CyberTwice
CLOUD RECORDING AND ARCHIVING

Connect a SIP Intercom to MS Teams using the CyberGate service



TechNote: CyberGate

Version: 1.0.7 ENG
Date: 02-12-2020

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)
2. The Microsoft Azure Marketplace (https://azure.microsoft.com/marketplace)

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

The CyberGate Management Portal lets you:

- 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
- A compatible SIP audio- or SIP video intercom / door station

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 it 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 login 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.

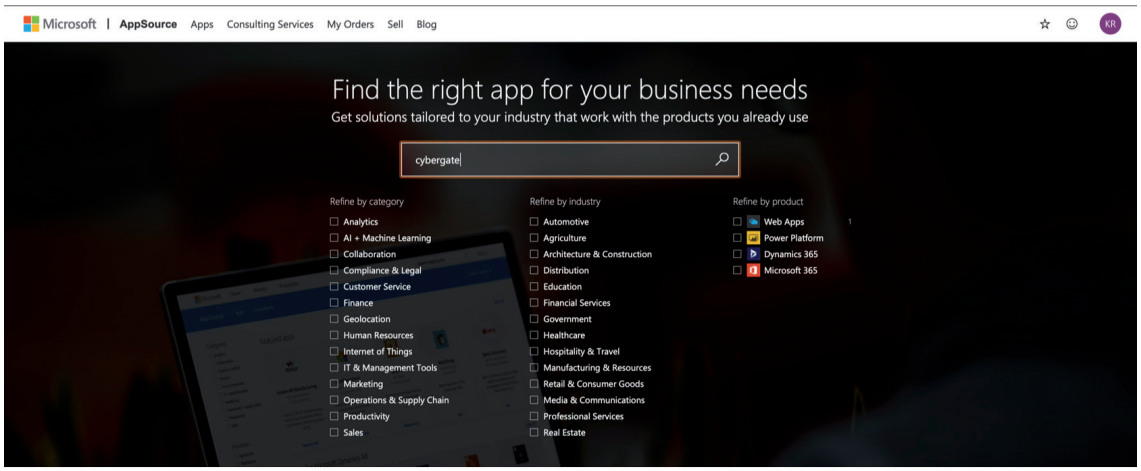
Step 1: Purchase of the CyberGate service

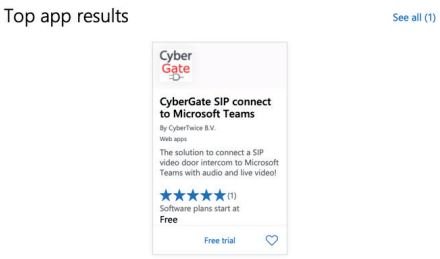
Follow the instructions below to eiter purchase CyberGate in the AppSource *or* in the Azure Marketplace.

Purchase in the Microsoft AppSource

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

https://appsource.microsoft.com

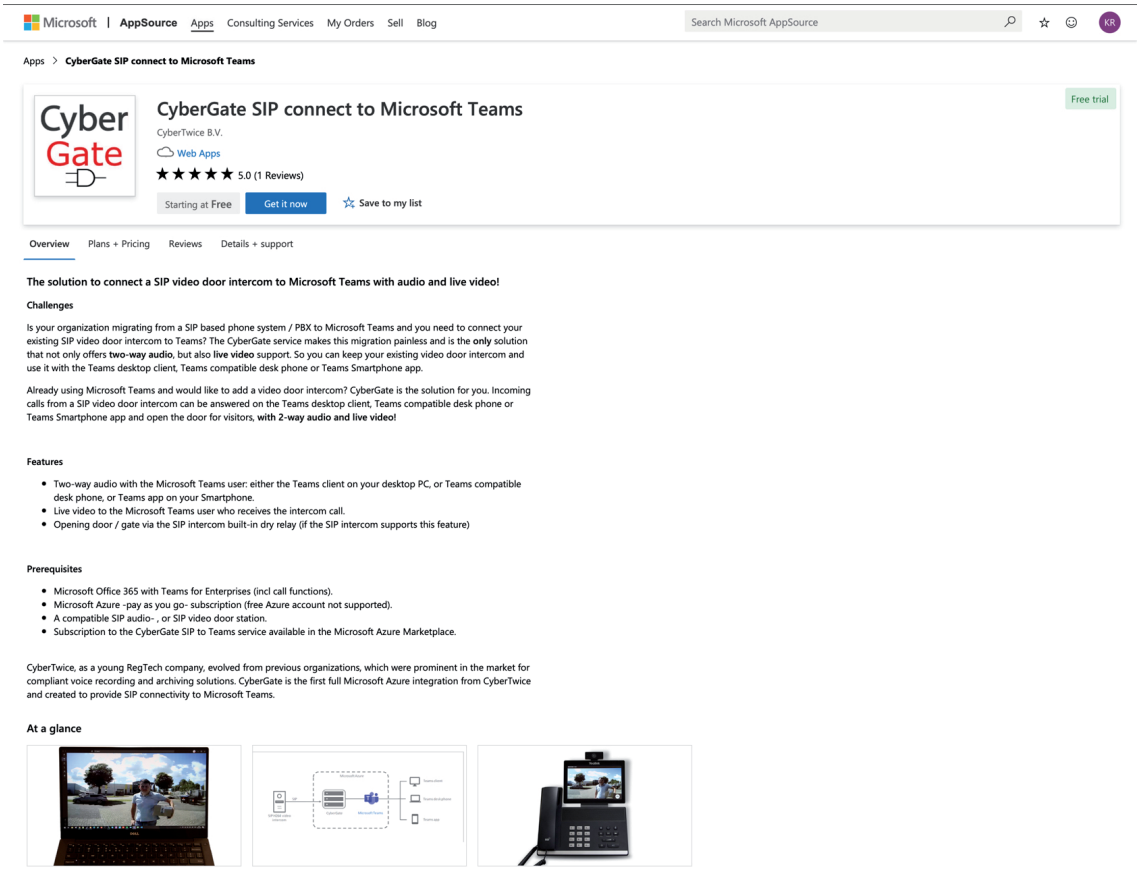




Search for ‘cybergate’. You’ll find the CyberGate service by CyberTwice B.V.
Click on ‘Free trial’ to start the purchasing procedure.

The overview page provides information regarding CyberGate, plans, pricing information and reviews.

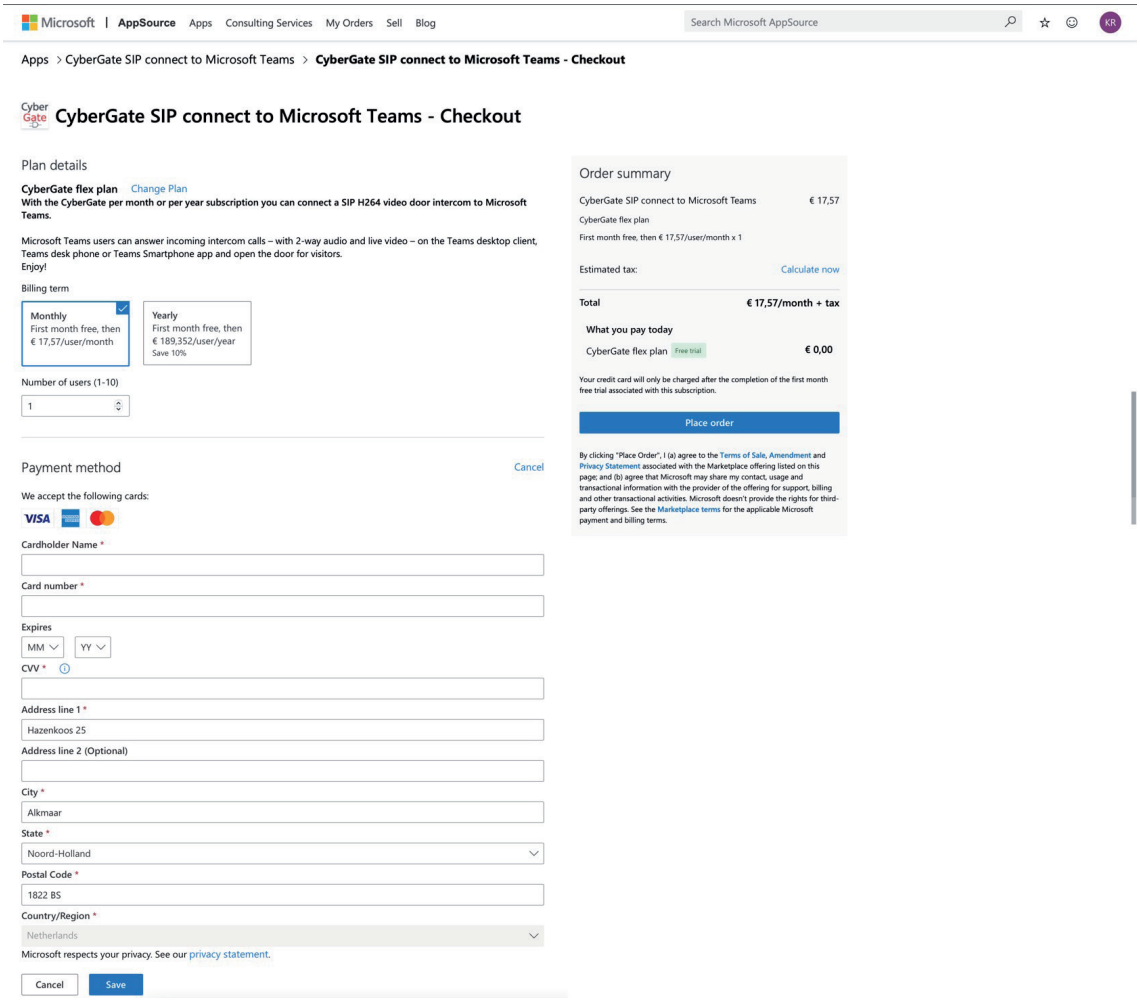
Click ‘Get it now’ to start the purchasing procedure.

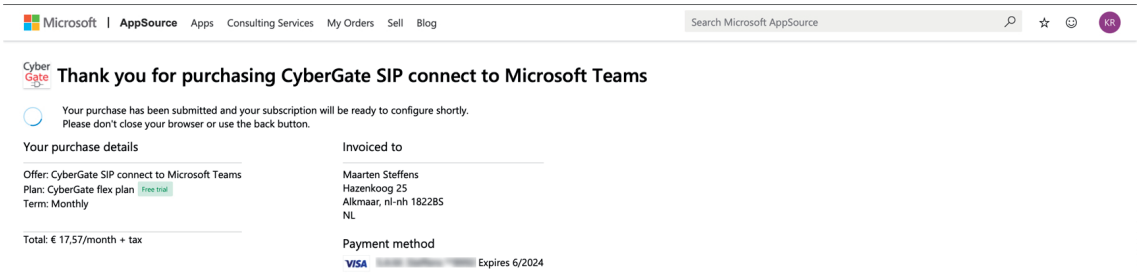


Select the billing term and payment method. Select the ‘Number of Users’, in this case the number of intercoms you would like to subscribe to the CyberGate.

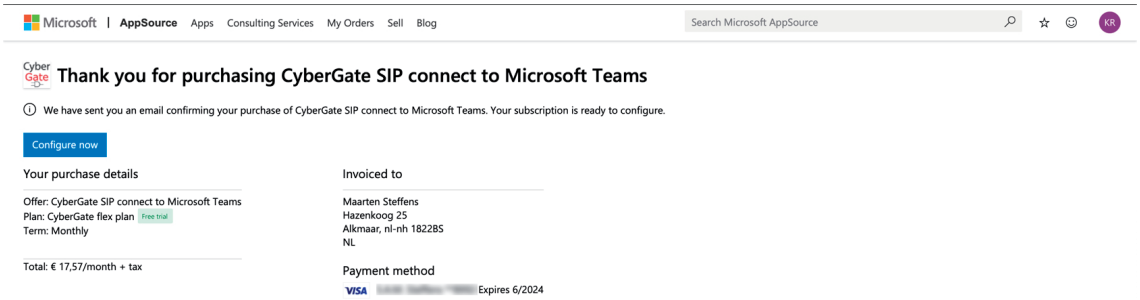
! The first month of the CyberGate service is free. !

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





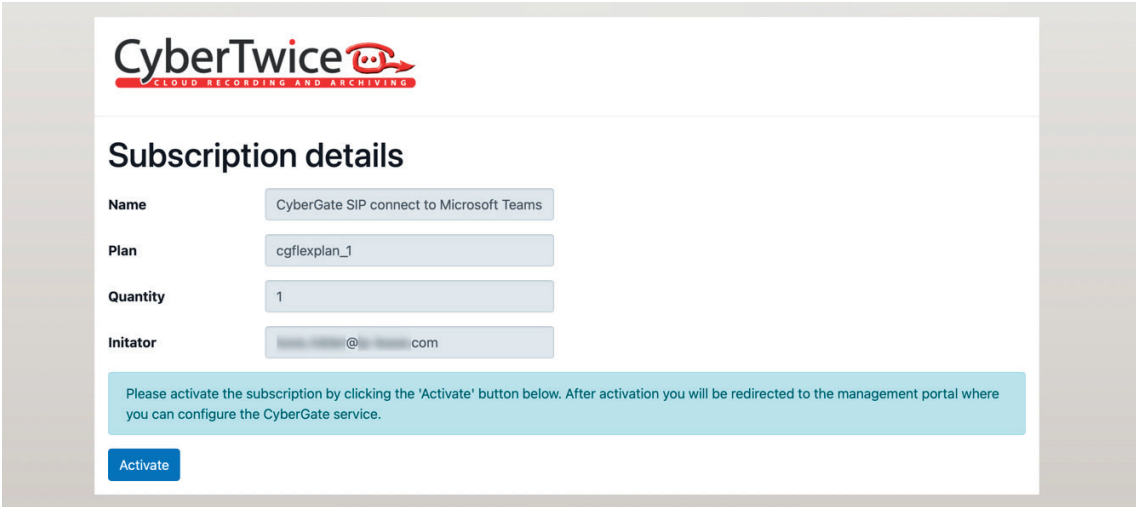
When done, click ‘Configure now’.

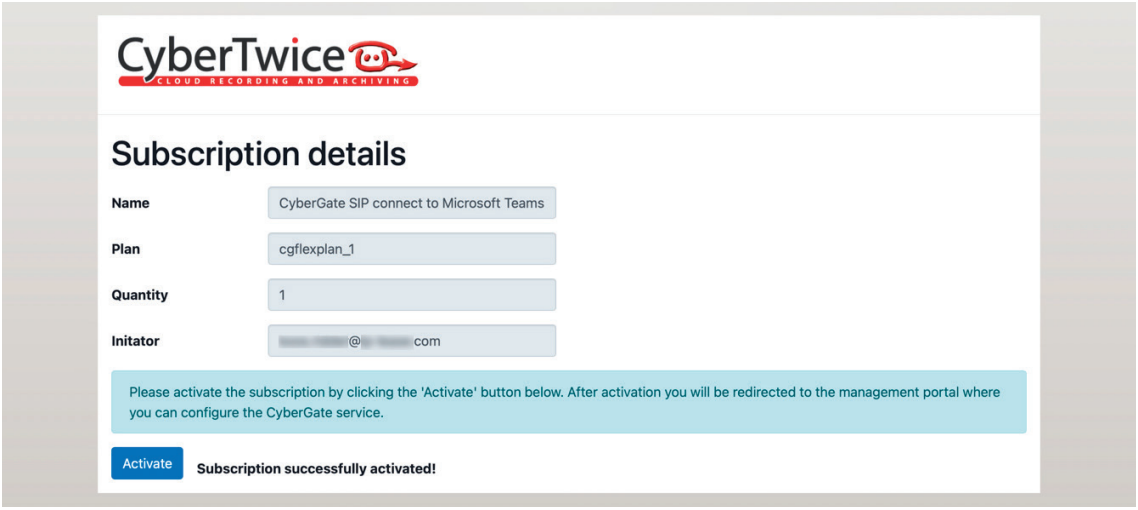


The AppSource will redirect you to the CyberGate Management Portal where you can activate your CyberGate Purchase.

! 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.



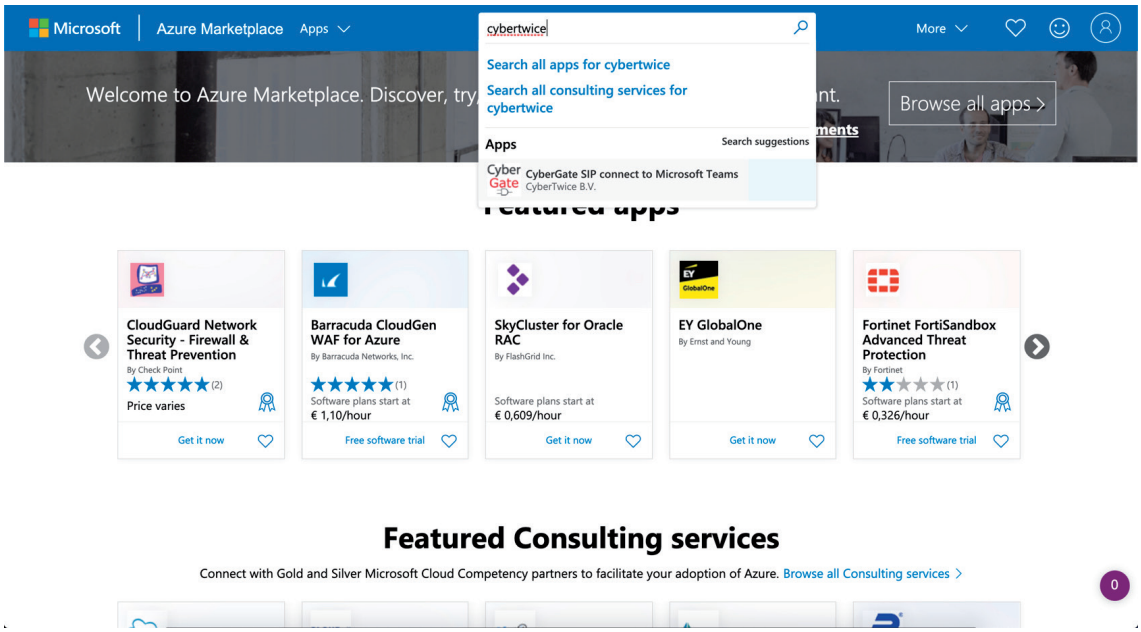


Continue with *Step 2: The CyberGate Admin Portal (page 15)*

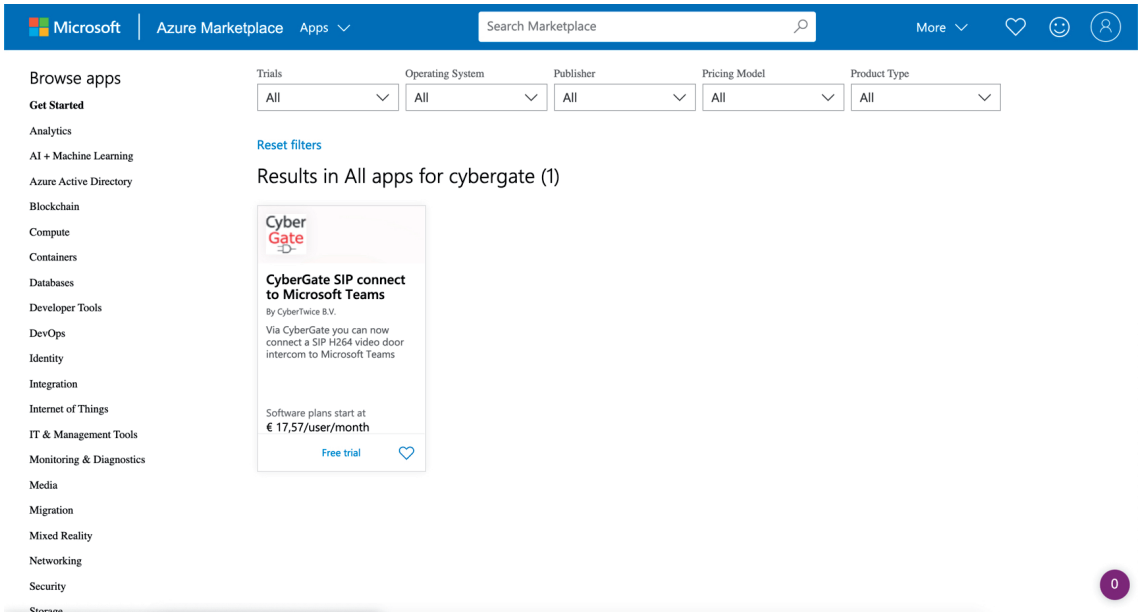
Purchase in the Microsoft Azure Marketplace

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

https://azuremarketplace.microsoft.com/marketplace

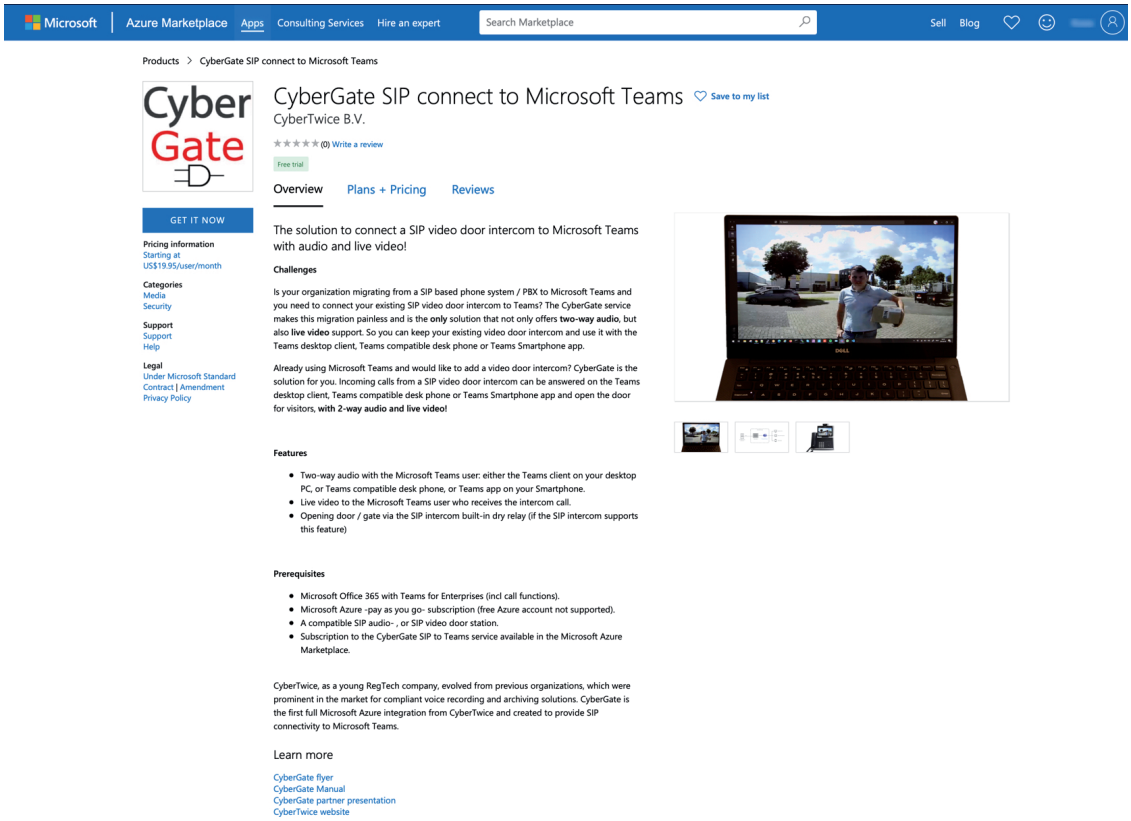


Search for ‘cybergate’. You’ll find the Cyb)erGate service by CyberTwice B.V.
Click on ‘Free trial / Get it now’ to start the purchasing procedure.

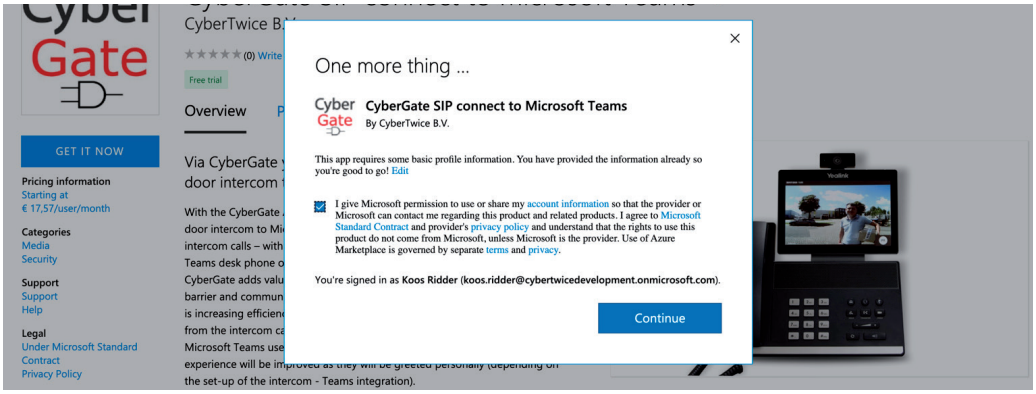


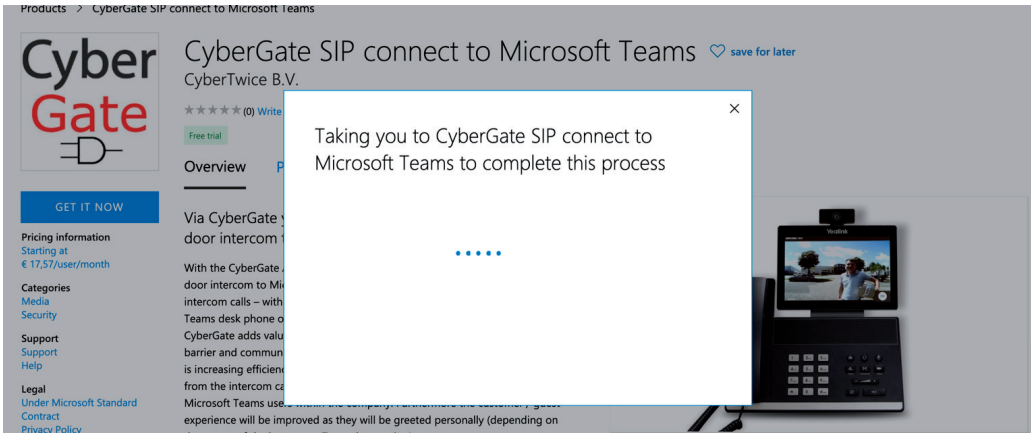
The overview page provides information regarding CyberGate, plans, pricing information and reviews.

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

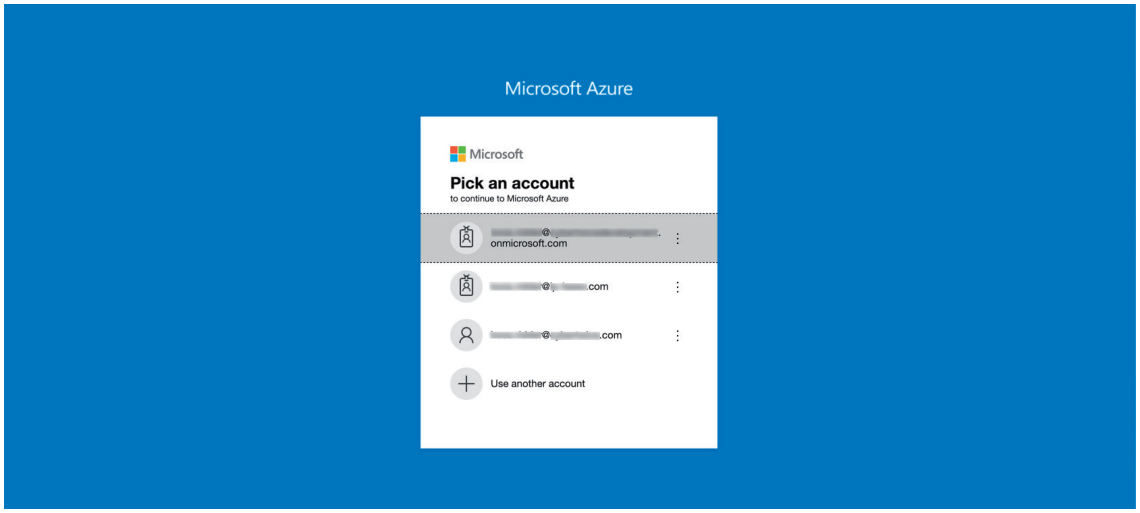


You’ll need to give Microsoft permission to share your information with CyberTwice B.V. by clicking ‘Continue’.

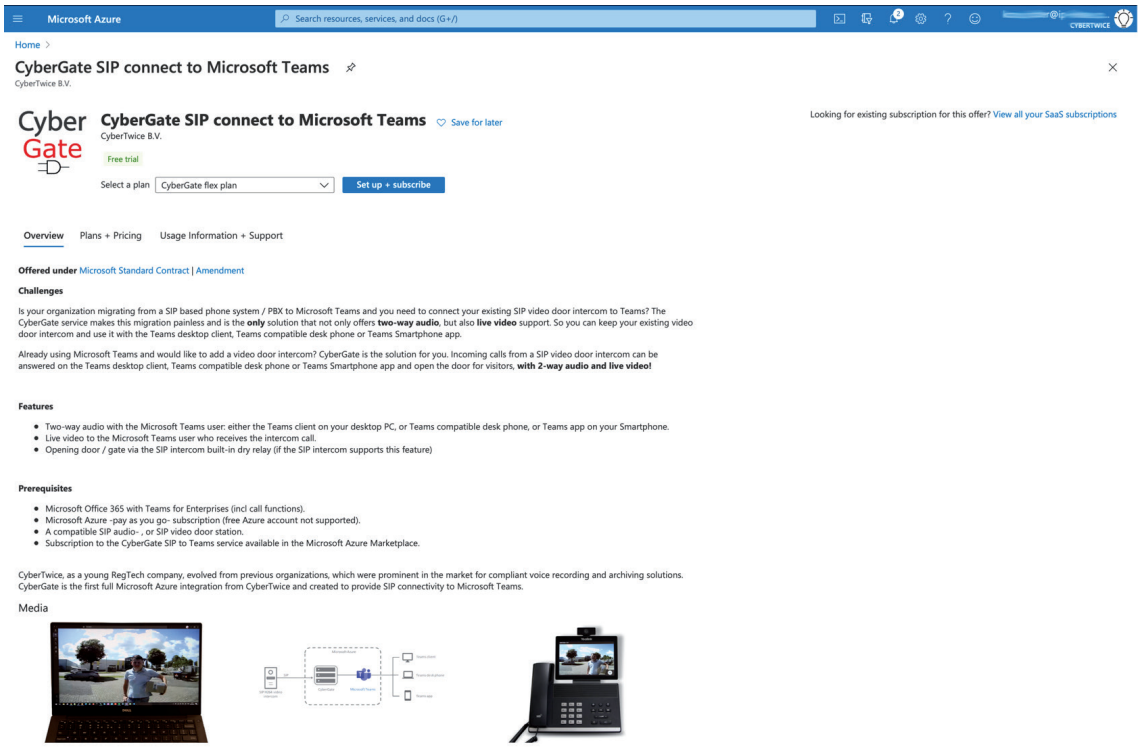




Depending on the current Microsoft user you might be presented with a dialog to choose the account to purchase the CyberGate with.

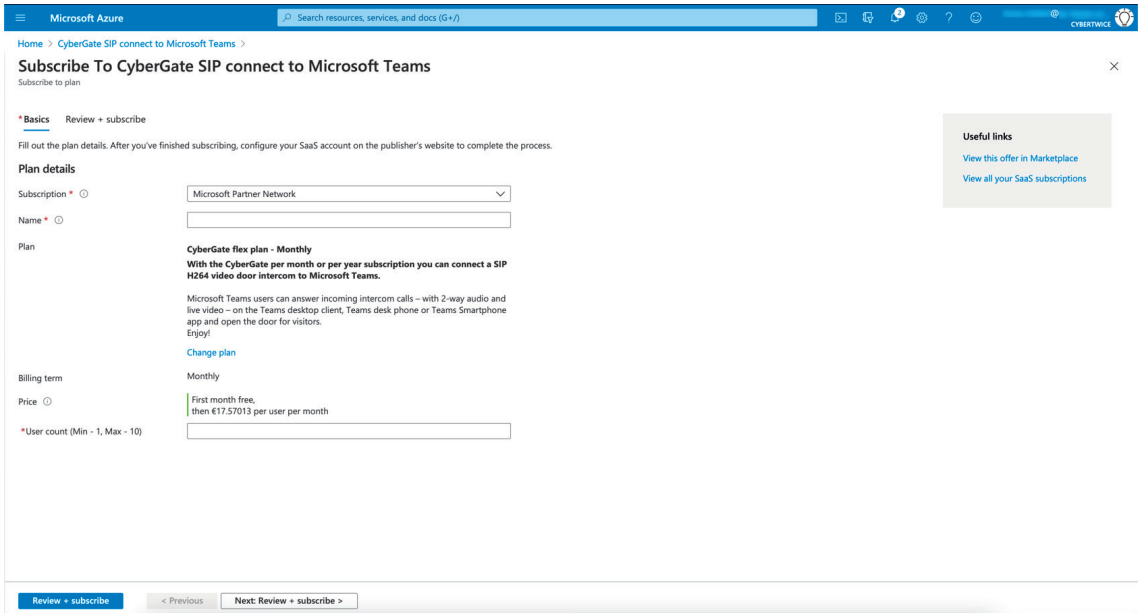


You will be directed to the Azure portal to continue the purchase.

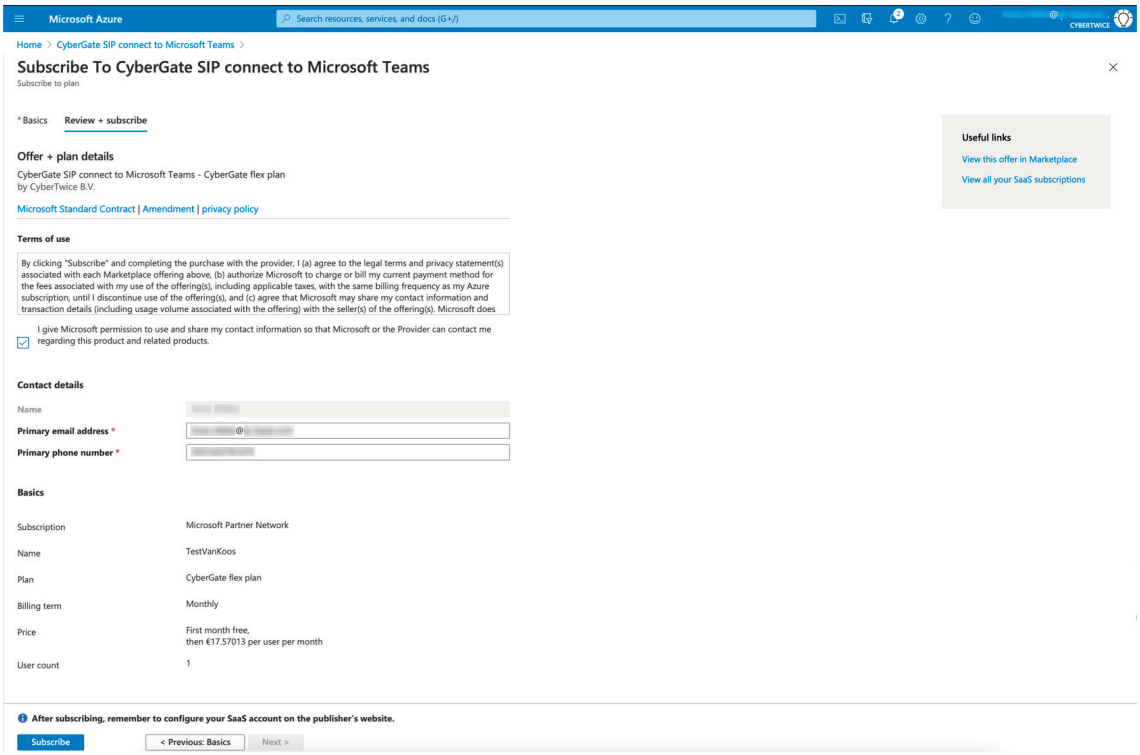


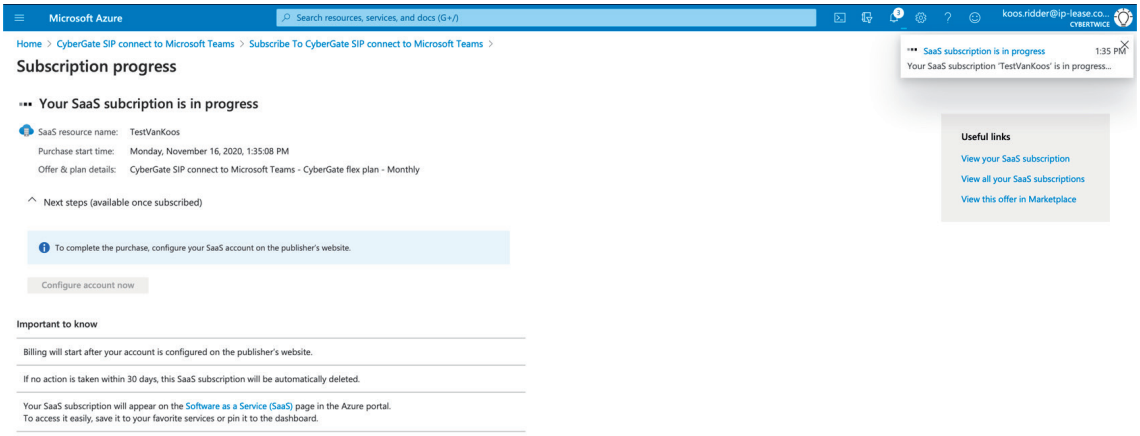
The first month of the CyberGate service is free. Select the ‘CyberGate flex plan’ followed by ‘Set up + subscribe’.

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’.

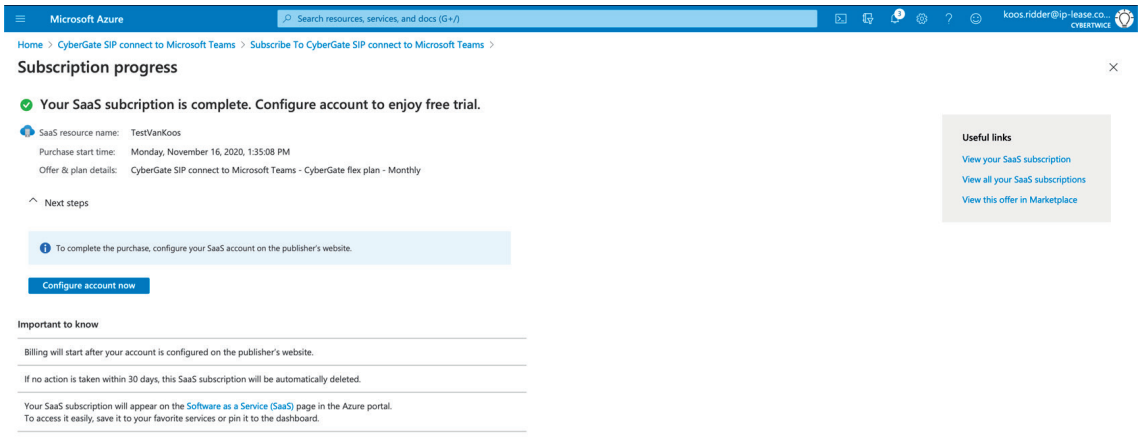




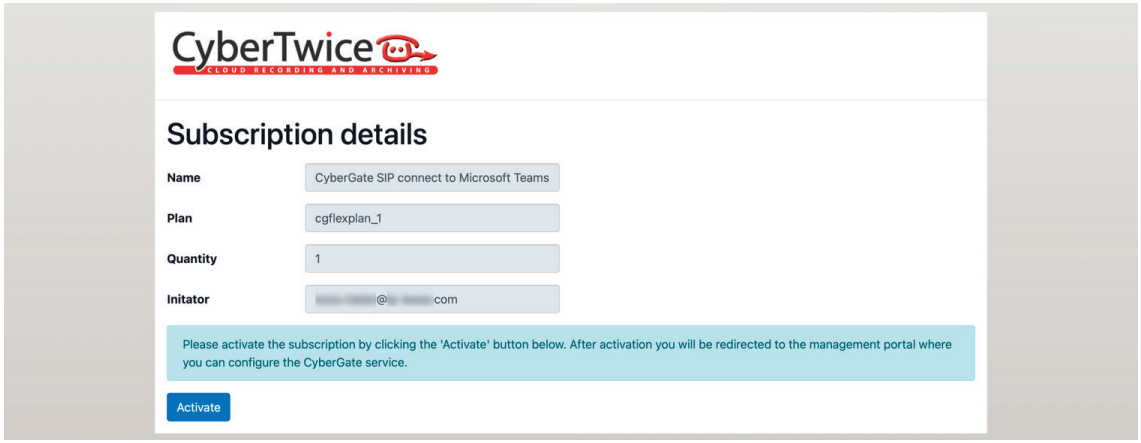
Wait for the subscription to finish.

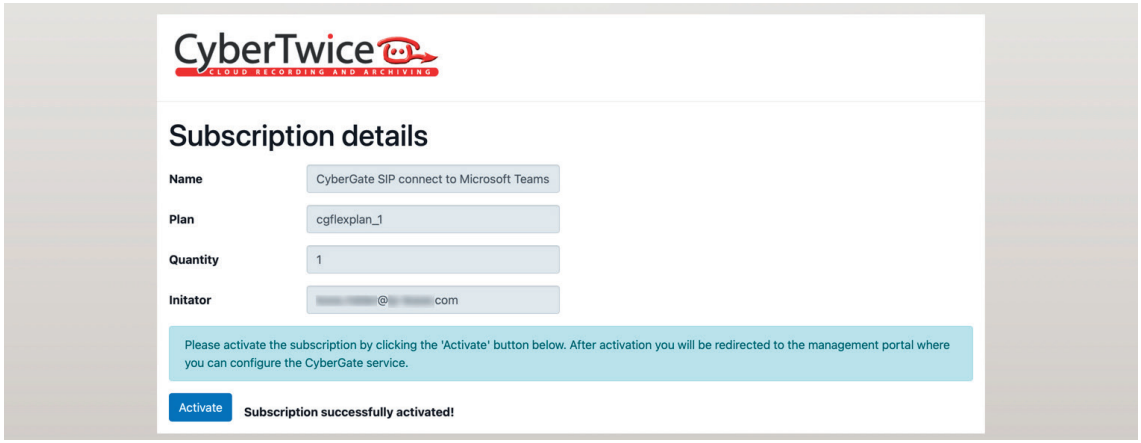
Click ‘Configure account now’ to finish the configuration of the CyberGate. This will redirect you to the CyberGate service*.

**** ! 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 (page 15).*

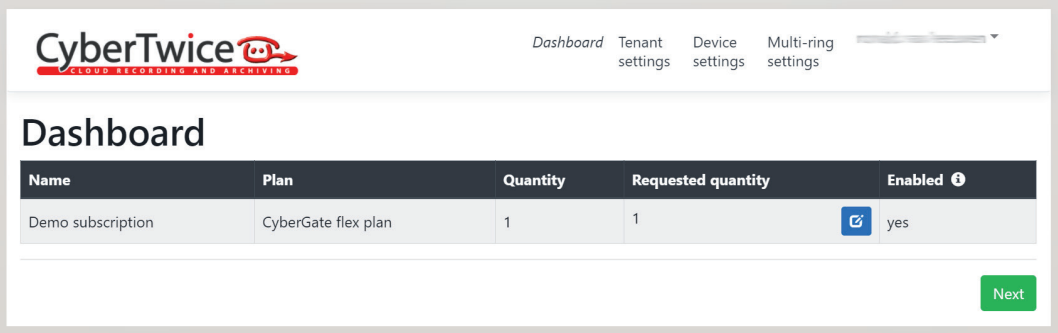
Step 2: The CyberGate Admin Portal

The CyberGate Admin Portal is devided 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 (=number of intercoms) and the enabled status. The Enabled status should be yes (this can take up to 10 minutes after activation).

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

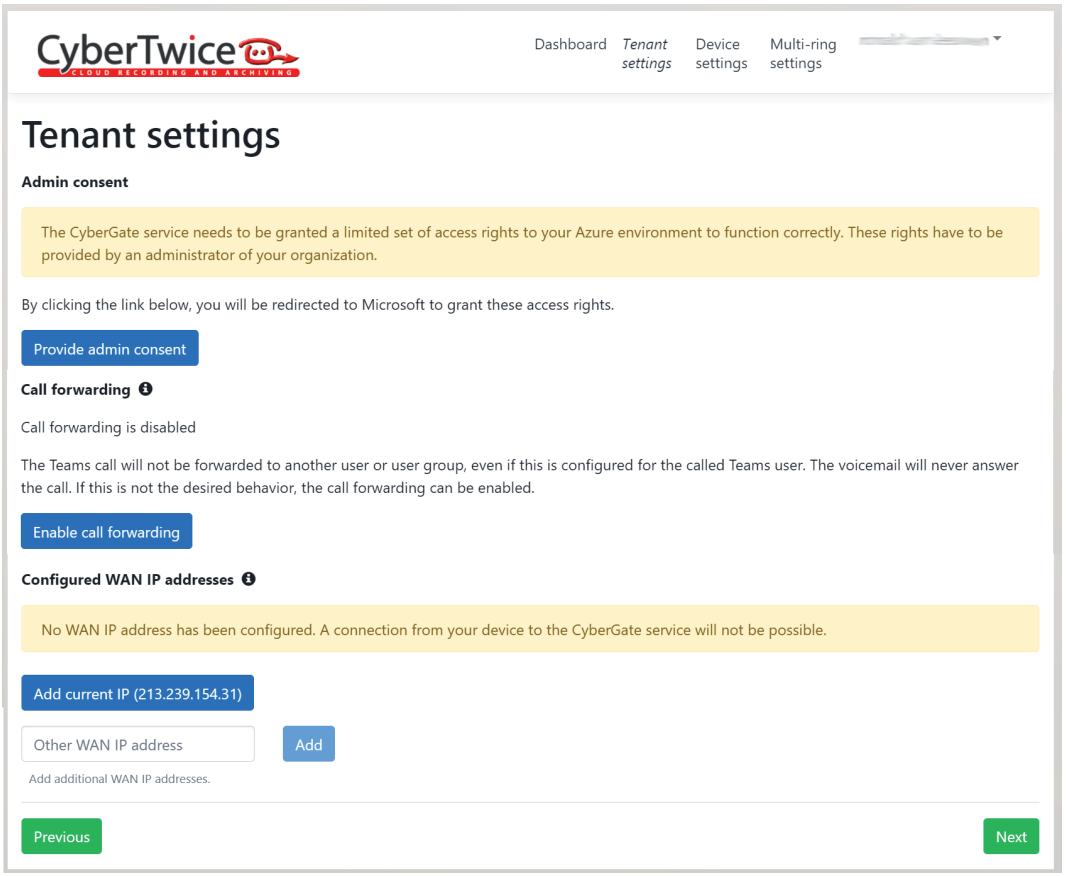
Click ‘Next’ for the section ‘*Tenant settings*’.



In the section '*Tenant settings*' you can configure the Tenant related settings.

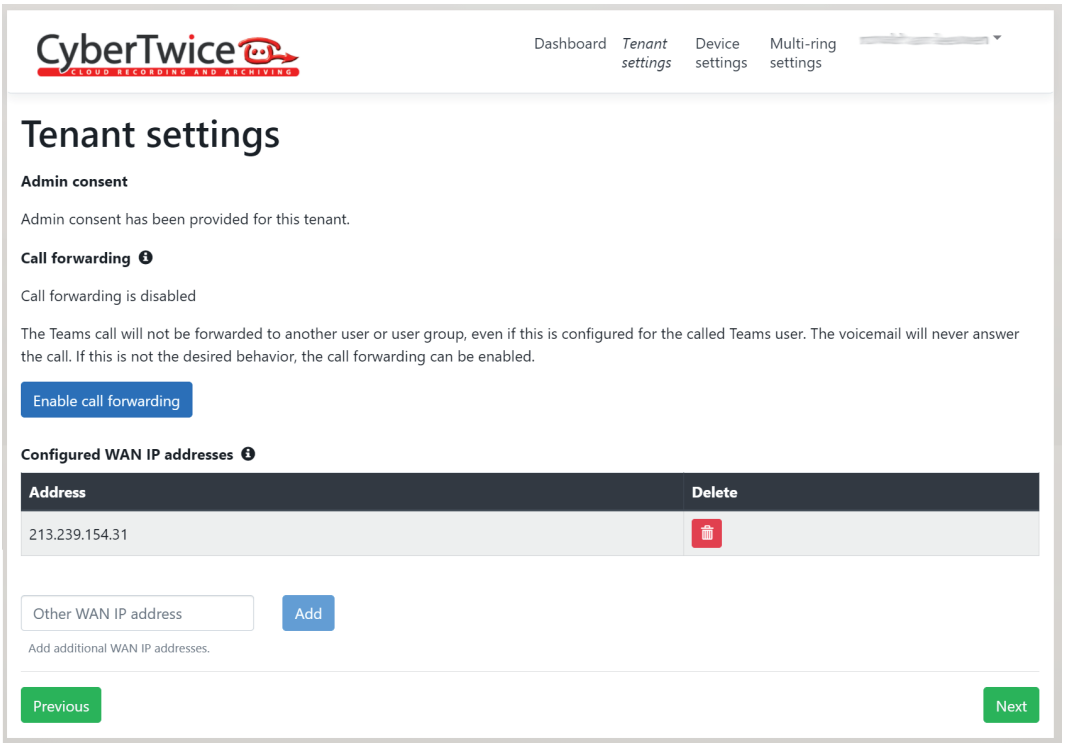
When logging into the portal for the first time, two settings are mandatory for the CyberGate to function.

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 uses to access the internet. This IP-address is needed to allow a connection to the CyberGate service.

The setting will be saved automatically.



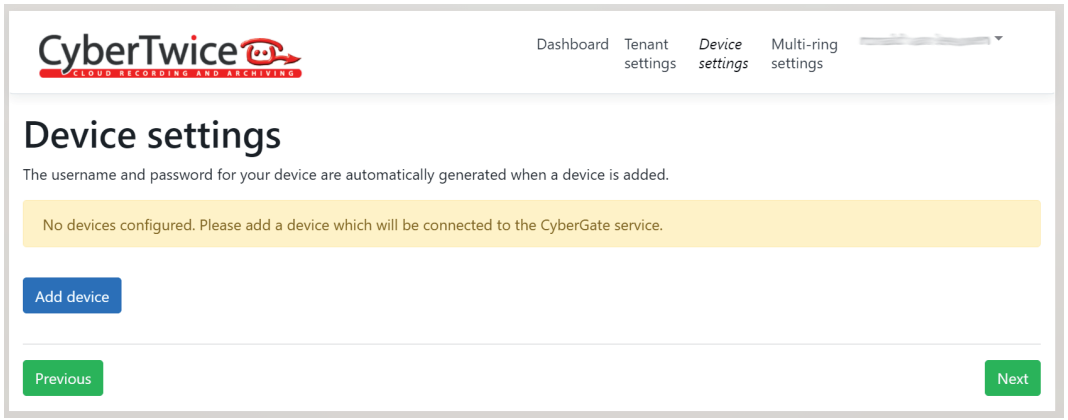
The 'Call Forwarding' option in this section enables / disables calls to Teams users that are forwarded to other users or to the Teams voicemail system.
By default, calls to forwarded destinations (such as voicemail) are ignored. Therefore a call from the intercom will not be answered by the voicemail system.

If a Teams user has its account forwarded to a mobile phone or another Teams user, call forwarding should be enabled to make it work. Keep in mind that this will also enable call forwarding to the Teams voicemail system.

Click 'Next' for the section '*Device settings*'.

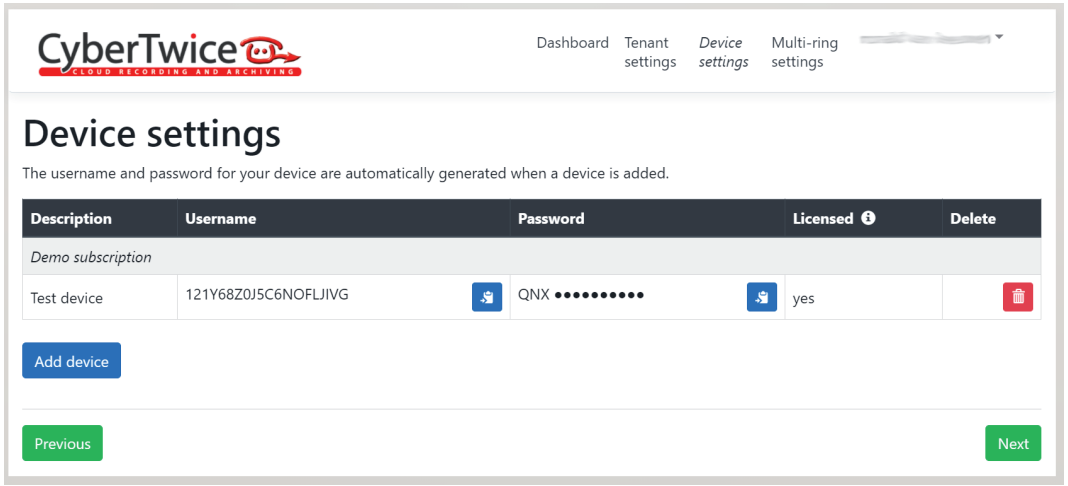
In the section '*Device settings*' you can add a device (intercom) to the CyberGate service. It will automatically generate a SIP username and SIP password that can be used in the intercom device.

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.

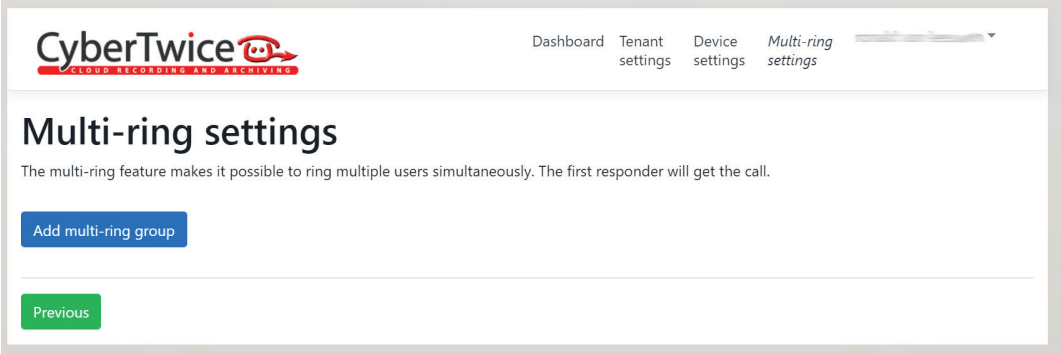


Click 'Next' to continue with the multi-ring settings.

If Multi-ring is not needed continue with *Step 3: Configure the intercom device* (page 21).

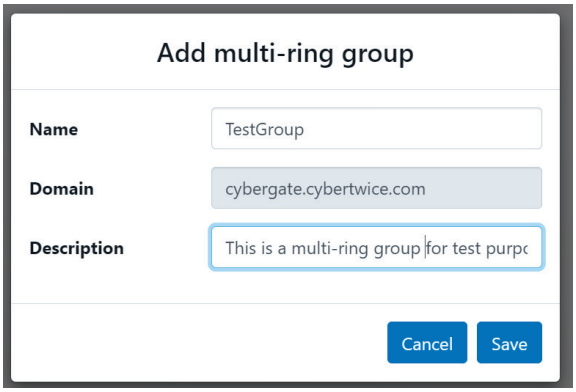
The multi-ring feature enables you to configure a group of Teams users as one destination, so that multiple Teams users will be notified simultaneously if someone rings the intercom. The 1st responder will be connected to the visitor.

Click 'Add multi-ring group' to create a multi-ring group.

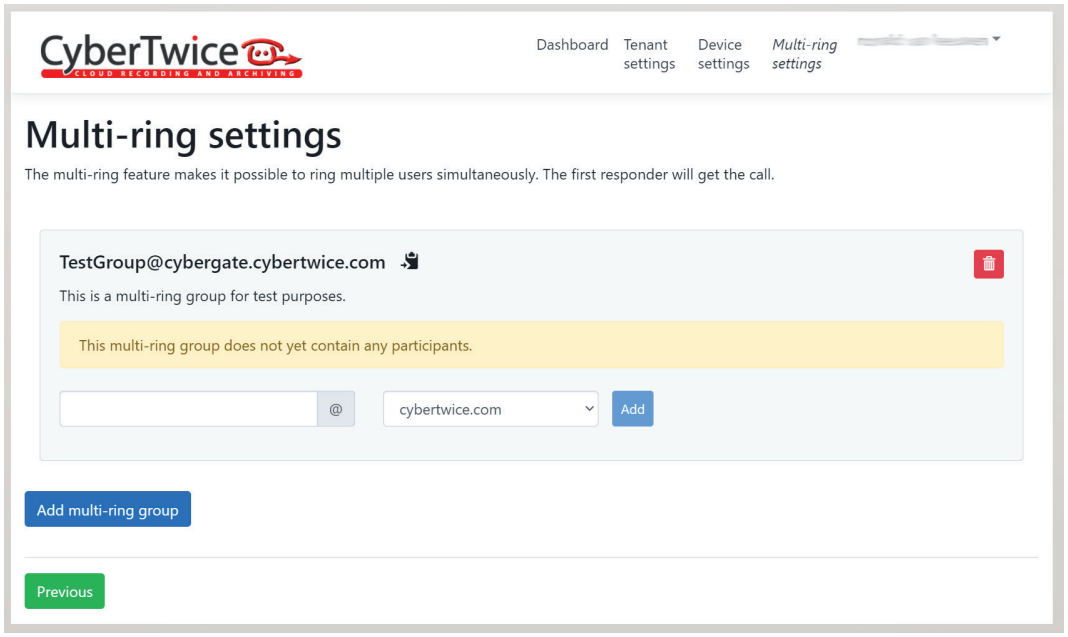


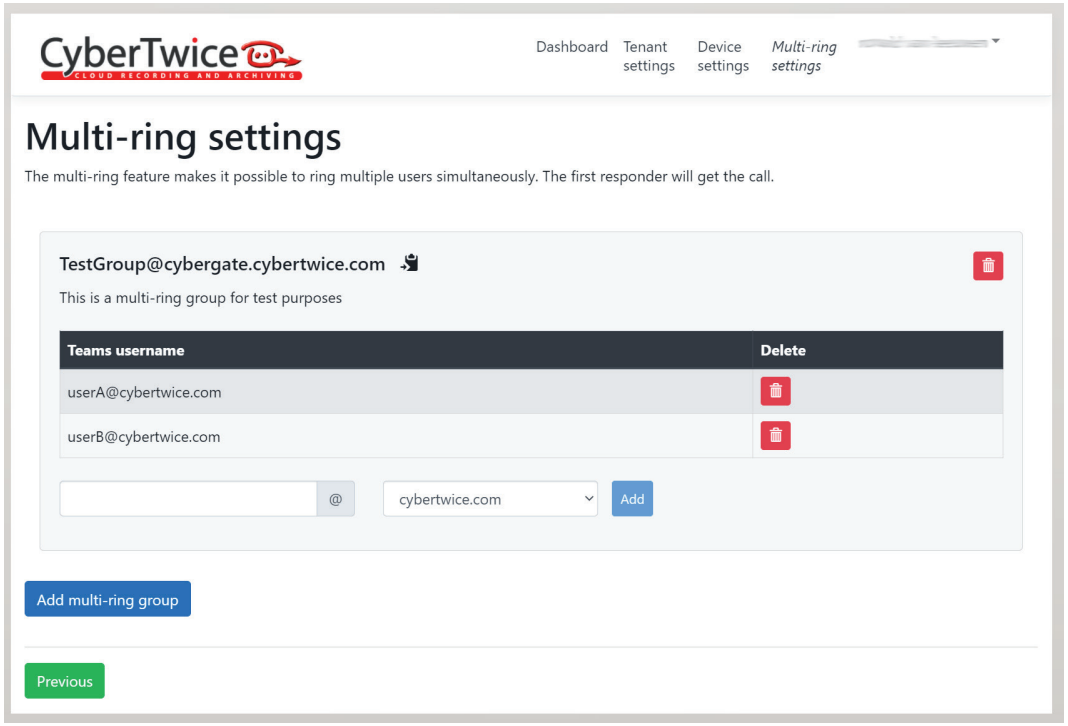
Name the Multi-ring group and add a description. The name combined with the fixed domain: cybergate.cybertwice.com will make the call destination. E.g.: If the name is TestGroup, the name to dial in the intercom will be:TestGroup@cybergate.cybertwice.com.

! 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 required 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.





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 also work, but are not tested.

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:

https://wiki.2n.cz/hip/inte/latest/en/5-media-gateways/cybergate/

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