NX1/NX250 SPECIFICATIONS

DEFINED BY CONNECTION.

Dedicated to Support.

Commtel's new IP intercoms showcase our commitment to advancement, delivering robust solutions designed for effortless, connected entry.

The NX1 and NX250 are delivered with Ethernet and 4G connectivity as standard. They ensure effortless installation and remote management through the Commtel NEXUS app, delivering a seamless experience for both installers and users.

NX1

NX250

Manage Your Commtel Intercom Remotely

Commtel CONFIG App

All programming can be done remotely using Commtel's CONFIG app. Designed for installers, it allows for initial setup, configuration, and ongoing updates from anywhere, without needing to revisit the site.

Commtel NEXUS App

- Receive video calls and notifications.
- Users can manage and configure their NX1 or their NX250 intercom remotely.
- Simply scan the invite code and register for an account to get started!*

*During the install process, the invite code is produced after initialisation. This should be scanned by the system's Admin (not the Installer) using the Commtel NEXUS App.

You can download both the Commtel CONFIG app and the Commtel NEXUS app for free, from Android or iOS app stores. Click the relevant icon to the right, to get started.

Commtel CONFIG App

Simplify setup and management, remotely program all Commtel intercoms with the CONFIG app.

Commtel NEXUS App

Allows users to programme and control their NX1 or NX250 system using the NEXUS app.

The Commtel NEXUS App is compatible with Apple CarPlay and Android Auto.

Apple CarPlay

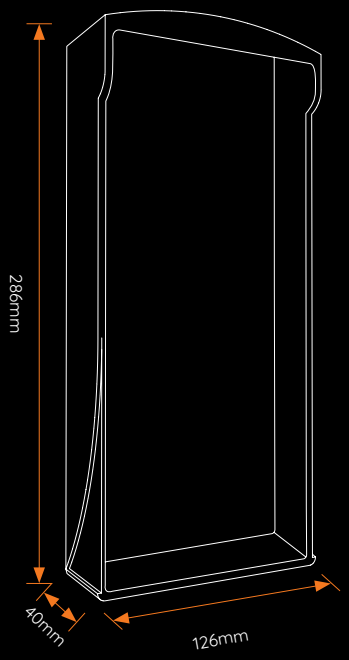
Android Auto

NX1/NX250 SPECIFICATIONS

Key Features	NX1	NX250
Connectivity	IP (4G / Ethernet)	IP (4G / Ethernet)
User Capacity	500	Unlimited
No. of users / call buttons	1	250
No. of cascading call diverts	6	6
No. of entry codes	1500 (3x per user)	15,000
Backlit, vandal-resistant keypad	Y	Y
No. of Dial-to-Open numbers (SIP Subscription Required)	1500 (3x per user)	15,000
Push Notifications	Y	Y
Temporary Codes	Y	Y
Time-based Keypad Settings	Y	Y
Worldwide Time Clock with 20x Profiles	Y	Y
Timed Trade Button	Y	Y
Activity log with screenshots for triggered relay actions	Y	Y
Auto APN Setup	Y	Y
2-year return-to-manufacturer warranty	Y	Y

Surface Mounted – Moulded Back Box

NX1



NX250

Commtel

Technical Specifications

Construction	Faceplate	316 marine grade stainless steel faceplate, powder coated black & stainless steel security screws.
	Housing	316 marine grade stainless steel faceplate and moulded aluminium back box, powder coated black.
	Mounting	Surface mounted.
Physical	Dimensions	NX1: H 216 x W 99 x D 40 (mm) NX250: H 286 x W 126 x D 40 (mm)
	LED Downlight	Adjustable brightness: 1 - 9 levels. Connected to keypad brightness.
	Configuration	Standalone. Integration with supplementary Telpad via 4 core cable (0V, 12V, Hi, Lo).
Power & Electrical	Power Supply	Power Supply: 1A 12V DC (compatible with existing Commtel systems).
	Power Consumption	NX1: ~220mA idle @ 12V with 70% signal. NX250: ~320mA idle @ 12V with 70% signal.
	Relays	1 x 2A – N/O or N/C default. 2 x 200mA – N/O or N/C default, programmable (latch, unlatch, toggle, pulse).
	Relay Activation Time	1 - 240 seconds, adjustable remotely.
	Auxiliary Inputs	2 x inputs for external devices (e.g. ground loops, PTE buttons etc.) Prevent/enable calls and codes, act as an exit release and trigger alerts. The auxiliary input is for volt free exit release type buttons only. Damage will result if feeding voltage or any other item that is not a volt-free contact.
Video	Commtel NEXUS App	Receive video calls, notifications and manage configuration remotely via the Commtel NEXUS app.
	Camera	Resolution: 1280 x 960 30fps. Low-Light Performance: Clear visibility (Requires a form of ambient light). Activation: Built-in camera activates during a call. Angle: 98.4 degrees horizontal, 75.2 degrees vertical.
	Video Feed	Video feed viewable only to authorised Commtel NEXUS App users. Using the Commtel NEXUS app will consume mobile data and may result in additional charges if not connected to a Wi-Fi network.
Audio	Telephone Type	For audio calls, a SIP subscription is required via the Commtel NEXUS App. A smartphone is required to view the video feed, however, residents who do not have access to a smartphone can receive a voice call from the intercom to allow access to their visitors.
	Volume	Adjustable 1 - 9 levels.
Keypad	Backlighting	RGBW colour control. Adjustable illumination levels.
	Timed Trade Button	Can be programmed using the on-board time clock.

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Technical Specifications (continued)

Programming	Programming Methods	Remotely programmable via the Commtel CONFIG or Commtel NEXUS App. Initial set up required by the installer via the Commtel CONFIG App. The Installer can configure programming for 30 days after initialisation, or until access is revoked by the Admin. The Installer request access at any time after the 30-day period has ended, for the Admin to approve or deny.
	Auto APN Setup	Automatically detects the SIM network and configures the correct APN.
Time & Alerting	Worldwide Time Clock	The on board time clock enables custom profile functions to be activated. 20x time periods with automatic public holiday recognition. Timed latch & trade button. Schedule keypad volume and LED brightness changes with built-in Time Profiles.
	Push Notifications	Real-time alerts via the Commtel NEXUS app for callpoint presses, entry code use, or AUX triggers.
	Relay Action Screenshots	Automatic image snapshots when relays are triggered (e.g. entry codes, trade button). Shown in the Activity Log.
	Activity Log	Complete history of events including access, alerts, and triggered functions.
Capacity	Authorised Dial-to-open (Requires SIP Subscription)	Call the intercom from an authorised number to activate the relay and open gates/doors. Phone Call Notifications – Receive standard phone calls from the intercom instead of video calls. SIP is built-in but requires a separate paid subscription, managed through the Commtel NEXUS App.
	Entry Codes	15,000 codes can be stored. Entering a pre-programmed code activates the specified relay.
	Temporary Codes	Create time-limited or limited-use entry codes by setting expiry dates or usage limits.
Connectivity	Network Capability	4G or cabled Ethernet. No additional modules required.
	SIM Card	Data SIM Supplied. Optional and suject to activation order. If you choose to use your own SIM card, please note that it must be a Data SIM.
	Antenna	1x 4G PUK antenna with 2m lead and 90° MMCX connection. (1m lead available upon request. Longer leads are available at additional cost and longer lead time).
Regulatory & Support	Warranty & Support Agreements	Two-year return to manufacturer warranty. More info: Here.

We're Here to Support You

If you require further guidance, please don't hesitate to reach out to our trusted technical support team.
We're committed to ensuring a smooth setup process.

You can reach us by calling +44(0)1306 710120 – Option 1, or email: support@commtel.io

SIP Calling Flexible Entry Control

What is SIP?

SIP (Session Initiation Protocol) is a technology that allows the NX1 and NX250 intercoms to make and receive calls over the internet, no need for a video monitor or app-based calling.

Why would I need a SIP subscription?

A SIP subscription enables two key features that enhance how you control your entry points:

Dial to open: Add your phone number to the system's white list and call the intercom to trigger the relay — perfect for quick, remote access using your mobile.

Voice call alerts: When a visitor presses the call button, the intercom can dial your mobile or landline as a regular phone call. This keeps things simple and reliable, especially in areas with weak mobile data.

How do I get it?

SIP functionality is built into the NX1 and NX250, but you'll need either an existing SIP system or a Commtel subscription to activate it. You can set this up and manage it via the Commtel NEXUS app.

What are the benefits?

- Works on any phone (mobile or landline)
- No need to install additional apps
- Reliable voice calls, even in low-data areas
- Ideal for users who prefer traditional phone control

Pricing

£5 + VAT per month or

£60 + VAT per year

Other Ways to Control Entry

If SIP isn't active, the NX1 and NX250 still offer smart, secure ways to manage entry:

In-app controls: Use the Commtel NEXUS app to view a live video feed and open the entrance remotely by tapping the green open button.

Entry codes: Set unique codes to unlock the entrance. These can be restricted using the on-board time clock, so they only work at certain times of day.

	SIP Features			
	4G	Ethernet	4G/Ethernet + SIP (Using your existing SIP system)	4G/Ethernet + SIP (Commtel Subscription)
Video Calls to Nexus App	✓	✓	✓	✓
Phone Calls to Mobile	✗	✗	✓	✓
Phone Calls to Landlines	✗	✗	✓	✓
Dial to Open (Authorised Numbers)	✗	✗	✓	✓
Open with Siri / Google Assistant	Update coming soon			

EU CE Declaration of Conformity and Radio Equipment Directive is available at www.commtel.io | GB-RH10 9RB

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