

QMATIC

MANUAL

QMATIC KIOSK

273.01N

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1. What's new

Version	Chapter	Change
01.A	General	Manual for Qmatic Kiosk created
01.B	Using Qmatic Kiosk	Added about what happens the first time you start the app.
01.C	Prerequisites & Preparations	- Added note about ticket layout and ticket size. - Added Flip ticket setting in unit type template
	Using Qmatic Kiosk	- Added Advanced Settings tab - Added info about default password
01.D	Using Qmatic Kiosk	Added section about kiosk mode
	Installation & Upgrade	- Added possibility to install Qmatic Kiosk with QR code - Added info about updating Qmatic Kiosk
01.E	Prerequisites and preparations	- Removed print model setting - Added printer to supported hardware devices - Added Concierge Elo Touch unit type template

Version	Chapter	Change
01.E	• Introduction	• Updated main features
	• Configuring and using Qmatic Kiosk	• Removed info about automatic app pinning • Added section about access to device settings and removed section about access to network settings • Added info about canceling the update process • Added setting for touch screen sensitivity
01.F	• Configuring Qmatic Kiosk	• Removed section about idle mode • Added section about printer error alerts • Added Assist button configuration section
	• Prerequisites and preparations	• Added instructions for ticket surface layout when using 58 mm ticket rolls • Added note about configuration for QR Code Scanner.
01.G	• Installation and upgrade	• Added step for disabling idle mode in installation procedure.
01.H	• Configuring and using Qmatic Kiosk	• Added Concierge as option to send error notifications and Assist button notifications through.
	• Installation	• Added instructions for how to install in kiosk mode when device is offline • Removed option to install with QR code • Removed option to install from Play-store.
01.I	• Configuring Qmatic Kiosk	• Added note about setting to enable access to navigation bar. • Added note about exporting logs in kiosk mode

Version	Chapter	Change
01.I	Prerequisites and Preparations	Added information about Assist button widget
01.J	Configuring Qmatic Kiosk	- Updated information about Accessibility features. - Added information about new Navigation keypad.
01.K	Prerequisites and Preparations	Updated system requirements.
01.L	- Prerequisites and Preparations - Installation and upgrade - Configuring Qmatic Kiosk	- Added information about ID card reader accessory. - Added new appendix with JSON file example for ID card reader.
01.M	Configuring Qmatic Kiosk	Added information about 6-button Navigation keypad with single volume button.
01.N	- Prerequisites and preparations - Installation and upgrade - Configuring Qmatic Kiosk	Added information related to Android 14 and updated instructions for accessing and configuring Kiosk settings.

2. Introduction

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2.1 Overview



Qmatic Kiosk is an Android app that connects Qmatic's customer journey management software with Android-based Elo devices and makes it possible for customers to select a service and get in line. It can also be used for appointment check-in.

2.2 Main features

- ✓ Issue paper tickets
- ✓ Kiosk mode
- ✓ Portrait or landscape orientation
- ✓ Support for localization
- ✓ Error log repository
- ✓ HTTP/HTTPS support
- ✓ Password-protected access to settings

2.3 Kiosk mode

Kiosk mode can be enabled on Qmatic Kiosk devices. When kiosk mode is active, the Qmatic Kiosk app automatically launches at startup and stays in the foreground, preventing users from switching to other apps. The status bar is

removed, and system notifications and pop-ups are hidden. Access to other Android apps and device settings is restricted.

ⓘ Starting with Qmatic Kiosk v4.12.0, enabling kiosk mode on supported devices (such as ELO), requires that you use an MDM (Mobile Device Management) tool, for example, EloView.

2.3.1 Pin app on screen

If you don't have the option to enable kiosk mode, you can still pin the Qmatic Kiosk app on the screen to prevent users from accidentally closing the app or going back to the Android home menu.

Read more about the Android app pinning feature here:

<https://support.google.com/android/answer/9455138?hl=en>

3. Prerequisites and preparations

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3.1 System requirements

Qmatic Kiosk requires

- Qmatic Orchestra 7 and later, or Qmatic Experience Cloud
- Android OS, running on hardware certified by Qmatic. For more information, about compatibility, see <https://lp.qmatic.com/operating-system-and-firmware-compatibility>.

3.2 Software components

The following software components can be used with Qmatic Kiosk:

- Entry Point Elo Kiosk unit type template (EntryPoint_Kiosk): Standard UTT for Qmatic Kiosk.
- Concierge Elo Touch unit type template (Conci_EloTouch): UTT used together with Concierge application.
- Appointment Arrival Widget: widget to place on surface for appointment check-in.
- Assist button widget: optional widget that enables the Assist button functionality and places a virtual Call assistance button on the screen.
- Navigation keypad widget: If you have the Navigation keypad hardware accessory, use this widget to apply settings to the keypad.
- ID card scanner widget: if you have the ID card reader accessory, use this widget to add scanning functionality (Scan button) to your surface(s).

3.3 Hardware accessories

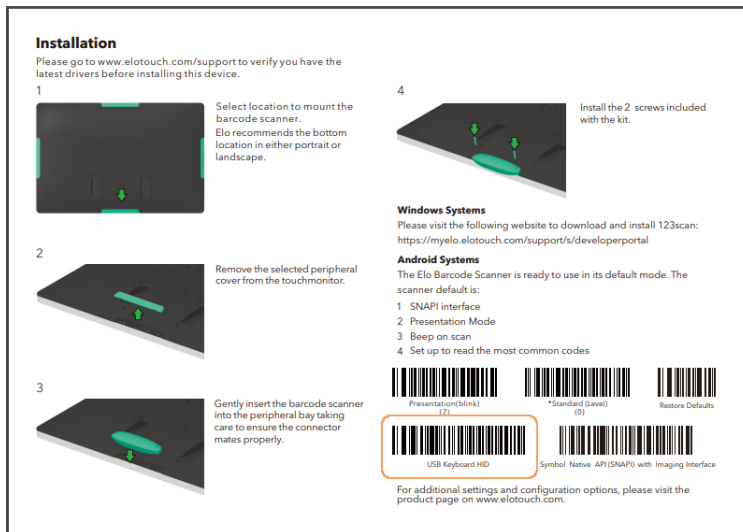
You can connect accessories to Qmatic Kiosk, for example:

- a barcode/QR code scanner
- an ID card reader for multiple card types.
- accessibility accessories, such as an Assist button or a Navigation keypad.

ⓘ Qmatic Kiosk will automatically detect which accessories are installed, however you need to grant permission to allow the app to handle the accessories.

Refer to Qmatic World for a full list of accessories.

ⓘ The QR reader must be configured as Keyboard HID to be able to work with the Appointment Arrival widget.



3.4 Prepare surfaces

You need to prepare surfaces for the touch screen and the ticket layout in Surface Editor.

3.4.1 Touch screen surface

To use Qmatic Kiosk, you need to set up a touch screen surface in Surface editor in the platform (Orchestra or Experience Cloud). Qmatic Kiosk doesn't automatically adjust its surface to match with the touch screen device's resolution.

You must therefore create a generic touch surface with a resolution that matches the device's resolution.

If you want customers to be able to check in for appointments using a kiosk, the Appointment Arrival Widget is required.

❗ Widgets for the Assist button, Navigation keypad and ID card scanner accessories can be downloaded from Xtend.

❗ If the ID Card scanner widget and the Navigation keypad widget are used together, both widgets allow you to configure a success page. To ensure a smooth ticket creation flow, **configure the success page only in the Navigation keypad widget** and leave the field in the Card scanner widget blank.

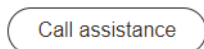
Assist button widget



The Assist button widget is an optional widget that enables the Assist button functionality and places a virtual **Call assistance** button on the screen. The widget has the following settings:

- **Button title:** Button text
- **Cancel button title:** Button text when the user cancels the assistance request.
- **Button style:** Styling of the button.
- **Cancel button style:** Styling of the button when the user cancels the assistance request.

The widget looks something like this on the screen:



❗ The screen reader text that appears when the virtual Call Assistance button is pressed is determined by the Unit type settings.

❗ Assist button alerts need to be enabled in Counter/Concierge unit types, see “Step 3: Enable Assist button alerts in staff applications” on page 32.

Navigation keypad widget



The Navigation keypad widget is an optional widget that enables the Navigation keypad functionality. For more information, see “5.9.2 Kiosk navigation keypad” on page 32.

ID card scanner widget



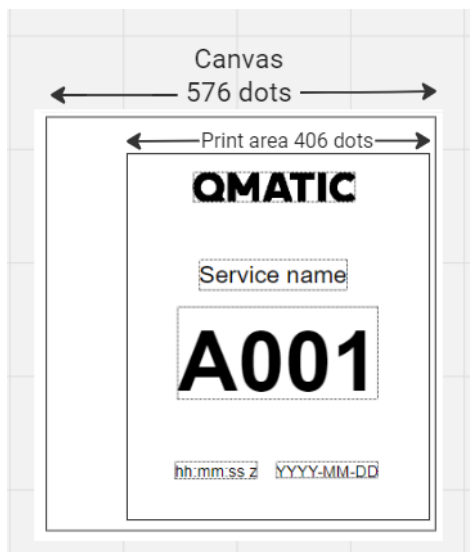
The ID card scanner widget is an optional widget that enables the ID card reader functionality. For more information, see “5.10.2 Configure the ID card reader” on page 41.

3.4.2 Ticket layout

If you are going to print tickets, you need to set up a ticket layout.

It's important that you set up a ticket layout with a resolution that matches the ticket that is printed. For the Star printer, the resolution is 576x613. The resolution can be found in the Ticket Size parameter in the Kiosk unit type template. When you have created the ticket layout, it needs to be set for each service.

ⓘ If you use 58 mm ticket rolls, you need to create a ticket layout that is 576 dots wide but with the print data 406 dots wide, aligned to the right, like this:



4. Installation and upgrade

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4.1 Add unit type

You need to upload a unit type template for Qmatic Kiosk and add it to the equipment profile.

To add the unit type:

1. Log in to the Orchestra/Experience Cloud with system administration rights. In **System Administration**, upload and add the wanted Qmatic Kiosk unit type template.
2. In Business Configuration, add the unit type to the desired equipment profiles.

ⓘ If you have multiple kiosks, you need to add one unit type for each kiosk and give each unit type a unique Unit id, see below).

ⓘ Only the settings related to the kiosk and kiosk printer are described here. For the Concierge Elo Touch unit type, there are also settings related to the Concierge application.

ⓘ Some of the settings relate to the Assist button and ID card reader accessories. To learn how to configure these accessories see “5.9.1 Assist button” on page 29 and “5.10 ID card reader” on page 40.

On this level you can configure:

- **Unit id:** Every Qmatic Kiosk unit needs a unique unit id.
- **Touch Application:** Select the touch screen start page surface created in Surface Editor.
- **Help cancel message:** Announcement when customer uses the Assist button to cancel the Assist request.
- **Help request message:** Announcement when customer uses the Assist button to request Assist.
- **Ticket create message:** Announcement played when a ticket is created. Only applicable if the **Ticket number announcement** setting is enabled.
- **Ticket number announcement:** If enabled, the **Ticket create message** is played when a ticket is created.
- **Ticket Size:** The resolution of the printed ticket. The ticket layout needs to match this resolution. The ticket size is not configurable, it's just information.
- **Print Ticket:** Select if a ticket is to be printed
- **Date format on ticket:** Date format on the ticket
- **Time format on ticket:** Time format on the ticket
- **Surface custom parameters:** Custom parameters on the ticket

-
- **Card reader type:** For ID card reader accessory. Specifies which card reading technologies the kiosk supports.
 - **Card data decode standard:** For ID card reader accessory. Determines how raw card data is interpreted as text.
 - **Smart card configuration:** For ID card reader accessory. A JSON object which defines the Application IDs (AIDs) and tags to read from chip or RFID cards.
 - **Custom parameter to store card data:** For ID card reader accessory. Specifies which custom parameter is used to store card data. Provided that this custom parameter is enabled in the Concierge or Counter UTT, it will show up as a custom field on the Visit card.
 - **Track 1 mask, Track 2 mask, Track 3 mask:** For ID card reader accessory. Specifies which characters in the magnetic stripe track data are masked (= set to 0). Applies only to Card reader type MSR (Magnetic stripe).
 - **Button delay:** The time (in seconds) to wait after a button has been pressed until a button can be pressed again.
 - **Flip ticket:** Select if ticket should be flipped, depending on in which orientation the printer flips the ticket.
3. When you are done with the settings, click **Save**.
 4. (Optional) Go to **Business configuration > Branches** and configure UTT settings on the Branch level.
 - Unit identifiers Unit x - Name / logic id
 - **Default service:** For ID card reader accessory. Defines which service the customer is automatically added to when identifying themselves with an ID card at the kiosk.
 5. Finally, go to the **Branches** tab and publish the wanted branches.

4.2 Install Qmatic Kiosk app

Qmatic Kiosk is an Android application that is installed by downloading and installing the APK (Android Package Kit) file. You can obtain the APK file from Xtend.

The APK file can be transferred to the device in various ways, for example by copying it to a USB drive and inserting it into the device. Installing via APK does not require an internet connection.



We recommend installing Qmatic Kiosk only on factory-reset devices



Kiosk mode is not enabled automatically after installing the application. To enable kiosk mode on supported devices (such as ELO), you must use an MDM (Mobile Device Management) tool, for example, EloView.

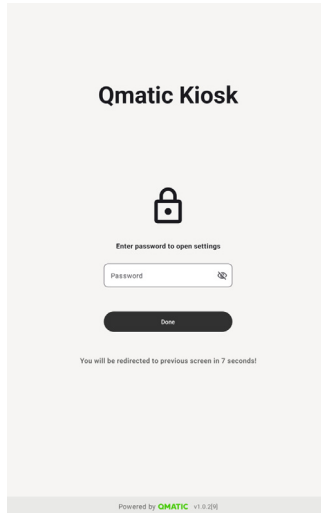
Steps:

1. Install the APK file on the ELO device.
2. When the installation is complete, open the Qmatic Kiosk application.
3. Wait until the device reboots. This may take a few minutes.
4. When device has restarted, use your MDM tool to enable Kiosk mode on the device.

4.3 Connect the kiosk

To use Qmatic Kiosk, you need to connect it to a server and define a branch and a unit ID.

1. Open the Qmatic Kiosk app from the Android main menu.
Before you have connected the kiosk to the server, you are automatically referred to the settings pages when the app starts.
2. Enter the password. The default password is 8888.



3. Configure the following settings:

- **Server IP/Host name:** host name or IP of the Orchestra or Experience cloud system
- **WebSocket port:** WebSocket port of the Orchestra or Experience Cloud system

Default ports:

- Orchestra central: 8888
- Secured environment: 8989
- Distributed qagent: 18888
- Secured distributed agent 18989
- Experience Cloud system: 18989.
- **Branch Prefix:** The three-letter prefix that identifies the branch. Can be found in Business Configuration > Branches.
- **Unit Id:** The unique unit ID that identifies the unit. Can be found in the Qmatic Kiosk unit type in Business Configuration > Equipment Profile.
- **Use SSL:** Select whether the system is secured or not (uses https).

Qmatic Kiosk
System Settings

General Settings Advanced Settings

Server IP/ Host name
192.168.137.1

WebSocket Port
8888

Branch Prefix
BR1

Unit Id
KIO

Use SSL ☒

Printer Model
No printer Mode

CONNECT

Powered by QMATIC v1.0.2[9]

4. After you have configured the settings, select **Connect**.

The Qmatic Kiosk app will validate the information and attempt to initiate communication between the Qmatic Kiosk app and the server. If successful, the touch screen start page surface will be loaded.

ⓘ If you want to use Qmatic Kiosk without a printer, or if you have a printer connected which you want to remove, you need to disable the **Print ticket** setting in the Qmatic Kiosk unit type on branch level. If this setting is enabled and you don't have a printer connected, you will get the error message "To proceed, please connect a printer or disable the Print ticket option".

4.4 Disable idle mode

By default, automatic idle mode is enabled in Elo Touch devices. This means that the backlight will be turned off between 00.00 and 06.00 (local time). Since this may reduce the usability of Qmatic Kiosk, it's recommended to disable the automatic idle mode as part of the setup process.

1. In Qmatic Kiosk, go to **Advanced Settings > Access Device Settings**. You will be redirected to the Android device settings.
2. Go to **Display** and find the **Automatic idle mode** setting and disable it.

4.5 Update options

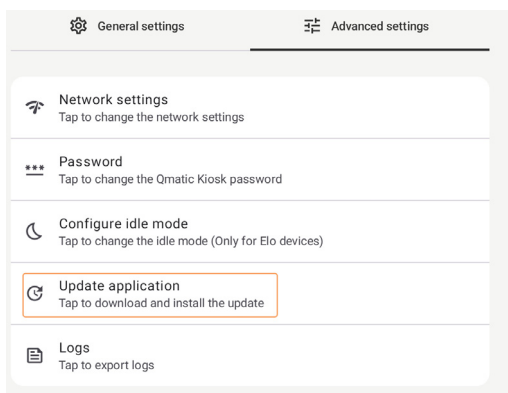
- If Qmatic Kiosk is in kiosk mode, you can update the app from **Advanced settings**.

⚠ If kiosk.war is installed on the Qmatic platform, the upgrade can be performed offline. If kiosk.war is *not* installed on the Qmatic platform, the device needs to be online to be able to fetch the update from a remote location (an S3 bucket).

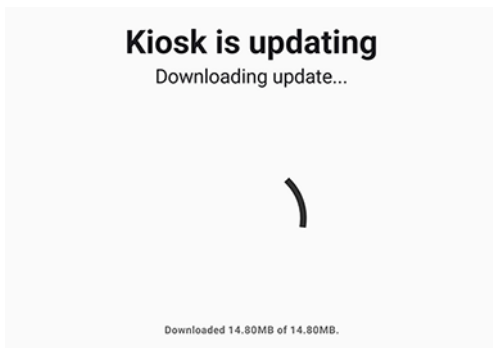
- If Qmatic Kiosk is not in kiosk mode, you can update the app by downloading and installing the APK file from Xtend).

4.5.1 Update Qmatic Kiosk from within the app

1. Go to **Advanced settings**.
2. Select **Update application**.



3. The latest version of the app is downloaded and installed.



4. To cancel the update, select **Cancel update**.

5. Configuring Qmatic Kiosk

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5.1 Start Qmatic Kiosk

To start Qmatic Kiosk, navigate to the Android main menu and tap the Qmatic Kiosk app icon.

If the device is in kiosk mode, the app will start automatically, except for the first time after installation.

5.2 Access settings pages

To access the settings when the app is connected to a Surface:

1. Swipe up to show the navigation bar and select the **Back** icon.
2. Enter the password (default: 8888) and select **Done**.

❗ In versions 1.9.0–1.13.0, the option to access the settings pages via the navigation bar must be enabled in EloView (if used) or in Certified Hardware Admin (if EloView is not used).

From version 1.14.0 onward, this option can no longer be controlled through Certified Hardware Admin.

5.3 Change device settings

In kiosk mode, you cannot access the device settings in the normal way since the device is locked to the Qmatic Kiosk app.

- To access the device settings, go to **Advanced settings > Access device settings**. You will be directed to the Android device settings. Here you can for example disable automatic idle mode (recommended).

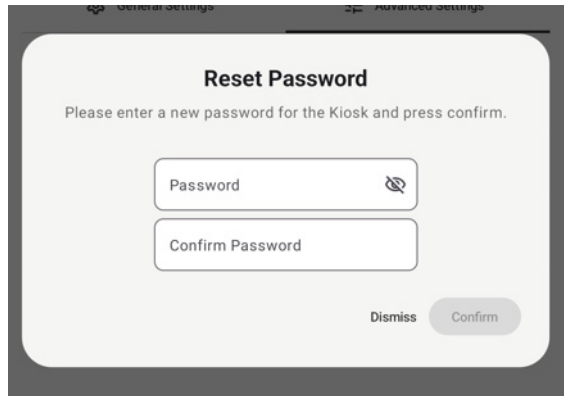
To go back to the Qmatic Kiosk settings pages, swipe up and select the **Back** icon.

5.4 Change password

The default password for accessing the settings pages is **8888**.

To change the password used for accessing the settings pages in the Qmatic Kiosk app:

1. Go to **Advanced settings > Password**
2. Enter a new password twice. The password needs to be at least 4 characters long.
3. Select **Confirm**.



The image shows a 'Reset Password' dialog box. At the top, there are two tabs: 'General Settings' and 'Advanced Settings'. The dialog box has a title 'Reset Password' and a subtitle 'Please enter a new password for the Kiosk and press confirm.' Below the subtitle are two input fields: 'Password' and 'Confirm Password'. The 'Password' field has a small icon of a crossed-out eye to its right. At the bottom right of the dialog box are two buttons: 'Dismiss' and 'Confirm'.

General Settings Advanced Settings

Reset Password

Please enter a new password for the Kiosk and press confirm.

Password 

Confirm Password

Dismiss Confirm

5.5 Increase touch screen sensitivity

If you experience issues with the touch screen functionality, you can try increasing the touch screen sensitivity.

- Go to **Advanced settings** and enable **Increase touch screen sensitivity**.

ⓘ This will only affect the web view pages, i.e. the surface application that is shown after you select **Connect**.

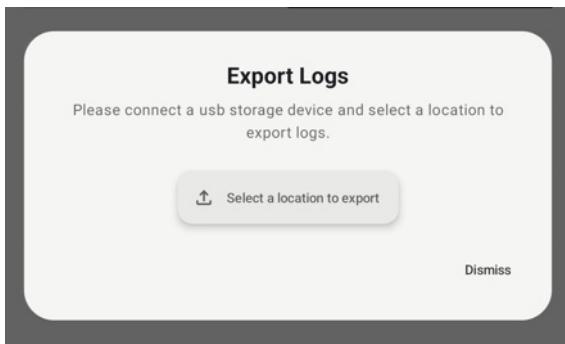
5.6 Export logs

ⓘ Logs cannot be exported from the device when it's running in kiosk mode and connected to an MDM tool like EloView. In this case, you can retrieve the logs via Certified Hardware Admin application.

ⓘ Instead of exporting the logs, you can fetch them directly with the Certified Hardware Admin application (if it's connected to the kiosk).

To export logs:

1. Go to **Advanced settings > Logs**.



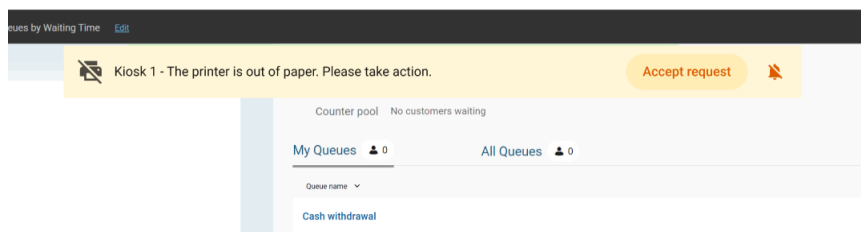
2. Tap **Select an export location**.
3. Select a location to where the logs are to be exported. If you have inserted a USB device or any other external memory device, that can be selected in the file explorer. Tap **Save** when you have selected a location.
4. The log will be exported as a .txt file. It will contain device information and log entries.

5.7 Send printer error alerts to staff

You can use the Qmatic system to send alerts to staff when there is a problem with the printer.

1. Go to **Business Configuration > Branches**. Locate the Counter or Concierge unit types in the list.
2. Check the **Enable printer error alerts** checkbox.
3. Save and publish the desired branches.

Now all staff members (that are logged in) will see the alert. For the alert to go away, someone must accept the request to fix the printer.



5.7.1 Printer error types

The following printer errors are sent as alerts to staff:

- **No printer connection:** No connection between kiosk and printer
- **Out of paper:** Printer is out of paper
- **Printer error:** Can be any of the following errors:
 - Paper jam
 - Printer head is opened
 - Cutter is not reset
 - Printer head temp is abnormal
 - Printer does not detect blackmark
 - Printer called unmatched library
 - Unknown error

5.8 Announce ticket number

When a ticket is printed, you may want an announcement to be played from the kiosk with the ticket number.

❗ Voice announcement functionality in Qmatic Kiosk relies on Google Text-to-Speech (TTS), which requires Google Mobile Services (GMS) to be enabled on the device. Therefore, devices running Android Open Source Project (AOSP) without GMS are not supported for voice announcements.

1. Go to Business Configuration > Operation Profile and find the Kiosk unit types.
2. Enable the **Ticket number announcement** setting and enter a message in the **Ticket create message** setting.
3. Publish the configuration to the wanted branches to deploy the settings.
4. In Qmatic Kiosk app > **Advanced settings**, select a language and a voice for voice announcements. Only one language is supported.

You can use the variables {{TicketNumber}} and {{QueueName}} in the message.

❗ When used in combination with the Kiosk navigation keypad, the ticket number announcement can be customized in the screen reader message field. This allows the ticket number to be announced twice when triggered via keypad input.

See “5.9Accessibility features” on page 29 for more details.

5.9 Accessibility features

Qmatic Kiosk comes with several accessibility features to support customers with different levels of abilities.

One important aspect is to set up the touch screen surface so that it is accessible for as many people as possible. This includes making sure that:

- the text size is not too small and there is enough contrast between the text color and the background.
- the content is accessible for color-blind people
- the clickable areas (e.g. buttons) are big enough so that they can be easily selected by someone with limited mobility

There are also some hardware accessories that will make the kiosk more accessible:

- Assist button
- Kiosk navigation keypad

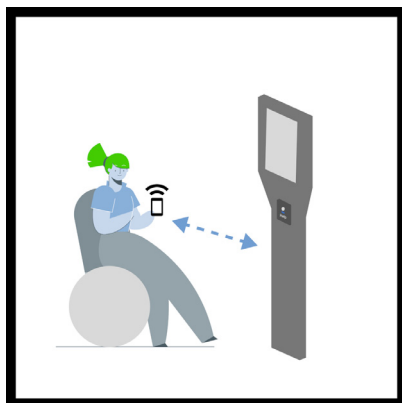
These are described in more detail below.

⚠ Note that you cannot install both the Assist button and the Kiosk navigation keypad on the same kiosk.

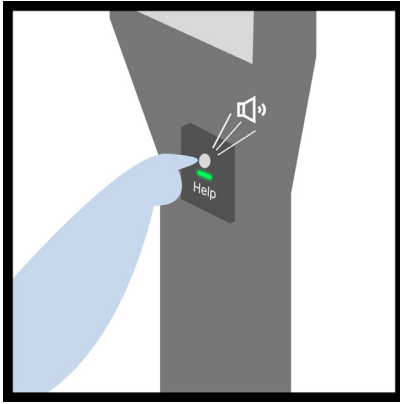
5.9.1 Assist button

The Assist button provides customers with a simple way to request assistance. It is especially useful for individuals who are visually impaired, unable to reach or use the touchscreen, or otherwise face challenges during their visit. However, the button is intended for anyone who needs assist, regardless of the reason.

Usage flow:



1. A customer locates the kiosk visually, via tactile path, by audio beacon, or NaviLens code. The kiosk is equipped with an assist button indicated by LED light and text that says “Help” in normal and Braille writing.

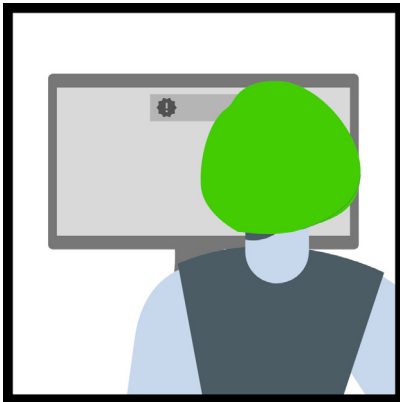


2. The customer needs assistance and presses the Assist button.

The customer is informed through a voice announcement from the kiosk speakers that a staff member will assist them shortly. A text message with the same information also appears briefly on the kiosk display.

While the customer waits for assistance, other customers are free to use the kiosk.

The customer can cancel the request for assistance by pressing the Assist button again.



3. As soon as the Assist button is pressed, staff members will get an alert through the Qmatic system (Counter or Concierge staff application) that urges them to go and assist a customer at a specific kiosk.



4. A staff member arrives at the kiosk and presses the Assist button, which prompts a voice and text announcement that communicates that the assistance call is deactivated. This lets other staff members know that the customer has been attended to.

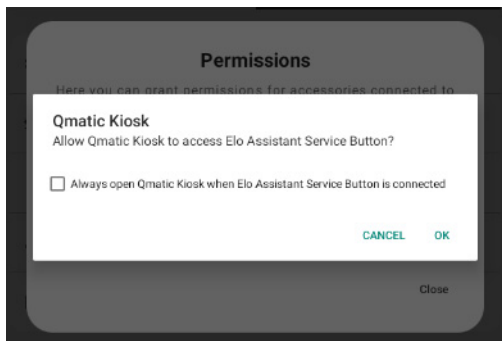
The staff member can then help the customer use the kiosk.

Configure Assist button

This guide describes how to set up the Assist button once you have installed it on the kiosk.

Step 1: Grant permission for Assist button

When you connect the Assist button to the kiosk, you will be prompted in the Qmatic Kiosk app to allow the app to handle the accessory. If you have already dismissed this pop-up, you can go to Qmatic Kiosk > **Advanced Settings** > **Enable accessories** and grant permissions there.



Step 2: Configure Assist button voice announcement

1. In **Business Configuration** > **Operation Profile** > **Equipment profile**, find the Qmatic Kiosk unit type.
2. Configure **Help request message** and **Help cancel message**. By default, they are set to "A staff member will assist you shortly, please wait", and "Help is canceled".
3. Save.

4. In Qmatic Kiosk app > **Advanced settings**, select a language and a voice for voice announcements. Only one language is supported.

Step 3: Enable Assist button alerts in staff applications

1. In Business Configuration > Branches, find the Counter or Concierge unit types.
2. Check the **Enable Assist button alerts** checkbox.

Save and publish the wanted branches.

5.9.2 Kiosk navigation keypad

The Kiosk navigation keypad is an accessibility device that allows customers to navigate the screen using physical buttons, with guidance provided by a screen reader. It is optimized for users with visual impairments but can also assist individuals with reading difficulties or cognitive disabilities.

There are two versions of the Navigation Keypad accessory,

- Keypad with volume button: A 6 button keypad with a single button for increasing volume.
- Keypad with volume and speech speed buttons: A 9 button keypad, with buttons for increasing and decreasing volume and speech speed.

Usage flow:

1. The customer locates the kiosk visually, via tactile path, by audio beacon, or NaviLens code. The kiosk is equipped with a navigation keypad with tactile navigation buttons, headphone jack, and buttons for setting volume and speech speed¹.
2. Upon finding the keypad, the customer presses the OK button or any of the directional buttons. This triggers a welcome message (configurable), informing the customer that they can either plug in headphones, or use the kiosk's built-in speakers.
3. The customer receives instructions on how to use the keypad (configurable).
4. The main interaction flow begins. A screen reader reads the content displayed on the screen, while the customer uses the keypad to navigate and make selections.
5. If assistance is needed, the customer can either:
 - Long-press the OK button, or
 - Press the Down button, or

1. Depends on keypad version.

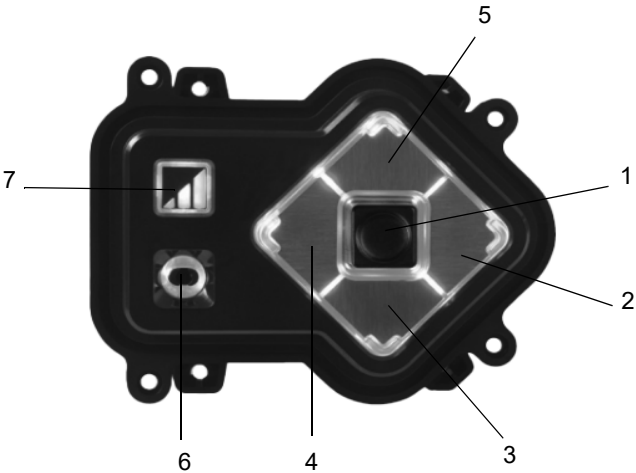
- Select the virtual “Call assistance” button on the screen. This functions like an Assist button and triggers a notification in the staff interface to alert personnel that assistance is required.

ⓘ For more guidelines and recommendations on how to optimize the usage of the keypad, refer to “Quick guide: How to design screens for the Kiosk navigation keypad”.

Requirements and limitations

- To switch to headphones for audio output, the device's operating system must be Android 12 or later.
- The Kiosk navigation keypad currently only supports the Navigation keypad widget and Assist button widget. This means it is not possible to use the navigation keypad for appointment check-in or other interactions that require entering information via the on-screen numpad (e.g., booking reference numbers). Support for additional widgets is planned for a future release.

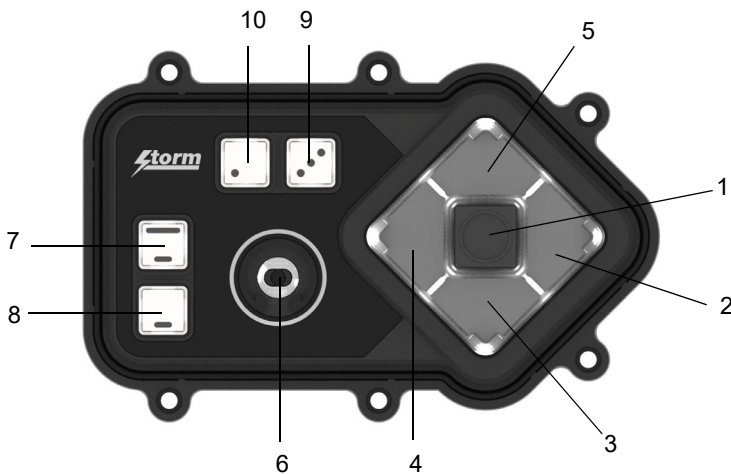
Keypad overview (keypad with volume button)



	Name	Usage
1	Center button (OK button)	Select the option in focus. Also used to start the flow.

	Name	Usage
2	Right button	Go to next element on the page.
3	Down button	Call for assistance.
4	Left button	Go to the previous element on the page
5	Up button	Go to first focusable element on the page. Can be used to repeat the question or instruction.
6	Audio jack	Audio jack for headphones
7	Increase volume button	Increase the volume. When the maximum volume level is reached, pressing the button again will reset the volume to the lowest level.

Keypad overview (keypad with volume and speech speed buttons)



Name		Usage
1	Center button (OK button)	Select the option in focus. Also used to start the flow.
2	Right button	Go to next element on the page.
3	Down button	Call for assistance.
4	Left button	Go to the previous element on the page
5	Up button	Go to first focusable element on the page. Can be used to repeat the question or instruction.
6	Audio jack	Audio jack for headphones
7	Increase volume button	Increase the volume.
8	Decrease volume button	Decrease the volume.
9	Increase speech speed	Increase the speech speed (speech rate).
10	Decrease speech speed	Decrease the speech speed (speech rate).

About volume

The default audio volume is set when Qmatic Kiosk is launched on the device.

- **Headphones:** The default volume is set to 50% of the maximum level (typically level 7 out of 15). The customer can adjust the volume using the volume button(s) on the navigation keypad during their interaction.
- **Device speaker:** The default volume level is the media volume of the device. An administrator can set the default speaker volume level from the device settings. The customer can adjust the volume with the volume button(s) *only if* **Allow user to modify device speaker volume level** has been set to "Yes". See "1.Open the Surface Editor application." on page 42.

At the end of each session, the volume is automatically reset to the default level for the next customer.

ⓘ When the device is operating in Elo View mode, the speaker volume set in Elo View will not apply as the default if the application is already installed on the device. Therefore, in Elo View mode, the default speaker volume needs to be configured directly in the device's system settings, not in Elo View.

About speech speed (keypad with speech speed buttons only)

Customers can adjust the speech speed using the navigation keypad during their interaction.

At the end of each session, the speech speed is automatically reset to a default value for the next customer. The default speech speed is configured in the keypad widget. See "1.Open the Surface Editor application." on page 42.

Configure the Kiosk navigation keypad

This guide describes how to configure the Navigation keypad once you have installed it on the kiosk.

Step 1: Configure a language

In Qmatic Kiosk app > **Advanced settings**, select a language and a voice for the screen reader. Only one language is supported.

Step 2: Add widgets and configure screen reader text

1. In **Business Configuration > Surface Editor**, make sure all kiosk surfaces are designed and optimized for accessibility with contrasts and font size.
2. If you want a virtual Call assistance button on the screen, add the **Assist button** widget to the surface. The Call assistance button will look something like this:

QMATIC

Do you have an appointment?

No

Yes

Call assistance

Powered by QMATIC

For more information on how to configure the Assist button widget, see “Assist button widget” on page 12.

3. Add the **keypad** widget and configure the settings as required. Pay special attention to the **Call assistance** setting.
4. Add screen reader text for text elements, buttons and links. For guidelines on how to configure the screen reader text, see “Quick guide: How to design screens for the Kiosk navigation keypad”.

*Component properties	
Property	Value
Service:	Service1 ▾
Text:	Override: ☐ Enhanced Driver's License
Screen reader text:	
Image:	Edit

5. Save and publish the kiosk surfaces.

Navigation keypad widget settings



The widget for the Kiosk navigation keypad ("Navigation keypad widget") when placed in the surface has the following default settings:

- **Border style:** How elements in focus are displayed when navigating with the Kiosk navigation keypad. Default value is 3px solid #555.
- **Speech rate:** Speech rate (speed) when using the navigation keypad. Default value is 0.6.
- **First instructions field id:** Component Id of the first instruction (Welcome message).
- **Second instruction field id:** Component Id of the second instruction (Welcome message, part 2).



The welcome message(s) are only repeated if the customer presses the Up button before proceeding to the next step. Once the main navigation has started, pressing Up will repeat the first text field/component on the screen.

- **Ticket no field id:** Component Id of the ticket number field. This is used so the keypad widget know which fields contains the {{TicketNumber}} and possibly the {{QueueName}} field.
- **Success page:** The "Take ticket" page. Note that you should not link to the Take ticket page from the individual service buttons. Instead, the keypad widget handles the navigation and redirects the customer to the Take ticket page configured in this setting.
- **Call assistance:** If set to "Yes", the option to call for assistance by long pressing the OK button, or pressing the Down button to reach the virtual assist button is enabled. Default value is "No".
- **Long press duration:** How long (in seconds) the customer has to press the center button to call assistance. Only applicable if the **Call assistance** setting is enabled. Default value is 4 seconds.
- **Request assistance confirm message:** Message when Assist is requested.
- **Cancel assistance confirm:** Message when Assist is canceled.
- **Assistance request confirm modal timeout:** The time until the modal that confirms that Assist is requested disappears from the screen.
- **Start page reset time:** The time after which the kiosk cancels the Kiosk navigation keypad flow and reset the start page if there are no interactions with the kiosk.

-
- **Allow user to modify device speaker volume level:** If set to “Yes”, the user/customer will be able to adjust the device speaker volume. Default value is “No”.

ⓘ This setting does not affect the customers ability to adjust the volume when wearing headphones.

- **Navigation keypad type:** The type of keypad installed on the kiosk (if any)
 - Keypad with volume button: A 6 button keypad with a single button for increasing volume.
 - Keypad with volume and speech speed buttons: A 9 button keypad, with buttons for increasing and decreasing volume and speech speed.

5.10 ID card reader

The ID card reader is an external identification accessory for Qmatic Kiosk. It connects to the kiosk via USB and allows customers to identify themselves using their ID card. The reader supports three input technologies:

- RFID/NFC (contactless tap)
- Chip (smart card insertion)
- Magnetic stripe (card swipe)

By presenting a valid card, customers can quickly identify themselves and be automatically routed to the correct service queue.

Usage flow:

1. The customer approaches the kiosk and presses the Scan card button.
2. The ID card reader is activated and begins scanning for an ID card (via tap, insert, or swipe) for the duration of the configured scan timeout.
3. The customer presents their ID card:
 - Tap (RFID/NFC)
 - Insert (chip card)
 - Swipe (magnetic stripe)
4. The kiosk reads and decodes the card data according to the configured reader type and decode standard.
5. If identification is successful:
 - The customer is either:
 - Automatically routed to a default service (if configured), or
 - Prompted to select from a list of available services.
 - A ticket is printed.
6. If identification fails:
 - An error message is displayed.
 - The customer is redirected to the start page.
7. At the service point, staff can view the customer's data on the visit card in the Counter application.

5.10.1 Prerequisites

- This manual assumes that the card reader hardware is already installed and enabled in the kiosk.
- Before you proceed, ensure that you have obtained the necessary configuration data from your card vendor, including the card decode

standard and JSON configuration file (incl. Application Identifiers (AIDs), and tag definitions).

5.10.2 Configure the ID card reader

ⓘ This section describes the basic configuration required for the ID card reader. Qmatic has verified the functionality with a range of ID cards, but we strongly recommend that you test the reader with each new card type before deploying it in a live environment. If you have questions or encounter issues during setup or testing, please contact the onboarding team or Qmatic Support.

The ID card reader requires additional configuration in the kiosk's Unit Type Template (UTT). These settings control how card data is read, decoded, and used in Qmatic applications.

ⓘ The Concierge UTT has a parameter on Branch level called "Card reader IP address". Note that this parameter is not related to the ID card reader.

1. In **Business configuration**, go to **Equipment profile**.
2. Locate the UTT for the kiosk.
3. Configure the following parameters according to your specifications:
 - **Card reader type** – Select the card reading technology supported by the kiosk. Options:
 - RFID only
 - Chip reader only
 - MSR (Magnetic Stripe) only
 - RFID / Chip (combined)

Only RFID and Chip can be combined on the same kiosk. If MSR is required in addition, it must be set up on a separate kiosk.

- **Card data decode standard** – Defines how raw card data is interpreted as text. The value must match the encoding specified by the card vendor (e.g., ISO-8859-1).
- **Smart card configuration** – A JSON object that defines which Application IDs (AIDs) and tags to read from chip or RFID cards. Supplied by the card vendor. For more information and examples, see "7.1 Configuration file for ID card reader" on page 50.
- **Custom parameter to store card data** – Select the custom parameter where the decoded card data will be stored. Provided that this custom parameter is enabled in the Concierge or Counter UTT, it will show up as a custom field (info 1, info 2, etc) on the Visit card.

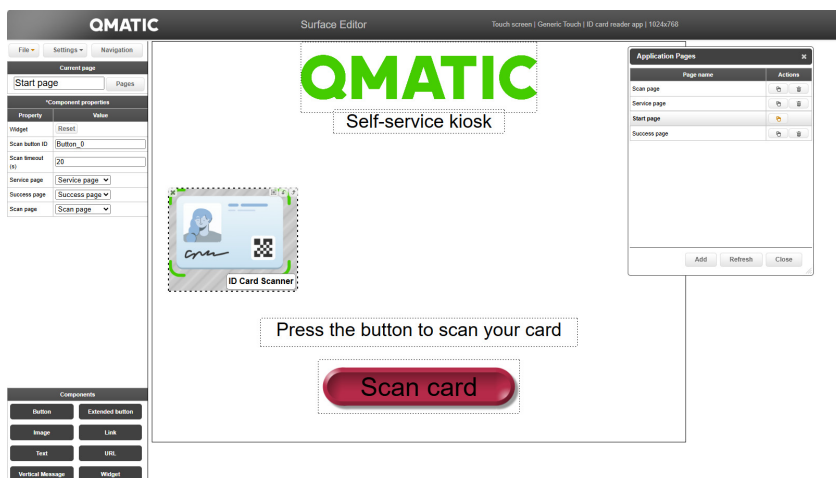
! If the custom parameter is selected (and enabled), it will be shown on the Visit card regardless of the Customer data preferences (set in the Personal Data Management module).

- **Track 1 mask, Track 2 mask, Track 3 mask** – Defines which characters in the magnetic stripe track data should be masked (set to 0). Applies only to Magnetic stripe reader type (MSR). Example: “0-1,6-255” masks all characters except positions 2–5.
4. (Optional): Go to **Branch configuration > Branches**. Locate the UTT for the kiosk and configure the UTT parameters:
- **Default service** – Defines which service the customer is automatically assigned to when identifying themselves with an ID card. Use this when all cardholders should enter the same service queue. For multiple service options, configure a Services page in Surface Editor instead.

5.10.3 Set up Surfaces for ID card reader

To enable customers to identify themselves with an ID card, you need to configure the kiosk surfaces in Surface Editor. The ID card reader introduces a new widget: ID card scanner.

! If the ID Card scanner widget and the Navigation keypad widget are used together, both widgets allow you to configure a success page. To ensure a smooth ticket creation flow, **configure the success page only in the Navigation keypad widget** and leave the field in the Card scanner widget blank.



1. Open the Surface Editor application.
2. Set up the following pages in the surface flow:

-
- **Start page** – where the customer begins and is prompted to scan their card.
 - **Scan page** – displayed while the card is being scanned.
 - **Service page** – where the customer selects a service. This page is optional if the customer should be routed directly to a service. In that case, specify the service in the UTT (Branch settings).
 - **Success page** – shown when the ticket has been printed.
3. On the Start page, insert the **ID card scanner** widget.
 4. Configure the widget properties:
 - **Scan button ID**: Assign the field ID for the scan button.
 - **Scan timeout**: Specify the number of seconds the scanner remains active. When the timeout expires, the customer is redirected to the Start page.
 - **Service page**: Define which page the user is taken to after successful identification (or leave blank if using default service assignment in the UTT).
 - **Success page**: Define the page to display once the ticket has been printed.
 - **Scan page**: Define the page to display while the card is being scanned.
 - **Start page**: Modify the text and button label.
 - Text example: "Press the button to scan your card". Adjust as needed for clarity.
 - Button label example: "Scan card".

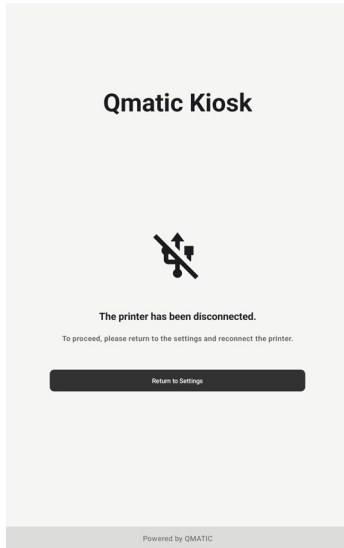
6. Troubleshooting

Topics

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6.1 Introduction

Various errors may occur during the operation of Qmatic Kiosk. Each error is presented with a corresponding error page, making it easier to identify the issue and take appropriate action to resolve it.



❗ Errors not mentioned in the sections below (e.g. invalid QR code format, already checked in appointment, appointment checked in too soon/too early) are handled by custom error pages which can be set up in Surface Editor.

6.2 Network related errors

In the settings screen, you need to have an active network connection (wired or wireless) to tap the **Connect** button and load the surface screen.

Network state will be continuously monitored and if there are any errors (e.g. connectivity failures), you will be notified with an error screen.

6.3 Server related errors

Qmatic Kiosk requires a stable connection to the configured server. The connection status is continuously monitored, and if an error occurs, the app displays an error screen to inform the user.

6.4 Printer related errors

A stable USB connection between the Elo device and the printer is required for ticket printing to function properly. If an error occurs (e.g., paper jam), an error screen will be displayed. In such cases, you must manually reconnect the printer via the settings screen, as the connection is not restored automatically.

Printer status is actively monitored. If a printer-related error occurs (e.g., out of paper), it will be shown on an error screen. Once the issue is resolved, the kiosk will automatically return to its normal operating state.

7. Appendix A – Code examples

Topics

Configuration file for ID card reader.....50

7.1 Configuration file for ID card reader

This is an example of what a configuration file / object in JSON format can look like. The code is inserted into the **Smart card configuration** field in the UTT settings (see “4.1 Add unit type” on page 16).

7.1.1 Explanation of configuration file / object

- `applications` (Data type: Array) – An object must contain an array of application data, which may include multiple application data objects.
- Application data (Data type: Object) – Application data object related to the card. If multiple card types need to be read, application data objects must be created per card type.
 - `type` (Data type: String)
 - “EMV”
 - “ISO7816”
 - “UID”
 - `AID` (Data type: String) – This is the application identifier for a card. Each type of card has a unique application identifier.
 - `PSE` (Data type: String) – This is the payment system environment of a card. Each type of EMV card has a PSE or AID. Example: “1PAY.SYS.DDF01”, “2PAY.SYS.DDF01”.
 - `command_sequences` (Data type: Array) – For ISO-7816 cards. May consist of a single array or multiple arrays.
 - `Commands` (Data type: Array) – Consists of multiple command objects.
 - `Command object` (Data type: Object) – The “command” and “parameters” keys must be included in the command object, and it may contain the “event_parameter_name” key.
 - `command` (Data type: String)
 - `select_file`
 - `read_binary`
 - `read_binary_raw`
 - `read_record`
 - `parameters` (Data type: Object) – This object will help to create an APDU command to request data from the card.

7.1.2 Configuration file example

This is an example of an ID card without payment system (PSE).

```

{
  "applications": [
    {
      "type": "ISO7816",
      "AID": "F04573744549442076657220312E30",
      "command_sequences": [
        [
          {
            "command": "select_file",
            "parameters": {
              "p1": "01",
              "p2": "0C",
              "data": "EEEE"
            }
          },
          {
            "command": "select_file",
            "parameters": {
              "p1": "02",
              "p2": "0C",
              "data": "5044"
            }
          },
          {
            "event_parameter_name": "FIRSTNAME",
            "command": "read_record",
            "parameters": {
              "p1": "02",
              "p2": "04",
              "data_unit_size": 1,
              "num_bytes_to_read": 15
            }
          },
          {
            "event_parameter_name": "FIRSTNAME2",
            "command": "read_record",
            "parameters": {
              "p1": "03",
              "p2": "04",
              "data_unit_size": 1,
              "num_bytes_to_read": 15
            }
          }
        ]
      ]
    }
  ]
}

```

```
{
  "event_parameter_name": "SURNAME",
  "command": "read_record",
  "parameters": {
    "p1": "01",
    "p2": "04",
    "data_unit_size": 1,
    "num_bytes_to_read": 28
  }
},
{
  "event_parameter_name": "PERSONALID",
  "command": "read_record",
  "parameters": {
    "p1": "07",
    "p2": "04",
    "data_unit_size": 1,
    "num_bytes_to_read": 11
  }
},
{
  "event_parameter_name": "EXPIREDATE",
  "command": "read_record",
  "parameters": {
    "p1": "09",
    "p2": "04",
    "data_unit_size": 1,
    "num_bytes_to_read": 10
  }
}
]
]
}
]
}
```


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