

Blueface Configuration Guide: SIP Call Button

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CyberData Corporation
3 Justin Court
Monterey, CA 93940
(831) 373-2601

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Revision Information

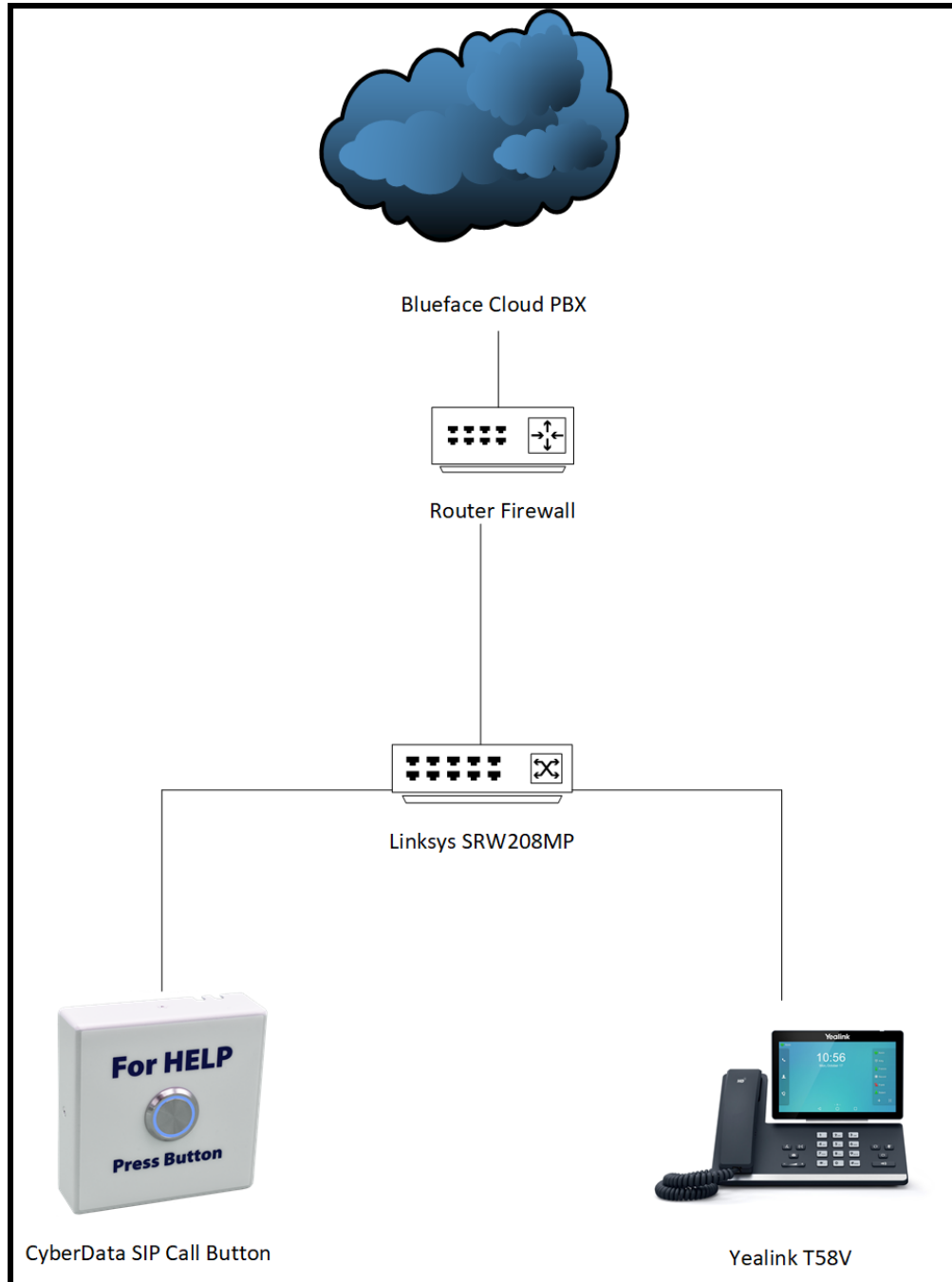
- 1/3/2022 – Initial Release
- 1/5/2022 – Name Update

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1.0 Setup Diagram

Figure 1-1: Interoperability Test Infrastructure



2.0 Test Setup Equipment

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

Table 2-1: Setup Equipment

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA SIP CALL BUTTON	011049	20.3.0
CYBERDATA SIP OUTDOOR CALL BUTTON	011491	20.3.0

3.0 Before You Start

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

Network Advisories

Blueface 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 Blueface'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 5062 (SIP)
- UDP 10500 (RTP)

The button will need to traverse the public internet in order to operate with Blueface in the cloud.

The button's paging extension uses SIP port 5060 to receive SIP messages. The device will send SIP messages to port 5062, the port used by Blueface's SIP Server.

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

Alternatively, SIP ports for the device 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:

SIP Call Button ([011049](#)):

https://files.cyberdata.net/assets/011049/011049_931551C_SIP_Call_Button_Operations_Guide.pdf

SIP Outdoor Call Button ([011491](#)):

https://files.cyberdata.net/assets/011491/011491_931656C_SIP_Outdoor_Call_Button_Operations_Guide.pdf

4.0 Configuration Procedure: Callflow Setup

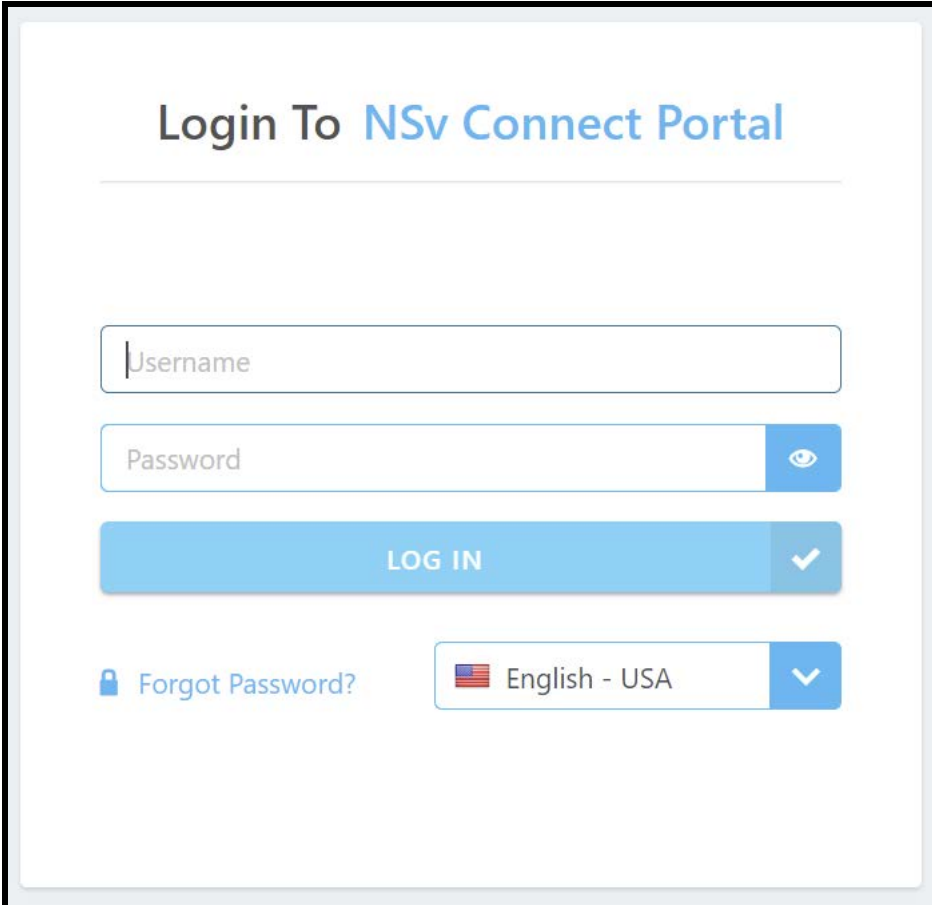
Blueface does not allow users to add their own devices to the platform. The MAC addresses of the devices must be provided to the account manager, who can then add the devices to the platform for you. An email will then be generated and sent to you that will contain the registration information for the CyberData device.

Blueface requires a callflow to be created to call or make a call from any device. This section will outline how to create the dial plan.

1. Log into Blueface.

<https://portal.nsvconnect.com/login>

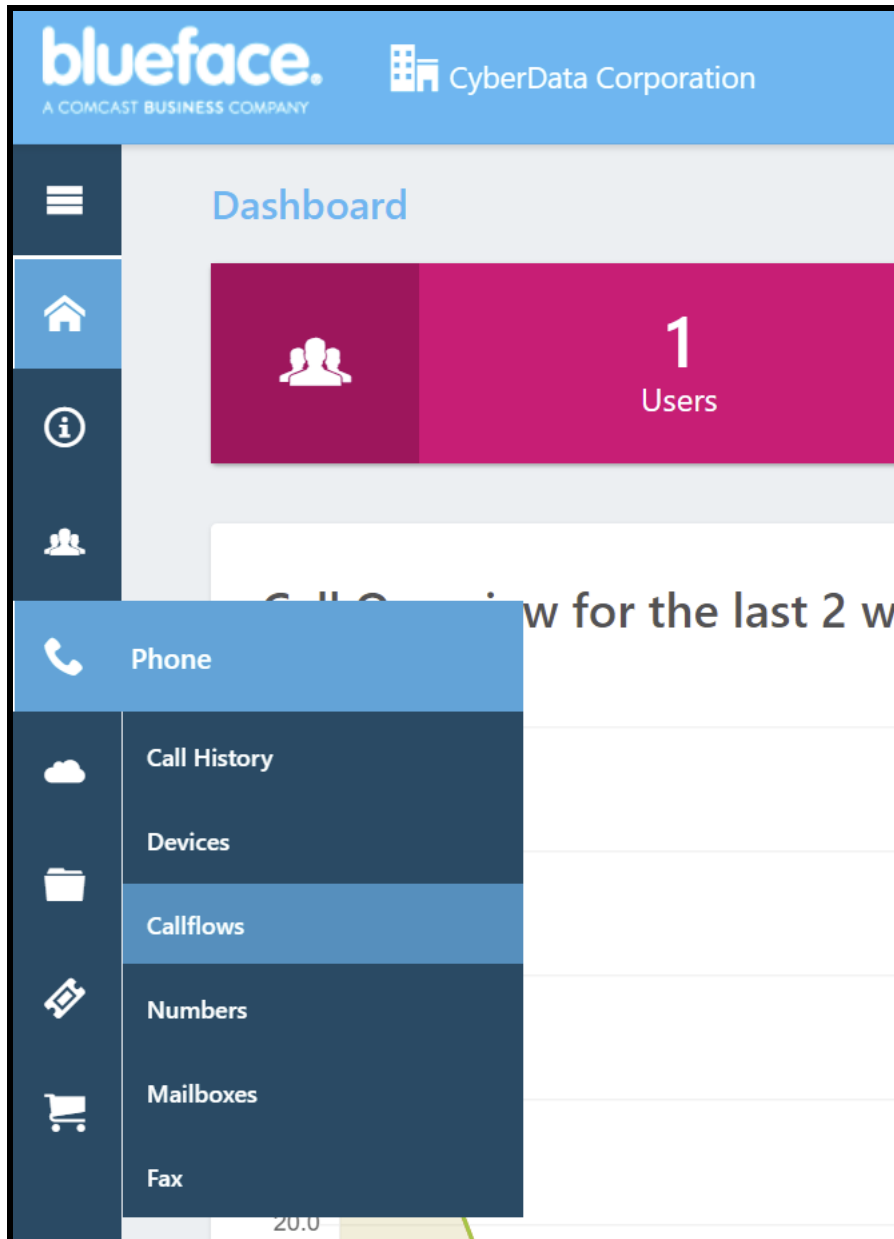
Figure 4-1: Login



The screenshot shows the login page for the NSv Connect Portal. The page has a white background with a light blue header. The main heading is "Login To NSv Connect Portal" in a large, bold, blue font. Below the heading is a horizontal line. There are two input fields: "Username" and "Password". The "Password" field has a blue eye icon on the right side. Below the input fields is a large blue button with the text "LOG IN" and a white checkmark icon on the right. At the bottom left, there is a blue padlock icon followed by the text "Forgot Password?". At the bottom right, there is a dropdown menu with a blue arrow icon, currently showing "English - USA" with a small American flag icon to the left.

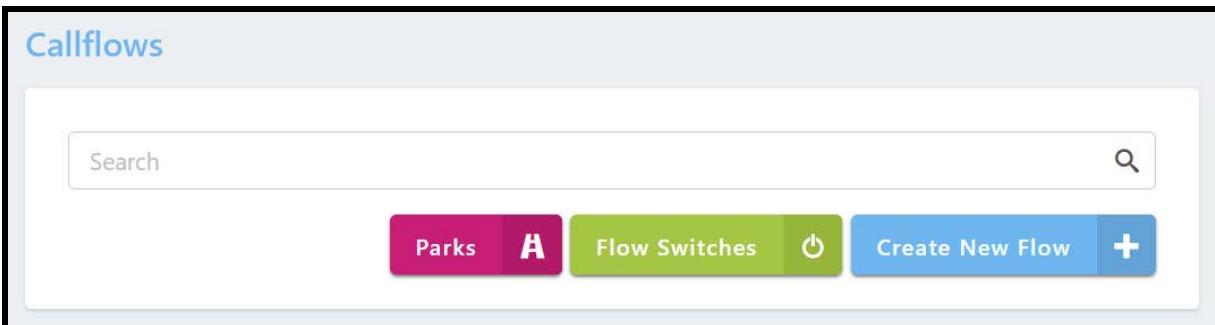
- From the landing page **Phone** and then **callflows**.

Figure 4-2: Dashboard



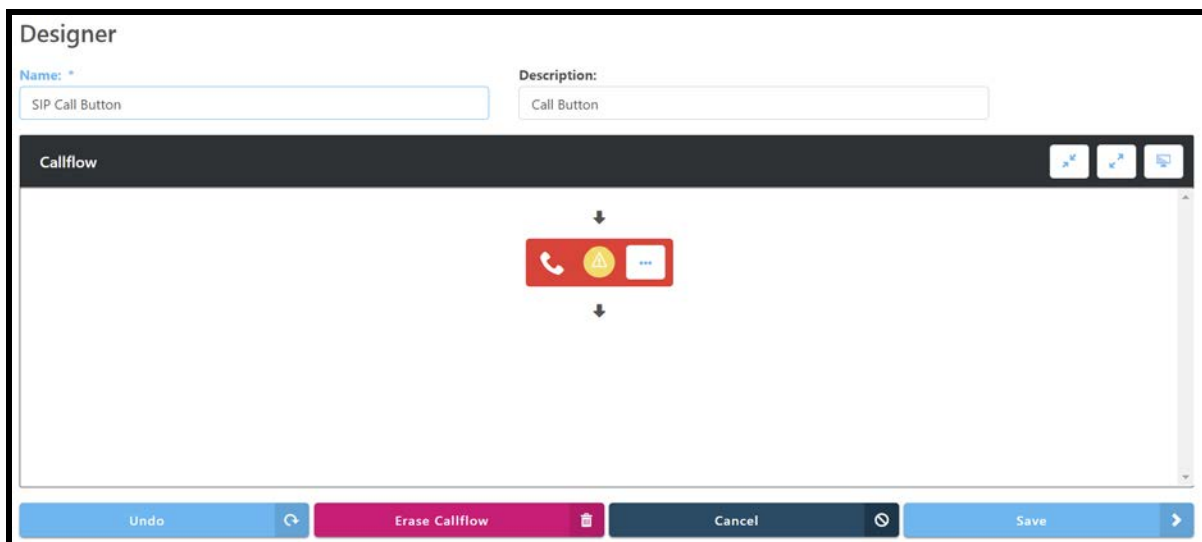
3. On the **Callflows** page press **Create New Flow**.

Figure 4-3: Callflow Page



4. Name the new callflow and set a description.

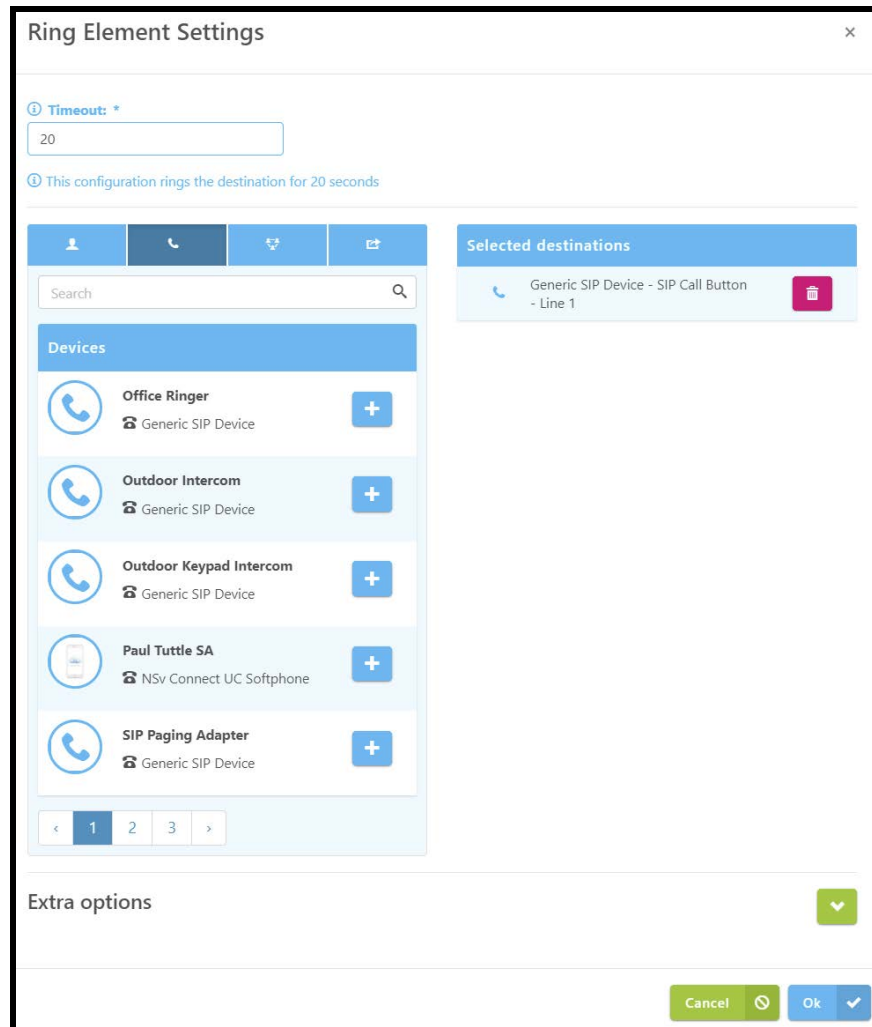
Figure 4-4: Callflow designer



5. From Elements drag **Ring** into the Callflow.

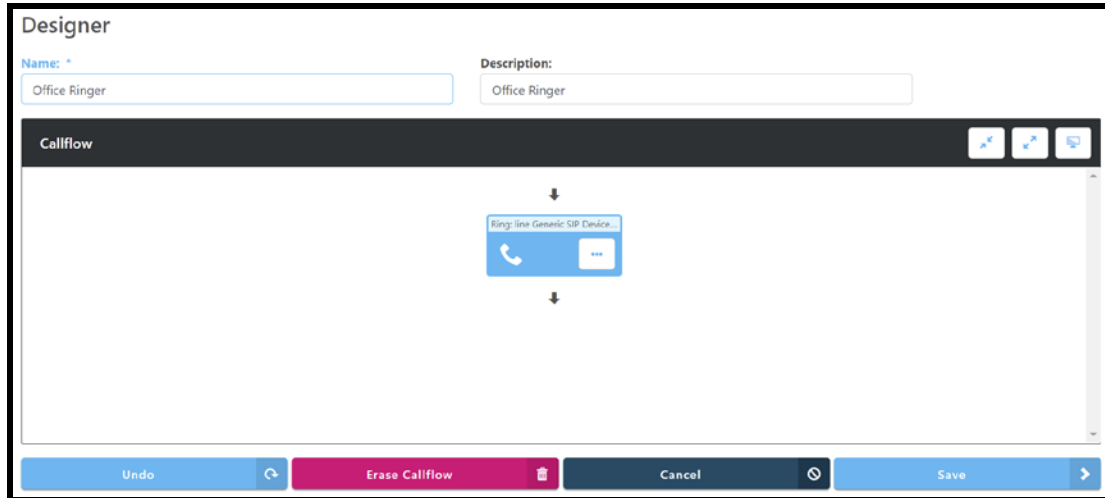
6. Click the yellow exclamation point to open the **Ring Element Settings** popup.
7. Select the Phone tab in the popup.
8. Select the Device that will be used in the group.

Figure 4-5: Ring Element Settings



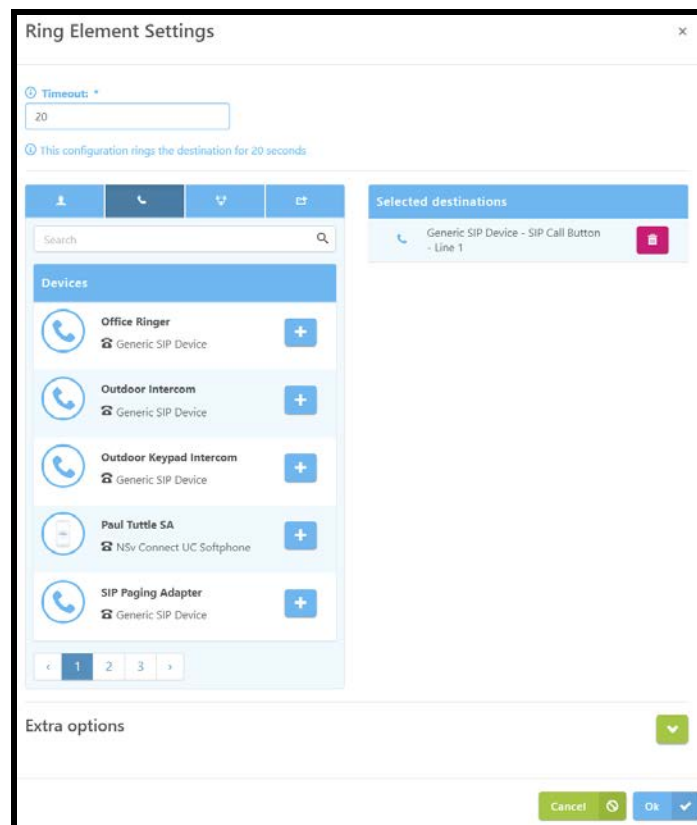
9. Press Ok to save the device to the callflow.
10. Press Save to save the callflow.

Figure 4-6: Callflow Designer



11. Click the **Save** button to create the Phone.
12. Next link a number to the new callflow.
13. Save the number to the callflow.

Figure 4-7: Link a Number



5.0 Configuration Procedure: Setting up the Paging Extension

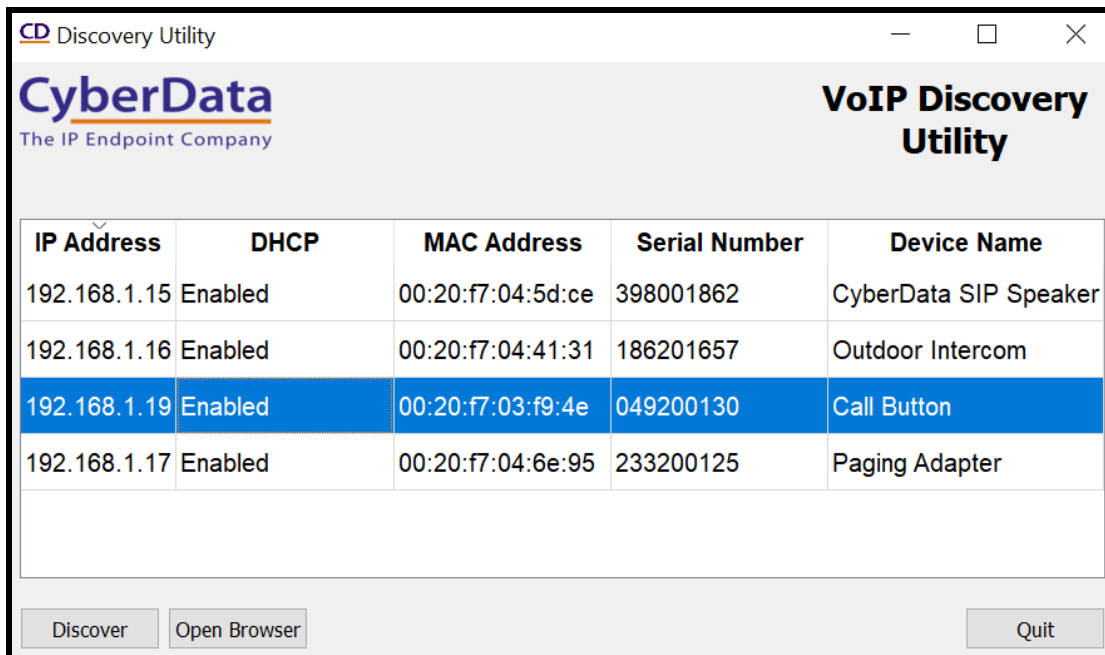
For configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

Table 5-1: Setting Name correlation

CyberData Setting	Blueface Email
Primary SIP Server	SIP Server
Primary SIP User ID	Username
Primary SIP Auth ID	Authentication ID
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.

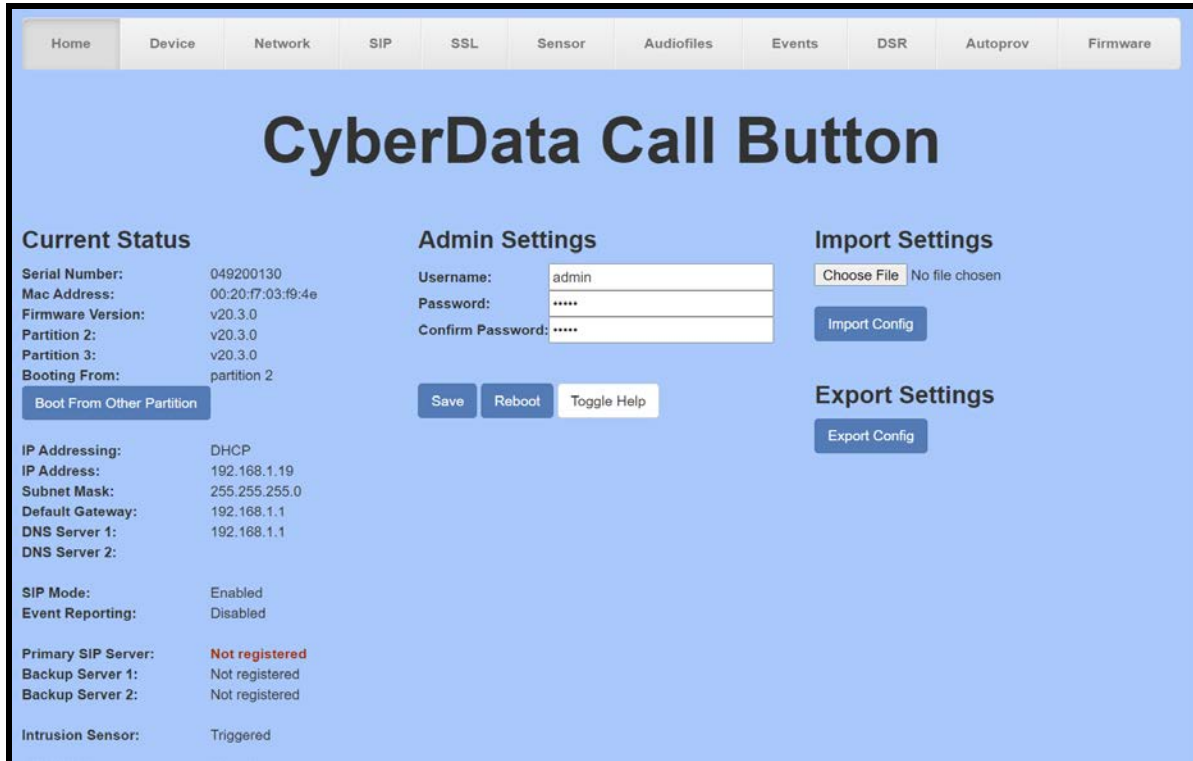
Figure 5-1: CyberData Discovery Utility



2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin
Password: admin

Figure 5-2: Home Tab



3. Navigate to the SIP tab.

Note: All SIP credentials are listed in an email sent by Blueface after the device was added to the platform.

4. Set the **Primary SIP Server** to the value listed for SIP Server.
5. Set the **Primary SIP User ID** to the value listed for the Username.
6. Set the **Primary SIP Auth ID** to the value listed for the Authentication ID.
7. Set the **Primary SIP Auth Password** to the value listed for the Password.
8. Set the **Remote SIP Port** to 5062.

Figure 5-2: SIP Tab

CyberData Call Button

SIP Settings

Enable SIP operation:
Register with a SIP Server:
Primary SIP Server:
Primary SIP User ID:
Primary SIP Auth ID:
Primary SIP Auth Password:
Re-registration Interval (in seconds):

Backup SIP Server 1:
Backup SIP User ID:
Backup SIP Auth ID:
Backup SIP Auth Password:
Re-registration Interval (in seconds):

Backup SIP Server 2:
Backup SIP User ID:
Backup SIP Auth ID:
Backup SIP Auth Password:
Re-registration Interval (in seconds):

Remote SIP Port:
Local SIP Port:

SIP Transport Protocol:
TLS Version:
Verify Server Certificate:

Outbound Proxy:
Outbound Proxy Port:

Use Cisco SRST:
Disable rport Discovery:
Unregister on Boot:
Keep Alive Period:

Dial Out Settings

Dial out Extension:
Extension ID:
Send Multicast Audio:
Multicast Address:
Multicast Port:
Repeat Message:

Call Disconnection

Terminate Call after delay:

Audio Codec Selection

Codec:

RTP Settings

RTP Port (even):
Jitter Buffer:
RTP Encryption (sRTP):

9. Save and Reboot.

Once the button finishes rebooting the unit should show Registered on the home tab.

Figure 5-3: Home Tab – Registered

The screenshot displays the 'Home' tab of the CyberData Call Button configuration interface. The page has a light blue background and a navigation menu at the top with tabs for Home, Device, Network, SIP, SSL, Sensor, Audiofiles, Events, DSR, Autoprov, and Firmware. The main heading is 'CyberData Call Button'. The interface is divided into several sections:

- Current Status:** A list of system information including Serial Number (049200130), Mac Address (00:20:f7:03:19:4e), Firmware Version (v20.3.0), Partition 2 (v20.3.0), Partition 3 (v20.3.0), and Booting From (partition 2). A 'Boot From Other Partition' button is located below this section.
- Admin Settings:** Fields for Username (admin), Password (masked with dots), and Confirm Password (masked with dots). Below these are 'Save', 'Reboot', and 'Toggle Help' buttons.
- Import Settings:** A 'Choose File' button with the text 'No file chosen' and an 'Import Config' button.
- Export Settings:** An 'Export Config' button.
- Network Settings:** IP Addressing (DHCP), IP Address (192.168.1.19), Subnet Mask (255.255.255.0), Default Gateway (192.168.1.1), DNS Server 1 (192.168.1.1), and DNS Server 2.
- System Settings:** SIP Mode (Enabled), Event Reporting (Disabled), Primary SIP Server (Registered), Backup Server 1 (Not registered), Backup Server 2 (Not registered), and Intrusion Sensor (Triggered).

6.0 Using the CyberData Call Button

CyberData SIP Call Button is designed for emergency notification. When the call button is pressed it will make a call to a predetermined number and play a user uploaded audio file. The call button can also send multicast when pressed which is useful when using other IP-Based devices. The SIP Call Button is ideal for under desk panic buttons.

6.1 Setting the Dialout Extension

Once the call button is registered, the Dialout Extension is used to set the number called when the button is pressed. The Dialout Extension can be configured on the SIP Tab.

Figure 6-1: Set Dialout Extension

Dial Out Settings	
Dial out Extension:	204
Extension ID:	Front Office Panic Button
Send Multicast Audio:	<input type="checkbox"/>
Multicast Address:	224.5.5.5
Multicast Port:	5050
Repeat Message:	1

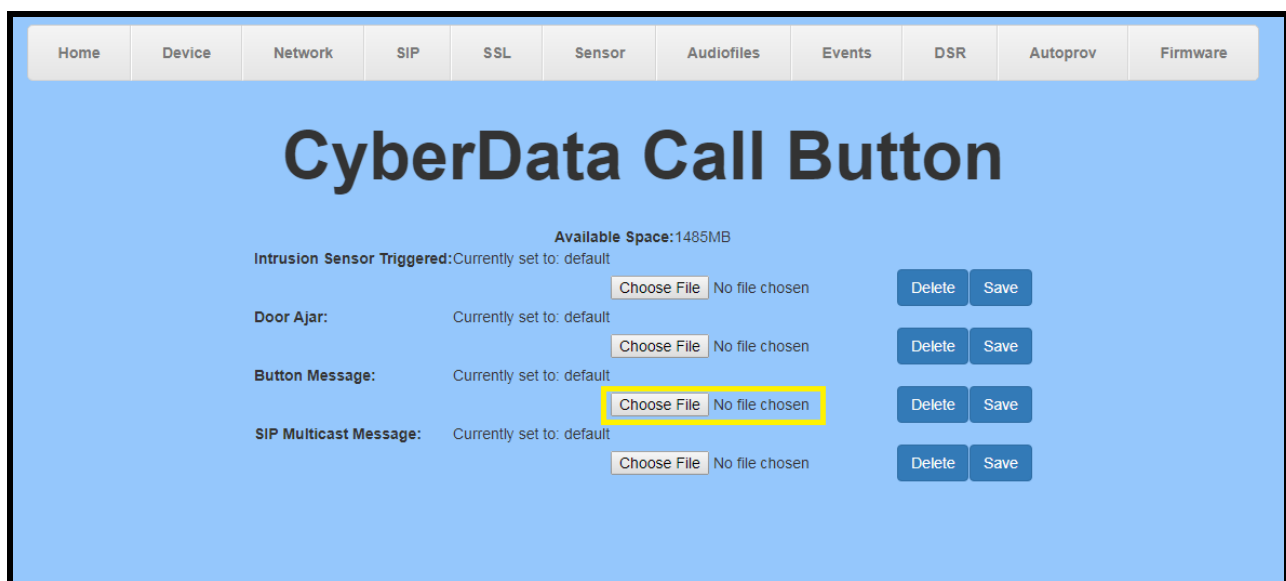
6.2 Uploading an audiofile to the call button

CyberData devices require audiofiles to be in a specific format.

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

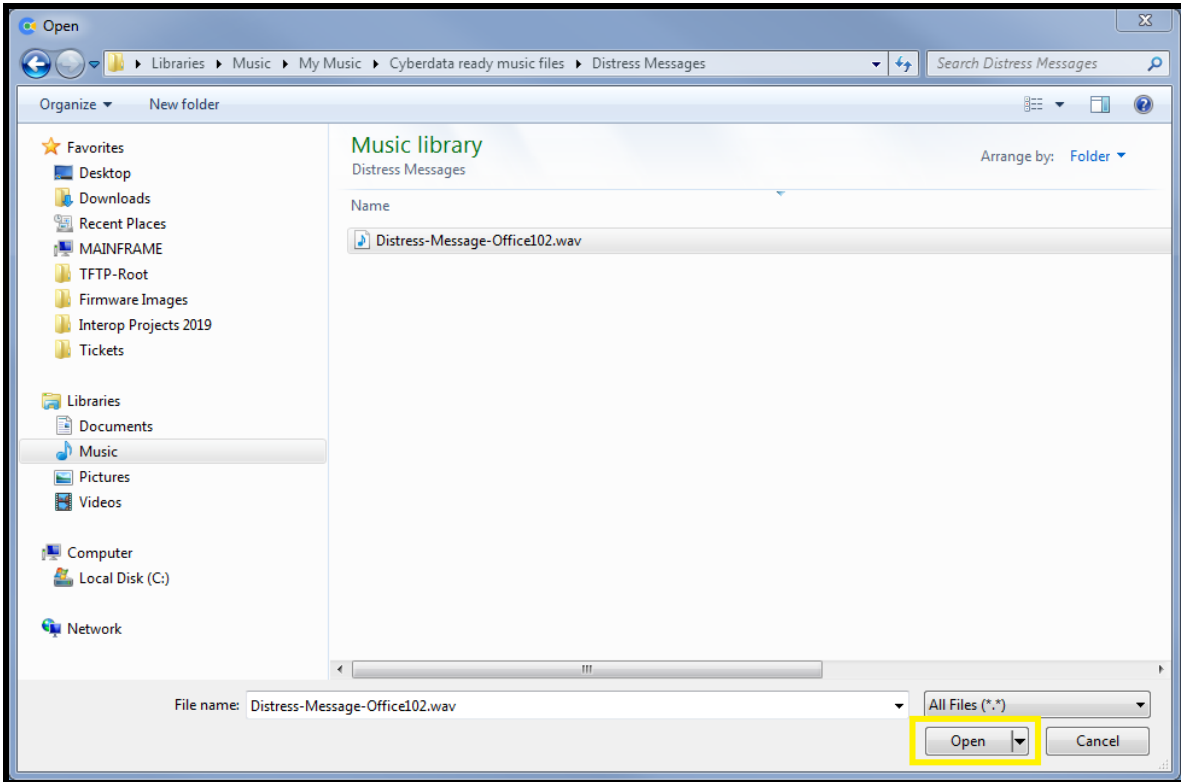
1. After creating the audio file that will be used, load the file on the **Audiofiles** Tab.

Figure 6-2: Audiofiles tab



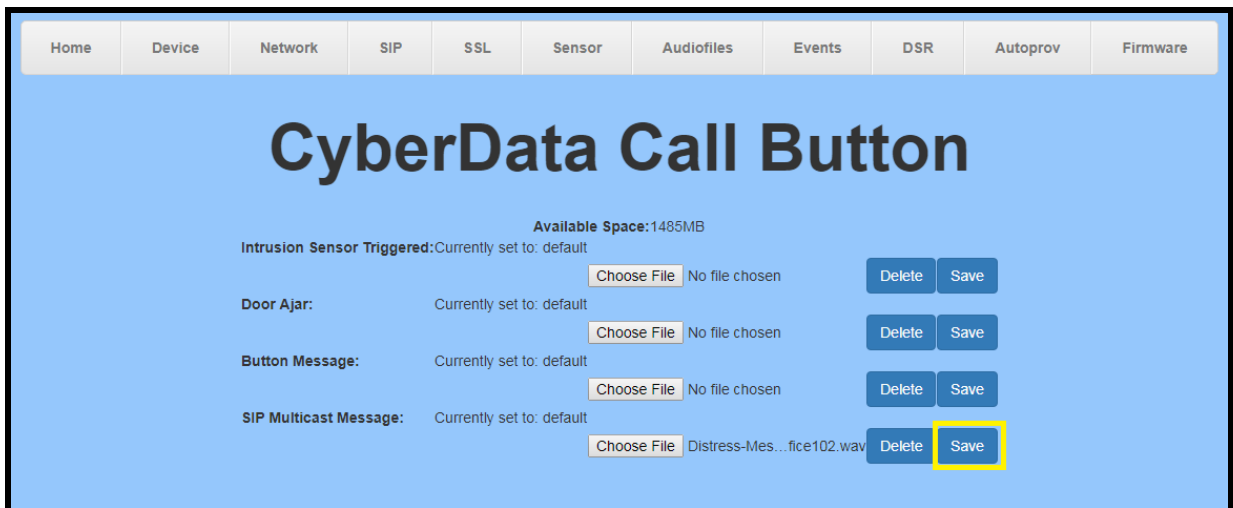
2. Press the **Choose File** button, then select the audio file.

Figure 6-3: Select the Audio file



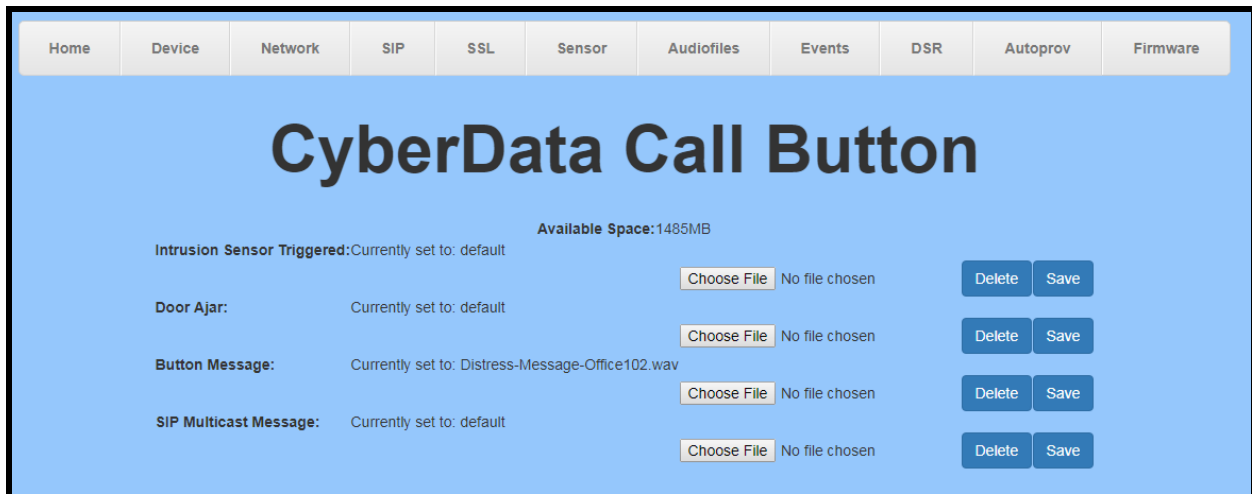
3. Once the audio file is selected, press the save button to load the audio file.

Figure 6-4: Save File



- 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.

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