COMMTEL NEXUS APP GUIDE

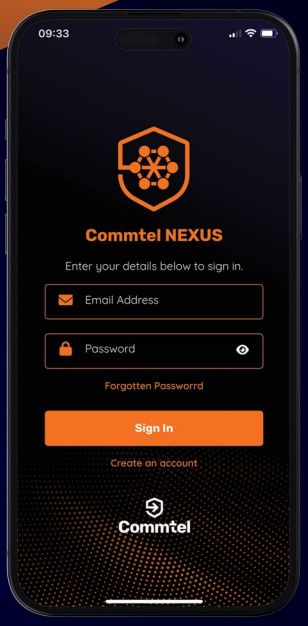
The Commtel NEXUS app provides easy control of your NX1 and NX250 intercom systems.

The app is free to download on iOS and Android.

To use the Commtel NEXUS app, you will need an invite from your Installer or an Admin user. If you are the Admin, you will receive your invite when the intercom is installed. The Installer/Admin will generate this invite using the Commtel CONFIG app during the initial setup.

As an Admin, you can invite other users within the Commtel NEXUS app by adding them as a new user. To generate an invite, you will need the user's email address.

N.B. To accept your invite, simply scan the QR code in the invite email, or enter the characters under the QR code manually when prompted.



Commtel NEXUS App

Home Screen Overview

When you open the Commtel NEXUS app, you will be taken to the home screen. From here, you can:

- Accept invites
- Manage your devices
- View the video feed
- Access and configure the command buttons

Accepting Invites

When you open the app for the first time, you will be prompted to accept an invite automatically once you have created an account. To add another device to the app, you can accept a new invite by tapping the QR icon in the top right corner of the home screen.

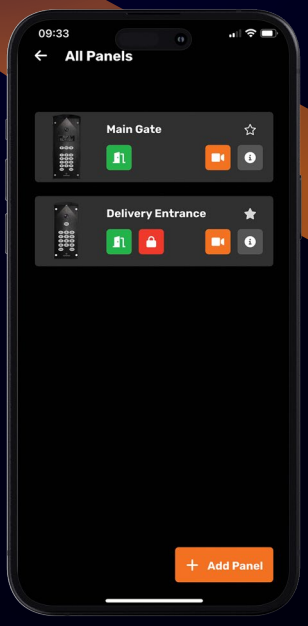
Device List

If you're controlling multiple NX1 or NX250 panels from the Commtel NEXUS app, you can switch between devices by tapping the device name above the video feed.

To set a favourite device, open the device list and tap the star icon next to the device name. Your selected device will then appear first every time you open the app.

From here, you can also tap the 'info' button to the right of the device name which gives you the following options:

- Rename the panel.
- Remove the panel from your device list.



Device List

Please Note: If the Admin removes you as a user, the device will automatically be removed from your device list. The Admin cannot be deleted until ownership has been transferred to someone else.

Remote View

View the live feed by tapping the play button on the Home screen. While in Remote View, you can open the door/gate using a command button.

N.B. For NX250 users, this option will need to be authorised by the system admin.

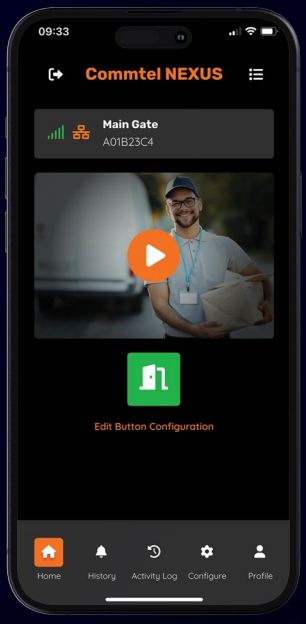
Command Buttons

Quickly control your gate or door from the home screen by tapping one of the command buttons under the video feed.

You can have up to 4 command buttons, which can be customised to suit your needs. By default, Button 1 is shown on the home screen as a green door, and is set to pulse Relay 1.

You can configure these buttons by tapping 'Edit Button Configuration' underneath the command button(s) on the home screen. The following options are available for each button.

- Icon
- Button colour
- Relay actions (what the buttons do when you tap them). Your installer will advise how the system has been wired during handover.



Main View

Configure Menu Overview

For more information, tap the (?) icon in the top-right corner of the screen while in the Configure menu.

Users (Admin Only)

There are two types of users:

Local User – Does not receive video calls via the app but can use an entry code to access the property. Where a SIP subscription is active, they can also receive standard voice calls or use authorised dial-to-open. Ideal for tradespeople, delivery drivers, carers, or relatives who require scheduled access. No app download is required.

App User – Receives calls from the intercom via the Commtel NEXUS app and can be assigned specific permissions based on their role. An email address is required to set up their account.

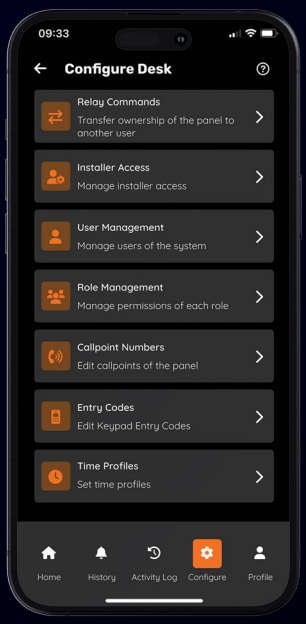
Role Management (Admin Only)

Users can be assigned one of three roles:

Admin – Full control over settings and user management.

User – Can manage their own codes and call points but cannot access other users' settings. Where a SIP subscription is active, they can also manage their authorised dial-to-open numbers and access tones.

Custom – Customisable permissions tailored to the user's needs.



Configuration Screen

Call Points

- Choose whether a user receives video calls or phone calls.
- Divert calls at specific times/days or limit the times that the call button works by allocating time profiles.
- Adjust the ring time between diverts.

Entry Codes

- Allocate codes to individual users.
- Time-restrict entry for specific users by allocating custom time profiles.
- Customise relay actions for each user's code.

Custom Holidays

- Public holidays are automatically set and updated based on the location of the device, which is set during the initialisation by the installer.
- Custom holidays can be added if required.

Time Profiles

- 20 customisable profiles - set specific times, days of the week, and even individual dates.
- Built-in public holiday recognition.
- Allocate names for easy reference.
- Choose whether or not to exclude public and custom holidays from your time profiles.

Timed Latch

- Configure the relays to automatically activate by allocating a specific time profile.
- The time profile should be set in the Time Profiles menu before it can be allocated to the relay.

Trade Button

- Assign a specific Time Profile to the trade button, ensuring it's only active when needed.
- The Time Profile should be set in the Time Profiles menu before it can be allocated to the relay.

Exit Releases

- Configure the relays to activate when the equipment wired into the auxiliary inputs is triggered.
- Equipment wired into auxiliary inputs includes exit buttons, motion sensors, and other release mechanisms.

System Settings

(Admin by default)

- Adjust keypad brightness and colour as well as the panel volume and relay names.

SIP Settings

(Admin by default)

- View SIP settings, like status, Domain, Username and SIP number.
- Manage your SIP subscription.

Authorised Dial-to-Open & Access Tones

(Requires an active SIP subscription)

- Manage telephone numbers authorised to open the gate when calling the telephone number of the intercom.
- Configure Access Tones when SIP is enabled. Access Tones are the keypad buttons pressed during a call to trigger a relay.

Visitor Calls

- If your phone is locked, you'll receive a full-screen notification when someone calls.
- If your phone is unlocked, the notification appears at the top of your screen.
- You can see who is at the door before answering the call.

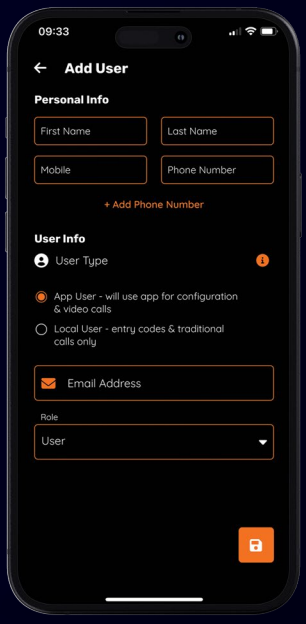
Installer Access Requests

- Your Installer will have access to your system for 30 days from the date the panel is initialised. This date can be changed if required, by clicking on the date.
- If an installer requests access to your system, you'll receive a notification in the Commtel NEXUS app under Installer Access.
- You can approve or deny the request:
  - If approved, the installer will be notified.
  - If denied, they won't be able to request again. If you change your mind, you will need to change the expiry date to a date in the future.

Further Information

For extra tips and useful guidance to get the most from your system, see the points below:

- To remove users, entry codes, custom holidays, or other items from a list, simply swipe left on the item you want to delete.
- You can reorder the user diverts by holding down the 4 lines on the right and dragging the user to the new position.
- When an app user is created, you can view the invite code here, in addition to the email that is sent to the new user.



User Information

Need more help?

If you need further assistance or your question isn't covered in this guide, our online resources are here to help. Visit our website for additional insights, FAQs, and detailed information: Here

Support & Warranty Information

For technical support enquiries, please contact our dedicated team:

Phone: 01306 710 120 (option1)

Email: support@commtel.io

Details on your NX1 or NX250 product warranty are also available on our website: Here

Apple CarPlay & Android Auto Compatible

The Commtel NEXUS App is compatible with Apple CarPlay and Android Auto, giving users direct access to their intercom from their vehicle's central display.

Apple CarPlay

Android Auto

We're Here to Support You

If you need additional help, you can find insights, FAQs, and further information on our website: Click Here