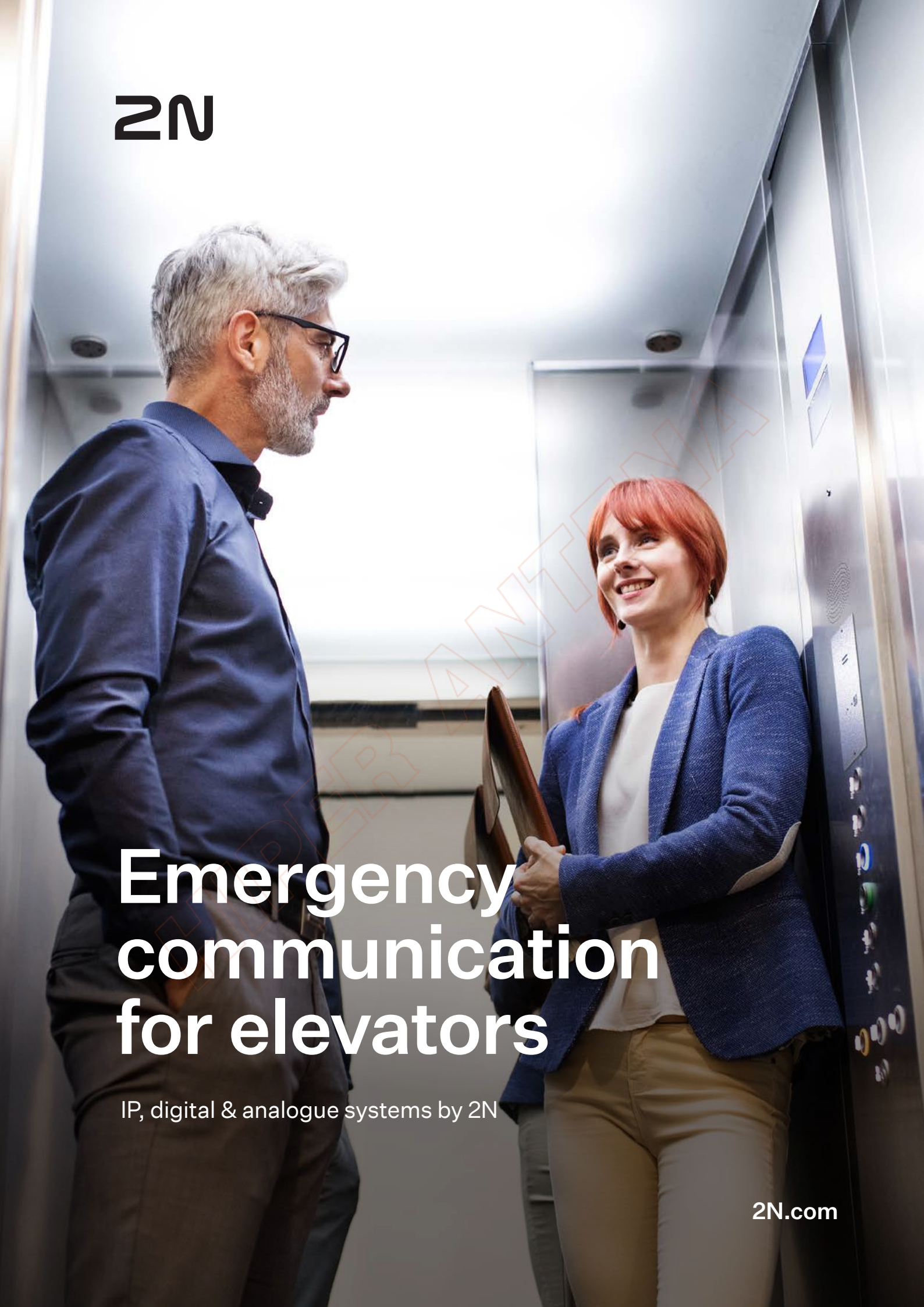


Emergency communication for elevators

IP, digital & analogue systems by 2N

2N.com

Innovation that protects. Reliability that lasts. For all.

For more than 25 years, 2N has led the way in elevator emergency communication, combining proven reliability with constant innovation. By applying our expertise in IP technology, we solve the industry's most pressing challenges and make elevators safer, smarter, and easier to manage.

With over 750,000 installations worldwide, our solutions are built for everyone – including passengers with hearing impairments – because safety must work for all.

Four challenges in the emergency communication

Reliable communication between an elevator car and call center is mandatory in most of the countries. Usually, it is the only way how to contact the outside world and get help when you are trapped in the elevator. But many changes and exciting new challenges are coming in the field of elevator emergency communication. Get ready for them.

Transition to 4G (LTE) networks

The shift is already underway: PSTN networks are becoming too costly, and 2G (GSM) and 3G (UMTS) services are being phased out. As a result, most installed gateways will stop working, leaving elevators unable to connect with call centers - along with all the legal consequences. To ensure compliance and safety, the industry must move to 4G (LTE) networks.

Reliable transmission of DTMF codes

DTMF tones are vital for identifying and configuring elevator devices, but PSTN, 2G, 3G, and even 4G (VoLTE) networks often distort them, making error-free transmission unreliable. Since this affects key signaling protocols (CPC, P100), the only future-proof solution is to use SIP-enabled VoIP gateways, which ensure reliable transmission of DTMF signal.

Demand for online monitoring

In a highly competitive market, elevator pricing is critical - but post-warranty services like labor and site visits often drive up costs. To reduce these expenses, elevator companies are increasingly seeking smart, connected IP solutions that enable remote monitoring and maintenance.

Internet connectivity to elevator cars

Cut costs and simplify installations with 2N's IP solution. Using just a single pair of wires in the traveling cable, you can easily provide Internet connectivity to elevators - supporting up to 8 IP devices. The system works for two elevator cards sharing up to 100 Mb/s.

HYPERANTENA

Gateways portfolio

Convert. Connect. Control.

Our 2G/3G/4G gateways ensure uninterrupted emergency communication from the elevator car to the emergency response center. They:

- **Convert analogue signals to IP**
- **Connect seamlessly to mobile networks, LAN, and elevator controllers**
- **Allow full remote control via the 2N Elevator Center**

Supporting VoIP and video transmission, they provide a future-proof solution for safe, reliable elevator communication.

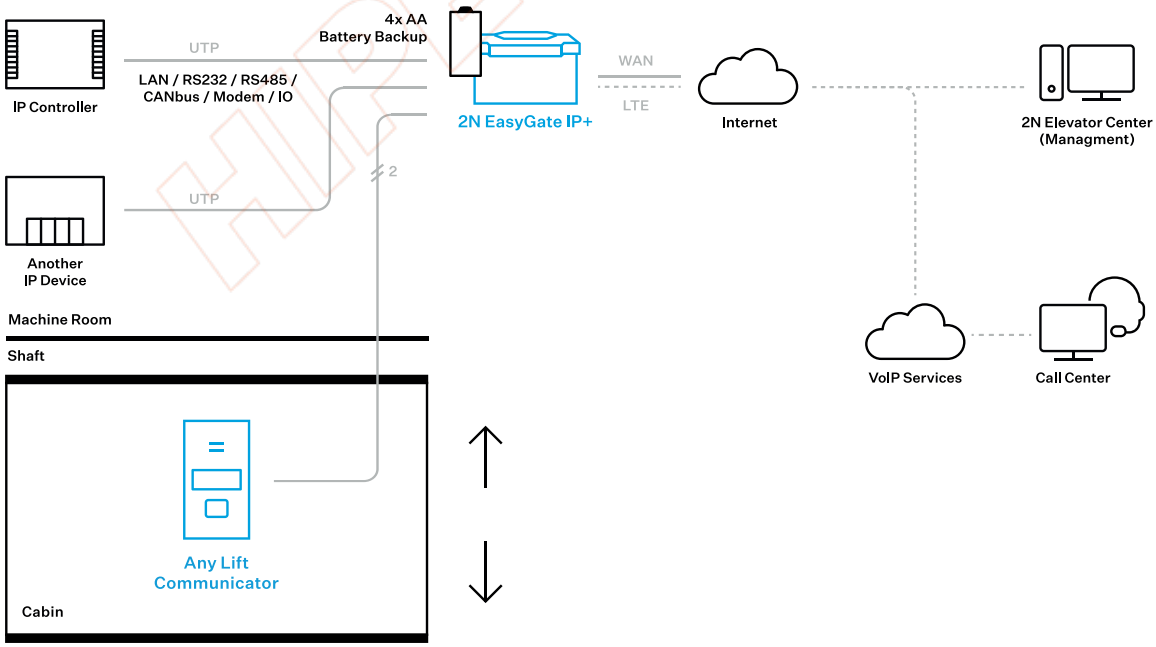
2N EasyGate IP+

2N EasyGate IP+ is a powerful LTE/VoIP gateway that guarantees reliable emergency communication between the elevator car and the emergency response center. With multiple interfaces (LAN, RS232, RS485, CANbus), it connects seamlessly to elevator controllers and other machine room devices. The gateway can be fully managed via the cloud-based 2N Elevator Center and meets the highest cybersecurity requirements.

Key features

- future-proof connectivity with 2G, 3G, and 4G support
- reliable DTMF transmission every time
- compliant with IEC 62443-4-1 and 62443-4-2 security standards
- backup battery ensures operation during power failure

Connection scheme



HYPERANTENA

Variants

2N EasyGate IP+
All EU/UK networks (2G/3G/4G), EU cable without plug
5025101E

2N EasyGate IP+
All North American networks (2G/3G/4G), US cable without plug
5025101US

2N EasyGate IP+
All Australian networks (2G/3G/4G), AU cable without plug
5025101AU

Technical parameters

Cellular network

Used modules	EU: EC25-E USA: EC25-AFFA AU: EC25-AU
LTE bands	EU: B1/B3/B5/B7/B8/B20/B38/B40/B41 USA: B2/B4/B5/B12/B13/B14/B66/B71 AU: B1/B2/B3/B4/B5/B7/B8/B28/B40
WDCMA bands	EU: B1/B5/B8 USA: B2/B4/B5 AU: B1/B2/B5/B8
GSM/EDGE bands	EU: B3/B8 USA: not supported AU: B2/B3/B5/B8
SIM cards	2 slots, both support 3V and 1.8V SIM cards

VOIP

Protocols	SIP (RFC3261) over UDP, SIPs, SRTP
DTMF	a) In-band Analogy of traditional DTMF, where tones are merged with speech into single voice channel. b) SIP INFO (RFC 2976) DTMF signals are sent separately in the SIP message body c) RTP Event (RFC 2833) DTMF signals are sent as separate RTP event packets, outside the main audio stream.

Antenna

Number	Two inputs (Main and Diversity)
Connector type	SMA
Impedance	50 Ohms

Interface

Interface type	FXS, 3x Ethernet (LAN, WAN), RS232, RS485, CAN

Power source

Power adapter	(12 V / 1 A DC adapter included) option to connect an external 9 to 30 V DC power source
Backup power	4×AA batteries, constantly monitored

Memory

Type	Slot for SD card

Configuration and upgrade

Local	web UI over USB
Cloud	2N Elevator Center

Other

Dimensions	195 × 119 × 61 mm
Weight	625 g (incl. batteries)
Humidity	max 90%, non condensing
IP coverage	IP43
Operating temperature	-40°C up to +85°C
Status LED	power, cellular network, FXS line, data, signal strength
Certifications	EN 62368-1, EN 81-28, EN 301489-1, EN 301489-7, EN 301511, EN 301908-1, EN 301908-2, EN 301908-13, EN 62311, EN 63000, EN 12016 FCC Part 15b, UL 62368-1, PTCRB ICES-003 Issue 6, CSA C22.2 No.62368-1 AS/CA S003.1, S003.3, S042.1, S042.4, AS/NZS 62368.1 App ZZ

Warranty

5-years warranty see
https://www.2n.com/en_GB/support/warranty-and-repair

HYPER ANTENNA

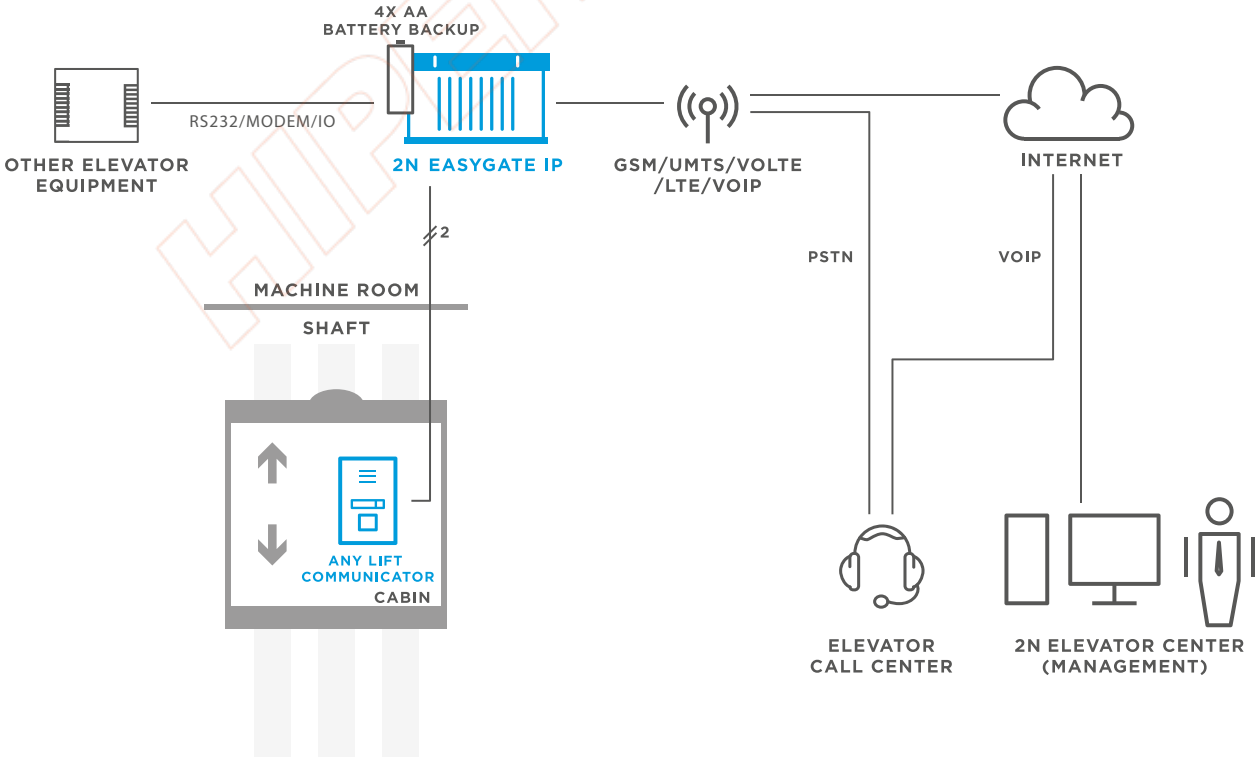
2N EasyGate IP

2N EasyGate IP transforms analogue communicators into VoIP-enabled devices without requiring any hardware changes in the car. This new-generation GSM/UMTS/VoLTE/LTE gateway supports the SIP protocol, ensuring reliable DTMF transmission to the emergency response center. It can be managed locally or via the cloud-based 2N Elevator Center, and its monitored backup battery complies with the latest emergency communication standards.

Key features

- supports VoIP for future-proof communications
- ensures undistorted DTMF transmission
- enables remote control and monitoring
- compliant with IEC 62443-4-1 and 62443-4-2 security standards

Connection scheme



HIPER ANTENA

Variants

2N EasyGate IP
All EU/UK networks (2G/3G/4G)
5023001E

2N EasyGate IP
All North American networks (2G/3G/4G)
5023201US

2N EasyGate IP
All Australia networks (2G/3G/4G)
5023001AU

Technical Parameters

Cellular network

4G LTE bands	EU (EC21-E): B1/B3/B5/B7/B8/B20 US (EC21-A): B2/B4/B12 AU (EC21-AU): B2/B4/B5/B7/B8/B28/B40
UMTS/WCDMA bands	EU (EC21-E): 850/900/2100 MHz US (EC21-A): 850/1700/1900 MHz AU (EC21-AU): 850/900/1900/2100 MHz
GSM bands	EU (EC21-E): EGSM 900 MHz, GSM 1800 MHz US (EC21-A): not supported AU (EC21-AU): EGSM 850/900 MHz, GSM 1800/1900 MHz
SIM cards	2 slots, both support 3V and 1.8V SIM cards

VOIP

Protocols	SIP (RFC3261) over UDP, SIPs, SRTP
DTMF	a) In-band Analogy of traditional DTMF, where tones are merged with speech into single voice channel. b) SIP INFO (RFC 2976) DTMF signals are sent separately in the SIP message body c) RTP Event (RFC 2833) DTMF signals are sent as separate RTP event packets, outside the main audio stream.

Antenna

Connector type	SMA
Impedance	50 Ohms

Line interface

Interface type	FXS with screw terminal

Power source

Power adapter	(12 V / 1 A DC adapter included) option to connect an external 9 to 30 V DC power source
Backup power	4×AA batteries, constantly monitored

Configuration and upgrade

Local	web UI over USB
Cloud	2N Elevator Center

Other

Dimensions	195 × 119 × 61mm
Weight	600g
Humidity	max 90%, non condensing
IP coverage	IP43
Operating temperature	-40°C to +85°C
Status LED	power, cellular network, FXS line, data, signal strength
Certifications	EN 62368-1, EN 81-28, EN 301489-1, EN 301489-7, EN 301511, EN 301908-1, EN 301908-2, EN 301908-13, EN 62311, EN 63000, EN 12016 FCC Part 15b, UL 62368-1, PTCRB ICES-003 Issue 6, CSA C22.2 No.62368-1 AS/CA S003.1, S003.3, S042.1, S042.4, AS/NZS 62368.1 App ZZ

Warranty

5-years warranty see
https://www.2n.com/en_GB/support/warranty-and-repair

USER ANTENNA

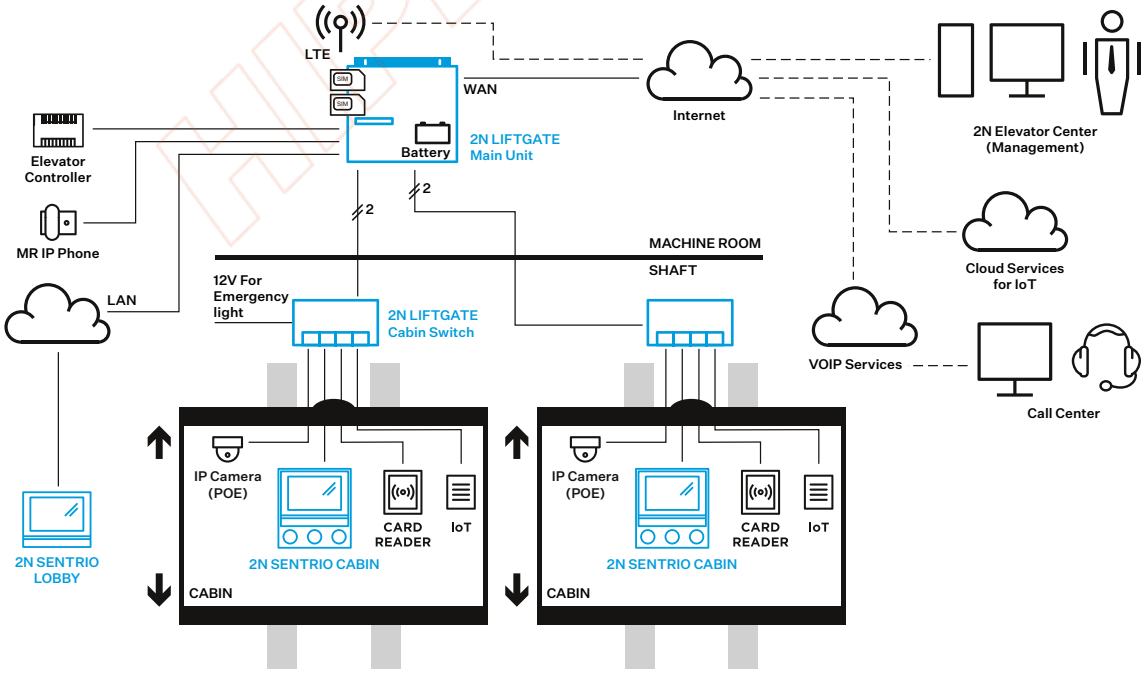
2N LiftGate

2N LiftGate is an all-in-one IoT gateway that turns a standard elevator into a modern IP solution. It combines the functions of an LTE router, backup power supply, 2-wire to IP converter, and network switch in a single device. IP connectivity is delivered to the cabin over just two wires in the traveling cable, removing the need for Ethernet cabling. The gateway can be managed locally or remotely via the 2N Elevator Center, which also enables automatic provisioning.

Key features

- IP connectivity to the cabin over two wires
- single SIM card for calling and data connectivity
- relay inputs and outputs for various integration
- built-in backup power supply

Connection scheme



Variants

2N LiftGate
2x Cabin Switch,
Aku+, EU plug

5024101E

2N LiftGate
2x Cabin Switch,
Aku+, AU plug

5024101AU

2N LiftGate
2x Cabin Switch,
Aku+, US plug

5024101US

2N LiftGate
Cabin Switch,
4x ETH, 12V DC

502460E

Technical Parameters

Telephone network

GSM band	EU (EGSM 900 MHz, GSM 1800 MHz) AU (EGSM 850/900 MHz, GSM 1800/1900 MHz)
UMTS band	EU (850/900/2100 MHz) US (850/1700/1900 MHz) AU (850/900/1900/2100 MHz)
LTE band	EU (B1, B3, B5, B7, B8, B20) US (B2/B4/B5/B12/B13/B14/B66/B71) AU (B1, B3, B5, B7, B28, B40)
SIM cards	2 slots; (U)SIM, 1.8 / 3.0 V

Antenna

Number	Two inputs (Main and Diversity)
Impedance	50 Ω
Connector type	F-SMA

Ethernet

Interface	4× RJ-45, 1 Gbps (1x WAN, 3x LAN)
PoE	1× PoE 802.3af Class 2 (max 6.49 W) via the LAN1 port
Protocols	IPV4, IPV6, ICMP, DNS, DHCP, NAT, HTTP, HTTPS, WS, NTP, OPENVPN, SYSLOG

Inputs and outputs

Inputs	2 0 - 24 V (low level 0-2 V, high 4-24 V)
Outputs	2× relay (NO, NC, COM terminal block) max. 30 V / 1 A DC, 125 V / 0.3 A AC
Number of lines	2

Power supply

Voltage	100 – 230 V AC
Frequency	50/60 Hz
Input power	65 W for 2× Cabin Switch
Backup power	built-in lead-acid battery, 12 V / 9 Ah (included)

Mechanical properties

Operating temperature	-20°C to +50°C
Dimensions	270 × 240 × 80 mm
IP protection	IP20
Weight	4.7 kg with battery, 2.2 kg without battery

Cabin Switch

Connection to the main unit via 2 wires

Interface

Ethernet	4× RJ-45 port, 100 Mbps
PoE	2× PoE 802.3af Class 0 (max 12.95 W) via LAN1 and LAN2 ports
Output	12 V DC, 100 mA (for emergency lighting)
Protocols	IPV4, IPV6, ICMP, DNS, DHCP, NAT, HTTP, HTTPS, WS, NTP, OPENVPN, SYSLOG

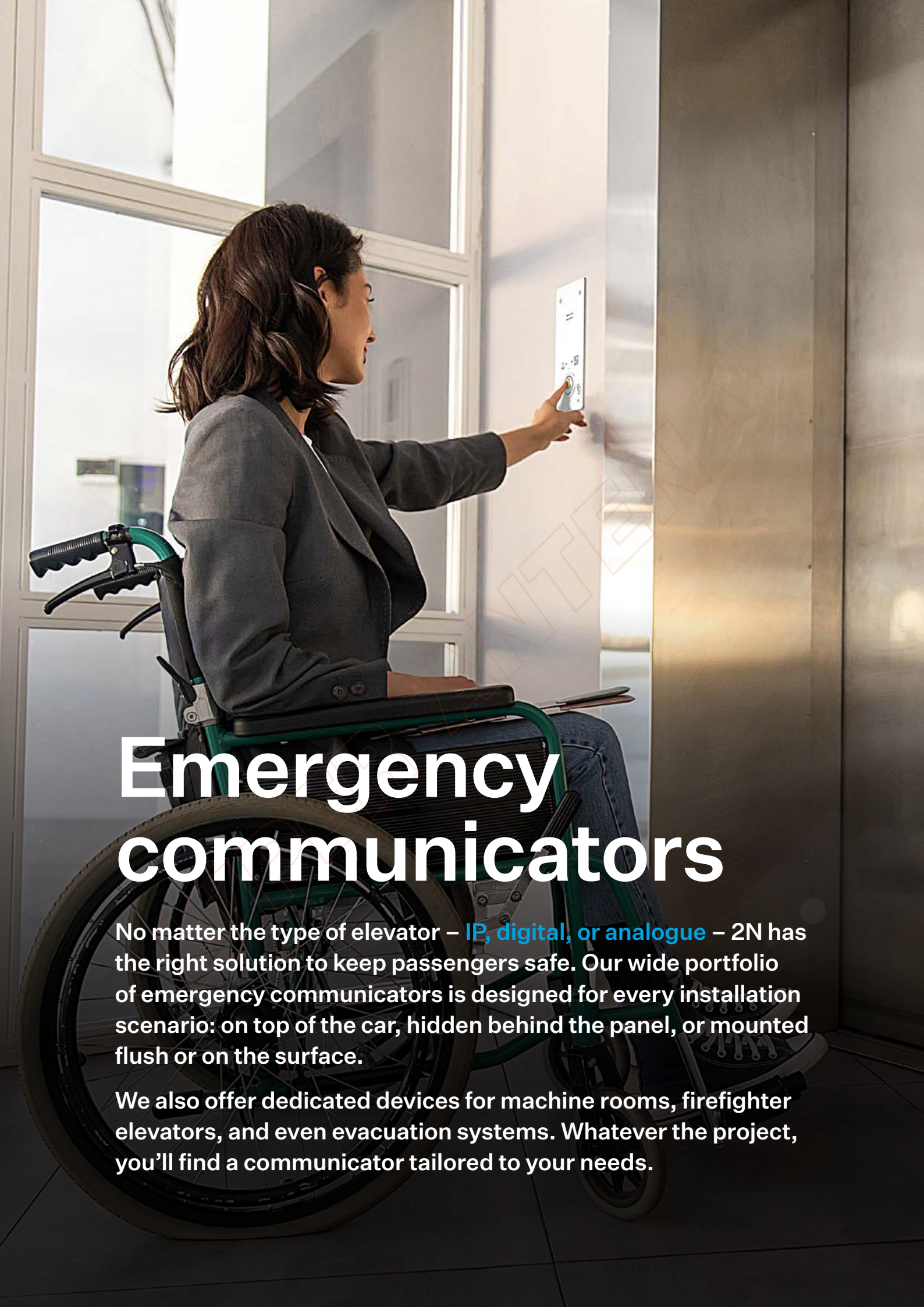
Warranty

5-years warranty see
https://www.2n.com/en_GB/support/warranty-and-repairs

Mechanical properties

Operating temperature	-20°C to +50°C
Dimensions	143 × 95 × 32 mm
IP protection	IP30
Installation	Surface mounted on a wall or DIN rail
Weight	0.2 kg

HYPER ANTENA



Emergency communicators

No matter the type of elevator – IP, digital, or analogue – 2N has the right solution to keep passengers safe. Our wide portfolio of emergency communicators is designed for every installation scenario: on top of the car, hidden behind the panel, or mounted flush or on the surface.

We also offer dedicated devices for machine rooms, firefighter elevators, and even evacuation systems. Whatever the project, you'll find a communicator tailored to your needs.

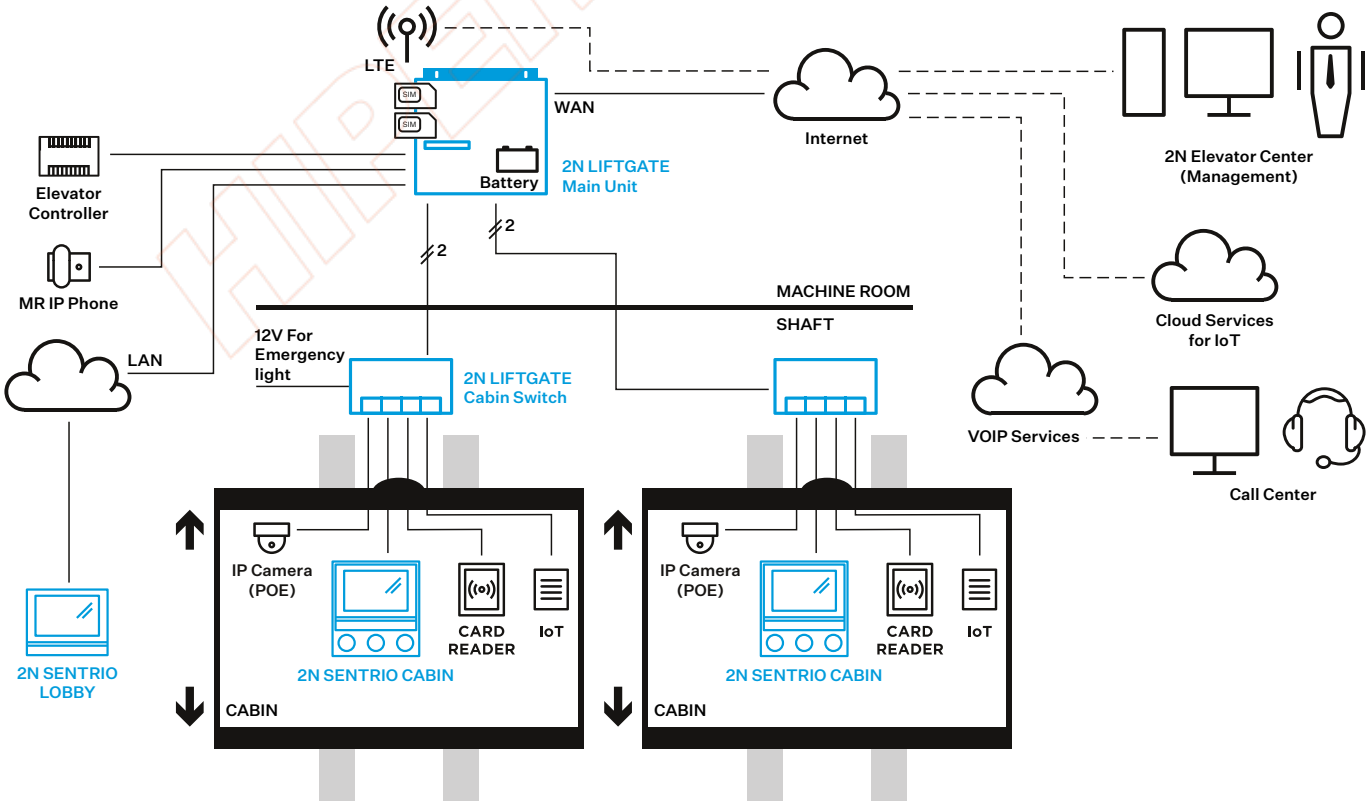
2N Sentrio

A true guardian in elevator emergencies, 2N Sentrio is an advanced IP communicator with a 7" display, built for maximum safety and accessibility. Fully compliant with ASME A17.1-2022, it ensures that every passenger – including those with hearing or speech impairments – can quickly reach assistance. Passengers can communicate via VoIP audio, use text chat, or benefit from live two-way video streaming that provides real-time visual contact with call center agents.

Key features

- inclusive communication with multilingual chat
- enhanced safety with live video from an external camera
- lobby unit option for high-rise buildings
- instant control and monitoring via 2N Elevator Center

Connection scheme



HIPER ANTENA

Variants & Accessories

2N Sentrio Cabin
91378901E

2N Sentrio Lobby
91378903

2N Sentrio Switch
3-button frame
91378904
External buttons
913789041

2N Sentrio Frame
3 buttons
913789052
no buttons
91378993

Flush mount box
(for Lobby unit)
91378800

Desk stand
(for Lobby unit)
91378802

Technical parameters

Power Supply

Type	PoE 802.3af or 12V/1A DC
Reverse polarity protection	yes

User Interface

Controls	capacitive touch panel
Display size	7"
Resolution	1024x600px

Audio

Microphone	integrated or external
Speaker	integrated (2W), or external
Induction loop output	600mV RMS
Codecs	G.711a/u, G.722, G.729, L16/16 kHz

Video

Codecs	H.264 (Main or Baseline profile), MJPEG

2N Sentrio Car Interface

LAN	10/100BaseT, RJ-45
Recommended cabling	Cat5e or higher
Contact Inputs	Alarm 2 (Alarm 1 without 2N Sentrio Switch)
Output	Induction Loop

2N Sentrio Switch Interface

Contact Inputs	4x (Yes, No, Alarm 1, Cancel contacts)
Relay Outputs	2x NO/NC (1x blocking, 1x user-programmable)
Voice Alarm Station	2x (top and bottom shaft audio units)
External Microphone	1x
External Speaker	1x

2N Sentrio Lobby Interface

LAN	10/100BaseT, RJ-45
Recommended cabling	Cat5e or higher
Contact Inputs	Screen unlock (using a microswitch)

Mechanical Parameters

Operating temperature	-20° to 50°C
Storage temperature	-20° to 70°C
Relative operating humidity	10 to 90% (non-condensing)
Recommended altitude	0 to 2000m
Weight (with frame and buttons)	950g
Weight (with frame, without buttons)	830g
Weight (2N Sentrio Switch)	160g

Dimensions

2N Sentrio Cabin (with frame and buttons)	203(W) x 226(H) x 63(D) mm
2N Sentrio Cabin (with frame, without buttons)	199(W) x 162(H) x 63(D) mm
2N Sentrio Lobby	193 (W) × 157 (H) × 50 (D) mm
2N Sentrio Switch	82(W) x 82(H) x 30(D) mm

Warranty

5-years warranty see
https://www.2n.com/en_GB/support/warranty-and-repairs

HIPER ANTENNA

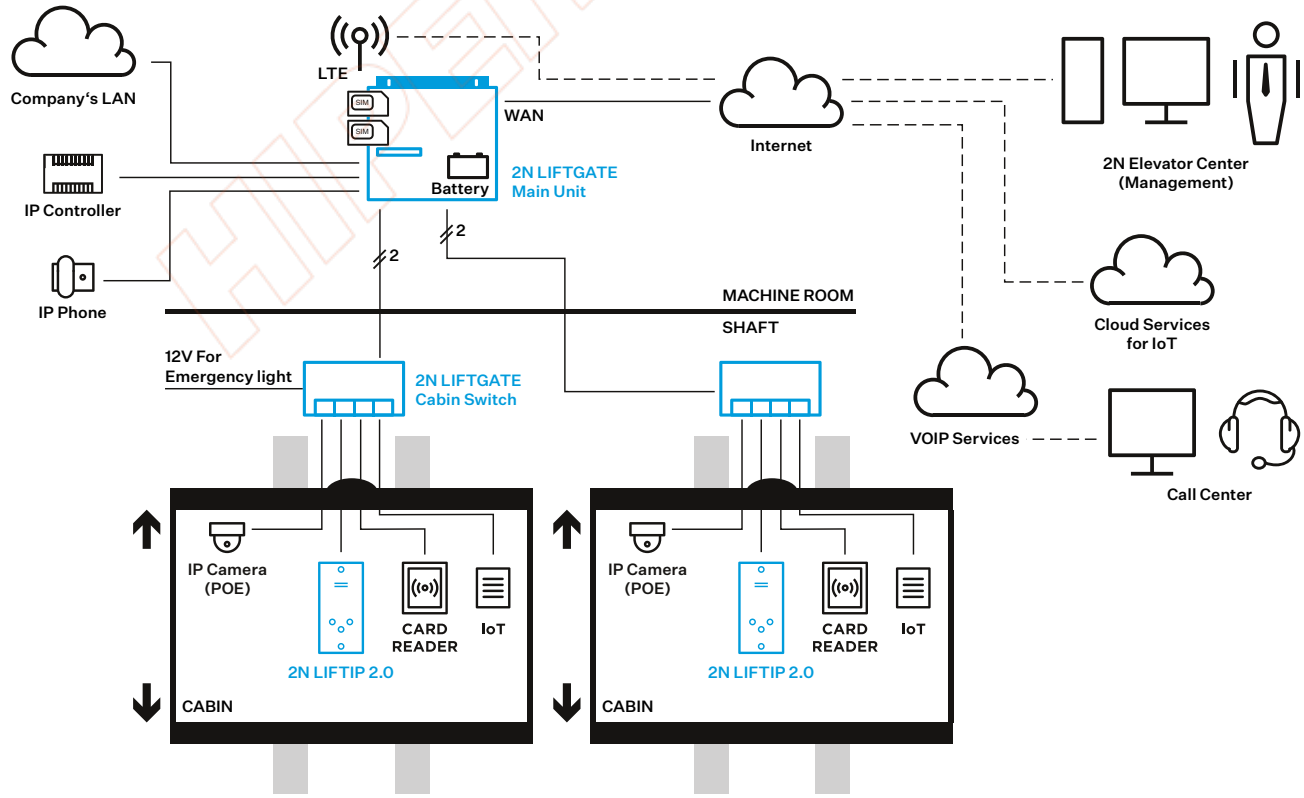
2N LiftIP 2.0

2N LiftIP 2.0 is a modern IP emergency communicator that uses VoIP technology to connect the elevator car with the emergency response center. When paired with an IP camera, operators receive both audio and video, giving them immediate insight into the situation inside the cabin. Constant monitoring and remote management via 2N Elevator Center make this communicator exceptionally reliable.

Key features

- integrates alarm calls with a live video feed
- remote management and continuous monitoring
- powered easily via PoE
- fast setup with predefined configuration templates

Connection scheme



HYPER ANTENA

Variants

2N LiftIP 2.0 COP Unit

fixed
921640E

cable version
921640XE

2N LiftIP 2.0 COP Unit – Flush mounting

with button
921618BE
921619BE

without button
921618E

2N LiftIP 2.0 TOC Unit

with voice alarm station switch
921631E

without voice alarm station switch
921630E

2N LiftIP 2.0 Voice Alarm Station SET

921001SET

2N LiftIP 2.0 I/O Extender

921623E

Technical Parameters

Power supply

Voltage	10 – 30V DC (keep polarity) or 48V PoE 802.3af
Consumption	maximum 3.5W max. 2 W with integrated speaker; max. 3.5 W with external 4 Ω speaker (not included)

ALARM and CANCEL voltage input

Inputs	5-48V DC (keep polarity) NC/NO contacts

Audio Parameters

Speaker	Integrated 16Ω / 1W (0.45 W output power), option to increase the output power to 2.3 W by connecting a speaker with 4 Ω impedance
Microphone	Integrated, option to connect an external electret microphone
Audio	Full duplex, G.711 (approx 90kbit/s)
Induction loop output	3.35V RMS / 100 Ω output impedance
Codecs	PCMU, PCMA, G.711 (approx. 90 kbps), L16, G.722 and G.729

Connection of External Indicators

Voltage	12 – 24V DC, external supply
Maximum current	200mA (100 mA if a bulb is used)

Other parameters

Operating temperature	- 20 °C – +50°C

Dimensions (W x H x D)

921640E, 921640XE
PCB version
(hidden behind the COP) 65 × 130 × 24 mm

921618E, 921618BE
COP design version
(flush mount) 100 × 220 × 26 mm

921619BE
COP design version
(flush mount) 105 × 190 × 26 mm

921640E
TOC long version
(for installation on top of car with Voice alarm station switch) 82 × 257 × 33 mm

921640XE
TOC short version
(for installation on top of car w/o Voice alarm station switch) 82 × 186 × 33 mm

Warranty

5-years warranty see https://www.2n.com/en_GB/support/warranty-and-repairs

HIDER ANTENA

2N Lift8

2N Lift8 is a modular digital communication system that uses a simple two-wire bus for both emergency and evacuation calls. It's the ideal choice for high-rise buildings, multi-shaft projects, and installations that demand flexibility. The main component of the system is 2N Lift8 Central Unit which provides the battery backup for all connected audio units. Hardware can be upgraded seamlessly without replacing the entire system, reducing total cost of ownership. Fully compliant with EU standards including EN 81-72 and EN 81-76, 2N Lift8 is built for the most demanding environments.

Key features

- connects up to 8 independent shafts
- supports PSTN, IP, LTE, and RS232 interfaces
- dedicated firefighter unit for rapid intervention
- connects up to 64 landing intercoms for evacuation

2N Lift8 Central Unit

918600E (Europe)
918600US (North America)
918600AU (Australia)

2N Lift8 PSTN
918652E

2N Lift8 LTE
918658G

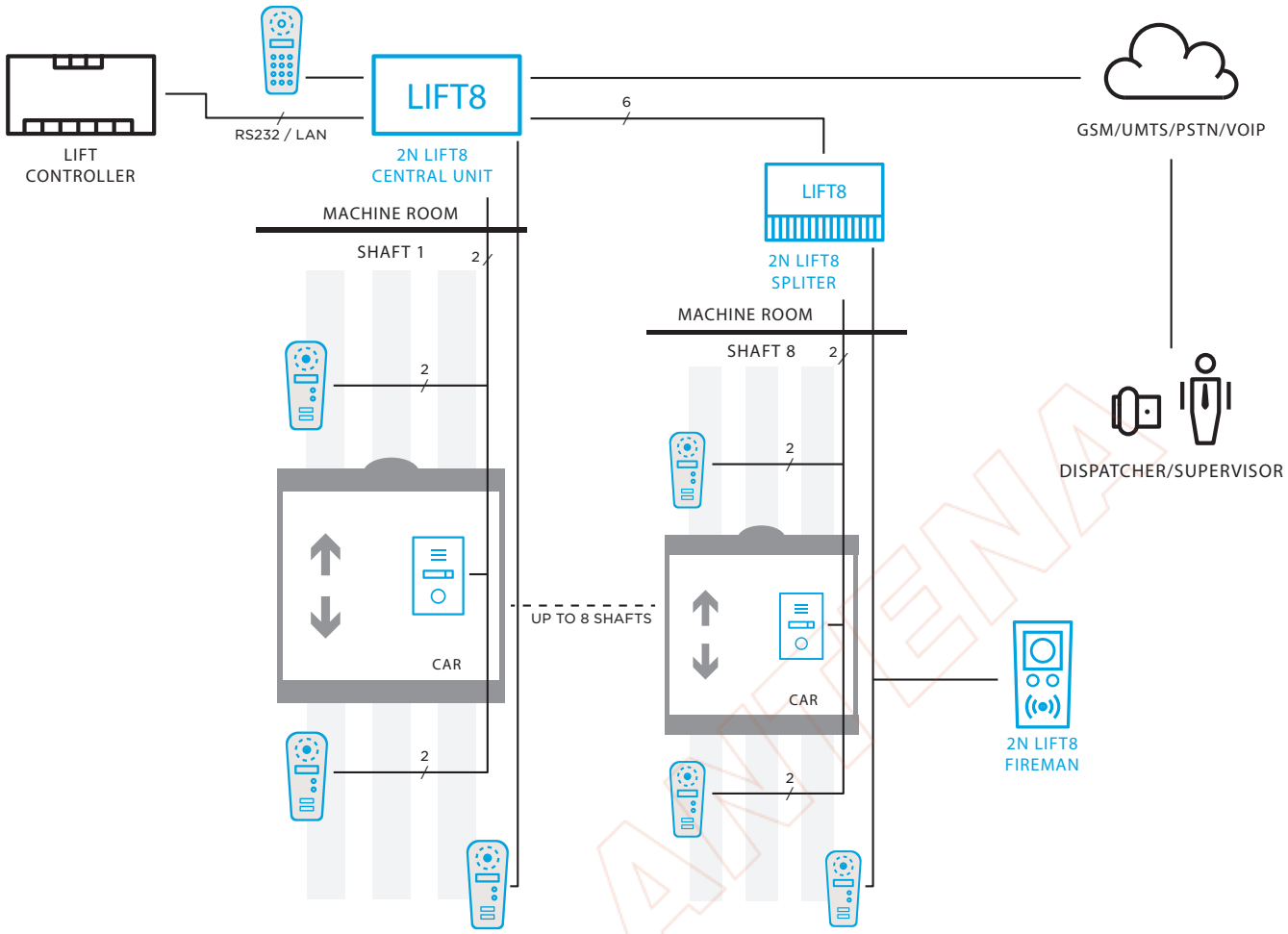
2N Lift8 RS232
918654E

2N Lift8 IP
918657E

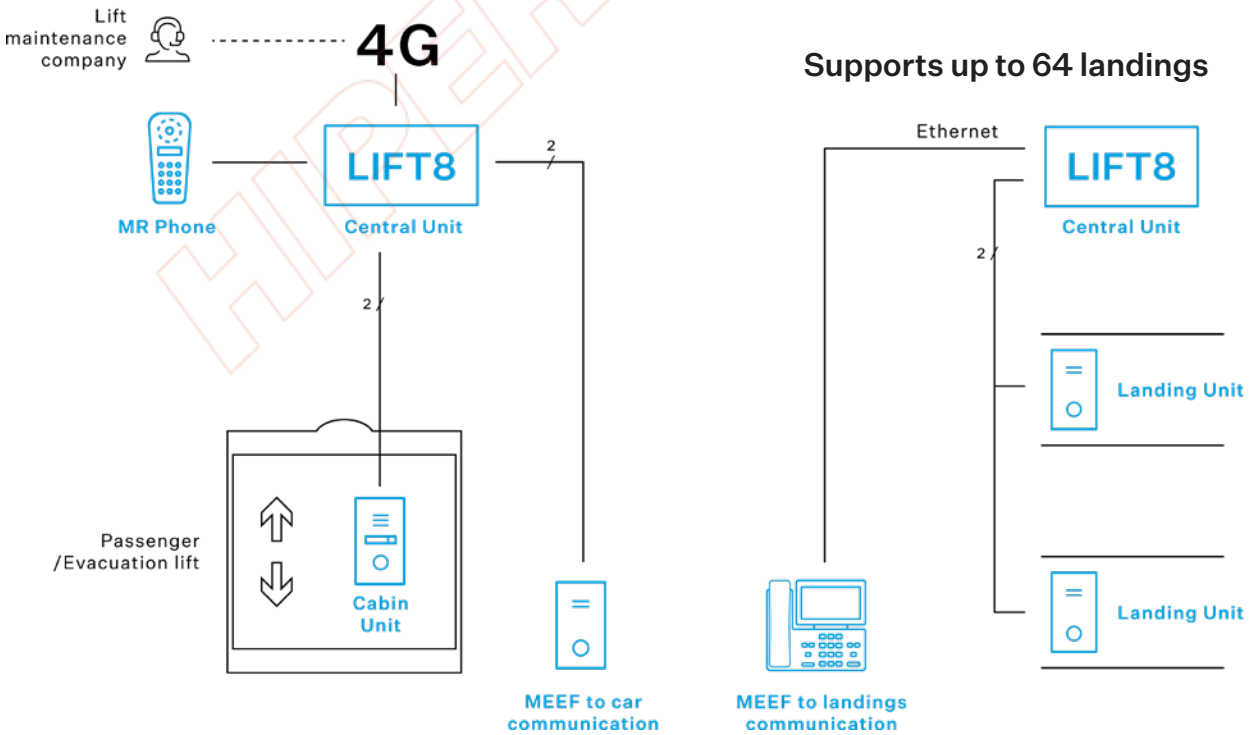
Interfaces for communication with the operator (outside calling)

Monitoring interface to elevator controller

Connection scheme: emergency communications



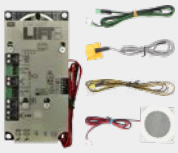
Connection scheme: evacuation communications



Supports up to 64 landings

HIPER ANTENA

Variants



2N Lift8 Audio Unit COP
COP version
918610E
COP version with cables
918610XE

2N Lift8 Audio Unit Compact
with button
918613E
without button
918613WBE

2N Lift8 Audio Unit Flush
With button
918618BE
Without button
918618E

2N Lift8 Evacuation Unit for MEEF
918619E2

2N Lift8 Audio Unit, Landing (Evacuation)
918618EE

2N Lift8 Audio Unit Fireman
For fire fighter elevators
918615E

2N Lift8 Machne Room Unit
MR unit + programming
918611E
PCB version
918623E

2N Lift8 Shaft Unit
918612E

2N Lift8 Shaft Unit Antivandal
918617E

Technical Parameters

Central unit

Power supply (max.)	100-240V; 50/60Hz; 0,75A; 60W
Backup power supply	Internal Lead Acid Battery (1,3 Ah / 3 Ah)
Maximum distance between splitters	100 m (with cable cross-section 2,5 mm²)
Connection options	7 reporting units +7 splitters + 8 I/O modules
Interface for connection with lift service centre	Choice of PSTN/GSM/UMTS/LTE/VoIP
Configuration and monitoring	Voice menu/USB/remote
Indicators	5x LED, three-colour
Dimensions and weight	300 × 170 × 72 mm; 2,7 kg
Operating temperature	0 - 40°C

Cellular network

Bands	GSM 850/900/1800/1900 MHz UMTS 800/850/900/2100 MHz LTE module (EG25-G): LTE-FDD: B1/B2/B3/B4/B5/B7/B8/B12/B13/B18/B19/B20/B25/B26/B28 LTE-TDD: B38/B39/B40/B41 WCDMA: B1/B2/B4/B5/B6/B8/B19 GSM: B2/B3/B5/B8
SIM card	mini, plug-in 3V
Antenna	one external with SMA connector

Camera module

Power supply	12 – 18V DC, max. 0,2A
Camera Interface	RS232/RS485 and RJ-45
Dimensions	142 × 98 × 34 mm
Memory card	microSD up to 32GB

Splitter

Power supply	24V from Central Unit or local
Capacity	7 audio units and Camera module
Max. overall length	600 m
Lift block impulse	Relay, both NO and NC contacts
Dimensions	142 × 98 × 34 mm

Fireman unit & audio unit shaft (antivandal)

Cover	robust aluminum casting
Operating temperature	–25°C - 55°C
Operating relative humidity	10% - 95% (non-condensing)
Storage temperature	–40°C - 70°C
Dimensions	217 × 109 × 83 mm, (242 × 136 × 83 mm including the frame)
Weight	netto: max. 2 kg, brutto: max 2,5 kg
IP coverage	IP69K

Evacuation landing intercoms

Flush Mount Box Dimensions	238 × 108 × 45 mm
Stainless Steel Faceplate with Button	256 × 126 mm

I/O module

Power supply	24V from central unit or local
Capacity	4 inputs + 4 outputs
Inputs	Galvanized insulation, 12 - 24V AC or DC
Outputs	Relay, NO contacts, max. 250V, 5A
Dimensions	142 × 98 × 34 mm

Warranty

5-years warranty see
https://www.2n.com/en_GB/support/warranty-and-repairs

HYPER ANTENA

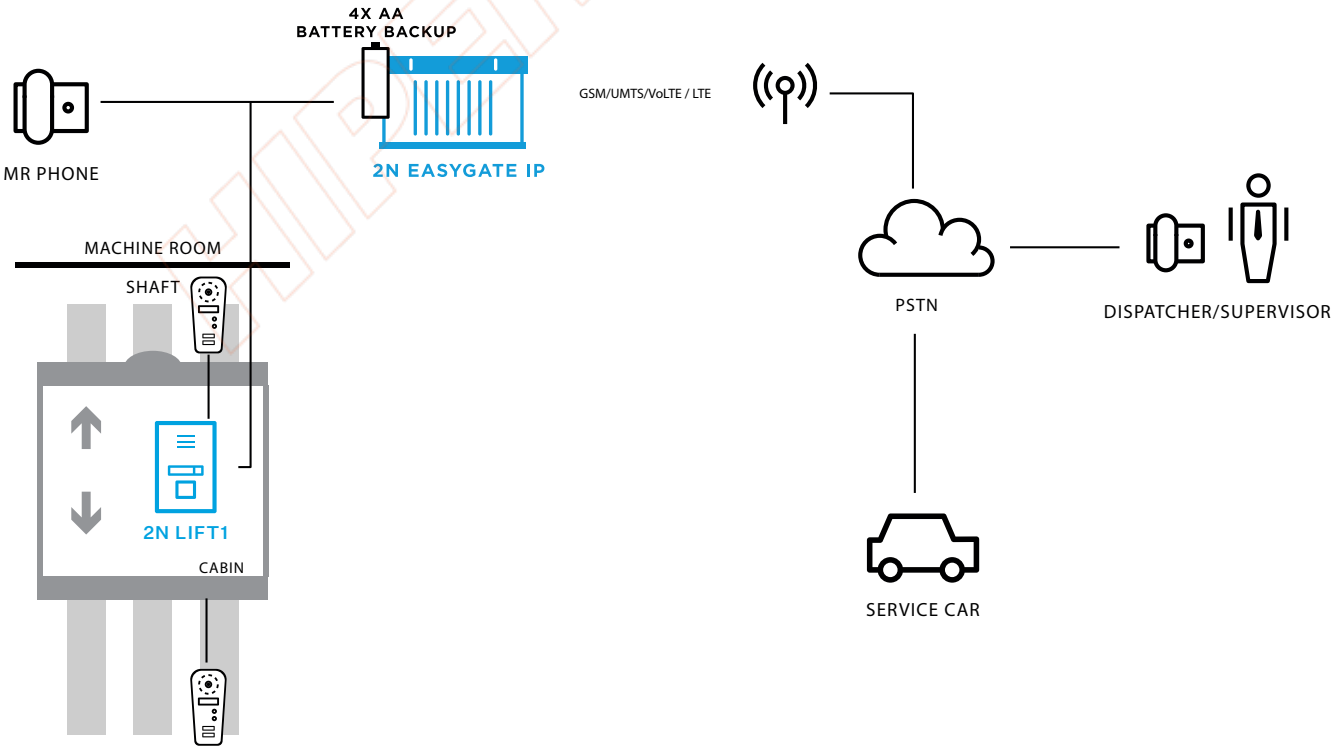
2N Lift1

2N Lift1 is a cost-effective analogue emergency communicator designed for reliable two-way communication between the elevator car and the emergency response center or machine room. It supports multiple configuration options: locally via USB with dedicated software, through an in-call voice menu, via SMS, or remotely using the 2N Elevator Center when connected through 2N EasyGate IP or EasyGate IP+.

Key features

- available in surface, COP, or flush-mount versions
- enables communication between the car, shaft, and machine room
- fully powered via the phone line
- supports CPC and P100 protocols

Connection scheme



WIDER ANTENNA

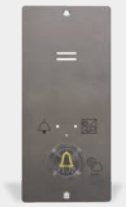
Variants

2N Lift1 Cabin Unit COP

COP version
919640E
COP version with cables
919640XE

2N Lift1 Cabin Unit Surface mount

with button
919645E
without button
919645WBE



2N Lift1 Cabin Unit Flush mount

With button
919618BE
Without button
919618E

2N Lift1 Cabin Unit TOC

without voice alarm station switch
919630E
with voice alarm station switch
919631E

2N Lift1 Voice Alarm Station set

913661ESET

2N Lift1 Machine Room Station set

919654ESET

2N Lift1 USB Programming Tool

919680E

2N Lift Induction Loop Amplifier, 1 Audio Input

919621E

2N Floor Announciator

913305

Blocking Module

913649E

Amplifier Module

913650

Switch Module

913648E

Technical Parameters

Switch parameters

Minimum voltage	9 V AC/DC
Maximum voltage	24 V AC/DC
Maximum current	1 A AC/DC
Resistance – open	min. 400 kΩ
Resistance – closed	cca 0,5 Ω
Fuse	resettable

Mechanical parameters

Dimensions – PCB	65×130×24 mm
Dimensions – Surface mount	100×185×22 mm
Dimensions – Flush mount	85×185×26 mm
Operating temperature	-20 °C to +70 °C

Electrical parameters

Minimum line current	15mA, off the hook
Minimum line voltage	22V, on the hook
DC voltage drop in the off the hook state	< 9V, I = 20mA, < 12V, I = 50mA
Resistance on the hook	1MΩ >, U = 25..100V
Impedance off the hook	220Ω + 820Ω paral. 115nF, 15 to 60mA
Attenuation	> 14dB, 15 to 60mA
Bandwidth	300 to 3500Hz, 15 to 60mA
Impedance while ringing	> 2kΩC = 0.47μF, 25 to 50Hz
Ringtone detection sensitivity	10 to 20V, 25 to 50Hz
Pulse dialling	40 / 60ms
Tone-dial levels	-9,0 +2,0/-2,5 dB to -11,0 dB +2,5/-2,0 dB, 15 to 60 mA
Power surge protection – differential between A, B leads	1000V (8 / 20μs)
Note	Any ringing sequence is acceptable.

USB

2N Lift1 USB converter 919680E

Warranty

5-years warranty see
https://www.2n.com/en_GB/support/warranty-and-repairs

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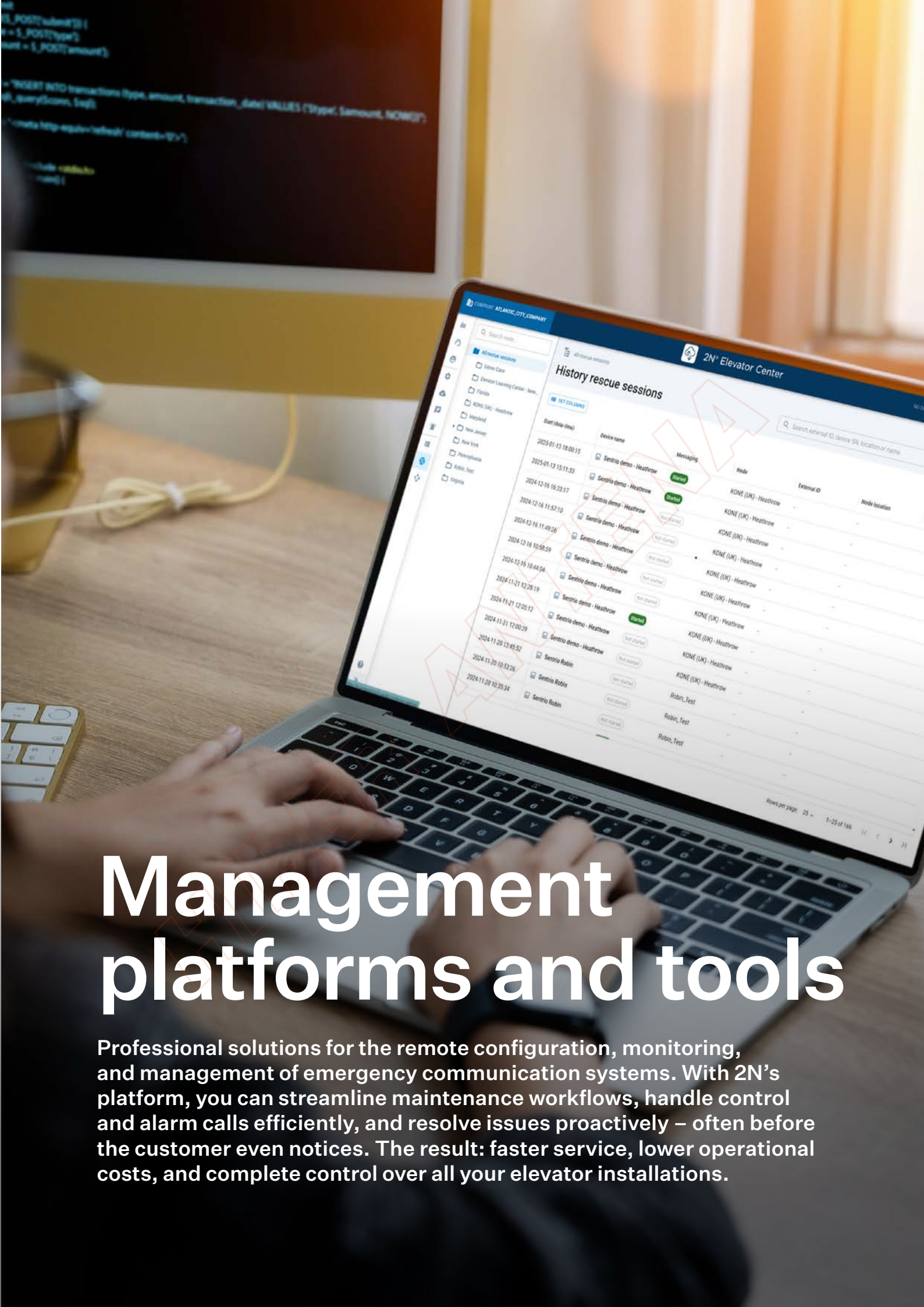


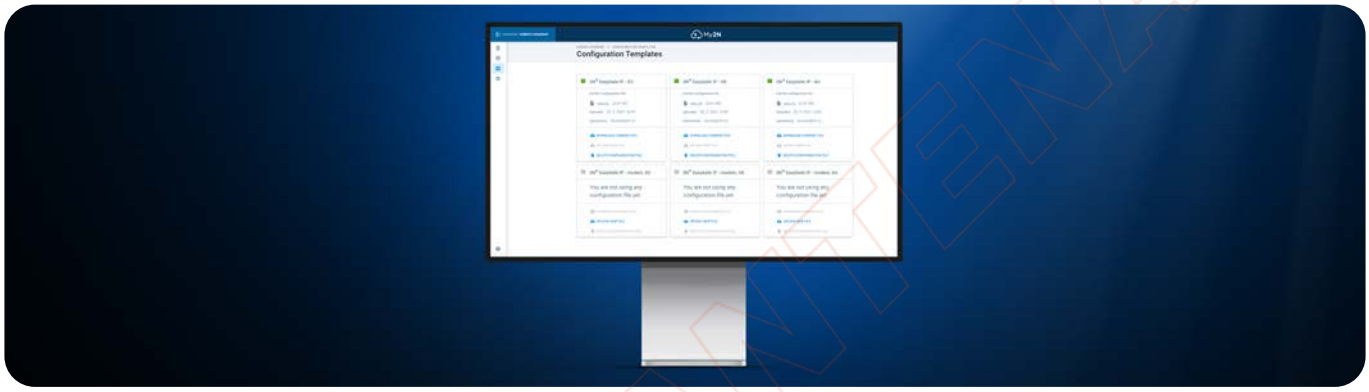
Management platforms and tools

Professional solutions for the remote configuration, monitoring, and management of emergency communication systems. With 2N's platform, you can streamline maintenance workflows, handle control and alarm calls efficiently, and resolve issues proactively – often before the customer even notices. The result: faster service, lower operational costs, and complete control over all your elevator installations.

2N Elevator Center

2N Elevator Center gives you complete, 24/7 control over all your installed elevator devices. From your office, you can manage and monitor 2N IP emergency communicators and gateways – no IT expertise required. Once installed, each device connects to the portal and can be automatically configured from a pre-loaded template. Remote access lets administrators check real-time data such as signal strength, battery status, and network registration, as well as troubleshoot, update configurations, and roll out new features without costly site visits.

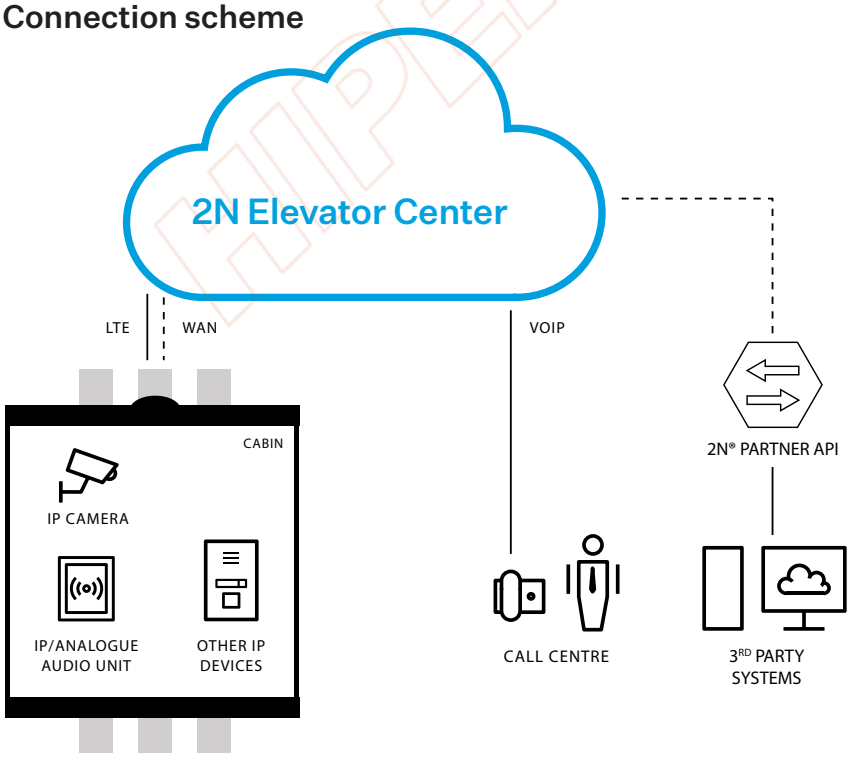
All data transfers are fully secure. As part of the proven My2N platform (operating continuously since 2016, regularly audited, and backed by ISO 27001 certification), 2N Elevator Center is a safe and reliable gateway to smarter, more efficient elevator operations.

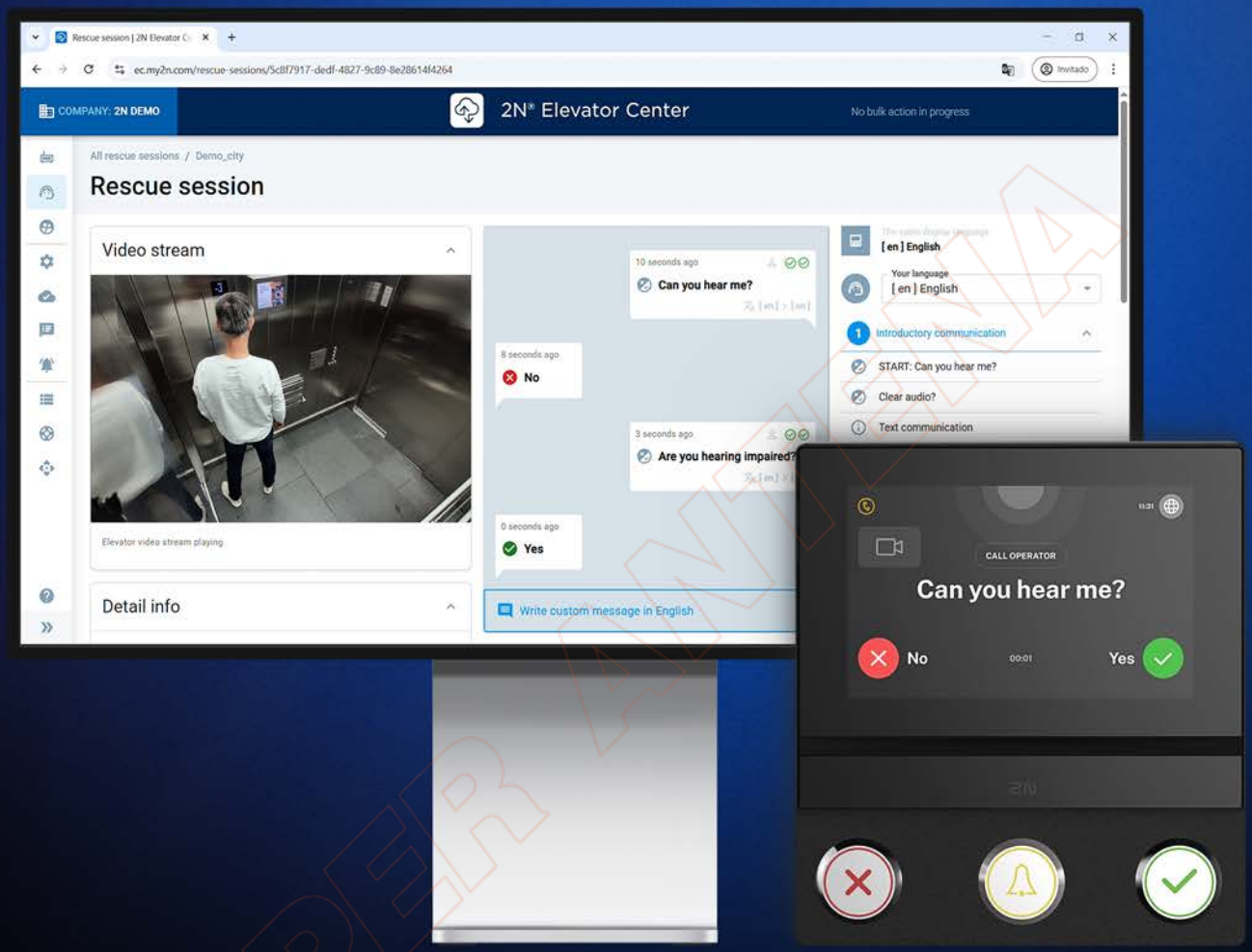


Key features

- cloud-based platform
- device fleet management and monitoring
- auto provisioning
- smart alerts and notifications
- video and chat handling
- rescue sessions with full history

Connection scheme





Rescue session

With 2N Sentrio connected to the 2N Elevator Center, operators can join an active rescue session directly from the portal. They can manage alarm calls through an intuitive interface featuring live video from the car, real-time chat with hearing-impaired passengers, and access to full call history including video recordings.

2N Call Center

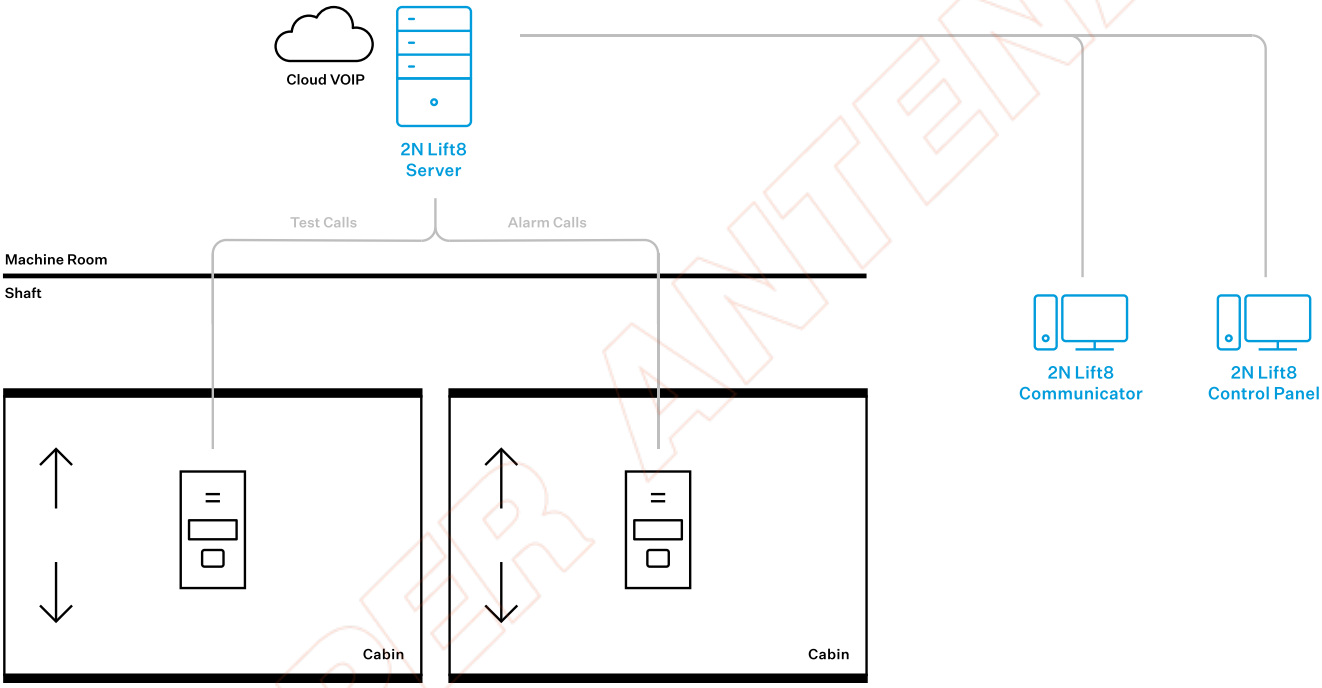
Call Center for Elevators is a software solution for the comprehensive management of emergency elevator communicators.

The software will even allow you to handle alarms and control calls. You get not only a detailed overview of all your calls from the elevator, but the option to archive them or export the data e.g. for customer reports preparation.

Key features

- Management of control and alarm calls
- No extra hardware required
- Support for CPC and P100 protocols

Example of a typical connection



Technical Parameters

Recommended hardware requirements

OS	Microsoft Windows 8 / 8.1, Microsoft Windows 7 SP1, Microsoft Windows Vista SP2, Microsoft Windows Server 2012 (R2) Standard, Microsoft Windows Server 2008 R2 SP1 Standard
CPU	Intel Quad Core i7 processor 3.4GHz equivalent
RAM	16GB
HDD	500GB
LAN	Gigabit Ethernet (GLAN)
Other	Dedicated sound card (essential!), Dedicated graphics card
Limits	5000 of connected communicators 10 simultaneous active checking calls

2N Call Center for Elevators
918700E

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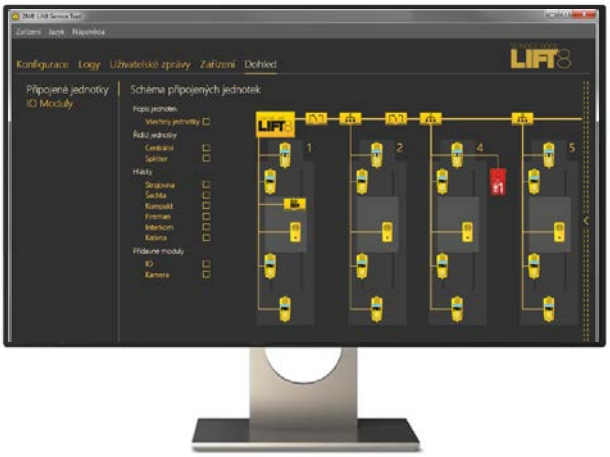
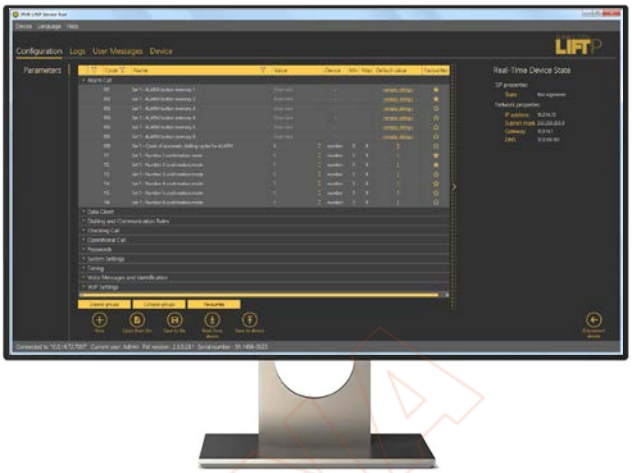
Other elevator software



2N Lift8 Service Tool

The 2N Lift8 Service Tool is software used for local (USB) or remote (IP) configuration of one complete 2N Lift8 communication system (audio messages, additional modules, splitters and I/O modules).



2N Lift1 Service Tool

The 2N Lift8 Service Tool is software used for local (USB) or remote (IP) configuration of one complete 2N Lift8 communication system (audio messages, additional modules, splitters and I/O modules).

Elevator accessories

2N 2Wire – Ethernet 2 wire convertor	9159014E
2N Emergency button under/or top of the car	918690E
2N Floor annunciator	913305E
2N External microphone 1 m	913627E
2N External microphone 3 m	9136273E
2N External speaker 1 m	913625E
2N External speaker 3 m	9136253E
2N External LED's 1 m	913620E
2N External LED's 3 m	9136203E
2N High gain 9dB antenna 10m for GSM or UMTS	22041567
2N High gain 9dB antenna 10m for LTE	22041579
2N Induction Loop Amplifier with Antenna	919622E
2N EnergyBank	501398E

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Elevator norms

EN 81-20 – Construction requirements

This standard replaces EN 81-1 and expands on the requirements for emergency communication. Elevators must now include additional communication units integrated with the EN 81-28 alarm system, ensuring that even someone trapped in the shaft can place an emergency call.

EN 81-28 – Emergency calls

This standard ensures reliable communication during elevator emergencies. It reduces the risk of passengers being trapped by requiring every elevator to be equipped with an emergency call system that connects the elevator car directly to a remote service center.

EN 81-70 – Barrier-free elevators

This standard ensures accessibility for people with reduced mobility (e.g., wheelchairs, pushchairs, walking aids) and for those with disabilities such as visual, hearing, or cognitive impairments. It defines requirements that make elevator cars easy to enter and operate without restrictions.

EN 81-71 – Vandal-resistant elevators

This standard defines the classification and testing methods for elevators based on their resistance to vandalism. It also provides guidance for designers and customers on projects requiring extra security to reduce the risk of damage.

EN 81-72 – Firefighter elevators

This standard addresses the key hazards and safety requirements for firefighter elevators, typically installed in new buildings. While designed for normal passenger use, these elevators can also be operated under the direct control of firefighters for firefighting and evacuation.

EN 81-76 – Evacuation elevators

This standard defines safety requirements for elevators used in assisted evacuation. It introduces a priority conference call system for coordination between the evacuation floor, car, machine room, and control room, along with enhanced communication from landings to support effective evacuation management.

EN 81-80 – Elevator modernization

Also known as SNEL (Safety Norm for Existing Elevators), this standard focuses on improving the safety of existing passenger and goods elevators. It sets out a framework for risk assessment and categorizes potential hazards to guide modernization efforts.

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Cybersecurity

Cybersecurity is no longer just an IT concern. In elevators, compromised systems can create serious risks: from criminals gaining physical access to buildings to costly cyber-attacks that disrupt business, trigger regulatory penalties, and damage reputations. Secure emergency communication is therefore essential to a secure building.

2N: your trusted partner

At 2N, we take cybersecurity seriously. **Our ISO 27001:2023 certification** proves that we manage sensitive information systematically and securely, in line with customer needs and legislative requirements such as GDPR.

All our products are designed, developed, and tested according to the highest security standards, including:

- IEC 62443-4-1 and IEC 62443-4-2 for network and system security
- TRBS 1115 technical safety rules
- International regulations and norms (RED, PSTI)
- Secure by Design principles
- The ASDM framework of our parent company Axis

TÜV SÜD Certified

All emergency communication products are certified by TÜV SÜD Czech. The TÜV certifficates confirm compliance with EN81-28, EN 81-70, EN81-72 and EN81-80.

NGN Ready

The world is switching from analog lines to IP technologies, particularly among fixed-line operators, who are upgrading their original analog lines. Always striving to provide the most reliable services, our 2N Lift1, 2N Lift8 and 2N LiftIP 2.0 elevator communicators comply with this trend. We tested the 2N Lift1, 2N Lift8 a 2N LiftIP 2.0 on these new connections in a special Deutsche Telekom laboratory in Bonn.

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