

Telpo

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TPS980T FAQ



TPS980T FAQ

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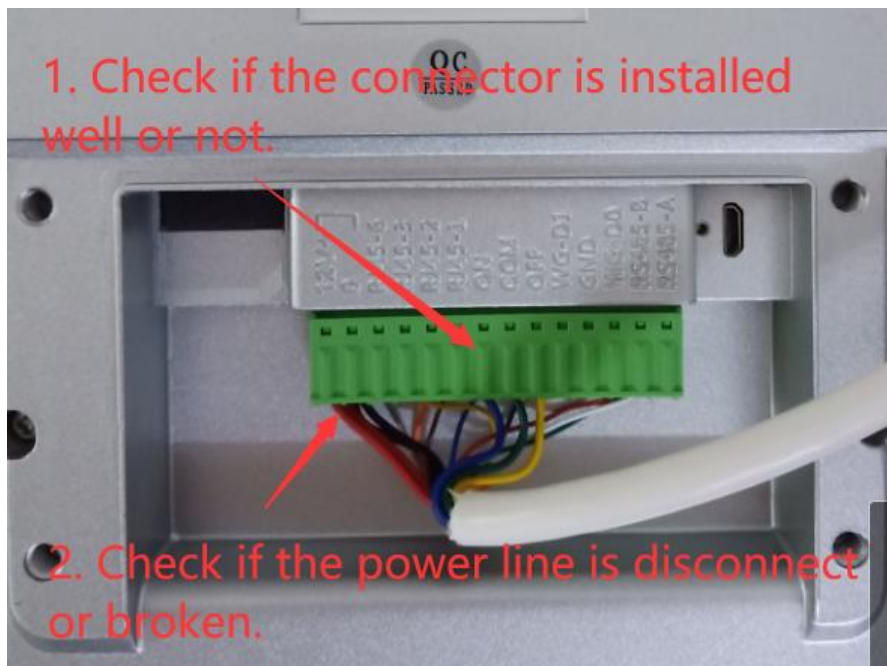
1. About device and basic function

1.1 Why can't it turn on?

- a). Please check power adapter is installed well or not.
- b). Please measure the output of the power adapter. Check if it has 12V voltage output. If no 12v output voltage, please replace the power adapter.
- c). Check the power cable is connected well or not.



- d). Check the connector is installed well or not. And check if the power line is disconnected or broken.



- f). Try to upgrade the firmware.

1.2. What's the Minimum input voltage and current that can be turn on the device?

The Minimum input voltage 9V. And the Minimum input current is 1A. We recommend use the 12V/2A DC voltage and current input.

1.3. How to know if the device includes 3G/4G wireless Module?

If the device includes 3G/4G wireless module, there is a SIM card slot for installing the SIM card.

If the SIM card slot is blocked by factory, it means the device does not includes 3G/4G wireless module. It does not support 3G/4G wireless communication.



Additional, enter into the settings->about tablet.

If the device does not include 3G/4G wireless module, the baseband version is Unknown.

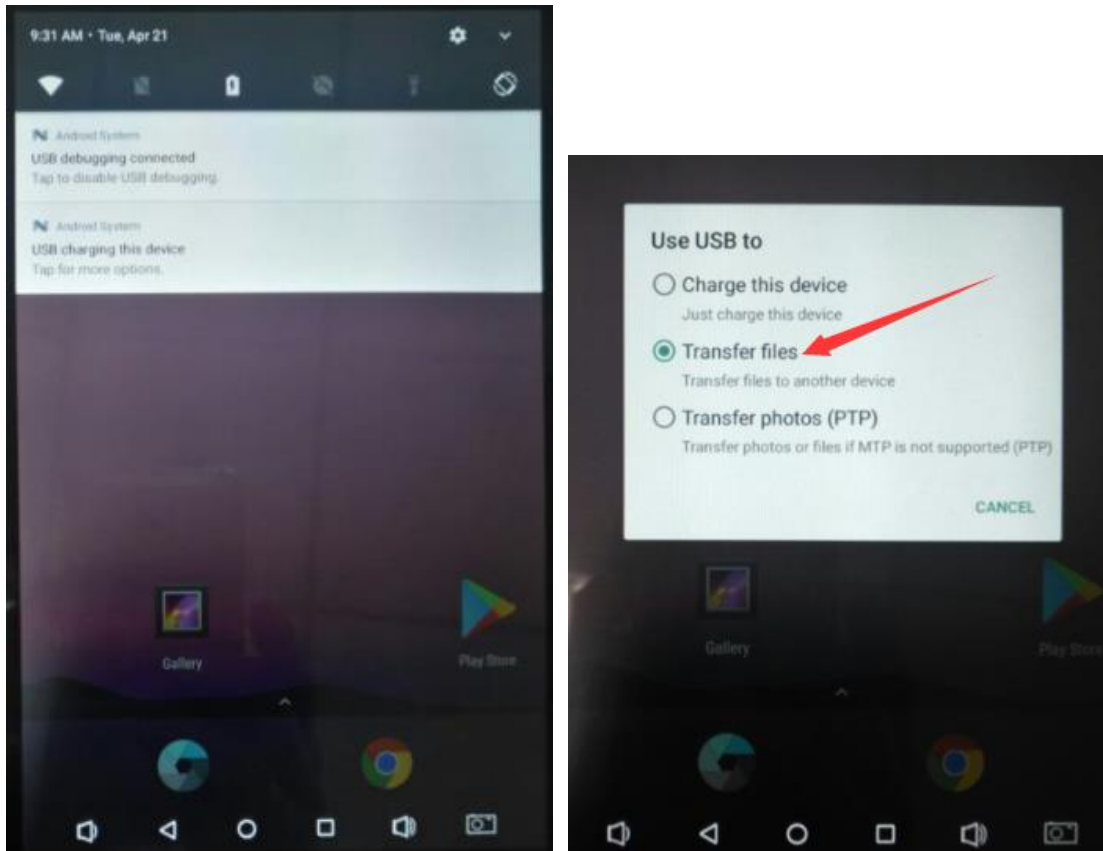
1.4 how can connect the device to PC?

a). The PC need install USB driver. This is the USB driver download link:

<https://mega.nz/#!674y3YSC!i0ntRVDocOfRagWTJ4Q6JqWifY0cei53nL8Qhd34moc>

b). Turn on the TPS980T. Connect TPS980T to PC with USB cable from the Micro USB port.

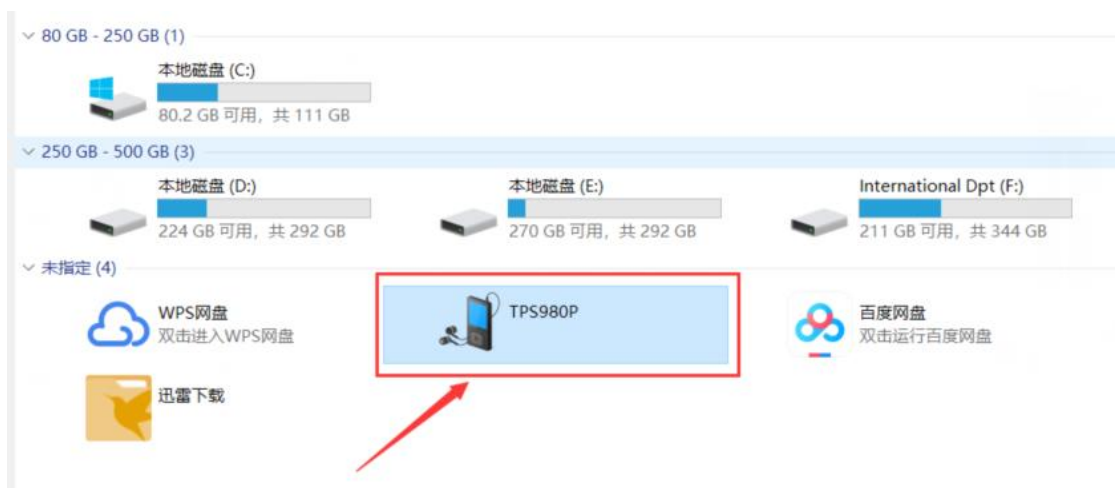
c). Drag from the top of the screen to open the “drop-down” menu



It will show menu “USB charging this device”

d). Tap “USB charging this device”, then Select “Transfer Files”

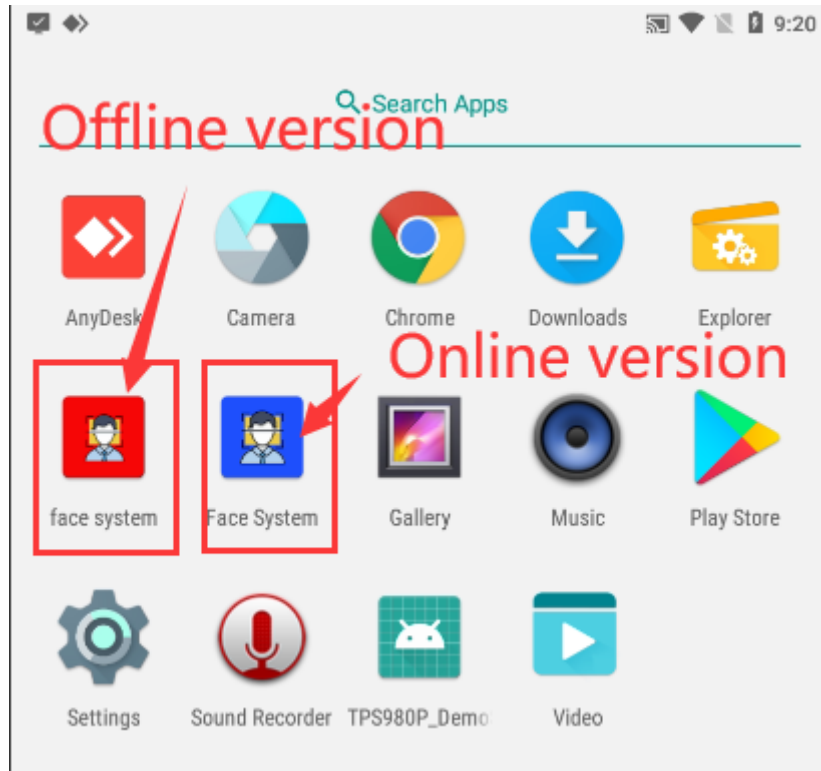
e). In PC, it will show the TPS980 disk.



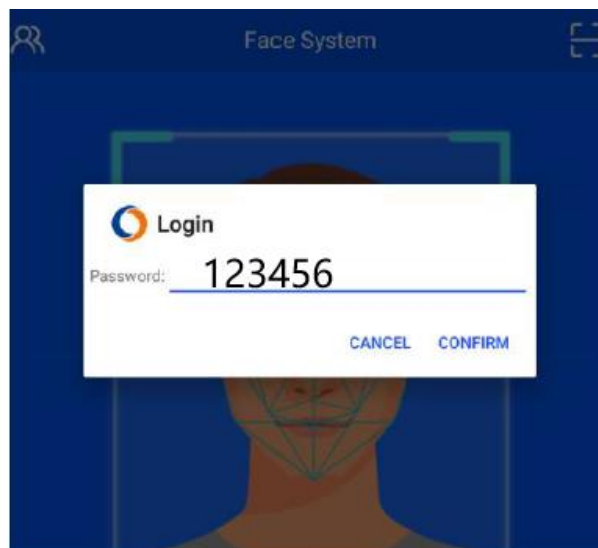
In PC, you can transfer file from PC to TPS980 disk.

1.5 How to distinguish the online version from the offline version

The icon of the offline version is red. The icon of the online version is blue.



For Offline version Face app, the login password is 123456.



But, For Online version Face app, the login password is telpo

1.6 What's the different between online version and offline version

- a) The base function of both online and offline version is almost the same.
- b) The online version can set parameters remotely from the Telpo Face could system. Offline version can not.
- c) The online version can register member remotely from the Telpo Face could system. Offline version can not.
- d) The online version can upload the access record to the Telpo Face could system. Offline version only can save the access record on the device itself.
- e) For the online version, it must connect to internet. Otherwise, it can not work. For the offline version, it also can work even with out internet.
- f) The online version can connect to other system such as Personnel management system, attendance system, salary management system and so on by Telpo Middleware API. But offline version not this function.

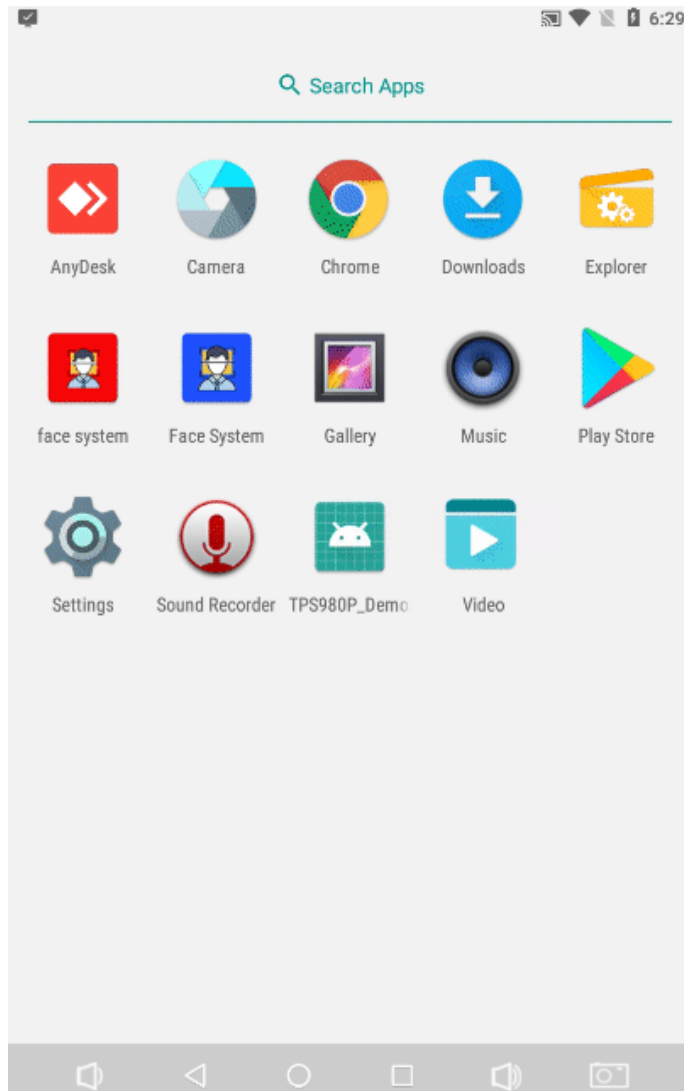
1.7 Can I install both online and offline version on the same TPS980T device?

Please do not install both online and offline version on the device at the same time. If you want to use online version, please uninstall offline version and only install online version.

If you want to use offline version, please uninstall online version and only install offline version.

1.8 How to set language?

- a). Change the Android system from settings menu.
Settings->Language & input ->Languages
- b) Do it according to the following GIF. After changed the system language, the Face system language also will be changed automatically.



1.9 Why some settings menu is disabled? How to active the device?

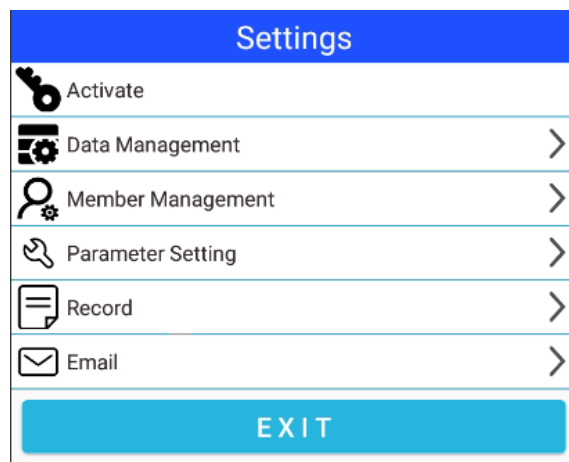
Generally, the device is active before shipment. If the client use Telpo face system, it must active the device first.

For some reason, if the device is not active, it can not use the Face system.

If you login the Face system, and find the menu are all disabled, it means that the device is not active.



not active



active

In this case, please contact Telpo service to help you to activate the device.

It needs license code to activate the device. The license is not free. Please contact Telpo sales.

After you got the license code, the telpo supporting engineer will send you the special tool and guide and help you to activate the device.

1.10 Can I make factory reset the device?

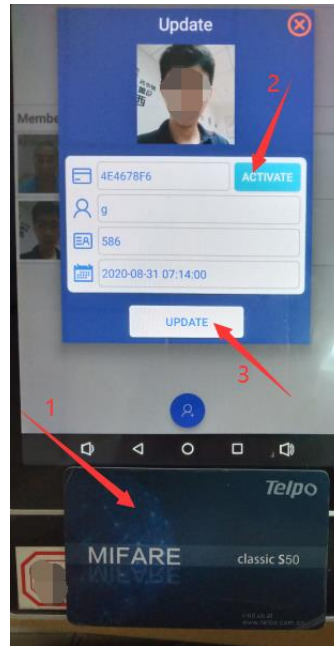
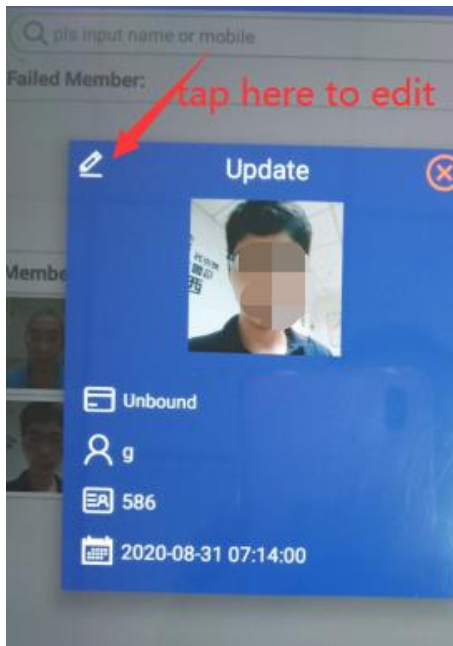
Factory reset the device will lose the license.

So, generally, please do not factory reset the device.

1.11 How to bound the NFC card with the member?

For Offline version:

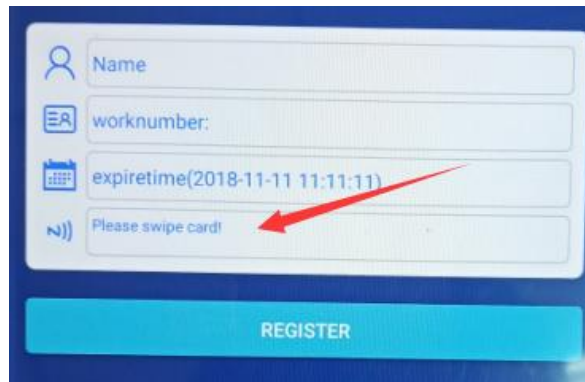
- a. Register the member from the menu “Member Management”.
- b. Enter into the menu “Member Management”, and select one registered member.



- c. place the NFC card (For example M1 card) on the NFC reader area.
- d. Tap the button “ACTIVATE”
- e. Tap the button “UPDATE”

For Online version:

You can swip the NFC card when registering.



2. About Telpo Face cloud system

2.1 What’s the Telpo Face cloud system?

If the device installed the online version Face system, it need connect to Telpo Face cloud system. Otherwise it can not working.

Telpo Face cloud system can remotely manager the device. For example, set parameters remotely, register the member remotely, and the device will upload the access record to the Telpo Face cloud system.

For more information, please refer to the document “Telpo Face Platform User Manual V1.0.2.pdf”.

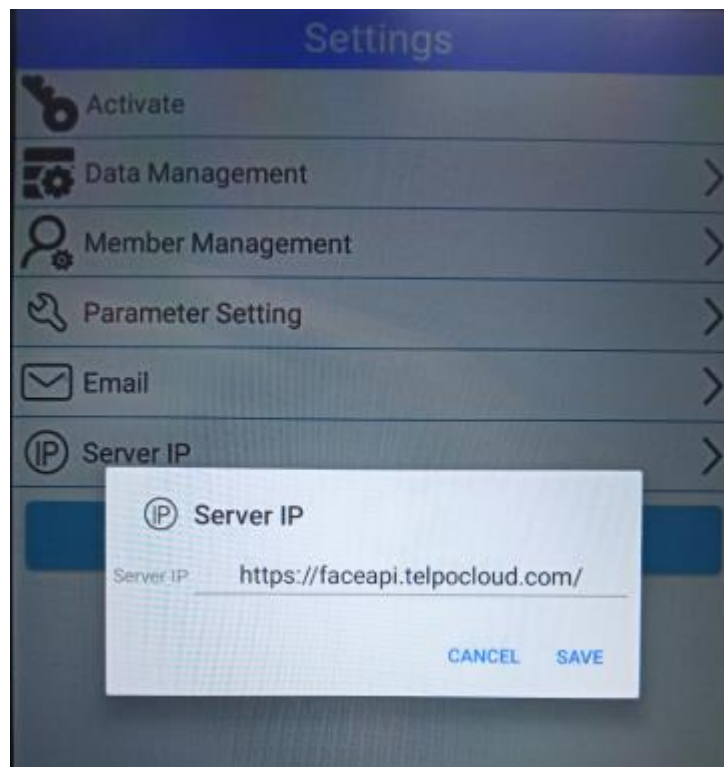
There three Face cloud servers.

If your Face system app is online version, please ask the sale for the correct Face cloud server and account and password.

1. Asia server:

<https://face.telpocloud.com>

If the device connect to the Asia server, the server IP in the Face system app should be following address.



2. Europe server:

<https://eur.telpoface.com>

If the device connect to the Europe server, the server IP in the Face system app should be following address:

<https://eur.telpoface.com:9443/>

3. South America server

<https://sa.telpoface.com>

If the device connect to the South America server, the server IP in the Face system app should be following address:

<https://sa.telpoface.com:9443/>

2.2 Where is the Telpo Face cloud server?

Now, the Telpo Face cloud server is in India and Brazil.
In the future, Telpo will deploy more Telpo cloud server in other countries and areas.

2.3 How can the client get the account and password of the Telpo face cloud system?

The Telpo face cloud system is not free. If the client wants to login the Telpo face cloud system to test it, please contact Telpo sales first.
After the client gets the account and password, the supporting engineer will send the client the "Telpo Face Platform User Manual".

2.4 Can client assign a sub account and password for his agent?

The client can assign a sub account and password for his agent so that the agent can login the Telpo face cloud with the agent's own account and password and manage his device. Please refer to the document "Telpo Face Platform User Manual", the section add role and add channel.

2.5 How can it connect to client's other system like attendance system or other system?

Only the online version supports this function. It needs Telpo Middleware API.
For more information, please refer to Telpo Middleware API document.

2.6 Can the client deploy its own web server and install Telpo Face cloud system in its own server?

Yes, it can. But it is not free.

2.7 How can I configure a different cloud, or even a local server within the site where I will install the device?

We can deploy the server on the client's local server, but it's not free. For the price, please get

from sales.

2.8 Can the client use the online version in their Company internal LAN

Yes, it can.

But it needs to deploy the Telpo Face cloud system in their company internal LAN. And it must install online version on the device. (Offline version no this function).

2.9 What is Telpo Face cloud LAN version?

Telpo face LAN version can be installed inside the client company.

There is a EXE installation file. Double click it to start installing.

The server should be a Windows OS computer. It can easily build the company or small network internal telpo face server.

2.10 What's the Benefits of LAN version?

The data does not pass through the Internet to ensure the data security. The server is in the LAN and can quickly respond to all app requests. The company size of 200 people can use it for free forever!

2.11 Does the LAN version supports GDPR?

Yes, one of our LAN version supports GDPR.

If you need the LAN version, please ask the correct version from Telpo.

2.12 Why the device can not connect to the Telpo Face cloud system even added the SN in the cloud system?

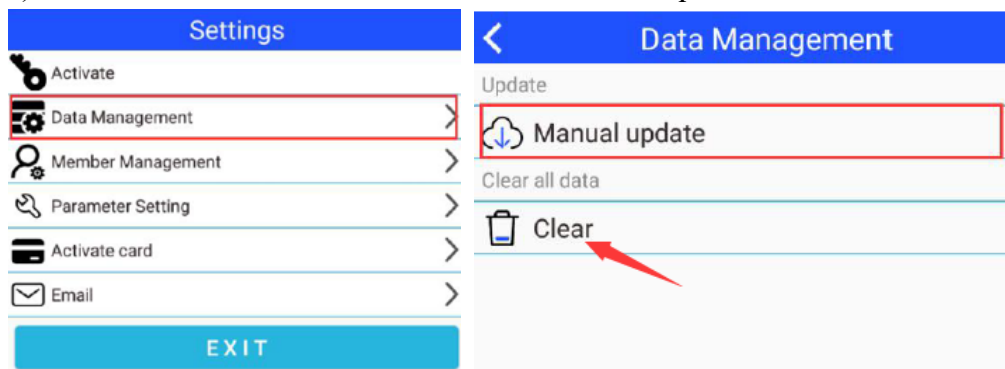
- a). Please check the network of the device is connected to internet well or not.
- b). try to open the Chrome browser in the device, and input the Telpo Face cloud system URL: <https://face.telpocloud.com>.

Check if it can connect to the URL.

- c). Please check the network environment, check the gateway, and check the firewall. Check if there is any settings block the device access to Telpo Face cloud system.
- d). Try to enable the WIFI hotspot of your mobile phone, and connect the device to this WIFI hotspot. Then check if it can connect to the Telpo Face cloud system.

2.13 For the online version, why the member data can not be synchronized to device?

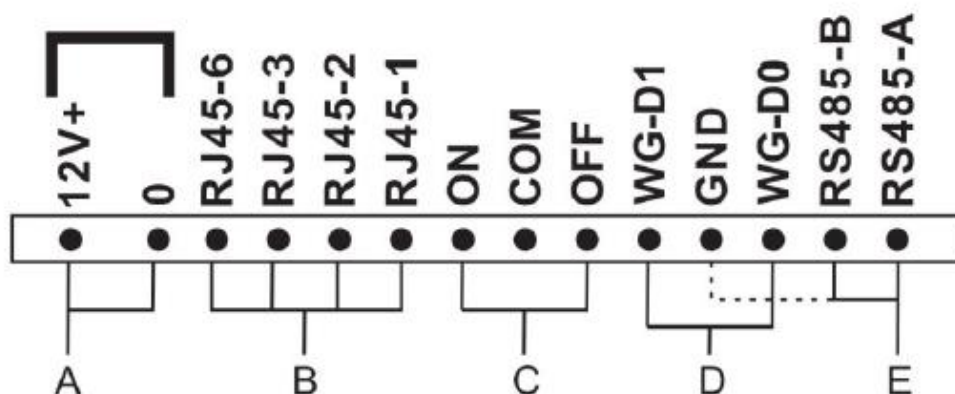
- a). Please check the network environment as above question.



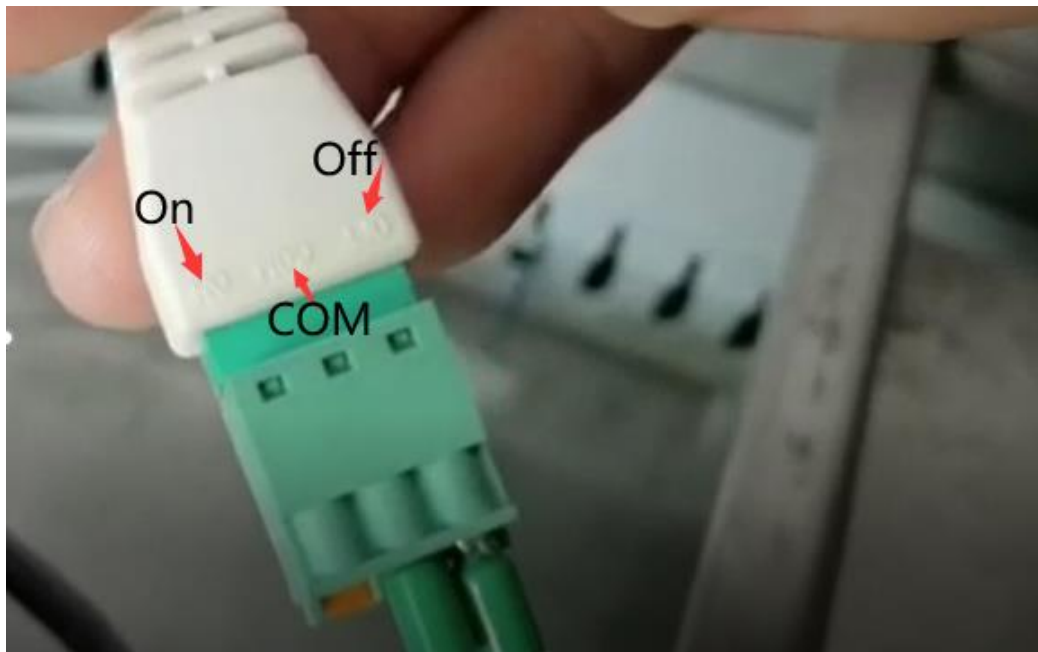
- b). It need time to synchronize the data. The time related with the network.
- c). try to enter into parameter settings->Data management. Tap “clear” to clear the current data first, then tap “Manual update” to synchronize the data.

2.14 How to connect the relay of TPS980 to the Access control system?

The TPS980 has one relay. Working with face software, the relay can connect to the access control system.

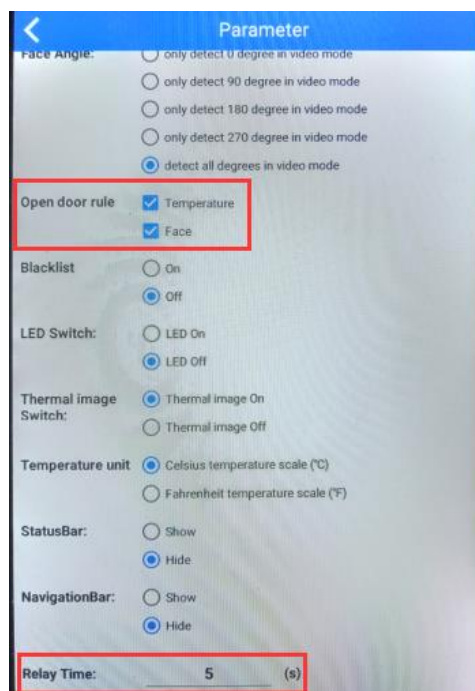


The C is relay. The connector is following picture.



When the Face system app is in standby state, the On and COM is connected, and the Off and COM is disconnected.

When the Face system app recognized the person and the temperature is normal (related with the setting of “Open door rule”), the On and COM disconnected for “Relay time”, and the Off and COM connected for “Relay time”.



So, if you want the door to open when the Face system app recognized the person and the temperature is normal, you can connect the Dry contact switch line to the Off and COM like above picture.

3. About temperature detection

3.1 What is the best distance for temperature measurement?

The best distance for temperature measurement is 40-70cm.

3.2 Where does it detect the temperature?

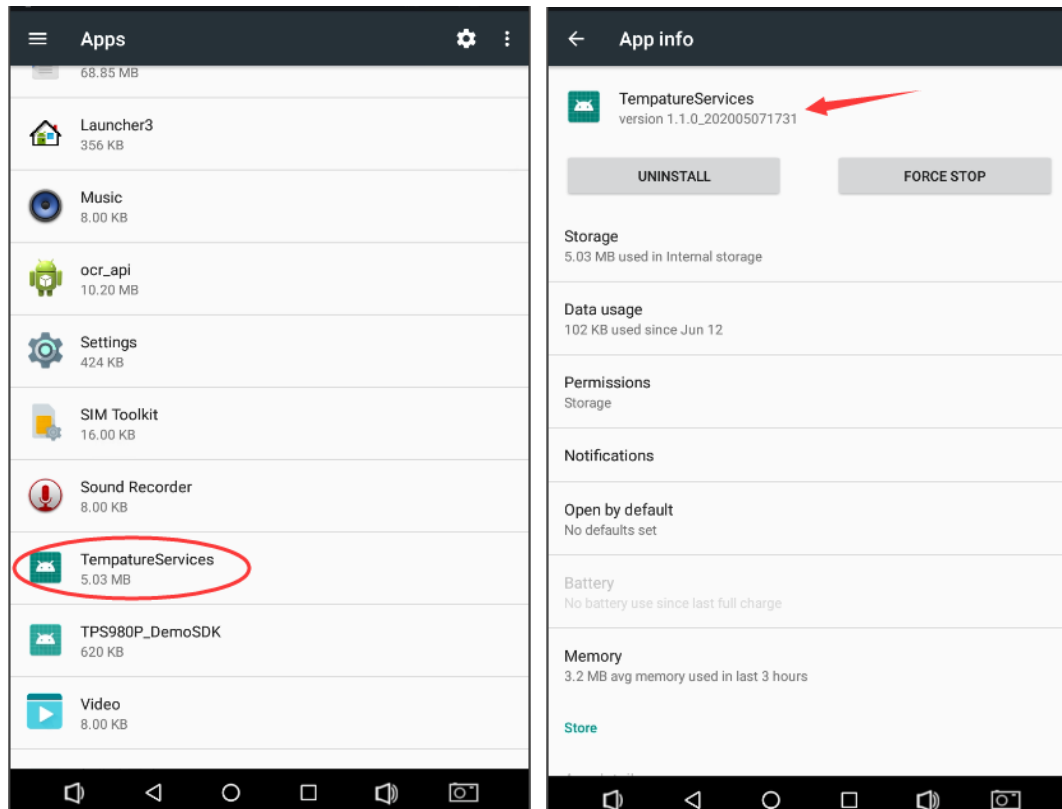
It detects the temperature from the forehead of the person.
So, please show the face on the frame which show on the screen.

3.3 How long need it preheat the Temperature Measurement Module

After turn on the device, it will pre-heats the Temperature Measurement Module. It will need about 20-30 minutes for preheating the Temperature Measurement Module.

3.4 Why can't it detect the temperature?

- a). Check if it had installed the “TemperatureServices”, and check if it’s version is the latest version. Enter into Android system settings menu:
Settings->app



If it had not installed the TempatureServices, please install it.

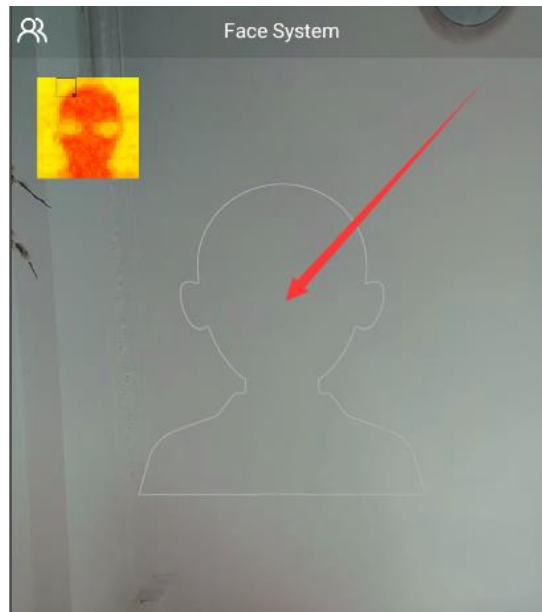
If the version is above V1.1.0_202005071731, it works.

Or, you can install Telpo's new TempatureServices under Telpo's supporting engineer suggestion.

b). After turn on the device, it will pre-heats the Temperature Measurement Module. It will need about 20-30 minutes for preheating the Temperature Measurement Module. During the preheating, maybe the temperature measurement is not very accurate or even does not detect the temperature.

c). Check if the distance is about 40- 70 cm.

d). Please show the face on the frame which show on the screen.



e). please Keep your forehead steady and don't shake your head.

f). please install the device vertically. Do not keep out of direct sunlight. Do not install the machine in a backlight environment.

3.5 Why does the temperature is very high or very low?

Please check it as the same with above.

3.6. Can the temperature be read through a MASK?

It can read the temperature if you are wearing a mask. But you should not cover the whole face. You'd better pull down the mask a little so that it only covers the nostrils. And you should show the face on the frame. First, the device should detect it as a Face. Then the device will locate the forehead and measure the temperature from the forehead.

3.7. Can the temperature be read through a hat?

The same with above. The Eyes and forehead must be exposed.

3.8. Can the temperature be read through a bandana?

The same with above. The Eyes and forehead must be exposed.

3.9. Can the temperature be read through a plexiglass mask (one that covers the full face?)

It can read the temperature. But it will affect the temperature measurement. Maybe the temperature measurement is not correct.

3.10 Does the device need to be calibrated for the Temperature Measurement Module?

The device had been calibrated before shipment. Generally, you need not calibrate it again.

If it needs to be calibrated for some special reason, please calibrate it under Telpo engineer's guide.

3.11 Why is there noise while reporting the temperature?

If it had not installed the Google TTS, please install the Google TTS.

This is the Google TTS download link.

<https://mega.nz/file/VEJ1zQpK#KvSvGgNHwsqmwNDNcST1s4iEaHBiBXXTzgrO5PDVFUs>

Then config the Google TTS.

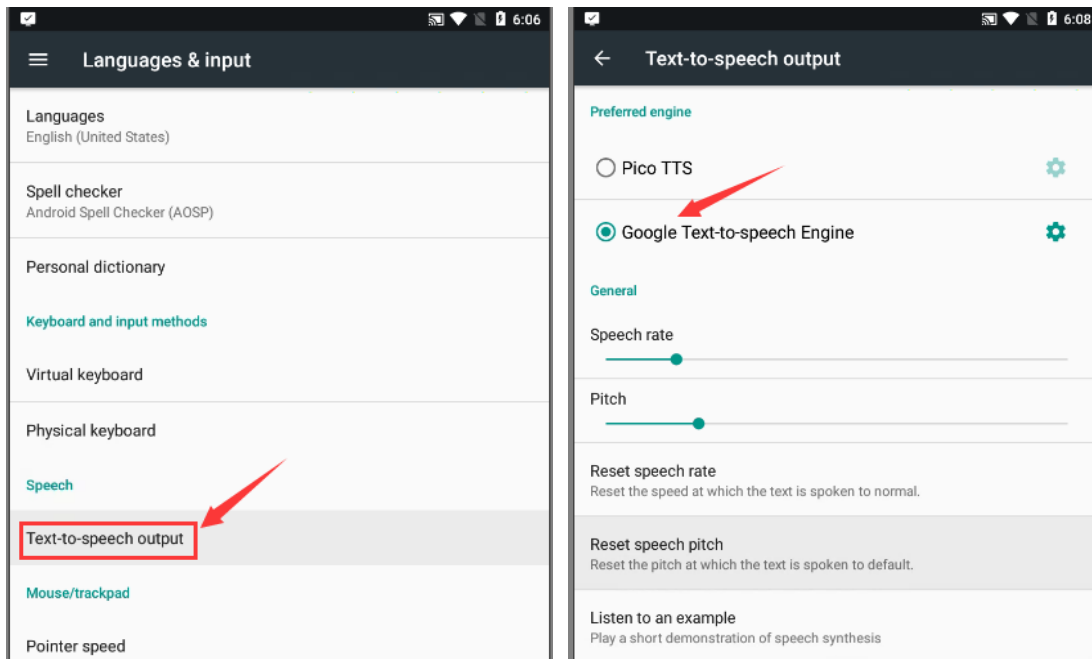
How to config Google TTS?

Enter into the Android settings menu:

Settings->Language & Input

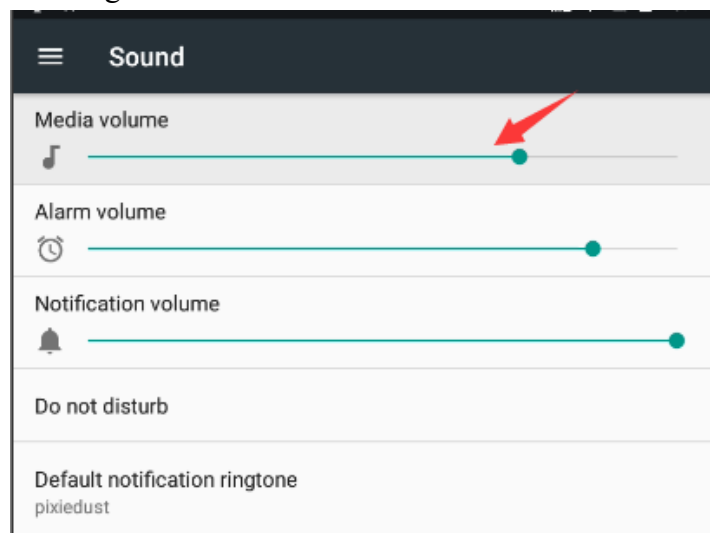
Select the menu "Text-to-speed output".

Then set it to "Google Test-to-speech Engine"



3.12 How to adjust the voice volume?

The face system app can't adjust the voice volume.
Please adjust the voice volume from the Android settings menu.
Settings->sound. Change the Media volume.



4.About Face recognition

4.1 Can the device make face recognition function in the dark environment?

It can not.

In order to better recognize face, it need enough light on the face.

4.2 Can it recognize the face if worn the mask?

It can.

But don't put the mask too high. You'd better pull down the mask a little to only cover your nostrils.

4.3 Can it recognize the face with glasses?

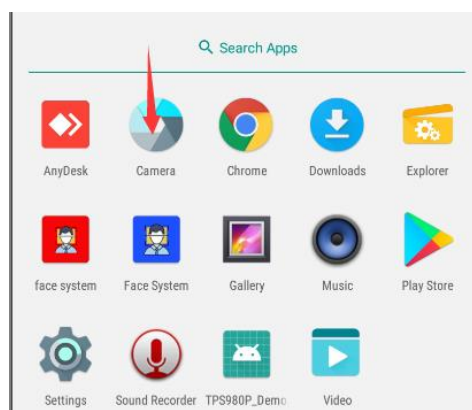
It can.

He should wear glasses when taking photo for registering.

4.4 Why can't it show the face on the screen? Why can't it recognize the face?

a). Check the camera is working or not.

Close the face system. Return to the Android desktop. Run the system camera. Check if it can take photo normally. If it can take photo or video, it mean the camera is no hardware issue.



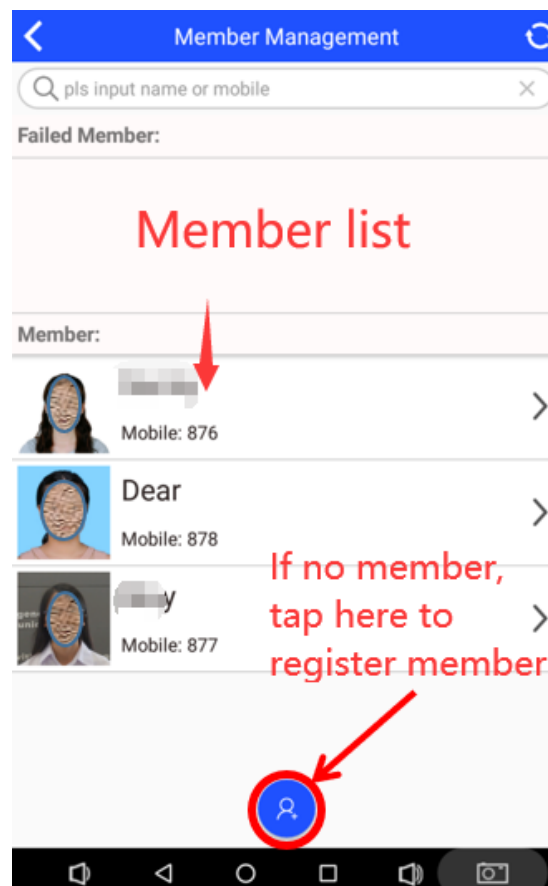
b). please install the device vertically. Do not keep out of direct sunlight. Do not install the machine in a backlight environment.

c). Check if the device is active.

Login the face system. If the menu is not enabled, the device is not active. Please active it first.

d). Check if there is enough light in the environment.

e). Check if it had registered member. If it had not registered the member, please register member first. For more help, please check the user manual.



f). For online version, it need register the device SN on the Telpo face cloud system. For more help, please refers to the section “How to add device” of the “Telpo Face Platform User Manual”.

g). For online version, if the it had registered member in the Telpo face cloud platform, please Synchronize member with platform. Wait about minutes, it will Synchronize member with platform automatically itself. Or you can manually Synchronize member with platform from the device. (Please refer to the section “**Part 5: How to batch upload/register members**” of the document “Telpo Face Platform User Manual”.)

h). For online version, it should connect to internet. Please check the network is working or not.

i). Keep the face parallel to the camera

j). please Keep the face steady and don't shake the face.

k). Tthe distance is about 40- 70 cm.

l). Please show the face on the frame which show on the screen.

5. Others

5.1 Can it send out alarm email to the manager when it detected the visitor fever?

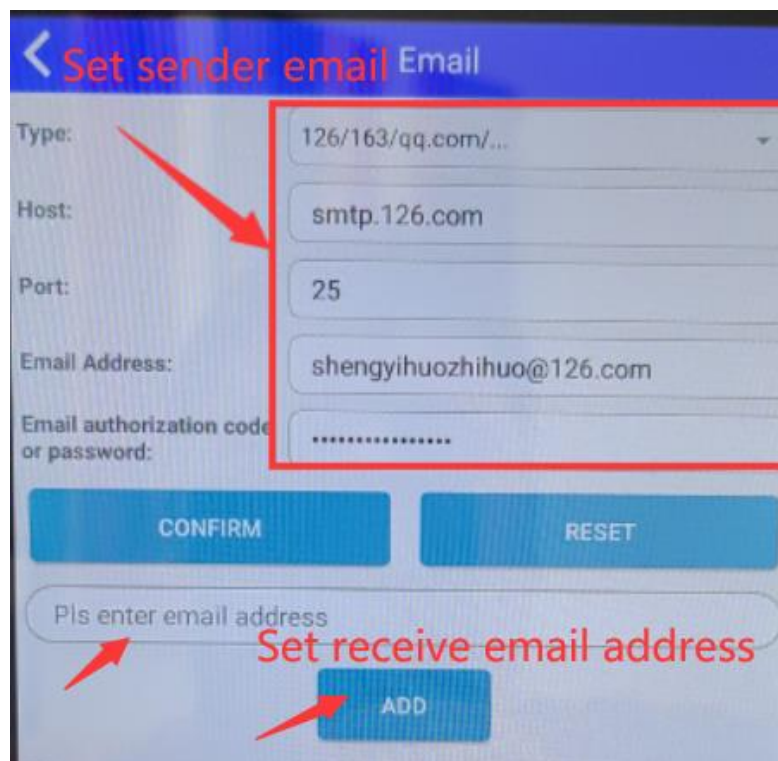
Yes, it can.

- a). The device should connect to internet whatever it is online version or offline version.
- b). It need pre-set the email from the menu “email”

5.2 How to config the alarm email address (sender and receiver address)?

“Alarm email” means that it will send out email when the visitor triggers the high temperature condition.

It can set up to 10 receiving email addresses. If you want to add more than 10 receiving email addresses, you can long press an item and delete this email address and then add a new email address.



The system has a default sender email. For example, the above email shengyihuoazhihuo@126.com is the default sender email. We are not sure this sender email can send out email success in your local area.

We recommend you set your own sender email.

For setting your own sender email, you should configure your SMTP information of your email.

About SMTP settings, it is not just to fill in your own mailbox information, it requires your mailbox to enable IMAP, and POP3 service.

You should get the host, port and other SMTP information of the email. About the port, please confirm it is SSL or Non-SSL.

For example, if the sender email is Gmail, the port is usually 465, the "Authorization code or password" is the password of the email.

For detail SMTP information, please ask the email service for help.

We recommend you use Gmail.

5.2.1 How to Enable IMAP/POP3/SMTP for Gmail Account

Step 1: Enable IMAP and/or POP3

You need to enable IMAP and/or POP3 access in the Gmail account settings before you can access email using IMAP/POP3:

1. Go to the "**Settings**", e.g. click on the "Gears" icon and select "Settings".
2. Click on "**Forwarding and POP/IMAP**".
3. Enable "**IMAP Access**" and/or "**POP Download**"

Step 2: Enable Third-Party Mail Clients

Google may block (by default) third-party (less secure) mail clients like e.g. Outlook, Thunderbird, [MailList Controller](#) or [Inbox2DB](#).

- See: <https://support.google.com/accounts/answer/6010255?hl=en> for details. The page contains a link to enable "**Less secure apps**" in MyAccount.
- You can also enable "Less secure apps" (third-party mail clients) from: "**MyAccount**" > "**Sign-in & security**" > "**Connected apps & sites**" > "**Allow less secure apps**"

Gmail IMAP Server

Enter the following information in the IMAP account settings of your mail client:

- Server: **imap.gmail.com**
- Encryption/Authentication: **SSL**
- Port: **993**
- Username: Your Gmail email address
- Password: Your account password

Gmail POP3 Server

Enter the following information in the POP account settings of your mail client:

- Server: **pop.gmail.com**
- Encryption/Authentication: **SSL**
- Port: **995**

- Username: Your Gmail email address
- Password: Your account password

Gmail SMTP Server

Enter the following information in the SMTP account settings of your mail client:

- Server: **smtp.gmail.com**
- Encryption/Authentication: **SSL**
- Port: **465**

or

- Server: **smtp.gmail.com**
- Encryption/Authentication: **StartTLS**
- Port: **587**

5.3 Why do not the manager receive the alarm email?

- a). Please check every parameter of the sender email is correct or not.
- b). Please check the sender email if there is a limit on the number of emails to be sent every day. Some email service will limit mailbox to continue sending mail if it had sent our many emails within one day.
- c). The content of the e-mails includes pictures. Maybe some email service will block sending the email.
- d). Check if there are a lot of anti-spam rules in the mailbox. Maybe it blocks sending out the email.
- e). Check if it has any firewall it blocks sending out the email.

5.4 How is the data encrypted on the device?

The data is stored in the application and SQLite database without encryption Data.

But for online version, In the process of network transmission, the data is encrypted

5.5 where is the visitor record stored?

- a). For the offline version, the visitor record is saved on the device. It can export the visitor record from the device. Please refer to the user manual.
- b). for the online version the visitor record is upload to the telco cloud system.

5.6 How many users(faces) can be stored on a single device?

10,000 face can be registered.
