



GetFace IP Configuration Guide with ZenCom

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

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DOCUMENT UPDATE

Version	Modifications	Page(s)
b	<ul style="list-style-type: none">Update of information on communication protocols	7

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_GROUP		Group description				
INTERCOMS						
Name:	Description:	ID:	Password:	Switch 1:	Switch 2:	Switch 3:
Intercom name	Description	VP00_G0000	11111111	1234	5678	
CLIENTS						
Name:	ID:	Password:	Privacy Policy	Legal Terms		
01 - Client	CL001_G0000	22222222	Not accepted	Not accepted		
02 - Client	CL002_G0000	33333333	Not accepted	Not accepted		

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.

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

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).

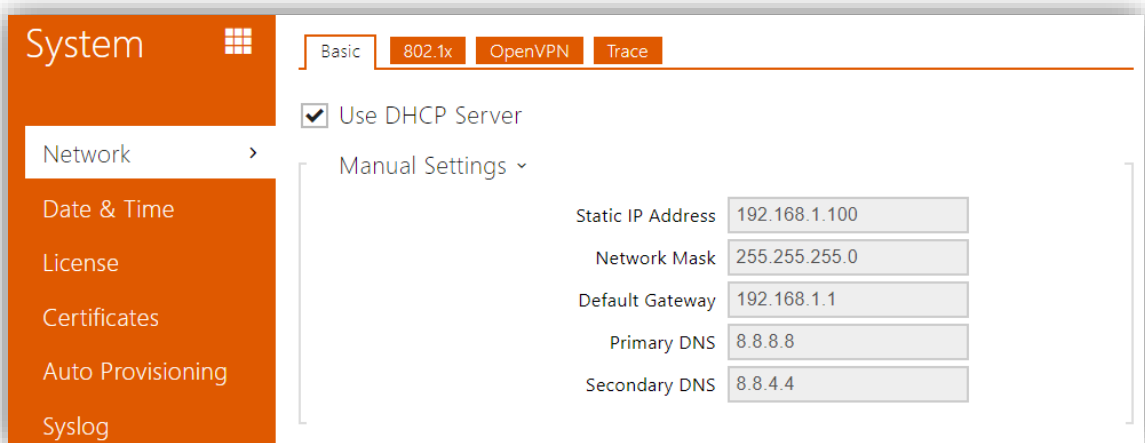


Figure 2. GetFace IP - Network configuration

2.2 SERVICES

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

Note: 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:

The screenshot shows the configuration page for SIP X. The left sidebar has 'Services' at the top and 'Phone' selected below it. The main area has tabs for 'SIP 1', 'SIP 2', 'Calls', 'Audio', 'Video', 'Local Calls', and 'Calling to ACS'. The configuration is organized into four sections:

- Device Identity:**
 - Display Name: Door
 - Phone Number (ID): VP##_G####
 - Domain: sip.zennioapps.com
 - Test Call button
- Authentication:**
 - Use Authentication ID:
 - Authentication ID: VP##_G####
 - Password:
- SIP Proxy:**
 - Proxy Address: sip.zennioapps.com
 - Proxy Port: 3001
 - Backup Proxy Address: (empty)
 - Backup Proxy Port: 3001
- SIP Registrar:**
 - Registration Enabled:
 - Registrar Address: sip.zennioapps.com
 - Registrar Port: 3001
 - Backup Registrar Address: (empty)
 - 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  **Services** → **Phone** → **Calls** tab the incoming calls answering mode as "Automatic" in SIP1 / SIP2, depending on where the above has been configured, in this case SIP2:

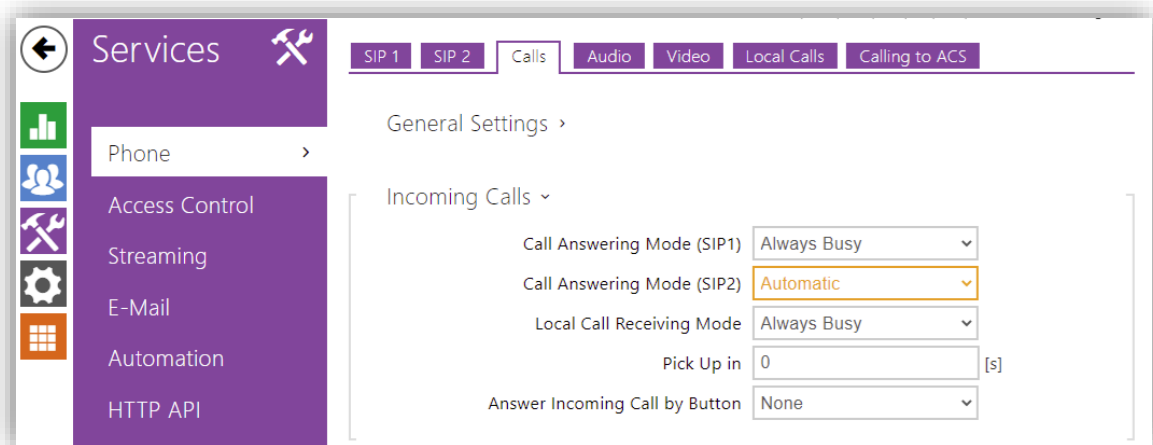



Figure 4. GetFace IP – Incoming Calls configuration.

2.3 DIRECTORY

In order to make the call to the ZenCom user, the phone number will be configured in the  **Directory** → **Users** tab with the following format:

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

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

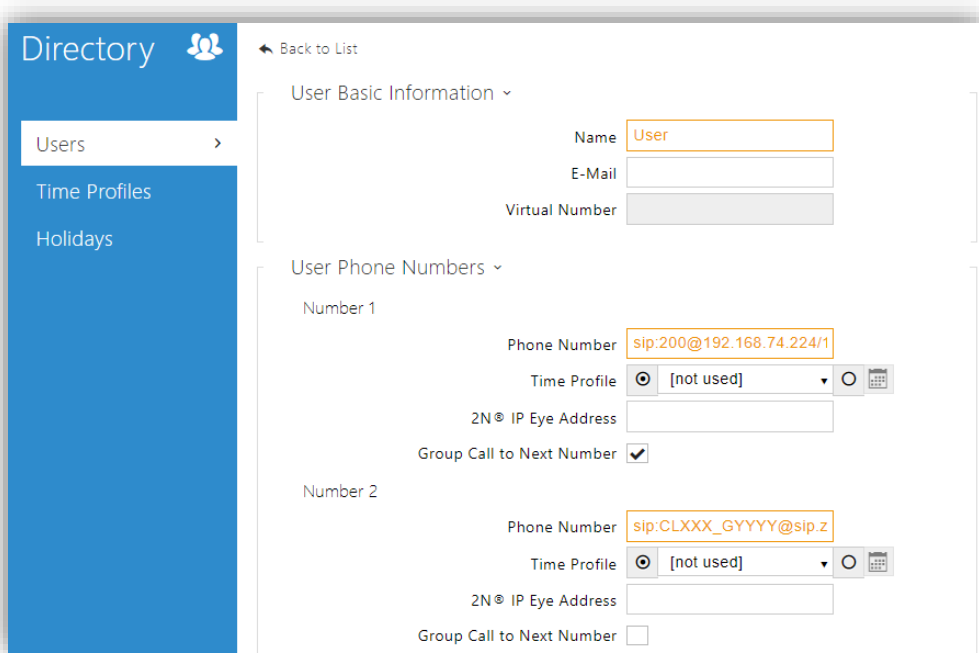


Figure 5. GetFace IP – Users

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*.

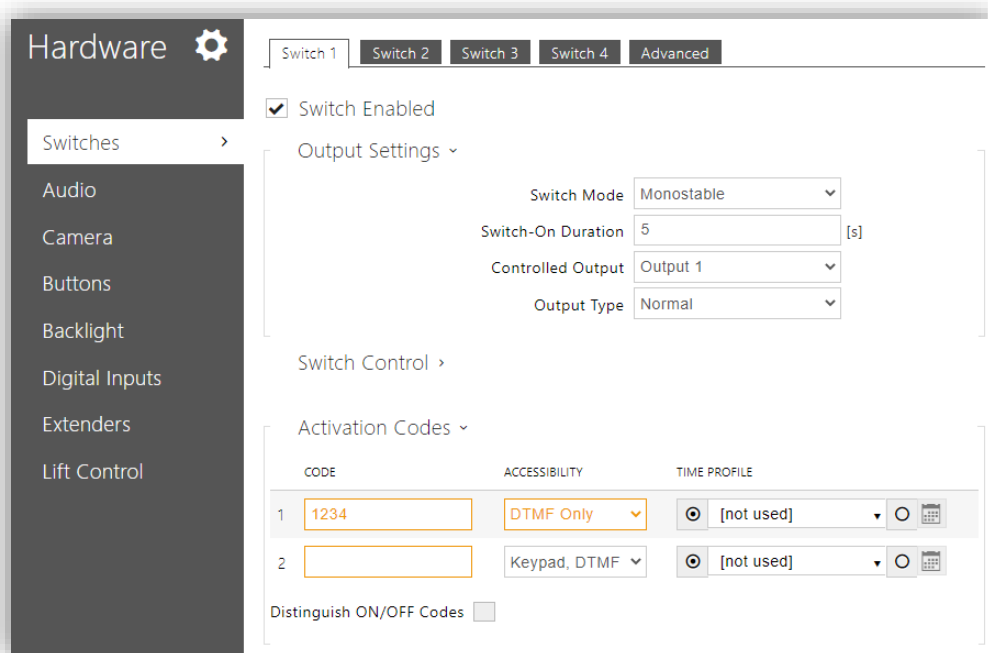


Figure 6. GetFace IP - Hardware/Switches

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, www.zennio.com).

Join and send us your inquiries
about Zennio devices:

<https://support.zennio.com>

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