



# *CyberData Paging Adapters Operations Guide*

*SIP Compliant*  
Part #011233, 011280

Document Part #932061A  
for Firmware Version 22.0.1

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

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**Operations Guide 932061A**  
**SIP Compliant 011233, 011280**

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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:

<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 932061A, which corresponds to firmware version 22.0.1, was released on November 19, 2024.

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## Pictorial Alert Icons

	<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.

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# 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 Configure the Device</b>	<b>1</b>
1.1 Log In Page .....	1
1.1.1 Restoring Defaults and Announcing the IP Address .....	2
1.2 Home Page .....	3
1.3 Device .....	5
1.4 Network .....	6
1.5 SIP (Session Initiation Protocol) .....	7
1.5.1 Dial Out Extension Strings and DTMF Tones (using rfc2833) .....	8
1.5.2 Point-to-Point Configuration .....	8
1.6 SSL .....	9
1.7 Multicast .....	11
1.8 Fault .....	12
1.9 Audiofiles .....	13
1.10 Events .....	16
Example Packets for Events .....	17
1.11 Terminus .....	20
1.12 Autoprovisioning .....	21
1.13 Firmware .....	22
1.14 Admin .....	23
1.15 Command Interface .....	24
1.15.1 Command Interface Post Commands .....	24
<b>Appendix A Troubleshooting/Technical Support</b>	<b>25</b>
A.1 Contact Information .....	25
A.2 Warranty and RMA Information .....	25

# 1 Configure the Device

## 1.1 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 Paging Adapter.

**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>

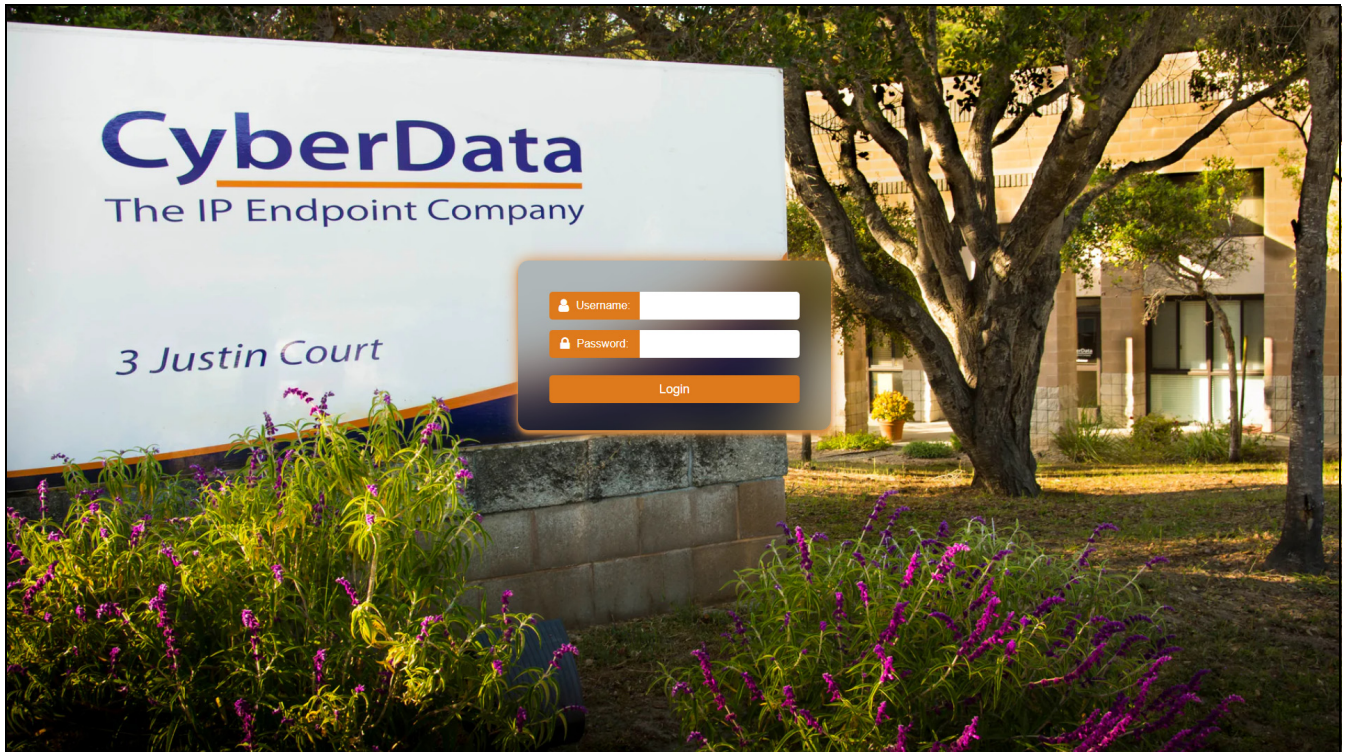
**Note** The Intercom ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

2. On the Log In Page (Figure 1-1), use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 1-3):

Web Access Username: **admin**

Web Access Password: **admin**

Figure 1-1. Log In Page



## 1.1.1 Restoring Defaults and Announcing the IP Address

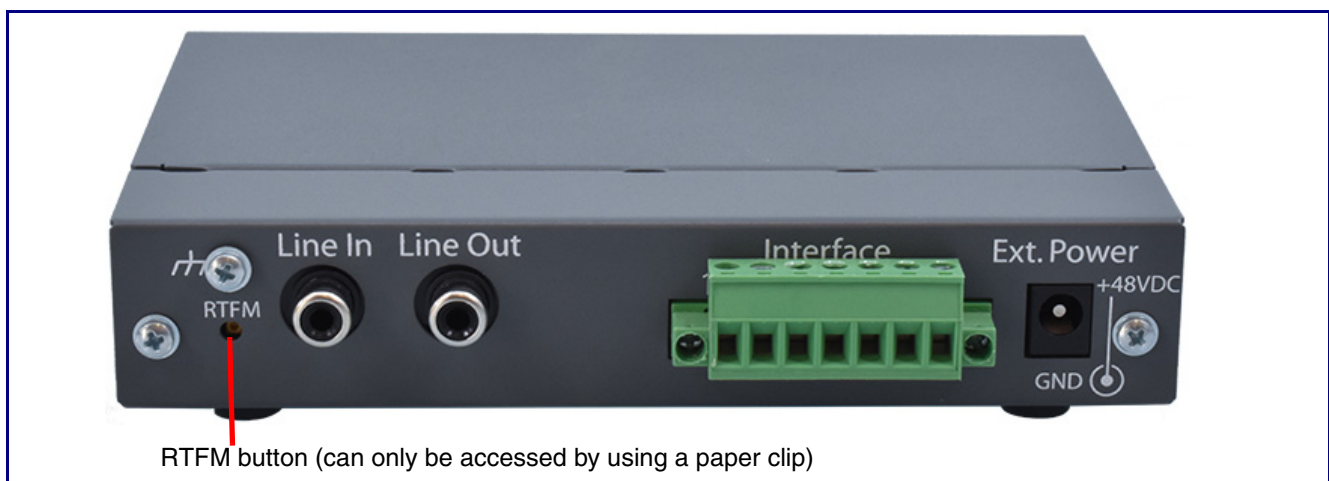
The RTFM button is located on the back of the device.

Briefly pressing the RTFM button (Figure 1-2), prompts the device to announce its IP address (a speaker or amplified speaker must be connected).

To restore the device to its factory default settings (Table 1-1), hold the RTFM button for approximately seven seconds. After 15-20 seconds, "Restoring defaults, rebooting" is announced (a speaker or amplified speaker must be connected).

The device will default to DHCP to obtain an IP address, or will use 192.168.1.23 if a DHCP server is not present.

**Figure 1-2. RTFM Button**



**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.



## 1.2 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 1-3. Home Page

The screenshot displays the CyberData Home Page interface. At the top, the CyberData logo is on the left, and device information is on the right. The device information includes: Product: Paging Adapter, Firmware: v22.0.1, Serial: 233200002, MAC: 00:20:F7:04:71:ad, Available Storage: 1485MB, and Device Status: Idle. Below this, there are three main sections: Device Configuration, Network Status, and SIP Registration. Each section contains a table of key-value pairs. On the right side of the top bar, there are buttons for Test, Save, Cancel, Reboot, and Logout. A vertical sidebar on the left contains various navigation icons. At the bottom of the page, there is a footer with 'CyberData' and 'Support' links.

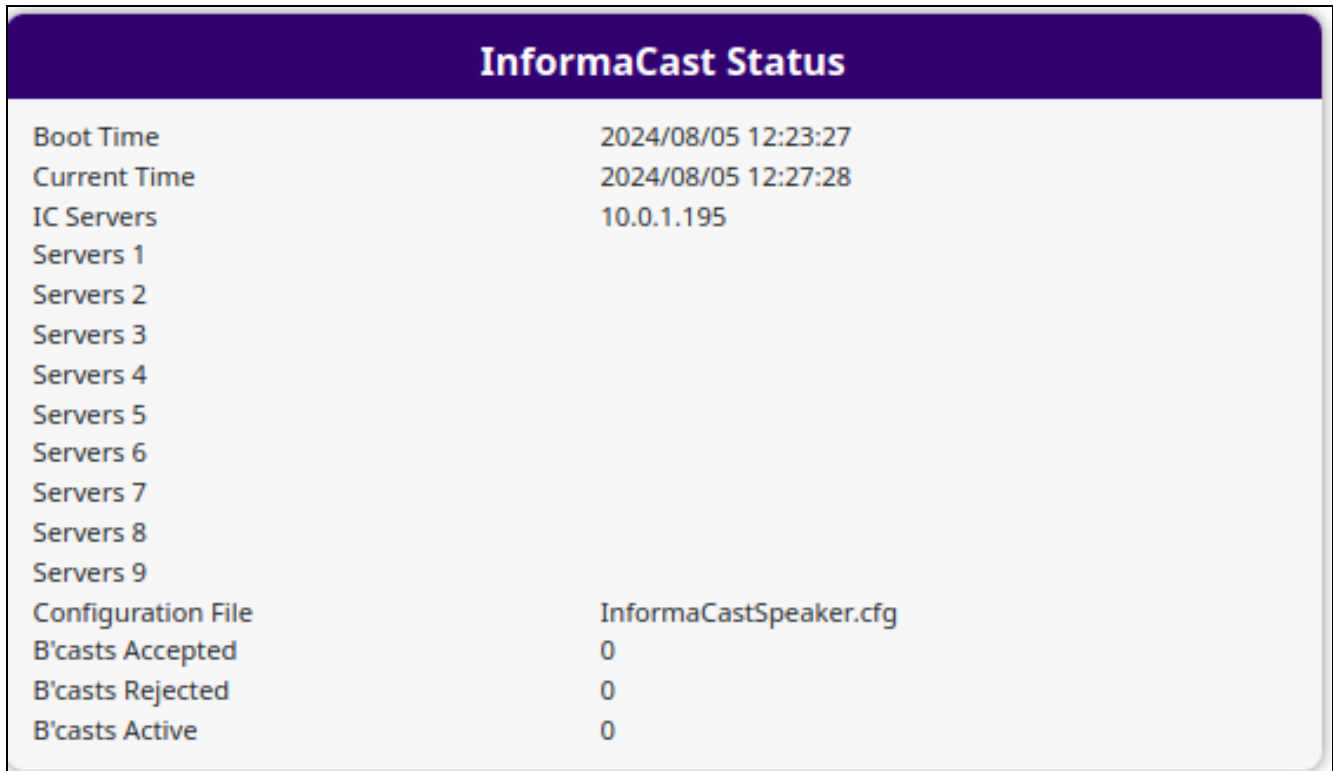
Device Configuration	
Serial Number	233200002
Mac Address	00:20:F7:04:71:ad
Firmware Version	v22.0.1
Partition 2	v22.0.1
Partition 3	v22.0.1
Booting Partition	partition 2

Network Status	
IP Address Protocol	DHCP
IP Address	10.10.0.210
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

If you are using an InformaCast enabled device, you will see the following:

**Figure 1-4. InformaCast enabled Device**



InformaCast Status	
Boot Time	2024/08/05 12:23:27
Current Time	2024/08/05 12:27:28
IC Servers	10.0.1.195
Servers 1	
Servers 2	
Servers 3	
Servers 4	
Servers 5	
Servers 6	
Servers 7	
Servers 8	
Servers 9	
Configuration File	InformaCastSpeaker.cfg
B'casts Accepted	0
B'casts Rejected	0
B'casts Active	0

## 1.3 Device

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

**Figure 1-5. Device Configuration Page**

The screenshot displays the CyberData Device Configuration Page. At the top, it shows the product name 'Paging Adapter', firmware version 'v22.0.1', serial number '233200002', MAC address '00:20:F7:04:71:ad', and available storage '1485MB'. The device status is 'Idle'. Action buttons for 'Test', 'Save', 'Cancel', 'Reboot', and 'Logout' are visible. The main content area is divided into four settings panels: 'Line-in Settings' with 'Line-in to Line-out Loopback' set to 'OFF'; 'Relay Settings' with 'Relay on Local Audio' set to 'OFF'; 'Time Settings' with 'NTP Server' as 'north-america.pool.ntp.org', 'NTP Timezone' as 'America/Los\_Angeles (-8)', and 'Current Time' as 'Tue, 19 Nov 2024 09:02:36'; and 'Misc Settings' with 'Device Name' as 'Paging Adapter', 'Bypass DTMF Menu' as 'DISABLED', 'Beep on Init' as 'OFF', and 'Multicast TTL' as '255'. A sidebar on the left contains navigation icons, and the footer includes 'CyberData - Support'.

If you are using an InformaCast enabled device, you will see the following:

**Figure 1-6. InformaCast enabled Device**

The screenshot shows the 'InformaCast Settings' section. It features a dark blue header with the text 'InformaCast Settings'. Below the header, there is a field labeled 'InformaCast Server:' with the value 'http://10.0.1.195:8081/InformaCast/resources' entered in the text box.

## 1.4 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 1-7. Network Page

The screenshot displays the Network configuration page for a CyberData Paging Adapter. The interface includes a top navigation bar with device information and a sidebar with navigation icons. The main content area is divided into three panels: Network Status, Network Settings, and VLAN Settings.

Network Status	
IP Address Protocol	DHCP
IP Address	10.10.0.210
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:	DHCP
Hostname:	SipDevice0471ad
IP Address:	10.10.10.10
Subnet Mask:	255.0.0.0
Default Gateway:	10.0.0.1
DNS Server 1:	10.0.0.1
DNS Server 2:	10.0.0.1
DHCP Timeout:	60 seconds

VLAN Settings	
VLAN ID:	0
VLAN Priority:	0

At the top right of the page, there are buttons for Test, Save, Cancel, Reboot, and Logout. The footer of the page contains the text "CyberData • Support".

## 1.5 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 1-8. SIP Page

If you are using an InformaCast enabled device, you will see the following:

Figure 1-9. InformaCast enabled Device

InformaCast SIP Config:	<b>DISABLED</b>
-------------------------	-----------------

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

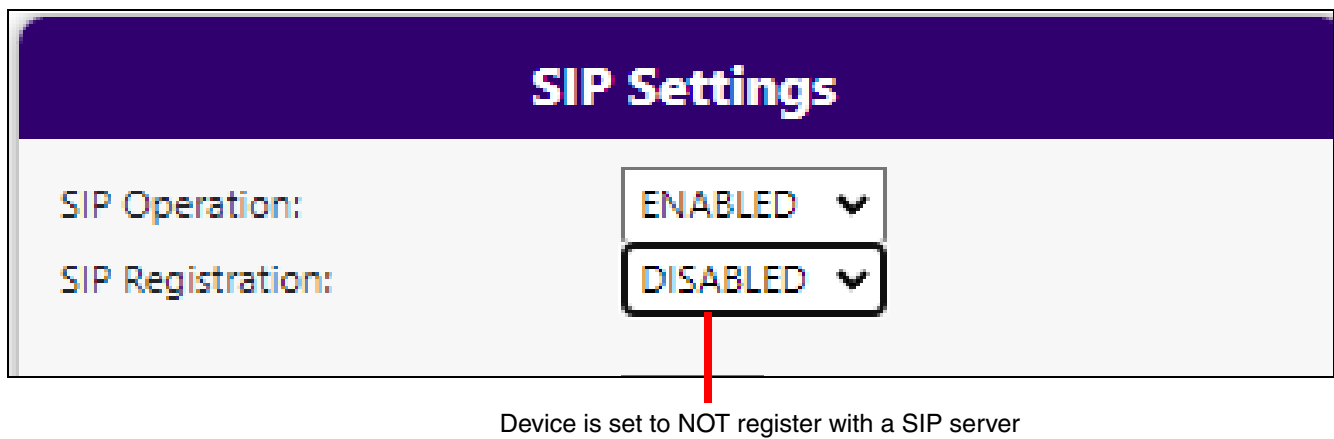
Outgoing calls support delayed DTMF (rfc2833) with the first comma pausing 2 seconds and subsequent commas pausing 1 second.

---

## 1.5.2 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 1-10](#).

**Figure 1-10. SIP Page Set to Point-to-Point Mode**



## 1.6 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 1-11. SSL Page (1 of 2)

The screenshot displays the CyberData SSL configuration interface. At the top, the device information is shown: Product: Paging Adapter, Serial: 233200002, Available Storage: 1485MB, Firmware: v22.0.1, MAC: 00:20:77:04:71:ad, and Device Status: Idle. There are buttons for Test, Save, Cancel, Reboot, and Logout.

Three certificate configuration panels are visible:

- Web Server Certificate:** Shows subject details (countryName: US, stateOrProvinceName: California, localityName: Monterey, organizationName: Cyberdata, commonName: 0020F70471ad) and validity dates (notBefore: Jul 31 00:14:39 2020 GMT, notAfter: Jul 29 00:14:39 2030 GMT). It includes 'Choose Files' and 'No file chosen' buttons, and 'Import Web Certificate' and 'Restore Web Certificate' buttons.
- SIP Client Certificate:** Shows identical subject details and validity dates. It includes 'Choose Files' and 'No file chosen' buttons, and 'Import SIP Certificate' and 'Restore SIP Certificate' buttons. A 'Password (optional):' field is present.
- Autoprovisioning Client Certificate:** Shows identical subject details and validity dates. It includes 'Choose Files' and 'No file chosen' buttons, and 'Import Autoprovisioning Certificate' and 'Restore Autoprovisioning Certificate' buttons. A 'Password (optional):' field is present.

Below these panels is the **List of Trusted CAs** section. It features an 'Upload CA Certificate:' field with a 'Choose Files' button and an 'Import CA Certificate' button. Below this are buttons for 'Download CyberData CA', 'Generate Cyberdata CSR', 'Remove All', and 'Restore Defaults'.

ID	CA Certificate Name	Info	Remove
1	CyberData_CA.pem	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

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

Figure 1-12. SSL Page (2 of 2)

CyberData The IP Endpoint Company

Product: Paging Adapter  
Firmware: v22.0.1

Serial: 233200002  
MAC: 00-20-F7:04-71-ad

Available Storage: 1485MB  
Device Status: Idle

Test Save Cancel Reboot Logout

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

CyberData • Support



## 1.7 Multicast

The Multicast Configuration page allows the device to join up to ten paging zones for receiving RTP audio streams. A paging zone can consist of one or many CyberData multicast group-enabled products. There is no limit to how many speakers can participate in a given paging zone. Each multicast group is defined by a multicast address and port number.

Each multicast group is assigned a priority, allowing simultaneously arriving pages to be serviced based on importance. Multicast groups are compatible with IGMP through version 3. The device supports simultaneous SIP and Multicast. The device will prioritize simultaneous audio streams according to their priority in the list. If both SIP and Multicast is enabled, SIP audio streams are considered priority 4.5. SIP audio will interrupt multicast streams with priority 0 through 4 and will be interrupted by multicast streams with priority 5 through 9.

Ringtones all play at the same priority level. This means that it is possible to have a nightring tone and a normal ringtone playing at the same time.

To use Polycom Group Paging, configure a multicast group with the IP address and port number of the Polycom phone. The default is 224.0.1.116, port 5001, but can be configured through the phone. Polycom defaults to channels 1, 24, and 25, but can also be configured. The payload should be 20 ms and the codec G711mu.

Figure 1-13. Multicast Page

The screenshot shows the 'Multicast Settings' page in the CyberData web interface. At the top, there is a header with the CyberData logo and device information: Product: Paging Adapter, Serial: 233200002, Available Storage: 1485MB, Firmware: v22.0.1, MAC: 00:20:f7:04:71:a0, and Device Status: Idle. There are buttons for Test, Save, Cancel, Reboot, and Logout. A green notification bar indicates 'Saved Successfully'.

The main content area is titled 'Multicast Settings' and contains the following configuration options:

- Receive Multicast Audio:  ENABLED
- Polycom Default Channel: 1
- Polycom Priority Channel: 24
- Polycom Emergency Channel: 25

Below these options is a table with the following columns: Priority, Address, Port, Name, Buffer, and Beep.

Priority	Address	Port	Name	Buffer	Beep
0	239.168.3.1	2000	Background Music	DISABLED	DISABLED
1	239.168.3.2	3000	MG1	DISABLED	DISABLED
2	239.168.3.3	4000	MG2	DISABLED	DISABLED
3	239.168.3.4	5000	MG3	DISABLED	DISABLED
4	239.168.3.5	6000	MG4	DISABLED	DISABLED
5	239.168.3.6	7000	MG5	DISABLED	DISABLED
6	239.168.3.7	8000	MG6	DISABLED	DISABLED
7	239.168.3.8	9000	MG7	DISABLED	DISABLED
8	239.168.3.9	10000	MG8	DISABLED	DISABLED
9	239.168.3.10	11000	Emergency	DISABLED	DISABLED

Below the table, there is additional information:

- SIP calls: Priority 4.5
- Port range: 2000-65535
- Priority: 9 is the highest, 0 is the lowest
- Audio Streams: Higher priority supersedes lower ones
- Priority 9: Plays at maximum volume

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

## 1.8 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 1-14. Fault Page**

The screenshot displays the CyberData web interface for configuring fault detection. The top header includes the CyberData logo, product information (Paging Adapter, v22.0.1), device serial and MAC addresses, available storage (1485MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are visible in the top right. A vertical navigation menu on the left contains icons for various system functions, with the Fault icon highlighted. The main content area features a 'Fault Detection Settings' panel with the following fields:

Fault Detection Settings	
Message Playbacks:	<input type="text" value="0"/>
Play Message Locally:	<input type="text" value="DISABLED"/>
Call to Extension:	<input type="text" value="DISABLED"/>
Dial Out Extension:	<input type="text" value="204"/>
Dial Out ID:	<input type="text" value="id204"/>

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

## 1.9 Audiofiles

This device supports stored messages. The user will hear “Press 0 to page, press 1 to 9 to play stored message” when calling the device.

To configure stored messages, an audio file must be uploaded, using **Choose File** and **Save**. The number of repeats can be specified or set to infinite (where the message plays until cancelled by the # button during a phone call).

Figure 1-15. Audiofiles Page (1 of 3)

ID	Current setting	File selection	Action
0:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
1:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
2:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
3:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
4:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
5:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
6:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
7:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
8:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
9:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Audio Test:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Dot:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Night Ring:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Page Tone:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Rebooting:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Restoring Default:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Ringback Tone:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Ring Tone:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Sensor Triggered:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
Your IP Address Is:	Currently set to: default	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Play"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>

**Menu Audio Files**  
CyberData • Support

Figure 1-16. Audiofiles Page (2 of 3)

**CyberData**  
The IP Endpoint Company

Product: Paging Adapter  
Firmware: v22.0.1

Serial: 233200002  
MAC: 00:20:F7:04:71:ad

Available Storage: 1485MB  
Device Status: Idle

Test Save Cancel Reboot Logout

Cancel:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Currently Playing:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Invalid Entry:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Page:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Play Stored Message:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Pound (#):	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Press:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Through:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
To:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Enter Code:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Invalid Code:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Enter Zone:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>

### Stored Messages

Stored Message 1:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 2:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 3:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 4:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 5:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 6:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 7:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>

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Figure 1-17. Audiofiles Page (3 of 3)

**CyberData**  
The IP Endpoint Company

Product: Paging Adapter  
Firmware: v22.0.1

Serial: 233200002  
MAC: 00:20:F7:04:71:ad

Available Storage: 1485MB  
Device Status: Idle

Test Save Cancel Reboot Logout

Page:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Play Stored Message:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Pound (#):	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Press:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Through:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
To:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Enter Code:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Invalid Code:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Enter Zone:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>

### Stored Messages

Stored Message 1:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 2:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 3:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 4:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 5:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 6:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 7:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 8:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>
Stored Message 9:	Currently set to: default	<input type="button" value="Choose File"/>	No file chosen	Repeat: <input type="text" value="0"/>	Infinite: <input type="button" value="OFF"/>	<input type="button" value="Play"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>

CyberData Support

## 1.10 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 1-18. Events Page**

The screenshot shows the CyberData web interface for configuring events. At the top, there is a header with the CyberData logo, product information (Paging Adapter, v22.0.1), serial and MAC addresses, and available storage (1485MB). On the right, there are buttons for Test, Save, Cancel, Reboot, and Logout. The main content area is divided into two panels: 'Event Server' and 'Events'. The 'Event Server' panel has four fields: Event Generation (a dropdown menu set to 'DISABLED'), Server IP Address (text input '10.0.0.250'), Server Port (text input '8080'), and Server URL (text input 'xmiparse\_engine'). The 'Events' panel lists ten event types, each with a dropdown menu set to 'DISABLED': Application Started Events, Reboot Events, Heartbeat Events, Call Started Events, Call Terminated Events, Nightring Events, Multicast Started Events, Multicast Stopped Events, Relay Activated Events, Relay Deactivated Events, and Fault Events. A vertical sidebar on the left contains various system icons, and the footer at the bottom says 'CyberData • Support'.

If you are using an InformaCast enabled device, you will see the following:

**Figure 1-19. InformaCast enabled Device**

This screenshot shows a specific configuration section for InformaCast. It consists of two rows. The first row is labeled 'InformaCast Start Events:' and has a dropdown menu set to 'DISABLED'. The second row is labeled 'InformaCast Stop Events:' and also has a dropdown menu set to 'DISABLED'.

### 1.10.0.1 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>
```

## 1.11 Terminus

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

**Figure 1-20. Terminus Page**

The screenshot shows the Terminus configuration page within the CyberData web interface. The interface has a dark purple header with the following information:

- CyberData** The IP Endpoint Company
- Product: Paging Adapter
- Firmware: v22.0.1
- Serial: 233200002
- MAC: 00:20:f7:04:71:ad
- Available Storage: 1485MB
- Device Status: Idle

On the right side of the header, there are five buttons: Test (purple), Save (green), Cancel (yellow), Reboot (red), and Logout (blue). A vertical sidebar on the left contains several icons, with the Terminus icon (a sun-like symbol) highlighted in orange.

The main content area contains two configuration panels:

- Discovery Setting**
  - Multicast Address:
  - Time to Live:
  - Discovery Interval:  seconds
- Lockdown Settings**
  - Lock Down Mode:
  - Relay:

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

## 1.12 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..

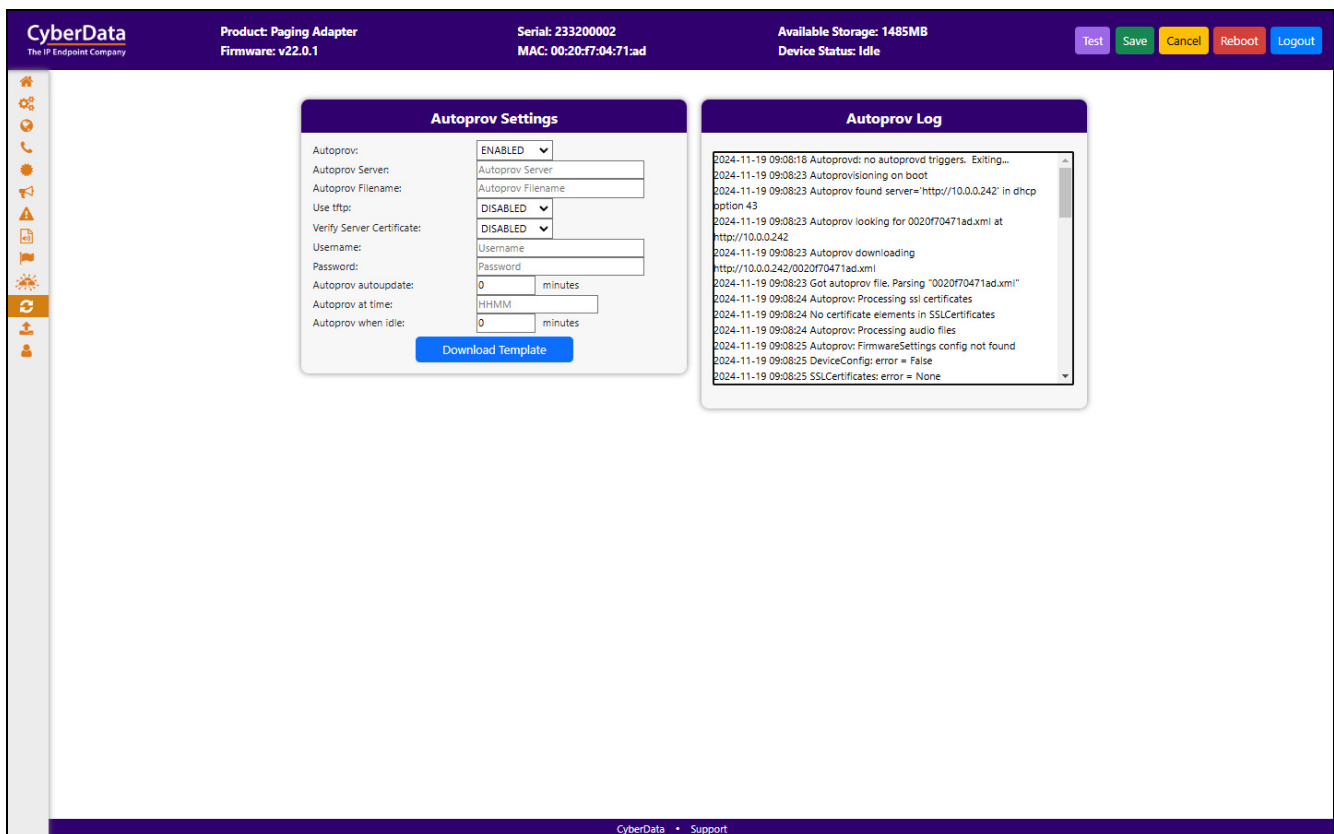
If a file is named, it will be downloaded instead of <mac address>.xml.

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 1-21. Autoprovisioning Page**



## 1.13 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


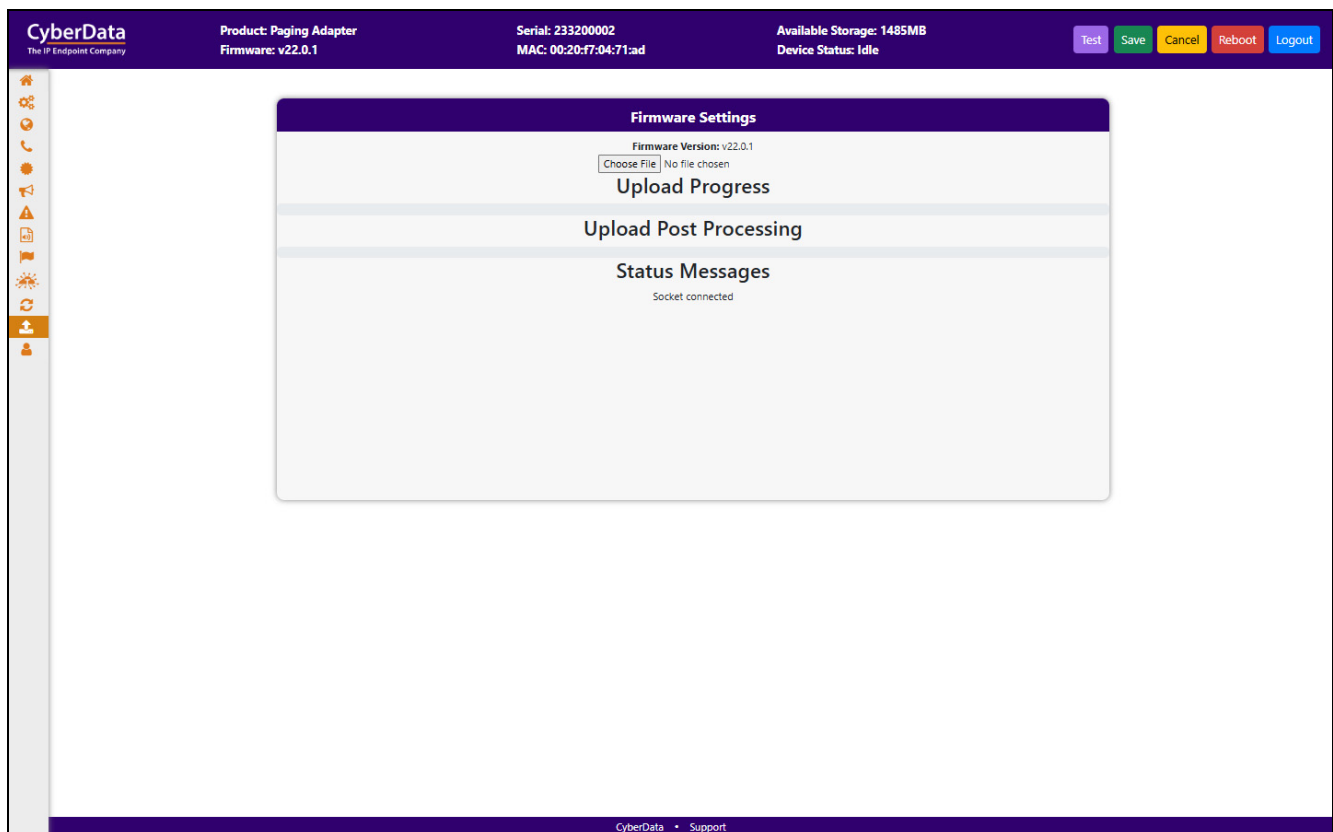
 GENERAL ALERT	<b>Caution</b> <b>Equipment Hazard:</b> Do not reboot the device. It will reboot automatically when the process is complete.
--	---

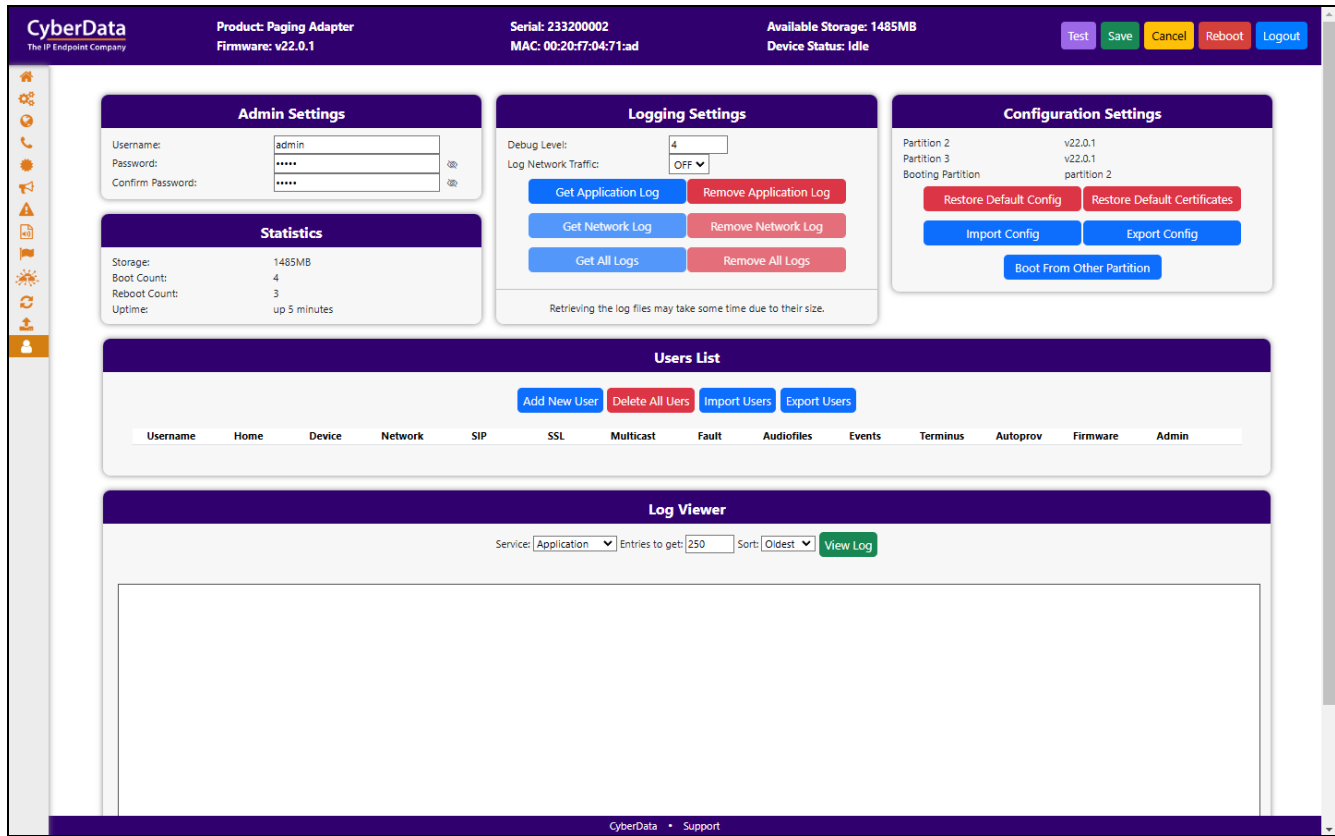
Figure 1-22. Firmware Page



The screenshot displays the CyberData web interface for a Paging Adapter. The top navigation bar includes the CyberData logo, product details (Product: Paging Adapter, Firmware: v22.0.1), serial number (233200002), MAC address (00:20:f7:04:71:ad), and available storage (1485MB). Action buttons for Test, Save, Cancel, Reboot, and Logout are visible. The main content area is titled 'Firmware Settings' and shows the current firmware version as v22.0.1. A 'Choose File' button is present for file selection. Below this, there are sections for 'Upload Progress', 'Upload Post Processing', and 'Status Messages', which currently displays 'Socket connected'.

# 1.14 Admin

Figure 1-23. Admin Page



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

## 1.15 Command Interface

Some functions on the device can be activated using simple POST commands to the web interface. The examples in [Table 1-2](#) use the free unix utility, **wget commands**. However, any program that can send HTTP POST commands to the device should work.

### 1.15.1 Command Interface Post Commands

The commands in [Table 1-2](#) require an authenticated session (a valid username and password to work).

**Table 1-2. 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

---

## 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

---

## 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

---

## A

Admin 23  
Audiofiles 13  
Autoprovisioning 21

## C

Command Interface 24  
Command Interface Post Commands 24  
Contact Information 25

## D

Device 5  
Dial Out Extension Strings and DTMF Tones (using  
rfc2833) 8  
Discovery Utility program 1

## E

Events 16

## F

Fault 12  
Firmware 22

## H

Home Page 3

## L

Log In Page 1

## M

Multicast 11

## N

Network 6

## P

Point-to-Point Configuration 8

## S

SIP (Session Initiation Protocol) 7  
SSL 9

## T

Terminus 20  
Troubleshooting/Technical Support 25

## W

Warranty and RMA Information 25