CyberTwice

TechNote: CASTEL and CyberGate

Version: 1.0.4 ENG
Date: 14-08-2025

Configure the CASTEL XELLIP Audio Video 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 CASTEL XELLIP Audio Video Intercom 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'. (*https://support.cybertwice.com/knowledgebase.php?article=6*).*

CASTEL XELLIP Audio Video Intercom

For this document we used the CASTEL XE VIDEO 1B (from now on named 'Castel') to connect to the CyberGate service (from now on named 'CyberGate'). All other CASTEL XELLIP Audio Video intercoms will also work with CyberGate.

Follow the next steps to configure the Castel 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.

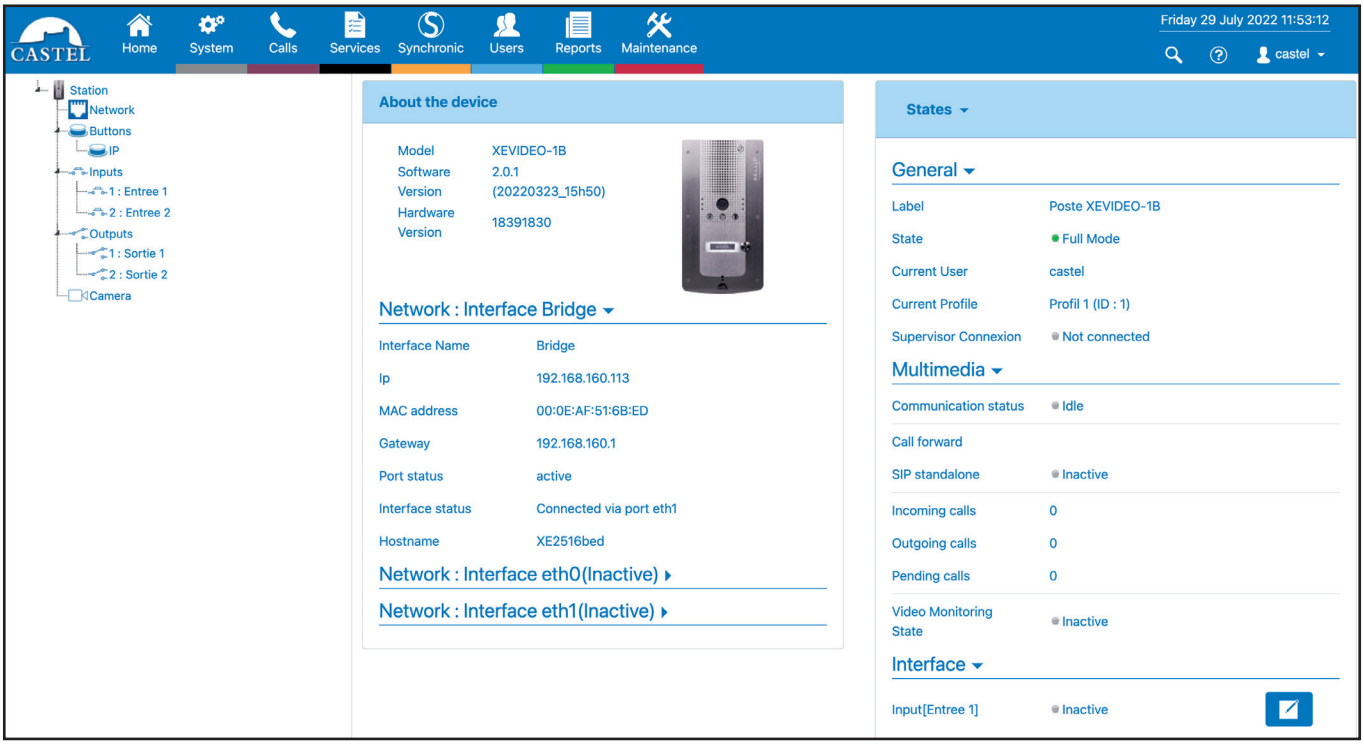
Use the CyberGate app for Microsoft Teams to:
- Open the door of the intercom by simply clicking on an Open-door button
- See the status of your intercom and calling the intercom from Teams by clicking on just one button
- Set your Availability status in a configured CyberGate Multi-ring group with one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

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

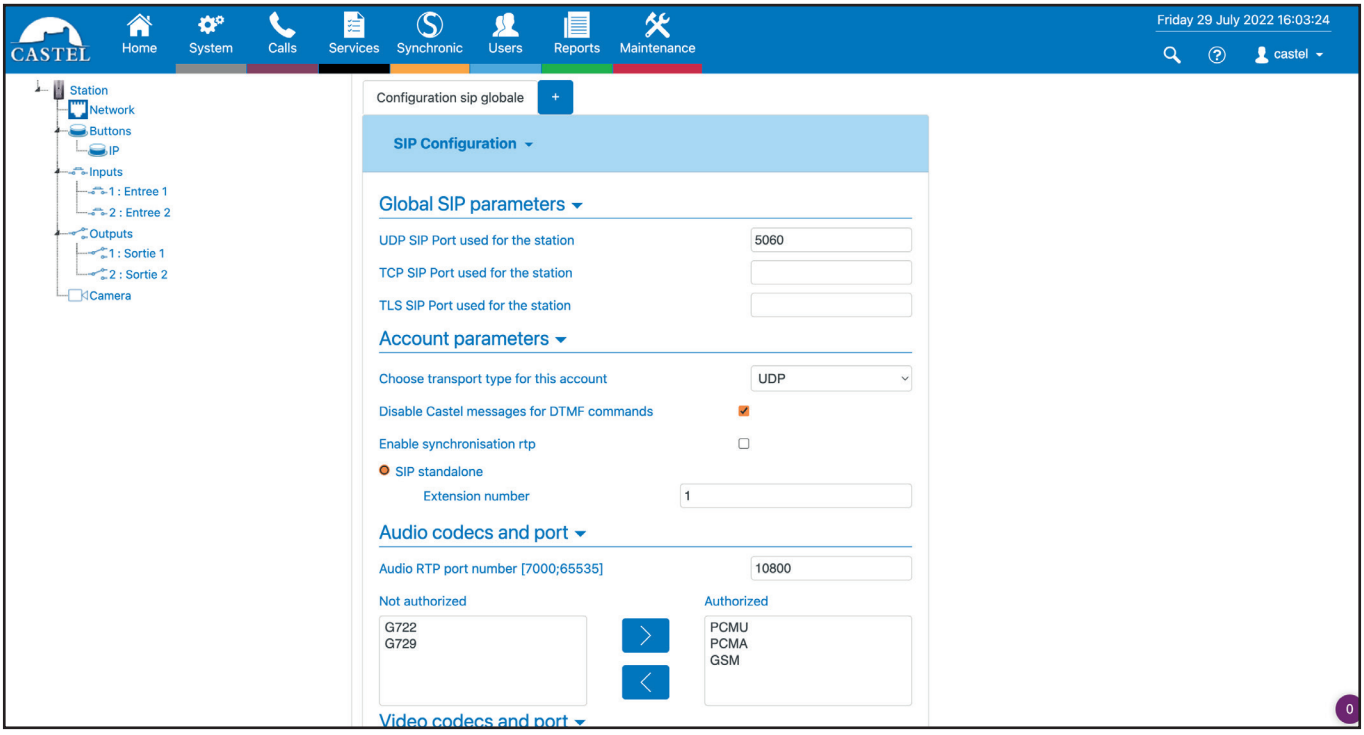
Connect the Castel

Connect the Castel to the network, power it on and open a webbrowser to its IP-address.
Sign in with the configured or supplied username and password of the Castel.

When successfully signed-in successfully, the first menu shown is the System-Information menu.



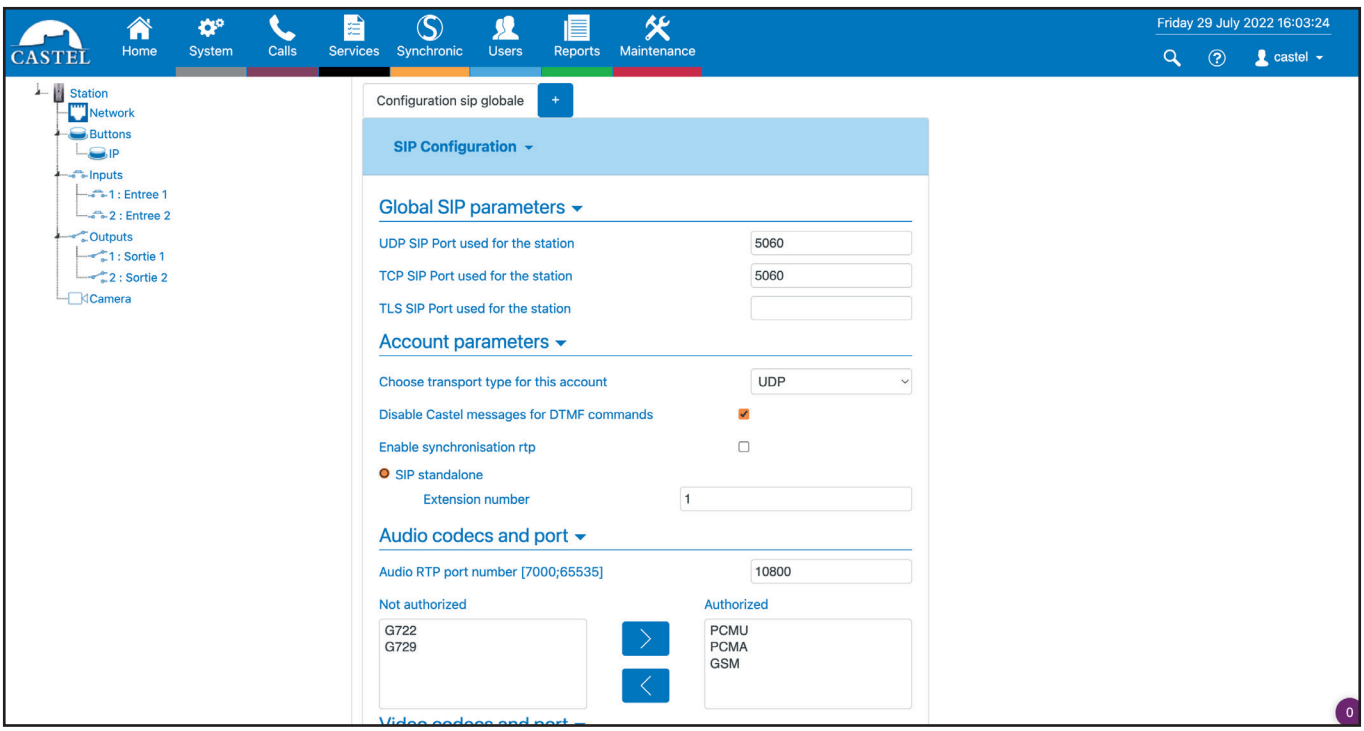
Navigate to the Calls menu.



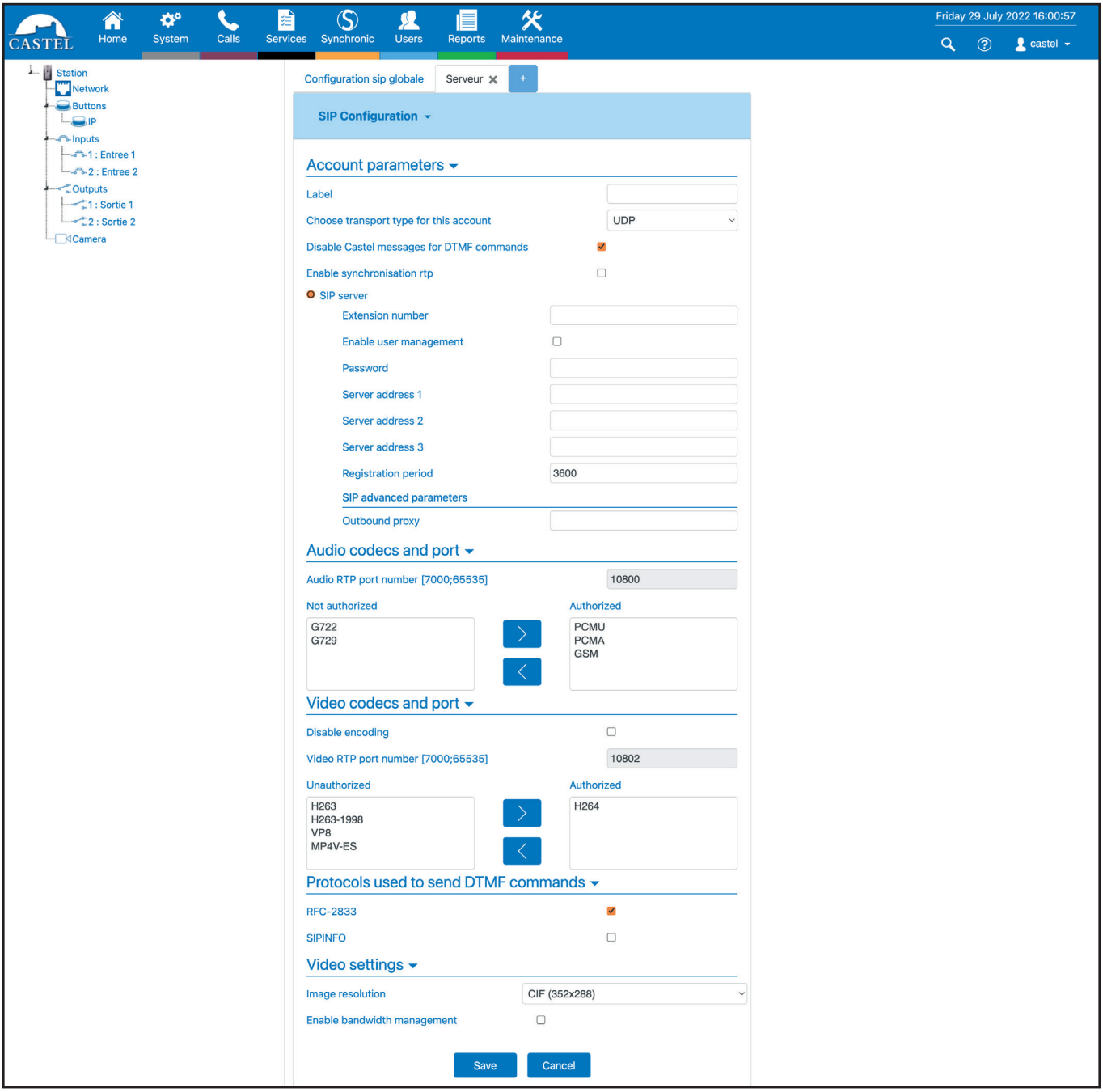
Provide the following information:

TCP SIP Port used for the station	5060

Click the blue Save button when done.



Click the blue '+' symbol to add the SIP server.

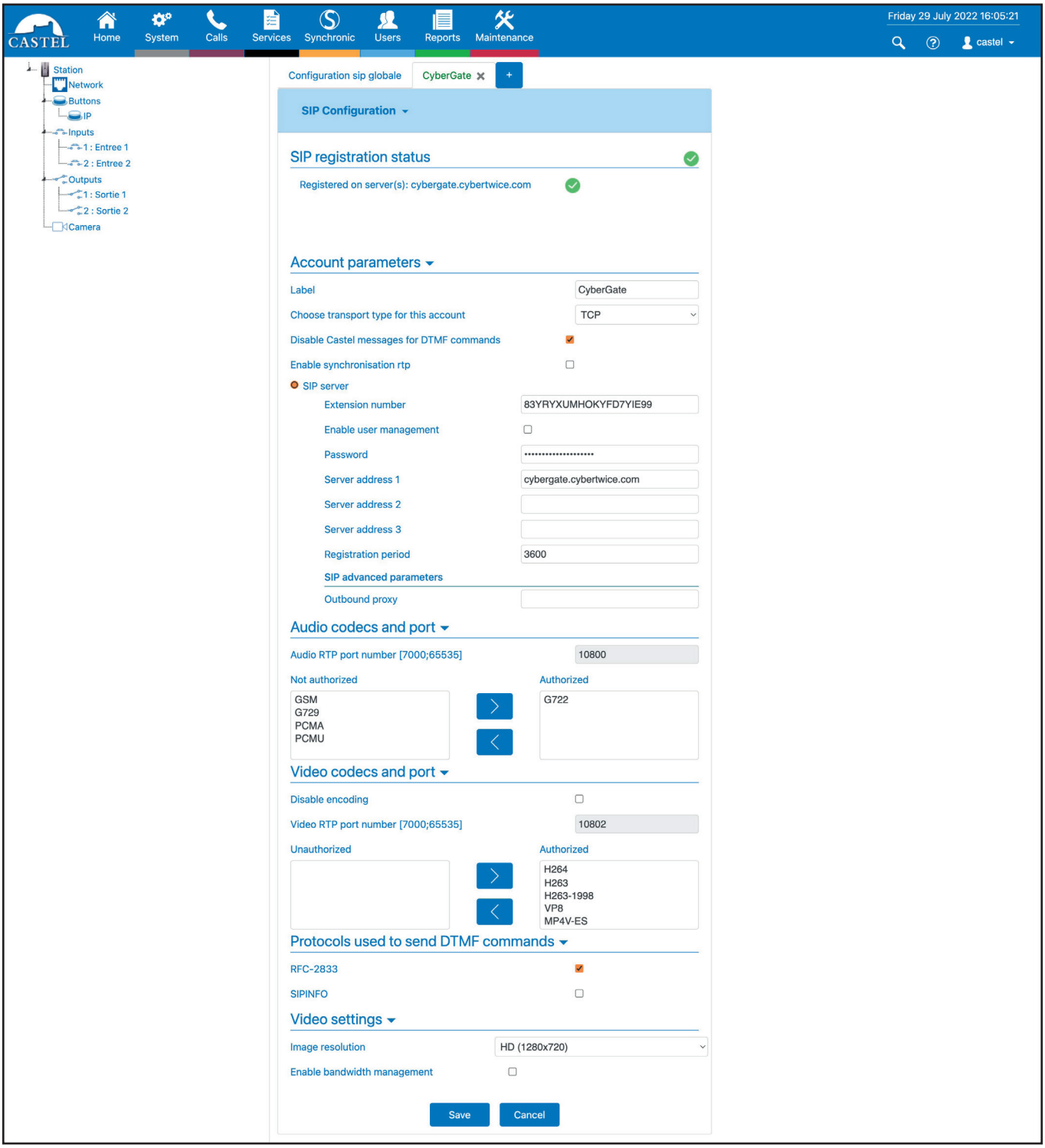


Provide / change the following information:

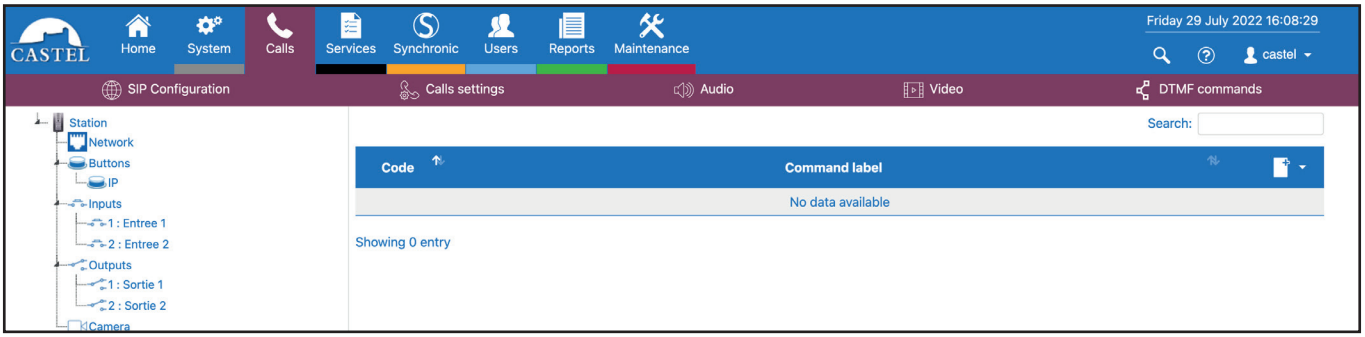
Account parameters	
Label	Label the server 'CyberGate'
Choose transport type for this account	Change to TCP
Extension number	Use the Username provided by the CyberGate Management Portal
Password	Use the Password provided by the CyberGate Management Portal

Server address 1	cybergate.cybertwice.com
Audio codecs and port	
Authorized	*Only:* G722
Video settings	
Image resolution	Change to HD (1280x720)

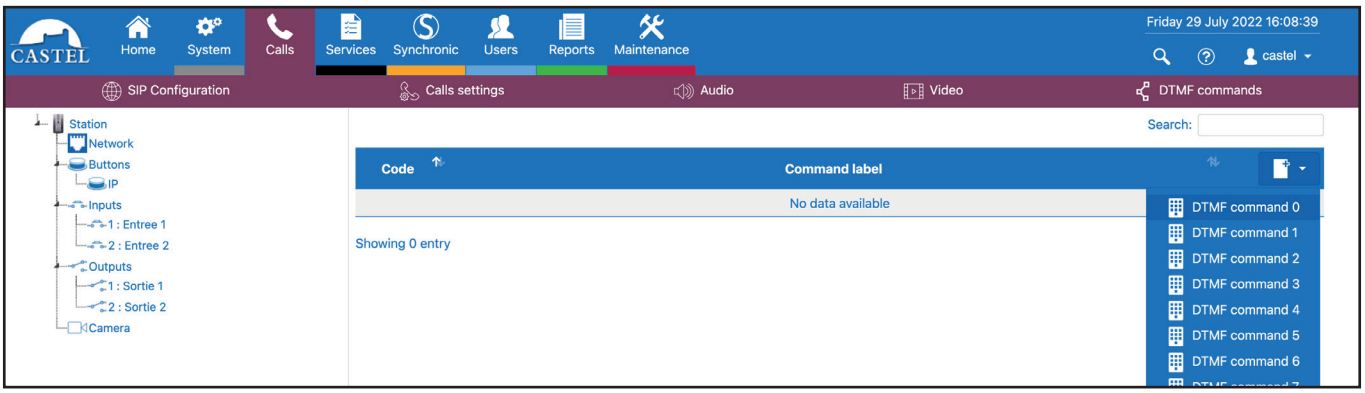
Click the blue ‘Save’ button when done.



Navigate to Calls - DTMF commends to configure the DTMF key to open the door.
Add a DTMF code by clicking on the '+' symbol



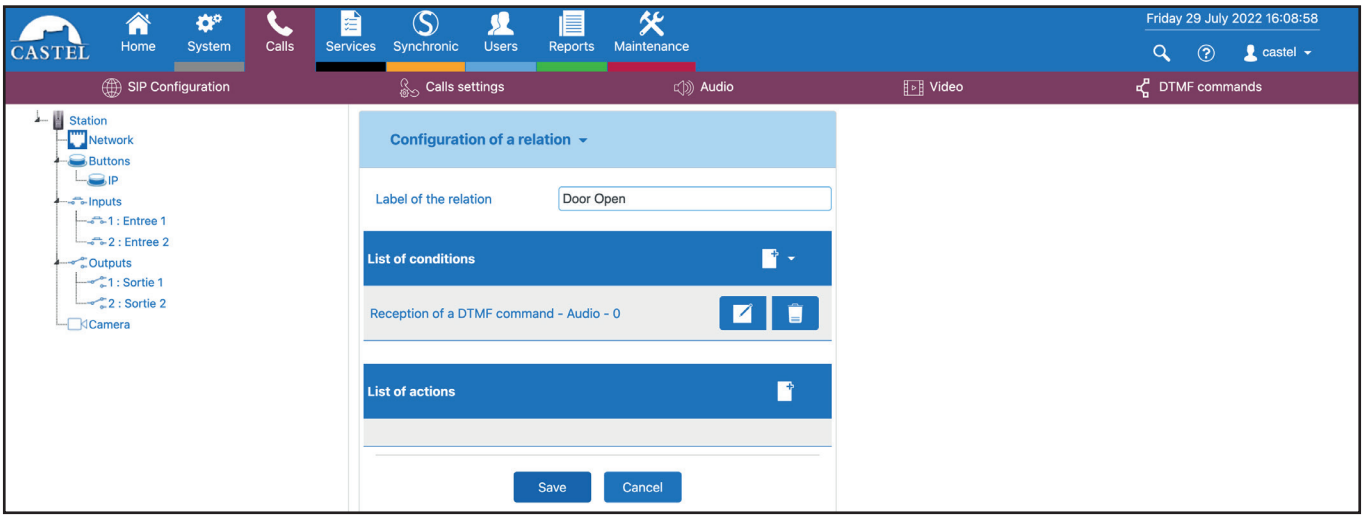
Select the DTMF command to us to open the door (in this example DTMF command 0)



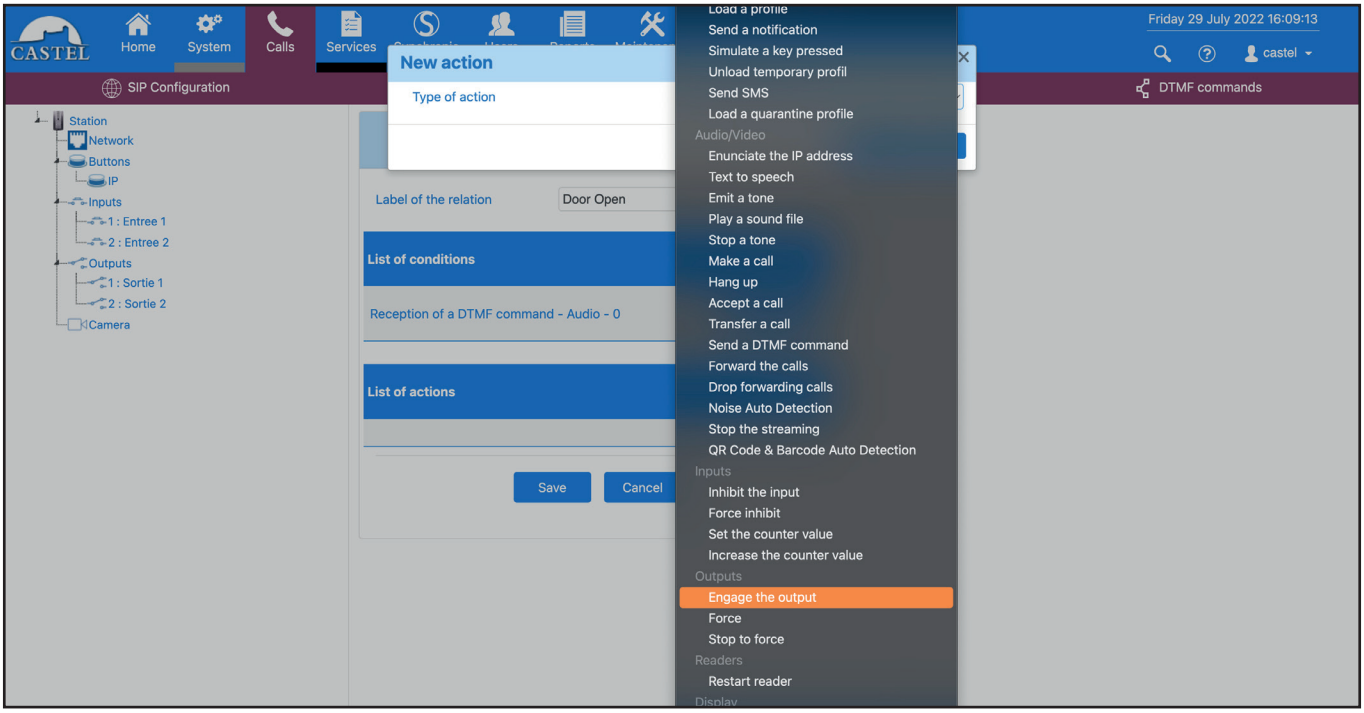
Provide the following information:

Label of the relation	Label the door open action (Door Open)

At 'List of actions', click op the '+' symbol to add the action.



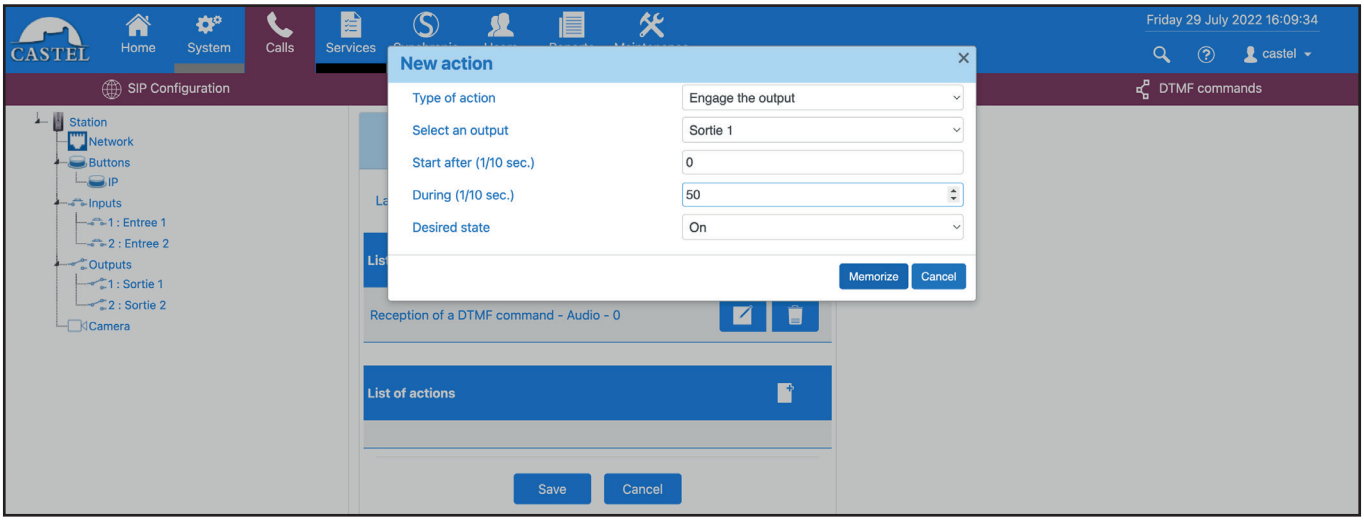
Select the 'Engage the output' action.



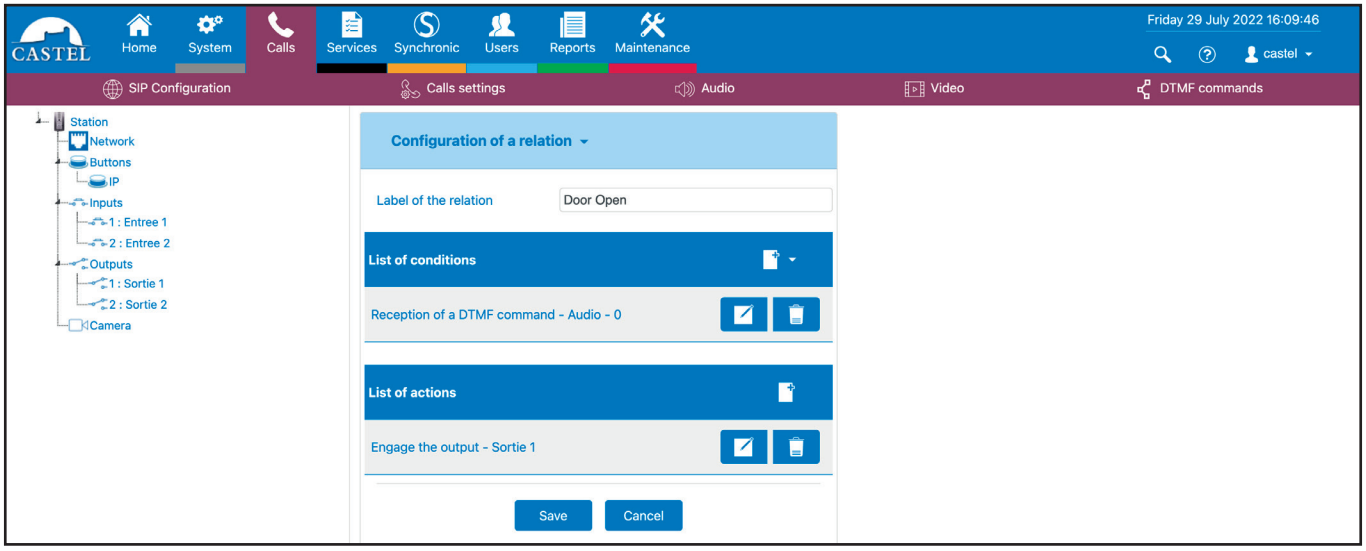
Change the following information:

During (1/10 sec.)	Change to 50 (for 5 seconds door opening) - in this example

Click the blue 'Memorize' button to save the action.



Click on the blue ‘Save’ button to save the action.



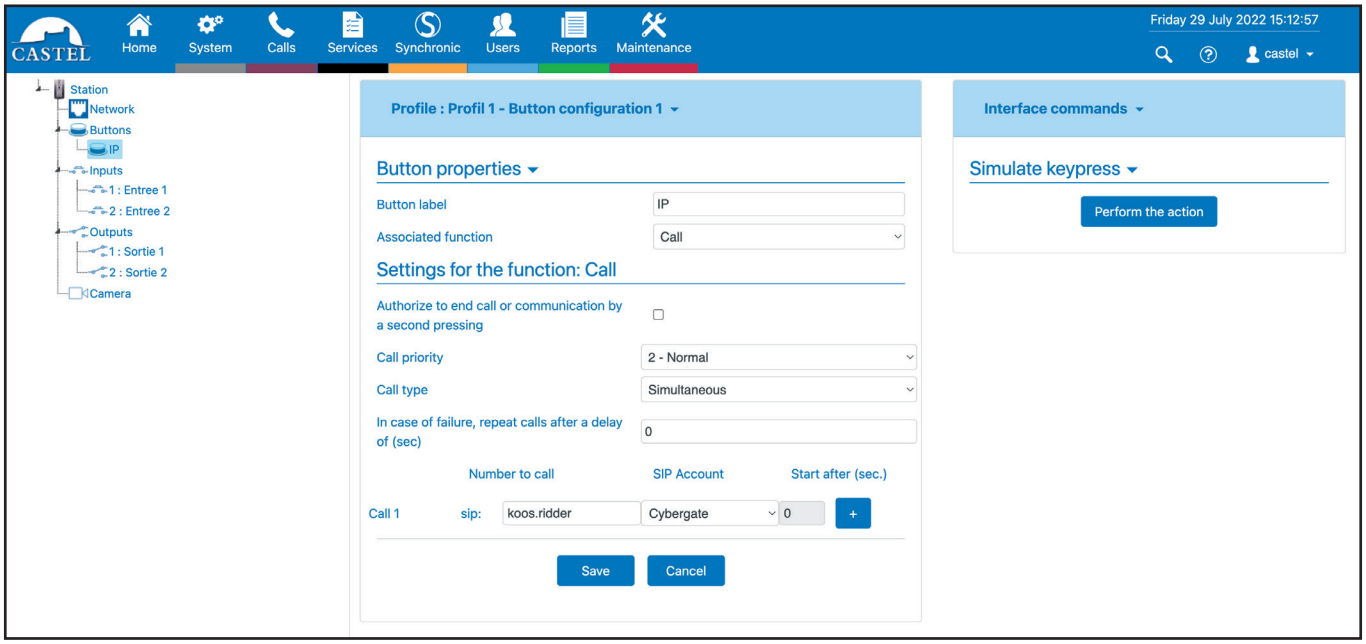
Navigate to Station-Buttons-IP (in the left column) to configure the number to dial.
Provide the following information:

Call 1 sip:	Use the Teams user address without the domain part *

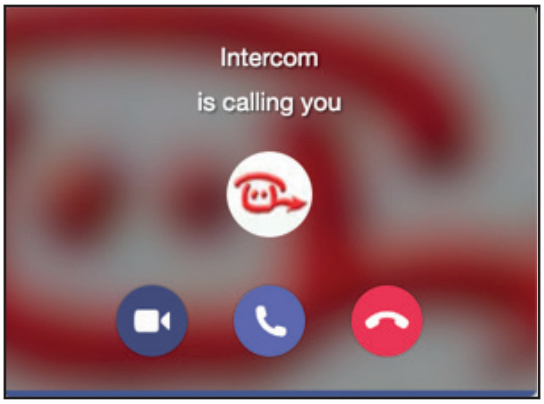
* For example, the user ‘Koos Ridder, with the Teams name:
koos.ridder@mycompany.com

will translate to this destination address:
koos.ridder

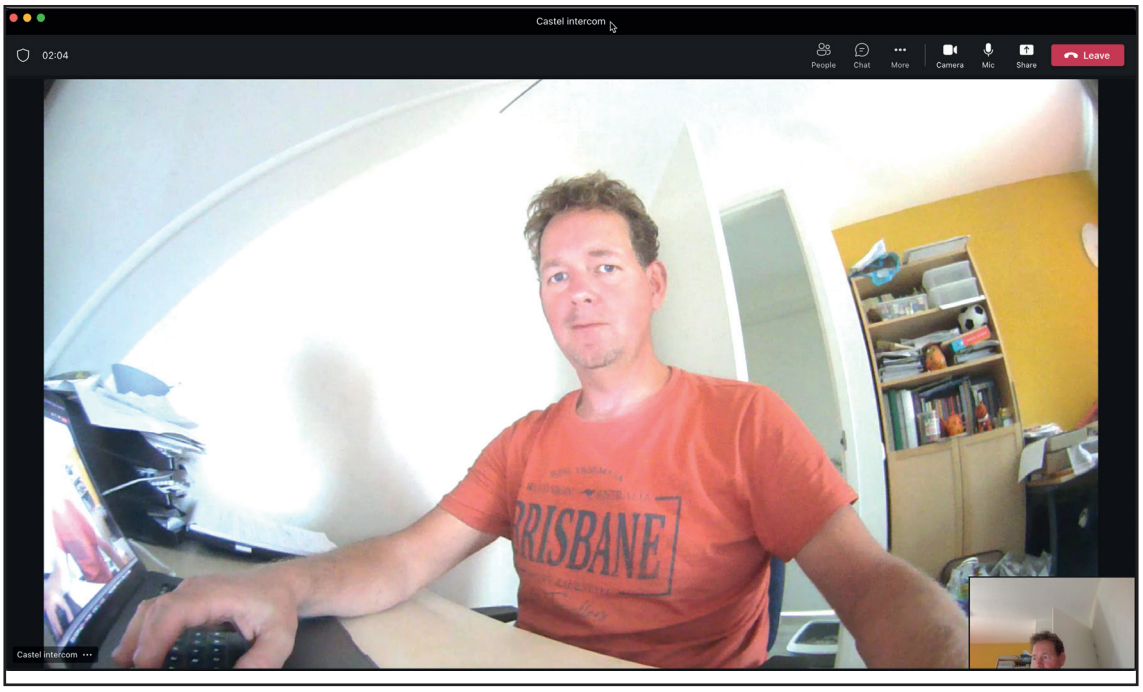
Click the blue ‘Save’ button when done.



Configuration of the Castel is now finished.
Pressing the call button on the Castel will initiate a call to the number that is configured in the Function key menu.



The call will be established and video will be displayed within ±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 '0' code, this will trigger the relay in the Castel and 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

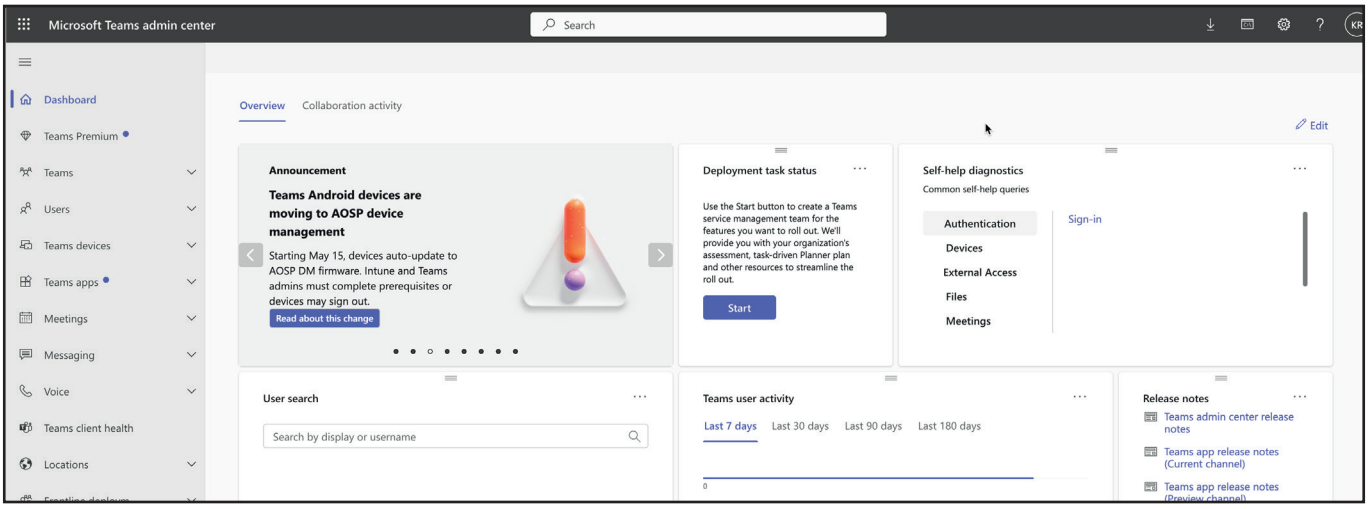
This manual will describe the installation of the app and all three features in detail.

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

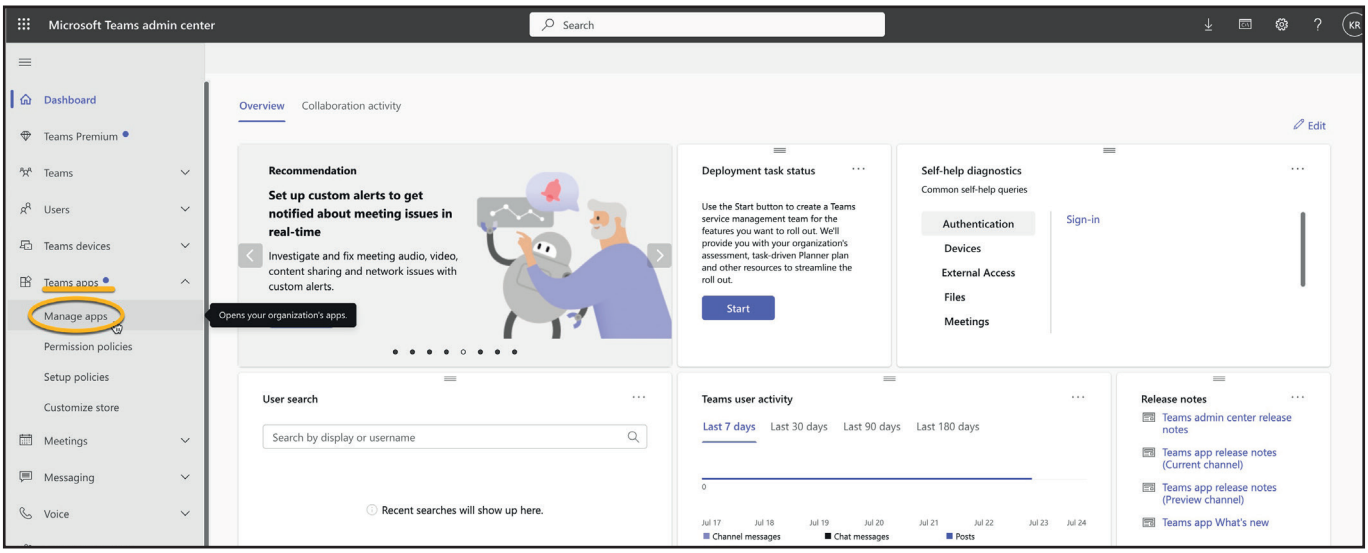
How to install

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



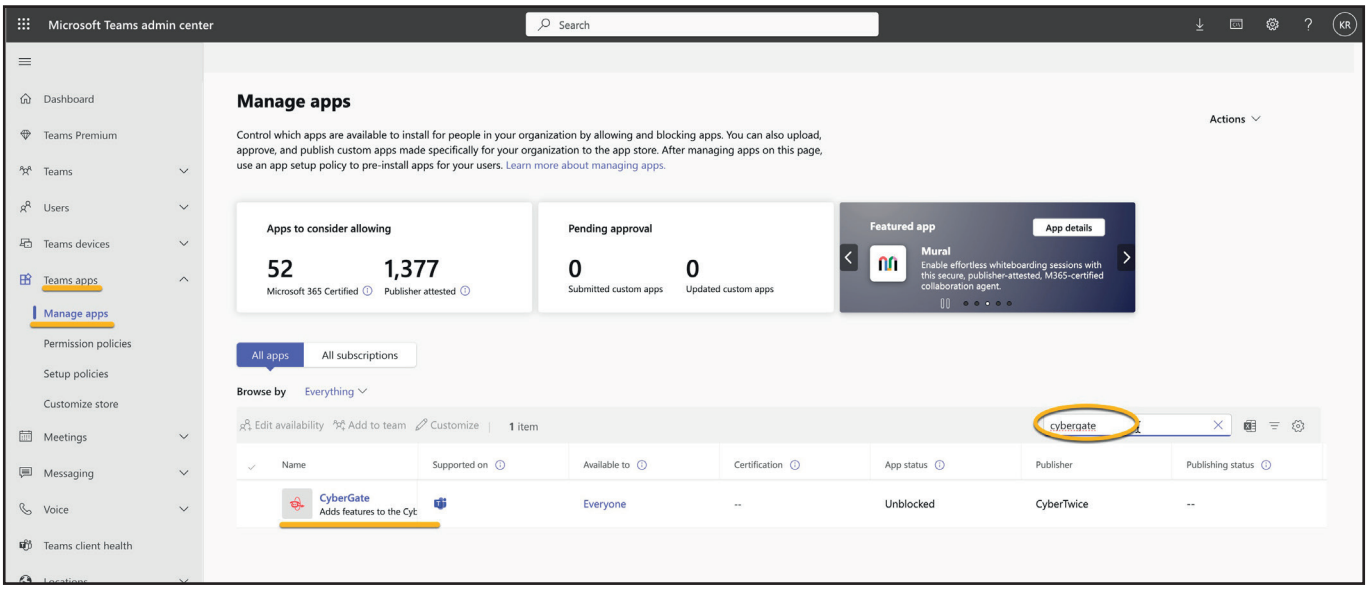
Microsoft Teams Admin Portal - Dashboard

- Navigate to the menu Teams apps - Manage apps



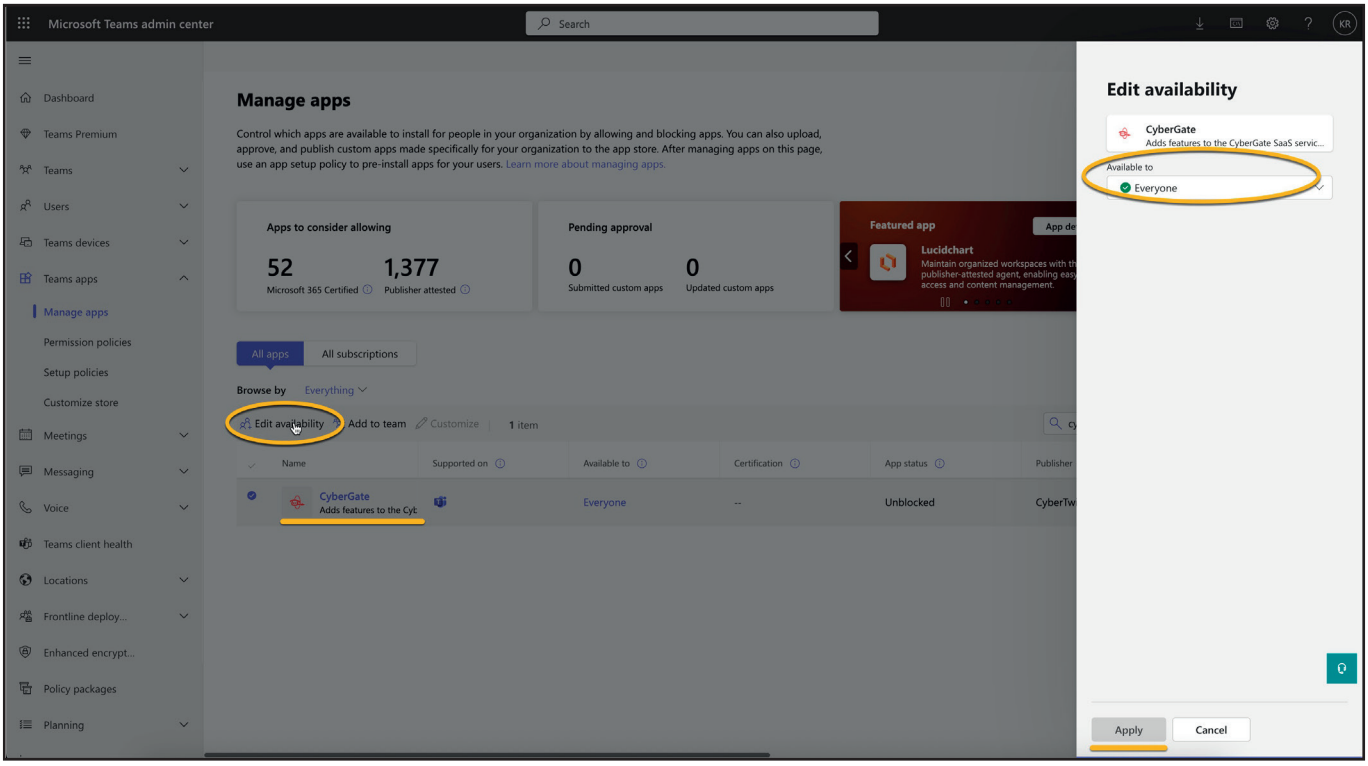
Microsoft Teams Admin Portal - Teams apps - Manage apps

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



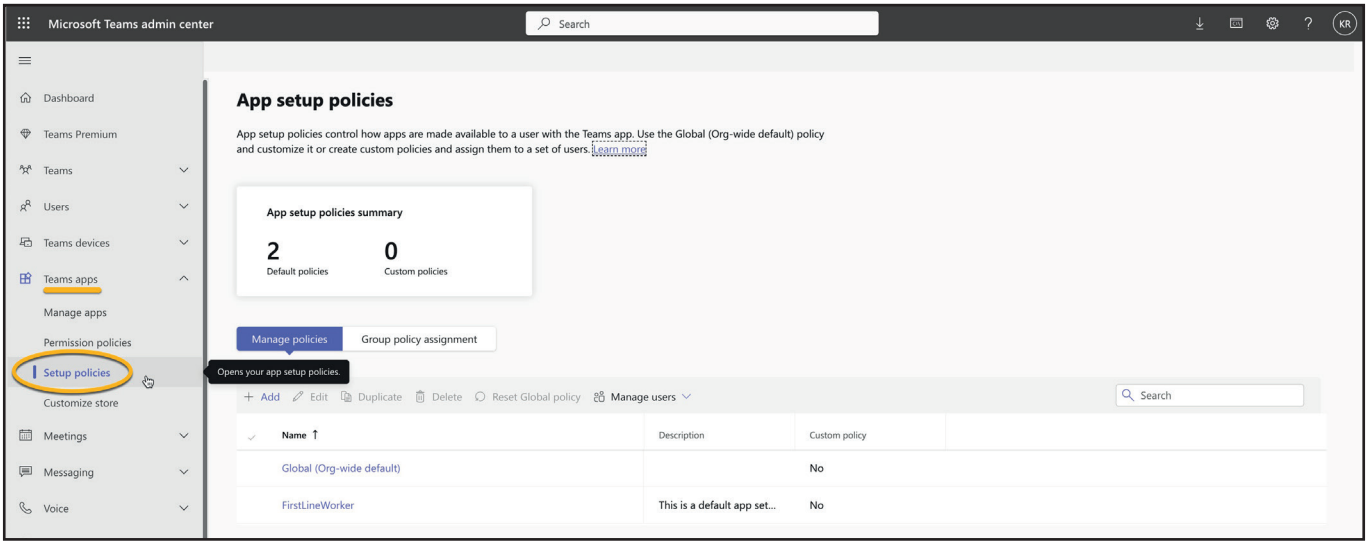
Microsoft Teams Admin Portal - Teams apps - Manage apps - Search for CyberGate

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



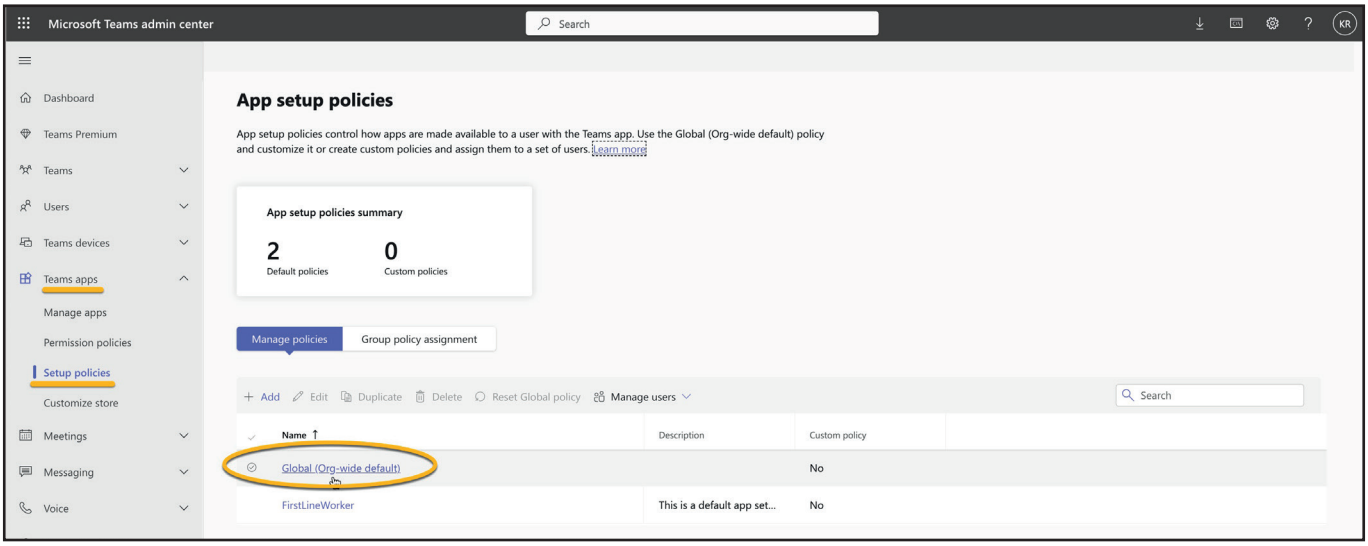
Microsoft Teams Admin Portal - Teams apps - Set availability to ‘Everyone’

- Navigate to the menu Teams apps - Setup policies



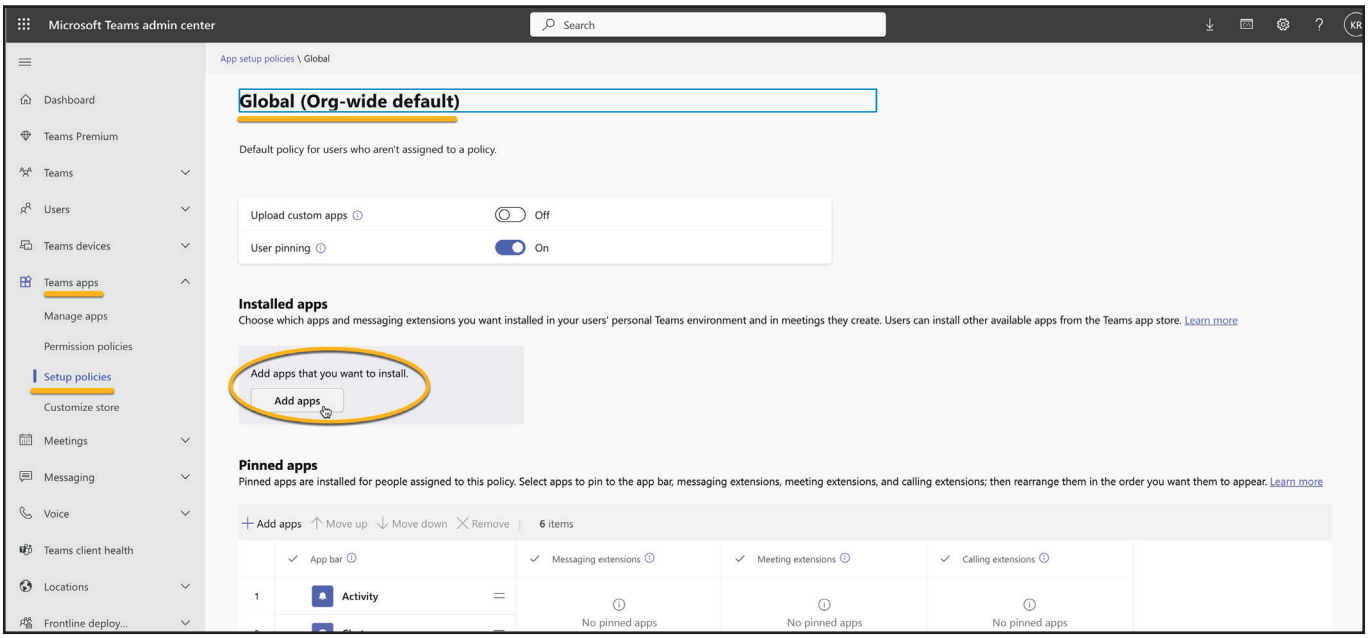
Microsoft Teams Admin Portal - Teams apps - Setup policies

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



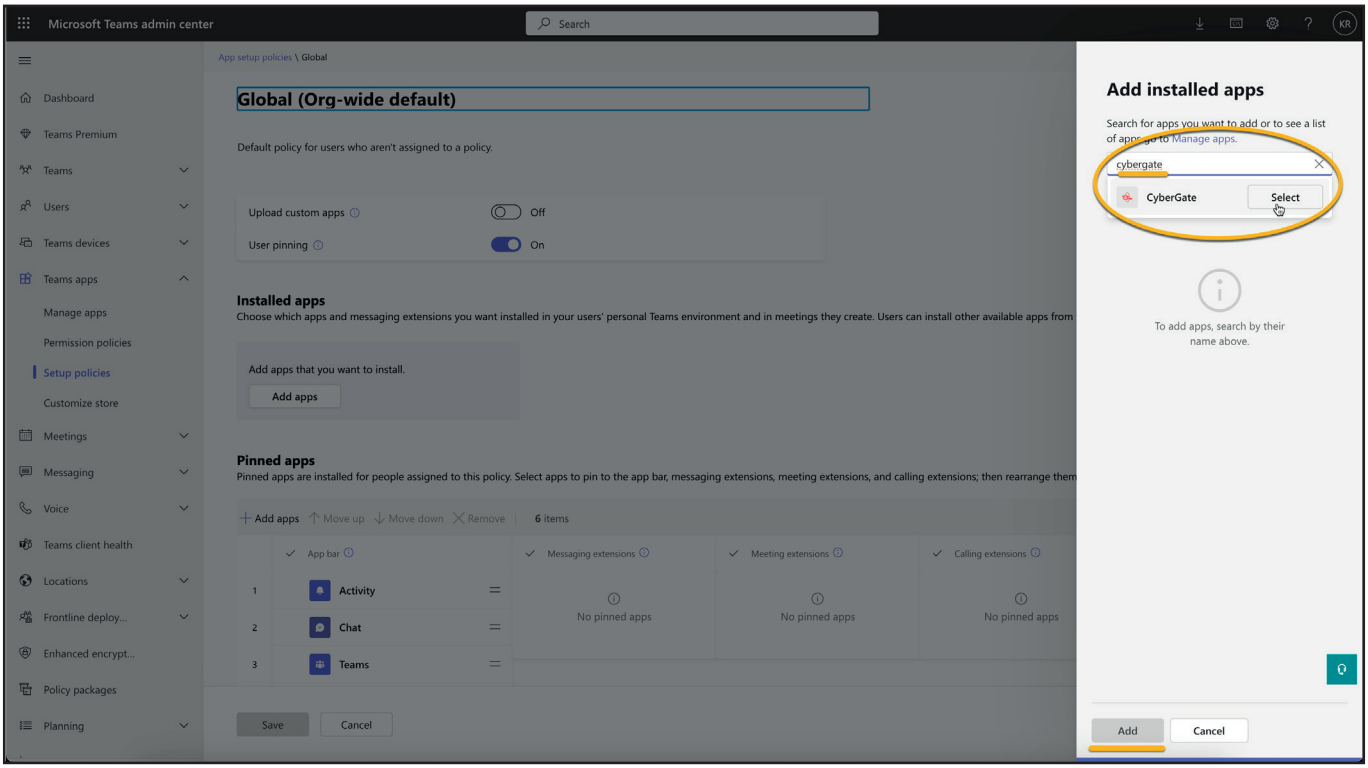
Microsoft Teams Admin Portal - Teams apps - Setup policies - Select 'Global'

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



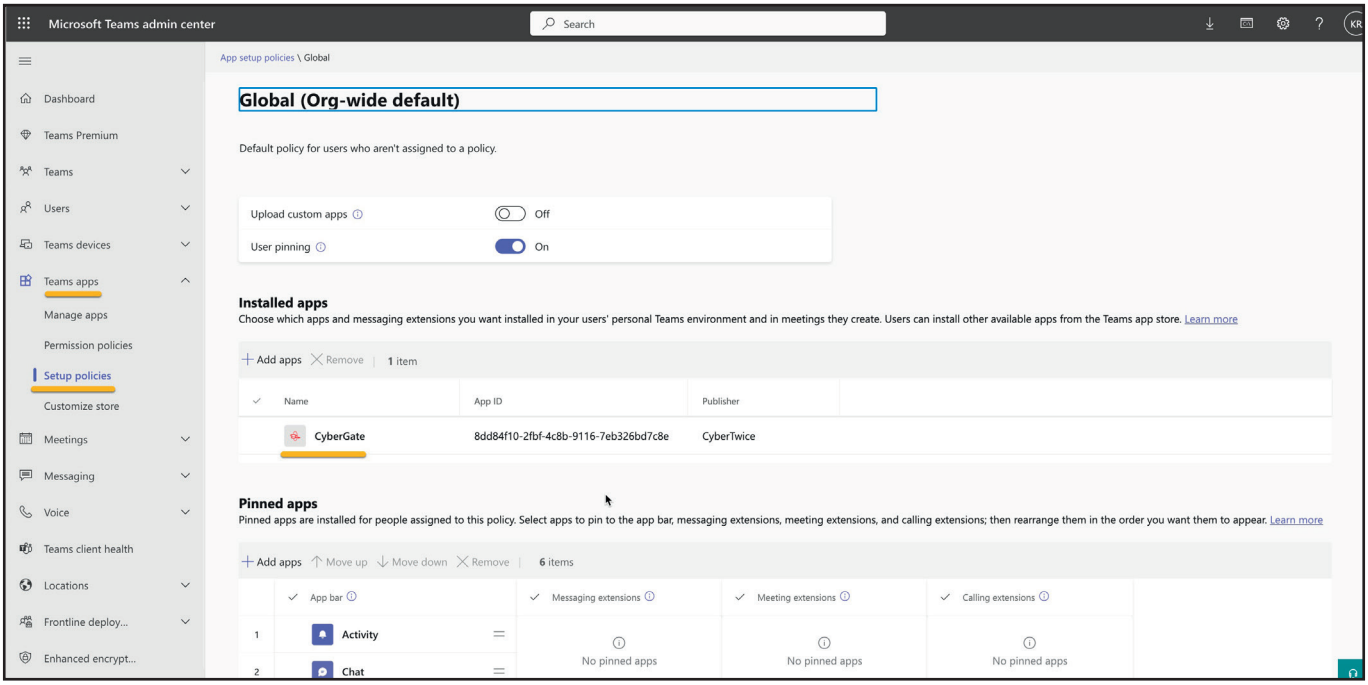
Microsoft Teams Admin Portal - Teams apps - Setup policies - Add apps

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



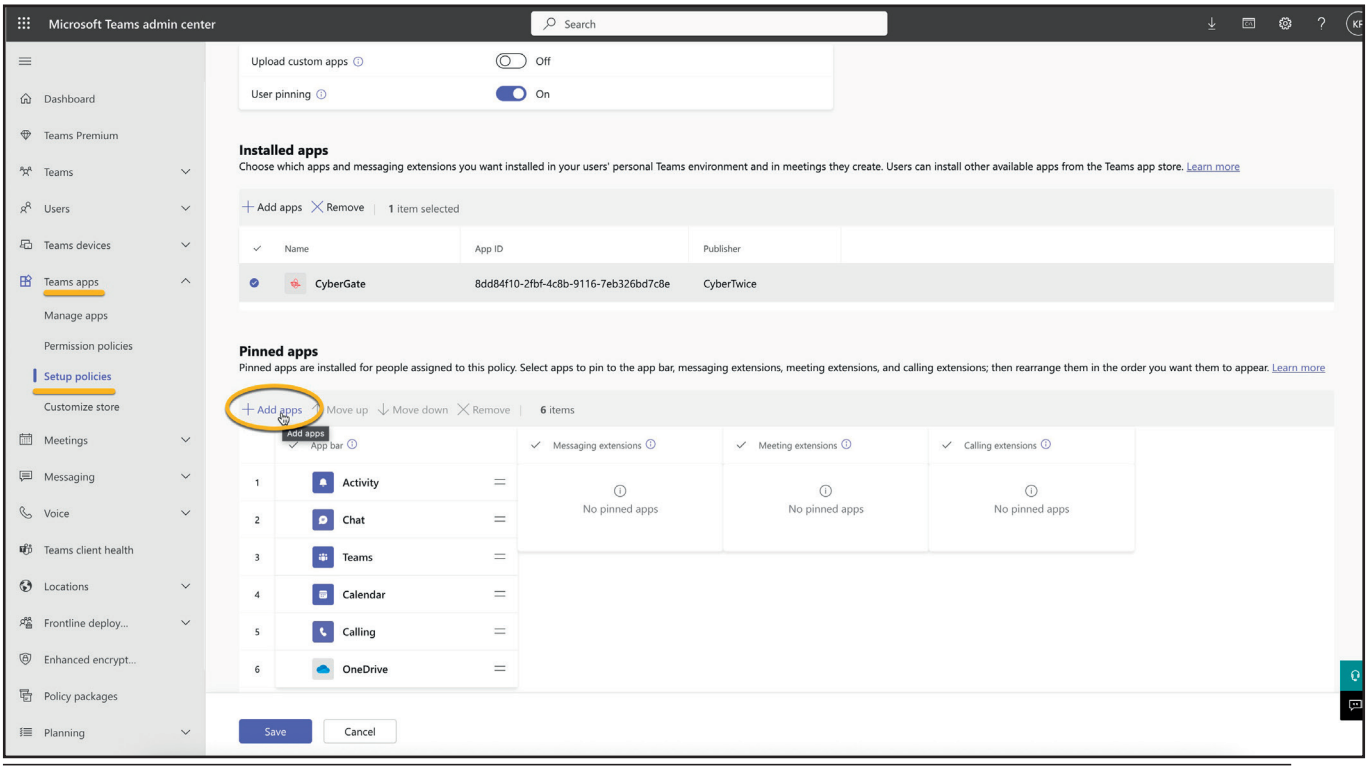
Microsoft Teams Admin Portal - Teams apps - Setup policies - Installed - Search and select CyberGate

The CyberGate app will show as installed.



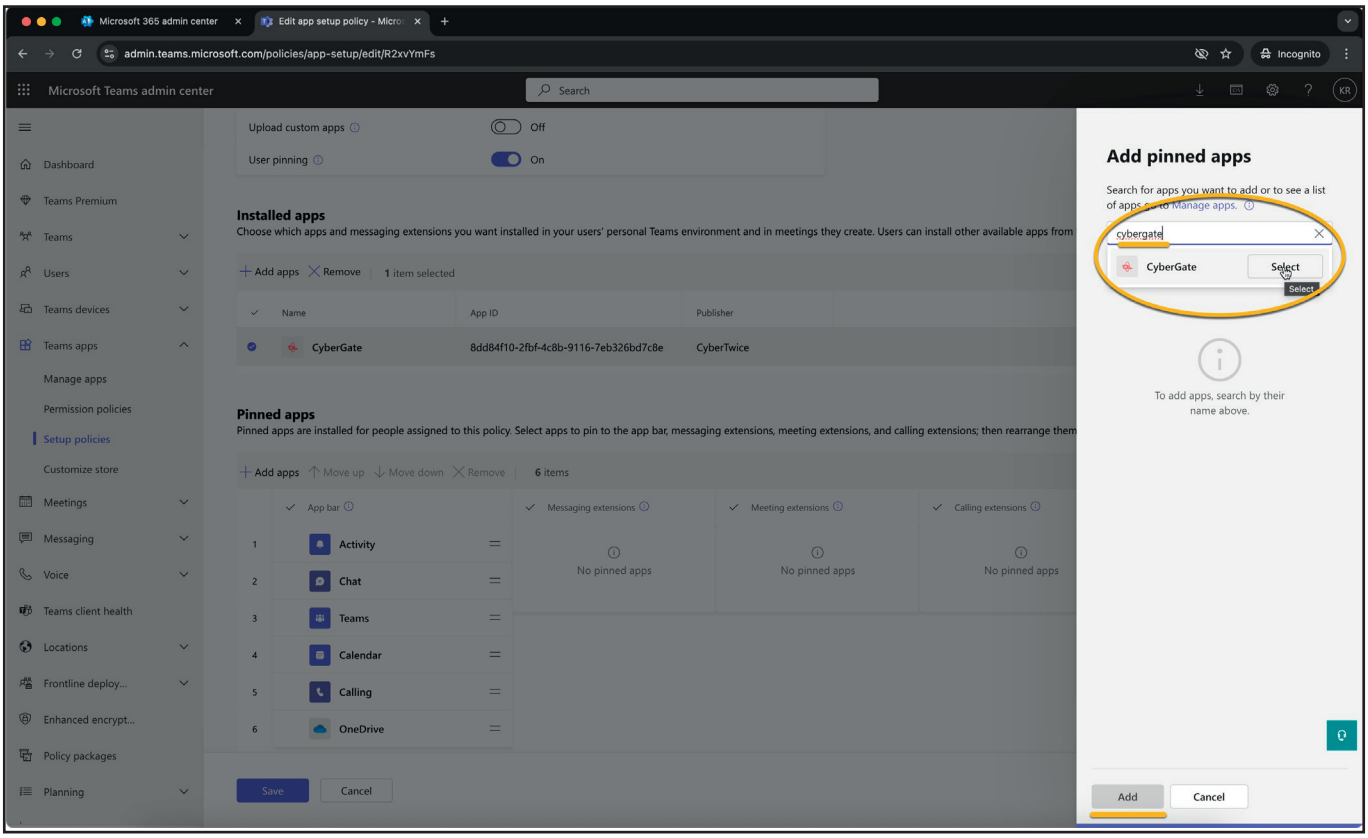
Microsoft Teams Admin Portal - Teams apps - Setup policies - CyberGate added to the organisation

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



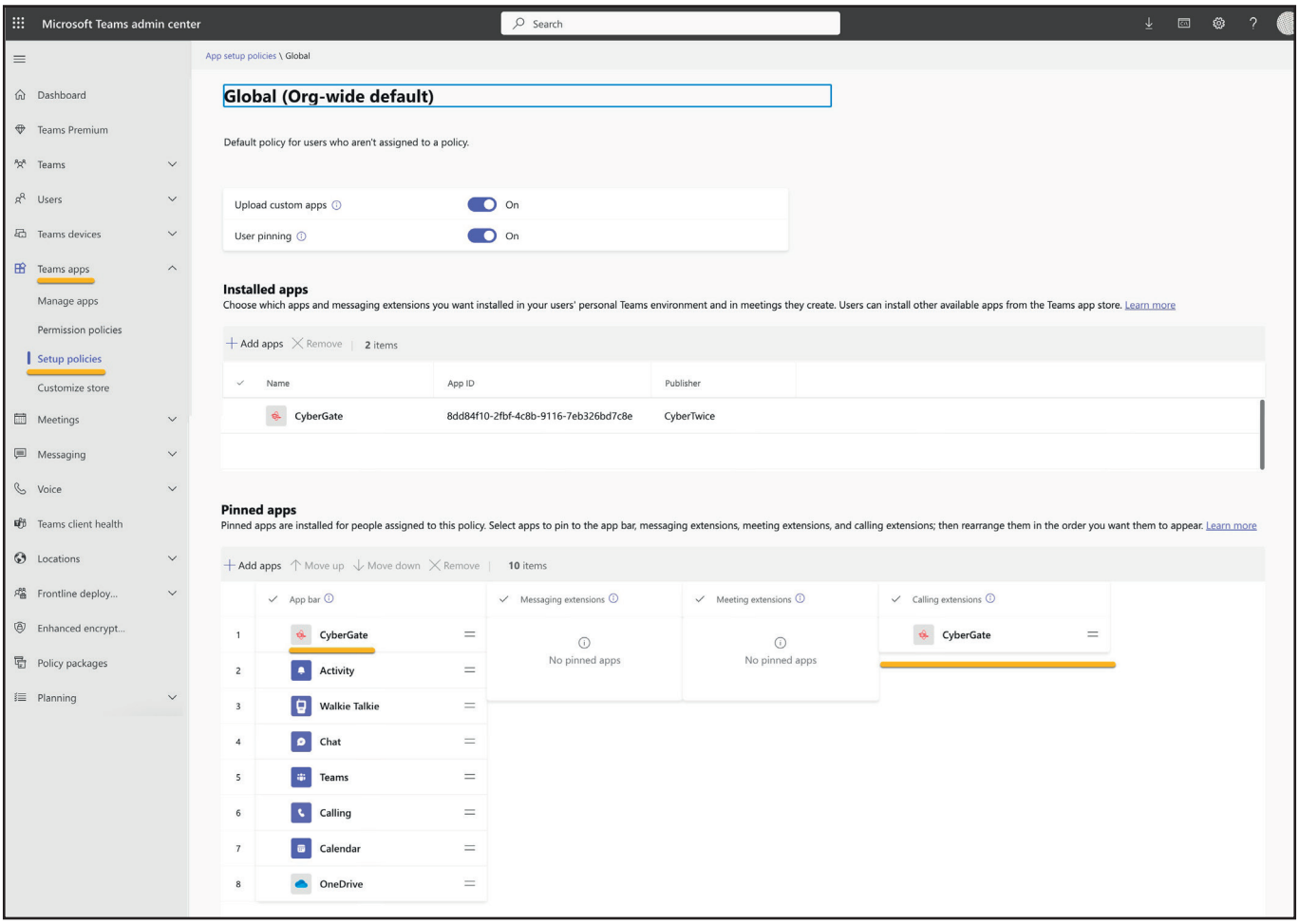
Microsoft Teams Admin Portal - Teams apps - Setup policies - Add CyberGate to the Pinned apps

- 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

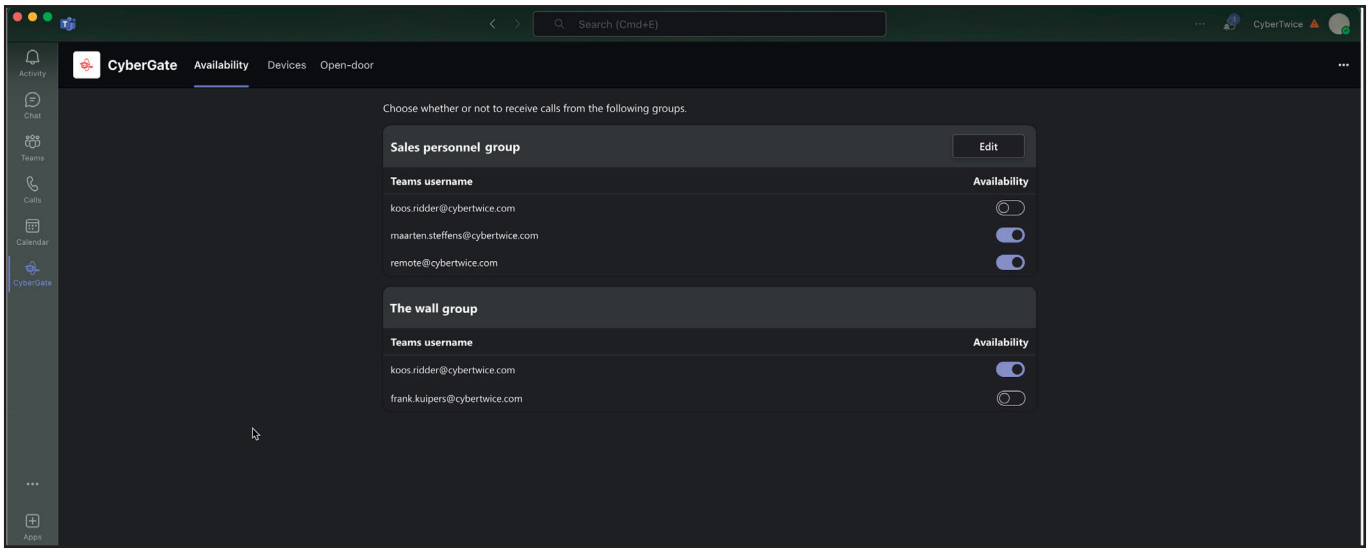
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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).

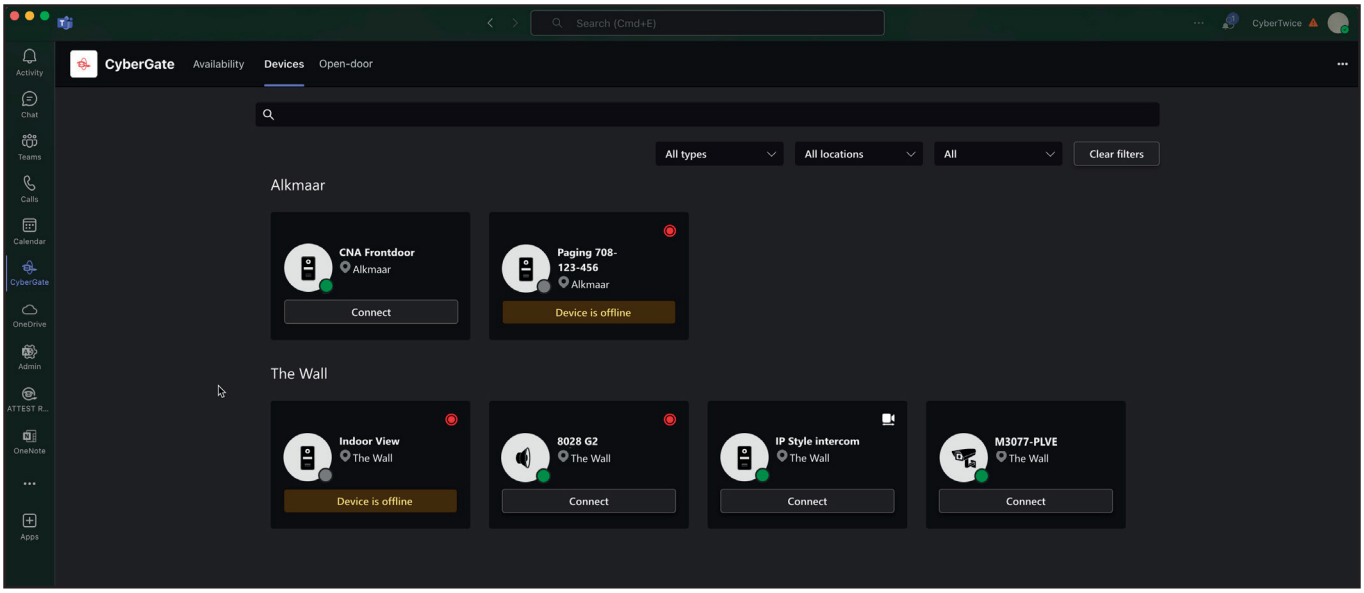
Devices

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

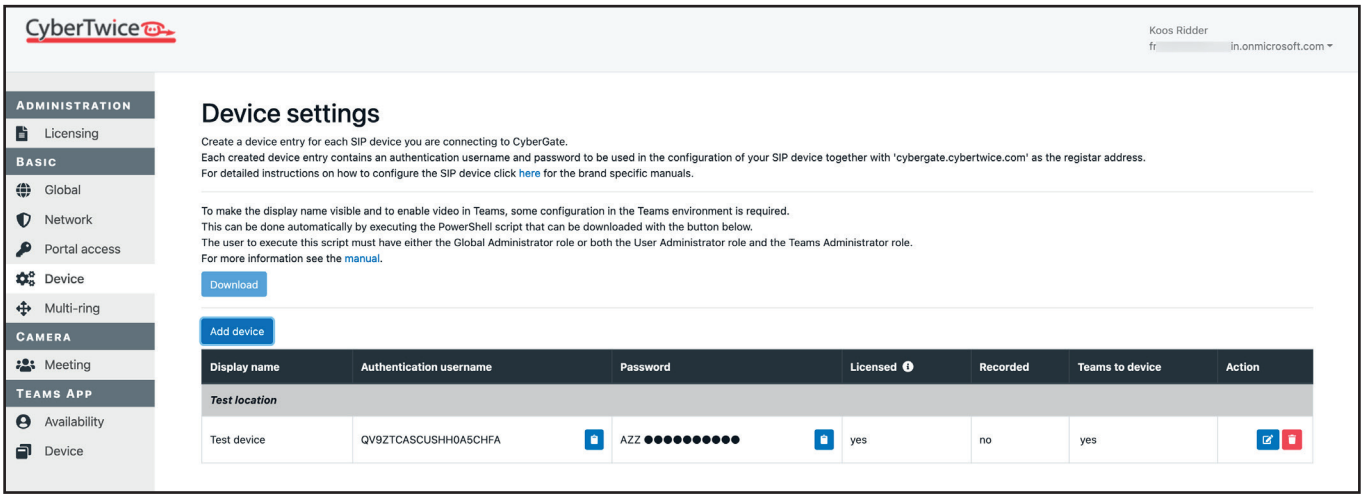
Introduction

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.

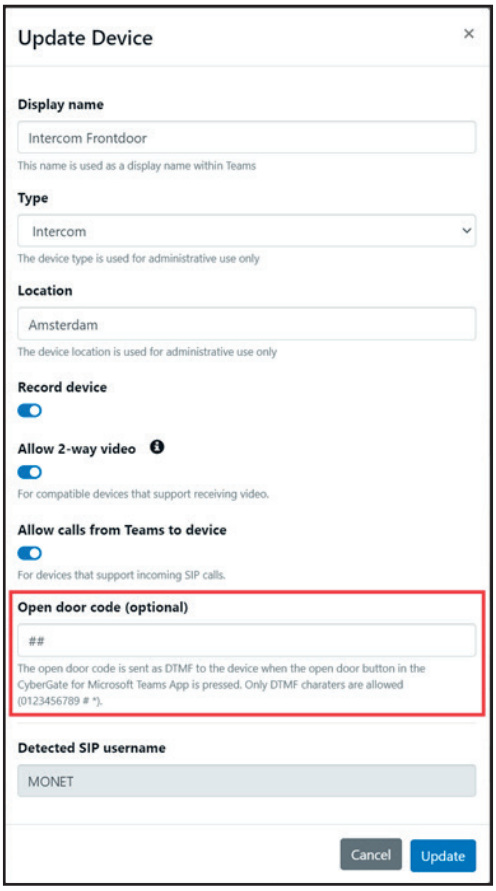
- Log in to the CyberGate management portal and navigate to the Basic-Device menu.



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.

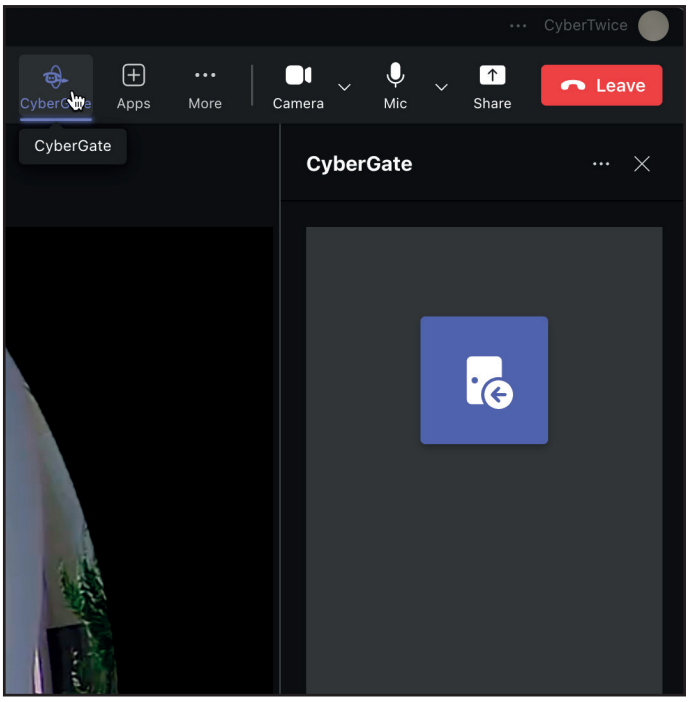
Note:
The ‘Open door code’ must match the configured open door code in the intercom device!



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	29-07-2022	KR	Initial version
1.0.1	23-02-2024	KR	Fixed codec selection
1.0.2	05-11-2024	KR	Updated layout
1.0.3	07-11-2024	KR	Fixed text and added “CyberGate app” appendix
1.0.4	14-08-2025	KR	Modified “CyberGate app” appendix