



# FaceGo - SIM (4G) Set Up

## HOW DO I SET UP FACE RECOGNITION IN TIMEGATE?

### BASICS

**What is face recognition being used for?** It allows you to easily book on / off and make check calls using your face as identification.

**What's the set up / installation process?** Your FaceGo device will be shipped to you direct. You will be required to:

- » Plug in the FaceGo unit in a place with a mobile phone signal (it comes ready to connect to a mobile phone network)
- » Wait for the device to load
- » Register the FaceGo device into Timegate to take calls
- » Enrol users

**What Hanvon devices work with Timegate?** FaceGo F710 (for 4G communications) and FaceGo 910. Other units may work but they have not been tested, and are not supported by TEAM Software.

### STEP 1: IF THIS IS THE FIRST FACEGO DEVICE TO BE INSTALLED ON YOUR SYSTEM, PLEASE NOTIFY US

When you receive your first FaceGo device, please contact TEAM Software Technical Support (telephone 0370 626 0400, option 1) to make sure your Timegate system is ready to work with your new device. This involves us making a small setting update to your Timegate database that you are not able to do yourself. You only need to do this for the first device that you wish to install.

### STEP 2: PHYSICALLY SET UP THE FACEGO UNIT

1. Take the FaceGo unit and parts out of the packaging
2. Locate the device where you wish to use it (ensuring that it is:
  - » within range of a mobile phone network
  - » Near a well positioned power socket
3. Plug directly into the power socket and switch on

### STEP 3: CONFIGURE TIMEGATE

Before you start make sure you have a **User ID** and **password** for Timegate with appropriate privileges to make changes. You will also need a **Site** or **Site Group** set up depending on whether you plan to connect you device to a single site or multiple sites.

The Hanvon FaceGo's keyboard works like an old mobile phone.

**MENU** toggles between:

- » **en** - lower-case characters
- » **EN** - UPPER-CASE characters
- » **123** - numerics
- » **+ =** - special characters

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Each individual character is created by pressing a key once or multiple times e.g. pressing **2** once will create an **a**, whilst pressing it twice will create a **b** etc.

Press **1** for a **full stop**. Press **0** for a **space**.

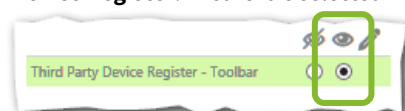
Press **ESC** to **return** to the menu

Enter special characters by selecting **+ =** and pressing a **number** on the keypad. Now, a sub menu of choices is shown from which you can select your special character by pressing the key displayed next to it. Use the **up/down** arrows to scroll through the pages of characters available.

### How are access privileges given to register the device in Timegate?

Log on to Timegate via the FM Cloud. Follow these steps to get the right permissions. If you can't do this, speak to your Timegate Administrator:

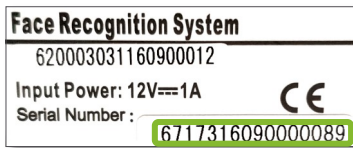
1. Open **Admin | Security | Function Role**
2. Select the role you wish to add access to
3. Locate **Maintenance | General Settings | Third Party Device Register**. Ensure it is selected



4. Select **Save**

### How do I get Timegate to recognise my FaceGo device?

1. Select **Manage | Devices**
2. Select **Add**
3. Enter a **Device ID**. This is the 16 digit serial number of the device found at the bottom of some FaceGo devices as shown, below:



4. Alternatively, if there is no label on your model, find the Serial Number by selecting **Menu, Option 4 System Info** or **6 System Info** (depending on the FaceGo model) and then **Option 2 Product Info**. It is displayed on the screen as SN, followed by the 16 digit number
5. Determine whether to link the device to a Site or Site Group. Select **Use Site Group** to assign to **Site Group**
6. Select the **Site / Site Group**
7. Select **Device Status** and set to **Active**
8. Select **Save**

**Congratulations! Your system is now fully configured!**

## STEP 4: ENROLLING USERS

### How do I enrol a user?

- » Select **2 User Management**
- » Select **1 Enroll**
- » Enter **ID Number** (their Third Party PIN) and select **OK**
- » Enter **Name** and select **OK**
- » Select **Verify Method (1 Face)**
- » Capture face following prompts on screen
- » Select **User Privilege**—choose **1 Access & Attendance**
- » Capture head photograph and select **OK**
- » Repeat as necessary or select **ESC** to return

### Are there any tips for making enrolment work better?

The following guidance should help users when enrolling:

- » **Progress Bar** - the progress indicator at the bottom of the screen shows how much data is needed until enrolment is complete
- » **Camera Feedback** - there are two boxes. The white dashed box prepares to locate the face. When enrolment is taking place, a green box appears within the white dashed one
- » **Position** - Position yourself and bend at the waist to bring your face 30cm to 80cm, from the device screen
- » **Very Small Circles** - When enrolling, slowly make small circles with your face while keeping eyes centred. Do not exceed fifteen degrees while circling
- » **Adjust Distance** - The user should move their face from close to far while making very small circles until green box disappears
- » **Wearing Glasses** - If the user doesn't always wear the same wears glasses/doesn't always wear glasses they must enrol initially with their glasses on, but when the progress bar indicates enrolment is half way through they should remove their glasses. **Sunglasses or dark tinted glasses** - These must not be worn when enrolling

### Can I modify user details once they're enrolled?

Technically, this is possible, but we don't recommend doing this. Instead delete the user, then enrol them again

### How can I delete a user?

Follow these steps:

- » Select **2 User Management**
- » Select **3 Delete**
- » Input the **User ID** of the person you wish to delete
- » Select **OK** to confirm deletion or **ESC** to cancel