



Zenitel & AMAG Technology Integration

Efficient, reliable, and faster operations with voice-enabled security



Making intelligent security solutions together

Security operations have evolved beyond video-only, reactive systems.

Integrating audio brings proactivity and interactivity to your security operations, enabling teams to make faster, more informed decisions, collaborate in real time, and maintain seamless operational continuity across the entire system.

The Zenitel and AMAG Technology partnership delivers a unified security and communication solution that transforms operations from reactive to proactive and interactive.

By integrating Zenitel's intelligent audio solutions with AMAG Technology's Symmetry™ Access Control, we extend the reach of your security infrastructure - empowering teams to communicate clearly, respond faster, and make smarter decisions when every second counts.



**PROACTIVE AND
INTERACTIVE**



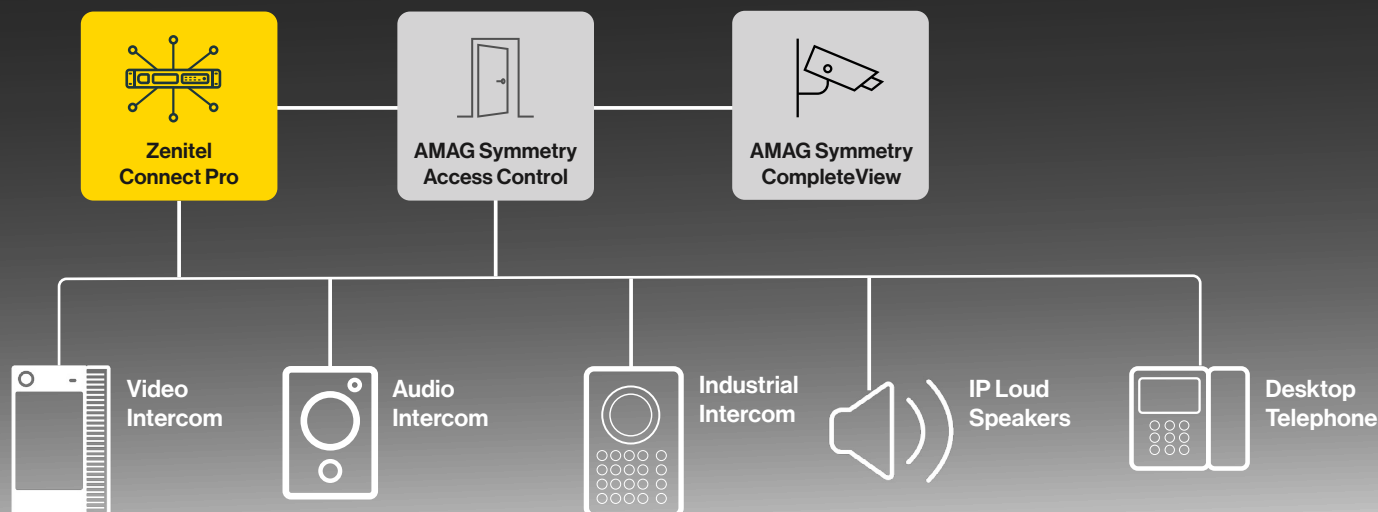
Smarter Security Through Unified Communication

The integration of AMAG's Symmetry™ Access Control with Zenitel's Intelligent Communication solutions creates a unified system that strengthens security, reduces risk, and enhances resilience across the enterprise.

With multiple integration options, organizations gain a streamlined platform that combines access control and intelligent audio into one cohesive solution. Managing everything from a single user interface improves ease of use, supports better risk mitigation, and delivers a stronger return on investment.

Through Zenitel's Intelligent Communication System, the Symmetry Intercom Control package enables graphical intercom call station connections and detailed logging—all directly within the access control system. Call requests, active connections, and status updates are displayed on one intuitive screen, making it easy for operators to stay in control.

This integration is especially valuable for high-traffic facilities with numerous call stations and a large volume of daily calls, where efficiency, clarity, and rapid response are critical.



Key Integration Benefits



Unified critical communication

Enhance your access control and video platforms with advanced communication solutions from Zenitel. With **Zenitel Connect Pro**, you can unify your operational and security communications - managing a wide range of call cases, including group calls, and full-duplex conversations.



Complete situational awareness

Integrating audio together with video from Zenitel's video intercom devices helps operators gain better control - both in daily operations and during security incidents. Operators have both audio and visual verification before granting access. Optionally, associate intercom devices with external video cameras to get a full view of the caller location.



Single interface, better overview

A dedicated intercom control screen is designed to simplify operations, allowing operators to easily manage all types of calls and control door access. The same interface also provides real-time monitoring of the Zenitel system and devices, including call status and other key indicators.



Secure by design

Zenitel Connect Pro is built on security-by-design principles, making cybersecurity a core part of its architecture. By extending your Symmetry Access Control System with Zenitel Connect Pro, you gain confidence in a solution that prioritizes cybersecurity by default.

Single interface, better control and overview

Intercom panel

A panel is displayed for each intercom from where the operator can initiate and receive intercom calls and log intercom activity.

Call notification

Panel notifies the operator about the intercom incoming calls and call states.

Monitoring and actions

The icons enable actions such as: Cancel the call, Put on Hold, open doors, view Live Video, mark as favorite.

Call History

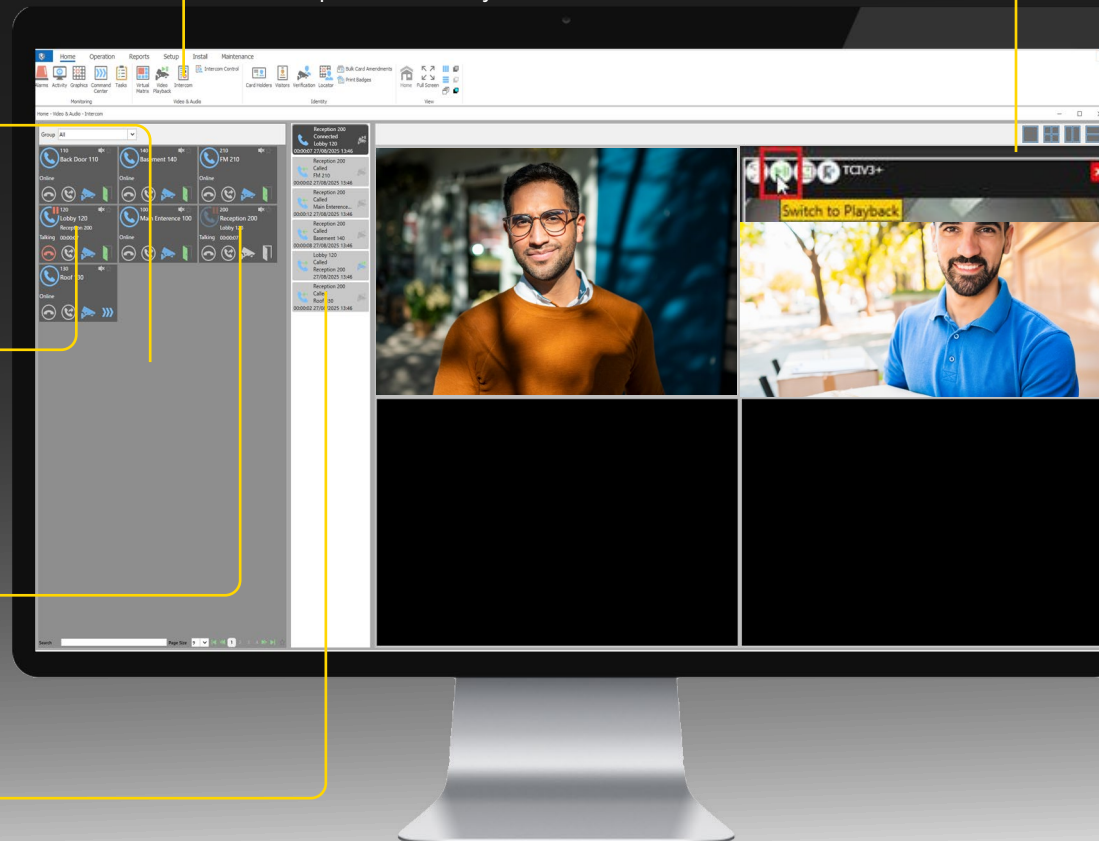
Call logs inform users about incoming calls, missed calls and terminated calls

Intercom View

By clicking this button, the operator gains access to the user interface that provides easy access, real-time status, and monitoring of all Zenitel Intercom devices and IP speakers in the system.

Video view

View live video or precoded video feeds from the intercom's built-in camera or associated 3rd party cameras.



Key features & specifications

Through Symmetry System Integration, desk operators can:

		Zenitel Connect Pro
	User Interface	
	Intercom devices and IP speakers listed in Symmetry Graphics and Maps	✓
	Associate external cameras with intercom stations	✓
	Zenitel system and devices statuses indicated in Symmetry Intercom Control Screen	✓
	Call Functions	
	Initiate calls to intercom stations and IP speakers from Symmetry Map and Intercom Screen	✓
	Answer, pause, decline, forward, and disconnect calls in Symmetry Intercom Control	✓
	Multiple incoming calls displayed in call queuing	✓
	Open doors from the Symmetry Intercom Screen	✓
	Alarm Handling & Recording	
	Calls can be set to trigger alarms and the operator can answer calls from the Alarms screen	✓
	Capture screenshot of live video from Symmetry Intercom Control screen	✓
	Click to review recorded video of call from Symmetry Intercom Control screen.	✓
	Audit Trail	
	Call history shown in Symmetry Intercom Screen Call Log	✓
	Intercom activity report available through Advanced Reporting Tool	✓
	Cybersecurity	
	End-to-end encryption of all communication	✓
	Token-based authentication and athorization	✓

Required Licenses:

AMAG INTERCOM-KIT, 1 per AMAG Symmetry system

AMAG VID-CAM, 1 per video intercom

Zenitel Connect Pro integration license ZCP-API, 1 per system connection

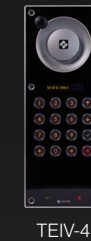
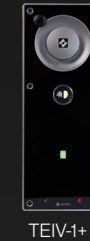
Compatible Zenitel products

Wide product range for diverse applications

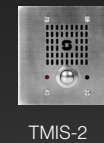
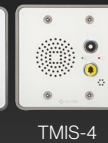
Video Intercom



NEW



Audio Intercom



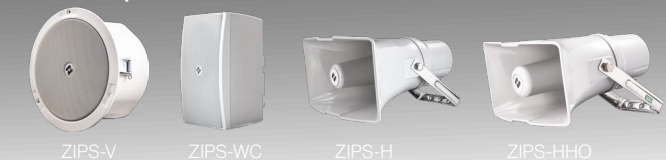
Industrial Intercom







Desktop Intercom/Telephone



IP Loudspeakers



Other Compatible Zenitel Platforms

		Zenitel ICX-AlphaCom	Zenitel IC-EDGE
User Interface			
	Intercom devices and IP speakers listed in Symmetry Graphics and Maps	✓	✓
	Associate external cameras with intercom stations	✓	✓
	Zenitel system and devices statuses indicated in Symmetry Intercom Control Screen	X	✓
Call Functions			
	Initiate calls to intercom stations and IP speakers from Symmetry Map and Intercom Screen	✓	✓
	Answer, pause, decline, forward, and disconnect calls in Symmetry Intercom Control	✓	✓
	Multiple incoming calls displayed in call queuing	✓	✓
	Open doors from the Symmetry Intercom Screen	✓	✓
Alarm Handling & Recording			
	Calls can be set to trigger alarms and the operator can answer calls from the Alarms screen	✓	✓
	Capture Screenshot of live video from Symmetry Intercom Control screen	X	✓
	Click to review recorded video of call from Symmetry Intercom Control screen.	X	✓
Audit Trail			
	Call history shown in Symmentry Intercom Screen Call Log	✓	✓
	Intercom activity report available through Advanced Reporting Tool	✓	✓
		For integration details please visit Zenitel Wiki Article	For integration details please visit Zenitel Wiki Article

Required Licenses ICX-AlphaCom:

Required Licenses IC-EDGE:

AMAG INTERCOM -KIT, 1 per AMAG Symmetry system
AMAG VID-CAM, 1 per video intercom
Zenitel: (MPC Port) 1002602400 -ICX Interface License

AMAG INTERCOM -KIT, 1 per AMAG Symmetry system
AMAG VID-CAM, 1 per video intercom

Why Zenitel + AMAG Technology is the right choice for your next project

■ Unified Security & Communication

Seamlessly integrates AMAG's Symmetry™ Access Control with Zenitel's Intelligent Communication solutions for a single, powerful platform.

■ Proactive Risk Management

Combine audio, video, and access control to detect, respond, and resolve incidents faster and more effectively.

■ Operational Efficiency

Manage calls, door access, and system status from one intuitive interface, reducing complexity for operators.

■ Scalable & Future-Ready

Flexible integration options ensure your system can grow with your needs while maximizing ROI.

Rethinking Security Infrastructure
with voice as a critical layer.
Check out our portfolio:

