



USER GUIDE AND SETUP

TACTUS 1000 enables secure smartphone access within controlled environments, mirroring full device functionality through isolated fiber-optic connections while ensuring complete signal and power separation for trusted communication.



TABLE OF CONTENTS

System Overview	page 3
Safety Information	page 3
System Installation	page 4
Phone System Configuration for all Smartphones	page 8
System Operation	page 12
Device Interaction	page 13
Troubleshooting	page 14
Smartphone-Specific Issues	page 15
Popup Messages	page 15
When to Contact Support	page 16
Warranty Information	page 17
Compliance Information	page 17
Known Support Devices	page 18
My Tactus Phone Details	page 19

SYSTEM OVERVIEW

The TACTUS 1000 System enables secure smartphone access within Controlled Access Areas (CAA) or Sensitive Compartmented Information Facilities (SCIF). The system consists of two main components connected by fiber optic cable.

- + **Locker Unit:** Securely stores your smartphone in the non-secure area.
- + **Desktop Unit:** Provides interface and communication in the secure area.

Supported Devices

- + **iPhone:** Models 15 and newer.
- + **Samsung:** Samsung DEX-enabled phones and potentially any android phone with USB Video output.

Key Control Differences

- + **iPhone:** Requires keyboard and mouse - touchscreen on Desktop Unit is disabled.
- + **Samsung:** Supports both keyboard/mouse control AND direct touchscreen interaction on Desktop Unit.

KEY SECURITY FEATURES

- + **Fiber-optic isolation** eliminates RF signal transmission.
- + **Power separation** ensures complete isolation between secure (red) and non-secure (black) sides.
- + **Positive disconnect** via a push-to-talk handset provides secure microphone and speaker control.
- + **Full smartphone functionality** is supported, except for the camera.
- + **Compliant with TSG (Telecommunications Security Group)** standards for secure communication devices.

SAFETY INFORMATION

WARNING – ELECTRICAL SAFETY >>

The TACTUS device contains no user-serviceable parts. Do not open, disassemble, or modify any component. All repairs must be performed by Conceras or an authorized service provider.

WARNING – POWER SAFETY >>

Use only power cables that meet applicable standards. Connect the device to properly grounded outlets. Do not install, service, or operate the system during lightning activity.

SYSTEM INSTALLATION

Site Requirements

Before installation, ensure compliance with your facility's security standards.

- Fiber Routing:** Route Single Mode fiber optic cable through approved waveguides into SCIF areas or through approved penetrations into CAA space.

Note: *Concerra LLC, the manufacturer of Tactus, provides professional installation services for deployments ranging from small installations to enterprise-scale environments.*

- Power Separation.

- + Connect the Locker Unit to an outlet located in the non-secure space.
- + Connect the Deskset to an outlet located in the secure space.

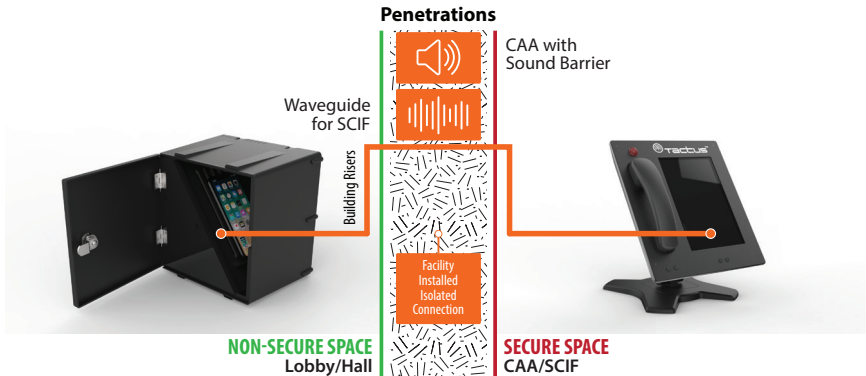
- Unit Pairing.

- + Each Locker Unit must be connected to a single Deskset using a dedicated fiber cable.
- + Do not attempt to connect one Locker Unit to multiple Desksets.

- Labeling.

- + Clearly label each Locker–Deskset pair with matching identification numbers.
- + Ensure labels are securely affixed and legible for future maintenance.

Figure 1: System Deployment Diagram



Locker Unit Installation

Required Components

- + TA1000 Locker Unit
- + Two (2) locker keys
- + Power cable
- + Single Mode LC Fiber optic cable (facility-provided)

Installation Steps

1. Unpack Components.
 - + Carefully remove the Locker Unit and all accessories from the shipping container.
 - + Inspect each item for damage during shipment.
 - + Verify that all listed components are present before proceeding.
2. Connect the Fiber Optic Cable.
 - + Locate the SFP+ connector on the rear panel (Port 1).
 - + Align and insert the fiber optic cable connector until it locks securely in place.
 - + Secure the cable to the designated anchoring point using tie wraps to maintain proper cable management.
3. Connect Power.
 - + Connect supplied 12 VDC power brick.
 - + Use anchoring point with tie wraps for cable management.
4. Apply Identification Labels.
 - + Attach facility-assigned ID label to front door top left in the provided label space.
 - + Use additional markings as required by facility procedures.
5. Mount or Position Unit.
 - + **Desktop Placement:** Place on stable, flat surface.
 - + **Wall Mounting:** Use mounting holes on rear panel with appropriate hardware.
 - + **Stacking:** Maximum 3 units high without additional support.
6. Verify Installation.

Power On > Red power LED should illuminate when power is connected.



Desktop Unit Installation

Required Components

- + TA1000 Desktop Unit
- + Push-to-talk handset with cord
- + 12VDC supplied Power supply
- + Connect other end of Single Mode LC fiber cable from lock box to desktop (facility-provided).

Installation Steps

1. Unpack and Position.
 - + Remove Desktop Unit and accessories from shipping box.
2. Install Base with screws provided secure all four screws from base to deskset.
 - + Place the unit on a stable desktop or counter with sufficient rear clearance for cable connections.
 - + Ensure the label that corresponds to the Locker unit is clearly visible on the device.

Note: Tactus supports standard VESA mounts commonly available in the market. This allows installation on a telescopic stand beside the desk, on a wall, or adjacent to a monitor. Mounting hardware is not supplied by Conceras.

3. Connect Handset.
 - + Connect handset provided with cord to RJ-9/22 connector on rear panel. Use ONLY provided handset with security enhancements for positive disconnect.
4. Connect Power.
 - + For external power supply: Connect to barrel jack.
 - + Connect external power supply to 120V AC.
 - + Use additional anchoring point if required for cable management.
5. Connect Fiber Optic Cable.
 - + Insert fiber cable into SFP+ connector.
 - + Verify secure connection and proper cable routing.
 - + Use anchoring point with tie wraps for cable management.



6. Connect Optional Peripherals.

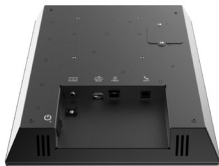
- + **Keyboard:** USB-C
- + **Mouse:** USB-C

7. Power On and Verify.

- + Locate the power switch on the rear panel.
- + Verify that all cable connections are secure.

Installation Verification System Pairing Check

1. Verify that the fiber cable labels match the Locker Unit and Desktop Unit ID numbers.
2. Check the fiber connection.
 - + On the Desktop Unit, locate the activity LED near the power connector.
 - + The LED should display green for power and begin blinking orange when the unit is connected to the Locker Unit with a phone.
 - + If the LED does not blink orange, the transmit and receive fibers may be reversed. Swap one side of the connection and test again.



PHONE SYSTEM CONFIGURATION FOR ALL SMARTPHONES

Optional: Screen Timeout

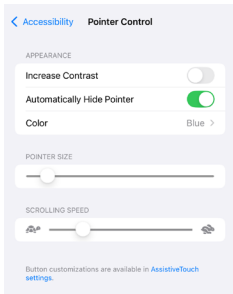
- + You may disable the screen timeout or increase the timeout duration.
- + This setting is for convenience only. The unit can still be unlocked remotely regardless of this configuration.

Mouse Pointer Customization

This must be performed from the desktop

1. Settings > Accessibility > Pointer Control
2. Adjust pointer color, size, and contrast as desired

IMPORTANT: *iPhone 15 and Later Models > Touch functionality is disabled on iPhone 15 and newer models. Use a connected mouse and keyboard for all on-screen interactions.*



iPhone Configuration (Models 15 and Up)

Before Connecting to Locker

Disable Face ID.

- + Go to Settings > Face ID & Passcode (see fig. 3).
- + Turn off Face ID for iPhone Unlock.
- + Ensure passcode is enabled. This allows you to unlock from desktop unit with no camera.

iPhone Configuration (Models 15 and Newer)

1. Configure USB Accessories.
 - + When first connecting at the locker, iPhone will ask about accessory type.
 - + Select Headphones.
2. Enable Assistive Touch (see fig. 4).
 - + Go to Settings > Accessibility > Touch (see fig. 3).
 - + Enable "AssistiveTouch".
 - + This enables mouse and keyboard functionality.

Figure 2: iPhone Settings

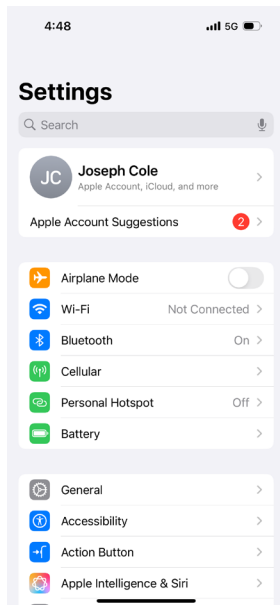


Figure 3: Accessibility

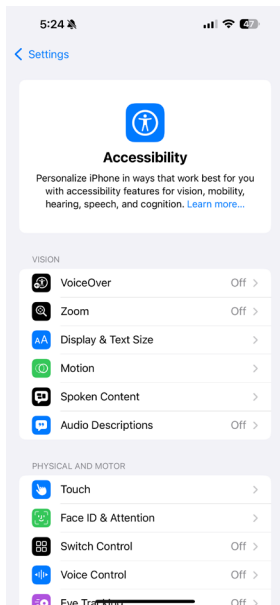
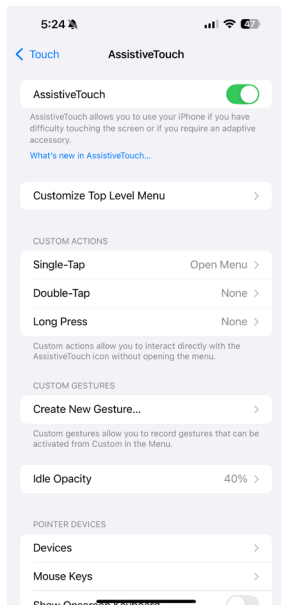


Figure 4: AssistiveTouch



3. Configure Audio.
 - + When connecting for first time, choose "Headphones" when prompted.
 - + This allows proper USB communication.
4. Optimize Settings.
 - + Set screen timeout to maximum or disable.
5. Optional Optimize Settings.
 - + Set screen timeout to maximum or disable.

Samsung Device Configuration

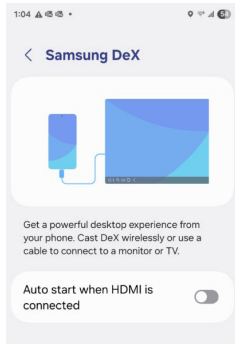
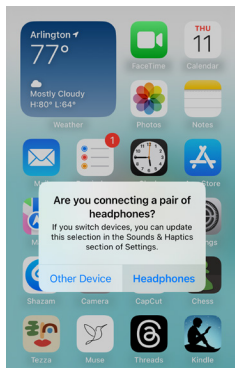
Before Connecting to Locker

1. Disable Samsung DEX.
 - + Go to Settings > Connected Devices > Samsung DEX.
 - + Turn Off "Auto Start when HDMI is connected".
2. Configure Display.
 - + Set the screen timeout to Off or to the maximum duration, if desired.
 - + Ensure passcode is enabled. This allows you to unlock from desktop unit with no camera.

Mouse Pointer Customization

This must be performed from the desktop

1. Settings > General Management > Mouse and Trackpad > Pointer Size and Color
2. Select preferred color (*red recommended for visibility*)



Desktop Unit Configuration

Operations

1. Power On Sequence.

- + Ensure Locker Unit is powered, and smartphone is connected.
- + Power on the Desktop Unit using the rear panel power switch.
- + Unit will take 1-2 minutes to fully initialize.

2. Audio.

- + Adjust handset volume using front panel control.
- + Test push-to-talk functionality.

NOTE: A red LED indicates that a non-secure call is in progress. This serves as a visual alert to nearby personnel of the current security status.



SYSTEM OPERATION

Entering the Facility

1. Locate Assigned Locker.
 - + Locate the locker labeled with your assigned identification number.
 - + Insert the provided key and turn to unlock the locker door.
2. Prepare Smartphone.
 - + Verify that the device is configured according to the instructions above.
3. Secure Device in Locker.
 - + Place smartphone in locker compartment.
 - + Connect USB-C cable to smartphone.
 - + Close and lock locker door.
 - + Retain key for security.

Accessing Your Device from SCIF:

1. Locate Matching Desktop Unit.
 - + Find Desktop Unit with identification number matching your locker.
2. Power On Desktop Unit.
 - + Use power switch on rear panel.
 - + Wait 1-2 minutes for system initialization.
3. Verify Connection.
 - + Smartphone screen should appear on Desktop Unit display.



DEVICE INTERACTION

- + Samsung devices support full interaction using the touchscreen, keyboard, and mouse. You can tap, swipe, and use gestures as you would on a standard smartphone.
- + iPhone devices do not support touch functionality. Use the connected keyboard and mouse for all interactions.

iPhone 15 and Later

iPhone 15+: When switching apps, move the mouse slowly from the bottom of the screen to the top to simulate the swipe gesture.

Unlocking the Device:

- + For both iPhone and Samsung devices, tap any key on the keyboard twice to wake the screen.
- + You may or may not see the unlock screen, depending on device settings.
- + Enter your passcode when prompted to unlock the device.

Making and Receiving Calls:

WARNING: *Selecting the Speaker icon on the TACTUS Desk Set activates the phone speaker inside the locker. This allows individuals in the non-secure area to hear the remote party's conversation.*

1. Outgoing Calls.

- + Use touchscreen or keyboard to dial or select contact.
- + Lift handset when call connects.
- + Press and hold push-to-talk button while speaking.
- + Red LED will illuminate when microphone is active.

2. Incoming / Outgoing Calls.

- + Answer using touchscreen.
- + Lift handset and use push-to-talk button End call with touchscreen.

Note: *Hanging up the handset DOES NOT end call.*

Ending Your Session

1. Power Down Desktop Unit
 - + Use rear panel power switch to turn off unit
2. Retrieve Your Device
 - + Exit secure area
 - + Use key to unlock locker
 - + Disconnect USB-C cable
 - + Remove smartphone from locker
 - + Lock locker and return key (if required)



SECURITY REMINDER:

A red LED indicates an active unclassified call. Nearby personnel should remain aware that non-secure communication is in progress.

TROUBLESHOOTING

Power Issues

Desktop Unit Will Not Power On

1. Verify that the power cable is securely connected to both the Desktop Unit and the power source.
2. Check that the power switch on the rear panel is in the ON position.
3. Confirm that the power source is active.
4. If the unit still does not power on, connect it to a different outlet and test again.

Locker Unit No Power LED

Check power cable connection.

Connection Problems

No Display on Desktop Unit

1. Verify that the smartphone is securely connected to the Locker Unit using the USB-C cable.
2. Check the fiber optic cable connections between the Desktop Unit and Locker Unit.
3. Ensure that both units are powered on.
4. Confirm that the smartphone is not in sleep mode.

Smartphone Not Responding

1. Disconnect and reconnect the USB-C cable.
2. Check the smartphone configuration settings to confirm compatibility.
3. Restart the smartphone if necessary.
4. Verify that the USB-C connector is fully inserted into the device.

Audio Issues

No Sound from Handset

1. Verify that the handset cord is securely connected to the Desktop Unit.
2. Adjust the volume control on the Desktop Unit.
3. Check the smartphone's volume settings to ensure audio output is enabled.

Microphone Not Working

1. Ensure the push-to-talk (PTT) button is pressed and held while speaking.
2. Verify that the handset cord is securely connected to the Desktop Unit.

System Restart Procedure

If Video or Audio Malfunction

1. Turn off the Desktop Unit using the rear power switch.
2. Turn off the Locker Unit using the power switch on its side panel.
3. Leave the smartphone connected inside the Locker Unit — this step is critical to prevent system sync errors.
4. Wait a minimum of 60 seconds (must be 60 seconds for a full system reset).
5. Turn the Locker Unit power back on.
6. Wait 20 seconds to allow the system to stabilize.
7. Turn on the Desktop Unit.
8. The system should initialize within 1–2 minutes.

SMARTPHONE-SPECIFIC ISSUES

iPhone Issues

- + **Face ID Prompts:** Disable Face ID completely in settings.
- + **Accessory Warnings:** Always select “Allow” for USB accessories.
- + **AssistiveTouch Problems:** Verify enabled in Accessibility settings.

Android Issues

- + **DEX Auto-Start:** Ensure disabled in settings.

POP-UP MESSAGES

Application Installation: All applications and updates must be installed directly from the smartphone, not through the Tactus system. This applies to all phone models.

WHEN TO CONTACT SUPPORT

Contact Technical Support if you experience any of the following:

- + Persistent connection failures after completing all troubleshooting steps.
- + Hardware damage or unusual device behavior.
- + Security-related concerns or questions.
- + Need for installation or configuration assistance.

Technical Support Contact Information

Email Support: tactus@conceras.com

Phone Support: 1-703-438-5008

Support Hours: Monday - Friday, 8:00 AM - 5:00 PM EST

Before Contacting Support

Please have the following information available:

- + TACTUS system model and serial numbers
- + Smartphone make and model
- + Description of the issue encountered
- + Troubleshooting steps already performed

WARRANTY INFORMATION

Warranty Coverage

Conceras, LLC warrants all TACTUS devices to be free from defects in materials and workmanship under normal use. Conceras will repair or replace any defective product within one (1) year from the date of shipment.

1 Year Warranty Limitations

The warranty is subject to the following limitations:

- + Coverage is limited to defects in materials or workmanship under normal use.
- + The warranty does not cover damage resulting from customer misuse, abuse, or unauthorized modification.
- + Lightning strikes, power surges, and environmental damage are excluded from coverage.

Out-of-Warranty Service

Conceras provides repair services for products beyond the warranty period at competitive flat-rate pricing. Contact Technical Support for available service options and current pricing information.

COMPLIANCE INFORMATION

This device complies with applicable FCC Part 15 regulations for Class A digital devices. Operation is subject to the following conditions:

- + This device may not cause harmful interference.
- + This device must accept any interference received, including interference that may cause undesired operation.

Regulatory Model: TA1000_SYSTD4

Classification: Class B device

© 2025 Conceras, LLC. All rights reserved.

TACTUS™ is a trademark of Conceras, LLC.

Protected under U.S. Patent No. 12,323,387 B2, issued June 3, 2025.

KNOWN SUPPORTED DEVICES

iPhone

iPhone 15 Pro Max

iPhone 15 Pro

iPhone 15 Standard

iPhone 16 Standard

iPhone 16 Pro

Samsung

Samsung Z Fold 5

Samsung S24 Ultra

Samsung S23 Ultra

Samsung S23

Samsung S23 FE

Samsung S22

Samsung S23 Ultra

Samsung S21 5G

Samsung S21 Ultra

Samsung21 FE

Samsung 25 Ultra

Samsung 25

Samsung S25 Plus

Galaxy S25 Edge

Other Phones

Many other smartphones may operate successfully with the TACTUS system but have not been tested or validated by Conceras.

If you wish to use a phone that is not listed, or if you have successfully used an unlisted model, please notify us at tactus@conceras.com.

Your feedback helps us expand and improve our list of supported devices.

MY TACTUS PHONE DETAILS

Smartphone Make & Model: _____

Regulatory Model: _____

Serial Number: _____



CONTACT AND COMPANY INFORMATION

Conceras, LLC

11350 Random Hills Road, 8th Floor
Fairfax, VA 22030

Website: www.conceras.com | www.tactustech.net

Email Support: tactus@conceras.com

Phone Support: 1-703-438-5008

Support Hours: Monday – Friday, 8:00 AM – 5:00 PM (EST)

Sales: Tom Woodward | 703-786-8529 | thomas.woodward@conceras.com