

Networked Door Strike Intermediate Relay Operation Guide

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VoIP Outdoor Intercom Operations Guide 931038C
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://support.cyberdata.net/>

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 931038C was released on March 14, 2016, and has the following changes:

- Updates [Figure 3-4, "Configuration Dialog"](#)
- Updates [Table 3-2, "Configuration Dialog Items"](#)
- Updates [Figure 3-7, "Test Monitor Dialog"](#)
- Updates [Table 3-3, "Test Monitor Dialog Items"](#)

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

 <p>GENERAL ALERT</p>	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!

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

1.1 Introduction

The Door Strike Relay (DSR) is a network device designed to control an electronic door strike. The DSR is meant to be used as a replacement for (or an addition to) the on-board relay. In addition to being a drop-in 12 Amp relay, the DSR can monitor and record when the door is open or closed. The DSR can be configured to respond to DTMF code and call events.

The Networked Door Strike Intermediate Relay can be accessed in the following ways:

- Through the web interface of a CyberData device, as described in [Chapter 2, "Networked Door Strike Configuration"](#)
- Through the Windows utility that is outlined in [Chapter 3, "Networked Door Strike Configuration Utility"](#), and which is available for download by clicking on the **FAQs** tab at the following webpage:
<http://www.cyberdata.net/voip/011270/>
- Directly, with the commands described in document 930906, "Networked Door Strike Relay Module-Message Format Specification," which is available for download by clicking on the **Downloads** tab at the following webpage:
<http://www.cyberdata.net/voip/011270/>

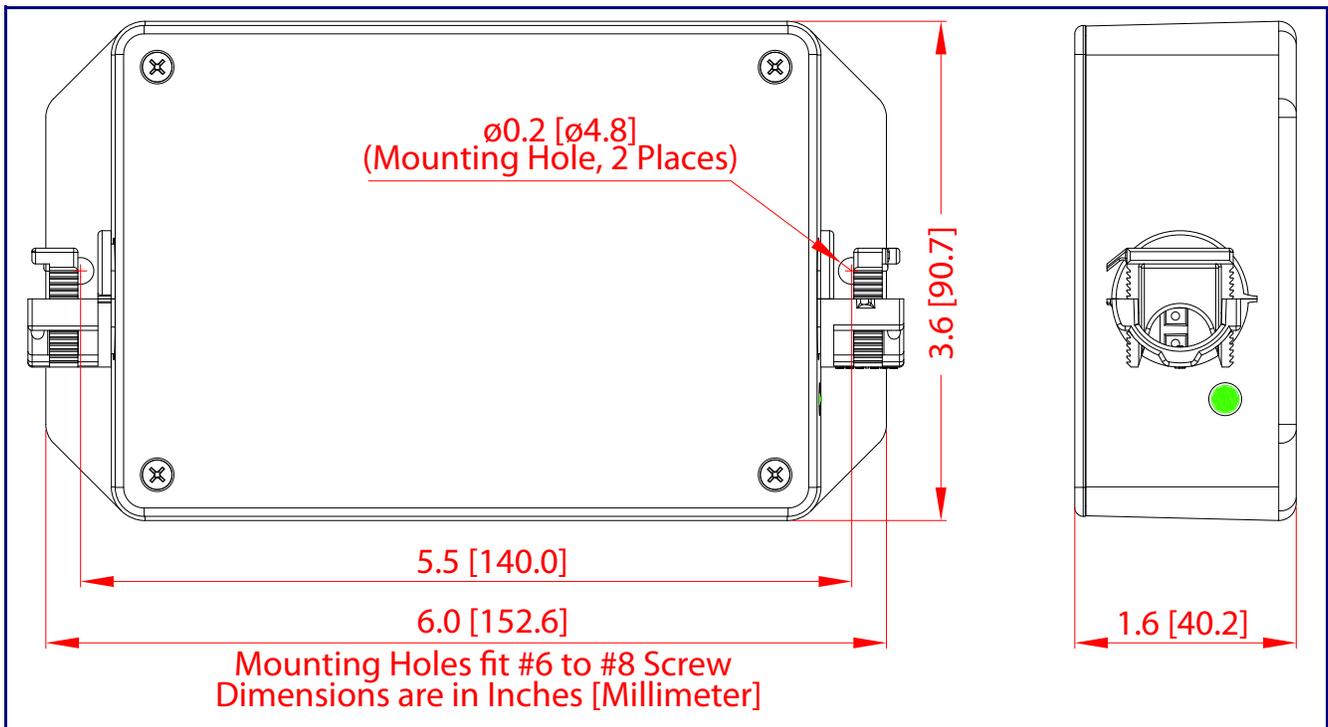
1.2 Parts List

- (1) Networked Door Strike Intermediate Relay
- (1) Accessory Kit
- (2) Cable Clamps

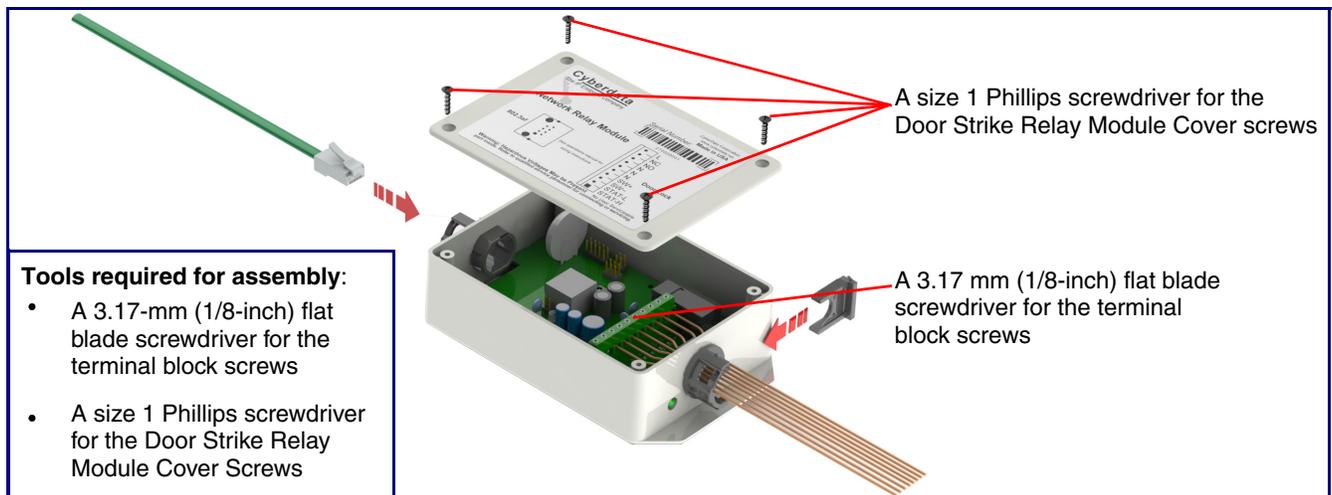
1.3 Specifications

Specifications	
Power Input	9 to 250 VAC or 5 to 60 VDC
Operating temperature	-10° C to 50° C (14° F to 122° F)
Relay Voltage/Current	12 A @ 250 VAC / 12 A @ 24 VDC
Maximum distance from Device	50 feet

1.4 Dimensions



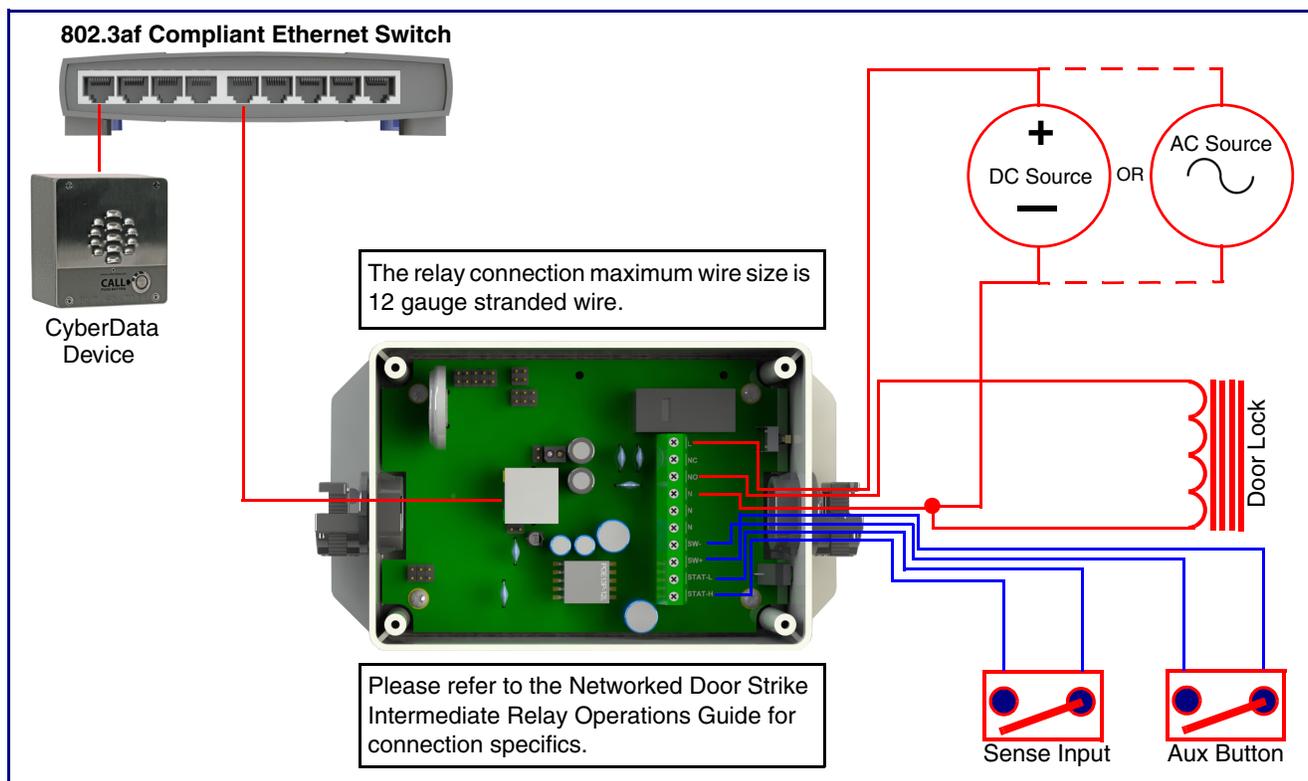
1.5 Assembly



1.6 Wiring the Networked Door Strike Intermediate Relay Module

 <p>GENERAL ALERT</p>	<p>Warning <i>Electrical Hazard:</i> Hazardous voltages may be present. No user serviceable part inside. Refer to qualified service personnel for connecting or servicing.</p>
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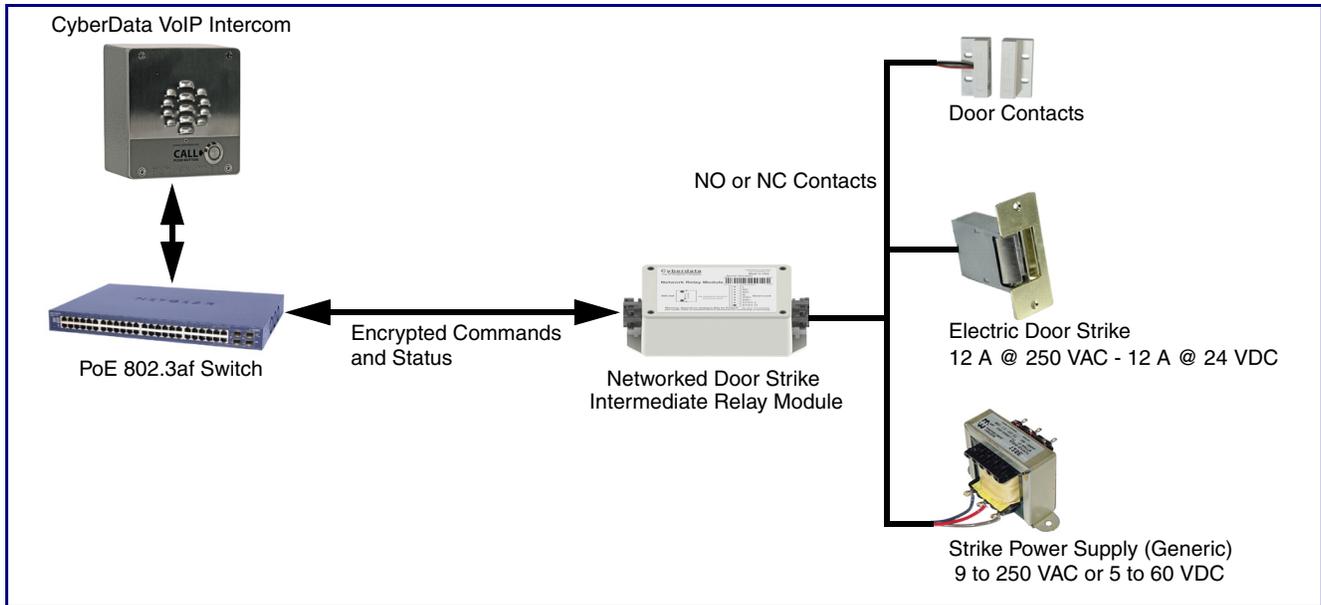
Figure 1-1. Wiring the Networked Door Strike Intermediate Relay Module



1.7 Connection Overview

 GENERAL ALERT	<p>Warning <i>Electrical Hazard:</i> Hazardous voltages may be present. No user serviceable part inside. Refer to qualified service personnel for connecting or servicing.</p>
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Figure 1-2. Connection Overview



2 Networked Door Strike Configuration

2.1 Configure the Door Strike Relay

- 1. Click on the **DSR** menu button to open the **DSR** page (Figure 2-1).

Figure 2-1. DSR Page



2. On the **DSR** page, enter values for the parameters indicated in [Table 2-1](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-1. DSR Configuration Parameters

Web Page Item	Description
Remote Relay Settings	
Activate Relay with DTMF Code ?	Activates the remote relay (DSR) when the DTMF Activation Code is entered on the phone during a SIP call with the device. RFC2833 DTMF payload types are supported.
DTMF Activation Code ?	Activation code used to activate the remote relay (DSR) when entered on a phone during a SIP call with the device. Activate Remote Relay with DTMF Code must be enabled. Enter up to 25 digits (* and # are supported).
DTMF Activation Duration (in seconds) ?	The length of time (in seconds) during which the remote relay (DSR) will be activated when the DTMF Activation Code is detected. Enter up to 5 digits.
Activate Remote Relay During Ring ?	When selected, the remote relay (DSR) will be activated for as long as the device is ringing. When Auto-Answer Incoming Calls is enabled, the device will not ring and this option does nothing. When selected, the network relay will be activated for as long as the call is active.
Activate Remote Relay During Night Ring ?	When selected, the remote relay (DSR) will be activated as long as the Nightringer extension is ringing.
Activate Remote Relay While Call Active ?	When selected, the remote relay (DSR) will be activated as long as the call is active.
Activate Remote Relay on Button Press ?	When selected, the remote relay (DSR) will be activated when the Call Button is pressed.
Remote Relay on Button Press Duration (in seconds) ?	The length of time (in seconds) during which the remote relay (DSR) will be activated when the Call button is pressed. Enter up to 5 digits. A Remote Relay on Button Press Duration value of 0 will pulse the remote relay (DSR) once when the Call button is pressed.
Listen Port for Remote Relay Status ?	Specify the port to listen for remote relay (DSR) status packets.
Remote Door Sensor Settings	
Door Open Timeout (in seconds) ?	The time (in seconds) the device will wait before it performs an action when the remote (DSR) door sensor is activated. The action(s) performed are based on the configured Remote Door Sensor Settings below.
Flash Button LED ?	When selected, the Call button LED will flash until the remote (DSR) door sensor is deactivated (roughly 10 times/second).
Activate Local Relay ?	When selected, the device's on-board relay will be activated until the remote (DSR) door sensor is deactivated.
Play Audio Locally ?	When selected, the device will loop an audio file out of the speaker until the remote (DSR) door sensor is deactivated.

Table 2-1. DSR Configuration Parameters (continued)

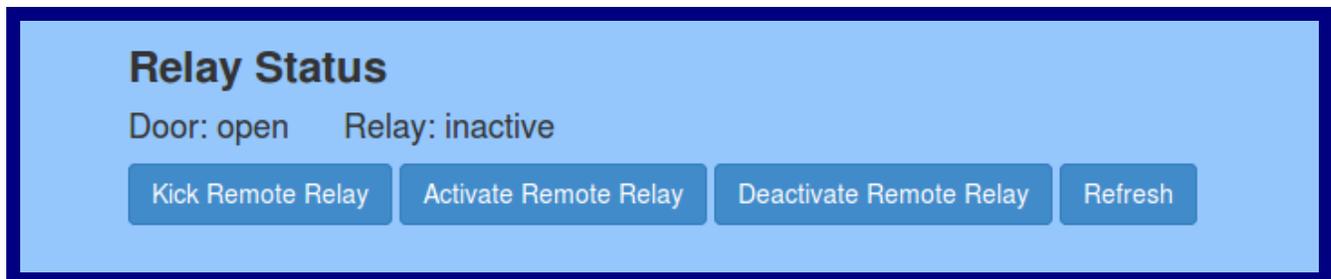
Web Page Item	Description
Make call to extension 	When selected, the device will call an extension when the remote (DSR) door sensor is activated. Use the 'Dial Out Extension' field below to specify the extension the device will call.
Play recorded audio 	When selected, the device will call the Dial Out Extension and play an audio file to the phone answering the SIP call (corresponds to Door Ajar on the Audiofiles page) when the remote (DSR) door sensor is activated.
Dial Out Extension 	Specify the extension the device will call when the remote (DSR) door sensor is activated. Enter up to 64 alphanumeric characters.
Dial Out ID 	An additional Caller identification string added to outbound calls. Enter up to 64 alphanumeric characters.
	Click the Save button to save your configuration settings. Note: You need to reboot for changes to take effect.
	Click on the Reboot button to reboot the system.
	Click on the Toggle Help button to see a short description of some of the web page items. First click on the Toggle Help button, and you will see a question mark () appear next to some of the web page items. Move the mouse pointer to hover over a question mark to see a short description of a specific web page item.
Discovered Remote Relays	The Discovered Remote Relays section lists all of the networked door strike relays on the network. To associate your device with a door strike relay, click on the Associate button. This action allows the user to configure the door strike relay. Keep in mind that a device may only be associated with one door strike relay.
Product Type	Displays the product type of the remote relay.
IP Address	Displays the IP address of the remote relay.
MAC Address	Displays the MAC address of the remote relay.
Serial Number	Displays the serial number of the remote relay.
Name	Displays the name of the remote relay.
Version	Displays the version of the remote relay.
	Use this button to search for and find any remote relays that are available on the network.
	Use this button to view the settings of a remote relay that has been "discovered" after pressing the Discover button.
	Use this button to associate the remote relay with the device. Only one relay may be associated with a device.

Table 2-1. DSR Configuration Parameters (continued)

Web Page Item	Description
Relay Status	Note: The Relay Status section and settings (Figure 2-2) only appear on the webpage when there is an associated door strike relay.
Door	Shows the status of the door.
Relay	Shows the status of the remote relay.
Kick Remote Relay	Click on the Kick Remote Relay button to activate the remote relay for a specified time. The time is equal to the DTMF timeout.
Activate Remote Relay	Click on the Activate Remote Relay button to activate the remote relay until the Deactivate Remote Relay button is pressed.
Deactivate Remote Relay	Click on the Deactivate Remote Relay button to deactivate the remote relay.
Refresh	Click on the Refresh button to refresh the web page and accurately display the status of the remote relay (active/inactive) and door (open/closed).

Note You must click on the **Save** button and then the **Reboot** button for the changes to take effect.

Figure 2-2. Relay Status Section



2.1.1 Configure the Device (on the DSR page)

1. Click the **View** button on the **DSR** page to open the **Configure Device** page (Figure 2-3).

Figure 2-3. DSR Page Configure Device Page

Configure Device

Serial Number	<input type="text" value="270000002"/>	<input type="button" value="Refresh"/>
MAC Address	<input type="text" value="00:20:F7:02:6C:F8"/>	<input type="button" value="Get Log"/>
Version	<input type="text" value="V1.2A"/>	<input type="button" value="Clear Log"/>
Device Name	<input type="text" value="LOCK270000003"/>	<input type="button" value="Reboot"/>
Addressing Mode	<input type="radio"/> Static <input checked="" type="radio"/> DHCP	<input type="button" value="Set Time"/>
IP Address:	<input type="text" value="192.168.70.74"/>	<input type="button" value="Save Changes"/>
Subnet Mask:	<input type="text" value="255.255.240.0"/>	
Default Gateway:	<input type="text" value="192.168.64.1"/>	
Command Port:	<input type="text" value="59999"/>	
Send Events	<input checked="" type="radio"/> Off <input type="radio"/> On	<input type="button" value="Cancel"/>
Event IP Address:	<input type="text" value="192.168.79.255"/>	
Event Port:	<input type="text" value="49999"/>	
Energize Time:	<input type="text"/>	
DST	<input checked="" type="radio"/> Off <input type="radio"/> On	
DST Start:	<input type="text" value="M3.2.0/02.00.00"/>	
DST End:	<input type="text" value="M11.1.0/02.00.00"/>	
Current Time:	<input type="text" value="17:45:26 08182014"/>	
Encryption:	<input checked="" type="radio"/> None <input type="radio"/> AES-256	
Encryption Key:	<input type="text"/>	
Door State	<input type="text" value="open"/>	
Relay State	<input type="text" value="inactive"/>	
Button State	<input type="text" value="inactive"/>	
LED	<input type="text" value="red"/>	
Alarm State	<input type="text" value="alarm"/>	
JP4, 6, 9, 10	<input type="text" value="0000"/>	
		<input type="button" value="Upgrade"/>
<input type="button" value="Browse..."/> No file selected.		

2. On the **Configure Device** page, enter values for the parameters indicated in [Table 2-2](#).

Note The question mark icon (?) in the following table shows which web page items will be defined after the **Toggle Help** button is pressed.

Table 2-2. DSR Page Configure Device Parameters

Web Page Item	Description
Serial Number	Displays the serial number of the door strike relay.
MAC Address	Displays the mac address of the door strike relay.
Version	Displays the firmware version of the door strike relay.
Device Name	Displays the name of the door strike relay. The default name is "LOCK," followed by the 9 digit ASCII serial number. The maximum name length is 13 characters. The unit will always respond to its default name.
Addressing Mode	Determines whether an IP address will be manually assigned through Static mode or dynamically assigned through a DHCP server. Note: For critical devices, such as the networked door strike relay, it is highly recommended that DHCP reservations or static IP addresses are used.
IP Address	Displays the IP address of the door strike relay.
Subnet Mask	Displays the subnet mask of the door strike relay.
Default Gateway	Displays the default gateway of the door strike relay.
Command Port	This shows the port on which the door strike relay sends status packets to the device (defaults to 49999).
Send Events	When enabled, events can be sent to the associated device. Note: Enabling this option allows the Remote Door Sensor settings to be activated.
Event IP Address	The broadcast address, or specific IP address, of the associated device.
Event Port	This is the port by which the door strike relay receives commands (defaults to 59999).
Energize Time	This is the number of seconds that the relay will be energized.
DST	Allows you to either enable or disable the Daylight Savings Time feature.
DST Start	Sets the Daylight Savings Time starting time in the following format: M3.2.0/02:00:00 M3 is the third month (March). .2 is the second occurrence of the day in the month. .0 is Sunday. /02:00:00 is the time. Note: When the occurrence is set to 5 , the final occurrence of the day in the specified month is used.

Table 2-2. DSR Page Configure Device Parameters (continued)

Web Page Item	Description
DST End	<p>Sets the Daylight Savings Time ending time in the following format: M11.1.0/02:00:00</p> <p>M11 is the eleventh month (November). .1 is the first occurrence of the day in the month. .0 is Sunday. /02:00:00 is the time.</p> <p>Note: When the occurrence is set to 5, the final occurrence of the day in the specified month is used.</p>
Current Time	<p>Sets the current time.</p> <p>Note: Be sure to save the current time by clicking on the Set Time button.</p>
Encryption	<p>Encryption can either be set to None or AES-256.</p>
Encryption Key	<p>Sets the AES encryption key. If encryption is currently enabled, the response to this command will be sent using the “old” key. The new key should be sent as 64 ASCII hexadecimal characters.</p>
Door State	<p>This field displays the current door state and is not configurable.</p>
Relay State	<p>This field displays the current relay state and is not configurable.</p>
Button State	<p>This field displays the current button state and is not configurable.</p>
LED	<p>This field displays the current LED state and is not configurable.</p>
Alarm State	<p>This field displays the current alarm state and is not configurable.</p>
JP4, 6, 9, 10	<p>This shows whether jumpers JP4, JP6, JP9, or JP10 are either enabled or disabled through the four digit sequence (0000). The 0 turns to 1 for an enabled jumper. For example, 0011 would mean jumpers JP9 and JP10 are activated, but JP4 and JP9 are not.</p>
	<p>Click on the Refresh button to refresh the Device Configuration page.</p>
	<p>Click on the Get Log button to get a log of the associated door strike relay activity. The door strike relay has 128Kb non-volatile storage for log data, storing an average of 10 days' worth of log data before it is overwritten.</p>
	<p>Click on the Clear Log button to clear the log from the door strike relay</p>
	<p>Click on the Reboot button to reboot any “discovered” remote relays and clear any associated devices.</p>
	<p>Click on the Set Time button to change the time.</p>
	<p>Click on the Save Changes button to save any changes that are made to the Device Configuration page.</p> <p>Note: The time setting must be saved by pressing the Set Time button.</p>

Table 2-2. DSR Page Configure Device Parameters (continued)

Web Page Item	Description
	Click on the Cancel button to cancel any changes that were made to the Configure Device page and return to the DSR page.
	Click on the Browse button to navigate through your computer and find firmware files.
	Click on the Upgrade button to upgrade the firmware of the door strike relay.

Note You must click on the **Save** button and then the **Reboot** button for the changes to take effect.

3 Networked Door Strike Configuration Utility

3.1 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 by completing the following steps:

1. Go to the following URL:
<http://www.cyberdata.net/voip/011270/>
2. Click on the **Downloads** tab.

3.2 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 3-1](#).

Figure 3-1. Configuration Utility Program Shortcut

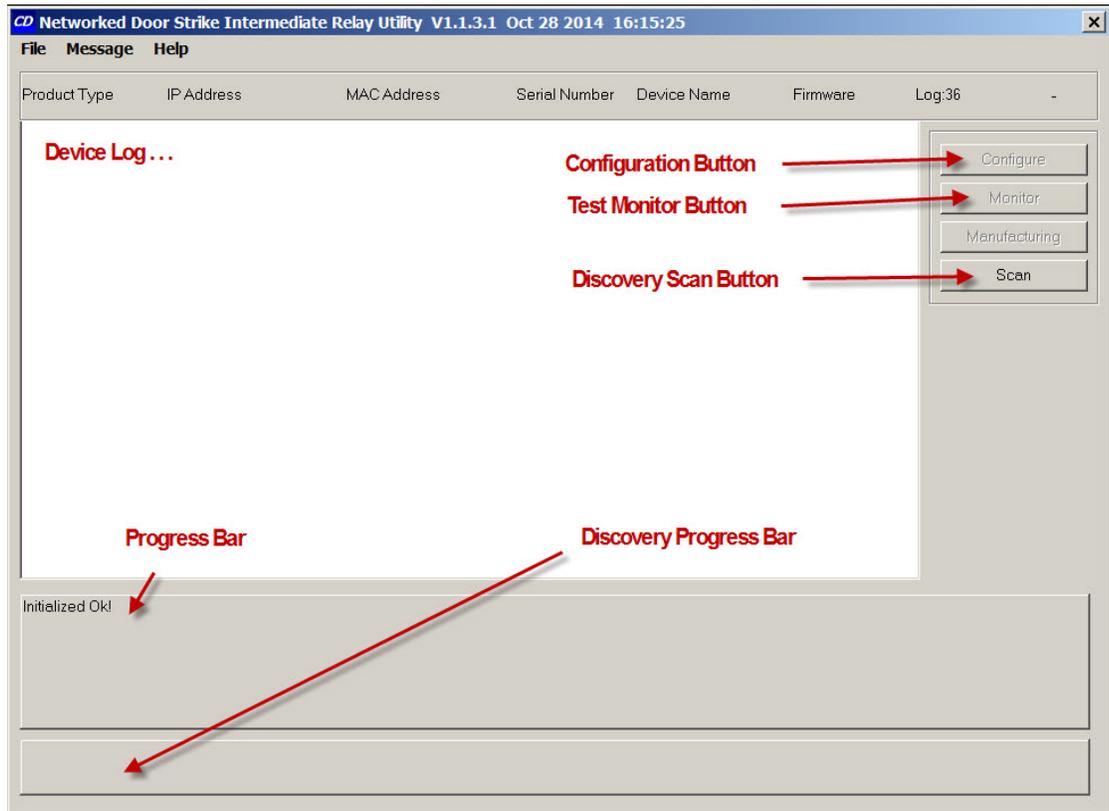


Note In [Figure 3-1](#), the configuration utility program is named **CDDsUtilR**. However, the program might be named something different on your computer.

3.3 Main Dialog

Double-click on the configuration utility shortcut (see [Figure 3-1](#)) to open the program, and the Main Dialog appears (see [Figure 3-2](#)):

Figure 3-2. Main Dialog



[Table 3-2](#) shows the function of the items that are available on the Main Dialog.

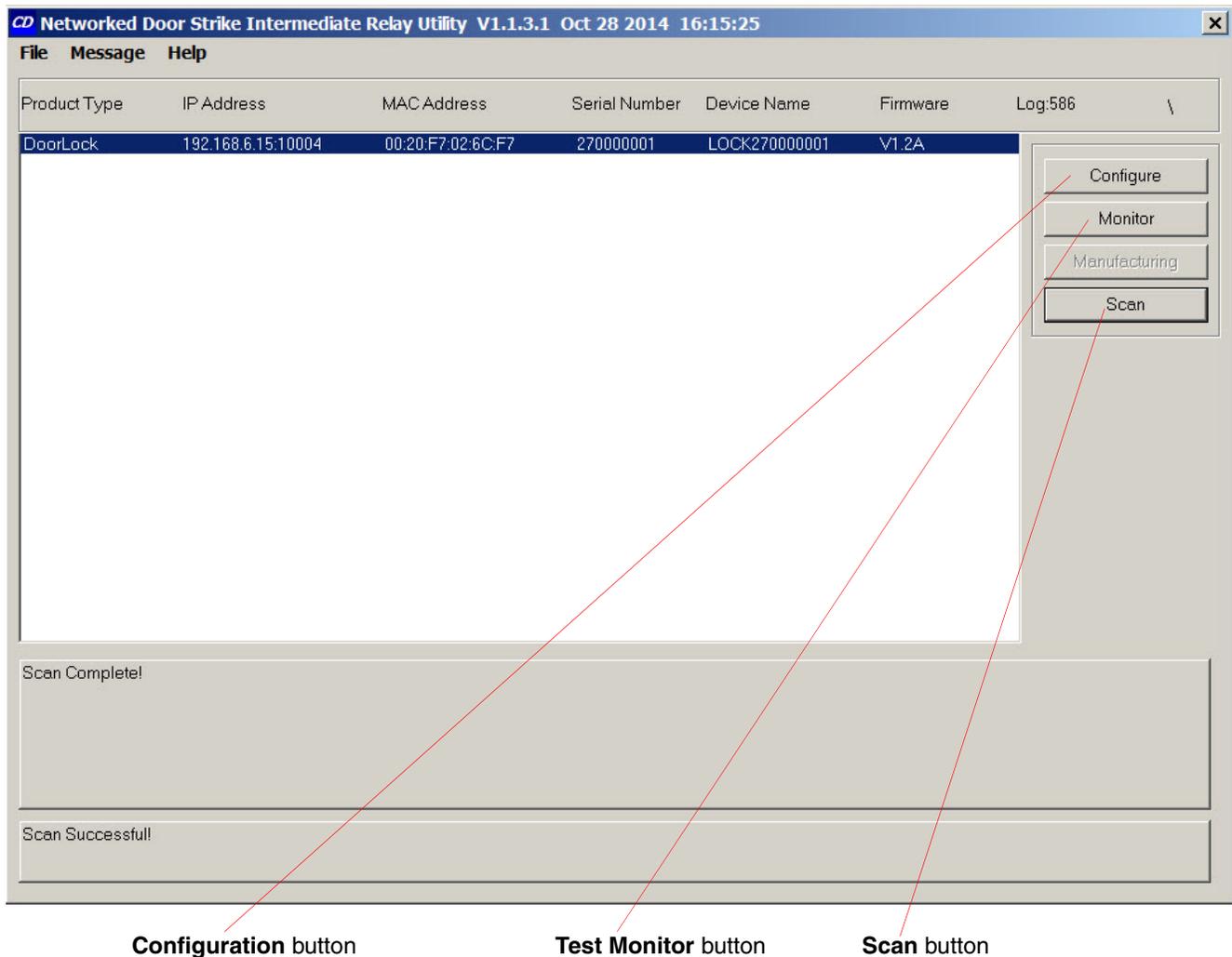
Table 3-1. Main Dialog Items

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 3.4.1, "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 3.5.2, "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.

3.4 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 3-3. Discovery Dialog



In [Figure 3-3](#), 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.

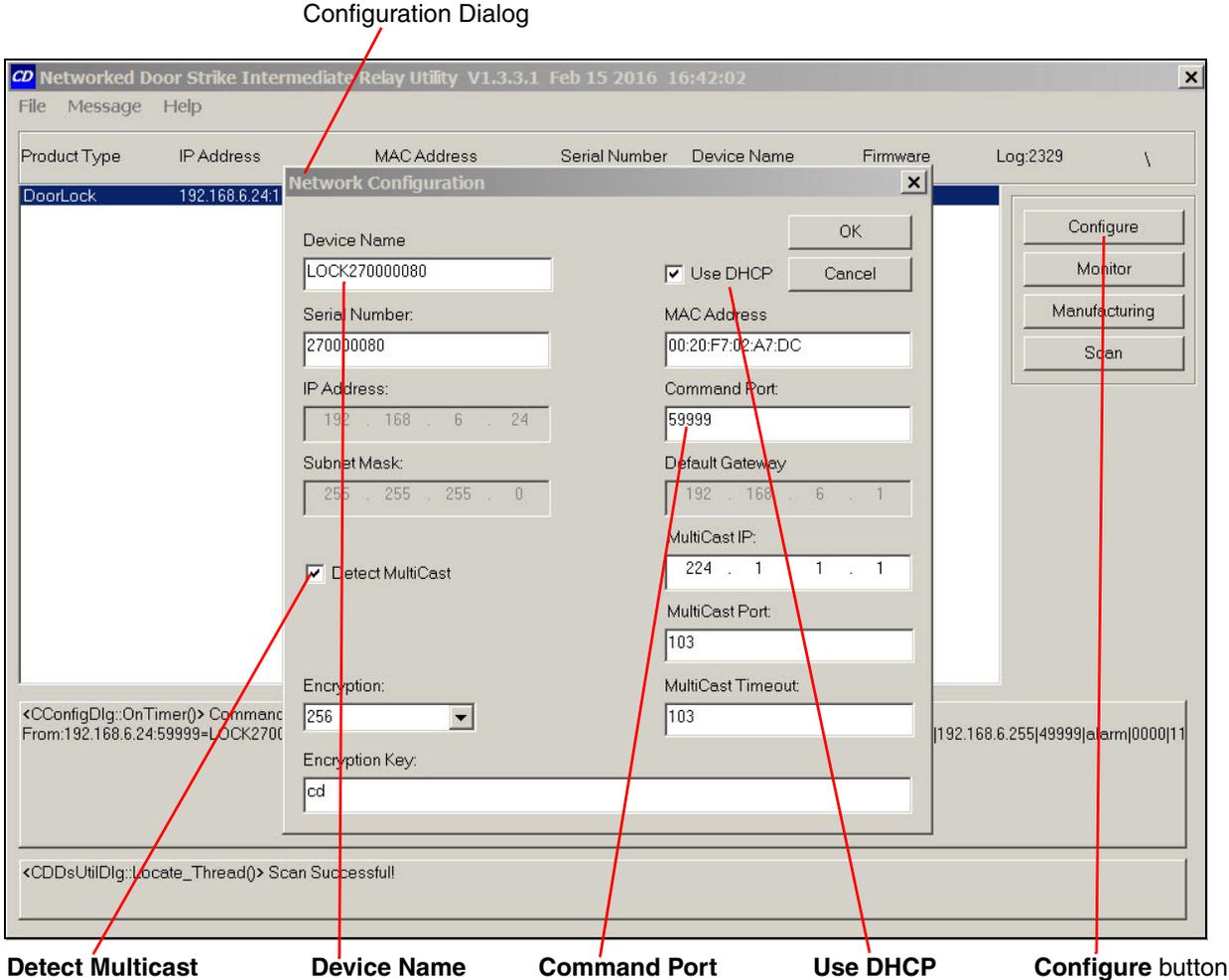
Then click the [Configuration Button](#) or [Test Monitor Button](#) to open the [Configuration Dialog](#) or [Test Monitor Dialog](#).

3.4.1 Configuration Dialog

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

Note This software will not configure or enable encryption.

Figure 3-4. Configuration Dialog



On the Configuration Dialog, you may enter values for the parameters indicated in [Table 3-2](#).

Table 3-2. 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.
Serial Number	The serial number is generated at time of manufacture and cannot be changed.
IP Address	The IP address is assigned by DHCP or Static IP.
Subnet Mask	The subnet mask is a screen of numbers used for routing traffic within a subnet.

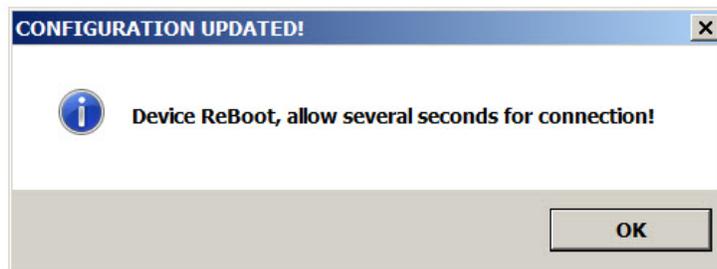
Table 3-2. Configuration Dialog Items (continued)

Item	Function
Detect Multicast	Check to enable Multicast detect on Multicast IP, Multicast Port, and Multicast Timeout. Note: Encryption cannot be enabled in multicast mode.
Encryption	Select NONE for no encryption, or 256 for AES-256 encryption.
Encryption Key	If AES-256 encryption is selected, enter an encryption key of up to 32 Ascii characters or 64 Hexadecimal encoded key value.
Use DHCP	Manufacture default is IP by DHCP. Removing the check makes available IP Address, Subnet Mask, and Default Gateway for static IP configuration.
MAC Address	The MAC address is generated at time of manufacture and cannot be changed.
Command Port	In the event the default command port conflicts with other applications using the LAN, the command port can be changed to another value. The command port is the port that the DSR listens to for commands on the LAN.
Default Gateway	In computer networking, the default gateway is the node that is assumed to know how to forward packets onto other networks.
Multicast IP Address	224.0.0.0 to 239.255.255.255 (see RFC 5771)
Multicast Port	The Multicast Port is the group port address used for the specified multicast IP packet stream.
Multicast Timeout	The Multicast Timeout is the number of seconds that the relay will remain energized after receipt of the multicast packet.

3.4.2 Configuration Updated Dialog

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

Figure 3-5. 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 3-2) will appear.

3.5 Test Monitor Dialog

3.5.1 Selected Device Encryption Key

If encryption has been configured by other software for the DSR being tested, the **Selected Device Encryption Key** Dialog (Figure 3-6) will appear and the encryption key must be provided before proceeding to the [Test Monitor Dialog](#) (see [Section 3.5.2, "Test Monitor Dialog"](#)).

Figure 3-6. 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.

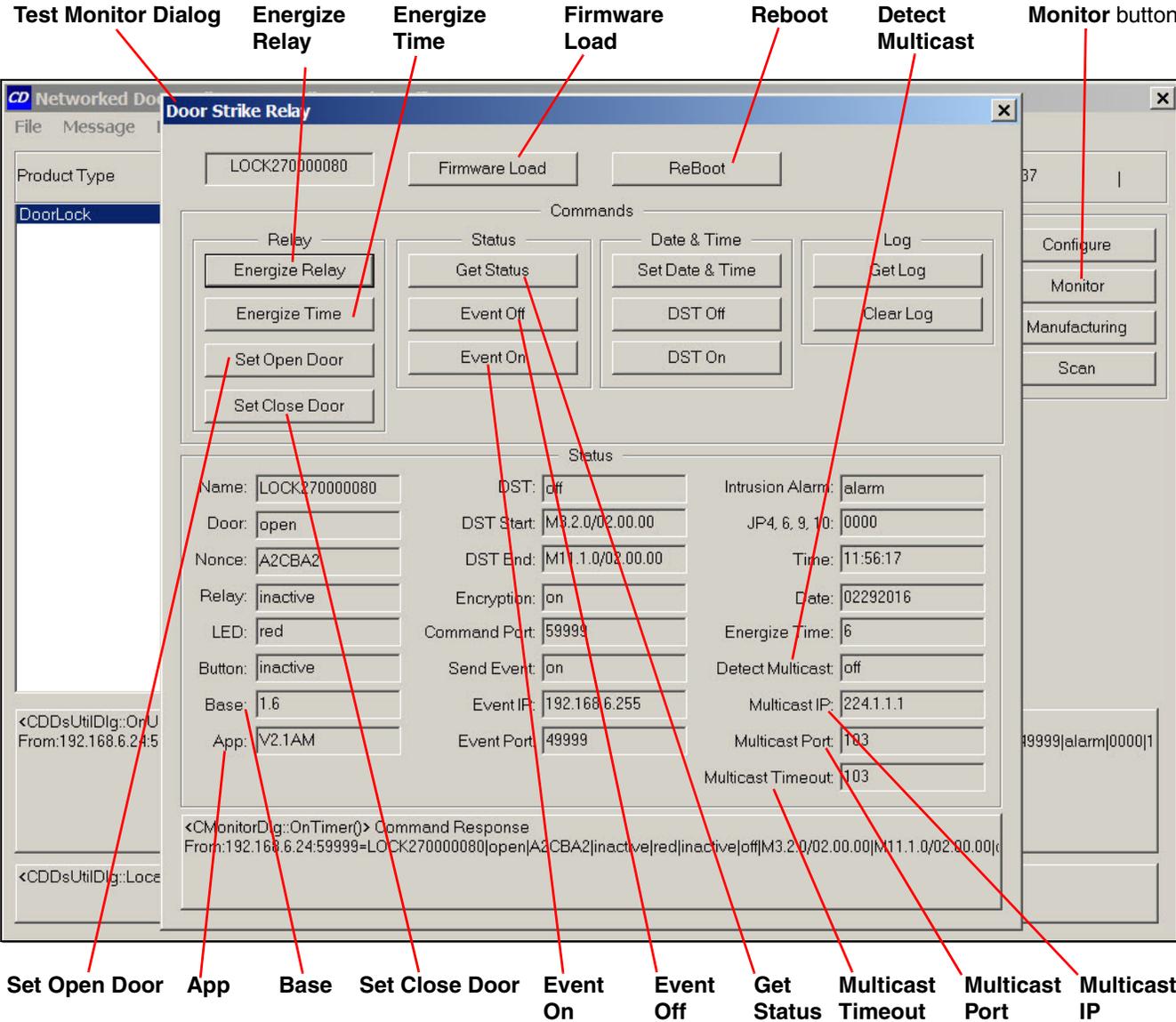
Software decides that the key is ASCII if 32 characters or less have been provided.

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

3.5.2 Test Monitor Dialog

Click on the **Monitor** button to go to the Test Monitor Dialog (see [Figure 3-7](#)). 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 3-7. Test Monitor Dialog

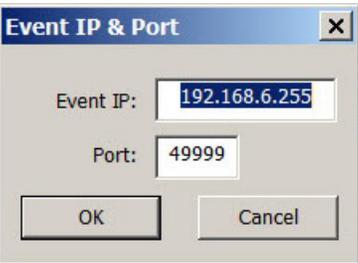


On the Test Monitor Dialog, you may enter values for the parameters indicated in [Table 3-3](#).

Table 3-3. 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> <div data-bbox="678 506 1243 768" data-label="Image"> </div> <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 3-2) 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 3-2) 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> <div data-bbox="813 1182 1174 1367" data-label="Image"> </div> <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 3-3. Test Monitor Dialog Items (continued)

Item	Function
Event On	Enables Events. The following dialog is presented:
	
Base	Base firmware version.
App	Application firmware version.
Detect Multicast	Select either On or Off to turn multicast packet detection on or off.
Multicast IP Address	224.0.0.0 to 239.255.255.255 (see RFC 5771)
Multicast Port	The Multicast Port is the group port address used for the specified multicast IP packet stream.
Multicast Timeout	The Multicast Timeout is the number of seconds that the relay will remain energized after receipt of the multicast packet.

Appendix A: Troubleshooting/Technical Support

A.1 Frequently Asked Questions (FAQ)

To see a list of frequently asked questions for your product, click on the **FAQs** tab at the following webpage:

<http://www.cyberdata.net/voip/011270/>

A.2 Documentation

The documentation for this product is released in an English language version only.

To download PDF copies of CyberData product documentation, click on the **Downloads** tab at the following webpage:

<http://www.cyberdata.net/voip/011270/>

A.3 Contact Information

Contact CyberData Corporation
 3 Justin Court
 Monterey, CA 93940 USA
 www.CyberData.net
 Phone: 800-CYBERDATA (800-292-3732)
 Fax: 831-373-4193

Sales Sales 831-373-2601, Extension 334

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

<http://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

A.4 Warranty and RMA Information

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

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

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