

Blueface Configuration Guide: Intercoms

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Revision Information

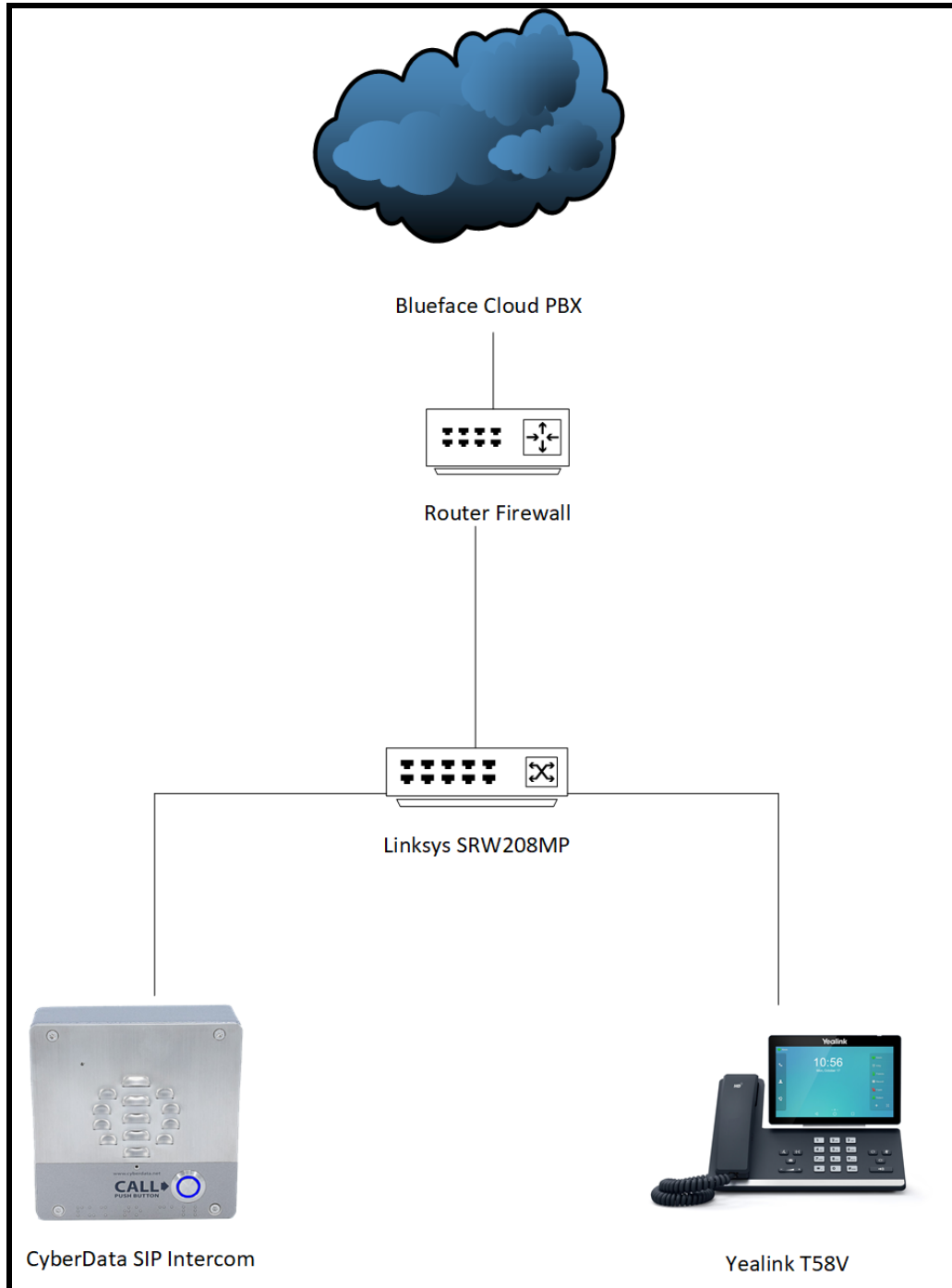
- 1/3/2022 – Initial Release
- 1/5/2022 – Name Update

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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 OUTDOOR INTERCOM | 011186 | 20.1.0 |
| CYBERDATA OUTDOOR KEYPAD INTERCOM | 011214 | 20.0.0 |
| CYBERDATA INDOOR INTERCOM | 011211 | 20.0.0 |
| CYBERDATA H.264 VIDEO INTERCOM* | 011410 | 1.4.1 |
| CYBERDATA H.264 VIDEO INTERCOM WITH KEYPAD* | 011414 | 1.4.1 |
| CYBERDATA OUTDOOR INTERCOM WITH RFID | 011477 | 1.0.0 |
| CYBERDATA H.264 VIDEO INTERCOM WITH RFID* | 011478 | 1.1.0 |
| SIP EMERGENCY INTERCOM | 011209 | 20.0.0 |
| LINKSYS SWITCH | SRW208MP | --- |

***At the time of writing video does not work with Blueface. Due to this issue, the Video Intercoms are not recommended.**

3.0 Before You Start

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

Network Advisories

Blueface uses a Fully Qualified Domain Name (FQDN) for the SIP server address. The CyberData SIP Intercom 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 intercom will need to traverse the public internet in order to operate with Blueface in the cloud.

The intercoms 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 intercom's product webpage:

Outdoor Intercom ([011186](#)):

https://files.cyberdata.net/assets/011186/011186_931544E_SIP_Outdoor_Intercom_Operations_Guide.pdf

Outdoor Intercom with Keypad ([011214](#)):

https://files.cyberdata.net/assets/011214/011214_931562B_SIP_Outdoor_Intercom_with_Keypad_Ops_Guide.pdf

SIP Outdoor Intercom with RFID ([011477](#)):

http://files.cyberdata.net/assets/011477/011477_931663A_Outdoor_Intercom_with_RFID_Ops_Guide.pdf

SIP Indoor Intercom ([011211](#)):

http://files.cyberdata.net/assets/011211/011211_931604A_Indoor_Intercom_Ops_Guide.pdf

SIP Emergency Intercom ([011209](#))

https://files.cyberdata.net/assets/011209/011209_931600A_Emergency_Intercom_Ops_Guide.pdf

4.0 Configuration Procedure: Callflow Setup

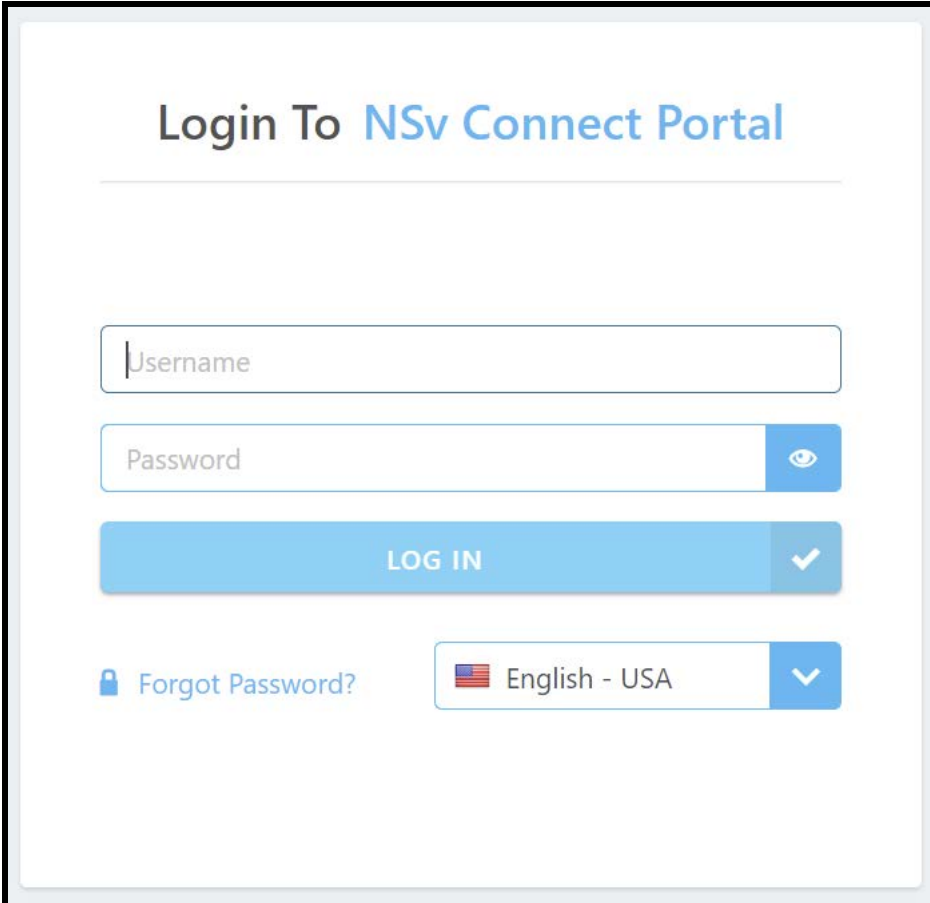
Blueface does not allow users to add their own devices to the platform. The MAC addresses of the devices must be provided to the account manager, who can then add the devices to the platform for you. An email will then be generated and sent to you that will contain the registration information for the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

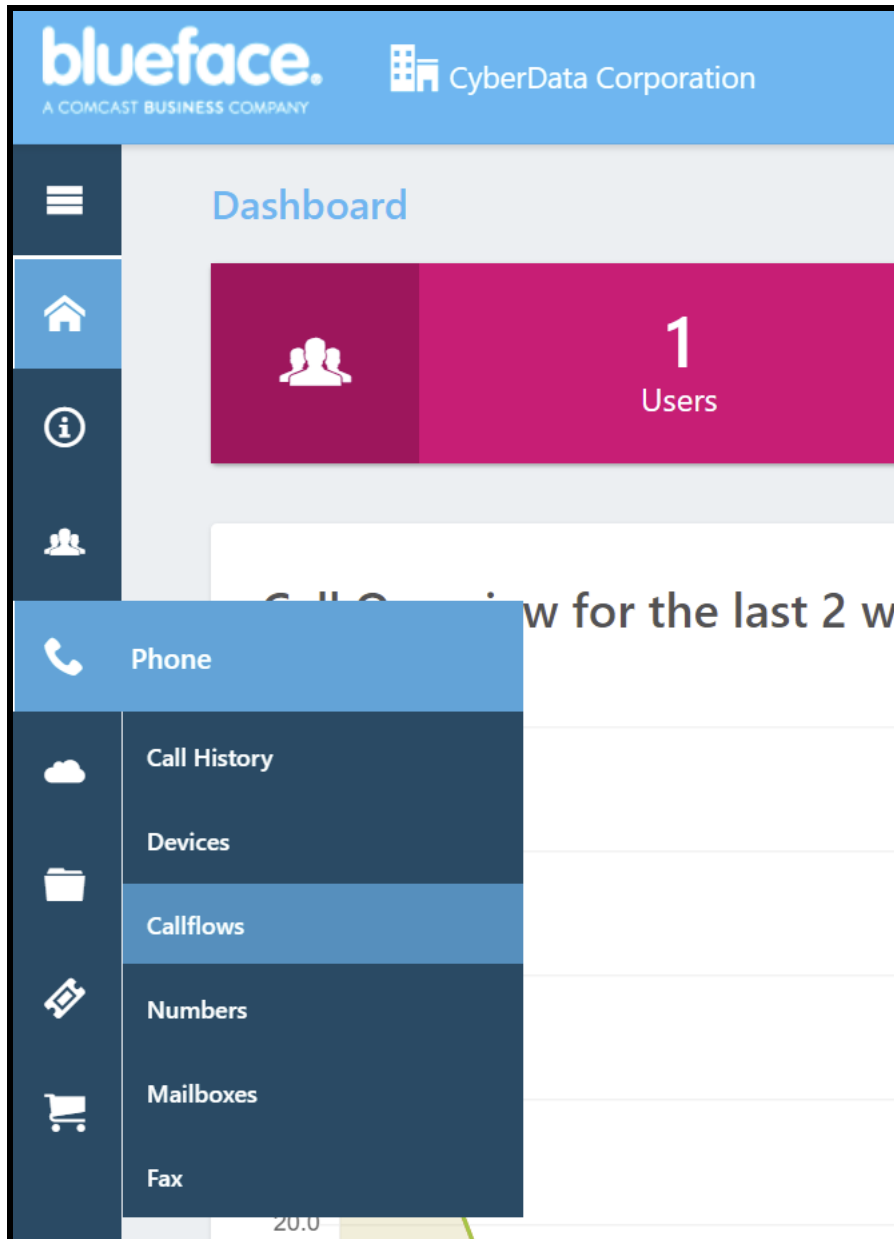
Figure 4-1: Login



The screenshot shows the login page for the NSv Connect Portal. The page has a white background with a light blue header area. 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 to toggle visibility. 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 link "Forgot Password?" with a lock icon. At the bottom right, there is a language selection dropdown menu showing "English - USA" with a US flag icon and a downward arrow.

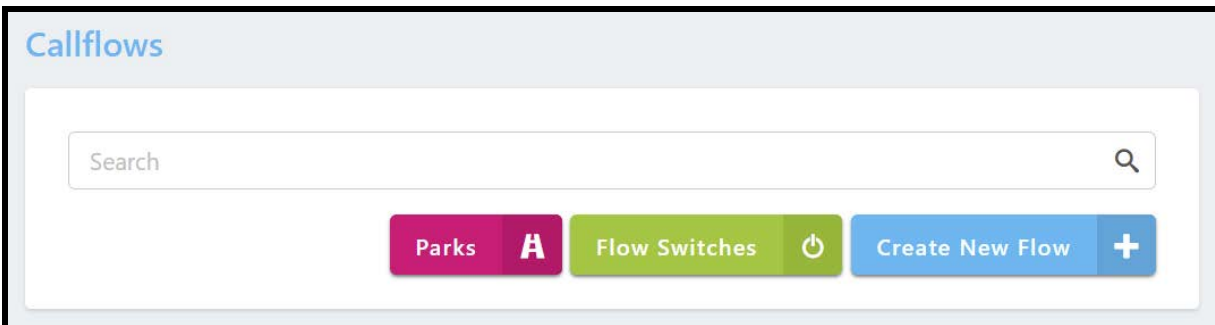
- From the landing page **Phone** and then **callflows**.

Figure 4-2: Dashboard



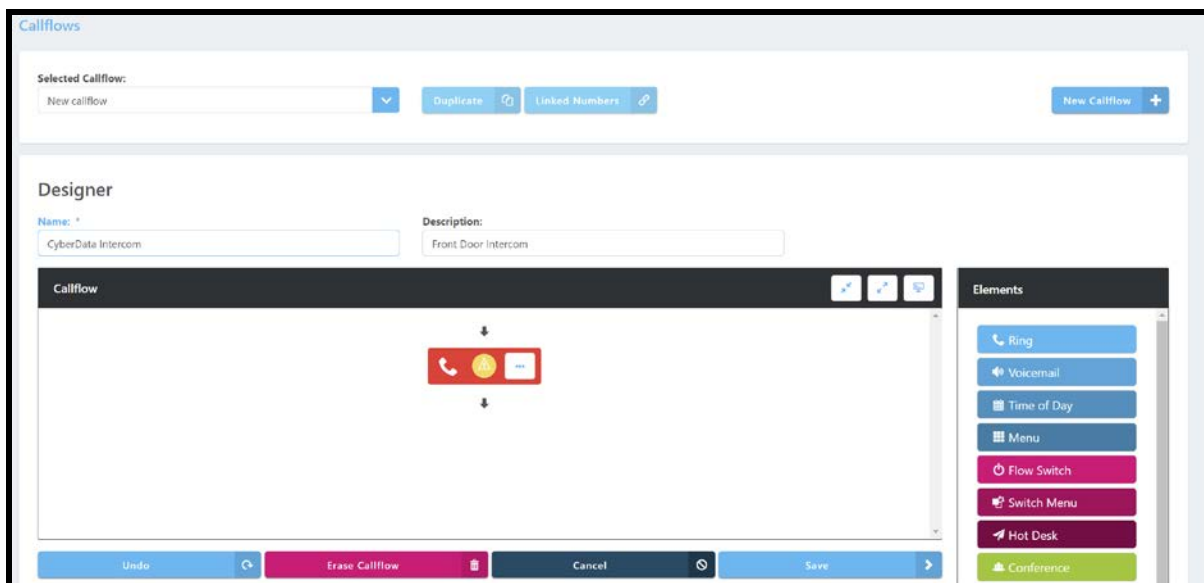
3. On the **Callflows** page press **Create New Flow**.

Figure 4-3: Callflow Page



4. Name the new callflow and set a description.

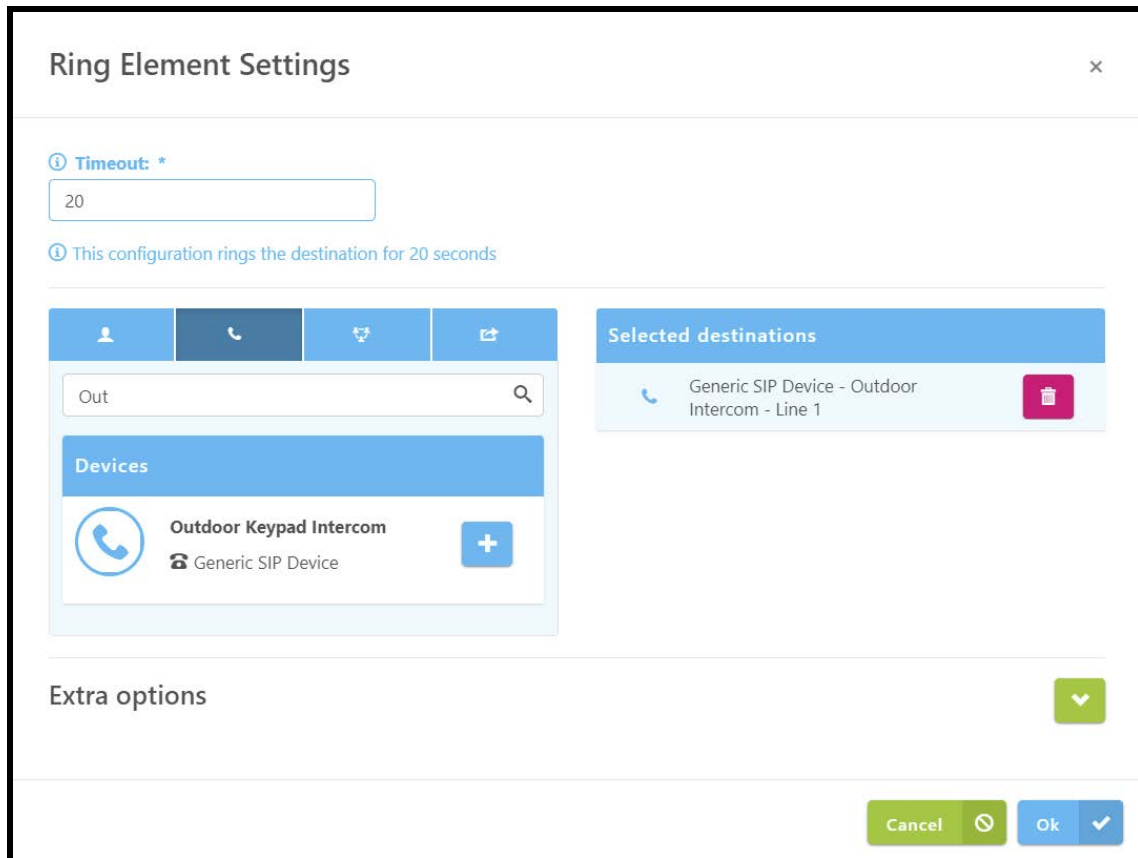
Figure 4-4: Callflow designer



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

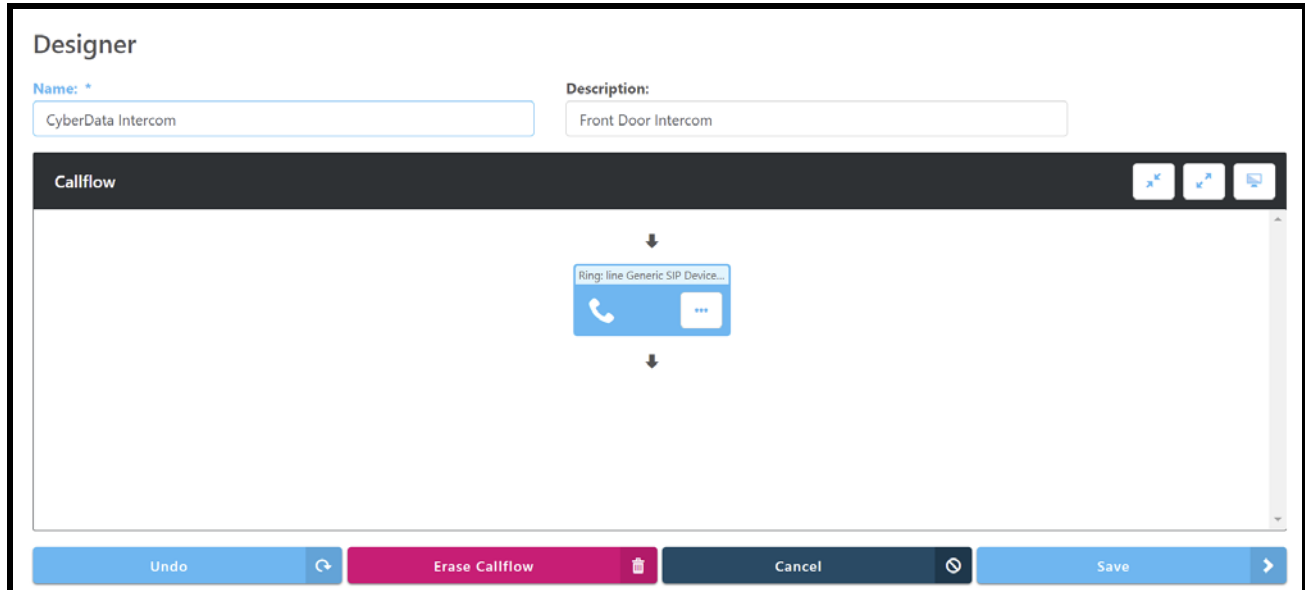
6. Click the yellow exclamation point to open the **Ring Element Settings** popup.
7. Select the Phone tab in the popup.
8. Select the Device that will be used in the group.

Figure 4-5: Ring Element Settings



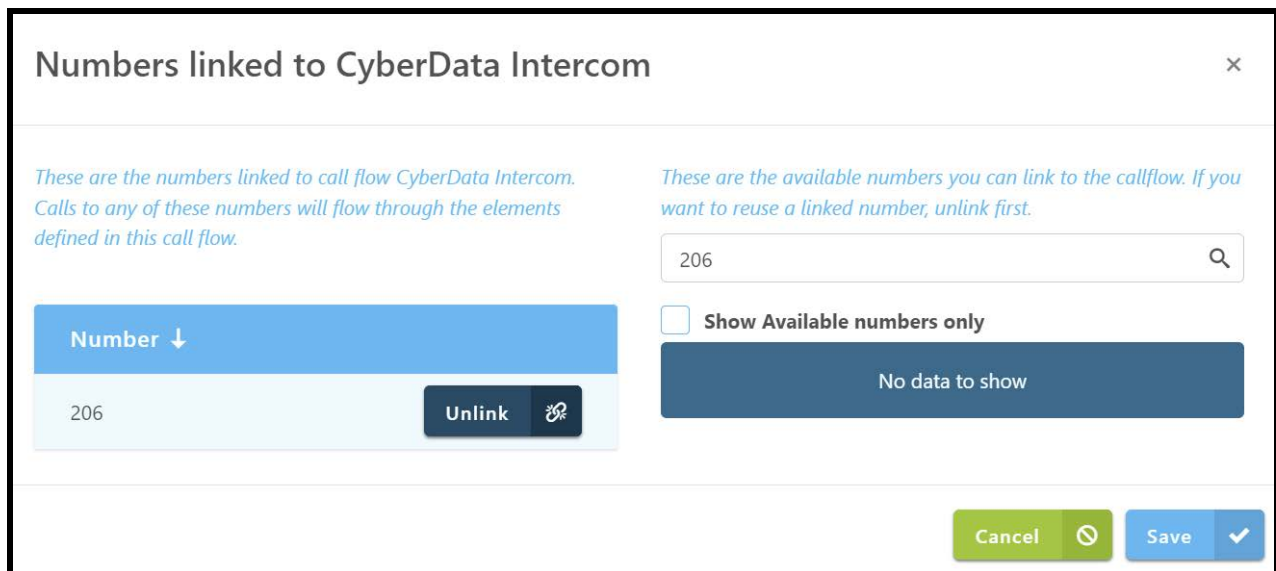
9. Press Ok to save the device to the callflow.
10. Press Save to save the callflow.

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

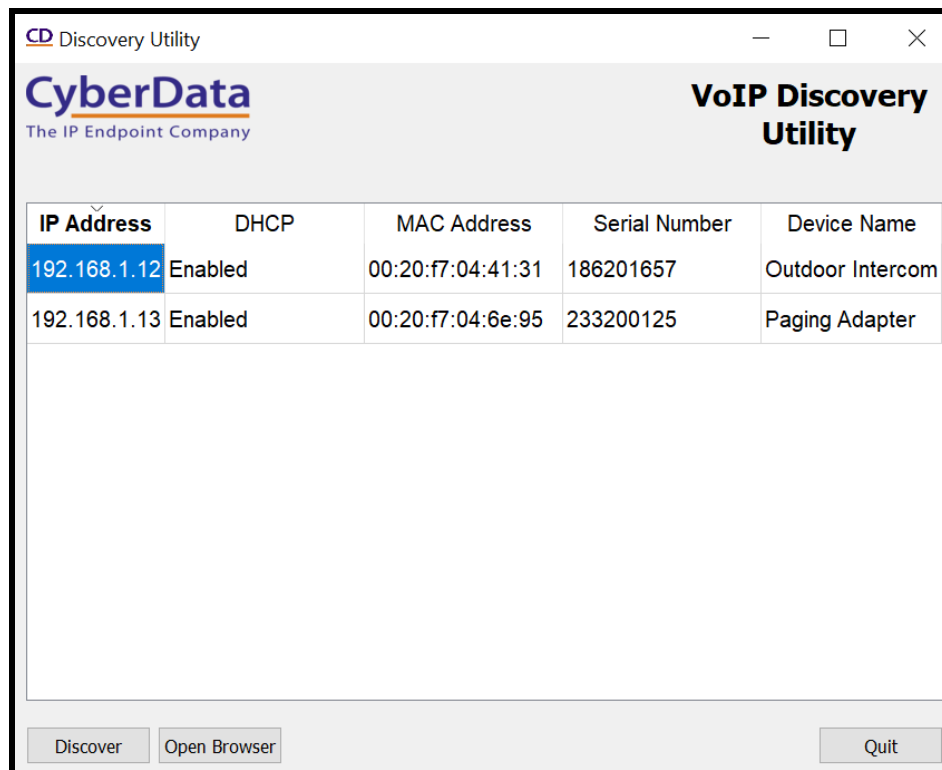
For configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

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

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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 Intercom

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:

Nightringer Settings

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

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 intercom 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 Intercom configuration interface. At the top, a navigation menu includes Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, DSR, Autopro, and Firmware. The main content area is titled 'CyberData Intercom' and is divided into several sections:

- Current Status:** Lists device information such as Serial Number (186201657), Mac Address (00:20:f7:04:41:31), Firmware Version (v20.2.1), and Partition 2 (v20.2.1). It also includes a 'Boot From Other Partition' button.
- Admin Settings:** Contains fields for Username (admin), Password (masked with dots), and Confirm Password (masked with dots). It features 'Save', 'Reboot', and 'Toggle Help' buttons.
- Import Settings:** Includes a 'Choose File' button (No file chosen) and an 'Import Config' button.
- Export Settings:** Includes an 'Export Config' button.
- IP Addressing:** Lists network settings like IP Address (192.168.1.12), Subnet Mask (255.255.255.0), and Default Gateway (192.168.1.1).
- Volumes:** Lists various volume settings, all set to 4, including SIP, Multicast, Ring, Sensor, and Push to Talk.
- Mode Settings:** Lists operational modes such as SIP Mode (Enabled), Multicast Mode (Disabled), Event Reporting (Disabled), and Nightringer (Disabled).
- Server Status:** Lists server registration status, with Primary SIP Server (Registered) and Backup Servers (Not registered).
- Intrusion Sensor:** Shows the sensor is Inactive.

6.0 Using the CyberData Intercom.

CyberData SIP Intercoms are designed for two-way communication. When the intercom's call button is pressed it will make a call to a predetermined number. If the intercom is connected to a door strike a DTMF pattern can be entered on the phone to trigger the onboard relay.

6.1 Setting the Dialout extension

Once the intercom is registered the Dialout extension will need to be configured. This will allow the intercom to call the number.

Figure 6-1: Set Dialout Extension

| | |
|--------------------------|--------------------------|
| Dial Out Settings | |
| Dial out Extension: | 204 |
| Extension ID: | Front Entrance Intercom |
| Send Multicast Audio: | <input type="checkbox"/> |
| Multicast Address: | 224.5.5.5 |
| Multicast Port: | 5050 |
| Repeat Message: | 1 |

6.2 Understanding the Relay Settings

CyberData intercoms have an onboard relay that is typically used with door strikes or gate controllers. When the relay is triggered the connected equipment can take an action, this is used to remotely control a door.

Figure 6-2: Relay Settings

| | |
|------------------------------------|-------------------------------------|
| Relay Settings | |
| Activate Relay with DTMF code: | <input checked="" type="checkbox"/> |
| Relay Pulse Code: | 123 |
| Relay Pulse Duration (in seconds): | 2 |
| Relay Activation Code: | 456 |
| Relay Deactivation Code: | 654 |
| Play Tone During DTMF Activation: | <input type="checkbox"/> |
| Activate Relay During Ring: | <input type="checkbox"/> |
| Activate Relay During Night Ring: | <input type="checkbox"/> |
| Activate Relay While Call Active: | <input type="checkbox"/> |
| Activate Relay On Button Press: | <input type="checkbox"/> |
| Relay On Button Press Duration: | 3 |

Relay Pulse Code activates the relay for the time set in **Relay Pulse Duration**.

Relay Activation Code activates the relay.

Relay Deactivation code deactivates the relay.

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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