

**CTOUCH**  
**SPHERE**

**User Manual – Portal 2.3**

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## PREREQUISITES

- Sphere supports the Riva, Riva D2, Riva R2, and Neo displays or newer, as well as Laser Sky and Laser Nova equipped with the Android Upgrade Module.
- Your display has an **active network connection** (WiFi or LAN). Wake On Lan functionality requires a wired connection.
- Internet port **443** is open in your network. Typically, this port is open by default in your network configuration.
- The domains **sphere.ctouch.eu** and **ctouchcloudapi.azurewebsites.net** should be whitelisted (if applicable).

*Note: We recommend you update your displays to the latest firmware. Older firmwares might not be compatible with all Sphere features.*

## CREATING / MANAGING SPHERE ACCOUNTS

Creating a new Sphere account is easy, and can be done in just a few steps:

1. Visit <https://sphere.ctouch.eu> and click "log in / sign up". Then, click "sign up"
2. Enter your preferred email address that you want to use for your Sphere account.
3. Choose a strong password within the specified requirements. Click continue.
4. Click the verification link in your email inbox to activate your account. You will get it from no-reply@ctouch.eu.

In Sphere, all accounts are part of an organization, so multiple accounts (if given access) can access the same set of displays. All accounts within an organization must use the same email domain for security reasons. For example '@ctouch.eu'. Follow the simple steps applicable to your account below.

I am an **admin** and there is **no organization yet**:

1. Visit <https://sphere.ctouch.eu> and login to your account.
2. Indicate that you are the admin.
3. Enter the required information about your organization and save.

I am a **user**, and there is **no organization yet**:

1. Visit <https://sphere.ctouch.eu> and login to your account.
2. Indicate that you are not the admin
3. Enter the email address of the person who should be admin and send.
4. Your admin will be notified to create an organization.

I am a **user**, and an **organization already exists**:

1. Visit <https://sphere.ctouch.eu> and login to your account.
2. Select your organization.
3. Your admin will be notified to grant you access.

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I am an **admin**, and I want to **grant/deny access** to a new user:

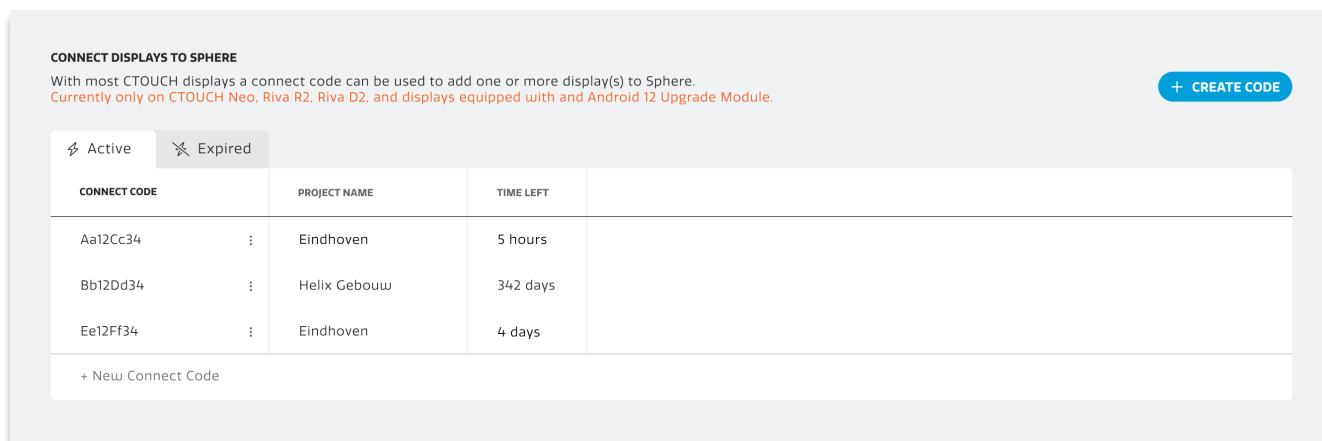
1. Click "MyCTOUCH" in the left sidebar, you might need to login again.
2. Click "User Account Control".
3. Select the relevant user(s).
4. Press "verify" or "deny" on the bottom of the screen.

## CONNECTING A DISPLAY

Ready to connect your first display and enjoy the benefits of Sphere? Great! Let's follow these simple steps to get you started.

### Riva R2, Riva D2, Neo, Android 12 Upgrade Module In the Sphere Portal – Once per Organization

1. Visit <https://sphere.ctouch.eu> and login to your account.
2. Click on settings in the left bottom corner (menu bar).
3. Click on the "create code" button. You can use this code for all new displays!
4. Give your code a name, set its expiration date, and click "create". We recommend a near expiration date to prevent (accidental) misuse.



**CONNECT DISPLAYS TO SPHERE**

With most CTOUCH displays a connect code can be used to add one or more display(s) to Sphere.  
Currently only on CTOUCH Neo, Riva R2, Riva D2, and displays equipped with and Android 12 Upgrade Module.

+ CREATE CODE

Active | Expired

CONNECT CODE	PROJECT NAME	TIME LEFT
Aa12Cc34	Eindhoven	5 hours
Bb12Dd34	Helix Gebouw	342 days
Ee12Ff34	Eindhoven	4 days

+ New Connect Code

*Note: If you have a **reseller account**, you can also access and manage client accounts. In this case, make sure to **select the correct company** to which the connect code should be linked.*

### On Display

When setting up a new display, the startup wizard will ask for a connect code. By entering the new connect code from your Sphere account, the display will automatically show up in the Sphere portal. Simple as that!

In case you need to (re-)connect after the startup wizard, please follow these steps:

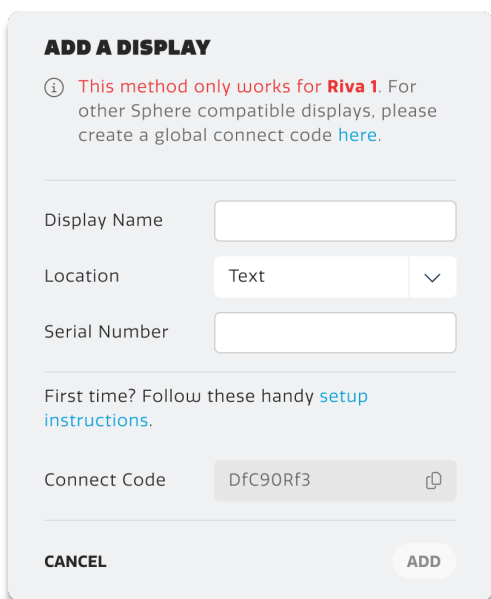
1. Open the Sphere app on your display.
2. Enter the connect code from your Sphere account.
3. Enter a name and location for your display.

*Note: Entering a name and location on-display requires the Sphere 2.5 app or beyond. Otherwise, your display will show up as "New Display" under the "miscellaneous" location.*

## Riva

### In the Sphere portal – Once per Display

1. Visit <https://sphere.ctouch.eu> and login to your account.
2. Click on “displays” in the left sidebar.
3. Click on the “Add a Display” button in the left bottom corner.
4. Make sure to **remember the connect code**, as you cannot access it again after you add the display!
5. Enter the display name, location, and serial number, and click “add”.



The screenshot shows a modal window titled "ADD A DISPLAY". At the top, there is an information icon and a note: "This method only works for Riva 1. For other Sphere compatible displays, please create a global connect code [here](#)." Below this, there are three input fields: "Display Name" (a text box), "Location" (a dropdown menu with "Text" selected), and "Serial Number" (a text box). Underneath these fields, there is a link: "First time? Follow these handy [setup instructions](#)." At the bottom of the form, there is a "Connect Code" field containing the text "DFC90RF3" and a copy icon. At the very bottom, there are two buttons: "CANCEL" on the left and "ADD" on the right.

### On Display

1. Open the Sphere app on your display.
2. Enter the screen’s serial number, the connect code you made for this display, and press “connect”.

*Note: Did you forget your connect code? You will have to create a new connect code in Sphere following these simple steps:*

1. *Hover over your display in Sphere and press the three dots to open the context menu.*
2. *Click “edit display”.*
3. *Check “I have read the above statement”.*
4. *Click “generate new connect code”. Make sure to **remember the connect code**.*
5. *Click “apply”. The screen will now disconnect from Sphere, and the new connect code needs to be reentered on the display as described above.*

## USING SPHERE

Here is a quick overview of all Sphere functionality. Simple and easy, just like Sphere.

### Main Menu

The main menu is used to navigate through the different components of Sphere. It allows you to access:

- Display Overview – View and manage all your display data and settings
- Dashboard – Get insights and data summaries about your displays
- Settings – Access your account settings and connect codes
- MyCTOUCH – Visit your personal MyCTOUCH page
- Select Customer (Reseller Only) – Select a customer account to manage

### Display Overview

The display overview will show all your displays and relevant data, such as serial number, connection status, firmware version, and heartbeat subscription. Using the header bar, you can:

- Search for specific information
- Filter displays in each data category using the filter buttons

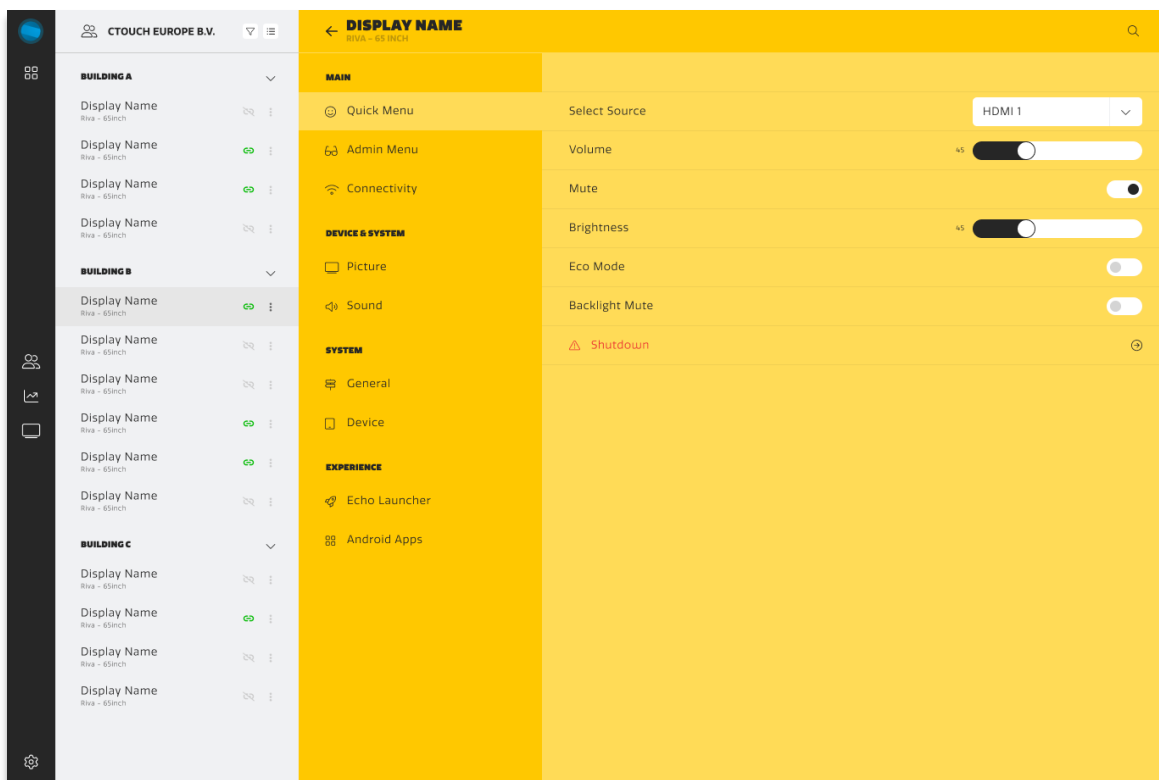
	SERIAL NUMBER	CONNECTION	FIRMWARE	SPHERE APP	SUBSCRIPTION
<b>BUILDING A</b>		Offline	1004	2.4	SAFE
Display Name Riva - 65Serch		Online	1004	2.4	SAFE
Display Name Riva - 65Serch		Online	1004	2.4	SAFE
Display Name Riva - 65Serch		Offline	1004	2.4	SAFE
<b>BUILDING B</b>		Online	1004	2.4	SAFE
Display Name Riva - 65Serch		Offline	1004	2.4	SAFE
Display Name Riva - 65Serch		Offline	1004	2.4	SAFE
Display Name Riva - 65Serch		Online	1004	2.4	SAFE
Display Name Riva - 65Serch		Online	1004	2.4	SAFE
Display Name Riva - 65Serch		Offline	1004	2.4	SAFE
<b>BUILDING C</b>		Offline	1004	2.4	SAFE
Display Name Riva - 65Serch		Online	1004	2.4	SAFE
Display Name Riva - 65Serch		Offline	1004	2.4	SAFE
Display Name Riva - 65Serch		Offline	1004	2.4	SAFE

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## Controlling a Display

In the display overview, click on the display you would like to manage. This will open the settings page, which is similar to the settings menu on-display. When you change settings on this page, they will be updated and applied on the display itself. The settings page offers:

- Quick Menu – Access the most used settings
- Admin Menu – Access the display’s (hidden) reseller menu settings
- Picture – Access visual settings
- Sound – Access auditory settings
- General – Access general settings such as language
- Device – Access information about your device such as serial number



## Controlling Multiple Displays

When subscribed to Heartbeat SAFE, settings changes can be applied to multiple displays at the same time.

1. Select a display to enter its settings page.
2. Click the multi-select button above the display list.
3. Select the displays you want to manage.
4. Change the desired settings on the settings page. The settings will be applied to all selected displays.



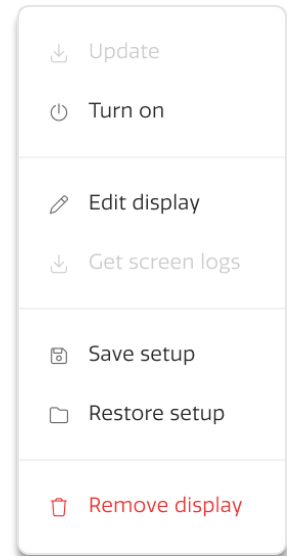
## Context Menu

Every display has a context menu, giving access to additional configurations. You can access the context menu by clicking on the three dots to the right of the display name.

## Wake On LAN

You can turn on/off your CTOUCH displays remotely using the turn on button. This may take a few minutes. Wake On LAN (WOL) has a few requirements to work:

1. Your displays must be connected over ethernet
2. Wake On LAN is activated in the display's reseller menu
3. At least one other display must be turned on already within the same network. This is where the command will be sent from.



## Updating Your Display

By pressing "update" in the context menu, your display will update to the latest firmware version. This requires the display to be turned on.

*Note: You can also update your display using the blue arrow buttons in the firmware column of the display overview.*

## Edit Display Registration

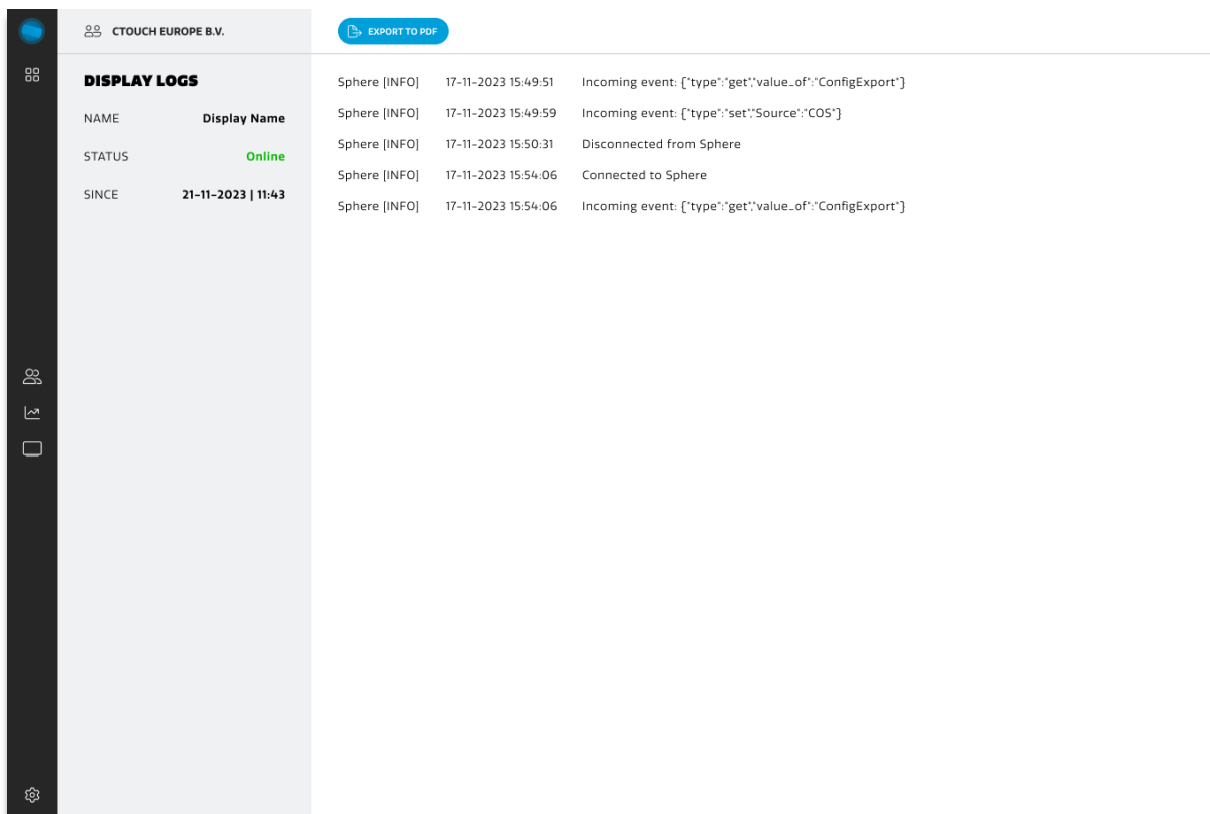
By pressing "edit display" in the context menu, you can edit the display name and location to rearrange your display overview.

1. Enter your preferred display name and location.
2. Press "apply".
3. Done!

## Get Screen Logs

By pressing "get screen logs" in the context menu, you can view the Sphere related logs containing all command and error information. You can use this while troubleshooting.

*Note: This requires the display to have the Sphere 2.5 app or higher.*



## Backup and Restore Settings

If you have a specific display configuration that you would like to save and use on other displays, you can save the settings as a setup configuration. You can only apply setups from one display to another if they are the same model.

### Save Configuration

1. Press "save setup" in the context menu.
2. Enter the desired name for this configuration.
3. Press "save".

### Restore Configuration

1. Press "restore setup" in the context menu.
2. Select the desired configuration.
3. Press "restore".
4. Done!

*Note: A setup configuration can be applied to its original display as well, for example when settings were changed.*

## Remove a Display

You can remove CTOUCH displays from your Sphere account easily. By pressing "remove" in the context menu, the display will be removed from the overview and the connection with the display will be terminated.

## Account Settings

You can choose to give an external access to your reseller and CTOUCH. This allows them to add newly installed displays, help you with managing your displays, or troubleshoot potential issues.

### User

1. Go to the Sphere settings page.
2. Enter your reseller's code in the reseller code field.
3. Press "save access"
4. Done!

*Note: We highly recommend giving CTOUCH access to your displays too by checking the CTOUCH Service checkbox. This allows CTOUCH Support to assist you with questions or troubleshooting. You can withdraw access at any time.*

### Reseller

To convert your Sphere account to a reseller account, please contact CTOUCH Support. After account conversion, you can find your reseller code in the display overview page.