TRAKA TOUCH LOCKERS GETTING STARTED GUIDE UD0075

04/12/25

VERSION 3.4

CONTENTS

This Document is uncontrolled when printed unless over stamped "CONTROLLED DOCUMENT"

Internal

1. GDPR COMPLIANCE INFORMATION

Traka supplies Key Cabinets and intelligent Locker systems. These products keep keys & assets safe from unauthorised access and allow only authorised users to remove and return the keys/assets they are entitled to. Traka systems give full accountability of who has (or had) which keys/assets and at what time and date.

This is usually managed by software that runs on either the Traka product and/or the client's computer network. To achieve all this, the Traka products hold personal information in order to identify individual users as well as the keys/assets. Examples of this are the storage in the Traka products of names, email address, PIN/card numbers and other detailed personal information required by a Data Controller (any organisation using the Traka systems).

Please be aware that under General Data Protection Regulations (GDPR) any Data Controller "shall be responsible for, and be able to demonstrate, compliance with the principles of GDPR". With regards to the personal data held on Traka products, the company or organisation that owns and operates the Traka system is the Data Controller as they are responsible for obtaining that data and for determining the purpose and legal grounds for which it is to be used.

Traka are happy to confirm that its products have the functionality & protection in place for an organisation to meet GDPR obligations including the fulfilment of the following rights to individuals (please note that to fulfil these requirements a process of using the software reporting process and/or exporting screen shots will be required):

- to be informed how their personal data is being used
- to access the personal data that is being held
- to rectify if any of their personal data is inaccurate or incomplete
- to erase and delete personal data
- to restrict processing of their personal data
- to obtain a copy of their personal data
- to object to their personal data being processed

On this basis, operators of Traka systems are reminded that they must take into account their obligations and responsibilities under GDPR when carrying out the following:

- Determining what personal data is to be held within the system and the legal grounds for doing so
- Obtaining the personal data from individuals and inputting it to the system
- Determining the appropriate access controls for the system and the data held on it
- Defining who is able to process the personal data and putting in place the appropriate Data Processor Agreements
- Understanding the requirements for, and implications of, sharing the personal data with other systems that are integrated to the Traka system
- Removing/deleting/erasing personal data from the system (including any backup copies) and dealing with Subject Access Request or Data Breaches

For more information about GDPR in relation to Traka products and systems, please contact **GDPR@traka.com**

2. INTRODUCING TRAKA

2.1 ABOUT US

About Traka

Traka is the global leader in intelligent management solutions for keys and equipment. Our solutions help all types of organizations better control their important assets, improving productivity and accountability, and reducing risk in critical processes.

We continuously invest in the development of our technology to provide leading, innovative, secure and effective real-world solutions to the challenges that organizations face in managing keys and equipment, which have such a high impact on the way their organization is run. Our solutions are tailored to customer needs and requirements, providing the most value and impact on their business.

Traka is a global organization with local support, working to defined processes so that we are local when you need us and global when it counts.

Traka is part of **ASSA ABLOY Global Solutions**, dedicated to reimagining how people move through their world. Our expertise in customer journey mapping, innovation and service design leads to the invention of new security solutions that create value for our clients and exceptional experiences for end users.

Project Management

Project Management begins from the moment that you decide to place your order with Traka. Our specialist Customer Account Managers work behind the scenes with our sales team to ensure a seamless handover.

Customer Support

Customer satisfaction is our top priority – at Traka we pride ourselves on building long term partnerships from the initial hardware installation, through the system software configuration and user training and finally in providing on-going customer support via our global help desks.

Maintenance Contracts

In the unlikely event that you do experience a problem with your Traka system, our dedicated customer support service, located in UK, US, EMEA and Oceania, operate a fast and efficient telephone service to assist you quickly in resolving any problems.

Training

Our training department provides a comprehensive range of courses to enhance your knowledge and skills with the aim that the courses give you the best qualifications for long-term success in an environment as dynamic as the asset management industry.

3. TRAKA CONTACT DETAILS

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

Traka UK

Main Tel:	**+44 (0)1234 712345**
Support Tel:	**+44 (0)333 3553641**
Contact Email:	**info@traka.com**

Traka Europe

Main Tel:	**+44 (0)1234 712345**
Support Tel:	**+44 (0)1234 943900**
Contact Email	**eusupport@traka.com**

Traka Nordics

Main Tel:	**08 775 1090**
Support Tel:	**08 775 1099**
Contact Email:	**nordicinfo@traka.com**

Traka Iberia

Main Tel:	**+34 91 8676696**
Contact Email:	**info@traka.es**

Traka USA

Main Tel:	**+1 877 34 87252**
Support Tel:	**+1 855 94 87252**
Contact Email:	**info@trakaUSA.com**

Traka Africa

Main Tel:	**+27 11 761 5000**
Contact Email:	**info@traka.co.za**

Traka Oceania

Main Tel:	**+61 1300 666 108**
Contact Email:	**enquiries@traka.com.au**

4. PRODUCT DETAILS

NOTE: Please ensure that the correct installation procedures have been utilised and the product is safely secured.

4.1 ELECTRICAL RATING

Power supply: Input: 100-240V AC 50/60Hz 35W Max

Battery backup: DC12v 7Ah

NOTE: These values are not inclusive of any asset charging.

4.2 ENVIRONMENTAL RATING

Operating temp: Ambient, for indoor use only (-5°C to +40°C at 95% non-condensing relative humidity).

4.3 APPROVALS & COMPLIANCE LEVEL

4.3.1 PRODUCT COMPLIANCE

UK – UKCA

Europe – CE

USA – MET NRTL, FCC

Canada – MET NRTL, ICES

4.3.2 BUSINESS COMPLIANCE

Quality – ISO9001

Environmental – ISO14001

Information Security – ISO27001

4.4 USB MEMORY STICKS

NOTE: USB memory sticks should be formatted to FAT32 and not NTFS when used in a Traka Touch system, as NTFS is not supported by the Windows CE operating system used.

NOTE: Files should be located on the root of the USB memory stick and not in sub folders. This is to ensure that the Traka Touch software is able to locate them.

NOTE: If the USB memory stick has any metal attachments, remove them or reposition them to prevent them making contact with any metalwork on the system and risking a short circuit.

5. WHAT AND WHO IS THIS GUIDE FOR?

This Getting Started Guide has been prepared to assist you (the end user) with the operating basics of a Traka Touch Locker Management System. It covers the basics on how to use the locker and the user interface. It is intended as a compliment to the in-depth product training you will have received from one of our experienced Traka Project Managers after your Traka system has been installed and commissioned. We understand that you will not remember everything from your product training, so please keep this guide handy for those times when you need to remember how to add a user, replace an item, or simply refresh your memory on how to restrict access to an item.

For a complete in-depth guide to using your Traka Touch Lockers please refer to the **Traka Touch Lockers User Guide – UD0090.**

Access to documentation such as User Guides or Getting Started Guides can be accessed by scanning a QR code within the Administration screen at Traka Touch. This will take you directly to the Traka website. Alternatively, you can visit the website using the address: **www.traka.com/qr** as shown below.

6. TRAKA TOUCH LOCKER DETAILS AND DIAGRAMS

Traka Touch Lockers are designed around each customer's individual requirements. Therefore, each locker system is different and will vary in size, compartment numbering, colour etc. The diagrams below are examples to show the different types of Locker System available.

6.1 TRAKA TOUCH TABLET LOCKER

The Traka Touch Tablet Locker System is available in 10, 20 or 30 compartment versions. It is designed to store all Tablet types and is available with RFID or non-RFID tagging.

These lockers are now available in two variants: original Touch Tablet Locker is equipped with a Resistive Touch Screen and the iMX28 Control Board. A newer version with a Capacitive Touch Screen is equipped with the iMX6 Control Board. For clarity, whenever there are Capacitive Touch Screen models discussed in this guide and their features are different from standard Touch lockers, distinction between the two models is always indicated.

Extension Systems are also available whereby additional Tablet Lockers can be connected back to a single Control Panel.

Each compartment provides the option for charging. It is important to return the Tablet to the locker in same orientation from which it was removed so that the charging lead may be attached in the correct location.

Figure 1 – Traka Touch Tablet Locker (left) and Traka Touch Capacitive Screen Tablet Locker (right)

6.2 TRAKA TOUCH PERSONNEL LOCKER

The Traka Touch Personnel Locker System is available in a range of sizes, with each Locker Stack containing 3, 5 or 8 compartments. It is also available with charging or non-charging capability.

The Control Locker Stack utilises one of the doors and compartments for the Touch screen and Control electronics.

Additional Systems can be added connecting back to a single Control Panel.

This locker range also includes Sound Masking Locker (SML).

Internal

6.3   TRAKA TOUCH MODULAR LOCKER

Modular locker solutions allow for operation as a standalone system or can be managed by TrakaWEB for the ultimate administrative control.

As with our other intelligent locker systems, protected items are only available to authorized users, and a complete audit trail is captured for all user activity. This means your assets are secure, and your users are always accountable for the items they access.

With a range of compartment sizes, charging options, access methods and complete integration, Traka's modular lockers provide the ultimate solution in asset management. These systems provide flexibility for various types of assets and are useful when multiple types of different assets need to be managed together.

6.4   TRAKA TOUCH LAPTOP LOCKER

The Traka Touch Laptop Locker System is available in 10 or 15 compartment versions with RFID or non-RFID tagging capability.

These lockers are now available in two variants: original Touch Laptop Locker is equipped with a Resistive Touch Screen and the iMX28 Control Board. A newer version with a Capacitive Touch Screen is equipped with the iMX6 Control Board. For clarity, whenever there are Capacitive Touch Screen models discussed in this guide and their features are different from standard Touch lockers, distinction between the two models is always indicated.

Each compartment provides the option for charging. It is important to return the laptop to the locker in same orientation from which it was removed so that the charging lead may be attached in the correct location.

Additional Laptop Lockers can be installed alongside the main Laptop Locker System allowing up to 100 compartments to be added to a single Control Panel.

Figure 2 – Traka Touch Laptop Locker (left) and Traka Touch Capacitive Screen Laptop Locker (right)

6.5   TRAKA TOUCH SMARTPHONE LOCKER

The Traka Touch smartphone Locker is available with 20 or 30 compartments with RFID or non-RFID tagging capability.

These lockers are now available in two variants: original Touch Smartphone Locker is equipped with a Resistive Touch Screen and the iMX28 Control Board. A newer version with a Capacitive Touch Screen is equipped with the iMX6 Control Board. For clarity, whenever there are Capacitive Touch Screen models discussed in this guide and their features are different from standard Touch lockers, distinction between the two models is always indicated.

Each locker compartment also provides the option for charging. The user must return the smartphone to the locker in the same orientation from which it was removed to enable the charging lead to be attached in the correct location. Access to the locker is available with the option of HID reader or biometrics.

Additional Smartphone Lockers can be installed alongside the main Locker System, connecting back to a single control panel.

Figure 3 – Traka Touch Smartphone Locker (left) and Traka Touch Capacitive Screen Smartphone Locker (right)

6.6   TRAKA TOUCH ASSET MASTER LOCKER

Asset Master retail and distribution lockers offer an ideal solution for securing, managing and auditing your retail and distribution barcode scanners, printers and other equipment types.

Available in three compartment sizes and with a range of charging, RFID asset identification and access control options, Asset Master lockers offer a flexible and scalable solution to meet your solution needs.

The charging and RFID options will cater to a wide range of applications. Our unique iFob receptors enable items to be secured and managed when the asset is stored externally to the locker.

With three compartment sizes, these systems provide flexibility for various assets, such as radios, scanners, medical equipment, or firearms. They are helpful when multiple types of assets need to be managed together.

This locker range also includes Medicine Dispensing Locker (MDL).

6.7   TRAKA TOUCH LARGE FORMAT LOCKER

Specially designed for your assets and your facility, Traka's large format lockers offer a customized solution for managing a large inventory of assets.

Even with large inventories of critical assets, companies can easily track, store and manage inventory with our software-controlled locker systems. Whether you have hundreds of identical assets to track or an inventory with dozens of different sized items, Traka can engineer a large-scale solution that works for your business.

These systems offer the same accountability, control and efficiency as our other intelligent lockers, but the locker compartments are built to the exact specifications of your unique assets, and to the scale necessary to make sure every item is intelligently managed.

6.8   TRAKA FLEXIBLE ASSET DETECTION LOCKER

NOTE: This product will be released at the start of 2026.

A new Locker solution for a range of equipment such as retail scanners without charging cradles, laptops and tablets:

- New Patent pending UHF RFID Antenna
- Improved usability
- Reduced cost and complexity
- New Industrial Design
- Range consolidation
- Improved manufacturability
- Improved installation and serviceability
- Improved portability

It will allow the retail scanners without charging cradles, laptops and potentially tablets to be placed more liberally in the compartment. This will significantly reduce the need for expensive custom bracketry/inserts to position and contain the equipment and thus improves the overall customer experience.

This will help to future proof the solution by making customer laptop upgrades/changes seamless and by eliminating laptop costs and complexity.

6.9   TRAKA AESTHETIC LOCKER KIT

NOTE: This product will be released at the start of 2026.

The Aesthetic Locker Kit enables Traka's intelligent locker technology to be fitted or retrofitted into locally sourced locker shells. This hybrid solution addresses the need for secure, aesthetically pleasing, and sustainable locker systems, whilst creating the ability for mechanical locker manufacturers to improve their offering by upgrading their capabilities to electronic, centrally controllable lockers.
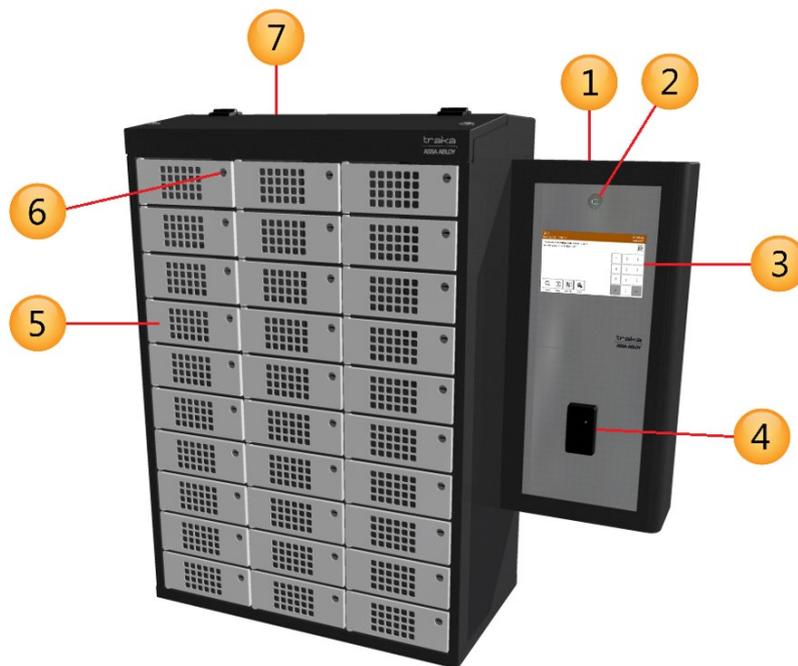
6.10.1 LOCKER DIAGRAM KEY

1. **Control Pod**
   Incorporates the Touch Display and Card/Biometrics Reader (if applicable) as well as the Cam Lock providing access to the systems electronics.

2. **Pod Cam Lock**
   This cam lock provides access to the cabinet's electronics during servicing and maintenance. 2 keys are supplied with your Traka system. We ask that you do **not** keep these keys in any locker compartments. In case of system failure, they will be required to gain access to the electronics.

3. **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.

4. **Card/Proximity Reader/Biometrics Reader (optional)**
   Traka supports a wide range of access devices. 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 items accordingly.

5. **Compartments**
   Traka Lockers can have different sized doors depending on shape and size of the item the locker is managing. You can also have a mixture of small and large compartments in the same locker system.

6. **Manual Door Override**
   Every compartment is fitted with an electromechanical lock. However, each lock also can also be manually opened with a key in the case of an emergency. 2 manual override keys are supplied with your Traka Locker system. We ask that you do not keep these keys in any locker compartments. In case of system failure, they will be required to gain access to the locker compartments.

7. **Access Cover**
   The Access Cover is hinged lid that covers the Locker Interface PCBs and the compartment wiring. The cover is locked on both sides with two Cam Locks, and you will be provided with 2 keys, we ask that you do not keep these keys in any locker compartments. In case of system failure, they will be required to gain access to the electronics.

Please note, that the following graphical symbols, that are found on or inside the Touch system, have the following meanings:

 Indicates that caution is needed when operating or performing any work on the Touch system.

 Indicates that there is a risk of electric shock.

 Indicates that the operating instructions should be considered when operating the Touch system.

Internal

7. THE TOUCH SCREEN

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.

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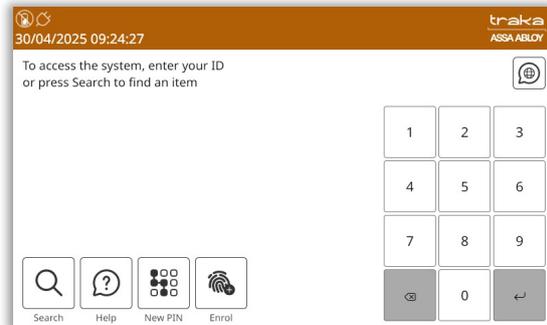
If the Traka Touch system is not used for user definable period of time, then the system will go into 'idle' mode. To use the system again simply press anywhere on the screen or swipe your ID card to wake the system up.

It is possible to select the languages to be included in the scrolling screensaver. If this is required, please contact Traka to request a configuration file.

7.1.1 ITEM AVAILABILITY SCREEN SAVER

It is possible to display available items within the Traka Touch system on the screen saver as demonstrated in the image below. This option can be turned on/off within the General Administration page or via a configuration file. Please refer to **UD0090 – Traka Touch Lockers User Guide** for further information.
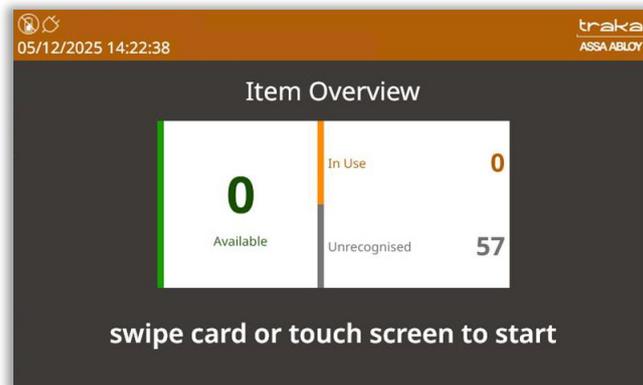
7.1.2 TOUCH COMMANDS

Click – Selecting an onscreen button then immediately releasing will activate it.

Click & Hold – Selecting and holding certain buttons will scroll through menus and various options.
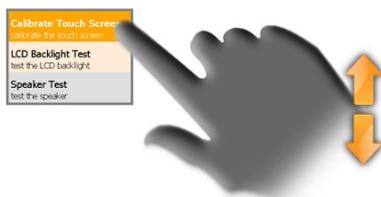
Scroll – Swiping up and down on a list will scroll through the various options.

Internal

8. SYSTEM SETUP

8.1 CREATING THE ADMIN USER

When using Traka Touch for the first time, the initial step is to create a user. The first user to be created must be an admin user.

NOTE: From here, you can select the language you wish the Touch System to display by selecting the Globe above the keypad. However, selecting a language from this screen will only last as long as the current user is logged in. The system will return to the default language when another user logs into the system. For further details on languages, please refer to the Languages section.
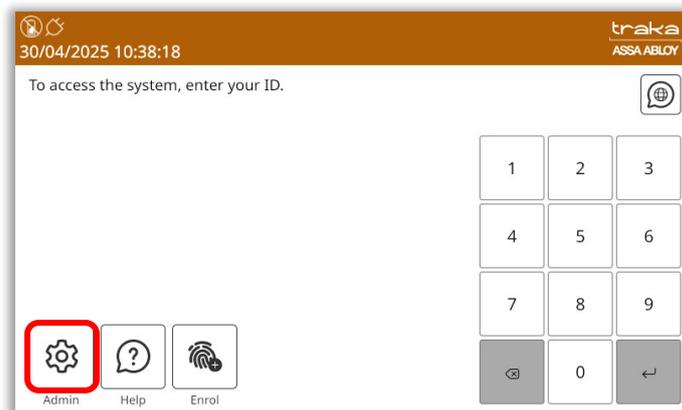
1. From the login screen, select **Admin**.
2. When the Admin screen appears select **Users**.
3. The User list will currently be empty. Select the **Add** button.

NOTE: If Multiple Credentials has been enabled, the Import and Export buttons will not be listed.

Type your user details into the provided fields. To switch fields simply select the desired field or select the (Enter) button to scroll through them. From here, you can also select a default language for the user by using the dropdown menu to select the language. For further details on languages, please refer to the Languages section.

Access Method	User Will Require
Primary Access	
Keypad ID	Enter a Keypad ID – This is an ID number minimum of four digits long.
Reader Access	Enter the Card details into the Credential ID field or Swipe ID Card at reader
Fingerprint Access	Select Access > Options > Enrol and follow on screen instructions.
	NOTE: **Please see separate Sagem section on how to enrol a user**
Secondary Access	
PIN	Enter a PIN - This is also an ID number minimum of four digits long that can be used in addition to a Keypad ID, Credential ID or Fingerprint ID. Please refer to the main Traka Touch User Guide UD0011 for details on PIN.

NOTE: There are two levels of access when using a Traka Touch system, Primary and Secondary. A primary level of access can either be a Credential ID, Keypad ID or Fingerprint ID. This means any one of those forms of ID will allow you access to the system. The secondary level of access is as optional PIN (Personal Identification Number). If a user has a PIN they will be required to enter this at the system following the input of their primary access (Credential ID, Keypad ID or Fingerprint).

Keypad ID
Here you can input your keypad ID number. This is the primary ID number that will grant the user access to the system.

PIN
Here you can input your PIN (Personal Identification Number). This is a secondary level of access that can be used in addition to a Keypad ID, Credential ID or Fingerprint ID. For example, if you have a Credential ID as your primary level of access, when you log into the system you will be prompted for your PIN after swiping your card.

Credential ID
Here you can input your swipe card ID number. Alternatively, you can swipe your card at the reader and the Traka Touch system will automatically fill in the field for you.

NOTE: Systems with Multiple Credentials enabled will not allow a User's Credential ID to be edited in Traka Touch (see above right-hand image). Credential ID can only be edited in TrakaWEB – this is denoted by the message 'Available in TrakaWEB'. For further information, please refer to UD0260 – TrakaWEB Version 4 User Guide.

NOTE: If a single credential system is networked to one or more systems with multiple credentials enabled via TrakaWEB, it will still be possible to edit the Credential ID on Traka Touch. When synced with TrakaWEB, this Credential ID will create a new credential row and will be automatically assigned as the default credential, replacing the previous default. For further information, please refer to UD0260 – TrakaWEB Version 4 User Guide.

4. Select the Access button to take you to the next screen.

5. From the Access screen select which items 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 corresponds with an item in the system. E.g. The '1' button will only grant or remove access to the item in position 1. The tick and line symbols define whether you have access to the item or not. For example, any item with the tick symbol ✅, indicates that you currently have access to the item. The line symbol 🚫 indicates that you do not have access to the item.

NOTE: The first user entered into the Touch system must be an admin user; therefore, the admin button cannot be disabled for the first entry of a user.
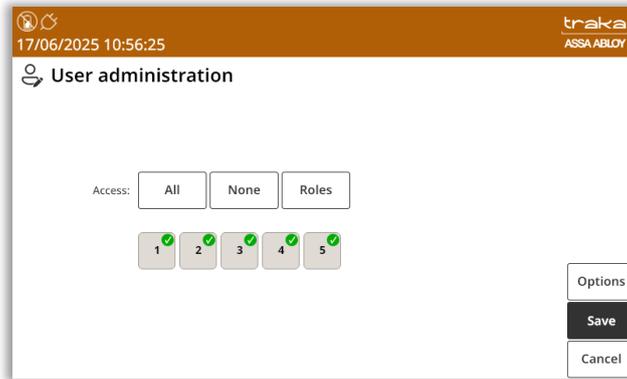
NOTE: If the RRMS option has been enabled. The ability to allocate iFobs or Reports to users will not be available as shown in the example below:
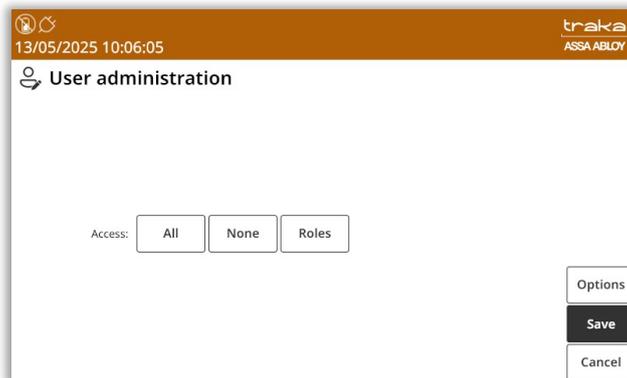
Selecting the Options button will allow you to define certain activation and expiry dates relating to the users and their secondary PIN. From here, you can also force the user to change their PIN when they next log into the system.

NOTE: If you have RRMS enabled, some of the options will not be available.

Internal
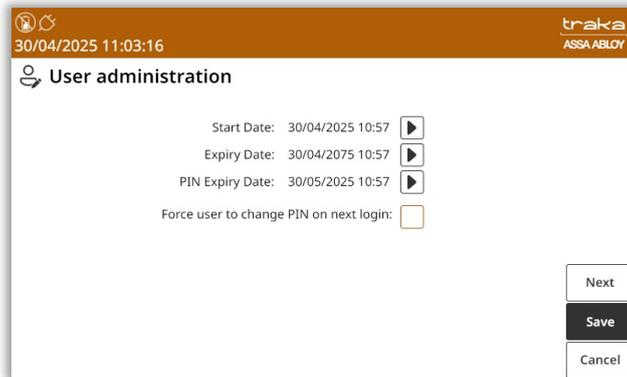
Start Date

The user active date defines when a user becomes able to use the Traka Touch system. Selecting 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.

Selecting the arrow will take you to another screen where you can use the scroll function to adjust the Start Date as shown:

Expiry Date

The user expiry date defines when a user becomes unable to use the Traka Touch system. E.g. after this period, the user will no longer be able to do anything they were previously permitted to. Selecting 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.

Selecting the arrow will take you to another screen where you can use the scroll function to adjust the Expiry Date as shown:

PIN Expiry Date

From here, you can define when the users PIN will expire. After this period, the user will have to assign themselves a new PIN when they next access the system. Selecting the arrow button will generate a pop-up window that allows you to manually define the date and time you wish the PIN to expire.

Selecting the arrow will take you to another screen where you can use the scroll function to adjust the PIN Expiry Date as shown:

Force User to Change PIN on Next Login
Enabling this option will force the user to change their PIN when they next access the system, regardless of the PIN Expiry Date. Once they login and change, it will not ask again until the PIN Expiry Date, unless this option is selected again.

At the next screen, you will be able to allocate the User Item Allowance and User Curfew Type.

Item Allowance
This section allows you to select how many items the user can remove from the system. Simply scroll through the different options using the directional arrow keys. The options are as follows…

- No item Allowance Enforced
- User is allowed a maximum of 1-XX item(s)
- The Systems Default User item Allowance Will Apply.

User Curfew Type
Here, you will be able to select from None, Specific time of day and Days/Hours Minutes.

6. Once you have selected the desired option, select **Save**.

NOTE: If you are using a Fingerprint Reader, at this point you can click the Enrol button instead of Save. Please refer to the [Sagem MorphoSmart Reader](#) section for details on how to enrol the user.

7. After adding the user, you will be taken back to the User Admin page.
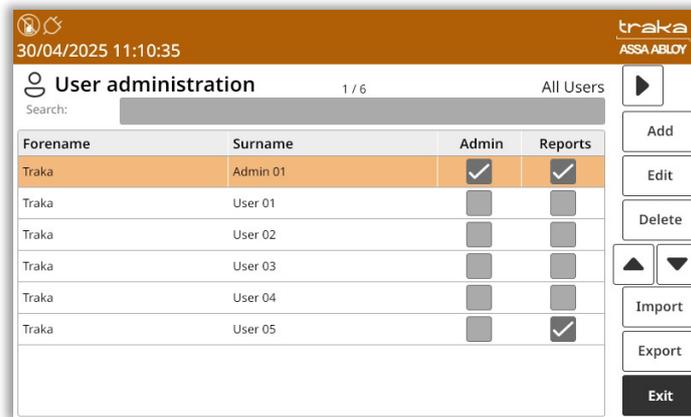
8. To add more users simply click the **Add** button and repeat this process. After adding the user, you will be taken back to the User Admin page.
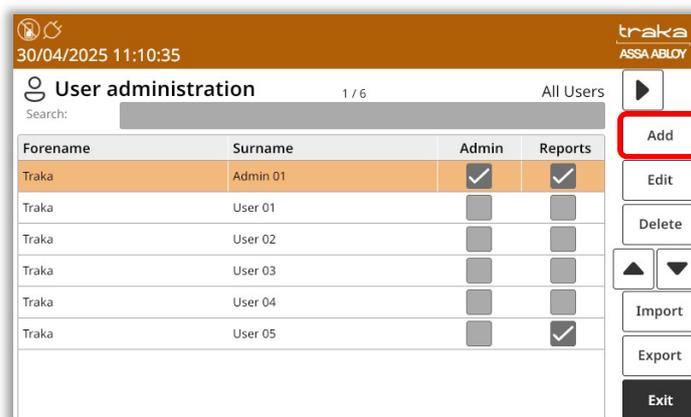
NOTE: If you are using RRMS, there is no option to allocate Reports to users; therefore, the Reports column will not be displayed on the User Admin page as can be seen in the example below:
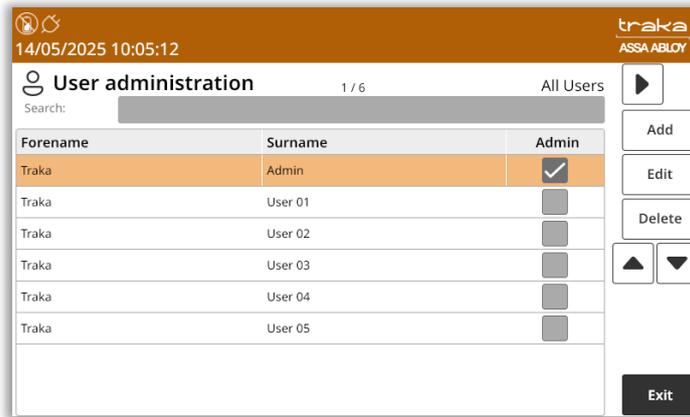
9. At this point, you can add more users by selecting the **Add** button and repeating steps 4-8. If you wish to continue without adding any more users, please carry on to the next step.

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

8.2 ACCESSING THE SYSTEM

The way in which you access the system depends upon the type of identification device fitted, e.g. biometrics reader, card reader or simply a Keypad ID. In addition to a user's primary means of identification, a user may also be given a Secondary PIN providing extra security. Depending on your system configuration, identifying yourself to the system can be accomplished in several ways.

Any Traka Touch system, including those equipped with a biometric (finger) reader, is capable of being fully operated by users without the use of biometric data. Users therefore have a genuine choice about giving consent for their biometric (finger) data to be held and used within the system for this purpose, or not. A user who chooses not to give consent for their biometric (finger) data to be used to identify themself to the Traka Touch system is able to use a Keypad ID (as described below).

8.3 MULTIPLE PIN ATTEMPTS

A user that has been assigned a PIN may be granted a number of attempts to access the system after successfully being identified by their primary means of identification. The default number of attempts is set to 3.

When a user unsuccessfully enters their PIN, they will see the following message on the screen:
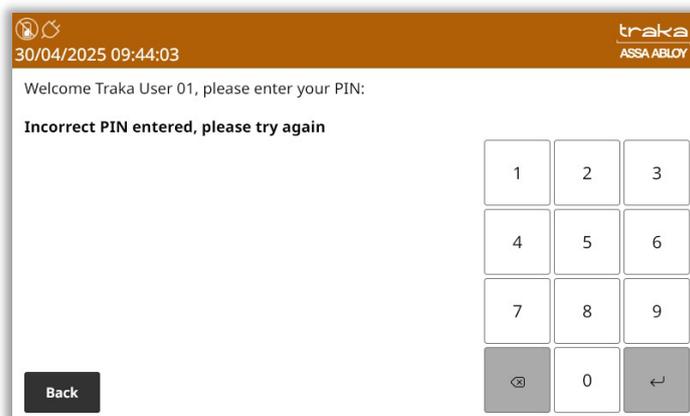
If by the third attempt, the user still enters an incorrect PIN, they will see the following message on the screen:
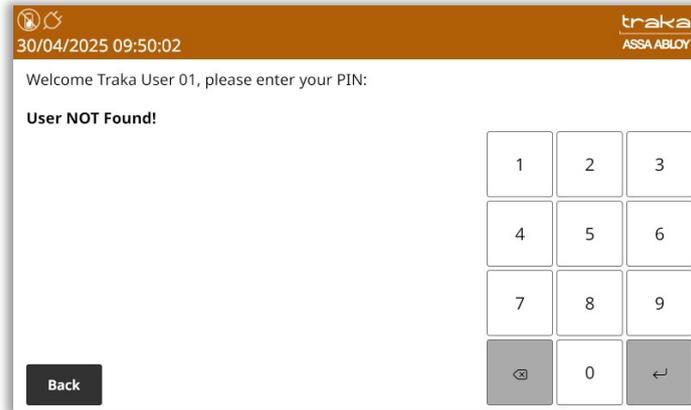
At this point, the user will be logged out and an event will be recorded which can be viewed as an exception report in TrakaWEB.

The number of attempts can be set via a configuration through Traka and also through General Options in Traka Touch. The value can be set between 0-10. However, setting the value to zero will only display the **User NOT Found!** Message after an unsuccessful PIN entry. The user will not be logged out and no report will be generated.

NOTE: This is only true if the System Lock Out option is left in the default 'Off' setting. The System Lock Out feature is included in Traka Touch App version 4.1.0 and higher. For further information, please refer to the System Lock Out section of this document.

8.3.1 OTHER TYPES OF IDENTIFICATION

Other types of identification are also supported; these include iButton/Dallas Keys or an OSDP (Open Supervised Device Protocol) card reader interface. The minimum app and software requirement for these devices is Traka Touch 2.4.0 and Traka Web 3.5.0. For more information, please contact Traka.

NOTE: If this is the first time the system is being used, an Admin user will need to be created. Refer to the 'Users' section for more information.

8.3.2 KEYPAD ID ONLY ACCESS

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

2. Enter your Keypad ID.

3. Press ⏎ (enter) to confirm your Keypad ID.

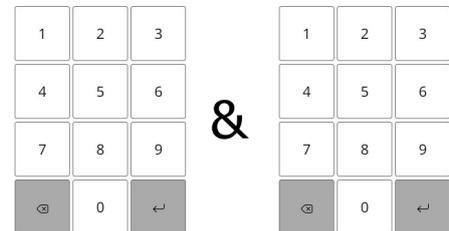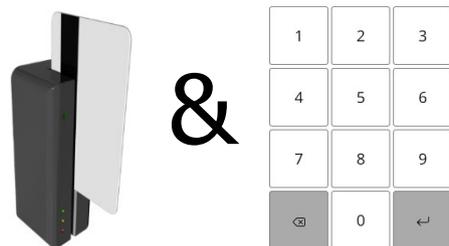4. Verify your username on the touch screen.

Internal

If required, a config file can be generated by Traka to enable an Alphanumeric Keypad ID and PIN. If this option has been enabled, a different login button will be presented at the login screen, and a keyboard will be presented when clicked.

8.3.3 KEYPAD ID AND PIN ACCESS

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

2. Enter your Keypad ID and press [↵].

3. Enter your PIN and press [↵].

4. Verify your username on the touch screen.

8.3.4 CREDENTIAL ID ONLY ACCESS

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

2. Verify your username on the touch screen.

8.3.5 CREDENTIAL & PIN ACCESS

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

2. Swipe/present your card/token to the reader.

3. Enter your PIN and press [↵]

4. Verify your username on the touch screen.

8.3.6 FINGERPRINT ACCESS

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

2. The reader will illuminate red. Place your finger on the reader.

3. Verify your username on the touch screen.
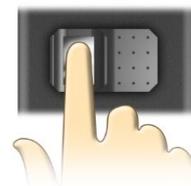
8.3.7 FINGERPRINT & PIN ACCESS

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

2. The reader will illuminate red. Place your finger on the reader.

3. Enter your PIN and press ⏎

4. Verify your username at the touch screen.
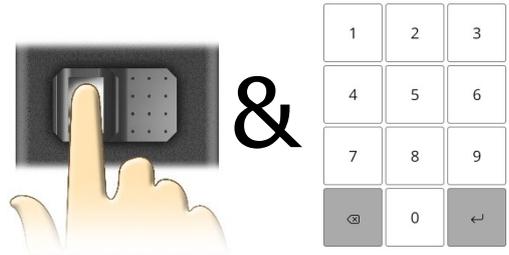
8.4 GRANULAR USER PERMISSIONS

Below are examples of what users with different user roles will see when they log in. By default, each system is set up to work in a specific way when releasing items. The Traka default is known as 'I Know What I Want Mode'. This can be changed at any time by an administrator. The examples below show users assigned with roles but no items.

An admin role can be assigned to a user to further restrict what Admin functions a Traka Touch Administrator can access when they are logged into the Traka Touch system. The Roles are assigned within the User Administration screen by selecting the Roles button.
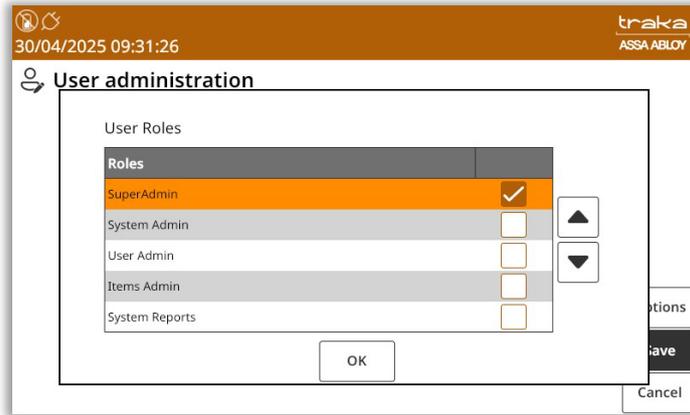

Admin roles can be selected individually from the User Roles list. They may also be assigned from the system access grid in TrakaWEB. For more information, please refer to TrakaWEB User Guide.
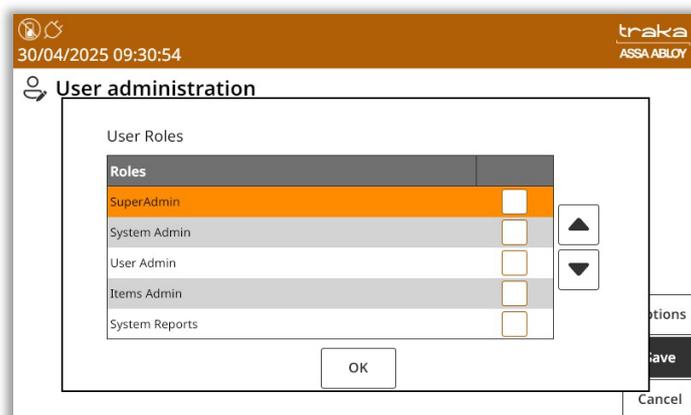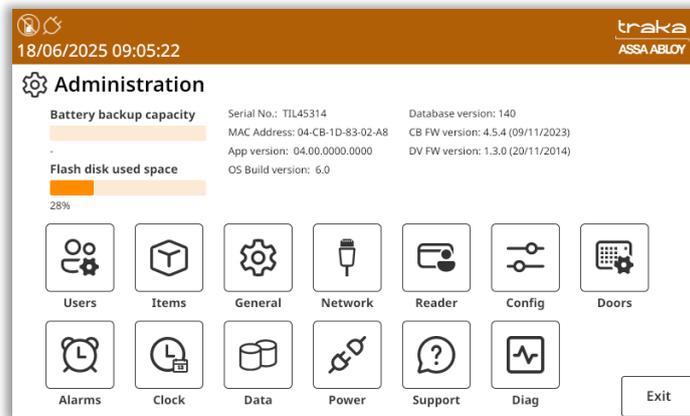

NOTE: Roles not applicable to Traka Touch may only be assigned from TrakaWEB, these will include many of the cost option override features.
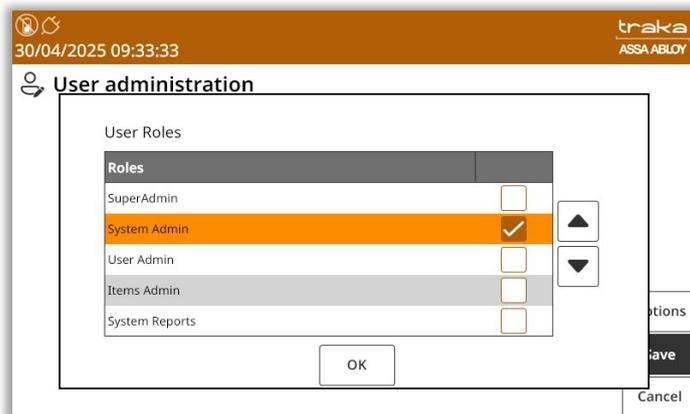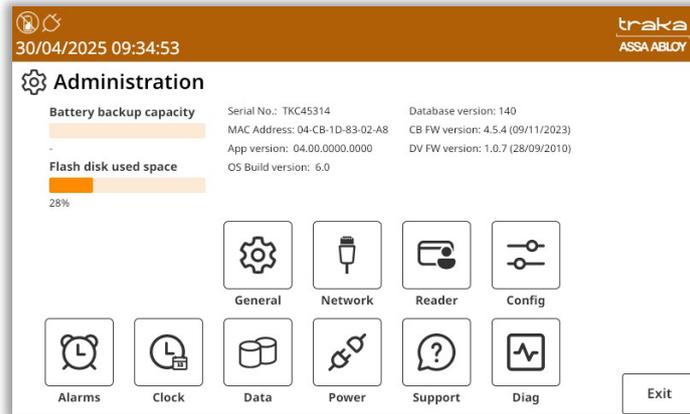
Super Admin Role

The Super Admin role will allow grant/revoke the user with all the Admin roles regardless of any of them being selected or deselected.
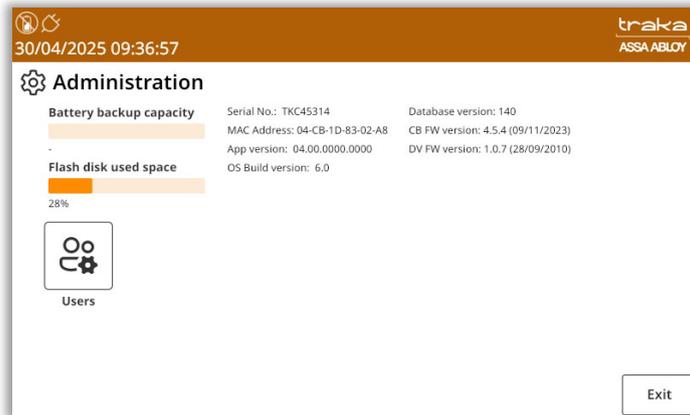

System Admin Only Role

Internal

The System Admin Role will provide a grant/revoke ability to administer Systems settings, including doors admin if the system is a locker, but will not enable the ability to edit user records.
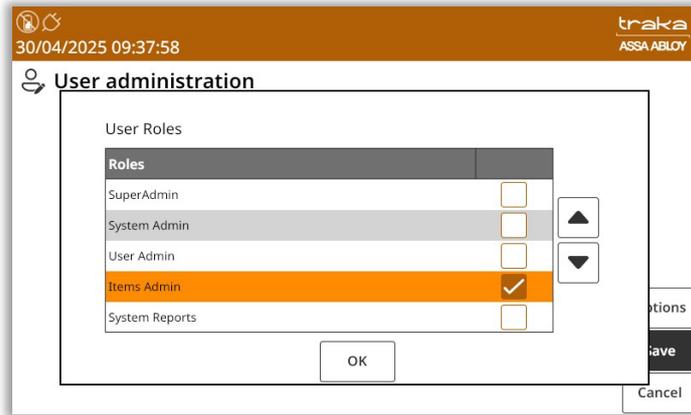

User Admin Only Role

Selecting this option will provide an Admin role to grant/revoke the ability to edit User records such as adding or removing users or assigning items to users.
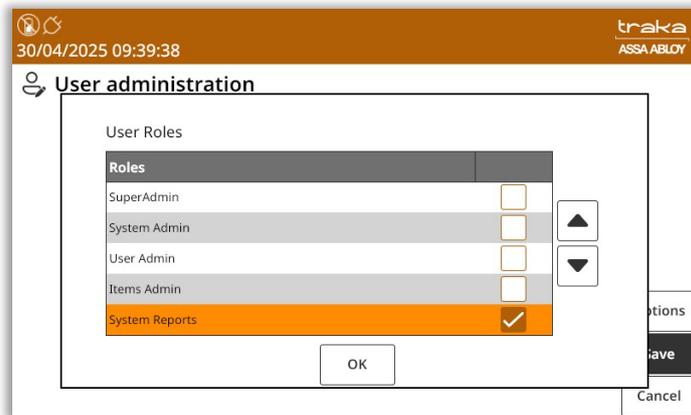
Items Admin Only Role

Selecting this option will add an Item admin role which will grant/revoke the ability to administer Item records, enabling a user to access items or replace damaged or broken iFobs.
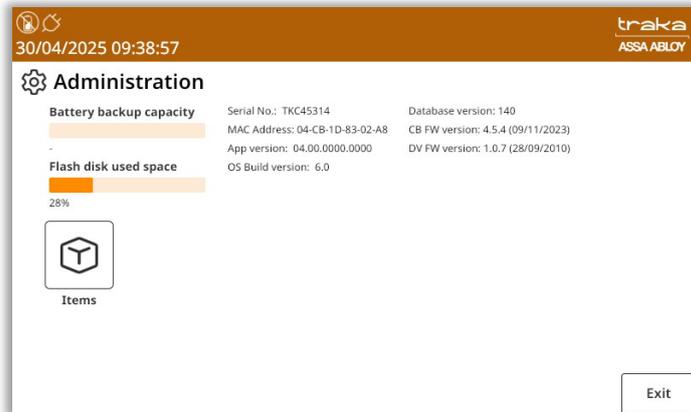
System Reports Only

Internal

Selecting this option will allow the user to view & run reports at the Traka Touch system.

Users with Item Only Permissions

Users without admin or reports permissions will only have access to the system items. The system will take them straight to the item selection screen on login.

Users with System Admin & Items

Users with the System Admin & Items permissions will be given the choice of selecting the **I Know What I Want** button or accessing the Systems Admin menu.

Internal
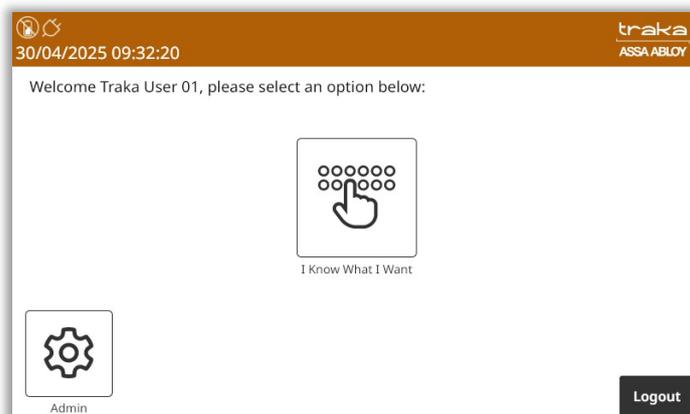
Users with User Admin & Items

Users with the User Admin & Items permissions will be given the choice of selecting the **I Know What I Want** button or accessing the Users Admin menu.

Users with Item Admin & Items

Users with the Item Admin & Items permissions will be given the choice of selecting the **I Know What I Want** button or accessing the Item Admin menu.
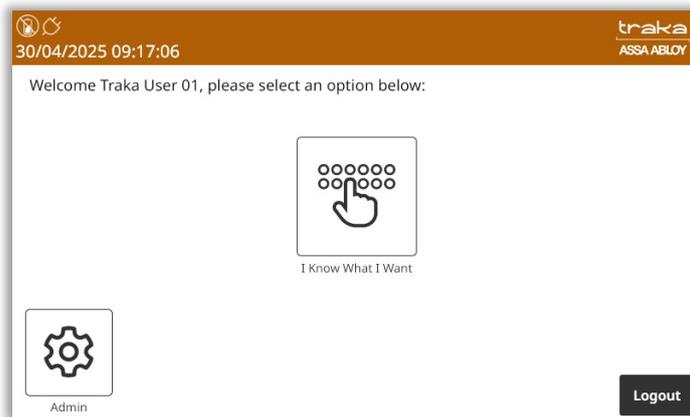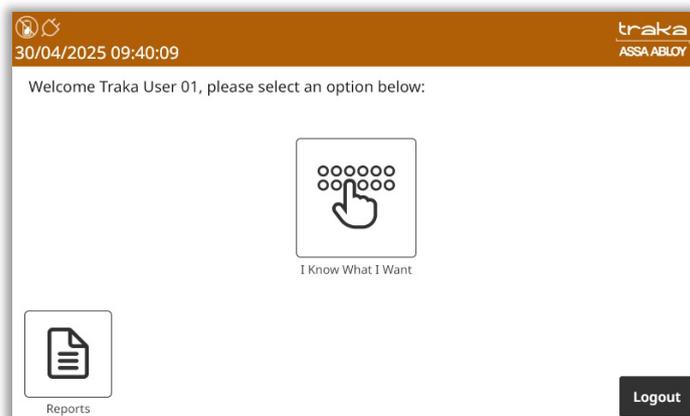

Users with System Reports & Items

Users with the System Reports & Items permissions will be given the choice of selecting the **I Know What I Want** button or accessing the System Reports menu.

Internal

From the User Roles screen, it is also possible to create different combinations of roles that can be assigned to specific users. These can be applied to users with access to both admin roles and items or admin roles only.

NOTE: These combinations exclude the Super Admin Role which, when selected, is a combination of all the User Roles.

Combinations can include:

- System Admin, User Admin, Items Admin
- System Admin, User Admin, System Reports
- System Admin, Items Admin, System Reports
- System Admin, User Admin
- System Admin, Items Admin
- System Admin, System Reports
- User Admin, Items Admin, System Reports
- User Admin, Items Admin
- User Admin, System Reports
- Items Admin, System Reports
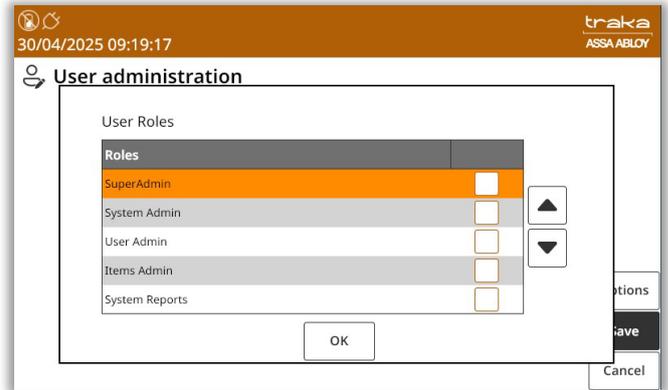

8.5 DOOR ADMINISTRATION

NOTE: This process can only be performed by an Admin User.

The door administration process allows you to configure each compartment number. For example, if you wanted the compartment numbers to run from left to right, or if you wanted them to run from top to bottom, any combination is possible.
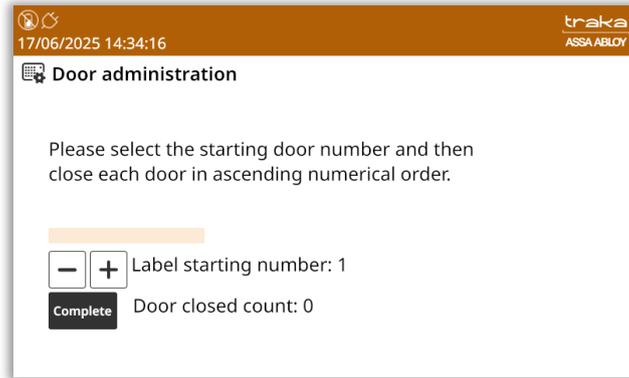
1. Access the system and click **Admin**.
2. Click **Doors**.
3. Click **Setup**.
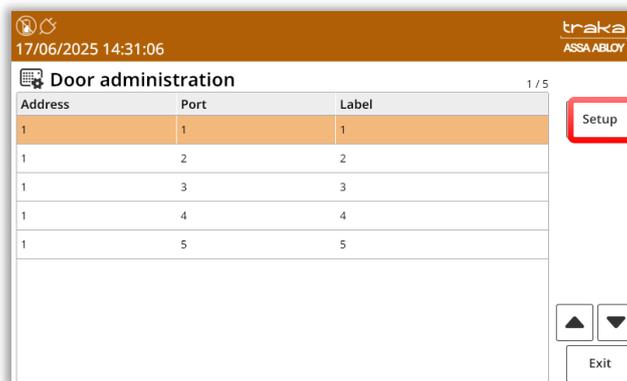
4. A message will appear asking if you wish to setup all doors. Click **Yes**.
5. All of the doors in the system will now open. During this period, do not close any of the doors.
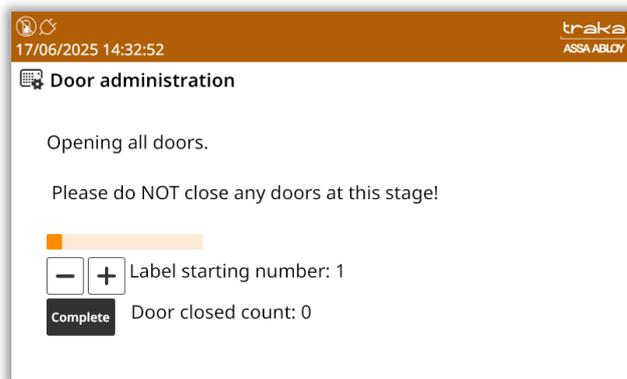
6. Using the directional arrow keys select the door number you wish to start with.

7. Once you have selected the starting number, begin closing each compartment door in ascending numerical order.
8. When you have finished closing all of the doors, click the **Complete** button. You will then be taken back to the Door Administration page.

8.6 ITEM ADMINISTRATION

This section explains how to assign items to each locker compartment.

NOTE: This section is only relevant if your Locker system is configured with the Traka RFID technology.

8.6.1 RFID TAGGING

In an RFID locker system the compartments are designed specifically for the item(s) being stored. A guide on how to tag your item correctly will be supplied with your Traka Locker system.

The largest tag Traka use is the 50mm Adhesive Tag which is typically used on larger items such as Laptops and tablets. The smallest tag used is the 12mm glass tag, which is generally used on smaller assets such as radios, PDA's or mobile phones. Some examples of the RFID Tag types are shown below.


| 50mm Self Adhesive Tag | 35mm Self Adhesive Disk Tag | 25mm Traka Disk Tag | 20mm Clear Disk Tag | 12mm Black Logistics Tag | 12mm Glass Tag |

8.6.2 CONFIGURING ITEMS

NOTE: This section is only applicable to RFID systems.

Configuring items must be carried out by an admin user. Please refer to the 'Users' section for more details.

1. Using the master override key, open each compartment and place the items in the correct locations and close the doors.
2. Log into the system.
3. Click **Admin**.
4. Click **Items**.
5. The item list will currently be populated with unrecognised items. To synchronise your items, click the **Setup** button.
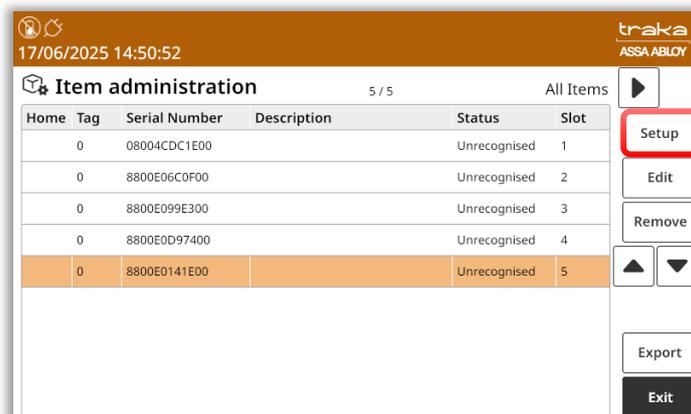
6. You will be asked if you wish to setup all items. Click **Yes**.

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

8. At this point, you can choose to give each item a description. To do so simply highlight the desired item and click the **Edit** button.
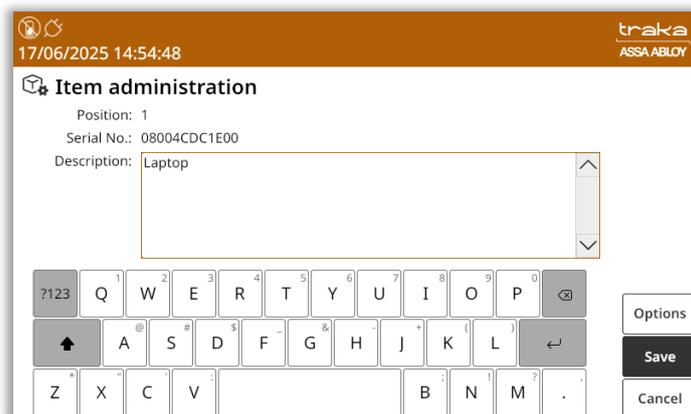
NOTE: From the Options page, you can configure various advanced features for each item. Please refer to the main Traka Touch Lockers User Guide UD0090.

9. Click **Save** and you will be taken back to the Item Administration page. To edit more items simply highlight the item and click the **Edit** button.

10. When you have finished editing items, click **Exit** and you will be taken back to the Admin menu. Click **Exit** again to return to the login screen.

8.7.1 ADDING USERS

NOTE: **Adding, editing and deleting users must be carried out by an administrator.**

1. Identify yourself to the system via Keypad ID, Fingerprint or Credential.

2. Click **Admin**.

3. From the admin menu, select **Users**.

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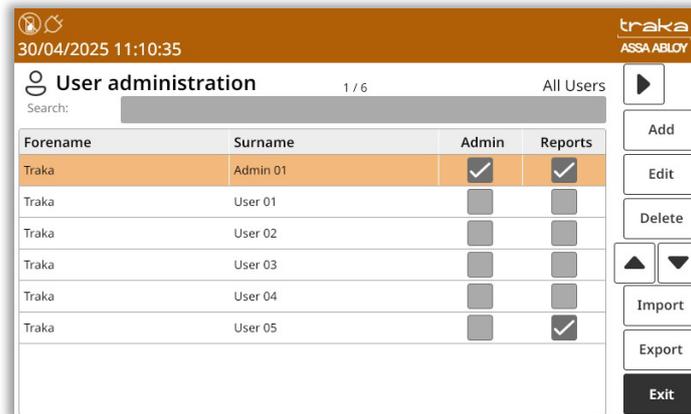
NOTE: **If you are currently using card readers and are searching for a particular user, swipe their ID card when the user list is showing to quickly navigate to the user. This is particularly helpful when you have a large user list as it will save time scrolling though different users.**

5. Click the **Add** button.

6. The user details window will then be displayed. Simply enter the user's information in the same way as described in the Creating the Admin User section.

8.7.2 EDITING USERS

NOTE: **Adding, editing and deleting users must be carried out by an administrator.**

1. Identify yourself to the system via Keypad ID, Credential ID or Fingerprint.

2. Click **Admin**.

3. From the admin menu, select the **Users** button.

4. The User list will then display all the current Users in the system.

5. Select the desired User from the list.

6. Click the **Edit** button.

7. Change any user details that need to be changed by scrolling through the pages using the buttons on the right-hand side.

8. Click **Save** when you are satisfied with the changes being made.

NOTE: Systems with Multiple Credentials enabled will not allow a User's Credential ID to be edited in Traka Touch (see above image on the right). Credential ID can only be edited in TrakaWEB – this is denoted by the message 'Available in TrakaWEB'. For further information, please refer to UD0260 – TrakaWEB Version 4 User Guide.

NOTE: If a single credential system is networked to one or more systems with multiple credentials enabled via TrakaWEB, it will still be possible to edit the Credential ID on Traka Touch. When synced with TrakaWEB, this Credential ID will create a new credential row and will be automatically assigned as the default credential, replacing the previous default. For further information, please refer to UD0260 – TrakaWEB Version 4 User Guide.

8.7.3 DELETING USERS

GDPR Statement: To retain the audit history, such as a sequence of activity that has affected a specific operation, procedure or event, it is recommended that the User details are maintained & not fully deleted from the database. With this in mind, the preferred option to remove a User from a Traka system is as follows:

- Define the user as inactive so that the user cannot use the Traka system(s) any more
- Replace the User 'Forename' & 'Surname' with non-specific details such as 'Former employee#1'

It is also recommended that a back-up of the database is made after the above changes are completed & all previous database back-ups destroyed.

This process also maintains compliance with the 'General Data Protection Regulations' (GDPR).

NOTE: Adding, editing and deleting users must be carried out by an administrator.

1. Identify yourself to the system via Keypad ID, Credential ID or Fingerprint and click **Admin**.

2. From the admin menu, select the **Users** button.

3. Select the desired User from the list and click the **Delete** button.
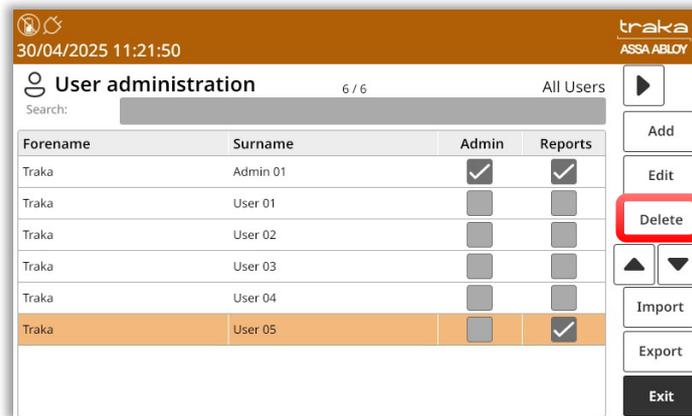
Internal

NOTE: If Multiple Credentials has been enabled, the Import and Export buttons will not be listed.

4. Select **Yes** to permanently delete the user from the system. The users name will no longer appear on the User list.
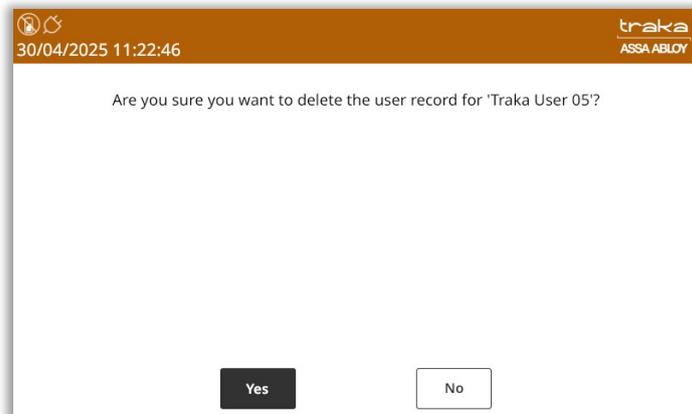

NOTE: If you are deleting all users, the last user to be deleted must be an admin user.

5. Click **Exit** to be taken back to the Admin screen.

6. Select **Exit** again to be taken back to the login screen.

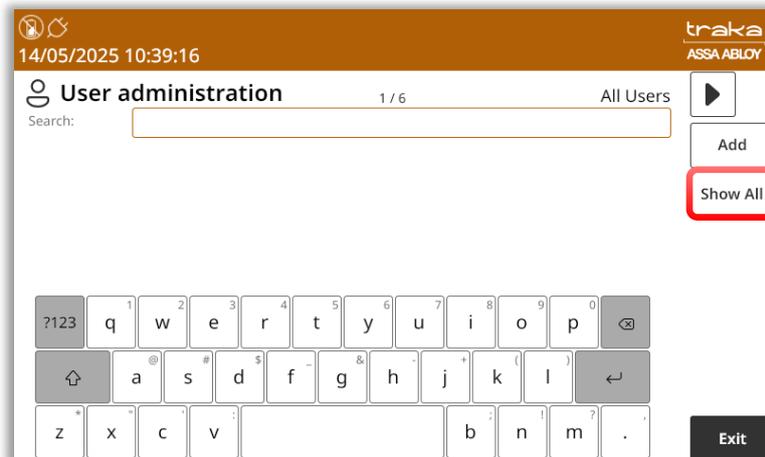Internal

8.7.4 SUPPORTING A LARGE NUMBER OF USERS

In order to enhance system performance, a search bar is used within the User Administration screen on Traka Touch to handle a large number of users.

Click on the search bar.
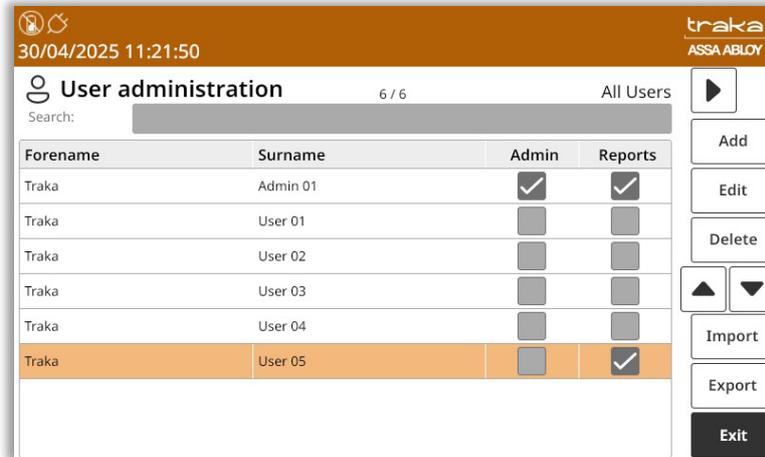
Less than 500 users

If there are 500 or less users within the system, the option to 'show all' will be displayed.

Clicking on 'show all' will display all the users within the grid.

NOTE: **A username can also be entered in the search bar. Clicking on 'Search' will display all matching results.**

More than 500 users

If there are more than 500 users within the system, only the option to 'Search' will be available.
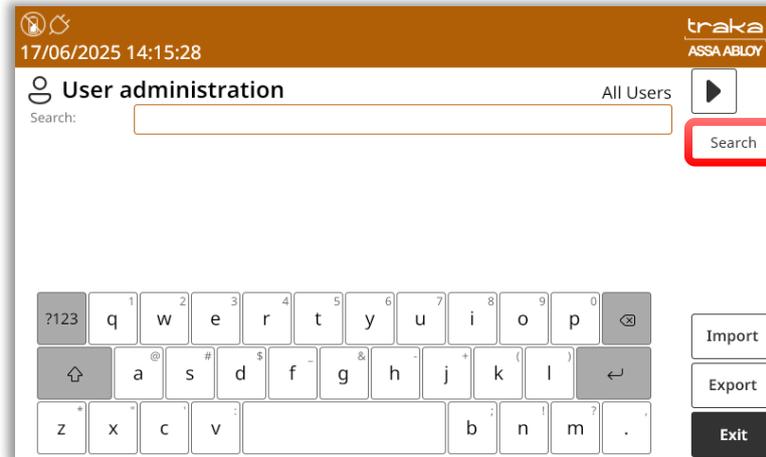

A username can be entered in the search bar. However, a minimum of 2 characters may be entered. Clicking on 'Search' will display all matching results.

8.8   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.

8.8.1   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 buttons 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.
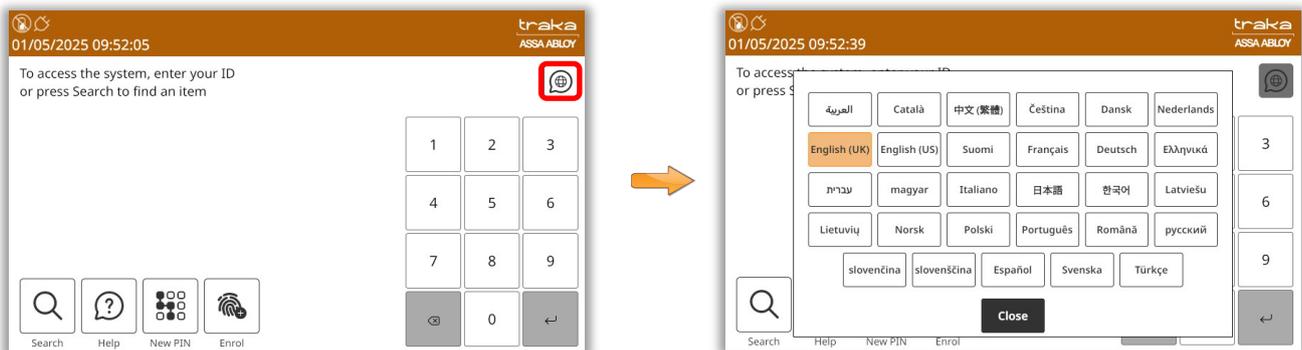

8.8.2   CHANGING LANGUAGES FOR A USER

To change the default language for an individual user, an administrator needs to log into 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 dropdown menu to navigate to the desired language.
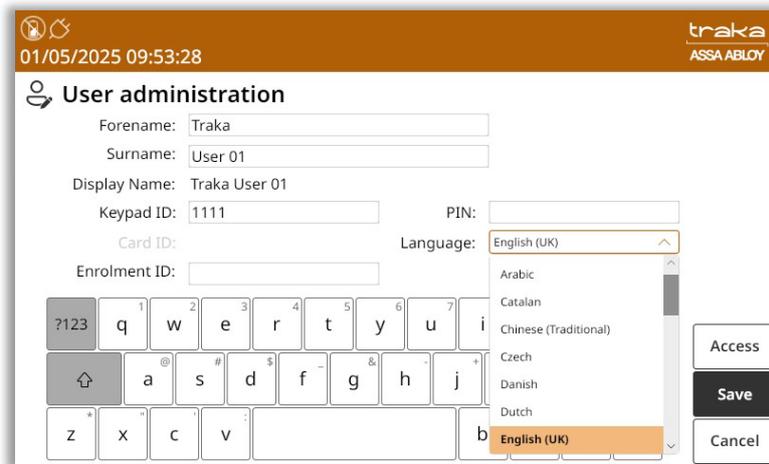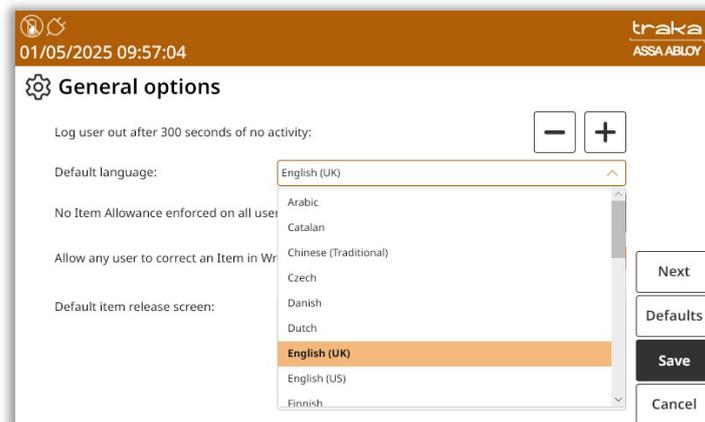

5. Once you have selected the desired language, click **Save**.

6. Click **Exit** and you will be taken back to the Admin screen. From there, click **Exit** again to return to the login screen.

8.8.3 CHANGING THE DEFAULT LANGUAGE OF THE SYSTEM

NOTE: **This action can only be performed by an Admin user**.

1. Click **Admin**

2. Click **General**

3. Using the directional arrow buttons 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** and you will be taken back to the Admin screen. From there click **Exit** again to return to the login screen.

9. SYSTEM OPERATION

9.1 REMOVING/RETURNING ITEMS

9.1.1 REMOVING AN ITEM

How you remove an item from the system will depend on how your system is currently configured i.e. which release method is selected. The latest Traka Touch application allows a locker compartment door to be opened in one of two methods, 'I Need To Search' or 'I Know What I Want'. For more details on these 2 methods including changing preferences please refer to the main Traka Touch Lockers User Guide UD0090.

NOTE: By default, each Traka Touch system is configured with the 'I Know What I Want' mode.

1. Access the system, select 'I Know What I Want' (if applicable), and you will be presented with a screen similar to the following.
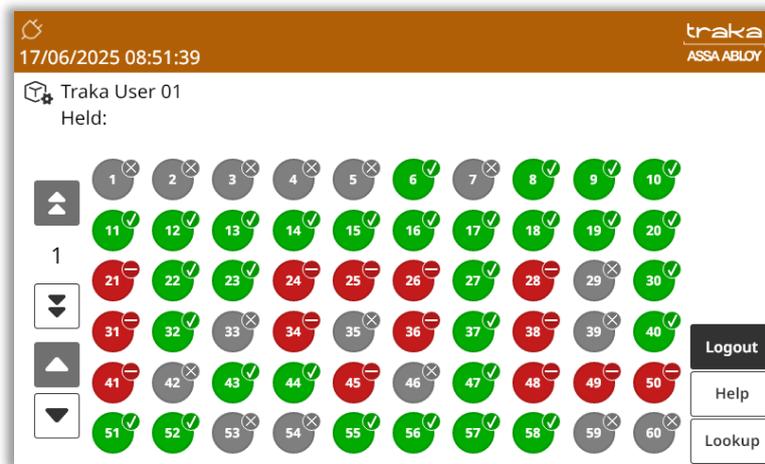
Listed below is every type of symbol that can be displayed for each position number.

NOTE: Some symbols are used only for RFID systems, and the meanings for some differ slightly for a Non-RFID system.

- Green symbols with a tick show items that the user has access to.

- Red symbols with a line indicate that the user does **NOT** have access to the item.

- Red symbols with a cross indicate that an item is returned to the wrong position.

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

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

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

- Grey symbols mean no item 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 item and view its description. Also, it will allow you to view the user who last used item, or who currently has the item out of the system.

Logout - Pressing the Logout button will return you back to the Login Screen.

2. **Press** the ✓ button on the touch screen of the item you wish to remove.
3. The compartment door will pop open.
4. **Remove** the item and close the door.

5. When you remove the item the ✓ button will change to ✓ to show the item has been removed.

NOTE: In a Non-RFID system the ✓ button will change to ✓ when the door is open, not when the item has been removed.

9.1.2 RETURNING AN ITEM

You **must** return the item to the correct compartment.

1. **Access** the system.
2. **Select** the door number you wish to open.
3. **Return** the item to the compartment and close the door.

4. When you return the item the ✓ button will change to ✓ ,to show the item has been returned.

NOTE: In a Non-RFID system there is no indication that the item has been removed or returned. The ✓ button is displayed only whilst the door is open.

NOTE: With the "Allow any user to return items" option enabled in the config, the user with access to only 1 item, who logs in when their only item is out to another user, is now taken to the "I Know What I Want" screen where they are able to click on their empty locker compartment, and the empty locker compartment will open allowing them to return the item. The item must be returned to the correct compartment.

9.1.3 ITEM IN WRONG POSITION

NOTE: This section is only applicable to RFID systems.

When an item is returned to the incorrect compartment, the system will prompt you to remove the item and return it to the correct compartment. The red symbol with a 'cross' shows the incorrect compartment, and the compartment it should be returned to is highlighted with a green symbol with a 'tick'.
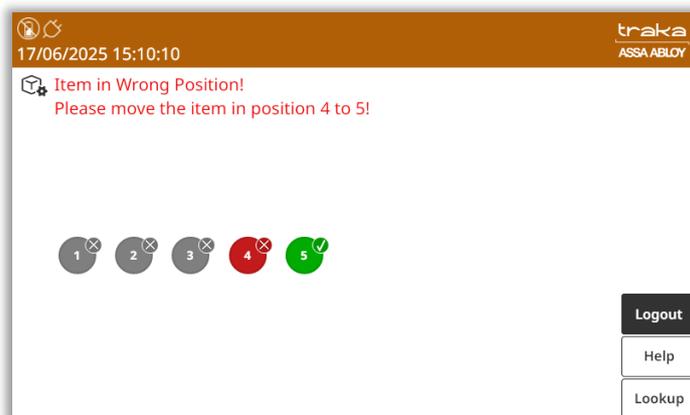
9.2 GENERATING REPORTS

Traka Touch systems allow you to run reports showing all activity and events that have occurred in a user definable period of time.

NOTE: Reports can only be accessed by a user with 'Reports' permissions. Please refer to the 'Users' section for further details.

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

2. A window will appear showing you three reports that can be run. The Event Report, Item Returned by a Different User Report and Active Alerts.
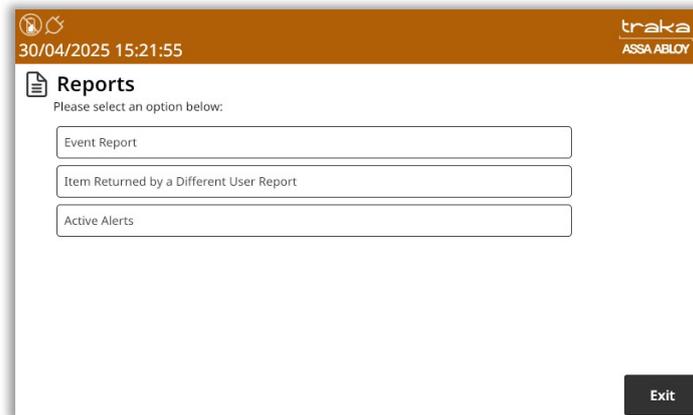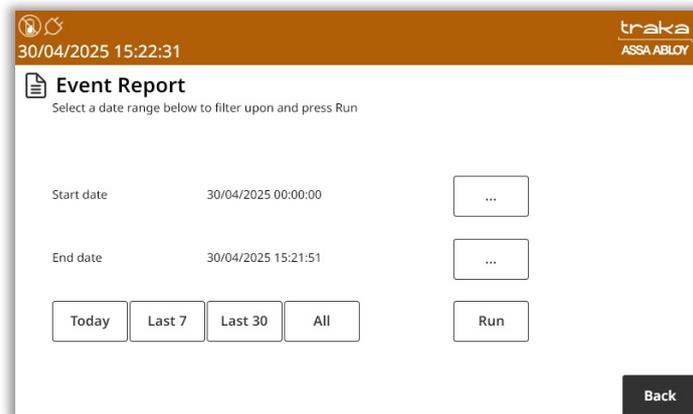

The Reports options will provide you with a number of set ways to filter the report as required. Alternatively, you can choose to set more specific dates.
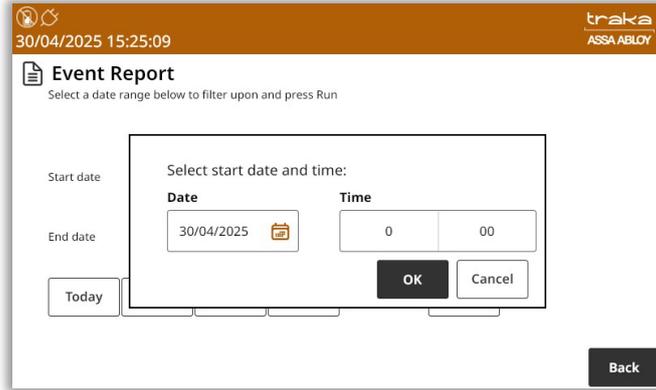
Event Report

This report shows you all types of event activity.

Selecting the option will take you to another screen and enable you to filter the date range.
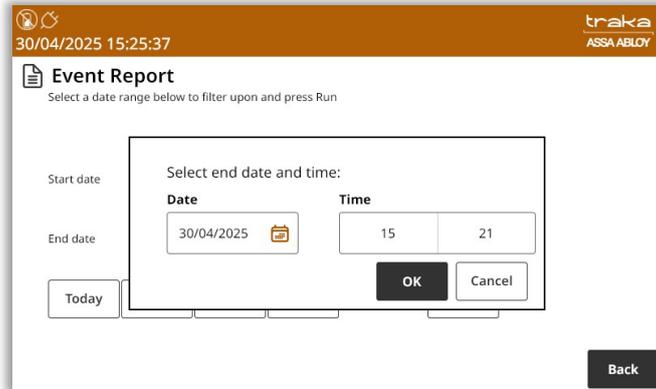

- The [Today] button will provide all the reports for today.

- The [Last 7] button will provide the events from the last seven days.

- The [Last 30] button will provide all the events from the past 30 days.

Internal

f you wish to set a more specific start date, selecting the button for the start date will present you with a scroll function that will enable you to navigate up or down to select and set the required start date.

Selecting the button for the end date will also present you with a scroll function. This will enable you to select and set the required end date for the report.
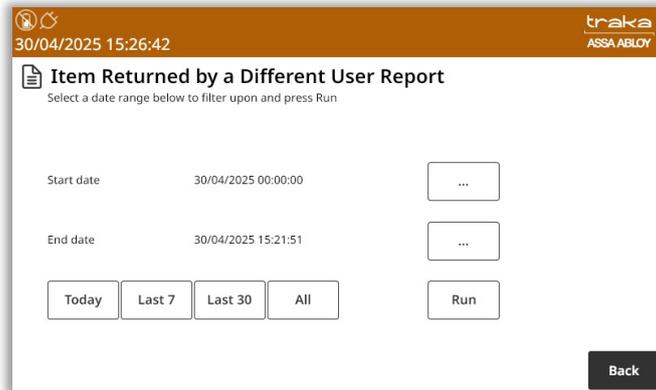

1. Select one of the filtering options above and click the [Run] button.

2. The report list will now generate, using the filtering options you previously selected.

Item Returned by a Different User Report

This report will show you any items that were removed by one user then returned to the system by another.

Selecting the option will take you to another screen and enable you to filter the date range.

- The [Today] button will provide all the reports for today.

- The [Last 7] button will provide the events from the last seven days.

- The [Last 30] button will provide all the events from the past 30 days.

Internal

If you wish to set a more specific start date, selecting the button for the start date will present you with a scroll function that will enable you to select and set the required start date.

Selecting the button for the end date will also present you with a scroll function that will enable you to select and set the required end date.

1. Select one of the filtering options above and click the [Run] button.

2. The report list will now generate, using the filtering options you previously selected.

<u>Active Alerts</u>

This report will show any of the following 'Alerts' that have appeared:

- Item in but not on charge
- Item in with charge fault
- Unidentified item on charge
- Unidentified item charged
- Unidentified charged fault
- USB charger undetectable
- Door left open

9.2.1   EXPORTING REPORTS

It is possible to export Event Reports and Illegal Handover Reports to a USB Memory Stick.

NOTE: For further information on USB memory stick specification, refer to section USB Memory Sticks in this document.

1. To export the reports to a USB memory stick, click the Export button.

2. The door will open (if applicable) and ask that you insert a USB memory stick.
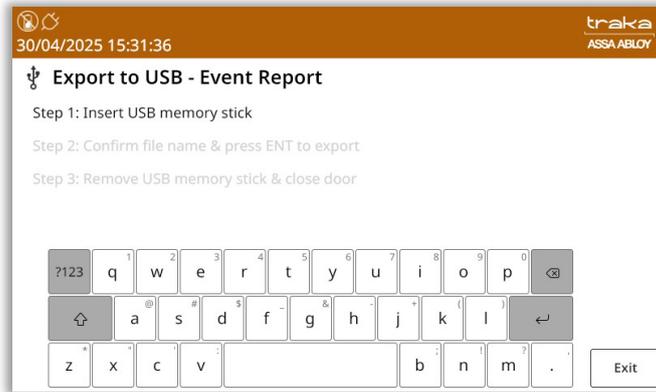
3. Enter the desired file name for the report and press ↵ (enter).
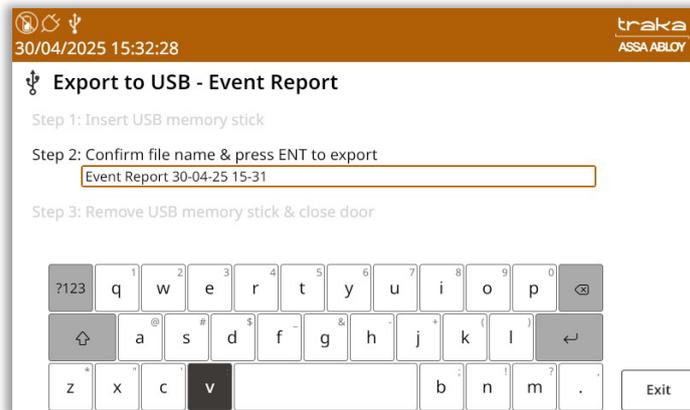
4. The report will now begin to export to the USB device.

Internal
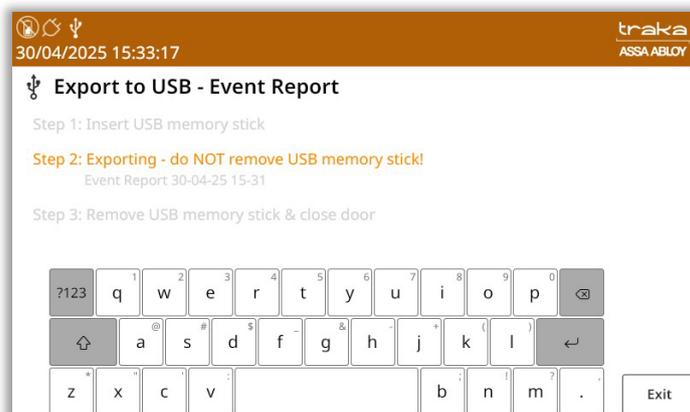
5. When the report has finished exporting, remove the memory stick and close the door (if applicable).

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

Internal

10. SAGEM FINGERPRINT READER

10.1 INTRODUCTION

This section has been prepared to assist you when enrolling users on the Sagem Fingerprint reader. As this is the getting started guide, it does not contain as much detail as the full Traka Touch Lockers User Guide. For more details, please refer to **UD0090 – Traka Touch Lockers User Guide**.

Organisations using a Traka Touch system within any jurisdiction where GDPR applies should ensure they have put measures in place to fulfil their obligations under that legislation relating to biometric (finger) data, before inviting users to enrol this data into the Traka Touch system. In particular:

- The organisation may have decided that use of users Personal Data within its Traka system is based on "legitimate interest" or some other basis that does not require "consent" but must be mindful that this does not normally extend to biometric data, which normally can only be used with explicit, recorded "consent".
- The organisation must ensure that its management actions and its working practices do not accidentally or intentionally restrict the genuine freedom of choice of the employee to use the Traka system without using the biometric reader.
- The organisation must obtain the consent of the user (employee), in some form that can be kept as proof, for the user's biometric data to be put into the system (via the enrolment process) and used within the system (for the purpose of identifying the user to the Traka system). The user must give this consent (if they wish to enrol their finger), and the consent must show that they have genuine freedom of choice about giving this consent (or not doing so). The consent must also show that the user knows they can withdraw this consent in future, if they wish to, and that they know how to do so.

When a user decides to enrol their finger (biometric data) as a method of accessing the Traka systems, they should not normally also have a Keypad ID Number held within the system.

10.2 HOW TO ENROL

NOTE: An admin user must be present to manually enrol a user at the Traka Touch system. Alternatively, enrolment can be carried out by the user via an Enrolment ID. For more details on Enrolment ID please refer to the main Traka Touch User Guide UD0090.

1. Identify yourself to the system via Keypad ID, Credential ID or Fingerprint.

2. Click **Admin**.

3. From the admin menu, select the **Users** button.

4. From the user details select the **Options** button until you get to the enrol screen. This button cycles round the various screens i.e. Access->Options->Enrol->Details->Access etc.

5. Click the **Enrol** button.
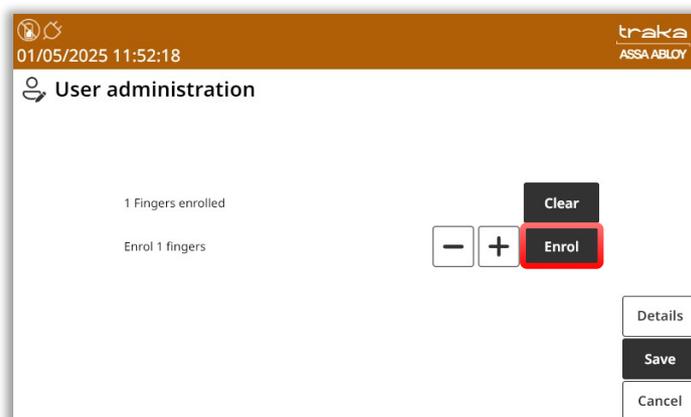
6. The system will prompt the user to place their finger on the reader. They will have to do this **3** times for each finger they wish to enrol.

 Place finger   Capture Ok   Remove finger

When placing a finger, if it is not located correctly on the reader the following icons will be displayed to help with positioning:

 Press harder

 Move finger up

 Move finger down

 Move finger right

 Move finger left

7. When complete, the screen will display how many fingers were enrolled for the user, 1 or 2.

NOTE: To cancel the Enrol process, click the central Cancel button.

NOTE: The template will not be written to or cleared from the reader until Save is clicked.

GDPR Statement: **Under GDPR, the organisation must have procedures in place to enable users to withdraw their previous consent for their biometric (finger) data to be used for this process, and users must have been informed of how to initiate this process. Once consent has been withdrawn, the organisation must remove the data from the system. The user will then need a Keypad ID to access the system.**

1. Log into the Traka Touch system and navigate to the User Administration page.
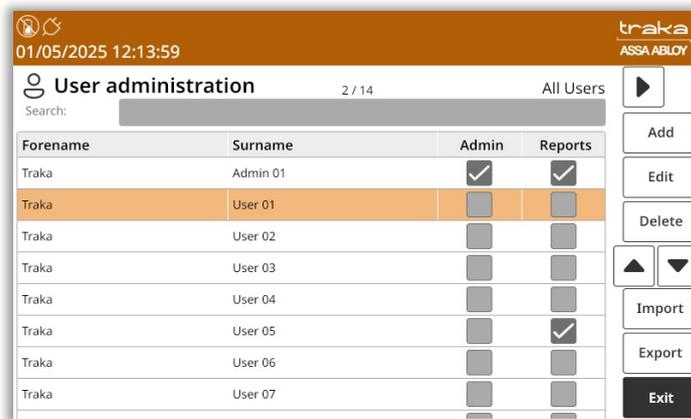
2. Select the enrolled user you wish to edit and navigate to the User Administration Enrolment page.

The User Administration page will now display an additional **Clear** button for an enrolled user.
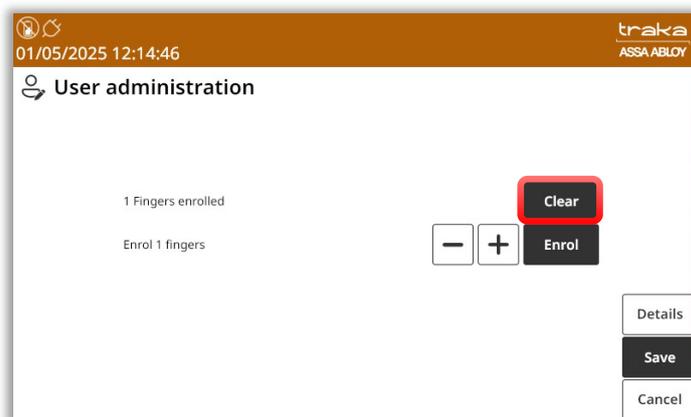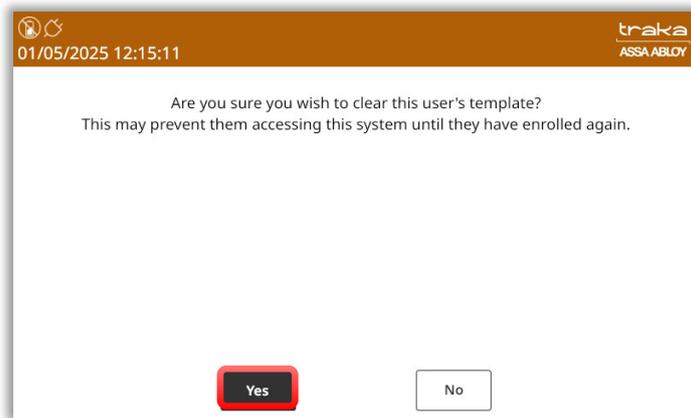

3. Select the **Clear** button.

You will be presented with a message warning you that the user may no longer be able to access the system if their template is removed.

4. Select the **Yes** button.

The users' template is now removed from the database. The User Administration page will remain visible should the user require re-enrolling.

5. Once completed, select the **Save** button.

10.4 TIPS ON ENROLLING

To get the best quality image, one needs to:

- Maximise the finger/sensor contact
- Position the centre of the fingertip in the centre of the sensor
- Ensure a good quality contact
  - Leave your finger on the sensor at least 2 seconds or wait until the sensor light goes out
  - Do not press too hard
  - Do not move during image acquisition
  - Do not slide nor roll your finger across the sensor
- Try to avoid dry finger or cold fingers!

VERY USEFUL TIP: **If you are having issues, brush the fingertip along the side of your nose – this adds a fine layer of natural grease to your finger and will get you a much better read!**

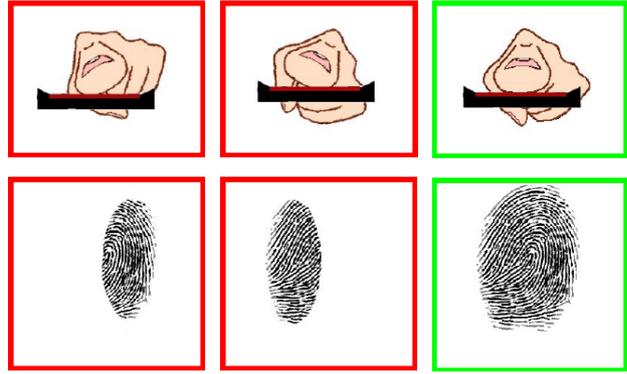How to position your finger correctly on the sensor:

Finger Height

Finger Angle

Ideal Position

Ideal Position

Internal
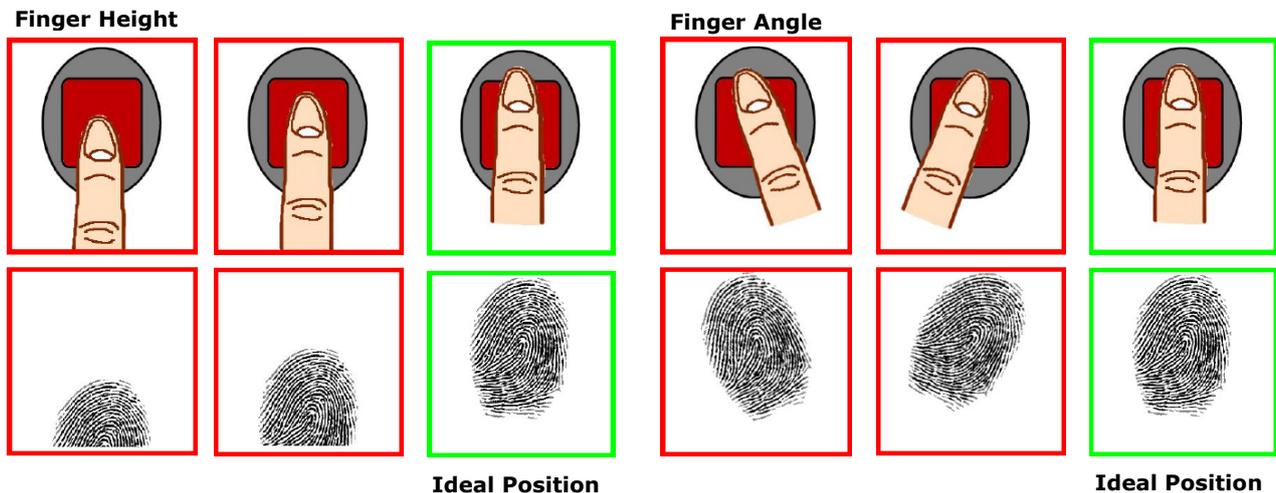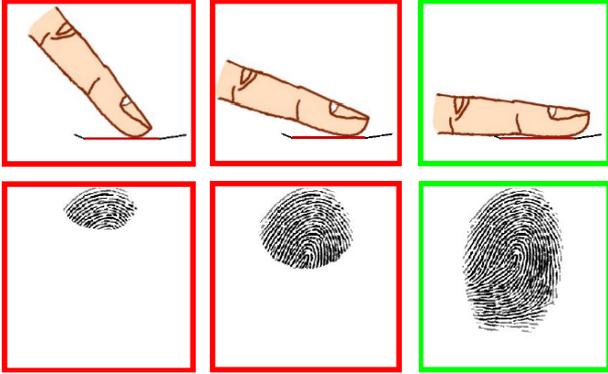
Finger Inclination

Finger Rotation

Ideal Position   **Ideal Position**

8. Once you have finished enrolling click the **Save** button.

9. You will then be taken back to the user list. From there click **Exit** to be taken back to the Admin menu, and click **Exit** again to be taken back to the Login screen.

11. GENERAL MAINTENANCE

11.1 CLEANING GUIDANCE

With the current situation regarding the Coronavirus (Covid-19) outbreak, it is important to take precautionary measures focused on sanitisation. Where contact with multi-user systems is unavoidable, always wash hands thoroughly after use with antibacterial soap, handwash, gel or wipes. Ensure that wipes are disposed of accordingly and avoid contact of your face with your hands during operation.

This guide will assist you with the necessary requirements for cleaning your Traka systems to help reduce the spread of any viruses and ensure that they continue to function correctly.

NOTE: Do not use the Traka Locker with wet hands as this may damage the touch screen.

11.1.1 CLEANING PROCEDURE FOR TRAKA LOCKER

- Use a soft lint-free or microfibre cloth
- The cloth may be lightly dampened with a mild cleaner and water or Ethanol
- Never use acidic or alkaline cleaners
- Use of incorrect cleaners may result in damage to the surface
- Be sure the cloth is only lightly dampened and not wet
- Never apply cleaner directly to any surface
- Wipe surfaces gently. If there is a directional surface texture, wipe in the same direction as the texture
- Soak up any spilled or excess cleaner with an absorbent cloth immediately

NOTE: Ensure that users wash their hands thoroughly after use.

11.1.2 CLEANING THE TOUCH SCREEN

The Traka Touch screen by design, is a sensitive electronic device and therefore, extra care should be taken when cleaning.

- Never apply cleaning solution to the Touch screen directly
- Use a soft lint-free or microfibre cloth
- The cloth may be lightly dampened with a mild cleaner or Ethanol
- Never use acidic or alkaline cleaners
- Use of incorrect cleaners may result in damage to the Touch screen
- Lightly dampen the cloth and then apply the cloth to the screen
- Be sure the cloth is only lightly dampened and not wet
- Do not allow excess liquid to seep into the edges of the Touch screen
- If cleaner is spilled onto the screen, soak it up immediately with an absorbent cloth

NOTE: Ensure that users wash their hands thoroughly after use.

11.1.3 ITEMS

Generally, items and assets will be handled by many users. Whilst this is unavoidable, it is strongly advised that all users wash their hands thoroughly after use.

11.1.4 WARRANTY STATEMENT

Failure to comply with these cleaning instructions could damage the Traka unit and may invalidate the product warranty with any resolution of issues being chargeable.

NOTE: Traka cannot make a determination of the effectiveness of a given disinfectant product in fighting pathogens, such as COVID-19. Please refer to your local public health authority's guidance on how to stay safe from potential infection.

Internal

11.2 MANUALLY OPENING DOORS

In the case of a total power failure including the backup battery, you may need to manually open the locker compartment doors to access the items. Each Traka Touch Locker System is supplied with a manual override key to enable you to open each locker compartment. Simply insert the key into the lock of the desired compartment and turn anti-clockwise and the door will pop open.

NOTE: Traka recommends that override keys are not stored inside a locker compartment.

11.3 REPLACING ITEMS

From time to time, you will be required to replace an item that may have become lost or damaged. If your system is a Non-RFID system, simply remove the item from the compartment and replace it.

If your system is an RFID system, each item will have been fitted with an RFID tag. In most cases, this tag will not be removable from the existing item and therefore a new tag will need to be fitted to the replacement item before it can be allocated to the compartment. For more information on RFID tagging, see the 'RFID Tagging' section.

The Traka Touch RFID Locker System works on a fixed item replacement basis, which means, items must be returned to the compartments from where they were taken. By default, the system will not know where an item should be placed; therefore, the serial number of the RFID tag must be associated with the position in the system.

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

NOTE: The user must be an administrator and have access to the required compartment.

2. Select the '**I Know What I Want'** button (if applicable).

3. The touch screen will now show you all the items in the system. Select the appropriate compartment number on the screen by clicking the green symbol and the compartment door will open.

4. Insert the new item into the compartment. The system will start to alarm warning you that the item is not recognised, ignore this message, and close the door.


NOTE: If you have multiple items that need to be replaced then repeat steps 1 to 4 for each of them before moving on to step 5.
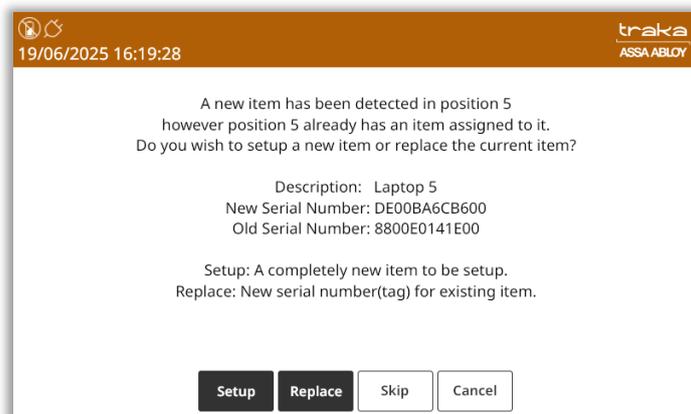
Internal

5. Identify yourself once again at the Traka System by entering your PIN or swiping your Card and then select the **Admin** button.

6. You will then be taken to the Administration screen. Click the **Items** button.

7. The item list will then display the new item(s) status as 'unrecognised'. Select the **Setup** button.
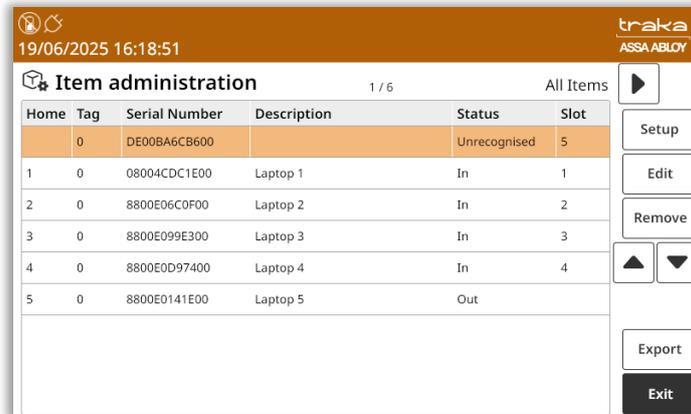

8. You will be asked if you wish to setup all items. Click the **Yes** button.
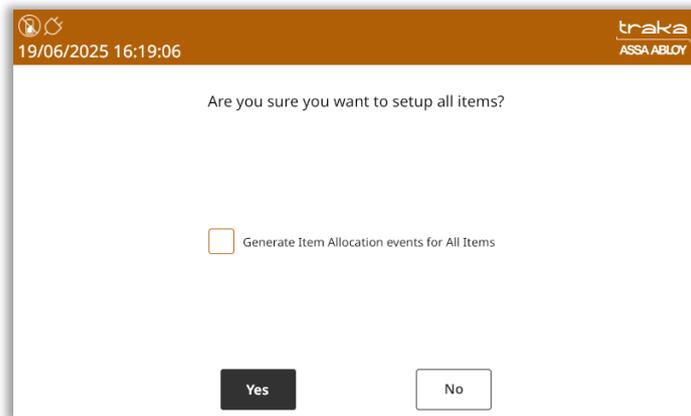
9. A message will appear asking you whether you wish to setup or replace the item(s) you removed with the new item(s), click the **Replace** button.

Internal

10. The item list will now begin to re-populate adding the new item(s). This progress is displayed via the small orange progress bar in the top right corner of the window.
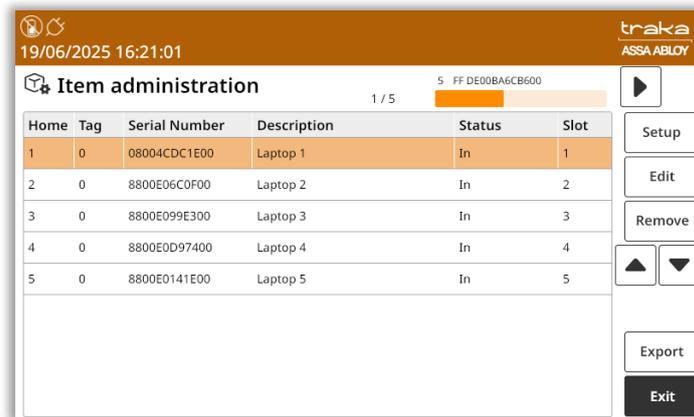
11. Click the **Exit** button to be taken back to the administration menu and from there, click the **Exit** button again to return back to the regular login screen.

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

13. Select the '**I Know What I Want**' button if applicable.

14. The Touch Screen will now show you all the items in the system. Ensure the item(s) you replaced now have the 'Item in System' symbol and can be removed.

12. 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

Technical Support Information

Please refer to the 'Traka Contact Details' on the next page of this guide.

Internal

13. END USER LICENCE AGREEMENT – SOFTWARE

Please refer to the policies section of the Traka web site for the most up-to-date information concerning Traka's software EULA:

https://www.traka.com/global/en/about/policies

Internal