CyberData
The IP Endpoint Company

Wildix Configuration Guide: SIP Paging Server

Wildix Configuration Guide: SIP Paging Server
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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.

Table of Contents

1.0 Setup Diagram

Figure 1-1: <u>Interoperability Test Infrastructure</u>
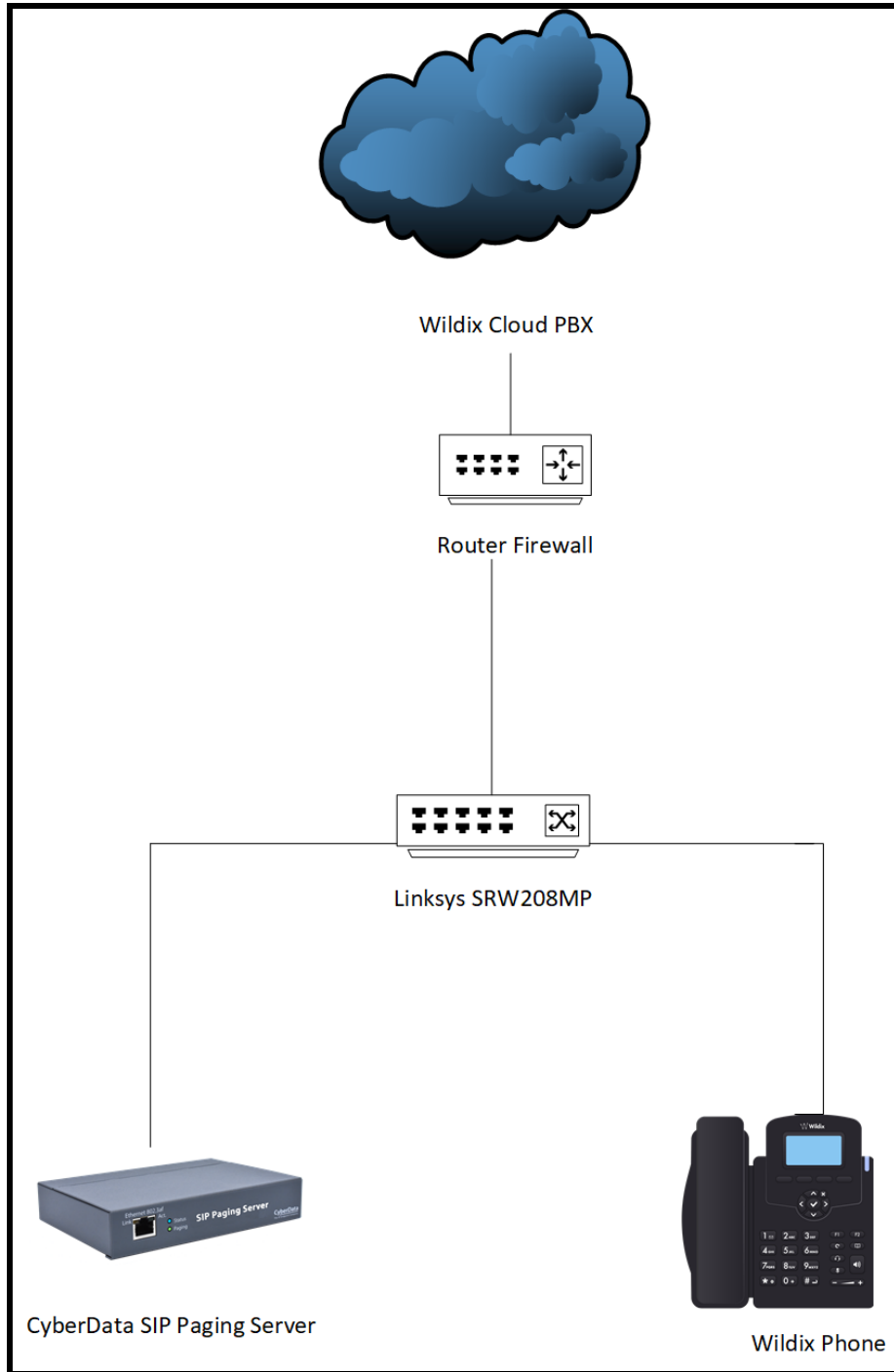
2.0 Test Setup Equipment

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

Table 2-1: Setup Equipment

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA SIP PAGING SERVER	011146	20.0.0
LINKSYS SWITCH	SRW208MP	---

3.0 Before You Start

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

Network Advisories

Wildix uses a Fully Qualified Domain Name (FQDN) for the SIP server address. The CyberData SIP Paging Server 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 paging server will need to traverse the public internet in order to operate with Wildix in the cloud.

The paging server'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 button's product webpage:
CyberData SIP Call Button (011146)
https://files.cyberdata.net/assets/011146/011146_931803A_SIP_Paging_Server_Operations_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.
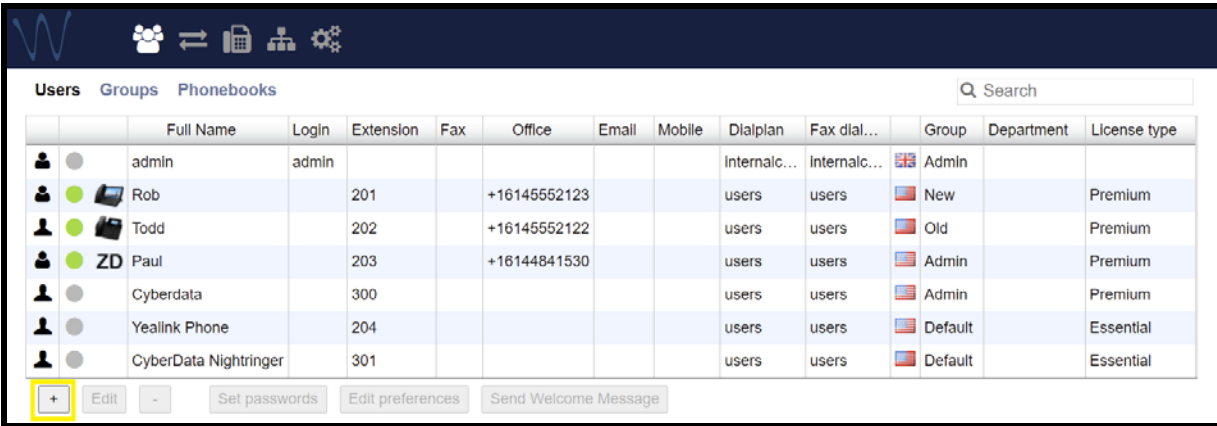
1. Log into Wildix.

Figure 4-1: Log into Wildix

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

Figure 4-2: Users Menu

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

Figure 4-3: Extension creation

4. Make sure the drop-down menu has **User** selected.
5. Set the full name to the location of the paging server.
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

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

Figure 4-5: Extension Created

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

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

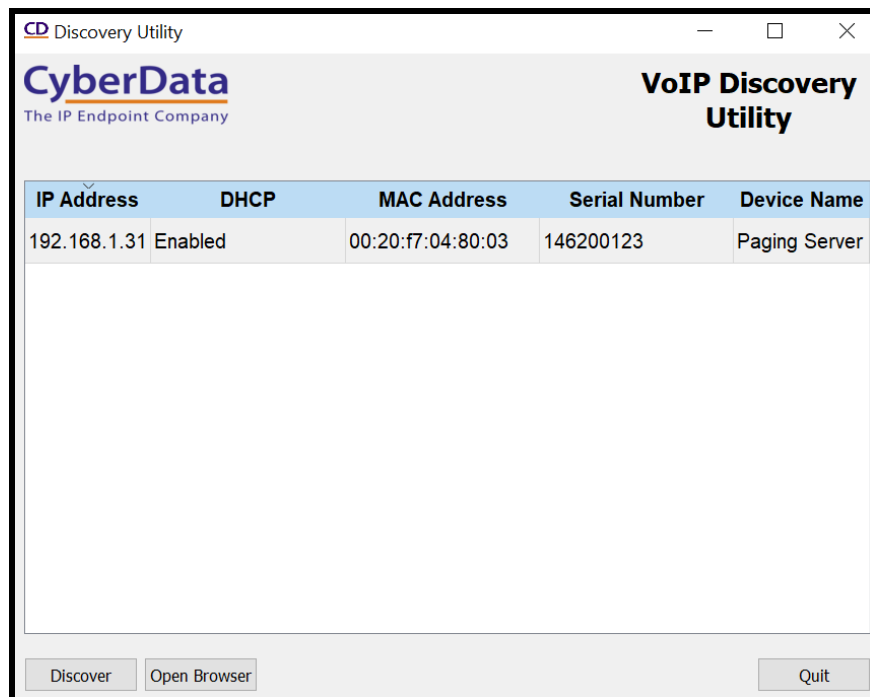# 5.0 Configuration Procedure: Setting up the Paging Extension

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.
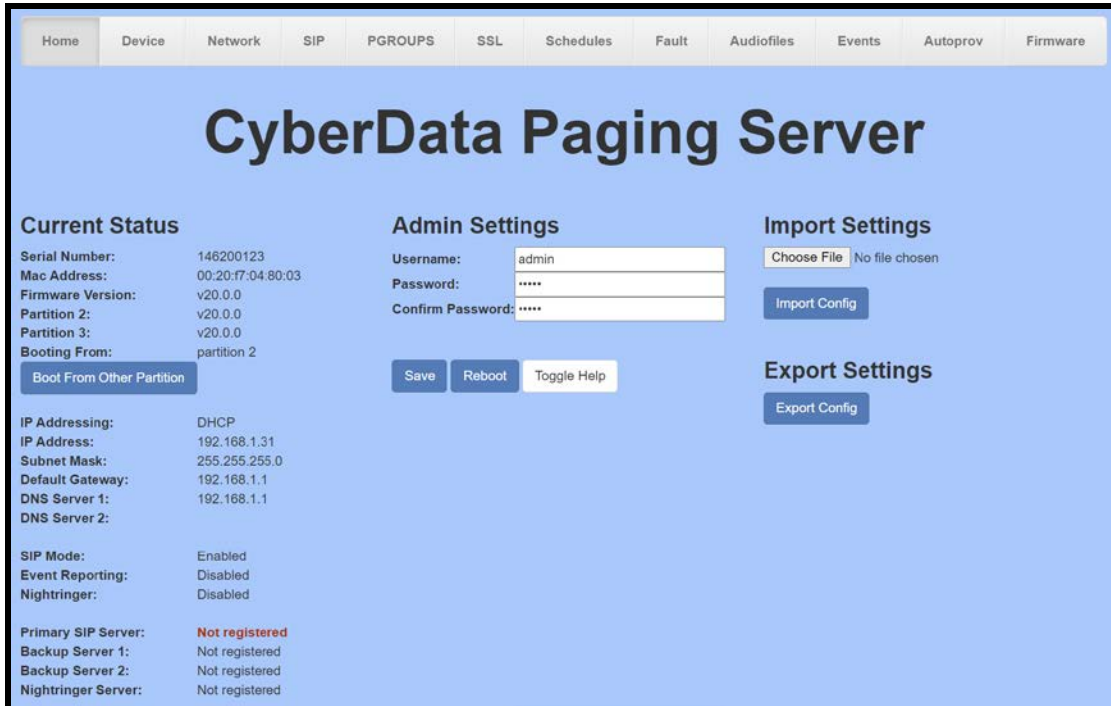
Figure 5-1: CyberData Discovery Utility

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

Username: admin
Password: admin

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3 Justin Court, Monterey, CA 93940
www.cyberdata.net
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Figure 5-2: <u>Home Tab</u>

3. Navigate to the SIP tab.

Figure 5-4: <u>SIP Tab</u>

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: <u>Home page – Registered</u>

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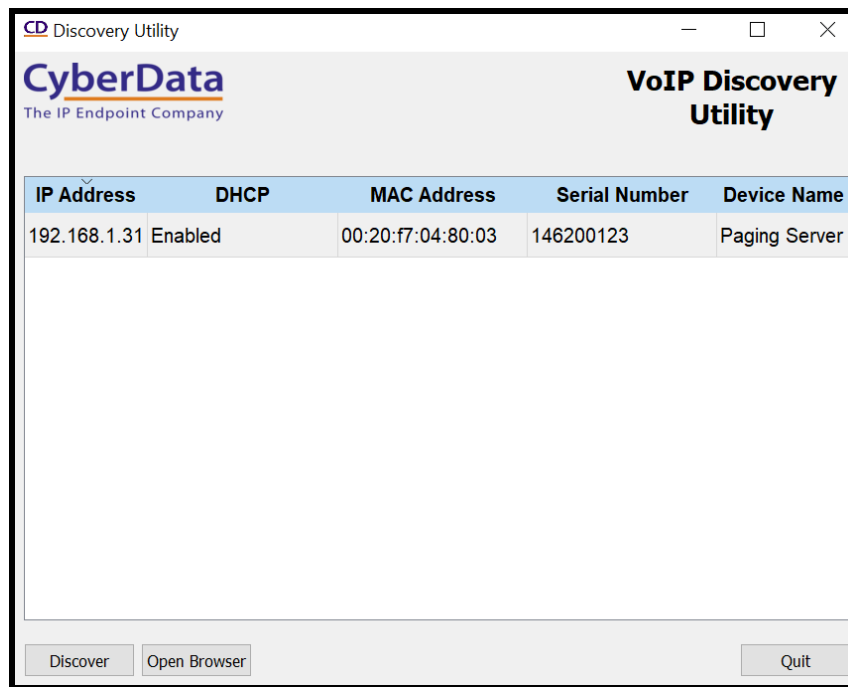
2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin
Password: admin

Figure 6-2: Home Tab

3. Navigate to the SIP Tab.

Figure 6-4: <u>SIP Tab</u>

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 Contact CyberData Corporation

Sales

For sales-related questions, please visit our <u>Contact CyberData Sales</u> web page for more information.

Technical Support

For CyberData Technical Support, please submit a <u>Contact CyberData VoIP Technical Support</u> 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.