#### Intercom for Microsoft Teams solution

#### Service Setup Guide

#### Contents

#### Step 1: Send device information to HelloDoor

If you allow HelloDoor to manage the device remotely and give HelloDoor the possibility to do remote troubleshooting when there should be an issue, you will need to send the information from the card inside the package containing the Serial Number and the Security Code of the 2N Intercom.

The Serial Number and My2N Security Code can be found on the My2N paper card inside the 2N IP intercom package.	
Serial Number *	serial Number xx-JOOX-JOOX in Code:
54-1755-0526	1 My2N Security Co. 3000
My2N Security Code *	
BAFW-7PMN-CZM5-CNRU	$\searrow$

Send the info in an email to <u>HDteamsdomain@hellodoor.info</u>:

Email content reply format:

- Serial Number :
- My2n Security Code :

If you want to register multiple devices, you can send the info for all of them in one email.

#### Step 2: Prepare Teams

HelloDoor uses the official Shared Direct Routing interface from Microsoft to allow calls from your Intercom to Teams. Microsoft requires you to add a unique subdomain to the list of domains in your Office365 environment for this. Upon registration with HelloDoor, your company will be assigned this unique subdomain. It will have the format **ixx.gw.hellodoor.solutions** (where **xx** is a number).

Please add this unique subdomain to the list of trusted domains in your Microsoft 365 Admin Portal.

#### Sample actions:



# HelloDoor @



Copy the output of this step to send it to HelloDoor. Then select "Close"

С	https://admin.microsoft.com/#/Domains				A∥	☆	<b>P</b> +	æ	<b>O</b>
	Microsoft 365 admin cer	nter		✓ Search					
≡			Hor	ne > Domains					
ŵ	Home		Do	omains					
Я	Users	$\sim$							
የድ	Teams & groups	~	+	Add domain 🗔 Buy domain 🖒 Refresh			2	7 Filter	
Ô	Marketplace							, me	/~ 5
	Billing	~		Domain name ↑		Statu	IS		
<u>ين</u>	Settings	^			÷	ø	Healthy		
	Domains				:		N		
	Search & intelligence				:	•	No servi	ces selec	tea
	Org settings				:	0	No servi	ices selec	:ted
	Integrated apps				÷	0	No servi	ices selec	ted:
	Directory sync errors					•			
	Partner relationships				:	•	ncompl	ete setup	>
	Microsoft Edge			i999.gw.helodoor.solutions	÷	0	Incompl	ete setup	>



As shown, email the domain verification TXT Record info that you receive during the process to <u>HDteamsdomain@hellodoor.info</u>, as well as your Public IP address that will be used for the Intercom communication towards the internet from your network.

Email content reply format:

- TXT name:
- TXT value:
- Public IP address:

### HelloDoor 🚳

#### Step 3: Activate your subdomain in Teams

After confirmation from HelloDoor that the Domain registration is done, the subdomain needs to be activated. This needs to be done by:

 Creating a new Resource Account in your Microsoft 365 environment in the format: HelloDoor\_Activation@ixx.gw.hellodoor.solutions (where xx is your specific number). You can do this from the Teams Admin Panel: Voice – Recource Accounts - Add Example of an account name: <u>HelloDoor\_Activationr@i02.gw.hellodoor.solutions</u>

C	ට් බ https://admin.teams.microsoft.com/company-wide-settings/resource-accounts A <sup>N</sup> ර							¢∣¢	£≡	$\mathfrak{D}$ $\overline{\uparrow}$	~s …
	Microsoft Teams admin center		₽ Search								
							A	d resou	rce ac	count	
	voice routing policies						Disp	olay name 🕕			
	Voicemail policies	Resource accounts					н	HelloDoor Activation			
	Auto attendants	user accounts that are used to represent system r hem to voice features such as call queues and aut	used to represent system resources. In Teams, you can create uch as call queues and auto attendants. Learn more			Username ()					
	Call queues						н	elloDoor_Act	@ i01	.gw.hellodo	o V
	Holidays	🕂 Add 🖉 Edit 🖽 Assign/ur					Dee				
	Resource accounts	<ul> <li>Display name</li> </ul>	Username			Phone num	C	all queue	ype 🕕		~
	Voice applications policies					+4290001	_				
6	Locations 🗸 🗸					🛆 Unass	Si	ave	Cancel		

2) Add a **Microsoft Teams Phone Resource Account** license to the account that you just created.

Note: it is also possible to create a normal "User" account in Office 365 that uses the unique subdomain in its username, and assigning a Teams and a Phone System license to this account, but this is a more expensive approach.



#### Step 4: Link the Intercom button(s) to call users in Teams

For every Intercom button, you need to create a Call Queue that will accept the call and forward it to one or more Teams users.

For this, you will need to create a **Resource account** and a linked **Call Queue** for each Intercom button.

#### Call Queue Setup for Intercom button

Microsoft Teams admin center - Voice - Resource Accounts - Add

Add resource account
Display name 🕕
HelloDoorCall
Username () HelloDoorCall @ hellotest.info \/
Resource account type 🕕
Call queue 🗸
Save Cancel

Resource accounts								
Resource accounts are non-enabled user accounts that are used to represent system resources. In Teams, you can create resource accounts and then assign them to voice features such as call gueues and auto attendants. Learn more								
	-							
+ Ad	d 🖉 Edit 🔛 Assign/unassi	ign			Q Sear			
~	Display name	Username	Phone number	Licensed				
0	HelloDoorCall	HelloDoorCall@hellotes		⚠ Unlicensed				

Assign a Microsoft Teams Phone Resource Account license in the Microsoft 365 admin panel to the Resource Account that we just created:



Home	<ul> <li>Active users</li> </ul>		🕗 Dark
Act	ive users		
R, Ac	dd a user 🛛 👌 Multi-factor authenticati	on 🕐 Refresh $A_{\rm x}$ Delete user $A_{\rm x}$ Reset password $\swarrow$ Search active users list	
~	Display name ↑	Username Licenses	
	HelloDoorCall	S : HelloDoorCall@hellotest.info Microsoft Teams Phone Re	source Account

Once the Resource account is licensed, then assign a Phone number in the **Teams Admin Panel**:

Select the Resource account and click "Assign/Unassign" button on top:

	Microsoft Teams admir	n cente	r	𝒫 Search		
≡						
ŵ	Dashboard		Resource acco	ounts		
ጵ	Teams	$\sim$	Resource accounts are n resource accounts and t	on-enabled user accounts that are used to hen assign them to voice features such as c	represent system resources. In Te all queues and auto attendants. L	ams, you can create .earn more
RA	Users	~		Assign/unassign		
£3	Teams devices	~	+ Add 🖉 Edit 🔮	Assign/unassign		
BŶ	Teams apps	$\sim$	✓ Display name	Username	Phone number	Licensed
	Meetings	$\sim$	HelloDoorCall	HelloDoorCall@hellotes	. 🛆 Unassigned	Licensed
ļ	Messaging	$\sim$				



Assign the telephone number to the Resource Account. This needs to be a unique number from the telephone number range that you received from HelloDoor (+429xxxxxxx). The same telephone number will be assigned to the Intercom button in the Intercom config later.

(	To see a service number listed here, buy a Phone System or get a Teams Phone Resource Account license and make sure it's not assigned to any other voice services. Learn more
Phone	number type
Dire	ct Routing 🗸 🗸
+42	900020002
+42 Assig	900020002 gned to
+42 Assig	900020002 gned to Your changes must be saved before making more changes.
+42 Assig	900020002 gned to Your changes must be saved before making more changes. a call queue
+42 Assig (i) Select Sear	900020002 gned to Your changes must be saved before making more changes. a call queue rch by call queue
+42 Assig	900020002 gned to Your changes must be saved before making more changes. a call queue rch by call queue Q

The phone number in the screenshot is just shown as an example. Please use a number from the range given to you by HelloDoor.

After some minutes, the telephone number will appear:

Resource accounts								
Resource accounts are non-enabled user accounts that are used to represent system resources. In Teams, you can create resource accounts and then assign them to voice features such as call queues and auto attendants. Learn more								
+ Add 🖉 Edit 🕆 Assign/unass	ign							
<ul> <li>Display name</li> </ul>	Username	Phone number	Licensed					
HelloDoorCall	HelloDoorCall@hellotes	+42900020002	Licensed					

#### Create a call queue:

#### Microsoft Teams admin center - Voice - Call Queues - Add

##	Microsoft Teams admin cente	er 🖉 Sea
≡		
	Emergency policies	Call queues
	Mobility policies	Call queues provide a method of re
	Voice routing policies	question. Calls are distributed one a greeting message and music ma
	Voicemail policies	
	Auto attendants	+ Add 🖉 Edit 前 Delete
	Call queues	√ Name
	Holidays	

Link the new Call Queue to the Resource account that you created before:

iii Microsoft Teams admin cen	ter	₽ Search			
=	Call queues \ Add a call queue			Add accounts	
Emergency policies	General info	HelloDoor Q1		Search for resource accounts	s you want to add.
Mobility policies	Greeting and	Descurse accounts		hellodo	×
Voice routing policies	music	Resource accounts		HelloDoorCall Tel:+42900020002	Add
Voicemail policies	Call answering	Add or remove resource accounts.	You can assign a phone number to a resourc		Add
Auto attendants	Agent selection	You haven't added any resource	accounts yet.		
Call queues	handling	Add			
Add acco Search for resour	<b>unts</b> rce accounts y	ou want to add.			
hellodo		×			
(î N	o results were	found.			
+ Add reso	ource account				
H HelloDo Tel:+4290	orCall 0020002	×			
Add	Cancel				

#### Continue to configure the Call Queue

Call queues \ Add a call queue			
General info	HelloDoor Q1		
Greeting and music	Resource accounts		
Call answering	Add or remove resource account	s. You can assign a phone number t	o a resource account you're adding. 🕕
Agent selection Exception handling	+ Add × Remove ⊞ As	sign/unassign   <b>1</b> item	
Authorized users	<ul> <li>Resource account</li> </ul>	Phone number	Licensed
	HelloDoorCall	tel:+42900020002	Licensed
	Assign calling ID		
	Agents can make outbound calls	using the phone numbers on the fo	ollowing resource accounts. 🕕
	You haven't added any resource	e accounts yet.	
	Language		
	This lets you set the language us	ed to transcribe voicemail messages	s and play system prompts to the calle
	English (United States)	~	
	Next		

∕ General info	Greeting and music
Greeting and music	Greetings and music keep your caller informed about their call while wait
Call answering	Greeting
Agent selection	O No greeting
	O Play an audio file ()
handling	Add a greeting message
Authorized users	Hello and Welcome at <u>HelloDoor</u>
	Music on hold
	Play default music
	O Play an audio file 🛈
	Back Next Submit

Adding a greeting is recommended, but can be removed if it is not wanted.

Add <u>all</u> users that need to receive calls from this Intercom button:

~	General info	Call answering
~	Greeting and music	You can choose either a channel, or groups and individual use
	Call answering	
	Agent selection	Choose a team
	Exception	
	handling	Choose users and groups
	Authorized users	Add users
		Add groups
		Conference mode
		On On

All users need a Teams Phone System license before they can be added. If the user you want to add does not show up in the list, please check if they have the needed license.

Add users	
Add a user or users	
albert	×
AE Albert Einstein Albert Einstein	Add

Add use	ers	
Add a user or	users	
john		×
Selected (	1) users	
JD John	Doe	×
Add	Cancel	

#### When all users are added, click Next:

Call answering
You can choose either a channel, or groups and individual users to an
O Choose a team
Choose users and groups Users
+ Add users + more up + more admin × Remove
✓ Call agents
John Doe
Add groups
Conference mode
Call agents who use the Skype for Business client won't receive calls when conference mode is enabled.
Back Next Submit

Agent selection
Routing method controls how calls will be presented to agents. P presented to agents. Allow agents to opt-out if they need to be re
Routing method
Attendant routing
○ Serial routing ③
O Round robin ③
O Longest idle 🛈
Presence-based routing
Off Off
Call agents can opt out of taking calls
Call agent alert time (seconds)
-0 30
Back Next Submit

Any Routing method can selected.



Optionally configure further exception handling:

Exception	n han	dling		
Manage settings	for call (	overflow, call tin	neout, and s	cenarios v
Exception	n handlir	ng summary		
Call ove 50 maximum queu disconi	rflow ) calls in le, nect	Call timeout 20:00 maximum wait time, disconnect	No agent All queue	s
Call overflov	<b>v</b> (i)			
Call time aut	~			
Call timeout	0			
No agents o	ted o	r signed in (	D	
No agents o	ted o	r signed in (	D	
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No agents o	ted o	r signed in (	D	
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Call queues \ Add a call queue						
<ul> <li>✓ General info</li> <li>✓ Greeting and music</li> </ul>	Authorized use	ers	y can make chang	es to this call	queue. Learn more	
✓ Call answering	+ Add X Remove	0 item				
<ul> <li>Agent selection</li> </ul>	✓ Display name	Username		Job title	La	
<ul> <li>Exception</li> <li>handling</li> </ul>						
Authorized users						
		③ No	data is available.			
	Back	nit				
Call queues Call queues provide a method of routing callers to people in your organization who can help with a particular issue or question. Calls are distributed one at a time to the people in the queue (who are known as agents). While waiting for an agent, a greeting message and music may be played to callers. Learn more						
+ Add 🖉 Edit 前 Delete	3 items				(	
√ Name	Resource accounts (i)	Call agents	Maximum calls		Maximum wait time	
HelloDoor Q1	1	1	50		20 minutes, 0 seconds	

#### Test

(wait 10 to 15 minutes to make sure the creation has been activated properly inside Teams)

Another Teams user can call the created call queue and it should ring the users defined in the Call Queue "Call Answering" list. This Teams user can call the number you defined for the Resource account (+42900020002 in the example above) or the accountname (<u>HelloDoorCall@hellotest.info</u> in the example above) for the test.

#### Repeat for every Intercom button

Repeat the "Step 4" actions for every Intercom button, using a unique phone number for each.

#### Step 5: Connect your Intercom to the Internet

Connect your 2N IP Intercom device(s) to the network with an Ethernet cable. This cable should also provide PoE power to the device.

There is no need for the Intercom network connection to have access to your internal network for calling your Teams users, it is only required that the network connection allows Internet access to the Hellodoor gateway. The HelloDoor gateway is addressed by using your unique subdomain DNS record (ixx.gw.hellodoor.solutions).

The 2N IP Base hardware Installation manual can be found here: <a href="https://wiki.2n.cz/hipba/inst/latest/en">https://wiki.2n.cz/hipba/inst/latest/en</a>

Make sure the Intercom device is at a recent Firmware version (Version 2.29.1.38.8 or more recent).

### HelloDoor @

#### Step 6: Configure your 2N IP Intercom

#### Log in to the device

Configure the S	IP account:				ZIN MEILUS IM DASE		LOG OU
( <del>•</del>	Services	X	SIP 1	SIP 2 Calls	Audio Video L	ocal Calls	
-	Phone	>	Interd	com Identity ~			-
<u>.</u>	Ctas a secie s				Display Name	Front Door Reception	
مکر پر	Streaming				Phone Number (ID)	1111	
	ONVIF				Domain	i02.gw.hellodoor.solutions	
	E-Mail					Test Call	
	Automation		Auth	entication ~			-
	ΗΤΤΡ ΑΡΙ			ι	Jse Authentication ID		
	User Sounds				Authentication ID		
					Password	=	
	Web Server		L				
	Audio Test		SIP P	roxy ~			-
					Proxy Address	i02.gw.hellodoor.solutions	
	SINIVIE				Proxy Port	5061	
				B	ackup Proxy Address		
					Backup Proxy Port	5061	

- Display Name: this is the name of the "caller" that will be displayed to the called person in Teams. You are free to choose a text.
- Phone number: this is the number of the "caller" that will be displayed to the called person in Teams. You are free to choose a number.
- Domain & Proxy Address: use the "Unique subdomain" value you received from HelloDoor.
- Proxy Port & Backup: use the "SIP" Port value you received from HelloDoor.

Phone   Streaming   ONUF   E-Mail   Automation   HTTP API   User Sounds   Mdb Server   Audio Test   SNMP     SIMP     Encrypted outgoing calls (SRTP)   Compatibility with Boadsoft devices   Carson for the float outgoing calls (SRTP)   Compatibility with Boadsoft devices   Carson for the float outgoing calls (SRTP)   Compatibility with Boadsoft devices	•	Services	SIP 1 SIP 2 Calls Audio Video Local Calls SIP Registrar ~	
Streaming   ONUF   E-Mail   Automation   HTTP API   User Sounds   Web Server   Audio Test   SNMP     SIMP     Encrypted outgoing calls (SRTP)   Do Not Play Incoming Early Media   Carpottel outgoing calls (SRTP)   Do Not Play Incoming Early Media   Carpottel outgoing calls (SRTP)   Compatibility with Broadoff droises   Registrar out outgoing calls (SRTP)   Compatibility with Broadoff droises   Receive cords   Compatibility with Broadoff droises	.11	Dhana	Registration Enabled	
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E-Mail       Backup Registrar Port       5060         Automation       Registration State       NOT REGISTERED         HTTP API       Failure Reason       -         User Sounds       Advanced Settings ~       SIP Transport Protocol       TCP       *         Audio Test       SNMP       SIP Transport Protocol       TLS 1.0       *         Image: Sounds       Advanced Settings ~       SIP Transport Protocol       TCP       *         SNMP       Lowest Allowed TLS Version       TLS 1.0       *       *         SNMP       Send KeepAlive Packets       I       I       PACK Enabled       I         SNMP       Encrypted outgoing calls (SRTP)       I		ONVIF	Backup Registrar Address	
Automation   HTTP API   User Sounds   Web Server   Audio Test   SNMP     SNMP     Compatibility with Broadsoft devices   Compatibility with Broadsoft devices     Compatibility with Broadsoft devices     Compatibility with Broadsoft devices		E-Mail	Backup Registrar Port 5060	
Advanced Settings ~         HTTP API         User Sounds         Web Server         Audio Test         SNMP         SNMP         IP Address Filter Enabled         Receive encrypted calls only (SRTP)         Encrypted outgoing calls (SRTP)         Do Not Play Incoming Early Media         Qos DSCP Value         Exernal IP Address         192 Timeout         60         Compatibility with Broadsoft devices         Rotate SRV records		Automation	Registration Expiry 120	[s]
HTTP API       Failure Reason -         User Sounds       Advanced Settings ~         Web Server       SP Transport Protocol       TCP • •         Audio Test       SNMP       User Certificate       Not used • •         SNMP       User Certificate       Self Signed • •       User Certificate       •         Bransport Protocol       Trusted Certificate       Not used • •       • <th></th> <th>Automation</th> <th>Registration State NOT REGISTERED</th> <th></th>		Automation	Registration State NOT REGISTERED	
User Sounds Advanced Settings ~   Web Server SIP Transport Protocol   Audio Test   SNMP     User Certificate   Netransport Protocol   User Certificate   Send KeepAlive Packets   IP Address Filter Enabled   Receive encrypted calls only (SRTP)   Encrypted outgoing calls (SRTP)   Do Not Play Incoming Early Media   Qos DSCP Value   External IP Address   192 10000   RTP Timeout   60   Compatibility with Broadsoft devices   Rotate SRV records		ΗΤΤΡ ΑΡΙ	Failure Reason -	
Web Server       SIP Transport Protocol       ICP       ICP         Audio Test       Lowest Allowed TLS Version       TLS 1.0       ICE         SNMP       Trusted Certificate       Not used       ICC         User Certificate       Self Signed       ICC       ICE         Local SIP Port       5001       BRACK Enabled       ICC       Send KeepAlive Packets       ICE         IP Address Filter Enabled       IP Address Filter Enabled       ICC       ICE       ICE       ICE         SNMP       Encrypted outgoing calls (SRTP)       ICE       ICE       ICE       ICE       ICE       ICE         SNMP       Encrypted outgoing calls (SRTP)       ICE       IC		User Sounds	Advanced Settings ~	
Audio Test       Lowest Allowed TLS Version       TLS 1.0 <ul> <li>Trusted Certificate</li> <li>NMP</li> <li>User Certificate</li> <li>Soft</li> <li>PRACK Enabled</li> <li>REFER Enabled</li> <li>Send KeepAlive Packets</li> <li>IP Address Filter Enabled</li> <li>Receive encrypted calls only (SRTP)</li> <li>Encrypted outgoing calls (SRTP)</li> </ul> Image: Compatibility with Broadsoft devices           SNMP         Encrypted outgoing calls (SRTP)		Web Server	SIP Transport Protocol TCP 🗸	
SNMP       Trusted Certificate       Not used          User Certificate       Self Signed          Local SIP Port       5061          PRACK Enabled           Send KeepAlive Packets           IP Address Filter Enabled           Receive encrypted calls only (SRTP)           Encrypted outgoing calls (SRTP)           Do Not Play Incoming Early Media           QoS DSCP Value       0           External IP Address       192 168.0.1           Starting RTP Port       5000            RTP Timeout       80              Compatibility with Broadsoft devices		Audio Test	Lowest Allowed TLS Version TLS 1.0 ~	
User Certificate       Self Signed         Local SIP Port       5061         PRACK Enabled       REFER Enabled         Send KeepAlive Packets       IP Address Filter Enabled         IP Address Filter Enabled       Receive encrypted calls only (SRTP)         Encrypted outgoing calls (SRTP)       Encrypted outgoing calls (SRTP)         Do Not Play Incoming Early Media       QoS DSCP Value         QoS DSCP Value       0         External IP Address       192.168.0.1         Starting RTP Port       5000         RP Timeout       60         Compatibility with Broadsoft devices       Rotate SRV records		SNMP	Trusted Certificate Not used ~	
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External IP Address 192.168.0.1 Starting RTP Port 5000 RTP Timeout 60 Compatibility with Broadsoft devices Rotate SRV records			QoS DSCP Value 0	
Starting RTP Port 5000 RTP Timeout 60 Compatibility with Broadsoft devices Rotate SRV records			External IP Address 192.168.0.1	
RTP Timeout 60 Compatibility with Broadsoft devices Rotate SRV records			Starting RTP Port 5000	
Compatibility with Broadsoft devices Rotate SRV records			RTP Timeout 60	
Rotate SRV records			Compatibility with Broadsoft devices	
			Rotate SRV records	

- SIP Transport Protocol: select "TCP"
- Local SIP Port: use the "SIP" Port value you received from HelloDoor.
- External IP Address: use your Public IP address. This is the IP address that is used on your site to communicate with the Internet.

Crea	te a user:			
•	Directory	₩.	2N IP Base CZ   EN   DE   FR   IT   ES   RU Lo Search Search	og out
+ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Users Time Profiles Holidays	>	Name E-Mail Accesses No Users	
۲	Directory	Ð	2N IP Base CZ   EN   DE   FR   IT   ES   RU Lo ▲ Back to List _ User Basic Information ~	g out
.h & & &	Users Time Profiles	>	Name HelloDoor Teams  E-Mail	
× \$	Holidays		User Phone Numbers Number 1 Phone Number +42900020001 Time Profile (not used) V () Time Profile Carbon IP Eye Address Group call to next number	
			Number 2	

• Name: this is a text description you can choose

• Phone Number: use the phone number here that you also used for the Call Queue in the previous steps that you want to link to this Intercom button.

Conf	figure a button:		
•	Hardware 🌣	Basic Settings ~	Log out
		Button Function During Call Hang Up 🔹	
	Switches	Answer Incoming Call by Button None •	
<u>R</u>	Door	Restore Network Settings By Buttons 🗹	
	Audio	Quick Dial Buttons ~	
	Camera	Main Unit Buttons	
	Buttons >	1 No User	+ %
	Backlight		

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#### Optional configuration – Open doorlock

The 2N IP Base intercom has a relay build-in. It is possible to instruct the relay with a numeric code during the call, so that a door can be opened.

Technical relay information:

https://wiki.2n.cz/hipba/inst/latest/en/2-popis-a-instalace/2-3-elektricka-instalace

If you want to use this functionality, then add the code you want to use to the "Switch Code" for the user:

•	Directory	TOF			2N Helios IP Base Group call to deputy	CZ   EN   DE   FR   IT   ES   RU	Log out
.11				Deputy	User Deputy	X Q	
<u>8</u>	Users Time Profiles	>	_	Access Settings >			_
X Ø	Holidays			User Codes 🗸	PIN Code		
				Switch Codes	Switch 1	44	
					Switch 2		

The relay can now be instructed to open by typing **44**\* during the call.

Take	a backup:				
$\frown$			2N IP Base	CZ   EN   DE   FR   IT   ES   RU	J Log out
(	System 📕		Configuration ~		
			Upload Configuration File to Device	Restore Configuration	
	Network		Download Configuration File from Device	Back Up Configuration	
<u>&amp;</u>	Date & Time		Reset Configuration to Default State	Reset Configuration	
	License		System ~		
	Certificates		Firmware Version	2.29.0.38.6	
	Auto Provisioning		Minimum Firmware Version	2.26.0.35.9	
	Auto Provisioning		Bootloader Version	2.25.0.34.0	
	Syslog		Software Build Type	Release	
	Maintenance	>	Software Build Date and Time	4/16/2020 16:18:47 PM	
			Upgrade Device Firmware	Upgrade Firmware	
			Firmware Status	Firmware is up to date	

Store the backup file to keep a copy of the configuration.

#### Step 7: Test the configuration:

Log in to Teams with an account that is member of the Call Queue "Call Answering" list created for a specific Intercom button. Then press the Intercom button and answer the call in the Teams client.

#### Support

If the call fails and all the previous steps are correctly taken, please contact <u>Support2n@hellodoor.info</u>.

### HelloDoor @

#### Addendum 1 – Video

Unfortunately, the Direct Routing interface from Microsoft that we use to connect to Teams does not support video. So the videostream cannot be sent into the Teams call.

It is however possible to have a popup on a PC showing the real-time video-stream, when a user presses the Intercom button. But this is outside of Teams. This is done with the free IP-Eye application from 2N.

Download: <u>https://www.2n.cz/en\_GB/products/2n-helios-ip-eye</u> Config info: <u>https://2nwiki.2n.cz/pages/viewpage.action?pageId=46173398</u>

Important: The Intercom needs local network access to the PC for this.

This application can also be used to permanently monitor the videostream from the camera from a PC.