



# TechNote: MOBOTIX IP door station camera and CyberGate

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Configure MOBOTIX IP door station camera  
for 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 MOBOTIX IP door station cameras to your Microsoft Teams environment. The MOBOTIX can set up call to Microsoft Teams users and answer incoming calls from Teams – with 2-way audio – on the Teams desktop client, Teams desk phone or Teams Smartphone app.

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>) !***

## MOBOTIX IP door station camera

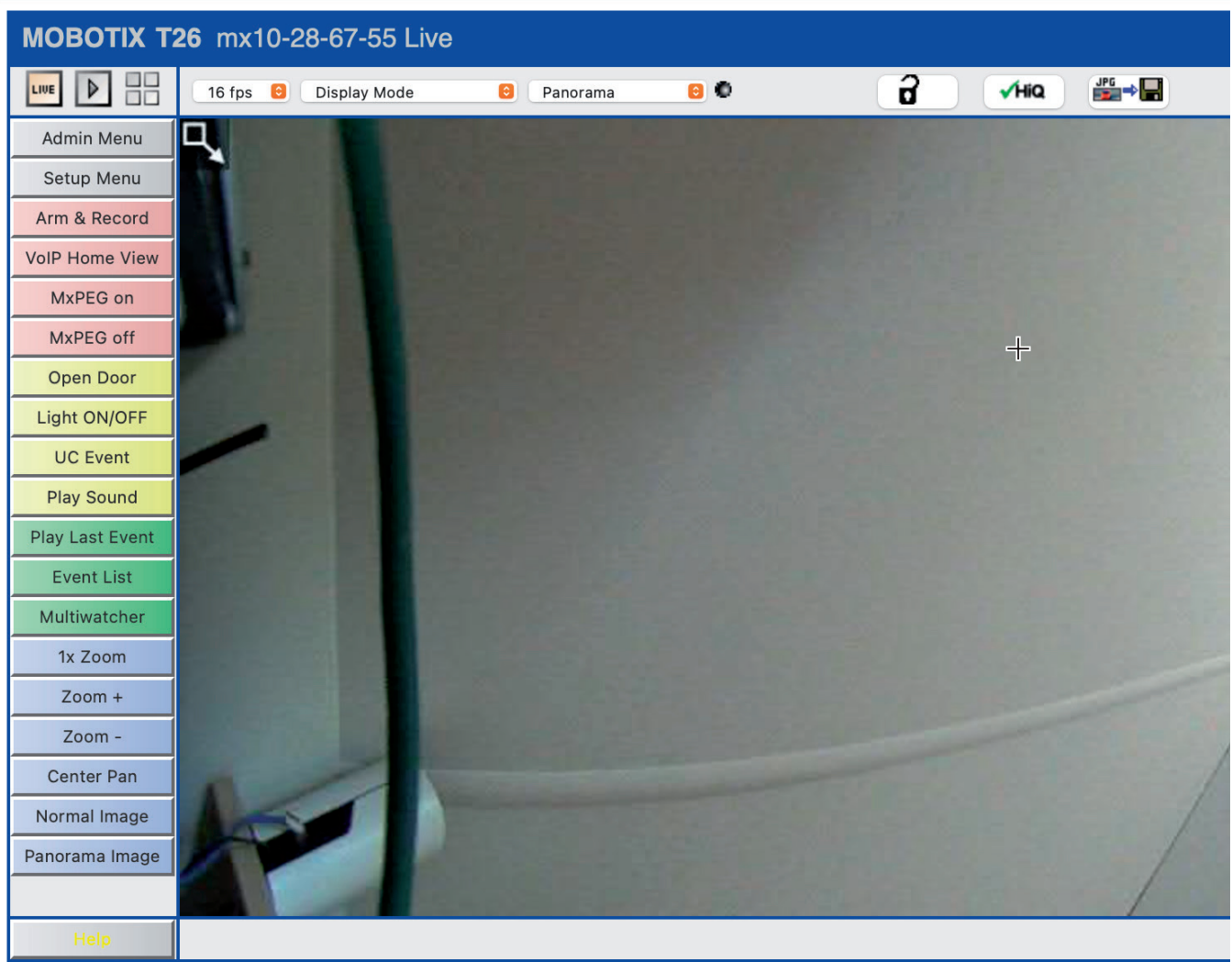
For this document a MOBOTIX T26 IP door station camera (from now on named 'MOBOTIX') is used to connect to the CyberGate service (from now on named 'CyberGate').

***! Note: This manual describes the most basic configuration of the MOBOTIX T26 IP door station camera for use with CyberGate. The advanced MOBOTIX features can be used with CyberGate without any issues, but are not described in this manual. Refer to the documentation of MOBOTIX for additional configuration options. !***

Follow the next steps to configure the MOBOTIX to connect it to CyberGate.

## Connect the MOBOTIX

Connect the MOBOTIX to the network, power it on and open a webbrowser to its IP-address.



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Navigate to the Admin menu and log in with the configured password of the MOBOTIX.

MOBOTIX c26 mx10-28-42-55 Administration Overview	
<b>System Information</b>	<ul style="list-style-type: none"> <li><a href="#">Hardware and Release Information</a></li> <li><a href="#">Camera Status</a></li> <li><a href="#">Temperatures</a></li> <li><a href="#">System Messages</a></li> <li><a href="#">Error Notification</a></li> <li><a href="#">Download Support Information</a></li> </ul>
<b>Video Door Station</b>	<ul style="list-style-type: none"> <li><a href="#">Bell Behavior and Video Mailbox</a></li> <li><a href="#">Entry Permissions</a></li> <li><a href="#">Entry Log</a></li> <li><a href="#">Automatic Configuration (enable/disable)</a></li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li><a href="#">Users and Passwords</a></li> <li><a href="#">Group Access Control Lists</a></li> <li><a href="#">IP-Level Access Control</a></li> <li><a href="#">Web Server Logfile</a></li> </ul>
<b>Hardware Configuration</b>	<ul style="list-style-type: none"> <li><a href="#">Manage Hardware Expansions</a></li> <li><a href="#">Manage MxBus Modules</a></li> <li><a href="#">Signal Out Profiles</a></li> <li><a href="#">Assign Wires (for lights, door contact, etc.)</a></li> <li><a href="#">Lens Configuration</a></li> </ul>
<b>Page Administration</b>	<ul style="list-style-type: none"> <li><a href="#">Language and Start Page</a></li> <li><a href="#">Softbuttons</a></li> <li><a href="#">MultiView Screens</a></li> </ul>
<b>Network Setup</b>	<ul style="list-style-type: none"> <li><a href="#">Test Current Network Configuration</a></li> <li><a href="#">Ethernet Interface (for experts)</a></li> <li><a href="#">Web Server (for experts)</a></li> <li><a href="#">SNMP Configuration (for experts)</a></li> <li><a href="#">Routing (for experts)</a></li> <li><a href="#">Dynamic DNS Client (for experts)</a></li> <li><a href="#">General Network Client Settings (for experts)</a></li> <li><a href="#">OpenVPN Client Settings</a></li> </ul>
<b>MxMessageSystem</b>	<ul style="list-style-type: none"> <li><a href="#">Network Distribution of Messages</a></li> <li><a href="#">Message Configuration for MxBus Modules</a></li> <li><a href="#">Message Profiles for Action Groups</a></li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li><a href="#">Storage on External File Server / Flash Device</a></li> <li><a href="#">Storage Failure Detection</a></li> </ul>
<b>Logos and Image Profiles</b>	<ul style="list-style-type: none"> <li><a href="#">Manage Image Files</a></li> <li><a href="#">Logo Profiles</a></li> <li><a href="#">Image Profiles</a></li> </ul>
<b>Transfer Profiles</b>	<ul style="list-style-type: none"> <li><a href="#">FTP Profiles</a></li> <li><a href="#">E-Mail Profiles</a></li> <li><a href="#">IP Notify Profiles</a></li> </ul>
<b>Audio and VoIP Telephony</b>	<ul style="list-style-type: none"> <li><a href="#">Speaker and Microphone</a></li> <li><a href="#">Manage Audio Messages</a></li> <li><a href="#">Sound Profiles</a> for playing back audio files</li> <li><a href="#">SIP Server Settings</a> for configuring integrated SIP server</li> <li><a href="#">SIP Client Settings</a> for VoIP telephony</li> <li><a href="#">Outgoing Calls Settings</a></li> <li><a href="#">Incoming Calls Settings</a></li> <li><a href="#">RTP Pager</a></li> </ul>
<b>Camera Administration</b>	<ul style="list-style-type: none"> <li><a href="#">Quick Installation</a></li> <li><a href="#">Time &amp; Date</a></li> <li><a href="#">LED Setup</a></li> <li><a href="#">Time Tables</a> for arming and services</li> <li><a href="#">Time Tasks</a> for image transfer and other jobs</li> <li><a href="#">Integration Protocols</a> for video streaming (RTP server configuration)</li> <li><a href="#">Smart Data Configuration</a></li> </ul>
<b>Configuration</b>	<ul style="list-style-type: none"> <li><a href="#">Store</a> current configuration permanently (to flash)</li> <li><a href="#">Reset</a> configuration to factory defaults</li> <li><a href="#">Restore</a> last stored configuration from flash</li> <li><a href="#">Load</a> configuration from local computer</li> <li><a href="#">Save</a> current configuration to local computer</li> <li><a href="#">Show</a> current configuration (<a href="#">raw version</a>)</li> <li><a href="#">Edit</a> configuration file (for experts)</li> <li><a href="#">Backup and Restore</a> system configuration to/from SD card</li> <li><a href="#">Manage</a> other cameras</li> </ul>
<b>System Update</b>	<ul style="list-style-type: none"> <li><a href="#">Update System Software</a></li> </ul>

Navigate to the SIP Client Settings.  
Change / provide the following information:

General SIP Settings	
SIP Client	Enable the SIP Client
Setup Mode	
Setup Mode	Change to Expert Setup

SIP Accounts -> Add new SIP account	
SIP address - User Name	Use the Username provided by the CyberGate Management Portal
Domain	cybergate.cybertwice.com
Authentication - User Name	Use the Username provided by the CyberGate Management Portal
Password	Use the Password provided by the CyberGate Management Portal
Server - Hostname / Address	sip:cybergate.cybertwice.com
Server - Port	5060
Available as Proxy	Enable
Use as Register	Enable

🏠 **MOBOTIX c26** mx10-28-42-55 SIP Client Settings ?

You can view the current status and detailed messages of the SIP Client in the [SIP Client: Messages, Calls, Status](#) dialog.

### General Phone Settings

SIP Client: Enabled  Enable or disable SIP Client.

Hangup on Outgoing Calls: Disabled  Hang up an ongoing call, if an outgoing call is triggered.

Parallel Dialing: Enabled  Enable or disable simultaneous calls to multiple phones.

### SIP Accounts

SIP Address		Authentication		Server		Available as Proxy	Use as Registrar	Register Expiration	
User Name	Domain	User Name	Password	Hostname / Address	Port				
VR2RGFKZRF	@ cybergate.cybertwic	VR2RGFKZRF	••••••••	sip:cybergate.cyber	: 5060	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15 min. <input type="checkbox"/>	Delete

Video Settings	
Video	Enable Video
Video Size	640x480
Video Bit Rate	1000 kbit/s

**Video Settings**

Video:	<input type="button" value="Enabled"/>	Enable or disable video.
Video Size:	<input type="button" value="640x480"/>	Force usage of a specific resolution or let the camera decide.
Video Bit Rate:	<input type="button" value="1000 kbit/s"/>	The data rate for video encoding in kbits per second. The encoder tries to stay below this rate but may exceed it on large changes in the image. Note, that this is the output rate of the video encoder, not the data rate on the network!
Preferred Codec:	<input type="button" value="H.264"/>	The preferred video codec.

**Setup Mode**

Setup Mode:	<input type="button" value="Expert Setup"/>	Choose the setup type. <b>Quick Setup</b> can configure the camera for peer-to-peer telephony with another phone and sets all required camera parameters automatically. <b>Expert Setup</b> allows configuring everything manually.
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Click on the 'Set' button to apply the settings and the 'Close' button to save the configuration.

Navigate to the Outgoing Call Settings.  
Change / provide the following information:

Configuration	
Phone number or SIP Address	Use the Teams user address with the domain: cybergate.cybertwice.com *
SIP Proxy	Select the just created SIP Proxy
Connection type	Change to SIP Video
After the message has been sent	Change to Intercom

\* For example, the user 'Koos Ridder, with the Teams name:

*koos.ridder@mycompany.com*

will translate to this destination address:

*koos.ridder@cybergate.cybertwice.com*

The screenshot shows the 'MOBOTIX c26 mx10-28-42-55 Outgoing Calls Settings' page. The 'Test Profile' section is active, showing a profile named 'call\_1'. The 'Configuration' tab is selected, displaying the following settings:

- Name:** call\_1 (with a 'Test' button and a note: 'Note: Set the changes to a profile before you test it.')
- Profile:** call\_1 (with a 'Delete' button)
- Configuration Table:**

Phone Number or SIP Address	Dial Attempts	Dial Timeout	SIP Proxy
koos.ridder@cybergate.cyt	1	20	sip:cybergate.cybertwice.com (VR2RGFKZRFQ7FY1F9KRG@cybergate.cybertwice.com)
- Connection type:** SIP Video
- Message name:** None
- Confirm call with PIN code:** (locked)
- After the message has been sent:** Intercom (Note: 'If you intend to use all audio modes (Speak, Listen, Intercom) make sure you have activated all options in the Speaker and Microphone dialog.')
- Camera Remote Control:** Off (Note: 'Note: configure the remote control parameters (e.g. the dial-out profile) in the Incoming Calls Settings dialog.')
- Hangup after:** Never

At the bottom, there is an 'Add new profile' button and an 'Explanation' section: 'Explanation: Every profile can store several phone numbers or SIP addresses which will be tried in turns until the call is answered. Dial Timeout controls the timeout for each call and Dial Attempts limits the number of calls for each phone number or SIP address.'

At the very bottom, there are four buttons: 'Set', 'Factory', 'Restore', and 'Close'.

Click on the 'Set' button to apply the settings and the 'Close' button to save the configuration.

Navigate to the Setup menu.

🏠 **MOBOTIX T26** mx10-28-67-55 Setup Overview ? ⓘ

### Image Control

- [General Image Settings](#) (camera, image size and quality, sharpness, ...)
- [Exposure Settings](#) (image enhancement, exposure windows)
- [Color Settings](#) (color profile and saturation)
- [JPEG Settings](#) (MxPEG and JPEG quality)
- [Text & Display Settings](#) (display of text and error messages)
- [vPTZ Settings](#) (vPTZ and zoom settings)

### Event Control

- [General Event Settings](#) (arming and event LEDs)
- [Event Overview](#) (trigger reactions based on internal and external sensors)
- [Action Group Overview](#) (notify users or perform actions on events)
- [Recording](#) (event, continuous and snap shot recording)

### MxAnalytics Control

- [General MxAnalytics Settings](#) (arming, detection area, counting corridors, ...)
- [MxAnalytics Overview](#) (status, available data, reports, ...)
- [Counting Corridor Report Profiles](#) (add and customize profiles)
- [Heatmap Report Profiles](#) (add and customize profiles)
- [Accumulated Difference Setting and Remote Camera Profiles](#) (configure parameters and manage list of remote cameras for accumulated difference)
- [Accumulated Difference of Counting Corridors](#) (show accumulated difference)

Navigate to the Setup menu.  
Change the following information:

General Event Settings	
Arming	Change to Enable

🏠 ← **MOBOTIX c26** mx10-28-42-55 General Event Settings ? ⓘ

Activity	Value	Explanation
<b>Arming</b>	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; display: inline-block;">Enabled <span style="font-size: 12px;">⌵</span></div>	<p><b>Arming:</b>                      Arming for Recording and Action Groups:  <i>Enabled:</i> activate all.  <i>Off:</i> deactivate all.  <i>SI:</i> arming controlled by signal input.  <i>CS:</i> arming controlled by custom signal as defined below.  <i>From Master:</i> copies Main Event Arming state from master camera.</p>

Click on the 'Set' button to apply the settings and the 'Close' button to save the configuration.

Navigate to the Event Overview menu.  
Change the following information:

Signal Events	
Inactive	Uncheck the Inactive checkbox (so it becomes active)
Signal Input	Rename SI to Bell

🏠 ← **MOBOTIX c26** mx10-28-42-55 Event Overview ? ⓘ

**Environment Events**

<input type="text" value="PI"/>	<i>The selected sensor is currently not available!</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Inactive</b>	<b>Delete</b>	<b>Edit...</b>
<input type="text" value="MI"/>	Microphone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Inactive</b>	<b>Delete</b>	<b>Edit...</b>

**Image Analysis Events**

No profiles defined.

**Edit...**

**Internal Events**

No profiles defined.

**Edit...**

**Message Events**

No profiles defined.

**Edit...**

**Meta Events**

No profiles defined.

**Edit...**

**Signal Events**

<input type="text" value="Bell"/>	Signal Input	<input type="checkbox"/>	<input type="checkbox"/>	<b>Inactive</b>	<b>Delete</b>	<b>Edit...</b>
<input type="text" value="UC"/>	UC Soft Button	<input type="checkbox"/>	<input type="checkbox"/>	<b>Inactive</b>	<b>Delete</b>	<b>Edit...</b>

**Time Events**

<input type="text" value="PE"/>	Periodic Event	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Inactive</b>	<b>Delete</b>	<b>Edit...</b>
<input type="text" value="TT"/>	Time Task	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Inactive</b>	<b>Delete</b>	<b>Edit...</b>

Set
Restore
Close

Click the Edit button (in the Signal Events section) and unfold the Bell section.  
 Change the following information:

Signal Events - Value	
<Selection not available>	Change to Bell Button

The screenshot displays the configuration page for MOBOTIX T26 mx10-28-67-55 Signal Events. The interface is organized into a table with three main columns: Events, Value, and Explanation.

- Events Column:** Contains a dropdown menu with 'Bell' selected and 'UC' visible below. Each event has 'Inactive' and 'Delete' buttons.
- Value Column:** For the 'Bell' event, it shows a numeric input field set to '5'. For the 'UC' event, it shows a numeric input field set to '0'.
- Explanation Column:**
  - Event Dead Time:** Time to wait [0..3600 s] before the event can trigger anew.
  - Event Sensor Type:** Choose the message sensor. Options include UC Soft Button and Signal Input (selected).
  - Signal Input Pin:** Select input pin for this event (check [Manage Hardware Expansions](#)).
  - Trigger Condition:** Select kind of trigger. Option shown: Rising: Closed (low/NO) to Open (high/NC).
  - De-Bounce Time:** De-Bounce time for signal input [0..2000ms], feasible steps are about 50ms.

At the bottom of the interface, there are four buttons: 'Set', 'Factory', 'Restore', and 'Close'. An 'Add new profile' button is also present above the bottom row.

Click on the 'Set' button to apply the settings and the 'Close' button to save the configuration.





Navigate to the Action Group Overview menu.  
Change the following information:

Action Group Overview	
Name	Change to Call
Arming - Disabled	Change to Enabled

Click the Edit button.  
Change the following information:

Event Selection	
Event Selection	Select Signal: Bell

Actions	
Action 1	Set to: Play Sound: StandardSounds
Add new action	
Action 2	Set to: Phone Call: Call_1

Actions	Value	Explanation
<b>Action 1</b> <input type="checkbox"/> Delete	Play Sound: StandardSounds  0 	<b>Action Type and Profile:</b> Select the Action Profile to be executed.  <b>Action Timeout or Duration:</b> If this action runs longer than the time specified [0..3600 s], it is aborted and returns an error; 0 to deactivate. For <i>Image Profile</i> action, this is the duration and no error returns.
<b>Action 2</b> <input type="checkbox"/> Delete	Phone Call: call_1  0 	<b>Action Type and Profile:</b> Select the Action Profile to be executed.  <b>Action Timeout or Duration:</b> If this action runs longer than the time specified [0..3600 s], it is aborted and returns an error; 0 to deactivate. For <i>Image Profile</i> action, this is the duration and no error returns.

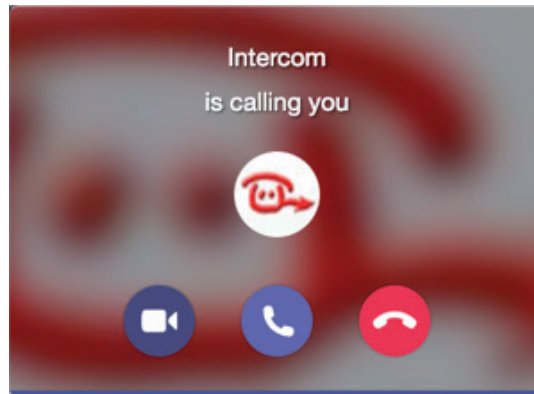
Click on the 'Set' button to apply the settings and the 'Close' button to save the configuration.

The configuration of the Mobotix is done.

***! Important: Don't forget to Store the configuration of the Mobotix to Flash (in the main menu, at 'Configuration'). Otherwise the Mobotix might not function as expected. !***

Configuration of the MOBOTIX is now finished.

Pressing the call button on the MOBOTIX will initiate a call to the number that is configured in the Outgoing Call Settings menu.



The call will be established and video will be displayed within  $\pm 3$  seconds.



To control the MOBOTIX camera, click on the three dots (...) in the call screen and select the 'Keypad'.

## Document History

Document Version	Date	Author	Change
1.0.0	01-06-22	KR	Initial version
1.0.1	03-06-22	KR	Modified text
1.0.2	03-04-23	KR	Modified text
1.0.3	08-05-23	KR	Modified text