

ThumbsUp User Manual

Installation, Dashboard Operations and Analytics

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This manual explains how to prepare a compatible Android tablet, install and configure ThumbsUp, operate the feedback system, manage devices and users, analyze feedback, configure questions and alerts, use the AI assistant, export reports, and perform troubleshooting.

What this manual covers

Tablet setup and daily operation; dashboard access; managers; devices and licenses; statistics and votes; employees and schedules; questions; device configuration; alert notifications; AI analysis; account controls; privacy; reporting; and troubleshooting. Features can vary by role, plan, device assignment, and platform.

1. About ThumbsUp

ThumbsUp is an AI-powered touchless feedback system. A customer stands in front of the tablet and shows a supported hand gesture. The camera detects the gesture, and ThumbsUp converts the interaction into a feedback score available to authorized users through the connected dashboard.

The tablet display can show an overall experience prompt or a custom question configured by the organization. Customers answer the displayed question with the same touchless hand gestures, so ThumbsUp can support many survey and feedback use cases.

Which device is used for what?

Person or device	Purpose	Application or access
Customer-facing feedback tablet	Stays at the service location, displays the prompt or scheduled question, recognizes the customer's gesture with the selfie/front camera, and submits the answer.	Compatible Android tablet running ThumbsUp - Touchless Feedback. Reliable internet and power are needed for fixed use.
Manager phone or tablet	View analytics, votes, employees, devices, questions, alerts, AI analysis, and account settings.	ThumbsUp Dashboard for Android, iPhone, or iPad. This is not the customer feedback kiosk.
Manager computer	Dashboard administration, monitoring, analysis, and reporting without a desktop application.	Open portal.thumbsup.digital in a supported browser and sign in with a manager account.
Customer	Answers the question shown on the business's feedback tablet.	No personal device, app, account, login, QR code, typing, or screen touch is required.

How the parts work together

The customer-facing Android tablet collects answers through ThumbsUp - Touchless Feedback. Authorized owners and managers review and manage the resulting information separately through ThumbsUp Dashboard on a mobile device or through the web dashboard. Dashboard access depends on the signed-in account, role, and assigned devices; managers do not need to stand beside the feedback tablet.

- No customer app download.
- No customer account or login.
- No QR code.
- No typing or touching the feedback screen.

2. Quick Start

This setup applies to the customer-facing Android tablet that runs ThumbsUp - Touchless Feedback. It does not apply to a manager's Dashboard phone, tablet, or web browser.

Android menu names can vary slightly by manufacturer and operating-system version.

Step	Instructions
1. Enable Developer Options	Settings > About phone/tablet > Software information > tap Build number seven times. The exact path can differ by manufacturer.
2. Keep Screen Awake	Developer options > Stay awake. This keeps the display awake while the tablet is connected to power.
3. Turn Off Power Saving	Typical Samsung path: Settings > Battery and device care > Battery > Power saving > Off. Wording varies by Android version and manufacturer.
4. Unrestricted Battery Usage	Settings > Apps > ThumbsUp - Touchless Feedback > Battery > Unrestricted.
5. Screen Timeout	Settings > Display > Screen timeout > choose the longest available time.
6. Turn Off Screen Saver	Settings > Display > Screen saver > None / Off.

For reliable unattended operation

Keep fixed ThumbsUp installations connected to power and make sure Android battery-saving features do not suspend the application.

3. Tablet Requirements

ThumbsUp is not restricted to one tablet model. A suitable installation normally needs a modern compatible Android tablet with an integrated selfie/front-facing camera, reliable internet, reliable charging, suitable performance for continuous camera processing, and stable mounting.

Samsung Galaxy Tab A9 and Samsung Galaxy Tab A11 are recommended affordable options, but other compatible Android tablets may be used. The selfie/front-facing camera is required. A tablet whose front camera is centered at the top when mounted vertically in portrait orientation is highly recommended.

4. Official Apps and Online Access

Application, purpose and platform	URL
ThumbsUp - Touchless Feedback Customer-facing touchless feedback tablet app - Android - Google Play	https://play.google.com/store/apps/details?id=digital.thumbsup.tablet
ThumbsUp Dashboard Manager analytics and administration app - Android - Google Play	https://play.google.com/store/apps/details?id=digital.thumbsup.portal
ThumbsUp Dashboard Manager analytics and administration app - iPhone/iPad - Apple App Store	https://apps.apple.com/app/id6785872072
ThumbsUp Dashboard Manager analytics and administration - Desktop/web browser	https://portal.thumbsup.digital
Product Specification - Web documentation	https://thumbsup.digital/docs/specification
User Manual - Web documentation	https://thumbsup.digital/docs/user-manual

Choose the correct app

Google Play has two different ThumbsUp applications. Install ThumbsUp - Touchless Feedback on the customer-facing Android tablet that collects gesture answers. Install ThumbsUp Dashboard on a manager's Android phone or tablet to view analytics and manage the business account.

The Apple App Store currently has only ThumbsUp Dashboard for managers using iPhone or iPad. The customer-facing touchless feedback application is Android-only and is not available on the App Store.

5. Install and Launch ThumbsUp

- On the customer-facing Android tablet, install ThumbsUp - Touchless Feedback from the official Google Play link above. Do not install the manager Dashboard app as the feedback kiosk.
- Open the application.
- Allow the required camera and network permissions.
- Complete the device connection or setup presented by the application or coordinated by ThumbsUp support.
- Place the tablet in the intended deployment position and confirm the camera is unobstructed.
- For fixed installations, keep the tablet connected to reliable power.

6. Daily Operation

At the beginning of operating hours, confirm tablet power, internet connection, that ThumbsUp is running, that the camera is unobstructed, and that the screen remains active.

A customer faces the selfie/front camera and holds a supported hand gesture until the application accepts the answer and shows confirmation.

Deployment recommendation

Mount the tablet vertically with the selfie/front camera at the top whenever possible, and position it so customers can naturally face the camera and answer without touching the device.

7. Dashboard Access and Navigation

ThumbsUp Dashboard for managers - Android and iOS: <https://thumbsup.digital/download-mobile-dashboard-app>

ThumbsUp Dashboard for managers - Desktop / Web: <https://portal.thumbsup.digital>

Sign in with the username or email and password connected to the business account. Google and Apple sign-in are available for supported linked accounts, and the login page provides password recovery. New businesses are onboarded through ThumbsUp rather than open self-registration.

- Managers: direct manager accounts and their assigned devices.
- Devices and Licenses: assigned hardware, location, status, license expiry, and available device information.
- Statistics: Infographics and All Votes, time filters, grouping, charts, insights, and data export.
- Employees: profiles, device assignments, weekly schedules, and individual statistics.
- AI Assistant: questions about account feedback plus charts comparing employees, devices, shifts, and performance across different locations.
- Device Configuration, Alert Notifications, and Questions: customer-facing behavior and monitoring.
- Account, Help Center, and Suggestions: profile, communication preference, policies, and product feedback.

Role and device scope

Dashboard data is limited to devices assigned to the signed-in account. A sub-manager sees only devices assigned directly to that account. Some controls, including feedback color ranges, are available only to the account owner or administrator.

8. Managers and Device Assignment

Use Managers to organize direct manager accounts beneath the current account. The table shows each manager, assigned-device count, sub-manager count, and actions.

Create a manager by entering name, surname, email, and phone number. Then assign only the devices that manager is responsible for. Assignment is limited to devices already owned by the current account, and saving replaces that direct manager's assigned-device list.

Before removing a manager

Confirm the intended device assignments and reporting responsibility first. Do not assume that removing a manager automatically transfers or deletes the manager's devices.

9. Devices and Licenses

The Devices page separates unassigned devices from managers and their devices. Desktop users can drag a device between managers or the unassigned pool; mobile users use the assignment dialog. Assignment changes show saving, saved, or error status.

The Licenses page shows device ID, serial number, device name, location, license expiration, current version, and status. Customers use it to monitor coverage. License extension and software-version deployment are administrator functions; contact ThumbsUp support when renewal or an update is required.

Field	Meaning
Device / ID	Assigned feedback unit and numeric identifier.
Serial number	Hardware serial recorded for the device.
Location	Configured business location.
License expiration	Date through which the device license is recorded as active.
Current version	Reported application version when available.
Status	Current active or expired license state.

10. Statistics and Infographics

Open Statistics - Infographics to analyze feedback from assigned devices. Choose Last Hour, Today, Last 7 Days, Last 30 Days, Last Year, All Time, or a custom start and end date/time. Partial-day filtering follows the browser timezone.

Group the performance chart by devices or employees and switch between line and bar views. When many performers exist, the chart focuses on the five lowest and five highest. Review total feedback, average, score distribution, trends, lowest-performing device, lowest-performing employee, and most-active time when enough data exists.

The Average by filter defines the yellow range: values below it are red and values above it are green. Owners and administrators can edit whole-number boundaries. New ranges apply only to future votes; existing votes keep their stored category.

Select Export after data loads to create a PDF of the active view. Web downloads through the browser; the mobile dashboard uses its native file-export flow.

11. All Votes

Statistics - All Votes shows the 50 most recent votes for the selected date range, newest first. Each row shows Device, Feedback, and Time. The summary shows total votes, average score, and positive, neutral, and negative counts.

Export includes the same 50 votes shown on the page.

12. Employees and Working Schedules

Use Employees to add, search, edit, or remove employee profiles. Each employee must have a name, at least one assigned account device, and at least one confirmed recurring weekday/time interval.

The employee table shows assigned devices, working hours, rating, and actions. More displays schedule and device details; Statistics opens the employee's individual report.

How employee matching works

When feedback is submitted, ThumbsUp records every employee assigned to that device whose configured working interval includes the vote time. Overlapping schedules can match one vote to more than one employee. Keep schedules accurate and review overlaps deliberately.

13. Employee Statistics

Open an employee's Statistics view and choose a date interval. The page shows assigned devices, working intervals, feedback chart, summary, and individual votes with device, score, and time.

Select Export to create an Employee Specific PDF with the employee, date range, feedback-range legend, summary and chart information, and detailed vote rows.

14. Daily Questions and Question Analytics

Daily Questions lets the display ask a specific business question instead of only a general satisfaction prompt. Customers answer with touchless gestures.

Choose the Day 1 start date, add up to 31 questions of no more than 160 characters, reorder them, and save the rotation. Enable Question Mode on the intended devices. The question changes at midnight in the schedule timezone and the cycle returns to Day 1 after the final question.

Question Analytics accepts a date range of up to 366 days and summarizes total question votes, average, questions voted on, voting days, and positive, neutral, and negative counts.

View	Information
By day	Date, question, votes, average, and sentiment distribution.
By device	Device, question, votes, and average.
Recent votes	Time, question, device, score, and result category.

15. Device Configuration

The Device Configuration list shows ID, name, location, serial number, Online/Offline state, last pulse, and actions. Search by name or location, select Refresh, edit name/location, or open More for full configuration.

Administrator-only detection, camera-frame, debug, provisioning, and remote-support controls are intentionally omitted from this manual.

Selfie/front camera: required so the customer can face both the displayed prompt and the camera while answering.

Portrait/vertical mounting is highly recommended, preferably with the selfie/front camera centered at the top. Landscape remains configurable when required, but the selfie/front camera must still face the customer.

After changing orientation, reopen the feedback screen if needed. Verify the image is upright, the selfie/front camera is active, the intended customer position is visible, the interface fits correctly, and a real test gesture succeeds.

Before opening the location

Confirm the selfie/front camera is active and unobstructed, the image is upright, the intended customer position is visible, and a test gesture is accepted successfully.

Advanced device configuration

The following reference includes deployment-relevant settings visible to normal authorized users. Administrator-only controls are intentionally omitted.

Setting	Controls	Default	Guidance
Question Mode	Shows the scheduled daily question instead of instruction animations.	Off	Use with a configured question schedule.
Time to Hold Hand	Gesture hold time before acceptance.	2 seconds	Adjust for observed interaction speed.
Hand Guessing Time	Continues briefly through a missed or blurred detection frame.	0.4 seconds	Adjust only for interrupted fast movement.
Maximum Deviation Score	Hand-angle change allowed before the hold timer restarts.	20	Detection tolerance, not a score threshold.
Approve Widget Show Time	Feedback confirmation display time.	1 second	Keep long enough for clear acknowledgement.
Vote Result Show Time	How long the result remains visible.	5 seconds	Longer values reduce throughput.
Hand Landmark Dot Size	On-screen hand landmark dot size.	6	Set to 0 to hide dots.
Show Max When Feedback Is At Least	Threshold for displaying the maximum score.	80	Changes customer-visible maximum behavior.
Horizontal Tablet Placement	Horizontal/landscape layout when on; vertical/portrait when off.	Off	Must match physical mounting.
Mirror Camera Horizontally	Mirrors camera view left-to-right.	On	Change if movement appears reversed.
Mirror Camera Vertically	Flips camera image top-to-bottom.	Off	Use only when image is vertically inverted.
Feedback Value Range	Sets low, middle, and high bands for new feedback.	Middle 50-89	Owner control; future votes only.

16. Alert Notifications

Open Alert Notifications to configure service-quality monitoring for assigned devices and matched employees. Each rule can be enabled independently. Select Save changes before leaving, or use Recommended defaults to restore standard settings.

Term	Meaning
Window	How far back a feedback-pattern rule checks.
Minimum feedback	How much data must exist before a rule can trigger.
Quiet period	How long the same alert is suppressed after it is sent.
Negative vote	A score below the device's configured yellow range.

- Repeated negative feedback: configured count of negative votes within a window and minimum-feedback requirement.
- High negative rate: percentage of negative feedback within the window.
- Sudden score drop: compares one period with the immediately preceding period of the same length.
- No feedback received: daily inactivity check after the device has received its first vote; not real-time offline monitoring.
- Employee repeated-negative and high-negative-rate rules use employees stored on each vote at submission time.

Feedback-pattern rules are checked after new feedback. Alerts appear in the dashboard and can also arrive as browser or mobile notifications when account preference and device permission allow them.

17. Notification Center

Use the dashboard header bell to review newest-first notifications, open structured alert details, and mark items read. The unread badge updates as items arrive and are read. Browser/mobile delivery requires notification permission and a registered device.

18. AI Assistant

Where enabled, ask natural-language questions about feedback, such as employee comparisons, feedback counts by device, and trends over time. Start a new chat for separate work or continue a recent account-owned conversation.

- Check AI Tries Left before sending; requests stop when the account allowance reaches zero.
- Chat history keeps up to 50 recent conversations for the account.
- Generated charts can be opened full-screen or downloaded.
- Check AI-generated explanations and charts against dashboard statistics and source rows before important decisions.

19. Account, Profile and Preferences

The Account page shows profile photo and account details. Upload or replace the photo and manage the available communication preference. Name, username, and email are displayed as account information.

Permanent account deletion

Delete Account requires typing DELETE. It removes the manager profile, notification tokens, and suggestions. All AI chats, generated charts, cached AI responses, and other AI data associated with that user are also deleted. Organization feedback and device records remain as business records without the deleted profile. Do not use deletion as a sign-out or troubleshooting step.

20. Suggestions, Policies and Support

Use Suggestions to send a feature idea, requested change, or bug report. The Help Center contains the current Privacy Policy and Terms of Use. Use this manual or contact ThumbsUp for operational help.

21. Feedback Data and Privacy

Ordinary feedback records contain the answer or score, timestamp, device identifier, stored result category, matched employees when applicable, and question metadata when Question Mode is active.

The selfie camera supplies live input for hand-gesture recognition. ThumbsUp does not collect biometric data, and ordinary feedback records do not contain a camera image or video.

Access is scoped to the signed-in account and its assigned devices. Accurate manager assignments and employee schedules keep reporting correctly separated.

22. Troubleshooting

Issue	What to check
Screen turns off	Longest screen timeout; screen saver Off; Stay awake enabled; power connected.
App stops in background	Power saving Off; ThumbsUp battery usage Unrestricted.
Camera does not work	Camera permission; no other app using camera; selfie/front camera active; restart or reopen ThumbsUp.
No new feedback appears	Internet; app running; unobstructed camera; device/account connection.
Device shows Offline	Tablet power/internet; app running; refresh device list; review last-pulse time.
Question does not appear	Rotation saved; start date reached; Question Mode enabled; correct assigned device.
Employee feedback missing	Employee assigned to device; weekday/time interval covers vote; selected report range.
Alert did not arrive	Rule enabled/saved; minimum data reached; quiet period; permission; inactivity runs daily.
AI message cannot send	Feature enabled; AI Tries Left above zero; internet; start new chat or reload.
PDF does not download	Download permission; mobile export prompt; charts loaded; reload and retry.
Tablet becomes unstable	Restart tablet; reopen ThumbsUp; stable power and network.
Image sideways / wrong orientation	Physical mounting; orientation setting; selfie/front camera active; reopen after changes.

23. Cleaning, Safety and Intended Use

- Follow the tablet manufacturer's cleaning instructions.
- Do not spray liquids into the camera, ports, speakers, or charging connector.
- Use manufacturer-approved charging hardware.
- Securely mount public-facing tablets and prevent cable strain and trip or fall hazards.

ThumbsUp supports overall experience measurement and custom question-based feedback across many industries and use cases. It does not collect biometric data.

24. Support and Latest Documentation

Resource	URL / Contact
Latest User Manual	https://thumbsup.digital/docs/user-manual
Product Specification	https://thumbsup.digital/docs/specification
ThumbsUp Dashboard for managers - Android and iOS	https://thumbsup.digital/download-mobile-dashboard-app
Desktop / Web Dashboard	https://portal.thumbsup.digital
Main website	https://thumbsup.digital
Email	info@thumbsup.digital
Phone	+374 55 13 81 70

25. First-Time Setup Verification

Status	Verification item
CHECK	Developer Options enabled
CHECK	Stay awake enabled while charging
CHECK	Power saving turned off
CHECK	ThumbsUp battery usage set to Unrestricted
CHECK	Screen timeout set to longest available value
CHECK	Screen saver disabled
CHECK	ThumbsUp installed
CHECK	Camera permission granted
CHECK	Tablet connected to internet
CHECK	Tablet connected to power for fixed use
CHECK	Selfie/front camera active
CHECK	Application orientation matches physical mounting
CHECK	Camera view unobstructed
CHECK	Test gesture completed successfully
CHECK	ThumbsUp running correctly