



# *SIP Paging Server Operations Guide*

*SIP Compliant  
Part #011146*

Document Part #931803F  
for Firmware Version 22.0

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**Operations Guide 931803F**  
**SIP Compliant 011146**

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

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

Email: [support@cyberdata.net](mailto:support@cyberdata.net)

Fax: (831) 373-4193

Company and product information is at [www.cyberdata.net](http://www.cyberdata.net).

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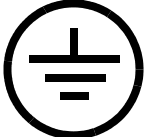
# Revision Information

Revision 931803F, which corresponds to firmware version 22.0, was released on November 19, 2024, and has the following changes:

- Updates [Section 1, “Setting Up the SIP Paging Server”](#)
- Updates [Section 2, “Configure the Device”](#)

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## Pictorial Alert Icons

 <p>GENERAL ALERT</p>	<p><b>General Alert</b></p> <p>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.</p>
	<p><b>Ground</b></p> <p>This pictorial alert indicates the Earth grounding connection point.</p>

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## 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.

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

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## Abbreviations and Terms

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

# Contents

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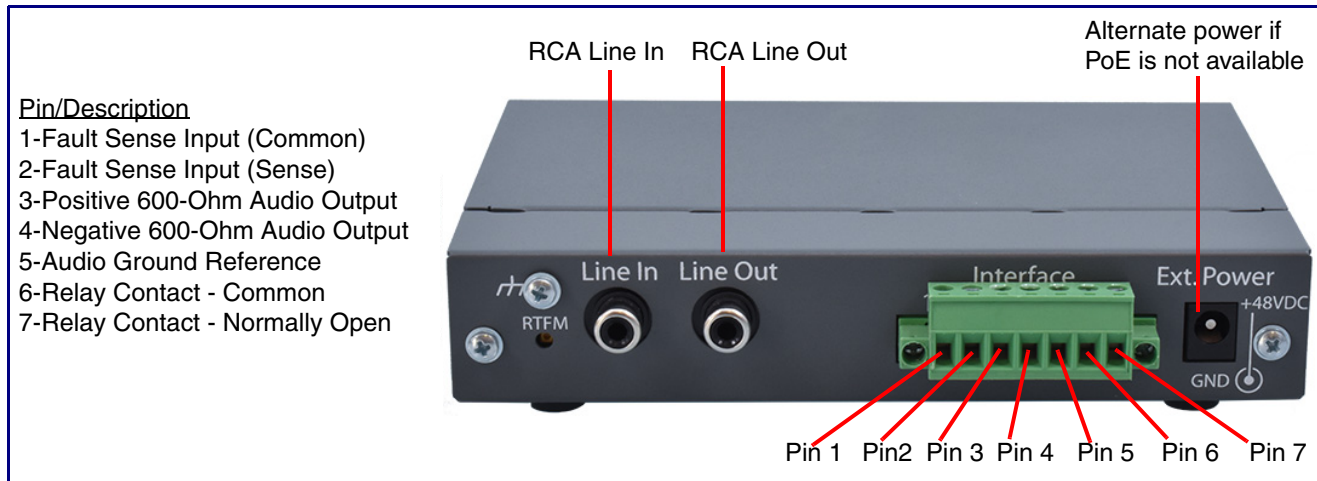
<b>Chapter 1 Setting Up the SIP Paging Server</b>	<b>51</b>
1.1 Connecting the SIP Paging Server .....	51
1.1.1 Ground Connection .....	51
1.1.2 Line In .....	51
1.1.3 Line Out .....	51
1.1.4 Page Port Output Connections .....	52
Pin 1 and 2—Fault Sense Input (Common/Sense) .....	52
Pin 3, 4, and 5—Positive/Negative 600-Ohm Audio Output/Audio Ground Reference ...	52
Pin 6 and 7—Relay Contact (Common/Normally Open) .....	52
1.1.5 Removable Interface Connector .....	53
1.1.6 Connect to the Power Source .....	54
Non-Poe .....	54
Chassis Ground .....	54
Poe .....	54
1.1.7 Connect to the Network .....	55
1.1.8 Confirm that the SIP Paging Server is Up and Running .....	56
Verify Network Activity .....	56
1.2 Announcing the IP Address .....	57
1.3 Restore the Factory Default Settings .....	58
1.4 Configuring the SIP Paging Server .....	59
1.4.1 Gather the Required Configuration Information .....	59
Static or DHCP Addressing? .....	59
Username and Password for Configuration GUI .....	59
SIP Settings .....	59
<b>Chapter 2 Configure the Device</b>	<b>60</b>
2.5 Log In Page .....	60
2.6 Home Page .....	61
2.7 Device .....	62
2.8 Network .....	63
2.9 SIP (Session Initiation Protocol) .....	64
2.9.1 Dial Out Extension Strings and DTMF Tones (using rfc2833) .....	65
2.9.2 Point-to-Point Configuration .....	65
2.9.3 Paging Groups (PGROUPS) .....	66
2.10 SSL .....	67
2.11 Schedules .....	69
2.12 Fault .....	71
2.13 Audiofiles .....	72
2.14 Events .....	75
2.14.1 Example Packets for Events .....	76
2.15 Terminus .....	79
2.16 Autoprovisioning .....	80
2.17 Firmware .....	81
2.18 Admin .....	82
2.19 Command Interface .....	83
2.19.1 Command Interface Post Commands .....	83
<b>Appendix A Troubleshooting/Technical Support</b>	<b>84</b>
A.1 Contact Information .....	84
A.2 Warranty and RMA Information .....	84

# 1 Setting Up the SIP Paging Server

## 1.1 Connecting the SIP Paging Server

See [Figure 1-1](#) for the connection options that are available for the SIP Paging Server.

**Figure 1-1. Connection Options**



This equipment may be sensitive to ESD discharges. A certain level of performance might be impacted if this happens. Please take this precaution when installing and operating the equipment.

### 1.1.1 Ground Connection

This connection allows you to connect the device to an electrical ground.

### 1.1.2 Line In

This RCA 10K Ohm Hi-Z input connection allows you to connect the device to The RCA line-out (10K Ohm Hi-Z) of an external audio amplifier.

### 1.1.3 Line Out

This RCA 10K Ohm Hi-Z output connection allows you to connect the device to The RCA line-in (10K Ohm Hi-Z) of an external audio amplifier.

## 1.1.4 Page Port Output Connections

**Table 1-1. Page Port Output Connections**

Pin	Description
Pin 1	Fault Sense Input (Common). See <a href="#">Section 1.1.4.1, "Pin 1 and 2—Fault Sense Input (Common/Sense)"</a> .
Pin 2	Fault Sense Input (Sense). See <a href="#">Section 1.1.4.1, "Pin 1 and 2—Fault Sense Input (Common/Sense)"</a> .
Pin 3	Positive 600-Ohm Audio Output <sup>a</sup> . See <a href="#">Section 1.1.4.2, "Pin 3, 4, and 5—Positive/Negative 600-Ohm Audio Output/Audio Ground Reference"</a> .
Pin 4	Negative 600-Ohm Audio Output <sup>a</sup> . See <a href="#">Section 1.1.4.2, "Pin 3, 4, and 5—Positive/Negative 600-Ohm Audio Output/Audio Ground Reference"</a> .
Pin 5	Audio Ground Reference. See <a href="#">Section 1.1.4.2, "Pin 3, 4, and 5—Positive/Negative 600-Ohm Audio Output/Audio Ground Reference"</a> .
Pin 6	Relay Contact - Common <sup>b</sup> . See <a href="#">Section 1.1.4.3, "Pin 6 and 7—Relay Contact (Common/Normally Open)"</a> .
Pin 7	Relay Contact - Normally Open <sup>b</sup> . See <a href="#">Section 1.1.4.3, "Pin 6 and 7—Relay Contact (Common/Normally Open)"</a> .

a. The 600-Ohm audio output of the page port is also suited for interfaces with lower input impedances.

b. 1 Amp at 30 VDC for continuous loads

### 1.1.4.1 Pin 1 and 2—Fault Sense Input (Common/Sense)

This input was designed as a method of monitoring an external amplifier that is equipped with a fault sense relay.

When enabled via the web interface ([Section 2.12, "Fault"](#)), this input (when closed) will play a user uploadable audio file out of the line-out connection and/or place a SIP call to a pre-determined extension and play that file.

### 1.1.4.2 Pin 3, 4, and 5—Positive/Negative 600-Ohm Audio Output/Audio Ground Reference

This output allows direct connection to paging amplifiers requiring a "Page Port" type input that meets a balanced 600 Ohm 5VPP signal.

### 1.1.4.3 Pin 6 and 7—Relay Contact (Common/Normally Open)

When enabled on the web interface ([Section 2.7, "Device"](#)), every time an audio file is played out of the local line-out or 600 Ohm output, the relay will close, thereby enabling amplifiers with a remote turn-on capability to become active.

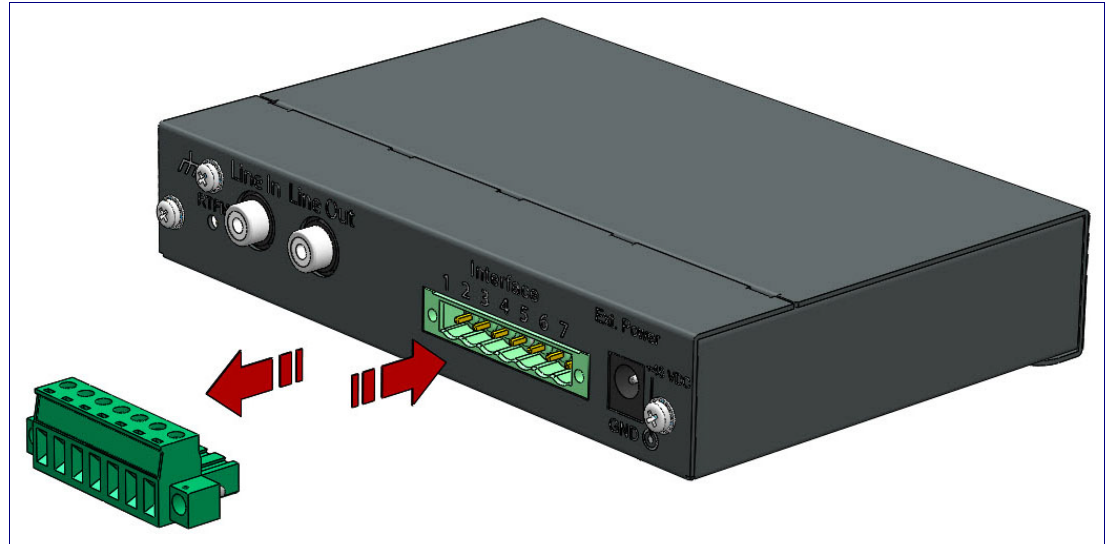


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## 1.1.5 Removable Interface Connector

Figure 1-2 shows the interface connector that is removable on the SIP Paging Server.

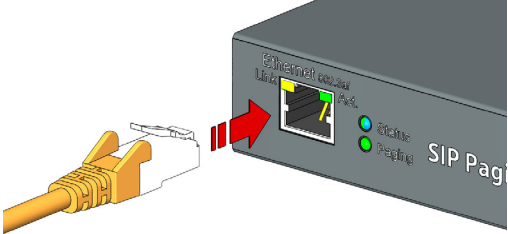
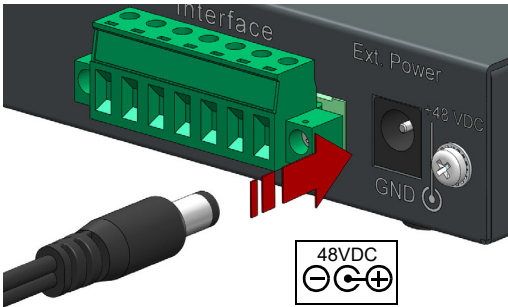
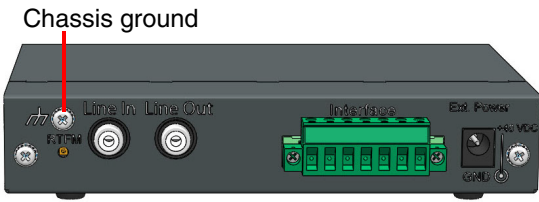
**Figure 1-2. Removable Interface Connector**



## 1.1.6 Connect to the Power Source

To use PoE, plug a Cat 5 Ethernet cable from the SIP Paging Server **Ethernet** port to your network. As an alternative to PoE, you can plug one end of a +48V DC power supply into the Paging Server, and plug the other end into a receptacle. If required, connect the earth grounding wire to the chassis ground on the back of the unit. See [Figure 1-3](#).

**Figure 1-3. Connecting to the Power Source**

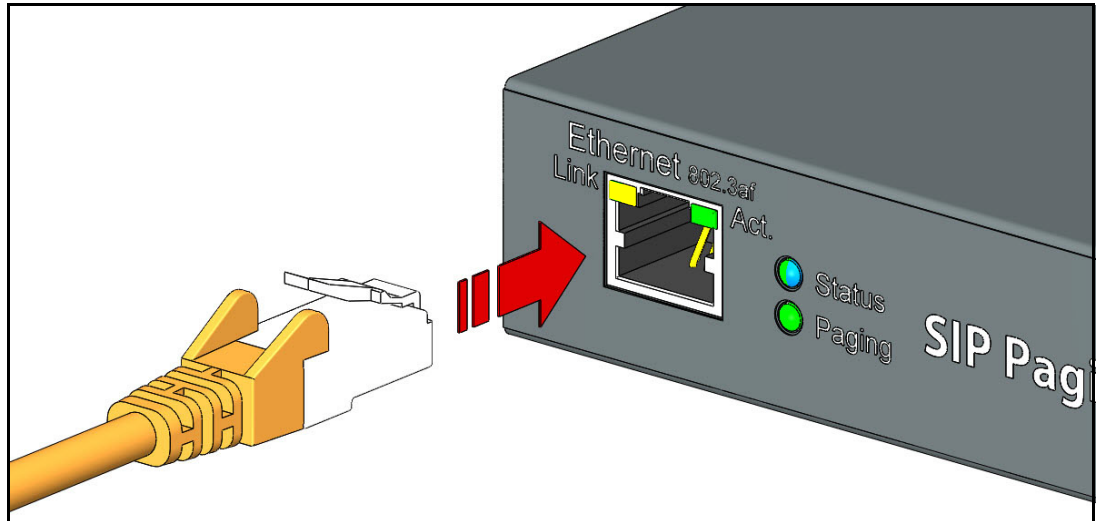
<p><b>PoE</b></p> 	<p>To set up the device, connect the device to your network:</p> <p><b>Poe</b></p> <ul style="list-style-type: none"> <li>For PoE, plug one end of an 802.3af Ethernet cable into the SIP Paging Server Ethernet port. Plug the other end of the Ethernet cable into your network. See the figure on the left.</li> </ul>
<p><b>Non PoE with 48 VDC Power Supply</b></p> 	<p><b>Non-Poe</b></p> <ul style="list-style-type: none"> <li>For Non-PoE, connect the SIP Paging Server to a 48VDC power supply. See the figure on the left.</li> <li><b>Note:</b> Do not use both PoE and external power.</li> </ul>
<p><b>Chassis Ground</b></p> 	<p><b>Chassis Ground</b></p> <ul style="list-style-type: none"> <li>If required, connect the earth grounding wire to the Chassis Ground. See the figure on the left.</li> </ul>

---

## 1.1.7 Connect to the Network

Plug one end of a standard Ethernet cable into the SIP Paging Adapter **Ethernet** port. Plug the other end into your network.

**Figure 1-4. Connecting to the Network**



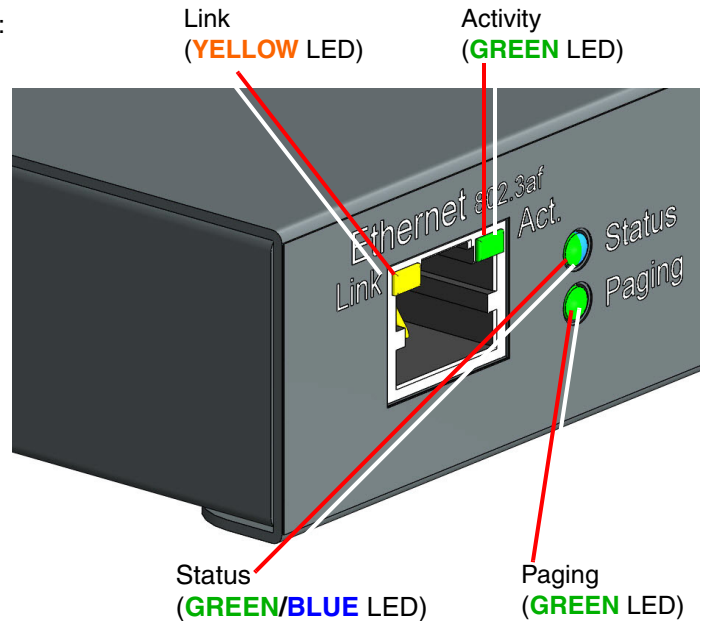
## 1.1.8 Confirm that the SIP Paging Server is Up and Running

The LEDs on the front of the SIP Paging Server verify the unit's operations.

**Figure 1-5. SIP Paging Adapter LEDs**

When you plug in the Ethernet cable or power supply:

- The **GREEN/BLUE Status** LED and the **GREEN Paging** LED both blink at a rate of 10 times per second during the initial network setup.
- The round, **GREEN/BLUE Status** LED on the front of the SIP Paging Server comes on indicating that the power is on. Once the device has been initialized, this LED blinks at one second intervals.
- The square, **YELLOW Link** LED above the Ethernet port indicates that the network connection has been established at 100Mbit speed.
- The **GREEN Paging** LED comes on after the device is booted and initialized. This LED blinks when a page is in progress. You can disable **Beep on Initialization** on the **Device Configuration** page.



### 1.1.8.1 Verify Network Activity

The square, **GREEN Activity** LED blinks when there is network traffic.

## 1.2 Announcing the IP Address

To announce the IP address for the SIP Paging Server, briefly press and then quickly release the **RTFM** button. See [Figure 1-6](#).

**Note** The IP address announcement can be heard if a speaker or amplified speaker is connected to the unit.

**Figure 1-6. RTFM Button**



## 1.3 Restore the Factory Default Settings

The SIP Paging Server is delivered with factory set default values for the parameters in [Table 1-1](#). Use the **RTFM** button (see [Figure 1-7](#)) on the back of the unit to restore these parameters to the factory default settings.

**Figure 1-7. RTFM Button**



**Note** When you perform this procedure, the factory default settings are restored. The default parameters for access are shown in [Table 1-1](#).

**Table 1-1. Factory Default Settings**

Parameter	Factory Default Setting
IP Addressing	DHCP
IP Address <sup>a</sup>	192.168.1.23
Web Access Username	admin
Web Access Password	admin
Subnet Mask <sup>a</sup>	255.255.255.0
Default Gateway <sup>a</sup>	192.168.1.1

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

To restore these parameters to the factory default settings:

1. Press and hold the **RTFM** button until the status and paging lights come on.
2. Continue to press the button until after the indicator lights go off, and then release it.

**Note** The “Restoring Defaults” announcement can be heard if a speaker or amplified speaker is connected to the unit.

3. The SIP Paging Server settings are restored to the factory defaults.

---

## 1.4 Configuring the SIP Paging Server

Use this section to configure the VoIP paging server.

---

### 1.4.1 Gather the Required Configuration Information

Have the following information available before you configure the SIP Paging Server.

#### 1.4.1.1 Static or DHCP Addressing?

Know whether your system uses static or dynamic (DHCP) IP addressing. If it uses static addressing, you also need to know the values to assign to the following SIP Paging Server parameters:

- IP Address
- Subnet Mask
- Default Gateway

#### 1.4.1.2 Username and Password for Configuration GUI

Determine the Username and Password that will replace the defaults after you initially log in to the configuration GUI.

- The Username is case-sensitive, and must be from four to 25 alphanumeric characters long.
- The Password is case-sensitive, and must be from four to 20 alphanumeric characters long.

#### 1.4.1.3 SIP Settings

To configure the SIP parameters, determine whether you want to register with the server. If you do, determine the number of minutes the registration lease remains valid, and whether you want to automatically unregister when you reboot. To configure the SIP parameters, you also need to determine the values for these parameters:

- SIP Server IP Address
- Remote and Local SIP Port Numbers
- SIP User ID, and Authenticate ID and Password for this User ID

# 2 Configure the Device

## 2.5 Log In Page

1. Open your browser to the device IP address.

**Note** If the network does not have access to a DHCP server, the device will default to an IP address of 192.168.1.23.

**Note** Make sure that the PC is on the same IP network as the SIP Paging Server.

**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>

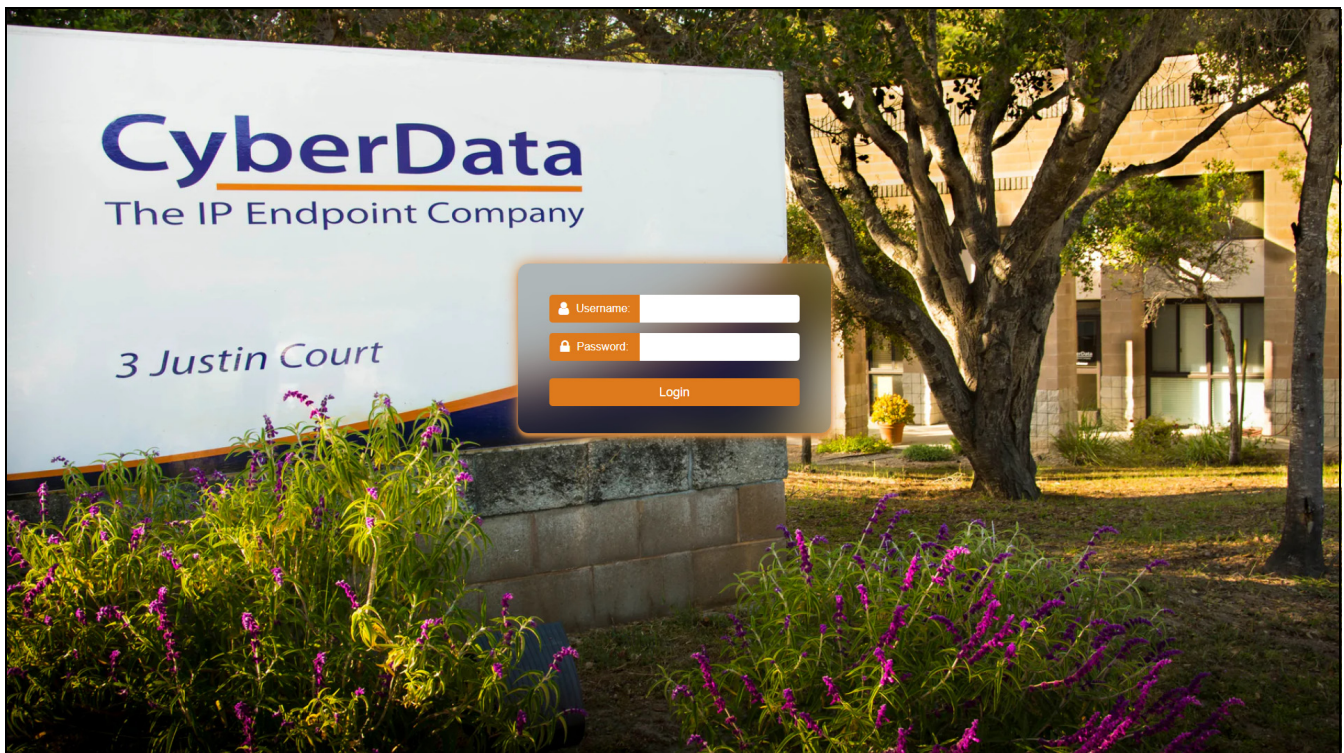
**Note** The Intercom ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

2. On the Log In Page (Figure 2-8), use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 2-9):

Web Access Username: **admin**

Web Access Password: **admin**

Figure 2-8. Log In Page





## 2.6 Home Page

The **Home** page provides device specific information such as Serial Number, Mac Address, and Firmware version. This page is designed as an initial landing page to provide general information on the status of the device.

Figure 2-9. Home Page

The screenshot displays the CyberData Home Page interface. At the top, a purple header bar contains the CyberData logo and the following information: Product: Paging Server, Firmware: v22.0.1, Serial: 146200002, MAC: 00:20:f7:04:79:0d, Available Storage: 1437MB, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are located on the right side of the header.

The main content area is divided into three panels:

- Device Configuration:**

Serial Number	146200002
Mac Address	00:20:f7:04:79:0d
Firmware Version	v22.0.1
Partition 2	v22.0.1
Partition 3	v22.0.1
Booting Partition	partition 3
- Network Status:**

IP Address Protocol	DHCP
IP Address	10.10.0.27
Subnet Mask	255.0.0.0
Default Gateway	10.0.0.1
DNS Server 1	10.0.1.56
DNS Server 2	
- SIP Registration:**

SIP Mode:	Enabled
Primary Server:	Not registered
Backup Server 1:	Not registered
Backup Server 2:	Not registered
Nightringer Server:	Not registered

Below these panels is a **System Configuration** section:

SIP Mode:	Enabled
Event Mode:	Disabled

A vertical sidebar on the left contains various system icons. The footer of the page includes the text "CyberData • Support".

## 2.7 Device

The **Device** page allows for adjustment of settings that pertain to the physical device such as relay settings and time zone.

Figure 2-10. Device Page

**CyberData** The IP Endpoint Company

Product: Paging Server  
Firmware: v22.0.1

Serial: 146200002  
MAC: 00:20:f7:04:79:0d

Available Storage: 1437MB  
Device Status: Idle

Test Save Cancel Reboot Logout

**Line-in Settings**

Line-in to Line-out Loopback: OFF

Line-in to Multicast: OFF

Multicast Address: 224.1.2.3

Multicast Port: 2000

Detect Line-in Silence: OFF

Multicast Polycom Paging: OFF

Multicast Polycom Channel: 1

**Time Settings**

NTP Server: north-america.pool.ntp.org

NTP Timezone: America/Los\_Angeles (-8)

Current Time: Sun, 17 Nov 2024 08:47:02

**Misc Settings**

Device Name: Paging Server

Bypass DTMF Menu: DISABLED

Beep on Init: OFF

Multicast TTL: 255

**Relay Settings**

Relay on Local Audio: OFF

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## 2.8 Network

The **Network** tab provides access to network-related settings. Assigning the device a static IP address or VLAN is done on this page.

Figure 2-11. Network Page

**CyberData** The IP Endpoint Company

Product: Paging Server  
Firmware: v22.0.1

Serial: 146200002  
MAC: 00:20:F7:04:79:0d

Available Storage: 1437MB  
Device Status: Idle

Test Save Cancel Reboot Logout

### Network Status

IP Address Protocol	DHCP
IP Address	10.10.0.27
Subnet Mask	255.0.0.0
Default Gateway	10.0.0.1
DNS Server 1	10.0.1.56
DNS Server 2	

### Network Settings

Addressing Mode:

Hostname:

IP Address:

Subnet Mask:

Default Gateway:

DNS Server 1:

DNS Server 2:

DHCP Timeout:  seconds

### VLAN Settings

VLAN ID:

VLAN Priority:

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## 2.9 SIP (Session Initiation Protocol)

This page sets the options for phone calls. Configure up to 3 servers, with 2 acting as backup, and a server for the nightringer. The nightringer is a second sip extension that only rings, never connects to a call. Many customers use the nightringer in a hunt group.

Use this page to configure the options for security, transport, codec, and others.

**Note** For specific server configurations, go to the following website address:

<https://www.cyberdata.net/pages/connecting-to-ip-pbx-servers>

Figure 2-12. SIP Page

The screenshot displays the SIP configuration interface for a CyberData device. The interface is organized into three main panels: SIP Settings, SIP Server Settings, and Nightringer Settings. The top of the page features a status bar with product information (Paging Server, v22.0.1), serial and MAC addresses, storage status (1437MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are located in the top right corner. The SIP Settings panel includes options for enabling SIP, registration, and buffering, as well as port configuration and transport protocol settings. The SIP Server Settings panel allows for configuring up to two backup servers with their respective credentials and registration intervals. The Nightringer Settings panel provides configuration for a secondary SIP extension, including its registration interval and multicast settings. A sidebar on the left contains navigation icons for various system functions.

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## 2.9.1 Dial Out Extension Strings and DTMF Tones (using rfc2833)

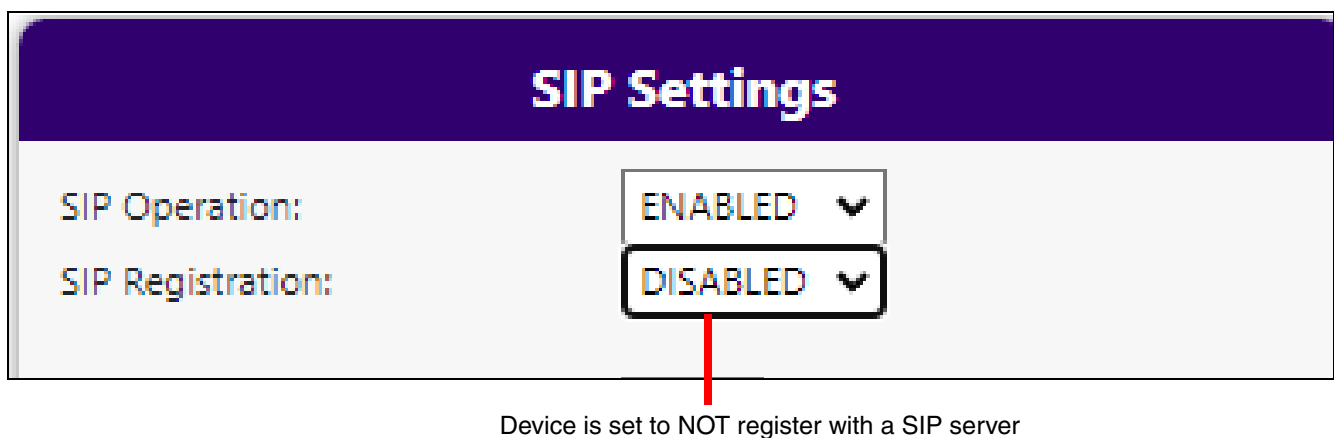
Outgoing calls support delayed DTMF (rfc2833) with the first comma pausing 2 seconds and subsequent commas pausing 1 second.

---

## 2.9.2 Point-to-Point Configuration

Dialing point-to-point allows the device to call and a single endpoint. All CyberData endpoints and many phones can use this option. To do this, enable **SIP Operation**, do not enable **SIP Registration**, and use the endpoint's IP address as the Dial Out extension. Delayed DTMF is supported. See [Figure 2-13](#).

**Figure 2-13. SIP Page Set to Point-to-Point Mode**



## 2.9.3 Paging Groups (PGROUPS)

Figure 2-14. PGROUPS Page

The screenshot displays the CyberData web interface for a Paging Server. The top navigation bar shows the following information:

- Product: Paging Server
- Serial: 146200002
- Available Storage: 1437MB
- Firmware: v22.0.1
- MAC: 00:20:f7:04:79:0d
- Device Status: Idle

On the left sidebar, the 'PGROUPS' menu item is selected. The main content area features a 'Stored Message Recording' control with a dropdown menu set to 'DISABLED' and a 'Recording Security Code' field. Below this is a 'Paging Groups' table with the following data:

#	Address	Port	Name	Code	TTL	Lineout	Edit
0	234.2.1.1	2000	PagingGroup00		255	Yes	Edit
1	234.2.1.2	2002	PagingGroup01		255	Yes	Edit
2	234.2.1.3	2004	PagingGroup02		255	Yes	Edit
3	234.2.1.4	2006	PagingGroup03		255	Yes	Edit
4	234.2.1.5	2008	PagingGroup04		255	Yes	Edit
5	234.2.1.6	2010	PagingGroup05		255	Yes	Edit
6	234.2.1.7	2012	PagingGroup06		255	Yes	Edit
7	234.2.1.8	2014	PagingGroup07		255	Yes	Edit
8	234.2.1.9	2016	PagingGroup08		255	Yes	Edit
9	234.2.1.10	2018	PagingGroup09		255	Yes	Edit

At the bottom of the page, there is a footer with the text 'CyberData • Support'.

## 2.10 SSL

The **SSL** tab allows for the adjustment of certificates used by the device. The certificates used for the web server, SIP Client, and Autoprovisioning can be changed here. It is also possible to add additional CA certificates on this page. CA Certificates allow the device to authenticate servers that it contacts.

Figure 2-15. SSL Page (1 of 2)

The screenshot displays the CyberData SSL configuration interface. At the top, the header includes the CyberData logo, product information (Paging Server, v22.0.1), device details (Serial: 146200002, MAC: 00:20:f7:04:79:0d), and storage/status (1437MB available, Idle). Navigation buttons (Test, Save, Cancel, Reboot, Logout) are on the right.

Three main certificate configuration panels are visible:

- Web Server Certificate:** Shows subject details (country: US, state: California, locality: Monterey, organization: Cyberdata, commonName: 0020f704790d) and validity dates. Includes 'Choose Files', 'Import Web Certificate', and 'Restore Web Certificate' buttons.
- SIP Client Certificate:** Shows identical subject details and validity dates. Includes 'Choose Files', 'Import SIP Certificate', and 'Restore SIP Certificate' buttons.
- Autoprovisioning Client Certificate:** Shows identical subject details and validity dates. Includes 'Choose Files', 'Import Autoprovisioning Certificate', and 'Restore Autoprovisioning Certificate' buttons.

Each panel also has a 'Password (optional):' input field.

Below the certificate panels is the **List of Trusted CAs** section, featuring an 'Upload CA Certificate' button and a table of installed certificates:

Index	CA Name	Info	Remove
1	CyberData_CApem	Info	Remove
2	DigiCert_Assured_ID_Root_CA.crt	Info	Remove
3	DigiCert_Assured_ID_Root_G2.crt	Info	Remove
4	DigiCert_Assured_ID_Root_G3.crt	Info	Remove
5	DigiCert_Global_Root_CA.crt	Info	Remove
6	DigiCert_Global_Root_G2.crt	Info	Remove
7	DigiCert_Global_Root_G3.crt	Info	Remove
8	DigiCert_High Assurance EV Root CA.crt	Info	Remove

Additional buttons in the CA list include 'Download CyberData CA', 'Generate Cyberdata CSR', 'Remove All', and 'Restore Defaults'. The footer shows 'CyberData • Support'.

Figure 2-16. SSL Page (2 of 2)

The screenshot shows the CyberData management interface for a Paging Server. The top header includes the CyberData logo, product name 'Paging Server', firmware version 'v22.0.1', serial number '146200002', MAC address '00:20:f7:04:79:0d', available storage '1437MB', and device status 'Idle'. Action buttons for 'Test', 'Save', 'Cancel', 'Reboot', and 'Logout' are present. The main content is a table of installed certificates, each with an 'Info' button and a 'Remove' button.

ID	Certificate Name	Info	Remove
9	DigiCert Trusted Root G4.crt	Info	Remove
10	GeoTrust_Global_CA.crt	Info	Remove
11	GeoTrust_Primary_Certification_Authority.crt	Info	Remove
12	GeoTrust_Primary_Certification_Authority_-_G2.crt	Info	Remove
13	GeoTrust_Primary_Certification_Authority_-_G3.crt	Info	Remove
14	GeoTrust_Universal_CA.crt	Info	Remove
15	GeoTrust_Universal_CA_2.crt	Info	Remove
16	Go_Daddy_Class_2_CA.pem	Info	Remove
17	Go_Daddy_Root_Certificate_Authority_-_G2.pem	Info	Remove
18	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G4.crt	Info	Remove
19	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G5.crt	Info	Remove
20	VeriSign_Universal_Root_Certification_Authority.crt	Info	Remove
21	VeriSign_Class_1_Public_Primary_Certification_Authority.crt	Info	Remove
22	VeriSign_Class_1_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
23	VeriSign_Class_2_Public_Primary_Certification_Authority_-_G2.crt	Info	Remove
24	VeriSign_Class_2_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
25	VeriSign_Class_3_Public_Primary_Certification_Authority.crt	Info	Remove
26	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
27	thawte_Primary_Root_CA.crt	Info	Remove
28	thawte_Primary_Root_CA_-_G2.crt	Info	Remove
29	thawte_Primary_Root_CA_-_G3.crt	Info	Remove



# 2.11 Schedules

Figure 2-17. Schedules Page

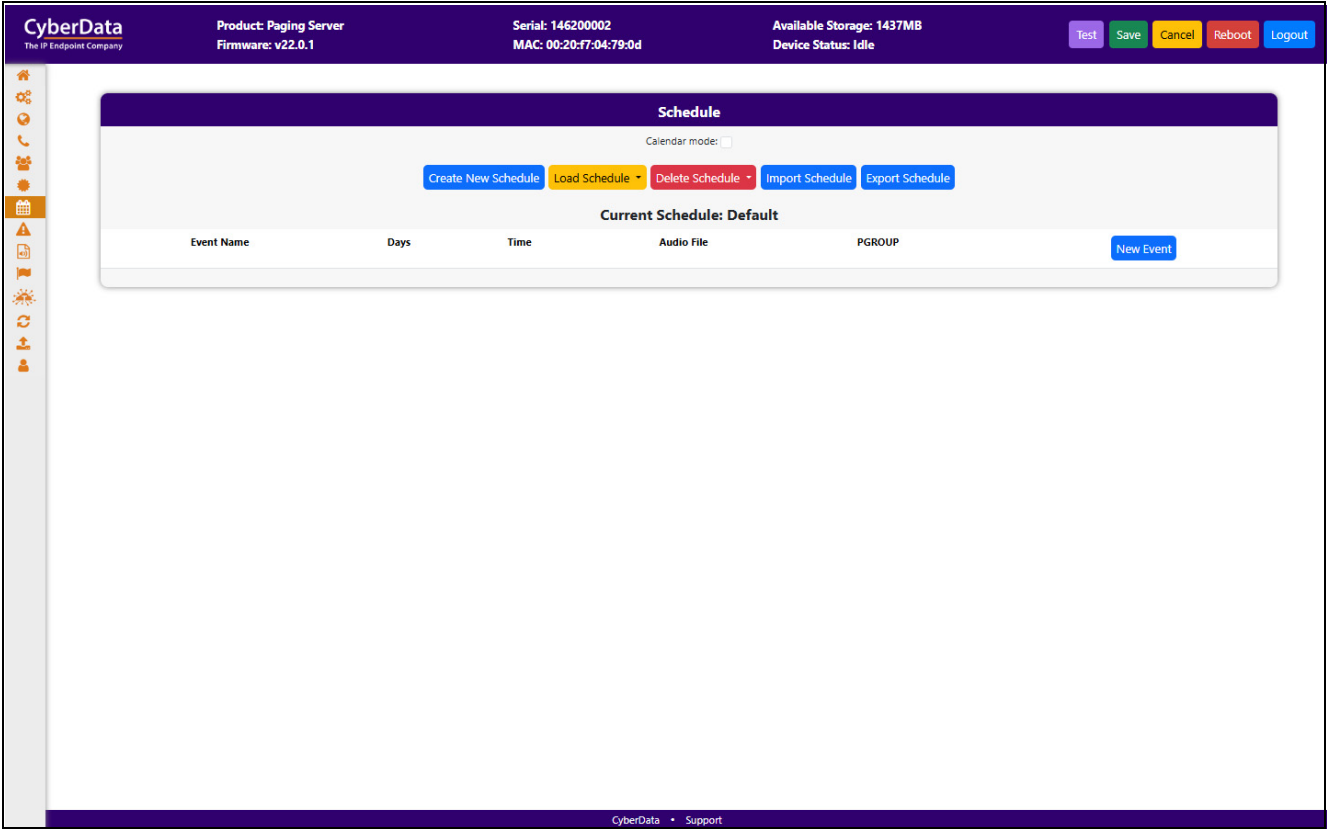


Figure 2-18. Calendar

The screenshot displays the CyberData management interface. At the top, a dark purple header contains the CyberData logo, product information (Paging Server, Firmware: v22.0.1), device details (Serial: 146200002, MAC: 00:20:f7:04:79:0d), and storage/status information (Available Storage: 1437MB, Device Status: Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are on the right.

The main content area is titled "Calendar" and includes a "Calendar mode:" dropdown. Below this are buttons for "Create New Calendar", "Load Calendar", "Delete Calendar", "Import Calendar", and "Export Calendar". The current calendar is identified as "sample".

Navigation controls include a "New Event" button, left and right arrows, a date selector set to "November 2024", and a "View Past" button.

The calendar grid shows days of the week (SUN to SAT) and dates from 27 to 30. The date 17 is highlighted with a green circle. The grid is currently empty of events.

A vertical sidebar on the left contains various system icons. At the bottom of the interface, a footer displays "CyberData • Support".

## 2.12 Fault

The **Fault** page controls configuration of all Fault or sensor related capabilities of the unit. This can include the fault sensor that is used to have the device take action based on a physical input to the device.

**Figure 2-19. Fault Page**

The screenshot displays the CyberData web interface for a Paging Server. The top navigation bar includes the CyberData logo, product name (Paging Server), firmware version (v22.0.1), serial number (146200002), MAC address (00:20:f7:04:79:0d), available storage (1437MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are also present.

The left sidebar contains a navigation menu with the following items: HOME, DEVICE, NETWORK, SIP, PGROUPS, SSL, SCHEDULE, **FAULT** (highlighted), AUDIOFILES, EVENTS, TERMINUS, AUTOPROV, FIRMWARE, and ADMIN.

The main content area displays the **Fault Detection Settings** configuration panel with the following fields:

- Message Playbacks: 0
- Play Message Locally: DISABLED
- Call to Extension: DISABLED
- Dial Out Extension: 204
- Dial Out ID: id204
- Multicast Audio: DISABLED
- Multicast Address: 239.168.3.1
- Multicast Port: 8888
- Polycom Paging: DISABLED
- Polycom Paging Channel: 1

The footer of the interface includes the text "CyberData • Support".

## 2.13 Audiofiles

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

**Figure 2-20. Audiofiles Page (1 of 3)**

The screenshot displays the 'Audio Files' configuration page in the CyberData web interface. The page header includes the CyberData logo, product information (Paging Server, v22.0.1), serial and MAC addresses, available storage (1438MB), and device status (Idle). A navigation bar contains buttons for Test, Save, Cancel, Reboot, and Logout. The main content area is a table with the following structure:

Audio File Name	Currently set to:	Choose File	No file chosen	Play	Save	Delete
0:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
1:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
2:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
3:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
4:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
5:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
6:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
7:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
8:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
9:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Audio Test:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Dot:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Night Ring:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Page Tone:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Rebooting:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Restoring Default:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Ringback Tone:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Ring Tone:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Sensor Triggered:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message File Not Found:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Your IP Address Is:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Enter Zone:	default	<input type="text"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>

The footer of the page shows 'CyberData • Support'.

Figure 2-21. Audiofiles Page (2 of 3)

The screenshot displays the 'Audiofiles' configuration page for a CyberData device. At the top, the header includes the CyberData logo, product information (Paging Server, Firmware v22.0.1), serial number (146200002), MAC address (00:20:f7:04:79:0d), available storage (1438MB), and device status (Idle). Navigation buttons for Test, Save, Cancel, Reboot, and Logout are present. The main content area is a table of audio messages, with a 'Menu Audio Files' section highlighted. Each row contains a message name, its current setting (all are 'default'), a 'Choose File' button, and 'No file chosen' text. To the right of each row are 'Play', 'Save', and 'Delete' buttons. A sidebar on the left contains various system icons.

Message Name	Currently set to:	File Selection	Action Buttons
Confused:	default	Choose File   No file chosen	Play   Save   Delete
<b>Menu Audio Files</b>			
Cancel:	default	Choose File   No file chosen	Play   Save   Delete
Currently Playing:	default	Choose File   No file chosen	Play   Save   Delete
Invalid Entry:	default	Choose File   No file chosen	Play   Save   Delete
Page:	default	Choose File   No file chosen	Play   Save   Delete
Play Stored Message:	default	Choose File   No file chosen	Play   Save   Delete
Pound (#):	default	Choose File   No file chosen	Play   Save   Delete
Press:	default	Choose File   No file chosen	Play   Save   Delete
Stored Message:	default	Choose File   No file chosen	Play   Save   Delete
To:	default	Choose File   No file chosen	Play   Save   Delete
Enter Code:	default	Choose File   No file chosen	Play   Save   Delete
Enter Recording Security Code:	default	Choose File   No file chosen	Play   Save   Delete
Invalid Code:	default	Choose File   No file chosen	Play   Save   Delete
Press Start To Record Message:	default	Choose File   No file chosen	Play   Save   Delete
Or:	default	Choose File   No file chosen	Play   Save   Delete
Record Message Prompt:	default	Choose File   No file chosen	Play   Save   Delete
Save Record Message Prompt:	default	Choose File   No file chosen	Play   Save   Delete
Assign Zone To Message:	default	Choose File   No file chosen	Play   Save   Delete
Message Saved Successfully:	default	Choose File   No file chosen	Play   Save   Delete
Message Not Saved Successfully:	default	Choose File   No file chosen	Play   Save   Delete
You Recorded:	default	Choose File   No file chosen	Play   Save   Delete

Figure 2-22. Audiofiles Page (3 of 3)

The screenshot displays the 'Audiofiles' configuration page for a CyberData device. The top navigation bar contains the following information: Product: Paging Server, Firmware: v22.0.1, Serial: 146200002, MAC: 00:20:f7:04:79:0d, Available Storage: 1438MB, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are also present.

Configuration Item	Current Setting	Action Buttons
Play Stored Message:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Pound (#):	Currently set to: default [Choose File] No file chosen	Play Save Delete
Press:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Stored Message:	Currently set to: default [Choose File] No file chosen	Play Save Delete
To:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Enter Code:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Enter Recording Security Code:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Invalid Code:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Press Start To Record Message:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Or:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Record Message Prompt:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Save Record Message Prompt:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Assign Zone To Message:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Message Saved Successfully:	Currently set to: default [Choose File] No file chosen	Play Save Delete
Message Not Saved Successfully:	Currently set to: default [Choose File] No file chosen	Play Save Delete
You Recorded:	Currently set to: default [Choose File] No file chosen	Play Save Delete

**Stored Messages**

[Choose File] No file chosen [Upload Message] [Delete All Messages]

**Bells**

[Choose File] No file chosen [Upload Bell] [Delete All Bells]

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## 2.14 Events

The **Events** page specifies a remote server that can be used to receive HTTP POST events when actions take place on the device.

**Figure 2-23. Events Page**

The screenshot displays the CyberData web interface for configuring events. At the top, the header includes the CyberData logo, product information (Paging Server, Firmware v22.0.1), device details (Serial: 14620002, MAC: 00:20:f7:04:79:0d), and system status (Available Storage: 1438MB, Device Status: Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are visible in the top right.

The main content area is divided into two panels:

- Event Server:** Contains configuration fields for:
  - Event Generation: A dropdown menu set to "DISABLED".
  - Server IP Address: A text input field containing "10.0.0.250".
  - Server Port: A text input field containing "8080".
  - Server URL: A text input field containing "xmiparse\_engine".
- Events:** A list of event types, each with a "DISABLED" dropdown menu:
  - Application Started Events
  - Heartbeat Events
  - Call Started Events
  - Call Terminated Events
  - Ring Events
  - Nightring Events
  - Multicast Started Events
  - Multicast Stopped Events
  - Relay Activated Events
  - Relay Deactivated Events
  - Fault Events

A vertical sidebar on the left contains navigation icons, and the footer at the bottom of the page reads "CyberData • Support".

---

## 2.14.1 Example Packets for Events

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

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

Here are example packets for every event:

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 197
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>POWERON</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 199
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>HEARTBEAT</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 196
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>BUTTON</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 201
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>CALL_ACTIVE</event>
</cyberdata>
```



```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 205
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>CALL_TERMINATED</event>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 197
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>RINGING</event>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>MULTICAST_START</event>
<index>8</index>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 233
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>MULTICAST_STOP</event>
<index>8</index>
</cyberdata>

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

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

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

## 2.15 Terminus

Terminus Cloud Control™ allows users to configure, monitor, and manage notification functions for CyberData's extensive VoIP product line, all from a single, easy-to-use platform. To learn more about Terminus Cloud Control™, go to <https://www.cyberdata.net/pages/terminus>.

The **Terminus** page allows for configuration of settings related to Terminus Cloud Control™.

Figure 2-24. Terminus Page

The screenshot displays the Terminus configuration page within the CyberData management interface. The page features a dark purple header with the CyberData logo and product information. The main content area is white and contains three configuration sections: Cloud Configuration, Discovery Setting, and Lockdown Settings. A vertical sidebar on the left contains various system icons, with the Terminus icon highlighted. The footer includes the CyberData logo and a support link.

Section	Field	Value
Cloud Configuration	Cloud Enrollment	Terminus Service: ENABLED
	Terminus Service	ENABLED
Discovery Setting	Multicast Address	239.27.32.4
	Time to Live	255
	Discovery Interval	60 seconds
Lockdown Settings	Lock Down Mode	Disabled
	Relay	No Action

## 2.16 Autoprovisioning

Enabling autoprovisioning allows the device to download provisioning files from a server. It defaults to using DHCP, with options configured in `dhcpd.conf` on the DHCP server. The file name is `<mac address>.xml` and if not found, `000000cd.xml`.

If a server is named, DHCP is bypassed, and the device will look for a file on the named server..

If a file is named, it will be downloaded instead of `<mac address>.xml`.

If a server is named, **Use tftp** searches for the file on a tftp server instead of http. If the server is secured (with a password), use **Verify Server Certificate** (username/password) to access it. When using DHCP, these options are configured in `dhcpd.conf`.

**Autoprov autoupdate**, **Autoprov at time**, and **Autoprov when idle** options are available with either DHCP or a named server.

The template is an xml file with all options set to default values.

Figure 2-25. Autoprovisioning Page

The screenshot displays the CyberData Autoprovisioning configuration page. At the top, the interface shows the product name 'Paging Server', serial number '146200002', and MAC address '00:20:f7:04:79:0d'. The firmware version is 'v22.0.1' and the available storage is '1438MB'. The device status is 'Idle'. The main configuration area is divided into two panels: 'Autoprov Settings' and 'Autoprov Log'. The 'Autoprov Settings' panel includes the following fields: 'Autoprov' (ENABLED), 'Autoprov Server' (Autoprov Server), 'Autoprov Filename' (Autoprov Filename), 'Use tftp' (DISABLED), 'Verify Server Certificate' (DISABLED), 'Username' (Username), 'Password' (Password), 'Autoprov autoupdate' (0 minutes), 'Autoprov at time' (HHMM), and 'Autoprov when idle' (0 minutes). A 'Download Template' button is located at the bottom of this panel. The 'Autoprov Log' panel displays a list of events, including: '2024-11-17 08:53:26 Autoprov: no autoprov triggers. Exiting...', '2024-11-17 08:53:33 Autoprovisioning on boot', '2024-11-17 08:53:33 Autoprov found server=http://10.0.0.242' in dhcp option 43', '2024-11-17 08:53:33 Autoprov looking for 0020704790d.xml at http://10.0.0.242', '2024-11-17 08:53:33 Autoprov downloading http://10.0.0.242/0020704790d.xml', '2024-11-17 08:53:33 Got autoprov file. Parsing '0020704790d.xml'', '2024-11-17 08:53:34 Autoprov: SSLCertificates config not found', '2024-11-17 08:53:34 Autoprov: AudioFiles config not found', '2024-11-17 08:53:34 Autoprov: FirmwareSettings config not found', '2024-11-17 08:53:34 Autoprov: Calendars config not found', '2024-11-17 08:53:34 DeviceConfig: error = False', and '2024-11-17 08:53:34 SSLCertificates: error = None'. The page footer includes the CyberData logo and 'Support' link.

## 2.17 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 from the following CyberData web site, and locate your device:

<https://www.cyberdata.net/collections/sip>

2. Unzip the firmware version file. This file may contain the following:

- Firmware file
- Release notes
- Autoprovisioning template


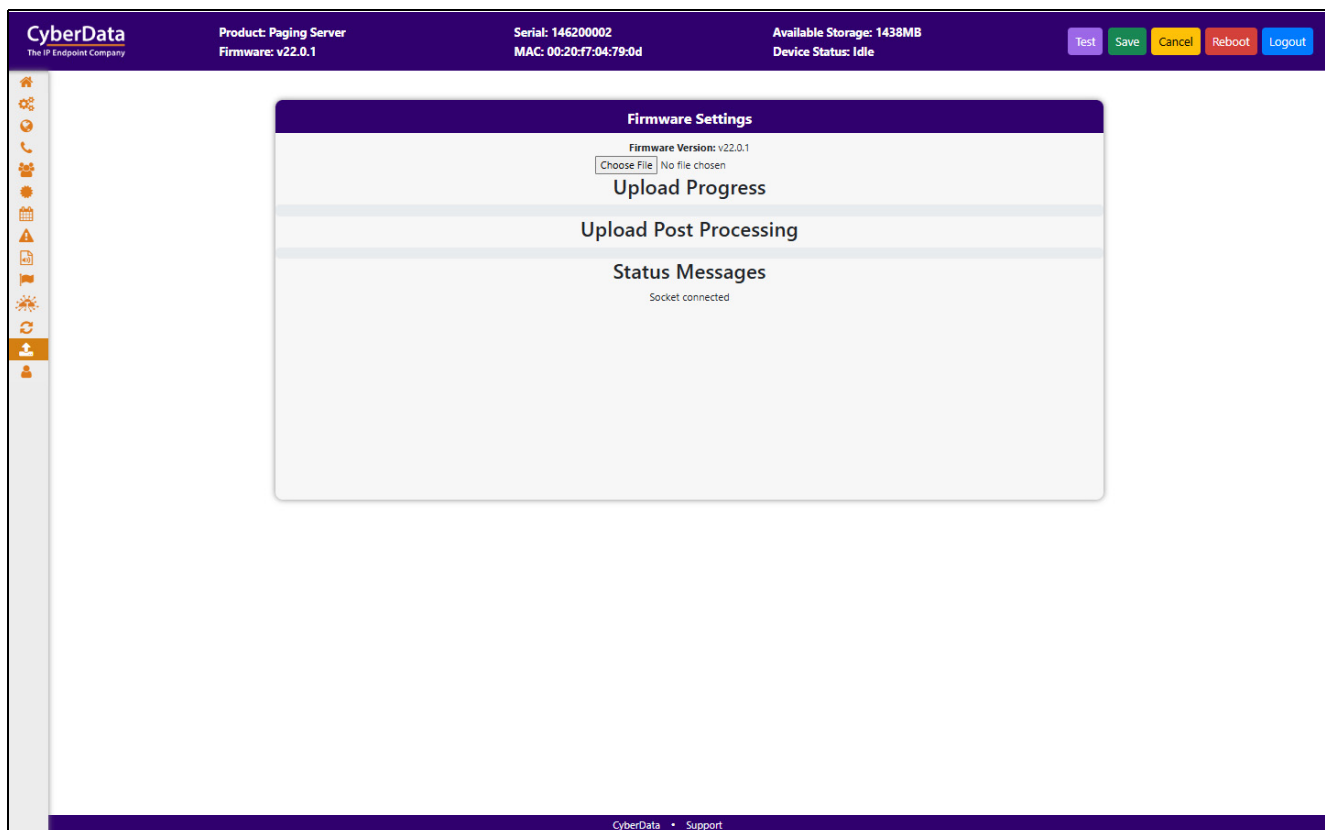
 GENERAL ALERT	<b>Caution</b> <b>Equipment Hazard:</b> Do not reboot the device. It will reboot automatically when the process is complete.
--	---

Figure 2-26. Firmware Page



## 2.18 Admin

The administrator uses the Users List to create new accounts, assigning user names and passwords, and granting access to specific web pages.

Figure 2-27. Admin Page

The screenshot displays the CyberData Admin Page interface. At the top, the header includes the CyberData logo, product information (Paging Server, v22.0.1), serial and MAC addresses, available storage (1438MB), and device status (Idle). Navigation buttons for Test, Save, Cancel, Reboot, and Logout are present.

The main content area is divided into several sections:

- Admin Settings:** Fields for Username (admin), Password, and Confirm Password.
- Statistics:** Storage (1438MB), Boot Count (40), Reboot Count (37), and Uptime (up 3 minutes).
- Logging Settings:** Debug Level (4), Log Network Traffic (OFF), and buttons for Get/Remove Application, Network, and All Logs.
- Configuration Settings:** Partition information and buttons for Restore Default Config, Restore Default Certificates, Import/Export Config, and Boot From Other Partition.
- Users List:** A table with columns for Username, Home, Device, Network, SIP, PGROUPS, SSL, Schedule, Fault, Audiofiles, Events, Autoprov, Firmware, Admin, and Terminus. A user named 'sked' is listed with Edit and Delete buttons. Action buttons include Add New User, Delete All Users, Import Users, and Export Users.
- Log Viewer:** A section for viewing logs with a Service dropdown (Application), Entries to get (250), Sort (Oldest), and a View Log button.

The footer of the page contains the text "CyberData • Support".

## 2.19 Command Interface

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

### 2.19.1 Command Interface Post Commands

The commands in [Table 2-2](#) require an authenticated session (a valid username and password to work).

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

Device Action	HTTP Post Command <sup>a</sup>
Reboot	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=reboot"</code>
Place call to extension (example: extension 600)	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=call&amp;extension=600"</code>
Terminate a call	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=terminate"</code>
Test Relay	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=test_relay"</code>
Activate Relay	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=activate_relay"</code>
Deactivate Relay	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=deactivate_relay"</code>
Speak IP Address	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=speak_ip_address"</code>
Test Audio	<code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.247/command" --post-data "request=test_audio"</code>
Swap Boot partitions	<code>wget --user admin --password admin --auth-no-challenge --no-check-certificate --quiet -O /dev/null "https://10.10.1.81/command" --post-data "request=swap_boot_partition"</code>

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

# Appendix A: Troubleshooting/Technical Support

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## A.1 Contact Information

Contact            CyberData Corporation  
3 Justin Court  
Monterey, CA 93940 USA  
[www.cyberdata.net](http://www.cyberdata.net)  
Phone: 831-373-2601  
Fax: 831-373-4193

Sales                Sales 831-373-2601, Extension 334

Technical Support    The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website:

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

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.

Phone: (831) 373-2601, Extension 333

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## A.2 Warranty and RMA Information

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

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



# Index

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## A

Admin 82  
Audiofiles 72  
Autoprovisioning 80

## C

Calendar 70  
Command Interface 83  
Contact Information 84

## D

Device 62  
Dial Out Extension Strings and DTMF Tones 65  
Discovery Utility program 60

## E

Events 75

## F

Fault 71  
Firmware 81

## H

Home Page 61

## P

Paging Groups (PGROUPS) 66  
Point-to-Point Configuration 65

## S

Schedules 69  
SSL 67

## T

Terminus 79  
Troubleshooting/Technical Support 84

## W

Warranty and RMA Information 84