Cotopat Screen
User Guide

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Conventions

The following conventions may be used in this guide:

- **Bold text** is used for menu items, buttons, and providing emphasis where needed.
- Screen, text box, and drop-down menu titles are spelled and punctuated exactly as they are displayed on the screen.
- *Italics* are used for document titles.
- Text or commands that a user enters are displayed as text in a different font or in a text box as shown in these examples:

  1. On the command line, enter `net stop program`.
  2. Create a batch file that includes these commands:

  ```
  net stop program
  gbak -rep -user PROGRAMLOG.FBK
  ```

- Icons are used to draw your attention to certain pieces of information. Examples:

  This indicates information that is useful to know.

  This indicates important information that you should know, including such things as data loss if the procedure is not done properly.

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1 Safety precautions to follow

Before using Cotopat Screen (hereafter referred to as Cotopat), be sure to read the following information and use the product correctly.

For more details, refer to the projector manual.

Do not use, store, or leave the product in high-temperature or heat-retentive environments, such as near open flames, in direct sunlight, or outdoors under intense sunlight.

Do not look directly into the projector lens or stare at the projector light for extended periods. The intense light emitted by the projector may cause vision impairment.

Do not block the projectror's air vents. Restricted airflow can cause overheating and damage internal electronic components.

The projector may become hot during extended use. Avoid prolonged contact with the device.

2 General precautions

- This system uses wireless technology and may not operate in areas with poor or unavailable signal. Be aware that communications may be intercepted by third parties depending on the communication method.

  Communication methods such as LTE offer high-level encryption and confidentiality functions.

- Do not use the system in areas exposed to direct sunlight or in extremely bright environments.
- If the indicator light on the numeric keypad is off, unplug the cable from the projector and plug it in again. You can operate it when the indicator light turns on.
- We are not responsible for damages caused by natural disasters (such as earthquakes or lightning), fires not attributable to our company, third-party actions, other accidents, or intentional or negligent misuse (including use contrary to this manual or other regulations or precautions), or use under abnormal conditions.
- We are not responsible for incidental damages resulting from the use of this system, including changes or loss of recorded data, loss of business profits, or business interruption.
- We are not responsible for malfunctions caused by combinations with connected devices or software not provided or approved by our company.
- Data registered in this system may be altered or lost due to accidents, failures, repairs, or other handling. We are not responsible for any resulting damages or lost profits.
- Data stored in the system cannot be transferred in the event of system failure, repairs, or other issues.
- Uninstalling the application or deleting data will render the system unusable.
- We are not responsible for malfunctions caused by the use of applications other than this system.
- Be aware that costs may be incurred to repair the system in such cases, even during the warranty period.
- We are not responsible for damages caused by content displayed by this system.
- Depending on the installation location, system content may be visible to third parties. Select the location carefully.
- QR codes or passwords needed by customers (visitors) to view conversation records cannot be reissued. Store them securely and install the system in a location that prevents third-party access. We are not responsible for damages caused by the displayed content.
- Environmental noise may affect system performance, potentially causing unintended text to be displayed. If noise significantly degrades accuracy, evaluate the installation environment before use. We are not responsible for damages caused by the displayed content.

- We are not responsible for any issues resulting from exported files being modified and re-imported.
- As a data controller, you, and any operator of this system, must always act based on the legal basis for processing and obtain consent where required, both for yourself and for the company you represent.

3 Introduction

Pre-installation site inspection checklist

You must verify that a Wi-Fi network with internet connectivity is available.

Names of each part

Components may vary by country or region.

1. Display screen
2. Projector
3. AC adapter for projector
4. Projector stand
5. Microphone
6. Microphone stand
7. Microphone extension cable
8. USB audio conversion adapter
9. Numeric keypad
10. Remote control for projector

(Optional) Keyboard

Switch Google Account

When you first start the projector, a temporary verification Google account is pre-registered. To maintain security and ensure uninterrupted access to services, switch to your own Google account by following these steps.

For detailed instructions, refer to the *Switching Google Accounts on the Cotopat Screen Manual* included with the product.

1. Obtain a Google account: Create a new Google account or use an existing Google account that you control.
2. Add your Google account to the projector: Use the account obtained in step 1 to register on the projector.
3. Remove the temporary verification account: Delete the pre-registered temporary account from the projector to prevent access issues.

After completing these steps, your projector will use your personal Google account for Cotopat, ensuring secure access and uninterrupted service.

4 Start and end a session

Power on

1. Point the remote control at the projector and press the power button once. After approximately five seconds, the projector will light up and begin its startup process.
2. When the projector turns on and the menu icons appear on screen, startup is complete.
3. Select the Cotopat icon.
4. The Cotopat standby screen appears. If prompted for audio or file access permissions, select "Allow only while using the application" to grant permission.
5. If data has been registered or deleted on the Cotopat website, synchronization occurs at startup. The time required may vary depending on the network environment and can be lengthy in some cases.

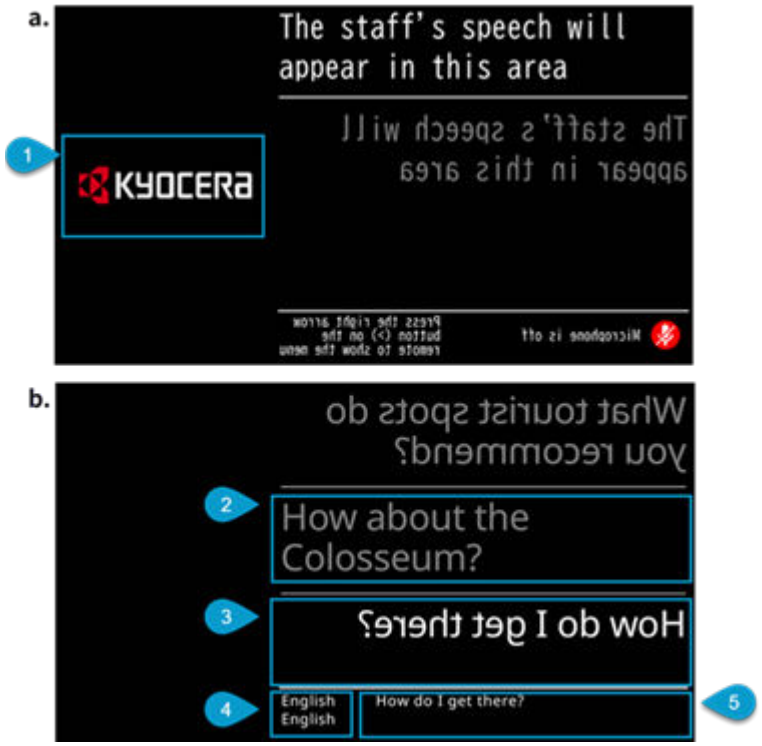
Power off

1. Point the remote control at the projector and press and hold the power button.
2. Select "Shutdown" on the screen to turn off the power.

5 Basic operations

Screen display

The following content is displayed in each area of the screen.



a. Screen before starting usage and **b.** Screen after starting usage (Both images show the display from the visitor's perspective.)

1. Logo: Displayed if a logo is registered.
2. Subtitle for customers (visitors): Displayed in the language set for customers.
3. Subtitle for staff (counter): Displayed in the language set for staff.
4. Language settings display

   Top: Language set for staff (counter)

   Bottom: Language set for customers (visitors)
5. Subtitle for the current speaker: Displays the content for the person currently speaking.

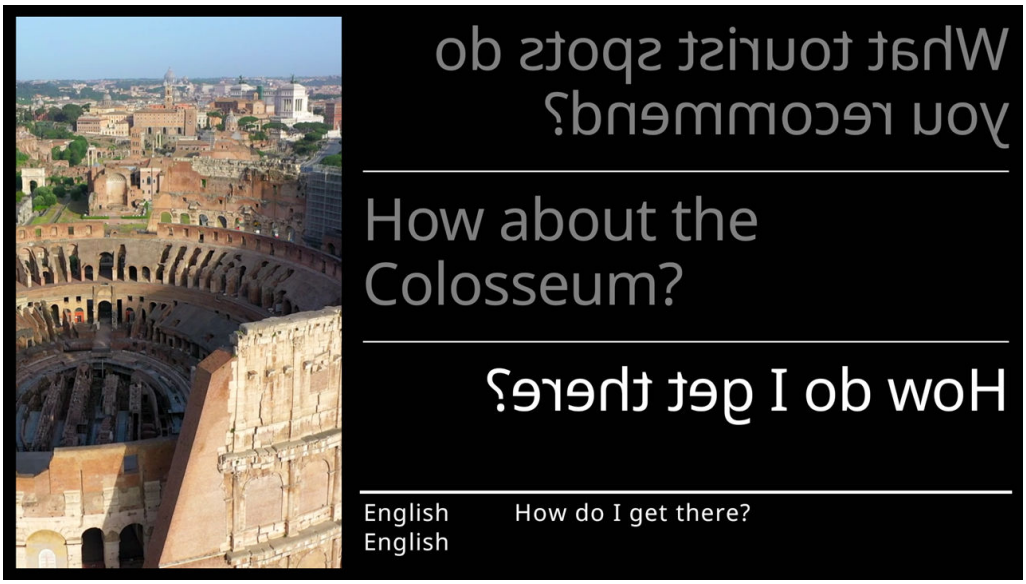
Operating the numeric keypad

Components may vary by country or region.

You can perform various operations easily using the included numeric keypad.

1. Set the customer language to **Language 1** ... **Language 7**
2. **Increase/Decrease font size**
3. **CLEAR** the display of subtitles and visuals
4. **Start/Stop recording**
5. **Enlarge visual**
6. Enable text input from the **Keyboard**
7. Scroll the screen **Upward/Downward**
8. Switch the speech input between **Unidirectional/Bidirectional** modes
9. **Microphone ON/OFF**

Display subtitles (unidirectional/bidirectional)



Cotopat bidirectional subtitle display

1. Press the **Unidirectional/Bidirectional** button on the numeric keypad to select the conversation mode.

   Cotopat starts in unidirectional mode by default.

2. On the Cotopat standby screen, press the **Microphone ON/OFF** button on the numeric keypad to enable the microphone and start speech recognition.
3. When speaking into the microphone, subtitles for the customer (visitor) and staff (counter) will be displayed on the Cotopat screen.
4. Press the **CLEAR** button to delete subtitles shown on the screen.
5. Press the **Microphone ON/OFF** button again to disable the microphone.

Translation

- You can pre-register translation languages for both customers (visitors) and staff (counter) in the settings menu.
- For more information about registering languages, see "**Language settings**."

1. Select Cotopat application and press the **Language** button on the numeric keypad to select the customer (visitor) language.
2. When speaking into the microphone, subtitles for the customer (visitor) and staff (counter) will be displayed on the Cotopat screen.

Preferred terms

- You can register terms to improve the accuracy of speech-to-text conversion, especially when subtitles are prone to misinterpretation due to similar pronunciations.
- For more information about registering preferred terms, see "**Register preferred terms** (Web/Cotopat application)."

Preferred terms may not be displayed, depending on context. To make sure certain terms are always shown, use the Custom Terms feature.

Highlighted terms

- You can register highlighted terms to display specific speech-converted terms in colored text for emphasis.
- For more information about registering highlighted terms, see "**Register highlighted terms** (Web/Cotopat application)."

Custom terms

- You can register custom terms that would automatically replace incorrect translation results when unintended terms are detected.
- For more information about registering custom terms, see "**Register custom terms** (Web/Cotopat application)."

Visuals (normal/full-screen)

- You can register a visual with a corresponding term to automatically display that visual (normal) when the term is spoken.
- For more information about registering visuals, see "**Register visuals** (Web/Cotopat application)."
- To enlarge a normal visual to full-screen, press the **Enlarge visual** button on the numeric keypad while the visual is displayed on the Cotopat screen.

Logos

- You can register a logo to display on the Cotopat standby screen when the microphone is turned off.
- For more information about registering logos, see "**Register logos**."

Signage

- You can register signage to display on the Cotopat standby screen when the application is inactive.

- If you use the remote control or numeric keypad during playback, signage will stop being displayed.
- If no signage is registered, nothing will be displayed.
- For more information about registering signage, see "**Register signage**."

Keyboard input

1. Connect the optional keyboard to the projector.
2. When staff (counter) press the **Keyboard** input button on the numeric keypad, the keyboard input screen appears, allowing text entry.

Keyboard input is supported in English and Japanese.

Conversation record

- Subtitles displayed on the screen are saved as conversation records, allowing customers (visitors) to review the conversation on their mobile devices.
- Conversation records are stored in the cloud for 30 days.
- Customers (visitors) can access the conversation records for up to 7 days after the staff (counter) ends the conversation recording.

1. **Start and stop recording**
   a. Press the **Start/Stop recording** button on the numeric keypad and begin a conversation.
   b. A confirmation screen about the handling of personal information will appear for the customer (visitor).
   c. Since the conversation content may include personal information, customer (visitor) consent is required. Consent can be obtained by:
      - Handing the remote control to the customer (visitor) to select **Agree**, or
      - Verbally explaining the recording and selecting **Agree** on their behalf after obtaining consent.
   d. While conversation recording is in progress, a red border will appear around the screen.
   e. To end conversation recording, press the **Start/Stop recording** button again on the numeric keypad.
2. **Issue a QR code**
   a. If QR code display settings are enabled, a QR code issuance confirmation screen will be displayed.
   b. If the staff (counter) wants to review the conversation record before sharing it with the customer (visitor), they can view and edit the conversation record on Cotopat Web while the confirmation screen is displayed.

c. Select **Agree** to provide the conversation record to the customer (visitor).

For more information about QR code display settings, see "**QR code display settings**."

3 Scan a QR code

a. When the QR code is displayed, the customer (visitor) can open a QR code reader app (such as the camera app) on their mobile devices and scan the code.

b. After scanning the QR code and connecting through a browser, the customer must enter the six-digit password displayed on the screen. The password is valid for seven days.

> ! Pressing the **CLEAR** button will delete the QR code and password. Deleted records cannot be recovered or re-displayed.

c. Customers (visitors) can view the conversation content on their mobile devices.

Summaries show key points extracted from the full conversation. Once a summary is generated, it cannot be created again. Summaries may also include inferred content not explicitly stated in the conversation.

d. Downloading the full conversation automatically saves a PDF file to the Downloads folder on the customer (visitor) mobile devices.

> ! Conversation records are stored in the cloud for up to 30 days.

Furigana (phonetic guide)

When Japanese is set as the language, you can enable or disable the display of furigana (phonetic guides) for kanji characters.

6 Types of registered data

To display visuals (normal or full-screen), logos, and signage, you must register images or videos.

- **Supported file formats**

Registered data	Supported file formats
Visual images	.jpg, .jpeg, .png
Visual videos	.mpeg4
Logos and signage	.jpg, .jpeg, .png, .mpeg4

.gif files can be registered through the Cotopat application, but they are treated as still images.

Visuals with transparent backgrounds and black text are not supported.

- **Recommended pixel sizes**

  Visuals, Logos: 407 x 688 pixels

  Full-screen Visuals, Signage: 1280 x 720 pixels

- **Image/Video file sizes**

  There is no file size limit for playable images or videos. However, registered files consume projector ROM equal to their file size. If the file is too large, registration may fail due to insufficient ROM space. Check available ROM space before registering. To free up space, delete unnecessary files or reduce file sizes. Exporting also requires available ROM space equal to the total size of all registered files.

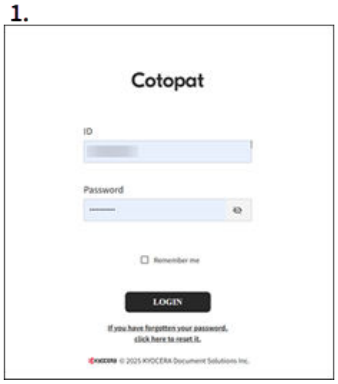
  - Maximum file size per registered file: 500 MB
  - Maximum export file size (zip): 800 MB

  To check available projector ROM, go to **Settings** > **System** > **Storage** > **Internal Shared Storage [Available]**.

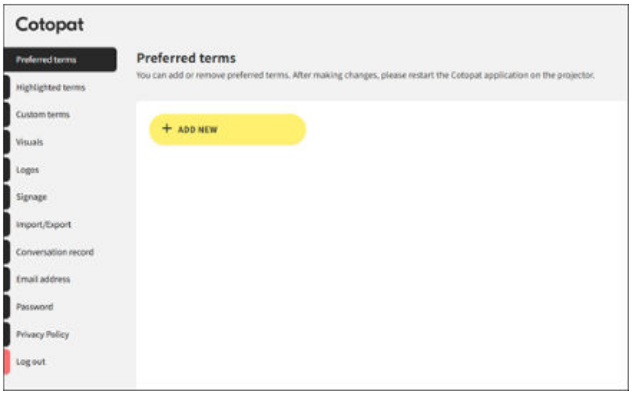
7 Use Cotopat Web

Initial login

1.



2.



1. Login screen and 2. Screen after logging in

1 The link to Cotopat Web, your ID, and your password are provided in advance.

Open the specified link using an internet browser (Google Chrome is recommended), and enter your ID and password.

URL: https://www.eu.cotopat.net/

If all content is not fully visible, adjust the browser's zoom level (%) as needed.

2 After entering your ID and password, enter your email address.

Make sure that you can receive emails from the domain @verify-cotopat.com.

3 An authentication email is sent to the email address you entered. Follow the link in the email to change your password.

Passwords must be at least 10 characters and include a combination of uppercase letters, lowercase letters, and numbers.

4 Enter your ID and new password to sign in to Cotopat Web.

Subsequent logins

1. Enter your ID and password on the login screen, then select **Login**.
2. An email with an access code is sent to your registered email address.

   Make sure that you can receive emails from the domain @verify-cotopat.com.

3. Enter the access code provided in the email to sign in to Cotopat Web.

Register preferred terms in Cotopat Web

Register preferred terms to improve the accuracy of speech-to-text conversion, especially when subtitles are prone to misinterpretation due to similar pronunciations.

1. Select the **Preferred terms** tab.
2. Select **Add new**.
3. Enter the term you want to register then select **Create**.
4. To delete a term, hover the mouse cursor over it and select **Delete**.
5. After registering or deleting terms, restart the Cotopat application on the projector to apply the changes from Cotopat Web.

Register highlighted terms in Cotopat Web

Register highlighted terms to display specific speech-converted terms in colored text for emphasis.

1. Select the **Highlighted terms** tab.
2. Select **Add new**.
3. Enter the term you want to register then select **Create**.
4. To delete a term, hover the mouse cursor over it and select **Delete**.
5. After registering or deleting terms, restart the Cotopat application on the projector to apply the changes from Cotopat Web.

Register custom terms in Cotopat Web

Register custom terms that would automatically replace incorrect translation results when unintended terms are detected.

1. Select the **Custom terms** tab.
2. Select **Add new**.

3. Enter the term you want to register then select **Create**.
4. To delete a term, hover the mouse cursor over it and select **Delete**.
5. After registering or deleting terms, restart the Cotopat application on the projector to apply the changes from Cotopat Web.

Register visuals in Cotopat Web

Register a visual with a corresponding term to automatically display that visual (normal) when the term is spoken.

1. Select the **Visuals** tab.
2. Select **Add new**.
3. Enter the visual name then select **Create**.
4. Upload the visual you want to display.
5. To edit or delete a visual, hover the mouse cursor over the name.
6. You can register a full-screen image when registering a normal visual.
7. After registering or deleting visuals, restart the Cotopat application on the projector to apply the changes from Cotopat Web.

For the conditions for registering visuals, see "Types of registered data".

Register logos in Cotopat Web

Register a logo to display on the Cotopat standby screen when the microphone is turned off.

1. Select the **Logos** tab.
2. Select **Add new**.
3. Enter the logo name then select **Create**.
4. Upload the visual you want to display.
5. To edit or delete a logo, hover the mouse cursor over it.
6. After registering or deleting logos, restart the Cotopat application on the projector to apply the changes from Cotopat Web.

Register signage in Cotopat Web

Register signage to display on the Cotopat standby screen when the application is inactive.

> Registering a large number of high-capacity images or videos may exceed the cloud storage limit and prevent registration.

1. Select the **Signage** tab.
2. Select **Add new**.
3. Enter the signage name then select **Create**.
4. Upload the visual you want to display.
5. To edit or delete signage, hover the mouse cursor over it.
6. Signage is displayed in ascending or descending order based on the registered sequence. Still images are shown for a fixed duration.
7. After registering or deleting signage, restart the Cotopat application on the projector to apply the changes from Cotopat Web.

Import data in Cotopat Web

The Import/Export feature allows batch registration of preferred terms, highlighted terms, custom terms, visuals, logos, and signage.

> Files exceeding 800 MB cannot be registered.

Select **Import**, then choose the .zip file you want to import.

Export data in Cotopat Web

The Import/Export feature allows batch registration of preferred terms, highlighted terms, custom terms, visuals, logos, and signage.

> Files exceeding 800 MB cannot be registered.

Select **Export** to download the data saved in the cloud to your computer’s Downloads folder.

A .zip file named "Cotopat" with the export date will be saved to your computer's Downloads folder.

Review and edit conversation record

- You can review conversation records before displaying the QR code or after the customer (visitor) has left.
- You can check the detailed conversation content. The left side displays speech from the staff (counter), and the right side displays speech from the customer (visitor).

1. Select **Edit** to modify the conversation record.

The original conversation text is always saved and accessible, even after editing.

If no edited data exists, the original conversation will be shown to the customer (visitor).

2 After editing, select **Save** to save the edited conversation record.

If edited data exists, the edited conversation record will be shown to the customer (visitor).

3 Select **Download** to export the conversation record as a PDF file.

Cotopat Web does not support conversation summarization.

Files larger than 800 MB may not be downloadable.

4 You can delete conversation records individually.

Change email address

You can update the email address associated with your account.

Change password

You can change your current password.

Privacy Policy

The Privacy Policy opens in a new browser tab.

Log out

- Logging out redirects you to the login screen.
- To log in again, enter your login ID and password.

If you forget your password, enter your registered email address on the login screen to receive a link to reset your password.

8 Register data using the Cotopat application

Register preferred terms using the Cotopat application

Register preferred terms to improve the accuracy of speech-to-text conversion, especially when subtitles are prone to misinterpretation due to similar pronunciations.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Register**, then select **Preferred terms**.
3. Select **Register new**, and enter the preferred term.
4. Select **Register** to complete the process. The term will be added to the preferred terms list.

Registered terms cannot be edited.

To delete a term, select it from the list and select **OK**.

Register highlighted terms using the Cotopat application

Register highlighted terms to display specific speech-converted terms in colored text for emphasis.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Register**, then select **Highlighted terms**.
3. Select **Register new**, and enter the term you want to highlight.
4. Select **Register** to complete the process. The term will be added to the highlighted terms list and will appear in the emphasized color when displayed.

Registered terms cannot be edited.

To delete a term, select it from the list and select **OK**.

Register custom terms using the Cotopat application

Register custom terms that would automatically replace incorrect translation results when unintended terms are detected.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Register**, then select **Custom terms**.

3. Select **Register new**. First, enter the incorrect term to be replaced. Then, enter the correct term to be displayed.
4. Select **Register** to complete the process. The custom term will be added to the list.

Registered terms cannot be edited.

To delete a term, select it from the list and select **OK**.

Register visuals using the Cotopat application

Register a visual with a corresponding term to automatically display that visual (normal) when the term is spoken.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Register**, then select **Visuals**.

   To register a normal visual, select **Visuals**. To register a full-screen visual, select **Full-screen visuals**.
3. Select **Register new**, choose the visual to register, and enter the term that will trigger the visual.
4. Select **Register** to complete the process. The term will be added to the visuals list.

To delete a visual, select it from the list and then select **OK**.

Register logos/signage using the Cotopat application

You can register logos and signage only through Cotopat Web. Registration from the Cotopat application is not supported.

Import data using Cotopat application

You can import data registered on another projector to efficiently reuse preferred terms, highlighted terms, custom terms, visuals, logos, and signage.

1. Generate an export file on the original projector and save it to a USB drive. Then insert the USB drive into the projector or numeric keypad where you want to import the data.

   When the USB drive is connected, the file manager application will open. Select **Cancel**.
2. Press the right arrow key (**>**) on the remote control to open the menu.
3. Select **Register**, and then select **Import**.

4. Select the file to import using **Select a file**, and then select **Start**. The message "**Import completed.**" appears when the terms and visuals have been successfully registered.

Export data using Cotopat application

You can create export files to reuse preferred terms, highlighted terms, custom terms, visuals, logos, and signage on other projectors.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Register**, and then select **Export**.
3. Enter a file name. After entering the name, select **Start**. The message "**Saved to Downloads folder**" appears, indicating that the export is complete. The file is saved in the projector's Downloads folder.
4. To transfer the data externally, insert a USB drive into the USB port of the projector or numeric keypad, and then copy the file.

9 Cotopat application settings

Language settings

Change the language

The Cotopat application supports subtitle display in two languages: the staff (counter) language and the visitor language. You can change these settings from the menu.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, and then select **Language**.
3. Change the staff language under **Staff language**.

   Change the visitor language under **Customer language**.

When the application is launched for the first time, the staff language and Language 1 are set based on the projector's language. If the projector language is not supported by Cotopat, English is selected by default.

Assign languages to the numeric keypad

You can assign languages to the numeric keypad to quickly switch the language used for the customer (visitor).

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, and then select **Language**.
3. Assign languages to **Language 1** through **Language 7** as needed.

Languages supported for speech recognition via microphone

- For more information about supported languages, see "**Supported languages**".
- Languages marked with a checkmark in the microphone column support speech recognition through the microphone.

Font size settings

You can adjust the size of text displayed on the screen.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Font size**.
3. Choose from **Large**, **Medium**, or **Small** for the desired font size.

Highlight font color settings

You can change the color of highlighted text displayed on the screen.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Font color of the highlighted text**.
3. The available colors are **Yellow**, **Green**, **Light blue**, **Pink**, and **Purple**.

Screen size settings

You can adjust the size of the display on the screen.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Screen size**.
3. Choose either **Normal** or **Enlarged** as the screen size setting.

The enlarged setting increases the display to approximately 1.3 times the normal size.

Unidirectional/Bidirectional settings

After launching the Cotopat application, you can switch the conversation mode between unidirectional and bidirectional.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Unidirectional/Bidirectional**.

Microphone volume settings

You can adjust the microphone volume for speech recognition.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Microphone volume**.
3. Set the microphone volume to **Low**, **Medium**, or **High** as needed.

Microphone auto shut-off settings

You can set the duration after which the microphone automatically turns off.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Microphone auto shut-off**.
3. Select the desired time: **3 minutes**, **5 minutes**, **10 minutes**, or **30 minutes**.

Keyboard input settings

You can configure whether the keyboard input is from staff or visitors.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then choose **Keyboard input**.
3. Under Keyboard input, select either **Staff** or **Customer**.

Logo settings

You can configure the logo displayed after launching the Cotopat application.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **Settings**, then select **Logos**.
3. Under **Select logo**, choose the logo you want to display.

   Only one logo can be displayed at a time.

4. Under **Display logo**, select whether to show or hide the logo.

QR code display settings

You can configure whether to display the QR code screen when using the conversation recording feature.

1. Press the right arrow key (**>**) on the remote control to open the menu.
2. Select **QR code display**, then choose **On** or **Off**.

Furigana (phonetic guide) settings

When Japanese is set as the language, you can enable or disable the display of furigana (phonetic guides) for kanji characters.

1. Press the right arrow key (**>**) on the remote control to open the menu.

2 Select **Furigana**, then choose **On** or **Off**.

Signage settings

Use the signage settings to view the list of available signage visuals and configure when signage begins.

1 Press the right arrow key (**>**) on the remote control to open the menu.

2 Select **Signage**, then select **Signage list** to view available signage visuals.

3 Select **Signage start time** to set the delay before signage starts. Options include **30 seconds**, **1 minute**, **5 minutes**, **10 minutes**, or **Do not display signage**.

10 Supported languages

The following languages are supported.

Languages with a black dot in the microphone column support voice input via microphone. These languages also support bidirectional translation.

Languages without a black dot in the microphone column only support translation output.

	🎤
Afrikaans	●
Albanian	●
Amharic	●
Arabic	●
Armenian	●
Assamese	
Aymara language	
Azerbaijani	●
Bambara	
Basque	●
Belarusian	
Bengali	●
Bhojpuri	
Bosnian	●
Bulgarian	●
Catalan	●
Cebu	
Chinese (Simplified)	●
Chinese (Traditional)	●
Corsican	
Creole (Haiti)	
Croatian	●
Czech	●
Danish	●
Dhivehi	
Dogri language	
Dutch	●
English	●
Esperanto	
Estonian	●
Ewe language	
Filipino (Tagalog)	●
Finnish	●
French	●

	🎤
Frisian	
Galician	●
Georgian	
German	●
Greek	●
Guarani language	
Gujarati	●
Hausa language	
Hawaiian	
Hebrew	●
Hindi	●
Hungarian	●
Icelandic	●
Igbo language	
Ilocano	
Indonesian	●
Irish	●
Italian	●
Japanese	●
Javanese	●
Kannada	●
Kazakh	●
Khmer	●
Kinyarwanda	
Klio language	
Konkani	
Korean	●
Kurdish	
Kurdish (Solani)	
Kyrgyz	
Lao language	●
Latin	
Latvian	●
Lingala	

	🎤
Lithuanian	●
Luganda	
Luxembourgish	
Macedonian	●
Maitiri language	
Malagasy	
Malay	●
Malayalam	●
Maltese	
Maori	
Marathi	●
Meitei (Manipuri)	
Mizo language	
Mon language	
Mongolian	●
Myanmar (Burmese)	●
Nepali	●
Norwegian	●
Nyanja (Chewa)	
Oriya	
Oromo language	
Pashto	
Persian	●
Polish	●
Portuguese (Portugal, Brazil)	●
Punjabi	●
Quechua	
Romanian	●
Russian	●
Samoan	
Sanskrit	
Scottish Gaelic	
Sepedi language	
Serbian	●

	🎤
Sesotho	
Shona language	
Sindhi	
Sinhala	●
Slovak	●
Slovenian	●
Somali	
Spanish	●
Sundanese	●
Swahili	●
Swedish	●
Tagalog (Filipino)	
Tajik	
Tamil	●
Tatar	
Telugu	●
Thai	●
Tigrinya	
Tsonga language	
Tui (Akan)	
Turkish	●
Turkmen	
Uighur	
Ukrainian	●
Urdu	●
Uzbek	●
Vietnamese	●
Welsh	
Xhosa language	
Yiddish	
Yoruba	
Zulu	●

As of August 2025:

- Languages available for translation output: 134
- Languages available for microphone voice input and bidirectional translation: 73

*Supported languages may change in the future.

11 FAQ/Troubleshooting

Issues	Check the following:
I am not sure which terms require preferred term registration.	Use the system multiple times and identify any incorrectly converted terms. Then register those terms as preferred terms. ▶ **Register preferred terms** (Web/Cotopat application)
I do not want to highlight any terms.	You can use the system without registering any terms.
I do not have a visual to register, or I am not sure which visual to register.	You can use the system without registering any visuals.
The projector does not start.	Make sure the power plug is securely connected to the electrical outlet. Turn the projector power off, then turn it back on. If the projector still does not power on, replace the batteries in the remote control and try turning the power on again. For instructions on how to replace the batteries, see the section titled "The projector remote control does not work" below.
The projector screen has become dim.	Make sure the power plug is securely connected to the electrical outlet. Turn the projector power off, then turn it back on and launch the application.
Subtitles are not being displayed.	Turn the projector power off, then turn it back on and launch the application. ▶ **Start and end a session**
Terms are not being highlighted.	Restart the application. If the issue persists, there may be spaces between terms in the displayed subtitles causing mismatches with registered highlighted terms.
The application has crashed.	Select **Cotopat** from the menu screen to restart the application.
The connection failed.	The system cannot be used until the connection is restored. After restoring the connection, restart the application.

Issues	Check the following:
A power outage occurred.	The system cannot be used until power is restored. After power is restored, restart the application.
The numeric keypad is unresponsive.	Disconnect the numeric keypad's USB cable from the projector, then reconnect it. If it still does not respond, turn off the projector, then turn it on and restart the application. If numeric keypad's indicator light turns on, it is functioning.
The projector remote control does not work.	Replace the batteries in the remote control with new ones (two AAA batteries). Open the battery cover and insert the batteries in the correct orientation.
The subtitle display position has changed.	Check whether the projector has moved. If so, return it to its original position.
I cannot redisplay cleared content.	You cannot display subtitles, visuals, QR codes, or passwords once they have been cleared.
I cannot preview visuals from the application/Web.	Do not use symbols in file names. Confirm that the registered visual file name does not contain symbols.
There is a significant lag before subtitles are displayed.	Translation processing may take time. Network conditions can also affect delay. If delays are longer than usual, check your network environment. When displaying furigana (phonetic guides), processing time may increase.
I am concerned about speech data being logged.	Speech data is not stored unless conversation recording is enabled. For more information about conversation recording, see the following sections: ▶ **Conversation record** ▶ **Review and edit conversation record**
I cannot remove residue after detaching the display screen.	Add a few drops of pH-neutral liquid detergent (such as dish soap) to lukewarm water. Soak a soft cloth in the solution, wring it out, and wipe the acrylic panel.
Translation is occasionally inaccurate.	Noise or poor network conditions may affect speech recognition accuracy. Try changing the environment. Translation accuracy depends on the cloud service used by the system.

Issues	Check the following:
Speech is not correctly subtitled.	The network environment and ambient noise at the installation site may affect speech recognition accuracy. Try changing the environment. Text conversion accuracy depends on the cloud system used by the system. If the voice is too quiet, text conversion accuracy may decrease. In such cases, please speak closer to the microphone.
An error screen appears when scanning a QR code for the conversation record.	There may be an issue with the scanning device.
I forgot the registered terms.	Open the menu, select **Preferred terms**, **Highlighted terms**, **Custom terms**, or **Visuals** to check the registered terms. ▶ **Register preferred terms** (Web/Cotopat application) ▶ **Register highlighted terms** (Web/Cotopat application) ▶ **Register custom terms** (Web/Cotopat application) ▶ **Register visuals** (Web/Cotopat application)
I want to change the registered term for the visual.	Delete the already registered visual and register it again with the new term name. ▶ **Register visuals** (Web/Cotopat application)
Can registered visual data be transferred?	Yes, registered visual data can be transferred. ▶ **Import data** (Web/Cotopat application) ▶ **Export data** (Web/Cotopat application)
I want to edit or change visual content.	You cannot edit visuals on the projector. Edit them on a PC or another device, then re-register the data on the projector. ▶ **Register visuals** (Web/Cotopat application) ▶ **Import data** (Web/Cotopat application) ▶ **Export data** (Web/Cotopat application)
Subtitles are displayed even after disconnecting the microphone USB cable.	The built-in microphone in the remote control may be active and detecting sound.

Issues	Check the following:
Full-screen visual does not display.	Make sure both normal and full-screen visuals are registered under the same term. For more information, see "I want to edit or change visual content."
I forgot which languages are set.	To check the set languages, go to **Language settings**. ▶ **Language settings**
I am concerned that the QR code may be read by a third party.	Make sure no third parties are within 2 meters of the screen before allowing QR code issuance. Note that the reading distance depends on the capture device (mobile phone, camera, etc.), QR code reader application, and image processing technology, so it cannot be guaranteed that the QR code will not be read. Consider the installation location of this system carefully to prevent visibility by third parties.
The application is slow.	The resolution of registered visuals may exceed the recommended size. ▶ **Register visuals** (Web/Cotopat application) Also, check your network environment.
The application does not complete synchronization on startup.	Synchronization may take time when large visuals are registered on Cotopat Web. Try starting the application in a good network environment. You cannot use the application until synchronization completes. To start using it immediately, delete some visuals. ▶ **Use Cotopat web**
Changes registered on the web are not reflected in the application.	Turn off the projector, then turn it back on and launch the application. ▶ **Start and end a session**
Videos in conversation records do not play on an iPhone.	Due to iPhone limitations, interlaced videos cannot be played. Register progressive scan videos instead.
I want to change the language.	To change the projector language, select **Settings**, then **System**, then **Language**.
I want to view the Privacy Policy, but the "Cookies and your privacy" screen appears, preventing access.	Press **1** on the numeric keypad, then use the remote control to select "Accept all cookies."

For the KYOCERA contact in your region, see Sales Sites sections here
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CPTSUGEN1.0.0.2025.12