

What steps I can try before I will ask for RMA for 2N® Helios IP intercom

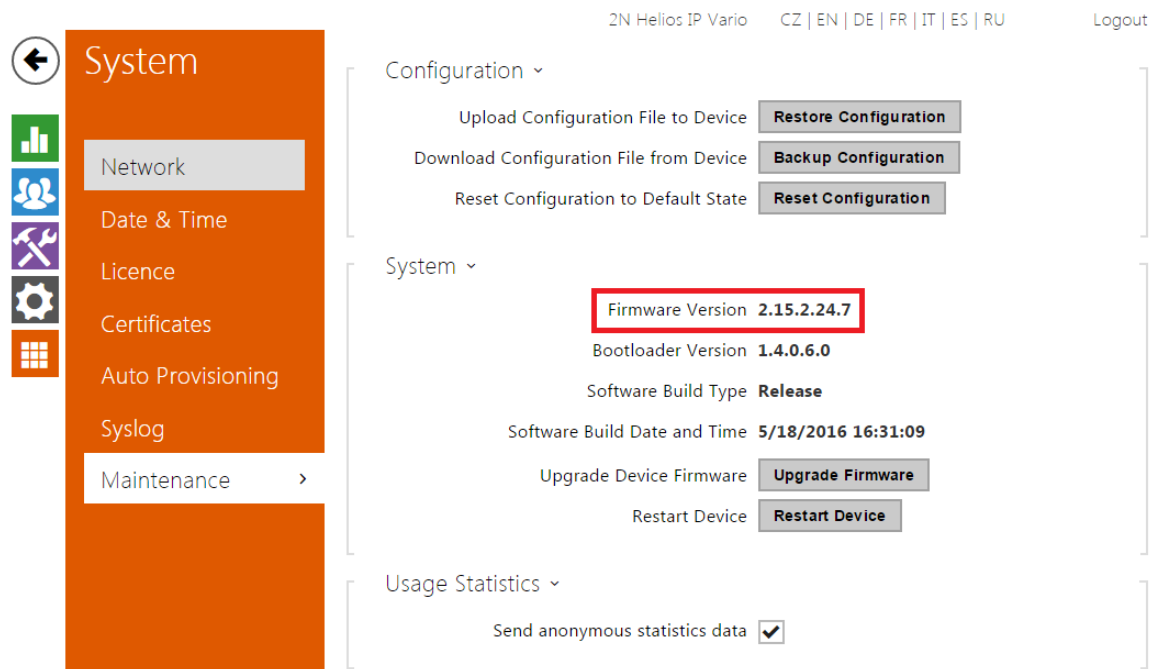
i Info
This FAQ describes what you need to check and try before raising RMA request for 2N® Helios IP intercoms. Please note that these are general steps, which can solve your issue in some certain cases. Some of the issues or failures can be of specific character and it is necessary to contact tech. support in order to check whether RMA is really needed or not. Also please always cooperate with tech. support as if goods were not checked by 2N technical support, customer covers expenses for the assessment of the unjustified complaint!

General steps before raising RMA request

Some feature seems to not working

Have your device the latest FW version?

If you think that some of the features does not work, then please check whether your device has the latest FW version or not. You can check FW version in section "System->Maintenance->System->Firmware version".



The screenshot shows the web interface for a 2N Helios IP Vario device. The top navigation bar includes the device name, language options (CZ | EN | DE | FR | IT | ES | RU), and a Logout button. On the left, there is a vertical orange sidebar menu with icons and labels for System, Network, Date & Time, Licence, Certificates, Auto Provisioning, Syslog, and Maintenance. The main content area is divided into three sections: Configuration, System, and Usage Statistics. The System section is expanded, showing Firmware Version 2.15.2.24.7 (highlighted with a red box), Bootloader Version 1.4.0.6.0, Software Build Type Release, and Software Build Date and Time 5/18/2016 16:31:09. Below this, there are buttons for Upgrade Device Firmware and Restart Device. The Configuration section includes buttons for Restore Configuration, Backup Configuration, and Reset Configuration. The Usage Statistics section has a checkbox for Send anonymous statistics data, which is checked.

Once you will check FW version of your device, please go to our website (<http://www.2n.cz/en/products/intercom-systems/ip-intercoms/?targetView=menu>), pick your particular model and then in section "Download->Firmware" check if you really have the latest version. If not, then please download the latest one and upgrade the intercom in section "System->Maintenance->Upgrade Firmware".

2N Helios IP Vario CZ | EN | DE | FR | IT | ES | RU Logout

System

- Network
- Date & Time
- Licence
- Certificates
- Auto Provisioning
- Syslog
- Maintenance >

Configuration ▾

- Upload Configuration File to Device Restore Configuration
- Download Configuration File from Device Backup Configuration
- Reset Configuration to Default State Reset Configuration

System ▾

- Firmware Version **2.15.2.24.7**
- Bootloader Version **1.4.0.6.0**
- Software Build Type **Release**
- Software Build Date and Time **5/18/2016 16:31:09**
- Upgrade Device Firmware Upgrade Firmware
- Restart Device Restart Device

Usage Statistics ▾

- Send anonymous statistics data

If situation will remain the same, you can also make Reset configuration in same section. It sometimes helps for instance after FW upgrade. If this wont help either then please contact the tech. support and describe your issue and send configuration backup. Please keep on mind, that functionality of most of the features is SW related and if you will discover any malfunction, please discuss it with tech. support and if it will be a bug then tech. support will report it and it will be fixed in next FW version and there is no need to send the intercom for RMA.

Possible HW failure

Camera or extending module does not work, what can I do?

If anything what is somehow connected via connector to PCB of the intercom does not work properly then please check the connection and also the cables. For instance in case of 2N® Helios IP Verso try to use spare bus cable if you have any. Also if you have possibility to try this module on another intercom of same model, please do so to find out whether intercom itself is faulty or just the module. This is applied to all the modules in 2N® Helios IP family. If nothing of this will hep, then you can try to make HW factory of the intercom (Different for each model, will be described in this FAQ).

Intercom is restarting when opening a door, what can I do?

If intercom restarts itself every time you tries to open the door, then power source (whether POE or 12V external power supply) is probably too weak. Intercom has a watchdog, which restarts the intercom every time when it does not have enough power for operation and triggering the lock at the same time to prevent it's damage. Please try to use different power source or lock with less consumption.

Intercom does not get IP address from DHCP server, what can I do?

Please note that in default intercom always has DHCP enabled. If it does not get IP address from DHCP server, please double-check your network equipment and check if a different device will be able to obtain the address from DHCP server on the same port as the intercom. You can simply get IP address of the device by pressing devices button 5 times. More detailed description of this procedure is in this FAQ ([IP address - How to get IP address of 2N® IP Intercom](#)). You can also switch between DHCP and static mode with similiar procedure, but you have to press the button 15 times instead. Default static IP address is 192.168.1.100. If you will able to connect to the device on this address, then issue is probably network related. If nothing of this will hep, then you can try to make HW factory of the intercom.

Intercom is loosing connection to the network, what can I do?

Please check cable and try another one, also please try the intercom in another segment of the network or at another equipment (different switch, POE injector etc.).

How to make HW factory reset of 2N® Helios IP intercoms

In certain situation intercom can get to some unpredictable state and it's behavior indicates failure. Anyway it can be caused by some memory leak, state of some watchdog etc., in this case sometimes HW factory via RESET button helps and intercom will be functional again. Also this is generally the last step before you will raise RMA request and everytime you will do it, 2N technician will ask you to perform this! How to do the HW factory reset i describe in this FAQ [Factory reset - How to make HW factory reset of 2N Helios IP intercoms](#).

How to describe failure on 2N® Helios IP intercom

If already tried all the steps and discussed the issue with the tech. support then last step is RMA. In case of RMA technician will ask you to fill RMA form, which contains failure description. Failure description has to be informative enough as RMA technican has to find the failure and replacite it after reading your description. If failure description is not informative enough, it is possible that technican wont be able to find the failure and will consider the unit is ok and customer will have to cover expenses for the assessment of the unjustified complaint!

Example:

Failure - relay is not working

Unsufficient failure description - HW failure

Sufficient failure description - faulty relay, does not switch