

The image displays two digital information screens and a large graphic. The left screen shows a 'Services' menu with a list of locations (Dumfries, Main Central, Mill Creek, Temble, National Park, Stanley North, Kingsgrove, Harold Hills, Macquarie, Paddock, Riverview) and a 'Requests' section showing '17' and '11 minutes'. The right screen features a large 'i' icon, a 'Push Button for Customer Information' section with a 'TRANSPORTSW' button, and a 'Push Button in Emergencies Only' section with a 'TRANSPORTSW' button. Below the screens is a large graphic with the text 'Information Emergency HELP Points'.

Version: 1.0.1

Contents

1. INTRODUCTION	1
2. MASTER INTERFACE.....	2
2.1 Home.....	2
3. CONFIGURATION	3
3.1 Extension	3
3.2 Buttons	5
3.3 Audio	6
4. NETWORK.....	7
4.1 Global.....	7
4.2 Wired.....	8
4.2.1 DHCP.....	8
4.2.2 Static.....	9
4.3 Wireless.....	10
5. SYSTEM	11
5.1 LDAP.....	12
5.2 Global Settings.....	13
5.3 Update	13
5.4 Backup	14
5.5 System	15
6. Logs.....	16

1. INTRODUCTION

The Smart pi HLP (Help and Inform Information Points) provides the ability to contact a Network Operations Centre to talk with an operator or listen to automated information messages generated by the Smart pi DVA.

Help and Information points offer vital information, so quality audio and performance reliability are a top priority.

The Help Point systems are completely configurable, buttons can be configured to play announcements in different languages and video integration with Smart pi EYE is also available. Custom chassis are available to completely fit in with the image of any organisation.

For the latest version information and downloads please visit the Smart pi portal.
<https://portal.smart-pi.info>

2. MASTER INTERFACE

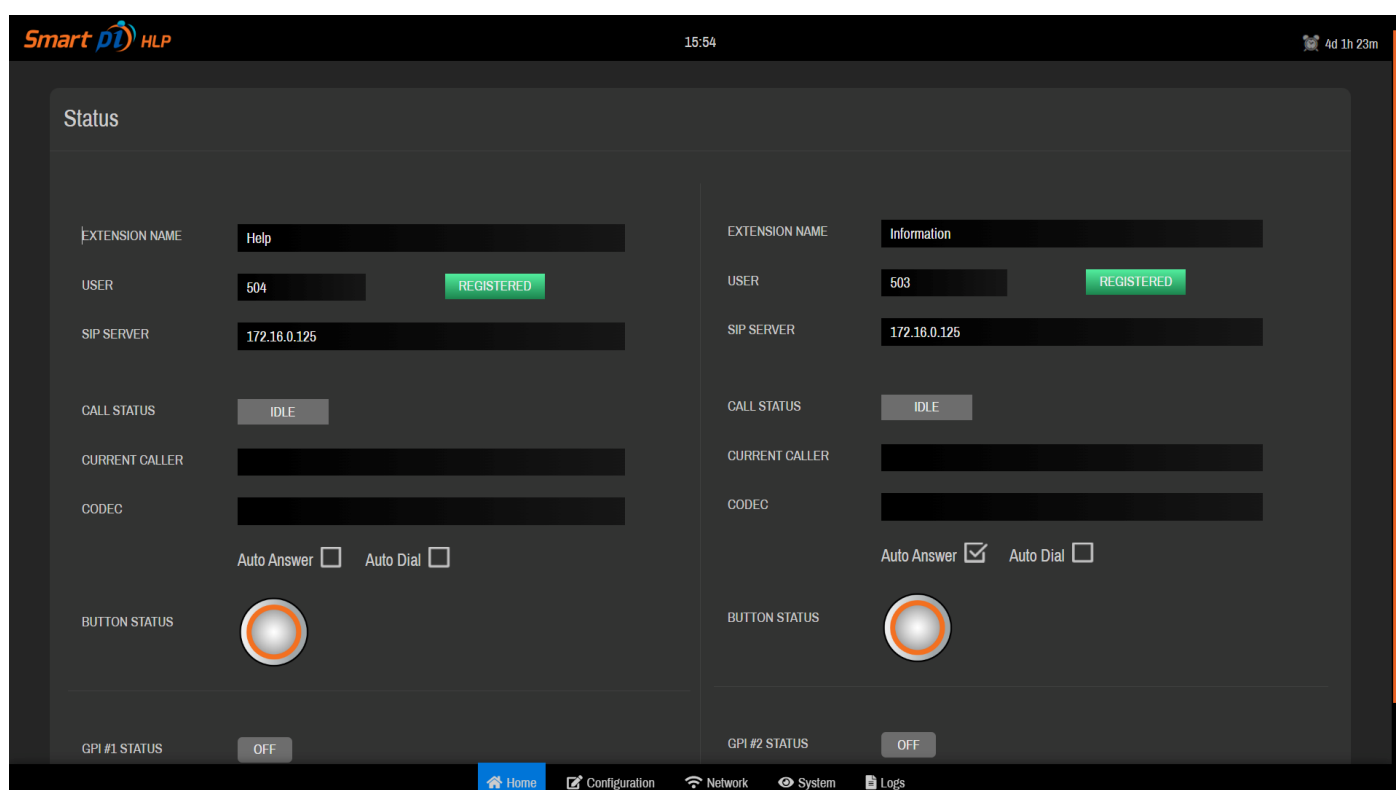
All Smart pi HLP server settings and management functions are facilitated via the Smart pi HLP client using a web browser. Your network administrator will supply the address to point your browser to.

Smart pi HLP server features a responsive web interface. It will detect whether it is being accessed by a desktop or mobile device (due to the complexity it is recommended to use a desktop environment except for user modes) and configure the display to suit accordingly.

The General Operation instructions assume that the system has previously been setup and configured and provides a guide to reviewing and changing configuration settings.

2.1 Home

The home page displays a summary dashboard which can be used to easily see the status of the system. Additionally, you are able to click through and see further information that is relevant.



The home tab provides a detailed current status for each extension of the help/information point.

3. CONFIGURATION

3.1 Extension

To access configuration, please click **CONFIGURATION** from the bottom menu.

In this section you configure the extension settings for the clients.

Choose the Extension you which to configure by the **EXTENSION** drop down selection. This list is populated by the Extension Name field.

The **NAME** field enables you to give the extension a user friendly name such as Help or Information.

When the help point is used in an environment without a PBX, the **POINT TO POINT** mode can be selected which disables the user and password field and instead utilises the sip server field to provide the remote point address.

The **USER** field is the SIP server username.

The **SIP SERVER** is the address of the sip server (or remote point to point address). This can either be entered as an IP address or a DNS resolvable name.

The **PASSWORD** field is the password for the username on the sip server.

The **PORT** field is the listening port for the extension. **This port must be unique between the extensions.**

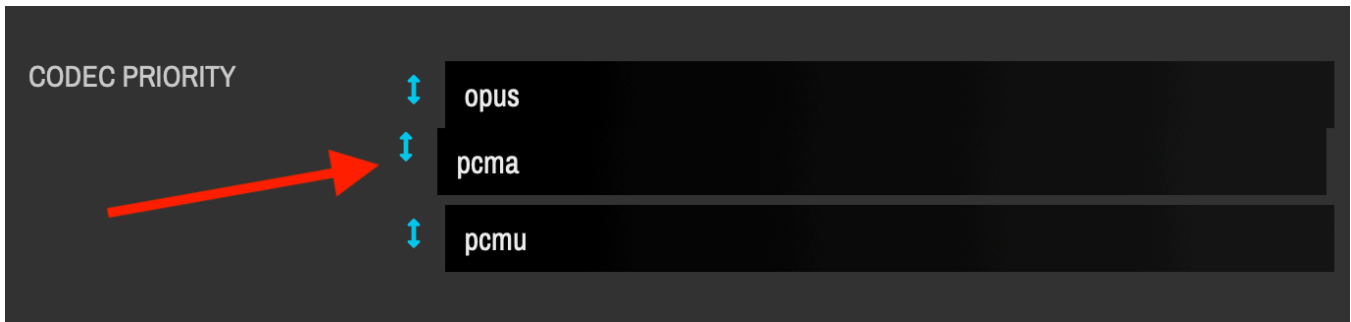
The **AUTO ANSWER** option allows the help point to automatically answer if a remote user calls the help point.

The **AUTO DIAL** option enables the help point to automatically dial an extension once powered on. This extension is entered in the **AUTO DIAL#** field.

The **SPEED DIAL** fields are used for dialling a destination when a button is pressed. These are selected when

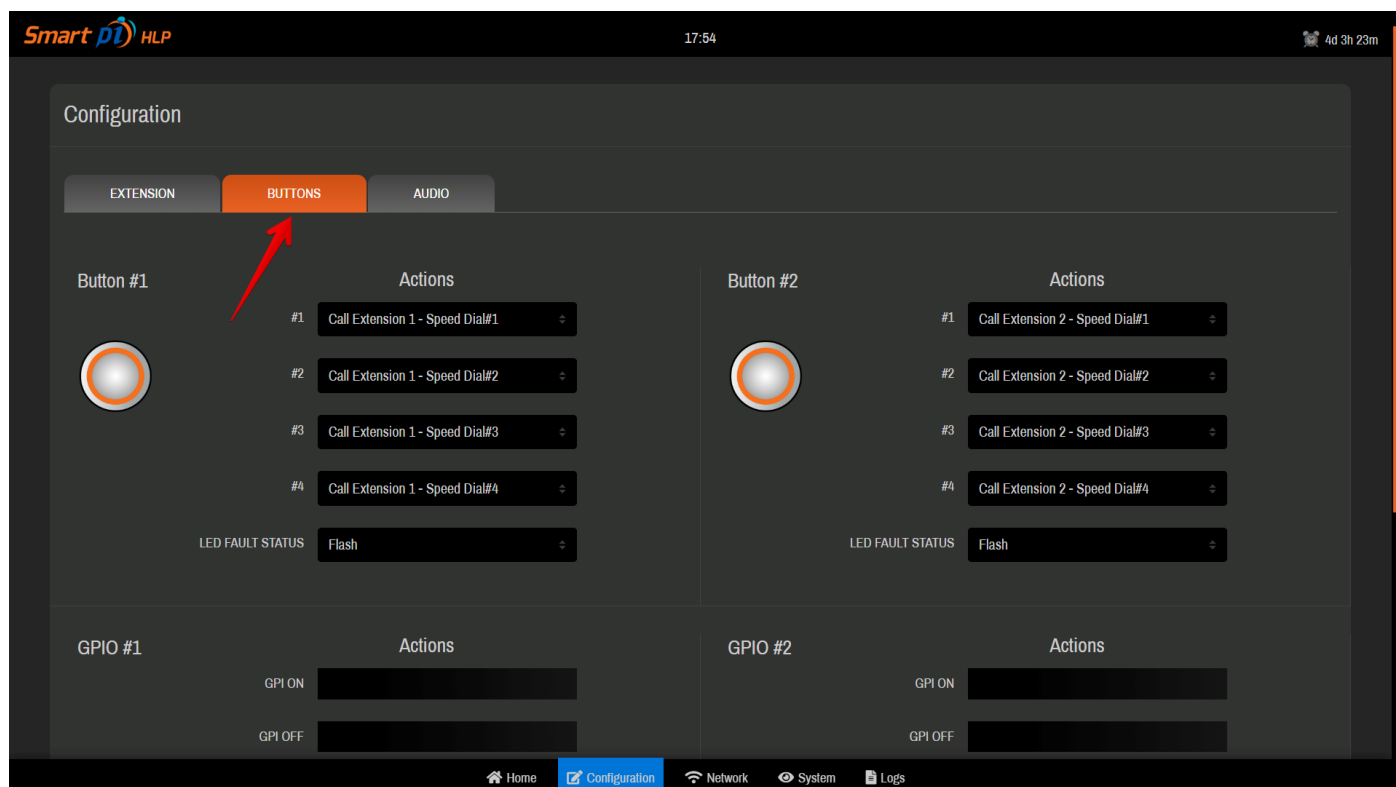
you configure each button.

CODEC PRIORITY is the preferred order of the which codec is negotiated. This is dependent upon which codecs are configured on the PBX and compatible with the remote extension. To change the priority, grab and drag the blue up/down arrow to arrange the new priority.



3.2 Buttons

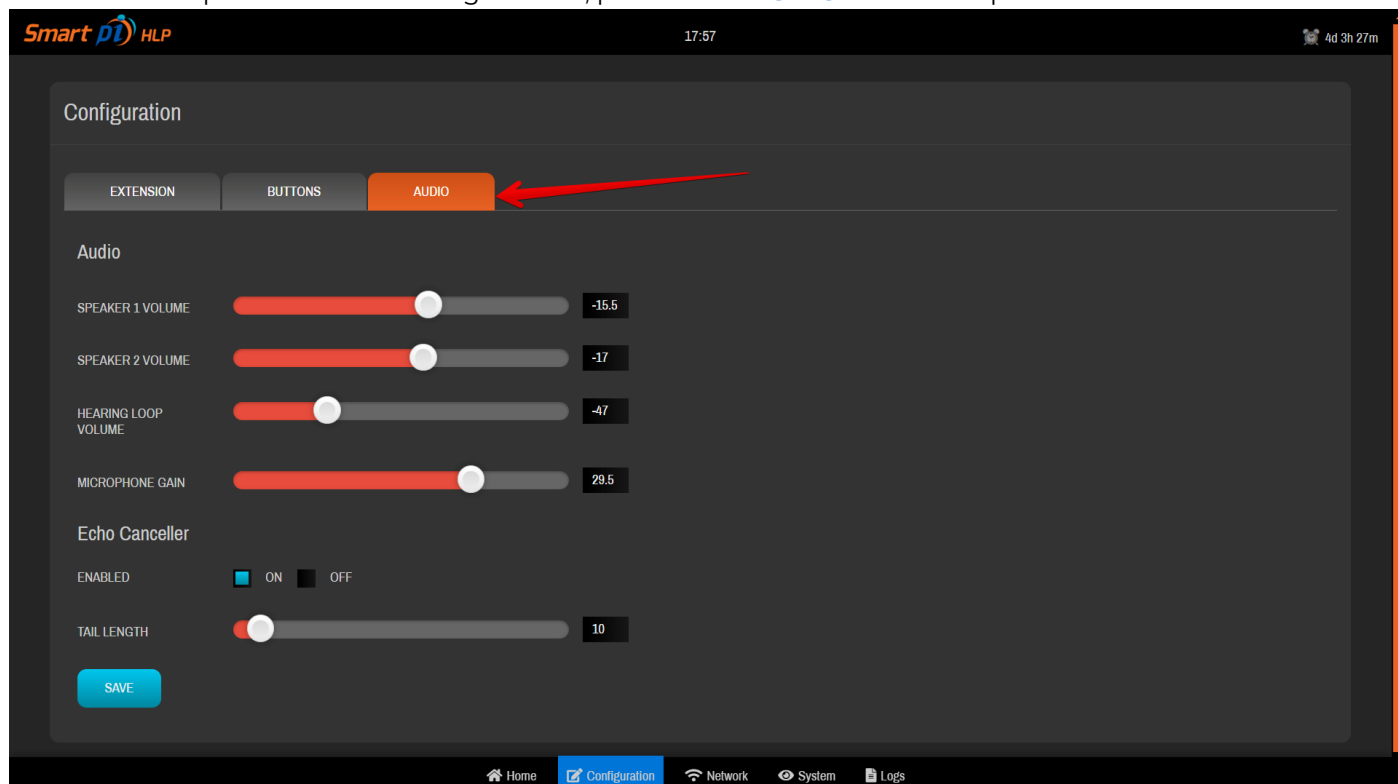
Click **BUTTONS** to start configuring your buttons. A number of actions can be modified on this screen along with the LED fault status which can be set to **flash** or **off**.



The **GPIO #1** and **GPIO #2** section is where you configure the commands for the associated NAM GPIO. These commands can be any of the UDP command set provided by the Smart Pi NAM UDP Protocol available separately.

3.3 Audio

For audio and speaker volume configurations, please click **AUDIO** from the top menu.

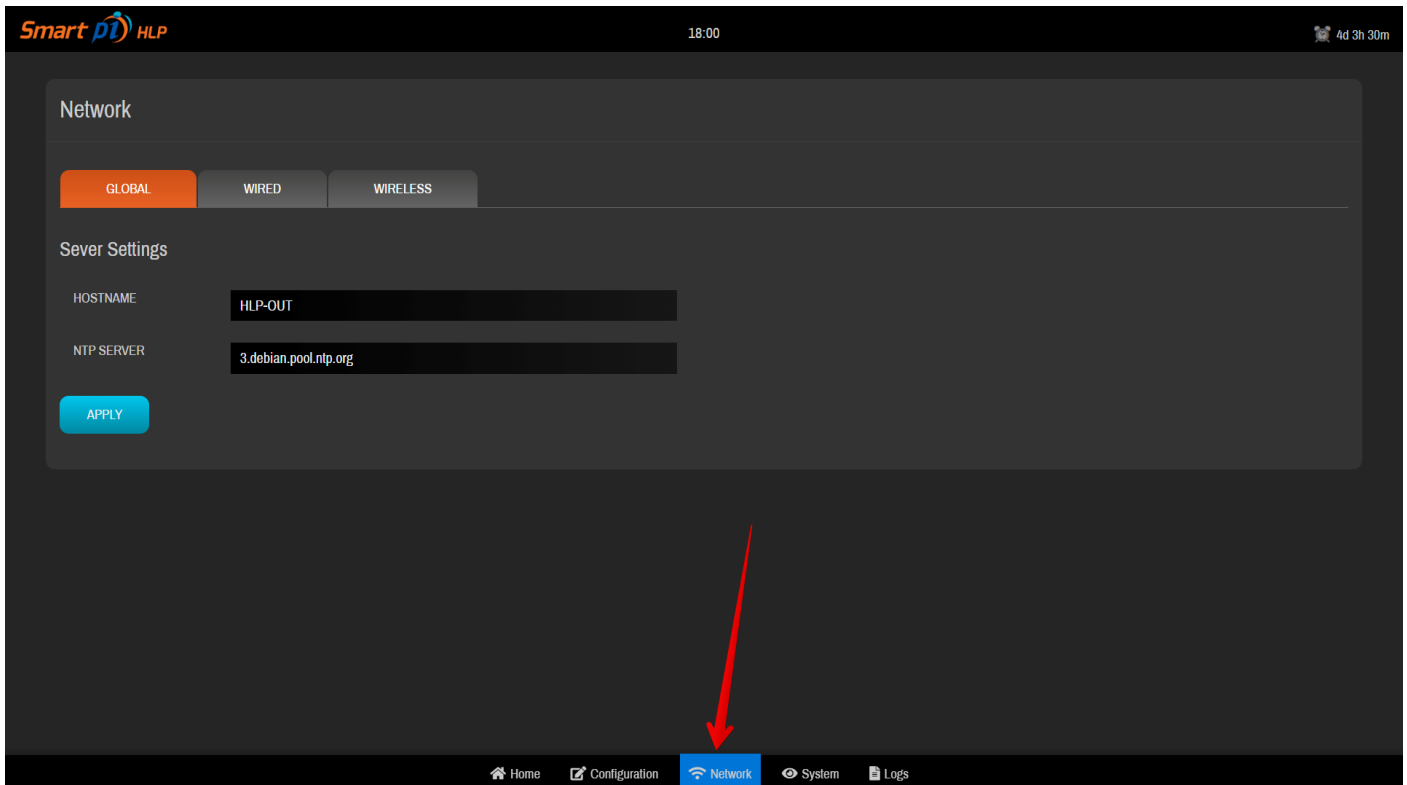


Here you can configure the following:

- Speaker 1 & 2 volume
- Hearing loop volume
- Microphone gain
- Echo Cancellation for the Microphone / Speaker enable and Tail length to help improve the initial dynamic algorithm for echo tail length detection.

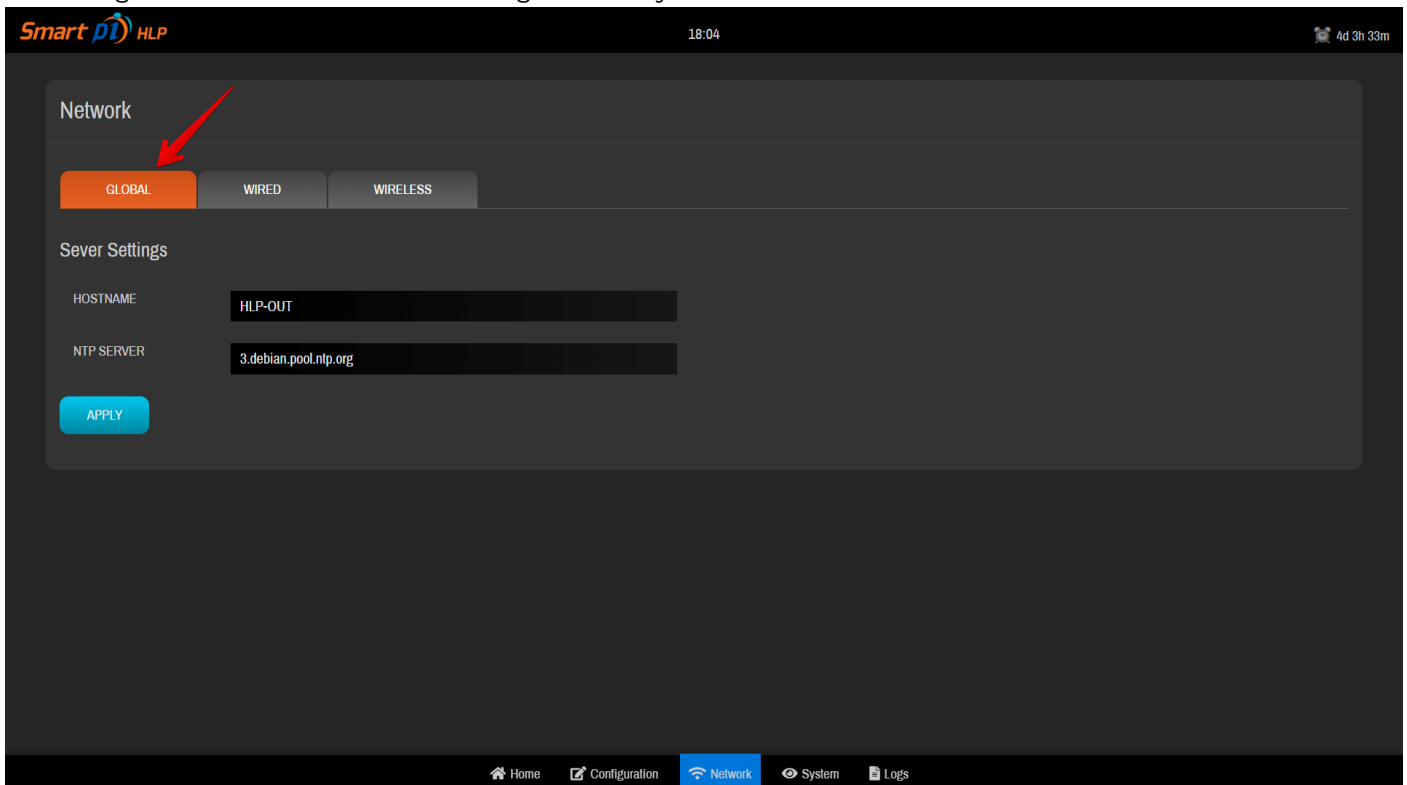
4. NETWORK

Click **NETWORK** from the main menu at the bottom to start configuring the network settings.



4.1 Global

Click **GLOBAL** from the top to configure the Server settings. This includes the hostname and NTP server. Don't forget to click **APPLY** to save changes before you exit this screen.



4.2 Wired

Click **WIRED** to edit the settings for a wired network.

Smart Pi HLP 18:05 4d 3h 35m

Network

GLOBAL **WIRED** WIRELESS

INTERFACE TYPE ☐ Static ☒ DHCP

IP ADDRESS 192.168.10.101

NETWORK MASK 255.255.255.0

GATEWAY 192.168.10.254

DNS SERVER 192.168.10.1

DNS SERVER (SECONDARY) 192.168.10.2

DNS SUFFIX stagetec.com.au

UPDATE

Home Configuration **Network** System Logs

You'll further get two options in the Wired network settings:

4.2.1 DHCP

DHCP setup is more suitable for devices that frequently move between networks e.g. mobile devices. This is because it can automatically assign IP addresses regardless of the network.

GLOBAL **WIRED** WIRELESS

INTERFACE TYPE ☐ Static ☒ DHCP

IP ADDRESS 192.168.10.101

NETWORK MASK 255.255.255.0

GATEWAY 192.168.10.254

DNS SERVER 192.168.10.1

DNS SERVER (SECONDARY) 192.168.10.2

DNS SUFFIX stagetec.com.au

UPDATE

4.2.2 Static

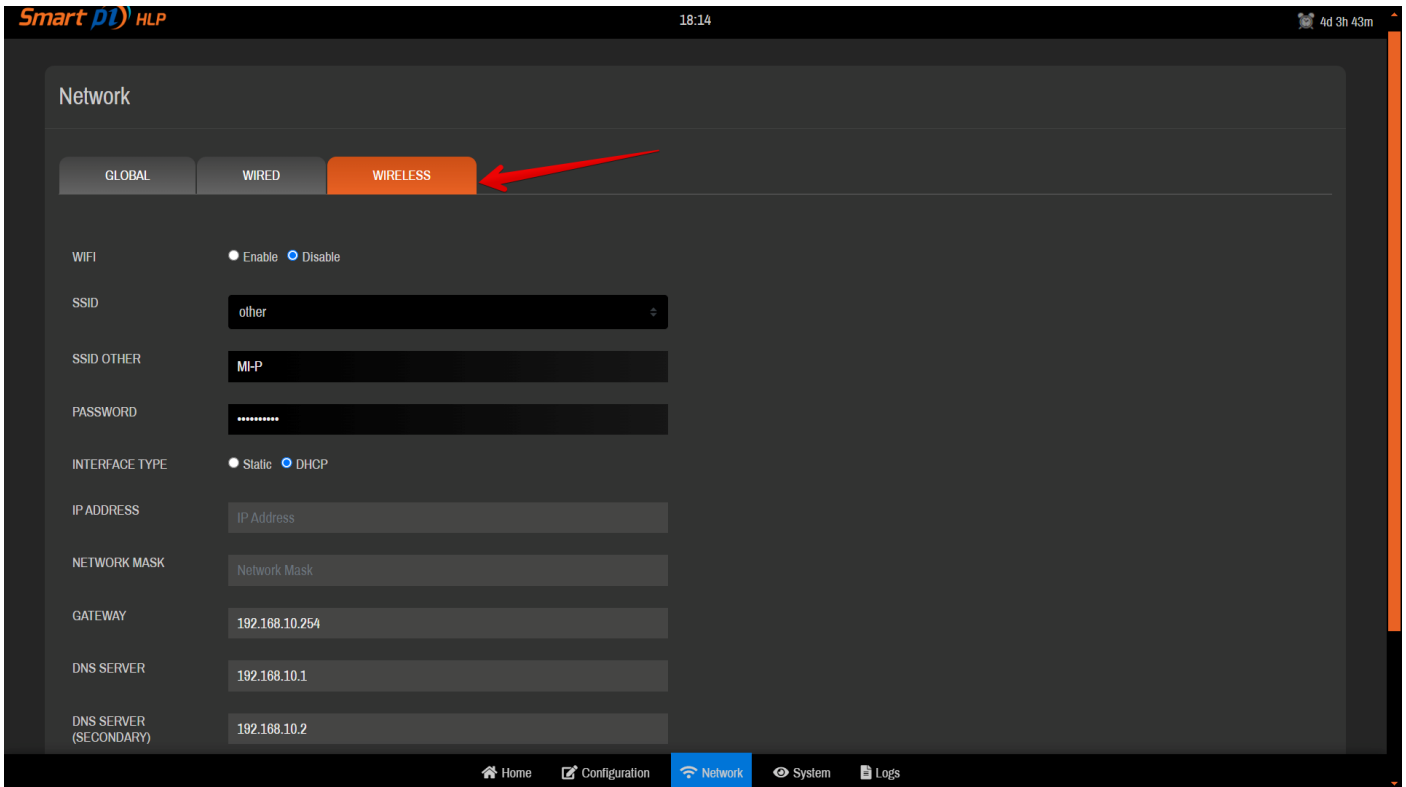
With static IP, you can manually assign IP addresses to network devices. When a device has a static IP, it does not need to contact a DHCP server, and it keeps the same IP address permanently, unless it is changed by the user. The user must configure the IP address, the subnet mask, the default gateway, and the DNS servers on the device.

The screenshot shows the 'WIRED' tab selected in the network configuration interface. Under 'INTERFACE TYPE', the 'Static' radio button is selected and highlighted with a red rectangle, while the 'DHCP' radio button is unselected. Below this, several input fields are visible: 'IP ADDRESS' (placeholder: IP Address), 'NETWORK MASK' (placeholder: Network Mask), 'GATEWAY' (placeholder: Gateway), 'DNS SERVER' (value: 192.168.10.1), 'DNS SERVER (SECONDARY)' (value: 192.168.10.2), and 'DNS SUFFIX' (value: stagetec.com.au). A blue 'UPDATE' button is located at the bottom left of the configuration area.

GLOBAL		WIRED		WIRELESS	
INTERFACE TYPE	<input checked="" type="radio"/> Static <input type="radio"/> DHCP				
IP ADDRESS	IP Address				
NETWORK MASK	Network Mask				
GATEWAY	Gateway				
DNS SERVER	192.168.10.1				
DNS SERVER (SECONDARY)	192.168.10.2				
DNS SUFFIX	stagetec.com.au				
UPDATE					

4.3 Wireless

If you are using a wireless connection and want to configure Smart Pi HLP wireless network settings, click **WIRELESS** at the top.

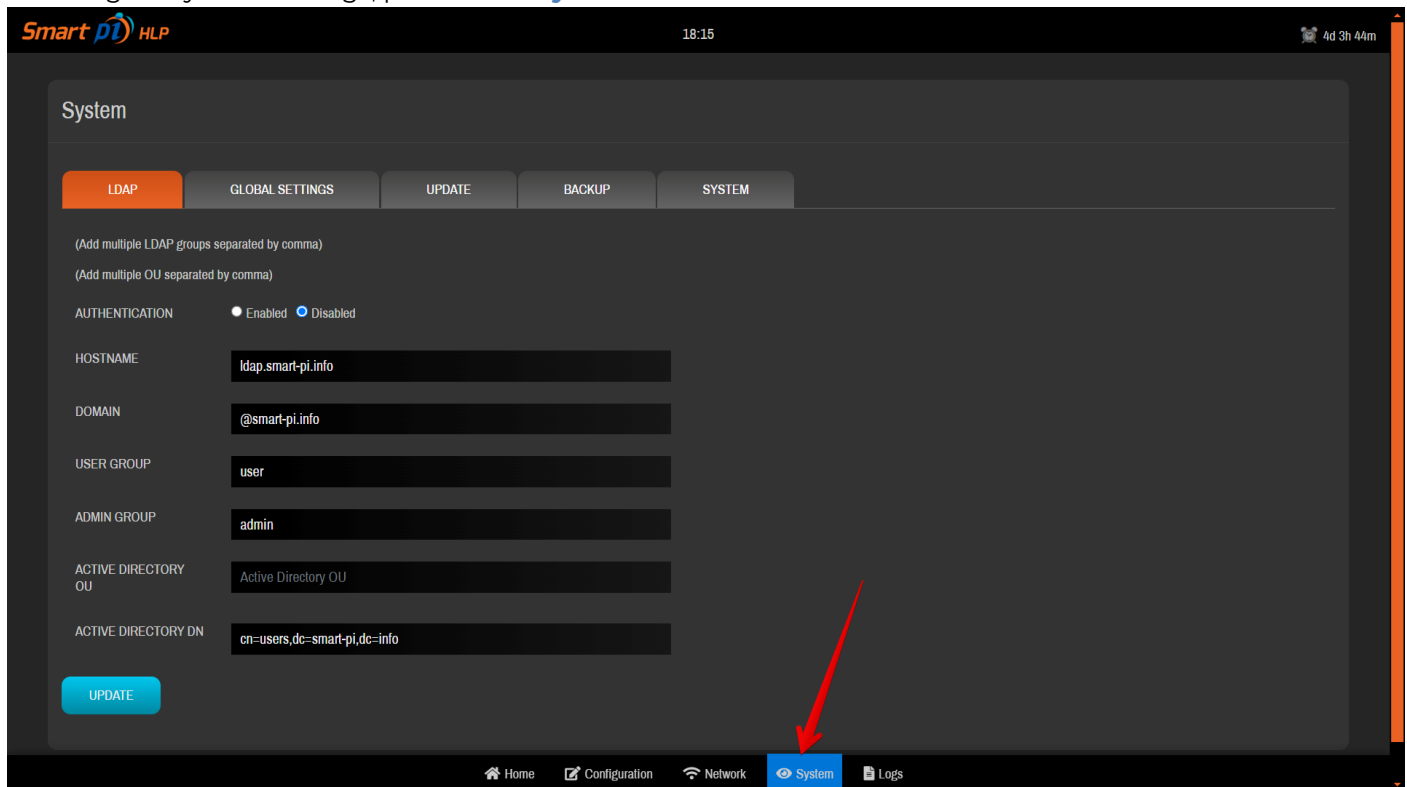


The screenshot shows the Smart Pi HLP web interface. At the top, there's a header with the logo, the text 'HLP', the time '18:14', and a battery status icon. Below the header, the 'Network' section is active. It has three tabs: 'GLOBAL', 'WIRED', and 'WIRELESS'. The 'WIRELESS' tab is highlighted in orange, and a red arrow points to it. Under the 'WIRELESS' tab, there are several configuration options: 'WIFI' with radio buttons for 'Enable' (selected) and 'Disable'; 'SSID' with a dropdown menu showing 'other'; 'SSID OTHER' with a text field containing 'MI-P'; 'PASSWORD' with a masked text field; 'INTERFACE TYPE' with radio buttons for 'Static' and 'DHCP' (selected); 'IP ADDRESS' with a text field containing 'IP Address'; 'NETWORK MASK' with a text field containing 'Network Mask'; 'GATEWAY' with a text field containing '192.168.10.254'; 'DNS SERVER' with a text field containing '192.168.10.1'; and 'DNS SERVER (SECONDARY)' with a text field containing '192.168.10.2'. At the bottom, there's a navigation bar with icons for 'Home', 'Configuration', 'Network' (active), 'System', and 'Logs'.

Here you can enable WiFi and provide SSID and password to complete setup. Just like with the wired connection settings, you can switch between static and DHCP modes as per your preferences.

5. SYSTEM

To configure system settings, please click **System** from the main menu at the bottom.



5.1 LDAP

This section allows you to use LDAP (Lightweight Directory Access Protocol) protocol for accessing and maintaining distributed directory information services over a network. Allowing user to limit access with login prompt.

Start by clicking the radio button next to **Authentication** to choose whether you'd like to enable or disable the login prompt.

LDAP GLOBAL SETTINGS UPDATE BACKUP SYSTEM

(Add multiple LDAP groups separated by comma)

(Add multiple OU separated by comma)

AUTHENTICATION ☒ Enabled ☐ Disabled

HOSTNAME ldap.smart-pi.info

DOMAIN @smart-pi.info

USER GROUP user

ADMIN GROUP admin

ACTIVE DIRECTORY OU Active Directory OU

ACTIVE DIRECTORY DN cn=users,dc=smart-pi,dc=info

UPDATE

Once enabled, proceed with adding the values in these fields:

Hostname: Your hostname.

Domain: Your domain address.

User group

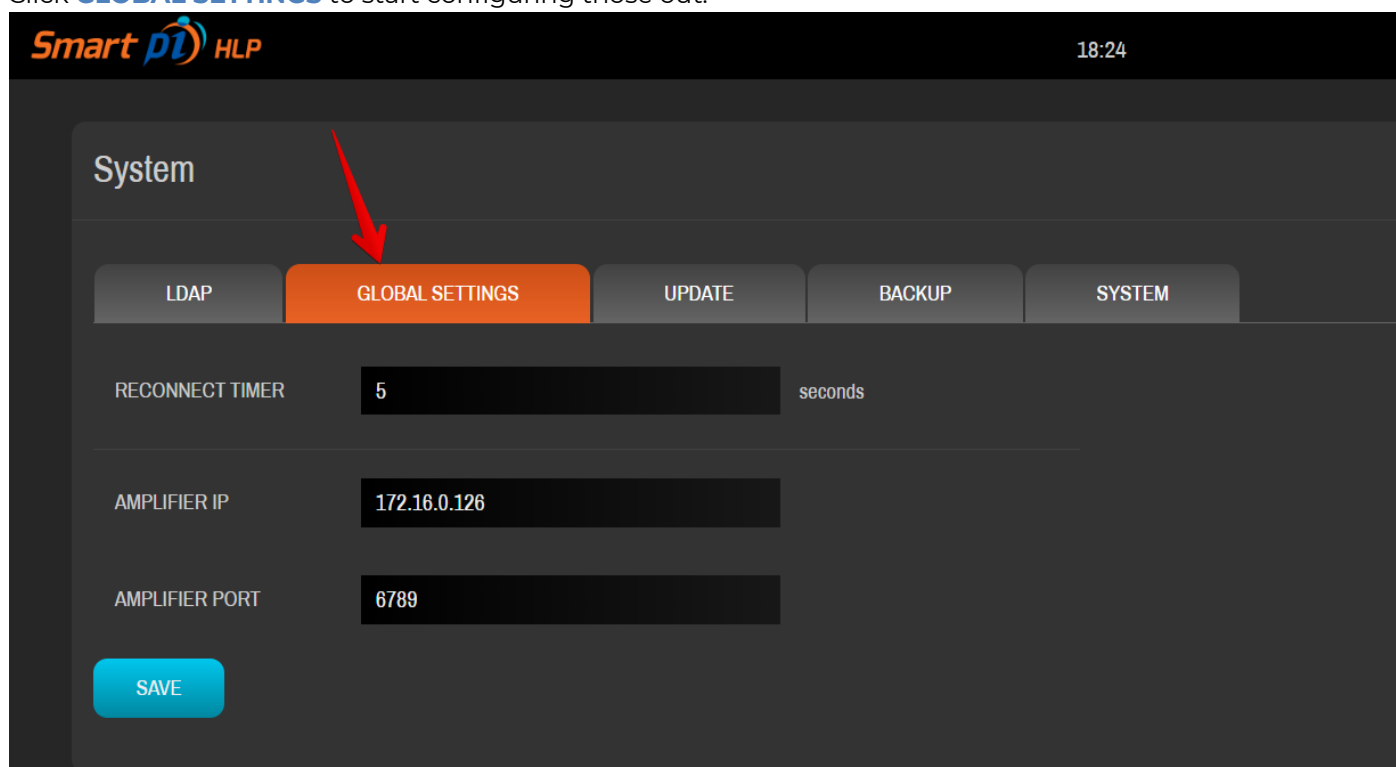
Admin group

Active Directory OU: Your organizational unit in Active Directory – which is a container used to organize and manage user accounts, computer accounts, groups and more.

Active Directory DN: Distinguished names in your active directory.

5.2 Global Settings

Click **GLOBAL SETTINGS** to start configuring those out.



The screenshot shows the 'Smart Pi HLP' interface with a dark theme. At the top, the logo is on the left and the time '18:24' is on the right. Below the header is a 'System' section with a horizontal menu containing five tabs: 'LDAP', 'GLOBAL SETTINGS', 'UPDATE', 'BACKUP', and 'SYSTEM'. A red arrow points to the 'GLOBAL SETTINGS' tab, which is highlighted in orange. Below the tabs, there are three configuration fields: 'RECONNECT TIMER' with a value of '5' and the unit 'seconds', 'AMPLIFIER IP' with the value '172.16.0.126', and 'AMPLIFIER PORT' with the value '6789'. A blue 'SAVE' button is located at the bottom left of the configuration area.

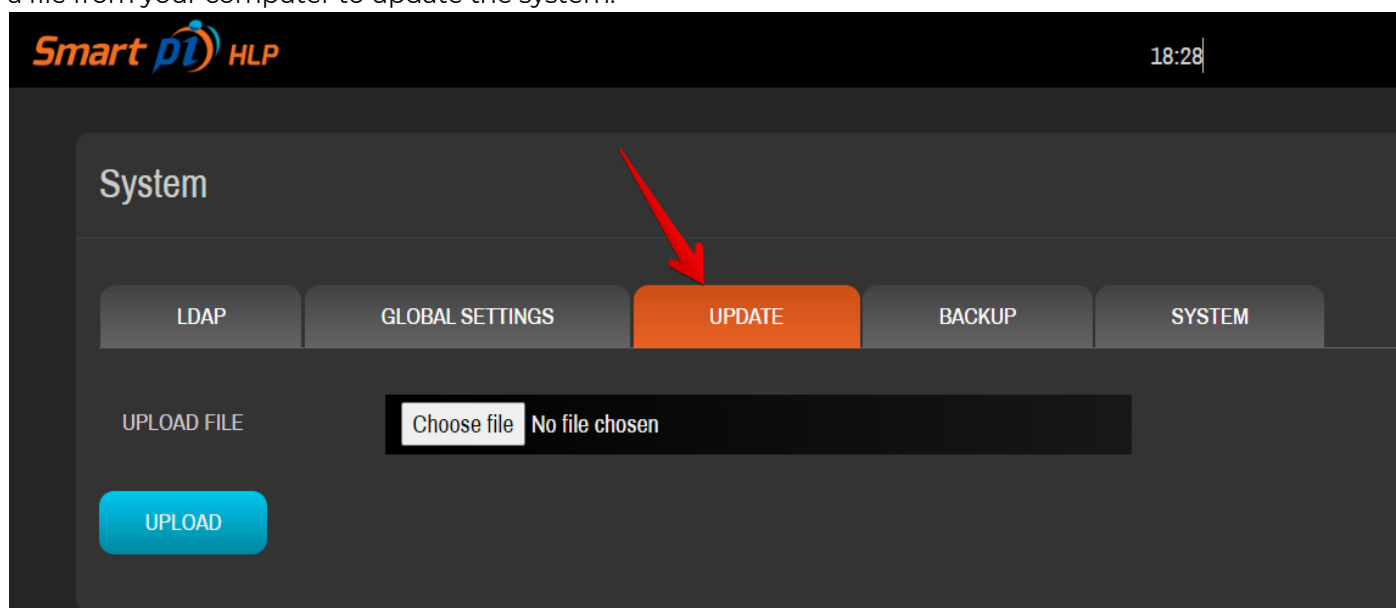
The Global settings provides the ability to configure the Reconnect Timer, and the Network Amplifier IP address / port.

The **RECONNECT TIMER** field is used for the number of seconds to wait to re-dial a connection if **AUTO CONNECT** is enabled on the configuration page.

The **AMPLIFIER IP** and **PORT** fields are used for the associated Network Amplifier Module.

5.3 Update

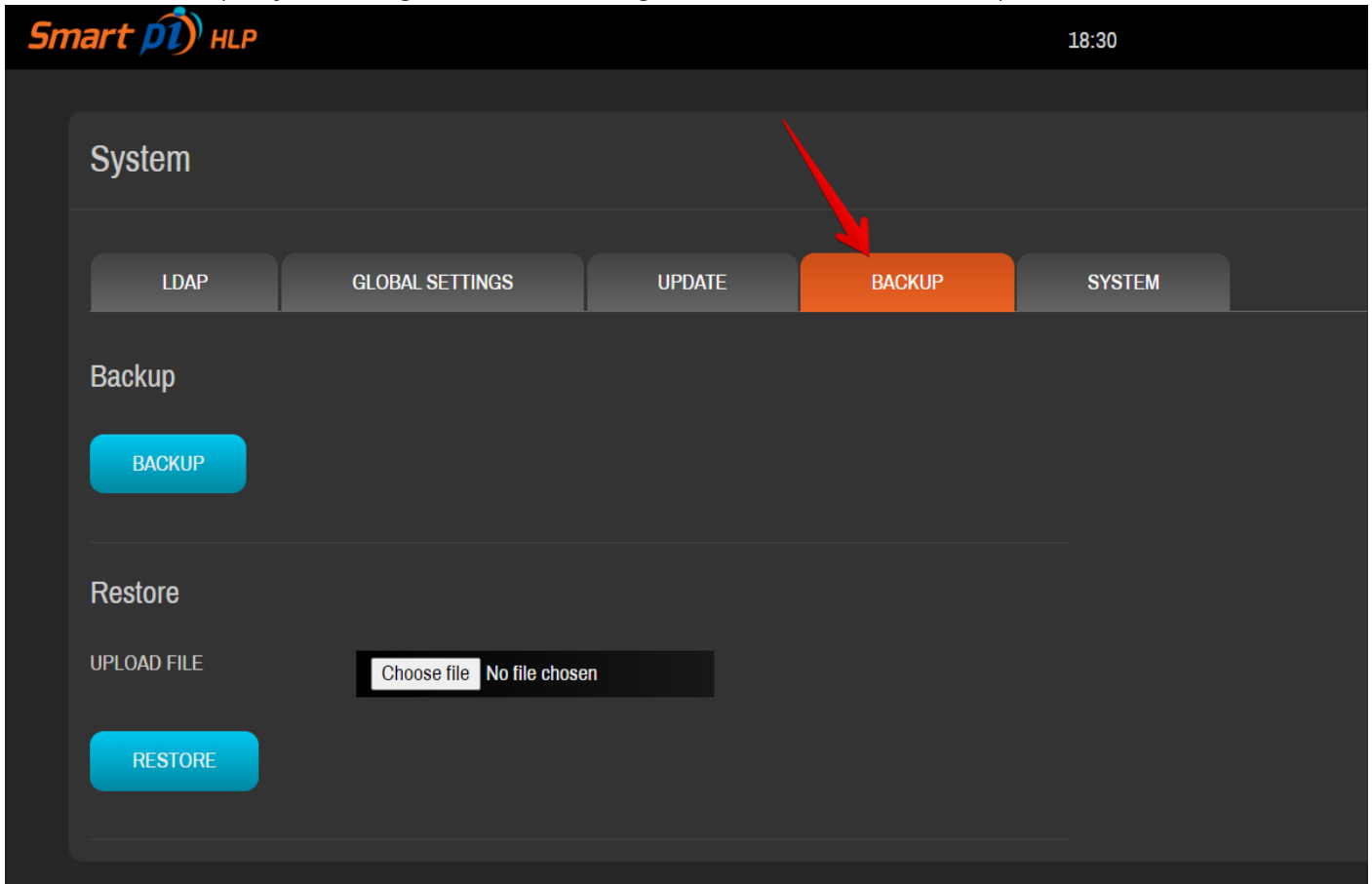
To update the system using a file from your computer, click **UPDATE**. You can then click **Choose file** to select a file from your computer to update the system.



The screenshot shows the 'Smart Pi HLP' interface with a dark theme. At the top, the logo is on the left and the time '18:28' is on the right. Below the header is a 'System' section with a horizontal menu containing five tabs: 'LDAP', 'GLOBAL SETTINGS', 'UPDATE', 'BACKUP', and 'SYSTEM'. A red arrow points to the 'UPDATE' tab, which is highlighted in orange. Below the tabs, there is an 'UPLOAD FILE' section with a 'Choose file' button and the text 'No file chosen'. A blue 'UPLOAD' button is located at the bottom left of the configuration area.

5.4 Backup

To make a back up of your configuration and settings, click **BACKUP** from the top.

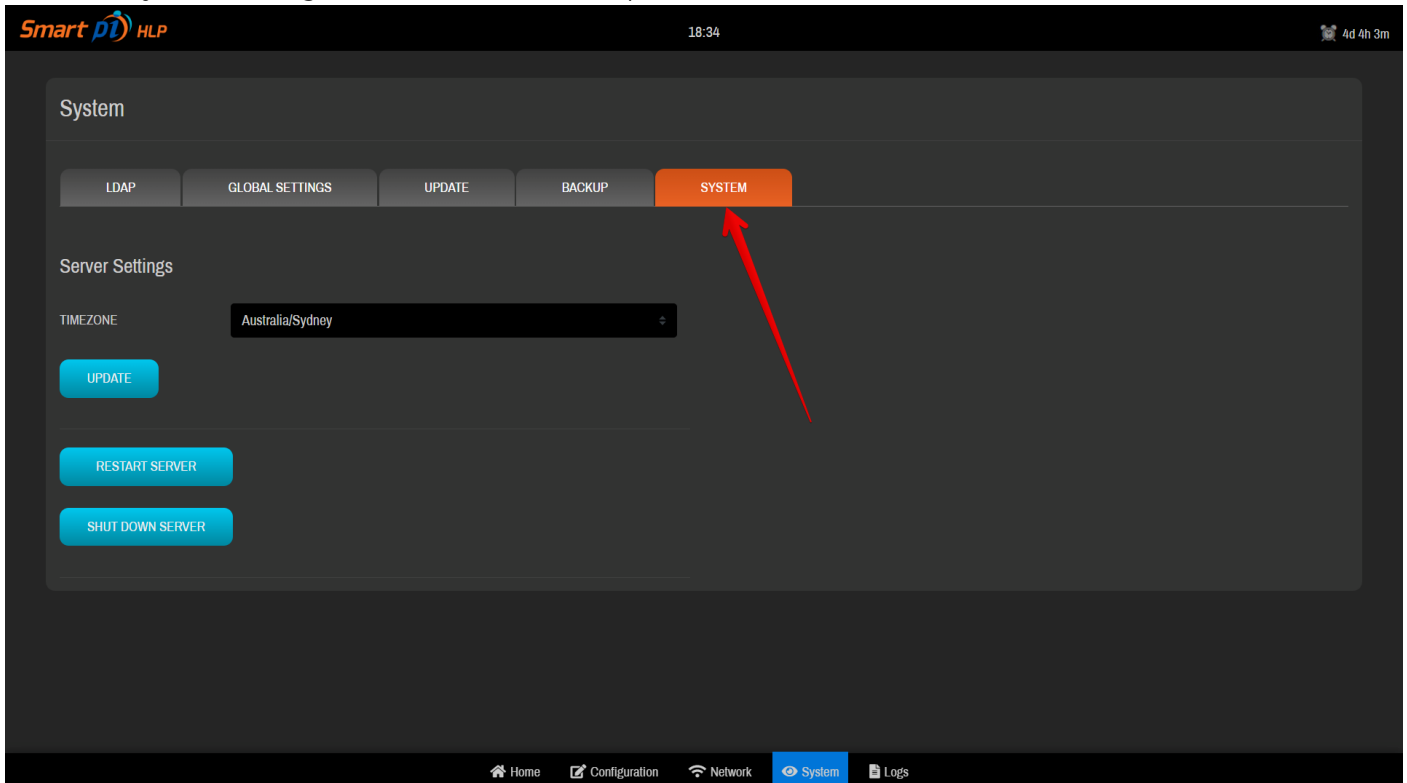


Then click the blue **BACKUP** option.

To restore manually from a previous back, click **Choose file** and select a file from your computer. Then click the **RESTORE** button to finish the process.

5.5 System

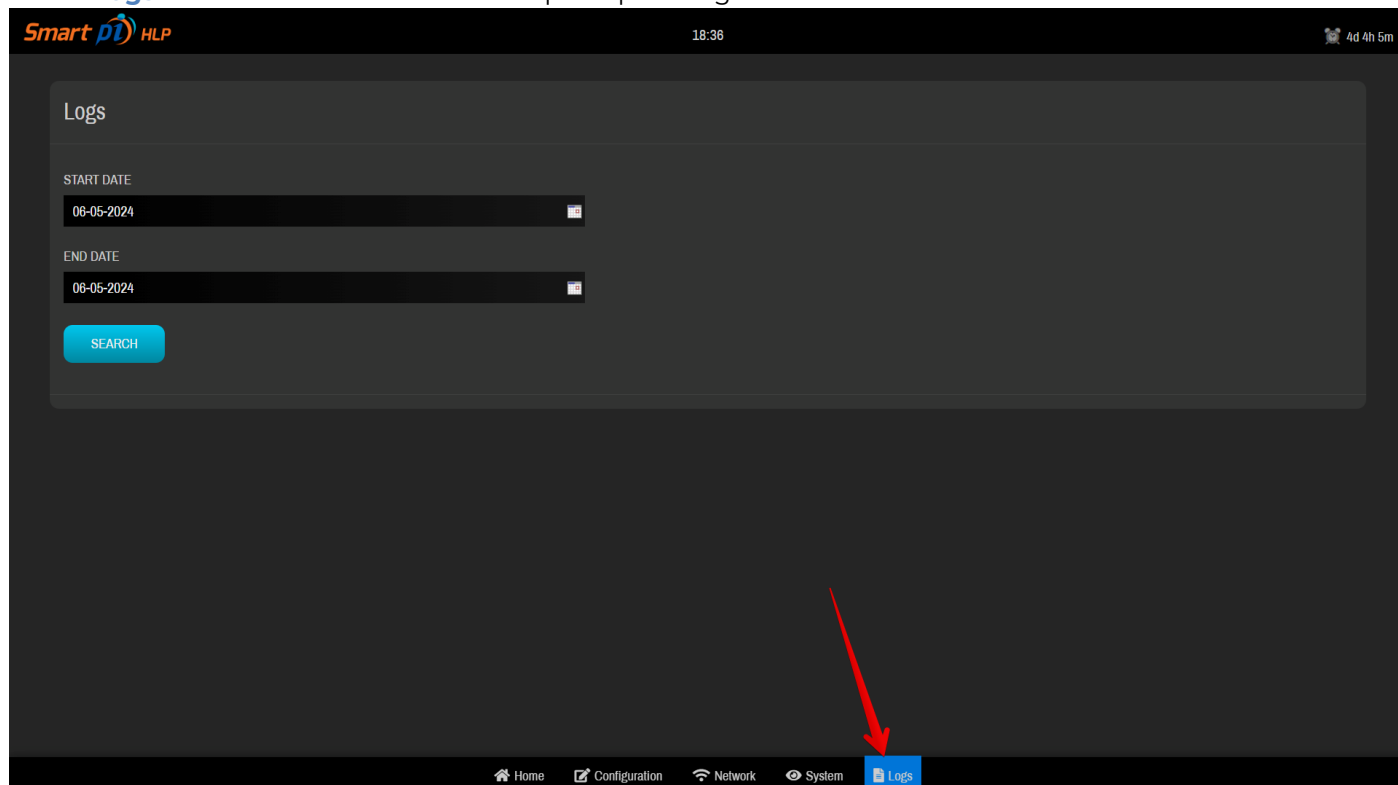
To access system settings, click **SYSTEM** at the top.



Here you can change system time zone, restart the server or shut it down.

6. Logs

Click **Logs** from the main dashboard to open up the logs menu.



Here you can select your start and end date and click **SEARCH** to find the desired logs.