



GetFace IP Configuration Guide with ZenCom

GetFace IP Firmware Version: [2.38] User manual version: b

www.zennio.com

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DOCUMENT UPDATE

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1 INTRODUCTION

This document presents an example of basic configuration of the **GetFace IP** video intercom together with the **ZenCom application**. A computer connected to the same network is also required to access to the GetFace IP web interface configuration.

In order to use this functionality, an additional licence is required to enable control from the ZenCom application. Once purchased, a document is received with all the necessary information for the GetFace IP configuration similar to the one shown in Figure 1.

ZenCom SIP Accounts						
GROUP						
Name:			Description			
G0000 00_GROU	P		Group descriptio	'n		
INTERCOMS		17. 	26	50		
Name:	Description:		Password:	Switch 1:	Switch 2:	Switch 3
Name: Intercom name	Description: Description	ID: VP00_G0000	Password: 11111111	Switch 1: 1234	Switch 2: 5678	Switch 3
INTERCOIVIS Name: Intercom name CLIENTS	Description: Description	ID: VP00_G0000	Password: 11111111	Switch 1: 1234	Switch 2: 5678	Switch 3
INTERCOIVIS Name: Intercom name CLIENTS Name:	Description: Description	ID: VP00_G0000 Password	Password: 11111111 : Privacy	Switch 1: 1234 Policy	Switch 2: 5678	Switch 3
INTERCOIVIS Name: Intercom name CLIENTS Name: 01 - Client	Description: Description ID: CL001_G0000	ID: VP00_G0000 Password 22222222	Password: 11111111 : Privacy Not acc	Switch 1: 1234 Policy epted	Switch 2: 5678 Legal Terms Not accepted	Switch 3
INTERCOIVIS Name: Intercom name CLIENTS Name: 01 - Client	Description: Description ID: CL001_G0000	ID: VP00_G0000 Password 22222222	Password: 11111111 : Privacy Not acc	Switch 1: 1234 Policy epted	Switch 2: 5678 Legal Terms Not accepted	Swit

Figure 1. Information to configure GetFace IP - ZenCom communication.

2 GETFACE IP CONFIGURATION

This section shows the configuration required in an installation for a successful connection between ZenCom and a single GetFace IP unit.

<u>Note</u>: for further information about the parameters please refer to the GetFace IP user manual available at the Zennio website (<u>www.zennio.com</u>).

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2.1 SYSTEM

In order to establish communication, both devices have to be connected to the internet. In the case of the GetFace IP it can be configured in two ways:

- **DHCP**: if Use DHCP Server checkbox is enabled, the IP will be assigned automatically.
- Fixed IP: if Use DHCP Server checkbox is disabled, it will be necessary to configure the IP, Network Mask and Gateway in accordance with the home router in order to have access to Internet. Also configure the DNS servers (for example 8.8.8.8 and 4.4.4.4).

System 🔳	Basic 802.1x OpenVPN Trace	
	✓ Use DHCP Server	
Network >	Manual Settings ~	1
Date & Time	Static IP Address	192.168.1.100
License	Network Mask	255.255.255.0
Certificates	Default Gateway	192.168.1.1
	Primary DNS	8.8.8.8
Auto Provisioning	Secondary DNS	8.8.4.4
Syslog	L	

Figure 2. GetFace IP - Network configuration

2.2 SERVICES

In the SIP Services \rightarrow Phone \rightarrow SIP X tab you will set up all the SIP account settings to be able to connect to the server.

<u>Note</u>: it is recommended to use the SIP 2 tab to configure this connection to the ZenCom server. SIP 1 tab is usually used for connection to the indoor units in the home.

The parameters of this tab should be configured as follows for correct operation with ZenCom. Some of them, such as "**Phone number (ID)**" and "**Authentication ID**" are obtained from the received document similar to the one shown in Figure 1:

Services	*	SIP 1 SIP 2 Calls Audio Video L Device Identity ~	ocal Calls Calling to ACS	I
Phone	>	Display Name	Door	
Filone	ŕ	Phone Number (ID)	VP##_G####	
Access Control		Domain	sip.zennioapps.com]
Streaming			Test Call	
E-Mail		Authentication ~		
Automation		Use Authentication ID	✓	
ΗΤΤΡ ΑΡΙ		Authentication ID	VP##_G####]
User Sounds		Password	••••••	
Web Server		SIP Proxy ~		
Audio Test		Proxy Address	sip.zennioapps.com	
SNMP		Proxy Port	3001	
		Backup Proxy Address		
		Backup Proxy Port	3001	
		SIP Registrar 🗸		
		Registration Enabled	✓	
		Registrar Address	sip.zennioapps.com	
		Registrar Port	3001	
		Backup Registrar Address		
		Backup Registrar Port	3001	
		Registration Expiry	120	[s]
		Registration State	NOT REGISTERED	

Figure 3. GetFace IP - SIP X tab configuration

- Device Identity:
 - > **Display Name**: sets the name displayed in ZenCom when receiving the call.
 - > Phone Number (ID): ID of the video intercom being configured.
 - **Domain:** *sip.zennioapps.com.*
- Authentication:
 - > Authentication ID: ID of the video intercom being configured.
- SIP Proxy:
 - > **Proxy Address:** *sip.zennioapps.com.*
 - > Proxy Port: 3001.
 - **Backup Proxy Port:** 3001.

- SIP Registrar:
 - > Registrar Address: sip.zennioapps.com.
 - > Registrar Port: 3001.
 - > Back Registrar Port: 3001.

Advanced Settings

SIP Transport Protocol: Sets the communication protocol to use. TCP is recommended for proper communication with ZenCom.

On the other hand, in order to have the "Preview on demand" (refer to section 3.6 in ZenCom user manual) it is necessary to configure in \bigotimes Services \rightarrow Phone \rightarrow Calls tab the incoming calls answering mode as "Automatic" in SIP1 / SIP2, depending on where the above has been configured, in this case SIP2:

🗲 Services 🛠	SIP 1 SIP 2 Calls Audio Video L	ocal Calls Calling to ACS	
Phone >	General Settings >		
Access Control	Incoming Calls ~		
Streaming	Call Answering Mode (SIP1)	Always Busy 🗸	
	Call Answering Mode (SIP2)	Automatic 🗸	
E-IVIAII	Local Call Receiving Mode	Always Busy 🗸	
Automation	Pick Up in	0 [s]	
HTTP API	Answer Incoming Call by Button	None 🗸	

Figure 4. GetFace IP – Incoming Calls configuration.

2.3 DIRECTORY

In order to make the call to the ZenCom user, the phone number will be configured in

the \square **Directory** \rightarrow **Users** tab with the following format:

sip:CL###_G####@sip.zennioapps.com:3001/2, where CL###_G#### is the client ID.

<u>Note:</u> /2 indicates that the account configured for communication with ZenCom in the Services/Phone tab is SIP 2.

Directory	Ð	▲ Back to List
		User Basic Information ~
Users	>	Name User
Time Profiles		E-Mail
		Virtual Number
Holidays		User Phone Numbers Y
		Number 1
		Phone Number sip:200@192.168.74.224/1
		Time Profile 💿 [not used] 🗸 O 🚟
		2N® IP Eye Address
		Group Call to Next Number 🖌
		Number 2
		Phone Number sip:CLXXX_GYYYY@sip.z
		Time Profile 💿 [not used] 🗸 O
		2N® IP Eye Address
		Group Call to Next Number

Figure 5. GetFace IP – Users

To make the call to an indoor unit in the home simultaneously, the following will be necessary:

- Enable the Group Call to Next Number checkbox.
- Configure the Phone Number following the format sip:id@[IP address]/1 if the indoor unit has been configured in the SIP 1 tab. Example: sip:1@192.168.1.101/1.

2.4 HARDWARE

In the Hardware tab, it will be necessary to configure the different switches. An example of how to configure switch 1 is shown below:

Activation Codes:

- Code: value indicated in the received document similar to Figure 1. In this case 1234.
- > Accessibility: DTMF Only.

Hardware 🌣	Switch 1 Switch 2 Switch 3 Switch 4 Advanced
	Switch Enabled
Switches >	Output Settings ~
Audio	Switch Mode Monostable V
Camera	Switch-On Duration 5 [5]
Buttons	Controlled Output 1
Backlight	Output Type Normal Y
Digital Inputs	Switch Control >
Extenders	Activation Codes ~
Lift Control	CODE ACCESSIBILITY TIME PROFILE
	1 1234 DTMF Only V (not used) V (
	2 Keypad, DTMF V (not used) V (
	Distinguish ON/OFF Codes

Figure 6. GetFace IP - Hardware/Switches

3 ZENCOM CONFIGURATION

From the ZenCom application it will only be necessary to log in with the customer credentials of the received document. Once this is done, an email will be requested to change the password and complete the registration process.

For more information see the specific user manual of the ZenCom app (available in the GetFace IP product section of the Zennio web portal, <u>www.zennio.com</u>).



Join and send us your inquiries about Zennio devices: <u>https://support.zennio.com</u>

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