

# HelloLisa Administrator Manual

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## Installation instructions for the HelloLisa unit:

### 1. First installation

- Power-on the unit
- Make sure a network connection is operational (WiFi or Ethernet)
- The HelloLisa 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.

- When the HelloLisa application is running Fullscreen (and no added security protection is 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 can be found 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).

## 2. Video calling functionality

Videocalls from HelloLisa to Teams are done from a hidden Skype for Business client on the device.

The Skype for Business client comes preinstalled on the device and is hidden.

In case it is not pre-installed, then:

Install the Skype for Business client from [Download Microsoft Skype for Business Basic](#)

Then make the Skype for Business client “hidden” by running the “c:\Program Files\HelloLisa\Scripts\SkypeSuppressOn.cmd” script one-time [or “c:\Program Files (x86)\HelloLisa\Scripts\SkypeSuppressOn.cmd” on 64 bit].

Videocalling also needs a Skype for Business account and password that you get from HelloDoor (account comes as [buttonXXX@HelloDoor.net](mailto:buttonXXX@HelloDoor.net), where XXX is a number) and is configured in the “logincredentials” section of the Settings.xml.

If you don’t want to show any direct videocalling buttons on the home-screen (so if you only want to show Directory lookup or Visitor Registration button(s)), then remove all content from the “Contacts” section in the Settings.xml and also remove all content from the “SettingContacts” section from all the language xml files used.

## 3. Directory lookup functionality

**If you don’t want to enable “directory lookup” function in HelloLisa**, then <ShowSearchDir> should be “False” setting.xml and you can skip this section.

**If you want to enable “directory lookup”**, then <ShowSearchDir> should be “True” in setting.xml and there are two ways we can deal Directory Lookup, stated as follows :

**NOTE :** If you select <DirectoryLookupConnection> = local – the data will be stored locally in the HelloLisa device under **C:\ProgramData\HelloLisa**. And if you select <DirectoryLookupConnection> = Teams – the data will fetch directly from your Azure AD.

1. <DirectoryLookupConnection> = local in settings.xml
  - Navigate to the folder **C:\ProgramData\HelloLisa** and open the “LocalDirectory.txt” .
  - Please add a single row for each person in the following pattern  
sipaddress|displayname|department|  
for example - abc@reception.com|abc reception|AB Department|
2. <DirectoryLookupConnection> = Teams in settings.xml
  - Grant consent by clicking the following link :  
[https://login.microsoftonline.com/common/adminconsent?client\\_id=94c9fb5b-b554-4e30-a897-caf23f510daa](https://login.microsoftonline.com/common/adminconsent?client_id=94c9fb5b-b554-4e30-a897-caf23f510daa)

Optionally, you can limit the member that will display in the HelloLisa Screen, follow the below procedure :

- Create a O356 group in Azure AD.
- Add all members in the group you want to display in the HelloLisa screen.
- Put the O365 group name in setting.xml under <HelloLisaSearchScope>

## 4. Visitor Registration functionality

**If you do not want to enable the “Visitor Registration” function in HelloLisa**, the <ShowRegistration> value in C:\ProgramData\HelloLisa\settings.xml should be “False” (Default) and you can skip this section of the document.

**If you want to enable the “Visitor Registration” function in HelloLisa**, first allow the application to access your Sharepoint environment to store the Visitor Registration data:

Navigate to following URL

[https://login.microsoftonline.com/common/adminconsent?client\\_id=7a034277-3fa8-4de0-bfa9-bc0a78199d28](https://login.microsoftonline.com/common/adminconsent?client_id=7a034277-3fa8-4de0-bfa9-bc0a78199d28)

sign-in to an admin account of your organization, accept the permission requested by HelloLisa by clicking "Accept". The page will redirect to <https://hellodoor.info>, you can now close the browser sessions as the permission is granted.

*Optionally, you can provide more restricted permissions instead. For this, replace the above action with the ones in Appendix B.*

Next, the <ShowRegistration> value in settings.xml should be set to “True”. Also set the <DirectoryLookupConnection> in settings.xml to “teams”.

Download the Powershell script “createsplist\_MFA.ps1” ([Download Script](#))

- run Get-InstalledModule to check installed module version
- Check if SharePointPnpPowerShellOnline exists and is version 3.23.2007.1 or newer, if not: run Install-Module -Name SharePointPnPPowerShellOnline -MinimumVersion 3.23.2007.1
- run Import-Module SharePointPnPPowerShellOnline -Verbose
- Modify the script createsplist\_MFA.ps1 (\$SiteName, \$ListName, \$Domain)

**\$SiteName** : Give a new name that will be used to create a new Sharepoint site to store the Visitor Registration data list.

**\$ListName** : Give a new name that will be used as the name of the list storing the Visitor Registration data

**\$Domain** : State the domain name used for your organisation and in Sharepoint

- Run the modified script “createsplist\_MFA.ps1” with a sharepoint admin login account.

The script will create columns in the List which are

FirstName, LastName, Email, CompanyName, LicensePlate, PersonToVisit, CheckInDateTime, CheckOutDateTime, LinkPic

Check if List created successfully by going to

<https://{domain}.sharepoint.com/sites/{siteName}/Lists/{listName}>

Modify following values in settings.xml on the HelloLisa device:

(4.1) <siteName>Your site name</siteName> (The value created in step (1))

(4.2) <listName>Your List name</listName> (The value created in step (1))

(4.3) <tenant>Your organisation "Tenant ID" value for your Azure environment </tenant>  
(To find the Tenant ID : [Get subscription and tenant IDs in the Azure portal | Microsoft Learn](#))

## 5. Remote door-opening functionality

HelloLisa allows Teams users to open the door for the visitor by typing a predefined command during their call with the Visitor. This functionality needs the optional IP Relay hardware to open the electric door-lock of your door. The door-opening commands can be configured in the "OpenCommands" section of the Settings.xml file (see Appendix A).

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.

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 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)

## 6. General information

- Automatic updates for Windows are disabled when the HelloLisa comes pre-installed (The “Windows Update” service is disabled). This way there are no unexpected reboots during operation. We advise to do Windows updates every 3 months by starting the “Windows Update” service manually and then disable it again.

- How to get access to a device again when the Charmkill script has been enabled:

If you have a Remote Desktop software installed on the device (Teamviewer, VNC, LogMeIn, AnyDesk, ...) 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

- HelloLisa Software 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.

## 7. 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

## 8. 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>

## Appendix A

# HelloLisa configuration files details

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 of the general application configuration:

```
<?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">
  <logincredentials username="button1@hellodoor.net" windowsusername="button1@hellodoor.net"
password="encrypted_EAAAAD2XWZOuyPL2nsCWHwAkPL3v2sMz3jl+fWIkvrkoB189" />
  <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>
      <AzureADGroup />
      <sipAddress />
    </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>soumik@hellodoor.info</sipaddress>
    </Contact>
    <Contact index="2">
      <sipaddress>reception3@company.net</sipaddress>
    </Contact>
  </Contacts>
  <OpenRelays>
```



```

<OpenRelay>
  <webservice
url="encrypted_EAAAAMIQ25NrXB/U/+aJQP10KRJZphEP697GWWpF8gnlubJ1kVrHzDmz/unJ0SSoAHs4gzcBrErhD
QirZSSQhQWdTkTWh8NDTxIMREYWLxmQnLD/" />
  <OpenCommands>
    <opencommand>open1</opencommand>
    <opencommand>open door 1</opencommand>
  </OpenCommands>
</OpenRelay>
<BlinkButton>False</BlinkButton>
<ShowSearchFavOnly>True</ShowSearchFavOnly>
<ShowRegistration>True</ShowRegistration>
<ShowRegistrationLogo>null</ShowRegistrationLogo>
<ShowContactCardDisplayNameOnly>False</ShowContactCardDisplayNameOnly>
<DirectoryLookupConnection>local</DirectoryLookupConnection>
<siteName>HelloDoor Development</siteName>
<listName>HelloLisaReg</listName>
<tenant>1234-5678-90</tenant>

```

## 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.

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.

**<ShowRegistration>** True or False

This is used to enable visitor registration in HelloLisa

**<DirectoryLookupConnection>**

It will fetch the list of users locally or from O365 group and display the same in HelloLisa under “Who are you visiting” section so that visitor can call directly.

**<tenant>**

Need to provide Tenant ID of the organization mentioned in Azure AD.

## Sample interface.xml

Sample interface file for layout

```
<?xml version="1.0" encoding="utf-8" ?>
<root>
  <MenuBackgroundColor>#FFFFFF</MenuBackgroundColor>
  <VideoIntroBackgroundColor>#FFFFFF</VideoIntroBackgroundColor>
  <ContactCardBackgroudColor>#C1BCBC</ContactCardBackgroudColor>
  <CompanyBannerBackgroudColor>green</CompanyBannerBackgroudColor>
  <ReceptionBannerBackgroudColor>#FFFFFF</ReceptionBannerBackgroudColor>
  <CompanyLogoMargin>10</CompanyLogoMargin>
  <CompanyLogoGridMargin>20</CompanyLogoGridMargin>
  <MainScreenTitleFontSize>30</MainScreenTitleFontSize>
  <MultipleCompaniesLookUpScreenTitleFontSize>30</MultipleCompaniesLookUpScreenTitleFontSize>

  <MultipleCompaniesLookUpScreenTitleForeground>White</MultipleCompaniesLookUpScreenTitleForeground>
  >

  <MultipleCompaniesLookUpScreenTitleBackGround>Black</MultipleCompaniesLookUpScreenTitleBackGround>
  >
  <FontFamily>Segoe UI</FontFamily>
  <EnableMenuButtonBackgroundColor>#383838</EnableMenuButtonBackgroundColor>
  <DisableMenuButtonBackgroundColor>gray</DisableMenuButtonBackgroundColor>
  <MenuButtonForgroundColor>white</MenuButtonForgroundColor>
</root>
```

lang\_xxXX.xml

Sample of the language configuration file (lang\_enGB.xml).

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

```
<?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>
```

## Appendix B

Optional: Visitor Registration functionality with restricted permissions from Office 365.

You can limit to only grant permission to a specific Sharepoint site name

- configure <isSharepointSelectedSitePermission> in settings.xml file with value = "True"

- Navigate to following URL

[https://login.microsoftonline.com/common/adminconsent?client\\_id=158e9553-5e51-4050-ad22-7b38bb5a67cb](https://login.microsoftonline.com/common/adminconsent?client_id=158e9553-5e51-4050-ad22-7b38bb5a67cb)

sign-in to an admin account of your organization, accept the permission requested by HelloLisa by clicking "Accept". The page will redirect to <https://hellodoor.info>, you can now close the browser sessions as the permission is granted.

- close all opening Powershell sessions
- run powershell in administrator mode
- run Get-InstalledModule to check installed module version
- If SharePointPnpPowerShellOnline exists in any other version than 3.23.2007.1, run Uninstall-Module SharePointPnpPowerShellOnline
- run Install-Module -Name SharePointPnPPowerShellOnline -RequiredVersion 3.23.2007.1
- run Import-Module SharePointPnPPowerShellOnline -Verbose
- modified script createsplist\_MFA.ps1 (\$SiteName, \$ListName, \$Domain) and run with sharepoint admin login account.