



# *SIP Call/Panic Button Operations Guide*

**SIP Compliant  
Part #011049, 011491**

Document Part #932062B  
for Firmware Version 22.0

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**CyberData**

The IP Endpoint Company

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 932062B, which corresponds to firmware version 22.0, was released on March 20, 2026, and has the following changes:

- Updates the product name to **SIP Call/Panic Button** throughout the document.

# 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 Intercom enclosure is not rated for any AC voltages!**

 <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>
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 <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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## Pictorial Alert Icons

 <p>GENERAL ALERT</p>	<b>General Alert</b> 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.
	<b>Ground</b> This pictorial alert indicates the Earth grounding connection point.

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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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## 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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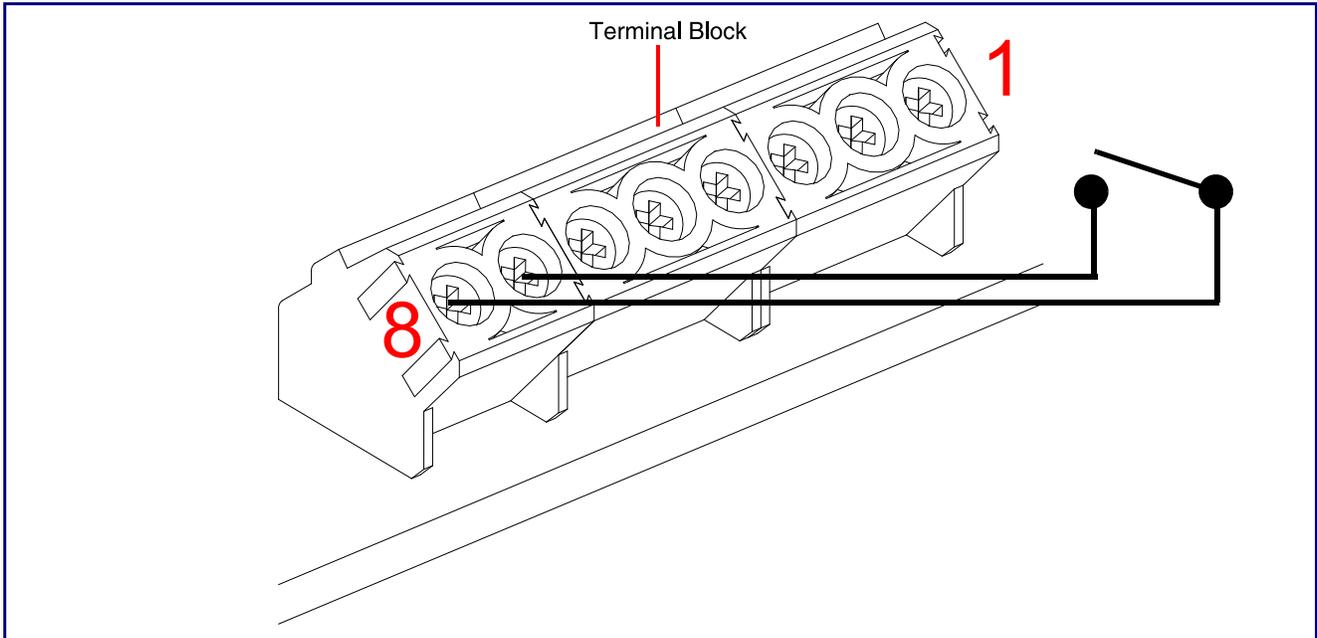
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# 1 Installing the SIP Call/Panic Button

## 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)

Figure 1. Remote Switch Connection



## 1.1.1 Using the On-Board Relay

 GENERAL ALERT	<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>
 GENERAL ALERT	<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>
 GENERAL ALERT	<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.

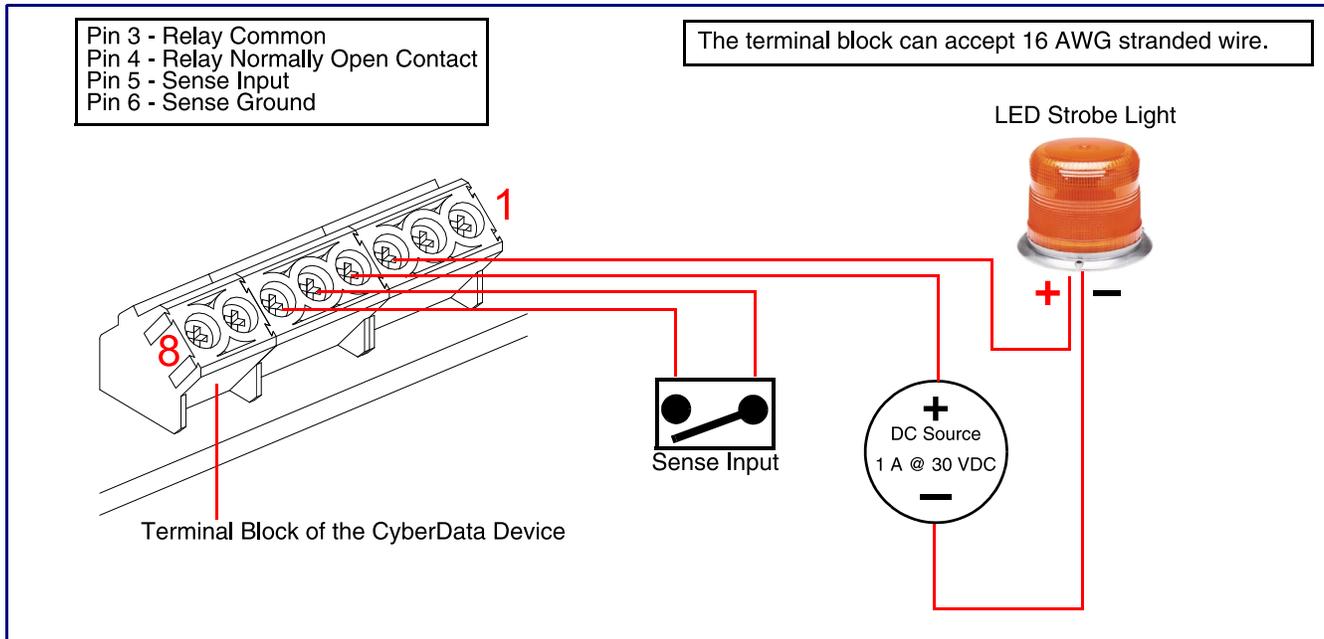
## 1.2 Wiring the Circuit

### 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 2. Devices Less than 1A at 30 VDC**



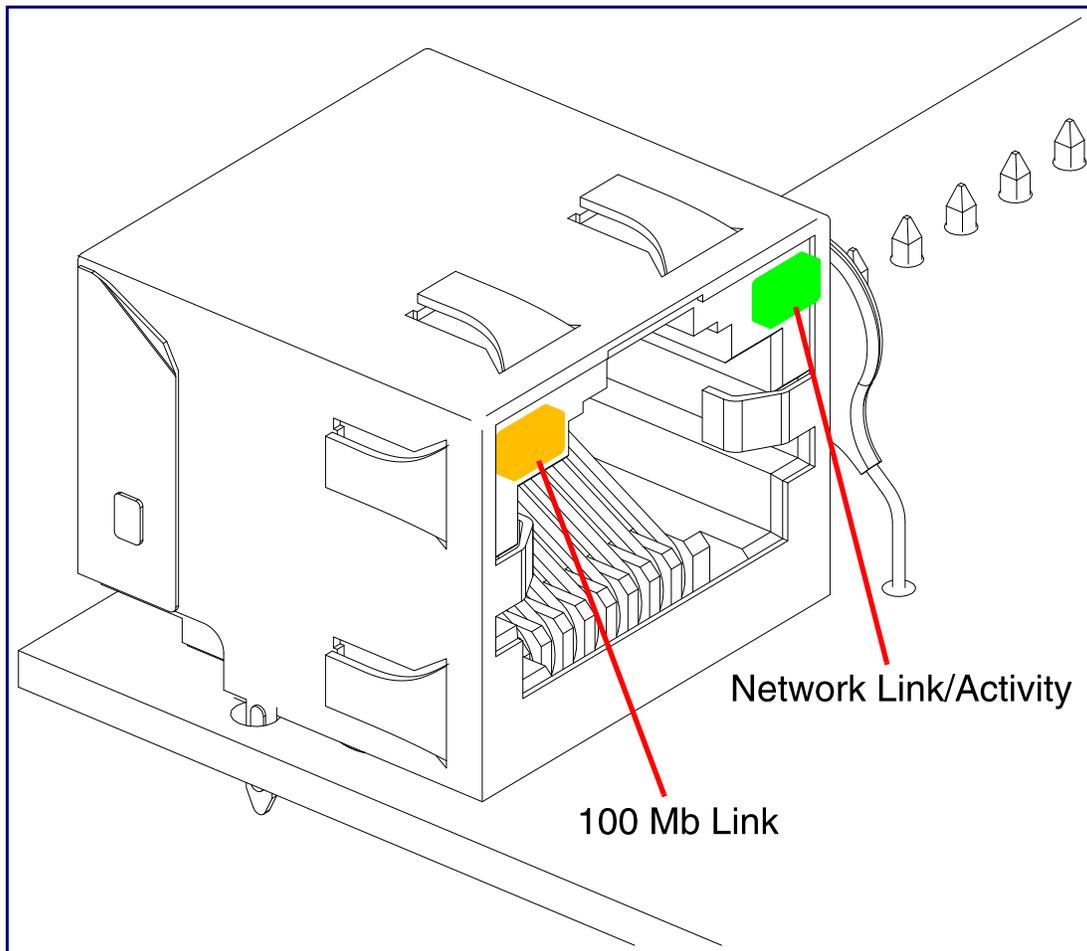
## 1.3 Activity and Link LEDs

### 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 3](#)).
- The square, **AMBER** 100 Mb **Link** LED above the Ethernet port indicates that the network 100 Mb connection has been established (see [Figure 3](#)).

**Figure 3. Activity and Link LED**



## 1.4 Call Button and the Call Button LED

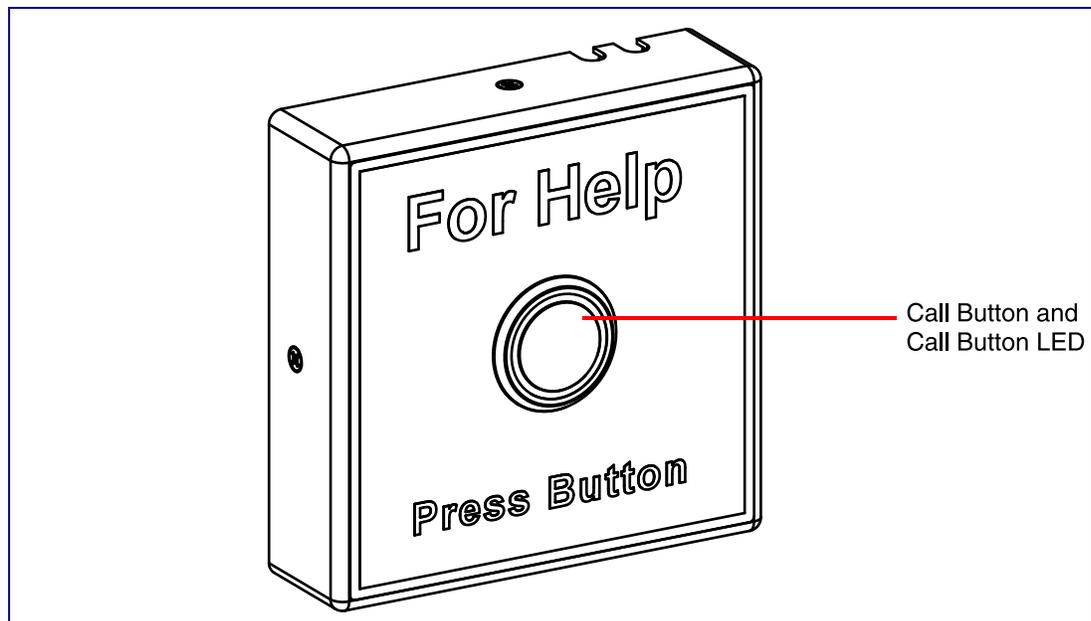
### 1.4.1 Calling with the The Call Button

- 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 4. Call Button and Call Button LED**



## 1.5 Restore the Factory Default Settings

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

To restore the device to its factory default settings (Table 2), hold the RTFM button (Figure 5) 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 5. RTFM Button

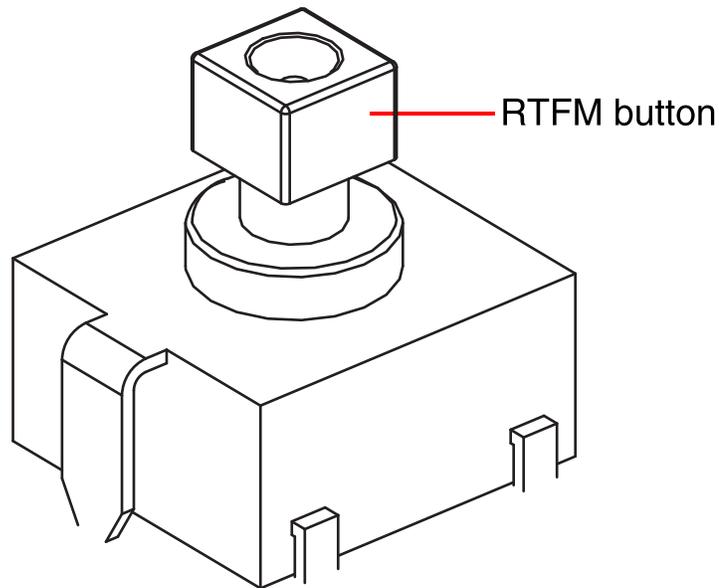


Table 1. Factory Default Settings

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

<sup>a</sup> Default if there is not a DHCP server present.

## 2 Configure the Device

### 2.1 Log In Page

1. Open your browser to the Intercom 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 Intercom.

**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>

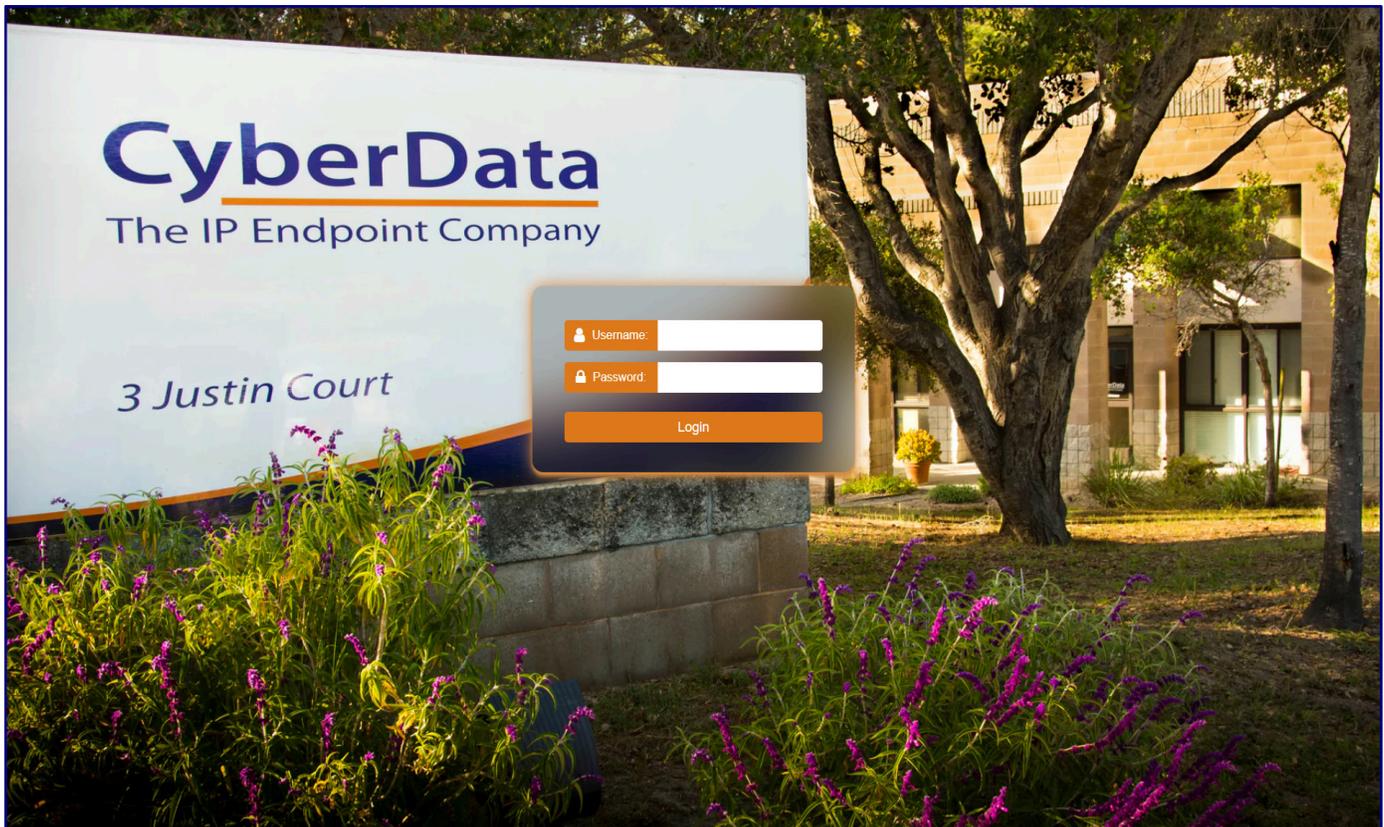
**Note** The Intercom ships in DHCP mode. To get to the Home page, use the discovery utility to scan for the device on the network and open your browser from there.

2. On the **Log In** Page (Figure 6), use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 7):

Web Access Username: **admin**

Web Access Password: **admin**

Figure 6. Log In Page



## 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 7. Home Page

The screenshot displays the CyberData Home Page interface. At the top, a dark blue header contains 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. A vertical sidebar on the left contains various system icons. 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
Booting 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
Intrusions:	Inactive
RGB Strober:	Installed
- System Configuration:**

SIP Mode:	Enabled
Event Mode:	Disabled

The footer of the page contains 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.

**Note** Enabling DDSR mode sets the device to end of life 011375 Network Dual Door Strike Relay (DDSR) mode. [3 DDSR Mode](#) provides screen captures for this mode.

Figure 8. Device Page

The screenshot displays the CyberData Device Page configuration interface. 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 in the top right corner.

The main configuration area is divided into three primary 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
- 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

Below the Time Settings panel is a **Stored Message Recording** section:

- Stored Message Recording: DISABLED
- Recording Security Code: \*\*\*\*\*

The bottom of the page features a footer with the text 'CyberData • 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 9. Network Page

**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

**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	

**Network Settings**

Addressing Mode:

Hostname:

IP Address:

Subnet Mask:

Default Gateway:

DNS Server 1:

DNS Server 2:

DHCP Timeout:  seconds

**VLAN Settings**

VLAN ID:

VLAN Priority:

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 10. SIP Page

The screenshot shows the CyberData SIP configuration page. At the top, there is a header with 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 visible on the right.

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: UDF
  - TLS Version: 1.2
  - Verify Server Certificate: OFF
  - Outbound Proxy: Outbound Proxy
  - 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: Host or IP address
  - Backup SIP User ID: Backup SIP User ID
  - Backup SIP Auth ID: Backup SIP Auth ID
  - Backup SIP Auth Password: [masked]
  - Registration Interval: 360 seconds
  - Backup SIP Server 2: Host or IP address
  - Backup SIP User ID: Backup SIP User ID
  - Backup SIP Auth ID: Backup SIP Auth ID
  - Backup SIP Auth Password: [masked]
  - 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".

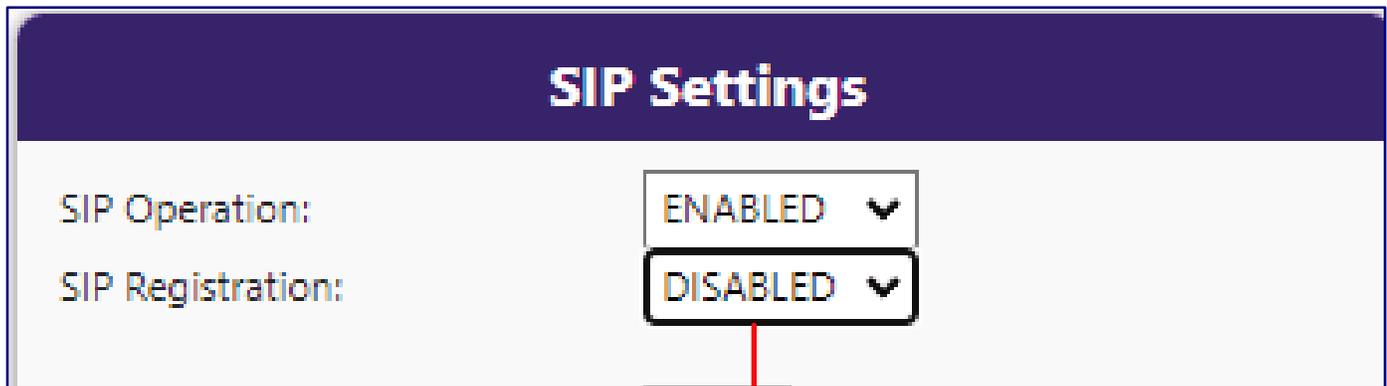
## 2.5.1 Dial Out Extension Strings and DTMF Tones (using rfc2833)

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 11](#).

Figure 11. SIP Page Set to Point-to-Point Mode



Device is set to NOT register with a SIP server

## 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 12. SSL Page (1 of 2)

The screenshot displays the CyberData SSL configuration interface. 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. Navigation buttons include Test, Save, Cancel, Reboot, and Logout.

Three main certificate configuration panels are visible:

- Web Server Certificate:** Shows subject details (countryName: US, stateOrProvinceName: California, localityName: Monterey, organizationName: Cyberdata, commonName: 0020f7052a97) and validity dates (notBefore: Jul 11 18:31:02 2023 GMT, notAfter: Jul 8 18:31:02 2033 GMT). It includes 'Choose Files' (No file chosen), 'Import Web Certificate', and 'Restore Web Certificate' buttons.
- SIP Client Certificate:** Shows identical subject details and validity dates. It includes 'Choose Files' (No file chosen), 'Import SIP Certificate', 'Restore SIP Certificate', and a 'Password (optional):' field.
- Autoprovisioning Client Certificate:** Shows identical subject details and validity dates. It includes 'Choose Files' (No file chosen), 'Import Autoprovisioning Certificate', and 'Restore Autoprovisioning Certificate' buttons.

Below these panels is the **List of Trusted CAs** section, which includes an 'Upload CA Certificate:' field with 'Choose Files' (No file chosen) and 'Import CA Certificate' buttons. 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 shows 'CyberData • Support'.

Figure 13. SSL Page (2 of 2)

The screenshot shows the CyberData SSL configuration page. At the top, there is a header bar with the CyberData logo and product information: 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 right side of the header, there are buttons for Test, Save, Cancel, Reboot, and Logout. Below the header is a table listing certificates. Each row contains a certificate ID, the certificate name, an 'Info' button, and a 'Remove' button. The certificates listed are:

ID	Certificate Name	Info	Remove
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

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

## 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 14. Sensor Page

The screenshot displays the CyberData web interface for configuring sensors. The top navigation bar includes the CyberData logo, product information (Call Button, Firmware v22.0.3), serial and MAC addresses, available storage (1485MB), and device status (Idle). Action buttons for Test, Save, Cancel, Reboot, and Logout are also present.

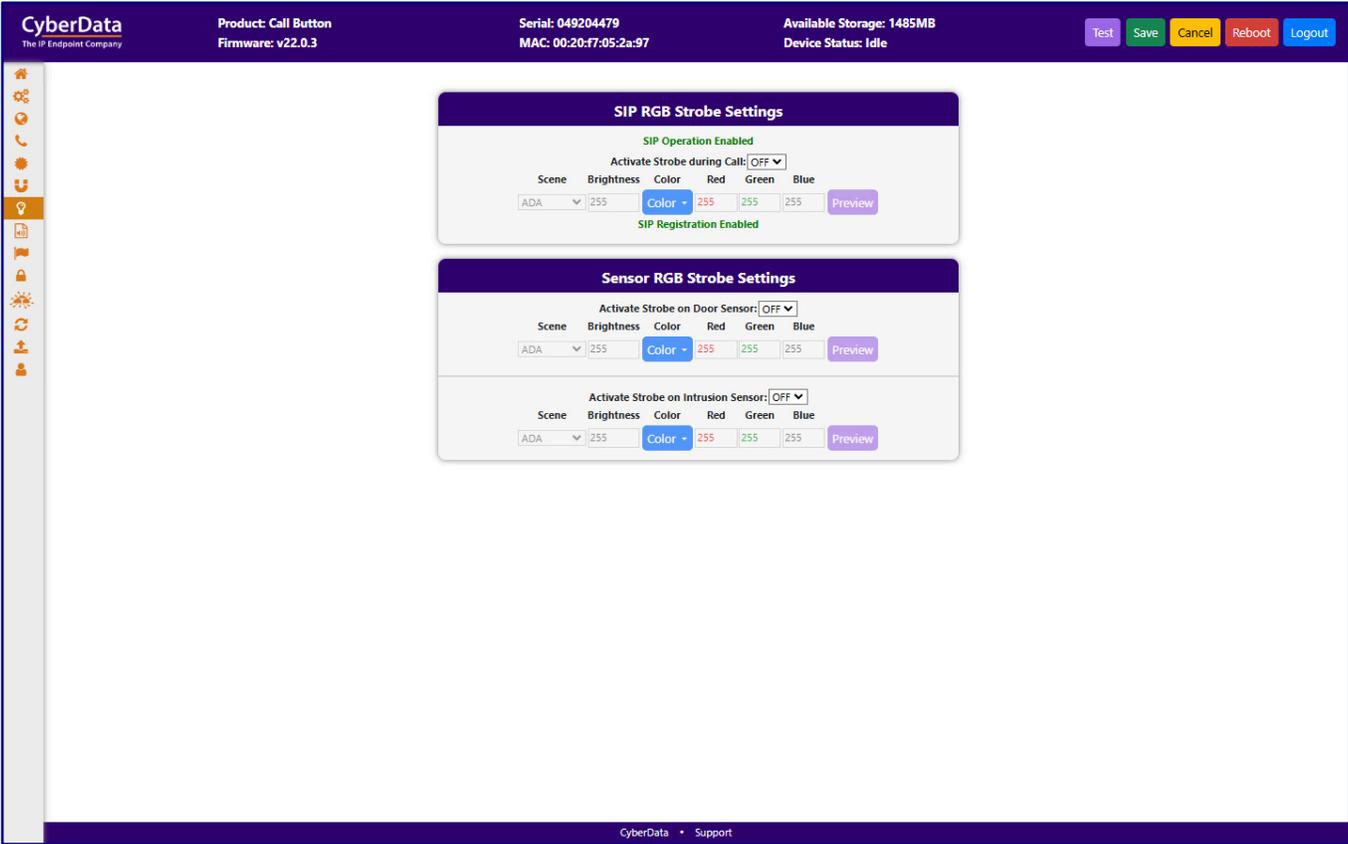
The main content area is divided into two settings panels:

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

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

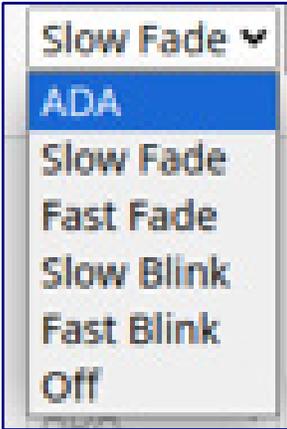
# 2.8 Strobe

Figure 15. Strobe Page



For each option, there are 5 scenes available:

Figure 16. 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 17. 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 18. Audiofiles Page (1 of 2)

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 19. Audiofiles Page (2 of 2)

### Menu Audio Files

Invalid Entry:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Press:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Enter Recording Security Code:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Invalid Code:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Or:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Record Message Prompt:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Save Record Message Prompt:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Message Saved Successfully:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Message Not Saved Successfully:	Currently set to:	default	Choose File	No file chosen	Save	Delete
You Recorded:	Currently set to:	default	Choose File	No file chosen	Save	Delete
To Record SIP Button Message:	Currently set to:	default	Choose File	No file chosen	Save	Delete
To Record Multicast Button Message:	Currently set to:	default	Choose File	No file chosen	Save	Delete

### Stored Messages

SIP Button Message:	Currently set to:	default	Choose File	No file chosen	Save	Delete
Multicast Button Message:	Currently set to:	default	Choose File	No file chosen	Save	Delete

### Recorded Messages

Choose File No file chosen Upload Message 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 20. Events Page

**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

### Event Server

Event Generation: DISABLED ▼  
Server IP Address: 10.0.0.250  
Server Port: 8080  
Server URL: xmlparse\_engine

### Events

Application Started Events: DISABLED ▼  
Reboot Events: DISABLED ▼  
Heartbeat Events: DISABLED ▼  
Security Events: DISABLED ▼  
Call Started Events: DISABLED ▼  
Call Terminated Events: DISABLED ▼  
Relay Activated Events: DISABLED ▼  
Relay Deactivated Events: DISABLED ▼  
Remote Relay Events: DISABLED ▼  
Button Events: DISABLED ▼  
Sensor Events: DISABLED ▼

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## 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>
```

# 2.11 Remote Relay

Figure 21. Remote Relay Page

The screenshot displays the 'Remote Relay' configuration page. At the top, the 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 also present. The main content area features a 'Discovered Remote Relays' table with one entry: a DoorLock device at IP 10.10.0.51. The table includes columns for Product Type, IP Address, MAC Address, Serial Number, Name, and Version, along with 'Discover', 'View', and 'Associate' buttons.

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>

## 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 22. Terminus Page

The screenshot shows the Terminus configuration page within the CyberData web interface. The interface has a dark blue header with the CyberData logo on the left. The header contains 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. On the right side of the header, there are buttons for Test, Save, Cancel, Reboot, and Logout. A vertical sidebar on the left contains various icons, with the Terminus icon (a sun) highlighted. The main content area features two configuration panels: 'Discovery Setting' and 'Lockdown Settings'. The 'Discovery Setting' panel includes fields for Multicast Address (239.27.32.4), Time to Live (255), and Discovery Interval (60 seconds). The 'Lockdown Settings' panel includes a Lock Down Mode dropdown set to 'Disabled' and a Relay dropdown set to 'No Action'. At the bottom of the page, there is a footer with the text 'CyberData • Support'.

## 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 23. Autoprovisioning Page

The screenshot displays the CyberData 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 visible. The main content area is divided into two panels. The 'Autoprov Settings' panel contains the following fields: Autoprov (ENABLED), Autoprov Server (Autoprov Server), Autoprov Filename (Autoprov Filename), Use tftp (DISABLED), Verify Server Certificate (DISABLED), Username, Password, Autoprov autoupdate (0 minutes), Autoprov at time (HHMM), and Autoprov when idle (0 minutes). A 'Download Template' button is located at the bottom of this panel. The 'Autoprov Log' panel shows a scrollable list of 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 ssi 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:

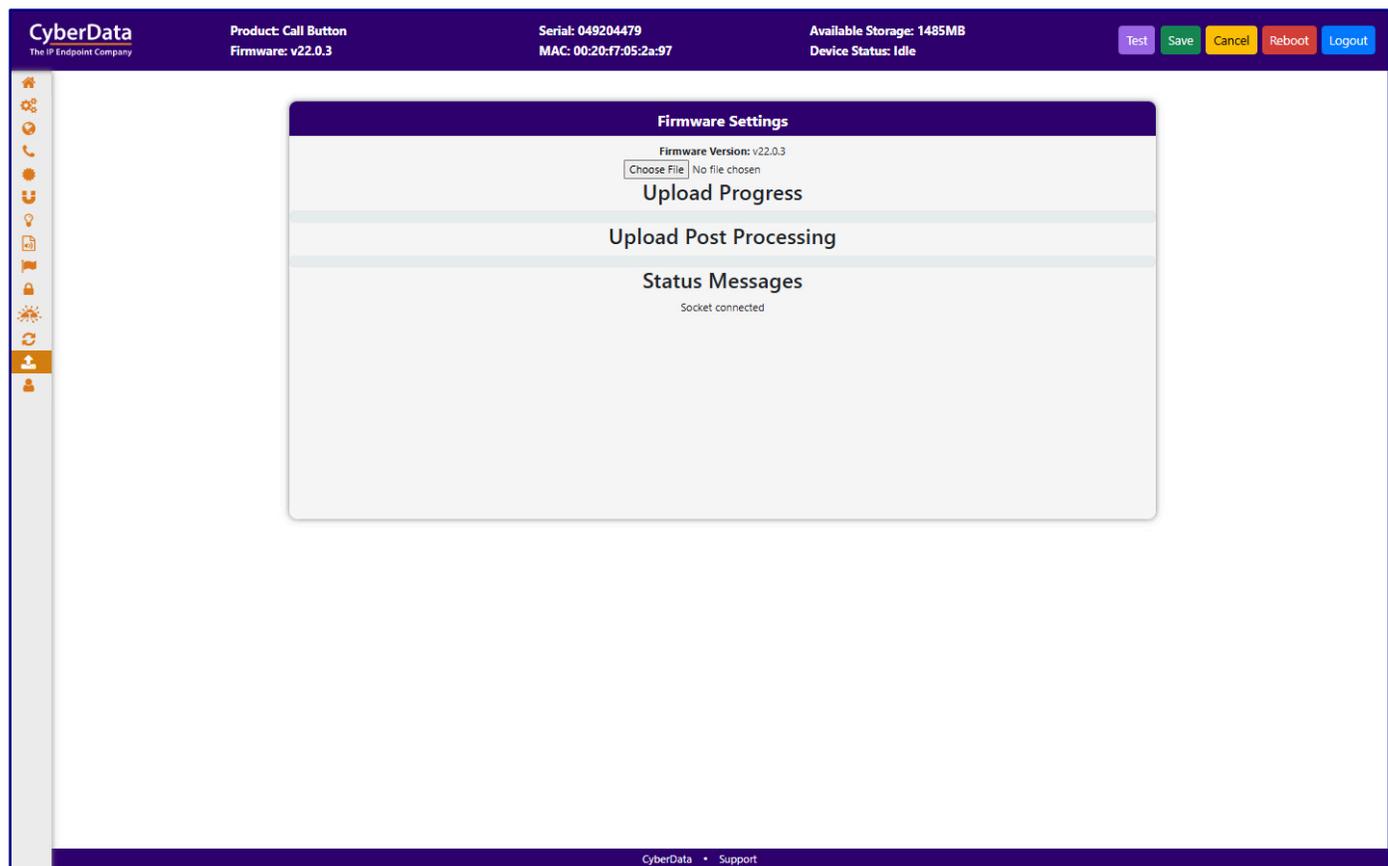
<https://www.cyberdata.net/collections/sip>  
<https://www.cyberdata.net/collections/singlewire> (for InformaCast Enabled devices)

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 24. Firmware Page



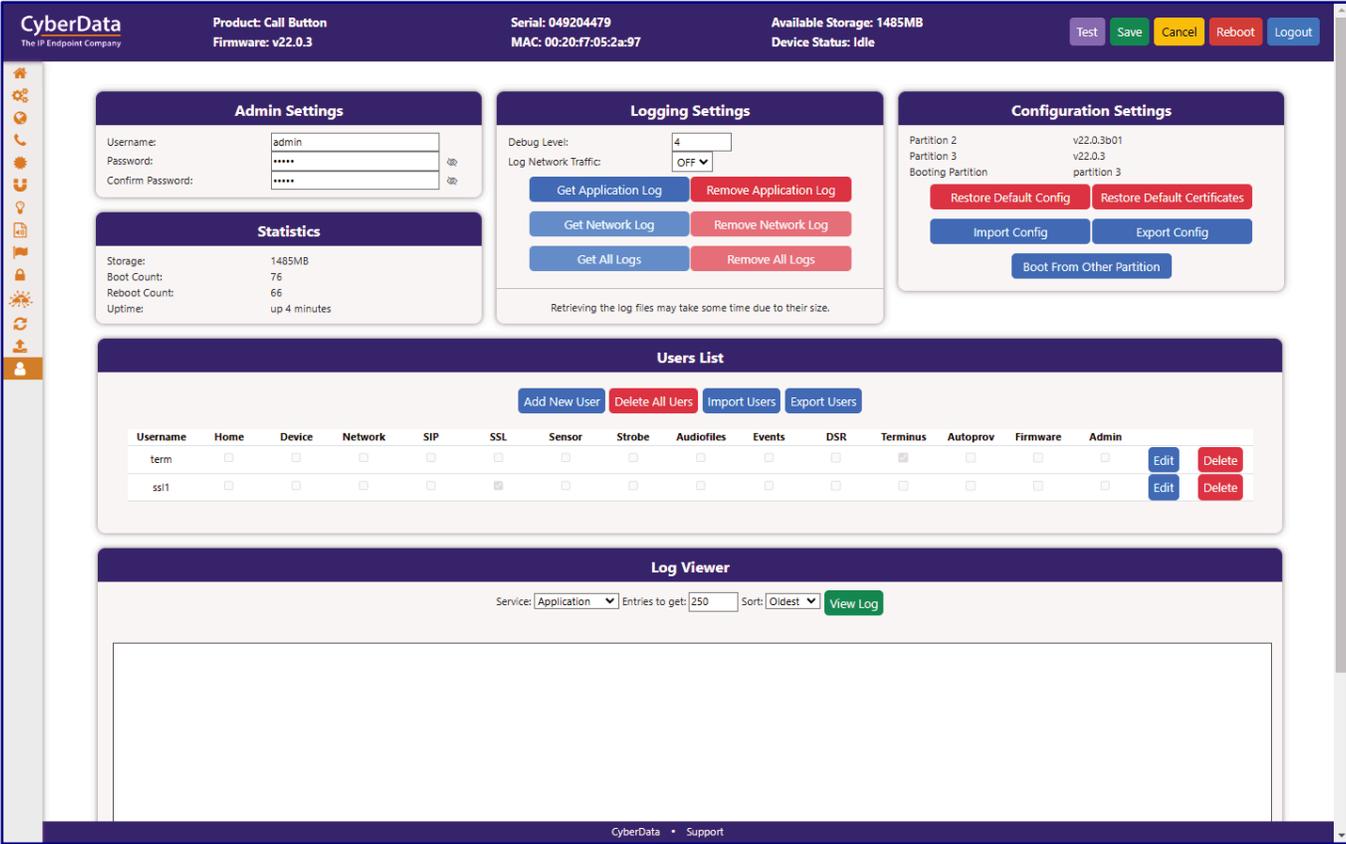
The screenshot displays the CyberData web interface. At the top, a dark blue header contains the CyberData logo and the text 'The IP Endpoint Company'. To the right of the logo, device information is shown: 'Product: Call Button', 'Firmware: v22.0.3', 'Serial: 049204479', 'MAC: 00:20:f7:05:2a:97', 'Available Storage: 1485MB', and 'Device Status: Idle'. On the far right of the header are buttons for 'Test', 'Save', 'Cancel', 'Reboot', and 'Logout'. A vertical sidebar on the left contains various icons. The main content area features a 'Firmware Settings' dialog box. This dialog has a title bar 'Firmware Settings' and a 'Firmware Version: v22.0.3' label. Below this is a 'Choose File' button with the text 'No file chosen'. The dialog is divided into three sections: 'Upload Progress', 'Upload Post Processing', and 'Status Messages'. The 'Status Messages' section shows 'Socket connected'.

# 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.

**Note** Two factor authentication is enabled here.

Figure 25. Admin Page



## 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](#) 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

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

**Table 2. Command Interface Post Commands**

Device Action	HTTP Post Command <sup>1</sup>
Reboot	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"
Place call to extension (example: extension 600)	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&extension=600"
Test Relay	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"
Swap boot partitions	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"

<sup>1</sup>Type and enter all of each http POST command on one line.

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# Appendix A: Troubleshooting/Technical Support <sup>29</sup>

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## A.1 Contact Information

Contact	CyberData Corporation 3 Justin Court Monterey, CA 93940 USA <a href="http://www.cyberdata.net">www.cyberdata.net</a> 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:  <a href="https://support.cyberdata.net/">https://support.cyberdata.net/</a>  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 <b>Comments</b> 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/>