

# Multiple Usage Scenarios

## Wide Applications, Easy to Use

Hotels, Libraries, Meeting Supermarkets...



# Intelligent Translator Keys

## Easy keys, better flow



# Multilingual Translation

## Speak & Translate Instantly



English



Português



Magyar



简体中文



Türkçe



Tiếng Việt



日本語



Français



ភាសាខ្មែរ



한국어



Deutsch



Melayu



العربية



Italiano



Filipino



Español



Polski



हिन्दी



Русский



Harshen...



বাংলা



# Desktop Dual-Screen Translator

## Im Mate Smart Translator User Guide

## Device Exterior



- ① Equipment base
- ② Acrylic Frame
- ③ 10-inch IPS Display
- ④ Camera
- ⑤ MIC Array (Microphone Array)
- ⑥ Main face: Microphone switch –yellow
- ⑦ Guest face: Microphone switch – green

# User Manual

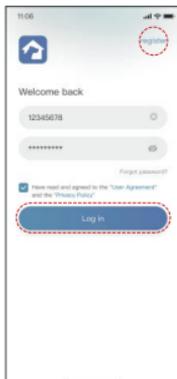
## 1.Power on the device.

Power on the device. Wait for it to boot up after the prompt tone. The screen after startup is shown on the right.



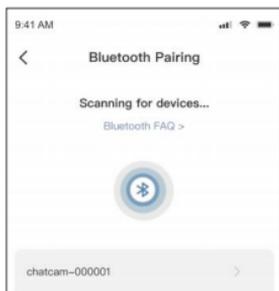
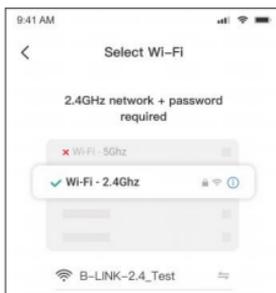
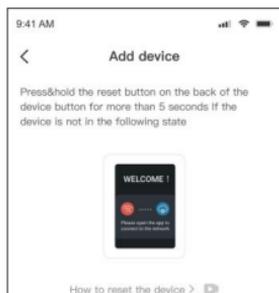
## 2.Install the "Im Mate APP"and register and log in to your account

- Please scan the QR code below, or go to the app store or App Treasure on your mobile phone and search for "Im Mata" to download and install it
- When entering the Im Mate APP for the first time, you need to register an account. Click on [Log In] – [Log In/Register] – [Agree to the User Agreement and Privacy Policy].



## 4.Add Device

- On home screen, tap [+] or [Add Device]
- Select Wi-Fi device as prompted
- Ensure device is in pairing mode, choose 2.4G Wi-Fi and enter password
- After successful connection, name your device to complete binding



## 5. Translation

After successful binding, you can start translating on the device

**Option 1: Tap the "Real-time Translation" button on the home screen.**

- After starting, both screens enter the translation page. The host screen defaults to the phone's system language, and the guest screen defaults to English.
- After the system prompt, both parties can begin the translation session.

### Main face



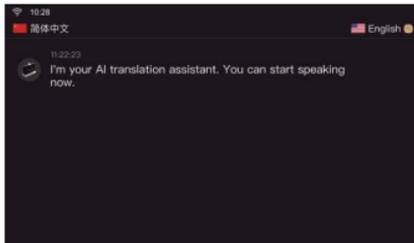
### Guest face



## Method Two: A guest language selection sends both sides to the translation page.

- Once the guest selects a language, both sides will go directly to the translation screen. The host language is set to the phone's system language by default, and the guest language is the selected one.
- The default prompt starts the translation session.

### Guest face

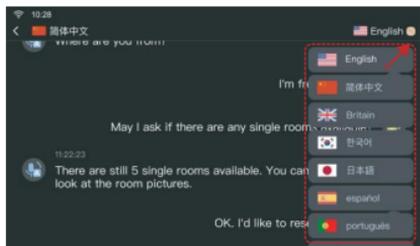


### Main face

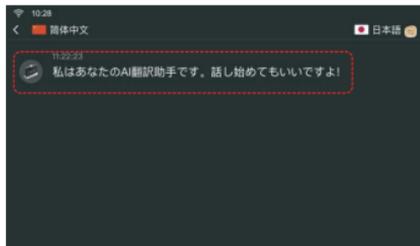


c) On the translation page, tapping the "Switch Language" icon on the guest side allows you to change the translation language. After confirmation, a new session will begin, clearing all previous messages from both host and guest sides.

### Guest face

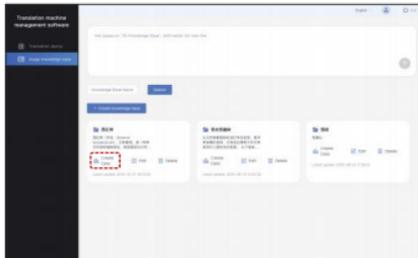


### Main face

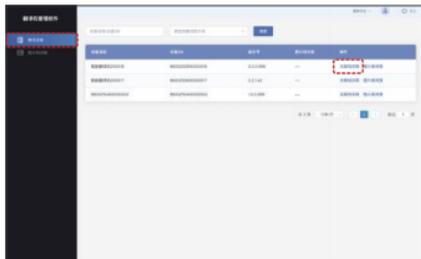


#### d) Translate Photo Library

1.To create data, select the Image Knowledge Base menu in the translation device management software, click the Create Knowledge Base button. After successful creation, then click New Data on the knowledge base card.



2. After creating a knowledge base and its data, select Translation Device, then click the Link Knowledge Base button in the device list to associate an existing image knowledge base with the current device.



3. After successfully creating and linking a knowledge base, use specific instructional commands on the translation page to display images. Commands like "Please help me find XXX" or "Please show me XXX" will trigger this feature.

For instance: With an image knowledge base containing single room details, the command "Please help me find photos of a double room" will display the relevant images on both sides.



## Product Specifications

Model	T10 Max
CPU	Dual-core x2
Display	10" IPS HD touchscreen x2
Camera	1080P HD x2 (1920x1080)
Microphone	Dual-array MIC
Speaker	2W output
Network	Wi-Fi 2.4&5.8G
Power	Dual-band Wi-Fi (2.4/5.8GHz)
Reset Button	DC 12V/2A
Power Button	x1
Certifications	x1
Dimensions	273.58mm*96.5mm*213.48mm
Operating conditions	-10°C~50°C, 30%~80%RH

## Customer Service

### Repair Services

This product is covered by a one-year limited warranty from the date of purchase. After one year, any repairs or part replacements due to product defects will be subject to service charges.

## Support & Service

- 1.Contact support to confirm the issue before sending your product for repair.
- 2.Prior to mailing, complete the customer copy of the Service Card.

## Commitment Timeframe

We will repair or replace your product within 5 business days of receipt at our facility. This does not include mailing time.

## Warranty Coverage

- The warranty covers the product only, excluding packaging and accessories.
- A receipt and service card are required for warranty service. Otherwise, the free warranty period starts from the product's manufacture date.
- The sender is responsible for all shipping costs.
- Company liability limited to commitments in this Service Policy only.

## Special Notes

The following issues are not eligible for free repair; paid service is available.

- Damage caused by improper installation, use, maintenance, or storage.
- Tampering with or removal of the product barcode.
- The product is outside the warranty and replacement period.
- The model or series number on the service card does not match the product.

- Unauthorized modification of system files or disassembly of the product.
- Damage caused by accidents or misuse.
- Damage caused by force majeure, such as earthquake, fire, flood, or lightning.
- Any damage not caused by a manufacturing defect.

## User Stub

Please complete and retain this card as proof for warranty claims

Product Information	Product Name	
	CID	
	Purchase Date	
User Information	Name	
	Phone	
	Email	
	Address	