



TechNote: Genetec Sipelia and CyberGate

Version: 1.0.2 ENG
Date: 02-05-2025



**Configure Genetec Sipelia for use
with 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 your Genetec Sipelia environment to your Microsoft Teams environment. Intercoms connected to Genetec Sipelia can set up calls with audio and video to Microsoft Teams users and answer incoming calls from Teams using 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>).



Genetec Sipelia

This document describes the steps necessary to connect Genetec Sipelia (from now on named 'Sipelia') to CyberGate (from now on named 'CyberGate').

Connecting Sipelia to CyberGate enables you to make calls from intercoms connected to Sepelia or directly from the Sipelia Security Desk to Teams users.

This document is divided into three sections:

1. Configuration of CyberGate, via the CyberGate Management Portal (**RED section**)
2. Configuration of Sipelia to connect it to CyberGate (**BLUE section**)
3. Final steps in the CyberGate Management Portal (**GREEN section**)

Prerequisites

- CyberGate needs to be purchased in the Azure Marketplace or Microsoft Appsource (see [manual](#))
- CyberGate has to be activated after purchasing (see [manual](#))
- Consent has to be provided in the CyberGate Management Portal (see [manual](#))
- CyberGate needs the Public WAN IP address used by Sipelia to access CyberGate for white listing in the CyberGate Management Portal (see [manual](#))
- CyberGate needs as many licenses as there are devices that will connect to Teams via Sipelia

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.

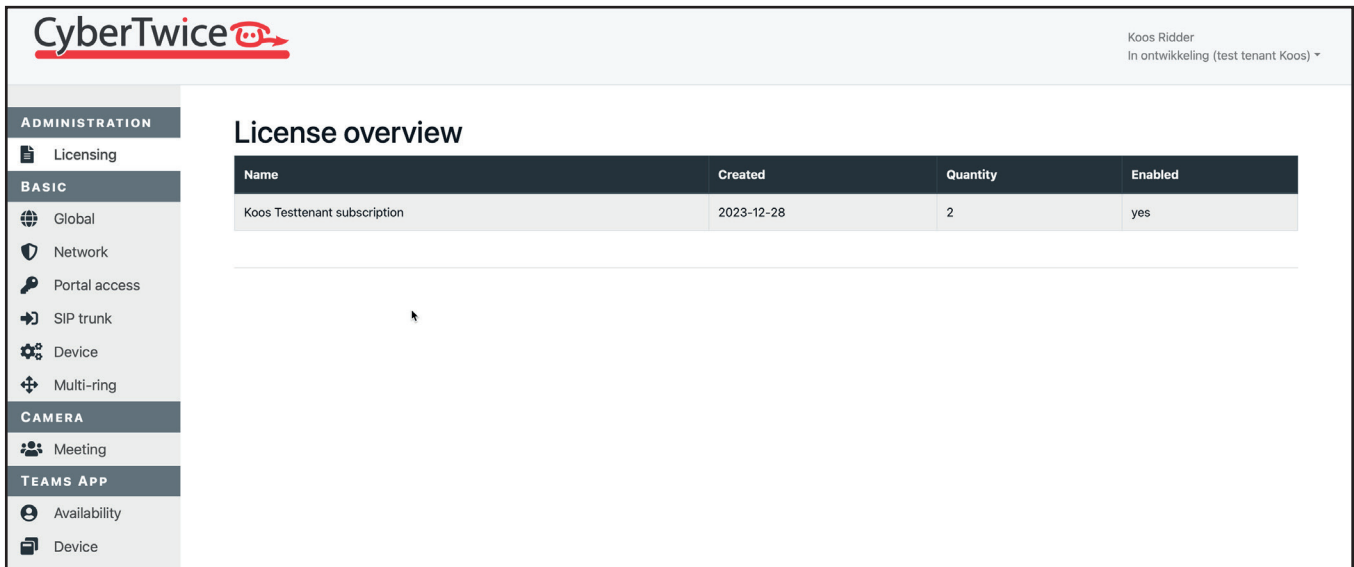
Configuration of CyberGate

The connection between Sipelia and CyberGate is running over a so called SIP trunk. This SIP trunk has to be added to CyberGate and configured first.

Sipelia is able to call one or multiple users simultaneously in Teams. It uses the CyberGate Multi-ring group feature to be able to do so.

Follow the next steps to add and configure the SIP trunk and configure the required Multi-ring groups.

Log in to the CyberGate Management Portal. (<https://admin.cybergate.cybertwice.com>)

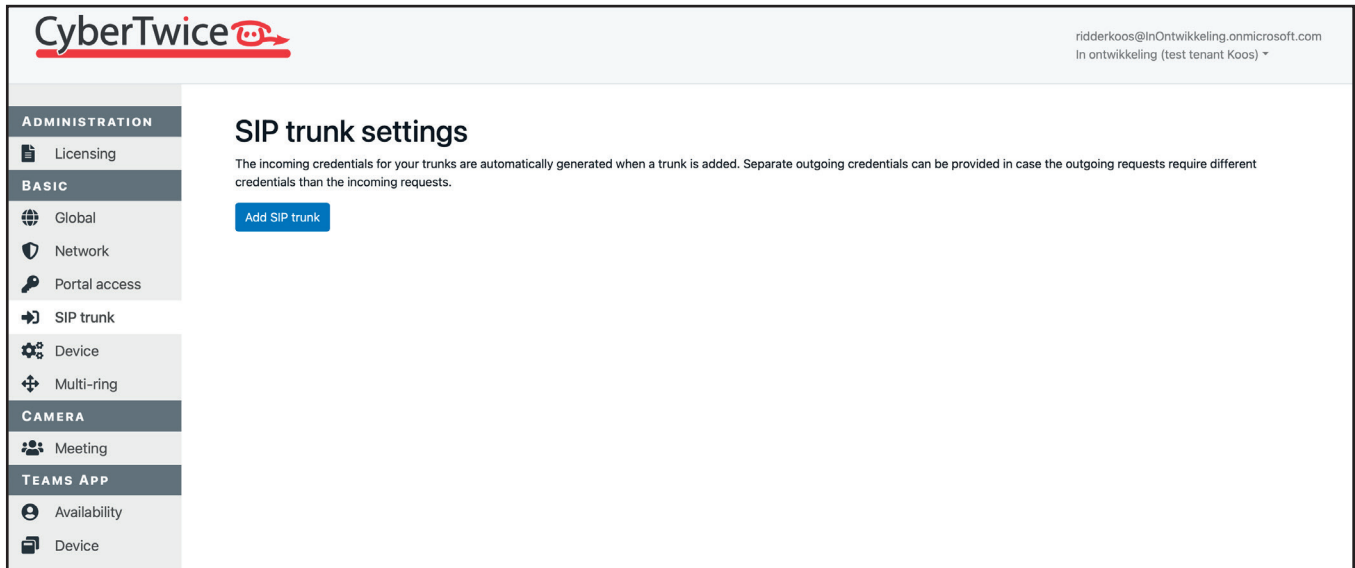


The screenshot shows the CyberTwice Management Portal interface. The top left features the CyberTwice logo. The top right displays the user name 'Koos Ridder' and the role 'In ontwikkeling (test tenant Koos)'. A left-hand navigation menu is visible, with categories: ADMINISTRATION (Licensing), BASIC (Global, Network, Portal access, SIP trunk, Device, Multi-ring), CAMERA (Meeting), and TEAMS APP (Availability, Device). The main content area is titled 'License overview' and contains a table with the following data:

Name	Created	Quantity	Enabled
Koos Testtenant subscription	2023-12-28	2	yes

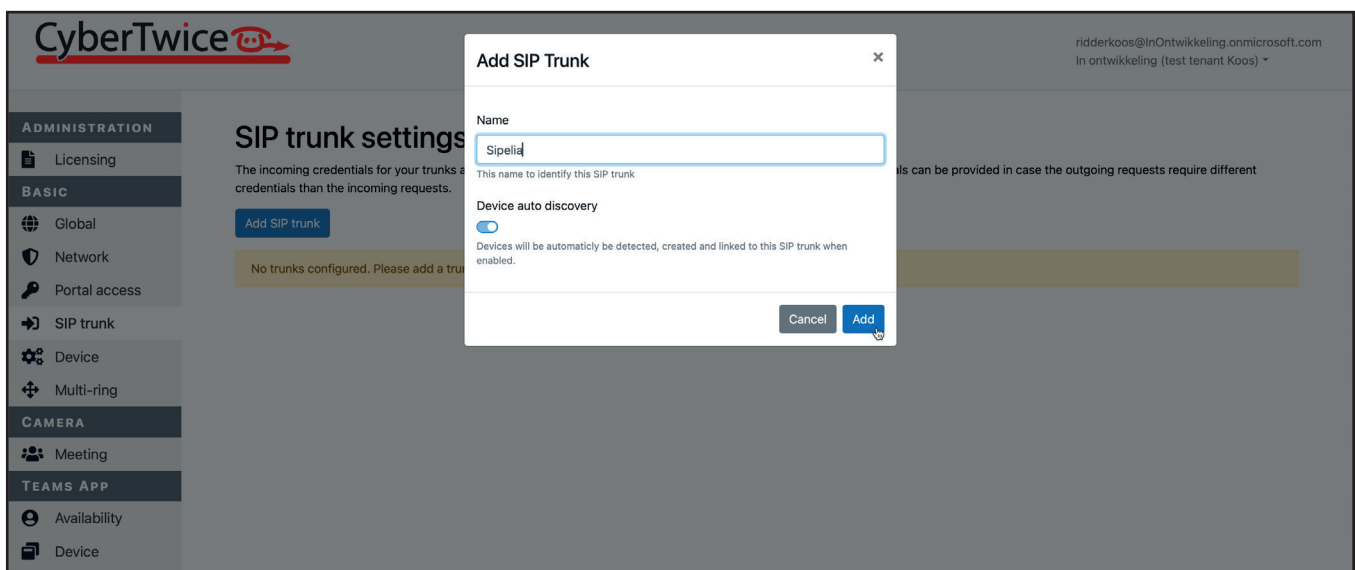
CyberGate Management Portal - License overview

Navigate to the SIP trunk menu.



CyberGate Management Portal - SIP trunk (empty)

Click the blue 'Add SIP trunk' button to add the SIP trunk to Sipelia.



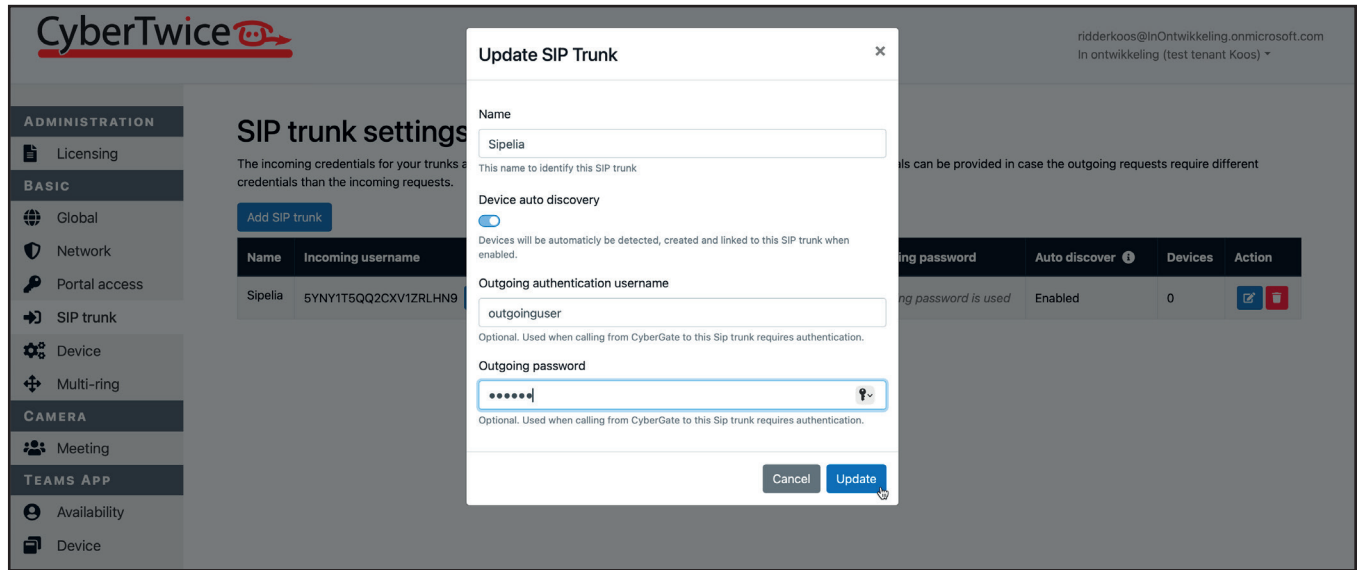
CyberGate Management Portal - SIP trunk - Add SIP trunk

Provide the following information:

Add SIP trunk	
Name	Name the SIP trunk (in this example: Sipelia)

Click Add.

After adding the SIP trunk, click on the blue edit button to edit the just created SIP trunk.

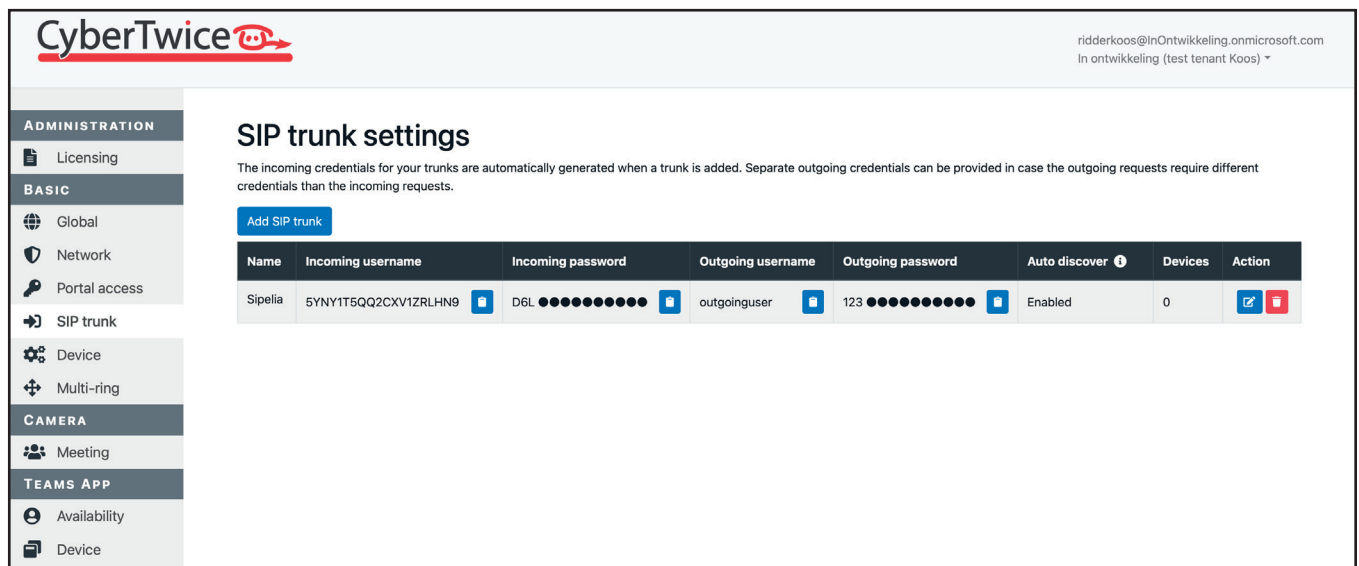


CyberGate Management Portal - SIP trunk - Edit SIP trunk

CyberGate has to authenticate itself to Sipelia. The credentials to do this have to be provided:

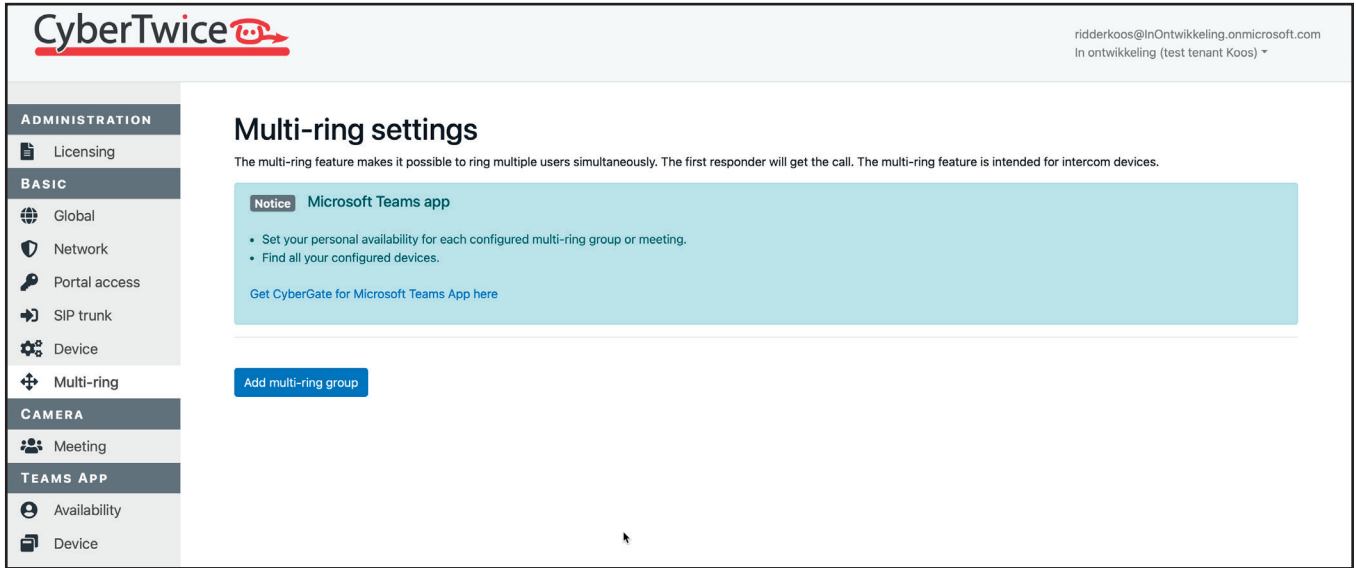
Update SIP trunk	
Outgoing authentication username	Define a username used to authenticate CyberGate to Sepelia
Outgoing password	Define a password used to authenticate CyberGate to Sepelia

Click Update.



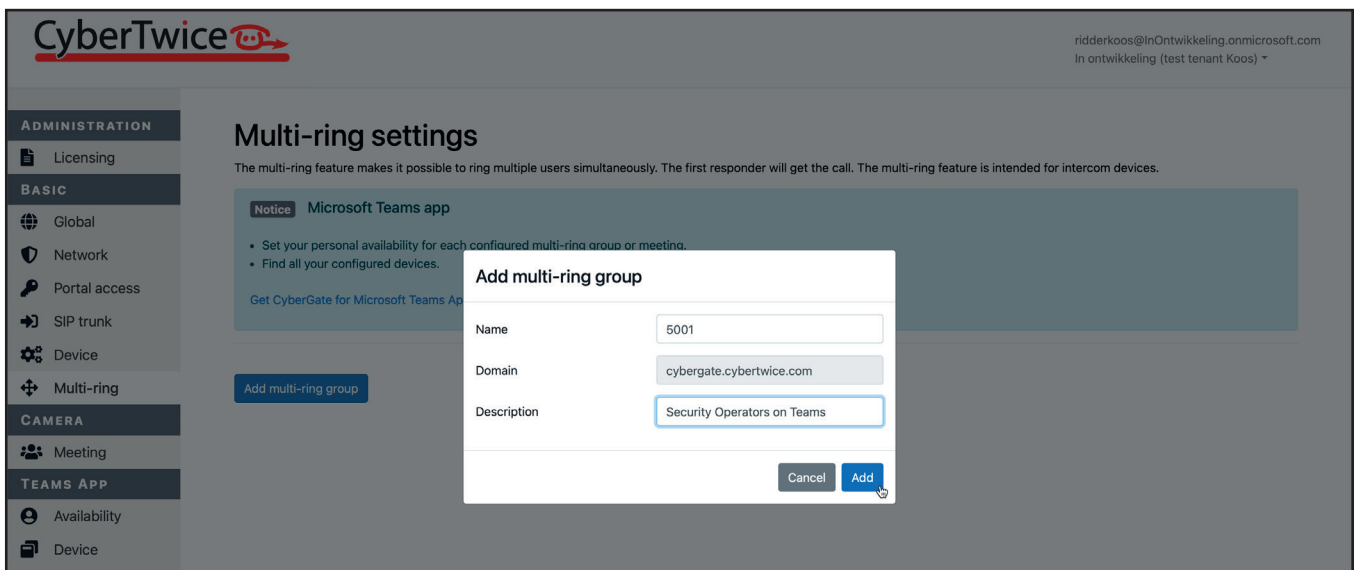
CyberGate Management Portal - SIP trunk - Added SIP trunk

Navigate to the Multi-ring menu.



CyberGate Management Portal - Multi-ring (empty)

Click the blue 'Add multi-ring group' button to add a Multi-ring group.




CyberGate Management Portal - Multi-ring - Add Multi-ring group

Provide the following information:

Add Multi-ring group	
Name	Name the Multi-ring group (in this example: 5001)
Description	A name of the Multi-ring group that describes the user that will be called

Click Add.

After creating the Multi-ring group, add the required Teams users to this Multi-ring group.

CyberTwice 

ridderkoos@InOntwikkeling.onmicrosoft.com
In ontwikkeling (test tenant Koos) ▾

ADMINISTRATION

- Licensing

BASIC

- Global
- Network
- Portal access
- SIP trunk
- 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.

Notice Microsoft Teams app



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

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

[Add multi-ring group](#)

5001@cybergate.cybertwice.com  

Security Operators on Teams

Teams username	Delete
ridderkoos@InOntwikkeling.onmicrosoft.com	
joel.n.kl,n@InOntwikkeling.onmicrosoft.com	

@ InOntwikkeling.onmicro: ▾ [Add](#)

CyberGate Management Portal - Multi-ring - Added Multi-ring group

You can add as many Multi-ring groups as you have destinations to call. In this document we'll use this particular Multi-ring group in the configuration of Sipelia.

The configuration of the CyberGate Management Portal is done, continue with the Sipelia configuration.

Configuration of Sipelia

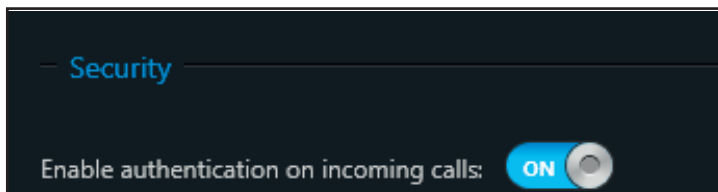
The configuration of Sipelia for use with CyberGate consists of three steps:

1. Creation of a SIP trunk
2. Creation of a Dial Plan rule
3. Creation of a range of extensions for CyberGate
4. Adding an account to Security Center Sipelia

Creation of a SIP trunk

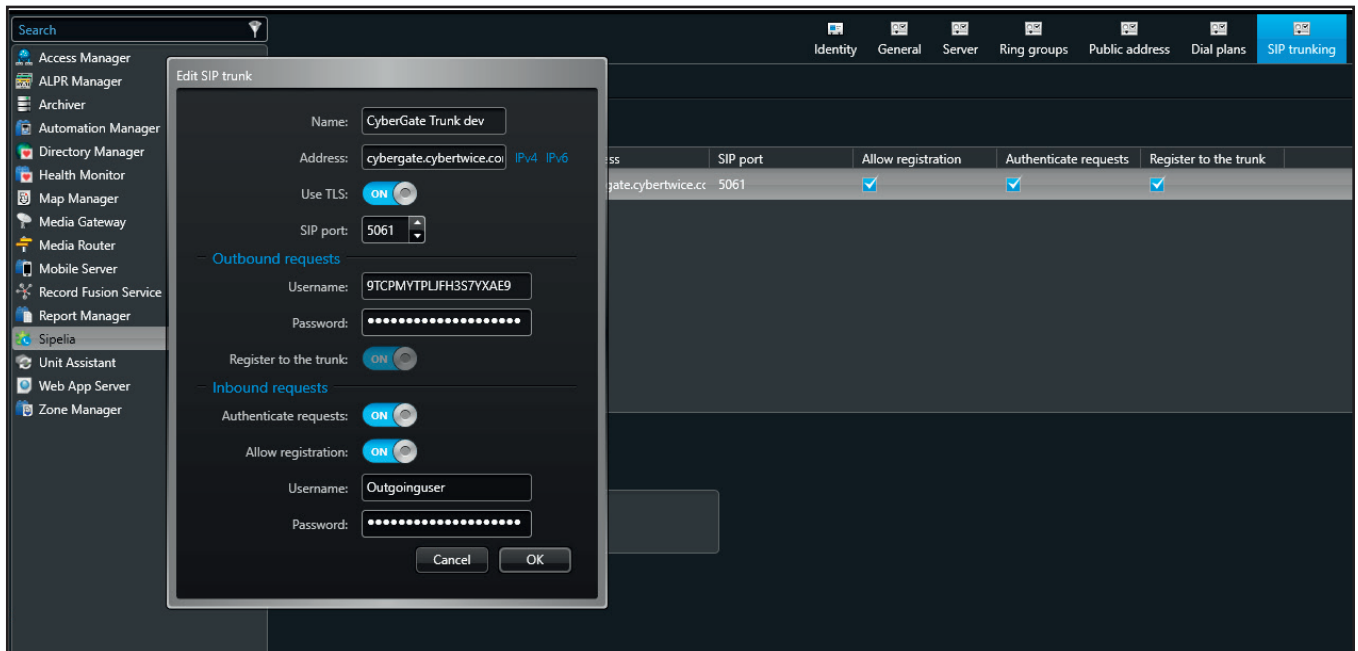
1. Under the SIP trunking tab, click on the + sign to add a SIP trunk.
2. Give the SIP trunk a name.
3. (Optional) Enable TLS.
4. (Optional) If using TLS, use SIP port 5061.
5. Under Outbound requests, enter the incoming username and incoming password copied from the CyberGate Management portal (see page 5 of this document for the incoming username and incoming password fields).
6. Enable registration to the trunk.
7. (Optional) Under Inbound requests, enable Authenticate requests for additional security.

Note: Authentication on incoming calls must be enabled under the General tab of Sipelia for this security feature to work.



Enable authentication on incoming calls

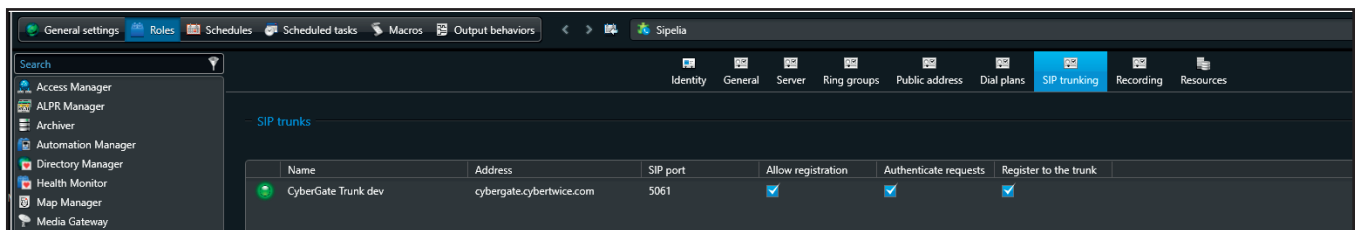
8. Enable Allow registration.
9. Under Inbound requests, enter the username and password (see page 5 of this document for the outgoing username and outgoing password fields).



Edit SIP trunk

10. Click OK.
11. Click Apply.

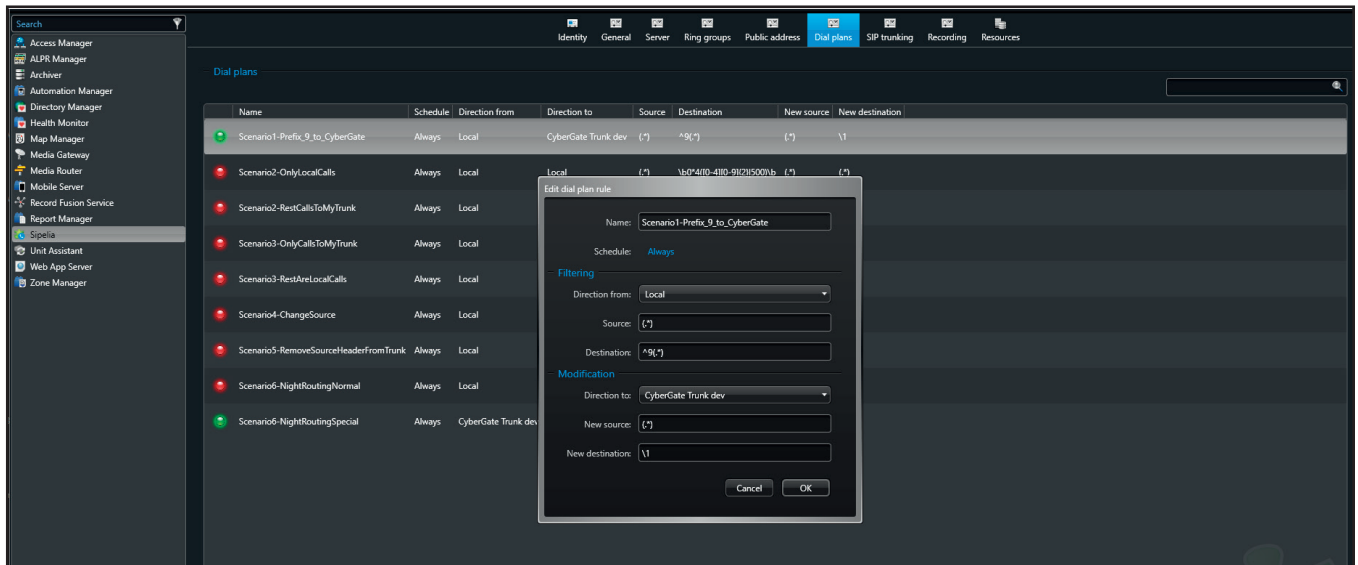
The trunk state should be green indicating that it's online.



SIP trunk online

Creation of a Dial Plan rule

1. Under Dial plans, use one of the templates available.
2. Modify the rule accordingly.
3. Configure the Direction to to be the CyberGate SIP trunk



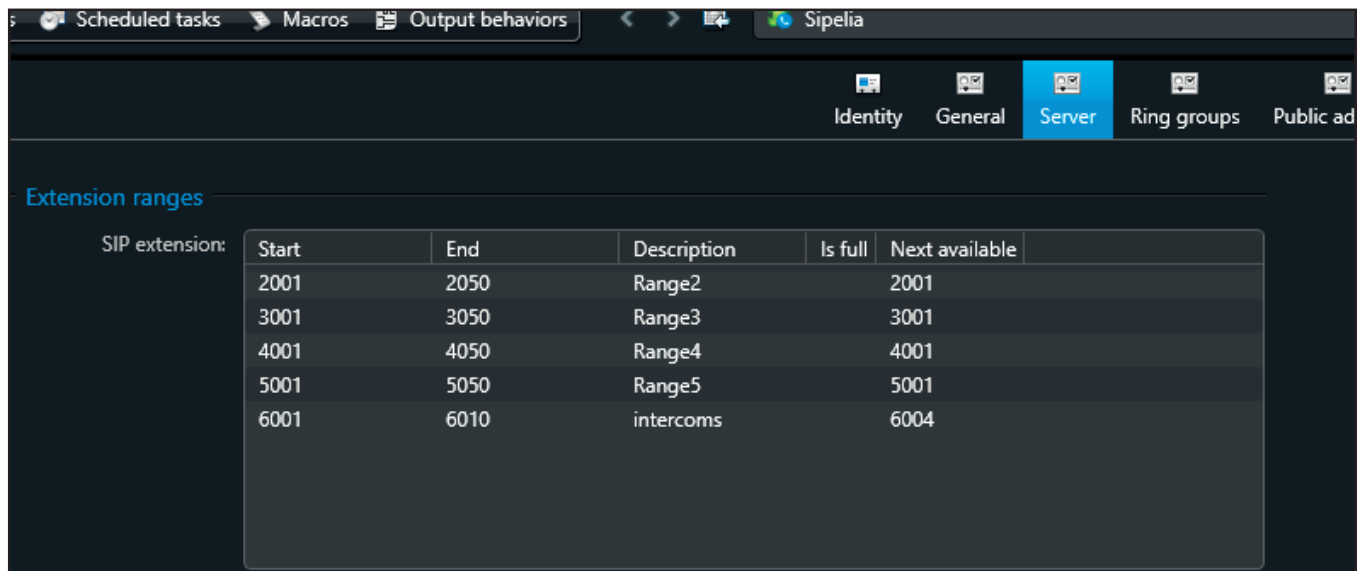
Edit dial plan rule

4. Click OK.
5. Click on the green dot (●) to activate the rule.
6. Click Apply.

Creation of a range of extensions for CyberGate

Create a range of extensions that is defined within your dial plan in order to call Teams users or user groups.

7. Go to the Extension ranges section under the Server tab.
8. Click the + sign to add a range.
9. Select a start and an end for your extension range.
10. (Optional) Add a description.
11. Add a password.



Screenshot of the Sipelia configuration interface showing the 'Extension ranges' section under the 'Server' tab. The interface displays a table with columns for Start, End, Description, Is full, and Next available. The table contains five rows of data representing different extension ranges.

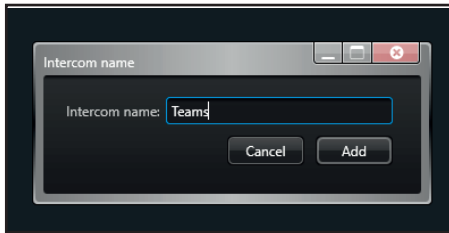
SIP extension:	Start	End	Description	Is full	Next available
	2001	2050	Range2		2001
	3001	3050	Range3		3001
	4001	4050	Range4		4001
	5001	5050	Range5		5001
	6001	6010	intercoms		6004

Extension ranges

Adding an account to Security Center Sipelia

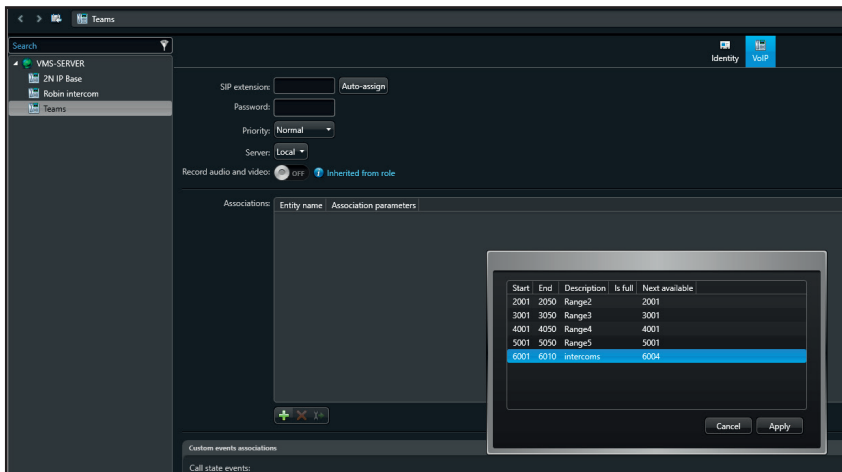
To identify the Teams user(s) in the Sipelia address book, you must add the Multi-ring group(s) created in CyberGate as SIP intercom(s) in Security Center Sipelia.

1. From the Config Tool homepage, select the Sipelia plugin role.
2. At the bottom of the page, click Add intercom.
3. Enter a name and click Add.



Intercom name

4. Click the VoIP tab and assign a SIP extension and a password to your SIP Teams virtual user group. To communicate with other SIP endpoints within Sipelia, every SIP intercom or user in Security Center must have a unique SIP extension assigned to it. The recommended approach is to automatically assign the extension, or you can also assign the extension manually.
 - Click Auto-assign and choose the existing designated range of SIP extensions for Teams users. The SIP intercom is automatically assigned to the next available SIP extension in the range and the correct password for the range is populated.



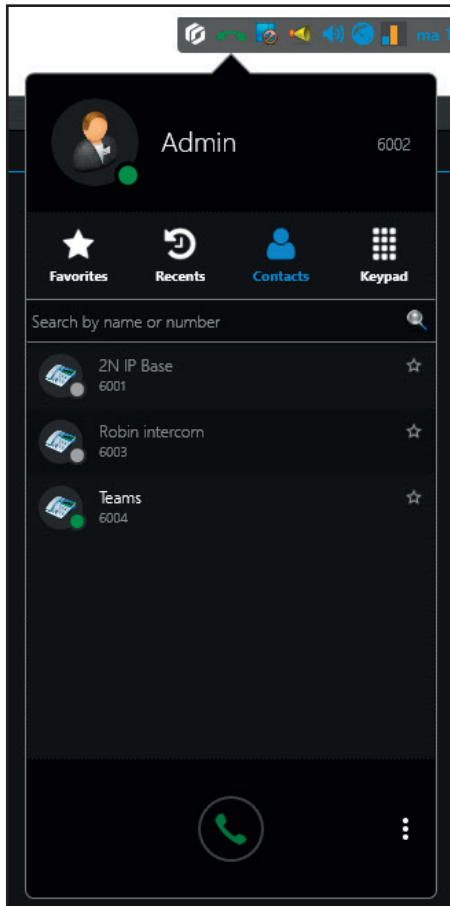
Assign SIP Extension

- Assign the extension manually:
 - SIP extension: The extension number of the SIP intercom.
 - Password: The password for the extension. This password was specified when creating the extension range. Each SIP extension within a given range has its password automatically set to match the default password for that range.
5. Under server, select the SIP trunk name previously created for the SIP trunk with CyberGate.
 6. Click Apply.
 7. Repeat steps 1 to 5 for as many multi-ring groups created in CyberGate.

After you finish

The virtual intercoms for the Teams multi-ring groups should display an online status with a green dot in Security Desk.

Each created virtual intercom has an extension assign to it. Dialing this extension using Sipelia will trigger an outgoing call to CyberGate. Within CyberGate, this same extension corresponds with a Multi-ring group and the users in this Multi-ring group will be called.



Sipelia client

Final steps in the CyberGate Management Portal

After the Sipelia configuration is done, calls can be made to Teams users via CyberGate. All device(s) registered to Sipelia (including SD users) used to call to Teams via CyberGate will be added to CyberGate automatically.

Note:

All devices that are added to CyberGate will need corresponding licenses in CyberGate. So for instance if you use 5 devices to call Teams destinations, you will need 5 CyberGate licenses.



Once all devices are created, one step has to be taken and that is to download and run the (PowerShell) Feature Configuration script in the CyberGate Management Portal. The feature configuration script enables the display names to show in the Teams environment and is required to enable outgoing calls from Teams to the device(s) in Sipelia.

Navigate to the Basic - Devices menu to see all detected devices in CyberGate and to download the Feature Configuration Script.

CyberGate Management Portal - Basic - Devices menu - Download Feature Configuration Script

Run the Feature Configuration Script in Powershell. This will also remove the exclamation marks in the Basic - Devices menu in the CyberGate Management Portal.

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:

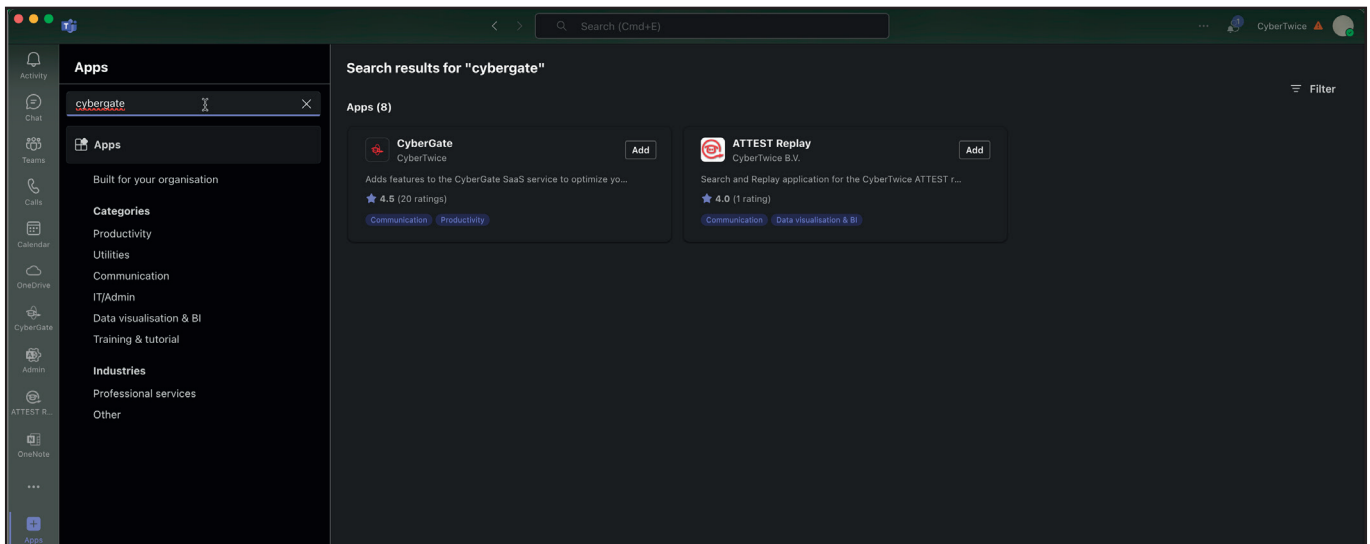
1. When using CyberGate Multi-ring groups, the app allows you to set availability status in a Multi-ring group
2. It offers a Devices overview page. This page shows the current status of the device (online or offline) and features a Connect-button. Using this button you can initiate a call from Teams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

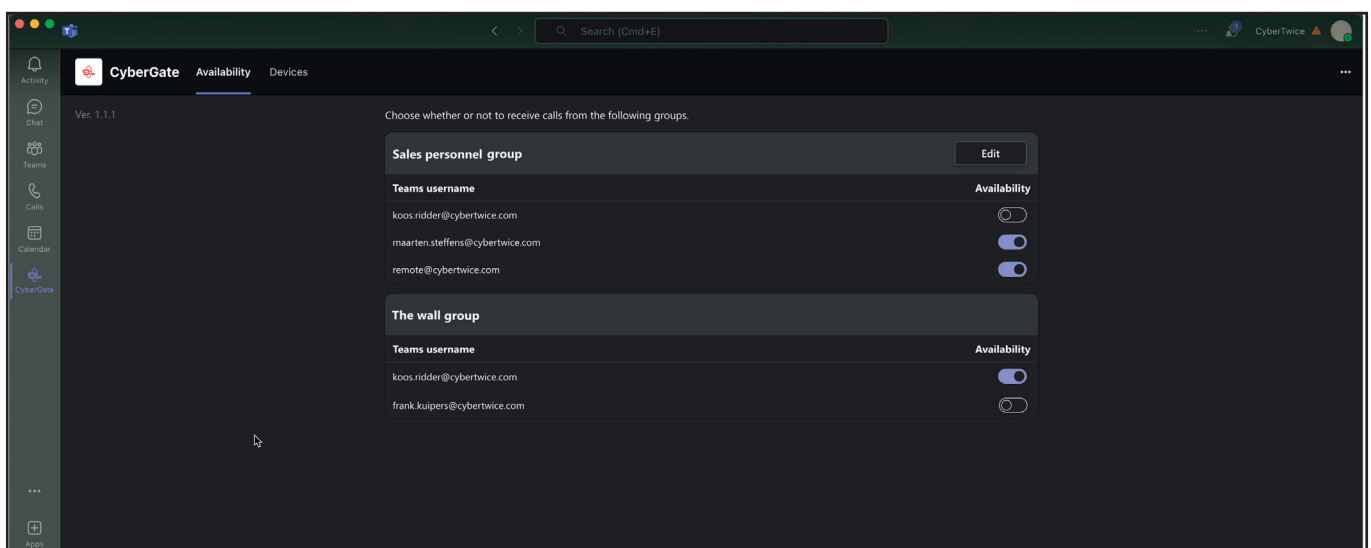
- Click on Add to add CyberGate to Microsoft Teams.

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

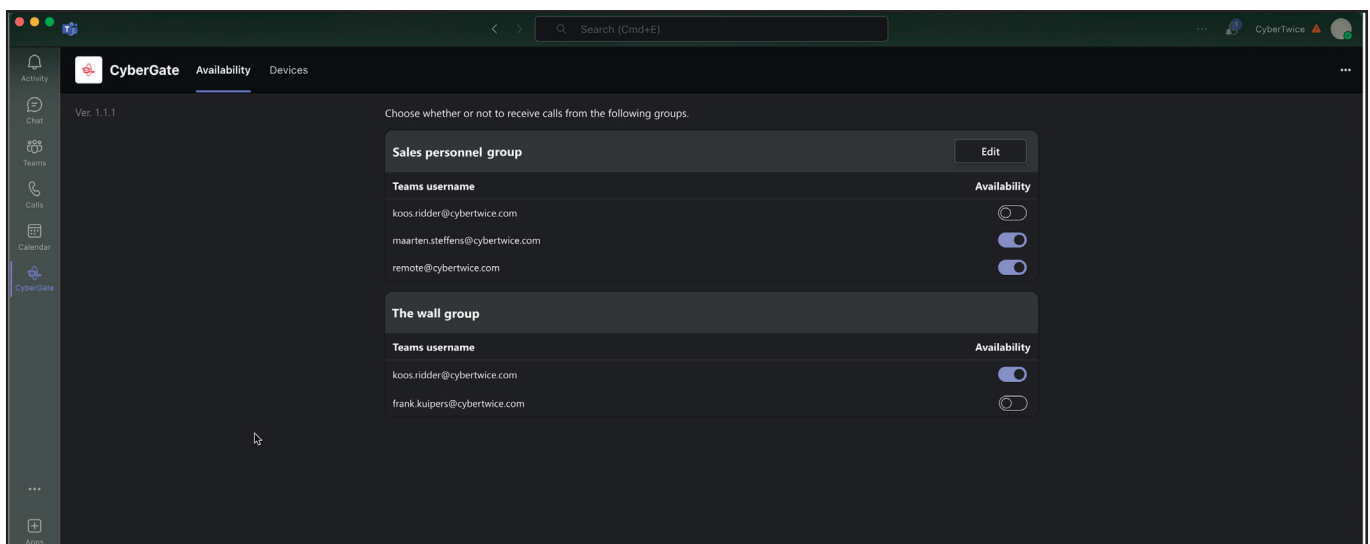
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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).



Devices

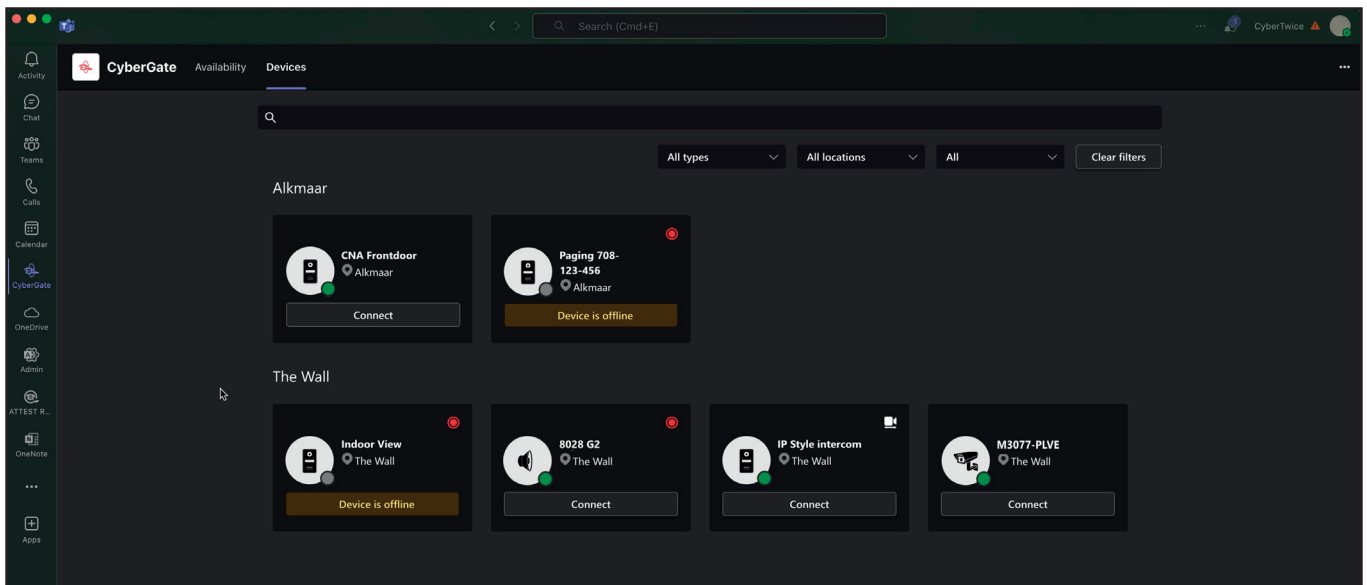
How to use

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).

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.

Note:

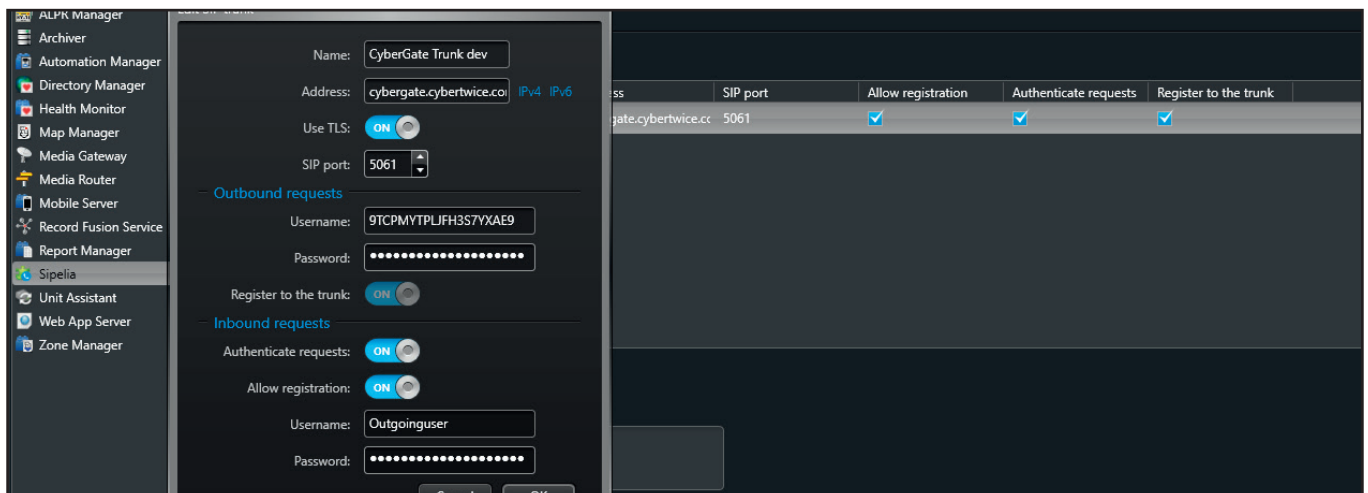
Not all intercoms feature a remote door-open feature. Please check the configuration of your intercom(s) for this feature and for the DTMF code used to open the door.



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.



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)

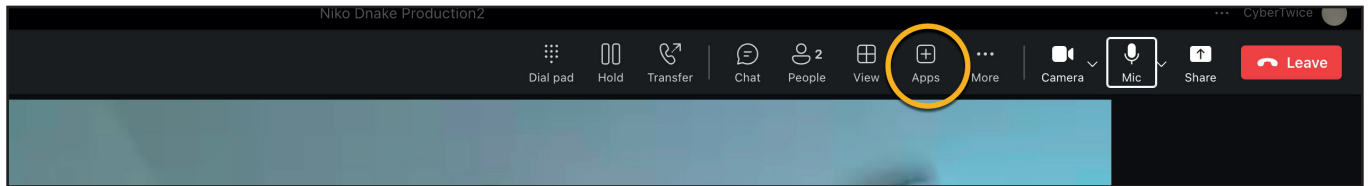
The open door code is sent as DTMF to the device when the open door button in the CyberGate for Microsoft Teams App is pressed. Only DTMF characters are allowed (0123456789 *#).

Detected SIP username
MONET

CyberGate Management Portal - Device details

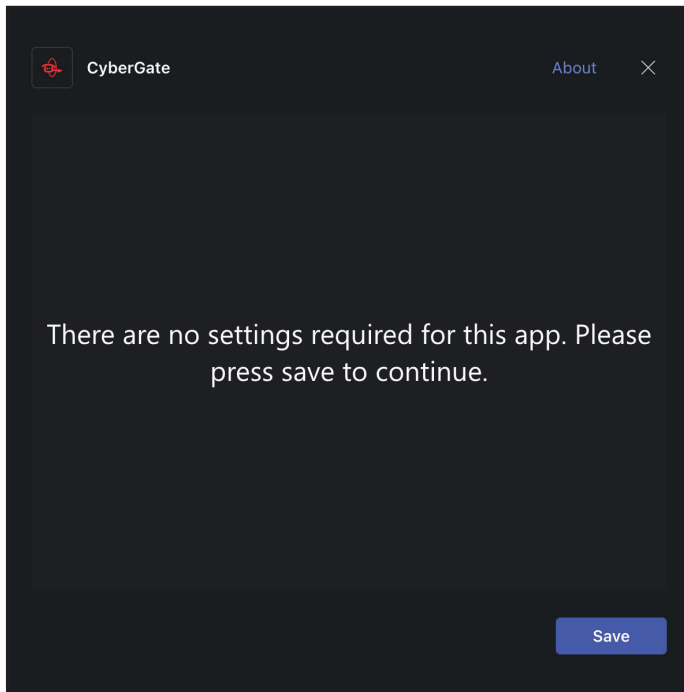
Make a call from the intercom to your Teams client and accept the call. Leave the call open.

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



CyberGate Management Portal - One configured device

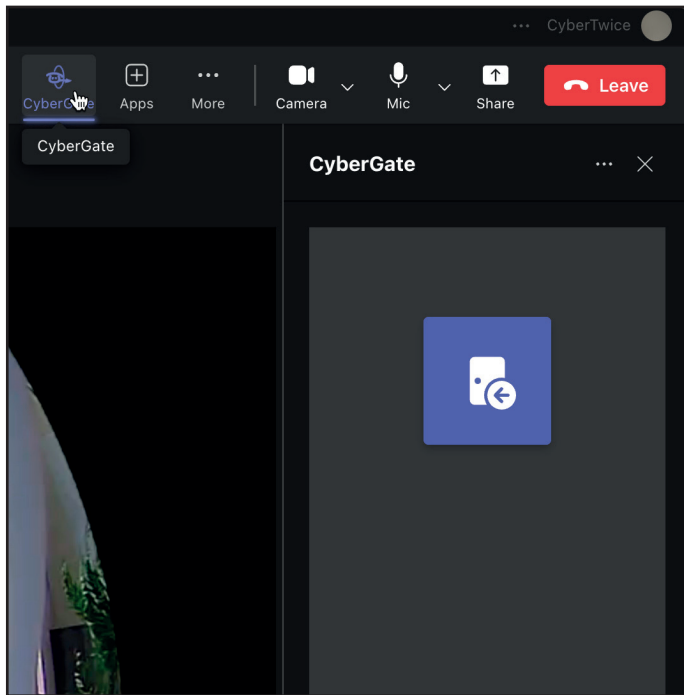
- Add CyberGate. After adding a dialog opens
- Press save to continue.



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	07-03-2025	KR	Initial version
1.0.1	24-03-2025	KR	Improved screenshots
1.0.2	02-05-2025	KR	Improved layout