

1.0 Out-of-Box and Prior to Final Installation

3.1. Verify that you have received all of the parts listed on the *Installation Quick Reference* placemat.

3.2. Download the current manual, otherwise known as an *Operation Guide*, which is available on the **Documentation** page at the following website address:

<http://www.cyberdata.net/products/voip/digitalanalog/intercomkeypadv3/docs.html>

Note You can also navigate to the **Documentation** page by going to www.CyberData.net and following the steps that are indicated by the following figures:

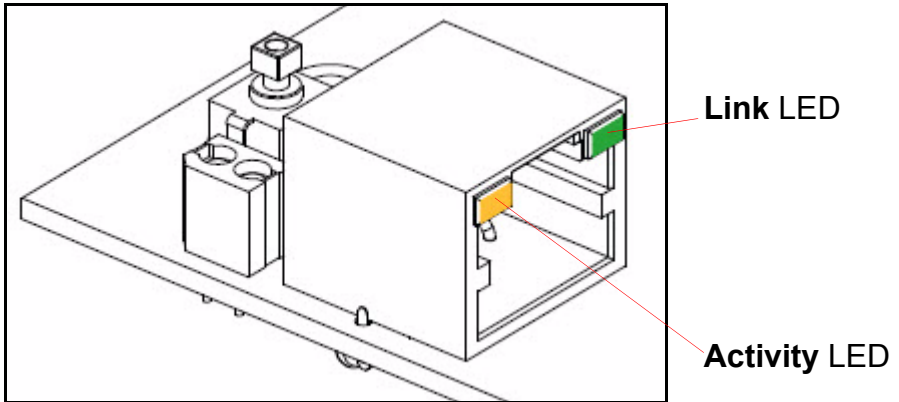


2.0 Select Power Source

PoE Switch	PoE Injector
Set PoE power type to Class 0 = 15.4W	CAT6 cable recommended— for longer distances
	Be sure you are using a non-PoE switch or port
Make sure port is not in trunk mode	
Set port to full duplex/ 100mbps	
Spanning Tree Protocol (STP) must be disabled or Portfast enabled	

3.0 Power Test

- 3.1. Plug in the CyberData device and monitor the LED activity above the ethernet port on the back of the Intercom. See the following figure:



- 3.2. The **green Link LED** blinks off once during the boot up process and then comes on again and remains constant (solid **green**). The **yellow Activity LED** may be blinking depending on the network activity.

During the initialization process, the **green Call Button LED** should come on and be constant (solid **green**). After the Intercom has completed booting, the LED will blink twice and then remain constant thereafter (either on or off depending on whether or not the **Button Lit When Idle** setting is enabled on the **Device Configuration** page).

Normally, the initialization process will take about 20 seconds. However, if the device is set to use DHCP and no DHCP server is available, then the device will retry for the amount of time specified in the **DHCP Timeout in seconds** setting on the **Network Configuration** page before it falls back to the stored static IP address (10.10.10.10 by default).

- 3.3. When the Intercom has completed the initialization process, press and hold the RTFM switch (SW1 button) for 3 seconds to announce the IP address.

This concludes the power test. Go to [Section 4.0, "Connecting to a Network in a Test Environment"](#).

4.0 Connecting to a Network in a Test Environment

Note The following connections are usually needed for this procedure:

- Computer
- PoE switch or injector
- CyberData device

3.1. In a test environment, use a computer that is connected to the same switch as a single CyberData device. Note the subnet of the test computer.

3.2. Use the CyberData Discovery Utility program to locate the device on the network. You can download the Discovery Utility program from the following website address:

<http://www.cyberdata.net/support/voip/discovery.html>

3.3. Wait for initialization to complete before using the Discovery Utility program to scan for a device. The device will show the current IP address, MAC address, and serial number.

3.4. Select the device.

3.5. Click **Launch Browser**. If the IP address is in a reachable subnet from the computer that you are using to access the device, the Discovery Utility program should be able to launch a browser window pointing to the device's IP address.

3.6. Log on to the web interface by using the default username (**admin**) and password (**admin**) to configure the device.

3.7. Perform an audio test by pressing the **Test Audio** button that is located at the bottom of the **Device Configuration** page. If the audio test message is clearly audible, then your CyberData device is functioning properly.

3.8. The device is now ready to be set for your desired network configuration. You may search the **Compatible IP-PBX Servers** index for available sample VoIP phone system configurations and set up guides at the following website address:

<http://www.cyberdata.net/support/server/index.html>

5.0 Contacting CyberData VoIP Technical Support

Please visit our website and complete the **Contact VoIP Tech Support** form available at the following website address:

<http://www.cyberdata.net/support/contactsupportvoip.php>

Note You can also navigate through menus to the Support form by going to www.CyberData.net as shown in the following figure:



The **Contact VoIP Tech Support** form initiates a ticket which CyberData uses for tracking. Most importantly, the **Contact VoIP Tech Support** form tells us which PBX system and software version that you are using, the make and model of the switch, and other essential troubleshooting information. Please also include as much detail as possible in the **Describe Problem** section of the **Support** form.

Requests for Returned Materials Authorization (RMA) numbers require an active VoIP Technical Support ticket number. A product will not be accepted for return without an approved RMA number.

More information about warranty and RMA returns is available at the following website address:

<http://www.cyberdata.net/support/warranty/index.html>