



Multicast VoIP Microphone Operations Guide

Part #011446

Document Part #932000C
for Firmware Version 22.0

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Multicast VoIP Microphone Operations Guide 932000C
Part # 011446

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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

Fax: (831) 373-4193

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

Revision Information




Revision 932000C, which corresponds to firmware version 22.0, was released on November 19, 2024, and had the following changes:

- Updates [Section 2.1, "Log In Page"](#)
- Updates [Section 2.2, "Home Page"](#)
- Updates [Figure 2-3, "Home Page"](#)
- Updates [Section 2.3, "Device"](#)
- Updates [Figure 2-4, "Device Page"](#)
- Updates [Section 2.4, "Network"](#)
- Updates [Figure 2-5, "Network Page"](#)
- Updates [Section 2.5, "SSL"](#)
- Updates [Figure 2-6, "SSL Page \(1 of 2\)"](#)
- Updates [Figure 2-7, "SSL Page \(2 of 2\)"](#)
- Updates [Section 2.6, "Events"](#)
- Updates [Figure 2-8, "Events Page"](#)
- Updates [Section 2.7, "Terminus"](#)
- Updates [Figure 2-9, "Terminus Page"](#)
- Updates [Section 2.8, "Autoprovisioning"](#)
- Updates [Figure 2-10, "Autoprovisioning Page"](#)
- Updates [Section 2.9, "Firmware"](#)
- Updates [Figure 2-11, "Firmware Page"](#)
- Updates [Section 2.10, "Admin"](#)
- Updates [Figure 2-12, "Admin Page"](#)



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 Multicast VoIP Microphone enclosure is not rated for any AC voltages!

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

Pictorial Alert Icons

| | |
|---|--|
|  | <p>General Alert</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>Ground</p> <p>This pictorial alert indicates the Earth grounding connection point.</p> |

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.

Abbreviations and Terms

| Abbreviation or Term | Definition |
|----------------------|---|
| 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 |
| u-law | A companding algorithm, primarily used in the digital telecommunication |
| UC | Unified Communications |
| VoIP | Voice over Internet Protocol |

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1 Installing the Multicast VoIP Microphone

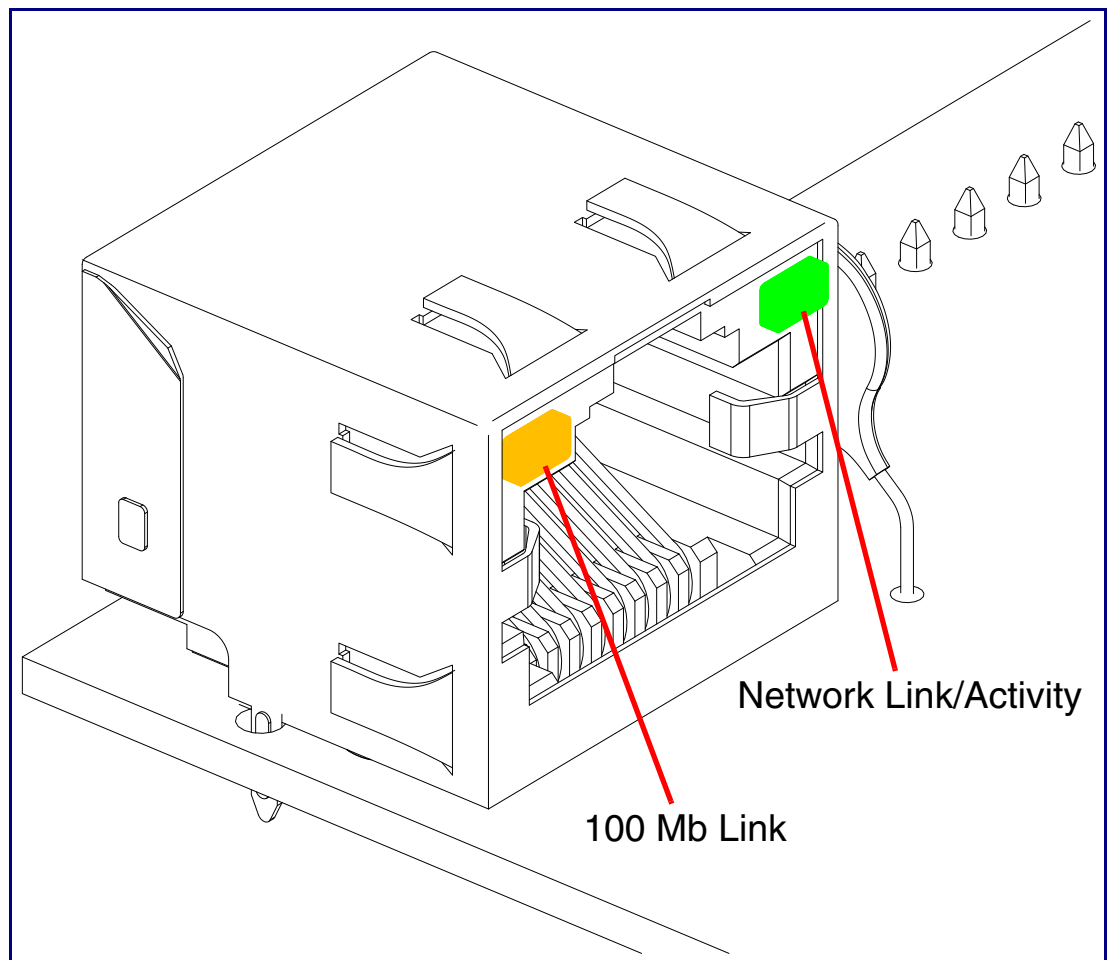
1.1 Activity and Link LEDs

1.1.1 Verifying the Network Connectivity and Data Rate

When you plug in the Ethernet cable or power supply to the Intercom, the following occurs:

- The square, **GREEN Network Link/Activity** LED blinks when there is network activity (see [Figure 1-1](#)).
- The square, **AMBER 100 Mb Link** LED above the Ethernet port indicates that the network 100 Mb connection has been established (see [Figure 1-1](#)).

Figure 1-1. Activity and Link LED



1.2 PAGE Button and the PAGE Button LED

1.2.1 PAGE Button LED Function

- Upon initial power or reset, the **PAGE** Button LED will illuminate.
- On boot, the **PAGE** Button LED will flash ten times a second while setting up the network and downloading autoprovisioning files.
- The device autoprovisions by default, and the initial process may take several minutes as the device searches for and downloads updates. The **PAGE** Button LED will blink during this process. During the initial provisioning, or after the factory defaults have been reset, the device may download firmware twice. The device will blink, remain solid for 10 to 20 seconds, and then resume blinking.
- When the software has finished initialization, the **PAGE** Button LED will blink twice.
- On the **Device Page** (see [Section 2.3, "Device"](#)), there is an option called **Button Lit When Idle**. This option sets the normal state for the indicator LED. The **PAGE** Button LED will still blink during initialization.
- After the RTFM button is pressed, the **PAGE** Button LED will turn off for several seconds. It lights for approximately 25 seconds, fast blinks for 10 seconds, and then stays on while the device is in operation.

Figure 1-2. PAGE Button and PAGE Button LED



1.3 Configure the Multicast VoIP Microphone Parameters

To configure the Multicast VoIP Microphone online, use a standard web browser.

Configure each Multicast VoIP Microphone and verify its operation *before* you mount it.

1.3.1 Factory Default Settings

All Multicast VoIP Microphones are initially configured with the following default IP settings:

When configuring more than one Multicast VoIP Microphone, attach the Multicast VoIP Microphones to the network and configure one at a time to avoid IP address conflicts.

Table 1-1. Factory Default Settings

| Parameter | Factory Default Setting |
|------------------------------|-------------------------|
| IP Addressing | DHCP |
| IP Address ^a | 192.168.1.23 |
| Web Access Username | admin |
| Web Access Password | admin |
| Subnet Mask ^a | 255.255.255.0 |
| Default Gateway ^a | 192.168.1.1 |

a. Default if there is not a DHCP server present.

2 Configure the Device

2.1 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 Multicast VoIP Microphone.

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 device 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 2-1](#)), use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** ([Figure 2-3](#)):

Web Access Username: **admin**

Web Access Password: **admin**

Figure 2-1. Log In Page



2.1.1 Restoring Factory Defaults

The RTFM button is located on the bottom of the device (Figure 2-2).

To restore the device to its factory default settings (Table 2-1), hold the RTFM button for approximately seven seconds.

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 2-2. RTFM Button

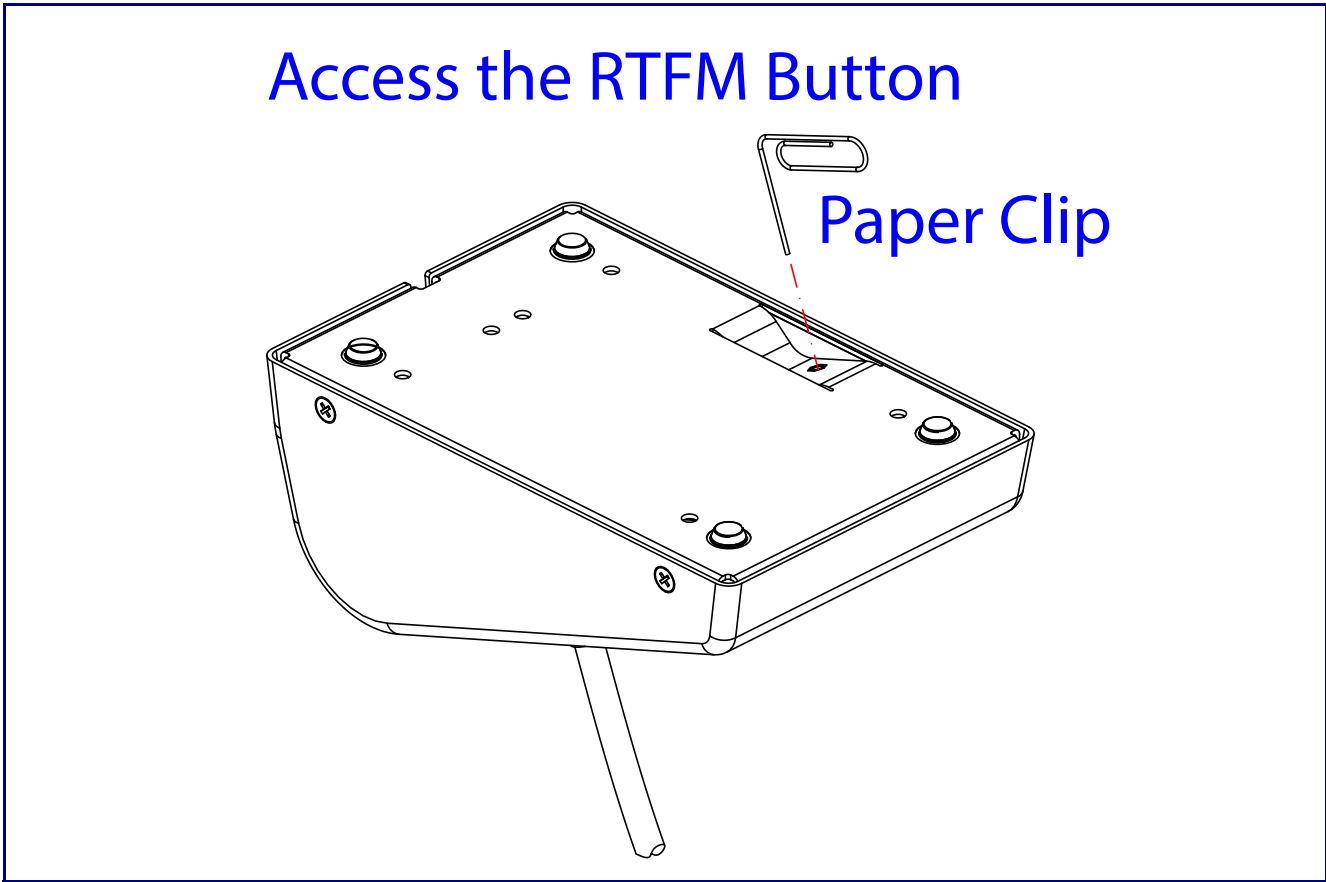


Table 2-1. Factory Default Settings

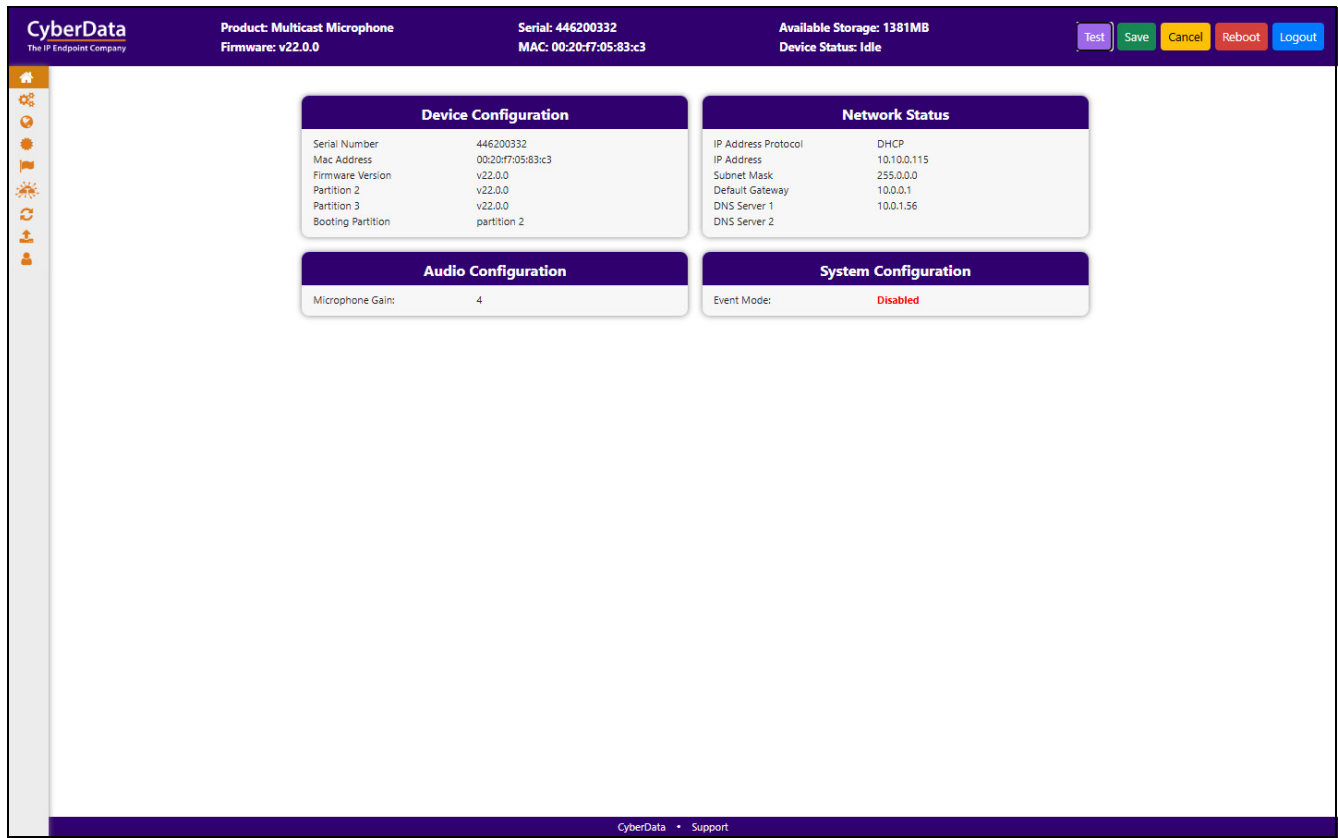
| Parameter | Factory Default Setting |
|------------------------------|-------------------------|
| IP Addressing | DHCP |
| IP Address ^a | 192.168.1.23 |
| Web Access Username | admin |
| Web Access Password | admin |
| Subnet Mask ^a | 255.255.255.0 |
| Default Gateway ^a | 192.168.1.1 |

a. Default if there is not a DHCP server present.

2.2 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 2-3. Home Page



2.3 Device

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

Figure 2-4. Device Page

CyberData

The IP Endpoint Company

Product: Multicast Microphone

Firmware: v22.0.0

Serial: 446200332

MAC: 00:20:f7:05:83:c3

Available Storage: 1381MB

Device Status: Idle

Test

Save

Cancel

Reboot

Logout

Multicast Settings

Multicast Address: 224.5.5.5

Multicast Port: 5050

Buffer Multicast: OFF

Polycom Paging on Multicast: OFF

Multicast Polycom Channel: 1

Time Settings

NTP Server: north-america.pool.ntp.org

NTP Timezone: America/Los_Angeles (-8)

Current Time: Mon, 18 Nov 2024 12:55:08

Microphone Settings (0-9)

Microphone Gain: 4

Misc Settings

Device Name: Multicast Microphone

Button LED Lit when Idle: ON

Button LED Brightness: 255

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2.4 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 2-5. Network Page

CyberData

The IP Endpoint Company

Product: Multicast Microphone

Firmware: v22.0.0

Serial: 446200332

MAC: 00:20:f7:05:83:c3

Available Storage: 1381MB

Device Status: Idle

Test

Save

Cancel

Reboot

Logout

Network Status

IP Address Protocol

DHCP

IP Address

10.10.0.115

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:

SipDevice0583c3

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

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2.5 SSL

The **SSL** tab allows for the adjustment of certificates used by the device. The certificates used for the web server 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 2-6. SSL Page (1 of 2)

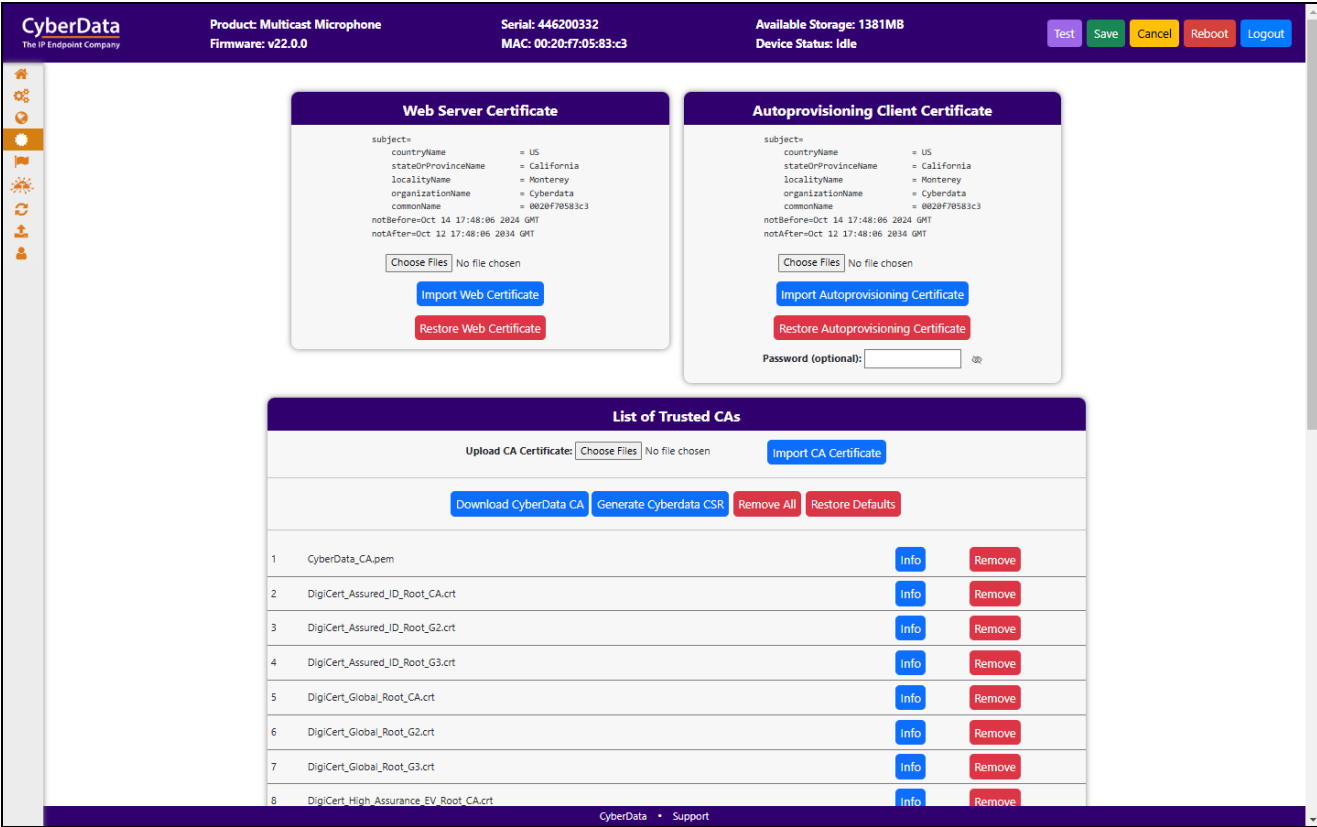


Figure 2-7. SSL Page (2 of 2)

CyberData
The IP Endpoint Company

Product: Multicast Microphone
Firmware: v22.0.0

Serial: 446200332
MAC: 00:20:f7:05:83:c3

Available Storage: 1381MB
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 |

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2.6 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 2-8. Events Page

CyberData

The IP Endpoint Company

Product: Multicast Microphone

Firmware: v22.0.0

Serial: 446200332

MAC: 00:20:f7:05:83:c3

Available Storage: 1381MB

Device Status: Idle

Test

Save

Cancel

Reboot

Logout

⚙️

🔍

📶

🔒

🔄

👤

Event Server

Event Generation:

DISABLED

Server IP Address:

10.0.0.250

Server Port:

8080

Server URL:

xmiparse_engine

Events

Application Started Events:

DISABLED

Reboot Events:

DISABLED

Heartbeat Events:

DISABLED

Button Events:

DISABLED

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2.6.1 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>APPLICATION_STARTED</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>
```

2.7 Terminus

Terminus Cloud Control™ allows users to configure, monitor, and manage notification functions for CyberData's extensive VoIP product line, all from a single, easy-to-use platform. To learn more about Terminus Cloud Control™, go to <https://www.cyberdata.net/pages/terminus>.

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

Figure 2-9. Terminus Page

The screenshot displays the Terminus configuration page within the CyberData web interface. The top navigation bar is purple and contains the CyberData logo, product information (Multicast Microphone, Firmware: v22.0.0), device details (Serial: 446200332, MAC: 00:20:f7:05:83:x3, Available Storage: 1381MB, Device Status: Idle), and action buttons (Test, Save, Cancel, Reboot, Logout). A vertical sidebar on the left shows various system icons. The main content area features two configuration panels: 'Discovery Setting' and 'Lockdown Settings'. The 'Discovery Setting' panel includes input fields for Multicast Address (239.27.32.4), Time to Live (255), and Discovery Interval (60 seconds). The 'Lockdown Settings' panel shows the Lock Down Mode set to Disabled. The footer of the interface includes the text 'CyberData • Support'.

| Discovery Setting | |
|---------------------|-------------|
| Multicast Address: | 239.27.32.4 |
| Time to Live: | 255 |
| Discovery Interval: | 60 seconds |

| Lockdown Settings | |
|-------------------|----------|
| Lock Down Mode: | Disabled |

2.8 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 2-10. Autoprovisioning Page

The screenshot displays the Autoprovisioning configuration interface for a CyberData device. The top header bar includes the CyberData logo, product information (Multicast Microphone, Firmware: v22.0.0), device details (Serial: 446200332, MAC: 00:20:f7:05:83:c3), and storage status (Available Storage: 1381MB, Device Status: Idle). Action buttons (Test, Save, Cancel, Reboot, Logout) are located on the right.

The main content area is divided into two panels:

- Autoprov Settings:** Contains configuration options for autoprovisioning. The 'Autoprov' toggle is set to 'ENABLED'. Other fields include 'Autoprov Server', 'Autoprov Filename', 'Use tftp' (set to 'DISABLED'), 'Verify Server Certificate' (set to 'DISABLED'), 'Username', 'Password', 'Autoprov autoupdate' (0 minutes), 'Autoprov at time' (HHMM), and 'Autoprov when idle' (0 minutes). A 'Download Template' button is at the bottom.
- Autoprov Log:** A scrollable log showing the sequence of autoprovisioning events. The log entries include timestamps and descriptions of the process, such as 'Autoprov: no autoprov triggers. Exiting...', 'Autoprov found server=http://10.0.0.242 in dhcp option 43', 'Autoprov looking for 0020f70583c3.xml at http://10.0.0.242', 'Autoprov downloading http://10.0.0.242/0020f70583c3.xml', 'Got autoprov file. Parsing "/>

2.9 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


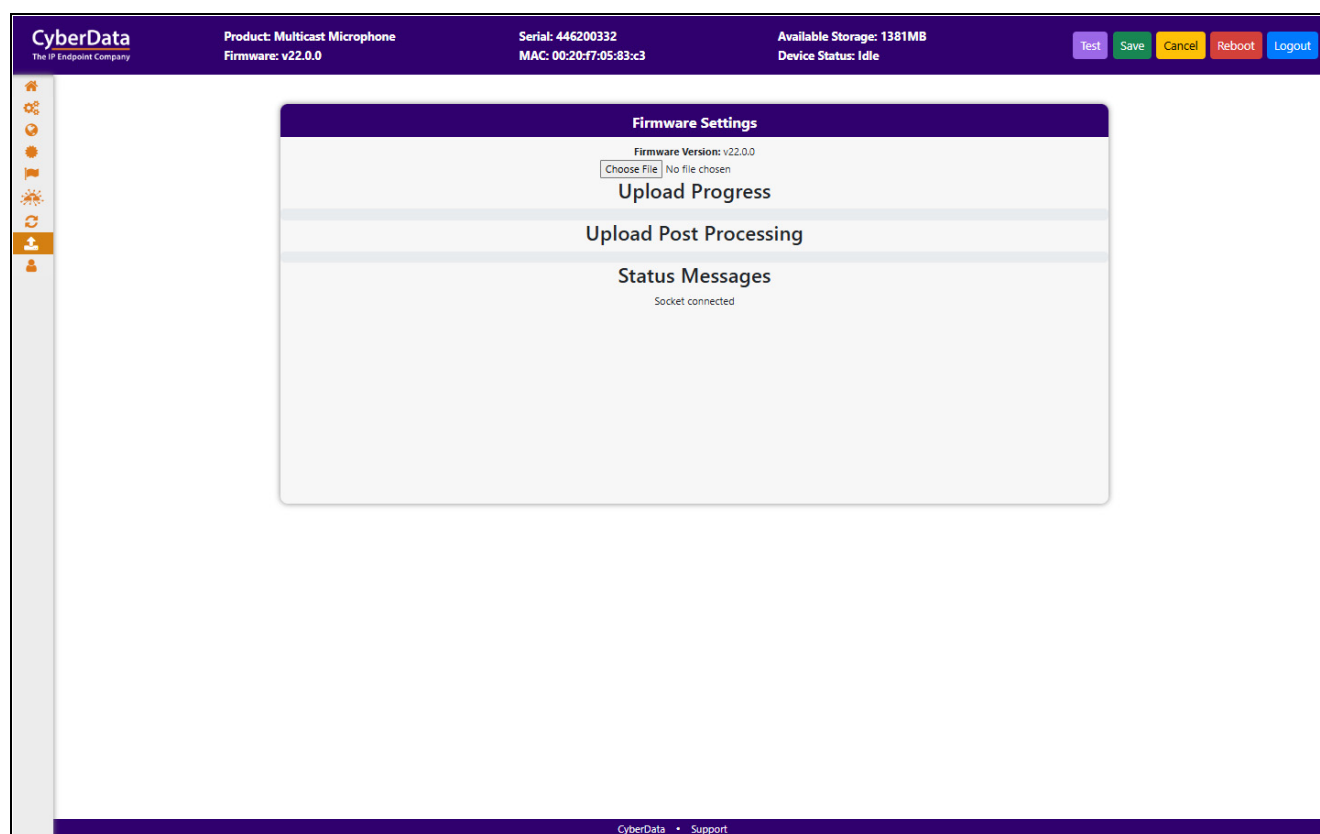
| | |
|--|---|
|  GENERAL ALERT | Caution Equipment Hazard: Do not reboot the device. It will reboot automatically when the process is complete. |
|--|---|

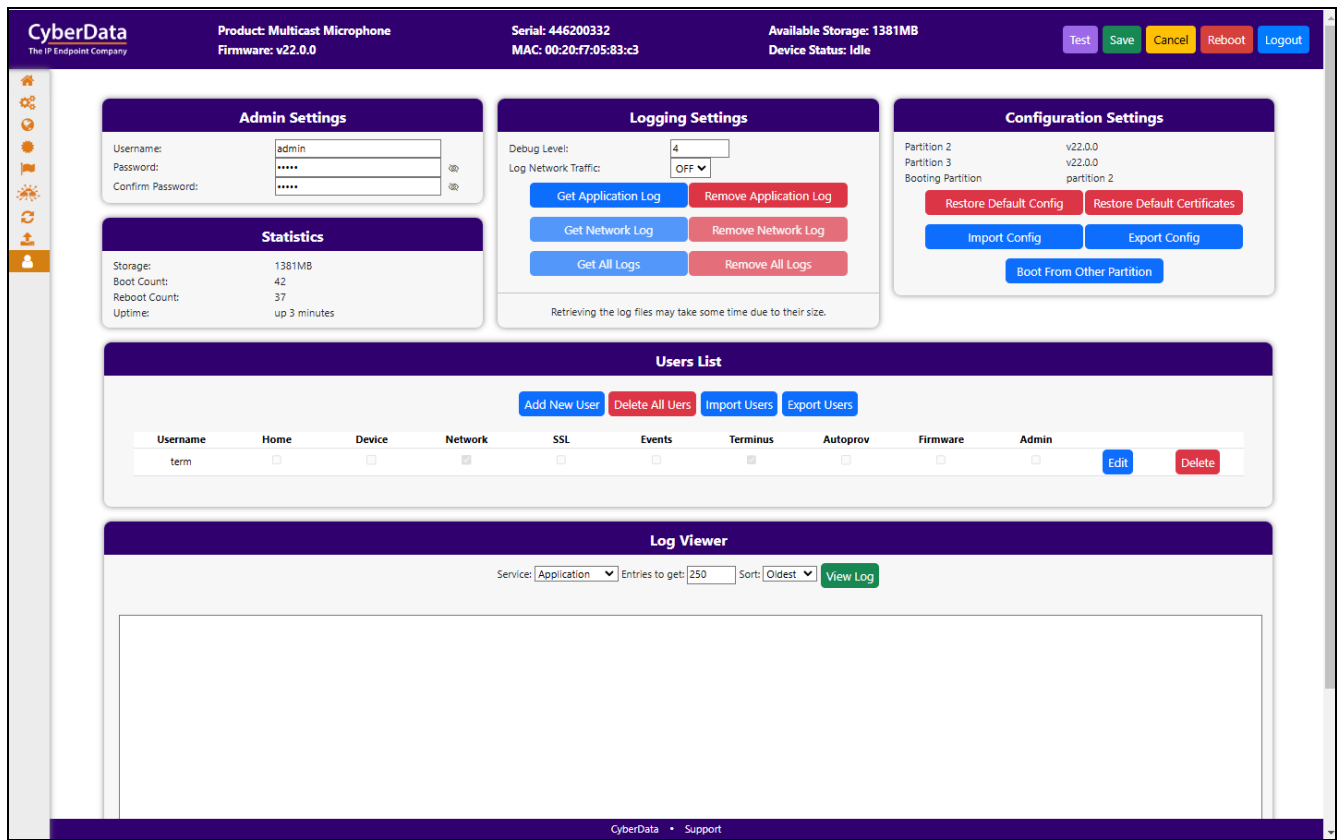
Figure 2-11. Firmware Page



2.10 Admin

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

Figure 2-12. Admin Page



2.11 Command Interface

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

2.11.1 Command Interface Post Commands

Note These commands require an authenticated session (a valid username and password to work).

Table 2-2. Command Interface Post Commands

| Device Action | HTTP Post Command ^a |
|---------------|---|
| Force reboot | 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" |

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
 Phone: 831-373-2601
 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:

<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/>

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