ZenCom

Application for Zennio GetFace IP units Control

GET IT ON
Google Play

Download on the
App Store

Document version: [1.3]_e

www.zennio.com

CONTENT

CHANGELOG

ZENCOM IOS UPDATES

App. version.	Changes	Page(s)
1.0	Initial version	-
1.4.5	Opening and viewing without a call from the GetFace IP unit	14,23-24

ZENCOM ANDROID UPDATES

App. Versión	Changes	Page(s)
1.0	Initial version	-
1.5.4	Opening and viewing without a call from the GetFace IP unit	14,23-24

1 INTRODUCTION

ZenCom is a mobile application designed to interoperate with the GetFace IP unit entry family, bringing the opening terminal to your pocket and allowing you to interact with the outdoor panel from anywhere in the world.

The application allows the visualisation, interlocution and remote opening of the gates, just having an Android or iOS mobile terminal and an Internet connection.

Download the GetFace manual for configuration explanation:
https://www.zennio.com/documents/getface_manual_en

2 INSTALLATION

2.1 IOS / ANDROID COMPATIBILITY

- **iOS**

  A version of iOS 9 or later is required.

- **Android**

  A version of Android 5.0 or later is required.

2.2 MINIMUM REQUIREMENTS

In order to ensure the correct operation of the application it is necessary to comply with the following requirements:

- Active Internet connection.
- Grant Storage, Camera, Microphone and Phone permissions.
- Allow *push* notifications.
- Disable energy saving and data consumption policies for the application.

2.3 LANGUAGES AND TRANSLATIONS

ZenCom is available in the following languages:

- English
- Spanish
- French
- German
- Italian
- Russian

Zennio

2.4 INSTALLATION ON IOS DEVICES

ZenCom application is available on the Apple App Store. All you have to do is to log in, find the application using the search engine and click on the "GET" button.
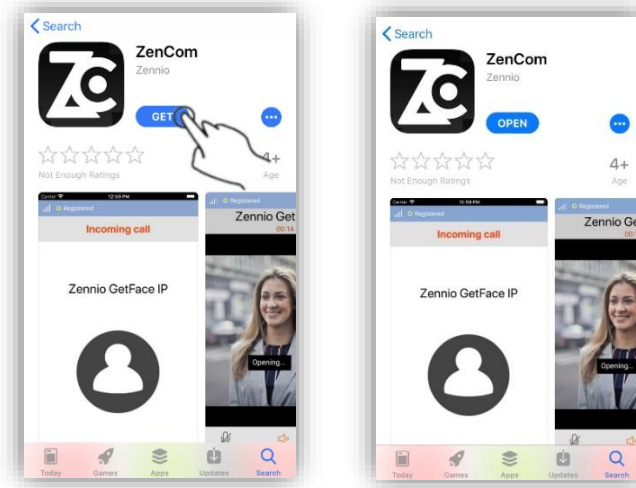
Figure 1. Installation on iOS devices

2.5 INSTALLATION ON ANDROID DEVICES

ZenCom application is also available on the Google Play Store, where we can find the application using the search engine. Then, just click on the "INSTALL" button.
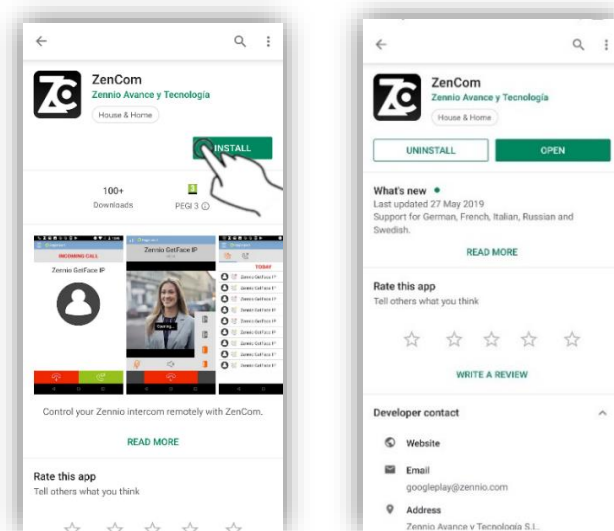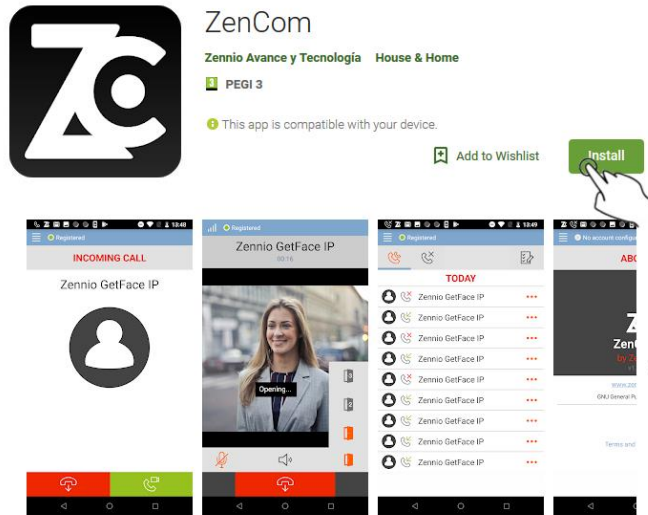
Figure 2. Installation on Android devices

You can install the application from a PC by accessing the application webpage, logging in to Google Play, and clicking on the "Install" button, selecting the device on which you want to install the application.

Figure 3. Installation on Android devices from the web interface

NOTE: *Android phones with Lollipop OS versions (5.x) do not include by default the Cisco Systems H264 video codec required by the application. If you own a mobile phone with these specifications, the application performs automatically the download and installation of the codec, prior consent of the user. Once the download is accepted, ZenCom restarts to apply the changes.*
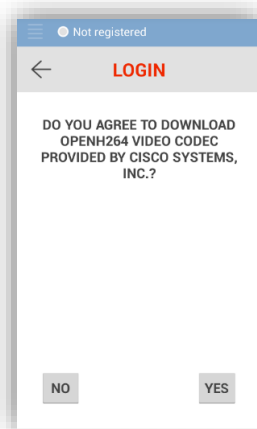

Figure 4. H264 codec installation

2.6 FIRST STEPS

Once the installation of the application iscompleted, the device is ready to run **ZenCom** for the first time, displaying a login screen as in Figure 5:
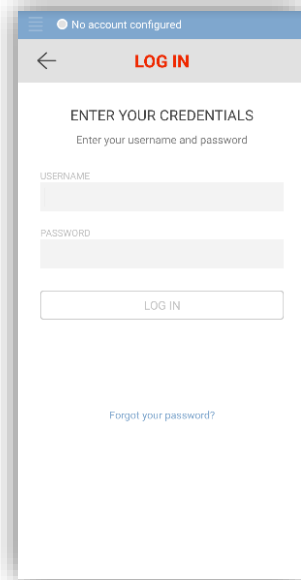

Figure 5. Login screen

Then, you can enter your user credentials to log into the application for the first time and complete the registration on the Zennio Intercom platform. In order to complete the registration, an email address and the acceptance of both the legal terms and the privacy policy of the service are required.

NOTE: The integrator of your property must provide you with valid credentials to perform the first access to the service.
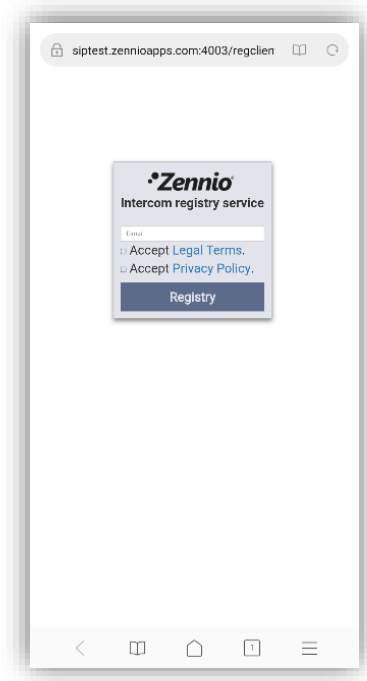
Figure 6. Registration confirmation

Once registration iscompleted, the system sends a welcome email with a hyperlink requesting the password change for security reasons.

Following the password change, the registration process on the Zennio Intercom platform is completed, granting full access to the application and service.

NOTE: *During this process, it is possible that the application requests some access permissions, which must be accepted to ensure the proper operation of the service.*
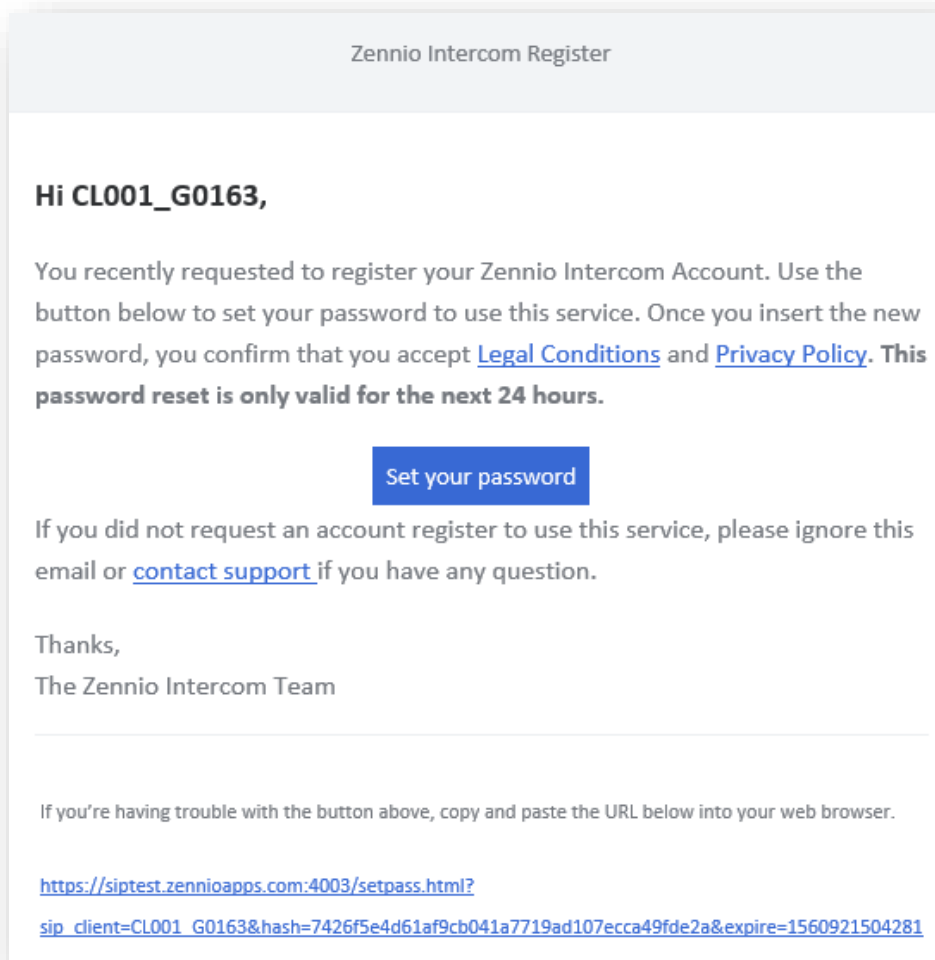
Zennio

Figure 7. Account registration

3 MAIN INTERFACE FUNCTIONS

The application shows a header where the button ▤ is located, which allows you to return to the main menu, as well as an indicator that shows the account connection status to the *Zennio Intercom* platform.

The possible account connection states are as follows:

- ⬤ **No account configured:** Not logged in to the application.
- 🟠 **Connecting:** Your account is in the process of being connected to the *Zennio Intercom* platform.
- 🟢 **Connected:** Your account is successfully connected to the *Zennio Intercom* platform.
- 🔴 **Connection failed:** Your account is not properly connected to the *Zennio Intercom* platform.

3.1 MAIN MENU

The main menu provides direct access to all the application features, as well as the current account status.

If you do not have an active session, the main menu displays the following options:
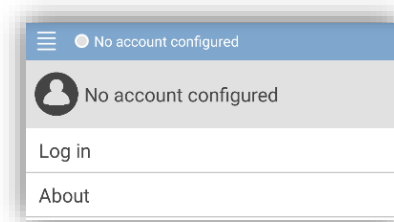
- **Log in**
- **About**

Figure 8. Main menu (no active session)

If you are already logged in, the following options are available from the main menu:

- **Account**
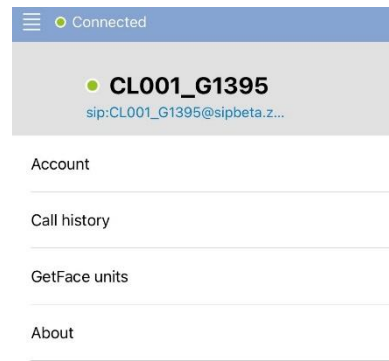- **Call history**
- **GetFace Units**
- **About**

Figure 9. Main menu (active session)

3.2 LOG IN

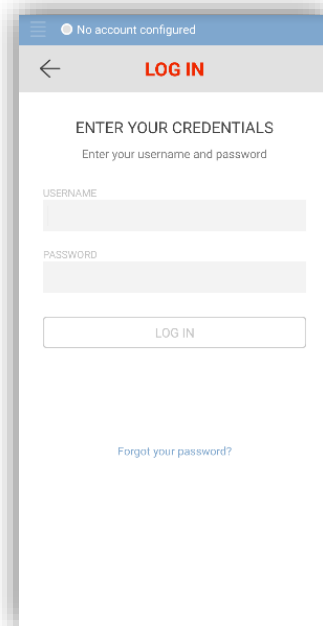The login menu displays a form with the following fields:

Figure 10. Log in

- **User ID:** Account identifier, provided by your integrator.
- **Password:** Account password.
- **Log in:** Button to validate username and password.
- **Forgot your password?:** Link to password recovery.
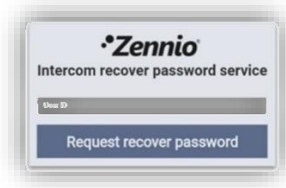
Figure 11. Password recovery

3.3 ABOUT

The *About* section presents general information of the application, as well as the terms and conditions of use of the service, as it can be seen in Figure 12.

Figure 12. General application information

NOTE: *ZenCom terms and conditions can be reviewed at:*

https://sip.zennioapps.com:4003/res/ZencomTermsOfUse.pdf

3.4 ACCOUNT

From the *Account* section, you can enable the preview before answering a video call from the GetFace IP unit.

You can also log out to close the active session and stop receiving video calls on your mobile device. By pressing the button, a confirmation dialog is shown to close the session and the device changes to *No account configured* status.
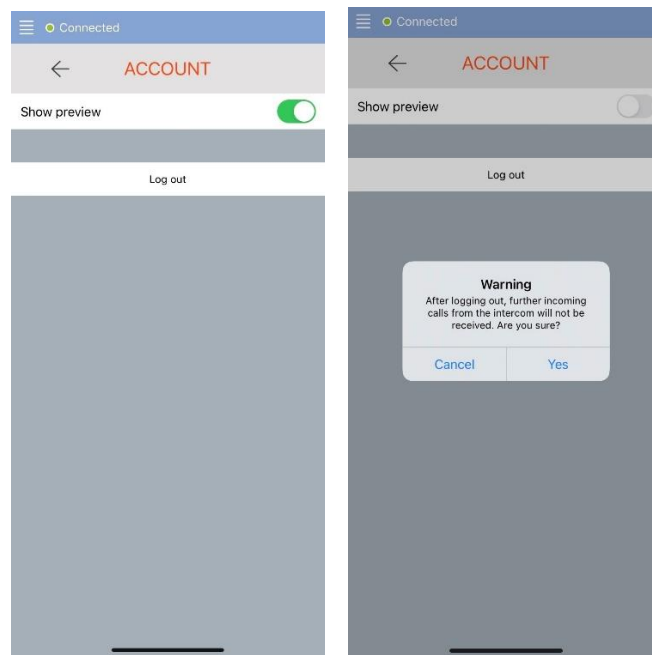

Figure 13. Log out

3.5 CALL HISTORY

This section shows a record list of the video calls received from the GetFace IP unit entry system to the mobile device in chronological order, with the possibility of applying filters to show all the records, show only the records of the missed video calls, delete records, check the date and time of a video call or the duration of the call. The different types are r by the following icons:

Answered video call: Denotes a video call that was answered (accepted or rejected) on the mobile device.

Missed video call: Denotes a video call that was not answered, and therefore has not been established.

Video call sent: Represents the record of a video call that was sent from the mobile device and answered at the GetFace IP unit phone.

The components of the call history interface are as follows:

- **All records:** Default view, where the records of all the video calls can be displayed in the list, i.e. both the attended and the missed ones.

iOS: All the received video call records are shown, grouped by the GetFace IP unit phone identifier and the date when the call was received.
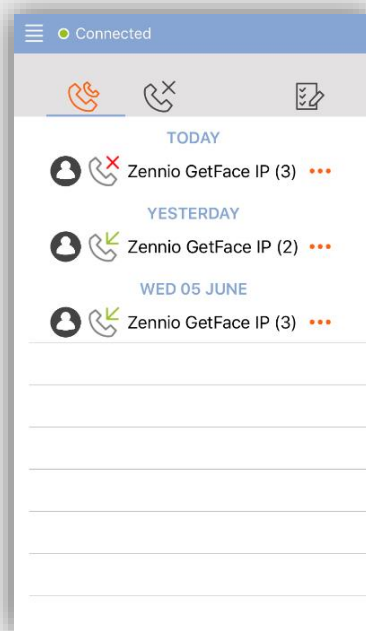

Figure 14. List of all video calls on iOS devices

Zennio

__Android__: A record is displayed for each received video call.
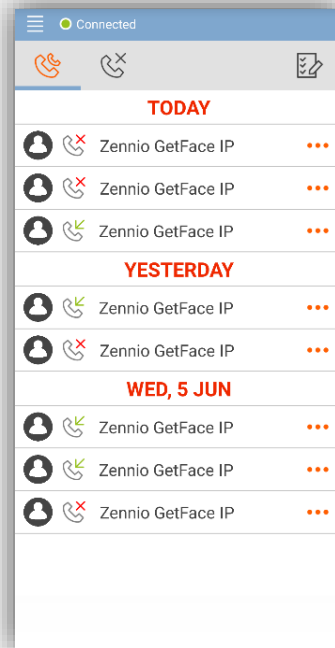

Figure 15. List of all video calls on Android devices

• **Missed video calls:** Record list where only the missed video calls are displayed, omitting those calls that have been picked up or rejected.

__iOS__: All the records of missed video calls are shown, grouped by the GetFace IP unit phone identifier and the date when the call was received.
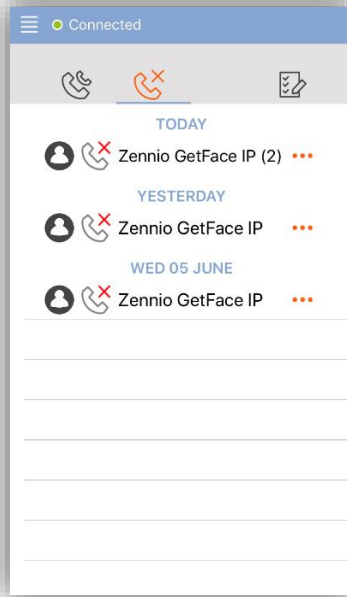
Zennio

Figure 16. List of missed video calls on iOS devices

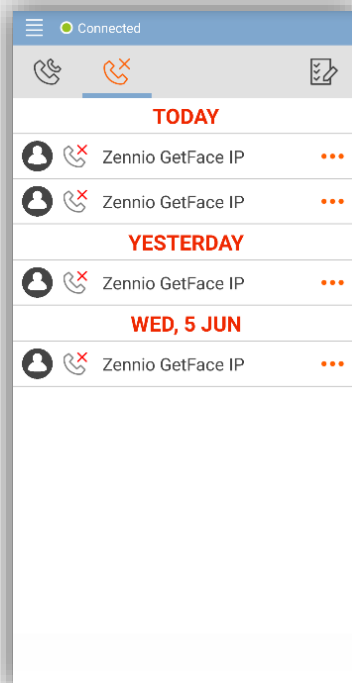**Android**: *A record for each missed video call is displayed.*

Figure 17. List of missed video calls on Android devices

- **Video call details:** From this view, you can see the details of the selected record, such as date, time and duration of the call.
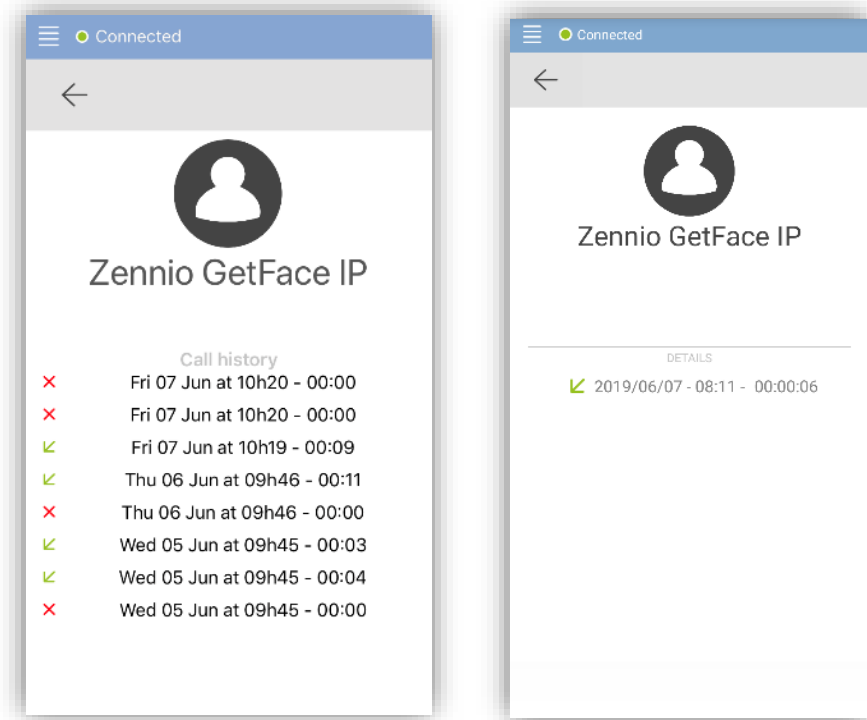

Figure 18. Video call details on iOS and Android devices

- **Record deletion:** From this view, you are able to select in the list those records that you want to delete, filtering by call type if desired. To do so, three buttons are displayed, allowing you to cancel the action, select all the records or delete the selected records.

**iOS**: All the video call records are shown grouped by GetFace IP unit identifier and date, so it is not possible to delete the records for a specific video call.

There are two ways to remove a record group, as shown in Figure 19:

- _You can swipe the selected item left and click on "Delete" or_

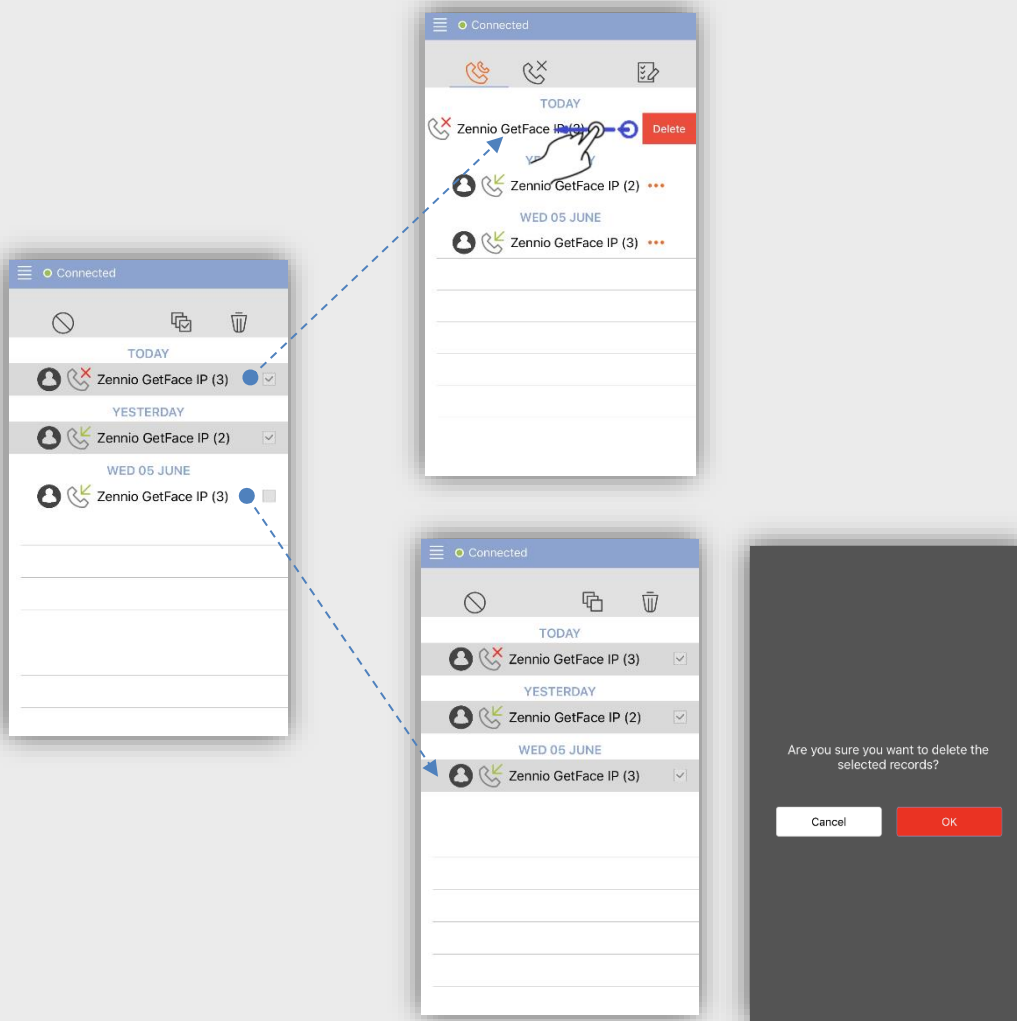- _you can select one or more items and click on the icon._

Technical support:

Figure 19. Removal of records on iOS devices

Android: _A single record is displayed for each video call, so that individual items can be deleted._

To do this, check the boxes of the records that you want to delete and press the delete button 🗑 . Once the action is confirmed, the selected records are removed from the list, as indicated in the Figure 20.
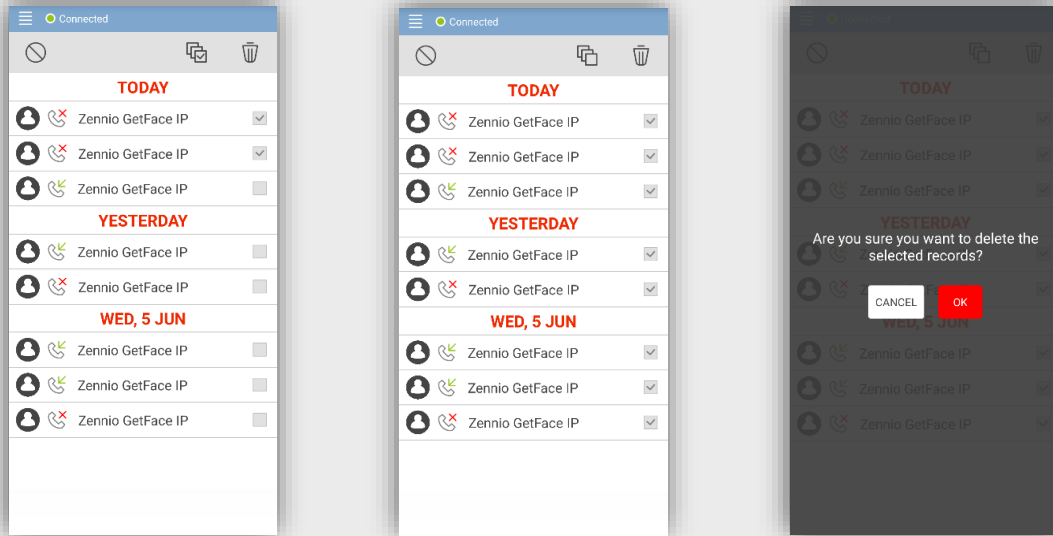
Figure 20. Removal of records on Android devices

3.6 GETFACE UNITS

This section allows the opening and viewing of each entrance with a GetFace IP unit entry system when you are not in a call.

The first time you use the application, the list of available GetFace IP unit entry systems is empty. Only those GetFace IP unit entry systems from which the user can receive a call are shown in this section after the user accepts a first call from each.

Note: The direct opening and viewing functionality requires an extra configuration on your GetFace IP unit that may not be included as standard. If you experience any problem please follow the instructions provided by the application, also accessible from the FAQ link included in the "About" section.

The GetFace IP unit entry panel has the following actions:

- Door opening:
  Under each GetFace IP unit entry system, a list of the configured doors appears. You can open it remotely by clicking on each item. After opening, the application returns the user back to the main menu.

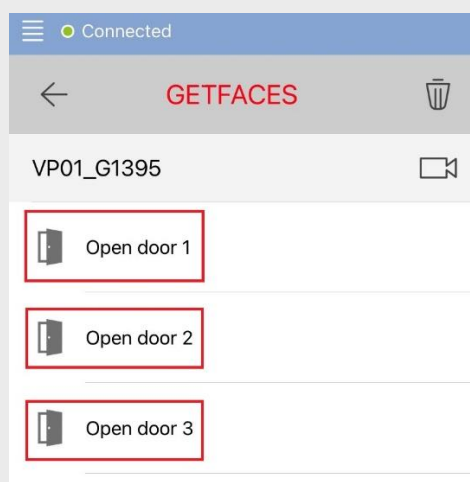*Clicking on any of the door icons the door is opened.*

Figure 21. List of GetFace IP unit doors to be opened

• Viewing

A video camera icon appears at the top right of the door station name to view the door station. At the end of the visualisation, the application returns the user to the 'GetFace units' view.

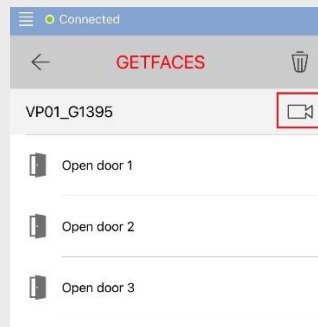*When you click on the video camera icon, the GetFace IP unit phone display is shown*

Figure 22. Activate GetFace IP unit entry display

Once the GetFace IP unit phone display is shown, you are able do the actions that are carried out when receiving video calls from the GetFace IP unit phone:

• Viewing: Described in the manual point "4.1.1 Viewing"

• Enlarge video: Described in the manual point "4.1.3 Enlarge video"

• Microphone: Described in the manual point "4.1.4 Microphone"

• Audio: Described in manual section "4.1.5 Audio"

• Door opening: Described in the manual point "4.1.6 Door opening"

• Deleting all GetFace IP unit phones

Click on the bin icon to delete all the GetFace IP unit entry systems. This action only affects the 'GetFace units' section, i.e. the user keeps on receiving calls from the GetFace IP unit entry system as before. At any time, GetFace IP unit phones can be added again to the list.

Zennio

When clicking on the bin icon, the user is asked for confirmation to delete all GetFace IP unit phones linked to the user's account on the mobile phone
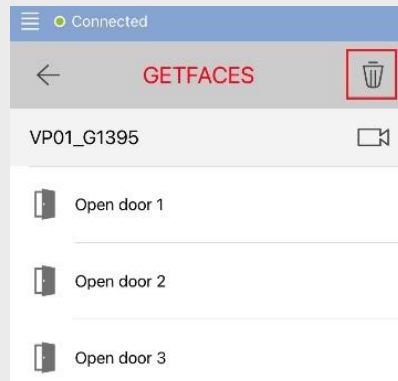
Figure 23. Activate the elimination of GetFace IP unit entry systems

4 RECEIVE A VIDEO CALL

In order to use the video calling functionality, the following requirements must be met:

- Having a *GetFace* device installed in your home or property.

- Having an account registered in *Zennio Intercom* service.

- Keeping an active session in the mobile application.

- Having an active Internet connection on the outdoor panel as well as on the mobile phone.

When a user call a house associated with the account on the outdoor panel unit, **ZenCom** application shows an interface similar to receive a regular phone call.
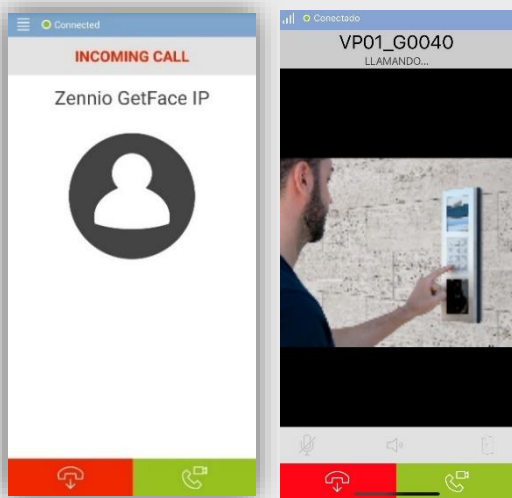

Figure 24. Incoming video call interface (iOS 9) without preview or with preview depending on configuration
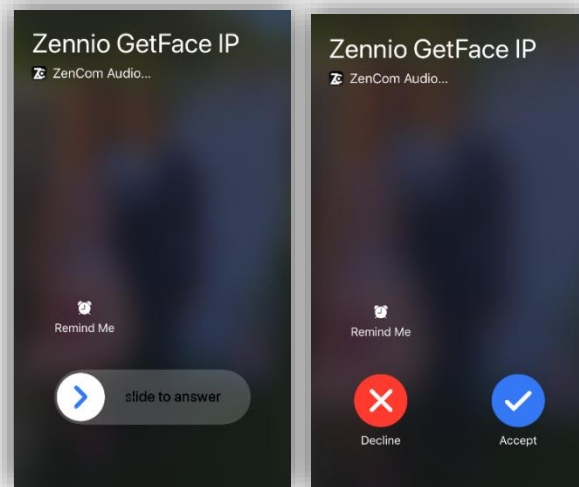
Figure25. Incoming video call interface (iOS 10 or later)

Note: Depending on the user's settings in the 'Account' section to display the preview, it shows an image of an icon or the screenshot of the GetFace IP unit phone camera. In iOS 10 and later, this preview interface is displayed after the acceptance of the incoming video call.
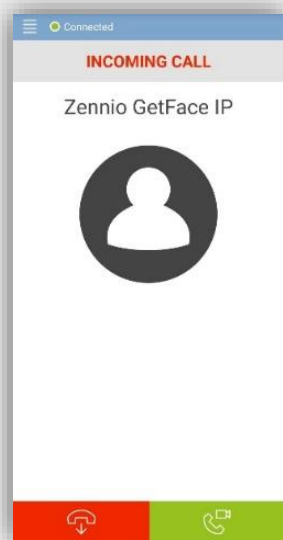
Figure26. Incoming video call interface (Android)

*NOTE: **ZenCom** inherits the sound settings (ringtone, volume, vibration or do not disturb modes, etc.) directly from the general system settings.*

NOTE: Push notifications must be enabled in the ZenCom application so that video calls are received properly on the mobile device.

4.1 ACCEPT A VIDEO CALL

The first action you can take when you receive a video call from a *GetFace* unit is to answer the incoming call on your mobile device.

If the same account is active in more than one mobile device, the following situations may be experienced:

- If *GetFace* has been configured to handle the calls in parallel, **all of them receive the call simultaneously**, but just one can answer.

•*Zennio*

- If *GetFace* has been configured to handle the calls sequentially, a call is made to each account in the configured order, preventing calls from being made as soon as a user accepts it on his/her terminal.

iOS: *Tap the green button for iOS 9 (Figure26), swipe to the right side of the mobile device or tap the accept button for iOS 10 and higher (Figure 28)*
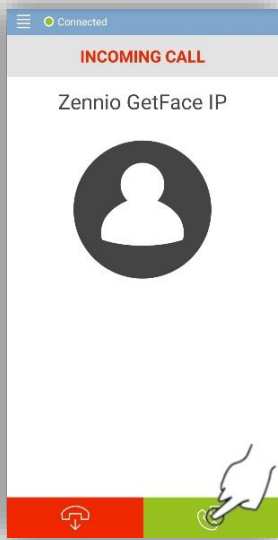
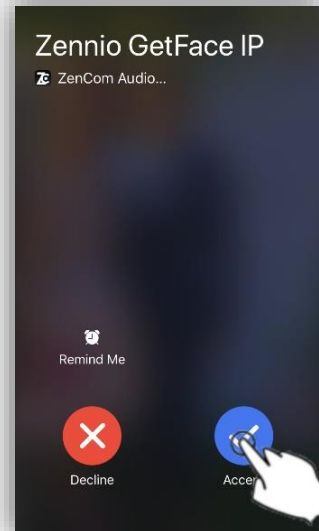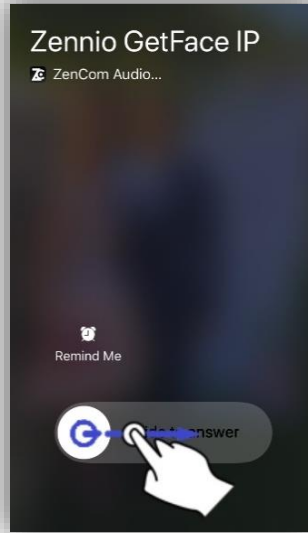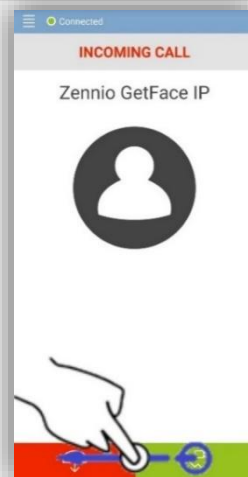**Figure 27. Video call support (iOS 9)**   **Figure 28. Video call support (iOS 10 and higher)**

Android: *Slide the green button left*

Figure 29. Video call support on Android devices

After accepting the incoming video call, the video call interface is displayed, where you can see the other party on the other side of the GetFace IP unit phone in real time and establish a conversation **lasting up to two minutes**.

iOS: *If the video call is accepted with the mobile device previously locked, it is necessary to click on the ZenCom button to access the video call interface, in iOS 10 and later (Figure 30)*
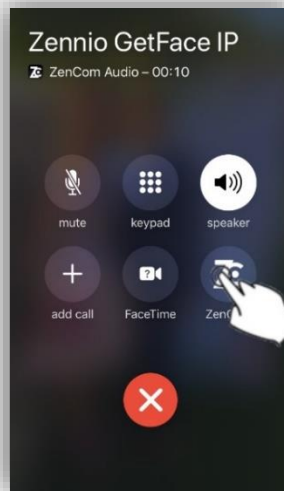
Figure 30. Conversation menu (iOS)

4.1.1 VIEWING

The video call interface looks similar to the one shown in Figure 31, with the following elements:

- Connection quality and status (1).
- Name of the video door (2).
- Video call time (3).
- Microphone options (4).
- Speaker options (5).
- Door management (6).
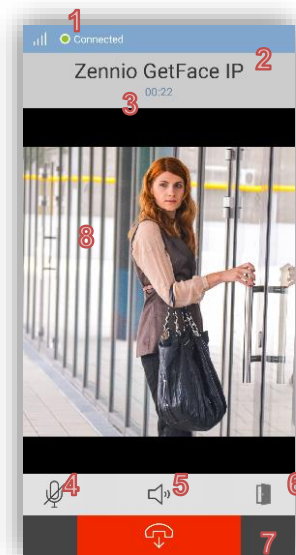- End of video call (7).
- Display area (8).

4.1.2 CONNECTION DATA

Figure 31. Interfaz de videollamada

It is possible to obtain real-time video and audio technical data on the left-hand side of the screen by doing the following:

Zennio

iOS: *Click on the cover symbol in the top left-hand corner (Figure 32).*
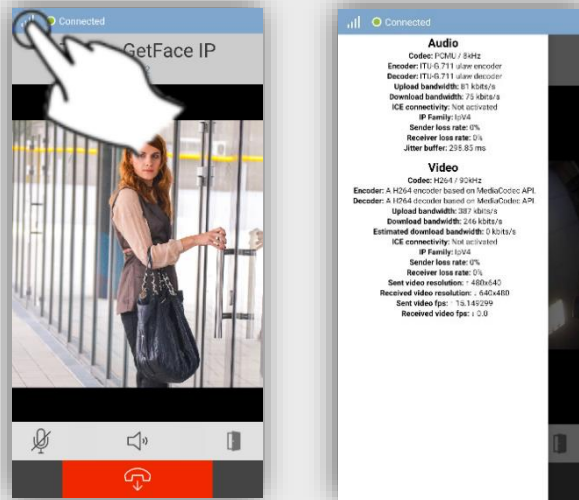

Figure 32. Connection status details on devices iOS

Android: *Swipe from the left side of the screen towards the centre of the screen (Figure 33).*
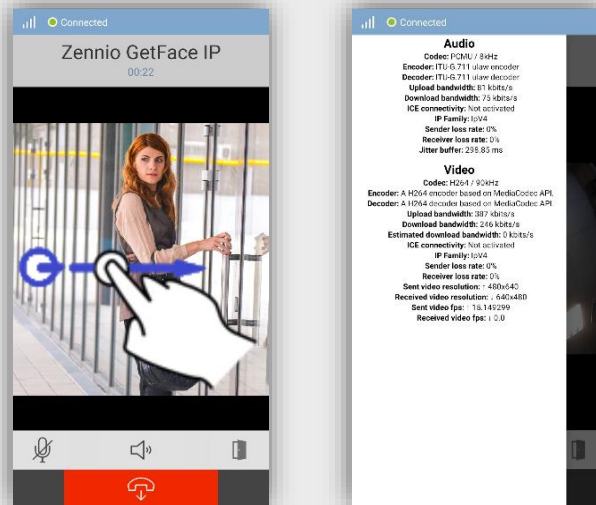

Figure 33. Connection status details on devices Android

4.1.3 ENLARGE VIDEO

ZenCom offers the possibility to zoom in on areas of the video by double tapping the screen, or by using the two-finger spread gesture while keeping both fingers pressed on the screen ("spread").

To return to the standard video siz is offered by double-tapping the screen, or by using the two-finger pinch gesture while keeping both fingers pressed on the screen ("pinch").

4.1.4 MICROPHONE

It is possible to mute the microphone of the mobile device by clicking on the "microphone" icon, with the following possible states:

Microphone enabled
Microphone disabled

4.1.5 AUDIO

It is possible to mute the external loudspeaker to use only the internal loudspeaker of the mobile device, and vice versa, the possible states being as follows:

External speaker enabled
External speaker disabled, sound starts coming out of the internal speaker

The volume of the loudspeaker can be adjusted during a video call in the same way as for a regular phone call.

> **NOTE:** *The audio of the conversation, once the video call has been accepted, shall always be played through the speaker of the mobile device, transmission via other means such as Bluetooth audio devices or conventional headphones not being possible.*

4.1.6 OPENING DOORS

During a video call in progress it is possible to remotely open up to a maximum of three doors, which must be configured in advance by the system integrator.

The video call interface after clicking on the icon ▯ looks like the one shown in Figure 34, and the following elements can be observed:
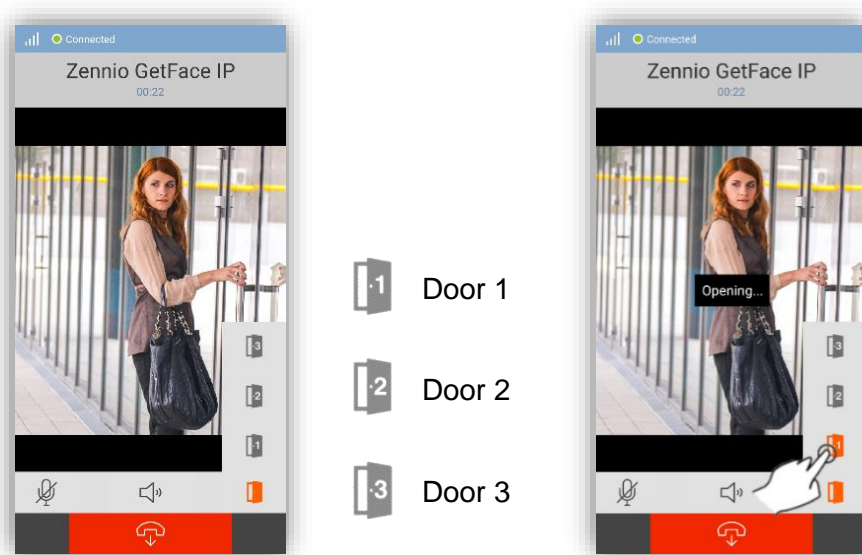

Figure 34. Door opening menu

If there are doors that are not configured in the GetFace IP unit entry systems, they are disabled in the application.

To open a door, just click on the number of the selected one. Then, six tones are reproduced, which ends in two different ways:

- **Two tones of the same frequency:** if the door opens correctly.
- **Two tones with different frequency repeated three times:** if the door could not be opened correctly.

4.2 REJECT VIDEO CALLS

The second possible action to take when receiving a video call from a GetFace IP unit phone is to reject the incoming video call on the mobile device.

This action is performed at the terminal level, not affecting the possible actions that may be performed by the other devices connected to the same account, so they continue receiving the incoming video call as normal, being possible to answer it in other linked devices or in the Zennio touch screen units associated to the home.

iOS: Tap on the red button for iOS 9 (Figure 35), double-tap on the right side button of the mobile device or tap the reject button for iOS 10 and later (Figure 36)
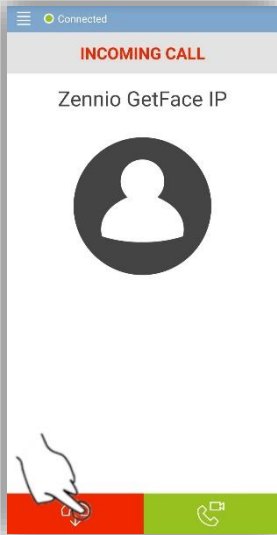

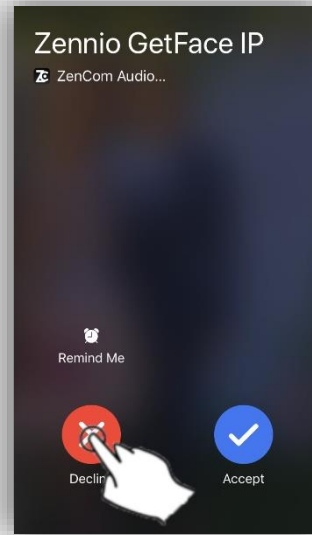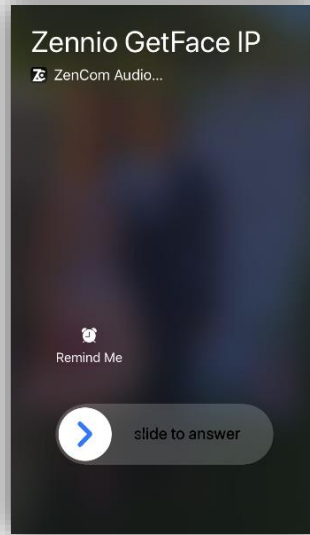**Figure 35. Video call rejection (iOS 9)**

Figure 36. Rejection of video call (iOS 10 or higher)

Android: Slide the red button to the right side of the screen (Figure 37).
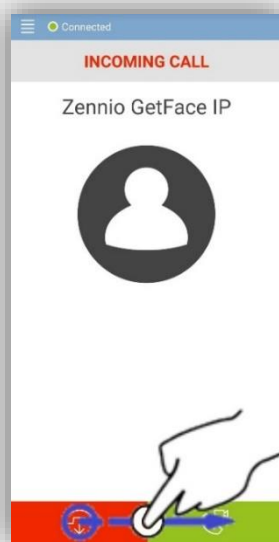

Figure 37. Rejection of video call (Android)

5 NOTIFICATIONS

The application may even display notifications in the taskbar to inform the user of certain events such as the following:

- **Missed video call:** Indicates that a video call has been received but not answered (neither accepted nor rejected).

iOS: The number of missed video calls is shown next to the notification

NOTE: To check the name of the GetFace IP unit phone, you need to access the ZenCom application or the call log on your mobile device.
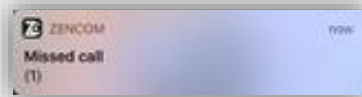

Figure 38. Missed video call notification on iOS devices

Android: The name of the GetFace IP unit phone appears next to the notification, however, to check the number of missed video calls, you need to access the ZenCom application
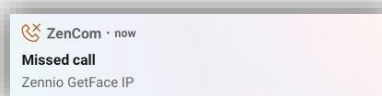

Figure 39. Missed video call notification on Android devices

- *ZenCom Service Notification:* Permanent notification that appears only on Android operating systems, indicating that the application is active in the background.
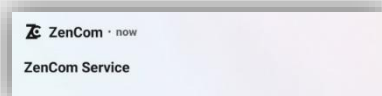

Figure 40. Notification of active ZenCom Service

- **Notification of missed video call after device reboot:** Reports the reception of a video call while the device was rebooting, causing it to be considered as a missed call
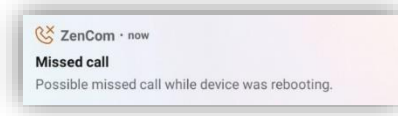

Figure 41. Notification of missed video call after device reboot

Zennio

Join us and send us your questions about Zennio:

http://support.zennio.com

KNX   CE   RoHS