

RC Touch G2

User Manual

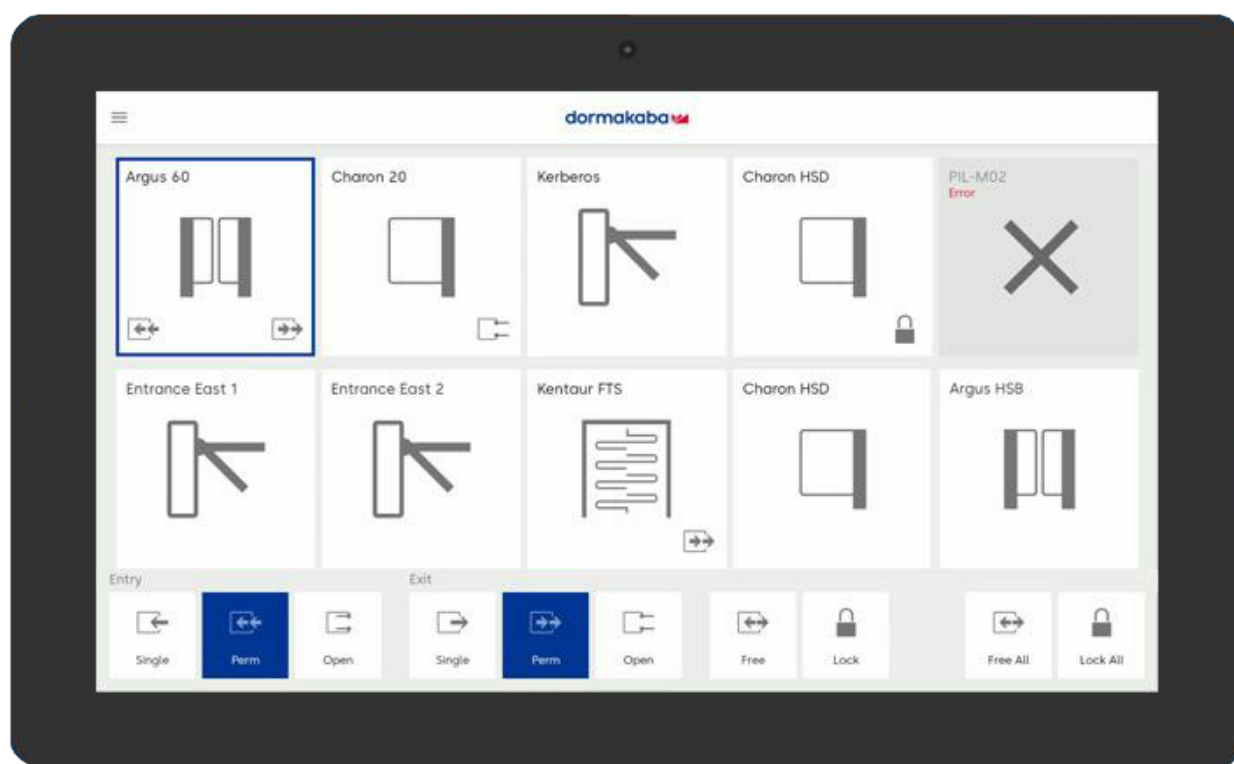


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1 Information about this document

1.1 Contents and purpose

This document describes the mounting and operation of the RC Touch G2 touchscreen display.

The operating modes that can be selected are described in the operating instructions for the respective unit.

1.2 Target group

This document is aimed at the following target groups:

- Technically skilled individuals for commissioning and configuring the product.
- Individuals without a technical background for operating the product.

1.3 Documents storage

This document and the applicable documents must be handed over to the facility operator. The documents must be kept during the service life of the product and made accessible to staff.

1.4 Document navigation

This document contains the following guidance in order to make finding certain topics easier:

- The table of contents at the beginning of the document gives an overview of all topics.
- The headers contain the corresponding main chapter at the end.
- Cross references indicate the number of the chapter in which additional information can be found in each case. Example [▶ 5.7].

1.5 Symbols used

1.5.1 Symbols (manual)

The symbols listed can be found in the manual.



Application tips, useful information

Cross references point to the chapter number in which additional information can be found. Example [▶ 2.2]

Action steps

- ✓ Requirement
- 1. Step 1
 - ⇒ Intermediate result
- 2. Step 2
 - ⇒ Result

2 Product description

2.1 Functional scope

- Simultaneously supports up to 10 doors and separation systems equipped with a Connector One or Connector One G2.
A connection can be established via Ethernet or WiFi.
- Automatic detection of doors or separation systems and adaptation of the operating modes to the corresponding unit.
- All connected doors and separation systems can be released or blocked with the push of a button.

2.2 Parts included

Hardware

- 10.1-inch touchscreen display
- VESA 75 x 75 wall bracket

Software

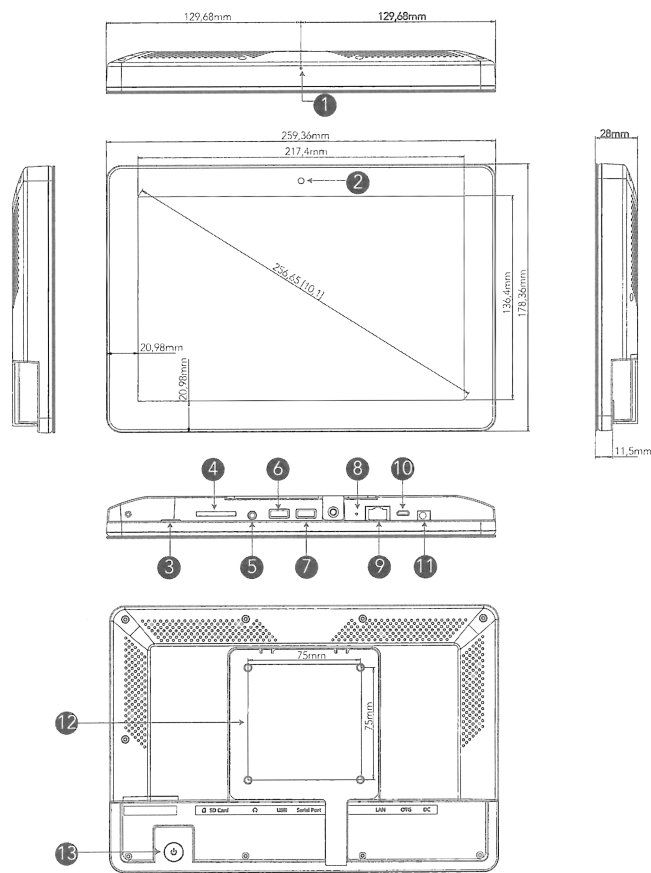
- Android 14 in kiosk mode
- RC Touch app

Accessories

- Plug-in power supply EU CEE 7/16
- VESA 75 x 75 table stand

2.3 Technical data

Interfaces and dimensions

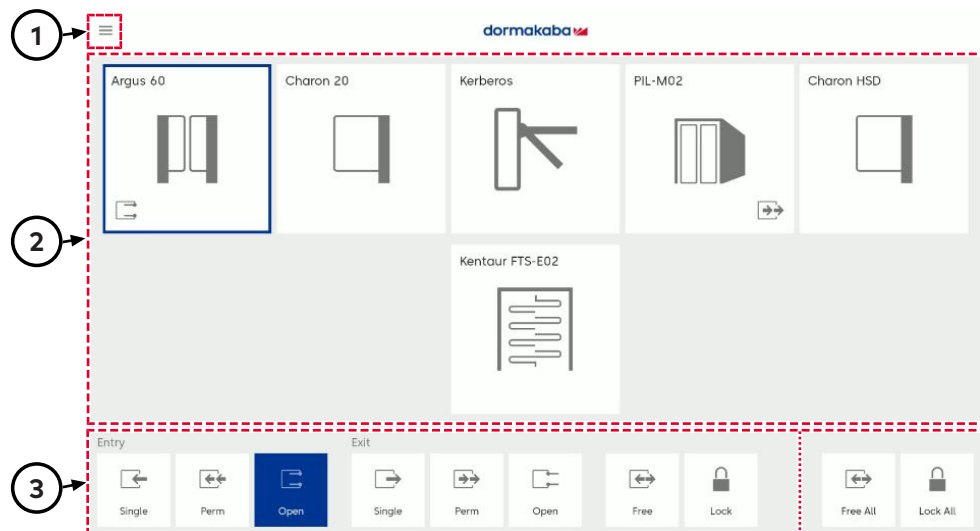


- | | | | |
|---|---------------------|----|--------------------|
| 1 | Microphone* | 8 | Reset button |
| 2 | Camera* | 9 | RJ45 |
| 3 | SIM (not available) | 10 | USB-C |
| 4 | SD card | 11 | DC IN |
| 5 | Headphones* | 12 | VESA 75 mm x 75 mm |
| 6 | USB 3.0 | 13 | On/off button |
| 7 | Serial interface | | |
| * | is not supported | | |

Hardware

CPU	RK3576 Quad core cortex A53 + Quad core cortex A72
RAM	4 GB
Internal storage	32 GB
Operating system	Android 14
Screen size	10.1" LCD touchscreen (16:10)
Resolution	1280 x 800
Screen colors	16.7 M colors
Viewing angle	horizontal 170°, vertical 170°
Brightness	280 cd/m²
WiFi	IEEE 802.11 a/b/q/n/ac/ax
Bluetooth	Bluetooth 5.4
Ethernet	10 M / 100 M / 1000 M
Communication protocol	OPC UA
SD card	up to 64 GB possible
Headphones	3.5 mm headphones + microphone
USB-A	USB 3.0
USB-C	Full functionality (except charging function)
VESA	75 mm x 75 mm
Speakers	2 x 2 W
Microphone	single microphone
NFC/ RFID	not supported
Light signal	RGB LED light strip
Camera	Standard angle 5.0 MP
Operating temperature	-0°C to +40°C
Storage temperature	-20°C to +60°C
Rel. humidity (in operation)	20% to 80%, non-condensing
Rel. humidity (storage)	10% to 95%, non-condensing
Power supply	12 V DC / 1.5 A
Language	multilingual
Certificates	CCC/CE/FCC

2.4 "Door Control" menu



Key

No.	Screen area	Function description
1	App menu	- Door Control - Door Management - Ambient Light - Licenses - Exit
2	Overview of the units	This screen area displays all available units with their active operating mode. Tapping on a unit selects it. This is indicated by a blue outline.
3	Overview of available operating modes	This screen area displays all operating modes available for the selected unit on the left and in the center. On the right, it displays the operating modes that apply to all units that are online when the mode is selected.

2.5 “Door Management” menu

This menu displays all configured units and their status.

Key to symbols

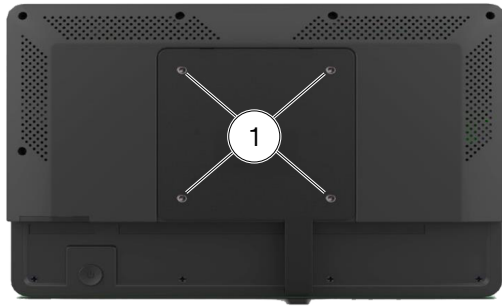
Symbol	Explanation
	Pressing and holding this symbol moves the respective entry up or down.
	Connect to the unit and update data.
	Tapping opens a context menu.

Unit status key

Status	Explanation
	Connection and communication are functioning.
	The RC Touch cannot establish a connection to the unit (Connector One), see the 5 chapter.

3 Mounting the screen

1. Unpack the touchscreen display.
2. Plug the power cable into the touchscreen display.
⇒ The touchscreen display is initialized and the app starts automatically.
3. If the network connection is to be established via LAN cable, connect the LAN cable.
4. Attach the stand to the fastening points (1) on the back of the touchscreen using the screws provided.



4 Operation

4.1 Prerequisites

To remotely control and monitor units, the following requirements must be met:

- The app requires 'Aes256_Sha256_RsaPss' with 'Sign & Encrypt' and cannot use any other option. If this entry is missing, the app cannot establish a connection.
- Network configuration of the RC Touch G2 and any connected Connector Ones is complete.
- A network connection has been established via Wi-Fi or Ethernet.

If a network connection is to be established via Ethernet, the network's address space must be correct, and all connected devices must have a unique IP address.

If you want to establish a network connection via Wi-Fi, do not plug in an Ethernet cable, as the Ethernet connection takes priority.

4.2 Configuration

4.2.1 Add new doors and separation systems

1. Tap the button .
 2. Fill in all the information about the new unit.
 3. Tap the "SAVE DOOR" button.
- ⇒ The data entered for the new unit will be saved.

Tips

The input fields "Door Name" and "Installation Site" are only descriptions to aid navigation.

The input fields "IP address" and "Port" as well as "Username" and "Password" are mandatory. These values must match the values configured in Connector One.

Tapping the "DISCARD" button discards the entries.

4.2.2 Processing doors and separation systems

1. Tap the button .
- ⇒ A context menu opens.
2. Tap the "Edit" button.
3. Edit the door data.
4. Tap the "SAVE DOOR" button.

4.2.3 Deleting doors and separation systems

1. Tap the button .
- ⇒ A context menu opens.
2. Tap the "Edit" button.
3. Tap the "DELETE DOOR" button.
4. Confirm the deletion.

4.2.4 Changing the order of doors and separation systems

1. Open the "Door Management" menu.
2. Tap and hold the  button next to the unit you want to move.
3. Drag the unit up or down.
4. Release the  button.

4.2.5 Updating connection to doors and separation systems

- ✓ The connection to Connector One was interrupted.
1. In the door management section, tap the  button behind the listed door.
- ⇒ The connection has been updated.

4.3 Ambient lighting

4.3.1 "Ambient Light" menu

This menu displays all separation systems. Settings in this menu only apply to separation systems that have LED lighting installed at the corresponding location.

The overview displays the currently set colors. If no LED lighting is installed at the corresponding location, an X is displayed.

It is possible that the interior and exterior have the same color, but the barrier has an X.

≡ Ambient Light		dormakaba		
One door selected.		1	2	3
	Door Name	Interior	Exterior	Barrier
☒	Argus 60			
☐	Orthos PIL-M02	x	x	x

Key

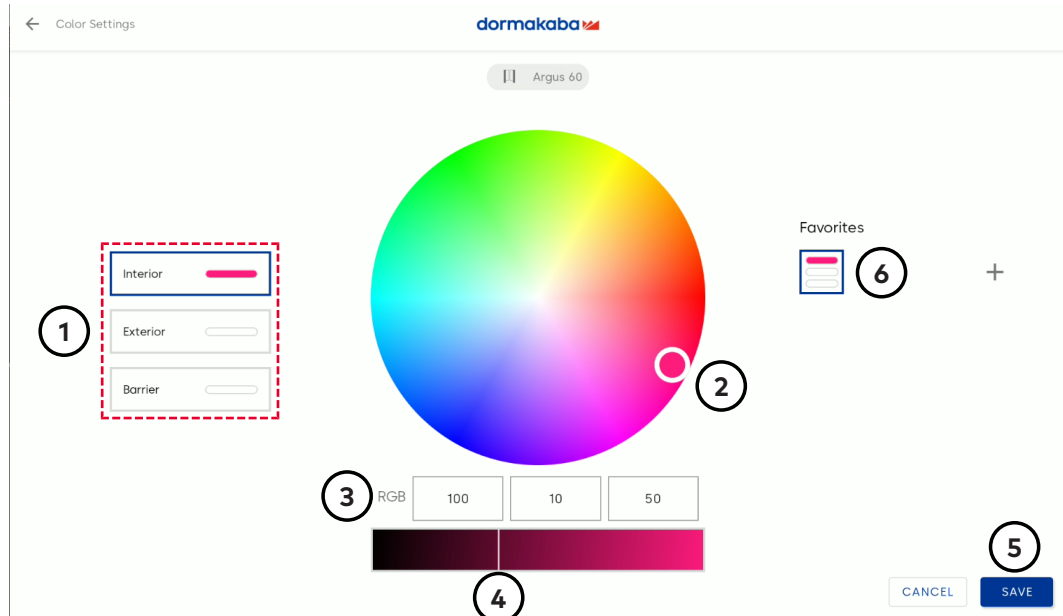
No.	Position	Description
1	Interior	Ambient lighting color in the passage area
2	Exterior	Ambient lighting color on the outside of the unit
3	Barrier	Door leaf lighting color

4.3.2 Configuring ambient lighting

1. Open the "Ambient Light" menu.
2. Select one or more doors.



3. Click on the symbol .



4. Tap the button for the LED lighting to be configured (1).



Press and hold the button to activate multiple selection, which allows multiple areas to be configured simultaneously.

5. Select the color in the color wheel (2) or enter an RGB value (3).
6. Use the brightness control to dim the LED lighting as needed (4).
Colors that are to be reused can be managed under Favorites.
7. Tap the "SAVE" button (5).

⇒ The entered color is saved in the software and stored on the ETS22LED lighting board 30 seconds later.
This is indicated by all LED lights briefly flashing.

Tap the "CANCEL" button to cancel the process. After 30 seconds, the LED lighting returns to its original configuration.

4.4 Controlling the doors and separation systems



The available operating modes are unit-specific.

1. Tap on the door or separation systems to be controlled.
 2. Tap the desired operating mode's button to activate or deactivate it.
- ⇒ The activated operating mode is displayed in blue or red.

When tapping the button  or  at the bottom right of the screen, all doors and separation systems are released or locked.

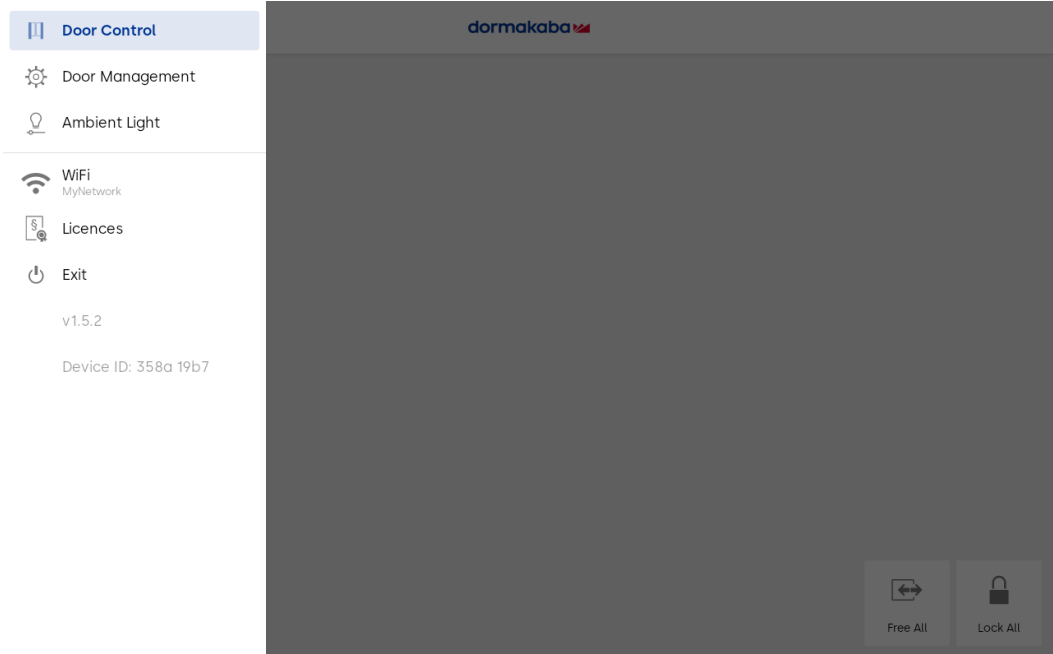
Priority of operating modes

The priorities of the operating modes (e.g., blocking) are monitored by the door control. High-priority operating modes override low-priority operating modes, but not vice versa. If a lower-priority operating mode is to be activated, the higher-priority operating mode must first be deactivated.

4.5 Adjusting network settings

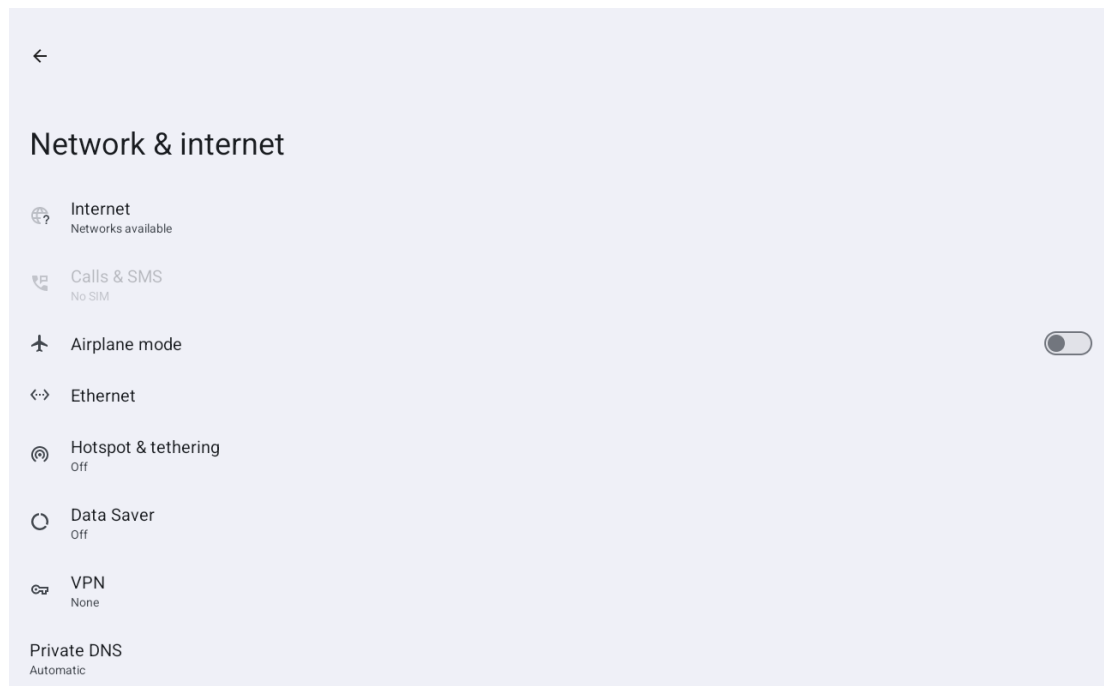
4.5.1 Open Network Settings

1. Open the side menu (menu icon in the upper-left corner).
 2. Tap the "WiFi" or "Ethernet" menu item (depending on the available network connection).
 3. Adjust network settings.
- ⇒ This menu item displays the current connection status: WLAN name, Ethernet, or "NoConnection."



4.5.2 WLAN

After opening the network settings, the Android network overview appears. Tap "Internet" here to access the WLAN network list. You can use the back arrow in the top-left corner to return to the previous screen or back to the app at any time.



4.5.2.1 Connect to a known network (WPA/WPA2)

1. Select a WLAN network from the list.
2. Enter the password and tap "Connect."



The "Cancel" and "Connect" buttons are located at the bottom of the dialog box and may be obscured by the on-screen keyboard. In this case, scroll up on the screen or close the keyboard by tapping the checkmark icon (center-right on the keyboard).

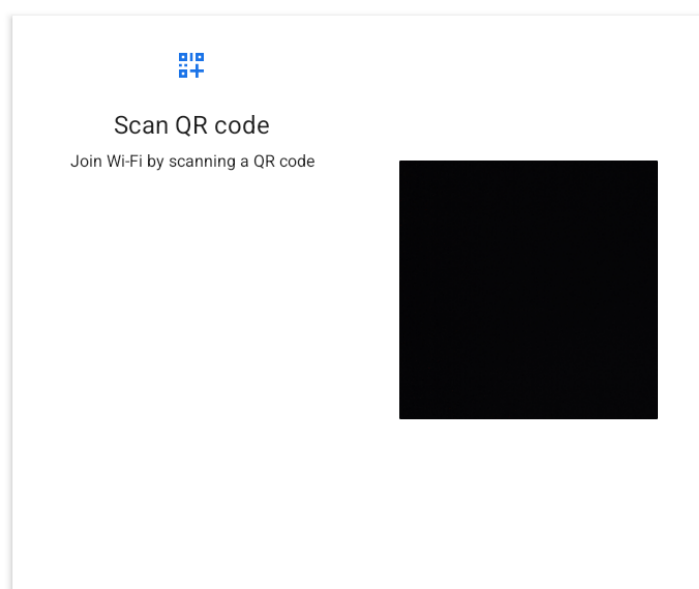
4.5.2.2 Add a network manually or connect via QR code

Tap "+ Add network" at the bottom of the network list to manually configure a network or add it via a QR code.

A screenshot of the 'Add network' dialog box. At the top left is a back arrow. The title 'Add network' is centered. Below it, there is a 'Network name' section with a text input field containing 'Enter the SSID' and a QR code icon on the right. Below that is a 'Security' section with a dropdown menu currently set to 'None'. At the bottom is an 'Advanced options' section with a downward arrow. At the very bottom right are 'Cancel' and 'Save' buttons.

Connect to a network via QR code

Tap the QR code icon (to the right of the SSID field) and scan the QR code. The device uses the front camera (top of the device) — hold the QR code in front of the screen. The connection is established automatically.



4.5.2.3 Configure an Enterprise WLAN network (WPA2/WPA3-Enterprise)

1. Select the Enterprise network from the list (or add it manually via "+ Add network" with the security type "WPA/WPA2-Enterprise").
2. Enter the EAP method, identity, and password (if applicable).

←

Add network

Network name
Enter the SSID

Security
WPA/WPA2-Enterprise

EAP method
PEAP

Phase 2 authentication
MSCHAPV2

CA certificate
Please select

Identity

Anonymous identity
anonymous

Password

3. For "CA certificate," select the "Install certificates" option.
4. In the certificate selection dialog box tap the desired certificate.

←

Add network

Network name
Enter the SSID

Security
WPA/WPA2-Enterprise

EAP method
PEAP

Phase 2 authentication
MSCHAPV2

CA certificate
Install certificates

Minimum TLS version
TLS v1.0

Online Certificate Status
Do not verify

Domain

Select Certificate

usb-test-cert.crt
USB: INTENSIO

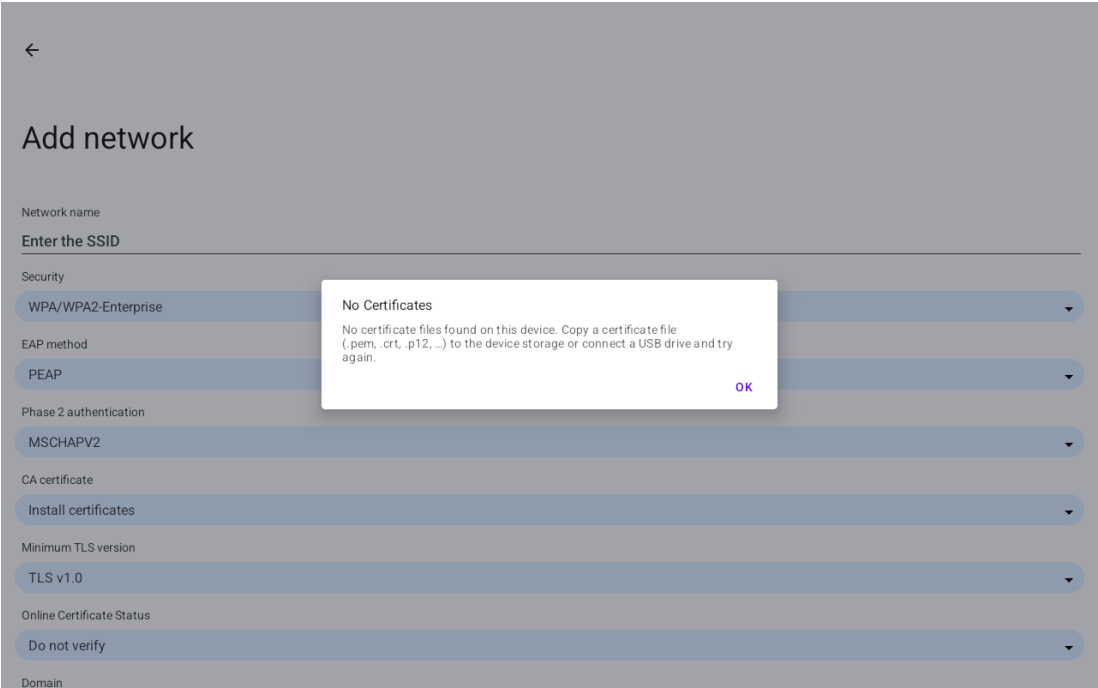
usb-test-cert-subfolder.crt
USB: INTENSIO/subfolder

Providing Certificates

Certificates are provided via **USB flash drive (FAT32-formatted)**. Insert the USB flash drive into the **blue USB port** on the back of the device (labeled "USB").

Supported formats: .pem, .crt, .cer, .p12, .pfx, .der. If no certificates are found, a corresponding message appears.

If no certificates are found, a corresponding message will appear.

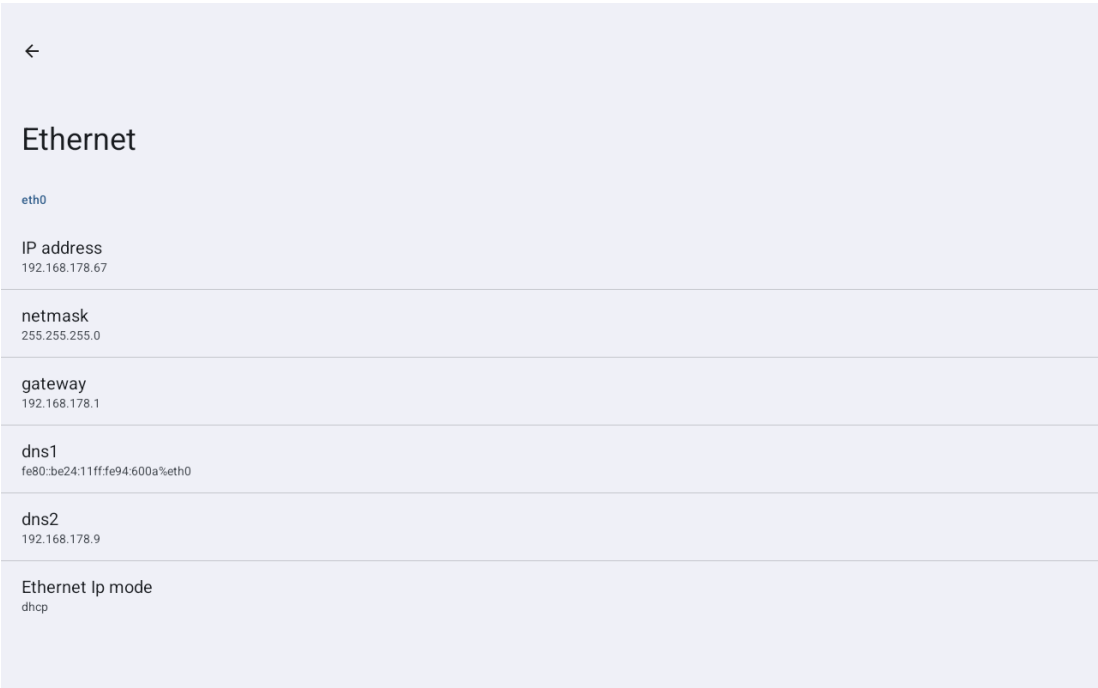


You can also configure a static IP address, DNS servers, and a proxy via the details view of a connected network.

4.5.3 Ethernet

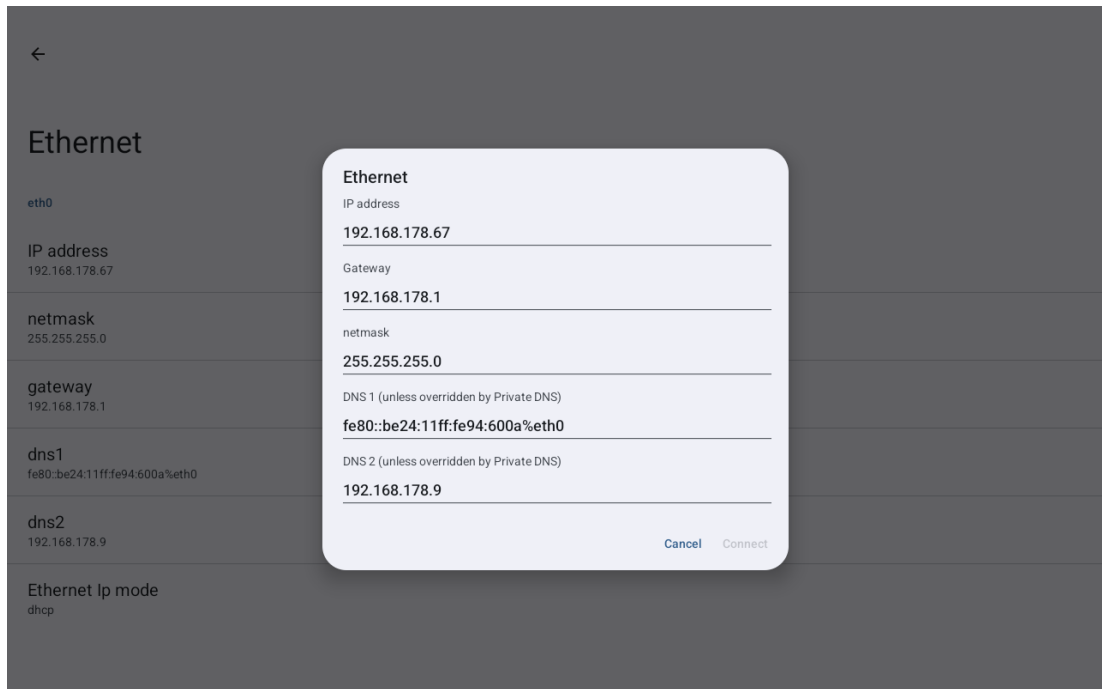
4.5.3.1 Ethernet with DHCP

Plug in the Ethernet cable. The connection is established automatically.



4.5.3.2 Ethernet with a static IP

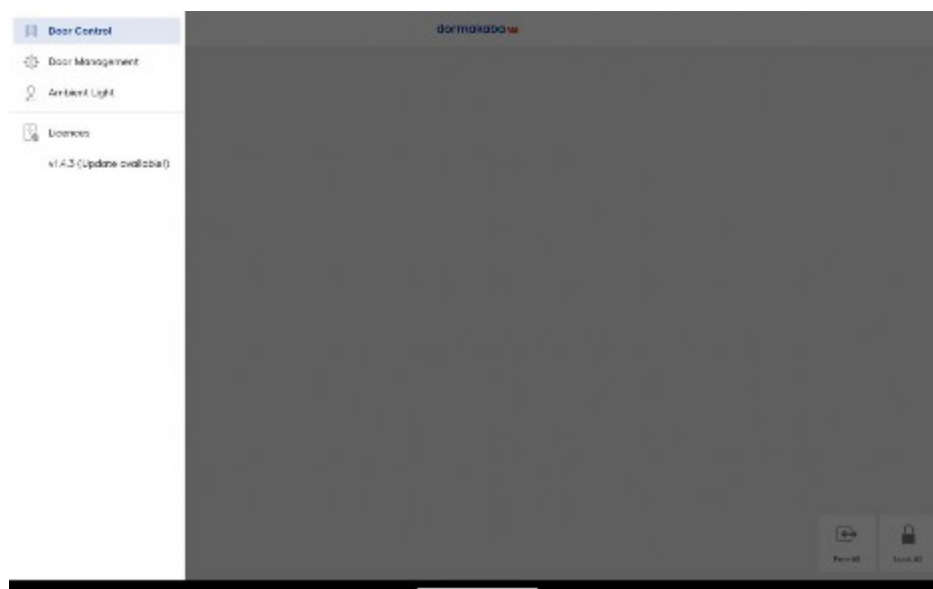
1. Select "Ethernet" in the network settings.
2. Tap "Ethernet IP Mode."
3. Enter the IP address, gateway, netmask, and DNS server, then confirm by tapping "Connect."



802.1X authentication via Ethernet is not supported.

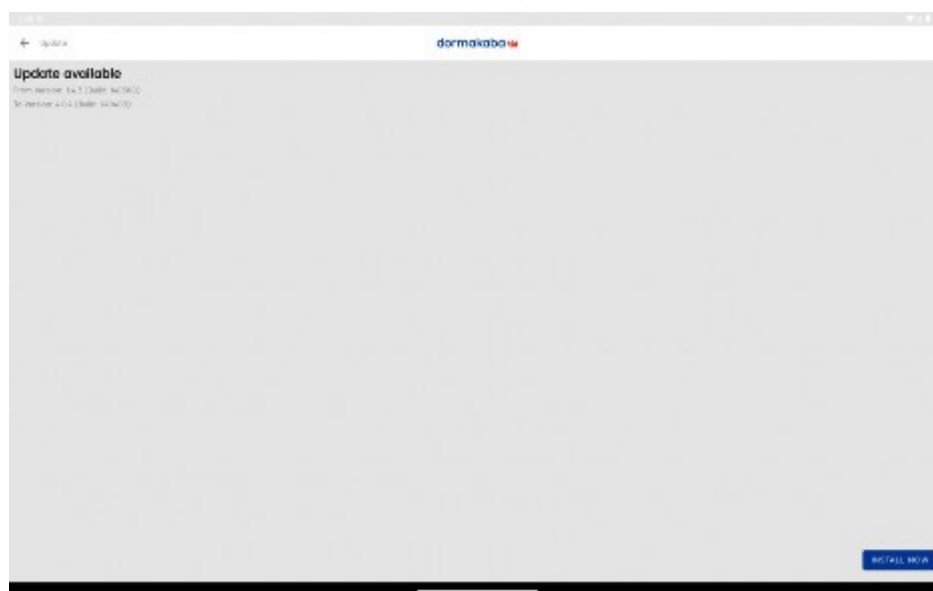
4.6 Update

1. Launch the RC Touch app.
 - ⇒ When the app starts, it automatically checks to see if a new version is available. If an update is available, the following message will appear briefly: "An update is available. Please use the menu to install."
 - ⇒ The message disappears automatically. No update is downloaded at this point.
2. Tap the menu icon in the upper-left corner.
 - ⇒ The currently installed version is displayed at the bottom of the menu. If an update is available, the following message appears after the version number: "Update available!"



3. Tap the version entry.

- ⇒ The update screen displays the currently installed version and the available new version. No changes have been made up to this point.
- ⇒ To cancel the process, use the Back button.

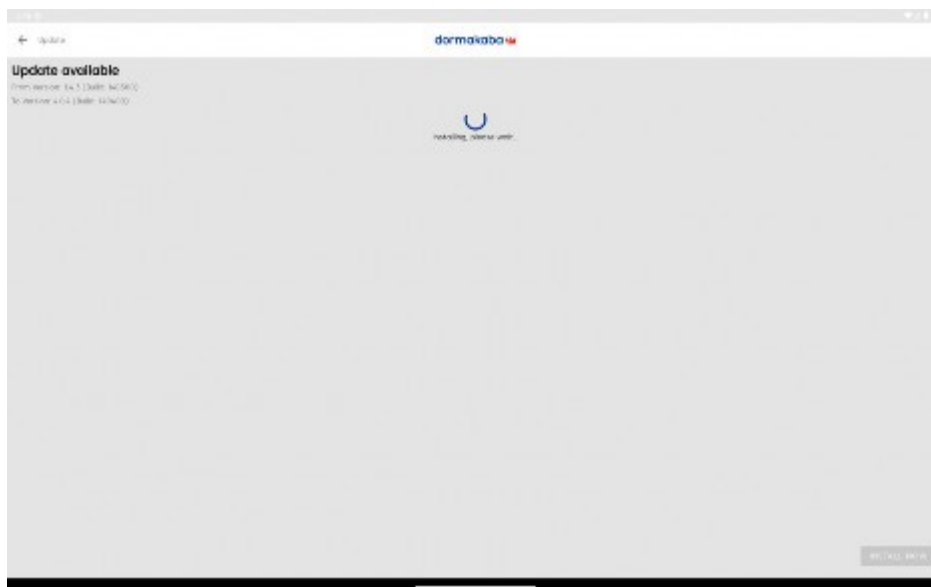


4. Tap "Install now."

- ⇒ The app downloads the update package. Progress is indicated by a progress bar. The "Install now" button is disabled during the download.
- ⇒ During the download: Do not turn off the device or exit the app.

5. Wait for the installation to complete

- ⇒ Wait until the "Installing, please wait" message disappears. Installation occurs automatically. No further confirmation is required.



⇒ After successful installation, the app will close automatically.

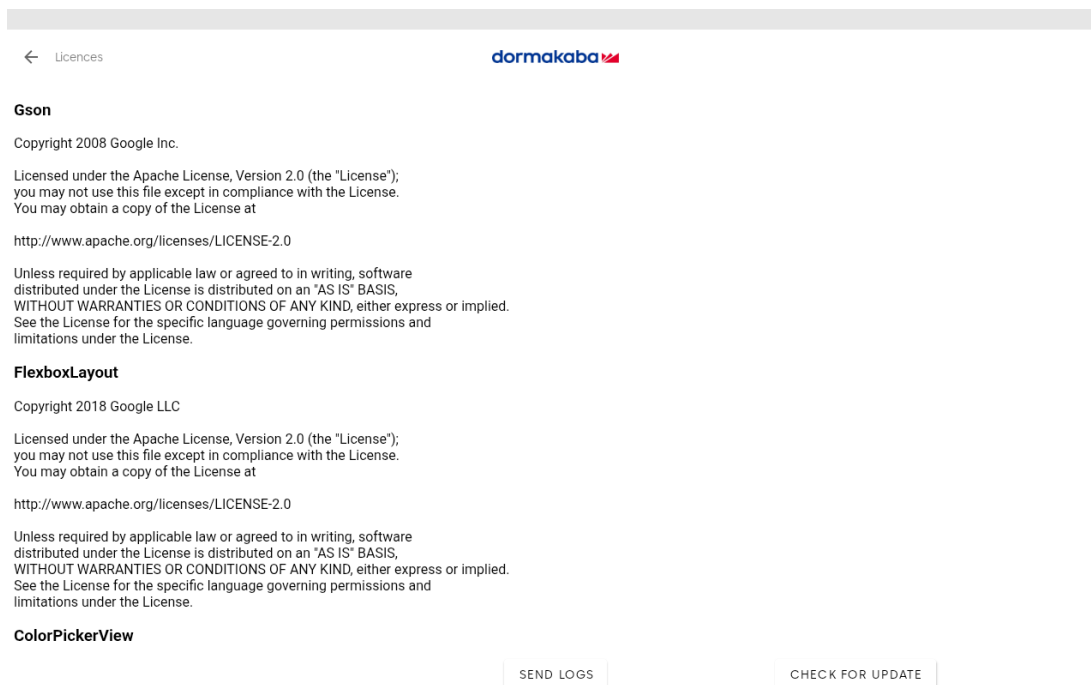
Check for a new version

1. Reopen the app.
2. Open the menu.
3. Check the displayed version number.

⇒ The new version number will be displayed without the "Update available!" message.
The update is now complete.

Alternative method for checking for new versions

1. Open the "Licenses" menu.
2. Click on "Check for Update."



5 Troubleshooting

Connection to the door or separation unit cannot be established.

Cause	Remedy
The door or separation unit is switched off.	Switch the unit on.
The network configuration is incorrect.	Check the configuration. If the network connection is to be established via Wi-Fi, the "Ethernet" option must be disabled, as the network connection via Ethernet has priority.
The username or password is incorrect.	Check the configuration.
There is a problem with the network.	Check the connection between RC Touch and the unit (Connector One).
Connector One or Connector One G2 is unreachable.	Check the device for functionality and accessibility and replace it if necessary. Check the OPC UA settings in the Connector.

5.1 Error messages

Message	Description
Bad_TooManySessions (1)	As soon as Connector One reaches its session limit (currently set to 10), each connection is closed after 2 minutes of inactivity.
Bad_OutOfMemory (2)	The Bad_OutOfMemory error code is triggered by Connector One.
Connector One is not available (3)	Connection 1 is disconnected or not accessible.
Bad_SessionIdInvalid (4)	The Bad_SessionIdInvalid error code is triggered by Connector One.
Bad_SecureChannelClosed (5)	The Bad_SecureChannelClosed error code is triggered by Connector One.
Bad_IdentityTokenRejected (6)	The user is entering incorrect login credentials (username, password, etc.)
OPC UA Error	Connector One does not provide all required OPC UA data points.
No connection	Unable to connect. No clear cause identified.

6 Disposal of the device



The device is marked with the adjacent symbol indicating that disposal in domestic waste is prohibited.

Old devices contain valuable recyclable materials that must be recycled. Old appliances may contain substances that are harmful to the environment and humans. Proper disposal protects the environment and people from negative consequences.

Owners of electrical/electronic equipment are legally obliged to return the equipment at the end of its service life to the manufacturer, the point of sale or to public collection points set up for this purpose.

- **Germany**
dormakaba Deutschland GmbH takes on the proper disposal of the delivered goods in accordance with the statutory regulations (ElektroG Act in Germany) after the end of their use. Any costs incurred for transport to the manufacturer's plant are to be borne by the owner of the electrical equipment.
- **Switzerland**
The device must be returned to an electrical device collection point in accordance with VREG.
- **EU**
In the EU, electrical appliances must be disposed of in accordance with country-specific waste disposal and environmental directives.

7 Annex

7.1 Available operating modes per separation system

								
Kerberos TPB	✓	✓	⊖	✓	✓	⊖	✓	✓
Charon HSD	✓	✓	✓	✓	✓	✓	✓	✓
Charon 20	✓	✓	✓	✓	✓	✓	✓	✓
Charon HTS	✓	✓	⊖	✓	✓	⊖	✓	✓
Kentaur FTS	✓	✓	⊖	✓	✓	⊖	✓	✓
Kentaur FGE	✓	✓	✓	✓	✓	✓	✓	✓
Argus HSB	✓	✓	✓	✓	✓	✓	✓	✓
Argus 40/60/80	✓	✓	✓	✓	✓	✓	✓	✓
Argus V60	✓	✓	✓	✓	✓	✓	✓	✓
Orthos PIL-M02	✓	⊖	⊖	✓	✓	⊖	✓	✓
Geryon SRD	✓	✓	⊖	✓	✓	⊖	✓	✓

7.2 Available operating modes per automatic door

								
ES Proline	✓	✓	✓	✓	✓			
ED 100/250	✓	✓	✓	✓	✓			



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