



My2N

User Manual

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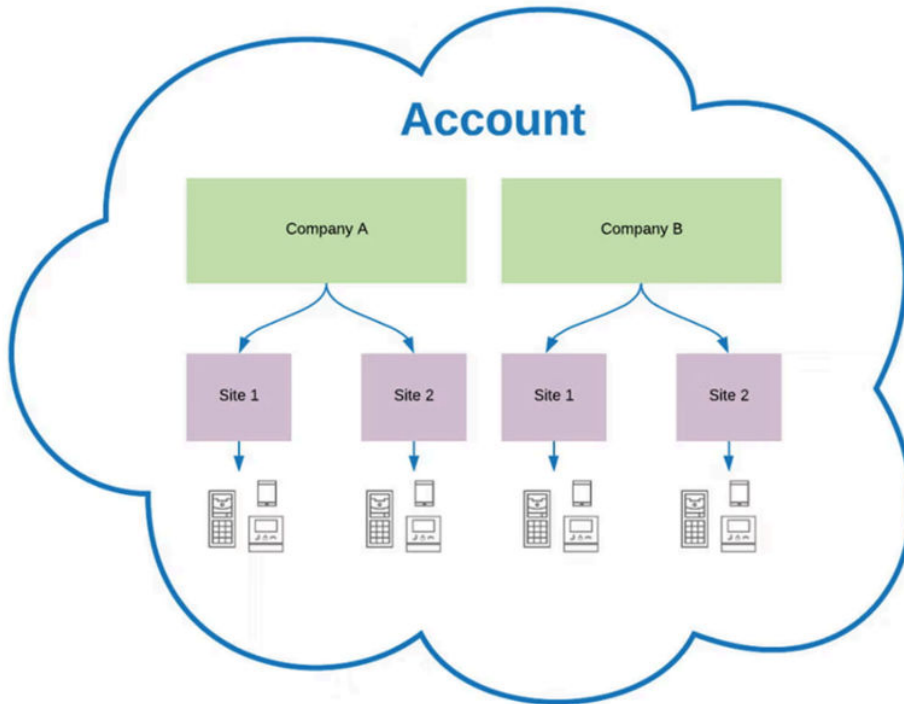
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My2N Basic Settings

This section describes the basic My2N platform settings for adding devices and users.

My2N Structure

Companies, **Sites** and **Apartment**s form the basic structure of the **My2N** platform. This hierarchy allows for a clear separation of individual installations and their management from **one account**.



- **Company** represents the top-level organizational unit where **billing data** is stored and from where **all subordinate** sites are managed.
 - You can create multiple **sites** within a **Company** . You can also create a brand new **Company** .
 - Each **Company** has **billing data** of its own.
 - A **Company** will be created automatically after registration.
 - You can switch between the **companies** in the **Company** tab in the left-hand upper corner of the **My2N platform**.



TIP

It is recommended that the administrators keep **just one company** and **create a new site** for each installation. Exceptionally, a new company needs to be created instead of a new site if:

- Different billing data (billing address) is required for a new installation – billing data is defined separately for each Company.

- **A Site** represents the specific physical site where the **devices** are located. You can create multiple **sites** within a single company – each with its own **settings, devices** and **users**. This structure makes it easier to manage multiple objects from a single interface.
 - Site contains **devices, users** and **apartments**.
 - A site can only be created **within a specific company**.
 - Calls between the devices can only be made **within a specific site**. You cannot call **between the sites**.
 - You can switch sites in the **sites** tab in the left-hand upper corner of the **platform**, you can click them in the Apartments section in the My2N app.
 - **Site Type** is determined by the **payment model**. The options are **Residential** and **Commercial** site types.
 - **Residential Site Type** is used for **apartment buildings** or **family houses**. By selecting the Residential site type, you choose to pay **paid services in My2N** for the **apartment**.
 - The limits are **4 devices** per **apartment**, including **smartphones** or **third-party devices** for which the **Site Admin** must purchase a **subscription**.
 - Each **answering unit (2N answering unit, smart phone or third party device)** must be assigned to an **apartment**.
 - When you add a new **intercom** from **2N** or **AXIS** and **answering unit** from **2N** or **AXIS**, you will receive a **free 2N Mobile Video** license for the apartment.
 - Each apartment has a designated **Apartment Administrator**.
 - **Commercial Site Type** is used for **office buildings, mixed-use buildings** or any other building that does not meet any of the listed uses. By selecting the Commercial site type, you choose to pay **paid services in My2N for the device**.
 - These paid devices are **smartphones, tablets, third-party answering units, third-party IP phones**, but also 2N IP Handset, 2N IP Phone D7A and 2N SIP Speaker Horn.
 - **Apartment** interconnects the end **users** with **specific devices** and their services, such as **calling** or **access**.

Registration

You must first **register** to use **the My2N platform**. Registration is done through a web browser at my2n.com.

1. Open My2N.com.
2. Click **Create My2N Account**.
3. Fill in the required information, check consent and verify via **reCAPTCHA**.
4. Click **Create Account**.
5. Open the activation email message.
6. Click **Activate Account**.
7. Enter a new password into **New Password**.
8. Click **Activate Account** again.

Once the account is activated, the **Default Company** will automatically be created with the name you entered. The platform will then offer you to create a site.

Creating site

1. Name the site in **Site name**.
2. Select **Site language**.
3. Click **Next**.
4. Select **Country, Region and ZIP / postal code**.
 - a. You can set specific site information to better understand the users. This information is optional and can be added later.
5. Click **Next**.
6. Select **Site Type**.
 - a. The choice of the site type has a direct impact on the subscription fee, refer to [My2N Structure \(p. 4\)](#).

7. Click **Next** again.
8. Select **Site subtype**.
 - a. The choice does not affect the subscription fee, it is an informative choice.
9. Click **Create Site** for confirmation.

Your site has now been created. We recommend that you set up two-factor authentication once you have created the site.

Two-Factor Authentication

Two-factor authentication provides an additional layer of security for system integrators and company administrators.

Prerequisites:

- Pre-installed **authentication application** on your **phone** (e.g. **Google Authenticator** or **Microsoft Authenticator**).
1. Click your **account** in the right-hand upper corner and select **My Profile**.
 2. Click **Enable Two-Factor Authentication** in **My Profile**.
 3. Click **Next**.
 4. Scan the **QR code** using your **phone**.
 5. Enter the code from the **authentication application** into **Authentication Code**.
 6. Click **Save**.
 7. Enter your password into **Current Password**.
 8. Click **Save** again.
 9. Copy the **Two-Factor Recovery Codes** and store them safely.
 10. Check **Codes are copied and stored securely**.
 11. Click **Confirm Codes** for confirmation.

Two-factor authentication is now functional.



IMPORTANT

Refresh these codes regularly for maximum security. You can do so at any time.

Subscription

You get a free 30-day trial of 2N Mobile Video upon your first registration. During this trial period, you can test all its features with an unlimited number of devices. We recommend continuing with the free trial before purchasing the first paid subscription. View your current account status in **Dashboard**.

Credit System

Purchasing a subscription will create a **credit pool**. Each month, a **certain number of credits is deducted** from your credit pool. A **monthly subscription** for **1 apartment** requires **1.5 credits**. The credit pool is replenished through **regular payments with your credit card** or **vouchers from your distributor**.

If the amount of credits **does not cover** the subscription for all of your paid devices **for the next month**, you will be notified thereof via **Dashboard** and prompted to make a purchase.

The amount corresponds to the number of active devices with the 2N Mobile Video service at the beginning of the month. The purchased credits are immediately **deducted** to cover the subscription for the **current month**. Therefore, the number of credits in the pool **is usually zero**. If provided by the distributor, the credits are deducted to cover your subscription for at least one year.

Billing Data

Before you activate your subscription, remember to fill in your billing data.

1. Select the desired **Company**.
2. Go to **Billing Data**.
3. Click **Edit Billing Data**.
4. Complete the mandatory data.
5. Click **Save Changes**.

Subscription Purchase

1. Select the desired **Company** and **Site**.
2. Go to **Subscriptions, Licenses**.
3. Select 2N Mobile Video.
Click **(View prices)** for information on pricing for the service.
4. Select the desired subscription type and check **Recurring Payment**.
5. If you need an invoice order, fill in **Your Order**.
6. Check the mandatory fields:
 - a. I agree that this purchase includes an immediate download of the digital content and I acknowledge that I thereby forfeit my right to cancel the contract upon completion of the purchase.*
 - b. I agree with the [My2N Cloud Agreement](#) and have read the [Consumer Information](#).
- 7.



CAUTION

By ticking the checkboxes and making payment, you waive your right to withdraw from the contract within the time limit set by law. Refer to **Terms and Conditions** for more information.



NOTE

The VAT fee is included in the price as a standard. To purchase without VAT, please contact our customer service (for example, to verify your VAT number). This process is necessary for fraud protection. It is required to prove the identity of the buyer. Please refer to **Terms and Conditions** for more information.

8. Click **Order with obligation to pay**.
The next step gives you an overview of your payment details. Please double check them. **Direct payment from the account is currently only possible with a credit card.**



NOTE

If you do not want to use your credit card, you can purchase a voucher from one of our distributors. See [here](#) to find out how to use a voucher.

9. Click **3D Secure Payment**.
10. Complete the mandatory data.

Once the payment has been successfully completed, **Thank you for your payment** will appear on a new tab. You can close this tab. **An invoice for payment** will be sent to your email.

In the **Dashboard** section, you can check whether your payment has been processed and your service is **active**. You can see the total cost of the payment, as well as details of when the next payment will be made.

In the event that the payment **has not been processed for any reason**, e.g. an expired **credit card** or **low balance on your account**, you will be notified **by email**. You will have 3 days to resolve the issue, during which the service will still be **active**. After this period, the service **will be deactivated**.

Devices

The **My2N** platform enables remote management of different types of devices across the entire installation. To ensure the functionality of such services as calling, mobile app access or integration with other systems, add the device to the platform first.

In this section, you will learn which types of devices can be added to the platform, how to add them successfully to the system and how to properly configure the device to use 2N services.

Adding 2N Devices

Follow the procedure below to add **2N devices**:

1. Select the location to which you want to add the device on the **Company** and **Site** tab.
2. Go to **Devices**.
3. Click **Add Device**.
4. Click **2N Devices**.
5. Complete the mandatory data.
 - a. The **serial number** and **security code** can be found on the certificate inside the product package.



- i. Alternatively, you can click **SCANNING QR CODE** and point your laptop or phone camera at the certificate to easily fill in the two pieces of information.
 - ii. See [here](#) for the instructions for obtaining the **serial number** and **security code** in case you do not have the certificate from the device you are adding.
 - b. We recommend checking **Remember Security Code** to allow the connection to be automatically restored in case of accidental disconnection.
 - c. **Device Name** can be arbitrary – e.g. according to the Site of the device, but it must not be the same as that of another device.
 - d. If you are adding an **answering unit** or **access reader** to a Residential site type, select the **apartment** in which the device is located.
6. Click **Next**.
 7. Select **Configuration Mode**.
 - a. We recommend **leaving Auto Configure Mode** (set by default) so that **My2N** can automatically configure the device. This avoids unwanted configuration and security issues for your site.
 - b. If you select **Manual Configuration Mode**, you will make all the configuration settings (access and calling) manually.

Access Logging is an optional feature, which allows you to view the access logs of the devices in the **My2N** platform. See [Access Logs \(p. 27\)](#) for more information.

8. If you are adding an **answering unit** or **access reader**, select **Connection Mode**. The **Connection Mode** will later affect **the device configuration**, refer to [2N Answering Unit Configuration \(p. 11\)](#). The **Connection Mode** can always be changed in the **device details**. Click **Devices** > ... > **Edit Device** to open the **device details**.
9. Click **Next**.
10. Click **Close** to close the window or click **Add New Device** to add another device.

Adding Smartphone / Tablet

To make calls from the **2N intercoms** to tablets and smartphones based on **Android** or **iOS**, you must first add them to the **My2N** platform.

Prerequisites:

- A tablet or smartphone running **Android 10** and **higher** or a tablet or smartphone running **iOS version 16** and **higher**.
- My2N App on Mobile Phone

1. Select the location to which you want to add the device on the **Company** and **Site** tabs.
2. Go to **Devices**.
3. Click **Add Device**.
4. Click **Smartphone** or **Tablet**.
5. Fill in the mandatory fields.
6. Click **Next**.
The SIP device login credentials for **My2N** will be sent to the selected user email address.
7. Click **Next** again.
The platform will, **directly after a smartphone or tablet is added**, prompt you to **set up a call button on the intercom**. In the meantime, we recommend clicking **Finish Later** and setting up the call **later** in order to simplify configuring calls for multiple devices at the same time. See [Intercom Call Settings \(p. 11\)](#) for more details on **call settings for intercoms**.
8. Select the **Intercom** with which the **smartphone** or **tablet** will be connected.
9. Click **Completed**.
10. Click **Close** to close the window or click **Add New Device** to add another device.
Upon completion, an email will be sent to the **user email address** and a confirmation dialog box will be displayed.

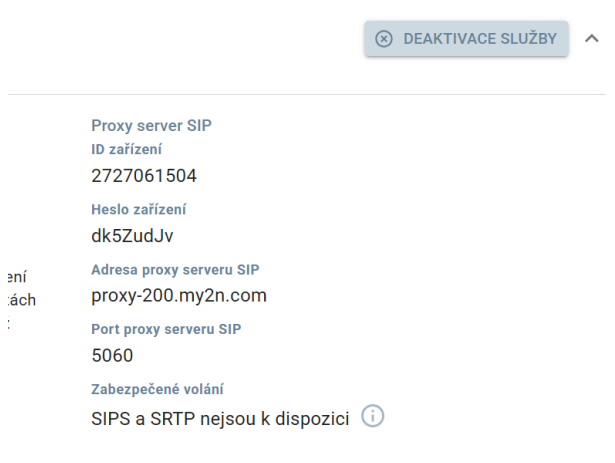
Adding Third-Party Devices

Prerequisites:

- **2N device** added to the **My2N** account.
- Third party devices or applications that support:
 - **SIP** (signaling protocol)
 - Codecs **G.711a/G.711u** (PCMA/PCMU) for audio
 - Codec **H.264** for video

1. Select the location to which you want to add the device on the **Companies** and **Site** tabs.
2. Go to **Devices**.
3. Click **Add Device**.
4. Click **Third Party Devices**.
5. Fill in the mandatory fields.
 - a. Assign users.
 - b. **Device Name** can be arbitrary – e.g. according to the location of the device.
You can also select an **Apartment** for better management.
6. Click **Next**.
The device login credentials will be sent by **to the email address** of the selected **user**.

7. Click **Next** again.
8. Select the **Intercom** with which the third-party device will be associated.
9. Click **Completed**.
10. Click **Close** to close the window or click **Add New Device** to add another device.
Now you need to **register** the third party device **to the My2N account** using the details provided (username, password, SIP proxy server address). The registration details can be found in the device details. Click **Devices** and ... to open the **device details**.
11. Open the **Mobile Video tab** and make sure that **Activated** is on.
The **Status Information** is displayed as **Needs configuration**.
12. Find the **SIP Proxy** data in the device details and copy it to the appropriate **SIP registration account** on your SIP device:



- a. **Device ID** is the phone number/username for SIP registration.
 - b. **SIP Proxy Server Address** is both the SIP Proxy address and the SIP Registrar address.
 - c. **Secure Call** – only UDP or TCP can be used.
13. If the registration is successful on both sides, the **Device Status** will change to **Registered**.

The configuration of the third-party device is complete.

Adding Axis Devices

1. Select the desired **Company** and **Site**.
2. Go to **Devices**.
3. Click Add Device.
4. Select **AXIS** device.
5. Choose the device type.
6. Complete the mandatory data.
 - a. **Device Name** can be arbitrary – e.g. according to the location of the device.



TIP

MAC Address is the same as the **serial number** – see the printed label directly on the **AXIS device** (the label may be hidden if the Axis device is installed).

7. Close the window by clicking **Close** or add another device by clicking **Adding a new device**.

Device Configuration

Configuring each device is a key step to making it work properly. The configuration includes:

- Call settings
- Unlock code settings

- Switch code settings



CAUTION

The device configuration procedures in this manual assume the use of **Automatic Configuration Mode**.

Configuration Mode

There are two device configuration modes in the **My2N** platform.



TIP

The configuration mode selection is available during **adding a device** and in the **device details - Devices > ... > Edit Device**.

Automatic Configuration

The auto-configuration mode configures your device automatically, according to the needs of the integrator. We recommend this mode in almost all cases - auto-configuration maximizes security and facilitates the use of the device and platform in common scenarios.

Manual Configuration

The manual configuration mode allows for manual configuration of the device. We recommend this mode if you need to configure the device for specific needs or if you are combining the use of 2N services with another platform (2N Access Commander, e.g.).



CAUTION

Visit [Frequently Asked Questions](#) on our website to set up specific functionalities in the **Manual Configuration Mode**.

Connection Modes

There are two **connection modes** for the devices in the **My2N** platform.

Cloud Mode

This mode allows you to make calls via 2N Mobile Video and across different networks. For example, you can use this mode in situations where the answering unit is located **on a different LAN than the intercom**.

Local Mode

Local Mode allows you to use your LAN devices. We recommend this mode if you want to **make it easier to configure the intercom without disabling the automatic configuration**. Simply select **Local Mode while adding a device** and the intercom will be configured automatically. In this mode, **the device must be located on the same LAN as the intercom**.

Intercom Call Settings

Call Setup is the main prerequisite for making a smooth call and using the 2N Mobile Video subscription service. To properly set up intercom calls, follow the procedure **below**.

1. Go to the details of the selected **intercom** – **Device > ... > Edit Device**.

2. Expand the **Call Settings** tab.
3. Add **the** device to be **called** in **Call Destination**.
4. Click **Save** for saving.

Now you have successfully configured the **Call Settings** for the **Intercom**.

Answering Unit Call Settings

To properly set up intercom calls, follow the procedure **below**.

You can create a **list of the devices** that will be the call destinations on the device.

1. First open the **device details** – **Devices > ... > Edit Device**.
2. Expand the **Call Settings** tab.
3. Select the device that will be the call destination in **Device to call to**.
4. You can also name a contact in **Contact Name**.
5. Click **Save** to save the configuration.

Unlock Code Settings

You can also change the unlock code sequence.

1. First open the **device details** – **Devices > ... > Edit Device**.
2. Go to **Unlock Settings**.
3. The code can be changed in **Default Unlock Code**, the default code is **00***.
4. Click **Save** to save the configuration.



NOTE

- The code can contain **1 to 15 digits** including * or #.
- When used with a **2N intercom**, the code must contain one * character, which must be at the end.

Switch Code Settings

The switch codes help you **control such peripheral devices** as **electric door locks, lighting and other signaling functions**. In this section, you will learn how to configure the **switch codes** in the **My2N** platform.



NOTE

If **you do not** have an electric lock connected to an intercom, read the following articles before configuring the switch:

- [Switch Parameter Description](#)
- [Electric Locks for 2N IP Intercoms](#)
- [Configuration of Electrical Outputs on 2N IP Intercoms](#)

1. Open the device details – **Devices > ... > Edit Device**.
2. Go to **Switch Codes**.
Here you can configure the activation code for each switch. You can also set a custom switch name. The switch name is displayed in the **My2N** application.
3. Select a switch and enter the custom code into **DTMF Code** and name the switch in **Function Name**.
4. Check **My2N Administration** in **Setup Source**.

5. Click **Save** for confirmation.

The code is automatically uploaded to the intercom, but you can also look into the intercom settings to check if the code has been uploaded to the intercom or, in the case of remote configuration, set the code in **Hardware > Switches > Switch 1**.



TIP

Should there be door opening problems, open 2N Remote Configuration **Calling > SIP2 > Audio** in the interface and select **RTP** and **SIP INFO** in the DTMF Receiving section.

Services Provided by Devices

The devices compatible with **My2N** provide **up to three** services.

1. 2N Mobile Video
2. 2N Residential Access
3. 2N Remote Configuration

2N Mobile Video

2N Mobile Video is a cloud service for receiving calls from the **2N intercoms** by **receiving devices (answering units, smartphones, tablets, etc.)** via the **My2N** platform. It provides a reliable video call channel between an **intercom** and a **user**, without a need for local SIP server configuration. Refer to [Calling \(p. 22\)](#) for calling details.

2N Mobile Video Settings

To set up 2N Mobile Video, go to the **device details – Devices > Desired Device > 2N Mobile Video**. Find the **2N Mobile Video Settings** section to the right.

2N Residential Access

2N Residential Access is a **cloud service**, through which the entire **access mechanism of the device** takes place. The access methods depend on the device. Most devices are compatible with the following options:

- PIN code
- Access card / fob
- Bluetooth access

Refer to [Access \(p. 24\)](#) for access management in My2N.

2N Remote Configuration

2N Remote Configuration is a **web-based device configuration interface**, through which you can remotely **manually configure your device** or observe specific actions **without direct access to the local network**.

Opening 2N Remote Configuration

To open the configuration web interface, go to the **device details – Devices > Desired Device > 2N Remote Configuration** and click **Open Configuration**.

Activating / Deactivating Paid Services

To **activate** or **deactivate** the **paid services**, follow the procedure **below**.

1. Select the desired **Company** and **Location**.
2. Go to **Apartments**.
3. Toggle the switch at **Paid Services** for the desired apartment.
The paid services are now activated/deactivated.

Device Status

See **Devices** for an overview of all the devices added. **Device Status** shows the current status of the device:

- **Registered** – the device is successfully registered in **My2N** (with the **My2N mobile app** this means that the app is currently open and on the foreground).
- **Online** – The device is registered on the My2N server but unable be used yet.
- **Ready** – this status is displayed for the application registered on the **My2N** server, but currently on the background of your mobile device.
- **Unregistered** – the device was **previously registered** in **My2N**, but currently **is no longer registered**. Check the device **configuration** and **connectivity** as well as **license validity** if applicable. If the problem persists, contact our technical support, see [Technical Support \(p. 29\)](#).
- **Offline** – the device is registered in **My2N**, but disconnected. Make sure the device is connected **via a LAN cable to the network**.
- **Missing Call Settings** – the device is registered in **My2N**, but the **Call Settings** have not been configured. Refer to [Intercom Call Settings \(p. 11\)](#) for more information on call settings.
- **Needs Configuration** – this status means that the device has been created in **My2N**, but not yet **configured**.
- **Waiting for Response** – the device is not connected to My2N or has not updated firmware.

License Status

This section describes the license status for each device. Refer to [My2N Basic Settings \(p. 4\)](#) for more information on subscriptions and licenses.

- **Ready/Registered** – the device is used as part of a free trial and/or the license has been paid for. The device works as intended.
- **Deactivated** – the device service has been deactivated in the **device details**. For activation, click **Activate** by the required service in device details (Devices > ... > Edit device).
- **Unlicensed** – together with **Use of Available Credit** – subscription has been paid but the credit has not been assigned to this device or apartment, click **Use of Available Credit** to use the available credit in the location.
 - If you use the **Residential** location type, make sure the device is assigned to the appropriate apartment.
- **Unlicensed** – together with **Purchase** – no subscription has been purchased, you can click **Purchase** to purchase a new subscription.

Users

The **My2N platform** provides management of users as **endpoints of the entire platform**. **Users** represent people who utilize the system services – for example, receive **calls**, control **access** or manage devices. A proper setup of **users** is essential for the full functionality of such services as **access**, **calling**, etc.

In this section you will learn how **to add users to the system**, what **roles** and **language settings** exist, how to correctly **assign devices to individual users**, and how **to import user data using a data file**.

User Roles

Users can be assigned the following roles:

- Company Admin
- Site Admin
- Site Admin with payments permission
- Apartment Admin
- Site User
- Site User without Login

The individual roles in the **My2N** platform have different scopes of permissions. The permissions are hierarchically ordered as follows:

Company Admin > Site admin with payments permission > Site Admin > Site User > Site User without Login

The **Apartment Admin** role is independent of the other roles.

Company Admin

This role is automatically assigned to the user when a new **company** is created. The Company Admin may:

- Manage all the **sites**.
- Make **payments** and have access to the billing data too.
- Use the **devices** within all the sites under the managed **company**.
- Use the **My2N** features in the **company** managed.

Site Manager with payments permission

The Site Manager with payments permission may:

- Manage the assigned **site**.
- Monitor the prices of **services** and make **payments** within the **company** under which the **site** falls.
- Use the **devices** within the managed **site** and monitor their statuses.
- Use the **My2N** features in the managed **site**.

Site Admin

This role is automatically assigned to the user when a new **site** is created. The Site Admin may:

- Manage the assigned **site**.
- Use the **devices** within the managed **site** and monitor their statuses.
- Use the **My2N** features in the managed site.

Apartment Admin



NOTE

The Apartment Admin role is only available in the **Residential site type**. Refer to [My2N Basic Settings \(p. 4\)](#) for more details on site types.

This role is assigned to the user **automatically** if the user is:

- **Company Admin**
- **Site Admin** for the site under which the selected **apartment** falls.

This role can be assigned additionally to:

- **Site User** (with Login)

The **Apartment Admin** may:

- **Create, update or delete** users in their **apartment**.

Apartment Admin Role Assignment

To assign the **Apartment Admin** role to a user, follow the instructions below.

1. Select a **company** and **site** in which the apartment is located.
2. Go to **Apartments**.
3. Select an Apartment.
4. Expand the **Users** tab.
5. In the **Apartment Admin** box, toggle the switch for the user to be assigned the role.
6. Click **Grant** for confirmation.

The user will receive a **confirmation email**.

Site User

The Site User may:

- Use the **devices** within the assigned **site** and monitor their statuses.
- Use the features of **My2N** in their **company**.

Site User without Login

The Site User without Login may:

- Use the **devices** within this **site**.

Creating Users

1. Select the desired **Company** and **Site**.
 - a. If you are adding **Company Admin**, select only the desired company.
2. Go to **Site Users**.
 - a. If you are adding **Company Admin**, go to **Company Admin**.
3. Click **Create User**.
4. Select **User Role**.
5. Complete the mandatory data.
 - a. For ease of admin, assign the **Apartment** and **Phone Number** to the user.

6. Click **Create User** for confirmation.

The added user will receive a confirmation email to the email address entered. This does not apply to the users with the **User without Login** role.

Adding Users to Apartments

You have three options how to add users to the apartments.

1. If you are a **Company Admin** or **Site Admin for the site under which the apartment falls**, follow the procedure **below**.
 1. Select a **Company** and **Site** in which the apartment is located.
 2. Go to Apartments.
 3. Click ... and **Edit Apartment**.
 4. Expand the **Users** tab.
Now you have two options.
 - a. The option **Create Multiple Users** allows you to add multiple users at once. You can generate a unique PIN for each user at the same time. Users are automatically created with the **Site User without Login** role and added to **Apartments**. You can edit the role in the user details – **Site Users >... > Edit User**.
 - i. Click **Create Multiple Users**.
 - ii. Enter the **Usernames**.
 - iii. If you want a **unique PIN code** for each user, check **Generate a Unique PIN for Each User**.
 - iv. Click **Create User** for confirmation.
 - b. The option **Add Users** allows you to add the existing users to an apartment, create a new user or both at once.
 - i. Click **Add Users**.
 - ii. In the Users field, select **the desired user** or select **Create New User/Create New User without Login**. The options can be selected in any combination.
 - iii. Complete the mandatory data.
 - iv. Click **Add Users** for confirmation.
2. **Alternatively**, you can follow the procedure from [Creating Users \(p. 16\)](#), in which case it is important to comply with **5.1**, otherwise the user will not be added to the apartment.
3. If you are only a **Site User** with the **Apartment Admin** role, follow the procedure below. Refer to [Apartment Admin \(p. 16\)](#) for more information on the **Apartment Admin** role.
 1. Select the **company** under which the **apartment** falls.
 2. You will see the apartment status. Click **Create New User**.
 3. Complete the mandatory data.
You can also allow the user to use the 2N Residential Access or 2N Mobile Video service, depending on the subscription with which the site is equipped.

User Language

You can also change the **language** for individual users. This function switches the **My2N** user interface into the selected language. Any **user** can also **change the language** of the interface for themselves in the right-hand upper corner next to the **My Profile** tab. Changing the user language does not change the language of email messages. The email language depends on the site language setting.

1. Make sure you have selected the correct **Company** and **Site**.
2. Go to **Site Users**.
3. Click the desired **user**.
4. Select the desired language in **User Language**.

**CAUTION**

The platform uses automated translations. The accuracy of translations may vary for languages other than English.

Bulk User Import

This feature allows administrators to add multiple users to the **My2N** platform at the same time using a predefined **data file**. This method is intended for situations where a large number of user records need to be entered into the system.

The **My2N** platform supports bulk import of users from the **CSV**, **XLS** and **XLSX** formats.

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. Click **Import Users**.

**CAUTION**

Before you start bulk importing users, click **Import rules quick help** to familiarize yourself with them.

4. Click **Download Template**.
This starts the download of the "*My2N_Import_users_with_apartment.xlsx*" file.
5. Open the **downloaded file**.
6. Write the following under each column:
 1. A - Floors
 - a. You must enter a **floor** to **create an apartment** or **add a user to an existing apartment**. If you do not fill in the field, **a user without an assigned apartment** will be created.
 2. B - Apartment Number
 - a. When the **floor** is entered, the **apartment number** is required.
 3. C - Apartment Name
 - a. Optional field. For the apartments already created in your **Site** (unique floor/number combination), the apartment name **will not change**.
 4. D - First name
 5. E - Surname
 6. F - Email
 - a. **The email address must be unique to the user**. If the email address **already exists** in another site or company within **My2N**, the users will be imported with their **original names and surnames**. This address cannot be changed on import.
 7. G - Comment
 - a. For ease of administration only.
7. Save the file.
8. Go back to **My2N** and click **Next**.
9. Click **Select Data File**.
10. Select the "*My2N_Import_users_with_apartment*" file.
Now the file is uploaded to **My2N**.
11. Click **Next**.
12. Check the details and click **Next**.
13. Click **Start Import** for confirmation.
14. Click **Close Import** to close the window.

All the users have now been imported. Each newly imported user is assigned the **Site User** role by default.

Visitors

The **My2N** platform allows you to define visitors as temporary users with limited access. Typically, these are people who need access to the **Site** or **apartment** within a defined time frame – such as delivery persons, service technicians or guests. Managing visitors is simply done by **creating a visitor** and assigning the **access code**.

In this section, you will learn how to **create** a visitor, how **PIN / QR** based visitor access works, how to set the **access validity period** and how to securely share access credentials with a visitor.

Creating Visitors

When a visitor is created, a **PIN** is also automatically created as an access method.

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
 - a. To allow a **visitor only** access to an apartment in the **given site**, go to **Apartments**, click the desired apartment and expand the **Users** tab.
3. Click **Create Visitor**.
First you need to configure a temporary PIN access code. It will generate itself after a new window is opened. If you want a different code, you can generate it again.
4. Name the **PIN**.
Click **Save** to save the **PIN**. However, we recommend filling in optional data too for easier management of visitor access – the procedure is shown below.
 - a. You can also select the start and end date of the **PIN** validity.
 - b. If you want to share the **PIN** directly with specific **users**, fill in the email addresses of the recipients.
 - i. You can also edit the **Site Name** to be included in the email to recipients.
5. Click **Save/Save and Send** for saving.

Creating Visitors in My2N

In the **My2N** application, it is only possible to create a **visitor** for one of the **apartments**. Refer to [Creating Visitors \(p. 19\)](#) for creating a visitor in a **site**.

1. Open the **My2N app**.
2. Go to **Apartments**.
3. Select the desired **Apartment**.
 - a. If **just one apartment** has been created in the platform, it will be selected **automatically**.
4. Press **Create New Visitor**.
5. Name the visitor in **Visitor Name**.
 - a. You can also select the start and end date of the **PIN** validity.
 - b. To allow a visitor to enter the apartment door, toggle the switch in the **Allow visitor to enter the apartment directly** field.
 - i. This option only appears if an access unit is assigned to the apartment.
6. Click **Create Visitor** for confirmation.

Editing Visitor

In this section, you will learn how **edit visitor information** or **access rights** and **share, remove** or **change** the visitor **access code**.

Editing Visitor Details

To edit a visitor's name or change the visitor's affiliation to an **apartment**, follow the procedure **below**.

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. Click to select the desired visitor.
4. Edit the necessary information or select/download the required **apartment**.
5. Click **Save Changes** for confirmation.

Editing Visitor Details via My2N

1. Open the **My2N app**.
2. Go to **Apartments**.
3. Select the desired **Apartment**.
 - a. If **just one apartment** has been created in the platform, it will be selected **automatically**.
4. Select the desired **visitor**.
5. Press .
6. Edit the necessary information.
7. Press **Save** for confirmation.

Access Rights

To change **access rights** for a visitor, follow the procedure below.

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. Click to select the **desired visitor**.
4. Expand the **Access** tab.
5. Click **Set Access Groups**.
6. Select the **required access groups** according to your intent.
7. Click **Set Groups** for confirmation.



NOTE

Remember that the visitor access rights are partly based on whether or not the visitor is added to the apartment. Refer to [Adding Apartments to Access Group \(p. 27\)](#) for more information on apartment access rights.

PIN Validity Change/Adding


To modify a visitor's **PIN** validity, follow the procedure **below**. To additionally create a **PIN validity**, follow the same procedure.

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. Click to select the desired visitor.
4. Expand the **Access** tab.
5. Click **Change validity**.
6. Change the necessary data.


You can also enable **Send Informational Email** to inform the visitor of this change.

PIN Validity Change via My2N

1. Open the **My2N app**.
2. Go to **Apartments**.

3. Select the desired **Apartment**.
 - a. If **just one apartment** has been created in the platform, it will be selected **automatically**.
4. Select the desired **visitor**.
5. Press .
6. Click **+** in **Valid from** and **Valid until**.
7. Select the desired **Validity Period**.
8. Press **Save** for confirmation.

PIN Sharing

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. Click to select the desired visitor.
4. Expand the **Access** tab.
5. Click .
6. Now you can download or copy the **PIN code**.

PIN Sharing via My2N

1. Open the **My2N app**.
2. Go to **Apartments**.
3. Select the desired **Apartment**.
 - a. If **just one apartment** has been created in the platform, it will be selected **automatically**.
4. Select the desired **visitor**.
5. Press **Share**.
6. Select the platform and **recipient**.

Site Settings for Visitors

It is also possible to create **QR codes** in addition to the **PIN code** for a visitor. **QR codes** are recommended if you want to use **more than a five-digit PIN**, for example for ease of use and increased security. You can distinguish between the use of the **PIN code** and **QR code** in the access logs. Once enabled, the **QR code** feature is not applied to already created visitors. To use the **QR code** for **visitors**, follow the instructions below.

QR Code

1. Select the desired **Company** and **Site**.
2. Go to **Site Settings**.
3. Expand the **Access** tab.
4. Check the **Use QR Code for visitors** box.
5. Click **Save Changes** for confirmation.

The users with the **QR code** can also enter the **PIN code** on the access device keypad if they have difficulty scanning the QR code.

Visitor PIN Length

1. Select the desired **Company** and **Location**.
2. Go to **Site Settings**.
3. Expand the **Access** tab.
4. Enter the required number of digits into **Access Code Length**.
5. Click **Save Changes** for confirmation.

Calling

This section describes how to make calls or access call information on the **platform** and **My2N app**. For a call to work, you need to set up the call on your device. If you have selected **Auto Configuration** for your device, everything can be set up in the **My2N** platform interface.




TIP

- Refer to [Intercom Call Settings \(p. 11\)](#) for more information on **call setup** for **intercoms**.
- Refer to [Answering Unit Call Settings \(p. 12\)](#) for **call settings** for **answering units**.

Calls can be made on any device with the 2N Mobile Video feature activated. Refer to [Subscription Purchase \(p. 7\)](#) for purchase of the 2N Mobile Video subscription.

Calls

If you have **set the calls** correctly, the device **buttons** are assigned their **call destinations**. Press the desired **button** on the device to initiate a **call**. To call **from your phone using the My2N app**, follow the procedure **below**.

1. Open the **My2N app**.
2. Select the desired **call destination** in the **Devices** menu.
3. Click .

The **call** is now active.

In the **My2N app**, you can find your call history including call length, call status and the device that made the call in **History > Calls**.

Phonebooks

Phonebooks are an easy way to organize your devices. Primarily, **phonebooks** are used for making **call settings**, because the phonebook contains only the information needed for this purpose.



TIP

Phonebooks can be used as a whitelist. You can create different phonebooks for different mobile video users. The 2N Mobile Video users can only access selected intercoms in the phonebook.

Creating Phonebook

1. Select the desired **Company** and **Location**.
2. Go to **Call Settings**.
3. Expand the **Phonebooks** tab.

4. Click **Add New Phonebook**.
5. Name the phonebook.
 - a. You can name the phonebook, for example, according to the location of the device/apartment or the purpose of its use.
6. Select the desired devices.
7. Click **Save**.

Now when you click the **phonebook created**, you will see all the devices added and the following attributes:

- **Device Name**
- **Device ID**
- **Device Type**

Access

My2N supports various forms of access. The access providing service in the **2N ecosystem** is called 2N Residential Access. If **active** on the **device**, this service can be used for configuring **access**.

In this section you will learn:

- What **access methods** can be used and how to set them up.
- How to create and manage **access groups**.
- How **access on the apartment level** and **user** works.

The **access rights** can be further set in the following ways:

- **Access Groups** – top of the access permission structure – you can add users, apartments and devices to an access group. All these units are accessible to the users in the required access group.
- **User Settings** – access permissions are only set for an **individual user**. The user is linked to the **device** that the user uses or the apartment to which the user is assigned.
- **Apartment Settings** – access permissions are set for an **apartment**. Then, access is granted to all the **Apartment Users**. When a **user is removed from an apartment**, the **user access rights** related to that **apartment** are also modified.

The resulting **access rights** are a combination of these settings.

The user must also be assigned **Access Methods** for access to work.

Access Methods

In **My2N** you can set up three basic access methods **for the user**. The visitor access is described in Section [Creating Visitors \(p. 19\)](#).

- **PIN** (possibly linked to a QR code for visitors)
- **Access card / fob**
- **My2N app** (via **Bluetooth**)

PIN Code

The **PIN** provides a quick and secure access. Follow the procedure below to create a **PIN** for a **user**. Refer to [Creating Visitors \(p. 19\)](#) for **visitor** PIN creating details.

Creating PIN Code

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. For the desired user, click ... and select **Generate New PIN**.
 - a. The code will be generated automatically; if you want to generate a new **PIN**, click **Generate**.
4. Click **Save and Send PIN** for confirmation.

Now the **PIN** has been created. If equipped with the necessary access rights in relation to the **device**, the **user** can now enter the **PIN** on the device for access.

Access card / fob

RFID Key Fobs are a convenient way of access, especially for regular users. To create a **RFID Key Fob** for a user, follow the procedure **below**.

Adding RFID Key Fob

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. For the desired user, click ... and select **Assign new card / fob**.
4. Enter the key fob code manually into **Card / Fob ID**.
 - a. If you own an **RFID reader**, plug it into your computer, click **Start Reading** and present the chip to the **reader**.
5. Click **Assign** for confirmation.

Now the **access card / fob** has been added. If equipped with the necessary access rights related to the **device**, the **user** can now tap the **access card / fob** on the device reader for access.

My2N Application

Access via the **My2N app** allows you to use a **Bluetooth-enabled mobile app to open the door**.

Site settings for Access via My2N

Access via the app is disabled by default. Follow the procedure below to change the default application access settings for a site.

1. Select the desired **Company** and **Site**.
2. Go to **Site Settings**.
3. Expand the **Access** tab.
4. Click **Configure**.
5. Select **Manage via My2N**.
6. Click **Next**.
7. Choose the option that best fits the situation.
 - a. If you are setting up access via the **My2N app for the first time**, both the options will have the same effect.
8. Click **Configure** for confirmation.

To **deactivate** access via the **My2N app**, follow the procedure below.

1. Select the desired **Company** and **Site**.
2. Go to **Site Settings**.
3. Expand the **Access** tab.
4. Click **Deactivate**.
5. Type *deactivate* in the text box.
6. Click **Deactivate** for confirmation.

2N Mobile Access

2N Mobile Access provides access via the **My2N app** using **Bluetooth**. 2N Mobile Access can be set up in several ways.

- **Press Mode**
 - The Press mode allows you to open a door in the application interface by pressing **Search for Doors Nearby > Lock icon** for the desired door.
- **Touch Mode**
 - The **Touch mode** allows you to open a door by touching the **Bluetooth button** on the **intercom** or access unit. The intercom or access unit detects the approach of the phone and opens the door when you touch it.
- **Card Mode**
 - The **Card mode** allows you to open a door by holding the phone near the **RFID reader**.
 - To enable the Card mode, go to **Settings > Mobile Access** in **My2N** and enable **Card Mode**.

- **Motion Mode**

- The **Motion mode** detects your arrival via a **camera** and opens the door for you automatically.



CAUTION

The Motion mode must be activated on the intercom via 2N Remote Configuration. Instructions for activation can be found [here](#).



NOTE

- For access via the **My2N app** using **Bluetooth**:
 - The application must be granted **permission to use Bluetooth**.
 - **Bluetooth** must be enabled on your phone.
- The **Motion mode** is only valid on **camera**-equipped devices.

Enabling Access via My2N

To enable access via the My2N app, follow the instructions below.

1. Select the desired **Company** and **Site**.
2. Go to **Site Users**.
3. For the desired user, click ... and select **Allow Access via My2N**.



CAUTION

The My2N access can only be activated on one phone at a time. If any of the users activates the card for the same device, it will be deactivated on the other phone.



CAUTION

The user must also activate this feature in their mobile **My2N app** (version 3.0.0 or higher). The user will be informed of this via email and in-app notifications.

4. Click **Enable** for confirmation.
5. Open the **My2N app** on your phone.
6. Click **+** and select **My2N Account/Device ID**.
7. Log in to the **My2N app**.
8. Grant the application the required permissions and press **Finish**.
You can see the access card to your site in the **Mobile Access** section.
9. Press **Activate**.
10. Click **Activate** for confirmation.
11. Grant the application the additional required permissions and press **Continue**.

The application is now set up correctly. In case the user and device are assigned to the appropriate access group, the application can be used for access by pressing **Doors Found Nearby** followed by pressing the **Lock icon**.

You can deactivate the access card in the **My2N app** any time by pressing ... on the access card, > **Deactivate** > **Deactivate**.

Access Groups

The access group system is an easy way to organize the **access rights for users, devices and apartments** under a separate entity. To create an access group, follow the procedure **below**.

Creating Access Group

1. Select the desired **Company** and **Site**.
2. Go to **Access Settings**.
3. Click **Create Access Group**.
4. Complete the mandatory data.
 - a. Add **Access Group Description** for easier identification and management.
5. Click **Create Group** for confirmation.

You are now in the **details of the access group created**.

Adding Device to Access Group

1. Select the desired **Company** and **Site**.
2. Go to **Access Settings** and click ... next to the desired **access group**.
3. Click **Add Device to Group**.
4. Select the desired devices in **Devices**.
5. Click **Add to Group** for confirmation.

Adding Users to Access Group

1. Go to **Access Settings** and click ...next to the desired **access group**.
2. Click **Add Users to Group**.
3. Select the desired users in **Users**.
 - a. You can also add new users here, similarly as in the procedure in Subs. [Adding Users to Apartments \(p. 17\)](#) point 3.b.
 - b. In this case, the My2N platform includes **visitors** as users too. To create a visitor, follow the procedure in Subs. [Creating Visitors \(p. 19\)](#).
4. Click **Add to Group** for confirmation.

Adding Apartments to Access Group



NOTE

If the access group is in a **Residential** site type, it is mandatory to add **Apartment** to the access group.

1. Select the desired **Company** and **Site**.
2. Go to **Access Settings** and click... for the access group you want.
3. Click **Add Apartment to Group**.
4. Select the desired apartments in **Apartment**.
5. Click **Add to Group** for confirmation.

Access Logs

The **Access Logs** section lists all the access attempts in the site. Check **Show Only Problematic Records** to view problematic records. At the same time, you can specifically search for data in the search box on the top right. The access data is only stored in My2N for 90 days.

Access

You can also check the access data in your application – **History > Accesses**.

Remember to enable logging for each device to record access logs. Follow the procedure below to enable logging:

1. Select the desired **Company** and **Site**.
2. Go to **Devices**.
3. Click the desired device.
4. Expand the **Access** tab.
5. Toggle the switch in the **Access Log** field.
Logging is now enabled.

Support

In the case of problems with My2N or functionality issues in the 2N ecosystem, we offer several solutions.

- **Frequently Asked Questions (FAQs)** – for setting up **specific functionalities** with the **Manual configuration mode** or for **small, reproducible problems**. The **FAQ** section can be found [here](#).
- **Facility manager contact** – for solving **operational issues** or **problems** with the site (e.g. change of access rights, notification of technical faults or communication regarding rents.)
- **Technical Support** – for technical malfunctions with a **company, site, subscription** or **apartments** and **users**.

Facility manager contact

Facility manager contacts are specific contact persons according to their role and purpose of communication that the **Site Users** can easily contact to resolve their requests – for example, **billing questions, technical issues** or **operational issues**.

Adding Contacts

1. Select the desired **Company** and **Site**.
2. Go to **Site Settings**.
3. Click **Add Contact**.
4. Fill in the contact information.
5. Click again **Add Contact** for confirmation.
The contact has now been added.

Viewing Facility manager contacts in My2N

This scenario shows how to contact one of the contacts.

1. Open the **My2N app**.
2. Go to **Settings**.
3. Press **Report a Problem**.
4. Select **Facility Management**.
You will now see the contacts and their contact details.

Technical Support

1. Go to **Technical Support**.
2. Describe your problem **in English** in **Report an Issue**.
3. Click **Send** to send the report on your problem by.

Technical Support in My2N

This scenario shows how to contact Technical Support in the My2N application.

1. Open the **My2N app**.
2. Go to **Settings**.
3. Press **Report a Problem**.
4. Select **My2N Technical Support**.
5. Specify your problem.
6. Press **Next**.
7. Enter your **email**.

8. Press **Send**.
Your ticket has now been sent.



My2N – User Manual

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