



Touchless

Installation and Technical Guide

January 7, 2020
Version 1.0.3

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Version

Revision	Details
1.0.0	Created by Loki Chuang, Developer – KIS
1.0.1	Reviewed by Theresa Hunter, Product Owner – KIS
1.0.2	Updated by Kody Clegg, Junior QA Analyst - KIS
1.0.3	Reviewed by Kody Clegg, Junior QA Analyst - KIS

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Produced in the United States of America

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Overview

This document describes the installation, configuration and use of the Kiosk Information Systems (KIOSK) Touchless Client. The KIOSK Touchless Client is a configurable client that presents a QR code to a kiosk user. When a user approaches any kiosk with the Touchless Client installed and scans the QR, a private cloud-based connection is made between the kiosk and the user's smartphone. This connection allows the user to completely control the user interface on the kiosk by moving their fingers on their personal smartphone and using it like a mouse pad. Button selections and text input normally accomplished by using the kiosks' touchscreen is now done on the user's smartphone.

Some of the customizable aspects of the KIOSK Touchless Client include:

- Define the size and location of the QR Code overlay on the kiosk screen
- Specify the motion speed coordination between the finger on the smartphone and the cursor on the kiosk application
- Adjust the message telling the user how to initiate the Touchless Controller
- Set the amount of idle time to signify a 'walk-away' situation

Please note, Kiosk Information Systems is sharing this non-production, pre-market release with only a selected group of preferred clients. The intended use is for installation within a client's QA/Test/Lab environment in order to review, evaluate and provide feedback to the Kiosk team.

Prerequisites

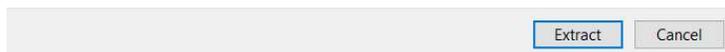
- Touchless input injector requires .NET 4.6.1 to be installed before the installation can begin. .NET 4.6.1 can be obtained here: <https://support.microsoft.com/en-us/help/3102436/the-net-framework-4-6-1-offline-installer-for-windows>
- Touchless input injector requires 443 port available. Make sure that this port is not blocked on the kiosk's network connection/organization's firewall.
- The mouse pointer needs to be made available and visible at both the application and operating system level.
- The Date & Time of the Operating System (OS) needs to be current, accurate, and precise, according to Time Zone, Day, Hour, Minute.

Installation and Startup

1. Create a folder on the C: drive of the kiosk's PC called 'Touchless'
2. Download the zip file from the link provided, and place into backup location (EX: C:\Temp)
3. Right click on the zip file, select properties
4. Under the General tab, check the "Unlock" checkbox, if displayed, then click OK

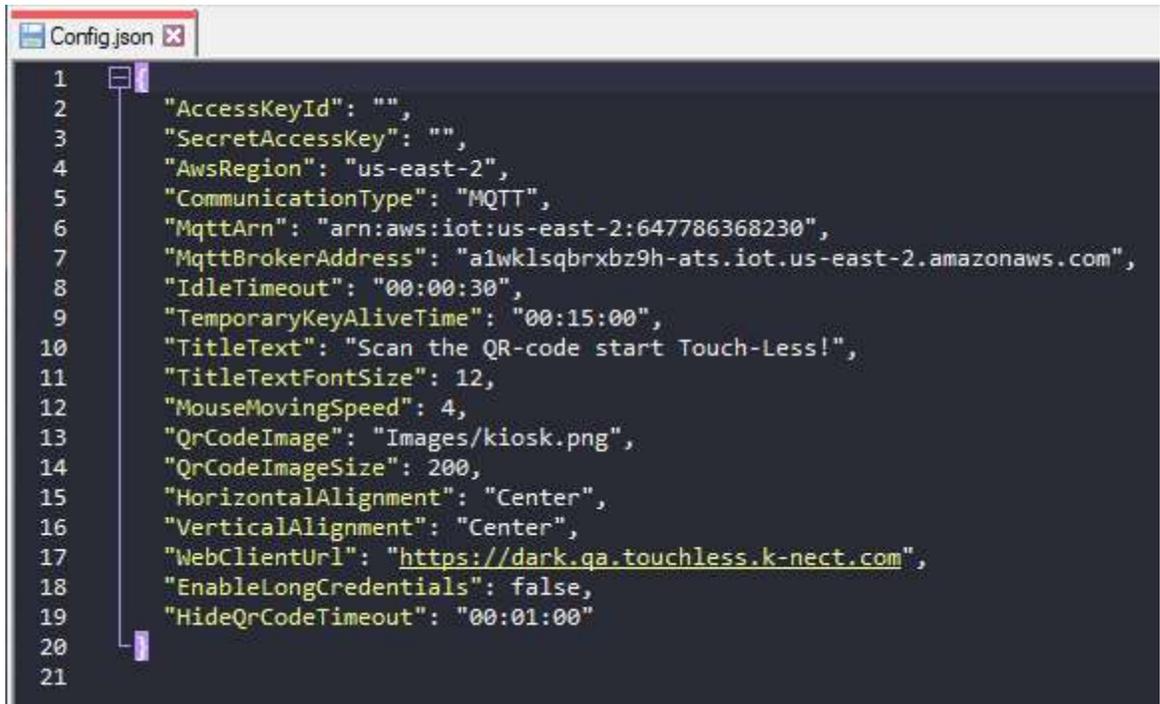


5. Right click on the zip file and Extract the zip file by selecting "Extract All"
6. When presented with the Extract window, click on the Browse button and change the file path to Extract the file to C:\Touchless as shown below



7. Open the Configs folder and locate the **Config.json** file. Open the file using your preferred text editor and examine the contents

8. The following variables can be customized based upon an organization's environment and business needs:
 - a. Idle Timeout
 - b. Temporary Key Alive Time
 - c. Title Text \ Font Size
 - d. Mouse Moving Speed
 - e. QR Code Size
 - f. Horizontal Alignment
 - g. Vertical Alignment
 - h. Hide QR Code Timeout



```
1  [
2  "AccessKeyId": "",
3  "SecretAccessKey": "",
4  "AwsRegion": "us-east-2",
5  "CommunicationType": "MQTT",
6  "MqttArn": "arn:aws:iot:us-east-2:647786368230",
7  "MqttBrokerAddress": "a1wkl5qbrxbz9h-ats.iot.us-east-2.amazonaws.com",
8  "IdleTimeout": "00:00:30",
9  "TemporaryKeyAliveTime": "00:15:00",
10 "TitleText": "Scan the QR-code start Touch-Less!",
11 "TitleTextFontSize": 12,
12 "MouseMovingSpeed": 4,
13 "QrCodeImage": "Images/kiosk.png",
14 "QrCodeImageSize": 200,
15 "HorizontalAlignment": "Center",
16 "VerticalAlignment": "Center",
17 "WebClientUrl": "https://dark.qa.touchless.k-nect.com",
18 "EnableLongCredentials": false,
19 "HideQrCodeTimeout": "00:01:00"
20 ]
21
```

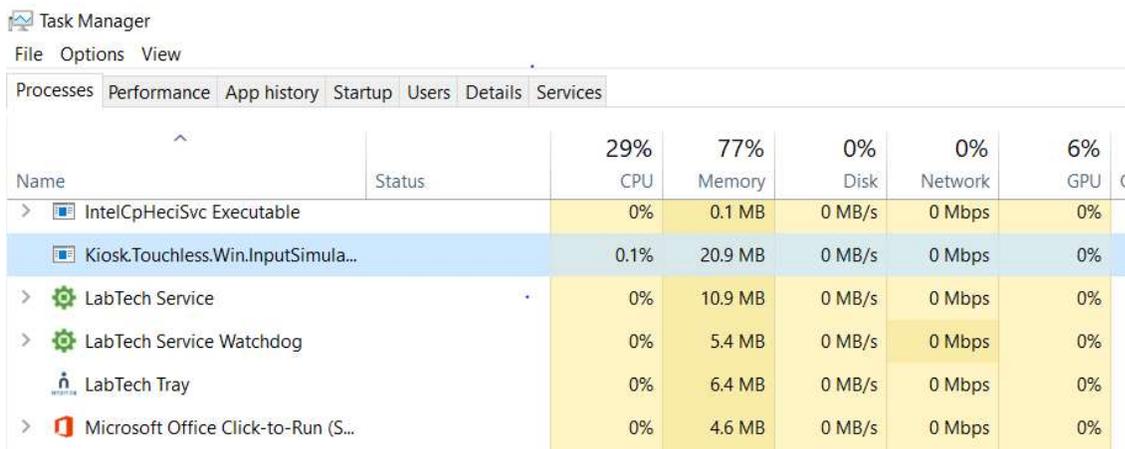
Note: Title Text – 2nd line of header is currently hard coded and not controlled through this config file. Need ability to control through this config file. Also, if add a footer with text, will also need to be able to controller footer text of QR code within this config file.

9. Add **AccessKeyID** and **SecretAccessKey**, as provided by Kiosk Information Systems' (KIS) team.
 - a. KIS team – refer to the Touchless Management Portal under the Customer Profile page.
10. To start the Touchless Client, double click executable/application file called **Kiosk.Touchless.Win.InputSimulator**.

Task Manager – End Process

In order to stop the Touchless Client/QR Code from temporarily being displayed on the screen, follow these steps:

1. Open Task Manager.
2. Navigate to the Processes tab.
3. Find the process called 'Kiosk.Touchless.Win.InputSimulator'.
4. Right click on it and select End Task.



Task Manager							
File Options View							
Processes Performance App history Startup Users Details Services							
Name	Status	29% CPU	77% Memory	0% Disk	0% Network	6% GPU	C
> IntelCpHeciSvc Executable		0%	0.1 MB	0 MB/s	0 Mbps	0%	
Kiosk.Touchless.Win.InputSimula...		0.1%	20.9 MB	0 MB/s	0 Mbps	0%	
> LabTech Service		0%	10.9 MB	0 MB/s	0 Mbps	0%	
> LabTech Service Watchdog		0%	5.4 MB	0 MB/s	0 Mbps	0%	
LabTech Tray		0%	6.4 MB	0 MB/s	0 Mbps	0%	
> Microsoft Office Click-to-Run (S...		0%	4.6 MB	0 MB/s	0 Mbps	0%	

Uninstalling Touchless Client

In order to uninstall the Touchless Client, stop the 'Kiosk.Touchless.Win.InputSimulator' process as described in the Task Manager – End Process section of this document. Then, delete the Touchless folder from the C: drive of the kiosk's local PC.

Troubleshooting Tips & Tricks

1. Native keyboards of mobile devices (cell phone, tablets, etc.) –
2. If Date & Time are NOT set to current time (EX: If today's date is 12/8/2020 and OS date is set to 11/18/2018) there will be connection issues and QR code will NOT be displayed
3. Please note, applications that have customized, coded behavior around a specific input field (phone number, address, etc.) may impact the performance of the Touchless Client and prevent mobile device inputs from being consumed by the Touchless client and translated to the application.
 - a. Should you experience this type of event, please contact Kiosk Information Systems at customercare@kiosk.com so that our team may engage with your technical/development resources for further investigation regarding into this situation.

Configuration Json - Appendix

Config.json settings file defaults:

```
{  
  "AccessKeyId": "AKIAZNUYTRXXXXXX",  
  "SecretAccessKey": "qGtOnwGox2oEXXXXXXXXXX",  
  "AwsRegion": "us-east-1",  
  "CommunicationType": "MQTT",  
  "MqttArn": "arn:aws:iot:us-east-1:00000000",  
  "MqttBrokerAddress": "a1wklxxxxxx-ats.iot.us-east-1.amazonaws.com",  
  "IdleTimeout": "00:00:30",  
  "TemporaryKeyAliveTime": "00:15:00",  
  "TitleText": "Scan the QR-code start Touchless!",  
  "MouseMoveSpeed": 3,  
  "QrCodeImage": "images/kiosk.png",  
  "QrCodeImageSize": 300,  
  "HorizontalAlignment": "Center",  
  "VerticalAlignment": "Center",  
  "WebClientUrl": "http://Touchless-webclient.s3-website-us-east-1.amazonaws.com"  
}
```

Field Name	Type	Description
AccessKeyId	String	Access key represent an IAM role
SecretAccessKey	String	Secret key for the IAM role
AwsRegion	String	Region name of AWS
CommunicationType	String	We only support MQTT for now
MqttArn	String	Arn id of AWS Mqtt service
MqttBrokerAddress	String	Mqtt broker url
IdleTimeout	Time format string	Format is hh:mm:ss (hour, minute, second), Represents maximum time to wait in the current session before it becomes idle. The current session will terminate and new credentials for the next session will be generated after time out occurs.
TemporaryKeyAliveTime	Time format string	Format is hh:mm:ss (hour, minute, second), The alive time of credentials for web client user. Valid time range is between 15 minutes to 36 hours.
TitleText	String	A title display on QR code
MouseMoveSpeed	Decimal	Multiplication factor for mouse movement speed. This is floating point number like 1.5.
QrCodeImage	String	Icon image overlap on QR code. Make sure your QrCodeImageSize is large enough or it will be hard to scan on a Smartphone.
QrCodeImageSize	Integer	An integer number that represents the width and height of the QR code image.
HorizontalAlignment	String Enum	Support Left, Center and Right
VerticalAlignment	String Enum	Support Top, Center and Button
WebClientUrl	String	The Touchless web client url.