Lisa Compact

Quick Start Guide

for software version 1.22

Updated on 21-10-2014

1   Getting started

1.1   Unpacking your device

Carefully take out of the package the device and the supplied materials. Make sure that all of the following components are included:

• 1x Lisa Compact

• Power supply

• Power plug adapters (see IEC world-wide power plug overview):

    o United States: US (Type B)

    o Non-USA countries: EU (Type C), UK (Type G), US (Type B)

    o Other types can also be order, please ask your sales contact for more information

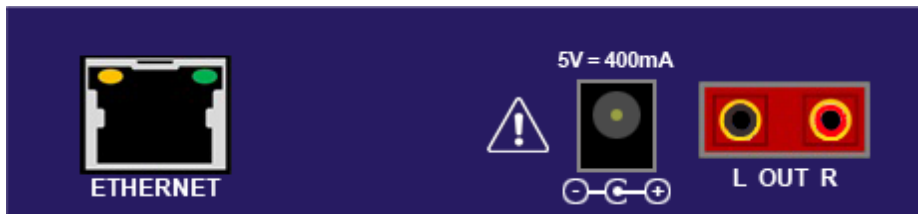• Ethernet cable

1.2   Device appearance

Front view

The front view of the Lisa Compact is depicted below. Lisa Compact features four status LEDs and a Micro-USB service connector. The MicroSD card slot can be found at the centre of the bottom side, covered by a hatch mounted with a single screw.

⚠ Always disconnect the power before inserting/removing an SD card in the Lisa Compact.
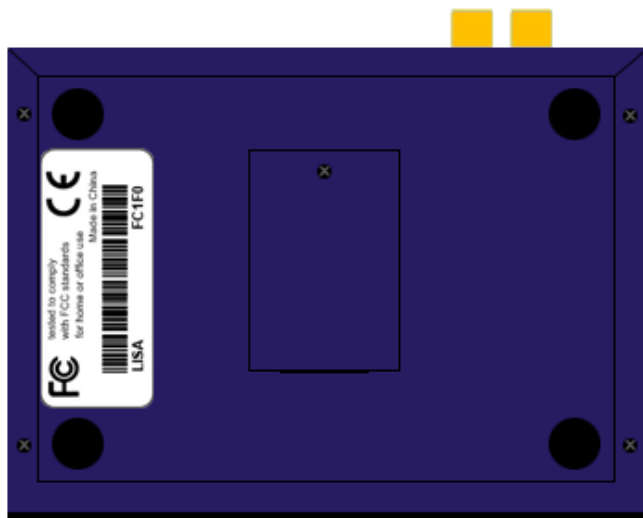

Each status LED can either be off or burn green, red or orange. Both constant and blinking light are possible. The status LEDs use green for no issue, orange for a warning and red for error. See LED status information for details

Back view

! With an RCA to female jack converter cable the RCA connectors can also be used for headphones.
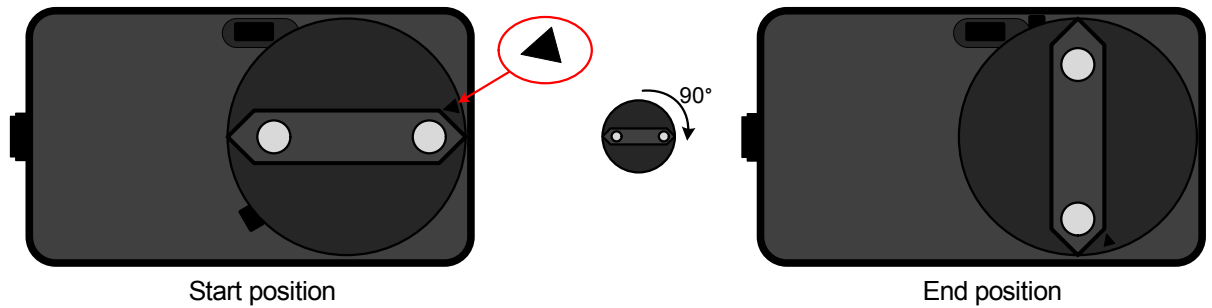
Bottom view

2   Connecting the Lisa

Connecting the power supply

Select the correct power plug adapter for your mains socket and mount this to the Lisa power adapter. Start at the position where the small triangle marking points to the top of the power supply, opposite to the side of the cord. Press down slightly and rotate the plug 90° clockwise as depicted below. You will hear a click and the adapter will be locked in place.

| Start position | End position |

Plug the power adapter to the mains outlet and plug the other side in the Lisa. In the process we ask that you careful attention to the following instructions:

⚠️ Never use wet hands when plugging the power adapter in the mains and never remove the power adapter from the mains with wet hands.

⚠️ Do not cut or damage the cord of the power adapter; do not place heavy objects on the cord. This can cause short-circuit, resulting in electrical shocks or even fire.

⚠️ Pulling the cord can also damage the wire and/or isolation causing electrical shocks or fire.

⚠️ Using power adapters other than the one recommended for your Lisa, can result in overheating and damage you device. This can cause fire, electrical shocks and other hazards. Only use the supplied power adapter.

⚠️ Applying your Lisa to situations with rapid changing temperatures can result in condensation (small amount of water) on the inner and outer surface of your device. To ensure a long lifetime of your Lisa, this should be prevented. In case of such a scenario, wait until you device is 'dry' before you use it again.

Connecting the Ethernet cable

Use the provided Ethernet cable to connect your Lisa with your local network. If everything is OK (and the power supply has also been connected) the yellow led of the Ethernet connector will blink randomly. The other led will either light up green (100Mbps connection) or remain dark (10 Mbps connection).

The Lisa will auto-detect and set the correct duplex mode (half- or full duplex) depending on the network environment in which the Lisa is placed.

Connecting the audio output

The audio output of the Lisa will be connected to the line input of the audio installation. No audio cables are included with the Lisa. The type of cable that should be used to connect the Lisa is on the Lisa-side RCA, the other end depends on the type of connector in your audio installation.

Connecting the USB service cable

The USB connection is used for service purposes, which include programming your device, software update, and monitoring of the communication between the Lisa and the internet. The small (type B micro) connector of the USB cable is plugged in the device, while the A-connector is intended for connection to your Windows PC. Before making this connection we recommend that the Lisa Configuration Tool is first installed.

3 Using the Lisa

3.1 Device configuration

The Lisa Compact comes with default settings. The most important being the network setting. By default DHCP is used.

The default settings on the Lisa may not be what is needed for your specific application, or they may have to be updated during use. Therefore the Lisa retrieve its configuration from a remote location (provisioning platform) via the network connection.

The Lisa devices can be used in combination with a range of configuration and distribution platforms (Streamit Device portal, Streamit Audio Distribution Platform (ADP), or a custom-built platform). The most common configurations settings (e.g. list of presets) can be changed on the platform side and get communicated to the device when this performs a configuration update (e.g., during startup).

By default a Lisa device is programmed to use the Streamit Device portal as configuration platform.

The configuration platform does not allow you to change the IP settings. These can be changed using the Lisa Configuration Tool.

3.2 Switching on the Lisa for the first time

The first time the Lisa Compact is powered on, it will apply default settings for the most important settings, using DHCP for IP settings. When IP configuration via DHCP succeeds, the network status LED will burn green constantly.

1. In case DHCP is not supported in the specific network or a proxy is employed, you must use the Lisa Configuration Tool to configure the correct IP and proxy settings. Only then the Lisa will able to connect to the provisioning platform, software update server and activation server.

2. Once IP settings are configured, the device will try to connect to the default provisioning platform (Streamit Device portal). Shortly after that, it will look whether a new version of the software is available and update if required.

3. Register and assign the correct configurations for this device in the chosen provisioning platform. The default provisioning platform is the Streamit Device portal. When a different provisioning platform must be used, please use LCT to configure the correct platform location.

4. Every minute the Lisa Compact will try to get new configurations from the provisioning platform, until it receives a configuration with one or more presets. If you do not want to wait, a configuration update or reboot can be issued from any of the available command interfaces. It is also an option to unplug the power cable and plug it back again.

During startup, the device activation is executed. The Lisa device will receive code from the activation server, enabling the capabilities on the device that correspond to the purchased edition. For more information, please see Device activation.

3.3   Device activation

All Lisa devices are shipped with Basic edition capabilities. The Basic edition only supports streaming of content in MP3 format. If you have purchased a device of a different edition, this will only be enabled after the device has been activated.

Activation is done during startup. During activation, the Lisa device receives code from the activation server, enabling the capabilities on the device that correspond to the purchased edition (e.g. Ultimate). Please note that it is not possible to upgrade/downgrade to a different edition after the purchase is made.

The activation process for a Lisa device running up-to-date software is automatic and transparent to the user. During startup, a non-activated Lisa device will connect to the activation server. For this to succeed, internet connectivity is required, the device needs to be connected properly and correct network settings have to be programmed.

! All Lisa devices need to be connected at least once to the public internet for activation, before it can be used in a private network.

3.4   Fallback to card

An important card-related feature of the Lisa is the fallback in case of network or streaming failure. When you use the Lisa to play audio from the internet, you rely on a stable internet connection. A problem with the stream provider, the Internet Service Provider (ISP), a problem in the IP network (failure of modem/ switch etc.), all of these can cause problems with the audio playback from internet.

Just as the name 'Fallback to card' indicates, the Lisa will automatically switch and start playing from the card if there are problems with the network connection or with the stream that is being played. More specifically, when the Lisa receives no audio stream data, it will fade out, switch to the card and start playing tracks from the card.

While playing form the card in fallback, the Lisa continually checks if the stream is available again. If so, the track that is currently played will be finished, fading the audio out towards the end of the track. Then the Lisa switches back to the stream (which it as been buffering in the mean time) and fade back in to the stream audio.

For more information about the audio buffer size and the time that the Lisa can keep playing in case of a network issue, see The audio buffer.

Note that for proper operation of the fallback to card, the stream URL must point directly to a stream. If the stream URL actually points to a playlist that contains several stream URLs, the Lisa will try the next URL in the playlist in case of problems with the stream. However, if the internet connection itself is failing, this will not help.

For more information about this issue and the selection of tracks that are played during fallback and in which order these are played, see Fallback in case of stream failure.

4   Applications

The Lisa devices have been developed to be used for in-store audio a (also referred to as commercial audio or background music) applications. For these applications, we have identified the following operational setups:

- Standalone

- Streamit Device portal

- Streamit Audio Distribution Platform

- Your own platform

These variants are described in more detail below.

Standalone operation

You do not have to use the Lisa for playing from the internet. When you have a sufficiently large number of audio files available, you can also make exclusive use of the card functionality. The supported format for the audio files depends on the software edition of the Lisa. To make the Lisa play from the card, you need to create playlists and copy them together with the audio files on a memory card. You can read the details in Storing content on the card and Requirements for playlists.

It is possible to switch between playlists. When the music that is already on the card is no longer sufficient, you can copy additional files on to the card and create new playlists.

Streamit Device portal

When you want to install a number of devices on a considerable number of locations, it is important for you to remember to keep track of which streams you have programmed for each device and each of your customers. It is also important for you to be able to change the stream presets of these devices remotely. The Streamit Device portal has been designed with all these requirements in mind.

To make proper use of the Device portal you need to create an account. You also need to have a license to use your Lisa device on the Device portal. For this purpose, Streamit currently offers 2 versions: the Basic License and the Extended License. With the Basic License you are able to configure the Lisa on the Device portal. With the Extended License you get the following additional functions:

- monitor a Lisa and check if the device is still connected and receive information on what it does

- control a Lisa by planning tasks that the Lisa executes at scheduled times (e.g. power up, play a stream and update music contents)

You can also ask Streamit to upgrade your account to a master account. With that type of account, you can create user accounts for each of your clients and allow them a certain level of management of their device. You can for example allow them view the monitoring data, while you maintain control of the other aspects of the Lisa configuration. This service is free of charge.

Streamit Audio Distribution Platform

If you want to have a complete system for the planning and distribution of content and maintenance of playlists and players, Streamit's Audio Distribution Platform (ADP) is available for you. The ADP seamlessly links with available playlist generators and content creation solutions that you have already in place. Please read our commercial documentation for more information about this product.

Your own platform

If you want to have full control your over the Lisa devices, you also can develop your own platform. Technical documentation on the Lisa devices is available to enable building your own platform.

5   Lisa Configuration Tool

The Lisa Configuration Tool (LCT) is a Windows PC software program that communicates with the Lisa over USB. It provides the following features:

- Device configuration, with easy to use templates for using the Lisa with Streamit Device portal, Streamit Audio Distribution Platform, your own platform, or standalone operation

- Software update

- Device monitoring & control

LCT can be downloaded from the Streamit site in the download section and is available free of charge.

! LCT needs to be installed and started at least once, before the USB cable is connected. At startup LCT will check and install drivers if required. Only after the drivers have been installed, the Lisa can be connected to the PC using a USB A to USB Micro-B cable.

6   More information

In addition to this Quick Start Guide, the following sources are available for your reference:

- Streamit support site with knowledge base: http://streamit.eu/en/support

- Streamit site with additional manuals, including the Lisa User Manual, : http://streamit.eu/

• The Lisa Technical Manual site for customers with a support contract for a custom-built platform

7 Support

For technical support regarding the Lisa devices, software tools or technical documentation, please contact your dealer first. In case you are a direct customer of Streamit, please visit the support page (http://www.streamit.eu/support/) where you will find knowledgebase section as well as an option to submit support tickets.