# TRAKA21
# USER GUIDE
# MODEL: KC-1-0156

## UD0130

01/07/2024

VERSION 2.5

## VERSION HISTORY

| Version | Date | Who | Description of Changes | Approved By |
|---|---|---|---|---|
| 1.0 | 14/11/14 | AK | Initial version of document | |
| 1.1 | 12/12/14 | AK | Added information on the location of FCC E-Label | |
| 1.2 | 09/01/15 | AK | Removed FCC logo and added additional text for FCC approval. | |
| 1.3 | 22/01/15 | AK | Added section on the keyboard and the extra characters that are selectable in different languages and also a section on the System Impact Alarm. | |
| 1.4 | 30/01/15 | AK/DJW | Updated spelling errors for the latest guide.<br>Added battery caution and disposal notices. | |
| 1.5 | 28/04/15 | DJW | Added maximum altitude rating. | |
| 1.6 | 25/11/15 | JO | Import section correction. | |
| 1.7 | 03/12/15 | DJW | Added model number to the document KC-1-0156. | |
| 1.8 | 03/06/16 | RC | Added new screen shots and descriptions. Change PIN description–Section 3.6. Help Topics, product details added–Section 4.4.1. Help Topics, new button added–Section 4.4.2. Product Info, new screen added–Section 4.4.2. General Admin, new option & descriptions added–Section 4.8. | |
| 1.9 | 15/02/18 | SH | Amended section 4.6, detailing export must be completed before import | |
| 2.0 | 30/05/18 | WT | GDPR + EULA Added | |
| 2.1 | 08/09/20 | JO/LS | Language list & cleaning instructions added.<br>Added information on volume slider | |
| 2.2 | 03/03/21 | JO | Updated language list to include Portuguese, added the screen calibration function, factory reset, battery information | |
| 2.3 | 12/04/21 | JO | Added 'Disk Usage' report to 'Product Info' screen. | |
| 2.4 | 15/10/22 | JO | Added new EULA | |
| 2.5 | 01/07/24 | JO | Updated battery information + general compliance updates | |

# CONTENTS

## 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. INTRODUCTION

This User Guide has been prepared to assist you (the end user) with the operating basics of the Traka21. Please keep this guide handy for those times when you need to remember how to Add Users, Add Keys or run Reports.

## 1.1 SUMMARY OF TRAKA21

Traka21's innovative plug and play system provides small to medium size businesses with the very latest in intelligent key management.

Simple, efficient and cost-effective, Traka21 helps trace and account for every key or keyset, which are individually locked in place, ensuring that critical business operations are never jeopardised.

## 1.2 GLOSSARY OVERVIEW

**System** – The term 'System' refers to the Traka21 unit.


**iFob** – The iFob is the heart of the Traka21 system. It contains a small RFID chip which allows the system to identify the keys(s) attached.


**Security Seal** – The Security Seal is used to attach the key(s) to the iFob. Once the seal has been crimped, the only way to detach the keys from the iFob is to cut the security seal using a pair of heavy duty cutters.

**Users** – Users are added to the system by an administrator and can either be a standard user or another administrator. This is done from the user wizard in the admin section of the Traka21.

**Permissions** – The permissions section of the Traka21 allows you to easily identify who has access to what keys and allows you to edit each user's permission.

# 2. TRAKA21 OVERVIEW

The Traka21 system uses touch screen technology for an easy, user friendly interface. Traka21 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.

## 2.1 THE TOUCH SCREEN

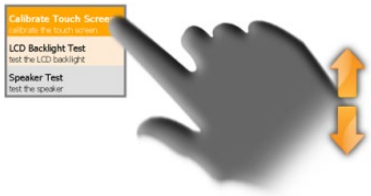
### 2.1.1 SCREEN SAVER


If the Traka21 system is not active for 30 seconds, then the system will go into 'power save' mode. To use the system again simply press anywhere on the touch screen.

### 2.1.2 TOUCH COMMANDS

**Click** – Selecting an onscreen button then immediately releasing will activate it.

**Click & Hold** – Selecting and holding certain directional buttons will cycle through menus and various options.




**Scroll** – Swiping up and down on a list or menu will allow you to scroll through the various options.

## 2.2 IDENTIFICATION

The Traka21 is a PIN only entry system. The minimum PIN length must be at least four digits long, and the maximum length is ten digits.

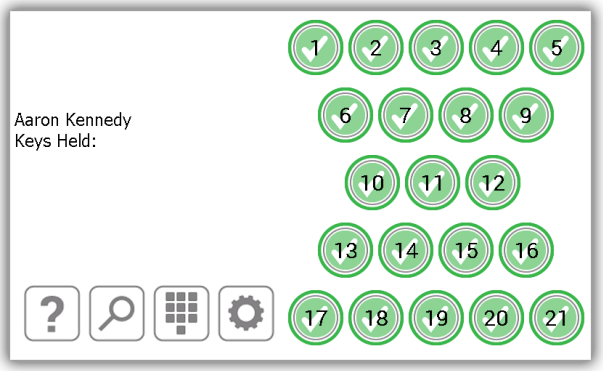
# 3. USING THE SYSTEM

To use Traka21 a user with the correct credentials must login at the system.

## 3.1 LOGGING INTO THE SYSTEM

1. Touch the screen to bring the system out of power save mode.
2. Enter your PIN.


3. Press ↵ (enter) to confirm your PIN.
4. The door will then open allowing you access to the keys.
5. Verify your name on the touch screen.



## 3.2 REMOVING & RETUNING KEYS

### 3.2.1 REMOVING KEYS

Removing a key is a **one handed operation**.

1. **Enter** your PIN at the system.
2. The door will open.
3. **Authorised** iFob slots will be illuminated **green**.
   **Unauthorised** iFob slots will be illuminted **red**.
4. **Press** the on screen button for the iFob you wish to remove.
5. **Wait** for the "**click**" (unlocking iFob).
6. **Remove** iFob.

### 3.2.2 RETURNING KEYS

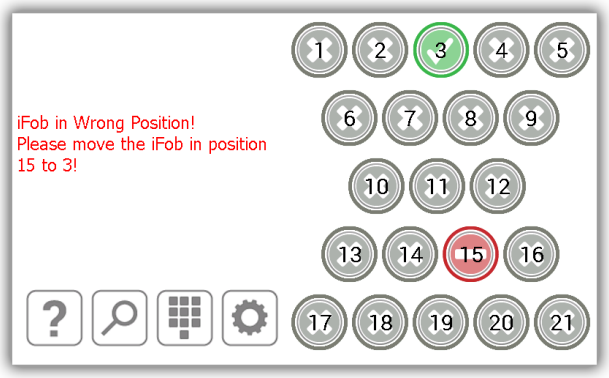
You **must** return the key to the correct receptor slot.

1. **Enter** your PIN at the system.
2. The door will open.
3. **Positions illuminated Orange** indicate the iFobs held by the current user.
4. **Insert** iFob into matching receptor slot.

**NOTE: If you return the iFob to the incorrect slot, the touch screen will notify you and request that you remove the key and return it to the correct slot as indicated. The positions in the system will also illuminate and guide you to the correct position.**

## 3.3 IFOB IN WRONG SLOT

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




In addition to the touch screen giving you instructions, the receptor positions will illuminate and guide you to the correct slot as shown below.

**NOTE: This is a configurable option that can be selected on or off for all users in the general settings of Traka21. Please view section 4.8 for more details.**

## 3.4 IFOBS STATUS ICONS

Please see below descriptions of each iFob status in the Traka21 system.

The green circle with a white tick symbol indicates that the user has access to the iFob.

The red circle with a white line shows that the user does not have access to the iFob

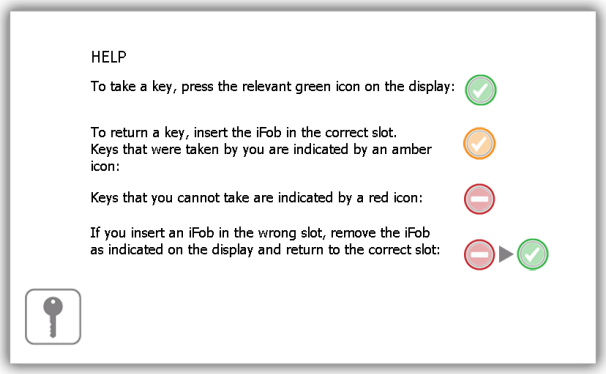
The orange circle with a white tick indicates that the iFob is out of the system to the currently logged in user.

The grey circle with a white cross shows that the iFob is out of the system to another user.

### 3.4.1 HELP

Whilst a user is logged in they can click the help button for information on the iFob status and at what point they can take a key.

1. Click the help button from the logged in screen 
2. The help screen will then appear giving details on which iFobs a user can or can't take.



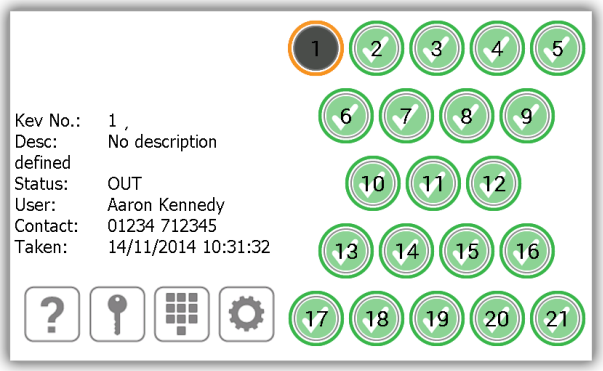

3. To get back to the logged in screen click the keys button 

## 3.5 IFOB LOOKUP

When a user is logged in they can click the search icon and look up the details of an iFob.

1. Click the search button from the logged in screen 

2. Select which key you wish to search for.




The search will detail the following information...

- The position of the iFob
- Any description assigned to the key(s) on the iFob
- Whether the iFob is in or out of the system
- If the iFob is out of the system, this will display the user who currently has the iFob. If the iFob is in, this will display the user who last returned it.
- The users contact information
- And the date & time it was last taken or returned.

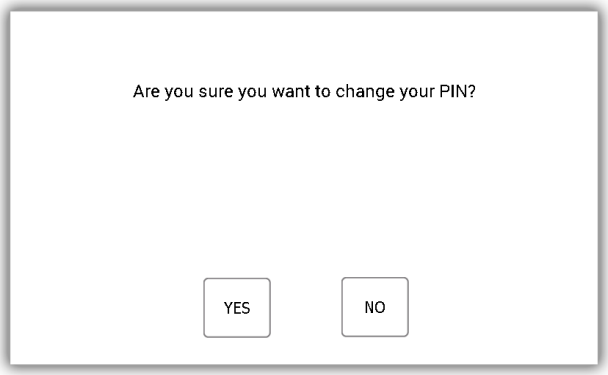
3. To search again, simply select another iFob position.

4. When you are finished click the keys button  and you will be taken back to the logged in screen.

## 3.6 CHANGE PIN

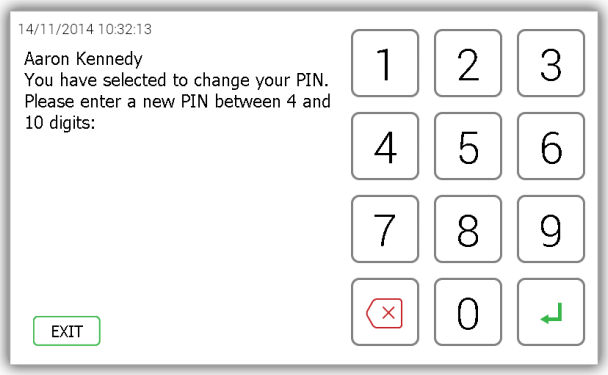
A user can change their PIN by selecting the change PIN button once they have logged in. This option can be turned on and off in the General screen. Refer to section 4.8 'General', for more information on enabling and disabling this option.

1. If available, click the change PIN icon from the logged in screen 
2. A message will appear asking if you wish to change your PIN. Click Yes.

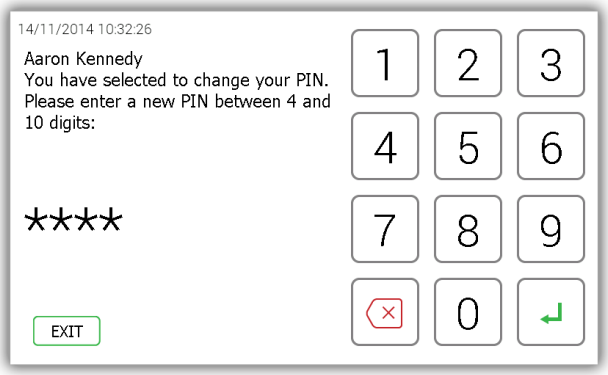



3. Enter your new PIN and click enter ↵.

**NOTE: your PIN must be at least four digits long but can be no longer than ten.**




4. You will be prompted to enter your new PIN a second time for clarification. Click enter ↵.

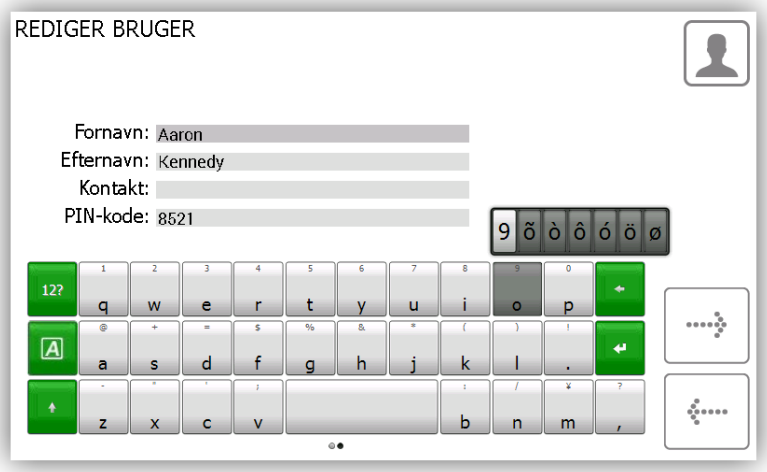



5. A message will be displayed stating your PIN change was successful. You will then be taken back to the login screen.

## 3.7 KEYBOARD

The Traka21 keyboard supports extra characters that are selectable depending on the language your system is set to. To show these special characters, you will need to hold down the similar key on the keyboard and it will provide you with a list of special characters to choose from.

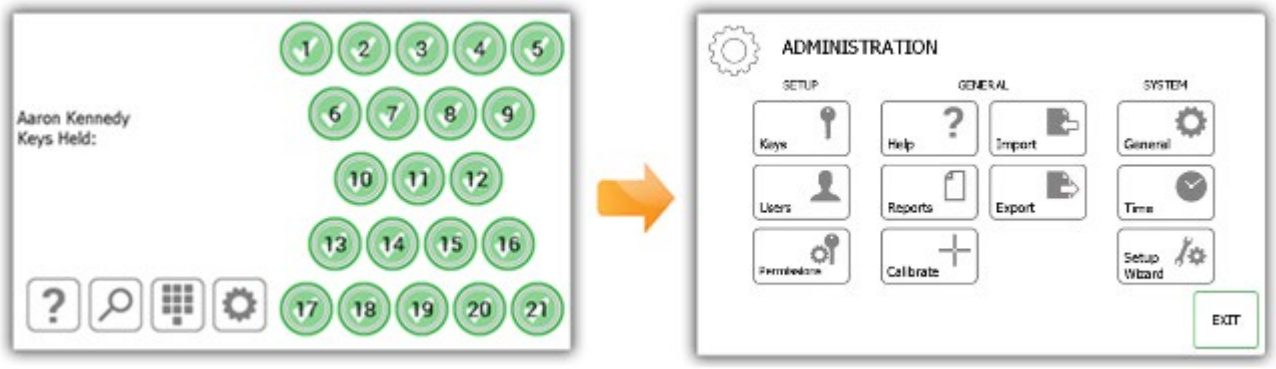
E.g. To get the Danish character "Ø" your system would need to be set to Danish, you would then need to hold down the "O" key and choose a character from the list pop up list.




To change your systems language, please refer to the General settings section.

# 4. ADMIN MENU

This section of the user guide will take you through the admin menu and all of its features. To access the admin menu, a user with admin access will need to identify themselves at the system and select the admin button.

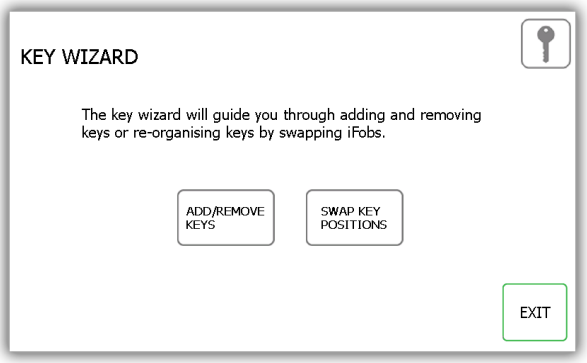



## 4.1 KEYS

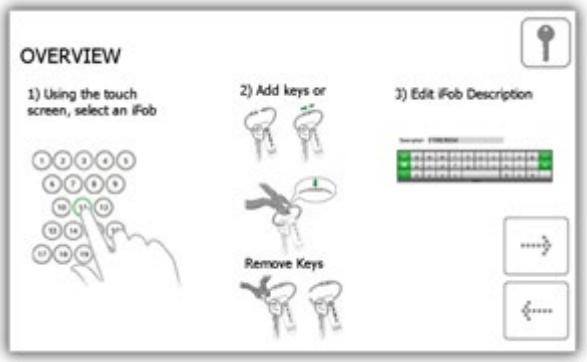
From the admin menu select the Keys button. The key wizard will allow you to add/remove keys to iFobs in the system. You can also use the feature swap key positions, which allow you to reorganise the keys in the system.

### 4.1.1 ADDING/REMOVING KEYS

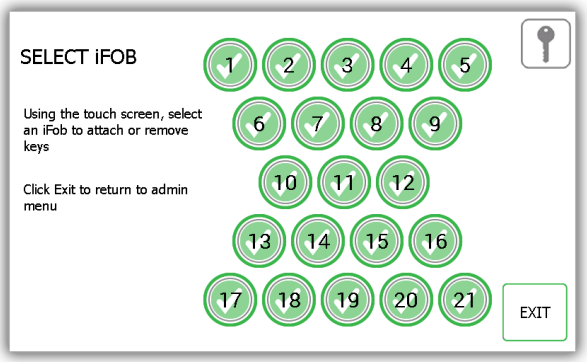
1. Select the Add/Remove Keys button from the key wizard menu.




2. The overview screen will appear providing you instructions on how to add keys to an iFob. Read these instructions and click the forward button.



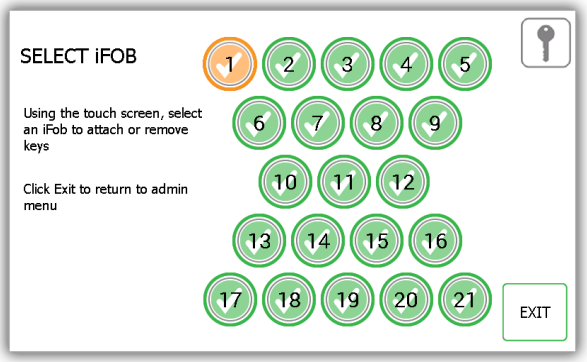
3. Select the desired iFob using the touch screen.




4. The iFob will then be released from the system.

**NOTE: If at any time you wish to exit the Key Wizard, close the door or select the Exit button.**

5. Remove the iFob from the system. The touch screen will display an orange 'removed' icon for the iFob you have taken.

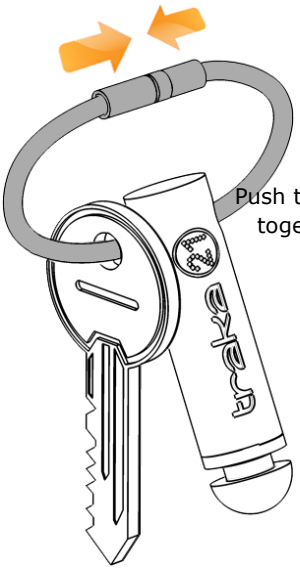



6. Now the iFob is out of the system, you can attach your key(s) using the provided Security Seal.

A

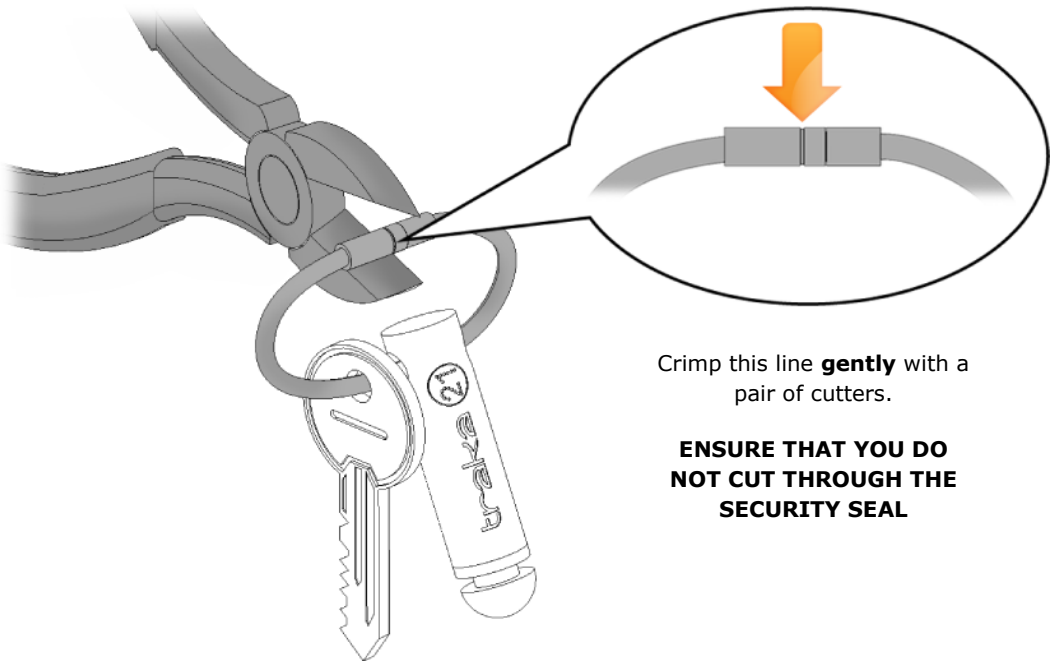
Put you're your key(s) onto the security seal with the iFob.

B



Push the seal together.

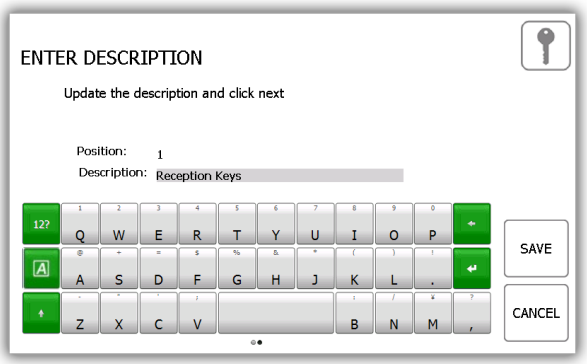
C



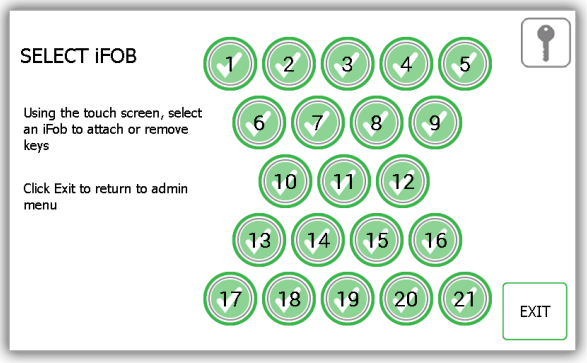
Crimp this line **gently** with a pair of cutters.

**ENSURE THAT YOU DO NOT CUT THROUGH THE SECURITY SEAL**

7. You will be prompted to enter a description for the key(s). Click save when you have finished.




8. When you have finished, return the iFob to the system. The orange 'removed' icon will now become green again as you have returned it to the system.



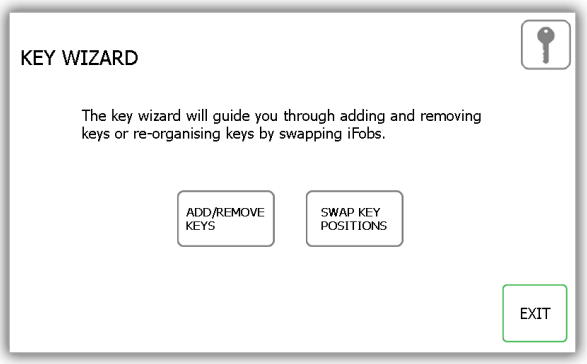

9. To add more keys to an iFob, simply select another iFob from the touch screen.

10. When you are finished adding keys, click the exit button to be taken back to the admin menu or close the door.

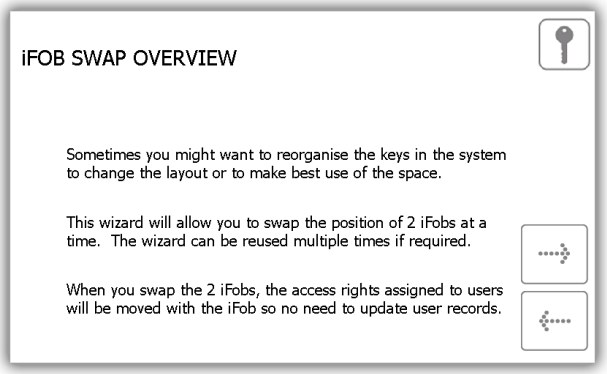
### 4.1.2 SWAP KEY POSITIONS

The swap key positions feature is very beneficial if you wish to reorganise the keys in the system. Using the swap key feature, you won't need to cut or re-crimp any security seals; the system will reassign the iFobs to new positions.

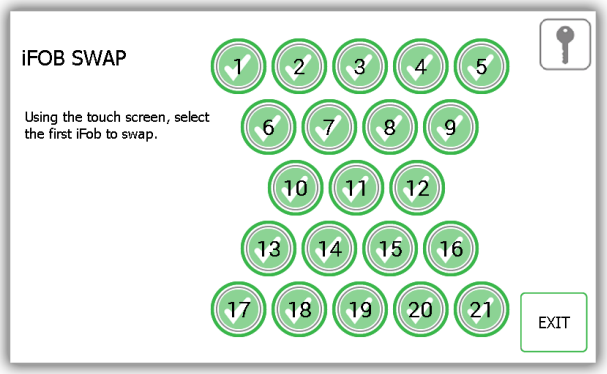
1. Select the Swap Key Positions button from the key wizard menu.




2. The swap key overview will then appear giving you a description of how the feature works. Read this and click the forward arrow.

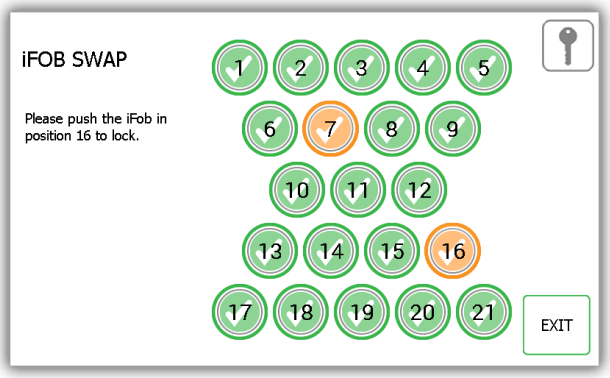



3. Select the first of the two positions you want to swap over.



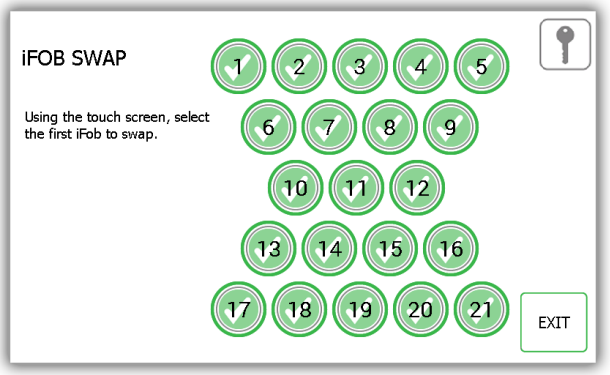

4. The iFob will then release to you. Put it safely to one side.

5. Select the second iFob and it will release from the system.




6. Now that both iFobs are out of the system, you can return them to the system in their new positions.

7. The system will recognise the swap and will accept both iFobs.




8. To swap more Fobs simply being this process again from step 3.

9. When you are finished click the exit button to return to the admin menu or close the door.

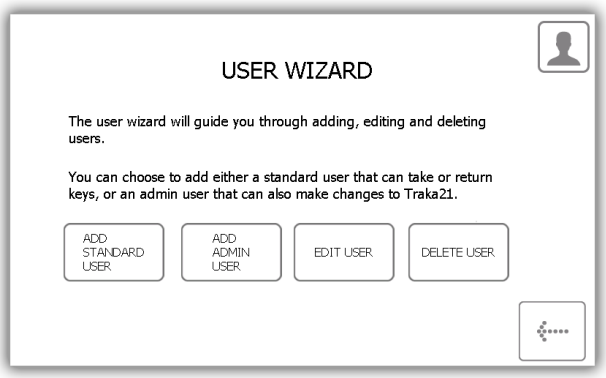
## 4.2 USERS

From the admin menu click the user's button. To add, edit or delete a user, login to the system and navigate to the admin menu. From the admin menu select the user's button.

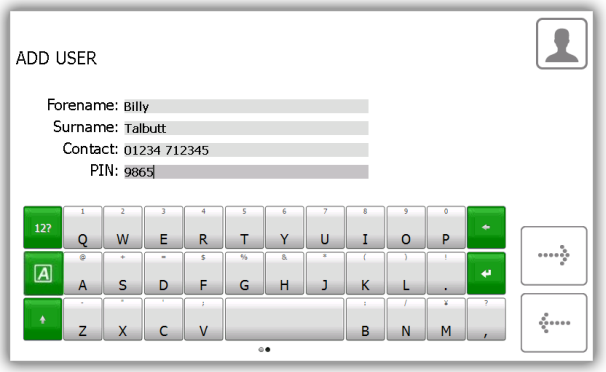
### 4.2.1 ADDING A STANDARD USER

A standard user does not have access to the admin menu or any reports. This user will only be able to remove and return keys. When the User Wizard appears you will have many options to choose from.

1. Select the Add Standard User button.

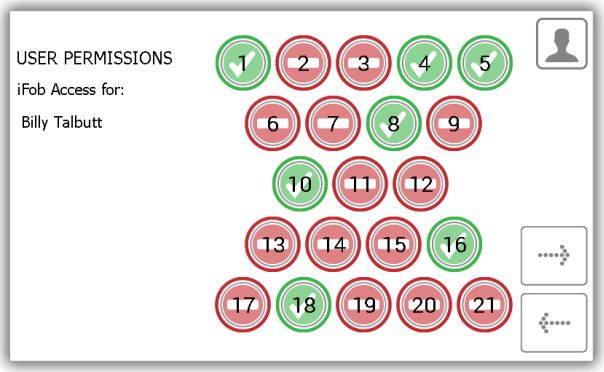



2. The user details window will appear allowing you to enter the user's forename, surname, contact number and PIN. Enter the details and click the forward button.



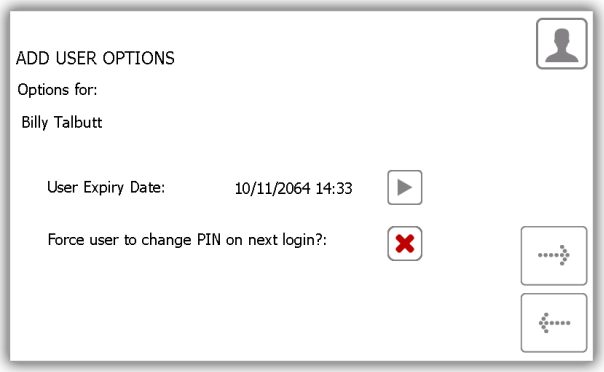

   - **Contact** – This field is for a phone number, fax number, email or any means of contact that the user is reachable by.
   - **PIN** – The PIN (personal identification number) is the numeric password that will grant you access into the system. It must be between four and ten digits long.

3. Next you will need to select the user's permissions. Using the touch screen simply select which iFobs the user will have access to. The green circles with white ticks show positions the user currently has access to. To remove access, simply click the button to turn it to a red circle with a white line. When you have finished click the forward button.




4. At the options page you can set the following...

    - User Expiry Date – Here you can set the date and time the users profile expires and becomes inactive at the system.
    - Force user to change PIN on next login? – enabling this option will force the user to change their PIN when they next attempt to log onto the system.




Select the appropriate features and click the forward arrow.

5. The user wizard is now complete. A message will appear stating that you have successfully added a user.


6. If you want to add more users click yes and you will be taken to a new user details screen. Follow steps 2-5 again.

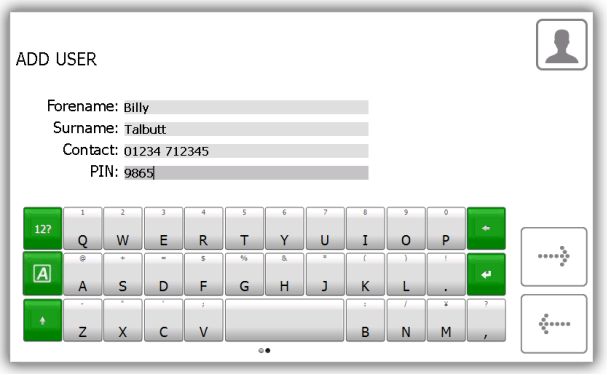
7. If you are finished and do not want to add any more users click no and you will be taken back to the Admin menu. From there click exit again to return to the login screen.

### 4.2.2 ADDING AN ADMIN USER

An admin user can remove and return keys as well as access the admin menu and run reports.

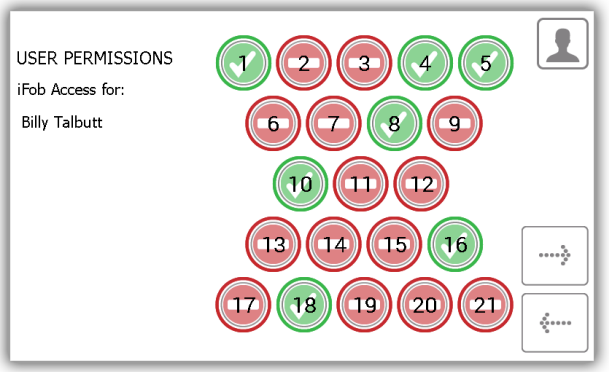
1. Select the Add Admin User button.


2. The user details window will appear allowing you to enter the user's forename, surname, contact number and PIN. Enter the details and click the forward button.



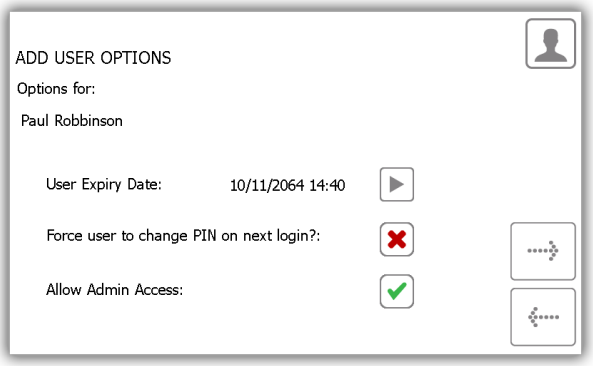

- **Contact** – This field is for a phone number, fax number, email or any means of contact that the user is reachable by.
- **PIN** – The PIN (personal identification number) is the numeric password that will grant you access into the system. It must be between four and ten digits long.

3. Next you will need to select the user's permissions. Using the touch screen simply select which iFobs the user will have access to. The green circles with white ticks show positions the user currently has access to. To remove access, simply click the button to turn it to a red circle with a white line. When you have finished click the forward button.



At the options page you can set the following...

- User Expiry Date – Here you can set the date and time the users profile expires and becomes inactive at the system.
- Force user to change PIN on next login? – enabling this option will force the user to change their PIN when they next attempt to log onto the system.




Select the appropriate features and click the forward arrow.

4. The user wizard is now complete. A message will appear stating that you have successfully added a user.

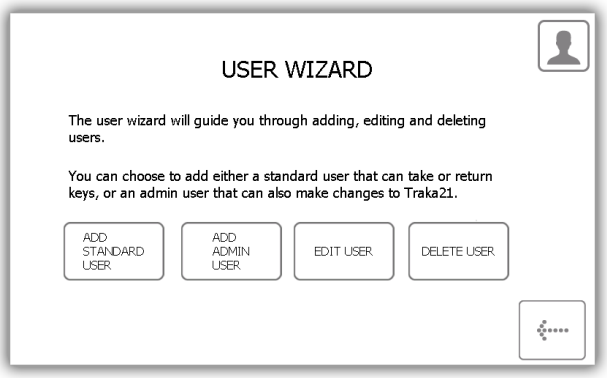

5. If you want to add more users click yes and you will be taken to a new user details screen. Follow steps 2-5 again.

6. If you are finished and do not want to add any more users click no and you will be taken back to the Admin menu. From there click exit again to return to the login screen.

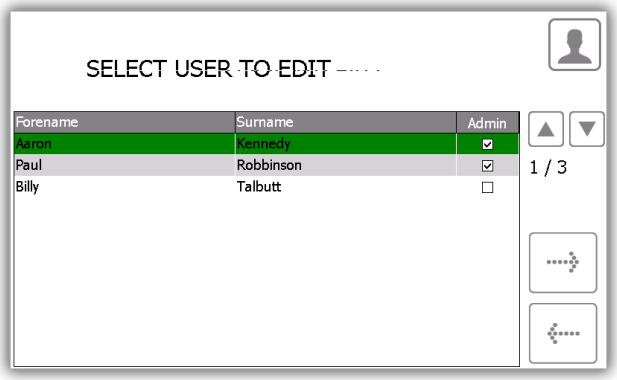
### 4.2.3 EDIT USERS

You can edit a user's details...

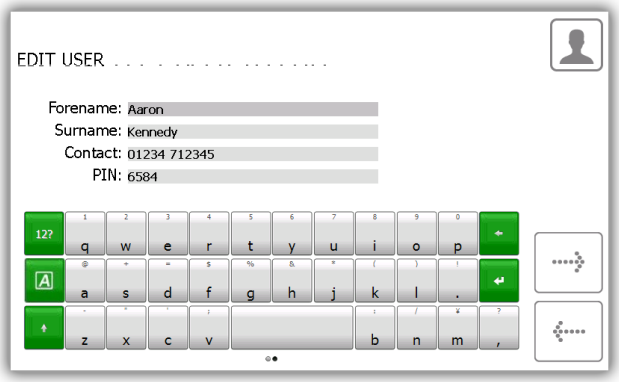
1. Select the Edit User button.



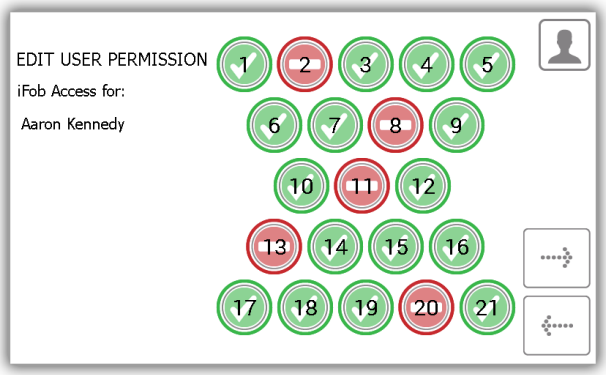

2. The current user list will appear. Highlight the desired user and click the forward button.




3. The user's forename, surname, contact and PIN will then appear. Make any changes you need and click the forward arrow.



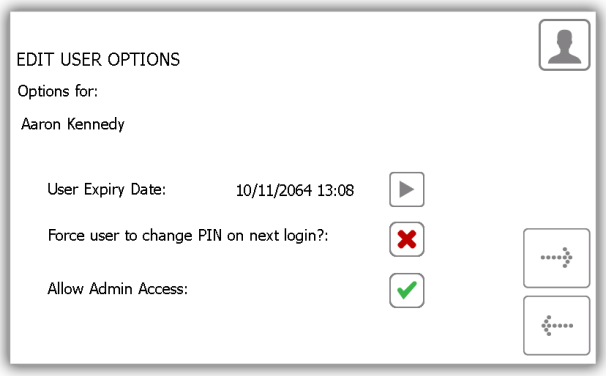
4. Next edit the key permissions by selecting the positions the user may or may not have access to.




5. Next edit the user options. Here you can...

    - Change the expiry date of the user.
    - Select/deselect the force user to change PIN option.
    - Select/deselect Allow admin access option.

    Edit the desired options and click the forward button.




6. The edit is now complete. A message will now appear saying you have successfully edited a user.


7. If you want to edit more users click yes and you will be taken to the user list. Follow steps 2-5 again.

8. When you are finished, click the exit button to return to the admin menu.

### 4.2.4 DELETE 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'**

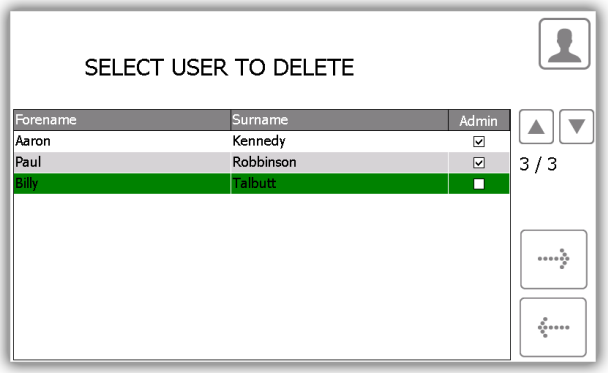
**It is also recommended that a back-up of the database is made after the above changes are completed & all previous database back-ups destroyed.**

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

You can delete a user from the system...

1. Select the Delete User button.


2. The current user list will appear. Highlight the desire user and click the forward button.



3. A message will appear asking if you wish to delete the user. Click Yes.

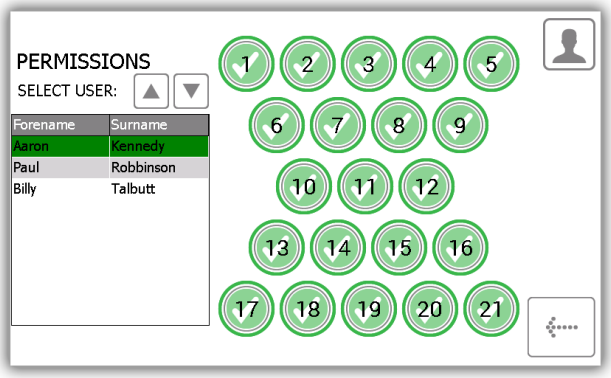

4. The use will now be deleted from the user list.
5. To delete more user repeat steps 2-3.
6. When finished click the back button.

## 4.3 PERMISSIONS

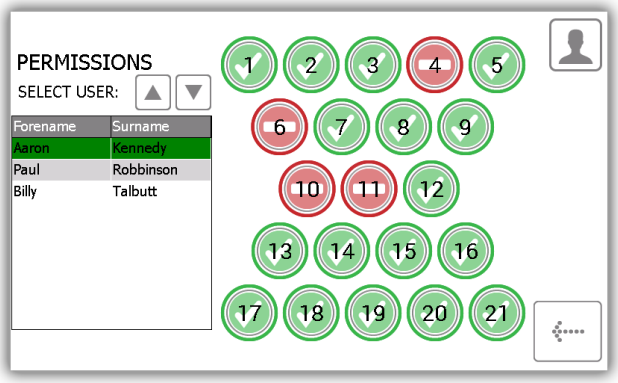
From the admin menu select the permissions button. The permissions section allows you to view all the current users in the system and grant/revoke their access rights without having to edit their individual user details.

1. From the admin menu select the permission button.

2. From the list on the left, highlight the user whose permissions you wish to edit.




3. Simply select the positions you wish the user to have access to.




4. To edit another user simply scroll down and highlight the desired user.

5. To go back to the admin menu click the back button.

## 4.4 HELP

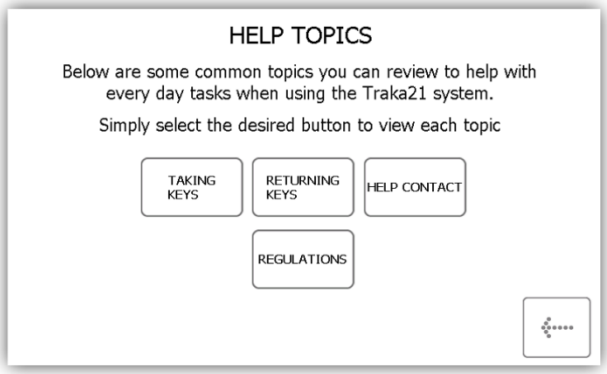
The Traka21 has embedded help topics that will assist you with the everyday tasks of using the system. The help page can be viewed from two locations, the main login screen and the admin menu. Every user will be able to view the help page from the login screen; however it will not have all the topics that are available from the admin menu. This has been done to make it easier for the 'standard users' as they will only be able to view the help topics on actions they can make.

### 4.4.1 STANDARD USER HELP

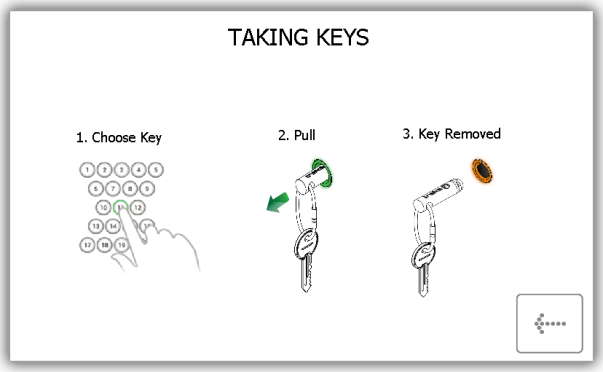
A standard user will only have access to the help topics at the login screen of the Traka21.

1. From the main login screen select the help button.

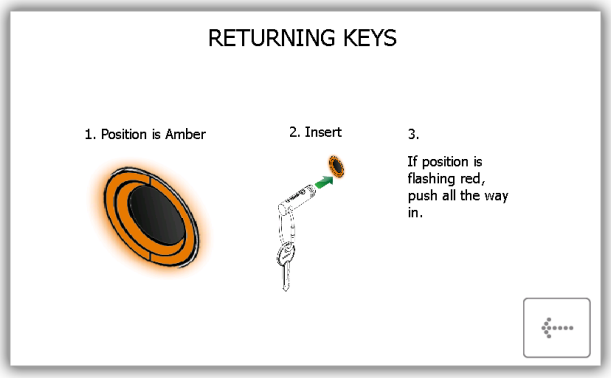

2. When the help screen appears you will have four options to select from.




- **Taking Keys** - Will give you a pictorial overview in three steps on how to remove a key from the system.



- **Returning Keys** - Will give you a pictorial overview in three steps on how to return a key to the system.



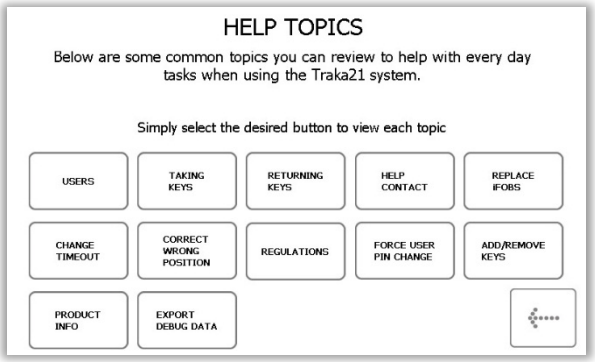

- **Help Contact** - Will display contact details if you need technical assistance. The details shown here can be changed by the admin user.


3. Select the desired button to open the topic.
4. To return to the help screen, click the back button.

### 4.4.2 ADMIN USER HELP

An admin user will be able to see all of the help topics in the system.

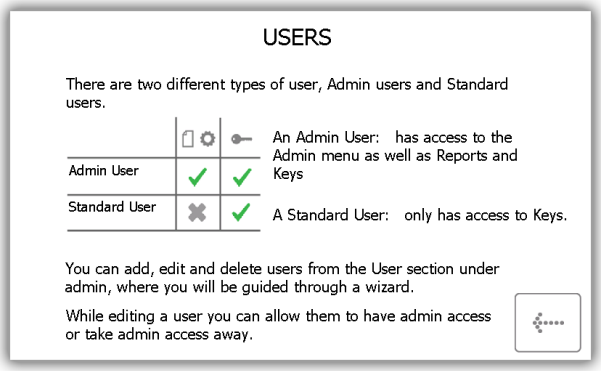
1. From the admin menu select the help button.
2. The full list of help topics will then appear.



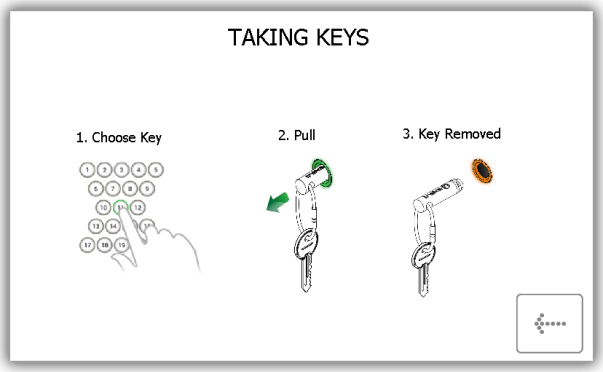

- **Users** - Explains the difference between standard and admin users and the access they each have.

  A standard user does not have access to the admin menu or and reports. This user will only be able to remove and return keys.

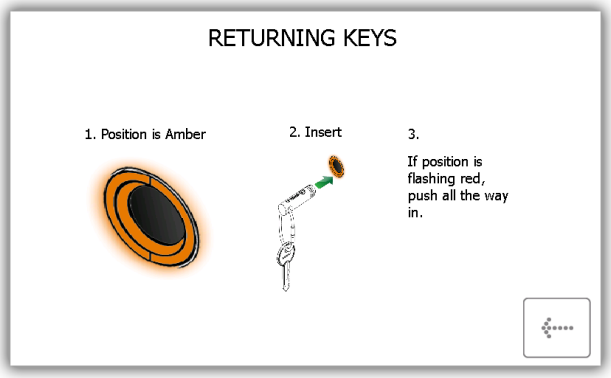
  An admin user has access to all aspects of the Traka21 system, users, keys, admin menu and reports.




- **Taking Keys** - Will give you a pictorial overview on how to remove a key from the system.



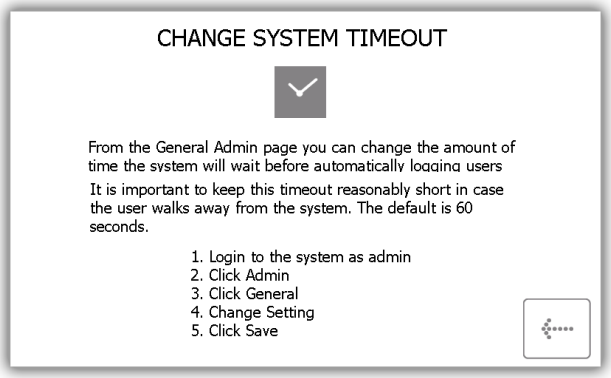
- **Returning Keys** - Will give you a pictorial overview on how to return a key to the system.



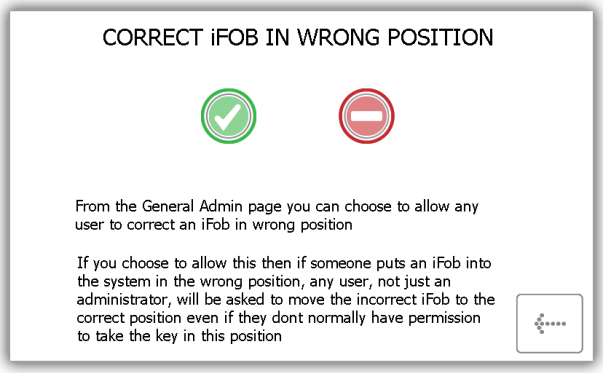

- **Help Contact** – Will allow you to enter new details that change the help section that is displayed to the standard user.


- **Replace iFobs** – How to replace a broken/lost iFob.
  i) Login to the system as an admin.
  ii) Insert the new iFob into the position you want to assign it to.
  iii) The system will ask you if want to assign this new iFob to this position.
  iv) Choose Yes to start using the new iFob in this position.

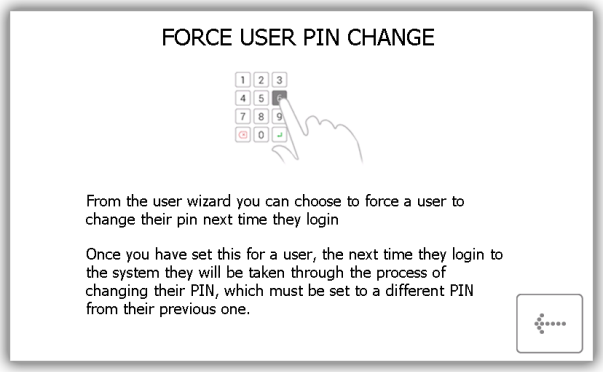
- **Change Timeout –** The timeout is a user definable period of time that when reached will send the system into power save mode. This can be changed in the general settings under the admin menu.




- **Correct Wrong Position** - Explains how you can allow a user to correct an iFob in Wrong Slot. This is definable from the general section.




- **Force User to Change PIN** – when creating or editing a user, the admin user can select an option called force user to change PIN. This will force that user to change their PIN when they next login.



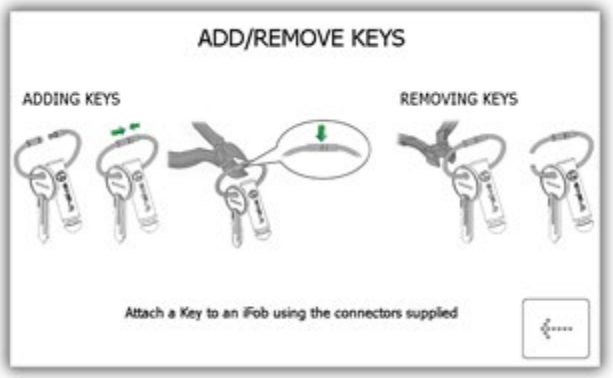

- **Add/Remove Keys -** Will show you how to add/remove keys to security seals.

  To add keys

  i) Put your key(s) onto the security seal with the iFob.
  ii) Push the seal together
  iii) Crimp the highlighted line **gently** with a pair of cutters. **ENSURE THAT YOU DO NOT CUT THROUGH THE SECURITY SEAL.**

To remove keys

i) Using a pair of heavy duty cutters, cut the security seal to remove the keys and the iFob.




- **Product Info –** Will provide information about the Traka21 system as well as a report on 'Disk Usage'.

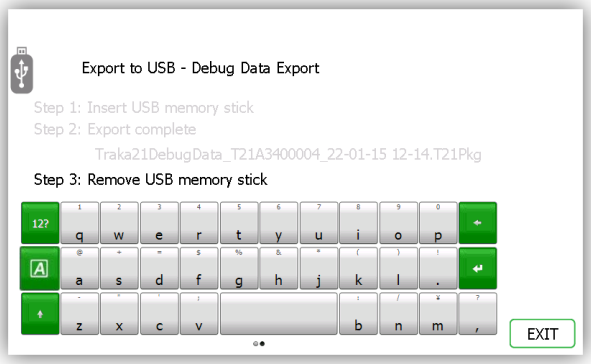

- **Export Debug Data** - Selecting this button will begin a process that exports a zipped debug file to a USB memory stick which you can later send back to Traka for evaluation.

i) The system will immediately prompt you to insert a USB memory stick.


ii) After inserting a USB stick, you can rename the file. Once finished click the enter button.


iii) After inserting a USB stick, you can rename the file. Once finished click the enter button.


iv) When the export is complete you can remove the memory stick




v) The memory stick can now be put into a computer and the .Pkg file can be removed from the USB drive and sent to Traka for analysis.

3. Select the desired button to open the topic.

4. To return to the help screen, click the back button.

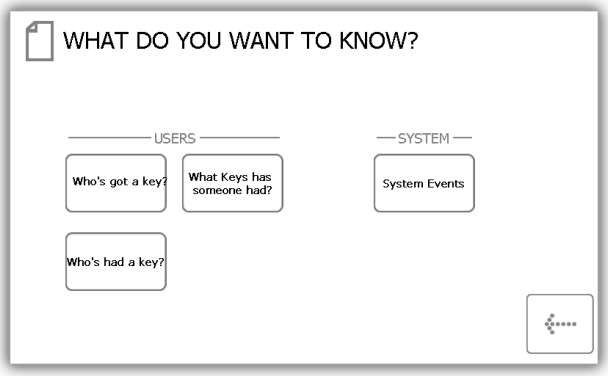
## 4.5 REPORTS

From the admin menu select the reports button. Reports allow you to view all the transactions and events that have occurred at the system.

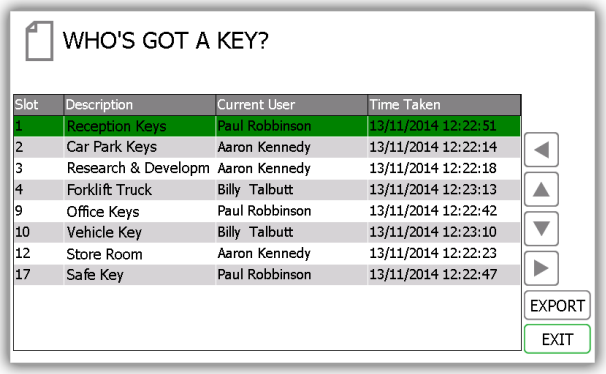
### 4.5.1 WHO'S GOT A KEY?

This report will show you who currently has what keys out of the system.

1. From the admin menu select the reports button.
2. In the Users category, select the 'Who's got a Key?' button.




3. Traka21 will then generate a list of all the users who currently have any iFob's out of the system.

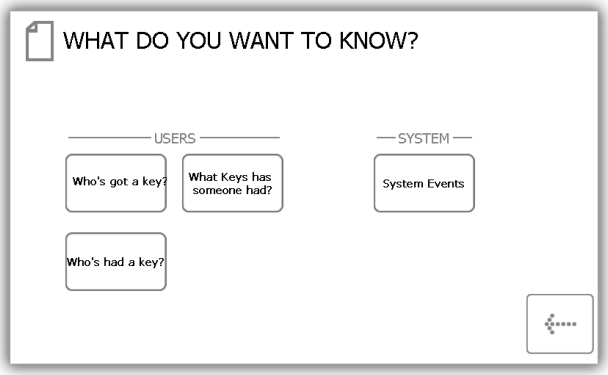



4. You can export this information to a USB memory stick by clicking the Export button. Please review the Exporting Reports topic at the end of this section for more details.

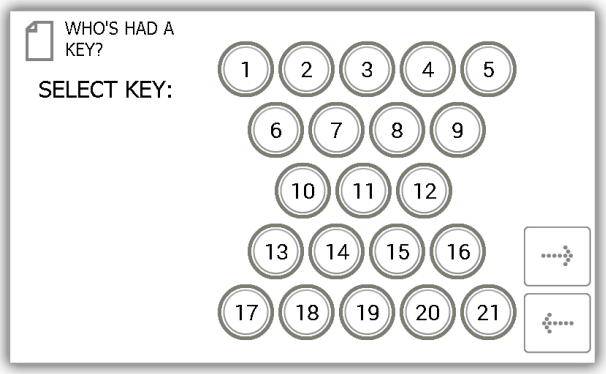
### 4.5.2 WHO'S HAD A KEY?

This report will allow you to see the history of a particular key, i.e. which users have had it out of the system.

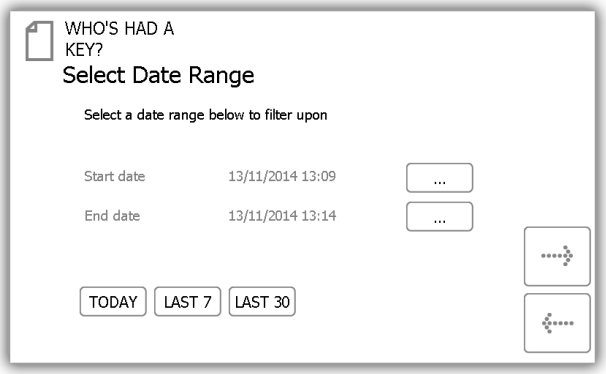
1. From the admin menu select the reports button.
2. In the Users category, select the 'Who's had a Key?' button.




3. Select the key you wish to view the history of and click the forward button.




4. Next you will need to filter your results by selecting a data range. You can manually enter a start and end date or use the pre-set buttons at the bottom to automatically enter the date range for you.

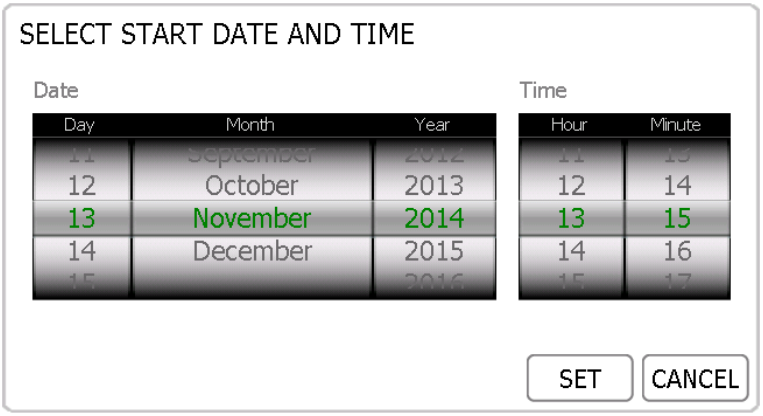



The pre-sets buttons will automatically select the date range for you as follows...


- The '**Today'** button will provide data for selected report beginning at 00:00 of today's date and end at the current time you are running the report.
- The '**Last 7'** button will provide data for the selected report from the last seven days.
- The '**Last 30'** button will provide data for the selected report from the past 30 days.

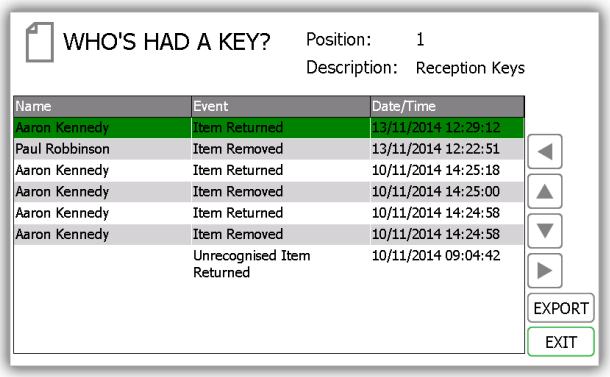
To manually filter the date range, select the button next to the start or end date.


A scrollable control will now allow you select the exact date and time you wish to run the report on.




5. Once you have selected your desired date range, click the forward button.
6. The report will now generate and display the list of users who have removed the selected key with the date range.

**NOTE: The key position is noted at the top of the page each time the report is run. E.g. position 1.**

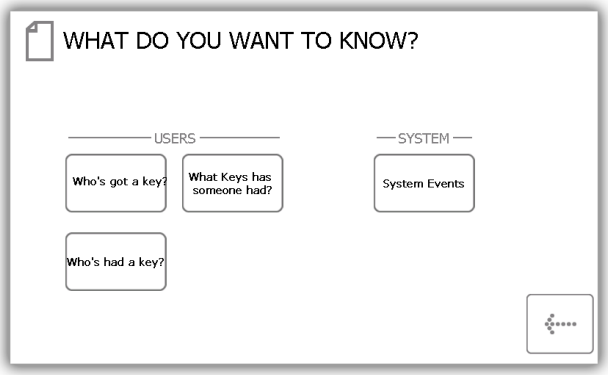



7. You can export this information to a USB memory stick if you wish by clicking the Export button. Please review the Exporting Reports topic at the end of this section for more details.

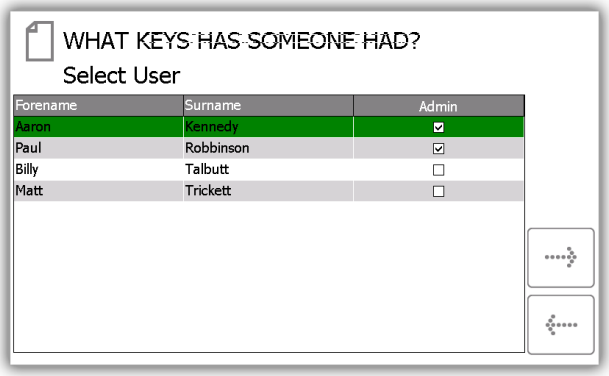
### 4.5.3 WHAT KEYS HAS SOMEONE HAD?

This report will allow you to see all the keys a particular user has had out of the system.

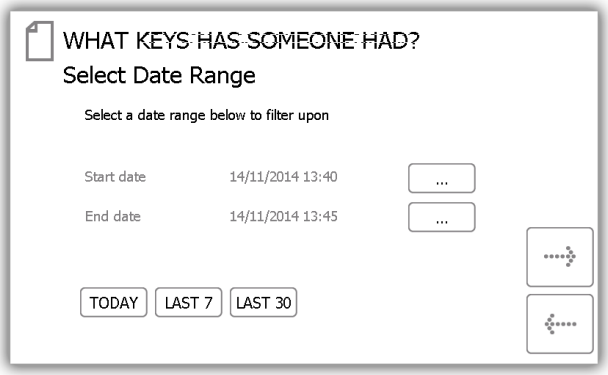
1. From the admin menu select the reports button.
2. In the Users category, select the 'What Keys Has Someone Had?' button.




3. The current user list will then be displayed. Select the desired user and click the forward arrow.




4. Next you will need to filter your results by selecting a data range. You can manually enter a start and end date or use the pre-set buttons at the bottom to automatically enter the date range for you.

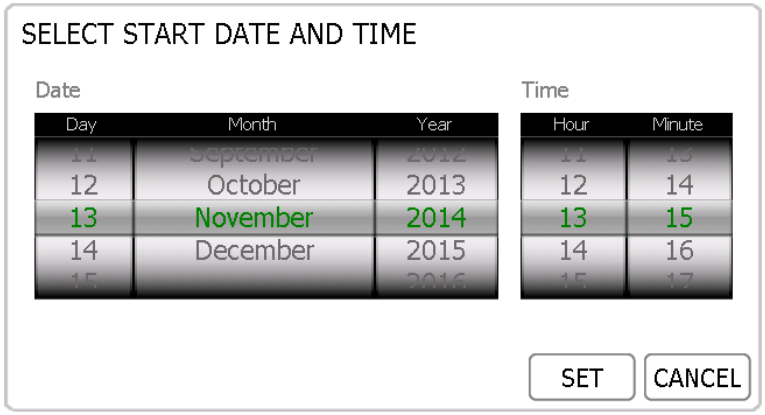


The pre-set buttons will automatically select the date range for you as follows...


- The '**Today'** button will provide data for selected report beginning at 00:00 of today's date and end at the current time you are running the report.
- The '**Last 7'** button will provide data for the selected report from the last seven days.
- The '**Last 30'** button will provide data for the selected report from the past 30 days.
- The '**All'** button will provide data for the selected report from 01/01/2010 00:00 to ensure all events and transactions are audited.

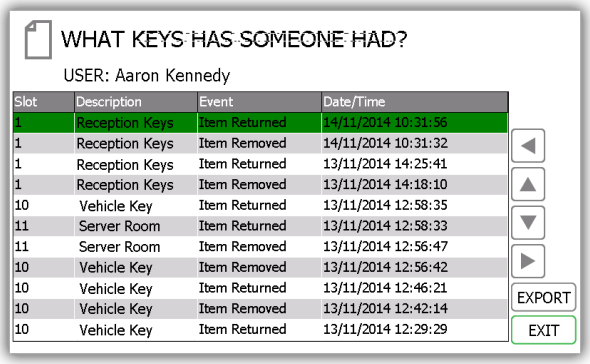
To manually filter the date range, select the button next to the start or end date.


A scrollable control will now allow you select the exact date and time you wish to run the report on.




5. Once you have selected your desired date range, click the forward button.
6. The report will now generate and display all the keys the specified user has removed between the selected date range.

**NOTE: The key position is noted at the top of the page each time the report is run. E.g. position 1.**

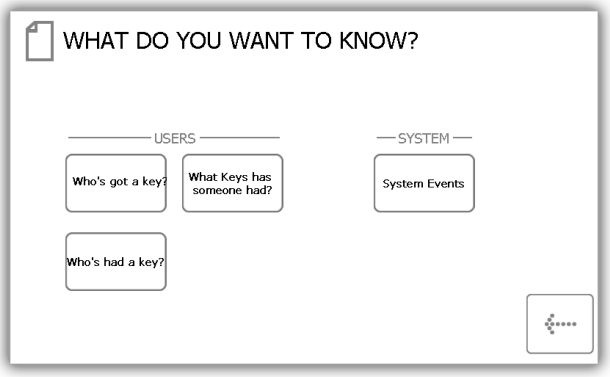



7. You can export this information to a USB memory stick if you wish by clicking the Export button. Please review the Exporting Reports topic at the end of this section for more details.

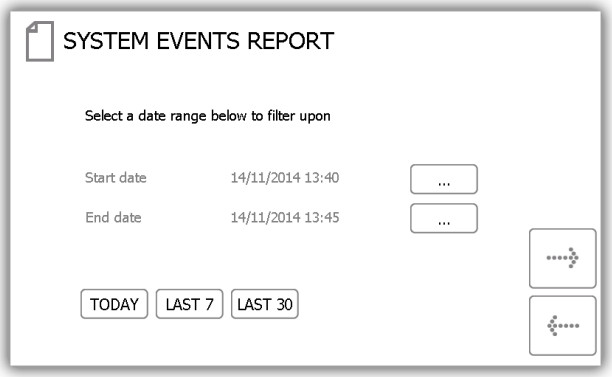
### 4.5.4 SYSTEM EVENTS

This report will allow you to see all system related events e.g. admin access, reports access, door opened manually etc.

1. From the admin menu select the reports button.
2. In the System category, select the 'System Events' button.




3. Next you will need to filter your results by selecting a data range. You can manually enter a start and end date or use the pre-set buttons at the bottom to automatically enter the date range for you.

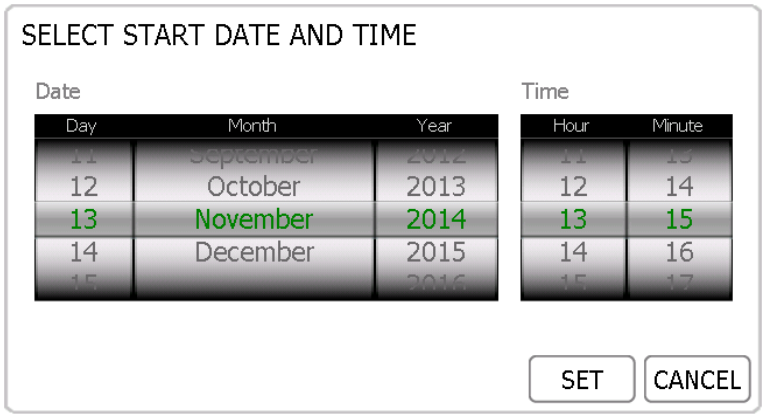



The pre-set buttons will automatically select the date range for you as follows...


- The '**Today**' button will provide data for selected report beginning at 00:00 of today's date and end at the current time you are running the report.
- The '**Last 7**' button will provide data for the selected report from the last seven days.
- The '**Last 30**' button will provide data for the selected report from the past 30 days.

To manually filter the date range, select the button next to the start or end date.

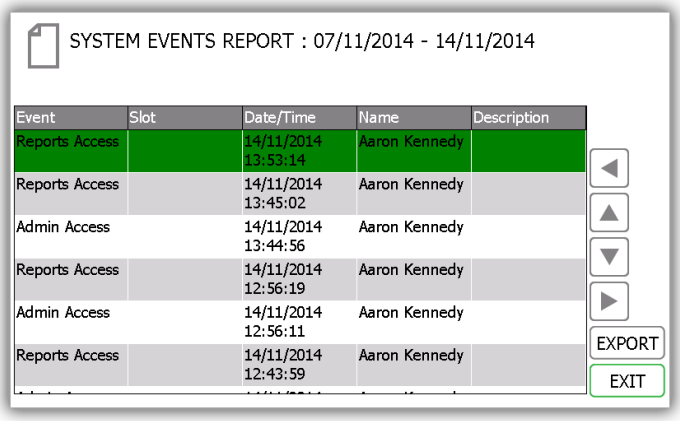

A scrollable control will now allow you select the exact date and time you wish to run the report on.




8. Once you have selected your desired date range, click the forward button.

9. The report will now generate and display all the events that have happened at the system between the selected date range. E.g. Report Access, Admin Access, Door Open, Door Closed, USB Inserted etc.

**NOTE: The key position is noted at the top of the page each time the report is run. E.g. position 1.**



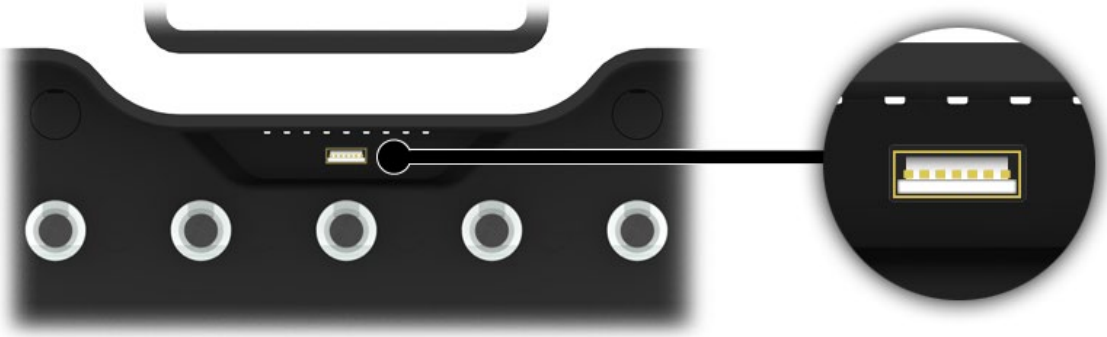

10. You can export this information to a USB memory stick if you wish by clicking the Export button. Please review the Exporting Reports topic at the end of this section for more details.

### 4.5.5 EXPORTING REPORTS

Once you have run a report you can export the data to a USB memory stick.

1. Run a report as instructed in the previous sections.
2. On the results page there is a button in the bottom right hand called Export.
3. Click the Export button and a new screen will appear prompting you to enter a USB memory stick.


4. Insert a USB memory stick into the slot on the system.



5. Type a filename and select enter  to begin the exporting process.

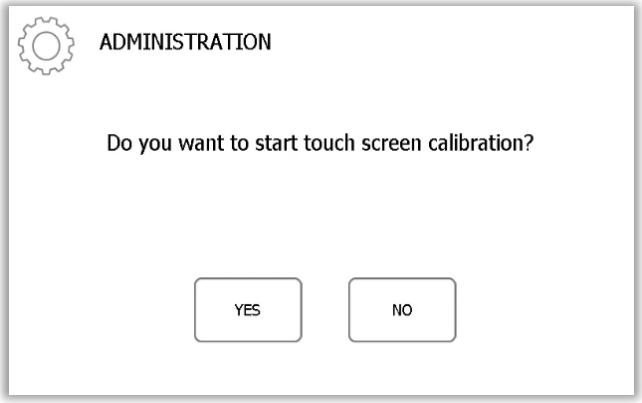

**NOTE: Do note remove the memory stick whilst the data is transferring. You may corrupt or even loose the data.**

6. Once the data is finished transferring to the USB memory stick, a message will appear informing you that you can remove it from the system.


7. You can now close the door to finish or click the Exit button to go back to the Reports menu.

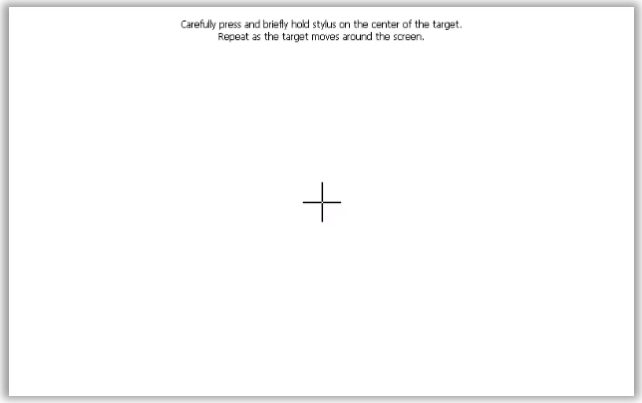
## 4.6 CALIBRATE

From the admin menu select the calibrate button to perform the calibration of the Traka21 touch screen. To use this function, select the YES button on the screen.




Next touch each point on the screen indicated with a cross. The cross will move around the screen until you have touched all the calibration points.

**NOTE: It is recommended that you use a 'Touch Screen Stylus' for this procedure. Do not use anything sharp that could damage the screen.**



Once the calibration procedure is finished, the following screen is presented. Tap the screen once more to register and save the calibration data. If you do not tap within 30 seconds then the new calibration data will not be saved.


## 4.7 IMPORT

It is possible to export and import users key descriptions and permissions to a USB memory stick from the Traka21 application. The import feature is useful if you wish to add large lists of users or keys in one go.

To use the import feature, you would first need to enter all the required user/key details into a Traka Spreadsheet. To obtain the Spreadsheet, you must export your current user/key lists and use the Spreadsheet that it provides you with (note that it is not possible to use a previous exported current user/key list, so always export a new list to edit). Please review the section 'Export 4.7' for more details.

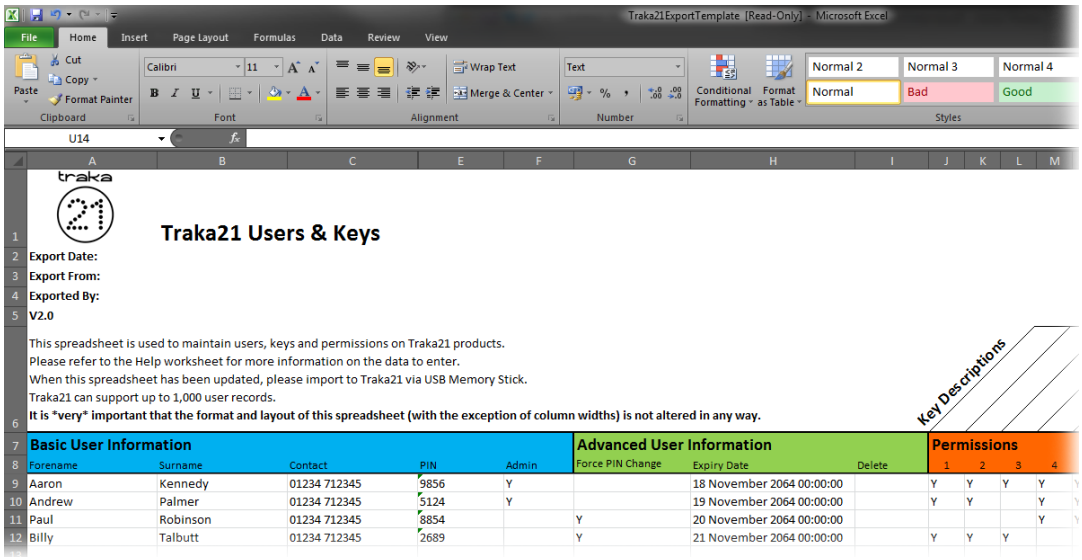
**NOTE: Traka21 can support up to one thousand (1000) users.**

### 4.7.1 ENTERING DETAILS INTO THE SPREADSEET

This Spreadsheet covers user, key descriptions and permissions details. You don't need to fill in all the information; it's there to be filled in if required.

1. Download or export the Spreadsheet as mentioned above in section 'Export 4.7'.

2. Open the Spreadsheet on a PC.




3. You can enter all the users' details here as well as the systems key details.

**User & Security Details**

Enter all the relevant information as you usually would. For the admin column simply put a capital 'Y' if the user is to have admin permissions, leave it blank if you wish them to remain a standard user.

| Basic User Information | | | | | Advanced User Information | | | Permissions | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Forename | Surname | Contact | PIN | Admin | Force PIN Change | Expiry Date | Delete | 1 | 2 | 3 | 4 | 5 |
| Aaron | Kennedy | 01234 712345 | 9856 | Y | | 18 November 2064 00:00:00 | | Y | Y | Y | Y | Y |
| Andrew | Palmer | 01234 712345 | 5124 | Y | | 19 November 2064 00:00:00 | | Y | Y | | Y | Y |
| Paul | Robinson | 01234 712345 | 8854 | | Y | 20 November 2064 00:00:00 | | | | | Y | Y |
| Billy | Talbutt | 01234 712345 | 2689 | | Y | 21 November 2064 00:00:00 | | Y | Y | Y | | |

**Key Permissions**

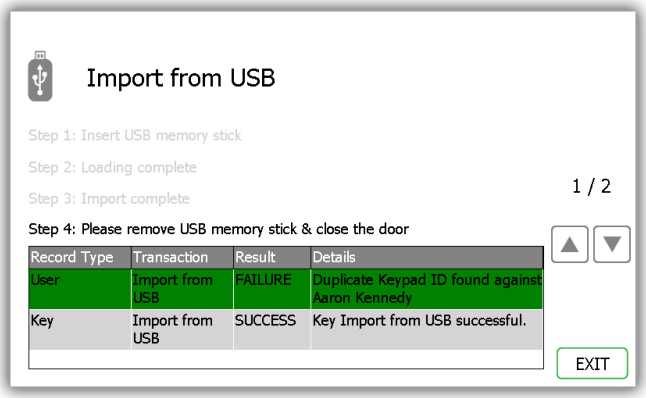
To grant a user access to a key simply put a 'Y' in the corresponding column. You can also assign a description to a key by double clicking above the desired position and entering a description of your choice.


4. When finished save the Spreadsheet onto a memory stick.

## 4.7.2 FAQ'S

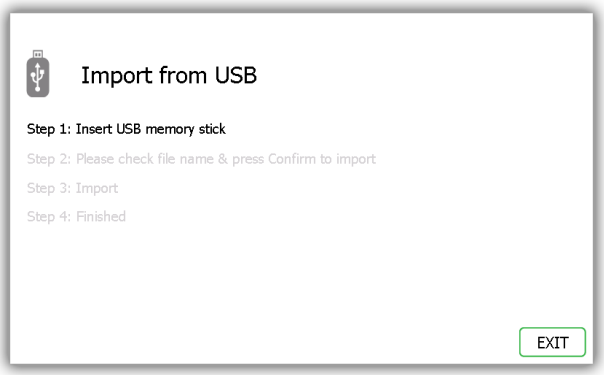
**Overwriting Users** – When you enter a user's details into the Spreadsheet and that user already exists in the Traka21, the user credentials from the Spreadsheet will be taken as the most recent edits and will overwrite the systems information.

**Duplicate PIN's** – If a user being imported has the same PIN as a user that already exists in the system, the import will fail. The user that already exists in the system will be kept and the attempted import user will be rejected.

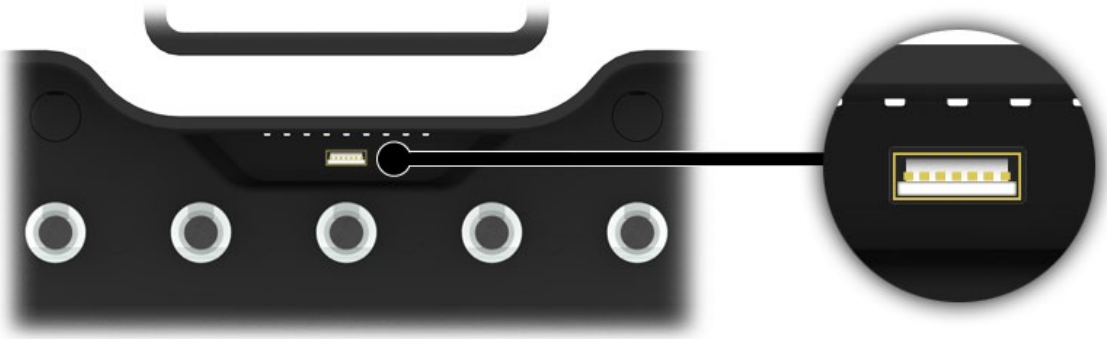


### 4.7.3 IMPORTING THE INFORMATION TO TRAKA21

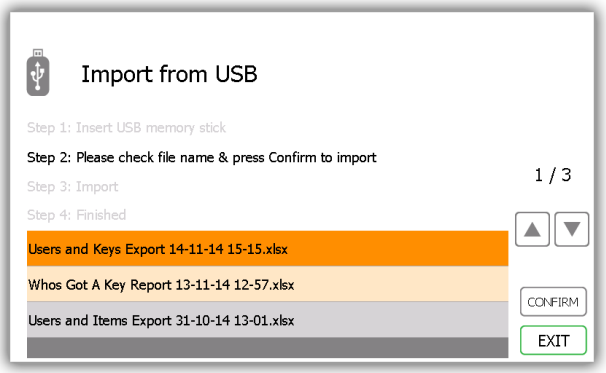
1. Navigate to the admin menu and select the import button.




2. Insert the USB stick into the system.

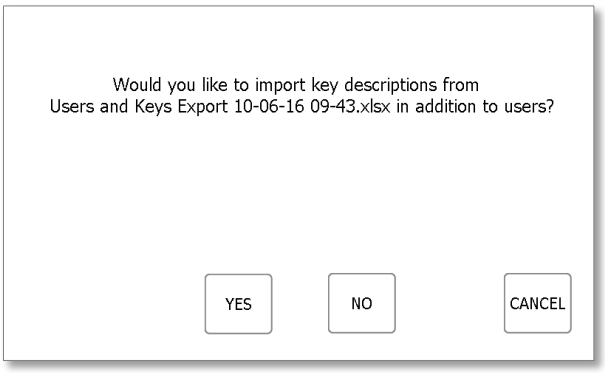


3. Traka21 will display a list of compatible files on the USB stick and prompt you to select one. Make your selection and click confirm.

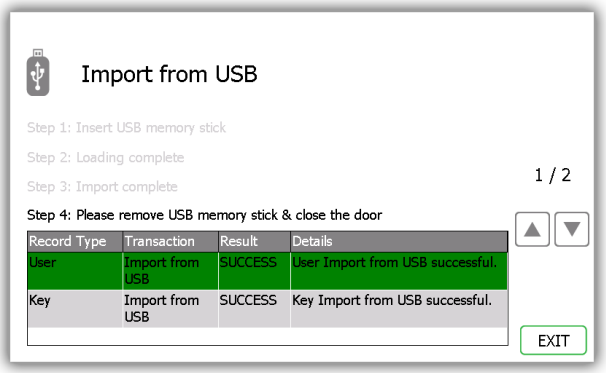


4. The system will ask if you would like to import the new data into the system. Click Yes to proceed, or cancel to go back to the Import menu

**NOTE: This will overwrite any information in the system.**




5. Once complete the table will display the records that were imported and if it was a success. All the new users/key details will now be in the Traka21 system. You can now remove the USB memory stick.



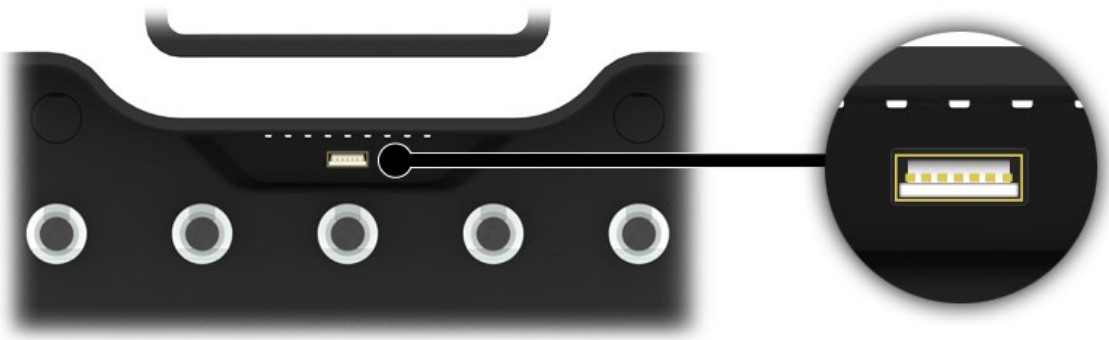

6. Click the exit button to go back to the admin menu. From there click exit again to be taken back to the login screen.

## 4.8 EXPORT

It is possible to export and import users to a USB memory stick from the Traka21 application. When using the export feature, Traka21 it will export the current user and key details to a Spreadsheet on a USB memory Stick. The Spreadsheet can then be updated and imported to update the system.

1. Navigate to the admin menu and select the export button.


2. Insert the USB stick into the system.



3. Type a filename and select enter  to begin the exporting process.

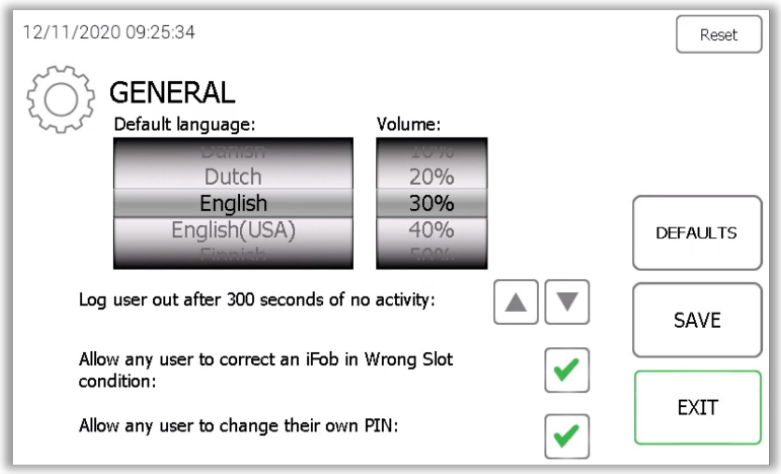
4. Once the exporting process has finished you can remove the USB stick.


5. Click the exit button to go back to the admin menu, from there click exit again to be taken back to the login screen.

## 4.9 GENERAL

The general screen allows you to access the common settings of the Traka21 system.

1. From the admin menu select the general button.




2. From here you can select the following options.

   **a. Default language**
   Simply scroll through to find the desired language. See the table at the bottom of this page for all the available languages.
   **b. Volume**
   Scroll through to adjust the volume of all Traka21 sounds to the desired level.
   **c. Log user out after xx or no activity**
   This feature allows you to define the amount of time it takes for the system to log the user out after no activity. Using the directional arrows select the appropriate time in increments of 1 second.
   **d. Allow any user to correct an iFob in Wrong Slot**
   iFob in wrong slot condition – By default this option is enabled which means if an iFob is in the wrong position, any user, not just an administrator, will be asked to move the incorrect iFob to the correct position even is they don't normally have permission to take the key.
   **e. Allow any user to change their own PIN**
   If this option is enabled, then the 'change PIN' button will be available on the Key Release screen. Refer to section 3.6, 'Change PIN', for more information.

3. To reset the system, see the instructions on the next page for more information.

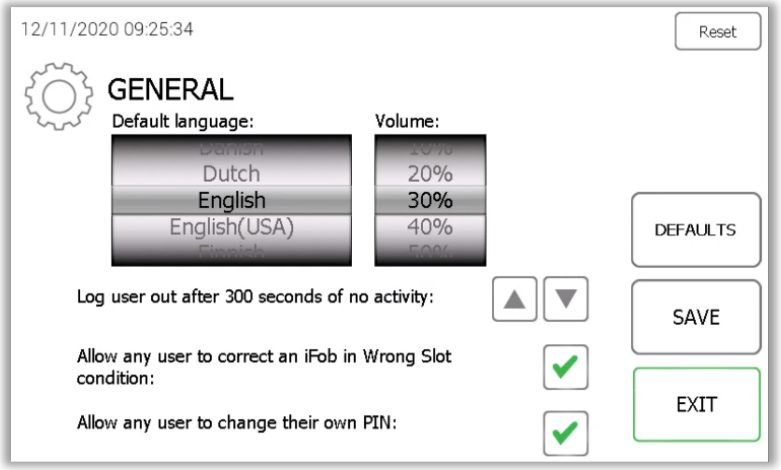
4. To set the general menu options back to the default setting, click the default button.

5. Click the save button.

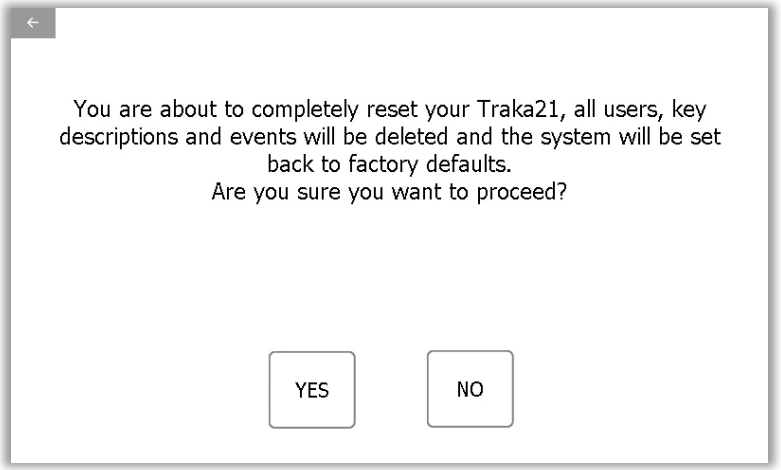
6. When finished click the back button to go back to the admin menu. From there click the exit button to go back to the login screen.

| Default Language | Default Language |
|---|---|
| **English (GB)** | **Hebrew** |
| **English (US)** | **Italian** |
| **Arabic** | **Japanese** |
| **Czech** | **Norwegian** |
| **Danish** | **Polish** |
| **Dutch** | **Russian** |
| **Finnish** | **Spanish** |
| **French** | **Swedish** |
| **German** | **Portuguese** |

Select the reset button to completely reset the Traka21 system.




You will next see a page that warns you that all user, key descriptions and events will be deleted, and the system will be set back to factory defaults if you proceed.




If you decide to proceed the following screen is displayed while the reset process is taking place.


Once the Traka21 system has been reset then it will need to be completely set up from the beginning once again.

## 4.10 TIME

Here you can set the date and time of the system.

1. From the admin menu select the time button.


2. To change the date and time simply scroll through the menus and click the save button to keep you changes.

3. When you have finished, click the back button to go to the admin menu. From there, click exit to return to the login screen.

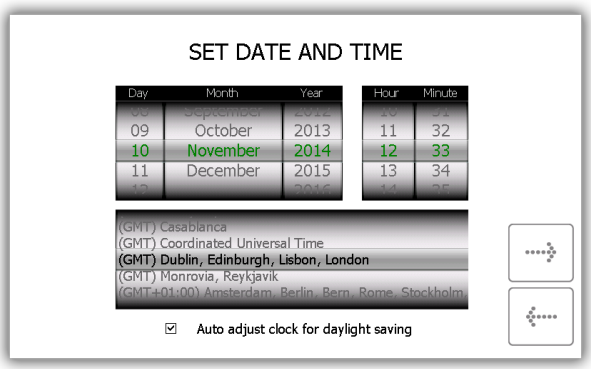
## 4.11 SETUP WIZARD

From the admin menu select the setup wizard. The setup wizard option will mimic the initial setup that occurred when the Traka21 was first switched on. It will allow you to reselect the language and the date & time of the system. It will also show you all of the information screens you saw when you setting up the system originally.

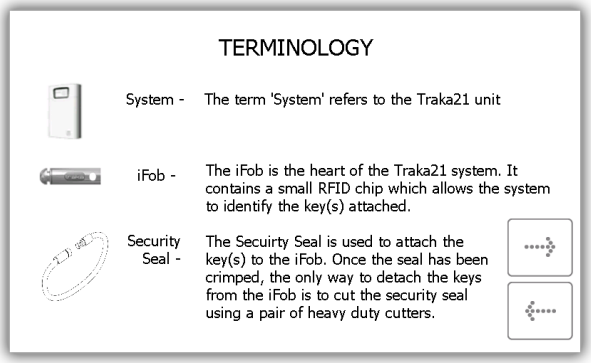
**NOTE: you will not be able to add an admin user in this setup wizard.**

1. From the admin menu click the Setup Wizard button.

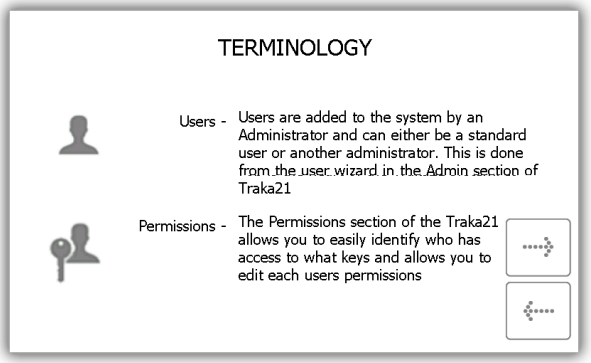

2. Next reselect the date, time & time zone and click the forward button.



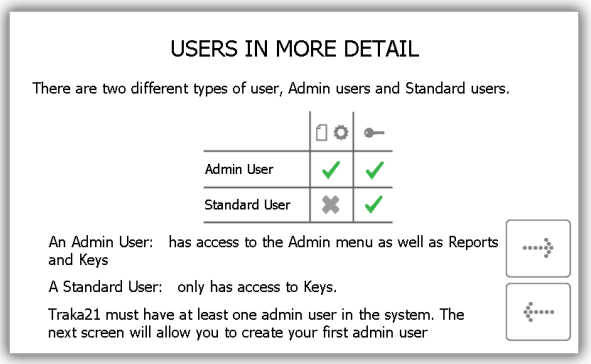

3. The next two pages are a breakdown of Traka21 terminology. Read this page and click the forward button.



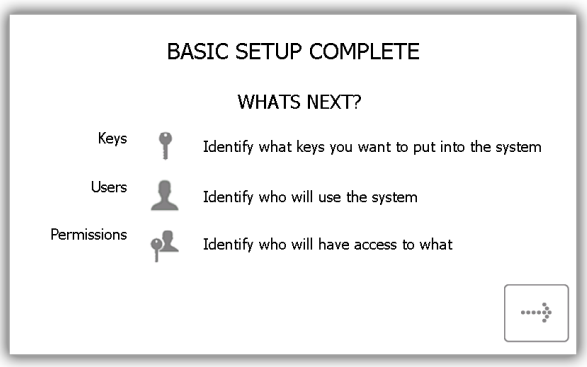

4. Read the second terminology page and click the forward button.



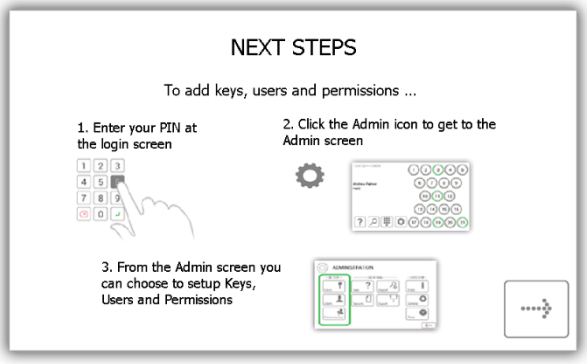

5. This page explains the difference between standard and admin users. Read this page and click the forward button.




6. The basic setup is now complete. This window will give instructions on what you need to do next. Read this then click the forward button.




7. The final page of the setup wizard will show how to login to the system and navigate to the administration menu. Click the forward button to begin.

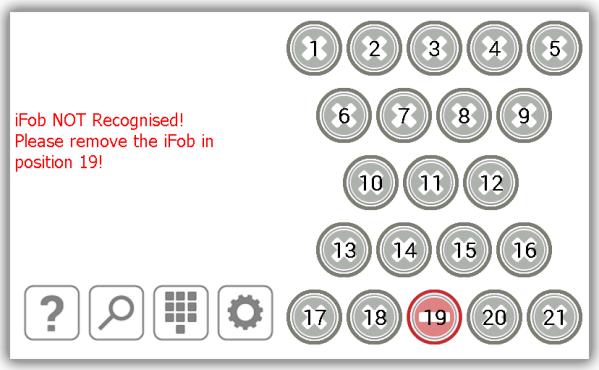


## 5. REPLACING IFOBS

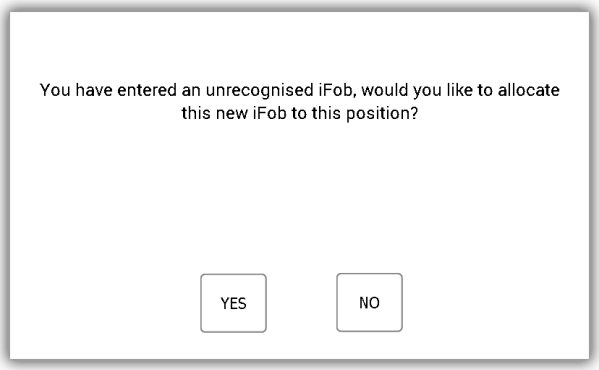
If the need to replace an iFob should arise i.e. an iFob has been broken or lost, you should follow the steps below to replace the old iFob with a new one.

**NOTE: As the Traka21 is provided with 21 iFobs you will need to order more iFobs from Traka or your distributor/supplier.**

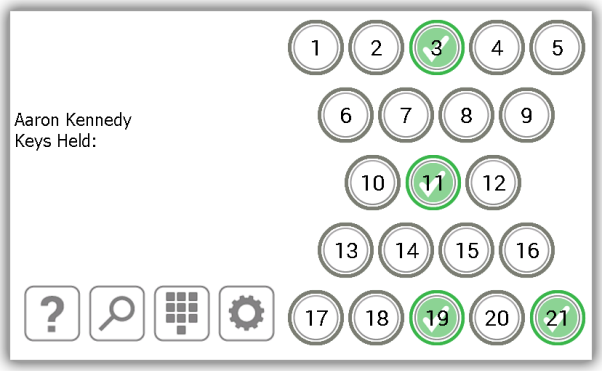
1. An administrator will need to login to the system.
2. Insert the new iFob into the position you want to assign it to.




3. The system will ask if you want to assign this new iFob to the position.




4. Click Yes, and the iFob will immediately become usable.



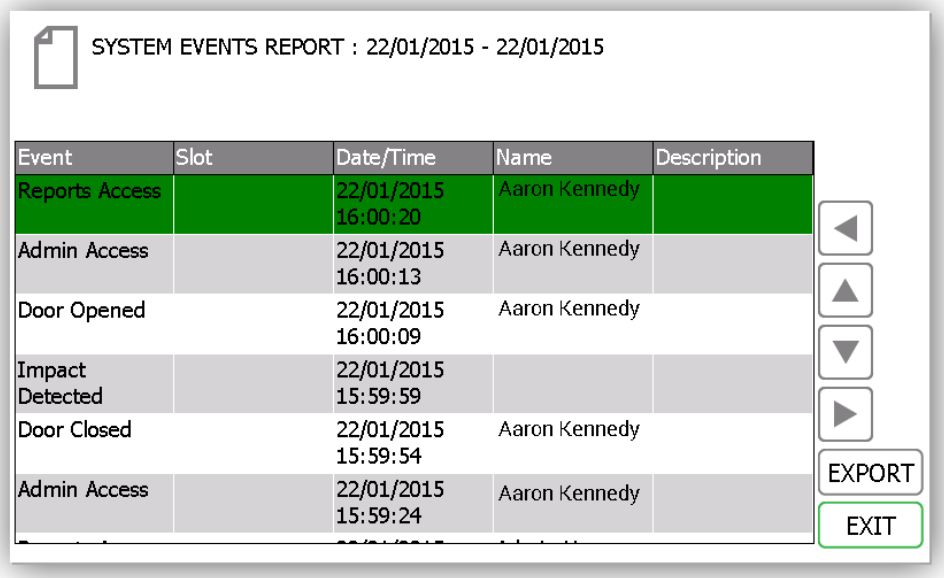
# 6. SYSTEM IMPACT ALARM

The Traka21 has a built in alarm system that will automatically sound when the system detects an impact. This alarm will last for two minutes before it stops on its own. It can only be deactivated before the two minutes are up when a user with valid log in credentials access the system.

## 6.1 SYSTEM EVENTS REPORT

Once an impact is detected the system will record a system event.

1. To view this report log into the system as an administrator.
2. Select the Admin button.
3. Select the Reports button.
4. From here click the System Events button.
5. Please review the System Events topic for details on how to run this particular report.
6. Once the report has been generated you will notice an event named Impact Detected.



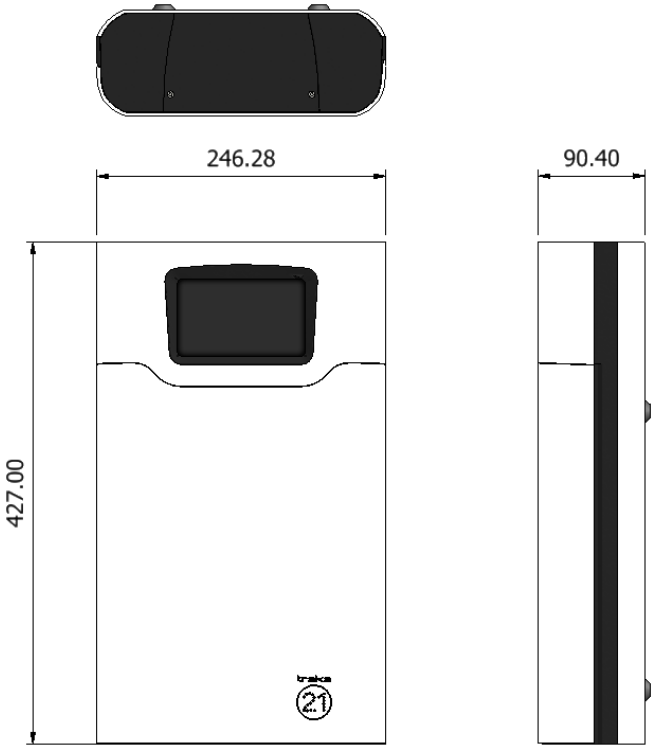
# 7. TRAKA21 TECHNICAL DETAILS

Model: KC-1-0156

## 7.1 SYSTEM SIZE

Please see below a list and diagram of the Traka21's height, width and depth.

- Height – 427.00mm
- Width – 246.28mm
- Depth – 90.40mm




## 7.2 SYSTEM WEIGHT

Traka21 with iFobs (without keys or optional battery) is 3.94Kg. Optional battery is an additional 0.63 Kg.

## 7.3 OPERATING TEMPERATURE RANGE & ALTITUDE

Operating temperature range: 0°C to +40°C (32°F to 104°C) at 95% relative humidity non-condensing
Maximum operating altitude: 2,000m

## 7.4 POWER DETAILS

Traka21 uses a 15 ~ 24W AC-DC Single Output power supply. Please see the technical details below.

- Input – 100-240VAC, 50-60Hz, 0.7A
- Output – 15V ⎓ 1.6A
- Safety Standards – UL60950-1, CSA C22.2, TUV EN60950 -1, CCC GB4943 approved

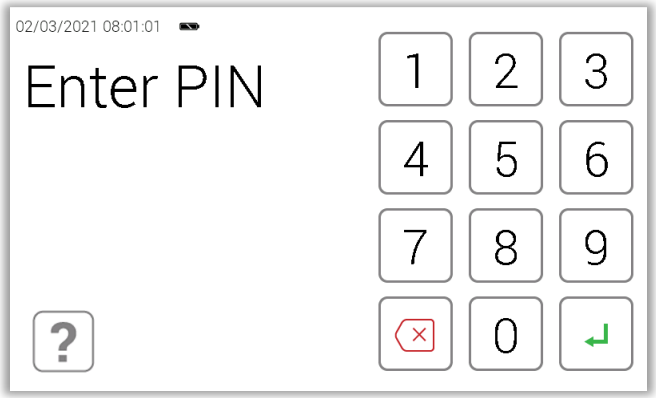
# 8. BACKUP BATTERY

The Traka21 is supplied with an optional backup battery with systems inside the UK. A system outside the UK will need to source a battery using the information in the Battery Specification section below.

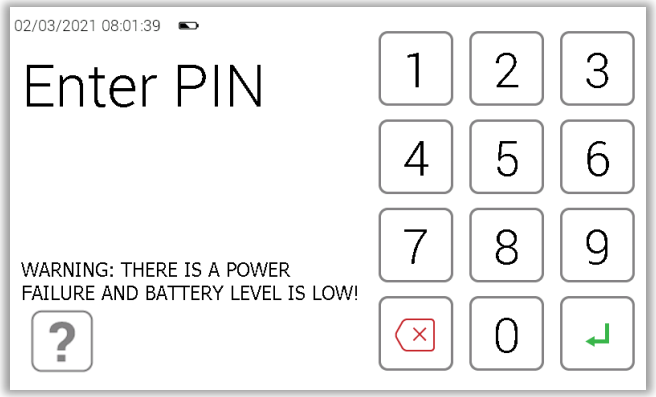
## 8.1 BATTERY STATUS

The battery status can be determined from the log in screen of Traka21. The status of the battery is displayed in the follow ways.

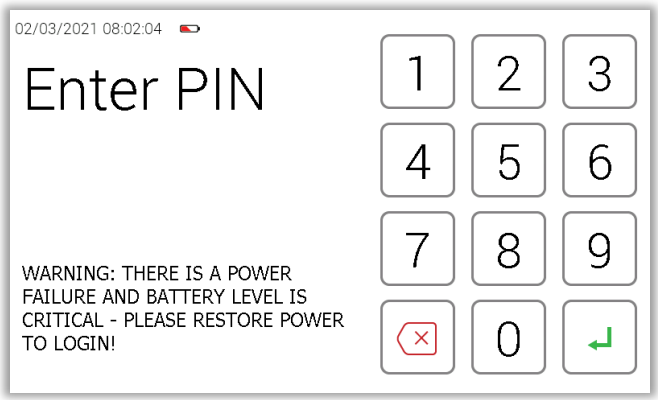
- The battery is full




- The battery is low



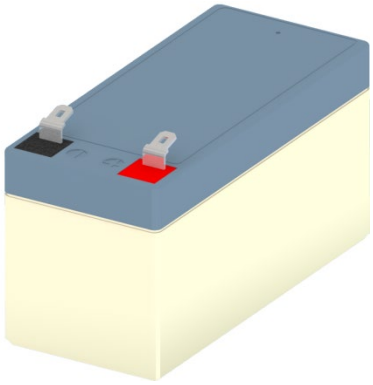

- The battery is critical



## 8.2 BATTERY SPECIFICATION

The backup battery is kept charged by the system when running from the mains so that it is ready to be used should there be a power failure.

The battery usually has a service life of 5 years. If it needs replacement, use a 12V, 1.2AH Valve Regulated Lead Acid Battery approved for IEC 61056-1 or equivalent.



**NOTE: Please remember the following safety guidelines for battery disposal and storage:**

**Do not replace the battery with an incorrect type.**

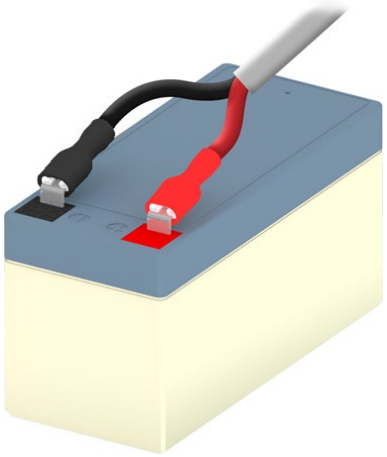
**Do not dispose of the battery into a fire or a hot oven, or mechanically crush or cut a battery, as this can result in an explosion.**

**Do not leave the battery in an extremely high-temperature environment, as this can result in an explosion or the leakage of flammable liquid or gas.**

## 8.3 BATTERY CONNECTION CODE

Connect the **Red Connector** to the **Red Battery Terminal** (indicated with the **+** symbol)

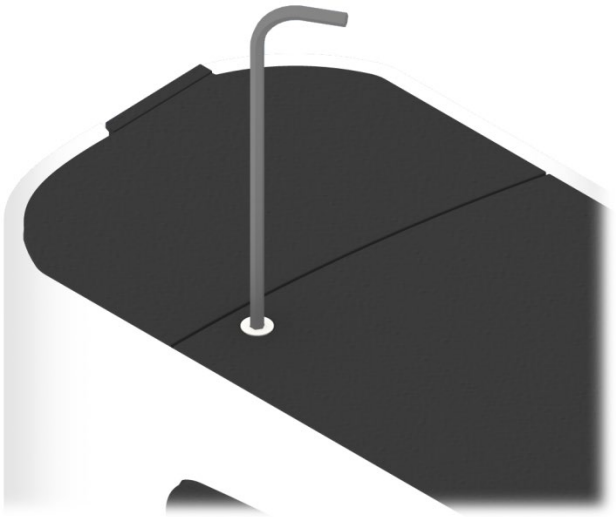
Connect the **Blue Connector** to the **Black Battery Terminal** (indicated with the **–** symbol)



## 8.4 BATTERY INSTALLATION

To install the battery you will need to remove the top panel of the system.

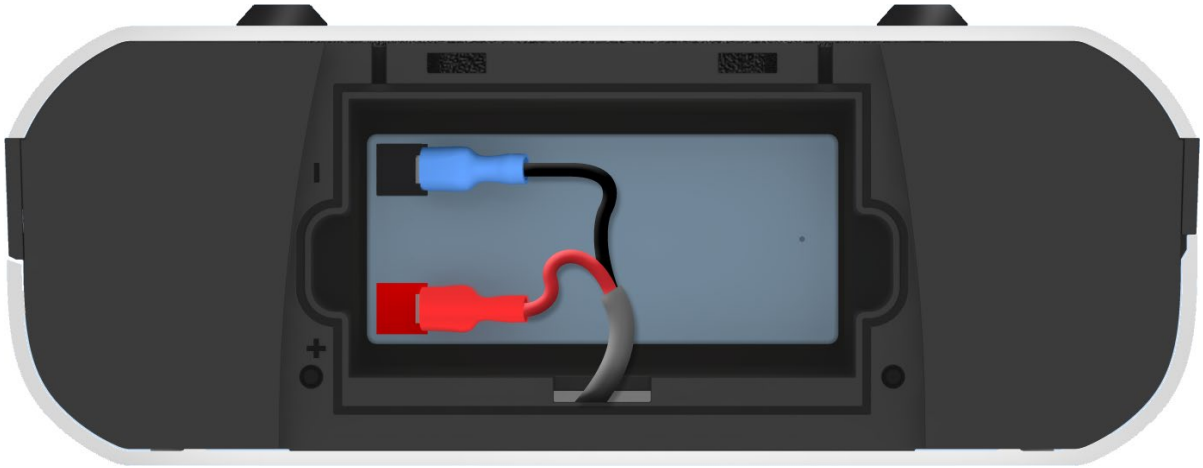
1. Unscrew the cover plate using a 2mm Allen Key.



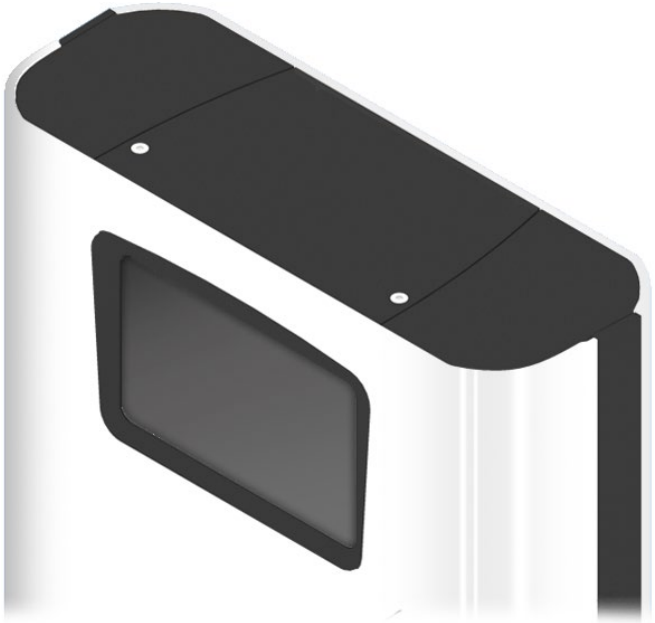
2. Remove the cover plate and screws.

3. Place the battery inside the compartment. Inside the system, embedded into the material are + and – symbols to help you properly orientate the battery correctly. The red terminal of the battery should face the + and the black terminal should face the -.

4. Connect the battery to the battery cable. Use the connection code in the section above for guidance.



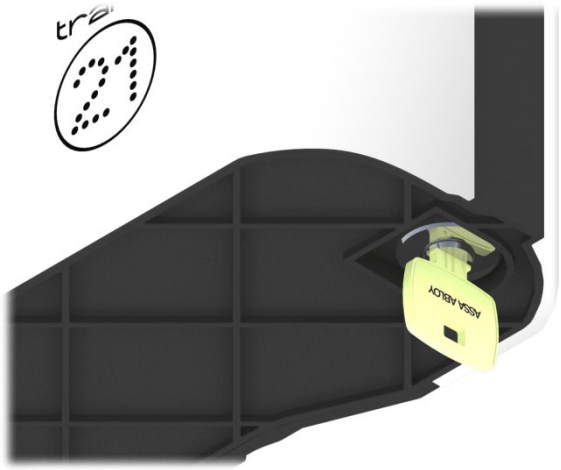
5. Replace the cover and screws using the 2mm Allen Key.



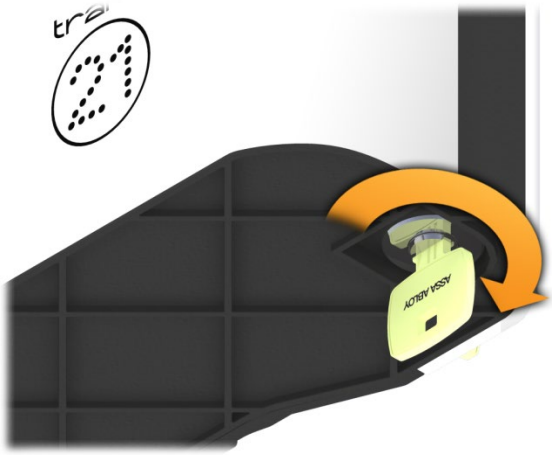
## 9. HOW TO REMOVE KEYS IN A POWER FAILURE

If there should be a power failure and your system does not have a battery. You will need to manually access and remove the keys.

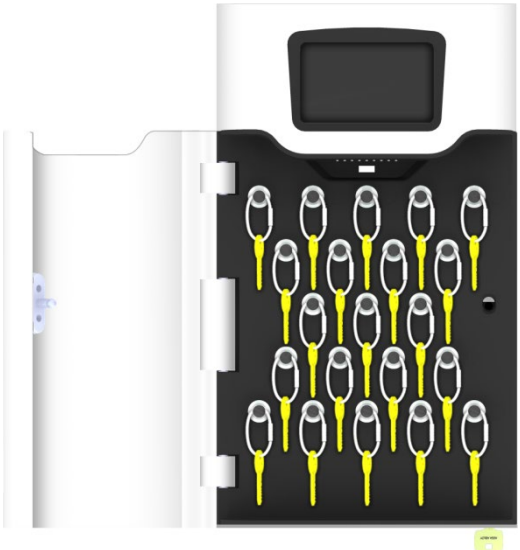
1. Insert the override key into the bottom of the system.



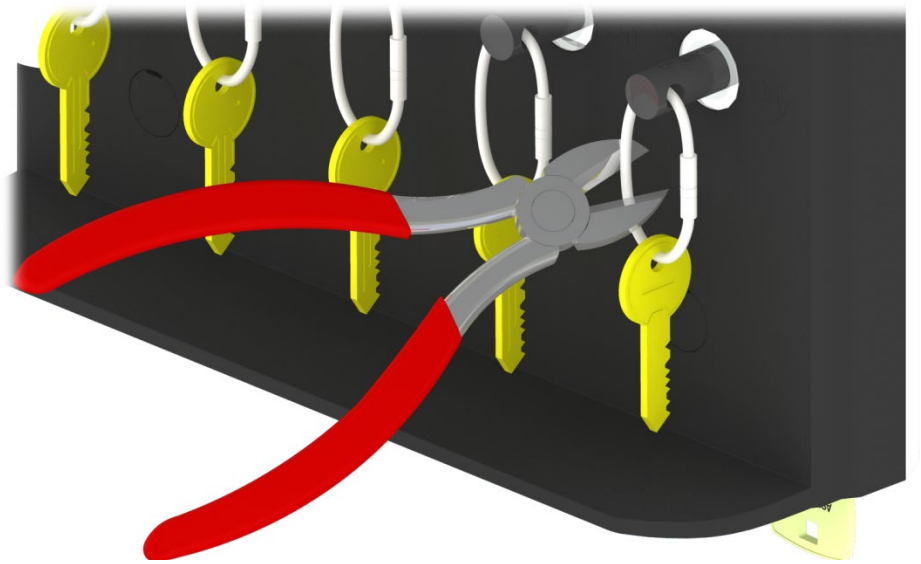
2. Turn the key 90° counter clockwise.



3. The door will now open, granting you access to the keys.



4. Using a pair of heavy duty cutters, you will need to cut the security seals for the keys you require.



5. Remove the Keys from the security seal.

# 10. TRAKA21 CLEANING GUIDANCE

## 10.1 INTRODUCTION

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 Traka21 Cabinet with wet hands as this may damage the touch screen.**

## 10.2 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.**

## 10.3 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 absorbant cloth

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

## 10.4 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.

## 10.5 WARRANTY STATEMENT

Failure to comply with these cleaning instructions could damage the Traka21 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.**

# 11. REGULATORY NOTICES

## 11.1 FCC COMPLIANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modification not expressly approved by the manufacturer could void user's authority to operate the equipment.

Model: KC-1-0156

**NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:**

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## 11.2 INDUSTRY CANADA

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Model: KC-1-0156

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

# 12. TECHNICAL SUPPORT

If you need technical support, please visit the Traka21 website.

www.traka21.com

## END USER LICENCE AGREEMENT – EMBEDDED SOFTWARE

The Embedded Software supplied under this End User Licence Agreement (EULA) shall be subject to the following terms and conditions:

1. Definitions

"Applicable Law" means any: (i) law including any statute, statutory instrument, bye-law, order, regulation, directive, treaty, decree, decision (as referred to in Article 288 of the Treaty on the Functioning of the European Union) (including any judgment, order or decision of any court, regulator or tribunal); (ii) rule, policy, guidance or recommendation issued by any governmental, statutory or regulatory body; and/or (iii) industry code of conduct or guideline in force from time to time which relates to this EULA and/or the Hardware.

"Commercial Terms" means any legally binding document relating to the sale or supply of the Hardware to the Customer or dealing with the subject matter of this EULA, including under which payment is made for the Hardware by the Customer.

"Company" means ASSA ABLOY Global Solutions UK Ltd trading as Traka and shall include the Company's successors and assigns.

"Customer" means the person, firm or company with whom this EULA is made.

"Data Protection Laws" means all Applicable Laws relating to data protection, the processing of personal data and privacy, including: (i) the Data Protection Act 1998; (ii) (with effect from 25 May 2018) the General Data Protection Regulation (EU) 2016/679; and (iii) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended by the proposed Regulation on Privacy and Electronic Communications); and references to "Data Processor", "Data Subjects", "Personal Data", "Process", "Processed", "Processing" "Processor" and "Supervisory Authority" have the meanings set out in, and will be interpreted in accordance with, such Applicable Laws.

"Documentation" means materials such as manuals, user guides or similar materials associated with or related to the Hardware.

"Embedded Software" means all software including firmware on or embedded in the Hardware at the date of manufacture together with any updates or newer versions made available by the Company from time to time.

"Hardware" means the product acquired from the Company or its authorised partner, including all Embedded Software and Documentation.

"Intellectual Property Rights" means all intellectual and industrial property rights of any kind whatsoever including, but not limited to, patents, supplementary protection certificates, registered trademarks, unregistered trademarks, rights in know-how, registered designs, models, unregistered design rights, rights to prevent passing off or unfair competition and copyright (whether in drawings, plans, specifications, designs and computer software or otherwise), database rights, topography rights, any rights in any invention, discovery or process and applications for and rights to apply for any of the foregoing, in each case in the United Kingdom and all other countries in the world and together with all renewals, extensions, continuations, divisions reissues, re-examinations and substitutions.

"Supplier" means the entity from which the Hardware was purchased by the Customer being the Company or one of its authorised partners.

"Warranty Period" means the 12 months following the date of sale by the Company of the Hardware to which the Embedded Software relates.

2. Licence

2.1 In consideration of the payment of the price for the Hardware to the Company or its authorised partner, the Company hereby grants a perpetual, non-exclusive, non-transferable licence for the use of the Embedded Software solely for use with the Hardware.

2.2 By installing and/or operating the Hardware, the Customer agrees to the terms of this EULA.

3. Patents, Designs and Copyright

The Embedded Software is licensed, not sold, to the Customer by the Company for use only under the terms of this EULA. The Company and its licensors retain all proprietary interests and rights in and over the Embedded Software and reserve all rights not expressly granted to the Customer under this EULA including all Intellectual Property Rights which shall remain the exclusive property of the Company or its licensors.

4. Restrictions

4.1 Except as expressly set out in this EULA or as permitted by law, the Customer agrees not to disclose the contents or code of the Embedded Software to any third party. The Customer may take such copies of the Embedded Software as is necessary for the purpose of back-up security and agrees that all copies shall be kept confidential and subject to the terms of this EULA.

4.2 Except as expressly set out in this EULA or as permitted by law, the Customer agrees not to lease, rent, sub-license, loan, sell or otherwise redistribute the whole or any part of the Embedded Software. The Customer may, however, rent, lease or sell the Hardware, provided that: (a) any rental, leasing or sale must include the Hardware and all of the Embedded Software, including all its component parts, original media, printed materials and this EULA; (b) the Customer does not retain any copies of the Embedded Software, full or partial, including copies stored on a computer or other storage device; and (c) the party receiving the Hardware reads and agrees to accept the terms and conditions of this EULA.

4.3 The Customer agrees not to modify, disassemble, reverse engineer, derive the source code of, decrypt, create derivative works or decompile the whole or any part of the Embedded Software nor attempt to do so save to the extent expressly permitted by law.

4.4 The Customer will not attempt to ascertain or list the source programs or source code relating to the Embedded Software.

4.5 The Customer will notify the Company as soon as it becomes aware of any unauthorised use of the Embedded Software by any person.

5. Warranty

5.1 The Company believes that to the best of its knowledge the Embedded Software has been thoroughly tested for freedom from arithmetic or logical defects in the Embedded Software and that it will function and perform substantially in accordance with the functions described in the Documentation.

5.2 If at any time during the Warranty Period, the Customer becomes aware of a breach of the warranty at Clause 5.1, the Customer will:

5.2.1 promptly notify the Supplier of any defect which it believes to exist, such notice to be given prior to the expiry of the Warranty Period, with all details and information which may assist in diagnosing and correcting the defect; and

5.2.2 provide any facilities, information and assistance which the Supplier may reasonably request to aid the diagnosis of the alleged defect and co-operate with the Supplier in these activities.

5.3 If the Supplier is unable to ascertain or correct the defect with the Embedded Software as notified by the Customer in accordance with Clause 5.2, the Supplier (if not the Company) shall notify the Company.

5.4 The Company reserves the right to charge the Customer at its prevailing rates for any effort expended in tracing apparent defects which prove not to be defects covered under this Clause 5.

5.5 In the event of a proven breach of the warranty in Clause 5.1 during the Warranty Period, the Supplier (or Company (as the case may be)) will either:

5.5.1 repair, or at its option replace, the Embedded Software (or the relevant part of it); or

5.5.2 correct the Documentation to reflect the proper performance of the Software where it is determined by the Company (acting reasonably) that the Software is functioning correctly but is not properly described in the Documentation.

5.6 The repair or replacement of the Embedded Software under Clause 5.5 will not be available to the Customer if:

5.6.1 the defect in the Embedded Software is attributable to failure or breakdown or interference of any third party, or software or hardware not supplied subject to this EULA;

5.6.2 the Customer is in breach of this EULA;

5.6.3 the Customer fails to operate the Hardware properly or fails to follow the instructions or recommendations of the Company as set out in the Documentation with respect to the Embedded Software;

5.6.4 the Customer interferes with, modifies, or fails to secure the Embedded Software otherwise than in accordance with the terms of this EULA;

6. Training

Other than the supply of the Documentation included with the Embedded Software, no training is provided by the Company unless otherwise agreed by the Customer and the Company.

7. Limit of Liability

7.1 Subject to Clause 7.2 and 7.3, the Company's maximum aggregate liability in connection with this EULA or the use of the Embedded Software will be limited to the lower of:

7.1.1 any applicable limitation of liability set out in the Commercial Terms; or

7.1.2 £100,000 or 100% of the price paid for the Hardware, whichever is lower.

7.2 Subject to Clause 7.3, the Company accepts no liability for any:

7.2.1 loss of business, loss of revenue, loss of profits, loss of goodwill, loss of use, loss of data or loss of any economic liability; or

7.2.2 indirect or consequential losses, however caused, arising in connection with this EULA or the use of the Embedded Software.

7.3 The Company makes no attempt to exclude liability relating to or arising from death or personal injury caused by the Company's negligence or the negligence of any employee, agent or contractor of the Company or liability for fraud or fraudulent misrepresentation, or for any other liability for which it would be unlawful to exclude or limit liability.

8. Disposal

The Customer undertakes that, upon the cessation of the use of the Hardware for whatever cause, or upon termination of this EULA, it will promptly destroy all known copies of the Embedded Software on any media other than the copy embedded in the Hardware and, if required by the Company, certify that this has been done.

9. Force Majeure

Neither party shall be liable for failure to perform its obligations under this EULA if such failure results from circumstance beyond the party's control.

10. Termination

Either party shall have the right to terminate this EULA if the other party is in material or persistent breach of this EULA and fails to rectify such breach within 30 days of receipt of notification thereof in writing, from the injured party, or if a right to terminate the relevant Commercial Terms has arisen. Termination shall not affect any other rights of the injured party.

11. Consequences of Termination

Upon termination of this EULA all rights and licences granted to the Customer under this EULA will cease immediately.

12. Communications and Notices

12.1 All communications or notices that the Customer is required to provide to the Company under this EULA shall be sent to the following address:

Traka – ASSA ABLOY
30 Stilebrook Road, Olney,
Milton Keynes, MK46 5EA, United Kingdom

or such other address of which the Company makes the Customer aware from time to time.

12.2 Any notice given in accordance with Clause 12.1 will be deemed to have been served:

12.2.1 if delivered to or left at the Company's address, at the time the notice is delivered to or left; or

12.2.2 if delivered by pre-paid first class post or mail delivery service providing proof of delivery, at 9:00am on the second Business Day after the date of posting.

13. Assignment

Except as expressly set out in this EULA or as permitted by law, the Customer will not be permitted to assign, transfer, charge, hold on trust for any person or deal in any other manner with any of its rights under this EULA without the prior written consent of the Company.

14. Waiver

A delay in exercising or failure to exercise a right or remedy under or in connection with this EULA will not constitute a waiver of, or prevent or restrict future exercise of, that or any other right or remedy, nor will the single or partial exercise of a right or remedy prevent or restrict the further exercise of that or any other right or remedy.

15. Severance

If any term of this EULA is found by any court or body or authority of competent jurisdiction to be illegal, unlawful, void or unenforceable, such term will be deemed to be severed from this EULA and this will not affect the remainder of this EULA which will continue in full force and effect.

16. Rights of Third Parties

The parties do not intend that any term of this EULA will be enforceable under the Contracts (Rights of Third Parties) Act 1999 by any person.

17. Law

17.1 This EULA (and any non-contractual obligations arising out of or in connection with it) is governed by the laws of England and Wales and the parties submit to the jurisdiction of the Courts of England and Wales.

Data Protection Laws

17.2 The Customer acknowledges that for the purposes of the Data Protection Laws, to the extent any Personal Data is involved in its use of the Hardware and Embedded Software, the Customer will be the Data Controller in respect of such Personal Data.

17.3 In limited circumstances, the Company may have access to data stored on the Hardware which may include user names or other Personal Data relating to the Customer's employees or authorized users ("Agreement Personal Data") where such access is required in order to provide support under the Warranty or any hardware maintenance agreement entered into by the Customer and the Company. The Customer authorises the Company to Process Agreement Personal Data during the term of this EULA as a Data Processor for the purposes of performing its obligations under this EULA only.

17.4 The Customer authorises the Company to appoint sub-processors of Agreement Personal Data and agrees to the use of the Company's existing sub-processors of Agreement Personal Data (each an "Authorised Sub-Processor").

17.5 The Customer shall:

17.5.1 comply with the Data Protection Laws;

17.5.2 ensure that only the Personal Data that the Company requires in order to perform its obligations under this EULA will be disclosed to, shared with and/or accessible by the Company; and

17.5.3 obtain all necessary consents and/or provide all fair processing notices required under the Data Protection Laws to enable the Company to lawfully receive, store, disclose and/or use all Agreement Personal Data (whether by itself or Authorised Sub-Processors) for the purpose of performing its obligations and exercising its rights under this EULA and as otherwise agreed by the parties from time to time.

17.6 The Company:

17.6.1 may appoint Authorised Sub-Processors in connection with the performance of its obligation under this EULA; and

17.6.2 shall provide notification of changes to Authorised Sub-Processors of Agreement Personal Data to the Customer at least 14 calendar days in advance to provide the Customer with the opportunity to object to the change. The Customer shall be deemed to accept the change if an objection is not received within 10 calendar days of notification. If an objection is received then the parties will work together in good faith to achieve an agreed outcome and any Authorised Sub-Processors appointed shall be appointed on terms the same as this EULA and the Company shall remain liable for the acts and omissions of such Authorised Sub-Processors.

17.7 The Company warrants that, if acting as a Data Processor, it shall:

17.7.1 Process the Agreement Personal Data only for the purpose of performing its obligations under this EULA and on such documented instructions received from the Customer from time to time as are reasonable, necessary and relevant to enable each party to perform its obligations under this EULA, save where required by Applicable Law and in such case the Company shall notify the Customer of the nature and extent of the Applicable Laws preventing such Processing (unless to do so would itself be a contravention of any Applicable Law); and

17.7.2 put in place appropriate technical and organisational security measures to the standard required under the Data Protection Law ("Security Measures") and shall provide reasonable assistance with any privacy impact assessment(s) that may be required of the Company under the Data Protection Laws which relate to the Processing of Agreement Personal Data under this Agreement.

17.8 From the 25 May 2018, the Company warrants that, if acting as a Data Processor, it shall:

17.8.1 notify the Customer without undue delay after becoming aware of the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Agreement Personal Data transmitted, stored or otherwise Processed ("Data Security Breach"). Where, and in so far as, it is not possible to provide all the relevant information at the same time, the information may be provided in phases without undue further delay;

17.8.2 except to Authorised Sub-Processors, not disclose the Agreement Personal Data to a third party save as required for the performance of its obligations under this EULA, as otherwise provided under this EULA, or as required by Applicable Law;

17.8.3 notify the Customer without undue delay of any notice or communication from the Supervisory Authority which relates directly to the Processing of Agreement Personal Data;

17.8.4 ensure that any individual authorised to Process Agreement Personal Data on behalf of the Customer is subject to appropriate statutory or contractual obligation of confidentiality;

17.8.5 will upon reasonable notice, no more than once in any one calendar year, subject to appropriate confidentiality agreements being entered into, make available to the Customer all reasonable information relating to the Processing of Agreement Personal Data necessary to demonstrate compliance with the obligations set out in this EULA to the extent such information is not already available to the Customer; and allow for and contribute to one audit in any one calendar year, including inspection, conducted by the Customer or another auditor mandated by the Customer to that same extent solely to the extent relevant to the Processing of Agreement Personal Data;

17.8.6 to the extent required by Data Protection Laws, notify and provide reasonable assistance to the Customer on receiving any:

17.8.6.1 complaint by a Data Subject in respect of their Personal Data contained in the Agreement Personal Data or any request received from a Data Subject to have access to his Personal Data (or to exercise any other right(s) afforded to him under the Data Protection Laws) as contained in the Agreement Personal Data (including by appropriate technical and organisational measures, insofar as this is possible);

17.8.6.2 notice or communication from the Supervisory Authority which relates to the processing of Agreement Personal Data;

17.8.7 to the extent required by Data Protection Laws, reasonably assist the Customer in:

17.8.7.1 taking measures to address any Data Security Breach; and

17.8.7.2 conducting privacy impact assessments of any Processing operations and consulting with any applicable Supervisory Authority;

17.8.8 only share Agreement Personal Data with the Authorised Sub-Processors to carry out the services provided that, to the extent the Authorised Sub-Processor is located outside the UK or the European Union, the Company will implement measures to ensure an adequate level of protection for the rights and freedoms of the relevant individuals in relation to the transfer of any Personal Data, except to the extent that the transfer is (i) to a country that the European Commission has recognised as providing adequate protection for such transfer from time to time and/or (ii) otherwise expressly permitted by Data Protection Laws.

17.9 At the option of the Customer, the Company shall securely delete or return to the Customer all Agreement Personal Data promptly following termination of this EULA and shall securely delete any remaining copies.

18. Entire Agreement

18.1 Subject to Clause 18.2, the parties agree that these terms and conditions (together with any Commercial Terms) represent the entire agreement between the parties relating to the licence of the Embedded Software, and that no statements or representations made by either party have been relied on by the other in agreeing to enter into the EULA and the parties shall have no remedy in respect of any such statement or representation which is not set out in this EULA.

18.2 Unless otherwise specified in the Commercial Terms, if the Customer also enters into a hardware maintenance agreement with the Company then the Customer's rights and obligations under Clause 5.5 and Clauses 17.2-17.9 (inclusive) will apply for the duration of the relevant hardware maintenance agreement by changing only those things which require to be changed in order to retain the meaning of those Clauses.



**NOTE: v3.1 of this EULA, published on 1/Oct/2022 reflects the new legal entity, ASSA ABLOY Global Solutions UK Ltd, and contains no other changes from v3 published in 2018.**