IntPowers

INSTALLATION AND CONFIGURATION GUIDE · KMS SOLUTION

Kiosk Manager

Install the terminal and define each kiosk's design, form, texts and services

Service: **[CUSTOMER]**



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BEFORE YOU START

A new kiosk, in five steps

Prepare your files first, with the sizes and formats in this guide: it is what saves the most time.

01

Create the kiosk

In Kiosks: General, Design, Form and Texts.

02

Its services

In Kiosk Services: one per service button.

03

Its assets

In Kiosk Assets: logos, ads and icons.

04

The terminal

Open the kiosk address and install it as an app.

05

The test

Scan, pair and call from a phone.

WHAT RUNS UNDERNEATH

Panel	Kiosk	Call	Service
Web, from the browser	**Web address or PWA**	**Video RTC**	**Web ACD or your contact center**

Full-screen browser or installed app

The kiosk is a web address: all you need is a device with a modern browser and an Internet connection. For a public service point, install it as an app (PWA).

In the browser

To get started or test

- **Open the address** of the kiosk in Chrome (recommended) or Edge.
- **Full screen** F11 on Windows and Linux; Control + Command + F on macOS.
- **Watch out** anyone can exit full screen.

As an app (PWA)

The standard for a kiosk

- **Full screen** no address bar, tabs or navigation.
- **Like an app** in the app list and pinned to the taskbar or home screen.
- **More stable** built to run for long hours.
- **Auto-start** can launch itself when the device powers on.

Kiosk address: **[KIOSK URL]**

Windows and macOS, with Chrome or Edge

The process is the same on both systems. Only where the app ends up changes.



1. **Open the address** of the kiosk in Google Chrome or Microsoft Edge.
2. **Look for "Install"** in the address bar: a screen icon with an arrow.
3. **Click "Install"** and confirm.
4. **It opens with no bars** a new window, with no browser toolbars.
5. **Pin it** right-click its icon → "Pin to taskbar".

Windows. The app stays in the Applications menu.

macOS. The app stays in the Applications folder.

Android, iPad and desktop mode

On Android tablets and screens, on iPad and on terminals with an external monitor.

Android

Chrome

1. Open the kiosk address in Chrome.
2. Tap the three-dot menu, top right.
3. Choose "Install app" or "Add to Home screen".
4. Confirm with "Install".

iPad

Safari

1. Open the kiosk address in Safari.
2. Tap "Share": the square with an upward arrow.
3. Choose "Add to Home Screen".
4. Tap "Add", top right.

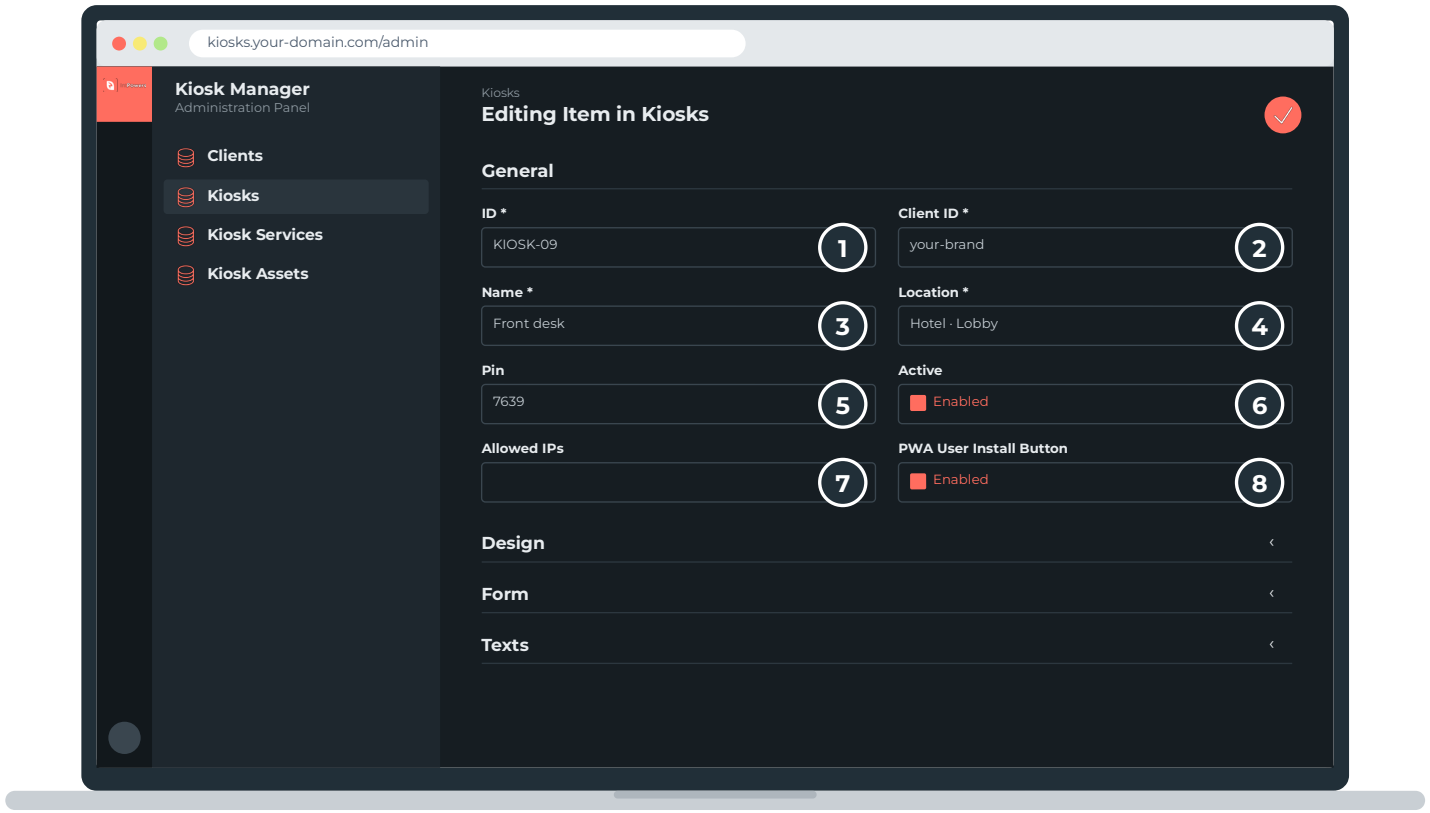
Desktop mode

Android with an external monitor

1. Connect the device to the monitor via USB-C or HDMI.
2. Turn on desktop mode and open Chrome.
3. Open the address: install it as an app or go full screen.
4. Pin the app to the taskbar.

Kiosk identity and security

The General section of each kiosk. Fields with an asterisk are required.



1. **ID** unique identifier in the system
2. **Client ID** the organization that owns and manages it
3. **Name** descriptive title, like "Front desk"
4. **Location** physical location, like "Terminal A"
5. **Pin** 4-digit code; renews with each interaction
6. **Active** unchecked, the kiosk is inaccessible
7. **Allowed IPs** allowed public IPs or CIDR blocks
8. **PWA User Install Button** install button on the user page

Set the Pin only at setup. Changing it by hand later can desync the kiosk and users' phones.

Empty Allowed IPs = any network. For a public kiosk, limit it to its network's public IP.

Design, by orientation

Design is a JSON with two blocks, portrait and landscape. Each defines the home screen (home) and the service screen (service).

Design (extract)

```
{
  "portrait": {
    "home": {
      "background": "#27333b",
      "text": false,
      "logo": true,
      "powered": true,
      "slideShow": {
        "duration": 6,
        "ads": ["/kiosks/{{kiosk-id}}/ads/pt-ad-1.webp", ...],
        "icons": ["/kiosks/{{kiosk-id}}/icons/pt-icon-1.png", ...]
      }
    },
    "service": { "background": "#27333b", "mode": "framed" }
  },
  "landscape": { ... "service": { "mode": "contained" } }
}
```

1. **background** solid color, gradient or image
2. **text** shows or hides the QR instructions
3. **logo** shows or hides the main logo
4. **powered** shows or hides the "Powered by" footer
5. **slideShow.duration** seconds per slide
6. **ads · icons** the ads and their brand icons
7. **service.mode** how the service screen looks

Illustrative extract. {{kiosk-id}} is replaced by the kiosk ID.

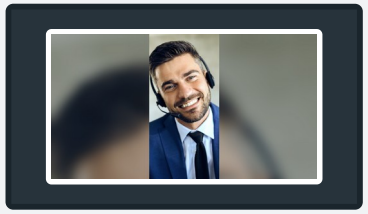
How the agent's video looks

service.mode decides how the agent view fills the screen. Each orientation has its own options.

Landscape



contained Contained

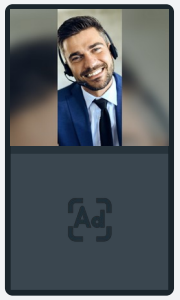


framed Framed

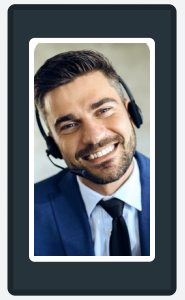


stretch Full screen

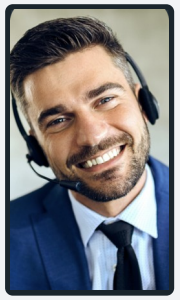
Portrait



dual
Two areas



framed
Framed



stretch
Full screen

Indicative sketches. The exact result depends on the screen resolution: test it on the device before opening to the public.

Your own style. For fine-tuning, a style sheet with .kiosk-container and .iframe-container inside @media (orientation: portrait) and (orientation: landscape).

The phone form fields

Form is a JSON list of fields. Each field defines how it looks, how it is validated and what options it offers.

Form (extract)

```
[
  { "name": "company", "type": "select", "required": true,
    "props": { "options": ["Brand A", "Brand B"], "brandDriver": false } },
  { "name": "name", "type": "text", "required": true,
    "label": "Full Name", "placeholder": "Input your full name" },
  { "name": "phone", "type": "input-phone", "required": true,
    "props": { "onlyCountries": ["cr", "us", "es"],
               "initialCountry": "us", "countryLocale": "en" } },
  { "name": "email", "type": "email", "required": true,
    "pattern": "^[a-zA-Z0-9._%+-]+@...$",
    "errorMessage": "Please enter a valid email address." }
]
```

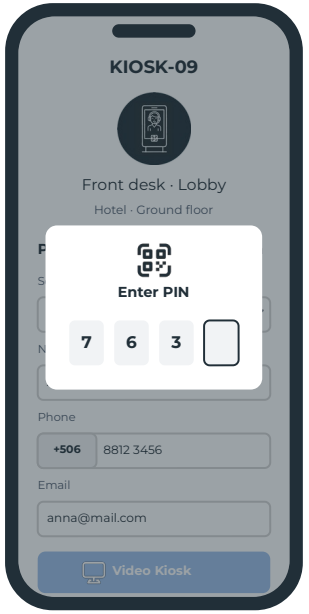
1. **name** technical ID of the data
2. **label · placeholder** visible title and hint
3. **type** text, tel, email, select or input-phone
4. **required** mandatory or not
5. **pattern · errorMessage** validation and its message
6. **options · brandDriver** drop-down options; the chosen brand personalizes the kiosk
7. **onlyCountries · initialCountry · countryLocale** dial codes, default country and language

Kiosk and phone texts

Texts is a JSON object with every phrase shown on the kiosk and the phone. It is how you translate a kiosk or adapt its tone.

Texts (extract)

```
{
  "formTitle": "Please enter your information",
  "selectOption": "Select an option",
  "enterPin": "Enter PIN",
  "scanQr": "Scan the QR code to contact the advertiser."
}
```



1. **formTitle** phone form title
2. **selectOption** drop-down placeholder
3. **enterPin** PIN window title
4. **scanQr** instruction next to the kiosk QR code

One language per kiosk. If a point serves in another language, its texts, form and services use that language.

Services: type, registration and addresses

Each service links a kiosk button to a Video RTC service. The Interactive Powers team provides the addresses.

1. **Kiosk ID** the kiosk it belongs to
2. **Name** visible name: "Video Kiosk", "Call"
3. **Type** embed, tab or redirect
4. **Requires Registration** requires the PIN: kiosk exclusivity
5. **Color · Icon** button theme and icon
6. **URL** the service (Web Caller) that carries the call on the phone
7. **URL Kiosk** optional: the kiosk view after pairing, with the agent's video

Address templates (example)

URL

```
https://<your-video-rtc>/webclient
?theme=kiosk&from={{kiosk-id}}
&extra={{room-id}}|{{pin}}|...
```

URL Kiosk

```
https://<your-video-rtc>/remoteviewer
?role=admin&theme=kiosk
&id={{room-id}}&secret={{pin}}
```

{{kiosk-id}}, {{room-id}} and {{pin}} are filled in for each interaction. The values for your deployment are set by Interactive Powers.

File sizes and formats

The panel validates each file on upload. Prepare them with these sizes to avoid redoing work.

FILE	WHERE IT SHOWS	SIZE AND FORMAT
Logo	Phone form and kiosk during the call	**Square, minimum 256×256 px (1000×1000 recommended)**
Logo Home	Home screen, next to the QR code	**Square, minimum 256×256 px (1000×1000 recommended)**
Pwa 192 · Pwa 512	Installed app icon	**Exactly 192×192 and 512×512 px**
Bg Landscape · Bg Portrait	Background (optional)	**Exactly 1920×1080 or 1080×1920 px**
Ads	Ad carousel	**Video or image: 4:3 in landscape and 3:4 in portrait**
Icons	Brand or service icons	**Square, minimum 128×128 px**

The Kiosk Assets list shows per kiosk whether it has logos and app icons, and how many ads and icons are assigned.

Checklist

A full run-through at the service point itself, with a phone other than yours.

Active and Allowed IPs

The kiosk opens from its network and no other.

Ads and QR code

The carousel plays and does not cover the QR code or PIN.

Form

Required fields, validation and dial codes are correct.

PIN

Pairs on the first try and changes on the next interaction.

Call

Audio on the phone and the agent appears on the screen.

Installed app

Full screen and starts when the device powers on.

MORE DOCUMENTATION

Next steps

Kiosk Manager User Guide

The panel, kiosks, their services and assets, and the customer journey.

Network Connectivity Requirements

Browsers, bandwidth and ports for kiosks and agents.

Support

Email: support@ivrpowers.com
Help Center: support.ivrpowers.com
Phone ES: +34 911 599 846
Phone US: +1 786 329 7177