2N
Helios IP communicator

Communicator for tablet · Aplication · Desktop · Customer portal · Sharing · Attendant · Mobility · Busy line · HD voice · Videocall · Chat · Presence · Easy call · Calling line · Unified communications · Call forwarding · Communicator for mobile · Anywhere · Programmable buttons · Hand group · Receptionist · Voice mail · Pickup groups · Free calling · Busy line field · Attendant · Video call · 3-way conferencing · Pickup groups · Parallel ringing · Chat · Calling line · Busy line · Virtual colaboration · Calling line · Desktop communicator · Mobility · Easy call · Attendant
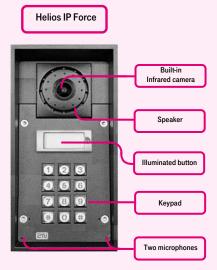
Before using the IP communicator

The package with the 2N® Helios IP Force door intercom that you have received from us contains the following: 2N® Helios IP Force door intercom, a frame of the respective colour and basic fixing elements. There are two installation options, either recessed or surface installed. If possible, opt for the recessed installation. The appearance is smarter, the product is more resistant to vandalism and safer. The set for recessed installation can be bought in advance so you can let us do the hard work. The set also brings the advantage of precise vertical alignment (with the maximum deviation of recessed box of 2°). 2N® Helios IP Force is connected to LAN via the UTP/STP cable (Cat 5 or higher category) with a RJ-45 plug (connector X11). The device features the Auto-MDIX function allowing for use of straight as well as crossover cables. Power can be supplied by an external 12V source via the X19 terminal; the device is compatible

Helios IP Vario

Illuminated name plates

Buttons

Helios IP Force

Built-in Infrared camera

Speaker

Illuminated button

Keypad

Two microphones

with the PoE 802.3af (Class 0 – 12,95W) technology and it may be powered directly from the local network via compatible network components. If your network does not support this, it is alternatively possible to use the PoE injector inserted between 2N®

Helios IP Force and the nearest network component. After you have installed all wiring, check grommets for tightness, if used, and also check the RJ-45 plug for being securely inserted in the on-board socket. Carefully install the front panel.

1. Making a call

By pressing the quick dial button on the base unit, you can make a call to the first 1, 2 or 4 positions (depending on the model type) in the telephone directory. Call establishment is signalled by a long interrupted tone or by other means depending on the configuration of the connected exchange. The telephone directory of 2N® Helios IP Force may contain up to 999 programmed positions. Quick dial buttons may only be used for dialling positions 1 to 4. Other positions may be dialled using the numeric keypad, if the Quick dial using numbers is activated. If the Telephone function is activated, it is possible to dial the telephone number entered by the user via the numeric keypad. If the function of automatic answering of an inbound call is deactivated, 2N® Helios IP Force will indicate an inbound call by loud ringing. Calls can be answered by pressing the * button and rejected by pressing the # button. This function is only available with models equipped with a numeric keypad.

2. Opening the door

2N® Helios IP Force is equipped with a switch designed for unlocking the door. The switch can be made by entering a valid code via the numeric keypad. Enter the numeric code using the numeric keypad and press the * button.

After a connection has been established, the door can also be opened by entering the unique code via the telephone.

3. Controls in general

Navigation buttons are used for quick dialling, dialling telephone numbers, and answering and rejecting calls. The 1-9 buttons are used for selecting presets or dialling specific numbers. Press the * button to answer the call, or # to reject the call.

4. Telephone directory

The telephone directory can be configured in the "General settings" –> "Telephone directory". The telephone directory may contain up to 999 items – positions. A position

of the telephone directory usually equals a user. It is possible to assign up to three telephone numbers to a position, i.e. a user. It is possible to browse through positions using arrows or entering a number of the position and pressing the **Go to** button located in the upper right corner. The first 54 positions (depending on the model) correspond with the quick dial buttons of 2N® Helios IP and the buttons on the connected extension modules. Other positions may be dialled via the numeric keypad, if 2N® Helios IP features one.

5. Profiles

Time profiles are used for setting up conditional calls to the numbers of individual users. If a user is not present, it is not necessary for 2N® Helios IP to establish a calls to such user's number; instead, it can automatically call other telephone numbers from the list or to the following number. One profile can be assigned to every user list. It is possible to create up to 20 profiles

(depending on the model) that may be shared by users. There are two versions of the profile validity condition. Either time bound by setting up a schedule, or manually by setting up activation and deactivation codes. If you need to use both functions at the same time, then both conditions must be made simultaneously.

6. Forwarding a call

Enter the telephone number of the line to which the call is to be forwarded to. If the call is not answered by the telephone number specified in 1st number cell, it will be automatically forwarded to the telephone number specified in 2nd number cell, etc. The time after which the call is to be forwarded to the next number is specified in the **Various settings** tab.

7. Volume

General volume sets up the general volume of the device. This setting affects the volume of the call and all sound signals. Sound volume. Sound volume sets up the volume of

.

calls. Signalling sets up the volume of sound signals used by 2N® Helios IP to indicate status changes. Key response volume sets up the volume of a tone generated when a key is pressed. Lock signal sets up the volume of the tone indicating door unlocking. Dialling tones set up the volume of dialling, ringing and busy tones, if generated by 2N® Helios IP. Ringing sets up the volume of inbound call signalling – ringing. Inbound calls are signalled, if the function of automatic answering of inbound calls is deactivated

Adaptive mode activates the adaptive mode of volume setting, which automatically sets the speaker volume according to ambient noise levels.

8. Language options

The language can be selected via the web interface of the device via the tab menu in the right upper corner.

.

9. Security

Use of the communicator requires the **premium user** licence. This licence can prevent unwanted calls outside the branch office from the premises outside the customer's company. Otherwise, there would be the risk of a large number of calls at the company's account without the company's awareness and approval.

This licence allows for restriction of all inbound traffic to the door communicator from outside, preventing entry of unauthorised persons after entering the unlocking code.

The customer should change the communicator password and keep it secret after installation.