



Wildix Configuration Guide: SIP Strobes

Document Part # 931894C

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

Wildix Configuration Guide: SIP Strokes

Document #931894C

COPYRIGHT NOTICE:

© 2021, CyberData Corporation, ALL RIGHTS RESERVED.

This configuration guide and related materials are the copyrighted property of CyberData Corporation. No part of this configuration guide or related materials may be reproduced or transmitted, in any form or by any means (except for internal use by licensed customers), without prior express written permission of CyberData Corporation. This configuration guide, and the products, software, firmware, and/or hardware described in this configuration guide are the property of CyberData Corporation, provided under the terms of an agreement between CyberData Corporation and recipient of this configuration guide, and their use is subject to that agreement and its terms.

DISCLAIMER: Except as expressly and specifically stated in a written agreement executed by CyberData Corporation, CyberData Corporation makes no representation or warranty, express or implied, including any warranty or merchantability or fitness for any purpose, with respect to this configuration guide or the products, software, firmware, and/or hardware described herein, and CyberData Corporation assumes no liability for damages or claims resulting from any use of this configuration guide or such products, software, firmware, and/or hardware. CyberData Corporation reserves the right to make changes, without notice, to this configuration guide and to any such product, software, firmware, and/or hardware.

OPEN SOURCE STATEMENT: Certain software components included in CyberData products are subject to the GNU General Public License (GPL) and Lesser GNU General Public License (LGPL) “open source” or “free software” licenses. Some of this Open Source Software may be owned by third parties. Open Source Software is not subject to the terms and conditions of the CyberData COPYRIGHT NOTICE or software licenses. Your right to copy, modify, and distribute any Open Source Software is determined by the terms of the GPL, LGPL, or third party, according to who licenses that software. Software or firmware developed by CyberData that is unrelated to Open Source Software is copyrighted by CyberData, subject to the terms of CyberData licenses, and may not be copied, modified, reverse-engineered, or otherwise altered without explicit written permission from CyberData Corporation.

TRADEMARK NOTICE: CyberData Corporation and the CyberData Corporation logos are trademarks of CyberData Corporation. Other product names, trademarks, and service marks may be the trademarks or registered trademarks of their respective owners.

Revision Information

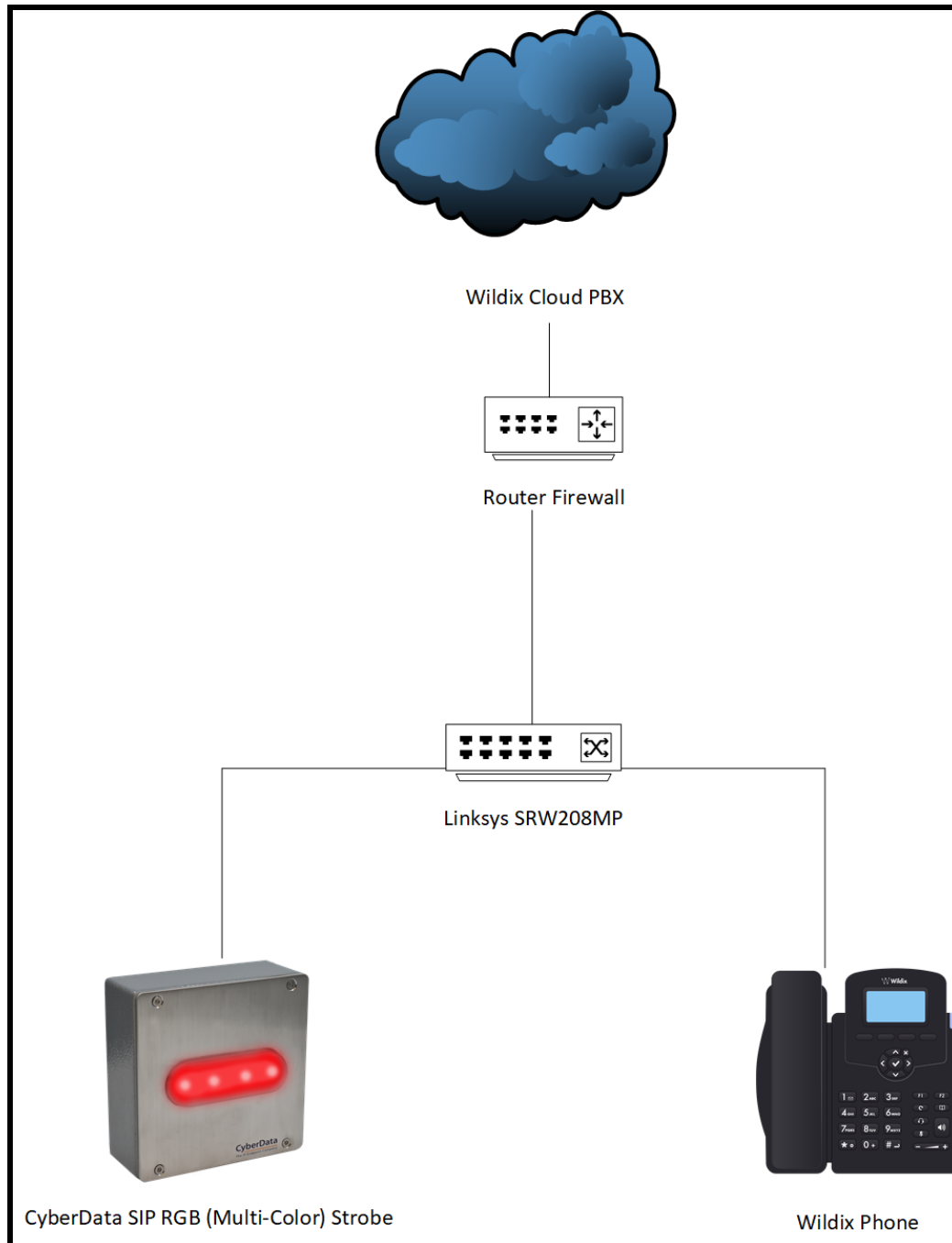
- 10/7/2021 – Initial Release
- 10/14/2021 – Updated extension creation process.
- 11/10/2021 – Updated screenshots and extension requirements.

Table of Contents

Table of Contents	3
1.0 Setup Diagram	4
2.0 Test Setup Equipment	5
3.0 Before You Start	6
4.0 Configuration Procedure: Extension Creation	7
5.0 Configuration Procedure: Setting up the Paging Extension	11
6.0 Configuration Procedure: Setting up the Nightringer Extension	15
7.0 Using the CyberData Strobe in a Wildix system.	18
7.1 Creating a Ring Group	18
7.2 Setting up the strobe.....	20
8.0 Contact CyberData Corporation	21

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
SIP RGB (MULTI-COLOR) STROBE	011376	20.0.0
SIP OUTDOOR RGB (MULTI-COLOR) STROBE	011479	20.0.0
LINKSYS SWITCH	SRW208MP	---

3.0 Before You Start

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

Network Advisories

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

The strobe'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 RGB (Multi-Color) Strobe ([011376](#))

https://files.cyberdata.net/assets/011376/011376_931567B_SIP_RGB_Strobe_Ops_Guide.pdf

CyberData SIP Outdoor RGB (Multi-Color) Strobe ([011479](#))

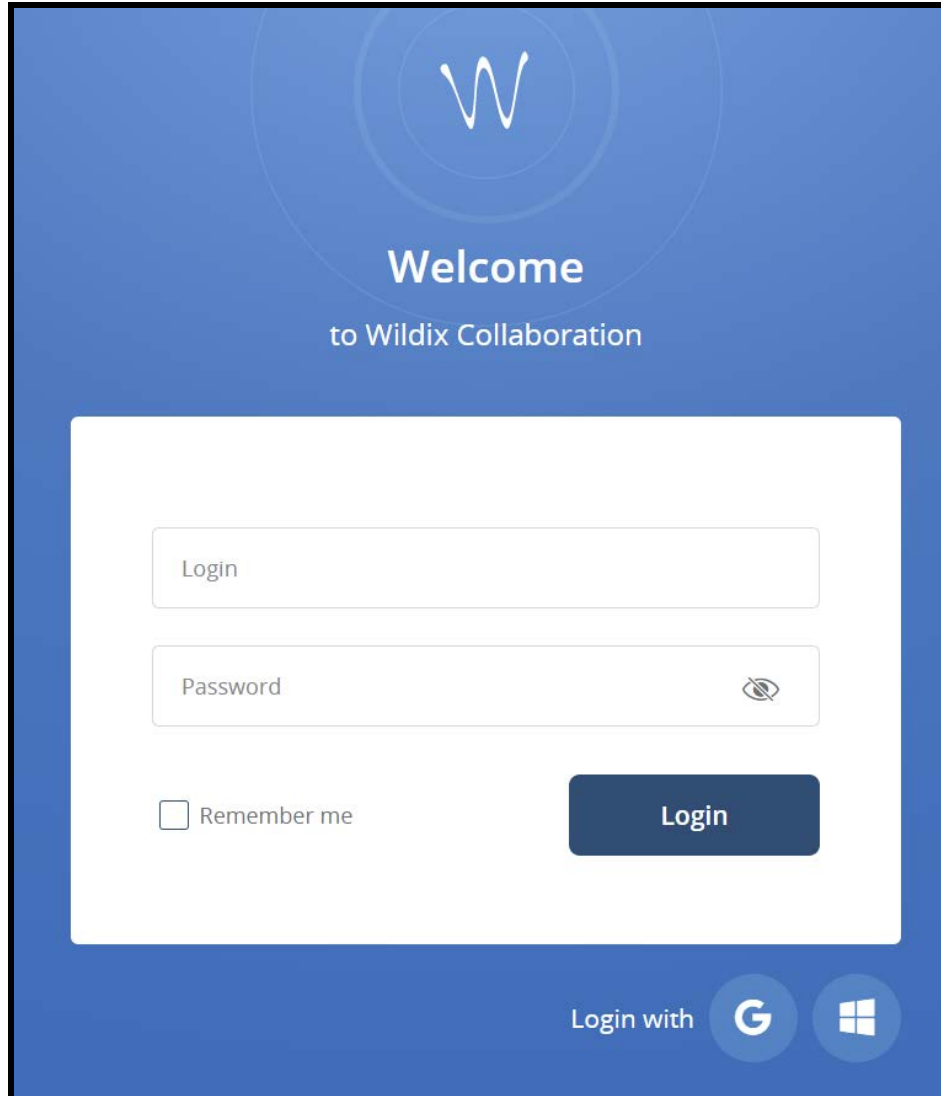
https://files.cyberdata.net/assets/011479/011479_931629B_SIP_Outdoor_RGB_Strobe_Operations_Guide.pdf

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.

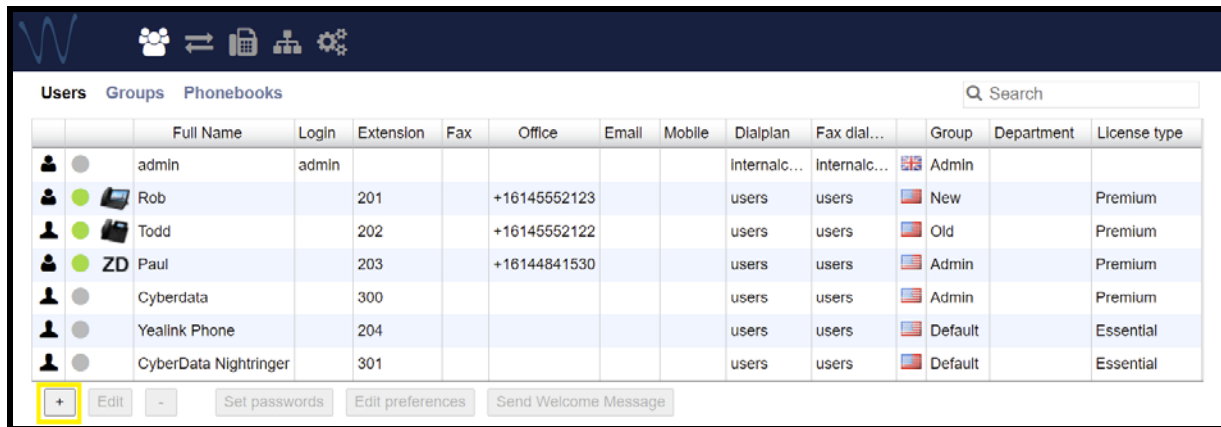
1. Log into Wildix.

Figure 4-1: Log into Wildix

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' and a dark blue 'Login' button. At the bottom right of the blue area, there is a 'Login with' label followed by two circular icons: one with a 'G' (Google) and one with the Windows logo.

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

Figure 4-2: Users Menu

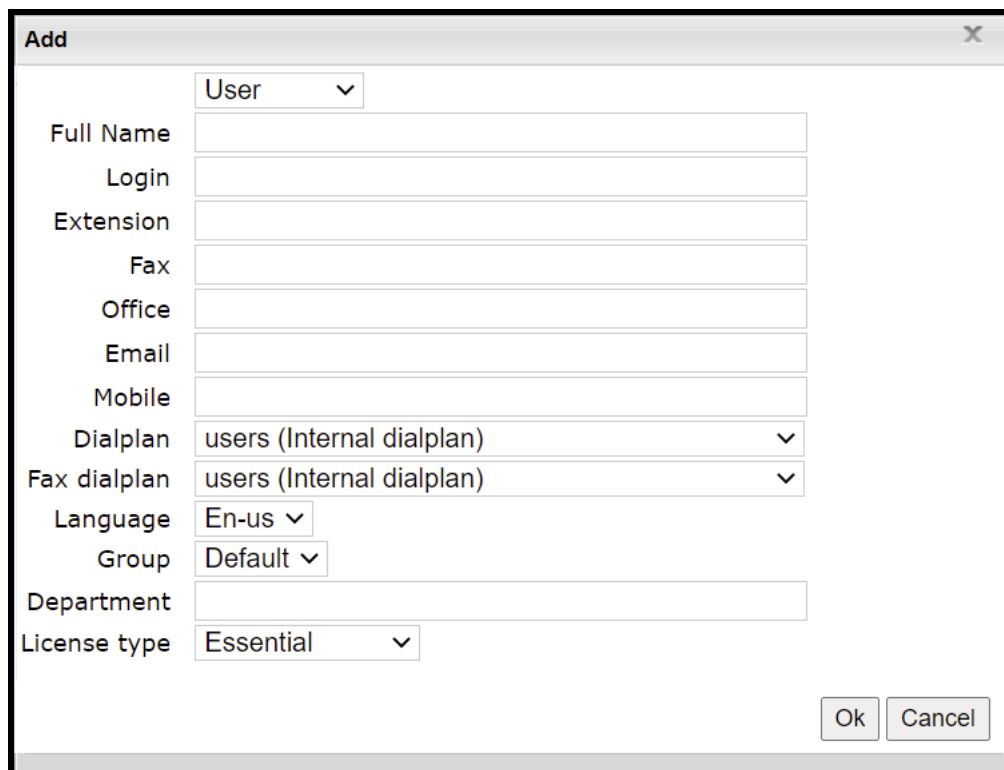


The screenshot shows the 'Users' tab selected in the top navigation bar. Below the navigation bar is a search bar and a table of users. The table has columns: Full Name, Login, Extension, Fax, Office, Email, Mobile, Dialplan, Fax dial..., Group, Department, and License type. The table contains several 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 three buttons: '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 strobe.
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

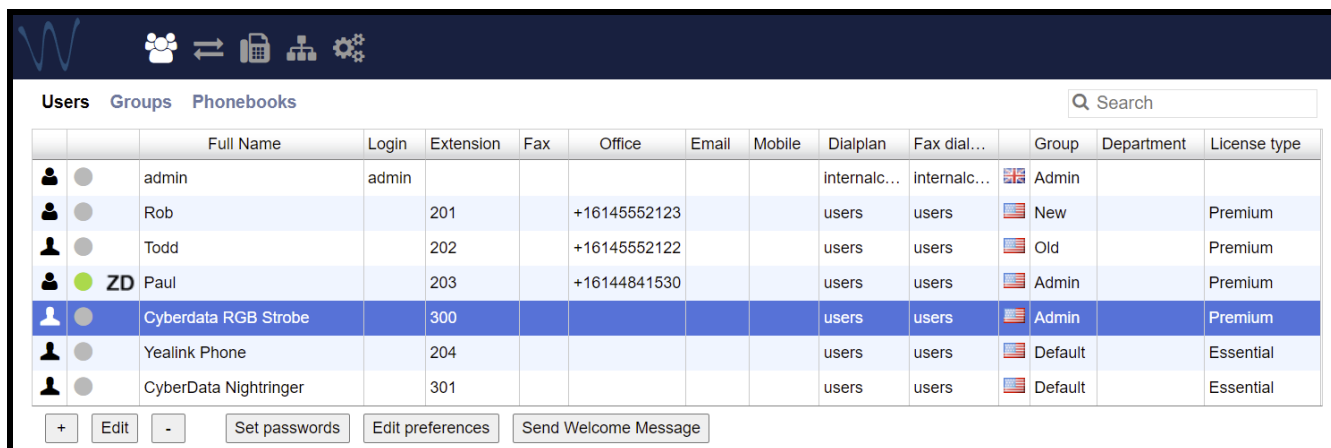
The screenshot shows a window titled "Edit" with a close button (X) in the top right corner. The window contains the following fields and values:

Field	Value
User	User
Full Name	Cyberdata RGB Strobe
Login	
Extension	300
Fax	
Office	
Email	
Mobile	
Dialplan	users (Internal dialplan)
Fax dialplan	users (Internal dialplan)
Language	En-us
Group	Admin
Department	
License type	Premium

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

7. After filling the values press **Ok** to create the extension.
8. After creating the extension select it out of the list.

Figure 4-5: Extension Created

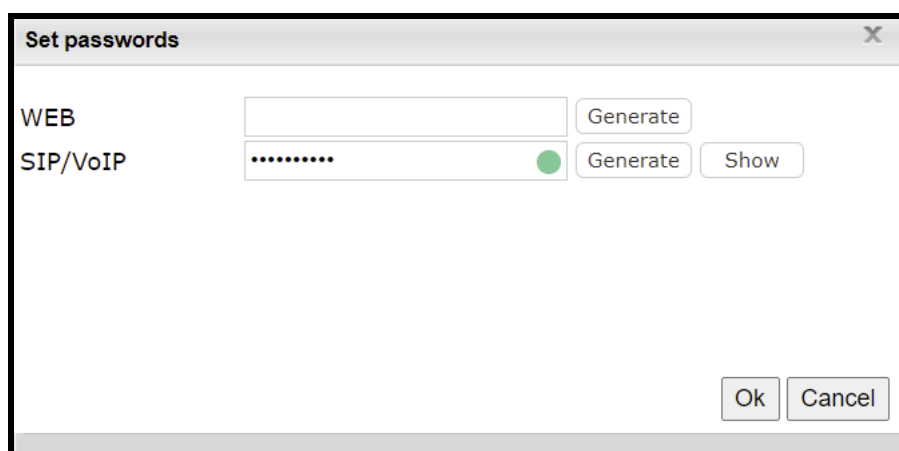


		Full Name	Login	Extension	Fax	Office	Email	Mobile	Dialplan	Fax dial...	Group	Department	License type
		admin	admin						Internalc...	Internalc...	Admin		
		Rob		201		+16145552123			users	users	New		Premium
		Todd		202		+16145552122			users	users	Old		Premium
		ZD Paul		203		+16144841530			users	users	Admin		Premium
		Cyberdata RGB Strobe		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

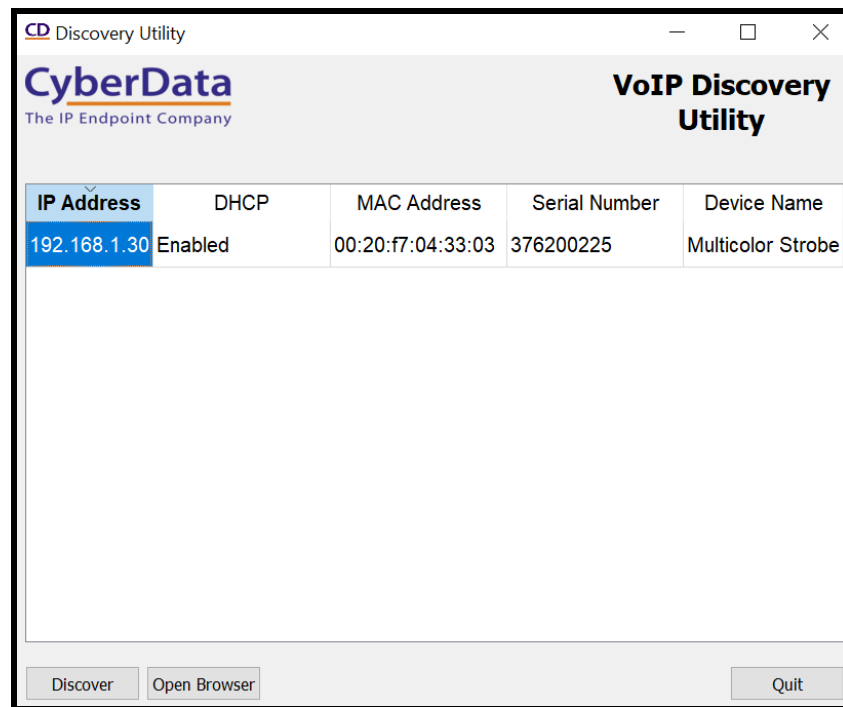
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

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 shows the 'Home' tab of the CyberData Multicolor Strobe web interface. The top navigation bar includes tabs for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, Autopro, and Firmware. The main content area is titled 'CyberData Multicolor Strobe' and is divided into four sections: Current Status, Admin Settings, Import Settings, and Export Settings.

Current Status

Serial Number:	376200225
Mac Address:	00:20:17:04:33:03
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: 192.168.1.30
Subnet Mask: 255.255.255.0
Default Gateway: 192.168.1.1
DNS Server 1: 192.168.1.1
DNS Server 2:

SIP Mode: Enabled
Multicast Mode: Disabled
Event Reporting: Disabled
Nightringer: Disabled

Primary SIP Server: **Not registered**
Backup Server 1: Not registered
Backup Server 2: Not registered
Nightringer Server: Not registered

Intrusion Sensor: Triggered

Admin Settings

Username:
Password:
Confirm Password:

[Save](#) [Reboot](#) [Toggle Help](#)

Import Settings

[Choose File](#) No file chosen
[Import Config](#)

Export Settings

[Export Config](#)

3. Navigate to the SIP tab.

Figure 5-3: SIP Tab

The screenshot displays the 'SIP Tab' configuration page for the CyberData Multicolor Strobe. The page has a navigation bar at the top with tabs: Home, Device, Network, SIP (selected), SSL, Multicast, Sensor, Audiofiles, Events, Autopro, and Firmware. The main title is 'CyberData Multicolor Strobe'.

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: [masked]
- Re-registration Interval (in seconds): 360
- Backup SIP Server 1: [empty]
- Backup SIP User ID: [empty]
- Backup SIP Auth ID: [empty]
- Backup SIP Auth Password: [empty]
- Re-registration Interval (in seconds): 360
- Backup SIP Server 2: [empty]
- Backup SIP User ID: [empty]
- Backup SIP Auth ID: [empty]
- Backup SIP Auth Password: [empty]
- 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: [empty]
- Outbound Proxy Port: 0
- Use Cisco SRST: ☐
- Disable rport Discovery: ☐
- Unregister on Boot: ☐
- Keep Alive Period: 0

Nightringer Settings

- SIP Server: [empty]
- SIP User ID: [empty]
- SIP Auth ID: [empty]
- SIP Auth Password: [empty]
- Re-registration Interval (in seconds): 360

SIP Ring Strobe Settings

- Blink Strobe on Ring: ☐
- Scene: ADA
- Brightness: 255
- Color: [dropdown menu]
- Red: 255
- Green: 255
- Blue: 255
- Preview button

SIP Call Strobe Settings

- Blink Strobe during Call: ☐
- Scene: ADA
- Brightness: 255
- Color: [dropdown menu]
- Red: 255
- Green: 255
- Blue: 255
- Preview button

MWI Strobe Settings

- Blink Strobe on MWI: ☐
- Scene: ADA
- Brightness: 255
- Color: [dropdown menu]
- Red: 255
- Green: 255
- Blue: 255
- Preview button

Nightringer Strobe Settings

- Blink Strobe on Nightring: ☐
- Scene: ADA
- Brightness: 255
- Color: [dropdown menu]
- Red: 255
- Green: 255
- Blue: 255
- Preview button

Call Disconnection

- Terminate Call after delay: 0

Audio Codec Selection

- Codec: Auto Select

RTP Settings

- RTP Port (even): 10500
- Jitter Buffer: 50

Buttons at the bottom: Save, Reboot, Toggle Help

4. Set the Primary SIP Server with 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 provisioning pop-up.
8. Set the Keep Alive Period to 0.
9. Save.
10. Reboot.

After the reboot the Call Button should be registered with Wildix.

Figure 5-4: Home Tab - Registered

The screenshot displays the 'Home' tab of the CyberData Multicolor Strobe configuration interface. The top navigation bar includes links for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, Autoprov, and Firmware. The main content area is titled 'CyberData Multicolor Strobe' and is divided into several sections:

- Current Status:** Displays device information such as Serial Number (376200225), Mac Address (00:20:17:04:33:03), Firmware Version (v20.0.0), and Partition details. It also shows booting status (partition 2) and a 'Boot From Other Partition' button.
- Admin Settings:** Includes fields for Username (admin), Password (masked with asterisks), and Confirm Password (masked with asterisks). It features 'Save', 'Reboot', and 'Toggle Help' buttons.
- Import Settings:** Contains a 'Choose File' button (showing 'No file chosen') and an 'Import Config' button.
- Export Settings:** Includes an 'Export Config' button.
- Network Settings:** Lists IP Addressing (DHCP), IP Address (192.168.1.30), Subnet Mask (255.255.255.0), Default Gateway (192.168.1.1), and DNS Servers (192.168.1.1).
- SIP and Multicast Settings:** Shows SIP Mode (Enabled), Multicast Mode (Disabled), Event Reporting (Disabled), and Nighthtringer (Disabled).
- Server Registration:** Lists Primary SIP Server (Registered), Backup Server 1 (Not registered), Backup Server 2 (Not registered), and Nighthtringer Server (Not registered).
- Intrusion Sensor:** Shows the status as 'Triggered'.

6.0 Configuration Procedure: Setting up the Nightringer Extension

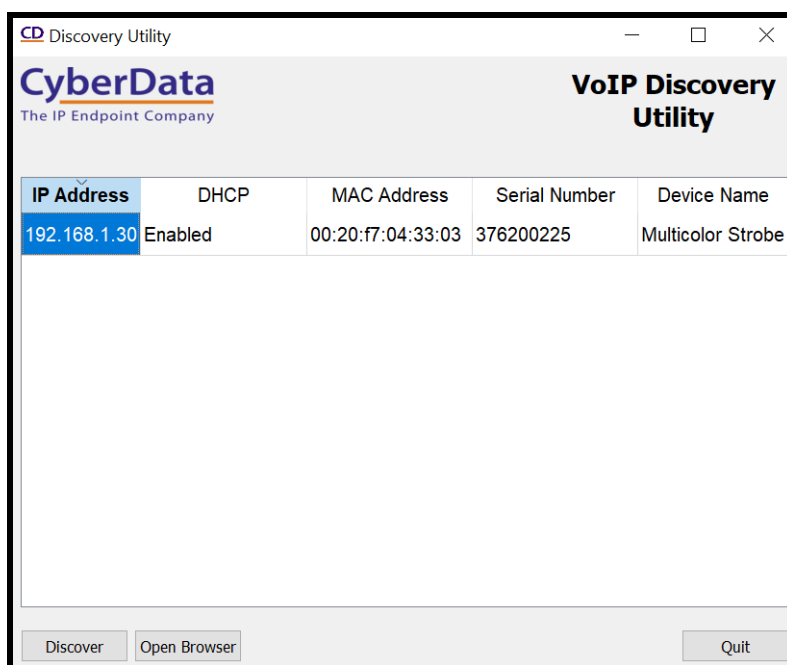
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

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 shows the 'Home' tab of the CyberData Multicolor Strobe web interface. The top navigation bar includes tabs for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, Autopro, and Firmware. The main content area has a light blue background and is titled 'CyberData Multicolor Strobe'. It is divided into four sections: 'Current Status', 'Admin Settings', 'Import Settings', and 'Export Settings'. The 'Current Status' section displays various system parameters and their values. The 'Admin Settings' section contains login fields for Username and Password, and a Confirm Password field. The 'Import Settings' section has a file upload button and an 'Import Config' button. The 'Export Settings' section has an 'Export Config' button.

Section	Parameter	Value
Current Status	Serial Number:	376200225
	Mac Address:	00:20:f7:04:33:03
	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:	192.168.1.30
	Subnet Mask:	255.255.255.0
Current Status	Default Gateway:	192.168.1.1
	DNS Server 1:	192.168.1.1
	DNS Server 2:	
	SIP Mode:	Enabled
	Multicast Mode:	Disabled
	Event Reporting:	Disabled
	Nightringer:	Disabled
	Primary SIP Server:	Not registered
	Backup Server 1:	Not registered
	Backup Server 2:	Not registered
Current Status	Nightringer Server:	Not registered
	Intrusion Sensor:	Triggered
Admin Settings	Username:	admin
	Password:	*****
	Confirm Password:	*****
Admin Settings	Save Reboot Toggle Help	
	Import Config	
	Export Config	

3. Navigate to the SIP Tab.

Figure 6-4: SIP Tab

The screenshot displays the 'SIP' configuration tab within the 'CyberData Multicolor Strobe' web interface. The top navigation bar includes links for Home, Device, Network, SIP (selected), SSL, Multicast, Sensor, Audiofiles, Events, 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.wildix.com), 'Primary SIP User ID' (300), 'Primary SIP Auth ID' (300), 'Primary SIP Auth Password' (masked), and 'Re-registration Interval (in seconds)' (360). Backup settings for SIP Server 1 and SIP Server 2 are also present.
- Nightringer Settings:** Fields for 'SIP Server' (wildixstudent9.wildix.com), 'SIP User ID' (301), 'SIP Auth ID' (301), 'SIP Auth Password' (masked), and 'Re-registration Interval (in seconds)' (360).
- SIP Ring Strobe Settings:** A table for configuring strobe settings for different scenes (ADA, Brightness, Color, Red, Green, Blue) with a 'Preview' button.
- SIP Call Strobe Settings:** Similar to the Ring Strobe settings, for call-related strobes.
- MWI Strobe Settings:** Similar to the Ring Strobe settings, for Message Waiting Indicator (MWI) strobes.
- Nightringer Strobe Settings:** Similar to the Ring Strobe settings, for Nightringer strobes.
- Call Disconnection:** A field for 'Terminate Call after delay' (0).
- Audio Codec Selection:** A dropdown menu set to 'Auto Select'.
- RTP Settings:** Fields for 'RTP Port (even)' (10500) and 'Jitter Buffer' (50).

At the bottom, there are buttons for 'Save', 'Reboot', and '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 Strobe in a Wildix system.

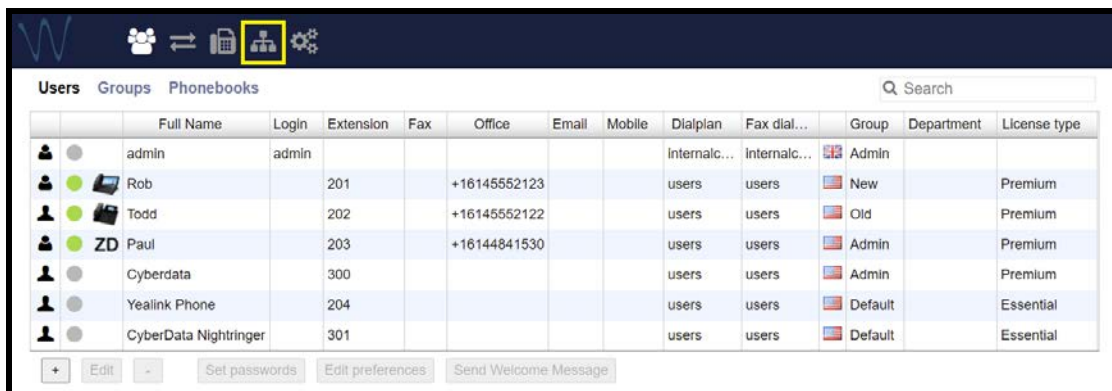
CyberData SIP Strobe is designed to provide visual notification to events. With two SIP extensions the strobe is ideally used in Ring Groups for added notification capability. One benefit of the design is the use of RGB LED's which allow for custom colors for different events.

7.1 Creating a Ring Group

Once the call button is registered with Wildix either the paging or Nightringer extension can be added to ring groups

1. From the manage PBX page press the **Dialplan** button

Figure 7-1: Select the Dialplan page



2. From the Dialplan page select the **Call Groups** tab and then press **Add**.

Figure 7-2: Call Groups

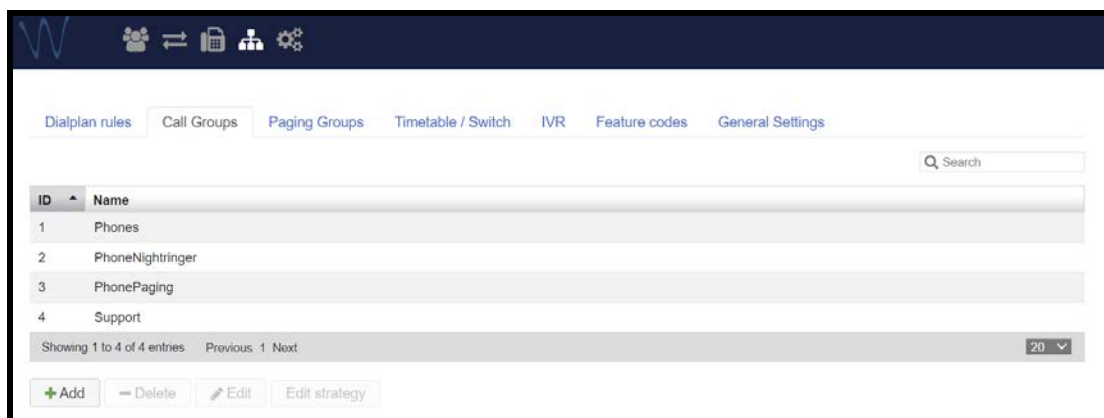


Figure 7-3: Call Group Creation Process

The screenshot shows a window titled "Add" with a close button (X) in the top right corner. At the top, there is a "Name" label followed by a text input field containing "CallGroup". Below this, there are two main sections: "Available" on the left and "Selected" on the right. The "Available" section has a search bar with a green plus icon and a list of items: "- admin", "201 - Rob", "202 - Todd", and "300 - Cyberdata RGB Strobe". The "Selected" section has a list of items: "203 - Paul", "204 - Yealink Phone", and "301 - CyberData Nightringer". Between the two lists are two arrows: a left-pointing arrow and a right-pointing arrow. To the right of the "Selected" list are two more arrows: an up-pointing arrow and a down-pointing arrow. At the bottom right of the window are two buttons: "Cancel" and "Save".

Note: Spaces cannot be used in the name of the group.

After creating the group, test the group by dialing *79 and the group number.

7.2 Setting up the strobe

Setting the blink scene and color of the strobe is essential for the use of the strobe. For strobe illumination for SIP calls, adjust the strobe settings on the SIP tab.

Figure 7-4: Strobe Setup

The screenshot displays the 'SIP Ring Strobe Settings' section. It includes a checkbox for 'Blink Strobe on Ring' which is checked. Below this, there are fields for 'Scene' (set to 'Slow Fade'), 'Brightness' (set to '255'), and 'Color' (set to '255'). There are also input fields for 'Red' (255), 'Green' (200), and 'Blue' (0). A 'Preview' button is located to the right of these fields.

The 'SIP Call Strobe Settings' section is also visible, with 'Blink Strobe during Call' checked. The 'Scene' is 'Fast Fade', 'Brightness' is '255', and 'Color' is '255'. The 'Red' value is 255, 'Green' is 35, and 'Blue' is 0. A 'Preview' button is also present.

The 'MWI Strobe Settings' section shows 'Blink Strobe on MWI' checked. The 'Scene' is 'Slow Blink', 'Brightness' is '255', and 'Color' is '255'. The 'Red' value is 255, 'Green' is 0, and 'Blue' is 0. A 'Preview' button is also present.

The 'Nightringer Strobe Settings' section shows 'Blink Strobe on Nightring' checked. The 'Scene' is 'Fast Blink', 'Brightness' is '255', and 'Color' is '255'. The 'Red' value is 255, 'Green' is 5, and 'Blue' is 100. A 'Preview' button is also present.

Strobes have two setting customizations, Blink Scene and Color. Blink Scene is the pattern of the blink, and the color is the color shown by the strobe during that blink pattern. There are 5 blink patterns possible Slow Fade, Fast Fade, Slow Blink, Fast Blink, and ADA.

Note: Per ADA requirements, when set to 'ADA' the strobe can only illuminate in white.

Blink Strobe on Ring controls the blink pattern and color for incoming calls.

Blink Strobe during Call controls the blink pattern and color for outbound calls.

Blink Strobe on MWI controls the blink pattern and color for Message Waiting Indicator.

Blink Strobe on Nightring controls the blink pattern and color for the Nightringer.

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.