



# *SIP Call/Alert Buttons Operations Guide*

Part #011049, 011491

Document Part #932062A  
for Firmware Version 22.0

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**SIP Call/Alert Buttons Operations Guide 932062A**  
**Part # 011049, 011491**

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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](http://www.cyberdata.net).



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# Revision Information

Revision 932062A, which corresponds to firmware version 22.0, was released on November 19, 2024.

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## Pictorial Alert Icons

|   |   |
|---|---|
|  | <p><b>General Alert</b><br/>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><br/>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.

**14. WARNING: The SIP Call/Alert Button enclosure is not rated for any AC voltages!**

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

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# 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  |

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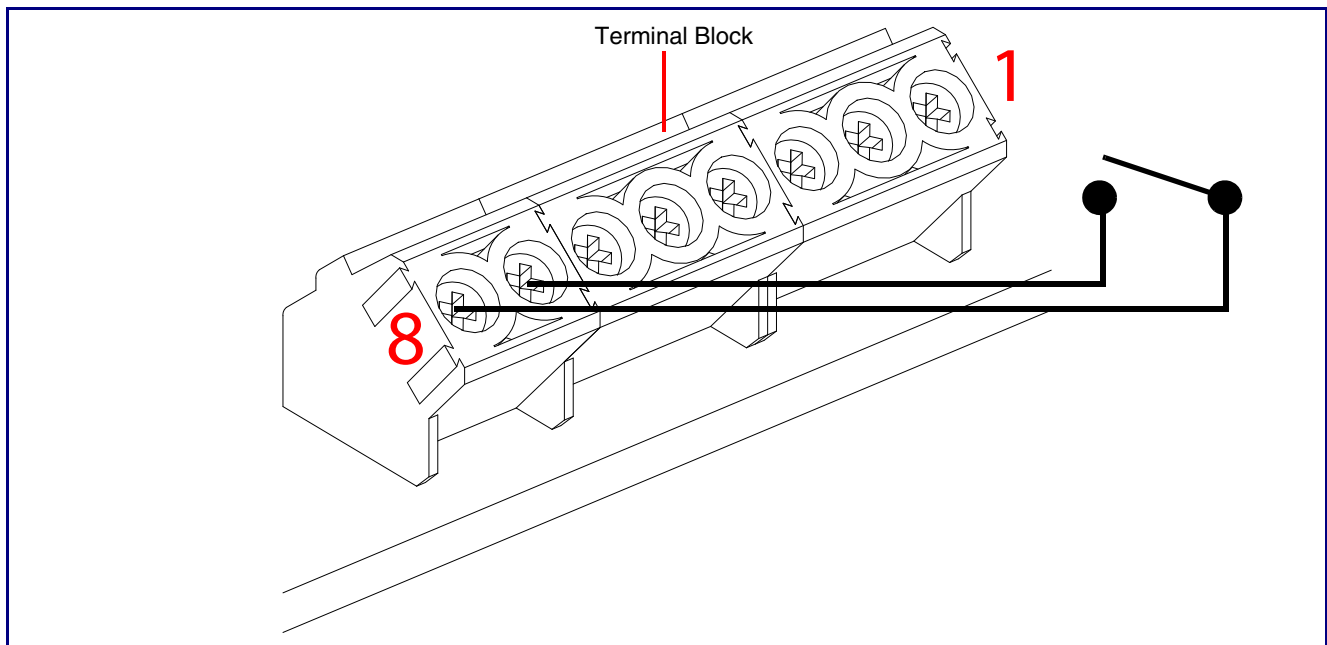
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# 1 Installing the SIP Call/Alert Button




## 1.1 Remote Switch Connection

Wiring pins 7 and 8 of the terminal block to a switch will initiate a SIP call when the switch is closed. The call will go to the extension specified as the dial out extension on the **SIP** page.

**Figure 1-1. Remote Switch Connection**



## 1.1.1 Using the On-Board Relay

|  |  |
|--|--|
|  <p>GENERAL ALERT</p> | <p><b>Warning</b></p> <p><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></p> <p><i>Electrical Hazard:</i> The relay contacts are dry and provided for a normally open and momentarily closed configuration. Neither the alternate power input nor PoE power can be used to drive a door strike.</p>     |
|  <p>GENERAL ALERT</p> | <p><b>Warning</b></p> <p><i>Electrical Hazard:</i> The relay does not support AC powered door strikes. Any use of this relay beyond its normal operating range can cause damage to the product and is not covered under our warranty policy.</p> |

The device has a built-in relay that can be activated by a web configurable DTMF string that can be received from a VoIP phone supporting out of band (RFC2833) DTMF as well as a number of other triggering events. See the [Device Page](#) on the web interface for relay settings.

This relay can be used to trigger low current devices like LED strobes and security camera input signals as long as the load is not an inductive type and the relay is limited to a maximum of 1 Amp @ 30 VDC. Inductive loads can cause excessive “hum” and can interfere with or damage the unit’s electronics.

We highly recommend that inductive load and high current devices use our Network Dual Door Strike Relay (CD# 011375) (see [Section 1.2.2, "Network Dual Door Strike Relay Wiring Diagram with External Power Source"](#)).

This relay interface also has a general purpose input port that can be used to monitor an external switch and generate an event.

For more information on the sensor options, see the [Sensor Page](#) on the web interface.



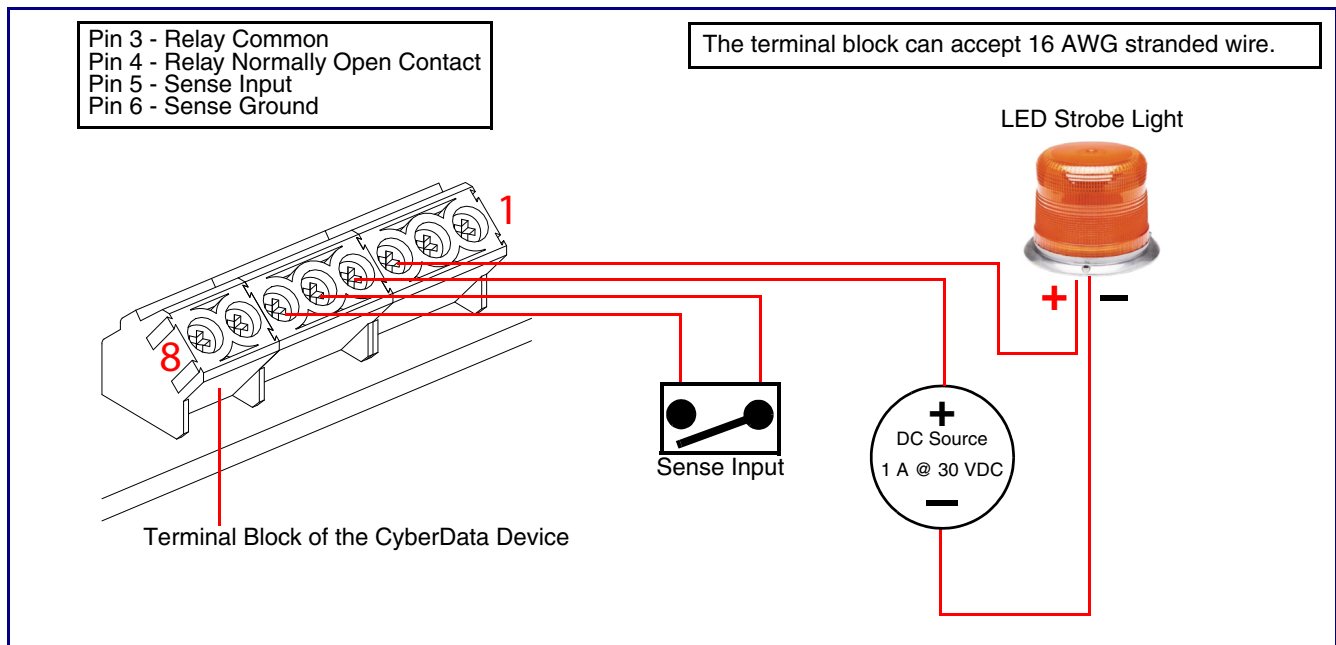
## 1.2 Wiring the Circuit

### 1.2.1 Devices Less than 1A at 30 VDC

If the power for the device is less than 1A at 30 VDC and is not an inductive load, then see [Figure 1-2](#) for the wiring diagram.

When configuring with an inductive load, please use an intermediary relay with a High PIV Ultrafast Switching Diode. We recommend using the Network Dual Door Strike Relay (CD# 011375) (see [Section 1.2.2, "Network Dual Door Strike Relay Wiring Diagram with External Power Source"](#)).


**Figure 1-2. Devices Less than 1A at 30 VDC**



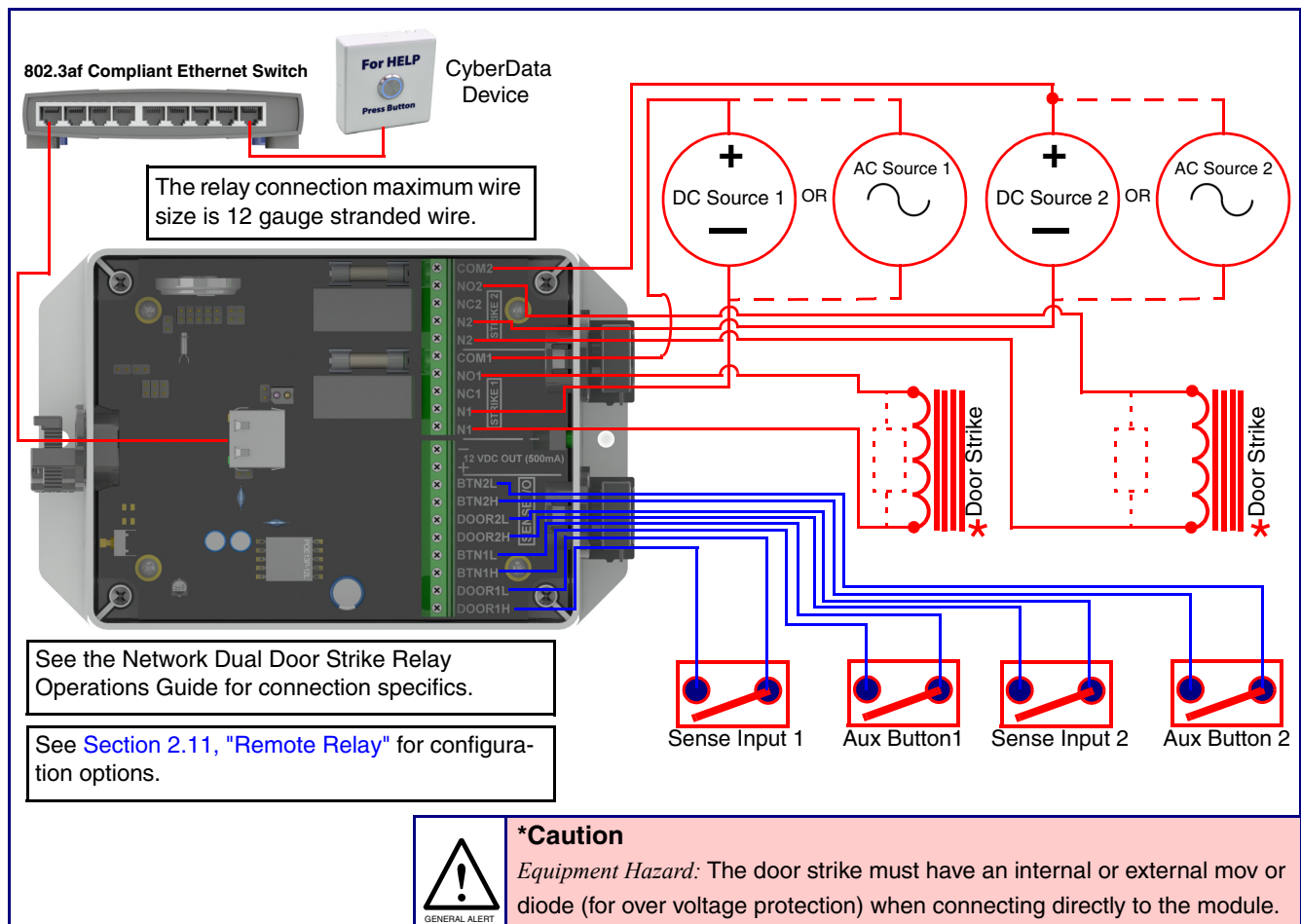
## 1.2.2 Network Dual Door Strike Relay Wiring Diagram with External Power Source

For wiring an electronic door strike to work over a network, we recommend the use of our external Network Dual Door Strike Relay (CD# 011375).

This product provides an easier method of connecting standard door strikes as well as AC and higher voltage devices. See [Figure 1-3](#) and [Figure 1-4](#) for the wiring diagrams.

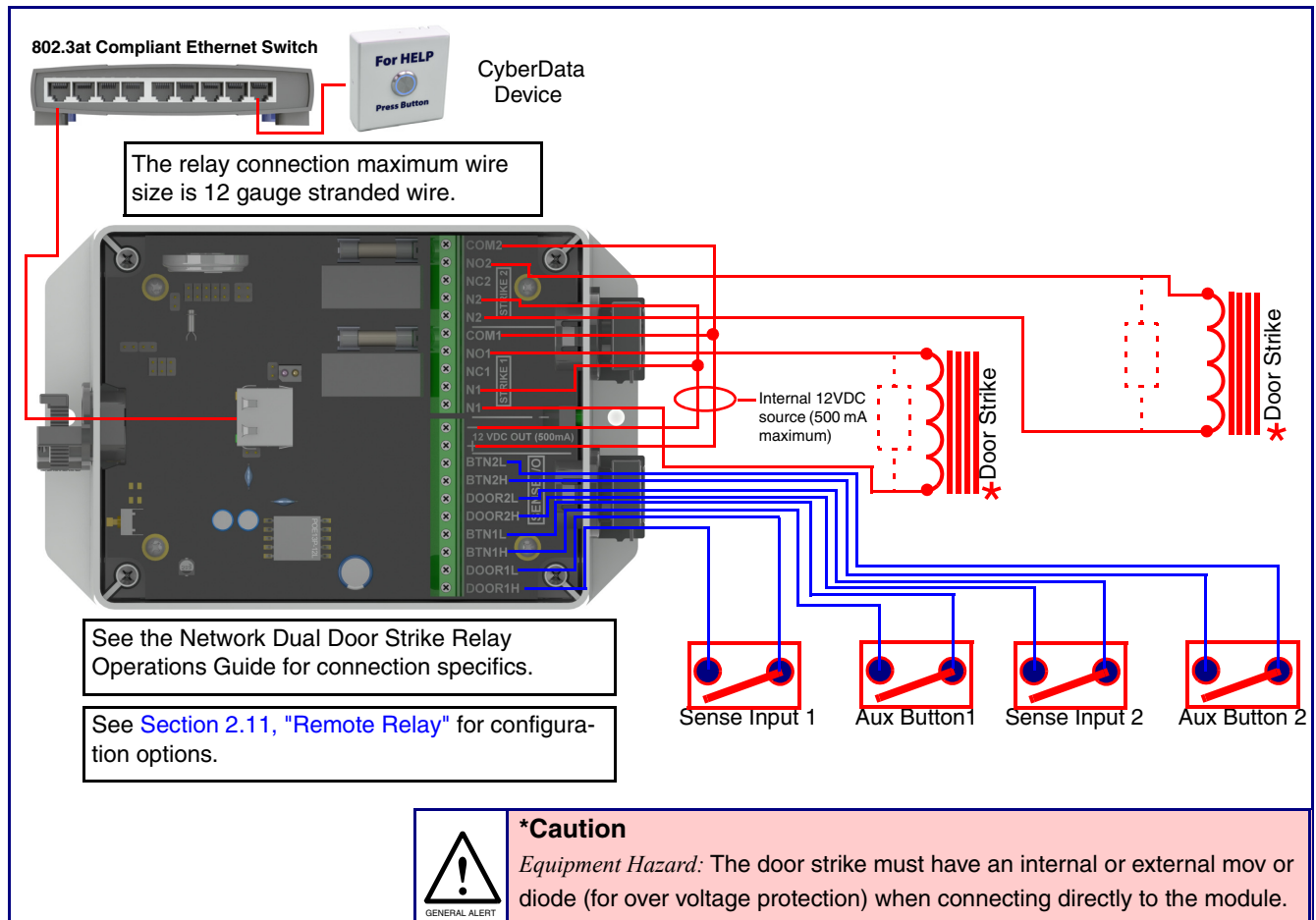
|   |  |
|---|--|
| <br><small>GENERAL ALERT</small> | <p><b>Warning</b></p> <p><i>Electrical Hazard:</i> Hazardous voltages may be present. No user serviceable part inside. Refer to qualified service personnel for connecting or servicing.</p> |
|---|--|

**Figure 1-3. Network Dual Door Strike Relay Wiring Diagram with External Power Source**



## 1.2.3 Network Dual Door Strike Relay Wiring Diagram Using PoE+

Figure 1-4. Network Dual Door Strike Relay Wiring Diagram Using PoE+



If you have questions about connecting door strikes or setting up the web configurable options, please contact our support department at the following website:

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

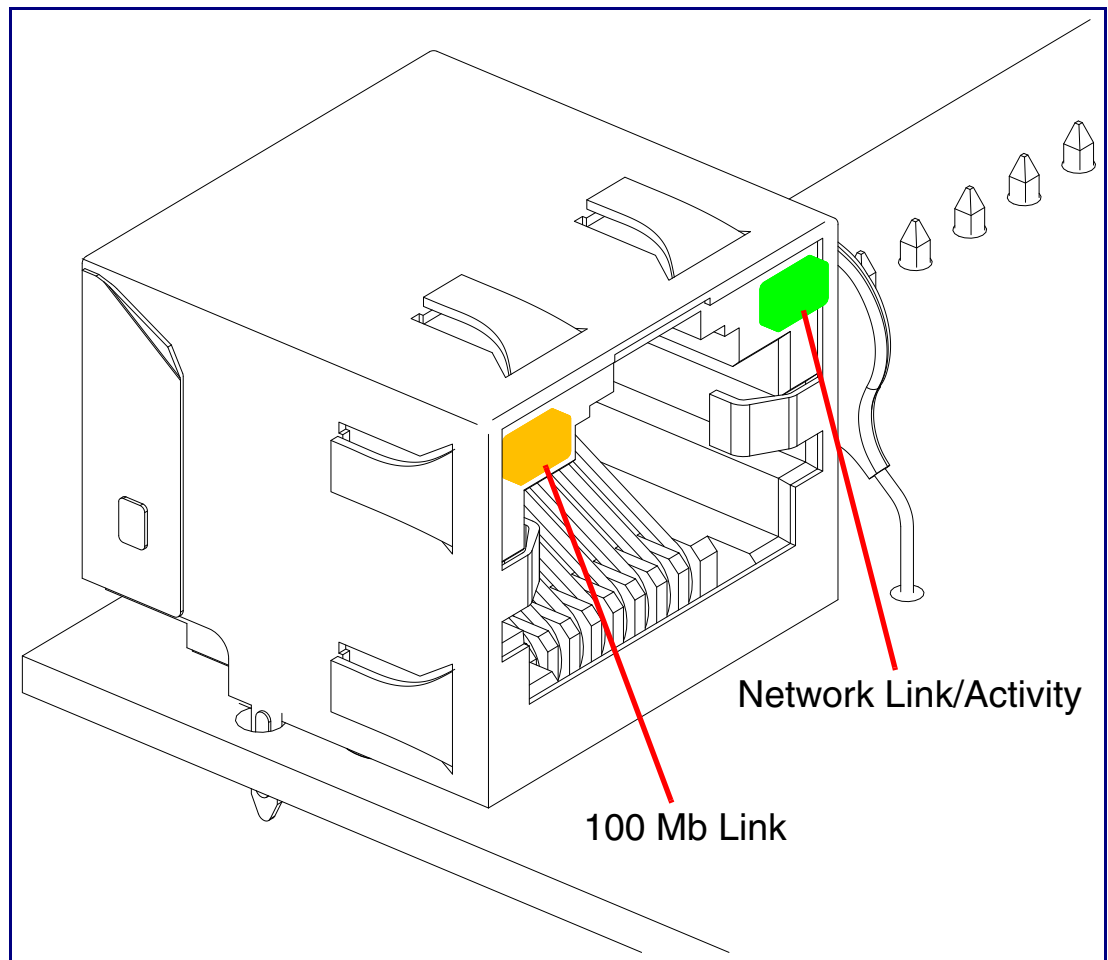
## 1.3 Activity and Link LEDs

### 1.3.1 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 1-5](#)).
- The square, **AMBER 100 Mb Link** LED above the Ethernet port indicates that the network 100 Mb connection has been established (see [Figure 1-5](#)).

**Figure 1-5. Activity and Link LED**



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## 1.4 Call Button and the Call Button LED

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### 1.4.1 Calling with the The Call Button

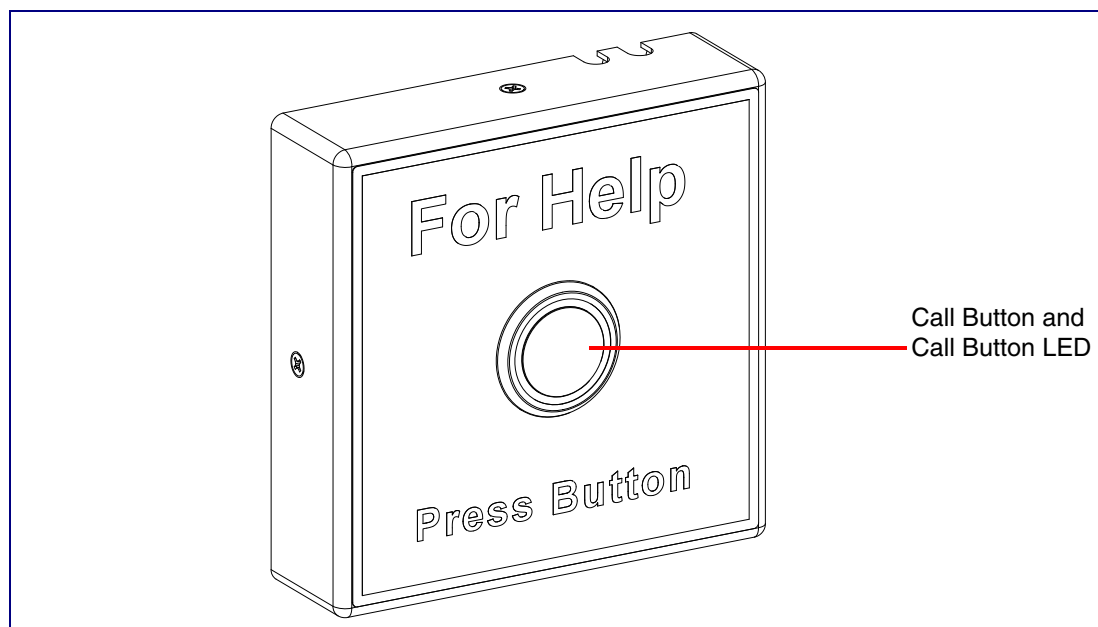
- You may initiate a call by pressing the Call Button.
- An active call is indicated by the Call Button LED blinking at one second intervals.
- The device automatically answers an incoming call.
- You can press the Call Button to terminate an active call.

---

### 1.4.2 Call Button LED Function

- Upon initial power or reset, the Call Button LED will illuminate.
- On boot, the Call 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 Call 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. This process will take longer if there are many audio files downloading.
- When the software has finished initialization, the Call Button LED will blink twice.
- When a call is established (not just ringing), the Call Button LED will blink.
- 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 Call Button LED will still blink during initialization and calls.
- The Call Button LED flashes briefly at the beginning of RTFM mode.

**Figure 1-6. Call Button and Call Button LED**



# 2 Configure the Device

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## 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 SIP Call/Alert Button.

**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>

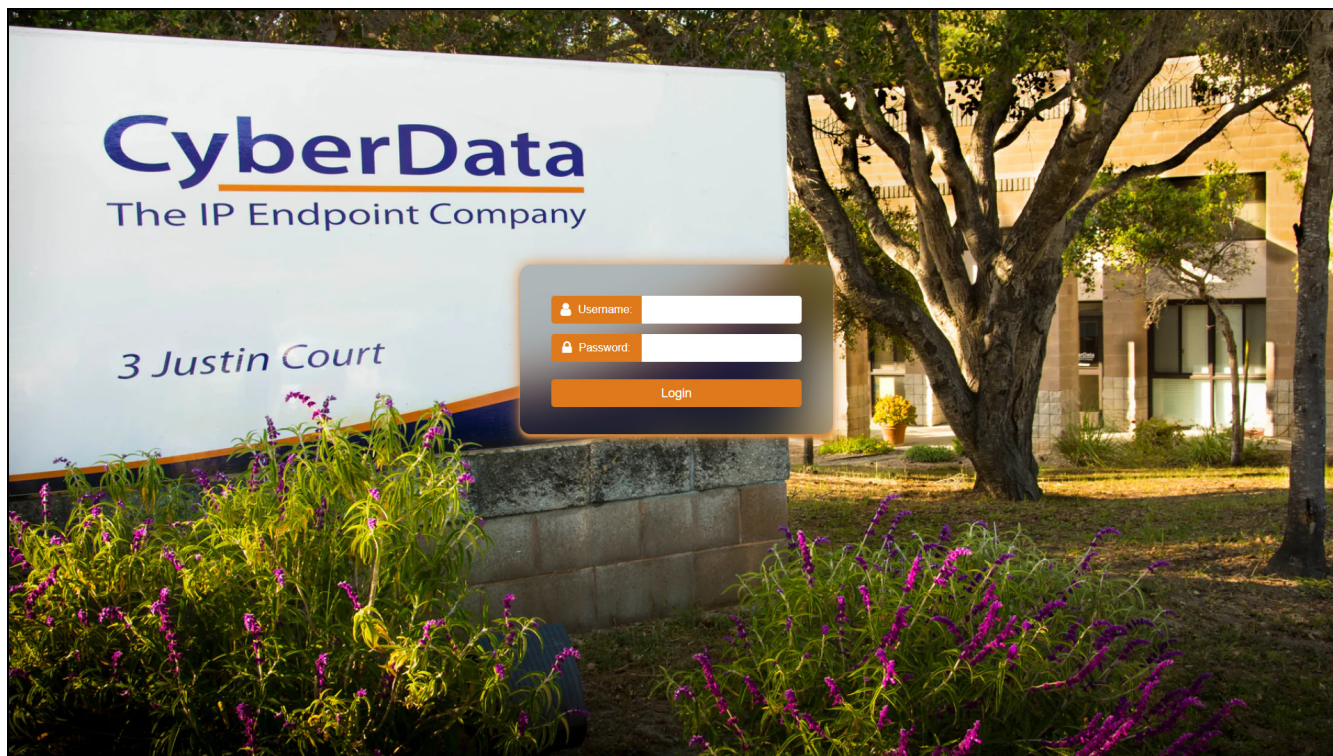
**Note** The device ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

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



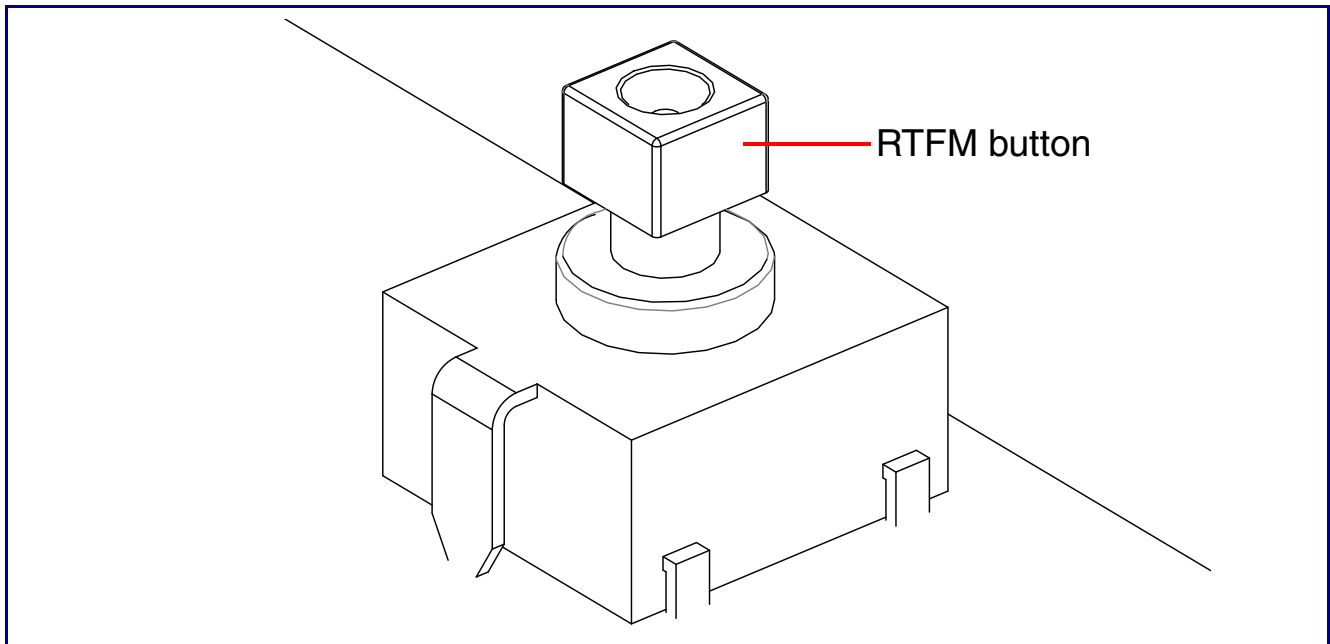
## 2.1.1 Restoring Defaults

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

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 <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.



## 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

The screenshot displays the CyberData Home Page interface. At the top, a dark purple header contains the CyberData logo and key device information: Product: Call Button, Firmware: v22.0.3, Serial: 049204479, MAC: 00:20:f7:05:2a:97, Available Storage: 1485MB, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are located on the right side of the header.

The main content area is divided into five panels:

- Device Configuration:**

|                    |                   |
|--------------------|-------------------|
| Serial Number      | 049204479         |
| Mac Address        | 00:20:f7:05:2a:97 |
| Firmware Version   | v22.0.3           |
| Partition 2        | v22.0.3b01        |
| Partition 3        | v22.0.3           |
| Bootling Partition | partition 3       |
- Network Status:**

|                     |            |
|---------------------|------------|
| IP Address Protocol | DHCP       |
| IP Address          | 10.10.0.14 |
| 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 |
- Sensor Status:**

|               |           |
|---------------|-----------|
| Relay Status: | Locked    |
| Door Status:  | Closed    |
| Intrusion:    | Inactive  |
| RGB Strobe:   | Installed |
- System Configuration:**

|             |          |
|-------------|----------|
| SIP Mode:   | Enabled  |
| Event Mode: | Disabled |

A vertical sidebar on the left contains navigation icons. The footer of the page includes the text "CyberData • Support".



## 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

The screenshot displays the CyberData Device Page configuration interface. At the top, the header includes the CyberData logo, product information (Product: Call Button, Firmware: v22.0.3), serial and MAC addresses (Serial: 049204479, MAC: 00:20:f7:05:2a:97), available storage (1485MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are visible on the right.

The main configuration area is divided into three panels:

- Relay Settings:**
  - Control Relay with DTMF Code: ON
  - DTMF Pulse Code: 123
  - DTMF Pulse Code Duration: 2 seconds
  - DTMF Activation Code: 456
  - DTMF Deactivation Code: 654
  - Relay While Call Active: OFF
  - Relay On Button Press: OFF
  - Relay On Button Press Duration: 3 seconds
- Time Settings:**
  - NTP Server: north-america.pool.ntp.org
  - NTP Timezone: America/Los\_Angeles (-8)
  - Current Time: Tue, 19 Nov 2024 16:56:48
- Stored Message Recording:**
  - Stored Message Recording: DISABLED
  - Recording Security Code: \*\*\*\*\*
- Misc Settings:**
  - Device Name: Call Button
  - Button Hold Timeout: 2000 millisecond (ms)
  - Button LED Lit when Idle: ON
  - Button LED Brightness: 255
  - Prevent Call Termination: OFF

A sidebar on the left contains navigation icons for Home, Call, Settings, and other functions. The footer of the page includes the CyberData logo and a link to Support.

## 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

The screenshot displays the CyberData Network configuration interface. At the top, the header includes the CyberData logo, product information (Product: Call Button, Firmware: v22.0.3), device identification (Serial: 049204479, MAC: 00:20:f7:05:2a:97), and system status (Available Storage: 1485MB, Device Status: Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are located in the top right corner.

The main content area is divided into three panels:

- Network Status:** A table showing current network parameters:
 

|                     |            |
|---------------------|------------|
| IP Address Protocol | DHCP       |
| IP Address          | 10.10.0.14 |
| Subnet Mask         | 255.0.0.0  |
| Default Gateway     | 10.0.0.1   |
| DNS Server 1        | 10.0.0.1   |
| DNS Server 2        | 10.0.1.56  |
- Network Settings:** A form for configuring network parameters:
 

|                  |                 |
|------------------|-----------------|
| Addressing Mode: | DHCP            |
| Hostname:        | SipDevice052a97 |
| 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:** A form for configuring VLAN parameters:
 

|                |   |
|----------------|---|
| VLAN ID:       | 0 |
| VLAN Priority: | 0 |

A vertical navigation menu is located on the left side of the page, and the footer contains the text "CyberData • Support".

## 2.5 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 2-6. SIP Page

The screenshot shows the CyberData SIP configuration page. At the top, there is a navigation bar with the following information: Product: Call Button, Firmware: v22.0.3, Serial: 049204479, MAC: 00:20:f7:05:2a:97, Available Storage: 1485MB, and Device Status: Idle. There are buttons for Test, Save, Cancel, Reboot, and Logout. The main content area is divided into three panels:

- SIP Settings:**
  - SIP Operation: ENABLED
  - SIP Registration: ENABLED
  - Remote SIP Port: 5060
  - Local SIP Port: 5060
  - SIP Transport Protocol: UDP
  - TLS Version: 1.2
  - Verify Server Certificate: OFF
  - Outbound Proxy: (empty)
  - Outbound Proxy Port: 0
  - Cisco SRST: OFF
  - Disable rport Discovery: OFF
  - Keep Alive Timeout: 10000 milliseconds (ms)
  - Terminate call after delay: 10 seconds
  - Audio Codec: PCMA (G.71)
  - RTP Port (even): 10500
  - Asymmetric RTP: OFF
  - Jitter Buffer: 50
  - RTP Encryption (SRTP): MANDATOR
- SIP Server Settings:**
  - Primary SIP Server: 10.10.0.178
  - Primary SIP User ID: 602
  - Primary SIP Auth ID: s5BNmzujem
  - Primary SIP Auth Password: (masked)
  - Registration Interval: 360 seconds
  - Backup SIP Server 1: (empty)
  - Backup SIP User ID: (empty)
  - Backup SIP Auth ID: (empty)
  - Backup SIP Auth Password: (empty)
  - Registration Interval: 360 seconds
  - Backup SIP Server 2: (empty)
  - Backup SIP User ID: (empty)
  - Backup SIP Auth ID: (empty)
  - Backup SIP Auth Password: (empty)
  - Registration Interval: 360 seconds
- Dial Out Settings:**
  - Dialout Extension: 603
  - Extension ID: id204
  - Send Multicast Audio: DISABLED
  - Multicast Address: 224.5.5.5
  - Multicast Port: 5050
  - Repeat Message: 1

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

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

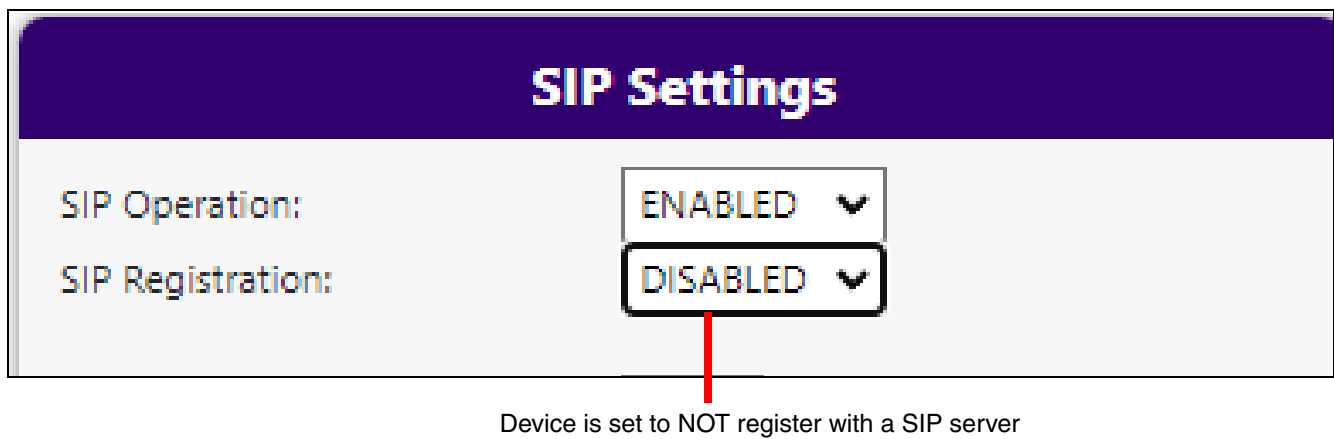
Outgoing calls support delayed DTMF (rfc2833) with the first comma pausing 2 seconds and subsequent commas pausing 1 second.

---

## 2.5.2 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 2-7](#).

**Figure 2-7. SIP Page Set to Point-to-Point Mode**



## 2.6 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 2-8. SSL Page (1 of 2)

The screenshot displays the CyberData SSL configuration interface. At the top, the header includes the CyberData logo, product information (Product: Call Button, Firmware: v22.0.3), device details (Serial: 049204479, MAC: 00:20:f7:05:2a:97), and storage/status (Available Storage: 1485MB, Device Status: Idle). Navigation buttons for Test, Save, Cancel, Reboot, and Logout are present.

Three main certificate configuration panels are shown:

- Web Server Certificate:** Shows fields for countryName (US), stateOrProvinceName (California), localityName (Monterey), organizationName (Cyberdata), and commonName (0020f7052a97). It includes 'notBefore' and 'notAfter' dates. Buttons for 'Import Web Certificate' and 'Restore Web Certificate' are available.
- SIP Client Certificate:** Identical fields and structure to the Web Server Certificate.
- Autoprovisioning Client Certificate:** Identical fields and structure to the Web Server Certificate.

Each panel has a 'Choose Files' button and a 'Password (optional):' field.

Below the certificate 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. Action buttons include 'Download CyberData CA', 'Generate Cyberdata CSR', 'Remove All', and 'Restore Defaults'.

| ID | CA 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 contains 'CyberData • Support'.

Figure 2-9. SSL Page (2 of 2)

CyberData The IP Endpoint Company

Product: Call Button  
Firmware: v22.0.3

Serial: 049204479  
MAC: 00:20:f7:05:2a:97

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 |

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## 2.7 Sensor

The door sensor (pins 5 and 6) on the header can be used to monitor a door's open or closed state. There is an option on the **Sensor** page to trigger on an open or short condition on these pins. The door sensor alarm will be activated when the **Door Open Timeout** parameter has been met.

The intrusion sensor is an optical sensor installed on the device board and will be activated when the device is removed from the case.

Each sensor can trigger up to three different actions:

- Flash the LED until the sensor is deactivated (roughly 10 times/second)
- Activate the relay until the sensor is deactivated
- Call an extension and play a pre-recorded audio file

**Note** Calling a preset extension can be set up as a point-to-point call, but currently can't send delayed DTMF tones.

Figure 2-10. Sensor Page

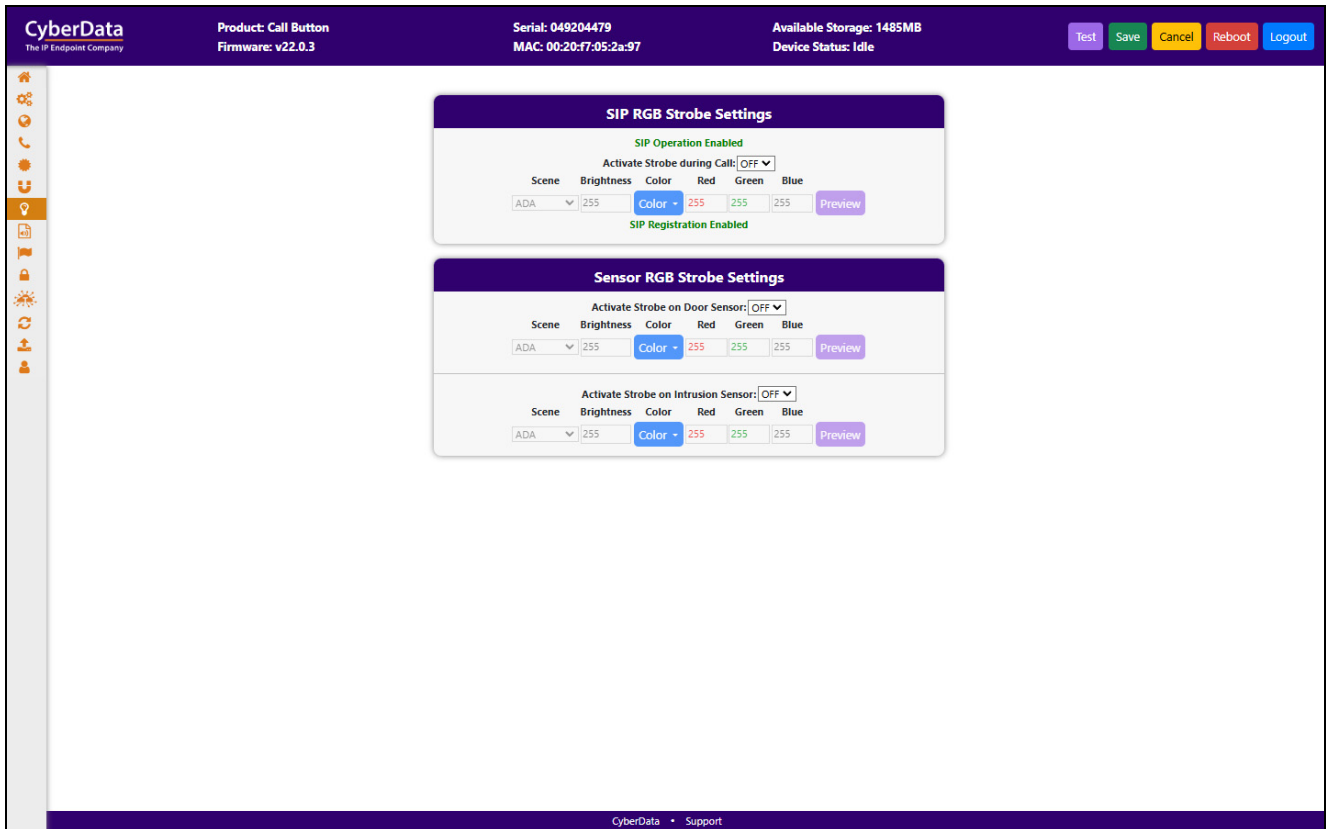
The screenshot displays the CyberData web interface for configuring sensors. The top header includes the CyberData logo, product information (Call Button, v22.0.3), serial and MAC addresses, available storage (1485MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are visible. The main content area is divided into two settings panels:

- Door Sensor Settings:**
  - Sensor Type: Normally Open
  - Open Timeout: 0 seconds
  - Flash Button LED: Disabled
  - Activate Relay: Disabled
  - Call Extension: Disabled
  - Dial Out Extension: 204
  - Dial Out ID: id204
  - Play Recorded Audio: Disabled
  - Message Playbacks: 0
- Intrusion Sensor Settings:**
  - Flash Button LED: Disabled
  - Activate Relay: Disabled
  - Call Extension: Disabled
  - Dial Out Extension: 204
  - Dial Out ID: id204
  - Play Recorded Audio: Disabled
  - Message Playbacks: 0

The footer contains the text "CyberData • Support".

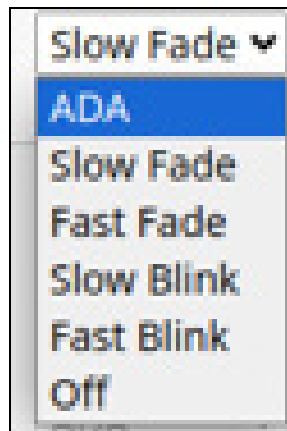
## 2.8 Strobe

Figure 2-11. Strobe Page



For each option, there are 5 scenes available:

Figure 2-12. 5 Scenes Available





Use the red, green, and blue values to create custom colors.

The ADA scene flashes white at maximum brightness (255). Other scenes can adjust the brightness, from 0 to 255.

**Figure 2-13. 10 Colors**



## 2.9 Audiofiles

The **Audiofiles** page is used to add custom audio to the board. User-uploaded audio will take precedence over the audio files shipped with the device.

**Figure 2-14. Audiofiles Page (1 of 2)**

The screenshot displays the 'Audio Files' configuration page. At the top, the header includes the CyberData logo and the following information: Product: Call Button, Firmware: v22.0.3, Serial: 049204479, MAC: 00:20:f7:05:2a:97, Available Storage: 1485MB, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are located on the right side of the header.

| Index                       | Currently set to | Choose File | No file chosen | Save | Delete |
|-----------------------------|------------------|-------------|----------------|------|--------|
| 0:                          | default          | Choose File | No file chosen | Save | Delete |
| 1:                          | tenpulse.wav     | Choose File | No file chosen | Save | Delete |
| 2:                          | default          | Choose File | No file chosen | Save | Delete |
| 3:                          | default          | Choose File | No file chosen | Save | Delete |
| 4:                          | default          | Choose File | No file chosen | Save | Delete |
| 5:                          | default          | Choose File | No file chosen | Save | Delete |
| 6:                          | default          | Choose File | No file chosen | Save | Delete |
| 7:                          | default          | Choose File | No file chosen | Save | Delete |
| 8:                          | default          | Choose File | No file chosen | Save | Delete |
| 9:                          | default          | Choose File | No file chosen | Save | Delete |
| Door Ajar:                  | default          | Choose File | No file chosen | Save | Delete |
| Intrusion Sensor Triggered: | default          | Choose File | No file chosen | Save | Delete |

Figure 2-15. Audiofiles Page (2 of 2)

| Menu Audio Files                    |                   |         |  |                |   |
|-------------------------------------|-------------------|---------|--|----------------|---|
| Invalid Entry:                      | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <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="Save"/> <input type="button" value="Delete"/> |
| Enter Recording Security Code:      | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <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="Save"/> <input type="button" value="Delete"/> |
| Or:                                 | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| Record Message Prompt:              | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| Save Record Message Prompt:         | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| Message Saved Successfully:         | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| Message Not Saved Successfully:     | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| You Recorded:                       | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| To Record SIP Button Message:       | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| To Record Multicast Button Message: | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |

| Stored Messages           |                   |         |  |                |   |
|---------------------------|-------------------|---------|--|----------------|---|
| SIP Button Message:       | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |
| Multicast Button Message: | Currently set to: | default | <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Save"/> <input type="button" value="Delete"/> |

| Recorded Messages                          |                |  |
|--|----------------|--|
| <input type="button" value="Choose File"/> | No file chosen | <input type="button" value="Upload Message"/> <input type="button" value="Delete All Messages"/> |

## 2.10 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 2-16. Events Page**

The screenshot displays the CyberData configuration interface for the Events page. At the top, the header includes the CyberData logo, product information (Call Button, v22.0.3), serial and MAC addresses, storage status (1485MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are visible.

The main content area is divided into two panels:

- Event Server:**
  - Event Generation:
  - Server IP Address:
  - Server Port:
  - Server URL:
- Events:**
  - Application Started Events:
  - Reboot Events:
  - Heartbeat Events:
  - Security Events:
  - Call Started Events:
  - Call Terminated Events:
  - Relay Activated Events:
  - Relay Deactivated Events:
  - Remote Relay Events:
  - Button Events:
  - Sensor Events:

A footer at the bottom of the page reads "CyberData • Support".

---

## 2.10.1 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>
```

## 2.11 Remote Relay

Figure 2-17. Remote Relay Page

The screenshot displays the Remote Relay configuration page. At the top, the device information is shown: Product: Call Button, Firmware: v22.0.3, Serial: 049204479, MAC: 00:20:f7:05:2a:97, Available Storage: 1485MB, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are located in the top right. A sidebar on the left contains various navigation icons. The main content area features a table titled "Discovered Remote Relays" with the following data:

| Product Type | IP Address | MAC Address       | Serial Number | Name          | Version |  |
|--------------|------------|-------------------|---------------|---------------|---------|--|
| DoorLock     | 10.10.0.51 | 00:20:f7:05:5e:21 | 375200300     | LOCK375200300 | v5.0.4  | <a href="#">View</a> <a href="#">Associate</a> |

Additional buttons for Discover, View, and Associate are visible next to the table entries. The footer of the page includes the CyberData logo and a link to Support.

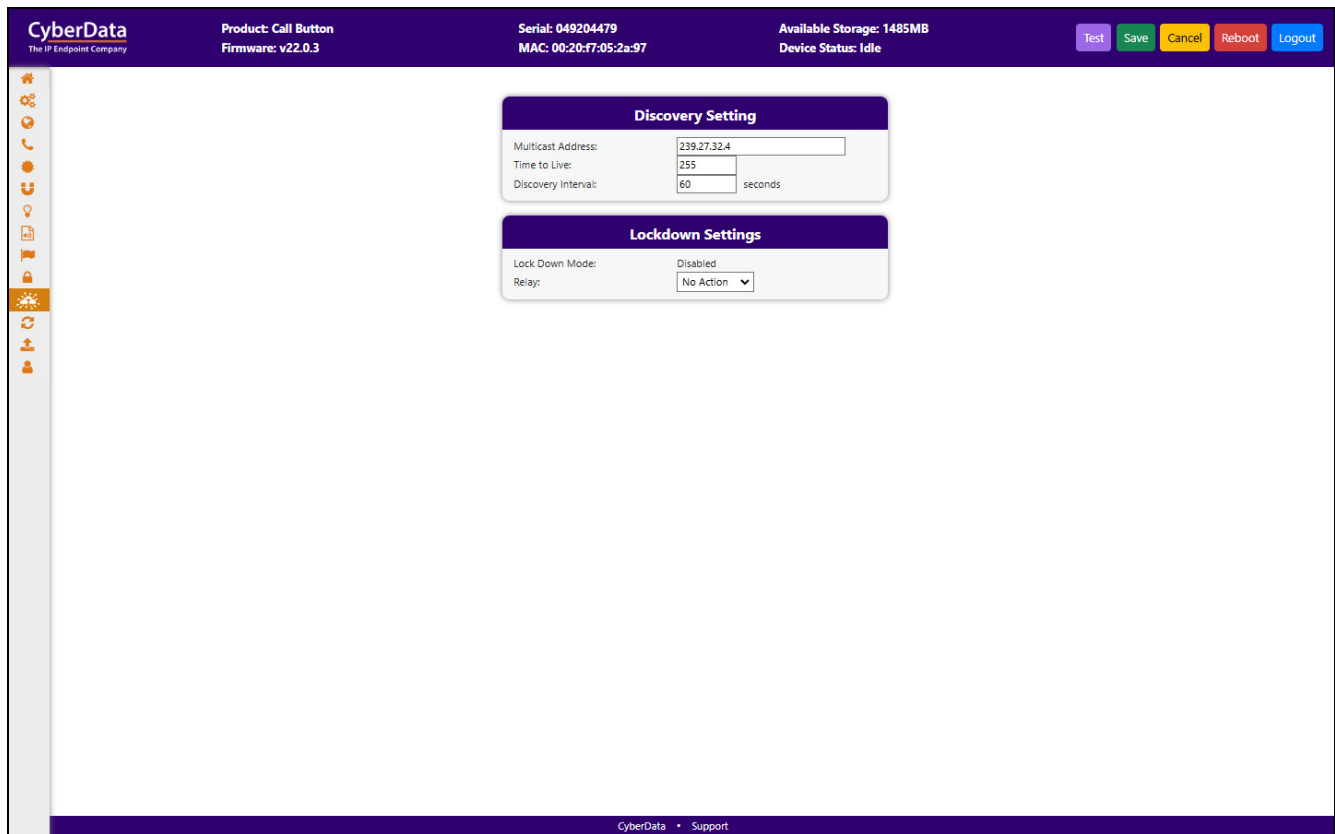


## 2.12 Terminus

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 2-18. Terminus Page**



## 2.13 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 2-19. Autoprovisioning Page**

The screenshot displays the Autoprovisioning configuration interface. At the top, the device's status is shown: Product: Call Button, Serial: 049204479, Available Storage: 1484MB, Firmware: v22.0.3, MAC: 00:20:f7:05:2a:97, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are present.

The **Autoprov Settings** panel includes the following fields:

- Autoprov: ENABLED (dropdown)
- Autoprov Server: Autoprov Server (text input)
- Autoprov Filename: Autoprov Filename (text input)
- Use tftp: DISABLED (dropdown)
- Verify Server Certificate: DISABLED (dropdown)
- Username: Username (text input)
- Password: Password (text input)
- Autoprov autoupdate: 0 minutes (text input)
- Autoprov at time: HHMM (text input)
- Autoprov when idle: 0 minutes (text input)

A **Download Template** button is located at the bottom of the settings panel.

The **Autoprov Log** panel shows the following log entries:

```

2024-11-19 17:02:35 Autoprovisioning on boot
2024-11-19 17:02:35 Autoprov found server='http://10.0.0.242' in dhcp option 43
2024-11-19 17:02:35 Autoprov looking for 0020f7052a97.xml at http://10.0.0.242
2024-11-19 17:02:35 Autoprov downloading http://10.0.0.242/0020f7052a97.xml
2024-11-19 17:02:35 Got autoprov file. Parsing "0020f7052a97.xml"
2024-11-19 17:02:36 Autoprov: Processing ssl certificates
2024-11-19 17:02:36 No certificate elements in SSLCertificates
2024-11-19 17:02:36 Autoprov: Processing audio files
2024-11-19 17:02:36 Autoprov: FirmwareSettings config not found
2024-11-19 17:02:36 DeviceConfig: error = False
2024-11-19 17:02:36 SSLCertificates: error = None
2024-11-19 17:02:36 AudioFiles: error = False
    
```

## 2.14 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


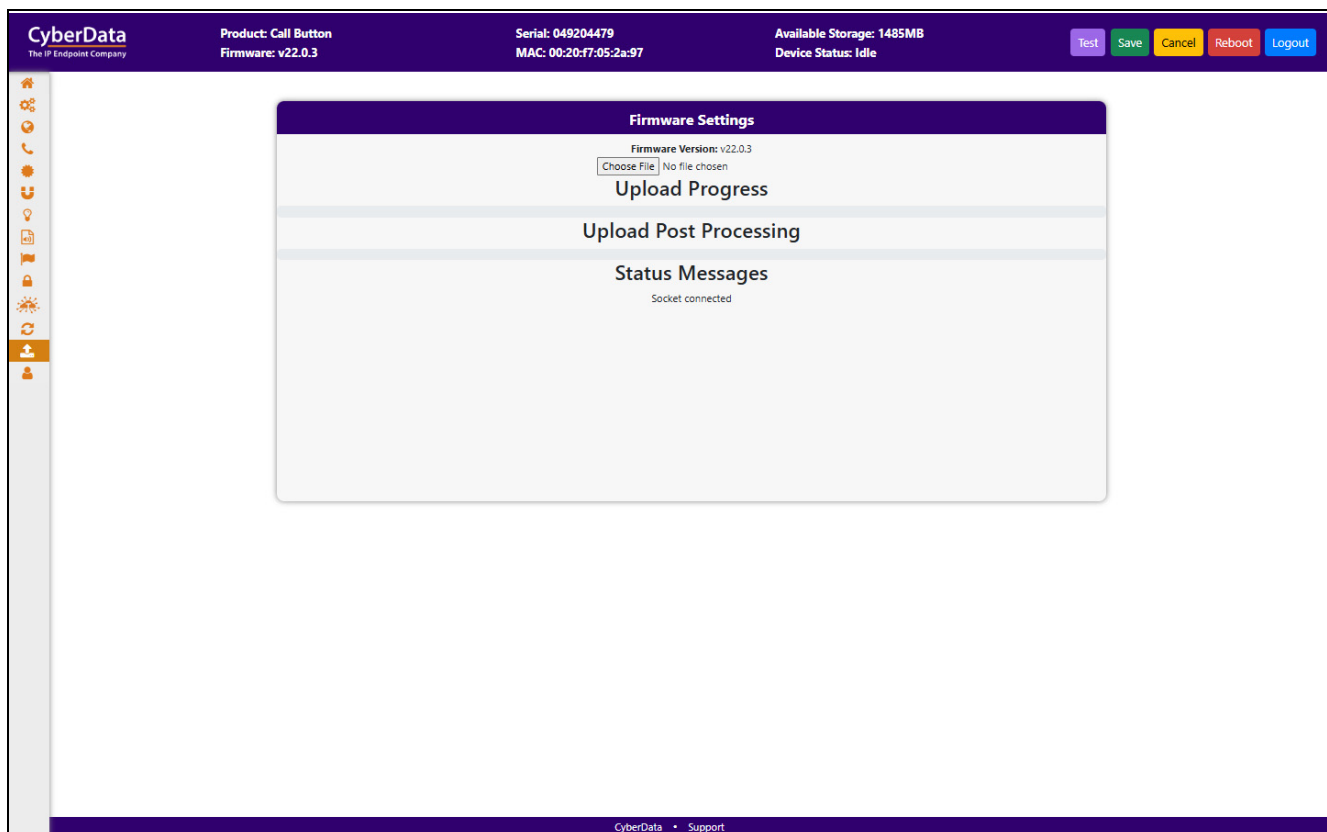
|  |  |
|--|--|
| <br>GENERAL ALERT | <p><b>Caution</b></p> <p><b>Equipment Hazard:</b> Do not reboot the device. It will reboot automatically when the process is complete.</p> |
|--|--|

Figure 2-20. Firmware Page



The screenshot displays the CyberData web interface for a device. At the top, a purple header bar contains the CyberData logo and the text 'The IP Endpoint Company'. To the right of the logo, device information is displayed: 'Product: Call Button', 'Firmware: v22.0.3', 'Serial: 049204479', 'MAC: 00:20:f7:05:2a:97', 'Available Storage: 1485MB', and 'Device Status: Idle'. On the far right of the header are buttons for 'Test', 'Save', 'Cancel', 'Reboot', and 'Logout'. A vertical sidebar on the left contains various navigation icons. The main content area is titled 'Firmware Settings' and shows the current 'Firmware Version: v22.0.3'. Below this is a 'Choose File' button with the text 'No file chosen'. The page is divided into sections: 'Upload Progress', 'Upload Post Processing', and 'Status Messages', which currently displays 'Socket connected'. At the bottom of the page, there is a footer with 'CyberData • Support'.

## 2.15 Admin

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

Figure 2-21. Admin Page

The screenshot displays the CyberData Admin interface. At the top, a purple header bar contains the CyberData logo and device information: Product: Call Button, Firmware: v22.0.3, Serial: 049204479, MAC: 00:20:f7:05:2a:97, Available Storage: 1485MB, and Device Status: Idle. Action buttons for Test, Save, Cancel, Reboot, and Logout are on the right.

The main content area is divided into several sections:

- Admin Settings:** Fields for Username (admin), Password, and Confirm Password.
- Logging Settings:** Debug Level (4), Log Network Traffic (OFF), and buttons for Get/Remove Application, Network, and All Logs.
- Configuration Settings:** Partition information (v22.0.3b01, v22.0.3, partition 3) and buttons for Restore Default Config, Restore Default Certificates, Import/Export Config, and Boot From Other Partition.
- Statistics:** Storage (1485MB), Boot Count (76), Reboot Count (66), and Uptime (up 4 minutes).
- Users List:** A table with columns for Username, Home, Device, Network, SIP, SSL, Sensor, Strobe, Audiofiles, Events, DSR, Terminus, Autoprov, Firmware, and Admin. Two users are listed: 'term' and 'ssl1', each with Edit and Delete buttons. Action buttons for Add New User, Delete All Users, Import Users, and Export Users are at the top.
- Log Viewer:** A section with a Service dropdown (Application), Entries to get (250), Sort (Oldest), and a View Log button.

A footer bar at the bottom contains the text "CyberData • Support".

---

## 2.16 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.

---

### 2.16.1 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 <sup>a</sup>   |
|--|--|
| Reboot   | <code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.154/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://10.10.1.154/command" --post-data "request=call&amp;extension=600"</code> |
| Test Relay                                       | <code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.154/command" --post-data "request=test_relay"</code>             |
| Swap boot partitions                             | <code>wget --user admin --password admin --auth-no-challenge --quiet -O /dev/null --no-check-certificate "https://10.10.1.154/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

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## 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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