



## TechNote: IpDoor and CyberGate

Version: 1.0.3 ENG  
Date: 13-11-2024



Configure the IpDoor Touch video  
door phone for CyberGate

## 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 an IpDoor video door phone to your Microsoft Teams environment. Microsoft Teams users can answer incoming intercom calls – with 2-way audio and live video – on the Teams desktop client, Teams desk phone or Teams Smartphone app and open the door for visitors.

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'.*

## IpDoor video door phone

For this document we used the IpDoor Touch video door phone (from now on named 'IpDoor') to connect to the CyberGate service (from now on named 'CyberGate'). The IpDoor Flush video door phone will also work with CyberGate.

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

### Pre-configuration steps

The IpDoor needs two additional licenses to connect to CyberGate:

- A SIP license
- An IP Phone license

Both licenses can be purchased at your IpDoor supplier

*Note:*

- *The IpDoor can call to a configured Teams user, but it is not possible to call the IpDoor from Microsoft Teams.*

This manual also contains an Appendix: Install the CyberGate App.  
It describes the installation and usage of the CyberGate app for Microsoft Teams.

Use the CyberGate app for Microsoft Teams to:

- Open the door of the intercom by simply clicking on an Open-door button
- See the status of your intercom and calling the intercom from Teams by clicking on just one button
- Set your Availability status in a configured CyberGate Multi-ring group with one click

Installation of the CyberGate app for Microsoft Teams is highly recommended.

## Connect the IpDoor

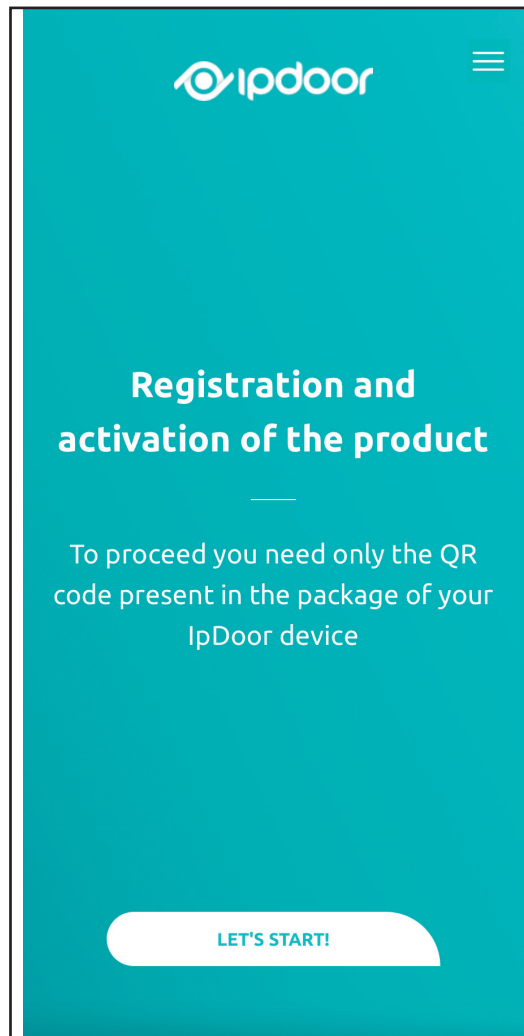
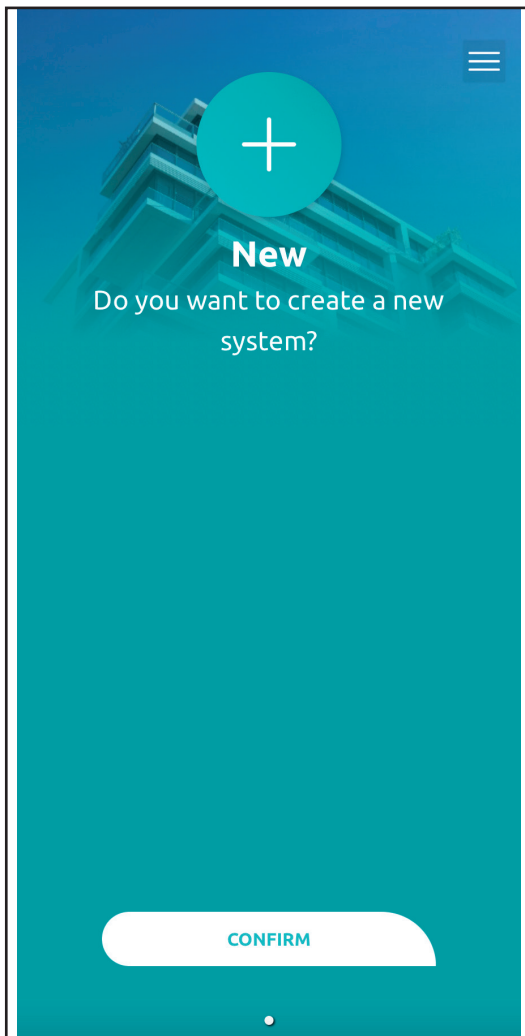
Connect the IpDoor to the network, power it on and open a web browser to:

<https://console.ipdoor.com>

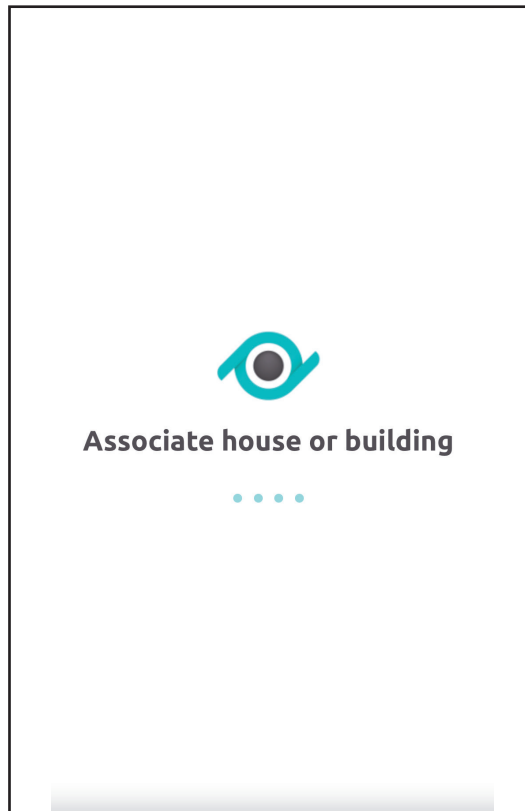
Sign in with your IpDoor account to configure the IpDoor.

When successfully signed-in, the main menu is shown.

Create a new system using the QR-code supplied with the IpDoor.



Activate the product




In this manual our building is called 'CyberTwice HQ'. Define the location of the system.

### Home or building info

Choose a name and an image to identify the system

Building name

Set as first in systems ordering



CONFIRM

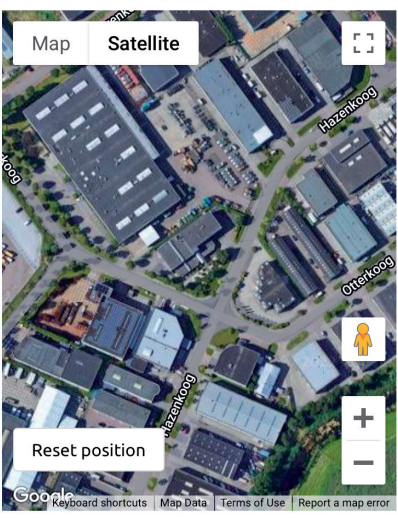
### System location

Enter the location of the system on the map

Insert address text here...

Set

...or click on the map to set a new position



Reset position

CONFIRM

SKIP

Create a device.

Optionally supply a build number and / or message, these will be displayed on the display of the IpDoor.

### Device info




Choose a name and an image to identify the device

Test device



CONFIRM

### Build number

Build number

CONFIRM

Continue with the button-configuration.

### Message



Short message

CONFIRM

### Call buttons

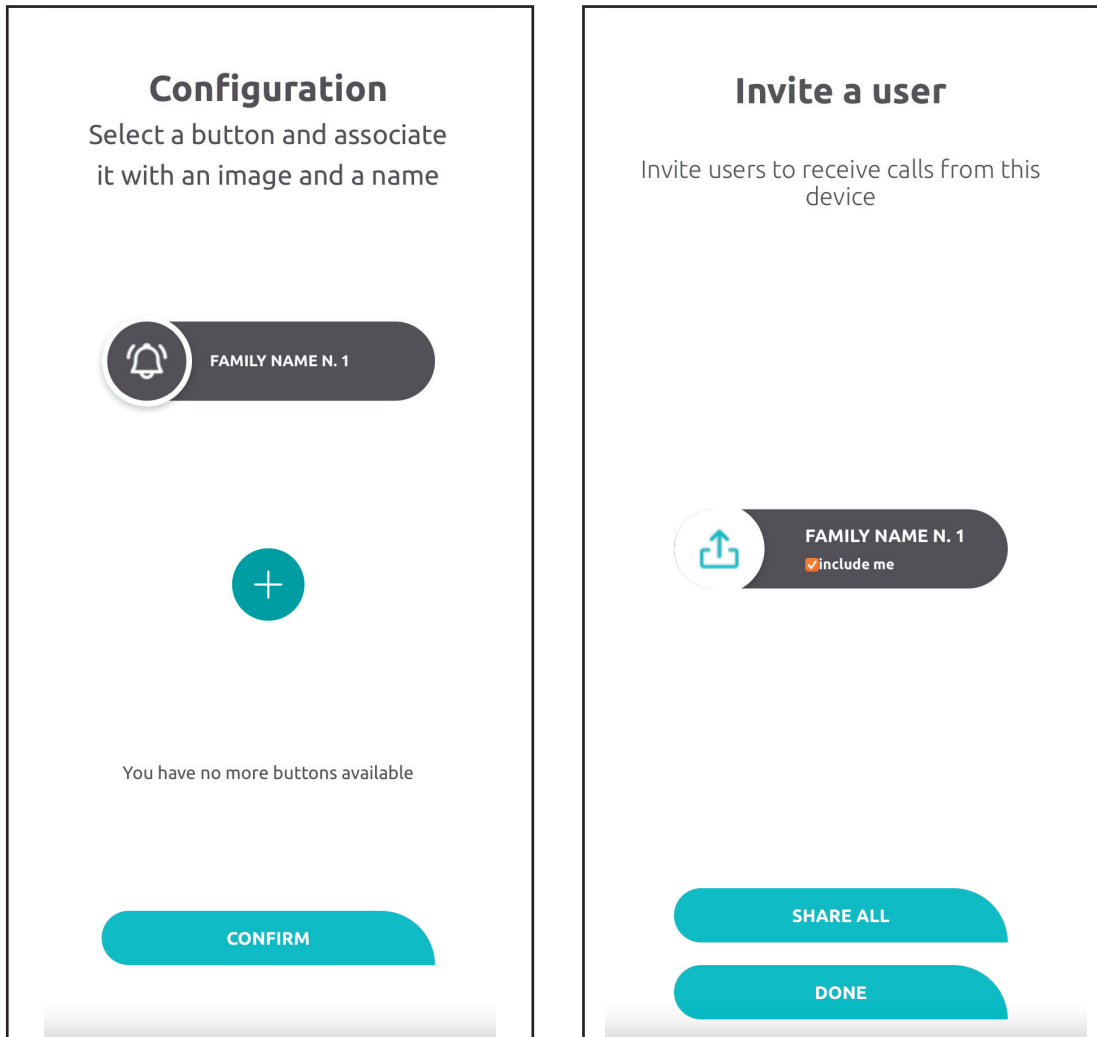
You can load licenses to add more call buttons.

Available call buttons: 1

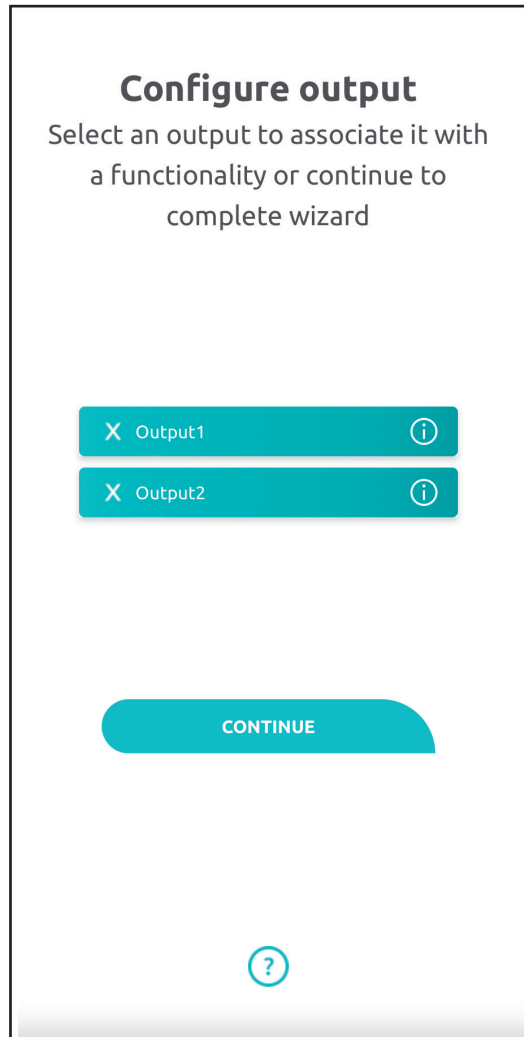
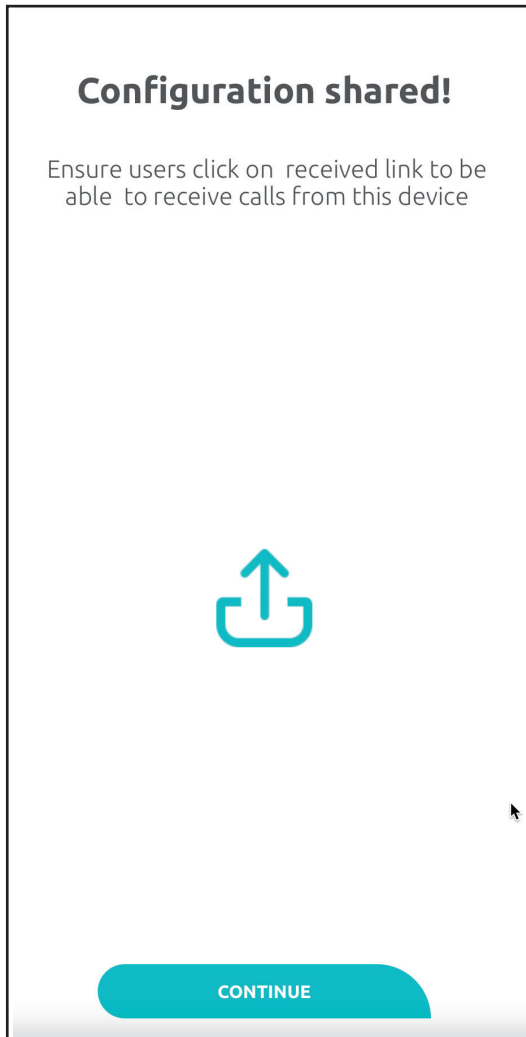
ADD LICENSE

CONTINUE

In this example we keep the default name for the button 'Family name n.1'. Invitation of users is optional.



Configure the output to use the build-in relay switch.



Select the function type (in this example 'door') and customize the name.

### Select

Select the function type to associate

- none
- door
- gate
- light
- alarm
- lift
- call\_repeater
- generic

**CONTINUE**

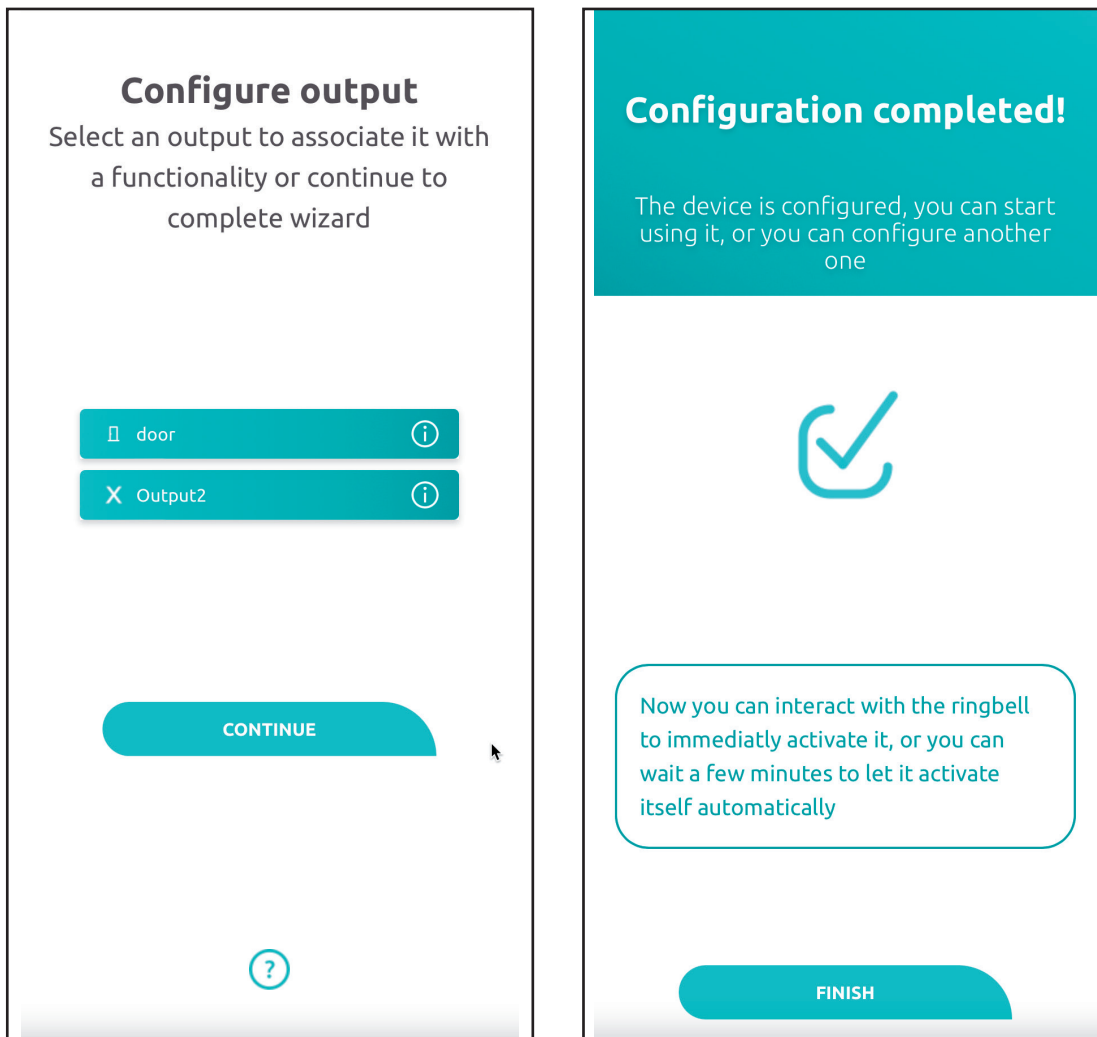
### Set

Customize the name of this output for better recognize it afterwards

**CONFIRM**

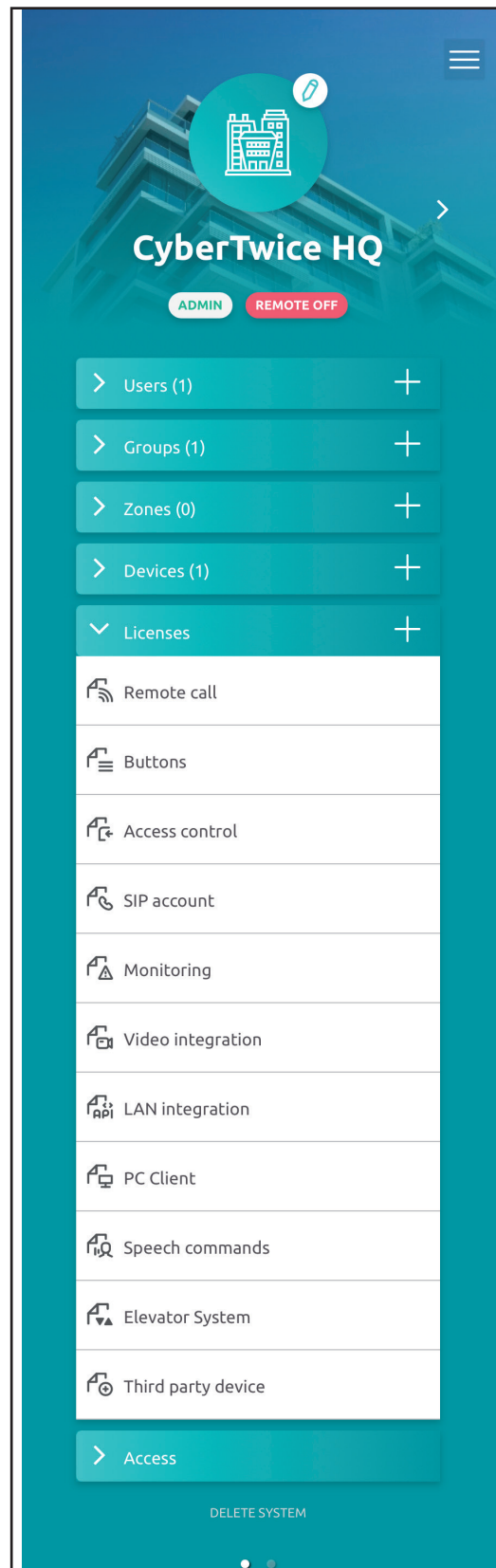
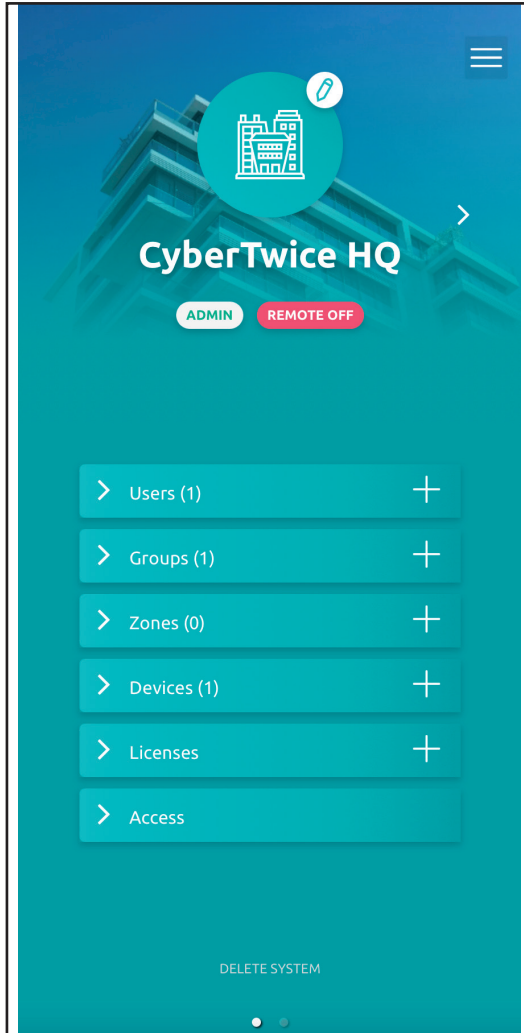
When the 'Configuration completed!' screen shows, the base configuration is done.

Next is the configuration of the IpDoor to communicate with CyberGate.

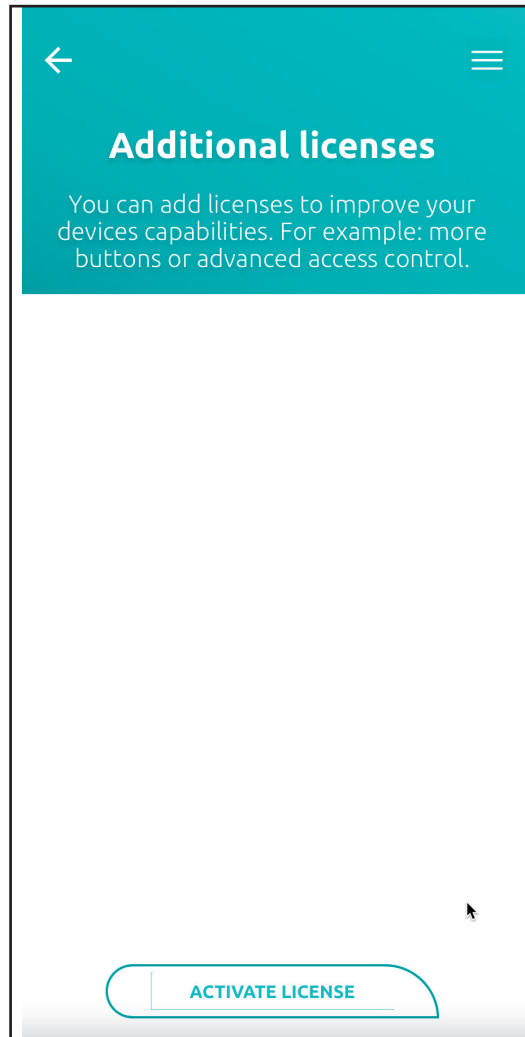
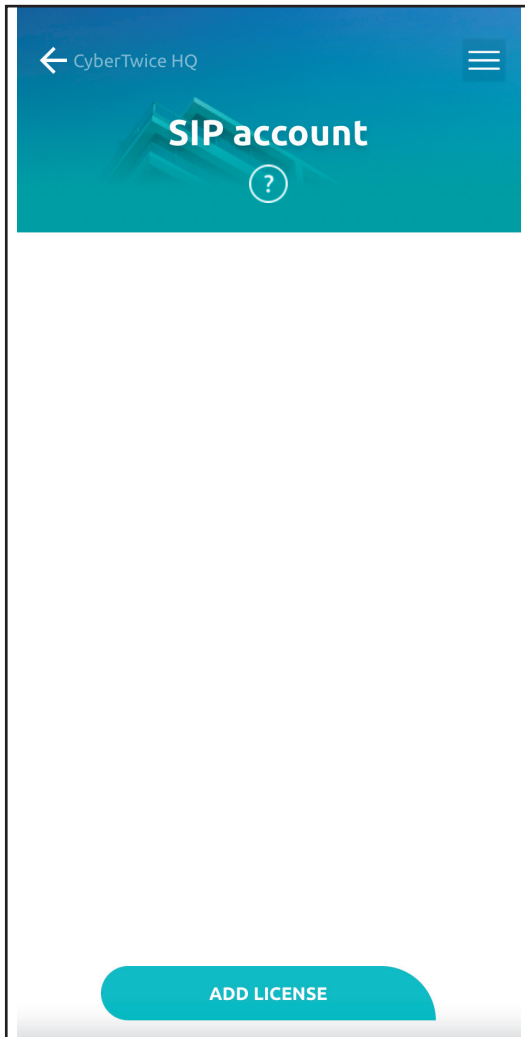


For the IpDoor to function with CyberGate, two licenses are needed; a SIP license and a IP Phone license (both can be purchased at your IpDoor supplier).

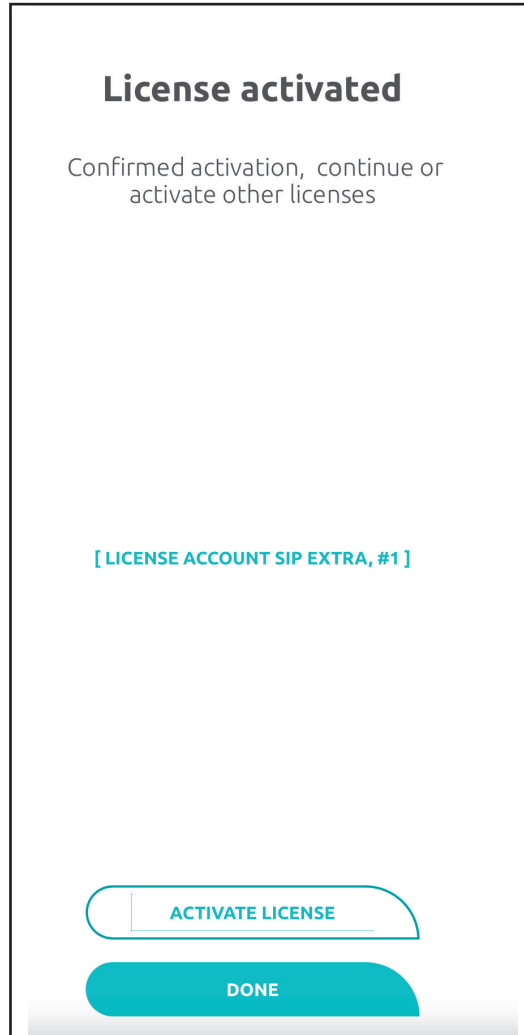
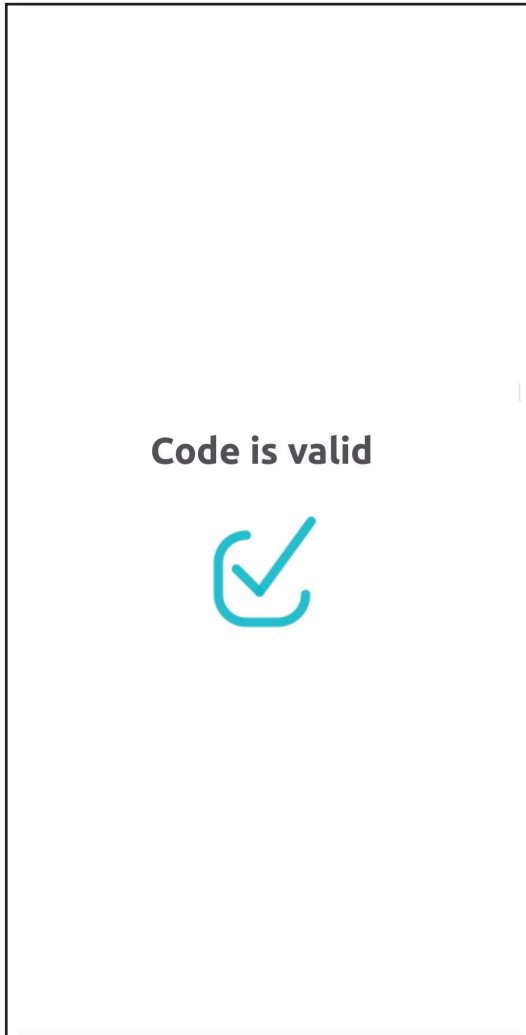
First, add the SIP license (in the Licenses menu, SIP account)



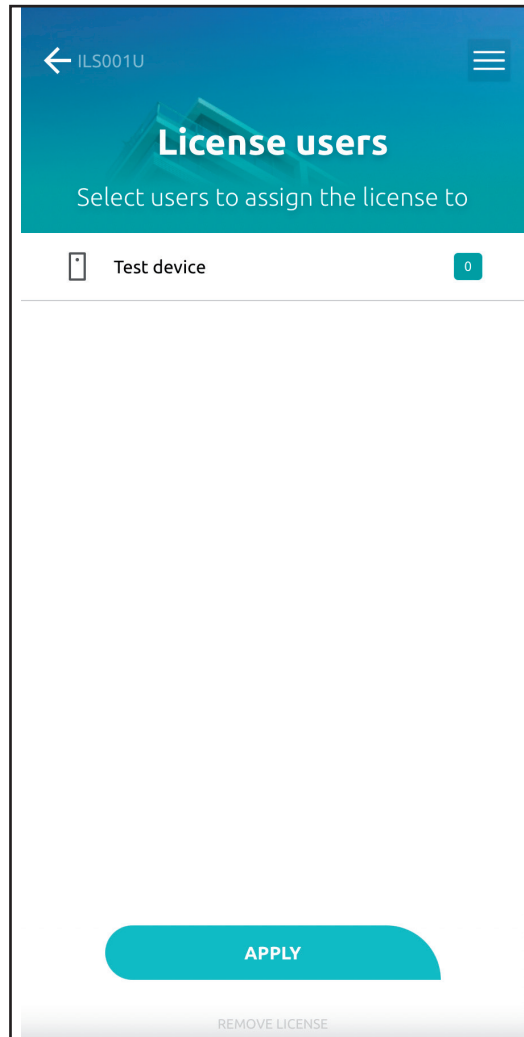
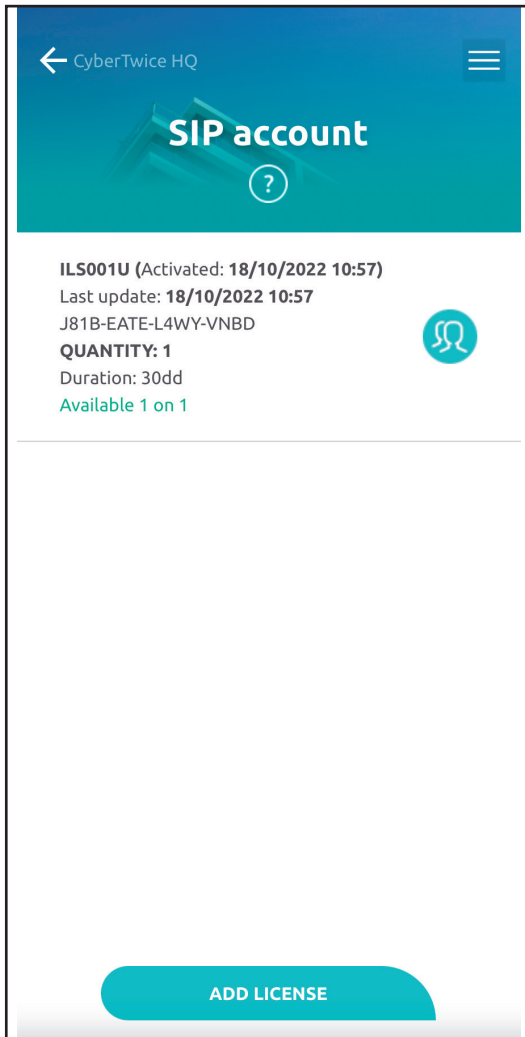
Add and activate the SIP license.



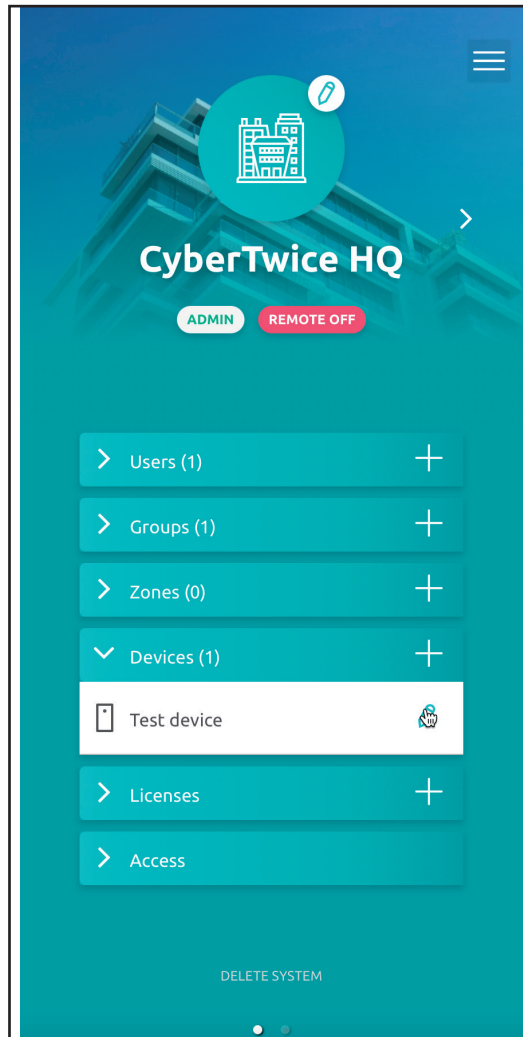
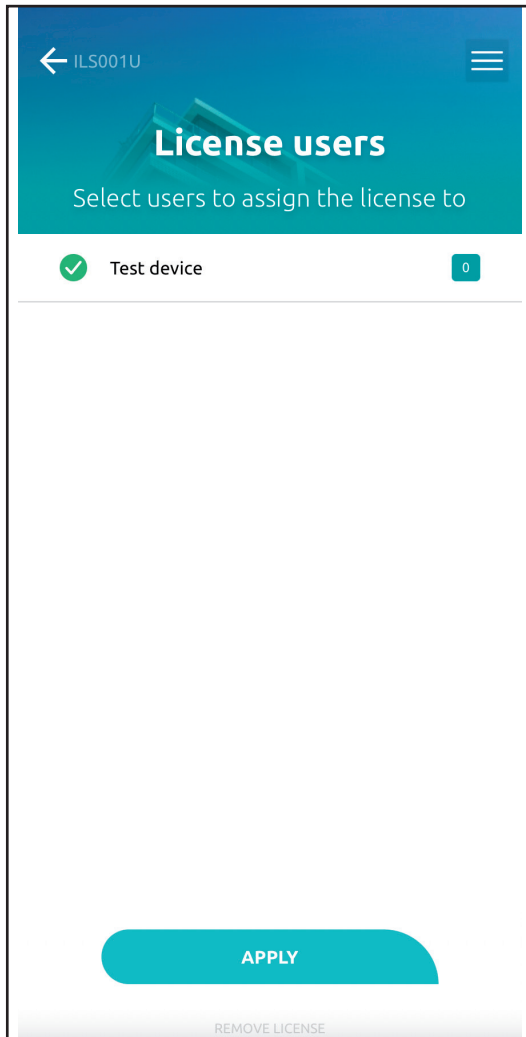
Add and activate the SIP license



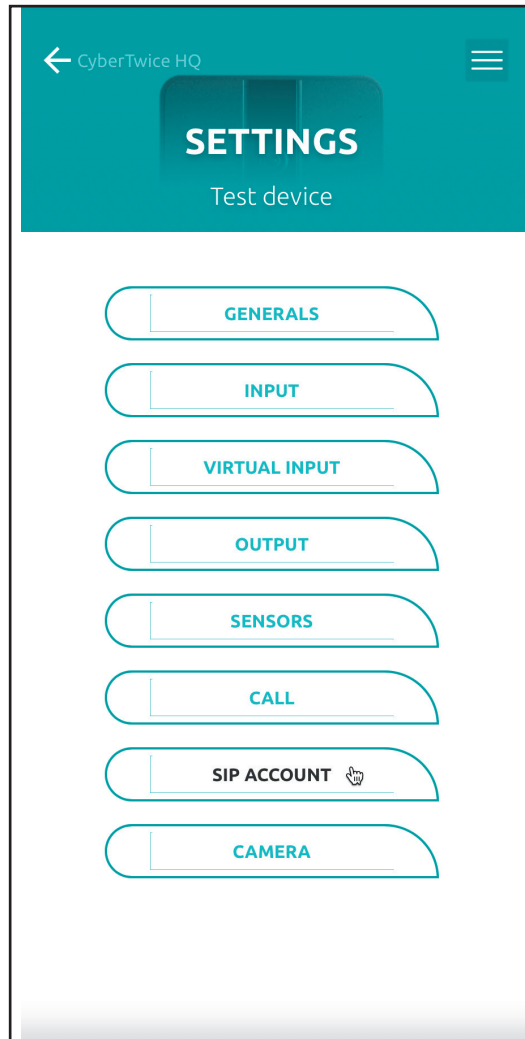
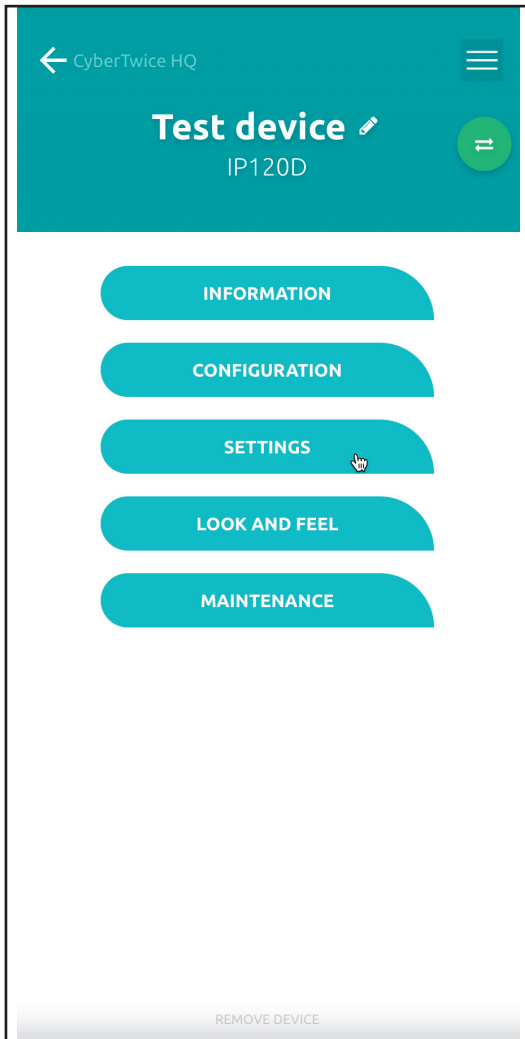
When added, select the user to use this license (in this example 'Test device').



Open the Device section and edit the device.



Click on 'Settings' and 'SIP Account'.



Provide / change the following information:

SIP account	
Username	Use the Username provided by the CyberGate Management Portal
Authentication ID	Use the Username provided by the CyberGate Management Portal
Password	Use the Password provided by the CyberGate Management Portal
Domain	cybergate.cybertwice.com
Protocol	Switch to TCP

Click 'Done'

← Accounts list

### SIP account

Fields marked with (\*) are mandatory

Enabled account

Username (\*)

Authentication ID

Password

Domain (\*)

Port

5060

UDP TCP TLS

DONE

REMOVE

← Accounts list

### SIP account

Fields marked with (\*) are mandatory

Enabled account

Username (\*)

LZ207LJI99KR1270ICC7

Authentication ID

LZ207LJI99KR1270ICC7

Password

Domain (\*)

cybergate.cybertwice.com

Port

5060

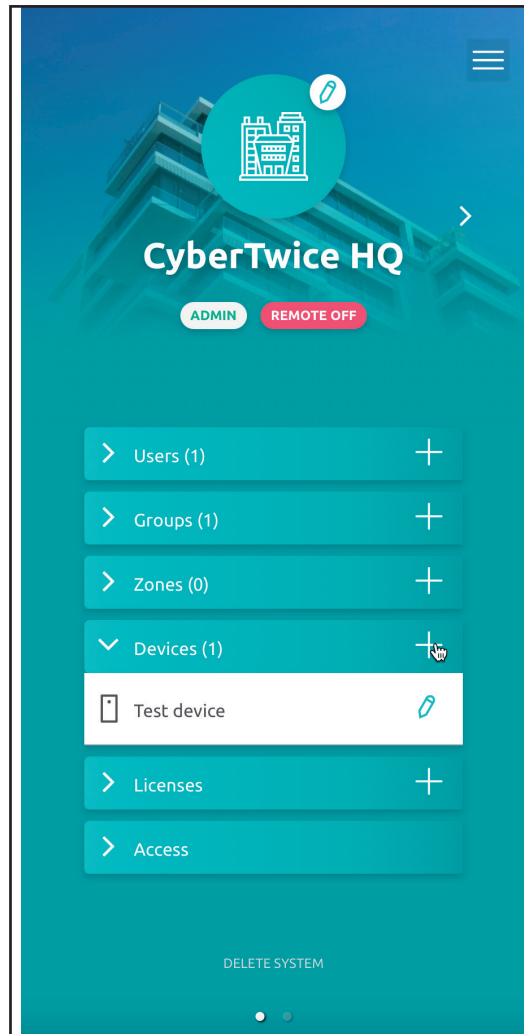
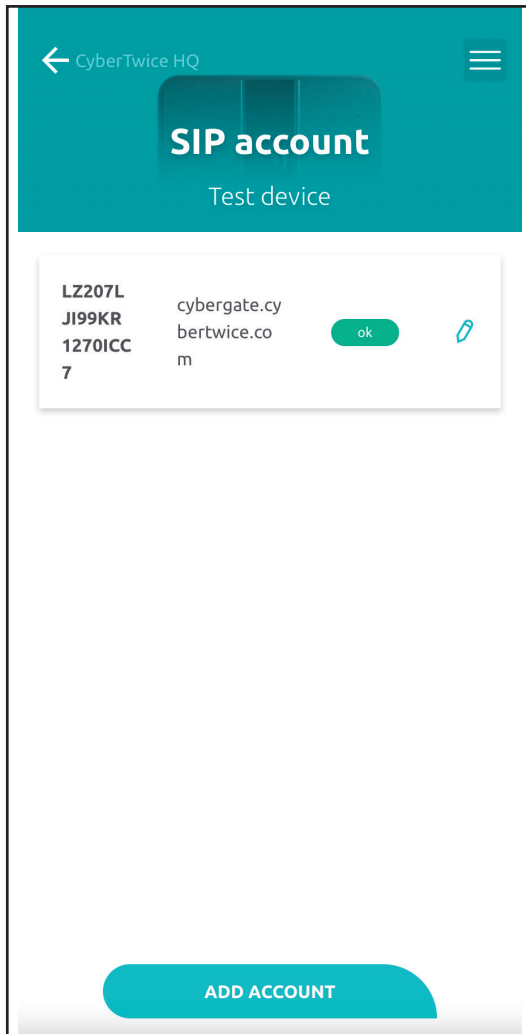
UDP TCP TLS

DONE

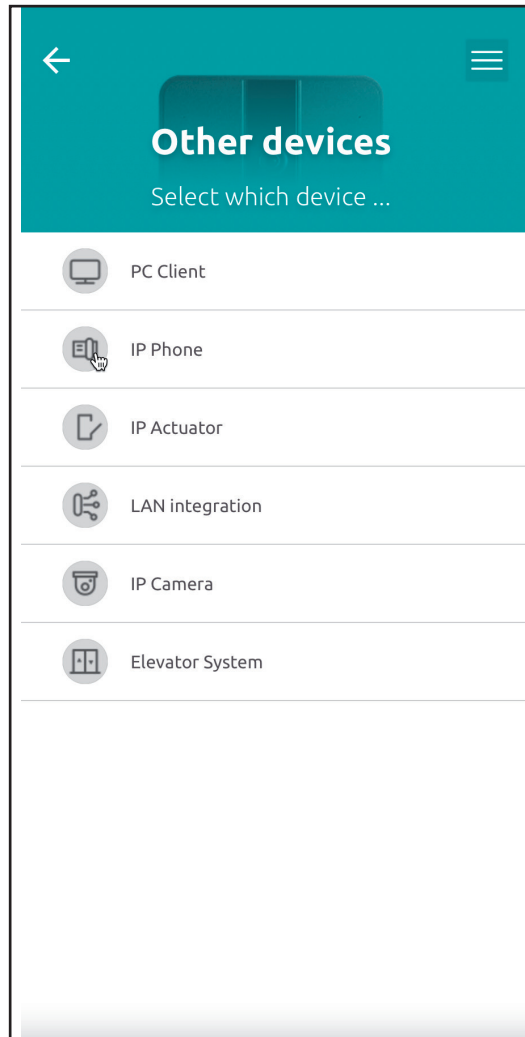
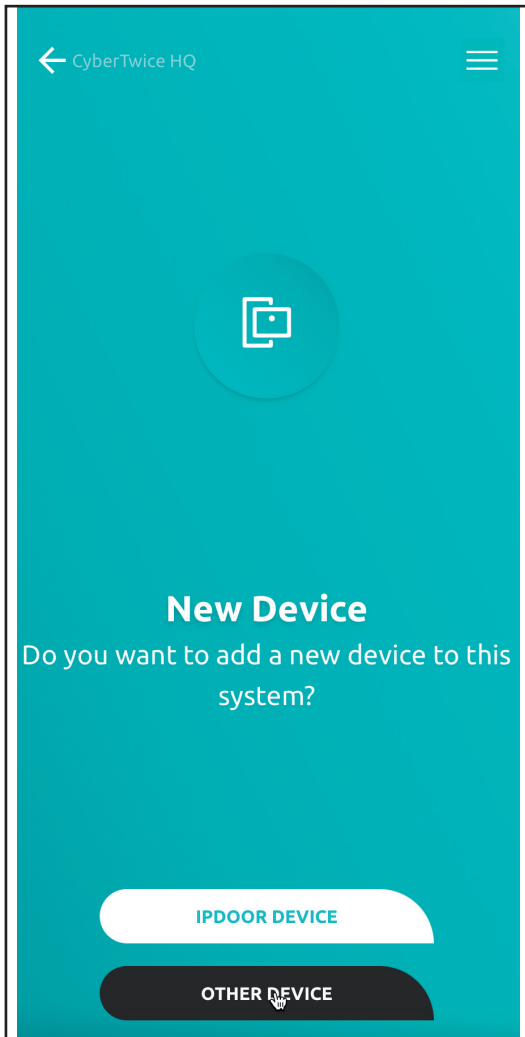
REMOVE

The configured SIP account will automatically register. The registration state will be shown (can take some time).

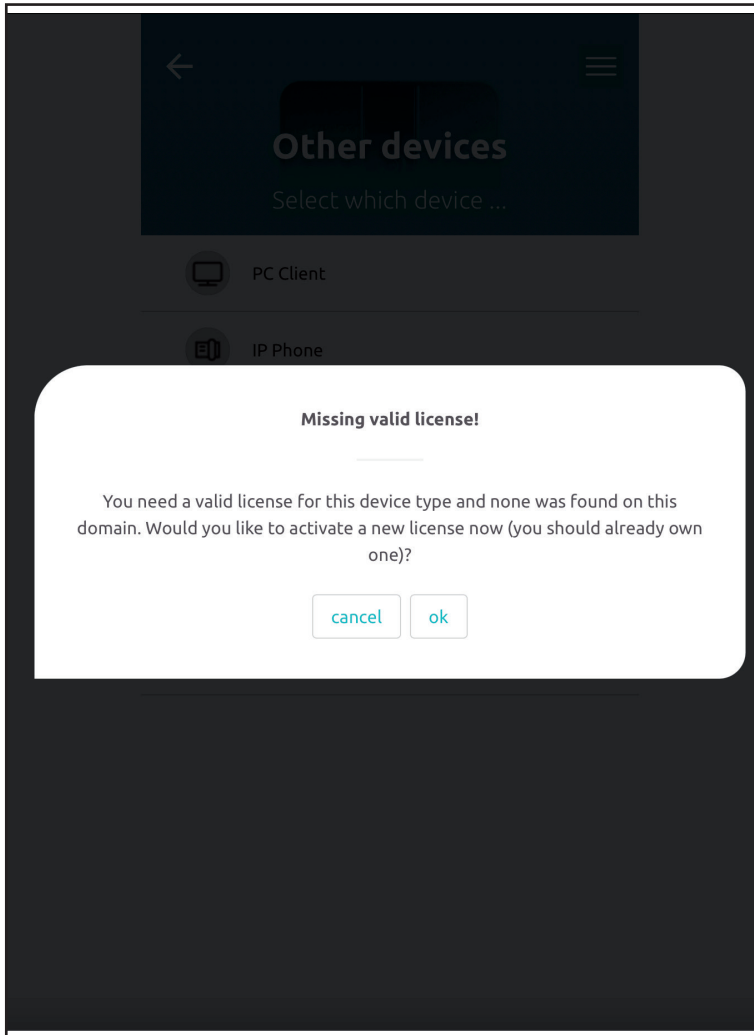
Go back to the start screen and within the Devices section add a device.



Select 'Other device' and select the 'IP Phone'.



For the IP Phone you'll need a license (can be purchased at your IpDoor supplier). Scan the QR code for the license.



When successfully added, provide / change the following information:

IP Phone	
SIP Phone	Descriptive name for the call destination (in this example 'Koos Ridder')
Username	Use the Teams user address without the domain part *
Domain	cybergate.cybertwice.com
Protocol	Switch to TCP
Two-way video call	Enable to also display the Teams user on the display of the IpDoor

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

*koos.ridder@mycompany.com*

will translate to this destination address:

*koos.ridder*

Click the 'Done'.

CyberTwice HQ

## SIP Phone

IP Phone

**Username \***

username

**Domain \***

domain

**Port**

5060

UDP TCP TLS

Two-way video call

DONE

CyberTwice HQ

## Koos Ridder

IP Phone

**Username \***

koos.ridder

**Domain \***

cybergate.cybertwice.com

**Port**

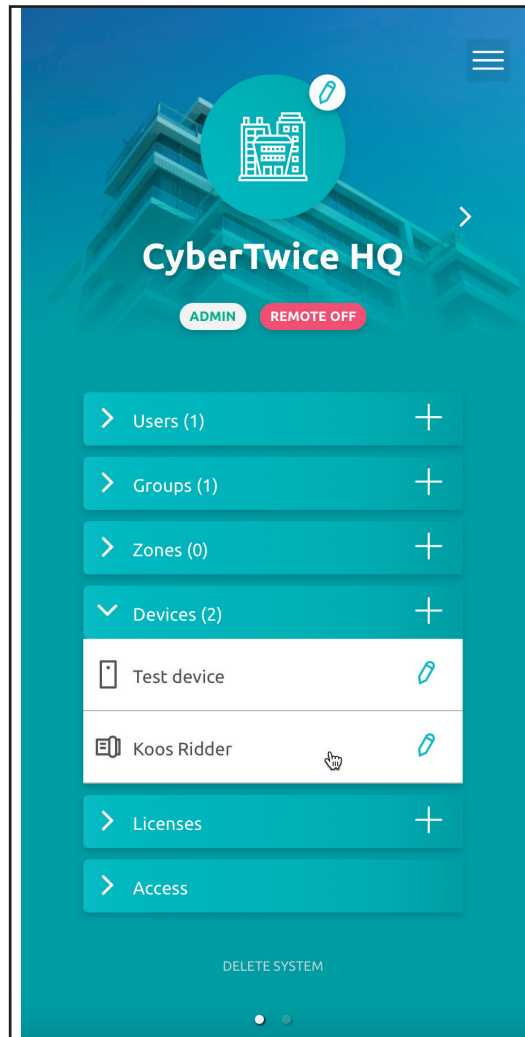
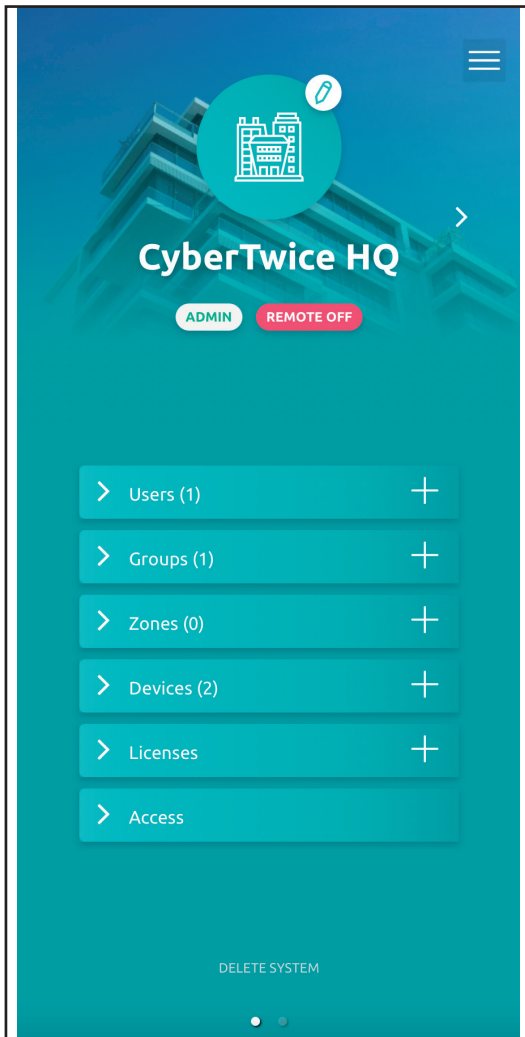
5060

UDP TCP TLS

Two-way video call

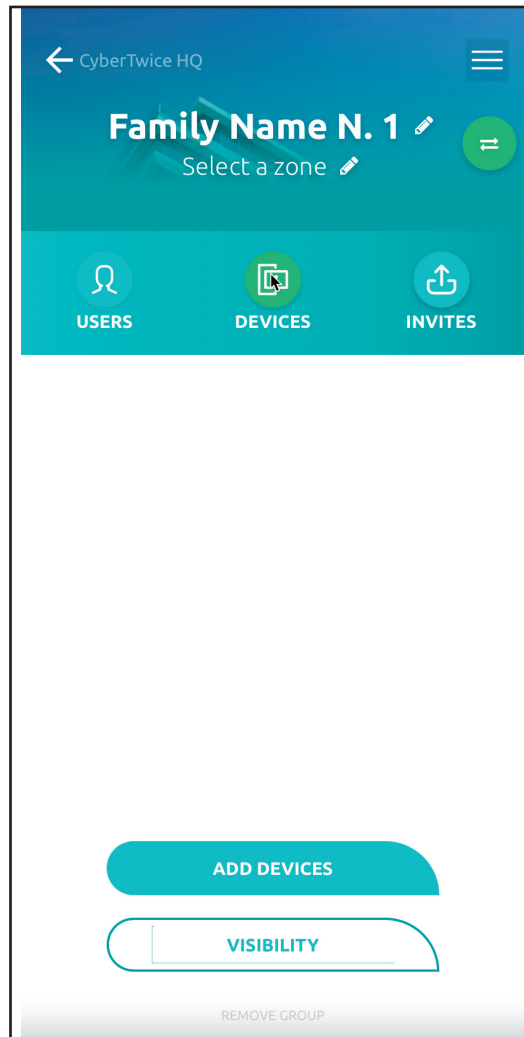
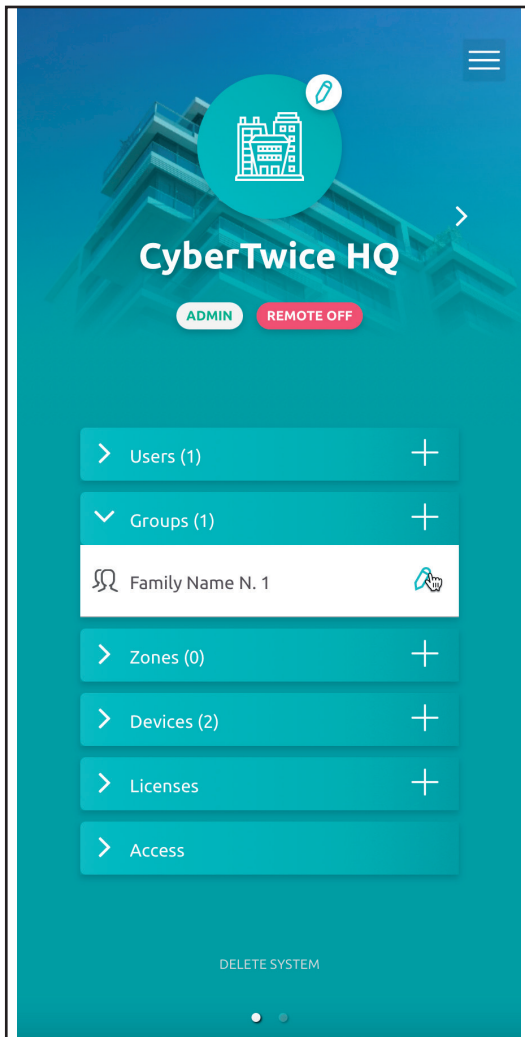
DONE

When finished, the Device section contains a device and an IP Phone (in this example 'Test device' and 'Koos Ridder')

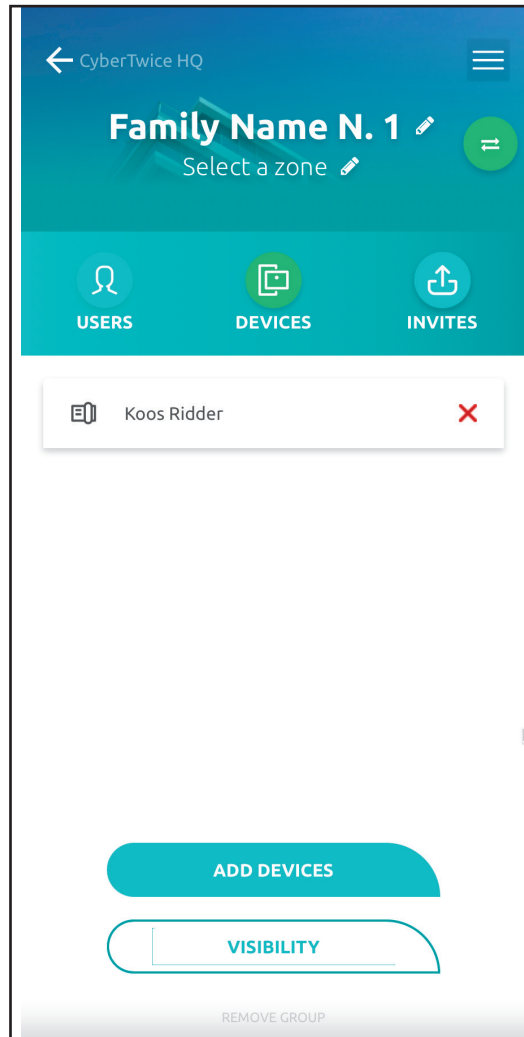
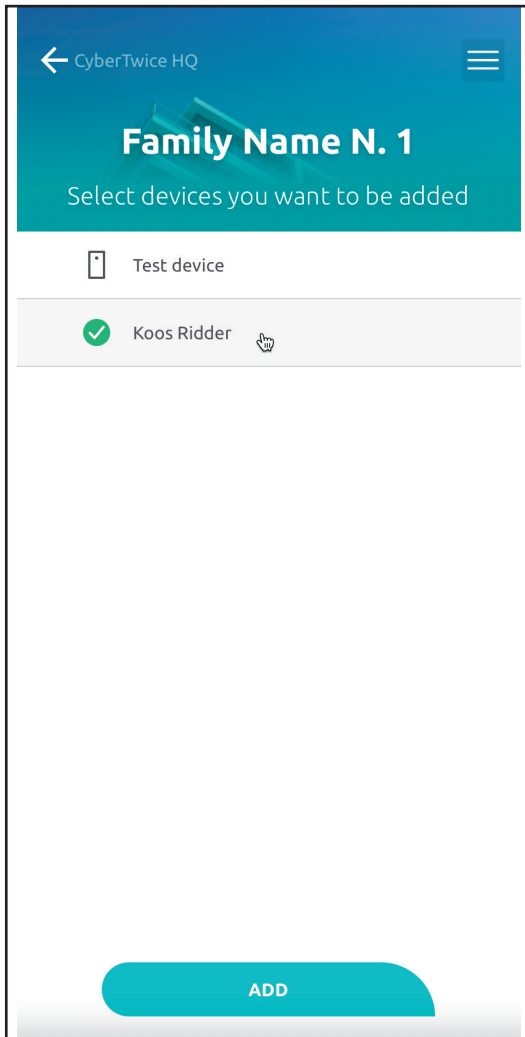


In the Group section, edit the group displayed.

Click on the 'Devices' button.



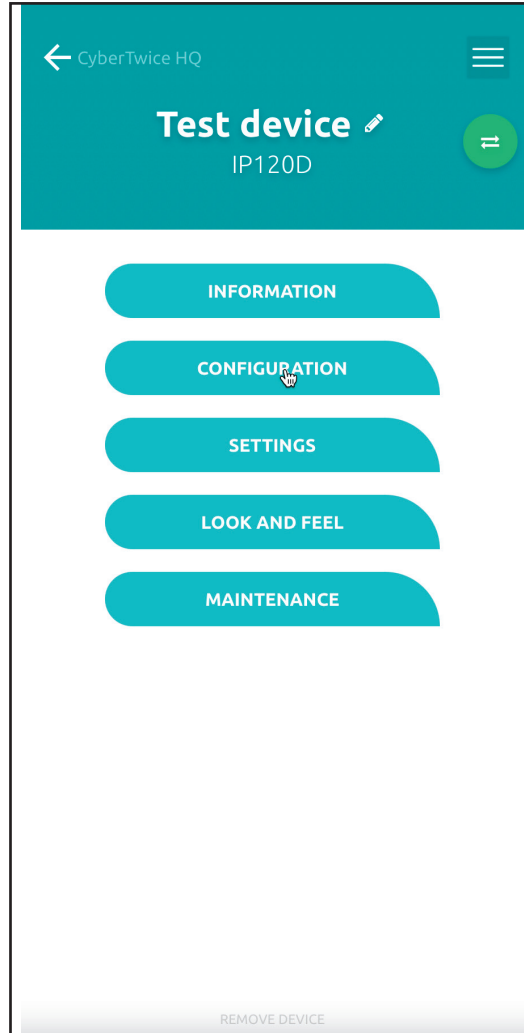
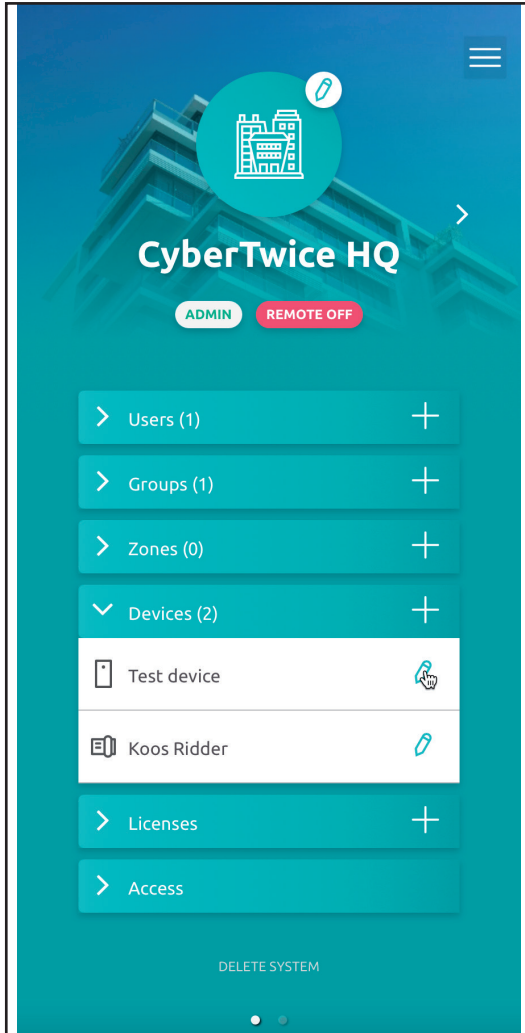
Select the IP Phone (in our case 'Koos Ridder') to take part in this group.



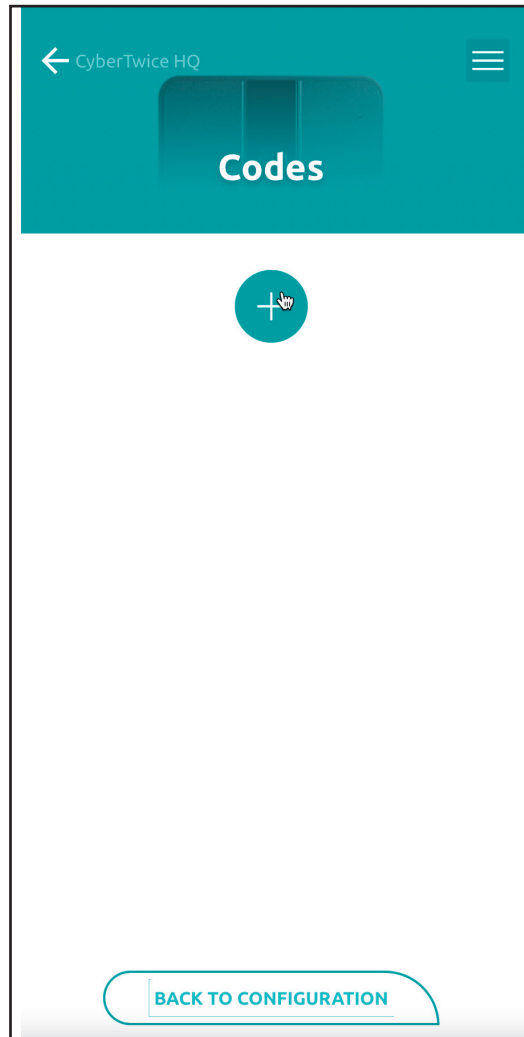
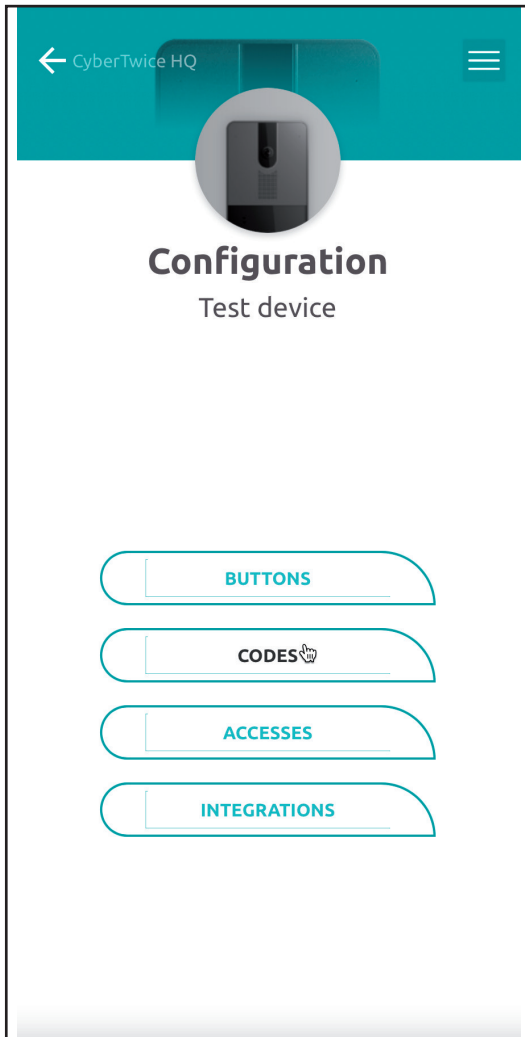
Navigate back to the main menu.

To configure the code to open the door during a call, open the Device section and edit the device ('test device').

Select 'Configuration'



Select 'Codes' and add a new code.



Provide / change the following information:

New code	
Code name	Descriptive name for this code (in this example 'Door open')
Code value	In this example '0000' (any other code is possible, as long as it starts with a '0')
Typology	Deselect 'Keyboard' to use this code only for DTMF

Click 'Confirm'.

Edit the newly created code.

← CyberTwice HQ

## New code

Create a new code

**Code name**

Door open

**Code value**

0000

**typology**

keyboard

dtmf

speech recognition

CONFIRM

← CyberTwice HQ

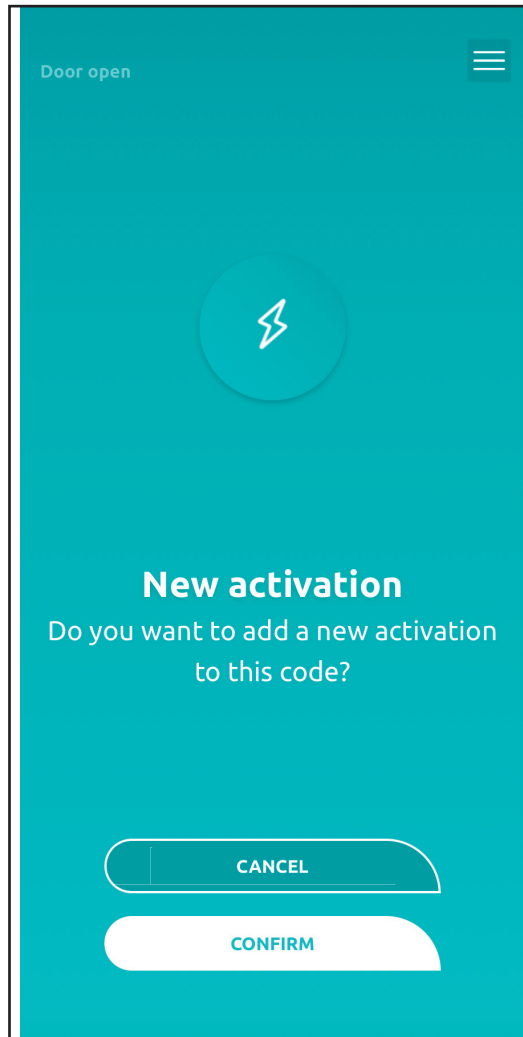
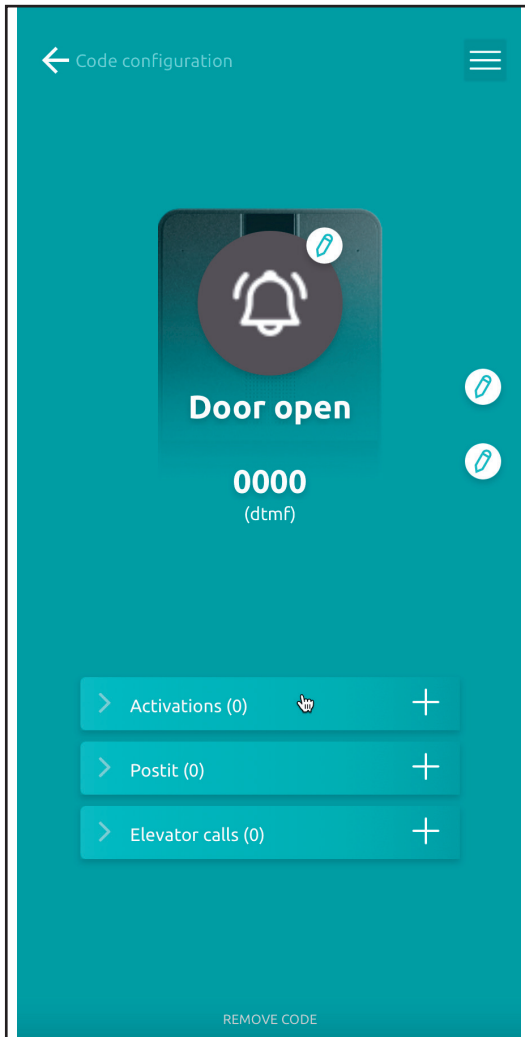
## Codes

[0000]  
Door open

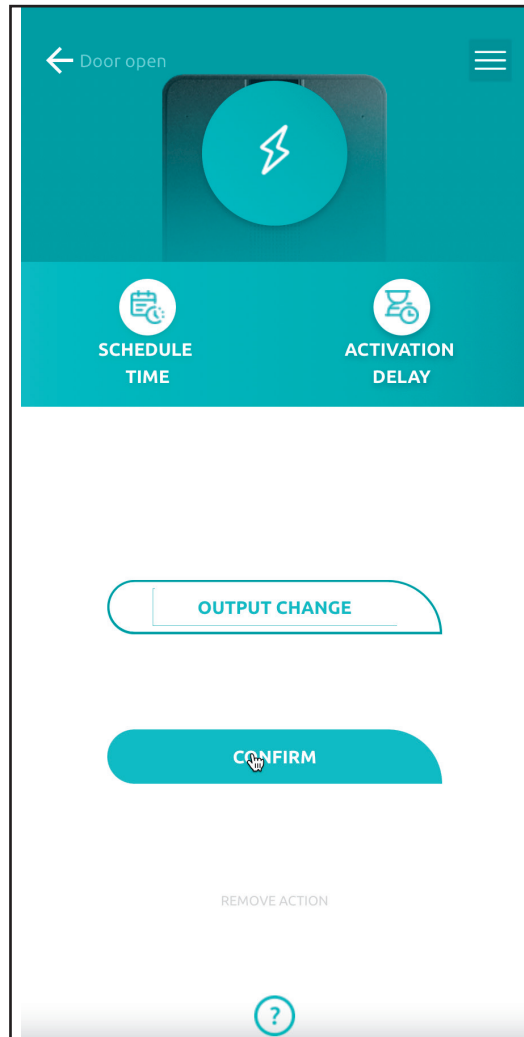
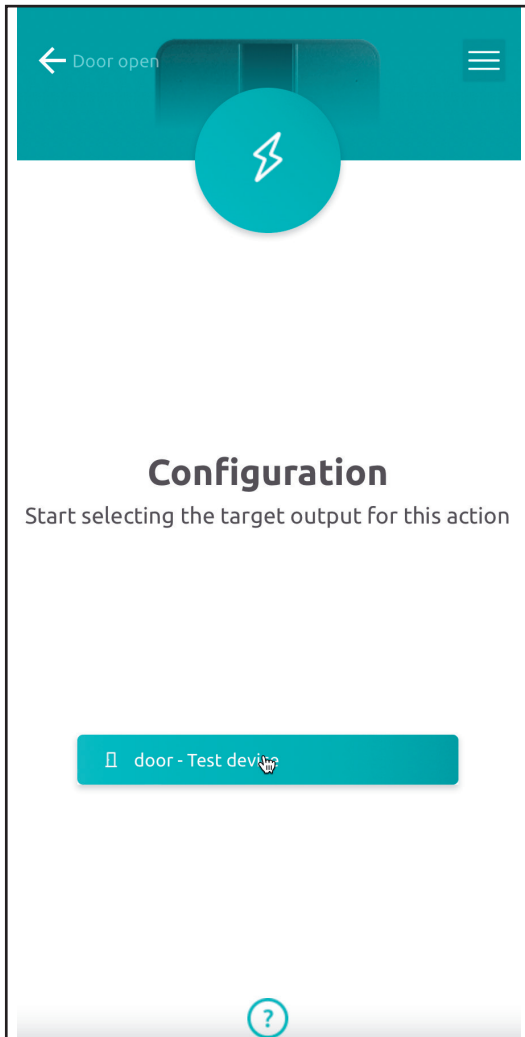
+

BACK TO CONFIGURATION

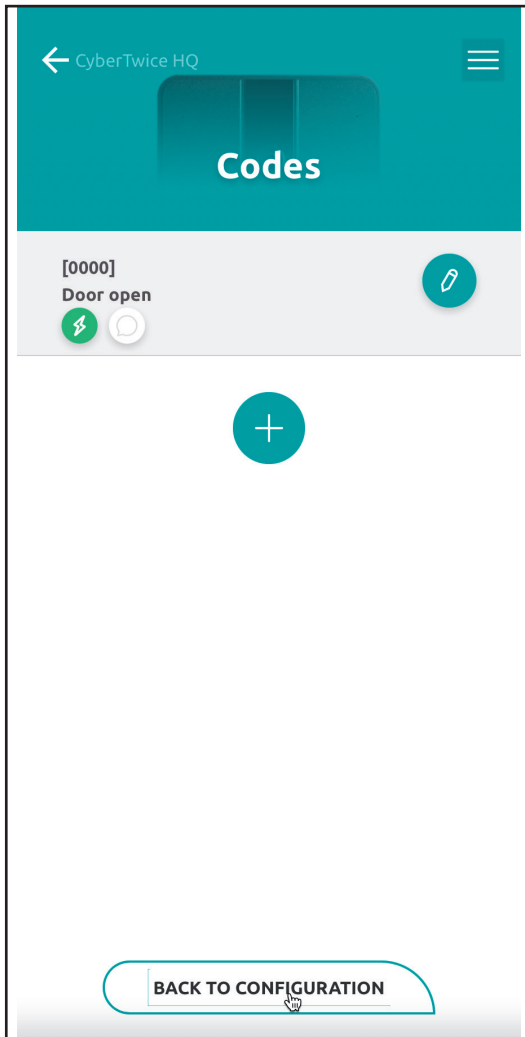
Select 'Activations' and confirm.



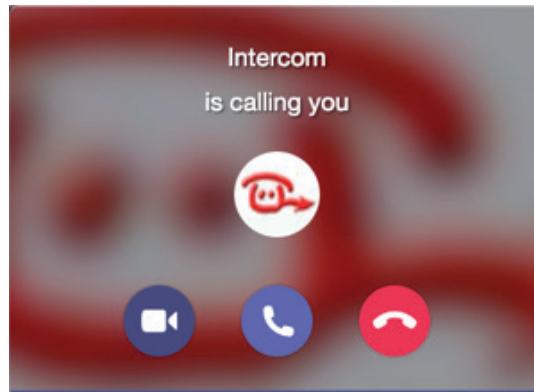
Select the already configured switch (in this example 'Door' and confirm.



The newly created code is now configured to operate the build-in switch.



Configuration of the IpDoor is now finished. Pressing the call button on the IpDoor touch screen will initiate a call to the number that is configured in the IpDoor.



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



To open the door from the Teams call, click on the three dots (...) in the call screen and select the 'Keypad'. Use the '0000' code (as set in the IpDoor earlier), this will trigger the switch in the IpDoor and open the door.

## APPENDIX - Install the CyberGate App

### Requirements for the CyberGate app

Requirements for using the CyberGate App:

- A subscription to one of the following CyberGate SaaS solutions:
  - CyberGate for IP Cameras with Teams
  - CyberGate for IP Paging with Teams
  - CyberGate for IP Intercoms with Teams

### Introduction

The CyberGate Teams app is an app that can be installed in your Microsoft Teams client. It is developed to offer extra functionality using CyberGate.

The CyberGate app has three main features:

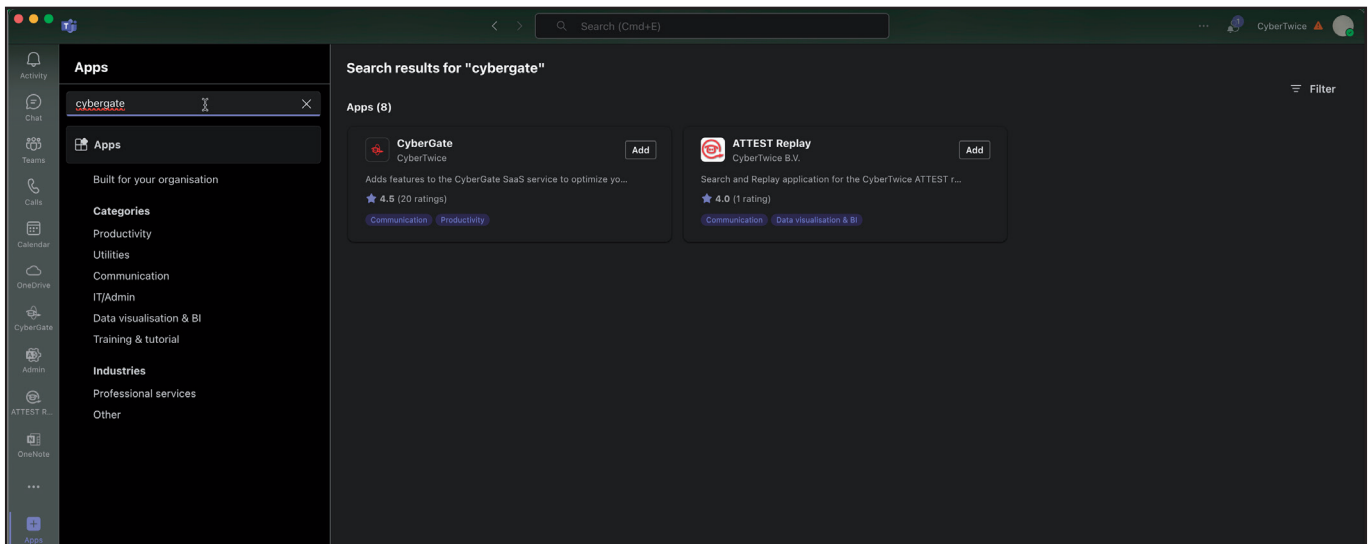
1. When using CyberGate Multi-ring groups, the app allows you to set availability status in a Multi-ring group
2. It offers a Devices overview page. This page shows the current status of the device (online or offline) and features a Connect-button. Using this button you can initiate a call from Teams to the device with just one click
3. Easily open the door during a Teams call with an intercom device by clicking a Door open button

This manual will describe the installation of the app and all three features in detail.

# Installation

## How to install

- Open Microsoft Teams and click on the 'Apps' button in the side bar and search for 'cybergate'



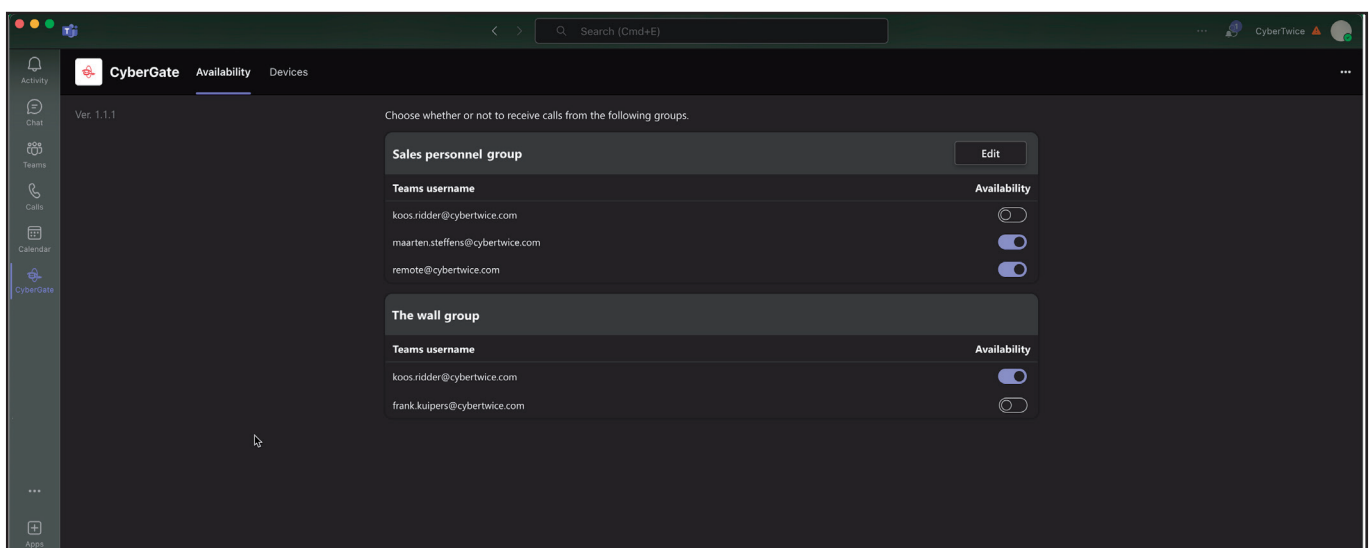
### Microsoft Teams App store - Search for cybergate

- Click on Add to add CyberGate to Microsoft Teams.

#### Note:

It might ask you to provide consent for basic permissions. (View your basic profile, Maintain access to data you have given it access to). Accept these permissions to use the app.

After installation, the CyberGate app will open and show the availability menu. You can pin the CyberGate app to the sidebar by right-clicking on the CyberGate icon and select 'pin'.



### CyberGate App - Availability

# Availability

## How to use

The CyberGate app uses the same credentials as used for Microsoft Teams. It automatically retrieves information from CyberGate regarding the Multi-ring groups the user is part of.

In this example, the user `koos.ridder@cybertwice.com` is part of two Multi-ring groups:

- Sales personnel group
- The wall group

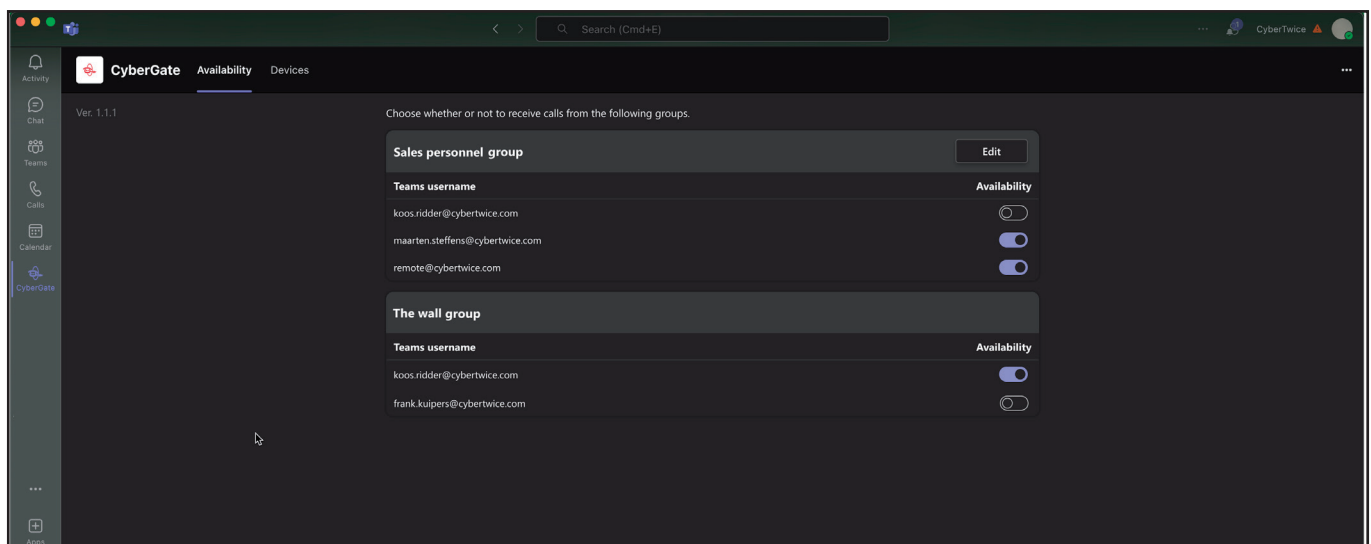
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

In the 'Sale personnel group', the user `koos.ridder@cybertwice.com` is supervisor (\*) and can therefore set the availability status of all users in this Multi-ring group. He can also edit this Multi-ring group (add / remove users).

In the 'The wall group', the user `koos.ridder@cybertwice.com` is a normal user and can only set his own availability status.

The availability status takes effect immediately.

- Available: You are available in the Multi-ring group and therefore you can be called by CyberGate
- Unavailable: You are not available in the Multi-ring group and won't be called by CyberGate



CyberGate App - Availability

### Note:

To configure the supervisor role for a Multi-ring group, use the CyberGate Management Portal ([admin.cybergate.cybertwice.com](http://admin.cybergate.cybertwice.com)).

# Devices

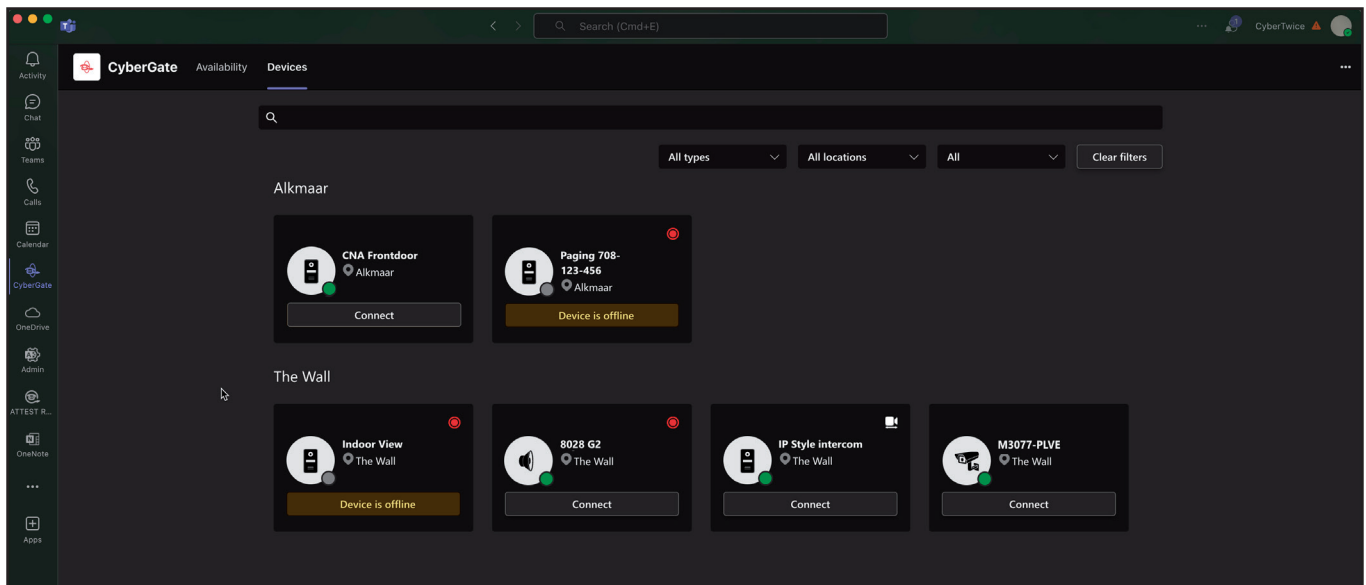
## How to use

The Devices menu provides an overview of the configured devices in your Tenant. The view is sorted by location of the devices and the results can be filtered to search a specific device.

Each device is shown as a tile. The tile shows the following information:

- The device type - intercom, camera or audio / paging
- The device name
- The online status - is a device online or offline
- Recording status - is recording enabled for this device
- Two way video - is two-way video configured for this device

A Connect button is available if a device is configured to be called to from Microsoft Teams. Clicking on this button initiates a call to this device.



CyberGate App Devices Tab - Configured CyberGate devices

### Note:

The devices shown to a user in the Devices menu can be limited using the Device access settings in the CyberGate Management Portal ([admin.cybergate.cybertwice.com](http://admin.cybergate.cybertwice.com)).

# Door-open button

## Introduction

The Cybergate app also features a so called 'Door-open button'. During a call between the intercom and a Teams user you can easily open the door by clicking on a button on the sidebar.

## How to activate

Follow the next steps to activate the Door-open button.

- Log in to the CyberGate management portal and navigate to the Basic-Device menu.

**CyberTwice** Kees Ridder  
fr. in.onmicrosoft.com

**ADMINISTRATION**

- Licensing

**BASIC**

- Global
- Network
- Portal access
- Device
- Multi-ring

**CAMERA**

- Meeting

**TEAMS APP**

- Availability
- Device

### Device settings

Create a device entry for each SIP device you are connecting to CyberGate. Each created device entry contains an authentication username and password to be used in the configuration of your SIP device together with 'cybergate.cybertwice.com' as the registrar address. For detailed instructions on how to configure the SIP device click [here](#) for the brand specific manuals.

To make the display name visible and to enable video in Teams, some configuration in the Teams environment is required. This can be done automatically by executing the PowerShell script that can be downloaded with the button below. The user to execute this script must have either the Global Administrator role or both the User Administrator role and the Teams Administrator role. For more information see the [manual](#).

[Download](#)

[Add device](#)

Display name	Authentication username	Password	Licensed	Recorded	Teams to device	Action
<b>Test location</b>						
Test device	QV9ZTCASCUSH0A5CHFA	AZZ ●●●●●●●●	yes	no	yes	<a href="#">Add</a> <a href="#">Remove</a>

*CyberGate Management Portal - One configured device*

- Click on the blue edit button to open the device details and fill in the 'Open door code'.
- Click on the blue Update button when done.

**Note:**

The 'Open door code' must match the configured open door code in the intercom device!

### Update Device

**Display name**  
Intercom Frontdoor  
This name is used as a display name within Teams

**Type**  
Intercom  
The device type is used for administrative use only

**Location**  
Amsterdam  
The device location is used for administrative use only

**Record device**

**Allow 2-way video** ⓘ  
  
For compatible devices that support receiving video.

**Allow calls from Teams to device**  
  
For devices that support incoming SIP calls.

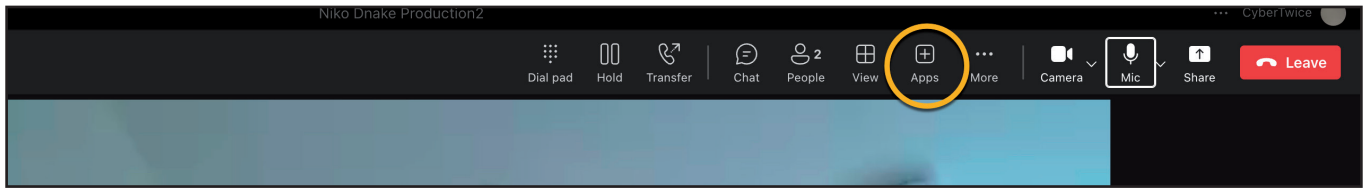
**Open door code (optional)**  
##  
The open door code is sent as DTMF to the device when the open door button in the CyberGate for Microsoft Teams App is pressed. Only DTMF characters are allowed (0123456789 \*#).

**Detected SIP username**  
MONET

CyberGate Management Portal - Device details

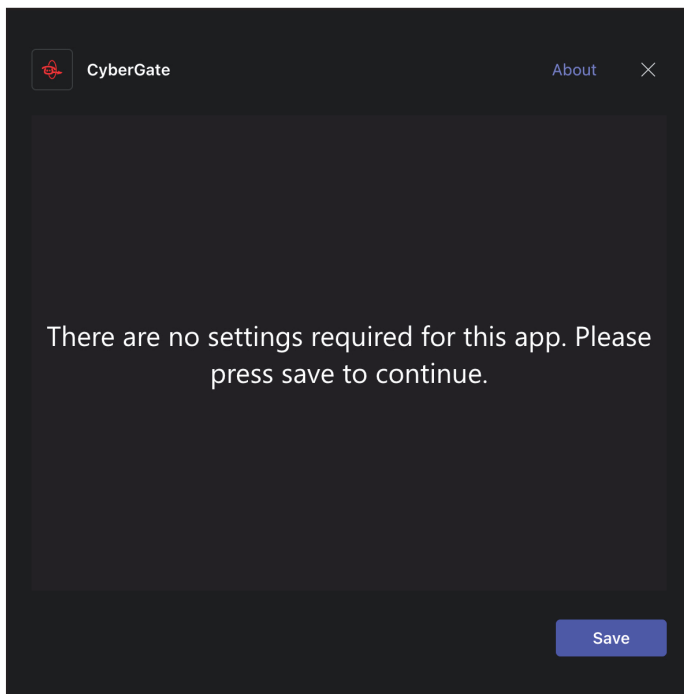
Make a call from the intercom to your Teams client and accept the call. Leave the call open.

- Click on the 'Apps' icon in the top bar.



*CyberGate Management Portal - One configured device*

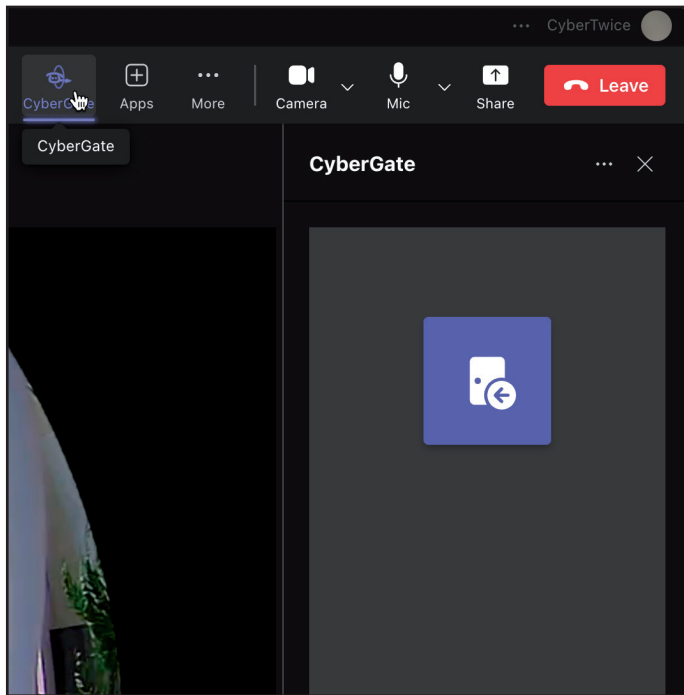
- Add CyberGate. After adding a dialog opens
- Press save to continue.



*CyberGate Management Portal - Add CyberGate*

On the left of the call window a sidebar opens with the Open door button.

- Click the button to open the door.



*CyberGate Management Portal - Open door button*

- End the call.

The Open door button can be added to all future calls made to this client by simply clicking on the CyberGate icon in the topbar.

## Document History

Document Version	Date	Author	Change
1.0.0	19-10-2022	KR	Initial version
1.0.1	10-07-2024	KR	Modified text
1.0.2	28-10-2024	KR	Modified layout
1.0.3	13-11-2024	KR	Fixed text and added "CyberGate app" appendix