2N

2N IP INTERCOMS & ONGUARD INTEGRATION

Configuration and User Manual

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Introduction

2N provides a range of intercom products supporting a flexible deployment with or without a central SIP exchange. This integration with OnGuard access control system allows 2N intercoms to be added to the OnGuard system giving the OnGuard operators the ability to control 2N intercom calls as well as receive 2N intercom events in the OnGuard Monitoring client. The 2N intercom integration also supports OnGuard flexible cause and effect rules via Global I/O linkage.

System overview

The following diagram shows the connectivity between OnGuard communication service and the 2N intercom devices. The 2N translator communicates over REST APIs directly to each device.

The port will depend on the configuration: non-SSL port **80** (http) or SSL port **443** (https) outgoing connection from OnGuard communicating server to the 2N intercoms.



2N Intercom basic configuration and prerequisites

There are several configurations needed to get 2N IP Intercoms working and calling with 2N Master Station.

LAN Connection Setting - 2N IP Intercoms

2N IP intercoms **must use static IP addresses** to communicate in direct mode – without the central SIP exchange.

Automatic IP address retrieval from the DHCP server is set by default in the **2N IP Intercoms**. Thus, if connected to a network in which a DHCP server configured to assign IP addresses to all new devices is available, the intercom will obtain an IP address from the DHCP server. The intercom IP address can be found in the DHCP server status (according to the MAC address given on the production plate).

Now enter the intercom IP address into your favourite browser. We recommend you use the latest Chrome, Firefox or Internet Explorer 9+ versions. **2N IP intercom** is not fully compatible with earlier browser versions.

Use the name: admin and password: 2n (i.e., default reset password) for your first login to the configuration interface.

The intercom requires a password change upon the first login. Strong passwords are only accepted - eight characters at least including one capital letter, one small letter and one digit.

For security reasons you are requested to change password to non-default value.	
Password must be at least eight characters long containing at least one uppercase letter, one lowercase letter and one numeric character. New Password	
CZ EN DE FR IT ES RU Change Close	

Remember the new password well or put it down just in case. Because if you forget the password, you will have to reset the intercom to default values (refer to the Installation Manual of your intercom model) and lose all your current configuration changes.

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If there is no DHCP server in the network or if you need to find out the IP address of your 2N IP Intercoms you could use free software **2N**[®] **IP Network Scanner** which can be downloaded from 2N web.

Or you can use the link below :

https://www.2n.cz/en_GB/products/2n-network-scanner

If 2N[®] IP Network Scanner cannot find any 2N IP intercom then please check if your 2N IP intercom is fully booted up and has an access to your network. 2N[®] IP Network Scanner can even find units that have a static IP address from a different IP address pool than your network is using. You can also change the IP address with the usage of the 2N[®] IP Network Scanner, just click on the 2N IP intercom with the right mouse button and use Config.

Once in the Weg GUI of the 2N IP Intercom, the IP address is set in section:



Uncheck the "Use DHCP Server" and in "Manual Settings" fill in the desired values according to your network setup, e.g.:

Γ	Manual Settings 🗸		
		Static IP Address	192.168.23.111
		Network Mask	255.255.255.0
		Default Gateway	192.168.1.1
		Primary DNS	192.168.23.5
		Secondary DNS	

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LAN Connection Setting - 2N Master Station

2N Master station is also by default using DHCP for automated network settings. The easiest way to change it is from the device touch screen.

Network Settings:

- Swipe down from the top of the screen to enter the control centre.
- Tap Settings → AdvancedSettings (default password: 2N or the password you already set using Web Interface) → Network → WAN Port/Wi-Fi Port/VLAN/Web Server/802.1x/VPN/LLDP/CDP/NAT to configure the network.

Setting calling between 2N IP Intercom and 2N Master Station

If you configure everything according to the following instructions you'll be able to automatically see video preview from intercoms when a call is received on the 2N Master Station as well as activate switches on 2N IP Intercoms which is necessary to rule OnGuard to open the Door. Additionally, you'll be able to call every 2N IP intercom in the same network.

2N IP Verso CZ | EN | DE | FR | IT | ES | RU Log out

IP addresses used in the example:

- 2N IP Intercoms: 10.27.24.2
- 2N Master Station: 10.27.5.211

2N IP Intercoms setup

1. After you log in to the intercom, go to Directory.

2N[®] IP Verso



۲	Directory	Ø	2+ Ø	2N IP Verso	CZ EN DE FR IT ES RU Search	Log out
.h	Users	>	Create new user.	≑ E-Mail	Accesses	
<u>8</u> 2	Time Profiles		15 v 0 records	No Us	ers	
X Ø	Holidays					

2.

Add a new user.

3. Name the user and enter a new phone number in this format: **sip:Master Station IP**. In this case, it's sip:10.27.5.211.

			2N IP Verso CZ EN DE FR IT ES RU	Log out
¢	Directory	<u>9</u>	▲ Back to List	
			User Basic Information ~	1
	Users	>	Name Master Station	
2 <u>8</u> K.H	Time Profiles		Photo	
	Holidays		E-Mail	
			Virtual Number	
			Add to Display >	L
			User Phone Numbers ~	1
			Number 1	
			Phone Number sip:10.27.5.211	
			Time Profile 💿 [not used] 🔹 O	
			2N® IP Eye Address	
			Group call to next number	

4. The **Phone Number (ID)** field is used to identify the intercom in the **Master Station** as well as in the **OnGuard**. This will allow you to call the intercom directly from the Stations' call log or get a video preview and door unlock button.

۲	Services	*	2N IP Verso CZ EN DE FR IT ES RU SIP 1 SIP 2 Calls Audio Video Local Calls Calling to ACS	Log out
	Phone	>	Intercom Identity ~ Display Name 2N IP Verso	
<u>~</u>	Streaming		Phone Number (ID) 1190	
	ONVIF		Domain 10.27.24.2	
2	E-Mail		Test Cali	
	Mobile Key		Authentication ~	
			7	

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5. If you'd like the intercom to pick up calls (from the 2N Master Station) automatically, change Call receiving mode (SIP1) to Automatic.

•	Services	*	2N IP Verso SIP 1 SIP 2 Calls Audio Video I	CZ EN DE FR IT ES .ocal Calls Calling to ACS	RU Log out
.h	Phone	>	General Settings >		
<u> </u>	Streaming		Incoming Calls ~]
$\mathbf{\wedge}$	ONVIF		Call Answering Mode (SIP1)	Automatic ~	
	E-Mail		Call Answering Mode (SIP2) Local Call Receiving Mode	Always Busy ~ Always Busy ~	
	Mobile Key		Pick up in	0	[s]
	Automation		Answer Incoming Call by Button	None ~	

6. The Master Station offers an "**Open Door**" button function. To use this, you should enter the intercom's **Switch Code** into the Master Station's configuration to open doors without having to enter this switch code manually. Firstly, this code must be defined in the intercom's configuration: Hardware>Switches>Switch#>Switch Codes or in Directory>Users>User#>User Codes.

_				2N IP Verso	CZ EN DE FR II ES RU	Log out
۲	Hardware ³		Switch 1 Switch 2 Swit	tch 3 Switch 4	Advanced	
.1	_		Switch Enabled			
	Switches	>	Output Settings >			
25 29	Door		Switch Control >			
	Audio		Switch Control >			
	Camera		Activation Codes ~			
	Buttons		CODE	ACCESSIBILITY	TIME PROFILE	
	Backlight		1 00	DTMF only ~	• [not used]	• 0
	Display		2	Keypad, DTMF 🗸	[not used]	• 0
	Digital Inputs		Distinguish on/off codes			

This code is referred to as "DTMF Code" later on in this manual.

2N Master Station setup

1. Configuration of the 2N Master Station is very straightforward. Pick one of the Door Phones from the Door Phone List and set it as follows:

Device Type: **2N**

Display Name: according to your preference

Phone Number: intercom's Phone Number (ID) – as configured above)

Unlock PIN: e.g. **00* – Don't forget the asterisk**. This PIN must be a valid code set in your intercom Switch settings.

- Full Screen: Disabled
- Send Audio: Enabled

Send Video: Enabled

Video Preview: Enabled

Auto Preview: Enabled

HTTP API Activation

Configuration is required on the 2N IP Intercom devices to allow the connection from OnGuard.

The procedure to set up the 2N devices is as follows:

• Under Services à HTTP API make sure all APIs are enabled and set to Digest Authentication. Connection type can be Secure (https) or Unsecure (http), the corresponding configuration must be set on the Communication Configuration parameters later.

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Services	*	Services Acc	count 1 Accou	Int 2 Account 3	Account 4 Account 5	<u> </u>
		T HTTP API S	ervices ~			
Phone		SERVICE	ENABLE	CONNECTION TYPE	AUTHENTICATION	
Streaming		System API	✓	Secure (TLS) V	Digest	~
ONVIF		Switch API	✓	Secure (TLS) V	Digest	~
E-Mail		I/O API	✓	Secure (TLS) 🗸	Digest	~
Automation		Audio API	✓	Secure (TLS) V	Digest	~
HTTP API	>	Camera API	✓	Secure (TLS) 🗸	Digest	~
User Sounds		Display API	✓	Secure (TLS) V	Digest	~
Web Server		E-mail API	✓	Secure (TLS) 🗸	Digest	~
Audio Test		Phone/Call API	✓	Secure (TLS) V	Digest	~
SNMP		Logging API	✓	Secure (TLS) 🗸	Digest	~

• Under one of the Account tabs, enable Account 1 that will be used to connect from OnGuard. Use the following **User Privileges** settings:

Account Enabled					
User Settings ~					
	Username	admin			
	Password	•••••	-		
L User Privileges ~					
DESCRIPTION		MONITORING		CONTROL	
System Access		~		✓	
Phone/Call Access		✓		✓	
I/O Access		✓		✓	
Switch Access				✓	
Audio Access				✓	
Camera Access		✓			
Display Access				✓	
E-mail Access				✓	
UID (Cards & Wiegand) Access		✓			
Keypad Access		✓			
License Plate Recognition				✓	
				Sava)

Accessory Add-On Installation

Copy the installers from the 7.6, 8.0, 8.1, 8.2 Accessory Add-On for the 2N TELEKOMUNIKACE package to the OnGuard system to be installed.

NOTE: Use the **setup.exe** to install the add on. **Updatedatabase.exe** is used only in the case of enterprise master where the table alone is to be updated for replication.

To install the add-on:

• Double-click on the setup.exe add-on installation file. The following warning notice appears:



• Ensure .NET framework 4.6.1 is installed on your system. If not, you can find the installer on the Microsoft website at:

https://dotnet.microsoft.com/download/dotnet-framework/thank-you/net461-webinstaller

• Read the license agreement and click on **Next** to confirm



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• The installation process will begin. When complete, click on **Finish** to exit.



OnGuard Configuration

2N Intercoms Configuration Application

The 2N integration for OnGuard includes a standalone configuration application to allow some global options to be set and to configure the communication settings per intercom device.

NOTE: this configuration should be performed before adding intercom devices in OnGuard.

The configuration application is located on the Communication Server where the 2N Translator is installed in the following path:

C:\Program Files (x86)\OnGuard\2NConfig\2NIntercomTranslatorConfig.exe

A shortcut will have been created by the add-on installation and can be found under **2N TELEKOMUNIKACE**:



NOTE: The application will need to be run as **Administrator**:



Once started the following window will appear:

2N Intercoms - OnGuard Integration Configurator - 🗆 🗙					
Global Settings					
Use SIP Proxy					
Log File Path	C:\ProgramData\Lnl\logs\2NTranslator.log				
Log Level	Wam V Max Log file Size (MB): 10				
DTMF Code	00				
Hardware Identifier	BFEBFBFF000906E9	Copy to Clipboard			
License Key					
Intercoms					
	Intercom Number 1	* *			
	IP Address				
	Use SSL				
	Ignore SSL Verification				
	Intercom Type	\sim			
	Usemame				
New Delete	Discover				
	Exit with	out Saving Save and Exit			

Global Settings

The following Global Settings are available:

Setting	Description
Use SIP Proxy	If the 2N system has been configured with an SIP Proxy / exchange enable this option. With this enabled, calls are made using the Intercom Phone Numbers (ID). If disabled, the calls are made using the SIP Intercom IP Address. Default is unchecked.
Log File Path	Location where the translator logging will be saved.
Log Level	Level to log to file. Default is Warn .
Max Log file size (MB)	Maximum log file size to output. The log file will overwrite when limit is reached.

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DTMF Code	Code to be used to generate specific open-door events in OnGuard. When a DTMF with this code is sent from a Master Station to an Intercom, the "Door opening requested by MS" event is raised rather than the Generic "DtmfEntered:" event. This can be used specifically to open OnGuard doors via Global Input/Output Linkage.
	This Code must match with "Switch Code" in 2N intercom configuration and "Unlock PIN" in 2N Master Station configuration.
Hardware Identifier	This string should be sent to your 2N distributor when requesting a License key for this integration to run. The license name is 2N [®] Plugin for OnGuard
License Key	Enter the license key file that will be generated by 2N on request

Adding Intercom Devices

The Intercoms section is used to define all intercoms that will be added to OnGuard and the communication parameters for each intercom.

To auto discover supported intercom devices:

• Click on **Discover**



• The Intercom list will populate with any intercoms that support 2N network autodiscovery.

NOTE: Only the IP address is discovered. Follow the next section to edit each intercom settings to add other communication parameters, e.g., username/password. Devices that don't support the auto-discover feature will need to be added manually.

To add an intercom:

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- Intercoms [0] û Intercom Number 1 + IP Address Use SSL \checkmark \checkmark Ignore SSL Verification intercom Intercom Type Usemame ... Delete Discover Password New
- Click on **New** and select the new intercom row in the list on the left to edit the settings:

• While selected enter the following settings:

Field	Description
Intercom Number	Enter the intercom number of the device. This must match the number configured on the 2N device and will be used when adding the device in OnGuard
IP Address	IP address of the 2N IP Intercom
Use SSL	If enabled, connection to 2N REST service will be via https, otherwise http
lgnore SSL Verification	Please enable if self-signed certs are used on the 2N devices.
Intercom Type	Select whether the device being added is a master station or substation intercom .
Username	Enter the username to connect to the REST API on the device
Password	Enter the password to connect to the REST API on the device.

- To add another device, click **New**, select the new entry and edit field as above.
- Once all devices have been configured, click **Save and Exit**.
- To delete an entry, select the row in the list and click **Delete**.

OnGuard System Administration Configuration

Configuration of 2N devices in OnGuard is done in the System Administration application. During this setup, intercom devices must be added that have already been predefined in the previous section. Master stations can be associated with operator workstations. Global Input/Output linkage can be configured to allow actions to trigger in OnGuard when 2N events are received.

Adding 2N Intercom Device

Intercom stations are added below a parent panel/exchange device in OnGuard. Although the 2N network does not require a central exchange, we need to add this parent device in OnGuard to allow the intercom stations to be added as child devices.

Follow this procedure to add the 2N intercom panel:

1. Open Intercom Devices... under Additional Hardware:



2. Under the first tab Intercom Devices click on Add:



3. Enter the Name:

N Interco	oms			nline
Location	Connection	Notes		
Worksta	tion:			Exchange address
DEREK	LAPTOP		Browse	1
DEREK			Browse	1
Intercom	LAPTOP exchange typ EKOMUNIKA	be: CE	Browse	1
Intercom	LAPTOP exchange typ EKOMUNIKA	be: CE	Browse	1

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4. Under Location:

- Enter/select the workstation where the Communication Service/2N translator will be running.
- Set Exchange address to any unique number.
- o In Intercom exchange type, select 2N TELEKOMUNIKACE.
- 5. Under **Connection**:
 - As there is no physical device at the panel level for 2N these settings, although required in OnGuard, are not used by the 2N translator. Therefore, any value can be used. E.g.:

Location	Connection	Notes	
Conne	ction type:		
(IPv4		~	
<u>I</u> P add	ess:	Port:	
10	. 10 . 0 .	2 3001	

6. Click on OK to save.



Adding 2N Intercom Stations

Follow this procedure to add Intercom Stations in OnGuard:

1. Open Intercom Devices... under Additional Hardware.

	A <u>d</u> o	ditional Hardware	Logical Access
3		<u>F</u> ire Panels	
ž		Intercom Device	5

2. Under the first tab Intercom Stations click on Add:

Intercom Stations

- 3. Fill in the following fields:
 - o Name
 - Select the Intercom device created in the previous section in **Intercom exchange**.
 - Enter the station number in **Communication Parameters**.

Intercom station name	:

2N Substation 102			
Intercom exchange:			
2N Intercoms			~
Communication Para	ameters tion number:	102	▲ ▼
Type:			\sim

NOTE: The Station number represents the number configured on the 2N intercom device. See this example from a 2N[®] IP Force device, where the station number is 102:





This same intercom number is used to select the entry in the previous <u>2N Intercoms</u> <u>Configuration Application</u> chapter that defines the communication parameters to that intercom:

intercoms		
 [1] 192.168.170.150 (master) [2] 192.168.170.151 (intercom) [32766] 192 168 170 153 (intercom) 	Intercom Number	102
[102] 192.168.170.152 (intercom)	IP Address	192.168.170.152
	Use SSL	
	Ignore SSL Verification	
	Intercom Type	intercom \checkmark
	Usemame	admin
New Delete	Password	**

See chapter "2N Intercom basic configuration and prerequisites" describing where this number is configured in 2N Intercoms.

4. Continue to add all intercoms to the Intercom Station list to define all the intercoms on your system

Intercom Devices	Intercom St	ations	Inte	rcom Functions
Intercom Statio	n	Num	ber	Intercom Exchang
2N IP Force		102		2N Intercoms
📫 2N IP Phone	D7A ma	1		2N Intercoms
📫 2n verso (192	2.168.170	2		2N Intercoms
💓 Dummy Inte	💋 Dummy Intercom		j	2N Intercoms
				20

Internet

Global Input/Output – Global Linkage

Global linkage allows actions to be triggered from events in OnGuard allowing many use case / configuration options.

Examples:

- 1. From a 2N event trigger OnGuard action Open an OnGuard door when DTMF code is sent from the master station to an active intercom call.
- 2. From other OnGuard events, trigger 2N intercom action.

To configure the DTMF code example:

• Open Global I/O... under Access Control:

Acc	ess <u>C</u> ontrol M <u>o</u> nitoring Video A <u>c</u>						
	Access Panels						
	Readers and Doors						
	Alarm Panels						
	Power Supplies						
	Modems						
	Timezones						
	A <u>c</u> cess Levels						
	Command Keypad Templates						
	Ar <u>e</u> as						
	<u>G</u> roups						
	Local I/ <u>O</u>						
	Glo <u>b</u> al I/O						
	EOL Resistor Configuration						
	Destination Assurance						
	Selective Cardholder Download						
	Elevator Dispatching						

• Click on **Add** and under Global Linkage set general options:

Open Door on 2N	DTMF				
Global Linkage	Input Event	Output Action			
World time zone (GMT) Greenw ✓ Daylight sav	e vich Mean Tim vings	e:Dubi 🗸	Event Times Hour(s) 0	stamp Toleran Minute(s) 3	ce Second(s) 0
Timezones					
Mways 🕺					
Mon-Fri 8-	5				
Logic correlatio	n time period: econds				

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• Under Input Event tab click Add:

Input Event Configuration				×
Event	^	^	Device	Туре 🔨
Gasoline Prepayment			LNL-1100 (Input Panel) NGP Demo Case Onboard I/O	Alarr Alarr
Generic Event			Default Area	Area
Get Lock Mode Success			2N IP Force	Inter
Global Linkage Action Failed Grant Last User (Override)		~	en verso (192.168.170.151) Dummy Intercom	Inter Inter ❤
<		>	<	>
Parameter Description Parame	ter		Transmitter:	
			Transmitter input:	nsmitters
			Badge number:	
Event text: Door openin	g requested by MS	~	<u></u> K	<u>C</u> ancel

• Select the **Device** on the right that will receive the DTMF event and select **Generic Event** in the **Event** list. In the Event text, enter **Door opening requested by MS**.

NOTE: The input event may be any event supported by the integration. See the <u>Alarm</u> <u>Monitoring</u> section that lists all possible events and their text generated by 2N.

• Click on **OK**, go to the **Output Action** tab and click **Add**:

r	Add Action Wizard		\times
iŗ	Category	Objects	
•	Action Types Action Group Library	Mask/Unmask Door Forced Upen Mask/Unmask Door Forced Open for Reader Group Mask/Unmask Door Held Open	
		• 같은 Mask/Unmask Door Held Upen for Reader Group • 같은 Moving Badges for APB Areas • 같은 Muster Mode Initiation	
		● not Reader Mode ● not Reader Mode Group ● not Reset Use Limit	I.
		💑 Run PTZ Tour	~
		Next > Cancel	

• Select the desired action, e.g., **Pulse Open Door** and click **Next**.

•	Pulse Open Door Properties		\times
F	Pulse Open Door		
	Reader Image: Demo Case LNL-2000 (HID Prox w/Keypad) Image: Demo Case LNL-2000 (LNL-2020w) Image: Demo Case LNL-2000 (Alternate Reader) Image: Demo Case LNL-2000 AWID LPSR-2400 Image: NGP Demo Case Door 2 Image: NGP Demo Case Door 1 Image: Demo Case LNL-1000 (LNL-2020w) Image: Demo Case LNL-1000 (LNL-2020w) Image: Demo Case LNL-1000 (LNL-2020w) Image: Demo Case LNL-1000 (LNL-2005w) Image: Demo Case LNL-1000 (Alternate Reader) Image: Demo Case LNL-1000 (Alternate Reader)	Controller Demo Case LNL-2000 Demo Case LNL-2000 Demo Case LNL-2000 Demo Case LNL-2000 NGP Demo Case Demo Case LNL-1000 Demo Case LNL-1000 Demo Case LNL-1000 Demo Case LNL-1000 Demo Case LNL-2220 Demo Case LNL-2220 Demo Case LNL-2220	
		OK Cancel Help	

- Select the door to be opened and click **OK**.
- Click **OK** to save the Global Linkage.

NOTE: The global linkages require the **LS Linkage Server** service to be running:

**W\$				
🌄 LS Linkage Server	The Linkage	Running	Manual	Local System
······································				· · -

The second example to trigger a 2N call action from any event in OnGuard.

1. When configuring the Output Action, select Intercom Call:

Category	Objects	
Action Types	📲 📲 📲	^
Action Group Library	📲 Change Network Video Password	
	📲 📲 Deactivate Badge	
	မကြီ Device Output	
	📲 📲 📲 🖓 📲 📲	
	្រ <mark>ីក្</mark> មិExecute Function List	
	្ម <mark>ក្រុ</mark> ំ Generate Event	
	എഫ് Grant/Deny Popup	
	💑 Intercom Call	
	📲 📲 Mask (Disarm) / Unmask (Arm) Mask Group	
	📲 Mask/Unmask Alarm Input	
	🚜 Mask/Unmask Alarm Input for Group	
	📲 Mask/Unmask Door	
	🚜 Mask/Unmask Door Forced Open	~

2. Then to create action to place a call select the from/to stations with the **Place call** option:

Intercom Call Properties			
Intercom Call			
From:		To:	
Intercom Station	Parenl	Intercom Station	Place call
 2N IP Force 2N IP Phone D7A master station 2n verso (192.168.170.151) Dummy Intercom 	2N Int 2N Int 2N Int 2N Int	 2N IP Phone D7A master station 2n verso (192.168.170.151) Dummy Intercom 	High priority

3. Or to create an action to end a call select from station with the **Cancel call** option

In	tercom Call Properties			:
F	Intercom Call			
	From:		To:	
)e	Intercom Station	Parenl	Intercom Station	O Place call
4	2N IP Force	2N Int	2N IP Phone D7A master station	High priority
	 2N IP Phone D7A master station 2n verso (192.168.170.151) Dummy Intercom 	2N Int 2N Int 2N Int	E Dummy Intercom Dummy Intercom	Cancel call

Associating a Master Intercom with an Operator Workstation

For the **Call Intercom** command to work in the Alarm Monitoring client, the configuration is required to be set from which intercom that call should be. Typically, this would be the master station that is at a particular client workstation.

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i.e., Command to call a selected intercom station:



To associate the master station with a workstation:

1. Open Monitor Zones... under Monitoring.



2. Select the **Monitor Stations** tab and select the workstation in **Monitoring** Assignments:

Monitor Zones Monitor Stations Event Routing					
Monitoring Assignments					
Workstation	Monitor Zone				
M DEREKLAPTOP	Default Zone				

3. Click on Modify and under **Intercom Station à Place calls from**: select the master station to be associated with the workstation:

Workstation:
 DEREKLAPTOP Browse
Queue Events When Logged Out
Alarm Forwarding Forward to:
None
Intercom Station Place calls from: 2N IP Phone D7A master station
Monitoring Zones
Monitor Zones
💞 Default Zone
📲 Demo Zone (Demo Case Only)
📲 Demo Zone (Demo Case & Video)

4. Click on **OK** to save.

Alarm Monitoring

The Alarm Monitoring application is where intercom status and events are displayed. Commands can be issued from the status view (call / end call).

The Alarm Monitoring has two main views Main Alarm Monitor and System Status Tree.

alarm Monitoring - Administrator Administrator	– 🗆 X				
<u>File Edit View Trace Configure Control Options Window H</u> elp					
<u>י אין אין אין אין אין אין אין אין אין אי</u>	a				
🐮 System Status Tree (all devices)					
V E Default Zone					
2N IP Force					
2N IP Phone D7A master station					
Dummy Intercom					
Demo Case LNL-2220 (software connection error) NCD Demo Case (software connection error)					
V NGP Demo Case (software connection error)					
Noview - U.A. Store count 0. 0666 count 20. Mark count 0.					
Viewing: all Active count: 0 Offline count: 20 Mask count: 0					
🖄 Main Alarm Monitor					
Alarm Description	Time/Date 🔺				
Call Ended CallStateChanged: Direction: incoming. State: terminated. Peer: sin:192.168.170.150.	Reason: normal 11:40 11/11 Reason: normal 11:40 11/11				
Communications Lost	11:39 11/11				
S Call Established	11:39 11/11 11:38 11/11				
CallStateChanged: Direction: incoming, State: connected, Peer: sip:192.168.170.150	11:38 11/11				
Incoming Call Call to an Open Subscriber	11:38 11/11 11:38 11/11				
 CallStateChanged: Direction: incoming, State: ringing, Peer: sip:192.168.170.150 	11:38 11/11				
Call Ended	11:37 11/11				
<	>				
Selected alarm: Door opening requested by MS Sort criteria: Time	e/Date (Descending) Pending: 11 Total: 204 ,;;				
∰Main Alarm Monitor 🕼 System Status Tree (all devices)					
Ready	Connection errors: 2 Offline controllers: .;;				

Main Alarm Monitor

The Main Alarm Monitor displays all the intercom events generated by the master and substation intercoms.

The following list of 2N Events are supported in OnGuard:

Events based on call state change (all intercoms):

State Change	OnGuard Event
Call Ended	Intercom Event à Call Ended
Call Initiated/Outgoing Call	Intercom Event à Call to an Open Subscriber
Call Connected/Active	Intercom Event à Call Established
Ringing/Incoming Call	Intercom Event à Incoming Call
On Hold	Intercom Event à Hold (master station only)
Online	System Event à Communications Restored
Offline	System Event à Communications Lost

Events from substations:

2N Event Type	OnGuard Event	Event Text
DeviceState	Generic Event	DeviceState: [State ?]
AudioLoopTest	Generic Event	AudioLoopTest: Result ?
CodeEntered	Generic Event	CodeEntered: Access Point: ?, Direction: ?, Code: ?, Valid: ?, UUID: ?
CardEntered	Generic Event	CardEntered: Access Point: ?, Direction: ?, Reader: ?, Valid: ?, UUID: ?
InputChanged	Generic Event	InputChanged: Port: ?, State: ?
OutputChanged	Generic Event	OutputChanged: Port: ?, State: ?
SwitchStateChanged	Generic Event	SwitchStateChanged: Switch: %d, State: ?
CallStateChanged	Generic Event	CallStateChanged: Direction: ?, State: ?, Peer: ?[,Reason ?]
TamperSwitchActivated	Generic Event	TamperSwitchActivated: [State ?]
LoginBlocked	Generic Event	LoginBlocked: Address: ?

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UserAuthenticated	Generic Event	UserAuthenticated: Name: ?
CardHeld	Generic Event	CardHeld: Access Point: ?, Direction: ?, Reader: ?, Valid: ?, UUID: ?
SilentAlarm	Generic Event	SilentAlarm: Access Point: ?, Name: ?
FingerEntered	Generic Event	FingerEntered: Access Point: ?, Direction: ?, Valid: ?, UUID: ?
MobKeyEntered	Generic Event	MobKeyEntered: Access Point: ?, Direction: ?, Valid: ?, UUID: ?
UserRejected	Generic Event	UserRejected: Access Point: ?, Name: ?, Reason: ?
DtmfEntered	Generic Event	If the code matches the configured DTMF Code:
		Door opening requested by MS
		Otherwise:
		DtmfEntered: Code: ?, Type: ?, Valid: ?
ApLockStateChanged	Generic Event	ApLockStateChanged: Access Point: ?, State: ?
RexActivated	Generic Event	RexActivated: Access Point: ?
LiftStatusChanged	Generic Event	LiftStatusChanged: Module: %d, Ready: ?
SwitchesBlocked	Generic Event	SwitchesBlocked: [State ?]
DoorStateChanged	Generic Event	DoorStateChanged: [State ?]
DoorOpenTooLong	Generic Event	DoorOpenTooLong: [State ?]
UnauthorizedDoorOpe n	Generic Event	UnauthorizedDoorOpen: [State ?]
LicensePlateRecognized	Generic Event	LicensePlateRecognized: [State ?]
LiftFloorsEnabled	Generic Event	LiftFloorsEnabled: [State ?]
RegistrationStateChang ed	Generic Event	RegistrationStateChanged: [State ?]
HardwareChanged	Generic Event	HardwareChanged: [State ?]
MotionDetected	Generic Event	MotionDetected: [State ?]

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NoiseDetected	Generic Event	NoiseDetected: [State ?]
AudioLoopTest	Generic Event	AudioLoopTest: [State ?]

System Status Tree

The system status tree shows the current state of the intercom devices and allows commands to be issued to the intercoms.

The following states are supported in the Alarm Monitoring client:

Device	States	Description
Intercom Device	.Online	Driver running/normal
	M Offline	Device will show offline if
		disabled, Communication
		Service is not running or the
		License Key missing or
		incorrect.
Intercom Station		Normal/connected
	🐱 Not running	Driver not running/disabled.
	×	No connection to intercom
		station
	(status: queued)	Ringing/Calling
	(status: call connected)	Active call

The following commands are supported:

Place call

This command allows an operator to place a call from the selected device:



The following windows appears:

1.00	a connection error)
	Place Intercom Call from 2N IP Force [102]
	Station number:
1	High Priority
	OK Cancel

Enter the station number to be called and click OK.

NOTE: High Priority option is not supported for 2N.

A call will be made from the selected intercom to the station number entered.



Call Intercom



This command calls the selected intercom from the master station associated with the operator's workstation (see <u>Configuration</u> section for configuration steps).

lescription		OK	1	
Alarm Monitor		OK		
Viewing: all Active count: 0 0		successionly sent request for intercom call.		
		5		
	Alarm M	onitoring	Х	
🛃 NGP Demo Case (software co	mastion	errer)		
🛃 Demo Case LNL-2220 (softwa	are connec	tion error)		
🔀 Dummy Intercom				
😬 2n verso (192.168.170.151) (status: q	lueued)		
2N IP Phone D7A master	station (st	atus: queued)		

The call is initiated from the workstation associated intercom to the selected intercom.

End Call

	2N IP Force			
	Phone D7A master stat	tion (status: call connected)	
	🝽 2n verso (192.168.170.151) (s		Ashroudadaa	h.
	🔀 Dummy Intercom		Acknowledge	L
K	Demo Case LNL-2220 (software		<u>T</u> race	L
K	NGP Demo Case (software conn		Update <u>H</u> ardware Status	l
			<u>P</u> lace Call	L
			Call Intercom	L
V	/iewing: all Active count: 0 Offli		<u>C</u> ancel Call	
А	larm Monitor		Vie <u>w</u> Map	

This command will end the call on the selected intercom.

NOTE: Update Hardware Status command on the devices is not supported/required as the devices are being continually polled and any connection status change will be immediately shown in the Alarm Monitoring application.

View Map



If the devices have been added to a map clicking on View Map will open the map.



NOTE: the device on the maps supports the same right-click menu for commands, e.g., Place Call... to an intercom station:



Status of the intercoms are also reflected on the map:



Known Issues / Limitations

- Holding calls for master stations from the OnGuard UI is not supported.
- It is not possible to configure custom icons for intercom objects in OnGuard.
- The Intercom Device/Exchange (Panel) for 2N is a virtual device and does not represent actual hardware as the 2N network is peer to peer. Therefore, there are no supported states for the Intercom Device. Only offline will be shown if the license key has not been configured or is incorrect.

Troubleshooting

The 2N translator logs are output the following location by default:

C:\ProgramData\Lnl\logs\2NTranslator.log.

This location and logging level are configurable in the 2N Intercom Configuration application.

lssue	Resolution	
2N parent device offline	 Confirm a valid License key has been acquired from 2N Intercoms 	
	• Paste the License key into the 2N Intercoms Configuration application and click on Save & Close.	
	 Restart the "LS Communication Server" service (or Disable and Re-enable the Panel to restart the 2N translator) 	
2N Intercom station offline	• Check the 2N Translator logs for any communication errors.	
	• Confirm there is IP connectivity from the Communication Server to the 2N IP Intercoms.	
	• Check the connection parameters are correct: IP Address / SSL / username / password.	
	• Confirm prerequisites on 2N intercom stations have been carried out.	

Visit 2N FAQ section for dealing with troubleshooting issues: FAQ

To create a ticket with 2N Technical Support team, please <u>use this form</u>. 2N Technical Support is also available during business hours through live chat with on call technicians directly on the company website at <u>2n.com</u>

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