

CTOUCH
SPHERE

USER GUIDE

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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

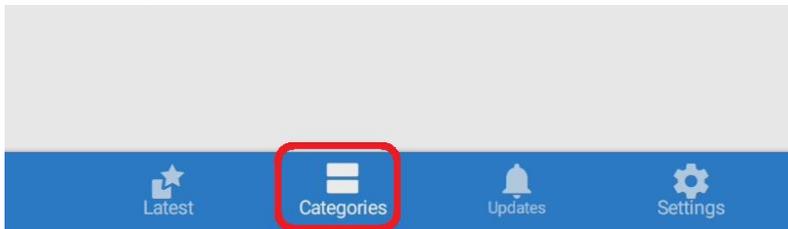
- Firmware version of your CTOUCH RIVA touchscreen is 1006 or higher, preferably 1007 or higher
- The Sphere app is installed on your CTOUCH RIVA
- Internet-port 443 is set open (standard port for secured traffic moving between browser and server). Typically, this port is already open in your network.
- COS 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 1006

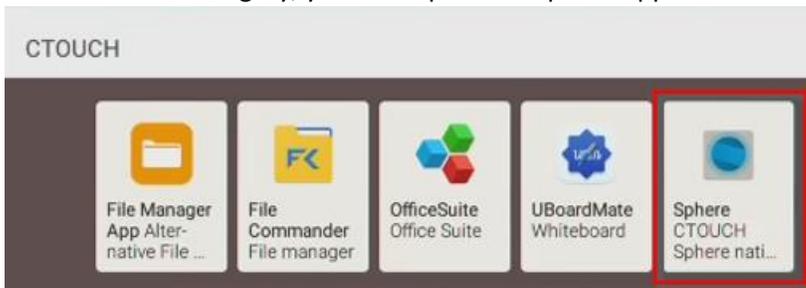
Sphere requires Firmware version 1006 or higher. We therefore suggest upgrading your RIVA touchscreen before installation of the Sphere app. It is preferred updating to FW 1007 or higher for best experience

Installing the Android app.

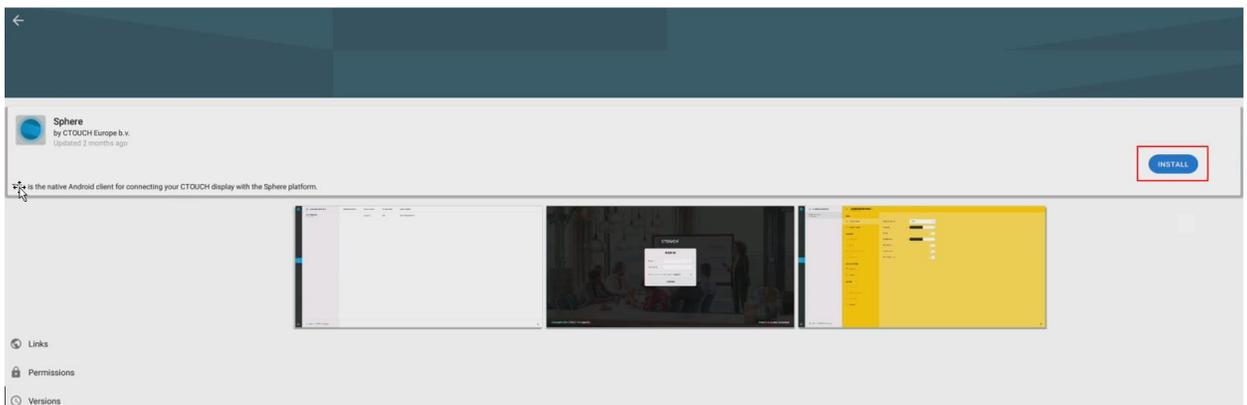
1. Open the CTOUCH Appstore from either the quick start menu or app menu
2. Go to “Categories”.



3. In the CTOUCH category, you can tap on the Sphere app.



4. Press “install” to install the app.



5. You can now close the Appstore and launch the Sphere app.

Important tip

Protect the Sphere app with a pin code by activating app lock. You need an activated pin code or fingerprint authorization (if applicable) for that.

RIVA settings menu → SECURITY → APP LOCK: select Sphere.

After applying this setting, only authorized users having can start the sphere app and apply changes.

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 display.
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 the topic.

A screenshot of a mobile application form titled "ADD A DISPLAY". The form has a light gray background and contains the following fields:

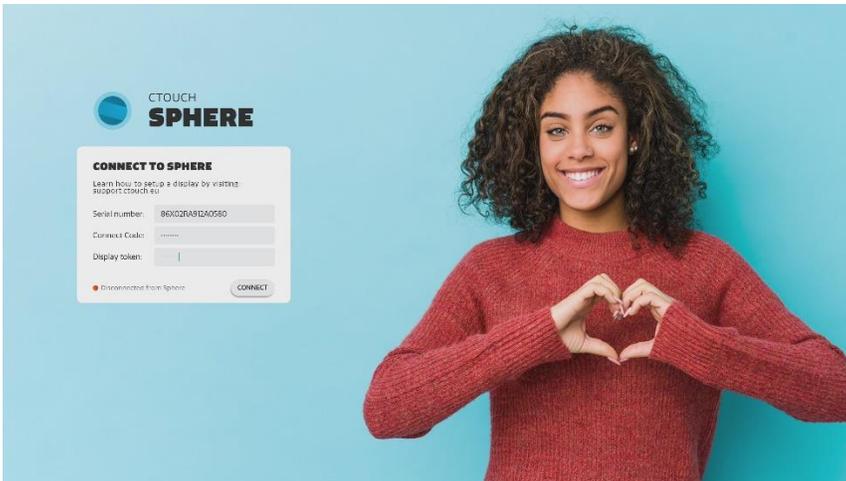
- Display name: A text input field containing "CTOUCH-room".
- Location: A dropdown menu with "CTOUCH house" selected and a downward arrow icon.
- Serial number: A text input field containing "75X02RA000A0000".
- Below these fields, there is a link: "First time? Follow these handy [setup instructions](#)."
- Connect code: A text input field containing "5kskJtfa" and a copy icon.
- At the bottom, there are two buttons: "CANCEL" on the left and "ADD" on the right.

5. Click on “ADD”

The display 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. On the Riva retrieve the following information.
 - a. Serial number
 - b. API token. Dealer menu > Display info > Token number
For dealer menu access, please contact your dealer.
If your display didn't generate a token. Please check if the token generation has been turned on in the control settings menu:
Dealer menu > Control settings > API Token and set it to ON
After turning the Token on, a reboot is required
7. Launch the Sphere android app.



8. Fill in the gathered details.
 - a. Serial number: The CTOUCH Riva 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.
 - c. Display token: The API token gathered from the CTOUCH Riva dealer menu. *Note: the dealer menu is not intended for use by customer, you may need to involve your dealer to complete this step.*
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 and has to be reconnected from the touchscreen.

First select the 3 bullets on the right side of the touchscreen name in the Sphere portal and choose “edit display”

The image shows a screenshot of the Sphere portal interface. At the top, there is a header for 'Testschermen' with a sub-header 'Riva - 75inch' and a three-dot menu icon. A dropdown menu is open, showing 'Edit display' and 'Remove' options. Below this is the 'EDIT DISPLAY' form. The form has three input fields: 'Display name' with the value 'Room Bernard', 'Location' with the value 'EINDHOVEN' and a dropdown arrow, and 'Serial number' with the value '86X02RA912A0147'. Below the fields is a warning message: 'Generating a new 'connect code' removes the existing display connection. Use the new code to reconnect this display.' There is a checked checkbox next to the text 'I have read the above statement'. Below this is a 'Connect code' label and a blue button labeled 'Generate new connect code'. At the bottom of the form are two buttons: 'CANCEL' and 'APPLY'.

After writing down the new connect code carefully, press apply.

You can now enter this new connect code in the Sphere app on the corresponding touchscreen and the connection will be available.

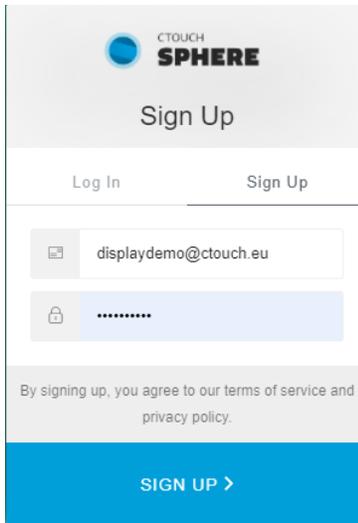
User management (Heartbeat SAFE / Sphere Advanced only)

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 login and sign-up interface. At the top, there is a header with the CTOUCH SPHERE logo and a 'Sign Up' button. Below this, there are two tabs: 'Log In' and 'Sign Up'. The 'Sign Up' tab is active. Underneath, there are two input fields: one for an email address (displaydemo@ctouch.eu) and one for a password (represented by dots). Below the input fields, there is a checkbox for terms of service and privacy policy. At the bottom, there is a large blue button labeled '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

Dashboard will show you insights

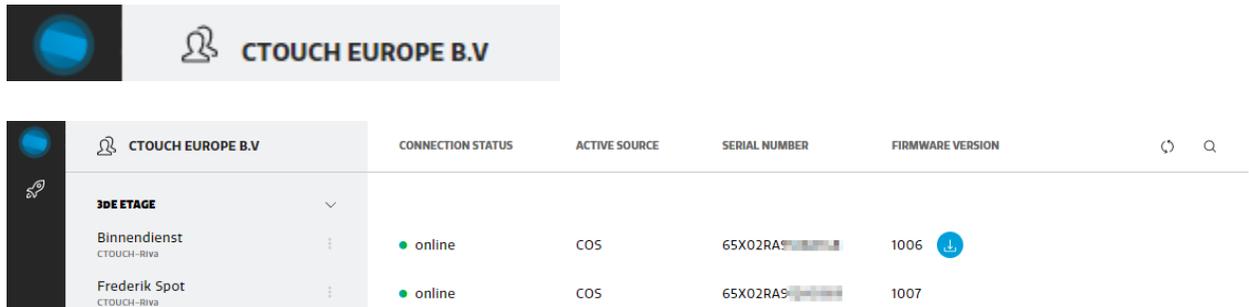
Displays shows the display dashboard

Users shows the users within your organization

Settings shows the account settings

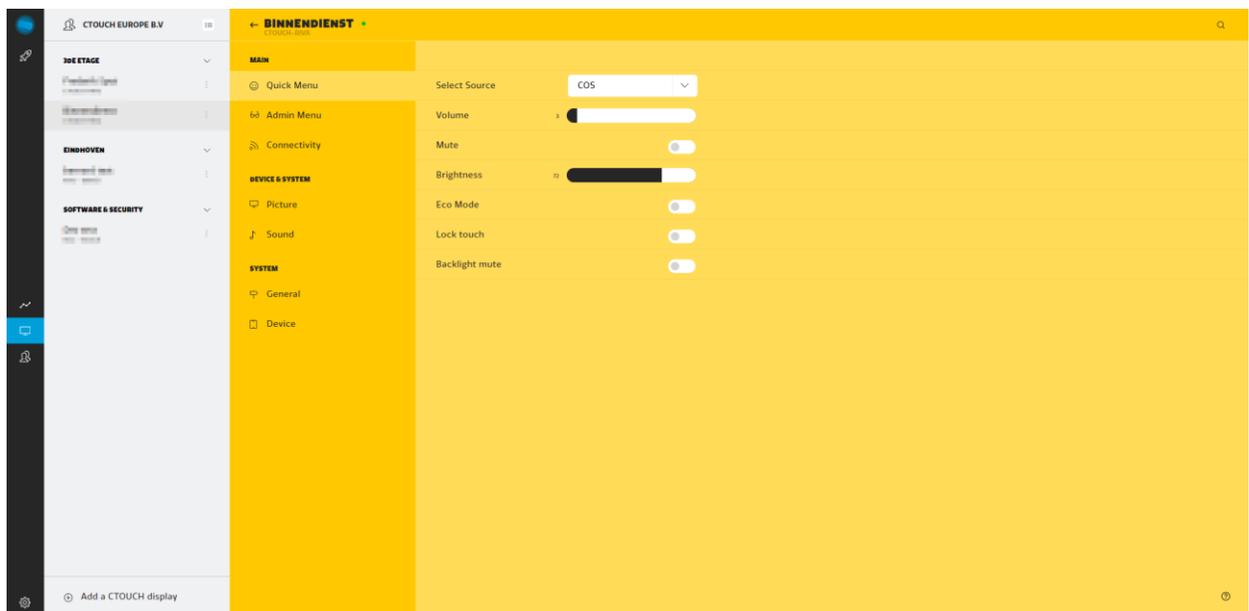
Controlling a display

1. Click on the display you want to control.



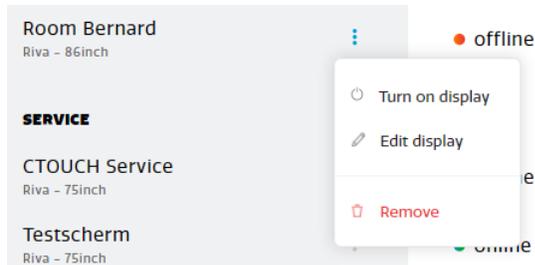
	CONNECTION STATUS	ACTIVE SOURCE	SERIAL NUMBER	FIRMWARE VERSION
Binnendienst CTOUCH-Riva	● online	COS	65X02RAS[REDACTED]	1006
Frederik Spot CTOUCH-Riva	● online	COS	65X02RAS[REDACTED]	1007

2. Change settings like you would on the CTOUCH Riva plus a new "Quick Menu" and "Admin menu" section with quick access to some handy settings you normally can't change this easy. For an explanation of the functions, please see the CTOUCH RIVA manual



Wake on LAN / Booting remotely

If a CTOUCH RIVA display 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.



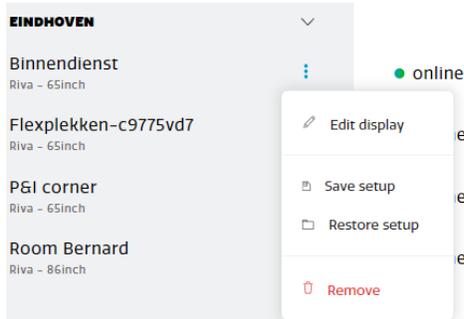
Below pre-conditions must be met upfront:

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

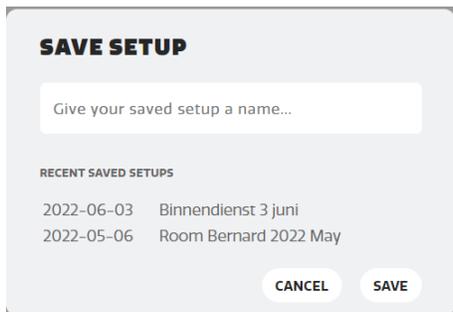
Backup and restore

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”

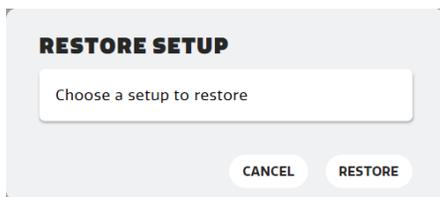


After choosing the name of the backup, you choose “Save”. The backup is now completed



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

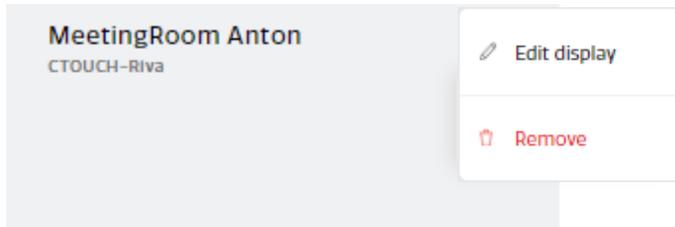
Connect code	<input type="button" value="Generate new connect code"/>
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CANCEL	APPLY
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Removing a display

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

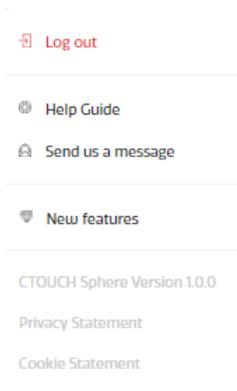
Select the 3 dots next to the serial number and choose “Remove”.



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

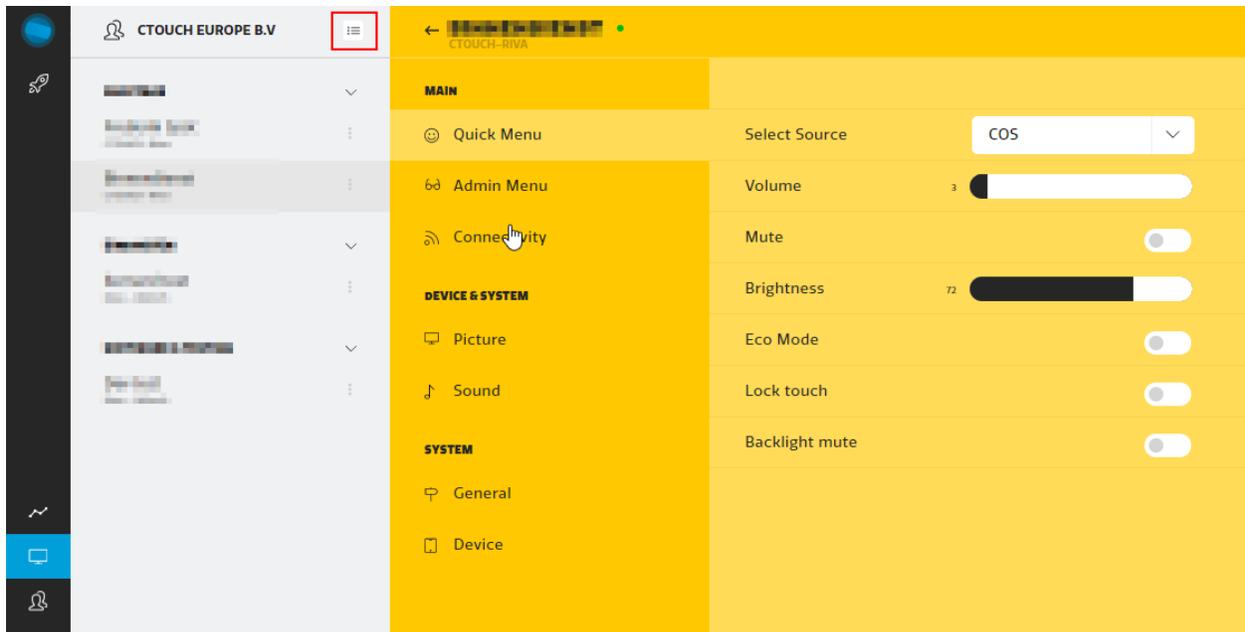
Checking version numbers.

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

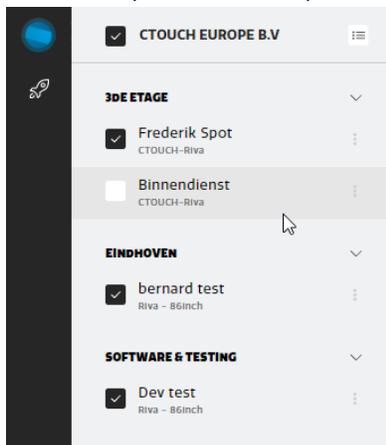


Actions on multiple screens simultaneously (available in Sphere Advanced only)

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.



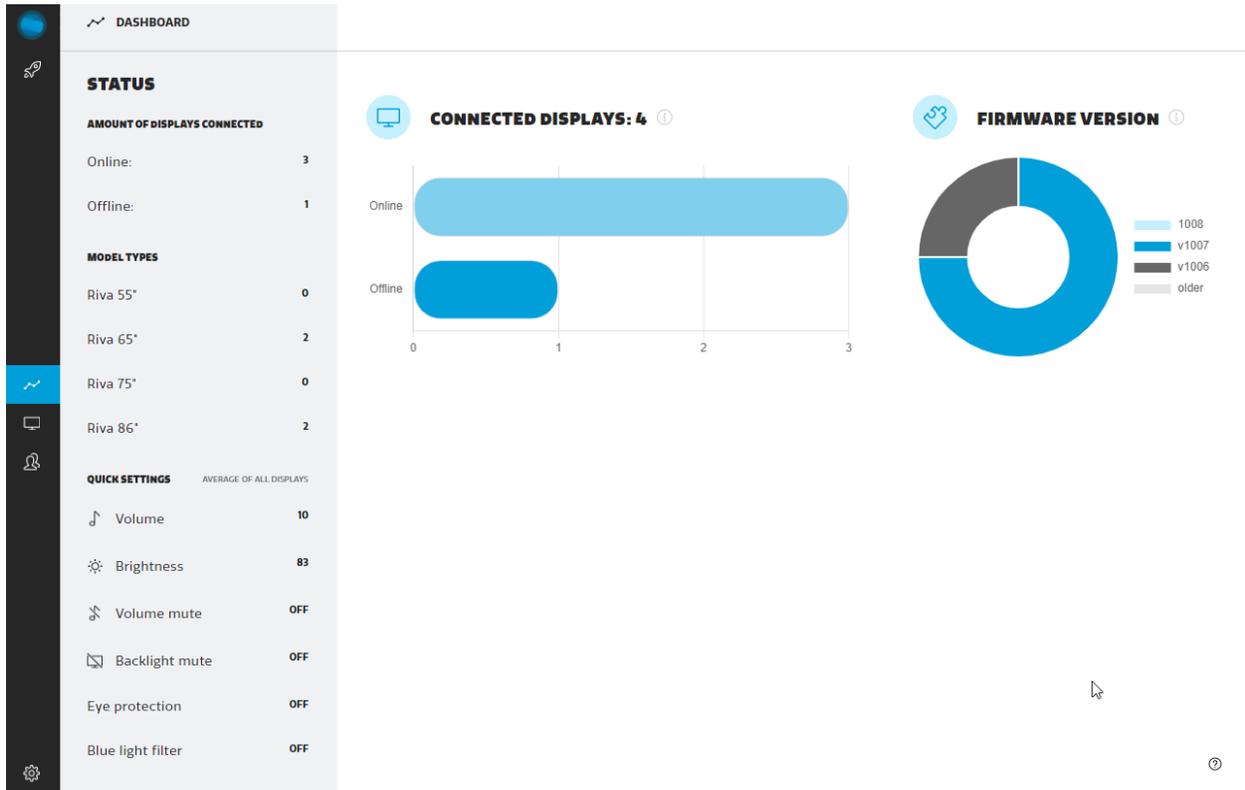
All screens, or a selection, are now simultaneously selectable by activating the checkmark.



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.

The screenshot shows the 'EXTERNAL ACCESS' settings form. It includes a 'Dealer Code' input field with the value 'a8test'. Below the input field is a checkbox labeled 'Allow CTOUCH Service access to provide support', which is currently unchecked. At the bottom of the form is a blue button with a save icon and the text '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.