

# WLIR-DC SOFTWARE INSTALLATION MANUALS

## Introduction

FOTRIC WLIR-DC is temperature-screening software, based on IR thermal camera's temperature measurement, and Digital Camera's face detection.

To download latest WLIR-DC software and its installation manuals, Please kindly visit <https://www.fotric.com/support-wlir-dc>

## Important Notice

Please kindly update your current WLIR-DC software to the latest version.

All versions before February 25<sup>th</sup> 2021 will be discontinued by 25<sup>th</sup> March, 2021.

If you are using WLIR-IR software, upgrade is NOT recommended.

## CONTENT

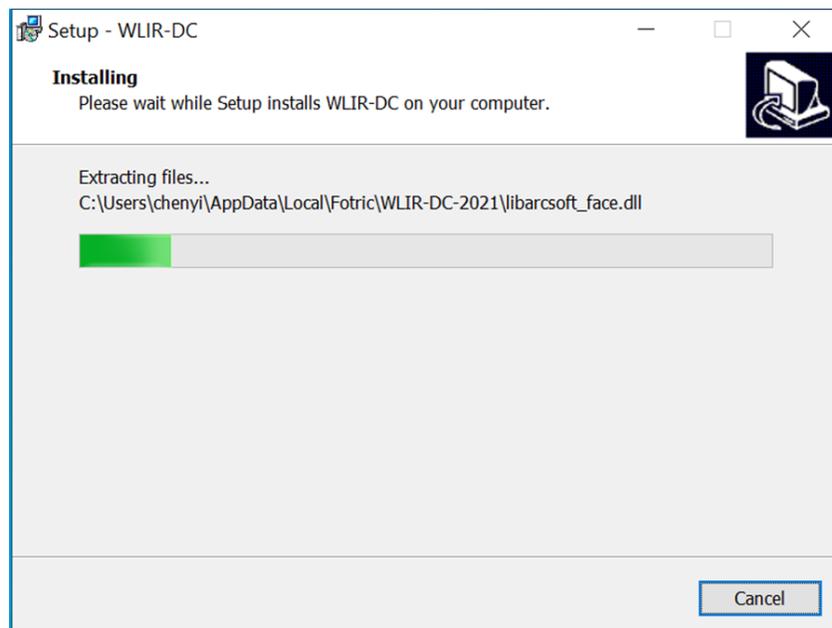
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## Steps on WLIR-DC software installation

### Step 1, One Click to Install WLIR-DC software

There is no need to uninstall the existing software and its driver.

Click the “WLIR-DC setup” to install the latest version; the software update will be completed automatically.



And the WLIR-DC software icon on desktop will be refreshed.

## Step 2, Activate DC Face Detection

➤ *Caution! Activation requires internet connection.*

During activation, every thermal camera can be used to activate only one computer' WLIR-DC, not second computer's.

So, please always install and activate the WLIR-DC software in the correct computer.

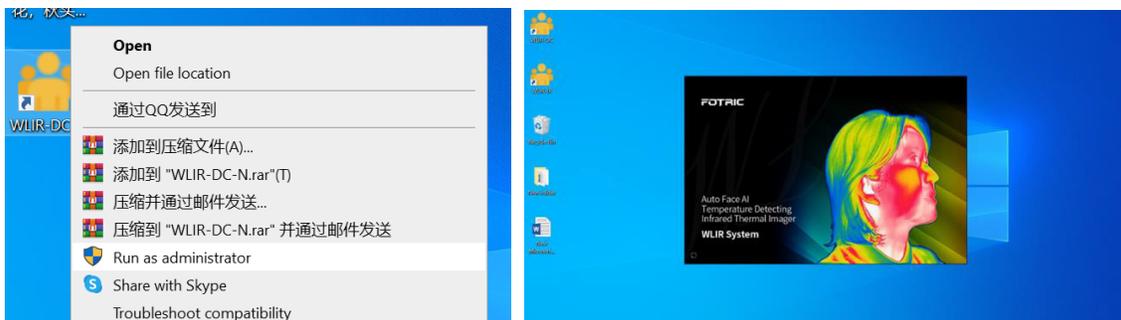
➤ After successfully activation, the activated WLIR-DC can be connected with any Fotric thermal camera (no matter it had been used for activation or not yet).

### Please follow procedures as below:

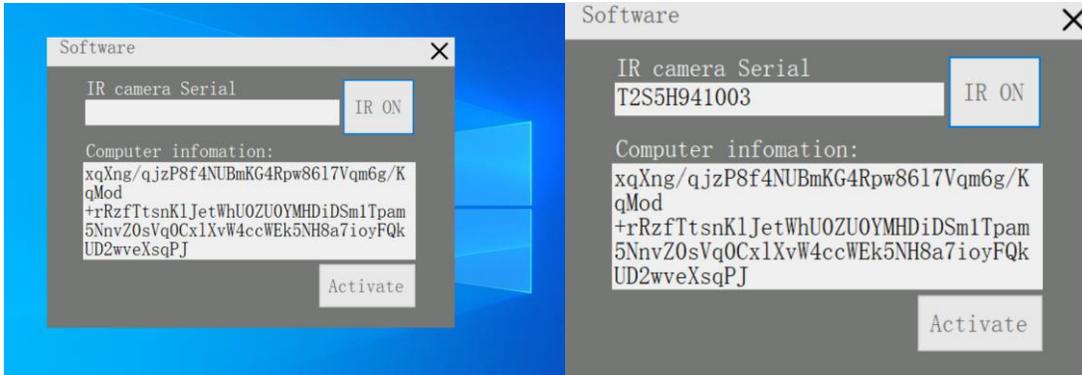
1, Connect your computer to the thermal camera (power on), and to Internet.

➤ **Caution!** Please make sure that your computer's date and time set is correct or Auto Sync.

2, Right Click to choose "run as administrator", to open the installed WLIR-DC software, wait a while before it launches activation program.



In the pop-up menu, click "IR ON" button to acquire thermal camera's Serial Number.

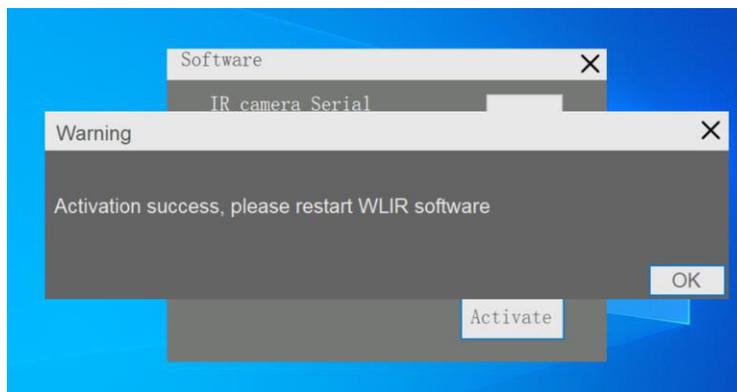


After display IR camera Serial Number, click on “Activate” button to activate.

- **Caution!** Please again make sure your computer is well connected to Internet.

Now DC Face detection is activated successfully for permanent offline use.

(No more Internet condition is needed)



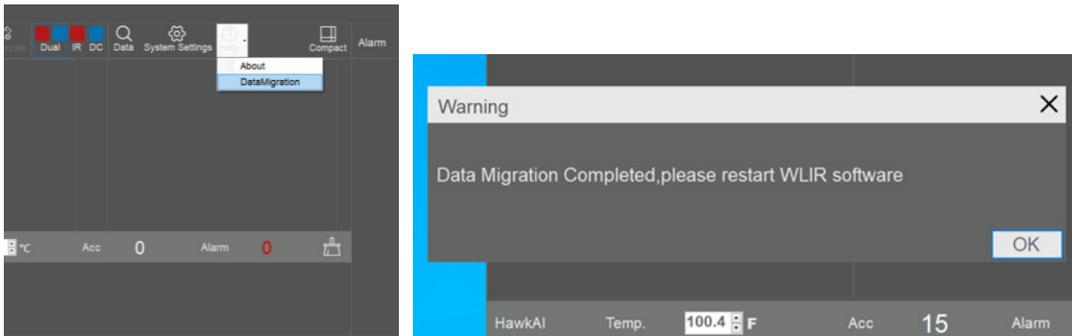
If activation failed, please contact FOTRIC global technical support: [support@fotric.com](mailto:support@fotric.com)

### Step3: Migrate Configuration Data if needed

Configuration data include Match, Units and other settings in the Systems settings menu.

Click “Help” icon in the WLIR main interface, and choose “DataMigration”.

The configuration data migration is completed automatically.



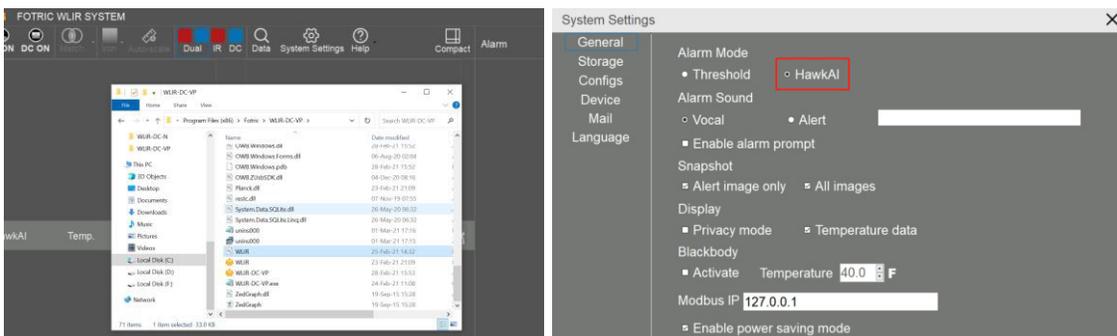
If not successful, you can manually migrate by search DB file’s location in below paths.

Open file: Disk C:>ProgramData (which is a hidden folder) >Fotric >WLIR folder,

Or: Disk C:>ProgramFiles(x86)>Fotric>WLIR-DC folder,

Or: Disk C:>ProgramFiles >Fotric>WLIR-DC folder.

Choose the Database file named “WLIR”.

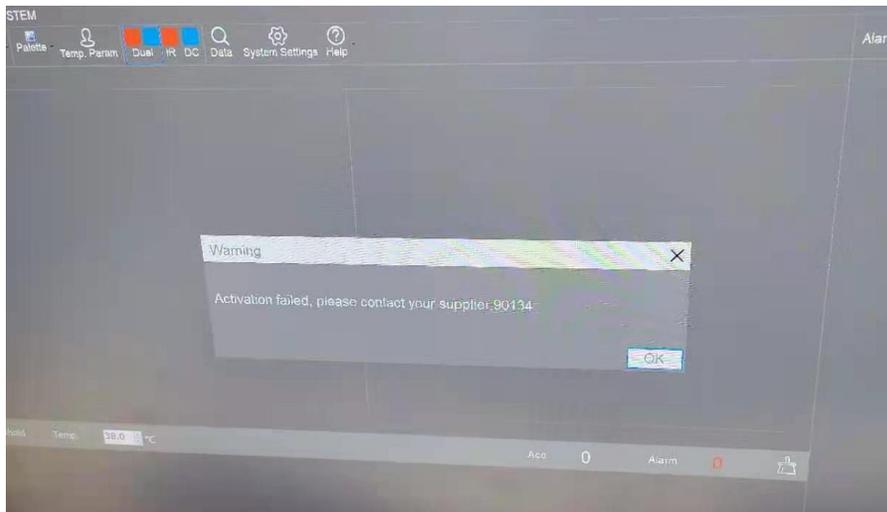


After data migration, please also open the system settings- general, to check if the “Alarm mode” has been set to “HawkAI”.

## Frequently Asked Questions

### 1, Question:

What is the error message “Activation failed, please contact your supplier: 90134”? Like below:

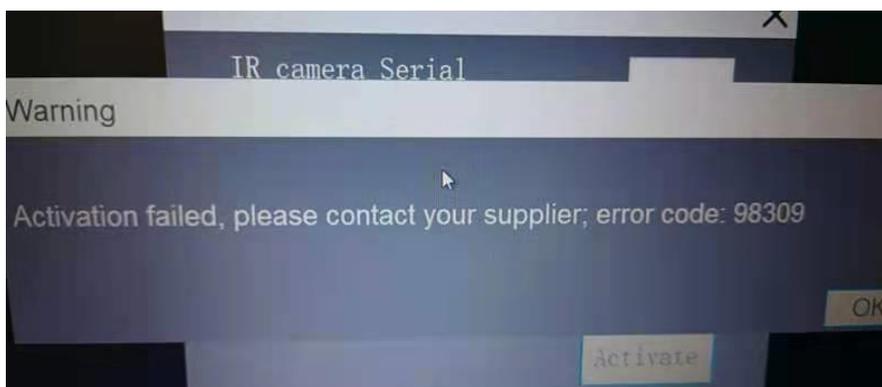


### REPLY:

Please adjust your computer’s date and time to correct, or use “auto sync”.

### 2, Question:

What is the error message “Activation failed, please contact your supplier; error code: 98309”? See below:



**REPLY:**

This message means that this thermal camera has been used for activation in another computer before.

If you need to migrate the activation to a new computer, please contact FOTRIC support email: [support@fotric.com](mailto:support@fotric.com) . Email contents must include thermal camera's type and Serial Number, end user's company name, and contact person.

**3, Question:**

What should I do, if the installation or activation of WLIR-DC failed, when computer is connected to internet and thermal camera?

**REPLY:**

Please first consider to use WLIR-IR software as a temporary solution, which do not need activation. WLIR-IR software uses thermal image to detect human face, which has higher face recognition rate at weak light or backlight environment.

Download link: [www.fotric.com/support-wlir-ir](http://www.fotric.com/support-wlir-ir)

Meanwhile, please send the error message to FOTRIC support email [support@fotric.com](mailto:support@fotric.com) . The email content should include the error message, photo of the computer screen shot, camera type and serial number, WLIR software version.

**4, Question:**

What should I do if the company/organization's computer is not permitted to connect to internet for online activation?

**REPLY:**

If your thermal camera's working environment insist to use WLIR-DC software, please contact FOTRIC support email [support@fotric.com](mailto:support@fotric.com) . The offline activation may take longer time.

**5, Question:**

Why is the face recognition rate appears not as good? Or why can't it detect face at some time?

**REPLY:**

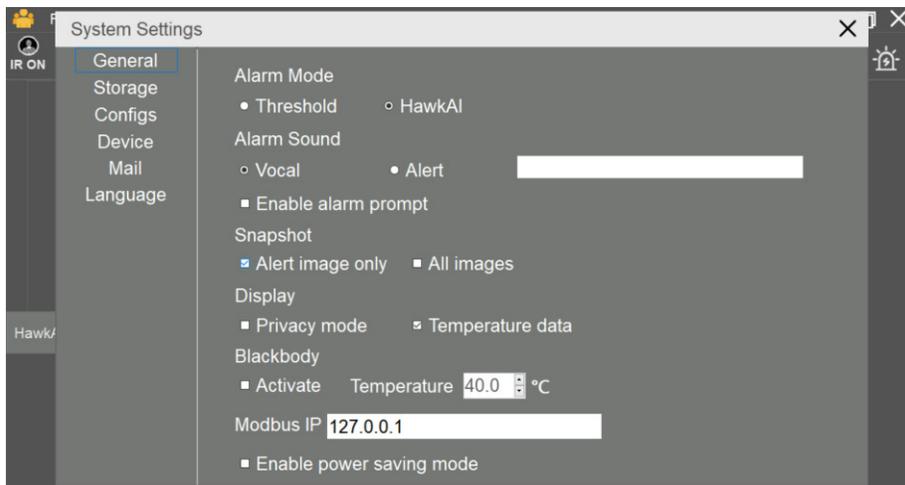
FOTRIC has run two weeks' continuous field test, and the test result shows: the latest version is excellent as previous one.

Please kindly check according to the below steps:

First, make sure you have complete the configuration data migration. If still not working, please check if the Alarm mode in the “system settings- general” has been set to “HawkAI mode”; and if the Display in the “system settings- general” has select “temperature data”.

Secondly, please check if the match of IR and DC is aligned well. If not, the temperature reading may be wrong.

Thirdly, please check if the IR thermal image is blurred or not. If blurred, it is requested to manual adjust the focus ring of the thermal camera. Wrong focus range may lead to lower temperature reading or none result.



**6, For other troubleshooting issues regarding to operation use of WLIR-software, please download the “Operation Guide” and “FAQs” document in official website page.**