Q1. Where the data records stored?

A1. Every face scans will automatically be stored in the reader. Once you reach the maximum limit of images, it will automatically overwrite.

Q2. How about the reporting? Is it excel list records?

A2. Yes, The records are stored as picture and event log records with name, date, time and temperature.

Q3. What software used to export the picture records from FR500?

A3. Users can export the picture and event log records from FR500 through LAN to local PC using a software.

Q4. Are there any records for visitors who scan on FR500 readers?

A4. Yes. There will be a event log records indicated as "unknown". The event log of visitors will also have the date, time and temperature and reference picture file path. The picture records can be served as useful evidence in case of any incidents.

Q5. What is the QR code for?

A5. After face scanning to check for temperature, visitors can fill in their information online as per government SOP via QR code on the reader. Every customer will be provided a FREE visitor declaration online form with a unique login and password where customers can access and export all the visitor records easily. The government SOP for oversea may be different depending on the country applied.

Q6. Can this FR500 reader integrate into existing access control/ time attendance system?

A6. Not at this moment. FR500 is meant for standalone door access or pedestrian access for fast temperature and mask detection.

Q7. Can this FR500 reader install outdoor?

A7. It is meant for indoor usage. Not recommended for outdoor usage because the outdoor condition may impact the accuracy of temperature scanning.

Q8. How to enroll the same users to multiple FR500 readers?

A8. Step 1 - Every user needs to scan their face at FR500 reader without a mask for the very 1st time.

Step 2 - Login software, search for all the access record.

Step 3 - Each event log with unknown faces can be register on the same screen.

Step 4 - Export the particular user library to LOCAL PC.

Step 5 - Import the exported user library folder to all other FR500 with the same method and same software.

Q9. If FR500 reader detects abnormal temperature or not wearing a mask, what will happen?

A9. FR500 reader has a built-in voice alert. It also can trigger alarm output for siren and strobe light. The software will have alarm buzz sound to alert admin that someone with abnormal temperature or not wearing mask.

Q10. How about the after-sales service on warranty, repairing and technical support?

A10. MAGNET has been in the security industry for 40 years, and we have a strong support team locally to support our dealer worldwide.

Q11. How to search for photos for users/visitors?

A11. Administrators need to transfer picture and event log records from the reader to local PC at regular intervals via a software. The administrator can search the folder of the event log that transferred to local PC and refer to the picture file path to search for picture record.

Q12. It is the temperature can set follow company law? Or it is the same for every country? What is the default temperature range?

A12. The default temperature is set at 37.4 °C. Users can easily adjust the temperature depending on their country's requirements.