

TechNote: CyberGate

Version: 1.0.10 ENG
Date: 08-07-2021



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>)
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
- Modify the Display name per configured intercom
- 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 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 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.

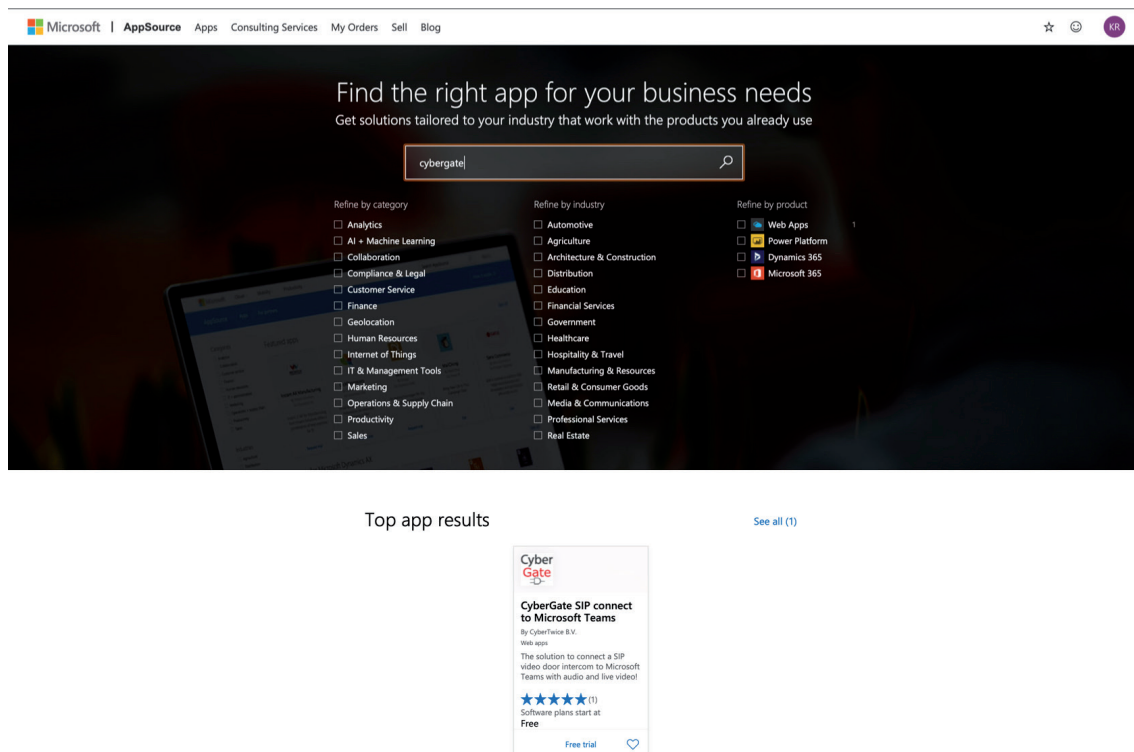
Step 1: Purchase of the CyberGate service

Follow the instructions below to either 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.

 Microsoft | **AppSource** | Apps | Consulting Services | My Orders | Sell | Blog

Search Microsoft AppSource

Apps > CyberGate SIP connect to Microsoft Teams



CyberGate SIP connect to Microsoft Teams

Free trial

CyberTwice B.V.

Web Apps

★★★★★ 5.0 (1 Reviews)

Starting at Free

Get it now

Save to my list

Overview | Plans + Pricing | Reviews | Details + support

The solution to connect a SIP video door intercom to Microsoft Teams with audio and live video!

Challenges

Is your organization migrating from a SIP based phone system / PBX to Microsoft Teams and you need to connect your existing SIP video door intercom to Teams? The CyberGate service makes this migration painless and is the **only** solution that not only offers **two-way audio**, but also **live video** support. So you can keep your existing video door intercom and use it with the Teams desktop client, Teams compatible desk phone or Teams Smartphone app.

Already using Microsoft Teams and would like to add a video door intercom? CyberGate is the solution for you. Incoming calls from a SIP video door intercom can be answered on the Teams desktop client, Teams compatible desk phone or Teams Smartphone app and open the door for visitors, **with 2-way audio and live video!**

Features


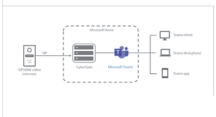

- Two-way audio with the Microsoft Teams user: either the Teams client on your desktop PC, or Teams compatible desk phone, or Teams app on your Smartphone.
- Live video to the Microsoft Teams user who receives the intercom call.
- Opening door / gate via the SIP intercom built-in dry relay (if the SIP intercom supports this feature)

Prerequisites

- Microsoft Office 365 with Teams for Enterprises (incl call functions).
- Microsoft Azure - pay as you go - subscription (free Azure account not supported).
- A compatible SIP audio- , or SIP video door station.
- Subscription to the CyberGate SIP to Teams service available in the Microsoft Azure Marketplace.

CyberTwice, as a young RegTech company, evolved from previous organizations, which were prominent in the market for compliant voice recording and archiving solutions. CyberGate is the first full Microsoft Azure integration from CyberTwice and created to provide SIP connectivity to Microsoft Teams.

At a glance



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'.

Microsoft | AppSource Apps Consulting Services My Orders Sell Blog Search Microsoft AppSource

Apps > CyberGate SIP connect to Microsoft Teams > **CyberGate SIP connect to Microsoft Teams - Checkout**

CyberGate SIP connect to Microsoft Teams - Checkout

Plan details

CyberGate flex plan [Change Plan](#)
With the CyberGate per month or per year subscription you can connect a SIP H264 video door intercom to Microsoft Teams.

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. Enjoy!




Billing term

<input checked="" type="radio"/> Monthly First month free, then € 17,57/user/month	<input type="radio"/> Yearly First month free, then € 189,352/user/year Save 10%
-------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------

Number of users (1-10)
1

Payment method [Cancel](#)

We accept the following cards:

Cardholder Name *

Card number *

Expires

MM YY

CVV *

Address line 1 *

Hazenkoos 25

Address line 2 (Optional)

City *

Alkmaar

State *

Noord-Holland

Postal Code *

1822 BS

Country/Region *

Netherlands

Microsoft respects your privacy. See our [privacy statement](#).

[Cancel](#) [Save](#)

Order summary

CyberGate SIP connect to Microsoft Teams € 17,57

CyberGate flex plan

First month free, then € 17,57/user/month x 1

Estimated tax: [Calculate now](#)

Total € 17,57/month + tax

What you pay today

CyberGate flex plan [Free trial](#) € 0,00

Your credit card will only be charged after the completion of the first month free trial associated with this subscription.

[Place order](#)

By clicking "Place Order", I (a) agree to the [Terms of Sale, Amendment and Privacy Statement](#) associated with the Marketplace offering listed on this page and (b) agree that Microsoft may share my contact, usage and transactional information with the provider of the offering for support, billing and other transactional activities. Microsoft doesn't provide the rights for third-party offerings. See the [Marketplace terms](#) for the applicable Microsoft payment and billing terms.

Microsoft | AppSource Apps Consulting Services My Orders Sell Blog Search Microsoft AppSource

Thank you for purchasing CyberGate SIP connect to Microsoft Teams

Your purchase has been submitted and your subscription will be ready to configure shortly. Please don't close your browser or use the back button.

Your purchase details


Offer: CyberGate SIP connect to Microsoft Teams
Plan: CyberGate flex plan [Free trial](#)
Term: Monthly

Total: € 17,57/month + tax

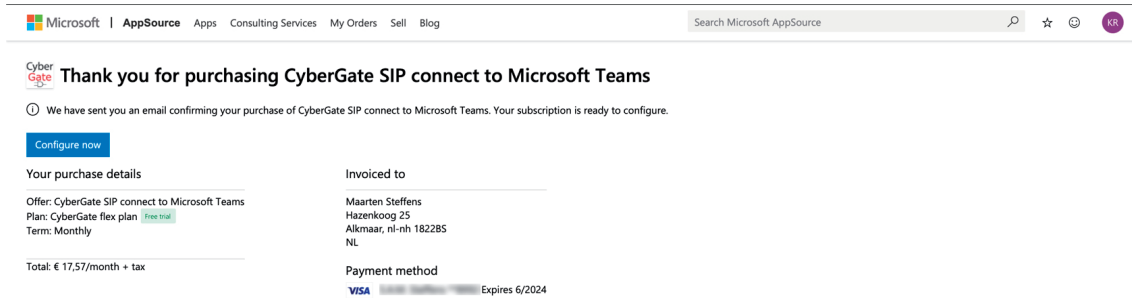
Invoiced to

Maarten Steffens
Hazenkoog 25
Alkmaar, nl-nh 1822BS
NL

Payment method

 Expires 6/2024

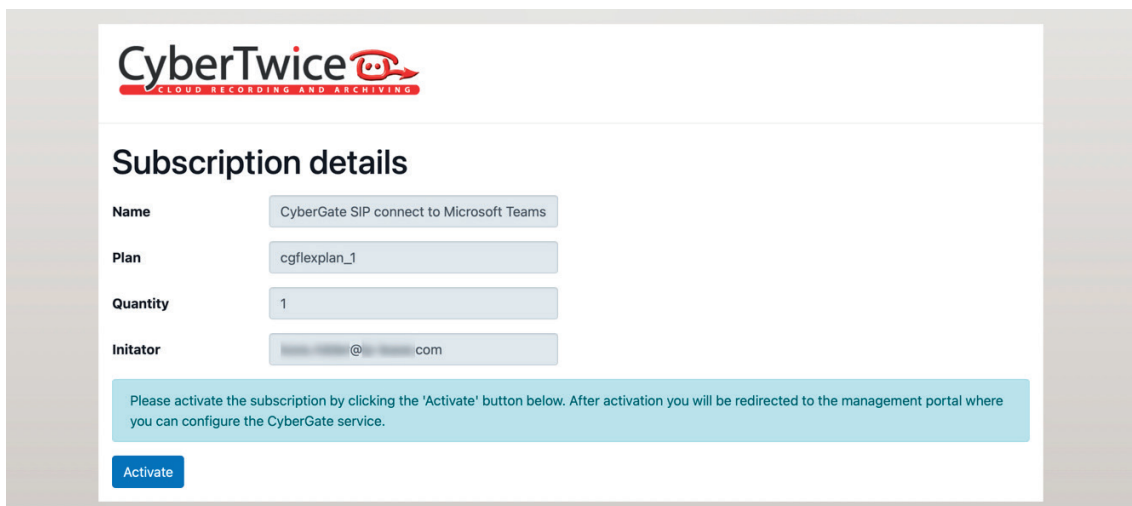
When done, click 'Configure now'.




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.





Subscription details

Name	CyberGate SIP connect to Microsoft Teams
Plan	cgflexplan_1
Quantity	1
Initiator	[redacted]@ [redacted].com

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.

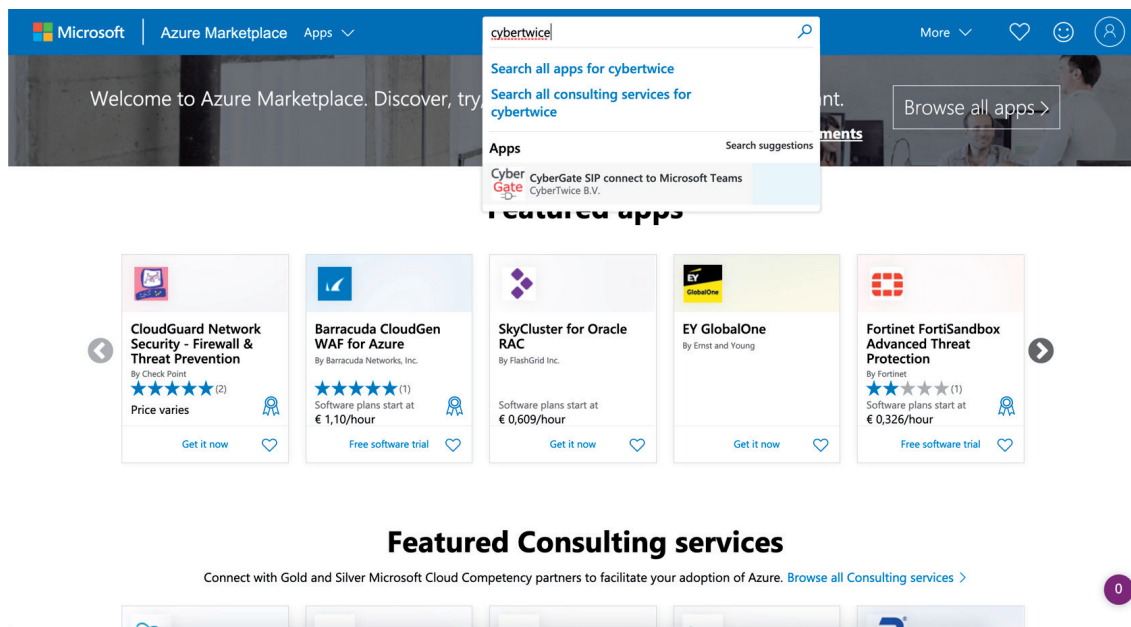
[Activate](#) Subscription successfully activated!

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

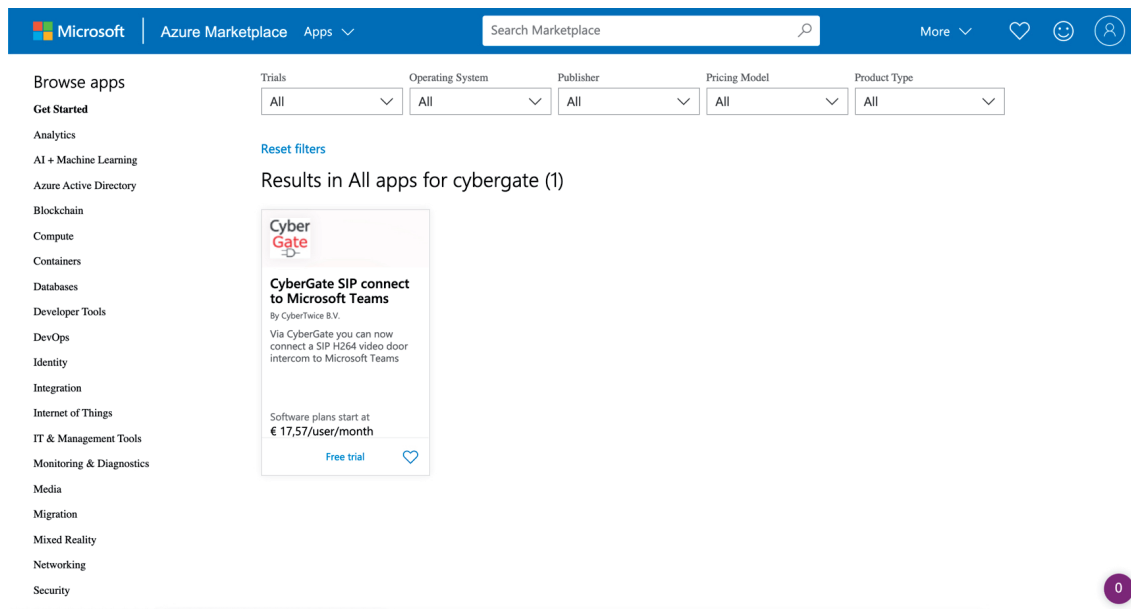
Purchase in the Microsoft Azure Marketplace

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.



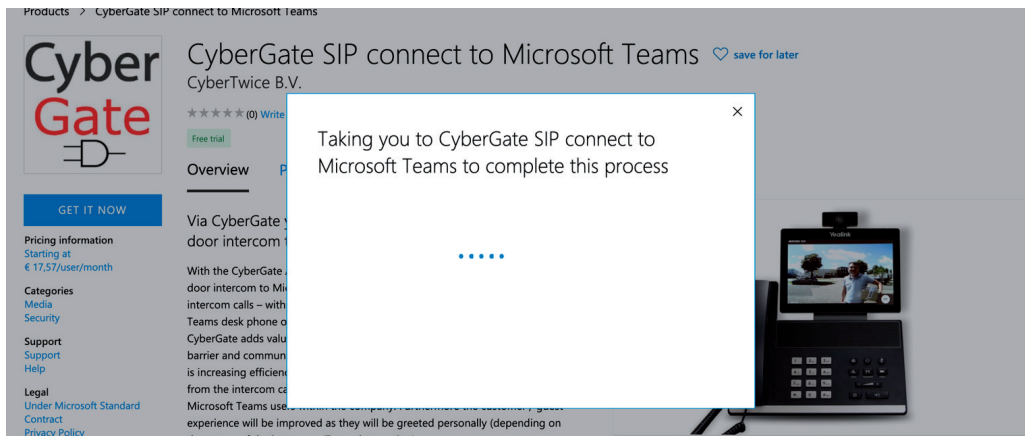
The overview page provides information regarding CyberGate, plans, pricing information and reviews.

Click 'Get it now' to start the purchasing procedure.

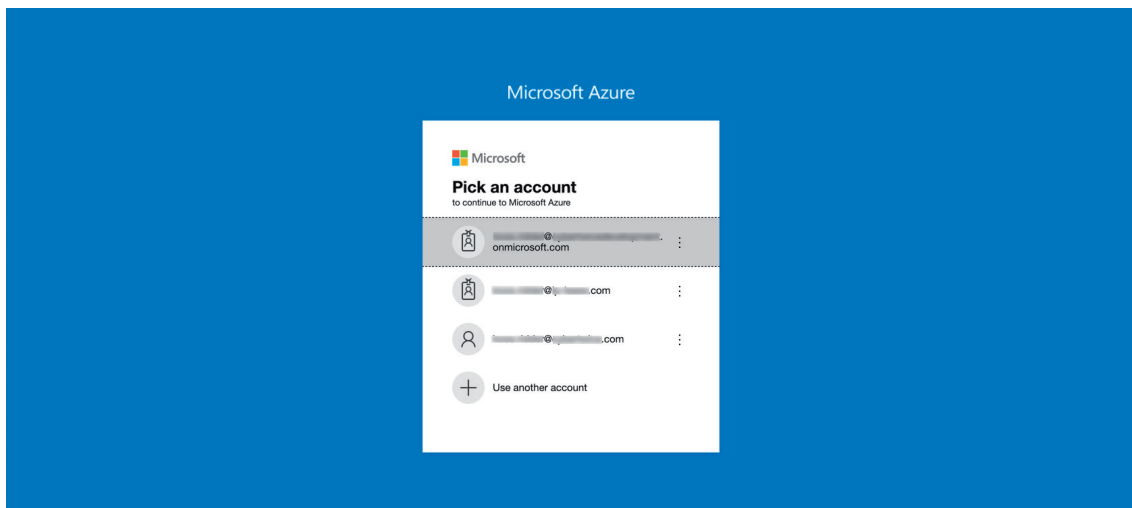
The screenshot shows the Azure Marketplace page for 'CyberGate SIP connect to Microsoft Teams' by CyberTwice B.V. The page includes a navigation bar with 'Microsoft', 'Azure Marketplace', 'Apps', 'Consulting Services', and 'Hire an expert'. The product title is 'CyberGate SIP connect to Microsoft Teams' with a 'Save to my list' button. Below the title is a 'Free trial' button and tabs for 'Overview', 'Plans + Pricing', and 'Reviews'. The 'Overview' tab is selected, showing a description: 'The solution to connect a SIP video door intercom to Microsoft Teams with audio and live video!'. It also lists 'Challenges', 'Features' (Two-way audio, Live video, Opening door/gate), and 'Prerequisites' (Microsoft Office 365, Microsoft Azure, SIP audio/video, CyberGate subscription). A 'Learn more' section with links to 'CyberGate flyer', 'CyberGate Manual', 'CyberGate partner presentation', and 'CyberTwice website' is at the bottom. On the left, there is a sidebar with 'GET IT NOW', 'Pricing information' (Starting at US\$19.95/user/month), 'Categories' (Media, Security), 'Support' (Support, Help), and 'Legal' (Under Microsoft Standard Contract, Privacy Policy).

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

The screenshot shows a Microsoft permission dialog box titled 'One more thing ...'. It asks for permission to use or share account information. The text states: 'This app requires some basic profile information. You have provided the information already so you're good to go!'. There is a checkbox labeled 'I give Microsoft permission to use or share my account information so that the provider or Microsoft can contact me regarding this product and related products. I agree to Microsoft Standard Contract and provider's privacy policy and understand that the rights to use this product do not come from Microsoft, unless Microsoft is the provider. Use of Azure Marketplace is governed by separate terms and privacy.' The user is signed in as 'Koos Ridder (koos.ridder@cybertwicedevelopment.onmicrosoft.com)'. A 'Continue' button is at the bottom right. The background shows the same Azure Marketplace page as the previous screenshot.



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.

Microsoft Azure

Search resources, services, and docs (G+/I)

Home > CyberGate SIP connect to Microsoft Teams

CyberTwice B.V.

CyberGate SIP connect to Microsoft Teams Save for later

Free trial

Select a plan CyberGate flex plan Set up + subscribe

Overview Plans + Pricing Usage Information + Support

Offered under Microsoft Standard Contract | Amendment

Challenges

Is your organization migrating from a SIP based phone system / PBX to Microsoft Teams and you need to connect your existing SIP video door intercom to Teams? The CyberGate service makes this migration painless and is the **only** solution that not only offers **two-way audio**, but also **live video** support. So you can keep your existing video door intercom and use it with the Teams desktop client, Teams compatible desk phone or Teams Smartphone app.

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Features

- Two-way audio with the Microsoft Teams user: either the Teams client on your desktop PC, or Teams compatible desk phone, or Teams app on your Smartphone.
- Live video to the Microsoft Teams user who receives the intercom call.
- Opening door / gate via the SIP intercom built-in dry relay (If the SIP intercom supports this feature)

Prerequisites

- Microsoft Office 365 with Teams for Enterprises (incl call functions).
- Microsoft Azure - pay as you go - subscription (free Azure account not supported).
- A compatible SIP audio - or SIP video door station.
- Subscription to the CyberGate SIP to Teams service available in the Microsoft Azure Marketplace.

CyberTwice, as a young RegTech company, evolved from previous organizations, which were prominent in the market for compliant voice recording and archiving solutions. CyberGate is the first full Microsoft Azure integration from CyberTwice and created to provide SIP connectivity to Microsoft Teams.

Media

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 from Monthly to Yearly by clicking on 'Change plan'. When finished, click 'Review + Subscribe'.

Microsoft Azure

Search resources, services, and docs (G+/I)

Home > CyberGate SIP connect to Microsoft Teams

Subscribe To CyberGate SIP connect to Microsoft Teams

Subscribe to plan

* Basics Review + subscribe

Fill out the plan details. After you've finished subscribing, configure your SaaS account on the publisher's website to complete the process.

Plan details

Subscription * Microsoft Partner Network

Name *

Plan

CyberGate flex plan - Monthly

With the CyberGate per month or per year subscription you can connect a SIP H264 video door intercom to Microsoft Teams.

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. Enjoy!

[Change plan](#)

Billing term Monthly

Price

First month free,
then €17.57013 per user per month

*User count (Min - 1, Max - 10)

Review + subscribe < Previous Next: Review + subscribe >

Useful links

[View this offer in Marketplace](#)

[View all your SaaS subscriptions](#)

Confirm the terms of use, complete the Contact details and click 'Subscribe'.

Microsoft Azure

Home > CyberGate SIP connect to Microsoft Teams > Subscribe To CyberGate SIP connect to Microsoft Teams

Subscribe to plan

* Basics **Review + subscribe**

Offer + plan details

CyberGate SIP connect to Microsoft Teams - CyberGate flex plan
by CyberTwice B.V.

[Microsoft Standard Contract](#) | [Amendment](#) | [privacy policy](#)

Terms of use

By clicking "Subscribe" and completing the purchase with the provider, I (a) agree to the legal terms and privacy statement(s) associated with each Marketplace offering above, (b) authorize Microsoft to charge or bill my current payment method for the fees associated with my use of the offering(s), including applicable taxes, with the same billing frequency as my Azure subscription, until I discontinue use of the offering(s), and (c) agree that Microsoft may share my contact information and transaction details (including usage volume associated with the offering) with the seller(s) of the offering(s). Microsoft does

☒ I give Microsoft permission to use and share my contact information so that Microsoft or the Provider can contact me regarding this product and related products.

Contact details

Name

Primary email address *

Primary phone number *

Basics

Subscription	Microsoft Partner Network
Name	TestVanKooos
Plan	CyberGate flex plan
Billing term	Monthly
Price	First month free, then €17.57013 per user per month
User count	1

After subscribing, remember to configure your SaaS account on the publisher's website.

Subscribe < Previous: Basics Next >

Microsoft Azure

Home > CyberGate SIP connect to Microsoft Teams > Subscribe To CyberGate SIP connect to Microsoft Teams > Subscription progress

*** Your SaaS subscription is in progress

SaaS resource name: TestVanKooos

Purchase start time: Monday, November 16, 2020, 1:35:08 PM

Offer & plan details: CyberGate SIP connect to Microsoft Teams - CyberGate flex plan - Monthly

Next steps (available once subscribed)

To complete the purchase, configure your SaaS account on the publisher's website.

Configure account now

Important to know

Billing will start after your account is configured on the publisher's website.

If no action is taken within 30 days, this SaaS subscription will be automatically deleted.

Your SaaS subscription will appear on the **Software as a Service (SaaS)** page in the Azure portal. To access it easily, save it to your favorite services or pin it to the dashboard.

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. !**

Microsoft Azure

Home > CyberGate SIP connect to Microsoft Teams > Subscribe To CyberGate SIP connect to Microsoft Teams

Subscription progress

✓ Your SaaS subscription is complete. Configure account to enjoy free trial.

SaaS resource name: TestVanKoos

Purchase start time: Monday, November 16, 2020, 1:35:08 PM

Offer & plan details: CyberGate SIP connect to Microsoft Teams - CyberGate flex plan - Monthly

Next steps

To complete the purchase, configure your SaaS account on the publisher's website.

[Configure account now](#)

Important to know

Billing will start after your account is configured on the publisher's website.

If no action is taken within 30 days, this SaaS subscription will be automatically deleted.

Your SaaS subscription will appear on the [Software as a Service \(SaaS\)](#) page in the Azure portal. To access it easily, save it to your favorite services or pin it to the dashboard.

Useful links

- [View your SaaS subscription](#)
- [View all your SaaS subscriptions](#)
- [View this offer in Marketplace](#)

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

CyberTwice

Subscription details

Name: CyberGate SIP connect to Microsoft Teams

Plan: cgflexplan_1

Quantity: 1

Initiator: [redacted]@[redacted].com

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.

[Activate](#)

CyberTwice

Subscription details

Name: CyberGate SIP connect to Microsoft Teams

Plan: cgflexplan_1

Quantity: 1

Initiator: [redacted]@[redacted].com

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.

[Activate](#) Subscription successfully activated!

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

Step 2: The CyberGate Admin Portal

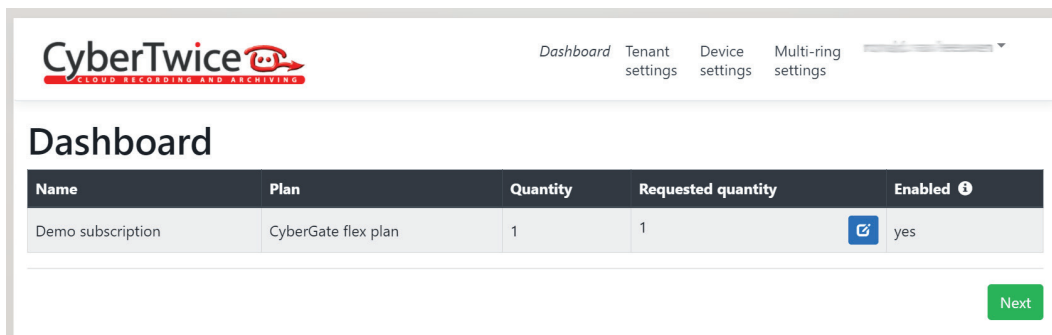
The CyberGate Admin Portal is divided into four sections, you can navigate between them with the 'Next' and 'Previous' buttons.

Dashboard

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*'.



The screenshot shows the CyberTwice Admin Portal Dashboard. At the top, there is a navigation bar with the CyberTwice logo and four menu items: Dashboard, Tenant settings, Device settings, and Multi-ring settings. The Dashboard section is active. Below the navigation bar, the title 'Dashboard' is displayed. A table with five columns is shown: Name, Plan, Quantity, Requested quantity, and Enabled. The table contains one row for 'Demo subscription' with a plan of 'CyberGate flex plan', a quantity of 1, a requested quantity of 1, and an enabled status of 'yes'. A blue 'edit' icon is visible next to the 'Requested quantity' value. A green 'Next' button is located at the bottom right of the dashboard area.

Name	Plan	Quantity	Requested quantity	Enabled
Demo subscription	CyberGate flex plan	1	1	yes

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.

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard *Tenant settings* Device settings Multi-ring settings

Tenant settings

Admin consent

The CyberGate service needs to be granted a limited set of access rights to your Azure environment to function correctly. These rights have to be provided by an administrator of your organization.

By clicking the link below, you will be redirected to Microsoft to grant these access rights.

[Provide admin consent](#)

Call forwarding ⓘ

Call forwarding is disabled

The Teams call will not be forwarded to another user or user group, even if this is configured for the called Teams user. The voicemail will never answer the call. If this is not the desired behavior, the call forwarding can be enabled.

[Enable call forwarding](#)

Configured WAN IP addresses ⓘ

No WAN IP address has been configured. A connection from your device to the CyberGate service will not be possible.

[Add current IP \(213.239.154.31\)](#)

Other WAN IP address [Add](#)

Add additional WAN IP addresses.

[Previous](#) [Next](#)

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.

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings Device settings Multi-ring settings

Tenant settings

Admin consent

Admin consent has been provided for this tenant.

Call forwarding ⓘ

Call forwarding is disabled

The Teams call will not be forwarded to another user or user group, even if this is configured for the called Teams user. The voicemail will never answer the call. If this is not the desired behavior, the call forwarding can be enabled.

[Enable call forwarding](#)

Configured WAN IP addresses ⓘ

Address	Delete
213.239.154.31	

[Add](#)

Add additional WAN IP addresses.

[Previous](#) [Next](#)

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*'.

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 screenshot shows the CyberTwice web interface. At the top, there's a navigation bar with the CyberTwice logo and links for Dashboard, Tenant settings, Device settings (which is highlighted), and Multi-ring settings. The user's name, Koos Ridder, is in the top right. Below the navigation bar, the page title is 'Device settings'. A message states: 'The username and password for your device are automatically generated when a device is added.' Below this, a yellow box contains the text: 'No devices configured. Please add a device which will be connected to the CyberGate service.' A blue 'Add device' button is prominently displayed. Below the button, a note explains that for the display name to be visible in Teams, some configuration is required, and a PowerShell script can be downloaded. A blue 'Download' button is provided. At the bottom, there are green 'Previous' and 'Next' buttons.

The device has a display name, (SIP) username, (SIP) password and licensing state.

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

This screenshot shows the same CyberTwice interface, but now a device has been added. The 'Add device' button is still present. The table below the instructions contains the following data:

Display name	Username	Password	Licensed ⓘ	Action
CyberGate SIP connect to Microsoft Teams - CyberGate flex plan				
Intercom [redacted] ⚠	ZW [redacted] 05 [copy icon]	PY5 [redacted] [copy icon]	no	[edit icon] [delete icon]

Below the table, there is a blue 'Add device' button, a note about Teams configuration with a 'Download' button, and green 'Previous' and 'Next' buttons at the bottom.

The Display name field will show the name that the intercom has been given and will also show an explanation mark symbol. It indicates that this display name will not be shown when the intercom is being rang until a PowerShell script is being downloaded and ran. Until then, the incoming calls from the intercom will be shown as 'Intercom'.

Refer to the Appendix at the end of this manual for instructions on how to modify the display name from the default 'Intercom' to the Display name given.

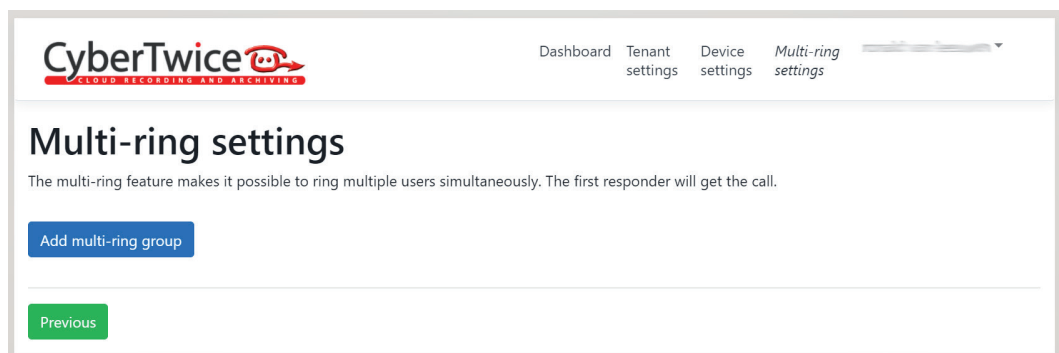
Click 'Next' to continue with the multi-ring settings.

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. !

The screenshot shows a modal form titled 'Add multi-ring group'. It contains three input fields: 'Name' with the value 'TestGroup', 'Domain' with the value 'cybergate.cybertwice.com', and 'Description' with the value 'This is a multi-ring group for test purpo'. At the bottom right of the form are two buttons: 'Cancel' and 'Save'.

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.

The screenshot shows the 'Multi-ring settings' page in the CyberTwice interface. The page title is 'Multi-ring settings' with a subtitle explaining the feature. The group name is 'TestGroup@cybergate.cybertwice.com'. A message states 'This multi-ring group does not yet contain any participants.' Below this is a form to add participants with an email input field, a dropdown for domain (currently 'cybertwice.com'), and an 'Add' button. At the bottom are 'Add multi-ring group' and 'Previous' buttons.

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings Device settings *Multi-ring settings*

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.

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

@ cybertwice.com Add

Add multi-ring group

Previous

The screenshot shows the 'Multi-ring settings' page with the same group name. The message now states 'This is a multi-ring group for test purposes'. Below this is a table listing the group members. The table has two columns: 'Teams username' and 'Delete'. It lists 'userA@cybertwice.com' and 'userB@cybertwice.com', each with a delete icon. Below the table is the same form to add participants. At the bottom are 'Add multi-ring group' and 'Previous' buttons.

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings Device settings *Multi-ring settings*

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

Teams username	Delete
userA@cybertwice.com	
userB@cybertwice.com	

@ cybertwice.com Add

Add multi-ring group

Previous

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 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>

Commend SIP Intercom Terminal

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

<https://support.cybertwice.com/knowledgebase.php?article=8>

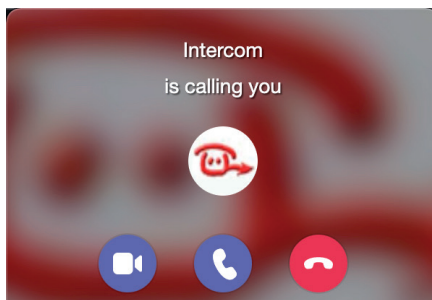
Akuvox SIP Video Doorphone

For a detailed configuration instruction for Akuvox Doorphones, see:


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

Appendix: Configure the display name of the intercom

By default, incoming calls from the intercom will be announced in Teams as 'Intercom'.









If you have multiple intercoms configured in the CyberGate service, or you would like to show another name in Teams you can modify the name per configured intercom. This can be done in the Device settings menu.

Dashboard Tenant settings **Device settings** Multi-ring settings

Device settings

The username and password for your device are automatically generated when a device is added.

Display name	Username	Password	Licensed ⓘ	Action
CyberGate SIP connect to Microsoft Teams - CyberGate flex plan				
Intercom 	ZW  O5 	PY5 	no	 

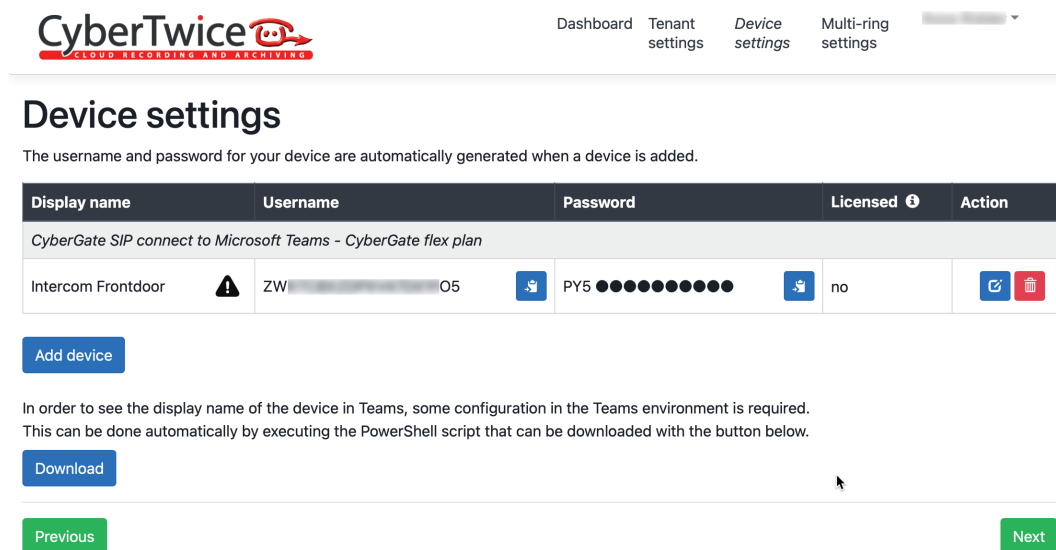
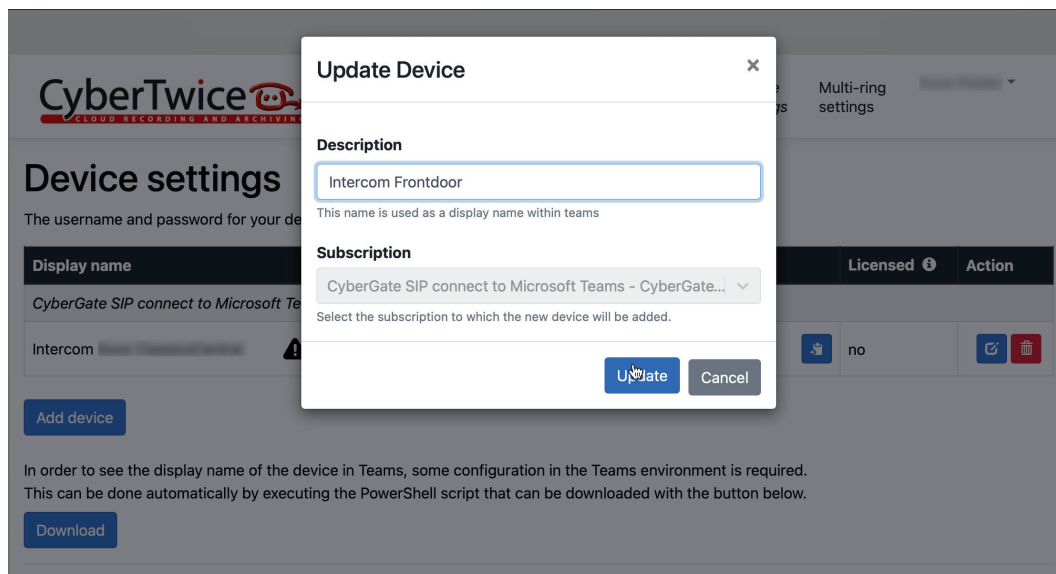
[Add device](#)

In order to see the display name of the device 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.

[Download](#)

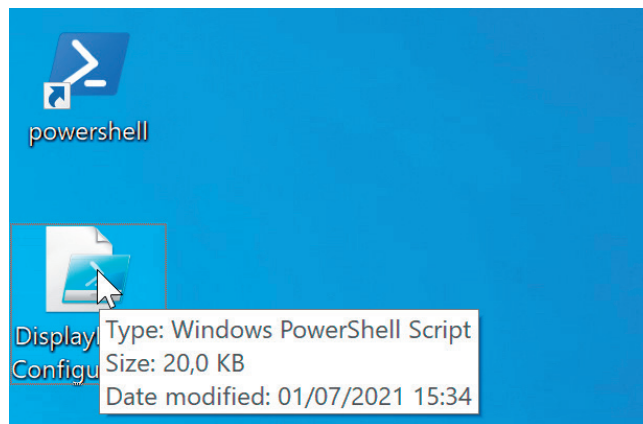
[Previous](#) [Next](#)

The Display name is the name that was configured when adding the intercom to the CyberGate. It can be modified using the blue edit button under 'Action'.

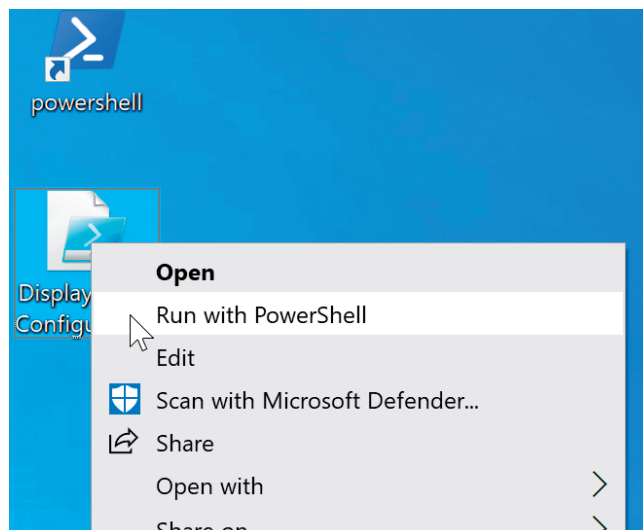


If the 'Display name' shows an explanation mark symbol, it indicates that the name shown will not be used for incoming intercom calls. Additional steps are necessary to get this name to be shown.

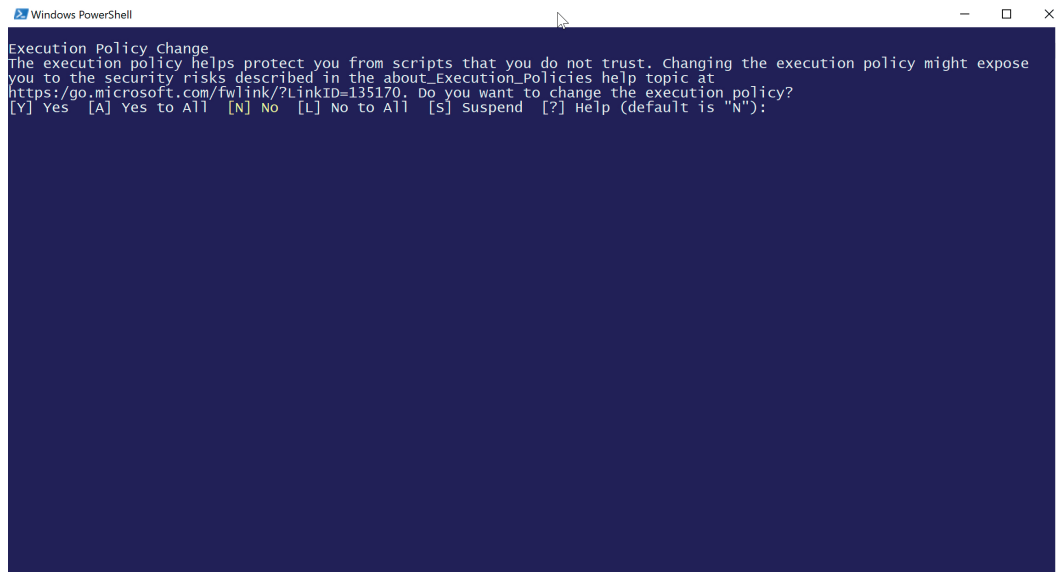
1. Make sure you have a PC with Microsoft PowerShell installed.
2. Download the PowerShell configuration script using the 'Download' button.



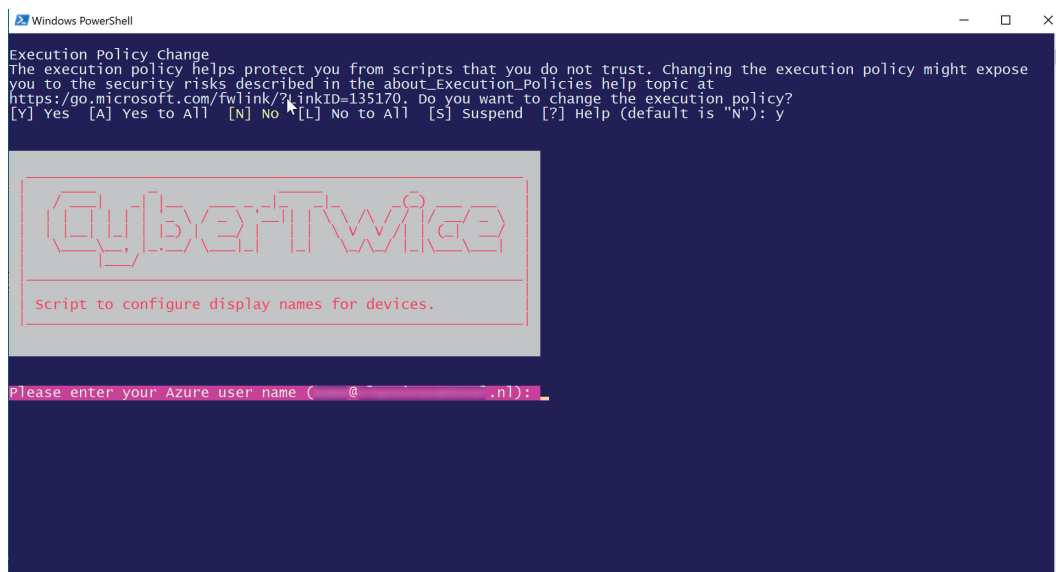
3. Right-click on the 'DisplayNameConfiguration.ps1' file and select 'Run with PowerShell'.



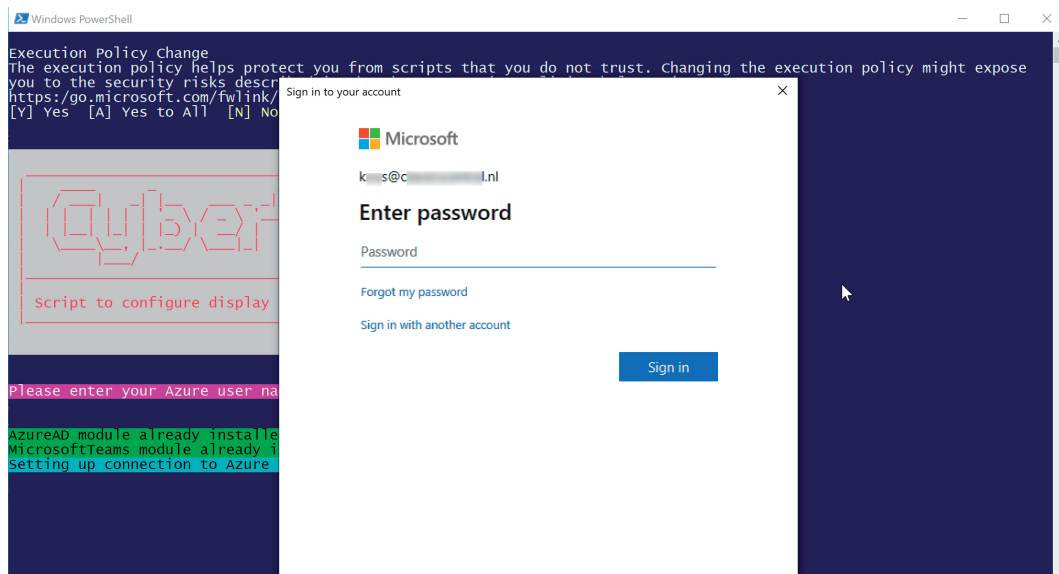
4. PowerShell will open and display a warning. Select 'Yes' to execute this script.



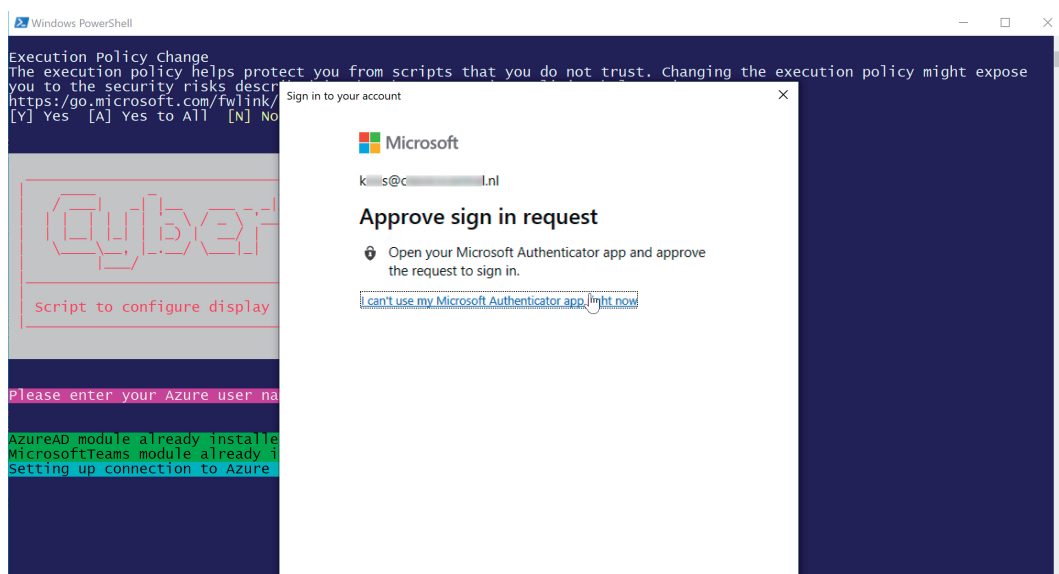
5. The script will ask you for your Microsoft account, this is by default the same account as used to configure the CyberGate service. You can however change the used account here.



6. Enter your password to login at Microsoft.



7. If you have two-factor authentication enabled, follow the steps asked for.



8. After successful authentication, the script will run and will display 'Script successfully done' if no errors occurred. Press Enter to exit the script.

```

Windows PowerShell
Setting up connection to Microsoft Teams... (this can take a while)
Initialization successful (SfBPowerShellSessionViaTeamsModule_4afb5479-de4e-48c6-9301-3f5682e020e7)

Finding onmicrosoft domain...
Successfully found onmicrosoft domain within tenant: .onmicrosoft.com

Checking configuration of every device...

Checking CyberTwice CyberGate application instance:
- TenantId = e5fd226b-dfae-48e6-8a59-a3da7dd4e28d
- ApplicationId = ec32bf45-0406-4ba3-8066-08de2d0877b4
- DeviceId = ae58dac6-5e79-493d-a582-0a77aa6c73ec
- DisplayName = Intercom Frontdoor
- PrincipalName = cybergate.ae58dac6-5e79-493d-a582-0a77aa6c73ec@.onmicrosoft.com

Creating CyberTwice CyberGate application instance for device ae58dac6-5e79-493d-a582-0a77aa6c73ec... (this can take a while)
Successfully assigned icon to CyberTwice CyberGate application instance 5255dacf-14f3-40b0-ad67-327ea51ae3e8.
Created CyberTwice CyberGate application instance for device ae58dac6-5e79-493d-a582-0a77aa6c73ec.

closing down connections...

Script successfully done

Current configured CyberGate display names.


| Device ID                            | Device Application Instance ID       | Display Name       |
|--------------------------------------|--------------------------------------|--------------------|
| ae58dac6-5e79-493d-a582-0a77aa6c73ec | 5255dacf-14f3-40b0-ad67-327ea51ae3e8 | Intercom Frontdoor |



Note: It can take up to 1 hour before the configured display name(s) are visible in the Teams client.

Press Enter to exit...

```

It can take up to an hour before the change will be in effect, up to that moment it will display 'Intercom'.

When in effect, the configured Display name will be displayed in Teams when the intercom operated.

