



Paging 25V/70V Amplifier Operations Guide

SIP Compliant Part #011579, 011592 Document Part #932065A for Firmware Version 22.0

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Technical Support

The IP Endpoint Company The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website: https://support.cyberdata.net/

> Phone: (831) 373-2601, Ext. 333 Fax: (831) 373-4193 Company and product information is at **www.cyberdata.net**.

Revision Information

Revision 932065A, which corresponds to firmware version 22.0, was released on February 7, 2025, and has the following changes:

- Updates Section 1, "Product Overview"
- Updates Section 2, "Configure the Device"

Pictorial Alert Icons

GENERAL ALERT	General Alert This pictoral alert indicates a potentially hazardous situation. This alert will be followed by a hazard level heading and more specific information about the hazard.
	Ground This pictoral alert indicates the Earth grounding connection point.

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.

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.





Abbreviations and Terms

Abbreviation or Term	Definition
A-law	A standard companding algorithm, used in European digital communications systems to optimize, i.e., modify, the dynamic range of an analog signal for digitizing.
AVP	Audio Video Profile
Cat 5	TIA/EIA-568-B Category 5
DHCP	Dynamic Host Configuration Protocol
LAN	Local Area Network
LED	Light Emitting Diode
Mbps	Megabits per second.
NTP	Network Time Protocol
PBX	Private Branch Exchange
PoE	Power over Ethernet (as per IEEE 802.3af standard)
RTFM	Reset Test Function Management
SIP	Session Initiated Protocol
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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1.1 General Wire Recommendation for 25V or 70V Speakers

For the majority of installations we recommend the following specifications for the speaker wiring.

16/2 (16AWG/2 Conductor) Gray Stranded In-Wall CL3R Speaker Wire (Figure 1-1)

- Use with speaker systems in an indoor audio system
- Class 3, riser rated for in-wall installation in riser and non-riser spaces
- PVC insulating jacket
- 2 fully annealed class B stranded bare copper conductors
- 16-Gauge
- UL Type CL3R
- Plenum rated

There are many brands that will work, but we have personally tested the Southwire company. The description below are the details on this wire in a 500 foot length.

P50002 SY 16/2 STR CU OAS CMP/CL3P CMP/CL3P/FPLP FT6 PLENUM SHIELDED STRANDED 185 25.07

Note Different gauge wiring can be used from our standard 16/2 recommendation if specific distances or power levels are trying to be maintained. Feel free to consult with our Design Services Group for additional assistance.

Figure 1-1. 16/2 (16AWG/2 Conductor) Gray Stranded In-Wall CL3R Speaker Wire



1.2 Connecting the Paging 25V/70V Amplifier

Before you connect the Paging 25V/70V Amplifier be sure that you have received all of the parts of the device on the Quick Reference Placemat which comes with the product.

See Figure 1-2 for the connection options that are available for the Paging 25V/70V Amplifier.

Figure 1-2. Connection Options



25V/70V Output

There are two connections to hook analog speakers up to the amp. The connections accept up to a 12 AWG wire.

Line in

Line level input is for background music applications. The expected input level is 2Vpp (2 volts peak to peak voltage).

Interface I/O

- 1 Fault Sense Input (Common)
- 2 Fault Sense Input (Sense)
- 3-4 Reserved
- 5 Ground Reference
- 6 Relay Contact Common
- 7 Relay Contact Normally Open
- 8 Line Level Output (+)
- 9 Line Level Output (-)
- 10 Reserved

1.2.1 Ground Connection

This connection allows you to connect the device to an electrical ground.

1.2.2 Line In

This RCA 10K Ohm Hi-Z input connection allows you to connect an external music player to the internal amplifier.



ESD Sensitivity: This equipment may be sensitive to ESD (electro-static discharge). It may cause the system to become unresponsive in some higher than normal ESD environments. As a precaution, during installation, it is best to make all external connections to the unit before powering on.

1.3 Page Port Output Connections

Table 1-1	. Page	Port	Output	Connections
-----------	--------	------	--------	-------------

Pin	Description
Pin 1	Fault Sense Input (Common). See Section 1.3.1, "Pin 1 and 2-Fault Sense Input (Common/Sense)."
Pin 2	Fault Sense Input (Sense). See Section 1.3.1, "Pin 1 and 2-Fault Sense Input (Common/Sense)."
Pin 3	Reserved
Pin 4	Reserved
Pin 5	Ground Reference
Pin 6	Relay Contact - Common ^a . See Section 1.3.2, "Pin 6 and 7—Relay Contact (Common/Normally Open)".
Pin 7	Relay Contact - Normally Open ^a . See Section 1.3.2, "Pin 6 and 7—Relay Contact (Common/Normally Open)".
Pin 8	Line Level Output (+). See Section 1.3.3, "Pin 8 and 9 - Line Out."
Pin 9	Line Level Output (-). See Section 1.3.3, "Pin 8 and 9 - Line Out."
Pin 10	Reserved

a. 1 Amp at 30 VDC for continuous loads

1.3.1 Pin 1 and 2—Fault Sense Input (Common/Sense)

This input was designed as a method of monitoring an external amplifier that is equipped with a fault sense relay.

When enabled via the web interface (Section 2.11, "Fault"), this input (when closed) will play a user uploadable audio file out of the line-out connection and/or place a SIP call to a pre-determined extension and play that file.

1.3.2 Pin 6 and 7—Relay Contact (Common/Normally Open)

When enabled on the web interface (Section 2.3, "Device"), every time an audio file is played out of the local line-out or 600 Ohm output, the relay will close, thereby enabling amplifiers with a remote turn-on capability to become active.

1.3.3 Pin 8 and 9 - Line Out

These RCA 10K Ohm Hi-Z output connections allow you to connect the device to The RCA line-in (10K Ohm Hi-Z) of an external audio amplifier.

1.4 Connect to the Power Source

To supply power, connect the Paging 25V/70V Amplifier to a standard 100-240VAC 50/60Hz power supply. If required, connect the earth grounding wire to the chassis ground on the back of the unit. See Figure 1-3.



Figure 1-3. Connecting to the Power Source

1.5 Connect to the Network

Plug one end of a standard Ethernet cable into the device **Ethernet** port. Plug the other end into your network.



Figure 1-4. Connecting to the Network

1.6 Confirm that the Paging 25V/70V Amplifier is Up and Running

The LEDs on the front of the Paging 25V/70V Amplifier verify the unit's operations.



Figure 1-5. LEDs

1.6.1 Verify Network Activity

The square, GREEN Network Activity LED blinks when there is network traffic.

1.7 LCD Display Explanation

• The LCD Display can be interacted with via the **Toggle** and **Enter** buttons on the front panel of the device. See Figure 1-6.



Figure 1-6. LCD Display

- The **Toggle** button is used to switch between menu pages and on specific pages to toggle between options.
- The Enter button is used on specific pages to confirm a setting.
- LCD Display menu pages:
 - Screen 1: CyberData Splash Screen
 - Screen 2: Serial Number and Mode (25v or 70v)
 - Screen 3: Temperature (Celsius /Fahrenheit) and fan status (on or off)
 - Screen 4: IP Address and MAC Address
 - Screen 5: Firmware Version and Part Number
 - Screen 6: Master Volume Level
 - Screen 7: Test Audio (Shows in Green)

1.8 Announcing the IP Address

To announce the IP address for the Paging 25V/70V Amplifier, complete the following steps:

- 1. Use a paper clip to press the RTFM button, bringing up the RTFM screen. See Figure 1-7.
- 2. Use the toggle button to select Speak IP Address and then Enter to activate.
- 3. If a speaker is connected, the device will announce the IP address.





1.9 Restore the Factory Default Settings

The Paging 25V/70V Amplifier is delivered with factory set default values for the parameters in Table 1-2. Use the **RTFM** switch (see Figure 1-8) on the front of the unit to restore these parameters to the factory default settings.



Figure 1-8. RTFM Switch

Note When you perform this procedure, the factory default settings are restored. The default parameters for access are shown in Table 1-2.

Factory Default Setting
DHCP
192.168.1.23
admin
admin
255.255.255.0
192.168.1.1

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

To restore these parameters to the factory default settings:

- 4. Use a paper clip to press the RTFM button, bringing up the RTFM screen.
- 5. Use the toggle button to select Restore Defaults, and then Enter to activate.
- 6. Selecting **Restore Defaults** will bring up the confirmations screen, where selecting **Enter** will restore defaults.
- 7. If a speaker is connected, the device will announce, "restoring default configuration" and "rebooting."

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 Paging 25V/70V Amplifier.
- **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 2-1), use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 2-2):

Web Access Username: admin

Web Access Password: admin



Figure 2-1. 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.

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1484MB Device Status: Idle	Test Save Cancel Reboot Log	out
	Device Configuration	Network	< Status	SIP Registration	
Serial Number Mac Address Firmware Version Partition 2 Partition 3 Booting Partition	579200003 00:20/7/05/tc19 v22.0.0 v22.0.0 v22.0.0 v22.0.0 partition 2	IP Address Protocol DHC IP Address 10.10 Subnet Mask 255.0 Default Gateway 10.0. DNS Server 1 10.0 DNS Server 2	P SIP Mode: D.1.161 Primary Server: 0.00 Backup Server 1: 0.1 Backup Server 2: 1.56 Nightringer Serve	Enabled Not registered Not registered Not registered r. Not registered	
	Audio Configuration	System Con	figuration		
Master Volume:	8	SIP Mode: Enab Multicast Mode: Disa Event Mode: Disa	sled bled bled		
		CyberData • Si	upport		

Figure 2-2. Home Page

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

Figure 2-3. InformaCast enabled Device

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

2.3 Device

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

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20 : f7:05:1c:19	Available Storage: 1484MB Device Status: Idle	Test Save C	ancel Reboot Logout
	Line-in Settings	Time Settir	ngs	Misc Settings	
 Une-in to Lit Une-in to Lit Une-in to M Mutticat A Detect Une-in Mutticat Pa Mutticat Pa Mutticat Pa Mutticat Pa Mutticat Pa A Une-in Playt Relay on Loc 	ne-out loopback: OFF ↓ uiticast: OFF ↓ dress: 224.1.2.3 rt: 2000 in Silence: OFF ↓ lycom Raping: OFF ↓ lycom Channet: 1 ack Volume: S ↓ Advanced Settings Relay Settings al Audio: OFF ↓	NTP Servers north-am NTP Timezone: America/ Current Time: Thu, 05 De	erica.pool.ntp.org Los_Angeles (-6) Ev 2024 15:23:38 Multi t	te Name: ss DTMF Menu: DISABLED ↓ on Init: cast TTL: 255	¥.

Figure 2-4. Device Page

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

Figure 2-5. InformaCast enabled Device

InformaCast Settings InformaCast Server: http://10.0.1.195:8081/InformaCast/resources

2.4 Amplifier

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20 :f 7:05:1c:19	Available Storage: 1484MB Device Status: Idle	Test Save Cancel Reboot Logout
*				
0 0		Am	plifier Settings	
0		LCD Enter Button:	ENABLED ¥	
C		Master Volume:	8 Advanced Settings	
*		Voltage Mode:	257 🗸	
		Threshold Temp Action:	DISABLED V Test	
m		Audio File:	Choose a MSG 🛛 🗸	
		Times to Play:	1	
		Place SIP Call:	DISABLED 😽	
		Dial Out Extension:	204	
		Dial Out ID:	id204	
*		PGROUP:	DISABLED 🗸	
		Protection Mode Action:	DISABLED V Test	
-		Audio File:	Choose a MSG 🗸 🗸	
· •		Times to Play:	1	
		Place SIP Call:	DISABLED 🗸	
		Dial Out Extension:	204	
		Dial Out ID:	id204	
		PGROUP:	DISABLED 🗸	
		Recovery Temp Action:	DISABLED 🗸 Test	
		Audio File:	Choose a MSG 🛛 🗸	
		Times to Play:	1	
		Place SIP Call:	DISABLED 🗸	
		Dial Out Extension:	204	
		Dial Out ID:	ld204	
		PGROUP:	DISABLED 🛩	
		\		
		CyberDa	ta • Support	

Figure 2-6. Amplifier Page

2.5 Network

The **Network** tab provides access to network-related settings. Assigning the device a static IP address or VLAN is done on this page.

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 14 Device Status: Idle	84MB	Test Save Cancel Re	boot Logout
IP Address Protoco	Network Status	Netw Addressing Mode:	ork Settings	VLAN ID:	LAN Settings	
 IP Address Protoco IP Address Strotoco IP Address Subnet Mask Default Gateway DNS Server 2 NNS Server 2 NNS Server 2 	1 DHCP 10.10.1.161 2550.00 10.00.1 10.0.1.56	Addressing Mode: Hostname: IP Address: Subnet Mask: Default Gateway: DNS Server 1: DNS Server 2: DHCP Timeout:	DHCP SpDevice031c19 10.10,10 255.0.0 10.0.01 10.0.01 10.0.01 60	VLAN ID: VLAN Priority:		
		CyberData	• Support			

Figure 2-7. Network Page

2.6 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

Cyber	Data Pro nt Company Fir	oduct: 25/70 Paging Amplifier mware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Availa Device	ble Storage: 1484MB 2 Status: Idle		est Save Cancel	Reboot Logout
	Data st Company SIP Operation: SIP Registration: Buffer SIP Calls: Beep Before Paging: Remote SIP Port: Local SIP Port: Local SIP Port: SIP Transport Protocol: TLS Version: Verify Server Certificate: Outbound Proxy: Outbound Proxy: Outbound Proxy: Outbound Proxy: Clisco SRST: Disable port Discovery: Keep Alive Timeout: Terminate call after delay: Audio Codec: RTP Port (even): Asymmetric RTP: Jitter Buffer: RTP Encryption (SRTP):	bduct: 25/70 Paging Amplifier mware: v22.0.0	Serial: 579200003 MAC: 00:20:17:05:11:19 Primary SIP Server: Primary SIP Ver ID: Primary SIP Auth Dassword: Registration Interval: Backup SIP Server 1: Backup SIP Server 1: Backup SIP Server 1: Backup SIP Server 1: Backup SIP Server 2: Backup SIP Server 3: Backup SIP Server 3: Backup SIP Server 4: Backup SIP Server 4: Back	Server Settings 10.0.0253 199 360 seconds Host or IP address Backup SIP Auth ID Backup SIP Auth Password 360 seconds Host or IP address Backup SIP Auth Password 360 Backup SIP Auth Password 360 Seconds Host or IP address Backup SIP Auth Password 360 seconds	ble Storage: 1484MB s Status: Idle SIP Se SIP SE S	Nightring erver: Mr ser ID: Mi uth Password: Pa trioper to Multicast: O cast Address: 22 cast Address: 22 om Channel: 1	est Save Cancel er Settings er ID ssword o fr isso ssword fr issword fr issword fr issword fr iss	Reboot Logout
			CyberDat	a • Support				

Figure 2-8. SIP Page

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

Figure 2-9. InformaCast enabled Device

InformaCast SIP Config:

DISABLED

2.6.1 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.

2.6.2 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 2-10.

Figure 2-10. SIP Page Set to Point-to-Point Mode



Device is set to NOT register with a SIP server

2.7 Paging Groups (PGROUPS)

Figure 2-11. PGROUPS Page

CyberData The IP Endpoint Company	Product: 25/70 Paging Ampli Firmware: v22.0.0	fier	Serial: 579200003 MAC: 00:20:f7:05:1c:1!	ر 9 آ	Available Storag Device Status: I	ge: 1484MB dle		Test Sav	e Cancel F	Reboot Logout
			Stored Stored Message Recording: Recording Security Code:	Message Recording	<u>م</u>					
•				Paging Groups						
₩ ₩	#	Address	Port	Name	Code	TTL Lineout				
A	0	234.2.1.1	2000 Pag	gingGroup00		255 Yes	Edit			
	1	234.2.1.2	2002 Pag	gingGroup01		255 Yes	Edit			
	2	234.2.1.3	2004 Pag	gingGroup02		255 Yes	Edit			
**	3	234.2.1.4	2006 Pag	pingGroup03		255 Yes	Edit			
±	4	234.2.1.5	2008 Pag	gingGroup04		255 Yes	Edit			
A	5	234.2.1.6	2010 Pag	gingGroup05		255 Yes	Edit			
	6	234.2.1.7	2012 Pag	gingGroup06		255 Yes	Edit			
	7	234.2.1.8	2014 Pag	gingGroup07		255 Yes	Edit			
	8	234.2.1.9	2016 Pag	gingGroup08		255 Yes	Edit			
	9	234.2.1.10	2018 Pag	gingGroup09		255 Yes	Edit			
			« 1 2 3	4 5 6 7 8 9	10 »					
				rData • Support						
			Суре	Support						

2.8 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.

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1484MB Device Status: Idle	Test	Save Cancel Reboot Logout
	web Server Certificate subjeti e.5 substrate e.61 substrate e.61 substrate e.64 substrat e.64	SIP Client Certi subject: contrylane stated?Provincitane consolitae organizilontane consolitae notefrice_prize_128_2017701_2033 Choose Files No file choose Restore SIP Certif Password (optional):	Ficate = US = Solitornia = Solitornia = Operatia = Operatia = Operatia = Operatia = Solitornia = Solitoria = Solitornia	Autoprovisioning Clied subject: countryName statodryName statodryName metafrersApr 28 2017701 281 Choose Files No file chose Import Autoprovisioning Restore Autoprovisioning	nt Certificate Use Statisticate Controls Source Statisticate Source Statisticate Certificate Certificate Source Statisticate So
•		List of Trusted Upload CA Certificate: Choose Files No file choser	Import CA Certificate SR Remove All Restore Defaults		
	1 CyberData_CA.pem 2 DiglCert_Assured_JD_Root_CA.crt		Info	Remove	
	3 DigiCert_Assured_ID_Root_G2.ort 4 DigiCert_Assured_ID_Root_G3.ort		info	Remove	
	5 DigiCert_Global_Root_CA.crt		Info	Remove	
	b Ligicert_Global_Root_G2.crt 7 DigiCert_Global_Root_G3.crt		Info	Remove	
	B DigiCert_High_Assurance_EV_Root_CAce DigiCert_Trusted_Root_G4.crt	rt	Info	Remove	
		CyberData • Support			•

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

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1484MB Device Status: Idle	Test Save	Cancel Reboot
# 0	8 DigiCert_High_Assurance_EV_Root_CA.c	rt	Info	Remove	
	9 DigiCert_Trusted_Root_G4.crt		Info	Remove	
e ر	10 GeoTrust_Global_CA.crt		Info	Remove	
	11 GeoTrust_Primary_Certification_Authorit	iy.art	Info	Remove	
	12 GeoTrust_Primary_Certification_Authorit	tyG2.crt	Info	Remove	
	13 GeoTrust_Primary_Certification_Authorit	iyG3.crt	Info	Remove	
↔	14 GeoTrust_Universal_CA.crt		Info	Remove	
**	15 GeoTrust_Universal_CA_2.crt		Info	Remove	
98- 18-	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_Certific	ation_AuthorityG4.crt	Info	Remove	
	19 VeriSign_Class_3_Public_Primary_Certific	ation_AuthorityG5.crt	Info	Remove	
	20 VeriSign_Universal_Root_Certification_A	uthority.crt	Info	Remove	
	21 Verisign_Class_1_Public_Primary_Certific	ation_Authority.crt	Info	Remove	
	22 Verisign_Class_1_Public_Primary_Certific	ation_AuthorityG3.crt	Info	Remove	
	23 Verisign_Class_2_Public_Primary_Certific	ation_AuthorityG2.crt	Info	Remove	
	24 Verisign_Class_2_Public_Primary_Certific	ation_AuthorityG3.crt	Info	Remove	
	25 Verisign_Class_3_Public_Primary_Certific	ation_Authority.crt	Info	Remove	
	26 Verisign_Class_3_Public_Primary_Certific	ation_AuthorityG3.crt	Info	Remove	
	27 thawte_Primary_Root_CA.crt		Info	Remove	
	28 thawte_Primary_Root_CAG2.crt		Info	Remove	
	29 thawte_Primary_Root_CAG3.crt		Info	Remove	

Figure 2-13. SSL Page (2 of 2)

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2.9 Multicast

The Multicast page allows the device to join up to ten paging zones that will activate the strobe when a stream is sent to its address.

A paging zone can consist of one or many CyberData multicast group-enabled products. There is no limit to how many endpoints can be in a given paging zone. Each multicast group is defined by a multicast address and port number.

Each multicast group is assigned a priority, allowing simultaneously arriving pages to be serviced based on importance. Multicast groups are compatible with IGMP through version 3. The device supports simultaneous SIP and Multicast.



Figure 2-14. Multicast Page

2.10 Schedules

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0		Product: 25/70 Paging Amplifier Serial: 579200003 Available Storage: 1484MB Firmware: v22.0.0 MAC: 00:20:17:05:1c:19 Device Status: Idle			Test Save Cancel Reboot L	Logout
* *				Schodulo			
5				Calendar mode:			
<u> </u>		Creat	New Schodulo	Delete Schedule	mont Schedula Export Schedula		
		Ciedo	- New Schedule	Delete Schedule	inport schedule Export schedule		
N	Event Name	Days	Time	nt Schedule: Defaul	PGROUP	_	
	Event Hame	buys	Time	Audo Tik	Takoo	New Event	
)
1							
2 2							
*							
^							
			Cyber	Data • Support			
			eyben				

Figure 2-15. Schedules Page





2.11 Fault

The **Fault** page controls configuration of all Fault or sensor related capabilities of the unit. This can include the fault sensor that is used to have the device take action based on a physical input to the device.

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1484MB Device Status: Idle	Test Save Cancel Reboot Logout
*		_		
2 6		Fault Det	ection Settings	
0		Message Playbacks:	0	
C		Play Message Locally:	DISABLED ¥	
**		Call to Extension:	DISABLED 🗸	
		Dial Out Extension:	204	
		Dial Out ID:	id204	
m		Multicast Audio:	DISABLED 👻	
		Multicast Address:	239.168.3.1	
		Multicast Port:	8888	
		Polycom Paging:	DISABLED V	
844 - C		Polycom Paging Channel:	·	
0				
土				
· ·				
		CyberData	Support	

Figure 2-17. Fault Page

2.12 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.

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.1b4port	Serial: 579000071 MAC: 00:20:17:05:72:04	Available Storage: 1381MB Device Status: Idle		Test Save Cancel Reboot Logout
*					
5		Audio Files			
0	0:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	1:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
•	2:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	3:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	4:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	5:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
*	6:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
0	7:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
1 4	8:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
-	9:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Audio Test:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Dot:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Night Ring:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Page Tone:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Rebooting:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Restoring Default:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Ringback Tone:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Ring Tone:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Sensor Triggered:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Stored Message File Not Found:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Your IP Address Is:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Enter Zone:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	
	Confused:	Currently set to: defau	t Choose File No file chosen	Play Save Delete	

Figure 2-18. Audiofiles Page (1 of 3)

Figure 2-19. Audiofiles Page (2 of 3)

Menu Audio Files								
Cancel:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Currently Playing:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Invalid Entry:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Page:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Play Stored Message:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Pound (#):	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Press:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Stored Message:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
То:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Enter Code:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Enter Recording Security Code:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Invalid Code:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Press Start To Record Message:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Or:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Record Message Prompt:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Save Record Message Prompt:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Assign Zone To Message:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Message Saved Succesfully:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
Message Not Saved Succesfully:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			
You Recorded:	Currently set to:	default	Choose File No file chosen	Play	Save Delete			

Figure 2-20. Audiofiles Page (3 of 3)

Recorded Messages						
Choose File No file chosen	Upload Message	Delete All Messages				
Bells						
Choose File No file chosen	Upload Bell	Delete All Bells				

2.13 Events

The **Events** page specifies a remote server that can be used to receive HTTP POST events when actions take place on the device.

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Stor Device Status:	age: 1485MB : Idle	Test Sa	ve Cancel Reboot	Logout
* 8° T O J #	Event Generation: Server IP Address: Server Port:	Event Server DISABLED V 100.0250 8080	Application Started Events: Heartbeat Events: Call Started Events:	Events DISABLED V DISABLED V DISABLED V			
● ♥ 簡 ▲ @ 2 ※ C ↔	Server URL:	xmiparse_engine	Call Terminated Events: Ring Events: Nightring Events: Multicast Started Events: Multicast Stopped Events: Relay Activated Events: Relay Deactivated Events: Fault Events: Temp Threshold Events: Protection Mode Events:	DISABLED V DISABLED V DISABLED V DISABLED V DISABLED V DISABLED V DISABLED V DISABLED V DISABLED V			
A			Recovery Temp Events:	DISABLED			
		CyberData •	Support				

Figure 2-21. Events Page

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

Figure 2-22. InformaCast enabled Device

InformaCast Start Events:	DISABLED	~	
InformaCast Stop Events:	DISABLED	Y	

2.13.1 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
</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
<index>8</index>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 233
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>MULTICAST STOP</event>
<index>8</index>
</cyberdata>
POST xmlparse engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>RELAY ACTIVATED</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>RELAY_DEACTIVATED</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>NIGHTRINGING</event>
</cyberdata>
```

2.14 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 <u>https://www.cyberdata.net/pages/terminus</u>.

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

Figure 2-23. Terminus Page

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1485MB Device Status: Idle	Test Save Cancel Reboot Logout
* ° 1		Cloud Con	figuration	
		Cloud Enroliment Term	y Setting	
		Multicast Address: 239 Time to Live: 255 Discovery Interval: 60	seconds	
		Lock Down Mode: Disa	n Settings	
*			Action	
		CyberData • •	Support	

2.15 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, 00000cd.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 2-24. Autoprovisioning Page

<form><form><form><form><form></form></form></form></form></form>	CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1485MB Device Status: Idle	Test Save Cancel Reboot Logout
CyberData • Support	CyberData	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 57920003 MAC: 00:20:77:05:1c-19	Available Storage: 1485MB Device Status: Idle	Test Save Cancel Reboot Logout
CyberData • Support					

2.16 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



Figure 2-25. Firmware Page

CyberData The IP Endpoint Company	Product: 25/70 Paging Amplifier Firmware: v22.0.0	Serial: 579200003 MAC: 00:20:f7:05:1c:19	Available Storage: 1485MB Device Status: Idle	Test Save Cancel Reboot Log	gout
*					
5		Firmware Settings			
Q		Firmware Version: v22.0.0			
			s		
1		Upload Post Proces	ssing		
		Status Message	S		
		Socket connected			
H					
**					
1					
4					
		CyberData • Support			

2.17 Admin

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

nt Company	Firmware: v22.0.0	Serial: 579200003 MAC: 00:20 : f7:05:1c:19	Available Storage: 1485MB Device Status: Idle	Test Save Cancel Reboot
	Admin Settings	Logging	Settings	Configuration Settings
			Destition 2	
Username:	admin	Debug Level: 4	Partition 2 Partition 3	v22.0.0
Password:		Cog Network Iraffic:	Booting Pa	rtition partition 2
Commin Password:		Get Application Log	Remove Application Log	estore Default Config Restore Default Certificates
	Statistics	Get Network Log	Remove Network Log	Import Config Export Config
Storage	1485MB	Get All Logs	Remove All Logs	
Boot Count:	1153			Boot From Other Partition
Reboot Count:	214			
Uptime:	up 11 minutes	Retrieving the log files may take	e some time due to their size.	
Username	Home Device Network SIP	Users Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk	Infort Users Export Users e Fault Audiofiles Events Autoprov	Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Users Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk	List Import Users Export Users e Fault Audiofiles Events Autoprov	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Users Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi	List Import Users Export Users e Fault Audiofiles Events Autoprov	7 Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application Fintries to get: [2]	List Import Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Oldest V View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Osers Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application ♥ Entries to get: [2]	Export Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Oldest V View Log	P Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application Entries to get: 2	LIST Import Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Oldest V View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Geers Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application ♥ Entries to get: 2	List Import Users Export Users e Fault Audiofiles Events Autoprov evver	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Geers Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application ♥ Entries to get: 2	List Import Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Ordest V View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application	LIST Import Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Oldest V View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SiP	Add New User Delete All Uers P PGROUPS SSL Multicast Schedul Log Vi Service: Application ▼ Entries to get: 2	LIST Import Users Export Users e Fault Audiofiles Events Autoprov ewer 150 Sort Oldest V View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Geers Add New User Delete All Uers P PGROUPS SSL Multicast Scheduk Log Vi Service: Application ♥ Entries to get: [2	Export Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Oldest View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Add New User Delete All User P PGROUPS SSL Multicast Scheduk Log Vi Service: Application ▼ Entries to get: 2	List Import Users Export Users e Fault Audiofiles Events Autoprov ewer 50 Sort: Ordest V View Log	r Firmware Admin Amplifier Terminus
Username	Home Device Network SIP	Add New User Delete All Ues P PGROUPS SSL Multicast Scheduk Log Vi Service: Application V Entries to get: 2	List Import Users Export Users e Fault Audiofiles Events Autoprov ewer 50 sort: Ordest View Log	r Firmware Admin Amplifier Terminus

Figure 2-26. Admin Page

2.18 Command Interface

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

2.18.1 Command Interface Post Commands

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

Device Action	Post Command ^a
Reboot	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=reboot"
Place call to extension (example: extension 600)	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=call&extension=600"
Terminate a call	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=terminate"
Test Relay	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=test_relay"
Activate Relay	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=activate_relay"
Deactivate Relay	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=deactivate_relay"
Speak IP Address	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=speak_ip_address"
Test Audio	wgetuser adminpassword adminauth-no-challengequiet -O /dev/nullno-check-certificate "https://10.10.1.247/command" post-data "request=test_audio"
Swap Boot partitions	wgetuser adminpassword adminauth-no-challengeno- check-certificatequiet -O /dev/null "https://10.10.1.81/command" post-data "request=swap_boot_partition"

Table 2-1. Command Interface Post Commands

a.Type and enter all of each Post command on one line.

Appendix A: Troubleshooting/Technical Support

A.1 Contact Information

Contact

CyberData Corporation 3 Justin Court Monterey, CA 93940 USA <u>www.CyberData.net</u> Phone: 831-373-2601 Fax: 831-373-4193

Sales Sales 831-373-2601, Extension 334

TechnicalThe fastest way to get technical support for your VoIP product is to submit a VoIP TechnicalSupportSupport form at the following website:

https://support.cyberdata.net/

The Support Form initiates a ticket which CyberData uses for tracking customer requests. Most importantly, the Support Form tells us which PBX system and software version that you are using, the make and model of the switch, and other important information. This information is essential for troubleshooting. Please also include as much detail as possible in the **Comments** section of the Support Form.

Phone: (831) 373-2601, Extension 333

A.2 Warranty and RMA Information

The most recent warranty and RMA information is available at the following website address:

https://support.cyberdata.net/

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