

traka

ASSA ABLOY

Traka Touch Key Cabinet Getting Started Guide

UD0259

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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

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 and Support Contact Details	
Sales Website	www.traka.com
Sales Enquiries Email	sales@traka.com
Support Website	www.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 US	
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.co.au

4. What And Whom 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 \[40\]](#), [Replace an iFob \[63\]](#), or simply refresh your memory on how to restrict access to a key in the user details form.



NOTE

Please note that any misuse or damage to the equipment caused by the incorrect installation or use of the product, such as misuse or damage to doors, hinges and locks will cause a reduction in performance of the key cabinet(s). Misuse includes (but not limited to) blocking hinges and doors, overriding locks or over filling with keys.



NOTE

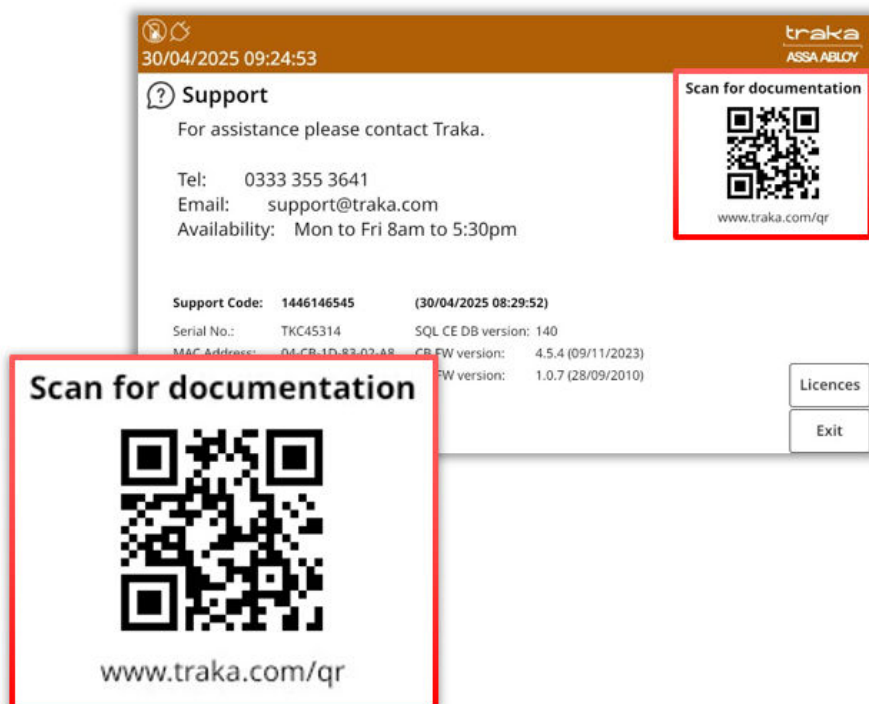
For information on the Traka Touch Key Cabinets please refer to **UD0011 - Traka Touch User Guide**.



NOTE

For information on TrakaWEB, please refer to either of the following guides **UD0018 - TrakaWEB User Guide** or **UD0260 - TrakaWEB Version 4 User Guide**, dependent on which version of TrakaWEB you are using.

Access to documentation such as User Guides or Getting Started Guides can be accessed by scanning a QR code within the Help menu 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.



5. Product Details



NOTE

Please ensure that the correct installation procedures have been utilised and the product is safely secure.

5.1. Electrical Rating:

5.1.1. *Traka Touch Pro Series*

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

5.1.2. *Traka Touch Core*

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

5.2. Battery Backup:

5.2.1. *Traka Touch Pro Series*

DC12v 7Ah

5.2.2. *Traka Touch Core*

DC12v 7Ah

5.3. Weight:

- Touch Pro V
20kg (this weight includes 5 iFobs with no keys)
- Touch Pro M
25Kg (this weight includes all the receptor strip and 40 iFobs with no keys)
20Kg (this weight is when the receptor frame, frame side and top covers removed) *
- Touch Pro S
42Kg (this weight includes all the receptor strip and 120 iFobs with no keys)
30Kg (this weight is when the receptor frame, frame side and top covers removed) *
- Touch Pro L
99Kg (this weight includes all the receptor strips and 360 iFobs with no keys)
58Kg (this weight is when all three receptor frames, frame side and top covers removed) *
- Touch Core and Mounting Bracket
17.5Kg (this weight excludes iFobs, the battery and any reader)

* Please refer to **TD0213 - Traka Touch Pro Key Cabinet Installation Guide** for instructions on how to remove these parts

5.4. Environmental Rating:

5.4.1. *Traka Touch Pro Series*

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

5.4.2. Traka Touch Core

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

5.5. Traka Touch Pro Series Approvals And Compliance Level

Product Compliance

UK - UKCA

Europe - CE

USA - MET NRTL, FCC

Canada - MET NRTL, ICES

Business Compliance

Quality - ISO9001

Environmental - 14001

Information Security 27001

5.6. Traka Touch Pro M Self-Installation Approvals And Compliance Level

Product Compliance

UK - UKCA

Europe - CE

Business Compliance

Environmental - 14001

Quality - ISO9001

Information Security 27001

5.7. Traka Touch Core Approvals And Compliance Level

Product Compliance

UK - UKCA

Europe - CE

USA - MET NRTL, FCC

Canada - MET NRTL, ICES

Australia - ACMA

New Zealand - RSM

Business Compliance

Quality - ISO9001

Environmental - 14001

Information Security 27001

6. USB Flash Drives



NOTE

USB Flash Drives should be formatted to FAT32 and not NTFS when used in a Traka Touch system, as NTFS is not supported by the Operating System used.



NOTE

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



NOTE

If the USB Flash Drive 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.

The type of system will determine which USB port will be used. For Traka Touch Pro Key Cabinets and Traka Touch Core Key Cabinets, the USB port will be located behind the cabinet door.

If you require further assistance, please contact Traka Technical Support using the information at the end of this document.

7. Traka Key Cabinet Types

7.1. Traka Touch Pro Key Cabinet Models

Traka Touch Pro Key Cabinets are now available in four variants:

The Traka Touch Pro V, M, S, and L; as shown in the diagram below from left to right.

Like our previous range of Capacitive Touch Screen models, the Traka Touch Pro Key Cabinet Range are equipped with a Capacitive Touch screen and the Traka Mk3 Control Board. The Traka Touch Application software is the same for all models and should be at a minimum version of V3.2.3



7.1.1. Traka Touch Pro M Key Cabinet Model



The Touch Pro M Key cabinet is perfect for smaller applications. Accommodate up to 20 keys (40 double density) with this innovative key cabinet system putting keys where they are needed most.

The Touch Pro M is a sophisticated key management system that has intelligence built in. It can operate as a standalone solution that requires no IT network or server to manage the database. Alternatively, it can be networked with our enterprise solution TrakaWEB.

A full audit trail of all key transactions is retained within the system by the internal solid-state memory. Management of keys has never been so easy,

Securely store and manage up to 20 keys (up to 40 keys if double density)

- 24/7 access to keys
- Control access to authorised users only
- View a full audit trail of all users and key transactions
- Easy access via PIN code, card reader and biometric fingerprint reader
- Battery backup
- Soft close-down with no data loss in the event of long-term power failure



NOTE

The Traka Touch Pro M is also available as a self-installation model.

7.1.2. Traka Touch Pro S Key Cabinet Model



The Touch Pro S Key cabinets are a versatile solution allowing for system scalability. Accommodate up to 60 keys (120 double density) with this innovative key cabinet system.

The Touch Pro S is a sophisticated key management system that has intelligence built in. It can operate as a standalone solution that requires no IT network or server to manage the database. Alternatively, it can be networked with our enterprise solution TrakaWEB.

A full audit trail of all key transactions is retained within the system by the internal solid-state memory. Management of the system has never been so easy.

Securely store and manage up to 60 keys (up to 120 keys if double density)

- 24/7 access to keys
- Control access to authorized users only
- View a full audit trail of all users and key transactions
- Easy access via PIN code, card reader and biometric fingerprint reader
- Battery backup
- Soft close-down with no data loss in the event of long-term power failure

7.1.3. Traka Touch Pro L Key Cabinet Model



The Touch Pro L Key cabinet system is designed especially for larger organizations with a high key turnover. Accommodate up to 180 keys (360 double density) with this innovative key cabinet system.

The Touch Pro L is a sophisticated key management system that has intelligence built in. It can operate as a standalone solution that requires no IT network or server to manage the database. Alternatively, it can be networked with our enterprise solution TrakaWEB.

A full audit trail of all key transactions is retained within the system by the internal solid-state memory. Management of the system has never been so easy.

Securely store and manage up to 180 keys (up to 360 keys if double density)

- 24/7 access to keys
- Control access to authorized users only
- View a full audit trail of all users and key transactions
- Easy access via PIN code, card reader and biometric fingerprint reader
- Battery backup
- Soft close-down with no data loss in the event of long-term power failure

7.1.4. Traka Touch Pro V Key Cabinet Model



The Touch Pro V Key management system by Traka brings all the traditional benefits of our core Touch systems in a neat compact design for up to 5 sets of keys.

The Touch Pro V has been designed to manage critical keys at multiple locations where space is at a premium and only a few keys need to be managed at each location. This could include ships and remote locations requiring maintenance. There is a minimum order quantity for this product.

Securely store up to 5 sets of keys at multiple locations.

- 24/7 access to keys
- Control access to authorized users only
- View a full audit trail of all users and key transactions
- Card reader and biometric options available
- Optional battery backup
- Can be networked with other Traka solutions to provide centralized control of your keys

7.2. Traka Touch Core Key Cabinet



The Traka Touch Core is perfect for management of a small number of keys. **Accommodate up to 20 bunches of keys with this innovative key cabinet system putting keys where they are needed most.**

The Traka Touch Core is a sophisticated key management system that has intelligence built in. It can operate as a standalone solution that requires no IT network or server to manage the database. Alternatively, it can be networked with our enterprise solution TrakaWEB.

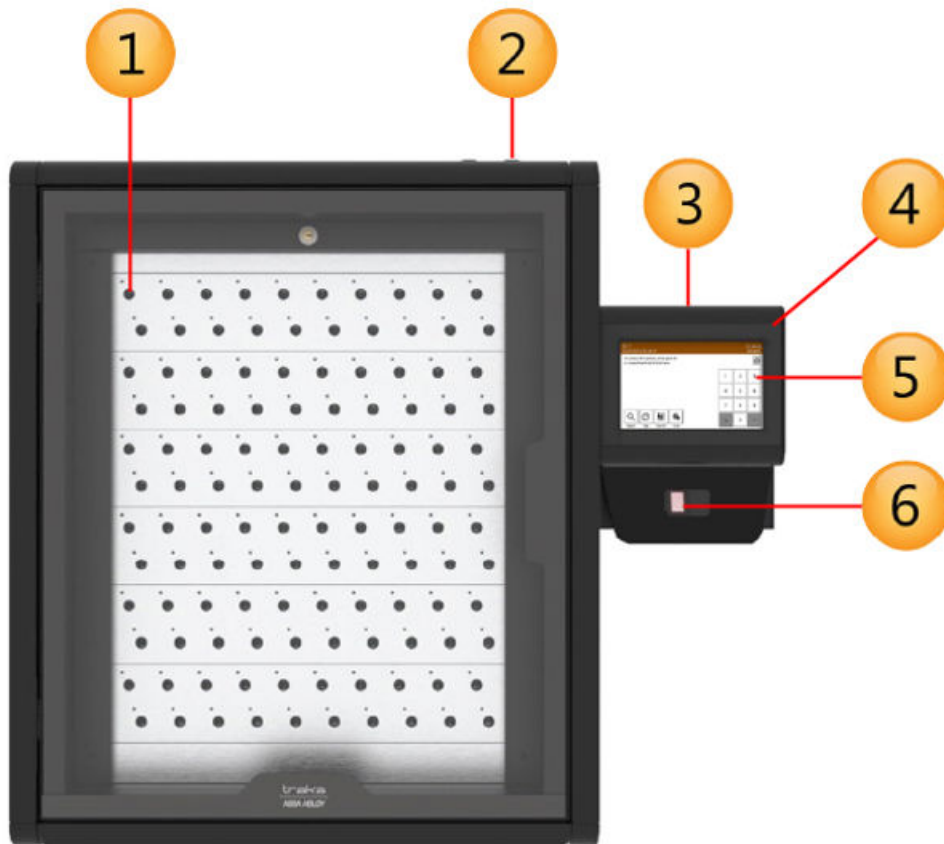
A full audit trail of all key transactions is retained within the system by the internal solid-state memory. Management of keys has never been so easy.

Securely store and manage up to 20 locked key positions:

- 24/7 access to keys
- Control access to authorised users only
- View a full audit trail of all users and key transactions
- Easy access via PIN code, card reader and biometric fingerprint reader
- Battery backup
- Soft close-down with no data loss in the event of long-term power failure

8. Cabinet DiagramS

8.1. Touch Pro M, S & L



8.1.1. System Key

1. **Receptor Slot**
The Receptor Slot holds the iFob in place.
2. **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.
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. **Control Panel**
Incorporates the touch screen, reader (if applicable) as well as the cam lock providing access to the systems electronics.
5. **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.
6. **Reader**
Traka supports a wide array 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 keys accordingly.

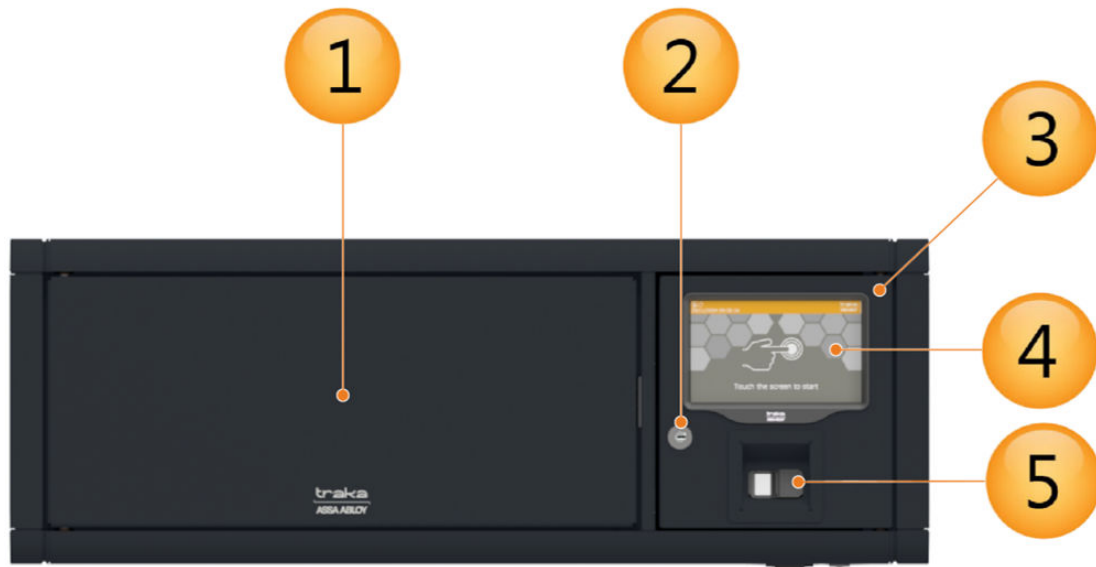
8.2. Touch Pro V



8.2.1. System Key

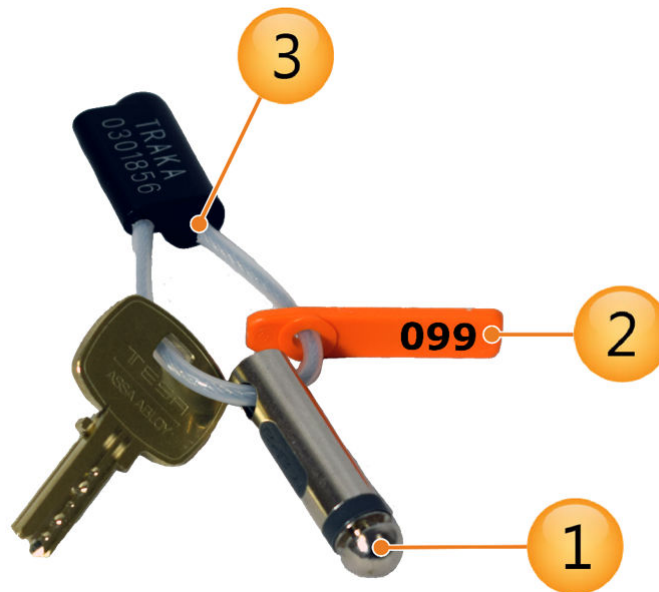
1. **Touch Screen**
The Touch sensitive screen works as a user-friendly interface for our embedded application. The numeric keypad, alphabetic keyboard and receptor buttons are incorporated into this easy to use 7" LCD.
2. **Control Panel Cam Lock**
2 master keys are supplied with your system. The master key can be used for gaining access to the system electronics during service and maintenance. It is important that the Master Keys are not stored inside the Traka system.
3. **Manual Door Release Cam Lock**
2 Master Keys are supplied with your Traka system. The Master Key can be used for gaining access to the keys in the system in an emergency situation. It can also be used during servicing and maintenance.
4. **Card / Proximity / Biometrics Reader Plate**
Traka supports a wide array of access devices, which will be mounted onto this plate. 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.
5. **Receptor Slot**
The Receptor Slot holds the iFob in place.

8.3. Traka Touch Core



1. **Cabinet Door**
The receptor slot which holds the iFobs in place is located behind the cabinet door.
2. **Control Pod Cam Lock**
2 Master Keys are supplied with your Traka system. The Master Key can be used for gaining access to the control pod for servicing, maintenance, and emergency access to keys. We ask that you do not keep the Master Keys in the Traka cabinet.
3. **Control Pod**
Incorporates the touch screen, reader (if applicable) as well as the cam lock providing access to the system's 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. **Biometric / Card 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.

9. IFob (Intelligent Fob) And Key Bunch Diagram



9.1. IFob Diagram Key

- iFob**
The item 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.
- Identification Tag**
The identification tag displays the cabinet position number to which the item 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.
- Security Seal**
The Security Seal is used to attach the key(s) to the iFob using the special tool from the kit provided. Once the seal is locked, the only way to detach the keys from the item is to cut the security seal using the provided tool. 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 Keyring.

10. Serial Number/Rating Plate Location

Every Traka System has a Serial Number/Rating Plate label attached. This label contains not only the unique serial number of the system but also electrical information.

In some scenarios it may be necessary to access this label.



NOTE

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



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



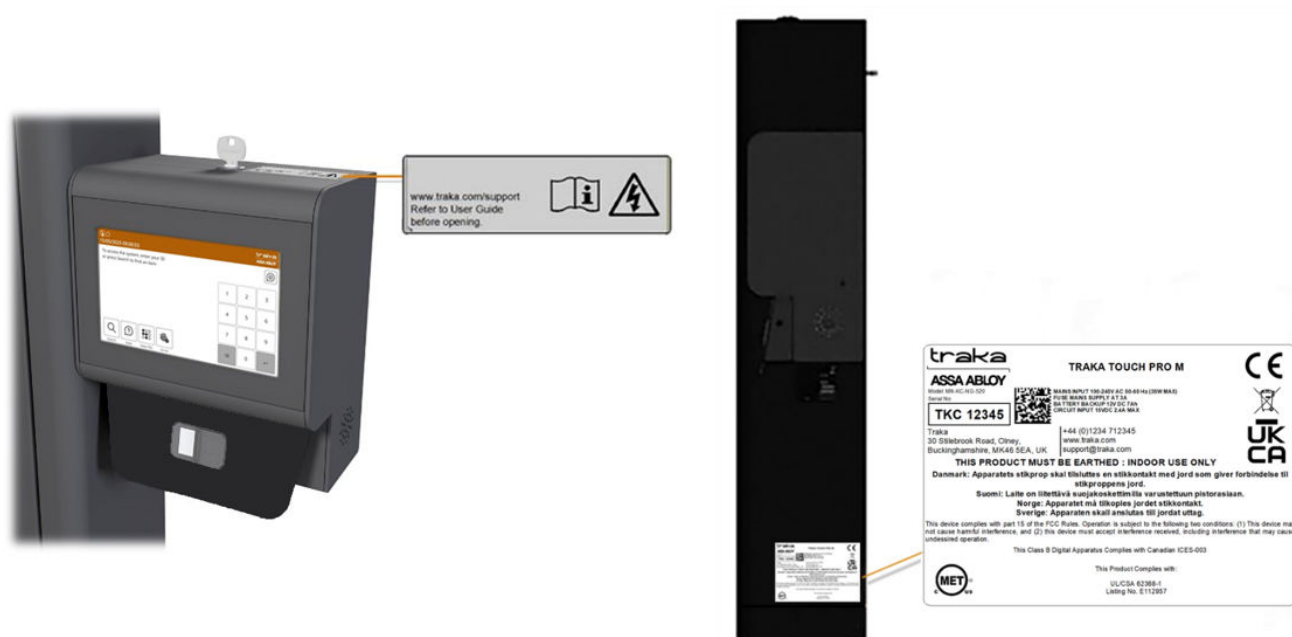
Indicates that there is a risk of electric shock.



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

10.1. Traka Touch Pro M, S & L

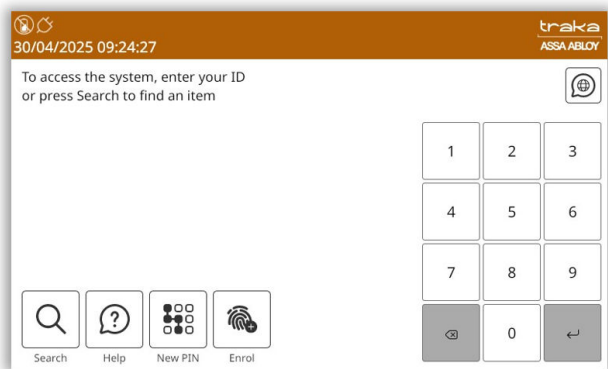
The Rating plate can be found on the side of the Touch Pro System.



11. The Touch Screen

The Traka Touch system uses touch screen technology for an easy, user-friendly interface. To use the system, simply click on the desired buttons with your finger.

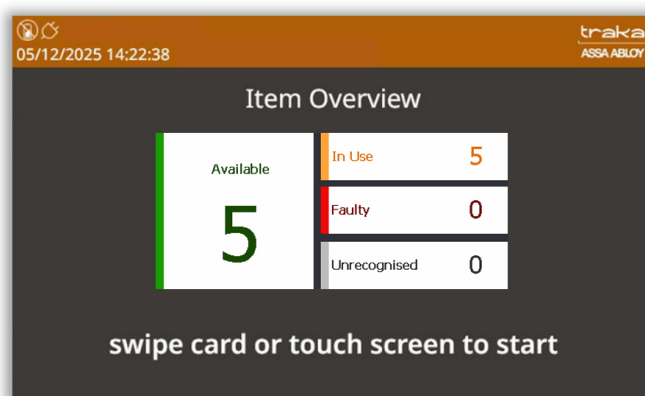
11.1. Screen Saver



If the Traka Touch system is not used for a user definable period, 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.

It is possible to select the software default language as the only scrolling language on the screensaver. As this is a configuration file option, please contact Traka to request a new file.

11.1.1. Item Availability Screen Saver



It is possible to display available iFobs within the Traka Touch system on the screen saver as demonstrated in the image above. This option can be turned on/off within the General Administration page or via a configuration file. See the '[General Options](#)' section for further information.



NOTE

The example Item Overview screen above demonstrates the following:

- 5 iFobs available to remove from the system represented by the 'Available' count
- 5 iFobs are held by Users and therefore out of the system, represented by the 'In Use' count
- 0 iFobs have a fault recorded against them, represented by the 'Faulty' count (this is only applicable to systems with the Fault Logging configuration enabled, please refer to the [Fault Logging](#) section for further information)
- 0 iFobs are unrecognised by the system, represented by the 'Unrecognised' count (for example iFobs that have not been setup yet - please refer to the [Item Administration](#) for further information on setting up iFobs)

11.2. Touch Commands



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



Click and 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.

12. System Setup

12.1. Creating The First Admin User

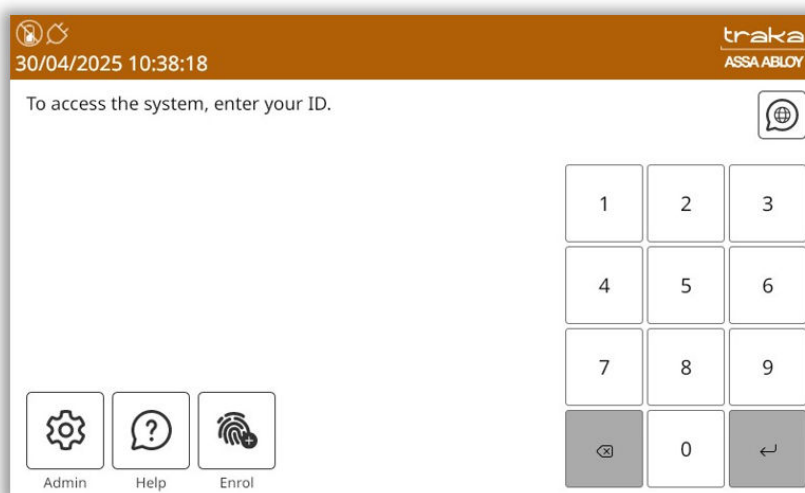
When using Traka Touch for the first time, the initial step is to create a user. The first user to be created must be an admin user.



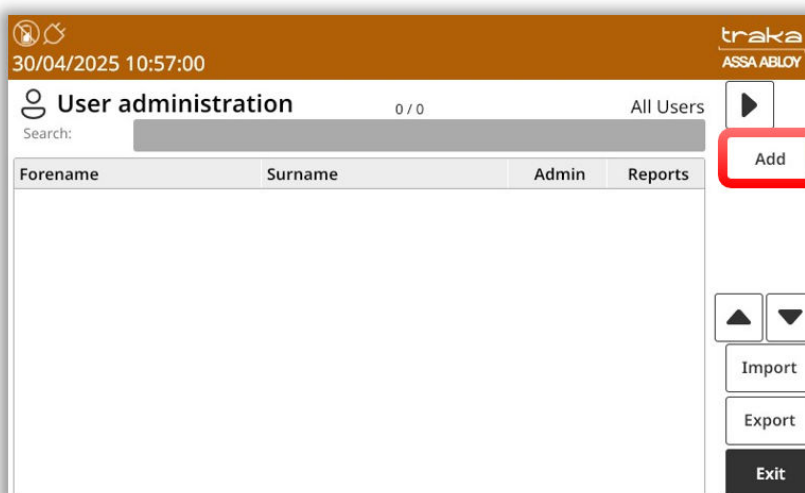
NOTE

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**.



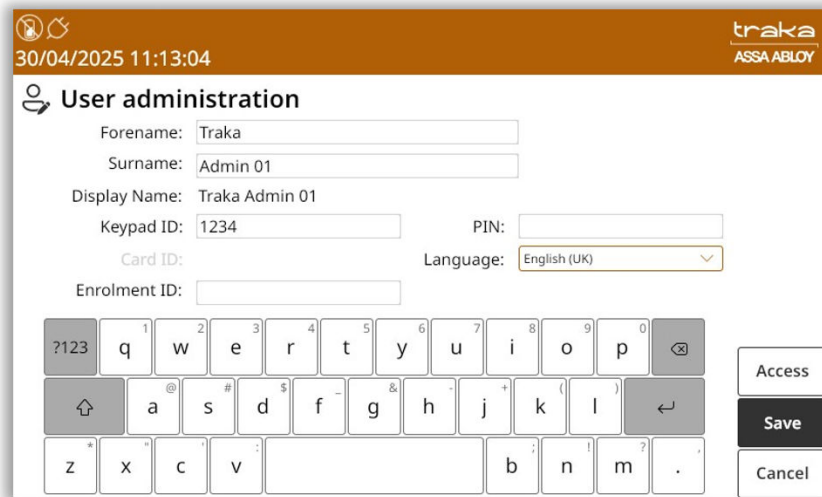
2. When the Admin screen appears, select **Users**.
3. The User list will currently be empty. Select the **Add** button.



NOTE

If Multiple Credentials has been enabled (available on Linux systems running future versions of the Traka Touch Application), the Import and Export buttons will not be listed. For further information, please refer to **UD0260 - TrakaWEB Version 4 User Guide**.

4. Type your User Details into the provided fields. To switch fields, simply select the desired field or select enter  to scroll through them.



NOTE

Systems with Multiple Credentials enabled will not allow a User's Credential ID to be edited in Traka Touch. 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**.

5. 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.
6. 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.

7. Select the Access button to take you to the next screen.
8. From the Access screen, select which iFobs you wish to have access to and whether or not you wish to view and export reports. Each of the access buttons on screen corresponds with an iFob in the system. E.g. The '1' button will only grant or remove access to the iFob in position 1. The tick and line symbols define whether 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 Traka Touch system must be an admin user; therefore, the admin button cannot be disabled for the first entry of a User.

30/04/2025 11:00:27 traka ASSA ABLOY

User administration

Access:

1 ☒ 2 ☒ 3 ☒ 4 ☒ 5 ☒ 6 ☒ 7 ☒ 8 ☒ 9 ☒ 10 ☒



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:

13/05/2025 10:06:05 traka ASSA ABLOY

User administration

Access:

Options

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.

30/04/2025 11:03:16 traka ASSA ABLOY

User administration

Start Date: 30/04/2025 10:57

Expiry Date: 30/04/2025 10:57

PIN Expiry Date: 30/05/2025 10:57

Force user to change PIN on next login: ☐

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.

30/04/2025 11:04:10

traka
ASSA ABLOY

User administration

Start Date: 30/04/2025 10:57

Start Date:

Date

30/04/2025

Time

10

57

OK

Cancel

Next

Save

Cancel

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.

30/04/2025 11:04:37

traka
ASSA ABLOY

User administration

Start Date: 30/04/2025 10:57

Expiry Date:

Date

30/04/2025

Time

10

57

OK

Cancel

Next

Save

Cancel

PIN Expiry Date

From here, you can define when the User's 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.

30/04/2025 11:05:00

traka
ASSA ABLOY

User administration

Start Date: 30/04/2025 10:57

PIN Expiry Date:

Date

30/05/2025

Time

10

57

OK

Cancel

Next

Save

Cancel

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.

9. 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:

- Not Item Allowance Enforced
- User is allowed a maximum of 1-XX item(s)
- The System's Default User Item Allowance will apply.

This is defined in the [General Options](#) in the Admin menu.

User Curfew Type

Here, you will be able to select from None, Specific time of day and Days/Hours/Minutes. Please refer to the [Curfews](#) section for more information.

10. 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**.

11. After adding the User, you will be taken back to the User Admin page. At this point, you can add more Users by repeating steps 3-10. If you wish to continue without adding any more User, please continue to the next section. 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.

Forename	Surname	Admin	Reports
Traka	Admin 01	☒	☒
Traka	User 01	☐	☐
Traka	User 02	☐	☐
Traka	User 03	☐	☐
Traka	User 04	☐	☐
Traka	User 05	☐	☒



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:

12.2. 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.

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 TrakaWEB 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. For further information, please refer to the 'Users' section.

12.2.1. Keypad ID Only Access

1. **Touch** the screen to bring the system out of idle mode.
2. **Enter** your Keypad ID and press enter
3. **Verify** your username on the touch screen.

1	2	3
4	5	6
7	8	9
	0	

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.



12.2.2. Keypad And PIN Access

- 1. **Touch** the screen to bring the system out of idle mode.
- 2. **Enter** your Keypad ID and press enter.
- 3. **Enter** your PIN and press enter.
- 4. **Verify** your username on the touch screen.



12.2.3. Credential ID Only Access

- 1. **Swipe** or present your card/token to the reader.
- 2. **Verify** your username on the touch screen.



12.2.4. Credential ID And Pin Access

- 1. **Touch** the screen to bring the system out of idle mode.
- 2. **Swipe** or present your card/token to the reader.
- 3. **Enter** your Pin and press enter.
- 4. **Verify** your username on the touch screen.

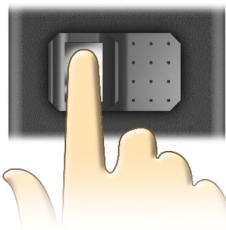


then



12.2.5. 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.



12.2.6. Fingerprint And 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 enter .
4. **Verify** your username at the touch screen.



then



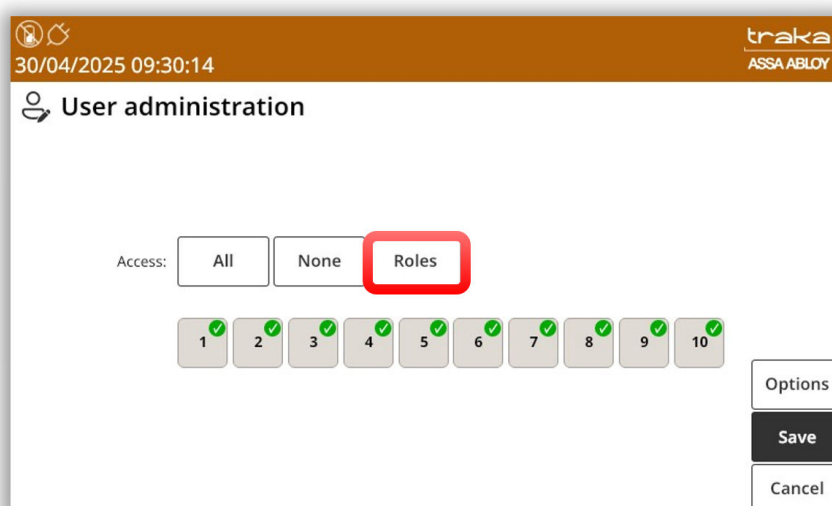
NOTE

There is an event within Traka Touch called 'Duress via PIN +/-1'. This is triggered to notify a duress situation. After a User has accessed the system either by Credential ID or fingerprint, they must input their PIN number + or - 1 digit of their actual PIN number to activate the event. For example, a PIN number 2222 would either be 2223 or 2221.

12.3. 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, for more information please review the [Item Release Screen](#) section. 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 **UD0018 - TrakaWEB User Guide** or **UD0260 - TrakaWEB Version 4 User Guide**.

30/04/2025 09:30:54

traka
ASSA ABLOY

User administration

User Roles

Roles	
SuperAdmin	☐
System Admin	☐
User Admin	☐
Items Admin	☐
System Reports	☐

OK

Cancel

Save



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

12.3.1. Super Admin Role

30/04/2025 09:31:26

traka
ASSA ABLOY

User administration

User Roles

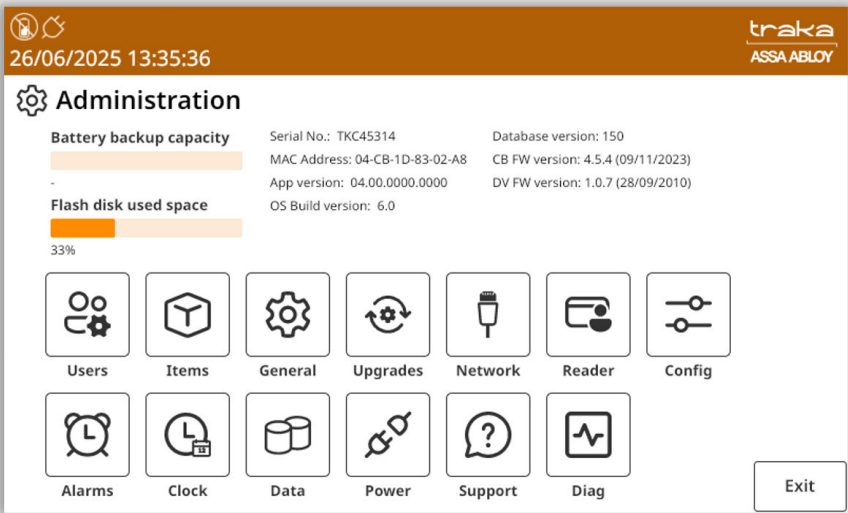
Roles	
SuperAdmin	☒
System Admin	☐
User Admin	☐
Items Admin	☐
System Reports	☐

OK

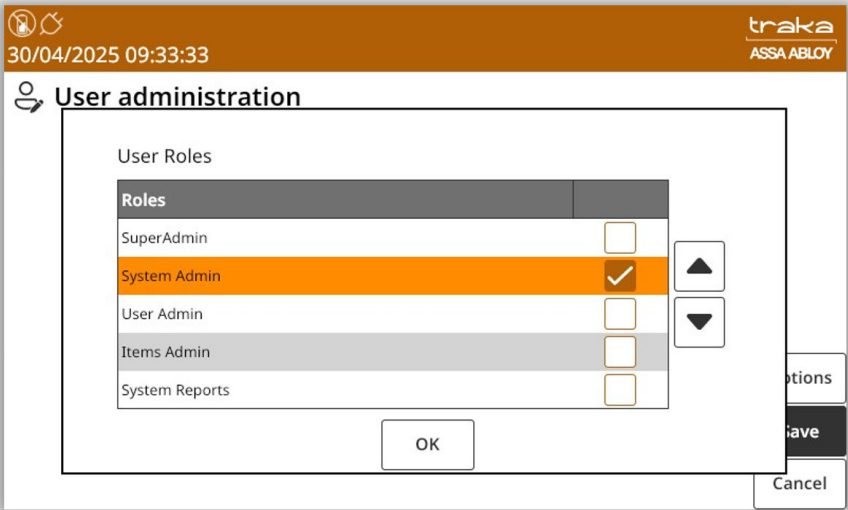
Cancel

Save

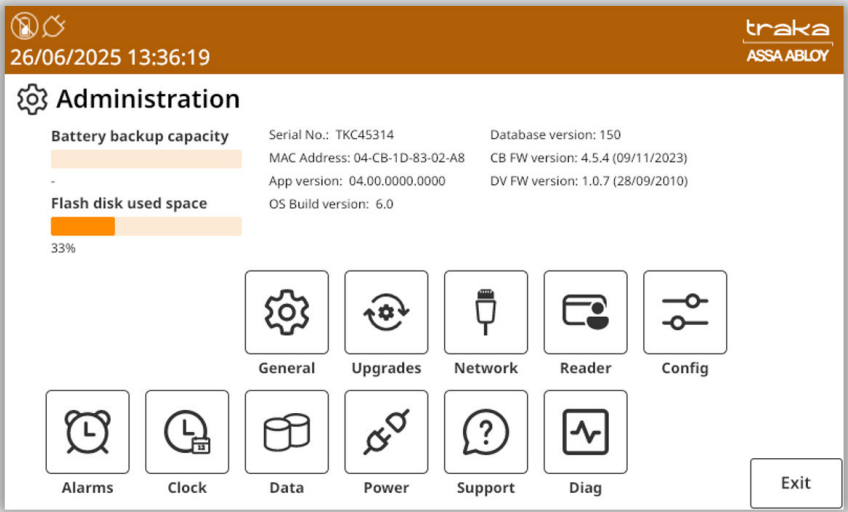
The Super Admin role will grant/revoke the user with all the Admin roles regardless of any of them being selected or deselected.



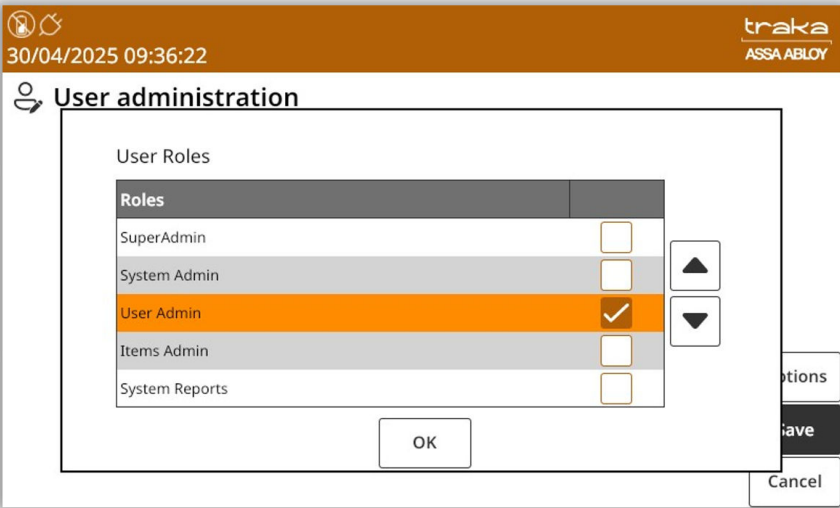
12.3.2. System Admin Only Role



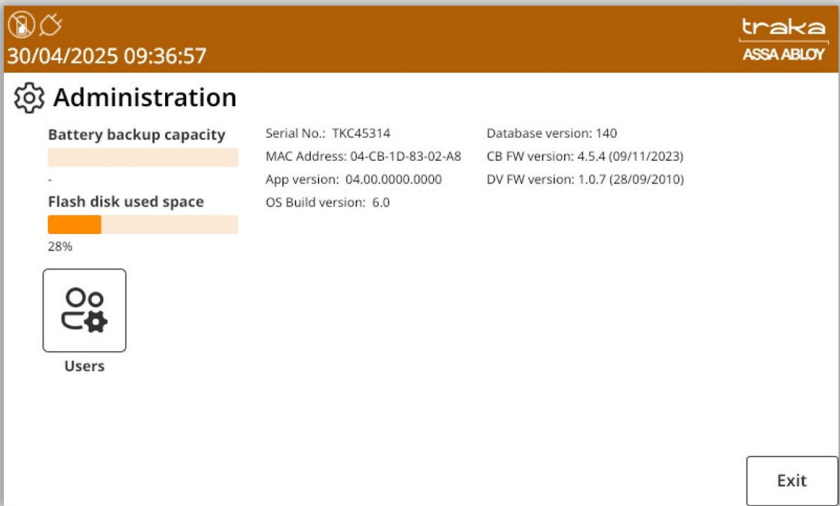
The System Admin Role will provide a grant/revoke ability to administer Systems settings, including Doors admin, but will not enable the ability to edit User records.



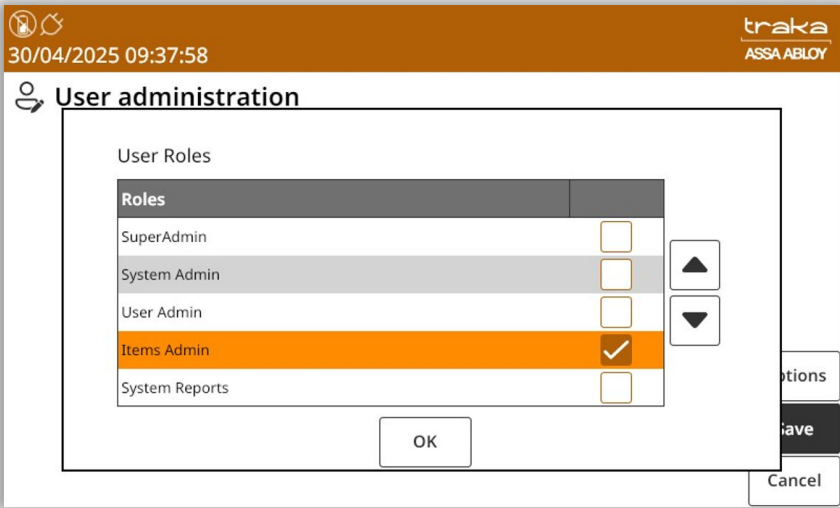
12.3.3. User Admin Only Role



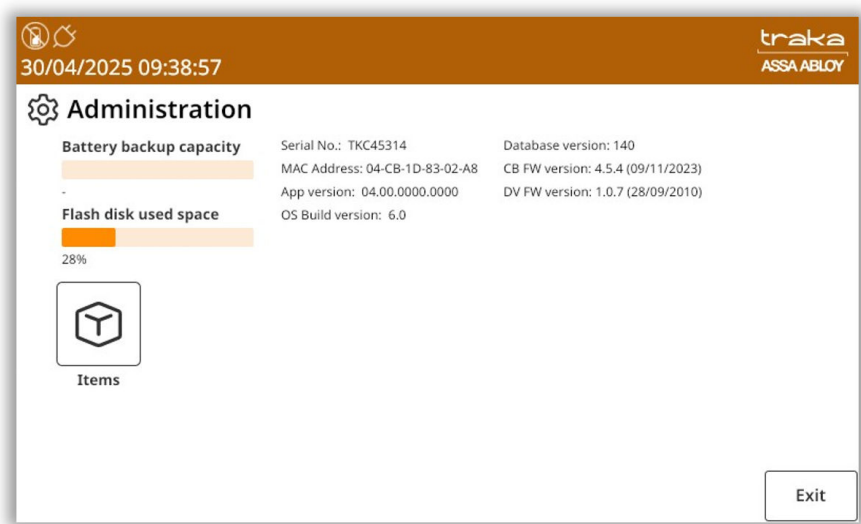
Selecting this option will provide an Admin role to grant/revoke the ability to edit User records such as adding or removing Users or assigning items to Users.



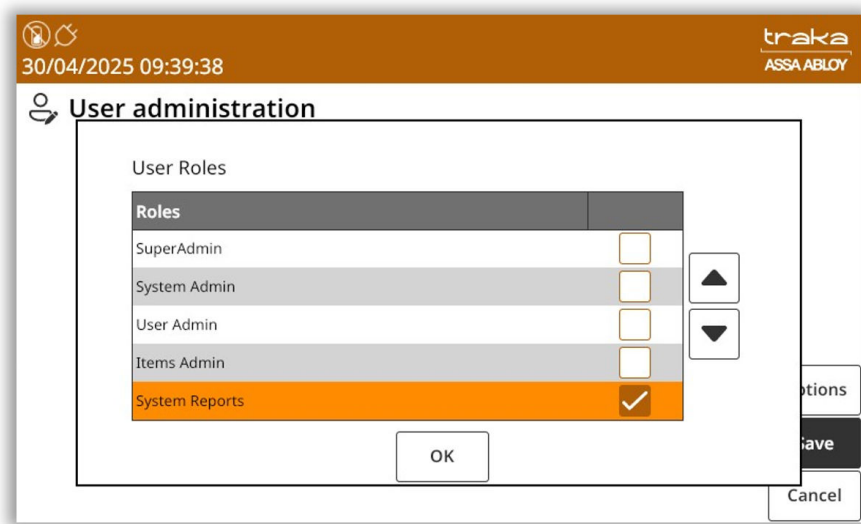
12.3.4. Items Admin Only Role



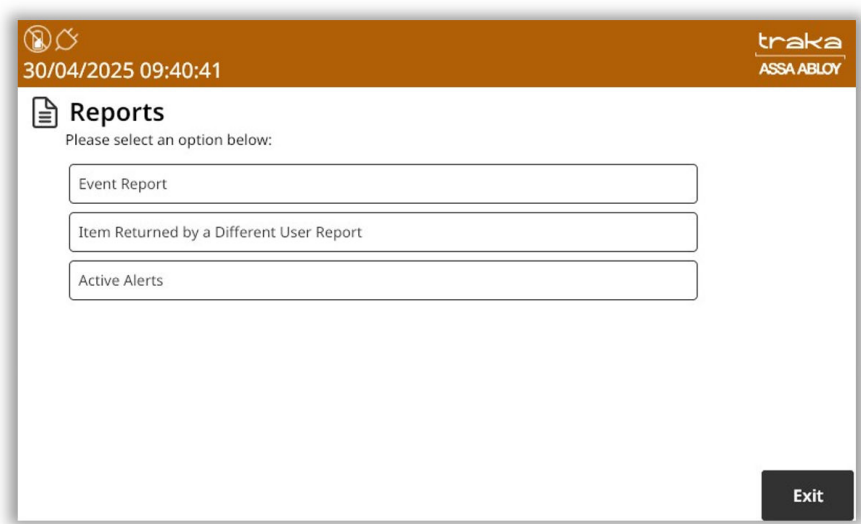
Selecting this option will add an Item admin role which will grant/revoke the ability to administer Item records, enabling a user to access items or replace damaged or broken iFobs.



12.3.5. System Reports Only

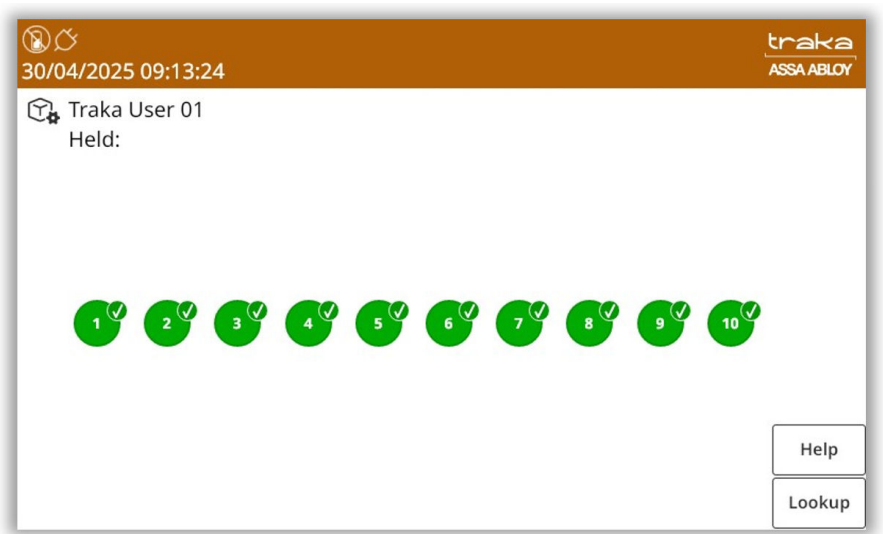


Selecting this option will allow the user to view and run reports at the Traka Touch system.



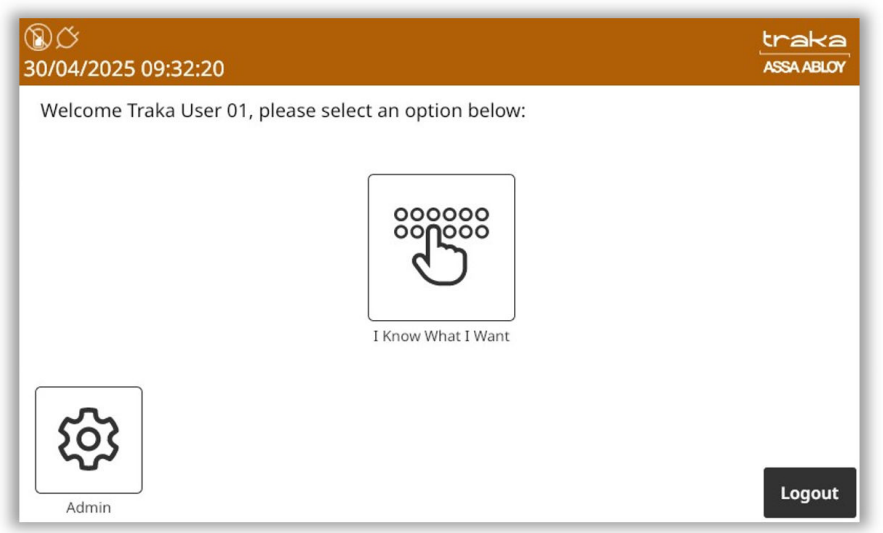
12.3.6. Users With Item Only Permissions

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.



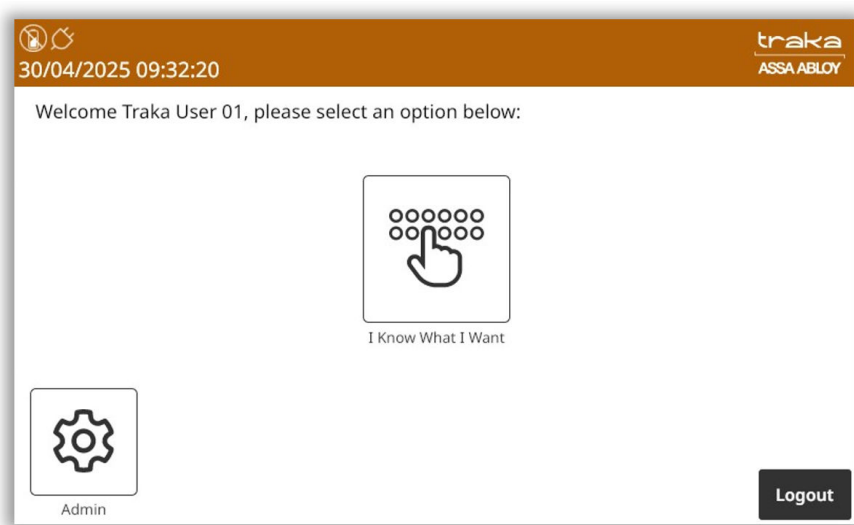
12.3.7. Users With System Admin And Items

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



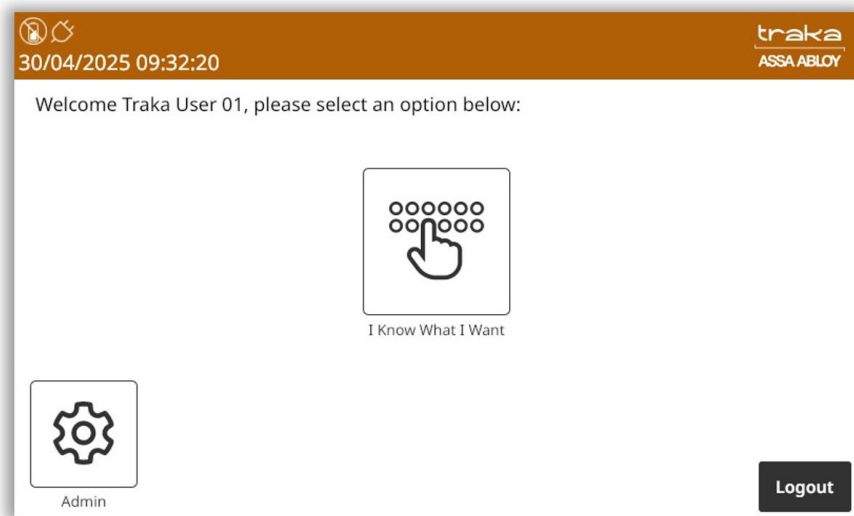
12.3.8. Users With User Admin And Items

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



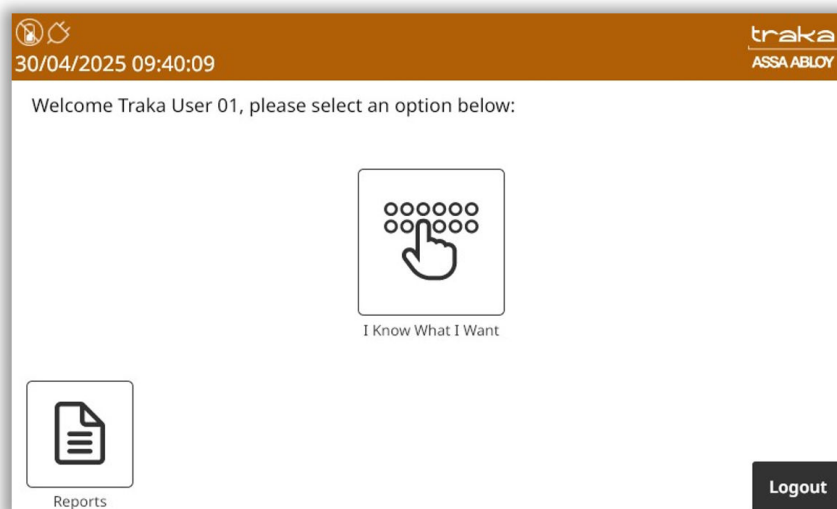
12.3.9. Users With Item Admin And Items

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



12.3.10. Users With System Reports And Items

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



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.

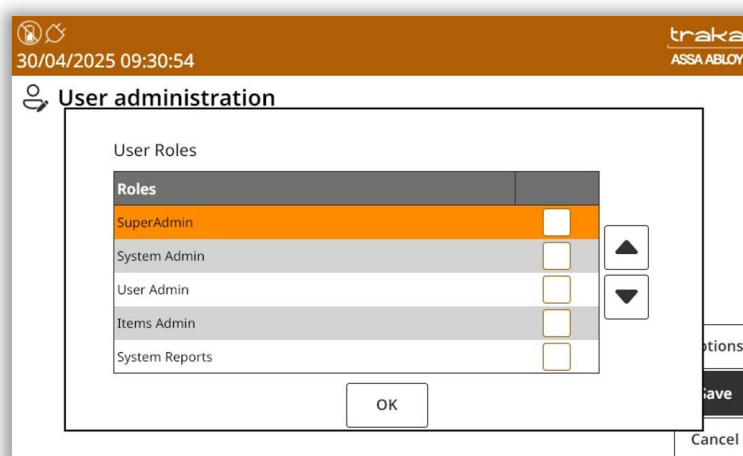


NOTE

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



12.4. Initial Setup



NOTE

If your Traka Touch has RRMS enabled, you will not be able to configure iFobs.



NOTE

This procedure will have already been carried out at Traka, however it is a good idea to configure the iFobs to ensure they are being detected and the system is operating correctly after delivery and installation.

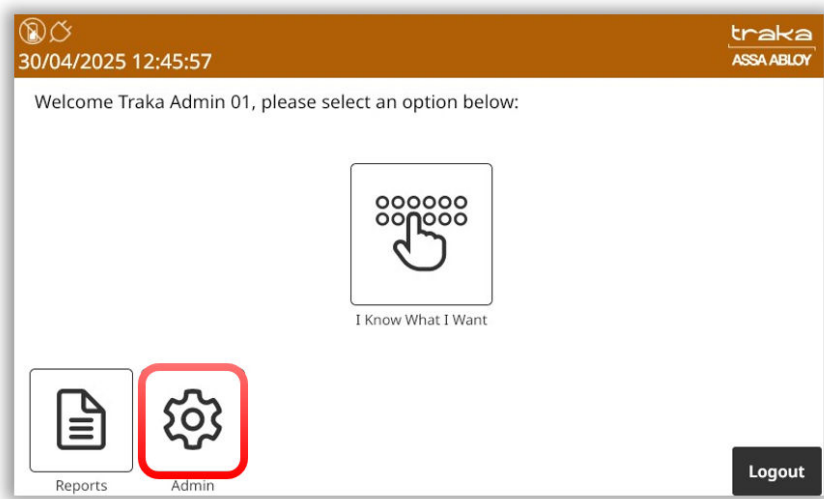


NOTE

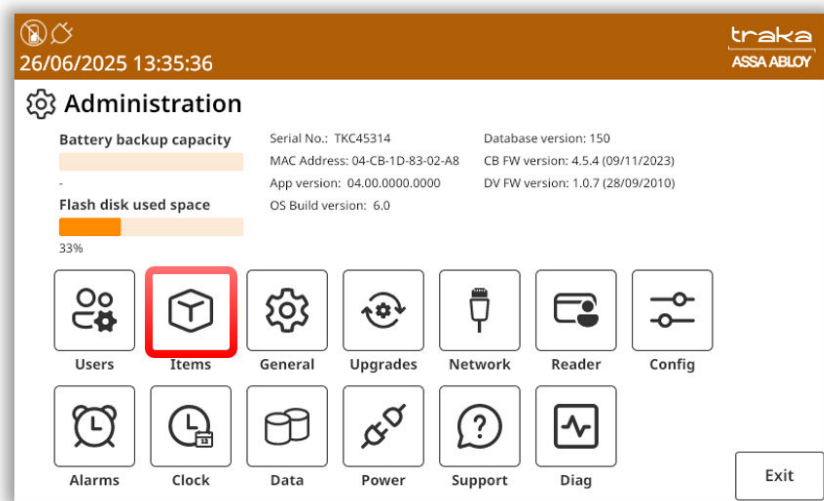
This procedure must be carried out by an Admin User.

During the initial iFob setup, the Traka Touch system will scan for all the existing iFobs in the system and assign them to a detail field in the Item record.

1. As an Admin user, log in to the Traka Touch system and select the **Admin** button.

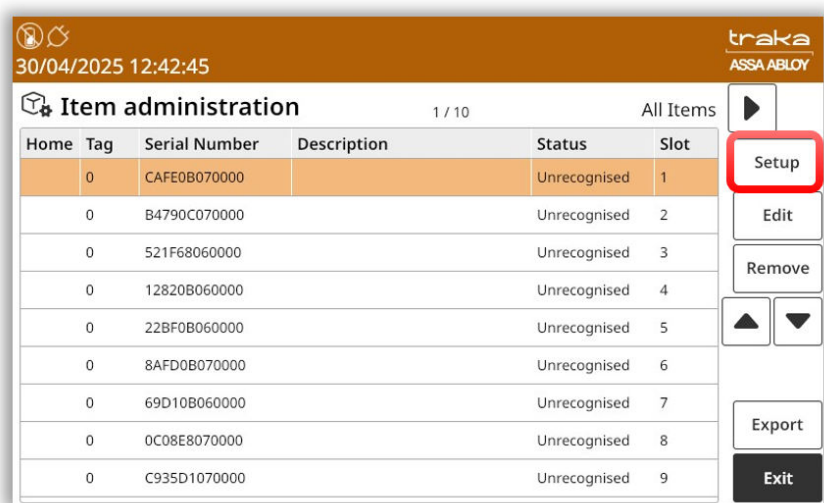


2. From the admin menu, select the **Items** button.



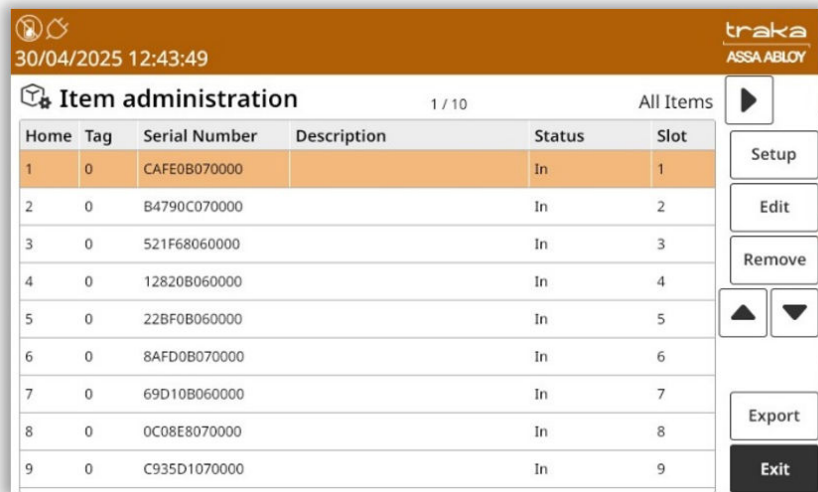
The Item administration menu will show all the available slots and items in the system. As the items are only known to be in the system, they will have no item record.

3. Select the **Setup** button.



A message will appear on the screen asking if you want to setup all items. Should a situation occur where TrakaWEB does not reflect the allocation events in Traka Touch, the Generate Item Allocation Events for All Items button will enable you to force a sync to rectify the issue. By default, this is set as inactive.

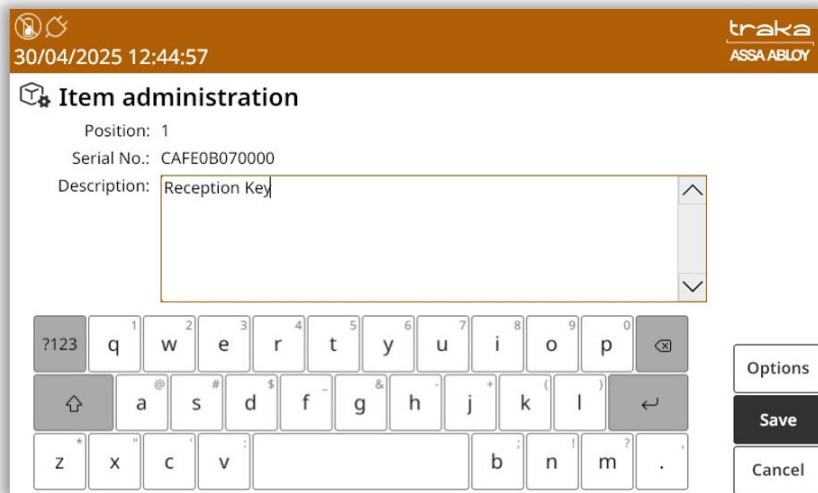
Once the process has completed, the status column will show all the items as **In**.



The screenshot shows the 'Item administration' screen in the Traka system. The header bar includes the date '30/04/2025 12:43:49' and the Traka logo. The main area displays a table with columns: Home, Tag, Serial Number, Description, Status, and Slot. There are 9 items listed, all with a status of 'In'. To the right of the table are buttons for 'Setup', 'Edit', 'Remove', 'Export', and 'Exit'. Navigation arrows are also present.

Home	Tag	Serial Number	Description	Status	Slot
1	0	CAFE0B070000		In	1
2	0	B4790C070000		In	2
3	0	521F68060000		In	3
4	0	12820B060000		In	4
5	0	22BF0B060000		In	5
6	0	8AFD0B070000		In	6
7	0	69D10B060000		In	7
8	0	0C08E8070000		In	8
9	0	C935D1070000		In	9

4. Select the **Exit** button to continue.
At this stage, new items may be created and attached to iFobs within TrakaWEB. For more information, please refer to **UD0018 - TrakaWEB User Guide** or **UD0260 - TrakaWEB Version 4 User Guide**.
5. Once this is complete, you can choose to give each item a description. To do so simply highlight the desired item in the list and click the **Edit** button.
6. Enter a description into the provided field using the alphanumeric keypad.



The screenshot shows the 'Edit' screen for item 1. The header bar includes the date '30/04/2025 12:44:57' and the Traka logo. The main area displays the 'Item administration' screen with the following fields: Position: 1, Serial No.: CAFE0B070000, and Description: Reception Key. Below the description field is a large alphanumeric keypad. To the right of the keypad are buttons for 'Options', 'Save', and 'Cancel'.

Position: 1
Serial No.: CAFE0B070000
Description: Reception Key



NOTE

From the Options page you can configure various advanced features for the item. For more details please refer to **UD0258 - Traka Touch Key Cabinet User Guide**.

7. 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.
8. When you have finished editing items, click **Exit** and you will be taken back to the Admin menu. You may now log out of the Traka Touch system.

12.5. Users

12.5.1. Adding Users

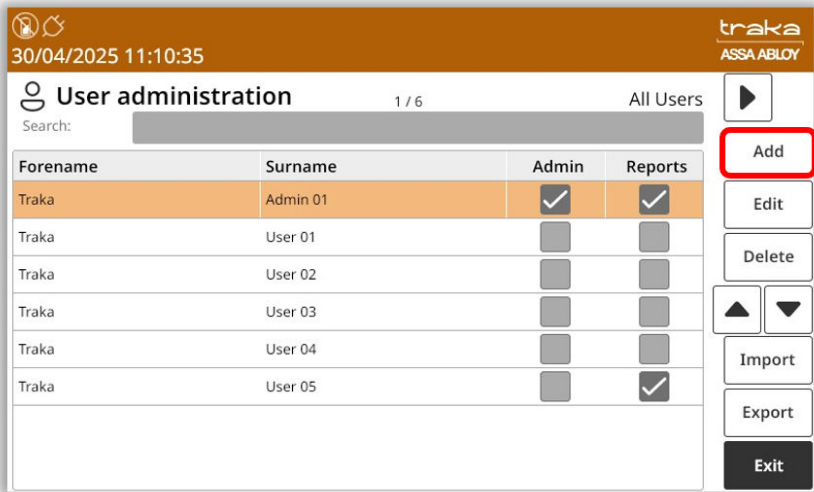
 **NOTE**
This procedure must be carried out by an Admin User.

1. Access the system.

2. Select **Admin**.

3. From there, select **Users**.

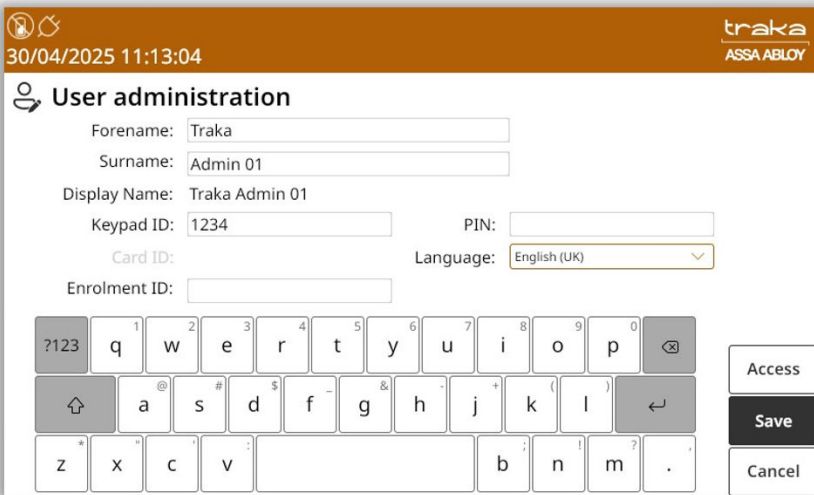
4. The current User list will then be displayed. Select the **Add** button.



The screenshot shows the 'User administration' screen in the Traka system. At the top, there's a header with the date '30/04/2025 11:10:35' and the Traka logo. Below the header, there's a search bar and a table of users. The table has columns for 'Forename', 'Surname', 'Admin', and 'Reports'. The first row is highlighted in orange and shows 'Traka' as the forename and 'Admin 01' as the surname, with both 'Admin' and 'Reports' checkboxes checked. To the right of the table, there's a vertical menu with buttons: 'Add' (highlighted with a red box), 'Edit', 'Delete', 'Import', 'Export', and 'Exit'. The 'Add' button is a red rectangle with white text.

 **NOTE**
If Multiple Credentials has been enabled, the Import and Export buttons will not be listed. For further information, please refer to **UD0260 - TrakaWEB Version 4 User Guide**.

5. The User details window will then be displayed. Simply enter the User's information in the same way as described in the [Creating the First Admin User \[23\]](#) section.



The screenshot shows the 'User details' window in the Traka system. It has a header with the date '30/04/2025 11:13:04' and the Traka logo. Below the header, there's a form with fields for 'Forename' (Traka), 'Surname' (Admin 01), 'Display Name' (Traka Admin 01), 'Keypad ID' (1234), 'PIN' (empty), 'Card ID' (empty), 'Language' (English (UK)), and 'Enrolment ID' (empty). At the bottom, there's a virtual keypad with letters and numbers, and three buttons: 'Access', 'Save', and 'Cancel'. The 'Save' button is a black rectangle with white text.

 **NOTE**
Systems with Multiple Credentials enabled will not allow a User's Credential ID to be edited in Traka Touch. 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**.

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 this process.

12.5.2. Editing Users



NOTE

This procedure must be carried out by an Admin User.

1. Access the system and select **Admin**.
2. From here, select **Users**.
3. The current user list will then be displayed. Highlight the desired user and select the **Edit** button.

The screenshot shows the 'User administration' page with a search bar and a table of users. The 'Edit' button on the right sidebar is highlighted with a red box.

Forename	Surname	Admin	Reports
Traka	Admin 01	☒	☒
Traka	User 01	☐	☐
Traka	User 02	☐	☐
Traka	User 03	☐	☐
Traka	User 04	☐	☐
Traka	User 05	☐	☒



NOTE

If Multiple Credentials has been enabled (available on Linux systems running future versions of the Traka Touch Application), the Import and Export buttons will not be listed. For further information, please refer to **UD0260 - TrakaWEB Version 4 User Guide**.

4. Simply scroll through the User details and change the desired settings.

The screenshot shows the 'Edit User' form with fields for Forename, Surname, Display Name, Keypad ID, PIN, Card ID, Language, and Enrolment ID. A virtual keyboard is displayed at the bottom, and the 'Access', 'Save', and 'Cancel' buttons are on the right.

Forename: Traka
Surname: Admin 01
Display Name: Traka Admin 01
Keypad ID: 1234
PIN:
Card ID:
Language: English (UK)
Enrolment ID:



NOTE

Systems with Multiple Credentials enabled will not allow a User's Credential ID to be edited in Traka Touch. 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**.

- Once you have changed the appropriate settings, click the **Save** button.

12.5.3. Deleting Users



IMPORTANT

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 and 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' and 'Surname' with non-specific details such as 'Former employee#1'

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

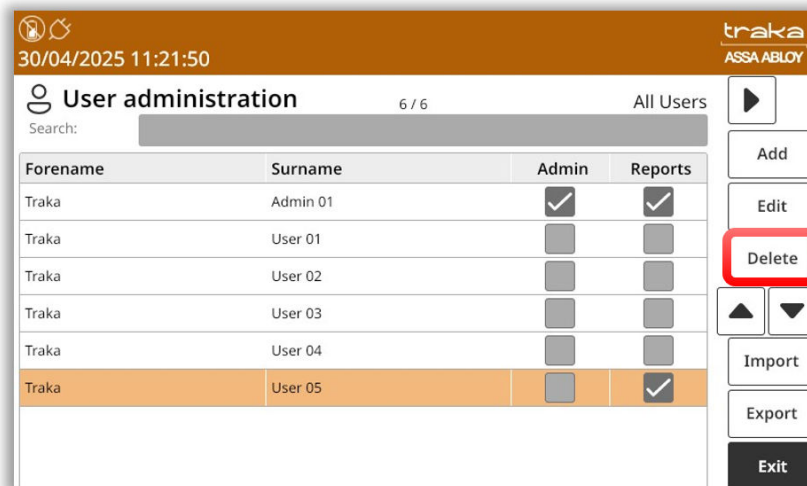
This process also maintains compliance with the 'General Data Protection Regulations' (GDPR).



NOTE

This procedure must be carried out by an Admin User.

- Access the system and click **Admin, Users**, then highlight the desired user and select **Delete**.



NOTE

If Multiple Credentials has been enabled (available on Linux systems running future versions of the Traka Touch Application), the Import and Export buttons will not be listed. For further information, please refer to **UD0260 - TrakaWEB Version 4 User Guide**.

2. The following screen will ask you whether you wish to permanently delete the User, click **Yes**.



ASSA ABLOY

30/04/2025 11:22:46

Are you sure you want to delete the user record for 'Traka User 05'?

Yes

No



NOTE

If you are deleting all of the Users in the system, the last User to be deleted must be an admin user.

3. You will then notice the User has been removed from the User list. Click **Exit** to be taken back to the administration menu. From there, click **Exit** again to return to the login screen.



ASSA ABLOY

30/04/2025 11:23:13

User administration

1 / 5

All Users

Search:

Forename	Surname	Admin	Reports
Traka	Admin 01	☒	☒
Traka	User 01	☐	☐
Traka	User 02	☒	☐
Traka	User 03	☒	☐
Traka	User 04	☒	☐

Add

Edit

Delete

Import

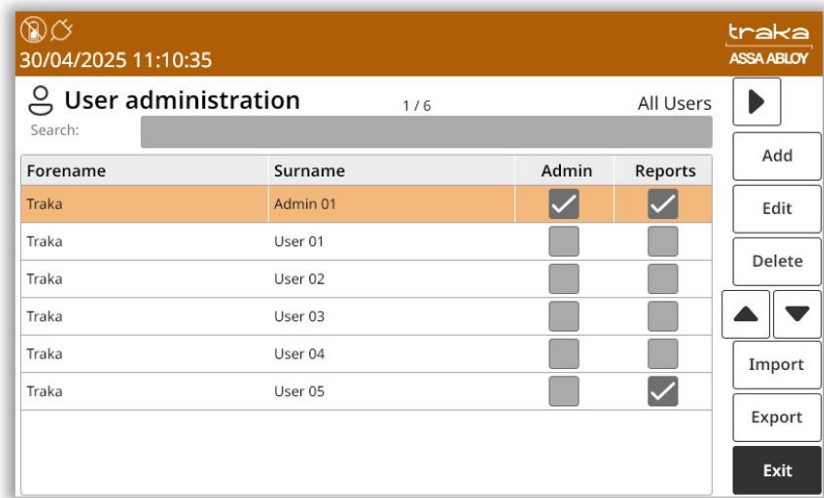
Export

Exit

12.5.4. 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.

- 1. Click on the search bar



NOTE
If Multiple Credentials has been enabled (available on Linux systems running future versions of the Traka Touch Application), the Import and Export buttons will not be listed. For further information, please refer to **UD0260 - TrakaWEB Version 4 User Guide**.

Less than 500 Users

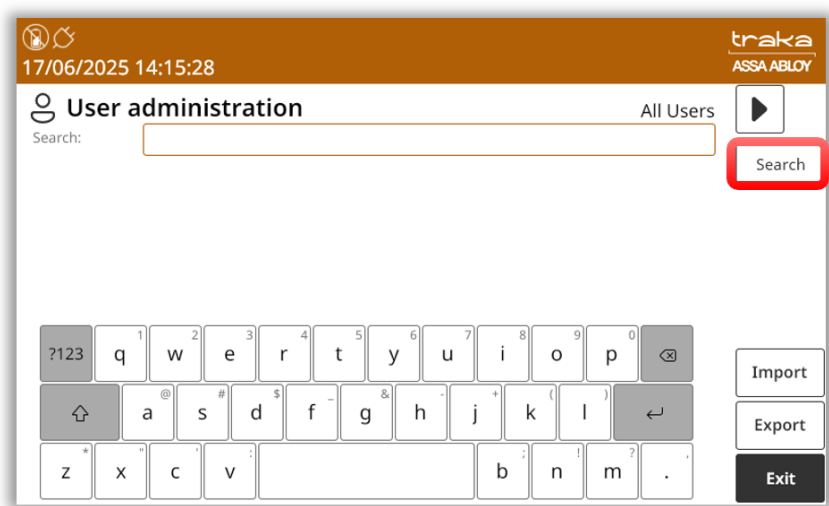
If there are 500 or less Users within the system, the option to **Show All** will be displayed. Selecting **Show All** will display all the Users within the grid.



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



13. System Operation

13.1. Removing / Returning Items

13.1.1. 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 the item to be released from the system in one of two methods, **I Need To Search** or **I Know What I Want**.

By default, each Traka Touch system is configured with the **I Know What I Want** mode. For more information on the item release screen, please review the [Item Release Screen](#) section. To change the item release preferences, please refer to the [General Options](#) section.



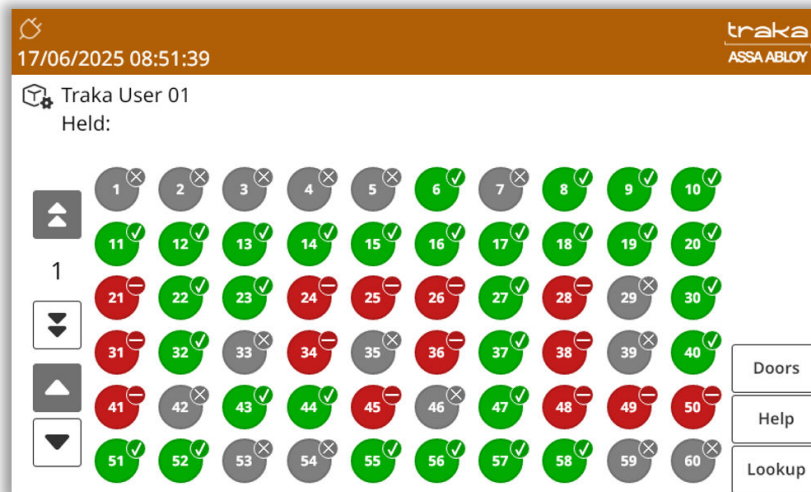
NOTE

This method of release does not apply if you have RRMS enabled

1. Access the system and select **I Know What I Want** (if applicable). If your system has extension cabinets, you will be prompted to select which door(s) you want to open. If your system does not have extension cabinets, proceed to step 3.

2. You can select any number of doors to open, providing you have access to 1 or more items within that cabinet. Each door you select will open automatically. Once you have selected the door(s) you wish to open, click **Continue**.

- The system door will open, and you will be presented with a screen similar to the following:



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



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



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.



Single arrow – scroll through pages of position numbers using this button. The display will show a maximum of 60 positions on each page.



Double arrow (systems with extensions only) – pressing this button will scroll through all available cabinets/doors. The cabinet door number is displayed between the arrows on the left of the screen.



(Systems with extension cabinets only) – pressing the Doors button will return you to the Door Selection screen.



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



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.

- Press the green button on the touch screen of the item you wish to remove.
- You will hear a beep.
- Wait for the "click" (unlocking item)
- Remove the iFob and shut the cabinet door.

13.1.2. Returning An Item

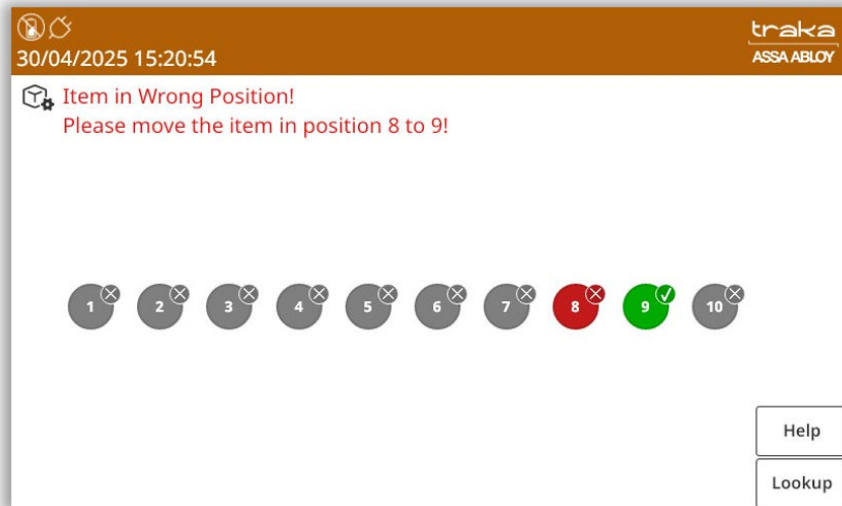
You **must** return the iFob to the correct position.

- Access the system.

2. **Check** the Tag number on the key bunch.
3. **Insert** the iFob into the matching position.

13.1.3. Item In Wrong Slot

When an item is returned to the incorrect position, the system will prompt you to remove the item and return it to the correct position.



In addition to the touch screen giving you instructions, the receptor strip LEDs will illuminate and guide you to the correct slot.

13.2. Generating Reports

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



NOTE

Reports are not available when using RRMS.

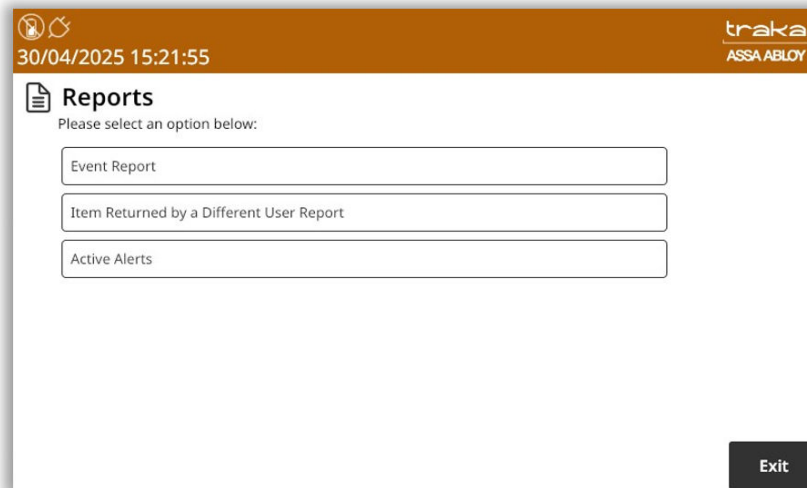


NOTE

This action can only be performed by a user with Reports permissions and must log into the system.

1. Access the system and click **Reports**. A window will appear showing you three reports that can be run:
 - [Event Report \[49\]](#)
 - [Item Returned by a Different User Report \[51\]](#)
 - [Active Alerts \[52\]](#)

2. Select the desired report.

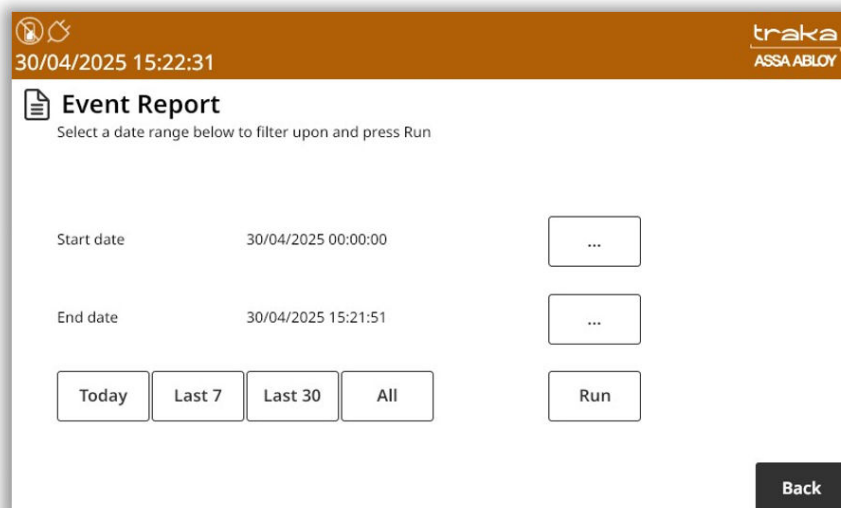


The screenshot shows a mobile application interface for the 'traka' system, version 1.8. The header bar is orange and contains the time '30/04/2025 15:21:55' and the user 'ASSA ABLOY'. The main screen is titled 'Reports' and prompts the user to 'Please select an option below:'. There are three selectable options: 'Event Report', 'Item Returned by a Different User Report', and 'Active Alerts'. An 'Exit' button is located in the bottom right corner.

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.

13.2.1. 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 screenshot shows the 'Event Report' configuration screen. The header bar is orange and contains the time '30/04/2025 15:22:31' and the user 'ASSA ABLOY'. The main screen is titled 'Event Report' and prompts the user to 'Select a date range below to filter upon and press Run'. There are two date selection fields: 'Start date' with the value '30/04/2025 00:00:00' and 'End date' with the value '30/04/2025 15:21:51'. Below these fields are four buttons: 'Today', 'Last 7', 'Last 30', and 'All'. To the right of these buttons is a 'Run' button. A 'Back' button is located in the bottom right corner.

- 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.

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 navigate up or down to select and set the required start date.

The screenshot shows the 'Event Report' interface with a date range filter. The 'Start date' button is selected, opening a modal titled 'Select start date and time:'. The modal contains a 'Date' field with '30/04/2025' and a calendar icon, and a 'Time' field with '0' and '00'. There are 'OK' and 'Cancel' buttons at the bottom of the modal. The interface also includes a 'Today' button, a 'Back' button, and a header with the 'traka' logo and 'ASSA ABLOY' text.

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.

The screenshot shows the 'Event Report' interface with a date range filter. The 'End date' button is selected, opening a modal titled 'Select end date and time:'. The modal contains a 'Date' field with '30/04/2025' and a calendar icon, and a 'Time' field with '15' and '21'. There are 'OK' and 'Cancel' buttons at the bottom of the modal. The interface also includes a 'Today' button, a 'Back' button, and a header with the 'traka' logo and 'ASSA ABLOY' text.

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

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

13.2.2. 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.

30/04/2025 15:26:42

traka
ASSA ABLOY

Item Returned by a Different User Report
Select a date range below to filter upon and press Run

Start date 30/04/2025 00:00:00 ...

End date 30/04/2025 15:21:51 ...

Today Last 7 Last 30 All Run

Back

- 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.

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.

30/04/2025 15:29:01

traka
ASSA ABLOY

Item Returned by a Different User Report
Select a date range below to filter upon and press Run

Start date

End date

Today Last 7 Last 30 All Run

Back

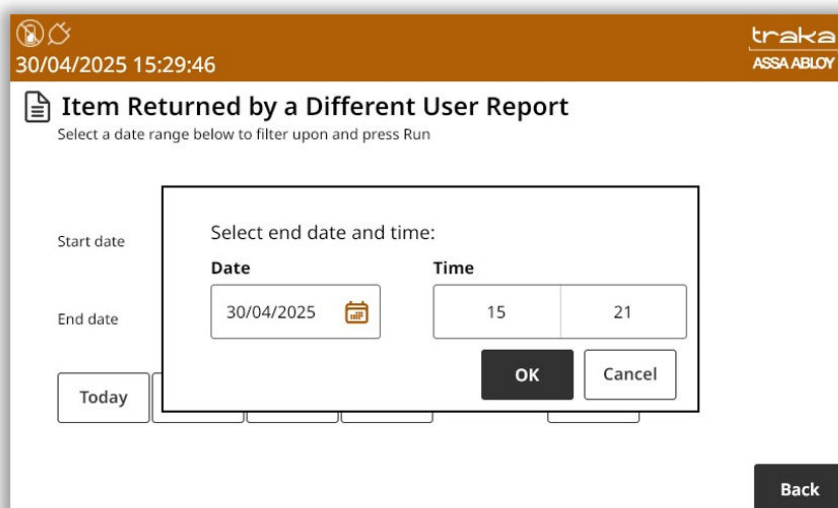
Select start date and time:

Date 30/04/2025

Time 0 00

OK Cancel

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  .

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

13.2.3. Active Alerts

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

13.2.4. Exporting Reports

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

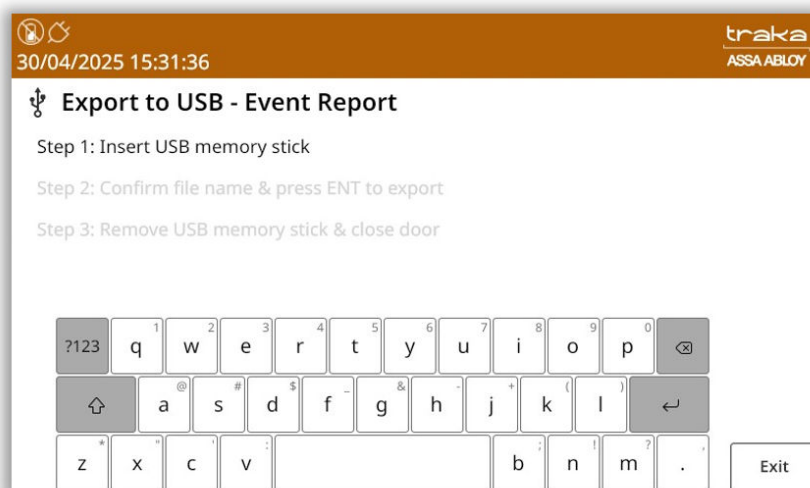


NOTE

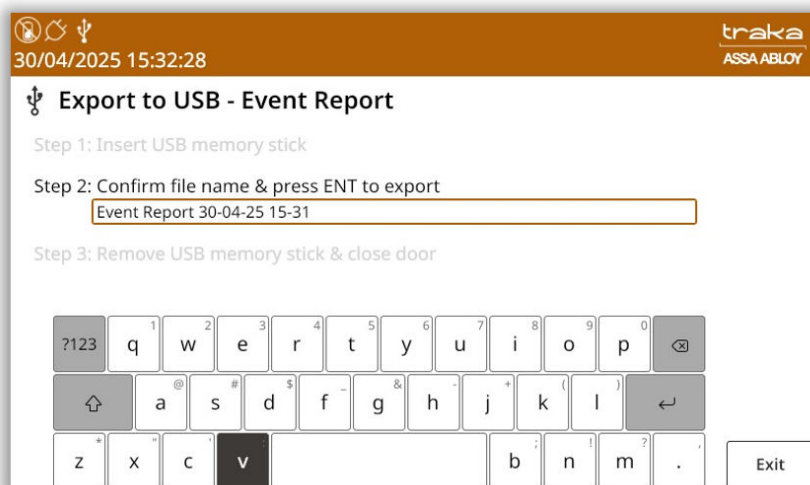
For further information on USB Flash Drive specifications, please refer to the [USB Flash Drives \[8\]](#) section.

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

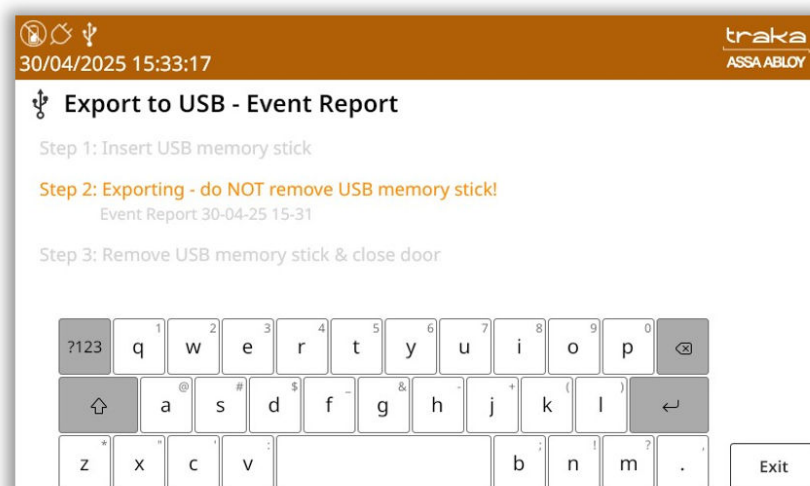
- The door will open (if applicable) and ask that you insert a USB memory stick.



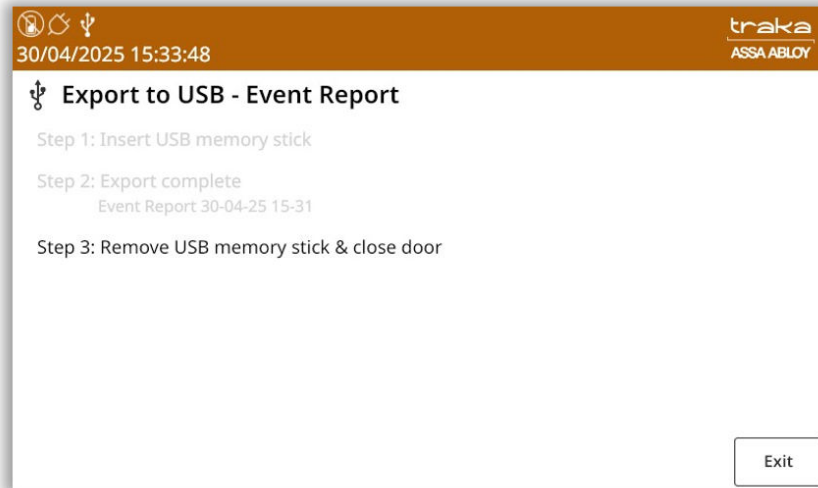
- Enter the desired file name for the report and press enter.



- The report will now begin to export to the USB device.



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



- You will be taken back to the event report screen. Click the Exit button  to be taken back to the login screen.

13.3. Sagem MorphoSmart Reader

13.3.1. Introduction

This section has been produced to outline some essential information regarding the Sagem MorphoSmart Fingerprint Reader. Prior knowledge of the Traka Touch System is assumed.

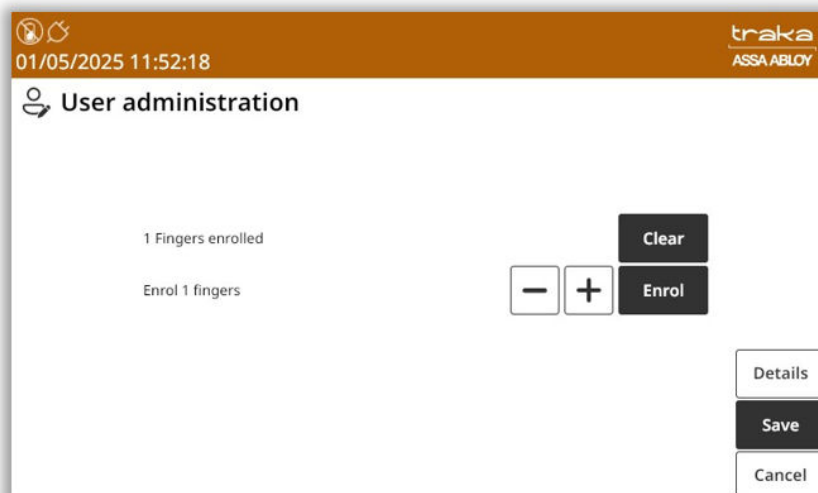
13.3.2. How To Enrol



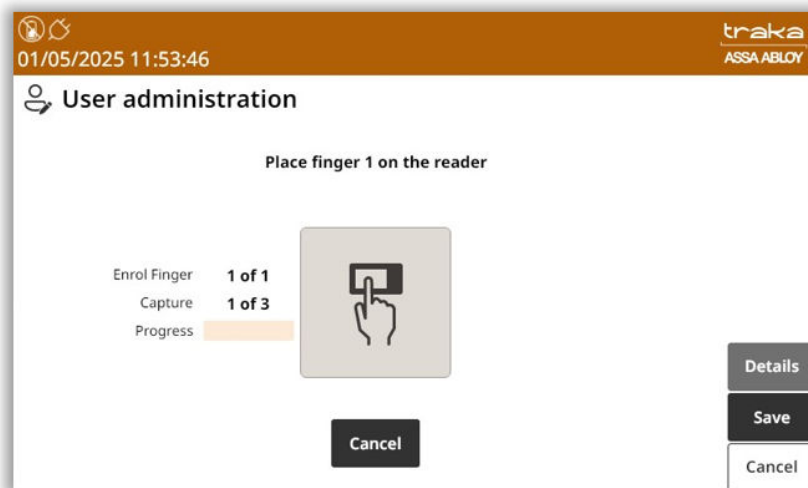
NOTE

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 **UD0258 – Traka Touch Key Cabinet User Guide**.

- Identify yourself to the system via Keypad ID, Credential ID or Fingerprint.
- Click **Admin**.
- From the admin menu select the **Users** button.
- 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.



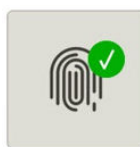
5. Click the **Enrol** button.
6. The system will prompt the user to place their finger on the reader. They will have to do this 3 times for each finger they wish to enrol.



The finger placement process will display the following images:



Place Finger



Capture Ok



Remove Finger

7. 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

8. To cancel the Enrol process, click the central **Cancel** button.



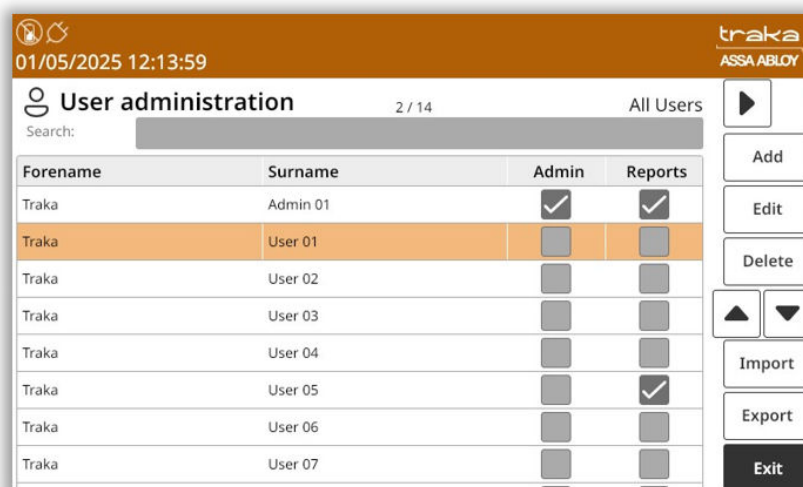
NOTE

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

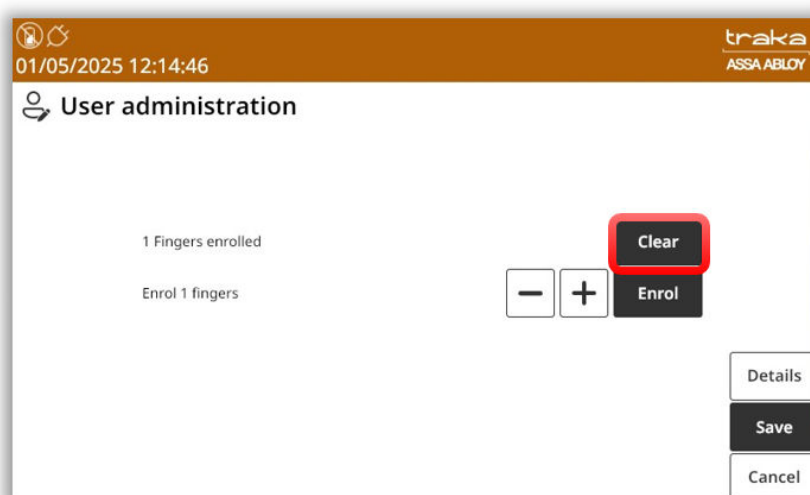
13.3.3. Removing A Fingerprint Template

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.

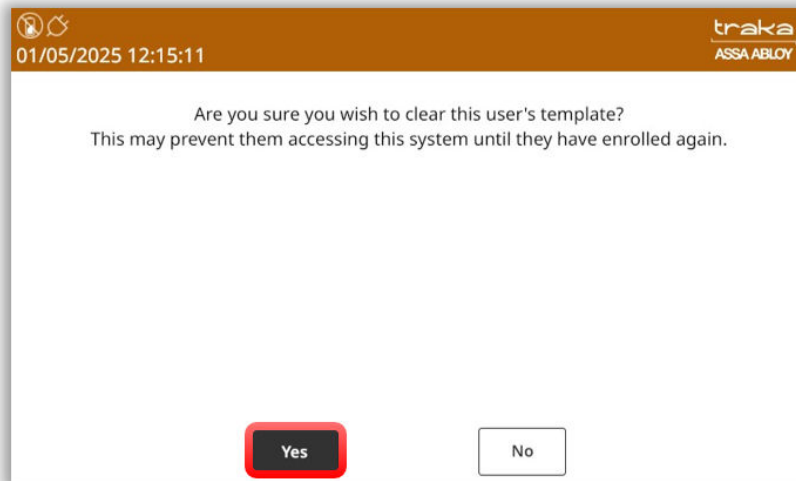


2. Select the enrolled user you wish to edit and navigate to the User Administration Enrolment page. The User Administration page will now display an additional **Clear** button for an enrolled user.



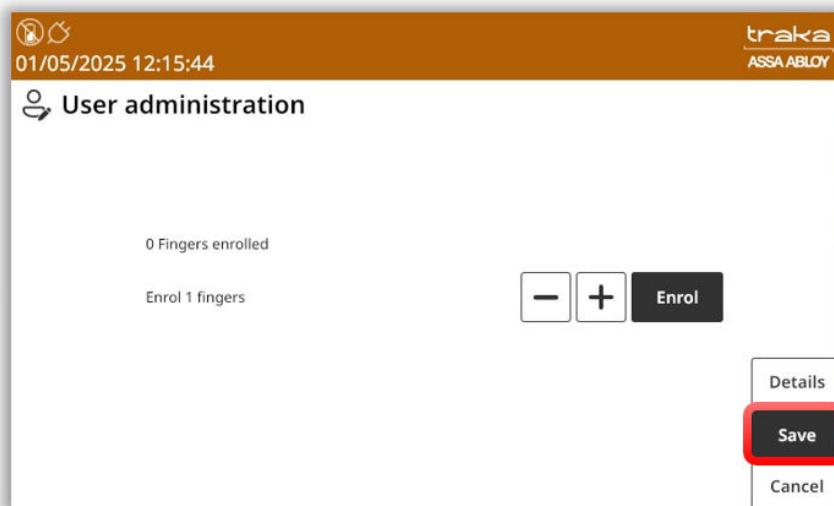
3. Select the **Clear** button. You will be presented with a message warning you that the user may no longer be able to access the system if their template is removed.

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.

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



13.3.4. 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 fingers or cold fingers!

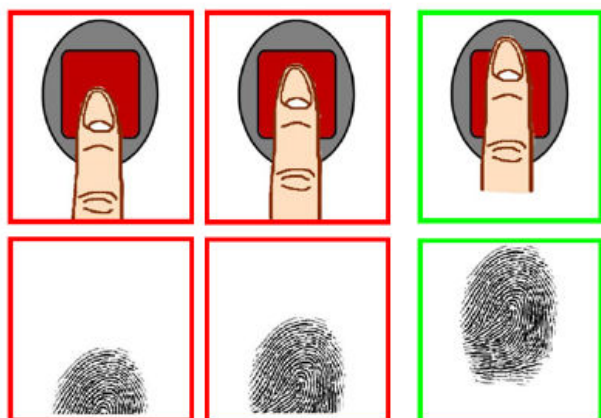


NOTE

If you are having issues, brush your 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!

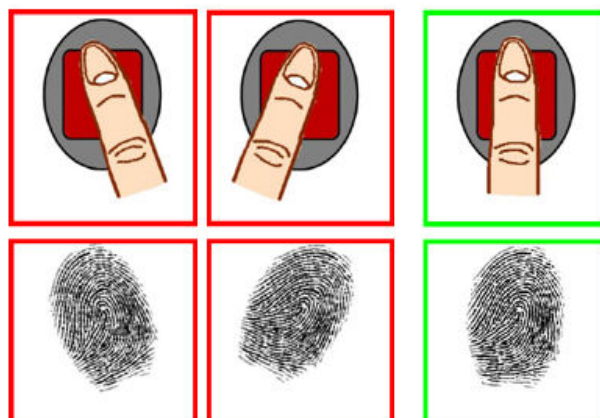
How to position your finger correctly on the sensor:

Finger Height



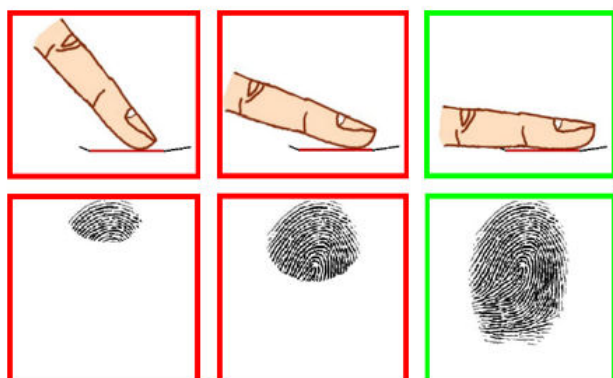
Ideal Position

Finger Angle



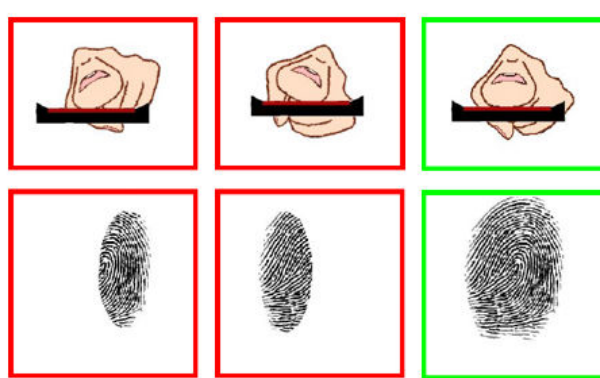
Ideal Position

Finger Inclination



Ideal Position

Finger Rotation



Ideal Position

14. General Maintenance

14.1. 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 system(s) to help reduce the spread of any viruses and ensure that they continue to function correctly.



NOTE

Do not use the Traka Touch system with wet hands as this may damage the touch screen.

14.1.1. Cleaning Procedure For Traka Cabinets

- 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.

14.1.2. 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.

14.1.3. IFobs

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

14.1.4. 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.



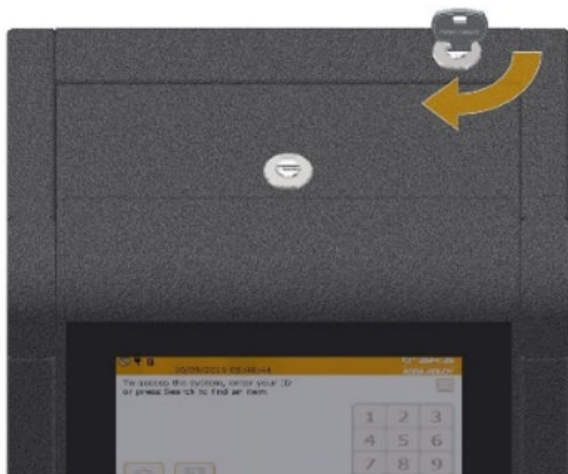
NOTE

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.

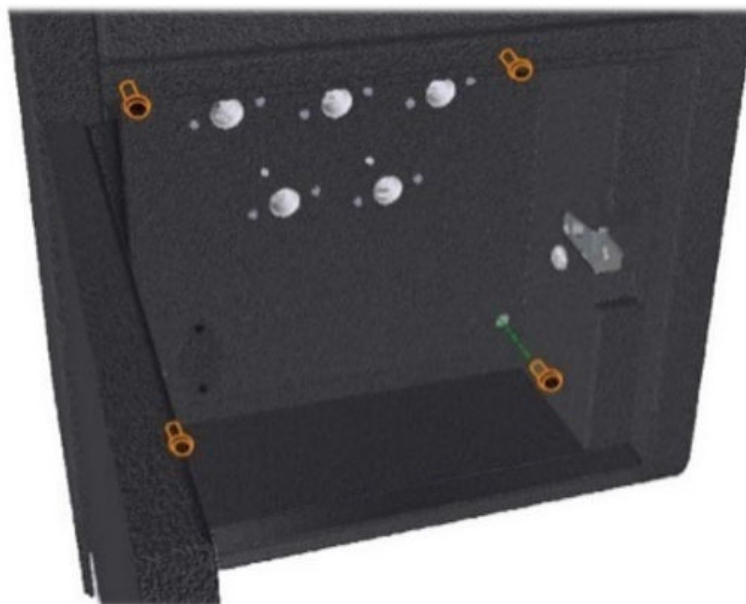
14.2. Manually Opening The Door

14.2.1. Traka Touch Pro V

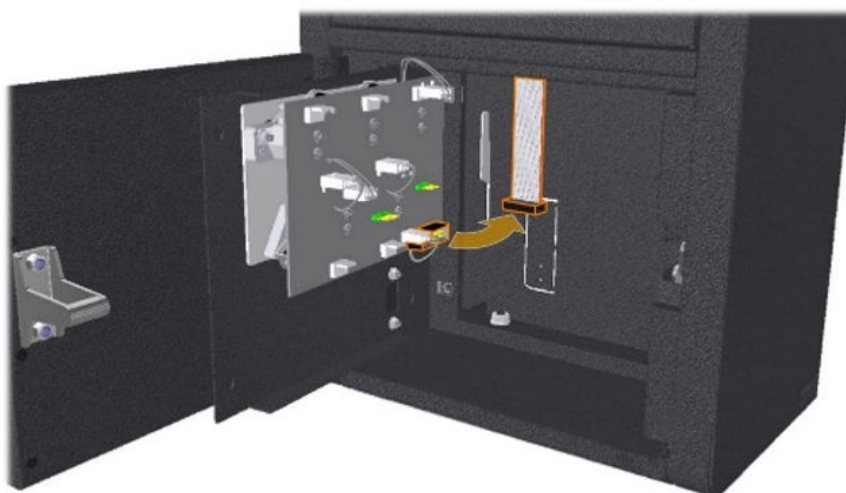
1. Manually open the cabinet door by inserting the Master Key into the override door release lock on top of the unit.



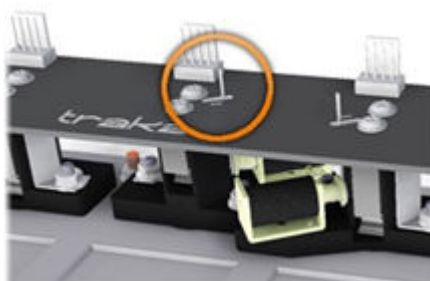
2. Remove the four M6 Security Torx screws from the Receptor panel.



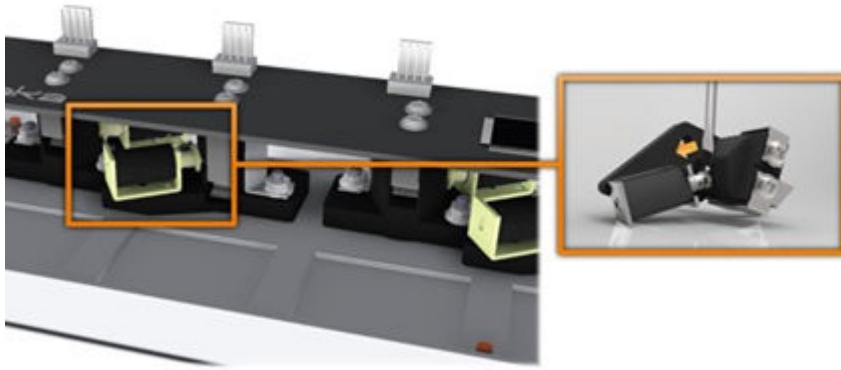
3. Carefully start to remove the panel, disconnect the ribbon cable from the Receptor PCB, before fully removing the Receptor PCB.



4. If the receptor strip has a manual iFob release lever, move the lever in the direction of the arrow as indicated on the PCB, and whilst holding in this position, remove the iFob.

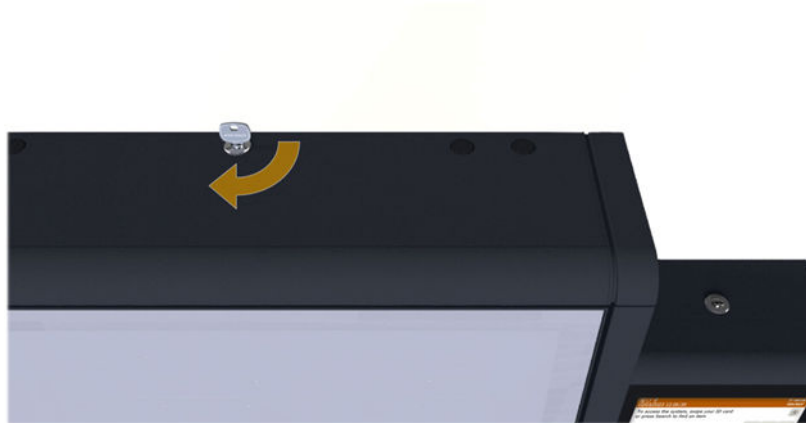


5. If the receptor strip does not have a manual iFob release lever, using a small flat headed screwdriver or similar tool, move the solenoid plunger back, and whilst holding in position, remove the iFob.



14.2.2. Traka Touch Pro M, S And L

1. Located on the top of the cabinet is an override cam lock. Insert your Master override key into the cam lock and turn until the lock fires and the door opens.



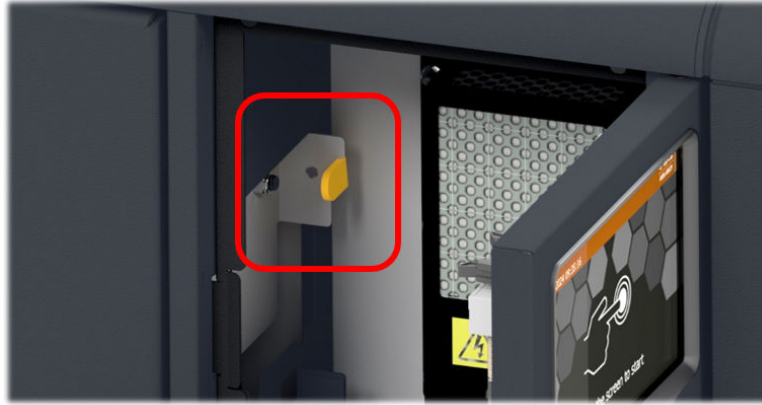
2. The door will now release allowing access to the receptor strip frame.

14.2.3. Traka Touch Core

1. Open the Control Door by inserting the master key into the cam lock on the front of the Control Door.



2. Push down on the manual release lever at the back of the Control Pod. The cabinet's door lock will now open.



NOTE

iFobs cannot be emergency released on Traka Touch Core.

14.3. 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 item replacement basis which means iFobs must be returned to the positions 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.



NOTE

If your system is a random return system a different process must be followed for replacing iFobs. Please refer to the RRSS section.

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



NOTE

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

2. Select the **I Know What I Want** button.
3. The touch screen will now show you all the iFobs in the system. Select the appropriate iFob on screen by clicking the green symbol  and the iFob will be released. Remove the iFob.

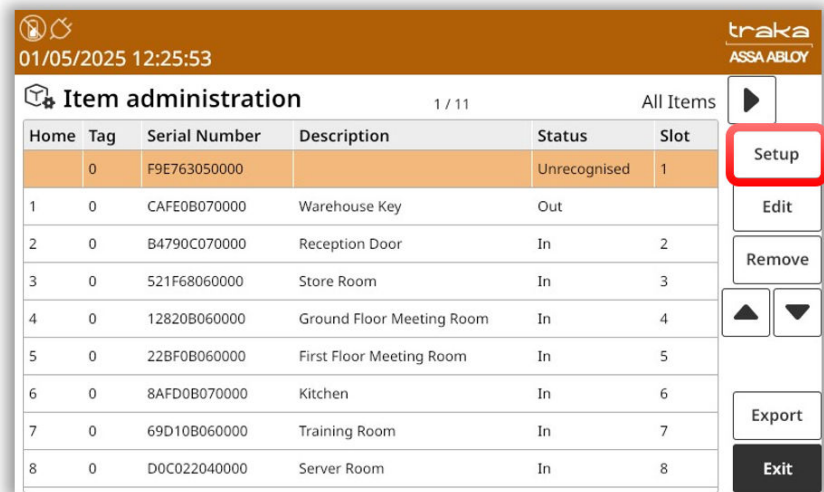
4. Insert the new iFob into the vacant position. The system will start to alarm warning you that the iFob is not recognised, ignore this message, and close the door.



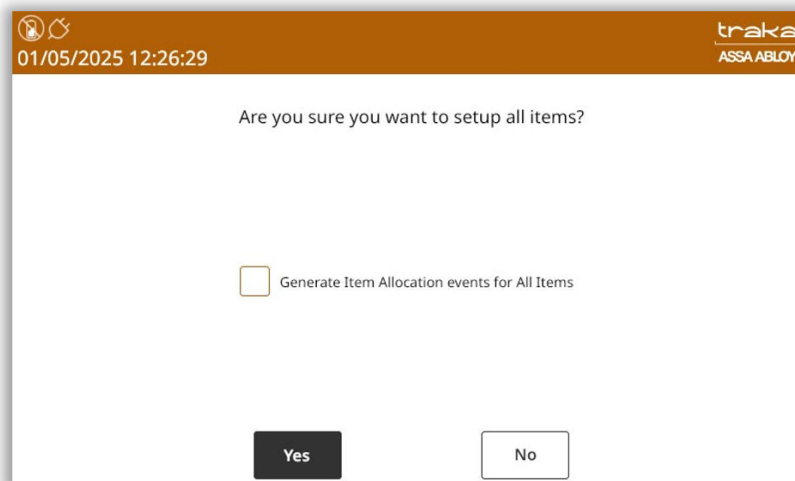
NOTE

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.

5. Identify yourself once again at the Traka System by entering your Keypad ID or swiping your Card.
6. Select the **Admin** button.
7. You will then be taken to the Administration screen. Click the **Items** button.
8. The item list will then display the new items status as 'unrecognised'. Select the **Setup** button.



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



01/05/2025 12:26:29

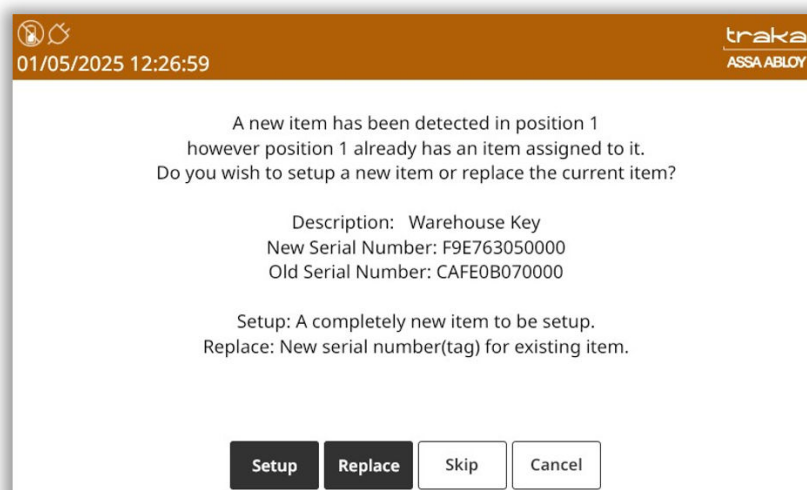
traka
ASSA ABLOY

Are you sure you want to setup all items?

☐ Generate Item Allocation events for All Items

Yes No

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



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traka
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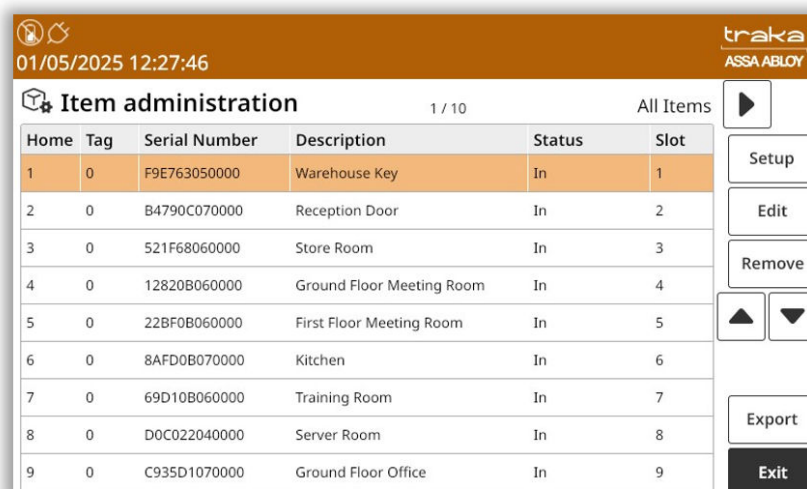
A new item has been detected in position 1
however position 1 already has an item assigned to it.
Do you wish to setup a new item or replace the current item?

Description: Warehouse Key
New Serial Number: F9E763050000
Old Serial Number: CAFE0B070000

Setup: A completely new item to be setup.
Replace: New serial number(tag) for existing item.

Setup Replace Skip Cancel

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



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Item administration 1 / 10 All Items

Home	Tag	Serial Number	Description	Status	Slot
1	0	F9E763050000	Warehouse Key	In	1
2	0	B4790C070000	Reception Door	In	2
3	0	521F68060000	Store Room	In	3
4	0	12820B060000	Ground Floor Meeting Room	In	4
5	0	22BF0B060000	First Floor Meeting Room	In	5
6	0	8AFD0B070000	Kitchen	In	6
7	0	69D10B060000	Training Room	In	7
8	0	D0C022040000	Server Room	In	8
9	0	C935D1070000	Ground Floor Office	In	9

Setup Edit Remove Export Exit

12. Click the **Exit** button to be taken back to the administration menu. From there click the **Exit** button again to return to the login screen.
13. Identify yourself once again at the Traka System by entering your Keypad ID or swiping your Card.

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

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

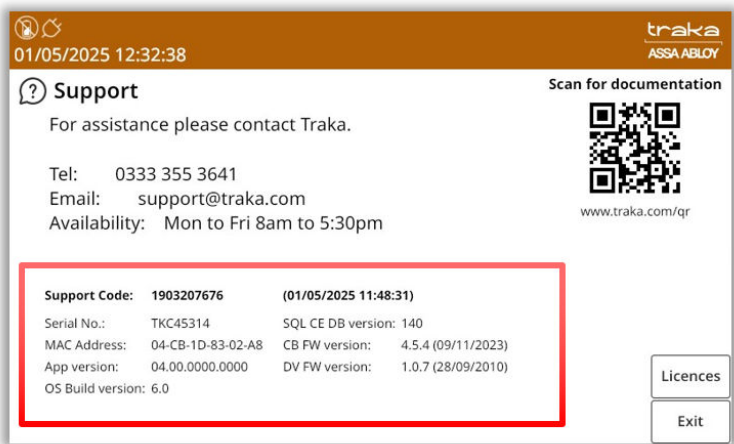


The LCD will now show you all the items in the cabinet. Ensure the item you replaced now has the 'item in System' symbol and can be removed.

15. 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 \[3\]](#) section of this guide.

16. 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>