TupuCheck

User Manual

TupuCheck

Face Recognition & Thermometric
Access Control Terminal

Please read this Manual carefully before use.

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1-Preface

To ensure safety and prevent any damage, please read this manual carefully before installation and follow the instructions herein. Store this manual in a secure place for future reference.

2-Safety Precautions

① Do not place the device in extremely hot (refer to the specification of the device for the detailed operating temperature), cold, dusty or damp locations, and do not expose it to high electromagnetic radiation;

② Please use correct power adaptor (ignorance may cause damage to the device);

③ The product is for indoor use. The device cover for indoor use shall be kept from water and moisture. If installing the device outdoors, waterproof measures should be taken to keep the raindrop from entering;

④ Do not move the device by pulling the power cord or any cable (ignorance may cause the pull off of interfaces);

⑤ Do not leave the lens pointed at the sun, lasers or other bright light sources. Intense light may cause the image sensor to deteriorate and damage.

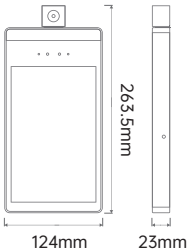
⑥ Please use correct power adaptor, DC12V (regulated), to operate this device. The power tolerance of this unit is DC 12V ± 10% (DC10.8V~13.2V), over maximum DC12V power input may result in the damage of the device.

3-Packing List

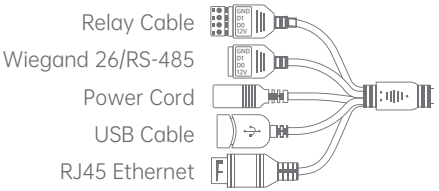
Item	Quantity	Unit
Access Control Terminal	1	set
Power adaptor	1	set
Wall mounting bracket (optional)	1	set
Turnstile mounting bracket (optional)	1	set

4-Appearance

4.1 Dimension



4.2 Wiring

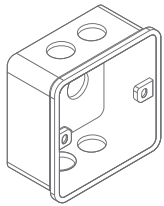


5-Installation Precautions

5.1 Before installation

① Make sure the device work under stable power supply and network.

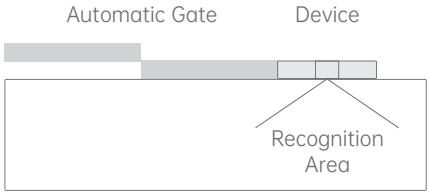
② For wall mounting, prepare for a gang box (86 type switch box recommended);



5.2 Position for installation and recognition area:

① Device should be installed at the proper height (1.5m-1.7m recommended) for recognition. Optimal distance is 0.5m-2m for face recognition, 50cm for temperature measurement.

② For the use as access controller, the device should not be installed far from the access.



6-Installation Instructions

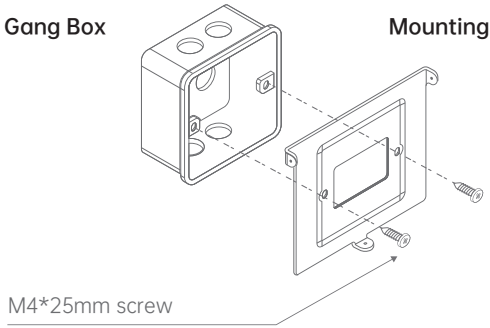
6.1 Wall mounting

Steps:

① Install the gang box (Type 86 Switch Box) on the wall;

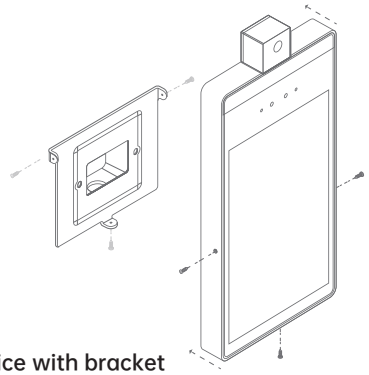
② Use two M4×25mm screws to secure the mounting bracket on the gang box;

③ Route the cables through the cable hole of the mounting bracket, and connect to the corresponding external cables;



Secure the mounting bracket on the gang box

④ Insert mounting bracket to the 3 slots on the back of the device and secure with 3 screws.

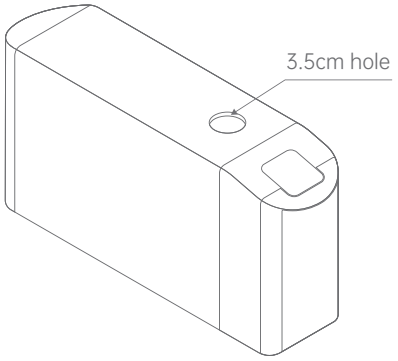


Align the device with bracket

6.2 Turnstile mounting

Steps:

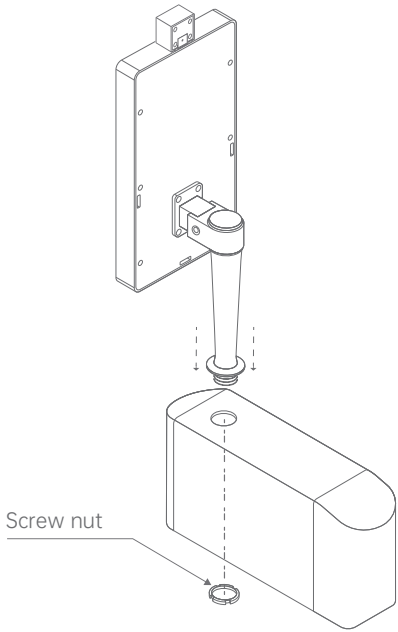
① Drill holes of 3.5cm in diameter on the turnstile's surface;



Turnstile

② Install the turnstile to the designate place and run the network cable and power cable inside the turnstile based on safety standards;

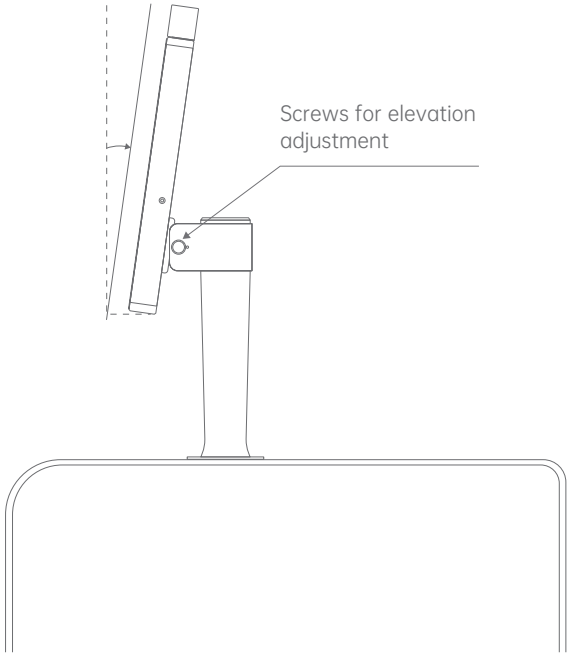
③ Use screw nut to install the device to the turnstile;



Install the device with bracket

④ Connect the network cable to the RJ45 Ethernet interface, connect the power to the DC power supply, connect the relay to relay interface, run all the cables into the turnstile;

⑤ Adjust the elevation of the bracket for the best angle of recognition.



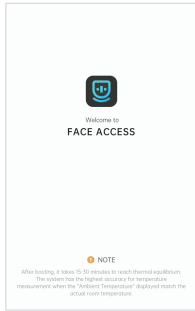
Adjust the elevation angle

6.3 Connect relay for access control

Wire relay cable (the one with white ring) to relay, using the first and second ports for the connection.

6.4 Boot up

Please wait for **1-2 minutes** after powering on the device, and the system will run the recognition APP(FACE ACCESS) automatically. After the startup of the APP, the device is ready to use.



Splash Screen of TPFaceAccess

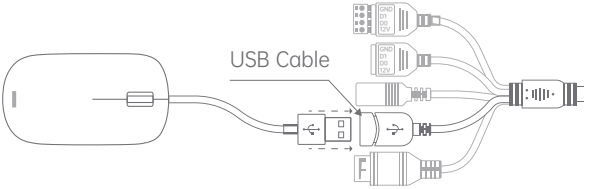
NOTE:

After booting, it takes **15-30 minutes** to reach thermal equilibrium. The system has the highest accuracy for temperature measurement when the "Ambient Temperature" displayed match the actual room temperature.

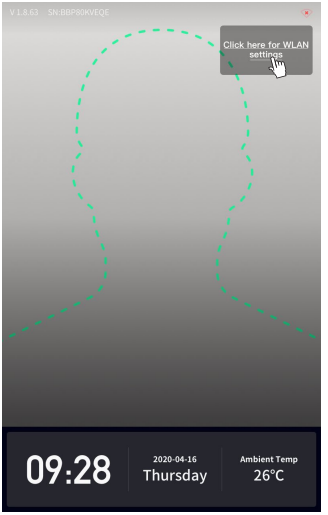
6.5 Connect to Wi-Fi

Steps:

① Connect the mouse via USB cable of the device.



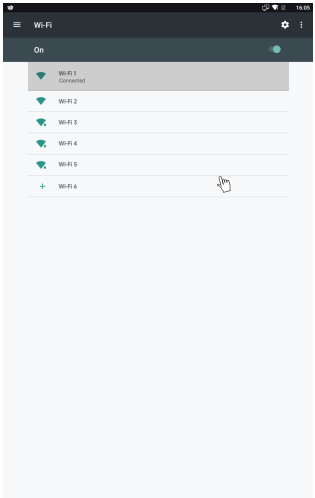
② Use the mouse to click the "Click here for WLAN settings" tag in the upper-right corner of the screen.

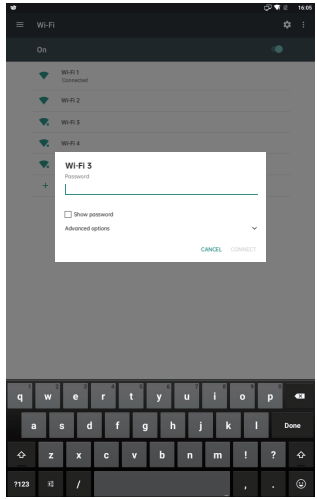


③ Enable the Wi-Fi function.

④ Configure the Wi-Fi parameters.

- Select a Wi-Fi from the list, and enter the Wi-Fi's password. Tap "Connect".
- If the target Wi-Fi is not in the list, tap "Add network". Enter the Wi-Fi's name and password. And tap "Connect".

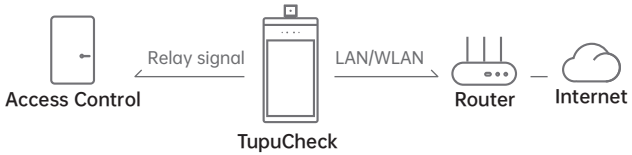




⑤ Right click on the mouse on an empty space of the screen to return to the recognition application.

7-Basic Operation

7.1 Topology

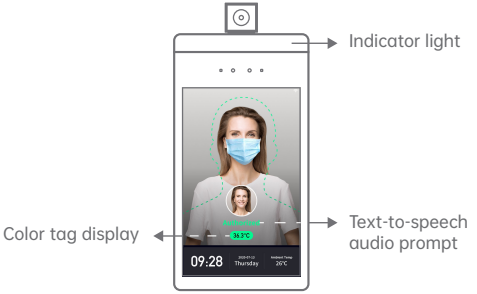


7.2 User Interface

① Interface display for recognition

	Text Display (Customizable)	Photo Display
Registered Staff	"Recognition success"	Registered Photo
Unregistered Person	No text	No photo

	Temperature Display	Text-to-speech (Customizable)
Registered Staff	Measured body temperature	"Recognition success" & body temperature readings
Unregistered Person	Measured body temperature	Body temperature readings

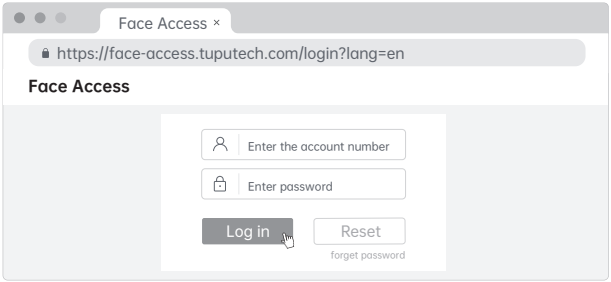


② Interface display for temperature reading (default)

	Color Display	Indicator Light	Text-to-speech prompt (Customizable)
Normal (36℃ - 37.5℃)	Green	Green	"Normal temperature"
Abnormal body temperature (⩾37.5℃)	Red	Red	"Abnormal temperature"

7.3 Login by administrator

Face Access is an online platform for TupuCheck device management. Open your web browser on your computer. Log on **https://face-access.tuputech.com/login?lang=en** Use the allocated account and password (will be sent via e-mail) to login.



7.4 Device Management

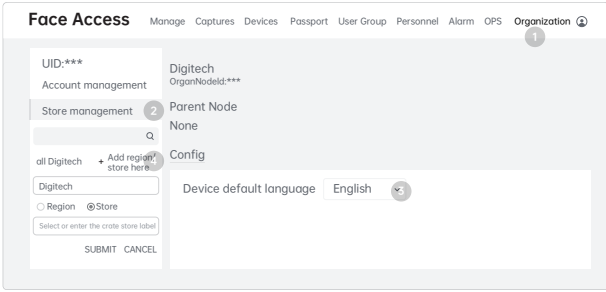
7.4.1 Add Devices

Steps:

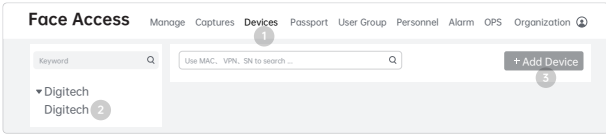
① Go to the "Organization" page, click on "Store

Management", select the default device language.

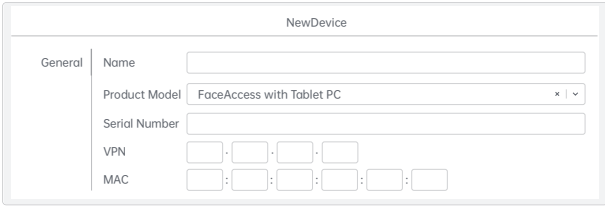
② Click "Add region/store here", input a name and set the type as "Store", then submit.



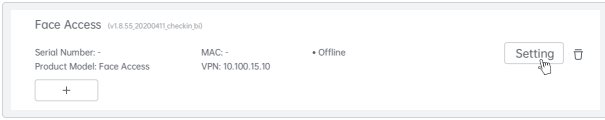
③ Go to "Devices" page for device management. Select the store, and click on "Add device".



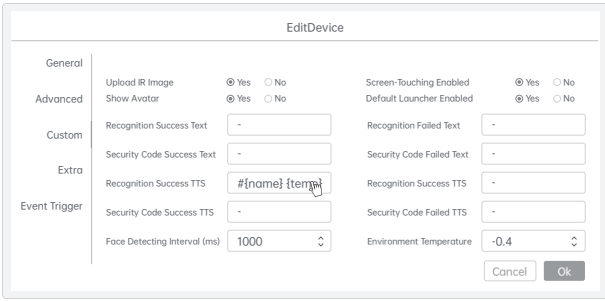
④ In Product Model, select the second option "Face Access with Tablet PC". Fill in the Name and Serial Number (please check the tag on the back of the device for SN), VPN and MAC will be filled automatically. Then click "OK" to submit.



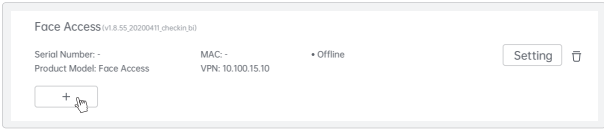
⑤ Click "Setting" to set up more details.



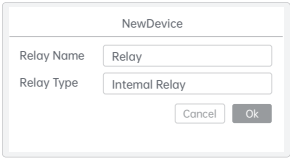
⑥ In the "Custom" page, set Recognition Success TTS as "#{name} {temp}"

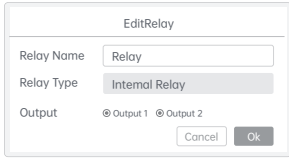


⑦ To use device with access control or turnstile, click the "+" button to set up relay signal output.



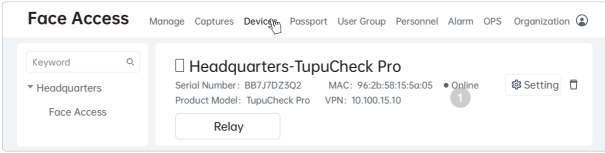
⑧ Name it as “Relay” and select “Internal Relay” as Relay Type, then click OK. Click on the relay and navigate to the relay setting page, check for both outputs.





7.4.2 Device Status

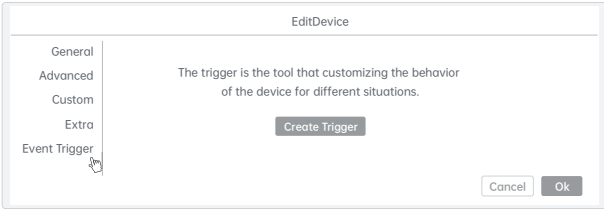
If the device fails, you can check the current device status through the "device"page, to see whether the device is online.

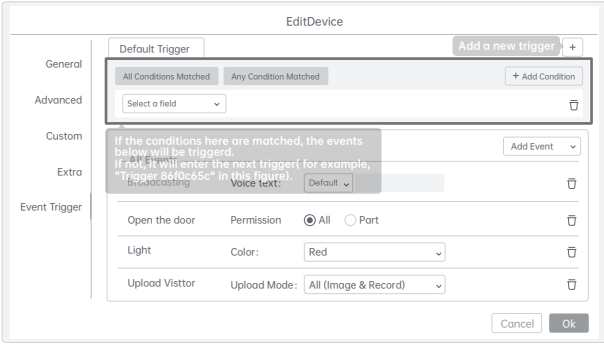


7.5 Set Event Triggers

The trigger is the tool that customizing the behavior of

the device for different situations. Go to “Devices” page, select the device, click “Setting”, then select “Event Trigger”. Tag “Create Trigger” and set the conditions and events under different scenarios.





Example 1:

Condition:

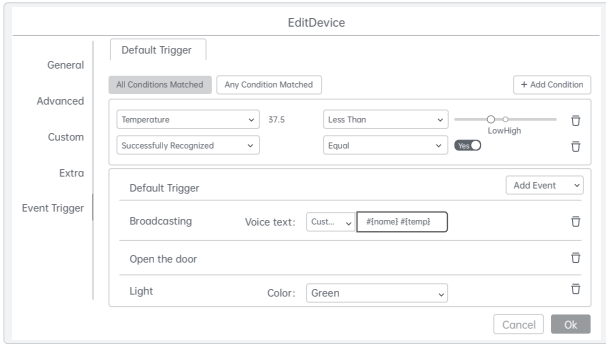
-Temperature < 37.5℃ and Successfully Recognized

Events:

-Broadcasting: recognized face & measured temperature (Customize the voice text as “#{name} #{temp}”)

-Open the door

-Turn on the green light



Example 2:

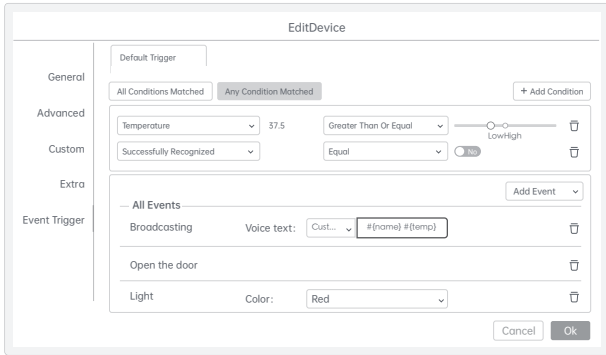
Condition:

-Temperature ⩾ 37.5℃ or Not Successfully Recognized

Events:

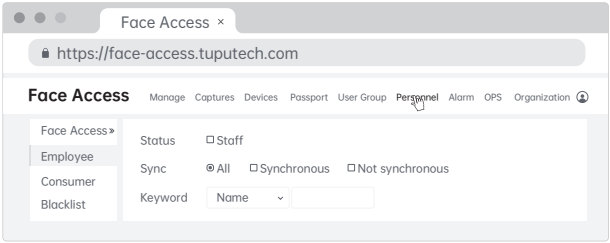
-Broadcasting: recognized face & measured temperature (Customize the voice text as "#{name} #{temp}")

-Turn on the red light



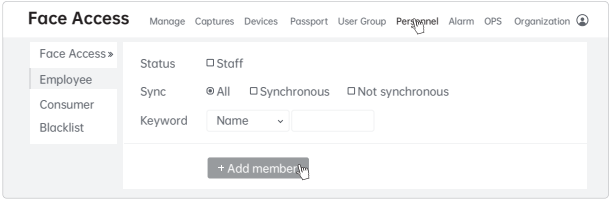
7.6 Personnel Management

Go to "Personnel" page for personnel management.

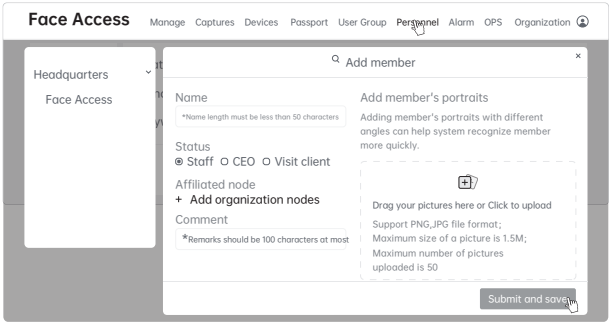


7.6.1 Add New Members

Step1: Click on the "Add member" button, the "Add member"page will pop up.



Step2: In the "Add member" pop-up page, fill in the fields of "Name", "Status (Person Type)", "Affiliated Node", "Comment", and upload a photo, then click the button "Submit and save".



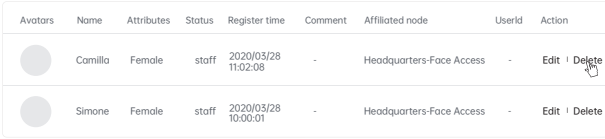
Remark: It's highly suggested to submit clear full-face photo.If photo of same person submitted multiple times, there will be message as "Add member fail"

Specification for photo to be uploaded:
-Use life photo
-Unobstructed full-face photo
-Photo not taken by beauty camera
-Not blurry
-Photo for single person
-Not rephotographing of previous picture Size smaller than 1.5M

Sample Photo:

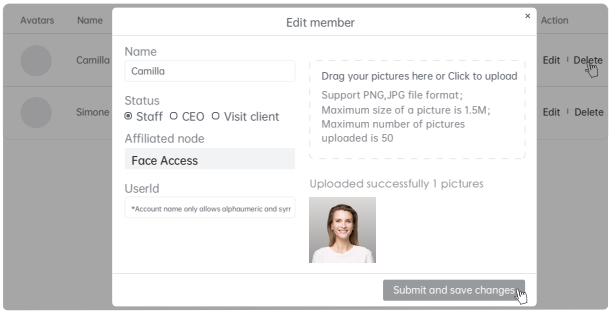
7.6.2 Delete Members

In the “Personnel” page, click on the “Delete” button for specific person.



7.6.3 Edit Members

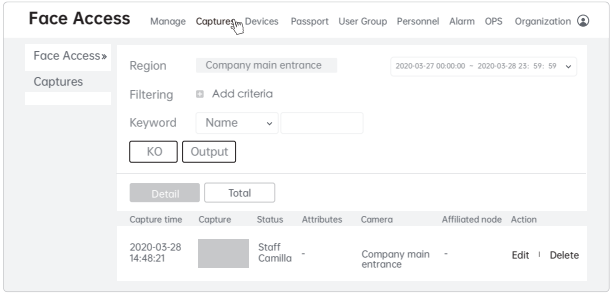
In the “Personnel” page, click on the “Edit” button for specific person, and modify the fields of Name, Status(Person Type), Affiliated Node, Comment. If there is a need to change the photo, you can delete the previous photo and upload a new photo. After all, click on the “Submit and save changes” button.



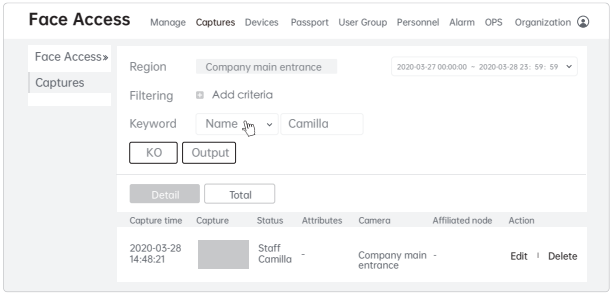
7.7 Capture Record & Report Export

Customer admin and security can view the capture record page. Capture search function supports searching by name and picture ID.

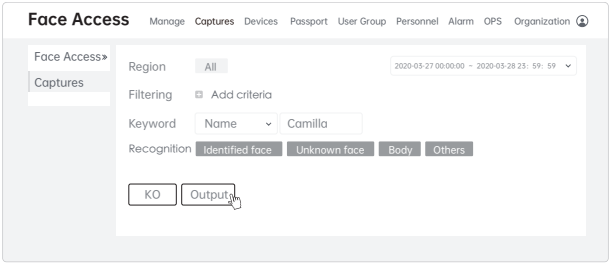
Step1: select captures, select the required region, you can view the records of people in the selected range.



Step2: Select the name or person ID to search, you can view the person's records in the range.

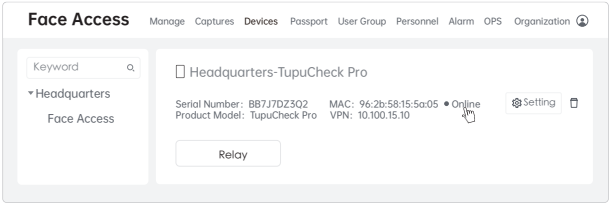


To export the records, you need to select the region and time (exclude current day), and click on “Output” button, then the records will be exported as excel file.



7.8 Common Faults & Solutions

Go the “Devices” page for troubleshooting.



① No captures records
Check the device status. If "Offline" is displayed, you need to check whether the current network environment is normal and determine the connection between the network environment and the Internet; if "Online" is displayed, you need to restart the device.

② APP: not responding and cannot be recognized
After powering off the device, re-apply power to restart the device. The device restarts normally under the condition of power supply and network and automatically starts the APP.

③ The meaning of the error message:

Error Message	Meaning
No internet. Please check your connection	Check the network cable/Wi-Fi network connection
Product is not registered	The web page background is not configured and needs to be configured
MAC address obtained	The factory settings of the equipment are not configured well, and need to be sent back to the manufacturer for repair / engineer's on-site debugging