1. [FAQ](https://2nwiki.2n.cz/display/FAQ?src=breadcrumbs-homepage)
2. **…**

1. [2N® Mobile Video EN](https://2nwiki.2n.cz/pages/viewpage.action?pageId=60261019&src=breadcrumbs-parent)

[How to add 2N® Helios IP intercom - I don't have a card with Security Code](https://2nwiki.2n.cz/pages/viewpage.action?pageId=60261026)

[Skip to end of metadata](https://2nwiki.2n.cz/pages/viewpage.action;jsessionid=42B93DF39B3DFAA1C821BF34920D4D12?pageId=60261026#page-metadata-end)

* [https://2nwiki.2n.cz/download/resources/com.atlassian.confluence.plugins.confluence-page-banner:page-banner-resources/images/grey_attach.png](https://2nwiki.2n.cz/pages/viewpageattachments.action?pageId=60261026&metadataLink=true)

[Go to start of metadata](https://2nwiki.2n.cz/pages/viewpage.action;jsessionid=42B93DF39B3DFAA1C821BF34920D4D12?pageId=60261026#page-metadata-start)

**2N® Mobile Video** is service under **My2N** account which allows you to make calls from **2N® Helios IP Intercoms** to mobile devices over internet.

Prerequisites:

**2N® Helios IP intercom**  **firmware version 2.17 or newer.**

**2N® Helios IP intercom**  **needs to be connected to internet.**

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No extra license in **2N® Helios IP intercom** is required for connection to **My2N.**

Step by step guide:

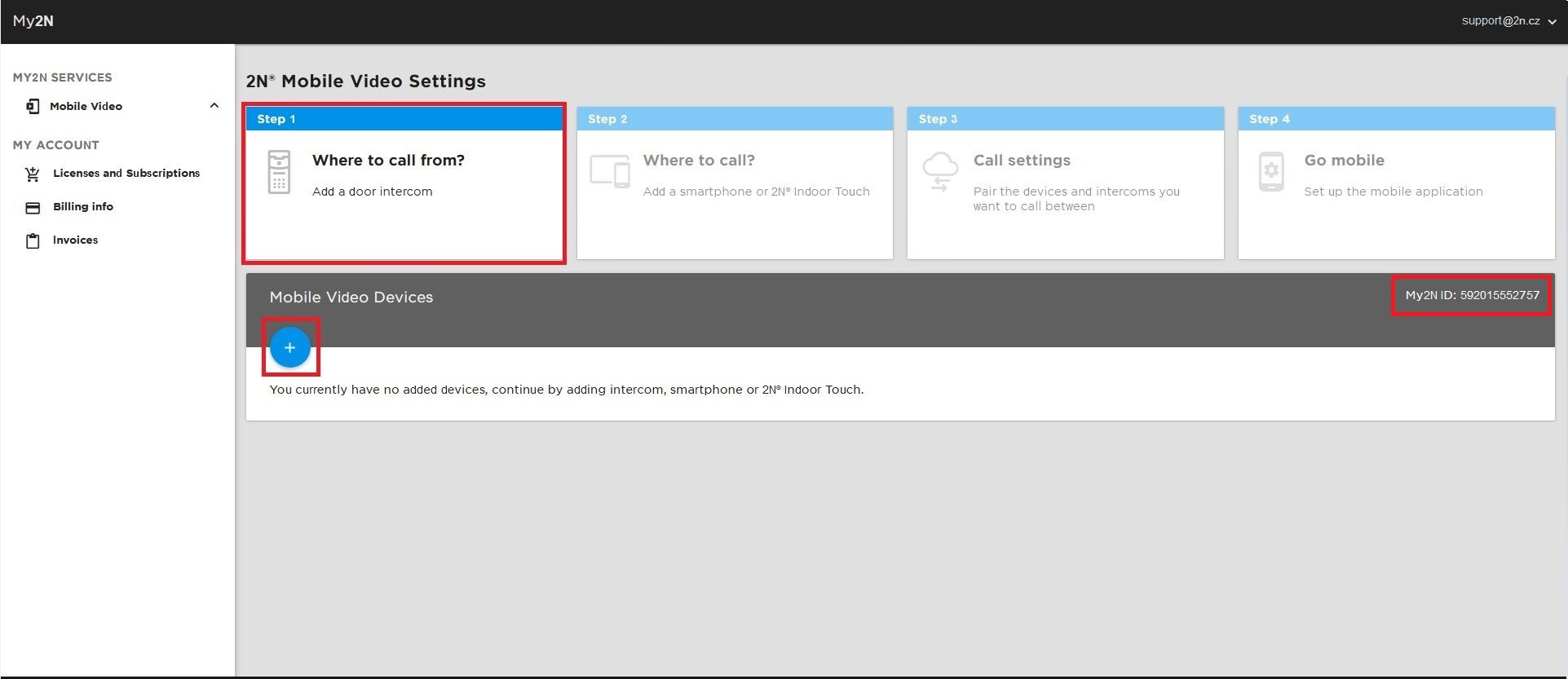
1. Login to [https://my2n.com](https://my2n.com/)

Icon

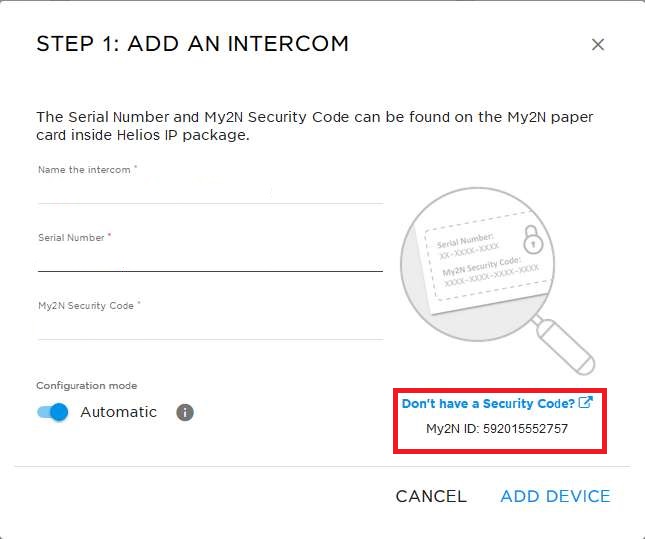
For detailed information how to access **My2N** and sign up, please read following article:[2N® Mobile Video Setup - registration and general settings](https://2nwiki.2n.cz/pages/viewpage.action?pageId=60261023)

1. Check for  My2N ID (**please use your own My2N** **ID**) by clicking on button **Where to call from?**.

 Please see pictures below for information where to locate My2N ID:



New dialog window will appear showing also **My2N ID**:



After you acquire **My2N ID**, click on **CANCEL**.

**Note**

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Please note you can add same device (same serial number) only to one **My2N** account.

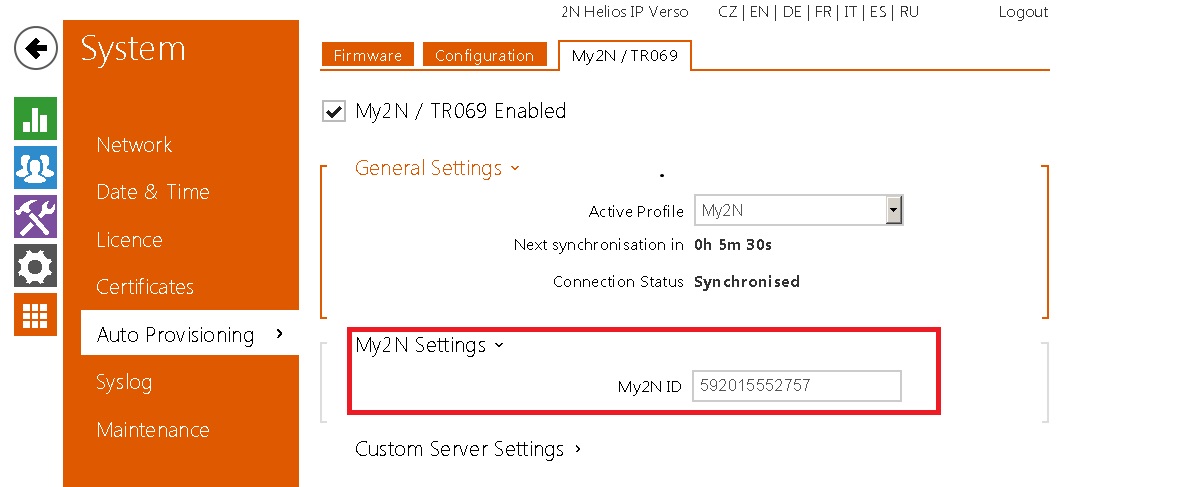
In case you already same intercom to different **My2N** account, you need to remove it first.

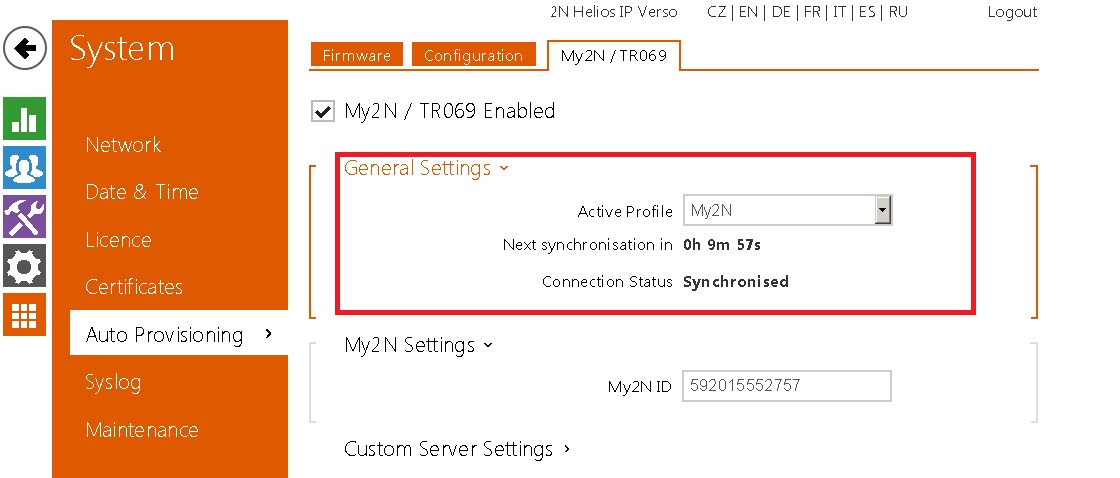
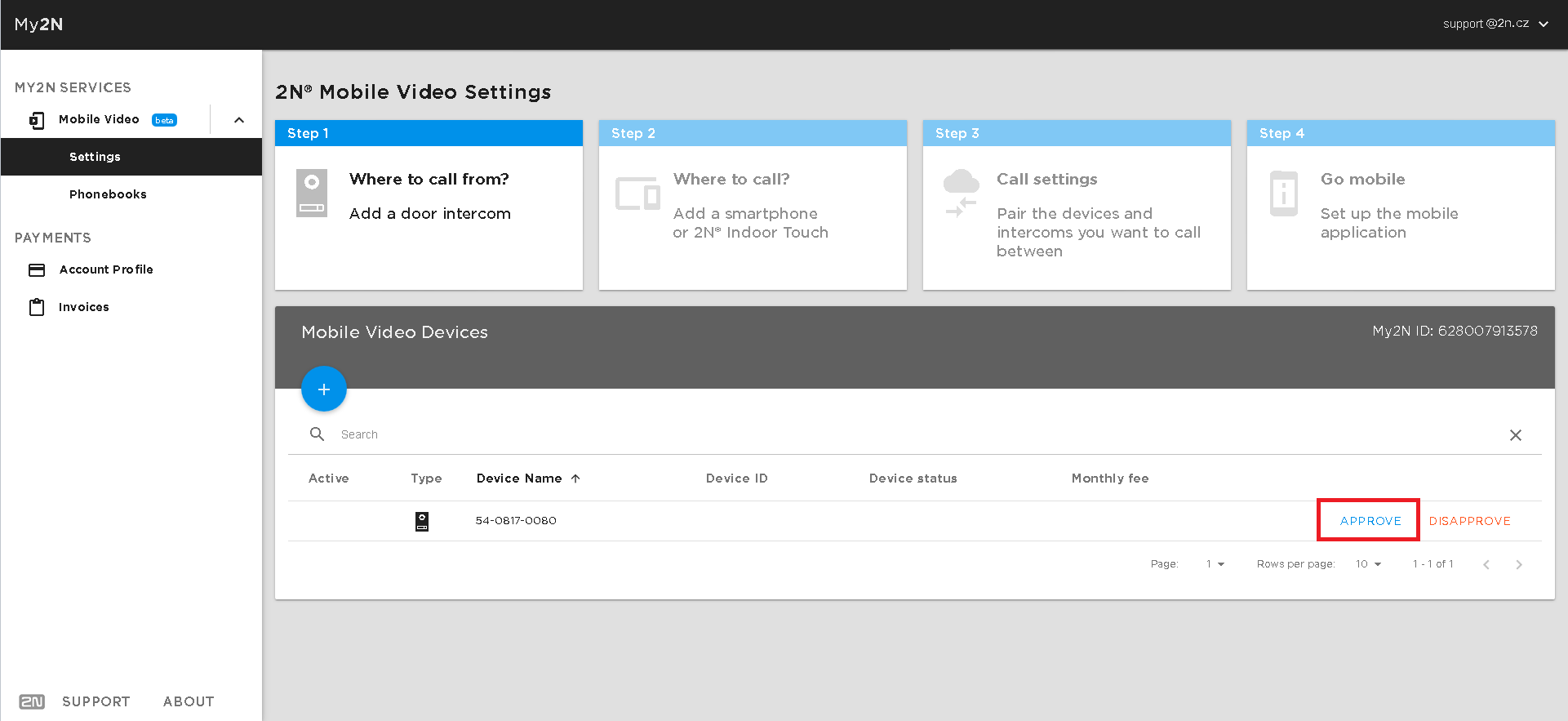
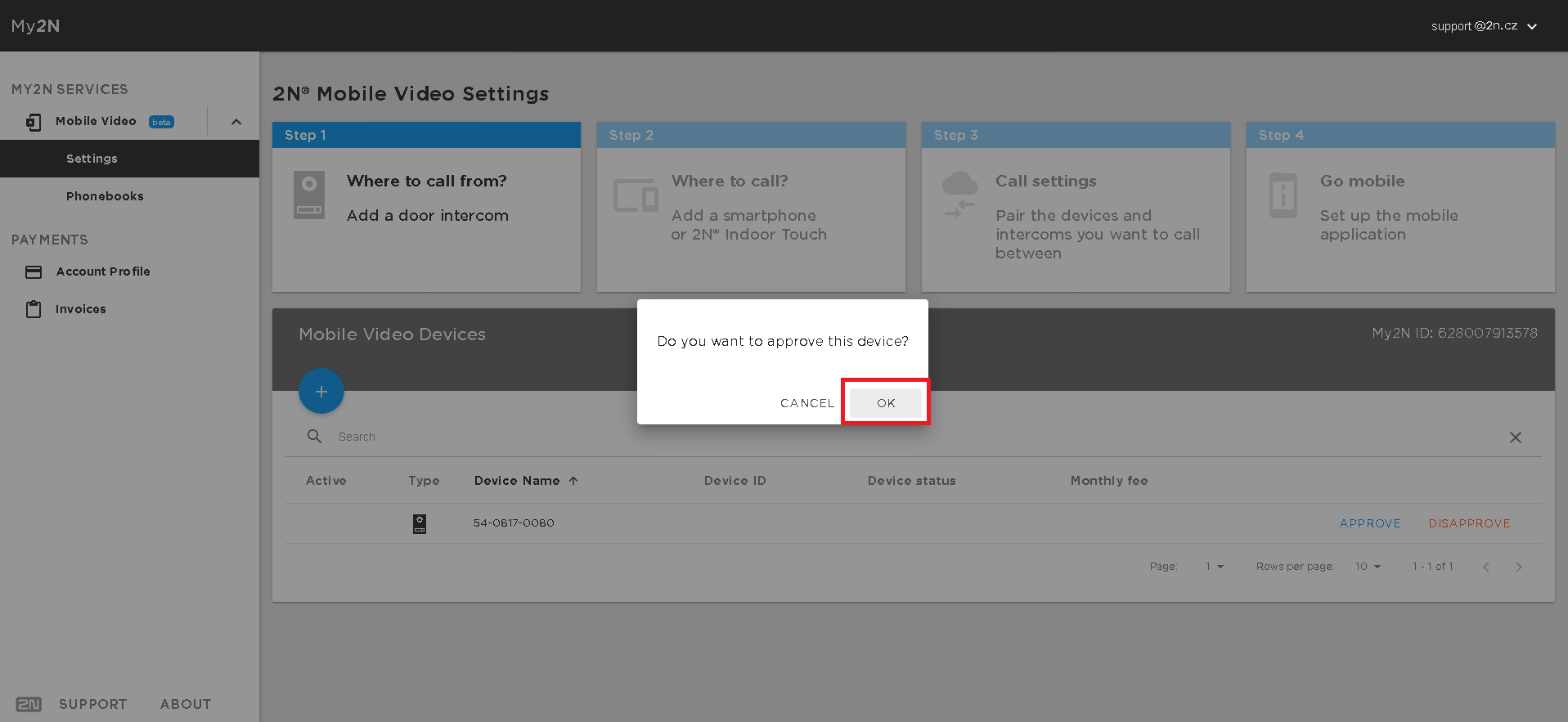
1. Open **2N® Helios IP intercom** using your web browser and navigate to section **My2N** on dashboard (main screen right after you login to device)  
   

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If you need to identify IP address of your intercom, please check following article for detailed information how to obtain it:

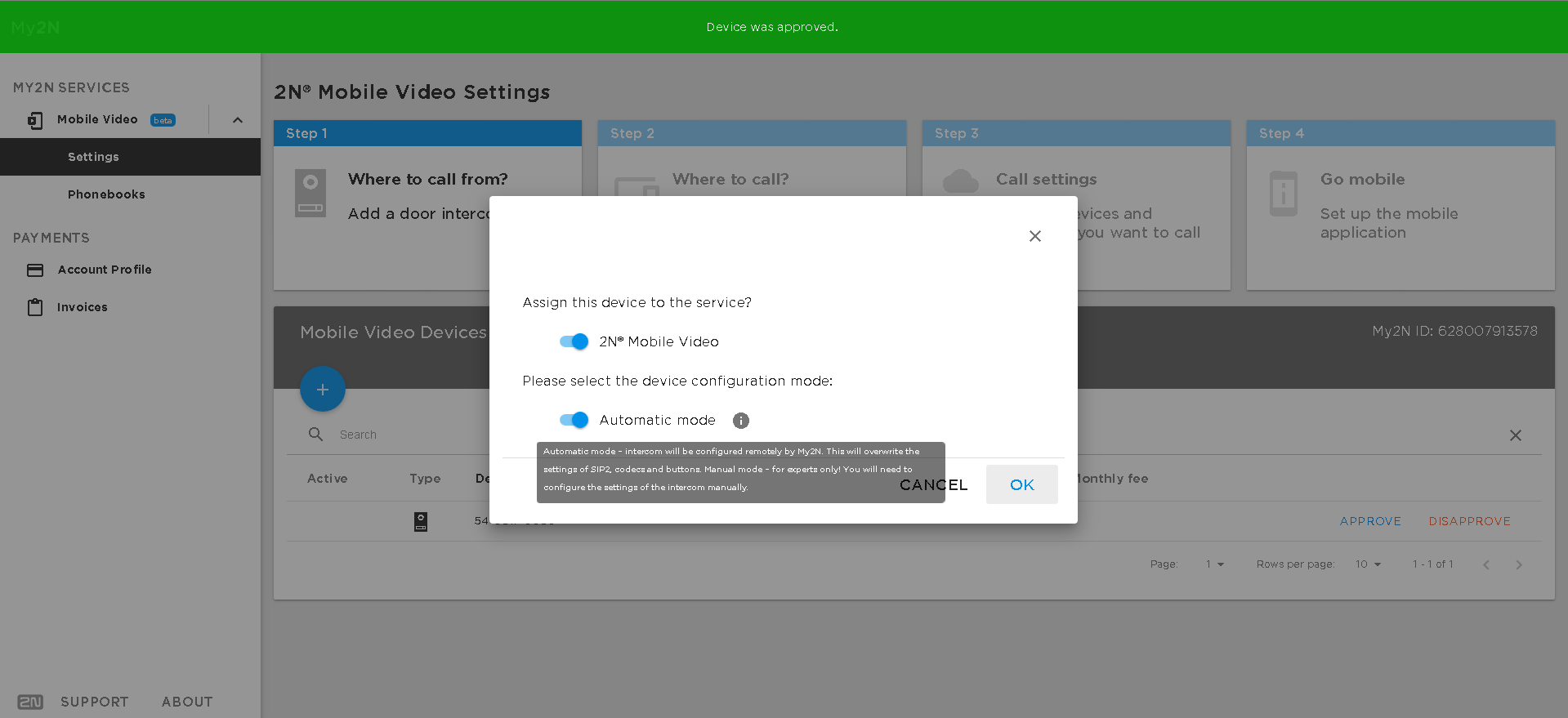
[IP address - How to get IP address of 2N® Helios IP](https://faq.2n.cz/pages/viewpage.action?pageId=7353094)

1. Fill in parameter for My2N Settings - My2n ID **with your My2N ID**.  
     
   

1. After you save new settings, intercom will be synchronized with your **My2N** account.  
     
   
2. Switch back to **My2N** and you will see intercom you just configured waiting for approval in section **Mobile Video** and its subsection **Settings**  
     
   
3. You need to approve your added **2N® Helios IP intercom** device.  
     
   
4. New dialog will open where you will assign device to **2N® Mobile Video** service.

If you choose to have intercom connected in **Automatic Mode** (set by default), device will be configured automatically with **My2N**.

Whole process then takes several minutes to complete.



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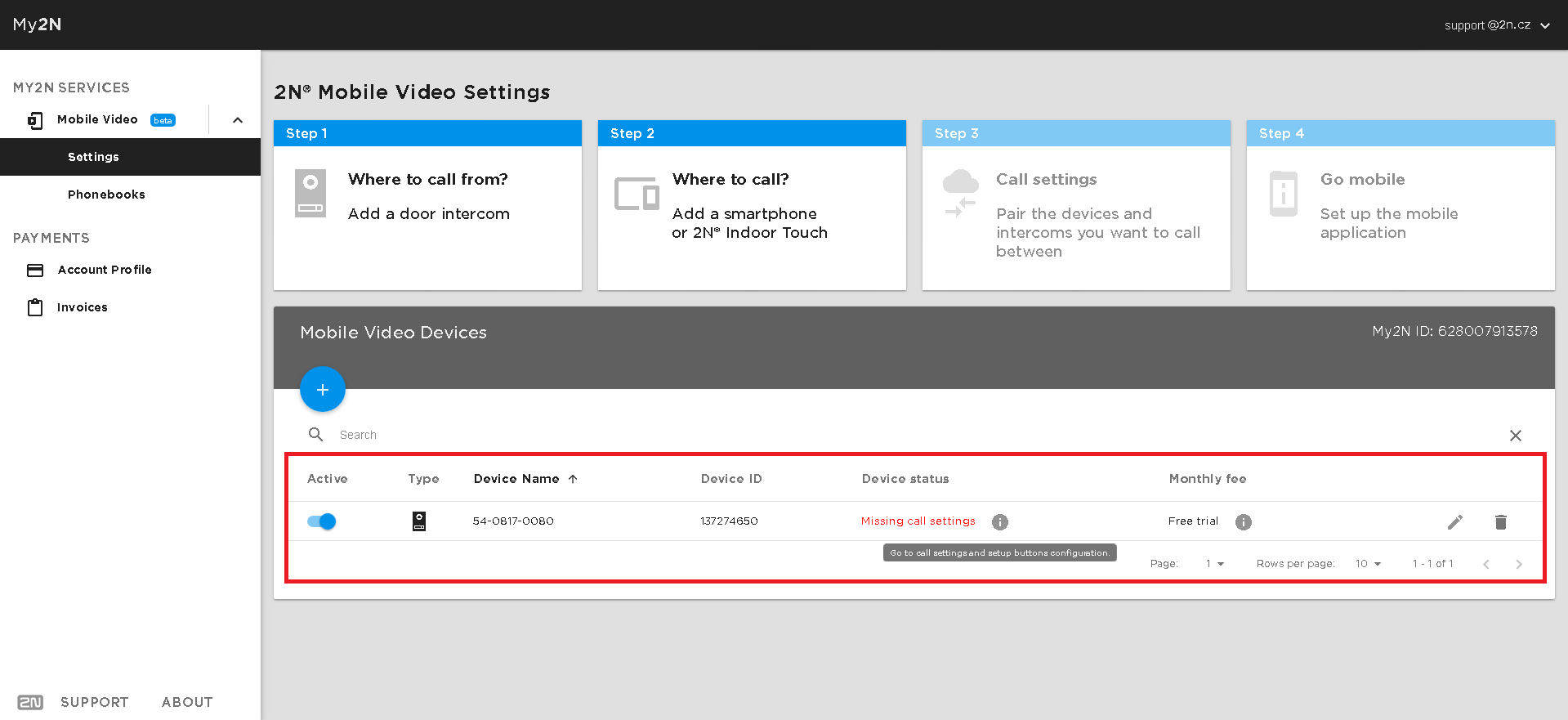
If you do not want to use **Automatic mode** for intercom's configuration with **My2N**, please visit following article:

[I don't want to use an automatic configuration via TR069 - Manual configuration of the Helios IP intercom](https://2nwiki.2n.cz/display/FAQ/I+don%27t+want+to+use+an+automatic+configuration+via+TR069+-+Manual+configuration+of+the+Helios+IP+intercom)

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Please note that if you want to have device configured automatically for **My2N** using **Automatic mode**, device should not be connected to **2N® Access Commander**, otherwise configuration from **My2N** will not be possible.

1. Now you have succesfully added **2N® Helios IP intercom** to your **My2N** account.



What to do next:

Once intercom is in state Missing call settings , please see which steps needs to be taken next:

**- Please add to your My2N account mobile device you wish to call from intercom to.**

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You can add smartphone or tablet, 2N® Indoor Touch or 3rd party devices/ applications.

For detailed information how to add them, please visit following articles:

[How to add smartphone or tablet to My2N account](https://2nwiki.2n.cz/display/FAQ/How+to+add+smartphone+or+tablet+to+My2N+account)

[How to add 2N® Indoor Touch to My2N account](https://2nwiki.2n.cz/pages/viewpage.action?pageId=60915985)

[How to add SIP 3rd party device or SIP 3rd party application to My2N account](https://2nwiki.2n.cz/display/FAQ/How+to+add+SIP+3rd+party+device+or+SIP+3rd+party+application+to+My2N+account)

**- Please set intercom's buttons in order to point them to mobile device you wish to call from intercom to.**

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In order to make calls from intercom to mobile devices over **My2N**, buttons on intercom needs to be configured to call correct mobile devices.

For detailed information how to set buttons, please visit following article:

[How to configure call settings for 2N® Helios IP Intercom](https://2nwiki.2n.cz/pages/viewpage.action?pageId=60915990)