CyberData

The IP Endpoint Company

Intercom Cisco Call Manager Setup Guide

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Document #930281D

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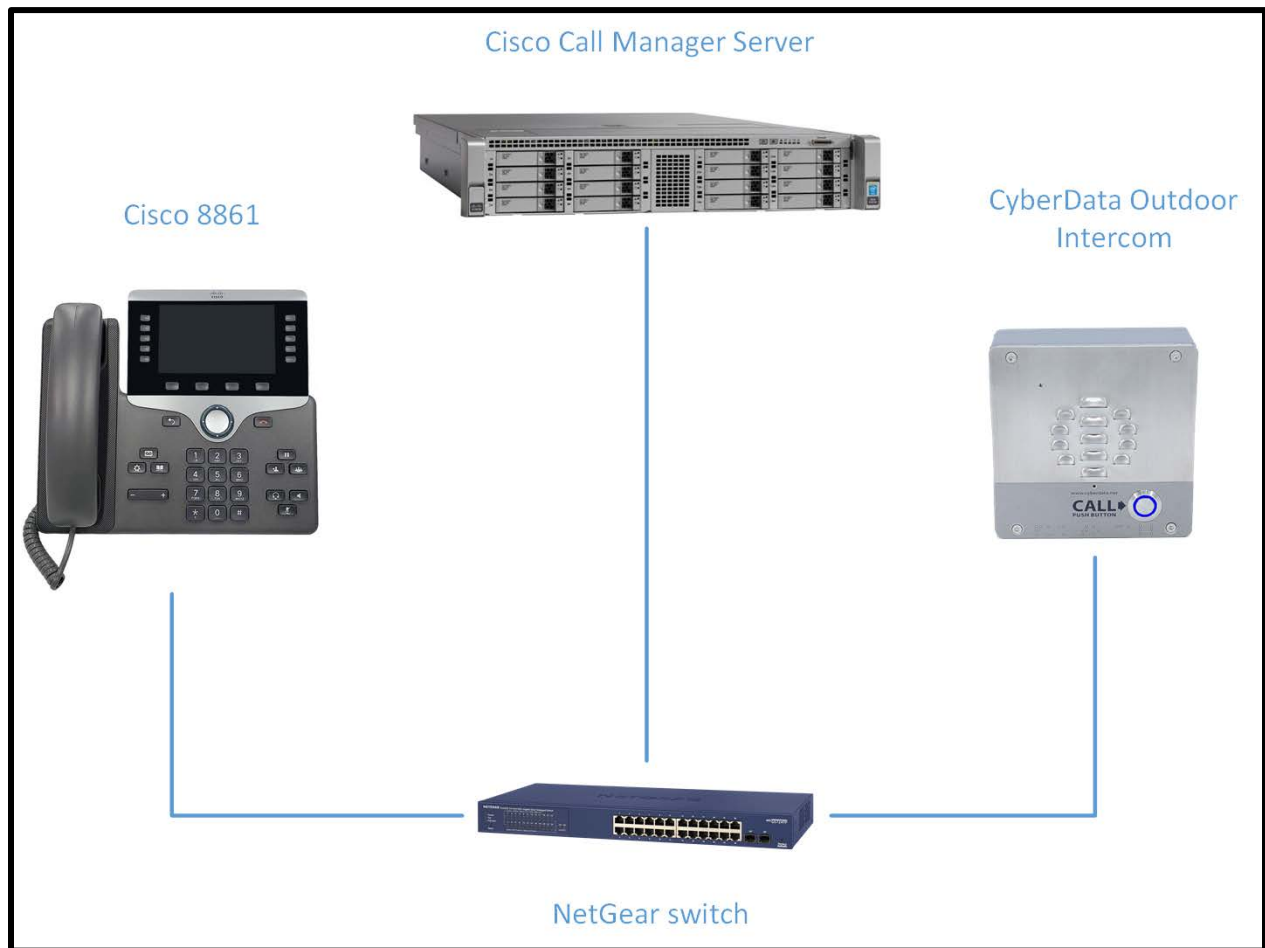## Revision Information

- 7/8/2020 – Major Guide Update

Table of Contents

1.0 Setup Diagram

Figure 1-1 is a setup diagram for an Outdoor Intercom configuration. In this configuration, the intercom acts as a standalone SIP telephony device.

Figure 1-1. Setup Diagram

2.0 Test Equipment

**Table 2-1. Test Setup Equipment**

Equipment	Model	Version
Cisco 8861	8861	12.8
CyberData SIP Outdoor Intercom	011186	20.1.0
Netgear ProSafe POE Switch	FS108P	NA

3.0 Verify in Cisco Call Manager that the IP Voice Media Streaming Application is Activated

It is important to verify that the IP Voice Media Streaming Application is running on Cisco Call Manager.

1. Log into Cisco Call Manager.
2. Click on the **Navigation** drop-down menu and select '**Cisco Unified Serviceability'**.
3. Click on the **Go** Button.

Figure 3-1. Main Page
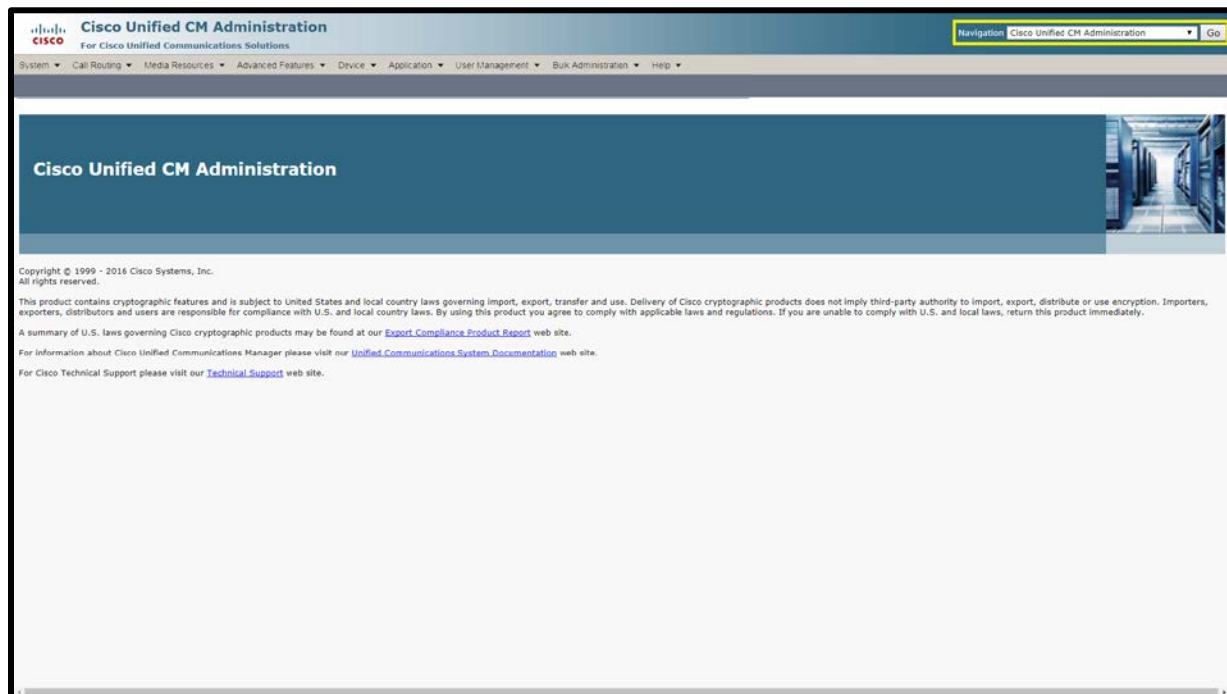
4. On the Cisco Unified Serviceability page, select the **Tools** menu and select **Service Activation**

Figure 3-2. Cisco Unified Serviceability Page
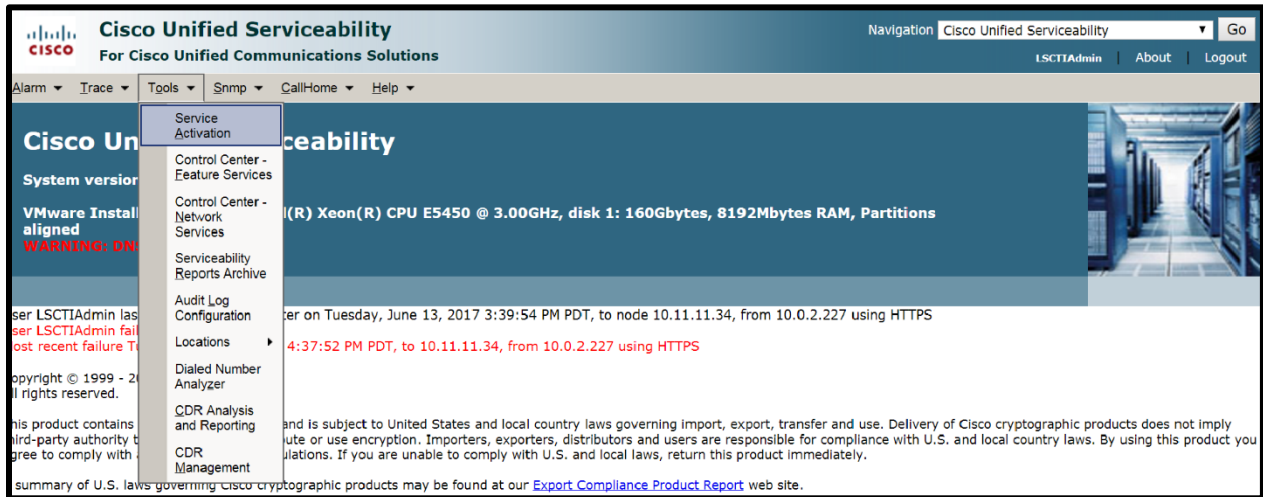
5. Scroll to the **CM Services** section and check the activation status of the **Cisco IP Voice Media Streaming App.** If the **Activation Status** column does not display the word '**Activated**' then click on the checkbox next to the **Cisco Voice Media Streaming App** service name to activate.

Figure 3-3. Cisco IP Voice Media Streaming App

6. Click on the **Save** button at the top of the page.

Figure 3-4. Save Button on the Cisco Unified Serviceability Page

7. Scroll up and click on the **Navigation** drop-down menu. Select **Cisco Unified CM Administration.**

Figure 3-5. Navigation Menu

8. Click on the **Go** button.

Note: It is only necessary to follow Step 1 through Step 8 once for all CyberData Devices.

3.1 Obtain the MAC Address from the CyberData Device to be Added to the System

To complete some of the steps in this procedure, one will first need to get the MAC address from the **CyberData Intercom**. The MAC Address is on the device itself and can also be taken from the web interface of the device.

1. Log into the CyberData Configuration Home page by pointing a browser to the intercom's IP address.

Note: The CyberData VoIP Discovery Utility program, allows the discovery of any CyberData devices on the network. Simply press the Launch Browser button to launch the webpage of the device.

2. When prompted, enter the following **Web Access Username** and **Web Access Password** to access the **CyberData Outdoor Intercom Home Page.**

<div align="center">

Default Login:
Username: **admin**
Password: **admin**

</div>

Figure 3-6. CyberData Intercom Home Page

3.2 Setup a New User in Cisco Call Manager
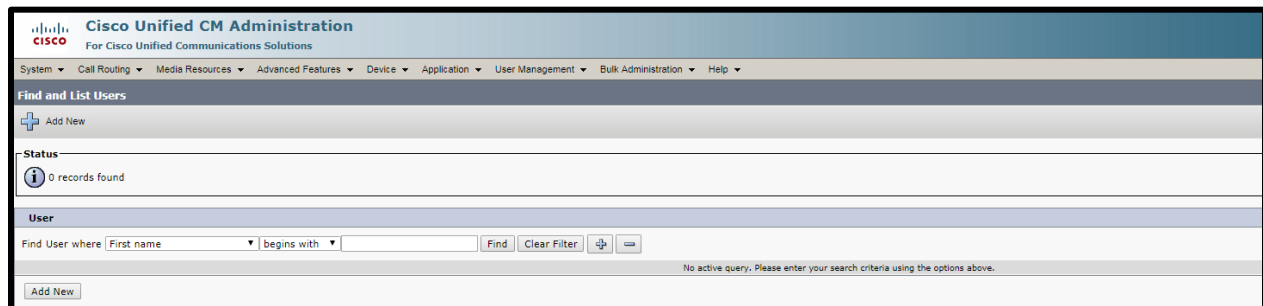
To setup a new user in Cisco Call Manager.

1. From the **Cisco Unified CM Administration** page. Go to the **User Management** menu and select **End User**. This will lead to the **Find and List Users** page.

Figure 3-7. User Management Menu
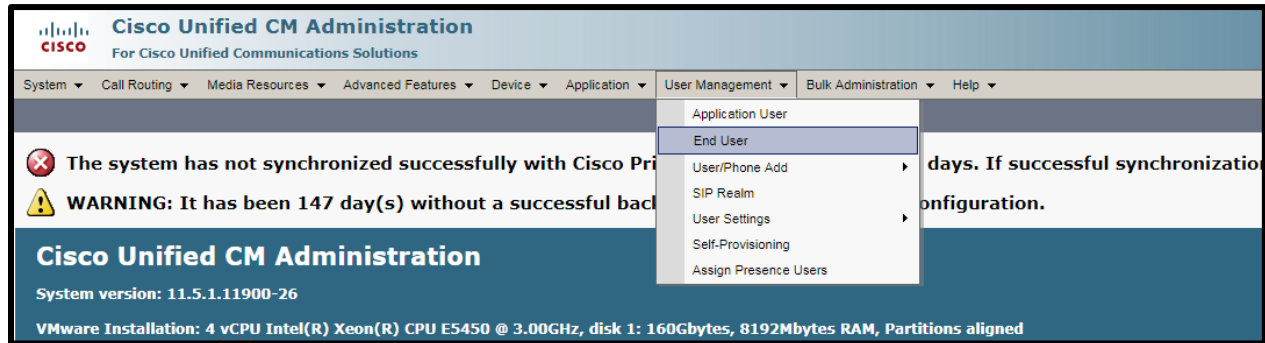
2. From the **Find and List Users** page, click on **Add New** (Figure 3-8). This is the **End User Configuration** page.

Figure 3-8. Find and List Users Page

3. On the **End User Configuration** page (Figure 3-9), complete the following steps:
   - Type a user ID into the **User ID** field.

   *Note: Write down this **User ID,** it will be needed in later steps.*

   - Type a name into the **Last name** field.
   - Set and confirm a Digest Credential. This will be used for the device's password during registration.

Figure 3-9. End User Configuration Page

4. Scroll down and click **Save** at the bottom of the page. After a short time, the screen will show '**Add Successful**'.

Figure 3-10. End User Configuration Page – Add Successful
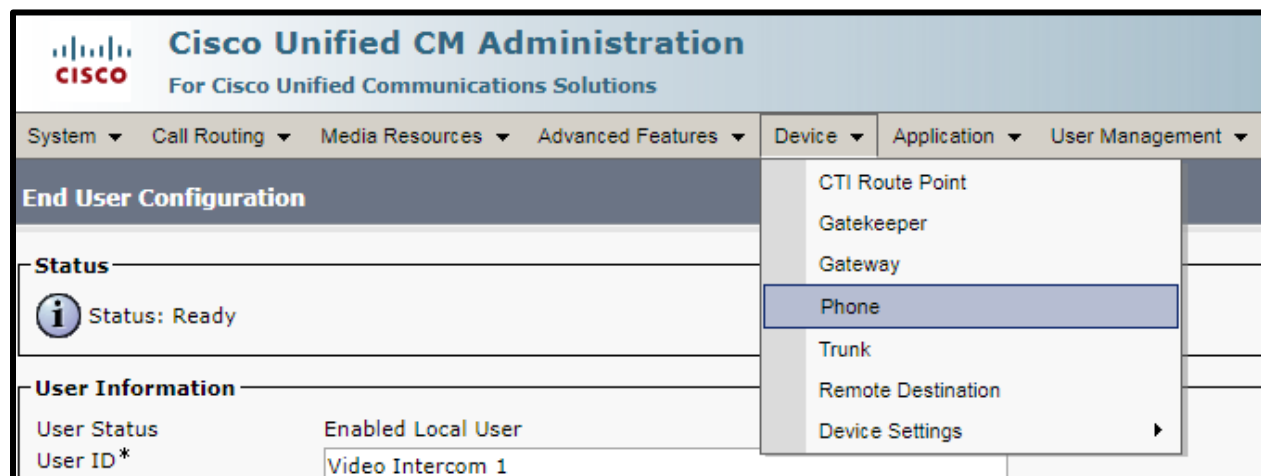
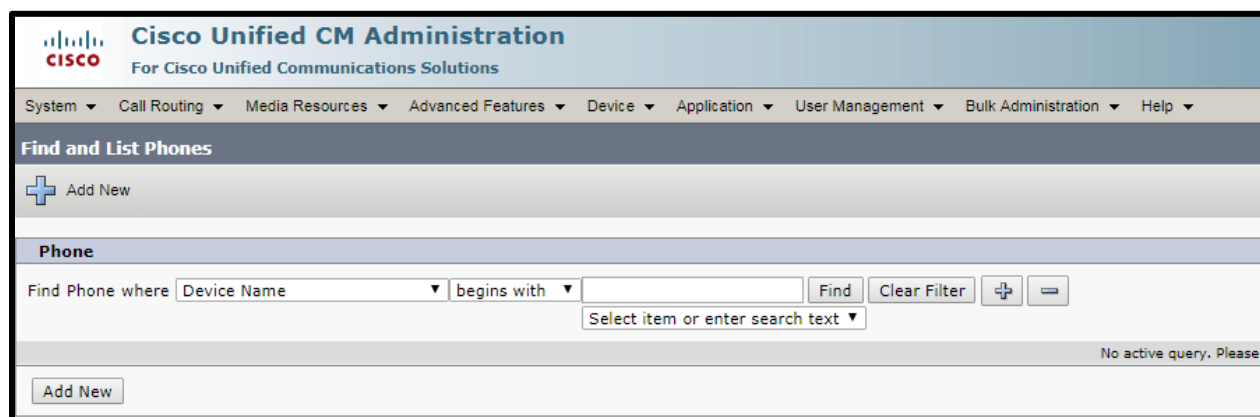## 3.3 Set Up a New Phone Device in Cisco Call Manager

1. Go to the **Device** menu and select **Phone.** This will lead to the **Find and List Phones** menu.

Figure 3-11. Cisco Device Menu

2. In the **Find and List Phones** menu, click on **Add New**. This is the **Add a new Phone** page.

Figure 3-12. Find and List Phones Menu

3. On the **Add a New Phone** select **Third Party SIP Device (Basic)** from the **Phone Type** drop-down menu.

Figure 3-13. Phone Configuration Page

4. Click **Next.**

For a summary of all the required settings for the **Phone configuration** page please see Table 3-1.

For a step-by-step description of the settings that are necessary for the Phone Configuration page, go to Step 5.

Table 3-1. Phone Configuration Page Settings

Phone Device Parameter	Selected Setting
MAC Address Field	Type the number that was written down for the **Ethernet Address field** of the CyberData Outdoor Intercom.
Description Field	Type any **description** desired
Device Pool drop-down menu	Select **Default**
Phone Button Template Drop-down Menu	Select **Third party SIP device (Basic)**
Owner User ID Drop-down menu	Select the name of the user, this was set in step 3 of Section 4.5
Device Security Profile drop-down menu	Select **Third-Party Basic - Standard SIP Non-Secure Profile.**
SIP Profile drop-down menu	Select **Standard SIP Profile.**
Digest User drop-down menu	Select the name of the user, this was set in step 3 of Section 4.5

5. On the **Phone Configuration** page (Figure 3-14), get the number written down from the MAC Address field of the CyberData Outdoor Intercom page (Figure 3-6), and type it into the **Mac Address** field.

Figure 3-14. Phone Configuration Page

6. In the **Description** field, type a description.
7. In the Device Pool drop down menu select **Default**.
8. In the **Phone Button Template** drop-down menu, select **Third party SIP Device (Basic).**

   *Note: Leave the **Common Phone Profile** set to **Standard Common Phone Profile.***

9. Scroll down to the **Owner User ID** drop-down menu (Figure 3-15). Select the UserID created for the intercom.

Figure 3-15. Phone Configuration Page

*Note: Please leave the **Use Trusted Relay Point** and **Always Use Prime Line** in their default values.*

10. Scroll down to the **Device Security Profile** drop-down menu (Figure 3-16) and select the **Third-Party SIP Device Basic-Standard SIP Non-Secure Profile.**

Figure 3-16. Phone Configuration Page

11. In the **SIP Profile** drop-down menu, select **Standard SIP Profile.**
12. In the **Digest user** drop-down menu, please select the name that was used in the **UserID** field in step 3 of Section 3.2.
13. Click on the **Save** button at the bottom of the page. The page will take a moment to refresh and the following message will popup:

Figure 3-17. Click on the apply Config button popup
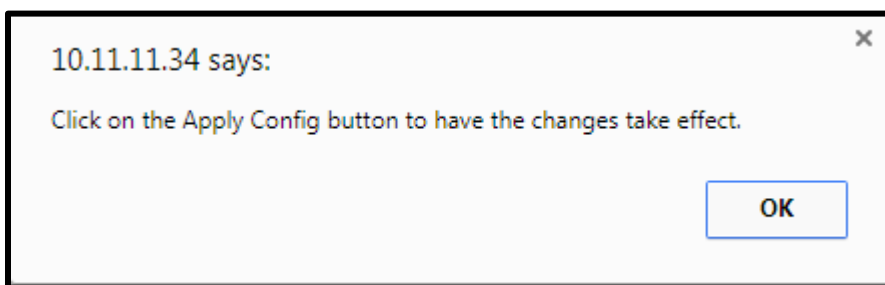
14. After the page finishes processing it will show the **Phone Configuration** guide again, please press the **Apply Config** button.
15. A new **Apply Config** window will appear (Figure 3-18). Click on the **OK** button.

Figure 3-18. Apply Configuration Window
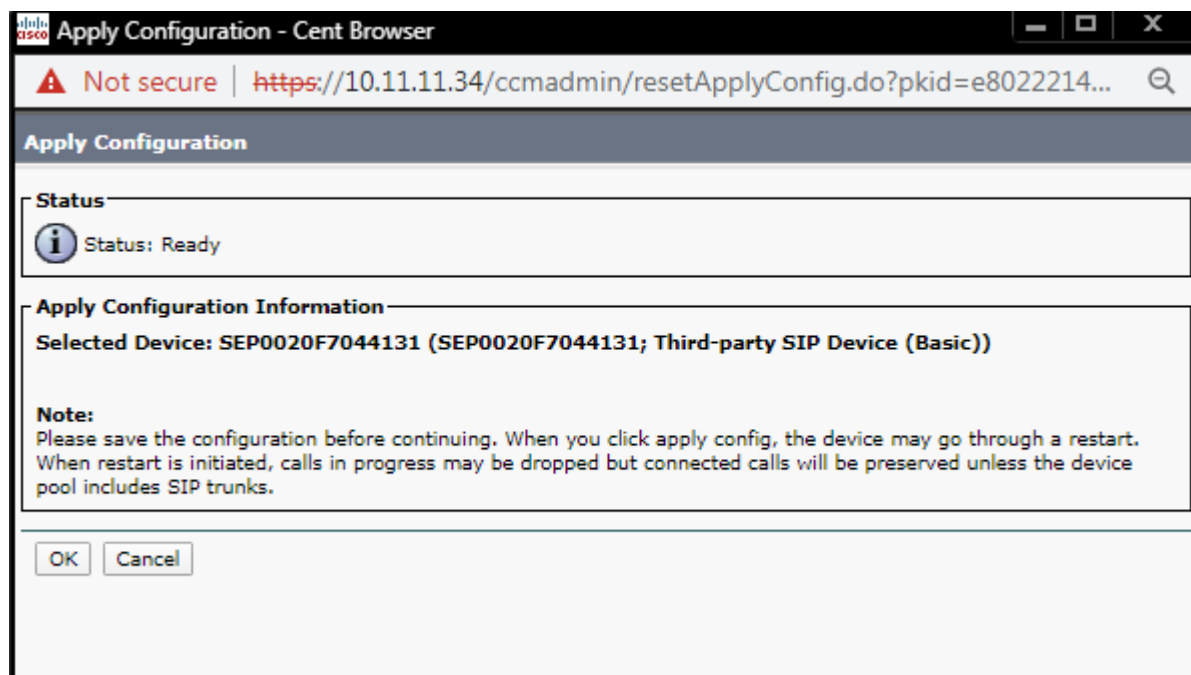
16. After the server is done applying the configuration, the **Status** section will show **Add Successful.**

3.4 Create a New Directory Number (DN) and Associate it with the New Phone Device

1. Underneath the **Modify Button Items** button, please click on "**Line (1) – Add a new DN.**"

Figure 3-20. Add a new Directory Number (DN)

2. In the **Directory Number** field, please type an extension number that is within the range of extensions.

   Note: *Please write down the **Directory Number**, it will be needed in further steps.*

   Note: *The extension '**1800**' was used in this example.*

Figure 3-21. Directory Number Configuration

3. Scroll down and click on the **Save** button on the bottom of the page.

Figure 3-22. Directory Number Configuration Page

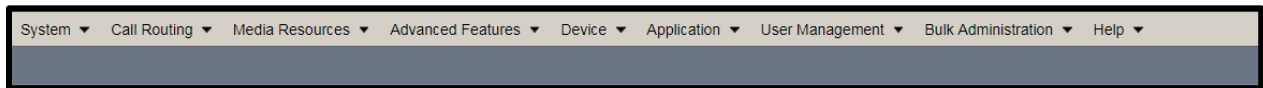## 3.5 Associate the Phone Device and Directory Number with the New User

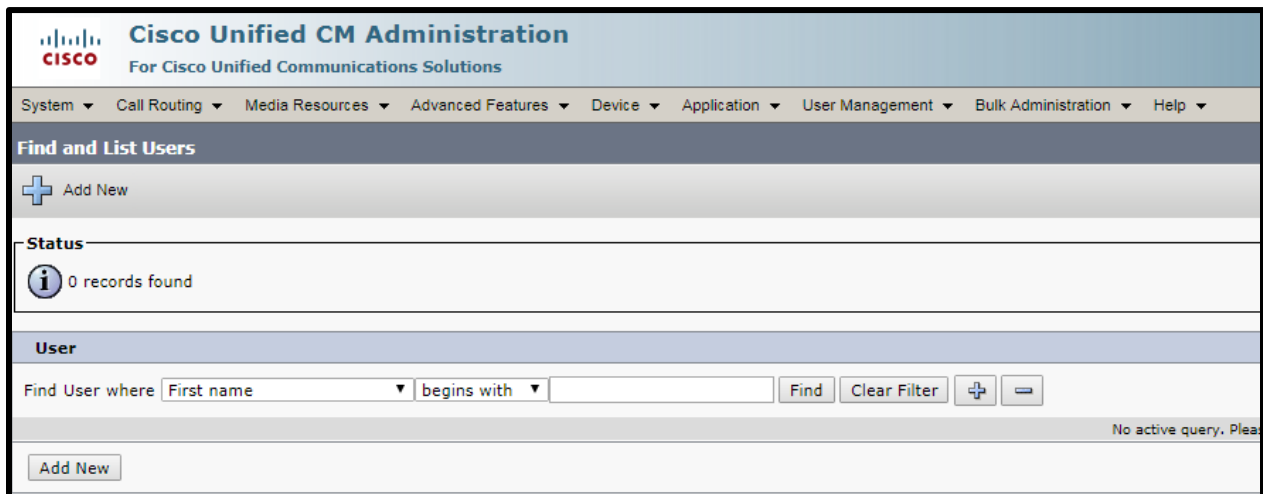Follow these steps to associate the phone and directory number to the user.

1. Please select the **User Management** menu and pick **End User** from the drop-down menu.
2. Click on **Find**.

Figure 3-23. Cisco Call Manager Toolbar

3. On the **Find and List Users** page, please click on the **Find** button.

Figure 3-24. Find and List Users

4. All the existing users will be listed in the **User ID** column.

Figure 3-25. Find User List Populated

5. Click on the User ID that has the name of the user from step 3 of Section 3.2. This leads to the **End User Configuration** page.

6. On the **End User Configuration** page, scroll down to the **Device Information** section. Please press the **Device Association** button.

Figure 3-26. End User Configuration

7. On the **User Device Association** page, click on the **Find** button.
8. Find the device by the MAC address, then click the check box next to it.
9. Please press the **Save Selected/Changes** button.

Figure 3-27. User Device Association Page

10. From the **Related Links,** drop-down menu. Select **Back to User** and click to **Go** button.
11. Back on the **End User Configuration** page, look at the **Device Associations** section to verify that the device is associated with the user.

Figure 3-28. <u>End User Configuration Page</u>

12. Please scroll down to the **Directory Number Associations** section. Please select the primary extension for this user.

Figure 3-29. <u>End User Configuration</u>

Note: Extension 1800 was used in this example

13. Scroll down to the bottom of the page and select the **Save** button.

4.0 Setup CyberData Device Parameters

For the initial configuration of the Outdoor Intercom, please refer to the SIP Outdoor Intercom Operations Manual which can be downloaded from the webpage:

https://www.cyberdata.net/collections/sip/products/011186

Please navigate to the Downloads section to find the relevant Operations Guide.

4.1 Setting Up the CyberData Device Parameters

To setup the CyberData Device Parameters,

1. Get the IP Address of the Outdoor Intercom.

Note: This can be done in a few different ways. Once the device has finished booting up, if there is still direct access to the back of the device, press the 'RTFM' button. This will make the device announce its IP address. If the device has already been installed, CyberData has developed a program to find all the CyberData Devices on a network.

Note: The CyberData VoIP Discovery Utility can be downloaded with the following link: http://www.cyberdata.net/assets/common/discovery.zip

2. Please login to the device using the default Login username and password.
3. From the device's homepage please press the SIP tab.

Table 4-1. SIP Tab Page Settings

SIP Tab Items	Settings
SIP Server	Type the address of the Call Manager Server
SIP User ID	Type the **Directory Number** that was written down in step 2 of Section 4.7
Authentication ID	Type the **Cisco User ID** that was used for the **Description** field in step 3 of Section 4.5
Authentication Password	Use the password set on the end user page
SIP Registration	Select **Yes**
Registration expiration (Seconds)	Type 120

4. On the SIP Tab please complete the following steps:
   o In the **SIP Server** field, type the address of the Call Manager Server.
   o In the **SIP User ID** field, type the **Directory Number**.
   o In the **Authentication ID** field, type the Cisco User ID.
   o In the **Password** field type the password used for the Digest Credential.
   o Keep the **SIP Registration** field checked.
   o In the **Register expiration (seconds)** fields, type 120.

Figure 4-1. CyberData SIP Tab

5. Once the settings have been configurated please press the **Save** button, then press the **Reboot** Button.

6. Once the device has finished rebooting please confirm that the device shows registered on the Home Page.

Figure 4-2. Registration Status

```
Primary SIP Server:        Registered
Backup Server 1:           Not registered
Backup Server 2:           Not registered
Nightringer Server:        Not registered
```

7. If the device shows **Registered,** then please take a Cisco Phone that has already been registered and make a test call to confirm that audio can from the device.

5.0 Contact CyberData Corporation

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For CyberData Technical Support, please submit a Contact CyberData VoIP Technical Support form on our website.

The CyberData VoIP Technical Support Contact form initiates a troubleshooting ticket which CyberData uses for quality assurance purposes.

Additionally, the Contact VoIP Tech Support form tells us which phone system you are using, the make and model of the network switch, and other essential troubleshooting information we need to efficiently assist with a resolution. Please include as much detail as possible in the Describe Problem section of the form. The success of your installation is extremely important to us.

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