CyberTwice

TechNote: AXIS and CyberGate

AXIS OS 11

Version: 1.0.6 ENG
Date: 13-08-2025

Configure the AXIS Network Video Door Station 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 an AXIS Nework Video Door Station 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'.

A

AXIS

AXIS Network Video Doorstation

For this document the AXIS A8207-VE MK II Network Video Doorstation (from now on named 'AXIS') is used to connect to the CyberGate service (from now on named 'CyberGate').

This manual also applies to the following Axis Video Doorstations running AXIS OS 11:

- AXIS I8116-E
- AXIS I7010-VE
- AXIS I8016-LVE

Follow the next steps to configure the AXIS 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 AXIS

Login as ‘root’ with the configured password

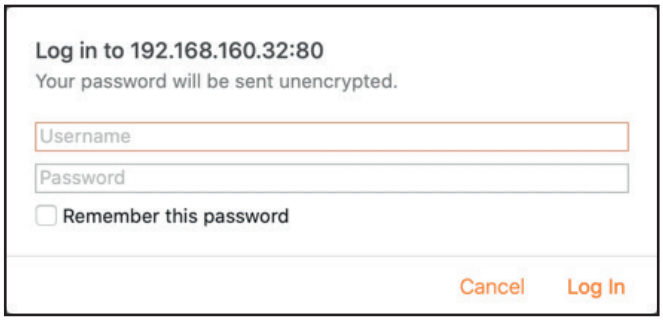


Fig.1: AXIS - Log in

When logged-in, the live view opens

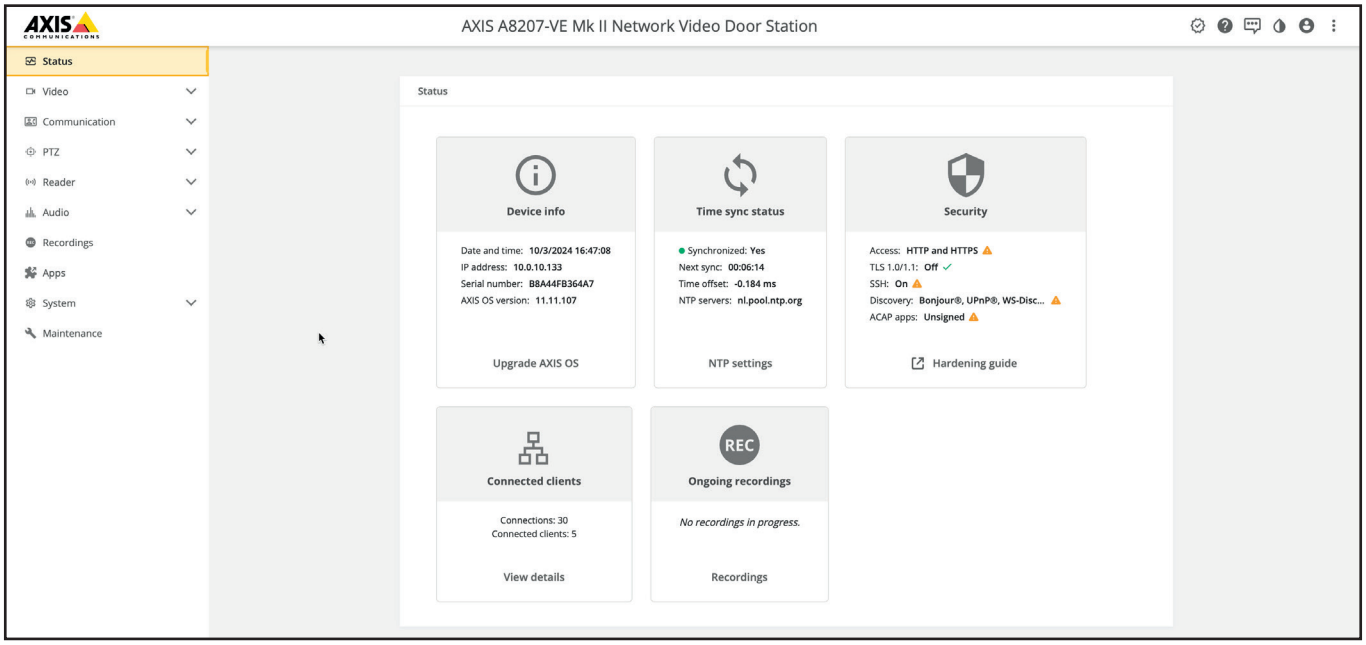


Fig.2: AXIS - Status

Navigate the -Communication-SIP- menu, select ‘Start new configuration’ and click ‘Start’.

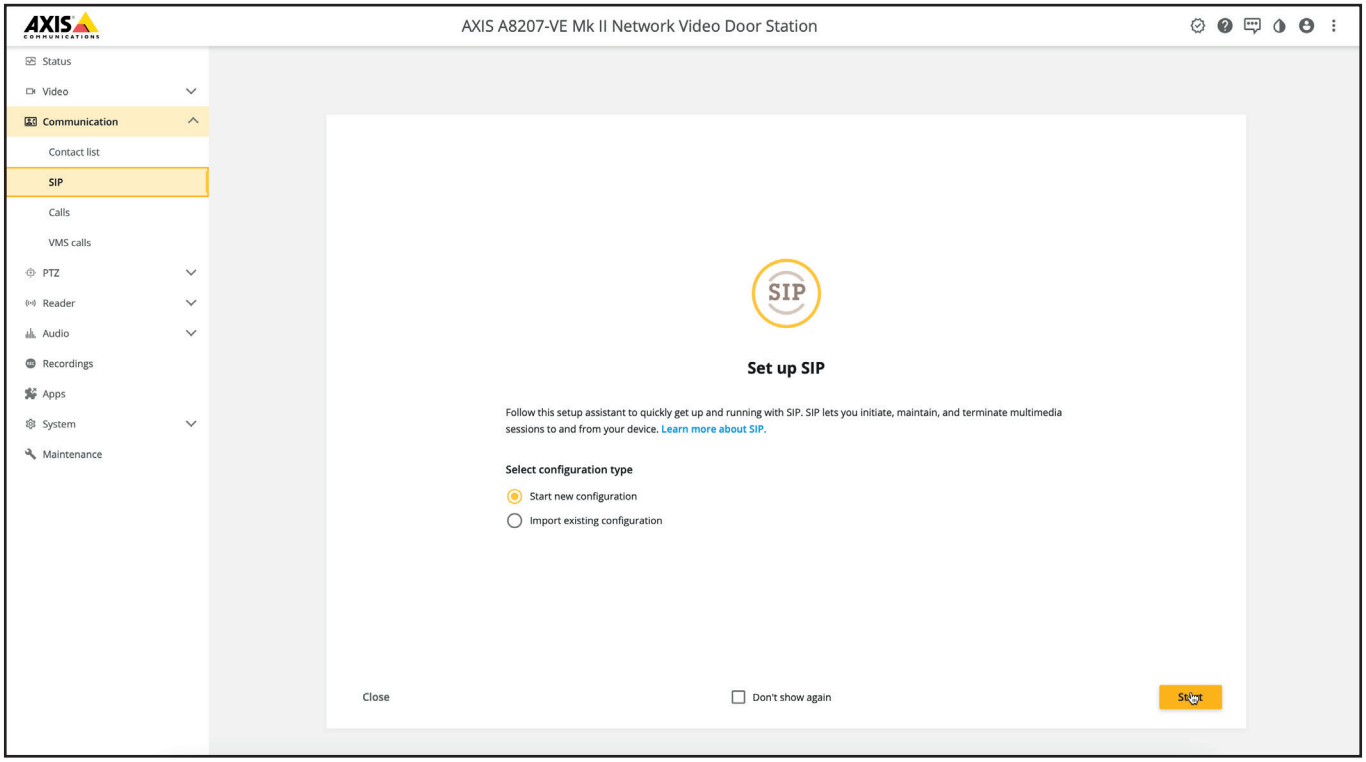


Fig.3: AXIS - Setup SIP

Enable SIP and allow incoming SIP calls and click ‘Next’.

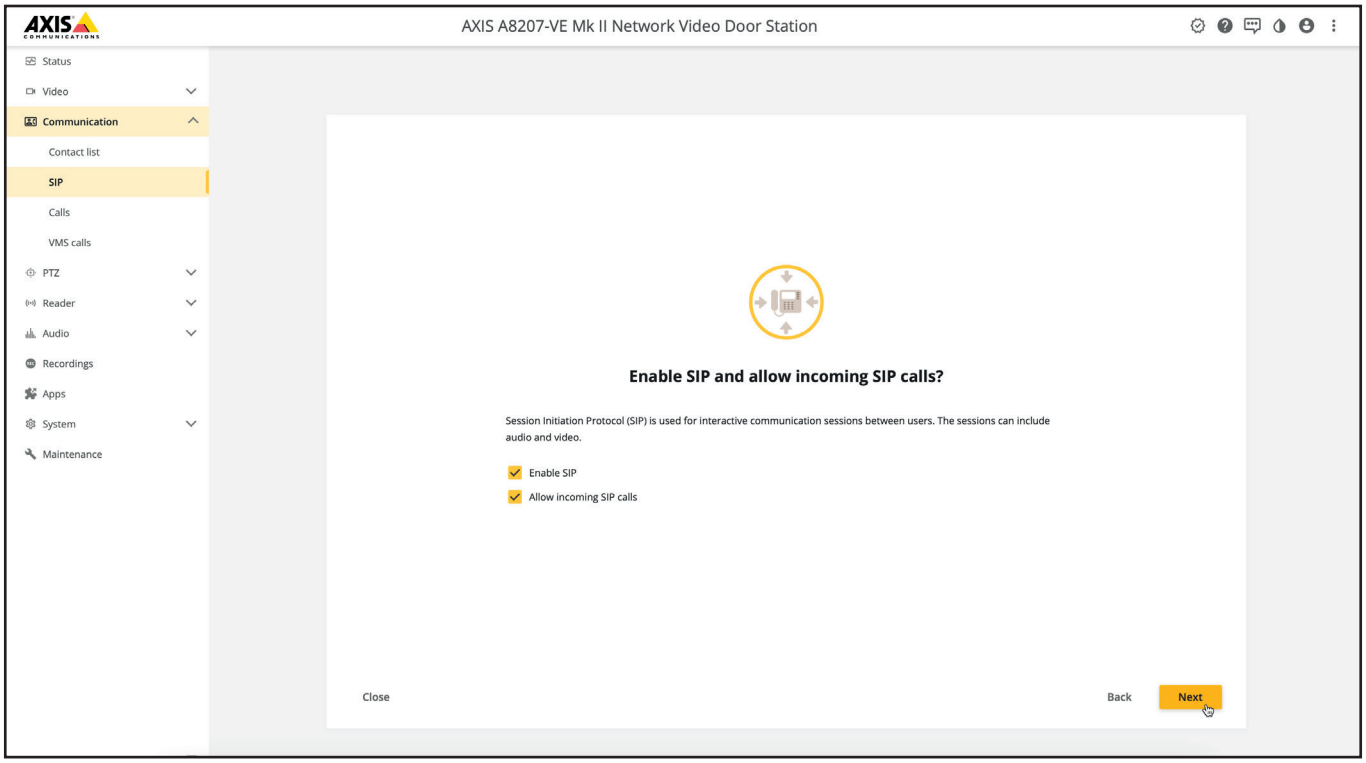


Fig.4: AXIS - Enable SIP

Select the Registered Account type and click ‘Next’.

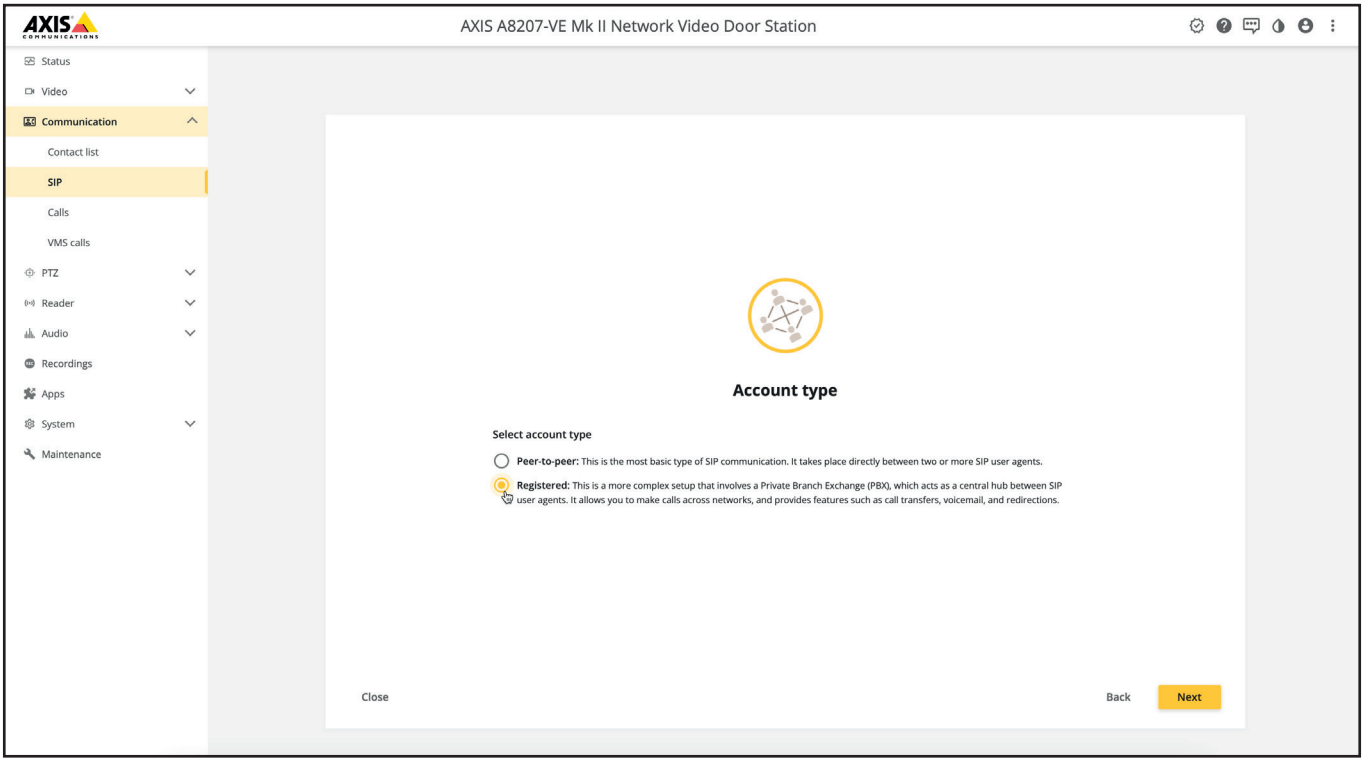


Fig.5: AXIS - Account type

Create a registered account by filling in the following information:

Name	Name of the SIP account, in this example 'CyberGate'
User ID	Use the Username provided by the CyberGate service
Domain	Use the domain name of your organisation
Password	Use the Password provided by the CyberGate service

Click 'Next'.

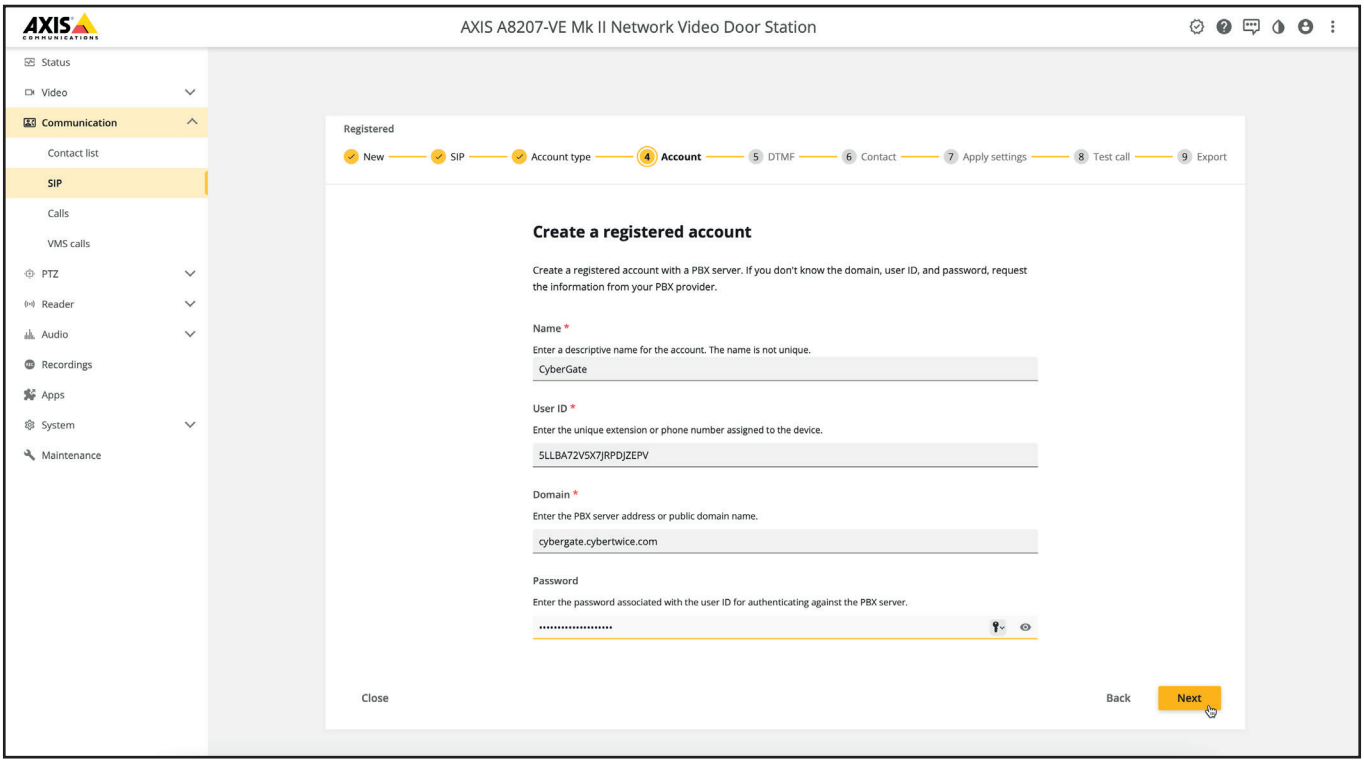


Fig.6: AXIS - Create account

Configure DTMF by filling in the following information:

DTMF Description	Name the Action that is triggered by DTMF
Sequence	Enter the character that is used to open the door
Rule name	Name the open-door rule

Click 'Next'.

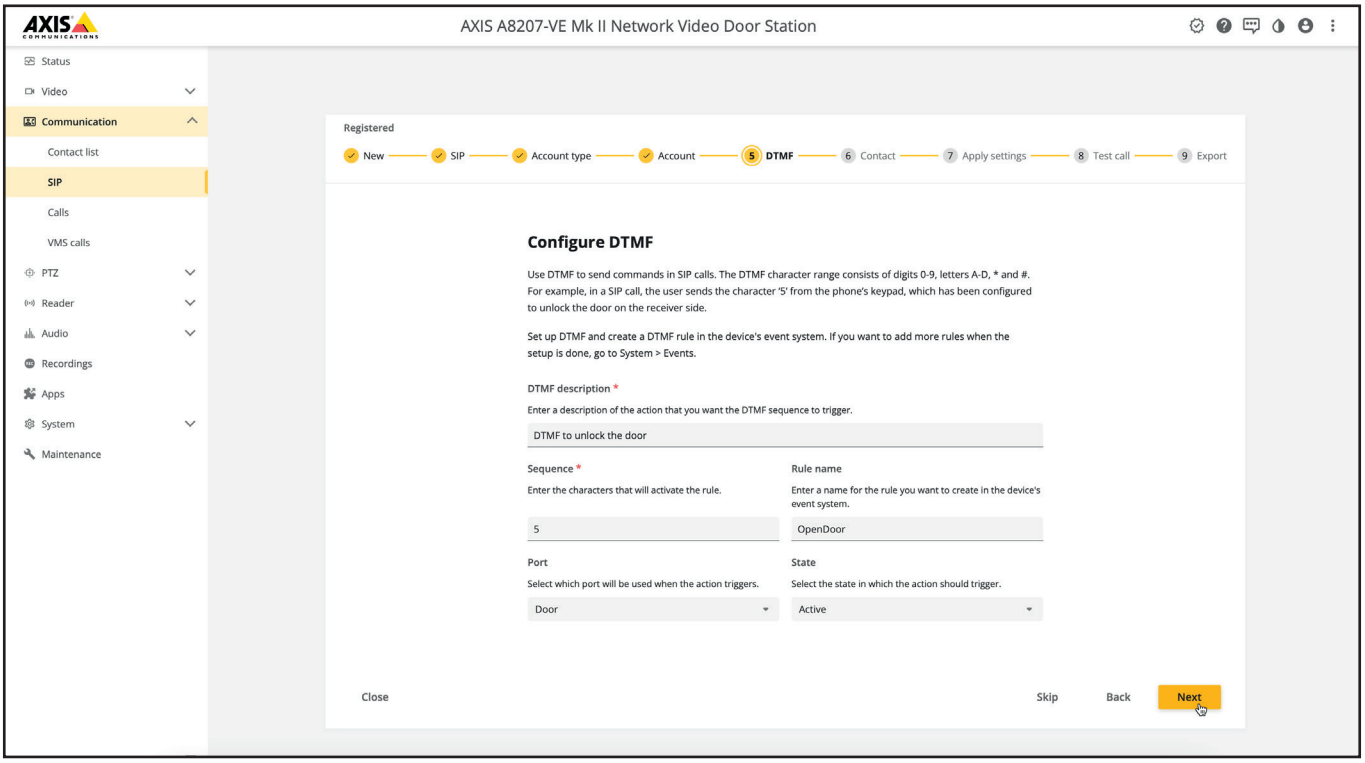


Fig.7: AXIS - Configure DTMF

Create the contact to call when the button is pressed by filling in the following information:

First name	The first name of the contact
Last name	The last name of the contact
SIP address	Use 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:

koos.ridder@cybergate.cybertwice.com

Click 'Next'.

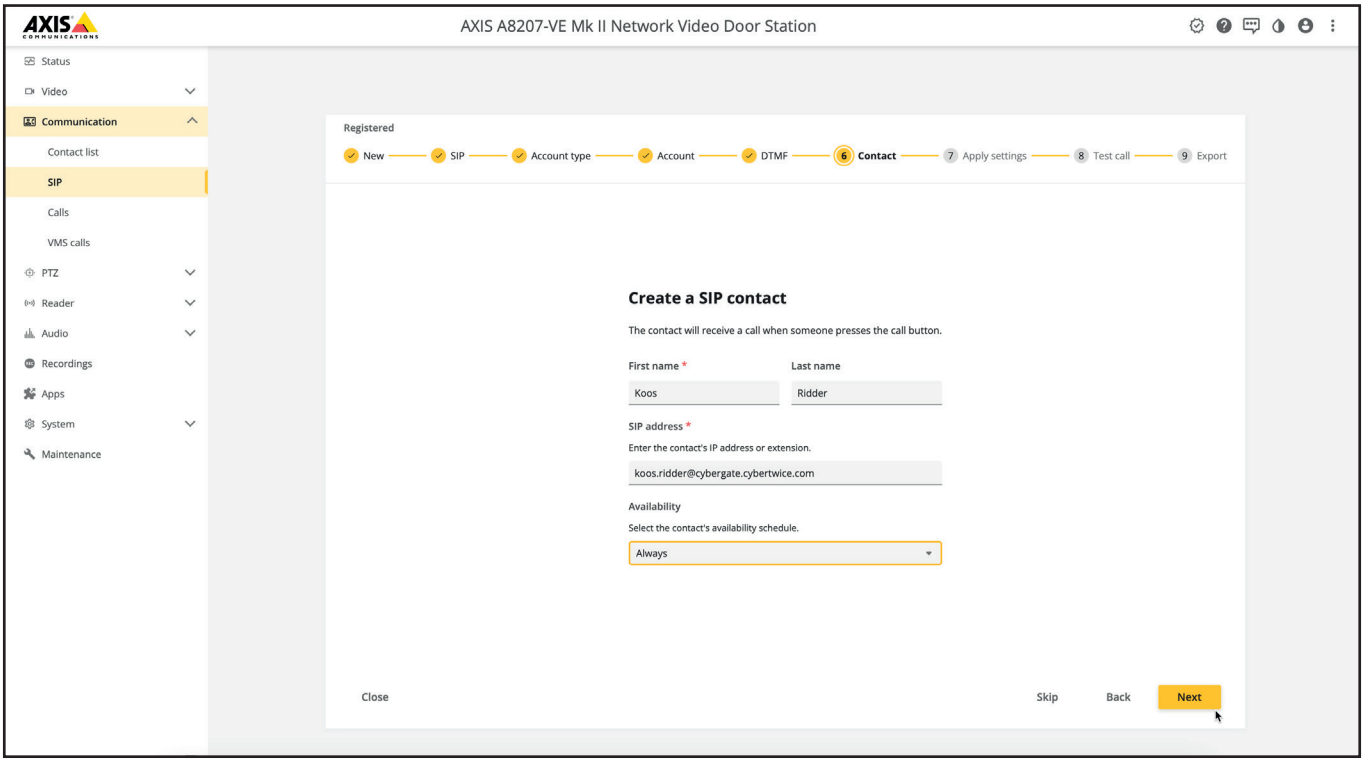


Fig.8: AXIS - Create contact

Test your setup with the yellow phone symbol. If it rings the Teams user and has audio and video, click 'Next'.

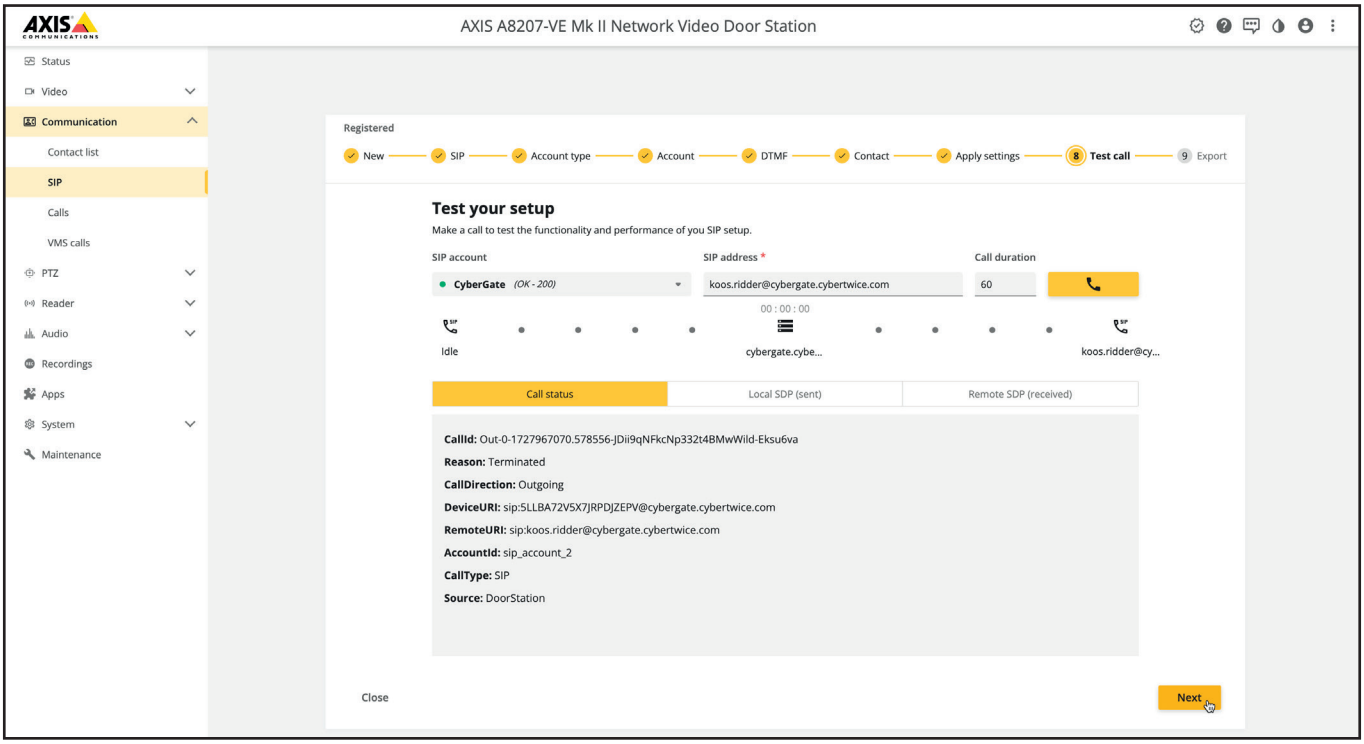


Fig.9: AXIS - Test setup

Setting up the AXIS is done.

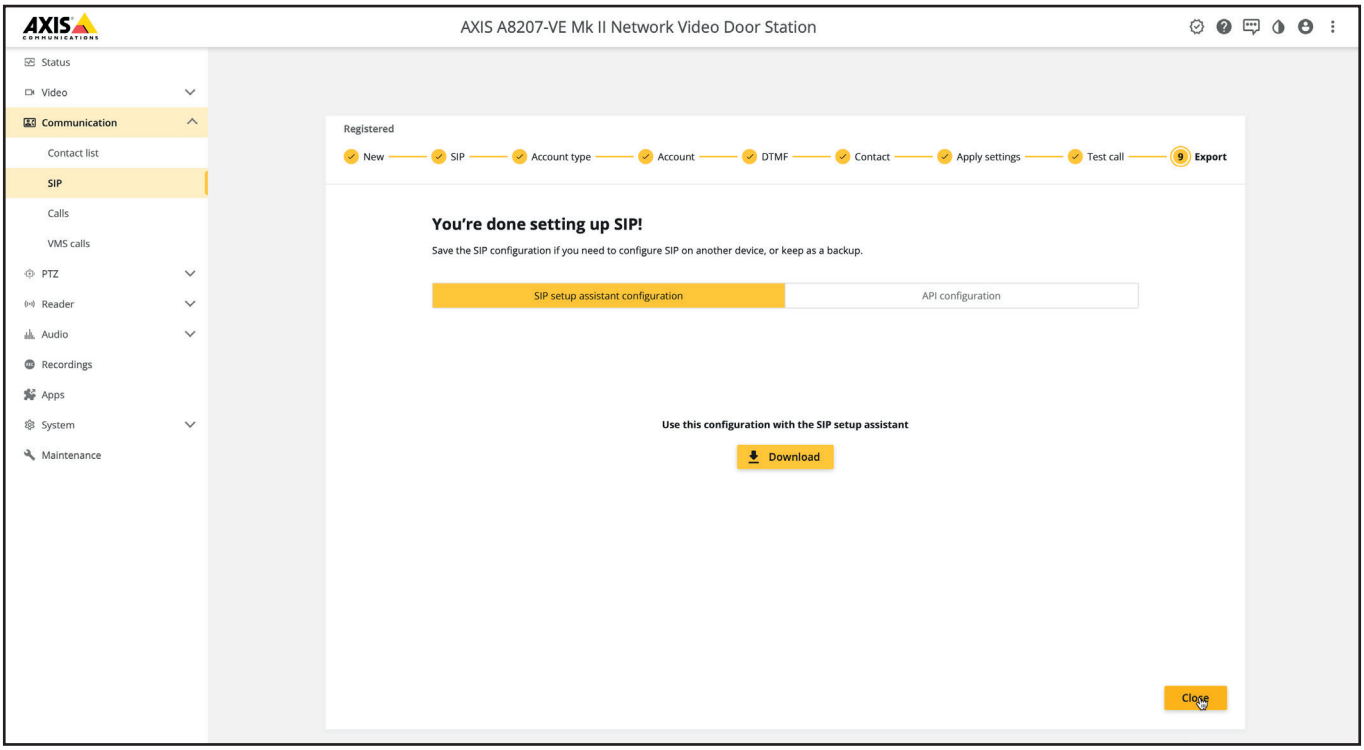


Fig.10: AXIS - Setup done

Secure connection to CyberGate

By default the AXIS uses TCP to connect to CyberGate.If you need the communication to be secure it will need to use SIP TLS.

To connect to CyberGate securely via SIP TLS, navigate to the menu -Communication-SIP- and close the setup assistant.

Navigate to ‘Accounts’ and click on the three vertical dots at the end of your SIP account.

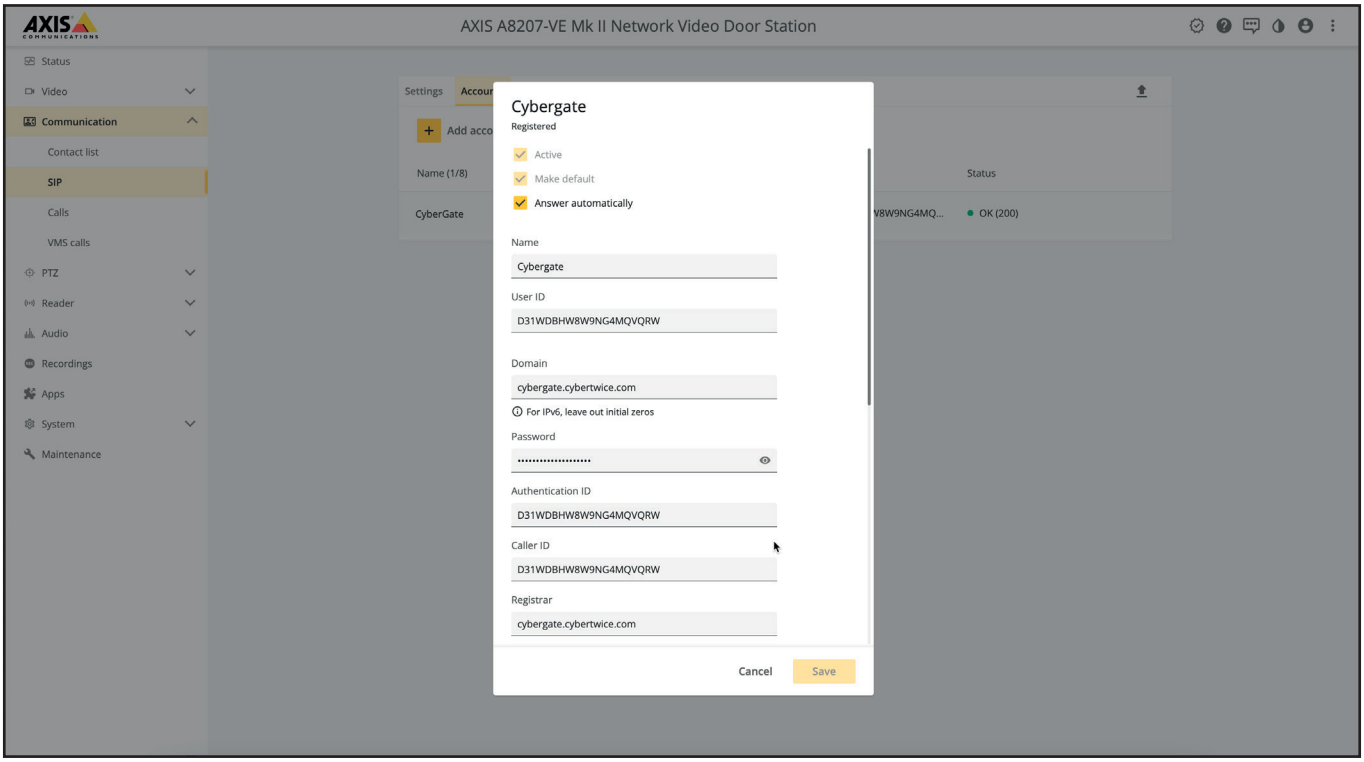


Fig.11: AXIS - Edit account

Scroll down and modify the following information:

Transport Mode	Change to TLS
TLS version	Select v1.2
Media Encryption	Change to SRTP Mandatory
Client certificate	Change to Default (self-assigned)

Click the Save button to confirm.

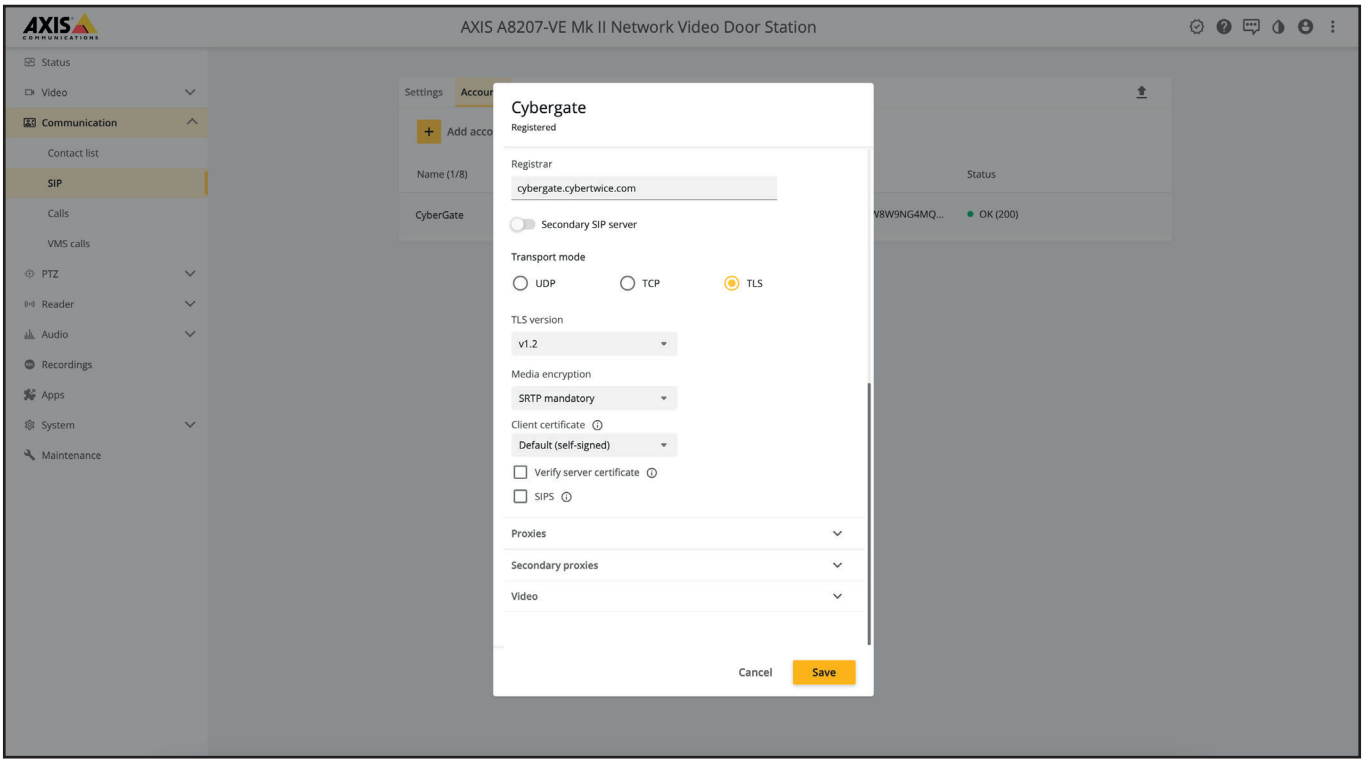


Fig.12: AXIS - Set to TLS

These settings ensure that the SIP traffic and the audio / video are encrypted.

After configuration, press the button on the AXIS to call the Teams recipient.
If configured correctly, the Teams client will notify you of an incoming call. Answer it by clicking the answer button.

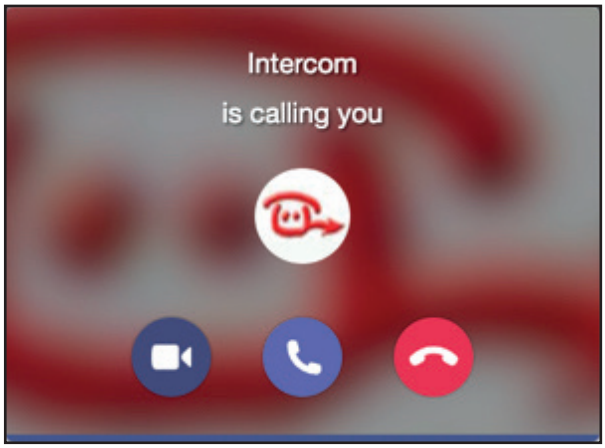


Fig.13: Incoming call in Teams

The call will be established and video will be displayed within ±3 seconds.

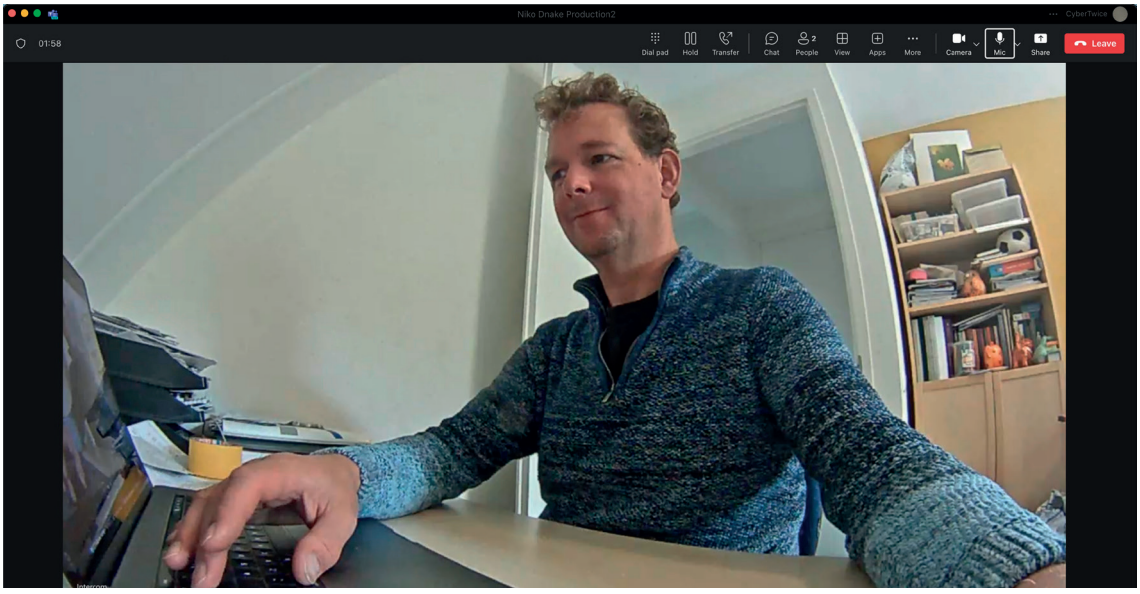


Fig.14: Live video

To open the door from the Teams call, click ‘Dial pad’ on top of the active call screen.
Use the DTMF code (as configured before) to open the door.

APPENDIX - Install the CyberGate App

Requirements for the CyberGate app

Requirements for using the CyberGate App:

1. 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
2. Access to the Microsoft Teams admin portal

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

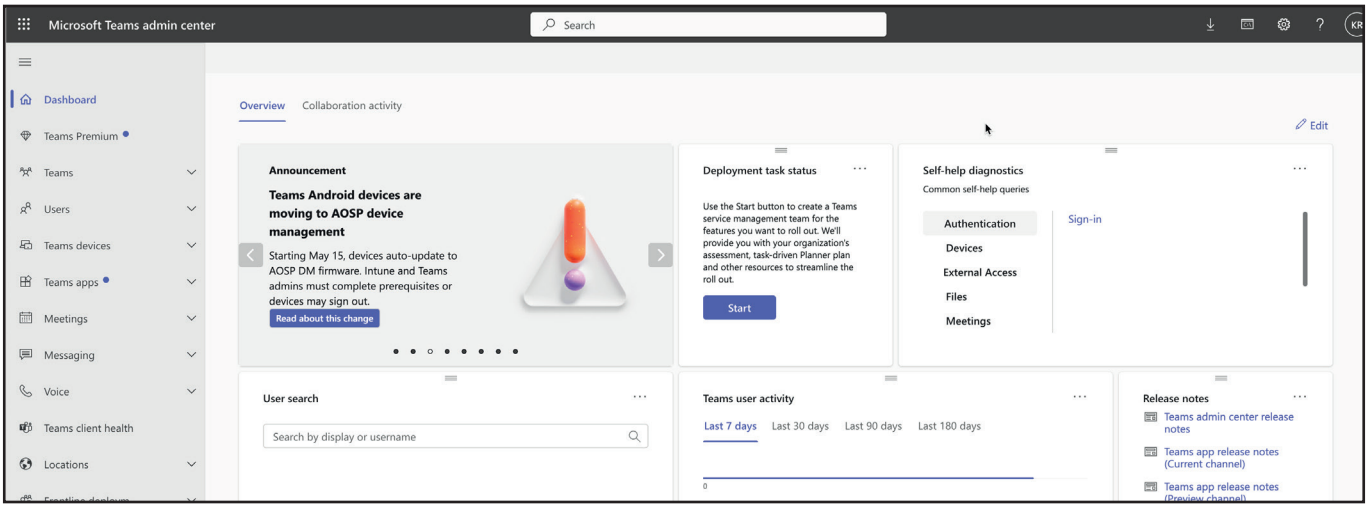
This manual will describe the installation of the app and all three features in detail.

The installation of the CyberGate app for Microsoft Teams as described in this document makes the CyberGate app available for every user in the organisation. Of course this can be modified by selecting different user groups and / or setup policies to match the policies of your organisation. !

Installation

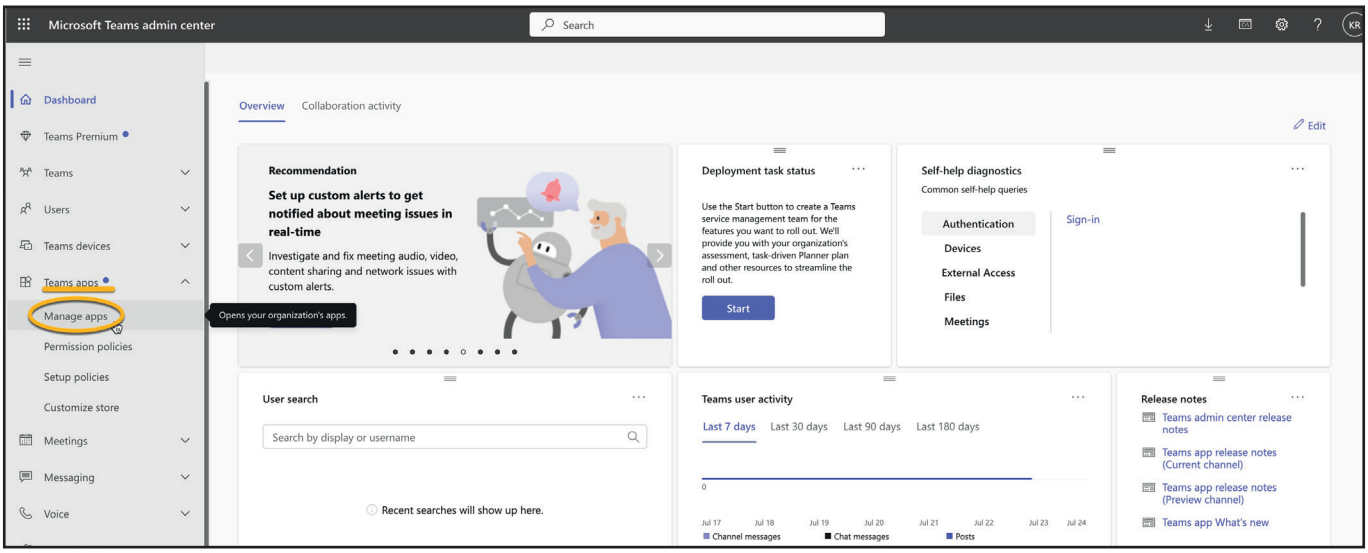
How to install

- Log in to the Microsoft Teams Admin Portal (https://admin.teams.microsoft.com)



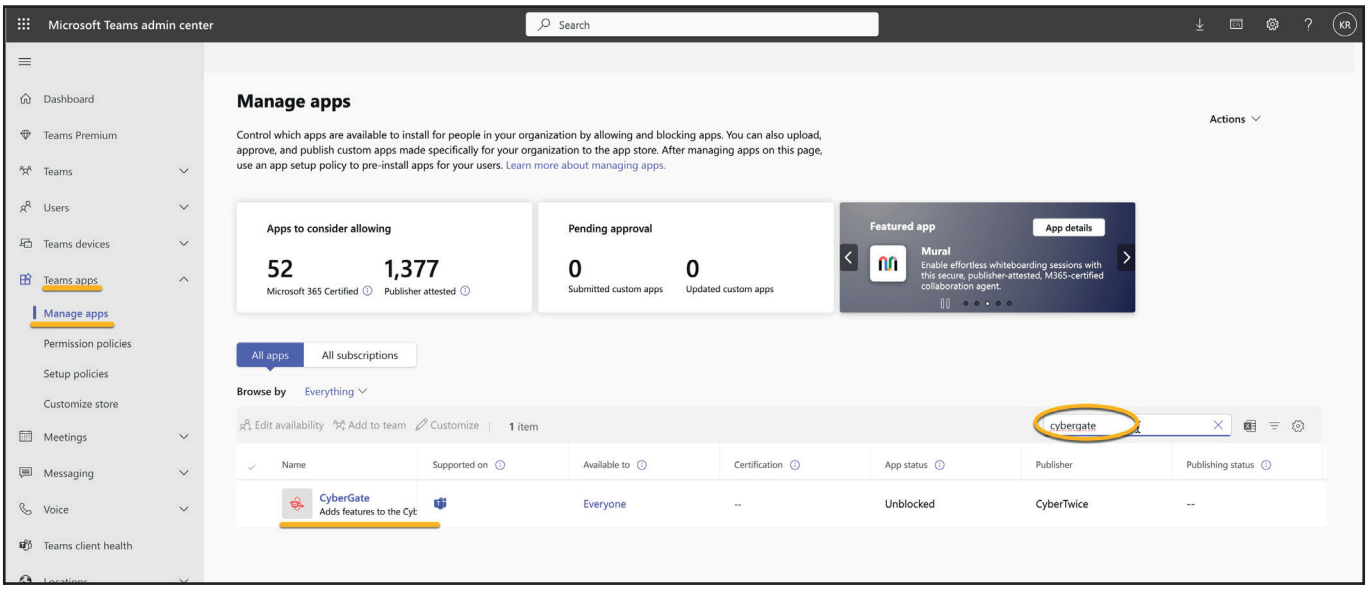
Microsoft Teams Admin Portal - Dashboard

- Navigate to the menu Teams apps - Manage apps



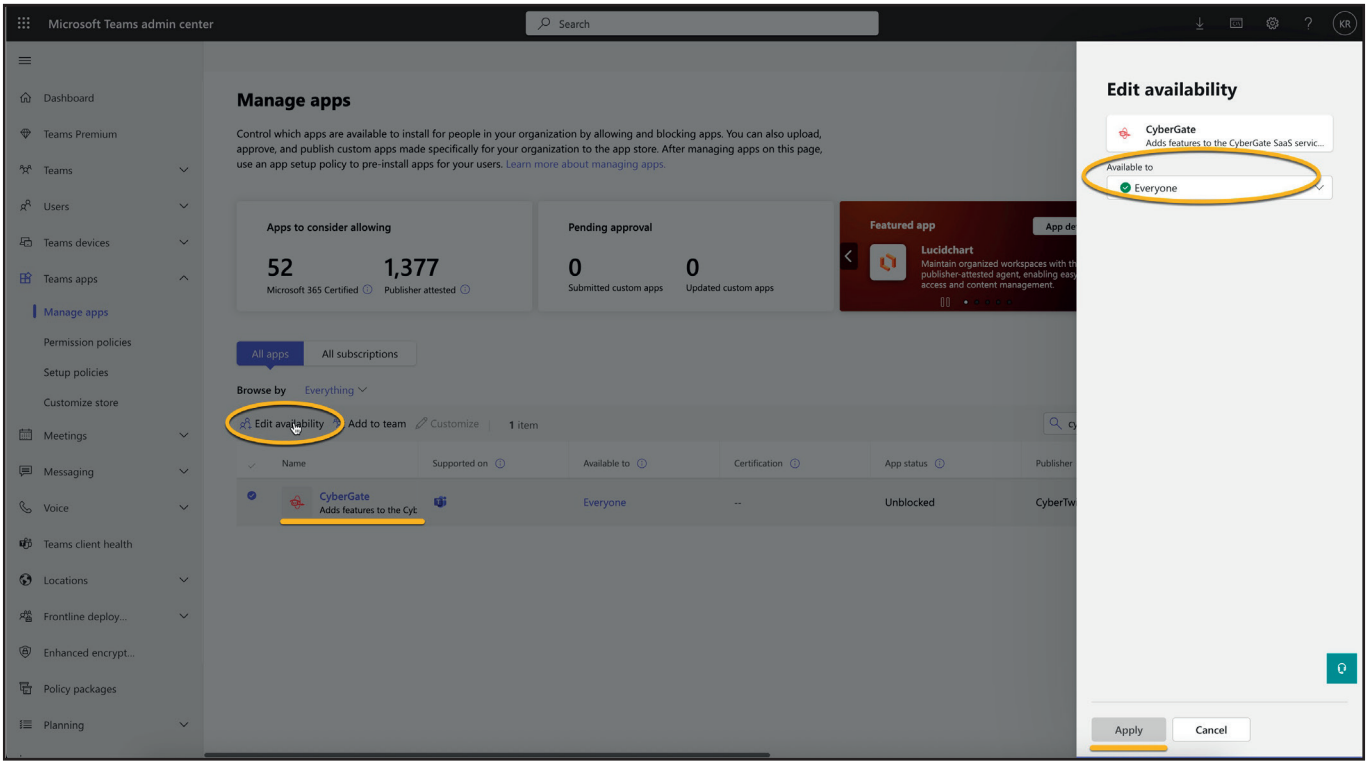
Microsoft Teams Admin Portal - Teams apps - Manage apps

- Search for ‘CyberGate’ using the search box. The CyberGate application will show.



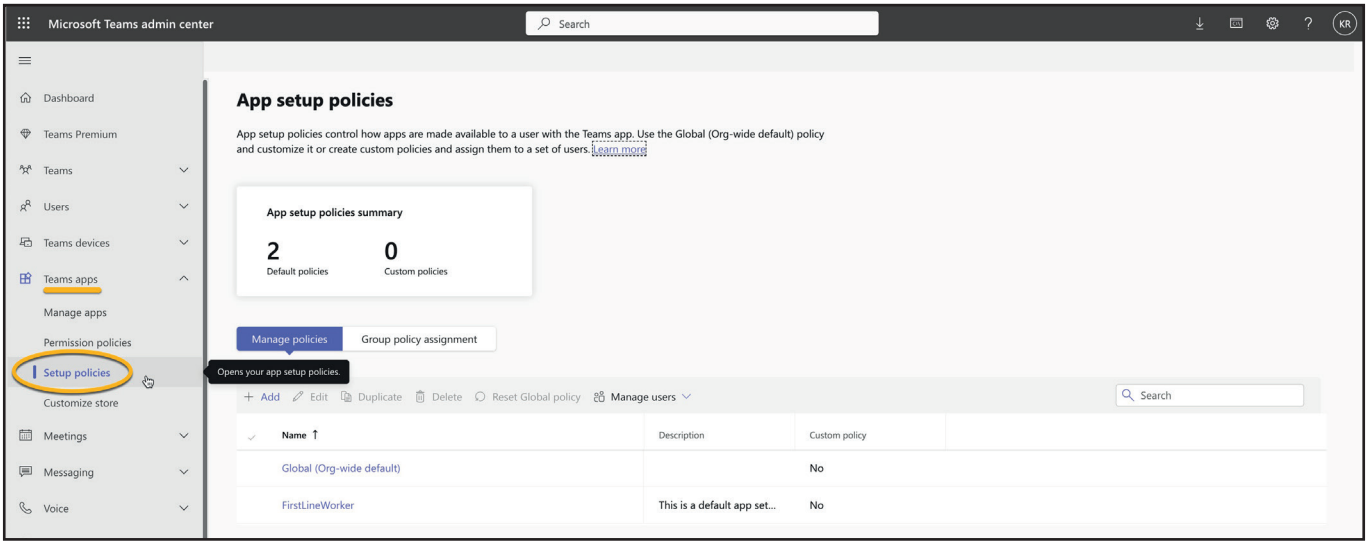
Microsoft Teams Admin Portal - Teams apps - Manage apps - Search for CyberGate

- Select the found ‘CyberGate’ and click on ‘Edit availability’. Set the CyberGate availability to ‘Everyone’ and click ‘Apply’.



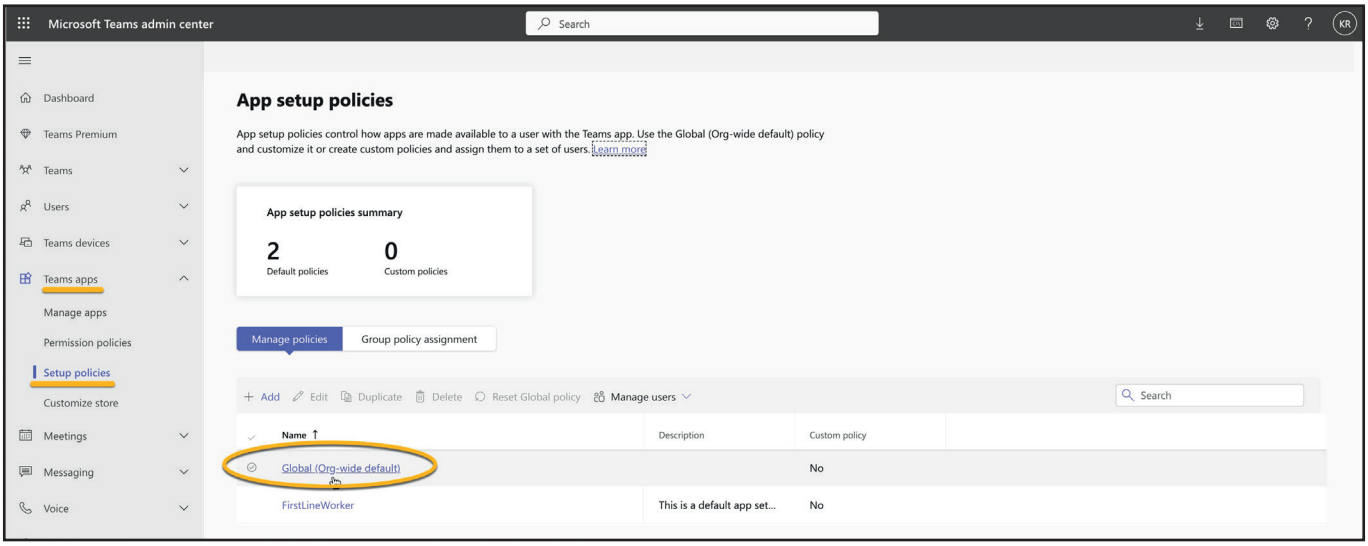
Microsoft Teams Admin Portal - Teams apps - Set availability to ‘Everyone’

- Navigate to the menu Teams apps - Setup policies



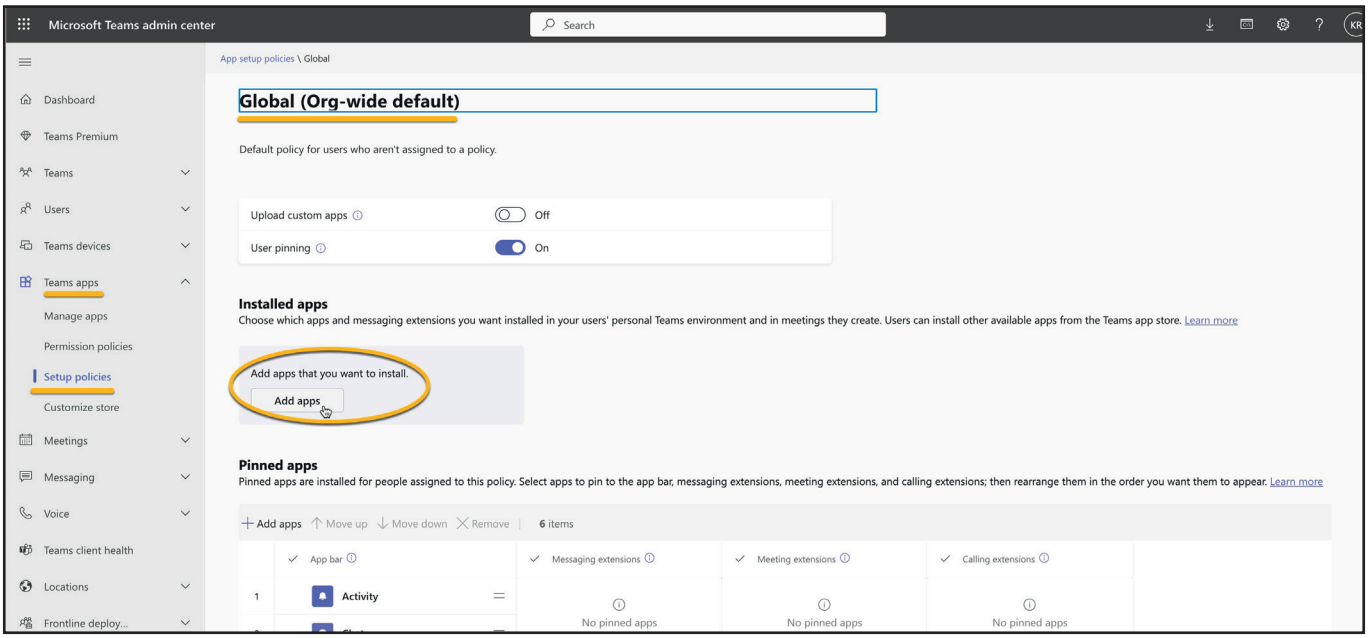
Microsoft Teams Admin Portal - Teams apps - Setup policies

- Select the policy 'Global (Org-wide default)'



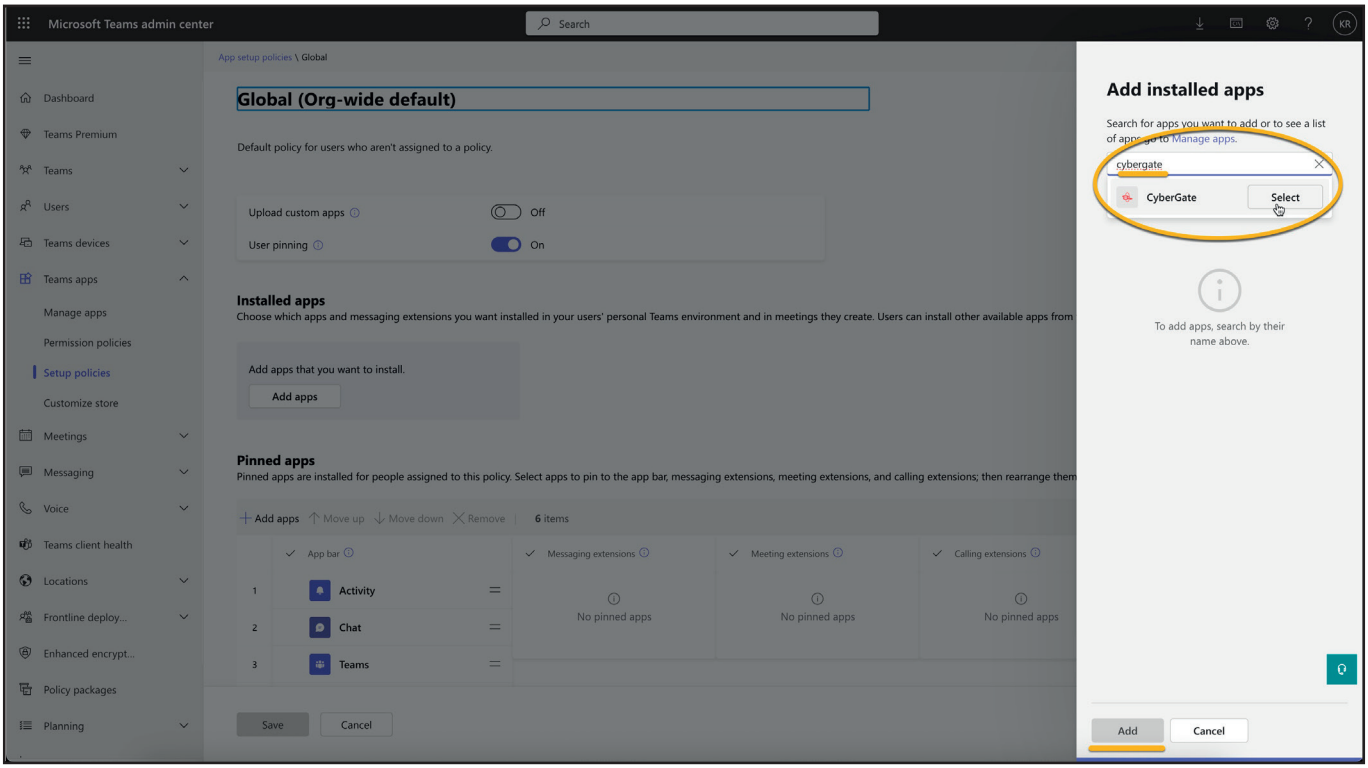
Microsoft Teams Admin Portal - Teams apps - Setup policies - Select 'Global'

- At 'Installed apps', click Add apps to add CyberGate



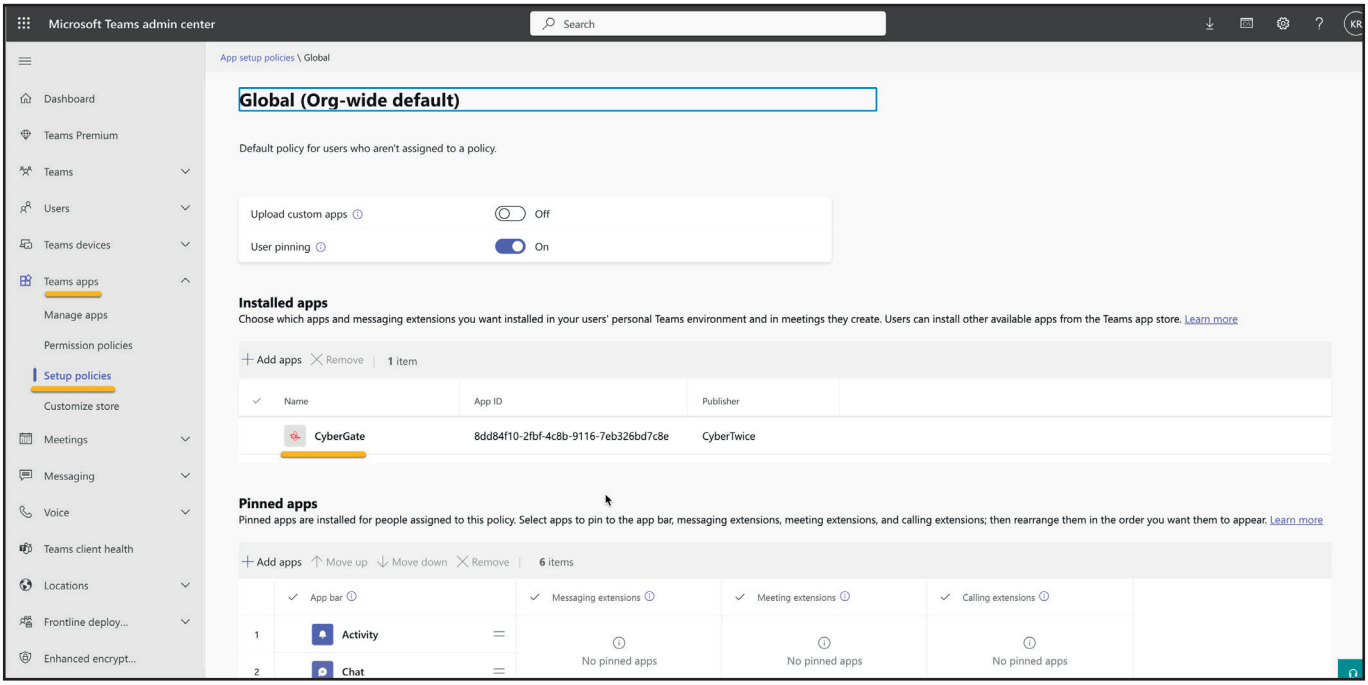
Microsoft Teams Admin Portal - Teams apps - Setup policies - Add apps

- Search for CyberGate in the search box, select it and add CyberGate.



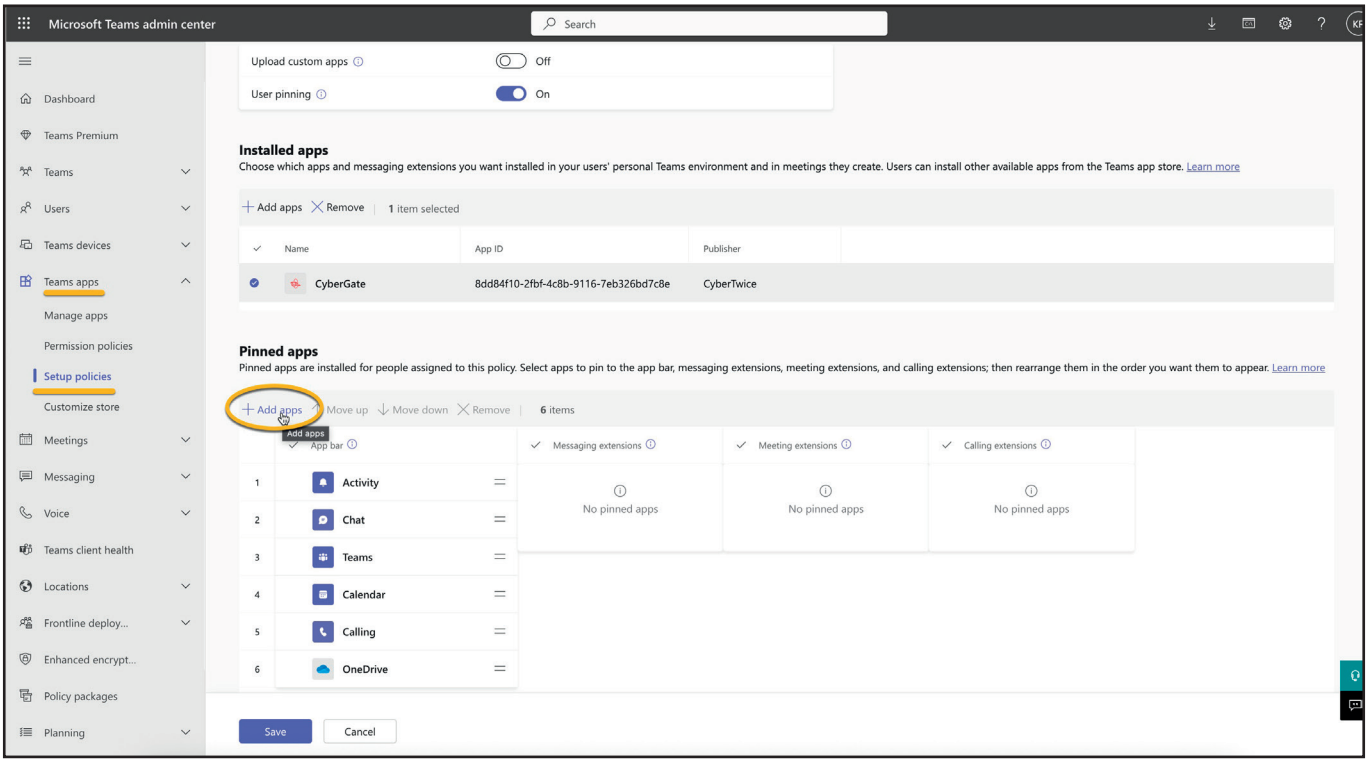
Microsoft Teams Admin Portal - Teams apps - Setup policies - Installed - Search and select CyberGate

The CyberGate app will show as installed.



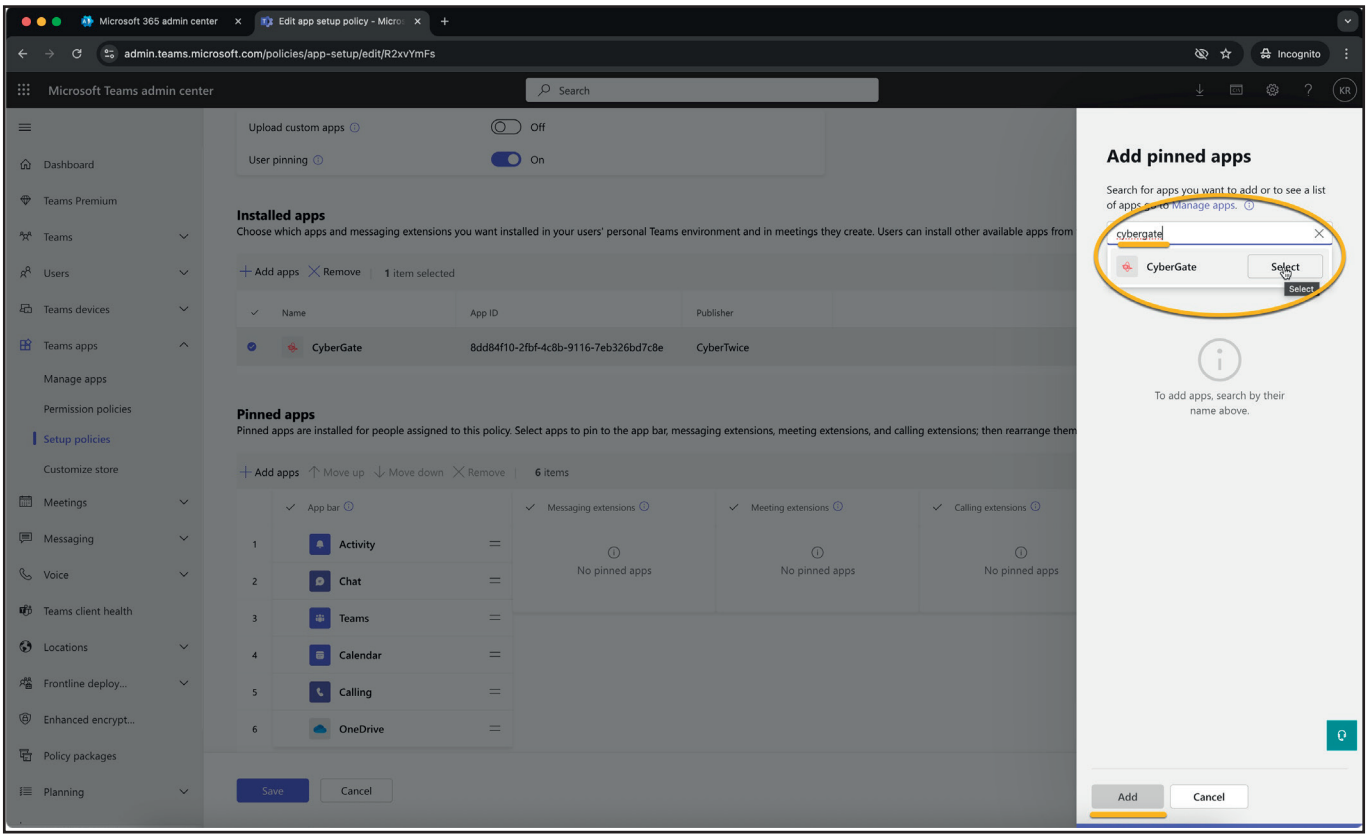
Microsoft Teams Admin Portal - Teams apps - Setup policies - CyberGate added to the organisation

- At Pinned apps, click 'Add apps' to add CyberGate to the Teams environment of the users.



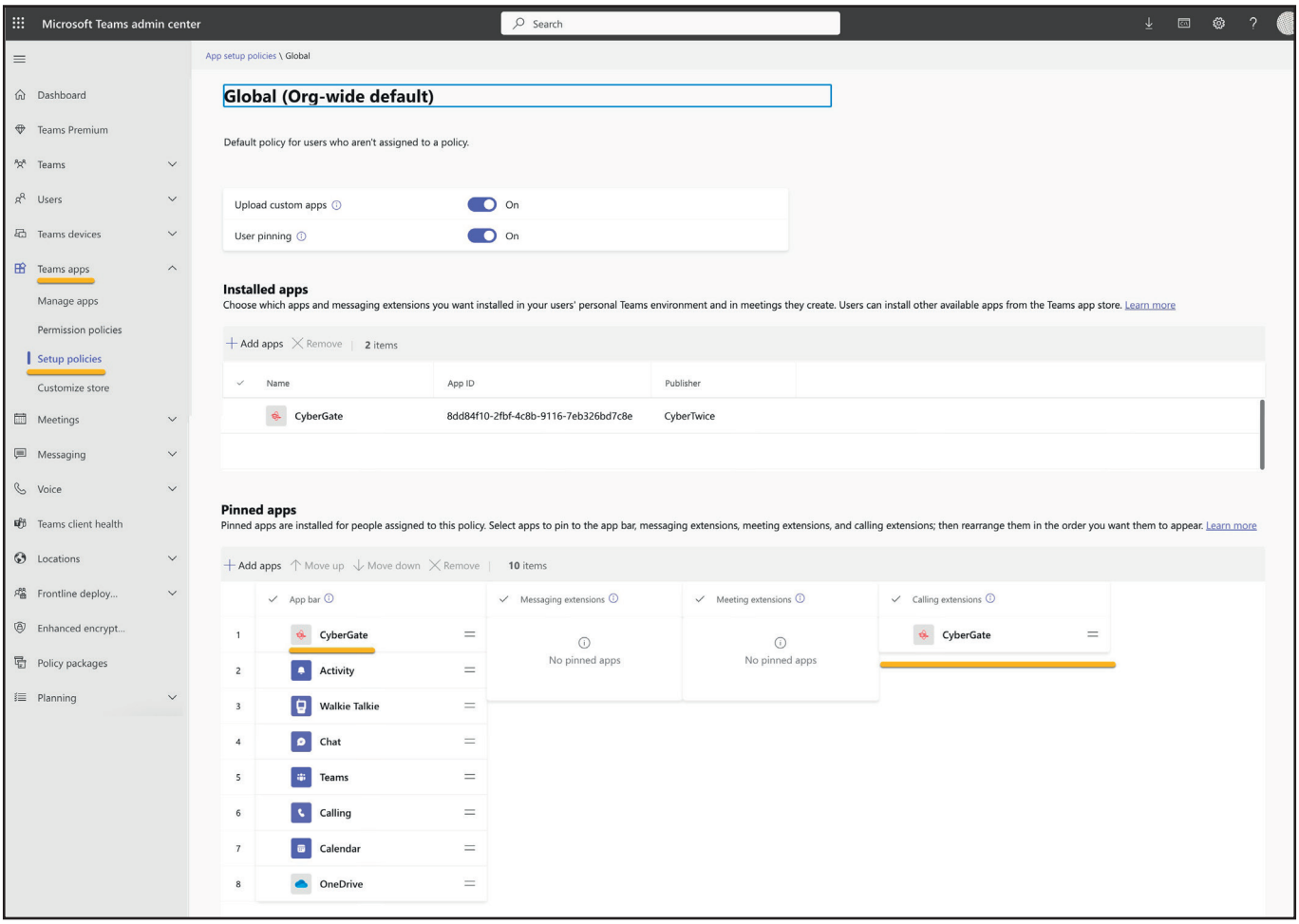
Microsoft Teams Admin Portal - Teams apps - Setup policies - Add CyberGate to the Pinned apps

- Search for CyberGate in the search box, select it and add CyberGate



Microsoft Teams Admin Portal - Teams apps - Setup policies - Pinned - Search and select CyberGate

The CyberGate app will show as pinned in the App bar and in the ‘Calling extensions’.



Microsoft Teams Admin Portal - Teams apps - Setup policies - CyberGate successfully pinned

The policy change will take up to 24 hours. After that, the CyberGate app will be available for the Teams users in the organisation..

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

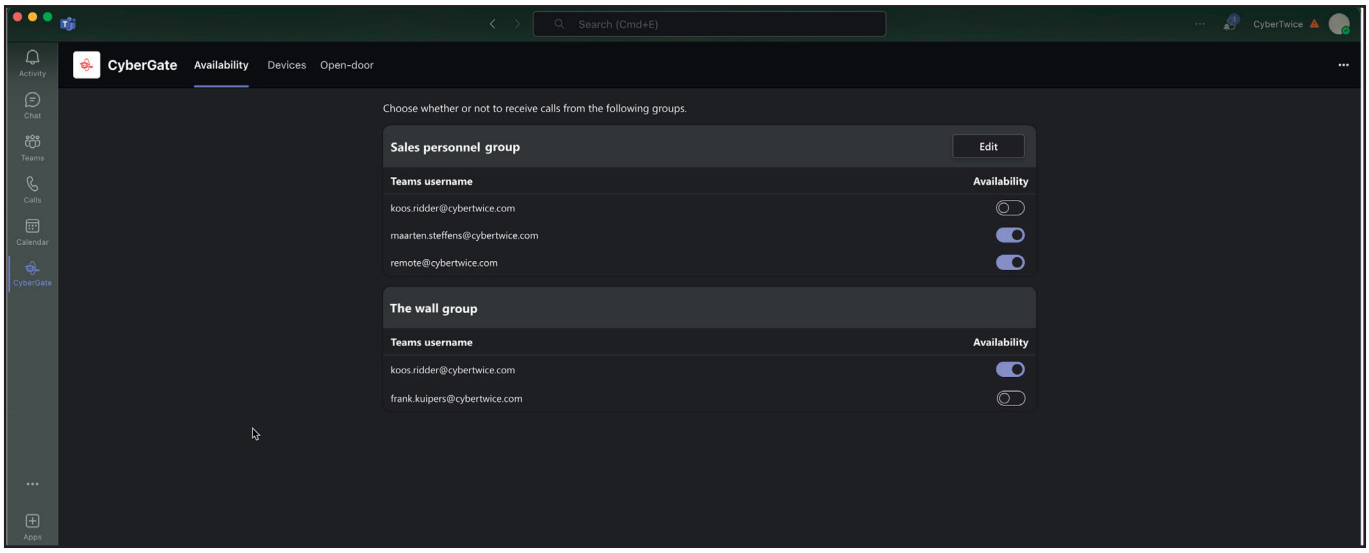
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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).

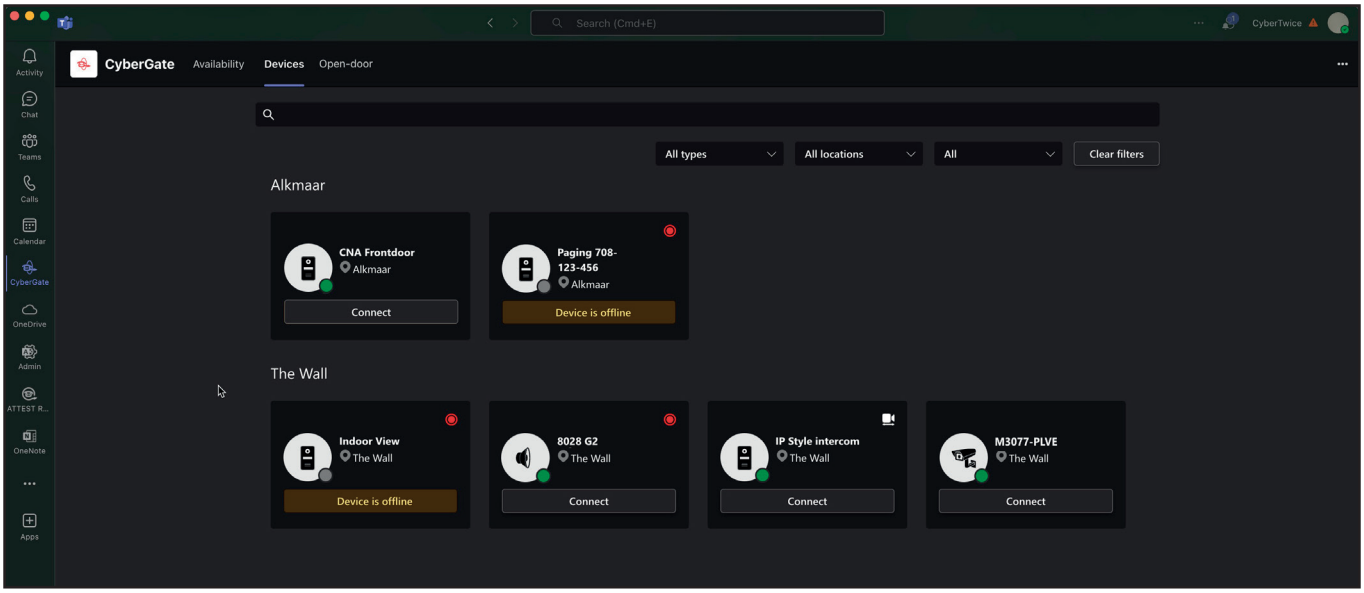
Devices

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

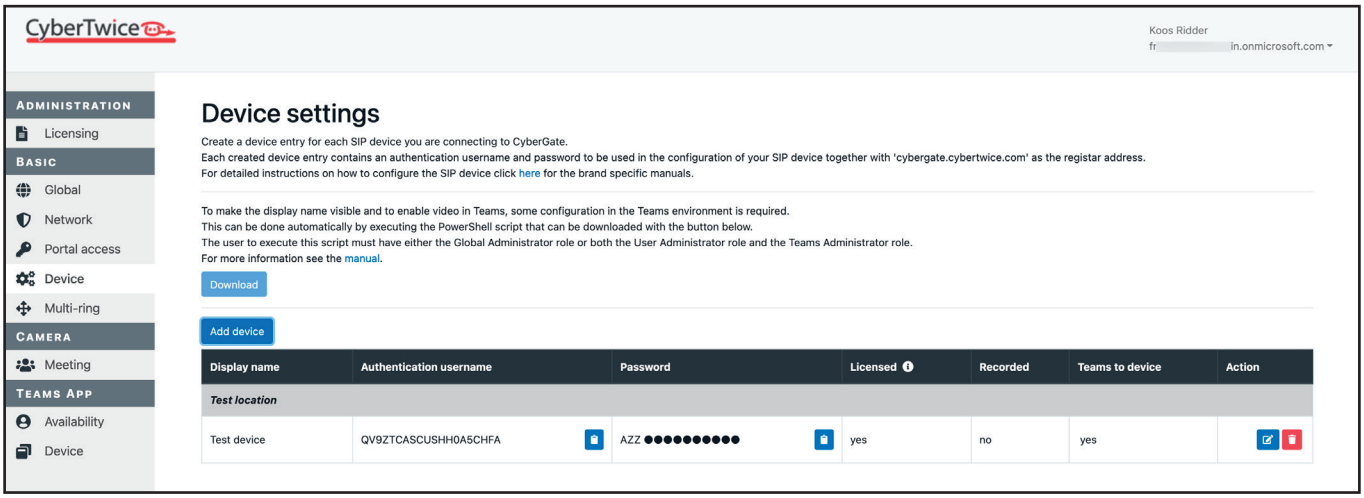
Introduction

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.

How to activate

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

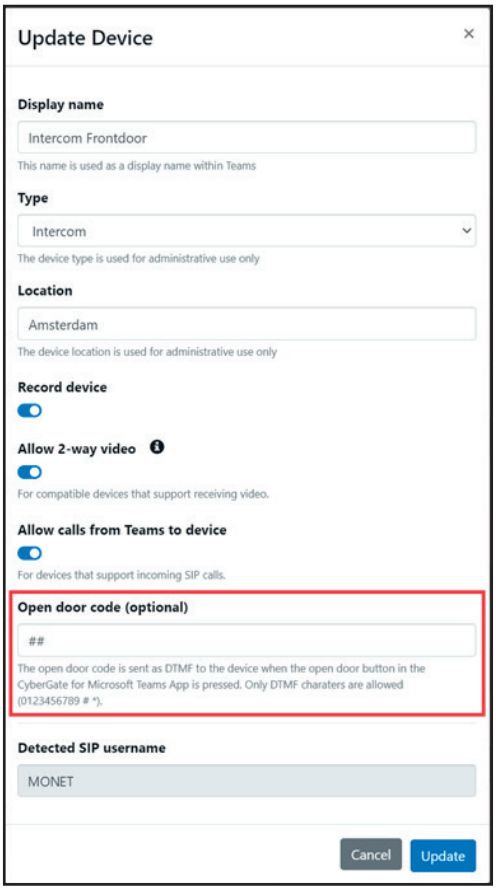
- Log in to the CyberGate management portal and navigate to the Basic-Device menu.



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.

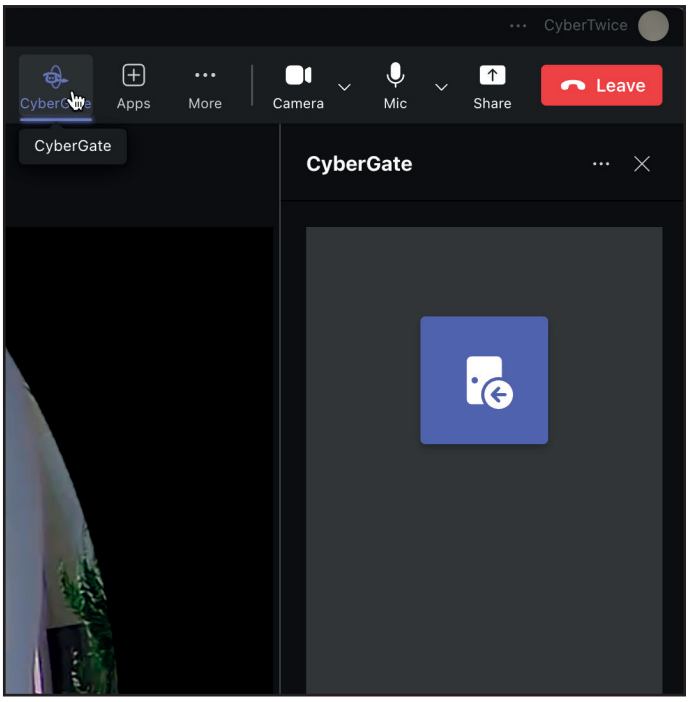
Note:
The ‘Open door code’ must match the configured open door code in the intercom device!



CyberGate Management Portal - Device details

During a call from the intercom, click on the CyberGate logo in the top bar. A sidepanel will open revealing the Open door button.

- Click the button to open the door.



CyberGate Management Portal - Open door button

- End the call.

The Open door button is available automatically during intercom calls.

Document History

Document Version	Date	Author	Change
1.0.0	06-10-2020	KR	Initial version
1.0.1	13-01-2021	KR	Added page numbers to the document and changed receiptient SIP address (page 8)
1.0.2	26-08-2022	KR	Added Secure SIP chapter
1.0.3	18-09-2024	KR	Updated to use with AXIS OS 11
1.0.4	18-11-2024	KR	Fixed text and added “CyberGate app” appendix
1.0.5	02-05-2025	KR	Updated layout
1.0.6	13-08-2025	KR	Update CyberGate app section