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## 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 screenshot displays the 'Status' dashboard of the Smart Pi HLP Master Interface. The interface is dark-themed with orange accents. At the top, the 'Smart Pi HLP' logo is on the left, the time '15:54' is in the center, and a battery icon with '4d 1h 23m' is on the right. The main content area is divided into two columns, each representing an extension's status.

Extension Name	User	SIP Server	Call Status	Current Caller	Codec	Auto Answer	Auto Dial	Button Status	GPI #1 Status	GPI #2 Status
Help	504	172.16.0.125	IDLE			<input type="checkbox"/>	<input type="checkbox"/>	OFF	OFF	OFF
Information	503	172.16.0.125	IDLE			<input checked="" type="checkbox"/>	<input type="checkbox"/>	ON	OFF	OFF

At the bottom of the dashboard, there is a navigation bar with the following items: Home (highlighted), Configuration, Network, System, and Logs.

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.

The screenshot shows the 'Configuration' interface with the 'EXTENSION' tab selected. The 'Extension' dropdown is set to 'Help'. The configuration fields for 'EXTENSION 1' are as follows:

Field	Value
NAME	Help
POINT TO POINT	<input type="checkbox"/>
USER	504
SIP SERVER	172.16.0.125
PASSWORD	***
PORT	5061
AUTO ANSWER	<input type="checkbox"/>
AUTO DIAL	<input type="checkbox"/>
AUTO DIAL#	
SPEED DIAL#1	2002

The bottom navigation bar includes 'Home', 'Configuration' (highlighted with a red arrow), 'Network', 'System', and 'Logs'.

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.**

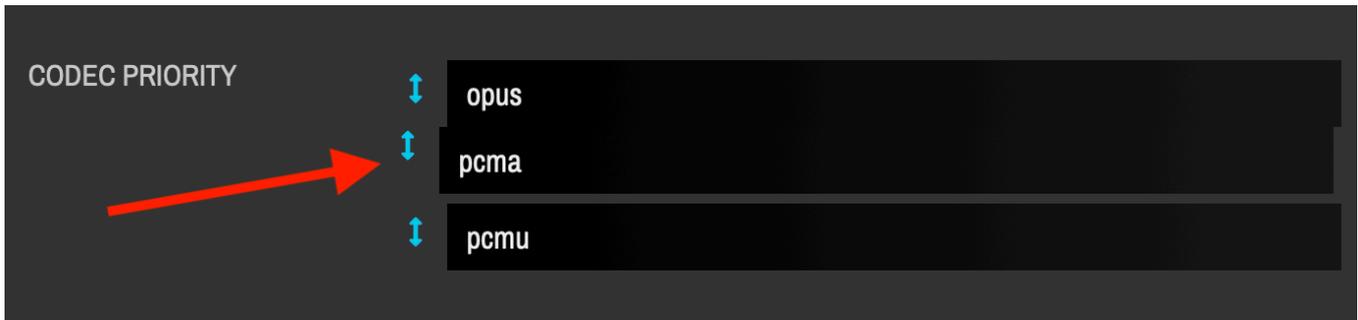
The **AUTO ANSWER** option allows the help point to automatically answer if a remote user calls the help point.

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

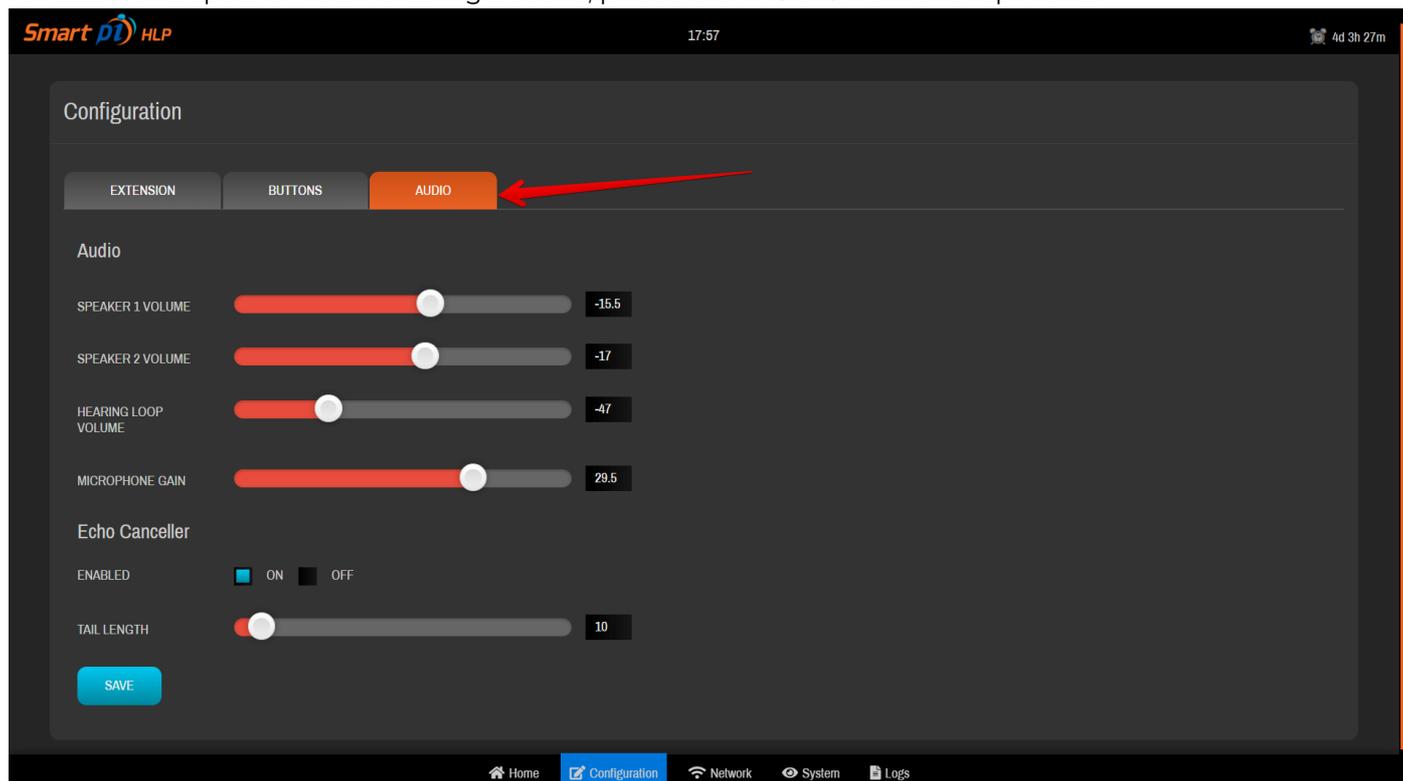
Click **BUTTONS** to start configuring your buttons. A number of actions can be modified on this screen along with the LED fault status which can be set to **flash** or **off**.

The screenshot displays the 'Configuration' page for 'Smart Pi HLP'. The 'BUTTONS' tab is selected, indicated by a red arrow. The interface is divided into four main sections: Button #1, Button #2, GPIO #1, and GPIO #2. Each button section includes a circular icon, a list of four actions (e.g., 'Call Extension 1 - Speed Dial#1'), and an 'LED FAULT STATUS' dropdown menu set to 'Flash'. The GPIO sections include 'GPI ON' and 'GPI OFF' dropdown menus. The bottom navigation bar shows 'Configuration' as the active page, with other options like Home, Network, System, and Logs.

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.

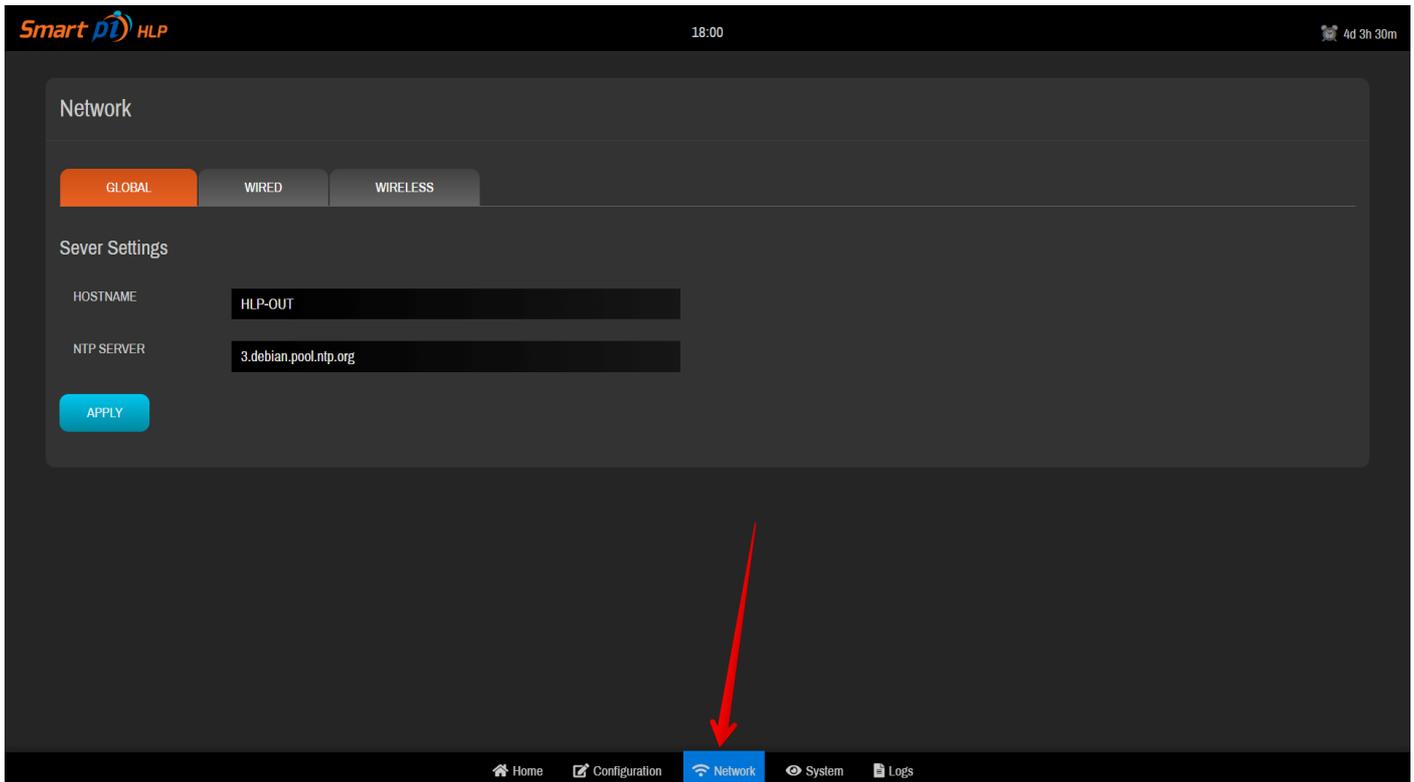


Here you can configure the following:

- 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.

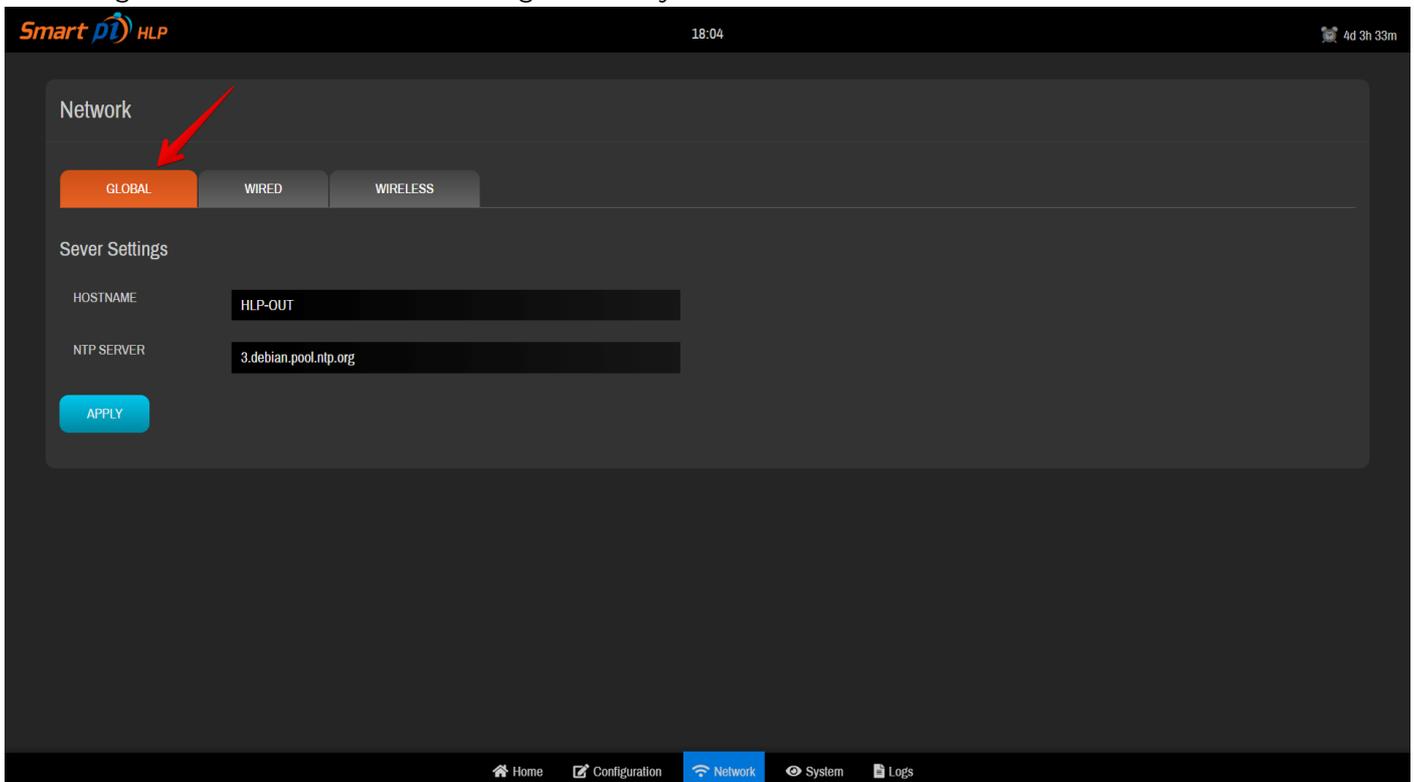
## 4. NETWORK

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



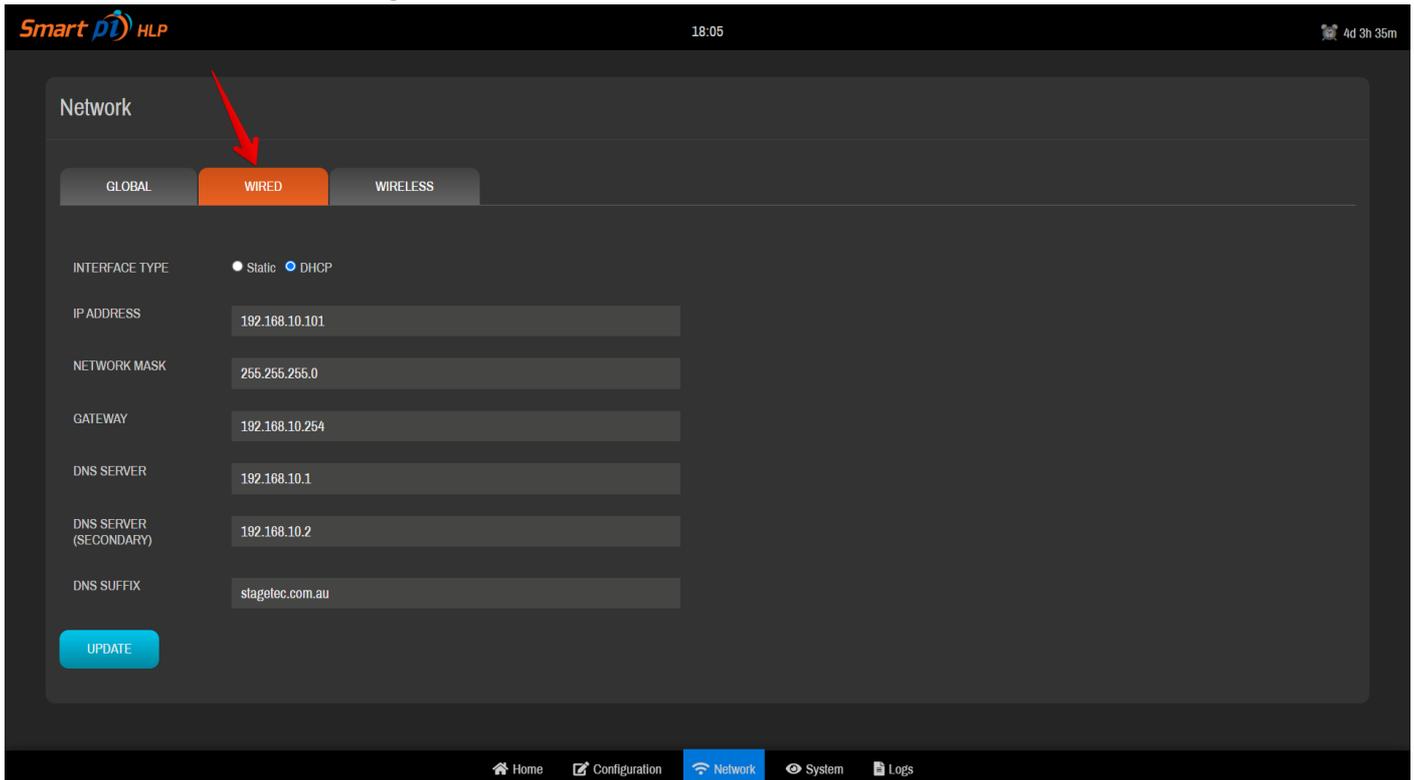
### 4.1 Global

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

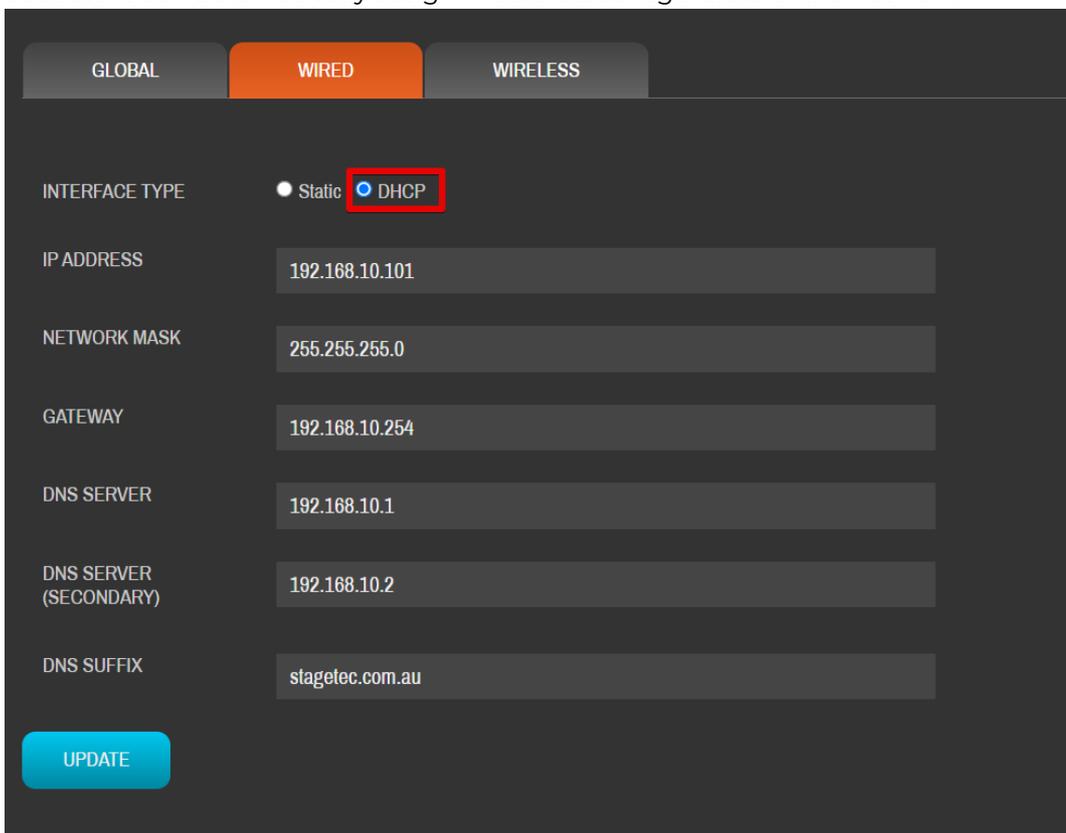
Click **WIRED** to edit the settings for a wired network.



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.



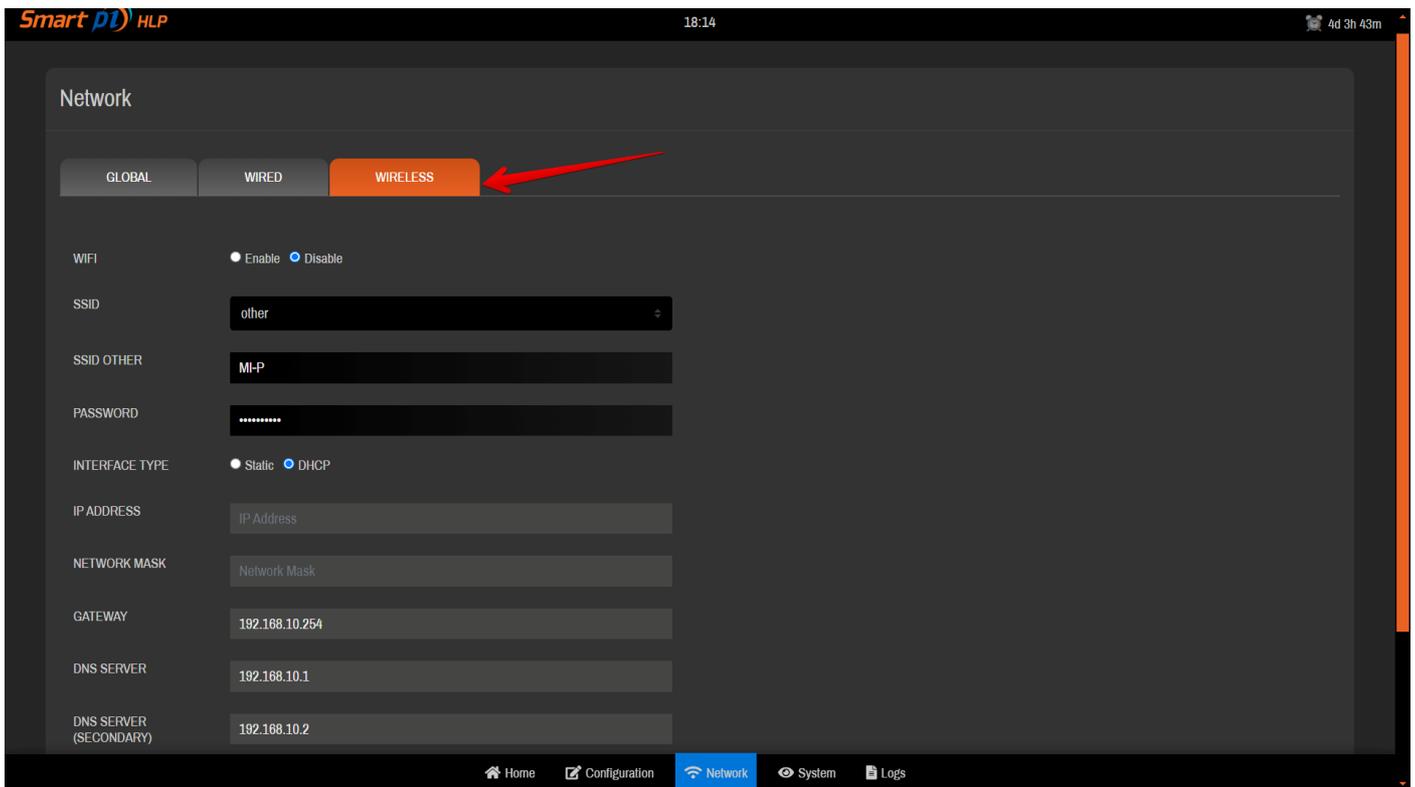
## 4.2.2 Static

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 a network configuration interface with three tabs: GLOBAL, WIRED (selected), and WIRELESS. Under the WIRED tab, the 'INTERFACE TYPE' is set to 'Static' (indicated by a blue radio button and a red box) and 'DHCP' (indicated by a grey radio button). Below this, several 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.

## 4.3 Wireless

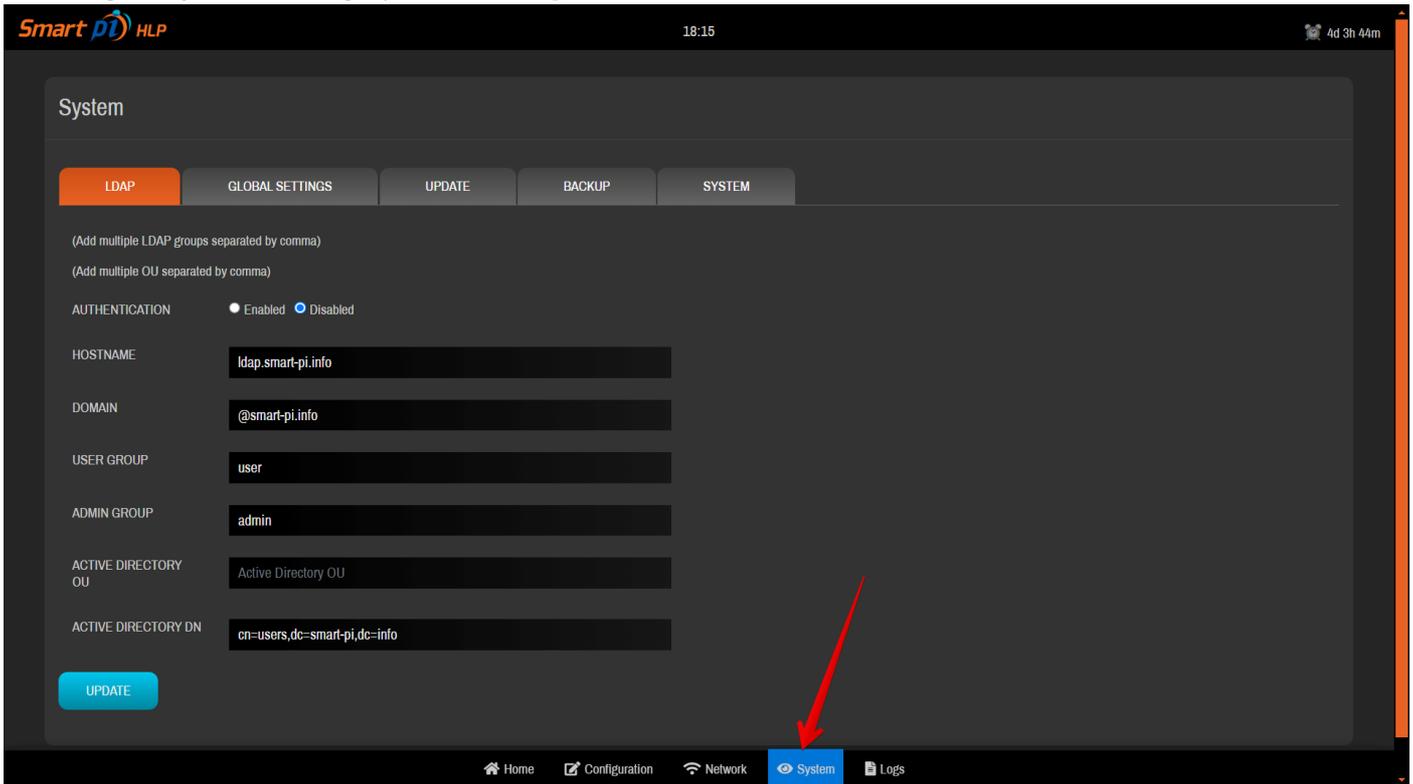
If you are using a wireless connection and want to configure Smart Pi HLP wireless network settings, click **WIRELESS** at the top.



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.



The screenshot shows the 'System' configuration page in the Smart Pi HLP interface. The page has a dark theme with orange accents. At the top, the 'Smart Pi HLP' logo is on the left, the time '18:15' is in the center, and the battery status '4d 3h 44m' is on the right. Below the header, there are five tabs: 'LDAP' (selected), 'GLOBAL SETTINGS', 'UPDATE', 'BACKUP', and 'SYSTEM'. The main content area contains several configuration fields:

- LDAP: (Add multiple LDAP groups separated by comma)
- LDAP: (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

An 'UPDATE' button is located at the bottom left of the configuration area. At the bottom of the page, there is a navigation bar with icons for 'Home', 'Configuration', 'Network', 'System' (highlighted in blue), and 'Logs'. A red arrow points to the 'System' icon in the navigation bar.

## 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**

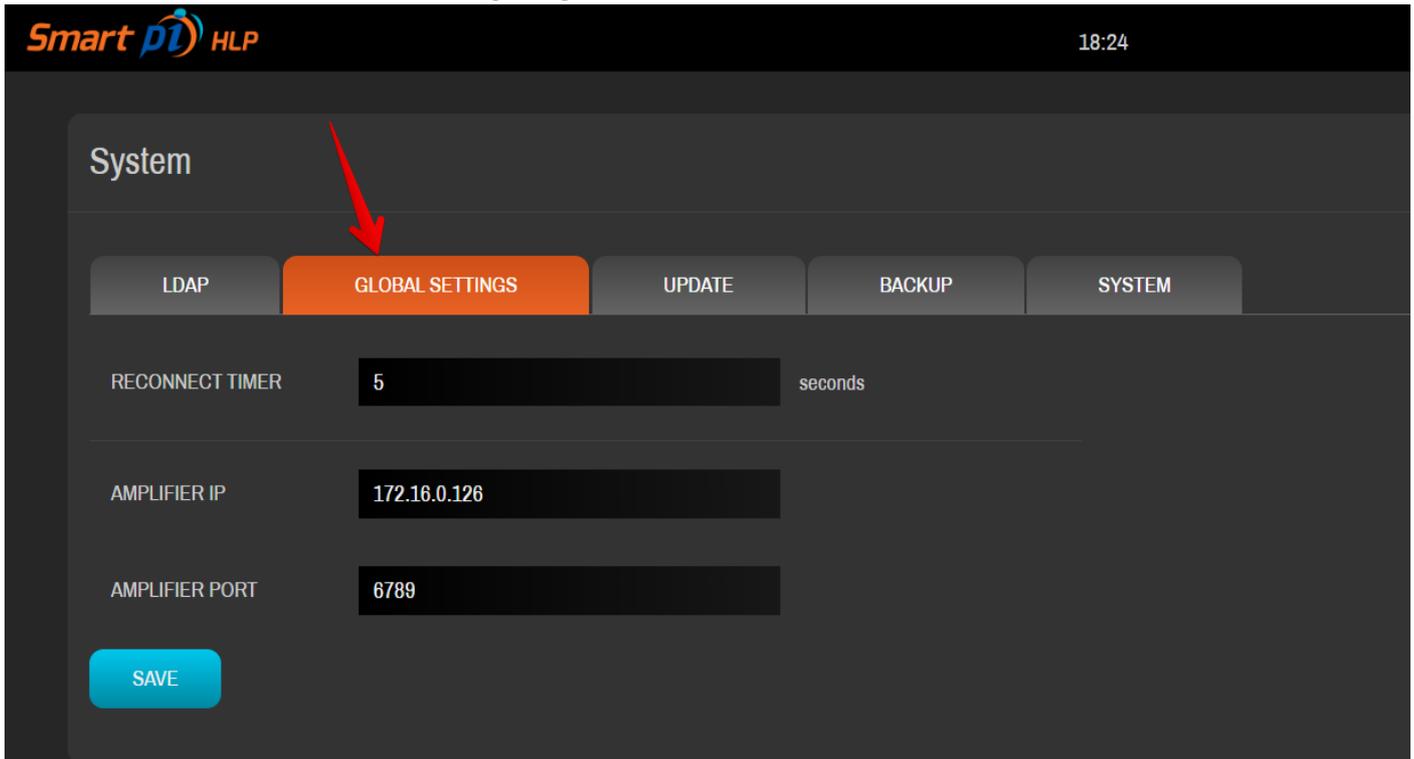
**Admin group**

**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.



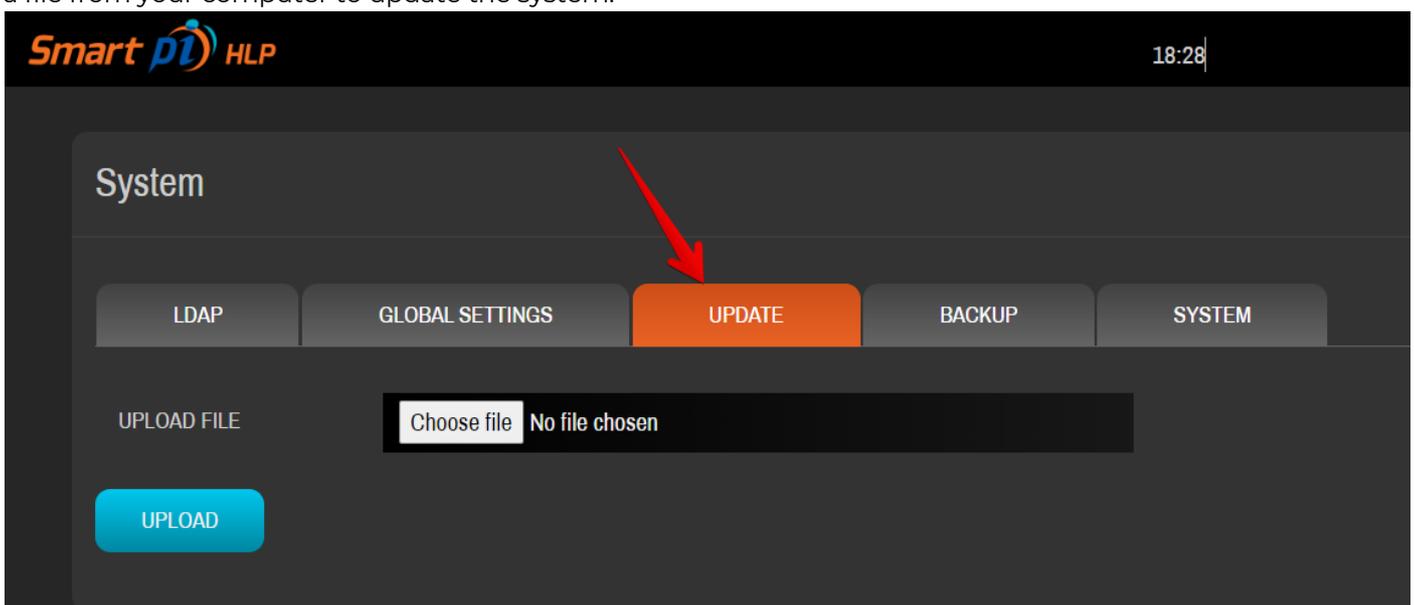
The Global settings provides the ability to configure the Reconnect Timer, and the Network Amplifier IP address / port.

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.

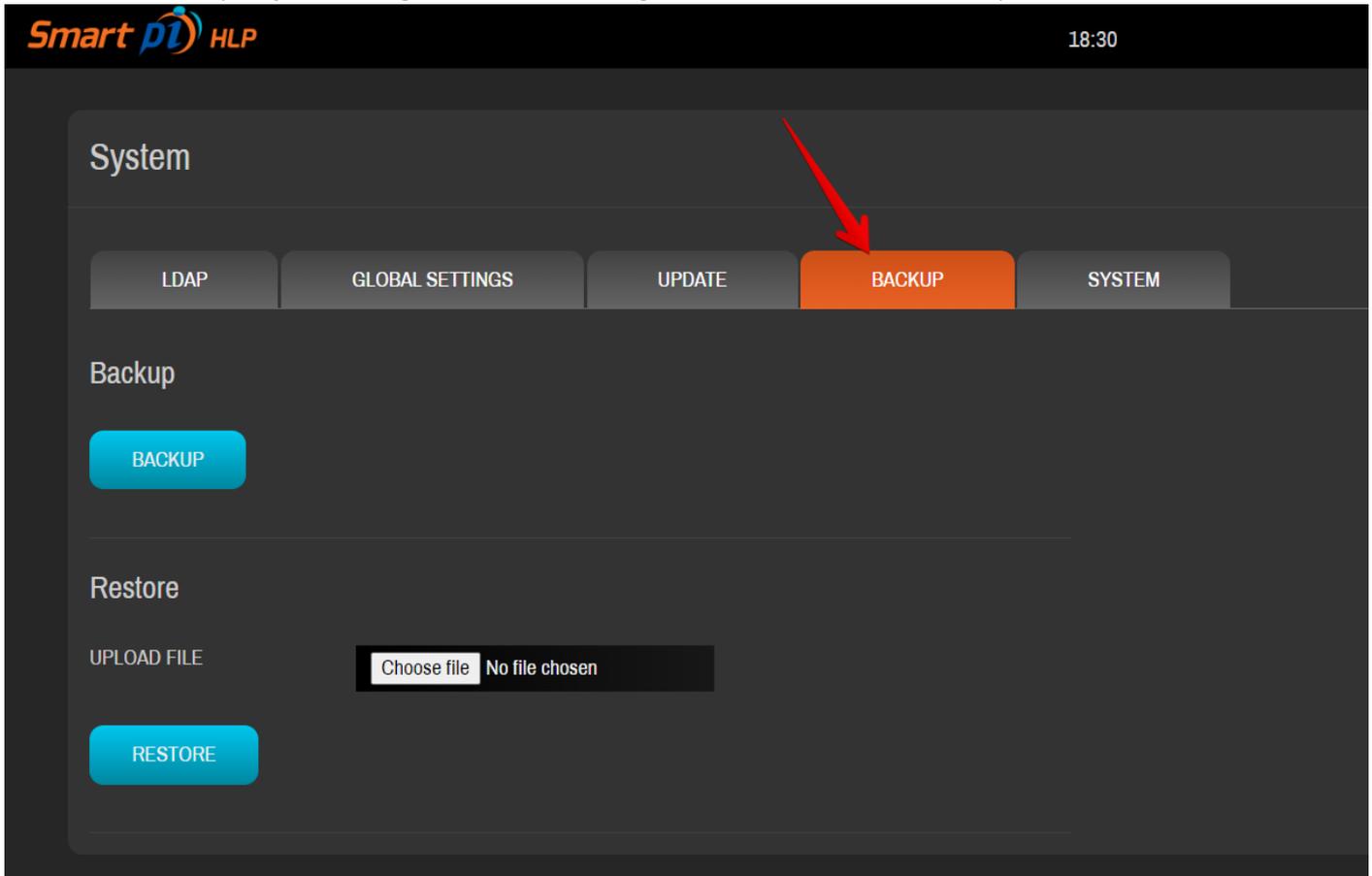
## 5.3 Update

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.



## 5.4 Backup

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

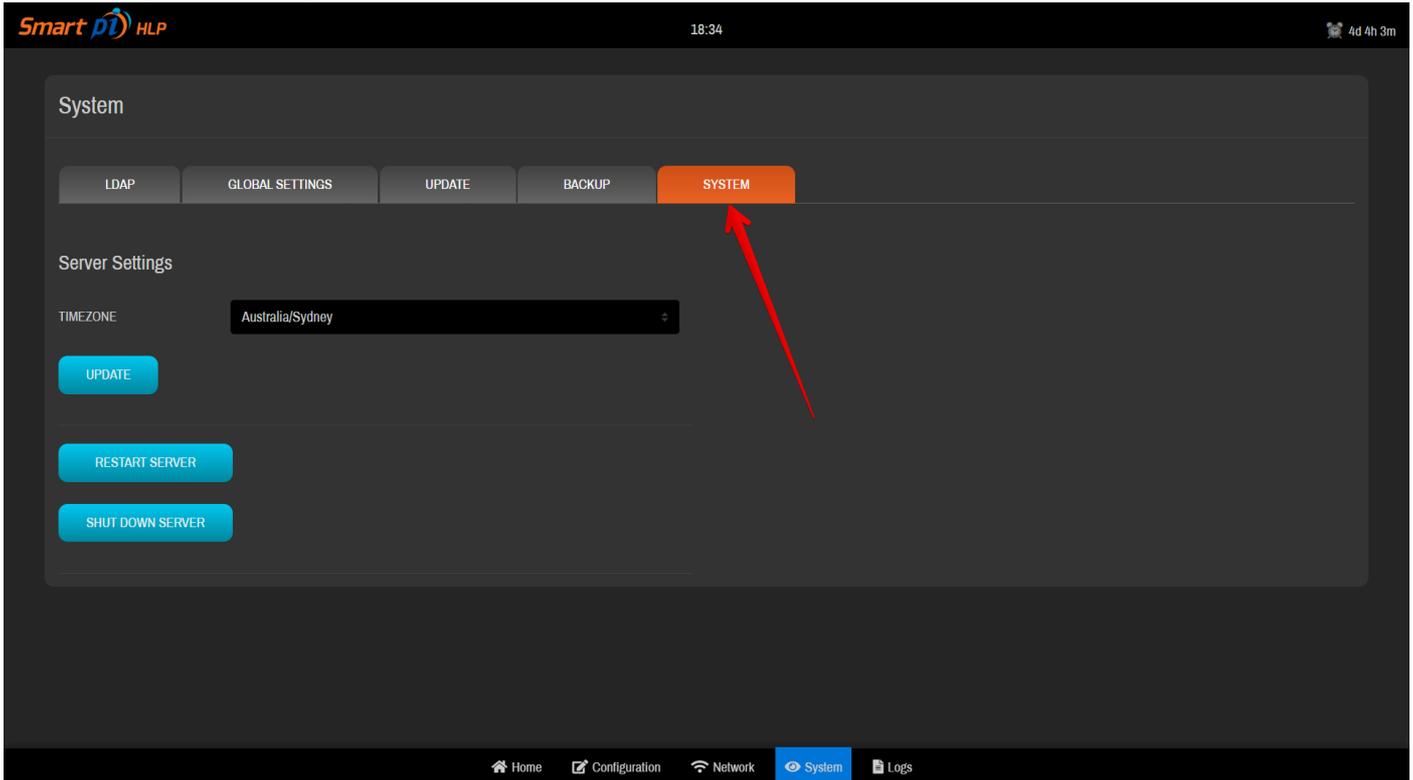


Then click the blue **BACKUP** option.

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

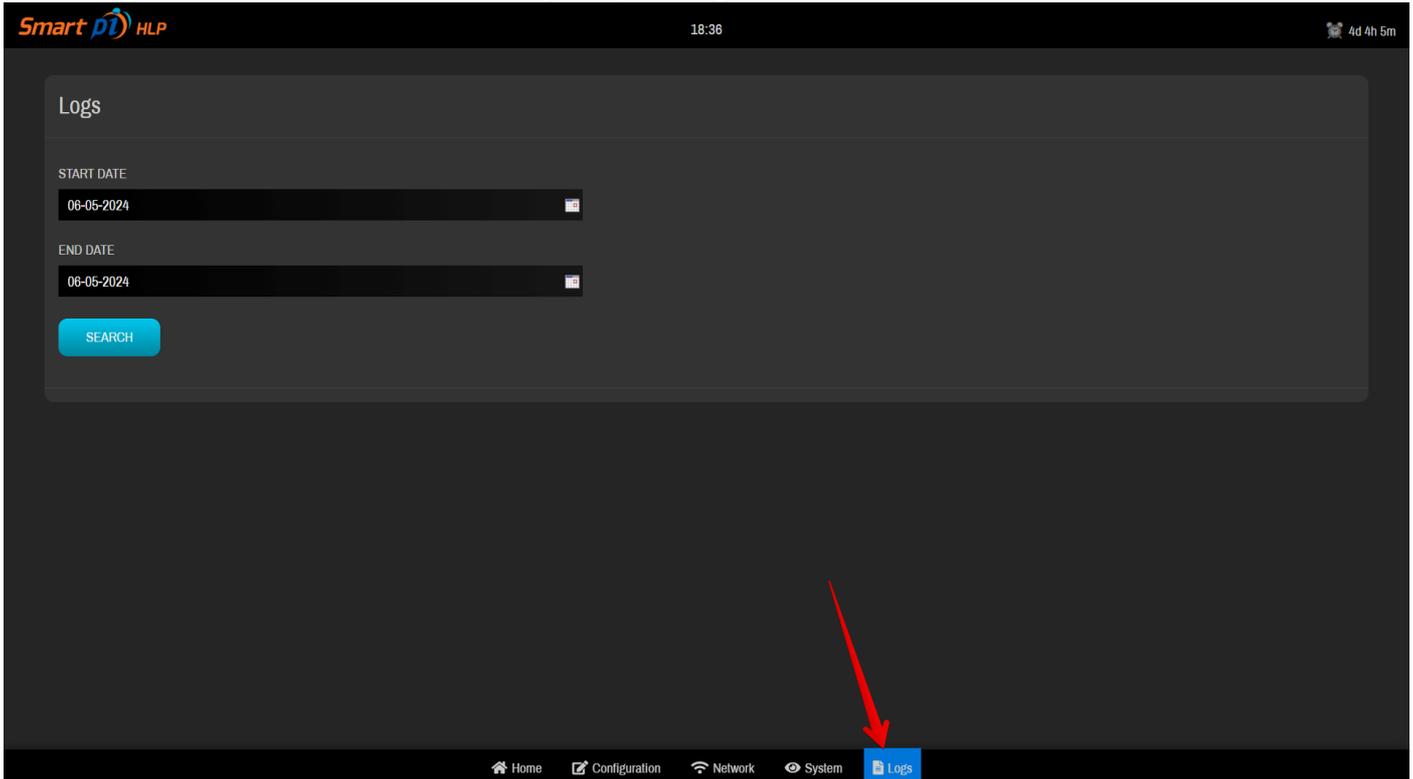
To access system settings, click **SYSTEM** at the top.



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.