

TechNote: DNAKE and CyberGate

Version: 1.0.1 ENG
Date: 09-01-2025



**Configure the DNAKE SIP Video
Door Phone 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 DNAKE SIP Video Door Phone 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>).

DNAKE SIP Video Door Phone

For this document we used two different intercoms to connect to the CyberGate:

1. DNAKE S617 (from now on named 'DNAKE 617')
2. DNAKE 280SD-C12 (from now on named 'DNAKE 280')

Both devices have different interfaces and will be described separately. The DNAKE S617 configuration is indicated in **RED**, the DNAKE 280 is indicated in **BLUE**

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

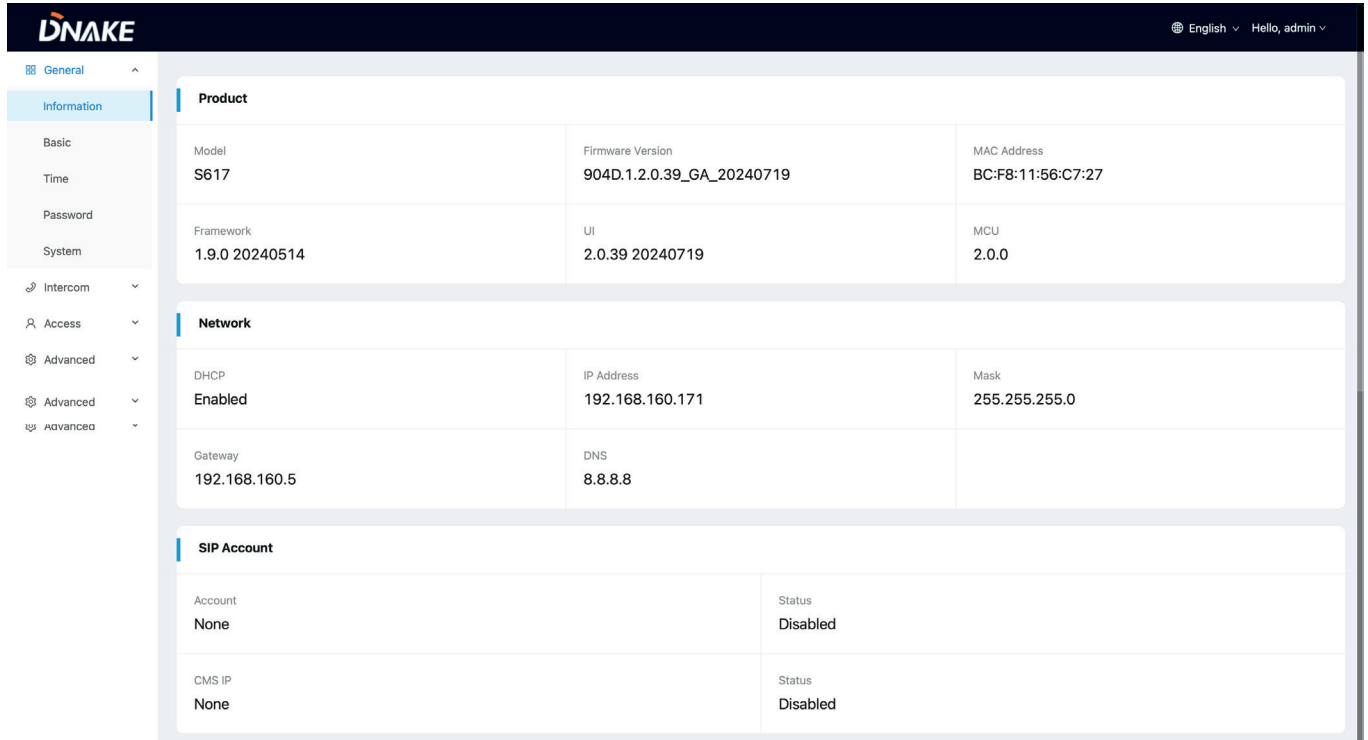
Installation of the CyberGate app for Microsoft Teams is highly recommended.

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

Connect the DNAKE S617

Connect the DNAKE to the network, power it on and open a web browser to its IP-address. Sign in as 'admin' with the configured or supplied password of the DNAKE.

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

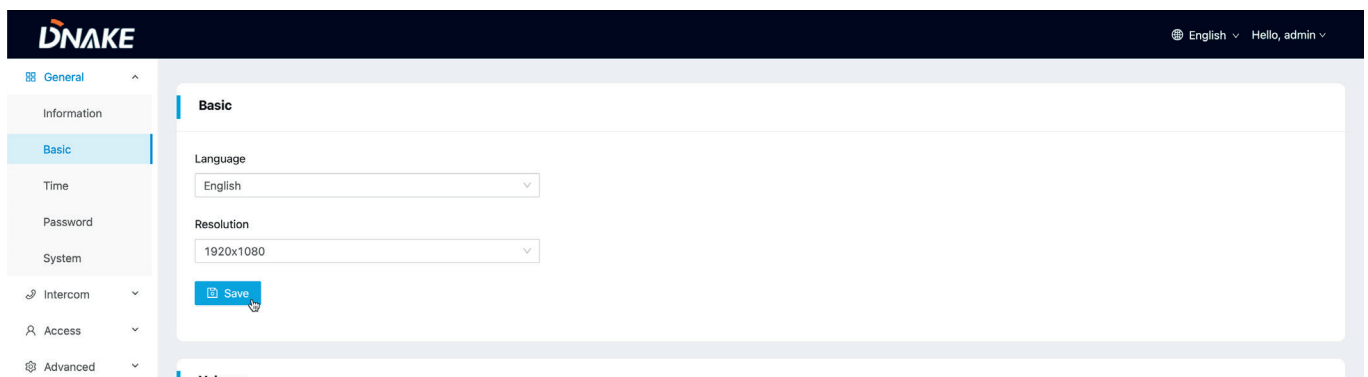


Navigate to the menu General-Basic.

Change the following information:

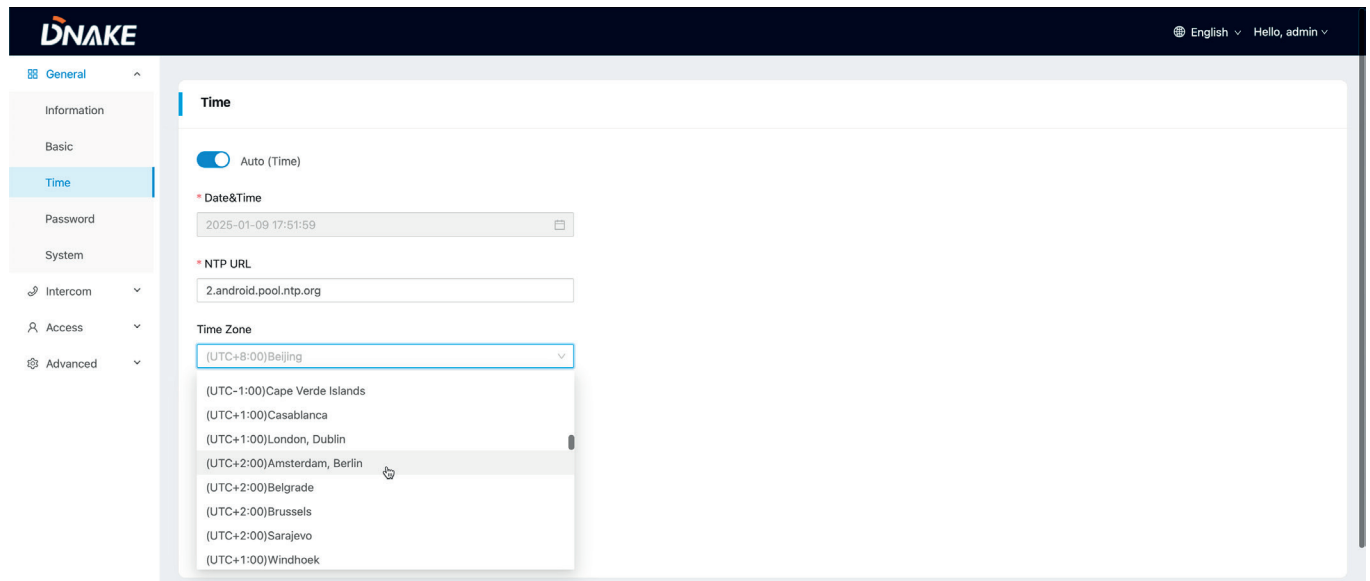
Basic	
Resolution	Change to 1920x1080

Click the blue 'Save' button when done.



Navigate to the menu General-Time.

Select the correct time zone and click the blue 'Save' button when done.



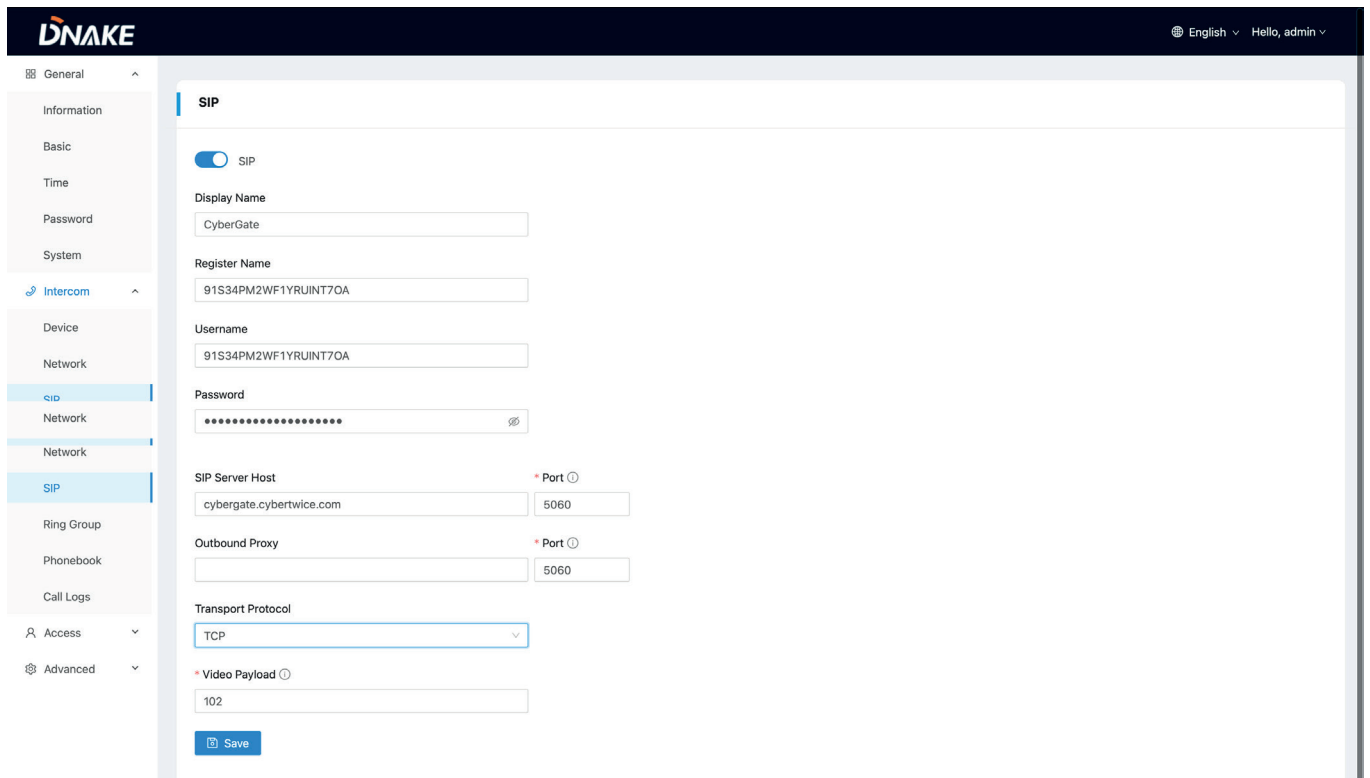
The screenshot displays the DNAKE configuration interface. The top navigation bar includes the DNAKE logo, language settings (English), and user information (Hello, admin). The left sidebar contains a menu with options: General, Information, Basic, Time (highlighted), Password, System, Intercom, Access, and Advanced. The main content area is titled 'Time' and features a toggle for 'Auto (Time)'. Below this, there are fields for 'Date&Time' (2025-01-09 17:51:59), 'NTP URL' (2.android.pool.ntp.org), and a 'Time Zone' dropdown menu. The dropdown menu is open, showing a list of time zones: (UTC+8:00)Beijing, (UTC-1:00)Cape Verde Islands, (UTC+1:00)Casablanca, (UTC+1:00)London, Dublin, (UTC+2:00)Amsterdam, Berlin, (UTC+2:00)Belgrade, (UTC+2:00)Brussels, (UTC+2:00)Sarajevo, and (UTC+1:00)Windhoek. A mouse cursor is positioned over the '(UTC+2:00)Amsterdam, Berlin' option.

Navigate to the menu Intercom-SIP.

Enable SIP and provide / change the following information:

SIP Settings	
Enable	Enable SIP
Display name	Descriptive name of the configuraten (in this example 'CyberGate')
Register name	Use the Username provided by the CyberGate Management Portal
Username	Use the Username provided by the CyberGate Management Portal
Password	Use the Password provided by the CyberGate Management Portal
SIP Server Host	cybergate.cybertwice.com
Transport Protocol	Change to TCP

Click the blue 'Save' button when done.



Navigate to the menu Intercom-Phonebook.

Click the blue 'Add' button to add an address book entry.

Provide / change the following information:

Add	
Name	The name of the address book entry
Type	Change to SIP Address
SIP Address	Teams user to dial *

Add the Teams user to dial. Use the Teams user name but without the domain:

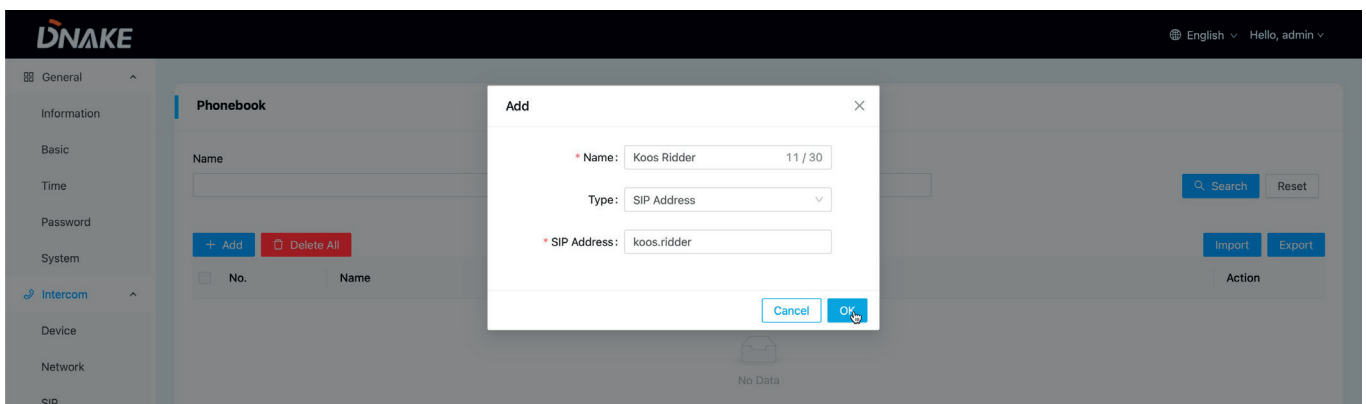
* For example, the user 'Koos Ridder, with the Teams name:

koos.ridder@mycompany.com

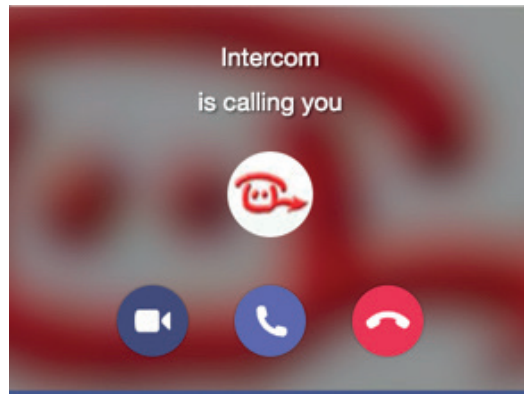
will translate to this destination address:

koos.ridder

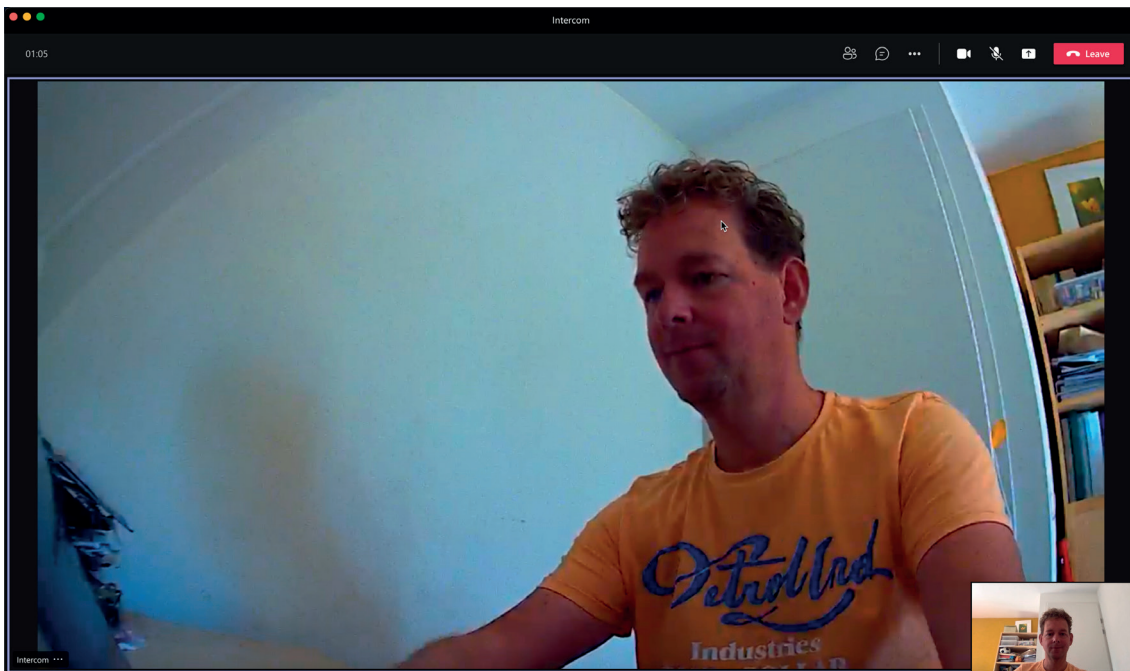
Click the OK button when done.



Configuration of the DNAKE S617 is now done. As soon as you operate the DNAKE, navigate on its touchscreen to the directory you can see the user to dial. Click on the user to initiate a call to the Microsoft Teams user.



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

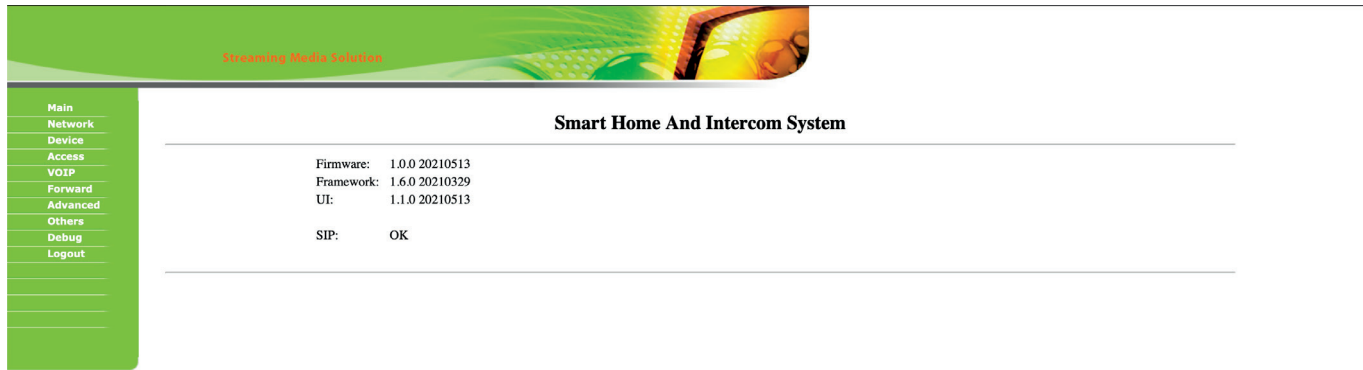


To open the door from the Teams call, open the dialpad (top bar of the call screen). Select the '#' on the dialpad, this will trigger the relay in the DNAKE 617 and open the door.

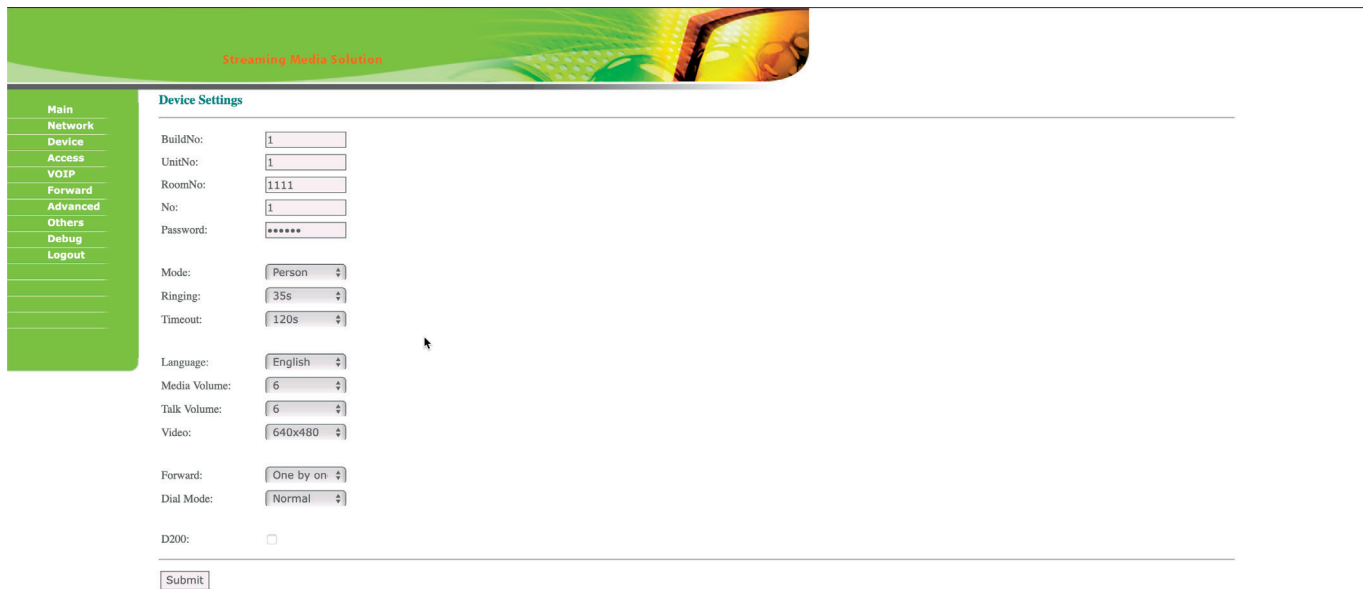
Connect the DNAKE 280

Connect the DNAKE 280 to the network, power it on and open a webbrowser to its IP-address. Sign in as 'admin' with the configured or supplied password of the DNAKE.

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



Navigate to the menu Device Settings.




Change the following information:

Device Settings

Video	Change to 1280x720
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Click the Submit button when done.



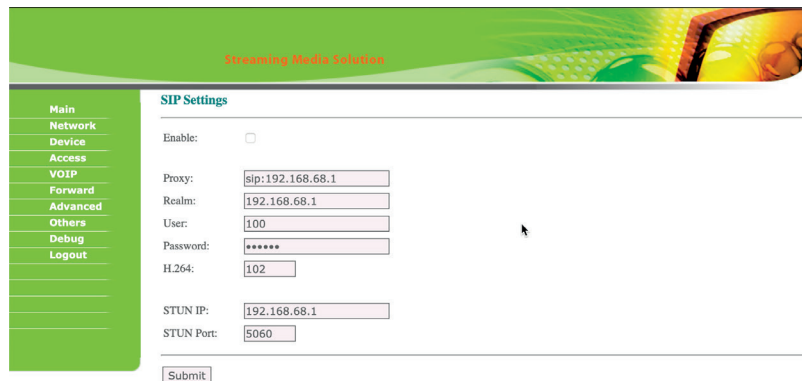
Streaming Media Solution

Device Settings

Main
Network
Device
Access
VOIP
Forward
Advanced
Others
Debug
Logout

BuildNo:
UnitNo:
RoomNo:
No:
Password:
Mode:
Ringing:
Timeout:
Language:
Media Volume:
Talk Volume:
Video:
Forward:
Dial Mode:
D200:

Navigate to the menu VOIP.



Streaming Media Solution

SIP Settings

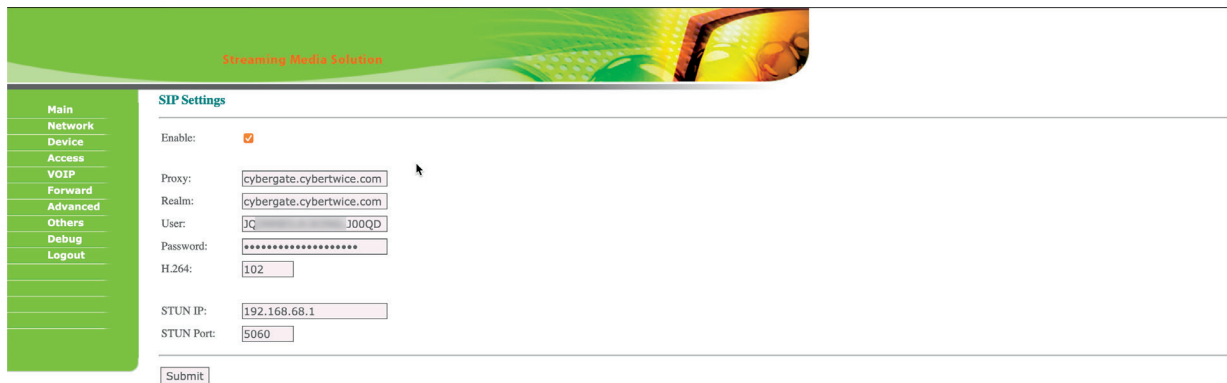
Main
Network
Device
Access
VOIP
Forward
Advanced
Others
Debug
Logout

Enable:
Proxy:
Realm:
User:
Password:
H.264:
STUN IP:
STUN Port:

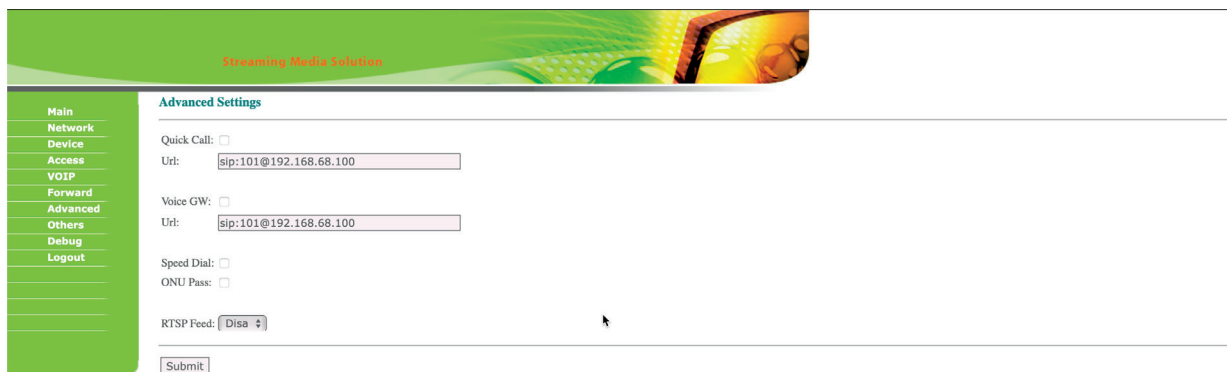
Provide / change the following information:

SIP Settings	
Enable	Enable SIP
Proxy	cybergate.cybertwice.com
Realm	cybergate.cybertwice.com
User	Use the Username provided by the CyberGate Management Portal
Password	Use the Password provided by the CyberGate Management Portal

Click the Submit button when done.



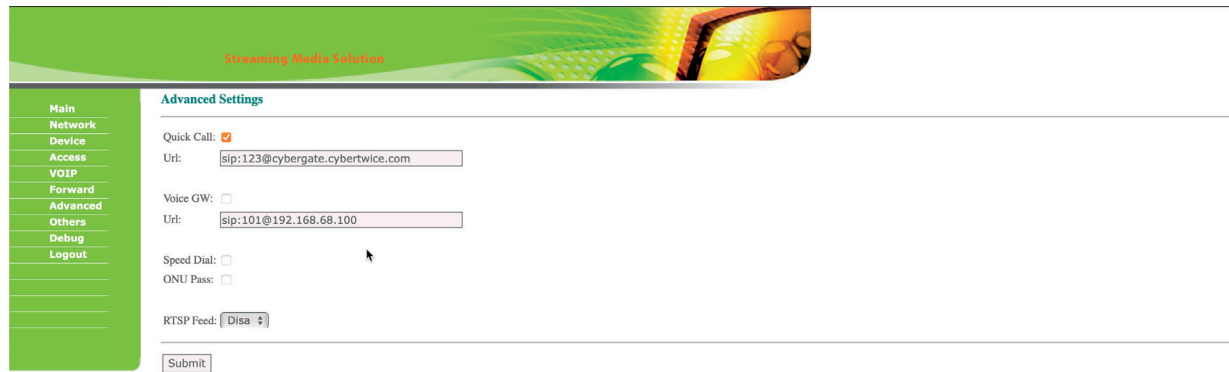
Navigate to the menu Advanced Settings.



Provide / change the following information:

Advanced Settings	
Quick Call	Enable Quick Call
URL	sip:123@cybergate.cybertwice.com

Click the Submit button when done.



The screenshot shows the configuration interface for the DNAKE 280 device. The page title is "Streaming Media Solution". A navigation menu on the left includes: Main, Network, Device, Access, VOIP, Forward, Advanced, Others, Debug, and Logout. The "Advanced Settings" section is active and contains the following fields:

- Quick Call:
- Url:
- Voice GW:
- Url:
- Speed Dial:
- ONU Pass:
- RTSP Feed:

A "Submit" button is located at the bottom of the form.

Configuration of the DNAKE 280 is now finished.

Pressing the call button on the DNAKE 280 will initiate a call to the number you've configured in the Advanced Settings menu at 'URL'.

As this number (123) is not a valid Teams user within your Teams environment, you must configure a Multi-ring group via the CyberGate Management portal. The Multi-ring group enables you to 'translate' the dialed number (123) to one or more valid and existing Teams user(s).

Navigate to the following URL: <https://admin.cybergate.cybertwice.com>

Log in to the admin portal using a Microsoft account with admin privileges and navigate to the Multi-ring Settings menu.

The screenshot shows the CyberTwice admin portal interface. At the top left is the CyberTwice logo. On the right, it says 'Microsoft Tenant 1'. A left-hand navigation menu is visible with categories: ADMINISTRATION (Licensing), BASIC (Global, Network, Portal access, Device, Multi-ring), CAMERA (Meeting), and TEAMS APP (Availability, Device). The main content area is titled 'Multi-ring settings' and contains a 'New Microsoft Teams app' section with bullet points: 'Set your personal availability for each configured multi-ring group.' and 'Find all your configured devices.' Below this is a link 'Get CyberGate for Microsoft Teams App here'. At the bottom of the main content area is a blue button labeled 'Add multi-ring group'.

Click the blue 'Add multi-ring group' button and provide the following information:

Name	Enter 123 (the number the DNAKE dials)
Description	Describe this Multi-ring group

Click the blue 'Save' button when done.

The Multi-ring group is now created.

CyberTwice Koops Ridder
fr...in.onmicrosoft.com

ADMINISTRATION
Licensing

BASIC
Global
Network
Portal access
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

123@cybergate.cybertwice.com ✎ 🗑

This is a test group

This multi-ring group does not yet contain any participants.

@ fr in.onmicros **Add**

Add the person or persons you would like to be notified when a person rings the DNAKE. Use the first part of the Teams user name, so don't add the domain name as it will be added automatically.

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fr...in.onmicrosoft.com

ADMINISTRATION
Licensing

BASIC
Global
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Portal access
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CAMERA
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Add multi-ring group

123@cybergate.cybertwice.com ✎ 🗑

This is a test group

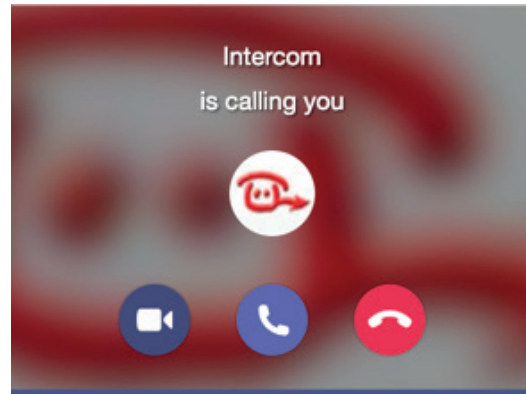
Teams username	Delete
koos@fr...n.onmicrosoft.com	🗑

@ fr in.onmicros **Add**

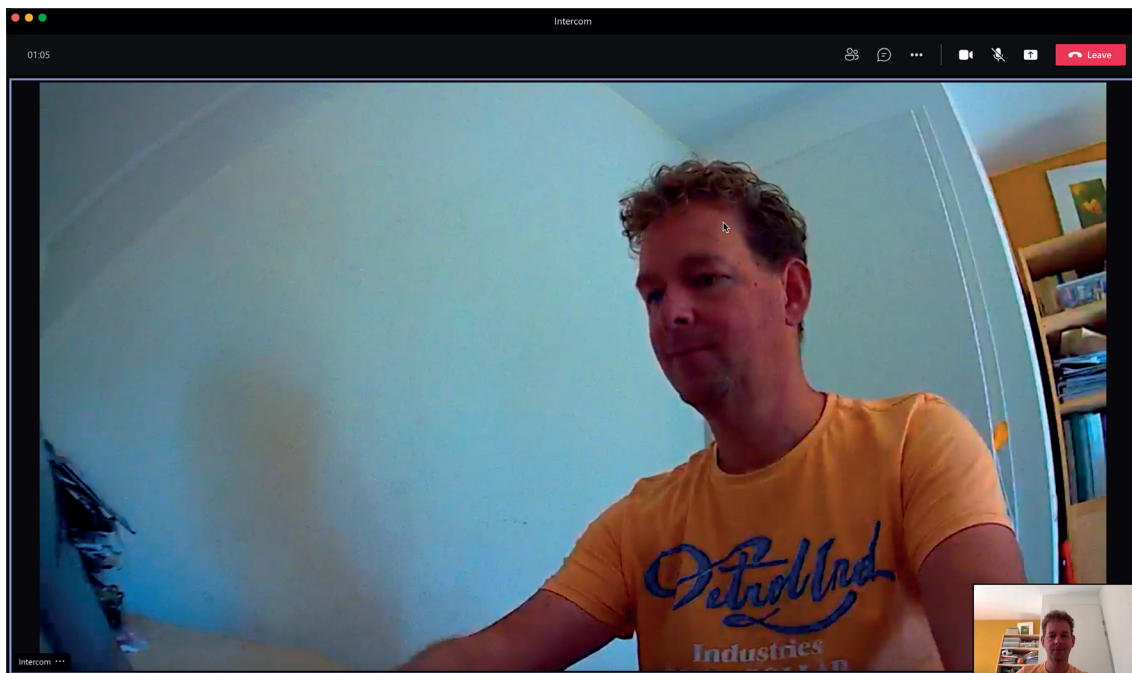
The configuration is now done.

The following sequence will take place when pressing the call button on the DNAKE 280:

- The DNAKE will place a call to the CyberGate using the number 123
- The CyberGate will answer the call to 123, recognizes the 123 number as a 'Multi-ring group'
- The CyberGate checks what Teams user(s) to call (as configured in the Multi-ring group) and will place the call to all Teams users in this group
- The first Teams user that answers the incoming call in Teams (by clicking the camera symbol) will be connected to the DNAKE



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 either the '#' or the '*' code, this will trigger the relay in the DNAKE and 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:

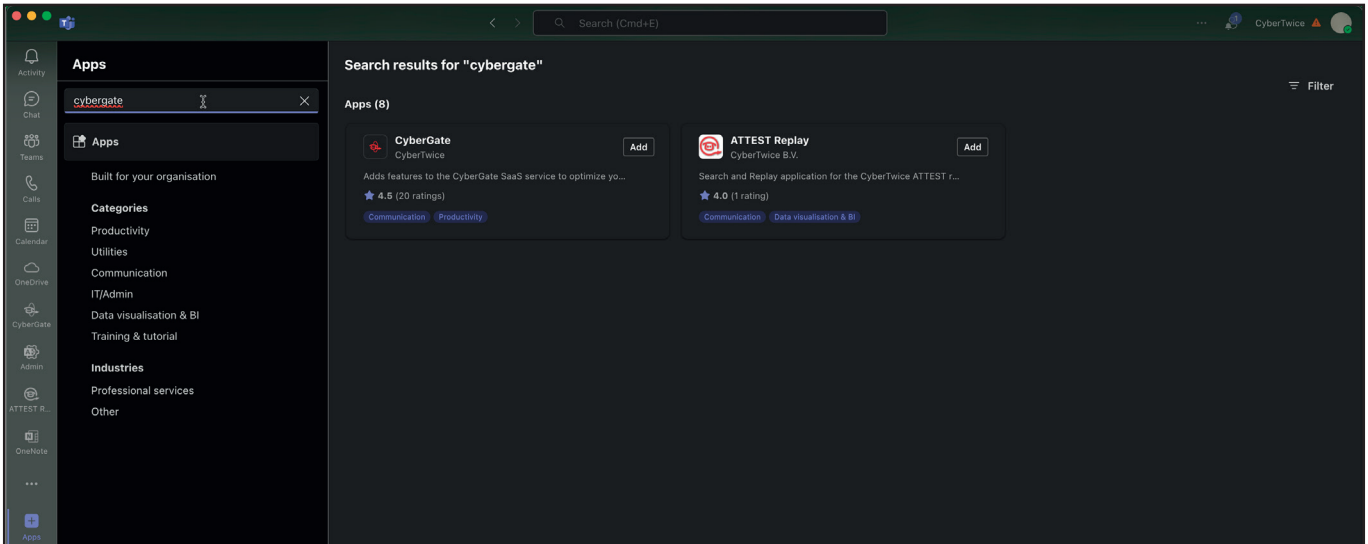
1. When using CyberGate Multi-ring groups, the app allows you to set availability status in a Multi-ring group
2. It offers a Devices overview page. This page shows the current status of the device (online or offline) and features a Connect-button. Using this button you can initiate a call from Teams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



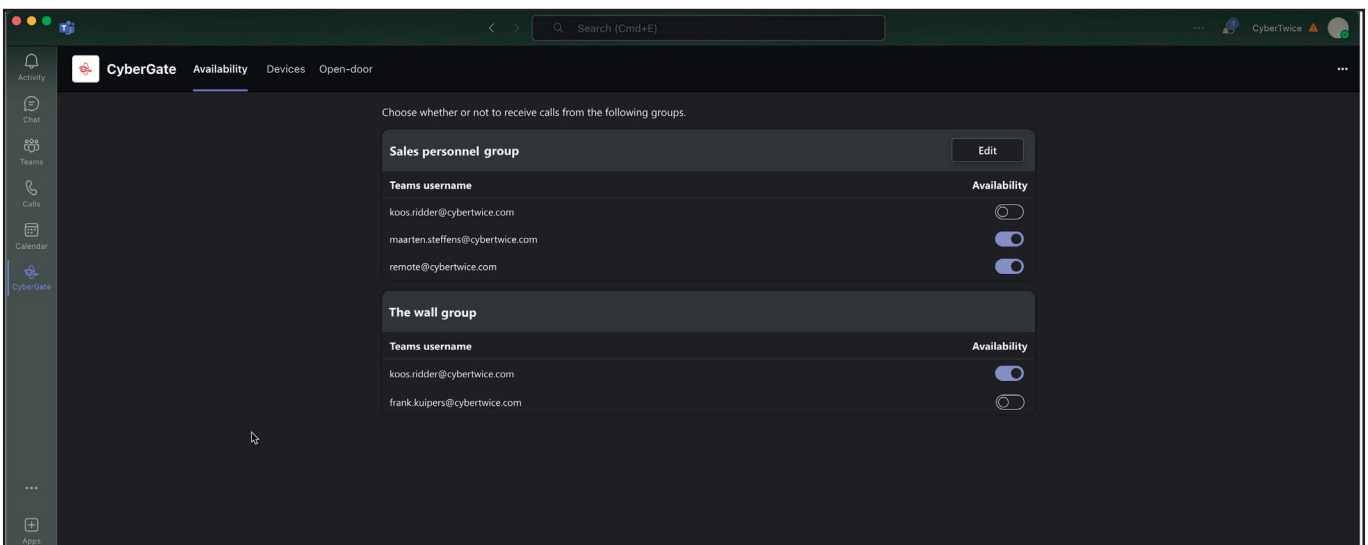
Microsoft Teams App store - Search for cybergate

- 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

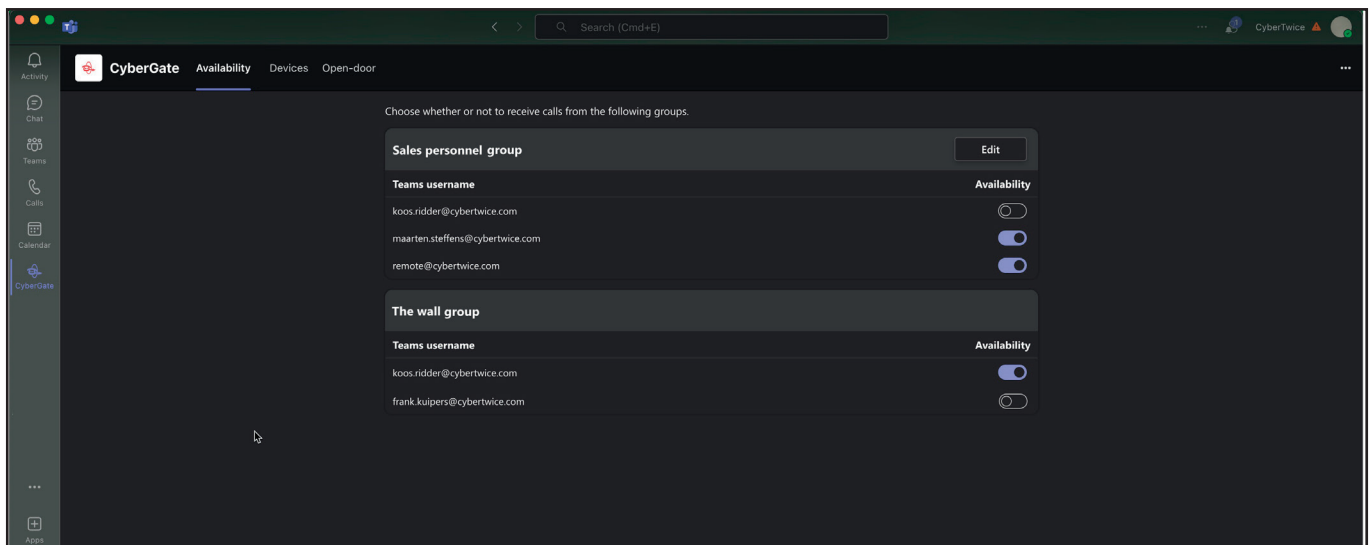
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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).

Devices

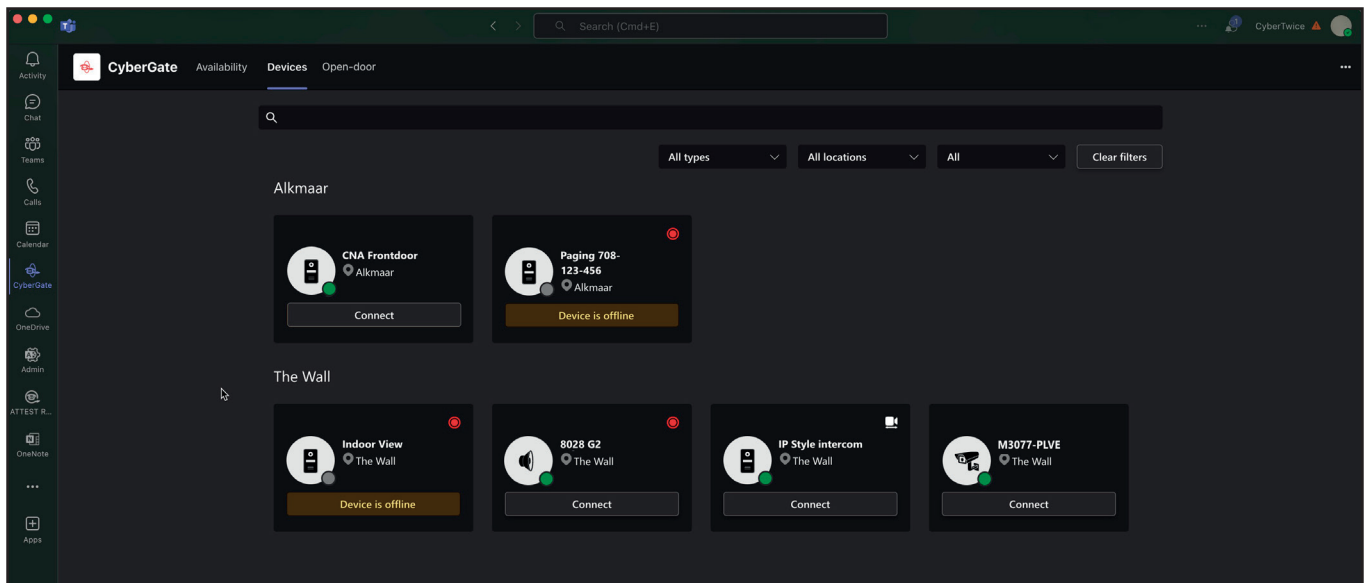
How to use

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.

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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	QV9ZTCASCUSH0A5CHF8	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 * #).

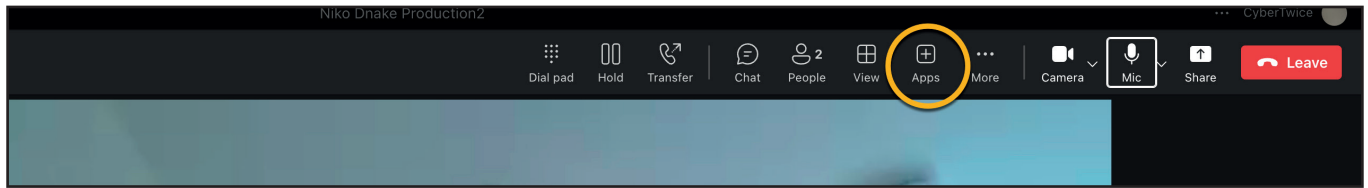
Detected SIP username
MONET

[Cancel] [Update]

CyberGate Management Portal - Device details

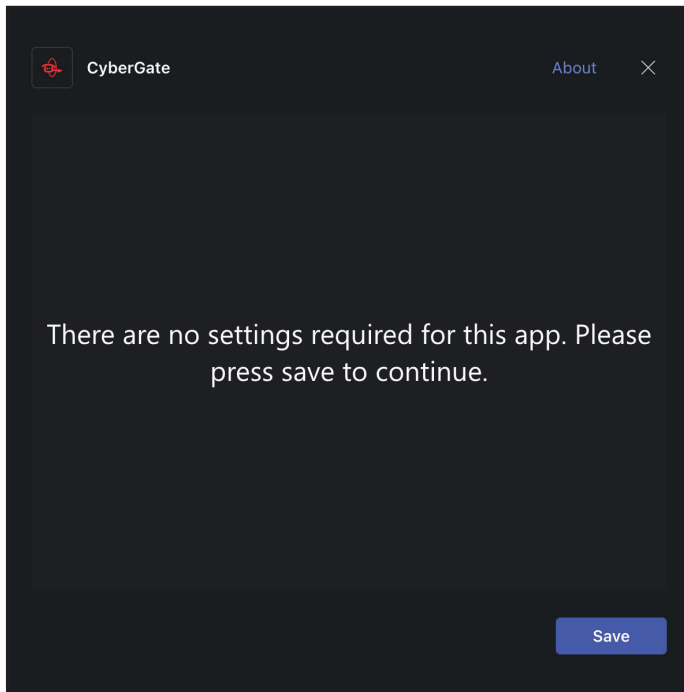
Make a call from the intercom to your Teams client and accept the call. Leave the call open.

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



CyberGate Management Portal - One configured device

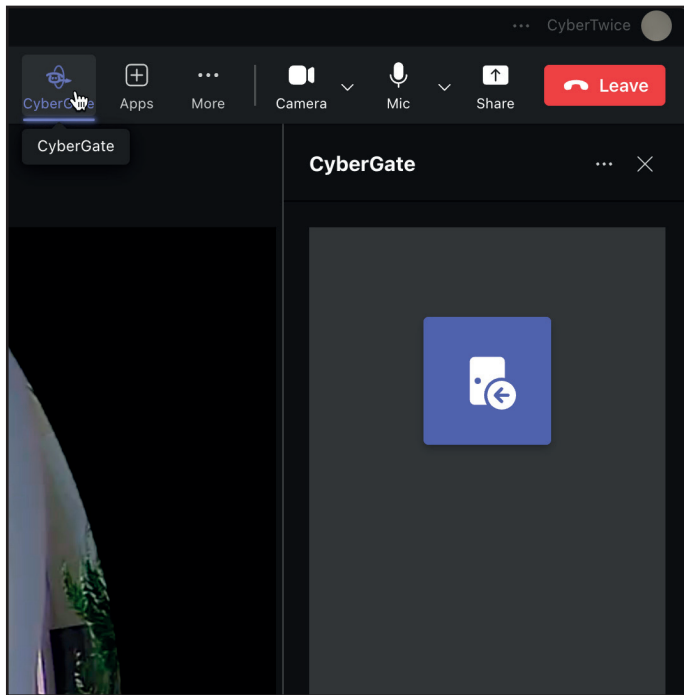
- Add CyberGate. After adding a dialog opens
- Press save to continue.



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	28-09-2021	KR	Initial version
1.0.1	09-01-2025	KR	Improved layout and images - Added S617 device
1.0.2	23-09-2025	KR	Modified instructions for the S617 device