Wildix Configuration Guide: SIP Call Button

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Revision Information

- 10/7/2021 – Initial Release
- 10/14/2021 – Updated extension creation process.
- 11/10/2021 – Updated screenshots and extension requirements.

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1.0 Setup Diagram

Figure 1-1: <u>Interoperability Test Infrastructure</u>
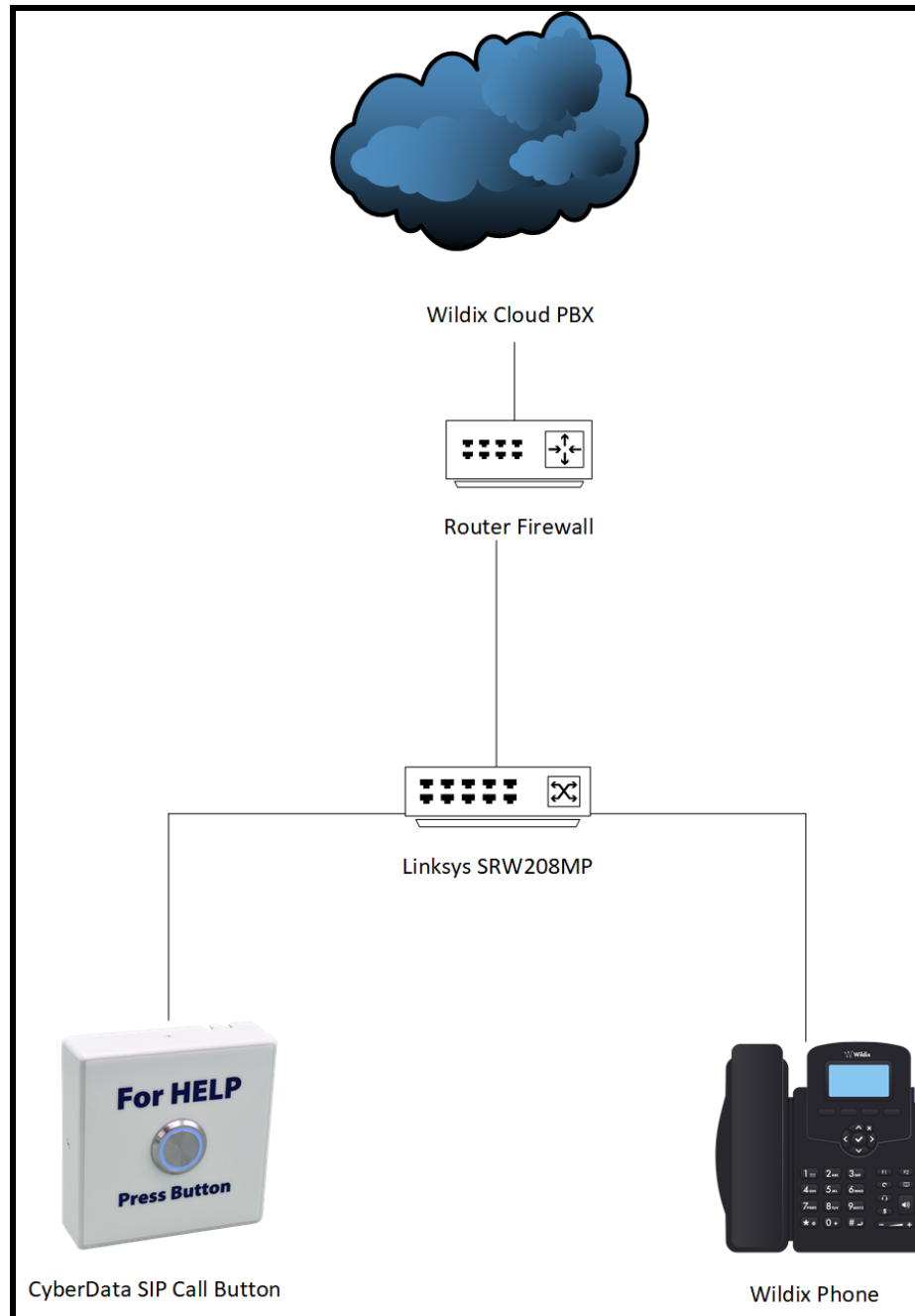
2.0 Test Setup Equipment

This section describes the products used for interoperability testing with Wildix.

Table 2-1: Setup Equipment

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA SIP CALL BUTTON	011049	20.3.0
CYBERDATA OUTDOOR SIP CALL BUTTON	011491	20.3.0
LINKSYS SWITCH	SRW208MP	---

3.0 Before You Start

This configuration guide documents the integration process of a CyberData SIP Call Button.

Network Advisories

Wildix uses a Fully Qualified Domain Name (FQDN) for the SIP server address. The CyberData SIP Call Button needs to perform a DNS A query to resolve the IP address of Wildix's SIP Server FQDN. It is necessary to ensure the configured DNS server(s) have an A record for the SIP Server address.

In addition, be sure to verify the following ports are available for the button to use:

- UDP 5060 (SIP)
- UDP 10500 (RTP)

The Call Button will need to traverse the public internet in order to operate with Wildix in the cloud.

The button's paging extension uses SIP port 5060 to receive SIP messages. The paging extension will send SIP messages to port 5060, the port used by Wildix's SIP Server.

SIP ports 5060 and RTP port 10500 are the default values on all noted firmware levels.

Alternatively, SIP ports for the paging extension are configurable on the **SIP** page of the web interface.

The CyberData Discovery Utility can be used to locate CyberData devices on your network. You may download it from the following web address:
https://www.cyberdata.net/pages/discovery

> *Note*: DHCP addressing mode is enabled on default on all noted firmware levels.

Product Documentation and Utilities
Before you start, download the Operation and Quick Start guides from the button's product webpage:
CyberData SIP Call Button (011049)
https://files.cyberdata.net/assets/011049/011049_931551C_SIP_Call_Button_Operations_Guide.pdf

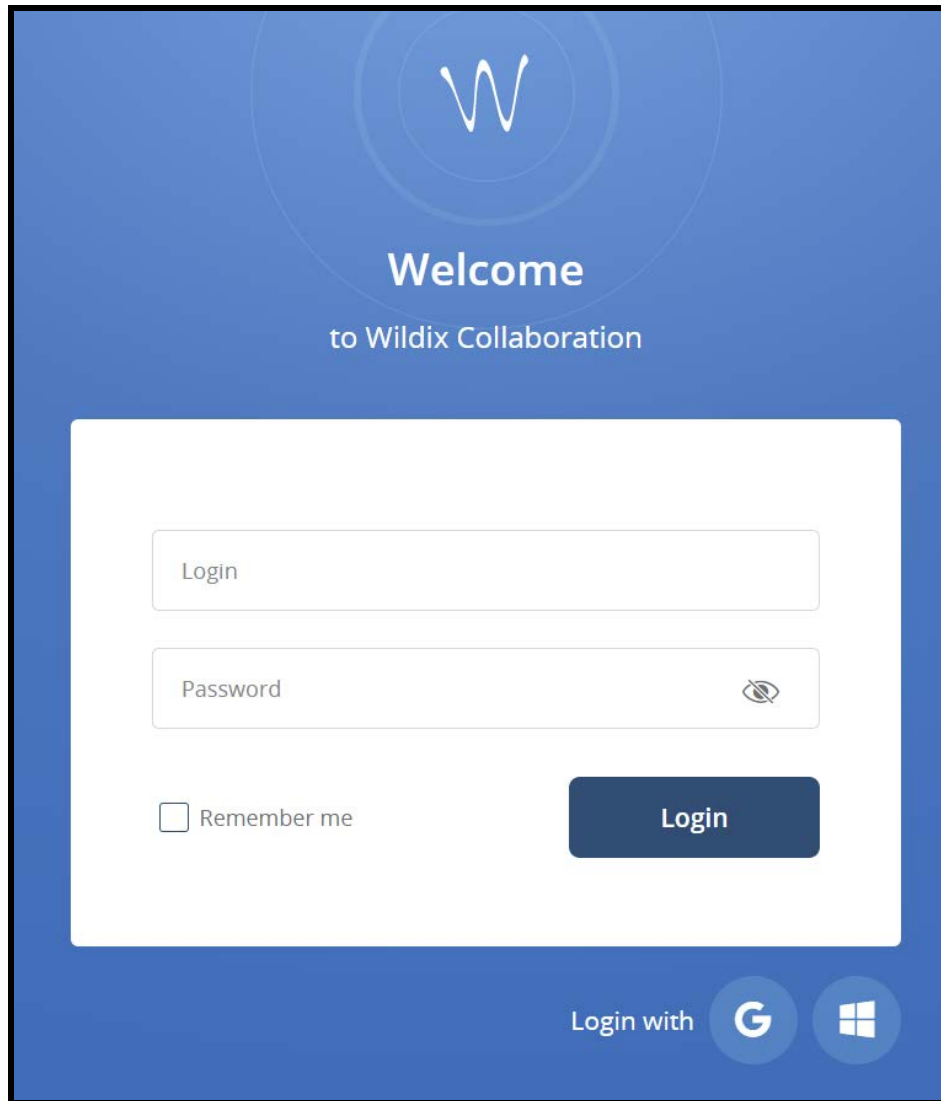CyberData SIP Outdoor SIP Call Button (011491)
https://files.cyberdata.net/assets/011491/011491_931656C_SIP_Outdoor_Call_Button_Operations_Guide.pdf

4.0 Configuration Procedure: Extension creation

Note: Wildix requires a Wildix UC-Basic (simple intercom usage or Vision & Super Vision user) or Wildix UC-Essential (users who want to manage the intercom from Collaboration) to use CyberData products on the platform.
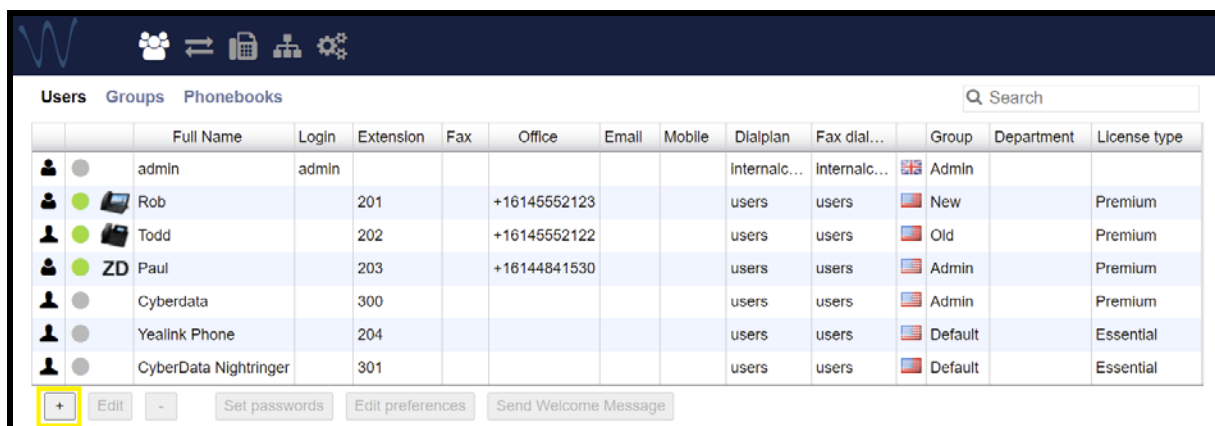
1. Log into Wildix at the provided URL.

Figure 4-1: Log into Wildix

2. On the **Users Menu** page press the + button to add a new extension. .

Figure 4-2: Users Menu

3. A pop-up to create the extension will appear.

Figure 4-3: Extension creation

4. Make sure the drop-down menu has **User** selected.
5. Set the full name to the location of the call button.
6. Set the **Extension Number** desired for the device.

Note: Other values can be set, but for the purposes of this guide all other fields are left blank.
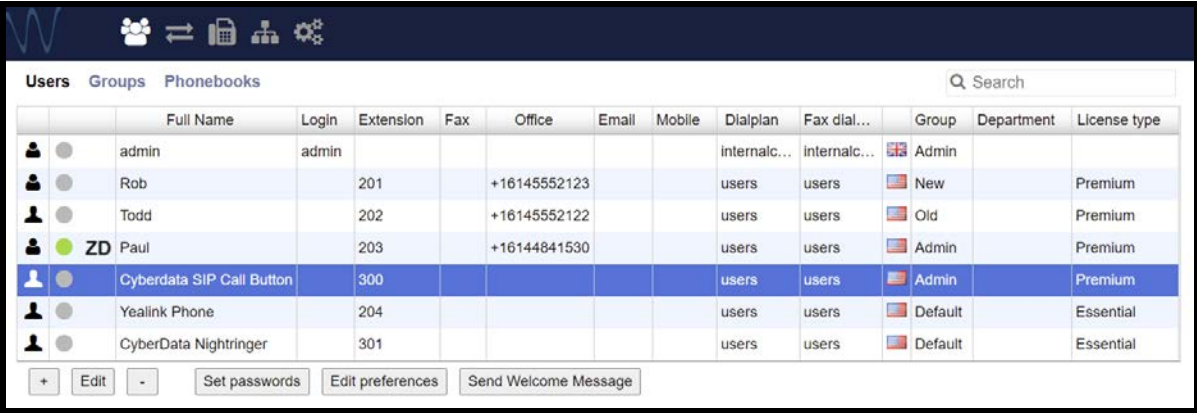
Figure 4-4: Filled Extension Popup

7. After filling the values press **Ok** to create the extension.
8. After creating the extension, select it out of the list.
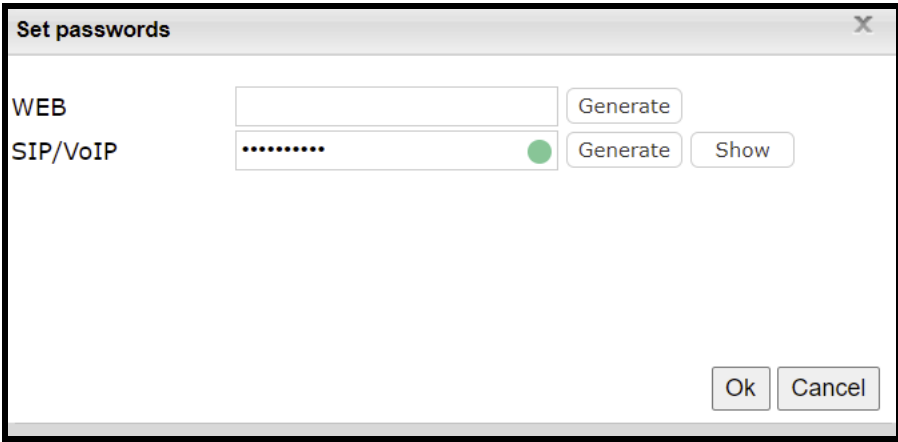
Figure 4-5: <u>Extension created</u>

9. After selecting the extension, press **Set Passwords**.
10. Click on the **Generate** button for **SIP/VoIP** to create a password.

Figure 4-6: <u>Set Passwords Popup</u>

11. Click the show button and copy the auto-generated password which will be required in the next section.

## 5.0 Configuration Procedure: Setting up the Paging Extension

If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

Table 5-1: Setting Name correlation

CyberData Setting	Wildix Provisioning Pop-up
Primary SIP Server	SIP Domain
Primary SIP User ID	Extension Number
Primary SIP Auth ID	Extension Number
Primary SIP Auth Password	Password

1. Click **Launch Browser** from the CyberData Discovery Utility or point your browser to the CyberData device's IP address to access the Home Page of the web interface.

Figure 5-1: CyberData Discovery Utility
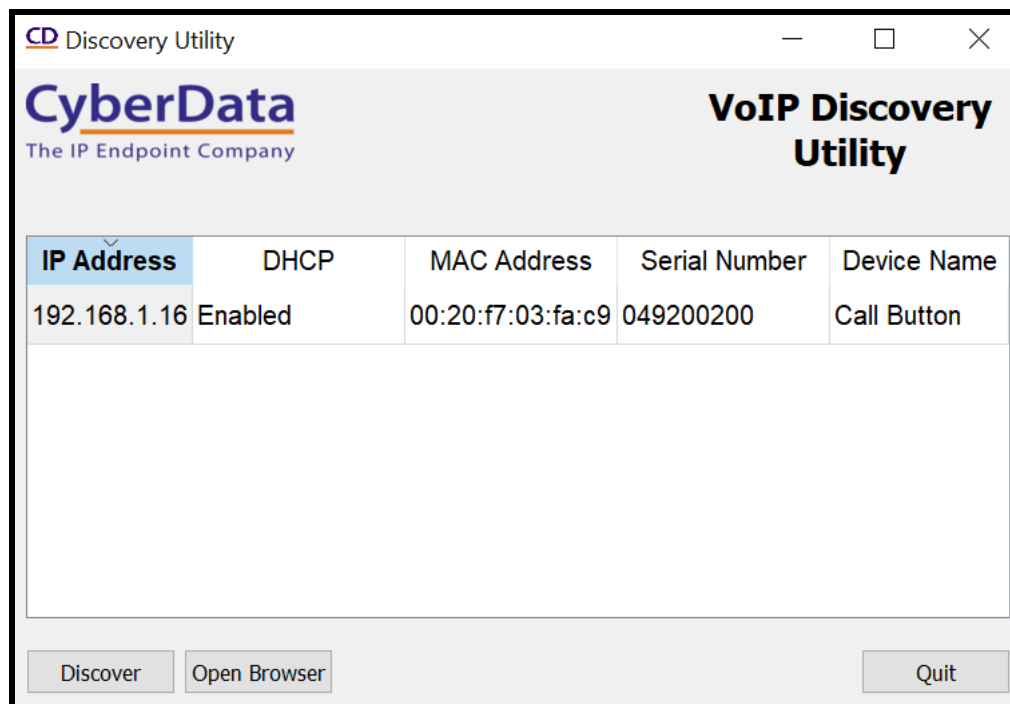
2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin
Password: admin

Figure 5-2: <u>Home Tab</u>

3. Navigate to the SIP tab.

Figure 5-3: SIP Tab

4. Set the Primary SIP Server with the FQDN of the Wildix Server
5. Set the Primary SIP User ID to the extension number.
6. Set the Primary SIP Auth ID to the extension number.
7. Set the Primary SIP Auth Password to the auto generated password from the provisioning pop-up.
8. Save.
9. Reboot.

After the reboot the Call Button should be registered with Wildix.

Figure 5-4: <u>Home Tab - Registered</u>.

6.0 Using the CyberData Call Button in a Wildix system.

CyberData SIP Call Buttons are designed for sending a call to a phone or making an announcement. The button can call an extension number, ring group/call queue, or send multicast audio. When the call button is pressed it will make a call to the configured number and play a pre-recorded WAV File.

6.1 Setting the Dialout extension and loading an audio file

Once the call button is registered with Wildix, the Dialout extension will need to be configured and an audio file may be loaded to customize the message. The Dialout extension is set on the SIP tab.

Figure 6-1: Set Dialout Extension

6.2 Load the Audio file

CyberData devices require audio files in a specific format. The process to convert audio files to WAV format is covered in the operations manual for the SIP Call button

- Microsoft PCM
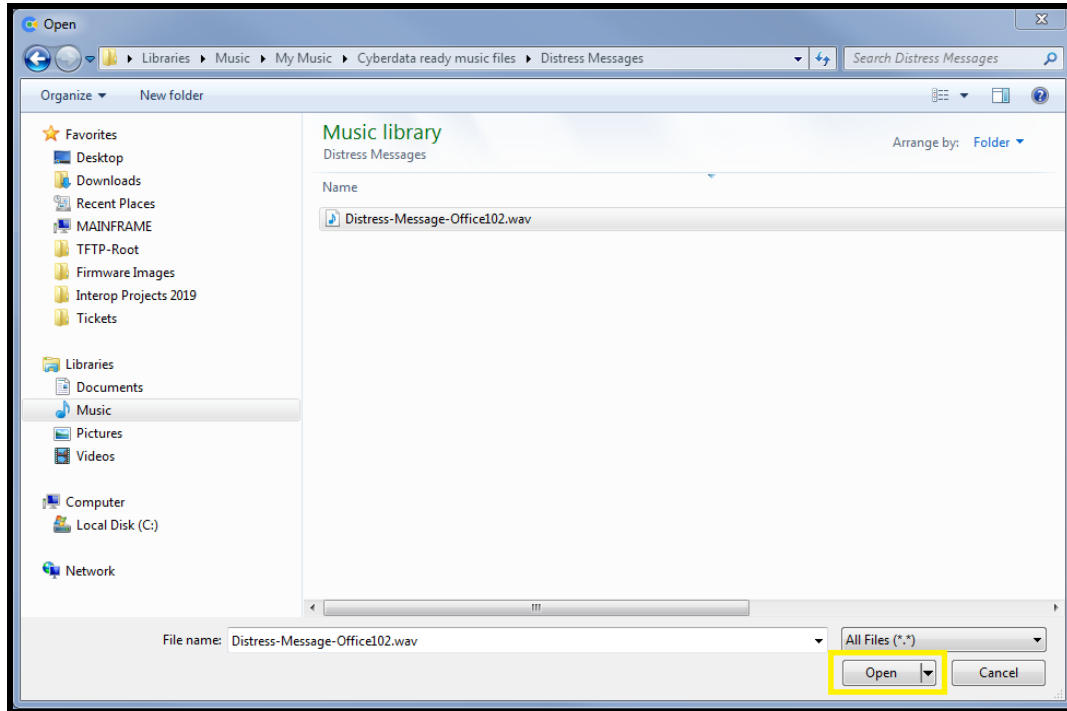- 16 Bit
- Mono
- 8000Hz
- WAV format

1. After creating the audio file that will be used, load that file on the **Audiofiles** Tab.
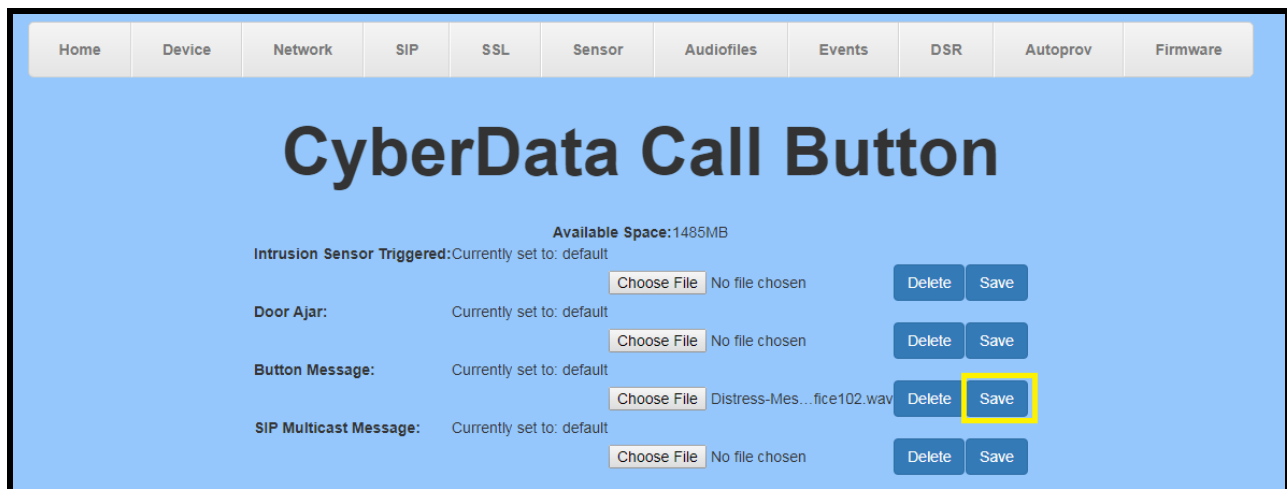
Figure 6-2: Audiofiles tab
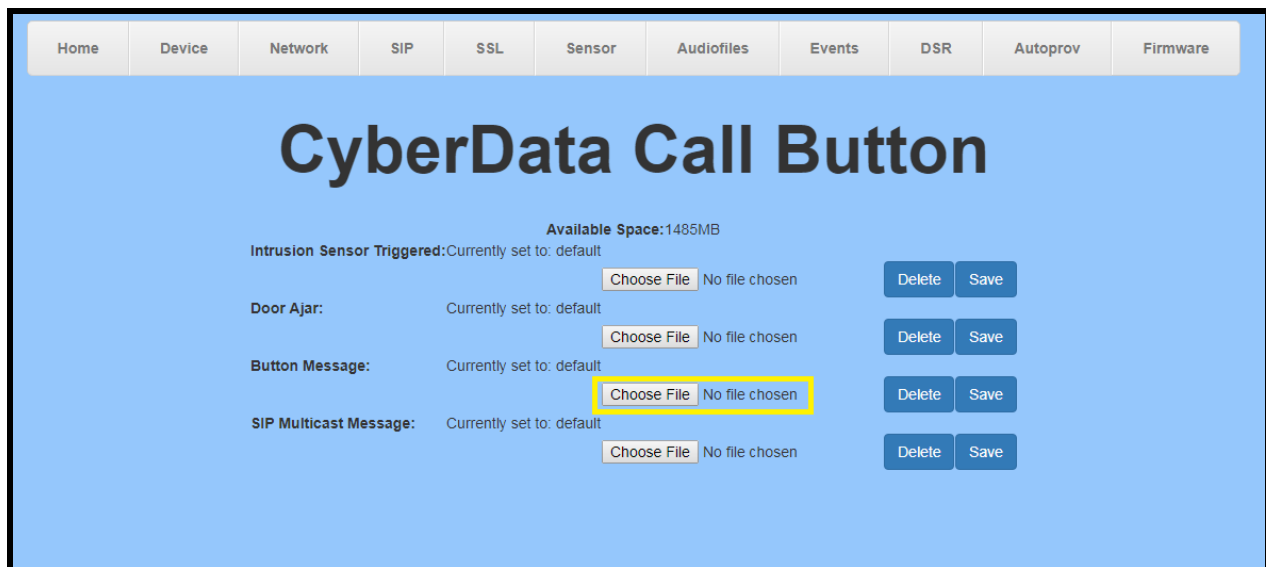
2. Press the Choose File button, then select the audio file.

Figure 6-3: <u>Select the Audio file</u>

3. Once the audio file is selected, press the save button to load the audio file.

Figure 6-4: <u>Save File</u>

4. Once the file is loaded, a press of the call button will trigger the message.

Figure 6-5: Loaded Audio File

7.0 Contact CyberData Corporation

Sales
For sales-related questions, please visit our [Contact CyberData Sales](#) web page for more information.

Technical Support
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 also include as much detail as possible in the Describe Problem section of the form. Your installation is extremely important to us.

Documentation Feedback
We realize changes to the software or hardware of the Wildix PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.