

CTOUCH  
**SPHERE**

# USER MANUAL

# SPHERE 1.4

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## Target audience

This manual describes the activation and operation of Sphere for IT managers, responsible for management of CTOUCH RIVA touchscreens.

## Prerequisite

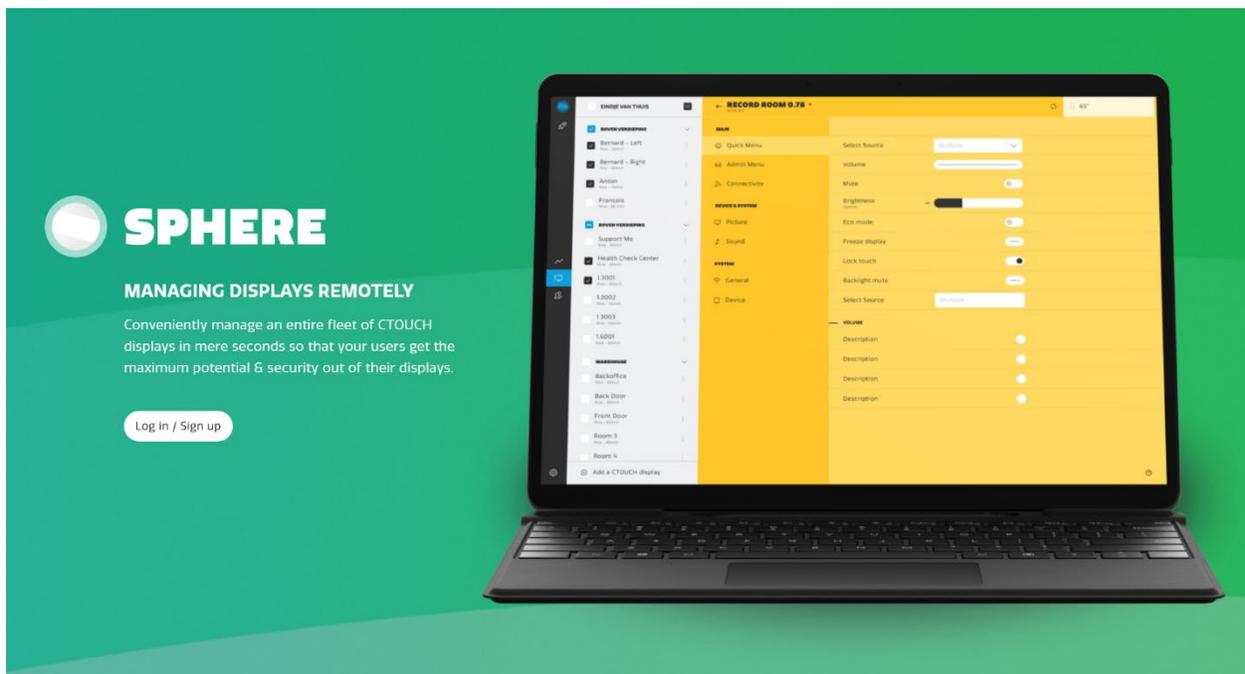
- Firmware version of your CTOUCH RIVA touchscreen is 1009 or higher. For prior firmware versions, see earlier manuals (1.2 or earlier). It is highly desirable to update to the newest available firmware version.
- Internet-port 443 is set open (standard port for secured traffic moving between browser and server). Typically, this port is already open in your network.
- COS (CTOUCH Operating System) is active on your CTOUCH RIVA
- The touchscreen has an active internet connection. For use of wake on lan, wired internet connection is required.

## Updating Firmware to at least FW version 1009

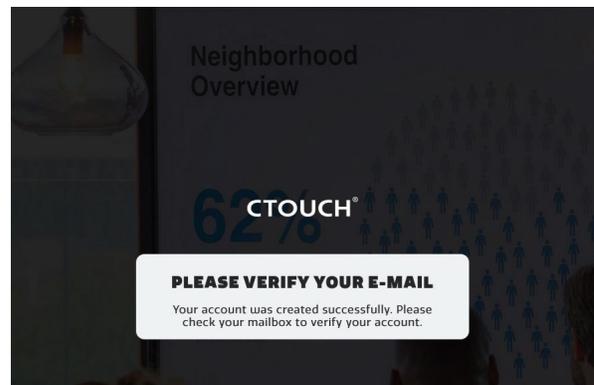
The latest Sphere requires CTOUCH RIVA touchscreens to have firmware version 1009 or higher installed. We therefore suggest upgrading your RIVA touchscreen before using Sphere for managing your CTOUCH RIVA touchscreens. It is preferred to update to FW 1009 or higher for the best Sphere experience. For prior firmware versions, see earlier manuals (1.2 or earlier).

## Register for a Sphere account

Browse to <https://sphere.ctouch.eu/> to sign up for a Sphere account. Choose “Log in” if you already have a Sphere account and choose “Sign up” if you are a new user.



Enter your preferred email address and choose a password that meets the displayed security constraints. After pressing “Continue”, a message is displayed for a few seconds to verify your e-mail. Check your e-mail inbox for a “CTOUCH Sphere – Verify your email” message. Open the message and click on the verify link. Open your browser again and browse again to <https://sphere.ctouch.eu/> and log in with your credentials.



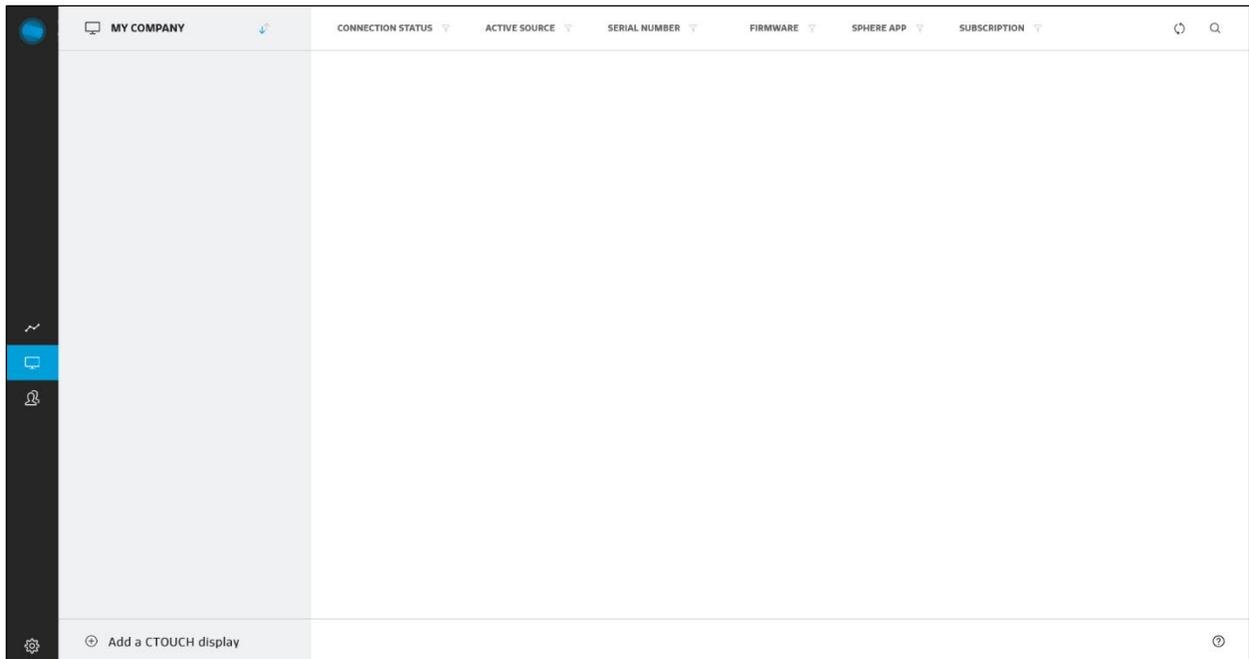
**ALMOST THERE!**

Company name

I allow this information to be processed to create a secure user account.

**BACK** **FINISH**

Now, you are almost ready to start using Sphere! Enter your company name and check the checkbox to process your newly created Sphere account in a secure way. After processing this info, you must again log in with your credentials. Now you are ready to start with Sphere! You are now logged in the portal and the displays overview is shown (see screenshot below). Obviously, the display overview is still empty. Please read the next paragraph to connect to your CTOUCH RIVA touchscreens.



## Connecting a display (COS).

1. Login on <https://sphere.ctouch.eu>.
2. Click on “Add a display”.



3. Fill in the following details:
  - a. Display name: The name of the meeting room that the display is in. This is a free text field
  - b. Location: The location the display is at. You can use the dropdown menu to choose Locations added or alternatively type a Location-name
  - c. Serial number; The serial number of your CTOUCH RIVA touchscreen.
4. Write down your connect code or press the copy button to copy it to your clipboard.

**Note, you cannot retrieve the connect code again. The code will be hashed and encrypted and there is no way of recovering it. If you lose the connect code, you can regenerate the code and enter it in the Sphere app on the touchscreen. This will terminate the existing connection.** Further in this document, you find a more detailed explanation on this topic.

**ADD A DISPLAY**

Display name	<input type="text" value="CTOUCH-room"/>
Location	<input type="text" value="CTOUCH house"/> <span>▼</span>
Serial number	<input type="text" value="75X02RA000A0000"/>

First time? Follow these handy [setup instructions](#).

Connect code	<input type="text" value="5kskjtf"/> <span>📄</span>
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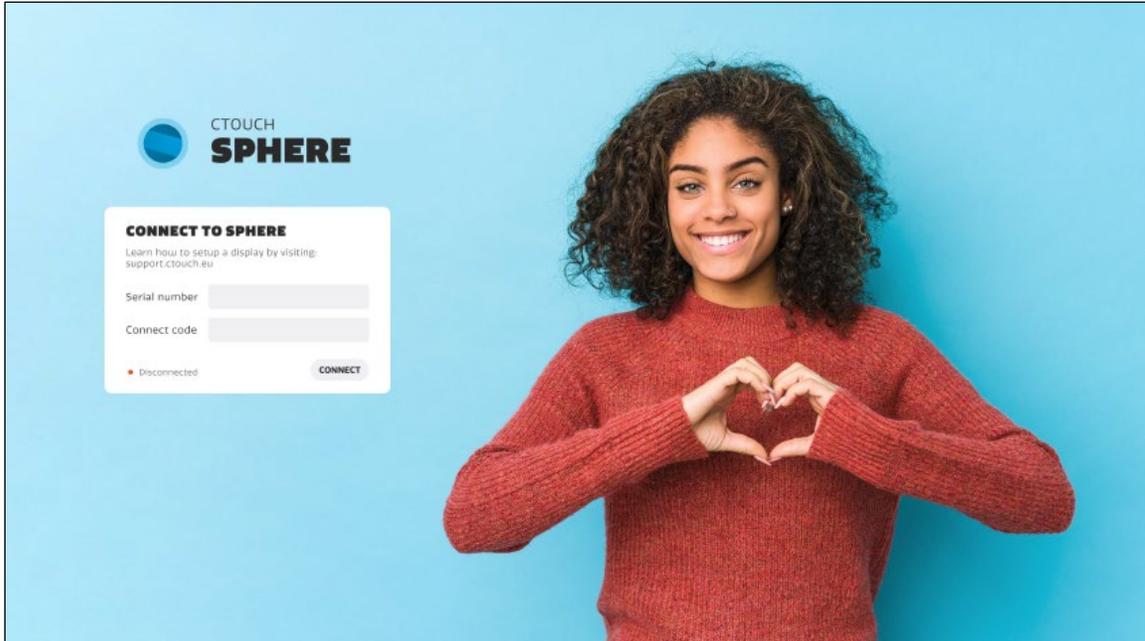
**CANCEL****ADD**

5. Click on “ADD”.

The CTOUCH RIVA touchscreen will now show up in the portal.

	CTOUCH EUROPE B.V	FIRMWARE VERSION	UPDATE STATUS	ACTIVE SOURCE	SERIAL NUMBER
	CTOUCH-room CTOUCH-Riva	-	● -	-	75X02RA000A0000

6. Retrieve the serial number from the sticker on the side of the CTOUCH RIVA touchscreen. You can also retrieve this serial number by pressing and holding the OK button on the remote for about 5 seconds.
7. Launch the Sphere Android app.

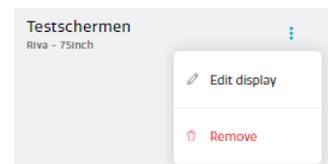


8. Fill in the gathered details.
  - a. Serial number: The CTOUCH RIVA touchscreen serial number as entered on the web portal.
  - b. Connect code; The connect code which was presented during the add display process within the portal environment.
9. Press “Connect”, and the Sphere app will show a message confirming that the touchscreen is connected, and that the app can be closed. You will recognize that your RIVA touchscreen is connected by the green light.

### Regenerate connect code

You cannot retrieve the connect code again. The code will be hashed and encrypted and there is no way of recovering it. If you lose the connect code, you can regenerate the code and enter it in the Sphere app on the touchscreen. Note that on code regeneration, the display will be disconnected from Sphere and has to be reconnected to Sphere again. Please follow the steps 1-9 again if this is the case.

1. First select the 3 bullets on the right side of the touchscreen name in the Sphere portal and choose “edit display”.
2. Check the checkbox “I have read the above statement”.
3. Press “Generate new connect code”. A new connect code is generated and displayed in the pop-up window.
4. After writing down the new connect code carefully, press apply.
5. You can now enter this new connect code in the Sphere app on the corresponding touchscreen and the connection will be available.



### EDIT DISPLAY

Display name	<input type="text" value="Room Bernard"/>
Location	<input type="text" value="EINDHOVEN"/> <span>▼</span>
Serial number	<input type="text" value="86X02RA912A0147"/>

 Generating a new 'connect code' removes the existing display connection. Use the new code to reconnect this display.

I have read the above statement

Connect code

<b>CANCEL</b>	<b>APPLY</b>
---------------	--------------

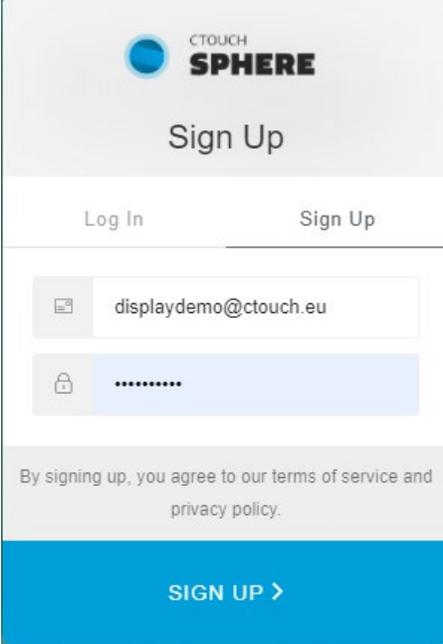
## User management (Heartbeat SAFE / Sphere Advanced only)

Creating user accounts is possible in Sphere Advanced. In Sphere Entry it is not possible to create additional users.

### User

On the log in page, you can find the button “Login / Sign up”

After clicking on it, you are shown, choose sign up. If you already have an account, you can choose login.



The screenshot shows the CTOUCH SPHERE Sign Up interface. At the top, there is a header with the CTOUCH SPHERE logo and the text "Sign Up". Below the header, there are two tabs: "Log In" and "Sign Up", with "Sign Up" being the active tab. The main form area contains two input fields: an email address field with the text "displaydemo@ctouch.eu" and a password field with a lock icon and a series of dots. Below the input fields, there is a line of text: "By signing up, you agree to our terms of service and privacy policy." At the bottom of the form, there is a large blue button with the text "SIGN UP >".

Fill in your email-address and choose a password, after which you can choose “sign up”.

After this, you are asked to enter your mobile number, on which you will receive a code which is required when logging on.

After your administrator – or CTOUCH if you are the first user in your organization - verified in Sphere that you are okay to receive access, you will receive an email from CTOUCH Sphere <no-reply@auth0user.net>

Confirm your email address by responding to the mail you received from CTOUCH Sphere <no-reply@auth0user.net>

### Administrator

The administrator can verify your account by going to the user menu, choose “verify user”. Then the administrator enters the email-address which was used to sign up and your account is set.

Administrator can choose what user-type the account is to be, differentiating between user and administrator. Next to that, Admin menu can be made accessible from here (option)

### VERIFY A USER

Email address

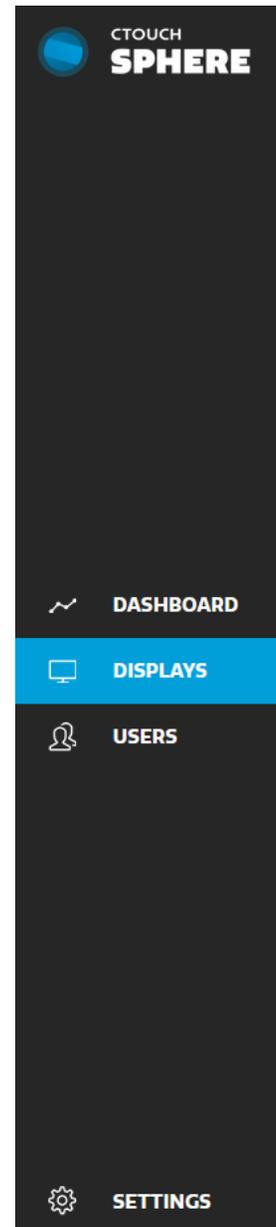
User type  ▾

Allow dealer menu access?

**CANCEL** **VERIFY**

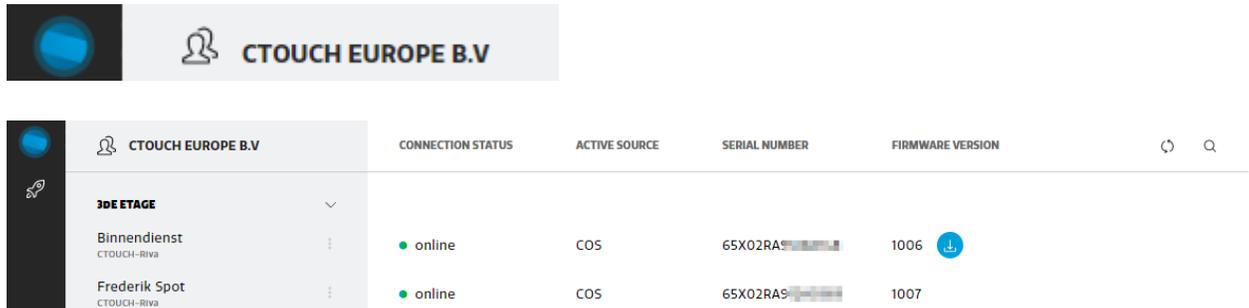
## Main menu

- The Dashboard view will show you insights about your CTOUCH touchscreens.
- The Displays view shows the display dashboard where you can manage your touchscreens.
- The Users view shows all the registered Sphere users within your organization.
- The Settings view shows your account settings where you can change your Sphere account password.



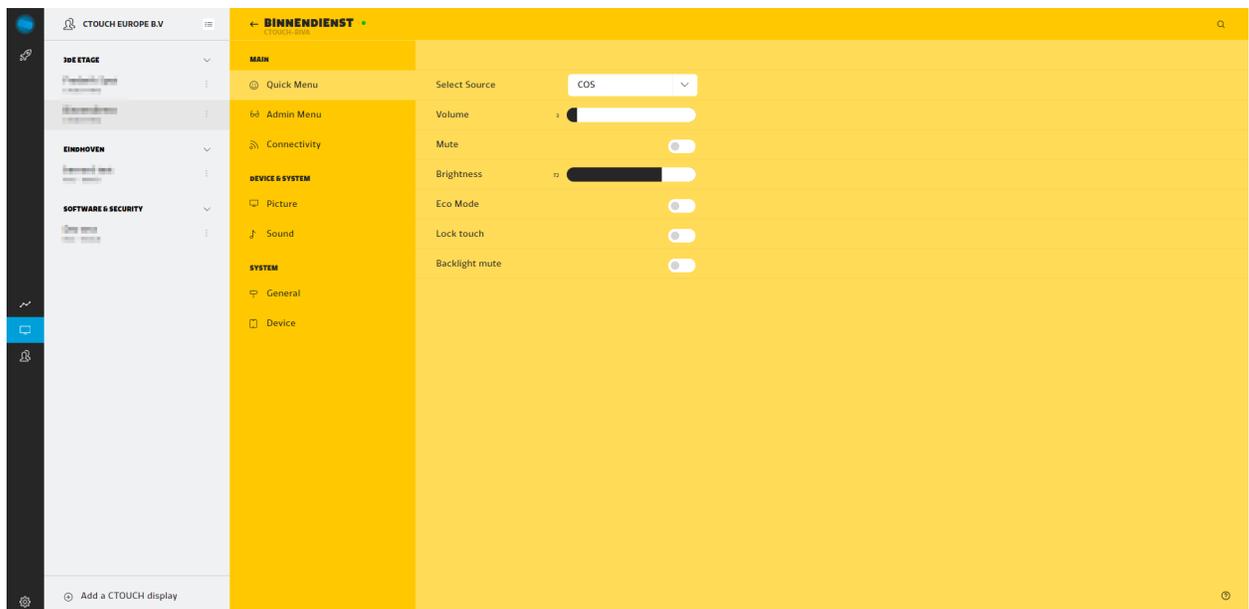
## Controlling a display

1. Click on the display you want to control.



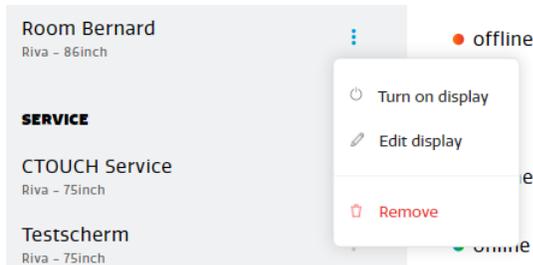
	CTOUCH EUROPE B.V	CONNECTION STATUS	ACTIVE SOURCE	SERIAL NUMBER	FIRMWARE VERSION
	<b>3DE ETAGE</b>				
	Binnendienst CTOUCH-RIVA	● online	COS	65X02RAS	1006
	Frederik Spot CTOUCH-RIVA	● online	COS	65X02RAS	1007

2. Via Sphere, you can change settings like you would normally do on the CTOUCH RIVA touchscreen itself. Also, extra settings are accessible via Sphere, with quick access to some handy settings, you normally can't change this easy via the touchscreen itself. For an explanation of the functions, please see the CTOUCH RIVA manual.



## Wake on LAN / Booting remotely

If a CTOUCH RIVA touchscreen is switched off, you can boot it remotely from the dashboard. Select the 3-bullet menu on the right-hand side of the screen name, then choose "Turn on Display". It may take a minute for the screen to be active.



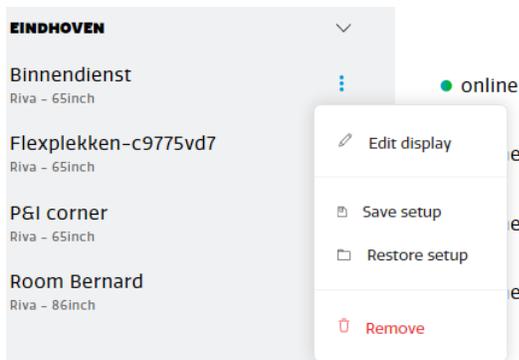
The following pre-conditions must be met upfront:

- At least 1 CTOUCH RIVA touchscreen in the network must be switched on, as the command will be sent from this screen
- The CTOUCH RIVA touchscreens have wired network access.
- Wake on LAN is activated in the dealer menu (or Admin menu / power settings in Sphere)

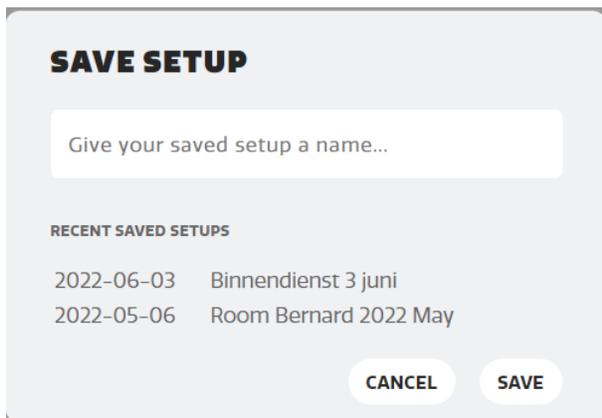
## Backup and restore

### Backup

Backing up the configuration of your CTOUCH RIVA touchscreen is easy. Select the 3-bullet menu on the right-hand side of the screen name, then choose “Save setup”

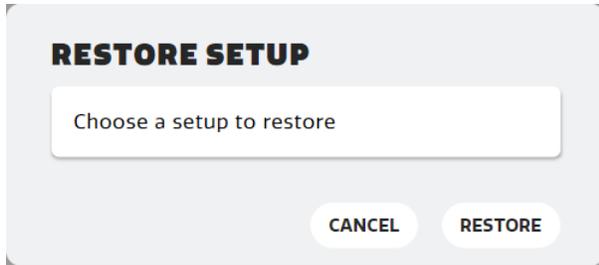


After choosing the name of the backup, you choose “Save”. The backup is now completed



## Restore

You can restore a backup of a CTOUCH RIVA touchscreen on the same, but also on other CTOUCH RIVA touchscreens. Select the 3-bullet menu on the right-hand side of the screen name, then choose “Restore setup”



You select the configuration backup from the dropdown menu and choose “restore”. The config on the selected screen is now overwritten by the one in the backup file.

## Changing a display

It is possible from the dashboard to change room name and location of your touchscreen. Choose “edit display” (available after choosing the 3 bullets on the right side of the display name) and apply the change.

 Edit display
 Remove

### EDIT DISPLAY

Room name	<input type="text" value="Testschermen"/>
Location	<input type="text" value="SERVICE"/> 
Serial number	<input type="text" value="75X02RA912A0005"/>

 Generating a new 'connect code' removes the existing display connection. Use the new code to reconnect this display.

I have read the above statement

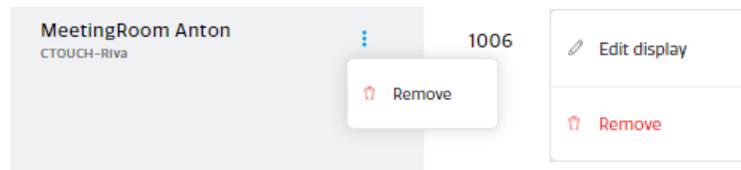
Connect code	<input type="button" value="Generate new connect code"/>
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<input type="button" value="CANCEL"/>	<input type="button" value="APPLY"/>
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## Removing a display

You can remove displays from the main dashboard on <https://sphere.ctouch.eu>.

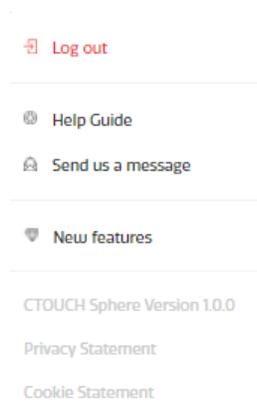
Select the 3 dots next to the serial number and choose “Remove”.



The display will be removed from the overview and client connections are ended.

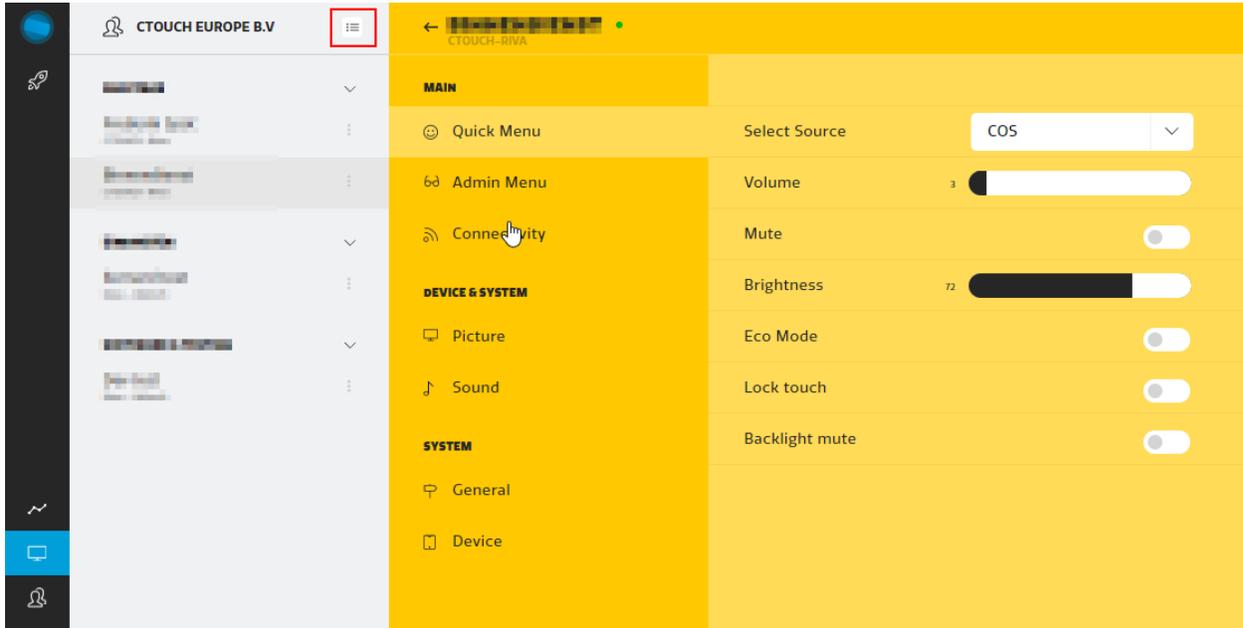
## Checking version numbers.

To check version number on the web portal you can click the (?) icon in the bottom right corner of your dashboard.

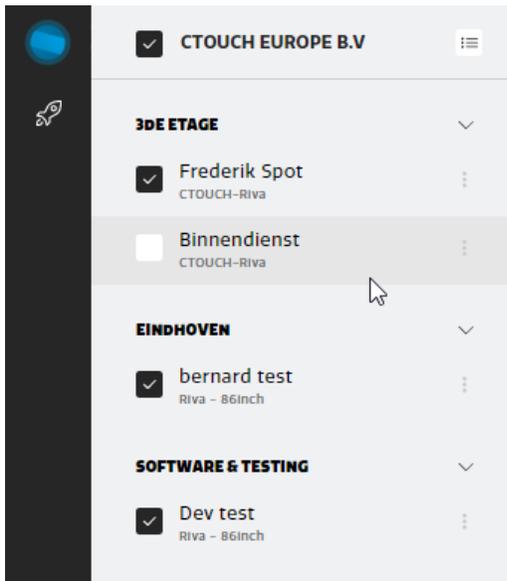


## Actions on multiple screens simultaneously (available in Sphere Advanced only)

In Sphere Advanced, you can control / apply changes to multiple screens in one go. You can do this by selecting the button right next to your company name.



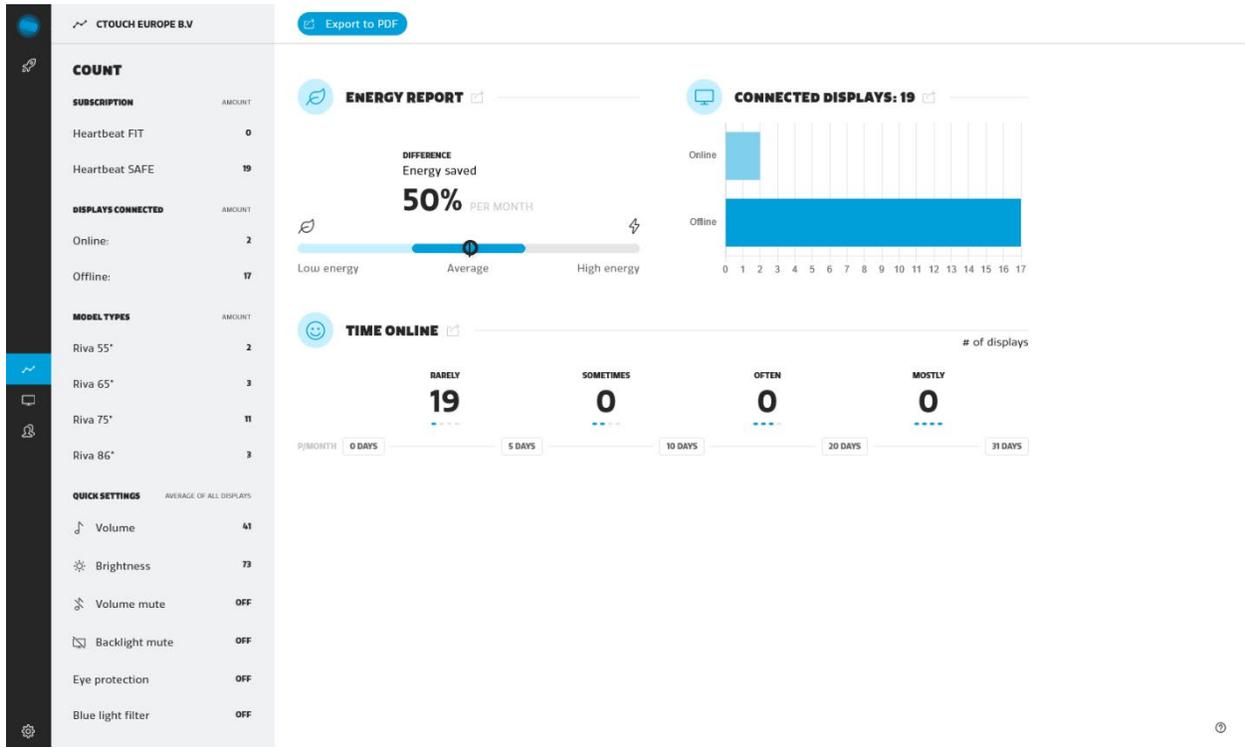
All screens, or a selection, are now simultaneously selectable by activating the checkmark.



Actions performed now, will be executed on all checked RIVA touchscreens that are online.

## Insights

On the insights tab, you can find reports, showing important information on your RIVA touchscreens.



## Account settings.

You can access your account settings by clicking the cogwheel icon in the bottom left corner on the online portal.

### Allow access to dealer and CTOUCH

In this screen, you can allow dealer access to managing the touchscreens with Sphere by entering the dealer-code. Your dealer can share this code with you.

**EXTERNAL ACCESS**

Dealer Code

a8test

Allow CTOUCH Service access to provide support

**SAVE ACCESS**

You can also allow CTOUCH to have access to manage the touchscreens with Sphere by filling the checkmark with “Allow CTOUCH service access to provide support”.

At any time, you can withdraw access for dealer and / or CTOUCH by removing the dealer code and checkmark.