TRAKA TOUCH USER GUIDE

UD0011

19TH JULY 2011

VERSION 2.0

1. CONTENTS

2. INTRODUCING TRAKA

2.1 ABOUT US

Traka are the world leaders in Key and Asset Management. A "proud to be British" company full of creative ideas that research, design and manufacture Key Management Solutions from our factory located in Olney, the heart of England. With over four thousand systems installed in government and commercial organizations in over 25 countries across the globe, we understand your needs for effective key management. In addition, we realize the need for outstanding customer service and with our Customer Account Managers, Technical Support and Engineering teams on hand to answer any questions you may have, we will ensure your Traka system becomes an integral component within your business.

2.2 WHAT IS TRAKA KEY MANAGEMENT?

The Traka **iFob** (Intelligent Fob) and range of electronic key cabinets provided control who may take a key, which keys a user may take as well as record all transaction activity for analysis using the embedded Traka Touch Application. This level of electronic key security makes users accountable for the key which in turn reduces management risk and improves efficiency.

2.3 TRAKA A SERVICE PROVIDER

The reason Traka has been so successful over the past 18 years is due to the colossal efforts placed into understanding the specific customer requirements across different market sectors. Having an in depth understanding of the application allows us to provide bespoke solutions to meet each of the requirements. Your designated Traka Account Manager is there to help you ensure the solution meets your needs and answer any questions you may have during the sale, commissioning, installation, training and post-sale phases of system implementation. Once your Traka system is installed, a range of maintenance plans to suit your application are available so that your Traka system hardware remains in excellent condition and the firmware is up to date with the very latest features. If you have not yet purchased one of our maintenance plans and would like more information, a member of our team will be more than happy to discuss this with you. See contact details on the following page. For full details on product warranty terms and conditions, please visit http://www.traka.com/about_us/terms_and_conditions_of_sale

2.4 QUEENS AWARD FOR ENTERPRISE: INTERNATIONAL TRADE 2008

The Queen's Award for Enterprise is the highest honour that can be bestowed upon a British company and is the UK's top award for business performance. The award is given annually by Her Majesty The Queen and the winning companies hold it for five years. Traka plc and its staff were awarded The Queen's Award for Enterprise in 2008 for the company's outstanding achievement in International Trade and previously in 2004 for the company's outstanding achievement in innovation.

THE QUEEN'S AWARDS
FOR ENTERPRISE:
INTERNATIONAL TRADE
2008

3. TRAKA CONTACT DETAILS

Switchboard Tel:	+44 (0)1234 712345

Account Manager

Account Manager Name:	
Direct Contact Tel:	
Contact Email:	

Account Manager 2 (if applicable)

Account Manager Name 2:	
Direct Contact Tel 2:	
Contact Email 2:	

Technical Support / Help Desk

Help Desk Direct Tel:	**0845 630 6300**
Help Desk Email:	**support@traka.com**
Support Web Address	**www.traka.com/support** Access the Traka Help Guide, Traka32 software, cabinet firmware and discover all of the latest features

Product Information and Sales Enquiries

Sales Website	**www.traka.com**
Sales Enquiries Email	**sales@traka.com**

Other Contacts

Name and Position :	
Contact Tel:	

4.   WHAT AND WHO IS THIS GUIDE FOR?

This User Guide has been prepared to assist you (the end user) with the operating basics of the Traka Touch System. Please keep this guide handy for those times when you need to remember how to [Add a user](#), [Replace an iFob](#) or simply refresh your memory on how to restrict access to a key using [access levels](#) and more.

5. TRAKA CABINET AND IFOB DIAGRAMS

5.1 CABINET TYPES

Traka Touch M
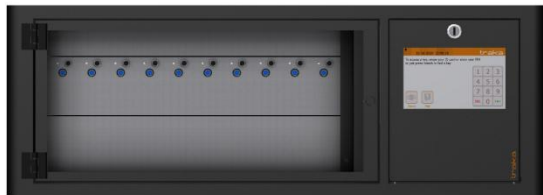
Horizontal   Vertical

Traka Touch S

5.2 CABINET DIAGRAM

5.2.1 CABINET DIAGRAM KEY

1. **Cabinet Cam Lock**
   This cam lock is a manual override for the cabinet door. 2 keys are supplied with your Traka system. We ask that you do **not** keep these keys in the Traka cabinet. In case of system failure, you will be required to access those keys and use this cam lock as a manual override to open the cabinet door.
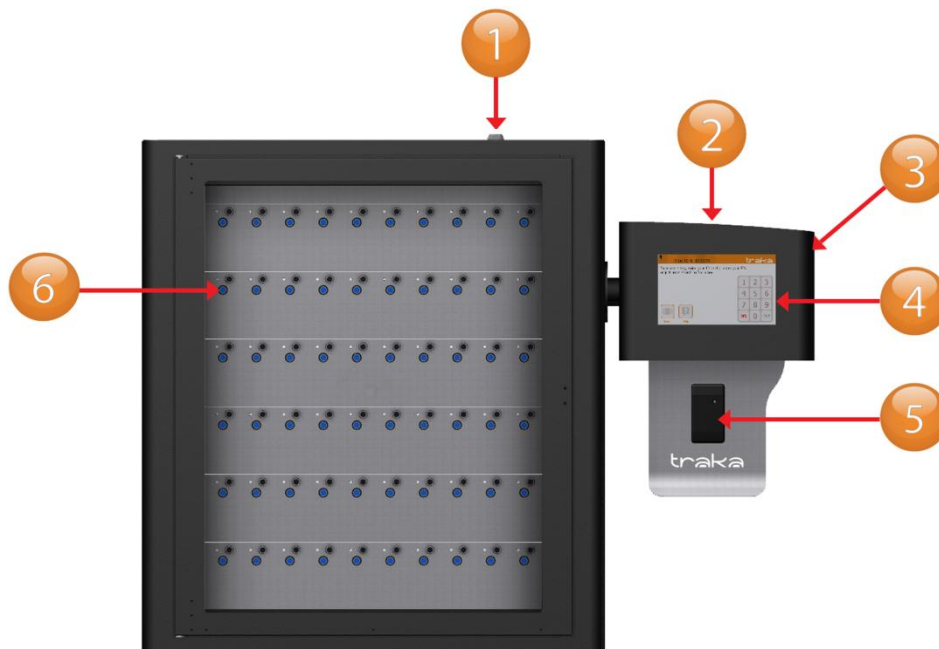
2. **Pod Cam Lock**
   This cam lock provides access to the cabinet's electronics during servicing and maintenance. The keys used for the pod are the same keys used as a manual override for the cabinet door.

3. **Control Pod**
   Incorporates the LCD (Liquid Crystal Display) and Card Reader as well as the Cam Lock providing access to the systems electronics.

4. **Touch Screen**
   The Touch sensitive LCD works as a user friendly interface for our embedded application. The numeric keypad, alphabetic keyboard and receptor buttons are incorporated into this easy to use 7" LCD.

5. **Card/Proximity Reader**
   The primary job of any access device is to identify the user to the Traka system. Once the system knows who you are, it can grant or deny access to specific keys accordingly.

6. **Receptor Slot**
   The Receptor Slot holds the iFob. A *Receptor Slot* is defined as *Locking* or *Non Locking* depending upon the type of *Receptor Strip* (row of 10 slots). For a locking slot, the user is required to push an 'on screen' touch sensitive button to release the iFob.
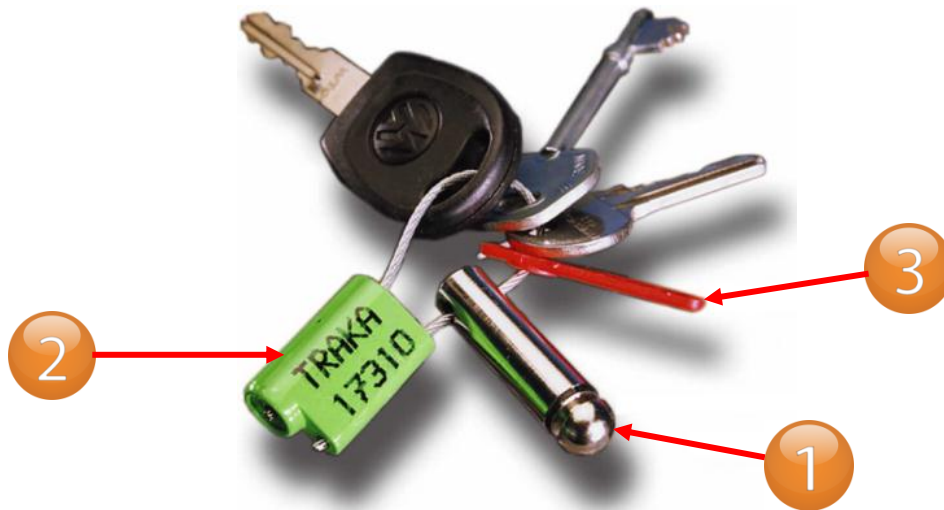
5.3.1 IFOB DIAGRAM KEY

1. **iFob**
   The iFob is at the heart of any Traka Key Management system. It is a bullet shaped device made from nickel plated brass. It contains a microchip with a unique identification number allowing the Traka system to identify the key(s) attached.

2. **Security Seal**
   The Security Seal is used to attach the key(s) to the iFob. Once the seal is locked, the only way to detach the keys from the iFob is to cut the security seal using a pair of heavy duty cutters. Traka can provide various types of security seal, please enquire with your Traka Account Manager or Distributor for more details. Alternatively, a less secure method would be to use a G-ring or a simple Key-ring.

3. **Identification Tag**
   The identification tag displays the cabinet slot number to which the iFob belongs. The tags can be provided in a variety of colours which is useful when managing multiple Traka systems. For example tag "101 yellow" would belong to position 101 in the "Yellow" cabinet and tag "101 blue" would belong to position 101 in the "blue" cabinet. This makes it nice and simple for system administrators and users.

6. GETTING STARTED

6.1 OVERVIEW

The Traka Touch system uses touch screen technology for an easy, user friendly interface. The Traka Touch does not require the use of a stylus or any other navigation device, to use the system simply click on the desired buttons with your finger.

6.2 SCREEN SAVER

If the Traka Touch system is not used for user definable period of time then the system will go into 'idle' mode. To use the system again simply press anywhere on the touch screen or swipe your card to wake the system up.

6.3 READER ADMINISTRATION

When you switch on your Traka Touch system for the first time you will be presented with the following screen.

Before you begin to use your system you must set the systems reader access settings. The Reader Administration section allows you to set the system access to a Wiegand card reader or PIN only access.

NOTE: **-** The Traka Touch can only support one reader type at a time. You can eaither have a Wiegand Card Reader **OR** PIN only access. This means that all users in the system will be forced to use the same reader access.
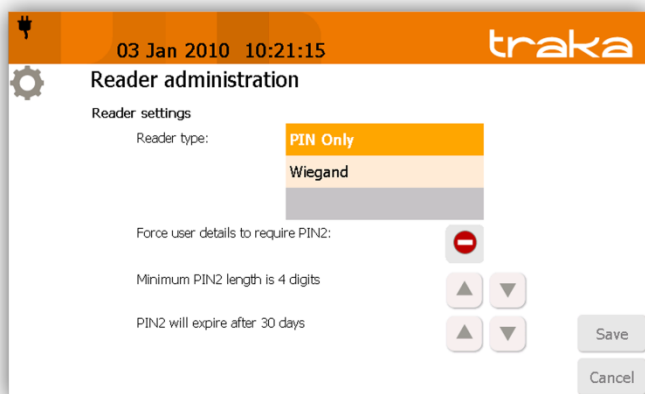
1. From the login screen click **Admin**

2. When the Admin screen appears click **Readers**

3. To activate one of the reader options simply click on the desired method of access.

Force User Details to Require PIN2

You can also select the option 'Force user details to require PIN2'. This forces all users in the system to use their secondary PIN after they swipe their card or enter their primary PIN. To set a user's secondary PIN an admin user will need to edit the individuals user details, please refer to the Editing Users section.

NOTE: **-** If this option is enabled and there are existing users without a secondary PIN (PIN2) then the next time the user access the system they will be foced to enter a secondary PIN (PIN2).

Minimum PIN2 Length is X Digits

Using the arrow keys you can select a minimum amount of digits the PIN2 (secondary PIN) field requires for more information please refer to the Secondary PIN section.

⚠️ **NOTE**: **-** This applies to all users in the database using secondary PIN (PIN2) option.

⚠️ **NOTE**: **-** If the minimum secondary PIN (PIN2) length is increased existing users with a secondary PIN length less than the new minimum will NOT be forced to change their PIN 2.

PIN2 Will Expire After X Days

Using the arrow keys you can select an amount of time (in increments of 1 day) that the PIN2 (secondary PIN) will remain active before it expires.

⚠️ **NOTE**: **-** This applies to all users in the database using PIN2 (secondary PIN) option.

4. Once you have selected the desired options and click save. You will be taken back to the Admin screen, from there click exit to return to the login screen.

6.4 CREATING AN ADMIN USER

After selecting the desired access options you will need to create an Admin user.

NOTE: - From here you can select the language you want the touch system to display. However if you select a language from this screen it will only last as long as the user is logged in. The system will return to the default language when another user comes to log into the system. For further details on languages please refer to the Languages section.

1. From the login screen click **Admin**

2. When the Admin screen appears click **Users**

3. The User list will currently be empty. Click the add button.

4. Type your user details into the provided fields. To switch fields simply click on the desired field or click the ENT (Enter) button to scroll through them.


⚠️ **NOTE**: -From here you can select a default language for that particular user by using the directional arrow keys navigate to the desired language and then select the flag icon to enable the language. For further details on languages please refer to the Languages section.

5. The Card ID/PIN1 field can be populated using the on screen keyboard. If you are using card readers you can swipe the corresponding card at the reader and the Card ID field will be populated automatically. Alternatively you can enter a PIN if you are not using readers.

   The field named PIN2 allows a user to have a secondary PIN, this forces the user to enter a second PIN when they access the system.

6. Click ENT (Enter) button to navigate to the Access screen or alternatively click the access button.

7. From the Access screen select which iFobs you wish to have access to and whether or not you wish to view and export key reports. Each of the access buttons on screen correspond with an iFob in the cabinet. E.g. The '1' button will only grant or remove access to the iFob in position 1. The tick and line symbols define whether or not you have access to the iFob or not. For example any iFob with the tick symbol ✅, indicates that you currently have access to the iFob. The line symbol ⛔ indicates that you do not have access to the iFob.

NOTE: - The first user entered into the Touch system must be an admin user, therefore the admin button can not be disabled.

Options

Clicking the Options button will allow you to define certain activation and expirary dates relating to the users and their seondary PIN also you can force the user to change their secondary PIN when they next log into the system.

User Active Date

The user active date defines when a user becoms able to use the Traka Touch system. E.g. access the system, remove keys, run reports etc (anything the user is permitted to do). Clicking the arrow button will generate a pop up window that allows you to manually define the date and time you wish the user to become active.

User Expiry Date

The user expiry date defines when a user becoms unable to use the Traka Touch system. E.g. after this time period the user will no longer be able to do anything they were perviously permitted to do E.g. access the system, remove keys, run reports etc . Clicking the arrow button will generate a pop up window that allows you to manually define the date and time you wish the user to expire.

PIN2 Expiry Date

The PIN2 expiry date defines when the users PIN2 will expire. After this period the user will have to assign themselvs a new PIN2 when they next access the system. Clicking the arrow button will generate a pop up window that allows you to manually define the date and time you wish the PIN2 to expire.

Force User to Change PIN2 on Next Login

Enablinging this option will force the user to change their PIN2 when they next access the system, regardless of the PIN2 Expiry Date. Once they login and change it it wont ask again untill the PIN2 Expiry Date, unless this option is selected again.

8. Once you have selected the desired option click save.

9. After adding the user you will be taken back to the User Admin page. To add more users simply click the Add button and repeat steps 4-8.

When you have finished adding users click Exit. You will be taken back to the Admin screen, from there click exit again to return to the login screen.

10. Please refer to the Configuring iFobs section.

6.5 CONFIGURING IFOBS

Before continuing with this procedure please ensure you have completed the Creating an Admin User section.

NOTE: **-** This Procedure may have been carried out by the Traka Production team

1. To configure your iFobs, an administrator needs to identify themselves to the Traka System via their PIN or by swiping their card. Please refer to the user login section.
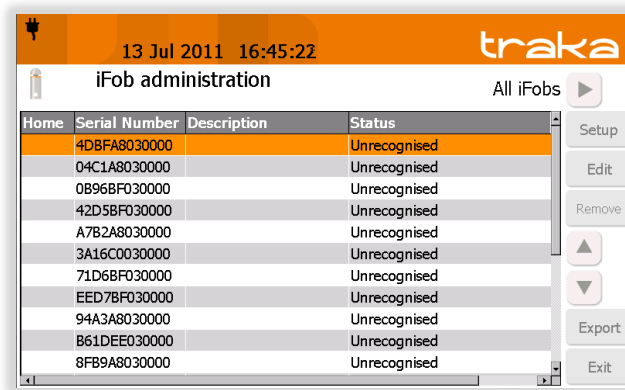
2. Click **Admin**

3. Click **iFobs**

4. The iFob list will currently be populated with unrecognised iFobs, to synchronise your iFobs click the setup button.

5. You will be asked if you wish to setup all iFobs, click **yes**.

6. The iFob list will now begin to populate, showing all the iFob that are being recognised. This process is displayed via the small blue progress bar in the top right corner of the window.

7. At this point you can choose to give each iFob a description. To do so simply highlight the desired iFob and click the Edit button.

8. Enter a description into the provided field.

9. Click Save.

10. After editing the iFob you will be taken back to the admin page. To edit more iFobs simply highlight and click the Edit button and repeat steps 1-9.

11. You will be taken back to the iFob Administration menu click Exit. You will be taken back to the Admin screen, from there click Exit again to return to the login screen.

6.6 ACCESSING THE SYSTEM

The way in which you access the system depends on the reader type configured e.g. Wiegand or PIN. See the reader admin section.

PIN ONLY ACCESS

1. **Touch** the screen to bring the system out of idle mode

2. **Enter** your PIN
3. **Press ENT** (enter) to confirm your PIN.

    ⚠️ **NOTE**: **-** If the user has admin or report permissions, the user will need to make a selection before the door will open. If the user does not have admin or report permissions the door will open after confirming their PIN. For further details please refer to Selecting and Option on Login.

4. **Verify** your user name on the touch screen.

CARD READER ONLY ACCESS

1. **Swipe** or present your card/token to the reader

    ⚠️ **NOTE**: **-** If the user has admin or report permissions, the user will need to make a selection before the door will open. If the user does not have admin or report permissions the door will open after swiping their Card/token. For further details please refer to Selecting and Option on Login.

2. **Verify** your user name on the touch screen.

CARD READER AND PIN

1. **Swipe** or present your card/token to the reader

2. Enter you secondary PIN

3. **Press** ENT to confirm your PIN.

    ⚠️ **NOTE**: **-** If the user has admin or report permissions, the user will need to make a selection before the door will open. If the user does not have admin or report permissions the door will open after swiping their Card/token. For further details please refer to Selecting and Option on Login.

4. **Verify** your user name on the touch screen.

SELECTING AN OPTION ON LOGIN

If a user has Admin or Report permissions they are required to select the relevant option. Below is a list of the different types of user and how each will access the system.

Users with Key Permissions

Users without admin or reports will only have access to the keys.

Users with Admin Permissions

When a user with admin only permissions accesses the cabinet the system will automatically take you to the admin menu, you don't have to select admin from the login screen.

Users with Report Permissions

When a user with report only permissions accesses the cabinet the system will automatically take you to the reports screen, you don't have to select reports from the login screen.
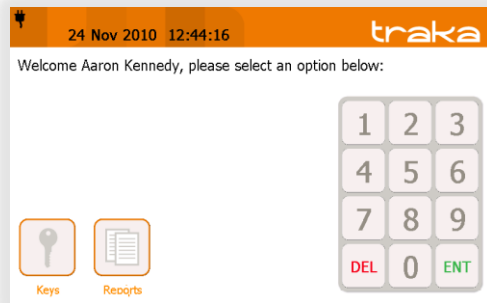
Users with Admin & Keys Permissions

Users that have admin and key permissions will be given the choice of removing/returning keys or accessing the admin menu.

Users with Report & Keys Permissions

Users that have report and key permissions will be given the choice of removing/returning keys or accessing the report screen.

Users with Admin and Report Permissions

Users that have admin and report permissions will be given the choice of accessing the admin menu or the report screen.
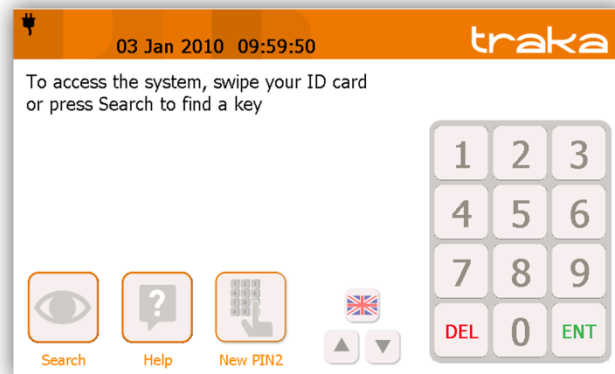
6.7   SECONDARY PIN (PIN2)

It is possible to allocate a secondary PIN (PIN2) to a user if required. If a secondary PIN is allocated, after the user has entered their primary PIN or swiped their card, they will be asked to enter their secondary PIN. If no secondary PIN is allocated, the user will not be asked to enter a secondary PIN.

You can assign a user a secondary PIN or even change their current secondary PIN from the main login screen.

⚠️**Note:** -   If the system option 'Force User to Require PIN2' is enabled and user doesn't have a PIN2 then they will be forced to enter a PIN2 when they next log in.

Adding a Secondary PIN

1.   From the main login screen select **New PIN2**
2.   You will then be asked to identify yourself at the cabinet via primary PIN or ID card.
3.   Once you have entered you PIN or swiped you card you will be asked to assign yourself a secondary PIN of your choosing.
4.   You will then need to re-enter the secondary PIN for verifcation.

⚠️**Note:** -   There is a minimum amount of digits the secondary PIN needs to be. As a default Traka Touch is set up with a minimum of 4 digits required. This is user definable and can be changed in the Reader Administration settings.

Editing a Secondary PIN

1.   From the main login screen select **New PIN2**
2.   You will then be asked to identify yourself at the cabinet via primary PIN or ID card.
3.   Once you have entered you PIN or swiped you card you will be asked to enter your current secondary PIN.
4.   You will then be prompted to enter your new secondary PIN.
5.   You will then need to re-enter the secondary PIN for verifcation.

You can also allocate a secondary PIN to a user when you first add them to the system, or you can go back and assign one to them at a later date. Please refer to the Adding/Editing Users section for more details.

6.8   REMOVING / RETURNING KEYS

REMOVING A KEY

How you remove a key from the system will depend on how your system is currently configured. The Traka Touch system can allow you to make a key selection before to door opens or make key selection after the door has opened. For instruction on how to configure these features please refer to the General Option section.

Your system will release keys in one of two ways….

Open Door After Key Selection

1. Enter your PIN or swipe your card.
2. Make you key selection
3. The door will open and allow you to remove your key

Open Door Before Key Selection

1. Enter your PIN or swipe your card.
2. The door will open
3. Make you key selection
4. The system will allow you to remove your key

Whichever feature you have to remove keys, once you come to make your key selection you will be presented with the following screen.
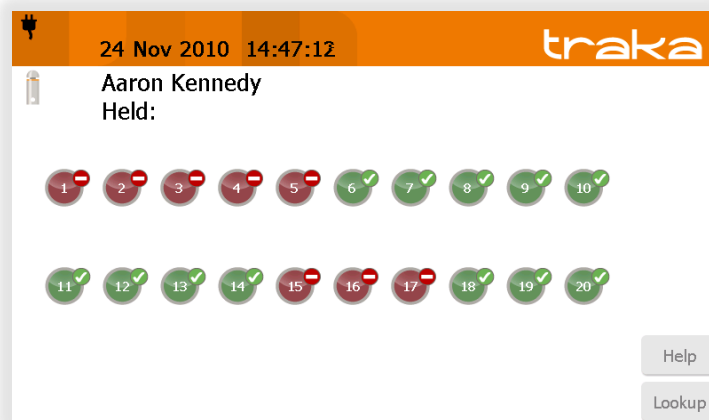
- Green symbols with a tick show iFobs that the user has access to the iFob

- Red symbols with a line indicate that the user does **NOT** have access to the iFob. This symbol is also used when an iFob is returned to the wrong slot

- Red symbols with a question mark indicate that the iFob has become undetectable

- Grey symbols with a yellow tick show that you have removed the iFob from the system

- Grey symbols with a grey cross indicate that another user has the iFob out of the system

- Grey symbols mean no iFob is assigned to the slot

Help
- Pressing the Help button will present you with a screen that has instructions on how to remove/return keys.

Lookup
- Pressing the Lookup button will allow you to select an iFob and view its description. Also it will allow you to view the user who last used iFob, or who currently has the iFob out of the system.

5. **Press** the ![button] button on the touch screen and **release immediately**
6. You will hear a beep
7. **Wait** for the "**click**" (unlocking iFob)
8. **Remove** Key

RETURNING A KEY

You **must** return the key to the correct receptor slot.

1. **Access** the cabinet
2. **Check** the tag number on the key bunch
3. **Insert** iFob into matching receptor slot

IFOB IN WRONG SLOT

When an iFob is returned to the incorrect position the system will prompt you to remove the iFob from the incorrect slot and return it to the correct position.
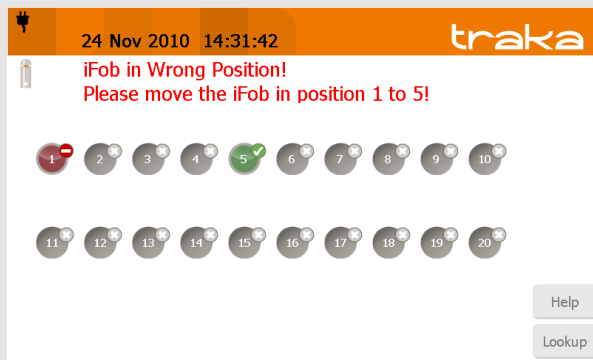
In addition to the touch screen giving you instructions, the receptor strip LED's will illuminate and guide you to the correct slot.

6.9   ATTACHING KEYS TO IFOBS

Traka can provide you with standard key rings to allow you attach your keys to your iFobs. Alternatively Traka can also provide security seals to securely lock the keys and iFob together.

KEYRINGS

1. Carefully pry the key ring open

2. Slot your key(s) onto the key ring

3. Slot your iFob on the key ring

SECURITY SEALS

1. Cut the provided nylon tube to a length of **90mm** (3 $^{9/16th}$ inch) and thread over the cable. This is important to ensure a long life from the cable seal and to prevent a long free end of cable showing.

2. Insert the cable through the Traka iFob and your key(s).

3. If you have Traka ID tags add one of these as well.

4. Once assembled, push the free end of the cable into the hole in the locking body and ensure it is securely fixed. After inserting as far as possible, pull on the cable to ensure that it is permanently secured inside the locking body.

7. ADVANCED USER GUIDE

7.1 EDITING USERS

ACCESSING THE USER LIST

Adding, editing and deleting users must be carried out by an administrator. Please refer to 'Accessing the System' for further details.

1. Click **Admin**

2. Click the **Users**

3. The current user list will then be displayed.

Note: - If you are currently using card readers and are searching for a particular user, swipe their ID card when the user list is showing to quickly navigate to the user. This is particularly helpful when you have a large user list as it will save time scrolling though different users.

To add a new user click Add. To edit a user click Edit.

1. Type your user details into the provided fields. To switch fields simply click on the desired field or click ENT (enter) to scroll through them.

2. The Card ID/PIN field can be populated using the on screen keyboard. If you are using card readers you can simply swipe the corresponding card at the reader and the Card ID will be populated automatically.

NOTE: - The field named PIN2 allows a user to have a secondary PIN. When an administrator attempts to add/edit a new user but doent enter a PIN2 and the system option 'Force Users Details to Require PIN2' is enabled, then a message will appear stating that no PIN2 was entered. At this point the administrator can go back and assign one to the user or he can leave it blank, in this case the user will be forced to assign themselvs a PIN2 when they next access the system.
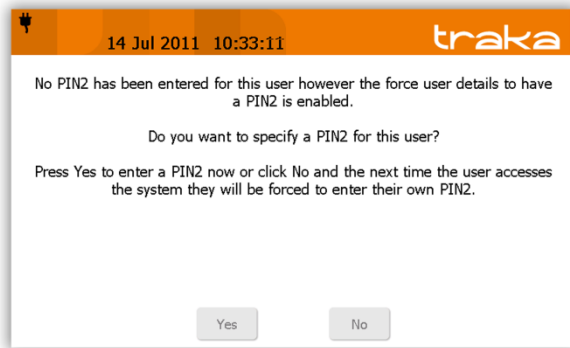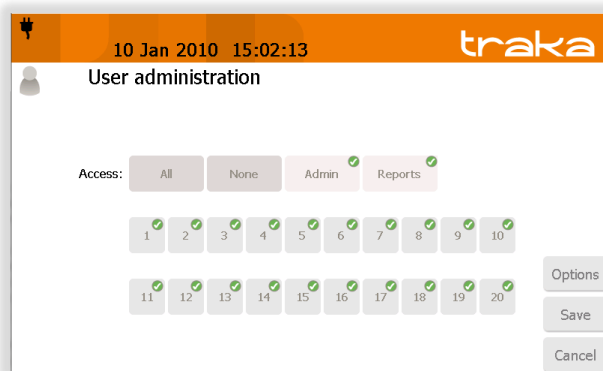
From the user admin page you can also set the users language settings. Using the directional arrow keys navigate to the desired language and the click the flag icon to enable the language. Please refer to the Languages section for further details.
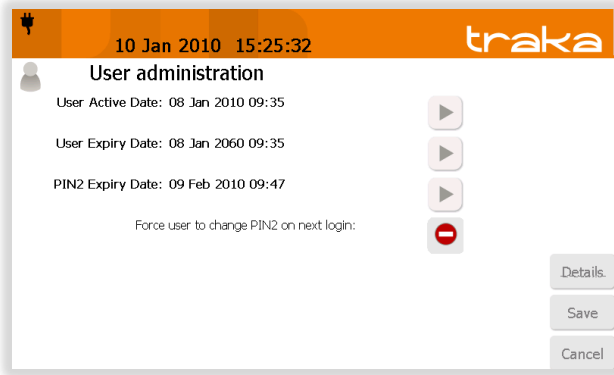
 NOTE: - When a card is swiped the access screen will appear automatically.

3. Each of the access buttons on screen correspond with an iFob in the cabinet. E.g. The '1' button will only grant or remove access to the iFob in position 1. The tick and line symbols define whether or not you have access to the iFob or not. For example any iFob with the tick symbol ✅, indicates that you currently have access to the iFob. The line symbol ⛔ indicates that you do not have access to the iFob.

Options

Clicking the Options button will allow you to define certain activation and expirary dates relating to the users and their seondary PIN also you can force the user to change their secondary PIN when they next log into the system.

User Active Date

The user active date defines when a user becoms able to use the Traka Touch system. E.g. access the system, remove keys, run reports etc (anything the user is permitted to do). Clicking the arrow button will generate a pop up window that allows you to manually define the date and time you wish the user to become active.

User Expiry Date

The user expiry date defines when a user becoms unable to use the Traka Touch system. E.g. after this time period the user will no longer be able to do anything they were perviously permitted to do E.g. access the system, remove keys, run reports etc . Clicking the arrow button will generate a pop up window that allows you to manually define the date and time you wish the user to expire.

PIN2 Expiry Date

The PIN2 expiry date defines when the users PIN2 will expire. After this period the user will have to assign themselvs a new PIN2 when they next access the system. Clicking the arrow button will generate a pop up window that allows you to manually define the date and time you wish the PIN2 to expire.

Force User to Change PIN2 on Next Login

Enablinging this option will force the user to change their PIN2 when they next access the system, regardless of the PIN2 Expiry Date. Once they login and change it it wont ask again untill the PIN2 Expiry Date, unless this option is selected again.

4. Click Save.

5. After adding/editing users you will be taken back to the User Admin page.

6. When you have finished adding/editing users click Exit. You will be taken back to the Admin screen, from there click Exit again to return to the login screen.

DELETING USERS

To delete a user from the system simply click Delete.

1. The following screen will ask you whether you wish to permanently delete the user, click Yes

 NOTE: - If you are deleting all users, the last user to be deleted must be an admin user.

2. You will then notice the user has been removed from the user list.

3. Click Exit to be taken back to the administration menu, from there click Exit again to return to the login screen.
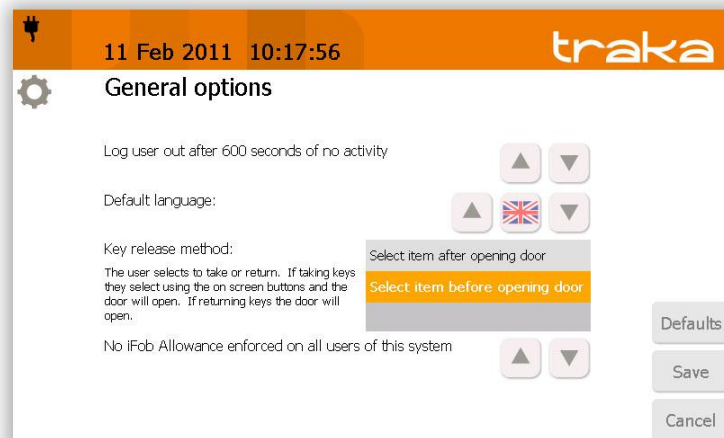
7.2 GENERAL OPTIONS

Accessing the General Options must be carried out by an administrator. Please refer to 'Accessing the System' for further details.

1. Access the system and click **Admin**

2. Click **General**

From the General Options page you can set the following…

- User Log Out Time
- Default System Language
- Key Release Method
- iFob Allowance

User Log Out Time

This feature allows you to define the amount of time it takes for the system to log out a user after no activity. Using the directional arrows you are able to configure the desired time in increments of 1 second. Traka recommend that you have this set to 20 seconds. This lowers the risk of a user walking away from the system before it has timed out allowing another user to use the system logged in as the pervious user.

Default System Language

Using the directional arrows you can navigate to the desired language and by selecting the flag icon enable a new system default language. When a user logs out of the system the system will revert back to the system default language in 5 seconds. It is also possible to set the language on a per user basis please refer to the Language section for further details.

Key Release Method

This feature allows you select whether the door opens before or after a user has made a key selection. When you select an option a description that explains how the option works will be displayed to the left of the selection box.

Select Item After Opening Door

The door opens and the user can select keys using the on screen buttons or just return keys.

Select Item Before Opening Door

The user selects the take or return keys. If taking keys they select using the on screen buttons and the door will open. If returning keys the door will open.

NOTE: - The iFob Key Release method applies to all users using the system and can not be set on a per user basis.

iFob Allowance

The iFob Allowance can restrict how many iFobs users can take out at any one time. Using the directional arrows you are able to configure the desired time in increments of 1 iFob.

NOTE: - The iFob Allowance method applies to all users using the system and can not be set on a per user basis.

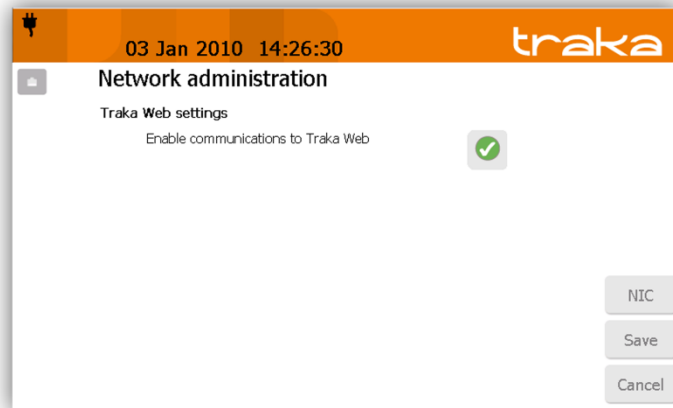3. When you have selected the appropriate setting click Save.

7.3   NETWORK ADMINISTRATION

The Network section allows you to enable/disable communions to Traka Web. From here you can also view/change your

1. Access the system and click **Admin**

2. Click **Network**

3. To enable communications with TrakaWEB simply select the button and ensure the symbol changes to a tick .
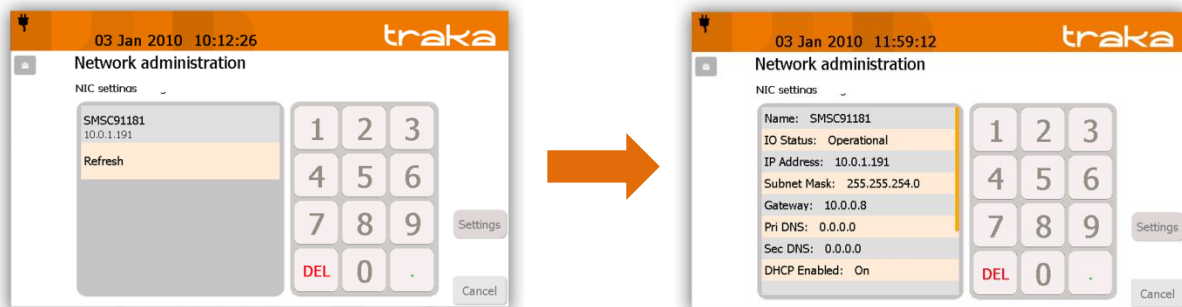
4. To save changes click Save.

NIC (Network Interface Controller) Settings

Selecting the NIC button will take you to the NIC Settings. From here you can view and change your IP address, subnet mask, gateway, DNS etc. To view the settings simply click the IP address to access the scroll menu with a list of network options.

Static IP Address

If you wish to manually assign a static IP address and change other options scroll down to the 'DHCP Enabled' option and disable it by clicking it. To activate the changes you must scroll down and select 'Apply Changes'. Selecting an option will highlight it allowing you to edit it using the numeric keypad.

Once you have changed the appropriate settings scroll down and click 'Apply Changes'.

DHCP

Selecting the network name will take you to another scrolling menu where you can view read only information such as description, speed, O status, DNS O, DHCP Lease Obtained, DHCP Lease Expiry etc.

Simply scroll down and click backup to go to the previous scroll menu. Clicking the settings button will take you back to the first network administration page.

5. When you have selected the appropriate settings click Save this will take you cab to the Administration menu.

6. From the administration menu click Exit to be taken back to the login screen.

You will now notice that in the top right hand of the screen next to the Traka logo are twelve small blocks, one of which is black. These are status blocks, showing each stage of communication with TrakaWEB.

Each block represents a different stage of communication with TrakaWEB. See below for each blocks' description:-

Block	Status Name	Description
1	Announce Wait	Waiting for synchronisation with TrakaWEB to start
2	Sync Date & Time	Set current date & time from TrakaWEB
3	System	Sending System details (version, type, serial no etc.) to TrakaWEB
4	User Changes - In	Receiving changed/new users from TrakaWEB
5	User Changes- Out	Sending changed/new users to TrakaWEB
6	iFob Changes - Out	Sending changed/new iFobs to TrakaWEB
7	Events Out	Sending new events out to TrakaWEB
8	iFob Changes - In	Receiving changed/new iFobs [description only] from TrakaWEB
9	Next Sync	Not used
10	New Sync	Not used
11	Sync Error	Communication Error
12	Not Used	Not Used

The blocks will turn black as each new stage of communication begins. If an error occurs at any stage then the Sync Error block will turn black for one second before reattempting the cycle again. For example if there was a communication problem whilst receiving user changes from TrakaWEB (block 4) then the status cycle will skip all other stages and move straight to the Sync Error block (block 11).
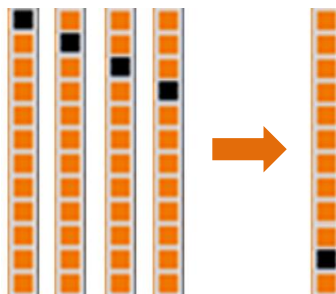
The Sync Error block will turn black for one second before retrying the communication cycle again. As long as the error remains the status block will continue to cycle through the stages they have already completed accompanied by the Sync Error block.

7.4   REPORTS

To view Reports a user with reports access must log into the system.

GENERATING AND EXPORTING REPORTS

Reports allow you to view all the transactions and events that have occurred in a user definable period of time.

1. A user with report permissions must login to the system. Please refer to 'Accessing the System'.

2. Click **Reports**

3. The Event report menu will appear allowing you to select specific days you wish to view the reports of.

4. There are several ways to filter your reports...

    i. The calendar allows you to select specific days of the year to filter your reports.

    ii. The Today button will provide all the reports for today

    iii. The Last 7 button will provide the events from the last seven days

    iv. The Last 30 button will provide all the events from the past 30 days

5. Select one of the filtering options above and click the Run button.

6. The report list will now generate, using the filtering options you previously chose.

7. To export the reports to a USB memory stick, click the [Export] button.

8. The door will open and ask that you insert a USB memory stick.
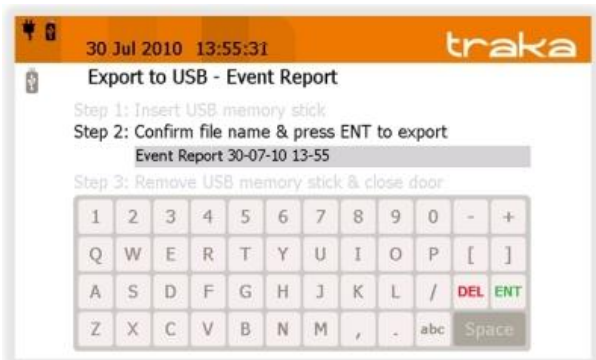
9. Enter the desired file name for the report.

10. The report will now begin to export to the USB device.
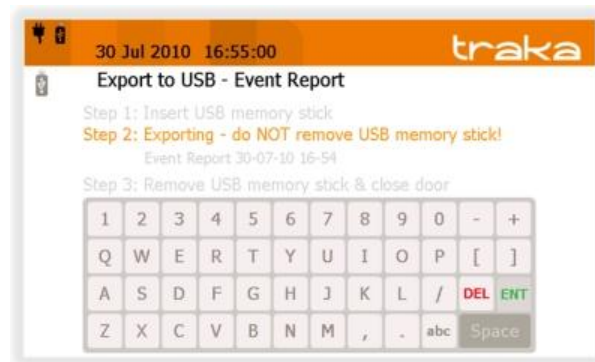
11. When the report has finished exporting, remove the memory stick and close the door.

12. You will be taken back to the event report screen. Click the [Exit] button to be taken back to the login screen.

The search facility displays detailed information regarding the iFob, Key and User. This information includes....

- The last user of an iFob/Key
- The current user of an iFob/Key
- Status of the iFob/Key
- Position of the iFob/Key
- Description of the iFob/Key

The search facility does not require a user to access the system; it can be used straight from the idle screen.

1. Click **Search**

2. The search window will then appear allowing you to type text to search. Such as user names, iFob descriptions and Key Positions.

NOTE: - Partial searches can be made, e.g. if you wanted to find a key that matched the description 'Front Car Park' instead of typing the whole description you could enter 'front' and the system will search for any description with that word. Also the searches are not case sensative.

3. Enter the description or the number of the iFob you wish to search for and click the ENT (enter) button.

4. After a few seconds your results will appear.

Search All

Selecting the 'search all' button will list every iFob in the system, the position it came from, its description, the current user and the last user.


5. To conduct another search simply click Again.
6. Click Exit to be taken back to the login screen.

7.6   LANGUAGES

The Traka Touch system can support multiple languages on a per user basis. You can also change the language for a single login only as well as change the default language for the entire system.

CHANGING THE LANGUAGE FOR A SINGLE LOGIN

From the main screen before you login, there are several language options to choose from. Using the directional arrow keys navigate to the desired language and the select the flag icon to enable the language. Selecting another language will change all the text and button descriptions for as long as the user is logged into the system. If the user logs out and then decides to log back in, the system will revert back to its default language.
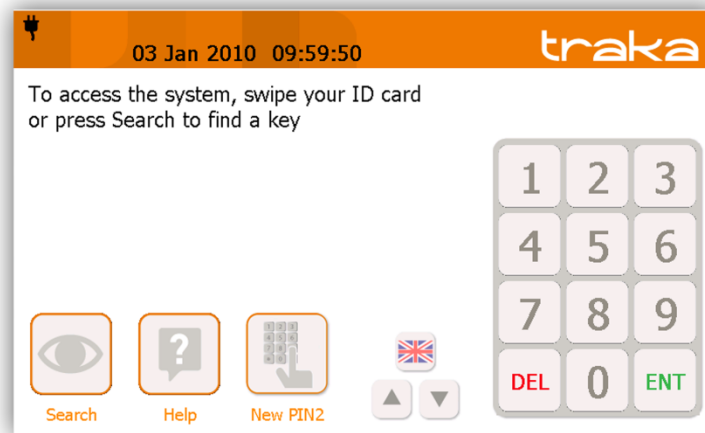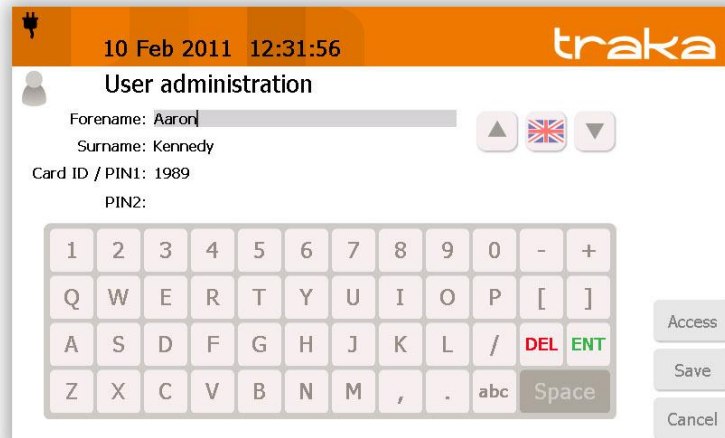
CHANGING LANGUAGES FOR A USER

To change the default language for an individual user, an administrator needs to log into the system. For further details on how to log in please refer to 'Accessing the System'.

1. Click **Admin**

2. Click **Users**

3. Highlight the user and click Edit.

4. From here you can select the language you wish this user to view whenever they access the system. To change the language simply use the directional arrow keys navigate to the desired language and the select the flag icon to enable the language.

5. Once you have selected the desired language click Save.

7. Click Exit. You will be taken back to the Admin screen, from there click Exit again to return to the login screen.

CHANGING THE DEFAULT LANGUAGE OF THE SYSTEM

To change the default language for the entire system, an administrator needs to log into the system. For further details on how to log in please refer to 'Accessing the System'.

1. Click **Admin**

2. Click **General**

3. Using the directional arrow keys navigate to the desired language and then select the flag icon to enable the language.

 NOTE: - As a default the Traka Touch system language is set to English.

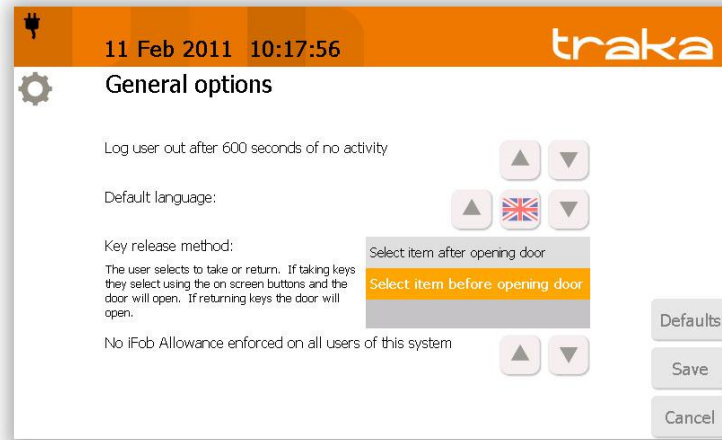4. Once you have selected the desired language click Save.

5. Click Exit. You will be taken back to the Admin screen, from there click Exit again to return to the login screen.

7.7   ALARMS

There are three Alarm Relays fitted to the Traka Touch PCB which can be configured to activate and deactivate under certain conditions. To set alarms an admin user will need to log into the system. For further details on how to access the system please refer to the 'Accessing the System' section.

1. Click **Admin**

2. Click **Alarms**

Here you can select a specific activation type you wish to associate with the relays. Using the scroll menus simply select the alarm type that you wish to assign to the selected relay.

When you select an alarm, a brief description of conditions that will trigger the alarm is displayed in the Activation window. In the example below the 'Battery Power' alarm has been selected, therefore 'Battery Critical' & 'Battery Low' are the conditions which will trigger the alarm.

You will also notice that when you have selected the desired alarm the Deactivation window will now have a description. This will inform you of the conditions that will stop the alarm once it has been activated. In the example below, the 'Battery Power' alarm has been selected, therefore the deactivation description is 'Battery OK'. This means that once the alarm is triggered it will only deactivate when the battery power is back to normal.

Activation | Deactivation

Relay 1 | No Activation | Battery OK
Battery Power
Door Open Unauthorised

Certain alarms can be activated for a specific amount of time. For example, if you select the 'Item Removed' alarm, you can define how long the alarm will be activated for. This is definable in 1 second increments.

Activation | Deactivation

Relay 1 | **Items Removed** | 10 seconds
Items Returned | ▲ ▼
Items Returned to Wrong Locati

1. Once you have selected the desired alarms click Save.

2. Click Exit. You will be taken back to the Admin screen, from there click Exit again to return to the login screen.

7.8 DATA SETTINGS

The Data Administration section allows you to define the SQL CE Database options and tools. To edit these options an admin user will need to log into the system. For further details on how to access the system please refer to the 'Accessing the System' section.

1. Click **Admin**

2. Click **Data**
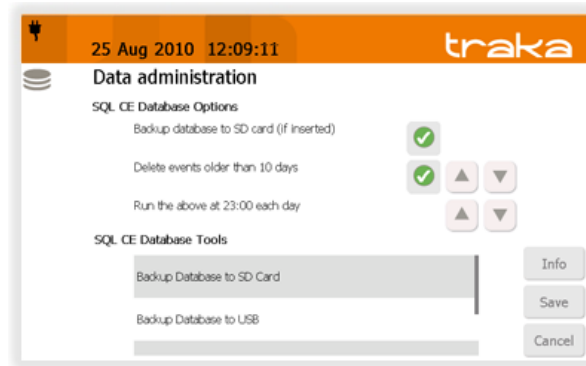
SQL CE Database Options

Backup Database to SD card (if inserted) - This option can be enabled or disabled by clicking the small tick or line.

Delete events older than x days - This option can be enabled or disabled by clicking the small tick or cross.

NOTE: – If enabled you can define how many days worth of data the system will return. Any event older than the number of days speciifed will be deleted. **USE WITH CAUTION!**

Run the above at xx:xx each day - This option allows you to set a specific time in which the options above will being to run.

Information page

The information page displays the memory usage of flash disk and SD card, also provides the size of the Database and application. To view the information page click the [Info] button on the Data Admin screen**.**
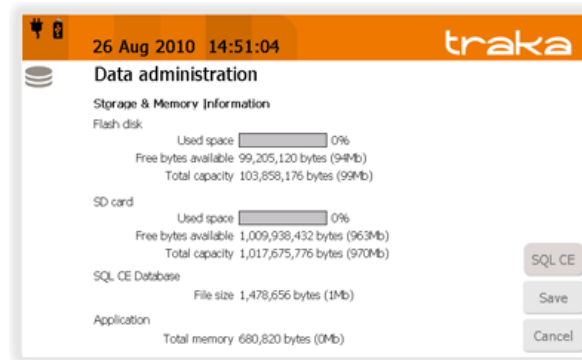
To return to the Data Admin screen click the [SQL CE] button.

To return to the login screen, click [Save]. You will be taken to the admin menu, from there click the [Exit] to be taken back to the login screen.

7.9 POWER SETTINGS

The Power Administration section allows you to change the touch screen brightness under certain conditions, such as when the Battery is Low or Critical, or when the system is running on Mains etc.

To edit these options an admin user will need to log into the system. For further details on how to access the system please refer to the 'Accessing the System' section.
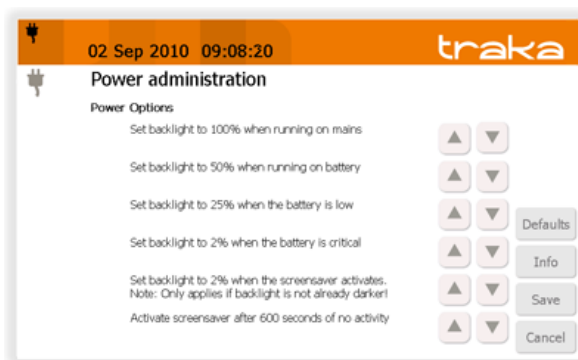
1. Click **Admin**

2. Click **Power**

Power Options

To change any of the power options simply click either of the arrow keys to the right of the description. The power options are as follows...

- Set backlight when running on mains

- Set backlight when running on battery

- Set backlight when the battery is low

- Set backlight when the battery is critical
- Set backlight when the screensaver activates. **Note**: - Only applies if backlight is not already darker

- Activates screensaver after x seconds of no activity

The Defaults button sets all your custom power options back to the Traka default settings.

The Info button displays all the power supply information, such as, the battery backup capacity and voltage, the mains power level etc. Click the Options button to return to the power options.

When you have completed your changes click Exit. You will be taken back to the admin menu, from there click Exit to be taken back to the login screen.

7.10 HELP

VIEWING THE HELP SECTION

The Help section holds all of the information for your point of contact in case of assistance. The Help icon is on the main Traka Touch screen and does not require a user to access the system to view it.

1. Click **Help**

2. The Help window will then appear allowing you to obtain all the relevant contact information in case of any problems or errors.

3. Click the Exit button to return to the login screen.

CHANGING THE HELP SECTION

To edit the information in the Help section, an admin user will need to log into the system. For further details on how to access the system please refer to the 'Accessing the System' section.

2. Click **Admin**

3. Click **Help**
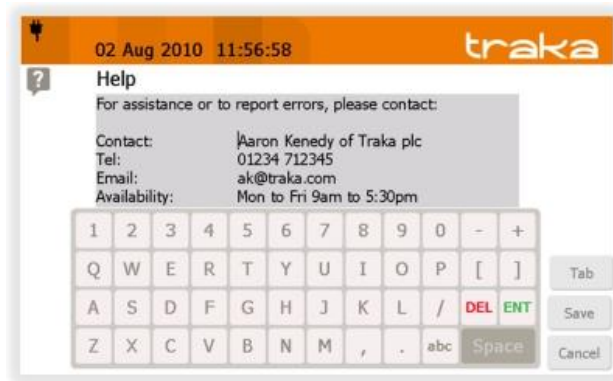
To edit the help information simply click on the desired field and use the onscreen keyboard to type the relative information.

4. When you have completed your changes click Exit. You will be taken back to the admin menu, from here click Exit to be taken back to the login screen.

7.11 BACKING UP THE TRAKA TOUCH DATABASE

The database holds all the information Traka needs to operate including the users, iFobs, keys and event history. Traka Touch is supplied with an SD card to store database backups. The live database is stored on the flash disk. If the database is not backed up regularly and the machine fails for any reason you will have to start over again.

The Data section of the Traka Touch system will have all the settings can be changed in the admin menu.

1. To view the Data settings an administrator must access the system via their personal PIN or by swiping their card.

2. Click the **Admin** button

3. Click the **Data** button
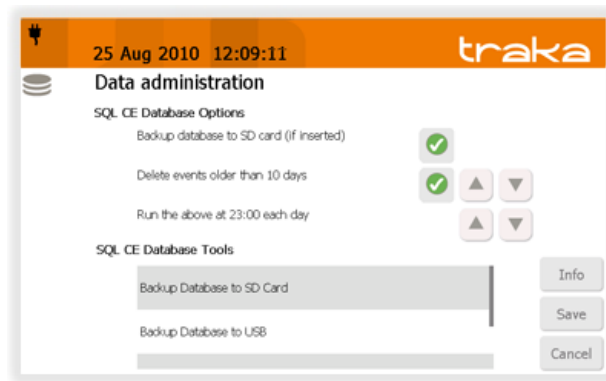
There are two options you can use when backing up your database.

   i. Backup Database to SD Card
  ii. Backup Database to USB

Backup Database to SD Card

This option will fully backup your database to the SD (if inserted)

Click the 'Backup Database to SD Card' button

Backup Database to SD Card

The system will then ask if you wish to backup the database. Click the Yes button.
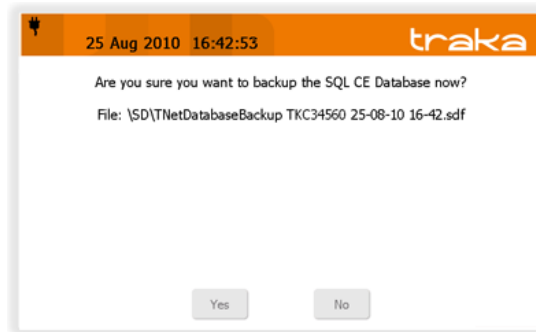
When the backup has successfully completed, click the Yes button.

Backup Database to USB

This option will fully backup your database to a USB memory stick.

Click the 'Backup Database to USB' button

Backup Database to USB

The door will pop open and you must insert a USB memory stick

You can rename the database file if you wish by using the provided keyboard. Once finished click the ENT (enter) button.

The system will now export the database to the USB device

When the export is successful you can now remove the USB device and close the door.
You will be taken back to the Application Diagnostics menu.
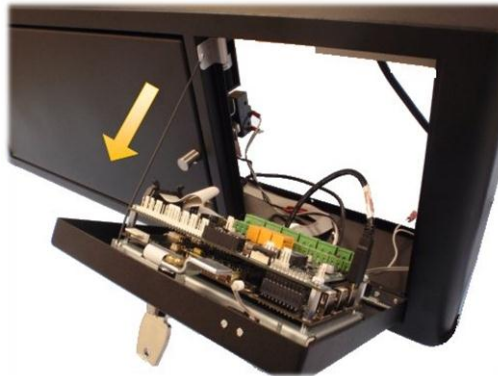
8. MANUALLY OPENING THE DOOR

8.1 TRAKA TOUCH M - HORIZONTAL

1. To open the control panel you must insert the Master Key into the cam lock directly above the LCD and turn 90° clock wise

2. The control panel can now be pulled down.

Note: - The control panel is self-supporting and can be left to down at a 90 degree angle.

3. To release the door you will need to locate the loch mech and lift the lock catch up.

4. The door will pop open allowing you access to the receptor strips.

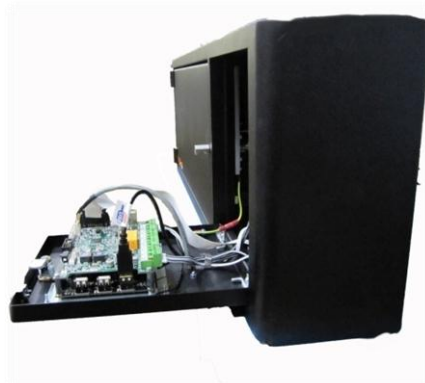## 8.2   TRAKA TOUCH M - VERTICAL

1. To open the control panel you must insert the Master Key into the cam lock directly above the LCD and turn 90° clock wise
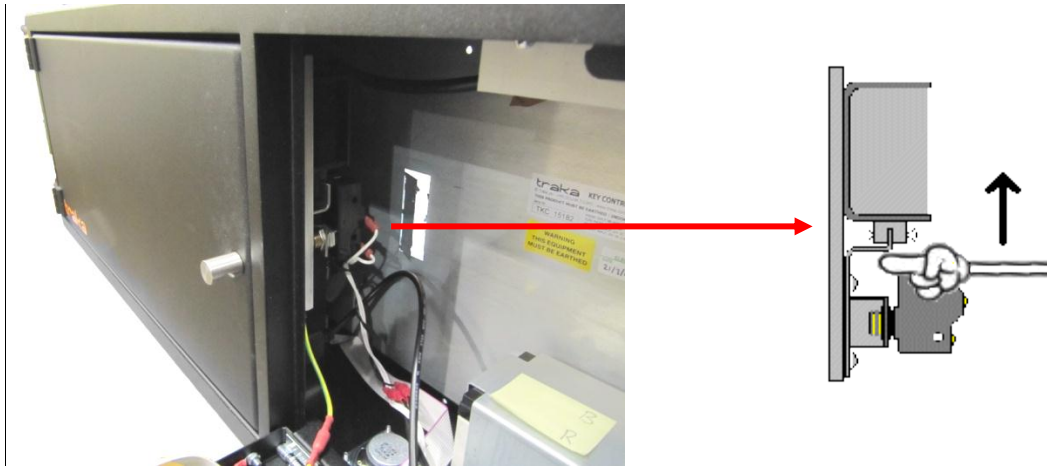
2. The control panel can now be pulled down.
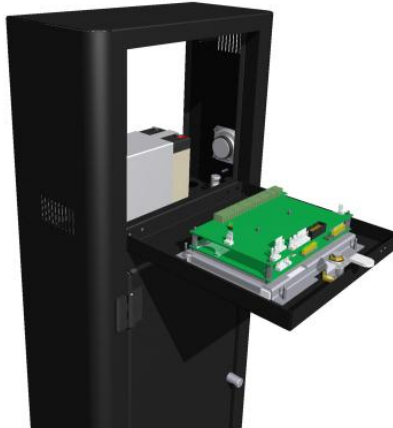
⚠️ **Note:** - The control panel is self-supporting and can be left to down at a 90 degree angle.

3. To release the door you will need to locate the loch handle inside the control pod and lift it up.
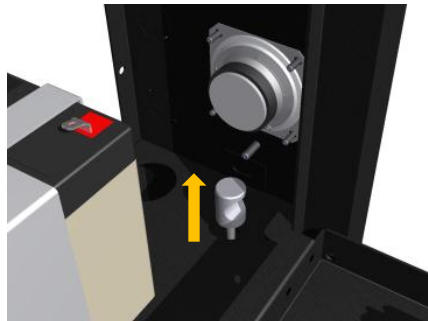
4. The door will release allowing you access to the receptor strips.

8.3   TRAKA TOUCH S

1. Located on the top of the cabinet is an override cam lock. Insert your override key into the cam lock and turn 90 degrees clockwise.

2. The door will now release allowing access to the receptor strips.

9.   GENERAL MAINTENANCE

9.1   REPLACING IFOBS

From time to time you will be required to replace an iFob that may have become lost or damaged. If the damaged iFob is in the system, you will need to remove it from the system before allocating a new iFob to the same position.

The Traka Touch System works on fixed iFob replacement basis which means the iFobs must be returned to the position from where they were taken. By default the system will not know where an iFob should go therefore the iFob serial number must be associated with the position in the system.

1.   Identify yourself to the Traka System by entering you PIN or swiping your Card.

   Note: - The user must be an administrator and have access to all the iFobs in the system.

2.   Select the **Keys** button.

3.   The LCD will now show you all the iFobs in the cabinet. Remove the iFob you wish to replace by pressing the iFob release button for the appropriate iFob.

4.   Insert the new iFob into the vacant position. The system will start to alarm warning you that the iFob is not recognised, ignore this message and shut the door

5.   Identify yourself once again at the Traka System by entering you PIN or swiping your Card.

6.   Select the **Admin** button.

7.   You will then be taken to the Administration screen. Click the **iFob** button.

8.   The iFob list will then display the new iFobs status as 'unrecognised'. Select the Setup button.

9. You will be asked if you wish to setup all iFobs, click the Yes button.

10. A message will appear asking you whether you wish to replace the iFob you removed with the new iFob, click the Yes button.

11. The iFob list will now begin to re-populate adding the new iFob. This progress is displayed via the small blue progress bar in the top right corner of the window.

12. Click the Exit button to be taken back to the administration menu, from there click the Exit button again to back to the regular login screen.

13. Identify yourself once again at the Traka System by entering you PIN or swiping your Card.

14. Select the **Keys** button.

15. The LCD will now show you all the iFobs in the cabinet. Ensure the iFob you replaced now has the 'iFob in System' symbol and can be removed.

9.2 SERIAL NUMBER/RATING PLATE LOCATION

The Traka Touch Serial Number/Rating Plate can be found in the following location.

9.2.1 TRAKA TOUCH M HORIZONTAL

1. Insert the Master key into the CAM Lock on the Control Panel.

2. Turn the key 90° clockwise.

3. The Control Panel will now lean forward on the restraining cable.
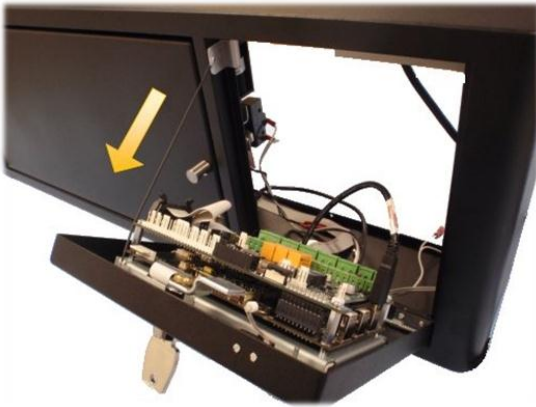
4. The Rating plate can be found on the back of the Touch System.

1. Insert the Master key into the CAM Lock on the Control Panel.

2. Turn the key 90° clockwise.

3. The Control Panel will now lean forward on the restraining cable.

4. The Rating plate can be found on the back of the Touch System.

9.2.3 TRAKA TOUCH S

1. Insert the Master key into the CAM Lock on the Control Panel
2. Turn the key 90° clockwise.

3. The Control Panel will now lean forward on the restraining cable.

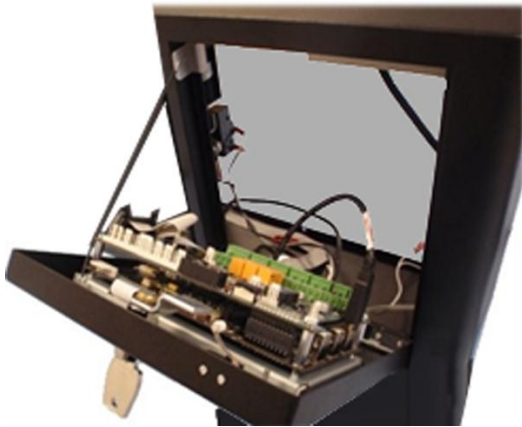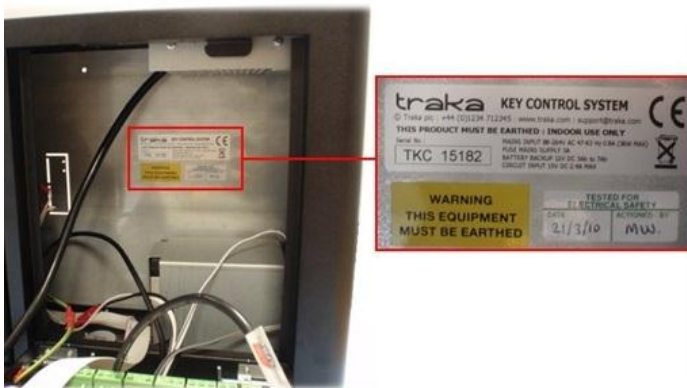4. The Rating plate can be found on the back of the Touch System.

9.3.1   TRAKA TOUCH CONTROL PCB
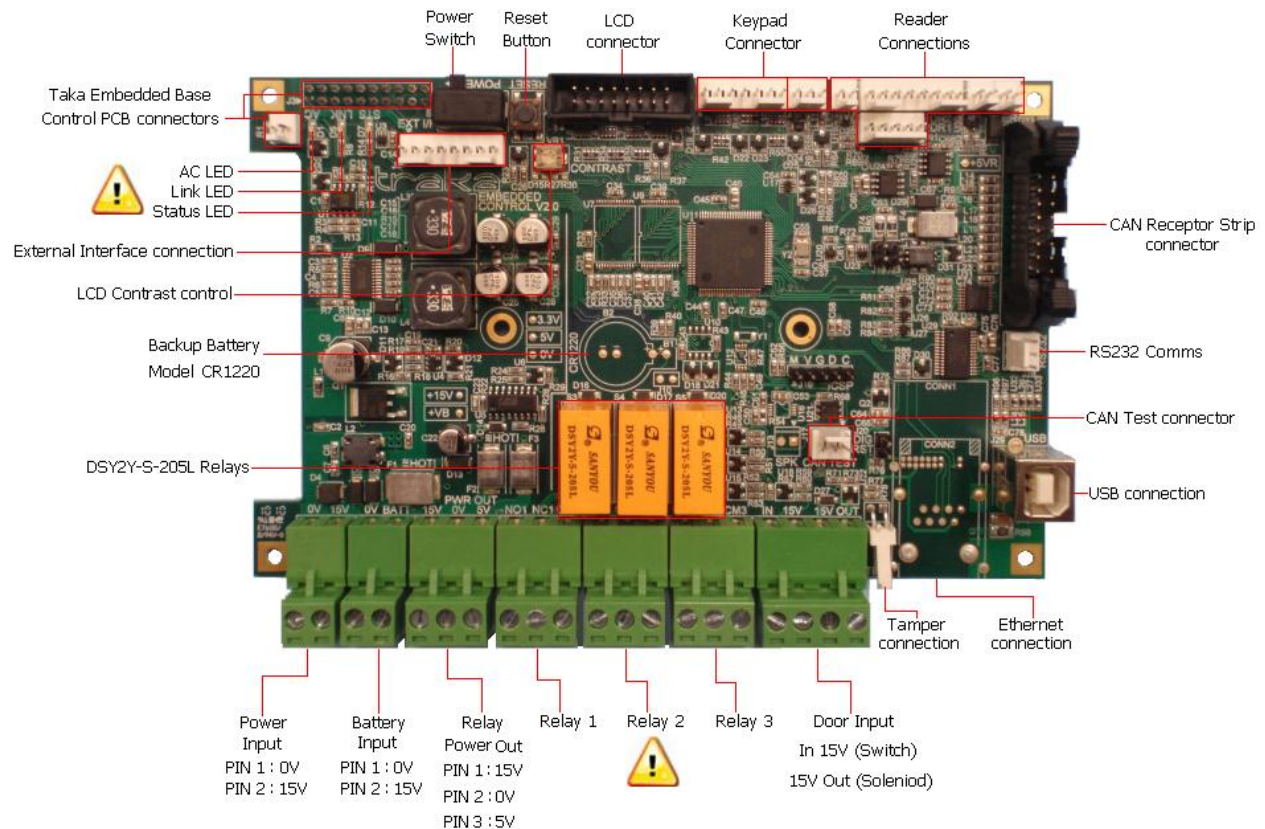
![Warning icon] **Additional Information**

AC LED - This LED when illuminated that indicates that there is power to the control PCB.
Link LED - This LED will illuminate when there is a connection between the Control PCB and the Base PCB.
Status LED - This LED will have different flash sequences depending on the status of the control PCB.

Reset Button - This reset button will only reset the Touch Control PCB. To reset both the Control and Base PCB you will need to use the reset button on the Base PCB.

Relays Contact Specification - 2A 24V DC MAX (Resistive Load)

Relay & Battery Fuses - If the relays or battery are wired into the control PCB incorrectly there are spare fuses that can handle an input for up to 15V.

9.3.2 TRAKA TOUCH BASE PCB
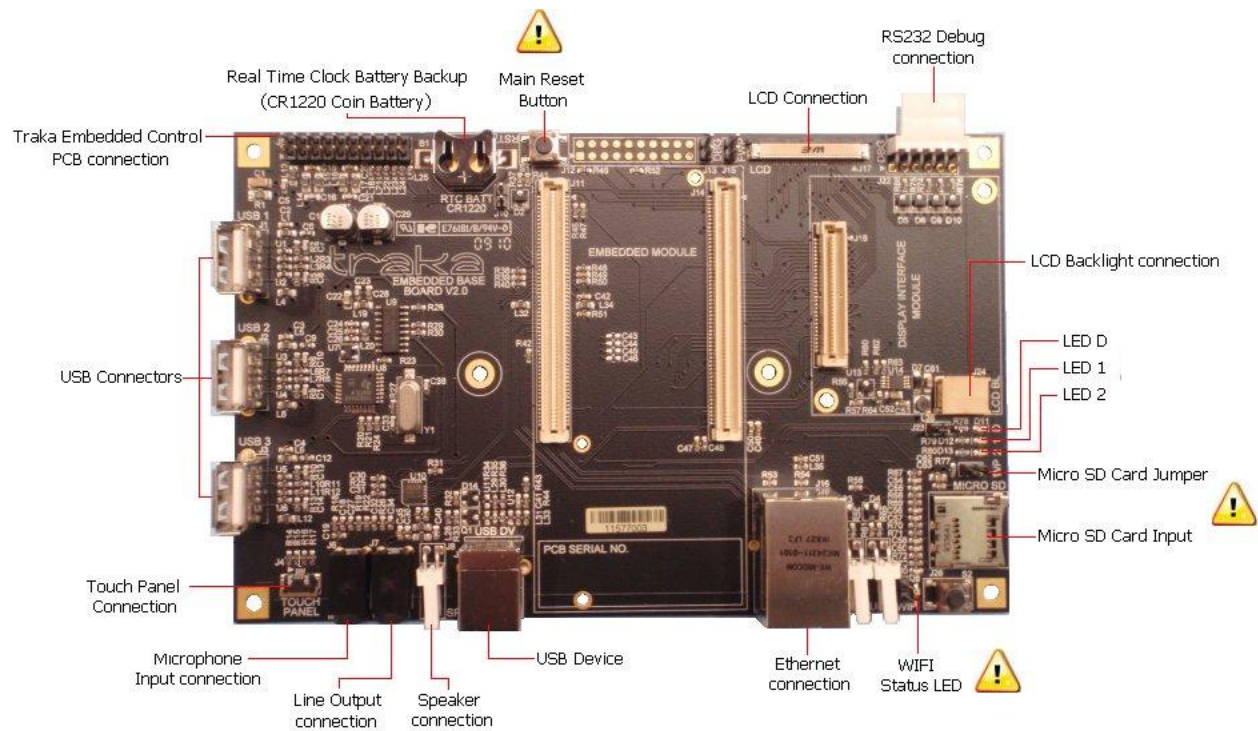
![Warning icon] **Additional Information**

Main Reset Button - Using this reset button will rest both the main Control PCB and the Base PCB.

WIFI Status LED -   This LED will illuminate when WIFI connection is established. Additional hardware is required
for WIFI functionality.

Micro SD Card -   Allows an input of a Micro SD memory card.
SD Card Jumper. Fit to write protect card.

9.4   BATTERY CONNECTION/DISSCONNECTION

Traka provide a backup battery already connected with every Touch System. If for any reason you need to connect/disconnect the battery yourself please see the individual cabinet battery location and please then refer to the connection code.

DANGER: The Traka Control Pod contains a Mains Power Supply and so before installing or servicing a Traka System please ensure the Mains Power source is disconnected.

 WARNING: All Traka Systems have two Power sources, Mains and battery. Before installing or servicing a Traka System, please ensure both Mains and battery Power sources are disconnected.

9.4.1   TRAKA TOUCH M HORIZONTAL BATTERY LOCATION

1. Insert the Master key into the CAM Lock on the Control Panel.

2. Turn the key 90° clockwise.

3. The Control Panel will now lean forward on the restraining cable.
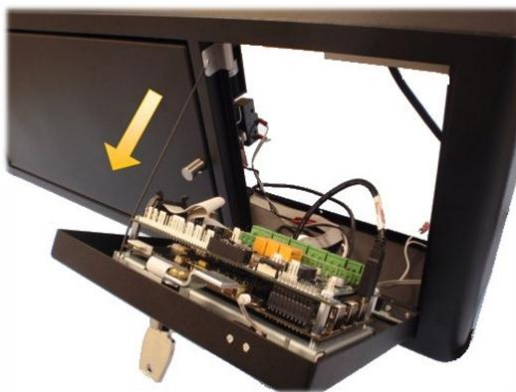
4. You will see the battery sitting behind the drop down control panel. You will need a 7mm nut spinner to remove the bracket.

9.4.2   TRAKA TOUCH M VERTICAL BATTERY LOCATION

1. Insert the Master key into the CAM Lock on the Control Panel.

2. Turn the key 90° clockwise.

3. The Control Panel will now lean forward on the restraining cable.

4. You will see the battery sitting behind the drop down control panel. You will need a 7mm nut spinner to remove the bracket.
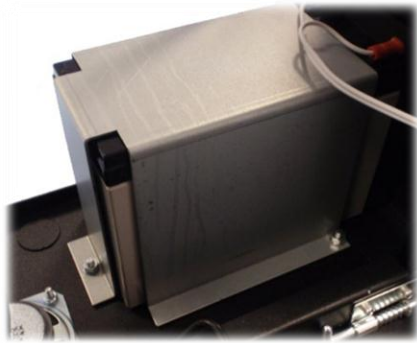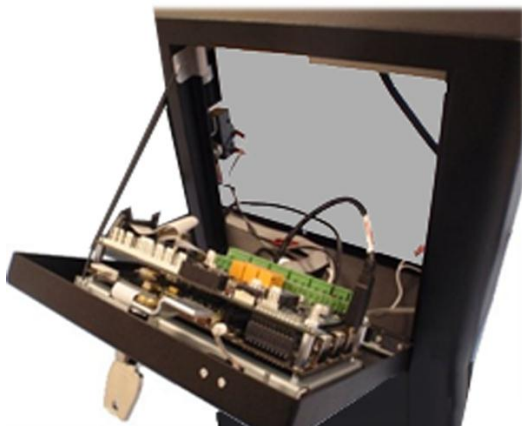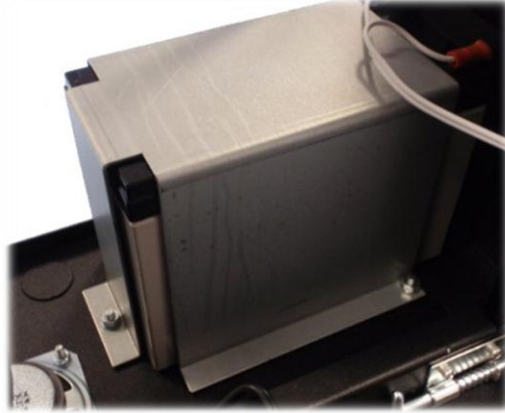
3.   Located on the top of the cabinet is an override cam lock. Insert your override key into the cam lock and turn 90 degrees clockwise.

4.   The door will now release allowing access to the receptor strips.

5.   Using a torques pin driver remove the two security bolts in the right hand side of the strip frame.

6.   The strip frame is hinged on the left hand side and will now open accordingly.

Note: - please ensure none of the cables get caught, trapped or tugged as you are open the strip frame.

7.   Slotted in the bottom right hand side of the cabinet you will see two batteries held in place with a bracket each. You will need a 7mm nut spinner to remove the bracket.

PIN 1 0V (Blue Terminal)
PIN 2 12V (Red Terminal)

Connect the **Red Cable Connector** to the **Red Battery Terminal** (also indicated with the **+** symbol)

Connect the **Blue Cable Connector** to the **Black Battery Terminal** (also indicated with the **–** symbol)
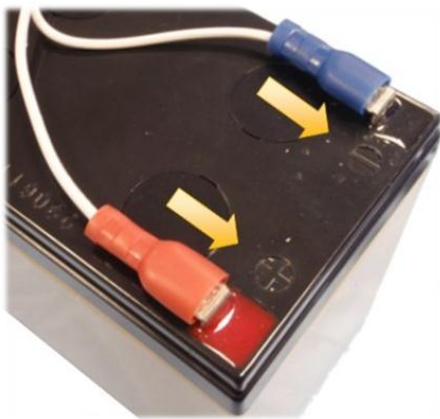
IMPORTANT: Ensure that the battery terminals are fully covered by the cable connectors. It is recommended that insulation tape is wrapped around the battery to fully cover any exposed parts of the battery terminals.

9.5 MAINS POWER SUPPLY

⚠️ Before wiring the Traka power supply mains lead into a fused spur, please ensure that the spur has been isolated at the main consumer unit or fuse box. If you have any doubt about connecting Traka to the mains power obtain expert advice before continuing.

Feed the mains cord from the power supply through one of the knock out panels at the top or bottom of the pod. It is important to use the rubber grommet provided to protect the cable from being cut by the metal work. The mains cable should be run inside 20mm trunking to the non-switched fused mains spur.

The wires in this mains lead should be connected in accordance with the following code:

AC PLUG CORD (FOR U.K.)

FOR YOUR SAFETY PLEASE READ THE FOLLOWING TEXT CAREFULLY...

IF THE FITTED OR MOULDED PLUG (IF FITTED) IS UNSUITABLE FOR THE SOCKET OUTLET THEN THE PLUG SHOULD BE REMOVED (OR CUT OFF) AND DISPOSED OF SAFELY. THERE IS A DANGER OF SEVERE ELECTRICAL SHOCK IF THE CUT OFF PLUG IS INSERTED INTO AN APPROPRIATE SOCKET.

If a new plug is to be fitted or the cord is to be wired into a fused spur, please observe the wiring code as shown below.

⚠️ **THIS APPLIANCE MUST BE EARTHED!**

⚠️ **The wires in this mains lead are coloured in accordance with the following code:**

Green / Yellow: Earth
Blue: Neutral
Brown: Live

If the coloured wires of the mains lead of this appliance do not correspond with the coloured markings identifying the terminals in your plug or spur, proceed as follows:

- The wire which is coloured GREEN AND YELLOW must be connected to the terminal in the plug which is marked by the letter E or by the Earth symbol or coloured GREEN or GREEN AND YELLOW.
- The wire which is coloured BLUE must be connected to the terminal in the plug marked with the letter N or coloured BLACK.
- The wire which is coloured BROWN must be connected to the terminal in the plug which is marked with the letter L or is coloured RED.

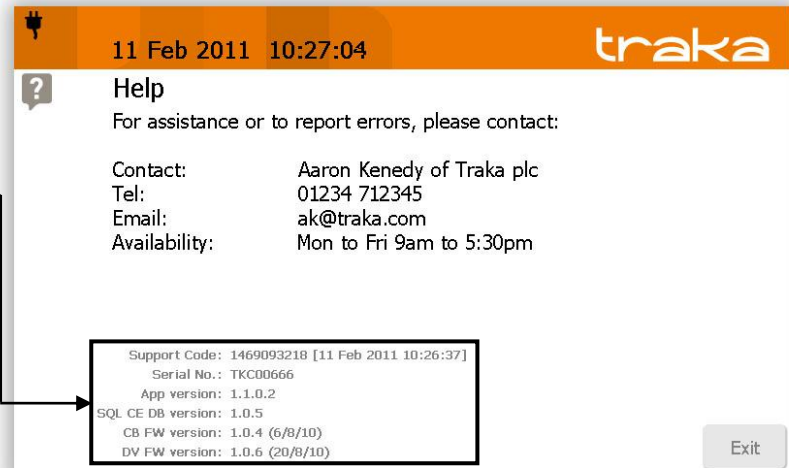⚠️ A readily accessible mains disconnection device must be incorporated in the building installation wiring and this device must enable double pole disconnection and have a minimum of a 3mm contact gap.

If you are installing the unit outside of the United Kingdom, please contact Traka plc or a Qualified Electrician for mains wiring assistance. If in any doubt, please consult a qualified electrician.

10. TECHNICAL SUPPORT

If you need to contact Traka/distributor for technical support, navigate to the Help section at the main screen and provide the following details:-

- Support Code
- Cabinet Serial Number
- App Version
- SQL CE DB Version
- CB FW Version
- DV FW Version

11 Feb 2011 10:27:04   **traka**

Help

For assistance or to report errors, please contact:

Contact: Aaron Kenedy of Traka plc
Tel: 01234 712345
Email: ak@traka.com
Availability: Mon to Fri 9am to 5:30pm

Support Code: 1469093218 [11 Feb 2011 10:26:37]
Serial No.: TKC00666
App version: 1.1.0.2
SQL CE DB version: 1.0.5
CB FW version: 1.0.4 (6/8/10)
DV FW version: 1.0.6 (20/8/10)

Exit

Technical Support Information

Telephone: **0845 630 6300**

Email: **support@traka.com**

Web: support.traka.com