

Webex Calling Configuration Guide: SIP and IC Enabled Intercoms

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Revision Information

6/29/2022 – Initial Release

11/11/22 – Update to add InformaCast Enabled Intercoms

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1.0 Supported CyberData Products

This section describes the products used for interoperability testing with Webex Calling.

Table 1-1: Supported CyberData Products

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA SIP OUTDOOR INTERCOM	011186	20.4.1 or later
CYBERDATA SIP INDOOR INTERCOM	011211	20.4.1 or later
CYBERDATA SIP EMERGENCY INTERCOM	011209	20.4.1 or later
CYBERDATA SIP KEYPAD INTERCOM	011214	20.3.0 or later
INFORMACAST ENABLED OUTDOOR INTERCOM	011309	21.0.0 or later
INFORMACAST ENABLED INDOOR INTERCOM	011305	21.0.0 or later
INFORMACAST ENABLED EMERGENCY INDOOR INTERCOM	011304	21.0.0 or later

2.0 Before You Start

Network Advisories

Webex Calling uses a Fully Qualified Domain Name (FQDN) for the SIP server and Outbound Proxy addresses. The CyberData intercom needs to perform a DNS query to resolve the IP address of Webex's Outbound Proxy FQDN.

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

- TCP 5060, 5061 (SIP)
- UDP 10500 (RTP)

The intercom will need to traverse the public internet in order to operate with Webex Calling in the cloud.

The intercom's paging and nightringer extension uses SIP port 5060 to send and receive SIP messages.

SIP ports 5060 and RTP port 10500 are the default values on all noted firmware levels. Alternatively, SIP ports are configurable on the **SIP** page of the web interface. The RTP port setting on the **SIP** page is used for both extensions.

InformaCast

Singlewire's InformaCast uses SLP (Service Location Protocol) for devices to discover the InformaCast server. CyberData recommends using SLP for the easiest deployment of intercoms to use with InformaCast. SLP requires multicast support on the LAN and a local InformaCast server for devices to connect with.

For assistance setting up SLP please contact Singlewire.

<https://support.singlewire.com/s/article/IP-Speaker-Registration-and-Troubleshooting-Guide>

Product Documentation and Utilities

Before you start, download the Operation and Quick Start guides from the intercom's product webpage:

SIP Outdoor Intercom:

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

SIP Indoor Intercom:

<https://www.cyberdata.net/collections/sip/products/011211>

SIP Emergency Intercom:

<https://www.cyberdata.net/collections/sip/products/011209>

SIP Outdoor Keypad Intercom

<https://www.cyberdata.net/collections/sip/products/011214>

InformaCast Enabled Outdoor Intercom

<https://www.cyberdata.net/collections/singlewire/products/011309>

InformaCast Enabled Indoor Intercom

<https://www.cyberdata.net/collections/singlewire/products/011305>

InformaCast Enabled Emergency Indoor Intercom

<https://www.cyberdata.net/collections/singlewire/products/011304>

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.

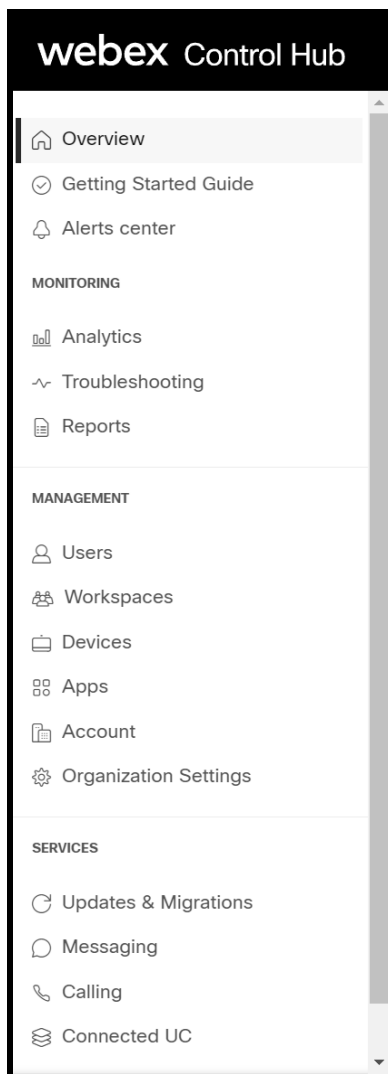
3.0 Setting up a Workspace in Webex Calling

This section outlines how to create a Webex Calling user in the Webex Control Hub (CH). This will provide the credentials to then setup the CyberData device.

[Cisco has detailed instructions in the Cisco Webex Help Center in the Add your customer managed device article.](#)

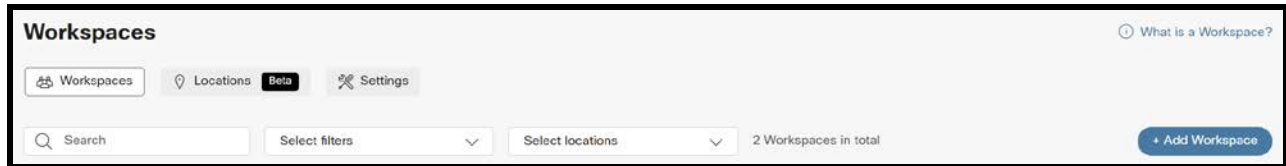
1. Login to [Webex Control Hub as the administrator](#).
2. From the overview page select **Workspaces**.

Figure 3-1: Overview Side Bar



- From the Workspaces page select the **Add Workspace** button.

Figure 3-2: Workspaces Page



- On the Add Workspace popup create a Workspace for the intercom.

Figure 3-3: Create a Workspace

Add Workspace

Workspaces represent a physical space in your organization. It may contain one device or multiple devices that work together. Workspace details show usage, settings, and environmental status for that physical space to help you make decisions to improve the use and cost of your space.

Name *
What do you want to name the Workspace?
e.g. 'The Oval'


Type ⓘ
What type best describes the Workspace?
Select type

Capacity
How many people is the Workspace suitable for?
e.g. 4

Location
Where is the Workspace located?
Select location

Types of Workspaces

Workspaces come in different shapes and sizes, defining what type of workspace you are adding will help us deliver insights into adoption and usage, in the future defaults for certain types may exist.



Meeting Room
Dedicated meeting space | Capacity 6-20

1/6

Cancel

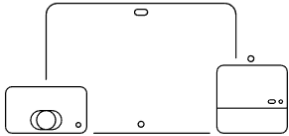
Next

5. After creating the workspace select **Cisco IP Phone**.

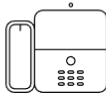
Figure 3-4: Pick a device

Add Workspace

What kind of device do you want to set up in this workspace?



Cisco Webex Rooms device
e.g. Cisco Webex Board, Room, and Desk series,
and Webex Share.



Cisco IP Phone
e.g. Cisco 8845, 8865, 8800 and Analog Telephone
Adapter ports

Select Device

Customer Managed Device

Device Vendor

Cyberdata Customer Managed

Enter MAC Address

Enter the MAC address of the IP phone you want to add.

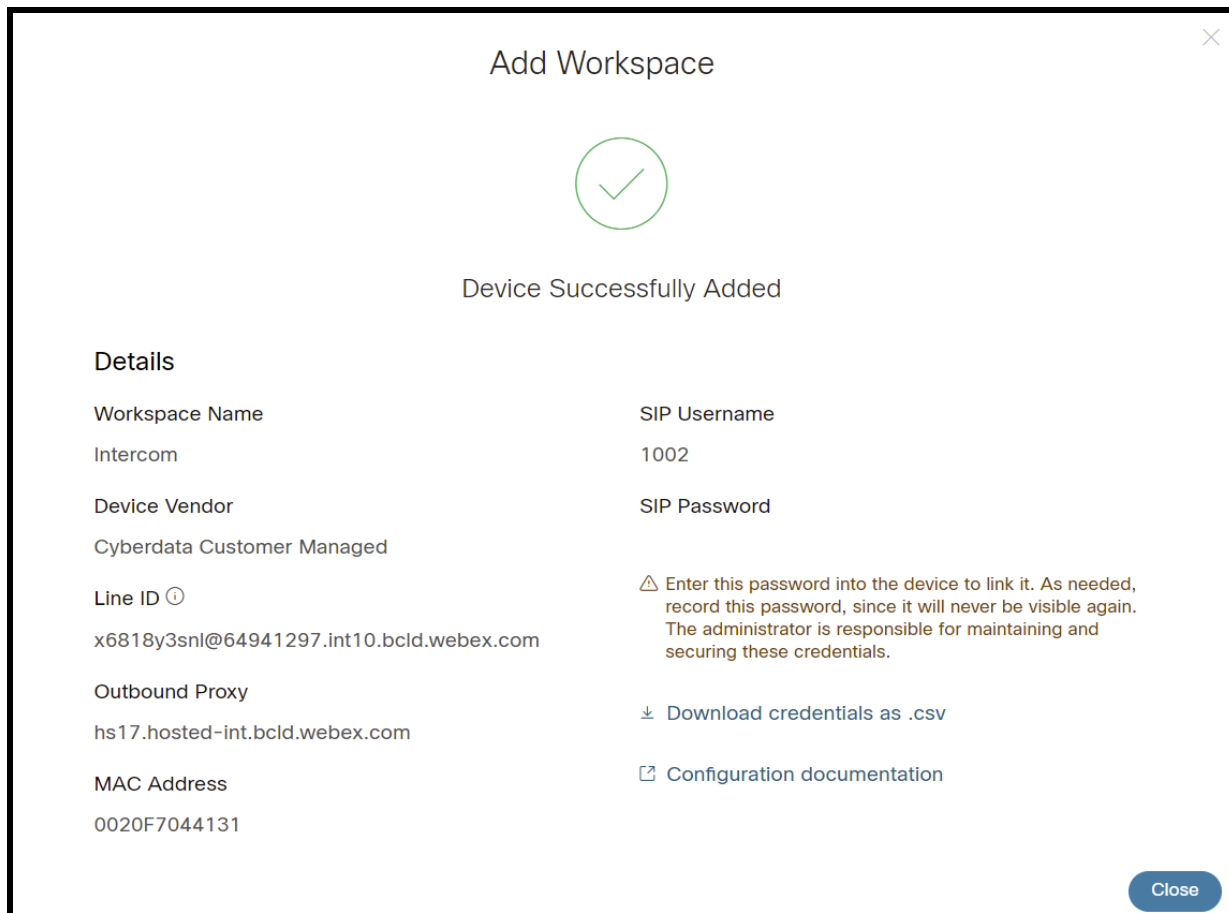
0020f7044131

☐ *I confirm that creating this device profile will expose sensit
with unauthorized access. You are responsible for securing
responsible for any fraudulent charges or phone calls that i
limited support for third-party devices connected via this ir
devices that are actively registered to the Webex Calling pl
be directed to the third-party device vendor, including issu
connectivity.

BackNext

6. Set the device to **Customer Managed Device**.
7. Select **CyberData Customer Managed** as the Device Vender.
8. Enter the MAC address of the CyberData device.
9. Press **Next** to continue.

Figure 3-5: Device Successfully Added



Note: The password has been obscured.

10. Make sure to press **Download credentials as .csv** because this page is only shown once.

4.0 Setting up the CyberData Intercom

This section outlines the required sections for the CyberData device and how the credentials supplied from Webex correlate to the CyberData settings.

Table 4-1: SIP Credential Explanation

Webex Calling Credential	CyberData Setting
2 nd Half of Line ID	Primary SIP Server
1 st Half of Line ID	Primary SIP User ID
SIP Username	Primary SIP Auth ID
SIP Password	Primary SIP Auth Password
Outbound Proxy	Outbound Proxy

Note: CyberData devices do not support ‘Line IDs’ and the ID provided by Webex must be broken up to be used by the CyberData device. Webex provides the line ID in the following format: “UserID@SIP_Server_Address”. Everything before the @ symbol is used as CyberData’s Primary SIP User ID and everything after the @ symbol is used as the Primary SIP Server.

CyberData’s default login credentials are:

Username: admin

Password: admin

1. Log into the web interface of the CyberData device.

Figure 4-1: Home Tab

The screenshot displays the 'Home' tab of the CyberData Intercom web interface. The top navigation bar includes links for 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:

- Device Status:** Displays Serial Number (180201057), Mac Address (00:20:77:04:41:31), Firmware Version (v20.4.1), Partition 2 (v20.4.1), Partition 3 (v20.4.1), and Booting From (partition 2). There is a 'Boot From Other Partition' button.
- IP Addressing:** Shows DHCP, IP Address (192.168.1.14), Subnet Mask (255.255.255.0), Default Gateway (192.168.1.1), DNS Server 1 (192.168.1.1), and DNS Server 2.
- SIP Settings:** Lists SIP Volume, Multicast Volume, Ring Volume, Sensor Volume, Push to Talk Volume, Microphone Gain, and Push to Talk Microphone Gain, all set to 4.
- SIP Mode:** Shows SIP Mode (Enabled), Multicast Mode (Disabled), and Event Reporting (Disabled).
- Primary SIP Server:** Indicates 'Not registered' for Primary SIP Server, Backup Server 1, Backup Server 2, and Nightingale Server.
- Sensor Status:** Shows Relay Status (Locked), Door Status (Closed), and Intrusion (Closed).
- Admin Settings:** Includes fields for Username (admin), Password (masked), and Confirm Password (masked), with Save, Reboot, and Toggle Help buttons.
- Import Settings:** Features a 'Choose File' button (No file chosen) and an 'Import Config' button.
- Export Settings:** Includes an 'Export Config' button.

2. Navigate to the SIP tab.
3. Set the **Primary SIP Server** field to the 2nd half of the Line ID.
4. Set the **Primary SIP User ID** to the 1st half of the Line ID.

Note: Do not add an @ to SIP Server or User ID.

5. Set the **Primary SIP Auth ID** to the Extension Number.
6. Set the **Primary SIP Auth Password** to the SIP Password.
7. Set the **Outbound Proxy** to the Outbound Proxy.
8. Leave the **Outbound Proxy port** set to 0.
9. Set the **SIP Transport** to TLS.
10. Ensure **TLS Version** is set to **1.2 Only (Recommended)**.
11. Set RTP Encryption to **Mandatory**.
12. Save and Reboot.

Figure 4-2: SIP Tab

CyberData Intercom

SIP Settings

Enable SIP operation: ☒

Register with a SIP Server: ☒

Primary SIP Server: 64941297.int10.bcid.webex.com

Primary SIP User ID: x6818y3snl

Primary SIP Auth ID: 1002

Primary SIP Auth Password: *****

Re-registration Interval (in seconds): 360

Backup SIP Server 1: Host or IP address

Backup SIP User ID: User ID

Backup SIP Auth ID: Auth ID

Backup SIP Auth Password: Password

Re-registration Interval (in seconds): 360

Backup SIP Server 2: Host or IP address

Backup SIP User ID: User ID

Backup SIP Auth ID: Auth ID

Backup SIP Auth Password: Password

Re-registration Interval (in seconds): 360

Remote SIP Port: 5060

Local SIP Port: 5060

SIP Transport Protocol: TLS ☒ NTP enabled

TLS Version: 1.2 only (recommended) ▼

Verify Server Certificate: ☐

Outbound Proxy: hs17.hosted-int.bcid.webex.com

Outbound Proxy Port: 0

Use Cisco SRST: ☐

Disable rport Discovery: ☐

Unregister on Boot: ☐

Keep Alive Period: 10000

Nightringer Settings

SIP Server: Host or IP address

SIP User ID: User ID

SIP Auth ID: Auth ID

SIP Auth Password: Password

Re-registration Interval (in seconds): 360

Dial Out Settings

Dial out Extension: 204

Extension ID: id204

Send Multicast Audio: ☐

Multicast Address: 224.5.5.5

Multicast Port: 5050

Repeat Message: 1

Call Disconnection

Terminate Call after delay: 0

Audio Codec Selection

Codec: Auto Select ▼

RTP Settings

RTP Port (even): 10500

Asymmetric RTP: ☐

Jitter Buffer: 50

RTP Encryption (SRTP): Mandatory ▼

Save Reboot Toggle Help

If the credentials have been entered correctly the device should now be registered with Webex. This can be verified on the home tab of the web interface or on the Webex site.

Figure 4-3: Home Tab – Registered

The screenshot displays the 'Home' tab of the CyberData Intercom web interface. The top navigation bar includes tabs for Home, Device, Network, SIP, SSL, Multicast, Sensor, Audiofiles, Events, DSR, Autoprov, and Firmware. The main content area is titled 'CyberData Intercom' and is divided into several sections:

- Device Status:**
 - Serial Number: 186201657
 - Mac Address: 00:20:f7:04:41:31
 - Firmware Version: v20.4.1
 - Partition 2: v20.4.1
 - Partition 3: v20.4.1
 - Boot From: partition 2
 - Buttons: Boot From Other Partition
- Sensor Status:**
 - Relay Status: Locked
 - Door Status: Closed
 - Intrusion: Closed
- Admin Settings:**
 - Username: admin
 - Password: *****
 - Confirm Password: *****
 - Buttons: Save, Reboot, Toggle Help
- Import Settings:**
 - Choose File: No file chosen
 - Button: Import Config
- Export Settings:**
 - Button: Export Config
- IP Addressing:**
 - IP Addressing: DHCP
 - IP Address: 192.168.1.14
 - Subnet Mask: 255.255.255.0
 - Default Gateway: 192.168.1.1
 - DNS Server 1: 192.168.1.1
 - DNS Server 2:
- Volumes and Gains:**
 - SIP Volume: 4
 - Multicast Volume: 4
 - Ring Volume: 4
 - Sensor Volume: 4
 - Push to Talk Volume: 4
 - Microphone Gain: 4
 - Push to Talk Microphone Gain: 4
- Mode Settings:**
 - SIP Mode: Enabled
 - Multicast Mode: Disabled
 - Event Reporting: Disabled
- SIP Server Status:**
 - Primary SIP Server: Registered
 - Backup Server 1: Not registered
 - Backup Server 2: Not registered
 - Nightringer Server: Not registered

5.0 Using the CyberData Intercom in a Webex Calling system.

CyberData Intercoms are used for access control. Depending on the number of keys the intercom has there are different ways to use the intercom. A single button intercom can be configured to call a number when the call button is pressed. The Keypad variants can take advantage of the keypad and dial numbers to make a call. There are several different modes that can be used on Keypad intercoms.

5.1 Setting the Dialout Extension – Single button intercom

Once the intercom is registered with Webex Calling, the “Dial out Extension” will need to be set for the intercom to call a number when the front call button has been pressed. This number can be either a direct extension, hunt group, call queue, or a direct phone number.

1. After Logging into the intercom go to the **SIP** Tab.
2. On the SIP Tab set the Dial out Extension to the address you want the intercom to call.
3. The Extension ID of the intercom is what should appear on the caller ID of the intercom.

Figure 5-1: Set the Dial out Extension

The screenshot displays the 'CyberData Intercom' configuration interface. The 'SIP' tab is selected in the top navigation bar. The 'Dial Out Settings' section is highlighted with a yellow border. It contains the following fields:

- Dial out Extension: 123
- Extension ID: Front Entrance Intercom
- Send Multicast Audio: ☒
- Multicast Address: 224.5.5.5
- Multicast Port: 5050
- Repeat Message: 1

Other visible settings include:

- SIP Settings:** Enable SIP operation (checked), Register with a SIP Server (checked), Primary SIP Server (64941297.int10.bcid.webex.com), Primary SIP User ID (x6818y3snl), Primary SIP Auth ID (1002), Primary SIP Auth Password (*****), Re-registration Interval (360), Backup SIP Server 1, Backup SIP User ID, Backup SIP Auth ID, Backup SIP Auth Password, Backup SIP Auth Password, Re-registration Interval (360), Backup SIP Server 2, Backup SIP User ID, Backup SIP Auth ID, Backup SIP Auth Password, Re-registration Interval (360), Remote SIP Port (5060), Local SIP Port (5060), SIP Transport Protocol (TLS), TLS Version (1.2 only), Verify Server Certificate (checked), Outbound Proxy (hs17.hosted-int.bcid.webex.com), Outbound Proxy Port (0), Use Cisco SRST (unchecked), Disable rport Discovery (unchecked), Unregister on Boot (unchecked), Keep Alive Period (10000).
- Nightringer Settings:** SIP Server, SIP User ID, SIP Auth ID, SIP Auth Password, Re-registration Interval (360).
- Call Disconnection:** Terminate Call after delay (0).
- Audio Codec Selection:** Codec (Auto Select).
- RTP Settings:** RTP Port (even) (10500), Asymmetric RTP (unchecked), Jitter Buffer (50), RTP Encryption (SRTP) (Mandatory).

At the bottom right, there are buttons for 'Save', 'Reboot', and 'Toggle Help'.

5.2 Calling with a Keypad Intercom

The Outdoor Keypad Intercom (011214) has multiple different 'Dial Modes' that can be used which will make the intercom operate in a slightly different manner. There are four different dial modes that can be used. Telephone Operation, Cell Phone Operation, Speed Dial Operation, and Security Operation. These different modes are selected on the Buttons page.

Figure 5-2: Dial Modes

- **Telephone Operation**
 - This mode operates like a telephone. Press the call button and then dial the number.
- **Cell Phone Operation**
 - This mode operates like a cell phone. Dial the number then press the call button.
- **Speed Dial Operation**
 - This allows each button (0-9 * # Call Button) to be for a specific speed dial number. The Speed Dial Timeout is how long the button must be pressed before the call will send.
- **Security Operation**
 - This mode restricts the calling options to only the call button. The keypad is then used for "Security Codes" for access control without making a call. Check the operations manual for more details on the Security Codes.

5.2.1 Setting up Speed Dial Operation

After setting the dial mode to **Speed Dial Operation**, the **Speed Dial settings** will be configurable. **Speed Dial Timeout** is how long the button will need to be pressed to make a call; if set to 0 the call will send immediately.

Figure 5-3: Speed Dial Settings

The screenshot displays the CyberData Keypad Intercom configuration page. The top navigation bar includes links for Home, Device, Buttons, Security, Network, SIP, SSL, Multicast, Access Log, Sensor, Audiofiles, Events, DSR, Autopro, and Firmware. The main title is "CyberData Keypad Intercom".

Dial Mode

- Enable Telephone Operation: ☐
- Enable Cell Phone Operation: ☐
- Enable Speed Dial Operation: ☒
- Enable Security Operation: ☐

Security Mode Settings

Relay Activation Code: 9876123

Relay Deactivation Code: 9876456

Allow Telephone Dialout: ☐

Call Button: 600 ID: Entrance Intercom

Send Multicast Audio: ☐

Multicast Address: 224.5.5.5

Multicast Port: 5050

Repeat Message: 1

Speed Dial Settings

Speed Dial Timeout: 0

Keypad 1:	800	ID: Entrance Intercom
Keypad 2:	801	ID: Entrance Intercom
Keypad 3:	802	ID: Entrance Intercom
Keypad 4:	803	ID: Entrance Intercom
Keypad 5:	804	ID: Entrance Intercom
Keypad 6:	805	ID: Entrance Intercom
Keypad 7:	806	ID: Entrance Intercom
Keypad 8:	807	ID: Entrance Intercom
Keypad 9:		ID:
Keypad 0:		ID:
Keypad *:		ID:
Keypad #:		ID:
Call Button:	600	ID: Entrance Intercom

Button Tones

Play Button Tones: ☒

Save Reboot

Start Button Test Toggle Help

5.2.2 Setting up Security Mode Operation

Security Mode Operation will make the call button function as the main way to make a call. The call button can call a direct extension, ring group/call queue, or a standard phone number. The keypad can then be used for security codes that are configured on the security tab.

Relay Activation and Relay Deactivation are codes that can be entered on the keypad to activate and deactivate the relay. If those fields are left blank, they will be disabled.

Figure 5-4: Security Mode Operation

The screenshot displays the 'CyberData Keypad Intercom' configuration page. The 'Security Mode Settings' section is highlighted with a yellow box. It includes fields for 'Relay Activation Code' (9876123), 'Relay Deactivation Code' (9876456), 'Allow Telephone Dialout' (unchecked), 'Call Button' (600), 'Send Multicast Audio' (checked), 'Multicast Address' (224.5.5.5), 'Multicast Port' (5050), and 'Repeat Message' (1). The 'Speed Dial Settings' section shows a table of keypad numbers (1-10) and their corresponding IDs (all 'Entrance Intercom'). The 'Button Tones' section has a 'Play Button Tones' checkbox checked. At the bottom are 'Save', 'Reboot', 'Start Button Test', and 'Toggle Help' buttons.

Keypad	ID	
Keypad 1:	800	ID: Entrance Intercom
Keypad 2:	801	ID: Entrance Intercom
Keypad 3:	802	ID: Entrance Intercom
Keypad 4:	803	ID: Entrance Intercom
Keypad 5:	804	ID: Entrance Intercom
Keypad 6:	805	ID: Entrance Intercom
Keypad 7:	806	ID: Entrance Intercom
Keypad 8:	807	ID: Entrance Intercom
Keypad 9:		ID:
Keypad 0:		ID:
Keypad *:		ID:
Keypad #:		ID:
Call Button:	600	ID: Entrance Intercom

5.3 Activating the on-board relay

While in a call with the intercom, DTMF codes can be entered on the phone to trigger the onboard relay of the intercom. These settings are found on the Device tab of the web interface.

- Relay Pulse code
 - Activates the relay for the configured Relay Pulse Duration.
- Relay Pulse Duration
 - How long the relay will activate when the Pulse code is sent.
- Relay Activation Code
 - This code activates the relay.
- Relay Deactivation Code
 - This code deactivates the relay.

Figure 5-5: Relay Settings

The screenshot shows the CyberData Keypad Intercom web interface. The top navigation bar includes tabs: Home, Device, Buttons, Security, Network, SIP, SSL, Multicast, Access Log, Sensor, Audiofiles, Events, DSR, Autopro, and Firmware. The main title is "CyberData Keypad Intercom".

The interface is divided into several settings sections:

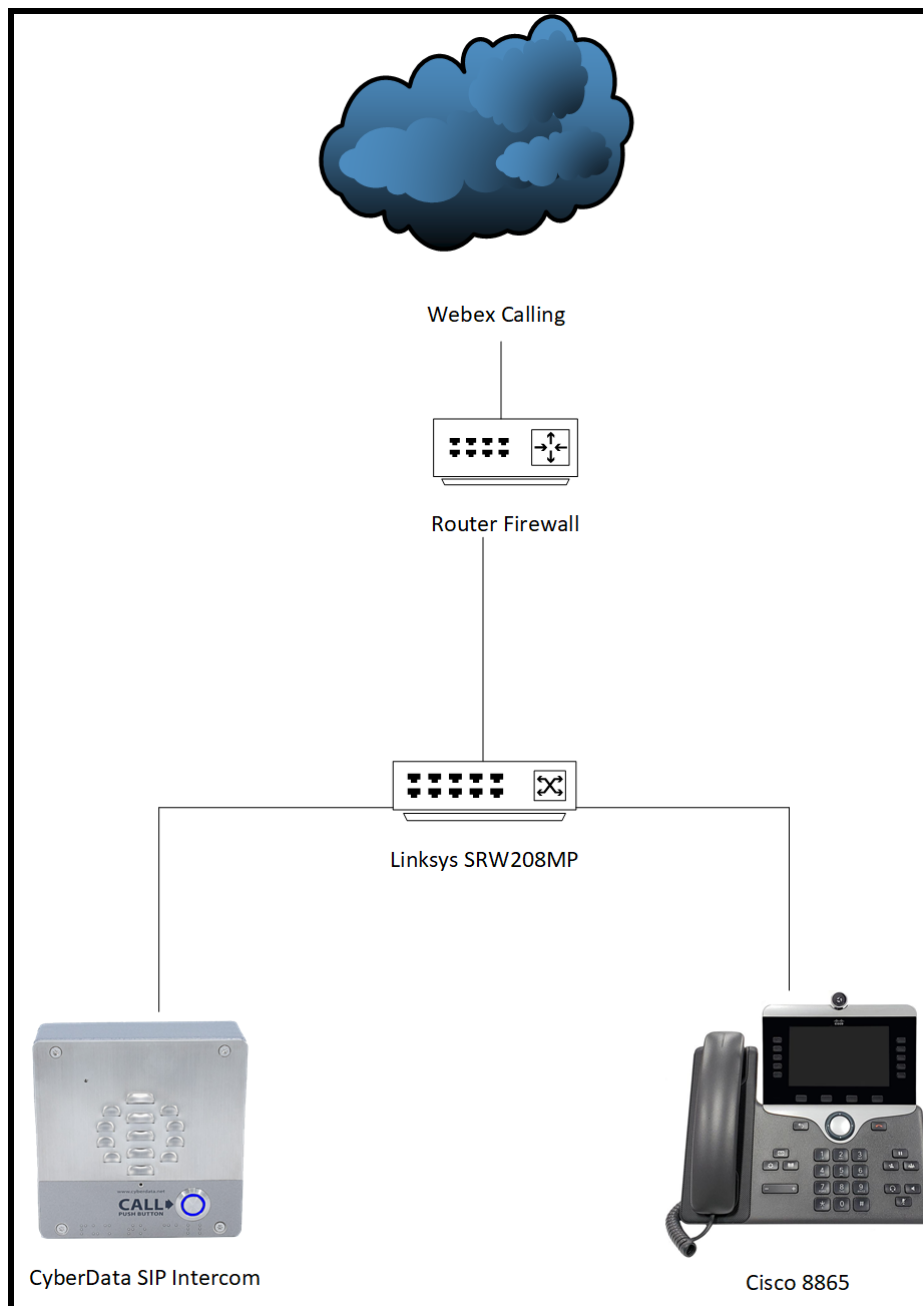
- Volume Settings (0-9):** SIP Volume, Multicast Volume, Ring Volume, Sensor Volume, Push to Talk Volume (all set to 4).
- Microphone Settings (0-9):** Microphone Gain, Push to Talk Microphone Gain (both set to 4).
- Clock Settings:** Enable NTP (checked), NTP Server (north-america.pool.ntp.org), Timezone (America/Los_Angeles), Current Time (Thu, 03 Oct 2019 15:58:08).
- Relay Settings (highlighted with a yellow box):**
 - Activate Relay with DTMF code: ☒
 - Relay Pulse Code: 123
 - Relay Pulse Duration (in seconds): 2
 - Relay Activation Code: 456
 - Relay Deactivation Code: 654
 - Play Tone During DTMF Activation: ☐
 - Activate Relay During Ring: ☐
 - Activate Relay During Night Ring: ☐
 - Activate Relay While Call Active: ☐
 - Activate Relay On Button Press: ☐
 - Relay On Button Press Duration: 3
- Misc Settings:**
 - Device Name: Keypad Intercom
 - Auto-Answer Incoming Calls: ☐
 - Button Lit when Idle: ☒
 - Button Brightness (0-255): 255
 - Keypad Lit when Idle: ☒
 - Keypad Brightness (0-255): 255
 - Play Ringback Tone: ☐
 - Enable Push to Talk: ☐
 - Enable DTMF Push to Talk: ☐
 - Prevent Call Termination: ☐
 - Disable HTTPS (NOT recommended): ☐

At the bottom, there are buttons for "Save", "Reboot", and "Toggle Help". At the very bottom, there are buttons for "Test Audio", "Test Microphone", and "Test Relay".

Note: Enable "Play Tone During DTMF Activation" if you want a tone to play when the onboard relay is active.

6.0 Setup Diagram

Figure 6-1: Interoperability Test Infrastructure



7.0 FAQ

Why is the device registering to a backup server and not the primary server listed in the SRV record?

CyberData devices have a bug where they will not fall back to the primary server listed in the SRV record in the event it switches to a backup server. To resolve this issue simply reboot the device. This will be fixed in a future release.

Connecting to InformaCast without SLP.

CyberData InformaCast Enabled devices can be pointed directly to the InformaCast servers when SLP is not working or is not possible in the environment. On the Device tab of the CyberData device add the path to the InformaCast server, here is an example value:

`http://10.0.1.195:8081/InformaCast/resources/`

Note: Make sure to change the address listed in the path to the IP address of the server.

8.0 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 Webex solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.