IntPowers



KMS SOLUTION · VIDEO KIOSK MANAGER

Kiosk Manager

The screen advertises. The QR connects. A person serves.

Kiosk Manager (KMS) runs your video kiosk network from a single panel: the ads on standby, the QR code and PIN that pair the customer's phone, the form and the voice and video services with your agents.

No app
customers use their own phone

Dynamic PIN
new for every interaction

One panel
for the whole kiosk network

Any screen
with a modern browser

VIDEO KIOSKS

Every screen, a service point with a person behind it.

Advertises on standby

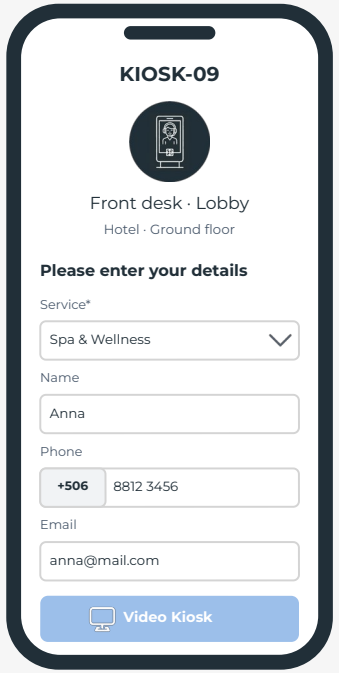
An ad carousel, your logo and the icons of your brands or services while nobody is using it.

Connects without touch

The customer scans the QR, fills in a form on their phone and pairs with the PIN.

Serves by video

The agent appears on the kiosk screen; the customer talks on their own phone.





Video kiosk on standby: ad, logo, QR and PIN.

Source: Kiosk Manager technical documentation (v1.x, 2026)

THE GAP

A screen in the corridor is not a service channel.

Physical spaces are full of screens. Almost all of them broadcast, few connect anyone to a person, and each one is managed on its own.

Screens that only broadcast

Digital signage shows ads, but a customer with a question has nobody to ask.

Self-service nobody wants to touch

A touch kiosk expects customers to know what to press, on a shared screen in full view of others.

Every kiosk, a project

Content, branding and services set up device by device, with a site visit for every change.



Kiosk Manager turns every screen into a door to human service.

The same screen that advertises on standby puts the customer face to face with an agent when they scan the QR. And the whole network is managed from a web panel.

Patterns published on digital signage CMS and self-service kiosk product pages, reviewed in October 2026

THE SOLUTION

The video kiosk network, from a single panel

Kiosk Manager is Interactive Powers' video kiosk manager. It defines what each screen shows, how it pairs with the customer's phone and which service it connects them to, with no proprietary software on the device.

Standby screen

Carousel of video or image ads, logo, background and icons for brands or services.

QR and dynamic PIN

The customer's phone pairs with the kiosk through a 4-digit PIN that changes with every use.

Form on the phone

The data you need, with custom fields and validation, on the customer's own phone.

Service modes

Video kiosk, call or video call, connected to your contact center.

0 downloads
for the customer: scan and go

4 digits
single-use PIN per session

2 orientations
portrait or landscape, each with its own layout

PWA
full screen on the device

Source: Kiosk Manager technical documentation (v1.x, 2026)

HOW IT WORKS

From the ad to the person, in five steps

The customer never touches the public screen: everything they type, they type on their own phone.

01

On standby

The kiosk shows ads, your logo, the QR and the current PIN.

02

Scan

The customer points their phone camera at the QR. Nothing to install.

03

Their details

A form on the phone collects what the service needs.

04

Pair

They type the kiosk PIN: the service is bound to that screen.

05

Served

They talk on their phone and see the agent on the kiosk screen.

Kiosk exclusivity

With registration on, only the person in front of the screen who sees the PIN can start the service.

Context for the agent

Kiosk, room, PIN and form data travel with the call.

No touching the screen

No shared keyboards and no personal data in view of others.

Your contact center does the serving: Video RTC carries the voice and video; Web ACD or your platform distributes the call.

Source: Kiosk Manager technical documentation — User Side and Service Settings



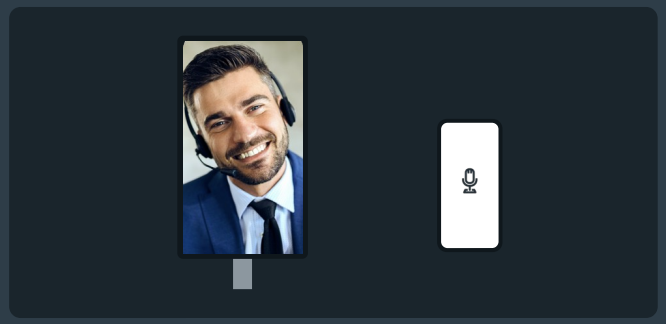
Did you know an advertising screen can put you face to face with an expert without anyone touching it?

Interactive **Powers**

SERVICE MODES

Three ways to serve from the same network

Each kiosk service chooses its mode. Customers pick whichever suits them, or whichever the task calls for.

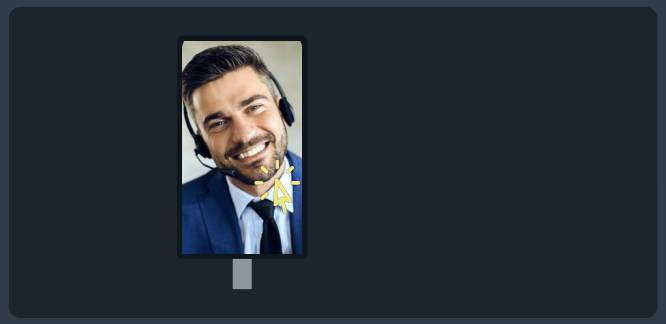


QR Video Kiosk

Scan with your phone

Audio	**On their phone**
Video	**On the kiosk screen**
Documents	**Yes**
Survey	**No**

The Kiosk Manager default: paired by PIN, without touching the screen.



Touch Video Kiosk

Tap on the screen

Audio	**At the kiosk**
Video	**On the kiosk screen**
Documents	**Yes**
Survey	**Yes**

For kiosks with a microphone and speaker, and customers who prefer not to use their phone.



Mobile Video Call

Scan and carry on by phone

Audio	**On their phone**
Video	**On their phone**
Documents	**Yes**
Survey	**Yes**

When the task calls for privacy or the customer wants to keep walking.

All three modes reach the same agents and the same queues.

Source: Kiosk Manager technical documentation · Agent Quick Guide, Video Kiosk annex (2026)

THE STANDBY SCREEN

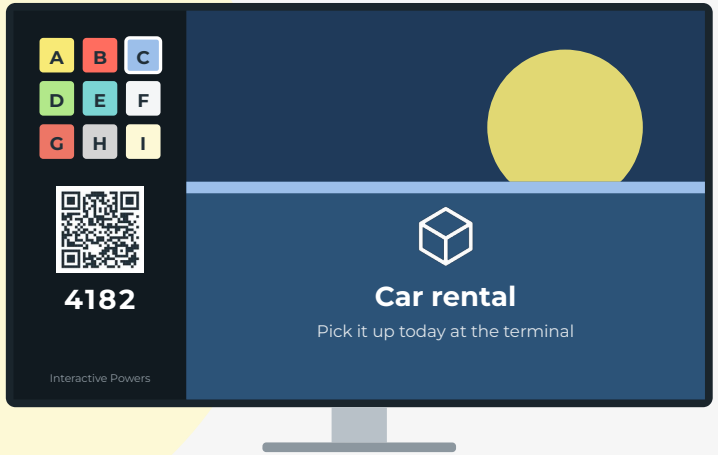
While nobody is using it, the screen works for your brand

Each kiosk has its own carousel, logo and icons, with one layout for portrait screens and another for landscape.

PORTRAIT



LANDSCAPE



Mock-ups with synthetic data.

Ad carousel

Videos or images in sequence, with each slide's duration set in seconds.

Brand or service icons

A carousel of icons so customers can see who serves at that kiosk.

Logo, background and QR

Your logo next to the QR, a solid, gradient or image background, and an optional "Powered by" footer.

Portrait or landscape

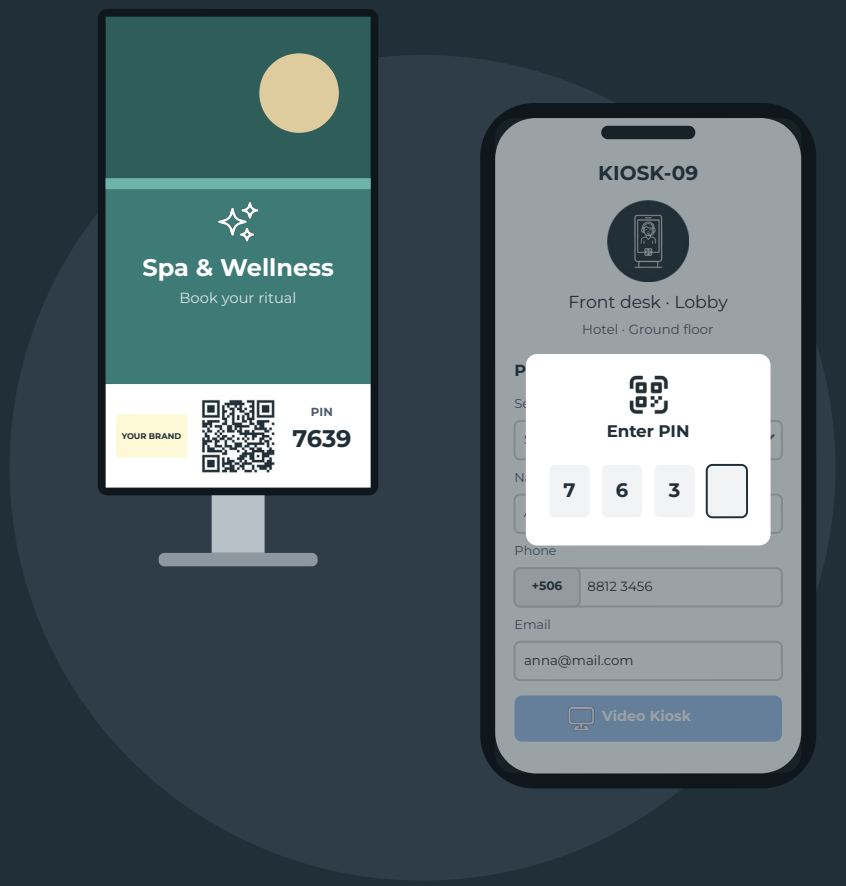
3:4 ads in portrait and 4:3 in landscape; backgrounds at 1080×1920 or 1920×1080.

Source: Kiosk Manager technical documentation — Design and Asset Handling

QR AND PIN

The customer's phone, paired with that screen

The QR leads to the kiosk form. The PIN proves the customer is standing at the screen, not somewhere else with a photo of the QR.



QR always on view

On standby and wherever the layout places it, ready for the phone camera.

4-digit PIN

Renews itself with every interaction. Nobody sets it by hand.

Exclusivity

With "registration required", the service only starts once the kiosk PIN is entered.

Data kept private

Customers type on their phone, not on a public screen.

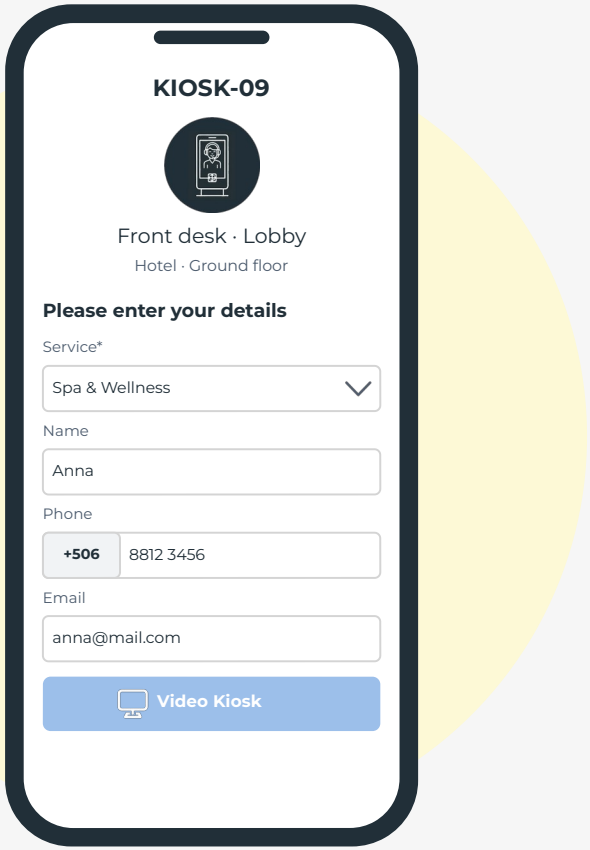
No PIN, no video on the screen: the kiosk only shows the agent to the person standing in front of it.

Source: Kiosk Manager technical documentation — General Settings (PIN) and Service Settings (Requires Registration)

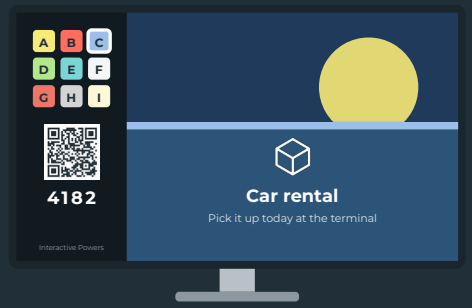
FORM ON THE PHONE

The data you need, before they talk to the agent

After scanning, the customer sees the kiosk form on their phone: with your logo, plus the name and location of the service point.



- **Field types** — text, email, phone with international dialing code and drop-down.
- **Required** — customers cannot continue without the data you mark as needed.
- **Validation** — patterns for email or phone format, with your own error message.
- **Dialing codes** — allowed countries, default country and the language of the country list.
- **Texts** — titles and instructions on the kiosk and the phone, in your service's language.



One kiosk, several brands

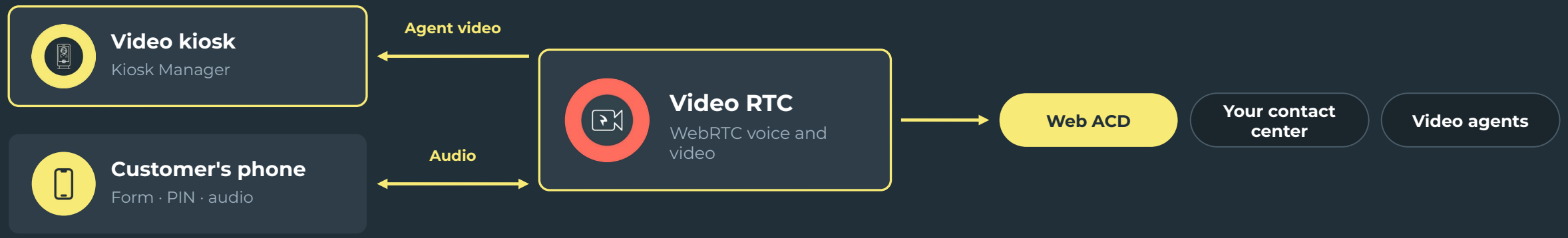
When the drop-down carries the "brand" option, the customer's choice personalizes the kiosk with that brand's icon. One service point serves several advertisers or services.

Source: Kiosk Manager technical documentation — Form (fields, props, brandDriver) and Texts

SERVICES AND CONNECTION

Each kiosk, its services; each service, its destination

A service is a kiosk service button: its name, color, icon and the address of the Video RTC service that answers it.



Embedded, tab or redirect

The service runs inside the kiosk, opens in another tab or navigates to its address.

Color and icon

Each service with its own color and icon, recognisable at a glance.

Kiosk screen

Once paired, the kiosk opens the view that shows the agent's video.

Call on the phone

The web call service (Web Caller) handles the audio or video on the phone.

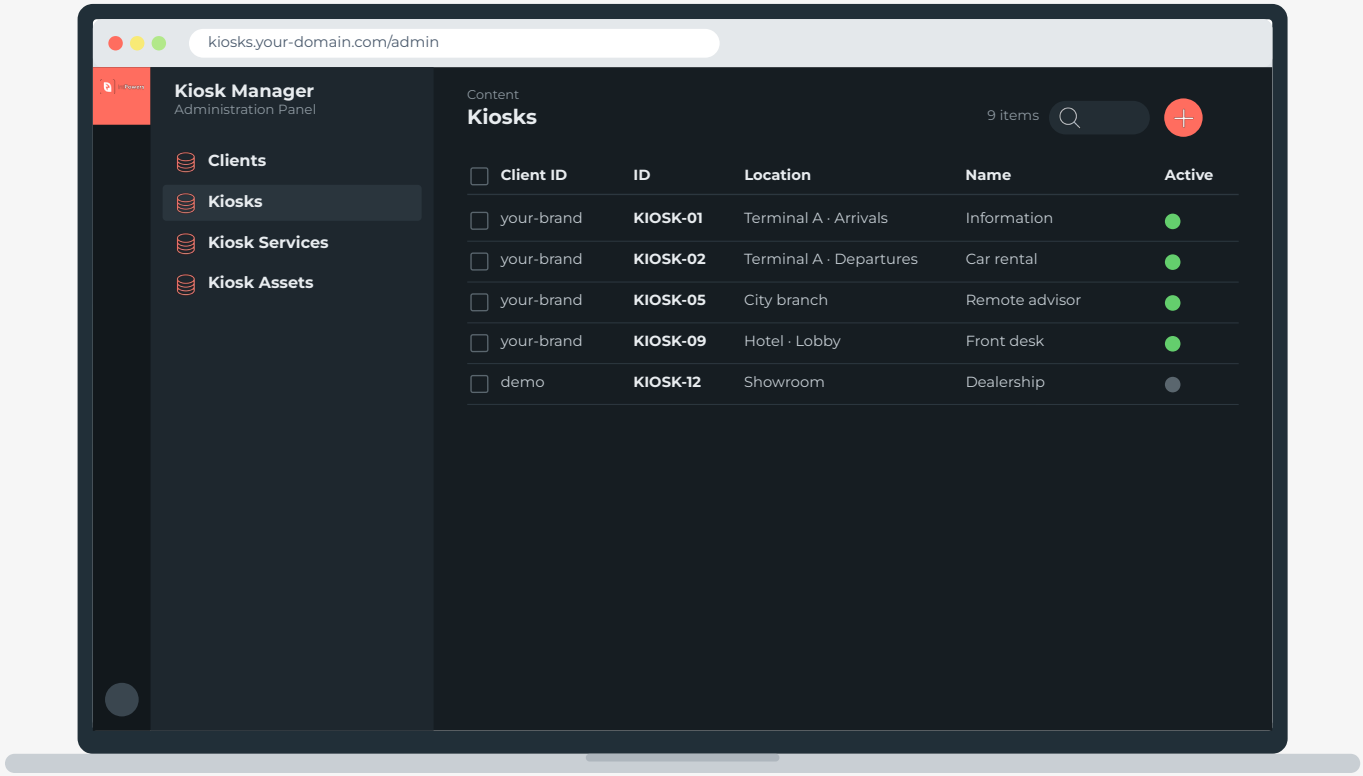
Kiosk Manager does not distribute calls: it delivers them. The queues and agents are your contact center's.

Source: Kiosk Manager technical documentation — Service Settings (Type, URL, URL Kiosk)

CENTRAL MANAGEMENT

The whole network, in one web panel

From the browser you add a kiosk, change its ads or switch it off, without traveling to the device.



Mock-up of the administration panel with synthetic data.

Clients

Each kiosk belongs to an organization: a partner manages several clients' networks.

Kiosks

Name, location, PIN, active or inactive, allowed IPs, layout, form and texts.

Services

Each kiosk's service buttons, with their mode, color and destination.

Assets

Logos, install icons, backgrounds, ads and icons, with a summary per kiosk.

Plus: search and filters, import and export, auto refresh, comments and change history on every record.

Source: Kiosk Manager technical documentation — First Steps and Configuration

ANY SCREEN

The kiosk is a web address, not a locked-down device

Kiosk Manager runs on any device with a modern browser and an Internet connection. You choose the screen for its design, space or budget.



Installed as an app (PWA)

Full screen with no browser bars, in the app list and with auto-start.

Windows and macOS

With Chrome or Edge: monitors, all-in-ones and floor-standing screens.

Android

Android tablets and screens with Chrome, also in desktop mode with an external monitor.

iPad

With Safari, added to the home screen.

No vendor lock-in: buy or lease whichever screen best fits your space.

Source: Kiosk Manager technical documentation — Installation (PWA, Windows, macOS, Android, iOS/iPadOS, desktop mode)

USE CASES

Wherever the customer is standing with a question

The pattern repeats in every sector: a public space, few staff at the counter and experts who can serve remotely.

Hotels

Front desk, concierge, spa or restaurants from the lobby, with an expert on video.

Banking and insurance

A remote advisor in the branch or at a point with no office.

Retail and dealerships

One kiosk, several brands: customers choose and their brand serves them.

Clinics

Admissions, appointments and guidance with no queue at the desk.

Airports and transport

Information, rentals and services in the traveller's language.



An advertising screen and a service point at once

A kiosk network can earn from its ads on standby and, at the same time, sell and serve when the customer scans. Kiosk Manager handles both from the same panel.

HYPER-PERSONALIZATION

Your brand, your screens and your rules

The look and behavior of each kiosk are defined in its record, without touching the product.

Logos
On the form, during the call and next to the QR.

Backgrounds
Color, gradient or image, per orientation.

Ads and icons
A carousel with the duration you choose.

Texts and language
Every text on the kiosk and the phone.

Services
Name, color and icon for each button.

Service screen
Contained, framed, stretched or dual.

Your own style
A style sheet for the container.

Install button
To add the app from the phone.

Layout per orientation

design.json

```
{
  "portrait.home": { logo: true, text: false,
    slideShow: { duration: 6 } }
  "portrait.service": { mode: "framed" }
  "landscape.home": { logo: true, powered: true }
  "landscape.service": { mode: "contained" }
  "background": "#27333b"
}
```

Illustrative extract of a kiosk's layout configuration.

Source: Kiosk Manager technical documentation — Design, custom CSS, Texts and PWA User Install Button

DEPLOYMENT

A cloud service and one web address per kiosk

There is no server to install at the service point: each kiosk opens its address and is managed from the panel.

Interactive Powers cloud

Managed service

- **Panel and kiosks** — hosted and maintained by us.
- **Live in minutes** — one record and one address per kiosk.

With your contact center

On Video RTC

- **Your agents** — Web ACD or your contact center platform.
- **Your queues** — each service to its destination.

With the suite

VGO, Remote Viewer and Video REC

- **Payment and delivery** — with Field Service VGO.
- **Recording** — of video calls, with Video REC.



A piece of the Phygital network, not another isolated system

Kiosk Manager provides the screen; Video RTC, the voice and video; Web ACD, the agents. The same suite serves the kiosk, the website and the phone.

DEVICES

Windows · macOS · Android · iPad

BROWSERS

Chrome · Edge · Safari

ORIENTATION

Portrait · Landscape

INSTALLATION

PWA or full-screen browser

Source: Kiosk Manager technical documentation — Installation · interactivepowers.com

SECURITY AND PRIVACY

A public screen, with control over who uses it

The kiosk stands in an open space. Kiosk Manager limits who can open it and who can start a service.

Single-use PIN

Every interaction has its own PIN: the service is bound to the person in front of it.

Allowed IPs

A list of public IPs or CIDR blocks from which the kiosk can be opened.

Switch on or off

One toggle takes a kiosk out of service instantly.

Data on the phone

Customers type on their phone: nothing personal on the public screen.

Encrypted media

Voice and video over WebRTC, with mandatory DTLS-SRTP.

GDPR and hosting

GDPR-ready. On AWS, the certifications belong to AWS, not to Interactive Powers.

Source: Kiosk Manager technical documentation — General Settings (PIN, Active, Allowed IPs) · IETF RFC 8827 · Security and Compliance 2026

COMPARISON

Where Kiosk Manager differs from the usual alternative

	The usual alternative	Kiosk Manager
What the screen does	Broadcasts ads (signage) or shows self-service menus (touch)	**Advertises on standby and connects to a person by video**
How the customer starts	By touching a shared screen	**By scanning the QR with their phone, touching nothing**
Where they enter their data	On the public screen	**On their phone, in a custom form**
Who serves	Nobody, or an automated flow	**Your agents, from your contact center**
Hardware	Usually the vendor's device or player	**Any screen with a modern browser, as a PWA**
Management	Content and service in separate systems	**Ads, branding and services in one panel**

"The usual alternative" summarizes patterns published on digital signage CMS and touch self-service kiosk product pages, reviewed in October 2026. Vendor-by-vendor comparisons available on request.

THE SUITE

Kiosk Manager is backed by a complete suite

Kiosk Manager manages the screen; the call runs on Video RTC and is distributed by Web ACD or your contact center.



Smart IVR

AUTOMATION LAYER

Carrier-grade VoiceXML IVR with speech engines, for phone service and as a fallback.



Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video to the right agent, and runs their desktop.



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobiles and kiosks. It carries the kiosk call.

+ Kiosk Manager



Video REC

RECORDING LAYER

HD video recording, storage and archiving, with export for analytics and compliance.

SOLUTIONS

Kiosk Manager · KMS | **Web Caller** | **Remote Viewer · RMV** | **CoBrowsing** | **Field Service · VGO**

What Kiosk Manager does not do: distributing calls is Web ACD; payment and delivery, VGO; recording, Video REC.

Source: interactivepowers.com — platforms and solutions · Kiosk Manager technical documentation

COMMERCIAL

Subscription per kiosk, on Video RTC

Kiosk Manager is subscribed per managed kiosk. Calls use Video RTC channels and service uses your agent seats.

Subscription per kiosk

The unit is the kiosk in the panel. A tablet used as a kiosk counts as one.

On Video RTC

Kiosk voice and video use Video RTC channels, pooled across the network.

On what you already have

Connects to Web ACD or your contact center: no platform change needed.

Email and phone support

From teams covering business hours in CET and EST.

What this means in practice

You pay for the screens you manage and for the simultaneous service capacity you need, not per minute. You choose the screen, with no captive hardware.

KIOSK MANAGER · VIDEO KIOSK MANAGER

Put someone behind every screen.

We will show you a complete video kiosk on your own use case: the ads on standby, the QR and PIN, the form on the phone and your agent on the screen.



Talk to Sales

Request a Demo

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