



Intelligent desktop dual-screen translation machine

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 – green
- ⑦ Guest face: Microphone switch – yellow

User Manual

1.Power on the device.

Power on the device. Upon hearing "Please connect to the network", wait for it to boot up. The powered-on device is shown below.



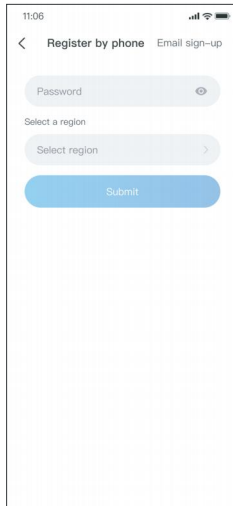
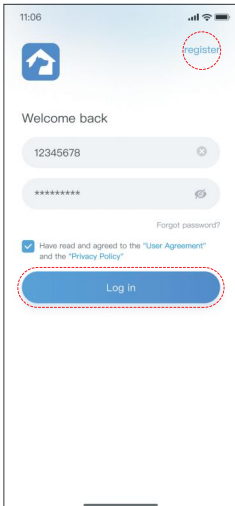
2.Install the "Im Mate APP"

a) 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



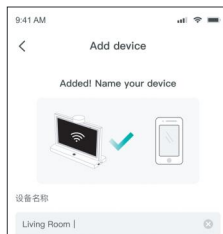
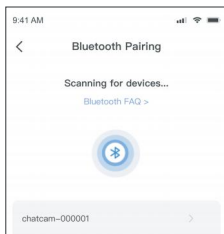
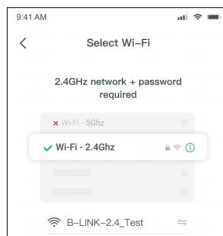
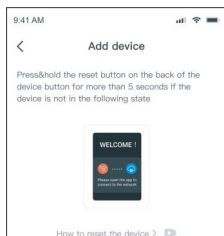
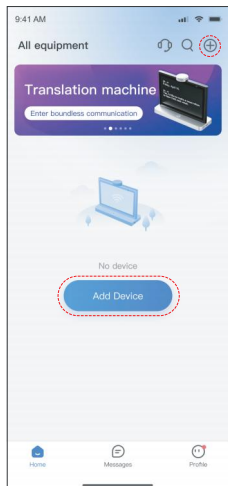
3. Register and log in to your account

b) 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



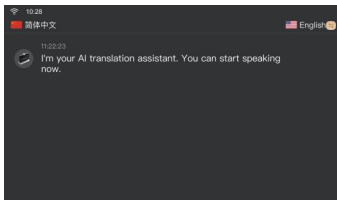
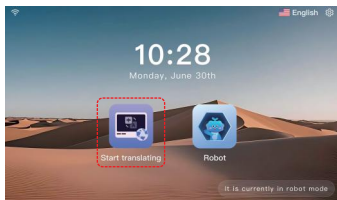
5. Translation

After successful binding, you can start translating on the device

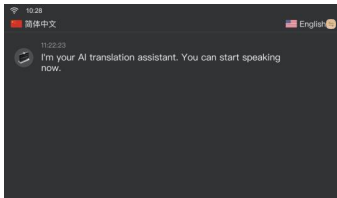
Option 1: Tap the "Real-time Translation" button on the home screen.

- a) 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.
- b) After the system prompt, both parties can begin the translation session.

Main face



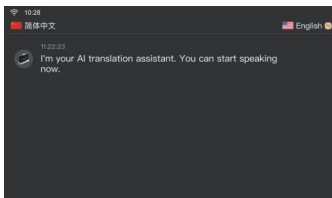
Guest face



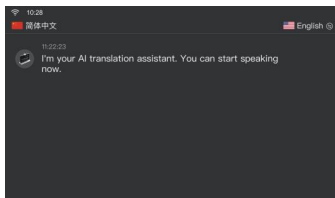
Method Two: The customer selects the language in translation mode

- a) After a language is selected on the guest side, both screens enter the translation interface. The host defaults to the phone's system language, while the guest uses the selected language.
- b) Begin translation after the system prompt.

Guest face

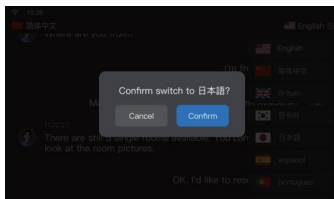
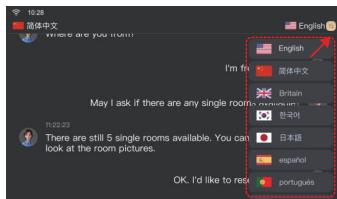


Main face

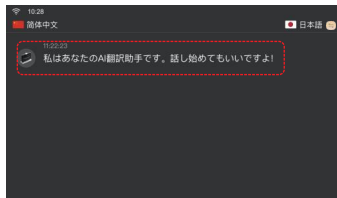


c) On the guest screen, tap the ["Switch Language"] icon to change the translation language. After confirmation, a new session will begin: the previous guest screen content will be cleared, while the host screen retains the old session with a prompt indicating a new session has started.

Guest face



Main face



6.Robot

一、Set up and associate the knowledge base

a) In the Admin Console, select Knowledge Base Management > click Create Knowledge Base. After creation, click Add Data on its card to add data under it.



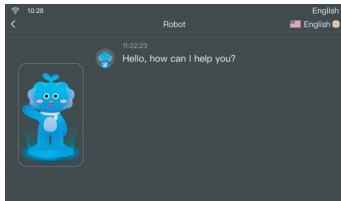
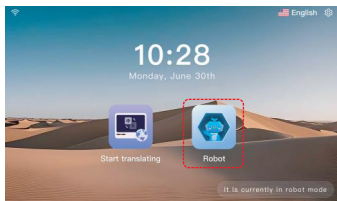
b) After creating a knowledge base and its data, go to Device Management, select a device from the list, and click Link Knowledge Base to assign an existing knowledge base to the device.



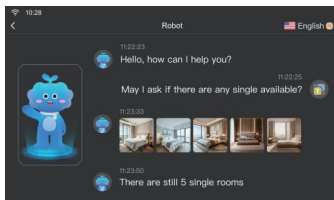
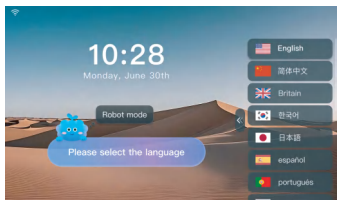
二、Robot Q&A

a) After setup, tap the [Robot] button on the host screen to enter the chat interface. The guest screen will also switch to robot mode. Select a language to start Q&A. Sessions on host and guest screens operate independently.

Main face

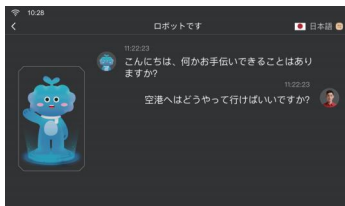
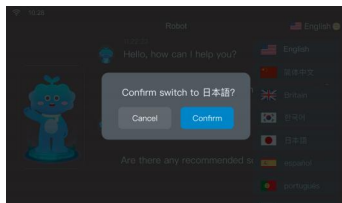
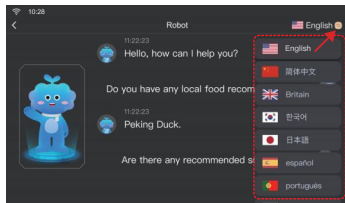


Guest face



b) Tap the language icon to switch languages. The robot will then respond in the selected language.

(Note: Available languages are limited to those supported by the knowledge base.)



Product Specifications

Model	T10
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

Q&A

1.How to identify the current mode on the host/guest screen.

Main face: The host screen displays the current mode (e.g., "Robot Mode" or "Translation Mode") in the lower-right corner.

Guest face: The guest screen displays "Translation Mode" or "Robot Mode" to indicate its current status.

2.How to view translation history and robot chat records.

On the Yueban APP home screen, tap "Translation History" or "Q&A History" to view the device's translation and robot chat records.

3.How to distinguish between host and guest screens.

- Main face: Microphone switch – green, Guest face: Microphone switch – yellow
- The screen showing translation/robot icons is the host screen. The screen displaying the language list is the guest screen.

4. "Link a knowledge base first" prompt when tapping robot.

If no knowledge base is linked in the admin console, tapping the robot icon will prompt: "Please link a knowledge base first."

After-Sales Service

To protect your rights, please read the following carefully:

Warranty Services

1.Return Policy

Within 7 days of purchase, if the product fails due to manufacturing defects (confirmed by our technicians), you may request a full refund.

2.Replacement Policy

Within 30 days of purchase, if the product fails due to manufacturing defects (confirmed by our technicians), you may request a free replacement or repair.

3.Repair Services

1-year free repair for covered malfunctions.

After 1 year, repairs for manufacturing defects will incur fees (if repair or

replacement of parts is required after inspection, the user shall bear the relevant costs themselves).

4.Service Commitment

We will repair or replace your product within 5 business days of receipt (excluding shipping time).

Support & Service

- 1.Contact our support team to confirm the issue before sending your product.
- 2.Complete and keep the Service Card copy before shipping.

Warranty Coverage

- Covers the product only (excludes packaging and accessories)
- Within 30 days of purchase: We will replace defective products with the same model or refurbished equivalent (defective parts retained by us)
- Required for service: Original invoice and Service Card (without proof, warranty starts from production date)
- 30-day extended warranty after repair (3 months for paid repairs on the same issue)
- Shipping costs are the sender's responsibility.
- We are not responsible for dealer promises beyond this policy

Important Notes

The following situations are not covered by the free repair service. Please note

- Damage caused by improper use, installation, or maintenance
- Tampered or removed barcode

- Beyond warranty/replacement period
- Product serial/model mismatch on Service Card
- Unauthorized modifications or repairs
- Accidental or intentional damage
- Force majeure (natural disasters)
- Non-manufacturing defects

Return & Repair Process

After you purchase the product, if there is a problem with the product itself, the after-sales service and return instructions are as follows(Warranty period starts from activation date):

Period	≤7 days	7d-1m	≤3m	≤1y	Out of warranty
Service	Free return	Free repair	Free repair	Free repair	Paid repair
Shipping	Seller pays	Seller pays	Split cost	Buyer pays	Buyer pays

Note: Damage from misuse/natural causes (e.g., lightning) incurs repair fees based on assessment.

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	



This product requires proper disposal. Do not dispose with household waste. Return through authorized recycling systems or contact your retailer for eco-friendly recycling to support sustainable material reuse.

FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications not expressly approved by the party responsible for Compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help important announcement .

Radiation Exposure Statement

To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.