



TechNote: Robin for Teams and CyberGate

Version: 1.0.7 ENG
Date: 13-08-2025



**Configure the Robin For Teams
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 Robin For Teams 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.

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>).



Robin For Teams Intercom

For this document we used the ProLine Compact Video Intercom for Teams 5 MP Camera Silver (from now on named 'Robin') to connect to the CyberGate service (from now on named 'CyberGate'), but this manual applies to all Robin For Teams Intercoms.

Note:

This manual covers the special Robin For Teams Intercoms. For the normal editions of the Robin intercoms use the manual downloadable here: <https://support.cybertwice.com/knowledgebase.php?article=5>



Follow the next steps to configure the Robin 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 Robin

Connect the Robin to the network, power it on and open a webbrowser to its IP-address. Login as the 'admin' user (with either the default password (123qwe) or the already modified password) and click 'Login'

ROBIN ProLine SIP Compact 5 MP IP camera Silver 1 Button version 3.6.11

Username:

Password:

Login

Robin - Log in

You'll be redirected to the Telephony-Teams page.

The screenshot shows the configuration page for the Robin ProLine Compact Video Intercom for Teams 5 MP Camera Silver. The page is titled 'ROBIN TELECOM DEVELOPMENT' and 'ProLine Compact Video Intercom for Teams 5 MP Camera Silver'. The user is logged in as 'admin'. The navigation menu includes 'Telephony', 'Audio', 'Video', 'Network', and 'System'. The 'Teams' section is active, showing 'Teams settings' and 'Teams advanced' sections.

Teams settings

- SIP protocol:
- Username:
- Password:
- Register:

Teams advanced

- SIP DSCP Class:
- Audio RTP DSCP Class:
- Video RTP DSCP Class:
- Audio RTP port start:
- Audio RTP port end:
- Video RTP port start:
- Video RTP port end:
- RTP port random:
- SIP port random:

Robin - Menu - Telephony-SIP- Unconfigured

Provide the following information:

Teams settings	
SIP protocol	Use TCP
Username	Define a name (one word) for the intercom (eg. Frontdoor)
Password	Use the Password provided by the CyberGate service
Register	Enable by checking the checkbox

Click 'Apply settings'.

At 'Teams settings', the Registration status should change to 'Registered'. If this is not the case, check the account details for possible typos.

ROBIN TELECOM DEVELOPMENT ProLine Compact Video Intercom for Teams 5 MP Camera Silver version 3.6.11
Logged in as 'admin' (logout)

Telephony Audio Video Network System

Teams Phonebook Call settings Call log Control

Teams settings

- SIP protocol: TCP
- Username: JQ3NRBSUKJKINELJ00
- Password: [REDACTED]
- Register:
- Expires: 3600
- Registration status: registered

Apply settings

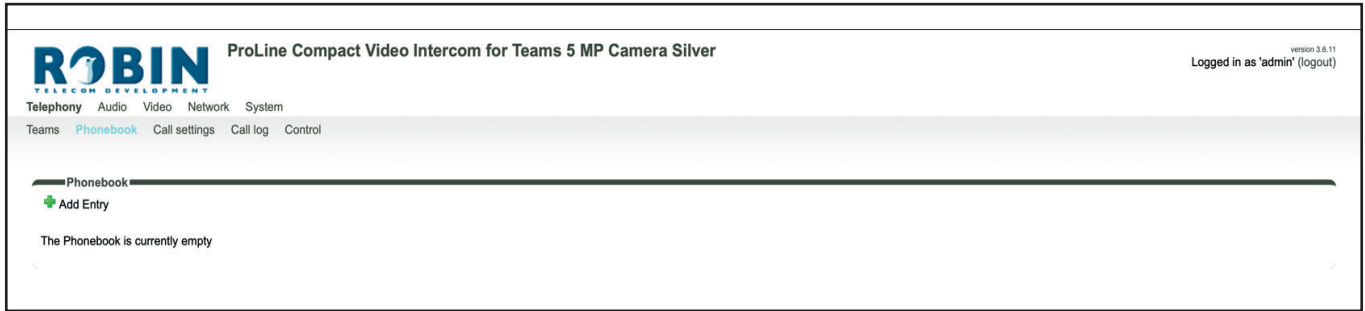
Teams advanced

- SIP DSCP Class: CS3
- Audio RTP DSCP Class: EF
- Video RTP DSCP Class: AF41
- Audio RTP port start: 4000
- Audio RTP port end: 4499
- Video RTP port start: 4500
- Video RTP port end: 5000
- RTP port random:
- SIP port random:

Apply settings

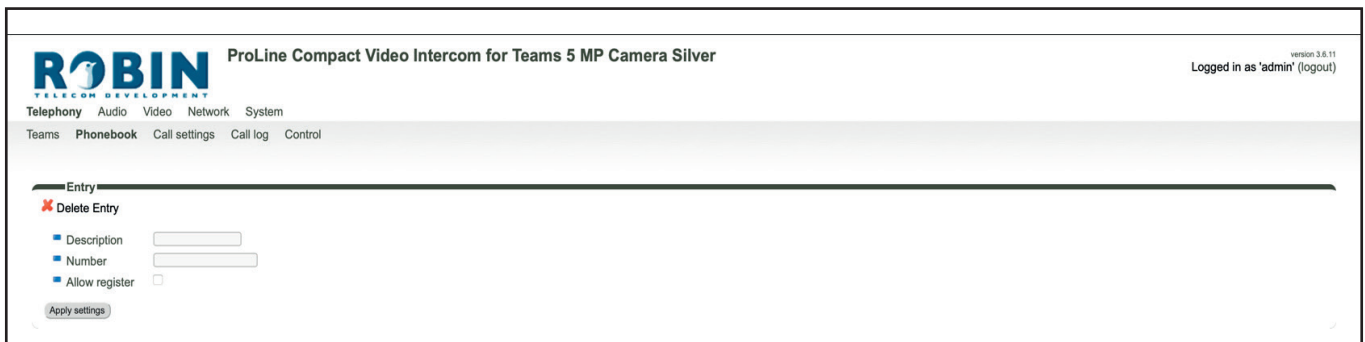
Robin - Menu -Telephony-SIP- Configured

Navigate to the 'Telephony-Phonebook' menu.



Robin - Menu -Telephony-Phonebook- Empty

Click the '+' symbol to add a Phone book entry.



Robin - Menu -Telephony-Phonebook- Add entry

Provide the following information:

Entry	
Description	Name of the recipient, in this example 'Teams user'
Number	Use the Teams user address (either: name.name@domain.com or only the 'name.name' part.)

Click 'Apply settings'.



Robin - Menu -Telephony-Phonebook- Added entry

Navigate to the 'Telephony-Call settings' menu.

Robin - Menu -Telephony-Call Settings- Unconfigured

Select:

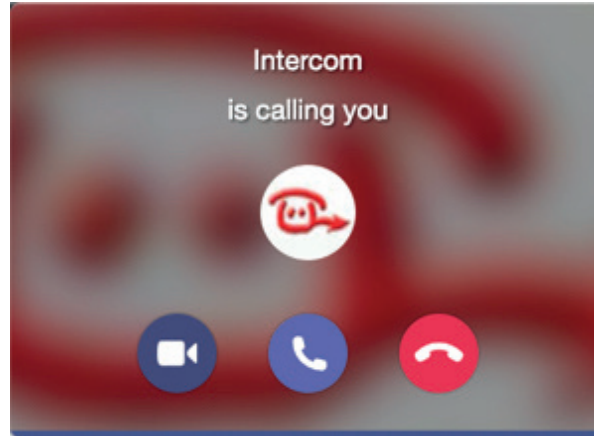
Call priority	
First	Select the Teams user to call when the button is pressed

Robin - Menu -Telephony-Call Settings- Configured

The basic configuration of the Robin For Teams is done and calls can be made to the CyberGate.

Press the button on the Robin to call the Teams recipient.

If configured correctly, the Teams client will notify you of an incoming call. Answer it by clicking the camera symbol.



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



To open the door from the Teams call, click on the Dial pad symbol in the call screen. Use the default DTMF-code '##' to trigger the relay in the Robin 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.

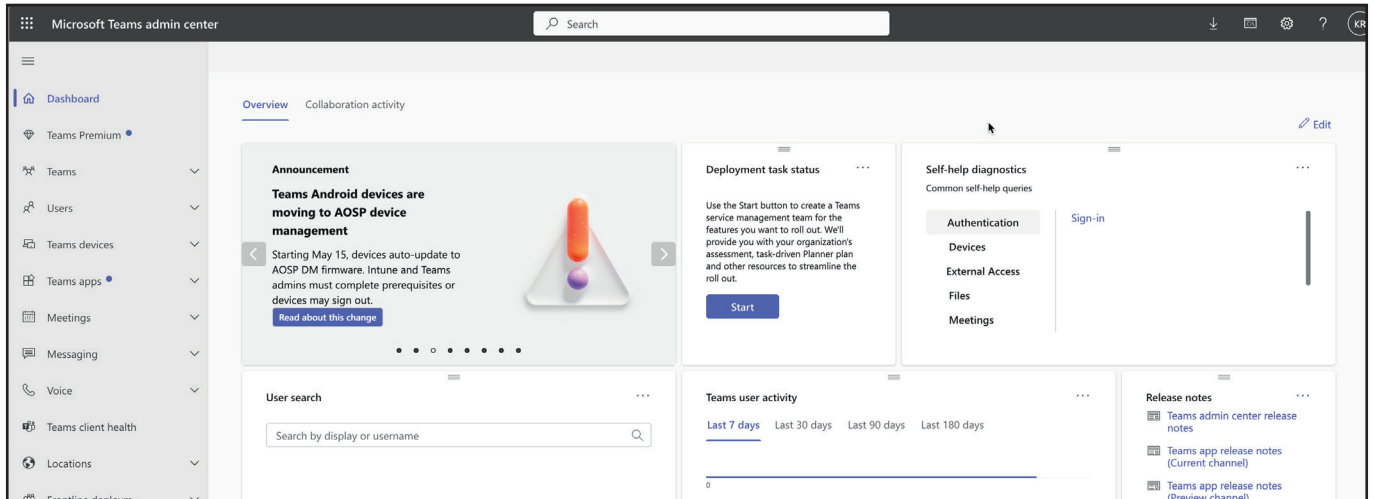
The installation of the CyberGate app for Microsoft Teams as described in this document makes the CyberGate app available for every user in the organisation. Of course this can be modified by selecting different user groups and / or setup policies to match the policies of your organisation.



Installation

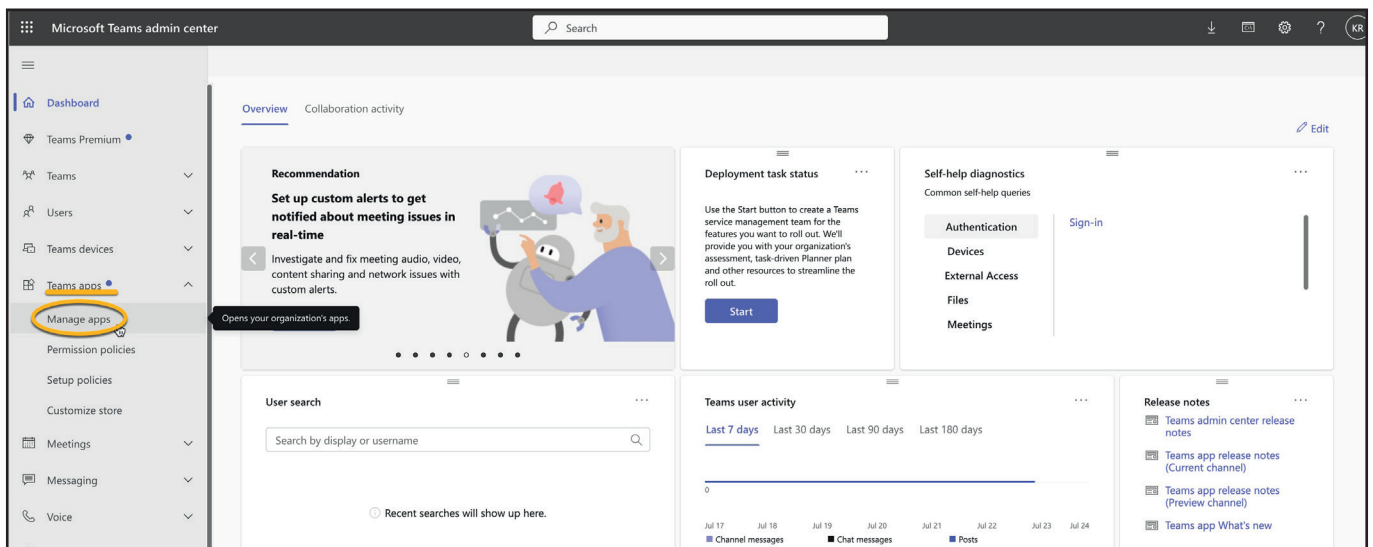
How to install

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



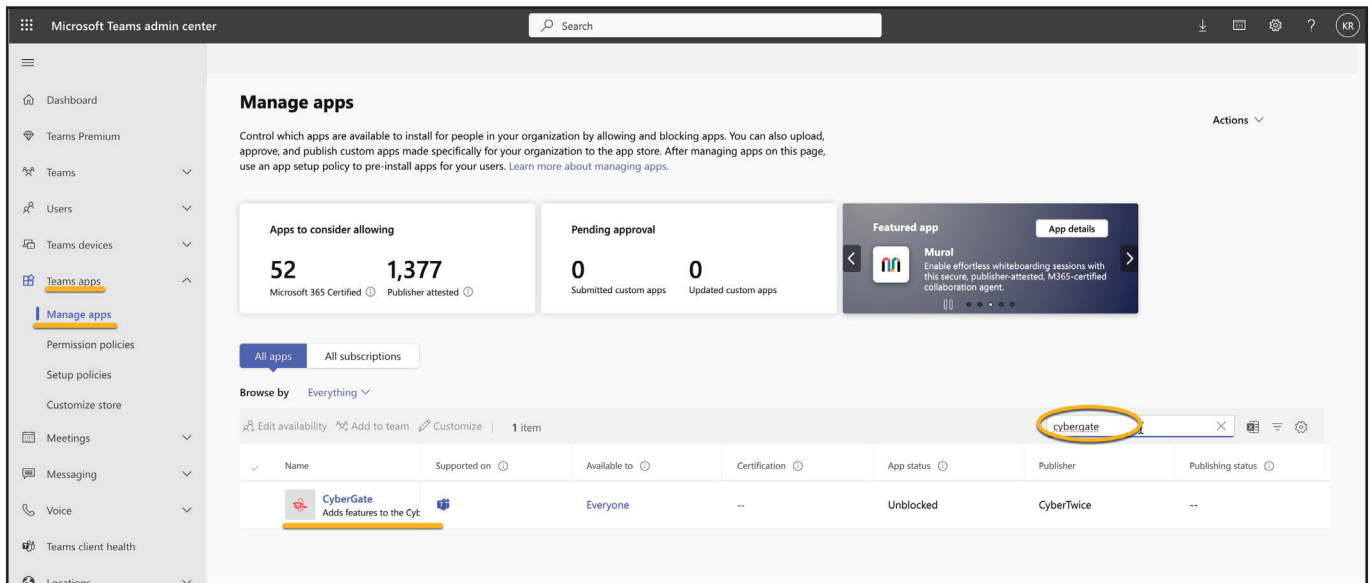
Microsoft Teams Admin Portal - Dashboard

- Navigate to the menu Teams apps - Manage apps



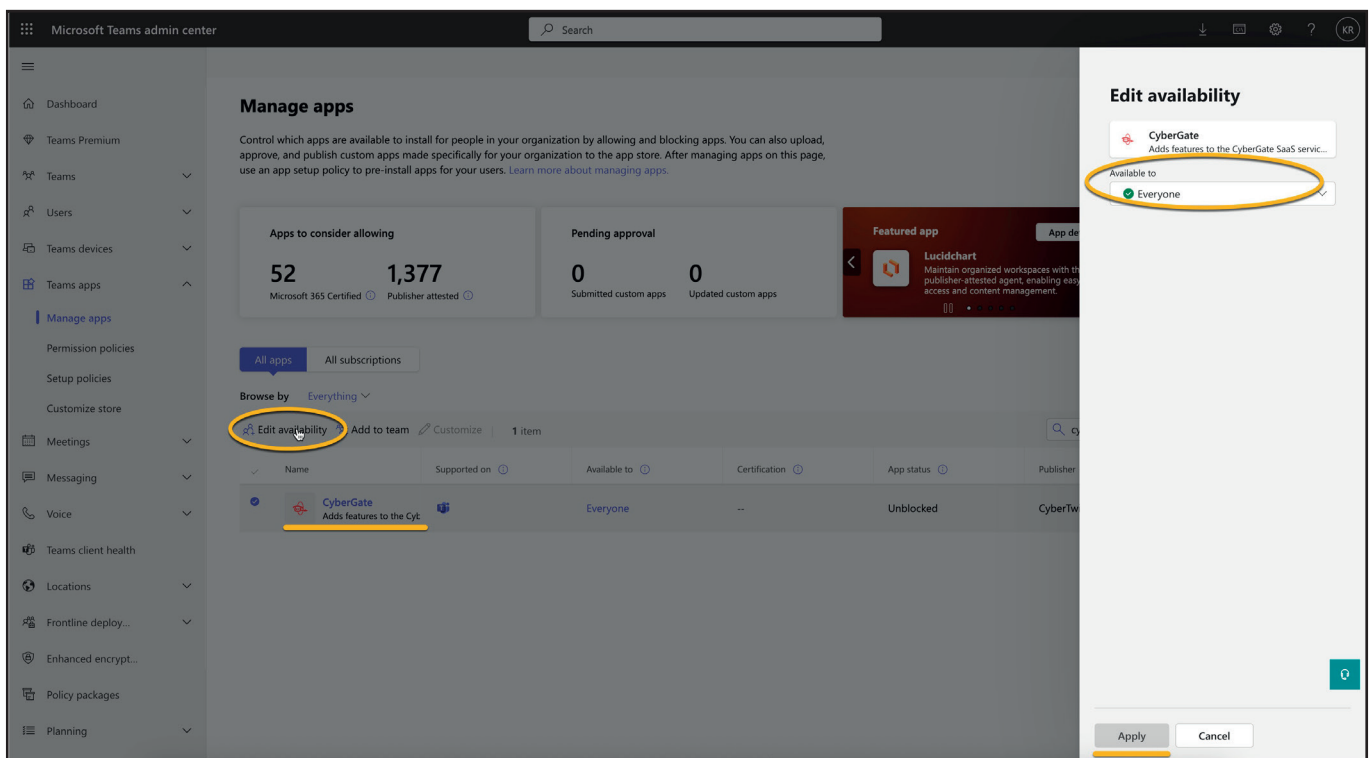
Microsoft Teams Admin Portal - Teams apps - Manage apps

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



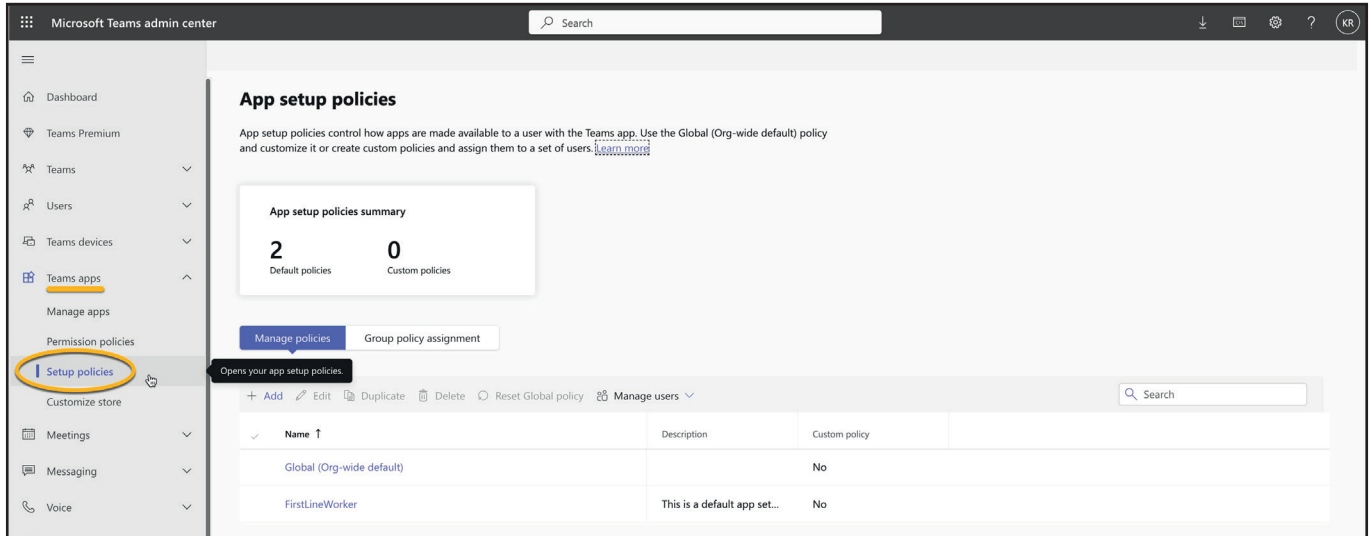
Microsoft Teams Admin Portal - Teams apps - Manage apps - Search for CyberGate

- 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 center

App setup policies

App setup policies control how apps are made available to a user with the Teams app. Use the Global (Org-wide default) policy and customize it or create custom policies and assign them to a set of users.

App setup policies summary

2	0
Default policies	Custom policies

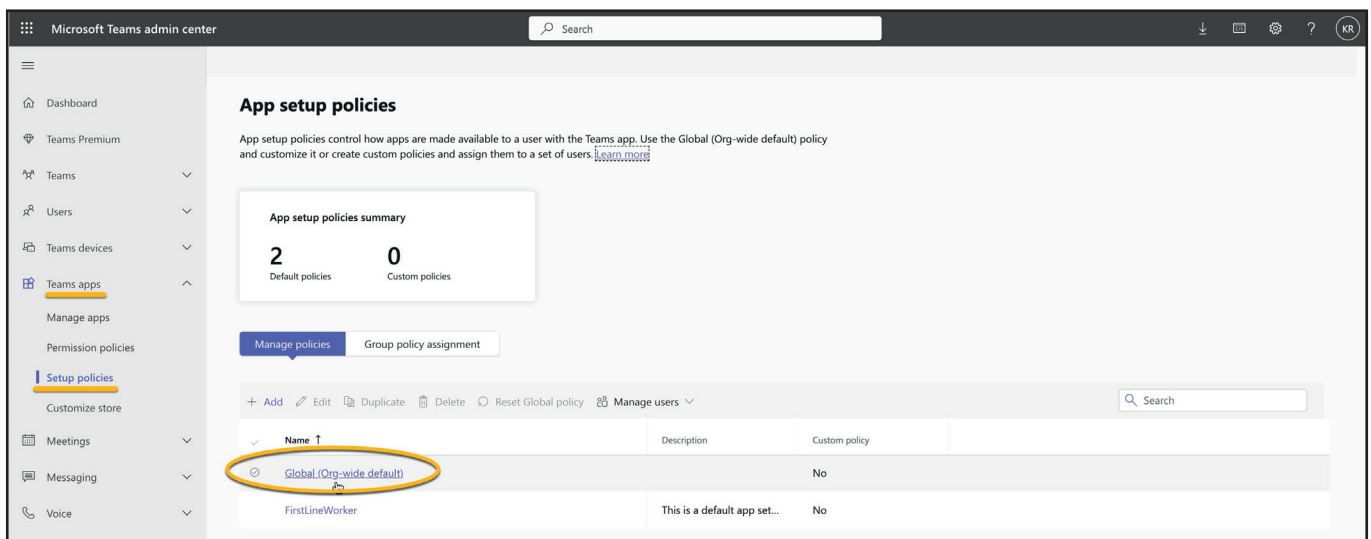
[Manage policies](#) [Group policy assignment](#)

Opens your app setup policies.

Name	Description	Custom policy
Global (Org-wide default)		No
FirstLineWorker	This is a default app set...	No

Microsoft Teams Admin Portal - Teams apps - Setup policies

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



Microsoft Teams admin center

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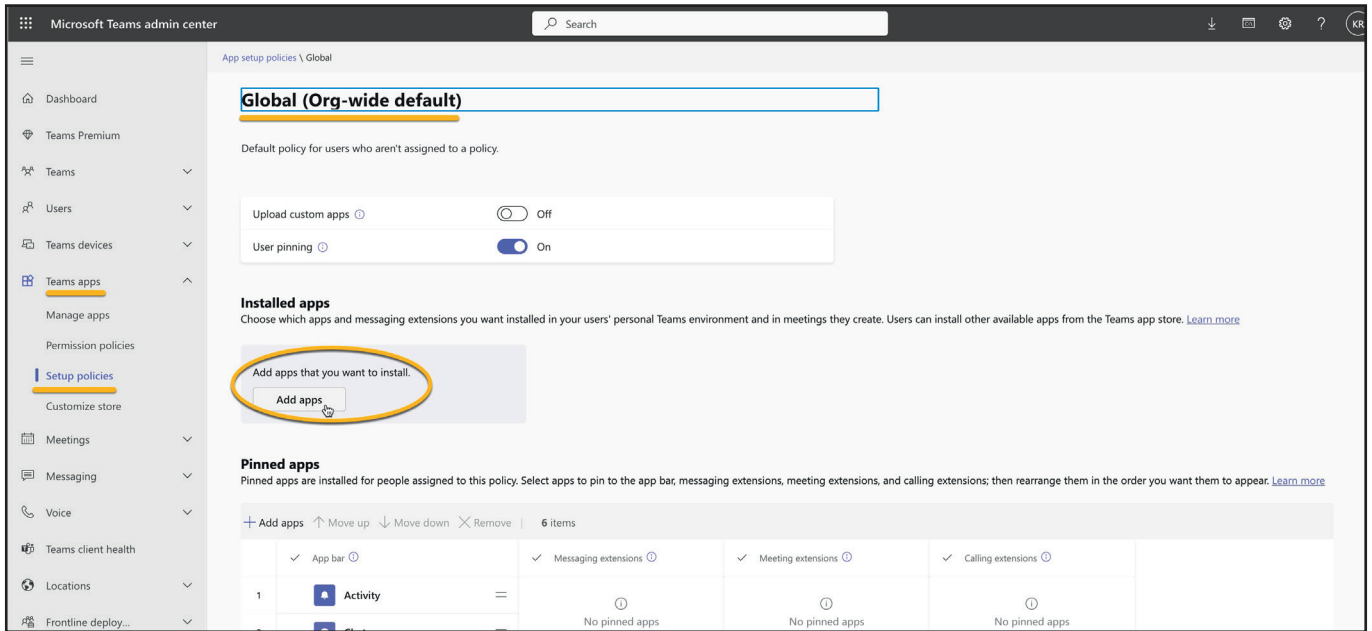
[Manage policies](#) [Group policy assignment](#)

Opens your app setup policies.

Name	Description	Custom policy
<input checked="" type="radio"/> Global (Org-wide default)		No
<input type="radio"/> FirstLineWorker	This is a default app set...	No

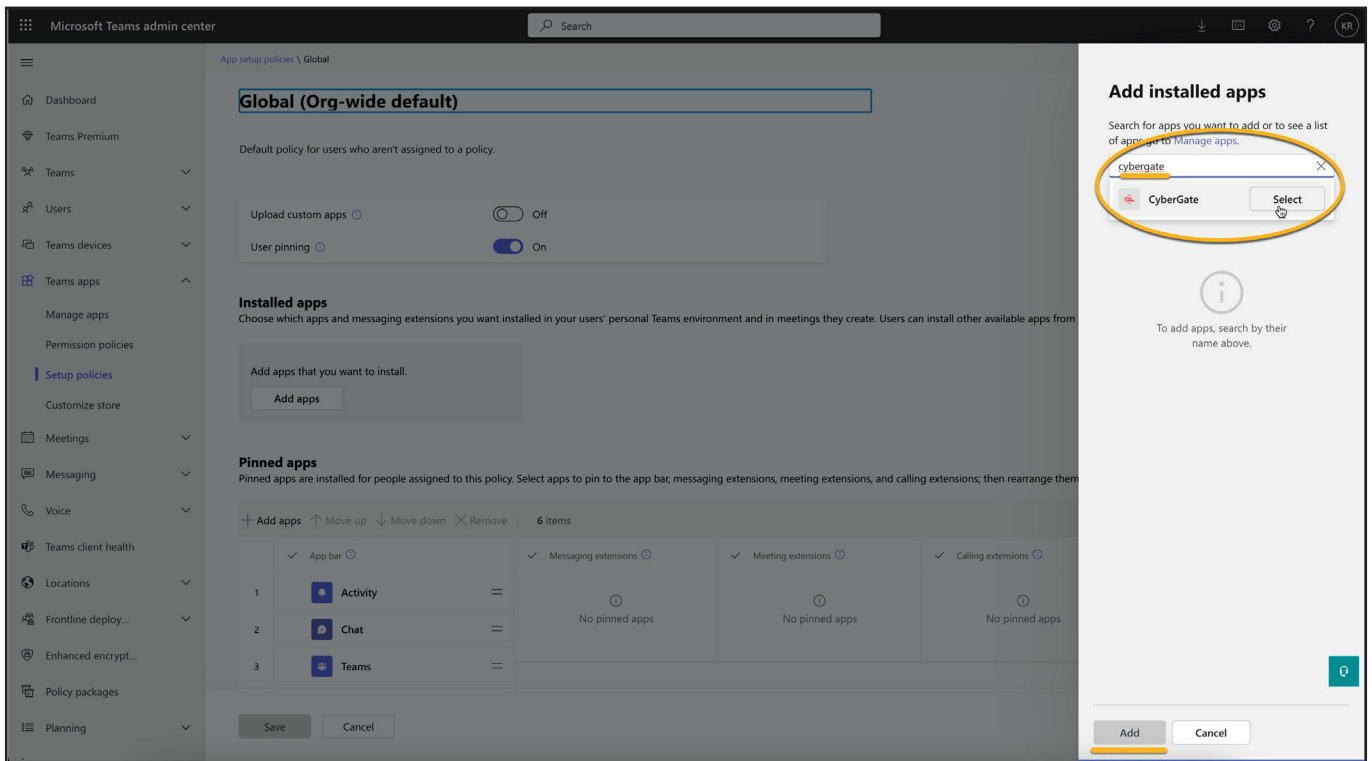
Microsoft Teams Admin Portal - Teams apps - Setup policies - Select 'Global'

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



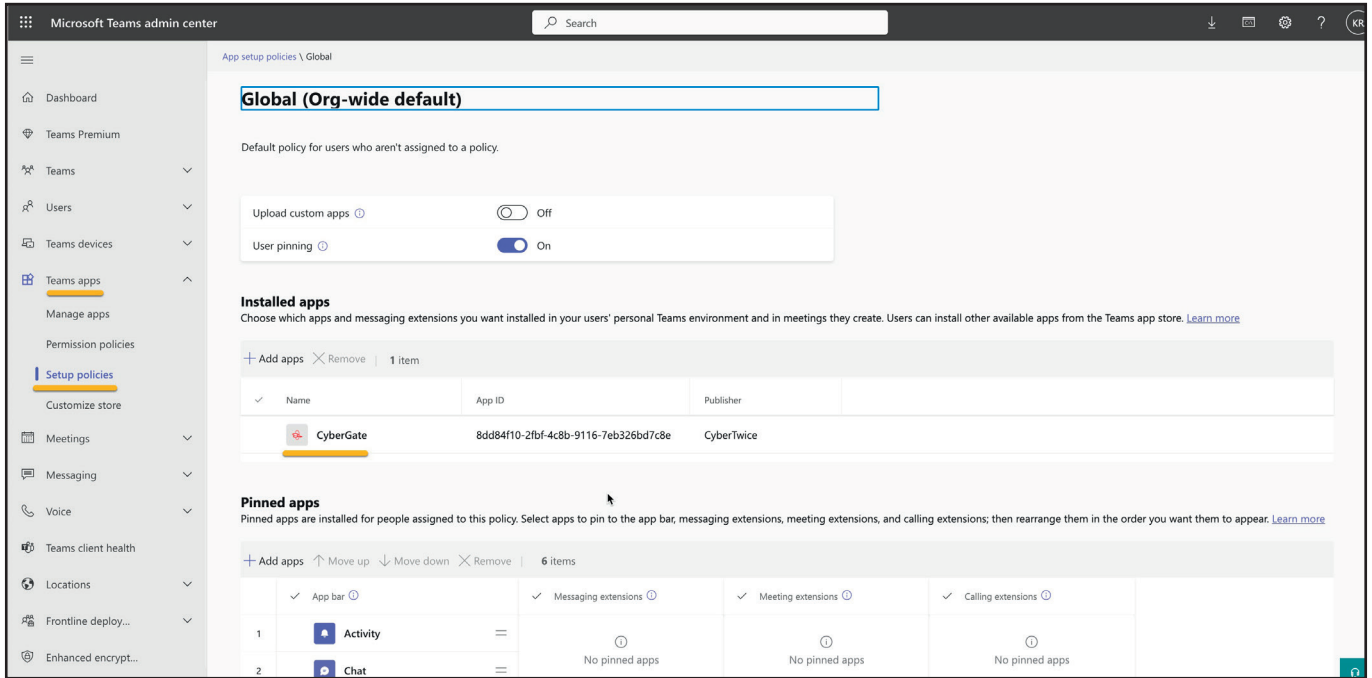
Microsoft Teams Admin Portal - Teams apps - Setup policies - Add apps

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



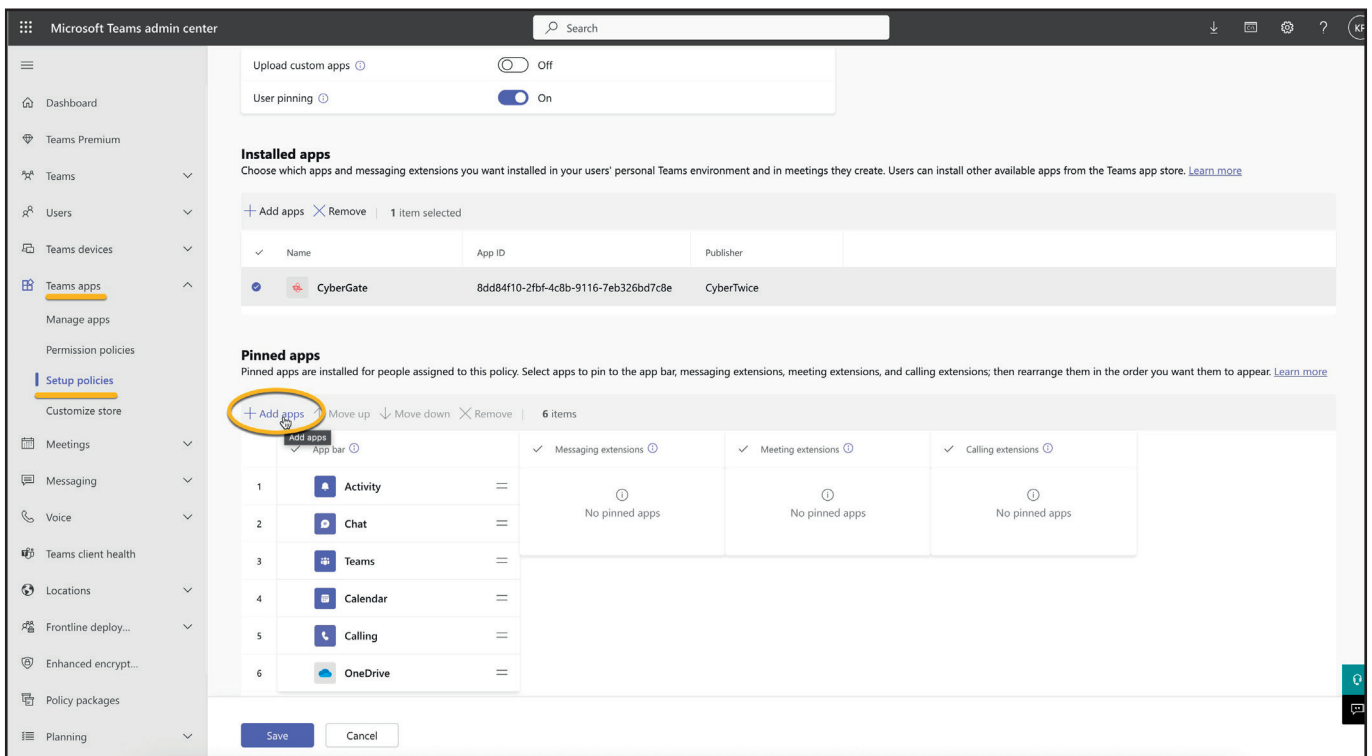
Microsoft Teams Admin Portal - Teams apps - Setup policies - Installed - Search and select CyberGate

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

The screenshot displays the Microsoft Teams Admin Portal interface. The main content area is titled "Add pinned apps" and includes a search box with the text "cybergate" entered. Below the search box, a list of search results shows "CyberGate" with a "Select" button next to it. The "Add" button at the bottom of the panel is highlighted in yellow. The background shows the "Pinned apps" section of the Teams admin center, which lists several apps: Activity, Chat, Teams, Calendar, Calling, and OneDrive. The "App bar" section is currently empty.

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'.

The screenshot displays the Microsoft Teams Admin Center interface. The left-hand navigation pane is open to 'Setup policies' > 'Customize store'. The main content area shows the 'Global (Org-wide default)' policy configuration. Under 'Installed apps', the 'CyberGate' app is listed with App ID '8dd84f10-2bf-4c8b-9116-7eb326bd7c8e' and Publisher 'CyberTwice'. Under 'Pinned apps', the 'App bar' section has 'CyberGate' pinned at position 1. The 'Calling extensions' section also has 'CyberGate' pinned. Other pinned apps include Activity, Walkie Talkie, Chat, Teams, Calling, Calendar, and OneDrive.

Name	App ID	Publisher
CyberGate	8dd84f10-2bf-4c8b-9116-7eb326bd7c8e	CyberTwice

App bar	Messaging extensions	Meeting extensions	Calling extensions
1 CyberGate	No pinned apps	No pinned apps	CyberGate
2 Activity			
3 Walkie Talkie			
4 Chat			
5 Teams			
6 Calling			
7 Calendar			
8 OneDrive			

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

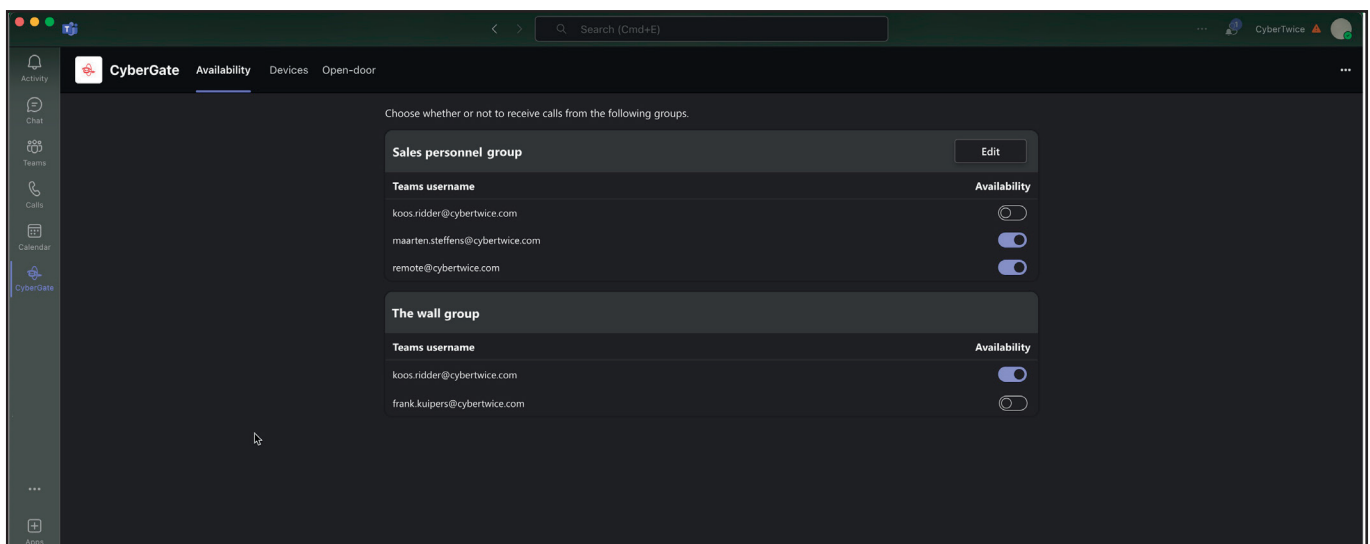
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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).

A Devices

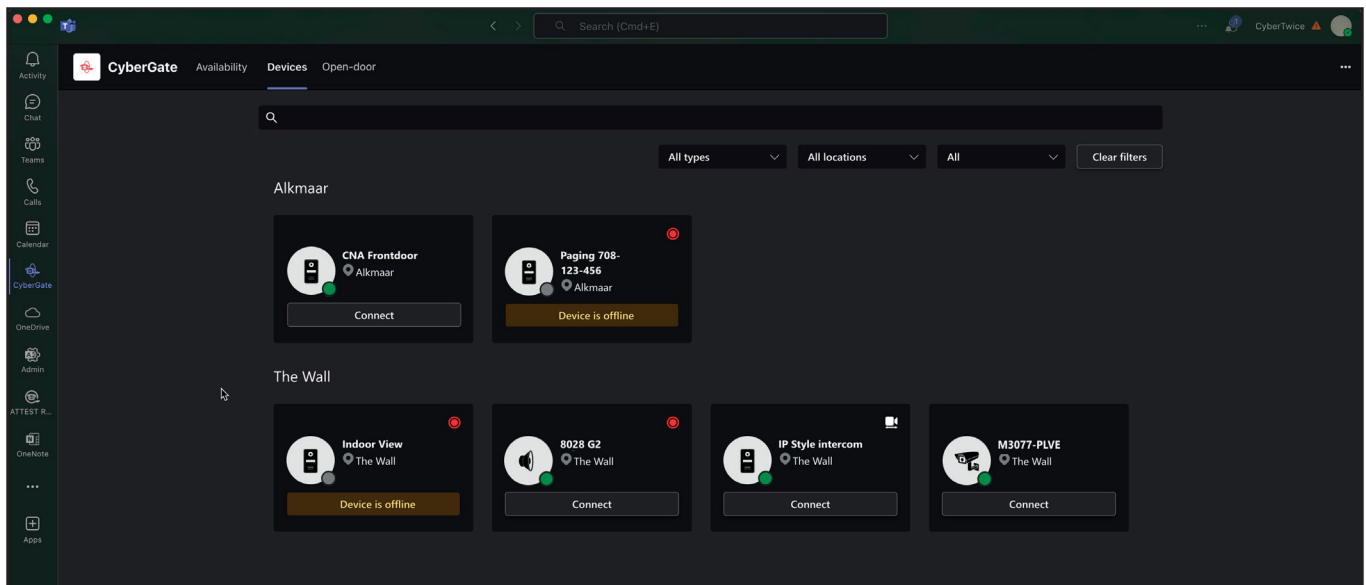
How to use

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.

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
Test location						
Test device	QV9ZTCASCUSHH0A5CHFA	AZZ ●●●●●●●●	yes	no	yes	Edit Delete

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 [Close]

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

Type
Intercom [v]
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

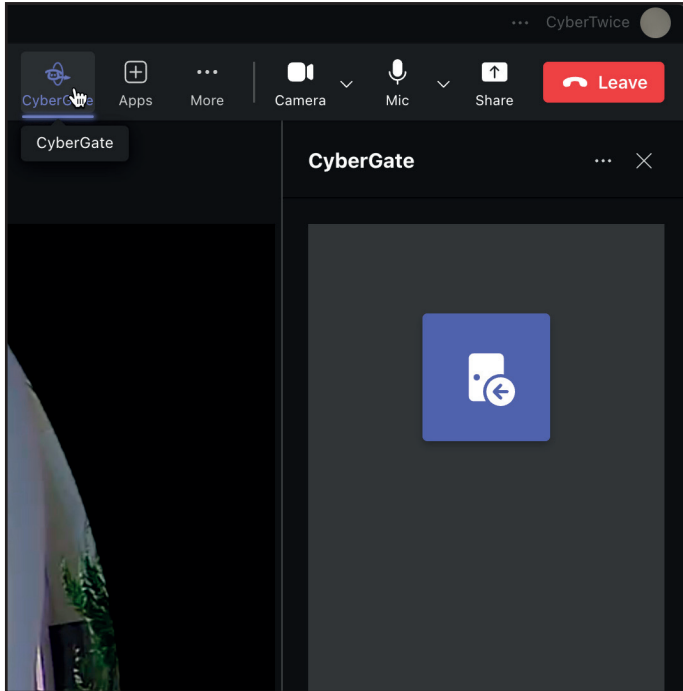
[Cancel] [Update]

CyberGate Management Portal - Device details

A

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
1.0.3	14-02-2022	KR	Fixed typos
1.0.4	14-10-2024	KR	Fixed text and screenshots
1.0.5	05-11-2024	KR	Fixed text and added "CyberGate app" appendix
1.0.6	02-05-2025	KR	Modified layout
1.0.7	13-08-2025	KR	Update CyberGate app appendix