

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)
- Windows 10 October 2018 Update (Version 1809, OS build 17763).
- Install .NET 6 <https://dotnet.microsoft.com/en-us/download/dotnet/6.0> Choose .NET Desktop Runtime
- The HelloLisa software, when installed, can be found by default in the c:\Program Files\HelloLisa folder (64 bit)

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\HelloLisa\scripts\charmkill.bat** file (this will remove the "swiping" into Windows possibility).

2. Video calling functionality

Videocalls from HelloLisa V4 to Teams are done using Microsoft Teams account (caller) configured in <logincredentials> section of settings file, no need to configure password directly as first time launching you will be prompted to login popup.

You will also need to configure callee accounts in contact section

```
<Contact index="1">
  <sipaddress userId="xxxx-xx-xxx" isTeamsApp="true" email="reception_q1@company.net" />
</Contact>
```

- **isTeamsApp** is optional, default value = false (direct call). If you provide isTeamsApp="true" then it is callqueue

- **userId** is optional. If you do not provide userId, you will need to grant tenant admin consent to allow HelloLisa to look up userId from API using configured email. The consent url endpoint depends on other elements in settings file:

- If you do not want Directory lookup and Registration functionalities (ShowSearchDir =false, ShowRegistration = false) the endpoint is https://login.microsoftonline.com/common/adminconsent?client_id=72330ba8-f23a-4afb-9477-5a2cc3d2fe7c
- If you want Directory Lookup and/or Registration Functionalities, please see the following sections

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 create localDirectory.xml (You can see the sample data from localDirectory_sample.xml in the same folder
 - All contacts in localDirectory.xml must be provided with userId
2. <DirectoryLookupConnection> = teams in settings.xml
 - Grant consent by clicking the following link :
 - If you do not want visitor registration functionality (ShowRegistration = false): https://login.microsoftonline.com/common/adminconsent?client_id=94c9fb5b-b554-4e30-a897-caf23f510daa

- If you want visitor registration functionality (ShowRegistration = true): Please see the Visitor Registration functionality section

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

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](#))

- 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.
- if an error "The remote server returned an error: (403) Forbidden." make sure you use admin account, and run Disconnect-PnPOnline before run the script again

\$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

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

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

6. General information

- Automatic updates for Windows are be 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 existing data settings.xml file will be backup and stored in C:\ProgramData\HelloLisa\backup as settings.xml_YYYYMMDDhhmmss.bak by the upgrade.

The new settings file will be overwritten by HelloLisa upgrade to keep your current data and may introduce new xml elements with default value that does not exist in old settings file. So there is no need to copy .bak setting file and replace to C:\ProgramData\HelloLisa\settings.xml directly.

7. Troubleshooting

- 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 HelloLisa software you need to adapt the settings.xml file, and optionally the lang_xxXX.xml configuration files and interface.xml 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 . 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:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <settingsVersion>2.2</settingsVersion>
  <licenseKey>cryptlexkey</licenseKey>
  <logincredentials username="doorbell@company.com" />
  <CallTimeoutInSeconds>30</CallTimeoutInSeconds>
  <Languages>
    <Language>
      <file>lang_enGB.xml</file>
      <code>en-GB</code>
      <label>English</label>
    </Language>
  </Languages>
  <Contacts>
    <Contact index="1">
      <sipaddress userId ="1234-1" isTeamsApp="true" email="reception_q1@company.net" />
      <sipaddress userId ="1234-2" email="reception_q2@company.net" />
    </Contact>
  </Contacts>
  <OpenRelays>
    <OpenRelay>
      <webservice url="http://username:password@1.1.1.1/state.xml?relayState=2" />
      <OpenCommands>
        <opencommand>open1</opencommand>
        <opencommand>open</opencommand>
      </OpenCommands>
    </OpenRelay>
    <OpenRelay>
      <webservice url="http://username:password@2.2.2.2/state.xml?relayState=2" />
      <OpenCommands>
        <opencommand>open2</opencommand>
        <opencommand>open door 2</opencommand>
      </OpenCommands>
    </OpenRelay>
  </OpenRelays>
  <ShowSearchDir>>false</ShowSearchDir>
  <ShowRegistration>>false</ShowRegistration>
  <ShowRegistrationEnableNotification>true</ShowRegistrationEnableNotification>
  <ShowRegistrationEnableCheckout>true</ShowRegistrationEnableCheckout>
  <ShowInformation>null</ShowInformation>
  <DirectoryLookupConnection>teams</DirectoryLookupConnection>
  <siteName>HelloDoor Development</siteName>
  <listName>HelloLisaReg</listName>
  <tenant>1234-5678-90</tenant>
  <isSharepointSelectedSitePermission>false</isSharepointSelectedSitePermission>
  <RegistrationFields>
    <Field id="1" name="FirstName" required="true" type="textbox" ></Field>
    <Field id="2" name="LastName" required="true" type="textbox" ></Field>
    <Field id="3" name="Email" required="false" type="email" ></Field>
    <Field id="4" name="CompanyName" required="true" type="textbox" ></Field>
    <Field id="5" name="LicensePlate" required="true" type="textbox" ></Field>
    <Field id="6" name="PersonToVisit" required="true" type="dirLookup" ></Field>
  </RegistrationFields>
</root>
```

```

<Field id="7" name="custom1" required="true" type="textbox" ></Field>
<Field id="8" name="custom2Document" required="true" type="document" sourcefile
="E:\Download\G055988670.pdf"></Field>
<Field id="9" name="custom3Document" required="true" type="document" sourcefile
="https://www.hellodoor.info"></Field>
</RegistrationFields>
<printBadges>>false</printBadges>
<labelTypeForPrintBadges>shipping</labelTypeForPrintBadges>
<sharepointDomain>yourcompany</sharepointDomain>
</root>

```

XML Sections

settingsVersion : For reference only, not to manually modify

licenseKey : Cryptlex key

logincredentials

- **username**: Microsoft Teams account (caller)

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

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
- **label**: Text to be shown on UI

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

- **index**: a number, corresponding with the position of the label (that will be used on the button) in the language file(s).
- **sipaddress**:
 - **userId** = object ID of user. You can find a list of users from your tenant https://portal.azure.com/#view/Microsoft_AAD_UsersAndTenants/UserManagementMenuBlade/~/AllUsers
 - **isTeamsApp** = true/false, default is false (direct call), true if the object id is call queue
 - **email** = user principle name

OpenRelay: For each relay configuration

- **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.

- **opencommand:** Specify the different commands that can be given by a user to open the door in the IM (Chat) window. User (callee) will send open command to HelloLisa. If the text matches one of these commands, the IP Relay door will be unlocked.

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 popup screen where a search in the address book can be done.

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

ShowRegistration: true or false

This is used for enabling visitor registration in HelloLisa

ShowRegistrationEnableNotification: true or false

This is used for enabling Teams chat message to the person who is selected in registration screen > person to visit. The text message can be modified at <RegistrationPersonToVisitMessage> in lang_xxXX.xml

ShowRegistrationEnableCheckout: true or false

This is used for enabling checkout screen. It will work only when ShowRegistration = true

ShowInformation: null or URL or file system absolute path in your device (eg.

<https://www.hellodoor.info>, E:\Info\hellodoor.pdf)

This is used for enabling your company information via embedded web browser. When “null”, no information button is displayed.

DirectoryLookupConnection: teams or local

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.

siteName: For ShowRegistration = true, site name that you created in sharepoint

ListName: For ShowRegistration = true, list name that you created in sharepoint

tenant: Your Microsoft Entra tenant id Get subscription and tenant IDs in the Azure portal | Microsoft Learn)

isSharepointSelectedSitePermission: true or false. For ShowRegistration = true

Used for limiting read/write access to your sharepoint site. See appendix B for more details.

RegistrationFields: This is for ShowRegistration = true

- **Field:** each field represents each column that you created in SharePoint site
 - **id=** index key that match the same element in lang_xxXX.xml. HelloLisa will use label value in lang file of this id to display column text on screen (eg. Your column name in SharePoint might be “Firstname” but text on screen can be “First Name:”
 - **name=** exact column name that you created in SharePoint list
 - **required=** true or false. When “true”, visitor must fill the value in textbox
 - **type=** textbox, email, dirlookup or document. When type = “document” you also have to specify sourcefile attribute.
 - **sourcefile=** url or file system path. Only works with type = “document”

printBadges: true or false. For ShowRegistration = true. HelloLisa will print a label badge for each registered visitor.

labelTypeForPrintBadges: shipping/small. For ShowRegistration = true and printBadges = true

sharepointDomain: your company name to be shown on label badge. For ShowRegistration = true and printBadges = true

Sample interface.xml

Sample interface file for layout

```
<?xml version="1.0" encoding="utf-8" ?>
<root>
  <FontFamily>Segoe UI</FontFamily>
  <HomePageVideoIntro>C:\ProgramData\HelloLisa\userMedia\HelloLisaWelcome.mp4</HomePageVideoIntro>
  <HomePageImageIntro>not_exist.png</HomePageImageIntro>
  <BackgroundColor>#dedfe0</BackgroundColor>
  <BackgroundImage>C:\ProgramData\HelloLisa\userMedia\bg.png</BackgroundImage>
  <CompanyLogo>C:\ProgramData\HelloLisa\userMedia\company_logo.png</CompanyLogo>
  <HomePageTitleFontSize>40</HomePageTitleFontSize>
  <HomePageButtonFontSize>20</HomePageButtonFontSize>
  <HomePageButtonHeight>250</HomePageButtonHeight>
  <HomePageTitleFontColor>white</HomePageTitleFontColor>
  <HomePageButtonGroupLayoutName>default</HomePageButtonGroupLayoutName>
  <HomePageButtonGroupLayout_default>
    <HomePageRegisterButton color1="#FF6337" color2="#B62B04" />
    <HomePageCheckoutButton color1="#FF6337" color2="#B62B04" />
    <HomePageInfoButton color1="#02A27B" color2="#077F46"/>
    <HomePageLookupButton color1="#CA9E2C" color2="#644E16"/>
    <HomePageReceptionButton color1="#0BA4DB" color2="#065875"/>
  </HomePageButtonGroupLayout_default>
  <HomePageVideoIntroResolutionWidth>1920</HomePageVideoIntroResolutionWidth>
  <HomePageVideoIntroResolutionHeight>1080</HomePageVideoIntroResolutionHeight>
  <RingtoneAudio>C:\ProgramData\HelloLisa\userMedia\ringtone_default.mp3</RingtoneAudio>
  <DirectoryLookupContactsPerPage>20</DirectoryLookupContactsPerPage>
  <RegistrationTextboxWidth>447</RegistrationTextboxWidth>
</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>
  <SearchLabel>Search Available Contacts</SearchLabel>
  <SearchTextboxHint>enter name or email.</SearchTextboxHint>
  <VisitingContactsButton>Who are you visiting?</VisitingContactsButton>
  <RegisterButton>Registration</RegisterButton>
  <CheckoutButton>Check-out</CheckoutButton>
  <InformationButton>About Us</InformationButton>
  <SettingContacts>
    <Contact index="1" text ="Reception 1"></Contact>
  </SettingContacts>
  <RegistrationSubmitButton>Register</RegistrationSubmitButton>
  <GoBackHomeButton>Go Back</GoBackHomeButton>
  <RegistrationPersonToVisitMessage>{visitorName} has arrived!</RegistrationPersonToVisitMessage>
  <RegisteredPopupMessage>Thank you. Contacting your party for assistance</RegisteredPopupMessage>
  <RegisteredPopupErrorMessage>Error at registering guest! Please call xxx-xxx-
  xxxx</RegisteredPopupErrorMessage>
  <CheckoutSubmitButton>Checkout</CheckoutSubmitButton>
  <CheckoutHeader2>It was nice having you here</CheckoutHeader2>
  <CheckoutNoVisitor>No visitors need to check out at the moment</CheckoutNoVisitor>
  <CheckoutInformationLine>Select user by searching from your name or email</CheckoutInformationLine>
  <CheckoutPopupMessage>You have been checked out from the organization</CheckoutPopupMessage>
  <CheckoutPopupErrorMessage>Error at checking out guest! Please call xxx-xxx-
  xxxx</CheckoutPopupErrorMessage>
  <MainScreenTitle>Welcome to HelloDoor</MainScreenTitle>
  <RegistrationCustomFieldDocumentPopupRadioButtonForAccept>Agree</RegistrationCustomFieldDocumentP
  opupRadioButtonForAccept>
  <RegistrationCustomFieldDocumentPopupRadioButtonForDeny>Not
  Agree</RegistrationCustomFieldDocumentPopupRadioButtonForDeny>
  <ServiceUnavailable>Temporary Unavailable.</ServiceUnavailable>
  <CallingStatus_Ringing> Calling...</CallingStatus_Ringing>
  <CallingStatus_Connected>Connected</CallingStatus_Connected>
  <CallingStatus_Ended>Call Ended</CallingStatus_Ended>
  <CallingStatus_DoorOpening>Door Opening</CallingStatus_DoorOpening>
  <RegistrationFields>
    <Field id="1" label="First Name:"></Field>
    <Field id="2" label="Last Name:" ></Field>
    <Field id="3" label="Email:"></Field>
    <Field id="4" label="Company:" ></Field>
    <Field id="5" label="License Plate:" ></Field>
    <Field id="6" label="A person to visit:" ></Field>
    <Field id="7" label="custom 1" ></Field>
    <Field id="8" label="custom 2 NDA" ></Field>
    <Field id="9" label="custom 3"></Field>
  </RegistrationFields>
</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

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 of PnP.PowerShell
- If PnP.PowerShell exists in any other version than 1.12.0, run `Uninstall-Module PnP.PowerShell`
- Run `Install-Module -Name "PnP.PowerShell" -RequiredVersion 1.12.0 -AllowClobber`
- Run `Import-Module PnP.PowerShell -Verbose`
- Run `Connect-PnPOnline -Url 'https://{domain}.sharepoint.com/sites/{siteName}' -Interactive`, login and grant permission to PnP Powershell
- Run `Grant-PnPAzureADAppSitePermission -AppId '158e9553-5e51-4050-ad22-7b38bb5a67cb' -DisplayName 'HelloLisa' -Site 'https://{domain}.sharepoint.com/sites/{siteName}' -Permissions Read,Write`