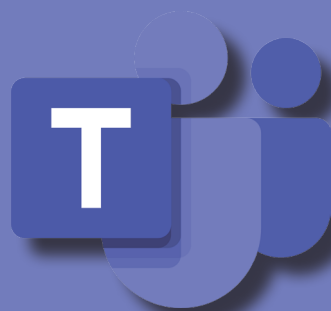




TechNote: Valcom and CyberGate

Version: 1.0.2 ENG
Date: 05-06-2023



Configure Valcom for use with
the CyberGate service

CyberGate

Microsoft Teams is the hub for team collaboration in Microsoft Office 365 that integrates people, content, conversations and tools your team needs. Via the CyberGate application that runs in Microsoft Azure you can now connect Valcom devices to your Microsoft Teams environment. A Valcom door entry intercom can set up a call to Microsoft Teams users and answer incoming calls from Teams using the Teams desktop client, Teams desk phone or Teams Smartphone app. Using a Valcom Paging interface you can page directly from your Teams clients.

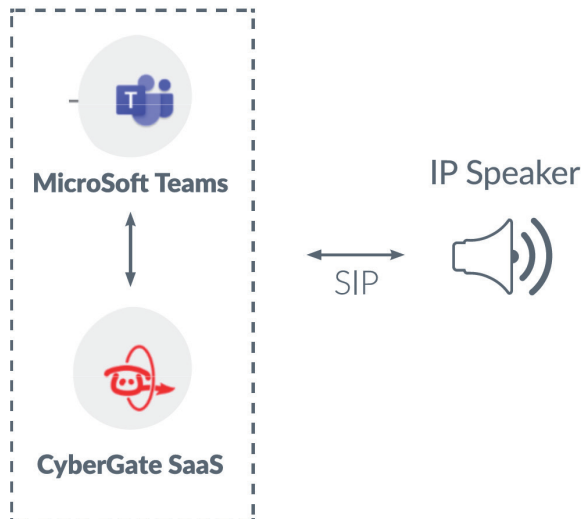
CyberGate is a subscription based Software-as-a-Service (SaaS) hosted in Azure. With CyberGate there is:

- no need* to setup a hosting environment,
- no need* to download or install any software from CyberTwice or a 3rd party,
- no need* to install additional Virtual Machines,
- no need* for a Session Border Controller (SBC) or extra licenses for your existing SBC
- no need* for to get additional PSTN like phone numbers for your SIP intercoms.

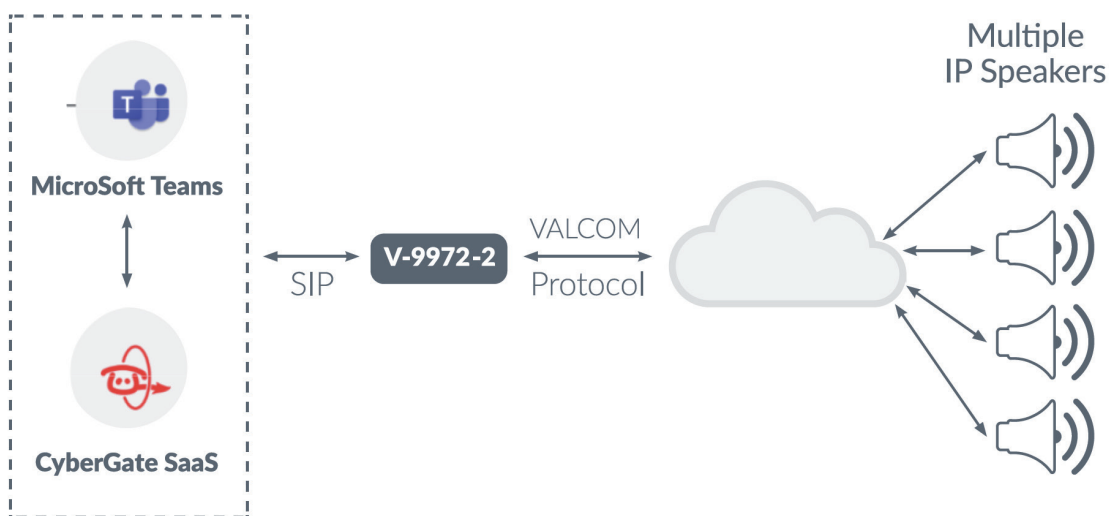
! Note: For instructions on how to purchase and configure the CyberGate service, see our Tech Note: 'Connect a SIP Intercom to MS Teams using the CyberGate service'. (<https://support.cybertwice.com/knowledgebase.php?article=6>) !

Valcom IP Endpoints using CyberGate to Teams

Valcom IP endpoints can be used with CyberGate and Teams directly. In this configuration, the Valcom device will register with the CyberGate service and be proxied to Teams. The SIP configuration on the Valcom device would directly follow the CyberGate instructions.



Another option is to use a Valcom Gateway, such as the V-9972-2 Universal Paging Interface, to provide communication to other Valcom endpoints within a network. In this configuration, the Valcom gateway will register with the CyberGate service for communicating with Teams. The communication to or from CyberGate/Teams will then be routed to other Valcom endpoints by the V-9972-2 gateway using Valcom’s communication protocol. The SIP configuration of the V-9972-2 would follow the CyberGate instructions, and the configuration of the additional Valcom IP speakers or other devices would follow the guidelines published by Valcom for connecting via Valcom protocol.



This document describes the following scenarios:

1. A direct connection from a Valcom Door entry intercom to CyberGate. A basic connection that allows you to call a Teams user from the intercom.
2. Connecting a Valcom SIP Universal Paging Interface to CyberGate that allows you to page directly from Teams to connected speakers (or intercoms)

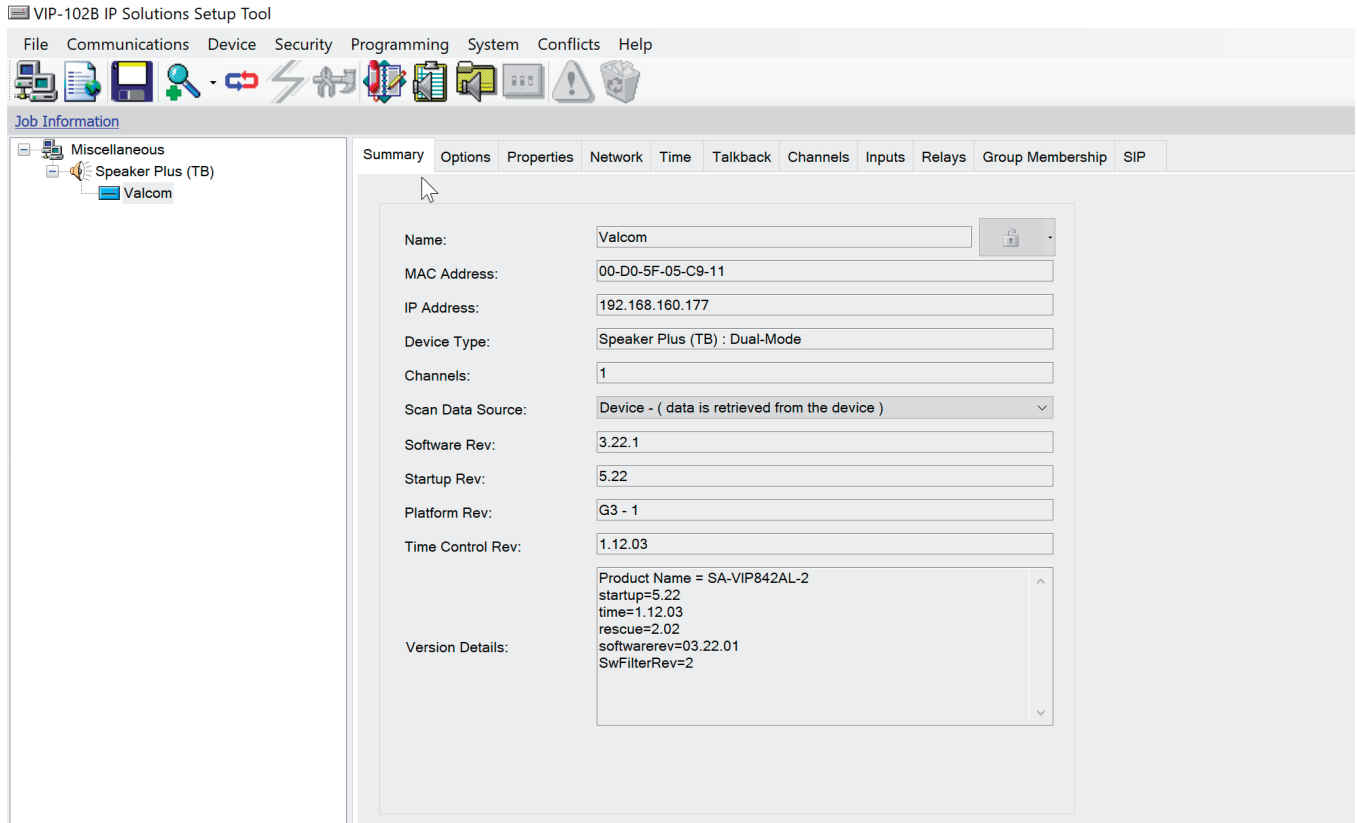
Both the scenarios are described in this manual (see section 1 and 2). For the described scenarios a so called 'Multi-ring group' is necessary, even if you only need to call one Teams user. This Multi-ring group contains the Teams user(s) that need to be called. See section 3 of this manual for details / instructions on how to configure a Multi-ring group.

! Note: This document does only describe the SIP configuration for CyberGate, for additional configuration of the Valcom SIP Universal Paging Interface, please refer to the Valcom documentation. !

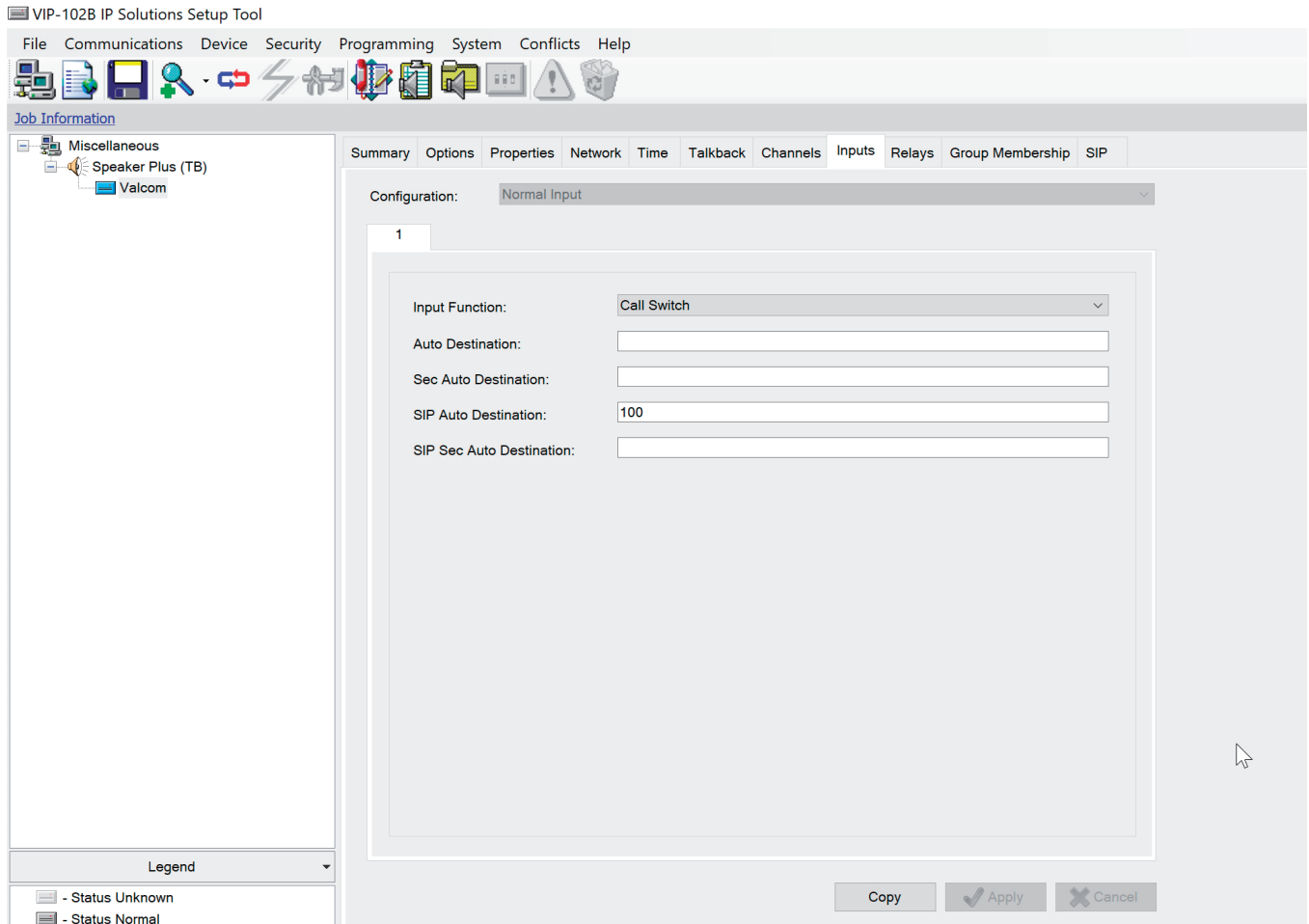
Follow the next steps marked 1 to configure the Valcom Door entry intercom to connect it to CyberGate and follow the steps marked 2 for the configuration of the Valcom Universal Paging Interface with a connected Door entry intercom.

Connect to the Valcom Door entry intercom

Connect the Valcom to the network, power it on. Open the Valcom configuration application 'VIP 102B Solutions Setup Tool'. Scan for devices and click on the stand-alone Speaker Plus.



Navigate to the Inputs menu



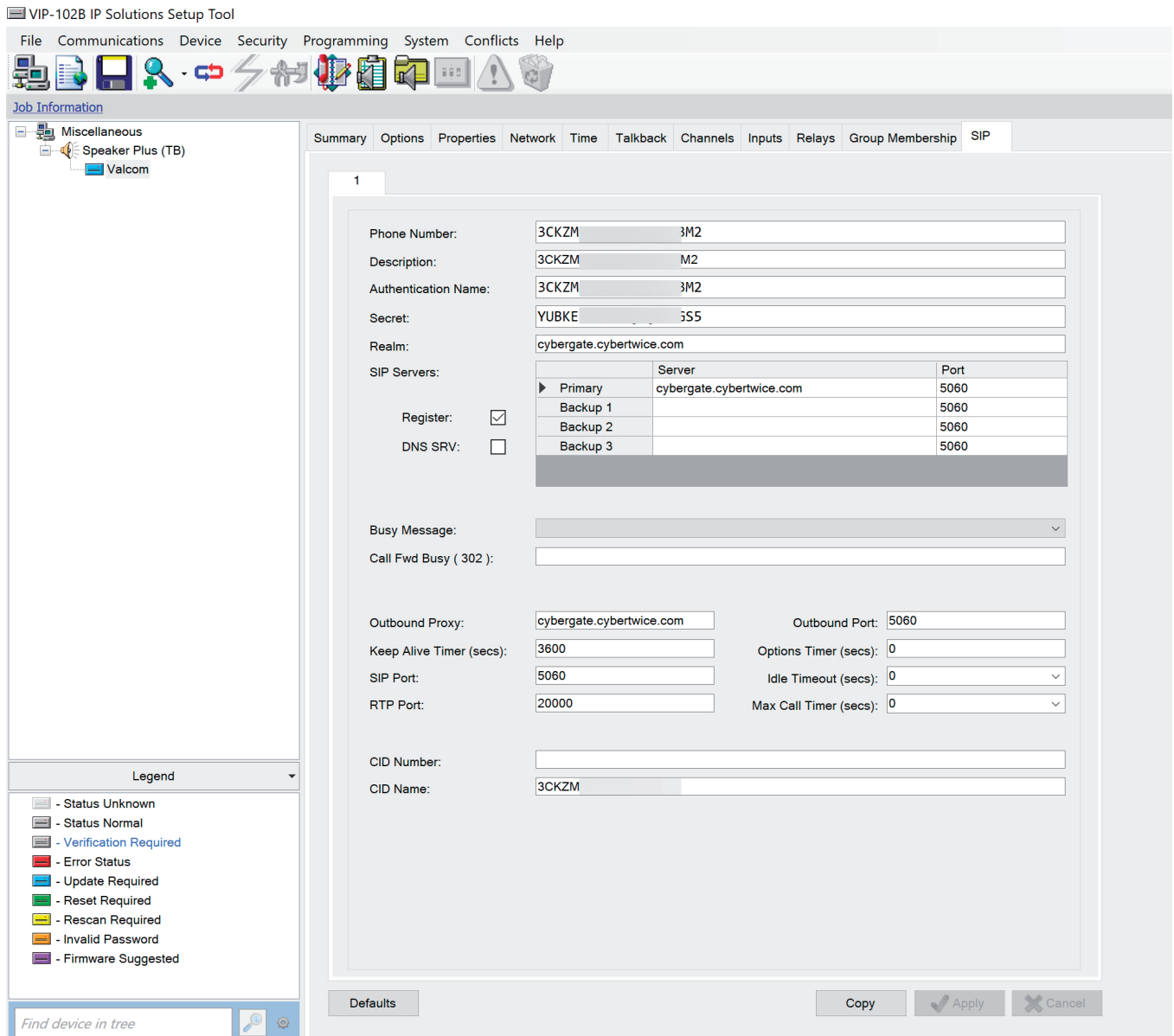
Provide the following information:

SIP Auto Destination *	100
------------------------	-----

The SIP Auto Destination number (in this example 100) refers to a Multi-Ring group configured in the CyberGate Admin portal (admin.cybergate.cybertwice.com). This Multi-ring group contains the Teams user(s) that need to be called. See section 3 of this manual for details / instructions on how to configure the Multi-ring groups.

After the Multi-ring group with the name '100' is created, the Valcom will call the users configured in this Multi-ring group when the button on the intercom is pushed.

Navigate to the SIP menu



Change / provide the following information:

Phone Number	Use the Username provided by the CyberGate Management Portal
Description	CyberGate connection
Authentication Name	Use the Username provided by the CyberGate Management Portal
Secret	Use the Password provided by the CyberGate Management Portal
Realm	cybergate.cybertwice.com
SIP Servers - Primary	cybergate.cybertwice.com
Outbound Proxy	cybergate.cybertwice.com
CID Name	Use the Username provided by the CyberGate Management Portal

1

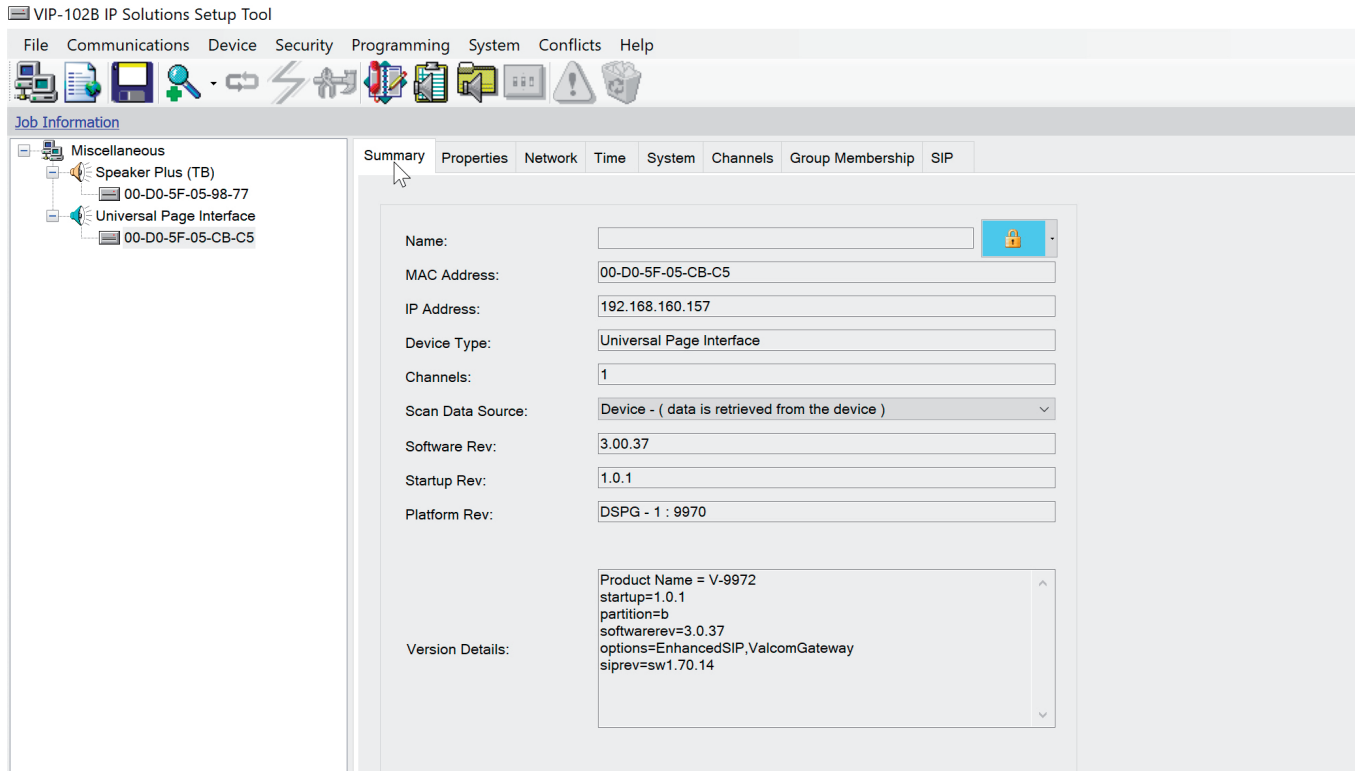
Valcom door entry intercom
to Teams

Configuration of the Valcom door entry intercom is done.

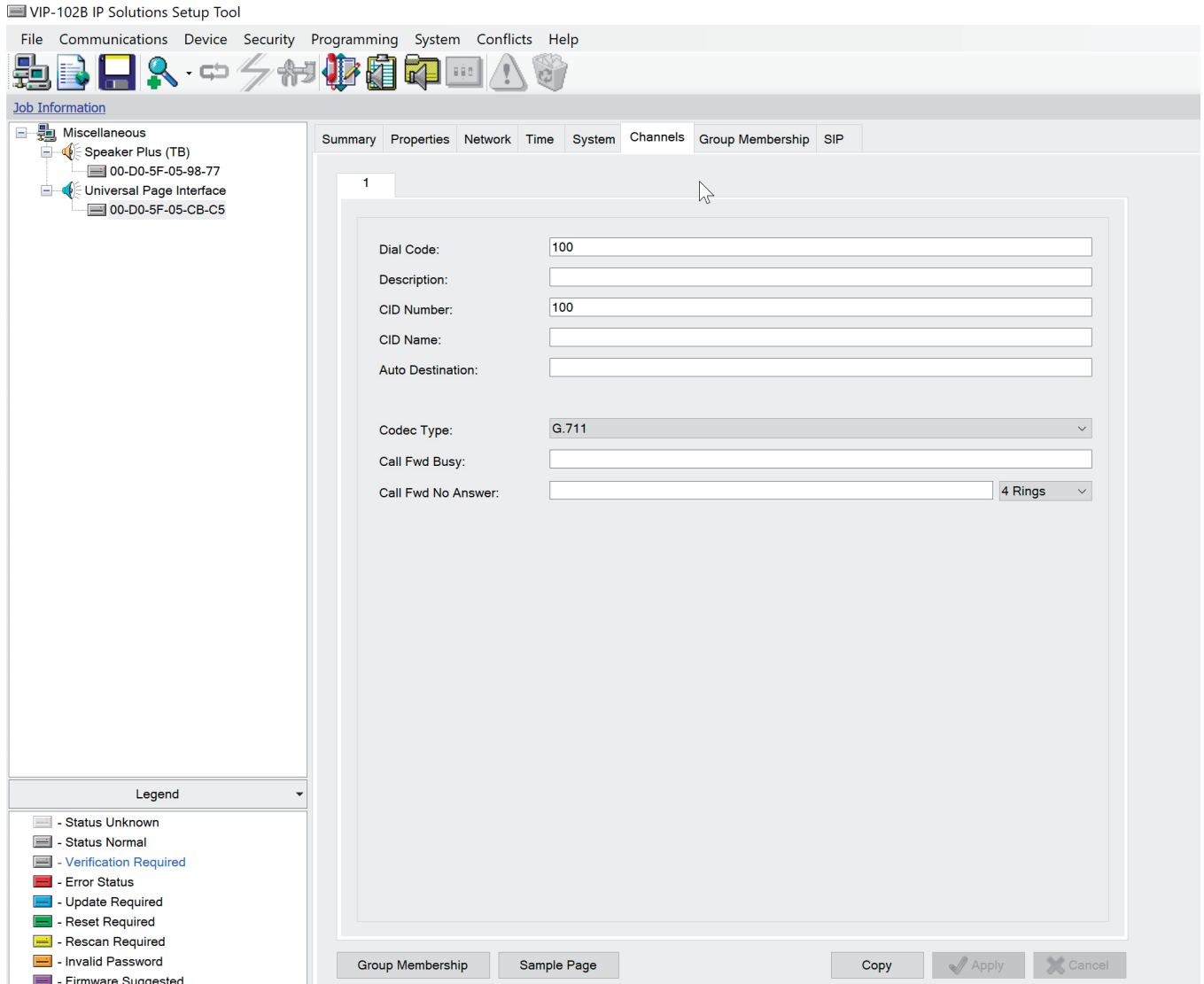
As soon as the Multi-ring group is configured, pushing the call button on the Valcom will initiate a call to the Teams user or Teams users configured in the Multi-ring group.

Connect to the Valcom SIP Universal Paging Interface

Connect the Valcom devices to the network, power them on. Open the Valcom configuration application 'VIP 102B Solutions Setup Tool'. Scan for devices and click on the Valcom SIP Universal Paging Interface.



Navigate to the Channels menu



Change / provide the following information:

Dial Code	100
CID Number	100

Navigate to the SIP menu

The screenshot displays the 'VIP-102B IP Solutions Setup Tool' interface. The top menu bar includes 'File', 'Communications', 'Device', 'Security', 'Programming', 'System', 'Conflicts', and 'Help'. The 'SIP' tab is selected in the top navigation bar. The main configuration area is titled 'SIP' and contains the following fields and options:

- Transport:** Accept: TCP + UDP, Originate: TCP
- Phone Number:** 3CK; R3M2
- Description:** CyberGate connection
- Authentication Name:** 3CK; R3M2
- Secret:** YUB; JGS5
- Realm:** cybergate.cybertwice.com
- SIP Servers:**

	Server	Port
Primary	cybergate.cybertwice.com	5060
Backup 1		5060
Backup 2		5060
Backup 3		5060
- Register:**
- DNS SRV:**
- Max Calls:** 1
- SRTP:** Media Encryption Optional
- Busy Message:** (empty field)
- Call Fwd Busy (302):** (empty field)
- Ring Timeout (secs):** None
- Outbound Proxy:** cybergate.cybertwice.com
- Outbound Port:** 5060
- Keep Alive Timer (secs):** 3600
- Options Timer (secs):** 0
- SIP Port:** 5060
- Idle Timeout (secs):** 0
- RTP Port:** 20000
- Max Call Timer (secs):** 0
- Night Ring:** Night Ring Group: (empty dropdown)
- CID Number:** (empty field)
- CID Name:** (empty field)
- Auto Destination:** 100
- Channel Priority:** Medium

At the bottom of the window, there are buttons for 'Defaults', 'Status', 'Copy', 'Apply', and 'Cancel'. A legend on the left side lists various status icons: Status Unknown, Status Normal, Verification Required, Error Status, Update Required, Reset Required, Rescan Required, Invalid Password, and Firmware Suggested.

Change / provide the following information:

Transport	Accept: TCP + UDP, Originate: TCP
Phone Number	Use the Username provided by the CyberGate Management Portal
Description	CyberGate connection
Authentication Name	Use the Username provided by the CyberGate Management Portal
Secret	Use the Password provided by the CyberGate Management Portal
Realm	cybergate.cybertwice.com
SIP Servers - Primary	cybergate.cybertwice.com
Outbound Proxy	cybergate.cybertwice.com
Auto destination *	100

The Auto Destination number (in this example 100) refers to a Multi-Ring group configured in the CyberGate Admin portal (admin.cybergate.cybertwice.com). This Multi-ring group contains the Teams user(s) that need to be called. See section 3 of this manual for details / instructions on how to configure the Multi-ring groups.

After the Multi-ring group with the name '100' is created, the Valcom will call the users configured in this Multi-ring group when the button on the connected intercom is pushed.

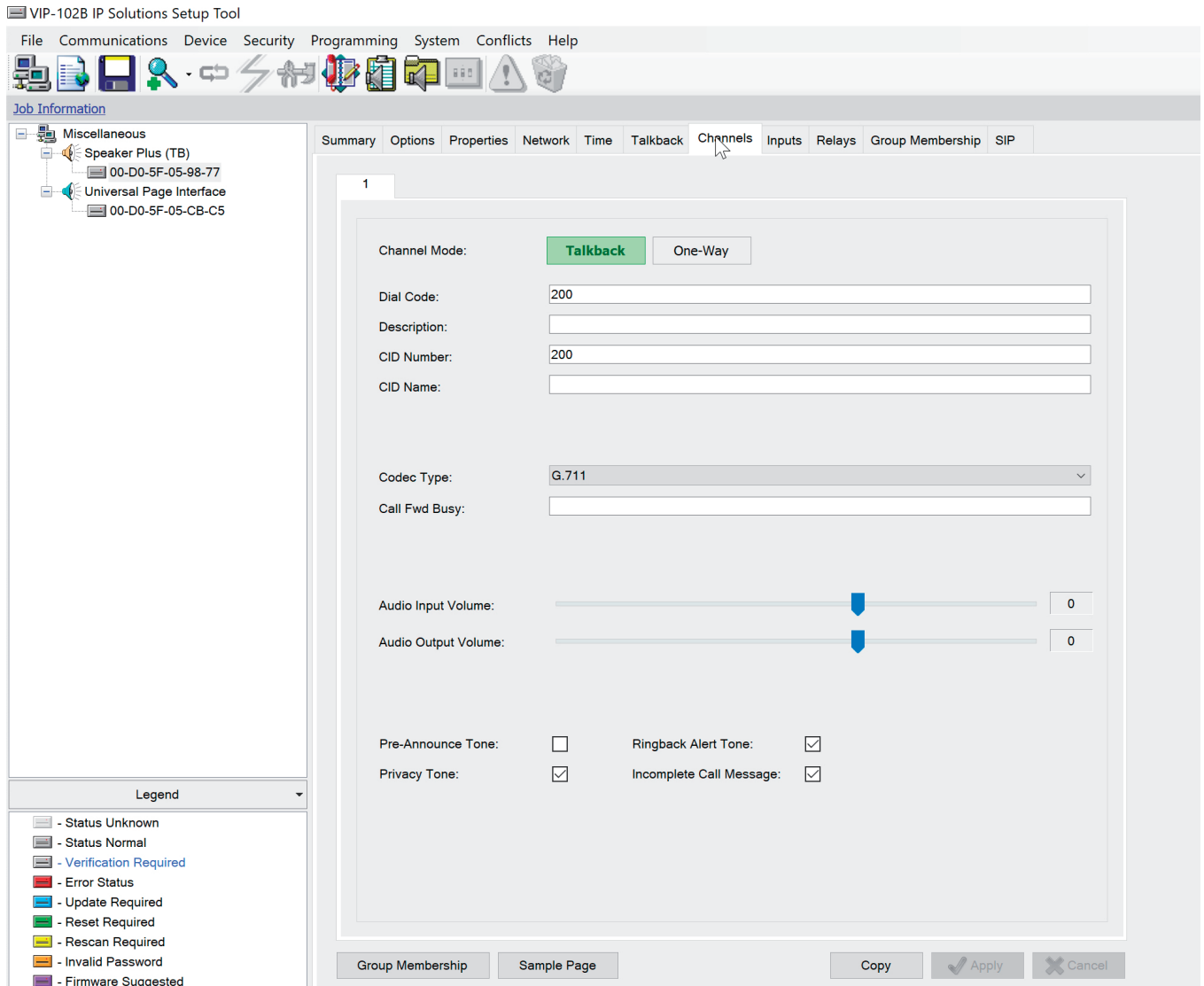
Connect to the Valcom Speaker plus

In the Valcom configuration application 'VIP 102B Solutions Setup Tool', click on the Speaker Plus.

The screenshot displays the 'VIP-102B IP Solutions Setup Tool' application. The interface includes a menu bar (File, Communications, Device, Security, Programming, System, Conflicts, Help) and a toolbar with various icons. A 'Job Information' pane on the left shows a tree view with 'Miscellaneous' expanded to 'Speaker Plus (TB)', which is selected. The main area shows the configuration for this device, with tabs for Summary, Options, Properties, Network, Time, Talkback, Channels, Inputs, Relays, Group Membership, and SIP. The configuration fields are as follows:

Name:	<input type="text"/>
MAC Address:	00-D0-5F-05-98-77
IP Address:	192.168.160.230
Device Type:	Speaker Plus (TB) : Dual-Mode
Channels:	1
Scan Data Source:	Device - (data is retrieved from the device)
Software Rev:	3.22.1
Startup Rev:	5.22
Platform Rev:	G3 - 1
Time Control Rev:	1.12.03
Version Details:	Product Name = SA-VIP842AL-2 startup=5.22 time=1.12.03 rescue=2.02 softwarerev=03.22.01 SwFilterRev=2

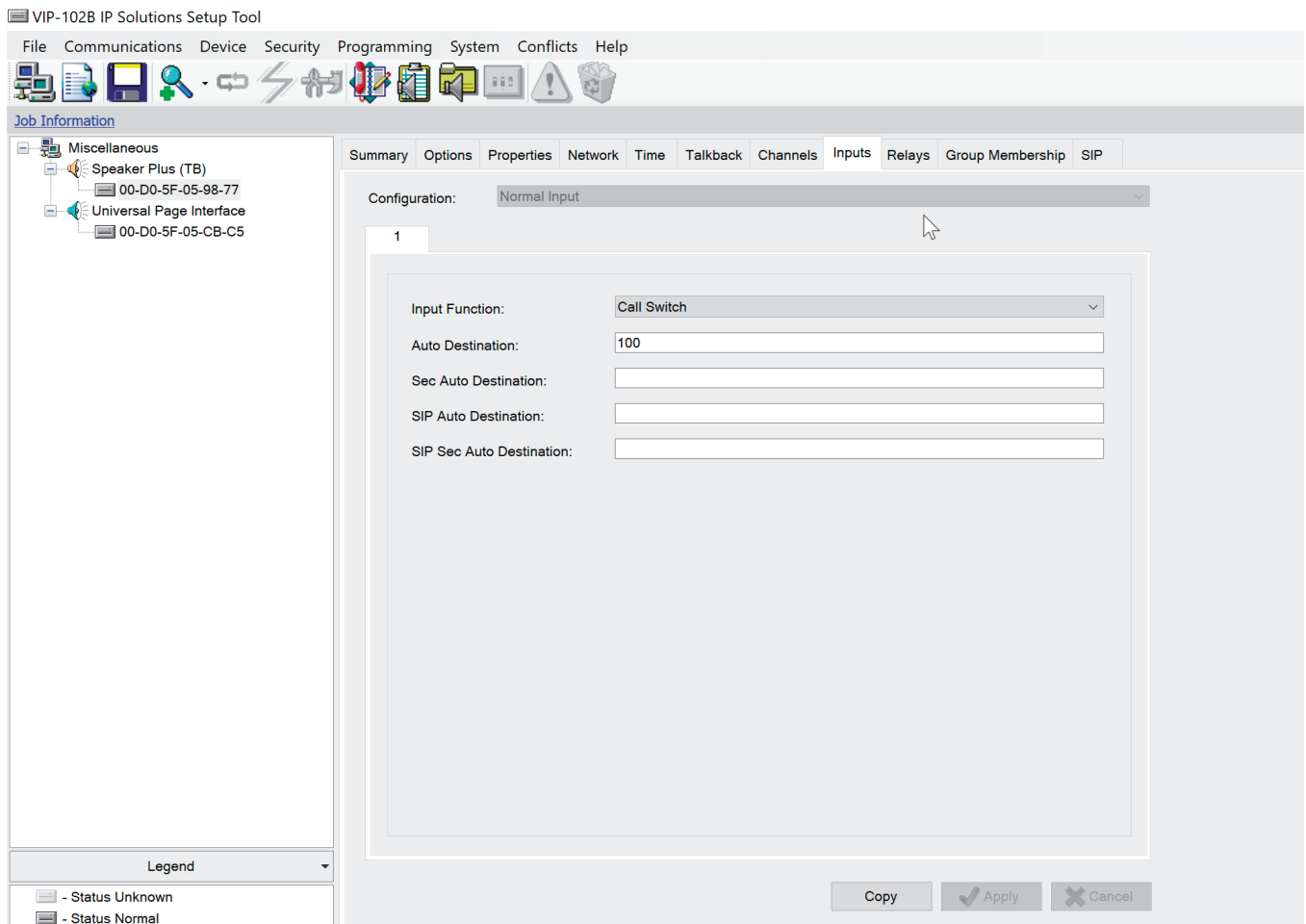
Navigate to the Channels menu



Change / provide the following information:

Dial Code	200
CID Number	200

Navigate to the Inputs menu



Change / provide the following information:

Auto destination	100
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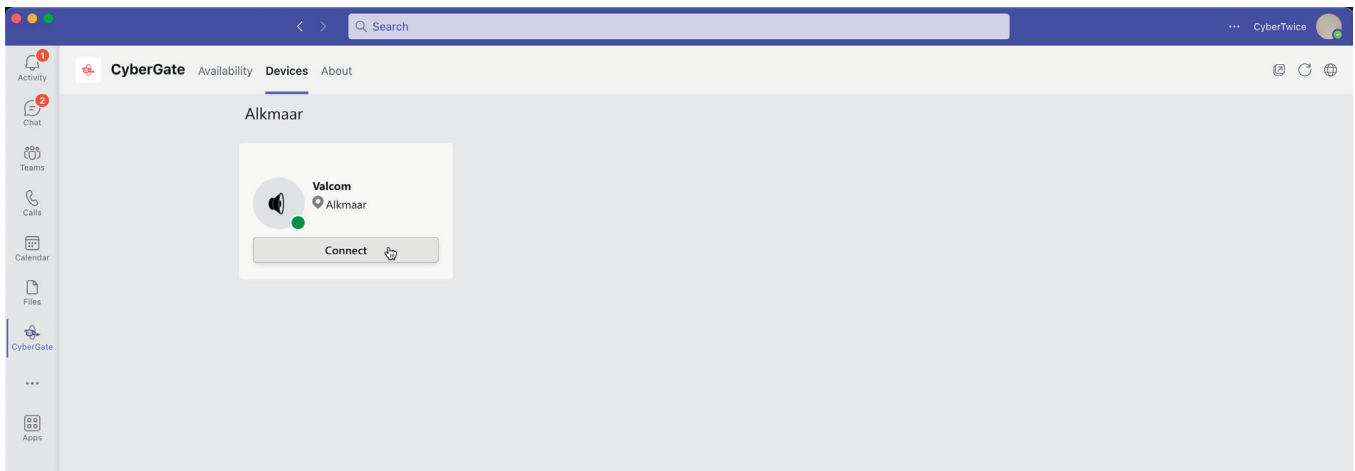
Configuration of the Speaker Plus is done.

As soon as the Multi-ring group is configured, pushing the call button on the Valcom will initiate a call via the Universal Paging adapter to the Teams user or Teams users configured in the Multi-ring group.

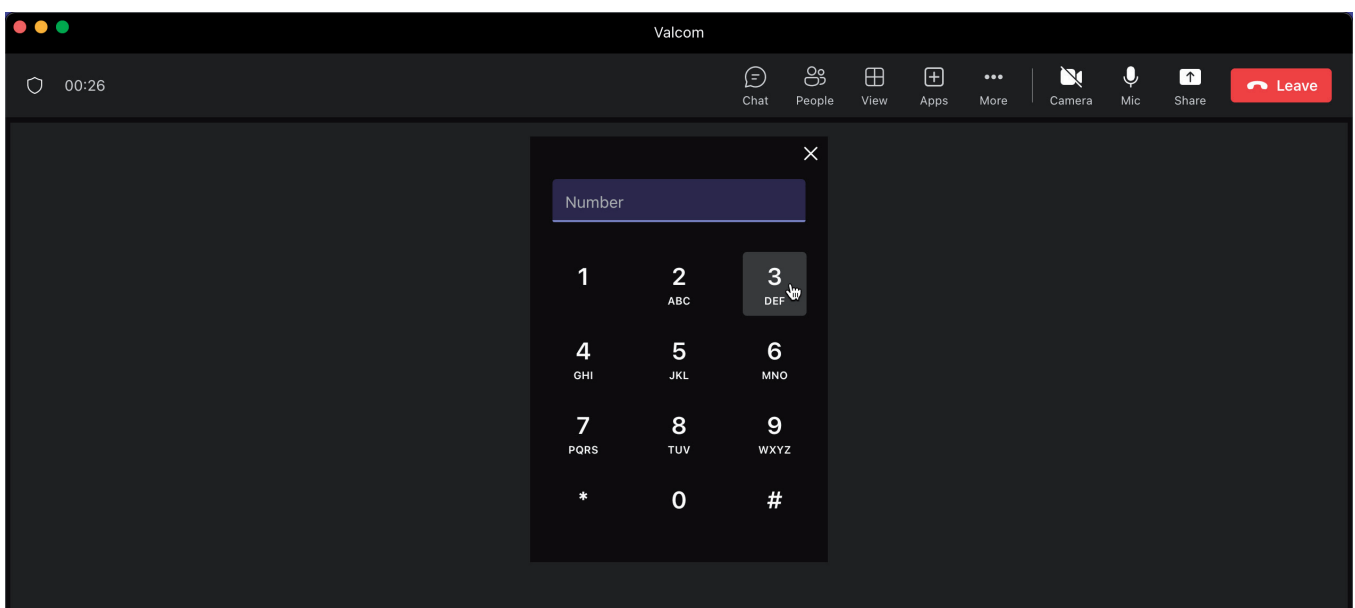
All attached paging speakers (and in this example the just configured Speaker Plus) can be reached from Microsoft Teams.

To connect to the Valcom SIP Universal Paging Interface, open Microsoft Teams and install the CyberGate app for Microsoft Teams (<https://teams.microsoft.com/l/app/8dd84f10-2fbf-4c8b-9116-7eb326bd7c8e?source=app-details-dialog>)

- After installation, open the CyberGate app for Microsoft Teams
- Navigate to the 'Devices' tab
- Find your Valcom SIP Universal Paging Interface
- Click on 'Connect' to start a call to the SIP Universal Paging Interface



- After the connection has been established, open the Teams Dial pad (under the More menu (...))
- Select the paging speaker to connect to using the dial pad (for this example 200 as this is the number of the configured Speaker Plus)



To create a Multi-ring group, log in to the CyberGate Admin Portal:

admin.cybergate.cybertwice.com

Navigate to the Multi-ring menu

The screenshot shows the CyberTwice Admin Portal interface. The top navigation bar includes the CyberTwice logo and the user identity 'Microsoft Tenant 1'. A left-hand sidebar menu is visible with categories: ADMINISTRATION (Licensing), BASIC (Global, Device, Multi-ring), CAMERA (Meeting), and TEAMS APP (Availability, Device). The 'Multi-ring' option under the BASIC category is selected. The main content area is titled 'Multi-ring settings' and contains a 'New Microsoft Teams app' section with instructions and a link to the Teams app. A blue button labeled 'Add multi-ring group' is highlighted with a mouse cursor.

Click 'Add multi-ring group'

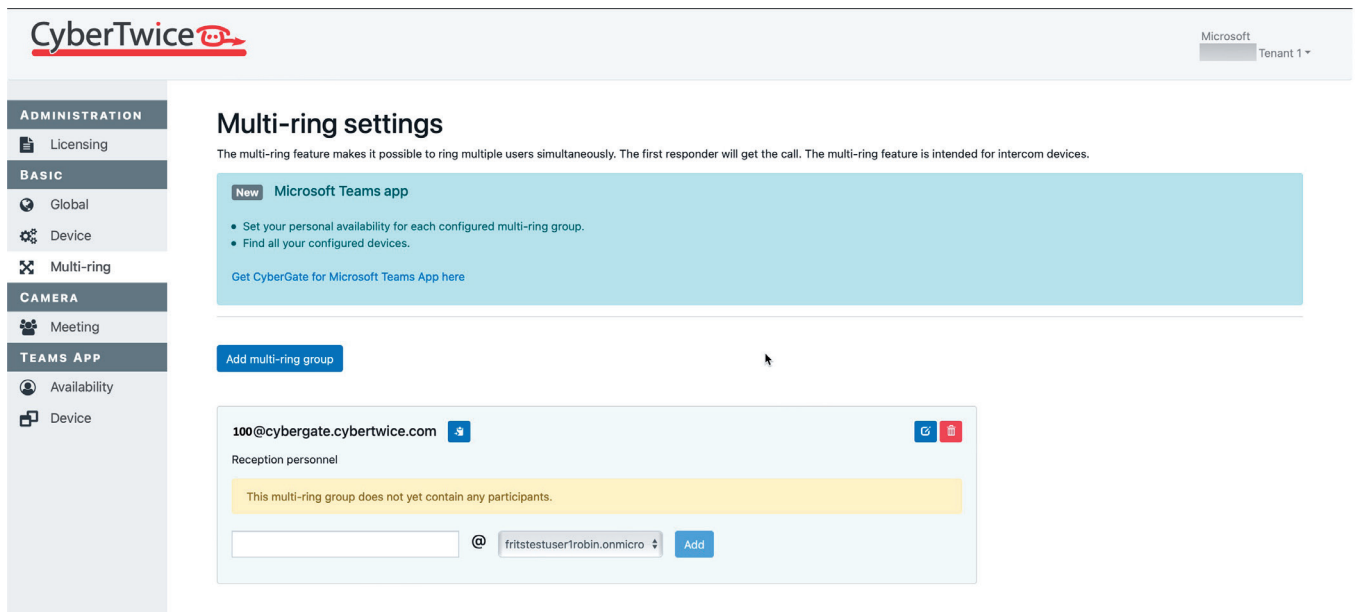
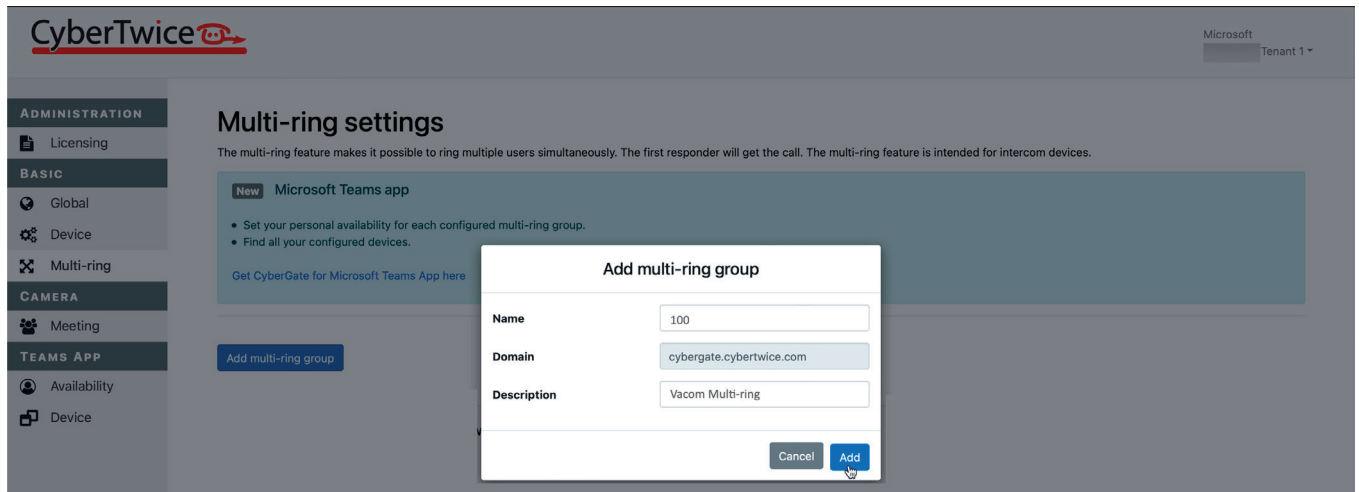
This screenshot shows the same 'Multi-ring settings' page as above, but with a modal dialog box open. The dialog is titled 'Add multi-ring group' and contains three input fields: 'Name' (empty), 'Domain' (pre-filled with 'cybergate.cybertwice.com'), and 'Description' (empty). At the bottom of the dialog are 'Cancel' and 'Add' buttons. The 'Add multi-ring group' button from the background page is still visible and highlighted.

3

Multi-ring group

Name the Multi-ring group '100' and add a description.

Click the blue 'Add' button to create the Multi-ring group.



The Multi-ring group is created, but does not contain Teams users to call.

Add a Teams user (only the name part, not the domain) and click 'Add'
In this example, two users were added to the Multi-ring group.

CyberTwice Microsoft Tenant 1

ADMINISTRATION

- Licensing

BASIC

- Global
- Device
- Multi-ring

CAMERA

- Meeting

TEAMS APP

- Availability
- Device

Multi-ring settings

The multi-ring feature makes it possible to ring multiple users simultaneously. The first responder will get the call. The multi-ring feature is intended for intercom devices.

New Microsoft Teams app

- Set your personal availability for each configured multi-ring group.
- Find all your configured devices.

[Get CyberGate for Microsoft Teams App here](#)

[Add multi-ring group](#)

100@cybergate.cybertwice.com 📧 🗑️

Reception personnel

Teams username	Delete
koos@fritstestuser1robin.onmicrosoft.com	🗑️
frits@fritstestuser1robin.onmicrosoft.com	🗑️

@ fritstestuser1robin.onmicro ⌵ [Add](#)

Document History

Document Version	Date	Author	Change
1.0.0	05-05-23	KR	Initial version
1.0.1	19-05-23	KR	Modified text and images
1.0.2	05-06-23	KR	Modified image