

Networked Door Strike Intermediate Relay Configuration Utility

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VoIP Outdoor Intercom Operations Guide 931031B
Part # 011270

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

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

Email: support@cyberdata.net

Fax: (831) 373-4193

Company and product information is at www.cyberdata.net.

Revision Information

Revision 931031B was released on December 11, 2014, and has the following changes:


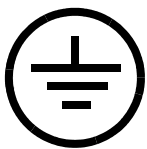
- Updates [Section 1.5.1, "Selected Device Encryption Key"](#) to add the following text:
"Software decides that the key is ASCII if 32 characters or less have been provided"

Browsers Supported

The following browsers have been tested against firmware version 11.0.6:

- Internet Explorer (version: 10)
- Firefox (also called Mozilla Firefox) (version: 23.0.1 and 25.0)
- Chrome (version: 29.0.1547.66 m)
- Safari (version: 5.1.7)

Pictorial Alert Icons

	General Alert 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.
	Ground This pictorial alert indicates the Earth grounding connection point.

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.

14. WARNING: The device enclosure is not rated for any AC voltages!

 GENERAL ALERT	<p>Warning</p> <p><i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.</p>
 GENERAL ALERT	<p>Warning</p> <p><i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.</p>
 GENERAL ALERT	<p>Warning</p> <p>The PoE connector is intended for intra-building connections only and does not route to the outside plant.</p>

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1 Networked Door Strike Configuration Utility

1.1 Introduction

The Networked Door Strike Intermediate Relay Module Configuration Utility is Windows-based software used for discovering, configuring, and functional testing the CyberData Networked Door Strike Intermediate Relay Module (referred to as DSR in this document).

You can download the configuration utility program from the following webpage:

<http://www.cyberdata.net/products/voip/accessories/networkrelay/downloads.html>

1.2 Installation

To install the configuration utility, copy the configuration utility program to the desktop or in some other directory, and then create a shortcut for the program on your desktop or in some other directory. See [Figure 1-1](#).

Figure 1-1. Configuration Utility Program Shortcut

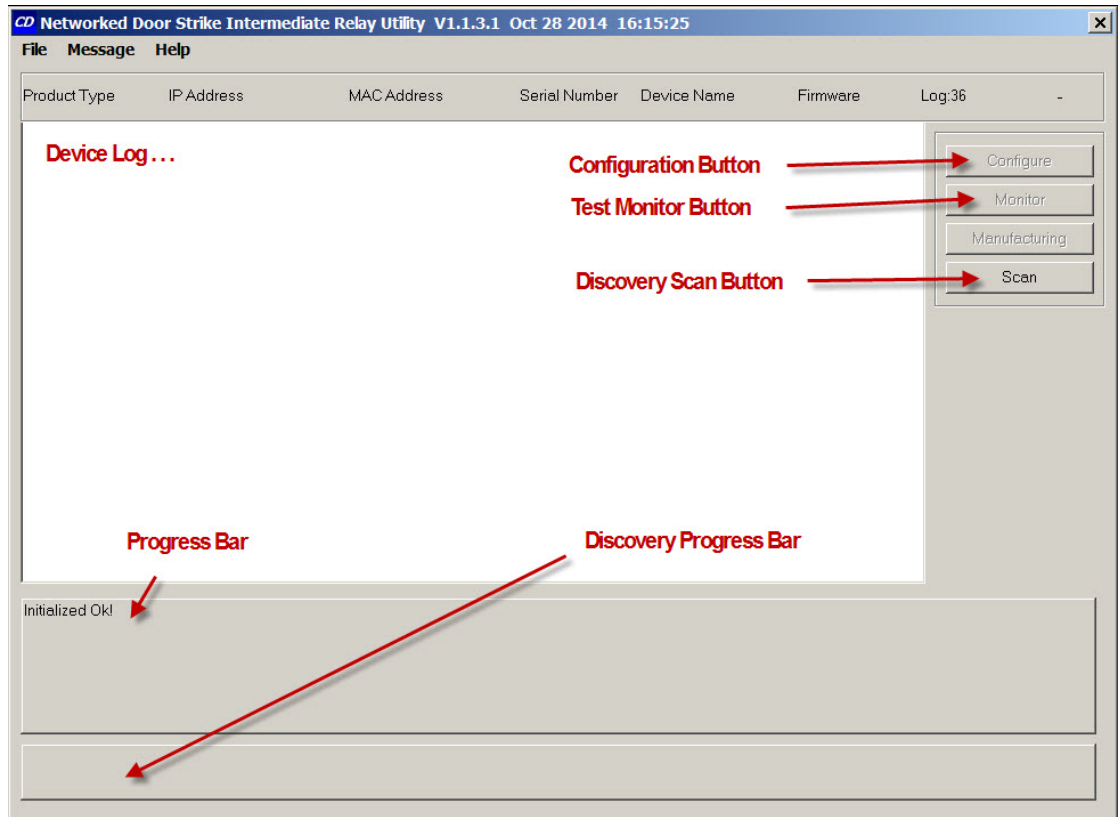


Note In [Figure 1-1](#), the configuration utility program is named **CDDsUtilR**. However, the program might be named something different on your computer.

1.3 Main Dialog

Double-click on the configuration utility shortcut (see [Figure 1-1](#)) to open the program, and the Main Dialog appears (see [Figure 1-2](#)):

Figure 1-2. Main Dialog



[Table 1-2](#) shows the function of the items that are available on the Main Dialog.

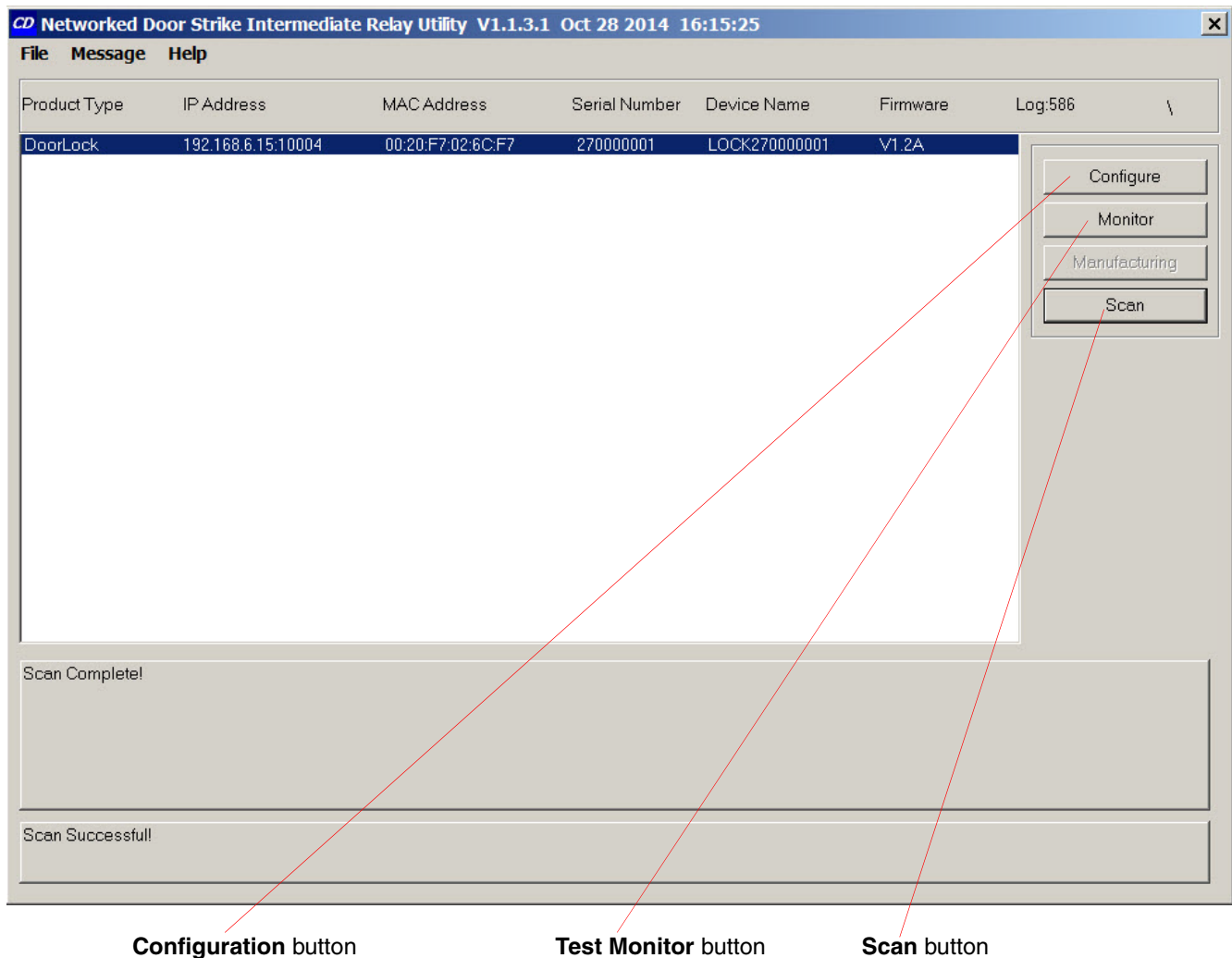
Table 1-1. Main Dialog Items

Item	Function
Discovery Scan Button	Clicking this button starts Discovery of DSRs that are attached to the Local Area Network (LAN). During Discovery, the Configuration Button and Test Monitor Button are not available. When Discovery completes, a list of DSRs connected to the LAN appears on the Device Log , and then the Configuration Button and Test Monitor Button become active.
Device Log	As DSRs are Discovered on the LAN, they will appear as a list in the Device Log.
Configuration Button	Selecting a DSR from the Device Log and clicking this button will open the Configuration Dialog (see Section 1.4.1, "Configuration Dialog") for the selected DSR.
Test Monitor Button	Selecting a DSR from the Device Log and clicking this button will open the Test Monitor Dialog (see Section 1.5.2, "Test Monitor Dialog") for the selected DSR.
Progress Bar and Discovery Progress Bar	The Progress Bar and Discovery Progress Bar are constantly being updated. If an error occurs during Discovery, Configuration, or Testing, messages appearing in the Progress Bars will show the cause of the error.

1.4 Discovery Dialog

Clicking the [Discovery Scan Button](#) starts the “Discovery” of DSRs on the LAN. During Discovery, the [Configuration Button](#) and [Test Monitor Button](#) are not available. When Discovery completes, a list of DSRs connected to the LAN appears on the [Device Log](#), and then the [Configuration Button](#) and [Test Monitor Button](#) become active.

Figure 1-3. Discovery Dialog



In [Figure 1-3](#), there is only one DSR connected to the LAN. If there were more DSRs on the LAN, they would appear as a list of DSRs. The final DSR discovered is automatically selected. Network Configuration parameters such as IP Address and MAC Address are listed as well as DSR manufacture information, serial number, device name, and firmware version.

If more than one DSR appears on the list, click anywhere the list entry to select which DSR is to be Configured or Tested.

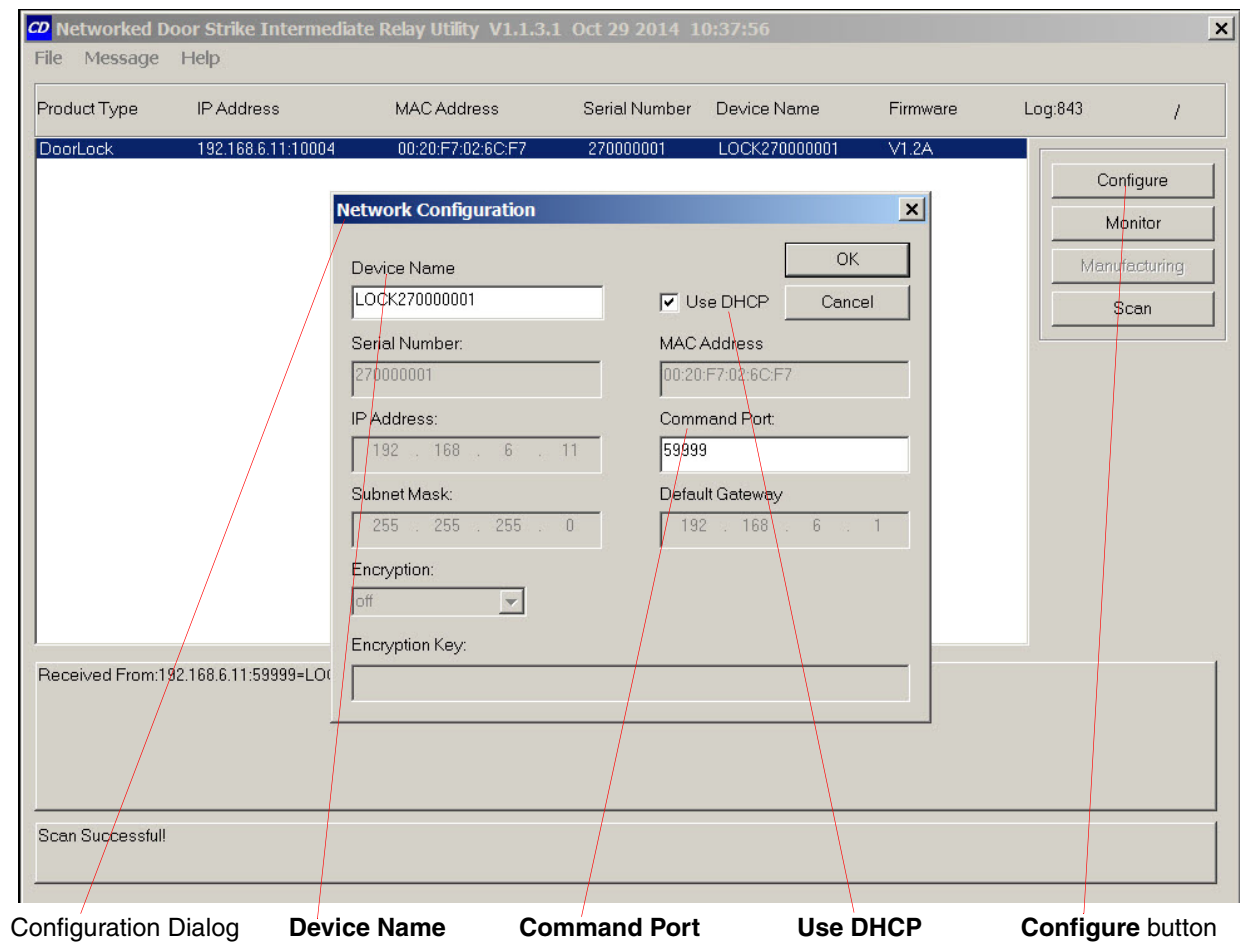
Then click the [Configuration Button](#) or [Test Monitor Button](#) to open the [Configuration Dialog](#) or [Test Monitor Dialog](#).

1.4.1 Configuration Dialog

Click on the [Configuration Button](#) to go to the Configuration Dialog (see [Figure 1-3](#)). The Configuration Dialog allows you to configure the DSR name and LAN connection variables.

Note This software will not configure or enable encryption.

Figure 1-4. Configuration Dialog



On the Configuration Dialog, you may enter values for the parameters indicated in [Table 1-2](#).

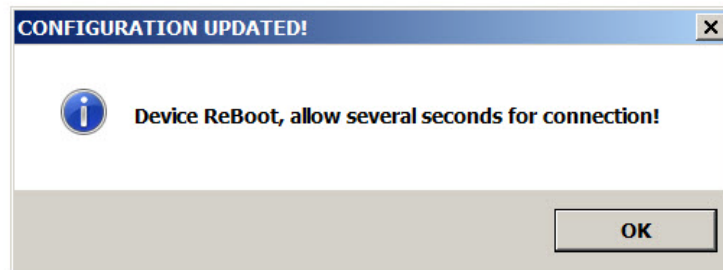
Table 1-2. Configuration Dialog Items

Item	Function
Device Name	Default DSR name is generated at time of manufacture and comprises 'LOCK' concatenated with the DSR serial number. Maximum length is 13 characters.
Use DHCP	Manufacture default is IP by DHCP. Removing the check makes available IP Address, Subnet Mask, and Default Gateway for static IP configuration.
Command Port	In the event the default command port conflicts with other applications using the LAN, it can be changed to another value. The Command Port is the port to which the DSR listens for commands on the LAN.

1.4.2 Configuration Updated Dialog

If configuration changes have been made which require the DSR to be restarted, the Configuration Updated Dialog will appear:

Figure 1-5. Configuration Updated Dialog



Configuration changes that require a restart are DHCP to static IP or static IP to DHCP.

Wait 10 seconds for the DSR to implement configuration changes then click on the **OK** button.

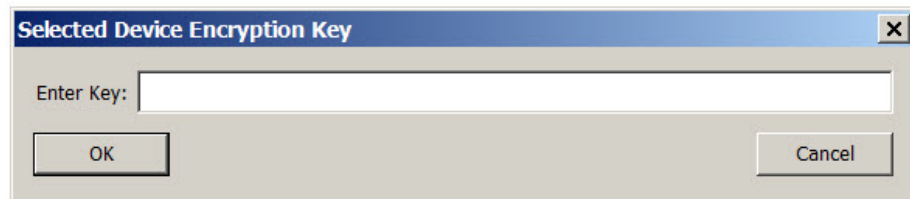
A scan of DSRs will automatically be started, and then the [Main Dialog](#) ([Figure 1-2](#)) will appear.

1.5 Test Monitor Dialog

1.5.1 Selected Device Encryption Key

If encryption has been configured by other software for the DSR being tested, the **Selected Device Encryption Key** Dialog (Figure 1-6) will appear and the encryption key must be provided before proceeding to the [Test Monitor Dialog](#) (see [Section 1.5.2, "Test Monitor Dialog"](#)).

Figure 1-6. Selected Device Encryption Key Dialog



The Encryption Key is 64 hexadecimal characters which is 32 hexadecimal pairs, or not more than 32 ASCII characters.

If a hexadecimal key is entered, exactly 64 hexadecimal characters must be provided.

If an ASCII key is provided, up to 32 characters of ASCII characters may be provided. The software will convert an ASCII key to hexadecimal before sending the key to the Networked Door Strike Intermediate Relay.

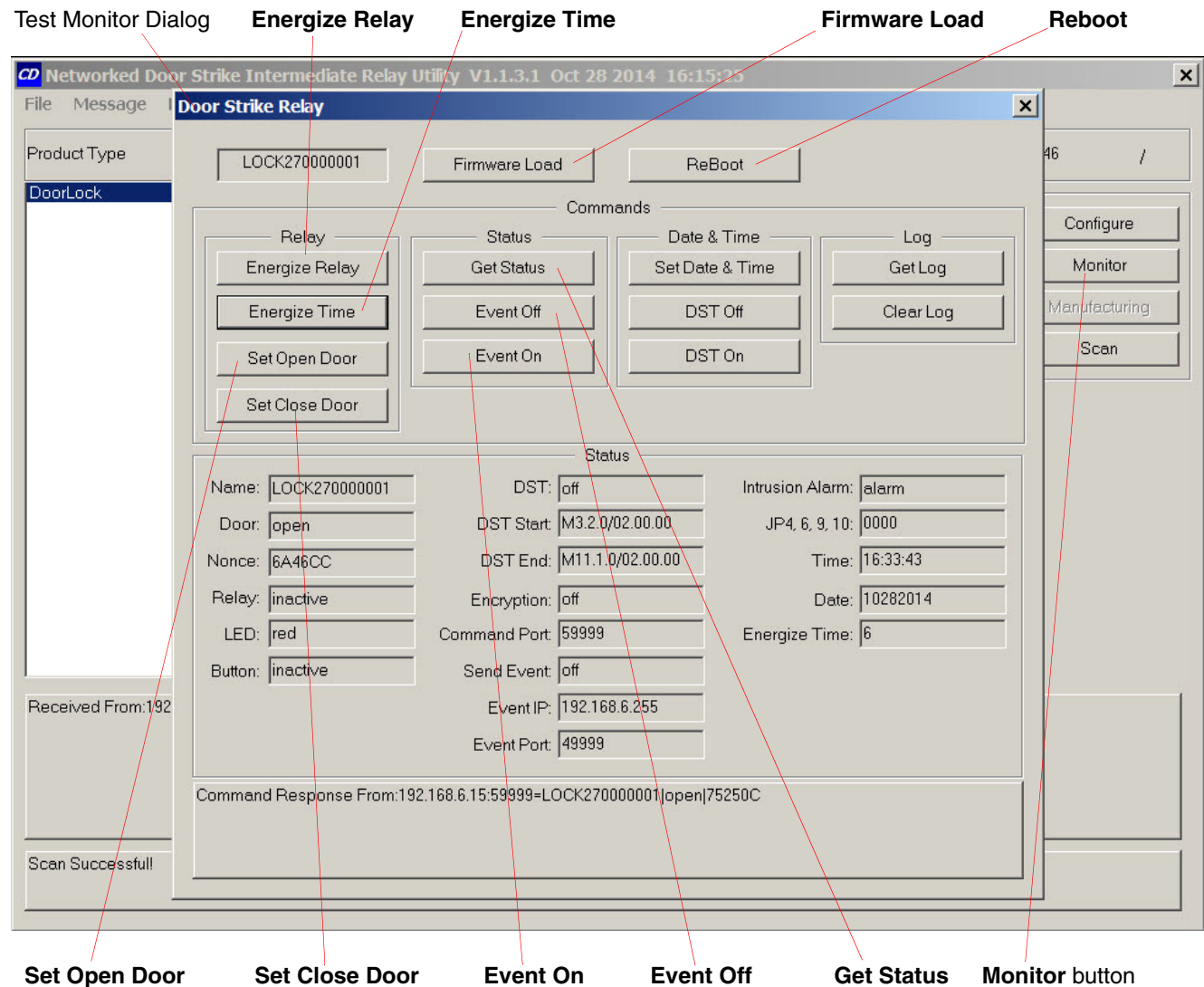
Software decides that the key is ASCII if 32 characters or less have been provided.

Software decides that the key is hexadecimal if exactly 64 characters have been provided and all of the characters are hexadecimal.

1.5.2 Test Monitor Dialog

Click on the **Monitor** button to go to the Test Monitor Dialog (see [Figure 1-7](#)). The Test Monitor Dialog is used to test commands from a Host in conjunction with DSR hardware and to make configuration of features not network-related.

Figure 1-7. Test Monitor Dialog



On the Test Monitor Dialog, you may enter values for the parameters indicated in [Table 1-3](#).

Table 1-3. Test Monitor Dialog Items

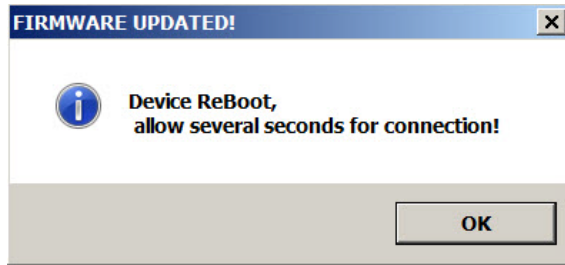
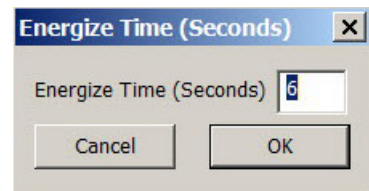
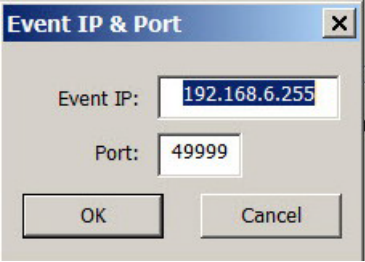
Item	Function
Firmware Load	<p>If the firmware requires an update, clicking this button will open a standard Windows File Dialog. Navigate to the firmware update file, and then click on the Open button. The firmware update will proceed and may take several minutes.</p> <p>At the end of the firmware update, the following dialog will appear:</p>  <p>The dialog box titled 'FIRMWARE UPDATED!' contains an information icon and the text 'Device ReBoot, allow several seconds for connection!'. There is an 'OK' button at the bottom right.</p> <p>Wait 10 seconds for the DSR to implement configuration changes, and then click on the OK button. A scan of DSRs will automatically be started and the Main Dialog (Figure 1-2) will appear.</p>
Reboot	<p>Causes the DSR to restart as if power has been cycled. Wait 10 seconds for the DSR to restart. A scan of DSRs will automatically be started and the Main Dialog (Figure 1-2) will appear.</p>
Energize Relay	<p>Causes the door open relay to be energized. Listen for an audible 'click' and watch the red LED turn green. The relay will remain energized for the number seconds shown in the Energize Time field of the status group.</p>
Energize Time	<p>Configure the length of time that the relay remains energized by the Energize Relay command. The following dialog is presented:</p>  <p>The dialog box titled 'Energize Time (Seconds)' has a text input field with the value '6' and 'Energize Time (Seconds)' label. There are 'Cancel' and 'OK' buttons at the bottom.</p> <p>Enter the number of seconds the relay is to remain energized then click OK.</p>
Set Open Door	<p>Causes the door open relay to be permanently energized. Listen for an audible 'click' and observe the red LED turn green. The relay will remain energized until Set Close Door or Energize Relay command is issued.</p>
Set Close Door	<p>Causes permanently energized door open relay to de-energize. Listen for an audible 'click' and observe the green LED turn red.</p>
Get Status	<p>Updates all fields of the status group.</p>
Event Off	<p>Disables Events.</p>

Table 1-3. Test Monitor Dialog Items (continued)

Item	Function
Event On	Enables Events. The following dialog is presented: <div></div>

Appendix A: Troubleshooting/Technical Support

A.1 Frequently Asked Questions (FAQ)

To see a list of frequently asked questions for your product, do one of the following:

1. Go to the following URL:

<http://www.cyberdata.net/products/voip/accessories/networkrelay/faqs.html>

2. Go to the support page for your product, and click on the **FAQs** tab.

A.2 Documentation

The documentation for this product is released in an English language version only. You can download PDF copies of CyberData product documentation by doing one of the following:

1. Go to the following URL:

<http://www.cyberdata.net/products/voip/accessories/networkrelay/docs.html>

2. Go to the support page for your product, and click on the **Documentation** tab.

A.3 Contact Information

Contact	<p>CyberData Corporation 3 Justin Court Monterey, CA 93940 USA www.CyberData.net Phone: 800-CYBERDATA (800-292-3732) Fax: 831-373-4193</p>
Sales	<p>Sales 831-373-2601 Extension 334</p>
Technical Support	<p>The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website:</p> <p>http://www.cyberdata.net/support/contactsupportvoip.php</p> <p>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.</p> <p>Phone: (831) 373-2601, Ext. 333 Email: support@cyberdata.net</p>
Returned Materials Authorization	<p>To return the product, contact the Returned Materials Authorization (RMA) department:</p> <p>Phone: 831-373-2601, Extension 136 Email: RMA@CyberData.net</p> <p>When returning a product to CyberData, an approved CyberData RMA number must be printed on the outside of the original shipping package. Also, RMA numbers require an active VoIP Technical Support ticket number. A product will not be accepted for return without an approved RMA number. Send the product, in its original package, to the following address:</p> <p>CyberData Corporation 3 Justin Court Monterey, CA 93940 Attention: RMA "your RMA number"</p>
RMA Status Form	<p>If you need to inquire about the repair status of your product(s), please use the CyberData RMA Status form at the following web address:</p> <p>http://www.cyberdata.net/support/rmastatus.html</p>

A.4 Warranty

CyberData warrants its product against defects in material or workmanship for a period of two years from the date of purchase. Should the product fail Within Warranty, CyberData will repair or replace the product free of charge. This warranty includes all parts and labor.

Should the product fail Out of the Warranty period, a flat rate repair charge of one half of the purchase price of the product will be assessed. Repairs that are Within Warranty period but are damaged by improper installation, modification, or abuse are deemed Out of Warranty and will be charged at the Out of Warranty rate. A device is deemed Out of Warranty when its purchase date is longer than two years or when the device has been damaged due to human error during installation, modification, or abuse. A replacement unit will be offered at full cost if the device cannot be repaired.

End of Life Devices out of warranty are included under this policy. However, End of Life devices are not eligible for our Spare in the Air program. End of Life devices are devices that are no longer produced or sold. Therefore, we cannot offer a Spare in the Air replacement. Technical support is still available for these devices. However, no firmware revisions or updates will be scheduled. If an End of Life device cannot be repaired, a replacement of a current version of the device may be offered at MSRP.

Products shipped to CyberData, both within and out of warranty, are shipped at the expense of the customer. CyberData will pay return shipping charges for repaired products.

CyberData shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or costs of replacement goods, even if CyberData is informed in advance of the possibility of such damages.

A.4.1 Warranty & RMA Returns within the United States

If service is required, you must contact CyberData Technical Support prior to returning any products to CyberData. Our Technical Support staff will determine if your product should be returned to us for further inspection. If Technical Support determines that your product needs to be returned to CyberData, an RMA number will be issued to you at this point.

Your issued RMA number must be printed on the outside of the shipping box. No product will be accepted for return without an approved RMA number. The product in its original package should be sent to the following address:

CyberData Corporation

3 Justin Court.

Monterey, CA 93940

Attn: RMA "xxxxxx"

A.4.2 Warranty & RMA Returns outside of the United States

If you purchased your equipment through an authorized international distributor or reseller, please contact them directly for product repairs.

A.4.3 Spare in the Air Policy

CyberData now offers a *Spare in the Air* no wait policy for warranty returns within the United States and Canada. More information about the *Spare in the Air* policy is available at the following web address:

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

A.4.4 Return and Restocking Policy

For our authorized distributors and resellers, please refer to your CyberData Service Agreement for information on our return guidelines and procedures.

For End Users, please contact the company that you purchased your equipment from for their return policy.

A.4.5 Warranty and RMA Returns Page

The most recent warranty and RMA information is available at the CyberData Warranty and RMA Returns Page at the following web address:

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

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