



## **Cybersuite X – 2N Integration Guide**

### **For Security Integrators & Authorized Channel Partners**

**2025**

#### **1. Overview**

Cybersuite X provides a deep, automated integration with 2N intercom and 2N Access Unit hardware through the My2N Cloud platform. This guide outlines how to prepare a project, how sites get created and mirrored, and how intercom and access control devices sync into Cybersuite X.

#### **2. Pre-Deployment Requirements**

Before initiating any deployment that includes 2N hardware, partners must notify Cybersuite X at [support@cybersuitex.com](mailto:support@cybersuitex.com).

Required project details:

- Building Name
- Address
- Country
- Province/State
- City
- Postal Code
- Number of Suites
- Modules Activated

### 3. Cybersuite X Site Creation & My2N Mirror Site Automation

**Step 1** – Cybersuite X creates the building.

Once the partner submits the required information, the Cybersuite X onboarding team will create the building within the Cybersuite X platform.

**Step 2** – Automatic mirror site is created in My2N.

After the building is created, Cybersuite X automatically generates a **mirror site** in **My2N**, under the **Cybersuite X company portfolio**.

This ensures:

- Proper linking between both ecosystems
- Automatic device synchronization
- Streamlined user provisioning

**Step 3** – Cybersuite X adds the requesting partner as Site Admin on My2N.

A Cybersuite X representative will add the requesting partner as a **Site Admin** on the corresponding My2N mirror site.

Once granted access, the integrator proceeds to activate and configure devices as they normally would in My2N.

### 4. Device Activation Workflow

Partners activate 2N devices in My2N as normal. Activated devices automatically sync to Cybersuite X.

### 5. Using 2N for Intercom Functionality

If the project includes **2N IP Intercoms**, the following workflows apply:

#### 5.1 Automatic Intercom Sync

- After the integrator activates intercoms on the My2N mirror site, **intercoms automatically appear within the Intercom Module in Cybersuite X** under that building's device list.

No additional mapping or configuration is required.

## 5.2 Resident Onboarding & Auto-Population

When adding residents or end-users to Cybersuite X:

1. The user creates a Cybersuite X account.
2. The user signs into the Cybersuite X mobile app.
3. The user is **automatically populated** onto all active 2N intercoms for their suite.

This enables:

- Video calling
- Door release
- VoIP/SIP routing
- Mobile app answering & notifications

## 5.3 Managing User Visibility & Display Names

Within Cybersuite X → *Intercom Module*:

- You can **hide** a user from intercom directories.
- You can **edit or override** the display name shown on intercom panels.

Changes made in Cybersuite X override My2N settings.

## 6. Using 2N for Access Control Functionality

If deploying **2N Access Units**, **Bluetooth readers**, or **Touch panels**:

### 6.1 Automatic Reader Sync

Once 2N readers are activated on the My2N mirror site:

- Readers automatically appear under **Access Control** → **Devices** in Cybersuite X.

### 6.2 Key Creation & Assignment

1. Create an Access Key profile in Cybersuite X.
2. Add the synced 2N access control devices to the Key.
3. Assign the Key to user(s).

Users can now unlock those devices **via their mobile phone** using the Cybersuite X app (BLE), depending on hardware capabilities.

## 6.3 Multi-Door Access

Keys can include:

- Perimeter doors
- Amenity entrances
- Suite floors (if elevator control enabled)
- Garage entrances
- Storage or service areas

## 7. Ongoing Management & Best Practices

### My2N Should Not Be Modified Outside Device Management

Partners should:

- Use My2N only for hardware activation and basic settings.
- Avoid creating additional users or changing directory entries manually on My2N. Cybersuite X owns user provisioning automatically.

All Access Control Policies Should Be Created in Cybersuite X

This ensures:

- Centralized auditing
- Unified mobile access experience
- Proper synchronization

Naming Devices Clearly

Use clear names when activating devices in My2N:

**Examples:**

- “Main Lobby Intercom – G00”
- “Garage Reader – P1”
- “Amenity Level – Fitness Centre Door”

These names propagate into Cybersuite X for clarity.

## 8. Support & Escalation

Email: [support@cybersuitex.com](mailto:support@cybersuitex.com)

Include building name, issue details, screenshots, and device serial numbers.