Intercom for Microsoft Teams solution

Service Setup Guide

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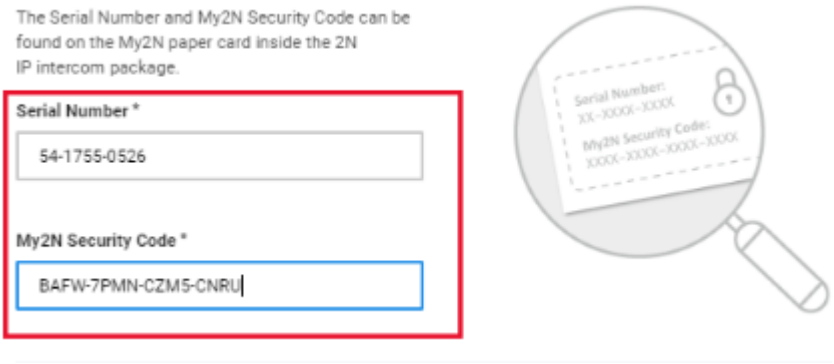
Step 1: Send device information to HelloDoor

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.



Send the info in an email to HDteamsdomain@hellodoor.info:

Email content reply format:

- Serial Number :
- My2n Security Code :

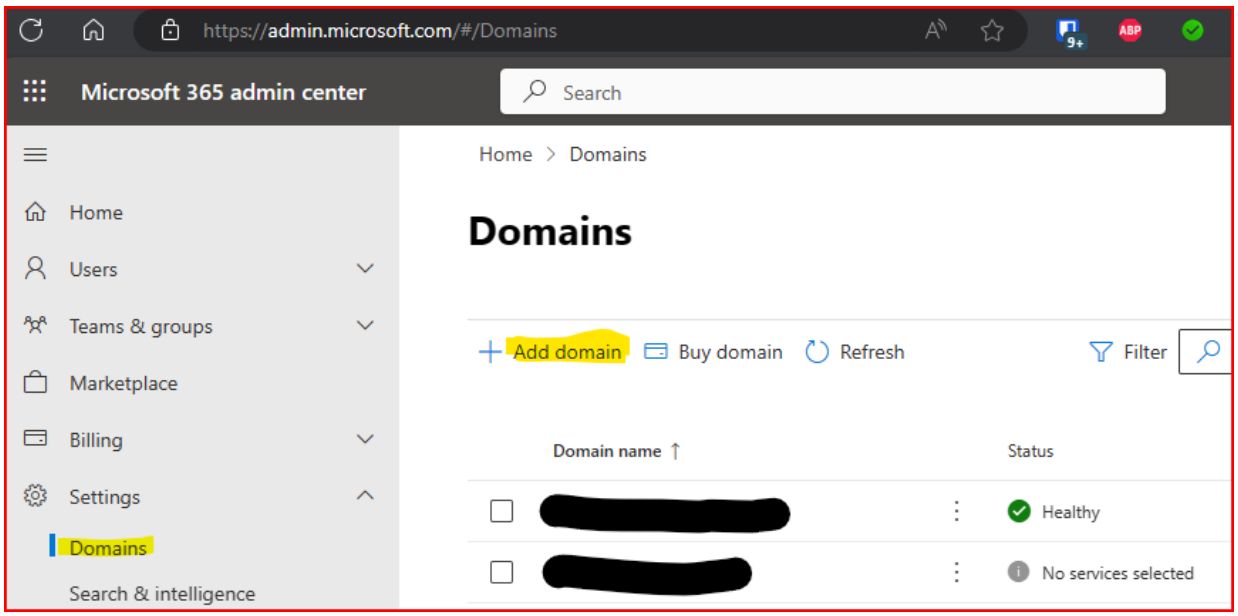
If you want to register multiple devices, you can send the info for all of them in one email.

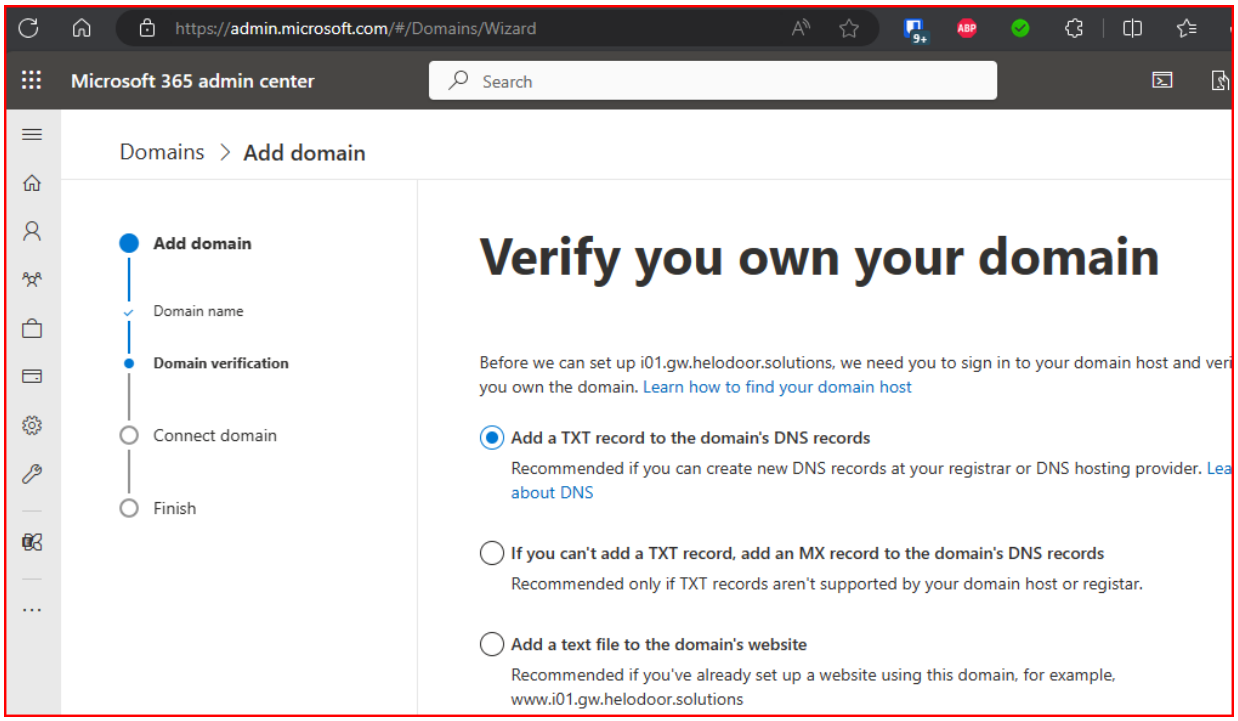
Step 2: Prepare Teams

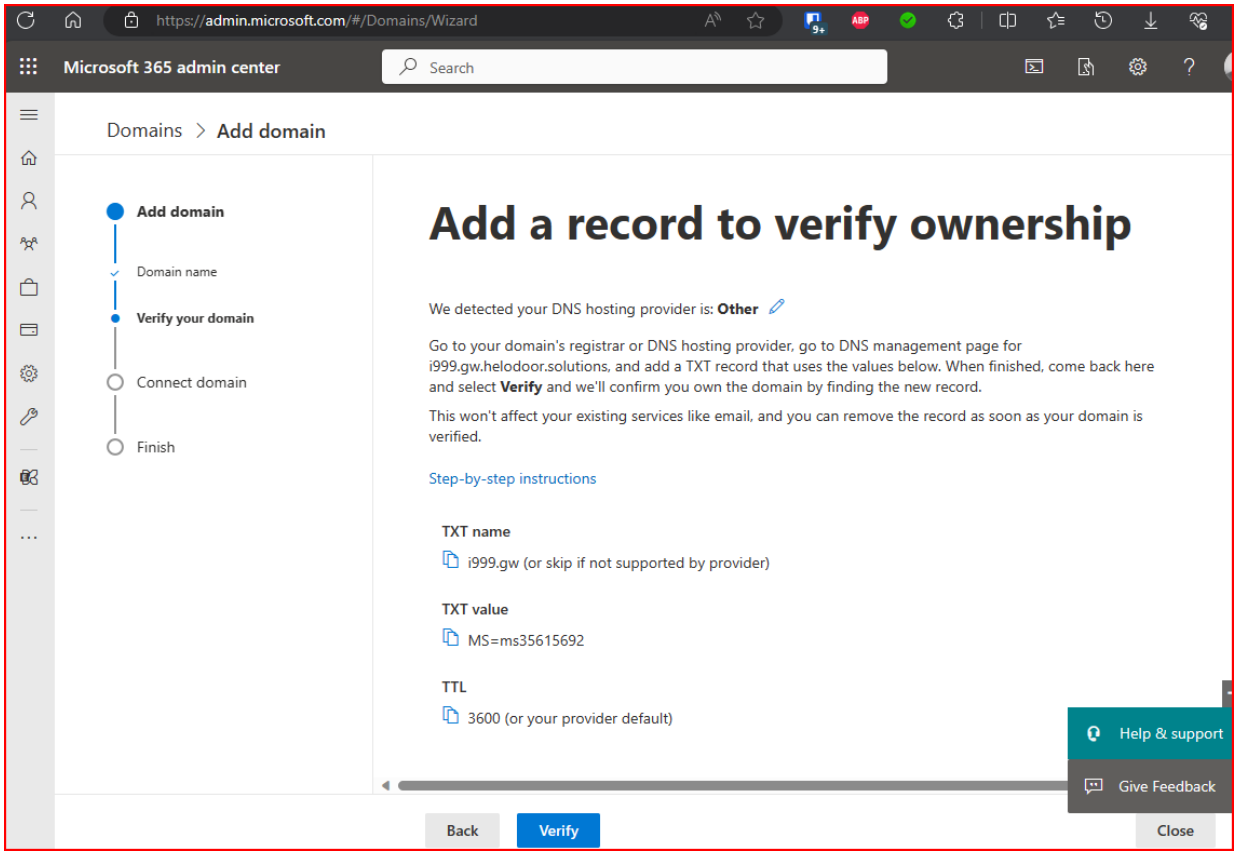
HelloDoor uses the official Shared Direct Routing interface from Microsoft to allow calls from your Intercom to Teams. Microsoft requires you to add a unique subdomain to the list of domains in your Office365 environment for this. Upon registration with HelloDoor, your company will be assigned this unique 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.

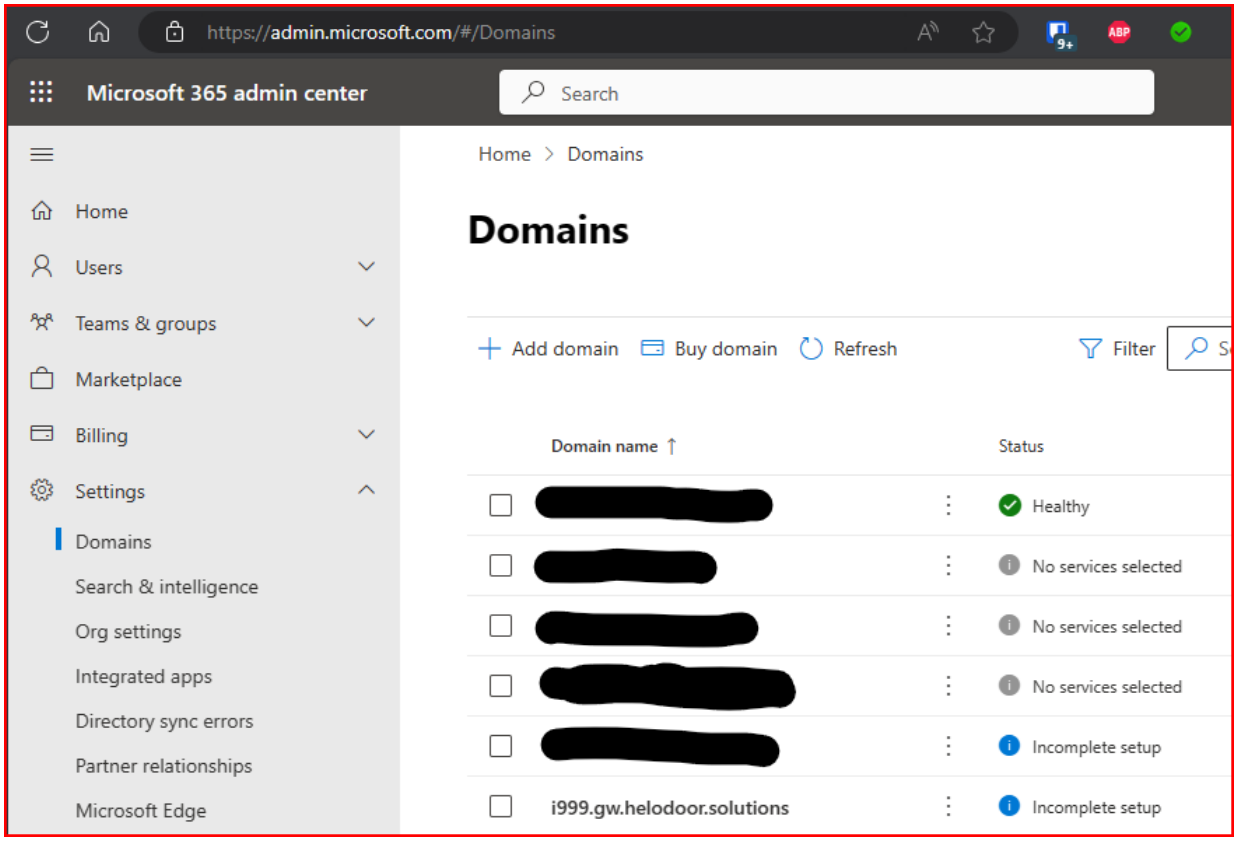
Sample actions:







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



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

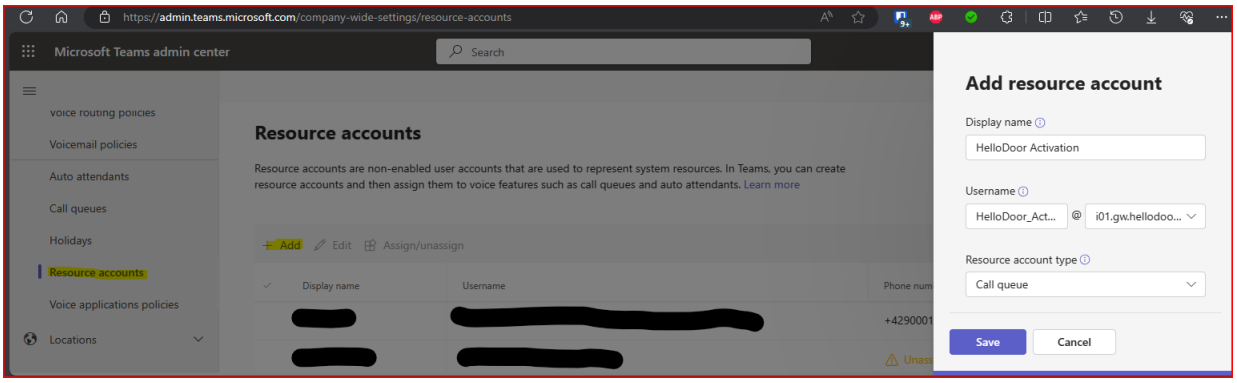
Email content reply format:

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

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:

1) 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: HelloDoor_Activationr@i02.gw.hellodoor.solutions



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.

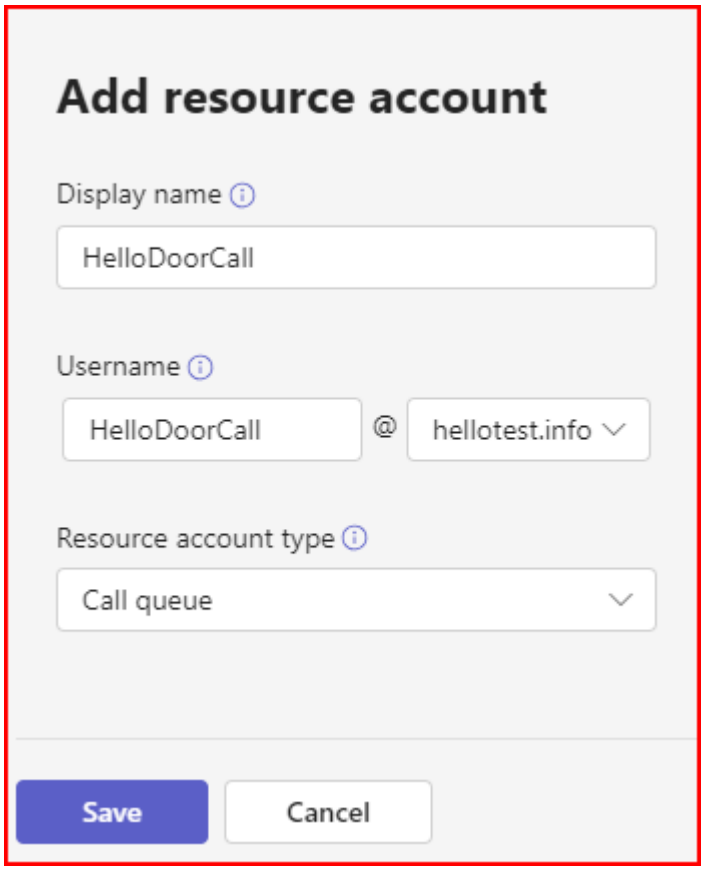
Step 4: Link the Intercom button(s) to call users in Teams

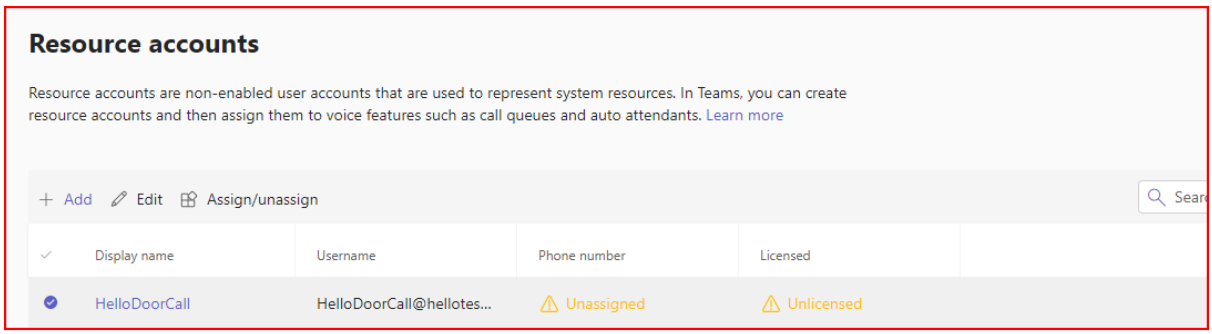
For every Intercom button, you need to create a Call Queue that will accept the call and forward it to one or more Teams users.

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

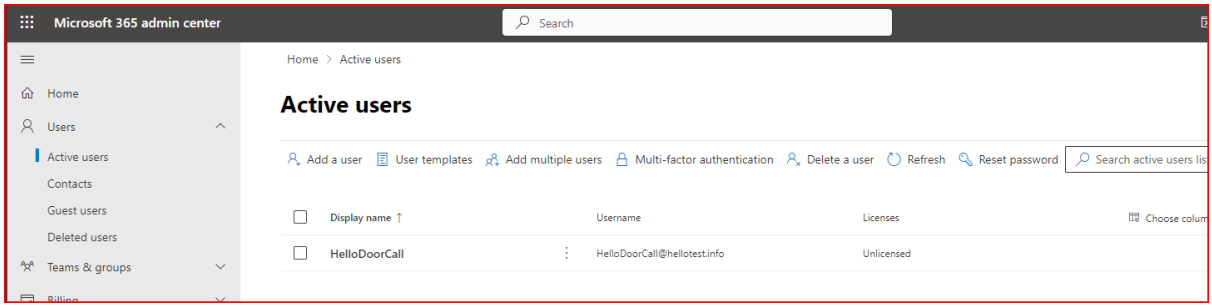
Call Queue Setup for Intercom button

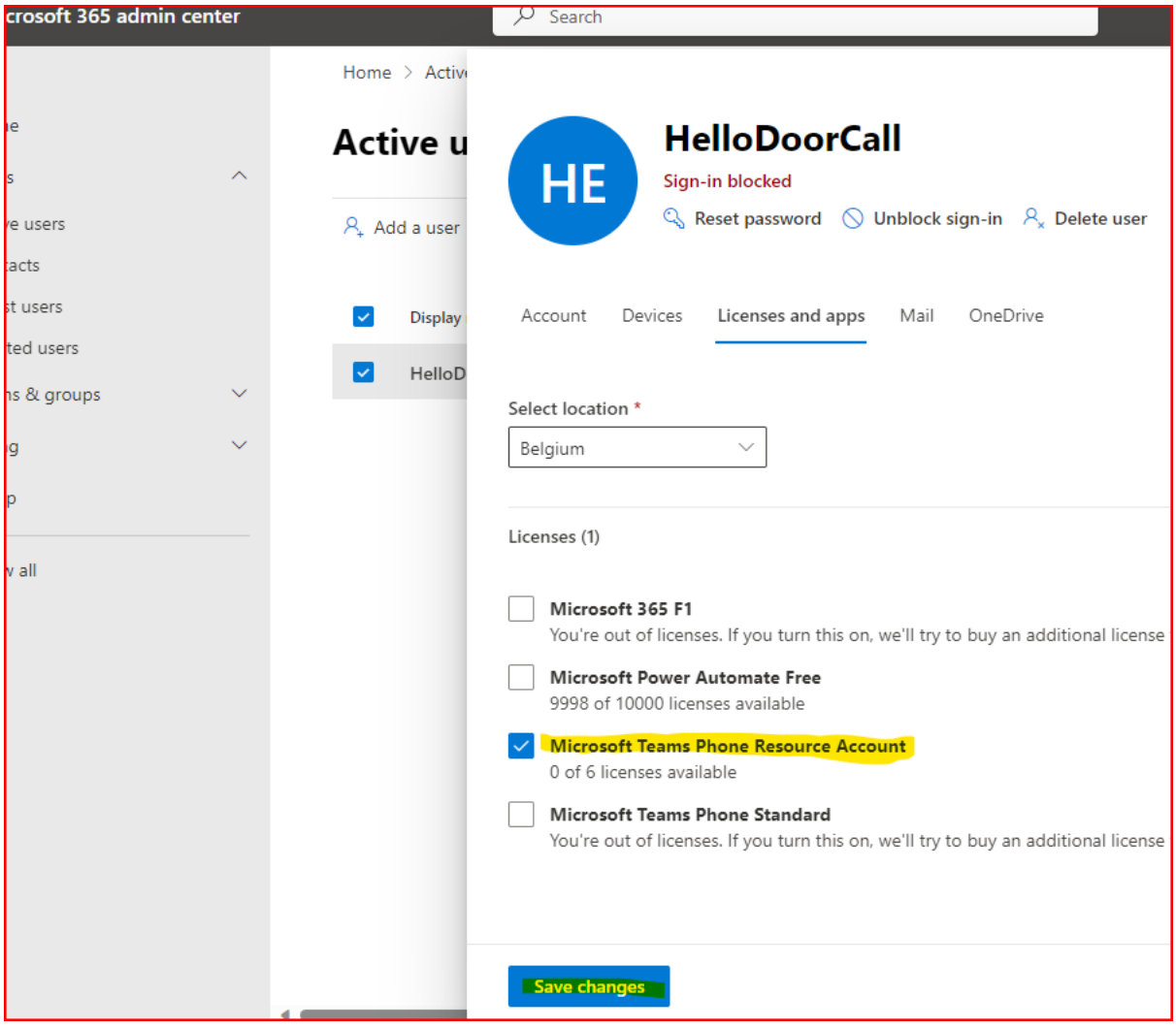
Microsoft Teams admin center – Voice – Resource Accounts – Add

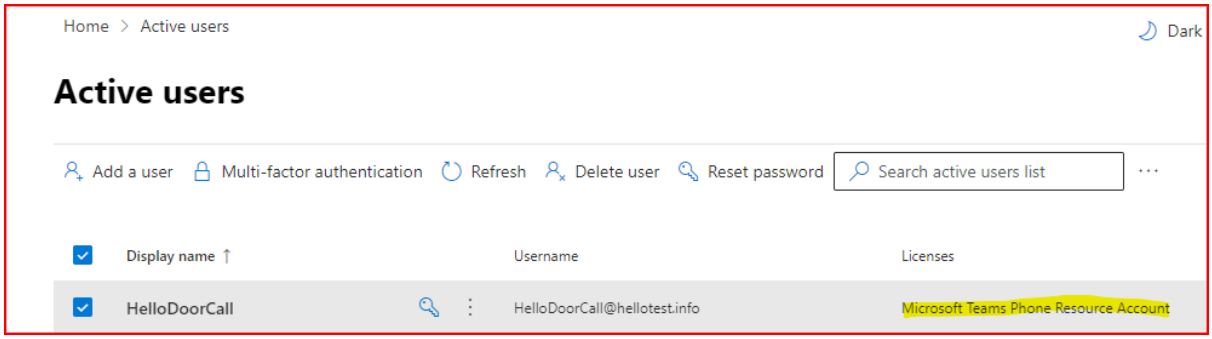




Assign a Microsoft Teams Phone Resource Account license **in the Microsoft 365 admin panel** to the Resource Account that we just created:

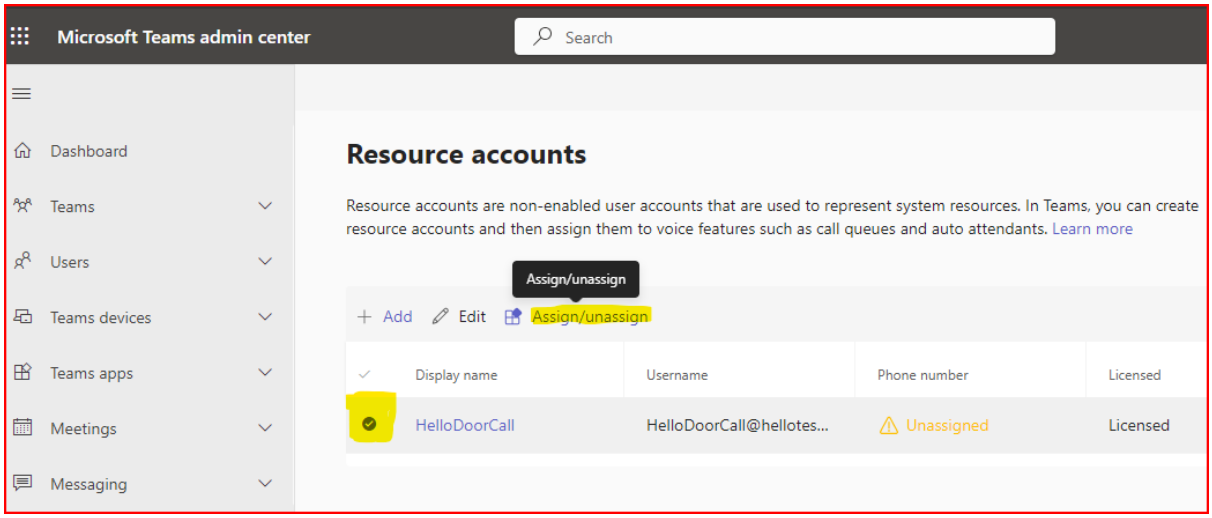




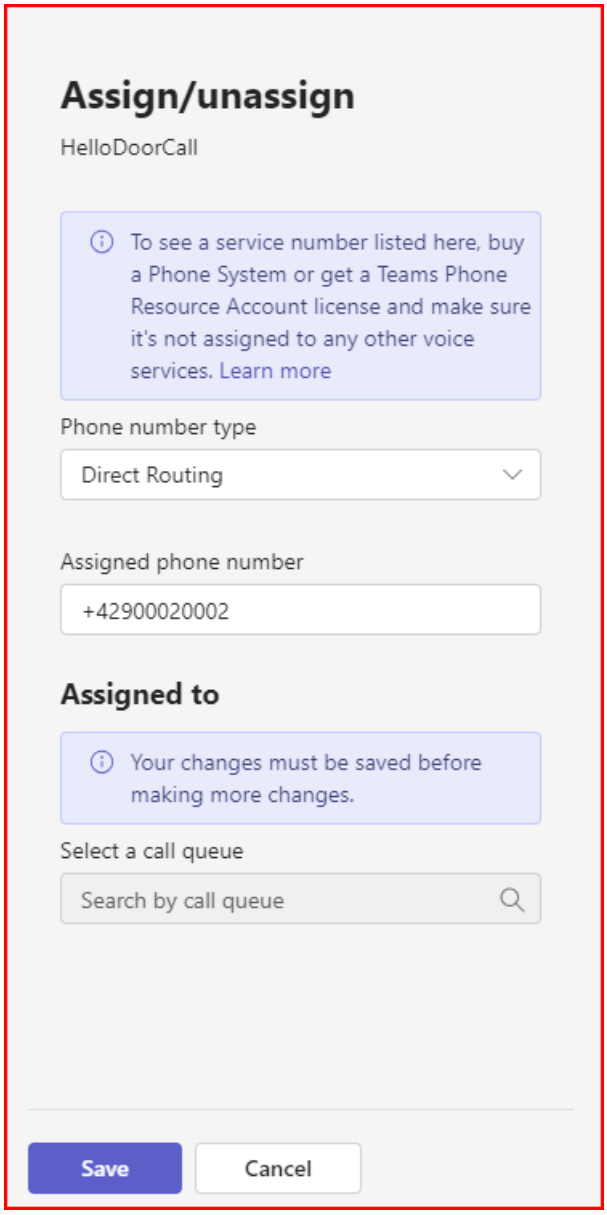


Once the Resource account is licensed, then assign a Phone number in the **Teams Admin Panel**:

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

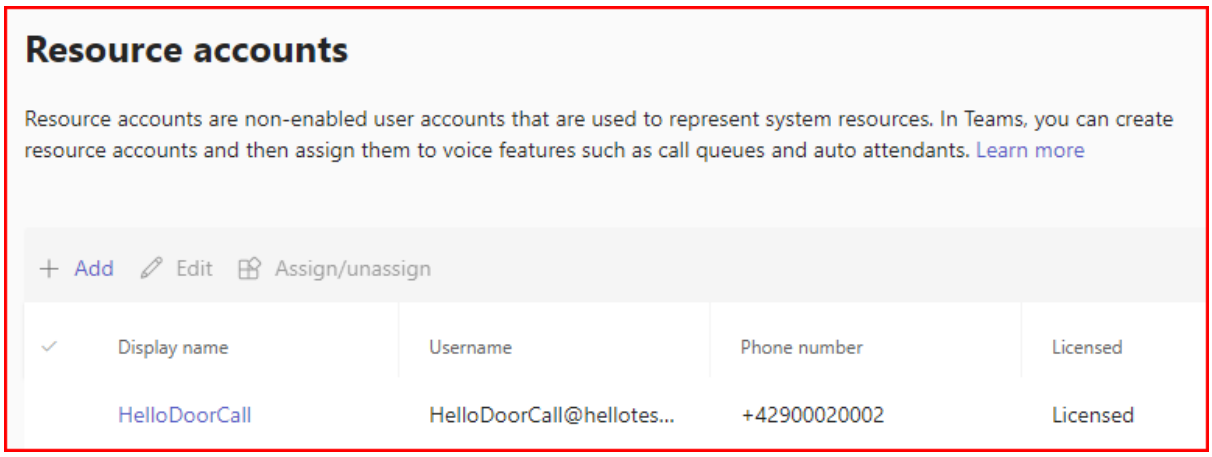


Assign the telephone number to the Resource Account. This needs to be a unique number from the telephone number range that you received from HelloDoor (+429xxxxxxxx). The same telephone number will be assigned to the Intercom button in the Intercom config later.



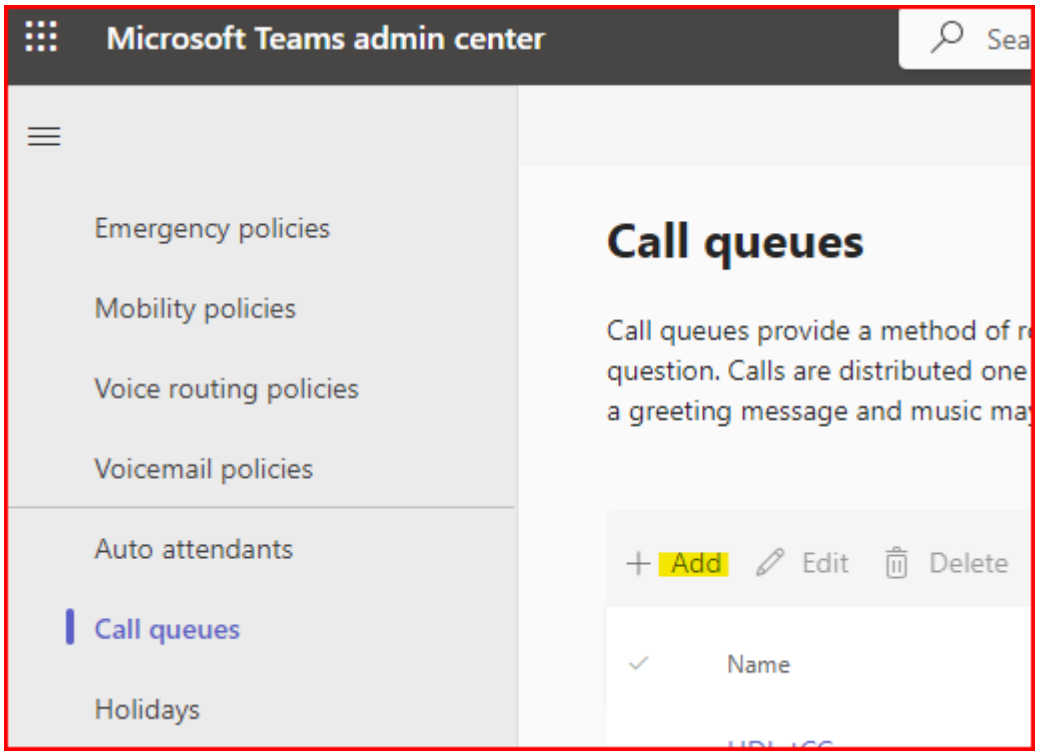
The phone number in the screenshot is just shown as an example. Please use a number from the range given to you by HelloDoor.

After some minutes, the telephone number will appear:

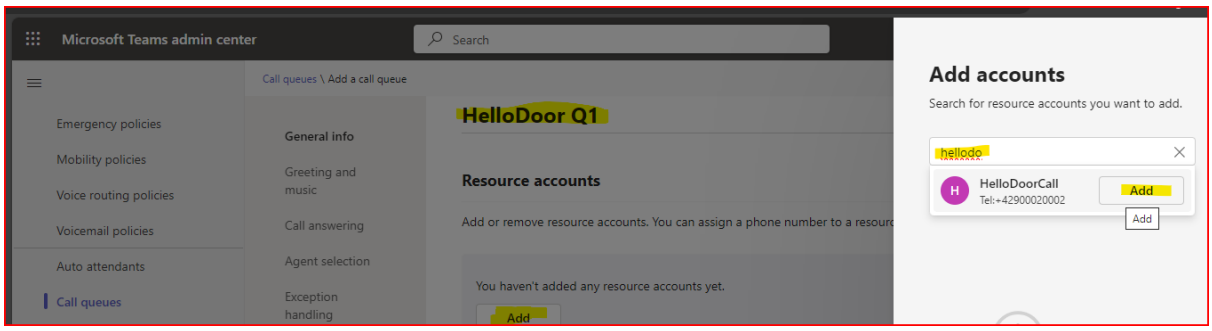


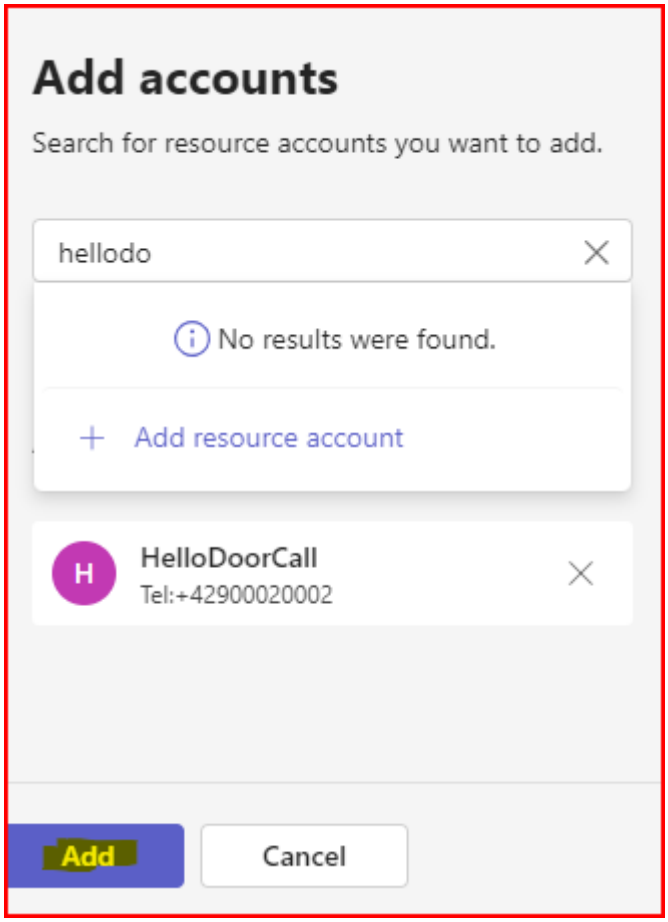
Create a call queue:

Microsoft Teams admin center – Voice – Call Queues - Add

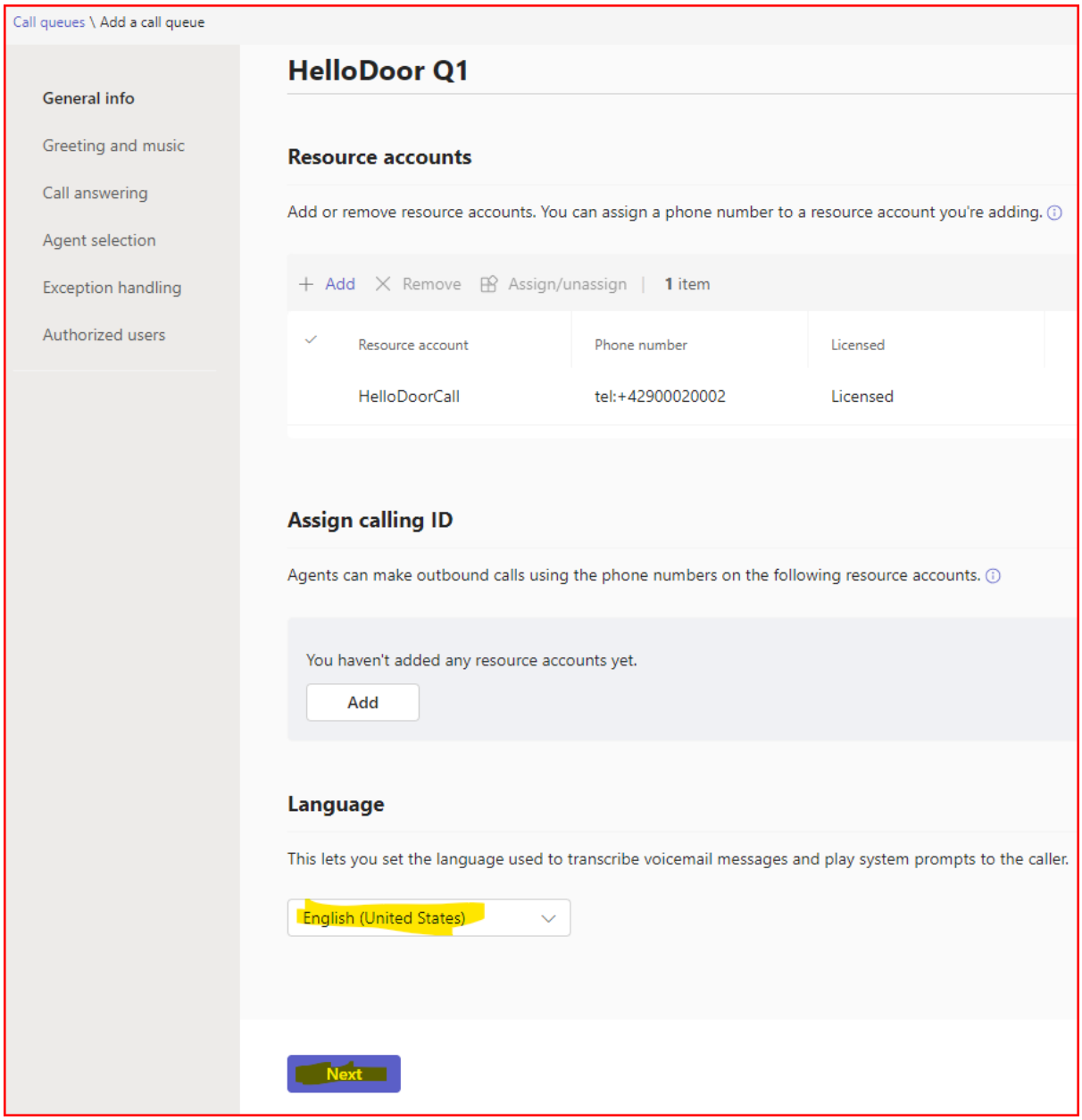


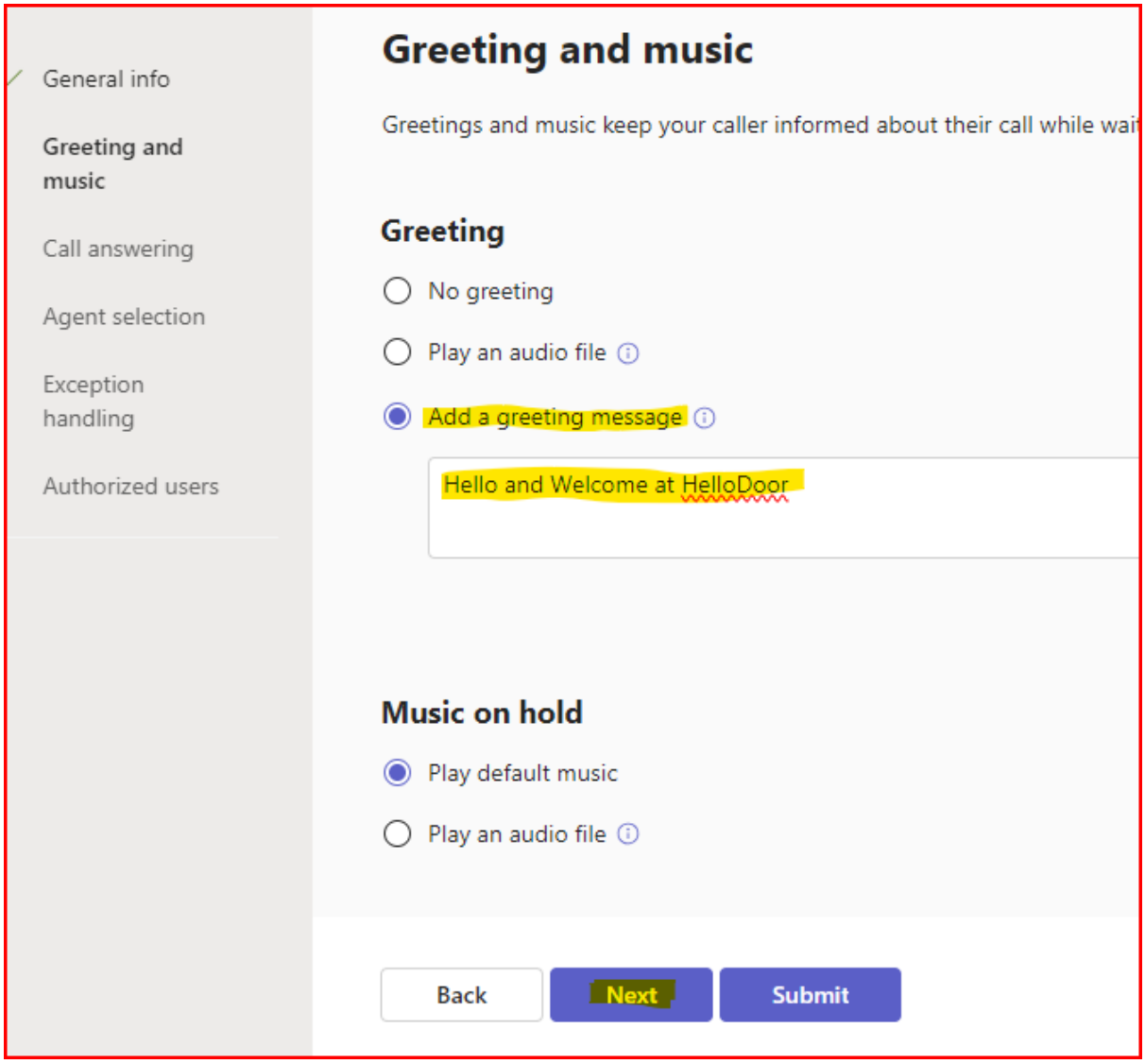
Link the new Call Queue to the Resource account that you created before:





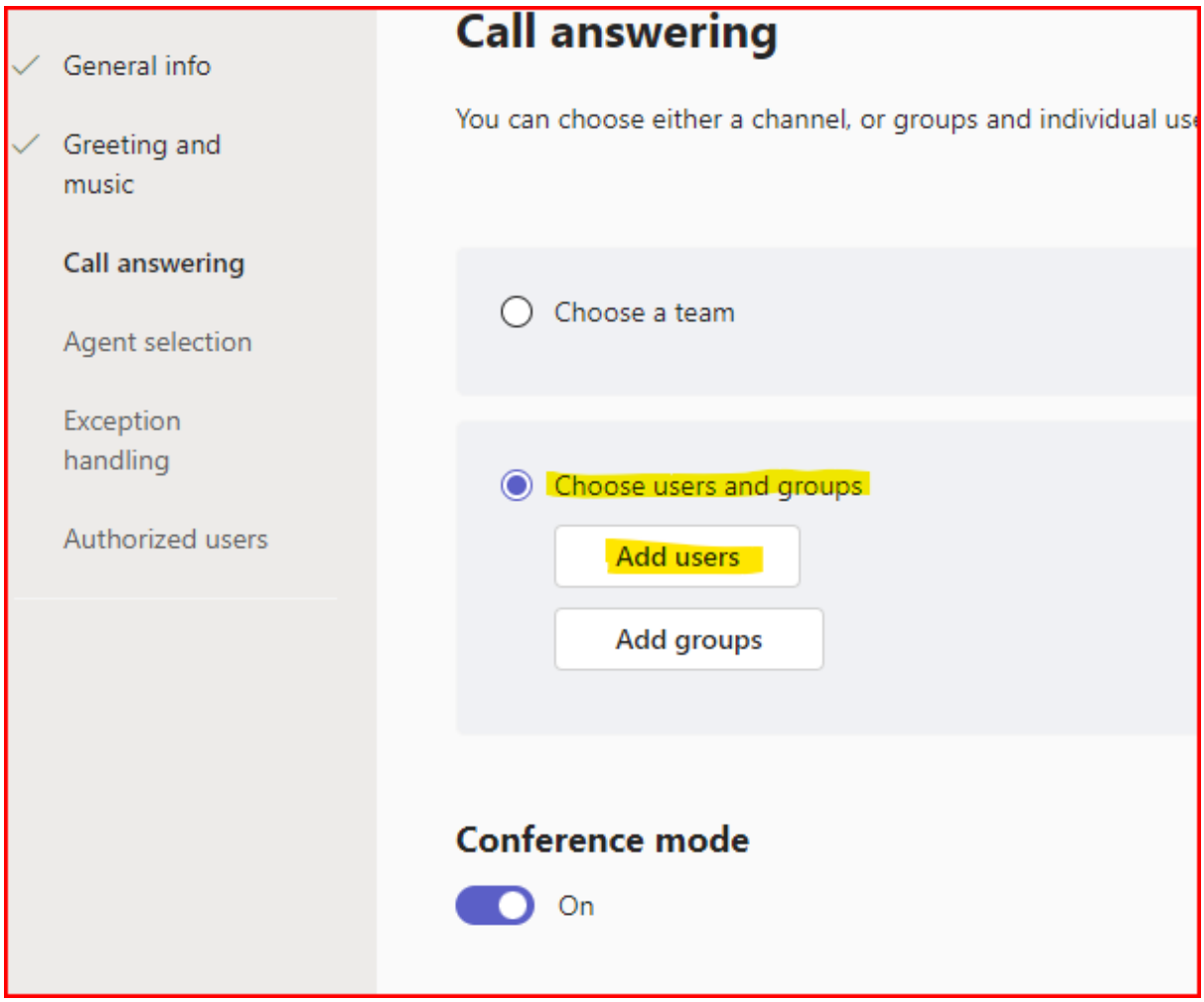
Continue to configure the Call Queue



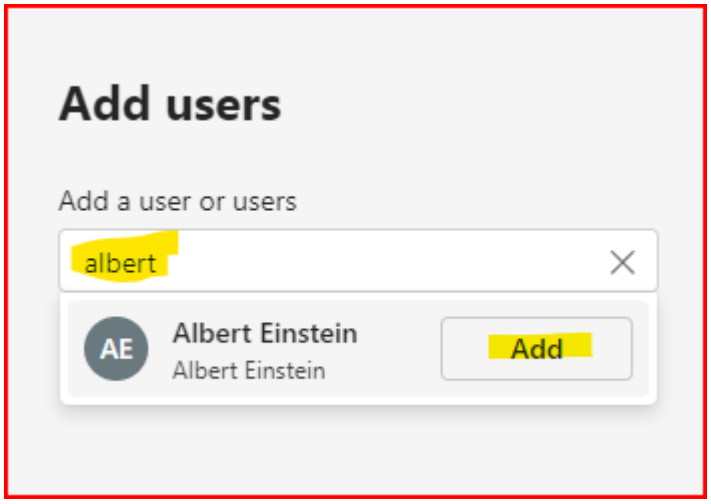


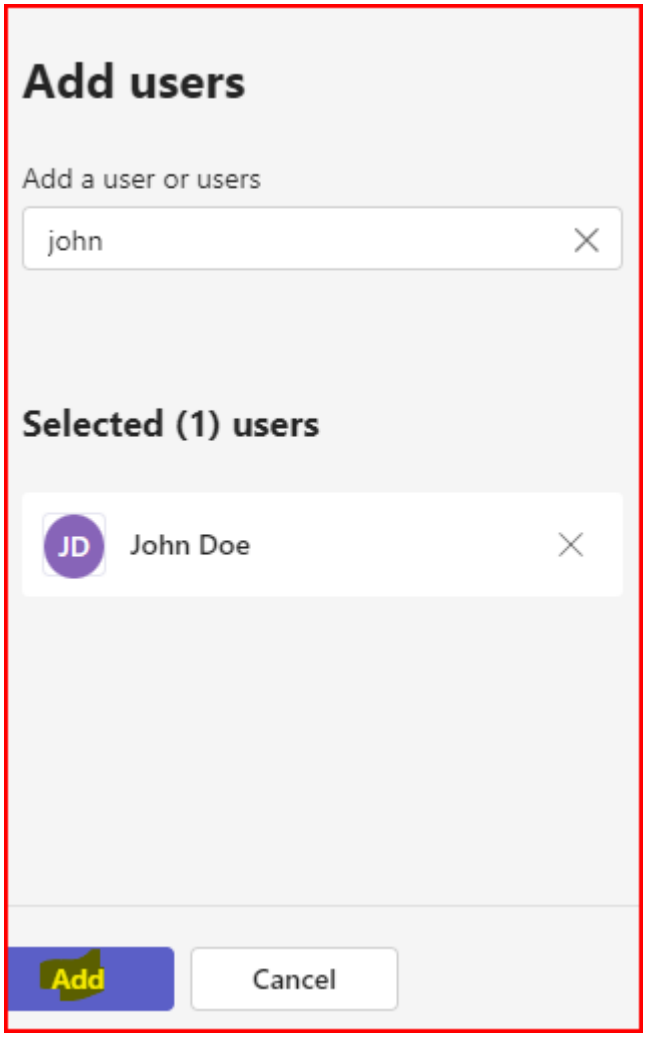
Adding a greeting is recommended, but can be removed if it is not wanted.

Add all users that need to receive calls from this Intercom button:

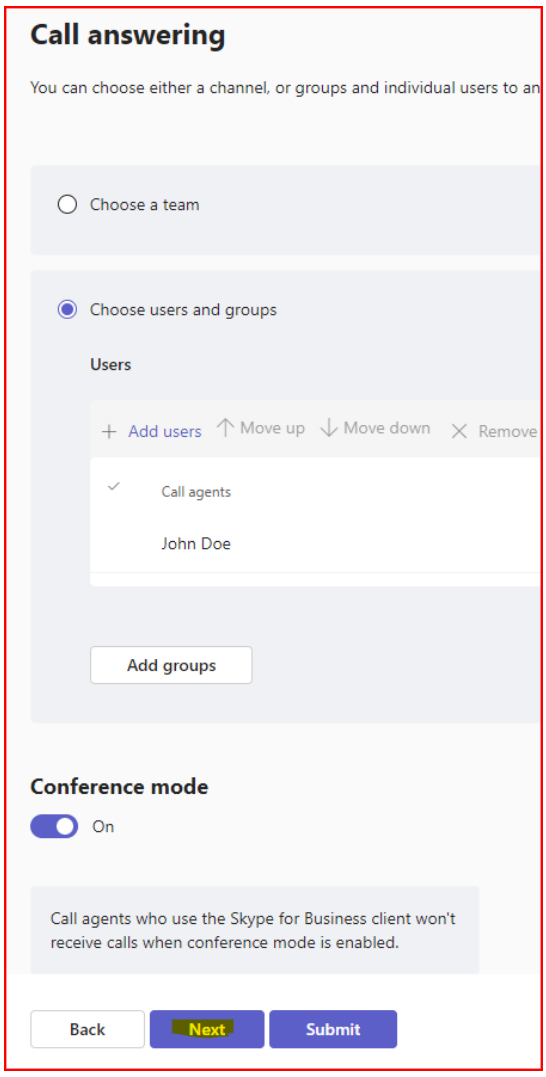


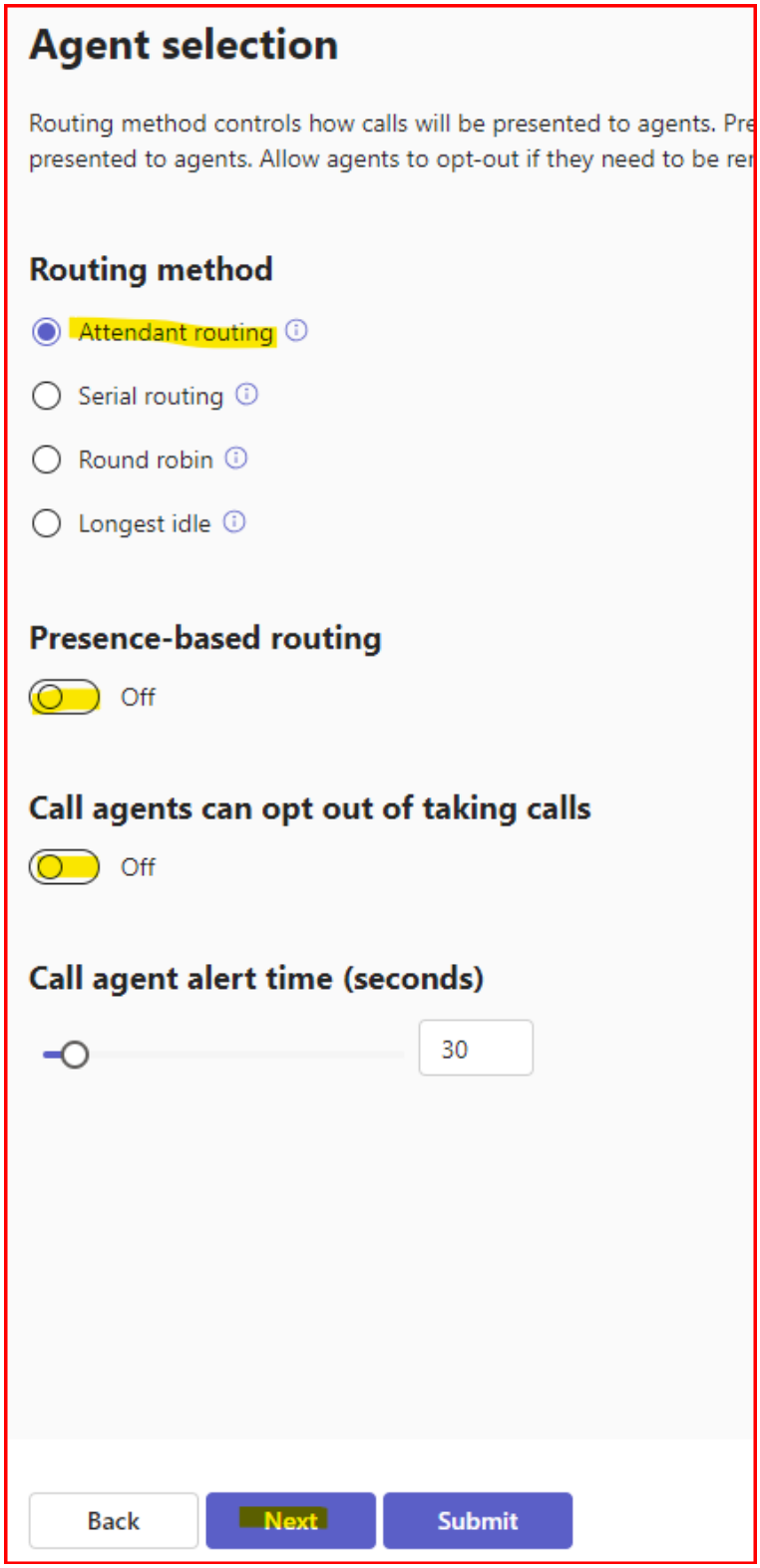
All users need a Teams Phone System license before they can be added. If the user you want to add does not show up in the list, please check if they have the needed license.




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

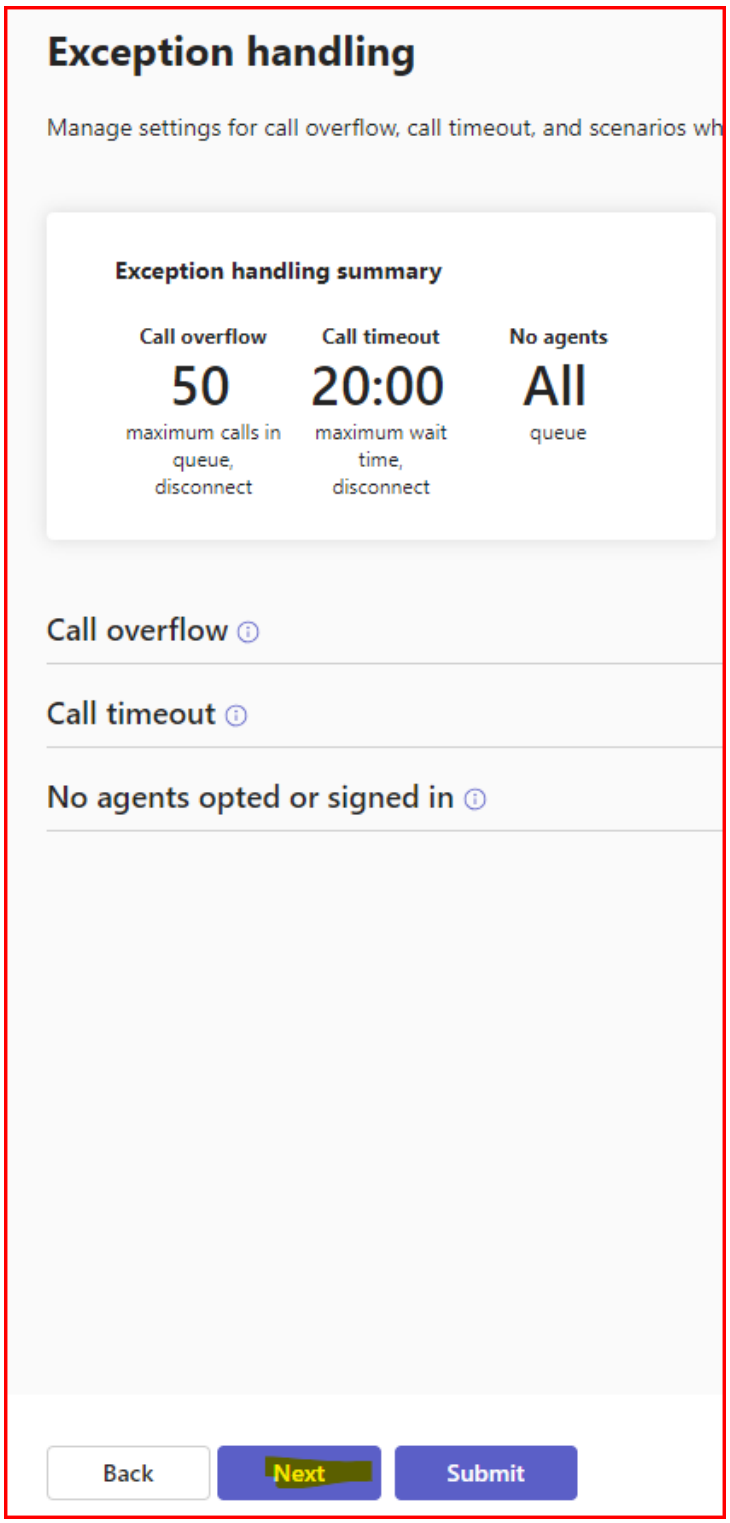
When all users are added, click Next:

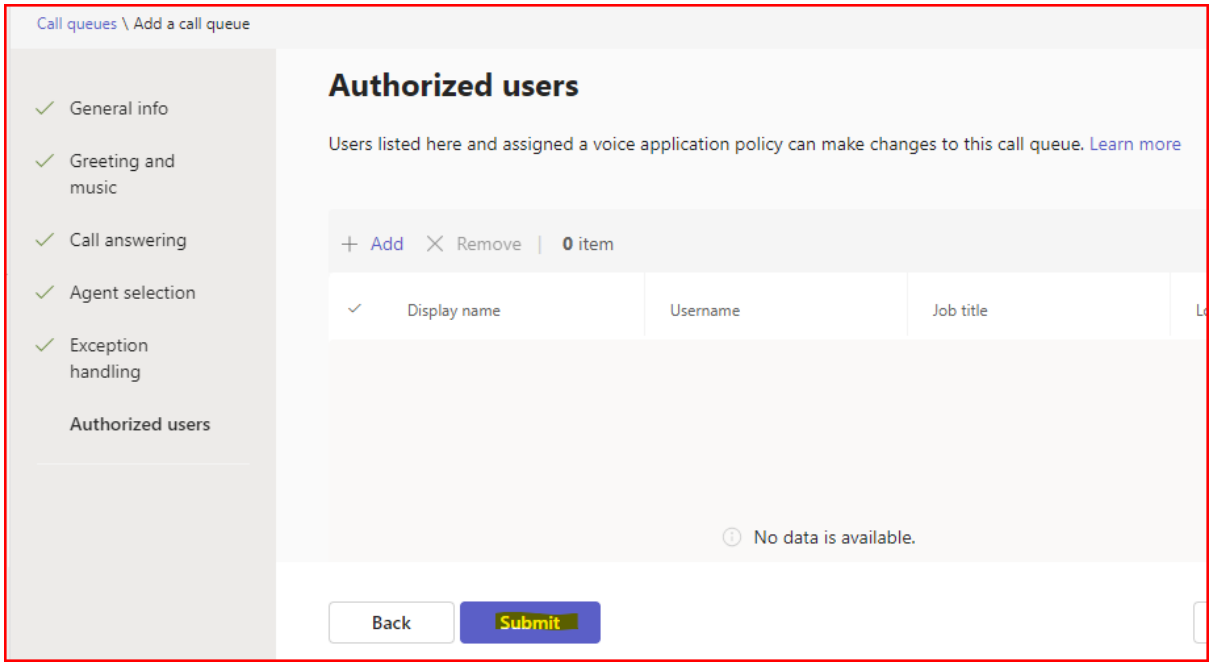


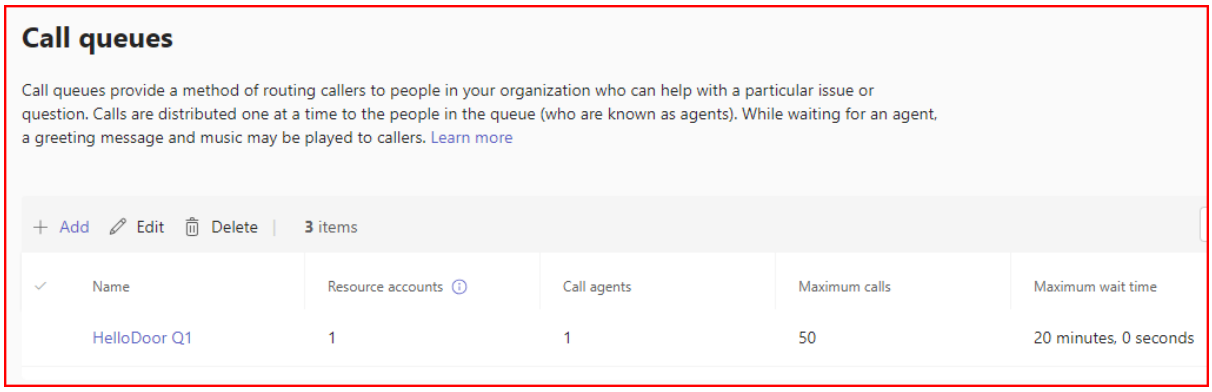


Any Routing method can selected.

Optionally configure further exception handling:







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 (HelloDoorCall@hellotest.info 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).**

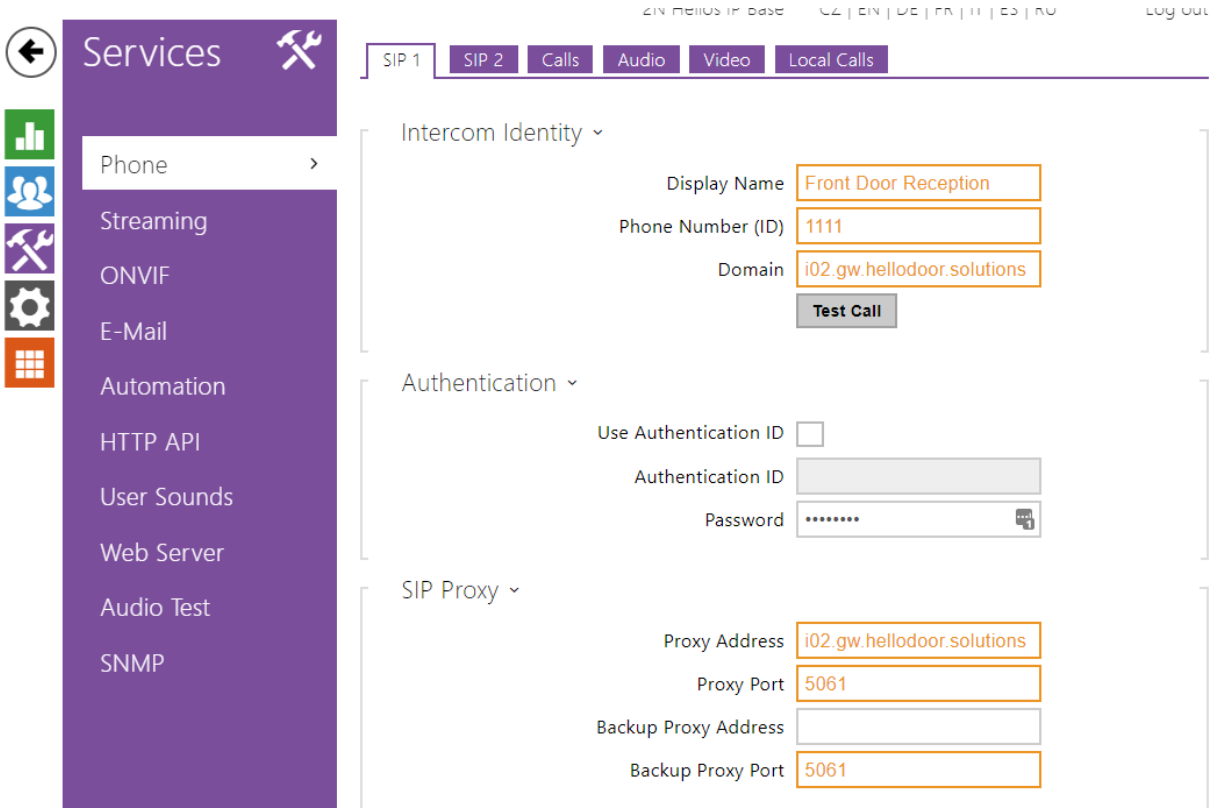
The 2N IP Base hardware Installation manual can be found here:
https://wiki.2n.cz/hipba/inst/latest/en

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

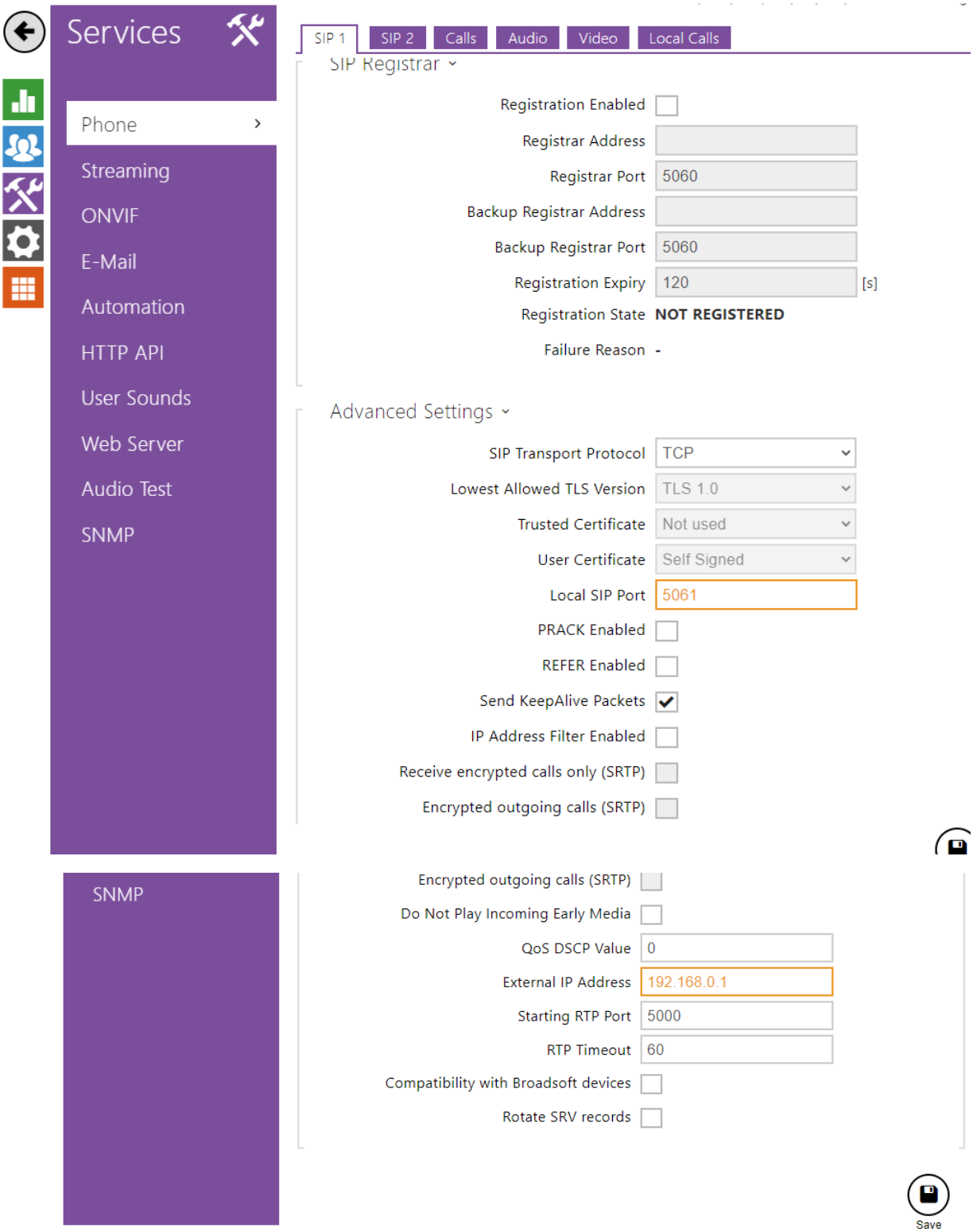
Step 6: Configure your 2N IP Intercom

Log in to the device

Configure the SIP account:

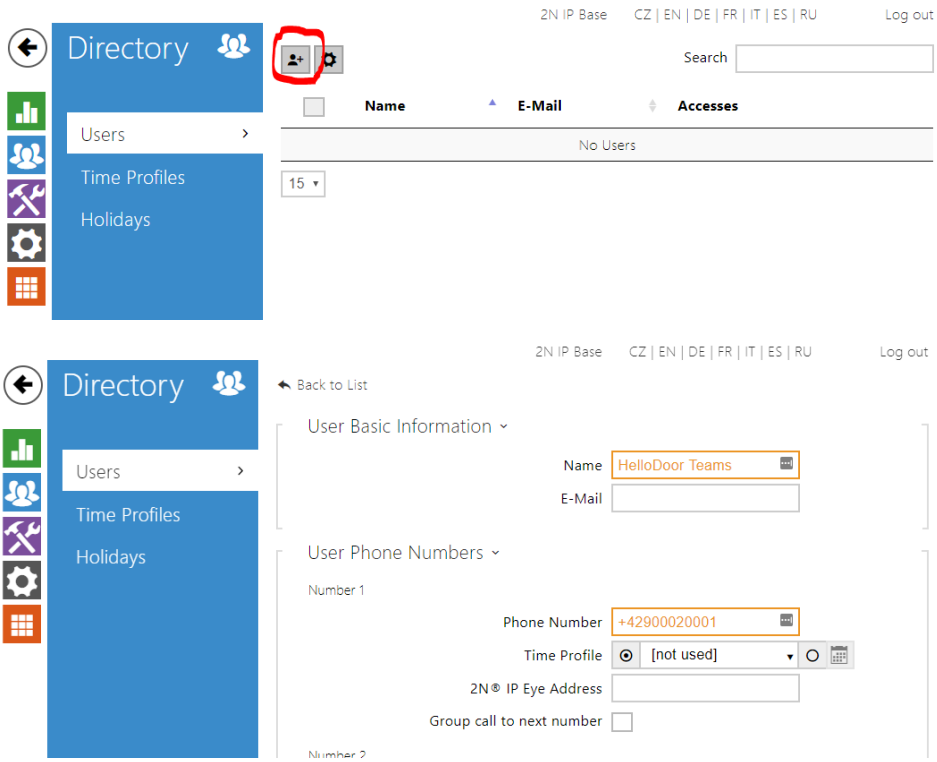


- Display Name: this is the name of the “caller” that will be displayed to the called person in Teams. You are free to choose a text.
- Phone number: this is the number of the “caller” that will be displayed to the called person in Teams. You are free to choose a number.
- Domain & Proxy Address: use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



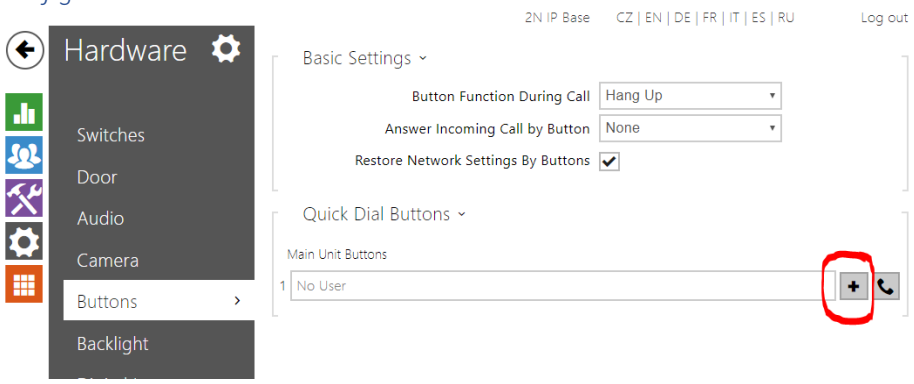
- SIP Transport Protocol: select “TCP”
- Local SIP Port: use the “SIP” Port value you received from HelloDoor.
- External IP Address: use your Public IP address. This is the IP address that is used on your site to communicate with the Internet.

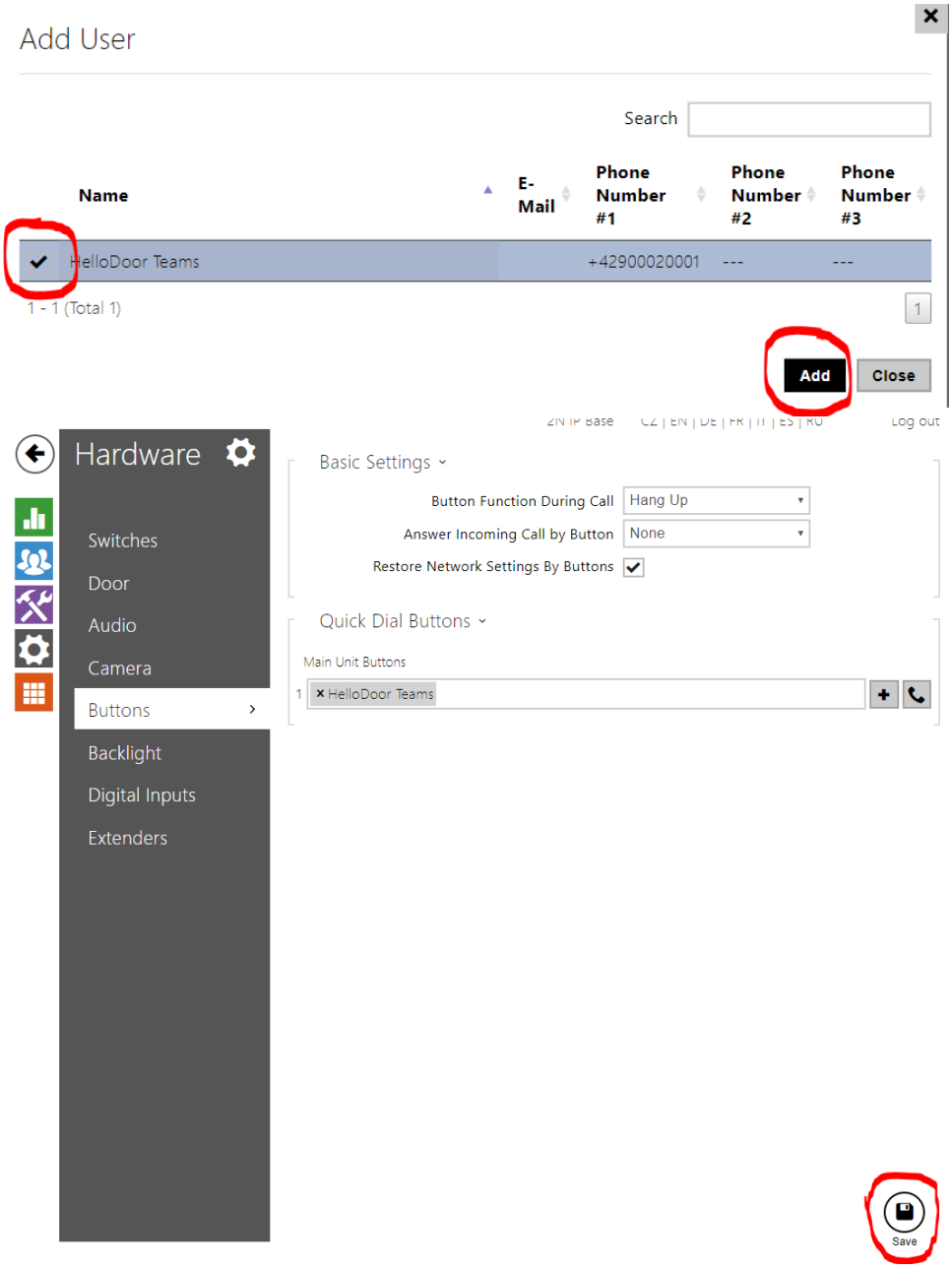
Create a user:



- 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.

Configure a button:





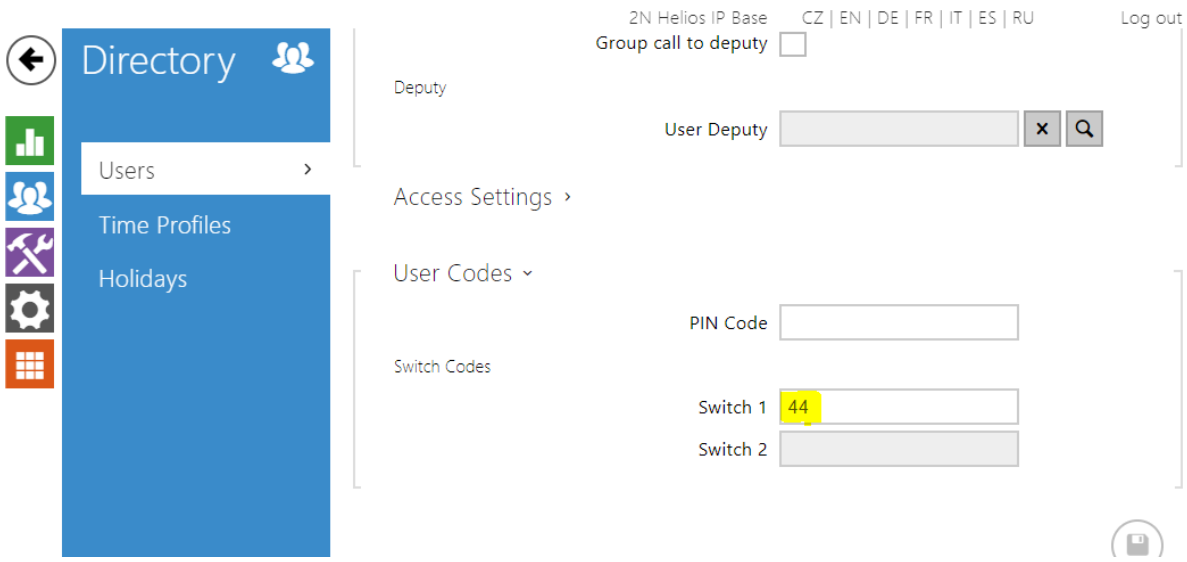
Optional configuration – Open doorlock

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:

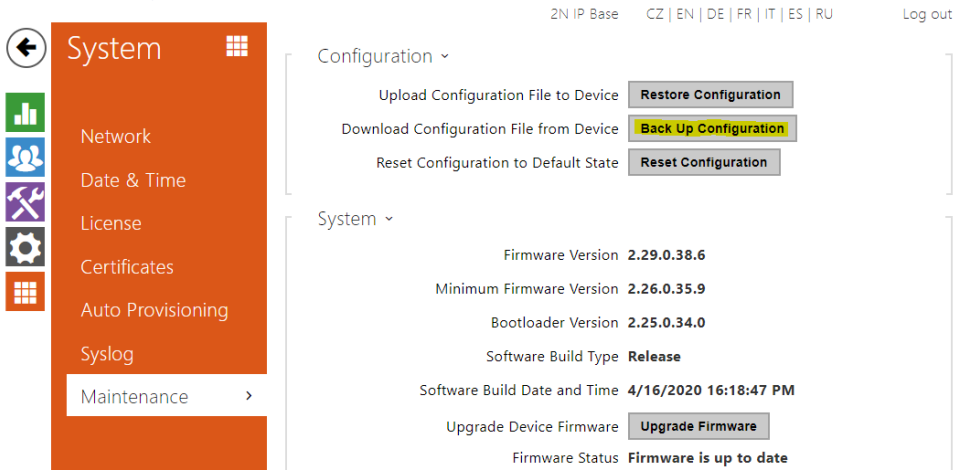
https://wiki.2n.cz/hipba/inst/latest/en/2-popis-a-instalace/2-3-elektricka-instalace

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



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

Take a backup:



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 Support2n@hellodoor.info.

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: https://www.2n.cz/en_GB/products/2n-helios-ip-eye
Config info: https://2nwiki.2n.cz/pages/viewpage.action?pageId=46173398

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.