



Network Dual Door Strike Relay Operations Guide

Part #011375
Document Part #931776A
for Firmware Version 5.0.1

CyberData Corporation
3 Justin Court
Monterey, CA 93940
(831) 373-2601

Network Dual Door Strike Relay Operations Guide 931776A
Part # 011375

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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://support.cyberdata.net/>

Phone: (831) 373-2601, Ext. 333

Email: support@cyberdata.net

Fax: (831) 373-4193

Company and product information is at www.cyberdata.net.

Revision Information



Revision 931776A, which corresponds to firmware version 5.0.1, was released on September 15, 2020.

Browsers Supported

The following browsers have been tested against firmware version 5.0.1:

- Microsoft Edge: 83.0.478.5.4
- Chrome: 83.0.4103.106
- Firefox: 77.0.1

Pictorial Alert Icons

 <p>GENERAL ALERT</p>	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.


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 device enclosure is not rated for any AC voltages!

 <p>GENERAL ALERT</p>	<p>Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.</p>
--	--

 <p>GENERAL ALERT</p>	<p>Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.</p>
--	---

 <p>GENERAL ALERT</p>	<p>Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.</p>
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1 Product Overview and Setup

1.1 Introduction

The Network Dual Door Strike Relay is a network device designed to control an electronic door strike. The door strike relay (DSR) is meant to be used as a replacement for (or an addition to) the on-board relay. In addition to being a drop-in 12 Amp relay, the DSR can monitor and record when the door is open or closed. The DSR can be configured to respond to DTMF code and call events.

The Network Dual Door Strike Relay can be accessed in the following ways:

- Through the web interface of a CyberData device, as described in [Chapter 2, "Configure the Door Strike Relay"](#)
- Through the Windows utility that is outlined in [Chapter 3, "Networked Door Strike Configuration Utility"](#), and which is available for download by completing the following steps:
 1. Go to the following URL:
<http://www.cyberdata.net/products/011375/>
 2. Click on the **FAQs** tab.
- Directly, with the commands described in document 930906, Network Dual Door Strike Relay-Message Format Specification, which is available for download by completing the following steps:
 1. Go to the following URL:
<http://www.cyberdata.net/products/011375/>
 2. Click on the **Downloads** tab.

1.2 Parts List

- (1) Network Dual Door Strike Relay
- (1) Accessory Kit
- (2) Cable Clamps

1.3 Features

- AES encryption (up to 256 bit)
- Discoverable by CyberData VoIP products
- Web interface for configuration
- Real time clock with event logging function
- Supports Multicast Relay Activation
- Intrusion detection

- Dual 12A relays
- NO/NC contacts
- 12V @ 500 mA for direct powered strikes
- Opto-isolated sense inputs
- Wall mounting
- Cable strain relief
- Device status LED

1.4 Specifications

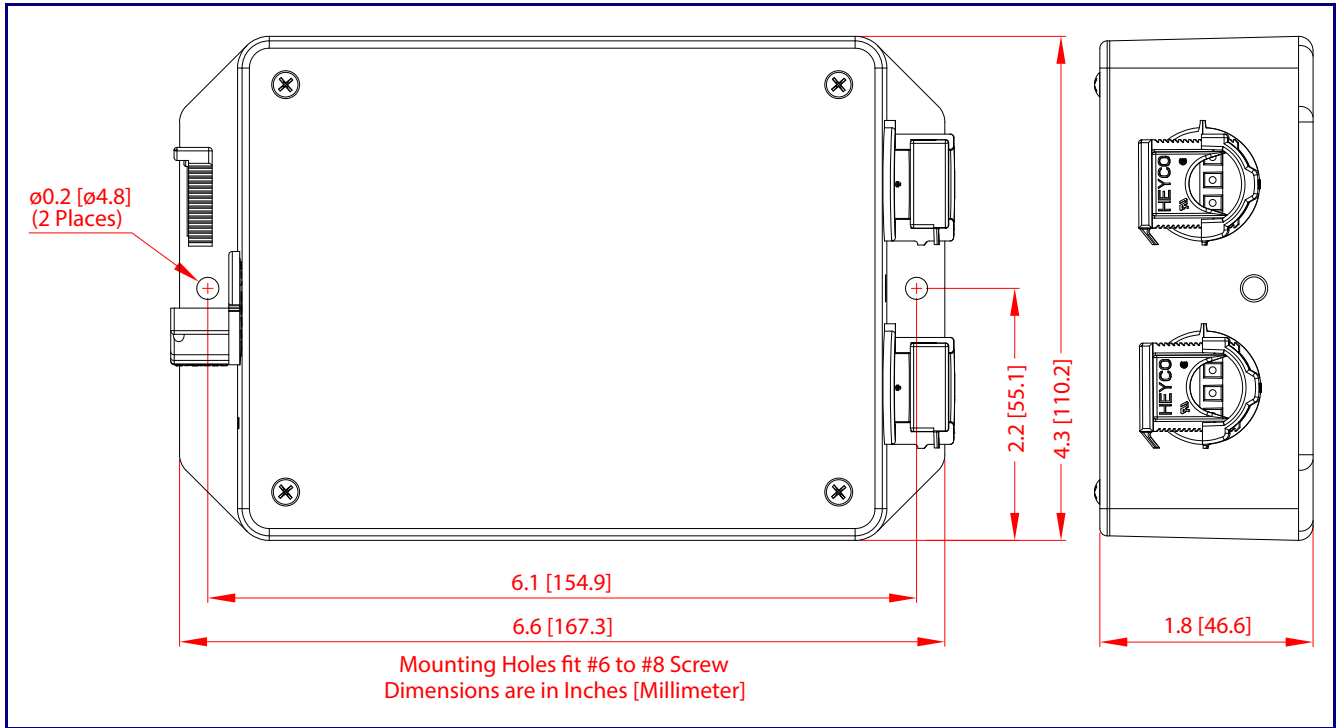
Table 1-1. Specifications

Specifications	
Ethernet I/F	10/100 Mbps
Power Input	802.3at PoE
Relay Voltage/Current	12A@250VAC/ 12A@24VDC
Operating Range	Temperature: -40° C to 55° C (-40° F to 131° F) Humidity: 5-95%, non-condensing
Storage Temperature	-40° C to 70° C (-40° F to 158° F)
Storage Altitude	Up to 15,000 ft. (4573 m)
Dimensions ^a	6.586 inches [167.3 millimeter] Length 4.338 inches [110.3 millimeter] Width 2.600 inches [66 millimeter] Height
Weight	0.5 lbs [.23 kg]
Boxed Weight	1.0 lbs [.45 kg]
Compliance	RoHS
Warranty	2 Years Limited
Part Number	011375

a. Dimensions are measured from the perspective of the product being upright with the front of the product facing you.

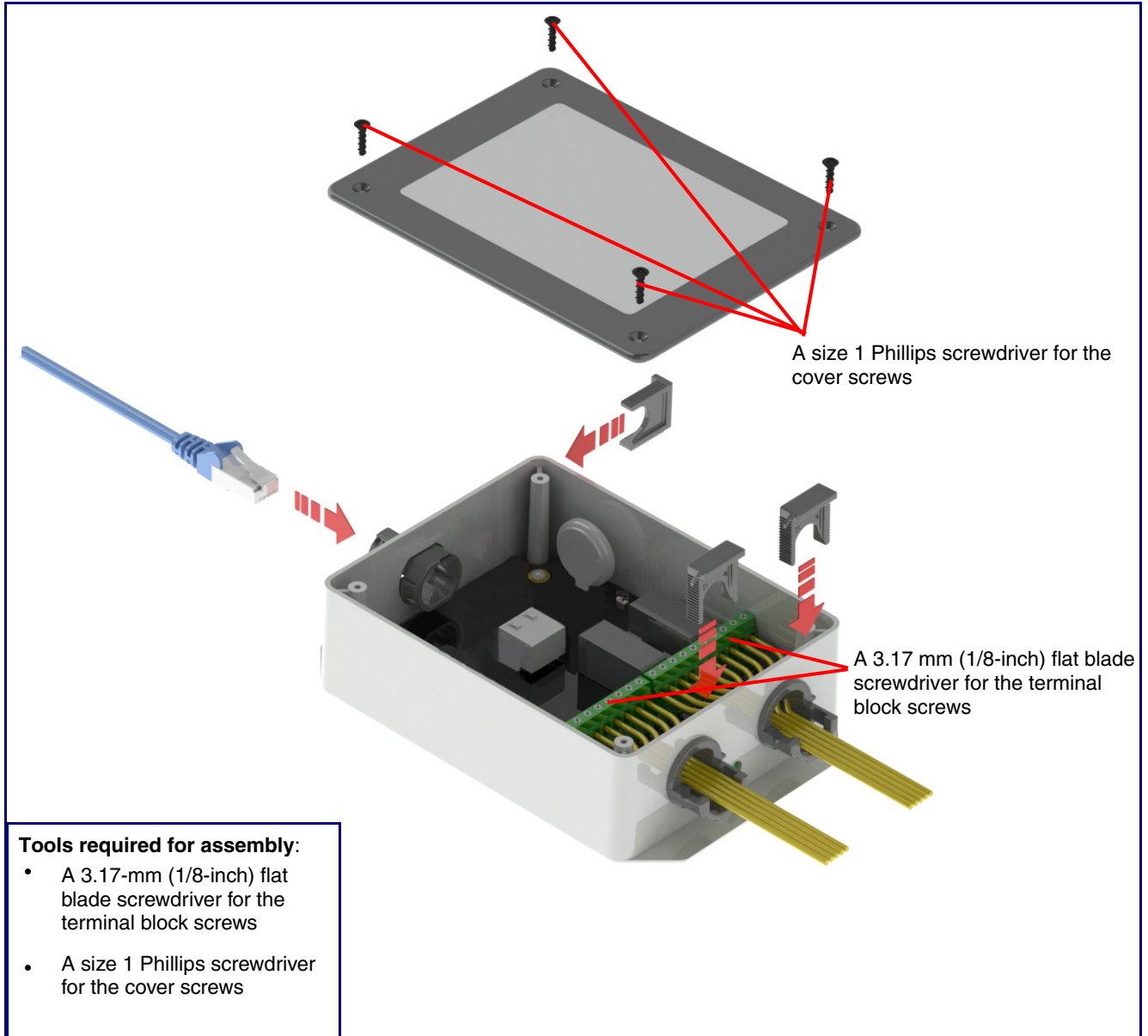
1.5 Dimensions

Figure 1-1. Dimensions



1.6 Assembly

Figure 1-2. Assembly



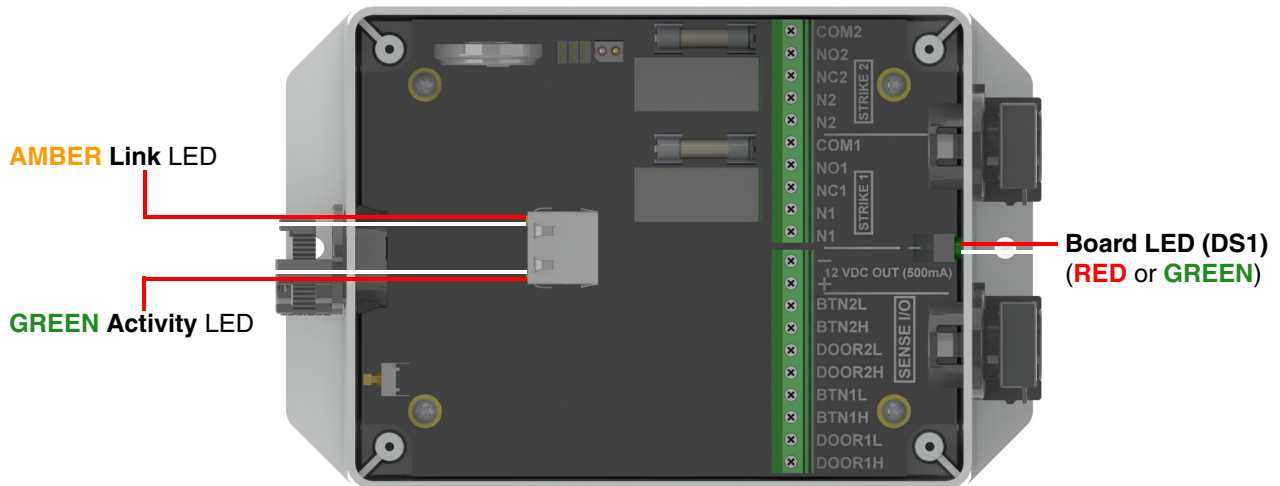
1.7 LED Behavior

See [Table 1-2](#) and [Figure 1-3](#) for the meaning of the device's LED behavior.

Table 1-2. LED Behavior

Status and Link LEDs (at J1):	
LED Behavior	Means
The AMBER Status LED is on and the GREEN Link LED is on and blinking.	No fault detected. The device is on the network and the device is not active.
Note: On boot, within approximately three seconds, the AMBER Status LED and the GREEN Link LED come on with the GREEN Link LED beginning to blink almost immediately.	
Board LED (DS1):	
LED Behavior	Means
On and solid RED	No fault detected. A relay is not engaged.
On and solid GREEN	No fault detected. A relay is engaged.
One long RED flash and a short RED flash	Device hardware fault, communication error
One long RED flash and one short AMBER flash	Device hardware fault, communication error
One long RED flash and two short AMBER flashes	Device hardware fault, memory error
One long RED flash and three short AMBER flashes	Device hardware fault, fuse
One short RED flash and one short AMBER flash	Network address, DHCP Issue
Note: On boot, the board LED blinks RED once, and then remains on and solid RED until a relay is engaged.	

Figure 1-3. LEDs



1.8 Wiring the Network Dual Door Strike Relay

1.8.1 Network Dual Door Strike Relay Wiring Diagram with External Power Source

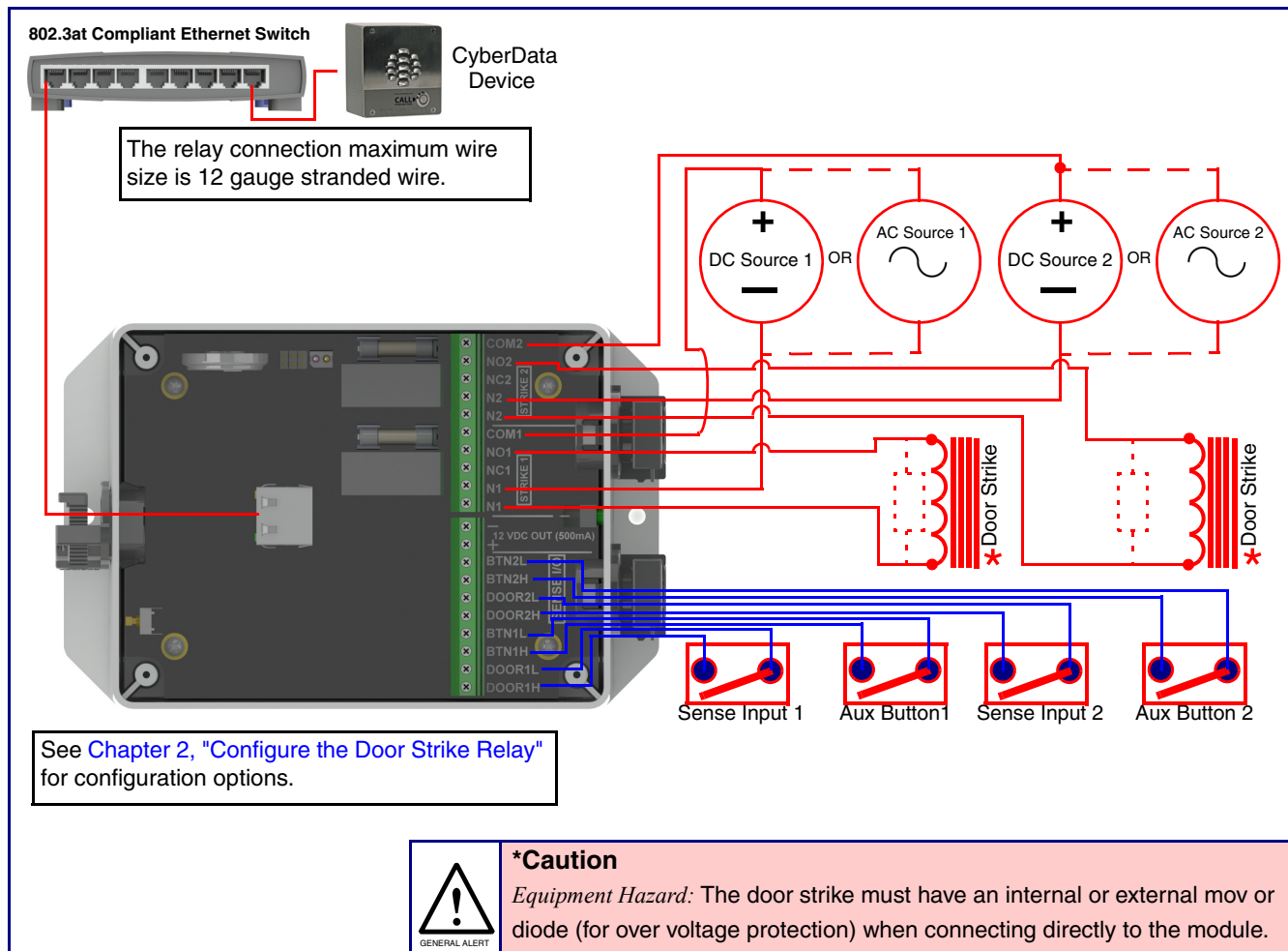
For wiring an electronic door strike to work over a network, we recommend the use of our external Network Dual Door Strike Relay (CD# 011375).

This product provides an easier method of connecting standard door strikes as well as AC and higher voltage devices. See [Figure 1-4](#) and [Figure 1-5](#) for the wiring diagrams.

Warning

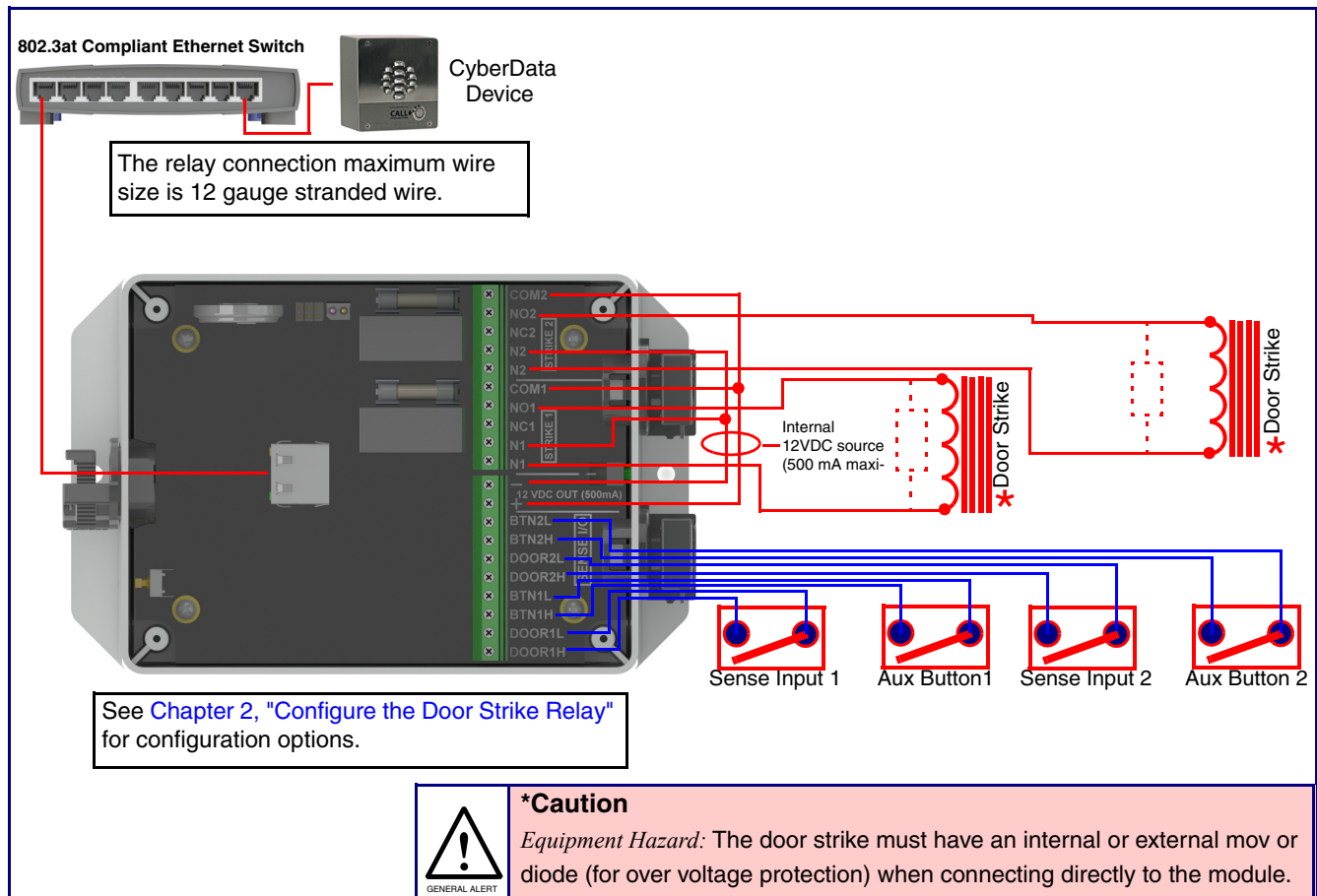
Electrical Hazard: Hazardous voltages may be present. No user serviceable part inside. Refer to qualified service personnel for connecting or servicing.

Figure 1-4. Network Dual Door Strike Relay Wiring Diagram with External Power Source



1.8.2 Network Dual Door Strike Relay Wiring Diagram Using PoE

Figure 1-5. Network Dual Door Strike Relay Wiring Diagram Using PoE



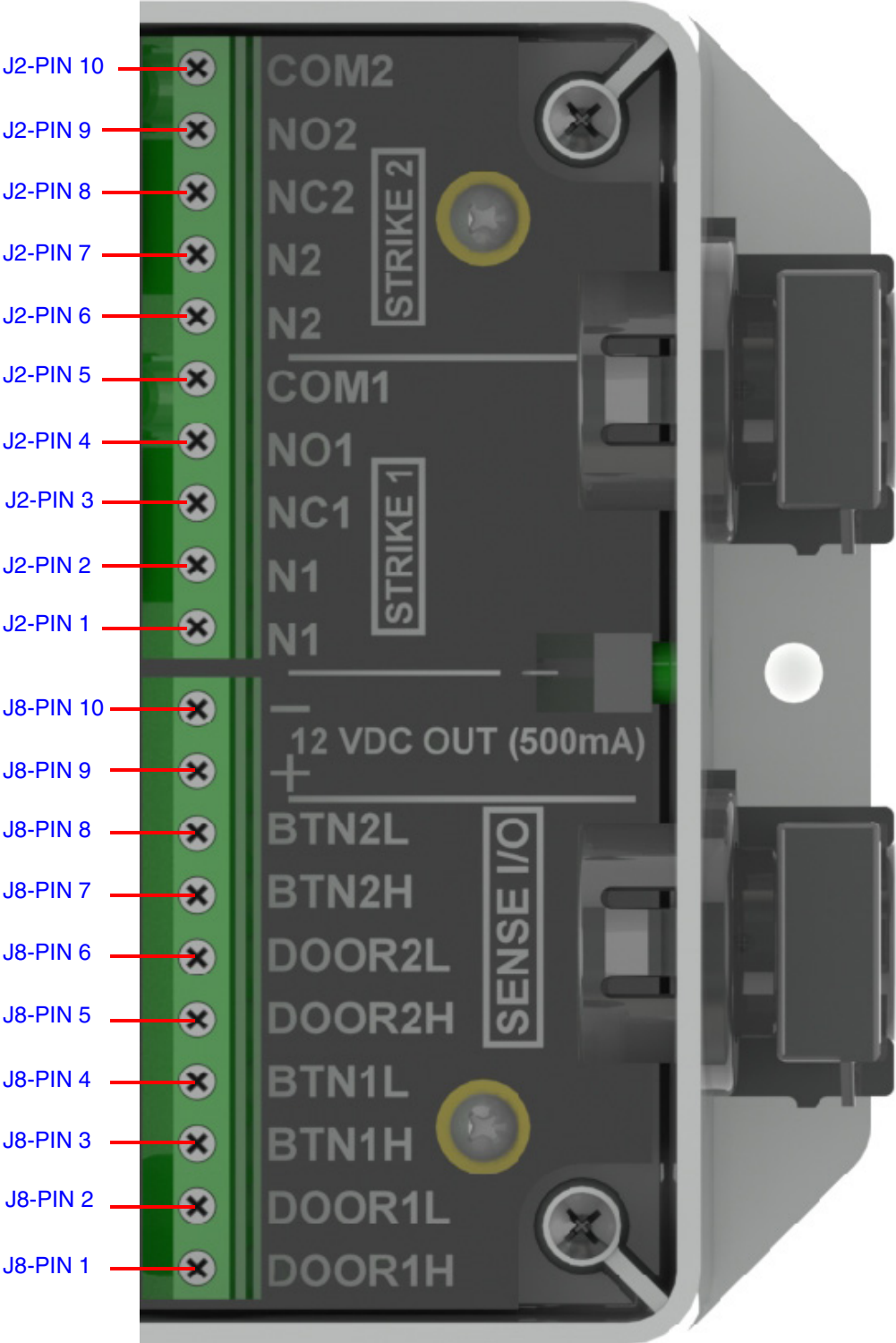
If you have questions about connecting door strikes or setting up the web configurable options, please contact our support department at the following website:

<http://support.cyberdata.net/>

1.9 Terminal Block Wiring Connections

See [Figure 1-6](#) and [Table 1-3](#) for the terminal block wiring connections.

Figure 1-6. Terminal Block Wiring Connections



3. On the **DSR** page, enter values for the parameters indicated in [Table 1-3](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 1-3. Terminal Block Wiring Connections

	Connections	Description
N1	J2-PIN 1	Door Strike 1: Neutral or common tie point. Allows the user to tie the power source and door strike commons together internally to the box.
N1	J2-PIN 2	
NC1	J2-PIN 3	Door Strike 1: Normally closed relay contact
NO1	J2-PIN 4	Door Strike 1: Normally opened relay contact
COM1	J2-PIN 5	Door Strike 1: Relay common connection
N2	J2-PIN 6	Door Strike 2: Neutral or common tie point. Allows the user to tie the power source and door strike commons together internally to the box.
N2	J2-PIN 7	
NC2	J2-PIN 8	Door Strike 2: Normally closed relay contact
NO2	J2-PIN 9	Door Strike 2: Normally opened relay contact
COM2	J2-PIN 10	Door Strike 2: Relay common connection
DOOR1-H	J8-PIN 1	Door 1 sense high side connection
DOOR1-L	J8-PIN 2	Door 1 sense low side connection
BTN1-H	J8-PIN 3	Button 1 sense high side connection
BTN1-L	J8-PIN 4	Button 1 sense low side connection
DOOR2-H	J8-PIN 5	Door 2 sense high side connection
DOOR2-L	J8-PIN 6	Door 2 sense low side connection
BTN2-H	J8-PIN 7	Button 2 sense high side connection
BTN2-L	J8-PIN 8	Button 2 sense low side connection
12V(+)	J8-PIN 9	+12 V out at 500 mA
12V(-)	J8-PIN 10	Common connection for 12V output

1.10 Jumper Definitions

See [Table 1-3](#) for the jumper definitions.

Table 1-4. Jumper Definitions

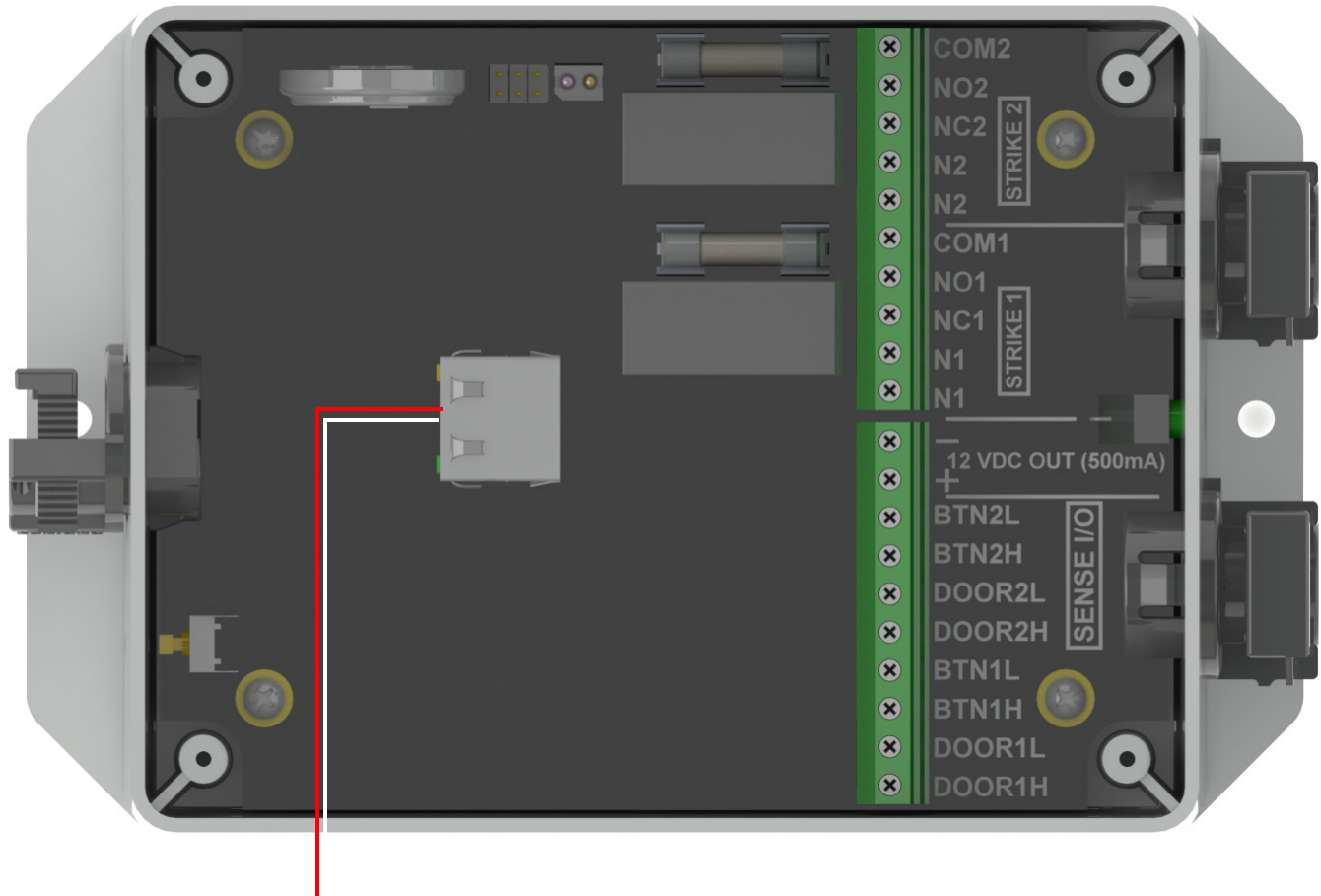
Jumper	Description
JP5	Missing Installed—Held in reset
JP10 ^a	Missing—Intrusion sensor enabled Installed—Intrusion sensor disabled

1.11 Reset to Factory Defaults

To reset the device to the original factory default settings, complete the following steps:

1. Apply power to the device by connecting a PoE network ethernet cable to J1.
2. Wait for 10 to 20 seconds.

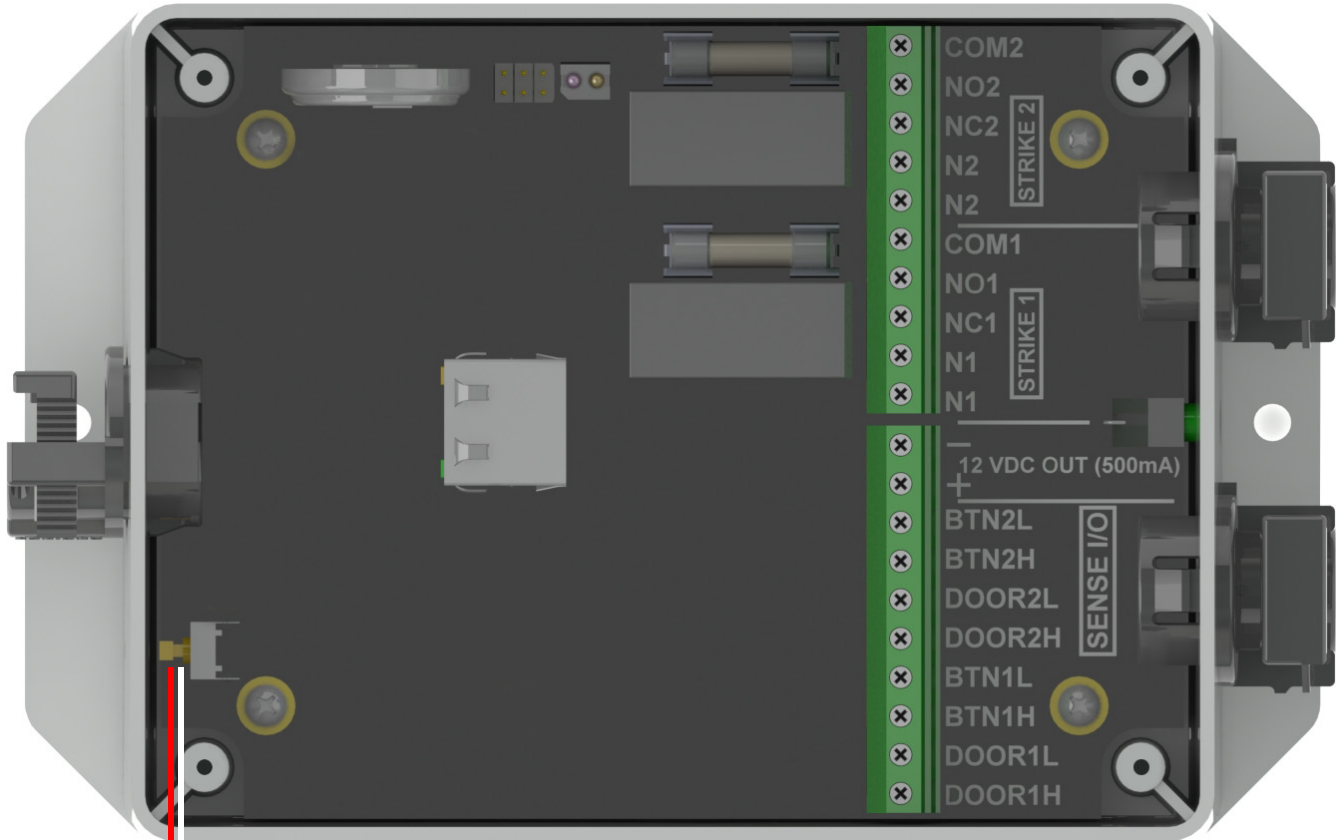
Figure 1-7. Disconnect the PoE network ethernet cable connection from J1



Connect a PoE network ethernet cable to J1

3. Press the RTFM button (SW1) and hold it down.
4. Wait until the green LED starts flashing once per second.
5. Release the RTFM button and the LED will turn red.

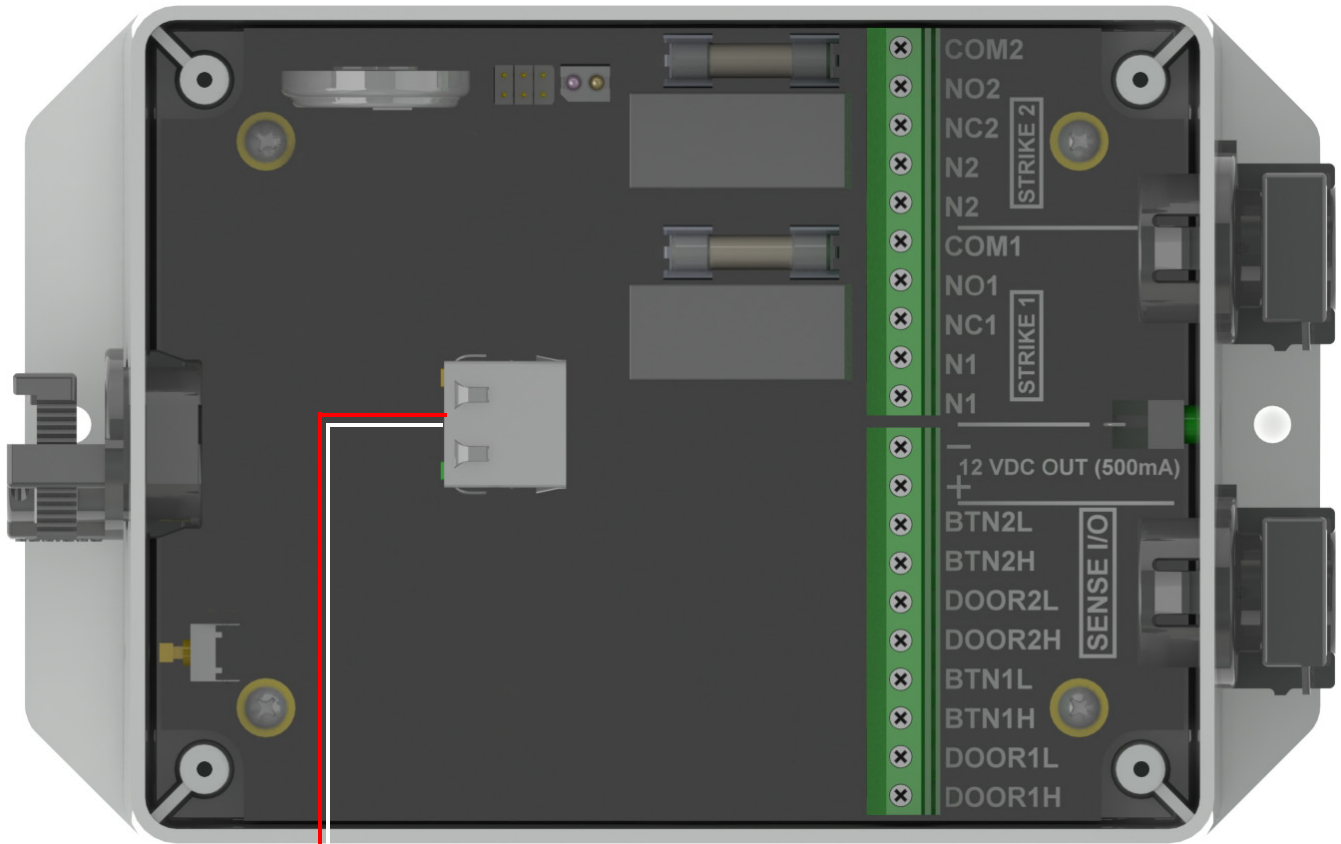
Figure 1-8. Press the RTFM button (SW1) and hold it down



Press the RTFM button (SW1) and hold it down

6. Remove power from the device by disconnecting the PoE network ethernet cable from J1.

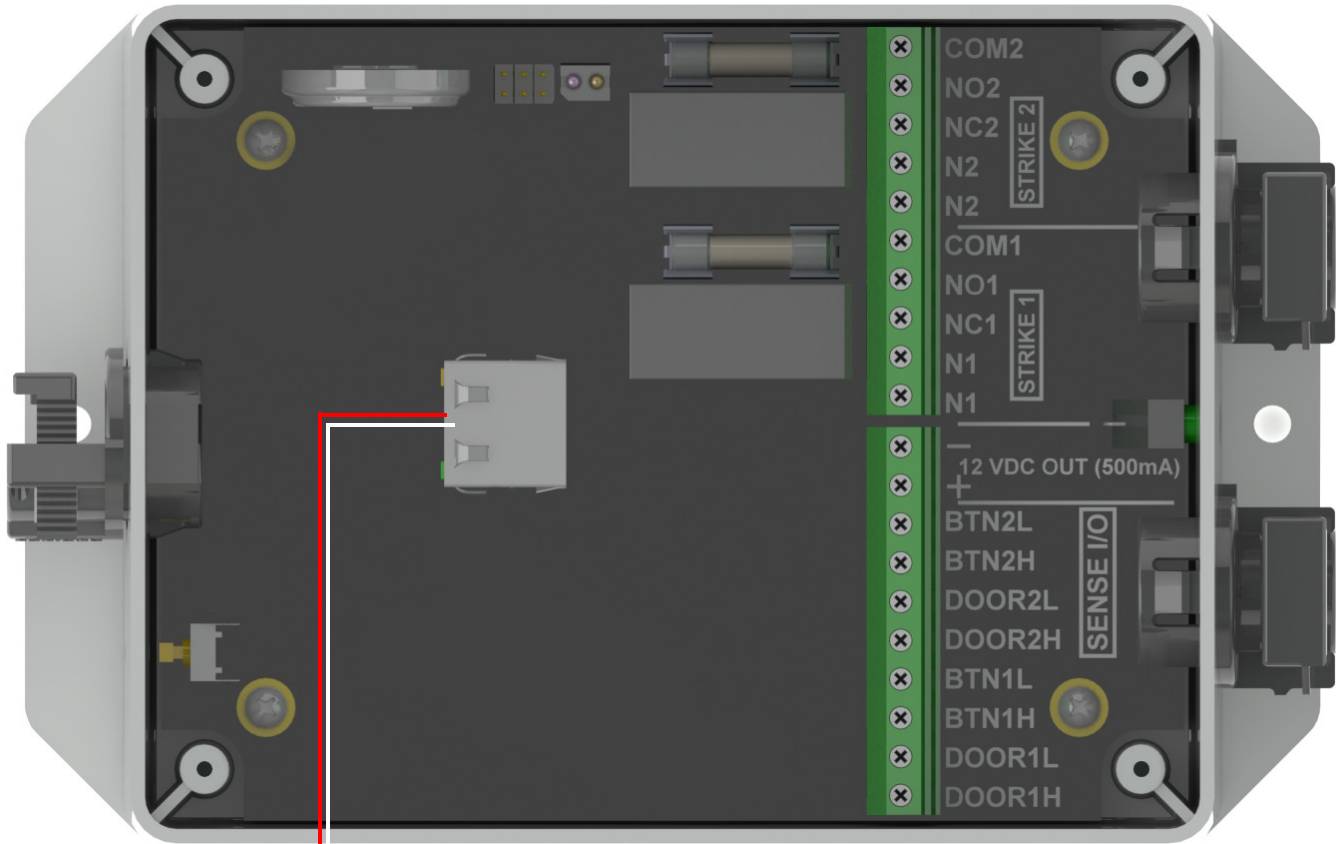
Figure 1-9. Disconnect the PoE network ethernet cable from J1



Disconnect the PoE network ethernet cable from J1.

7. Reconnect power to the device by plugging the PoE network ethernet cable connection into J1.

Figure 1-10. Connect the PoE network ethernet cable connection to J1



Connect the PoE network ethernet cable connection to J1

1.12 Connection Overview


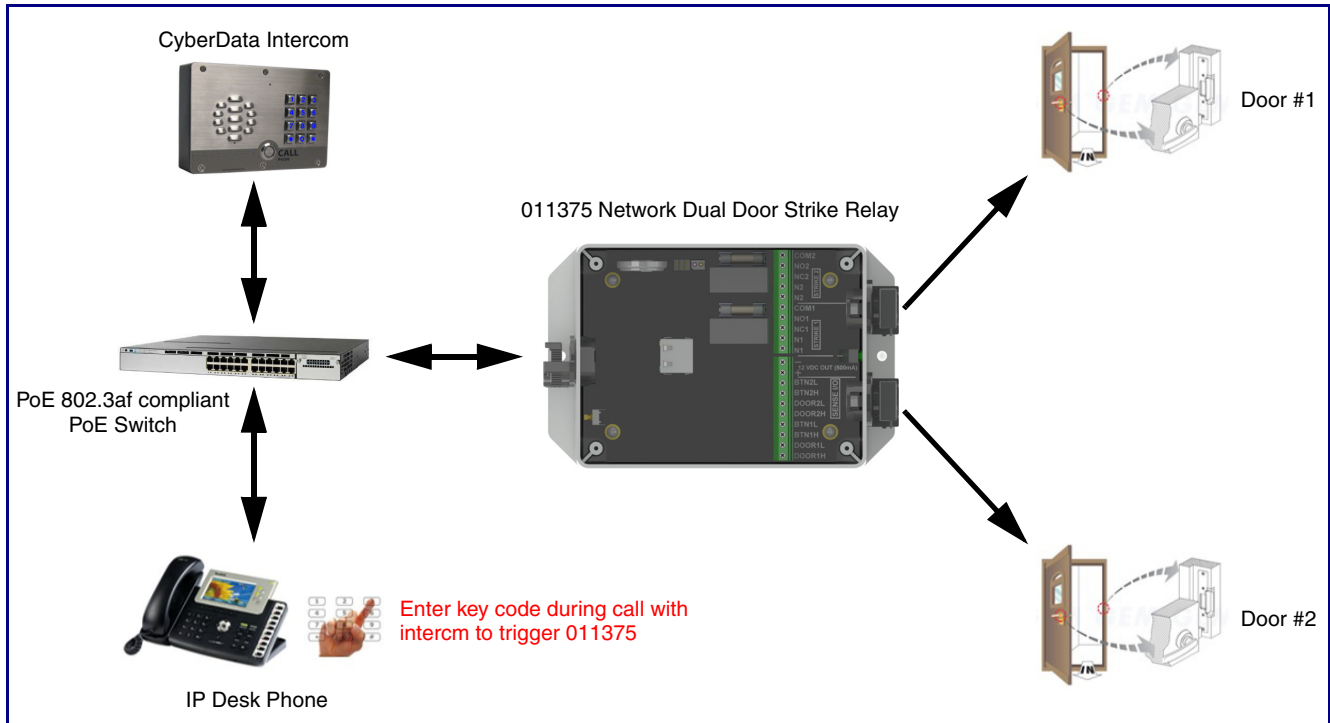
 <p>GENERAL ALERT</p>	<p>Warning <i>Electrical Hazard:</i> Hazardous voltages may be present. No user serviceable part inside. Refer to qualified service personnel for connecting or servicing.</p>
--	---

Figure 1-11. Connection Overview

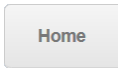
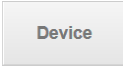



2 Configure the Door Strike Relay

2.0.1 Network Dual Door Strike Relay Web Page Navigation

Table 2-1 shows the navigation buttons that you will see on every Network Dual Door Strike Relay web page.

Table 2-1. Web Page Navigation

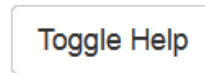
Web Page Item	Description
	Link to the Home page.
	Link to the Device page.
	Link to the Firmware page.

2.0.2 Using the Toggle Help Button

The **Toggle Help** button allows you to see a short description of some of the settings on the webpage. To use the **Toggle Help** button, do the following:

1. Click on the **Toggle Help** button that is on the UI webpage. See [Figure 2-1](#) and [Figure 2-2](#).

Figure 2-1. Toggle/Help Button



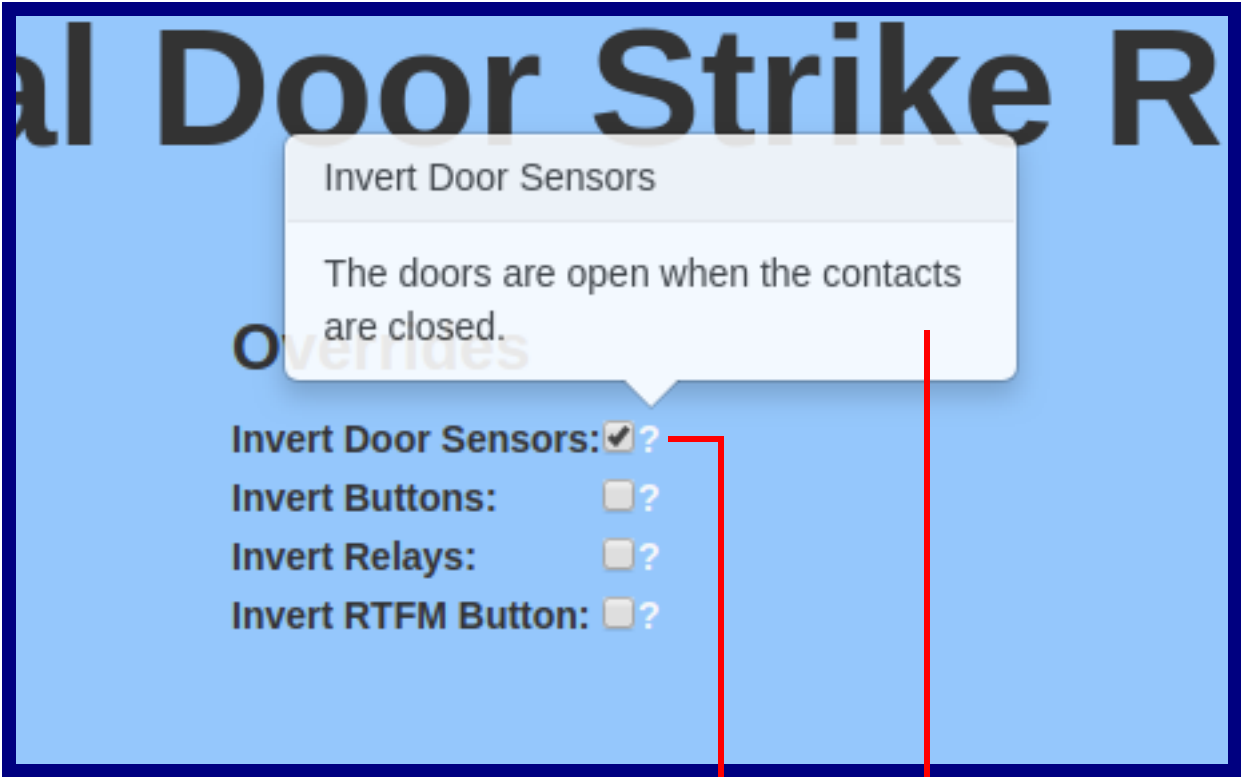
2. You will see a question mark (?) appear next to each web page item that has been provided with a short description by the Help feature. See [Figure 2-2](#).

Figure 2-2. Toggle Help Button and Question Marks



- 3. Move the mouse pointer to hover over the question mark (?), and a short description of the web page item will appear. See Figure 2-3.

Figure 2-3. Short Description Provided by the Help Feature



Question mark

A short description of the web page item will appear

2.0.3 Log in to the Configuration Home Page

1. Open your browser to the Network Dual Door Strike Relay 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 Network Dual Door Strike Relay.

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:

<https://www.cyberdata.net/pages/discovery>

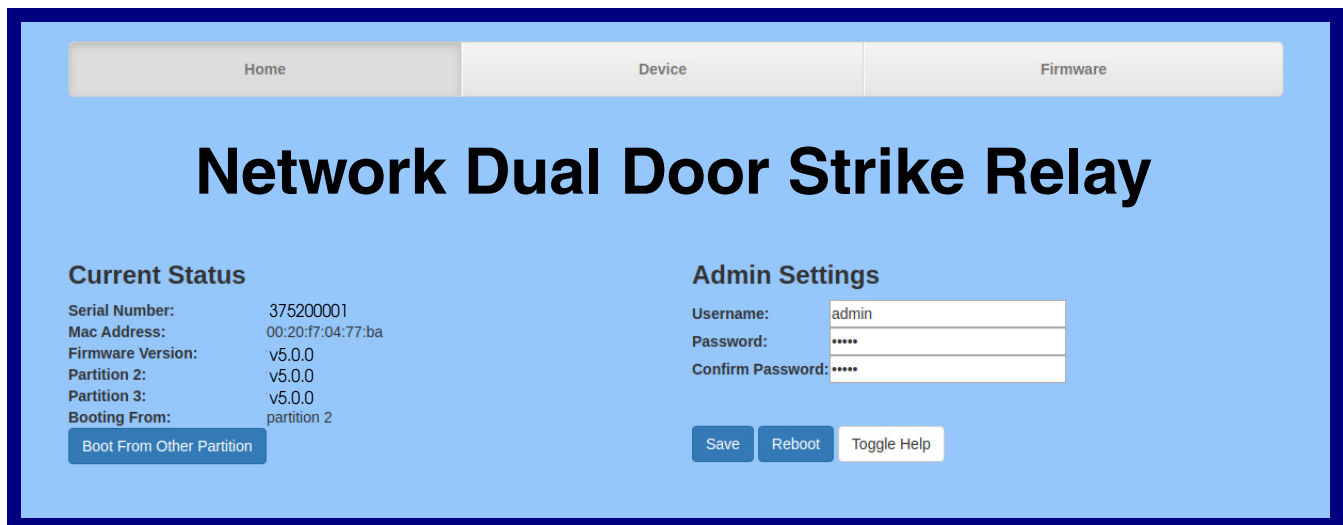
Note The Intercom ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

2. When prompted, use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 2-4):

Web Access Username: **admin**

Web Access Password: **admin**





Figure 2-4. Home Page



3. On the **Home** page, review the setup details and navigation buttons described in [Table 2-2](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-2. Home Page Overview

Web Page Item	Description
Admin Settings	
Username ?	The username to access the web interface. Enter up to 25 characters.
Password ?	The password to access the web interface. Enter up to 25 characters.
Confirm Password ?	Confirm the web interface password.
Current Status	
Serial Number	Shows the device serial number.
Mac Address	Shows the device Mac address.
Firmware Version	Shows the current firmware version.
Partition 2	Contains a complete copy of bootable software.
Partition 3	Contains an alternate, complete copy of bootable software.
Bootting From	Indicates the partition currently used for boot.
	Allows the user to boot from the alternate partition.
	Click the Save button to save your configuration settings.
	Click on the Reboot button to reboot the system.
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark (?) appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.

2.0.4 Configure the Device

1. Click the **Device** menu button to open the **Device** page. See [Figure 2-5](#).

Figure 2-5. Device Configuration Page

Home Device Firmware

Network Dual Door Strike Relay

Clock Settings

Enable NTP:

NTP Server:

Timezone:

Current Time: Mon, 14 Sep 2020 09:46:35

Overrides

Invert Door Sensors:

Invert Buttons:

Invert Relays:



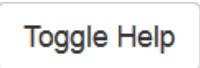
Invert RTFM Button:

Save Reboot Toggle Help

2. On the **Device** page, you may enter values for the parameters indicated in [Table 2-3](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-3. Device Configuration Parameters

Web Page Item	Description
Clock Settings	
Enable NTP ?	Sync device's local time with the specified NTP Server.
NTP Server ?	Use this field to set the address (in IPv4 dotted decimal notation or as a canonical name) for the NTP Server. This field can accept canonical names of up to 64 characters in length.
Timezone	Enter the tz database string of your timezone. Examples: America/Los_Angeles America/New_York Europe/London America/Toronto See https://en.wikipedia.org/wiki/List_of_tz_database_time_zones for a full list of valid strings.
Current Time	Displays the current time.
Overrides	
Invert Door Sensors ?	The doors are open when the contacts are closed.
Invert Buttons ?	The buttons are active when the contacts are open.
Invert Relays ?	Setting this inverts the relay activation state.
Invert RTFM Button ?	When selected, saving and rebooting will restore factory defaults.
	Click the Save button to save your configuration settings.
	Click on the Reboot button to reboot the system.
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark (?) appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.

2.1 Upgrade the Firmware

Note CyberData strongly recommends that you do not upgrade the firmware when the device is likely to be in use.

To upgrade the firmware of your device:

1. Download the latest firmware file from the **Downloads** tab at the following webpage:
<https://www.cyberdata.net/products/011375>
2. Unzip the firmware version file. This file may contain the following:
 - Firmware file
 - Release notes
 - Autoprovisioning template
3. Log in to the **Home** page as instructed in [Section 2.0.3, "Log in to the Configuration Home Page"](#).
4. Click on the **Firmware** menu button to open the **Firmware** page ([Figure 2-6](#)).


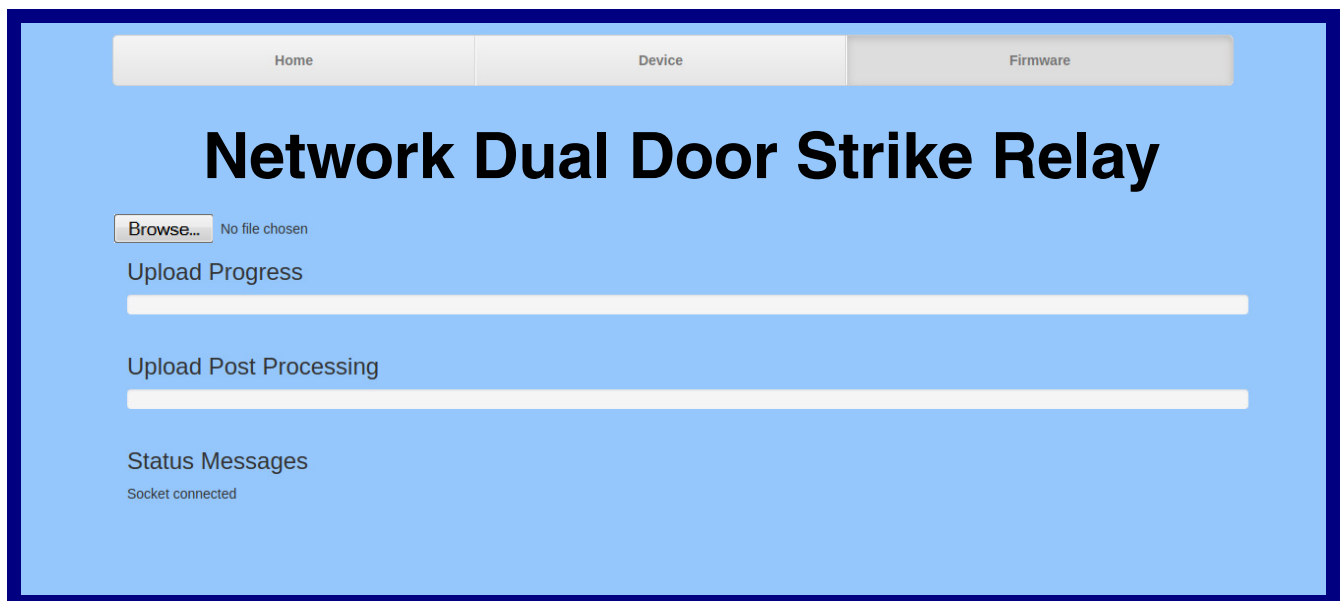
 <small>GENERAL ALERT</small>	<p>Caution</p> <p>Equipment Hazard: CyberData strongly recommends that you first reboot the device before attempting to upgrade the firmware of the device. See Section 2.1, "Upgrade the Firmware".</p>
--	--

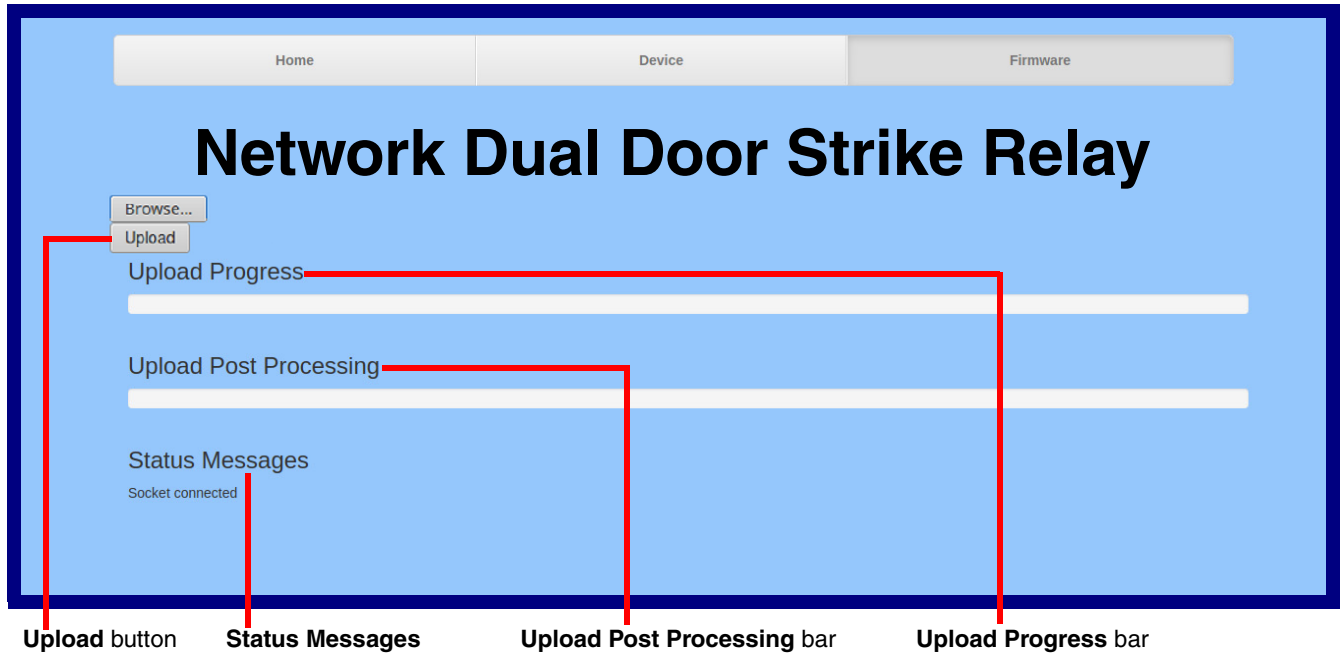
Figure 2-6. Firmware Page



5. Click on the **Browse** button, and then navigate to the location of the firmware file.

6. Select the firmware file. This reveals the **Upload** button (Figure 2-7).

Figure 2-7. Upload Button



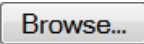

7. Click on the **Upload** button. After selecting the **Upload** button, you will see the progress of the upload in the **Upload Progress** bar.
8. When the upload is complete, you will see the words **Upload finished** under **Status Messages**.
9. At this point, you will see the progress of the upload's post processing in the **Upload Post Processing** bar.

Note Do not reboot the device before the upgrading process is complete.

10. When the process is complete, you will see the words **SWUPDATE Successful** under **Status Messages**.
11. The device will reboot automatically.
12. The **Home** page will display the version number of the firmware and indicate which boot partition is active.

Table 2-4 shows the web page items on the **Firmware** page.

Table 2-4. Firmware Page Parameters

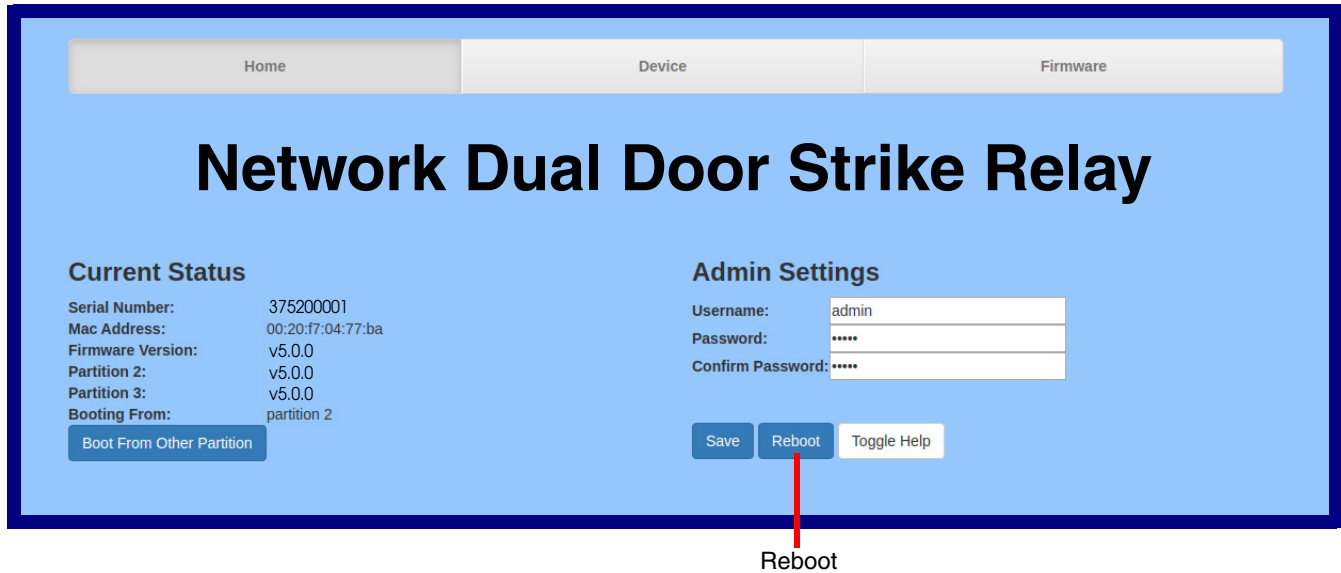
Web Page Item	Description
	Use the Browse button to navigate to the location of the firmware file that you want to upload.
	Click on the Upload button to automatically upload the selected firmware and reboot the system. Note: This button only appears after the user has selected a firmware file.
Upload progress	Status bar indicates the progress in uploading the file.
Upload Post Processing	Status bar indicates the progress of the software installation.
Status Messages	Messages relevant to the firmware update process appear here.

2.2 Reboot the Device

To reboot the device, complete the following steps:

1. Log in to the **Home** page as instructed in [Section 2.0.3, "Log in to the Configuration Home Page"](#).
2. Click on the **Reboot** button on the **Home** page ([Figure 2-8](#)). A normal restart will occur.

Figure 2-8. Home Page



2.3 The Door Strike Relay Page

The Door Strike Relay (DSR) is a network device designed to control an electronic door strike. The DSR is meant to be used as a replacement for (or an addition to) the on-board relay. In addition to being a drop-in 12 Amp relay, the DSR can monitor and record when the door is open or closed.

The DSR can be configured to trigger in the following ways: on the entry of a DTMF code, manually through the web interface, or by using a Windows application.

Note This section demonstrates configuring the Network Dual Door Strike Relay from the web page of a CyberData Intercom device or a Secure Access Control device that can be associated with the Network Dual Door Strike Relay. See the CyberData website for the full list of CyberData devices that can be associated with the Network Dual Door Strike Relay.

The Dual Door Strike Relays operate in three modes:

Manual mode: The user enters a DTMF code to unlock or lock either or both remote relays. The relay(s) remain engaged until the deactivate code is received. Codes must be distinct.

Automatic mode: The user enters a DTMF code to unlock the outer relay, for the time specified by the user. When the outer door has opened and closed, and the specified time has elapsed, the inner relay will engage for the time specified. This mode also includes an override, where DTMF codes will lock or unlock both remote relays.

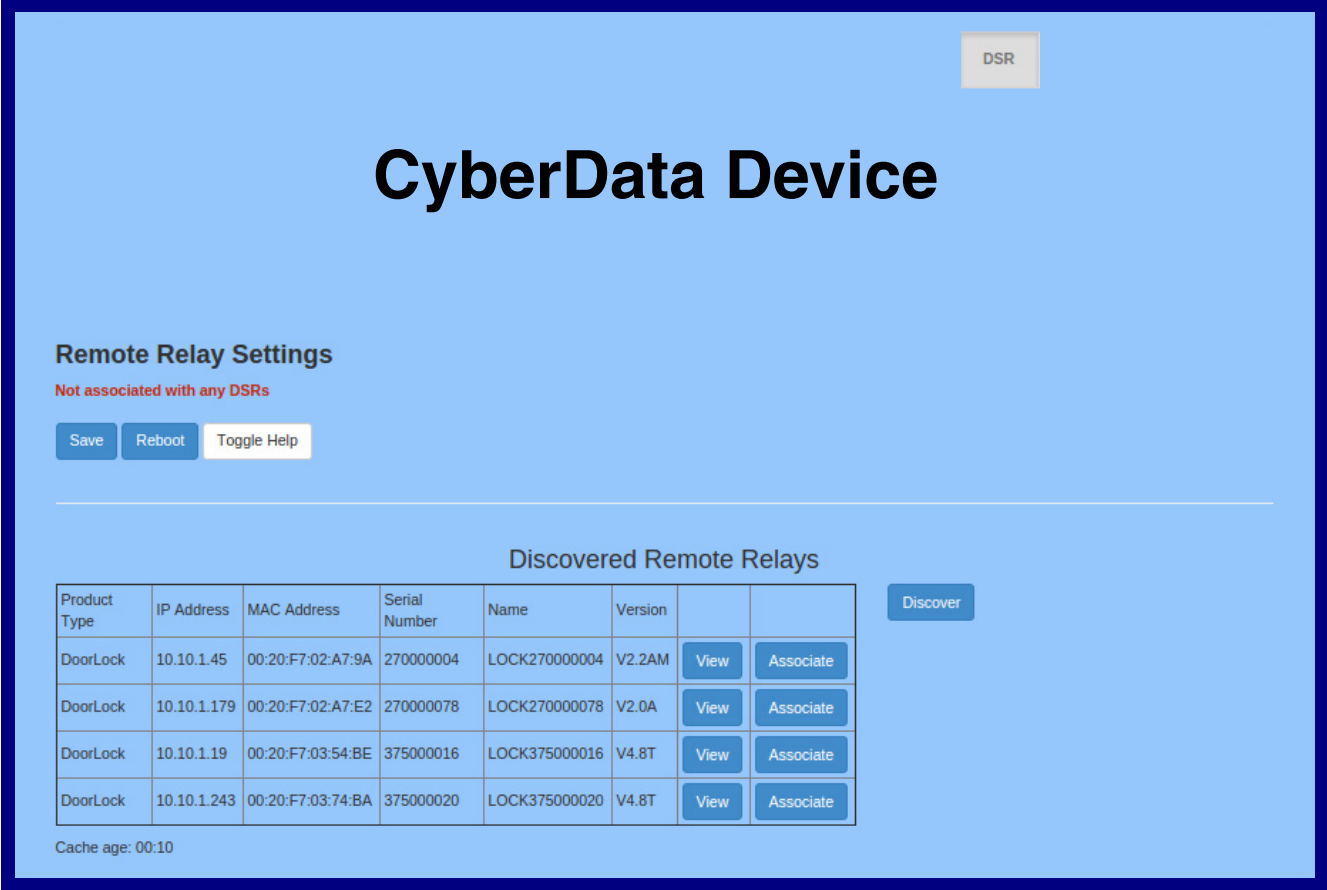
Single Mode: With only one door in use, the user enters a DTMF code to unlock the remote relay for the time specified by the user.

For legacy Network Door Strike Relays (011270), the relay operates in Single Mode.

Keypad versions of the Intercom may be configured to activate a single door strike relay: either a 011375 in Single Mode or a 011270. The user has the option to enter a code from the keypad to either activate the relay for a specified time, or to use a code to activate the relay until the deactivation code is entered.

- 1. Click on the **DSR** menu button to open the **DSR** page (Figure 2-9).



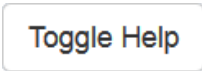




Figure 2-9. DSR Page (not associated with any DSRs)



2. On the **DSR** page, enter values for the parameters indicated in [Table 2-5](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

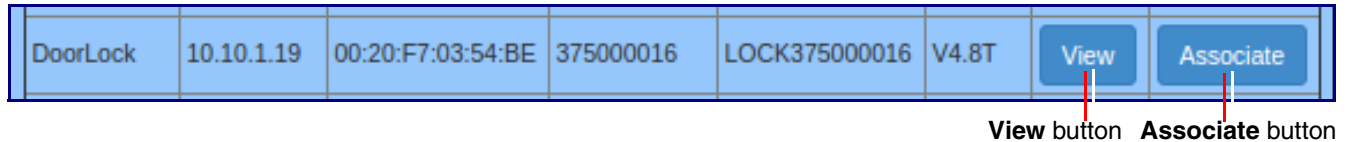
Table 2-5. DSR Configuration Parameters (not associated with any DSRs)

Web Page Item	Description
Remote Relay Settings	The settings in this section will activate an associated door strike relay.
	Click the Save button to save your configuration settings. Note: You need to reboot for changes to take effect.
	Click on the Reboot button to reboot the system.
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark (?) appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.
Discovered Remote Relays	The Discovered Remote Relays section lists all of the networked door strike relays on the network. To associate your device with a door strike relay, click on the Associate button. This action allows the user to configure the door strike relay. Keep in mind that a device may only be associated with one door strike relay.
Product Type	Displays the product type of the remote relay.
IP Address	Displays the IP address of the remote relay.
MAC Address	Displays the MAC address of the remote relay.
Serial Number	Displays the serial number of the remote relay.
Name	Displays the name of the remote relay.
Version	Displays the version of the remote relay.
	Use this button to search for and find any remote relays that are available on the network.
	Use this button to view the settings of a remote relay that has been “discovered” after pressing the Discover button.
	Use this button to associate the remote relay with the device. Only one relay may be associated with a device.
	Use this button to disassociate the remote relay from the device. Only one relay may be associated with a device. This button is only available when a relay is associated with a device.

2.3.1 Dual DSR Mode Setting Modes

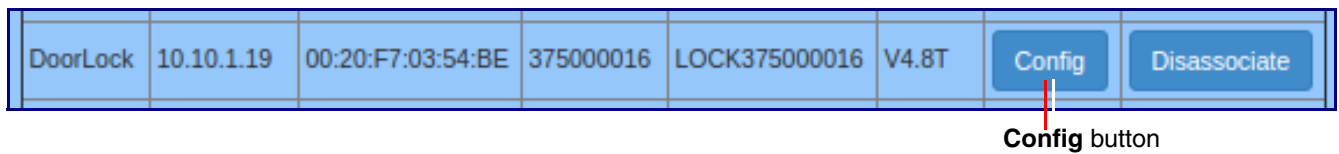
1. To access the Automatic, Manual, and Single DSR modes for the **Dual DSR Mode** setting, you must first associate the door strike relay with your CyberData device by clicking on the **Associate** button (Figure 2-10).

Figure 2-10. View Button and Associate Button



2. Once the door strike relay is associated, the **View** button (Figure 2-10) will change to the **Config** button (Figure 2-11).
3. Click on the **Config** button (Figure 2-11) to open the **Configure Device Page** (Figure 2-12).

Figure 2-11. Config Button



4. On the **Configure Device Page** (Figure 2-12), you can select one of the following modes for the **Dual DSR Mode** setting:
 - **Manual Mode:** In manual mode, the relays are activated and deactivated by the DTMF codes specified on the **DSR** web page. The codes must be distinct. See [Section 2.3.2, "Manual Mode"](#).
 - **Automatic:** In automatic mode, the outer relay (relay 2) is activated by DTMF, for the time specified in the **Energize Time** setting in the DSR **Configure Device Page**. After the door is opened and closed, the inner relay (relay 1) is activated, also for the time specified in the **Energize Time** setting in the DSR **Configure Device Page**. See [Section 2.3.3, "Automatic Mode"](#).
 - **Single DSR Mode:** In this mode, only the inner relay (relay 1) can be activated using the DTMF code specified on the web page, for the time specified in the **DTMF Pulse Duration (in seconds)** setting. See [Section 2.3.4, "Single DSR Mode"](#).

Figure 2-12. Configure Device Page

Configure Device

Serial Number	<input type="text" value="375000016"/>	<input type="button" value="Refresh"/>
MAC Address	<input type="text" value="00:20:F7:03:54:BE"/>	<input type="button" value="Get Log"/>
Version	<input type="text" value="V4.8T"/>	<input type="button" value="Clear Log"/>
Device Name	<input type="text" value="LOCK375000016"/>	<input type="button" value="Reboot"/>
Addressing Mode	<input type="radio"/> Static <input checked="" type="radio"/> DHCP	<input type="button" value="Set Time"/>
IP Address:	<input type="text" value="10.10.1.19"/>	<input type="button" value="Save Changes"/>
Subnet Mask:	<input type="text" value="255.0.0.0"/>	<input type="button" value="Cancel"/>
Default Gateway:	<input type="text" value="10.0.0.1"/>	
Command Port:	<input type="text" value="59999"/>	
Send Events	<input checked="" type="radio"/> Off <input type="radio"/> On	
Event IP Address:	<input type="text" value="10.255.255.255"/>	
Event Port:	<input type="text" value="49999"/>	
Energize Time:	<input type="text" value="6"/>	
DST	<input checked="" type="radio"/> Off <input type="radio"/> On	
DST Start:	<input type="text" value="M3.2.0/02.00.00"/>	
DST End:	<input type="text" value="M11.1.0/02.00.00"/>	
Current Time:	<input type="text" value="08:18:18 04212014"/>	
Encryption:	<input checked="" type="radio"/> None <input type="radio"/> AES-256	
Password:	<input type="text"/>	
Dual DSR Mode:	<input checked="" type="radio"/> Manual Mode <input type="radio"/> Automatic Mode <input type="radio"/> Single DSR Mode	
<hr/>		
Door State	<input type="text" value="open"/>	
Relay State	<input type="text" value="inactive"/>	
Button State	<input type="text" value="inactive"/>	
LED	<input type="text" value="red"/>	
Alarm State	<input type="text" value="alarm"/>	
JP4, 6, 9, 10	<input type="text" value="0000"/>	
Door2 State	<input type="text" value="closed"/>	
Relay2 State	<input type="text" value="inactive"/>	
Button2 State	<input type="text" value="inactive"/>	
<input type="button" value="Browse..."/>	No file chosen	<input type="button" value="Upgrade"/>

Dual DSR Modes

2.3.2 Manual Mode

Figure 2-13. DSR Page (Manual Mode)

DSR

CyberData Device

Remote Relay Settings

Associated with LOCK37500016 (10.10.1.19)

DTMF Unlock Door 1 Code: 456
DTMF Lock Door 1 Code: 654
DTMF Unlock Door 2 Code: 111
DTMF Lock Door 2 Code: 333
DTMF Unlock Both Doors Code: 777
DTMF Lock Both Doors Code: 999
Listen Port for Remote Relay Status: 49999

Save Reboot Toggle Help

Remote Door Sensor Settings

Door Open Timeout (in seconds): 0
Make call to extension:
Play recorded audio:
Dial Out Extension: 204
Dial Out ID: id204

The Remote Relay Status section and settings only appear on the webpage when there is an associated door strike relay.

Remote Relay Status

Door 1: closed Relay 1: inactive Door 2: closed Relay 2: inactive

Activate Relay 1 Deactivate Relay 1 Activate Relay 2 Deactivate Relay 2 Activate Remote Relays Deactivate Remote Relays Refresh

Discovered Remote Relays

Product Type	IP Address	MAC Address	Serial Number	Name	Version		
DoorLock	10.10.1.45	00:20:F7:02:A7:9A	270000004	LOCK270000004	V2.2AM	View	
DoorLock	10.10.1.179	00:20:F7:02:A7:E2	270000078	LOCK270000078	V2.0A	View	
DoorLock	10.10.1.19	00:20:F7:03:54:BE	375000016	LOCK375000016	V4.8T	Config	Disassociate
DoorLock	10.10.1.243	00:20:F7:03:74:BA	375000020	LOCK375000020	V4.8T	View	

Cache age: 00:16

Discover

5. On the **DSR** page, enter values for the parameters indicated in [Table 2-6](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-6. DSR Configuration Parameters (Manual Mode)



Web Page Item	Description
Remote Relay Settings	
DTMF Unlock Door 1 Code ?	Activation code used to activate the remote relay 1 (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
DTMF Lock Door 1 Code ?	Deactivation code used to deactivate the remote relay 1 (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
DTMF Unlock Door 2 Code ?	Activation code used to activate the remote relay 2 (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported)."
DTMF Lock Door 2 Code ?	Deactivation code used to deactivate the remote relay 2 (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
DTMF Unlock Both Doors Code ?	Activation code used to activate both remote relays (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
DTMF Lock Both Doors Code ?	Activation code used to activate both remote relays (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
Listen Port for Remote Relay Status ?	Specify the port to listen for remote relay (DSR) status packets.
Remote Door Sensor Settings	
Door Open Timeout (in seconds) ?	The time (in seconds) the device will wait before it performs an action when the remote (DSR) door sensor is activated. The action(s) performed are based on the configured Remote Door Sensor Settings below.
Make call to extension ?	When selected, the device will call an extension when the remote (DSR) door sensor is activated. Use the 'Dial Out Extension' field below to specify the extension the device will call.
Play recorded audio ?	When selected, the device will call the Dial Out Extension and play an audio file to the phone answering the SIP call (corresponds to Door Ajar on the Audiofiles page) when the remote (DSR) door sensor is activated.
Dial Out Extension ?	Specify the extension the device will call when the remote (DSR) door sensor is activated. Enter up to 64 alphanumeric characters.
Dial Out ID ?	An additional Caller identification string added to outbound calls. Enter up to 64 alphanumeric characters.
	Click the Save button to save your configuration settings. Note: You need to reboot for changes to take effect.
	Click on the Reboot button to reboot the system.

Table 2-6. DSR Configuration Parameters (Manual Mode)(continued)

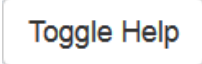











Web Page Item	Description
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark (?) appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.
Discovered Remote Relays	The Discovered Remote Relays section lists all of the networked door strike relays on the network. To associate your device with a door strike relay, click on the Associate button. This action allows the user to configure the door strike relay. Keep in mind that a device may only be associated with one door strike relay.
Product Type	Displays the product type of the remote relay.
IP Address	Displays the IP address of the remote relay.
MAC Address	Displays the MAC address of the remote relay.
Serial Number	Displays the serial number of the remote relay.
Name	Displays the name of the remote relay.
Version	Displays the version of the remote relay.
	Use this button to search for and find any remote relays that are available on the network.
	Use this button to view the settings of a remote relay that has been “discovered” after pressing the Discover button.
	Use this button to associate the remote relay with the device. Only one relay may be associated with a device.
	Use this button to disassociate the remote relay from the device. Only one relay may be associated with a device. This button is only available when a relay is associated with a device.
Remote Relay Status	Note: The Remote Relay Status section and settings only appear on the webpage when there is an associated door strike relay.
Door 1	Shows the status of Door 1.
Door 2	Shows the status of Door 2.
Relay 1	Shows the status of the Relay 1.
Relay 2	Shows the status of the Relay 2.
	Click on the Activate Relay 1 button to activate Relay 1 until the Deactivate Remote Relay 1 button is pressed.
	Click on the Deactivate Relay 1 button to deactivate Relay 1.
	Click on the Activate Relay 2 button to activate Relay 2 until the Deactivate Remote Relay 2 button is pressed.

Table 2-6. DSR Configuration Parameters (Manual Mode)(continued)

Web Page Item	Description
	Click on the Deactivate Relay 2 button to deactivate Relay 2.
	Click on the Activate Remote Relays button to activate both remote relays until the Deactivate Remote Relays button is pressed.
	Click on the Deactivate Remote Relays button to deactivate both remote relays.
	Click on the Refresh button to refresh the web page and accurately display the status of the remote relay (active/inactive) and door (open/closed).

2.3.3 Automatic Mode

Figure 2-14. DSR Page (Automatic Mode)

The screenshot shows the 'DSR' configuration page for a CyberData Device. The page title is 'CyberData Device'. It is divided into several sections:

- Remote Relay Settings:** Includes fields for 'Associated with LOCK375000016 (10.10.1.19)', 'DTMF Unlock Door 2 Code' (987), 'DTMF Pulse Duration (in seconds)' (2), 'DTMF Unlock Both Doors Code' (777), 'DTMF Lock Both Doors Code' (999), and 'Listen Port for Remote Relay Status' (49999). Buttons for 'Save', 'Reboot', and 'Toggle Help' are present.
- Remote Door Sensor Settings:** Includes 'Door Open Timeout (in seconds)' (0), 'Make call to extension' (checkbox), 'Play recorded audio' (checkbox), 'Dial Out Extension' (204), and 'Dial Out ID' (id204).
- Remote Relay Status:** Shows 'Door 1: closed', 'Relay 1: inactive', 'Door 2: closed', and 'Relay 2: inactive'. Buttons include 'Kick Remote Relay 2', 'Activate Remote Relays', 'Deactivate Remote Relays', and 'Refresh'. A callout box states: 'The Remote Relay Status section and settings only appear on the webpage when there is an associated door strike relay.'
- Discovered Remote Relays:** A table listing discovered relays with columns for Product Type, IP Address, MAC Address, Serial Number, Name, and Version. A 'Discover' button is to the right.

Product Type	IP Address	MAC Address	Serial Number	Name	Version		
DoorLock	10.10.1.45	00:20:F7:02:A7:9A	270000004	LOCK270000004	V2.2AM	View	
DoorLock	10.10.1.179	00:20:F7:02:A7:E2	270000078	LOCK270000078	V2.0A	View	
DoorLock	10.10.1.19	00:20:F7:03:54:BE	375000016	LOCK375000016	V4.8T	Config	Disassociate
DoorLock	10.10.1.243	00:20:F7:03:74:BA	375000020	LOCK375000020	V4.8T	View	

Cache age: 00:30

6. On the **DSR** page, enter values for the parameters indicated in [Table 2-7](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-7. DSR Configuration Parameters (Automatic Mode)




Web Page Item	Description
Remote Relay Settings	
DTMF Unlock Door 2 Code ?	Activation code used to activate the remote relay 2 (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported)."
DTMF Unlock Both Doors Code ?	Activation code used to activate both remote relays (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
DTMF Lock Both Doors Code ?	Activation code used to activate both remote relays (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported).
Listen Port for Remote Relay Status ?	Specify the port to listen for remote relay (DSR) status packets.
Remote Door Sensor Settings	
Door Open Timeout (in seconds) ?	The time (in seconds) the device will wait before it performs an action when the remote (DSR) door sensor is activated. The action(s) performed are based on the configured Remote Door Sensor Settings below.
Make call to extension ?	When selected, the device will call an extension when the remote (DSR) door sensor is activated. Use the 'Dial Out Extension' field below to specify the extension the device will call.
Play recorded audio ?	When selected, the device will call the Dial Out Extension and play an audio file to the phone answering the SIP call (corresponds to Door Ajar on the Audiofiles page) when the remote (DSR) door sensor is activated.
Dial Out Extension ?	Specify the extension the device will call when the remote (DSR) door sensor is activated. Enter up to 64 alphanumeric characters.
Dial Out ID ?	An additional Caller identification string added to outbound calls. Enter up to 64 alphanumeric characters.
	Click the Save button to save your configuration settings. Note: You need to reboot for changes to take effect.
	Click on the Reboot button to reboot the system.
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark (?) appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.
Discovered Remote Relays	
The Discovered Remote Relays section lists all of the networked door strike relays on the network. To associate your device with a door strike relay, click on the Associate button. This action allows the user to configure the door strike relay. Keep in mind that a device may only be associated with one door strike relay.	
Product Type	Displays the product type of the remote relay.

Table 2-7. DSR Configuration Parameters (Automatic Mode) (continued)

Web Page Item	Description
IP Address	Displays the IP address of the remote relay.
MAC Address	Displays the MAC address of the remote relay.
Serial Number	Displays the serial number of the remote relay.
Name	Displays the name of the remote relay.
Version	Displays the version of the remote relay.
Discover	Use this button to search for and find any remote relays that are available on the network.
View	Use this button to view the settings of a remote relay that has been “discovered” after pressing the Discover button.
Associate	Use this button to associate the remote relay with the device. Only one relay may be associated with a device.
Disassociate	Use this button to disassociate the remote relay from the device. Only one relay may be associated with a device. This button is only available when a relay is associated with a device.
Remote Relay Status	Note: The Remote Relay Status section and settings only appear on the webpage when there is an associated door strike relay.
Door 1	Shows the status of Door 1.
Door 2	Shows the status of Door 2.
Relay 1	Shows the status of the Relay 1.
Relay 2	Shows the status of the Relay 2.
Kick Remote Relay 2	Click on the Kick Remote Relay 2 button to activate Relay 2 for the time specified in the DTMF Pulse Duration (in seconds) setting.
Activate Remote Relays	Click on the Activate Remote Relays button to activate both remote relays until the Deactivate Remote Relays button is pressed.
Deactivate Remote Relays	Click on the Deactivate Remote Relays button to deactivate both remote relays.
Refresh	Click on the Refresh button to refresh the web page and accurately display the status of the remote relay (active/inactive) and door (open/closed).

2.3.4 Single DSR Mode

Figure 2-15. DSR Page (Single DSR Mode)

DSR

CyberData Device

Remote Relay Settings

Associated with LOCK375000016 (10.10.1.19)

DTMF Unlock Door Code:

DTMF Pulse Duration (in seconds):

Listen Port for Remote Relay Status:

Remote Door Sensor Settings

Door Open Timeout (in seconds):

Make call to extension:

Play recorded audio:

Dial Out Extension:

Dial Out ID:

Remote Relay Status

Door: closed Relay: inactive

The **Remote Relay Status** section and settings only appear on the webpage when there is an associated door strike relay.

Discovered Remote Relays

Product Type	IP Address	MAC Address	Serial Number	Name	Version		
DoorLock	10.10.1.45	00:20:F7:02:A7:9A	270000004	LOCK270000004	V2.2AM	<input type="button" value="View"/>	
DoorLock	10.10.1.179	00:20:F7:02:A7:E2	270000078	LOCK270000078	V2.0A	<input type="button" value="View"/>	
DoorLock	10.10.1.19	00:20:F7:03:54:BE	375000016	LOCK375000016	V4.8T	<input type="button" value="Config"/>	<input type="button" value="Disassociate"/>
DoorLock	10.10.1.243	00:20:F7:03:74:BA	375000020	LOCK375000020	V4.8T	<input type="button" value="View"/>	

Cache age: 00:15

7. On the **DSR** page, enter values for the parameters indicated in [Table 2-8](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-8. DSR Configuration Parameters (Single DSR Mode)



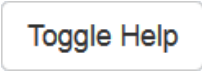






Web Page Item	Description
Remote Relay Settings	
DTMF Unlock Door Code ?	Activation code used to activate the remote relay (DSR) when entered on a phone during a SIP call with the device. Enter up to 25 digits (* and # are supported)
DTMF Pulse Duration (in seconds) ?	The length of time (in seconds) during which the remote relay (DSR) will be activated when the DTMF Pulse Code is detected. Enter up to 2 digits. Note: Set the value in the Energize Time setting to match the value in the DTMF Pulse Duration (in seconds) setting.
Listen Port for Remote Relay Status ?	Specify the port to listen for remote relay (DSR) status packets.
Remote Door Sensor Settings	
Door Open Timeout (in seconds) ?	The time (in seconds) the device will wait before it performs an action when the remote (DSR) door sensor is activated. The action(s) performed are based on the configured Remote Door Sensor Settings below.
Make call to extension ?	When selected, the device will call an extension when the remote (DSR) door sensor is activated. Use the 'Dial Out Extension' field below to specify the extension the device will call.
Play recorded audio ?	When selected, the device will call the Dial Out Extension and play an audio file to the phone answering the SIP call (corresponds to Door Ajar on the Audiofiles page) when the remote (DSR) door sensor is activated.
Dial Out Extension ?	Specify the extension the device will call when the remote (DSR) door sensor is activated. Enter up to 64 alphanumeric characters.
Dial Out ID ?	An additional Caller identification string added to outbound calls. Enter up to 64 alphanumeric characters.
	Click the Save button to save your configuration settings. Note: You need to reboot for changes to take effect.
	Click on the Reboot button to reboot the system.
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark (?) appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.
Discovered Remote Relays	
The Discovered Remote Relays section lists all of the networked door strike relays on the network. To associate your device with a door strike relay, click on the Associate button. This action allows the user to configure the door strike relay. Keep in mind that a device may only be associated with one door strike relay.	
Product Type	Displays the product type of the remote relay.
IP Address	Displays the IP address of the remote relay.

Table 2-8. DSR Configuration Parameters (Single DSR Mode) (continued)

Web Page Item	Description
MAC Address	Displays the MAC address of the remote relay.
Serial Number	Displays the serial number of the remote relay.
Name	Displays the name of the remote relay.
Version	Displays the version of the remote relay.
	Use this button to search for and find any remote relays that are available on the network.
	Use this button to view the settings of a remote relay that has been “discovered” after pressing the Discover button.
	Use this button to associate the remote relay with the device. Only one relay may be associated with a device.
	Use this button to disassociate the remote relay from the device. Only one relay may be associated with a device. This button is only available when a relay is associated with a device.
Remote Relay Status	Note: The Remote Relay Status section and settings only appear on the webpage when there is an associated door strike relay.
Door	Shows the status of the door.
Relay	Shows the status of the remote relay.
	Click on the Kick Remote Relay button to activate Relay 1 for the time specified in the DTMF Pulse Duration (in seconds) setting.
	Click on the Refresh button to refresh the web page and accurately display the status of the remote relay (active/inactive) and door (open/closed).

2.3.5 Configure the Device (on the DSR page)

1. Click the **View** button on the **DSR** page to open the **Configure Device** page. After associating your device with a DSR, the **View** button will change to the **Config** button. Selecting the **Config** button allows the user to configure the associated DSR.

Figure 2-16. Configure Device Page

The screenshot shows a web interface titled "Configure Device". It contains several input fields and buttons. On the right side, there is a vertical column of buttons: Refresh, Get Log, Clear Log, Reboot, Set Time, Save Changes, and Cancel. The configuration fields include:

- Serial Number: 375000016
- MAC Address: 00:20:F7:03:54:BE
- Version: V4.8T
- Device Name: LOCK375000016
- Addressing Mode: Static DHCP
- IP Address: 10.10.1.19
- Subnet Mask: 255.0.0.0
- Default Gateway: 10.0.0.1
- Command Port: 59999
- Send Events: Off On
- Event IP Address: 10.255.255.255
- Event Port: 49999
- Energize Time: 6
- DST: Off On
- DST Start: M3.2.0/02.00.00
- DST End: M11.1.0/02.00.00
- Current Time: 08:18:18 04212014
- Encryption: None AES-256
- Password: (empty field)
- Dual DSR Mode: Manual Mode, Automatic Mode, Single DSR Mode

At the bottom, there are status fields and a file upload section:

- Door State: open
- Relay State: inactive
- Button State: inactive
- LED: red
- Alarm State: alarm
- JP4, 6, 9, 10: 0000
- Door2 State: closed
- Relay2 State: inactive
- Button2 State: inactive

The file upload section includes a "Browse..." button, the text "No file chosen", and an "Upgrade" button.

2. On the **Configure Device** page, enter values for the parameters indicated in [Table 2-9](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-9. Configure Device Parameters

Web Page Item	Description
Serial Number	Displays the serial number of the door strike relay.
MAC Address	Displays the mac address of the door strike relay.
Version	Displays the firmware version of the door strike relay.
Device Name	Displays the name of the door strike relay. The default name is "LOCK," followed by the 9 digit ASCII serial number. The maximum name length is 13 characters. The unit will always respond to its default name.
Addressing Mode	Determines whether an IP address will be manually assigned through Static mode or dynamically assigned through a DHCP server.
IP Address	Displays the IP address of the door strike relay.
Subnet Mask	Displays the subnet mask of the door strike relay.
Default Gateway	Displays the default gateway of the door strike relay.
Command Port	This shows the port on which the door strike relay sends status packets to the device (defaults to 49999).
Send Events	When enabled, events can be sent to the associated device.
Event IP Address	The IP address of the associated device.
Event Port	This is the port by which the door strike relay receives commands (defaults to 59999).
Energize Time	This is the number of seconds that the relay will be energized.
DST	Allows you to either enable or disable the Daylight Savings Time feature.
DST Start	Sets the Daylight Savings Time starting time in the following format: M3.2.0/02:00:00 M3 is the third month (March). .2 is the second occurrence of the day in the month. .0 is Sunday. /02:00:00 is the time. Note: When the occurrence is set to 5 , the final occurrence of the day in the specified month is used.
DST End	Sets the Daylight Savings Time ending time in the following format: M11.1.0/02:00:00 M11 is the eleventh month (November). .1 is the first occurrence of the day in the month. .0 is Sunday. /02:00:00 is the time. Note: When the occurrence is set to 5 , the final occurrence of the day in the specified month is used.

Table 2-9. Configure Device Parameters (continued)










Web Page Item	Description
Current Time	Sets the current time. Note: Be sure to save the current time by clicking on the Set Time button.
Encryption	Encryption can either be set to None or AES-256 .
Password	Sets the AES encryption key. If encryption is currently enabled, the response to this command will be sent using the “old” key. The new key should be sent as 64 ASCII hexadecimal characters.
Dual DSR Mode	See Section 2.3.1, "Dual DSR Mode Setting Modes" . Manual: In manual mode, the relays are activated and deactivated by the DTMF codes specified on the DSR web page. The codes must be distinct. Automatic: In automatic mode, the outer relay (relay 2) is activated by DTMF, for the time specified in the Energize Time setting in the DSR Configure Device Page . After the door is opened and closed, the inner relay (relay 1) is activated, also for the time specified in the Energize Time setting in the DSR Configure Device Page . Single DSR Mode: In this mode, only the inner relay (relay 1) can be activated using the DTMF code specified on the web page, for the time specified in the DTMF Pulse Duration (in seconds) setting.
Door State	This field displays the current door state and is not configurable.
Relay State	This field displays the current relay state and is not configurable.
Button State	This field displays the current button state and is not configurable.
LED	This field displays the current LED state and is not configurable.
Alarm State	This field displays the current alarm state and is not configurable.
JP4, 6, 9, 10	This shows whether jumpers JP4, JP6, JP9, or JP10 are either enabled or disabled through the four digit sequence (0000). The 0 turns to 1 for an enabled jumper. For example, 0011 would mean jumpers JP9 and JP10 are activated, but JP4 and JP9 are not. Note: Option JP4,6,9,10 does not apply to firmware version 5.0 and later of the Network Dual Door Strike Relay.
Door2 State	This field displays the current door2 state and is not configurable.
Relay2 State	This field displays the current relay2 state and is not configurable.
Button2 State	This field displays the current button2 state and is not configurable.
	Click on the Refresh button to refresh the Device Configuration page.
	Click on the Get Log button to get a log of the associated door strike relay activity. The door strike relay has 128Kb non-volatile storage for log data, storing an average of 10 days' worth of log data before it is overwritten.
	Click on the Clear Log button to clear the log from the door strike relay
	Click on the Reboot button to reboot any “discovered” remote relays and clear any associated devices.

Table 2-9. Configure Device Parameters (continued)

Web Page Item	Description
	Click on the Set Time button to change the time.
	Click on the Save Changes button to save any changes that are made to the Device Configuration page. Note: The time setting must be saved by pressing the Set Time button.
	Click on the Cancel button to cancel any changes that were made to the Configure Device page and return to the DSR page.
	Click on the Browse button to navigate through your computer and find firmware files.
	Click on the Upgrade button to upgrade the firmware of the door strike relay.

- Note** You must click on the **Save** button and then the **Reboot** button for the changes to take effect.
- Note** Associating a DSR does not require a reboot. However, you should reboot the device after disassociating a DSR.
- Note** Changes to the [Configure Device Page](#) require the user to select **Save Changes** within the window for the changes to take effect. This action reboots the DSR, but not the device.
- Note** DTMF and Door Sensor settings do not require a reboot for the changes to take effect.

Appendix A: Troubleshooting/Technical Support

A.1 Frequently Asked Questions (FAQ)

To see a list of frequently asked questions for your product, do one of the following:

1. Go to the following URL:

<http://www.cyberdata.net/products/011375/>

2. Click on the **FAQs** tab.

A.2 Documentation

The documentation for this product is released in an English language version only. You can download PDF copies of CyberData product documentation by doing one of the following:

1. Go to the following URL:

<http://www.cyberdata.net/products/011375/>

2. Click on the **Downloads** tab.

A.3 Contact Information

Contact	<p>CyberData Corporation 3 Justin Court Monterey, CA 93940 USA www.CyberData.net Phone: 800-CYBERDATA (800-292-3732) Fax: 831-373-4193</p>
Sales	<p>Sales 831-373-2601, Extension 334</p>
Technical Support	<p>The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website:</p> <p>http://support.cyberdata.net/</p> <p>The Support Form initiates a ticket which CyberData uses for tracking customer requests. Most importantly, the Support Form tells us which PBX system and software version that you are using, the make and model of the switch, and other important information. This information is essential for troubleshooting. Please also include as much detail as possible in the Comments section of the Support Form.</p> <p>Phone: 831-373-2601, Extension 333</p>
Returned Materials Authorization	<p>To return the product, contact the Returned Materials Authorization (RMA) department:</p> <p>Phone: 831-373-2601, Extension 136 Email: RMA@CyberData.net</p> <p>When returning a product to CyberData, an approved CyberData RMA number must be printed on the outside of the original shipping package. Also, RMA numbers require an active VoIP Technical Support ticket number. A product will not be accepted for return without an approved RMA number. Send the product, in its original package, to the following address:</p> <p>CyberData Corporation 3 Justin Court Monterey, CA 93940 Attention: RMA "your RMA number"</p>
RMA Status Form	<p>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:</p> <p>http://support.cyberdata.net/</p>

A.4 Warranty and RMA Information

The most recent warranty and RMA information is available at the following website address:

<http://support.cyberdata.net/>

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