About CyberGate

As Enterprises migrate their traditional telephony from a local IP-PBX or Cloud Telephony platform to Microsoft Teams, they need a solution for their existing SIP (video) door intercom to communicate with Microsoft Teams.

Use CyberGate to connect a SIP video door intercom to Microsoft Teams. Teams users answer incoming calls from the video door station – **with 2-way audio and live video** – on their Teams desktop client, Teams compatible desk phone and Teams Smartphone app and open the door for visitors.

Introduced in October 2021 is the option to enable **Call Recording** in CyberGate for connected video intercom devices. Call Recordings include audio, video and speech transcribed into readable, searchable text. Recorded media is securely stored in Microsoft Azure (West-Europe) for a period of 10 days.

CyberGate is a subscription based Software-as-a-Service (SaaS) hosted in Azure. With CyberGate there is:

- **no need** for a Session Border Controller (SBC) or extra licenses on your existing SBC.
- **no need** to download or install any software from CyberTwice or a 3rd party,
- **no need** to setup a hosting environment,
- **no need** to install additional Virtual Machines,
- **no need** for to get additional PSTN like phone numbers for your SIP intercoms.

**All you need is a subscription to CyberGate**
### Compatibility

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>2-way Audio</th>
<th>Live Video</th>
<th>2-way Live Video</th>
<th>SIP Trunk Support</th>
</tr>
</thead>
</table>
| **2N** | • IP Solo  
• IP Verso  
• IP Vario  
• IP Force  
• IP Base  
• IP Audiokit | ✓ | ✓ | x | x |
| **Akuvox** | • R26C SIP | ✓ | ✓ | x | x |
| **AXIS Communications** | • AXIS A8105-E  
• AXIS A8207-VE MKII  
• AXIS I8016-LVE | ✓ | ✓ | x | x |
| **basIP** | Android panels (FW version 3.12.3):  
• AA-07/09/11/12/14  
• BI-02/04/06/08/12  
Linux panels (FW version 3.2.1):  
• AV-01/02/03/04/05 | ✓ | ✓ | x | x |
| **commend** | • ID5, OD5, OD10  
• VirtuoSIS (SIP trunk) | ✓ | ✓ | ✓ | ✓ |
| **DNAKE** | • WS300  
• WS301VCM | ✓ | ✓ | ✓ | ✓ |
| **DoorBird** | • 280 SD C3, C5, C7, C12, R2, R3 | ✓ | ✓ | x | x |
| **Fanvil** | • D10x, D11x, D20x, D21x  
• BirdGuard B10x | ✓ | ✓ | x | x |
| **fasttel** | • i61, i62, i63, i64  
• Wizard Elite IP  
• Elegance IP  
• Classic IP  
• Bronze IP | ✓ | ✓ | x | x |
### Product description: CyberGate SIP intercom connect to Teams

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</thead>
<tbody>
<tr>
<td><strong>FERMAX</strong></td>
<td>• MEET panels 9531, 9532, 9533, 9534, 1445, 1455</td>
<td>✔</td>
<td>✔</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td><strong>GRANDSTREAM</strong></td>
<td>• GDS3710</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td><strong>PORTADIAL</strong></td>
<td>• Elego</td>
<td>✔</td>
<td>✔</td>
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<td></td>
<td>• PortaVision SIP PoE</td>
<td>✔</td>
<td>✔</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td></td>
<td>• Access Interfaces (audio)</td>
<td>✔</td>
<td>❌</td>
<td>❌</td>
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</tr>
<tr>
<td><strong>ROBIN</strong></td>
<td>• SmartView SIP</td>
<td>✔</td>
<td>✔</td>
<td>❌</td>
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</tr>
<tr>
<td></td>
<td>• ProLine (Compact) Video</td>
<td>✔</td>
<td>✔</td>
<td>❌</td>
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<tr>
<td></td>
<td>• ProLine For Teams</td>
<td>✔</td>
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<tr>
<td></td>
<td>• Compact SIP</td>
<td>✔</td>
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<tr>
<td></td>
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<tr>
<td><strong>zenitel</strong></td>
<td>• Vingtor Stentofon TCIV-2+, TCIV-3+, TCIV-5+, TCIV-6+</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td></td>
<td>• Vingtor Stentofon TCIS-3</td>
<td>✔</td>
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</tbody>
</table>

**Legend:**

- **2-way Audio**: A two-way audio connection between the visitor and receiving Teams user is established.
- **Live Video**: Next to the two-way audio connection, live video from the door intercom is available to the receiving Teams user so that you can actually see who’s in front of the door.
- **2-way Live Video**: Live video from the door intercom is available to the receiving Teams user, and vice versa. So the visitor can actually see the receiving Teams user on the display of the door intercom.
- **SIP-Trunk Support**: Specific for VirtuoSIS server from Commend. Either register the compatible Commend intercoms directly to CyberGate (direct mode), or register the intercoms to a VirtuoSIS server, and use a SIP Trunk from VirtuoSIS to CyberGate.
**RECORDING VIDEO INTERCOM CALLS**

Recording of video intercom calls with CyberGate is easy. Simply enable the feature in the CyberGate Admin Portal (per Tenant). Intercom call recordings include:

- two-way audio,
- video, from the intercom to the receiving Teams user
- and - using Azure Cognitive Services - audible speech transcribed into readable, searchable text.

Recording only starts after the call was answered by a receiving Teams user and media is securely stored in Microsoft Azure (West-Europe) for a period of 10 days. A web-based Search & Replay interface is available for authorized employees to replay and download intercom call recordings.

Call Recording is subject to legislation and regulations depending on the country / state you’re in. Please check the applicable national and/or state regulations relative to Call Recording before activating this feature. Call Recording is disabled by default on your Tenant ID. If enabled, calls from all your intercom devices are recorded. You can disable recording per intercom device in the Device Settings menu.
Product description: CyberGate SIP intercom connect to Teams

MULTI-RING

The multi-ring feature in CyberGate enables a Teams administrator to configure a group of Teams users who will be notified simultaneously if someone rings the video door intercom. The 1st responder will be connected with 2-way audio and live video from the door station.

CONFIGURABLE DISPLAY NAME

Display Name identifies the calling party and is presented to the Teams user who receives the incoming call. For intercoms calls via CyberGate the Display Name is configurable (rather than the static default display name: ‘intercom’).

![Image of video door intercom]

CYBERGATE BENEFITS

- Two-way audio and live video from your (existing) SIP video door station to the Teams user’s desktop client, Teams compatible desk phone and Teams Smartphone app
- Remotely open a door or gate using the Teams Dialpad
- Call Recording feature providing audio, video and speech transcribed into text
- Call individual Teams users or configure group names to call multiple users simultaneously.
- Edit Display Name per intercom device that identifies where your visitor is located.
- Disable Forwarding to prevents that an intercom call ends up in Voicemail.
- No need for an SBC or download of any (3rd) party Apps.

REMARKS

➔ CyberGate does not work with Teams Call Queues.
➔ Multi-Ring is configured via the CyberGate Admin Portal.
**How to Buy CyberGate – End Users (Enterprise)**

1. Go to [Azure Marketplace](https://marketplace.windowsazure.com) or [Microsoft AppSource](https://appsource.microsoft.com) to purchase subscription(s) online.
2. Select “Free Trial”.
3. Sign in with your Microsoft account credentials
   - global admin, application admin, or cloud application admin role is required to get access.
4. Select Billing and Payment Method
   - When asked to enter the number of “users”, select one user per intercom device.
5. Activate your subscription via the CyberGate Admin Portal.

**How to Buy CyberGate - Global Enterprises and Resellers**

If you are a Global Enterprise and looking to adopt CyberGate across multiple countries, or if you’re interested to become a Reseller of CyberGate, please contact us via sales@cybertwice.com or www.cybertwice.com/en/contact.html.

**Support**

⇒ [https://support.cybertwice.com/](https://support.cybertwice.com/)

**Documentation**


**Contact Us**

⇒ W: [www.cybertwice.com](http://www.cybertwice.com)
⇒ E: sales@cybertwice.com