

2N® Indoor Touch EN









This section is focused on Frequently Asked Questions for 2N® Indoor Touch. 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 for 2N® Indoor Touch and third party devices. Troubleshooting section is focused mainly on 2n product troubleshooting and issue report.

>> Configuration tips & tricks





-  [*Video - 2N® Indoor Touch & My2N.com - how to configure local or cloud calling](#)
-  [*Video - 2N® Indoor Touch - doorbell button installation and configuration](#)
-  [2N® Helios IP Mobile v.4 - How to call over a SIP proxy?](#)
-  [2N® Helios IP Mobile v.4 - How to use the DnD \(Do not Disturb\) mode?](#)
-  [2N® Helios IP Mobile v.4 - How to use the Video voice mail?](#)
-  [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 - differences between the old model and new one](#)
-  [2N® Network Scanner - How to locate 2N® IP device and set its IP configuration?](#)
-  [Axis camera - How to add Axis external camera](#)
-  [Custom language localization of the 2N® Helios IP Mobile Application](#)
-  [Doorbell button - How to connect a bell button to the 2N® Indoor Touch?](#)
-  [Email - How to get email notification](#)
-  [Firmware update - How to do FW update or factory reset of 2N® Indoor Touch?](#)
-  [How to control 2N® Indoor Touch via Automation of 2N IP intercom](#)
-  [How to disable the video preview with the 2N IP intercom outside the call?](#)
-  [HTTP API - 2N® Indoor Touch output control by 2N® IP Verso automation](#)
-  [HTTP API - How to work with HTTP API on 2N® Indoor Touch](#)
-  [MicroSD card - List of tested 3rd party MicroSD cards](#)
-  [Multicast Discovery - What is it good for](#)
-  [Network requirements - What LAN/Wi-Fi infrastructure do I need?](#)
-  [One click unlocking and hanging up mode](#)
-  [Ports randomisation in the 2N® Helios IP Mobile Application](#)
-  [Relay - How to use external notifications and connect with relay on the 2N® Indoor Touch?](#)
-  [Static IP address - How to set a static IP address?](#)

>> How to connect with third party device






-  [*Video - 2N® Indoor Touch & My2N.com - how to configure local or cloud calling](#)
-  [*Video - 2N® Indoor Touch - doorbell button installation and configuration](#)
-  [2N® Helios IP Mobile v.4 - How to call over a SIP proxy?](#)
-  [3rd party app - What to do if a 3rd party app is displayed in portrait mode?](#)
-  [3rd party app - How to install a 3rd party Android application?](#)

-  [3rd party app - List of tested applications](#)
-  [AXIS A8004-VE - Peer-to-peer call to 2N® Indoor Touch](#)
-  [AXIS A8105-E - Peer-to-peer call to 2N® Indoor Touch](#)
-  [AXIS A8207-VE - Peer-to-peer call to 2N® Indoor Touch](#)
-  [Email - How to get email notification](#)
-  [HTTP API - 2N® Indoor Touch output control by 2N® IP Verso automation](#)
-  [HTTP API - How to work with HTTP API on 2N® Indoor Touch](#)
-  [MicroSD card - List of tested 3rd party MicroSD cards](#)


>> Troubleshooting

-  [Firmware - Update is failing -> FW versions to go through](#)
-  [How to get network trace and logs from the 2N® Indoor Touch](#)
-  [Web interface is slow - DNS setting in 2N® Indoor Touch](#)
-  [What to do before reporting the issue or requesting RMA](#)

>> Recently Updated

-  [2N® Indoor Touch - How to setup call from/to 2N® IP Intercom?](#)
Dec 30, 2019 • updated by [Karlovský Ladislav, 2N](#) • [view change](#)
-  [Web interface is slow - DNS setting in 2N® Indoor Touch](#)
Nov 26, 2019 • updated by [Karlovský Ladislav, 2N](#) • [view change](#)
-  [How to disable the video preview with the 2N IP intercom outside the call?](#)
Oct 29, 2019 • updated by [Karlovský Ladislav, 2N](#) • [view change](#)
-  [AXIS A8207-VE - Peer-to-peer call to 2N® Indoor Touch](#)
Oct 14, 2019 • updated by [Jašek Martin, 2N](#) • [view change](#)
-  [AXIS A8105-E - Peer-to-peer call to 2N® Indoor Touch](#)
Oct 10, 2019 • updated by [Jašek Martin, 2N](#) • [view change](#)

Other Information

-  [Product Support 2N® Indoor Touch](#)
-  [2N® Indoor Touch \(Official Website 2N\)](#)