HelloPorta Administrator Manual

Contents

Installation instructions for the HelloPorta unit:

- Power-on the unit

- When HelloPorta is running fullscreen (and "CharmKill.bat" or "Secure Lockdown" added security protection is not activated), you can slide your finger from the complete left of the screen to the center: this will display the running applications. Then you can click on the cross icon ("X") to stop the HelloPorta application.

- Configure WiFi on the device in Windows (This is optional for PoE devices. WiFi can also be disabled for PoE devices)

- HelloPorta configuration needs to be done by setting the parameters in the *c:\ProgramData\HelloDoor\settings.xml* file. Parameter details can be found in Appendix A in this document.

- The logo displayed by the program can be changed by changing the image file "c:\Program Files\HelloDoor\images\CompanyLogo.jpg"

- Indoor units only: For added security we strongly advise to autostart also the **c:\Program Files\HelloDoor\scripts\charmkill.bat** file (this will remove the "swiping" into Windows possibility). Make sure you have remote access or a keyboard once this is active to gain access to the system again for maintenance. See further in this document "How to get access to a device when the Charmkill script is enabled".

- Outdoor units (optional for indoor units): For added security a license for "Secure Lockdown" software is included and installed. **DO NOT FORGET YOUR PASSWORD WHEN SET!**

  Documentation:
  - User guide :
    https://services.inteset.com/DownloadFiles/Inteset%20Secure%20Lockdown%20v2%20User%20Guide.pdf
  - Admin guide :
    https://services.inteset.com/downloadfiles/Inteset%20Secure%20Lockdown%20v2%20-%20Administrator%20Guide.pdf

- When HelloPorta is used with an onpremise Skype for Business infrastructure (using private certificates) and connecting on the LAN (not via Edge): the root certificate of the internal private CA needs to be added to the Trusted Root certificate store of the device.

General information

- Rebooting the device: The HelloPorta application should start automatically (and fullscreen) after the reboot. Be patient, it takes time to get Lync/SfB started. Even when the HelloPorta screen finally appears, wait another 10 seconds before making a call so that the client can properly register.

- When the network connection is lost, HelloPorta will display the text from file c:\programdata\Hellodoor\DoorNoconnection.txt. You can change the text to be displayed.

- The HelloPorta software should be able to contact following destinations over the internet for a license check:
    - **cryptlex.com** on port 80
    - **api.cryptlex.com** on port 443
  It should be a direct access, Proxy access is not supported.

- Automatic updates are disabled during normal operation of the HelloPorta device. We advise to do updates every 3 months by:
    - Enable and Start the "Windows Update" service.
    - Process all Windows updates (Settings – Updates & Security – Windows Update)
    - Stop and Disable the "Windows Update" service again.

Troubleshooting

- The SfB userinterface is normally hidden when running HelloPorta.
    - To Unhide for testing: run SkypeSuppressOFF.cmd from the scripts folder. Then you can start Skype for Business 2016 normally.
    - To Hide again: run SkypeSuppressON.cmd from the scripts folder

- There is logging in c:\ProgramData\HelloDoor\logs

Remote door-opening:

This needs the optional IP Relay hardware to open the electric door-lock of your door.

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 HelloPorta (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.

Password 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 HelloPorta to send instructions to the IP Relay.
  This password is used in the settings.xml file on the HelloPorta 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

How to get access to a device when the Charmkill script is enabled.

If you have a Remote Desktop software installed on the device (Teamviewer, VNC, LogMeIn, …) you can connect remotely, otherwise connect a USB keyboard to the Micro-USB slot of the device.

- Press Ctrl-Alt-Del
- Select "Task Manager"
- In Task Manager, select File – Run new task
- Type "Explorer.exe" and select OK

Keypad PIN door-opening

HelloPorta can be used as an Entry System that opens the door after typing one of the predefined PIN codes. For this to work the <ShowKeypad> field must be set to True in the settings.xml file AND PIN-codes must be added into the c:\programdata\Hellodoor\pins.txt file (see the pins_sample.txt file for examples).

When a visitor wants to enter with a PIN code, they need to press the top-right "keypad" button on the HelloPorta screen. On the displayed keypad they type a correct PIN and then "Enter". The IP Relay will then open the door.

Each entry will be logged in the C:\ProgramData\HelloDoor\logs\Pin_entries_mmmyyyy.log file.

Different configuration day/night setup

It is possible to change the HelloPorta configuration depending on the time of day. We hereby document how this can be done if you would need this.

Create 2 settings files:

The HelloPorta software automatically reloads all configuration when the settings.xml configuration file is changed. So you can load the day-configuration (*c:\programdata\Hellodoor\setting_day.xml*) in the morning and the night-configuration in the evening (*c:\programdata\Hellodoor\settings_night.xml*).

Create 2 batch files:

Change_hellodoor_settings_DayToNight.bat:

Copy /Y c:\programdata\Hellodoor\settings_nacht.xml C:\programdata\Hellodoor\settings.xml

Change_hellodoor_settings_NightToDay.bat

Copy /Y c:\programdata\Hellodoor\settings_dag.xml C:\programdata\Hellodoor\settings.xml

In the Windows Task Scheduler, create 2 tasks:

One Windows Scheduler Task to launch Change_hellodoor_settings_NightToDay.bat at a certain time in the morning on weekdays.

A second Windows Scheduler Task to launch Change_hellodoor_settings_DayToNight.bat at a certain time in the evening on weekdays.

Send message to the called person for each HelloPorta call

It is possible to send a predefined IM (chat)-message to the called person for each HelloPorta call. This message can explain how to open the door or procedures to follow.

1. Close the HelloPorta Application.
2. Go To -> C:\ProgramData\HelloDoor -> Locate DoorCommandAnnounce_Sample.txt
3. Rename the file DoorCommandAnnounce_Sample.txt file to DoorCommandAnnounce.txt
4. Edit the Text in the file: the exact text in the file will be sent when the call is answered. The default message is "You can type OPEN in this chat window to open the door for your visitor."
5. Start the HelloPorta Application again

Upgrades

You can run the setup.exe from the new version software release to upgrade from an older version.

The current c:\Programdata\HelloDoor\settings.xml configfile will be renamed to .bak by the upgrade. If you want to reuse this settings.xml.bak, make sure it has all fields of the new settings.xml of the new release. If OK, you can use it to replace the settings.xml.

HelloDoor

Appendix A: Settings.xml detail

To configure the HelloPorta software you need to adapt the Settings.xml configuration file.

Location

This file can be found at C:\ProgramData\HelloDoor\settings.xml

Sample files

Sample file for two buttons:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<root>
<contacts>
    <contact>
        <sipaddress>destination1@company.com</sipaddress>
        <label>Reception</label>
        <buttonimagepath>c:\appdata\HelloDoor\bell.jpg</buttonimagepath>
    </contact>
    <contact>
        <sipaddress>destination2@company.com</sipaddress>
        <label>Deliveries</label>
        <buttonimagepath>c:\appdata\HelloDoor\bell.jpg</buttonimagepath>
    </contact>
 </contacts>
<logincredentials username ="Doorbell@company.com"
windowsusername="Doorbell@company.com"
password ="xxxxyyyy"></logincredentials>

<CallTimeoutInSeconds>25</CallTimeoutInSeconds>

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

<bannertext>Welcome at our Company</bannertext>

<OpenCommands>
    <opencommand>open</opencommand>
    <opencommand>open door</opencommand>
</OpenCommands>

<ShowKeypad>True</ShowKeypad>
<ShowSearchDir>False</ShowSearchDir>
<ShowRemoteVideo>False</ShowRemoteVideo>
<ShowHelloDoorVIdeo>False</ShowHelloDoorVIdeo>
<ShowSearchFavOnly>False</ShowSearchFavOnly>
<AutoAnswer>False</AutoAnswer>
<VideoCall>True</VideoCall>
</root>
```

XML Sections

<buttonContacts> : One or more buttons can be defined by defining one or more <contact> sections within the <contacts> section.

<buttonContact> : Specify detailed information for each button:

<sipaddress> : Specify the SIP-address of the user to call if this button is pressed.

<label> : Specify the label to be shown on the screen for this button.

<buttonimagepath> : Specify the location of the image to display

<CallTimeoutInSeconds> : Cancel the call if no answer is received within the time given (in seconds).

<logincredentials>

You need to create a Lync/SfB account for the DoorBell. Give this account a name that is linked to the door, because this name will be seen by the called users when the doorbell is rang. Specify the username, windowsusername and password in this <logincredentials> section so the HelloDoor application can use it to logon.

The "windowsusername" only needs to be different from the "username" if the SIP domainname and the Windows domain are different. For Office 365 both are always equal.

Note: the password should not contain the following characters: < > " ' &.

<webservice>
The webservice defines access to the IP Relay for opening a lock remotely.

url: this defines the instruction-url sent to the IP Relay (eg: http://x.x.x.x/state.xml?relayState=2), where x.x.x.x needs to be replaced by the actual IP address of the IP Relay.
Note: the "relayState=2" part of this string is case-sensitive, it needs to appear exactly as written here.

It is recommended to protect the IP-Relay access with a password. In that case the URL becomes like this:
http://admin:password@x.x.x.x/state.xml?relayState=2.

See complete User manual with technical details regarding the IP Relay setup and configuration on:
http://www.controlbyweb.com/webrelay/webrelay_users_manual.pdf.

<bannertext>
Here you can specify the text that scrolls at the bottom of the display to welcome visitors and attract attention to the screen.

<OpenCommands>
Specify the different commands that can be given by a user to open the door in the IM (Chat) window.

<ShowKeypad>: True or False

Shows the numeric keypad option in the upper right corner. When enabled, it uses the c:\Program Data\HelloDoor\pins.txt to define the allowed access codes. Access logging is done in c:\Program Data\HelloDoor\Logs directory.

<ShowSearchDir>: True or False
When enabled <u>and</u> you are licensed for this option, it will show a button "Who are you visiting?" before the defined Contact buttons. This extra button leads to a new page where directory lookup is possible.

<ShowRemoteVideo>: True or False
When enabled, this shows the video stream of the called person during a HelloPorta call, on the HelloPorta device.

<ShowHelloDoorVIdeo>: True or False
When enabled, this shows the video stream of the calling person (the person standing in front of the HelloPorta device) during a HelloPorta call, on the HelloPorta device.

<ShowSearchFavOnly>: True or False
When True, the optional directory lookup function will only display contacts that are present in the "Favorites" section of the Skype for Business client (with the account used in the "LoginCredentials" item of the settings.xml file.
When False, the whole directory is searchable in the optional directory lookup function.
(The directory lookup function needs a separate license and is not included in the standard HelloPorta version).

<AutoAnswer>: True or False
When True, the HelloPorta device can be called from a Skype for Business or Teams client and will answer the call automatically. The SIP-account to be called to reach HelloPorta is the account specified in the "LoginCredentials" item of the settings.xml file.

<VideoCall>: True or False
When set to False, all HelloPorta calls will be voice only (no video).

<TabInterface>: True or False
This is a special layout possibility with Tabs shown on the left. Each Tab can be selected by the visitor and shows a different set of buttons. Contact HelloDoor support if you would like to use this interface.

Appendix B: Interface.xml detail

It is possible to change the HelloPorta interface look by adapting the Interface.xml file.

Location

This file can be found at C:\ProgramData\HelloDoor\ Interface.xml

Sample file

```xml
<?xml version="1.0" encoding="utf-8" ?>
<root>
  <ScrollingTextColorCode>#D66D04</ScrollingTextColorCode>
  <TopBarColorCode>#D66D04</TopBarColorCode>
  <ScrollbarWidth>35</ScrollbarWidth>
  <MaximumButtonsPerRow>3</MaximumButtonsPerRow>
  <MainBGColorCode>#FFFFFF</MainBGColorCode>
  <ButtonLayout>small</ButtonLayout>
  <ButtonContactFontSize>20</ButtonContactFontSize>

</root>
```

XML Sections

<ScrollingTextColorCode>: Color of the scrolling text on the bottom of the HelloPorta screen. Find color codes on http://html-color.org/

<TopBarColorCode>: Color of the scrolling text on the bottom of the HelloPorta screen

<ScrollbarWidth>: number of pixels used for the scrollbar in the (optional) directory lookup screen.

<MaximumButtonsPerRow>: maximum number of call-buttons per row on the main HelloPorta screen. When there are more buttons defined, a new row will be started every "MaximumButtonsPerRow" count.

<MainBGColorCode>: Color of the main Background of the HelloPorta screen

<ButtonLayout>: Layout of the call-buttons + corresponding labels on the screen.
"small": this gives a small call button icon, with label-text on the right of this button. This layout is used when a larger number of buttons is wanted.
"default": this gives a bigger call button image, with label-text below.

<ButtonContactFontSize>: Font size of the label-text for each button.