CyberData
The IP Endpoint Company

CyberData and CyberSoftPhone Point to Point Configuration Guide

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Revision Information

Version	Date	Revision	Valid for FW	Valid for Models
1.0	28-Apr-17	Initial Version	1.0.1	011410, 011414
1.1	1-Sept-22	Update	1.4.1	011410 011414

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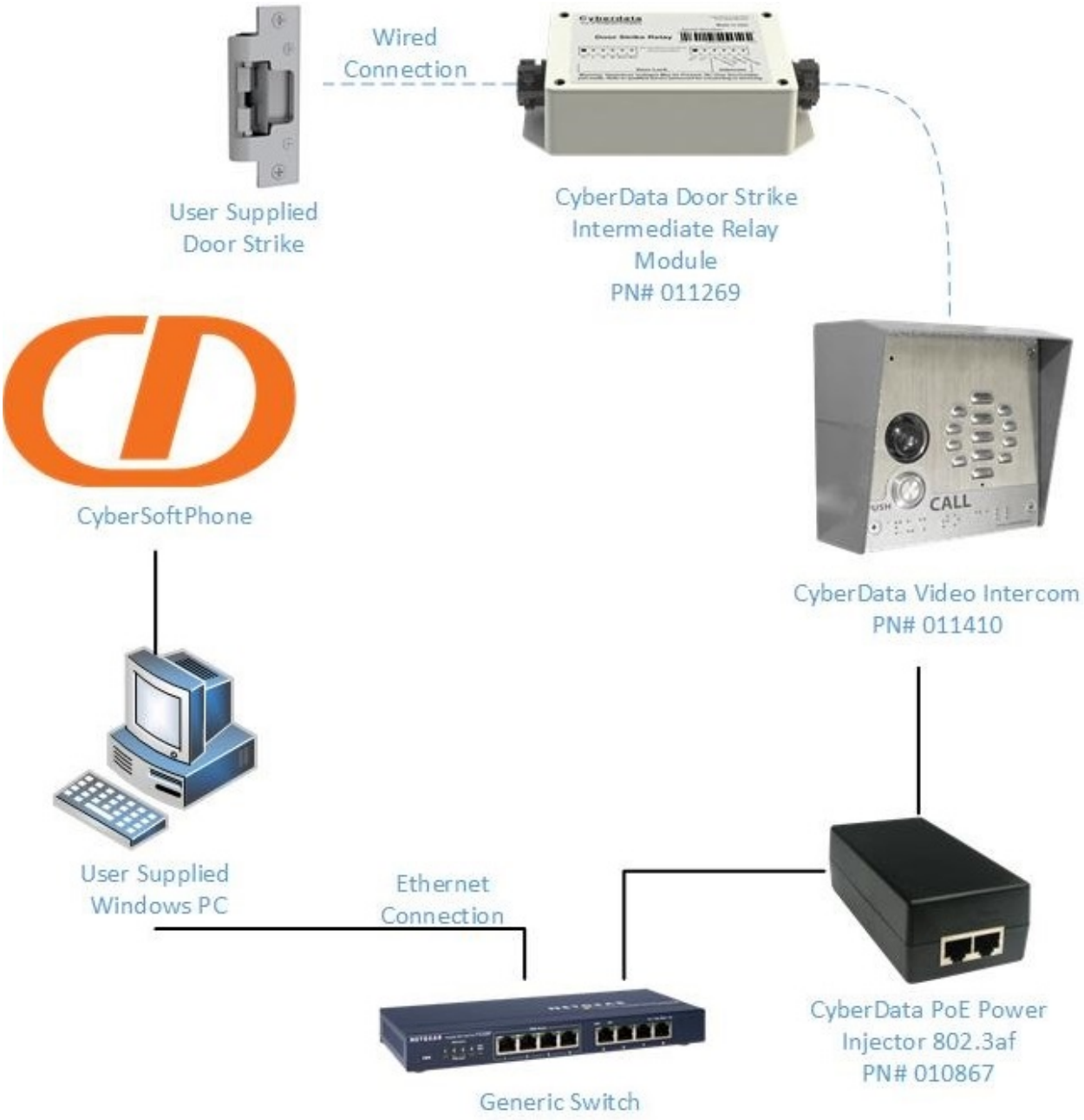
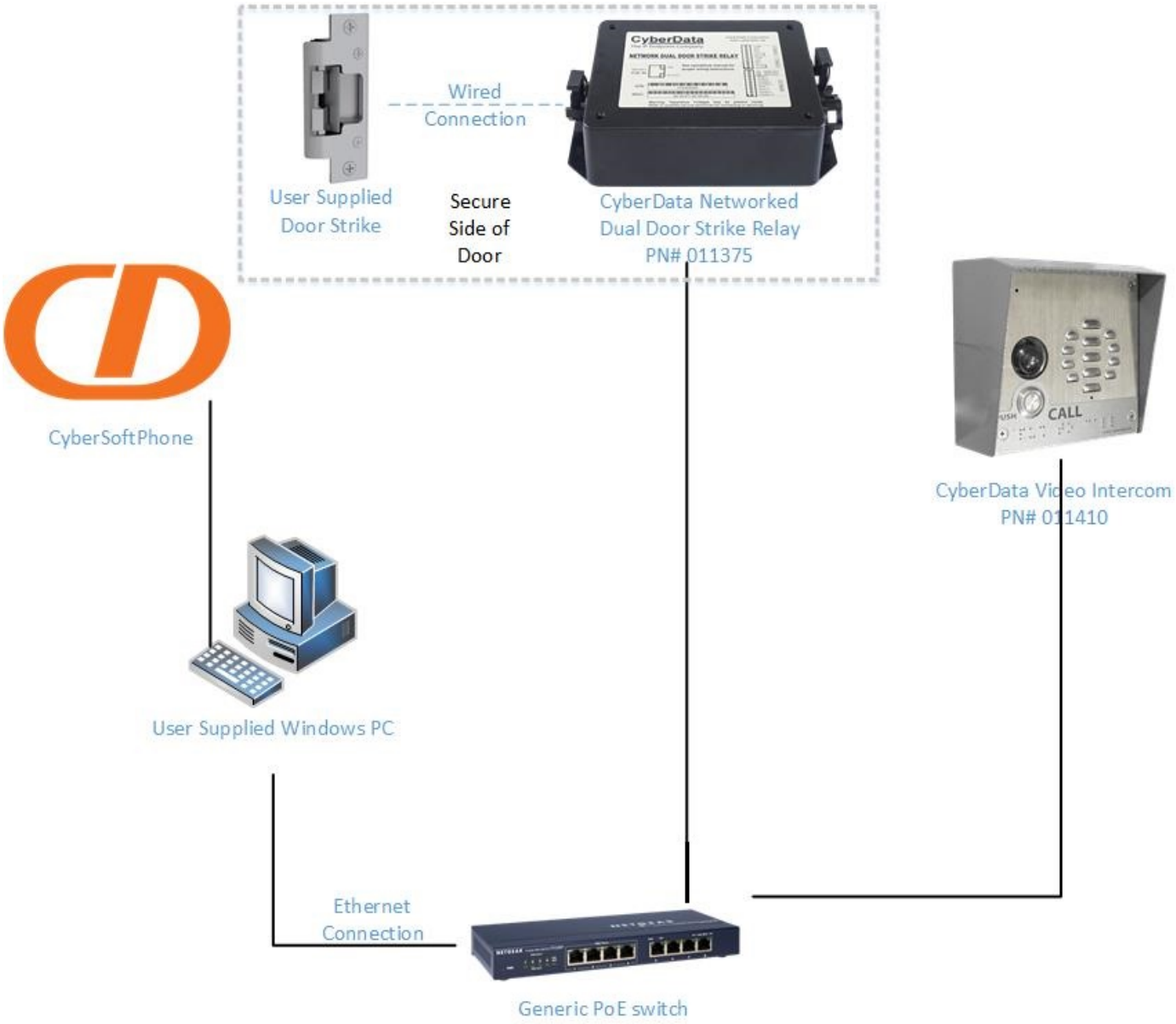
Setup Diagrams

Intermediate Door Strike Relay



Networked Dual Door Strike Relay



Parts List

Product Name	Product Number
SIP-enabled h.264 Video Outdoor Intercom Or SIP-enabled h.264 Video Outdoor Intercom with Keypad	011410 Or 011414
Networked Dual Door Strike Relay Or Door Strike Intermediate Relay Module	011375 Or 011269
PoE Power Injector 802.3af	010867
CyberSoftPhone	Download
User Supplied	**Operating System**
Windows PC	XP, Vista, 7, 8 or 10
Generic Switch	-
Generic Door Strike	-

Before you start

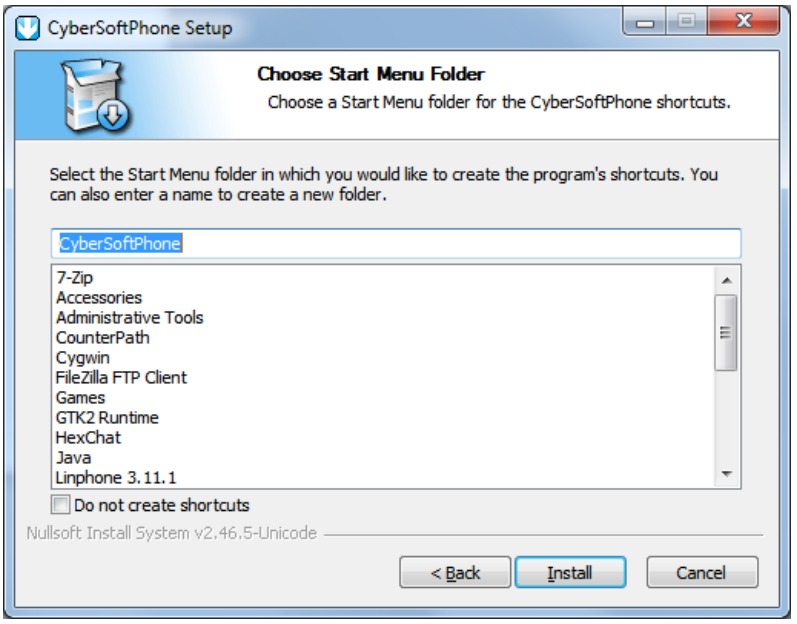
This guide will detail the configuration of the CyberData SIP-enabled h.264 Video Outdoor Intercom and SIP-enabled h.264 Video Outdoor Intercom with Keypad to work in point to point mode with the CyberData softphone; CyberSoftPhone. CyberSoftPhone is a free softphone made for Windows. 64 Characters have released similar client for Mac although under the name Telephone. This guide will focus on configuration for a windows client.

Note: For point to Point mode to work the intercom and PC must be on the same network.

Configuration: Soft Phone

CyberSoftPhone is extremely easy to install and setup. The soft client is available for download from our website. Once downloaded, please run the exe file to begin installation.

Note CyberSoftPhone is compatible with Windows XP, Vista, 7, 8, and 10.



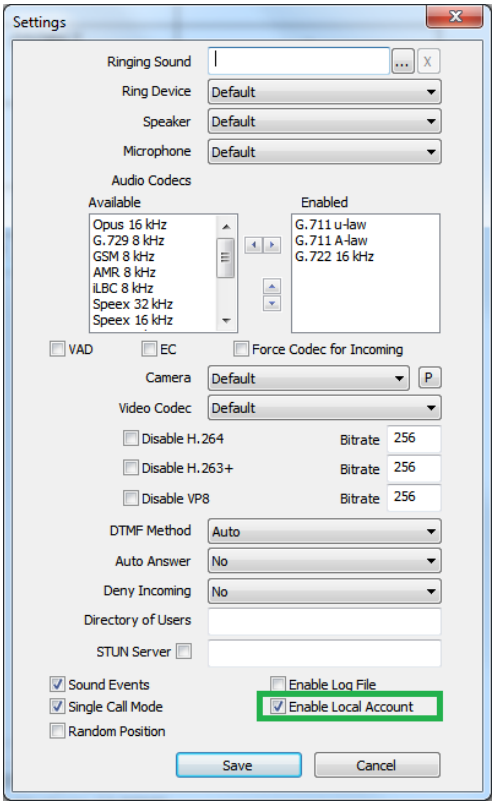
First select the language and click OK. The program will then open the installer. Press next to move to choosing a start menu folder, by default the program will create its own folder. This is acceptable for most users; so, unless otherwise desired please press install.

Note By default the program will install to C:\Program Files (x86)\CyberSoftPhone

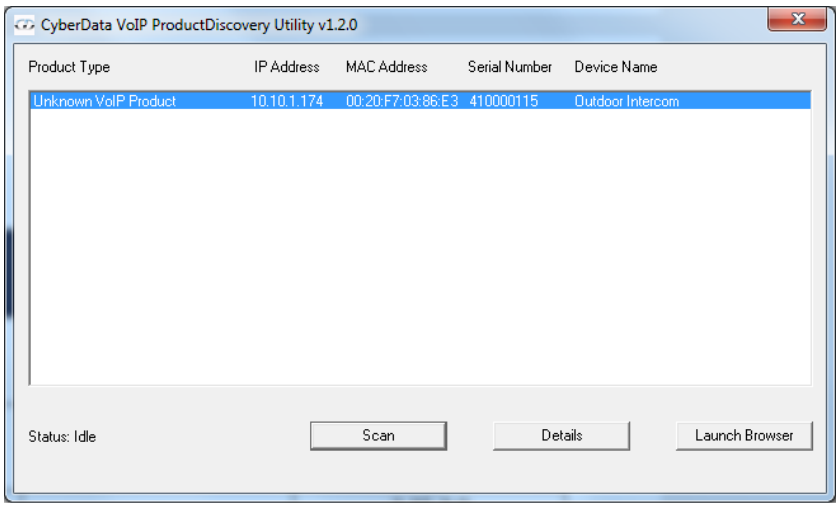
The softphone will install very quickly as it is a very lightweight program. Once the program is installed, please run the client to ensure proper installation.

With the client open, please press “Menu” and navigate to the settings option, or press “ctrl + p” on your keyboard to open the settings menu. Please check the box Enable Local Account, then press save. Unless this box is checked, the program will expect a SIP account and will not be able to make or receive calls.

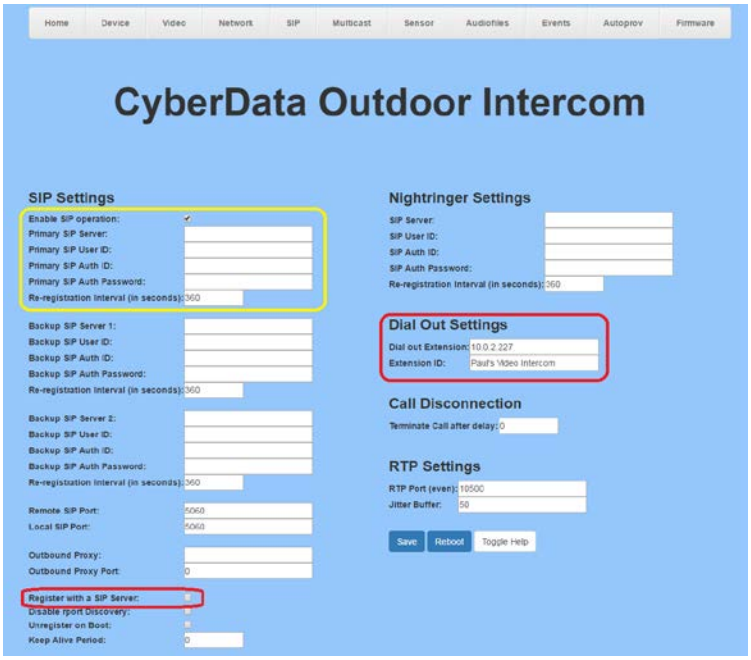
Note: Please write down the IP address of your computer as we will need it for the next step.



Configuration: Intercom



CyberData SIP-enabled h.264 Video Outdoor Intercoms are very easy to setup but require a little more work than the softphone. After powering up your intercom you will need to get the IP address of the device. There are a few different methods that can be used, the easiest of which is to press the "RTFM" button on the back of the intercom. Pressing this button will cause the intercom to announce its IP address. If the device has already been installed and there is no longer access to the back of the device, Cyberdata has created a tool to discover our products on your network. Simply download the VoIP discovery tool from our website and run the tool. After the tool has run a list will be populated with all the CyberData devices on your network. Select your intercom from the list and press the launch Browser button to open the webpage of your intercom.



Note The default login information for CyberData devices is Admin for username and Admin for password.

From the home screen of your intercom please navigate to the SIP tab. This is where we will do the necessary configuration.

First clear all information in the fields: **Primary SIP Server, Primary SIP User ID, Primary SIP Auth. ID, Primary SIP Auth. Password**. These fields must be blank.

Then set the **Dialout Extension** as the IP address of the PC.

Set the **Extension ID** as the name of the device.

Finally uncheck the box **Register with a SIP server.**

Then save and reboot the device.

Once the device has rebooted please make a test call to confirm that your device is working properly in Point to Point mode.

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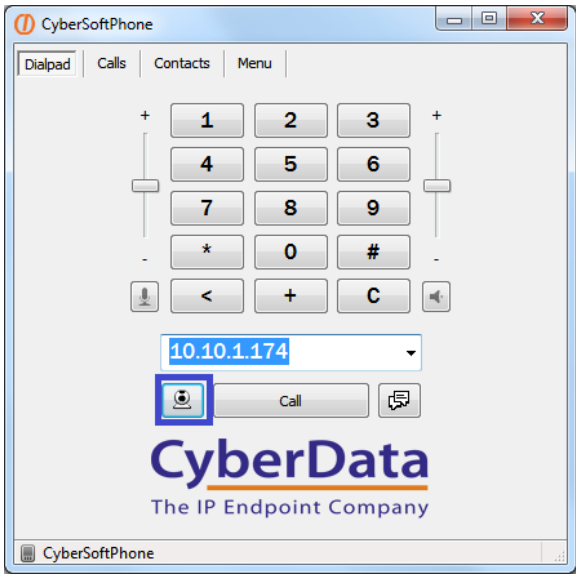
Making a Call with the CyberSoftPhone

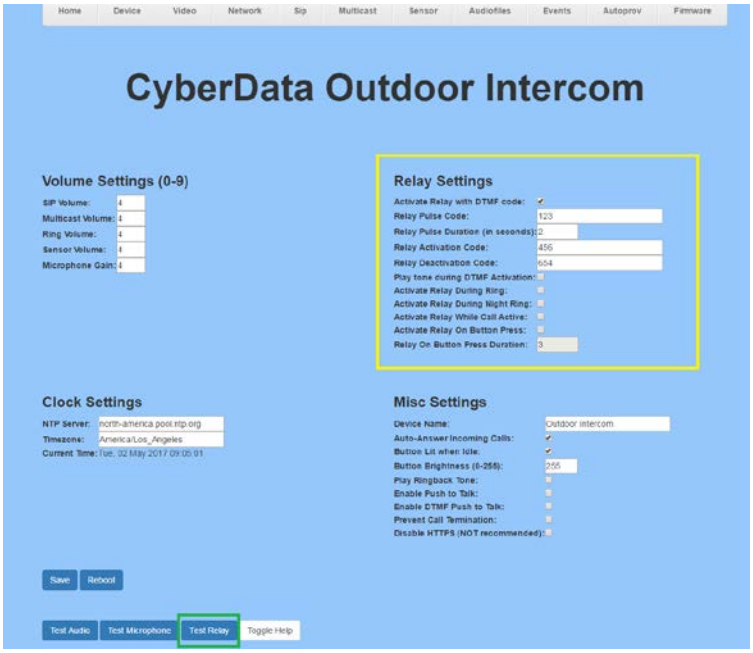


The CyberSoftPhone client is very intuitive and easy to use. To make a call from the client simply type in the IP address of the intercom. To make a video call press the small web camera button. To make an audio call, press the big call button.

To end a call from the softphone you **MUST** press the end call button from the client; closing the video window **will not** end the call.

Internal Relay

Most CyberData products come equipped with a dry relay contact for triggering external controls. This is triggerable through DTMF when the intercom is in a call. The relay will make a small click when activated. To test the relay from the web interface, navigate to the device tab and press "Test Relay" to activate the relay for 2 seconds. From the device tab, you will find all the configurable options regarding the onboard relay.



It is recommended to change the **Relay Pulse Code, Relay Activation Code**, and the **Relay Deactivation code,** as they are all in the default state and the codes are shared across our product line. Changing these values will make DTMF relay activation more secure.

Note CyberData devices can handle up to 25 digit codes for DTMF relay activation.

Once the codes have been changed from their default values there are a few other options that could prove useful depending on the use case. **Play tone during DTMF Activation** can be useful for loud environments where the user at the intercom may not be able to hear the click from the relay.

External Relay

If the internal relay cannot power your door lock or gate we also make external Relays such as the Door Strike Intermediate Relay Module or the Networked Dual Door Strike Relay or 'DDSR'. The main difference between the two relay modules is that the Door Strike Intermediate Relay is connected to the intercom via cable that is wired into the onboard terminal. The networked Dual Door Strike relay has the capability to handle two separate doors and does not require a direct connection to the intercom, although it must be on the same network as the associated intercom to function. Both devices can be triggered via DTMF with all intercom products and "Security Codes" with the Keypad Intercoms. The Door Strike Intermediate Relay can also be triggered by onboard sensors. Please see the operation guides on the specific product page for more information on the functionality of these devices.

Frequently asked questions

Does CyberSoftPhone support DTMF?

Yes, it supports DTMF via RFC-2833, in-band or SIP-INFO. CyberData devices use RFC 2833 so either 'Auto' or RFC-2833 will work.

Can my Video Intercom still accept multicast pages?

Yes, although the device is in 'Point to Point' mode it can still receive multicast pages.

Are there any advantages to using Point to Point mode?

The main advantage is that Point to Point configuration allows the device to be used in an environment that does not have SIP or VoIP infrastructure implemented.

Why can't I call from my computer?

CyberSoftPhone requires a microphone and speakers to be attached to the PC to make a call, although the PC can receive calls without having a microphone or speakers. *The softphone **CANNOT** make calls to the intercom without both an audio input and output device. A speaker and desk mic could be used or a headset.*

Is a web camera required for video calls?

No, you can utilize the video function of CyberSoftPhone without a web camera as the program will send the connected device a 'color bar' image to display.

Contact CyberData Corporation

Sales:

For sales-related questions, please visit our Contact CyberData Sales web page for more information.

Technical Support

For Technical Support, please submit a ticket through our helpdesk at support.cyberdata.net.

Documentation Feedback

It is possible that any changes to our products could render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.