








## 2N IP Intercoms EN

This section is focused on Frequently Asked Questions for 2N IP intercoms and for 2N® LTE Verso. The FAQ is divided into three separate groups to help you find the right information quickly. Configuration tips & tricks contains the standard settings guides and configuration hints for quick setup. How to connect section answers the basic settings questions related to the interconnection between 2N intercoms and third party devices. Troubleshooting section is focused mainly on 2N product troubleshooting and issue reporting.












### >> Configuration tips & tricks

-  \*Video - 2N IP intercom platform - Factory Reset procedure
-  \*Video - 2N® IP Intercom - Calling multiple destinations in sequence and in parallel by pressing one button
-  \*Video - 2N® IP Intercom - How to register to SIP Proxy
-  \*Video - 2N® IP Intercom - How to set up with 2N® IP Eye
-  \*Video - 2N® IP Intercom - How to switch between internal and external cameras using DTMF
-  \*Video - 2N® IP Verso - Flush frame installation - brickwall
-  \*Video - 2N® IP Verso - Flush frame installation - plasterboard
-  \*Video - Bluetooth - How to set up in tap in app mode
-  \*Video - Display - Touch display options of 2N® IP Verso
-  \*Video - Fingerprint - Module installation and configuration
-  \*Video - How to set up calls from 2N® IP intercoms to 2N® Indoor Touch
-  \*Video - IP address - How to find out an IP address of 2N IP Intercoms and switch between DHCP and static IP address modes
-  2N Student Monitoring System
-  2N® 2Wire - what is it and how to use it?
-  2N® Indoor Touch - How to deal with the Unicast x Multicast settings?
-  2N® Indoor Touch - How to setup call from/to 2N® IP Intercom?
-  2N® Indoor Touch - How to switch between the internal and external camera
-  2N® Indoor Touch - How to use 2N® IP Group Authentication/Access key?
-  2N® Indoor Touch 2.0 - How to deal with the Unicast x Multicast settings?
-  2N® Indoor Touch 2.0 - How to setup call from/to 2N® IP Intercom?
-  2N® Indoor Touch 2.0 - How to switch between the internal and external camera
-  2N® Indoor Touch 2.0 - How to use 2N® IP Group Authentication/Access key?
-  2N® IP Eye - How to set
-  2N® IP Intercom - How to integrate into 3rd party NVR or VMS systems without ONVIF and RTSP
-  2N® LTE Verso - Registration to My2N and basic setup
-  2N® Mobile Key - Touch mode - How it works
-  2N® Network Scanner - How to locate 2N® IP device and set its IP configuration?
-  Application for iOS, 2N® IP Mobile v.4 - How to setup call to/from 2N® IP Intercom?
-  Application for iOS, 2N® IP Mobile v.4 - How to call over a SIP proxy?
-  APS reader, 2N® IP Vario - Connection of lock and card reader (APS) including jumper configuration
-  Automation - on demand lock activation / deactivation code in combination with time profiles and other access methods
-  Automation, black/whitelist - How to block or allow specific numbers to call an intercom
-  Automation, double identification - How to configure double way identification with 2N® IP Intercom
-  Automation, LEDs - How to set blinking of the dial button on 2N® IP Safety















-  Automation, multicast - How to configure Lock all / Unlock all feature with 2N® IP Intercom
-  Automation, multicast - How to send/receive separated multicast streams on 2N® IP Intercom
-  Automation, one-time access - How to set up one-time codes via automation
-  Automation, OpenDoor action - How to control the card reader signalization
-  Automation, paging - How to configure paging from 2N® IP Intercom
-  Automation, security - Securing the door against unauthorized access in 2N® IP Intercom
-  Automation, security feature Door Open Too Long - Securing doors against too long door opening in 2N® IP Intercom
-  Automation, security feature Unauthorised Door Open - Securing doors against unauthorised door opening in 2N® IP Intercom
-  Automation, silent alarm - How to configure silent alarm with 2N® IP Intercom
-  Automation, time profile - How to control the lock by time profile in 2N® IP Intercom
-  Bluetooth, 2N® Mobile Key - Opening door with Bluetooth
-  Bluetooth, Administration - How to configure Bluetooth settings directly in device and how to distribute configuration ( export / import ) between devices
-  Bluetooth, Administration, Security - How to change Bluetooth location authentication settings?
-  Certification - How to insert certificate into 2N® IP Intercom for web authentication
-  Direct call - How to set up 2N® IP Intercom without IP PBX?
-  Display, 2N® IP Vario - Display configuration
-  Door section - How to configure it on the 2N® IP intercoms
-  Driver for External USB Readers - how to use it?
-  Electric locks - Difference between locks in 2N® IP Intercom accessories
-  Electric output - How to set electrical outputs on 2N® IP Intercoms
-  External IP camera - How to set it in 2N® IP Intercom
-  Factory reset - How to do factory reset for 2N® IP Intercoms
-  Factory reset - How to do factory reset on 2N® LTE Verso
-  Firmware update - How to do firmware update on 2N® IP Intercoms
-  How to connect REX button to 2N® IP Intercom
-  How to upload video to display of 2N® IP Verso
-  How to use an external RFID reader 125kHz EMarine (USB interface)
-  HTTP API - 2N® Indoor Touch output control by 2N® IP Verso automation
-  HTTP API - How to work with HTTP API, configuration upload
-  Induction loop - How to connect it with 2N® IP Intercom
-  IP address - How to get IP address of 2N® IP Intercom
-  KNX - Connection of the 2N® IP Intercom and KNX system
-  Language mutation - How to create own language mutation for 2N® IP Intercom
-  License - How to get a license for 2N® IP Intercom
-  LTE Verso - How to calculate data consumption
-  Mobile applications - Applications which are compatible with 2N® IP Intercom
-  NFC, 2N® Mobile Key - Opening door with NFC
-  Security, 2N® IP Security Relay - what it is and how to use it with 2N® IP Intercom?
-  SIP Proxy - How to register 2N® IP Intercom to SIP Proxy server
-  Slideshow - how to configure the Slideshow on 2N® IP intercom
-  Static IP address - How to set up static IP address on 2N® IP Intercom
-  Tamper switch - How to install it into the 2N® IP Force

-  Time profiles - Is it possible to use time profile for lock codes?
-  User Sounds - how to upload a sound file
-  Virtual Card ID - What is it for and how to set it up
-  VLC Player - How to record video from 2N® IP Intercom
-  VLC Player - How to watch a video from 2N® IP Intercom RTSP server
-  Wiegand - External RFID - How to connect external RFID old version reader to 2N® IP Intercom
-  Wiegand - External RFID card reader 125kHz/13.56MHz - How to connect it to 2N® IP Intercom?

## >> How to connect with third party device






-  !LOOKING FOR MORE GUIDES?
-  !Starting manual for integration with 2N® IP Intercoms
-  2N® HiPhone - How to configure it with 2N® IP Intercom and SIP Proxy
-  2N® HiPhone - How to configure it with 2N® IP Intercom without SIP proxy
-  3CXPhone softphone - How to configure it with 2N® IP Intercom (without SIP proxy)
-  Application for iOS, 2N® IP Mobile v.4 - How to setup call to/from 2N® IP Intercom?
-  External IP relay - How to configure it with 2N® IP Intercom /Access Unit?
-  Genetec Omnicast Generic Extension - How to integrate 2N® IP Intercom as a IP camera.
-  Grandstream GXV3175v2 - How to configure it with 2N® IP Intercom?
-  HTTP API - 2N® Indoor Touch output control by 2N® IP Verso automation
-  Savant - How to configure with 2N® IP Intercom?

## >> Troubleshooting



-  2N® IP Audio Kit Lite - Button does not work
-  2N® IP Eye issue - How to enable 2N® IP Eye in Windows firewall?
-  2N® IP Family - The unit reboots when the lock is activated
-  Card reader gets stuck
-  Configuration backup - How to back up configuration and how to capture network traces on 2N IP intercoms
-  Connectors and LED on LTE Verso
-  Door lock issue in 2N® IP Intercom - Door lock does not open after dialling 00
-  How to provide all information to effectively resolve a technical issue on 2N® IP Intercom?
-  Keypad issue in 2N® IP Vario - some keys do not work
-  Password issue with 2N® IP Intercom - My old admin password does not work
-  Resetting issue - 2N® IP Intercom resets to default values after the power supply reset
-  RMA - What to check before the RMA process for 2N® IP Intercoms
-  Video issue - 2N® IP Intercom does not send video during a call
-  VLC Media Player issue - Streaming from 2N® IP Intercom to VLC does not work after VLC upgrade

## Technical training

### >> Recently Updated

-  Bluetooth, 2N® Mobile Key - Opening door with Bluetooth  
Oct 24, 2019 • updated by Karlovský Ladislav, 2N • [view change](#)
-  Automation - on demand lock activation / deactivation code in combination with time profiles and other access methods  
Oct 02, 2019 • updated by Karlovský Ladislav, 2N • [view change](#)
-  2N® Indoor Touch 2.0 - How to setup call from/to 2N® IP Intercom?  
Oct 01, 2019 • updated by Karlovský Ladislav, 2N • [view change](#)
-  \*Video - 2N IP intercom platform - Factory Reset procedure  
Sep 19, 2019 • updated by Strašík Lukáš, 2N • [view change](#)
-  2N® Indoor Touch 2.0 - How to use 2N® IP Group Authentication/Access key?  
Aug 20, 2019 • created by Karlovský Ladislav, 2N

## Other Information

-  Product Support 2N IP Intercoms
-  IP intercoms (Official Website 2N)