



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

User guide
for iPhones

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 **App Store**.



Log in



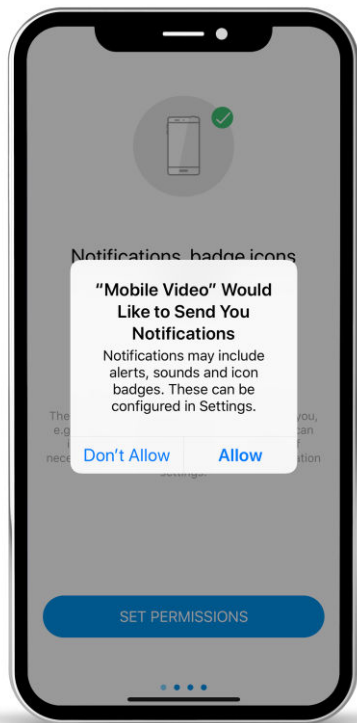
Log in with the **credentials** or press **SCAN DATA** below and scan the **QR code** received by mail or email.

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

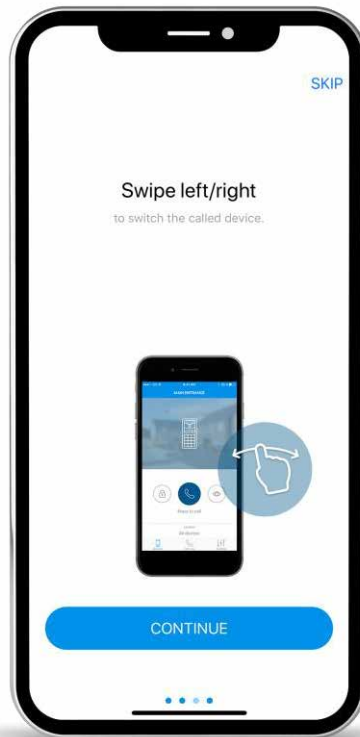


The app will prompt you to **enable notifications and allow access to your phone's microphone.**

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 **2-screen tutorial.**

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



HOME PAGE

Name of the selected intercom

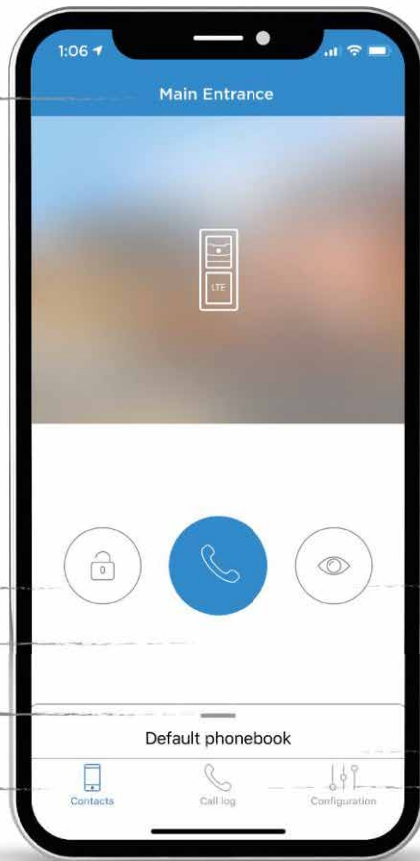
Make a **call** to the selected intercom *

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

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.

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



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 *

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

Change settings, such as video preview before answering a call or notification settings

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

STANDARD INCOMING CALLS (NO PREVIEW)

a) Call notification - Standard



There are two options for incoming calls. Each app is automatically set to **Standard** mode, which means that when you receive a call from your intercom, you'll see the same screen as you're used to on a standard phone call.

This mode **doesn't provide video preview** before picking up the call.

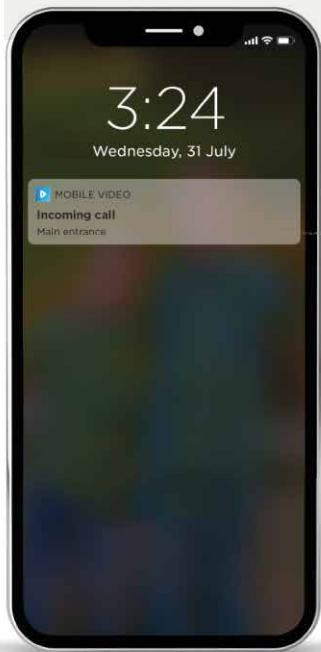
Reject the call

Answer the call

INCOMING CALLS WITH VIDEO PREVIEW (RECOMMENDED)

b) Call notification - Notification

If you wish to have video **preview before picking up the call**, you have to select **Call notification** mode in the app's configuration. When someone calls you, a notification will pop up and you have to tap on it.



Tap on the notification

Reject the call

Then you'll see the video preview of your visitor and can decide if you want to take the call.



Answer the call

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).

Open the door

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

Mute the microphone

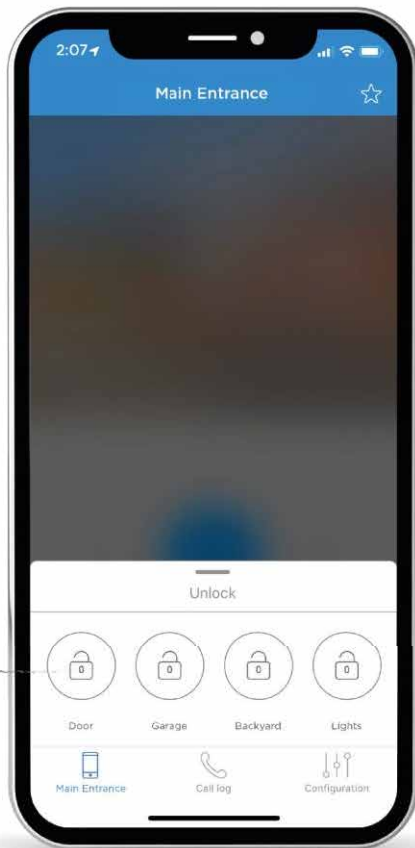
Put the call on speaker



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.

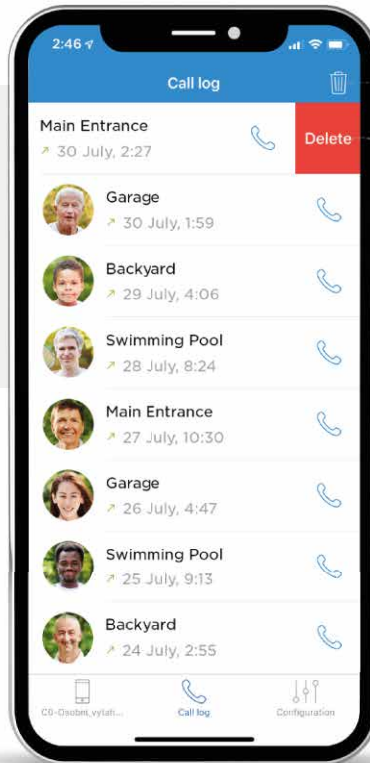
To increase security, you have to confirm which door do you wish to open.

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

Allow or turn off vibrations
during an incoming call

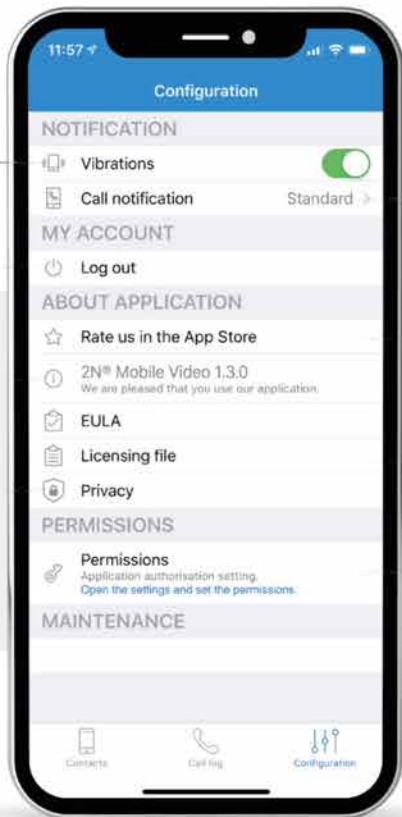
Log out from the app whenever
you want to stop receive calls
on this device until you
log in again.

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.

Note: Shall you have any inquiries please contact us:
Email to: info@passotel.ch or call: +41 22 770 56 30



Set incoming call to **Standard** or **Notification** mode (with camera preview) according to your preferences

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).

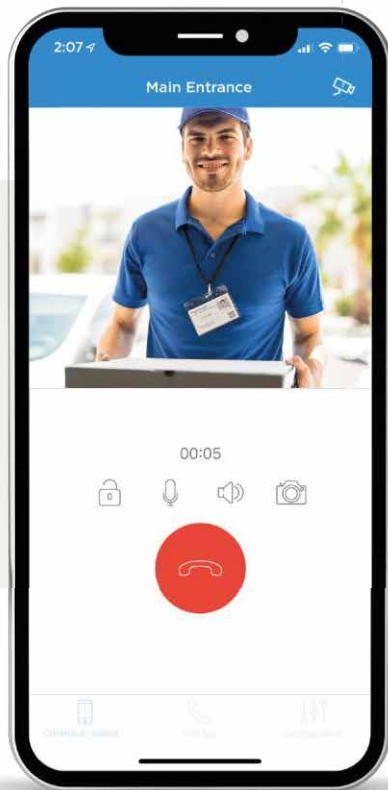
Change permissions used by the app

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

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