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Parker et al.

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(54) **SYSTEMS AND METHODS FOR
AUTOMATED INTERACTION WITH A
TOUCH-SCREEN DEVICE**

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No. 18/323,624, filed on May 25, 2023, now Pat. No.
12,182,364, which is a continuation of application
No. 18/055,517, filed on Nov. 15, 2022, now Pat. No.
11,698,700.

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(2006.01)

(52) **U.S. Cl.**

CPC **G06F 3/0421** (2013.01)

(58) **Field of Classification Search**

CPC G06F 3/0421
See application file for complete search history.

(56)

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Primary Examiner — Ronald Laneau

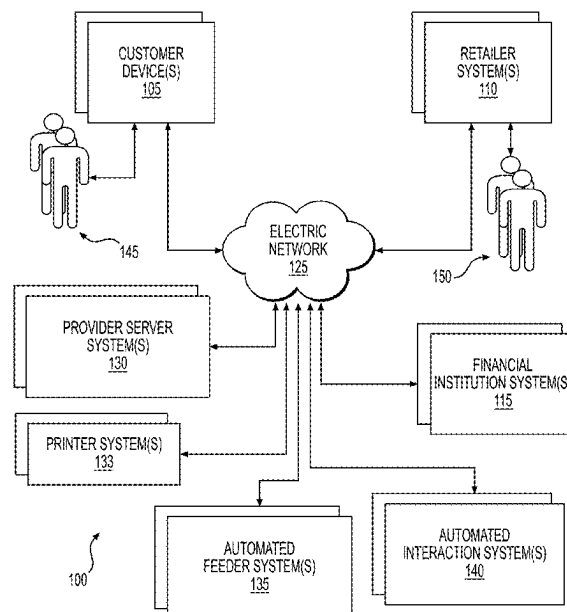
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(57)

ABSTRACT

Systems and methods for automated interaction with a touch-screen device are described. A system for automated interaction with a touch-screen device may include at least one optical sensor configured to sense at least a first portion of a touch-screen of the touch-screen device; at least one solenoid including an end effector that is tactilely detectable by the touch-screen, wherein operation of the at least one solenoid causes the end effector to tactilely engage with a second portion of the touch-screen; and a controller that is operatively connected to the at least one optical sensor and the at least one solenoid, and that is configured to operate the at least one solenoid in response to detecting a predetermined characteristic of the touch-screen via the at least one sensor.

20 Claims, 19 Drawing Sheets



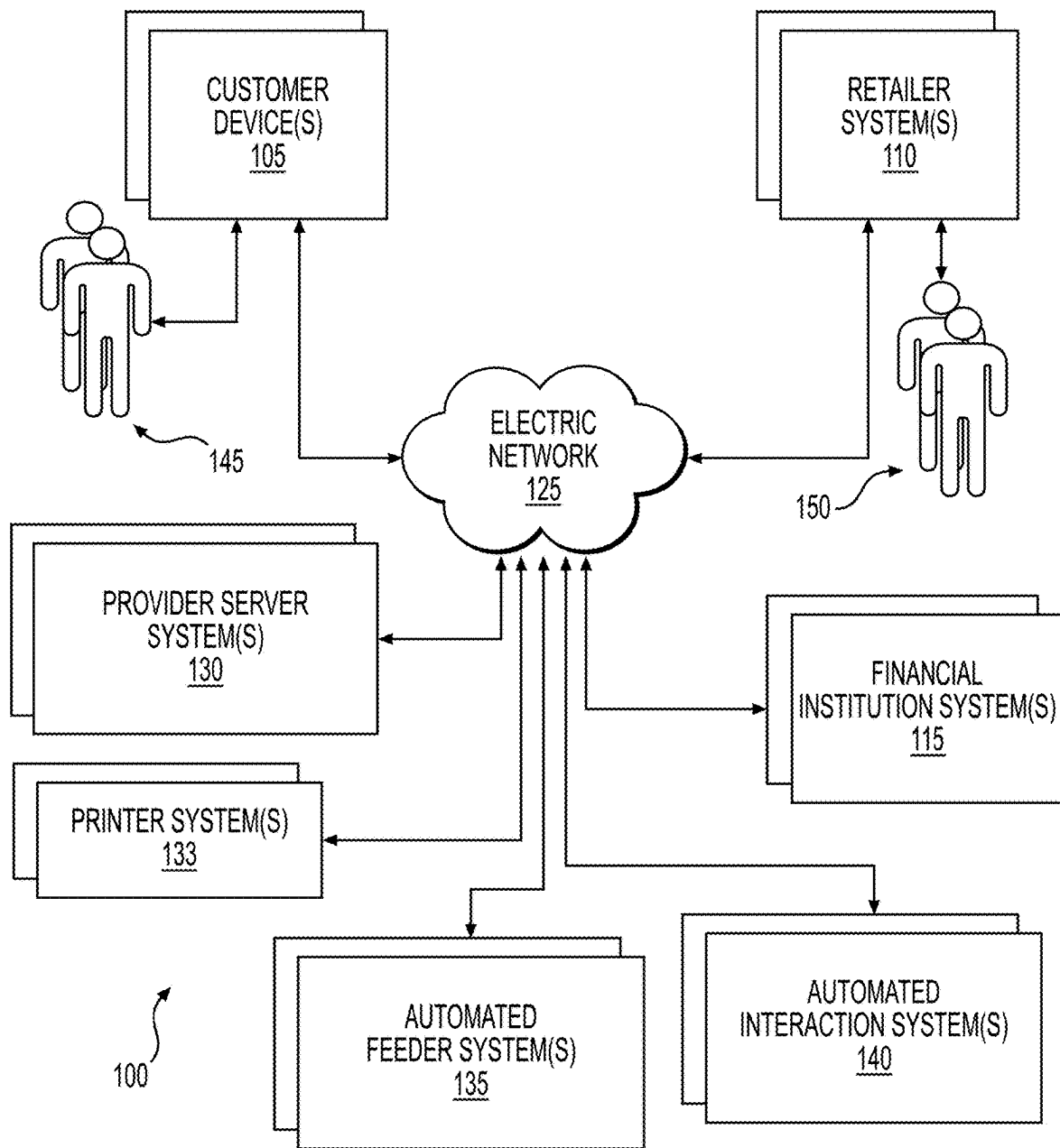
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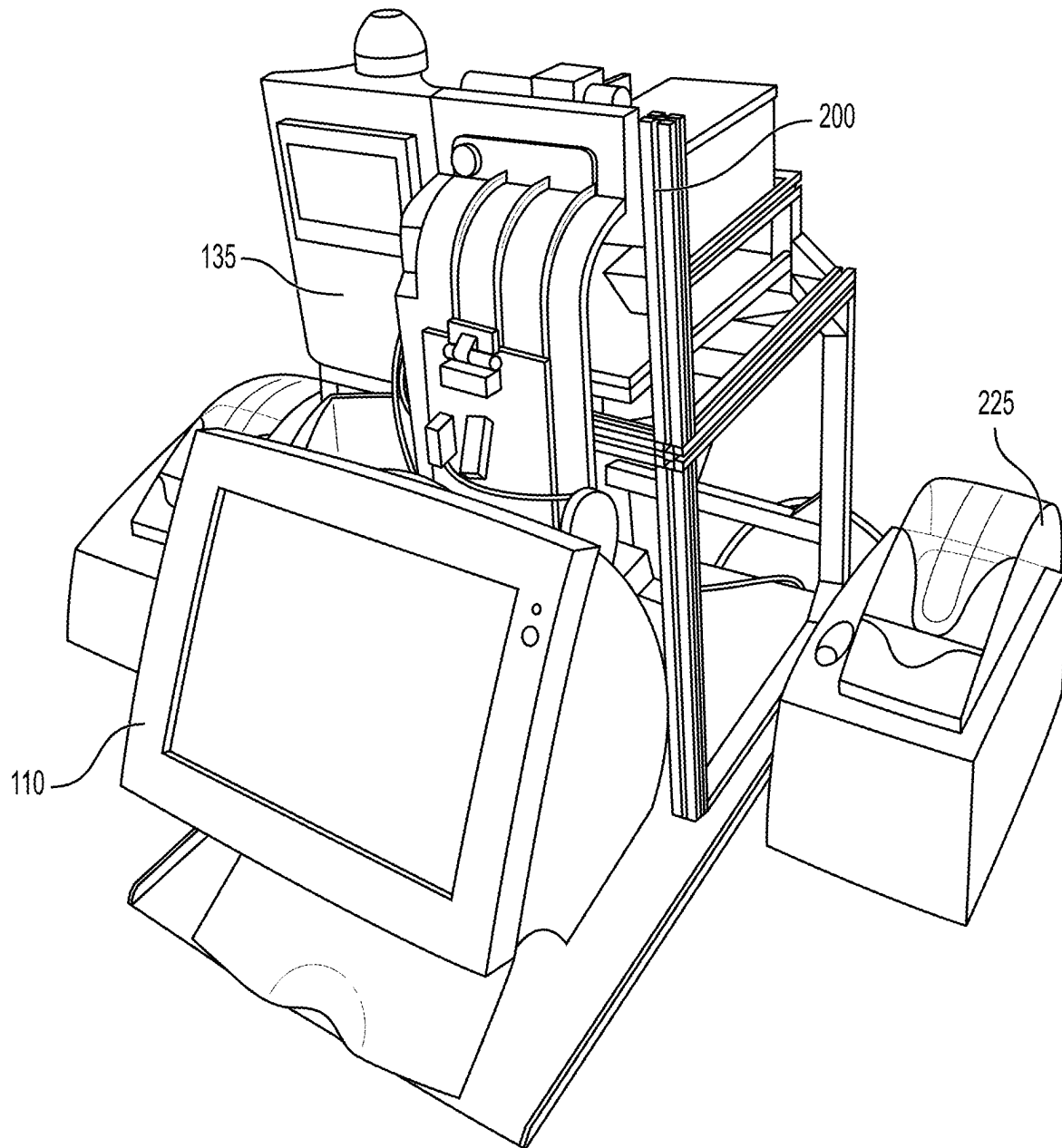
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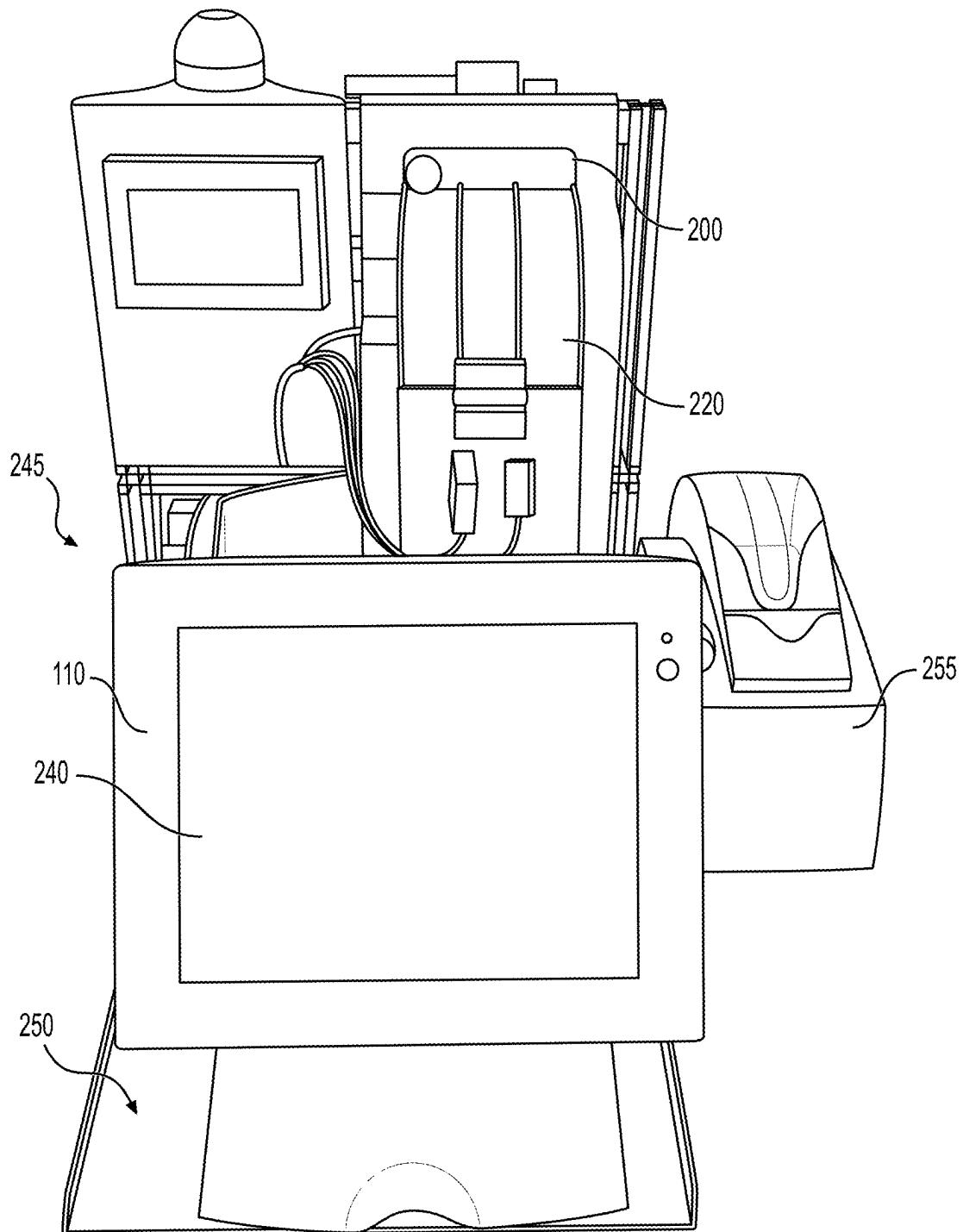
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**FIG. 1**

**FIG. 2**

**FIG. 3**

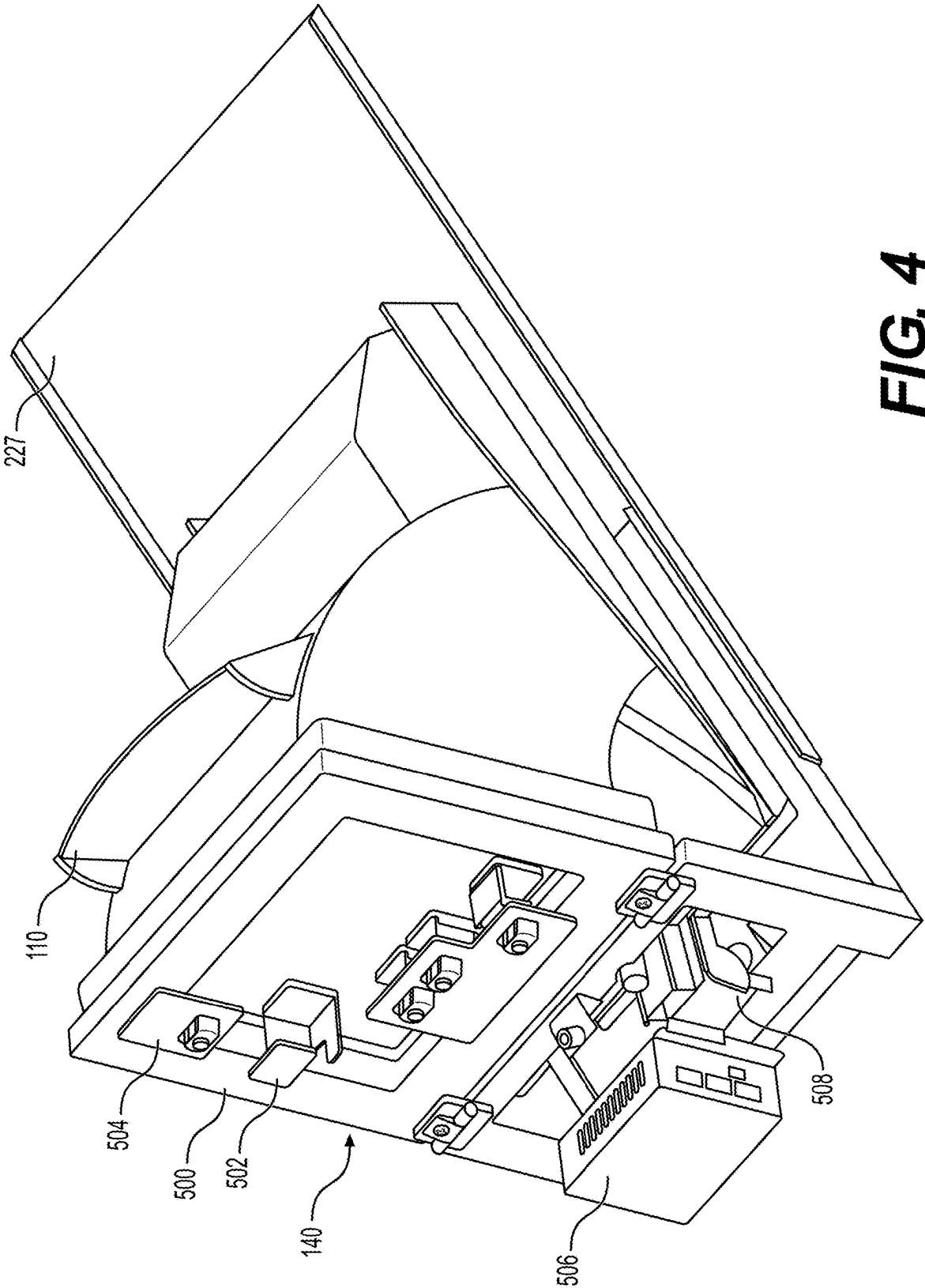


FIG. 4

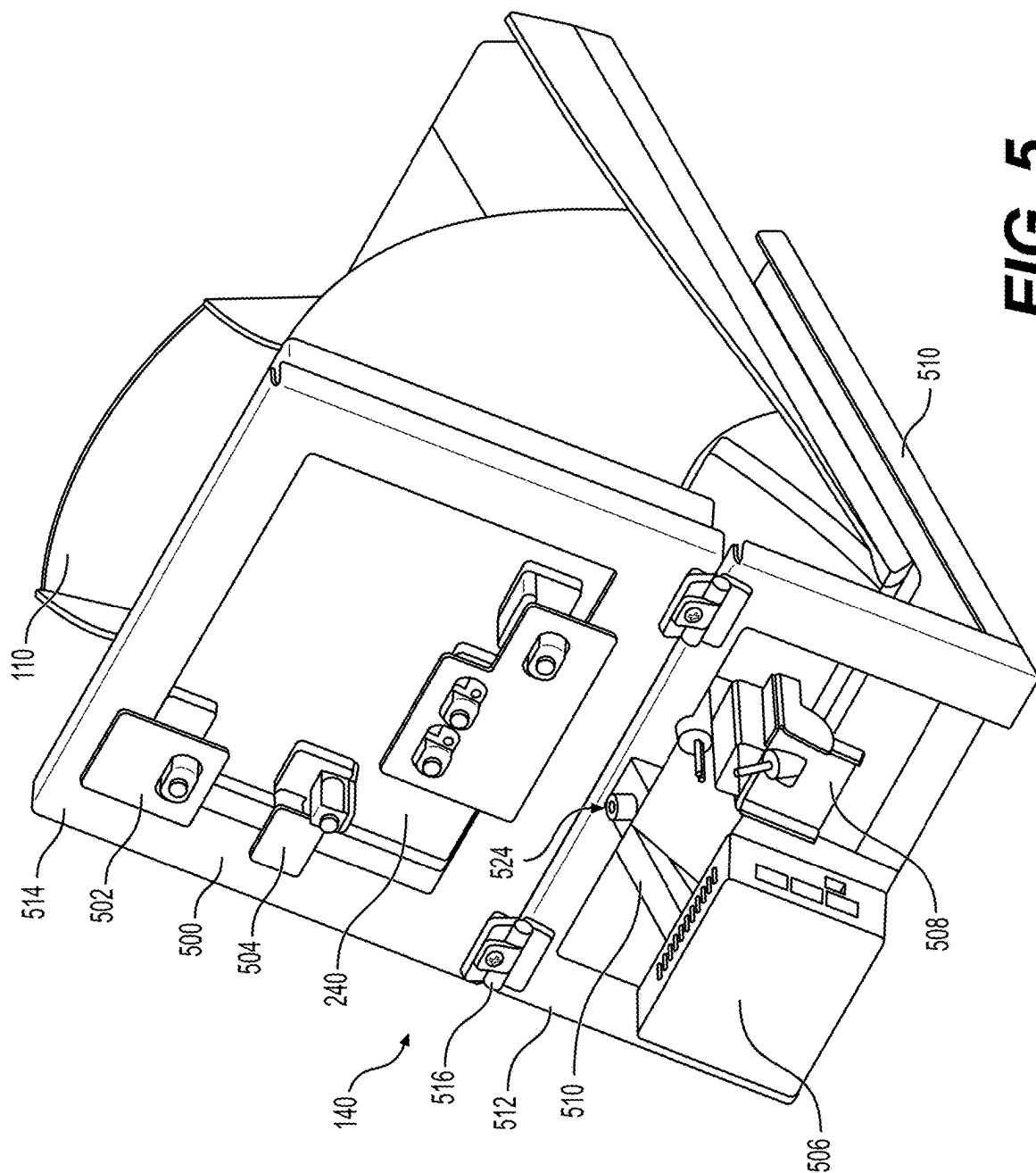
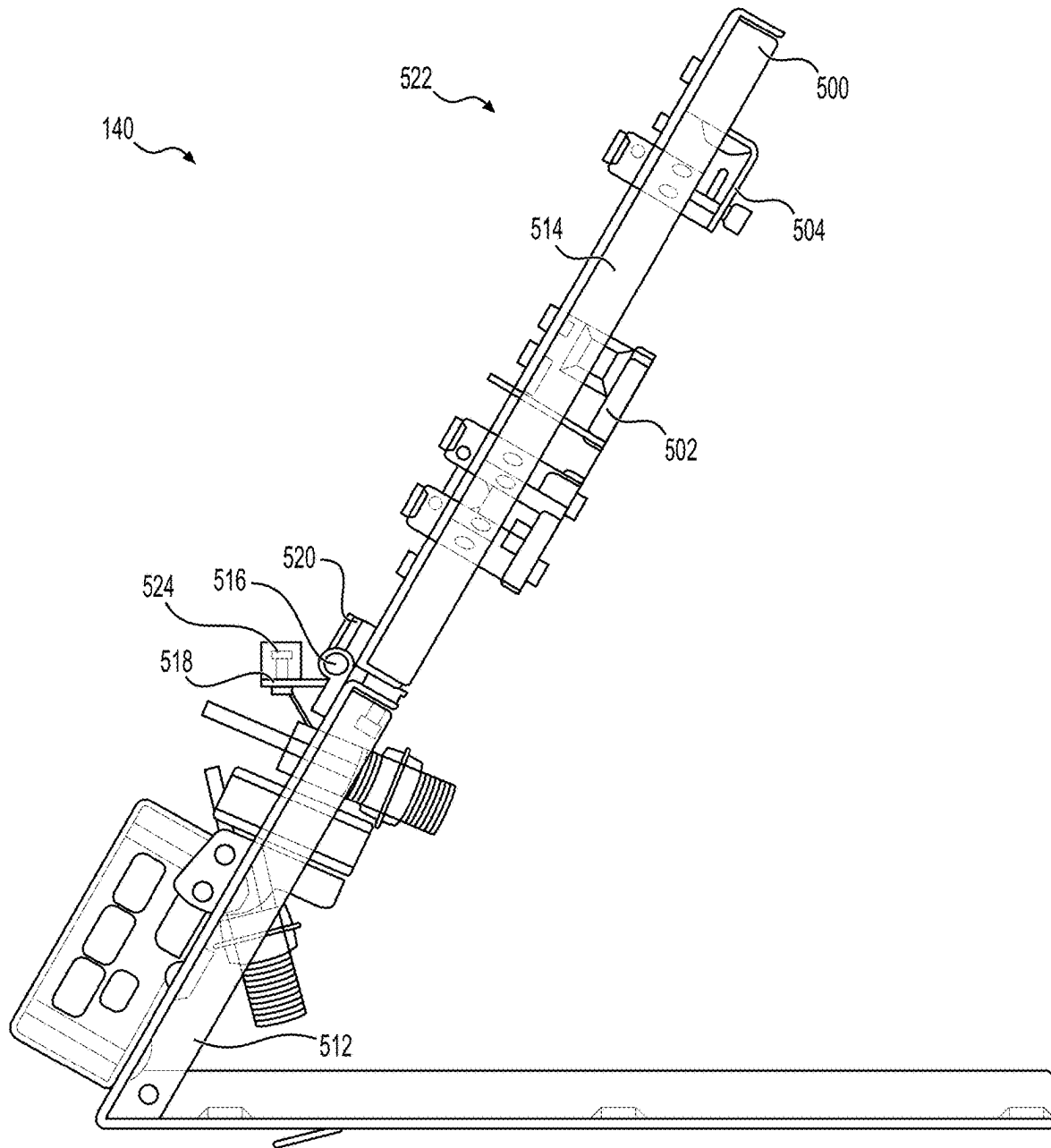


FIG. 5

**FIG. 6**

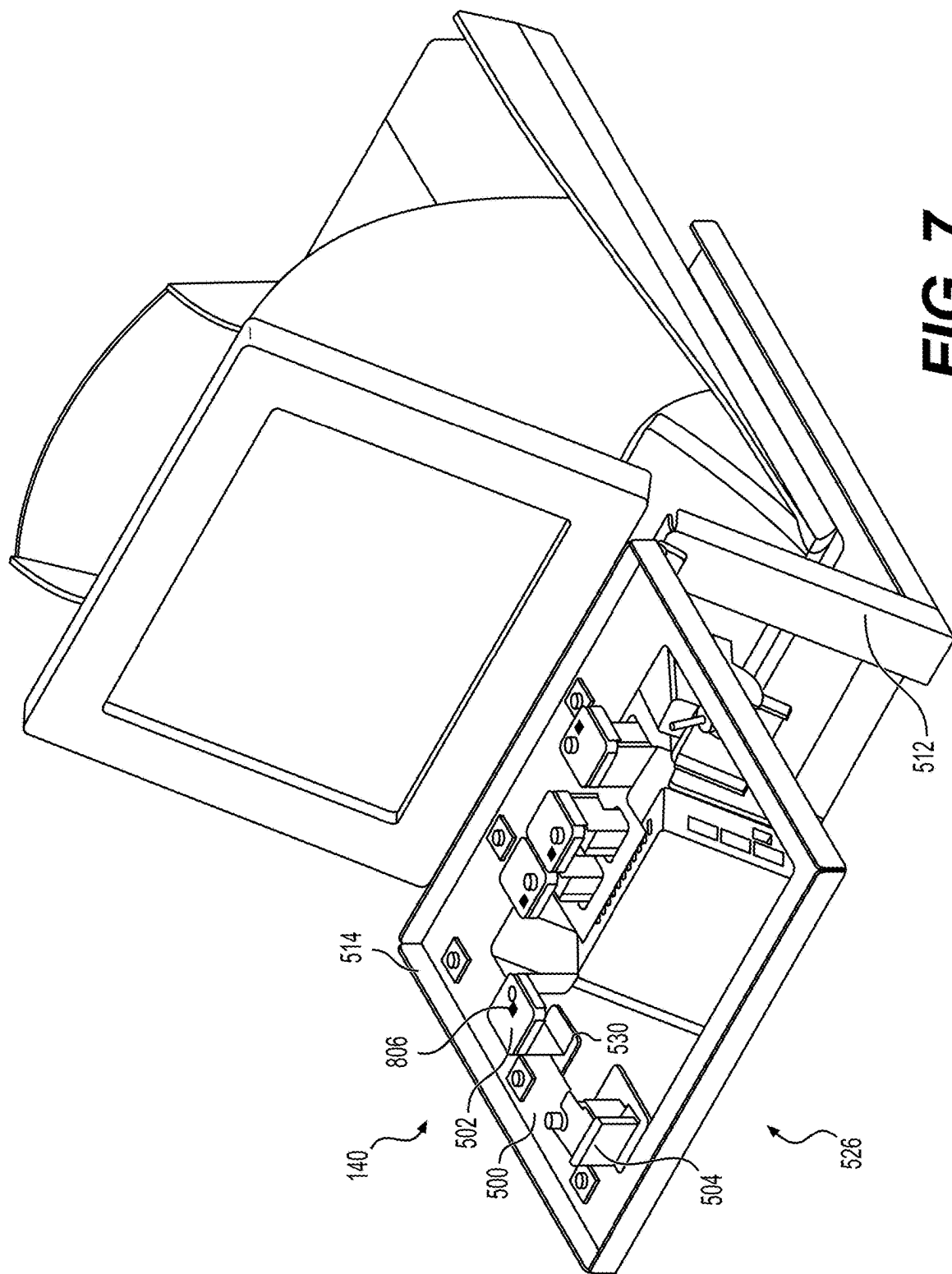


FIG. 7

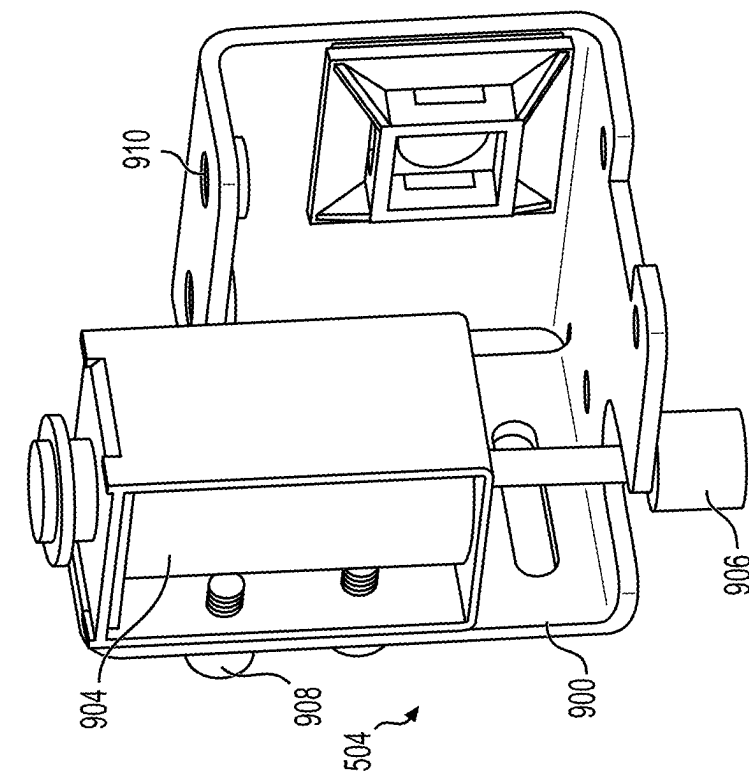


FIG. 9

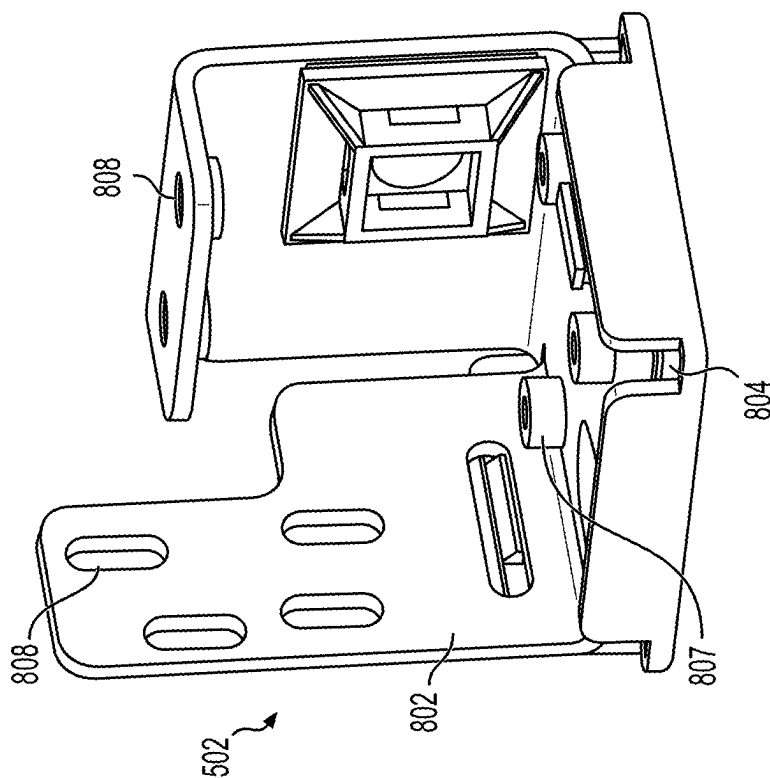


FIG. 8

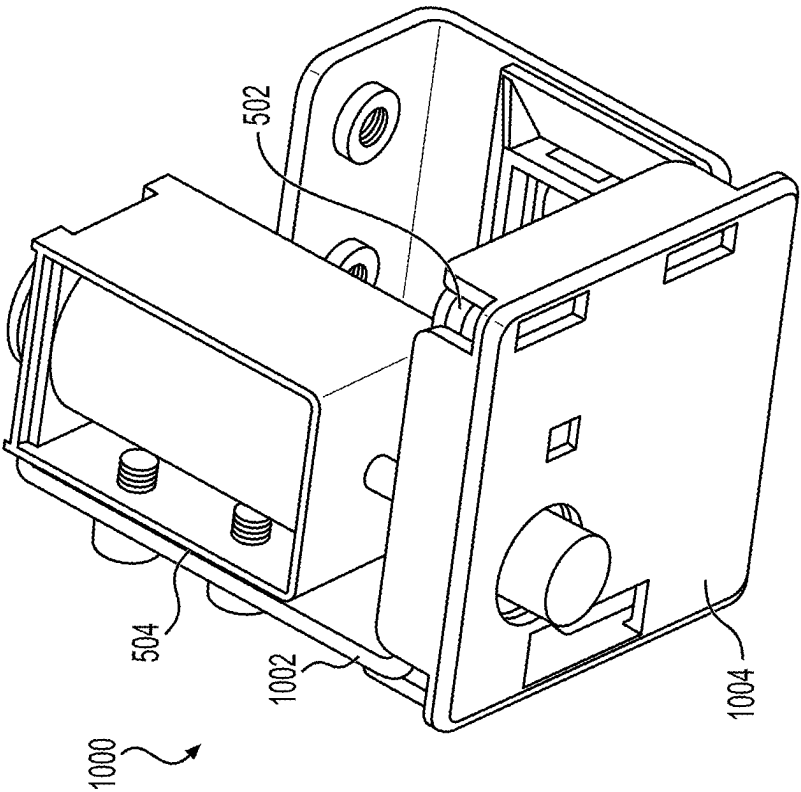


FIG. 11

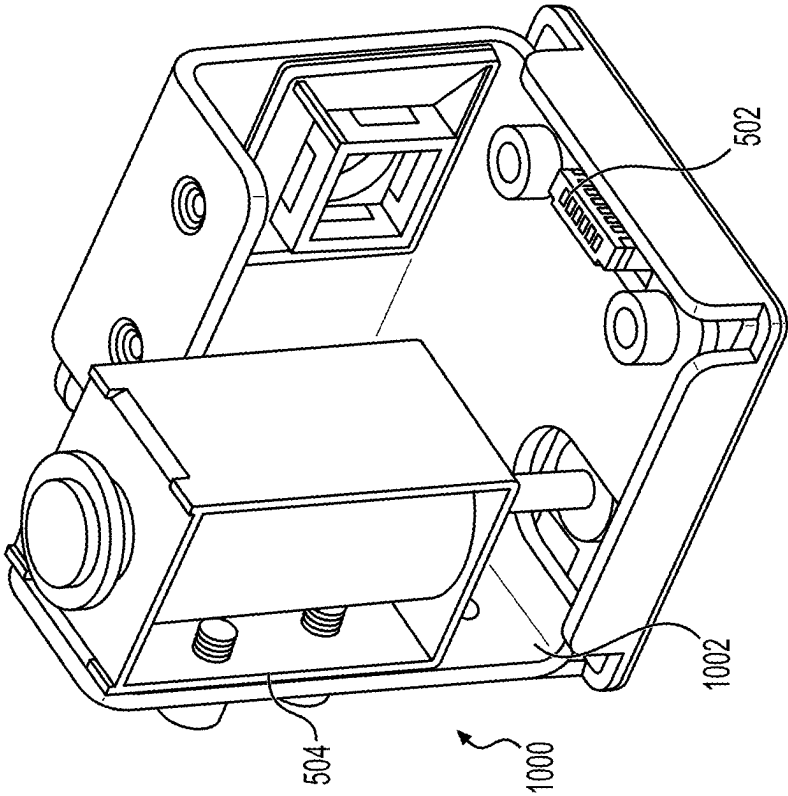


FIG. 10

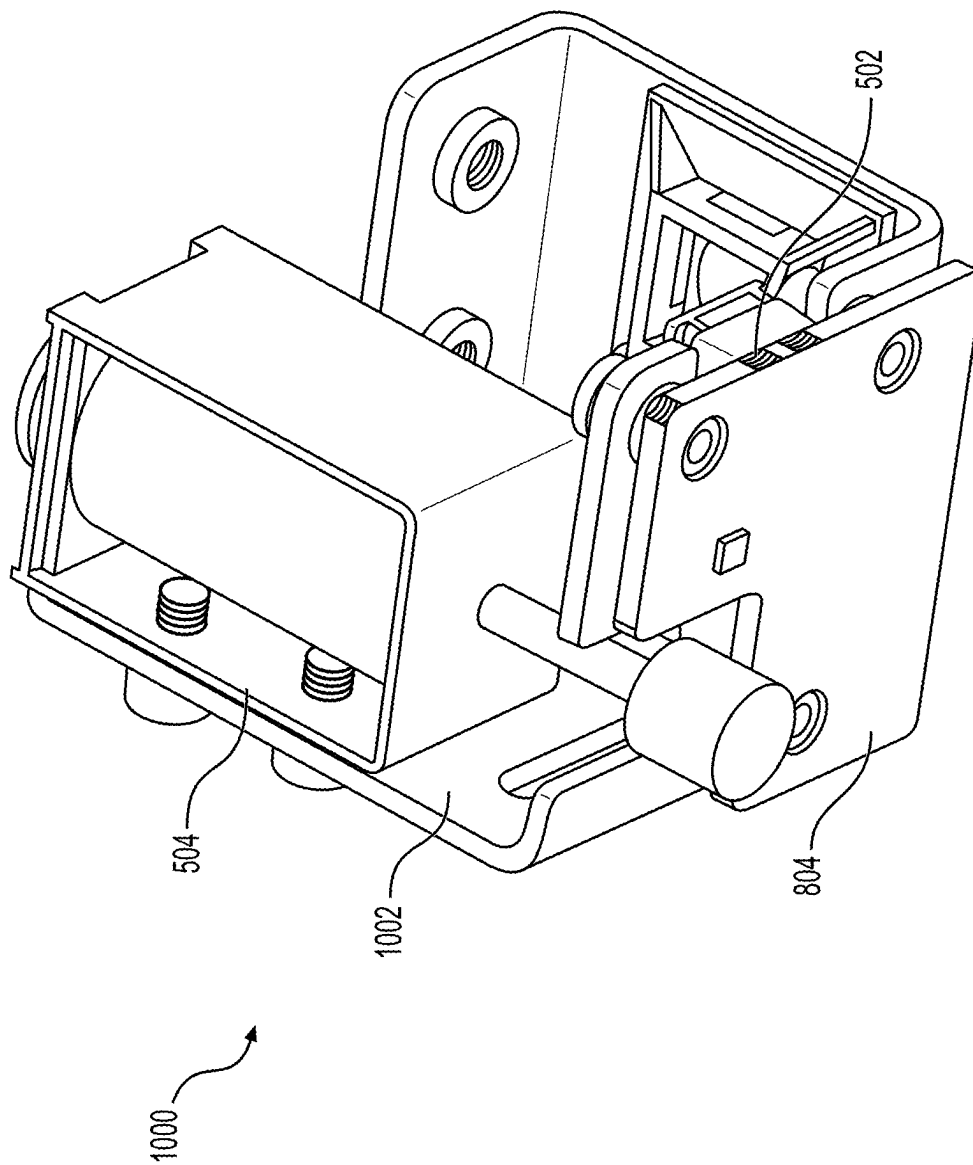


FIG. 12

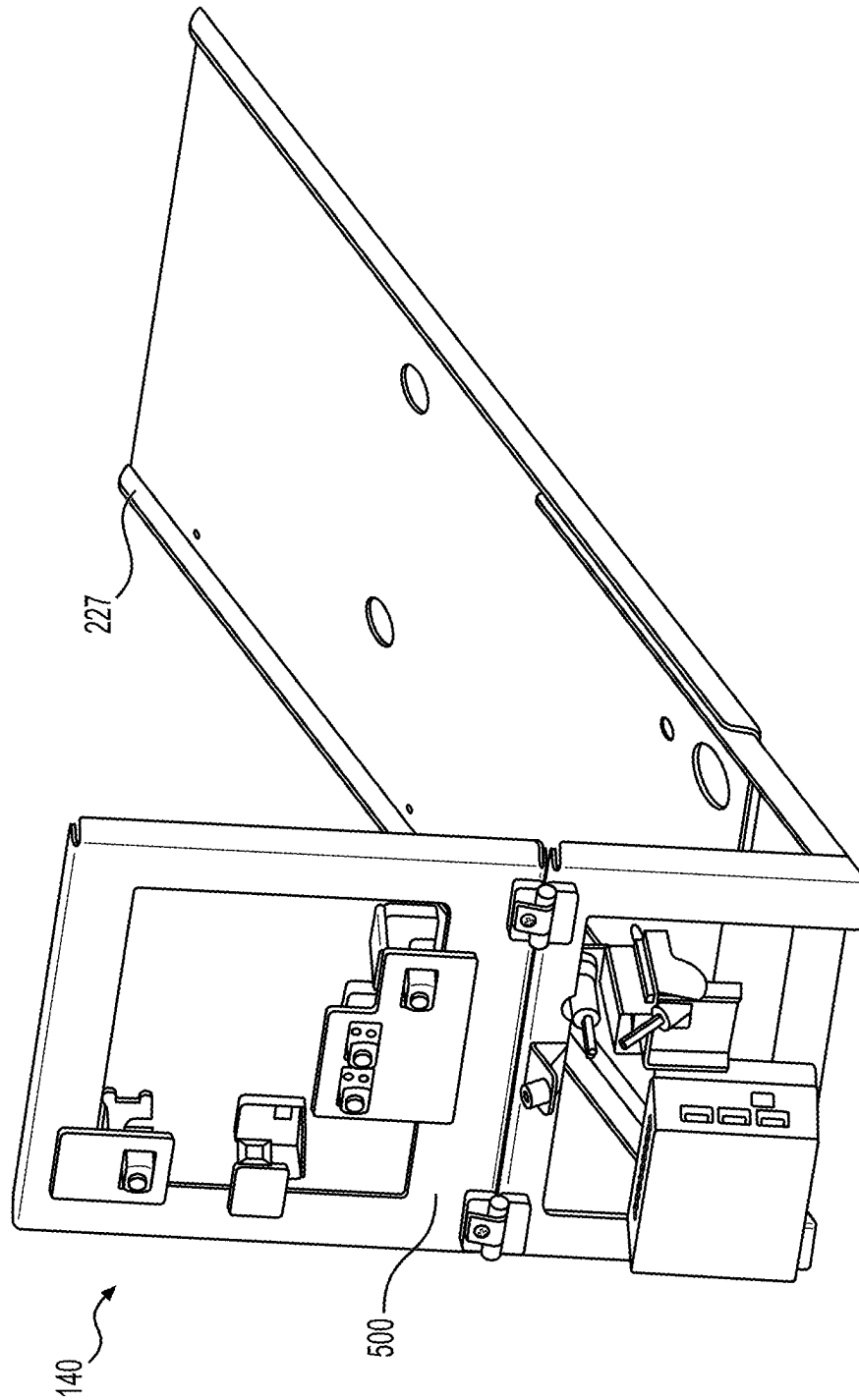


FIG. 13

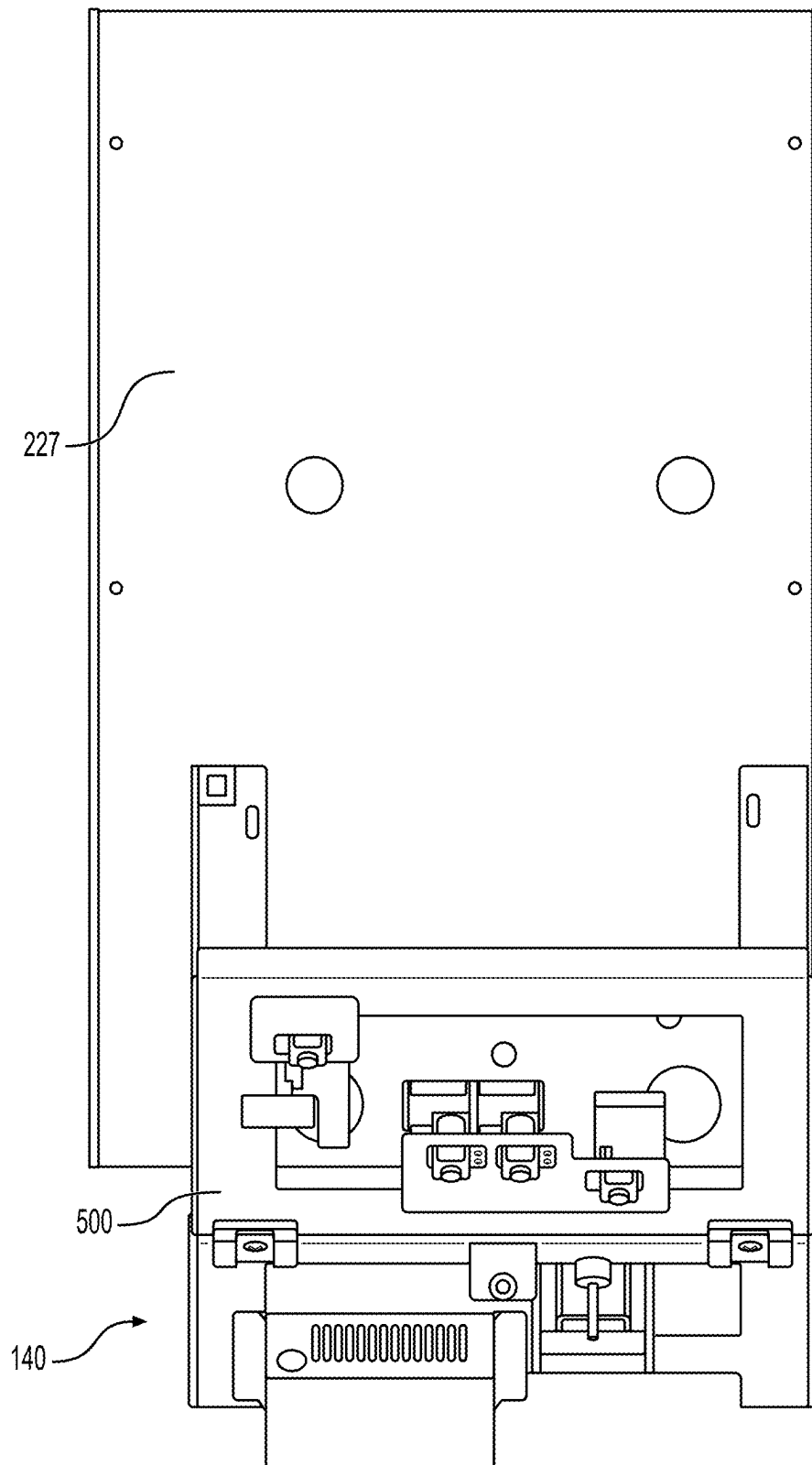


FIG. 14

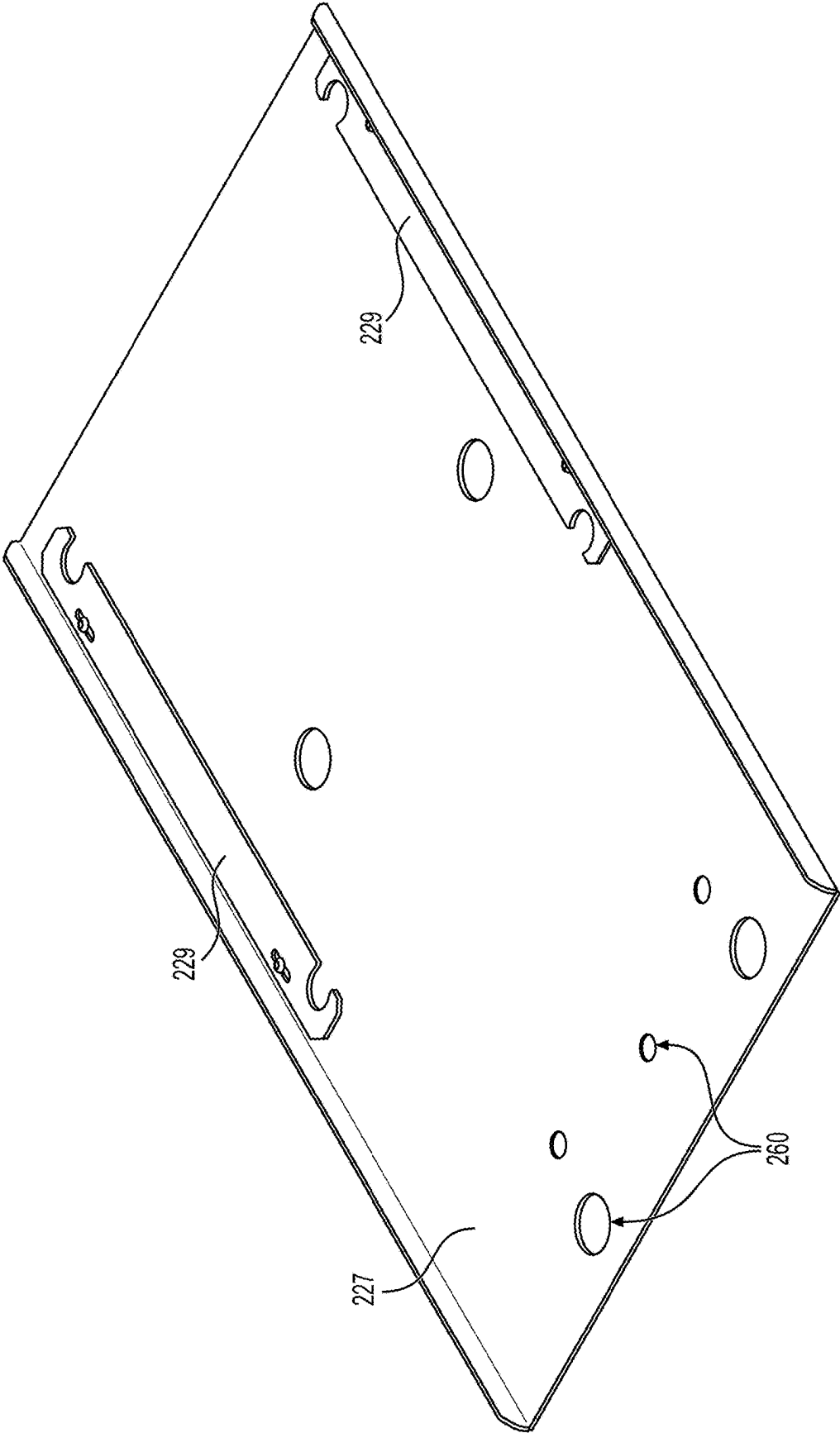


FIG. 15

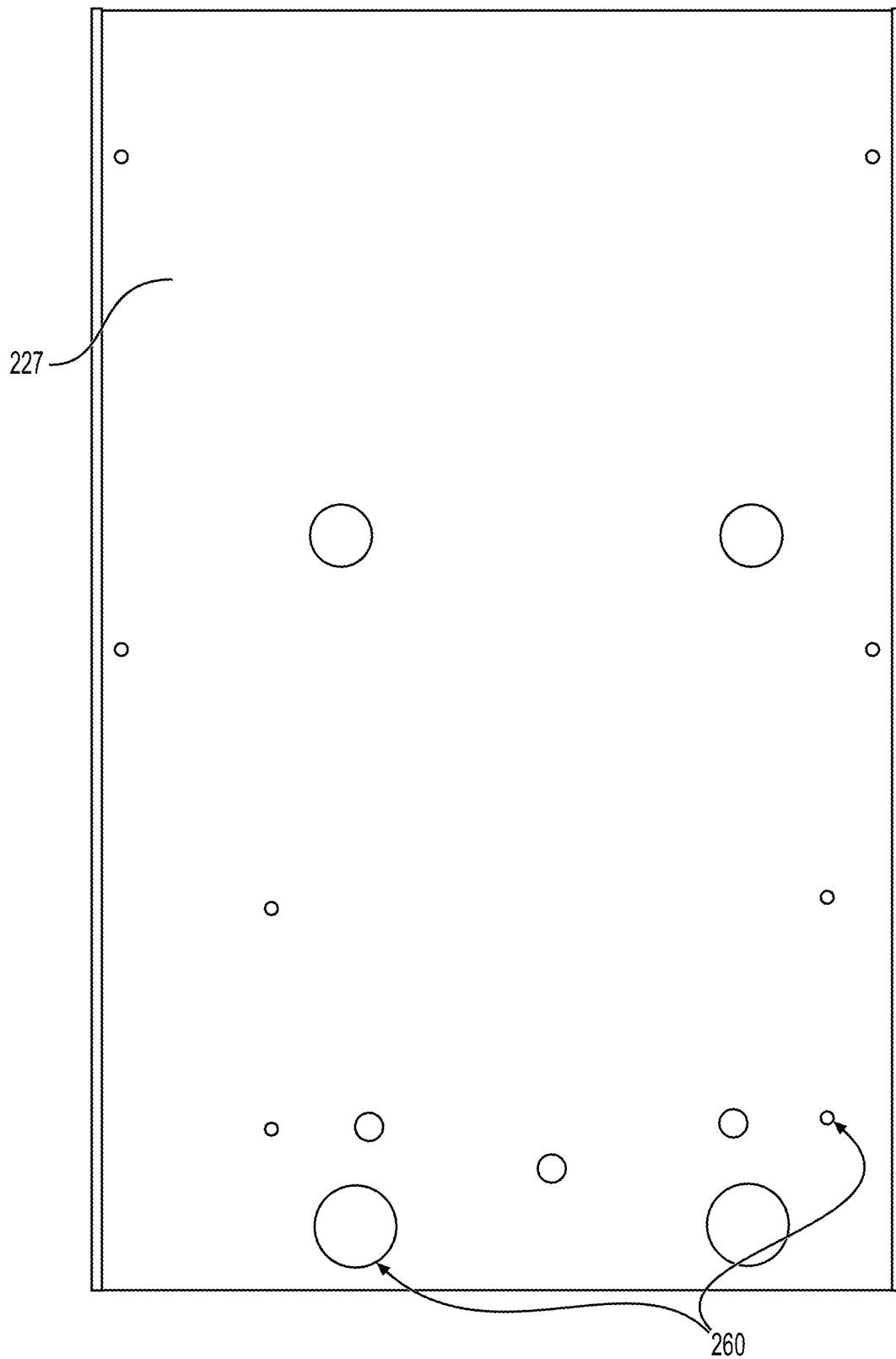


FIG. 16

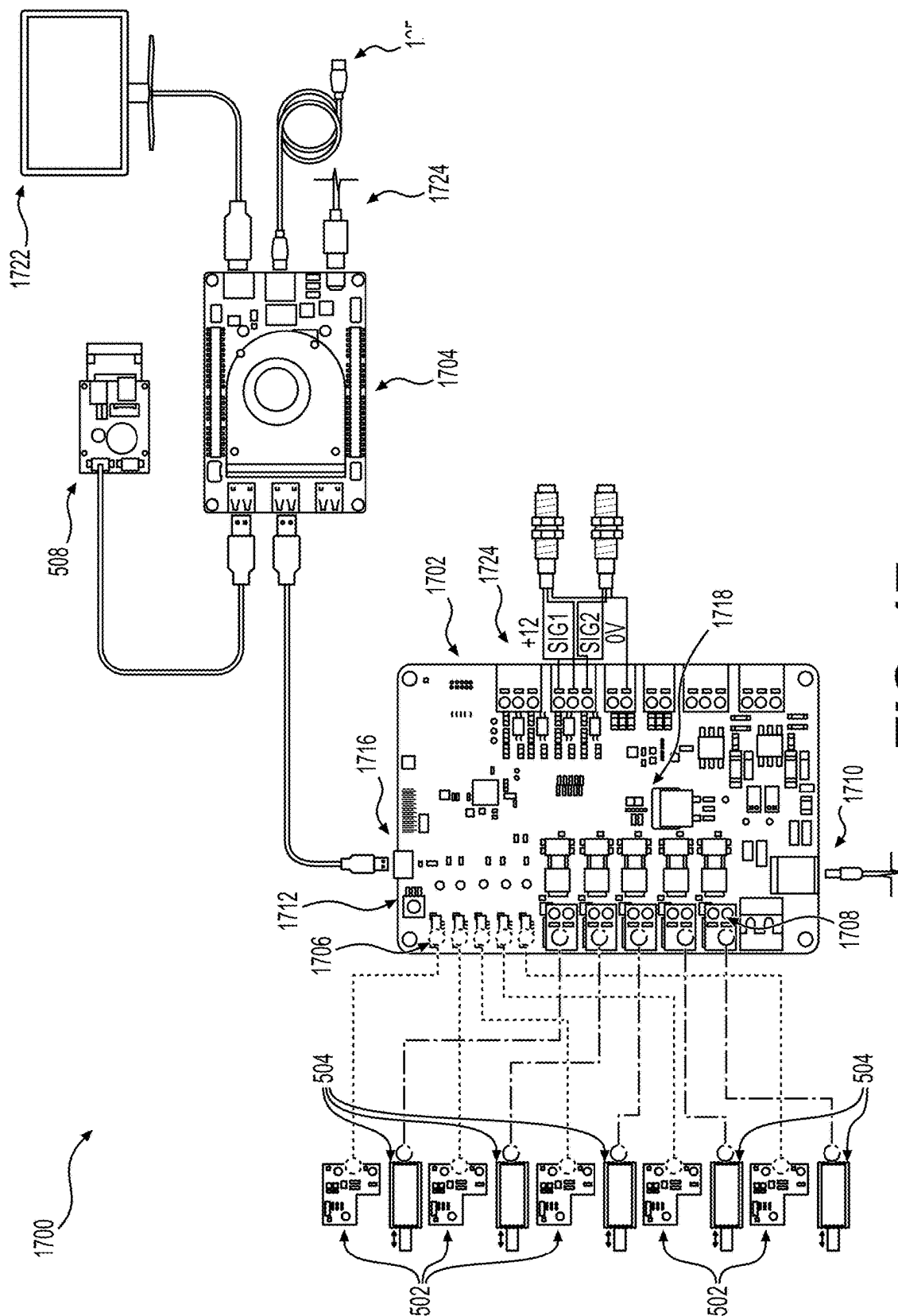
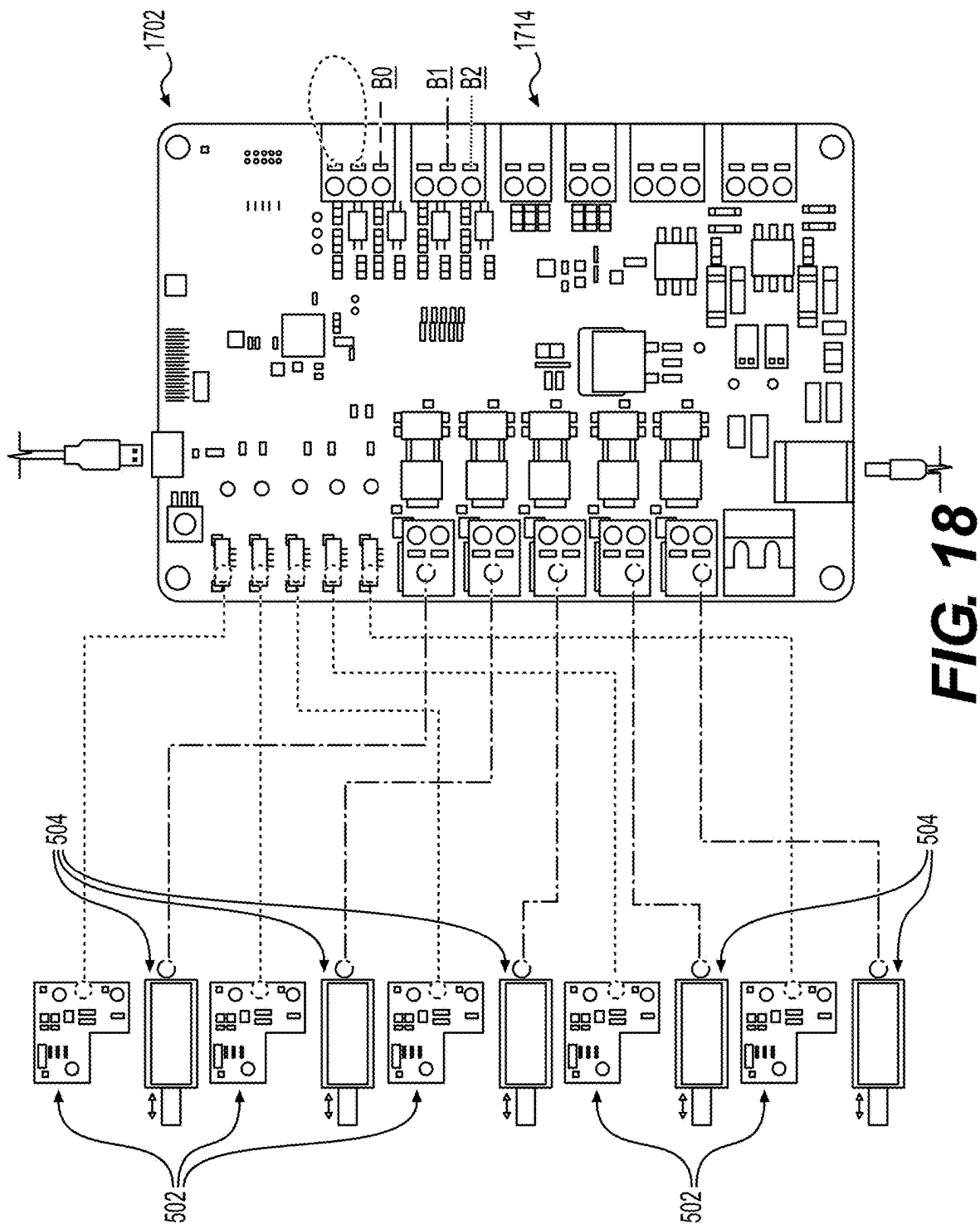


FIG. 17



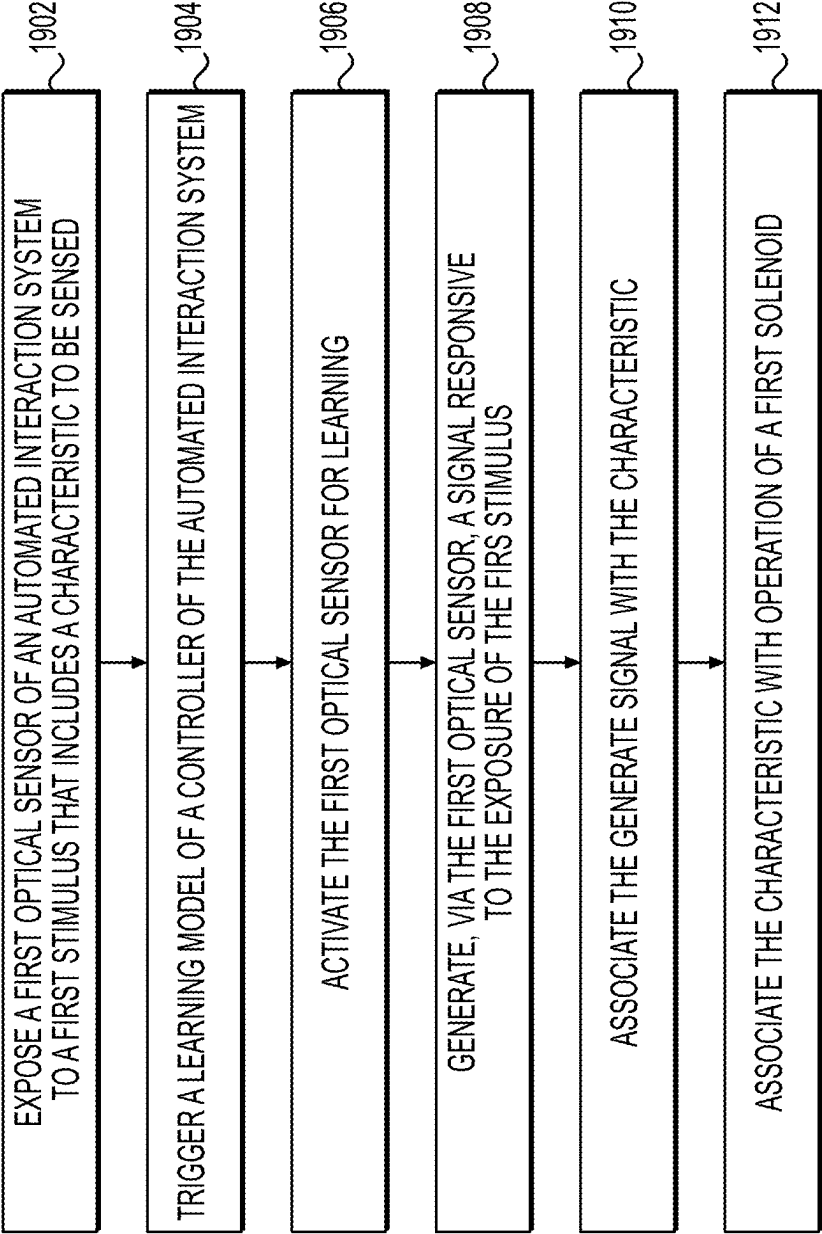
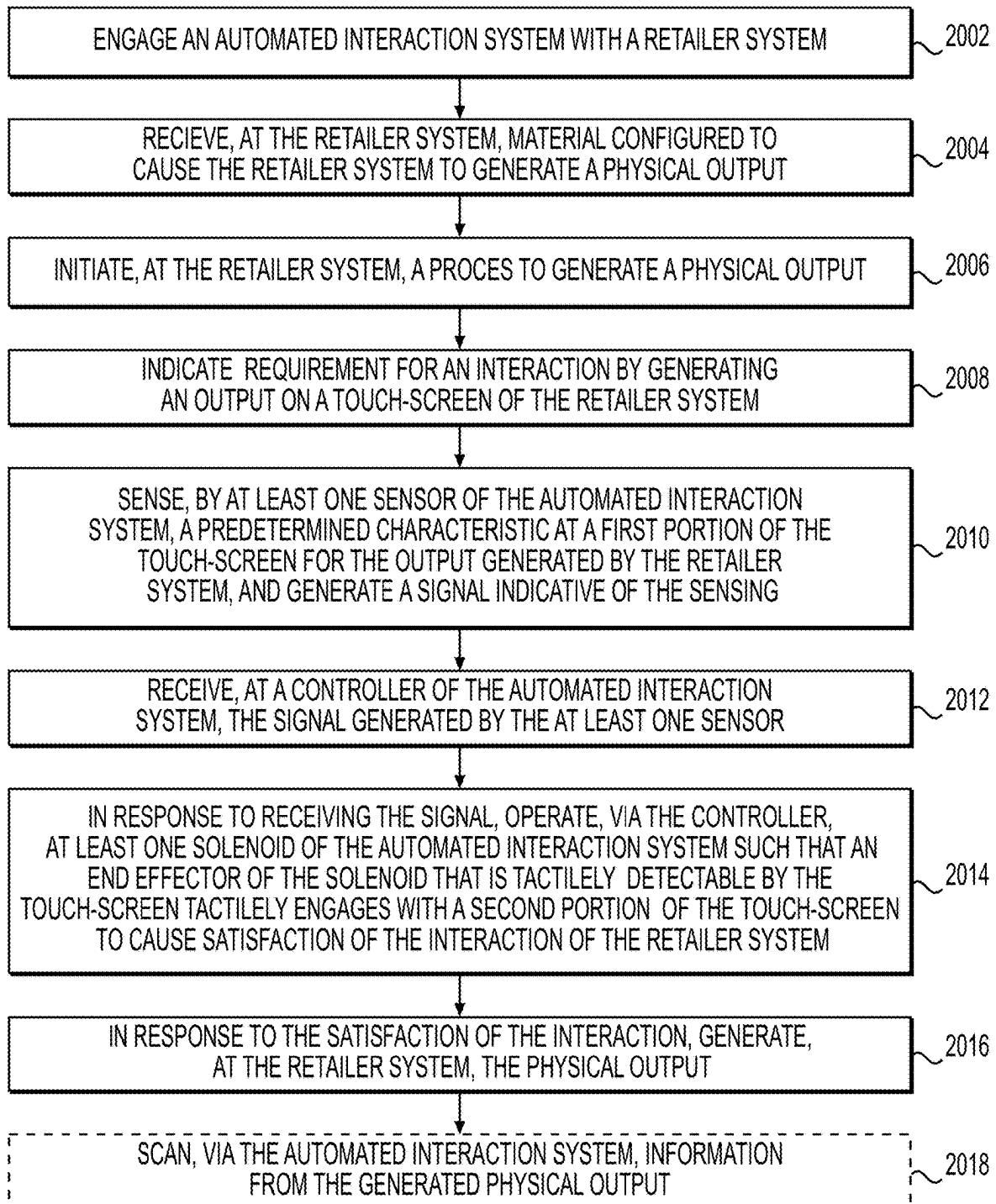
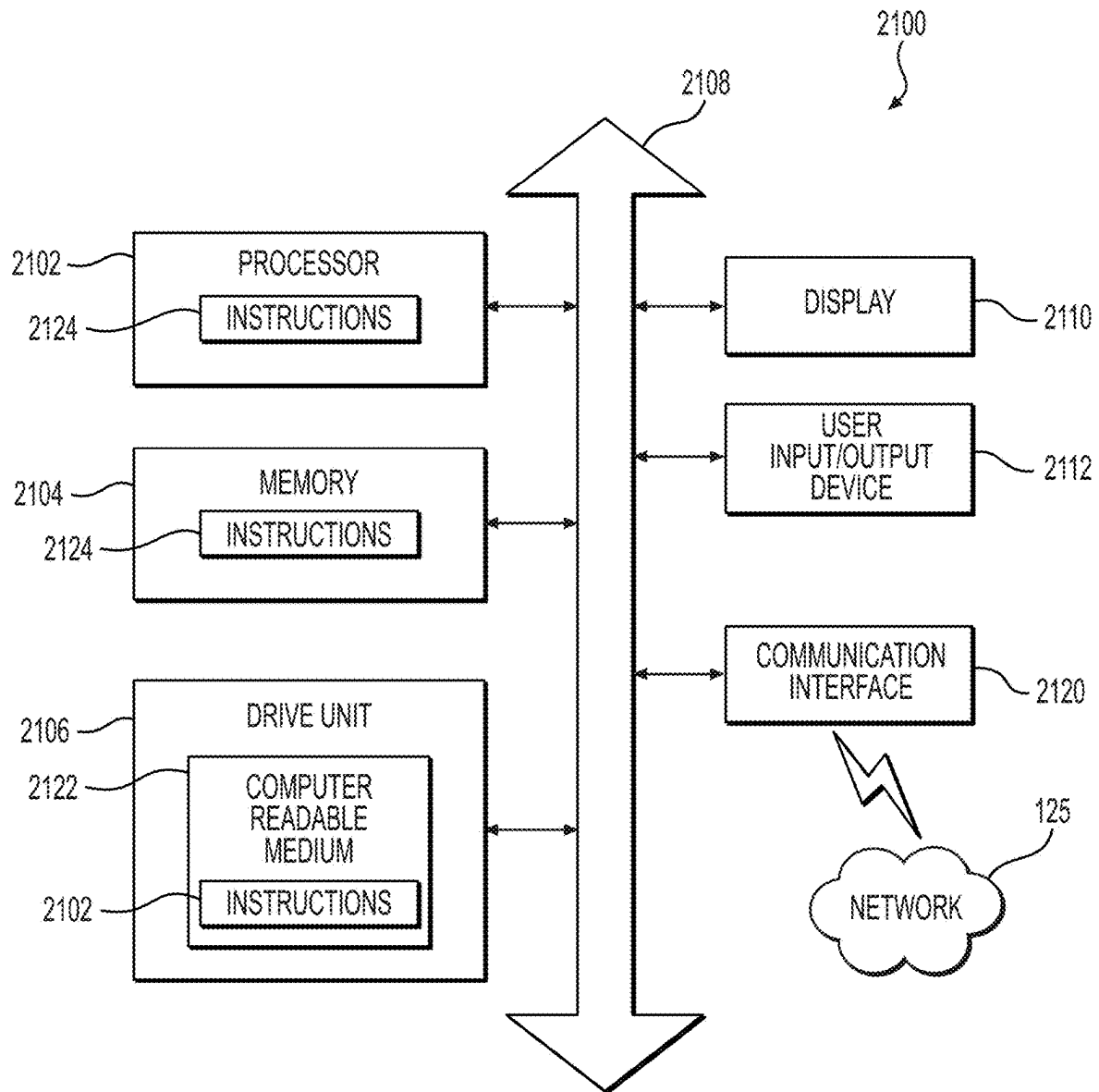


FIG. 19

**FIG. 20**

**FIG. 21**

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SYSTEMS AND METHODS FOR AUTOMATED INTERACTION WITH A TOUCH-SCREEN DEVICE

CROSS-REFERENCE TO RELATED APPLICATION(S)

This patent application is a continuation of and claims the benefit of priority to U.S. patent application Ser. No. 18/947,997, filed on Nov. 14, 2024, which patent application is a continuation of and claims the benefit of priority to U.S. patent application Ser. No. 18/323,624, filed on May 25, 2023, which is a continuation of and claims the benefit of priority to U.S. patent application Ser. No. 18/055,517, filed on Nov. 15, 2022, which is now U.S. Pat. No. 11,698,700, the entireties of which are incorporated herein by reference.

TECHNICAL FIELD

Various embodiments of the present disclosure relate generally systems and methods for autonomous interactions between devices, and more particularly to systems and methods for automated interaction with a touch-screen device.

BACKGROUND

Widespread adaptation of automation technologies has improved accessibility and efficiency for many types of activities. However, automation may be impractical, impermissible, and/or impossible for at least a portion of some activities. For example, at least a portion of an activity may require receipt of an instruction or interaction via a touch-screen device. While, in some instances, it may be possible to substitute such an interaction with a different process or step, such substitution may not be possible in every circumstance. For example, the device or step requiring an interaction via a touch-screen device may be different from, and thus out of the control of, the entity performing the automation. In another example, a regulation, convention, practicality, or the like may inhibit the replacement of, or rely on the inclusion of such interactions. As a result, it may be difficult or impossible to effectively automate activities that require receipt of an instruction or interaction via a touch-screen device.

The present disclosure is directed to addressing one or more of the above-referenced challenges. The background description provided herein is for the purpose of generally presenting the context of the disclosure. Unless otherwise indicated herein, the materials described in this section are not prior art to the claims in this application and are not admitted to be prior art, or suggestions of the prior art, by inclusion in this section.

SUMMARY

In at least one aspect of the present disclosure, a system for automated interaction with a touch-screen device includes: at least one optical sensor configured to sense at least a first portion of a touch-screen of the touch-screen device; at least one solenoid including an end effector that is tactilely detectable by the touch-screen, wherein operation of the at least one solenoid causes the end effector to tactilely engage with a second portion of the touch-screen; and a controller that is operatively connected to the at least one optical sensor and the at least one solenoid, and that is

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configured to operate the at least one solenoid in response to detecting a predetermined characteristic of the touch-screen via the at least one sensor.

In another aspect of the present disclosure, a method of automating interaction with a touch-screen device includes: receiving, at a controller, a signal from at least one optical sensor indicating that the at least one optical sensor has sensed a predetermined characteristic at a first portion of a touch-screen of a touch-screen device; and in response to receiving the signal from the at least one optical sensor, operating, via the controller, at least one solenoid such that an end effector of the solenoid tactilely engages with a second portion of the touch-screen, the end effector being tactilely detectable by the touch-screen.

In a further aspect of the present disclosure, a method for training automation interaction with a touch-screen device includes: presenting, with a controller set in a learn mode, at least one optical sensor with a first portion of a touch-screen of a touch-screen device while the touch-screen device is exhibiting a predetermined characteristic; receiving, via the controller, a signal from the at least one optical sensor; associating, via the controller, the signal with operation of at least one solenoid, wherein the at least one solenoid is operable such that an end effector of the solenoid that is tactilely detectable by the touch-screen tactilely engages with a second portion of the touch-screen, such that, in the use mode, the controller is configured to operate the at least one solenoid to tactilely engages with the second portion of the touch-screen in response to receipt of the signal from the at least one optical sensor.

It is to be understood that both the foregoing general description and the following detailed description are exemplary and explanatory only and are not restrictive of the present disclosure, as claimed.

BRIEF DESCRIPTION OF THE DRAWINGS

The accompanying drawings, which are incorporated in and constitute a part of this specification, illustrate various exemplary embodiments and together with the description, serve to explain the principles of the present disclosure.

FIG. 1 depicts an exemplary computing environment for automated interaction with a touch-screen device, according to one or more embodiments.

FIG. 2 depicts a perspective image of an exemplary embodiment of an assembly of a retailer system, a feeder unit, and a printer system, according to the present disclosure.

FIG. 3 depicts a front view of the assembly of FIG. 2.

FIG. 4 depicts a perspective view of an exemplary embodiment of an automated interaction system engaged with a retailer system and a support plate, according to the present disclosure.

FIG. 5 depicts a perspective view of an exemplary embodiment of an automated interaction system engaged with a retailer system, according to the present disclosure.

FIG. 6 depicts a side view of an exemplary embodiment of an automated interaction system, according to the present disclosure.

FIG. 7 depicts a perspective view of another exemplary embodiment of an automated interaction system engaged with a retailer system, according to the present disclosure.

FIG. 8 depicts a perspective view of an exemplary embodiment of an optical sensor usable with an automated interaction system, according to the present disclosure.

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FIG. 9 depicts a perspective view of an exemplary embodiment of a solenoid usable with an automated interaction system, according to the present disclosure.

FIG. 10 depicts a top perspective view of an exemplary embodiment of an optical sensor and solenoid hybrid assembly, according to the present disclosure.

FIG. 11 depicts a bottom perspective view of the optical sensor and solenoid hybrid assembly of FIG. 10, according to one or more embodiments.

FIG. 12 depicts a bottom perspective view of another exemplary embodiment of an optical sensor and solenoid hybrid assembly, according to the present disclosure.

FIG. 13 depicts a perspective view of an exemplary embodiment of an assembly of a frame of an automated interaction system engaged with a support plate, according to the present disclosure.

FIG. 14 depicts a top view of the assembly of FIG. 13.

FIG. 15 depicts a perspective view of an exemplary embodiment of a support plate, according to the present disclosure.

FIG. 16 depicts a top view of the support plate of FIG. 15.

FIG. 17 depicts a schematic of an exemplary embodiment of a controller for an automated interaction system, according to the present disclosure.

FIG. 18 depicts a schematic of another exemplary embodiment of a controller for an automated interaction system, according to the present disclosure.

FIG. 19 depicts a flow diagram of an exemplary embodiment of a learning operation for a controller of an automated interaction system, according to the present disclosure.

FIG. 20 depicts a flow diagram of an exemplary method for automating interaction with a touch-screen device, according to one or more embodiments.

FIG. 21 depicts a functional block diagram of an exemplary computer, according to one or more embodiments.

DETAILED DESCRIPTION

The terminology used below may be interpreted in its broadest reasonable manner, even though it is being used in conjunction with a detailed description of certain specific examples of the present disclosure. Indeed, certain terms may even be emphasized below; however, any terminology intended to be interpreted in any restricted manner will be overtly and specifically defined as such in this Detailed Description section. Both the foregoing general description and the following detailed description are exemplary and explanatory only and are not restrictive of the features, as claimed.

In this disclosure, the term “based on” means “based at least in part on.” The singular forms “a,” “an,” and “the” include plural referents unless the context dictates otherwise. The term “exemplary” is used in the sense of “example” rather than “ideal.” The terms “comprises,” “comprising,” “includes,” “including,” and other variations thereof, are intended to cover a non-exclusive inclusion such that a process, method, or product that recites a list of elements does not necessarily include only those elements, but may include other elements not expressly listed or inherent to such a process, method, article, or apparatus. Relative terms, such as “substantially” and “generally,” are used to indicate a possible variation of $\pm 10\%$ of a stated or understood value.

Terms like “retailer,” “merchant,” “vendor,” “seller,” and the like generally encompass a person and/or entity that may be involved in the providing and/or sale of goods or services, and in particular of entries into an activity such as a game of

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chance. A “game of chance” generally encompasses an activity where a participant, e.g., a customer, player, or the like, pays for a chance at winning, e.g., a wager, ticket, entry, or the like. The term “provider” generally encompasses a person and/or entity that facilitates, runs, services, supports, licenses, or oversees an activity, e.g., a game of chance. A provider may provide, for example, one or more of a retailer with entries (e.g., lottery tickets), means to provide entries to customers (e.g., a ticket printer, terminal, etc.), funds and/or prizes to distribute to winners, either directly or indirectly, or the like. It should be understood that, in some circumstances, a retailer may be incorporated into or act as an intermediary for a provider.

An activity according to the present disclosure may involve the use of a touch-screen device. Such an activity may include the receipt of interactions via the touch-screen device before proceeding further. For example, a touch-screen device may request, prompt, or require one or more of a confirmation, an instruction, a setting, or the like that impacts the continued performance of the activity. In an illustrative example, games of chance are generally heavily regulated, and thus the act of purchasing a ticket for such a game generally is associated with one or more regulations or requirements that necessitate interactions with a device that provides the tickets. For instance, a lottery terminal may be configured to generate a ticket for a game of chance in response to insertion of a purchase slip into an appropriate slot of the terminal. Nevertheless, in some jurisdictions, the purchase of the ticket may request and/or require a provider to, for instance, confirm that an age of the purchaser was verified prior to the purchase, and thus the lottery terminal may request and/or require input from the provider via a touch-screen before the purchase can be completed. These type of interactions with a touch-screen device generally represent a break in the chain of operations that are readily able to be automated.

In the following description, exemplary embodiments of the present disclosure will be described with reference to the accompanying drawings. As will be discussed in more detail below, exemplary systems and methods for enabling automated interaction with a touch-screen device are described. Although several examples and embodiments below pertain to providing games of chance, it should be understood that the techniques and technologies disclosed herein may be adapted to any suitable activity associated with a touch-screen device. For example, the techniques and technologies disclosed herein may be adapted to customer-service activities, manufacturing, communications, or any other suitable activity that incorporates use of a touch-screen device, etc.

In an exemplary use case, a customer may desire to play a game of chance. The customer may access an electronic application associated with the game of chance, e.g., via an electronic customer device. The customer may submit a request to purchase one or more entries into the game of chance. The electronic application may submit the request to a provider server system. The provider server system may generate ticket information based on the request, and cause a printer system and/or an automated feeder system associated with the provider to print a physical request slip based on the ticket information. The automated feeder system may submit the physical request slip to a retailer system, e.g., via a mechanical interface. The retailer system may submit the information from the request slip to the provider server system, and the provider server system may transmit one or more wagers corresponding to the one or more purchased

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entries to the retailer system. The retailer system may generate a physical ticket corresponding to the one or more purchased entries.

At various stages of operation, the retailer system may, via a touch-screen interface thereof, issue one or more prompts and/or require one or more interactions to proceed. For example, the retailer system may request and/or require an instruction to submit the information from the request slip to the provider system. In another example, the retailer system may request and/or require an interaction prior to generating the physical ticket. For instance, the retailer system may request and/or require confirmation that an age of the customer has been verified, etc.

An automated interaction system may be engaged with the retailer system, e.g., in order to automate the interaction with the touch-screen of the retailer device so that the operation of the retailer system may proceed without human intervention.

In an illustrative example, the automated interaction system may include a frame that supports one or more optical sensors and one or more solenoids. The frame may include a first portion, e.g., that is configured to engage with the retailer system, and a second portion, e.g., that is configured to support the solenoid(s) and sensor(s). The second portion may be connected to the first portion via a hinge. The frame may include hinge stops to delineate a position in which the second portion is positioned so that the sensor(s) and solenoid(s) are operatively engaged with a touch-screen of the retailer system, and another position in which, for example, the second portion has been pivoted by the hinge away from the touch-screen so that the sensor(s) and solenoid(s) are accessible. Such access may include, for example, access to a setscrew or the like to set a depth of the sensor(s) or solenoid(s) for interaction with the touch-screen.

The automated interaction system may be configured to recognize when an interaction is required by the retailer system. For example, the automated interaction system may include one or more optical sensors, each configured to sense a respective portion of the touch-screen. Upon identifying a predetermined state of the touch-screen, e.g., by identifying a predetermined characteristic of the touch-screen via the one or more optical sensors, the automated interaction system may operate one or more solenoid with a tactile end to interact with a second portion of the touch-screen predetermined to be operative for the interaction required by the retailer system. In other words, the automated interaction system may use one or more sensors to recognize a display on the touch-screen for which an interaction is required, and then in response may operate one or more actuators to accordingly interact with the touch-screen to proceed. The operation of the automated interaction system may be effected by a controller, e.g., such that the automated interaction system may be operated automatically and without human intervention. In some cases, the automated interaction system may be integrated with the printer and/or feeder device, e.g., to be aware of a need, e.g., an imminent need, to facilitate an interaction and/or indicate that the retailer system is ready to receive a physical request slip.

In some instances, the automated interaction system may include a scanner device configured to scan information present on the physical ticket generated by the retailer system. Such information may include a code and/or other information associated with the wager or the customer associated with the physical request slip used by the retailer system to generate the physical ticket.

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The automated interaction system and/or the scanner device may be in communication with the provider system and/or the feeder or printer device. For example, the provider system may associate the physical ticket with the request from the customer and/or the request slip, and/or may transmit information regarding the one or more wagers to the customer, e.g., via the electronic application of the electronic customer device.

In another exemplary use case, a touch-screen device may receive material (e.g., physical material such as a request slip) from a device via a mechanical interface (e.g., a feeder system or the like). The touch-screen device may, during the course of generating a physical output in response to the input material, prompt and/or require an interaction via a touch-screen of the touch-screen device to proceed. For instance, one or more portions of the touch-screen may output a color, graphic, and/or text that is indicative of or associated with the requested information, e.g., a needed interaction. An automated interaction system may, via one or more optical sensors, sense that at least a portion of the touch-screen corresponds to a predetermined characteristic, e.g., that is associated with a requested or needed interaction, and in response to such sensing, may operate one or more solenoids to engage with a second portion of the touch-screen in order to effectuate the interaction. The retailer system may generate a physical output. A scanner device, or the like, may capture information from the physical output and provide such information to one or more of a customer device (e.g., electronic customer device), a provider server system, or the like.

In some instances, the generation of the physical output by the retailer system may be unsuccessful, e.g., due to a jam in the conveyance of physical material, an error in capturing information from the material, an error in the information of the material, a fault in the automated feeder system or the retailer system, or the like. In some instances, the generation of the physical output may be unsuccessful due to unsuccessful completion of a required interaction. In some instances, the scanner device may be configured to detect a rejection of material. For instance, the scanner device may detect that no physical output was generated in response to input material. In some instances, such detection may be transmitted to another device, e.g., a provider system, a feeder, system, etc.

FIG. 1 depicts an exemplary computing environment 100 that may be utilized with systems and methods presented herein. One or more customer device(s) 105, one or more retailer system(s) 110, and/or one or more financial institution system(s) 115, may communicate across an electronic network 125. As will be discussed in further detail below, one or more provider server system(s) 130, one or more printer systems 133, one or more automated feeder system(s) 135, and one or more automated interaction system(s) 140 may communicate with each other and/or one or more of the other components of the computing environment 100. Each customer device 105 may be associated with a respective customer 145. Each retailer system 110 may be associated with a respective retailer 150.

The systems and devices of the computing environment 100 may communicate in any arrangement. As will be discussed herein, systems and/or devices of the computing environment 100 may communicate in order to, for example, operate a game of chance in a manner that provides electronic interaction in association with physical tickets for the game of chance. Further, it should be understood that the systems and methods discussed herein may be adopted to

any suitable activity associated with a physical document or physical material and/or a physical output.

The customer device **105** may be an electronic device with a computer system, such as, for example, a desktop computer, a smart phone or other mobile device such as a tablet computer, smart watch, etc. In an exemplary embodiment, the customer device **105** is a smart phone, or the like. In some embodiments, the customer device **105** may include one or more electronic application(s), e.g., a program, plugin, etc., installed on a memory of the customer device **105**. In some embodiments, the electronic application(s) may be associated with one or more of the other components in the computing environment **100**. For example, the electronic application(s) may include customer authentication tools, a digital wallet of the customer, an application that provides access to an online portal, website, or the like for a game of chance hosted by the provider server system **130**, or the like.

In some embodiments, a retailer **150** may be associated with a plurality of retailer systems **110**. In some embodiments, the retailer system **110** may include a game terminal machine, or the like. A game terminal machine generally encompasses a computer system associated with a game of chance and configured to facilitate and/or execute purchases of entries into the game of chance. In some embodiments, the game terminal machine may include a printing mechanism operable to print a physical ticket corresponding to a request for an entry into the game of chance. In some embodiments, the game terminal machine may include at least one sensor configured to capture request information, e.g., from a physical request slip, and the game terminal machine may be configured to obtain and/or output, e.g., print, a physical ticket based on the request information included on a received request slip. The game terminal machine may be configured to parse information from a captured image. For example, the game terminal machine may employ a text recognition algorithm, an image recognition algorithm, a bubble-form reader (e.g., a Scantron™ reader), or the like to parse information captured from a received request slip. As discussed in further detail below, the retailer system **110**, such as a game terminal machine, may include an interface for interacting with a retailer **150** or other user. For example, the retailer system **110** may include a touch-screen configured to receive tactile input from a user and to display an output of information, prompts for input, or the like.

As used herein, a device having a touch-screen interface, e.g., a retailer system **110**, may also be referred to as a touch-screen device. Additionally, although discussed above with regard to a game terminal machine or a retailer system **110**, or the like, it should be understood that the disclosure herein may be similarly applied to any other suitable touch-screen device.

A financial institution system **115** may include, for example, a computer system associated with one or more of a banking institution, a credit card institution, or the like. The financial institution system **115** may include financial data related to one or more of the customer **145**, the retailer **150**, a provider associated with the provider server system **130**, or the like. The financial institution system **115** may be configured to facilitate and/or execute financial transactions by and/or between one or more persons and/or entities utilizing the computing environment. Financial data may include, for example, account information, authentication information, transaction information, or the like.

In various embodiments, the electronic network **125** may be a wide area network (“WAN”), a local area network

(“LAN”), personal area network (“PAN”), or the like. In some embodiments, electronic network **125** includes the Internet, and information and data provided between various systems occurs online. “Online” may mean connecting to and/or accessing source data or information from a location, local or remote, from other devices or networks coupled to the Internet. “Online” may also encompass to connecting or accessing an electronic network (wired or wireless) via a mobile communications network or device. The Internet is a worldwide system of computer networks—a network of networks in which a party at one computer or other electronic device connected to the network can obtain information from any other computer and communicate with parties of other computers or devices. The most widely used part of the Internet is the World Wide Web (often-abbreviated “WWW” or called “the Web”). In some embodiments, the electronic network **125** includes or is in communication with a telecommunications network, e.g., a cellular network.

The provider server system **130** may be configured to provide and/or host an activity such as a game of chance, facilitate and/or execute requests and/or purchases for the activity such as entries into the game of chance, facilitate and/or execute transactions associated with the activity such as transferring funds to and from the customer **145** and/or the retailer **150**, the provider server system **130**, etc., or the like. The provider server system **130** may include data regarding associations that may be included in a request for an entry into a game of chance and corresponding information on a physical request slip for the entry. For example, in some embodiments, the provider server system **130** includes a mapping of aspects of a request to information on a physical request slip.

The provider server system **130** may include an electronic application, a portal, a webpage, or the like that facilitates one or more of purchasing entries for the game of chance, monitoring a position of an entry, validating a position of an entry for a concluded game of chance, transferring funds between one or more of the customer **145**, retailer **150**, e.g., via the financial institution system **115**, or the like. The provider server system **130** may include instructions and/or rules operable to execute the hosting of the game of chance. In some embodiments, as discussed in further detail below, the provider server system **130** may be in communication with or otherwise integrated with the automated interaction system **140**.

The printer system **133** may be operable, e.g., by the provider server system **130**, to print a physical request slip based on a request for one or more entries. For example, the printer system **133** may be configured to receive entry request information, e.g., from the customer device **105**, the retailer system **110**, and/or the provider server system **130**. The printer system **133** may be configured to print a physical request slip based on received request information. In some embodiments, the printer system **133** may be configured to automatically convey a printed physical request slip to the automated feeder system **135**. In some embodiments, a person and/or another device may assist in conveying physical request slips printed by the printer system **133** to the automated feeder system **135**.

The automated feeder system **135** may be configured to convey and submit physical request slips to the retailer system **110**. In some embodiments, the automated feeder system **135** and/or another system may include one or more sensors configured to capture ticket information from a conveyed request slip.

The automated interaction system **140** may be configured to recognize when an interaction via the touch-screen of the

retailer system 110 is needed or desired, and to provide that interaction. For example, as discussed in further detail below, the automated interaction system 140 may include one or more sensors usable to determine a state or characteristic of the interface of the retailer system 110, and may include one or more actuators that are operable to interact with the touch-screen to provide a desired interaction.

Although depicted as separate components in FIG. 1, it should be understood that a component or portion of a component may, in some embodiments, be integrated with or incorporated into one or more other components. For example, a portion of the provider server system 130 may be provided to the customer device 105 as an electronic portal via the electronic application. At least a portion of provider server system 130 and/or the automated feeder system 135 may be integrated into the retailer system 110, or vice versa. The printer system 133 may be integrated into the automated feeder system 135 or vice versa. The automated interaction system 140 may be integrated with or in communication with the automated feeder system, the provider server system 130. Any suitable arrangement of the various systems and devices of the computing environment 100 may be used.

FIG. 2 depicts a perspective view of an exemplary assembly of a retailer system 110 with a feeder unit 200 of an automated feeder system 135, and a printer system 255, and FIG. 3 depicts a front view of the assembly. As shown in FIG. 3, the retailer system 110 may include, for example, a touch-screen 240 acting as a retailer interface, a physical request slip input 245, a physical request slip output 250, and a ticket printer 255. The touch-screen 240 may be any suitable type of touch-screen interface, and may optionally include further interface elements such as physical buttons or switches. The touch-screen 240 may, for example, be configured to enable a user, e.g., a retailer 150, to direct and/or adjust operation of the retailer system 110, e.g., select a game of chance for the printing of tickets, retrieve information regarding printed tickets, etc. The retailer system 110 may be mounted so that the physical request slip input 245 is engaged with the feed neck 220 of the feeder unit 200. The retailer system 110 may be configured to scan, capture, parse, or the like, information from a received physical request slip.

In some embodiments, the retailer system 110 may be mounted so that the physical request slip output 250 is configured to convey physical request slips, e.g., that have been scanned by the retailer system 110, into a repository, bin, or the like. The retailer system 110 may be configured to operate the ticket printer 255 to print a physical ticket based on information from a received physical request slip. In some embodiments, the ticket printer 255 may be configured to convey printed physical tickets to a repository, bin, or the like. In some embodiments, the ticket printer 255 may be configured to convey printed physical tickets to a scanner, image capture device, or the like that may be configured to capture information from the physical ticket. In some embodiments, such conveyance may be manual, e.g., by a person.

It should be understood that the assembly in FIGS. 2 and 3 is exemplary, and that in various embodiments, the retailer system 110 may operate with or without various components. For example, in various embodiments, a retailer system may be configured to receive various types of material, e.g., slips, ballots, documents, packages, or any other suitable object, and thus may be in communication with various components for conveying such material.

FIG. 4 depicts a perspective view of an exemplary embodiment of an automated interaction system 140

engaged with a retailer system 110 and a support plate 227. FIG. 5 depicts a perspective view of an exemplary embodiment of the automated interaction system 140 engaged with the retailer system 110 in which the support plate 227 is not shown for clarity.

As shown in FIG. 5, the automated interaction system 140 may include a frame 500, at least one optical sensor 502, at least one solenoid 504, a controller 506, and a code scanner 508. The frame 500 may be configured to support the at least one solenoid 504 and the at least one optical sensor 502 so as to be within an operative range of the touch-screen 240, as discussed in further detail below, and may be configured to engage with a touch-screen device, e.g., the retailer system 110.

For example, as depicted in FIG. 5, the frame 500 includes arms 510 configured to laterally restrain the retailer system 110 when engaged with the automated interaction system 140. In some embodiments, the arms 510 do not axially restrain the retailer system 110 relative to the automated interaction system 140, e.g., so that a distance between the touch-screen 240 and the automated interaction system 140 may be adjusted by axially moving the retailer system 110. In some embodiments, the arms 510 may include one or more slots configured to receive a portion of the retailer system 110, e.g., one or more feet (projections) of the retailer system 110, which may serve to laterally locate the retailer system 110 relative to the automated interaction system 140. As discussed in further detail below, relative positions of the retailer system 110 and the automated interaction system 140 may be set and/or restrained via attachment with the support plate 227.

The frame 500 may include a first portion 512 and a second portion 514. The first portion 512 may be a static portion, e.g., a portion configured to remain static relative to the retailer system 110. For example, the first portion 512 may include the arms 510 and/or may be fixed to the support plate 227, as discussed in further detail below.

The code scanner 508 may be mounted in the first portion 512 of the frame 500. In an exemplary embodiment, the code scanner 508 may include, for example, a bar code reader, an optical sensor, an infrared sensor, or the like. The code scanner 508 may be positioned so as to be operable to detect and/or scan physical tickets or other materially generated by the retailer system 110. The code scanner 508 may be in communication with and/or operable by the controller 506, as discussed in further detail below.

The second portion 514, may be movable relative to the first portion 512. For example, in the example depicted in FIG. 5, the second portion 514 is connected to the first portion 512 via one or more hinges 516 that support movement of the second portion 514. While two hinges 516 are shown in FIG. 5, the first and second portions 512, 514 may be coupled together by one hinge, or by more than two hinges. FIG. 6 depicts a side view of the automated interaction system 140 without the retailer system 110 or support plate 227 engaged thereto. As shown in FIG. 6, the frame 500 may further include one or more hinge stops 518 that delimit a range of motion of the second portion 514 in at least one direction. In some embodiments, the hinge 516 may itself include a hinge stop structure 520 configured to limit motion of the hinge 516 in at least one direction. By limiting the range of motion of the second portion 514 relative to the first portion 512, the hinge stop(s) 518 and/or hinge stop structure(s) 520 may delimit one or more positions of the second portion 514.

For example, FIG. 6 depicts the second portion 514 in a first position 522 in which the at least one optical sensor 502

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and the at least one solenoid **504** are operatively engaged with the touch-screen **240**, as discussed in further detail below. Returning to FIG. **5**, in some embodiments, the frame **500** may include a magnetic stop **524** configured to releasably hold the second portion **514** in the first position **522**. In this example, the magnetic stop **524** is positioned on the first portion **512** at a location between the two hinges **516**. In various embodiments, any suitable releasable constraint may be used instead of or in addition to the magnetic stop **524**, e.g., a hook and loop fastener, a snap, etc.

FIG. **7** depicts an exemplary embodiment of the automated interaction system **140** in which the second portion **514** of the frame **500** is in a second position **526**, e.g., in which the second portion **514** has been moved away from the touch-screen **240**. In this second position **526**, portions of the at least one optical sensor **502** and the at least one solenoid **504** inaccessible with the second portion **514** while in the first position **522** (FIG. **5**) may be accessible. Access to such portions of the at least one optical sensor **502** and the at least one solenoid **504** may be beneficial, e.g., for repair, replacement, and/or fine-tuning a position of the at least one optical sensor **502** and the at least one solenoid **504** on the frame **500** so as to operatively engage with the touch-screen **240** when the second portion **514** is in the first position **522**.

For example, the at least one optical sensor **502** and/or the at least one solenoid **504** may include an adjustment member **530**, e.g., a set screw or the like, that is operable to adjust a set depth within the second portion **514** of the frame **500**. By adjusting an adjustment member **530**, the distance between the touch-screen **240** and the at least one optical sensor **502** and/or the at least one solenoid **504**, when the second portion is in the second position **526**, may be modified.

As discussed in further detail below, the frame **500** may be configured to support the at least one optical sensor **502** and/or the at least one solenoid **504** in various positions. For example, the at least one optical sensor **502** and/or the at least one solenoid **504** may be positioned so as to interact with different regions of the touch-screen **240**.

FIG. **8** depicts a perspective view of an exemplary embodiment of an optical sensor **502** that may be usable with the automated interaction system **140**. The optical sensor **502** may include a housing **802**, a circuit board **804**, a sensor aperture (not visible, see the sensor aperture **806** in FIG. **7**), and one or more contacts **807**. The housing **802** may include various mounting structures **808** that are configured to mount the optical sensor **502** in various configurations with the frame **500**. The circuit board **804** may include hardware and/or software for the optical sensor **502**. For example, the circuit board **804** may include, for example, a photo-sensor or the like. The contacts **807** may be configured to operatively connect the optical sensor **502** to the controller **506** or the like.

In an exemplary embodiment, the optical sensor **502** includes an RGB sensor. For example, the optical sensor **502** may be configured to generate a signal indicative of a color sensed by the optical sensor **502**. In some embodiments, the optical sensor **502** may be configured to generate a signal only in response to sensing a particular color, as discussed in further detail below. In some embodiments, the optical sensor **502** is a one-dimensional sensor. For example, the optical sensor **502** may be configured to sense an overall color incident on the aperture **806**. In some embodiments, the optical sensor **502** may include a photo array configured to sense different colors at different locations (e.g., sensing colors pixel by pixel), and may be configured to generate a

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signal indicative of the color(s) and or location(s) of the color(s) sensed by the photo array. Any suitable type of optical sensor may be used.

FIG. **9** depicts a perspective view of an exemplary embodiment of a solenoid **504** usable with the frame **500**. The solenoid **504** as shown includes a housing **900**, an actuator housing **902**, an actuator body **904**, an end effector **906**, and one or more contacts **908**. The housing **900** may include one or more mounting structures **910**. The actuator housing **902** may be mounted with the housing **900**, and the actuator body **904** may be mounted within the actuator housing **902**. The actuator body **904** may be operable to axially move the end effector **906** relative to the actuator body **904**. For example, the actuator body **904** may include an electromagnet or a pneumatic actuator. The end effector **906** may be configured to be operatively interactive with a touch-screen. For example, the end effector **906** may include or be coated with an electrically conductive material that can be sensed by a capacitive touch screen. In another example, the end effector may include a rigid material adapted for use with a resistive touch screen.

FIGS. **10** and **11** depict top and bottom perspective views of an optical sensor and solenoid hybrid assembly **1000** that may be used with the methods and systems herein. The assembly **1000** as shown includes a housing **1002** that includes a solenoid **504** and an optical sensor **502**. Such a hybrid assembly **1000** may facilitate interacting with a portion of a touch-screen that is the same as or proximate to a region of the touch-screen to be sensed. FIG. **12** depicts a bottom perspective view of the assembly **1000** in which a bottom plate **1004** from FIG. **11** has been removed so as to show a circuit board **804** for the optical sensor **502**.

FIGS. **13** and **14** depict perspective and top views, respectively, of exemplary embodiment of a frame **500** engaged with a support plate **227**. FIGS. **15** and **16** depict perspective and top views, respectively, of an exemplary support plate **227** without the frame **500**. The support plate **227** may include one or more holes **260** that may provide, for example, an attachment point for a fastening device such as a screw or bolt and/or a pass-through for wiring. In an example, one or more of the holes **260** may facilitate fastening the frame **500** to the support plate **227**. In the example depicted in FIGS. **15** and **16**, the support plate **227** includes a mounting structure **229** configured to mount the support plate **227** to a device operable to feed material to the retailer system **110**, e.g., an automated feeder system or the like. For example, the support plate **227**, e.g., via holes **260** and/or mounting structure **229**, may be configured to locate and mount various components of the computing environment **100** relative to each other.

FIG. **17** depicts an exemplary schematic **1700** for the controller **506**. As illustrated in FIG. **17**, the controller **506** includes a circuit board **1702** and a computing system **1704**. The circuit board **1702** includes a plurality of sensor contacts **1706**, a plurality of solenoid contacts **1708**, a power supply port **1710**, an indicator **1712**, a plurality of jumper ports **1714**, a data communication port **1716**, and an integrated electrical component or circuit **1718**. While one circuit **1718** is shown in FIG. **17**, the controller **506** may include a plurality of circuits.

The sensor contacts **1706** may be in communication with the optical sensor(s) **502**, and the solenoid contacts **1708** may be in communication with the solenoid(s) **504**. In an example, the one or more integrated electrical components or circuits **1718** may include circuitry and/or logic for controlling and/or receiving signals from the sensor(s) **502** and/or solenoid(s) **504**. Any suitable power supply may be

used with the power supply port 1710. For example, the power supply may be a 12 volt, 100 watt DC power supply. The indicator 1712 may be operable to show a status of the controller 506, e.g., whether the controller is in a learn mode or a use mode (as discussed in further detail below), an error condition, a power condition, an indication of a detection by an optical sensor 502, or an indication of operation of a solenoid 504.

The data communication port 1716 may be configured to provide communication between the circuit board 1702 and the computer system 1704. The computer system 1704 may be in communication with the code scanner 508, the electronic network 125, an interface 1722, and a computer system power source 1724. In an exemplary embodiment, the computer system may be or include a single board computer, a micro-workstation, a terminal client computer, or the like.

In an exemplary embodiment, the computer system 1704 may be configured to operate a graphical user interface (GUI) for the automated interaction system 140, e.g., via the interface 1722. The GUI may enable a user, e.g., a provider and/or a retailer 150, to view status information and/or change settings for the automated interaction system 140. For example, in some embodiments, the GUI may be usable to set and/or modify logic or instructions for which solenoid(s) 504 are operated in response to sensing colors in portions of the touch-screen 240 via which optical sensor(s) 502, e.g., in conjunction with a learn mode of the controller 506 as discussed in further detail below. Status information that may be displayed by the GUI may include, for example, a current operating condition of the automated interaction system 140 or components thereof, an error indication, statistical information such as operating time, number of interactions conducted, number of physical tickets scanned by the code reader 508, etc.

In some embodiments, the computer system 1704 may be in communication with or otherwise integrated with a device configured to mechanically feed material to the retailer system 110, e.g., via the electronic network 125. For example, in some embodiments, the computer system 1704 may receive a signal indicative that the device is mechanically feeding a next instance of material to the retailer system 110, e.g., whereby the computer system 1704 may be configured to expect or prepare for the retailer system 110 to generate a further physical ticket. Preparation in such an instance may include activating one or more of the sensor(s) 502, solenoid(s) 504, the code scanner 508, and/or operating logic or instructions for controlling the same and/or other components of the computing environment 100. In some embodiments, the computer system 1704 may be configured to transmit an instruction to the device to initiate the delivery of material to the retailer system 110. For example, in response to detecting, e.g., via the code scanner 508, that a physical ticket has exited the retailer system 110, and thus that the retailer system 110 may be ready for another round of operation, the computer system 1704 may instruct the device to deliver another instance of material to the retailer system 110.

The jumper ports 1714 may be usable for a variety of purposes. For example, in the embodiment illustrated in FIG. 17, one or more additional sensors 1720 may be connected to a first set of jumper ports 1714, whereby such sensors 1720 may be used, for example, to sense an arrival and/or departure of a physical ticket generated by the retailer system 110 to and/or from a scanning region of the code scanner 508. For instance, such sensors 1720 may be usable to trigger activation and/or deactivation of the code scanner

508. In another example, such additional sensors 1720 may be usable to detect when no physical ticket was generated, e.g., in an instance in which the retailer system 110 encountered an error or rejected a request slip, or the like. For instance, failure to detect a physical ticket may be indicative that the retailer system 110 encountered an error, in which case the computer system 1704 may be configured to generate an error indication, or the like.

In another example, the jumper ports 1714 may be usable to transition the controller 506 between a learn mode and a use mode. In some embodiments, the configuration of the jumper ports 1714 illustrated in FIG. 17 may correspond to a use mode of the controller 506. In the use mode, the controller 506 may be configured to operate different solenoid(s) 504 in response to different signals transmitted by the sensor(s) 502. For example, each sensor 502 may be configured to sense for one or more characteristics in different portions of a touch-screen 240. In response to detection of a first characteristic by a first sensor 502, the controller 506 may be configured to operate a first solenoid of a plurality of solenoids 504. In some instances, a solenoid 504 may be operated in response to signals from multiple sensors 502, and/or a signal from a sensor 502 may cause the controller 506 to operate multiple solenoids 504, e.g., simultaneously, in sequence, or the like. Any number or combination of sensor signals may cause the controller 506 to operate any number of solenoids 504, e.g., as determined by logic or instructions from the computer system 1704.

FIG. 18 illustrates a configuration of the circuit board 1702 in the learn mode. In particular, two of the jumper ports 1714 are connected together to trigger the learning mode. In the learning mode, different sensor(s) 502 may be activated for learning by introducing pin connections B0, B1, and/or B2 to a further set of jumper ports. Table 1 below illustrates how each of five different sensors 502 may be activated for learning, in which a "0" denotes no pin connection and "1" denotes the presence of a pin connection.

TABLE 1

Sensor Activation Selection Via Jumper Pin Connections			
Sensor	B0	B1	B2
1	1	0	0
2	0	1	0
3	0	0	1
4	1	1	0
5	0	1	1

When a sensor 502 is activated for learning, the signal generated by the sensor 502 may be associated with the presence of a particular characteristic. An exemplary learning operation is discussed in further detail below.

In the methods discussed below, various acts are described as performed or otherwise executed by a component of the computing environment 100 illustrated in FIG. 1, such as the retailer system 110, automated interaction system 140, or portion thereof. However, it should be understood that various components of the computing environment 100 may execute instructions or perform acts including the acts discussed below. Various operations may be performed via a processor or an actuator, for example. Further, it should be understood that various steps may be added, omitted, and/or rearranged in any suitable manner, in the following exemplary methods.

FIG. 19 illustrates a flow diagram of an exemplary learning operation method for a controller 506 of an auto-

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mated interaction system **140**, such as in the various examples discussed above. At step **1902**, a first sensor **502** may be exposed to a stimulus. For example, a retailer system **110** may, at a certain point in generating a physical ticket in response to a request slip or other material, may require an interaction and generate an output indicative of the required or desired interaction. Such output may have a particular shape or color, which may be usable as the a characteristic to be sensed. Exposure may include using the actual output of the retailer system **110**, and/or a simulation or analog thereof.

At step **1904**, a learning mode of a controller **506** of an automated interaction system **140** may be triggered. For example, jumper ports 1 and 2 of jumper ports **1714** may be connected to trigger the learning mode. At step **1906**, a first sensor **502** may be activated for learning. For example, referring to Table 1 above, a pin connection may be introduced to B0 at a first jumper port 3, with no connections at B1 or B2 at jumper ports 5 and 6 respectively, so as to activate the first sensor **502** for learning. At step **1908**, the first sensor **502** may generate a signal responsive to the exposure to the characteristic. At step **1910**, the generated signal may be associated with the characteristic. As a result, future generation of the signal by the first sensor **502** may be indicative of a presence of the characteristic. The association between the signal and the characteristic may be performed, for example, via the computer system **1704** of the controller **506**, e.g., in conjunction with a user setting via the interface **1722**.

At step **1912**, the presence of the characteristic may be associated with operation of a first solenoid **504**. The association between the presence of the characteristic and the operation of the solenoid **504** may be performed, for example, via the computer system **1704** of the controller **506**, e.g., in conjunction with a user setting via the interface **1722**. It should be understood that steps **1902**, **1904**, **1906**, **1908**, and **1910** may be repeated for any number of sensors. Additionally, it should be understood that, for step **1912**, any combination of any number of characteristics may be associated with the operation of any number of solenoids, and that such operation may be simultaneous, sequential, or grouped, in order to fulfil the desired interaction of the retailer system **110**.

FIG. **20** illustrates a flow diagram of an exemplary method of automating interaction with a touch-screen device according to the present disclosure. At step **2002**, an automated interaction system **140** may be engaged with a retailer system **110**. The retailer system **110** may be engaged with a device configured to feed the retailer system **110** with material, such as an automated feeder system. Engaging the automated interaction system **140** with the retailer system **110** may include, for example, affixing such components to a support plate **227**, engaging arms **510** of a frame **500** of the automated interaction system **140** with the retailer system **110**, adjusting one or more adjustment members **530** of the automated interaction system **140** to set an operating depth of one or more optical sensor(s) **502** or one or more solenoid(s) **504** of the automated interaction system **140**, and/or moving a second portion **514** of the frame **500** to a first position so that the one or more optical sensor(s) **502** or one or more solenoid(s) **504** of the automated interaction system **140** are within operative range of a touch-screen **240** of the retailer system **110**. In some embodiments, during, or after step **2002**, the one or more optical sensor(s) **502** or one or more solenoid(s) **504** of the automated interaction system **140** may be positioned at desired location(s) on the frame **500**, e.g., at locations corresponding to predetermined inter-

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actions of the retailer system **110**, e.g., interactions known by a user setting up the automated interaction system **140** for use.

At step **2004**, the retailer system **110** may receive material (e.g., physical material such as a request slip) configured to cause the retailer system **110** to generate a physical output. For example, in an exemplary use case involving a game of chance, a customer **145** may access an electronic application associated with the game of chance, e.g., via a customer device **105**. Using an electronic application, the customer **145** may transmit and/or enter a request for one or more entries into the game of chance. The request may include, for example, an amount for a respective entry, a number of entries, an event to be associated with an entry, customer information, location information, authentication information, etc. The customer device **105**, the customer **145** and/or the electronic application may submit the entered request to a provider server system **130**, e.g., via an electronic network **125**. The provider server system **130** may receive the request for one or more entries into the game of chance from the customer device **105**, and may cause a physical request slip corresponding to the one or more entries to be conveyed and submitted to the retailer system **110**. In various embodiments, the provider may employ a retailer **150**, an automated feeder system **135**, and/or an agent, e.g., a person, to convey and submit the request slip to the retailer system **110**. In some embodiments, the printer system **133** and/or another system may be configured to automatically convey and submit the request slip to the retailer system **110**.

At step **2006**, the retailer system **110** may initiate a process to generate a physical output, e.g., a physical ticket for the game of chance based on the submitted physical request slip, such that the physical ticket corresponds to the one or more entries requested by the customer **145**. For example, the retailer system **110** may transmit a request based on the received physical request slip to the provider server system **130**. In response to receiving the request, the provider server system **130** may associate each of the one or more entries of the request with a respective wager in a predetermined set of wagers. The provider server system **130** may transmit data to the retailer system **110** configured to cause the retailer system **110** to output a physical ticket that includes information related to the one or more entries and/or the associated wagers.

At step **2008**, the retailer system **110** may indicate a desired interaction by generating an output on a touch-screen **240**. For example, further to the process for generating a physical output, the retailer system **110** may request an interaction prior to completion of the process, such as validation of the entry, or confirmation that the customer **145** is of a predetermined age or greater, for example.

At step **2010**, at least one optical sensor **502** of the automated interaction system **140** may sense a predetermined characteristic at a first portion of the touch-screen **240** for the output generated by the retailer system **110**, and generate a signal indicative of the sensing. At step **2012**, a controller **506** of the automated interaction system **140** may receive the signal. At step **2014**, in response to receiving the signal, the controller **506** may operate at least one solenoid **504** such that an end effector **906** of the solenoid **504** that is tactilely detectable by the touch-screen **240** tactilely engages with a second portion of the touch-screen **240**. The first portion of the touch-screen **240** may be the same portion as the second portion of the touch-screen **240**, or may be a different portion. Various combinations of sensor signals may be received, and various combinations of solenoids may be operated, as discussed above. The second portion

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may be positioned such that the engagement of the end effector **906** satisfies the desired interaction of the retailer system **110**.

In some embodiments, the operation of the at least one solenoid **504** by the controller **506** may be in response to receiving an indication or instruction from the automated feeder system **135**. In some embodiments, the controller **506** may transmit a message indicative of the operation of the at least one solenoid **504** to another device, e.g., the automated feeder system **135**. Such integration and/or communication may facilitate such devices operating in concert with each other, and may reduce bottlenecks in the process and/or reduce a risk of jams or interferences between devices.

At step **2016**, in response to the satisfaction of the interaction, e.g., the engagement of the end effector **906** with the second portion of the touch-screen **240**, the retailer system **110** may generate the physical output.

Optionally, at step **2018**, the automated interaction system **140** may scan information from the generated physical output, e.g., via a code scanner **508** mounted on the frame **500**. In some embodiments, the controller **506** may transmit a message, e.g., to the automated feeder system **135**, based on the scanning by the code scanner **508**. The message may include, for example, an indication of a successful generation of the physical output, information included in the physical output, or the like. The message may be used, for example, to determine that the retailer system **110** is ready to receive additional material.

In some embodiments, the provider server system **130** may parse the captured information, e.g., via a text recognition algorithm, object recognition algorithm, or the like. Captured and/or parsed information may include information usable to uniquely identify the physical ticket, information indicative of the one or more wagers associated with the one or more entries of the customer's request, customer information, customer account information, and/or authentication information. The captured information and/or the parsed information may be transmitted to the provider server system **130**.

In general, any process or operation discussed in this disclosure that is understood to be computer-implementable, such as the exemplary methods illustrated in FIGS. **19** and **20**, may be performed by one or more processors of a computer system, such as any of the systems or devices in the computing environment **100** of FIG. **1**, as described above. A process or process step performed by one or more processors may also be referred to as an operation. The one or more processors may be configured to perform such processes by having access to instructions (e.g., software or computer-readable code) that, when executed by the one or more processors, cause the one or more processors to perform the processes. The instructions may be stored in a memory of the computer system. A processor may be a central processing unit (CPU), a graphics processing unit (GPU), or any other suitable type of processing unit.

A computer system according to the present disclosure, such as a system or device implementing a process or operation in the examples above, may include one or more computing devices, such as one or more of the systems or devices in FIG. **1**. One or more processors of a computer system may be included in a single computing device or distributed among a plurality of computing devices. A memory of the computer system may include the respective memory of each computing device of the plurality of computing devices.

FIG. **21** is a simplified functional block diagram of a computer **2100** that may be configured as a device for

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executing the methods of FIGS. **19** and **20**, according to exemplary embodiments of the present disclosure. The computer **2100** may be configured as the provider server system **130**, the automated feeder system **135**, the automated interaction system **140**, or the controller **506**, or combinations thereof. Any of the systems herein may be an assembly of hardware including, for example, a data communication interface **2120** for packet data communication. The computer **2100** also may include a CPU **2102** in the form of one or more processors for executing program instructions. The computer **2100** may include a communication bus **2108** and a storage drive unit **2106** (such as ROM, HDD, SSD, etc.) that may store data on a computer readable medium **2122**; additionally or alternatively the computer **2100** may receive programming and data via network communications. The computer **2100** may also have a memory **2104** (such as RAM) storing instructions **2124** for executing methods presented herein; additionally or alternatively the instructions **2124** may be stored temporarily or permanently within other modules of computer **2100** (e.g., processor **2102** and/or computer readable medium **2122**). The computer **2100** also may include input and output ports of a user input/output device **2112** and/or a display **2110** to connect with the input/output device **2112** such as keyboards, mice, touchscreens, monitors, displays, etc. The various system functions may be implemented in a distributed fashion on a number of similar platforms, to distribute the processing load. Additionally or alternatively, the systems may be implemented by appropriate programming of one computer hardware platform.

Program aspects of the present disclosure may be described as "products" or "articles of manufacture," typically in the form of executable code and/or associated data that is carried on or otherwise embodied in a type of machine-readable medium. "Storage" type media include any or all of the tangible memory of the computers, processors, or associated modules thereof, such as various semiconductor memories, tape drives, and/or disk drives, which may provide non-transitory storage for the software programming. All or portions of the software may at times be communicated through the Internet or various other telecommunication networks. Such communications, for example, may enable loading of the software from one computer or processor into another, for example, from a management server or host computer of the mobile communication network into the computer platform of a server and/or from a server to the mobile device. Thus, another type of media that may bear the software elements includes optical, electrical, and electromagnetic waves, such as used across physical interfaces between local devices, through wired and optical landline networks and over various air-links. The physical elements that carry such waves, such as wired or wireless links or optical links, also may be considered as media bearing the software. As used herein, unless restricted to non-transitory, tangible "storage" media, terms such as computer or machine "readable medium" refer to any medium that participates in providing instructions to a processor for execution.

It should be appreciated that in the above description of exemplary embodiments of the invention, various features of the invention are sometimes grouped together in a single embodiment, figure, or description thereof for the purpose of streamlining the disclosure and aiding in the understanding of one or more of the various inventive aspects.

Furthermore, while some embodiments described herein include some but not other features included in other embodiments, combinations of features of different embodi-

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ments are meant to be within the scope of the invention, and form different embodiments, as would be understood by those skilled in the art.

Thus, while certain embodiments have been described, those skilled in the art will recognize that other and further modifications may be made thereto without departing from the spirit of the invention, and it is intended to claim all such changes and modifications as falling within the scope of the invention. For example, functionality may be added or deleted from the block diagrams and operations may be interchanged among functional blocks. Steps may be added or deleted to methods described within the scope of the present invention.

The above disclosed subject matter is to be considered illustrative, and not restrictive, and the appended claims are intended to cover all such modifications, enhancements, and other implementations, which fall within the true spirit and scope of the present disclosure. Thus, to the maximum extent allowed by law, the scope of the present disclosure is to be determined by the broadest permissible interpretation of the following claims and their equivalents, and shall not be restricted or limited by the foregoing detailed description. While various implementations of the disclosure have been described, it will be apparent to those of ordinary skill in the art that many more implementations and implementations are possible within the scope of the disclosure.

We claim:

1. A system for automated interaction with a touch-screen device, comprising:
 - at least one solenoid including an end effector that is tactilely detectable by a touch-screen of the touch-screen device, wherein operation of the at least one solenoid causes the end effector to tactilely engage with a portion of the touch-screen; and
 - a controller that is operatively connected to the at least one solenoid and to at least one external device, wherein the controller is configured to:
 - detect, using the connection with the at least one external device, a need for operation of the at least one solenoid to interact with the touch-screen; and
 - operate the at least one solenoid based on the detection.
2. The system of claim 1, further comprising:
 - at least one optical sensor configured to sense at least a portion of the touch-screen, wherein operating the at least one solenoid based on the detection includes:
 - activating the at least one optical sensor; and
 - operating the at least one solenoid in response to detecting a predetermined characteristic of the touch-screen via the at least one optical sensor.
3. The system of claim 1, wherein the at least one external device includes one or more of a printer or a feed device that is operatively engaged with the touch-screen device.
4. The system of claim 1, wherein detecting, using the connection with the at least one external device, the need for the operation of the at least one solenoid to interact with the touch-screen includes detecting that the touch-screen device is prepared to operate in conjunction with the at least one external device.
5. The system of claim 1, further comprising:
 - a scanner device configured to scan information included on physical media generated by the touch screen device.
6. The system of claim 5, wherein the scanner device includes one or more of a barcode scanner, an infrared scanner, or an optical scanner.

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7. The system of claim 5, wherein the controller is configured to activate the scanner device in response to operation of the at least one solenoid.

8. The system of claim 5, wherein the controller is configured to transmit the information scanned by the scanner device to at least one remote device.

9. A system for automated interaction with a touch-screen device, comprising:

- at least one solenoid including an end effector that is tactilely detectable by a touch-screen of the touch-screen device, wherein operation of the at least one solenoid causes the end effector to tactilely engage with a portion of the touch-screen;

- a scanner device operable to scan information included on physical media generated by the touch screen device; and

- a controller that is operatively connected to the at least one solenoid and to the scanner device, wherein the controller is configured to:

- operate the at least one solenoid to cause the touch-screen device to generate physical media; and

- operate the scanner device to scan information from the generated physical media.

10. The system of claim 9, wherein the scanner device includes one or more of a barcode scanner, an infrared scanner, or an optical scanner.

11. The system of claim 9, wherein the controller is configured to activate the scanner device in response to operation of the at least one solenoid.

12. The system of claim 9, wherein the controller is configured to transmit the information scanned by the scanner device to at least one remote device.

13. The system of claim 9, further comprising:

- at least one optical sensor configured to sense at least a portion of the touch-screen, wherein the controller is configured to operate the at least one solenoid in response to detecting a predetermined characteristic of the touch-screen via the at least one optical sensor.

14. The system of claim 13, wherein:

- the controller is further operatively connected to at least one external device; and

- the controller is configured to:

- detect, using the connection with the at least one external device, a need for operation of the at least one solenoid to interact with the touch-screen; and
- activate the at least one optical sensor in response to the detection of the need.

15. A system for automated interaction with a touch-screen device, comprising:

- at least one optical sensor configured to sense at least a first portion of a touch-screen of the touch-screen device;

- at least one solenoid including an end effector that is tactilely detectable by a touch-screen of the touch-screen device, wherein operation of the at least one solenoid causes the end effector to tactilely engage with a second portion of the touch-screen; and

- a controller that is operatively connected to the at least one solenoid and to at least one external device, wherein the controller is configured to:

- detect, using the connection with the at least one external device, a change in status of the at least one external device;

- activate the at least one optical sensor in response to the detected change in status; and

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operate the at least one solenoid based on detecting a predetermined characteristic of the touch-screen via the at least one optical sensor.

16. The system of claim 15, wherein detecting the change in status includes detecting that the touch-screen device is prepared to operate in conjunction with the at least one external device. 5

17. The system of claim 15, further comprising:
a scanner device configured to scan information included on physical media generated by the touch screen 10 device.

18. The system of claim 16, wherein the scanner device includes one or more of a barcode scanner, an infrared scanner, or an optical scanner.

19. The system of claim 16, wherein the controller is further configured to activate the scanner device in response to operation of the at least one solenoid. 15

20. The system of claim 16, wherein the controller is configured to transmit the information scanned by the scanner device to at least one remote device. 20

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