



<Top 7 Q&A List>

Q.1) What kind of brand and model of thermal printer can we use the customized firmware?

- You can use any brand and model of thermal printers, but you need to consider that thermal printer should support serial communication.

Q.2) Can we have a demo firmware for any of the supported model to test or show demo to customers?

- Yes, you can have the demo firmware. Please contact Suprema Authorized Partner and Suprema Sales team for further support.

Q.3) If I update this customized firmware to a device, can we revert to normal firmware?

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- Yes, you can revert. Reverting firmware to normal one is as same as upgrading firmware. Please check linked article.

[\[BioStar 2\] How to Upgrade Device Firmware](#)

Q.4) How do you schedule for staff who is required to eat for more than once?

- Currently, it is not ready to provide to customers. We should consider a customization, so please contact us for further support.

Q.5) Please explain the difference between FaceLite and FaceStation 2. Why can we use the QR detection with FaceStation 2 not FaceLite?

- FaceStation 2 has two cameras; one is a visual camera and another one is an IR camera. Visual camera is useful to show the customer's face and take a picture to leave image logs. IR camera is for Face Recognition.
- Since FaceLite doesn't have the visual camera onto the device, you can use QR Code detection with FaceStation 2 which has the visual camera to detect QR Code.
- For more detailed information for the difference, please refer to the below link.

[\[BioStar 2\] New Production Introduction : What is FaceLite?](#)

Q.6) Can we use double factor, for example, QR code + PIN?

- Yes, you can set up authentication mode in BioStar 2 > Deice menu.
- [\[BioStar 2\] Configuring Authentication Mode](#)

Q.7) Can we use QR code customized feature in VISITOR Module?

- We are sorry, but it is not supported now. You cannot manually put card number for Visitors.

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