Installation instructions

Video SIP-Gateway AVS2100
Firewall and Network Infrastructure, Requirements

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Video SIP-Gateway AVS2100

The AVS2100 video SIP gateway connects a (video) TC:Bus door intercom via the customer's network to an PBX or external SIP server/web service.

When using the **internal SIP server in the LAN**, there is **no need for port forwarding** as the network is never left.

When using an **external SIP server in the LAN**, there is **no need for port forwarding** as the network is never left.

When using an **external SIP server/web service outside the LAN**, special **port settings may be required** on the router/firewall.

For routers with **standard NAT configuration** (e.g. Swisscom, UPC, home network setups), the AVS2100 can establish and keep open a connection to services outside the network via the firewall in the router **without any further network settings**.

However, restrictive firewall configurations in the business environment can block the AVS2100 from establishing connections to the outside.

The AVS2100 must be able to establish connections **to the outside, to the external SIP server,** via the following ports:

TCP	HTTPS	**443**	FW-Update
TCP/UDP	SIP/SIPS	**depending on the external SIP server** Standard: 5060/5061	SIP-Communication
UDP	RTP	**depending on the external SIP server**	Audio/Video when talking
TCP/UDP	NTP	**depending on the external time server** Standard: 123	System-Time

If one or more of these ports are blocked, this could cause one of the following issues, **among others**:

SIP blocked	The AVS2100 cannot send or receive intercom calls even when the external intercom unit is configured correctly.
RTP blocked	When talking to an external intercom unit, there is no sound and/or video in one or both directions.

The **MAC address** for a potential MAC filtering can be found in the web interface, on the packaging or on the inside of the AVS2100 lid.

Special scenarios

Permanent MJPEG video
Via the AVS2100 video SIP gateway, the video images of the analog camera of the door intercom can be retrieved as an MJPEG video stream. However, **depending on the settings in the AVS2100**, this stream is **protected** (by the API token visible in the image path of the web interface or by user/password)

If the video stream should be permanently visible in a **browser** or **third-party device**, a **static IP address** must be assigned to the AVS2100.

If the video stream should be permanently available outside of the local network as well, the on-site network integrator must set up **port forwarding** in addition to a **static IP address** or **Dyn-DNS**.

The video image can be called up on the screen via the following paths:
http://GATEWAYIP:12000/video.mjpeg?api_token=APITOKEN

GATEWAYIP is replaced by and internal or external IP address.
APITOKEN is replaced by the API token from the image path in the web interface of the AVS2100.

Service

You can find answers in our list of frequently asked questions www.kochag.ch
in german and french only

For direct support, please contact
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