

IP INTERCOM USER GUIDE

Welcome to Your CommTEL IP Intercom

The CommTEL NX1 & NX250 IP intercom systems allows you to see and speak to your visitors from your phone.

Download The App

Download the free CommTEL NEXUS app from the iOS or Android app stores, or click on the relevant icon to the right.

Simply open the app and register for an account, then follow the on-screen instructions.

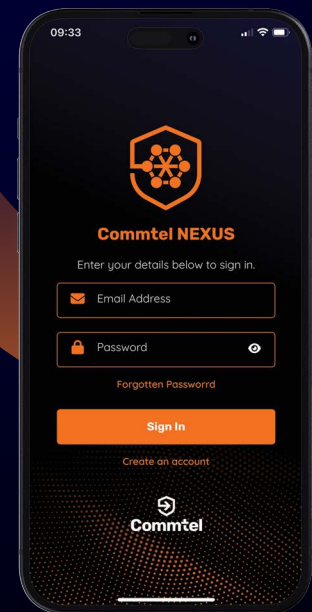
Once you've downloaded the CommTEL NEXUS app and created an account, you'll be prompted to accept an invite. The invite is generated by the system's Admin and will be sent to your email address. You can either use the CommTEL NEXUS app to scan the QR code in the invite, or you can type the code shown below the QR code into the box provided.

N.B. The installer will typically set the homeowner, site manager or managing agent up as the system Admin.

Letting Your Visitors In

When a visitor presses the 'Call' button on your NX1 or NX250 intercom:

- The system will call your chosen phone through the NEXUS app.
- Answer the video call in the app to see and speak to your visitor.
- To grant access, tap the green button on the screen.
- If you do not want to grant access to the visitor, simply end the call by pressing the red button.



CommTEL NEXUS App

Allows users to use, programme, and control their NX1 or NX250 IP intercom systems.



We're Here to Support You

If you need additional help, you can find insights, FAQs, and further information on our website: [Click Here](#)

Resident And Authorised Visitor Access

Coded entry access

Entry codes can be used to open the door or gate connected to the NX1 and NX250 systems:

- The Admin can create and manage these codes in the NEXUS app.
- Codes can be restricted to work only during specific times.
- Simply enter the assigned code into the intercom keypad, and the door or gate will open.

Authorised Dial To Open

Certain authorised phone numbers can call the intercom to unlock the door or gate.

- Admins can set time-based restrictions for authorised numbers.

How to Use:

- Call the intercom's phone number from an authorised device.
- The system will recognise the number, reject the call, and automatically open the door or gate. (**Please note:** This feature requires a SIP subscription).

Frequently Asked Questions

What happens if I am on a call when a visitor arrives?

Video Calls (via Commтел NEXUS App)

You'll receive an app notification for the incoming intercom call where you can:

- Put your current call on hold to answer the intercom.
- Ignore the notification. The system will automatically divert the call to the next user, if applicable.

For Audio-Only Calls (with SIP Subscription)

Make sure 'Call Waiting' in your phone's settings is enabled.

- This lets you see incoming intercom calls while you're on another call.
- You can put your current call on hold to answer or ignore the intercom call.

What About Voicemail?

- If voicemail picks up, the NX1 and NX250 won't be able to divert the call.
- The Admin can adjust the ring time in the NEXUS app so that the call diverts before voicemail kicks in.
- Alternatively, visitors can leave a message or cancel the call by pressing 'Clear' or 'Call' on the intercom.

What is SIP and why do I need a subscription?

SIP is a technology that lets the NX1 and NX250 intercoms make and receive calls over the internet.

With a SIP subscription, you can:

- Use your phone to open gates/doors: when your phone number is added to the system's white list, you can call the intercom, and it will recognise your number to activate the relay and open the gate or door.
- Receive phone calls from the intercom: instead of video calls, the system can make regular phone calls to you when someone presses the button on intercom.

While SIP is built into the system as standard, you'll need a separate SIP subscription to use these features. You can manage this subscription through the Commтел NEXUS app.

Do I need internet to receive a call?

The device receiving the call must be connected to the internet for video calls via the Commтел NEXUS app.

For audio-only calls with an active SIP subscription, an internet connection is not required.