HelloDoor

HelloDoor Intercom

The HelloDoor "Intercom for Teams" solution provides you with a standard Intercom device and a cloud-service that will connect this intercom to your own Microsoft Teams environment.

Pushing a physical button on the intercom will result in a call to the predefined Microsoft Teams user or group. The receiving Teams user can talk to the visitor who is standing in front of the intercom (two-way audio). The receiving user can also remotely open the door for the visitor.

The receiving user only needs a standard Teams client (PC or Mac desktop client, a Teams smartphone client or a Teams telephone).

Supported features:

- Pushing a button on the Intercom starts a voice-call from the Intercom to Teams users. We support calling Teams Call Queues and Auto Attendants for calling a group of people.
- Our standard device has one or two buttons. When configuring two, they can be configured to call different Teams users or groups.
- Remote door-opening function by typing a numeric code.

Licensing

Every user receiving calls from the Intercom needs to be licensed for Microsoft Teams and the Teams Phone System (no calling plan license needed).

The Intercom device does not need a license in Office 365 or Teams.

Pricing components

The pricing is composed of a one-time hardware price and a monthly subscription price for the gateway service and support. This subscription has a yearly prepayment.
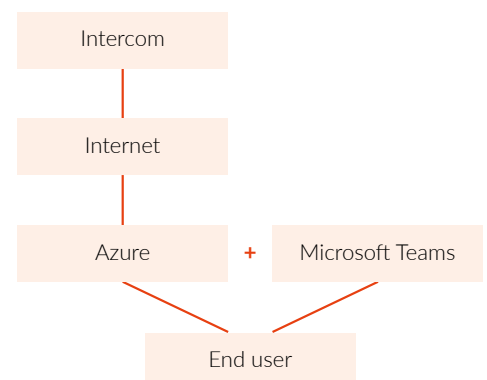
The Intercom for Microsoft Teams is a complete turnkey solution: it includes Intercom hardware, unlimited cloud gateway service use by the Intercom, setup assistance, support and a remote Intercom configuration service.

Remote Management

Remote management of the Intercom configuration(s) is included, useful for configuration changes and remote support. This makes the solution easily maintainable and scalable for large deployments.

Technical

- The intercom is mounted near the door on your building. It needs power (Power over Ethernet, or an optional Mains connection power supply) and an Ethernet network connection (Internet access). If the door-opening function is needed, the relay inside the intercom device needs to be connected to an electric door lock.
- The HelloDoor gateway service (that runs in the cloud on Azure) gets the Intercom calls and converts these towards your Teams environment over the Microsoft certified Direct Routing interface.
- The call is delivered to the predefined user(s) on their Teams client. Normal Teams call flow handling is supported (forwarding, redirecting when not answering, transferring, …).

Intercom

Internet

Azure + Microsoft Teams

End user

Hardware specifications

Model	2N IP Base
Button count	
1 or 2	
Audio	
Microphone	1 integrated microphone
Amplifier	2 W (class D) amplifier
Speaker	2 W / 8 Ω
Volume control	Adjustable with automatic adaptive mode
Full duplex	Yes (AEC)
Camera	
The device has an integrated camera. The camera video-stream can pop-up on a PC together with an incoming call. But the video stream is not integrated in the Teams client interface. IP camera streaming for permanent monitoring is possible.	
Power/Network	
Power supply	12V/2A DC or PoE. For PoE: PoE 802.3af (Class 0–12.95 W)
LAN	10/100BASE-TX with Auto-MDIX, RJ-45
Recommended cabling	Cat-5e or higher
Switch for door-opening function	
Passive switch	NO/NC contact, up to 30 V / 1A AC/DC
Active switch output	8 up to 12 V DC depending on power supply (PoE: 10 V; adaptor: power supply voltage minus 2V), max 600 mA
Mechanical properties	
Cover	Robust aluminium casting with surface finish
Working temperature	−40 °C → 55 °C
Working relative humidity	10 % → 95 % (non-condensing)
Dimensions	229 (W) x 109 (H) x 31 (H)
Weight	Max net weight: 1 kg
IK 7 impact resistance	
IP 65 Waterproof	