

## HelloLisa Administrator Manual

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## Installation instructions for the HelloLisa unit:

- Power-on the unit
- Make sure a network connection is operational (WiFi or Ethernet)
- The software, when installed, can be found in the c:\Program Files\HelloLisa folder (Or c:\Program Files (x86)\HelloLisa when using a 64bit OS. A shortcut to start the application should be on the desktop.
- The Skype for Business comes preinstalled on the device.  
If not, install it from [Download Microsoft Skype for Business Basic](https://www.microsoft.com/en-us/download/details.aspx?id=49440) (https://www.microsoft.com/en-us/download/details.aspx?id=49440)  
The Skype for Business client needs to be made “hidden” by running the c:\Program Files\HelloLisa\Scripts\SkypeSuppressOn.cmd script (or c:\Program Files (x86)\HelloLisa\Scripts\SkypeSuppressOn.cmd
- When HelloLisa is running fullscreen (and “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 HelloLisa application.
- HelloLisa configuration needs to be done by setting the parameters in the c:\ProgramData\HelloLisa\.....xml files. Documentation on parameters in the configuration files detail in Appendix A below.
- 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).

How to get access to a device again 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 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

## Troubleshooting

- When the HelloLisa is not in the Windows domain and is used with an onpremise Skype for Business infrastructure and connecting on the LAN (not via Edge), with onpremise infrastructure using private certificates: the root certificate of the internal private CA needs to be added to the Trusted Root certificate store of the device.
- The SfB userinterface is normally hidden when running HelloPorta.
  - To Unhide for testing: run SkypeSuppressOFF.cmd from the scripts folder. Then you can start the Skype for Business client with the Windows graphical interface.
  - To Hide again: run SkypeSuppressON.cmd from the scripts folder
- There is logging in c:\ProgramData\HelloLisa\logs

## General information

- Automatic updates should be disabled when the application is operational (disable the “Windows Update” service). We advise to do updates every 3 months by starting the “Windows Update” service

## Optional Extra Security

- For added security you can additionally install the (not included) “Secure Lockdown” software, standard edition, from Inteset (<http://www.inteset.com>).

**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>

## 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 (setup of the required Fixed IP address on the IP Relay):

[https://www.controlbyweb.com/webrelay/webrelay\\_qsg.pdf](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 HelloLisa (defined in the settings.xml configuration file under <webservice>). As this is not safe, we also recommend to configure and require a **Control** password.

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 HelloLisa to send instructions to the IP Relay.  
This password is used in the settings.xml file on the HelloLisa 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](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

## Upgrades

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

# HelloDoor

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.

## Appendix A

# HelloLisa configuration files detail

To configure the HelloDoor software you need to adapt the Settings.xml file, and optionally the lang\_xxXX.xml configuration files and Image/Video files.

### Location

The XML configuration files can be found in the C:\ProgramData\HelloLisa\ directory.

Reference to Image and Video files locations are relative to the c:\Program Files\HelloLisa (or c:\Program Files (x86)\HelloLisa) directory. You can also specify the full path to files.

### Settings.xml

#### Sample file

```
<?xml version="1.0" encoding="utf-8"?>
<root xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <logincredentials username="doorbell@company.com"
windowsusername="doorbell@company.com" password="XxxxYYYY" />
  <AllowVoiceRecognition>False</AllowVoiceRecognition>
  <WelcomeBanner>\images\welcome.png</WelcomeBanner>
  <MainPageVideoIntro>\video\HelloLisaWelcome.mp4</MainPageVideoIntro>
  <CallTimeoutInSeconds>30</CallTimeoutInSeconds>
  <companies>
    <company>
      <name>Company1</name>
      <logo>\images\singlecompany.png</logo>
    </company>
  </companies>
  <Languages>
    <Language>
      <file>lang_enGB.xml</file>
      <code>en-GB</code>
      <flag>\images\flag_en-GB.png</flag>
    </Language>
  </Languages>
  <ShowSearchDir>True</ShowSearchDir>
  <Contacts>
    <Contact index="1" sipaddress="reception1@company.com" />
    <Contact index="2" sipaddress="reception2@company.com" />
  </Contacts>
  <webservice url="http://username:password@x.x.x.x/state.xml?relayState=2"
/>
  <OpenCommands>
    <opencommand>open</opencommand>
    <opencommand>open door</opencommand>
    <opencommand>openup</opencommand>
  </OpenCommands>
  <BlinkButton>False</BlinkButton>
</root>
```

## XML Sections

### <logincredentials>

You need to create a Lync/SfB account for the HelloLisa application. Give this account a name that is linked to the reception location, because this name will be seen by the called users when the HelloLisa calls. Specify the username, windowsusername and password in this <logincredentials> section so the HelloLisa 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.

**<AllowVoiceRecognition>**: This is for future use and should remain “False” now.

**<WelcomeBanner>**: image shown on the lower half of the screen when a receptionist is called.

**<MainPageVideoIntro>**: Video in MP4 format that is shown in the top left part of the Welcome screen. The default demo video is made from the \video\HelloLisaWelcome.pptx Powerpoint file that can be adapted. It is also possible to record a video from a person welcoming visitors to your company.

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

**<companies>** : Currently only one company is supported

#### <company>

**<name>** : Name of the company.

**<logo>** : image shown on the lower half of the Welcome screen.

#### <Languages>

**<Language>**: For each language used there needs to be a “Language” section

**<file>**: Specifies the file that contains the language dependent labels (see the lang\_enGB.xml sample)

**<code>** Language code

**<flag>** Location of the flag image that is shown on the top left, to allow the user to select another language.

**<ShowSearchDir>**: True or False

When value “True” is given, it will show a first button to allow for a directory lookup. This button will lead to a second screen where a search in the address book can be done.

When “False”, no Directory lookup button is displayed.

**<Contacts>** For each extra button that will make a direct videocall, you need to specify a <Contact ...> section here.

#### <Contact

**Index**: a number, corresponding with the position of the label (that will be used on the button) in the language file(s).

**Sipaddress**: Sipaddress that will be called when this button is touched.

#### <webservice>

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

# HelloDoor

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 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>.

Check the HelloLisa Administrator Manual for instructions on setting this password, or see complete User manual with technical details regarding the IP Relay:

[http://www.controlbyweb.com/webrelay/webrelay\\_users\\_manual.pdf](http://www.controlbyweb.com/webrelay/webrelay_users_manual.pdf).

## <OpenCommands>

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

## <BlinkButton>

Makes the text on the buttons blink to attract attention.

lang\_xxXX.xml

Sample file (lang\_enGB.xml)

```
<?xml version="1.0" encoding="utf-8" ?>
<root>
  <BackHomeToolTip>Back To Home</BackHomeToolTip>
  <ContactCardActivity>Activity:</ContactCardActivity>
  <ContactCardCompany>Company:</ContactCardCompany>
  <ContactCardDisplay>Display:</ContactCardDisplay>
  <ContactCardName>Name:</ContactCardName>
  <ContactConfirmDialogMsg>Do you want to call</ContactConfirmDialogMsg>
  <ContactConfirmDialogTitle>Contact Confirmation
</ContactConfirmDialogTitle>
  <SearchLabel>SEARCH AVAILABLE CONTACT CARD</SearchLabel>
  <VisitingContactsButton>Who are you visiting?</VisitingContactsButton>
  <SettingContacts>
    <Contact index="1" text ="Reception1"></Contact>
    <Contact index="2" text ="Reception2"></Contact>
  </SettingContacts>
</root>
```

For each language specified in settings.xml, a language file needs to be present with the layout as specified here.