

TRAKA TOUCH GETTING STARTED GUIDE

UD0109

04/08/25

VERSION 3.2

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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

1. INTRODUCING TRAKA

1.1 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.

2. 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:	+31 10 2570010
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.com.au

3. PRODUCT DETAILS

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

3.1 ELECTRICAL RATING

3.1.1 TOUCH SERIES

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

Battery backup:

- V-Series – DC12v 7Ah
- M-Series – DC12v 7Ah
- S-Series – DC12v 4.2Ah (x2)
- L-Series – DC12v 7Ah

3.1.2 CAPACITIVE TOUCH SCREEN MODELS

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

Battery backup:

- M-Series – DC12v 7Ah
- S-Series – DC12v 7Ah
- L-Series – DC12v 7Ah

3.2 ENVIRONMENTAL RATING

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

3.3 APPROVALS & COMPLIANCE LEVEL

3.3.1 PRODUCT COMPLIANCE

UK – UKCA

Europe – CE

USA – MET NRTL, FCC

Canada – MET NRTL, ICES

3.3.2 BUSINESS COMPLIANCE

Quality – ISO9001

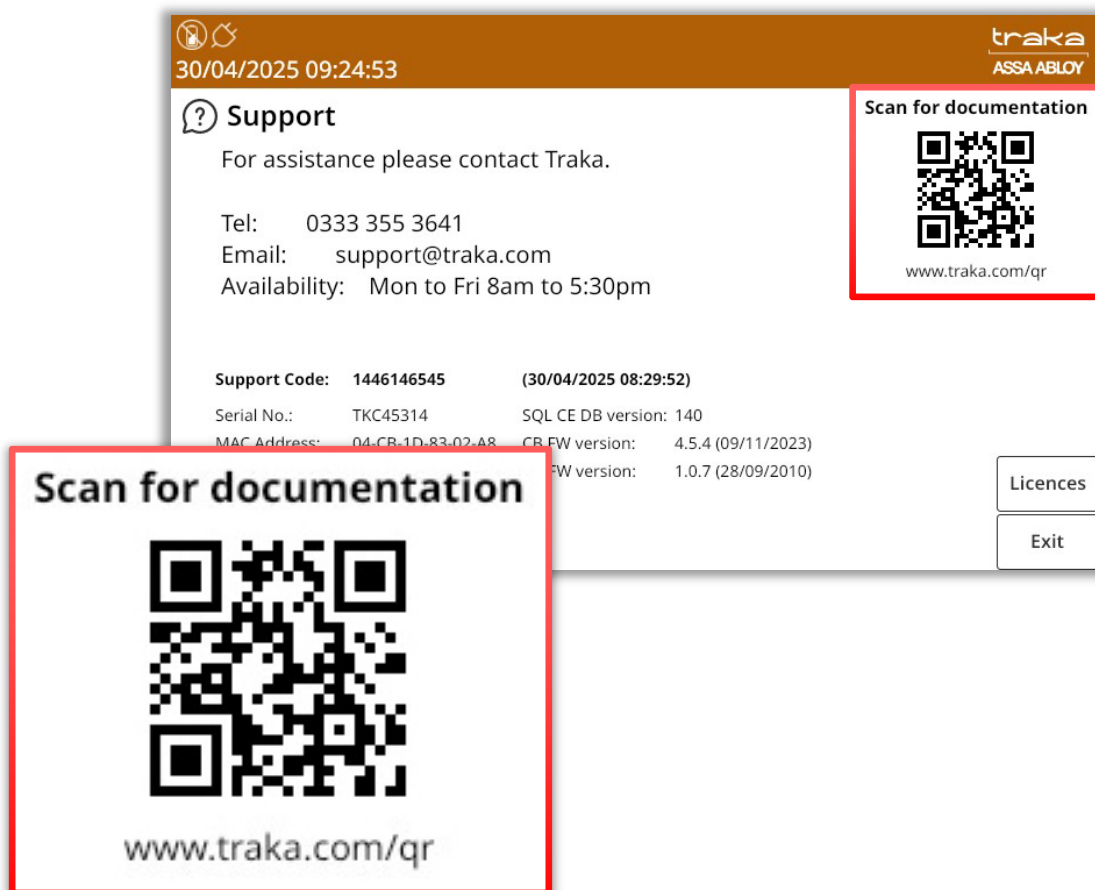
Environmental – ISO14001

Information Security – ISO27001

4. WHAT AND WHO IS THIS GUIDE FOR?

This User Guide has been prepared to assist you (the end user) with the operating basics of the Traka Touch System. Please keep this guide handy for those times when you need to remember how to add a user, replace an iFob or simply refresh your memory on how to restrict access to a key in the user details form.

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.



5. TRAKA TOUCH DETAILS AND DIAGRAMS

5.1 CABINET TYPES

Traka Touch cabinets are now available in two variants: original cabinets with resistive touch screens and new models equipped with capacitive touch screens. For clarity, whenever there are Capacitive Touch Screen models discussed in this guide and their features are different from standard Touch cabinets, distinction between the two models is always indicated. One of the most important differences between the two types is that standard Touch cabinets are normally equipped with iMX28 Control Board, whereas the Capacitive Touch Screen models are always equipped with iMX6 Control Board. Other distinctive features are discussed in the relevant sections. Traka Touch Application is the same for both models.

NOTE: Please remember that V-Touch is currently only available with a Resistive Touch Screen.

5.1.1 RESISTIVE TOUCH SCREEN MODELS



Figure 1 – Traka Touch Series units

M-Touch



L-Touch



S-Touch



Figure 2 – Traka Touch Capacitive Screen Model units

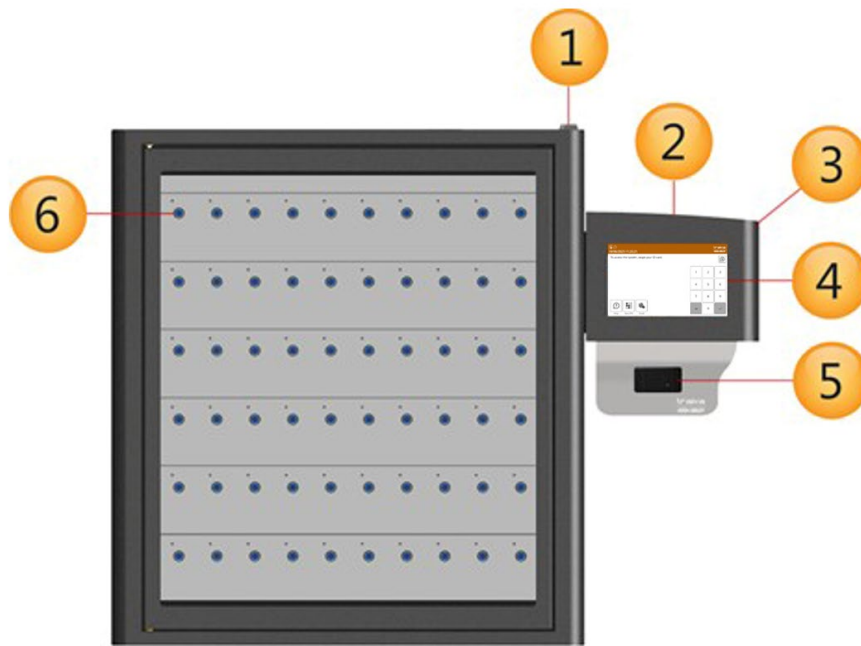


Figure 3 – S-Touch unit diagram

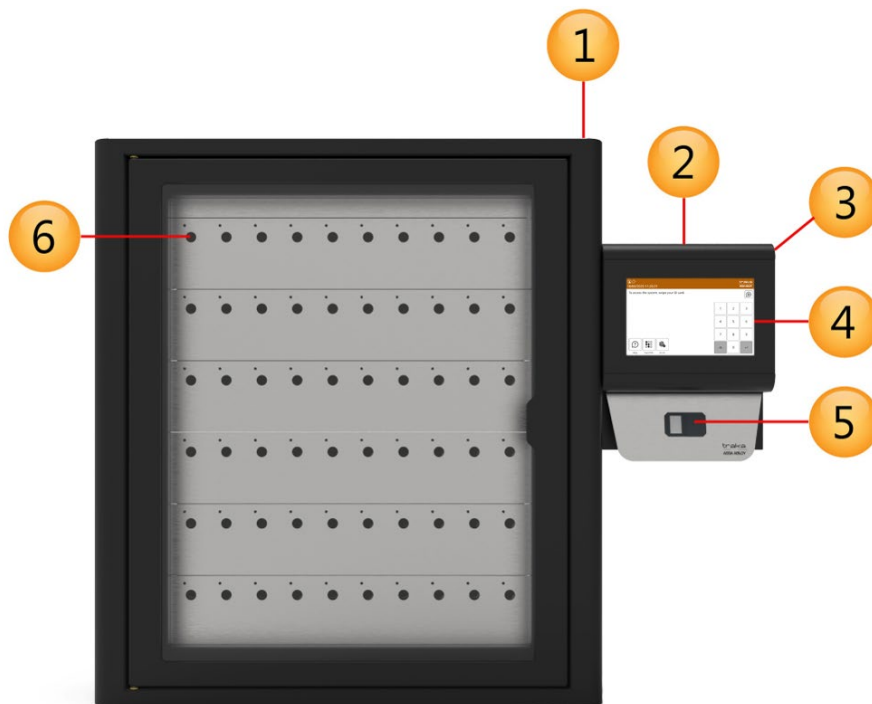


Figure 4 – S-Touch Capacitive Screen Model diagram

5.2.1 CABINET DIAGRAM KEY

1. Cabinet Cam Lock

This cam lock is a manual override for the cabinet door. 2 keys are supplied with your Traka system. We ask that you do not keep these keys in the Traka cabinet. In case of system failure, you will be required to access those keys and use this cam lock as a manual override to open the cabinet door.

2. Pod Cam Lock

This cam lock provides access to the cabinet's electronics during servicing and maintenance. The keys used for the pod are the same keys used as a manual override for the cabinet door.

3. Control Pod

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

4. Touch Screen

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

5. Card/Proximity Reader/Biometrics 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 items accordingly.

6. Receptor Slot

The Receptor Slot holds the item. A Receptor Slot is defined as Locking or Non-Locking depending upon the type of Receptor Strip. For a locking slot, the user is required to push an 'on screen' touch sensitive button to release the item.

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.

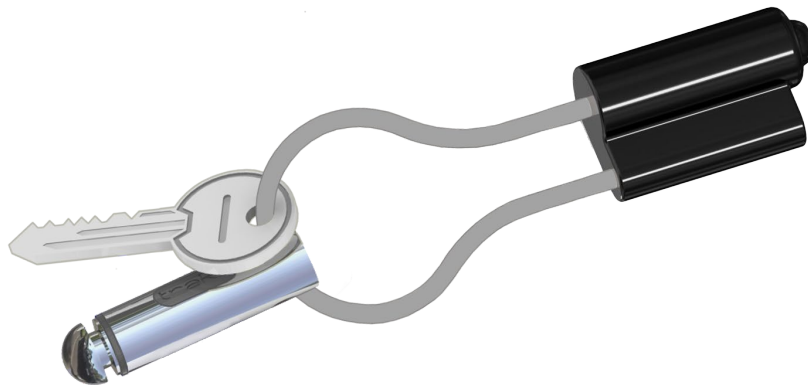


Indicates that the operating instructions should be considered when operating the Touch system.

5.2.2 DIFFERENCES BETWEEN RESISTIVE AND CAPACITIVE SCREEN MODELS

Cabinet Type	Touch Series	Capacitive Touch Screen Models
Common to all	<ul style="list-style-type: none"> - Resistive Touch Screen - Mains cable wired directly in the PSU - Labels located inside cabinets 	<ul style="list-style-type: none"> - Capacitive Touch Screen - Mains cable uses a kettle lead - Improved ventilation - Increased security - Labels located on the outside
L-Touch	<ul style="list-style-type: none"> - PSU in Cabinet - Battery in Cabinet 	<ul style="list-style-type: none"> - New type of PSU located in Control Pod - Battery in Control Pod - Improved Control Pod Bottom Cover - Relocated Ethernet Coupler in Control Pod
S-Touch	<ul style="list-style-type: none"> - PSU in Cabinet - Battery in Cabinet 	<ul style="list-style-type: none"> - New type of PSU located in Control Pod - New Battery Type located in Control Pod - PSU and Battery fixings removed from Cabinet - Improved Control Pod Bottom Cover
M-Touch	<ul style="list-style-type: none"> - Resistive Touch Screen attached directly to Control Panel fascia - Ventilation cut-out on the left-hand side of Cabinet 	<ul style="list-style-type: none"> - New type of PSU - PSU relocated behind the Control Panel - Capacitive Touch Screen using a plastic bezel to connect to Control Panel fascia - Speaker relocated within chassis - Ventilation cut-out on the right-hand side of Cabinet
V-Touch	<ul style="list-style-type: none"> - Only Resistive Touch Screen Model available 	<ul style="list-style-type: none"> - N/A

5.3 IFOB (INTELLIGENT FOB) & KEY BUNCH DIAGRAM



5.3.1 IFOB DIAGRAM KEY

1. 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.

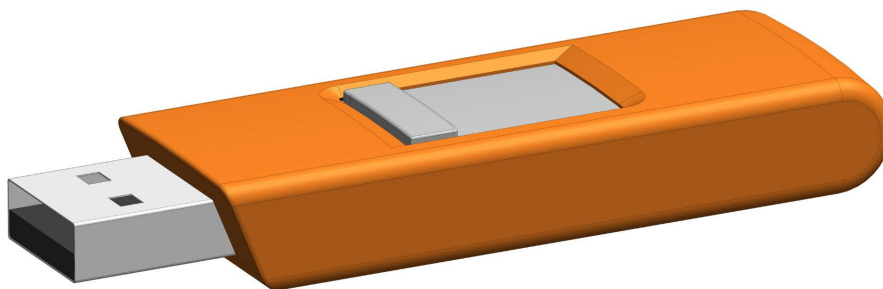
2. Identification Tag

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.

3. 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.

5.4 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.

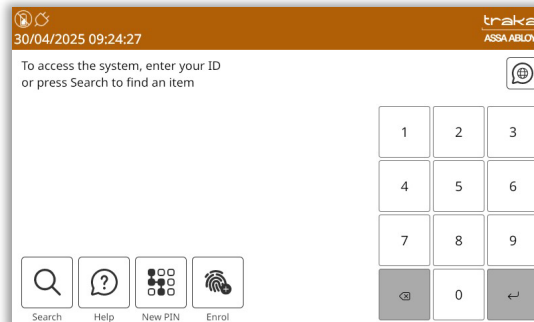
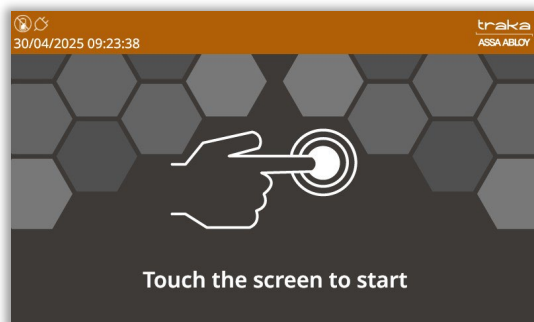
The type of system will determine which USB port will be used. For Traka Touch Key Cabinets with doors, the USB port will be located behind the door. Some Locker systems and Rack Management systems will require access to the Touch PCB located behind the control panel door using a master key.

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

6. 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.

6.1 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 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.

6.2 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.

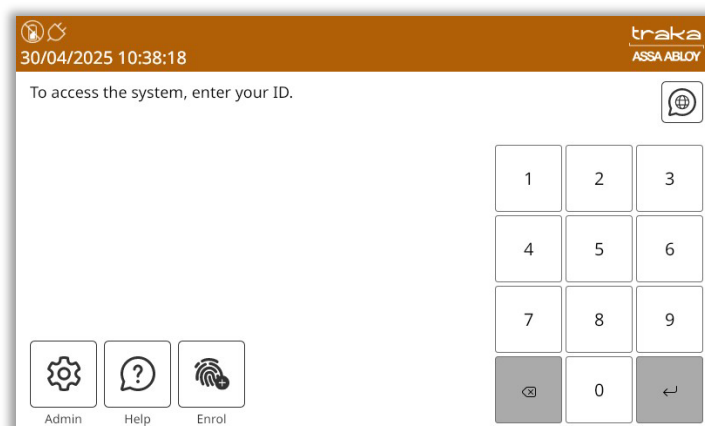
Scroll – Swiping up and down on a list in will scroll through the menu.

7. SYSTEM SETUP

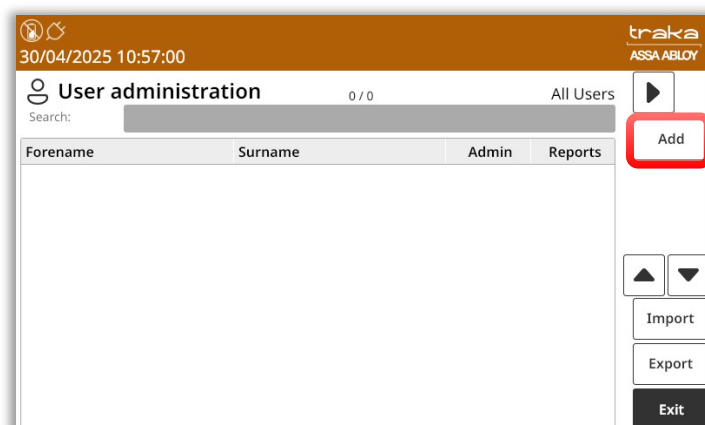
7.1 CREATING THE ADMIN USER

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.



4. 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.

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 Fingerprint Reader 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: 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 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 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.

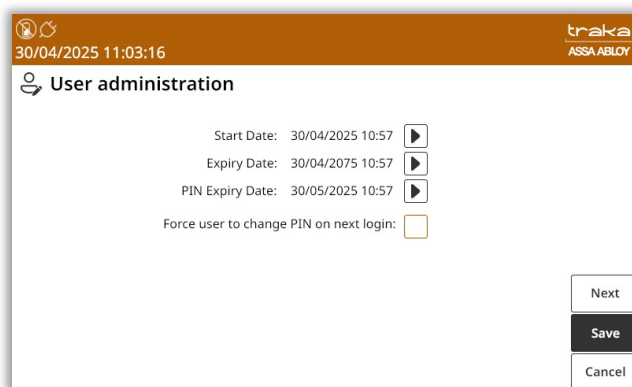
The screenshot shows the 'User administration' screen in the Traka system. At the top, the date and time are 30/04/2025 11:00:27. Below the title bar, there are three buttons: 'All', 'None', and 'Roles'. Underneath these, there is a row of 10 buttons labeled 1 through 10. Each button has a green checkmark (✓) above it, indicating that access is granted for all items. To the right of the buttons are three more buttons: 'Options', 'Save', and 'Cancel'.

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:

The screenshot shows the 'User administration' screen in the Traka system. At the top, the date and time are 13/05/2025 10:06:05. Below the title bar, there are three buttons: 'All', 'None', and 'Roles'. To the right of these buttons are three more buttons: 'Options', 'Save', and 'Cancel'. In this version of the screen, the 'Options' button is disabled (greyed out), indicating that the RRMS option is enabled.

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.

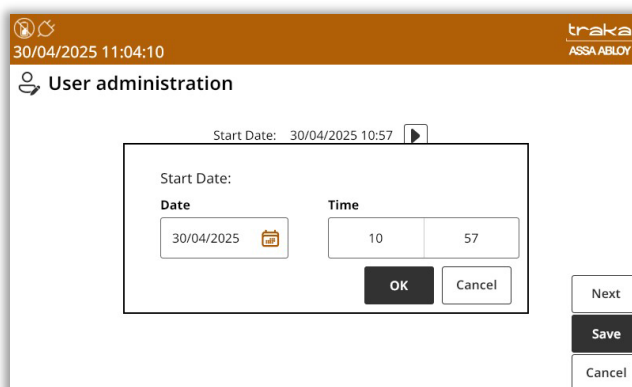
NOTE: If you have RRMS enabled, some of the options will not be available.



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.

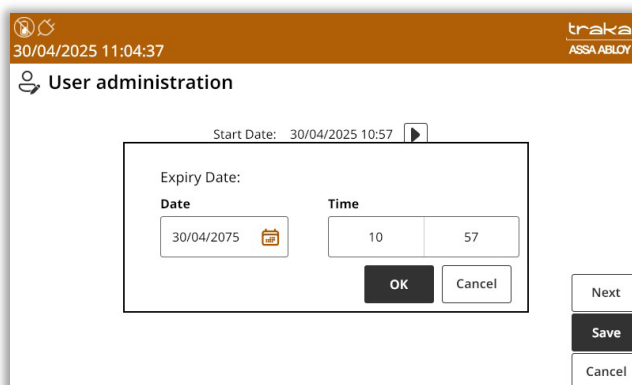
Selecting the arrow will take you to another screen where you can use the scroll function to adjust the Start Date as shown:



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:

traka
ASSA ABLOY

30/04/2025 11:05:00

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.

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.

This is defined in the General Settings in the Admin menu.

User Curfew Type

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

- 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.

- After adding the user, you will be taken back to the User Admin page.

traka
ASSA ABLOY

30/04/2025 11:10:35

User administration 1 / 6 All Users

Search:

Forename	Surname	Admin	Reports
Traka	Admin 01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Traka	User 01	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 02	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 03	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 04	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 05	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Add

Edit

Delete

Import

Export

Exit

- To add more users simply click the **Add** button and repeat this process.

12. After adding the user, you will be taken back to the User Admin page.

Forename	Surname	Admin	Reports
Traka	Admin 01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Traka	User 01	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 02	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 03	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 04	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 05	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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:

Forename	Surname	Admin
Traka	Admin	<input checked="" type="checkbox"/>
Traka	User 01	<input type="checkbox"/>
Traka	User 02	<input type="checkbox"/>
Traka	User 03	<input type="checkbox"/>
Traka	User 04	<input type="checkbox"/>
Traka	User 05	<input type="checkbox"/>

13. 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.
14. 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.

7.2 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. Refer to the 'Users' section for more information.

7.2.1 KEYPAD ID ONLY ACCESS

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

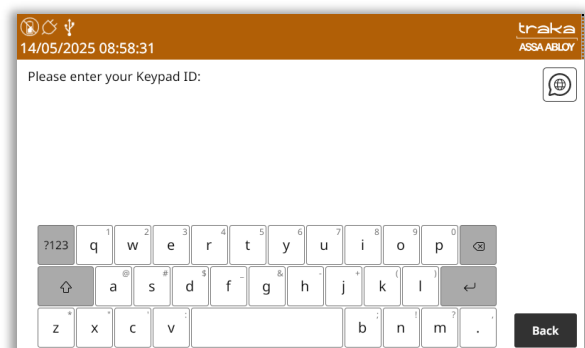
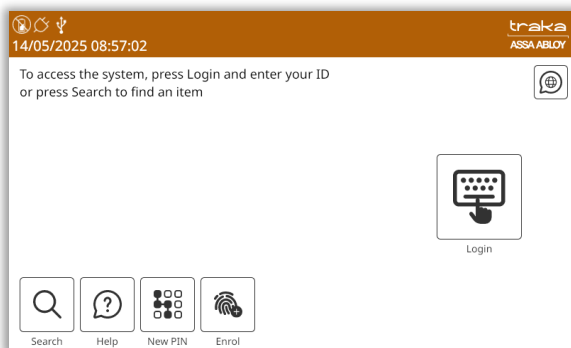
2. Enter your Keypad ID.

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

4. Verify your username on the touch screen.




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.



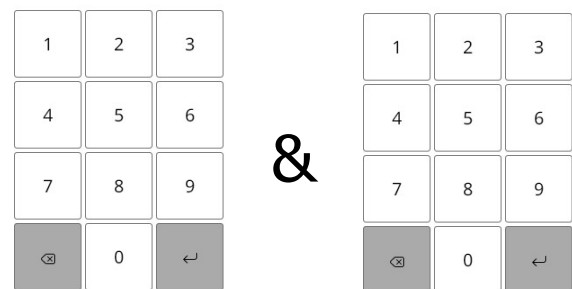
7.2.2 KEYPAD ID AND PIN ACCESS

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.




7.2.3 CREDENTIAL ID ONLY ACCESS

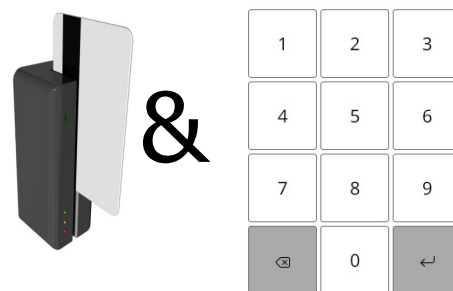
1. Swipe/present your card/token to the reader.

2. Verify your username on the touch screen.



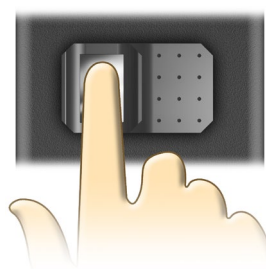
7.2.4 CREDENTIAL & PIN ACCESS

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 
4. Verify your username on the touch screen.




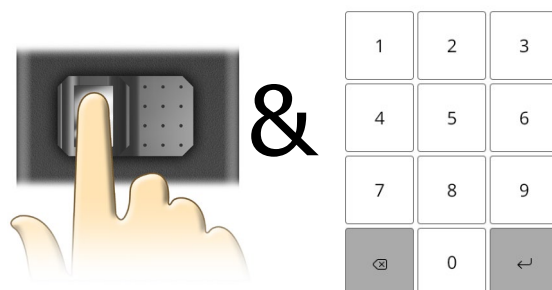
7.2.5 FINGERPRINT ACCESS

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.



7.2.6 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.

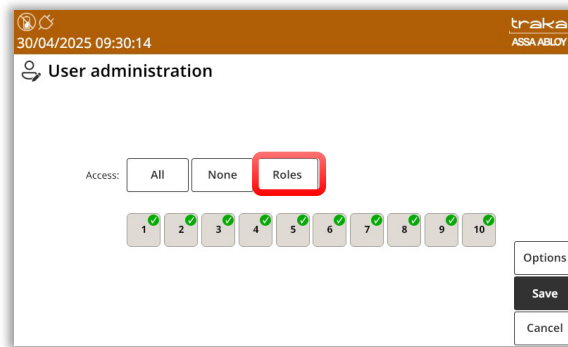


NOTE: There is an event within Traka Touch called 'Duress via PIN +/-1'. This is triggered to notify a duress situation. After a user has accessed the system either by Credential ID or fingerprint, they must input their PIN number + or - 1 digit of their actual PIN number to activate the event. For example,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

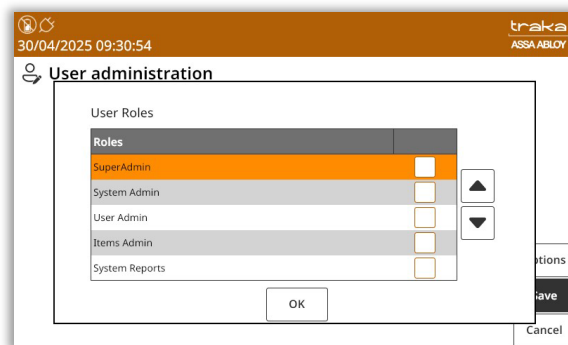
7.3 GRANULAR USER PERMISSIONS

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. 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.

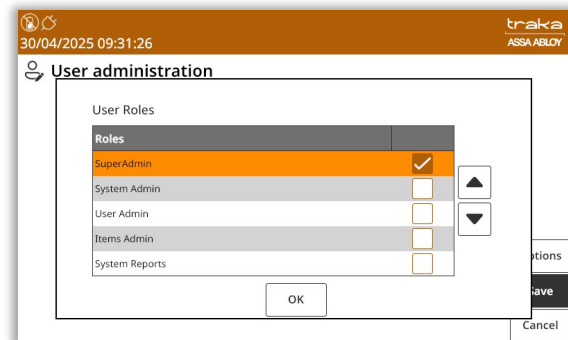


Admin roles can be selected individually from the User Roles list. They may also be assigned from the system access grid in TrakaWEB. For more information, please refer to TrakaWEB User Guide.

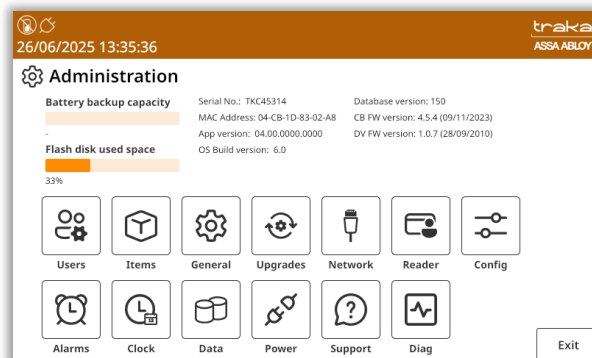


NOTE: Roles not applicable to Traka Touch may only be assigned from TrakaWEB, these will include many of the cost option override features.

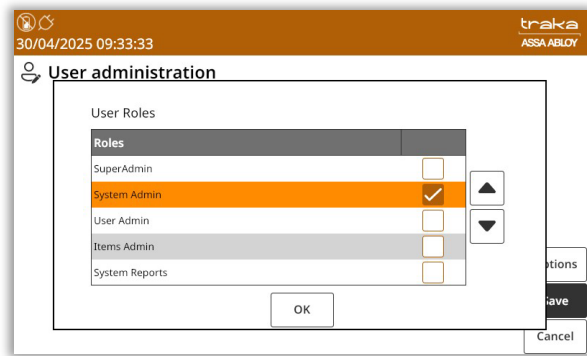
Super Admin Role



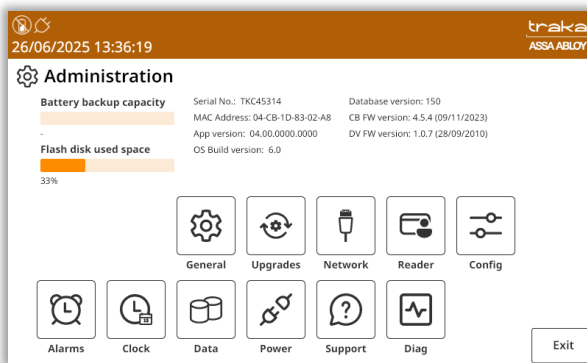
The Super Admin role will allow grant/revoke the user with all the Admin roles regardless of any of them being selected or deselected.



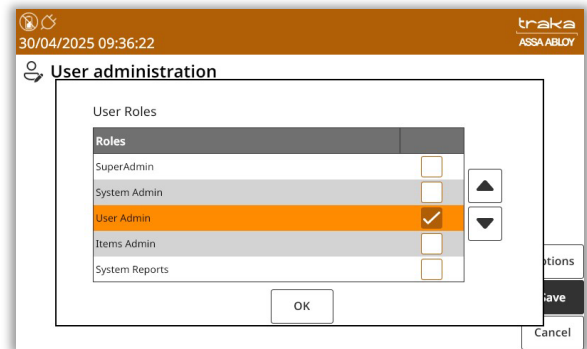
System Admin Only Role



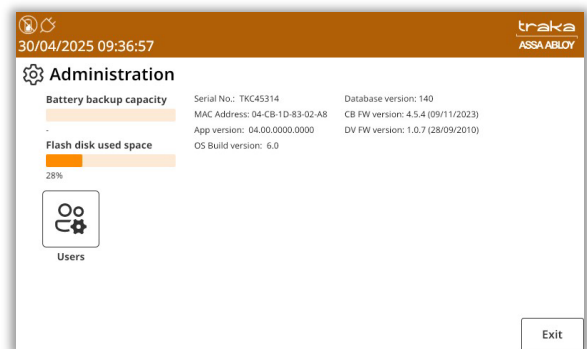
The System Admin Role will provide a grant/revoke ability to administer Systems settings, including doors admin if the system is a locker, but will not enable the ability to edit user records.



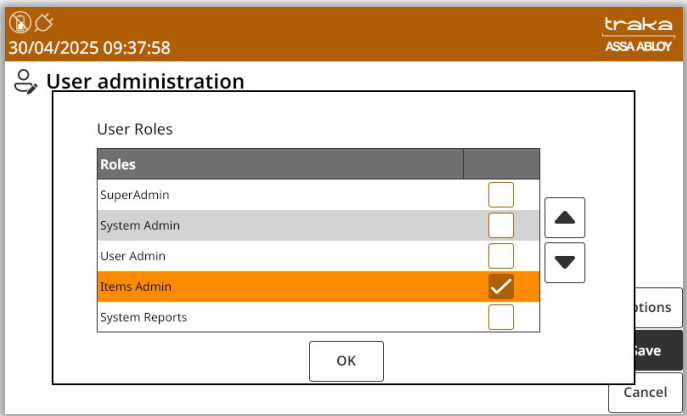
User Admin Only Role



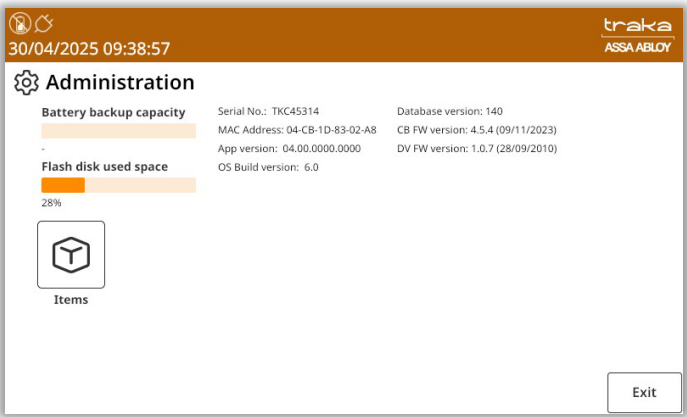
Selecting this option will provide an Admin role to grant/revoke the ability to edit User records such as adding or removing users or assigning items to users.



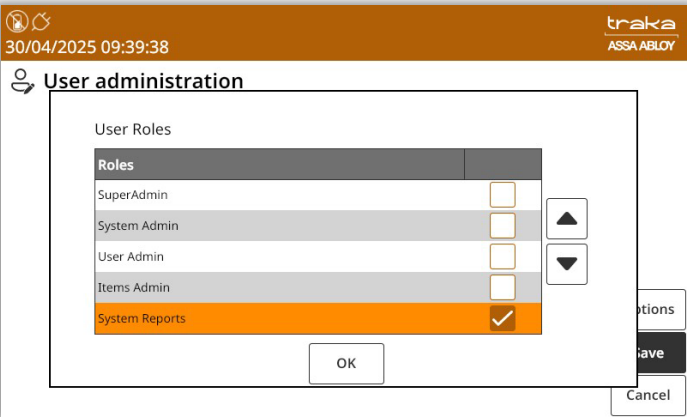
Items Admin Only Role



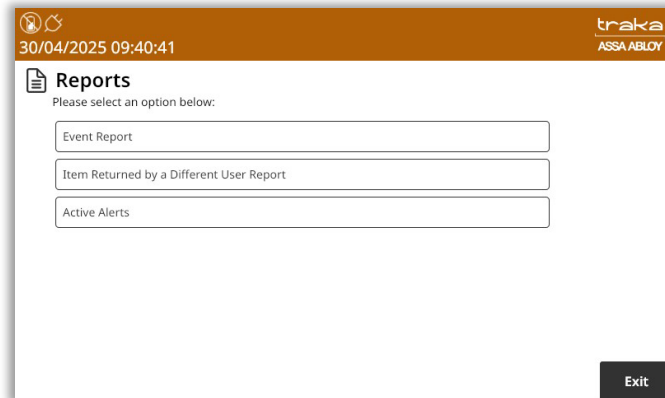
Selecting this option will add an Item admin role which will grant/revoke the ability to administer Item records, enabling a user to access items or replace damaged or broken iFobs.



System Reports Only

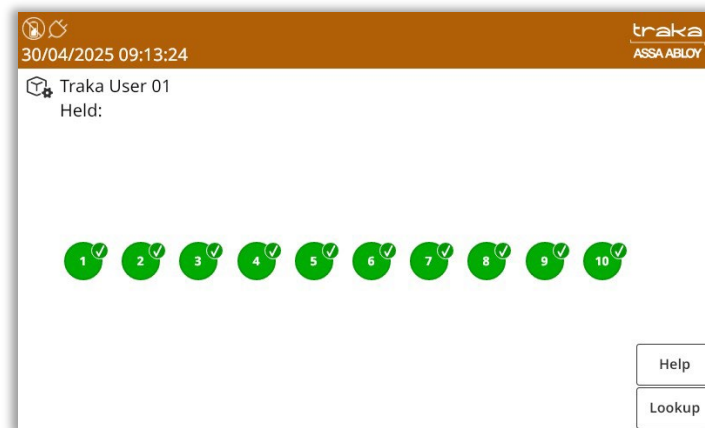


Selecting this option will allow the user to view & run reports at the Traka Touch system.



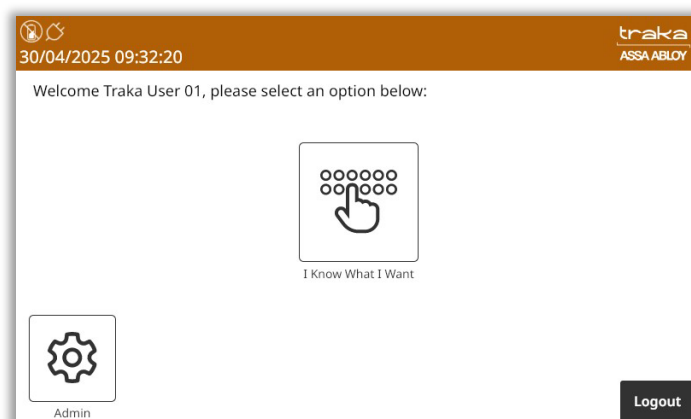
Users with Item Only Permissions

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.



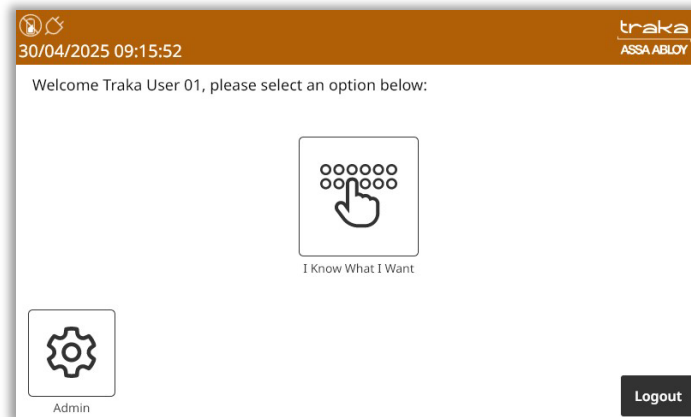
Users with System Admin & Items

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.



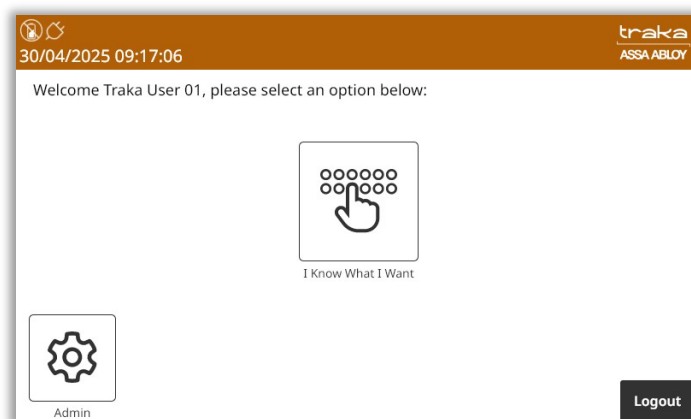
Users with User Admin & Items

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.



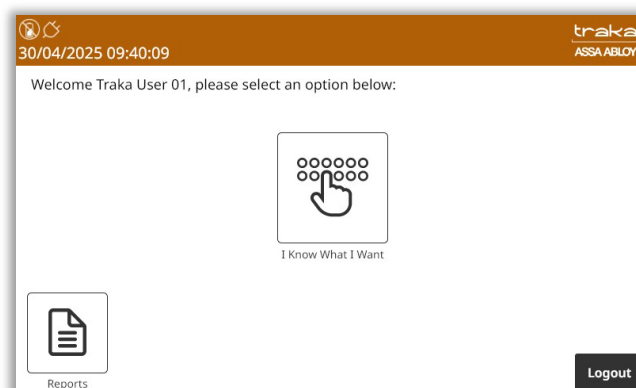
Users with Item Admin & Items

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.

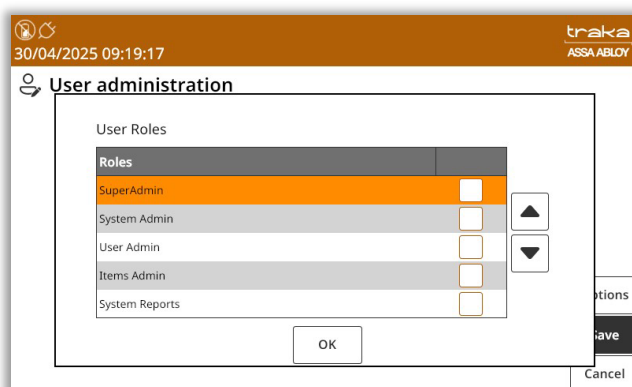


From the User Roles screen, it is also possible to create different combinations of roles that can be assigned to specific users. These can be applied to users with access to both admin roles and items or admin roles only.

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

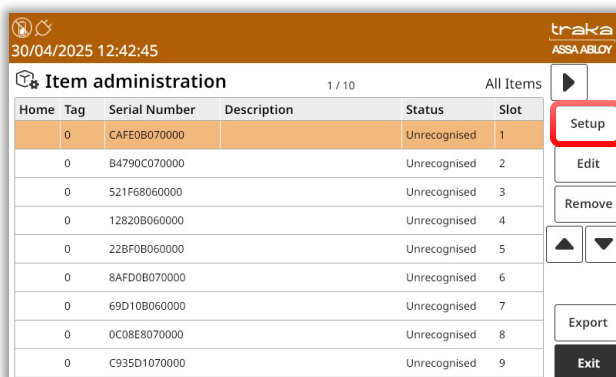


7.4 CONFIGURING IFOBS

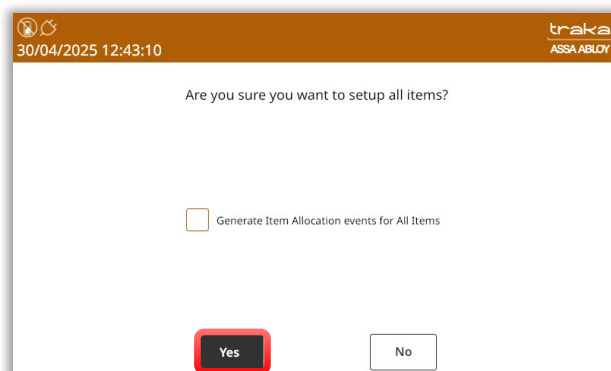
NOTE: If your Traka Touch has RRMS enabled, you will not be able to configure iFobs.

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.

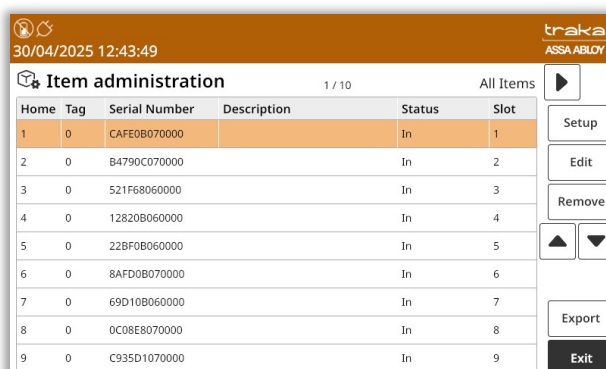
1. An administrator needs to identify themselves to the Traka system.
2. Click **Admin**.
3. From the admin menu, select **Items**.
4. The item list will currently be populated with recognised iFobs. Click the **Setup** button.



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

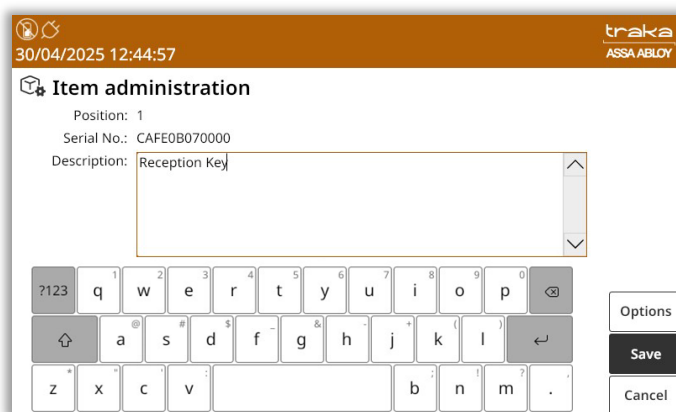


- The item list will now begin to populate, showing all the iFobs that are being recognized. This process is displayed via the small orange progress bar in the top right corner of the window.



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

- 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.
- Enter a description into the provided field.



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

Options
Save
Cancel

NOTE: From the Options page you can configure various advanced features for the item. For more details please refer to the main Traka Touch User Guide UD0011.

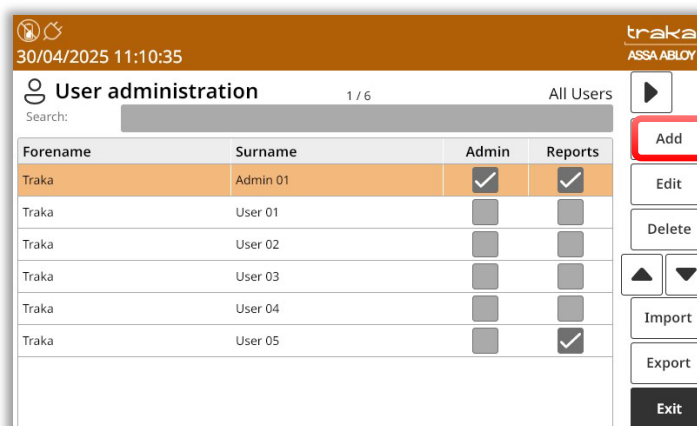
- Click **Save** and you will be taken back to the Item Administration page. To edit more items simply highlight the item and click the **Edit** button.
- When you have finished editing items, click **Exit** and you will be taken back to the Admin menu. Click **Exit** again to return to the login screen.

7.5 USERS

7.5.1 ADDING USERS

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

- Identify yourself to the system via Keypad ID, Credential ID or Fingerprint.
- Click **Admin**.
- From the admin menu, select **Users**.
- The current user list will then be displayed.



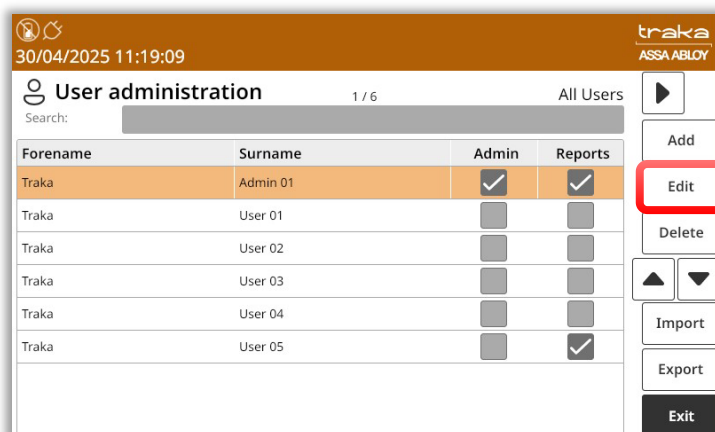
NOTE: If you are currently using card readers and are searching for a particular user, swipe their Credential ID when the user list is showing to quickly navigate to the user. This is particularly helpful when you have a large user list as it will save time scrolling through different users.

- Click the Add button.
- The user details window will then be displayed. Simply enter the user's information in the same way as described in Section [Creating the Admin User](#).

7.5.2 EDITING USERS

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

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



NOTE: If you are currently using card readers and are searching for a particular user, swipe their Credential ID 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 through different users.

- 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.

30/04/2025 11:13:04

traka
ASSA ABLOY

User administration

Forename: Traka

Surname: Admin 01

Display Name: Traka Admin 01

Keypad ID: 1234 PIN:

Card ID: Language: English (UK)

Enrolment ID:

?123 q w e r t y u i o p

a s d f g h j k l

z x c v b n m .

Access

Save

Cancel

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.

7.5.3 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 in-active 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.

- Identify yourself to the system via Keypad ID, Credential ID or Fingerprint and click Admin, Users, then select the desired user from the list and select Delete.

30/04/2025 11:21:50

traka
ASSA ABLOY

User administration 6 / 6 All Users

Search:

Forename	Surname	Admin	Reports
Traka	Admin 01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Traka	User 01	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 02	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 03	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 04	<input type="checkbox"/>	<input type="checkbox"/>
Traka	User 05	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Add

Edit

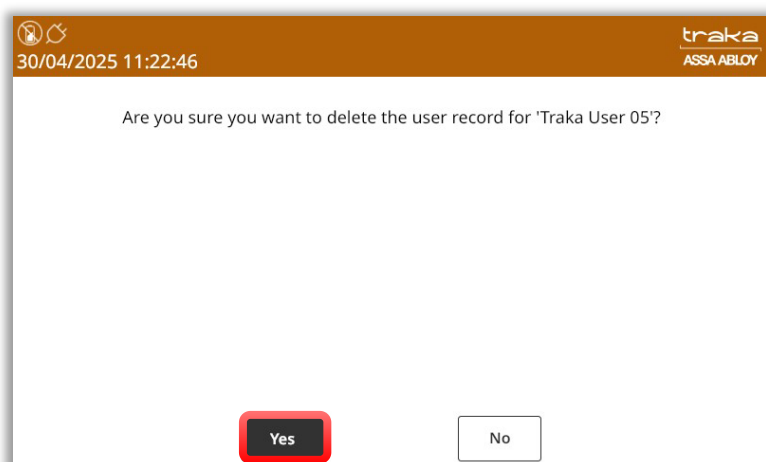
Delete

Import

Export

Exit

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



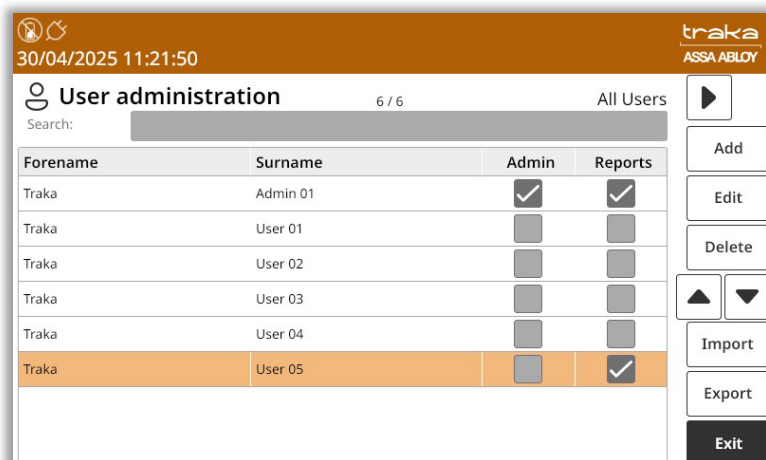
NOTE: If you are deleting all users, the last user to be deleted must be an admin user.

3. Select Exit and then Exit again to be taken back to the login screen.

7.5.4 SUPPORTING A LARGE NUMBER OF USERS

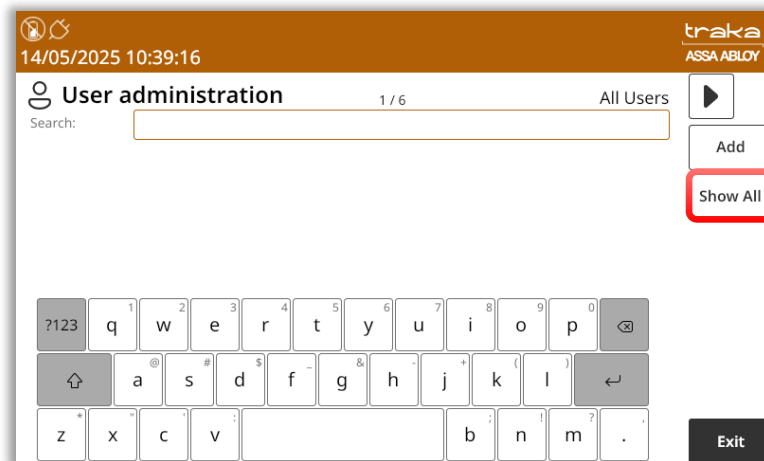
In order to enhance system performance, a search bar is used within the User Administration screen on Traka Touch to handle a large number of users.

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.

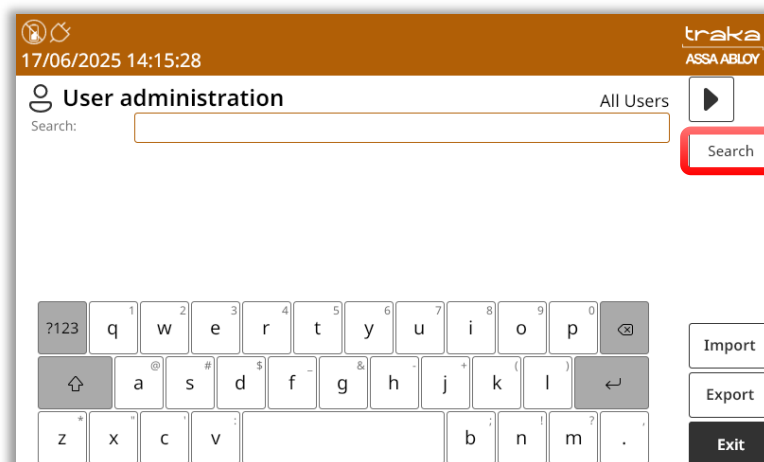


Clicking on 'show all' will display all the users within the grid.

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.



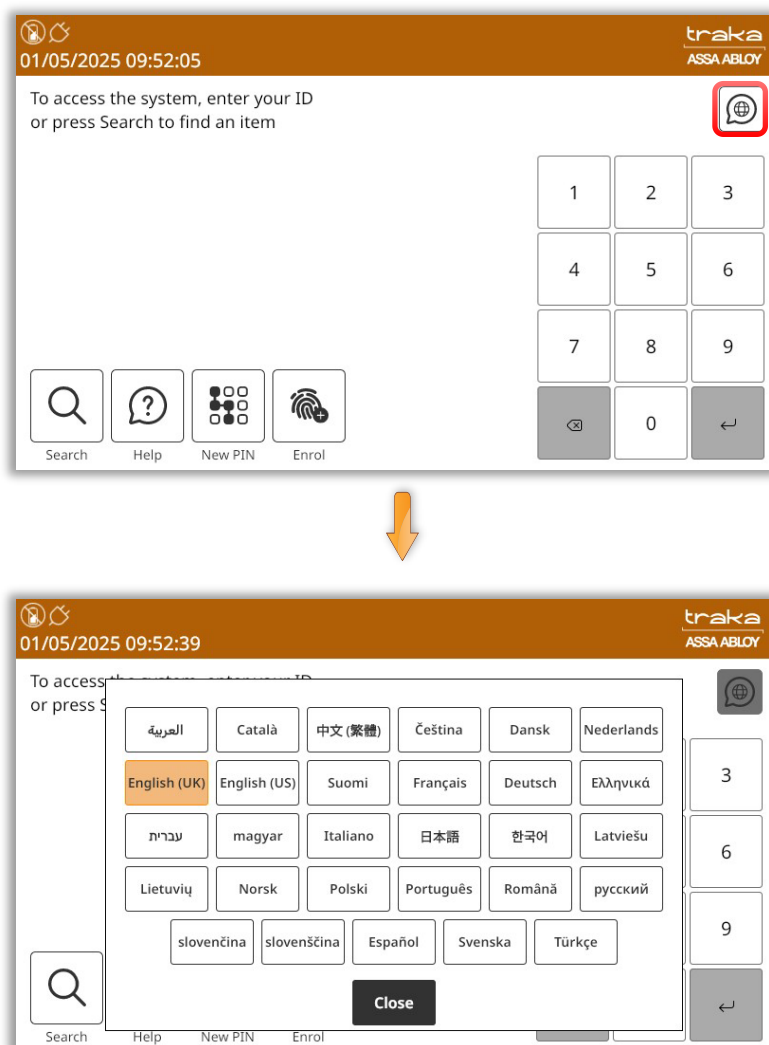
A user name can be entered in the search bar. However, a minimum of 2 characters may be entered. Clicking on **Search** will display all matching results.

7.6 LANGUAGES

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

7.6.1 CHANGING THE LANGUAGE FOR A SINGLE LOGIN

From the main screen before you login, there are several language options to choose from. Using the Globe button, navigate to the desired 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.



7.6.2 CHANGING LANGUAGES FOR A USER

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

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.

7.6.3 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. From here, you can select the default language for the system. To change the language, simply use the dropdown menu to navigate to the desired 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.

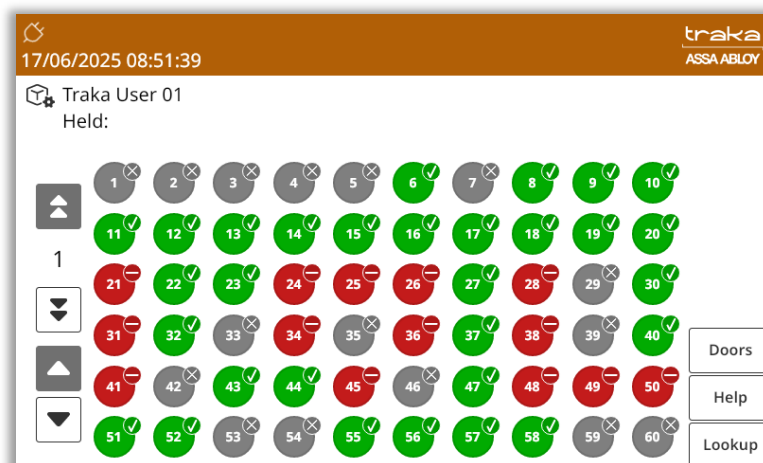
8. SYSTEM OPERATION

8.1 REMOVING / RETURNING ITEMS

NOTE: Systems with RRMS enabled do not have the following restrictions applied.

8.1.1 REMOVING AN ITEM

1. Identify yourself to the system via Keypad ID, Credential ID or Fingerprint.
2. The door will open.
3. Select which item you wish to remove by selecting the graphic on screen.



- 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.



- 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.

1. **Press** the  button on the touch screen of the item you wish to remove.
2. You will hear a beep.
3. **Wait** for the “click” (unlocking item).
4. **Remove** the iFob.

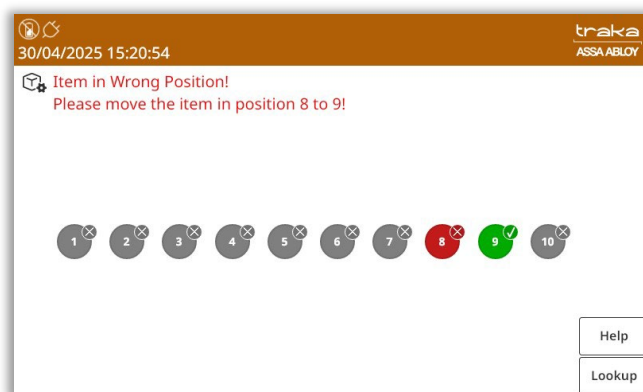
8.1.2 RETURNING AN ITEM

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

1. Identify yourself to the system via Keypad ID, Credential ID or Fingerprint.
2. The door will open.
3. Check the tag number on the key bunch.
4. Insert the iFob into the matching position.

8.1.3 ITEM IN WRONG POSITION

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



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

8.2 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  button will provide all the reports for today
- The  button will provide the events from the last seven day
- The  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.

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 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 button will provide all the reports for today
- The button will provide the events from the last seven day
- The 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

Select start date and time:

Date: 30/04/2025

Time: 0 00

OK Cancel

Back

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.

30/04/2025 15:29:46

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


Select end date and time:

Date: 30/04/2025

Time: 15 21

OK Cancel

Back

1. Select one of the filtering options above and click the  button.
2. The report list will now generate, using the filtering options you previously selected.

Active Alerts


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

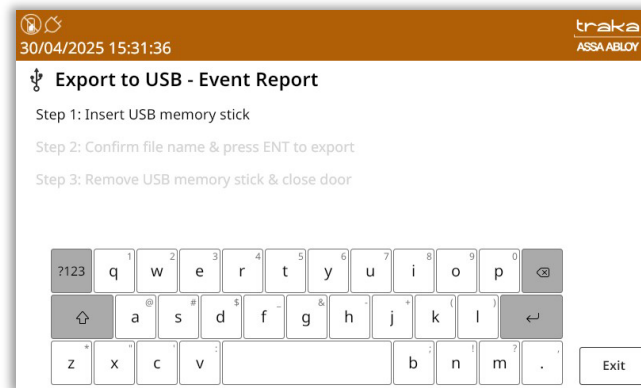
- Item in but not on charge
- Item in with charge fault
- Unidentified item on charge
- Unidentified item charged
- Unidentified charged fault
- USB charger undetectable
- Door left open


8.2.1 EXPORTING REPORTS

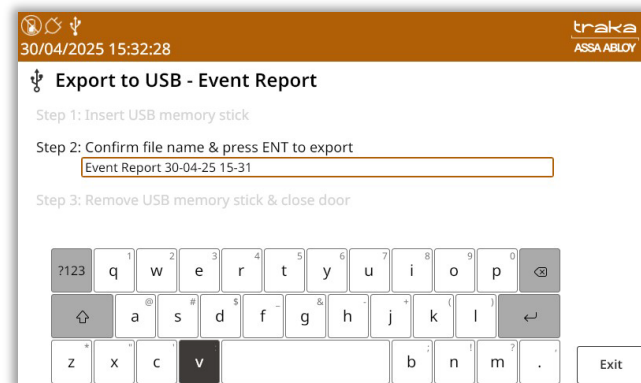
It is possible to export Event Reports and Illegal Handover Reports to a USB Memory Stick.

NOTE: For further information on USB memory stick specification, refer to section [USB Memory Sticks](#).

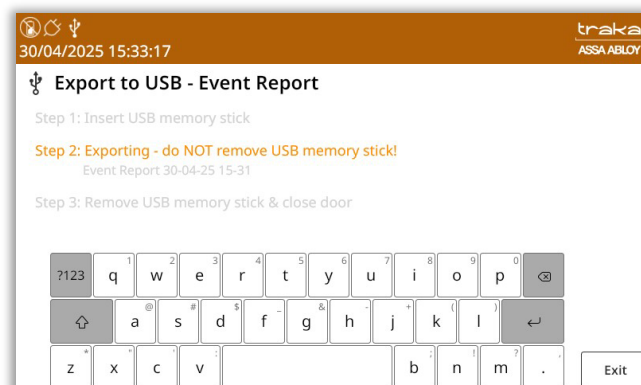
1. To export the reports to a USB memory stick, click the  button.
2. The door will open (if applicable) and ask that you insert a USB memory stick.



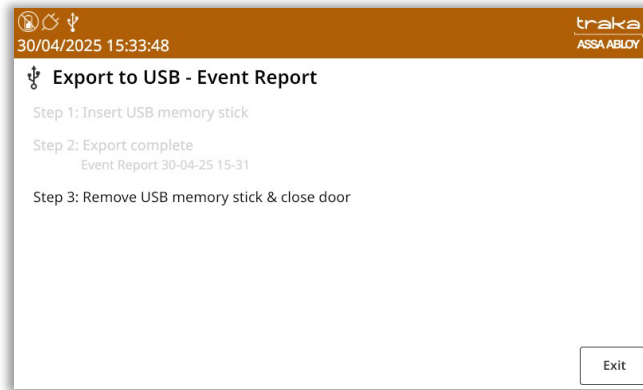
3. Enter the desired file name for the report and press  (enter).




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



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  button to be taken back to the login screen.

9. SAGEM FINGERPRINT READER

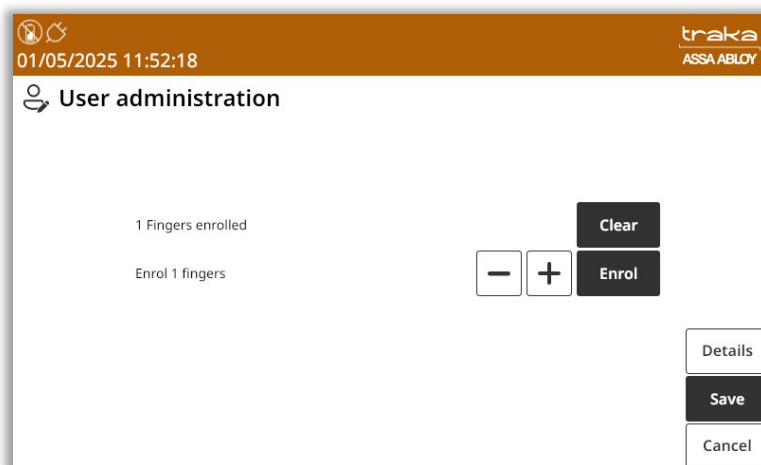
9.1 INTRODUCTION

This section has been prepared to assist you when enrolling users on the Sagem Fingerprint reader. This is the getting started guide and does not contain as much detail as the full Traka Touch User Guide. For more details, please see UD0011 – Traka Touch User Guide.

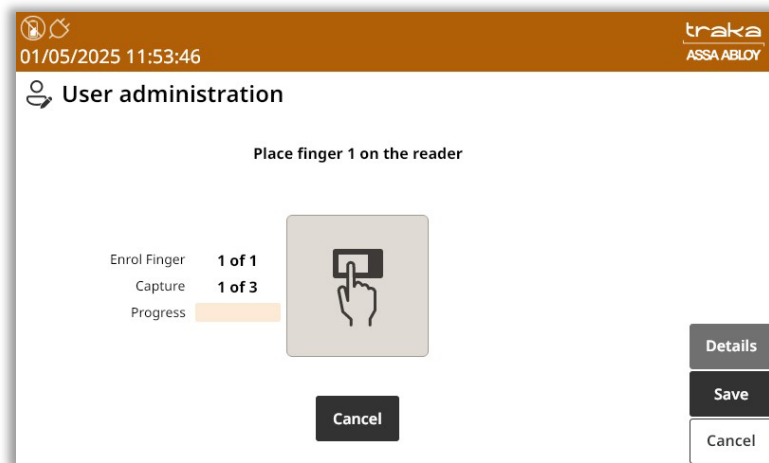
9.2 HOW TO ENROL

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 UD0011.

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

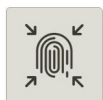


Capture Ok



Remove finger

When placing a finger, if the finger is not located correctly on the reader the following icons will be displayed:



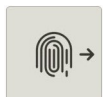
Press harder



Move finger up



Move finger down



Move finger right



Move finger left

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

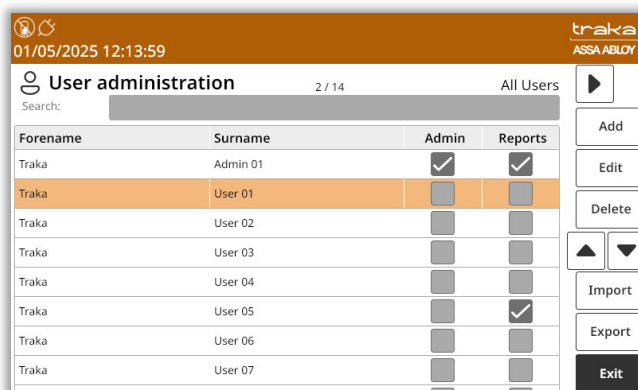
NOTE: To cancel the Enrol process, click the central Cancel button.

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

9.3 REMOVING A FINGERPRINT TEMPLATE

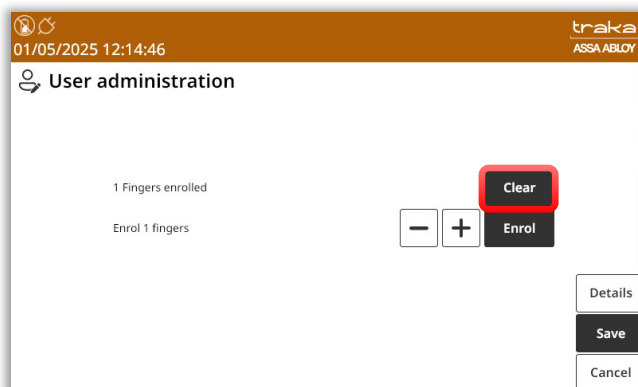
GDPR Statement: Under GDPR, the organisation must have procedures in place to enable users to withdraw their previous consent for their biometric (finger) data to be used for this process, and users must have been informed of how to initiate this process. Once consent has been withdrawn, the organisation 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.

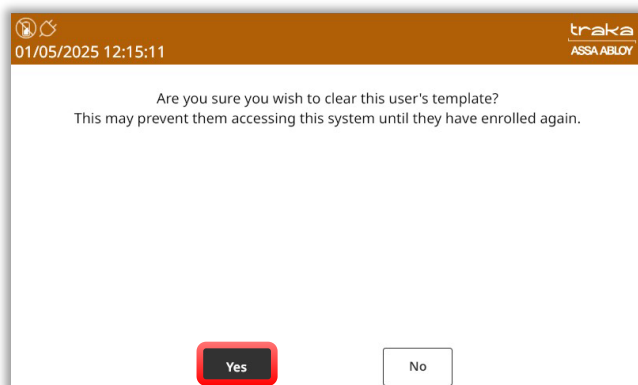
The User Administration page will now display an additional **Clear** button for an enrolled user.



3. Select the **Clear** button.

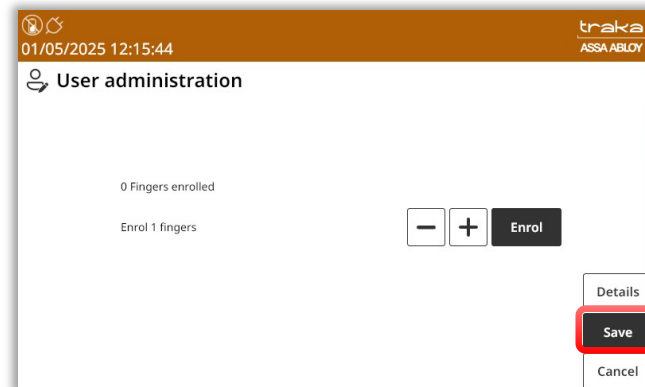
You will be presented with a message warning you that the user may no longer be able to access the system if their template is removed.

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.



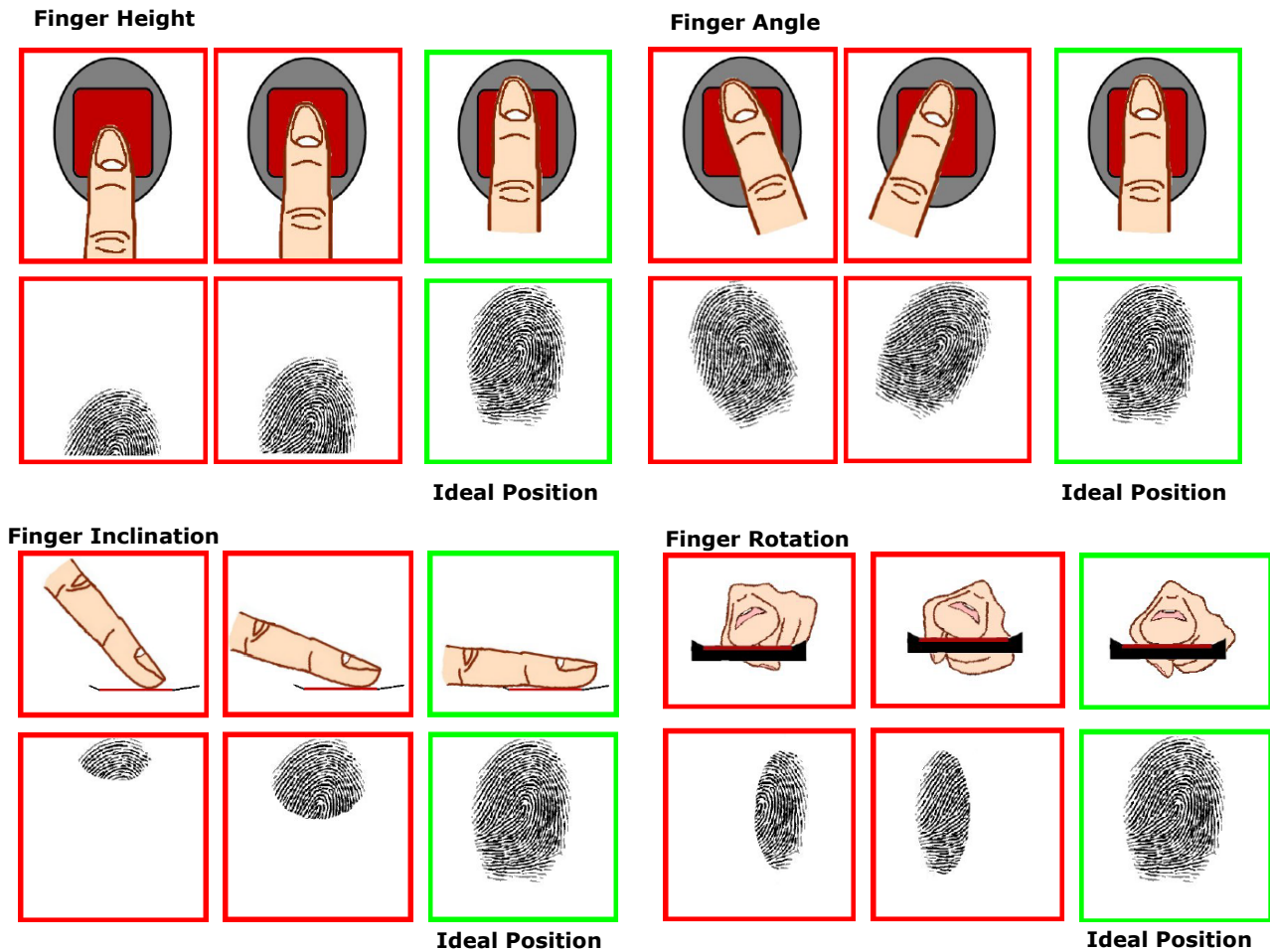
9.4 TIPS ON ENROLLING

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:



7. Once you have finished enrolling click the Save button.

8. 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.

10. GENERAL MAINTENANCE

10.1 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 Cabinet with wet hands as this may damage the touch screen.

10.1.1 CLEANING PROCEDURE FOR TRAKA CABINET

- 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 absorbant cloth immediately

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

10.1.2 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.

10.1.3 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.

10.1.4 WARRANTY STATEMENT

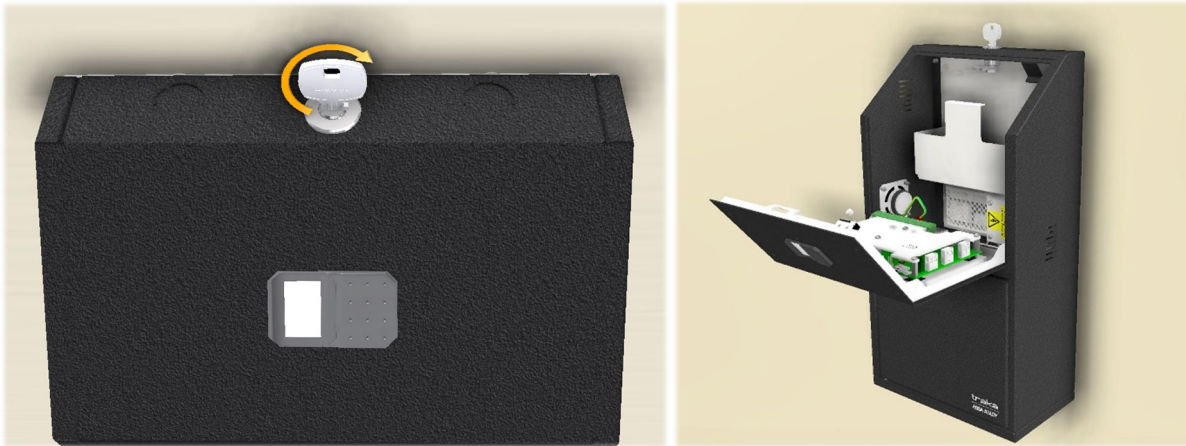
Failure to comply with these cleaning instructions could damage the Traka unit and may invalidate the product warranty with any resolution of issues being chargeable.

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.

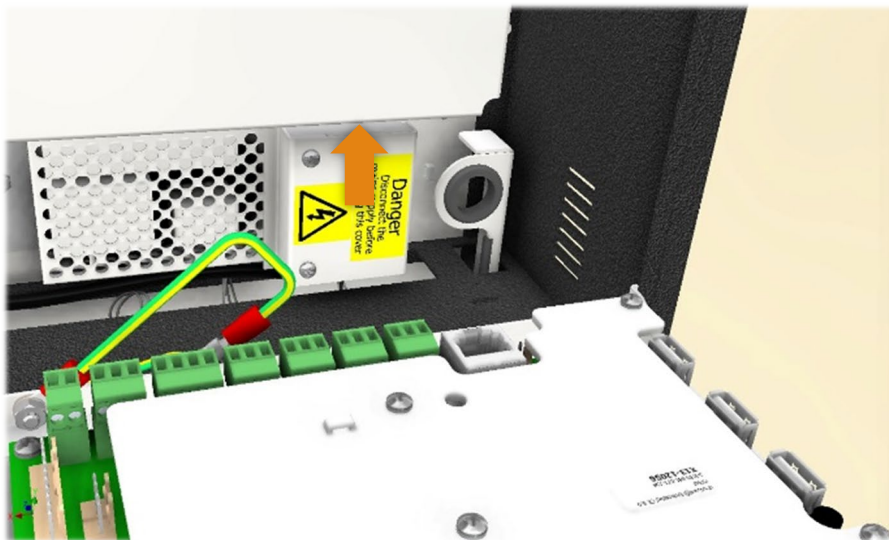
10.2 MANUALLY OPENING THE DOOR

10.2.1 TRAKA TOUCH V

1. Use a master key to open the control panel and lean it forward, making sure that you support the control panel to stop it falling



2. Manually open the cabinet door by pulling up on the manual door release lever.



10.2.2 TRAKA TOUCH M

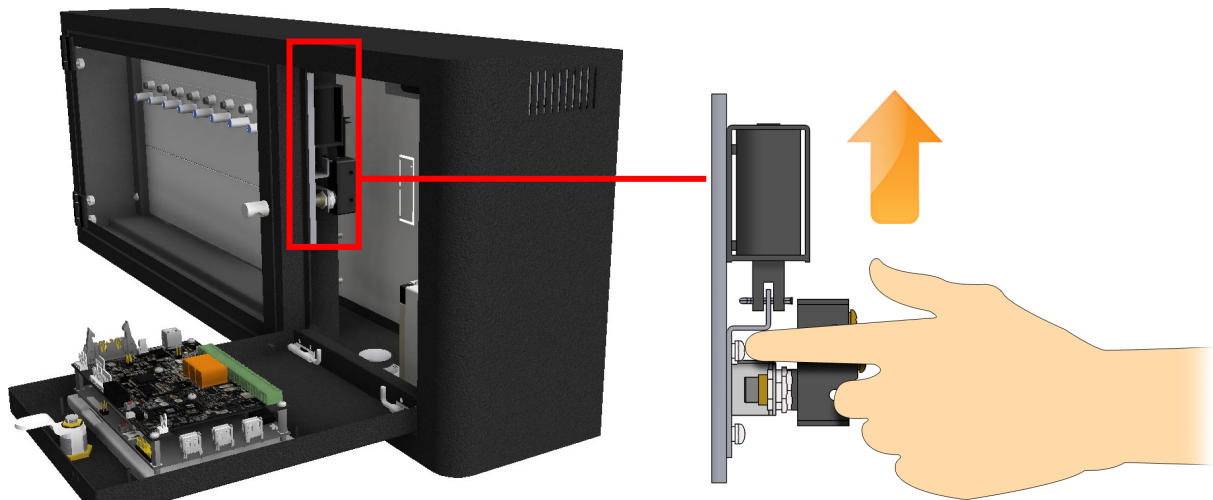
1. To open the control panel you must insert the Master Key into the cam lock directly above the LCD and turn 90° clock wise, making sure that you support the control panel to stop it falling



2. The control panel can now be pulled down. The control panel is self-supporting and can be left down at a 90° angle.



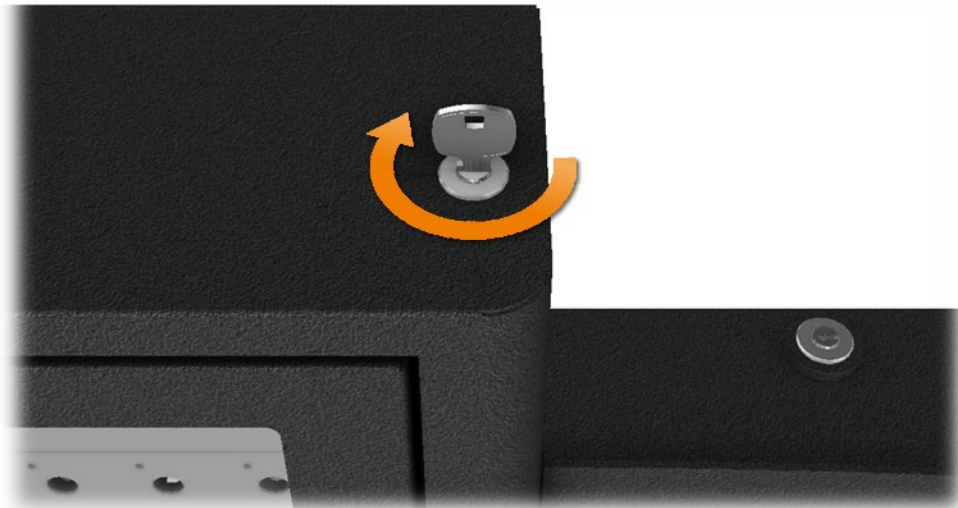
3. To release the door you will need to locate the lock mechanism and lift the lock catch up.



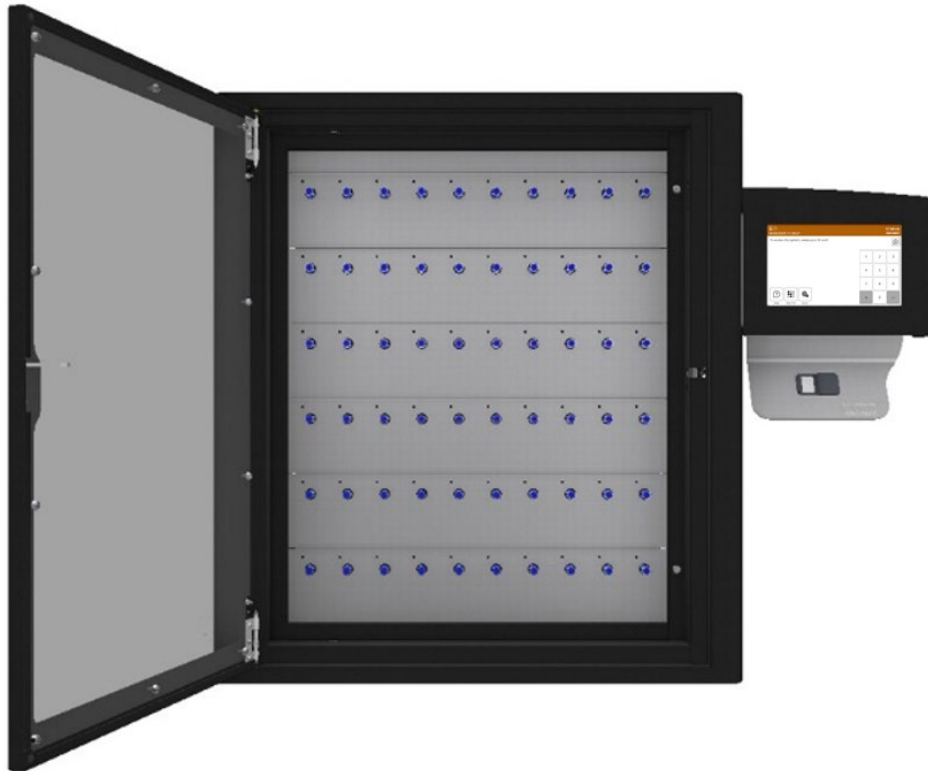
4. The door will pop open allowing you access to the receptor strips.

10.2.3 TRAKA TOUCH S

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



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



10.2.4 TRAKA TOUCH L

1. Insert your override key into the cam lock on the system and turn 90° clockwise.



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



10.3 REPLACING IFOBS


NOTE: If your Traka Touch system is set to RRMS then this section is not applicable.

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 a 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.

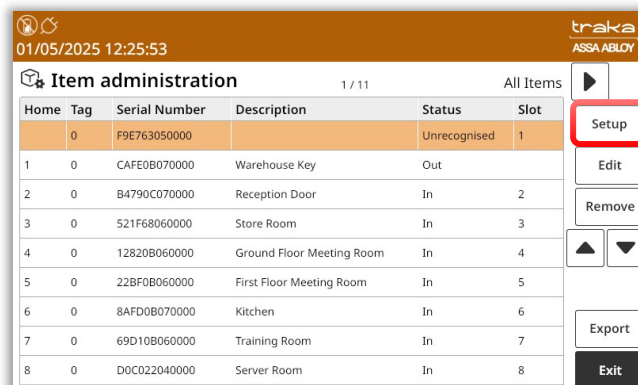
1. Identify yourself to the Traka System by entering your Keypad ID or swiping your Card.

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

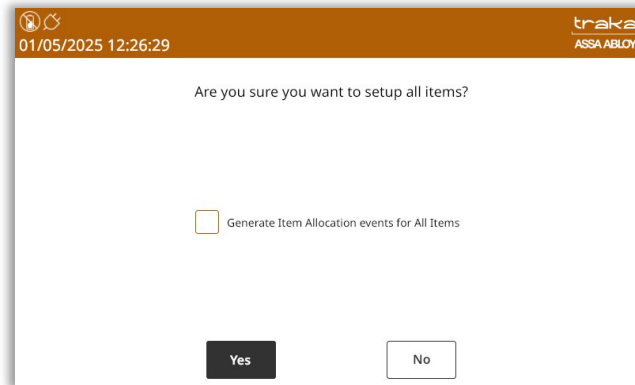
2. Select the items button.
3. The touch screen will now show you all the iFobs in the system. Select the appropriate iFob on screen by clicking the green symbol  and the iFob will be released. Remove the iFob.
4. Insert the new iFob into the vacant position. The system will start to alarm warning you that the iFob is not recognised, ignore this message and close the door.



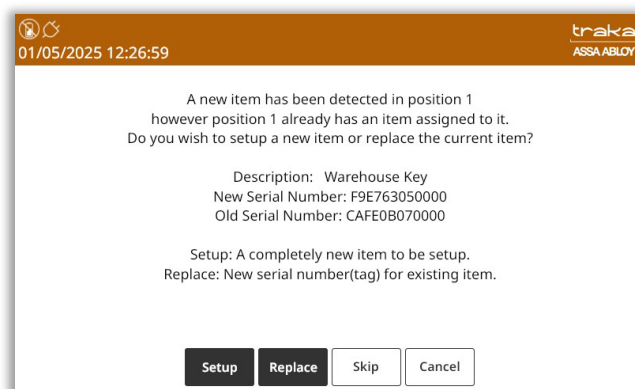
5. Identify yourself once again at the Traka System by entering your Keypad ID or swiping your Card.
6. Select the Admin button.
7. You will then be taken to the Administration screen. Click the Items button.
8. The item list will then display the new items status as 'unrecognised'. Select the Setup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



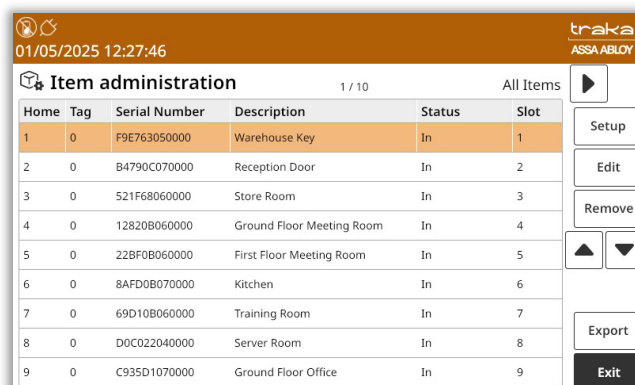
9. You will be asked if you wish to setup all items, click the Yes button.




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



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.



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 Keys button.
15. 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.

11. 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

The screenshot shows the 'Support' screen of the Traka application. At the top, there is a status bar with the date and time '01/05/2025 12:32:38' and the Traka logo. Below the status bar, the title 'Support' is displayed with a question mark icon. The main text says 'For assistance please contact Traka.' followed by contact details: 'Tel: 0333 355 3641', 'Email: support@traka.com', and 'Availability: Mon to Fri 8am to 5:30pm'. To the right, there is a QR code with the text 'Scan for documentation' above it and 'www.traka.com/qr' below it. A red box highlights a section containing technical details: 'Support Code: 1903207676 (01/05/2025 11:48:31)', 'Serial No.: TKC45314', 'SQL CE DB version: 140', 'MAC Address: 04-CB-1D-83-02-A8', 'CB FW version: 4.5.4 (09/11/2023)', 'App version: 04.00.0000.0000', 'DV FW version: 1.0.7 (28/09/2010)', and 'OS Build version: 6.0'. At the bottom right, there are two buttons: 'Licences' and 'Exit'.

Support Code:	1903207676	(01/05/2025 11:48:31)
Serial No.:	TKC45314	SQL CE DB version: 140
MAC Address:	04-CB-1D-83-02-A8	CB FW version: 4.5.4 (09/11/2023)
App version:	04.00.0000.0000	DV FW version: 1.0.7 (28/09/2010)
OS Build version:	6.0	

Technical Support Information

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

12. 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>