

HelloYeti

Administrator Manual

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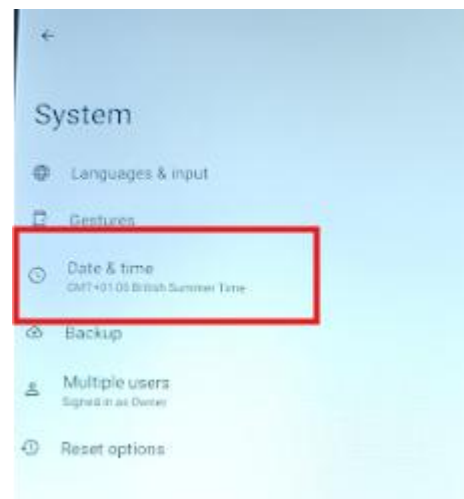
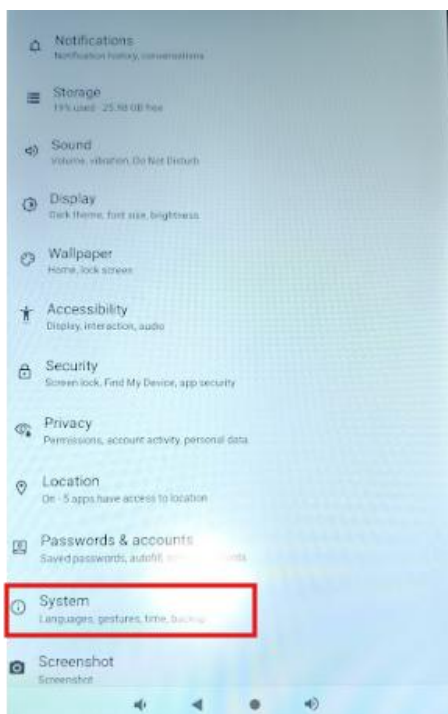
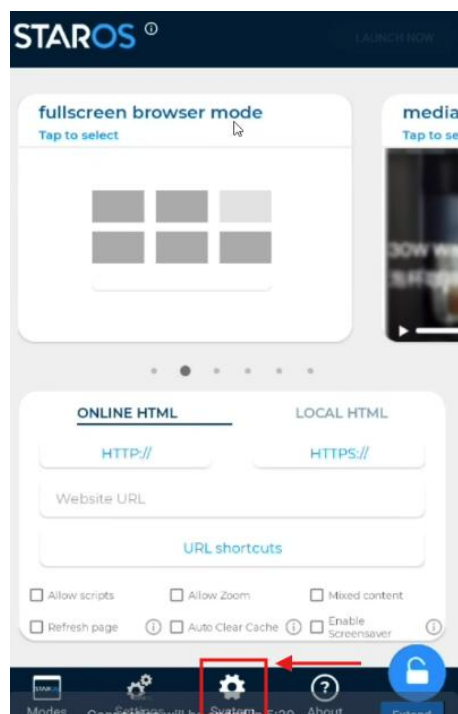
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Introduction

HelloYeti is a video intercom integrated with Microsoft Teams.
This document explains the configuration and management possibilities.

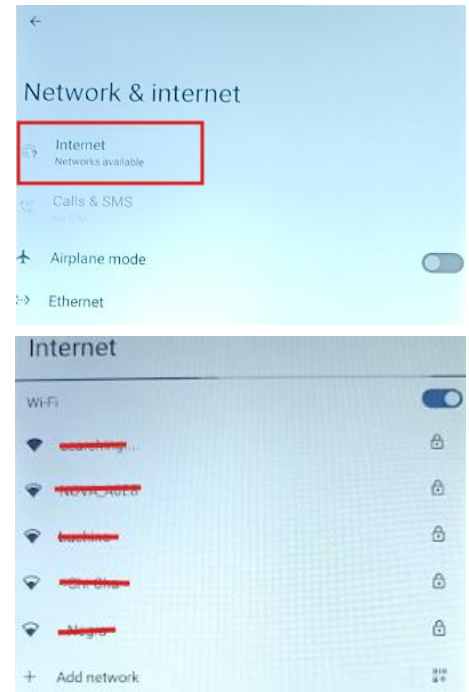
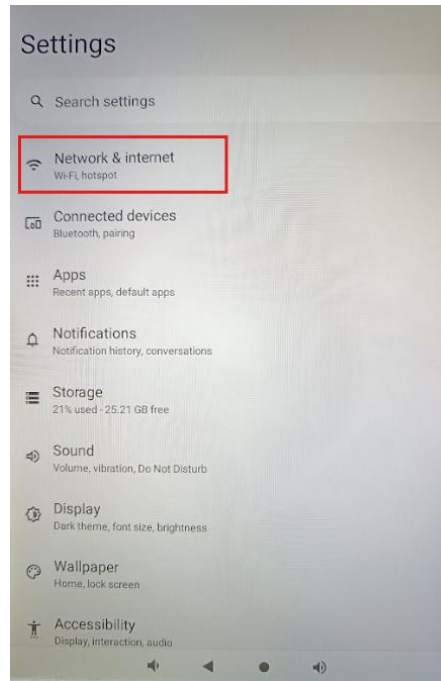
1. Initial configuration

When the device starts up, a prompt will ask you to connect to a network. If it is already connected to the internet via a PoE cable, you can also choose to connect to Wi-Fi. Once online, please ensure the date and time are correct by going to **Settings > System**.



After changing the date and time, click the "Back"  button until you return to StarOS.

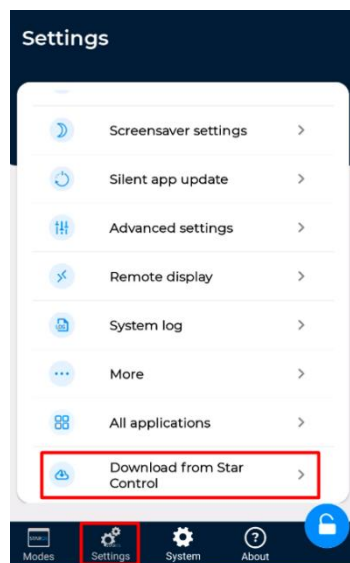
If the device is connecting via Wi-Fi and prompts a connection timeout, go to Wi-Fi settings and reconnect to your network.



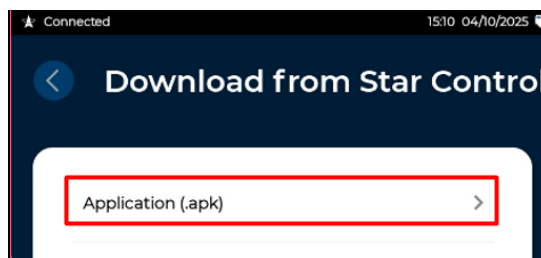
1.1 Download .apk file from StarOS

The following section explains how to perform the basic configuration of your device. You can start using the device right after configuring basic settings.

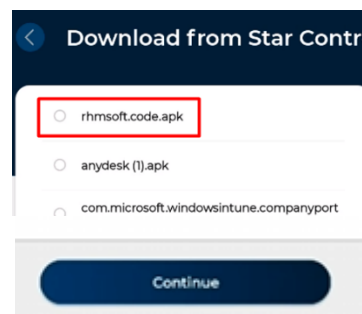
1. Click on double gear sign at the lower bar of the screen, it will take you settings page of StarOS.
2. Scroll down the page to the last & click on “Download from Star Control”.



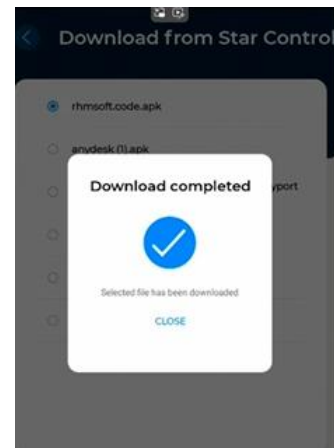
3. Select Application (.apk)



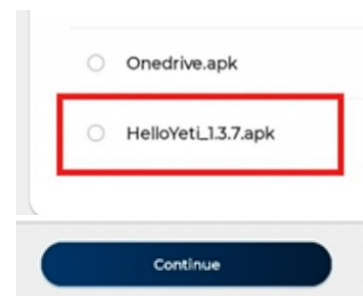
4. Select rhmsoft.code.apk then click continue to download the app.



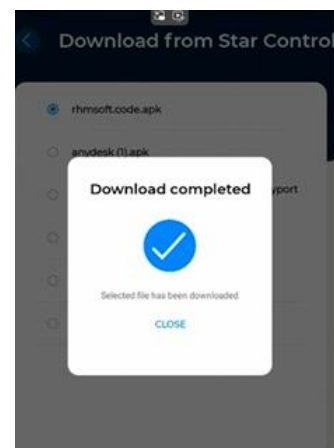
5. After clicking “Continue” it will prompt you that the download was completed. Click Close.



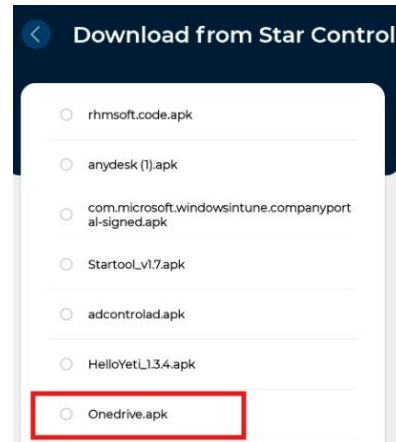
6. Select the latest HelloYeti_x_x_x.apk version then click continue to download the app.



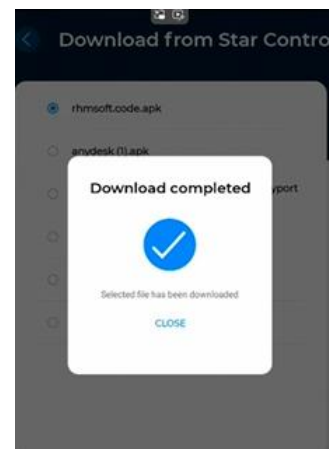
7. After clicking “Continue” it will prompt you that the download was completed. Click Close.



8. Select Onedrive.apk then click continue to download the app.

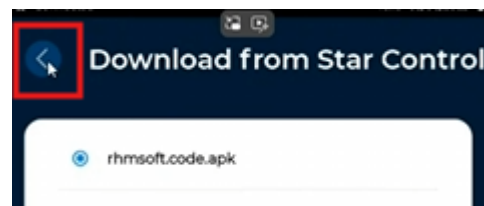


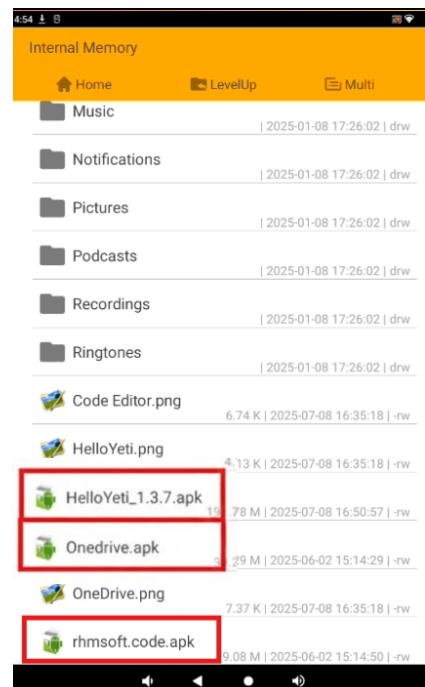
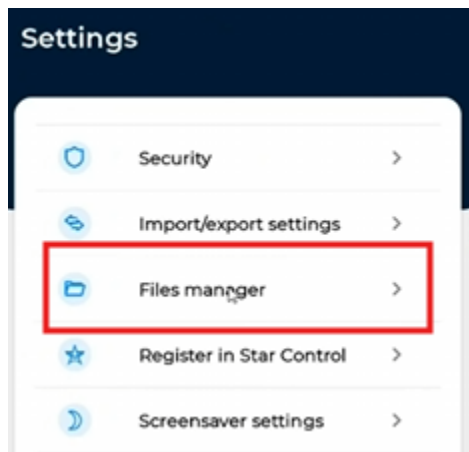
9. After clicking "Continue" it will prompt you that the download was completed. Click Close.



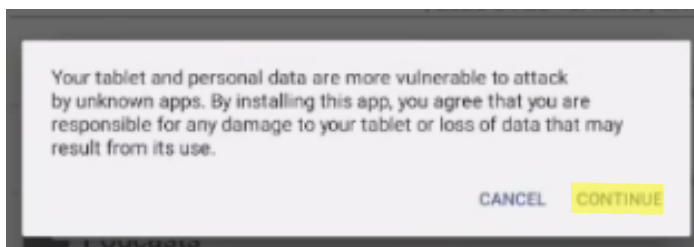
1.2 Installing .apk from StarOS

1. After downloading the apk, go back to the settings menu by clicking the arrow twice at the upper left corner of the dashboard.
2. In the Settings menu click the File manager menu → Internal Memory. In the Internal Memory menu scroll down until you find the HelloYeti x.x.x.apk, rhmsoft.code.apk and Ondedrive.apk.

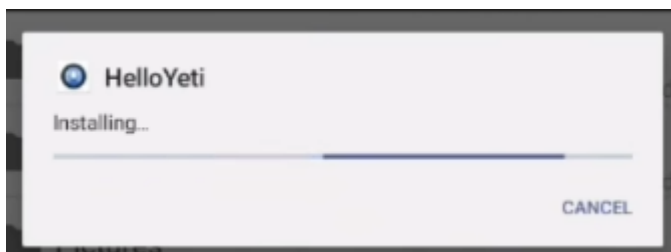




Please note that if you encounter a pop-up like the one shown in the image while installing the app, simply press "Continue."



3. Click the HelloYeti_x.x.x.apk to install application. Click continue then install.

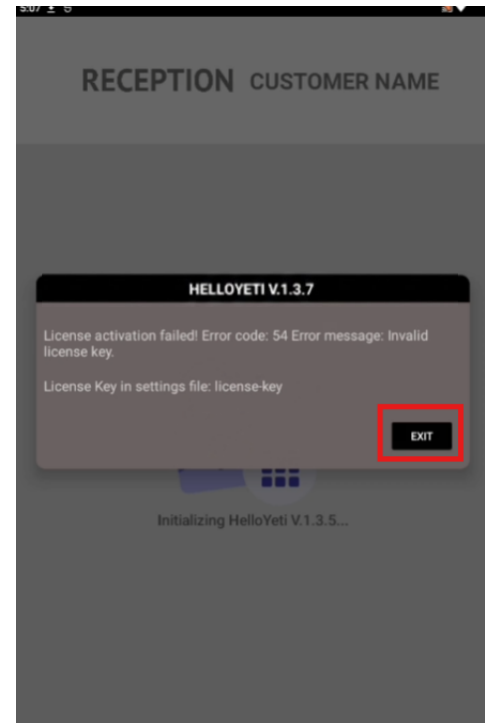


(image showing the installation of the application)

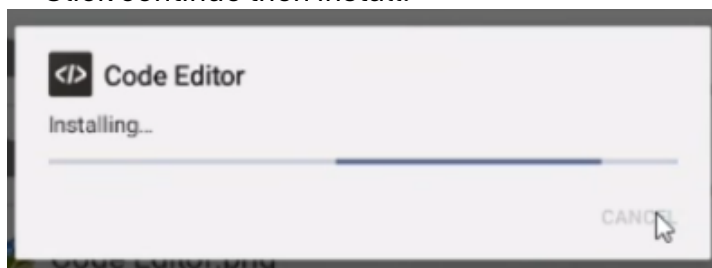
- Once the installation is complete, click open to create a HelloYetiApp Folder then close it.



- After clicking open it will open the HelloYeti App. It will prompt you an invalid license key, we will configure it later, so click the exit button.

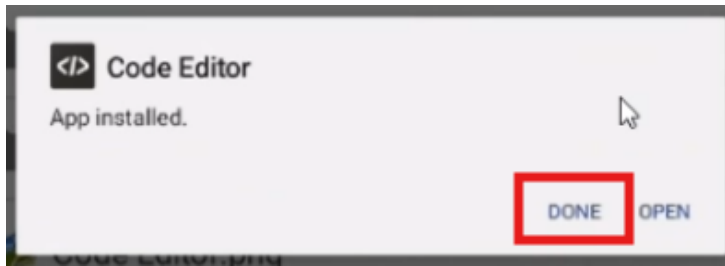


- Click rhmsoft.code.apk to install application. Click continue then install.

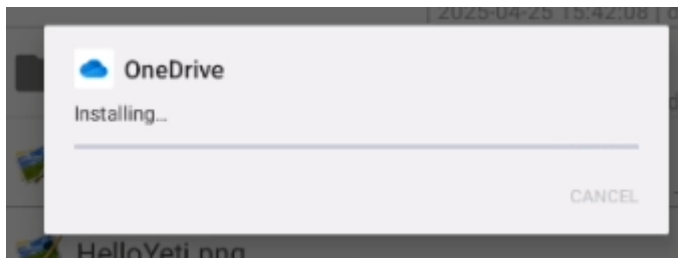


(image showing the installation of the application)

7. Once the installation is complete, click Done.

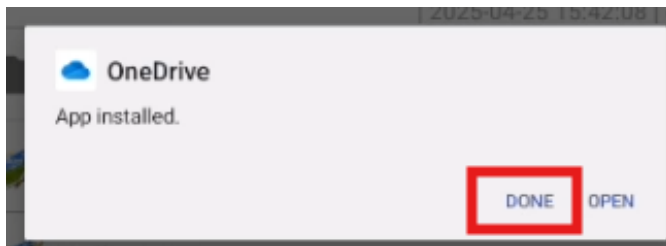


8. Click the Onedrive.apk to install the application. Click continue then install.

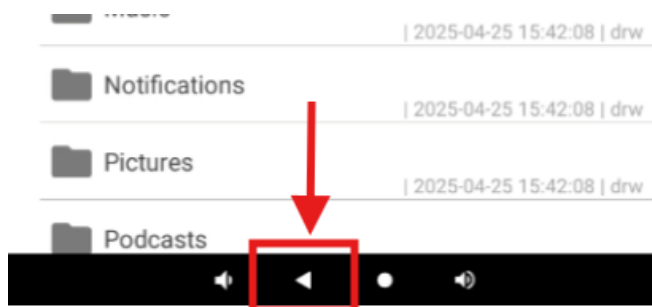


(image showing the installation of the application)

9. Once the installation is complete, click Done.

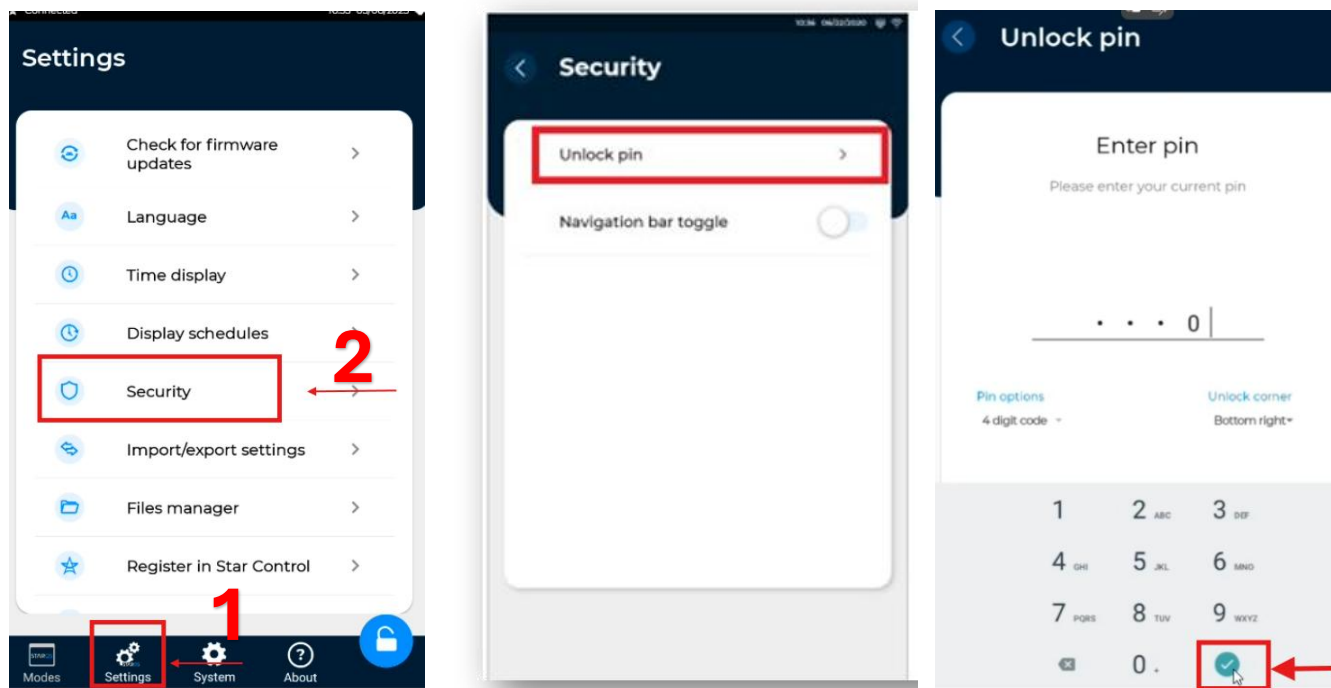


10. Click the exit button to go back to the menu settings.

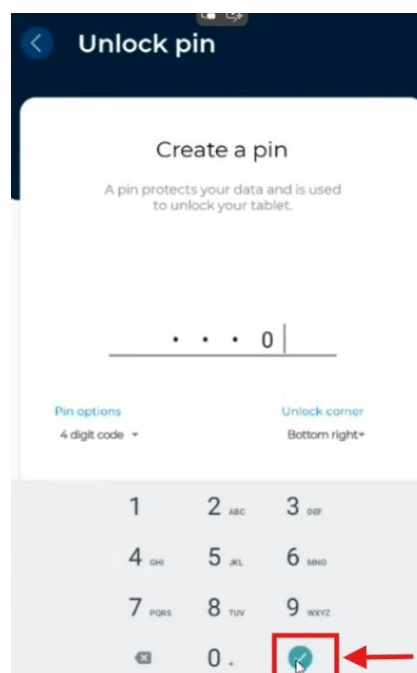


1.3 Changing the pin to lock the device

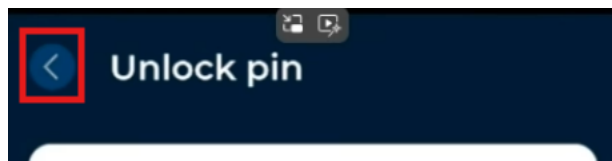
1. Go to the settings menu and click security → Unlock Pin and Enter the current Pin.
The default PIN is the 4-digit code "0000" then click the green check to proceed.



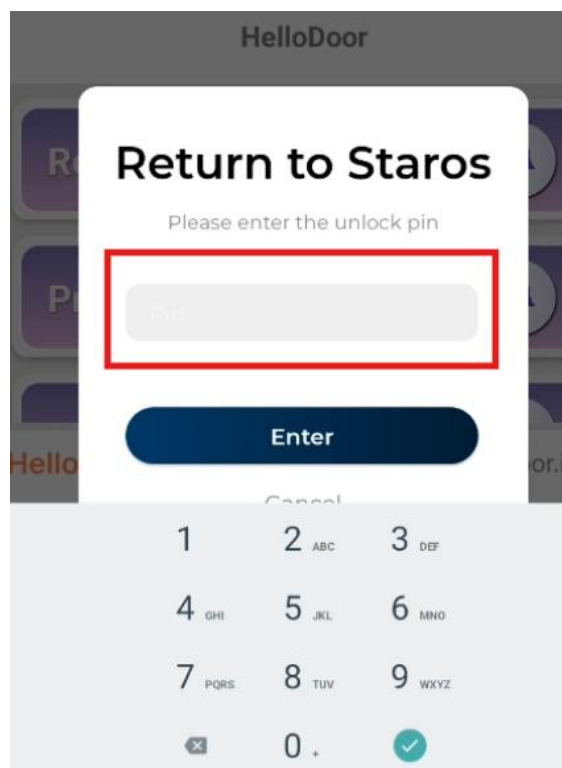
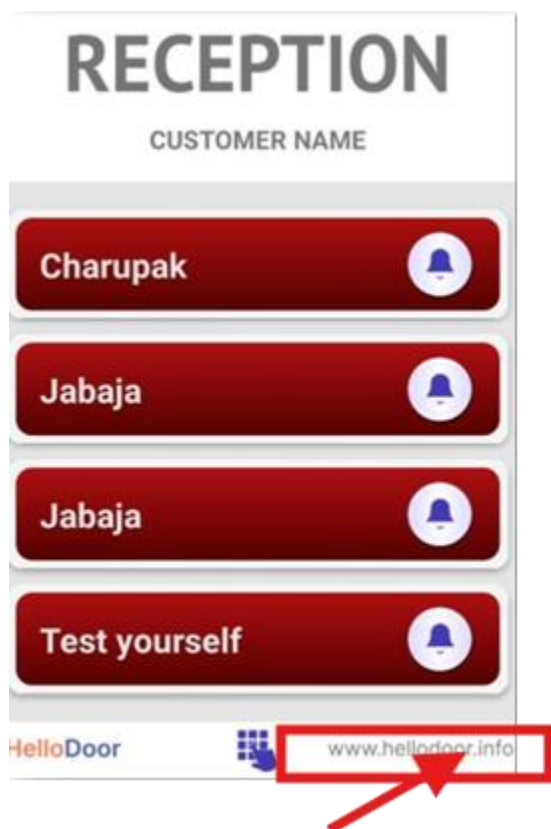
2. Enter a new pin
3. Choose the Pin Option from these three:
 - 6-digit code.
 - 4-digit code.
 - no code.
4. Choose Unlock Corner to tap when unlocking device:
 - top left.
 - top right.
 - bottom left.
 - bottom right.
5. Click "Check" to proceed, without prompt confirmation. Once the PIN is updated, tap the bottom right corner of the screen four times to enter the Star OS interface.



- Click the “Back” button twice to go back to settings menu.



To access the Star OS interface while in app mode, tap the bottom right corner of the screen four times and enter your unlock PIN.



The following section explains how to perform the basic configuration of your device. You can start using the device right after configuring basic settings.

2 Configuration

The device requires settings.xml file containing all configuration data. This file can be filled in manually, or you can generate it by visiting the webpage:

<https://hellodoor.info/settingsxml/>. After filling in the necessary fields, the settings.xml file will be generated and is essential for the basic setup.

2.1 Editing settings.xml using OneDrive app

With the OneDrive application now installed, you can utilize it to transfer files between your computer and your StarOs device.

1. On your computer go to <https://hellodoor.info/settingsxml/>
2. Complete the form based on your preferred settings
 - a. **How many buttons** - This is the number of buttons that will be displayed on the device.
 - b. **Display name for this button** – This is the text displayed on each button of the device (e.g., “Reception”).
 - c. **Enter the address where the call will go** - This is the address where the user will receive the call. (e.g., reception@company.info)
 - d. **Object ID of a user** - This is a unique identifier assigned to each user, group, or application within the directory. To learn how to get the user Object ID, refer to section [2.1.2](#)
 - e. **License key** – The license key sent via email from HelloDoor after purchased. Please input the key in all **uppercase** letters.
 - f. **Location Description** – Device location (e.g. Lobby, Front Door, etc.)
 - g. **Azure AD Tenant ID of your organization** - The **Azure AD Tenant ID** (now called **Microsoft Entra Tenant ID**) is a unique identifier assigned to your organization's directory in Microsoft Entra ID. To learn how to get the Azure AD Tenant ID, refer to section [2.1.1](#)
 - h. **Log in ID. The call will be initiated from this account** - This is the address the user will use to log in to the device. (e.g., helloyeti@company.com)
 - i. **Display name shown on the screen** - This is the text display shown on the upper screen of the device. (e.g., COMPANY NAME)
 - j. **Message displayed when the network is lost** - This is the text displayed when the network is lost. (e.g., “Network issue. Retrying...”)
3. Once all fields are filled out, click the "Generate XML" button on the webpage.

*When you open the settings.xml file, this is what it looks like.
The highlighted parts are filled with the data you input in the form, and you can also update them manually.

```
<?xml version="1.0" encoding="utf-8" ?>
<root xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <settingsVersion>3.4</settingsVersion>
  <license>xxx-xxx-xxx-xxx</license>
  <locationDescription>device-location</locationDescription>
  <tenant>tenant-id-from-azure-ad</tenant>
  <contacts>
    <contact index="1" label="Reception 1">
      <sipaddress userId="user-object-if-from-azure-ad" email="user1@reception.com"></sipaddress>
    </contact>
    <contact index="2" label="Reception 2">
      <sipaddress userId="user-object-if-from-azure-ad" email="user2@reception.com"></sipaddress>
    </contact>
  </contacts>
  <loginaccount>doorbell@reception.com</loginaccount>
  <companyName>Customer Name</companyName>
  <showKeypad>>false</showKeypad>
  <callTimeoutInMinutes>10</callTimeoutInMinutes>
  <OpenRelay>
    <openCommand>open</openCommand>
    <openCommand>opening</openCommand>
  </OpenRelay>
  <langSetting>
    <lang index="en">
      <lostNetworkInformation>Network connection is lost, contact IT...</lostNetworkInformation>
      <searchContactHint>Search available contacts:</searchContactHint>
    </lang>
  </langSetting>
</root>
```

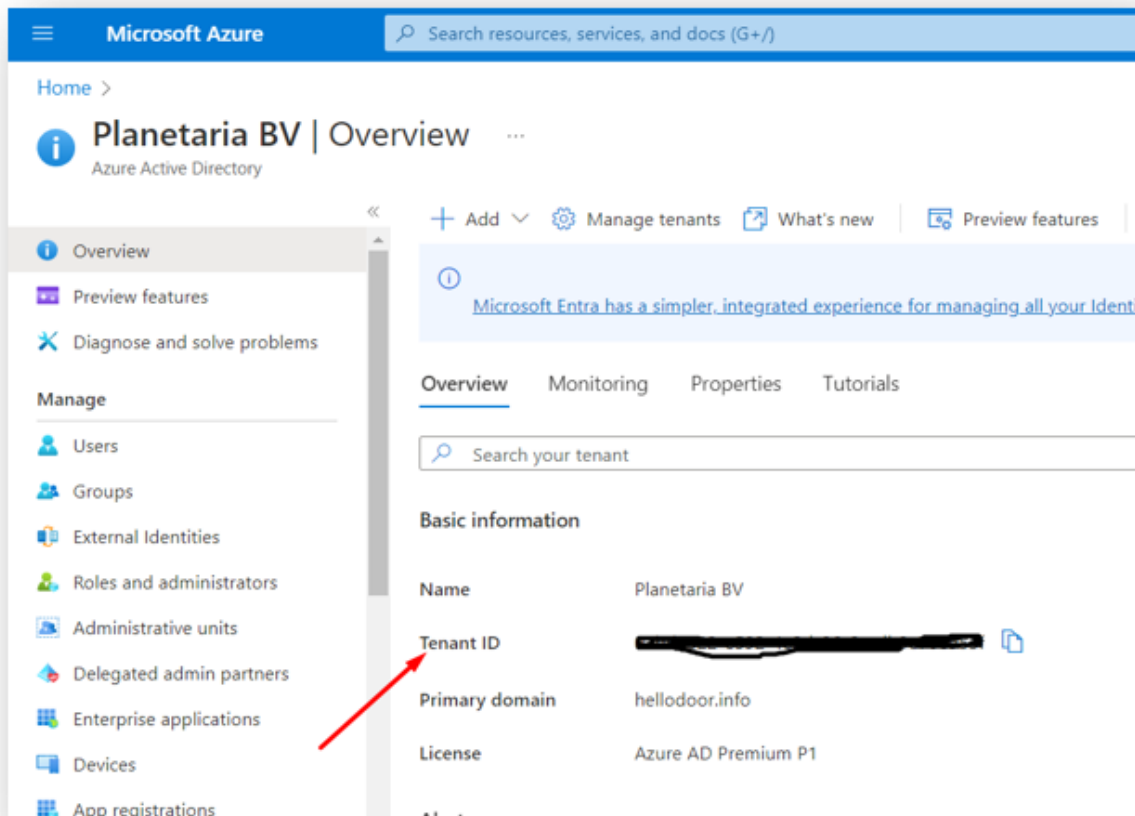
WARNING!

DO NOT DELETE
OR MODIFY **settings_default.xml**. It is for
reference.
DO NOT CHANGE 3. '**settingsVersion**' in
the settings.xml file.

<license> HelloYeti license key
<locationDescription> Device location
<tenant> (obtaining Tenant ID is described in the next
page);
<userId> (obtaining User ID is described in the next page);
<label> name the button in main screen interface;
<sipaddress> enter the email address where the call will
go;
<loginaccount> the call will be initiated from this account;
you need to configure this account in your environment;
<companyName> put your actual company name.
<lostNetworkInformation> information to be displayed
when network is not available

2.1.1 How to get your tenant ID

1. Find the Tenant ID in your Azure portal Microsoft Entra ID, the Overview section and copy it.



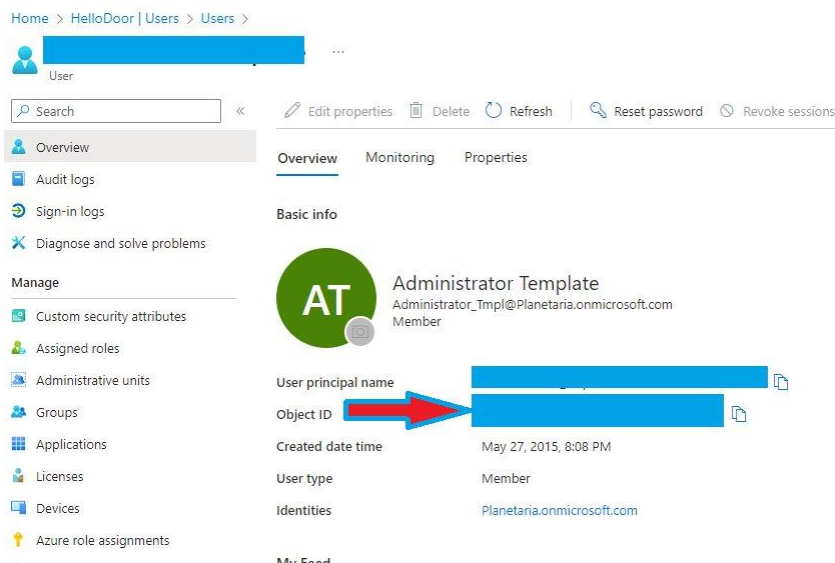
2. Tenant ID - This data needs to be entered into the **Azure AD Tenant ID** text field within the settings.xml form on the webpage.

** Can be edited/put manually in this area of settings.xml file.*

```
<settingsVersion>3.4</settingsVersion>
<tenant>XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX</tenant>
<contacts>
```

2.1.2 How to get a user's object ID.

1. Find the user object ID in your Azure portal Microsoft Entra ID in the Users section, click at the required callee user and go to detail page. Copy object ID of that user.



2. Object ID - This data needs to be entered into the **Object ID of a user** text field in the form settings.xml on the webpage.

** Can be edited/put manually in this area of settings.xml file.*

```
<contacts>
  <contact index="1" label="Reception 1">
    <sipaddress userId="user-object-if-from-azure-ad" email="user1@reception.com"></sipaddress>
  </contact>
  <contact index="2" label="Reception 2">
    <sipaddress userId="user-object-if-from-azure-ad" email="user2@reception.com"></sipaddress>
  </contact>
</contacts>
```

2.2 Continuation of Editing settings.xml using OneDrive app

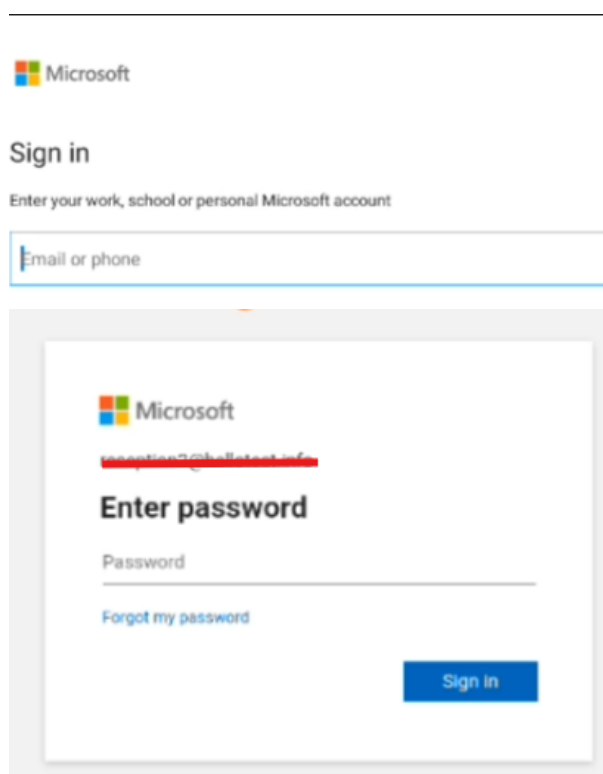
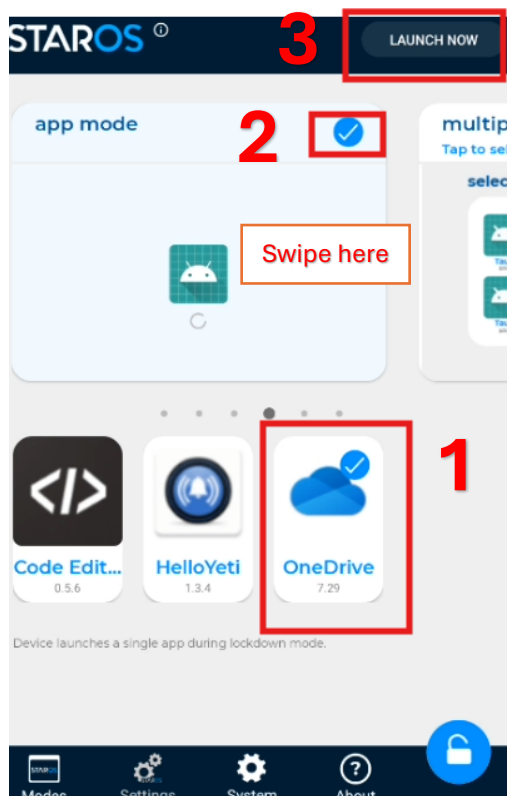
1. After generating settings.xml from the website, upload it to your OneDrive.
2. With the file now on your OneDrive, you can proceed to transfer it using the OneDrive app within StarOS.

Ensure the HelloYeti application is not running before editing the settings.xml file. To guarantee HelloYeti is stopped, restart the device.

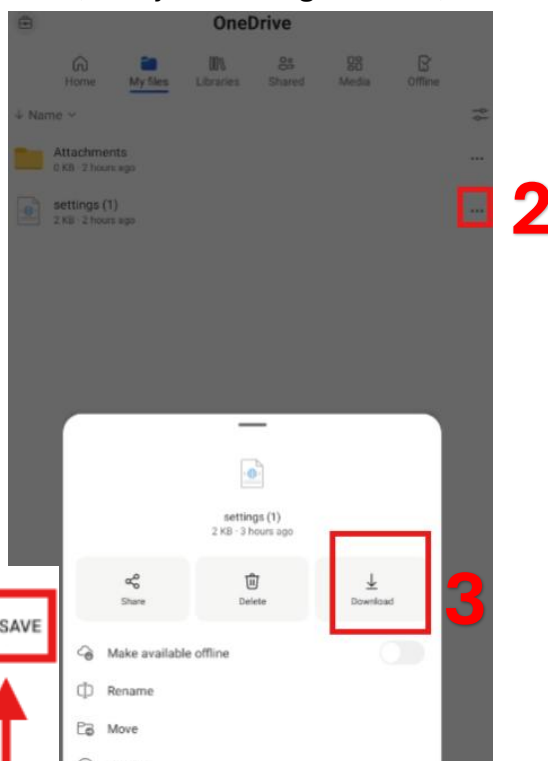
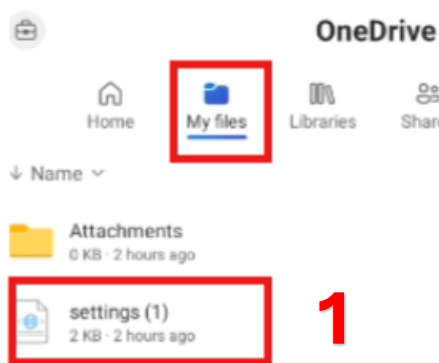
If HelloYeti starts after the restart, please click "Exit."

3. Click Modes at the bottom left of the dashboard. Go to **App mode** by swiping left/right in the screen referring to the image below and select OneDrive app to launch the app.

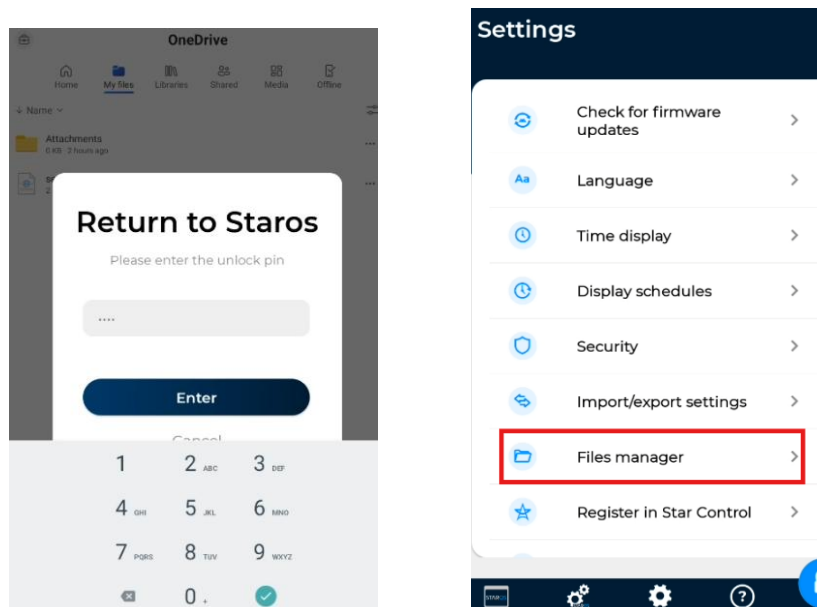
4. Sign in with the **Microsoft account** you use to upload the settings.xml file to OneDrive.



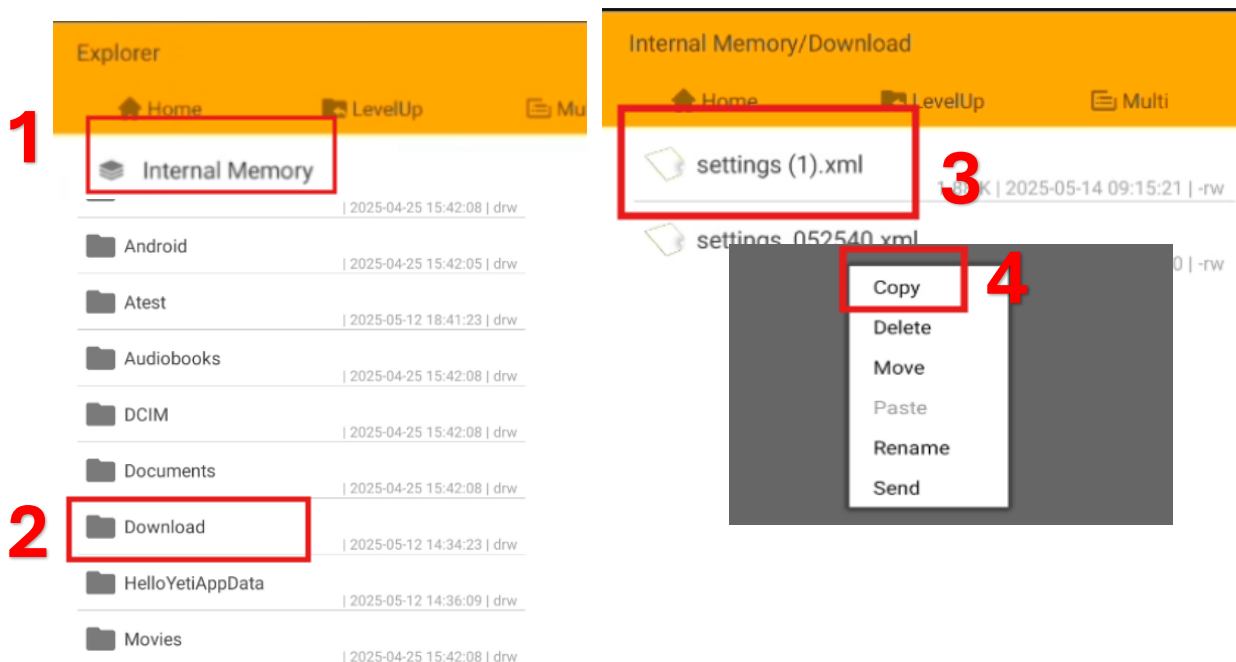
5. Once logged into the OneDrive app, go to **My Files**, find your settings.xml file, download and save it.



6. The file is downloaded on the device. Next, replace the current settings.xml with the modified version you created.
7. *Optional:* Sign out from OneDrive app
8. To exit the OneDrive app, tap four times on the bottom right corner of the screen and enter the unlock PIN code, then go to Settings → File Manager.

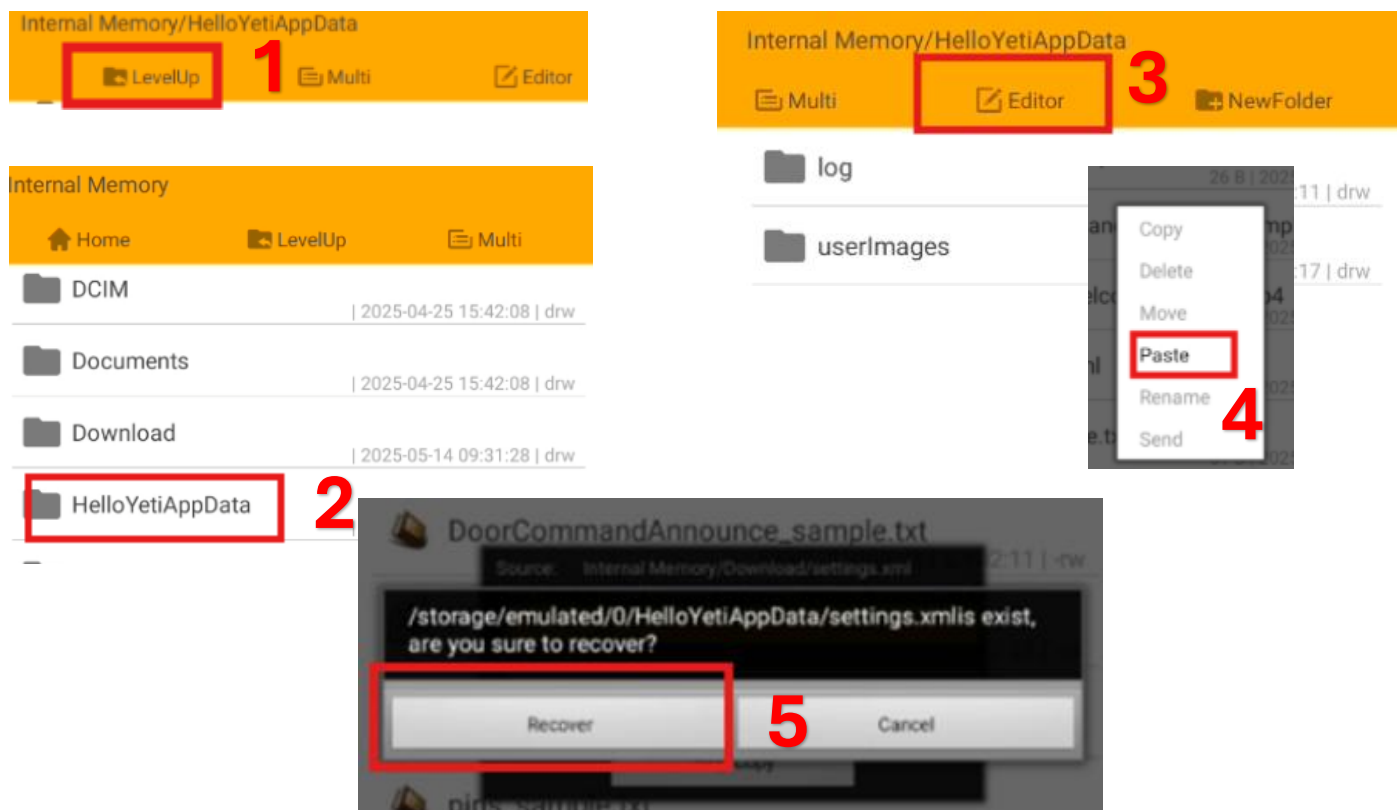


9. Open the Internal memory → Download folder. Locate the file named "settings.xml". Long-press on it and then select "Copy".



10. Navigate to the HelloYetiApp folder and replace the current settings.xml file by pasting the new one. You can do this by going to **Level up > HelloYetiApp > Editor**, then pasting. When prompted to recover the file, click "Yes" to overwrite.

If the Editor Menu isn't visible, swipe left or right on the header title to find it.



11. The file has been replaced with your settings.xml.
12. Click the back button to return to the settings menu.



When all **basic configuration settings** are specified, you can proceed to the [final steps](#) and launch your device.

3. FINAL STEPS

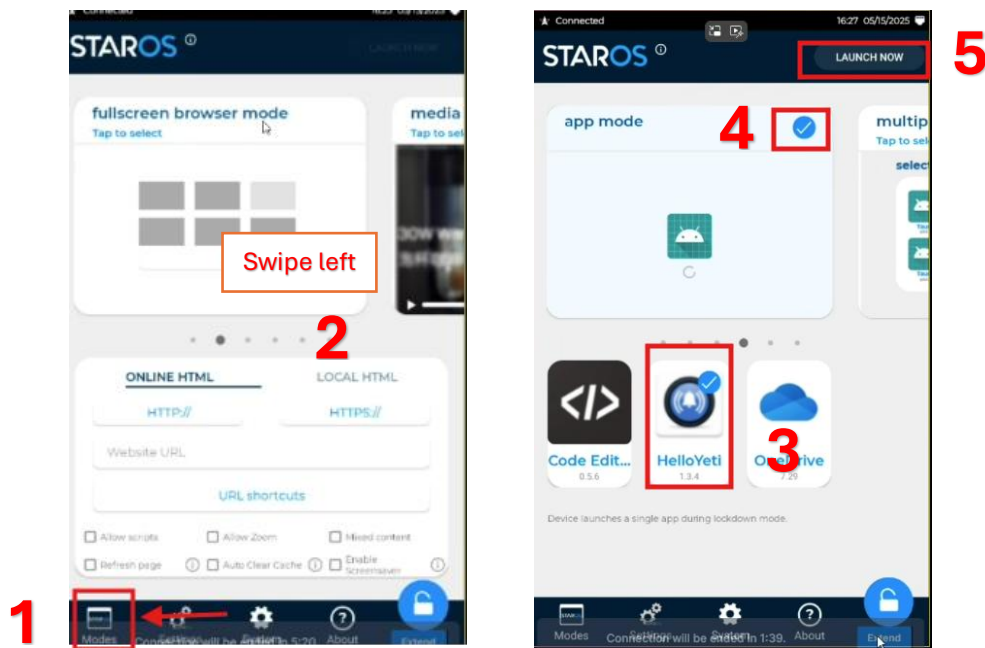
You are almost finished; a few steps are required before the start.

1.1 Configure the HelloYeti app in the device to start by default

After successfully installing the application. We need to configure the device to launch HelloYeti app by default.

Click Modes at the bottom left of the dashboard. Go to **App mode** by swiping left in the screen referring to the image below and select HelloYeti app to launch the app.

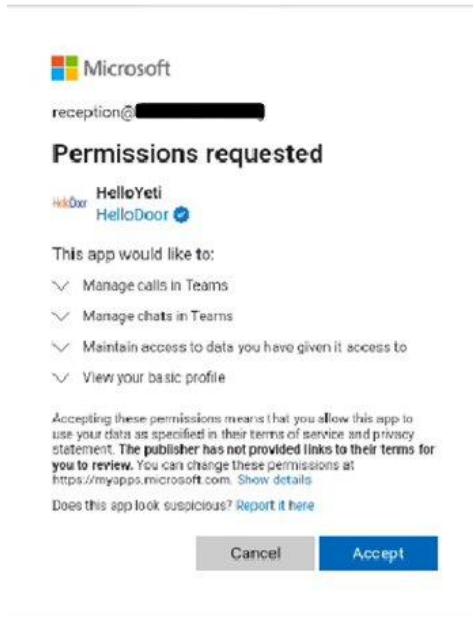
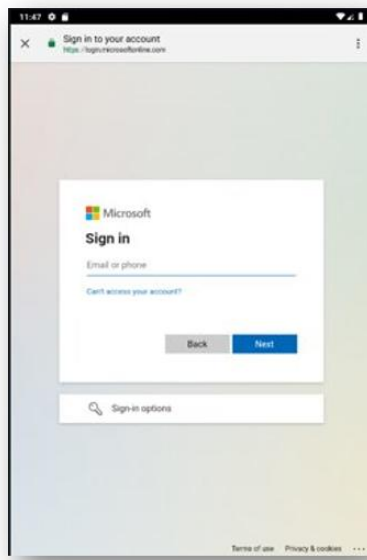
**Be aware that you should launch it in a single app mode only*



1.2 Launching HelloYeti and signing-in

1.2.1 User consent

1. Log in to the account you input in the **<loginaccount>** form in the settings.xml file.
2. HelloYeti will ask for permissions to create a call, chat and access user information on behalf of the Teams user that is used for the device.
3. The consent dialog will popup twice with different set of permission requests. Users will have to click "Accept" for each dialog.



1.3 Making a test call

Make a test call to check if everything was set up correctly before using HelloYeti in your environment.



If you want to **configure advanced features**, continue to the next chapter. You will get to know how to:

- import files to the device.
- customize the company logo.
- change the reception button interface.
- add the introduction video.
- enable a numeric keypad for door opening.
- configure the door-opening command.
- send text reminders for door opening.
- set ringtone audio.

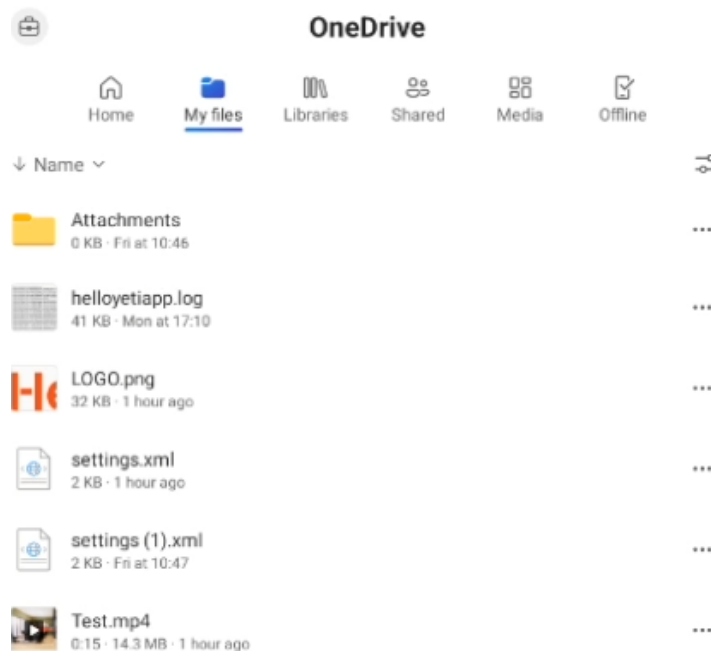
4. Advanced (optional) configuration

You can make customized edits to the interface.

4.1 How to import files to the device

Some configurations may require transferring extra files to the device, such as the company logo, welcome video, or custom ringtone. Before you start, you should import them to your device, which is possible in two ways:

- You can do it via **OneDrive**.



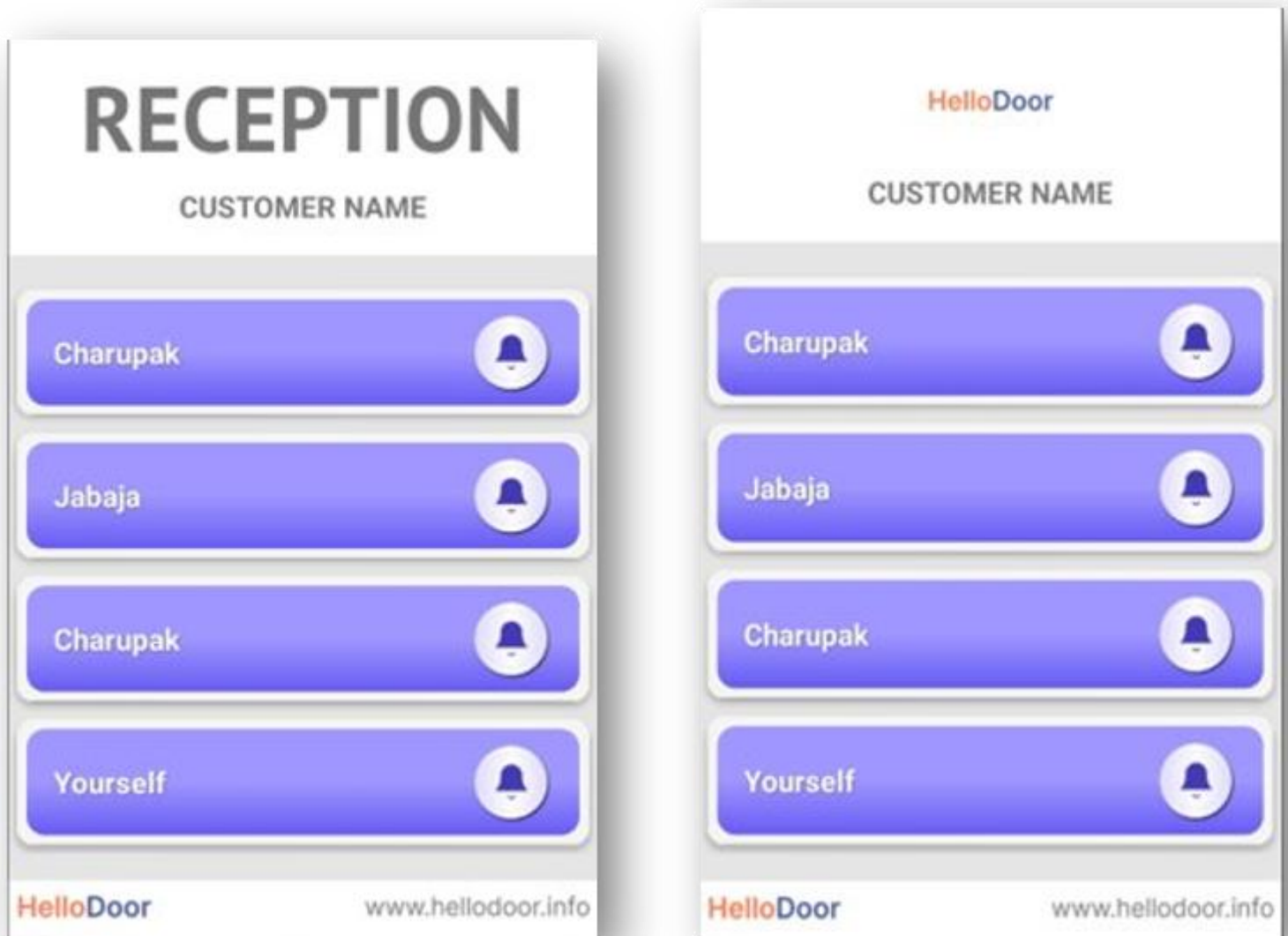
Upload all the necessary files for customizing HelloYeti (such as the logo, welcome video, and custom ringtone) to OneDrive, and then download them onto the StarOs device.

**Each file needs to be transferred to a specific folder according to the configuration it refers. It is mentioned in the next slides.*

- If OneDrive is not available, you can transfer the files needed with a USB stick.

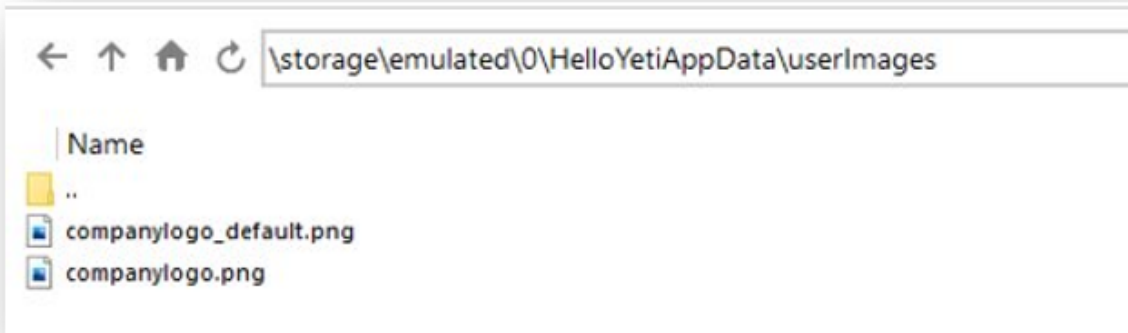
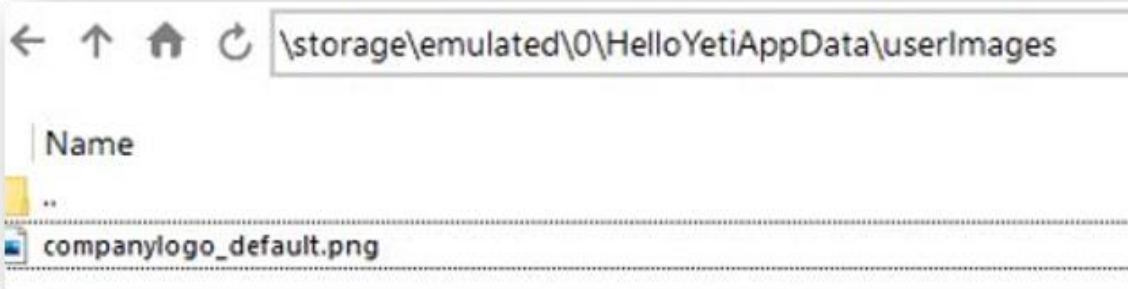
4.2 Customizing the company logo

Import the file “companylogo.png” with your company logo to the userImages folder.



**The file needs to be in PNG format*

WARNING! Please do not rewrite/replace “companylogo_default.png” file.



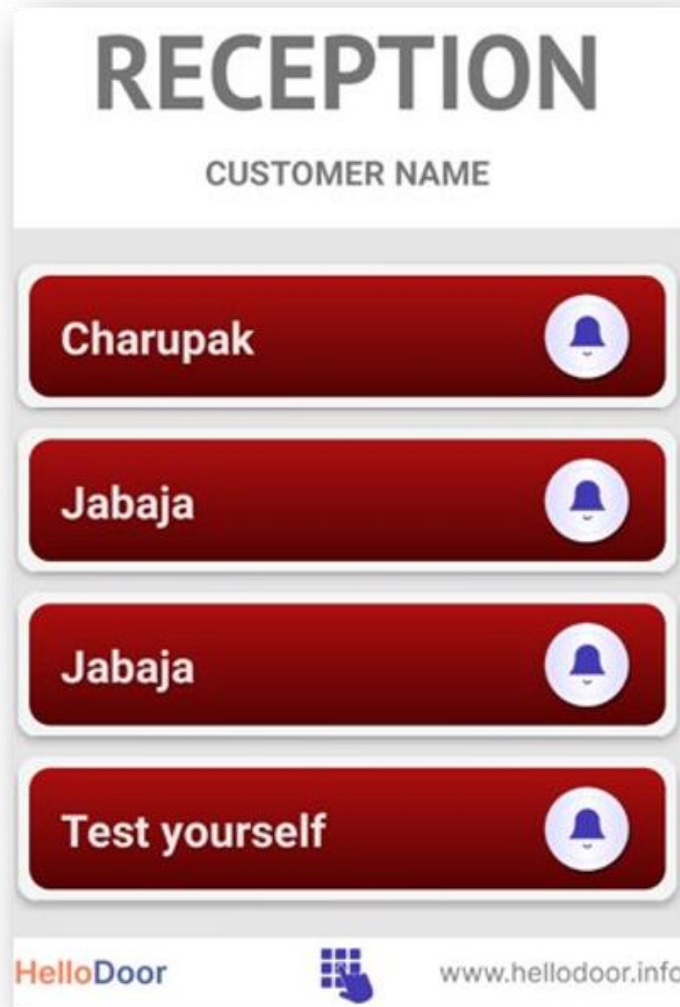
4.3 Changing the reception button interface

You can change the gradient background, text color, and font size:

1. Go to the CodeEditor.
2. Follow the path Internal Storage > HelloYetiAppData
3. Open the settings.xml file and edit <receptionButton>

**Use RGB notation for color codes*

```
<receptionButton>
  <backgroundStartColor>#B01010</backgroundStartColor>
  <backgroundEndColor>#550303</backgroundEndColor>
  <fontColor>#F3E6E6</fontColor>
  <fontSize>40</fontSize>
</receptionButton>
```



4.4 Introduction video: how to activate and deactivate

If you would like to place an introduction video instead of a company logo, you should do the next:

1. Go to the CodeEditor.
2. Follow the path Internal Storage > HelloYetiAppData.
3. Upload your mp4 video to the HelloYetiAppData folder (the instruction on how to do this can be found in this manual).

**aspect ratio = w:h = 800:314 or otherwise it will be stretched*

4. Open the settings.xml file and uncomment the introVideo element and type the file name of your video:

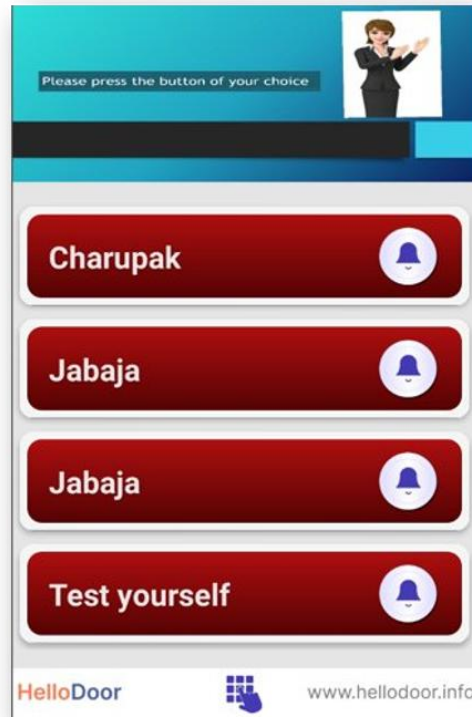
```
<introVideo>HelloYetiWelcome_default.mp4</introVideo>
```

If you would like to deactivate the video, you should:

Place the comment to the introVideo element

** It is not enough to delete the video file. You still need to comment out the introVideo element*

```
<!--<introVideo>HelloYetiWelcome_default.mp4</introVideo>-->
```

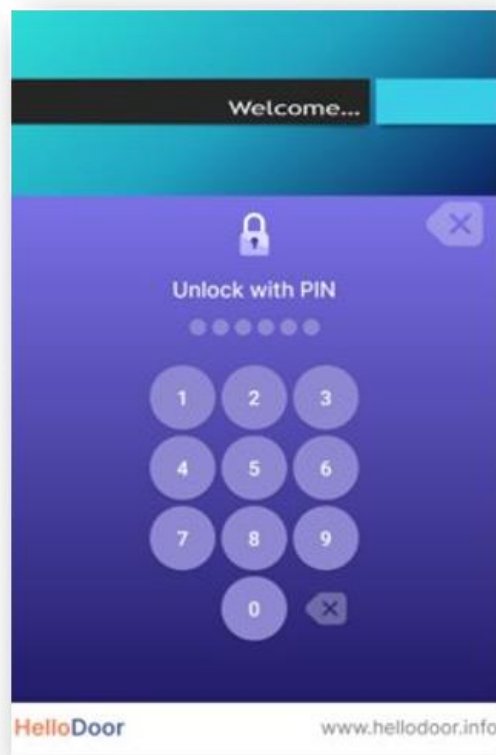


4.5 Enabling a numeric keypad for door opening

The coworker or visitor can open the door by entering the code.

1. Go to the **CodeEditor**.
2. Follow the path *Internal Storage > HelloYetiAppData* and find the file named *pins_sample.txt*. You need to rename it to *pins.txt*.
3. Open it and set the new access code by modifying the numbers only:
123456;First1 Last1
123457;First2 Last2
4. Come back to the HelloYetiData folder and open the *settings.xml* file.
5. Set `<showKeypad>` value to "true" to enable the keypad.
`<showKeypad>true</showKeypad>`
6. You can choose to set the PIN length to either 4 or 6 digits by updating the `<keypadDigitInteger>` value (change the number to 4 or 6 as needed):
`<keypadDigitInteger>6</keypadDigitInteger>`

**You can switch to the numeric keypad by clicking on the blue icon at the bottom*



4.6 Configuration of the door-opening command

1. Go to the **CodeEditor**.
2. Follow the path *Internal Storage > HelloYetiAppData > settings.xml*.
3. Open the *settings.xml* file and change `<OpenRelay>`. You can configure one or more commands:

```
<OpenRelay>
  <openCommand>open</openCommand>
  <openCommand>opening</openCommand>
</OpenRelay>
```

4. HelloYeti has its own relay and will read the configured "open" command once the door is connected to it.

***To set up the relay, please refer to the HelloYeti Hardware Manual.*

4.1 HelloYeti has an optional OpenRelay you can use. To enable it, you need to add the URL attribute (to call the web service) to the settings.xml file.

Example settings.xml

```
<OpenRelay url="http://localhost/state.xml?relayState=2&pulseTime=10">  
  <openCommand>open</openCommand>  
  <openCommand>opening</openCommand>  
</OpenRelay>
```

Optional IP Relay hardware setup

Quick start guide for the IP Relay (setup of the required Fixed IP address on the IP Relay): https://www.controlbyweb.com/webrelay/webrelay_qsg.pdf

We recommend to change the **Setup** password for the IP Relay so it is different from the factory default.

By default, there is no password required by the IP Relay to receive instructions from HelloDoor (defined in the settings.xml configuration file under <webservice>). As this is not safe, we also recommend to configure and require a **Control** password.

The **Setup** and the **Control** passwords should not be the same.

settings instructions (Passwords may be up to 10 characters):

- Go to <http://x.x.x.x/setup.html> (where x.x.x.x is the IP address of the IP Relay device).
- Go to **Password**
- Change the **Setup Password**: this is the password needed for configuration tasks on the IP Relay (when going to <http://x.x.x.x/setup.html>)
- Enable (select “Yes”) and change the **Control Password**: this is the password used by HelloDoor to send instructions to the IP Relay.

This password is used in the settings.xml file on the HelloDoor device:

```
<webservice url="http://admin:password@x.x.x.x/state.xml?relayState=2"></webservice>
```

- Click on Submit
- Make sure to remember or write down the passwords given.

Complete User manual with technical details regarding the IP Relay: http://www.controlbyweb.com/webrelay/webrelay_users_manual.pdf

The receptionist can open the door remotely by typing any of these commands in the chat in MS Teams. This functionality will work if the IP relay for door opening is connected and configured.

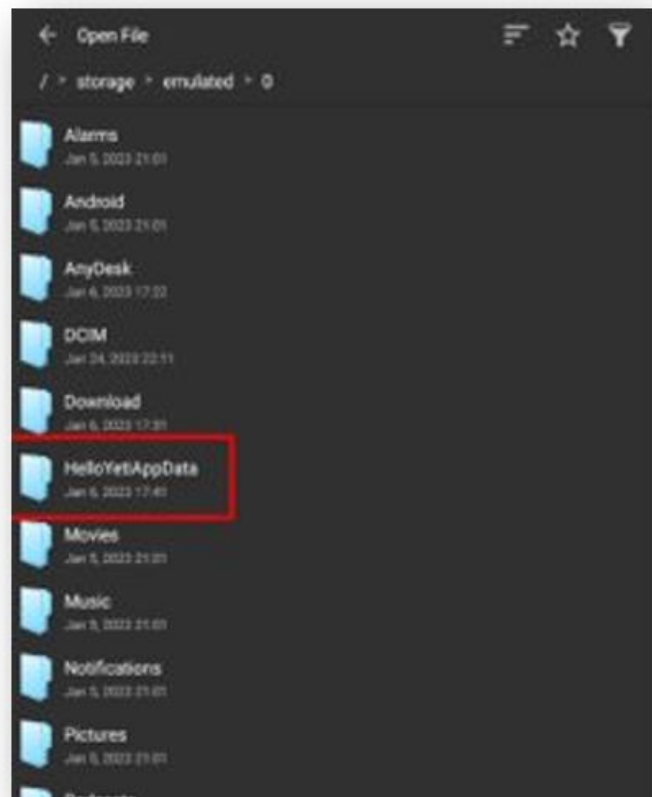
4.7 Setting the text reminder for the door-opening command

This setting is possible if you performed the previous configuration of the door-opening command with teams. You can configure the door-opening command reminder for your receptionist.

1. Come back to the HelloYetiAppData folder and find the file named DoorCommandAnnounce_sample.txt.
2. Rename it to DoorCommandAnnounce.txt.
3. Open the file and add the message that you want your receptionist to receive as a reminder to open the door.

4.8 Setting the custom ringtone audio

1. Go to the CodeEditor, internal storage and open the HelloYetiAppData folder.
2. Upload your custom audio in an mp3 format file to this folder (check [here](#) for the instruction on how to upload files to the device).
3. Open the interface.xml file and edit the <ringtoneAudio> element.



```
<ringtoneAudio>ringtone_default.mp3</ringtoneAudio>
```

4.9 Badge reader

1. Register card number in badges.txt (see sample from badges_sample.txt)
2. Visitors tap their cards on their device. If card number matches with one in the list, the door will open
3. Entry log from badge reader is in Card_entries.log

4.10 How to configure group button

Add local directory lookup, user can add this element in settings.xml :

```
<localDirectories>
  <localDirectory fileName="localdir1.xml" label="Local Dir 1" />
  <localDirectory fileName="localdir2.xml" label="Local Dir 2" />
</localDirectories>
```

From the above sample, there will be 2 lookup buttons on the main screen. Each one will be navigated when clicked to the next screen with the list of contacts inside fileName. File localdir1.xml is in HelloYetiAppData folder. Users can edit contact address inside localdir1.xml or add new file with the same format as localdir1.xml.

Localdir1.xml sample

```
<?xml version="1.0" encoding="UTF-8" ?>
<Contacts>
  <contact userId="123-456-788" sipAddress="emp1@company.com" label="employee 1"></contact>
  <contact userId="123-456-789" sipAddress="emp2@company.com" label="employee 2"></contact>
</Contacts>
```

Note that if users do not provide userId attributes, HelloYeti will have to fetch userId from their tenant. It will be required to fill <tenant> attribute in settings.xml accurately and be granted application consent permissions by administrator.

Important Note: When using group buttons on the device, they will always appear at the top of the menu first, followed by direct buttons. This layout cannot be changed. While you can rearrange the sequence of the group buttons themselves, group buttons will always be displayed first, followed by direct buttons.

4.11 How to configure callqueue in HelloYeti

You need to have a fully working and configured call queue/auto attendant in your Teams environment. Here is the Microsoft documentation on how to set up call queues and auto attendants.

[Create a Call queue in Microsoft Teams](#)

[Set up a Microsoft Teams Auto attendant](#)

You can create a Call Queue and Auto Attendant in HelloYeti by adding the parameter **isTeamsApp="true"** in settings.xml file.

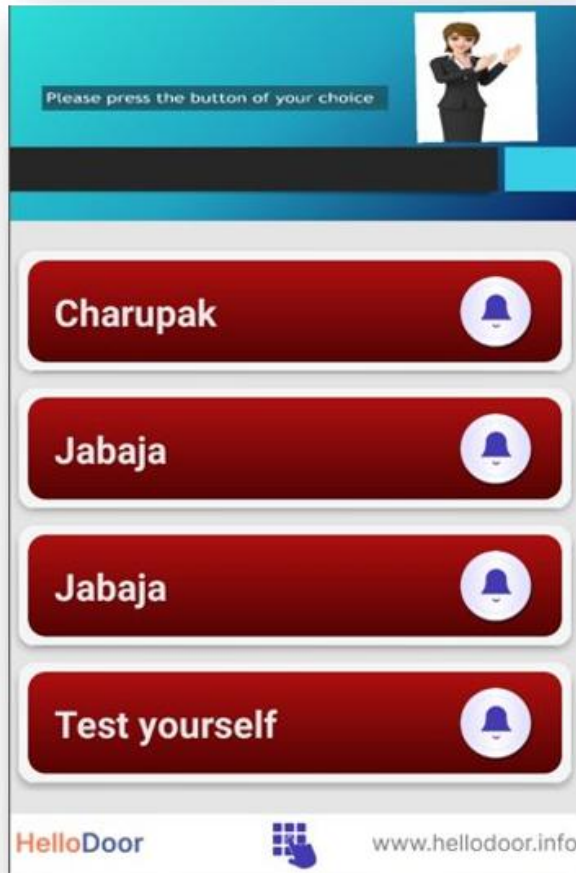
- Example in settings file for call queue



```
<contact index="2" label="Reception">  
  <sipaddress userId="user-id" isTeamsApp="true" email="Hello@xyz.com"></sipaddress>  
</contact>
```

4.12 How to configure rfid card

- 5 Add badge reader (add log Card_entries.log, read number from badges.txt) - entry in settings.xml.
- 6 Add all the badge numbers in badges.txt, when the visitor taps the card, and its number is equal one of the card numbers in badges.txt then the door will open.
- 7 Locate the badges_sample.txt in HelloYetiAppdata, rename it to badges.txt.
- 8 Logs for card entry will generate and will be stored at Card_entries.log in HelloYetiAppdata folder.



5. SUPPORT

5.1 Email support

For support, please contact
support@hellodoor.info