IntPowers

USER GUIDE · KMS SOLUTION

Kiosk Manager

Manage your video kiosks and guide customers from the QR code to the agent

Service: **[CUSTOMER]**



Interactive Powers · Version 2026.1 · October 2026

WHAT IT IS

Kiosk Manager on one page

Kiosk Manager (KMS) is the panel that manages your video kiosks: what they show on standby, how the customer's phone pairs and which service they connect to.

Standby screen

Ads, logo, icons, QR code and PIN

QR and dynamic PIN

The customer's phone pairs with that kiosk

Form on the phone

The details the service needs

Video service

Audio on the phone and the agent on the screen

One web panel

Clients, kiosks, services and assets

No app

Neither customer nor kiosk installs proprietary software

From the panel to the person

What you set in the panel is what customers see on the kiosk and on their phone. Your contact center answers the call.

01

You configure

In the panel: the kiosk, its services and its assets.

02

It advertises

The kiosk shows the carousel, QR code and PIN.

03

Scan

The customer opens the form on their phone.

04

Pair

They type the PIN shown on the screen.

05

Served

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

Who serves. The agents of your contact center (Web ACD or another platform), with your usual queues.

Where it runs. Each kiosk is a web address opened in a browser or as an installed app (PWA).

BEFORE YOU START

What you need

Kiosk Manager is not installed: you use it from the browser. The Interactive Powers team sets up the account and the first kiosk with you.

To manage kiosks

- Your panel login: email and password.
- The address of your service's administration panel.
- An up-to-date browser on your computer: Chrome, Edge or Safari.
- The service queues already set up in Video RTC and your contact center.

Your service panel: [PANEL URL]

KIOSK REQUIREMENTS

Devices
Windows · macOS · Android · iPad

Browser
Chrome or Edge (Safari on iPad)

Connection
Stable Internet, wired or Wi-Fi

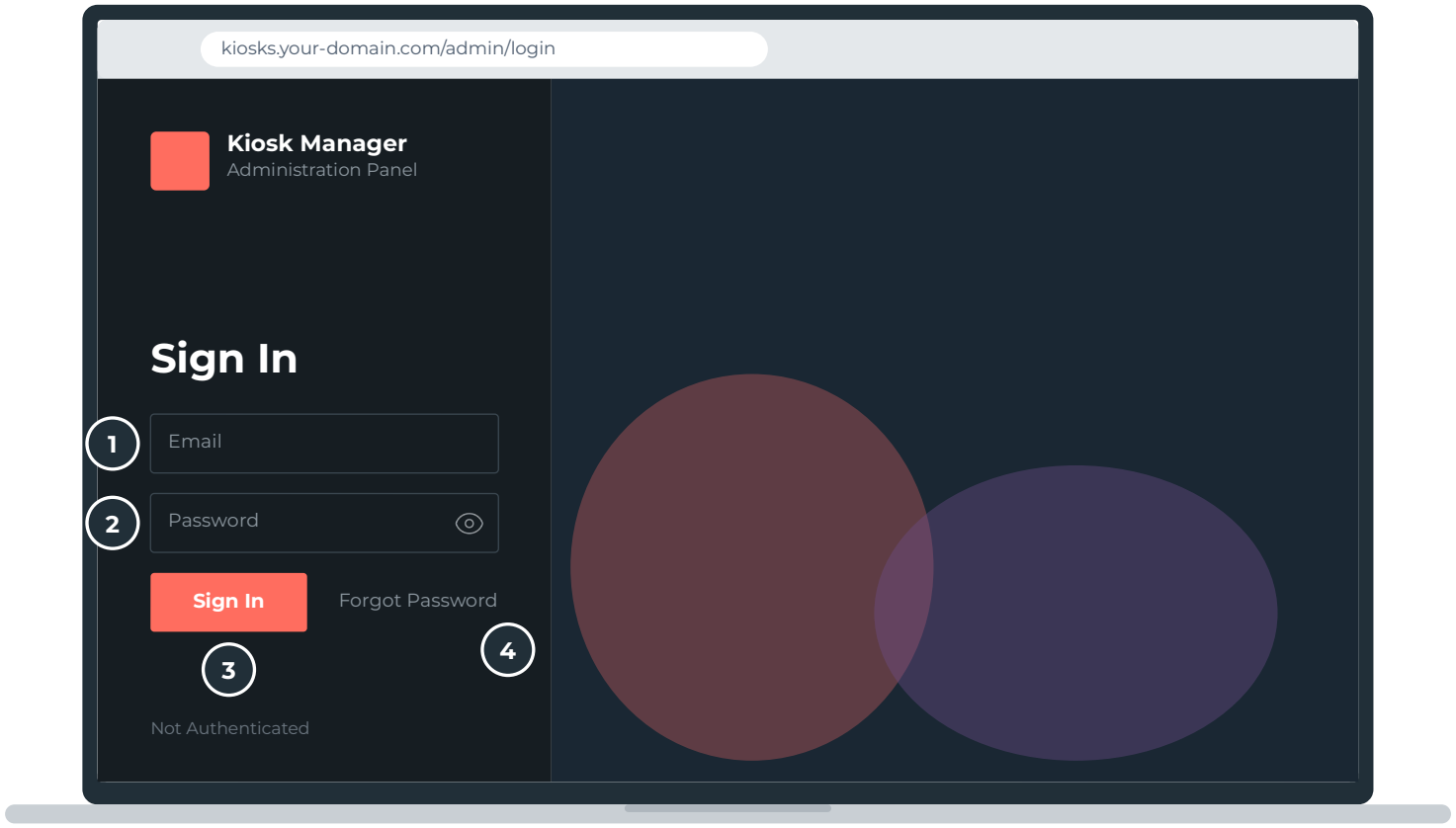
Format
Portrait or landscape

English interface. The panel shows its menus and fields in English. This guide quotes them as they appear.

STEP 1 · SIGN IN

Access the administration panel

Open the panel address in your browser and sign in with your email and password.

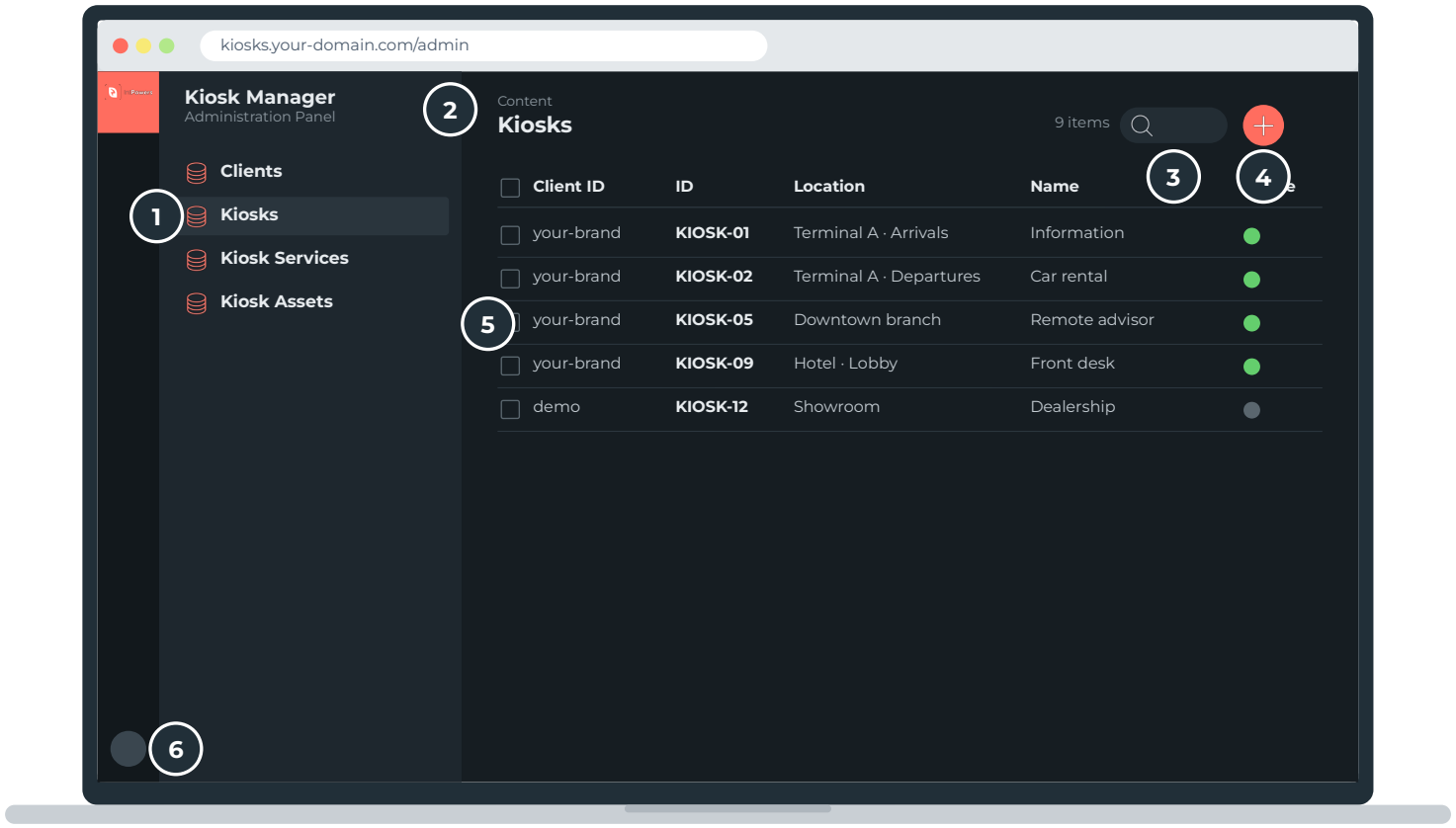


1. **Email** the email you were registered with
2. **Password** the eye shows what you type
3. **Sign In** opens the panel
4. **Forgot Password** sends you a link to create a new one

Link not arriving? Check your spam folder or contact support.

The panel at a glance

Collections on the left. Their records in the center. Top right, the tools to search, filter and add.



Mockup with synthetic data.

1. **Side menu** Clients, Kiosks, Kiosk Services and Kiosk Assets
2. **The collection** you are viewing and its record count
3. **Search and filter** by any field
4. **Add** a new record
5. **The records** click a row to open its record
6. **Your profile** details, password and sign out

Clients The organizations. Each kiosk belongs to one.

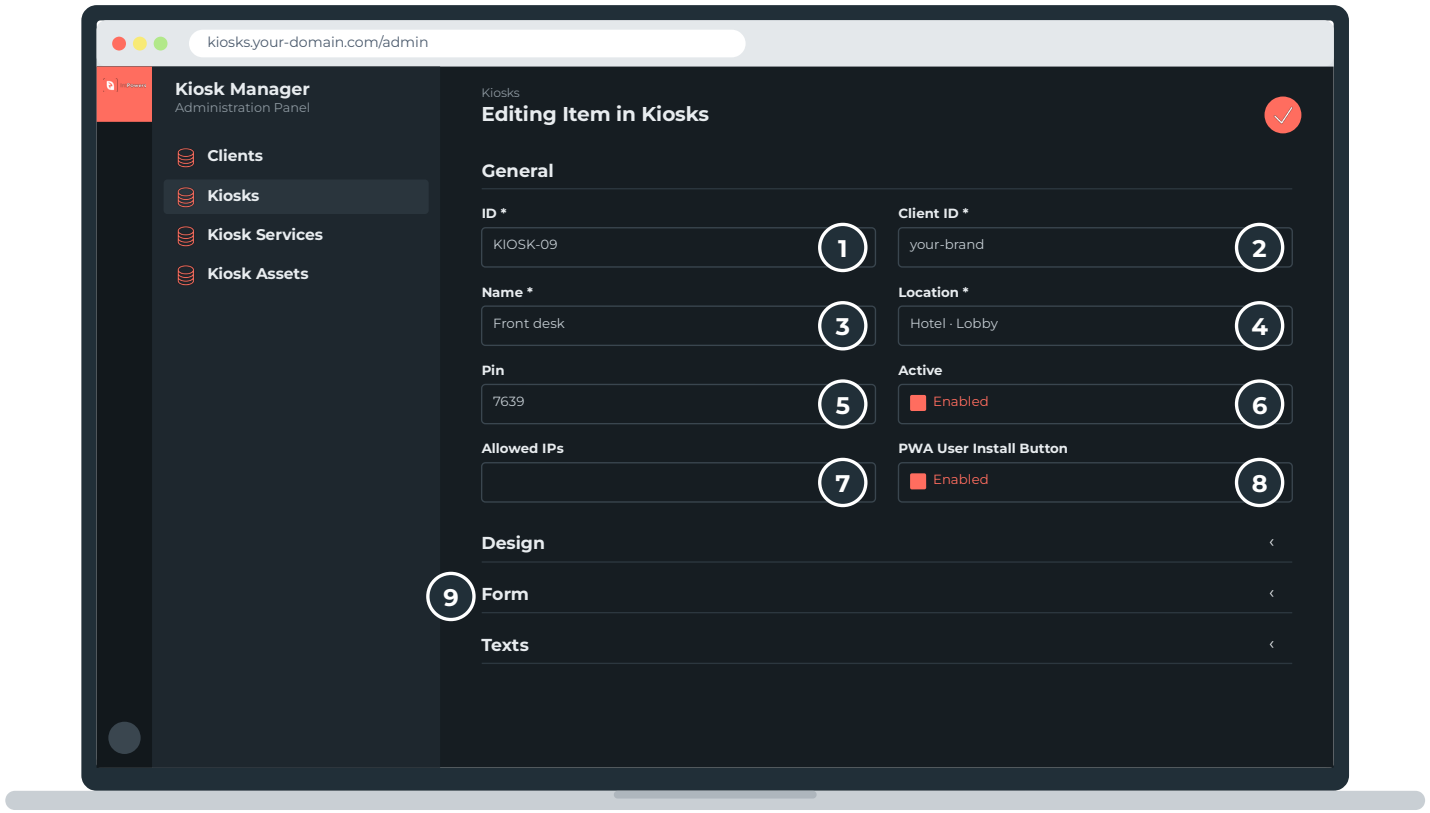
Kiosks Each screen: details, design, form and texts.

Kiosk Services Each kiosk's service buttons.

Kiosk Assets Each kiosk's logos, ads and icons.

A kiosk record

In Kiosks you open a kiosk or create a new one. General identifies and protects it; Design, Form and Texts define what is shown.

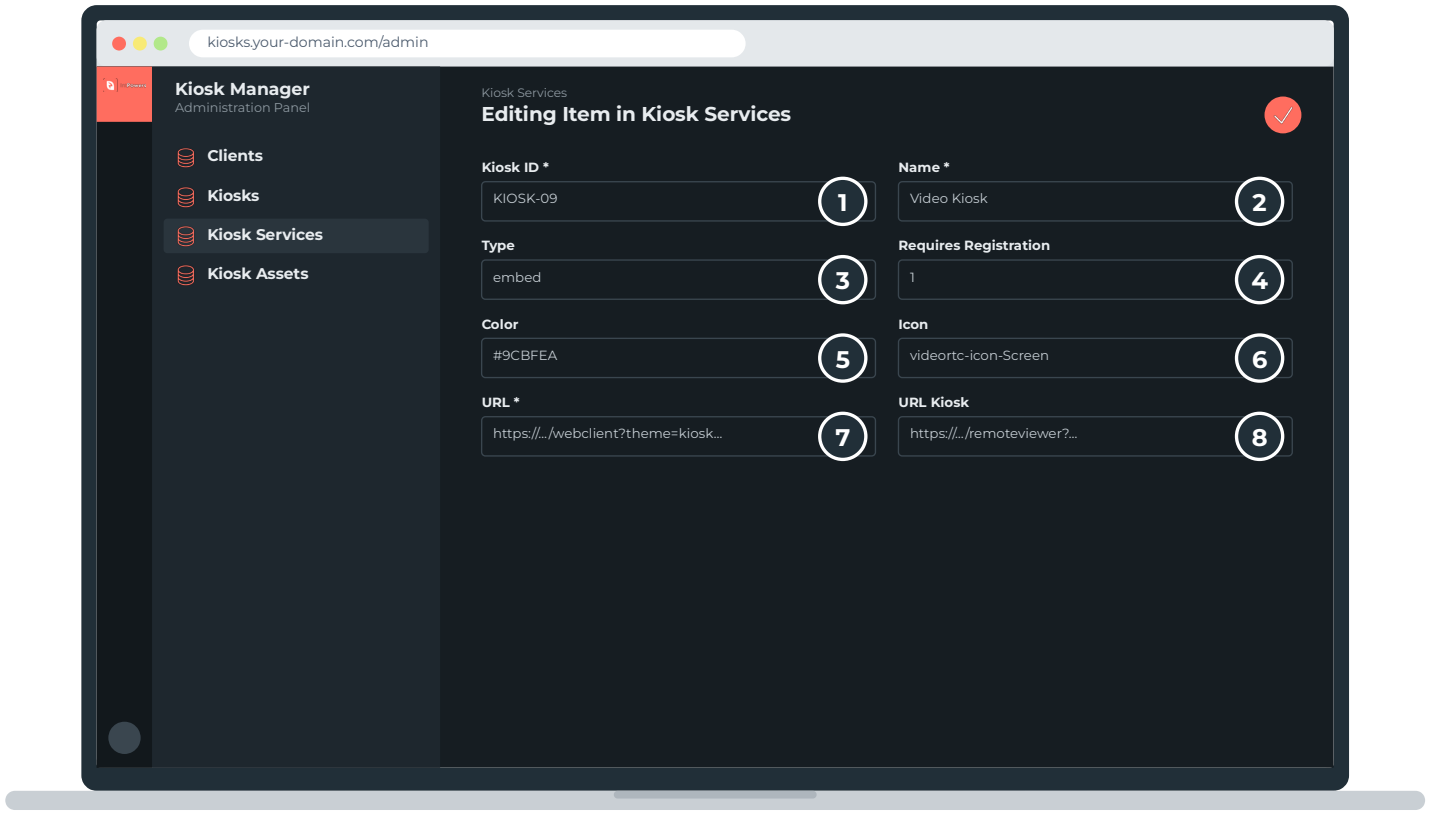


1. **ID** unique kiosk identifier
2. **Client ID** the organization it belongs to
3. **Name** a recognizable name, like "Front desk"
4. **Location** where it is, like "Hotel · Lobby"
5. **Pin** set only at setup; then it renews itself
6. **Active** turns the kiosk on or off
7. **Allowed IPs** networks it can be opened from
8. **PWA User Install Button** button to install the app on the phone
9. **Design · Form · Texts** look, form and texts

Save your changes with the confirm button at the top right. The kiosk picks them up when reloaded.

Each kiosk's service buttons

In Kiosk Services each record is a service of one kiosk: its name, how it opens and where it connects.



1. **Kiosk ID** the kiosk it belongs to
2. **Name** what the customer reads: "Video Kiosk"
3. **Type** embed, tab or redirect
4. **Requires Registration** 1 = the PIN must be entered
5. **Color** the button and service color
6. **Icon** the service icon
7. **URL** the call service on the phone
8. **URL Kiosk** the view with the agent's video on the kiosk

Type, in practice

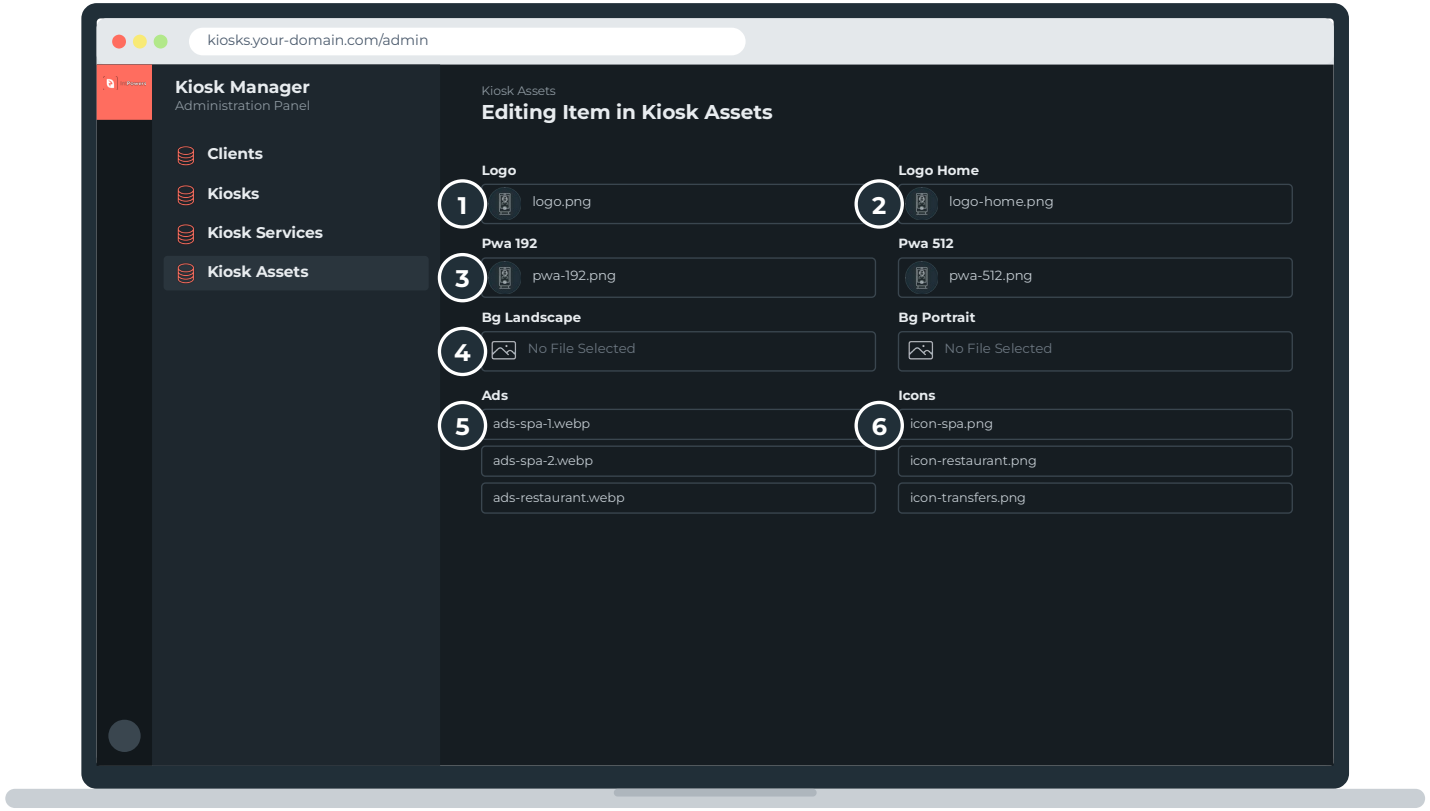
embed the service runs inside the kiosk interface

tab opens in a new tab

redirect the window goes to the service address

Logos, ads and icons

In Kiosk Assets the list summarizes what each kiosk has. Open one to manage its files: the panel checks sizes and formats on upload.



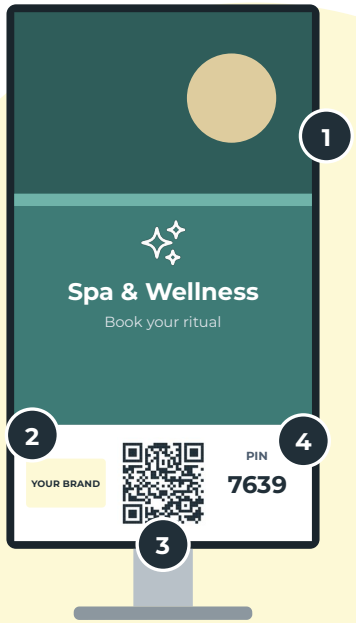
1. **Logo** phone form and kiosk during the call
2. **Logo Home** on standby, next to the QR code
3. **Pwa 192 · Pwa 512** installed app icons
4. **Bg Landscape · Bg Portrait** optional backgrounds
5. **Ads** the ad carousel
6. **Icons** brand or service icons

Change an ad without visiting the kiosk.
Upload the file, add it to the design carousel and the kiosk shows it when reloaded.

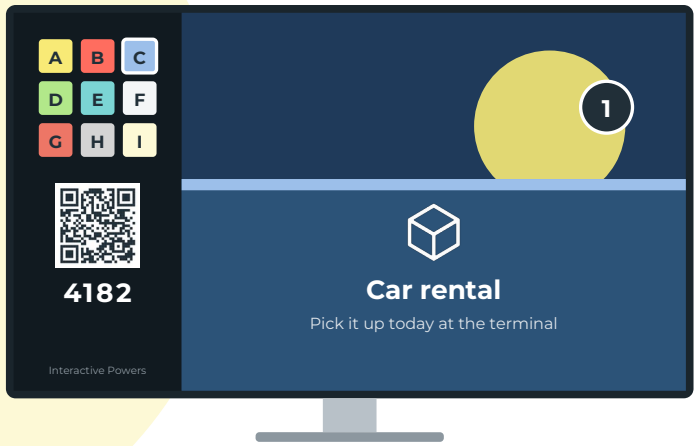
On standby: what passers-by see

The kiosk is always waiting: it plays the carousel and keeps the current QR code and PIN in view.

PORTRAIT



LANDSCAPE

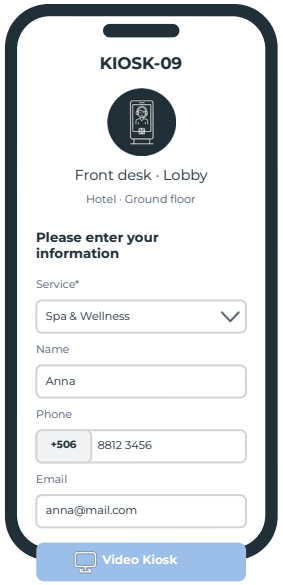


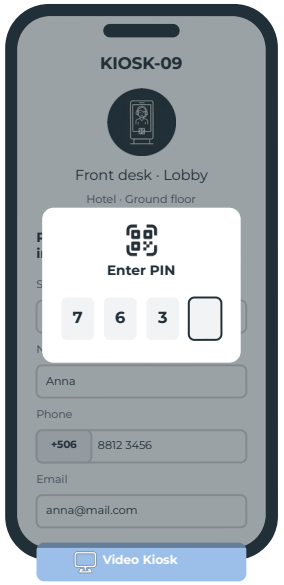
1. **The ad** videos or images in sequence
2. **Your logo** the Logo Home
3. **The QR code** leads to that kiosk's form
4. **The PIN** 4 digits, new for each interaction

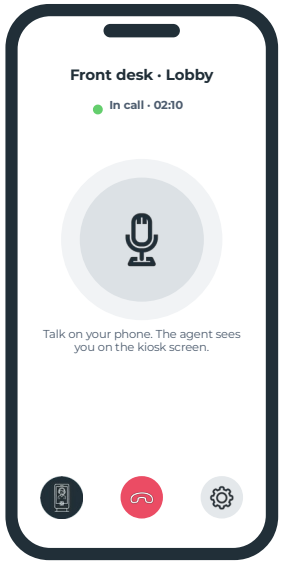
No touching the screen. Customers don't need to press anything on the kiosk: everything starts on their phone.

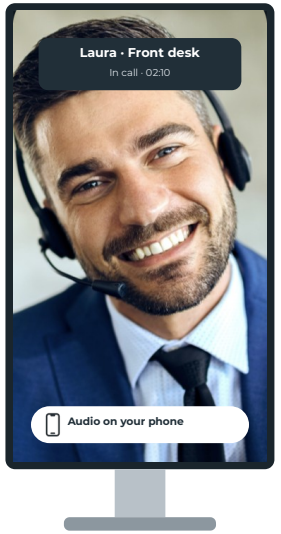
From QR code to agent, in four screens

This is the customer's experience. No app to download: everything happens in their phone's browser.









1 Fill in the form

After scanning the QR code, with the details the service asks for.

2 Type the PIN

The one on the kiosk screen. It pairs the phone with that kiosk.

3 Talk on the phone

An audio call; the browser asks for microphone permission.

4 See the agent

The agent's video appears on the kiosk screen.

FOR THE AGENT

What each mode allows

Agents serve from their usual desktop. Before sharing documents or launching the survey, it helps to know how the customer came in.

MODE	HOW THE CUSTOMER JOINS	AUDIO	VIDEO	DOCUMENTS	SURVEY
QR Video Kiosk	Scans the QR code with their phone	On their phone	On the kiosk	Yes	No
Touch Video Kiosk	Taps the kiosk screen	At the kiosk	On the kiosk	Yes	Yes
Mobile Video Call	Scans the QR code and stays on the phone	On their phone	On their phone	Yes	Yes



No end-of-call survey in QR Video Kiosk. If your service needs one, suggest the customer continue the video call on their phone before you close.



Context with the call. The kiosk, the room and the form details arrive with the call, if your service shows them to the agent.

Quick checks

Almost everything is solved from the panel or by reloading the kiosk.

Your profile

1. Your avatar, bottom left.
2. Change your name, email and description.
3. Change your password.
4. Sign out when you finish.

The kiosk won't open

Check it is Active and that the device's network is in Allowed IPs.

The PIN doesn't work

Make sure nobody changed the Pin by hand after setup: it desyncs kiosk and phone.

No sound

The customer must allow the microphone in their browser. Try again in Chrome or Safari.

Browser bars showing

Install the kiosk as an app (PWA) or put the browser in full screen.

BEST PRACTICES

Keeping every kiosk running well

Simple habits for whoever runs the network and for the team that serves.

Ads with the QR in view

The ad must not cover the QR code or the PIN: they are the way in.

One name per kiosk

Clear Name and Location: the agent knows where the call comes from.

Few fields

Ask only for what the agent needs.

Leave the PIN alone

It is set at setup and renews itself.

Restrict by IP

Fill in Allowed IPs with the kiosk's network.

Test after every change

Scan, pair and call from a phone.

MORE DOCUMENTATION

Next steps

Kiosk Manager 2026 Brochure

What it is, how it works, security and deployment, in full and short editions.

Installation and Configuration Guide

PWA on every device, design, form, texts, services and file formats.

Support

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