

# HelloLisa

## Elo Screen Initial Setup Guide

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## Introduction

This document will provide guidance on what to do when setting up the unboxed Elo 22-inch I-Series 3 with Intel touch screen device ([E67299](#) screen with Win10 + [E201494](#) Edge Connect webcam) for the **HelloLisa** application.

## Camera Installation

- Begin by unboxing both the screen and the webcam.
- Locate and remove the single plastic tab on the side of the screen, revealing the micro USB slot.
- Carefully insert the webcam into this slot, then secure it in place using the two screws included in the package.

### Installation

Please go to [www.elotouch.com/support](http://www.elotouch.com/support) to verify you have the latest drivers before installing this device.

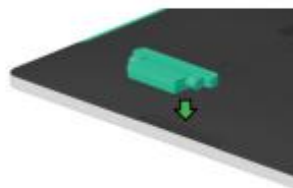
1



Select location to mount the 2D webcam.

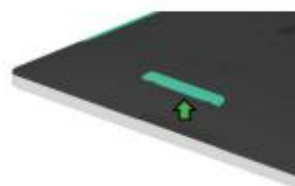
Elo recommends the top location in either portrait or landscape orientation.

3



Gently insert the 2D webcam into the peripheral bay taking care to ensure the connector mates properly.

2



Remove the selected peripheral cover from the touchmonitor.

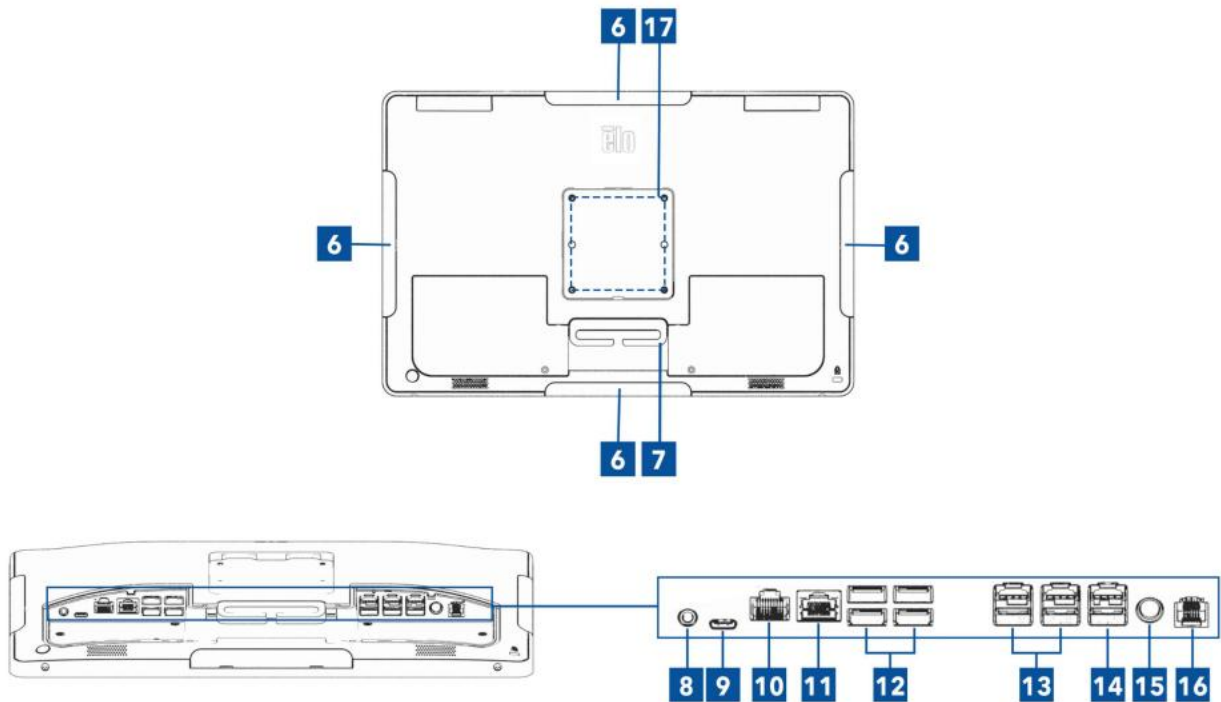
4



Install the 2 flat head screws included with the kit and cover the screws with the adhesive mylar covers if desired.

## Setting Up the Device

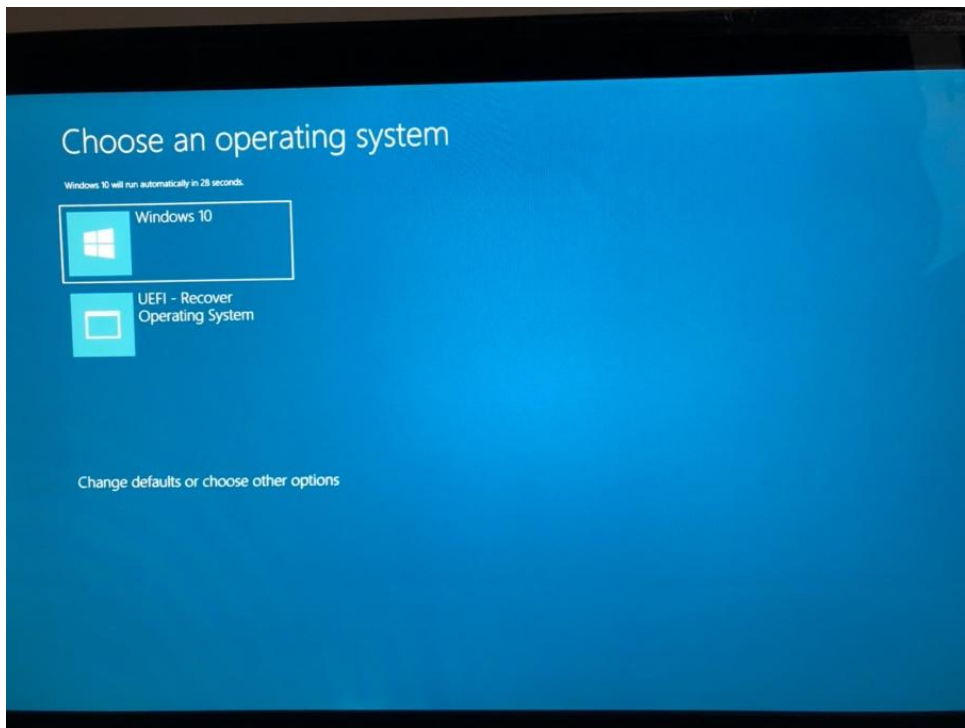
- Connect the external power supply to the back of the screen. To do this, unscrew the single screw, open the small cover, and locate the power connection (marked as '15' in the diagram).



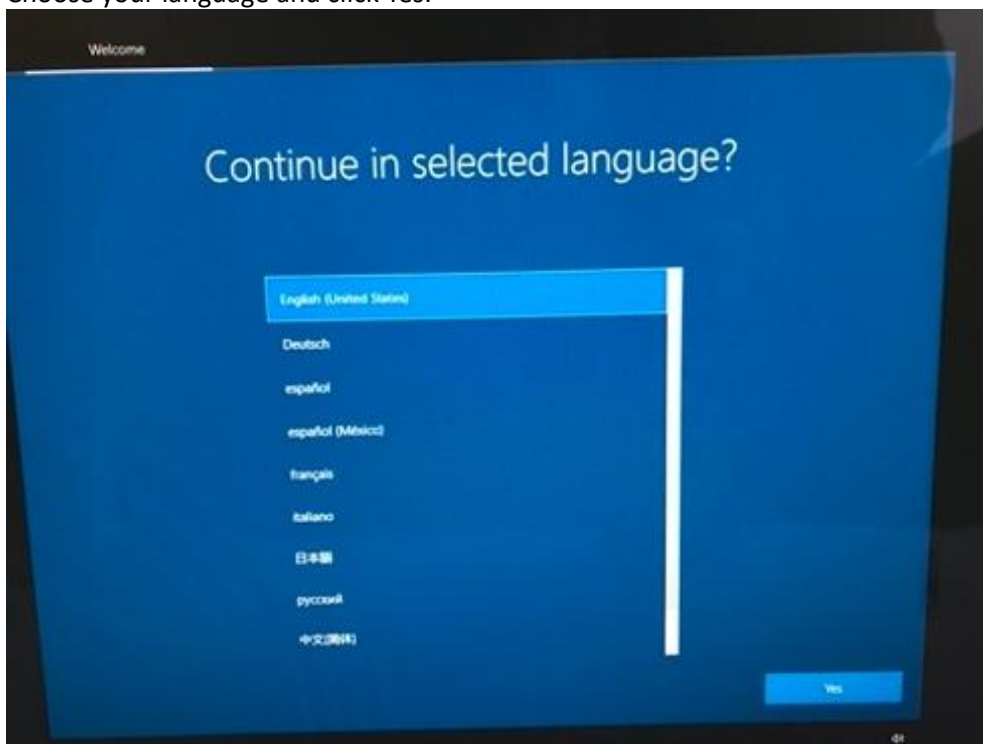
- Elo references link you may check:
  1. [User manual](#)
  2. [Quick installation guide \(with stand\)](#)
  3. [Quick installation guide \(without stand\)](#)
- If necessary, consult the quick installation guides of the touch screen device and/or webcam, which are included in the package.
- If required immediately, mount the screen to the wall using the wall plate, or on a floor stand using the provided Vesa mounting holes and screws.

## Device Startup

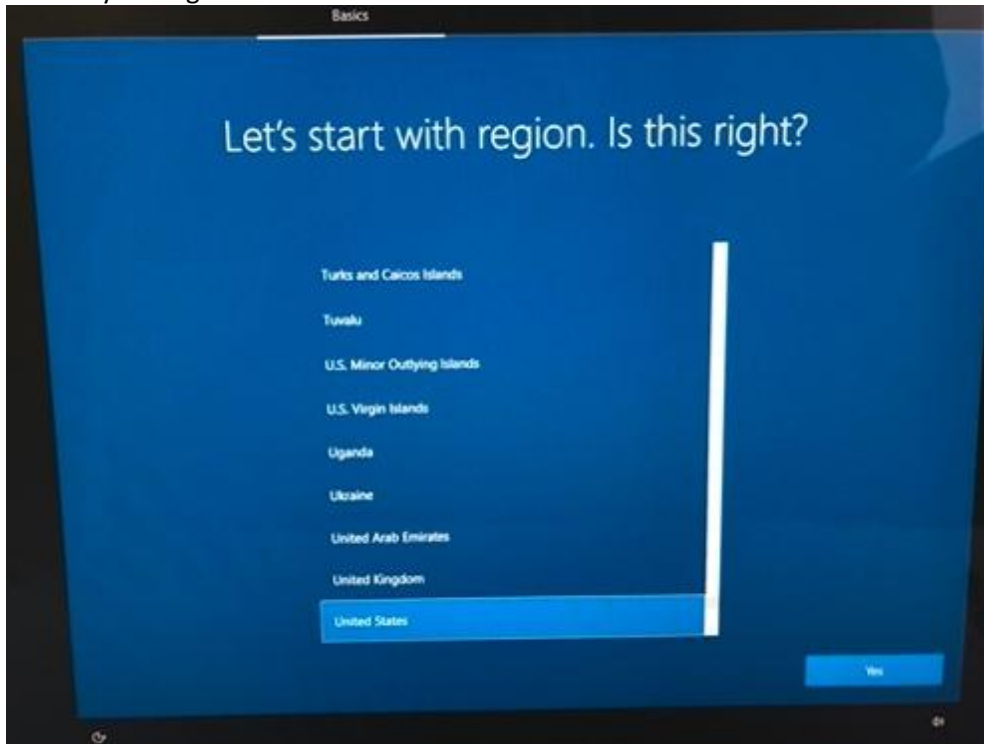
- Switch ON the device and wait.
- The Windows 10 OS setup will start automatically



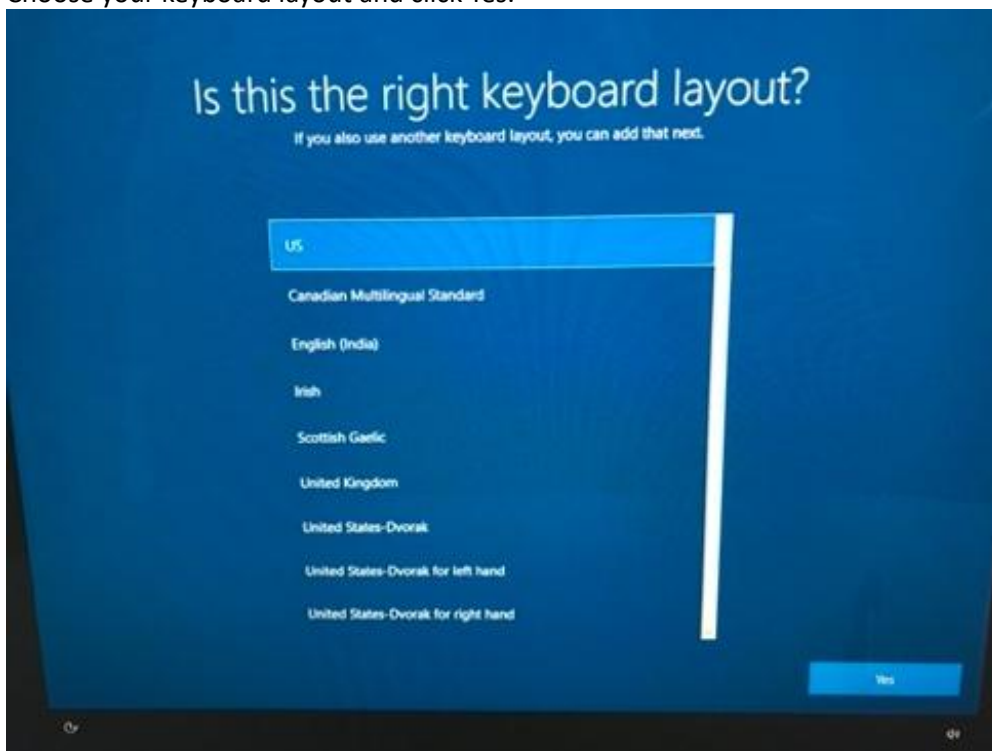
- Choose your language and click Yes.



- Choose your region and click Yes.



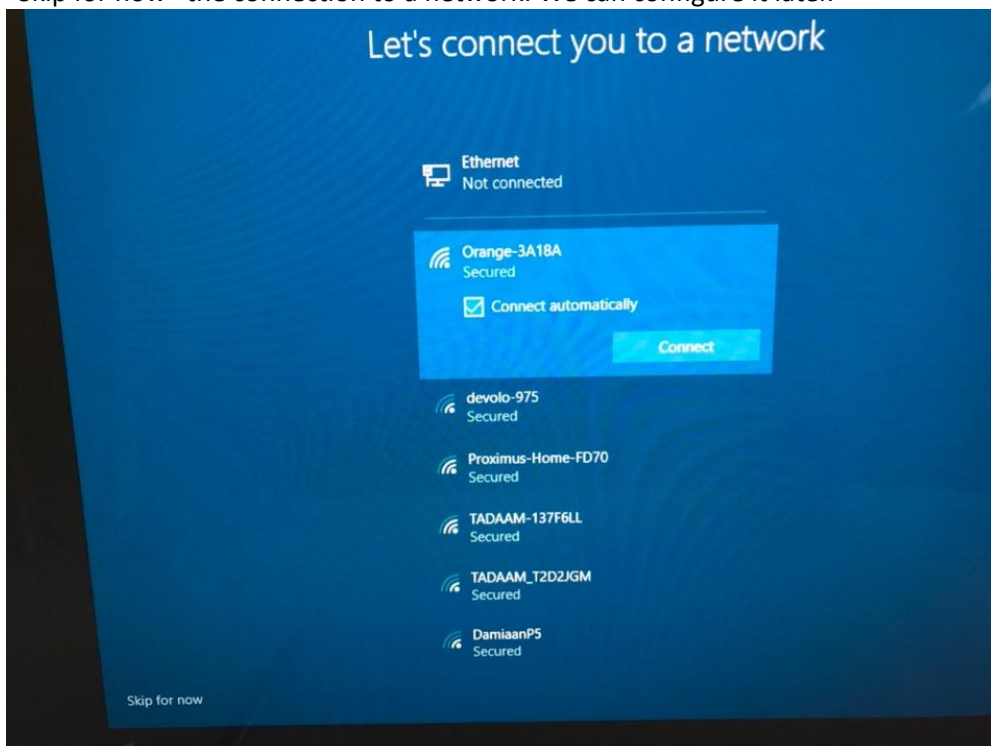
- Choose your keyboard layout and click Yes.



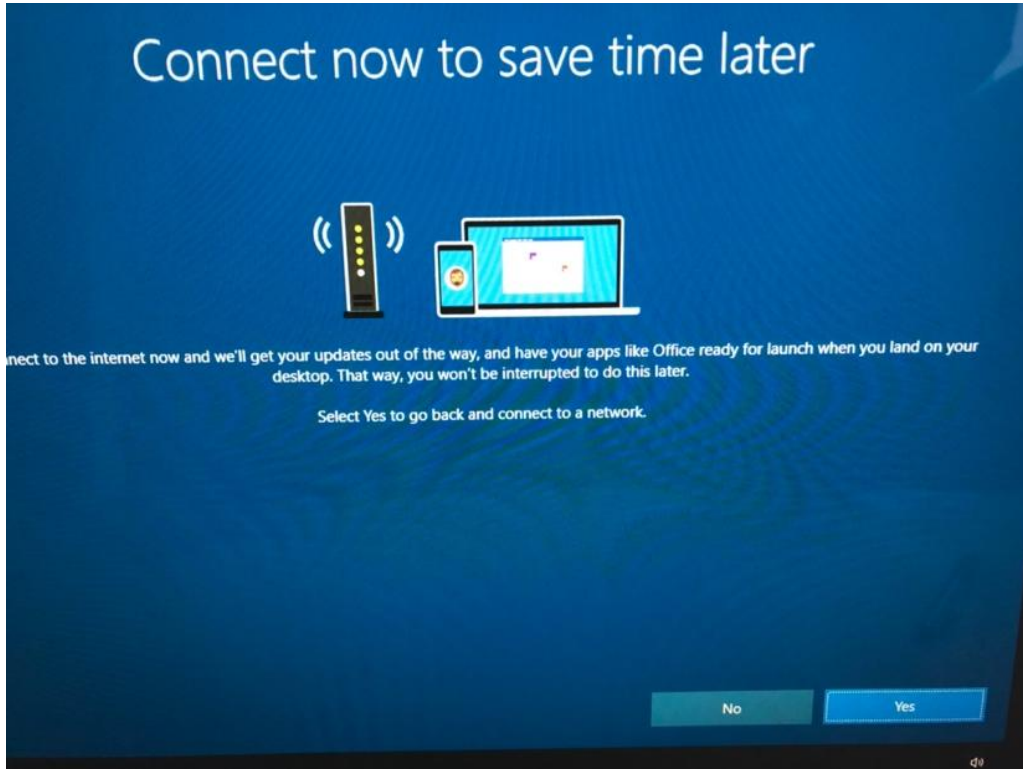
- Skip a second keyboard layout



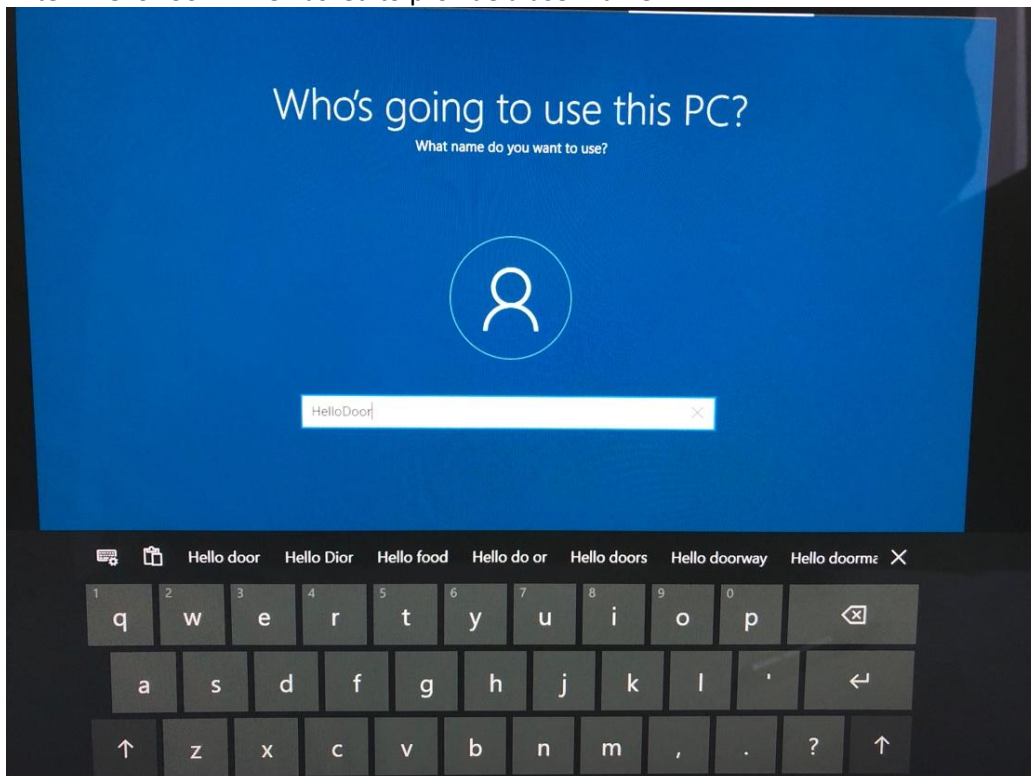
- "Skip for now" the connection to a network. We can configure it later.



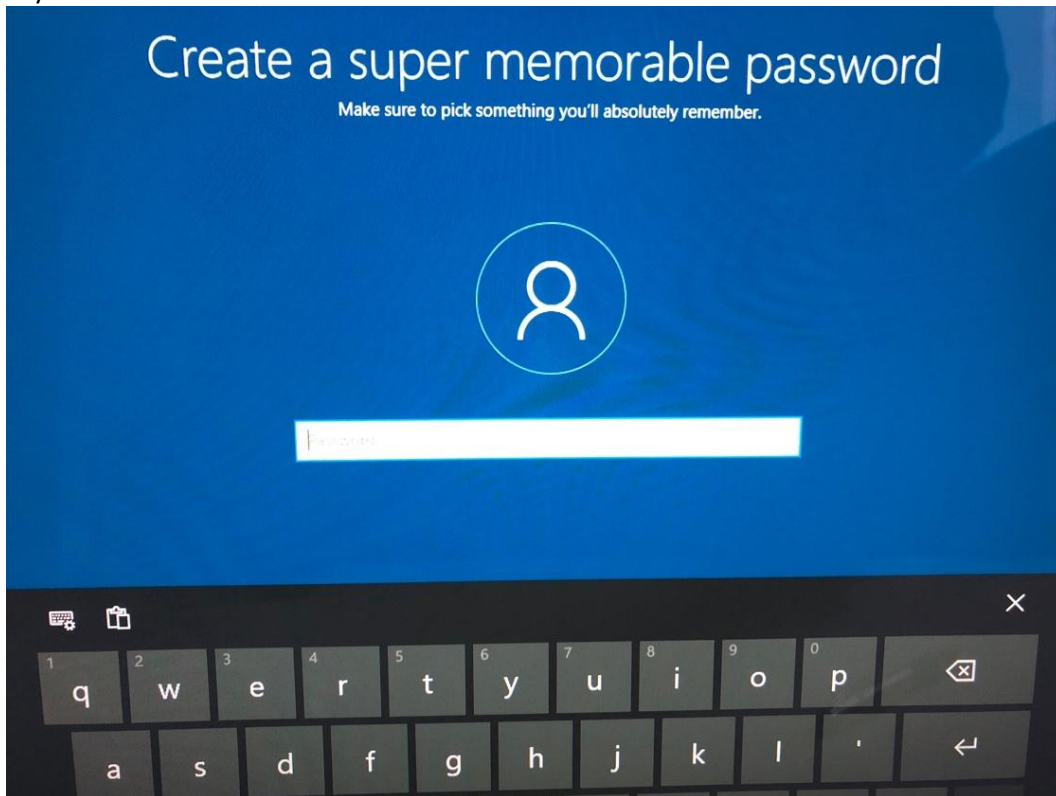
- Click No when asked to connect to save time later



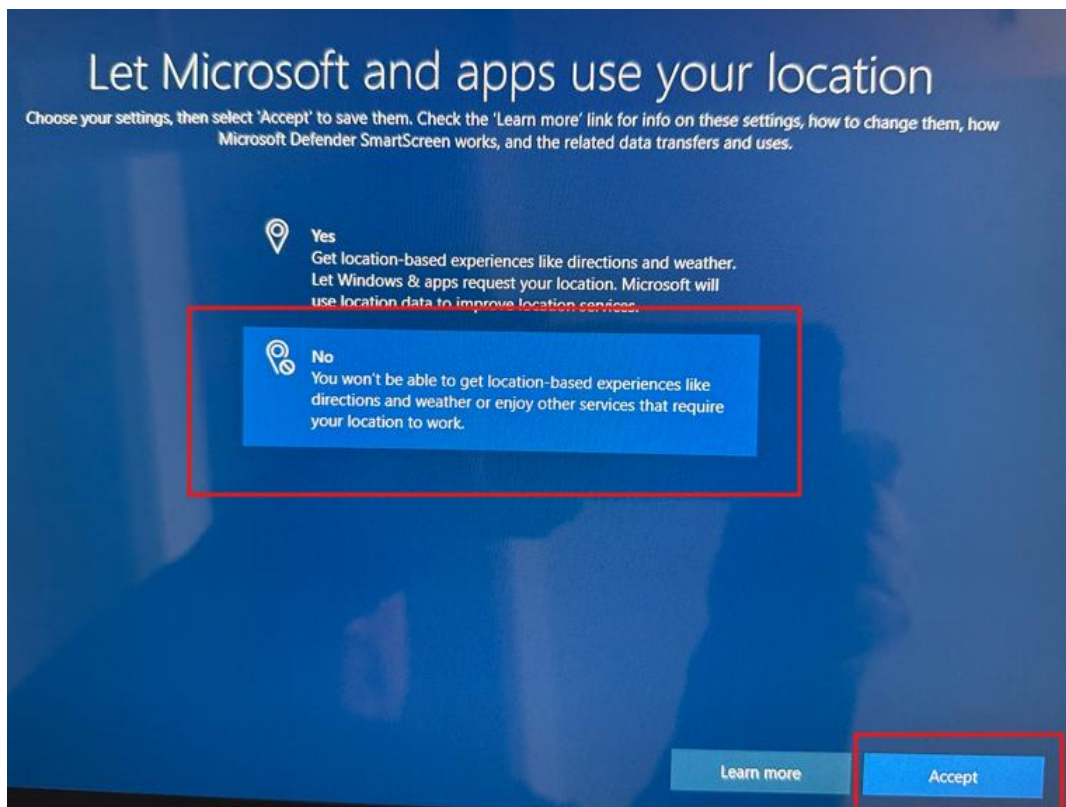
- "Accept" the Windows 10 License Agreement
- Enter "HelloDoor" when asked to provide a user name



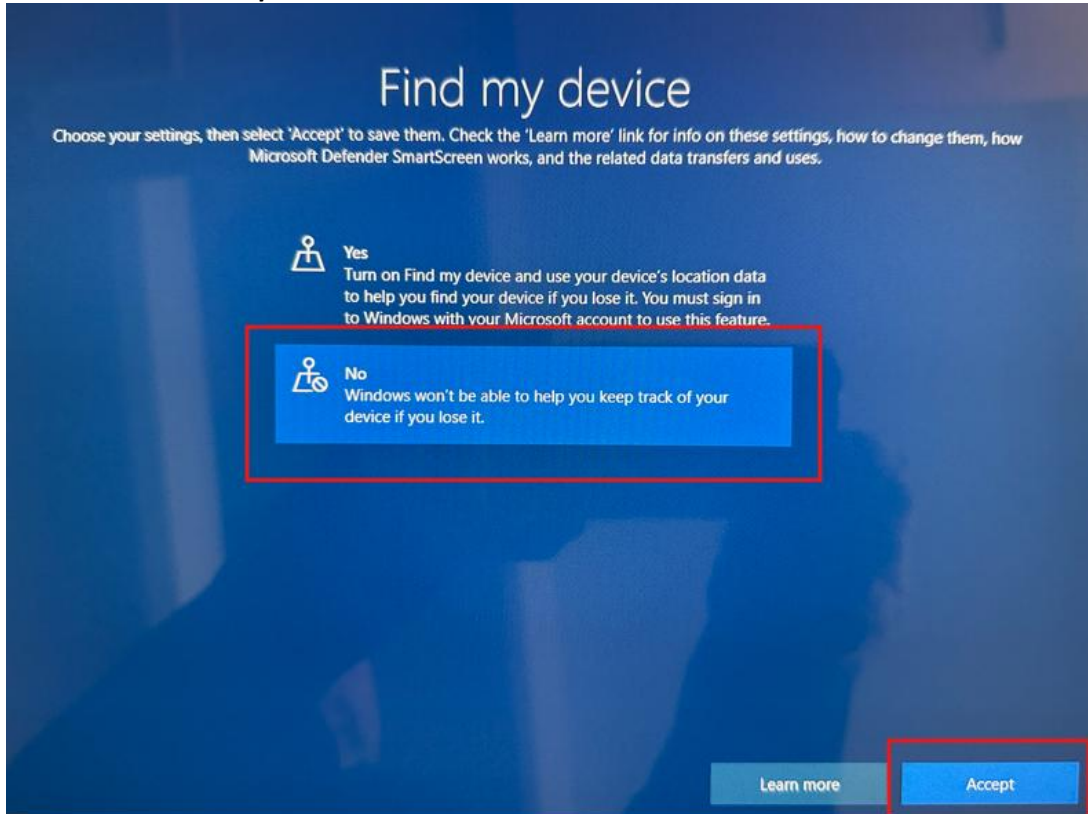
- In the next screen, leave the password blank, and just press the “return” key on the pop-up keyboard



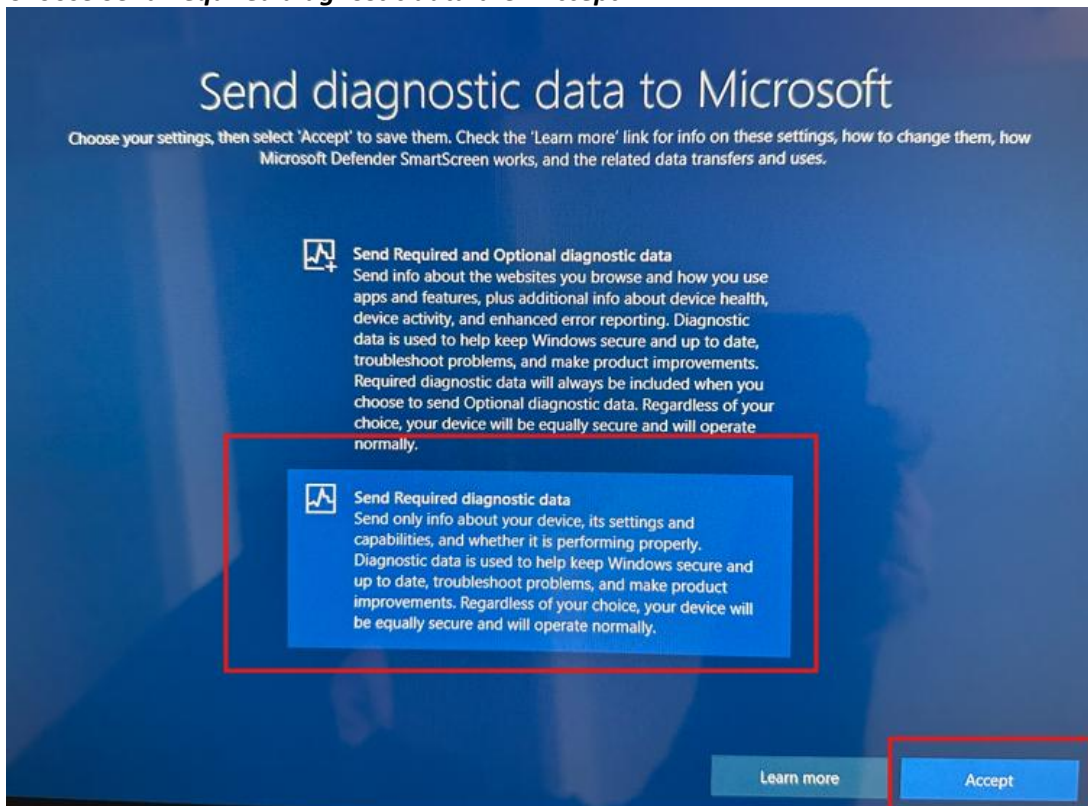
- Choose **No** then **Accept**.



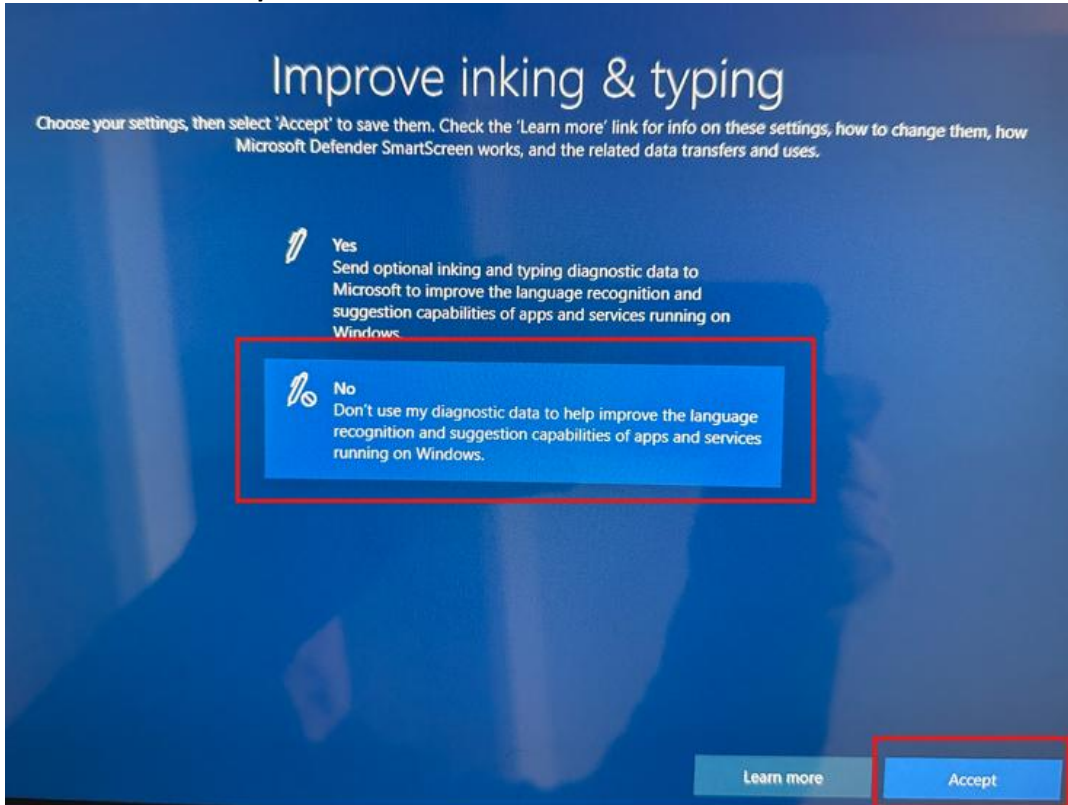
- Choose **No** then **Accept**.



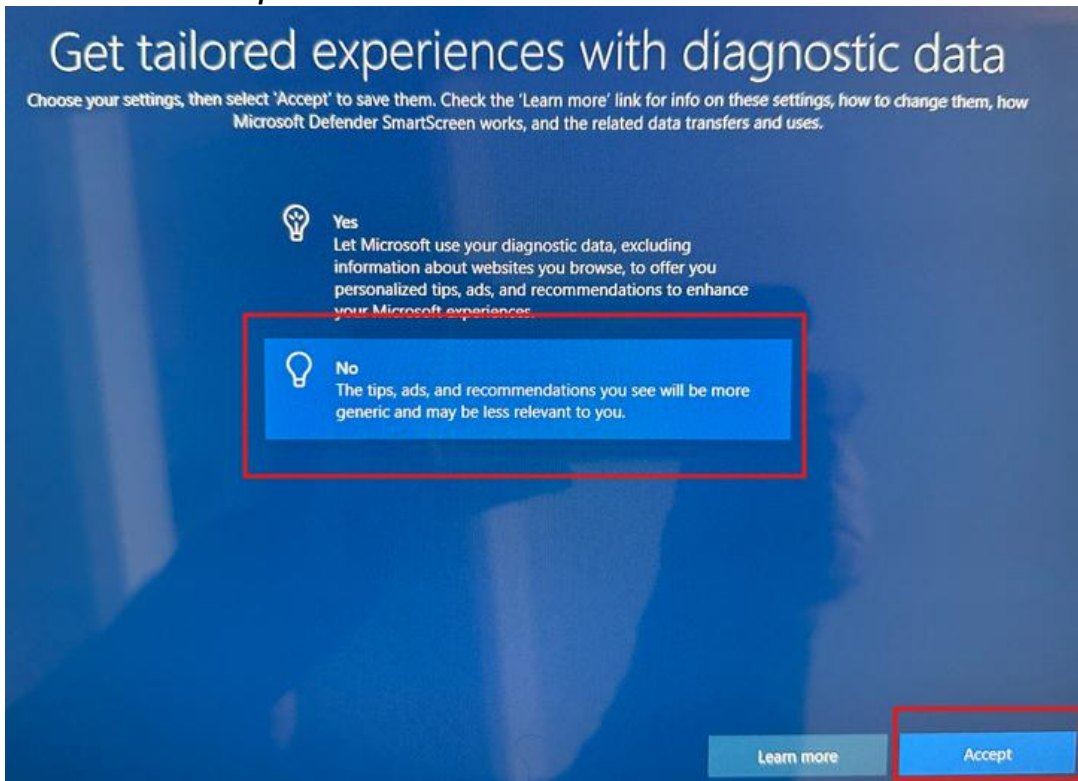
- Choose Send **Required diagnostic data** then **Accept**.



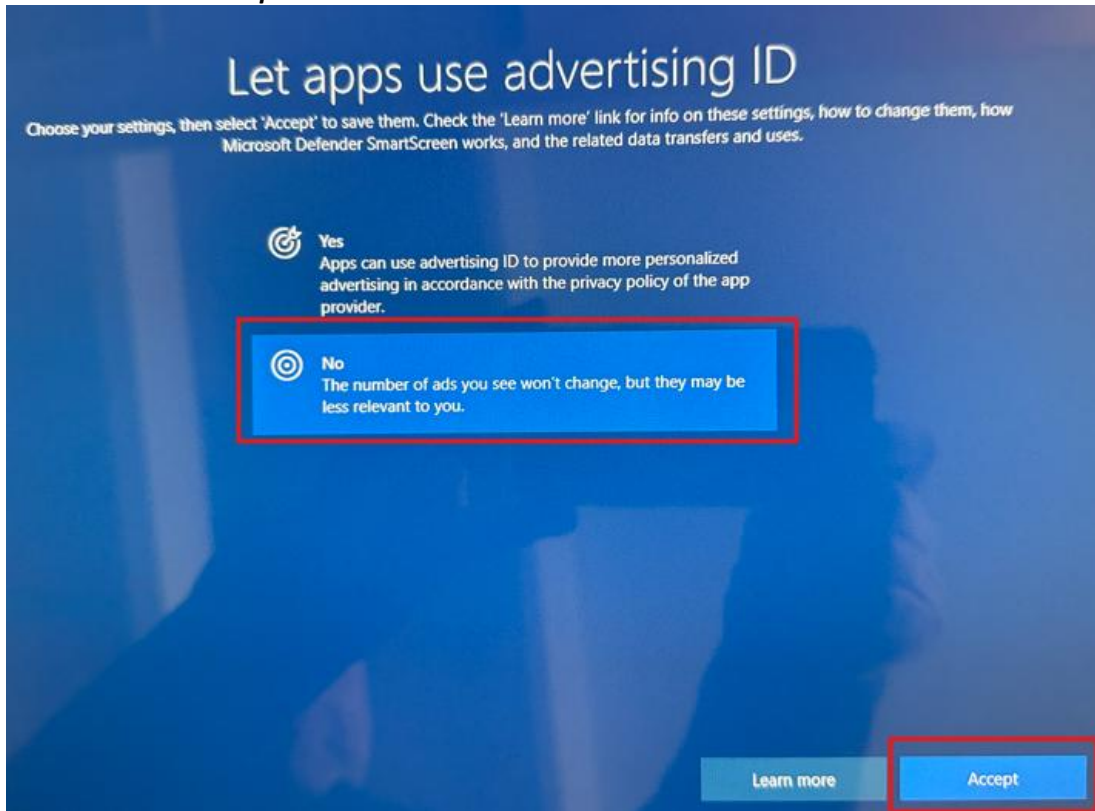
- Choose **No** then **Accept**.



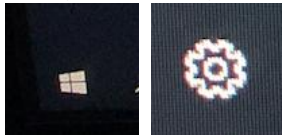
- Choose **No** then **Accept**.



- Choose **No** then **Accept**.

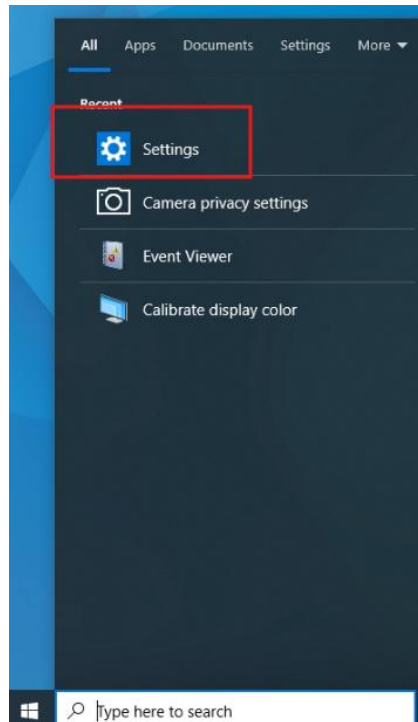


- Once Windows installation is complete and the Elo logo appears on the screen, click the Windows icon (bottom-left) and then the settings wheel icon.

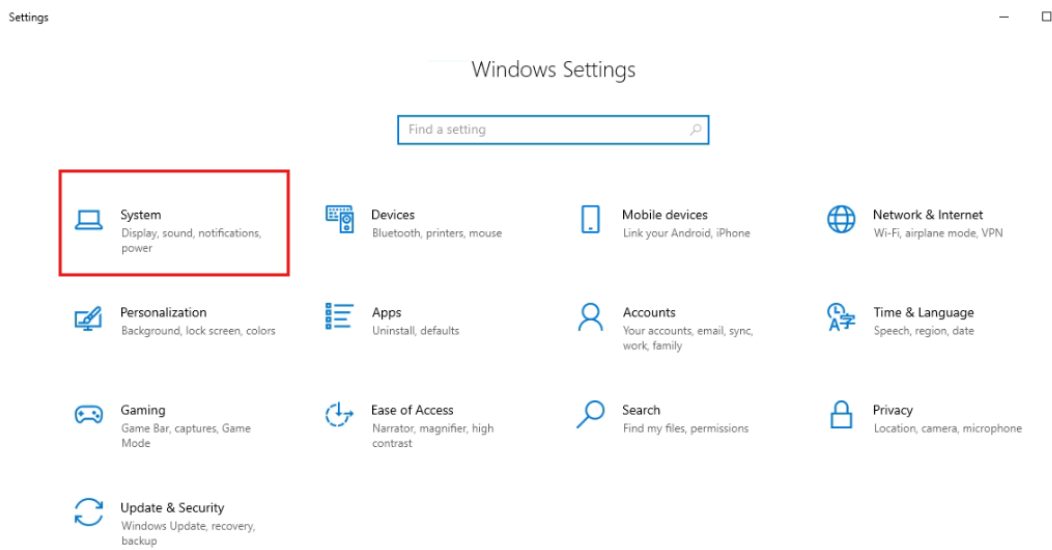


## Device Settings

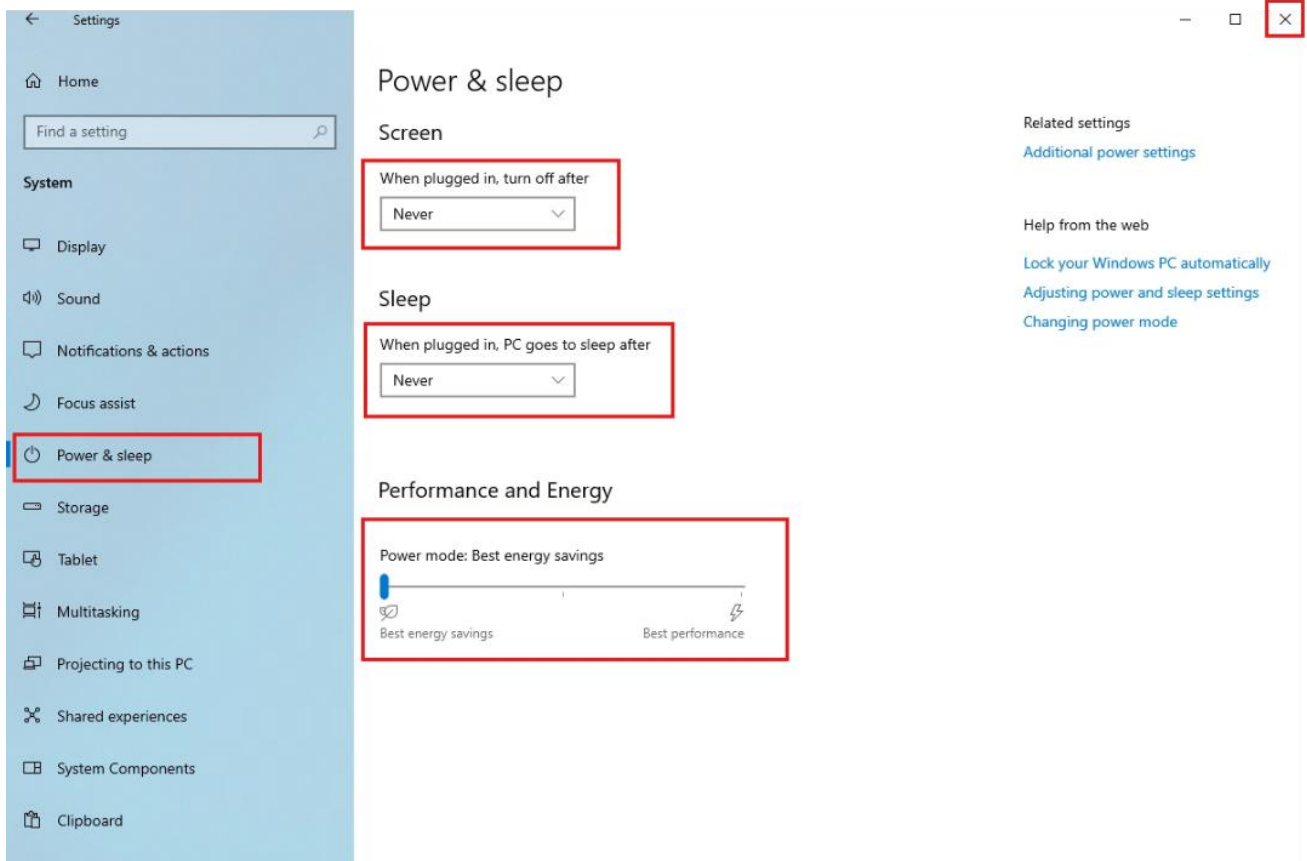
- Go to the Windows **Settings**.



- Click on **System**

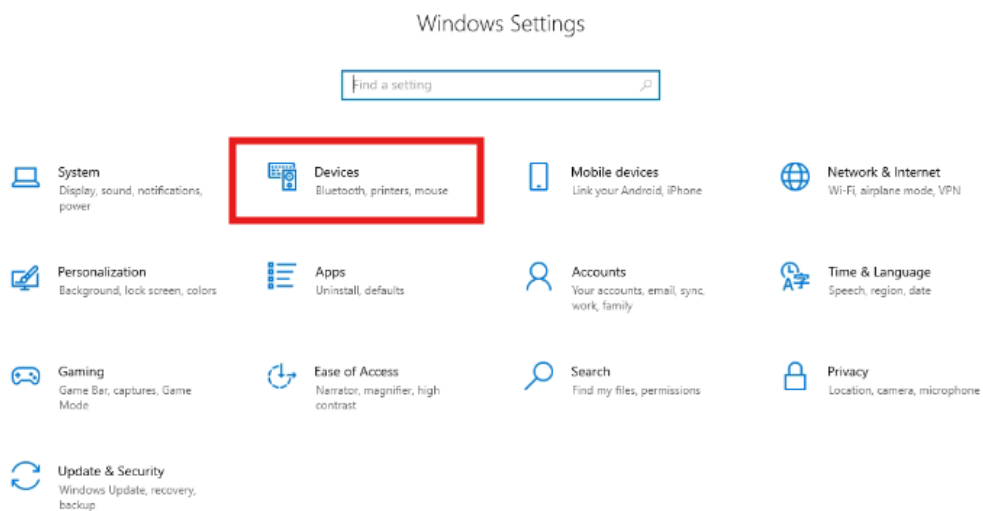


- Click on **Power & sleep**.
- Set both Power & sleep settings to **Never**, Performance and Energy to **Best energy settings**
- Close this window ( X ) top-right corner

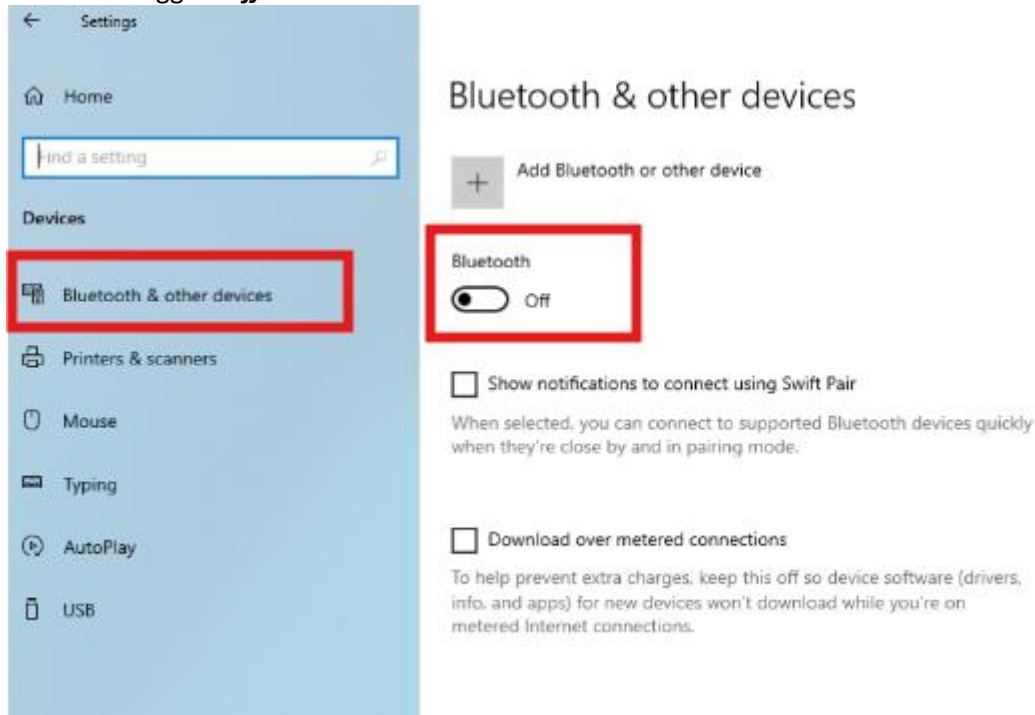


## Disabling Bluetooth

- Go to the Windows **Settings > Devices > Bluetooth & other devices**

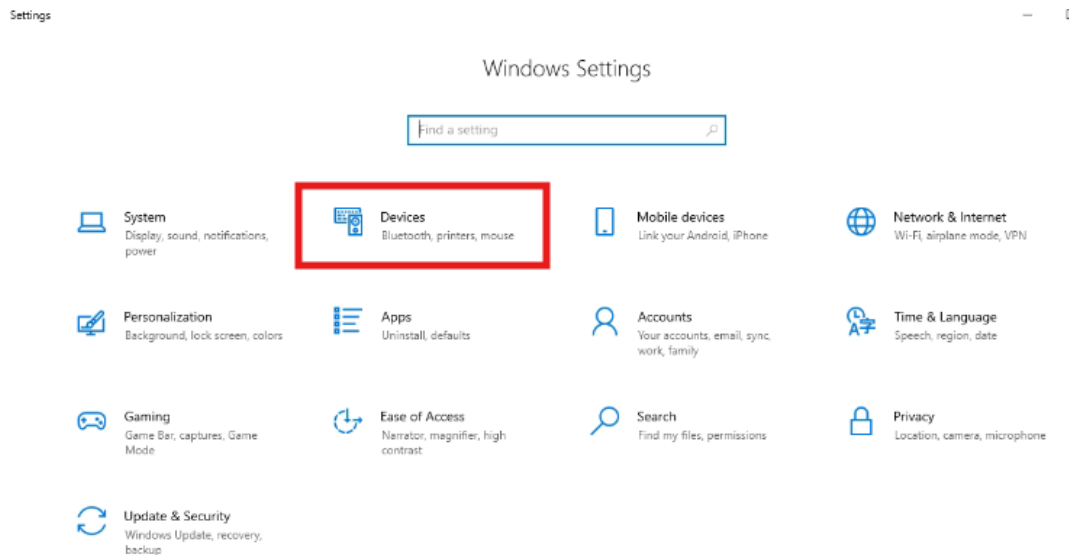


- Bluetooth toggle **“Off”**

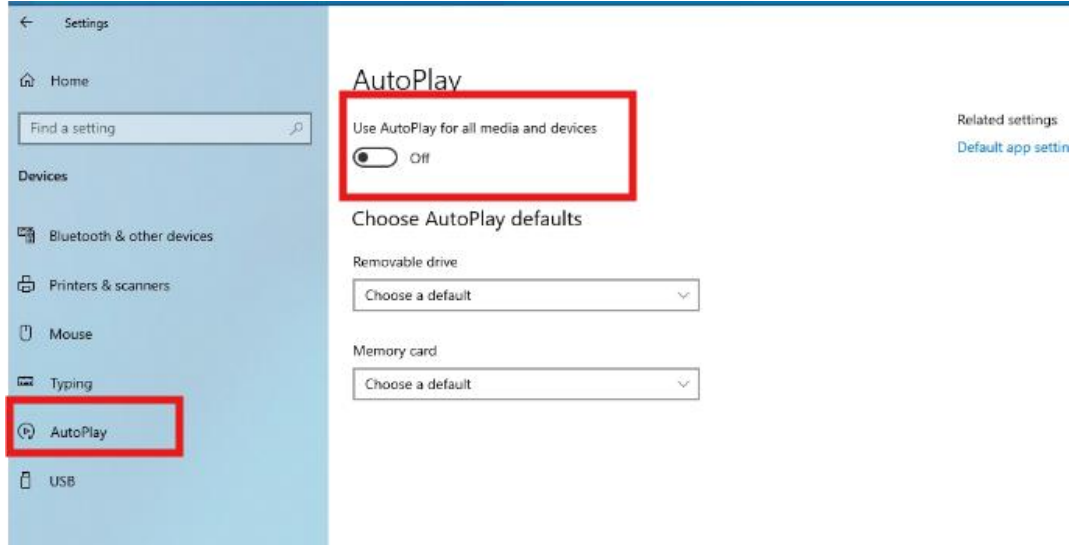


### Disabling Autoplay

- Go to the Windows **Settings > Devices > Autoplay**

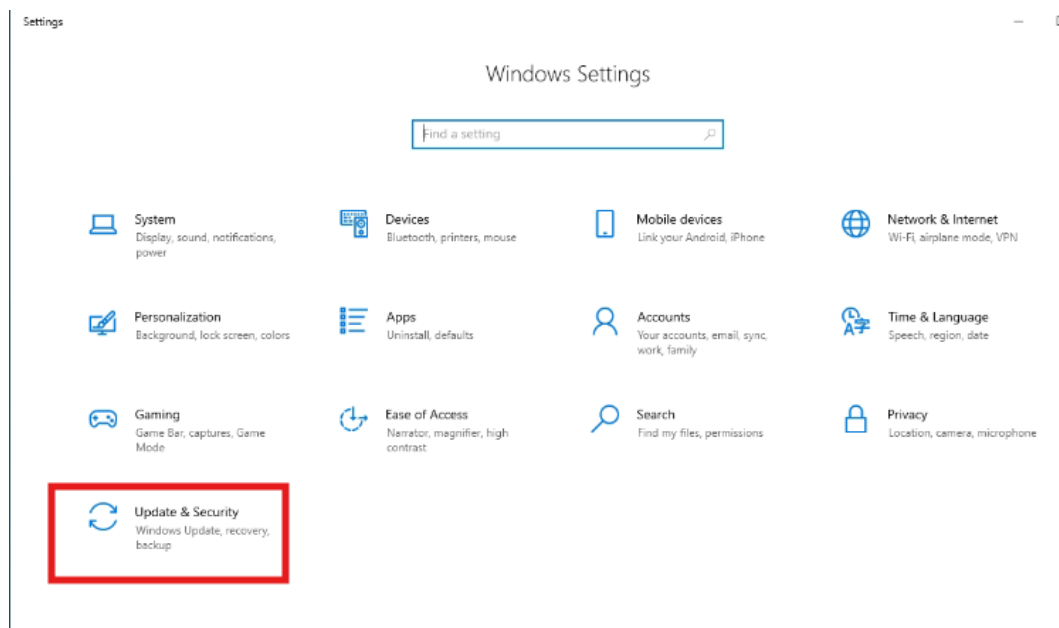


- Autoplay toggle “Off”

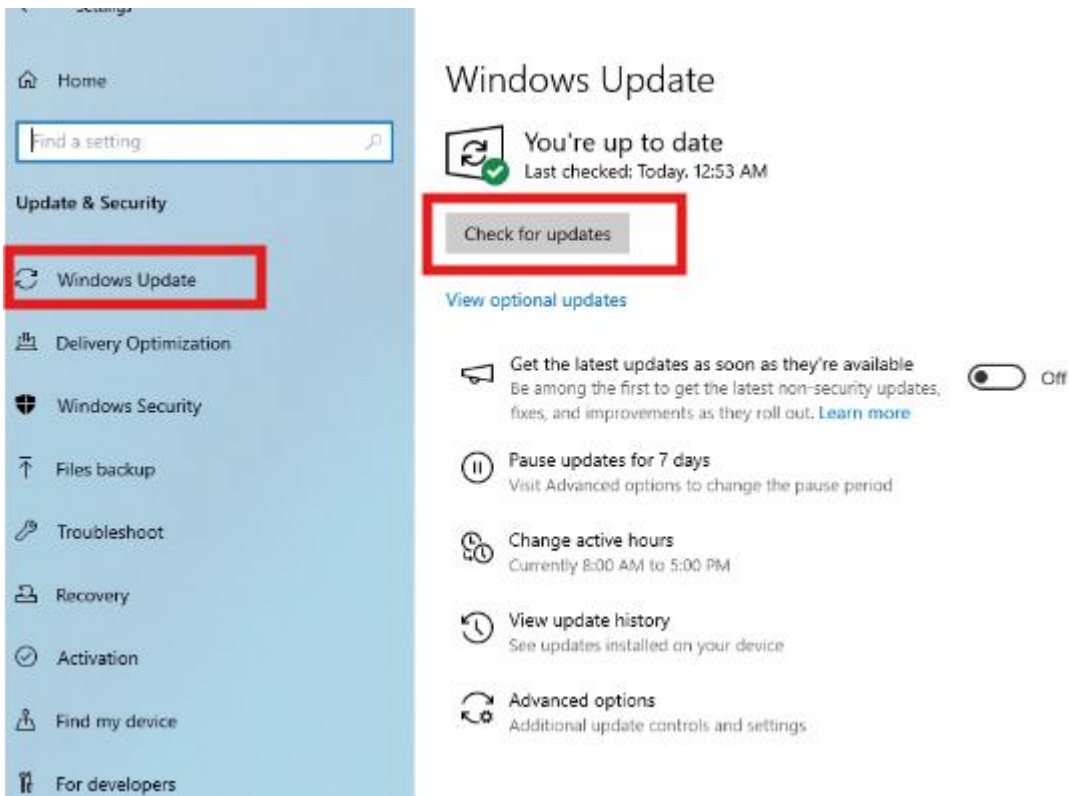


## Windows Update

- Go to the Windows **Settings > Update & Security > Windows update**

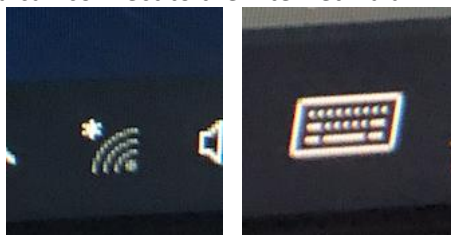


- Go to the **Windows update > Check for updates**.



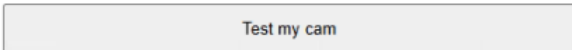
## Internet connection

- Click the WiFi/network icon in the bottom-right corner of the screen. Connect to your desired network using the password entered via the pop-up keyboard (also located in the bottom-right). Alternatively, you can connect to the internet via a LAN cable.



- When WiFi has been connected, close the pop-up keyboard (X)

## Webcam Test

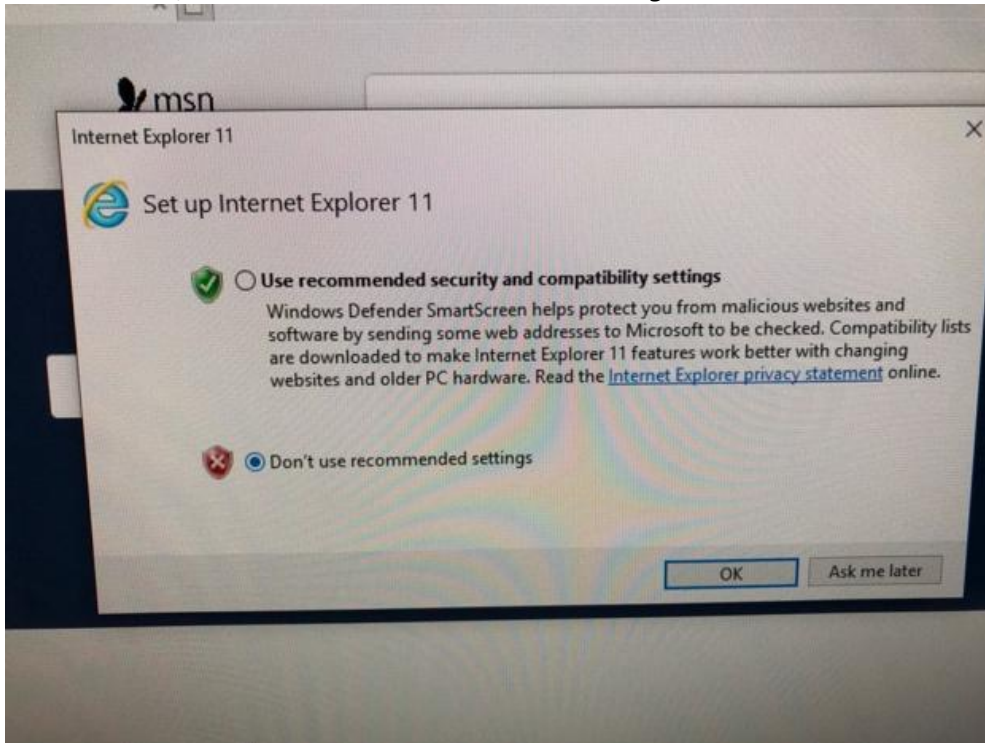
- To test the attached webcam, you can go to this website <https://webcamtests.com/> and click on "Test my cam"  

- Upon successful completion of the testing, the webcam information will be displayed.
- Alternatively, check Device Manager to see if the webcam is listed.

## Anydesk Installation

- To install Anydesk remote desktop application, click on the search magnifying glass icon and enter “Edge” using the pop-up keyboard, then click on “**Microsoft Edge**” on the top of the list of best matches found.



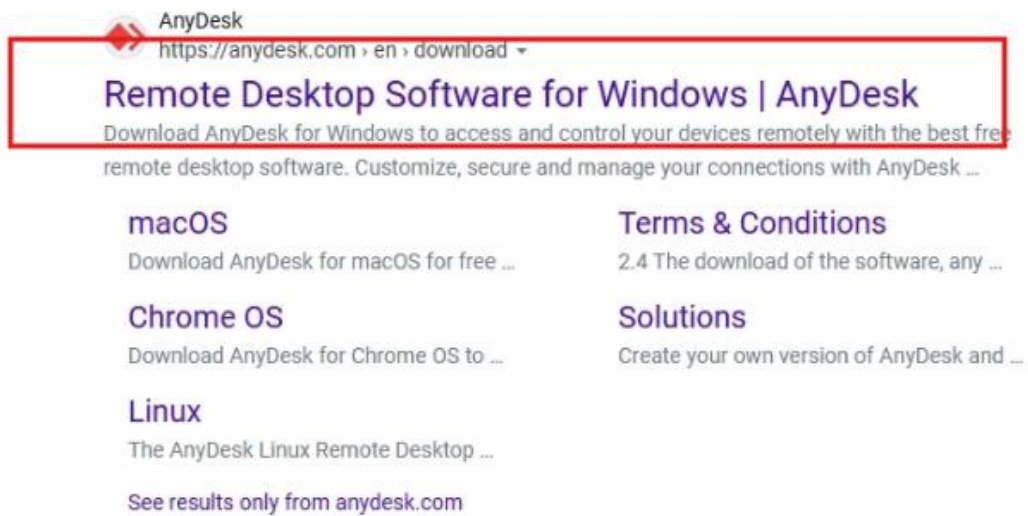
- In this window, select “**Don’t use recommended settings**” and click **OK**.



- Type “**Anydesk download**” in the search bar and click on the free version for Windows pc.



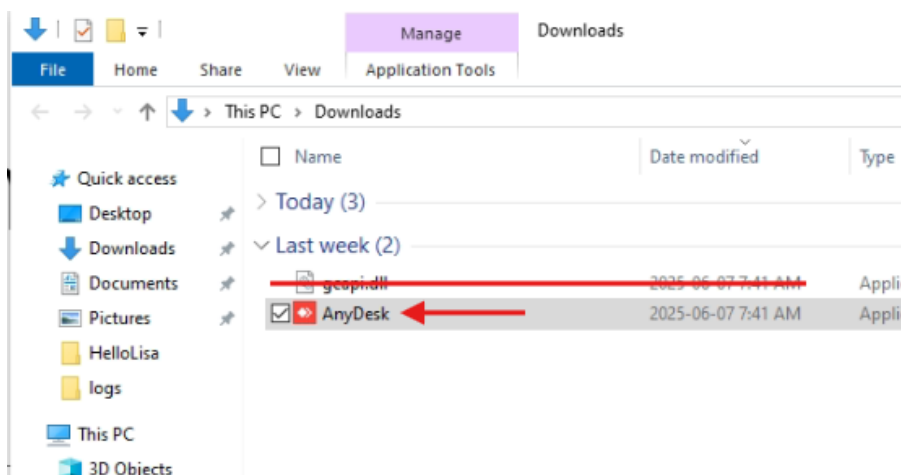
- Select the download link from anydesk.com



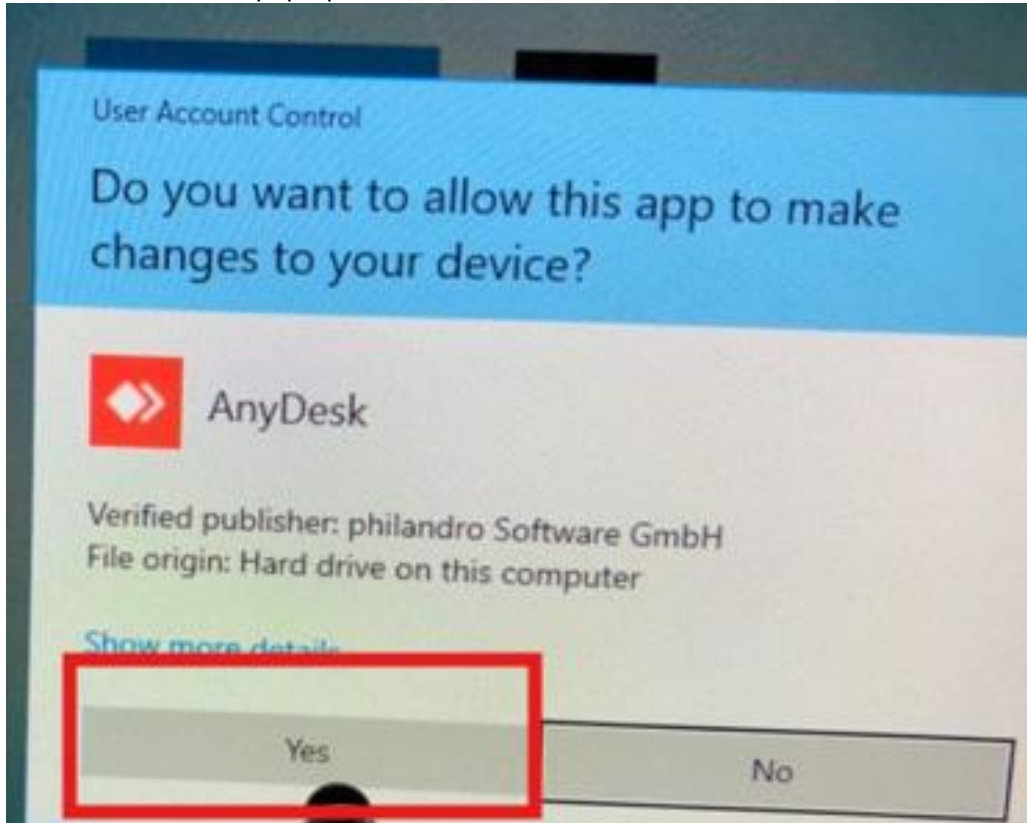
- Click **Download Now**.



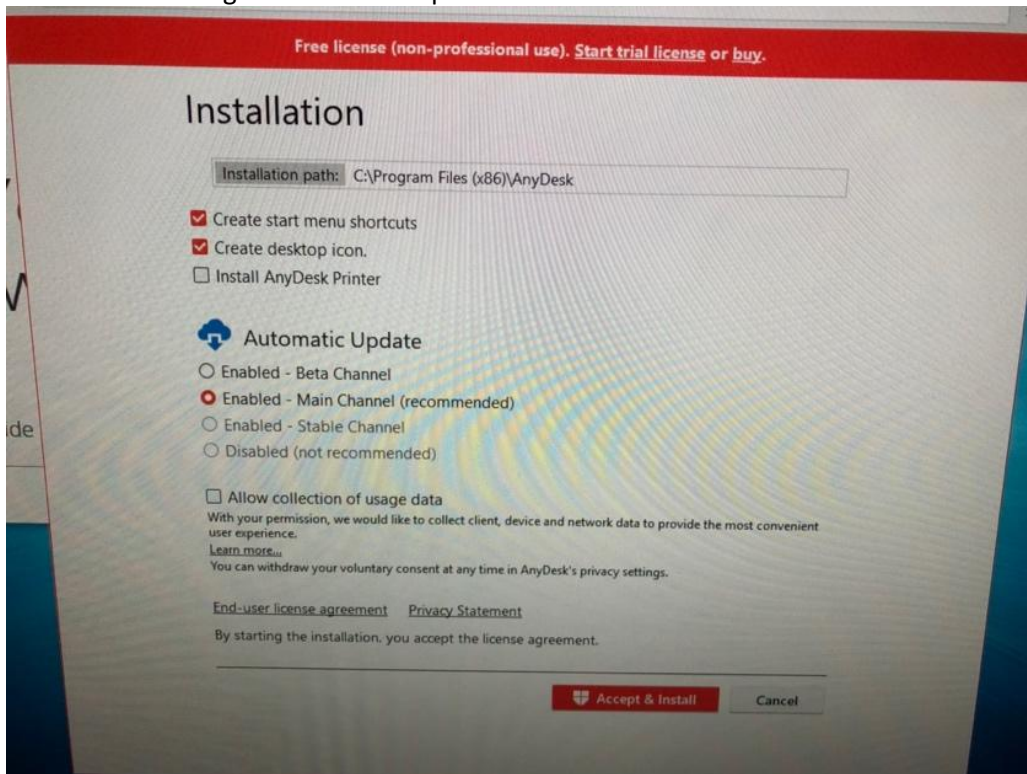
- Go to your Download folder and run and install the Anydesk app.



- Click Yes on the next pop-up window, and a Thank You note will follow, which can be closed (X)

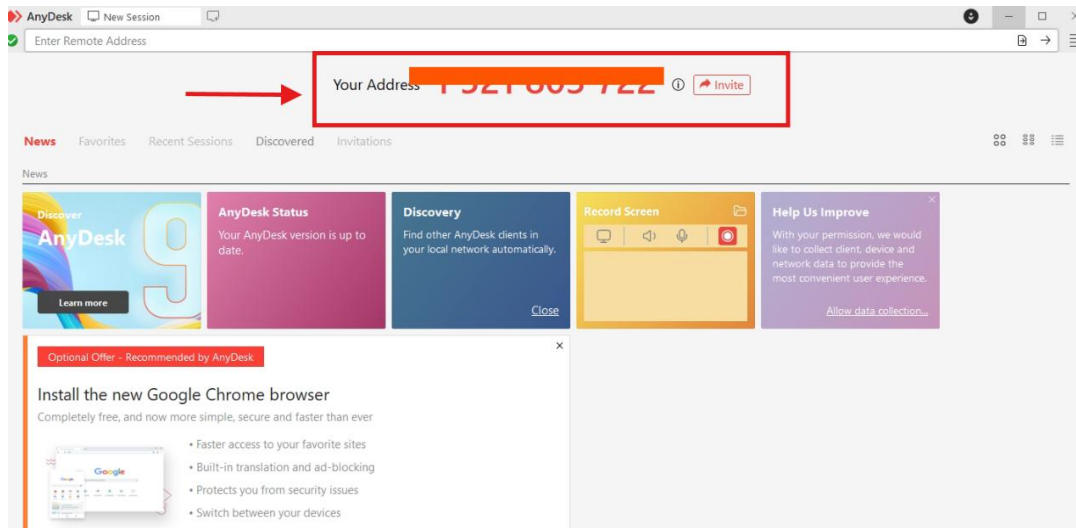


- Check these settings and click "Accept & Install"

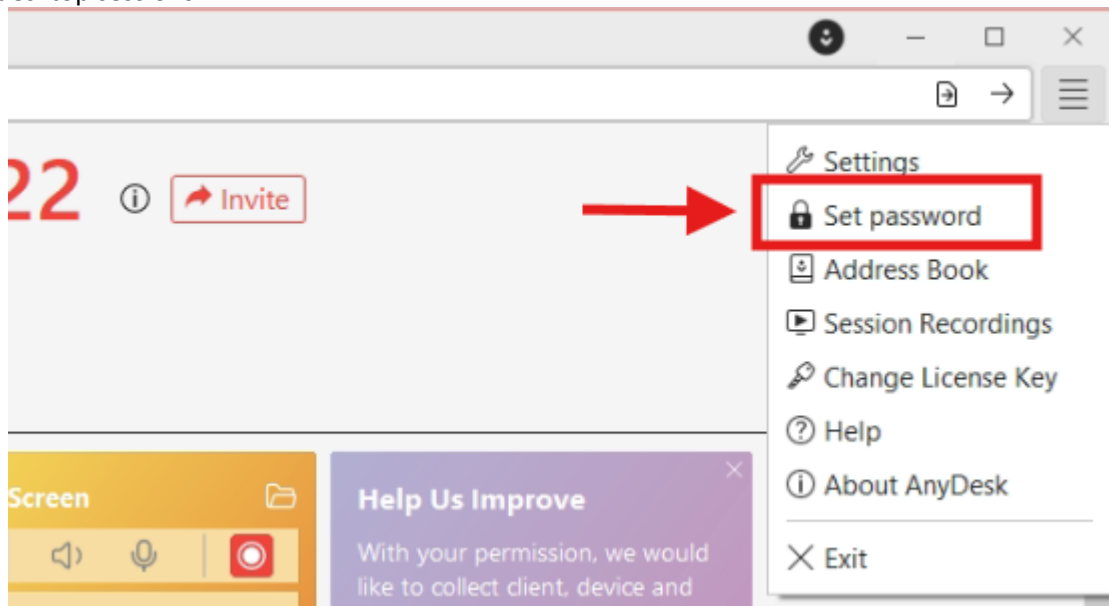


- Click Yes on the next pop-up window, and a Thank You note will follow, which can be closed (X)

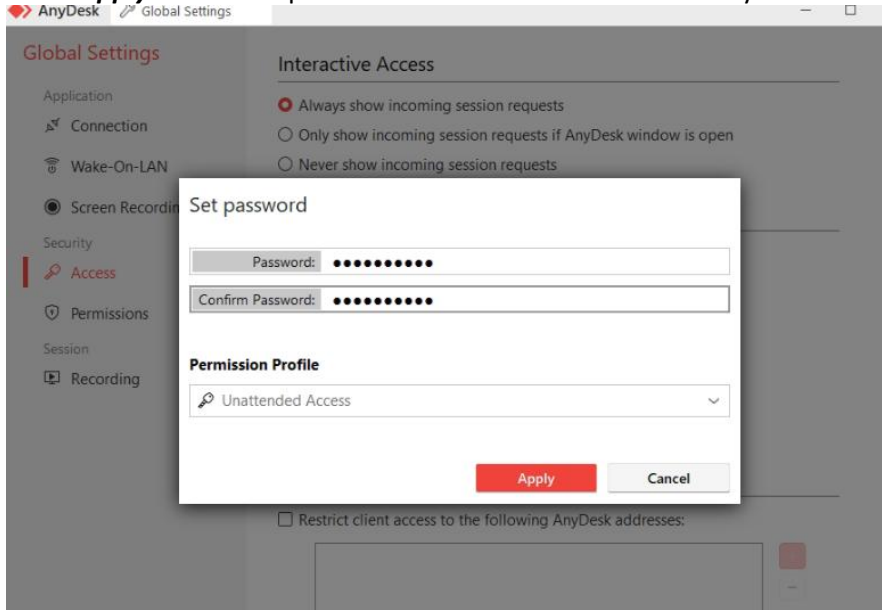
- The Anydesk remote desktop application will be pre-installed and will provide a unique Anydesk identification number on the device.



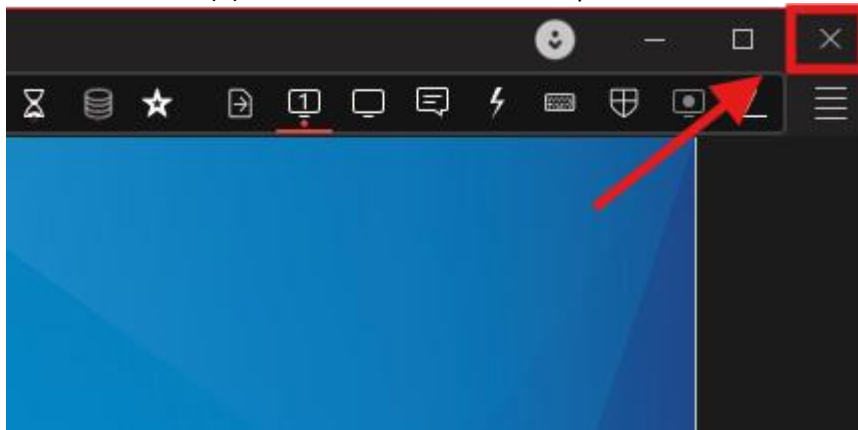
- If required, click in the menu on “Set Password” to create a password for unattended remote desktop sessions.



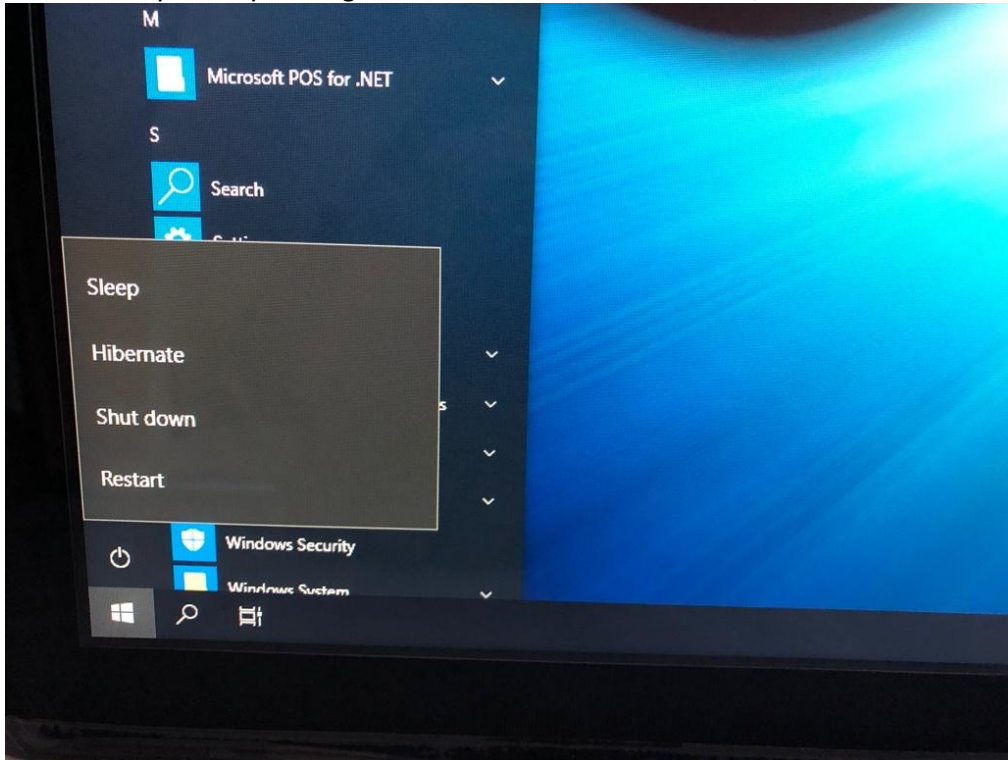
- Click **“Apply”** when the passwords have been entered correctly.



- Close the screen (X) and click Yes to further complete the installation of Anydesk



- Restart the system by clicking on the Windows icon and the On/Off icon



- Your touch screen device is now ready for remote desktop sessions with Anydesk in which the **HelloLisa** Virtual Reception application can be installed.
- Please provide the Anydesk id-number plus the password to our support team at [support@hellodoor.info](mailto:support@hellodoor.info).
- Alternatively, the latest HelloLisa application can be downloaded from the [HelloDoor support website](#).