

Singlewire Strobe Operations Guide

Part #011244

Document Part #930829C for Firmware Version 10.4.0

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The IP Endpoint Company	The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website: <u>http://www.cyberdata.net/support/contactsupportvoip.html</u>
	Phone: (831) 373-2601, Ext. 333 Email: support@cyberdata.net Fax: (831) 373-4193 Company and product information is at www.cyberdata.net .

Important Safety Instructions

- 1. Read these instructions.
- 2. Keep these instructions.
- 3. Heed all warnings.
- 4. Follow all instructions.
- 5. Do not use this apparatus near water.
- 6. Clean only with dry cloth.
- 7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11. Only use attachments/accessories specified by the manufacturer.
- 12. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 13. Prior to installation, consult local building and electrical code requirements.

14. WARNING: The Singlewire Strobe enclosure is not rated for any AC voltages!

GENERAL ALERT	Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
GENERAL ALERT	Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.

Pictorial Alert Icons

GENERAL ALERT	General Alert This pictorial alert indicates a potentially hazardous situation. This alert will be followed by a hazard level heading and more specific information about the hazard.
	Ground This pictorial alert indicates the Earth grounding connection point.

Hazard Levels

Danger: Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This is limited to the most extreme situations.

Warning: Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

Caution: Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury. It may also alert users against unsafe practices.

Notice: Indicates a statement of company policy (that is, a safety policy or protection of property).

The safety guidelines for the equipment in this manual do not purport to address all the safety issues of the equipment. It is the responsibility of the user to establish appropriate safety, ergonomic, and health practices and determine the applicability of regulatory limitations prior to use. Potential safety hazards are identified in this manual through the use of words Danger, Warning, and Caution, the specific hazard type, and pictorial alert icons.

Abbreviations and Terms

Abbreviation or Term	Definition
A-law	A standard companding algorithm, used in European digital communications systems to optimize, i.e., modify, the dynamic range of an analog signal for digitizing.
AVP	Audio Video Profile
Cat 5	TIA/EIA-568-B Category 5
DHCP	Dynamic Host Configuration Protocol
LAN	Local Area Network
LED	Light Emitting Diode
Mbps	Megabits per Second.
NTP	Network Time Protocol
PBX	Private Branch Exchange
PoE	Power over Ethernet (as per IEEE 802.3af standard)
RTFM	Reset Test Function Management
SIP	Session Initiated Protocol
u-law	A companding algorithm, primarily used in the digital telecommunication
UC	Unified Communications
VoIP	Voice over Internet Protocol

Revision Information

Revision 930829C, which corresponds to firmware version 10.4.0, and was released on October 1, 2014, has the following changes:

- Updates Figure 2-12, "Home Page"
- Adds Figure 2-13, "Device Configuration Page"
- Adds Section 2.2.3, "Configure the Device"
- Adds Figure 2-14, "Strobe Configuration Page"
- Adds Section 2.2.4, "Configure the Strobe"
- Adds Figure 2-15, "Network Configuration Page"
- Adds Section 2.2.5, "Configure the Network Parameters"
- Adds Figure 2-16, "SIP Configuration Page"
- Adds Section 2.2.6, "Configure the SIP Parameters"
- Adds Figure 2-17, "Nightringer Configuration Setup"
- Adds Section 2.2.7, "Configure the Night Ringer Parameters"
- Adds Figure 2-18, "Sensor Configuration Page"
- Adds Section 2.2.8, "Configure the Sensor Configuration Parameters"
- Adds Figure 2-19, "Multicast Configuration Page"
- Adds Section 2.2.9, "Configure the Multicast Parameters"
- Adds Figure 2-20, "Audio Configuration Page"
- Adds Section 2.2.10, "Configure the Audio Configuration Parameters"
- Adds Figure 2-24, "Event Configuration Page"
- Adds Section 2.2.11, "Configure the Event Parameters"
- Adds Figure 2-25, "Autoprovisioning Configuration Page"
- Adds Section 2.2.12, "Configure the Autoprovisioning Parameters"
- Updates Figure 2-28, "Upgrade Firmware Page"
- Updates Figure 2-29, "Reboot Button"

Browsers Supported

The following browsers have been tested against firmware version 10.4.0:

- Internet Explorer (version: 10)
- Firefox (also called Mozilla Firefox) (version: 23.0.1 and 25.0)
- Chrome (version: 29.0.1547.66 m)
- Safari (version: 5.1.7)

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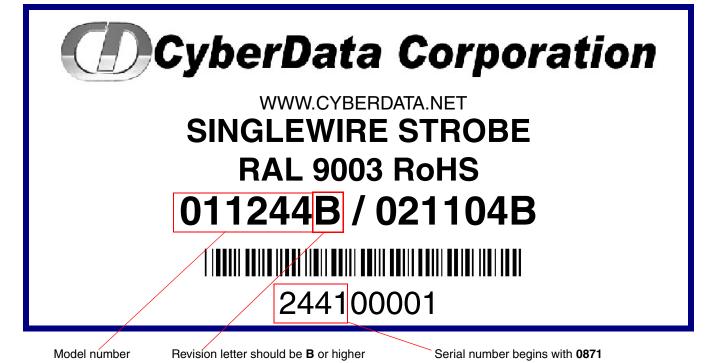
1 Product Overview

1.1 How to Identify This Product

To identify the Singlewire Strobe, look for a model number label similar to the one shown in Figure 1-1. Confirm the following:

- The model number on the label should be 011244.
- The revision letter of the model number should be **B** or higher.
- The serial number on the label should begin with 2441.

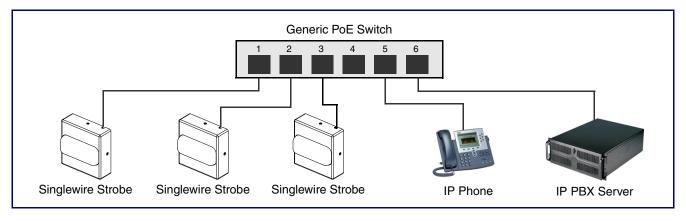
Figure 1-1. Model Number Label



1.2 Typical System Installation

Figure 1-2 illustrate how the Singlewire Strobes can be installed as part of a VoIP phone system.

Figure 1-2. Typical Installation



GENERAL ALERT	Warning <i>Electrical Hazard:</i> The Singlewire Strobe enclosure is not rated for any AC voltages.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
GENERAL ALERT	Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.

1.3 Product Features

- Compatible with Singlewire InformaCast
- Meets ADA requirements for telephony signalling and notification
- Web-based setup
- PoE-powered

1.4 Supported Protocols

The Singlewire Strobe supports:

• HTTP Web-based configuration

Provides an intuitive user interface for easy system configuration and verification of Singlewire Strobe operations.

DHCP Client

Dynamically assigns IP addresses in addition to the option to use static addressing.

- RTP
- RTP/AVP Audio Video Profile
- Audio Encodings PCMU (G.711 mu-law) PCMA (G.711 A-law) Packet Time 20 ms

1.5 Product Specifications

Category	Specification
Ethernet I/F	10/100 Mbps
Power Input	PoE 802.3af compliant or 8 to 12 VDC at 1000 mA
Protocol	InformaCast v4.0 and later
Light power	90 candela (5-Watt LEDs)
Flash rate	2 per second
LED MTBF	100,000 Hours
Operating Temperature	-10° C to 50° C (14° F to 122° F)
Dimensions	4.5" x 4.5" x 1.5" (H x W x D)
Warranty	2 years limited
Power Requirement	802.3af compliant or 8 to 12 VDC at 1000 mA
Auxiliary Relay	1A at 30 VDC
Weight	1.6 lbs./shipping weight of 2.2 lbs.
	(0.7 kg/shipping weight of 1.0kg)
Part Number	011244

Table 1-1. Specifications

1.6 Dimensions

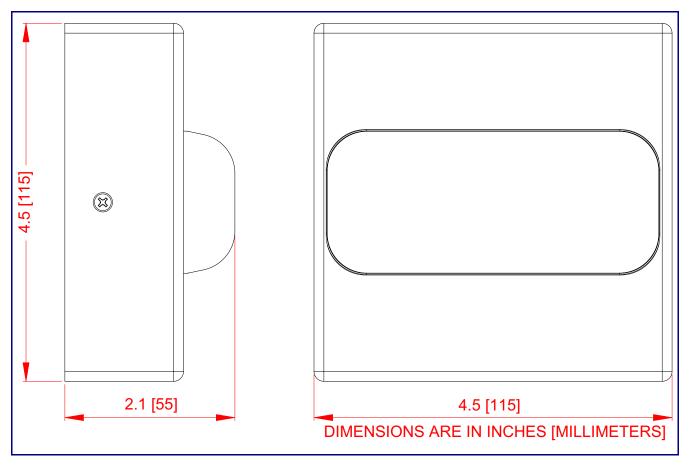


Figure 1-3. Dimensions—Size of Unit with Case

2 Installing the Singlewire Strobe

2.1 Parts List

Table 2-2 illustrates the Singlewire Strobe parts.

Quantity	Part Name	Illustration
1	Singlewire Strobe Assembly	·
1	Installation Quick Reference Guide	
1	Singlewire Strobe Mounting Accessory Kit	

Table 2-2. Parts List

6

2.1 Singlewire Strobe Setup

2.1.1 Singlewire Strobe Connections

Figure 2-4 shows the pin connections on the J3 (terminal block). This terminal block can accept 16 AWG gauge wire.

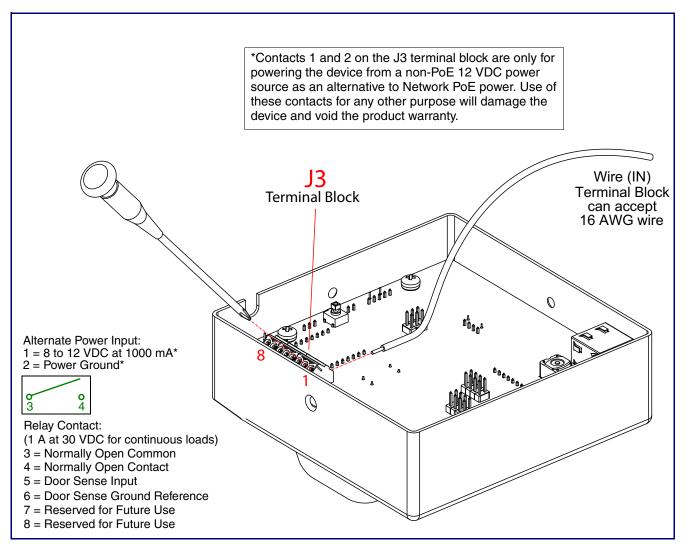
Note As an alternative to using PoE power, you can supply 8 to 12 VDC at 1000 mA into the terminal block.



Caution

Equipment Hazard: Contacts 1 and 2 on the J3 terminal block are only for powering the device from a non-PoE 12 VDC power source as an alternative to Network PoE power. Use of these contacts for any other purpose will damage the device and void the product warranty.

Figure 2-4. Singlewire Strobe Connections



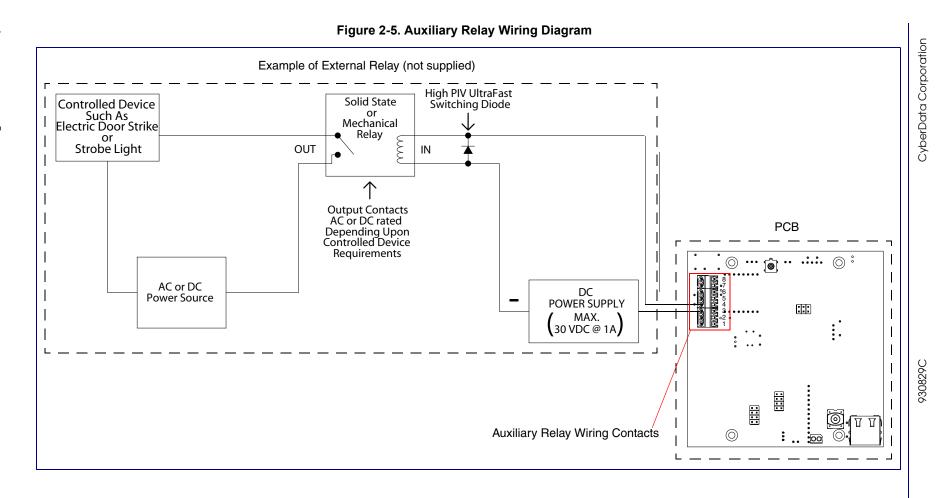
2.1.2 Connecting the Singlewire Strobe to the Auxiliary Relay

GENERAL ALERT	Warning <i>Electrical Hazard:</i> The Singlewire Strobe enclosure is not rated for any AC voltages.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> The relay contacts are dry and provided for a normally open and momentarily closed configuration. Neither the alternate power input nor PoE power can be used to drive a door strike.
	Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.

The device incorporates an on-board relay which enables users to control an external relay for activating an auxiliary device such as an electric door strike (see Figure 2-5, "Auxiliary Relay Wiring Diagram").

The relay contacts are limited to 1A at 30 VDC. The relay activation time is selectable through the web interface and is controlled by DTMF tones generated from the phone being called. The DTMF tones are selectable from the web interface as well.

GENERAL ALERT



2.1.3 Identifying the Singlewire Strobe Connectors and Jumpers

See the following figures and tables to identify the Singlewire Strobe connector locations and functions.

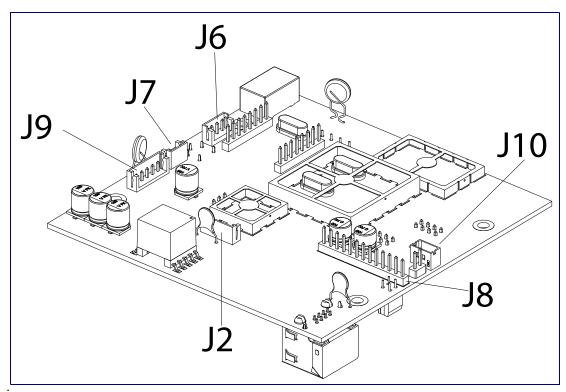




Table 2-3. C	connector	Functions
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Connector	Function
J2	Call Button Interface — Not Used
J6	Microphone Interface — Not Used
J7	Speaker Interface — Not Used
J9	Auxiliary Strobe Connector — Not Used
J8	Keypad Interface — Not Used
J10	Proximity Sensor Interface — Not Used

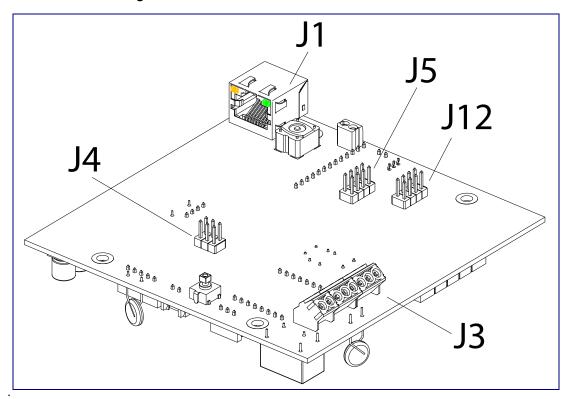


Figure 2-7. Connector Locations for the 021084 Board

Table 2-4. Connector Functions

J4 Reserved (Factory Use Only J5 Reserved (Factory Use Only	Connector	Function
J4 Reserved (Factory Use Only J5 Reserved (Factory Use Only	J1	Ethernet Connector
J5 Reserved (Factory Use Only	J3	User Terminal Block Interface
	J4	Reserved (Factory Use Only)
J12 Reserved (Factory Use Only	J5	Reserved (Factory Use Only)
	J12	Reserved (Factory Use Only)

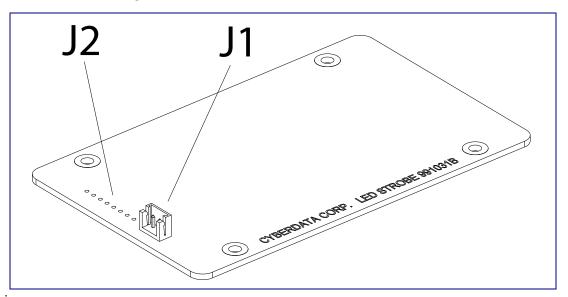


Figure 2-8. Connector Locations for the 021054 Board

Table 2-5. Connector Functions

Connector	Function
J1	Ethernet Connector
J2	Call Button Interface — Not Used

2.1.3.1 Connecting the 021054 and 021084 Boards with the 031142 Cable Assembly

Use Figure 2-9 to see how the 021054 and 021084 boards are connected with the 031142 cable assembly.

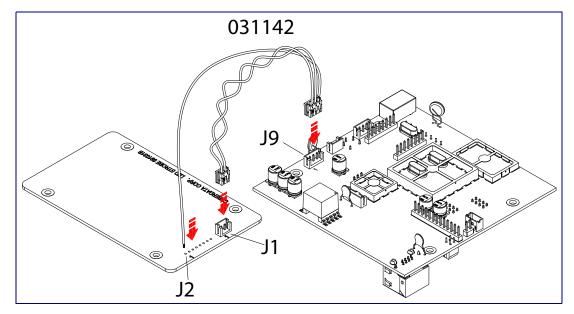


Figure 2-9. 021054 and 021084 Boards Connected with the 031142 Cable Assembly

2.1.4 Network Connectivity

When you plug in the Ethernet cable (Figure 2-10) or power supply:

- The square, **GREEN Link** LED (Figure 2-10) above the Ethernet port indicates that the network connection has been established.
- The square, YELLOW Activity LED (Figure 2-10) blinks when there is network activity.

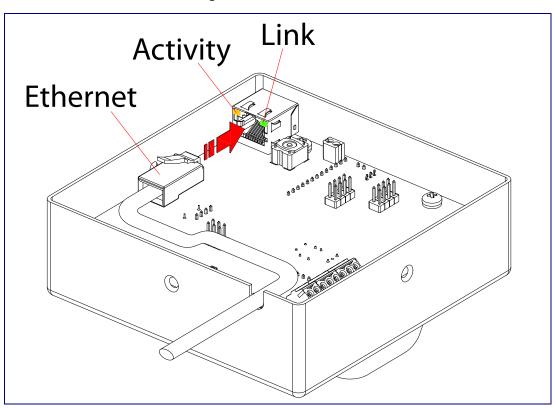


Figure 2-10. Network LEDs

2.1.5 Restore the Factory Default Settings

2.1.5.1 RTFM Switch

When the Singlewire Strobe is operational and linked to the network, use the Reset Test Function Management (RTFM) switch (Figure 2-11) to set the factory default settings.

- **Note** Each Singlewire Strobe is delivered with factory set default values.
- **Note** The Singlewire Strobe will use DHCP to obtain the new IP address (DHCP-assigned address or default to 10.10.10.10 if a DHCP server is not present).

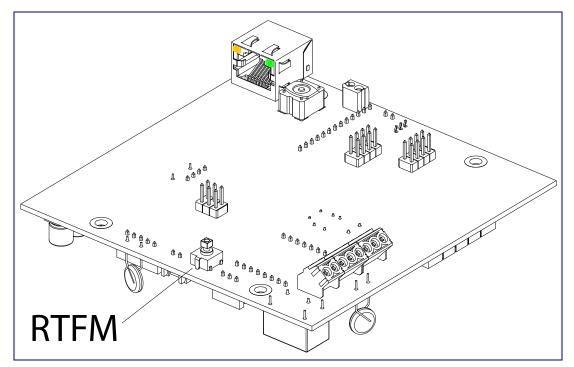


Figure 2-11. RTFM Switch

To set the factory default settings:

1. Press and hold the RTFM switch for seven seconds, and then release the RTFM switch.

2.2 Configure the Singlewire Strobe Parameters

To configure the Singlewire Strobe online, use a standard web browser.

Configure each Singlewire Strobe and verify its operation *before* you mount it. When you are ready to mount an Singlewire Strobe, refer to Appendix A, "Mounting the Singlewire Strobe" for instructions.

All Singlewire Strobes are initially configured with the following default IP settings:

When configuring more than one Singlewire Strobe, attach the Singlewire Strobes to the network and configure one at a time to avoid IP address conflicts.

Parameter	Factory Default Setting
IP Addressing	DHCP
IP Address ^a	10.10.10
Web Access Username	admin
Web Access Password	admin
Subnet Mask ^a	255.0.0.0
Default Gateway ^a	10.0.0.1

a. Default if there is not a DHCP server present.

2.2.1 Singlewire Strobe Web Page Navigation

Table 2-7 shows the navigation buttons that you will see on every Singlewire Strobe web page.

Web Page Item	Description
Home	Link to the Home page.
Device Config	Link to the Device Configuration page.
Strobe Config	Link to the Strobe Configuration page.
Networking	Link to the Networking page.
SIP Config	Link to go to the SIP Configuration page.
Nightringer	Link to go to the Nightringer page.
Sensor Config	Link to the Sensor Configuration page.
Multicast Config	Link to the Multicast Configuration page.
Audio Config	Link to the Audio Configuration page.
Event Config	Link to the Event Configuration page.
Autoprovisioning	Link to the Autoprovisioning Configuration page.
Update Firmware	Link to the Update Firmware page.

Table 2-7. Web Page Navigation

2.2.2 Log in to the Configuration Home Page

- 1. Open your browser to the Singlewire Strobe IP address.
- **Note** If the network does not have access to a DHCP server, the device will default to an IP address of 10.10.10.10.
- Note Make sure that the PC is on the same IP network as the Singlewire Strobe.
- **Note** You may also download CyberData's VoIP Discovery Utility program which allows you to easily find and configure the default web address of the CyberData VoIP products.

CyberData's VoIP Discovery Utility program is available at the following website address: <u>http://www.cyberdata.net/support/voip/discovery.html</u>

Note The Singlewire Strobe ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

2. When prompted, use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 2-12):

Web Access Username: admin

Web Access Password: admin

	Cybe	erData Strobe
Home	Device Settings	
Home	Device Name:	CyberData VoIP Strobe
Device Config		
Strobe Config	Change Username:	admin
	Change Password:	
Networking	Re-enter Password:	
SIP Config	Current Settings	
Allehadenen	Serial Number:	244100001
Nightringer	Mac Address:	
Sensor Config	Firmware Version:	v10.4.0
Multicast Config	IP Addressing:	dhcp 10.10.1.120
Audio Config	IP Address: Subnet Mask:	
	Default Gateway:	
Event Config	DNS Server 1:	10.0.0.252
Autoprovisioning	DNS Server 2:	
Update Firmware	SIP Mode is:	enabled
	Multicast Mode is:	disabled
	Event Reporting is:	disabled
	Nightringer is:	disabled (NOT Registered with SIP Server)
	Primary SIP Server:	(NOT Registered with SIP Server)
	Backup Server 1:	(NOT Registered with SIP Server)
	Backup Server 2:	(NOT Registered with SIP Server)
	Singlewire Settings	
	Boot Time:	2014/09/29 16:13:30
	Current Time:	2014/09/29 16:14:33
	IC Servers:	10.0.1.95
	Configuration File:	10.0.1.96
	Configuration File: B'casts Accepted:	InformaCastSpeaker.cfg 0
	B'casts Rejected:	0
	B'casts Active:	0
	Import/Export Settings	
	Please specify a config	uration file:
	Browse No file	selected. Import Configuration
	Export Configuratio	n
	Export conliguatio	<u> </u>
	* You need to reboot for cha	anges to take effect
	Savo Behaat	
	Save Reboot	

Figure 2-12. Home Page

3. On the **Home Page**, review the setup details and navigation buttons described in Table 2-8.

	Table 2-6. Nome Page Overview
Web Page Item	Description
Device Settings	
Device Name	Shows the device name.
Change Username	Type in this field to change the username.
Change Password	Type in this field to change the password.
Re-enter Password	Type the password again in this field to confirm the new password.
Current Settings	
Serial Number	Shows the device serial number.
Mac Address	Shows the device Mac address.
Firmware Version	Shows the current firmware version.
IP Addressing	Shows the current IP addressing setting (DHCP or static).
IP Address	Shows the current IP address.
Subnet Mask	Shows the current subnet mask address.
Default Gateway	Shows the current default gateway address.
DNS Server 1	Shows the current DNS Server 1 address.
DNS Server 2	Shows the current DNS Server 2 address.
SIP Mode is	Shows the current status of the SIP mode.
Multicast Mode is	Shows the current status of the Multicast mode.
Event Reporting is	Shows the current status of the Event Reporting mode.
Nightringer is	Shows the current status of the Nightringer mode.
Primary SIP Server	Shows the current status of the Primary SIP Server.
Backup Server 1	Shows the current status of Backup Server 1.
Backup Server 2	Shows the current status of Backup Server 2.
Import/Export Settings	
Browse	Press the Browse button to select a configuration file to import.
Import Configuration	IPress the Import Configuration button to save a board configuration to the board. Note : The board will have to be reset before changes will take effect.
Export Configuration	Press the Export Configuration button to download the current board configuration.
Save	Click on the Save button to save your configuration settings.
5410	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-8. Home Page Overview

2.2.3 Configure the Device

1. Click the **Device Configuration** button to open the **Device Configuration** page. See Figure 2-13.

	CyberData Strobe		
Home	Device Configuration		
Device Config	Relay Settings		
Strobe Config	Activate Relay During Ring:		
SIP Config	Miscellaneous Settings Blink Strobe On Ring: Blink Strobe On Message Waiting (MWI):		
Sensor Config			
Multicast Config Audio Config			
Event Config	* You need to reboot for changes to take effect		
Autoprovisioning Update Firmware	Save Reboot		

Figure 2-13. Device Configuration Page

2. On the **Device Configuration** page, you may enter values for the parameters indicated in Table 2-9.

Web Page Item	Description
Relay Settings	
Activate Relay During Ring	When selected, the relay will be activated for as long as the call is ringing.
Activate Relay During Night Ring	Check this box to activate the relay for as long as a Night Ring tone is ringing.
Miscellaneous Settings	
Blink Strobe on Ring	When selected, the strobe light will blink during an incoming call.
Blink Strobe on Message Waiting (MWI)	When selected, the strobe light will blink if there is a message waiting.
Save	Click the Save button to save your configuration settings.
Save	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.
Test Relay	Click on the Test Relay button to do a relay test.

Table 2-9. Device Configuration Parameters

3. After changing the parameters, click the **Save** button.

2.2.4 Configure the Strobe

1. Click the Strobe Configuration button to open the Strobe Configuration page. See Figure 2-13.

	Figure 2-14. Strobe Configuration Page
	CyberData Strobe
Home	Strobe Configuration
Device Config	SIP Call Scene
Strobe Config	Brightness: 255 ADA Compliant
Networking	Slow Fade
	Fast Fade
SIP Config	 Slow Blink Fast Blink
Nightringer	
Sensor Config	MWI Scene Strobe on MWI is disabled Brightness: 255
Multimat Carfin	ADA Compliant
Multicast Config	O Slow Fade
Audio Config	Fast Fade Slow Blink
Event Config	© Fast Blink
Autoprovisioning	Nightringer Scene Nightringer is disabled
Update Firmware	Brightness: 255
opulate i i i i i i i i	ADA Compliant Slow Fade
	© Fast Fade
	O Slow Blink
	○ Fast Blink
	Multicast Scene Multicast is disabled
	Brightness: 255
	ADA Compliant Slow Fade
	Fast Fade
	Slow Blink
	Fast Blink
	Sensor Scene Strobe on sensor is disabled
	Brightness: 255
	ADA Compliant
	Slow Fade Fast Fade
	Slow Blink
	○ Fast Blink
	Intrusion Sensor Scene Strobe on intrusion sensor is disabled
	Brightness: 255
	ADA Compliant
	Slow Fade Fast Fade
	Slow Blink
	O Fast Blink
	Preview Scenes
	Brightness: 255
	ADA Compliance Slow Fade Fast Fade Slow Blink Fast Blink

-. . . ---. .

* You need to reboot for changes to take effect

Save Reboot

2. On the **Device Configuration** page, you may enter values for the parameters indicated in Table 2-9.

2.2.4.1 Scenes

You can select one of five strobe flashing behaviors (called "scenes") and adjust the brightness for each event that would trigger the strobe (such as SIP ring, night ring, multicast, message waiting, sensor triggered, intrusion sensor triggered). The scenes are **ADA Compliance**, **Fast Fade**, **Slow Fade**, **Fast Blin**k, and **Slow Blink**.

Web Page Item	Description	
SIP Call Scene	Use this section to select the strobe flashing behavior for the SIP Call event.	
Brightness	Enter the desired strobe brightness level for the SIP Call event. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliant	When selected, the ADA Compliant strobe flashing mode is enabled for the SIP Call event.	
Slow Fade	When selected, the Slow Fade strobe flashing mode is enabled for the SIP Call event.	
Fast Fade	When selected, the Fast Fade strobe flashing mode is enabled for the SIP Call event.	
Slow Blink	When selected, the Slow Blink strobe flashing mode is enabled for the SIP Call event.	
Fast Blink	When selected, the Fast Blink strobe flashing mode is enabled for the SIP Call event.	
MWI Scene	Use this section to select the strobe flashing behavior for the Message Waiting (MWI) event.	
Brightness	Enter the desired strobe brightness level for the MWI event. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliant	When selected, the ADA Compliant strobe flashing mode is enabled for the MWI event.	
Slow Fade	When selected, the Slow Fade strobe flashing mode is enabled for the MWI event.	
Fast Fade	When selected, the Fast Fade strobe flashing mode is enabled for the MWI event.	
Slow Blink	When selected, the Slow Blink strobe flashing mode is enabled for the MWI event.	
Fast Blink	When selected, the Fast Blink strobe flashing mode is enabled for the MWI event.	
Nightringer Scene	Use this section to select the strobe flashing behavior for the Nightringer event.	
Brightness	Enter the desired strobe brightness level for the Nightringer event. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliant	When selected, the ADA Compliant strobe flashing mode is enabled for the Nightringer event.	
Slow Fade	When selected, the Slow Fade strobe flashing mode is enabled for the Nightringer event.	
Fast Fade	When selected, the Fast Fade strobe flashing mode is enabled for the Nightringer event.	
Slow Blink	When selected, the Slow Blink strobe flashing mode is enabled for the Nightringer event.	
Fast Blink	When selected, the Fast Blink strobe flashing mode is enabled for the Nightringer event.	

Table 2-10. Device Configuration Parameters

Web Page Item	ge Item Description	
Multicast Scene	Use this section to select the strobe flashing behavior for the Multicast event.	
Brightness	Enter the desired strobe brightness level for the Multicast event. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliant	When selected, the ADA Compliant strobe flashing mode is enabled for the Multicast event.	
Slow Fade	When selected, the Slow Fade strobe flashing mode is enabled for the Multicast event.	
Fast Fade	When selected, the Fast Fade strobe flashing mode is enabled for the Multicast event.	
Slow Blink	When selected, the Slow Blink strobe flashing mode is enabled for the Multicast event.	
Fast Blink	When selected, the Fast Blink strobe flashing mode is enabled for the Multicast event.	
Sensor Scene	Use this section to select the strobe flashing behavior for the Sensor event.	
Brightness	Enter the desired strobe brightness level for the Sensor event. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliant	When selected, the ADA Compliant strobe flashing mode is enabled for the Sensor event.	
Slow Fade	When selected, the Slow Fade strobe flashing mode is enabled for the Sensor event.	
Fast Fade	When selected, the Fast Fade strobe flashing mode is enabled for the Sensor event.	
Slow Blink	When selected, the Slow Blink strobe flashing mode is enabled for the Sensor event.	
Fast Blink	When selected, the Fast Blink strobe flashing mode is enabled for the Sensor event.	
Intrusion Sensor Scene	Use this section to select the strobe flashing behavior for the Intrusion Sensor event.	
Brightness	Enter the desired strobe brightness level for the Intrusion Sensor event. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliant	When selected, the ADA Compliant strobe flashing mode is enabled for the Intrusion Sensor event.	
Slow Fade	When selected, the Slow Fade strobe flashing mode is enabled for the Intrusion Sensor event.	
Fast Fade	When selected, the Fast Fade strobe flashing mode is enabled for the Intrusion Sensor event.	
Slow Blink	When selected, the Slow Blink strobe flashing mode is enabled for the Intrusion Sensor event.	
Fast Blink	When selected, the Fast Blink strobe flashing mode is enabled for the Intrusion Sensor event.	
Preview Scenes	Use this section to preview the strobe flashing behavior for the Scene button that is pressed.	
Brightness	Enter the desired strobe brightness level for the scene that you want to preview. (default is 255) (3 character limit [values from 1 to 255])	
ADA Compliance	Click on the ADA Compliance button to preview the ADA Compliance strobe flashing mode.	
Slow Fade	Click on the Slow Fade button to preview the Slow Fade strobe flashing mode.	
Fast Fade	Click on the Fast Fade button to preview the Fast Fade strobe flashing mode.	
Slow Blink	Click on the Slow Blink button to preview the Slow Blink strobe flashing mode.	
Fast Blink	Click on the Fast Blink button to preview the Fast Blink strobe flashing mode.	

Table 2-10. Device Configuration Parameters (continued)

Web Page Item	Description	
Save	Click the Save button to save your configuration settings.	
Save	Note: You need to reboot for changes to take effect.	
Reboot	Click on the Reboot button to reboot the system.	

Table 2-10. Device Configuration Parameters (continued)

3. After changing the parameters, click the **Save** button.

2.2.5 Configure the Network Parameters

1. Click the Networking button to open the Network Configuration page (Figure 2-15).

Figure 2-15. Network Configuration Page

CyberData Strobe				
Home	Network Configuration			
Device Config	Stored Network Settings			
	IP Addressing:	🔘 Static 🛛 🧕	DHCP	
Strobe Config	IP Address:	10.10.0.10		
Networking	Subnet Mask:	255.0.0.0		
	Default Gateway:	10.0.0.1		
SIP Config	DNS Server 1:	10.0.0.1		
	DNS Server 2:	8.8.8.8		
Nightringer	Hostname:	SipDevice0233b3		
Sensor Config	VLAN ID (0-4095):	0		
	VLAN Priority (0-7):	0		
Multicast Config	DHCP Timeout			
Audio Config	DHCP Timeout in seconds*:	60		
Event Config	* A value of -1 will retry forever			
Autoprovisioning	* You need to reboot for changes to take effect			
Update Firmware				
	Save Reboot			

2. On the Network Configuration page, enter values for the parameters indicated in Table 2-11.

Web Page Item	Description
Stored Network Settings	
IP Addressing	Select either DHCP IP Addressing or Static IP Addressing by marking the appropriate radio button. If you select Static , configure the remaining parameters indicated in Table 2-11. If you select DHCP , go to Step 3.
IP Address	Enter the Static IP address.
Subnet Mask	Enter the Subnet Mask address.
Default Gateway	Enter the Default Gateway address.
DNS Server 1	Enter the DNS Server 1 address.
DNS Server 2	Enter the DNS Server 2 address.
Hostname	This is the hostname provided to the DHCP server. This can be used in conjunction with a DNS server to address the device by host name instead of by IP address. Check your DHCP server and DNS server documentation for more information.
VLAN ID (0-4095)	Enter the VLAN ID number.
	Note: The device supports 802.11Q VLAN tagging support. The switch port connected to the device will need to be in "trunking mode" for the VLAN tags to propagate.
VLAN Priority (0-7)	Enter the VLAN priority number.
DHCP Timeout	
DHCP Timeout in seconds	Enter the desired timeout duration (in seconds) that the device will wait for a response from the DHCP server before defaulting back to the stored static IP address.
	Note : A value of -1 will cause the device to retry indefinitely and a value of 0 will cause the device to reset to a default of 60 seconds.
Save	Click the Save button to save your configuration settings.
ouve	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-11. Network Configuration Parameters

- 3. After changing the parameters, click **Save Settings**. This updates the changed parameters and reboots the Singlewire Strobe if appropriate.
- 4. Connect the Singlewire Strobe to the target network.
- 5. From a system on the same network as the Singlewire Strobe, open a browser with the new IP address of the Singlewire Strobe.

2.2.6 Configure the SIP Parameters

1. Click SIP Config to open the SIP Configuration page (Figure 2-16).

Figure 2-16. SIP Configuration Page

CyberData Strobe				
Home	SIP Configuration			
Device Config	Enable SIP operation: 🗹			
Strobe Config	SIP Settings Primary SIP Server (NOT Registered):	10.0.0.253		
Networking	Primary SIP User ID:	199		
SIP Config	Primary SIP Auth ID: Primary SIP Auth Password:	199		
SIP Comig	Plinary 31P Auth Passworu.			
Nightringer	Backup SIP Server 1 (NOT Registered):			
Sensor Config	Backup SIP User ID 1: Backup SIP Auth ID 1:			
Multicast Config	Backup SIP Auth Password 1:			
Audio Config	Backup CID Conver 2 (NOT Registered)			
Audio Coning	Backup SIP Server 2 (NOT Registered): Backup SIP User ID 2:			
Event Config	Backup SIP Auth ID 2:			
Autoprovisioning	Backup SIP Auth Password 2:			
Update Firmware	Use Cisco SRST:			
opulie minute				
	Remote SIP Port:	5060		
	Local SIP Port:	5060		
	Outbound Proxy:			
	Outbound Proxy Port:	0		
	Register with a SIP Server:			
	Re-registration Interval (in seconds):	360		
	NAT ping (check box if PBX is not local):			
	Disable rport Discovery:			
	RTP Settings			
	RTP Port (even):	10500		
	* You need to reheat for sharping to take the effect			
* You need to reboot for changes to take effect				
	Save Reboot			

Note For specific server configurations, go to the following website address: http://www.cyberdata.net/support/server/index.html

2. On the **SIP Configuration** page, enter values for the parameters indicated in Table 2-12.

Web Page Item	Description
Enable SIP Operation	Enables or disables SIP operation.
SIP Settings	
Primary SIP Server [registration status]	Type the SIP server represented as either a numeric IP address in dotted decimal notation or the fully qualified host name (255 character limit [FQDN]).
Primary SIP User ID	Type the SIP User ID for the Primary SIP Server (up to 64 alphanumeric characters).
Primary SIP Auth ID	Type the SIP Authenticate ID for the Primary SIP Server (up to 64 alphanumeric characters).
Primary SIP Auth Password	Type the SIP Authenticate Password for the Primary SIP Server (up to 64 alphanumeric characters).
Backup SIP Server 1 Backup SIP Server 2	 If all of the SIP Server and Backup SIP Server fields are populated, the device will attempt to stay registered with all three servers all of the time. You can leave the Backup SIP Server 1 and Backup SIP Server 2 fields blank if they are not needed.
	 In the event of a registration failure on the Primary SIP Server, the device will use the next highest priority server for outbound calls (Backup SIP Server 1). If Backup SIP Server 1 fails, the device will use Backup SIP Server 2.
	 If a higher priority SIP Server comes back online, the device will switch back to this server.
Backup SIP User ID 1	Type the SIP User ID for the Backup SIP Server
Backup SIP User ID 2	(up to 64 alphanumeric characters).
Backup SIP Auth ID 1	Type the SIP Authenticate ID for the Backup SIP Server
Backup SIP Auth ID 2	(up to 64 alphanumeric characters).
Backup SIP Auth Password 1	Type the SIP Authenticate Password for the Backup SIP
Backup SIP Auth Password 2	Server (up to 64 alphanumeric characters).
Use Cisco SRST	When selected, the backup servers are handled according to Cisco SRST (Survivable Remote Site Telephony).
Remote SIP Port	Type the Remote SIP Port number (default 5060) (5 character limit [values from 1 to 65535]).
Local SIP Port	Type the Local SIP Port number (default 5060) (5 character limit [values from 2000 to 65535]).
Outbound Proxy	Type the Outbound Proxy as either a numeric IP address in dotted decimal notation or the fully qualified host name (255 character limit [FQDN]).
Outbound Proxy Port	Type the Outbound Proxy Port number (5 character limit [values from 1 to 65535]).
Register with a SIP Server	Check this box to enable SIP Registration.
Re-registration Interval (in seconds)	Type the SIP registration lease time (in seconds).

Table 2-12. SIP Configuration Parameters

Web Page Item	Description
NAT ping (check box if PBX is not local)	Check this box if the PBX server is remote and you are experiencing problems establishing calls with the PBX.
Disable rport Discovery	Check this box prevent the device from including the public WAN IP address in the contact information that is sent to the remote SIP servers. This will generally only need to be enabled when using an SBC in conjunction with a remote SIP server.
RTP Settings	
RTP Port (even)	Specify the port number used for the RTP stream after establishing a SIP call. This port number has to be an even number and defaults to 10500.
Save	Click the Save button to save your configuration settings.
Save	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-12. SIP Configuration Parameters (continued)

3. After changing the parameters, click **Save Settings**.

2.2.7 Configure the Night Ringer Parameters

When the Nightringer is enabled, the device will register as a second SIP extension. Registration does not have to be to the same server as the primary SIP registration. Any calls made to the Nightringer extension will cause the device to play a ring tone. There is no way to answer this call. The Nightringer is designed to be used in buildings where calls made after hours are directed to a ring group.



1. Click on the Nightringer button to open the Nightringer Configuration page. See Figure 2-17.

	CyberData Strobe				
Home Nightringer Configuration					
Device Config	Enable Nightringer: C (NOT Registered with SI	P Server)			
Strobe Config	 Nightringer Settings SIP Server: 	10.0.253			
Networking	Remote SIP Port:	5060			
SIP Config	Local SIP Port: Outbound Proxy:	5061			
SIF coming	Outbound Proxy Port:	0			
Nightringer	User ID:	241			
Sensor Config	Authenticate ID:	241			
Sensor Conng	Authenticate Password:	•••••			
Multicast Config	Re-registration Interval (in seconds):	360			
Audio Config					
Event Config					
Autoprovisioning * You need to reboot for changes to take effect					
Update Firmware Save Reboot					

2. On the **Nightringer Configuration** page, enter values for the parameters indicated in Table 2-13.

Web Page Item	Description
Enable Nightringer	When the nightringer is enabled, the SIP Strobe will attempt to register a second extension with the SIP server. Any calls made to this extension will cause the strobe to flash.
Nightringer Settings	
SIP Server	Type the SIP server represented as either a numeric IP address in dotted decimal notation.
Remote SIP Port	Type the Remote SIP Port number (default 5060) (8 character limit).
Local SIP Port	Type the Local SIP Port number (default 5060) (8 character limit). Note: This value cannot be the same as the Local SIP Port found on the SIP Configuration Page.
Outbound Proxy	Type the Outbound Proxy as either a numeric IP address in dotted decimal notation or the fully qualified host name (255 character limit [FQDN]).
Outbound Proxy Port	Type the Outbound Proxy Port number (8 character limit).
User ID	Type the User ID (up to 64 alphanumeric characters).
Authenticate ID	Type the Authenticate ID (up to 64 alphanumeric characters).
Authenticate Password	Type the Authenticate Password (up to 64 alphanumeric characters).
Re-registration Interval (in seconds)	Type the SIP Registration lease time (in seconds).
Save	Click the Save button to save your configuration settings.
Gave	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-13. Nightringer Configuration Parameters

3. After changing the parameters, click on the Save button.

2.2.8 Configure the Sensor Configuration Parameters

The sensor (pins 5 and 6) on the header can be used to monitor the open or closed state of a switch. There is an option on the **Sensor Configuration** page to trigger on an open or short condition on these pins.

The intrusion sensor is an optical sensor installed on the Singlewire Strobe board and will be activated when the Singlewire Strobe is removed from the case.

For each sensor there are two actions the Singlewire Strobe can take:

- Flash the LED until the sensor is deactivated (roughly 10 times/second)
- Activate the relay until the sensor is deactivated
- 1. Click Sensor Config to open the Sensor Configuration page (Figure 2-18).

Figure 2-18. Sensor Configuration Page

	CyberData Strobe				
Home	Home Sensor Configuration				
Device Config	Sensor Settings				
Strobe Config	Sensor Normally Closed: Activate Relay:	○ Yes			
Networking	Blink Strobe: Play Audio Remotely:				
SIP Config	Dial Out Extension: Dial Out ID:	204 id204			
Nightringer		102.04			
Sensor Config	Test Sensor				
Multicast Config	Intrusion Sensor Settings				
Audio Config	Activate Relay: Blink Strobe:				
Addio coning	Play Audio Remotely:				
Event Config	Dial Out Extension:	204			
Autoprovisioning	Dial Out ID:	id204			
Update Firmware Test Intrusion Sensor					
* You need to reboot for changes to take effect					
Save Reboot					

2. On the Sensor Configuration page, enter values for the parameters indicated in Table 2-14.

Web Page Item	Description
Sensor Settings	
Sensor Normally Closed	Select the inactive state of the sensors.
Activate Relay	Check this box to blink the strobe light until the sensor is deactivated.
Blink Strobe	Check this box to activate the blinking strobe until the sensor is deactivated.
Play Audio Remotely	Check this box to loop an audio file out of a remote speaker until the sensor is deactivated.
Dial Out Extension	Enter the desired dial-out extension number.
Dial Out ID	Type the desired Extension ID (64 character limit).
Test Sensor	Use this button to test the sensor.
Intrusion Sensor Settings	
Activate Relay	Check this box to activate the relay until the sensor is deactivated.
Blink Strobe	Check this box to blink the strobe light until the sensor is deactivated.
Play Audio Remotely	Check this box to loop an audio file out of a remote speaker until the sensor is deactivated.
Dial Out Extension	Enter the desired dial-out extension number.
Dial Out ID	Type the desired Extension ID (64 character limit).
Test Intrusion Sensor	Use this button to test the Intrusion sensor.
Save	Click the Save button to save your configuration settings.
Guio	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-14. Sensor Configuration Parameters

3. After changing the parameters, click Save Settings.

2.2.9 Configure the Multicast Parameters

The **Multicast Configuration** page allows the device to join up to ten paging zones for receiving ulaw/alaw encoded RTP audio streams.

A paging zone can consist of one or many CyberData multicast group-enabled products. There is no limit to how many speakers can be in a given paging zone. Each multicast group is defined by a multicast address and port number.

Each multicast group is assigned a priority, allowing simultaneously arriving pages to be serviced based on importance. Multicast groups are compatible with IGMP through version 3. The device supports simultaneous SIP and Multicast.

1. Click on the **Multicast Configuration** button to open the **Multicast Configuration** page. See Figure 2-19.

	CyberData Strobe						
Home Multicast Configuration							
Device Config	Enable Multicas	t operation					
Strobe Config	priority .	Address	p	ort	Multicast Group	p Name	
Networking	9 239.16	8.3.10	11000	Emerger	ю		
	8 239.16	8.3.9	10000	MG8			
SIP Config	7 239.16	8.3.8	9000	MG7			
	6 239.16	8.3.7	8000	MG6			
Nightringer	5 239.16		7000	MG5			
Sensor Config	SIP calls are o		•	-			
	4 239.16		6000	MG4			
Multicast Config	3 239.16		5000	MG3			
Audio Config	2 239.16 1 239.16		4000	MG2 MG1			
Audio Coning	0 239.16		2000		und Music		
Event Config	233.10	0.0.1	2000	Dackgro			
	Port range ca	n be from 2	2000-65535	5			
Autoprovisioning	Ports must be		57.67.8.57C				
Update Firmware Priority 9 is the highest and 0 is the lowest							
	- The second second second	- 50			ipercede a lower	one	
Priority 9 streams will play at maximum volume							
	* You need to r	eboot for c	hanges to t	ake effe	ct		
			5				
Save Reboot							

Figure 2-19. Multicast Configuration Page

2. On the Multicast Configuration page, enter values for the parameters indicated in Table 2-15.

Web Page Item	Description
Enable Multicast Operation	Enables or disables multicast operation.
Device Settings	
Priority	Indicates the priority for the multicast group. Priority 9 is the highest (emergency streams). 0 is the lowest (background music). SIP calls are considered priority 4.5 . See Section 2.2.9.1, "Assigning Priority" for more details.
Address	Enter the multicast IP Address for this multicast group (15 character limit).
Port (range can be from 2000 to 65535)	Enter the port number for this multicast group (5 character limit).
	Note: The multicast ports have to be even values. The webpage will enforce this restriction.
Multicast Group Name	Assign a descriptive name for this multicast group (25 character limit).
Save	Click the Save button to save your configuration settings.
Gave	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-15. Multicast Configuration Parameters

3. After changing the parameters, click on the Save button.

2.2.9.1 Assigning Priority

When playing multicast streams, audio on different streams will preempt each other according to their priority in the list. An audio stream with a higher priority will interrupt a stream with a lower priority.

If both SIP and Multicast is enabled, SIP audio streams are considered priority **4.5**. SIP audio will interrupt multicast streams with priority **0** through **4** and will be interrupted by multicast streams with priority **5** through **9**.

During priority 9 multicast streams the volume level is set to maximum.

Note SIP calls, multicast streams, ring tones, ringback tones, and nightring tones are all prioritized.

Ringtones and
NightringtonesRingtones all play at the same priority level. This means that it is possible to have a nightring tone
and a normal ringtone playing at the same time.

2.2.10 Configure the Audio Configuration Parameters

The **Audio Configuration** page is used to add custom audio to the board. User uploaded audio will take precedence over the audio files shipped with the device.

1. Click Audio Config to open the Audio Configuration page (Figure 2-20).

Figure 2-20. Audio Configuration Page

	CyberData Strobe		
Home	Audio Configuration		
Device Config	Available Space = 36.19MB		
Strobe Config	Audio Files Intrusion Sensor Triggered: Currently set to default		
Networking	New File: Browse No file selected. Delete Save		
SIP Config			
Nightringer	Door Ajar: Currently set to default New File: Browse No file selected.		
Sensor Config	Delete Save		
Multicast Config			
Audio Config			
Event Config			
Autoprovisioning			
Update Firmware			

2. On the Audio Configuration page, enter values for the parameters indicated in Table 2-16.

Web Page Item	Description
Audio Files	
Intrusion Sensor Triggered	Corresponds to the message "Intrusion Sensor Triggered" (24 character limit).
Door Ajar	Corresponds to the message "Door Ajar" (24 character limit).
Browse	The Browse button will allow you to navigate to and select an audio file.
Delete	The Delete button will delete any user uploaded audio and restore the stock audio file.
Save	The Save button will download a new user audio file to the board once you've selected the file by using the Browse button. The Save button will delete any pre-existing user-uploaded audio files.

Table 2-16. Audio Configuration Parameters

2.2.10.1 User-created Audio Files

User created audio files should be saved in the following format:

RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bit, mono 8000 Hz

You can use the free utility *Audacity* to convert audio files into this format. See Figure 2-21 through Figure 2-23.

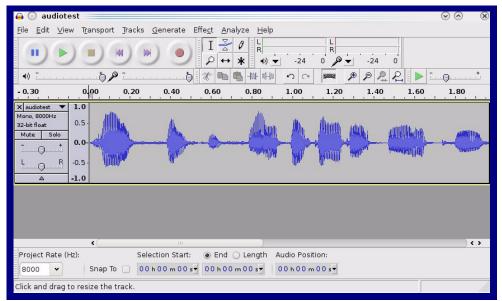
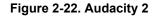


Figure 2-21. Audacity 1



Use arrow keys (or RETURN	Tag Value	
Artist Name		
Track Title		
Album Title		
Track Number		
Year		
Genre		
Comments		
<u>A</u> dd	Bemove S Template	Clear
E <u>d</u> it Rese <u>t</u>	<u>L</u> oad <u>S</u> a	ave S <u>e</u> t Default
	(⊘ <u>C</u> ancel ♥ <u>O</u> K

When you export an audio file with Audacity, save the output as:

• WAV (Microsoft) signed 16 bit PCM.

🔒 💽 Export File		$\odot \odot \otimes$
Name: audiotest	.wav	
Save in <u>f</u> older: 📄 tmp		~ \
✓ Browse for other folders		
🙋/ tmp/		Create Fo <u>l</u> der
Places	Name	✓ Modified
🆚 Search	🛅 cscope.4371	Yesterday at 14:30
🛞 Recently Used	🛅 kde-na	Yesterday at 14:26
🛅 na	🛅 kde-root	Yesterday at 14:26
🛅 Desktop	🛅 ksocket-na	09:20
👩 File System	🛅 orbit-na	Yesterday at 14:32
👩 250.1 GB Media	🛅 ssh-CIPQVD3392	Yesterday at 14:26
	► v814422	Yesterday at 15:45
		<u>^</u>
		×
<u>A</u> dd		WAV (Microsoft) signed 16 bit PCM 👻
	Options	

Figure 2-23. WAV (Microsoft) signed 16 bit PCM

WAV (Microsoft) signed 16 bit PCM

2.2.11 Configure the Event Parameters

Click the **Event Config** button to open the **Event Configuration** page (Figure 2-24). The **Event Configuration** page specifies a remote server that can be used to receive HTTP POST events when actions take place on the board.

	CyberData Strobe		
Home	Event Configuration		
Device Config	Enable Event Generation:		
Strobe Config	Remote Event Server Remote Event Server IP:	10.0.250	
Networking	Remote Event Server Port: Remote Event Server URL:	8080 xmlparse engine	
SIP Config	Events	Xiniparse_engine	
Nightringer	Enable Relay Activa	ated Events:	
Sensor Config	Enable Relay Deactive Enable	Ring Events:	
Multicast Config	Enable Night I Enable Multicast S		
Audio Config	Enable Multicast S	Stop Events:	
Event Config	Enable Powe	r on Events:	
		urity Events:	
Autoprovisioning	Enable 60 second Heart	beat Events:	
Update Firmware * You need to reboot for changes to take effect			
	-		
	Save Test Event Reboot		

Figure 2-24. Event Configuration Page

Table 2-17 shows the web page items on the Event Configuration page.

Web Page Item	Description	
Enable Event Generation	When selected, Event Generation is enabled.	
Remote Event Server		
Remote Event Server IP	Type the Remote Event Server IP address. (64 character limit)	
Remote Event Server Port	Type the Remote Event Server port number. (8 character limit)	
Remote Event Server URL	Type the Remote Event Server URL. (127 character limit)	
Events		
Enable Relay Activated Events	When selected, Relay Activated Events are enabled.	
Enable Relay Deactivated Events	When selected, Relay Deactivated Events are enabled.	
Enable Ring Events	When selected, Ring Events are enabled.	
Enable Night Ring Events	When selected, there is a notification when the device receives a night ring.	
Enable Multicast Start Events	When selected, Multicast Start Events are enabled.	
Enable Multicast Stop Events	When selected, Multicast Stop Events are enabled.	
Enable Power On Events	When selected, Power On Events are enabled.	
Enable Sensor Events	When selected, Sensor Events are enabled.	
Enable Security Events	When selected, Security Events are enabled.	
Enable 60 Second Heartbeat Events	When selected, 60 Second Heartbeat Events are enabled.	
Save	Click the Save button to save your configuration settings.	
ouve	Note: You need to reboot for changes to take effect.	
Test Event	Click on the Test Event button to test an event.	
Reboot	Click on the Reboot button to reboot the system.	

Table 2-17. Event Configuration

2.2.11.1 Example Packets for Events

The server and port are used to point to the listening server and the 'Remote Event Server URL' is the destination URL (typically the script running on the remote server that's used to parse and process the POST events).

Note The XML is URL-encoded before transmission so the following examples are not completely accurate.

Here are example packets for every event:

```
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 197
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>POWERON</event>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 199
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>HEARTBEAT</event>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 196
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>BUTTON</event>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 201
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>CALL ACTIVE</event>
</cyberdata>
POST xmlparse engine HTTP/1.1
```

```
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 205
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>CALL TERMINATED
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 197
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>RINGING</event>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>MULTICAST START
<index>8</index>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 233
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>MULTICAST STOP</event>
<index>8</index>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>RELAY ACTIVATED</event>
</cyberdata>
POST xmlparse engine HTTP/1.1
```

```
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>RELAY_DEACTIVATED</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData SIP Device' MAC='0020f70015b6'>
<event>NIGHTRINGING</event>
</cyberdata>
```

2.2.12 Configure the Autoprovisioning Parameters

Autoprovisioning can be used to configure your device automatically on boot, after a periodic delay, after sitting idle for a period of time, or at a specified time.

The autoprovisioning file contains the board configuration in xml format. Autoprovisioned values in this file will override values stored in on-board memory.

The autoprovisioning file can be hosted with a tftp or a web server and by default is named according to the MAC address of the device (for example: 0020f7350058.config). The autoprovisioning filename can also be specified.

The device does not have a real time clock but can sync with a network time server on boot.

1. Click the **Autoprovisioning** button to open the **Autoprovisioning Configuration** page. See Figure 2-25.

Figure 2-25. Autoprovisioning Configuration Page

	CyberData Strobe		
Home	Autoprovisioning		
Device Config	Autoprovisioning		
	Enable Autoprovisioning:		
Strobe Config	Get Autoprovisioning from DHCP:		
Networking	Download Protocol:	● HTTP ○ TFTP	
	Autoprovisioning Server (IP Address):	10.0.254	
SIP Config	Autoprovisioning Filename:		
Nightringer	Autoprovisioning autoupdate (in minutes):	0	
Nightinger	Autoprovision at time (HHMMSS):	0	
Sensor Config	Autoprovision when idle (in minutes > 10):		
Multimet Canfin	Get Autoprovisioning Template		
Multicast Config			
Audio Config	Clock		
	NTP Server:		
Event Config	north-america.pool.ntp.org		
Autoprovisioning	Posix Timezone String (see manual):		
	PST8PDT,M3.2.0/2:00:00,M11.1.0/2:00:01		
Update Firmware	Set Time with external NTP server on boot:		
	Periodically update with time server:		
	Time update period (in hours):	24	
	Set time from NTP Server		
	Current Time		
		094510	
	Current Time in 24 hour format (HHMMSS):	084519	
	* Autoprovisioning file name: 0020f70233b3.com	nfia	
	-		
	* You need to reboot for changes to take effect		
	Save Reboot		

2. On the **Autoprovisioning Configuration** page, you may enter values for the parameters indicated in Table 2-18.

Web Page Item	Description
Autoprovisioning	
Enable Autoprovisioning	See Section 2.2.12.1, "Autoprovisioning".
Get Autoprovisioning from DHCP	See Section 2.2.12.1, "Autoprovisioning".
Download Protocol	Allows you to select whether the autoprovisioning file is acquired via TFTP or HTTP .
Autoprovisioning Server (IP Address)	See Section 2.2.12.1, "Autoprovisioning" (15 character limit).
Autoprovisioning Filename	Type the desired name for the autoprovisioning file.
Autoprovisioning Autoupdate (in minutes)	Type the desired time (in minutes) that you want the Autoprovisioning feature to update (6 character limit).
Autoprovision at time (HHMMSS)	Type the desired time of day that you want the Autoprovisioning feature to update (must be 6 characters).
Autoprovision when idle (in minutes > 10)	Type the desired time (in minutes greater than 10) that you want the Autoprovisioning feature to update after a certain amount of idle time (6 character limit).
Get Autoprovisioning Template	Press the Get Autoprovisioning Template button to create an autoprovisioning file for this unit. See Section 2.2.12.2, "Get Autoprovisioning Template Button"
Clock	
NTP Server	Allows you to select the NTP server (64 character limit).
Posix Timezone String	See Section 2.2.12.3, "Time Zone Strings" (43 character limit).
Set Time with External NTP Server on boot	When selected, the time is set with an external NTP server when the device restarts.
Periodically update with time server	When selected, the time is periodically updated with a time server.
Time update period (in hours)	Allows you to select the time updated period (in hours) (4 character limit).
Set time from NTP Server	Allows you to set the time from the NTP server.
Current Time	
Current Time (UTC) in 24 hour format (HHMMSS)	Allows you to input the current time in the 24 hour format. (6 character limit)
Set Time	Click on this button to set the clock after entering the current time.
Savo	Click on the Save button to save your configuration settings.
Save	Note: You need to reboot for changes to take effect.
Reboot	Click on the Reboot button to reboot the system.

Table 2-18. Autoprovisioning Configuration Parameters

2.2.12.1 Autoprovisioning

Autoprovisioning It is not necessary to set every option found in the autoprovisioning template. As long as the XML is valid, the file can contain any subset. Options not autoprovisioned will default to the values stored in the on board memory. For example if you only wanted to modify the device name, the following would be a valid autoprovisioning file:

```
<?xml version="1.0" encoding="utf-8" ?>
<specific>
<MiscSettings>
<DeviceName>auto Strobe</DeviceName>
</MiscSettings>
```

```
</specific>
```

Get Autoprovisioning from DHCP

When this option is checked, the device will automatically fetch its autoprovisioning server address from the DHCP server. The device will use the address specified in **OPTION 150** (TFTP-servername) or **OPTION 66**. If both options are set, the device will use **OPTION 150**.

Refer to the documentation of your DHCP server for setting up **OPTION 150**.

To set up a Linux DHCPD server to serve autoprovisioning information (in this case using both option 66 and 150), here's an example dhcpd.conf:

```
# dhcpd.conf
#
# Configuration file for ISC dhcpd (see 'man dhcpd.conf')
#
ddns-update-style ad-hoc;
option option-150 code 150 = ip-address;
subnet 10.0.0.0 netmask 255.0.0.0 {
        max-lease-time 120;
        default-lease-time 120;
        option routers
                                         10.0.0.1;
        option subnet-mask
                                         255.0.0.0;
                                         "voiplab";
        option domain-name
        option domain-name-servers
                                         10.0.0.1;
        option time-offset
                                         -8;
                                                 # Pacific Standard Time
        option tftp-server-name
                                         "10.0.0.254";
        option option-150
                                         10.0.254;
        range 10.10.0.1 10.10.2.1;}
```

Autoprovisioning Instead of using DHCP to provide the autoprovisioning tftp server address, you can specify an Server (IP Address) address manually.

Autoprovisioning
AutoupdateWhen the device is set to autoprovision either after a period of time, or when idle, or at a time of day,
the device will do the following:

- Re-download the autoprovisioning file.
- Compare this new file to the one downloaded on boot, and if it finds differences, force a system reset.
- After rebooting, the board will configure itself according to this new file.

Autoprovisioned An Autoprovisioned firmware upgrade only happens after a reboot, will take roughly three minutes, Firmware Upgrades and the web page will be unresponsive during this time.

The 'FirmwareVersion' value in the xml file must match the version stored in the 'FirmwareFile'.

```
<FirmwareVersion>v10.0.1</FirmwareVersion>
<FirmwareFile>1001-strobe-uImage</FirmwareFile>
```

If these values are mismatched, the board can get stuck in a loop where it goes through the following sequence of actions:

- 1. The board downloads and writes a new firmware file.
- 2. After the next reboot, the board recognizes that the firmware version does not match.
- 3. The board downloads and writes the firmware file again.

CyberData has timed a firmware upgrade at 140 seconds. Therefore, if you suspect the board is stuck in a loop, either remove or comment out the **FirmwareVersion** line in the XML file and let the board boot as it normally does.

Audio Files Audio files are stored in non-volatile memory and an autoprovisioned audio file will only have to be downloaded once for each device. Loading many audio files to the device from the web page could cause it to appear unresponsive. If this happens, wait until the transfer is complete and then refresh the page.

The device uses the file name to determine when to download a new audio file. This means that if you used autoprovisioning to upload a file and then changed the contents of this file at the TFTP server, the device will not recognize that the file has changed (because the file name is the same).

• Since audio files are stored in non-volatile memory, if autoprovisioning is disabled after they have been loaded to the board, the audio file settings will not change. You can force a change to the audio files on the board by clicking **Restore Default** on the **Audio Configuration** page or by changing the autoprovisioning file with "default" set as the file name.

2.2.12.2 Get Autoprovisioning Template Button

The **Get Autoprovisioning Template** button allows the user to generate, download, edit, and then store an autoprovisioning template on the server that serves the autoprovisioning files for devices.

To generate an autoprovisioning template directly from the device, complete the following steps:

- 1. On the Autoprovisioning page, click on the Get Autoprovisioning Template button.
- You will see a window prompting you to save a configuration file (.config) to a location on your computer (Figure 2-26). The configuration file is the basis for the default configuration settings for your unit).
- 3. Choose a location to save the configuration file and click on OK. See Figure 2-26.

Opening 0020f701e78e.config
You have chosen to open:
0020f701e78e.config
which is a: config File (7.9 KB)
from: http://192.168.70.1
What should Firefox do with this file?
Open with Browse
Save File
Do this <u>a</u> utomatically for files like this from now on.
OK Cancel

Figure 2-26. Configuration File

- 4. At this point, you can open and edit the autoprovisioning template to change the configuration settings in the template for the unit.
- 5. You can then upload the autoprovisioning file to a TFTP or HTTP server where the file can be loaded onto other devices.

2.2.12.3 Time Zone Strings

The posix time zone string tells the internal date and time utilities how to handle daylight savings time for different time zones. Table 2-19 shows some common strings.

Time Zone	Time Zone String
US Pacific time	PST8PDT,M3.2.0/2:00:00,M11.1.0/2:00:00
US Mountain time	MST7MDT,M3.2.0/2:00:00,M11.1.0/2:00:00
US Eastern Time	EST5EDT,M3.2.0/2:00:00,M11.1.0/2:00:00
Phoenix Arizona ^a	MST7
US Central Time	CST6DST,M3.2.0/2:00:00,M11.1.0/2:00:00

Table 2-19. Common Time Zone Strings

a.Phoenix, Arizona does not use daylight savings time.

Table 2-20 shows a breakdown of the parts that constitute the following time zone string:

• CST6DST,M3.2.0/2:00:00,M11.1.0/2:00:00

Time Zone String Part	Meaning
CST6CDT	The time zone offset from GMT and three character identifiers for the time zone.
CST	Central Standard Time
6	The (hour) offset from GMT/UTC
CDT	Central Daylight Time
M3.2.0/2:00:00	The date and time when daylight savings begins.
M3	The third month (March)
.2	The 2nd occurrence of the day (next item) in the month
.0	Sunday
/2:00:00	Time of day to change
M11.1.0/2:00:00	The date and time when daylight savings ends.
M11	The eleventh month (November)
.1	The 1st occurrence of the day (next item) in the month
.0	Sunday
/2:00:00	Time of day to change

Table 2-20. Time Zone String Parts

Time Zone String Examples Table 2-21 has some more examples of time zone strings.

Time Zone	Time Zone String
Tokyo ^a	IST-9
Berlin ^b	CET-1MET,M3.5.0/1:00,M10.5.0/1:00

Table 2-21. Time Zone String Examples

a.Tokyo does not use daylight savings time.

b.For Berlin, daylight savings time starts on the last Sunday in March at 01:00 UTC, and ends on the last Sunday in October at 01:00 UTC, and is one hour ahead of UTC.

Time Zone Identifier A user-definable three or four character time zone identifier (such as PST, EDT, IST, MUT, etc) is needed at the beginning of the posix time zone string to properly set the time. However, the specific letters or numbers used for the time zone identifier are not important and can be any three or four letter or number combination that is chosen by the user. However, the time zone identifier cannot be blank.

Figure 2-27. Three or Four Character Time Zone Identifier

PST8PDT,M3.2.0/2:00:00,M11.1.0/2:00:00

Three or four character time zone identifier at the beginning of the time zone string. The identifier can be any three or four letter or number combination chosen by the user.

You can also use the following URL when a certain time zone applies daylight savings time:

http://www.timeanddate.com/time/dst/2011.html

World GMT Table Table 2-22 has information about the GMT time in various time zones.

Table 2-22. World GMT Table

Time Zone	City or Area Zone Crosses	
GMT-12	Eniwetok	
GMT-11	Samoa	
GMT-10	Hawaii	
GMT-9	Alaska	
GMT-8	PST, Pacific US	
GMT-7	MST, Mountain US	
GMT-6	CST, Central US	
GMT-5	EST, Eastern US	
GMT-4	Atlantic, Canada	
GMT-3	Brazilia, Buenos Aries	
GMT-2	Mid-Atlantic	
GMT-1	Cape Verdes	
GMT	Greenwich Mean Time, Dublin	

City or Area Zone Crosses	
Berlin, Rome	
Israel, Cairo	
Moscow, Kuwait	
Abu Dhabi, Muscat	
Islamabad, Karachi	
Almaty, Dhaka	
Bangkok, Jakarta	
Hong Kong, Beijing	
Tokyo, Osaka	
Sydney, Melbourne, Guam	
Magadan, Soloman Is.	
Fiji, Wellington, Auckland	
	Berlin, Rome Israel, Cairo Moscow, Kuwait Abu Dhabi, Muscat Islamabad, Karachi Almaty, Dhaka Bangkok, Jakarta Hong Kong, Beijing Tokyo, Osaka Sydney, Melbourne, Guam Magadan, Soloman Is.

Table 2-22. World GMT Table (continued)

2.3 Upgrade the Firmware and Reboot the Singlewire Strobe



Caution

Equipment Hazard: Devices with a serial number that begins with 0871xxxxx can only run firmware versions 10.0.0 or later.

To upload the firmware from your computer:

1. Retrieve the latest Singlewire Strobe firmware file from the Singlewire Strobe **Downloads** page at:

http://www.cyberdata.net/products/voip/digitalanalog/strobev3singlewire/downloads.html

- 2. Unzip the firmware version file. This file may contain the following:
- Firmware file
- Release notes
- 3. Log in to the Singlewire Strobe home page as instructed in Section 2.2.2, "Log in to the Configuration Home Page".
- 4. Click the Update Firmware button to open the Upgrade Firmware page. See Figure 2-28.

	CyberData Strobe	
Home	Upgrade Firmware	
Device Config	File Upload	
Strobe Config	Firmware Version: v10.4.0	
Networking	Please specify a file:	
SIP Config	Browse No file selected.	
Nightringer		
Sensor Config		
Multicast Config		
Audio Config		
Event Config		
Autoprovisioning	System will automatically reboot after upgrading firmware	
Update Firmware	Submit	

- 5. Select **Browse**, and then navigate to the location of the Singlewire Strobe firmware file.
- 6. Click Submit.
- **Note** This starts the upgrade process. Once the Singlewire Strobe has uploaded the file, the **Uploading Firmware** countdown page appears, indicating that the firmware is being written to flash. The Singlewire Strobe will automatically reboot when the upload is complete. When the countdown finishes, the **Upgrade Firmware** page will refresh. The uploaded firmware filename should be displayed in the system configuration (indicating successful upload and reboot).

Table 2-23 shows the web page items on the **Upgrade Firmware** page.

Web Page Item	Description
File Upload	
Firmware Version	Shows the current firmware version.
Browse	Use the Browse button to navigate to the location of the firmware file that you want to upload.
Submit	Click on the Submit button to automatically upload the selected firmware and reboot the system.

Table 2-23. Firmware Upgrade Parameters

2.3.1 Reboot the Singlewire Strobe

To reboot a Singlewire Strobe:

- 1. Log in to the web page as instructed in Section 2.2.2, "Log in to the Configuration Home Page".
- 2. Click the **Reboot** button (Figure 2-29). A normal restart will occur.



	Cybe	erData Strobe
	Cybe	
Home	Device Settings	
Device Config	Device Name:	CyberData VoIP Strobe
Strobe Config	Change Username:	admin
	Change Password:	
Networking	Re-enter Password:	
SIP Config	Current Settings	
	Serial Number:	244100001
Nightringer	Mac Address:	00:20:f7:02:be:0c
Sensor Config	Firmware Version:	v10.4.0
Multicent Courts		
Multicast Config	IP Addressing: IP Address:	dhcp 10.10.1.120
Audio Config	Subnet Mask:	
	Default Gateway:	10.0.0.1
Event Config	DNS Server 1:	10.0.252
Autoprovisioning	DNS Server 2:	
Harden Element	SIP Mode is:	enabled
Update Firmware	Multicast Mode is:	disabled
	Event Reporting is:	disabled
	Nightringer is:	disabled (NOT Registered with SIP Server)
	Primary SIP Server:	(NOT Registered with SIP Server)
	Backup Server 1:	(NOT Registered with SIP Server)
	Backup Server 2:	(NOT Registered with SIP Server)
	Singlewire Settings	
	Boot Time:	2014/09/29 16:13:30
	Current Time:	2014/09/29 16:14:33
	IC Servers:	10.0.1.95 10.0.1.96
	Configuration File:	InformaCastSpeaker.cfg
	B'casts Accepted:	0
	B'casts Rejected:	0
	B'casts Active:	0
	Import/Export Settings	
	Please specify a configu	
	Browse No file s	selected. Import Configuration
	Export Configuration	
	Export Configuration	<u> </u>
	* You need to reboot for cha	inges to take effect
	Save Reboot	

2.4 Command Interface

Some functions on the device can be activated using simple POST commands to the web interface. The examples in Table 2-24 use the free unix utility, **wget commands**. However, any program that can send HTTP POST commands to the device should work.

2.4.1 Command Interface Post Commands

Note These commands require an authenticated session (a valid username and password to work).

Device Action	HTTP Post Command ^a
Trigger relay (for configured delay)	wgetuser adminpassword adminauth-no-challengequiet - O /dev/null "http://10.0.3.71/cgi-bin/command.cgi"post-data "test_relay=yes"
Place call to extension (example: extension 130)	wgetuser adminpassword adminauth-no-challengequiet - O /dev/null "http://10.0.3.71/cgi-bin/command.cgi"post-data "call=130"
Terminate active call	wgetuser adminpassword adminauth-no-challengequiet - O /dev/null "http://10.0.3.71/cgi-bin/command.cgi"post-data "terminate=yes"
Force reboot	wgetuser adminpassword adminauth-no-challengequiet - O /dev/null "http://10.0.3.71/cgi-bin/command.cgi"post-data "reboot=yes"
Trigger the Door Sensor Test (Sensor Config page)	wgetuser adminpassword adminauth-no-challengequiet - O /dev/null "http://10.0.3.71/cgi-bin/sensorconfig.cgi"post-data "doortest=yes"
Trigger the Intrusion Sensor Test (Sensor Config page)	wgetuser adminpassword adminauth-no-challengequiet - O /dev/null "http://10.0.3.71/cgi-bin/sensorconfig.cgi"post-data "intrusiontest=yes"

Table 2-24.	Command	Interface	Post	Commands
-------------	---------	-----------	------	----------

a.Type and enter all of each http POST command on one line.

A.1 Important Safety Instructions

GENERAL ALERT	Warning <i>Electrical Hazard:</i> The Singlewire Strobe enclosure is not rated for any AC voltages.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.
GENERAL ALERT	Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
GENERAL ALERT	Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.

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A.2 Mount the Singlewire Strobe

Before you mount the Singlewire Strobe, make sure that you have received all the parts for each Singlewire Strobe. Refer to Table A-1.

Quantity	Part Name	Illustration
4	#6 x 1.5 inches Sheet Metal Screw	
4	#6 Ribbed Plastic Anchor	

Table A-1. Wall Mounting Components (Part of the Accessory Kit)

Table A-2	Gang B	ox Mounting	Components
-----------	--------	-------------	------------

Quantity	Part Name	Illustration
4	#6-32 x 0.625-inch Flat-Head Machine Screw.	

After the Singlewire Strobe is assembled, plug the Ethernet cable into the Singlewire Strobe Assembly (see Figure A-1).

Section 2.1.4, "Network Connectivity" explains how the Link and Status LEDs work.

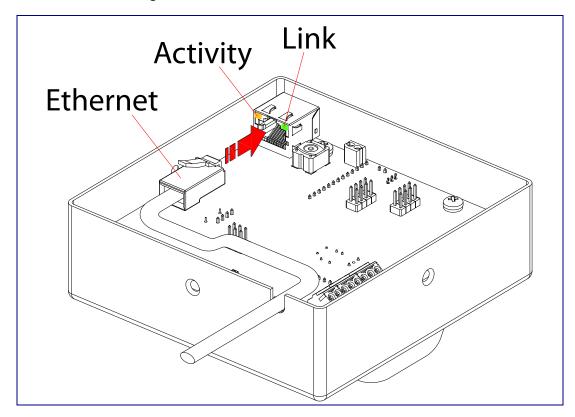




Figure A-2 shows the wall mounting options for the Singlewire Strobe.

Note Be sure to connect the Singlewire Strobe to the Earth Ground.

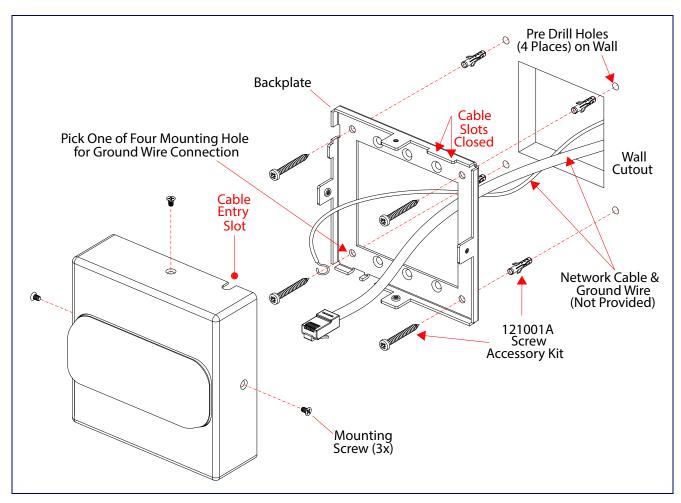


Figure A-2. Wall Mounting Options

Figure A-3 shows the gang box mounting options for the Singlewire Strobe.

Note Be sure to connect the Singlewire Strobe to the Earth Ground.

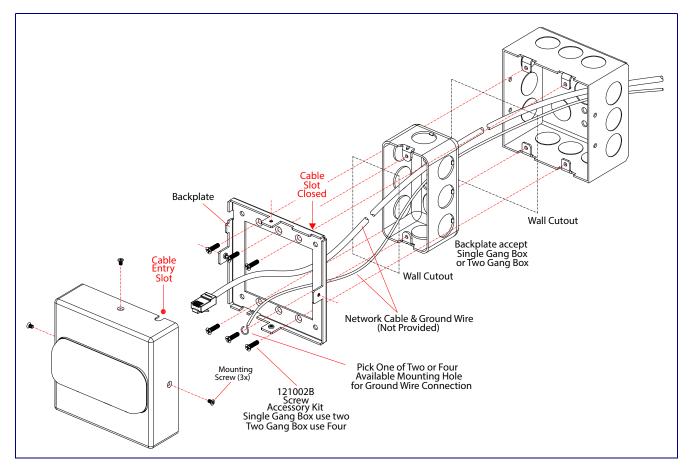
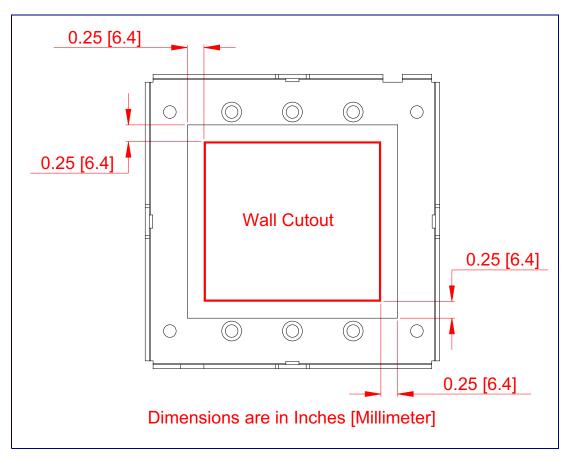


Figure A-3. Gang Box Mounting Options

Figure A-4 shows the maximum recommended wall cutout dimensions for mounting the Singlewire Strobe.





Appendix B: Troubleshooting/Technical Support

B.1 Frequently Asked Questions (FAQ)

A list of frequently asked questions (FAQs) are available on the Singlewire Strobe product page at:

http://www.cyberdata.net/products/voip/digitalanalog/strobev3singlewire/faqs.html

Select the support page for your product to see a list of frequently asked questions for the CyberData product:

B.2 Documentation

The documentation for this product is released in an English language version only. You can download PDF copies of CyberData product documentation from the Singlewire Strobe product page at:

http://www.cyberdata.net/products/voip/digitalanalog/strobev3singlewire/docs.html

B.3 Contact Information

Contact	CyberData Corporation 3 Justin Court Monterey, CA 93940 USA <u>www.CyberData.net</u> Phone: 800-CYBERDATA (800-292-3732) Fax: 831-373-4193
Sales	Sales 831-373-2601 Extension 334
Technical Support	The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website:
	http://www.cyberdata.net/support/contactsupportvoip.php
	Phone: (831) 373-2601, Ext. 333 Email: support@cyberdata.net
Returned	To return the product, contact the Returned Materials Authorization (RMA) department:
Materials Authorization	Phone: 831-373-2601, Extension 136 Email: RMA@CyberData.net
	When returning a product to CyberData, an approved CyberData RMA number must be printed on the original shipping package. No product will be accepted for return without an approved RMA number. Send the product, in its original package, to the following address:
	CyberData Corporation 3 Justin Court Monterey, CA 93940 Attention: RMA "your RMA number"
RMA Status Form	If you need to inquire about the repair status of your product(s), please use the CyberData RMA Status form at the following web address:

http://www.cyberdata.net/support/rmastatus.html

B.4 Warranty

CyberData warrants its product against defects in material or workmanship for a period of two years from the date of purchase. Should the product fail Within Warranty, CyberData will repair or replace the product free of charge. This warranty includes all parts and labor.

Should the product fail Out of the Warranty period, a flat rate repair charge of one half of the purchase price of the product will be assessed. Repairs that are Within Warranty period but are damaged by improper installation, modification, or abuse are deemed Out of Warranty and will be charged at the Out of Warranty rate. A device is deemed Out of Warranty when its purchase date is longer than two years or when the device has been damaged due to human error during installation, modification, or abuse. A replacement unit will be offered at full cost if the device cannot be repaired.

End of Life Devices are included under this policy. End of Life devices are devices that are no longer produced or sold. Technical support is still available for these devices. However, no firmware revisions or updates will be provided. If an End of Life device cannot be repaired, the replacement offered may be the current version of the device.

Products shipped to CyberData, both within and out of warranty, are shipped at the expense of the customer. CyberData will pay return shipping charges for repaired products.

CyberData shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or costs of replacement goods, even if CyberData is informed in advance of the possibility of such damages.

B.4.1 Warranty & RMA Returns within the United States

If service is required, you must contact CyberData Technical Support prior to returning any products to CyberData. Our Technical Support staff will determine if your product should be returned to us for further inspection. If Technical Support determines that your product needs to be returned to CyberData, an RMA number will be issued to you at this point.

Your issued RMA number must be printed on the outside of the shipping box. No product will be accepted for return without an approved RMA number. The product in its original package should be sent to the following address:

CyberData Corporation

3 Justin Court.

Monterey, CA 93940

Attn: RMA "xxxxxx"

B.4.2 Warranty & RMA Returns Outside of the United States

If you purchased your equipment through an authorized international distributor or reseller, please contact them directly for product repairs.

B.4.3 Spare in the Air Policy

CyberData now offers a *Spare in the Air* no wait policy for warranty returns within the United States and Canada. More information about the *Spare in the Air* policy is available at the following web address:

http://www.cyberdata.net/support/warranty/spareintheair.html

B.4.4 Return and Restocking Policy

For our authorized distributors and resellers, please refer to your CyberData Service Agreement for information on our return guidelines and procedures.

For End Users, please contact the company that you purchased your equipment from for their return policy.

B.4.5 Warranty and RMA Returns Page

The most recent warranty and RMA information is available at the CyberData Warranty and RMA Returns Page at the following web address:

http://www.cyberdata.net/support/warranty/index.html

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