



**CONTROL YOUR DOOR**  
even when you are not home  
with **Mobile Video**

**User guide**  
for Android phones

**passotel**

Passotel DESIGN Video

# GETTING STARTED

Download the app



**Congratulations for choosing the Mobile Video service!** You can now be available for your guests 24/7, even if you're not at home.

To use **2N Mobile Video**, you first need to download the app from **Google Play**.



Log in



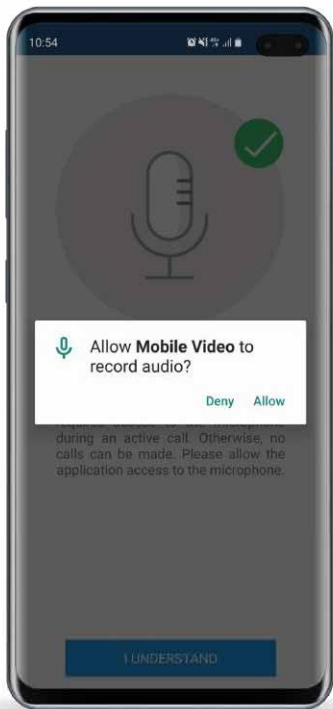
Log in with the **credentials** or press **SCAN DATA** below and scan the **QR code** received by mail or email.

To scan a QR code, you must first allow the app to access to the phone's camera.



# A FEW MORE NECESSARY STEPS

## Grant the app all permissions

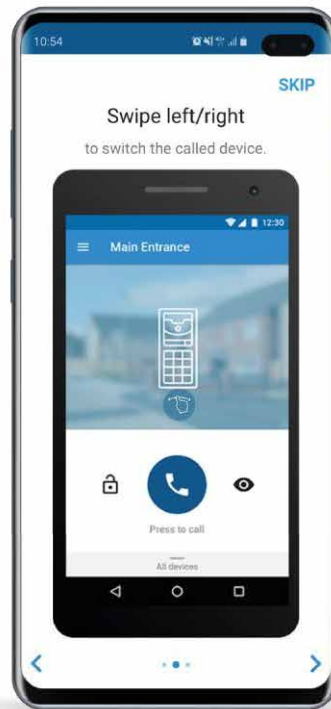


The app will prompt you to allow access to your **phone's microphone** and its **storage** so that images from the camera can be collected during a call. It will also ask you to **manage phone calls** so that you don't have two concurrent calls.

You can change your choice later in the app's configuration.



## Get familiar with the screen



**The first time you login**, the app will provide you with a **3-screen tutorial**.

Just review and swipe each screen and finish by **tapping on «I UNDERSTAND»** to enter the app's interface.



# HOME PAGE

**Menu** to enter app's call log, configuration and contacts

**Name** of the selected intercom

**Open the door or activate one or more switches** on the chosen intercom (e.g. gate, main door), without receiving a call

Make a **call** to the selected intercom \*

**Select a device** assigned to the phonebook to which you want to make a call by swiping up the screen. Either several entrances on one site, or several sites accessible straight from your smartphone.

Use to **view the camera feed** from the intercom with the app's microphone muted and have a constant overview of what is happening outside your house \*



**\* Note:** In some cases these functionalities are not activated due to privacy restrictions.

# MENU

Return to the **Home page** of the selected intercom from Call Log or Configuration screens

Display a list of **received and missed calls from the intercom** on your mobile phone with a picture of the caller



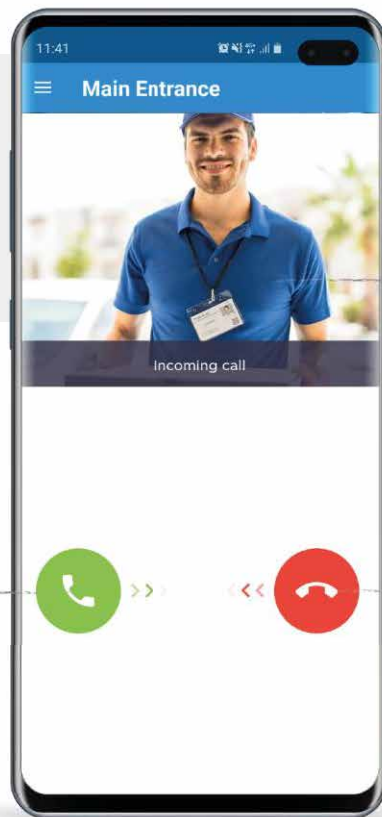
**User account number**, you need one valid account for every devices smartphones and/or tablets in use.

**Change settings**, such as access to phone's microphone and its storage.

# INCOMING CALLS

Incoming calls are accompanied by a **video preview from the intercom's camera.**

This will help you to decide whether you wish to communicate with the visitor or not.



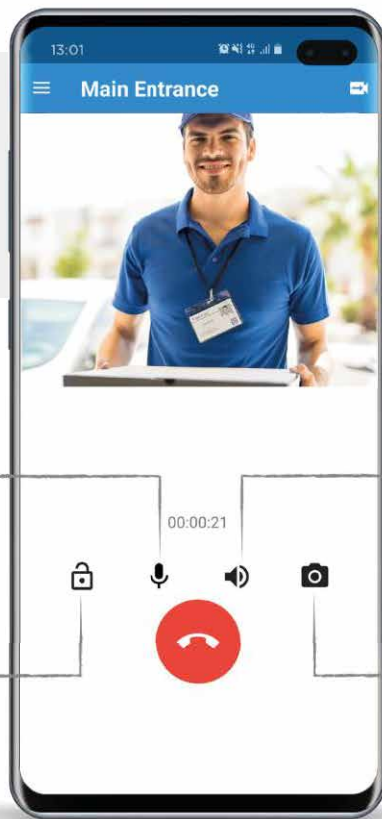
Video preview before picking up the call

Answer the call by sliding to the right

Reject the call by sliding to the left

# ACTIVE CALLS

Once you've accepted the call, you can see and **talk to your visitor**. At this point, you have several options such as opening the door, taking a picture of the caller and changing the audio selection (phone/speaker/mute).



Mute the microphone

Put the call on speaker

Open the door

Take a picture of your visitor (you have to allow access to photos app)

# ACTIVATING THE SWITCHES

Open the door or activate the switches remotely

Choose if you want to **unlock the selected** door or **activate other switches**



Mobile Video allows you not only to open the selected door, but also to **activate other switches** (please contact us to enable this functionality). You can turn on the lights, unlock a parcel box locker or trigger an alarm from your mobile phone.

To increase security, you have to confirm which door do you wish to open.

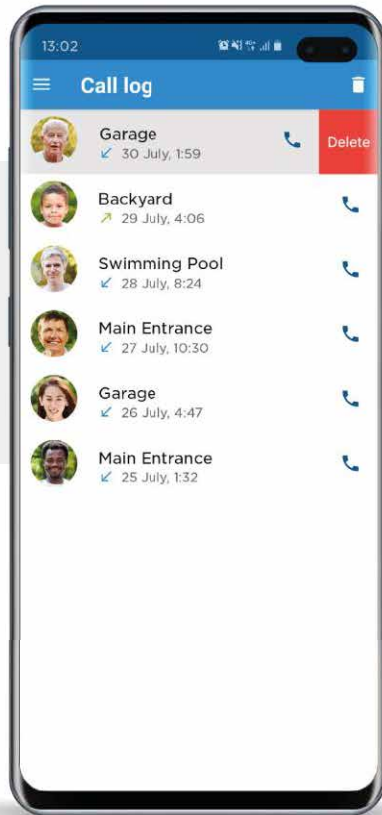


# CALL LOG

See a complete list of incoming and outgoing calls

Incoming calls are accompanied with **up to 3 snapshots from the camera**. Click on the image in the call log to view other snapshots.

On request, Passotel DESIGN can send, **visitor's images to your email** for all unanswered calls.



Delete full call history

Delete call entries (slide to the left on a chosen item)

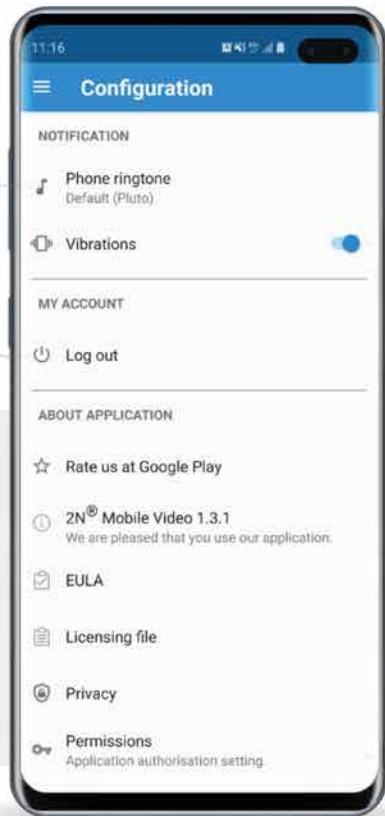
# CONFIGURATION

Set up the app according your preferences

Select a **ringtone** that you like from your phone's sounds

**Log out from the app** whenever you want to stop receive calls on this device until you log in again.

**When logged off** from a smartphone app, you could still receive **Intercom calls on other registered devices** (either dialed land and/or mobile phones numbers, additional Mobile Video accounts, desktop or wall mount dedicated terminals, or a combination of those).  
Allowing a particular user a DND - **Do Not Disturb mode while working or travelling**, etc...  
We could also configure a particular user to receive **only calls at particular days & time** (for instance only outside business hours and week-ends). Please contact us for any query.



**Allow or turn off vibrations** during an incoming call

**Requirement:** Mobile Video service require one (or several) smartphone(s) or tablet(s) device(s) with either Android V5 or newer OS or iOS 11 or newer, and the 2N Mobile Video application installed. Device must be connected to the internet via Wi-Fi or a 3G, 4G ou 5G mobile data connection. (The service may not function correctly with slower mobile data connections.) Please make sure your data plan allow for local and roaming data usage in order to receive your visitors video calls. If necessary contact you telecom provider.  
**Reliability:** Under normal conditions service reliability is 99% (the service is not guaranteed).

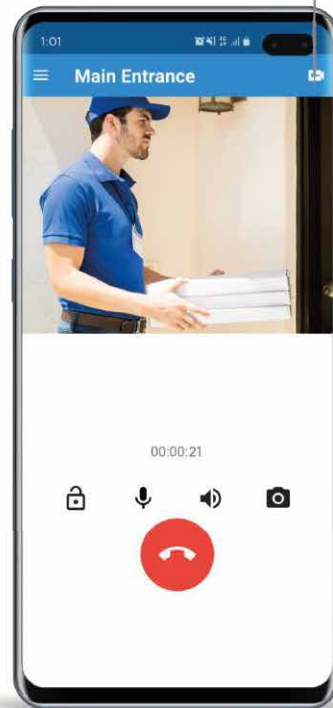
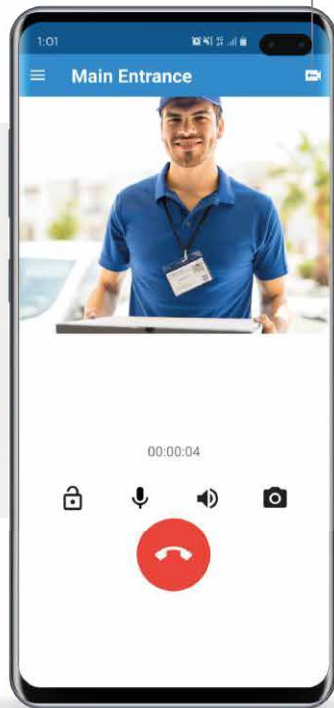
**Change permissions** used by the app

**Note:** Shall you have any inquiries please contact us:  
Email to: [info@passotel.ch](mailto:info@passotel.ch) Or call: +41 22 770 56 30

## OTHER USEFUL FEATURES

Try advantages of an external camera

Optionally, you can access an **external camera through your Mobile Video app**. This gives you the advantage of monitoring a wider area in the front or after the gate. Or within a building entrance to check visitors and deliveries. For more information contact us.



Switch between the intercom camera and an external camera

Discover ubiquity thanks to  
**Mobile Video**



**passotel**

[www.passotel.ch](http://www.passotel.ch) | [info@passotel.ch](mailto:info@passotel.ch) | +41 22 770 56 30