

## TechNote: Hanwha and CyberGate

Version: 1.0.2 ENG  
Date: 07-11-2024



**Configure the Hanwha Techwin  
Network Intercom 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 a Hanwha Techwin Network Intercom to your Microsoft Teams environment. Microsoft Teams users can answer incoming calls from- or place outgoing calls to the intercom – 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.

*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>).*

## Hanwha Techwin Network Intercom

For this document the Hanwha Techwin Network Intercom (from now on named 'Hanwha') is used to connect to the CyberGate service (from now on named 'CyberGate').

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

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

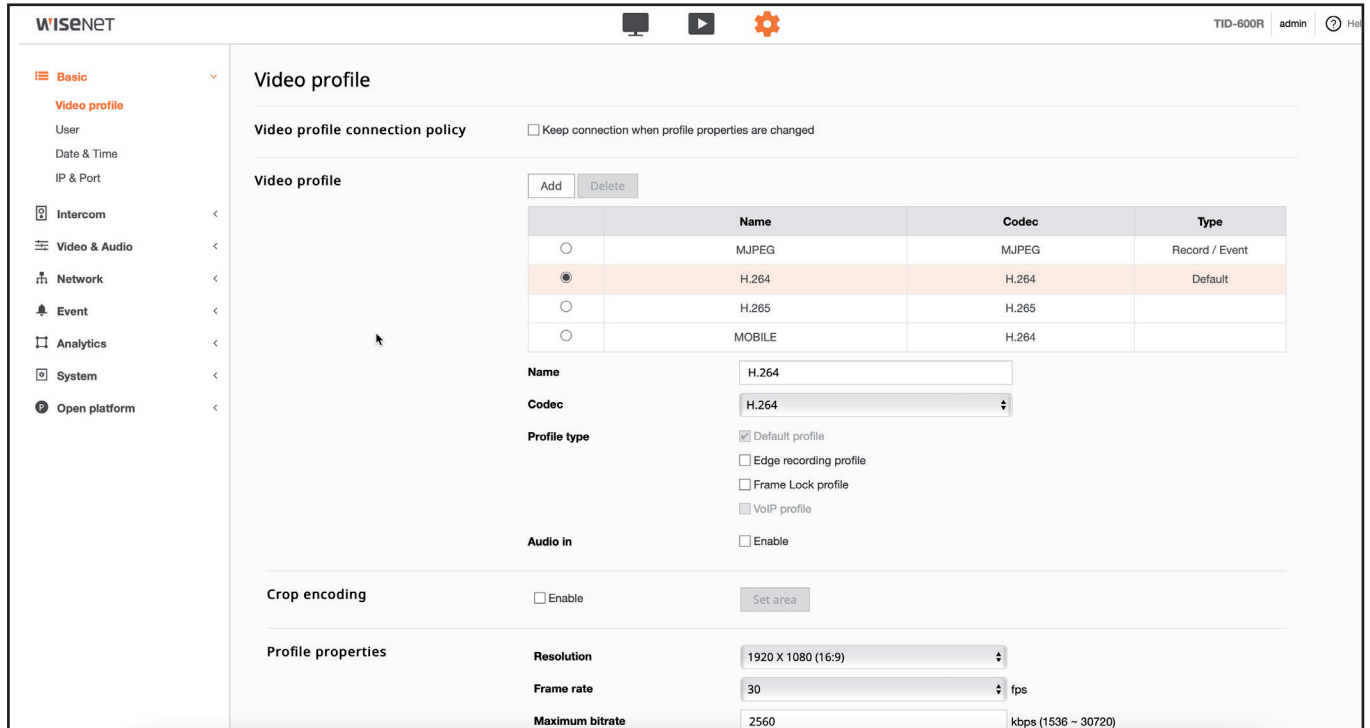
Installation of the CyberGate app for Microsoft Teams is highly recommended.

## Connect the Hanwha

Connect the Hanwha to the network, power it on and open a webbrowser to its IP-address. Use the provided or configured password for the admin user and login. Click the 'Setup' button.

1st: Create a VoIP video profile. This profile will be used during a VoIP call to CyberGate and contains specific video settings.

Navigate to the 'Basic-Video Profile' menu.



Click Add to add a 'VoIP' profile.

Add / modify the following information:

Name	Name of the VoIP profile (in this example 'Videocall')
Codec	H264
Profile type	VoIP Profile
Resolution	1280 x 720 (16:9)

Click the Apply button to confirm.

**Video profile**

**Video profile connection policy**  Keep connection when profile properties are changed

**Video profile**

	Name	Codec	Type
<input type="radio"/>	MJPEG	MJPEG	Record / Event
<input type="radio"/>	H.264	H.264	Default
<input type="radio"/>	H.265	H.265	
<input checked="" type="radio"/>	Videocall	H.264	VoIP
<input type="radio"/>	MOBILE	H.264	

**Name** Videocall

**Codec** H.264

**Profile type**

- Default profile
- Edge recording profile
- Frame Lock profile
- VoIP profile

**Audio in**  Enable

**Crop encoding**  Enable Set area

**Profile properties**

**Resolution** 1280 X 720 (16:9)

**Frame rate** 30 fps

2nd: Enable the SIP protocol. SIP is necessary for communication with CyberGate.

Navigate to the 'Intercom-Call Setup' menu.

**Call Setup**

**Call Setup**

Ringtone: Default

Calling time out: 60 seconds(10 ~ 180)

Touchless call:  Enable

Status LED:  Enable

LED off during idle status:  Enable

Enable SIP

**Port setup**

Allow incoming SIP calls:  Enable

SIP port: 5060

SIP TLS port: 5061

RTP start port: 4000

**NAT traversal**

ICE:  Enable

STUN:  Enable

Server address: [Input field]

TURN:  Enable

Server address: [Input field]

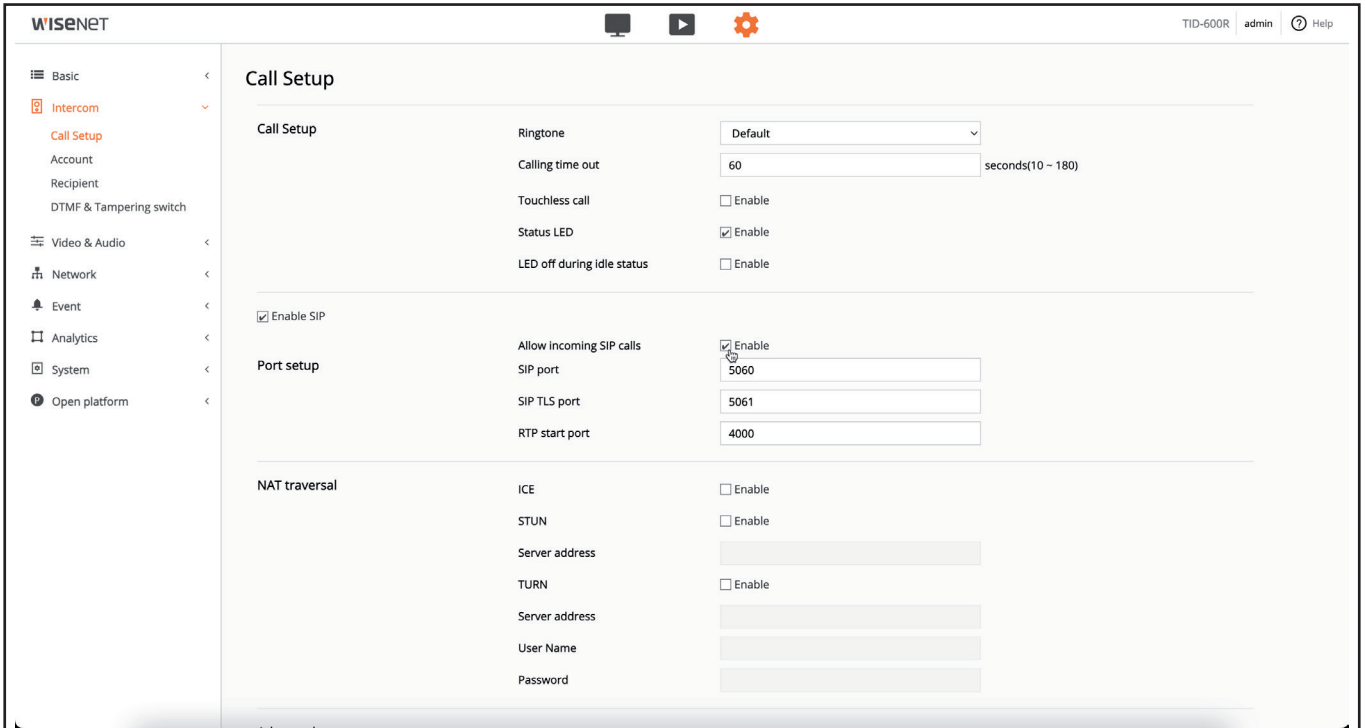
User Name: [Input field]

Password: [Input field]

Modify the following information:

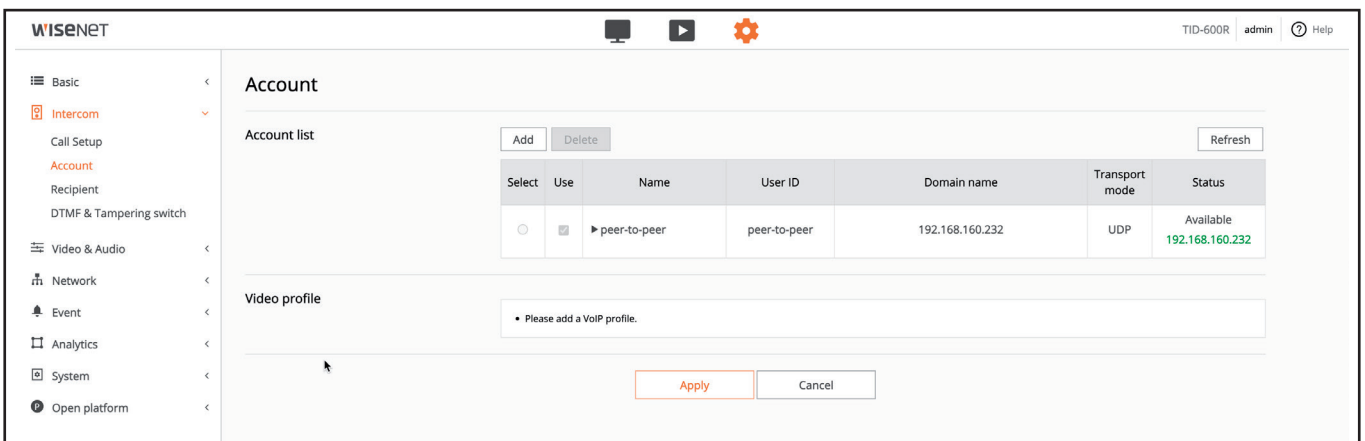
Enable SIP	Enable
Allow incoming SIP calls	Enable

Click the Apply button to confirm.



3rd: Configure the SIP communication.

Navigate to the 'Intercom-Account' menu.



Click Add to add an Account.

Add / modify the following information:

Account Information	
Name	Name of the SIP Account (in this example 'CyberGate')
User ID	Descriptive ID for the intercom (in this example 'Frontdoor')
Authentication ID	Use the Authentication username provided by the CyberGate service
Password	Use the Password provided by the CyberGate service
Domain name	cybergate.cybertwice.com
Advanced Setup	
Caller ID	Use the Authentication username provided by the CyberGate service
Registrar address	cybergate.cybertwice.com
Transport mode	TCP

Click the OK button to confirm.

The screenshot displays the WISENET configuration interface. A modal window titled 'Add account' is centered on the screen, overlaying the 'Account' configuration page. The modal is divided into two main sections: 'Account information' and 'Advanced setup'. In the 'Account information' section, the following values are entered: Name: CyberGate, User ID: Frontdoor, Authentication ID: C3AL22T99P6Q6U5Z, Password: [masked], and Domain name: gate.cybertwice.com. The 'Advanced setup' section includes: Caller ID: C3AL22T99P6Q6U, SIP server: Backup domain name (Enter backup dom), Registrar address: cybergate.cybertv, Backup registrar address (Enter backup regi), and Network: Transport mode (TCP). The background interface shows the 'Account' configuration page with a table listing account details and a 'Refresh' button.

The SIP connection to CyberGate is now added.

The screenshot shows the WISENET interface for configuring accounts. The 'Account list' table contains the following data:

Select	Use	Name	User ID	Domain name	Transport mode	Status
<input type="radio"/>	<input checked="" type="checkbox"/>	peer-to-peer	peer-to-peer	192.168.160.232	UDP	Available 192.168.160.232
<input type="radio"/>	<input checked="" type="checkbox"/>	CyberGate	Frontdoor	cybergate.cybertwice.com	TCP	Available cybergate.cybertwice.com

The 'Video profile' section shows the following settings:

Name	Videocall
Codec	H264
Resolution	1280x720
Frame rate	30
Crop encoding	false

Remove the default 'peer-to-peer' account by selecting and deleting it.

The screenshot shows the WISENET interface after the 'peer-to-peer' account has been removed. The 'Account list' table now contains only one entry:

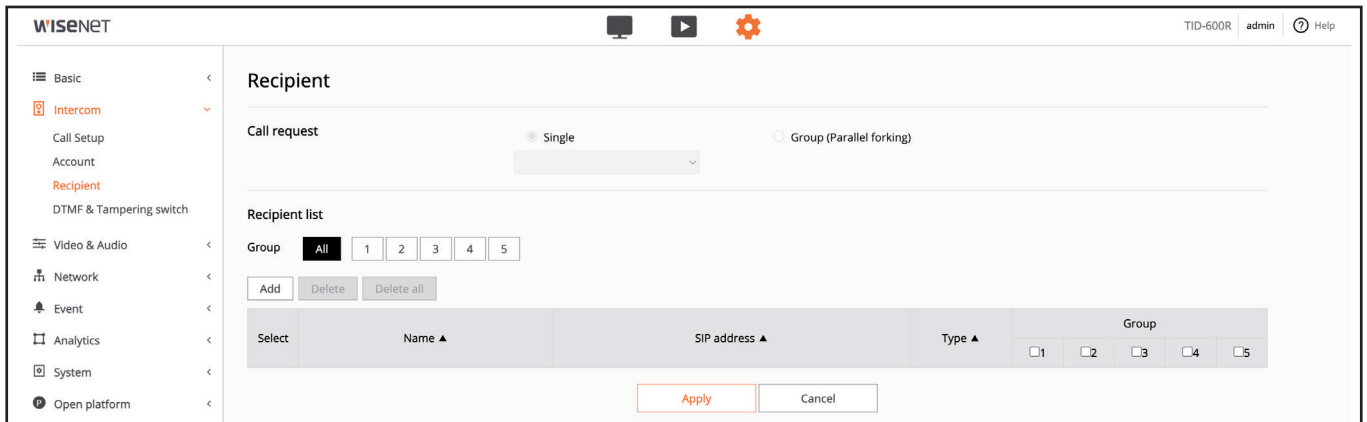
Select	Use	Name	User ID	Domain name	Transport mode	Status
<input type="radio"/>	<input checked="" type="checkbox"/>	CyberGate	Frontdoor	cybergate.cybertwice.com	TLS	Available cybergate.cybertwice.com

The 'Video profile' section remains the same as in the previous screenshot.

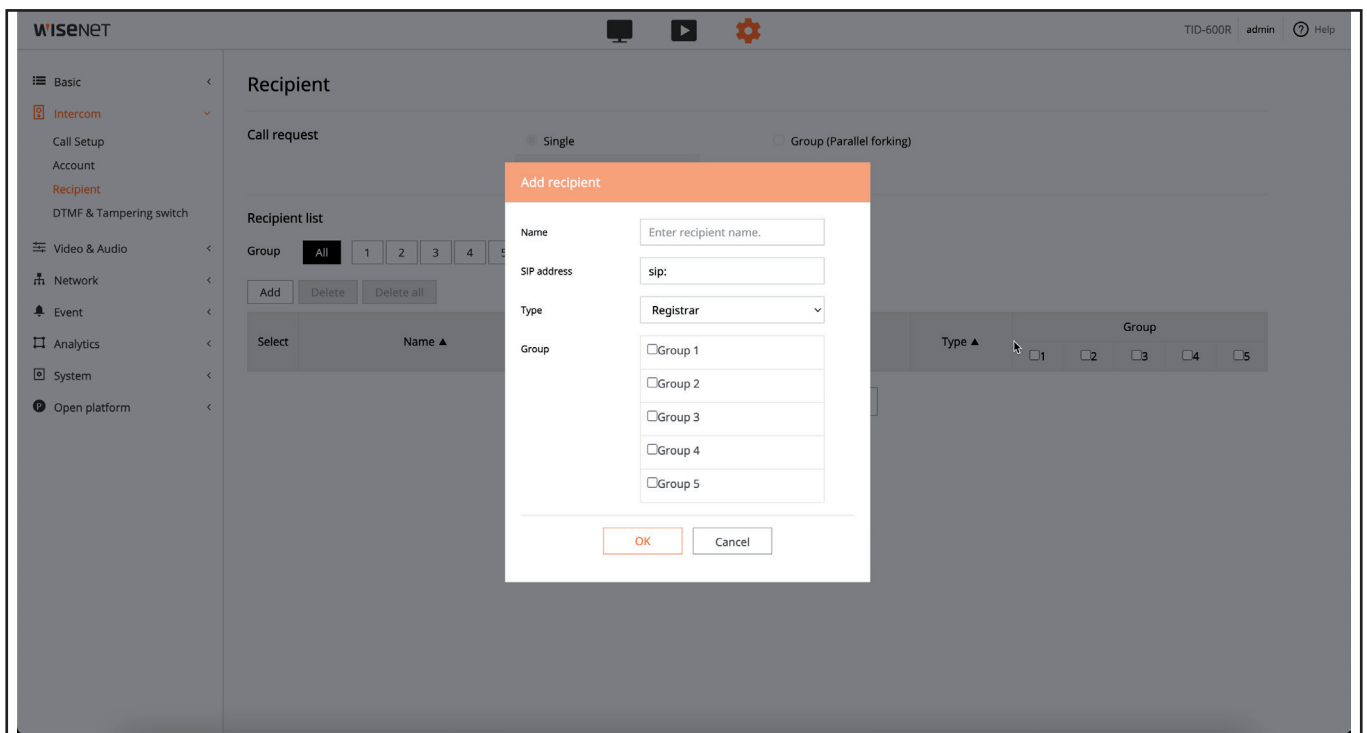
Click the Apply button to confirm and check the status to see if the registration was successful.

4th: Add a recipient to call when the call button is pressed.

Navigate to the 'Intercom-Recipient' menu.



Click Add to add a Recipient.



Add / modify the following information:

Name	Name of the Recipient (in this example 'KoosTeams')
SIP address	Start with sip:, followed by the Teams user name followed by the domain 'cybergate.cybertwice.com' <name.name>@cybergate.cybertwice.com *

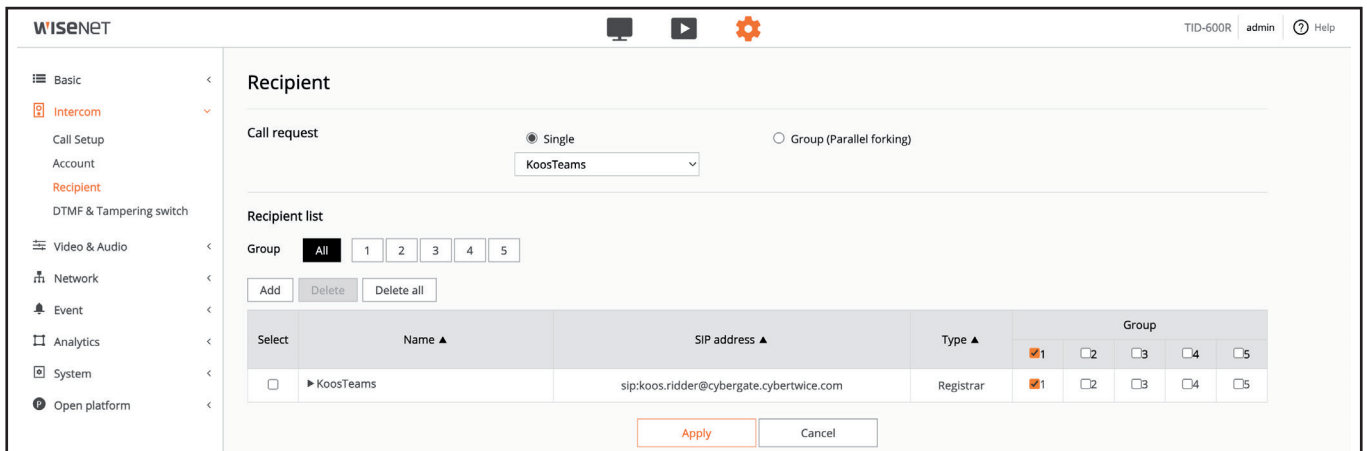
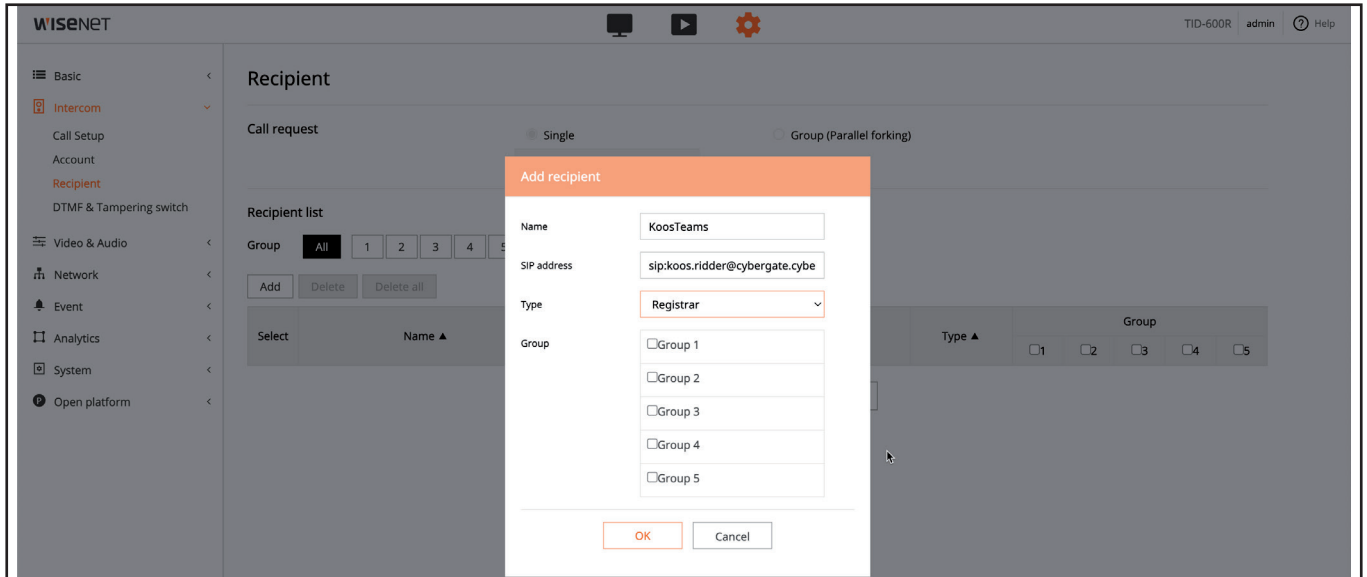
\* For example, the user 'Koos Ridder, with the Teams name:

*koos.ridder@mycompany.com*

will translate to this destination address:

*sip:koos.ridder@cybergate.cybertwice.com*

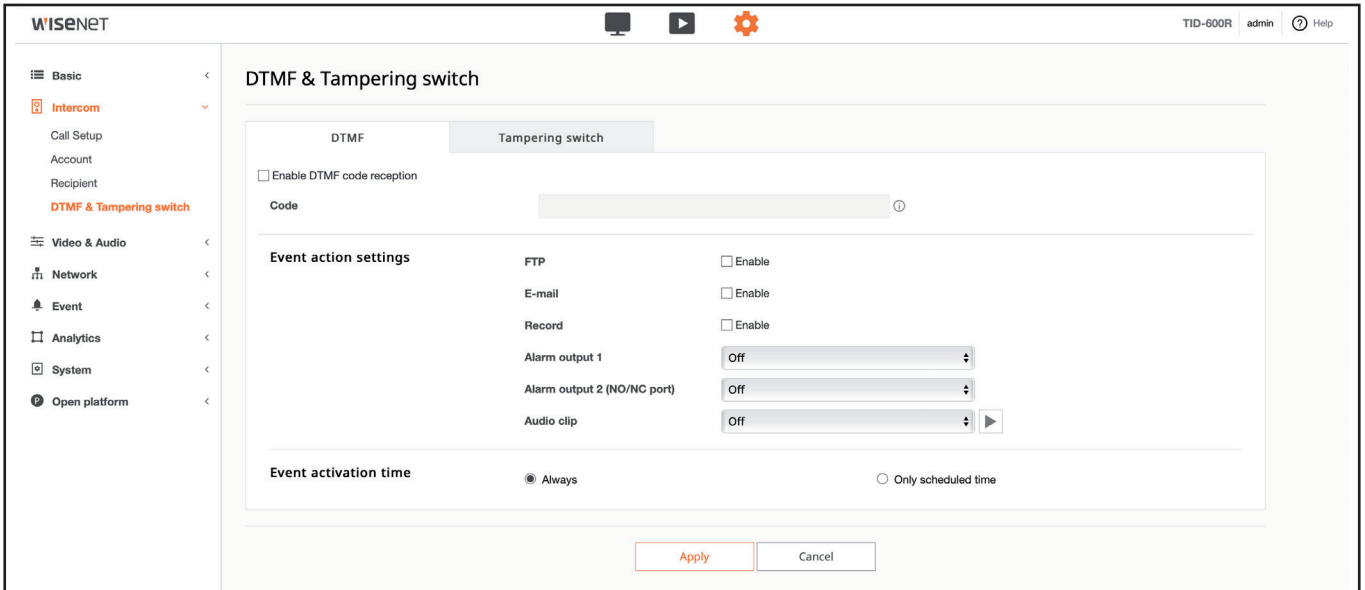
Click the OK button to confirm.



Click the Apply button to confirm.

5th: Configure a DTMF code to use to open the door during a call.

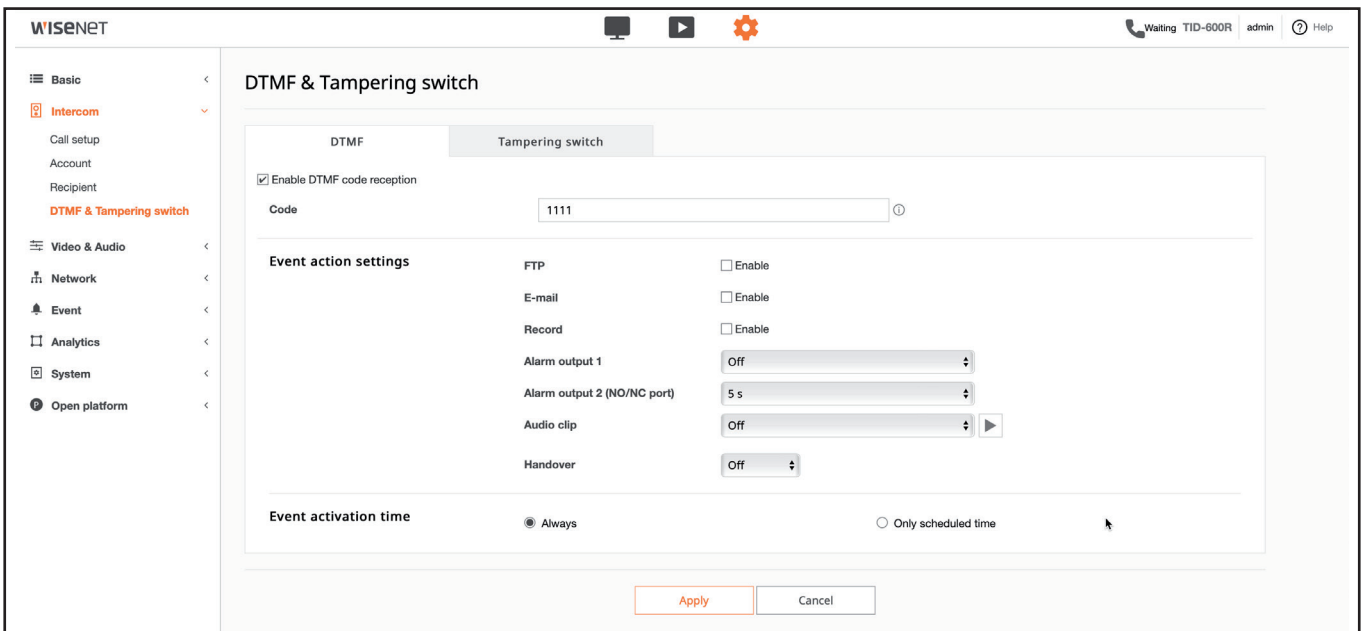
Navigate to the 'Intercom-DTMF & Tampering switch' menu.



Add / modify the following information:

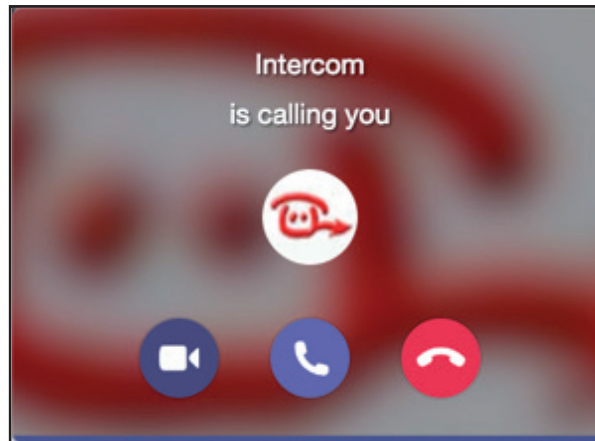
Enable DTMF code reception	Enable
Code	Define a DTMF code to use (in this example '1111')
Alarm Output 1 or 2	Select the output to use and select the preferred switch duration

Click the Apply button to confirm.



Configuration of the Hanwha is now finished.

Press on the button of the Hanwha to call the configured Teams recipient.  
If configured correctly, the Teams client will ring. Answer it by clicking the answer button.



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 dtmf code (as configured in the 'Intercom-DTMF & Tampering switch' menu) to 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:

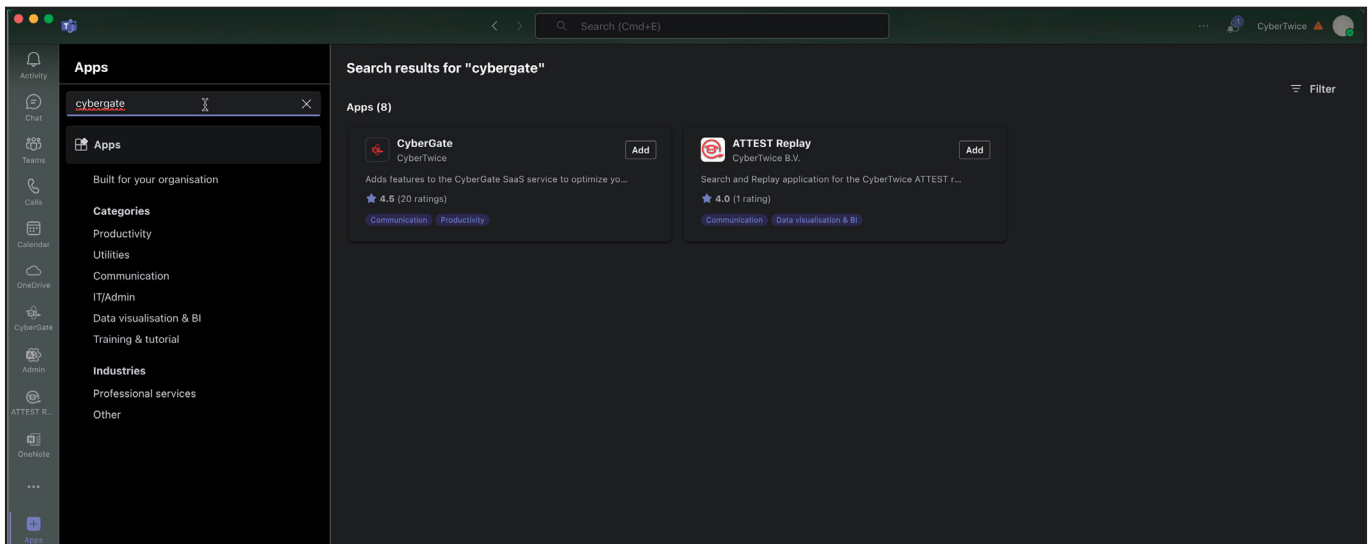
1. When using CyberGate Multi-ring groups, the app allows you to set availability status in a Multi-ring group
2. It offers a Devices overview page. This page shows the current status of the device (online or offline) and features a Connect-button. Using this button you can initiate a call from Teams 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'



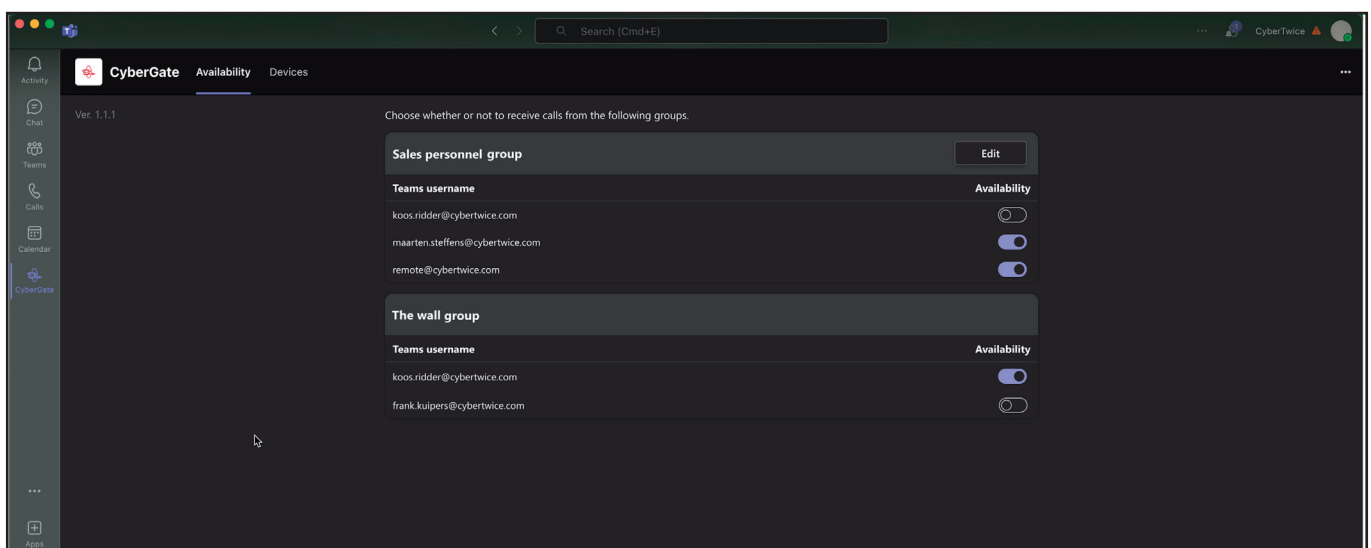
### Microsoft Teams App store - Search for cybergate

- 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

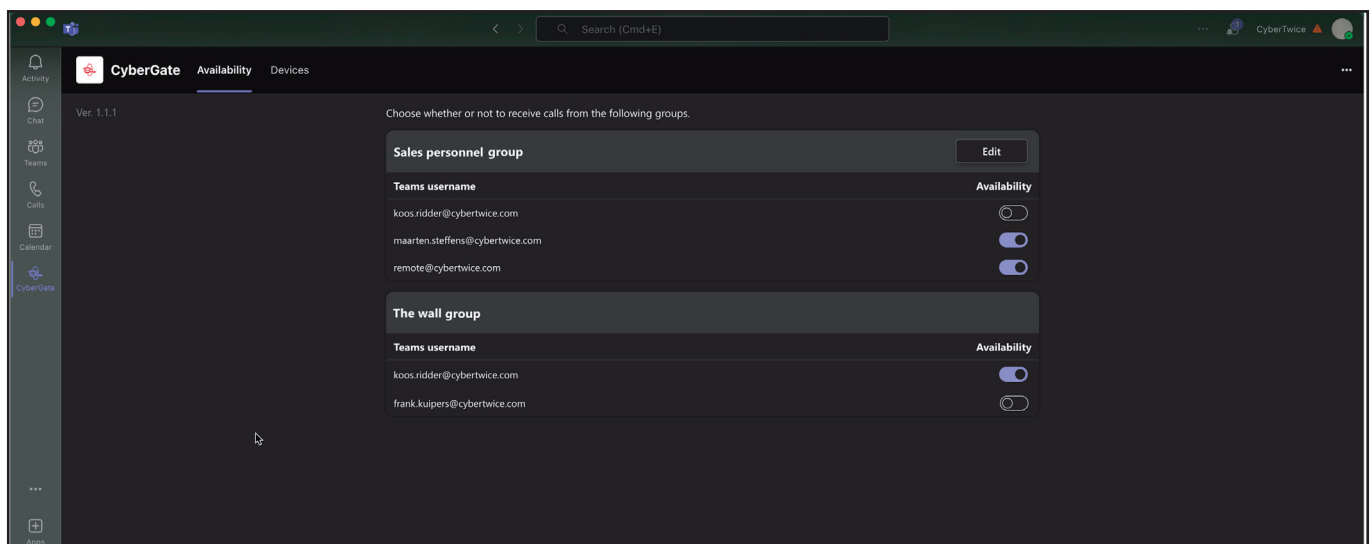
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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

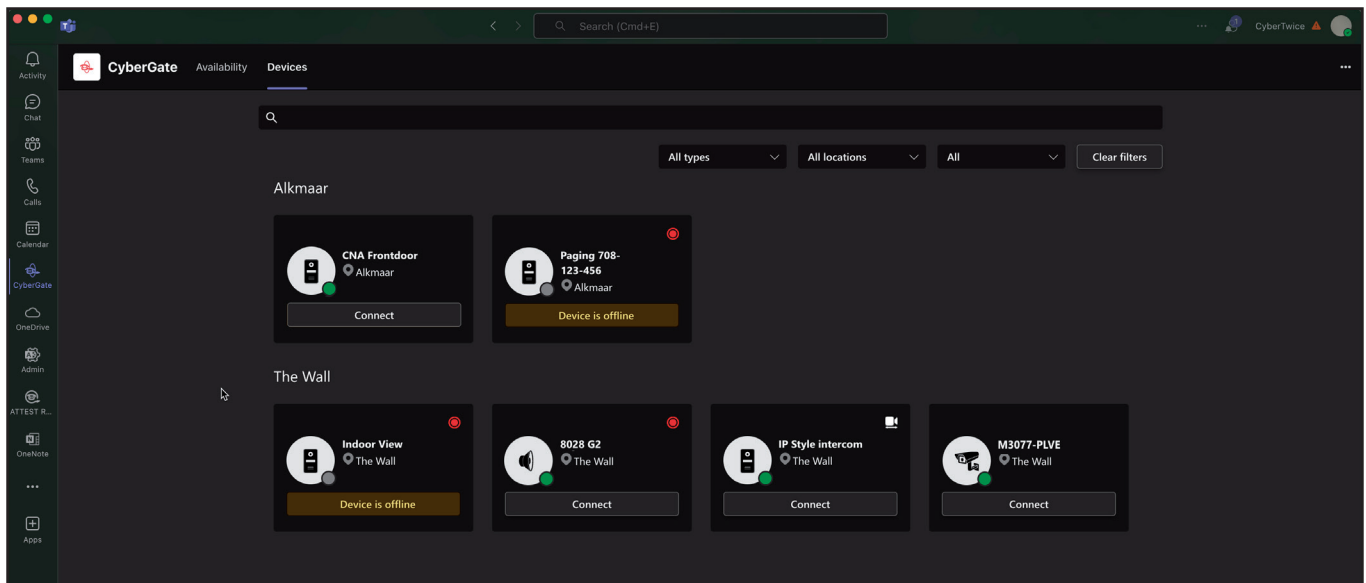
## How to use

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	QV9ZTCASCUSH0A5CHF8	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.

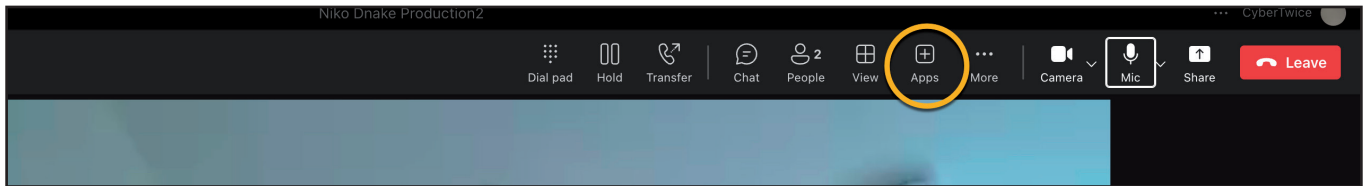
**Open door code (optional)**  
##  
The open door code is sent as DTMF to the device when the open door button in the CyberGate for Microsoft Teams App is pressed. Only DTMF characters are allowed (0123456789 \*#).

**Detected SIP username**  
MONET

CyberGate Management Portal - Device details

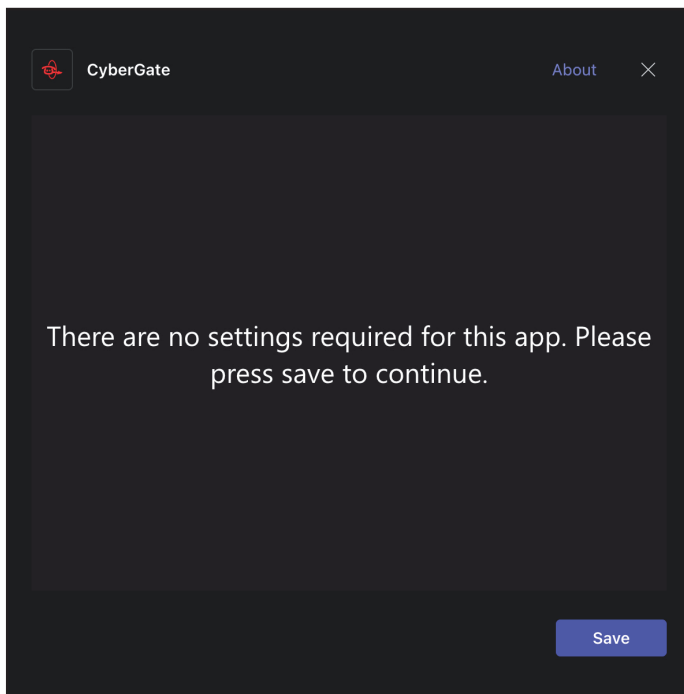
Make a call from the intercom to your Teams client and accept the call. Leave the call open.

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



*CyberGate Management Portal - One configured device*

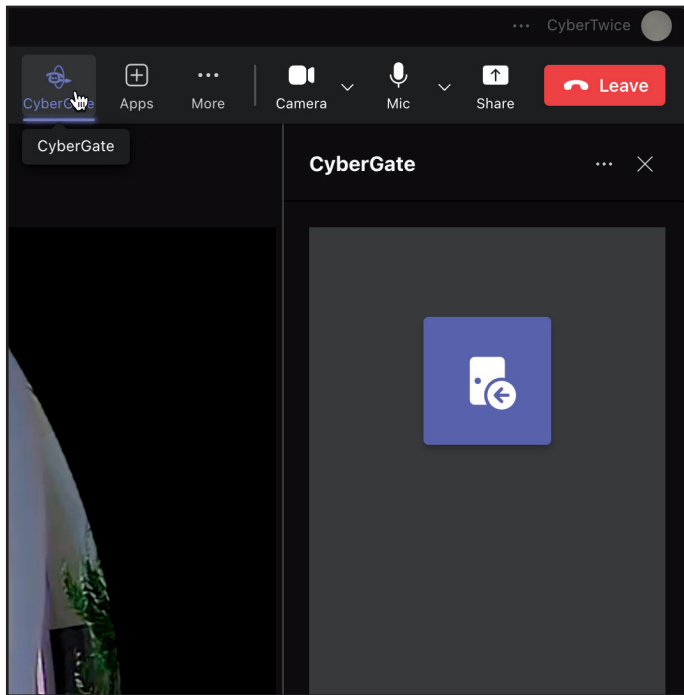
- Add CyberGate. After adding a dialog opens
- Press save to continue.



*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	18-11-2022	KR	Initial version
1.0.2	07-11-2024	KR	Fixed text and added "CyberGate app" appendix