Connect a SIP Intercom to MS Teams using the CyberGate service
CyberGate

Microsoft Teams is the hub for team collaboration in Office 365 that integrates people, content, conversations and tools your team needs. Via the CyberGate service powered by Microsoft Azure you can now connect a SIP audio- or SIP H.264 video door intercom* to your Microsoft Teams environment. 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.

The CyberGate service is a SaaS solution that can be purchased in either:
1. The Microsoft AppSource (https://appsource.microsoft.com)

After a succesful purchase and activation, all management of the CyberGate service is done on the CyberGate Management Portal. (https://admin.cybergate.cybertwice.com/).

The CyberGate Management Portal is a portal where you can:

• Configure the CyberGate service
• Increase / decrease the amount of licenses of the CyberGate service
• Add new SIP intercom devices that connect to the CyberGate service
• View the SIP registration settings needed to configure the SIP intercom devices
• Remove SIP intercom devices that are no longer using the CyberGate service
• Create multi-ring groups that you can use to notify multiple Teams users simultaneously when someone rings the intercom

This document describes the procedure to connect to the CyberGate service.

* ! Check https://www.cybertwice.com/cybergate.html for the intercom brands tested by CyberTwice. !
Prerequisites

To be able to purchase and use the CyberGate service, the following prerequisites apply:

- Microsoft Office 365 with Teams for Enterprises (incl call functions)
- A compatible SIP audio- or SIP video intercom / door station
- Subscription to the CyberGate SIP to Teams service available in the Microsoft AppSource or Microsoft Azure Marketplace

Both Microsoft stores (AppSource and Azure Marketplace) can be used to purchase the CyberGate service. The difference between both stores is the way of payment.
- The Microsoft AppSource is the easiest way to purchase the CyberGate service, you only need a creditcard.
- The Microsoft Azure Marketplace can be used if you already have a Microsoft Azure Pay-as-you-go subscription active. The existing Microsoft subscription will be billed.

! Note: The End User (= organization with O365 and Teams subscriptions from Microsoft) must log in to AppSource or Marketplace. This is the Teams Tenant that CyberGate will communicate with when setting up (video) intercom calls to your Teams users. Please make sure you login with your business Teams User credentials.

During the purchase & activation process, you will be redirected to our Management Portal. Via the Management Portal you must activate your CyberGate subscription. When you login to the Management Portal, please login with the same business Teams User credentials used to login to AppSource or Marketplace.

If you have questions regarding the purchase of the CyberGate service, please contact CyberTwice.
Step 1: Purchase of the CyberGate service

Follow the instructions below to either purchase CyberGate in the AppSource or the Azure Marketplace.

Purchase in the Microsoft AppSource

Click on the following link to go directly to the AppSource:

https://appsource.microsoft.com

Search for ‘cybergate’. You’ll find the CyberGate service by CyberTwice B.V. Click on ‘Free trial’ to start the purchasing procedure.
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The overview page provides information regarding CyberGate, plans, pricing information and reviews.

Click ‘Get it now’ to start the purchasing procedure.
Select the billing term and payment method. Select the ‘Number of Users’, in this case the number of intercoms you would like to subscribe to the CyberGate.

When done, click ‘Save’ and ‘Place order’.
When done, click ‘Configure now’.

The AppSource will redirect you to the CyberGate Management Portal where you can activate your CyberGate Purchase.

* ! You have to log in with your Microsoft account first. This should be the same account as used for the Microsoft AppSource. !

Click ‘Activate’ to activate your CyberGate subscription. It will take you to the dashboard of the admin portal.
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### Subscription details

<table>
<thead>
<tr>
<th>Name</th>
<th>CyberGate SIP connect to Microsoft Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan</td>
<td>cygref-plan_1</td>
</tr>
<tr>
<td>Quantity</td>
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</tr>
<tr>
<td>Initiator</td>
<td>e-mail address</td>
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</tbody>
</table>

Please activate the subscription by clicking the 'Activate' button below. After activation you will be redirected to the management portal where you can configure the CyberGate service.

![Subscription successfully activated!]

Continue with **Step 2: The CyberGate Admin Portal.**
Purchase in the Microsoft Azure Marketplace

Click on the following link to go directly to the Azure Marketplace:

https://azuremarketplace.microsoft.com/marketplace

Search for ‘cybergate’. You’ll find the CyberGate service by CyberTwice B.V. Click on ‘Free trial’ to start the purchasing procedure.
The overview page provides information regarding CyberGate, plans, pricing information and reviews.

Click ‘Get it now’ to start the purchasing procedure.

You’ll need to give Microsoft permission to share your information with CyberTwice B.V. by clicking ‘Continue’.
Depending on the current Microsoft user you might be presented with a dialog to choose the account to purchase the CyberGate with.
You will be directed to the Azure portal to continue the purchase.

The first month of the CyberGate service is free. Select the ‘CyberGate flex plan’ followed by ‘Set up + subscribe’.

Name the CyberGate service and select the subscription that will be billed. Select the User count, in this case the number of intercoms you would like to subscribe to the CyberGate. You can change the billing term form Monthly to Yearly by clicking on ‘Change plan’. When finished, click ‘Review + Subscribe’.
Confirm the terms of use, complete the Contact details and click ‘Subscribe’.

Wait for the subscription to finish.
Click ‘Configure account now’ to finish the configuration of the CyberGate. This will redirect you to the CyberGate service.*

* ! You have to log in with your Microsoft account first. This should be the same account as used for the Microsoft Azure Marketplace. !

View the subscription details and click ‘Activate’. This will take you to the dashboard of the admin portal.

Continue with Step 2: The CyberGate Admin Portal.
Step 2: The CyberGate Admin Portal

The configuration of the CyberGate Service is divided into four sections, you can navigate between them with the ‘Next’ and ‘Previous’ buttons.

The *Dashboard* shows the name, the chosen plan, the actual and requested quantity and the enabled status. The Enabled status should be yes (this can take up to 10 minutes).

If you like to modify the subscription quantity (the number of intercoms you like to connect) you can modify the requested quantity here using the blue ‘edit’ symbol.

Click ‘Next’ for the section ‘Tenant settings’.
In the section ‘Tenant settings’ you’ll have to configure the Tenant related settings.

First, you’ll need to grant the CyberGate service limited access to your Azure environment. This is mandatory to be able to call Teams users in your organisation. Use the ‘Provide admin consent’ button to grant the set of access rights.
Second, you'll need to add at least one public (WAN) IP-address your intercom device uses to access the internet. This IP-address is needed to allow a connection to the CyberGate service.

The setting will be saved automatically.

Click ‘Next’ for the section ‘Device settings’.

In the section ‘Device settings’ you'll have to add a device (intercom) to the CyberGate service. It will automatically generate a SIP username and SIP password that can be used in the intercom device.

Click ‘Add device’
The device has a description, (SIP) username, (SIP) password and licensing state.

Copy the username and password with the blue copy-buttons and use these in the intercom configuration.

Click ‘Next’ to continue with the multi-ring settings.  
If Multi-ring is not needed continue with Step 3: Configure the intercom device.

The multi-ring feature in CyberGate enables you to configure a group of Teams users as destination, so that multiple Teams users will be notified simultaneously if someone rings the intercom, and the 1st responder will be connected to the visitor.

Click ‘Add multi-ring group’ to create a multi-ring group.
Name the Multi-ring group and add a description. The name combined with the fixed domain: cybergate.cybertwice.com will make the call destination. E.g.: If the name is TestGroup, the name to dial in the intercom will be: TestGroup@cybergate.cybertwice.com.

! Note: The domain part of the Multi-ring group is always cybergate.cybertwice.com, this is because the Multi-ring group is a CyberGate feature and not a Microsoft Teams domain feature. !

Add the Teams users to the Multi-ring group. The setting will be saved automatically. You can copy the group name by clicking the black ‘Copy to clipboard’ icon.
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Multi-ring settings
The multi-ring feature makes it possible to ring multiple users simultaneously. The first responder will get the call.

TestGroup@cybergate.cybertwice.com
This is a multi-ring group for test purposes

<table>
<thead>
<tr>
<th>Teams username</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:userA@cybertwice.com">userA@cybertwice.com</a></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:userB@cybertwice.com">userB@cybertwice.com</a></td>
<td></td>
</tr>
</tbody>
</table>

Add multi-ring group

Continue with Step 3: Configure the intercom device.
Step 3: Configure the intercom device

The configuration of the intercom device is manufacture dependant. Right now, SIP intercoms from Robin, 2N, Axis, Akuvox and Fanvil and are supported, other SIP intercoms brands might function also.

Robin For Teams Intercom

For a detailed configuration instruction for Robin For Teams Intercoms, see:

https://support.cybertwice.com/knowledgebase.php?article=4

Robin SIP Intercom

For a detailed configuration instruction for Robin SIP Intercoms, see:

https://support.cybertwice.com/knowledgebase.php?article=5

2N intercom

For a detailed instruction for 2N intercoms, see:


Axis Network Video Doorstation

For a detailed configuration instruction for Axis Doorstations, see:

https://support.cybertwice.com/knowledgebase.php?article=1

Akuvox SIP Video Doorphone

For a detailed configuration instruction for Akuvox Doorphones, see:

https://support.cybertwice.com/knowledgebase.php?article=3