



Wildix Configuration Guide: Intercoms

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Revision Information

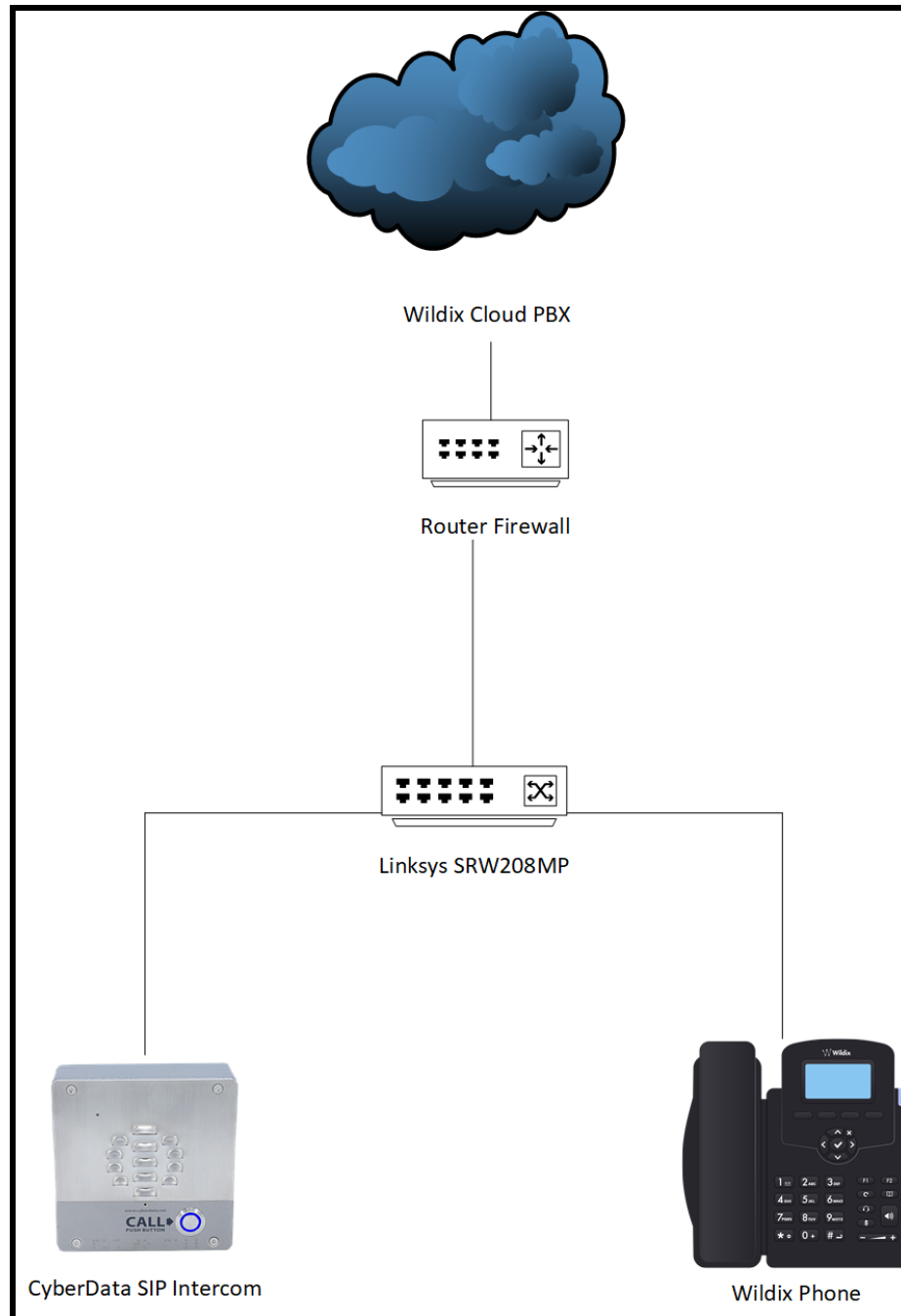
- 10/7/2021 – Initial Release
- 10/14/2021 – Updated extension creation process.
- 11/10/2021 – Updated screenshots and extension requirements.

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1.0 Setup Diagram

Figure 1-1: Interoperability Test Infrastructure



2.0 Test Setup Equipment

This section describes the products used for interoperability testing with Wildix.

Table 2-1: Setup Equipment

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA OUTDOOR INTERCOM	011186	20.1.0
CYBERDATA OUTDOOR KEYPAD INTERCOM	011214	20.0.0
CYBERDATA INDOOR INTERCOM	011211	20.0.0
CYBERDATA H.264 VIDEO INTERCOM*	011410	1.4.1
CYBERDATA H.264 VIDEO INTERCOM WITH KEYPAD*	011414	1.4.1
CYBERDATA OUTDOOR INTERCOM WITH RFID	011477	1.0.0
CYBERDATA H.264 VIDEO INTERCOM WITH RFID*	011478	1.1.0
SIP EMERGENCY INTERCOM	011209	20.0.0
LINKSYS SWITCH	SRW208MP	---

***At the time of writing video does not work properly with Wildix, this is an issue with CyberData's video intercom devices not Wildix. Due to this issue, the Video Intercom's are not recommended.**

3.0 Before You Start

This configuration guide documents the integration process of a CyberData SIP Intercoms.

Network Advisories

Wildix uses a Fully Qualified Domain Name (FQDN) for the SIP server address. The CyberData SIP Intercom needs to perform a DNS A query to resolve the IP address of Wildix's SIP Server FQDN. It is necessary to ensure the configured DNS server(s) have an A record for the SIP Server address.

In addition, be sure to verify the following ports are available for the button to use:

- UDP 5060 (SIP)
- UDP 10500 (RTP)

The intercom will need to traverse the public internet in order to operate with Wildix in the cloud.

The intercom's paging extension uses SIP port 5060 to receive SIP messages. The paging extension will send SIP messages to port 5060, the port used by Wildix's SIP Server.

SIP ports 5060 and RTP port 10500 are the default values on all noted firmware levels.

Alternatively, SIP ports for the paging extension are configurable on the **SIP** page of the web interface.

The CyberData Discovery Utility can be used to locate CyberData devices on your network. You may download it from the following web address:

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

***Note:** DHCP addressing mode is enabled on default on all noted firmware levels.*

Product Documentation and Utilities

Before you start, download the Operation and Quick Start guides from the intercom's product webpage:

Outdoor Intercom ([011186](#)):

https://files.cyberdata.net/assets/011186/011186_931544E_SIP_Outdoor_Intercom_Operations_Guide.pdf

Outdoor Intercom with Keypad ([011214](#)):

https://files.cyberdata.net/assets/011214/011214_931562B_SIP_Outdoor_Intercom_with_Keypad_Ops_Guide.pdf

SIP H.264 Video Outdoor Intercom ([011410](#)):

http://files.cyberdata.net/assets/011410/011410_931334E_Video_Outdoor_Intercom_Ops_Guide.pdf

SIP H.264 Video Outdoor Intercom with Keypad ([011414](#)):

http://files.cyberdata.net/assets/011414/011414_931338E_Video_Outdoor_Keypad_Intercom_Ops_Guide.pdf

SIP Outdoor Intercom with RFID ([011477](#)):

http://files.cyberdata.net/assets/011477/011477_931663A_Outdoor_Intercom_with_RFID_Ops_Guide.pdf

SIP H.264 Video Outdoor Intercom with RFID ([011478](#)):

http://files.cyberdata.net/assets/011478/011478_931667A_Outdoor_Video_Intercom_with_RFID_Ops_Guide.pdf

SIP Indoor Intercom ([011211](#)):

http://files.cyberdata.net/assets/011211/011211_931604A_Indoor_Intercom_Ops_Guide.pdf

SIP Emergency Intercom ([011209](#)):

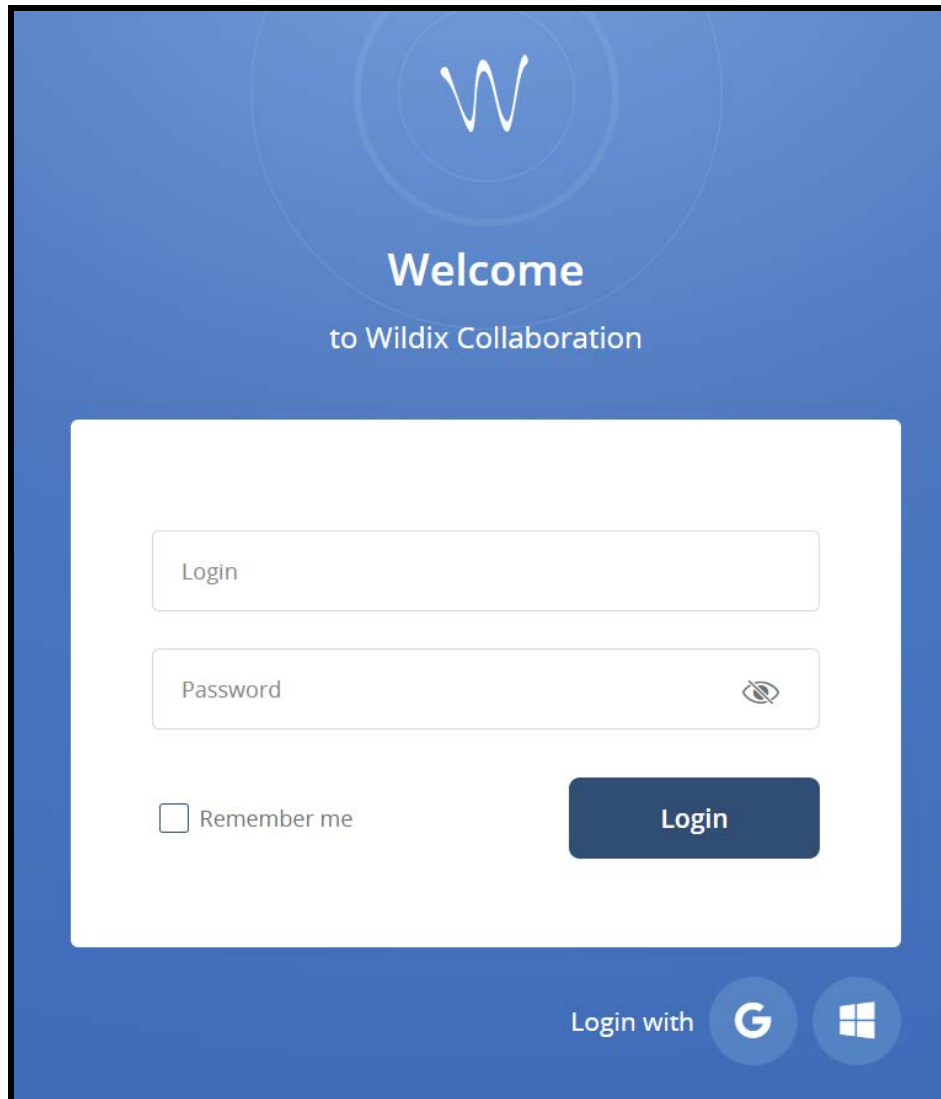
https://files.cyberdata.net/assets/011209/011209_931600A_Emergency_Intercom_Ops_Guide.pdf

4.0 Configuration Procedure: Extension Creation

Note: Wildix requires a Wildix UC-Basic (simple intercom usage or Vision & Super Vision user) or Wildix UC-Essential (users who want to manage the intercom from Collaboration) to use CyberData products on the platform.

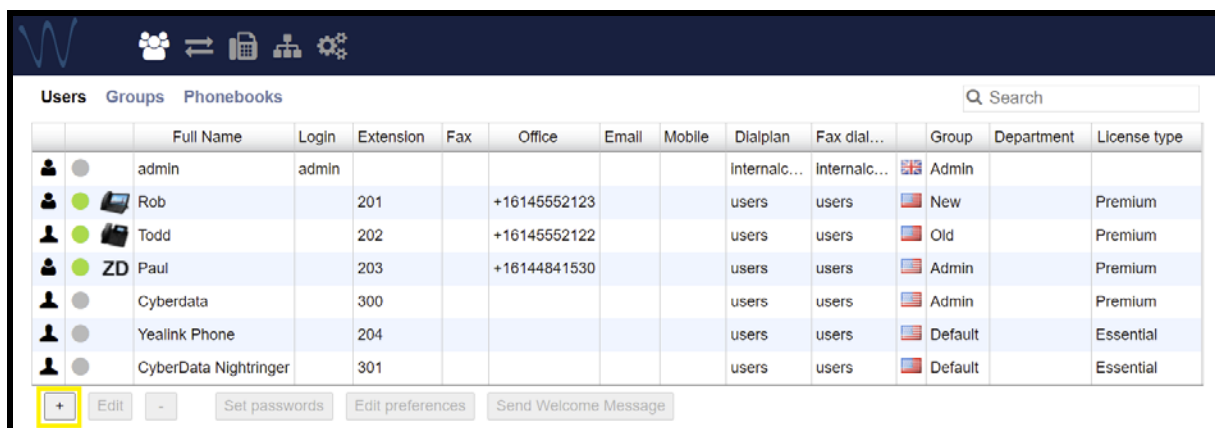
1. Log into Wildix.

Figure 4-1: Log into Wildix

The image shows the Wildix Collaboration login interface. It features a blue background with a large white 'W' logo at the top center. Below the logo, the text 'Welcome to Wildix Collaboration' is displayed. In the center, there is a white rectangular box containing the login form. The form has two input fields: 'Login' and 'Password'. The 'Password' field includes a toggle icon for visibility. Below these fields is a checkbox labeled 'Remember me'. To the right of the checkbox is a dark blue 'Login' button. At the bottom right of the white box, there is a 'Login with' label followed by two circular icons: a Google 'G' logo and a Windows logo.

2. On the **Users Menu** page press the + button to add a new extension. .

Figure 4-2: Users Menu

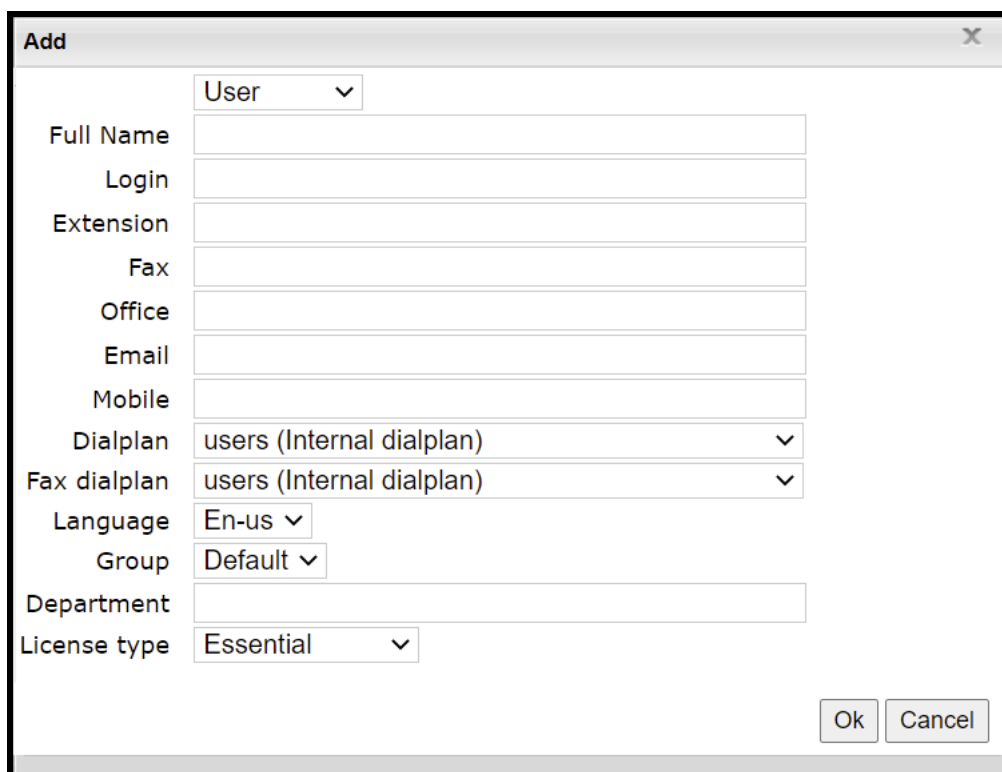


The screenshot shows the 'Users' tab selected in the top navigation bar. Below the navigation bar is a search field and a table of users. The table has columns: Full Name, Login, Extension, Fax, Office, Email, Mobile, Dialplan, Fax dial..., Group, Department, and License type. The table contains several rows of user data. At the bottom left of the table, there is a '+ Add' button highlighted with a yellow box, followed by an 'Edit' button and a minus sign. Below the table are buttons for 'Set passwords', 'Edit preferences', and 'Send Welcome Message'.

	Full Name	Login	Extension	Fax	Office	Email	Mobile	Dialplan	Fax dial...	Group	Department	License type
	admin	admin						Internalc...	Internalc...	Admin		
	Rob		201		+16145552123			users	users	New		Premium
	Todd		202		+16145552122			users	users	Old		Premium
	ZD Paul		203		+16144841530			users	users	Admin		Premium
	Cyberdata		300					users	users	Admin		Premium
	Yealink Phone		204					users	users	Default		Essential
	CyberData Nightringer		301					users	users	Default		Essential

3. A pop-up to create the extension will appear.

Figure 4-3: Extension creation



The screenshot shows a 'Add' pop-up window with a close button (X) in the top right corner. The window contains several input fields and dropdown menus for creating a new extension. The fields are: Full Name, Login, Extension, Fax, Office, Email, Mobile, Dialplan (dropdown), Fax dialplan (dropdown), Language (dropdown), Group (dropdown), Department, and License type (dropdown). The 'Dialplan' and 'Fax dialplan' dropdowns are currently set to 'users (Internal dialplan)'. The 'Language' dropdown is set to 'En-us', and the 'Group' dropdown is set to 'Default'. The 'License type' dropdown is set to 'Essential'. At the bottom right of the window are 'Ok' and 'Cancel' buttons.

4. Make sure the drop-down menu has **User** selected.
5. Set the full name to the location of the intercom.
6. Set the **Extension Number** desired for the device.

Note: Other values can be set, but for the purposes of this guide all other fields are left blank.

Figure 4-4: Filled Extension Popup

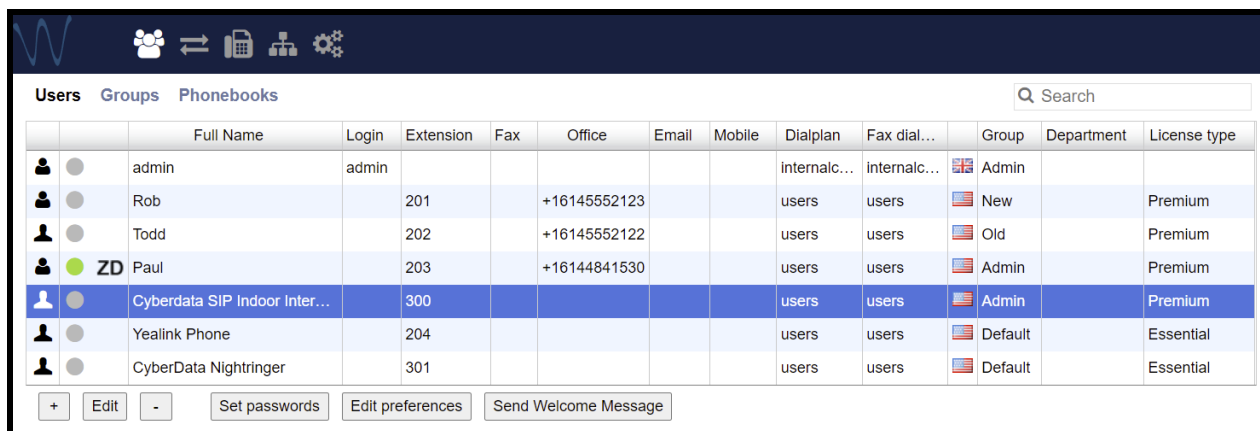
The screenshot shows a web-based configuration window titled "Edit" with a close button (X) in the top right corner. The window contains the following fields and values:

- User**: A dropdown menu with "User" selected.
- Full Name**: A text input field containing "Cyberdata SIP Indoor Intercom".
- Login**: An empty text input field.
- Extension**: A text input field containing "300".
- Fax**: An empty text input field.
- Office**: An empty text input field.
- Email**: An empty text input field.
- Mobile**: An empty text input field.
- Dialplan**: A dropdown menu with "users (Internal dialplan)" selected.
- Fax dialplan**: A dropdown menu with "users (Internal dialplan)" selected.
- Language**: A dropdown menu with "En-us" selected.
- Group**: A dropdown menu with "Admin" selected.
- Department**: An empty text input field.
- License type**: A dropdown menu with "Premium" selected.

At the bottom right of the window are two buttons: "Ok" and "Cancel".

7. Press **Ok** to save the extension.
8. After creating the extension, select it out of the list.

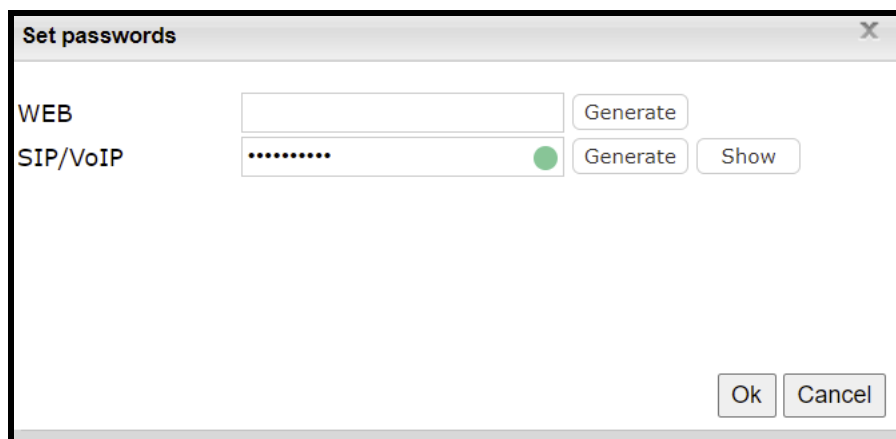
Figure 4-5: Extension Created



		Full Name	Login	Extension	Fax	Office	Email	Mobile	Dialplan	Fax dial...	Group	Department	License type
●		admin	admin						internalc...	internalc...	Admin		
●		Rob		201		+16145552123			users	users	New		Premium
●		Todd		202		+16145552122			users	users	Old		Premium
●	ZD	Paul		203		+16144841530			users	users	Admin		Premium
●		Cyberdata SIP Indoor Inter...		300					users	users	Admin		Premium
●		Yealink Phone		204					users	users	Default		Essential
●		CyberData Nightringer		301					users	users	Default		Essential

9. After selecting the extension, press **Set Passwords**.
10. Click on the **Generate** button for **SIP/VoIP** to create a password.

Figure 4-6: Set Passwords Popup



Set passwords

WEB

SIP/VoIP

11. Click the show button and copy the auto-generated password which will be required in the next section.

5.0 Configuration Procedure: Setting up the Paging Extension

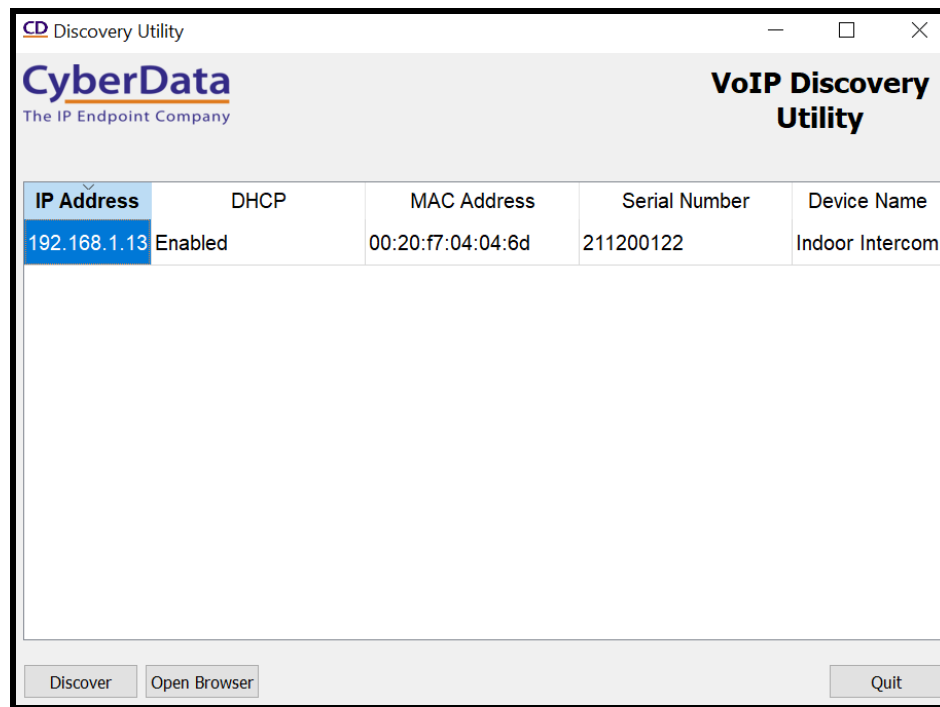
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

Table 5-1: Setting Name correlation

CyberData Setting	Wildix Provisioning Pop-up
Primary SIP Server	SIP Domain
Primary SIP User ID	Extension Number
Primary SIP Auth ID	Extension Number
Primary SIP Auth Password	Password

1. Click **Launch Browser** from the CyberData Discovery Utility or point your browser to the CyberData device's IP address to access the Home Page of the web interface.

Figure 5-1: CyberData Discovery Utility



2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin

Password: admin

Figure 5-2: Home Tab

The screenshot displays the 'Home' tab of the CyberData Indoor Intercom configuration web interface. At the top, a navigation bar includes tabs for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, DSR, Autoprov, and Firmware. The main title 'CyberData Indoor Intercom' is centered. The interface is divided into several sections: 'Current Status' on the left, 'Admin Settings' in the top middle, 'Import Settings' on the top right, and 'Export Settings' on the bottom right. The 'Current Status' section lists hardware and software details like Serial Number, Mac Address, and Firmware Version, along with a 'Boot From Other Partition' button. The 'Admin Settings' section contains login fields for Username and Password, a Confirm Password field, and buttons for Save, Reboot, and Toggle Help. The 'Import Settings' section features a file selection button and an Import Config button. The 'Export Settings' section has an Export Config button. The bottom half of the page lists various system settings such as IP Addressing (DHCP, IP Address, Subnet Mask, Default Gateway, DNS Servers), SIP Volume, Multicast Volume, Ring Volume, Sensor Volume, Push to Talk Volume, Microphone Gain, Push to Talk Microphone Gain, SIP Mode, Multicast Mode, Event Reporting, Nightringer, Primary SIP Server, Backup Server 1, Backup Server 2, Nightringer Server, and Intrusion Sensor status.

Section	Parameter	Value
Current Status	Serial Number:	211200122
	Mac Address:	00:20:17:04:04:6d
	Firmware Version:	v20.0.0
	Partition 2:	v20.0.0
	Partition 3:	v20.0.0
	Booting From:	partition 2
	Boot From Other Partition	
	IP Addressing:	DHCP
	IP Address:	192.168.1.13
	Subnet Mask:	255.255.255.0
Default Gateway:	192.168.1.1	
	DNS Server 1:	192.168.1.1
DNS Server 2:		
	SIP Volume:	4
Multicast Volume:	4	
	Ring Volume:	4
Sensor Volume:	4	
	Push to Talk Volume:	4
Microphone Gain:	4	
	Push to Talk Microphone Gain:	4
SIP Mode:	Enabled	
	Multicast Mode:	Disabled
	Event Reporting:	Disabled
	Nightringer:	Disabled
Primary SIP Server:	Not registered	
	Backup Server 1:	Not registered
	Backup Server 2:	
	Nightringer Server:	
Intrusion Sensor:	Triggered	

3. Navigate to the SIP Tab.

Figure 5-4: SIP Tab

SIP Settings

Enable SIP operation: ☒

Register with a SIP Server: ☒

Primary SIP Server: wildixstudent9.wildixin.com

Primary SIP User ID: 300

Primary SIP Auth ID: 300

Primary SIP Auth Password: *****

Re-registration Interval (in seconds): 360

Backup SIP Server 1:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration interval (in seconds): 360

Backup SIP Server 2:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Remote SIP Port: 5060

Local SIP Port: 5060

SIP Transport Protocol: UDP

TLS Version: 1.2 only (recommended)

Verify Server Certificate: ☐

Outbound Proxy:

Outbound Proxy Port: 0

Use Cisco SRST: ☐

Disable rport Discovery: ☐

Unregister on Boot: ☐

Keep Alive Period: 0

Nightringer Settings

SIP Server:

SIP User ID:

SIP Auth ID:

SIP Auth Password:

Re-registration Interval (in seconds): 360

Dial Out Settings

Dial out Extension: 204

Extension ID: id204

Send Multicast Audio: ☐

Multicast Address: 224.5.5.5

Multicast Port: 5050

Repeat Message: 1

Call Disconnection

Terminate Call after delay: 0

Audio Codec Selection

Codec: Auto Select

RTP Settings

RTP Port (even): 10500

Jitter Buffer: 50

Save Reboot Toggle Help

4. Set the **Primary SIP Server** to the FQDN of the Wildix Server.
5. Set the **Primary SIP User ID** to the extension number.
6. Set the **Primary SIP Auth ID** to the extension number.
7. Set the **Primary SIP Auth Password** to the auto-generated password from the previous section.
8. Set the **Keep Alive Period** to 0.
9. Save.
10. Reboot.

Once the unit reboots it should be registered with Wildix.

Figure 5-5: Home Page – Registered

The screenshot displays the 'Home' page of the CyberData Indoor Intercom web interface. At the top, a navigation bar includes links for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, DSR, Autopro, and Firmware. The main heading is 'CyberData Indoor Intercom'. The page is divided into several sections:

- Current Status:** Displays device information such as Serial Number (211200122), Mac Address (00:20:17:04:04:6d), Firmware Version (v20.0.0), Partition 2 (v20.0.0), Partition 3 (v20.0.0), and Booting From (partition 2). It also shows IP Addressing (DHCP), IP Address (192.168.1.13), Subnet Mask (255.255.255.0), Default Gateway (192.168.1.1), DNS Server 1 (192.168.1.1), and DNS Server 2 (192.168.1.1). Other settings include SIP Volume, Multicast Volume, Ring Volume, Sensor Volume, Push to Talk Volume, Microphone Gain, and Push to Talk Microphone Gain, all set to 4. SIP Mode is Enabled, Multicast Mode is Disabled, Event Reporting is Disabled, and Nightringer is Disabled. Primary SIP Server is Registered, Backup Server 1 is Not registered, Backup Server 2 is Not registered, Nightringer Server is Not registered, and Intrusion Sensor is Triggered.
- Admin Settings:** Includes fields for Username (admin), Password (masked with asterisks), and Confirm Password (masked with asterisks). Buttons for Save, Reboot, and Toggle Help are present.
- Import Settings:** Features a 'Choose File' button and a 'No file chosen' message. An 'Import Config' button is also available.
- Export Settings:** Includes an 'Export Config' button.

6.0 Configuration Procedure: Setting up the Nightringer Extension

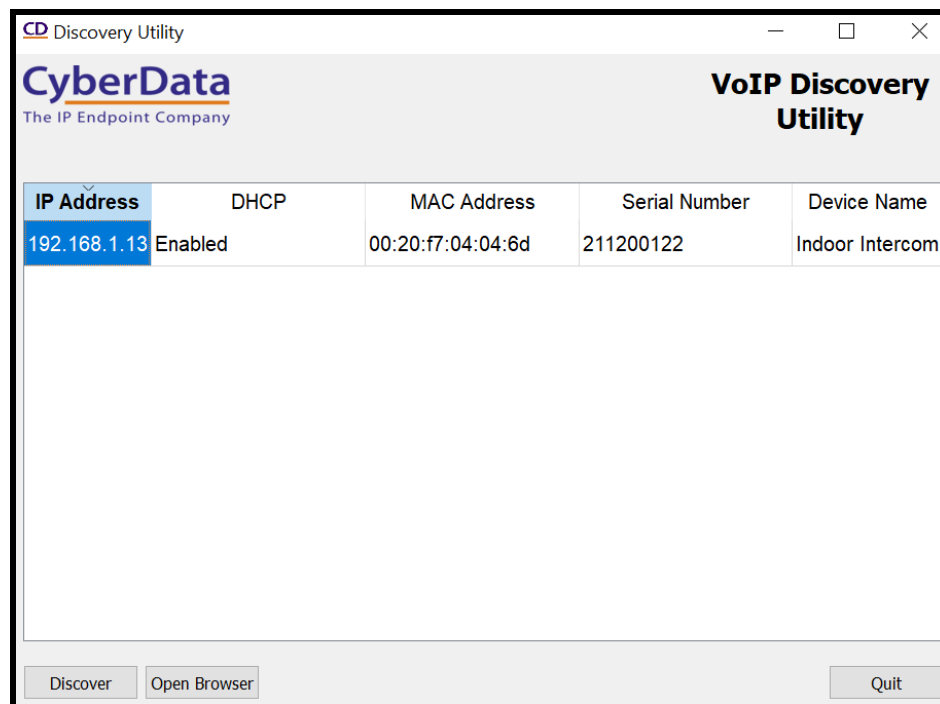
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

Table 6-1: Setting Name correlation

CyberData Setting	Wildix Provisioning Pop-up
Primary SIP Server	SIP Domain
Primary SIP User ID	Extension Number
Primary SIP Auth ID	Extension Number
Primary SIP Auth Password	Password

1. Click **Launch Browser** from the CyberData Discovery Utility or point your browser to the CyberData device's IP address to access the Home Page of the web interface.

Figure 6-1: CyberData Discovery Utility



2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin

Password: admin

Figure 6-2: Home Tab

The screenshot displays the 'Home' tab of the CyberData Indoor Intercom configuration web interface. At the top, a navigation bar includes tabs for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, DSR, Autoprov, and Firmware. The main content area is titled 'CyberData Indoor Intercom' and is divided into several sections:

- Current Status:** Displays system information including Serial Number (211200122), Mac Address (00:20:17:04:04:6d), Firmware Version (v20.0.0), Partition 2 (v20.0.0), Partition 3 (v20.0.0), and Booting From (partition 2). A 'Boot From Other Partition' button is present.
- Admin Settings:** Includes fields for Username (admin), Password (masked with dots), and Confirm Password (masked with dots). Buttons for 'Save', 'Reboot', and 'Toggle Help' are located below the password fields.
- Import Settings:** Features a 'Choose File' button and a 'No file chosen' status. An 'Import Config' button is at the bottom.
- Export Settings:** Includes an 'Export Config' button.
- Network Settings:** Lists IP Addressing (DHCP), IP Address (192.168.1.13), Subnet Mask (255.255.255.0), Default Gateway (192.168.1.1), and DNS Server 1 (192.168.1.1).
- Volume and Gain Settings:** Lists SIP Volume, Multicast Volume, Ring Volume, Sensor Volume, Push to Talk Volume, Microphone Gain, and Push to Talk Microphone Gain, all set to 4.
- Mode Settings:** Lists SIP Mode (Enabled), Multicast Mode (Disabled), Event Reporting (Disabled), and Nightringer (Disabled).
- Server Status:** Lists Primary SIP Server (Not registered), Backup Server 1 (Not registered), Backup Server 2 (Not registered), and Nightringer Server (Not registered).
- Intrusion Sensor:** Shows a status of 'Triggered'.

3. Navigate to the SIP Tab.

Figure 6-4: SIP Tab

CyberData Indoor Intercom

SIP Settings

Enable SIP operation: ☒

Register with a SIP Server: ☒

Primary SIP Server: wildixstudent9.wildix.com

Primary SIP User ID: 300

Primary SIP Auth ID: 300

Primary SIP Auth Password: *****

Re-registration Interval (in seconds): 360

Backup SIP Server 1:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Backup SIP Server 2:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Remote SIP Port: 5060

Local SIP Port: 5060

SIP Transport Protocol: UDP

TLS Version: 1.2 only (recommended)

Verify Server Certificate: ☐

Outbound Proxy:

Outbound Proxy Port: 0

Use Cisco SRST: ☐

Disable rport Discovery: ☐

Unregister on Boot: ☐

Keep Alive Period: 0

Nightringer Settings

SIP Server: wildixstudent9.wildix.com

SIP User ID: 301

SIP Auth ID: 301

SIP Auth Password: *****

Re-registration Interval (in seconds): 360

Dial Out Settings

Dial out Extension: 204

Extension ID: id204

Send Multicast Audio: ☐

Multicast Address: 224.5.5.5

Multicast Port: 5050

Repeat Message: 1

Call Disconnection

Terminate Call after delay: 0

Audio Codec Selection

Codec: Auto Select

RTP Settings

RTP Port (even): 10500

Jitter Buffer: 50

Save Reboot Toggle Help

4. Set the **SIP Server** to the FQDN of the Wildix Server.
5. Set the **SIP User ID** to the extension number.
6. Set the **SIP Auth ID** to the extension number.
7. Set the **SIP Auth Password** to the auto-generated password from the previous section.
8. Set the **Keep Alive Period** to 0.
9. Save.
10. Reboot.

Once the unit reboots it should be registered with Wildix.

7.0 Using the CyberData Intercom in a Wildix system.

CyberData SIP Intercoms are designed for making two-way calls. The button can call an extension number, ring group/call queue, or send multicast audio. When the call button is pressed it will make a call to the configured number and play a pre-recorded WAV File.

7.1 Setting the Dialout extension

Once the Intercom is registered with Wildix the Dialout extension will need to be configured. The Dialout extension is set on the SIP tab.

Figure 7-1: Set Dialout Extension

The screenshot shows the 'CyberData Indoor Intercom' configuration page with the 'SIP' tab selected. The interface includes a top navigation bar with tabs: Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, DSR, Autopro, and Firmware. The main content area is divided into several sections:

- SIP Settings:** Includes checkboxes for 'Enable SIP operation' and 'Register with a SIP Server'. Fields for 'Primary SIP Server' (wildixstudent9.wildixin.com), 'Primary SIP User ID' (300), 'Primary SIP Auth ID' (300), 'Primary SIP Auth Password' (masked), and 'Re-registration Interval (in seconds)' (360). It also has sections for Backup SIP Server 1 and 2, Remote SIP Port (5060), Local SIP Port (5060), SIP Transport Protocol (UDP), TLS Version (1.2 only), and Outbound Proxy settings.
- Nightringer Settings:** Fields for 'SIP Server' (wildixstudent9.wildixin.com), 'SIP User ID' (301), 'SIP Auth ID' (301), 'SIP Auth Password' (masked), and 'Re-registration Interval (in seconds)' (360).
- Dial Out Settings (highlighted):** Fields for 'Dial out Extension' (204), 'Extension ID' (Lobby Intercom), 'Send Multicast Audio' (checkbox), 'Multicast Address' (224.5.5.5), 'Multicast Port' (5050), and 'Repeat Message' (1).
- Call Disconnection:** Field for 'Terminate Call after delay' (0).
- Audio Codec Selection:** Dropdown menu set to 'Auto Select'.
- RTP Settings:** Fields for 'RTP Port (even)' (10500) and 'Jitter Buffer' (50).

At the bottom right, there are buttons for 'Save', 'Reboot', and 'Toggle Help'.

8.0 Contact CyberData Corporation

Sales

For sales-related questions, please visit our [Contact CyberData Sales](#) web page for more information.

Technical Support

For CyberData Technical Support, please submit a [Contact CyberData VoIP Technical Support](#) form on our website.

The CyberData VoIP Technical Support Contact form initiates a troubleshooting ticket which CyberData uses for quality assurance purposes.

Additionally, the Contact VoIP Tech Support form tells us which phone system you are using, the make and model of the network switch, and other essential troubleshooting information we need to efficiently assist with a resolution. Please also include as much detail as possible in the Describe Problem section of the form. Your installation is extremely important to us.

Documentation Feedback

We realize changes to the software or hardware of the Wildix PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.