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Network-based TFT Solution

User Guide

Industrial Automation | New Energy Vehicle | Intelligent Elevator | Intelligent Robot | Digital Energy | Rail Transit

Data code PS00021926A00

Legal Information

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Due to continuous updates and improvements of products and technologies, the content of this documentation may not fully match the actual products. In the event of any discrepancies, the actual products shall prevail.

The contents are subject to change without notice due to product upgrade.

Waste Disposal

The storage, use, and disposal of this product (including optional accessories) must comply with local laws and regulations.

Qualified Personnel

The product/system described in this documentation may be operated only by personnel qualified for the specific task in accordance with the relevant documentation, in particular its warning notices and safety instructions. Qualified personnel can identify the risks of the product/system and prevent possible dangers.

Proper Use of the Product

Proper transportation, storage, assembly, installation, commissioning, operation, and maintenance are required to ensure the safe operation of the product without any problems. The required ambient conditions must be met. All operations must follow the guidelines provided in this documentation.

Preface

Introduction

This manual introduces the network-based solution for the elevator car multimedia display (hereinafter referred to as the "device"), including device network deployment, software commissioning, facial recognition function, and optional accessories.

Revision History

Date	Version	Revision
April 2026	A00	First issue.

Access to the Guide

This guide is not in the scope of delivery. If necessary, you can obtain the PDF file in the following ways:

- Visit *https://www.inovance.com/global*, choose Service&Support > Support > Documentation Download.
- Scan the **QR code** on the product with your smartphone.
- Scan the QR code below to install the application **My Inovance**, where you can search for and download the guide.

Warranty Instructions

If your product becomes defective under normal use conditions, we will offer guaranteed repair services within the warranty period. Charges will be paid beyond the warranty listed in the purchase order.

The warranty does not cover any defect caused by:

- failure to operate the product in accordance with the user guide
- events beyond control, such as fire, flood and abnormal voltage
- function misuse
- out-of-range application
- other events of force majeure, including but not limited to lightning, earthquake and other extreme weather events

The maintenance fee is charged according to the latest Price List of Inovance. If otherwise agreed upon, the agreed terms and conditions shall prevail.

For details, see Product Warranty Card.

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1 General Safety Rules

1.1 Safety Instructions

Safety Disclaimer

- To ensure the safety of humans and equipment, follow the signs on the product and all the safety instructions in this guide.
- To ensure the safety of humans and equipment, follow the signs on the product and all the safety instructions in this guide.
- The "CAUTION", "WARNING", and "DANGER" are only supplements to the safety instructions.
- Use this product according to the designated environmental requirements. Functional abnormalities or component damages caused by improper usage are not covered by warranty.
- Inovance shall take no responsibility for any personal injuries or property damage caused by improper usage.

Safety Levels and Definitions



Indicates that failure to comply with the notice will result in severe personal injuries or even death.



Indicates that failure to comply with the notice may result in severe personal injuries or even death.



Indicates that failure to comply with the notice may result in minor or moderate personal injuries or damage. Keep the guide properly for future reference and deliver it to the end user.

Wiring

DANGER

- Ensure that all power sources are disconnected before performing installation and wiring operations; avoid working on live circuits or plugging/unplugging cables to prevent electric shock or circuit damage.
- Connect the wiring for the DC power supply to the dedicated terminals as described in the guide.
- When drilling screw holes and wiring, ensure no metal shavings or wire clippings fall into the product to avoid malfunction, electronic component damage, or fire.
- After completing the wiring, carefully check to ensure the operating voltage and terminal positions are correct to avoid fire or accidents.

CAUTION

- To avoid electric shock, disconnect the power source before connecting the power to this product.
- The rated input power supply for this product is 24 VDC (allowable fluctuation range: 18 VDC to 36 VDC). If the input voltage is outside this range, severe damage to this product may occur. Therefore, please regularly check whether the DC power provided by the switched-mode power supply is stable.

Operation and Maintenance

CAUTION

- During use, take care to protect the panel; perform touch operations with your hand instead of tools to avoid damage. Users are responsible for any damage caused by excessive force exerted.
- Lithium batteries, device screens, capacitors, and other components may contain substances harmful to health and the environment. Treat the product as industrial waste.

Battery Use

WARNING

- Avoid replacing the battery with an incorrect type.
- Do not dispose of the battery in fire or heat sources, do not mechanically crush or cut batteries.
- Do not expose the battery to extreme temperatures.
- Do not swallow the battery as it poses a chemical burn hazard.
- This product contains a button battery. If swallowed accidentally, it can cause severe internal burns within 2 hours and may lead to death.

CAUTION

- Keep new and used batteries away from children.
- If the battery compartment is not securely closed, stop using the product and keep it away from children.
- Seek immediate medical attention if you suspect battery ingestion occurs.

Disposal
CAUTION • Dispose of the product according to industrial waste regulations; when disposing of batteries, follow local ordinances separately.

1.2 Industrial Information Security

The product provides an interface to connect to the network and transmit data through the network interface. To protect factories, systems, machines, and networks from cyber attacks, a proper industrial information security protection mechanism must be implemented to ensure safe operation of factories, systems, machines, and networks.

The customer is responsible for providing and continuously ensuring a secure connection between the product and the customer network or any other network to prevent unauthorized access to its factories, systems, machines, and networks. The system and device can be connected to the corporate network or Internet only when they are connected securely with appropriate security measures taken (for example, anti-virus software and firewall installation).

Inovance is committed to continuous development and improvement of the products and solutions to improve the level of safety. It is strongly recommended to update the product promptly and always use the latest version.

CAUTION

Tampering with software (such as viruses, Trojans, and Worms) can lead to unsafe drive state, which can put the device in an unsafe operation state. This may result in death, serious injury, and property damage. Observe the following strictly.

- Always use the latest software version. If the product version is no longer supported or the latest version of the program is not applied, customers are at increased risk of cyber-attacks.
- Take proper protection measures (including but not limited to deploying antivirus software, firewall, WAF, IPS/IDS, situational awareness system, ID verification, and data encryption) to prevent files in the mobile storage device from being damaged by malware and protect products, networks, systems, and interfaces from unauthorized access, disturbance, intrusion, data disclosure, or information theft.
- Check all safety-related interfaces and settings after commissioning.

2 Network Deployment

2.1 System Connections

Supports fiber or network cable connection methods; select the following accessories according to your system connection plan:

- 5 m network cable
- 10 m network cable
- 5-Port fast Ethernet switch
- Single-fiber optical transceiver (Must be ordered in pairs)

Note

The device supplier is responsible only for network equipment connecting the display to the car top. The customer needs to provide the network equipment connecting the monitoring room to the machine room, and connecting the machine room to the shaft.

2.1.1 Optical Fiber Version

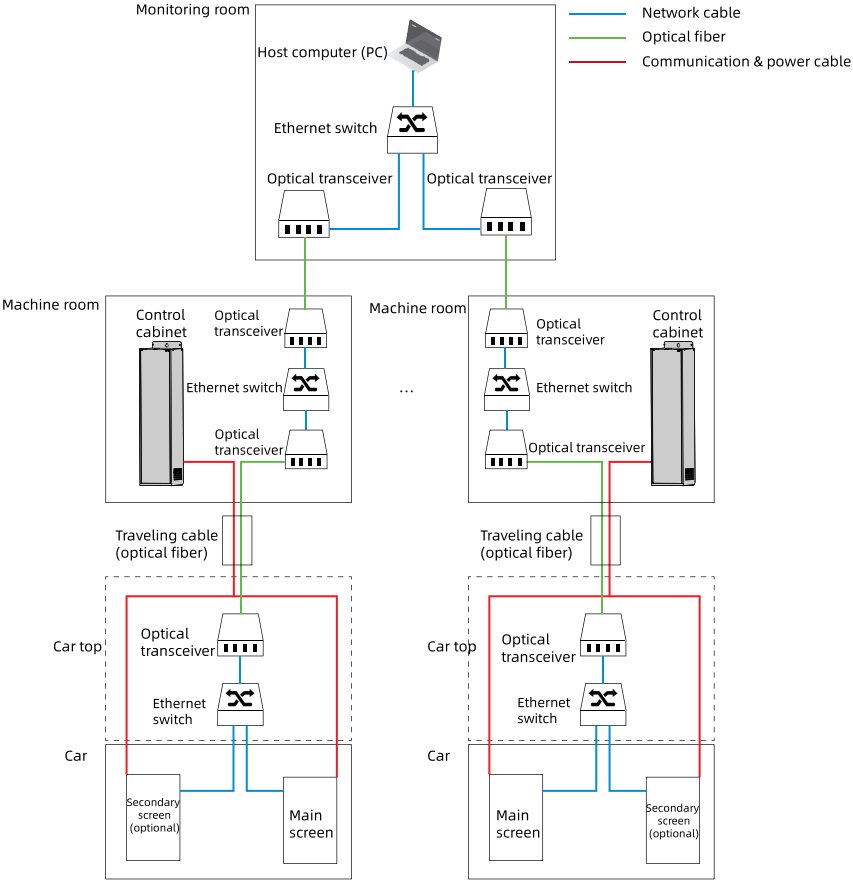


Figure 2-1 Network deployment

Note

- Network deployment within the machine room shall comply with low-voltage standards.
- Other peripheral devices can be connected to the network through the Ethernet switch inside the car top. Otherwise, network connectivity must be provided on-site.

2.1.2 Network Cable Version

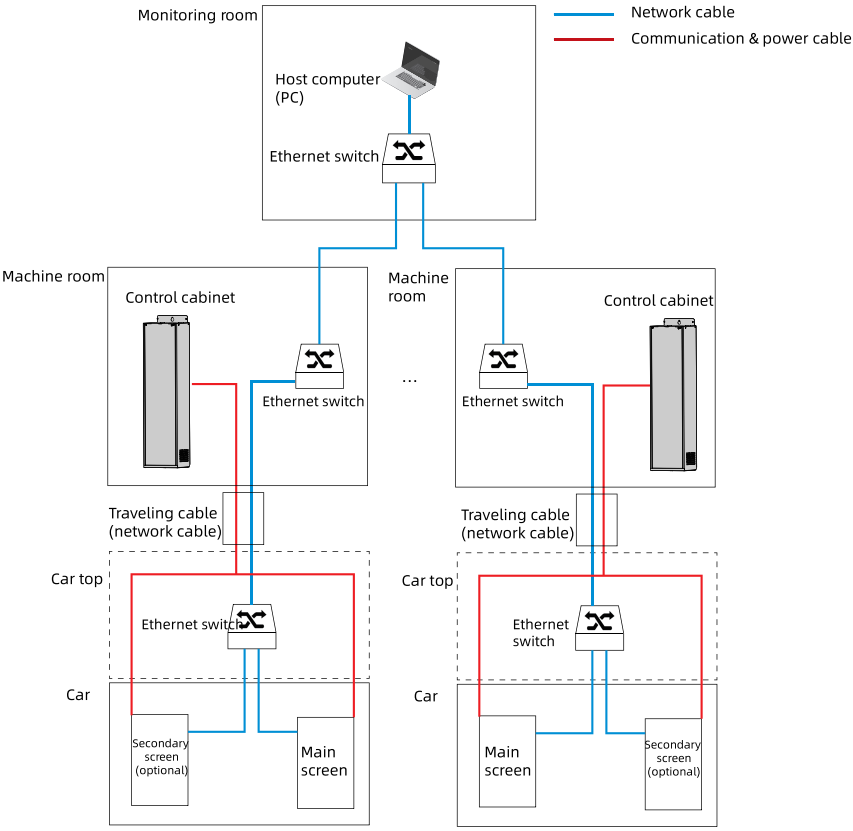


Figure 2-2 Network deployment

Note

- Network deployment within the machine room shall comply with low-voltage standards.
- Other peripheral devices can be connected to the network through the Ethernet switch inside the car top. Otherwise, network connectivity must be provided on-site.

2.2 System Configuration

Connect the device to the host computer (PC) within the same local area network using the network cable. For specific operating instructions, consult on-site network personnel.

2.2.1 Host Computer Network Configuration

1. **Access network connections**

   You can access **"Network Connections"** through the following three methods. The supported methods vary depending on the system.

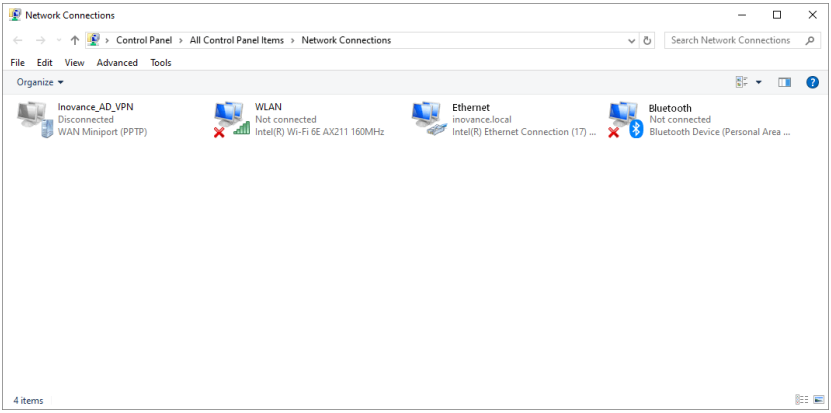


Figure 2-3 Network connections interface

- **Method 1:** Click the network icon  in the lower-right corner of the host computer, then click **"Network & Internet settings>Change adapter options"**.

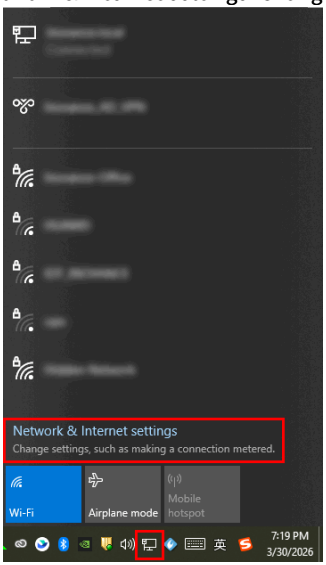


Figure 2-4 Method 1

- **Method 2:** Click the Start icon in the lower-left corner of the host computer, then click **"Settings>Network & Internet settings>Change adapter options"**.

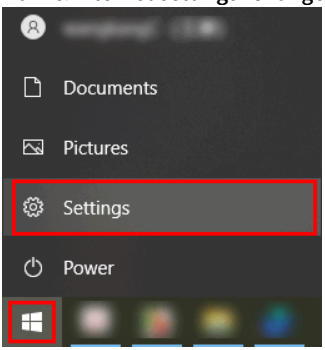


Figure 2-5 Method 2

- **Method 3:** Press **"WIN"+"R"** on the keyboard simultaneously to open the Run window, enter **"ncpa.cpl"**, then click OK.

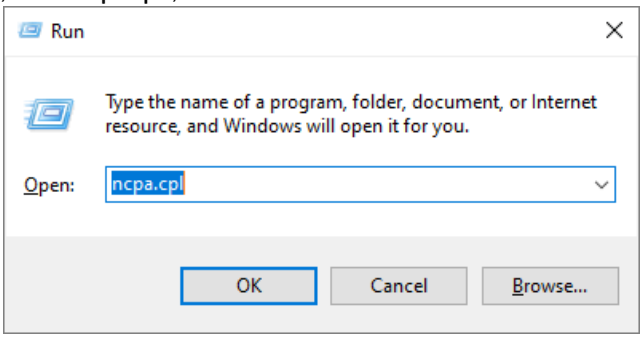


Figure 2-6 Method 3

2. **Configure Ethernet properties**

a. Select **"Ethernet"**, right-click and select **"Properties"**.

Note

If multiple **"Ethernet"** options are available, you can determine the **"Ethernet"** option corresponding to the LAN by plugging or unplugging the network cable connecting the host computer to the network.

---

b. Double-click **"Internet Protocol Version 4 (TCP/IPv4)"**.

c. Select **"Use the following IP address (S)"**.

d. Based on the actual network environment on site, set the **"IP address (I)"** to the LAN server IP, and set the corresponding **"Subnet mask (U)"** and **"Default gateway (D)"**. Example:

- IP address (I): 192.168.168.166
- Subnet mask (U): 255.255.255.0
- Default gateway (D): 192.168.168.1

e. Click **"OK"** to complete the host computer network configuration.

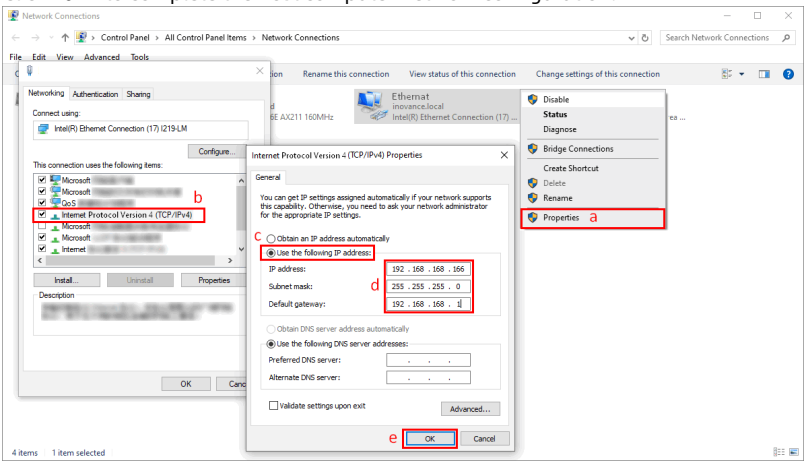


Figure 2-7 Configuring Ethernet properties

2.2.2 Device Network Configuration

1. **Go to the device settings menu:**

- Non-touchscreen device: Press **MOD** button to enter the settings menu, use **+** and **-** to move up/down through menu items, or to increase/decrease the value of a menu item.
- Touchscreen device: On the standby screen, a long press on the logo in the upper-left corner will display . After the icon changes to , double-click the icon to enter the menu interface.

2. **Set network parameters:**

<table>
<tr><th>Level 1 menu</th><th>Level 2 menu</th><th>Description</th></tr>
<tr><td rowspan="6">Network parameter setting</td><td>Main and secondary screen</td><td>• Device ID: Sets the device ID, ranging from 0 to 255. The device ID of the main and secondary screens must be consistent and different from the IDs of other screens within the elevator.
• Main or secondary: Sets this display to be main or secondary. Network cable connection is needed for the two displays (configuration not required if there is only one screen in the car).</td></tr>
<tr><td>LAN server IP</td><td>Configure the LAN server IP based on the actual on-site network environment. Example: 192.168.168.166.</td></tr>
<tr><td>Static IP address</td><td>When enabled, manually configure the local IP address, subnet mask, and gateway IP.</td></tr>
<tr><td>Local IP address</td><td rowspan="3">Sets the device's IP address, subnet mask, and gateway.
The main and secondary screen IPs must be in the same network segment as the server IP and cannot be identical. Example:
<table><tr><th>Main screen</th><th>Secondary screen</th></tr><tr><td>IP1: 192
IP2: 168
IP3: 168
IP4: 112</td><td>IP1: 192
IP2: 168
IP3: 168
IP4: XXX</td></tr></table></td></tr>
<tr><td>Subnet mask</td></tr>
<tr><td>Gateway IP</td></tr>
</table>

Note

This guide uses the device network with IP address 192.168.168.112 as an example. The following configuration settings are applied:

- Device ID: 12
- Server IP: 192.168.168.166
- Local IP (Device IP): 192.168.168.112
- Subnet mask: 255.255.255.0
- Gateway IP: 192.168.168.1

After completing the settings, record the device's **Local IP** along with its corresponding **Location** or **Elevator number**. This information is essential for future device registration and identifying offline device locations.

2.2.3 Software Installation

Ensure your host computer runs the **64-bit version of Windows 10** operating system to install the software.

1. **Install the software:**

   On the host computer, install the **TFT-LAN-CMS** software .

Note

- **Method 1:** Visit *https://manual.shbstcloud.com*, navigate to **"TFT Product Manual>TFT LAN Software>Installation Package"**, and download the latest version of the software installer.
- **Method 2:** Obtain the **TFT-LAN-CMS** software installer from your device supplier.

2. **Configure software network parameters:**

   a. Enter the software home page, click in the lower-left corner, then click **"Configuring IP"**.

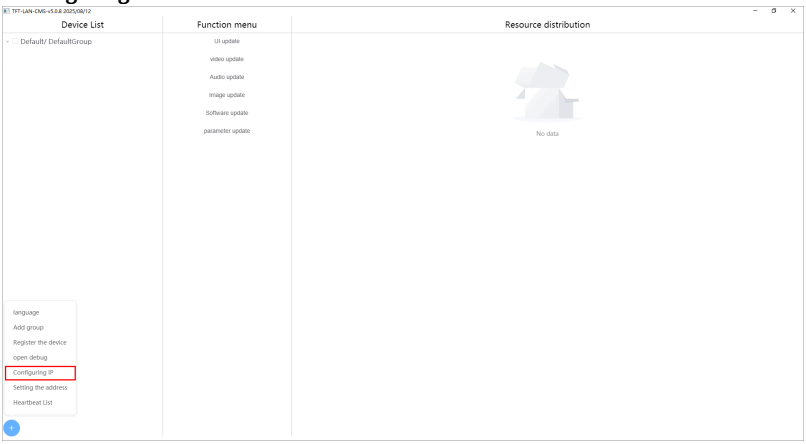


Figure 2-8 Configuring IP

   b. After entering the host computer's IP address, click **"Sure"**.

Note

The host computer IP address is the **"IP address"** configured in Step 2 of *"2.2.1 Host Computer Network Configuration" on page 10*. The example here is: 192.168.168.166.

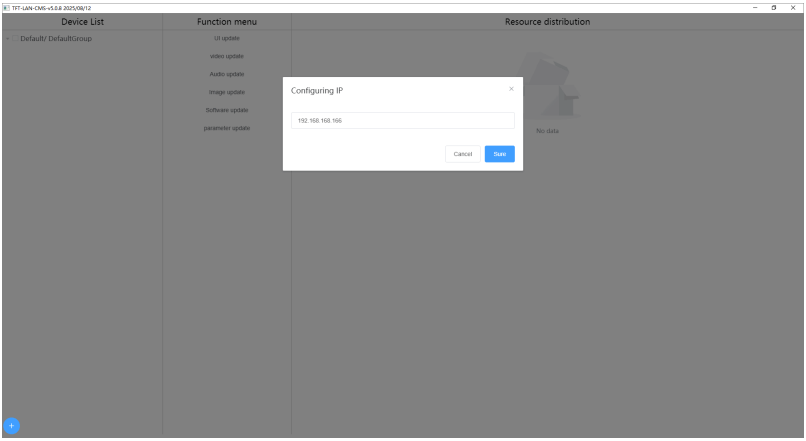


Figure 2-9 Entering server IP

c. Close and reopen the software to complete the server IP setting within the software.

3. **Turn off the host computer's firewall:**

a. Click the Start icon in the lower-left corner of the host computer, then go to **"Settings"**.

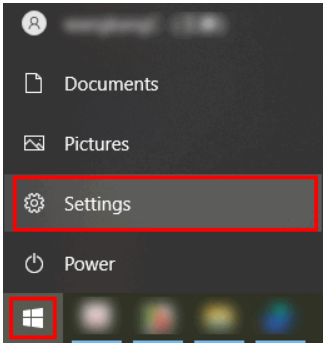


Figure 2-10 Opening Settings

b. Search for **"Firewall"**, then select **"Firewall & network protection"**.

Accessing

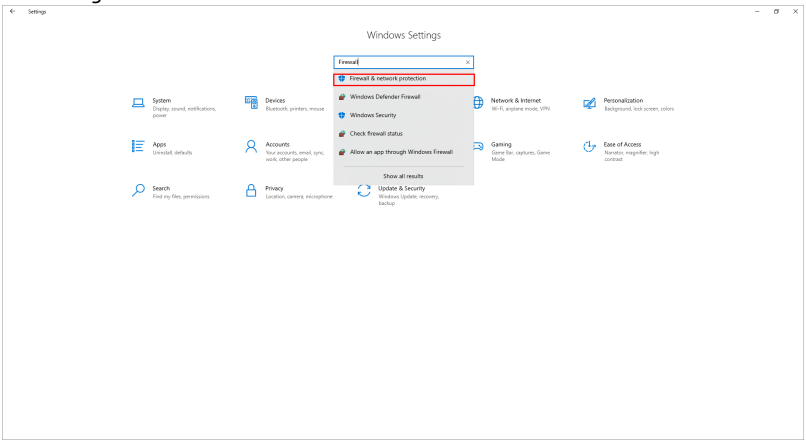


Figure 2-11 Firewall & network protection

c. Ensure firewalls of **"Domain network"**, **"Private network"**, and **"Public network"** are all off.

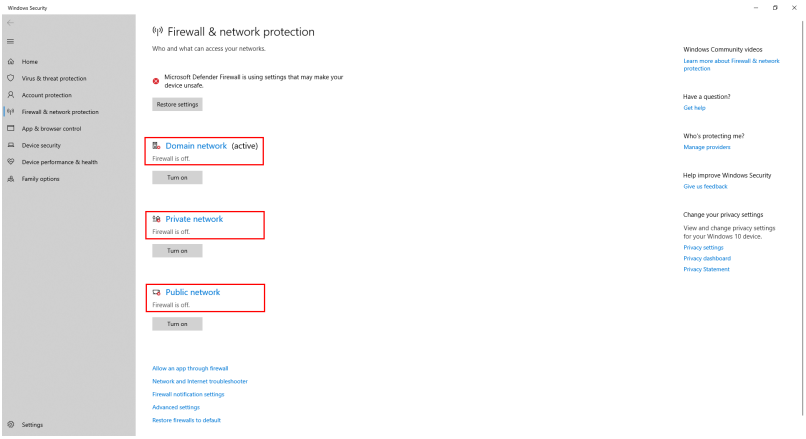


Figure 2-12 Turning off firewalls

2.2.4 Device Registration

1. Enter the software home page, click  in the lower-left corner, click **"Heartbeat List"**, and the list of all online devices pop up.
2. After locating the device to be registered through its IP address, click **"Register"** on the far right to pop up the device registration form.

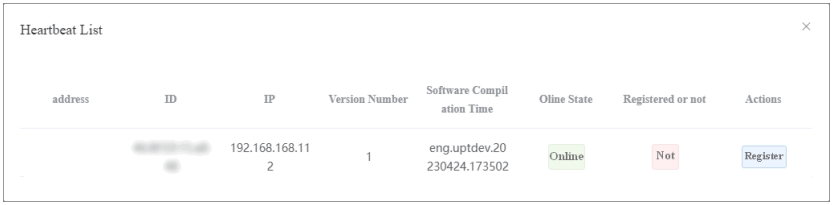


Figure 2-13 Heartbeat list

3. Fill in the parameters of the elevator to be registered.

- The **"address"** is the device name; you can fill in the device location and elevator number here.
- Other information can be filled in according to actual conditions and can be modified in the **"Device list"** on the home page.

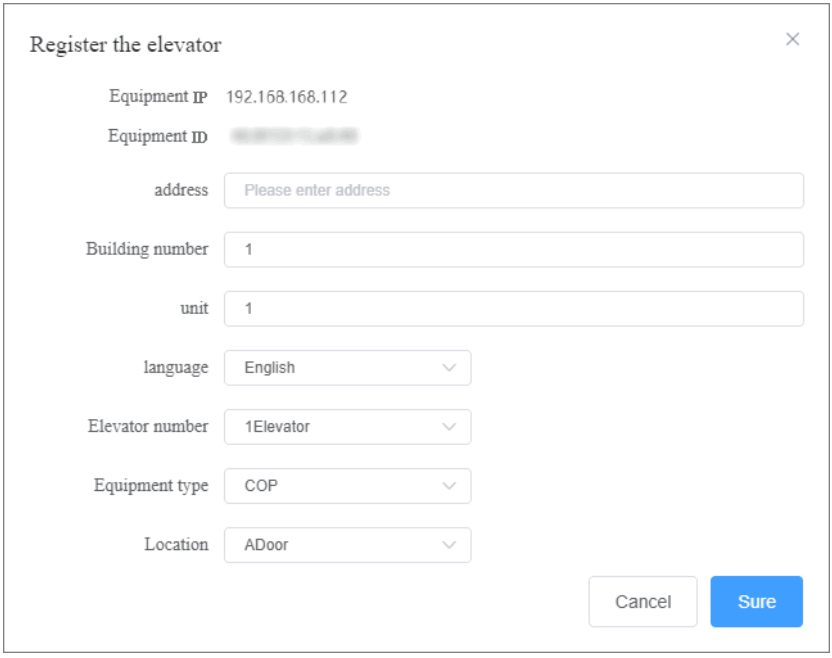


Figure 2-14 Device registration

2.2.5 Device Connection Verification (Optional)

If the device is no longer in **"Heartbeat list"** or the device status is **"Offline"**, follow the steps below to verify the connection between the host computer and the device:

1. Press **"WIN"+"R"** on the keyboard simultaneously to open the Run window, enter **"cmd"**, then click OK.

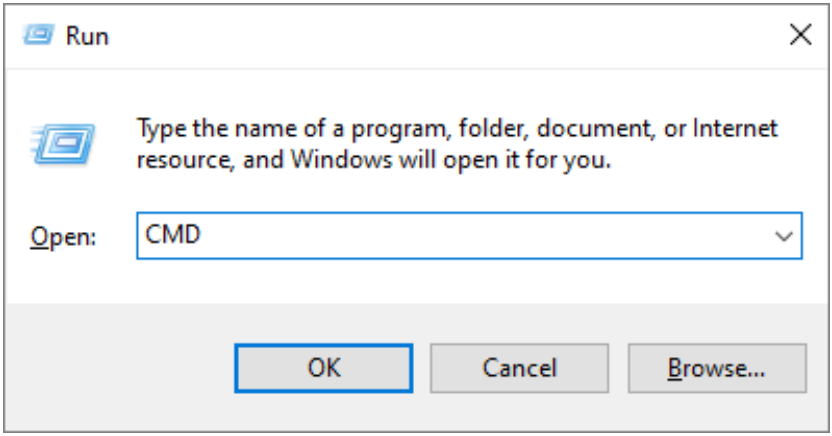


Figure 2-15 Opening the Run window

2. Enter the **ipconfig** command in the Run window to check the Ethernet status of the host computer:

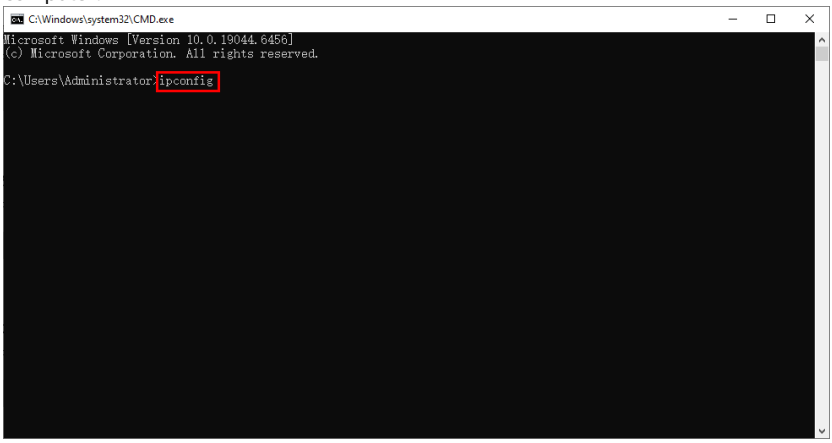


Figure 2-16 Entering the command

- If the displayed network information matches the network settings of the host computer, the host computer's network configuration is correct.

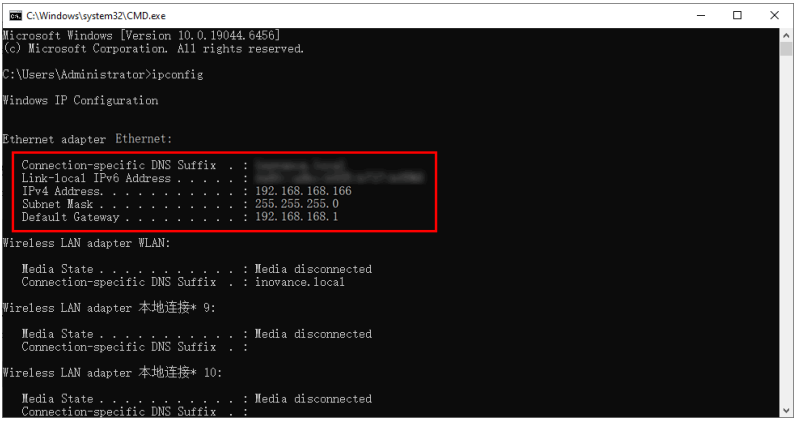


Figure 2-17 Correct host computer network configuration

- If **Media disconnected** is displayed, the network connection fails. Confirm whether the host computer's network cable is properly connected or damaged.

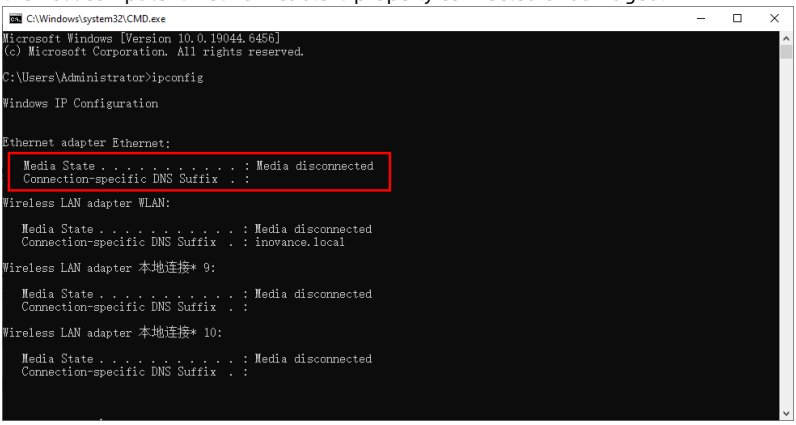


Figure 2-18 Failed host computer network connection

3. Enter the **ping 192.168.168.XXX** command in the Run window to check the connection status between the host computer and the device:

Note

192.168.168.XXX is the device's **"Local IP"**; this example uses 192.168.168.112.

- If **0% loss** is displayed, the device is successfully connected to the host computer.

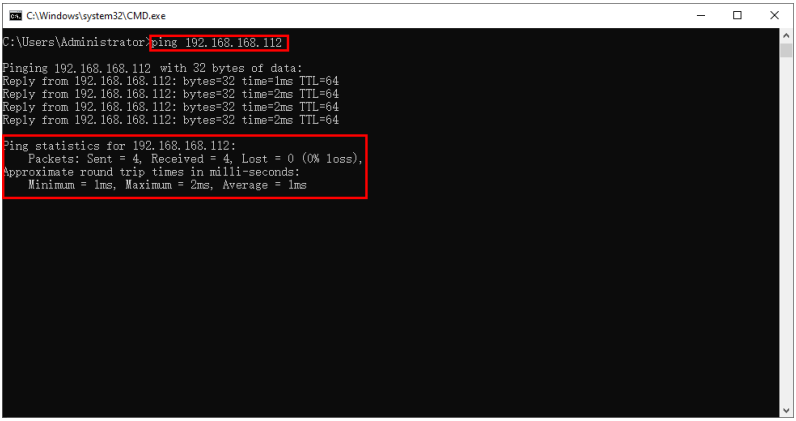


Figure 2-19 Device successfully connected to host computer

- If Packets **100% loss** is displayed, the physical network connection from the host computer to the car is abnormal, and the customer or on-site deployment personnel need to troubleshoot.

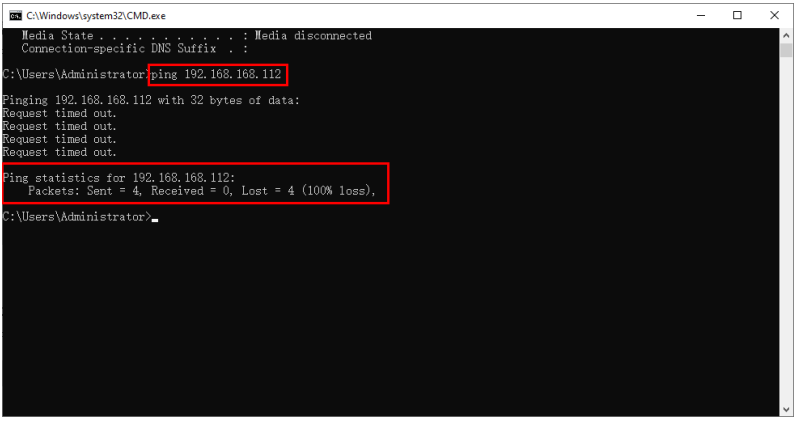


Figure 2-20 Device failed to connect to host computer

2.3 Function Commissioning

2.3.1 UI update

Prepare the new UI file first, upload it to the server through the software, and then it can be sent to the device.

Note

The UI file must be provided by the device supplier.

1. Select the device to update the UI from the device list.
2. Click UI update under **"Function menu"**.
3. Drag the new UI file into the upload area, or click **"Click to upload"** and select the file.
4. Click **"Update checked devices"**.

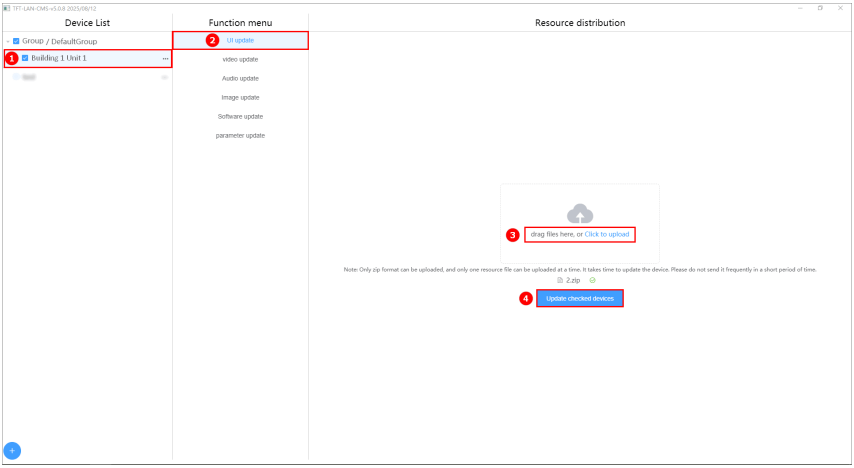


Figure 2-21 UI update

2.3.2 Video Update

Prepare the new video file first, upload it to the server through the software, and then it can be sent to the device.

Note

- The video format must be **MP4** or **AVI**, with a resolution not exceeding **1080p**, and a single video size not exceeding **200M**.
- Only a single video is supported for distribution or sending, and the device will loop-play this video.
- The priority of video play is higher than that of audio and images. Once a video is distributed to the device, the device will automatically delete any previously stored images and videos.

1. Select the device to update the video from the device list.

2. Click **"Video update"** under Function menu.
3. Drag the new video file into the upload area, or click **"Click to upload"** and select the file.
4. Click **"Update checked devices"**.

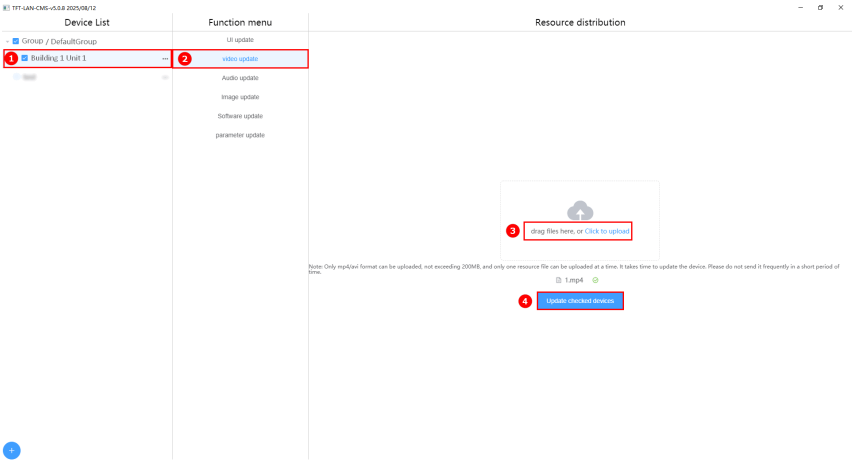


Figure 2-22 Video update

2.3.3 Audio Update

Prepare the new audio file first, upload it to the server through the software, and then it can be sent to the device.

Note

- Audio format must be **MP3**, and the size of each audio file must not exceed **30M**.
- Only a single audio file is supported for distribution or sending, and the device will loop-play the audio while playing images.
- The priority of video play is higher than that of audio and images. Once a video is distributed to the device, the device will automatically delete any previously stored images and videos.

---

1. Select the device to update the audio from the device list.
2. Click **"Audio update"** under Function menu.
3. Drag the new audio file into the upload area, or click **"Click to upload"** and select the file.
4. Click **"Update checked devices"**.

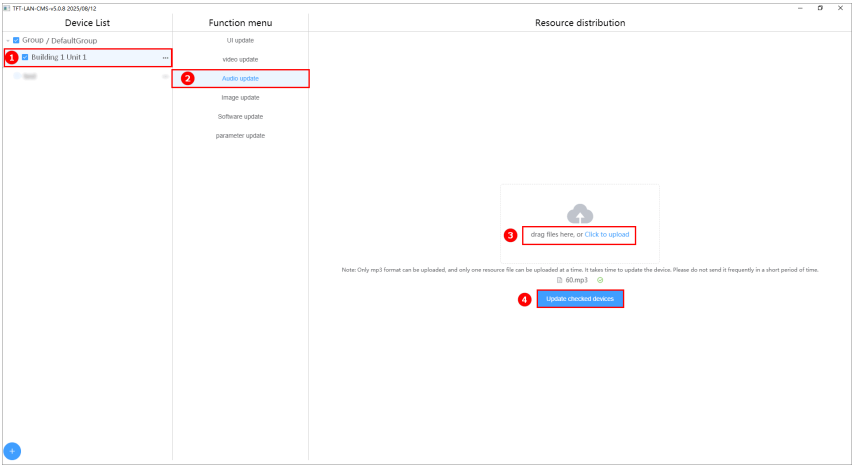


Figure 2-23 Audio update

2.3.4 Image Update

Prepare the new image file first, upload it to the server through the software, and then it can be sent to the device.

Note

- The image format must be **JPG** or **PNG**, with a resolution not exceeding **1080p**, and a single image size not exceeding **10M**.
- Only a single image is supported for distribution or sending, and the device will display this image.
- When displaying an image, the device plays any attached audio at the same time.
- After sending the image, the previous images and videos on the device will be automatically deleted.

---

1. Select the device to update the image from the device list.
2. Click **"Image update"** under Function menu.
3. Drag the new image file into the upload area, or click **"Click to upload"** and select the file.
4. Click **"Update checked devices"**.

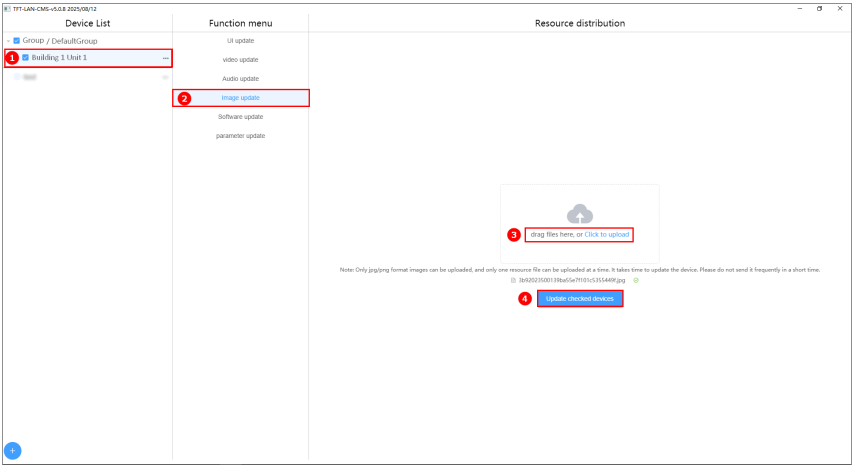


Figure 2-24 Image update

2.3.5 Software Update

Prepare the new software file first, upload it to the server through the software, and then it can be sent to the device.

Note

The software file must be provided by the device supplier.

---

1. Select the device to update the software from the device list.
2. Click **"Software update"** under Function menu.
3. Drag the new software file into the upload area, or click **"Click to upload"** and select the file.
4. Click **"Update checked devices"**.

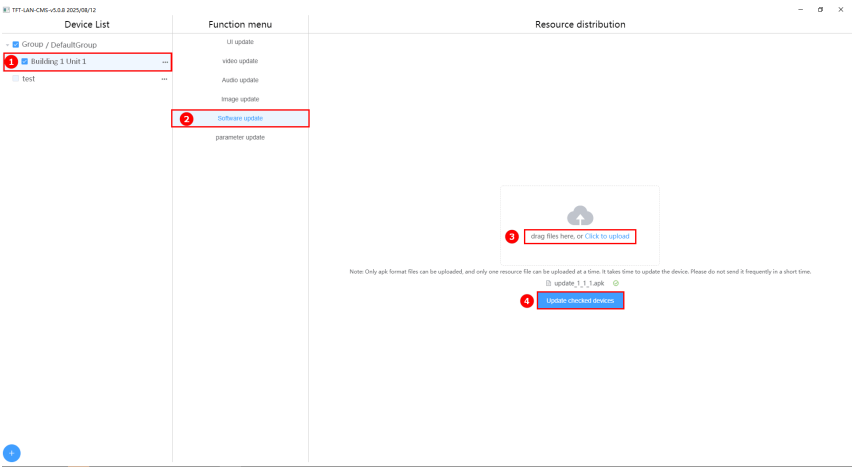


Figure 2-25 Software update

2.3.6 Parameter Update

1. Select the device to update the parameters from the device list.
2. Click **"Parameter update"** under Function menu.
3. Set the following parameters:
   - Language: Sets the device language to Chinese or English.
   - Normal brightness: Sets the screen brightness when the device is operating normally.
   - Standby brightness: Sets the screen brightness when the device is in standby.
   - Standby time: Sets the time after which the elevator enters standby mode when idle (When the device enters standby, the screen brightness will be set to standby brightness and volume will be turned off; the standby mode stops when the elevator runs).
   - Announcement volume: Sets both the device announcement volume and video volume.
   - Time setting: Sets the device display time and date.
   - Scrolling subtitles: Customize the device's scrolling content.
4. Click **"Update checked devices"**.

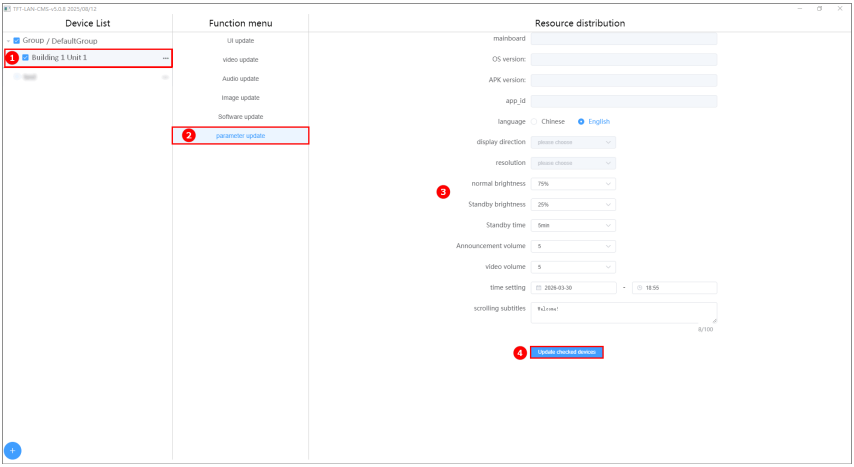


Figure 2-26 Parameter update

2.3.7 Language

Method 1:

1. Select the device to update the parameters from the device list.
2. Go to the software home page, click + in the lower-left corner, then click **"Language"**.
3. Select Chinese or English in **"Language"** .

Method 2:

1. Select the device to update the parameters from the device list.
2. Click **"Parameter update"** under Function menu.
3. Select Chinese or English in **"Language"** .
4. Click **"Update checked devices"**.

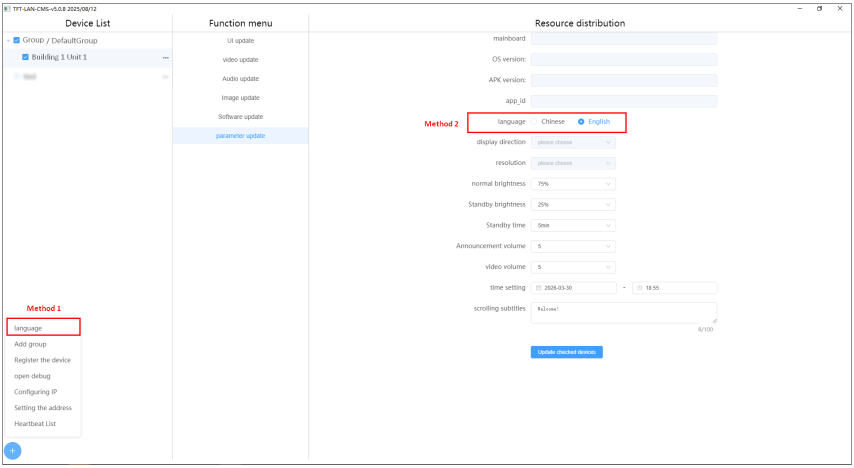


Figure 2-27 Change language

2.3.8 Other Settings

Adding New Device Group

1. Go to the software home page, click  in the lower-left corner, then click **"New group"**.
2. After entering the new group name, click **"Sure"**.

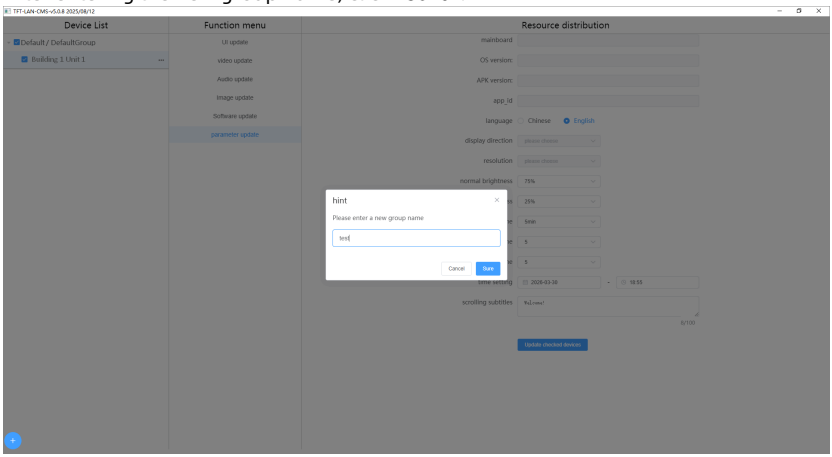


Figure 2-28 Adding new device group

Setting Device Address

1. Enter the software home page, click  in the lower-left corner, then click **"Setting the address"**.
2. After setting the detailed device address, click **"Sure"**.

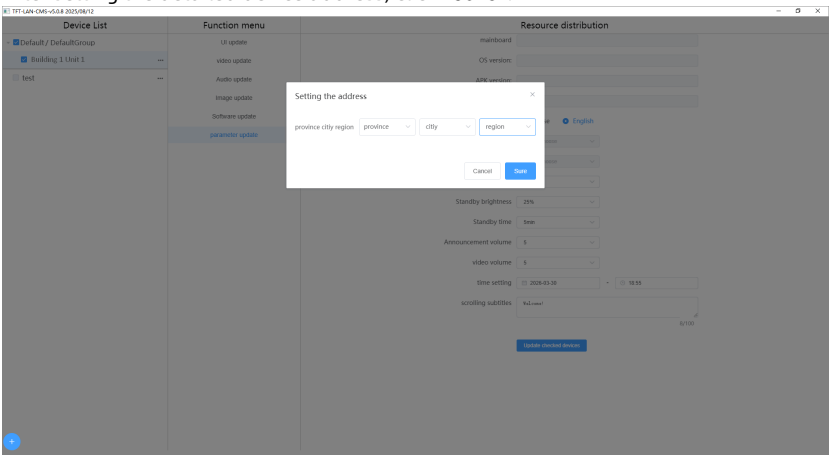


Figure 2-29 Setting device address

More

1. Click ··· on the right side of the device in the device list.
2. You can perform the following operations on the device:

- Delete the device.
- Edit device remark.
- Move the device to another group.
- View device details.

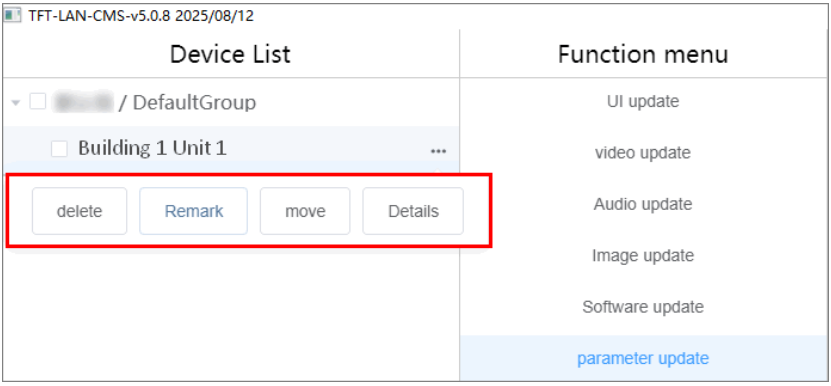


Figure 2-30 More operations on the device

3 Facial Recognition (Optional)

Facial recognition is an optional feature and requires a camera to be installed for use. The following models support the facial recognition feature:

- BVT808.1D
- BVT10402
- BVM10403
- BVT12101
- BVT15002
- BVT18501
- BVT29001
- BVT38001

3.1 Camera Specifications

Param.	Description
Module dimensions (L x W x H)	60 mm x 8 mm x 5.2 mm (±0.2 mm)
Operating temperature	–20°C to +70°C
Storage temperature	–20°C to +80°C
Camera board assembly technology	SMT
Image distance	30 cm to infinity
PCB ink	Black
Power supply voltage	5 VDC
Connection interface	USB 2.0 SMD, 5-pin, 1.0 mm pitch
Operating current	100 mA to 120 mA
Operating system	Windows XP/7/10, Linux 2.6.26 or Android 4.0 and later
Maximum effective resolution	1296 px x 742 px
Sensitivity	3000 mV/(Lux·sec)
Pixel size	3.4 μm x 3.4 μm
Frame rate	30 FPS
Main viewing angle	12°
Package	CSP
Lens structure	4P + IR
Aperture	2.4
Effective focal length	2.37 mm
Back focal length	1.27 mm
Field of view	D88° H75° V60°
Distortion	< 1%
Filter	650 nm ±10 nm

Param.	Description
Gain/exposure/white balance	Auto
Output image format	MJPEG/YUV

3.2 Product Dimensions

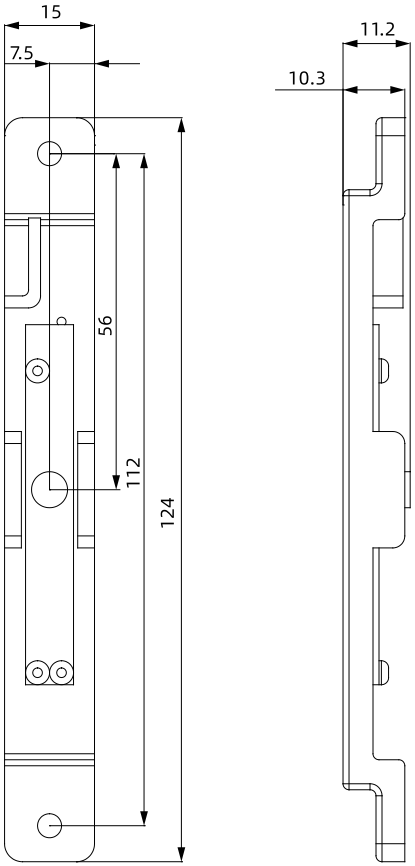


Figure 3-1 Product dimensions

3.3 Installation Procedure

Note

The images in this chapter are for installation reference only. Please refer to the actual product for appearance.

1. Cut out a round area on the car wall panel and install weld screws according to the hole positions.

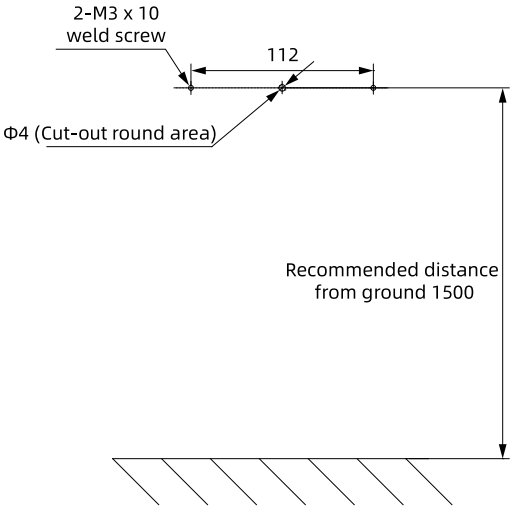


Figure 3-2 Hole dimensions (unit: mm)

2. Secure the camera to the car wall panel using M3 flange nuts.

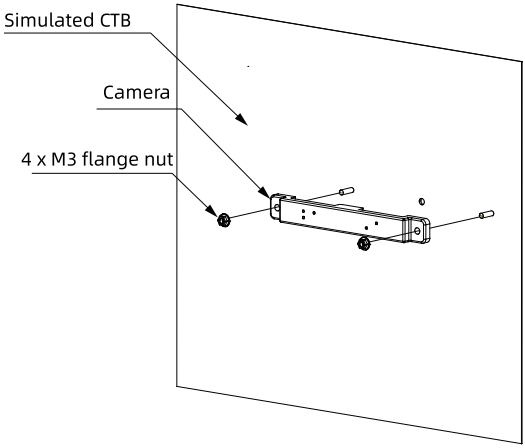


Figure 3-3 Installing the camera

3. Check the installation effect.

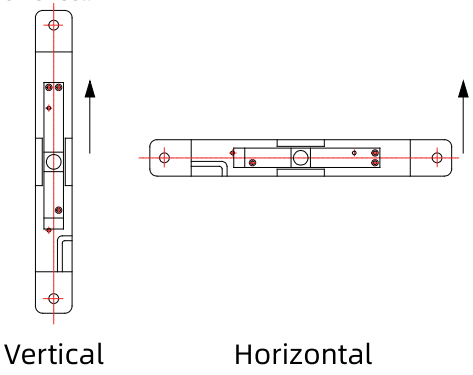


Figure 3-4 Checking the installation effect

3.4 System connection

Connect the camera to the device's USB port using a USB cable.

Note

If the device has multiple USB ports, see the user guide for your specific device and select the USB port used for theme resource updates to connect the camera.

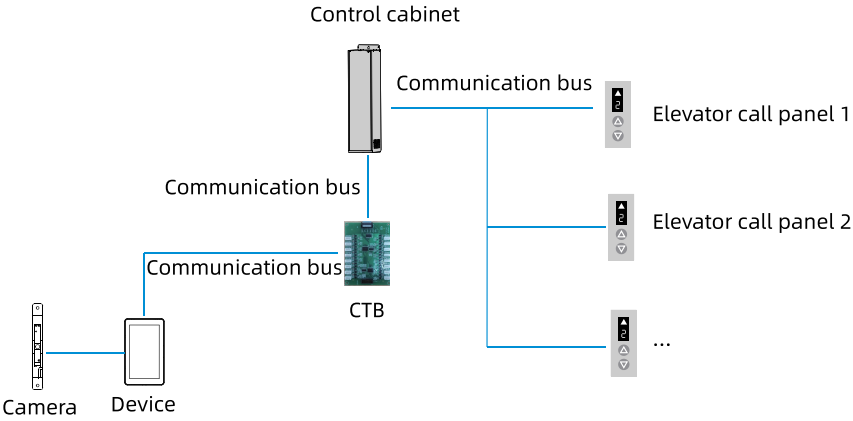


Figure 3-5 System connection

3.5 Commissioning Description

Facial recognition for elevator call can be achieved only after passengers' faces are first registered on the cloud platform and updated to the device.

Note

For more details, visit *https://www.shbstcloud.com*.

3.5.1 BST Cloud Platform Login

Note

Obtain the cloud platform account and password from the device supplier in advance.

---

1. Open your browser (Google Chrome is recommended).
2. Enter the cloud platform URL in your browser: *https://www.shbstcloud.com*.
3. Enter your account and password, then click **"Login"**.



Figure 3-6 BST cloud platform login

3.5.2 Device Registration and Binding

Device Registration

1. Go to **"Product management>Device registration"** on the **BST toolchain platform** home page.
2. Select **"Product model"** and fill in **"MAC address"**.
3. Click **"Direct registration"**.

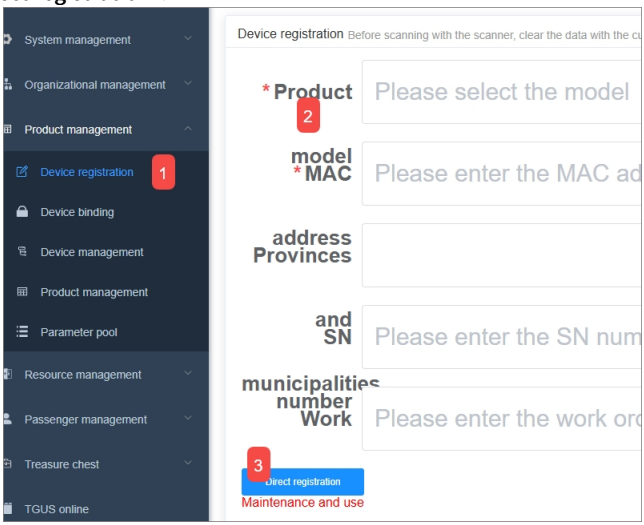


Figure 3-7 Device registration

Device Binding

1. Go to **"Product management>Device binding"** on the **BST toolchain platform** home page.
2. Fill in the device **"MAC address"**, define the **"Name"**, and select the **"Provinces and municipalities"** where the device is located.
3. (Optional) Fill in the **"Specific location"** of the device for easier positioning.
4. Click **"Binding"**.

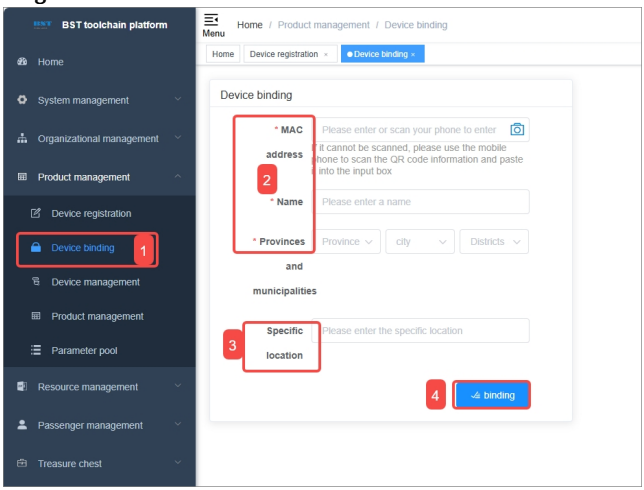


Figure 3-8 Device binding

3.5.3 Passenger Information Entry

Face Photo Entry

Passengers who have entered face photos can unlock access to authorized floors by facial recognition when calling the elevator.

1. Go to **"Passenger management>Passenger list"**, then click **"Add"**.
2. Fill in the passenger's **"Name"**.
3. Select the **"Call the elevator method"**.
4. Click the gray photo icon, select a high-definition passenger face **"Photo"** from the computer, place it within the blue frame, then click **"Submit"**.

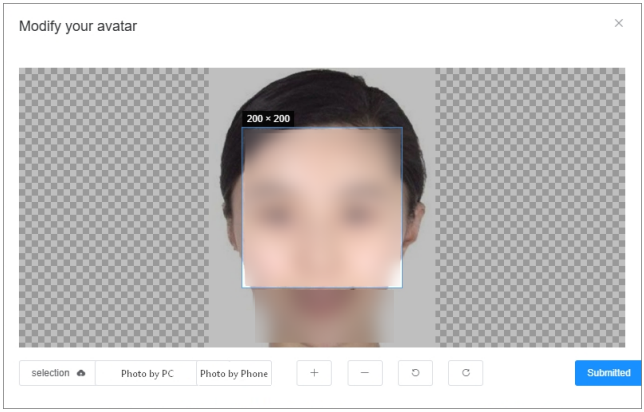


Figure 3-9 Uploading the face photo

5. Select the **"Validity period"**.
6. Click **"Add device"**, select a device from the device list, and select the **Permission floor**.

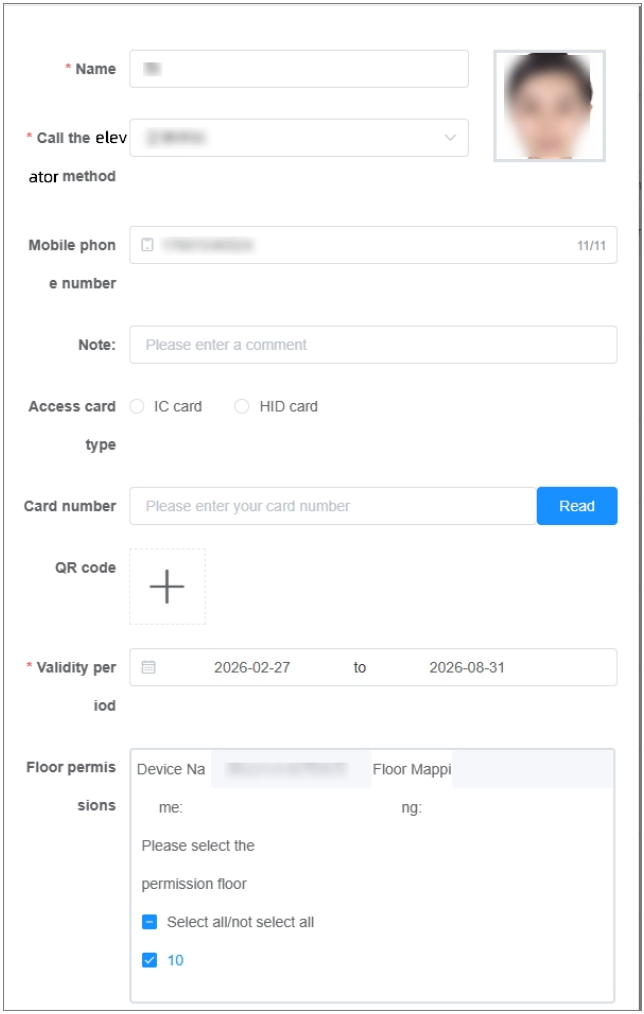


Figure 3-10 Adding face information

7. Click **"Confirm"**.

QR Code Entry

Passengers who have entered QR codes can unlock access to authorized floors by scanning the QR code when calling the elevator.

1. Go to **"Passenger management>Passenger list"**, then click **"Add"**.
2. Fill in the passenger's **"Name"**.
3. Select the **"Call the elevator method"**.

4. Click the gray photo icon, select a high-definition passenger face **"Photo"** from the computer, place it within the blue frame, then click **"Submit"**.
5. Select the **"Validity period"**.
6. Click **"Add device"**, select a device from the device list, and select the **Permission floor**.
7. Click + on the right side of the **"QR code"** to generate a QR code.

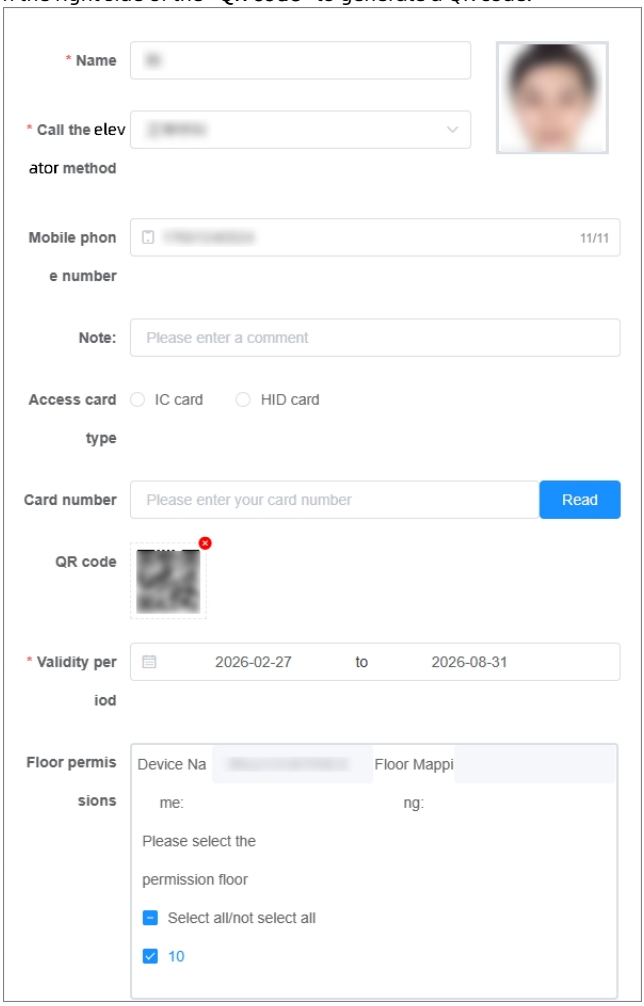


Figure 3-11 Enter the QR code.

8. Click **"Confirm"**.
9. (Optional) Preview QR code in large size: In the **"Passenger management>Passenger List"**, click the **QR code image** in the list.

3.5.4 Passenger Information Distribution

Online Distribution

Networked devices can distribute passenger information through the online method.

1. Go to **"Passenger management>Passenger list"**.
2. Click the blue number in the **"Bind the device"** column to enter **"List of face devices"**.

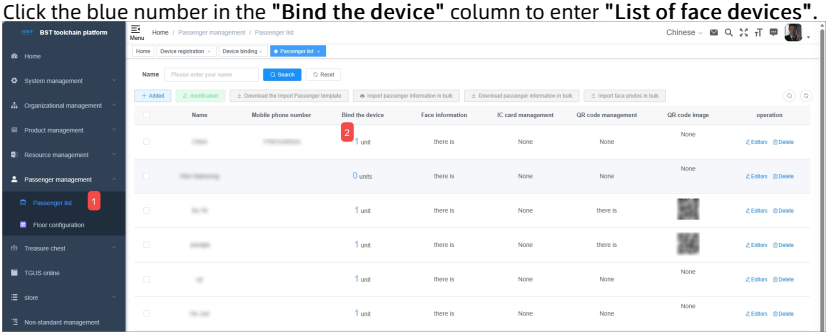


Figure 3-12 Entering List of face devices

3. Click **"Issue"** on the right side.
4. Select **"Online"**.
5. Click **"Confirm"**.

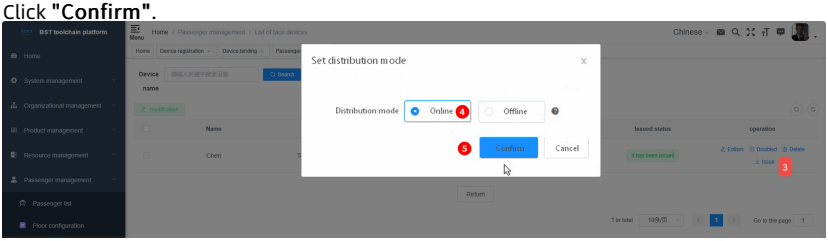


Figure 3-13 Online distribution

Offline Distribution

Offline devices can use a USB drive to distribute passenger information. Prepare a computer and a USB drive with capacity 32 GB or less, and install a decompression software on the computer (recommended: **7-Zip**).

1. Go to **"Passenger management>Passenger list"**.
2. Click the blue number in the **"Bind the device"** column to enter **"List of face devices"**.
3. Click **"Issue"** on the right side.
4. After selecting **"Offline"** and clicking **"Confirm"**, the platform will download the **bstupdate.zip** file to the computer.

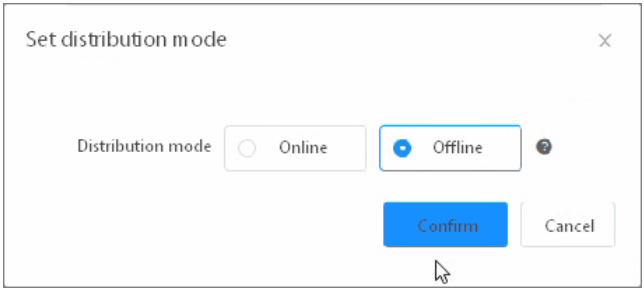


Figure 3-14 Offline distribution

5. Insert the USB drive into the computer.
6. Locate the **bstupdate.zip** file, right-click and select **"7-Zip> Extract to "bstupdate\""**.

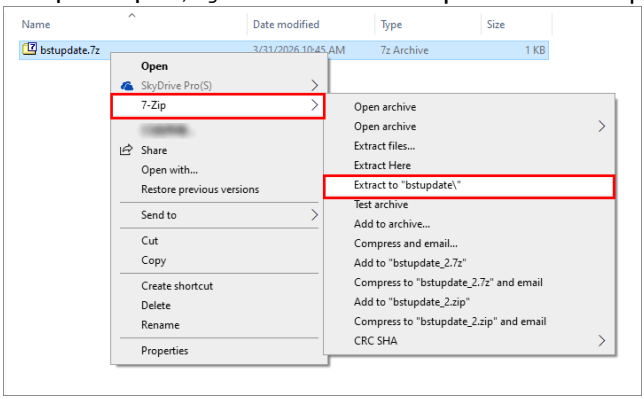


Figure 3-15 Extracting the file

7. Drag the extracted **bstupdate** folder to the root directory of the USB drive.

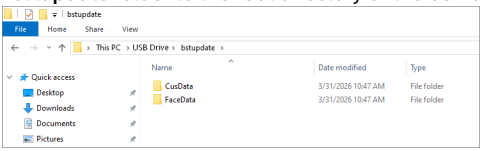


Figure 3-16 Files included

8. Remove the USB drive from the computer and insert it into the device.

3.6 Elevator Call Methods

There are mainly three ways for facial recognition-based elevator calling. See the corresponding "User Guide" of the specific model for confirmation or follow the actual situation:

- If the user has only one authorized floor: The system automatically calls the elevator upon successful recognition.
- If the user has multiple authorized floors: The screen displays the authorized floor buttons upon successful recognition, and the user must select a destination floor to call the elevator.
- If the user has multiple authorized floors: The screen displays the authorized floor buttons upon successful recognition, and the user must select a destination floor to call the elevator.

4 Service and Support

4.1 Service and Support

Should you encounter a safety accident during the use or operation of the product, or face challenges in operating and maintaining the equipment, which remain unresolved after the relevant documentation is consulted, we provide multiple channels to ensure prompt resolution:

- Channel #1: Contact service@inovance.com.
- Channel #2: Visit https://www.inovance.com/global to access document downloads, after-sales support, spare parts ordering, repair applications, and authenticity verification services.
- Channel #3: Download My Inovance app (https://zshc-eu.inovance.com/download-pc/) where you can access products info and documentation, and query product parameters.

We are committed to providing you with quick and professional technical support, and we look forward to your satisfaction and trust.

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