



Can tech support log into a techs device to provide support and take over i-record?	Yes- by using the Team viewer Quick support APP on the techs phone.
Can the tech send information to tech support with the i-record APP?	Yes- there is a support i-con that can be used to send all information on the control and a video or picture of problem.
Can you perform a reset on the controls with i-record?	Yes- resetting a control to default settings or factory default setting is much easier no need for red flashes.
Can the Ric 290 sensors be adjusted with i-record?	Yes- all parameters can be adjusted and can perform learning sensors.
Does i-record have an error history section like the FPC?	Yes- and it will also give you the error description along with trouble shooting information for that error.
Is loading new software easier with i-record than with the FPC?	Yes- it is much easier to find and load new software with fewer steps than with the FPC much more user friendly.
How will I know when new software is available?	You will have a notification on the home page service window in red letters on any new software available.
How do I receive the new software or any updates to my i-record APP?	You will need to connect to Wi-Fi then select sync data with server to receive the updates and new software.
Can you down grade software like we can with the FPC?	Yes- by one version down from the current software.
What controls will i-record be compatible with?	It is compatible with all system 20 controls and all swing controls with software 2.0 and higher.
Will i-record support apple i-pad or i-phones?	No- it is currently only compatible with certain android devices.
Will I need Wi-Fi to use i-record to program the controls I'm working on?	No- i-record uses a dongle and blue tooth for communication between your android device and the dongle.
How many uses do you get with i-record?	You will get 50 uses after syncing to the server. Once you are at 0 uses you will need Wi-Fi and resync to get 50 more.
What is required to get registered for i-record?	Users will need to create an account on the record-usa website.
What is a pool manager?	Pool managers add and delete users and dongles with in there group of users (techs).
What needs to be done to setup the i-record APP?	Once you down load the APP you will need to enter your username & password. Next enter your dongle number.
Are there fees with the i-record?	There is a one-time fee for the dongle and a reoccurring monthly fee for the membership usage.
Will the FPC still be available?	FPC is being phased out beginning 7/1/21. Consult factory regarding any FPC-902 purchases after 7/1/21.
Will new software still be available for the FPC?	Yes will have update and bug fix packages available through the end of 2021.
Will the FPC still work for programing controls?	Possible that parameter and function extensions can no longer be used with door systems after Q1 2021.

