Dear Zennio Customers,

As you know, every single Zennio product is always continuously improved and soon we would like to release a new ZenCom version that will include a very demanded functionality: being able to access to the streaming of the camera and to open the door without receiving a call, that we will call "Preview on demand".

What it is necessary to enable this functionality?
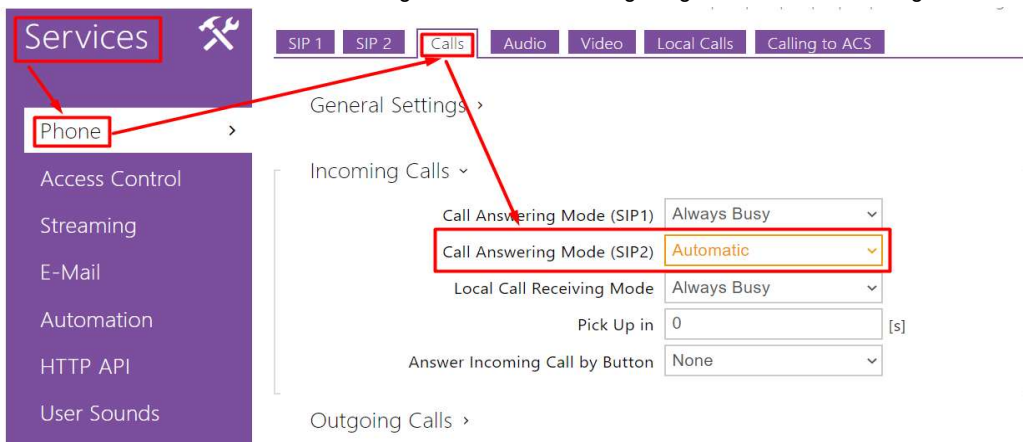
Only two things:

1. Patience

    This App version is not available yet.

    We will upload it in App Store & Play Store in the coming 2-4 weeks.

2. A small change in GetFace IP parameters as explained below:

It is necessary to configure GetFace IP to receive calls from ZenCom.

To do that, it is necessary to configure as "Automatic" the "Call Answering Mode" for SIP1 or SIP2. This parameter can be configured in "Services / Phone / Calls / Incoming Calls". In the following image SIP2 has been configured as "Automatic":

In the image, we configure SIP2 as "Automatic" since SIP2 is the service used for ZenCom in the projects configured by Zennio. Notice that when it is a project not configured by Zennio, you should identify which SIP service is being used for ZenCom (SIP1 or SIP2).

What must be taken into account?

Until now, projects configured at Zennio had been configured to refuse any incoming call for **security and privacy** reasons.

Thus, in case this new functionality is going to used by ZenCom users, the integrator must decide to change this parameter or not, taking into account the regulation that applies where the GetFace IP is installed.

From now on, how will Zennio program their projects by default?

This functionality is perfect to be used in single homes, villas, detached housed, offices… therefore, in this kind of projects configured by Zennio we will enable this possibility by default.

However, for projects where several houses share the same GetFace IP (condominium, home owner's association, multi-dwelling unit (MDU)) this functionality shouldn't be available for privacy reasons. Therefore, Zennio will configure these units as usually, that is, "Always Busy" and this functionality will not be available for the final users of the system.

Do you have more questions?

Please, contact support@zennio.com   Light Domotique 01/02/2023