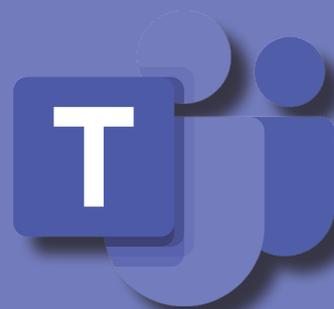


TechNote: CyberGate

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 successful 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.

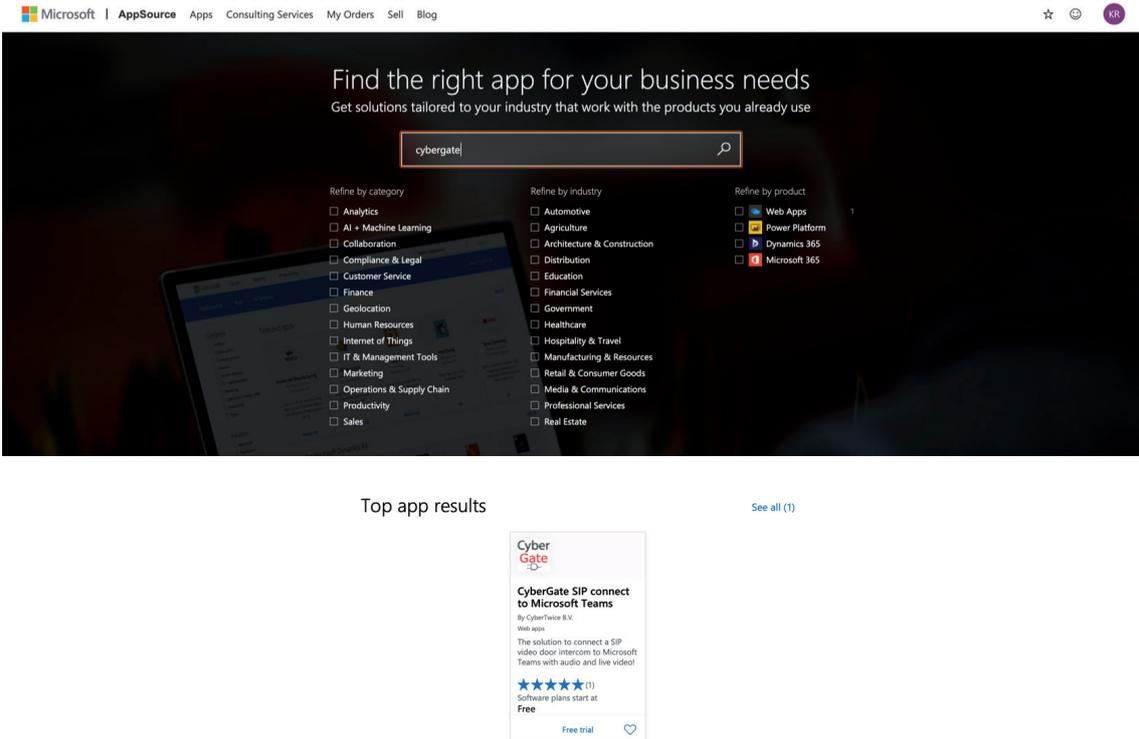
Step 1: Purchase of the CyberGate service

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>

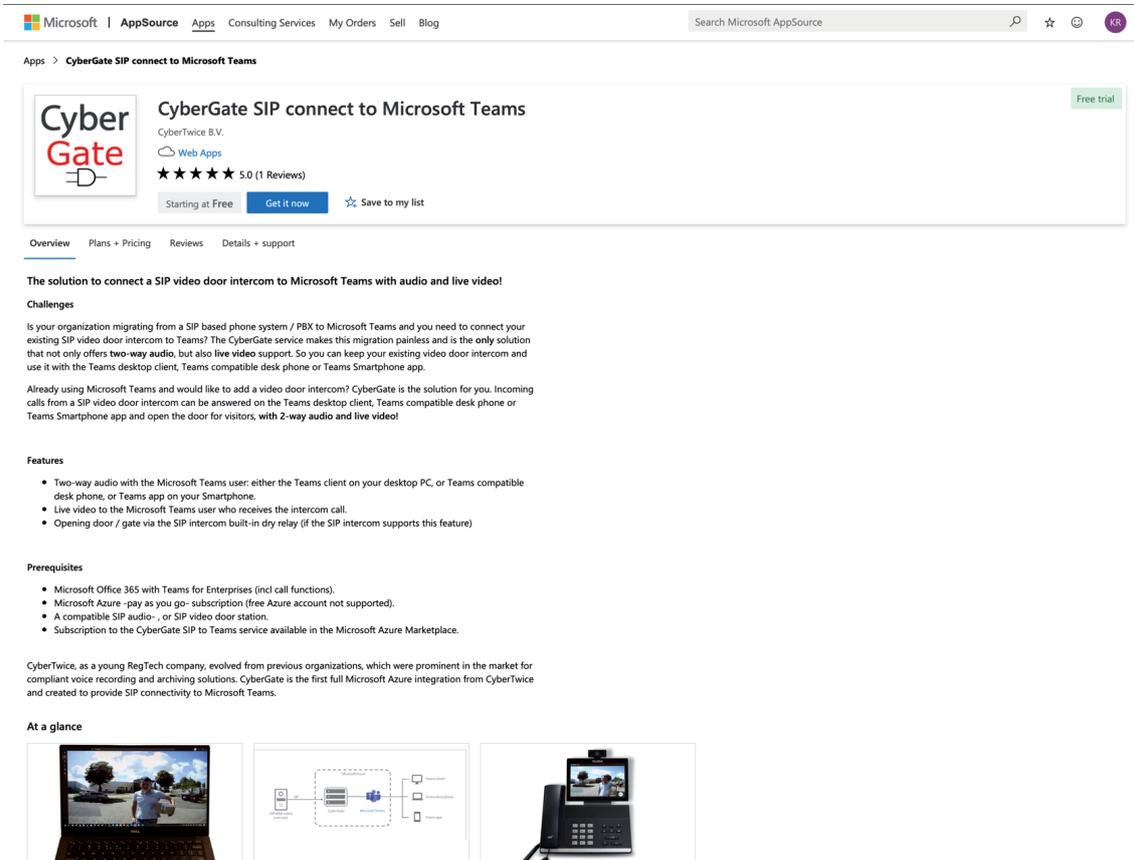


The screenshot shows the Microsoft AppSource search interface. At the top, there is a navigation bar with 'Microsoft | AppSource' and links for 'Apps', 'Consulting Services', 'My Orders', 'Sell', and 'Blog'. A search bar contains the text 'cybergate'. Below the search bar, there are three columns of filters: 'Refine by category', 'Refine by industry', and 'Refine by product'. The 'Refine by category' column includes options like Analytics, AI + Machine Learning, Collaboration, Compliance & Legal, Customer Service, Finance, Geolocation, Human Resources, Internet of Things, IT & Management Tools, Marketing, Operations & Supply Chain, Productivity, and Sales. The 'Refine by industry' column includes Automotive, Agriculture, Architecture & Construction, Distribution, Education, Financial Services, Government, Healthcare, Hospitality & Travel, Manufacturing & Resources, Retail & Consumer Goods, Media & Communications, Professional Services, and Real Estate. The 'Refine by product' column includes Web Apps, Power Platform, Dynamics 365, and Microsoft 365. Below the filters, the text 'Find the right app for your business needs' and 'Get solutions tailored to your industry that work with the products you already use' is displayed. The search results section shows 'Top app results' with a 'See all (1)' link. The single result is 'CyberGate SIP connect to Microsoft Teams' by CyberTwice B.V., a Web app. The description states: 'The solution to connect a SIP video door intercom to Microsoft Teams with audio and live video!'. It has a 5-star rating (1 review) and 'Software plans start at Free'. A 'Free trial' button and a heart icon are visible at the bottom of the card.

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.



The screenshot shows the Microsoft AppSource page for the application "CyberGate SIP connect to Microsoft Teams". The page header includes the Microsoft logo, navigation links (AppSource, Apps, Consulting Services, My Orders, Sell, Blog), and a search bar. The main content area features the app's logo, name, developer (CyberTwice B.V.), a "Web Apps" icon, a 5.0 star rating from 1 review, and a "Get it now" button. Below the app card, there are tabs for "Overview", "Plans + Pricing", "Reviews", and "Details + support". The "Overview" tab is active, displaying the following text:

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 diy 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

The "At a glance" section contains three images: a laptop displaying a video call, a diagram showing the integration architecture between a SIP intercom, CyberGate, and Microsoft Teams, and a physical SIP intercom device with a video camera.

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

Monthly

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

Yearly

First month free, then € 189,352/user/year

Save 10%

Number of users (1-10)

Payment method [Cancel](#)

We accept the following cards:

Cardholder Name *

Card number *

Expires

MM YY

CVV *

Address line 1 *

Address line 2 (Optional)

City *

State *

Postal Code *

Country/Region *

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

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.

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

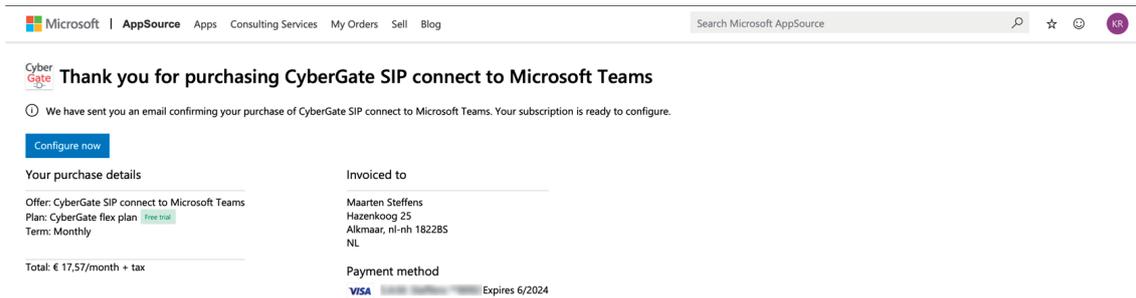
Invoiced to

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

Payment method

Expires 6/2024

When done, click 'Configure now'.



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

Thank you for purchasing CyberGate SIP connect to Microsoft Teams

We have sent you an email confirming your purchase of CyberGate SIP connect to Microsoft Teams. Your subscription is ready to configure.

[Configure now](#)

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

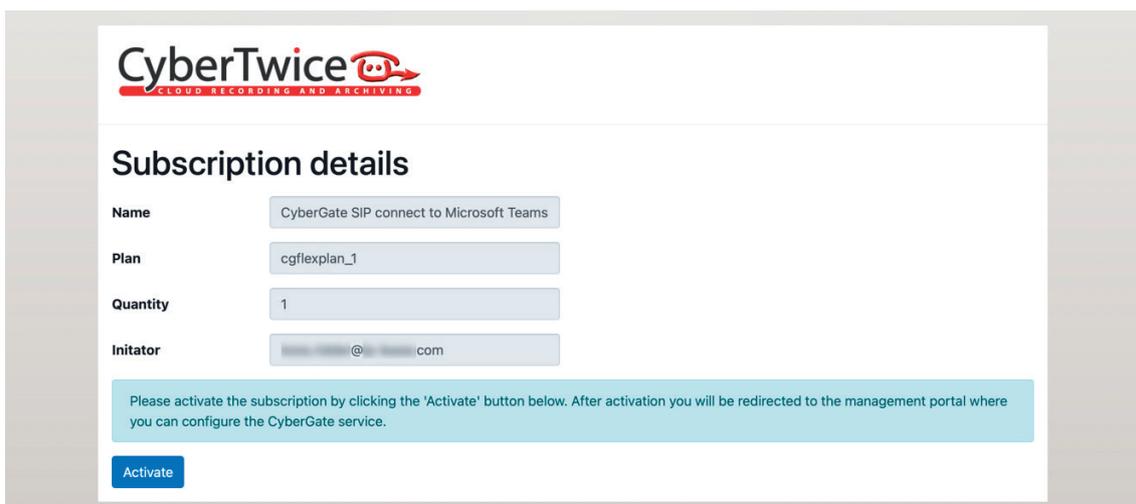
Payment method

VISA Expires 6/2024

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.



CyberTwice
CLOUD RECORDING AND ARCHIVING

Subscription details

Name CyberGate SIP connect to Microsoft Teams

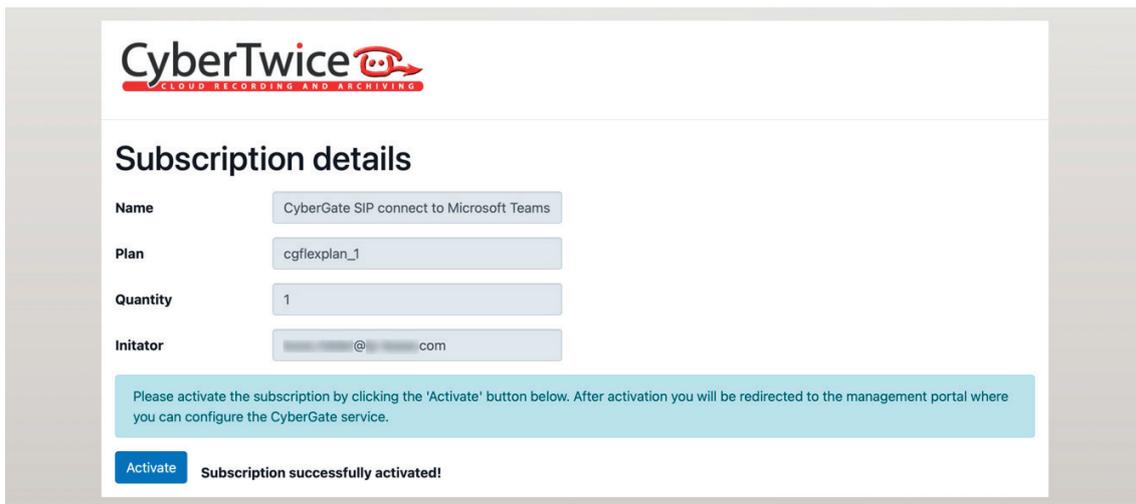
Plan cgflexplan_1

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](#)



The screenshot shows the CyberTwice logo at the top left, with the tagline "CLOUD RECORDING AND ARCHIVING". Below the logo is the heading "Subscription details". The form contains the following fields:

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

Below the form is a light blue box with the text: "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."

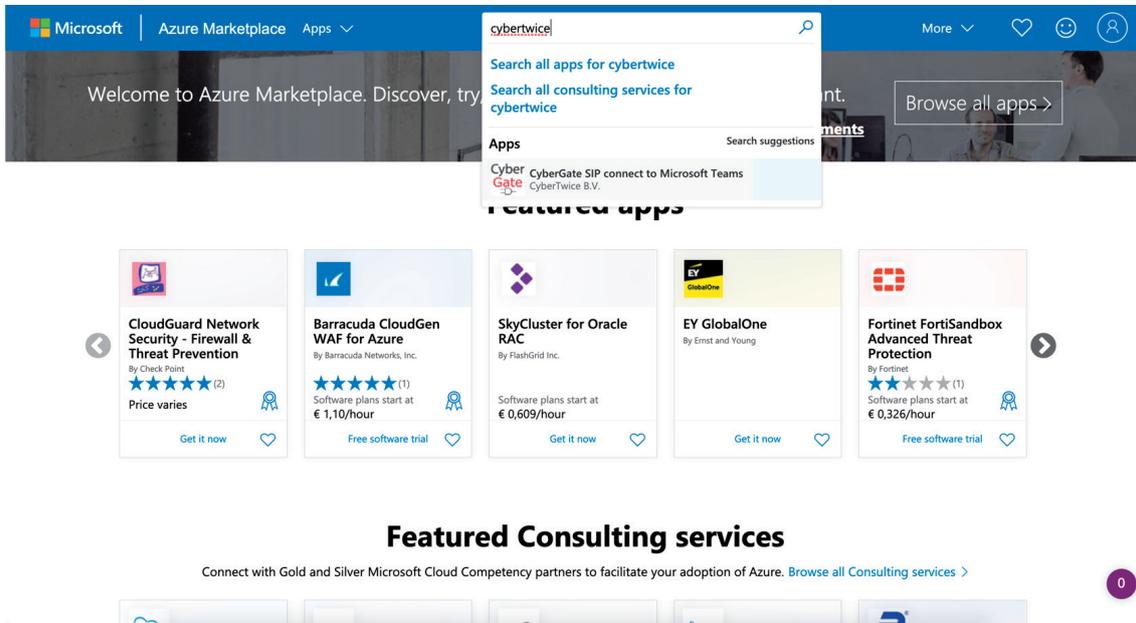
At the bottom left is a blue "Activate" button. To its right, the text "Subscription successfully activated!" is displayed.

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

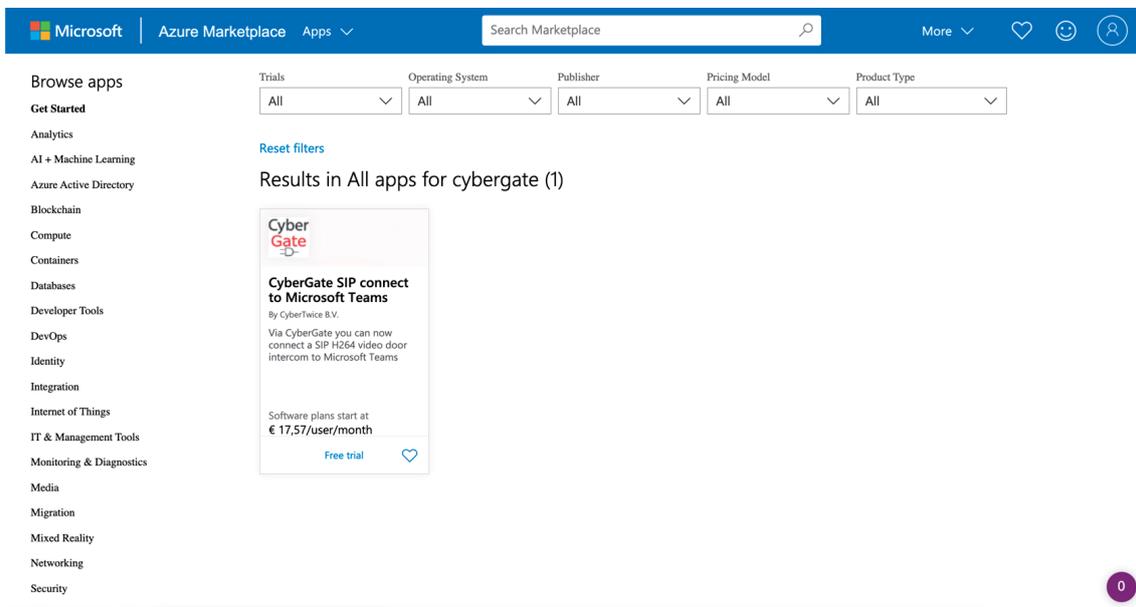
Purchase in the Microsoft Azure Marketplace

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.

Microsoft | Azure Marketplace | Apps | Consulting Services | Hire an expert | Search Marketplace | Sell | Blog | ❤️ | 😊 | 👤

Products > CyberGate SIP connect to Microsoft Teams

CyberGate SIP connect to Microsoft Teams

CyberTwice B.V. [Save to my list](#)

★★★★★ (0) [Write a review](#)

[Free trial](#)

[Overview](#) | [Plans + Pricing](#) | [Reviews](#)

GET IT NOW

Pricing information
Starting at
USD19.99/user/month

Categories
Media
Security

Support
Support
Help

Legal
Under Microsoft Standard
Contract | [Amendment](#)
[Privacy Policy](#)

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.

Learn more

- [CyberGate flyer](#)
- [CyberGate Manual](#)
- [CyberGate partner presentation](#)
- [CyberTwice website](#)

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

CyberTwice B.V. [Write a review](#)

★★★★★ (0) [Write a review](#)

[Free trial](#)

[Overview](#) | [Plans + Pricing](#) | [Reviews](#)

GET IT NOW

Pricing information
Starting at
€ 17,57/user/month

Categories
Media
Security

Support
Support
Help

Legal
Under Microsoft Standard
Contract | [Amendment](#)
[Privacy Policy](#)

Via CyberGate SIP connect to Microsoft Teams with audio and live video!

With the CyberGate SIP connect to Microsoft Teams you can connect your existing SIP video door intercom to Microsoft Teams with audio and 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. CyberGate adds value to your existing SIP video door intercom by increasing efficiency and reducing the barrier to entry for your Microsoft Teams users. 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. Your experience will be improved as they will be greeted personally (depending on the set-up of the intercom - Teams integration).

One more thing ...

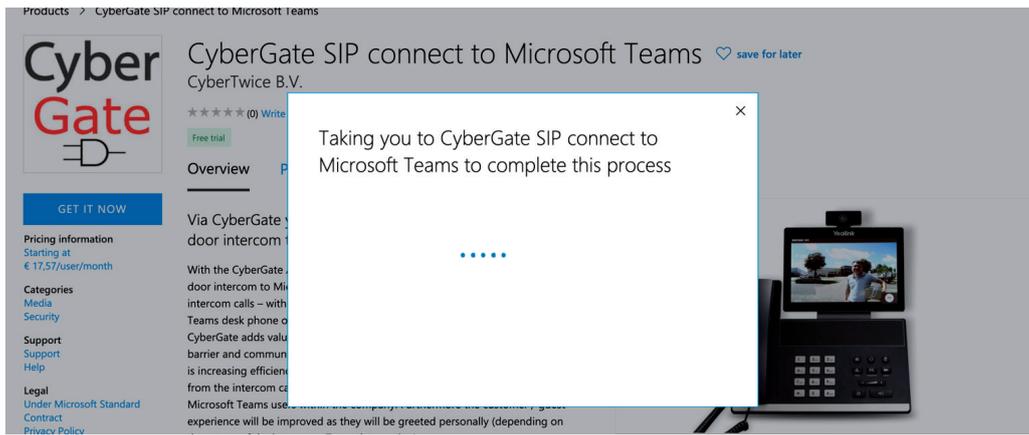
CyberGate SIP connect to Microsoft Teams
By CyberTwice B.V.

This app requires some basic profile information. You have provided the information already so you're good to go! [Edit](#)

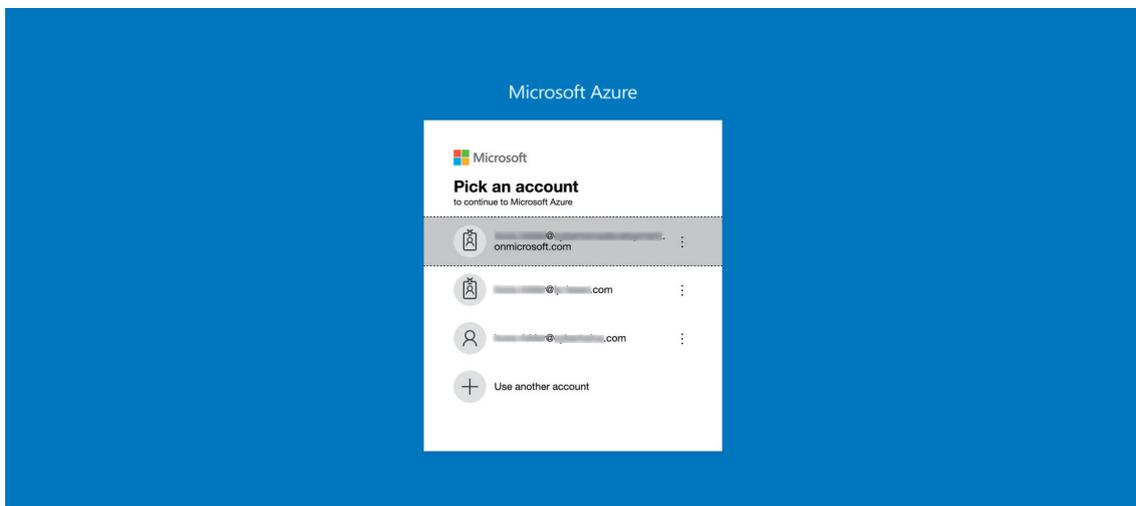
I give Microsoft permission to use or share my account information so that the provider or Microsoft can contact me regarding this product and related products. I agree to [Microsoft Standard Contract](#) and provider's [privacy policy](#) and understand that the rights to use this product do not come from Microsoft, unless Microsoft is the provider. Use of Azure Marketplace is governed by separate [terms](#) and [privacy](#).

You're signed in as **Koos Ridder** (koos.ridder@cybertwicedevelopment.onmicrosoft.com).

[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.

Microsoft Azure

Search resources, services, and docs (G+)

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.

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.

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+)

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 *

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

Price

*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 | Search resources, services, and docs (G+/)

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 not sell or share my contact information with other companies.
 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 | Search resources, services, and docs (G+/)

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

*** SaaS subscription is in progress
Your SaaS subscription 'TestVanKooos' is in progress... 1:35 PM

*** 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. !**

The screenshot shows the Microsoft Azure portal interface. At the top, there's a search bar and user information for 'koos.ridder@ip-lease.co...'. The main heading is 'Subscription progress'. A green checkmark indicates 'Your SaaS subscription is complete. Configure account to enjoy free trial.' Below this, subscription details are listed: SaaS resource name 'TestVanKoois', purchase start time 'Monday, November 16, 2020, 1:35:08 PM', and offer details 'CyberGate SIP connect to Microsoft Teams - CyberGate flex plan - Monthly'. A 'Next steps' section contains a blue box with an information icon and the text 'To complete the purchase, configure your SaaS account on the publisher's website.' Below this is a blue button labeled 'Configure account now'. An 'Important to know' section follows, with three lines of text: '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.', and '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.'

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

The screenshot shows the CyberTwice admin portal. The logo 'CyberTwice CLOUD RECORDING AND ARCHIVING' is at the top. The main heading is 'Subscription details'. Below this, there are four fields: 'Name' with value 'CyberGate SIP connect to Microsoft Teams', 'Plan' with value 'cgflexplan_1', 'Quantity' with value '1', and 'Initiator' with a redacted email address. A blue box contains the text: '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.' Below this is a blue button labeled 'Activate'.

This screenshot is identical to the previous one, but with an additional message. Below the 'Activate' button, the text 'Subscription successfully activated!' is displayed in a blue box.

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

Step 2: The CyberGate Admin Portal

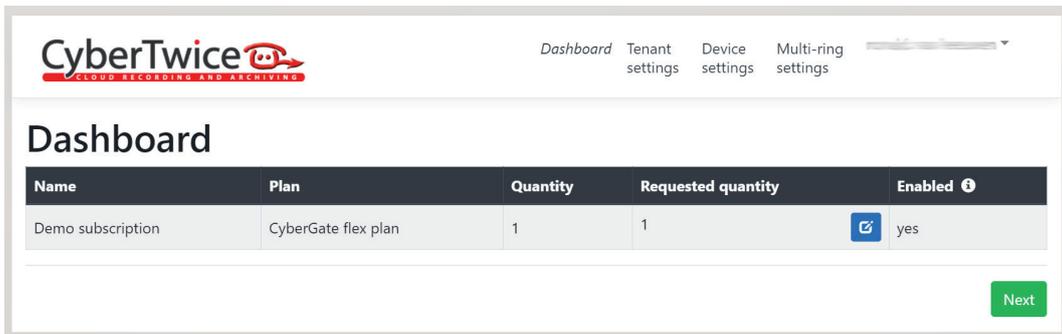
The CyberGate Admin Portal is divided into four sections, you can navigate between them with the 'Next' and 'Previous' buttons.

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*'.



| 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.

The screenshot shows the 'Tenant settings' page in the CyberTwice interface. The page is divided into several sections:

- Admin consent:** A message stating 'Admin consent has been provided for this tenant.'
- Call forwarding:** A section with a toggle switch that is currently disabled. Below it, a text box explains that Teams calls will not be forwarded to other users or voicemail. A blue button labeled 'Enable call forwarding' is present.
- Configured WAN IP addresses:** A table with two columns: 'Address' and 'Delete'. One row is visible with the IP address '213.239.154.31' and a red trash icon in the 'Delete' column.
- Other WAN IP address:** A text input field with an 'Add' button next to it.
- Navigation:** 'Previous' and 'Next' buttons at the bottom of the page.

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.

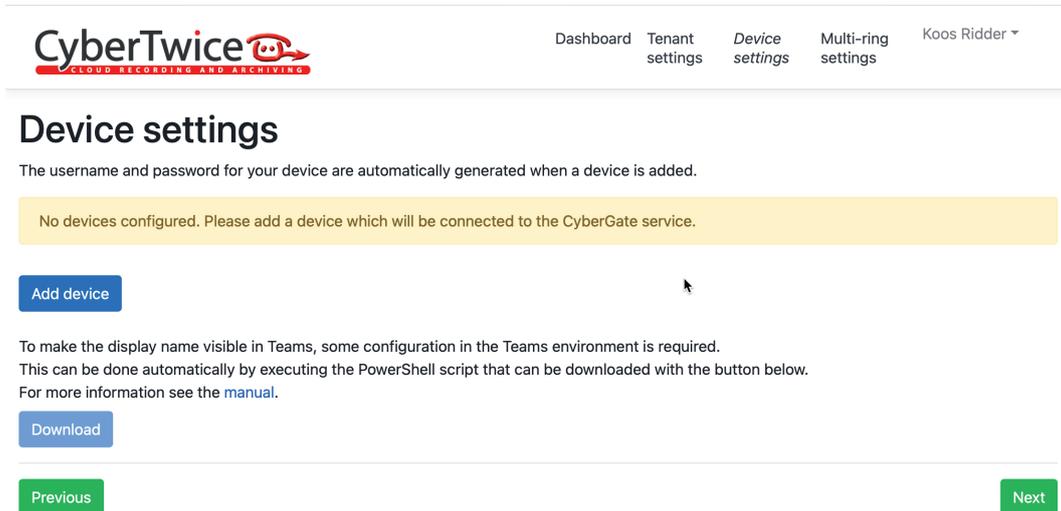
If a Teams user has its account forwarded to a mobile phone or another Teams user, call forwarding should be enabled to make it work. Keep in mind that this will also enable call forwarding to the Teams voicemail system.

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.

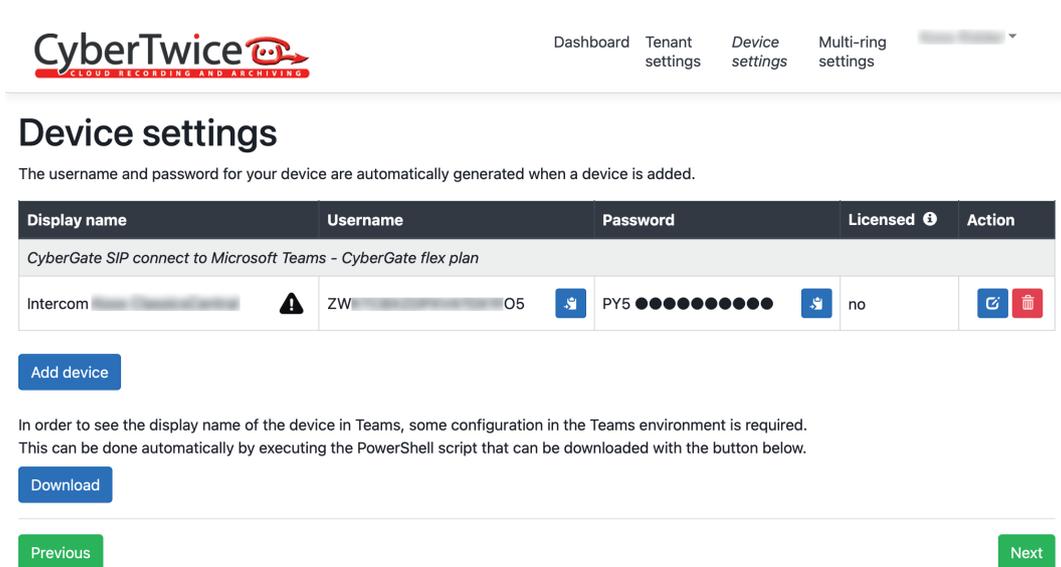
Click 'Add device'



The screenshot shows the CyberTwice interface with the 'Device settings' page. The navigation menu includes 'Dashboard', 'Tenant settings', 'Device settings' (active), and 'Multi-ring settings'. The user is logged in as 'Koos Ridder'. The main heading is 'Device settings', followed by the text: 'The username and password for your device are automatically generated when a device is added.' A yellow message box states: 'No devices configured. Please add a device which will be connected to the CyberGate service.' Below this is a blue 'Add device' button. Further down, there is a note about Teams configuration and a blue 'Download' button. 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.



The screenshot shows the CyberTwice interface with the 'Device settings' page. The navigation menu is the same as in the previous screenshot. The main heading is 'Device settings', followed by the text: 'The username and password for your device are automatically generated when a device is added.' Below this is a table with the following columns: 'Display name', 'Username', 'Password', 'Licensed', and 'Action'. The table contains one row for a device named 'Intercom'. The 'Username' is 'ZW...O5' and the 'Password' is 'PY5...'. There are blue copy buttons next to the username and password. The 'Licensed' status is 'no'. There are also blue and red action buttons. Below the table is a blue 'Add device' button. Further down, there is a note about Teams configuration and a blue 'Download' button. At the bottom, there are green 'Previous' and 'Next' buttons.

| Display name | Username | Password | Licensed | Action |
|--|----------|----------|----------|-----------------|
| CyberGate SIP connect to Microsoft Teams - CyberGate flex plan | | | | |
| Intercom | ZW...O5 | PY5... | no | [Copy] [Delete] |

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.

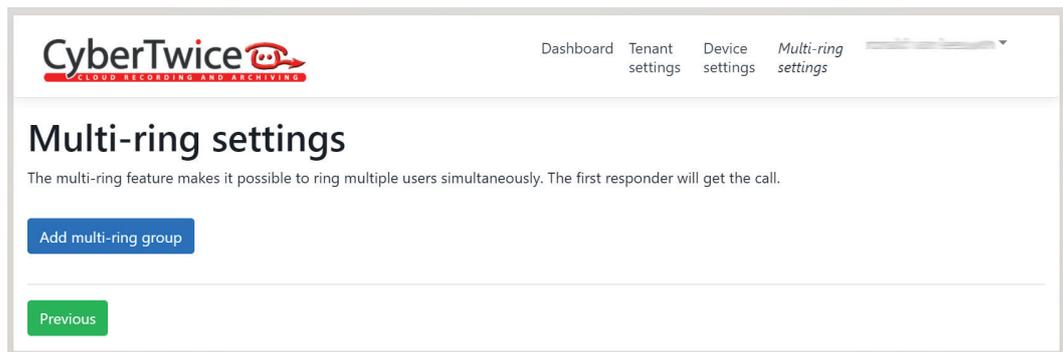
Click 'Next' to continue with the multi-ring settings.

Multi-ring settings

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

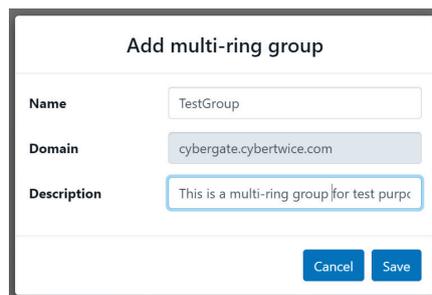
The multi-ring feature enables you to configure a group of Teams users as one destination, so that multiple Teams users will be notified simultaneously if someone rings the intercom. The 1st responder will be connected to the visitor.

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

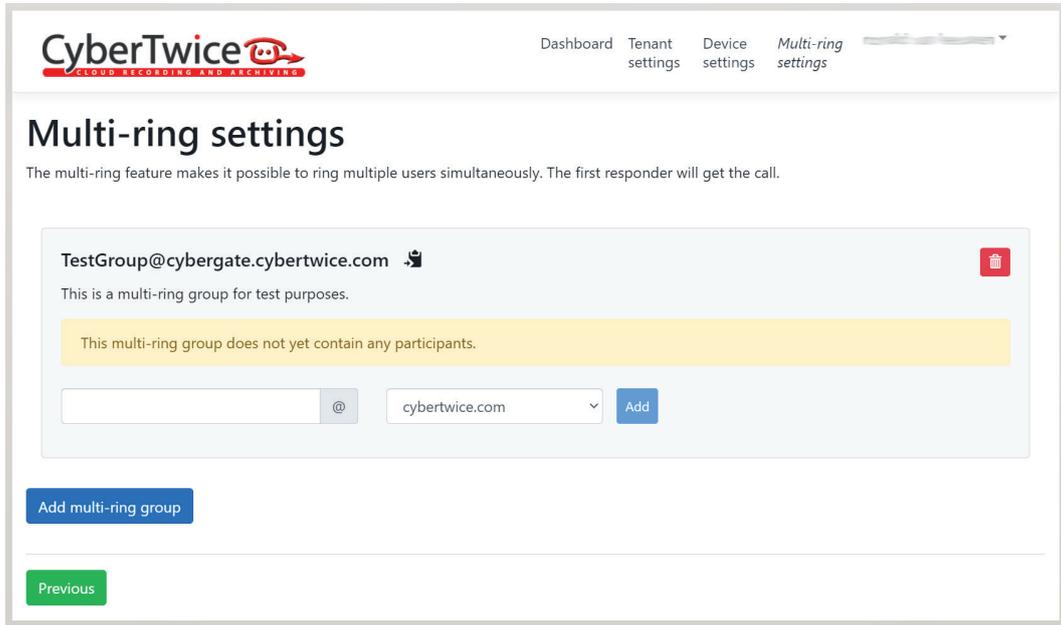


Name the Multi-ring group and add a description. The name combined with the fixed domain: cybergate.cybertwice.com will make the call destination. E.g.: If the name is TestGroup, the name to dial in the intercom will be: TestGroup@cybergate.cybertwice.com.

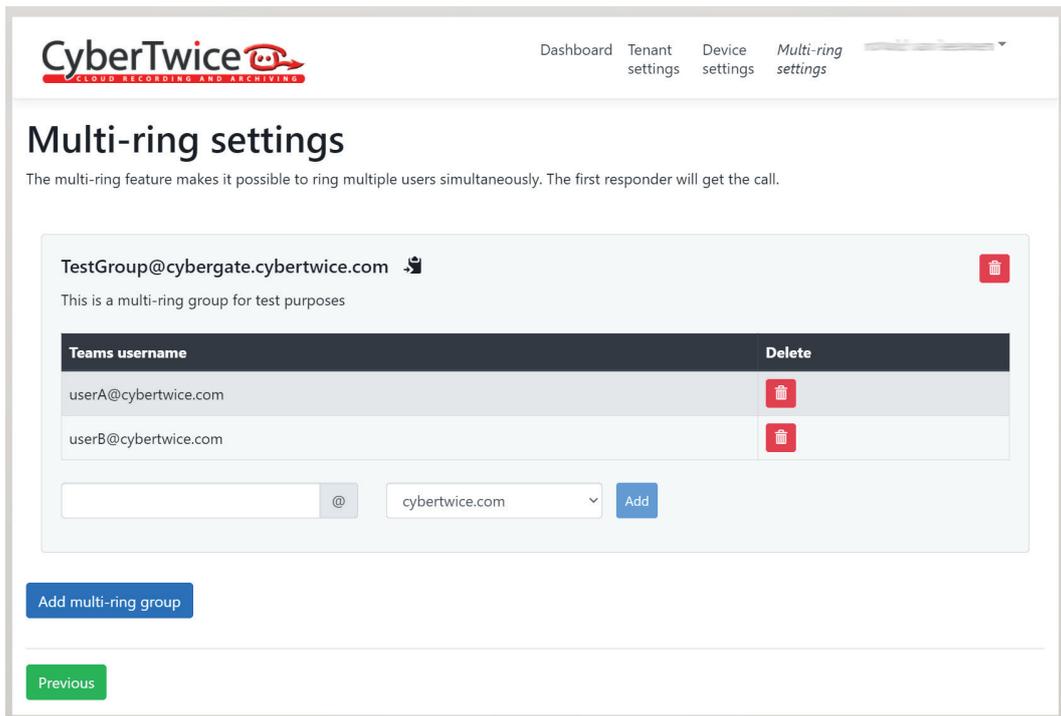
! Note: The domain part of the Multi-ring group is always cybergate.cybertwice.com, this is because the Multi-ring group is a CyberGate feature and not a Microsoft Teams domain feature. !

The screenshot shows a form titled 'Add multi-ring group'. It has 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 purp'. 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' and it includes a sub-header: 'The multi-ring feature makes it possible to ring multiple users simultaneously. The first responder will get the call.' The main content area displays a group named 'TestGroup@cybergate.cybertwice.com' with a trash icon. Below the group name, it states 'This is a multi-ring group for test purposes.' A yellow message box indicates 'This multi-ring group does not yet contain any participants.' There is an input field for adding participants, a dropdown menu set to 'cybertwice.com', and an 'Add' button. At the bottom, there are two buttons: 'Add multi-ring group' (blue) and 'Previous' (green).



The screenshot shows the 'Multi-ring settings' page in the CyberTwice interface, now with two users added to the group. The page title is 'Multi-ring settings' and it includes a sub-header: 'The multi-ring feature makes it possible to ring multiple users simultaneously. The first responder will get the call.' The main content area displays a group named 'TestGroup@cybergate.cybertwice.com' with a trash icon. Below the group name, it states 'This is a multi-ring group for test purposes.' A table lists the participants:

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

Below the table, there is an input field for adding participants, a dropdown menu set to 'cybertwice.com', and an 'Add' button. At the bottom, there are two buttons: 'Add multi-ring group' (blue) and 'Previous' (green).

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>

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.

CyberTwice CLOUD RECORDING AND ARCHIVING

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 |
|---|----------|----------|----------|--------|
| <i>CyberGate SIP connect to Microsoft Teams - CyberGate flex plan</i> | | | | |
| Intercom | ZW O5 | PY5 | no | |

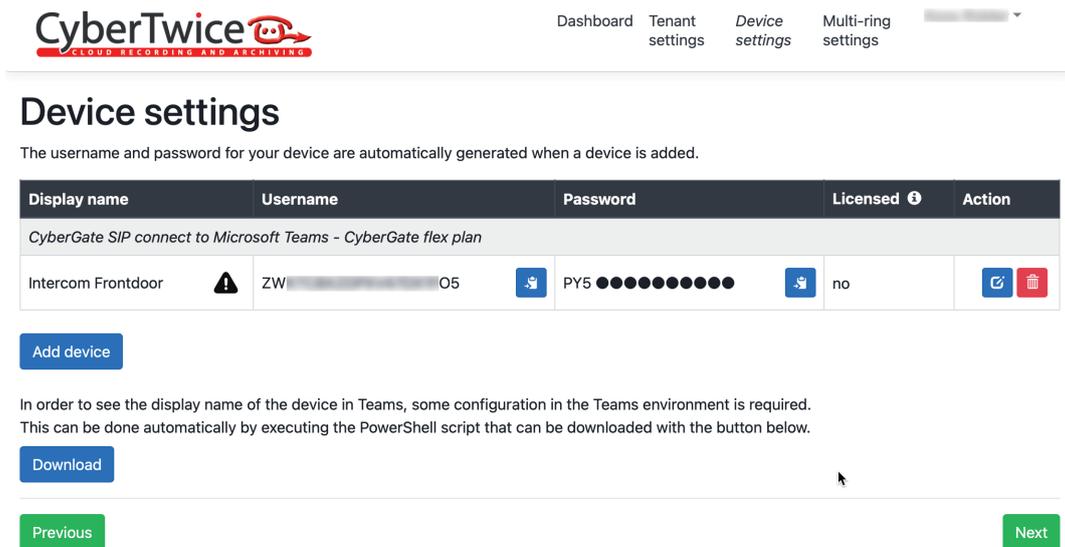
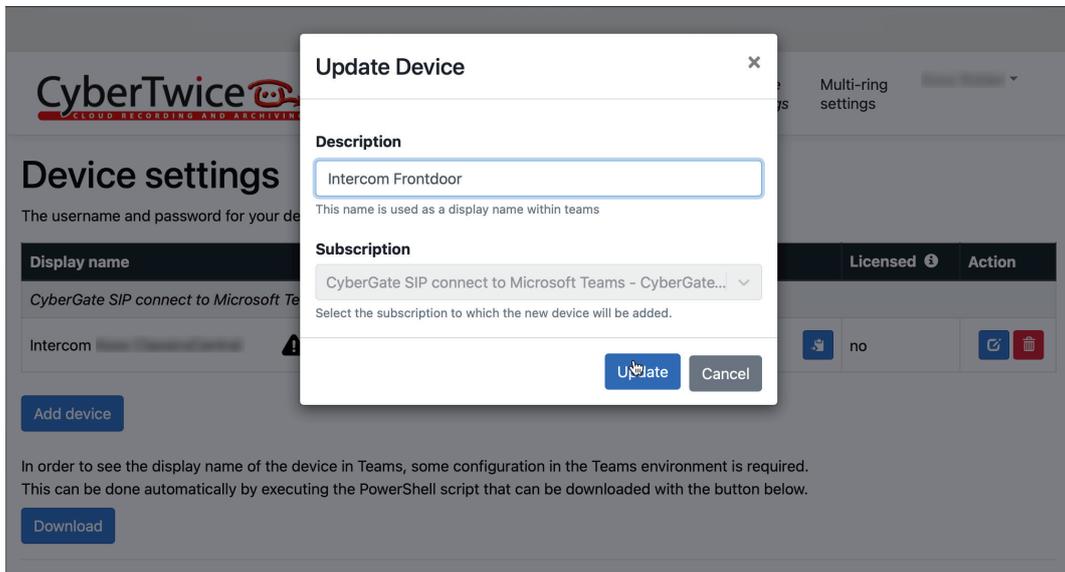
[Add device](#)

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](#)

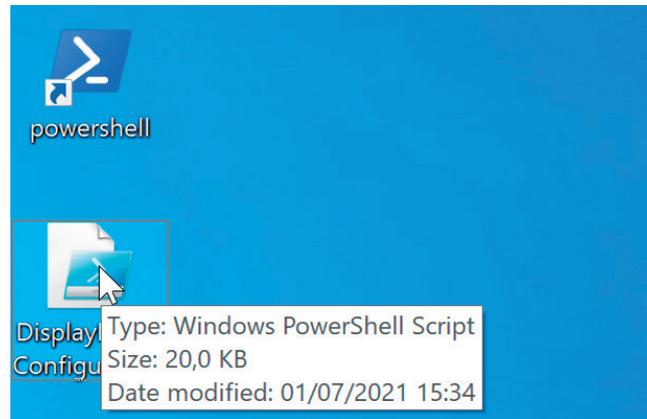
[Previous](#) [Next](#)

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'.

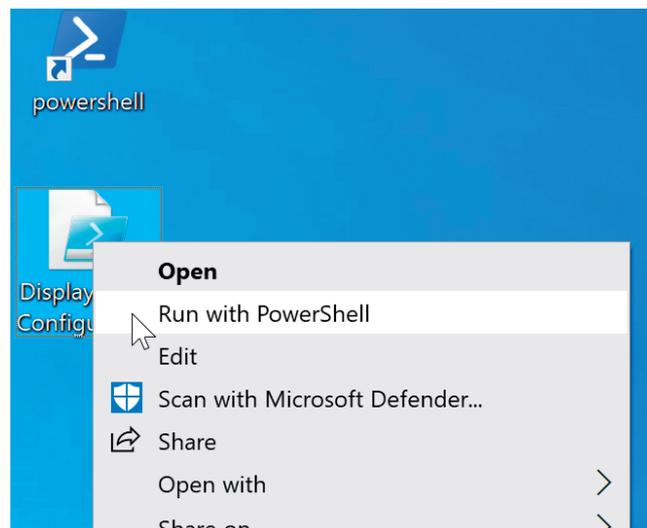


If the 'Display name' shows an explanation mark symbol, it indicates that the name shown will not be used for incoming intercom calls. Additional steps are necessary to get this name to be shown.

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



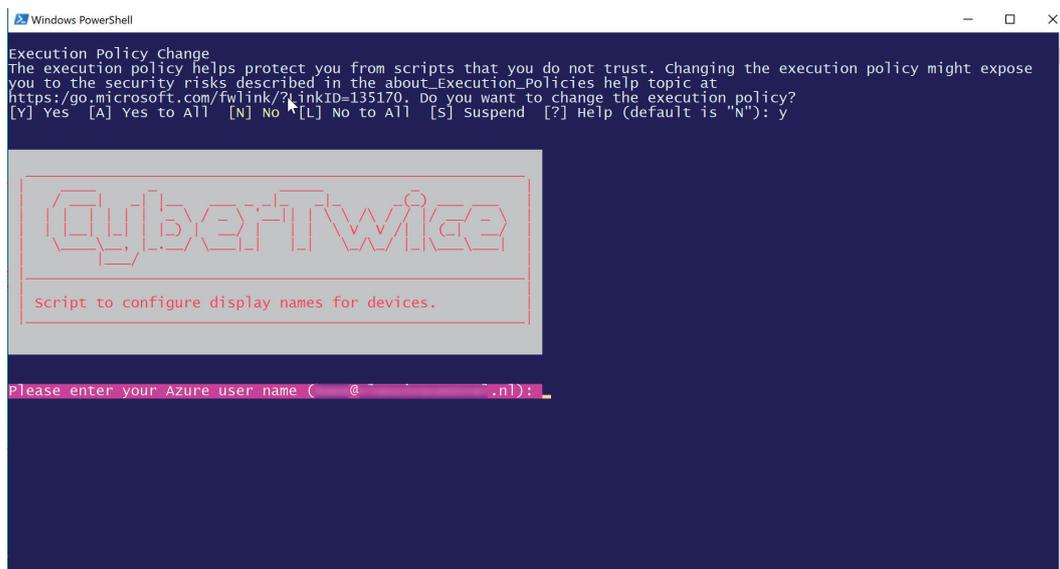
3. Right-click on the 'DisplayNameConfiguration.ps1' file and select 'Run with PowerShell'.



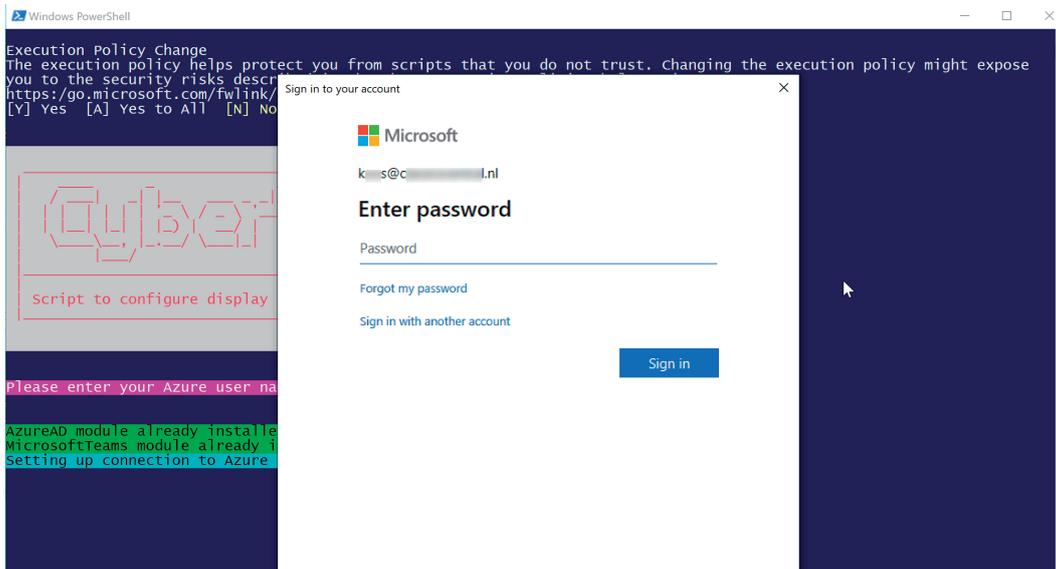
- PowerShell will open and display a warning. Select 'Yes' to execute this script.



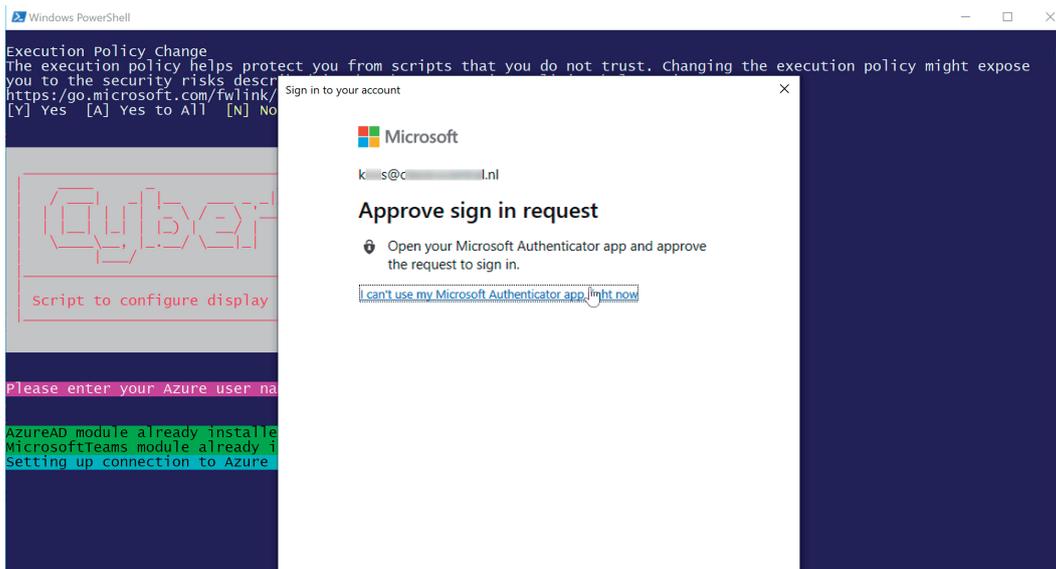
- The script will ask you for your Microsoft account, this is by default the same account as used to configure the CyberGate service. You can however change the used account here.



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.

