USER GUIDE AND SETUP

Scope of this guide >

+ This guide covers daily operation, phone setup, supported devices, reset procedures, troubleshooting, support, warranty, and compliance.
+ Facility setup and commissioning are covered in a separate manual.



Rev 2026.11.04

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DOCUMENT CONTROL

ITEM	CURRENT ENTRY
Product	Tactus 1000
Document	User Guide and Setup
Revision	Rev 2026.10.06
Compatibility basis	TACTUS Smartphone Compatibility Sheet (refer to the latest revision)
Samsung setup basis	Samsung One UI 8 / Android 16 mirrored-display instructions
Peripheral basis	Customer-shipped Desktop Units support PS/2 keyboard and PS/2 mouse input only

1. QUICK START

Daily user checklist



+ Use a validated phone listed in the TACTUS Smartphone Compatibility Sheet.
+ Use only Conceras-approved PS/2 keyboard and PS/2 mouse accessories.
+ Place the phone in the assigned Locker Unit and connect it to the Tactus phone cable. Turn on the Locker Unit.Close and lock the Locker Unit before entering the secure area.
+ Use the matching Desktop Unit in the secure area.
+ Run the Required Reset Procedure whenever changing phone type or recovering screen, audio, keyboard, mouse, or touch behavior.

Fast setup reminders

PLATFORM	REQUIRED SETTINGS BEFORE USE
iPhone	Passcode enabled; Face ID for iPhone Unlock disabled; AssistiveTouch enabled; choose Headphones at the first accessory prompt.
Samsung	Passcode enabled. Samsung setup varies by phone model and UI version; use the applicable Samsung setup instructions in Section 4.

2. SYSTEM OVERVIEW

Tactus 1000 enables access to a smartphone from a controlled area while the phone remains outside that controlled area. The system uses a non-secure Locker Unit and a secure-side Desktop Unit that are paired by authorized commissioning.

What Tactus Does.

+ Mirrors validated smartphone interaction to the Desktop Unit while the phone remains outside the controlled area.
+ Supports calls, messages, approved mobile apps, multifactor authentication codes, and other phone functions except secure-side camera use.
+ Maintains separation between secure-side and non-secure-side power.
+ Uses hardware audio controls to support secure-facility review.
+ Requires no secure-side phone app, Tactus server, switch, router, or facility network integration for normal operation.

System Components

COMPONENT	LOCATION	PURPOSE
Locker Unit	Non-secure side / black side	Stores the smartphone outside the controlled area.
Desktop Unit / Deskset	Secure side / red side	Provides the display, handset, touchscreen where supported, and approved PS/2 keyboard and PS/2 mouse input.
Push-to-talk handset	Desktop Unit	Provides positive user control of handset audio during calls.
Dedicated isolated connection	Between the Locker Unit and Desktop Unit	Connects one Locker Unit to one matching Desktop Unit. Setup and commissioning details are covered separately.

Supported-device policy

Validated devices only

Only phones listed in the **TACTUS Smartphone Compatibility Sheet** are validated for deployment. Unlisted devices must be treated as pending evaluation until Conceras confirms compatibility.

Carrier variants, regional variants, and major OS or UI changes may require revalidation.

3. SAFETY AND SECURITY RULES

Approved accessories only

+ Use only PS/2 keyboard and PS/2 mouse.
+ Do not connect hubs, storage devices, audio devices, microphones, speakers, cameras, network adapters, wireless adapters, charging adapters, or non-approved converters to Tactus.
+ Use only the supplied or Conceras-approved push-to-talk handset.

WARNING – Electrical Safety >



The Tactus device contains no user-serviceable parts.

Do not open, disassemble, or modify any component.

Repairs must be performed by Conceras or an authorized service provider.

WARNING – Power Safety >



Use only approved power supplies and power cables that meet applicable standards.

Connect equipment to properly grounded outlets.

Do not install, service, or operate the system during lightning activity.

4. FIRST TIME SMARTPHONE SETUP

All phones

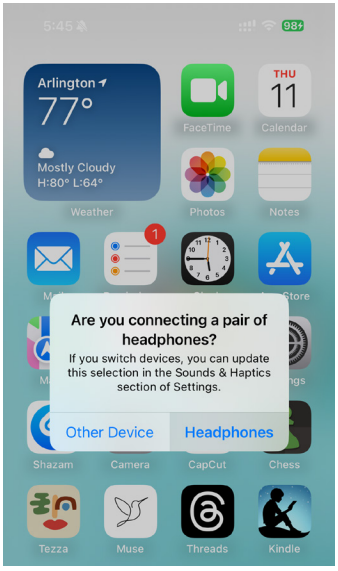
+ Use only a phone listed in the TACTUS Smartphone Compatibility Sheet unless Conceras has approved an evaluation.
+ Enable a passcode. Tactus does not use the phone camera for unlock from the secure side.
+ Set screen timeout to the maximum available value or disable it if permitted by local policy.
+ Install phone apps and updates directly on the phone before placing it in the Locker Unit. Do not attempt to install or update apps through Tactus.

iPhone setup – models validated in the TACTUS Smartphone Compatibility Sheet.

1. Open Settings > Face ID & Passcode. Turn off Face ID for iPhone Unlock and confirm that passcode unlock remains enabled.
2. Open Settings > Accessibility > Touch > AssistiveTouch. Turn AssistiveTouch on.
3. When the iPhone is first connected to Tactus and prompts for the accessory type, select Headphones.
4. iPhone 18 Pro: On the first Tactus connection of the day, unlock the phone manually to enable USB devices. Subsequent unlocks can be performed from the Tactus Desktop Unit.
5. Optional: set Auto-Lock / screen timeout to the maximum available value or Never, if allowed by policy.

iPhone control requirement

iPhone interaction requires the approved PS/2 keyboard and PS/2 mouse. Desktop touchscreen control is not used for iPhone interaction.



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.

Figure 2: iPhone Settings

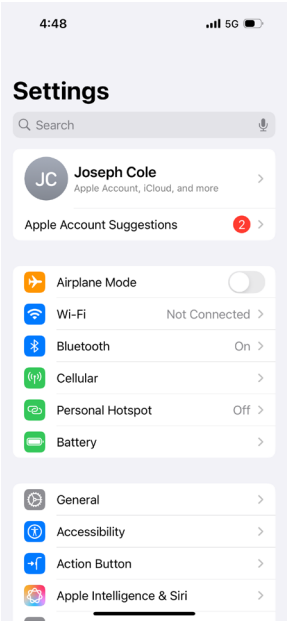


Figure 3: Accessibility

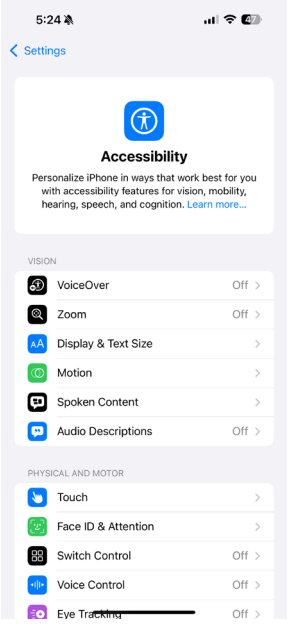
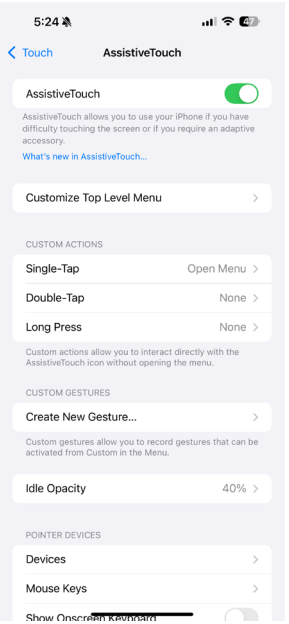


Figure 4: AssistiveTouch



Samsung setup – follow the instructions applicable to your phone model and UI version

Depending on your phone model and UI version, use the applicable setup instructions below.

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.

For Samsung phones running One UI 8 / Android 16 and above, use the following Samsung DeX mirrored-display setup:

1. Swipe up from the bottom of the phone and search for Samsung DeX.

2. Select Samsung DeX under Connected devices.

3. Select Connected display.

4. Choose Display style: Mirrored.

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 is recommended for visibility*

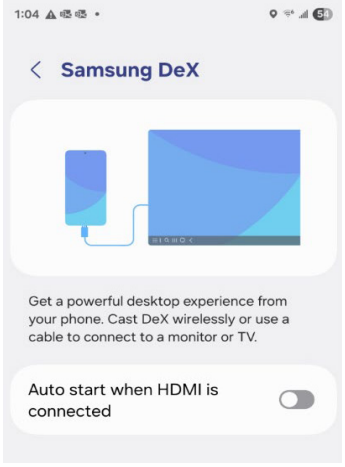
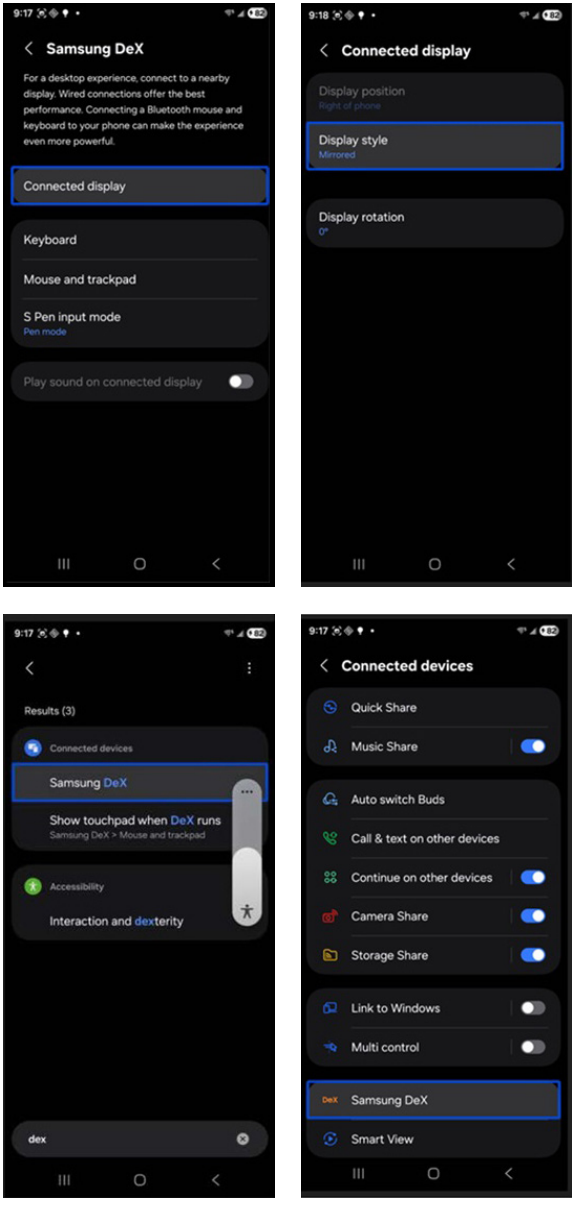


Figure 5: Samsung Settings

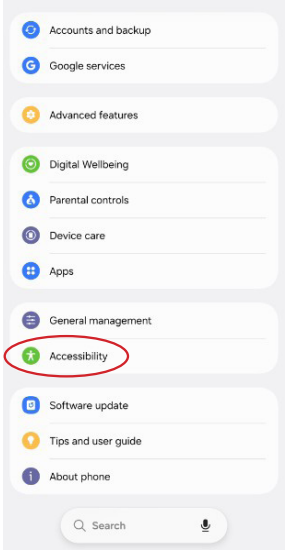


Procedure

1. Open Settings on the Samsung phone

+ From the phone, open **Settings.**
+ Scroll down and select **Accessibility.**

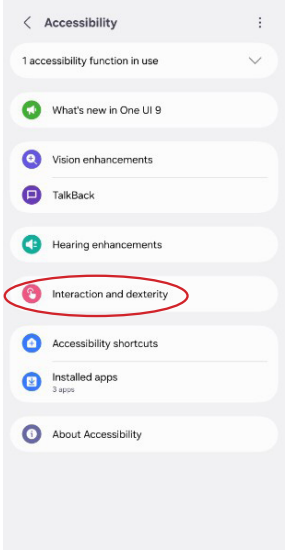
Figure 6: Accessibility



2. Open Interaction and dexterity

+ In the **Accessibility** menu, select **Interaction and dexterity.**

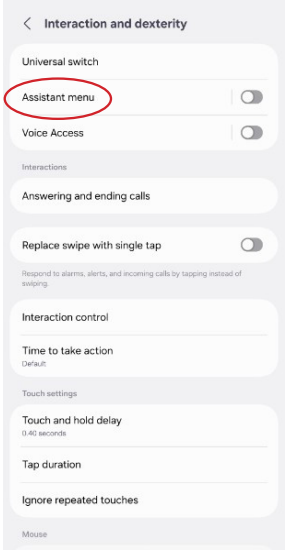
Figure 7: Interaction & Dexterity



3. Enable Assistant menu

+ In **Interaction and dexterity,** turn **Assistant menu On.**

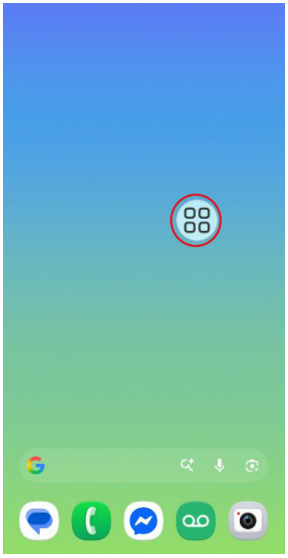
Figure 8: Assistant Menu



4. Return to the Home screen

+ Return to the Samsung phone Home screen on the Tactus Deskset.
+ A floating **Assistant menu button** will now appear on the display.

Figure 9: Return to Home Screen



5. Open the Assistant menu

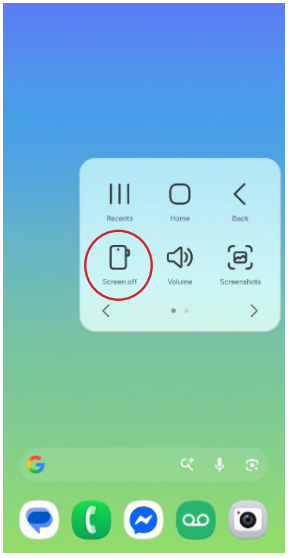
+ Click the floating **Assistant menu** button.

6. Lock the phone screen

+ In the Assistant menu, select **Screen off.**

+ This command turns off and locks the Samsung phone screen.

Figure 10: Screen Off



7. Verify lock state

+ After selecting **Screen off,** the mirrored Tactus display should transition to the phone's locked / blank screen with time showing.

8. Unlock the Samsung Phone from the Tactus Deskset

To unlock the Samsung phone after using the **Screen off** function:

1. Press space bar on **Tactus keyboard** to wake the Samsung phone.
2. Using the Tactus keyboard, enter the Samsung phone's **PIN code.**
3. ***Note:*** The PIN entry screen will n**ot be visible on the Tactus deskset display.** The PIN entry interface appears on the Samsung phone's physical screen inside the Locker.
4. Once the correct PIN is entered, the Samsung phone unlocks.

5. DAILY OPERATION

Entering the facility

1. Locate the Locker Unit labeled with your assigned identification number.

2. Unlock the Locker Unit using the provided key.

3. Verify that the phone has been configured according to Section 4.

4. Place the phone in the Locker Unit and connect it to the Tactus phone cable. Confirm that the connector is fully seated. Turn on the Locker Unit.

5. iPhone 18 Pro: On the first Tactus connection of the day, unlock the phone manually to enable USB devices. Subsequent unlocks can be performed from the Tactus Desktop Unit.

6. Close and lock the Locker Unit door. Retain the key or return it according to local procedure.

Accessing the phone from the secure area

1. Locate the Desktop Unit with the identification number matching your Locker Unit.

2. Turn on the Desktop Unit using the rear power switch.

3. Wait 1-2 minutes for Tactus to initialize.

4. The phone screen should appear on the Desktop Unit display.

5. Wake and unlock the phone if needed.
Press any key on the PS/2 keyboard twice, then enter the phone passcode when prompted.

Ending your session

1. End any active calls from the phone interface. Hanging up the handset does not end the call.

2. Turn off the Desktop Unit using the rear power switch.

3. Exit the secure area and return to the Locker Unit.

4. Unlock the Locker Unit, disconnect the phone from the Tactus phone cable, remove the phone, turn power off and lock the Locker Unit.

6. DEVICE INTERACTION AND CALLS

Touch, keyboard, and mouse

PLATFORM	DESKTOP INTERACTION
iPhone	Use the approved PS/2 keyboard and PS/2 mouse. For app switching, move the mouse slowly from the bottom of the screen upward to simulate the swipe gesture.
Samsung	Use the Desktop touchscreen where supported, plus the approved PS/2 keyboard and PS/2 mouse. Tap, swipe, and use supported gestures as you would on the phone.

Making and receiving calls

Outgoing calls

1. Use the phone interface with the touchscreen where supported, PS/2 keyboard, or PS/2 mouse to dial or select a contact.
2. Lift the handset when the call connects.
3. Press and hold the push-to-talk button while speaking.
4. The red LED illuminates when the handset is off hook.

Incoming calls

1. Answer the call using the phone interface.
2. Lift the handset and use the push-to-talk button while speaking.
3. End the call using the phone interface. Hanging up the handset does not end the call.

Phone speaker caution

Always use the handset path when privacy and facility procedures require it. Speaker mode may be audible near the Locker Unit.

Call security reminder

The red LED illuminates when the handset is off hook.

7. REQUIRED RESET PROCEDURE

When to use this reset

Use this reset whenever switching between phones, or whenever the screen, audio, mouse, keyboard, or touch control does not respond correctly.

STEP	ACTION
1	Turn off the Desktop Unit using the rear power switch.
2	Turn off the Locker Unit using the Locker Unit power switch.
3	If changing phones, remove the previous phone from the Tactus phone cable.
4	Connect the new phone in the Locker Unit and confirm that the Tactus phone connector is fully seated.
5	Leave the phone powered on and connected in the Locker Unit. Keep the Locker Unit powered off during the reset. Do not unplug the phone.
6	With the Locker Unit powered off and the phone powered and connected, wait at least 60 full seconds for a complete system reset.
7	Turn the Locker Unit back on first.
8	Wait 20 seconds to allow the Locker Unit to stabilize before the Desktop Unit starts.
9	Turn the Desktop Unit back on.
10	Wait 1-2 minutes for Tactus to initialize. The phone screen should appear on the Desktop Unit after initialization.
11	Wake and unlock the phone if needed. Press any key on the PS/2 keyboard twice, then enter the phone passcode.

NOTE > *If the system still does not work, check that the phone is securely connected to the Tactus phone cable, both Tactus units are powered on, the isolated connection is present, and the phone is not asleep. Follow reset procedure again.*

WARNING – Do not skip timing steps >>

Tactus may lose sync if the Locker Unit and Desktop Unit are restarted too quickly or in the wrong order.

The 60-second and 20-second waits are required.



8. TROUBLESHOOTING

Quick symptom table

SYMPTOM	LIKELY CHECKS	ACTION
No display on Desktop Unit	Power, phone connection, phone sleep/lock state, and unit synchronization.	Verify both units are powered, the phone is connected and awake, and then perform the Required Reset Procedure if unresolved.
Phone not responding	Phone sleep, passcode prompt, unsupported phone, or phone setup issue.	Press any key on the PS/2 keyboard twice, enter passcode if prompted, confirm the phone is listed in the TACTUS Smartphone Compatibility Sheet, and recheck Section 4.
PS/2 keyboard or PS/2 mouse not working	Accessory not approved, connector not fully seated, or system not synchronized.	Use only approved PS/2 accessories. Reseat the connector and perform the Required Reset Procedure.
Samsung touch not working	Phone not initialized, unsupported Samsung model, or display style not mirrored.	Confirm the phone is listed in the TACTUS Smartphone Compatibility Sheet and repeat the Samsung mirrored-display setup in Section 4.
No handset audio	Handset connection, volume, phone audio route, or iPhone accessory selection.	Confirm handset is connected, adjust volume, verify phone audio output, and for iPhone confirm Headphones was selected on first connection.
Microphone not working	Push-to-talk not pressed, handset not connected, or call path not active.	Hold push-to-talk while speaking. Confirm the handset cord is fully connected.
Phone was changed	Locker/Desktop sync and phone-type transition.	Always perform the Required Reset Procedure when switching phone types or phone models.

Smartphone-specific issues

iPhone

+ Face ID prompts: disable Face ID for iPhone Unlock and use passcode unlock.
+ Accessory prompt: choose Headphones when prompted on first connection.
+ AssistiveTouch problems: verify AssistiveTouch is turned on under Settings > Accessibility > Touch.
+ Mouse movement: move the mouse slowly for edge gestures such as app switching.

Samsung

+ Samsung DeX display style: verify Connected display > Display style is set to Mirrored.
+ Touchscreen unavailable: confirm the device is a validated Samsung model and the phone has completed initialization.
+ Major OS or One UI update: revalidation may be required after major system changes.

9. SUPPORT, WARRANTY, AND COMPLIANCE

When to contact support

+ Persistent connection failures after completing troubleshooting.
+ Hardware damage or unusual device behavior.
+ Security-related concerns or facility accreditation questions.
+ Compatibility, phone-change, or setup assistance.

Before contacting support

INFORMATION TO COLLECT	WHY IT MATTERS
Desktop Unit serial number	Identifies the secure-side hardware.
Locker Unit serial number	Identifies the non-secure-side hardware.
Phone make/model, normalized device name, device code, carrier or regional variant	Confirms whether the device is validated or pending evaluation.
OS version and UI version	Major OS or UI updates may require revalidation.
Last Required Reset performed	Confirms timing and restart order were completed.
Description of issue and steps already taken	Reduces duplicate troubleshooting.

Technical support contact information

Email Support	tactus@conceras.com
Support Hours	Monday - Friday, 8:00 AM - 5:00 PM Eastern Time
Company	Conceras, LLC, 11350 Random Hills Road, 8th Floor, Fairfax, VA 22030
Web	www.conceras.com | www.tactustech.net

Warranty information

Conceras, LLC warrants Tactus devices to be free from defects in materials and workmanship under normal use. Conceras will repair or replace a defective product within one year from the date of shipment, subject to the limitations below.

+ Coverage is limited to defects in materials or workmanship under normal use.
+ The warranty does not cover damage resulting from misuse, abuse, unauthorized modification, or unapproved accessories.
+ Lightning strikes, power surges, and environmental damage are excluded from coverage.
+ Out-of-warranty repair services may be available. Contact Technical Support for current service options.

Compliance and intellectual property

This device complies with FCC Part 15 requirements for Class B digital devices. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept interference received, including interference that may cause undesired operation.
   Regulatory Model: TA1000_SYSTD4
3. Tactus™ is the subject of one or more U.S. and foreign patents.

Tactus is designed to support secure-facility review by keeping the smartphone outside the secure space, maintaining red/black power separation, and providing hardware audio controls. Facility-specific approval remains subject to the responsible accrediting authority.

APPENDIX A. MY TACTUS DETAILS

Use this page to record deployment information for support and compatibility checks.

FIELD	ENTRY
Locker Unit ID / label	
Locker Unit serial number	
Desktop Unit ID / label	
Desktop Unit serial number	
PS/2 keyboard serial / asset tag	
PS/2 mouse serial / asset tag	
Smartphone make and model	
Normalized device name	
Device code	
Carrier / regional variant	
OS version	
UI version	



CONTACT AND COMPANY INFORMATION

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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