to detect distance proximity. It does not require additional infrastructure such as beacons or anchors to work, unlike pure Bluetooth or Ultrawideband solutions.

Bubble work anywhere, indoor or outdoor, right out of the box.

Bubble also provides the most accurate and consistent measurements in the industry using a patented technology solution. There is no other product in the market that competes with our solution.

WHY DID COOLPAD CHOOSE TO USE ULTRASOUND TECHNOLOGY?

A patent-pending combination of Ultrasound and Bluetooth technologies provide the most accurate distance measuring capability possible without need for other external infrastructure. Our technology also provides less false alerts because it does not penetrate through walls like other technologies do.

HOW ACCURATE IS THE DISTANCE DETECTION?

The Bubble device provides superior accuracy of within 3cm. The accuracy combined with the technology used also allows for far less false reporting than other Bluetooth, UWB, and Wi-Fi based positioning technologies.

WHAT TYPES OF ALERTS WILL I GET?

A series of alerts will go off depending on the distance and duration of the intrusion events. These alerts consist of lights, sounds and vibrations. The table below explains the expected alerts for intrusion events at a normal walking pace. If the intruder is running or walking very fast, the alerts could be delayed.

Proximity Detection of ≤ 6 ft	Flashing Red Light, Tone, & Vibration
Proximity Intrusion of > 30 seconds	Flashing Red Light, Different Tone & Vibration

CAN YOU DISABLE THE ALERTS?

Yes. Proximity Alerting can be turned on and off depending on the situation. It is ON when you see a flashing White light every 5 seconds. Proximity Alerting is OFF when you see a flashing Blue light every 5 seconds. Intrusion event data is still captured on the device for contact tracing purposes and is transmitted to the dashboard even if Alerting is OFF.

HOW IS DATA TRANSMITTED TO THE DASHBOARD?

The device transmits data once an hour via a Wi-Fi connection which is set up by customer's IT administrator.

If Wi-Fi cannot be found at the time the Bubble tries to transmit, the Bubble will retain the data in memory and return to proximity tracking. Another attempt to upload data will be made at the next scheduled transmission hour. The Bubble can retain hundreds of thousands of contact events.

HOW SECURE IS THE DATA TRANSMISSION?

Our devices connect securely to the local Wi-Fi network using the WPA2 protocol. The data is then transmitted to our dashboard via encrypted, mutually authenticated TLS 1.2 sessions. We store only the minimum data required to support the product features, and we encrypt all such data at rest using AES-256 encryption. Robust access controls and a hardware-assisted key-management system control all access to your data.

WHAT DATA DOES THE DASHBOARD PROVIDE?

The Coolpad Bubble Dashboard provides an effective way to monitor, manage, and analyze data collected from the Bubble Devices. It allows decision makers to analyze trends, correlate them with historical data, identify at-risk users, and, ultimately, implement continuous improvement and behavior modification programs. This is a great tool to optimize your employee workflow and minimize close contact interactions.

WHERE CAN BUBBLE BE USED?

The Bubble devices are designed to be used indoor and outdoor in industrial type environments. The Bubble is built with durability in mind and has IP-52 waterproof and dustproof rating. The device is ideal for product manufacturers, food processors, and warehousing and logistics organizations.

DOES THE BUBBLE COLLECT ANY PERSONAL INFORMATION?

No. The Bubble only collects data related to the contact interaction including, Device ID, Neighboring Device ID, timestamp, minimum and average distance, duration of event, and battery level. No personally identifiable information (PII) is collected on the device.

The Bubble Dashboard does allow for a User ID to be linked to the Device ID. This is entirely up to the customer to input and is at their own discretion. Only authorized personnel are allowed to input this data.

DOES BUBBLE TRACK LOCATION?

The Bubble currently does not track location. However, the hardware does support GPS which can be enabled for future features. This is one of the great parts of this device. Future features can take advantage of GPS and LTE built into the device if you choose to enable them.

CAN WE USE OUR OWN BACK-END SYSTEM OR THIRD-PARTY SOFTWARE?

Yes. Coolpad can support exporting data in CSV format or via an API. Data may be transferred daily or as needed. We may also be able to work with you directly with custom integration into your current third-party software.

HOW LONG DOES IT TAKE TO SET UP?

Bubble works right out of the box! You can start tracking proximity immediately.

The only feature to set up is Wi-Fi configuration so that you can start recording and transmitting data. This only takes a few minutes per device.

WHAT IS YOUR PRIVACY POLICY?

We will be adding this shortly.