2N® Helios IP Mobile v.4 - How to setup calling between 2N® Indoor Touch/Helios IP Mobile and 2N® Helios IP?

The 2N® Indoor Touch unit is designed for an audio and video communication with the 2N® Helios IP intercom. For this purpose we have pre-installed there the 2N® Helios IP Mobile application. Thanks to the application you can see all intercoms connected to the LAN, you are able to accept incoming audio/video calls, make outgoing calls to 2N® Helios IP intercom and also control locks connected to the intercom.

> ⓘ 2N® Helios IP intercom FW & license
>
> It is strong recommended to use the latest FW version for 2N® Helios IP intercom as available here or the FW version 2.13.3 at least.
>
> The 2N® Helios IP Mobile application ver.4 does not need Enhanced integration or Gold license for the 2N® Helios IP intercom for door opening anymore.

How to configure 2N® Helios IP intercom?

As a very first step go to the section 👥 "Directory – Phone Book", enable the desired position in the Phonebook and set the "Phone Number" to be dialled once you press an appropriate button of the intercom. If you want to call to the 2N® Helios IP Mobile application running in the 2N® Indoor Touch unit, the number has to be filled in a format: "device:name". In our example the device name "IDT" is being used, see please the picture below.

Directory

- Users
- Time Profiles
- Access Cards

« ‹ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | › | »   [Number] → 🔍

☑ Position Enabled

User Basic Information ˅

Name	2N® Indoor Touch
Photo	
E-Mail	
Virtual Number	
Authentication Mode	Simple ▾

User Phone Numbers ˅

Number 1

Phone Number	device:IDT
Time Profile	[not used] ▾
Helios IP Eye Address	
Parallel call to following number	☐

Number 2

Phone Number	
Time Profile	[not used] ▾
Helios IP Eye Address	

In the next step you can set the intercom to automatically pick up the incoming calls in order to easily reach it at any time. Go to the section 🛠 "Services – Phone – Calls" and enable Automatic Pickup for incoming calls for both SIP1 and SIP2, see the picture below.

Services

- Phone
- Streaming
- Onvif
- E-Mail
- Automation
- HTTP API
- User Sounds
- Web Server
- Audio Test
- SNMP

| SIP 1 | SIP 2 | Calls | Audio | Video | 2N Indoor Touch |

Incoming Calls ˅

Automatic Pickup (SIP1)	☑
Automatic Pickup (SIP2)	☑
Call Activation	Automatic ▾
Activation Code	

Outgoing Calls ˅

| Ring Time Limit | 32 | [s] |
| Call Time Limit | 120 | [s] |
| Dial Cycles Limit | 3 | |

As a next step go to the section [icon] "Services - Phone - SIP 1" and fill in the "Domain" field. For direct calls from the 2N® Helios IP intercom to 2N® Helios IP Mobile application it is recommended to fill in the IP address of intercom as shown in the picture below (IP address of the intercom in this example is 192.168.50.10).
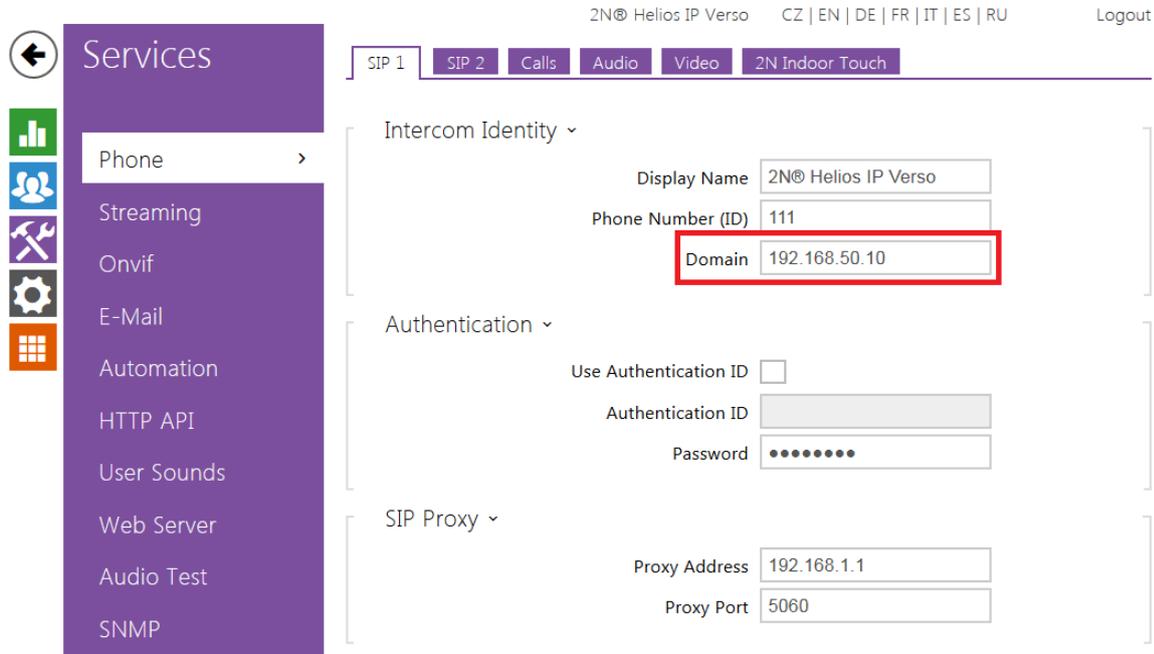

How to set 2N® Indoor Touch/2N® Helios IP Mobile?

Once the 2N® Indoor Touch is connected to the local network and powered (over PoE or using an external 12V DC/2A power supply) it will boot up and you see its initial screen (launcher). By clicking on the 2N® Helios IP Mobile application icon in the right upper corner you can open it and access its settings.
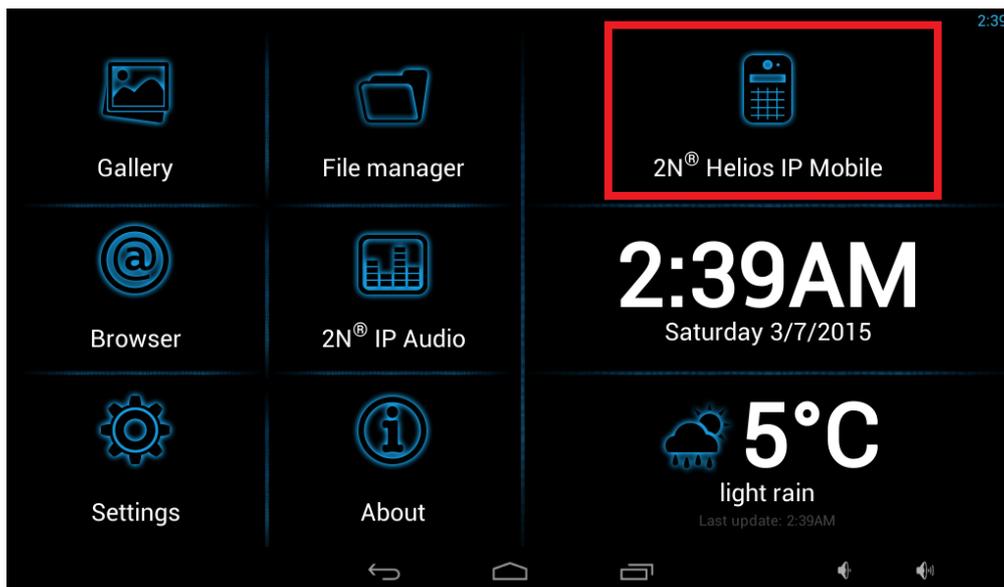

To be able to receive calls on the 2N® Helios IP Mobile you need to set the device name first. The device name is used by the intercom for the call routing instead of the IP address. Go to the section "Settings - Device name" and set the desired name, in our example we use "IDT", see the pictures below.
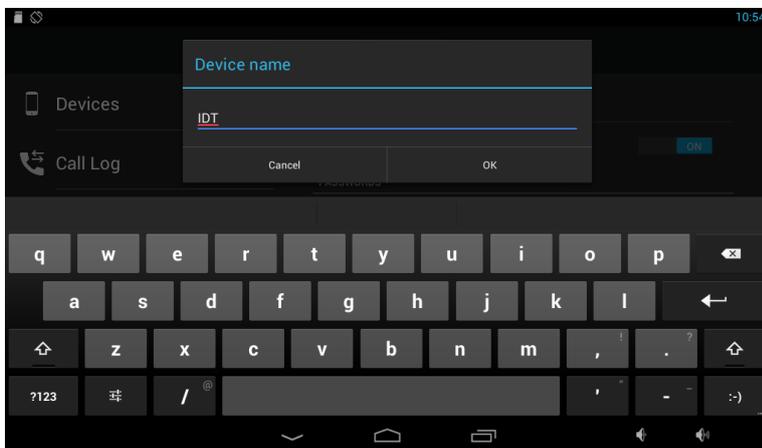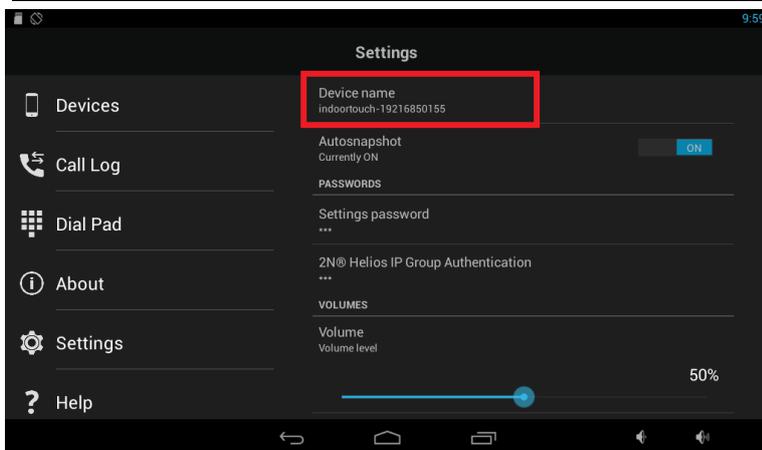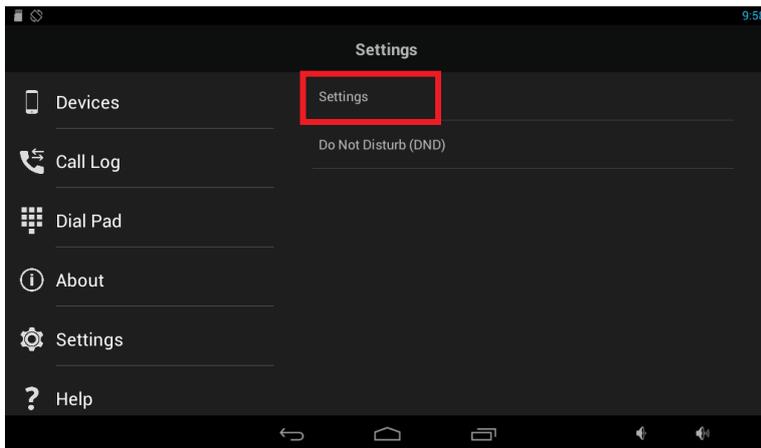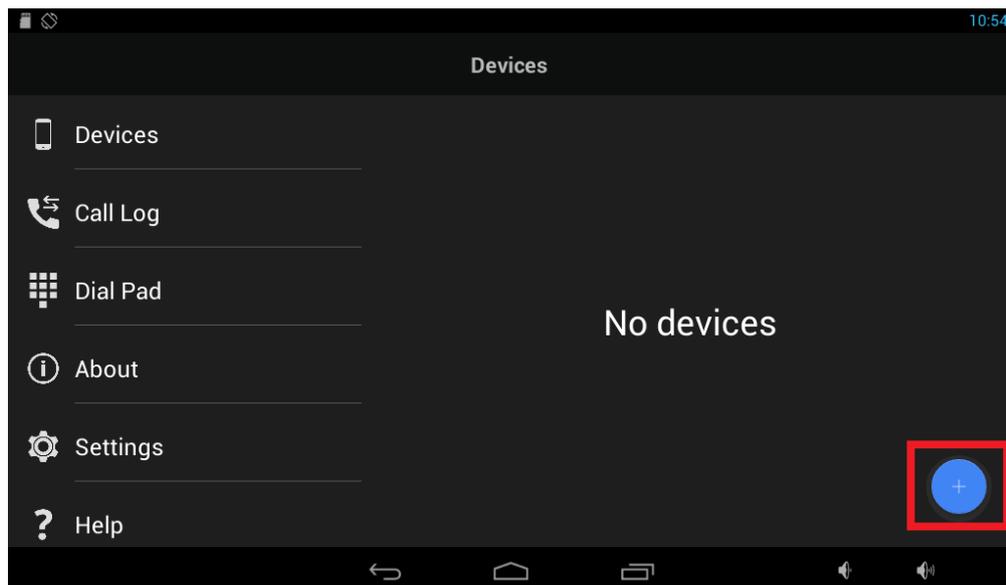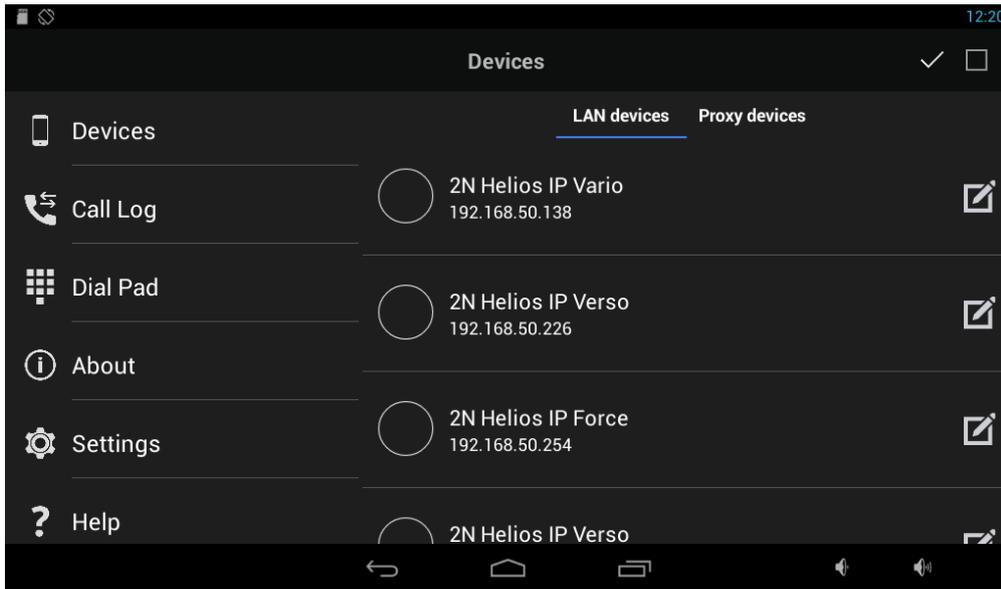
✓ List of connected devices on 2N® Helios IP
A list of registered Device names can be easily viewed on the 2N® Helios IP intercom in the menu Servic es - 2N® Indoor Touch, see the example below.
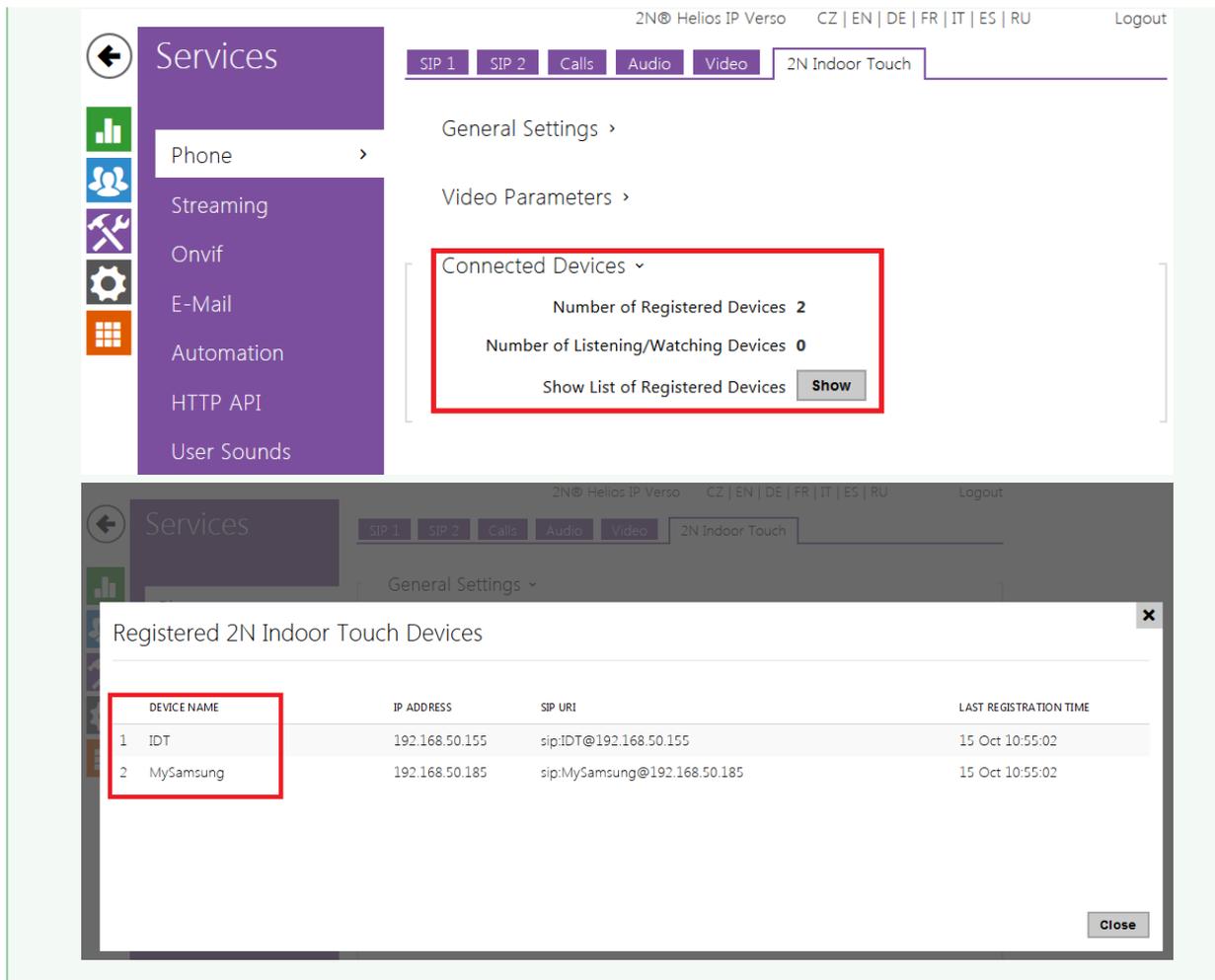
The application automatically scans your LAN network and looks for all connected 2N$^®$ Helios IP intercoms. You can easily add them in the "Devices" section by clicking on the "+" button.
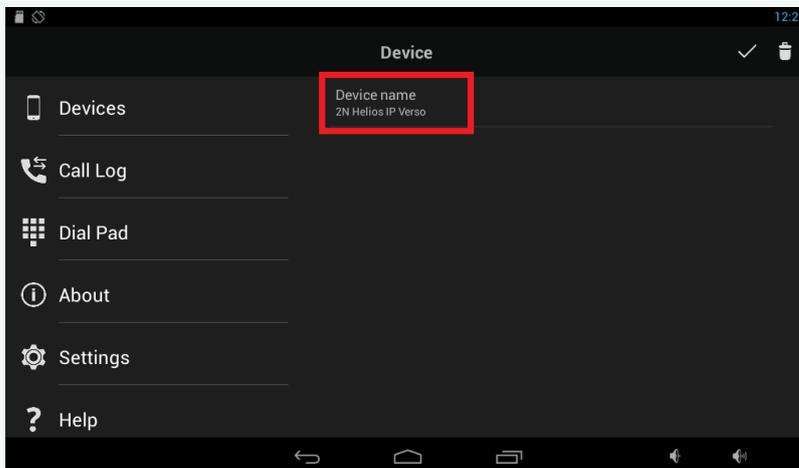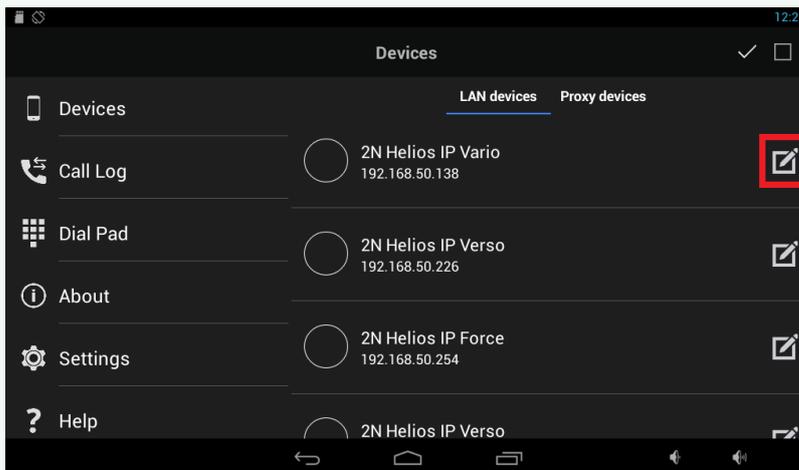
In the LAN devices list you can see all 2N® Helios IP intercoms available. By clicking on the specific row you can add selected intercoms only, or by clicking on the checkbox in the right upper corner you can add all of them at once.
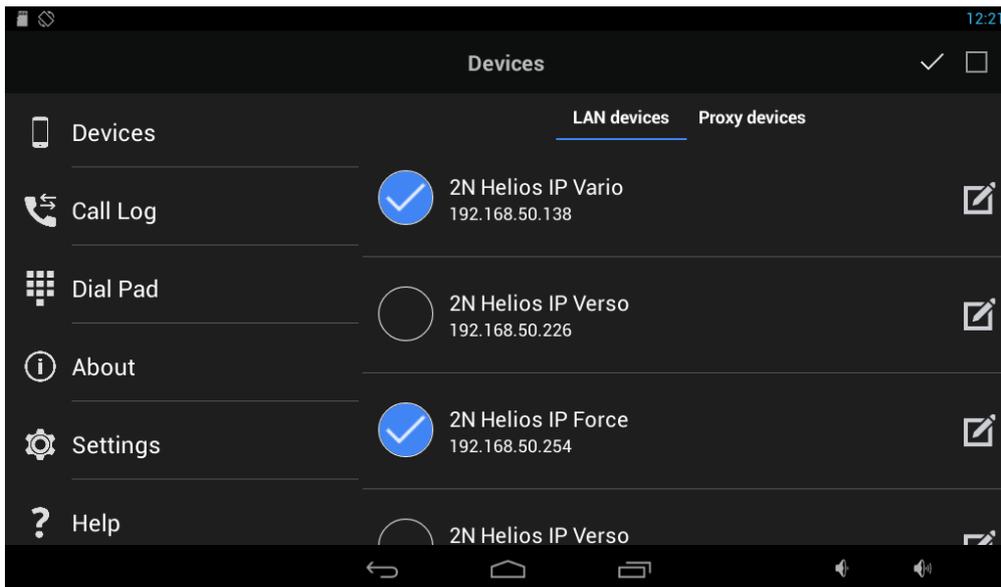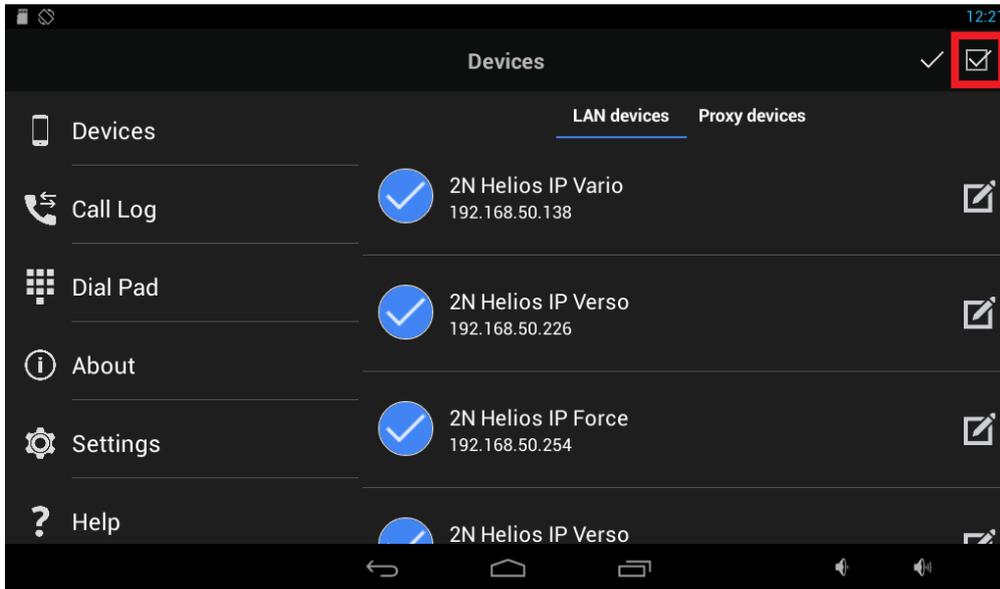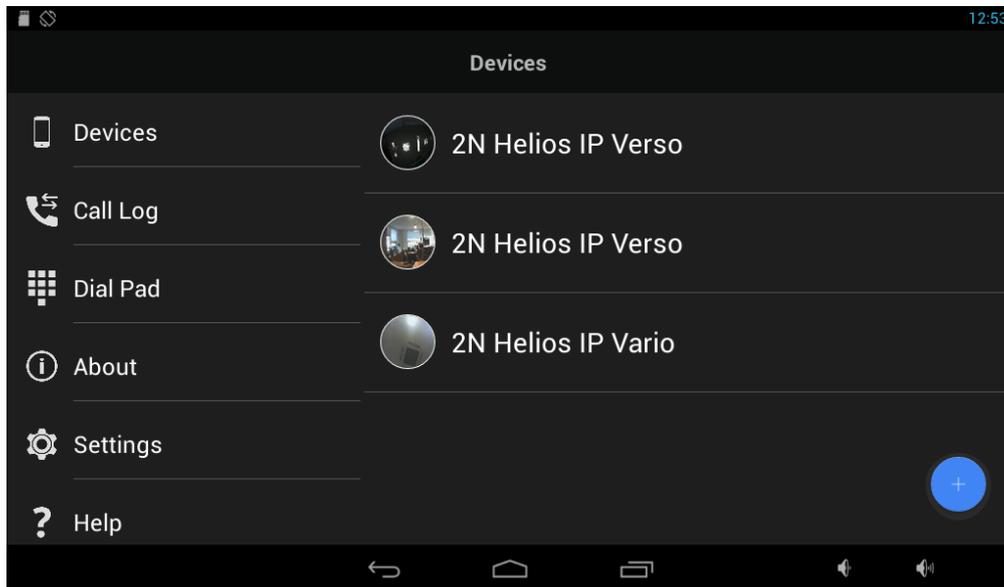
Display name change

By clicking on the pencil button you can also optionally change the display name for each 2N® Helios IP intercom.

By clicking on the confirmation button ☑ you have just added the desired local devices to the list and the application is ready to call.

By selecting the desired 2N® Helios IP intercom in the list of Devices you can watch the video stream, place a call, open the door lock, listen to the audio stream preview and also make an instant screenshot.
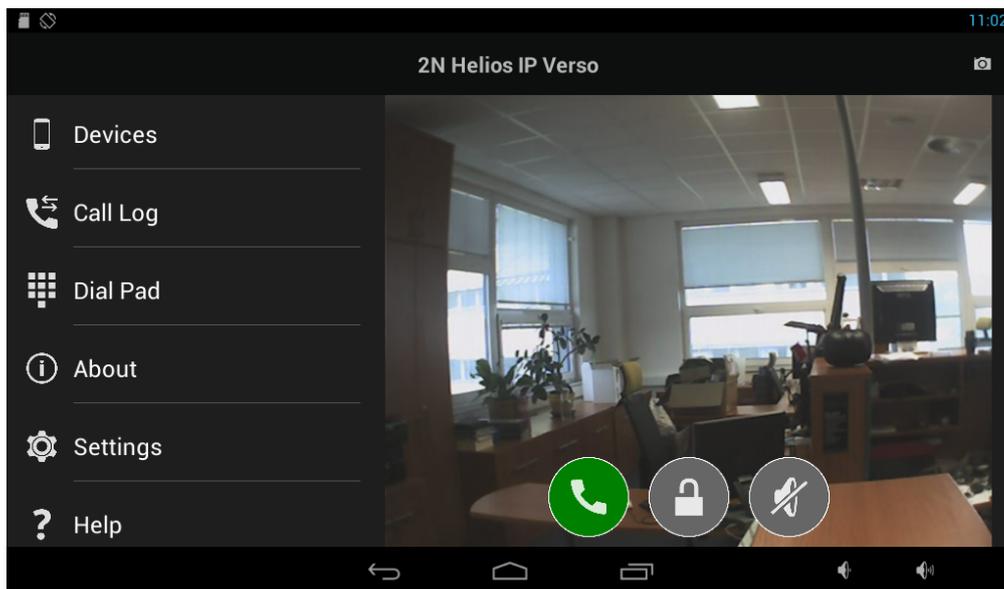
> ✅ Door Lock details
> The door lock can be triggered by the lock button at any time - during the preview or during an active call as well. If you would like to trigger some other lock than the default Lock 1, simply hold your finger on the lock icon for a while and all 4 locks will appear.
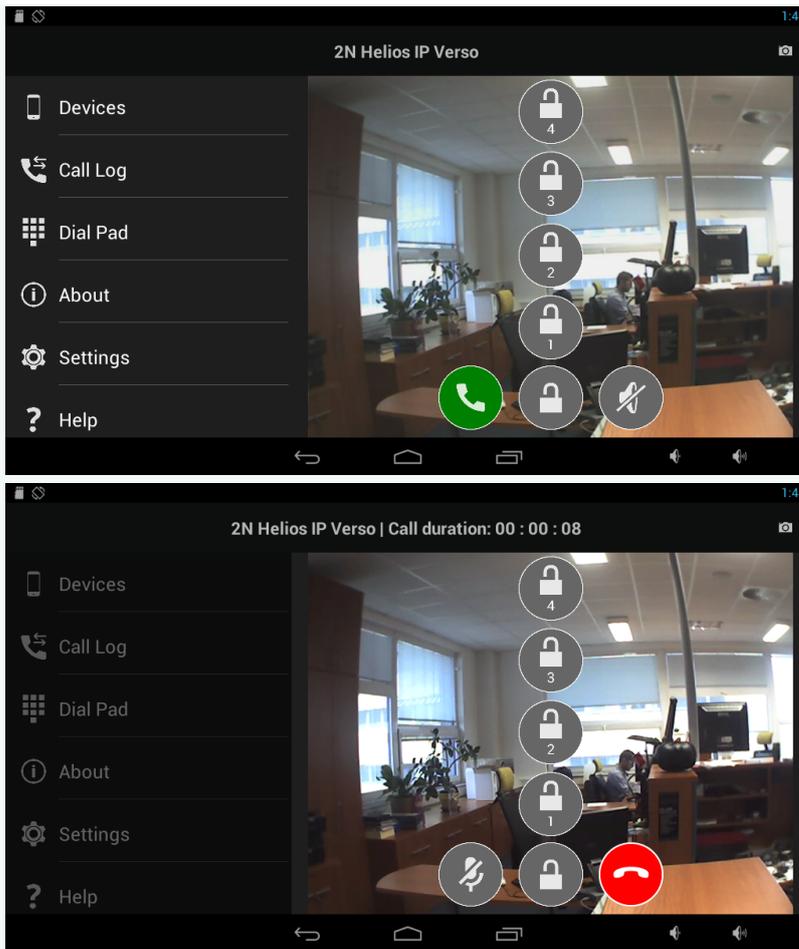
There is also no need to set any lock code, the communication with the 2N® Helios IP intercom works on a proprietary HTTP command basis.

⚠ Network requirements
In order to perform correctly, all components are required to be interconnected over appropriate Ethernet/Wi-Fi network parts as described in this FAQ: What LAN/Wi-Fi infrastructure do I need?

Read it please very carefully to avoid any video blackout or audio/video delay issues. Thank you.

More product information:
Door & Security Intercoms (Official Website 2N)