



# DIVUS SYNCHRONIZER

User Manual

Version 1.0 - REV01-20190503

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## GENERAL INFORMATION

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The manual has been conceived and written for users who are experienced in the use of PCs and automation technology.

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## CONVENTIONS

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[KEYS]	Keys that are to be pressed by the user are given in square brackets, e.g. [CTRL] or [DEL]
COURIER	On-screen messages are given in the Courier font, e.g. c:\>
<b>COURIER BOLD</b>	Keyboard input to be made by the user are given in Courier bold, e.g. <b>C:\&gt;DIR</b> .
"..."	Names of buttons to be pressed, menus or other onscreen elements and product names are given within double quotes. (e.g. "Configuration").
PICTOGRAMS	In this manual the following symbolic are used to indicate particular text blocs.
	Caution! A dangerous situation may arise that may cause damage to material.
	Hint Hints and additional notes
	New New features

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# 1 Introduction

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## 1.1 ABOUT THIS MANUAL

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This manual explains the usage of the DIVUS SYNCHRONIZER, a software tool designed by DIVUS to support the system integrator when configuring multiple DIVUS TOUCHZONE devices.

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## 1.2 PREREQUISITES

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You will need a PC with a Windows operating system and a network connection to the same network where the DIVUS TOUCHZONE devices are. You will then need **a list of IP addresses** of all the TOUCHZONES.

Moreover, the DIVUS LAUNCHER setting regarding the *"DIVUS Synchronizer access"* must be enabled

If you have all the prerequisites, your possibilities with the DIVUS Synchronizer are

- **to create backups** of each device's configuration and set of installed apps
- **to restore a backup** to multiple devices
- to load custom pictures or ringtones to devices
- to check a device's state
- to navigate through its GUI (to change settings or manage apps)



Warning: The *"DIVUS Synchronizer access"* is disabled in a TOUCHZONE's factory settings. If you enable it for a remote configuration session, don't forget to disable it once done.

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## 1.3 EXCEPTIONS

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There are also some things the DIVUS SYNCHRONIZER currently cannot do:

- 1) It can't backup apps which explicitly deny it (this means the programmers chose not to allow backups)
- 2) It can't currently backup the following settings:
  - a. System language

- b. Date/time settings
- c. Network settings (IP address, hostname)
- d. Account settings

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## 1.4 SECURITY

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Network security is important to DIVUS. We recommend to always make sure that the devices you configure are left in their most secure state.

To access a DIVUS TOUCHZONE remotely, there are at least two security levels to pass before you can change something:

1. The *DIVUS Synchronizer access* is a new setting of the DIVUS LAUNCHER but it is delivered in the *DISABLED* state. You'll have to enable it before you start to use the Synchronizer. On the other hand, you can't use the Synchronizer with DIVUS TOUCHZONE devices having an older software version, where this setting was missing.
2. The DIVUS TOUCHZONE has its own security measures: to change its general settings, you need access to the DIVUS LAUNCHER settings which require a *System password*. With that you'll be able to access the single settings and to change them.
3. The single apps may also have a password protected access to their settings to avoid unauthorized tampering. All DIVUS apps have this feature also.

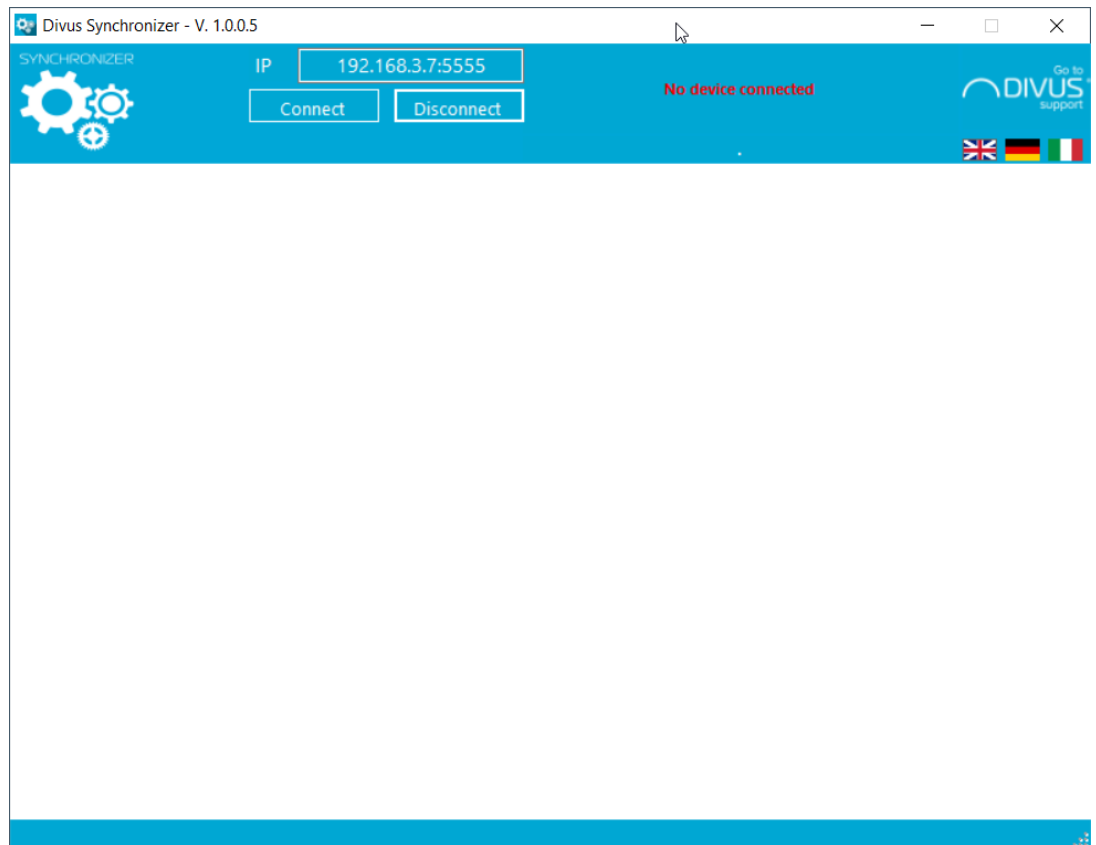
So, while there are multiple possibilities to secure a device, it is the system integrator's responsibility to actually use those settings, **change all the default passwords** to custom ones, and **disable the *DIVUS SYNCHRONIZER access*** before he leaves.

These measures are to everybody's advantage: external network attackers are blocked and undesired changes from the inside are also avoided. Please apply them consistently!

## 2 Graphical User Interface

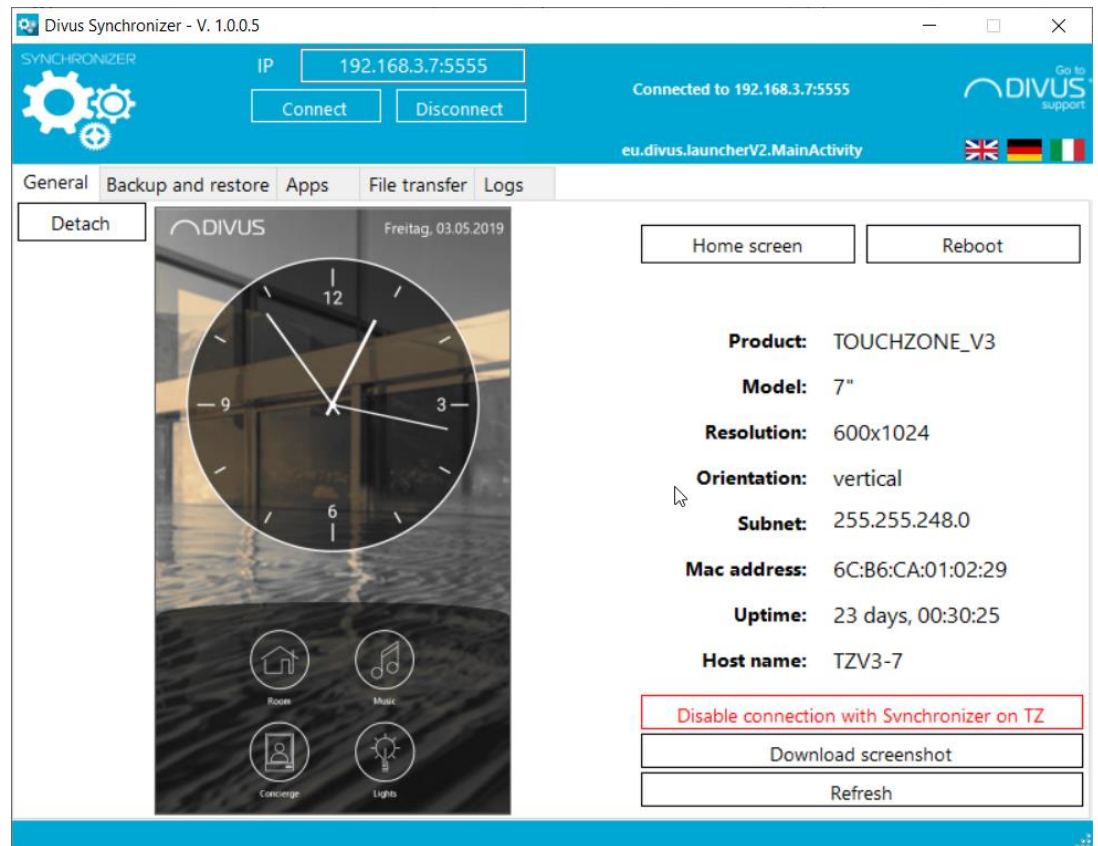
### 2.1 DEFAULT VIEW – GENERAL TAB

#### 2.1.1 BEFORE THE CONNECTION



When you open the DIVUS SYNCHRONIZER the first time, this is what you will see: The empty field for the IP address of the TOUCHZONE to connect to and two buttons to connect or disconnect. On the right side the flags to change to the corresponding language and a link to the support section of the DIVUS homepage [www.divus.eu](http://www.divus.eu).

## 2.1.2 AFTER A SUCCESSFUL CONNECTION



If the connection was successful the window shows content like in this picture: a screenshot is downloaded periodically on the left side, revealing what is shown on the screen currently. There is also a *DETACH* button which allows to have a separate, resizable window showing what the TOUCHZONE shows. You can also cause actions on the device through the shown picture: clicks, long clicks, swipe gestures and text input are all forwarded to the device. But please consider that the communication is slow! This sort of interaction currently makes sense only if no other way is given, so use it accordingly.

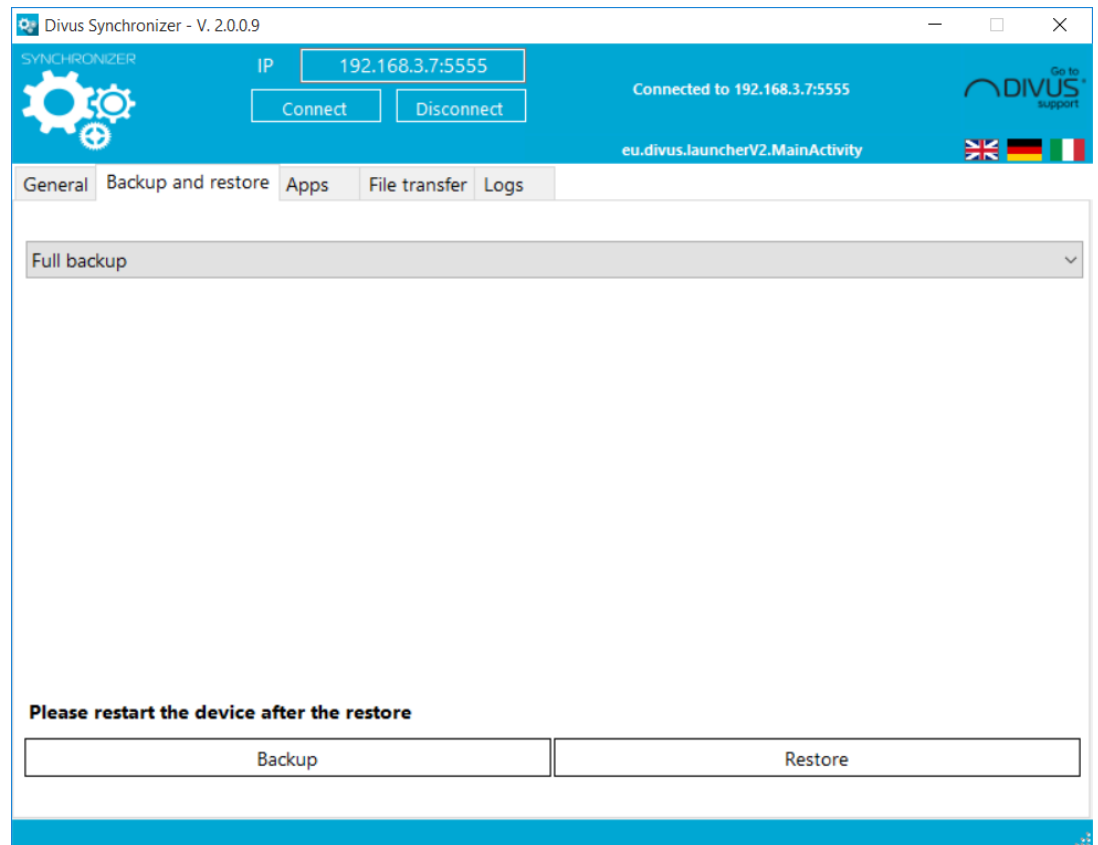
The right side of the main window shows general details about the connected device like type, size, orientation. There are also the buttons to go to the device's home screen, to reboot it, to disable the Synchronizer connection function on the device side and to refresh the shown data.



Note: once you disabled the *Synchronizer access* by pushing the button, the connection will be interrupted. To enable remote access again, the corresponding setting in the DIVUS LAUNCHER settings must be changed manually on the device.



## 2.2 BACKUP AND RESTORE TAB



The single most important function of the DIVUS Synchronizer is certainly the backup and restore function. The graphical user interface is kept clean and minimal. In most cases you'll want to have a complete backup – so that is the default setting. For step by step instructions about such a backup, please go to chapter 3.

### 2.2.1 COMPLETE AND ADVANCED BACKUPS

A complete backup will have all the possible backup options enabled. Choosing the advanced backup option, you can disable some of these options.

But let's first explain some terms here:

System apps	Apps which are preinstalled on a device are considered system apps. You can't uninstall a system app but you can still update it.
User apps	Apps installed by a user can be uninstalled or updated as well as added, of course.
Internal shared memory	A part of the internal memory is treated like a separate disk, accessible to the user. You typically have pictures, downloads, ringtones etc. here. It is a storage for user data.
APK	File extension used by Android apps' installation files. These files are compressed archives containing all the files of an app. An APK is needed to install a new app. It may also be needed for restoring an app in some cases / for some apps – but usually not.

Settings with corresponding meaning:

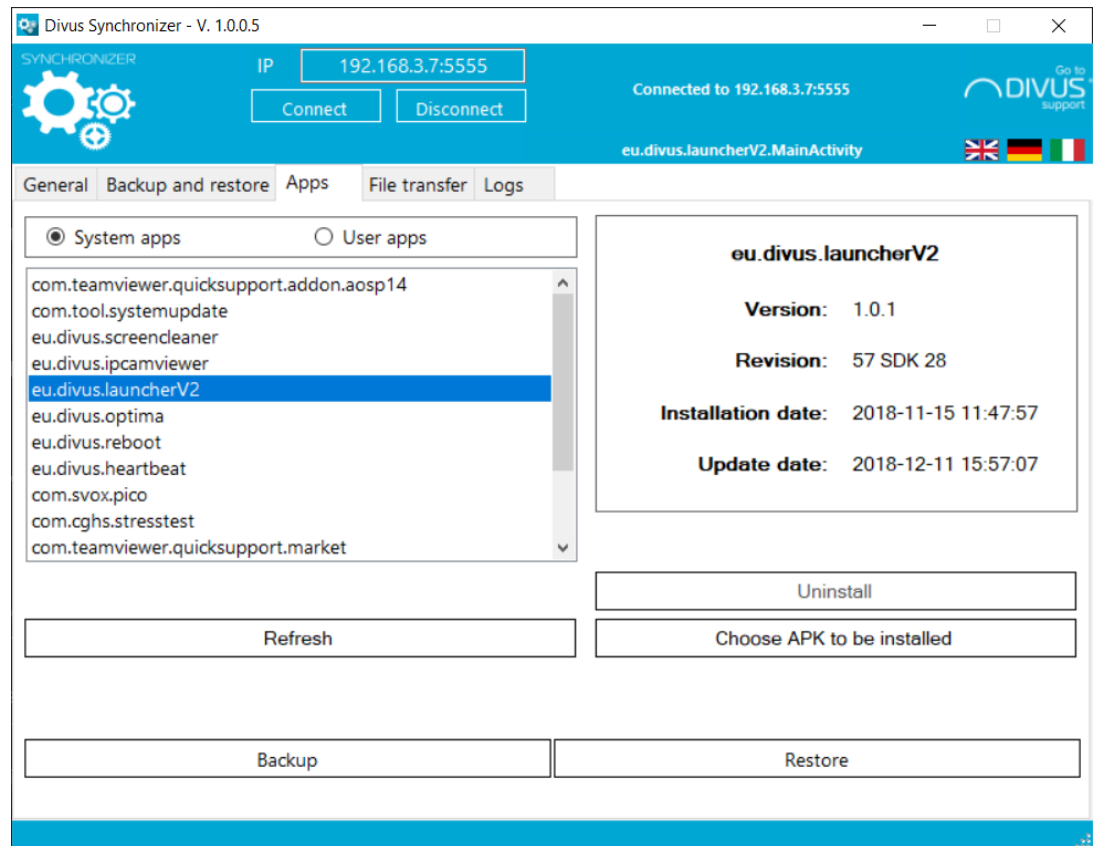
<input checked="" type="checkbox"/> All apps	System apps and user apps will be included in the backup (default)
<input type="checkbox"/> All apps	Only user apps will be included in the backup
<input checked="" type="checkbox"/> Internal shared memory	Custom ringtones and pictures will be included in the backup (default)
<input type="checkbox"/> Internal shared memory	Custom ringtones and pictures will NOT be included in the backup
<input checked="" type="checkbox"/> Installer files (APK)	APK files will be included in the backup (default)
<input type="checkbox"/> Installer files (APK)	APK files will NOT be included in the backup

### 2.2.2 BACKUP IN GENERAL

In general, this is how the backup and restore mechanism works:

WHEN...	THEN...
...a backup is restored over a device which has <i>App X</i> which is not present in the backup	...nothing will happen to <i>App X</i> , while all the apps contained in the backup will be restored with their settings
...a backup of an app is restored over a device having that same app	...the app's configuration in the backup will take the place of the current one if the app version in the backup is the same or newer than the one on the target device
...a backup does not contain the apk files	...some apps may not restore successfully or completely
...a backup from a TOUCHZONE using DIVUS Launcher v.1 is restored over a TOUCHZONE using DIVUS Launcher v.2 (or vice versa)	...the DIVUS Launcher settings will not change on the target device. The other apps will be restored and, once linked through the LAUNCHER and opened, they will show the settings stored in the backup. If that should not be the case, do the following: first link the app(s) through LAUNCHER, then repeat the restore.
...a complete backup is stored, but one or more user-installed apps have the backup flag disabled	...the backup and therefore the restored devices will not contain any of those apps.

## 2.3 APPS TAB



The *Apps tab* shows all the apps installed on the device. They are shown in two separate lists: the **System apps** are those already installed on a new or factory reset device. Preinstalled apps can't be removed. But they can still be updated to a newer version and you can anyway decide to use them or not, depending on the customer's needs and wishes.

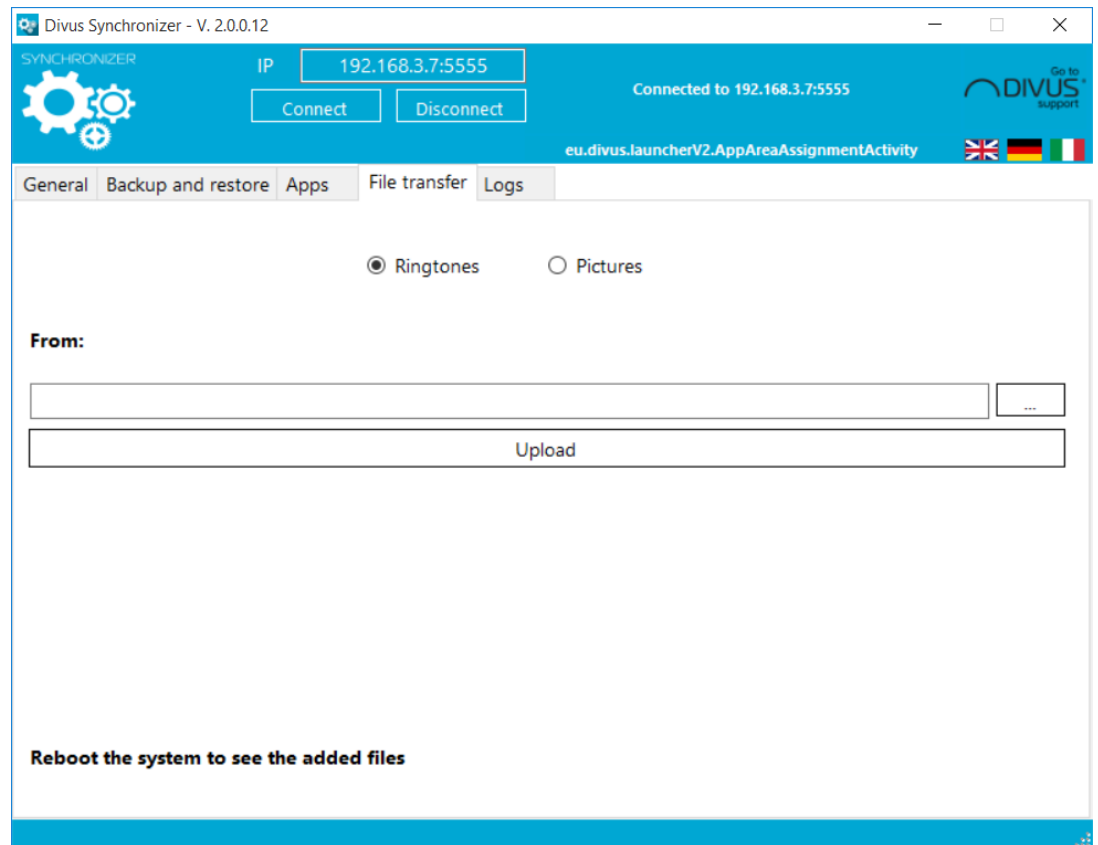
The **User apps** are all those installed by the system integrator or user.

Selecting one of the apps in a list shows the main details about it on the right panel.

You can also use this page to install single apps. Once you have an *apk* file on your pc, upload it to the DIVUS TOUCHZONE through the "Choose APK to be installed" button, which will then also install the app.

The same page allows also backing up and restoring single apps.

## 2.4 FILE TRANSFER TAB



This page is thought for two special tasks:

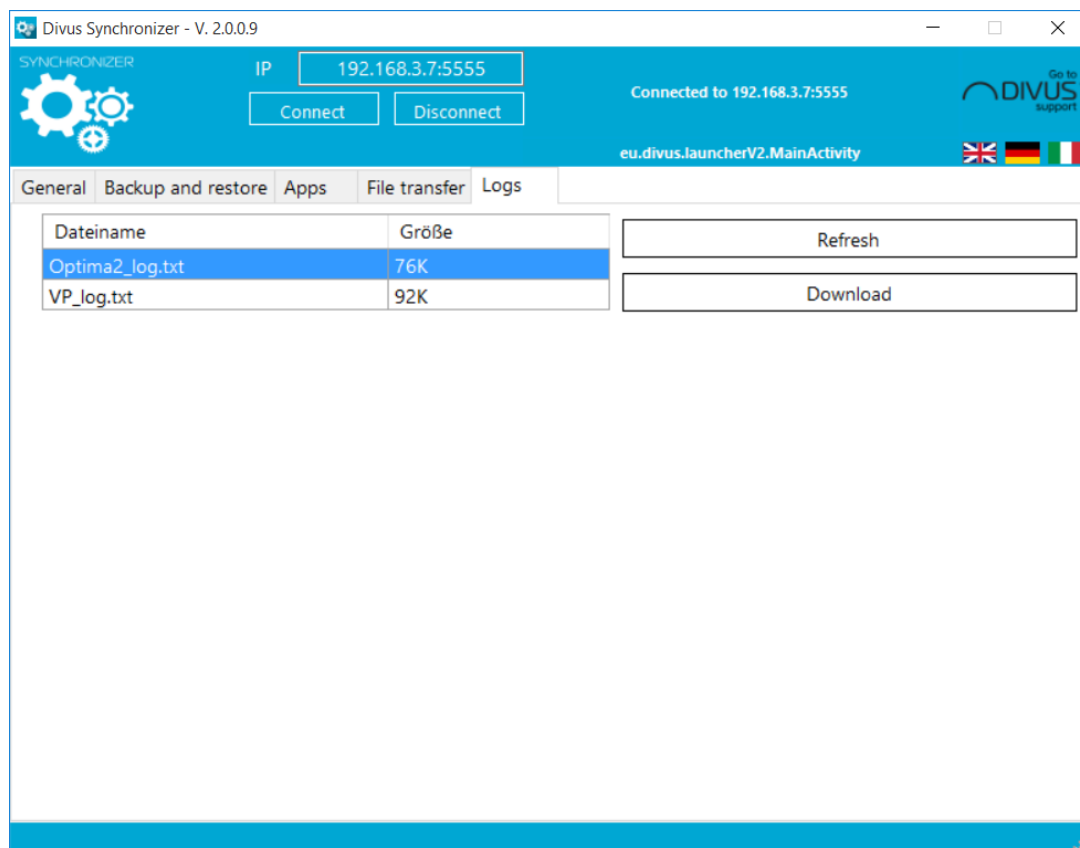
- 1) Load custom ringtones (e.g. to have the VIDEOPHONE 4 app use your own sounds for ringing)
- 2) Load pictures (e.g. to have your own home's or family's pictures as background)

If you want to configure an app to use the loaded content, reboot the device first to make sure that the app shows also the new files.



**Note:** A complete backup will also save (and restore) the custom files loaded through this page.

## 2.5 LOGS TAB



DIVUS' main apps OPTIMA and VIDEOPHONE 4 both offer the possibility to activate a logging system. When you use it and want to read its content, you can download them through this page.

# 3 General Backup Procedure

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## 3.1 INSTALLATION

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The DIVUS SYNCHRONIZER does not need an installation. You can just run it from wherever you downloaded it.

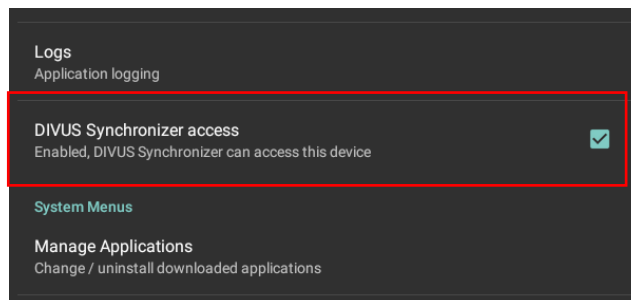
The following part of chapter 3 will show the typical steps of a backup and restore procedure. You might have to adapt some of the steps to your peculiar situation.

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## 3.2 TOUCHZONE PREPARATION

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Go to each TOUCHZONE and enter the (DIVUS Launcher) Settings. If you don't have it yet, take note of the IP address under General Settings. Then you'll need to make all the devices accessible before you start using the DIVUS SYNCHRONIZER, setting this checkbox in the Advanced menu:



## 3.3 MASTER DEVICE CONFIGURATION

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You will need to configure one device in detail manually. Take your time to do also the extra work like giving it a complete phonebook with all the names, VoIP numbers, pictures, ringtones and IP cam settings if you're using the DIVUS VIDEOPHONE 4 app. Do the same for all the other needed apps.

When everything is installed, configured and tested on this "master" device, make a complete backup naming it properly.

This device will act as a configuration model for all the other devices (if you're preparing multiple TOUCHZONES). Restoring the obtained backup onto another device will make the latter exactly equal to the source device software-wise (with possibly a few exceptions – see chapter 1.3)

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### 3.4 MASTER DEVICE BACKUP

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In the “Backup and restore” page, with “Full backup” selected, push the “Backup” button.

You’ll have the option to encrypt the backup with a password.

The rest of the procedure will run unattended. Just wait for the confirmation of the procedure’s successful end.

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### 3.5 RESTORING

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Connect to the device you want to restore the backup to. Go to the *Backup and restore* page and hit the restore button. If needed, insert the backup’s password. Then the restore will start and you will be alerted when it is done.

Please note that with the exceptions listed in chapter 1.3 everything will be copied 1:1.

This is perfect if you are working with individual backups. If you use the backup to distribute a general configuration to multiple devices, it means that you’ll have to change e.g. the VoIP account in VIDEOPHONE 4, the user configured in OPTIMA and all the other settings which are meant to differ from device to device.

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### 3.6 WHEN A BACKUP FAILS...

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A backup might fail because of a network issue or because an unforeseeable message is shown on the TOUCHZONE, preventing the automated procedure to complete. Running apps might also cause backup interruptions in some cases. If a backup fails, usually repeating the procedure is enough – the second time it will complete because when a backup starts, it also closes any alerts and messages which could have popped up in the meantime. Always make sure the backup completes with the “Backup completed successfully” message!

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### 3.7 WHEN YOU CAN’T CONNECT TO THE TOUCHZONE...

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If you activated the SYNCHRONIZER ACCESS as explained previously, you can ping the TOUCHZONE from your PC but still can’t connect through SYNCHRONIZER, try to:

1. Uncheck the SYNCHRONIZER ACCESS checkbox on the TOUCHZONE, then check it again. Try to connect again.
2. If 1. did not work, try to reboot the TOUCHZONE and/or your PC. It may happen that one end of the communication gets stuck (e.g. when the communication is interrupted) and needs a reboot to get going again. Usually you will not need this step.





