KRAMER ELECTRONICS LTD.

USER GUIDE

K-touch Admin

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Contents

1	**Introduction**	**1**
2	**System Overview and Workflow**	**2**
3	**K-touch Login Page**	**4**
3.1	Logging in Normally	4
3.2	Retrieving a Lost User Name or Password	5
4	**Using K-touch Admin**	**6**
4.1	Managing Dealers (when option is Available)	7
4.2	Registering a New Dealer	8
4.3	Editing a Dealer	10
4.4	Managing Customers	11
4.5	Managing Users	15
4.6	Viewing the Credit History	16
4.7	Logging Out of K-touch Admin	16

Figures

Figure 1: K-touch Admin Login Screen 4
Figure 2: Username and Password Retrieval Window 5
Figure 3: K-touch Admin Main Screen (for a dealer that can have dealers below him) 6
Figure 4: Manage Dealers Screen 8
Figure 5: Account Request Screen 9
Figure 6: Edit Dealer Screen 10
Figure 7: Manage Customers Screen 11
Figure 8: New Customer Screen 1 12
Figure 9: New Customer Screen 2 12
Figure 10: Edit Customer Screen 13
Figure 11: Edit Customer License Screen 14
Figure 12: Manage Users Screen 15
Figure 13: User Screen 15
Figure 14: Credit Screen 16

1 Introduction

Kramer Electronics presents the **K-touch** suite of application software that allows you to control your Kramer products from any location using an iOS or Android smartphone.

The components of **K-touch** include:

- **K-touch Admin**
- **K-touch Builder**
- **K-touch Apps** for iOS and Android

Kramer's **K-touch Admin** is a Web-based server for managing the hierarchy of dealers, customers and users using K-touch. Dealers are Kramer branches, resellers, and installers who sell K-touch licenses to another level of dealers or customers. Customers are organizations that purchase K-touch licenses to be used in their installations.

K-touch Admin and Builder were tested only on the Firefox browser. Other browsers may incorrectly display or drop some screen elements of the programs.

2 System Overview and Workflow

K-touch allows the installer to create, in few simple steps, a user interface application that is used on iOS and Android devices together with one of our compatible room controllers (RC or SL product).

The touch device and room controller are connected to the same IT network and configured with the correct IP numbers.

We recommend the following workflow for creating the complete control system:

1. Design how you want your touch control screens to look on a piece of paper or using any design application. Include the button location, their expected control outcome, gestures needed, and so on.

2. Configure your room controller using **K-Config** software according to the guidelines in the user guide.

3. In **K-Config**, create the required virtual device layout and assign the room functions to the buttons. These relate to the screens you designed in step 1. Export the virtual device you have created.

4. In **K-touch Admin**, open (if needed) a customer and a project. Be sure to allocate the required amount of licenses to this project.

5. From **K-touch Admin,** launch **K-touch Builder**. Select the required device (iOS or Android) and import the virtual device you exported on step 3.

6. Finalize the control application design in **K-Touch Builder** and save the project.

7. Download the **K-Touch** application to your touch device from the APP store or Google Market.

8. Launch the app on your device and sync it to the project account. This downloads the screens you have created and also charges one license from your account.

9. Configure the network information on your touch device to connect it to your room controller.

After you become more familiar with the system, you may find that an alternative workflow suits you better. This is, of course, fine.

There are several important things to remember:

1. **K-touch Admin** is a tree-based server, so every section has its own “parent” (from whom you order licenses) and several types of “child” entities:
    - Dealers - to whom you sell only licenses but not configured projects (if you are allowed to do so). Dealers can also be used to divide the licenses between two different offices of the same installer and in a similar usage where you want each entity to have its own stock of licensees. In order for a Dealer to be able to add Dealers under his own server section, this option should be opened for him by his “Parent” dealer
    - Customers – to whom you open design projects and sell a configured installation, based on an order for configuration and programming. Licenses sent to a customer’s projects can be “taken” back by the dealer
    - Users – each server section can be accessed by several users from the same dealer. For example, several tech personnel, one purchaser and two sales persons; each can have their own user name and password with different permitted operations they can perform on **Admin**, depending on their role in the organization.
2. The system is based on selling licenses – one license per touch device. You order licenses through your normal ordering process and licenses are subtracted from your account in two ways:
    - You sell/transfer them to one of your own dealers
    - You assign them to a project of your customers
3. Once you use a license to download the screen design to the device for the first time, you can re-sync the device to update the screen design of this project. However, if the device is broken or misplaced, you cannot reuse the license. You must use a new license to sync another device to the same project.

3 K-touch Login Page

To enter **K-touch Admin** go to the Web site:

https://kramerbuilder.appspot.com/manager.html

The **Login Screen** displays:

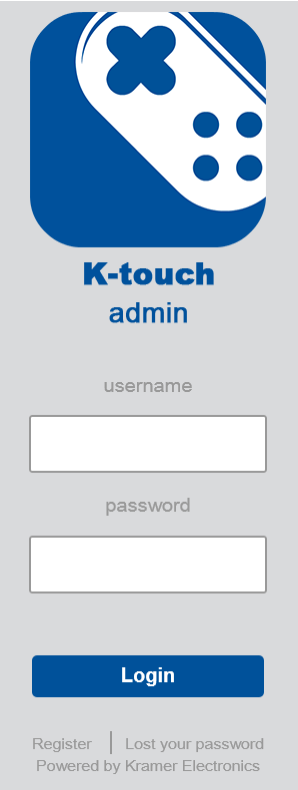

Figure 1: K-touch Admin Login Screen

3.1 Logging in Normally

To log in to your server section:

- On the **Login Screen**, enter your username and password and click **Login**.

The **K-touch Admin Main Page** screen appears (see Figure 3).

3.2 Retrieving a Lost User Name or Password

To retrieve a lost user name or password:

1. On the **Login Screen**, click **Lost your password**.
   The Username and Password Retrieval window appears (see Figure 2).

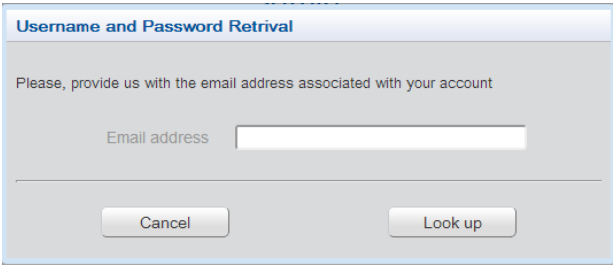

Figure 2: Username and Password Retrieval Window

2. Enter your email address and click **Look up**.
   A security question window appears.

3. Answer the security question correctly and the username/password is sent to your authorized email address.

4 Using K-touch Admin

After logging in, the **K-touch Admin** main page appears. Figure 3 describes the elements of the main page.

Note: The blue bar at the top of the screen (with items 1 through 6) is common to all **K-touch Admin** screens.

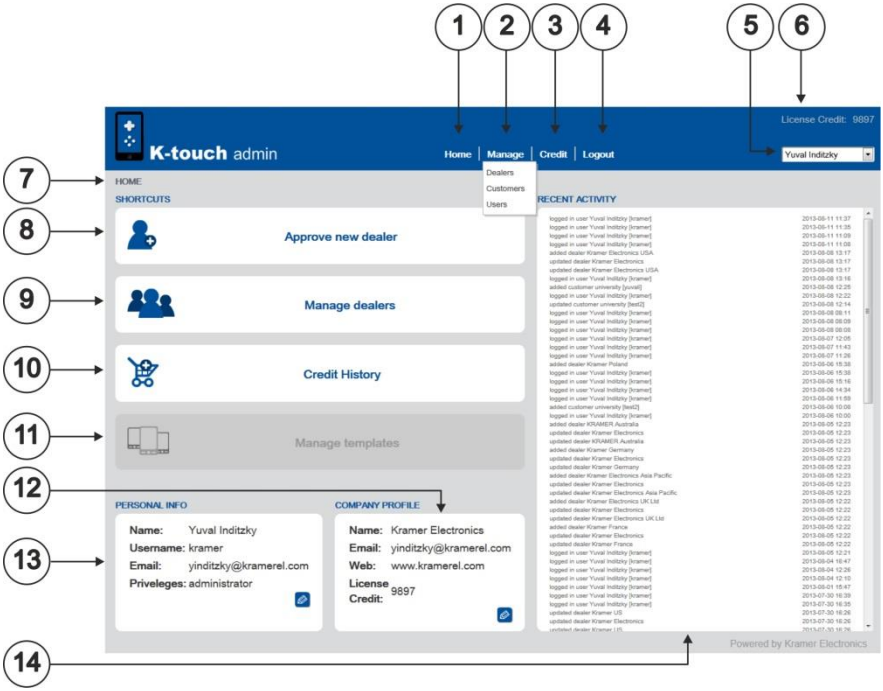

Figure 3: K-touch Admin Main Screen (for a dealer that can have dealers below him)

#	Feature	Function
1	*Home* button	Press to return to the Home screen
2	*Manage* button	Press to choose management of dealers, customers or users: Dealers – Dealers under your server section (installers, dealers and so on) Customers – End-users using the application. Projects are connected to customers Users – Users of your server section (all people with accounts to login to this server account, example – several "World Wide installers" personnel)
3	*Credit* button	Press to display the license credit allocation screen
4	*Logout* button	Press to logout of K-touch Admin
5	User dropdown	Displays the current user, allows editing user information and logs out
6	*License Credit* identifier	Shows how many licenses are still available
7	Present screen identifier	Shows the name of the present screen
8	*Approve New Dealer* shortcut button	Press for the Dealer screen to approve a new dealer
9	*Manage Dealers* shortcut button	Press for the Dealer screen to manage dealers
10	*Credit History* shortcut button	Press to view a list of recent license credits
11	*Manage Templates* shortcut button	Press to manage the templates
12	*Company Profile* window	Displays the name, email, web site and license credit of the present user's company
13	*Personal Info* window	Displays the name, user name, email and privileges of the present user
14	*Recent Activity* window	Displays a log of all activities performed by this dealer

4.1 Managing Dealers (when option is Available)

To manage dealers choose *Manage* > *Dealers* or click the **Manage Dealers** shortcut. Figure 4 describes the Manage Dealers screen.

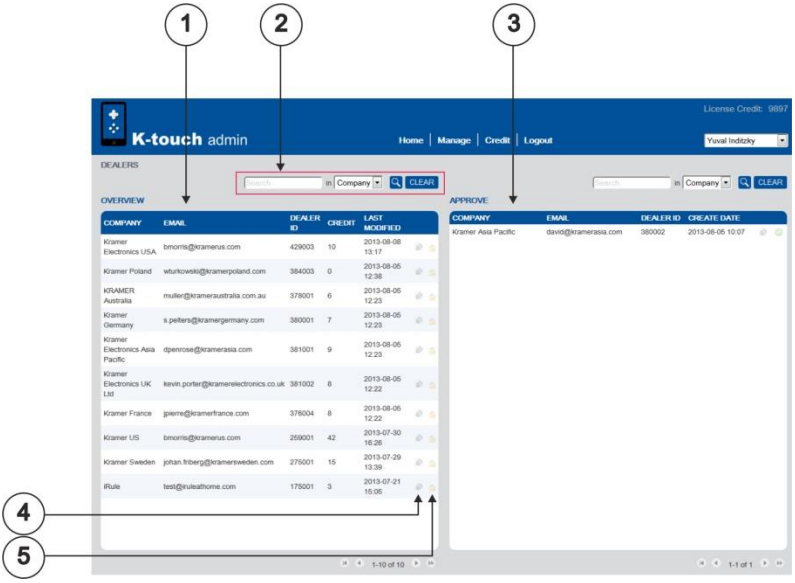

Figure 4: Manage Dealers Screen

#	Feature	Function
1	*Overview* panel	Lists all approved dealers including company name, email, dealer ID, credit (assigned licenses) and when last modified
2	Search bar	For approved and non-approved dealers Enter a name to search for a specific dealer
3	*Approve* window	Lists all dealers (who registered with your dealer ID) waiting for approval including company name, email, dealer ID and create date
4	Pen icon	Click to edit the dealer information
5	Lock icon	Click to prevent editing

4.2 Registering a New Dealer

To register a new dealer under your server section:

1. On the **Login Screen**, click **Register**.

   The **Account Request** screen appears (see Figure 5).

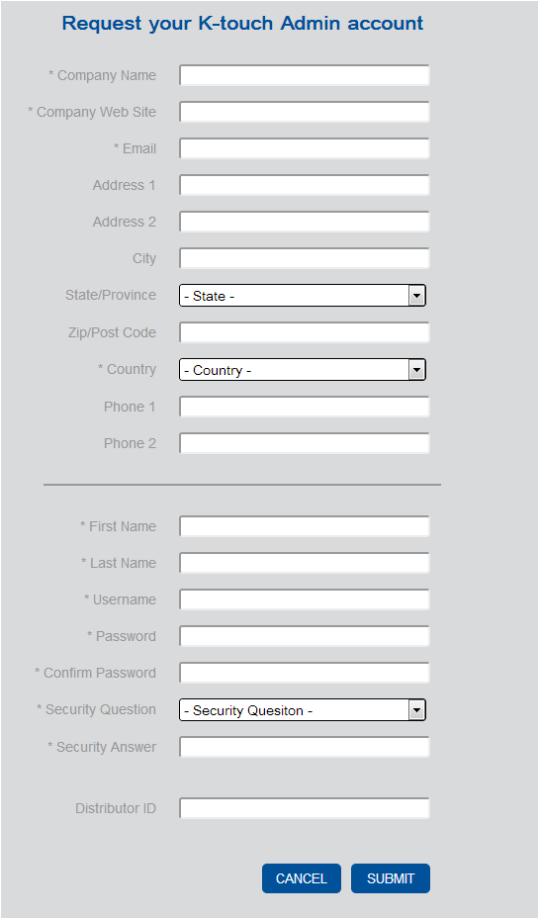

Figure 5: Account Request Screen

2. Enter the appropriate information in each field. Starred fields are mandatory.
    - The Distributor ID field is a six or more digit number that identifies the dealer under which the new dealer will be added. It is crucial that you use your own ID correctly or the new dealer will be “lost” on the server.
3. Choose State, Country and Security Question from their respective drop-down boxes.
4. When finished, click **Submit.**

The newly registered Dealer now awaits approval in the server section of the Dealer who opened the registration (according to the Distributor ID used).

Once approved, the information entered will be used to create the first user of this new Dealer server section and he will have Admin credentials.

4.3 Editing a Dealer

To edit a dealer, click the pen icon next to the desired dealer. The Edit Dealer page opens (Figure 6).

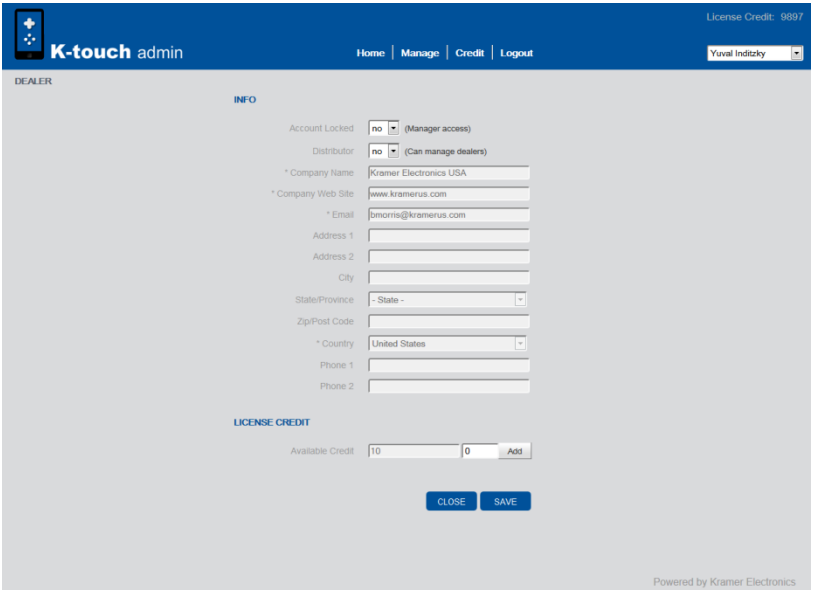

Figure 6: Edit Dealer Screen

In addition to the informational fields, dropdown boxes let you to set controls:

The **Account Locked** dropdown can lock the account so the specified dealer cannot use it anymore.

- To lock the account, choose **Yes**
- To allow its use, choose **No**

The **Distributor** dropdown allows the dealer to register another level of dealers under his dealership and will open the Dealers admin menus and options for him.

- To allow the dealer to open more dealerships, choose **Yes**.
- If this is an installer who does not resell credits, choose **No**.

The **License Credit** fields allow you to supply credit to this dealer. Available Credits show unsold credits in the left box.

- To add credits, enter in the right box the number of credits to add and click **Add**, then click **Save**.

4.4 Managing Customers

To manage a customer, choose *Manage* > *Customers*. The Manage Customer screen opens (Figure 7). From here you can add a customer, customer projects and go to the Screen Builder with the Tablet Icon.

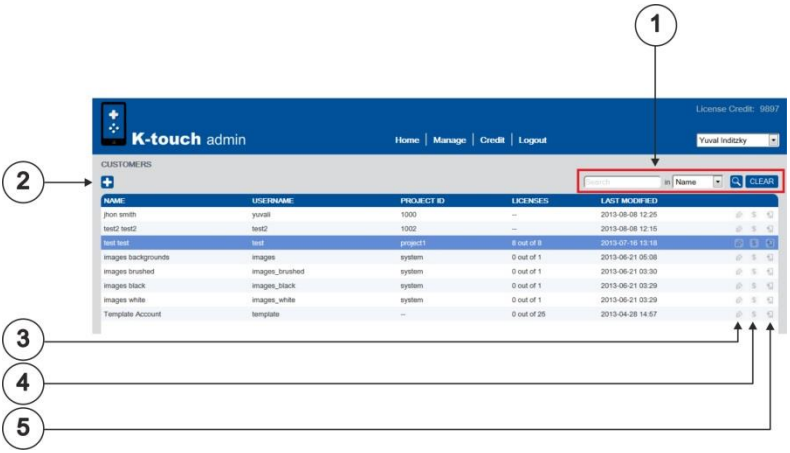

Figure 7: Manage Customers Screen

#	Feature	Function
1	Search bar	Enter a name to search for a specific customer
2	+ icon	Click to add a new customer
3	Pen icon	Click to edit the customer information
4	$ icon	Click to allocate licenses to this project
5	Tablet icon	Click to open the screen builder to create/edit this project. This is the best way to access the screen builder

4.4.1 Adding a New Customer

- To add a new customer, click the **+** button. The first New Customer screen opens (Figure 8).

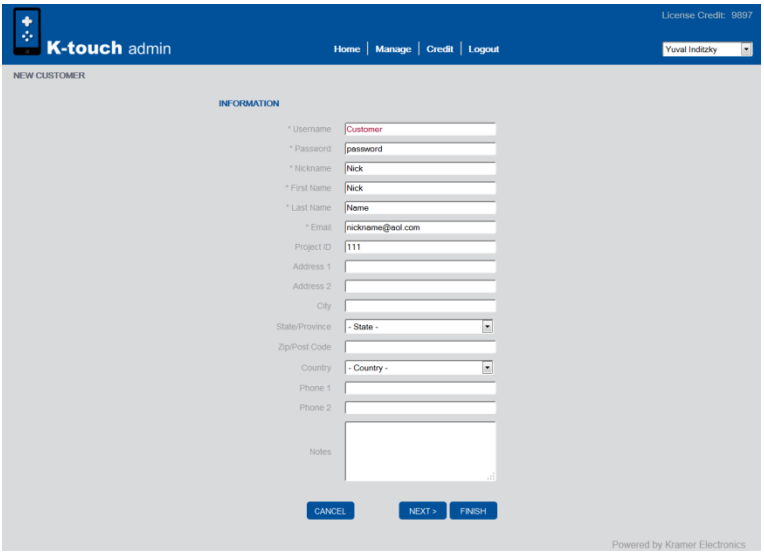

Figure 8: New Customer Screen 1

Enter all necessary information and click **Next>**. The second New Customer screen opens (Figure 9).

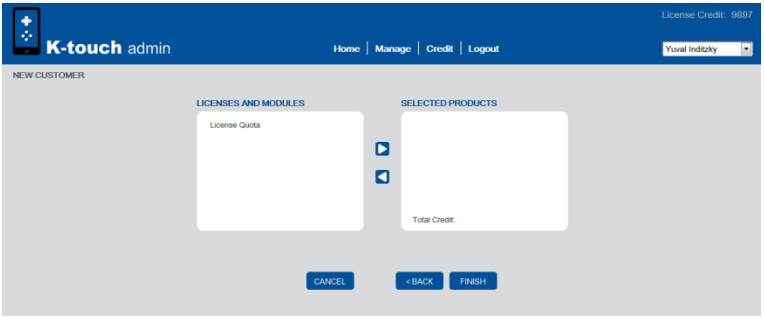

Figure 9: New Customer Screen 2

- To add licenses, choose the available licenses and modules from the left box and click the right arrow to add the license or module to the selected products list on the right

- To remove licenses, highlight the product in the right box and click the left arrow to remove the product
- Take into account that licenses allocated to a customer cannot be taken back by the dealer, even if they have not been used by the customer
- When done click **Finish**

4.4.2 Editing a Customer

To manage a customer, highlight the desired customer and click on the pen icon. The Edit Customer screen opens (Figure 10).

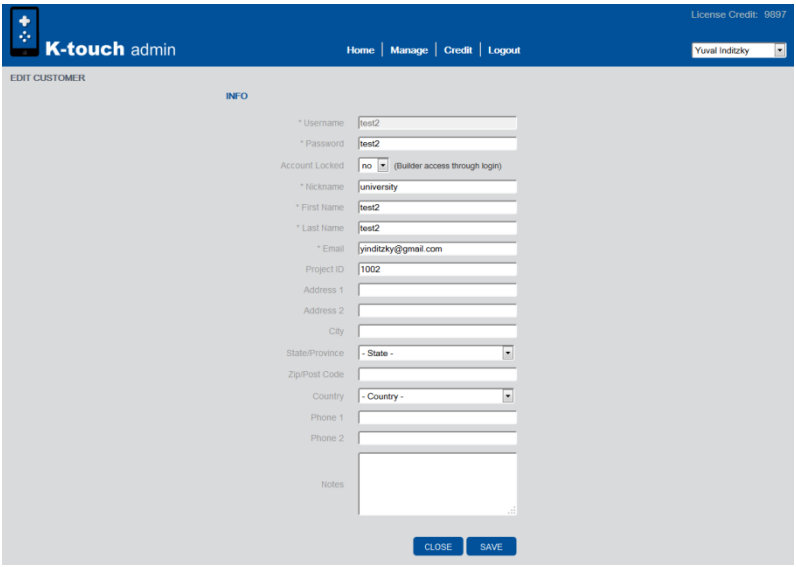

Figure 10: Edit Customer Screen

Fill in all necessary information. The **Account Locked** dropdown gives builder access through the login.

- To deny access, choose **Yes**
- To allow access, choose **No**

4.4.3 Allocating Licenses to a Customer

To allocate licenses to a customer, highlight the desired customer and click on the **$** icon. The Edit Customer license screen opens (Figure 10).

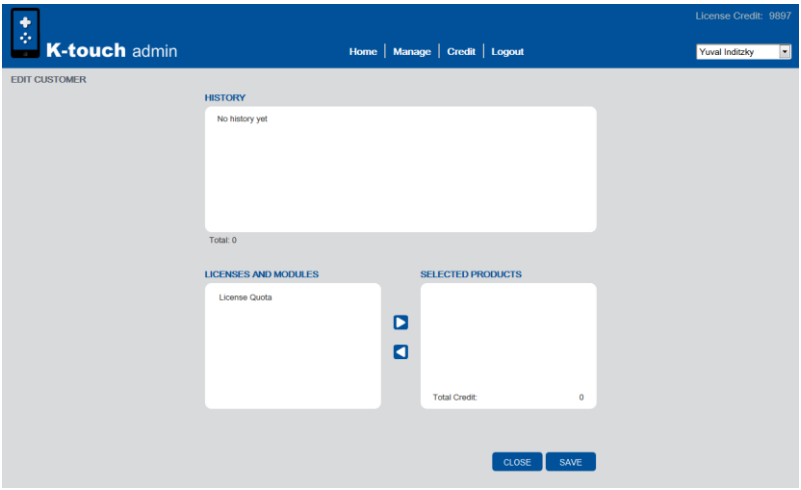

Figure 11: Edit Customer License Screen

- To add licenses, choose the available licenses and modules from the left box and click the right arrow to add the license or module to the selected products list on the right
- To remove licenses, highlight the product in the right box and click the left arrow to remove the product
- Take into account that licenses allocated to a customer cannot be taken back by the dealer, even if they have not been used by the customer
- When done click **Save**
- Each activity is logged in the History box

4.5 Managing Users

To manage a user, choose *Manage* > *Users*. The Manage Users screen opens (Figure 7). From here you can add and edit Users of this Server section.

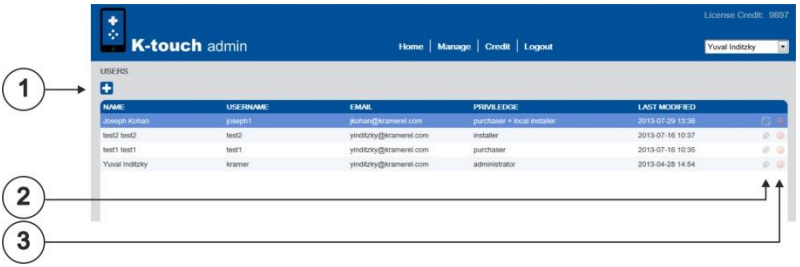

Figure 12: Manage Users Screen

#	Feature	Function
1	+ icon	Click to add a new user
2	Pen icon	Click to edit the user information
3	Red icon	Click to delete the user

4.5.1 Adding a New User

To add a new customer, click the **+** button. The User screen opens (Figure 13).

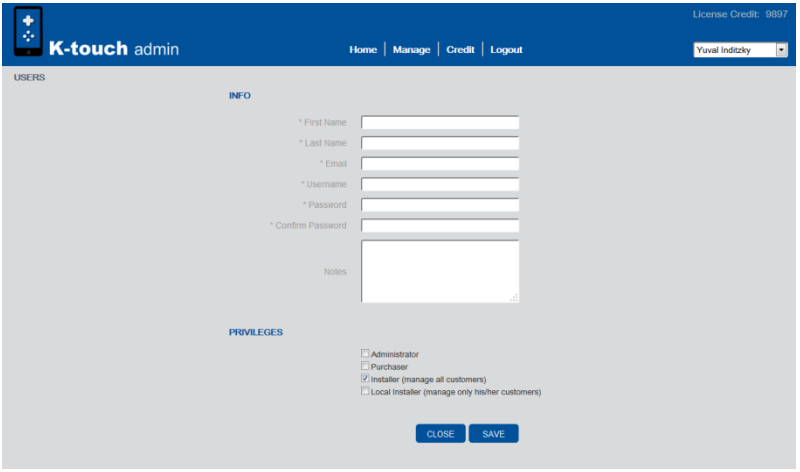

Figure 13: User Screen

- Fill in all necessary information (starred fields are required)
- Select the required permissions
  - Administrator – can access all options and projects
  - Purchaser – cannot open customers and projects
  - Installer – Has access to all the customers and projects
  - Local Installer – Has access only to those customers and projects that he opened
- When done, click **Save**

4.5.2 Editing a User

To edit a user, highlight the desired user and click on the pen icon. The User screen opens (Figure 13). Change the information as shown in Section 4.5.1.

4.6 Viewing the Credit History

From the Main screen, click the Credit button or the Credit History shortcut. The Credit screen opens (Figure 14)

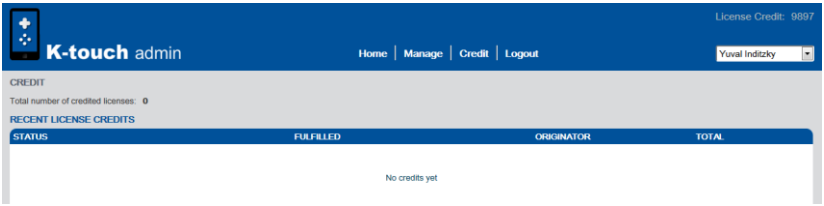

Figure 14: Credit Screen

4.7 Logging Out of K-touch Admin

To log out, click the Logout button at the top of the Main screen.