

CASE STUDY

Meet Intercom panel integration with Microsoft Teams

Description

It is described how to configure the Meet entrance panel and Cybergate environment to be able to route calls from the entrance panel to Microsoft Teams clients.

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INTRODUCTION

In offices and companies, it is common to connect the video door entry panel to the telephone switchboard to receive the call at a specific extension, simplifying the work for employees. For this, a telephone interface is used that connects the entrance panel to an analog input of the switchboard.

A modern alternative to this situation is the use of Microsoft Teams clients, that are normally used to collaborate between employees (chat, file sharing, video meeting) as receiver of the call from the outdoor panel, with the advantage of reducing the required equipment on the desk and the ubiquity of the solution since it is possible to receive the call anywhere where the employee is working (office, at home, travelling) or even in his mobile. Therefore, it has the same features as in a video door entry monitor but using the desktop or mobile Teams client: two-way conversation, viewing the visit and opening the door.

The Fermax entrance panel has also evolved to adapt to this environment, and a clear example is the MEET panel, with IP technology, which supports the SIP protocol, necessary in this type of integration. In this application, the entrance panel must register in the Cybergate SIP switchboard with a username and password that route calls to the configured Microsoft Teams client or group of clients.

We are going to see how the MEET entrance panel and the Cybergate solution must be configured so that they can work together.

REQUIRED MATERIAL

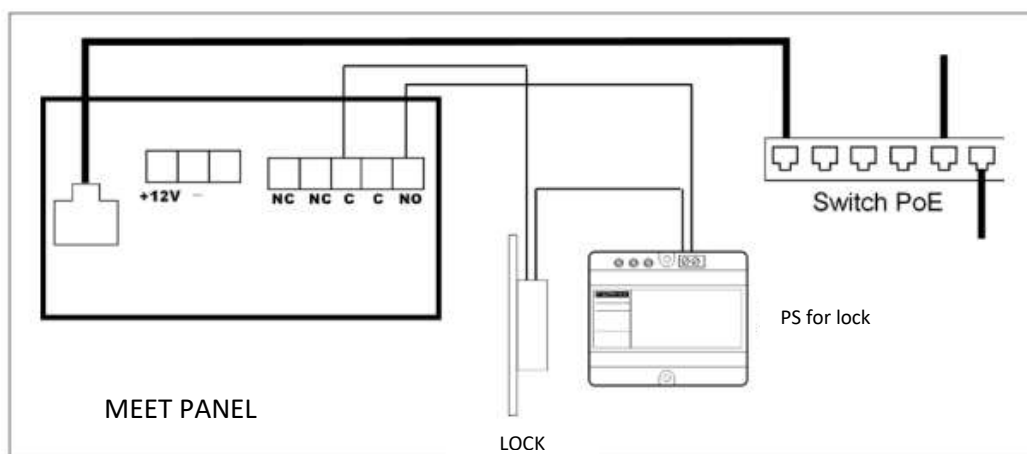
Any Fermax MEET entrance panel can be used to carry out this integration since they all support SIP protocol. In the case of calling one single extension, it is advisable to use the one-line MILO panel (a single push-button). If you want to call different extensions to locate different people, you can use the MILO panel or, if an electronic directory is required, the KIN or MARINE panel.

The entrance panel may require a power supply if it does not support PoE, in addition to requiring the electric door opener.

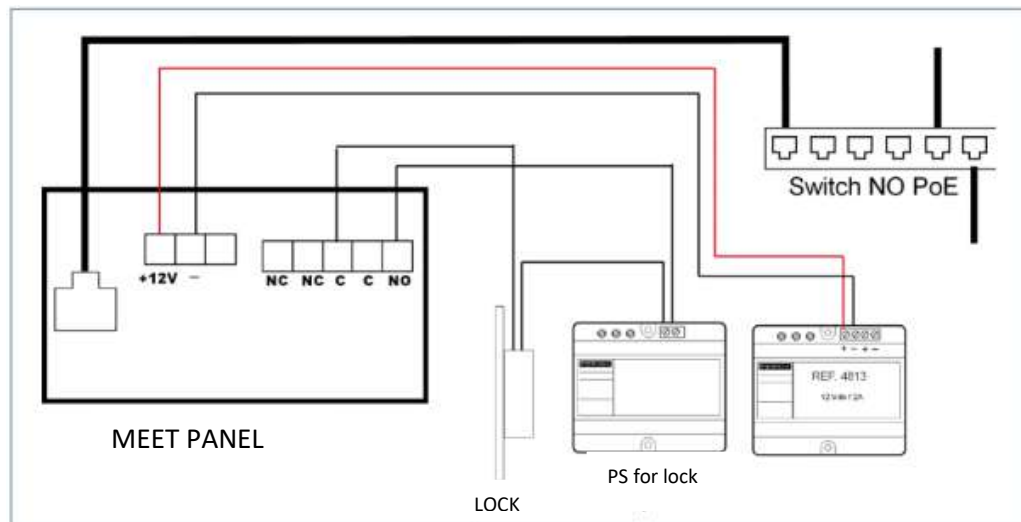
One internet connection with sufficient bandwidth (minimum 10Mbit) will be necessary to access the Cybergate server.

It is also required one subscription to Cybergate service. See LICENSE PURCHASE chapter for details.

BASIC SCHEMA



Panel power supply via PoE switch.



Panel power supply by additional source. The power supply can be shared with the lock release if both are 12 Vdc voltage and has sufficient power.

INSTALLATION

Once the entrance panel is installed, it must be connected to a switch or directly to the installation router. The lock release connection will be wired to the entrance panel or, if maximum security is required, a ref.1490 module with 2 relays will be used to open from indoors, wiring the module to the panel using 3 wires (Cat-5 recommended). Lastly, the panel will be wired to the power supply.

It is possible to install a MEET monitor to simultaneously receive the call inside the office, as a backup to the call through the SIP server.

LICENSE PURCHASE

CyberGate is a SaaS solution that can be purchased in either:

1. The Microsoft AppSource, you only need a credit card. This is the preferred and simpler method.
2. The Microsoft Azure Marketplace, if you already have a Microsoft Azure (Pay-as you-go) subscription active. The existing Microsoft subscription will be billed.

To be able to purchase and use CyberGate, you need a Microsoft Office 365 with Teams subscription and login to the AppSource or Marketplace with an admin user of your organization.

During the purchase & activation process, you will be redirected to the CyberGate Management Portal where you must activate your CyberGate subscription. When login in to the CyberGate Management Portal, please use the same admin user as used to purchase CyberGate.

PURCHASE IN THE MICROSOFT APPSOURCE

- Click on the following link to go directly to the AppSource: <https://appsource.microsoft.com>
- Search for 'cybergate'. You'll find CyberGate by CyberTwice B.V.

The overview page provides information regarding CyberGate, plans, pricing information and reviews.

The screenshot shows the Microsoft AppSource interface for the 'CyberGate SIP connect to Microsoft Teams' application. At the top, there's a navigation bar with 'Microsoft | AppSource' and a search bar containing 'cybergate'. Below the navigation bar, the app title 'CyberGate SIP connect to Microsoft Teams' is displayed, along with the developer 'CyberTwice B.V.' and a 'Web Apps' icon. A 'Free trial' badge and a 'Preferred solution' badge are visible, along with a 5.0 star rating from AppSource. A 'Get it now' button is prominently displayed. Below the app card, there are tabs for 'Overview', 'Plans + Pricing', 'Ratings + reviews', and 'Details + support'. The 'Overview' tab is selected, showing a description of the solution: 'The solution to connect a SIP video door intercom to Microsoft Teams with audio and live video!'. It addresses challenges like migrating from a SIP-based phone system to Microsoft Teams and offers features such as two-way audio, live video, and configurable display names. Prerequisites include Microsoft Office 365 with Teams Business, Enterprise, or Education, a compatible SIP audio or video door station, and a subscription to the CyberGate SIP to Teams service. Costs are listed as 'Pay per intercom per month (displayed in the plan as "User per Month")' and 'No additional Microsoft Teams licenses necessary'. A footer note mentions CyberTwice's background as a RegTech company.

- Click 'Get it now' to start the purchasing procedure
- Select the billing term and payment method. The first month of CyberGate is free so you can test freely and pay if you are convinced.

Microsoft | AppSource Apps Consulting Services My Orders Sell Blog Search Microsoft AppSource

Apps > CyberGate SIP connect to Microsoft Teams > **CyberGate SIP connect to Microsoft Teams - Checkout**

CyberGate SIP connect to Microsoft Teams - Checkout

Plan details

CyberGate flex plan [Change Plan](#)
 With the CyberGate per month or per year subscription you can connect a SIP H264 video door intercom to Microsoft Teams.

Microsoft Teams users can answer incoming intercom calls – with 2-way audio and live video – on the Teams desktop client, Teams desk phone or Teams Smartphone app and open the door for visitors.
 Enjoy!

Billing term

Monthly First month free, then € 17,57/user/month	Yearly First month free, then € 189,352/user/year Save 10%
--	--

Number of users (1-10)

Payment method [Cancel](#)

We accept the following cards:

VISA  

Cardholder Name *

Card number *

Expires
 MM YY

CVV *

Address line 1 *

Hazenkoog 25

Address line 2 (Optional)

City *

Alkmaar

State *

Noord-Holland

Postal Code *

1822 BS

Country/Region *

Netherlands

Microsoft respects your privacy. See our [privacy statement](#).

[Cancel](#) [Save](#)

Order summary

CyberGate SIP connect to Microsoft Teams € 17,57

CyberGate flex plan

First month free, then € 17,57/user/month x 1

Estimated tax: [Calculate now](#)

Total € 17,57/month + tax

What you pay today

CyberGate flex plan [Free trial](#) € 0,00

Your credit card will only be charged after the completion of the first month free trial associated with this subscription.

[Place order](#)

By clicking "Place Order", I (a) agree to the [Terms of Sale](#), [Amendments](#) and [Privacy Statement](#) associated with the Marketplace offering listed on this page, and (b) agree that Microsoft may share my contact, usage and transactional information with the provider of the offering for support, billing and other transactional activities. Microsoft doesn't provide the rights for third-party offerings. See the [Marketplace terms](#) for the applicable Microsoft payment and billing terms.

You can have one subscription to CyberGate and use multiple panels on that subscription. The 'Number of Users' can be read as the 'number of panels' used with this subscription. You can always modify the number of intercoms on this subscription later on, in the CyberGate Management portal.

- Select the 'Number of Users'.
- When done, click 'Save' and 'Place order'

Microsoft | AppSource Apps Consulting Services My Orders Sell Blog Search Microsoft AppSource

Thank you for purchasing CyberGate SIP connect to Microsoft Teams

Your purchase has been submitted and your subscription will be ready to configure shortly.
 Please don't close your browser or use the back button.

Your purchase details

Offer: CyberGate SIP connect to Microsoft Teams

Plan: CyberGate flex plan [Free trial](#)

Term: Monthly

Total: € 17,57/month + tax

Invoiced to

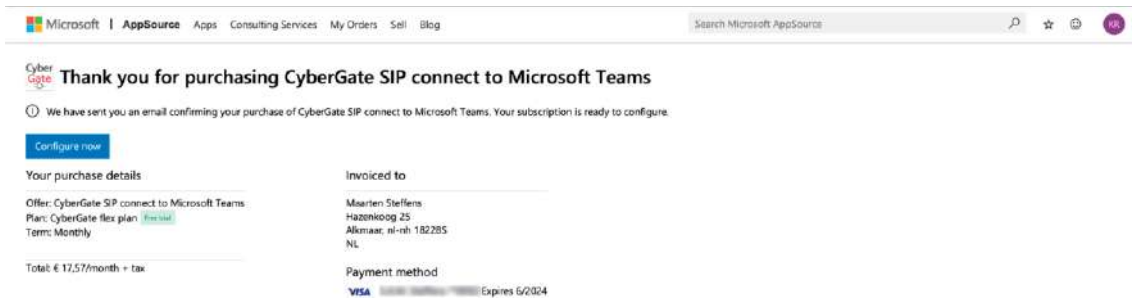
Maarten Steffens
 Hazenkoog 25
 Alkmaar, nl-nh 1822BS
 NL

Payment method

VISA Expires 6/2024

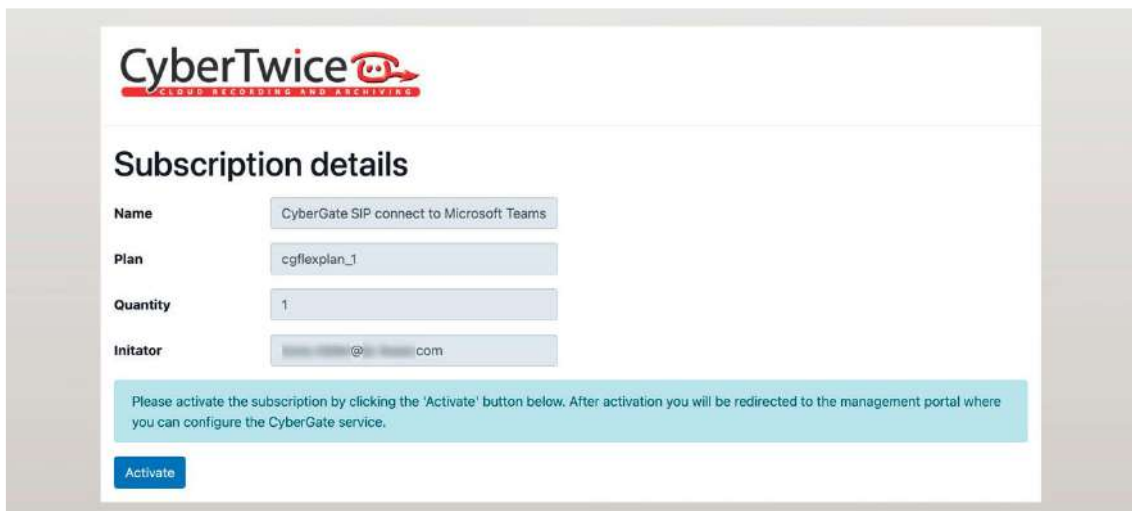
The purchasing process will last a time.

- When done, click 'Configure now'.



The AppSource will redirect you to the CyberGate Management Portal where you can activate your CyberGate Purchase.

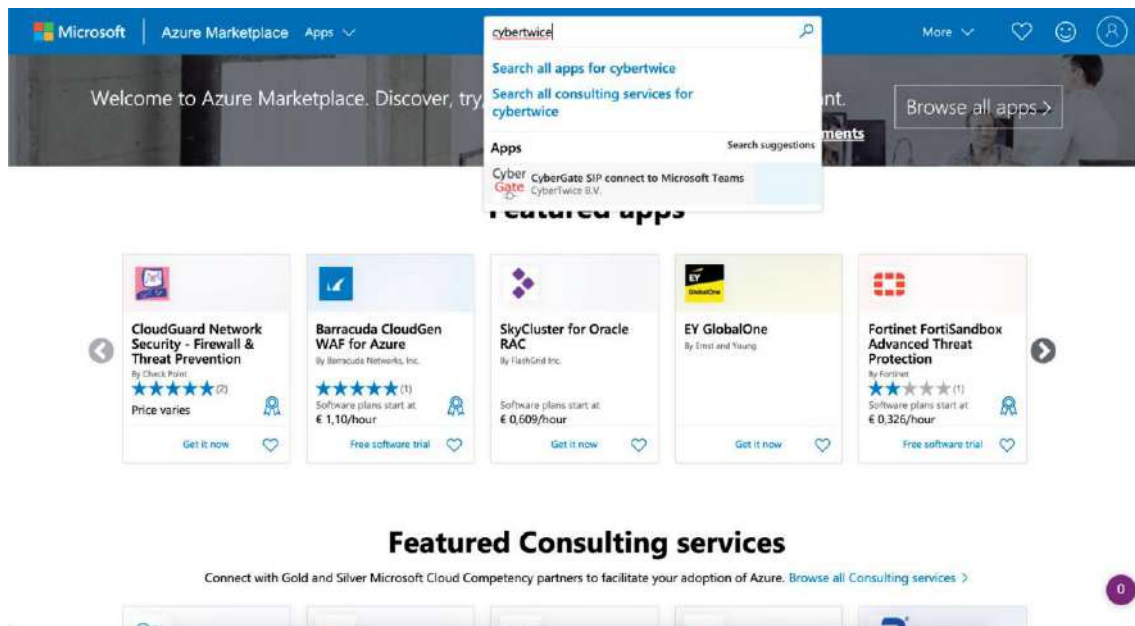
- * You have to log in with your Microsoft account first. This should be an Administrator account!
- Click 'Activate' to activate your CyberGate subscription. It will take you to the dashboard of the admin portal.



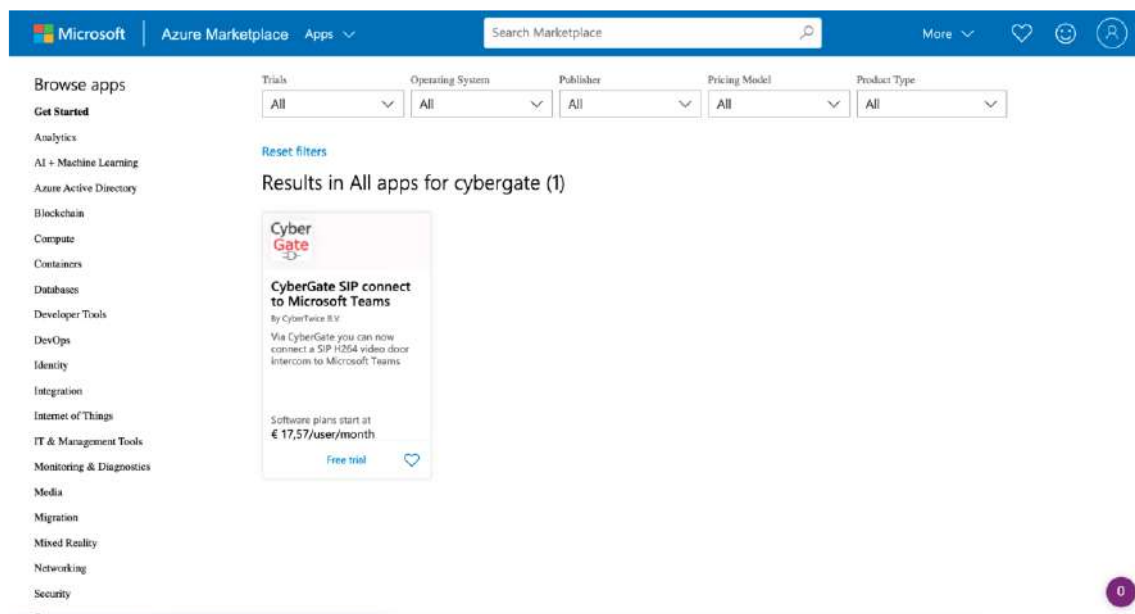
Continue in DASHBOARD.

PURCHASE IN THE MICROSOFT AZURE MARKETPLACE

- Click on the following link to go directly to the Azure Marketplace:
<https://azuremarketplace.microsoft.com/marketplace>



- Search for 'cybergate'. You'll find CyberGate by CyberTwice B.V.
- Click on 'Free trial / Get it now' to start the purchasing procedure.



The overview page provides information regarding CyberGate, plans, pricing information and reviews.

- Click 'Get it now' to start the purchasing procedure.

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Products > CyberGate SIP connect to Microsoft Teams



CyberGate SIP connect to Microsoft Teams

CyberTwice B.V.

★ 4.0 (1 Azure Marketplace rating)

[Free trial](#) [Full trial](#)

[Overview](#) [Plans + Pricing](#) [Ratings + reviews](#)

[Get it now](#)

Pricing information
Starting at
US\$19.95/user/month

Categories
IT & Management Tools
Security

Support
Support
Help

Legal
Under Microsoft Standard Contract | Amendment | Privacy Policy

The solution to connect a SIP video door intercom to Microsoft Teams with audio and live video!

Challenges

Is your organization migrating from a SIP based phone system / PBX to Microsoft Teams and you need to connect your existing SIP video door intercom to Teams? The CyberGate service makes this migration painless and is the only solution that not only offers two-way audio, but also live video support. So you can keep your existing video door intercom and use it with the Teams desktop client, Teams compatible desk phone or Teams Smartphone app.

Already using Microsoft Teams and would like to add a video door intercom? CyberGate is the solution for you. Incoming calls from a SIP video door intercom can be answered on the Teams desktop client, Teams compatible desk phone or Teams Smartphone app and open the door for visitors, with 2-way audio and live video!

Features

- Two-way audio with the Microsoft Teams user: either the Teams client on your desktop PC, or Teams compatible desk phone, or Teams app on your Smartphone.
- Live video to the Microsoft Teams user who receives the intercom call.
- Configurable display name per intercom.
- Opening door / gate via the SIP intercom built-in dry relay (if the SIP intercom supports this feature).

Prerequisites

- Microsoft Office 365 with Teams Business, Enterprise or Education.
- A compatible SIP audio- or SIP video door station.
- Subscription to the CyberGate SIP to Teams service available in the Microsoft Azure Marketplace and Microsoft AppSource.

Costs

- Pay per intercom per month (displayed in the plan as 'User per Month').
- No additional Microsoft Teams licenses necessary.

CyberTwice, as a young Reg Tech company, evolved from previous organizations, which were prominent in the market for compliant voice recording and archiving solutions. CyberGate is the first full Microsoft Azure integration from CyberTwice and created to provide SIP connectivity to Microsoft Teams.

[Learn more](#)



- Provide Microsoft permission to share your information with CyberTwice B.V. by clicking 'Continue'.



CyberGate SIP connect to Microsoft Teams

CyberTwice B.V.

★ ★ ★ ★ ★ (0) Write a review

[Free trial](#)

[Overview](#) [Plans + Pricing](#) [Ratings + reviews](#)

[Get it now](#)

Pricing information
Starting at
€ 17.57/user/month

Categories
Media
Security

Support
Support
Help

Legal
Under Microsoft Standard Contract | Amendment | Privacy Policy

Via CyberGate SIP connect to Microsoft Teams you can connect your existing SIP video door intercom to Microsoft Teams.

With the CyberGate SIP connect to Microsoft Teams solution, incoming calls from a SIP video door intercom can be answered on the Teams desktop client, Teams compatible desk phone or Teams Smartphone app and open the door for visitors, with 2-way audio and live video!

CyberGate adds value to your existing SIP video door intercom by providing a secure and efficient way to connect it to Microsoft Teams. This integration will improve your experience by allowing you to answer calls from the set-up of the intercom - Teams integration).

One more thing ...

CyberGate SIP connect to Microsoft Teams
By CyberTwice B.V.

This app requires some basic profile information. You have provided the information already so you're good to go! [Edit](#)

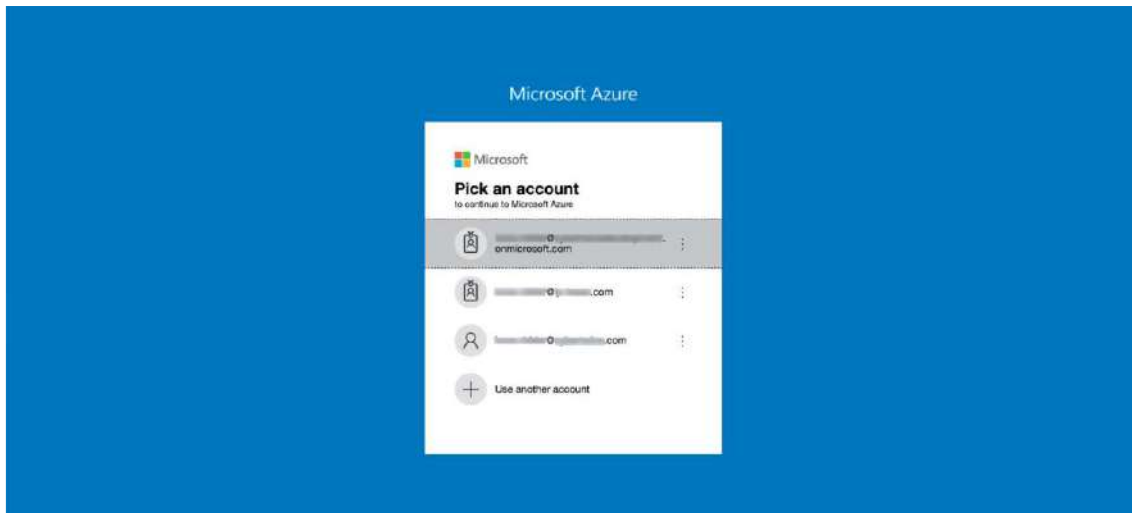
☒ I give Microsoft permission to use or share my account information so that the provider or Microsoft can contact me regarding this product and related products. I agree to Microsoft Standard Contract and provider's privacy policy and understand that the rights to use this product do not come from Microsoft, unless Microsoft is the provider. Use of Azure Marketplace is governed by separate terms and privacy.

You're signed in as Koos Ridder (koos.ridder@cybertwicedevelopment.onmicrosoft.com).

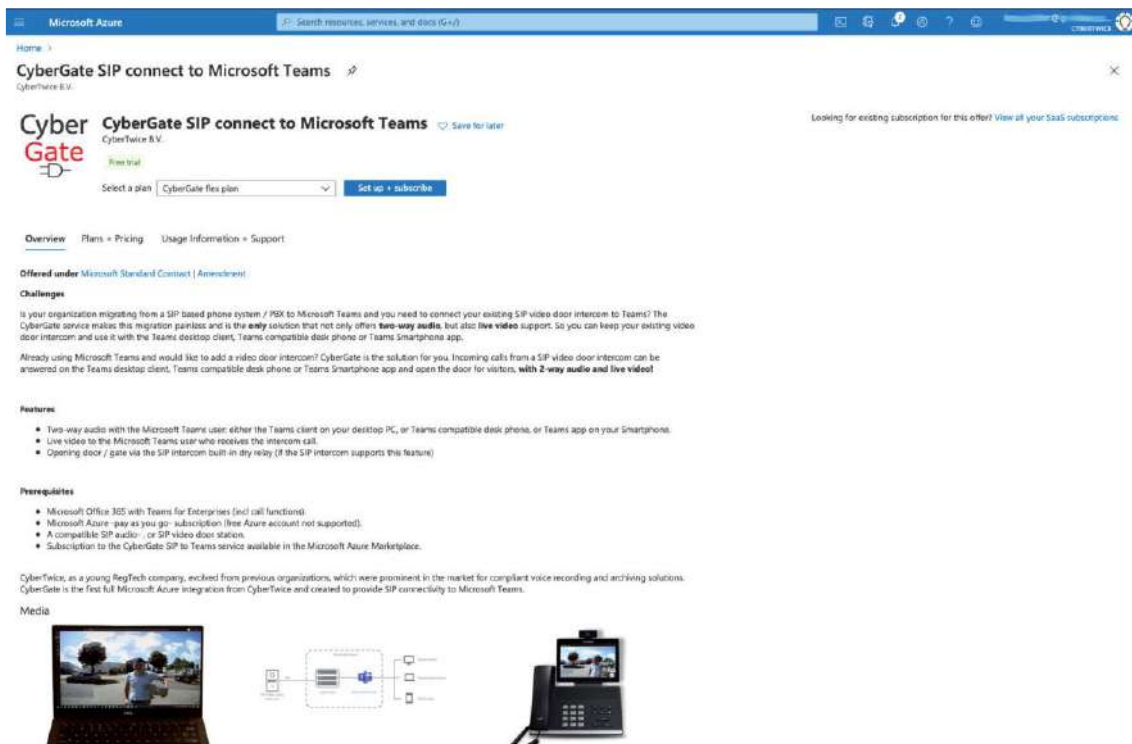
[Continue](#)



Depending on the current Microsoft user you might be presented with a dialog to choose the account to purchase the CyberGate with. **This should be an Administrator account.**



You will be directed to the Azure portal to continue the purchase.



- Select the 'CyberGate flex plan' followed by 'Set up + subscribe'.
- Name your CyberGate purchase
- Select the Microsoft subscription that will be billed with the Cybergate costs

You can have one subscription to CyberGate and use multiple panels on that subscription. The 'User count' can be read as the 'number of panels used with this subscription. You can always modify the number of intercoms on this subscription later on, in the CyberGate Management portal.

- Select the User count
- When finished, click 'Review + Subscribe'.

Microsoft Azure

Search resources, services, and docs (3/4)

Home > CyberGate SIP connect to Microsoft Teams >

Subscribe To CyberGate SIP connect to Microsoft Teams

Subscribe to plan

* Basics Review + subscribe

Fill out the plan details. After you've finished subscribing, configure your SaaS account on the publisher's website to complete the process.

Plan details

Subscription *

Name *

Plan

CyberGate flex plan - Monthly
 With the CyberGate per month or per year subscription you can connect a SIP H264 video door intercom to Microsoft Teams.

Microsoft Teams users can answer incoming intercom calls - with 2-way audio and live video - on the Teams desktop client, Teams desk phone or Teams Smartphone app and open the door for visitors. Enjoy!

[Change plan](#)

Billing term: Monthly

Price

* User count (Min = 1, Max = 10)

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Useful links

[View this offer in Marketplace](#)

[View all your SaaS subscriptions](#)

- Confirm the terms of use, complete the Contact details and click 'Subscribe'.

Microsoft Azure

Search resources, services, and docs (3/4)

Home > CyberGate SIP connect to Microsoft Teams >

Subscribe To CyberGate SIP connect to Microsoft Teams

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* Basics Review + subscribe

Offer = plan details

CyberGate SIP connect to Microsoft Teams - CyberGate flex plan by CyberTwice B.V.

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Terms of use

By clicking "Subscribe" and completing the purchase with the provider, I (a) agree to the legal terms and privacy statement(s) associated with each Marketplace offering above, (b) authorize Microsoft to charge or bill my current payment method for the fees associated with my use of the offering(s), including applicable taxes, with the same billing frequency as my Azure subscription, until I discontinue use of the offering(s), and (c) agree that Microsoft may share my contact information and transaction details (including usage volume associated with the offering(s) with the seller(s) of the offering(s). Microsoft does

☒ I give Microsoft permission to use and share my contact information so that Microsoft or the Provider can contact me regarding this product and related products.

Contact details

Name

Primary email address *

Primary phone number *

Basics

Subscription	Microsoft Partner Network
Name	TestVanKooi
Plan	CyberGate flex plan
Billing term	Monthly
Price	First month free, then €17.57012 per user per month
User count	1

After subscribing, remember to configure your SaaS account on the publisher's website.

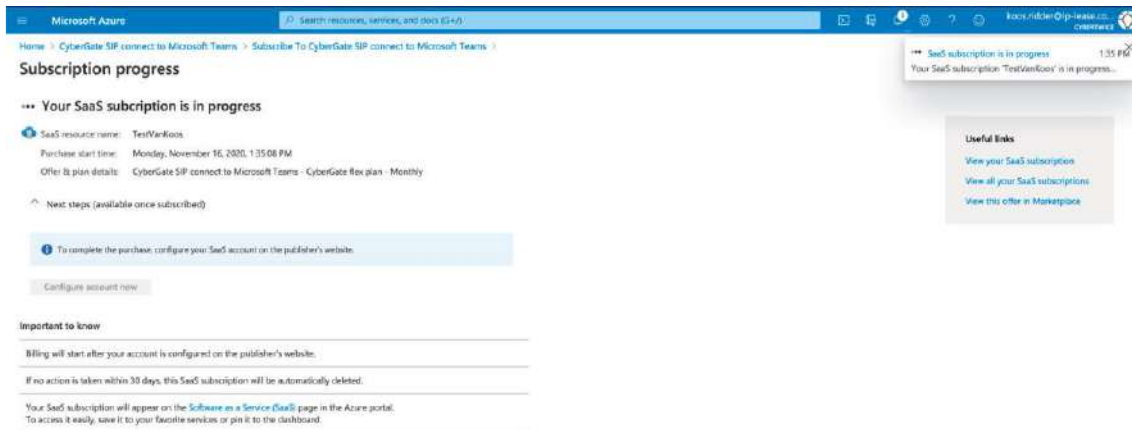
[Subscribe](#) [Previous: Basics](#) [Next >](#)

Useful links

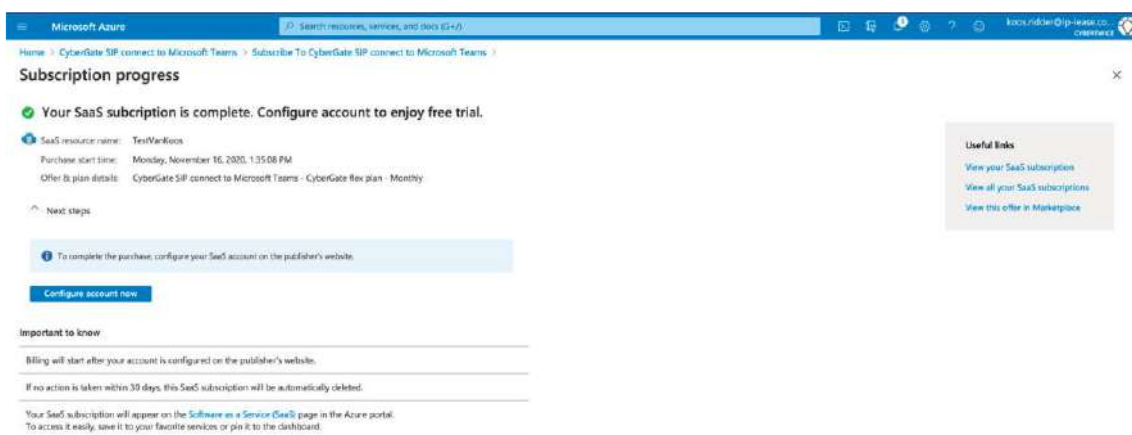
[View this offer in Marketplace](#)

[View all your SaaS subscriptions](#)

- Wait for the subscription to finish.

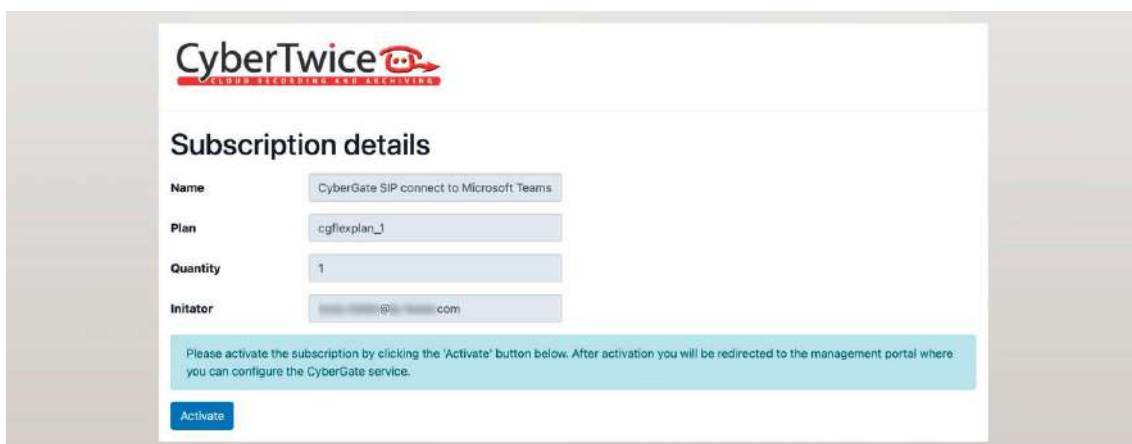


- Click 'Configure account now' to finish the configuration of CyberGate



The Azure Marketplace will redirect you to the CyberGate Management Portal where you can activate your CyberGate Purchase. **You have to log in with your Microsoft account first. This should be an Administrator account.**

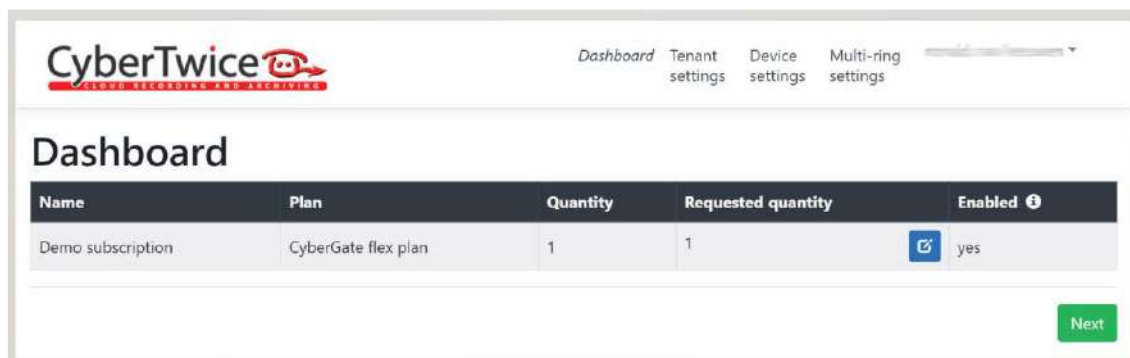
- View the subscription details and click 'Activate'. This will take you to the dashboard of the admin portal.



CONFIGURE CYBERGATE IN THE MANAGEMENT PORTAL

The Dashboard shows the name, the chosen plan, the actual and requested quantity (=number of panels) and the enabled status. The Enabled status should be yes (this can take up to 10 minutes after activation).

If the Enabled status states 'no', please wait 10 minutes and refresh the webpage until it states 'yes'.



- Click 'Next' for the section 'Tenant settings'.

Tenant settings

In the section 'Tenant settings' you have to configure two Tenant related settings for CyberGate to function.

The two mandatory settings are:

1. Grant CyberGate limited access to your Azure environment. This is mandatory to be able to call Teams users in your organisation.
2. Add at least one public (WAN) IP-address your panel uses to access the internet. This IPaddress is needed to allow the panel a connection to CyberGate. It is not valid one URL so WAN must be static.

- Use the 'Provide admin consent' button to grant the set of access rights

CyberTwice CLOUD RECORDING AND ASSESSMENT

Dashboard Tenant settings Device settings Multi-ring settings

Tenant settings

Admin consent

The CyberGate service needs to be granted a limited set of access rights to your Azure environment to function correctly. These rights have to be provided by an administrator of your organization.

By clicking the link below, you will be redirected to Microsoft to grant these access rights.

[Provide admin consent](#)

Call forwarding ⓘ

Call forwarding is disabled

The Teams call will not be forwarded to another user or user group, even if this is configured for the called Teams user. The voicemail will never answer the call. If this is not the desired behavior, the call forwarding can be enabled.

[Enable call forwarding](#)

Configured WAN IP addresses ⓘ

No WAN IP address has been configured. A connection from your device to the CyberGate service will not be possible.

[Add current IP \(213.239.154.31\)](#)

[Add](#)

Add additional WAN IP addresses:

[Previous](#) [Next](#)

If the panel uses the same WAN IP-address to access the internet as the PC you're using, you can click 'Add current WAN IP address' to easily add the WAN IP address to CyberGate. If not, fill-in the WAN IP-address and click 'Add'.

The settings are saved automatically.

- Click 'Next' for the section 'Device settings'.

Device settings

In the section 'Device settings' you'll have to add a 'device' for each panel you're using on this subscription. It will automatically generate a SIP username and SIP password that can be used in the intercom device.

- Click 'Add device'



[Dashboard](#)
[Tenant settings](#)
[Device settings](#)
[Multi-ring settings](#)
Koos Ridder ▾

Device settings

The username and password for your device are automatically generated when a device is added.

No devices configured. Please add a device which will be connected to the CyberGate service.

Add device

To make the display name visible in Teams, some configuration in the Teams environment is required. This can be done automatically by executing the PowerShell script that can be downloaded with the button below. For more information see the [manual](#).

Download

Previous

Next

Each device added shows:

- A display name. - The display name is the name that will be shown in Microsoft Teams whenever the panel rings.
- (SIP) username - The username is necessary when configuring the panel.
- (SIP) password - The password is necessary when configuring the panel.
- Licensing state - You can create more devices (panels) than your subscription allows. In that case the devices that exceed the number of panels on your subscription will show -'Licensed -no' and won't work. As soon as you increase the number of panels on your subscription the device licensed state will change to 'yes'

Use the blue copy-buttons to conveniently copy the username and password in the intercom configuration when configuring your intercom.



[Dashboard](#)
[Tenant settings](#)
[Device settings](#)
[Multi-ring settings](#)
▾

Device settings

The username and password for your device are automatically generated when a device is added.

Display name	Username	Password	Licensed ⓘ	Action
CyberGate SIP connect to Microsoft Teams - CyberGate flex plan				
Intercom 	ZW  05 	PY5 	no	 

Add device

In order to see the display name of the device in Teams, some configuration in the Teams environment is required. This can be done automatically by executing the PowerShell script that can be downloaded with the button below.

Download

Previous

Next

The Display name field will show the name that the intercom has been given and will also show an explanation mark symbol.

The panel will be able to call to Microsoft Teams but will show the name 'Intercom' instead of the custom Display name until you execute the PowerShell script that can be downloaded on this page.

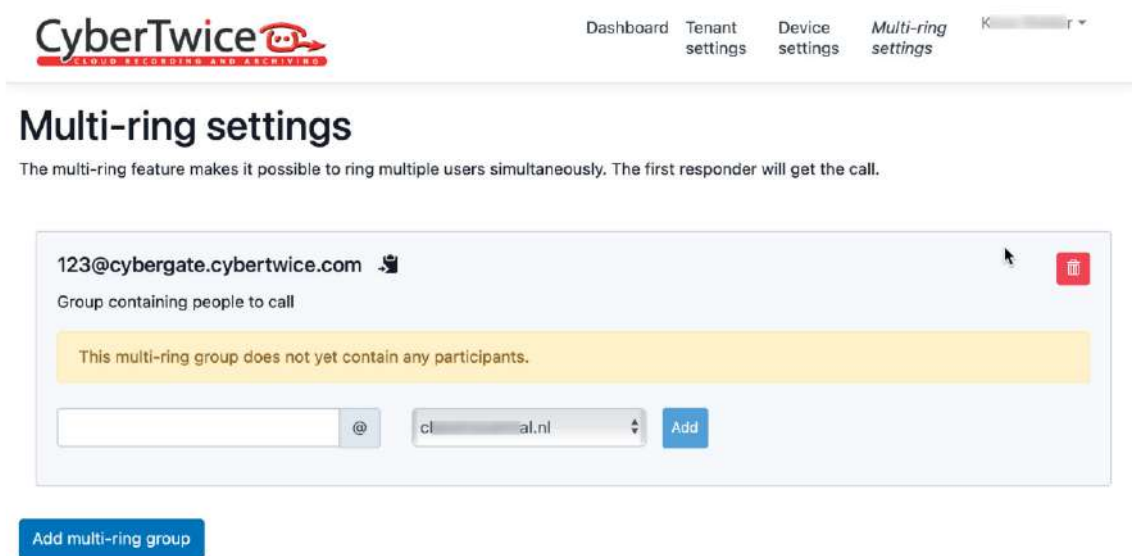
Multi-ring settings



Click the blue 'Add multi-ring group' button and provide the following information:

- Name: Enter 123 (the extension number you must entered in the panel).
- Description: any informative note.

Press SAVE



Add now the Teams receivers: enter the Microsoft account for each of the persons that must receive the call from the panel and press Add. Domain name is added automatically.

PANEL CONFIGURATION

To configure the entrance panel, you must use a browser and access the IP address assigned to the entrance panel, by default 10.1.0.1 (building entrance panel) or 10.1.1.2 (one-way panel) and enter the username (admin) and default password (123456).

The following steps will be followed:

1) General settings

In case of 1-way panel this is the setting to be entered:

DEVICE	GENERAL SETTINGS
GENERAL	
NETWORK	
ACC	
SIP	
SIP TRUNK	
SIP CALL	
ADVANCED	
PINCODE	
RESTORE	

TYPE:	1W PANEL
BLOCK:	1
APARTMENT:	1
DEVICE NO.:	1
DEVICE TAG:	(≤ 16 CHARACTERS)
LANGUAGE:	ENGLISH
PANEL VOLUME:	1
DOOR OPEN VOICE:	☒
VIDEO RESOLUTION:	1280x720
SIP DIVERT MODE:	PARALLEL CALL
DATE FORMAT:	DD/MM/YYYY
DATE:	05 / 10 / 2021
TIME:	02 : 01 : 41
TIME ZONE:	GMT+01:00

SAVE

Configure resolution to 1280x720. If you have more than 1 panel, give each one a different device number. Apartment number by default is 101 in 1-way panel, you can change it or keep it. If you have one Meet monitor indoors it must be configured with same block and apartment numbers.

In case of a building panel like MILO, KIN or MARINE, this is the setting:

DEVICE	GENERAL SETTINGS
GENERAL	
NETWORK	
ACCESS	
FACIAL RECOG.	
IP CAMERA	
SIP	
SIP TRUNK	
SIP CALL	
ADVANCED	
PINCODE	
QR ACCESS	
RESET	

TYPE:	BLOCK PANEL-DIGITAL
BLOCK:	1
DEVICE NO.:	1
DEVICE TAG:	KIN PANEL (≤ 16 CHARACTERS)
ALPHANUMERIC	☐
KEYPAD:	
LANGUAGE:	ENGLISH
PANEL VOLUME:	1
BRIGHTNESS:	250
VOICE SYNTH.:	☐
VIDEO	
RESOLUTION:	1280x720
SIP DIVERT MODE:	PARALLEL CALL
SCREENSAVER:	☐
HELP:	☒
STANDBY	
INTERFACE:	CALL
CONCIERGES:	0

SAVE

The Device Tag is not important because it is not used by Teams, instead the configured in the Cybergate portal.

2) Network configuration

An IP address compatible with the network of the installation will be assigned and the address of the Gateway or router to access the Internet will be indicated. A DNS server is necessary to access the Cybergate domain.

The software IP will be left by default because in this case it will not be used unless it is required to manage access credentials for employees (proximity cards or facial recognition). In this case, the IP address of the computer that has the MEET management software (MMS) installed will be indicated.

DEVICE	NETWORK SETTINGS
GENERAL	
NETWORK	
ACC	
SIP	
SIP TRUNK	
SIP CALL	
ADVANCED	
PINCODE	
LOGOUT	

IP: 192.168.1.81

MASK: 255.255.255.0

GATEWAY: 192.168.1.1

DNS: 8.8.8.8

SOFTWARE IP: 192.168.1.188

SW. PIN:

SAVE

If you change the IP address it will be required to connect again to the new web server with the new IP address.

3) SIP SETTINGS

In the SIP Configuration section, the URL of the Cybergate server will be indicated. Set SIP server as 'sip:cybergate.cybertwice.com' and Domain as: 'cybergate.cybertwice.com'.

The username and password assigned by the Cybergate portal will be entered. Next, it will be checked if the panel is correctly configured in the server by clicking on the VIEW SIP STATUS link. If REGISTERED does not appear, check the information entered.

DEVICE	SIP SETTINGS
GENERAL	
NETWORK	
ACC	
SIP	
SIP TRUNK	
SIP CALL	
ADVANCED	
PINCODE	
RESTORE	

ENABLE SIP: ☒ [SEARCH SIP STATUS](#) • SIP REGISTERED

SIP SERVER: sip:cybergate.cybertwice.com

DOMAIN: cybergate.cybertwice.com

STUN IP:

STUN PORT: 5060

H.264: 102

SIP USER: 9zPkqWGZHBqMx5w5p

SIP PASS:

CONVERSATION: 120s

RING TIME: 30s

SAVE

4- SIP CALL SETTINGS

1-Way panel:

Enter the Apartment number you configured in General Settings and as Number:

sip:123@cybergate.cybertwice.com

DEVICE
GENERAL
NETWORK
ACC
SIP
SIP TRUNK
SIP CALL
ADVANCED
PINCODE
RESTORE

SIP CALL SETTINGS

APARTMENT:
NUMBER:
DELETE: ☐

APARTMENT	NUMBER	APARTMENT	NUMBER	APARTMENT	NUMBER

Press SAVE and the SIP call is saved.

DEVICE
GENERAL
NETWORK
ACC
SIP
SIP TRUNK
SIP CALL
ADVANCED
PINCODE
RESTORE

SIP CALL

APARTMENT:
NUMBER:
DELETE: ☐

APARTMENT	NUMBER	APARTMENT	NUMBER	APARTMENT	NUMBER
1	sip:123@cybergate.cybertwice.com				

Building Panel:

An Excel will be configured with the assignment of calling codes to the extensions to be called. The Excel format can be downloaded from the SIP CALL section of the panel's web server, EXPORT option.

One example of Excel file is the following:

APARTMENT,NAME,	
1,sip:123@cybergate.cybertwice.com	
2,sip:234@cybergate.cybertwice.com	
3,sip:345@cybergate.cybertwice.com	

First, indicate the code to be dialled and, separated by a comma, the account of the cybergate created that should receive the call when this call code is dialled. In the example, dialling 1 will call account 123. It is possible to call more than one account by listing multiple extensions in the same row separated by commas.

To load the Excel on the panel, select the file created and click on the IMPORT button. The Excel call list will appear on the screen.

DEVICE
GENERAL
NETWORK
ACCESS
FACIAL RECOG.
IP CAMERA
SIP
SIP TRUNK
SIP CALL
ADVANCED
PINCODE
QR ACCESS
RESET

APARTMENT	NUMBER	APARTMENT	NUMBER
1	sip:123@cybergate.cybertwice.com	2	sip:234@cybergate.cybertwice.com

If we also want to call a MEET monitor, the call code will be assigned as the monitor's house number, so that the entrance panel will call both the monitor and the assigned extension.

If we want to be able to call through the agenda in the case of a KIN panel, the agenda will be created in an Excel. The Excel format can be downloaded from the ADVANCED section of the panel's web server, EXPORT option.

One row is filled per agenda item, indicating the calling code, Name to appear, blank, Y, .

Example:

APARTMENT	NAME	MAPPING CODE	WHITELIST(Y),
4000	PEPE GARCIA,	Y,	
4001	ALBERTO MARTINEZ,,	Y,	
4002	JULIAN ECHENIQUE,,	Y,	
4003	MARIA SOLIS,,	Y,	

Excel is loaded using the IMPORT option:

DEVICE
GENERAL
NETWORK
ACCESS
FACIAL RECOG.
IP CAMERA
SIP
SIP TRUNK
SIP CALL
ADVANCED
PINCODE

ADVANCED SETTINGS

QUICK DIAL: ☐
 URL:
 ONU(GPON): ☐
 MAPPING CALL: ☐
 WHITE LIST: ☐
 DIRECTORY: ☒

The AGENDA option is enabled so that this option appears on the panel.

WORKING MODE

1-way panel:

Press the button in the call panel. A Teams pop-up window will open in the desktop client or mobile client of all the receivers you have added to the group. If an additional Meet monitor is installed it will also receive the call.



The first user that answers the incoming call in Teams (by clicking the phone symbol) will be connected to the panel. The call will be established, and video will be displayed within aprox. 3 seconds. The other clients or Meet monitor will stop ringing.

The call will ring for a maximum of 30 seconds. When accepting the call, bi-directional communication will be established that may last up to a maximum of 120 seconds.

To open the door, click on the three dots (...) in the call screen and select the 'Keypad'. Use either the '#' or the '*' code, this will trigger the relay in the panel to open the door.

Building panel:

To call a specific Teams client, the associated call code must be entered and confirmed with the bell button or the pick-up icon on the KIN panel. In the case of the KIN or MARINE panel, you also have the option to call through the Agenda, looking for the name of the receiver and pressing on it.



Direct call through code.

Call through Agenda.

The panel will generate the call as if it were a house:



The called Team client will receive the call as explained in the case of 1-way panel.

OTHER CONSIDERATIONS

In the case of a building panel, all call recipients must belong to the same company (same Teams ID).

The settings in the Azure portal or Cybergate may differ from those indicated in this manual.