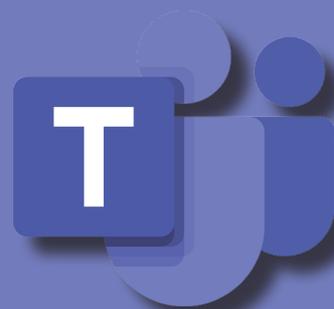


TechNote: CyberGate

Version: 1.1.2 ENG
Date: 22-12-2021



**Connect a SIP Intercom
to MS Teams using CyberGate**

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CyberGate

Via CyberGate 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.

CyberGate is a SaaS solution that can be purchased in either:

1. The Microsoft AppSource
2. The Microsoft Azure Marketplace

After a successful purchase and activation, the configuration and management of CyberGate is done through the CyberGate Management Portal. See: <https://admin.cybergate.cybertwice.com>

For a full description of the CyberGate Management Portal, please see **Appendix A: How to use the CyberGate Management Portal** in this document (page 24).

This manual

This manual describes the procedure how to purchase and configure the CyberGate. The configuration of the intercom is not described in this manual as each compatible intercom has its own manual. The links to them are mentioned on page 25 and can also be found on the support website of CyberTwice. (<https://support.cybertwice.com>)

Steps to follow

There are three steps to follow:

- **Step 1: Purchase of CyberGate.** Describes the procedure how to purchase CyberGate at the Microsoft AppSource or the Microsoft Azure Marketplace
- **Step 2: Configure CyberGate in the Management portal.** Describes the mandatory settings needed to get CyberGate up and running
- **Step 3: Configure the intercom.** Sums up the compatible intercoms with links to the installation instructions

Apart from these steps there are also three Appendixes with additional information:

- **Appendix A: How to use the CyberGate Management Portal.** The CyberGate Management Portal is *the* tool to configure, modify and manage CyberGate. So when CyberGate is up and running you can always login to the Management portal to optimize it to your needs.
- **Appendix B: Configure the display name of the intercom.** Describes the procedure to modify the name of the intercom that is shown in Microsoft Teams.
- **Appendix C: Call Recording.** Describes the call recording feature that comes for free with the purchase of CyberGate.

Prerequisites

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

- Microsoft Office 365 with Teams
- A compatible SIP audio- or SIP video intercom

Both Microsoft stores (AppSource and Azure Marketplace) can be used to purchase CyberGate. The difference between both stores is the way of payment.

- The Microsoft AppSource is the easiest way to purchase CyberGate, 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: Login to the AppSource or Marketplace with an admin user of your organization.

During the purchase & activation process, you will be redirected to the CyberGate Management Portal where you must activate your CyberGate subscription. When login in to the CyberGate Management Portal, please use the same admin user as used to purchase CyberGate.

A

Step 1: Purchase of CyberGate

Follow the instructions below to either purchase CyberGate in the Microsoft AppSource or in the Microsoft 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 CyberGate by CyberTwice B.V.

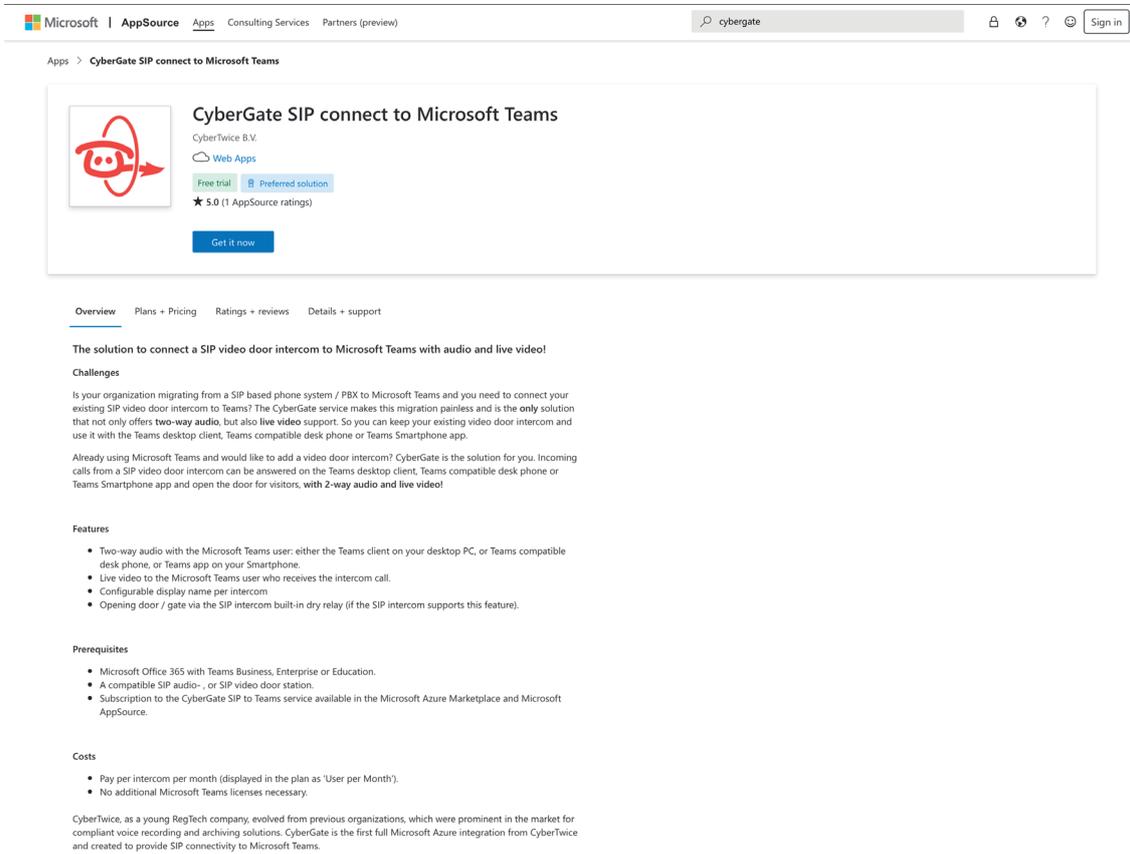
The screenshot shows the Microsoft AppSource search interface. At the top, there's a navigation bar with 'Microsoft | AppSource' and links for 'Apps', 'Consulting Services', 'My Orders', 'Sell', and 'Blog'. The main heading reads 'Find the right app for your business needs' with a subtext 'Get solutions tailored to your industry that work with the products you already use'. A search bar contains the text 'cybergate'. Below the search bar are three filter sections: 'Refine by category', 'Refine by industry', and 'Refine by product'. The 'Refine by category' section lists various categories like Analytics, AI + Machine Learning, Collaboration, etc. The 'Refine by industry' section lists industries like Automotive, Agriculture, Architecture & Construction, etc. The 'Refine by product' section lists products like Web Apps, Power Platform, Dynamics 365, and Microsoft 365. Below the filters, the search results are displayed. The top result is 'CyberGate SIP connect to Microsoft Teams' by CyberTwice B.V. The card for this app shows a 5-star rating (1 review), a 'Free' price tag, and a 'Free trial' button.

AppSource and the search result for 'cybergate'

- Click on 'Free trial' to start the purchasing procedure

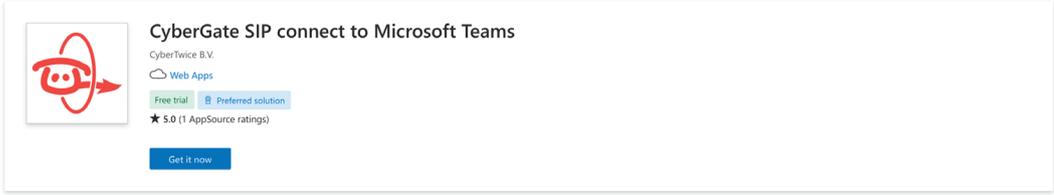
The overview page provides information regarding CyberGate, plans, pricing information and reviews.

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



Microsoft | AppSource | Apps | Consulting Services | Partners (preview) | cybergate | Sign in

Apps > CyberGate SIP connect to Microsoft Teams



CyberGate SIP connect to Microsoft Teams
 CyberTwice B.V.
 Web Apps
 Free trial | Preferred solution
 ★ 5.0 (1 AppSource ratings)
 Get it now

Overview | Plans + Pricing | Ratings + 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.
- Configurable display name per intercom
- Opening door / gate via the SIP intercom built-in dry relay (if the SIP intercom supports this feature).

Prerequisites

- Microsoft Office 365 with Teams Business, Enterprise or Education.
- A compatible SIP audio-, or SIP video door station.
- Subscription to the CyberGate SIP to Teams service available in the Microsoft Azure Marketplace and Microsoft AppSource.

Costs

- Pay per intercom per month (displayed in the plan as 'User per Month').
- No additional Microsoft Teams licenses necessary.

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.

CyberGate 'Overview'

- Select the billing term and payment method. A yearly term saves 10% of the cost

! Note: The first month of CyberGate is free. !

You can have one subscription to CyberGate and use multiple intercoms on that subscription. The 'Number of Users' can be read as the 'number of intercoms' used with this subscription. You can always modify the amount of intercoms on this subscription later on, in the CyberGate Management portal.

- Select the 'Number of Users'.
- 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 [Change Plan](#)

CyberGate flex 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:

VISA

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	€ 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.

CyberGate 'Plan Details'

CyberGate purchasing in progress

- When done, click 'Configure now'.

CyberGate purchasing successful

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

*** ! Note: You have to log in with your Microsoft account first. This should be an Administrator account. !**

- Click 'Activate' to activate your CyberGate subscription. It will take you to the dashboard of the admin portal.

CyberGate overview of the 'Subscription details'

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.

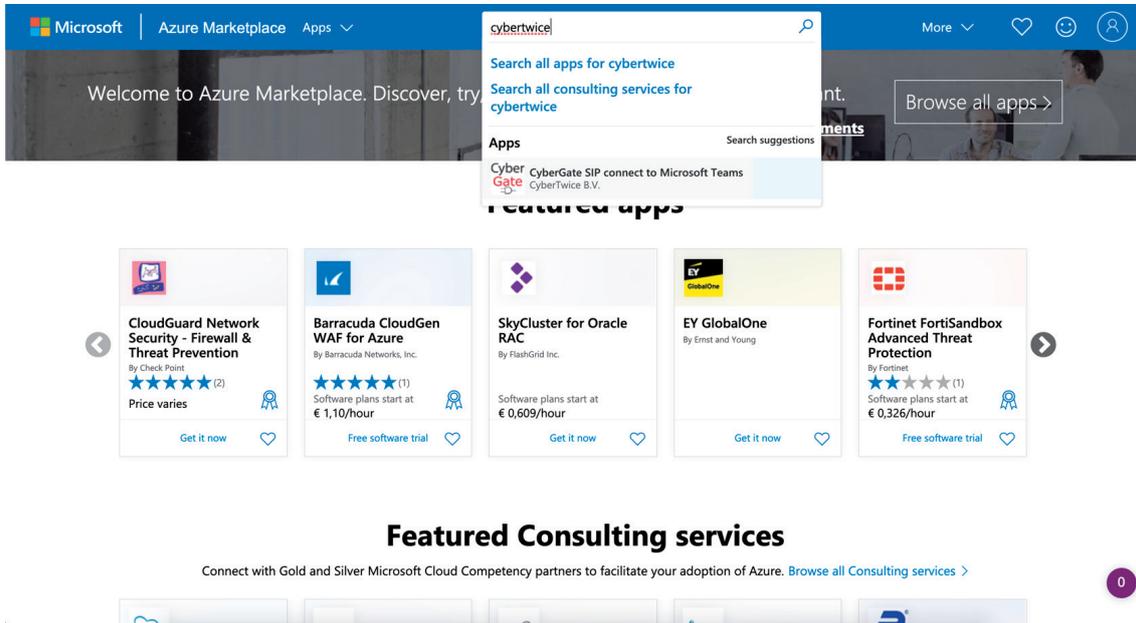
Activate Subscription successfully activated!

CyberGate successfully activated

Continue with Step 2: The CyberGate Admin Portal (page 18)

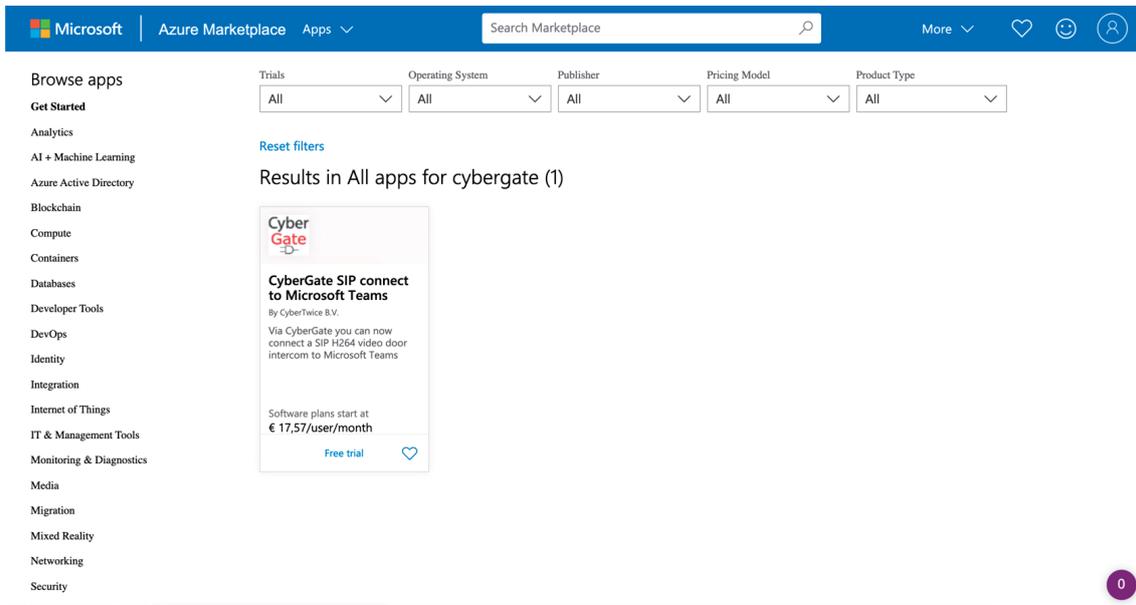
Purchase in the Microsoft Azure Marketplace

- Click on the following link to go directly to the Azure Marketplace: <https://azuremarketplace.microsoft.com/marketplace>



Azure Marketplace

- Search for 'cybergate'. You'll find CyberGate by CyberTwice B.V.
- Click on 'Free trial / Get it now' to start the purchasing procedure.



Search results for cybergate

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

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

Products > CyberGate SIP connect to Microsoft Teams

CyberGate SIP connect to Microsoft Teams

CyberTwice B.V.

★ 4.0 (1 Azure Marketplace ratings)

Free trial Preferred solution

Overview Plans + Pricing Ratings + reviews

Get It Now

Pricing information
Starting at
US\$19.95/user/month

Categories
IT & Management Tools
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

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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.
- Configurable display name per intercom.
- Opening door / gate via the SIP intercom built-in dry relay (if the SIP intercom supports this feature).

Prerequisites

- Microsoft Office 365 with Teams Business, Enterprise or Education.
- A compatible SIP audio-, or SIP video door station.
- Subscription to the CyberGate SIP to Teams service available in the Microsoft Azure Marketplace and Microsoft AppSource.

Costs

- Pay per intercom per month (displayed in the plan as 'User per Month').
- No additional Microsoft Teams licenses necessary.

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 'Overview'

- Provide Microsoft permission to share your information with CyberTwice B.V. by clicking 'Continue'.

CyberTwice B.V.

★ ★ ★ ★ (0) Write

Free trial

Overview

Via CyberGate SIP connect to Microsoft Teams

With the CyberGate SIP connect to Microsoft Teams service, you can connect your existing SIP video door intercom calls – with Teams desktop phone or Teams Smartphone app. CyberGate adds value by providing a barrier and communication channel that is increasing efficiency and security from the intercom call. Microsoft Teams user 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.

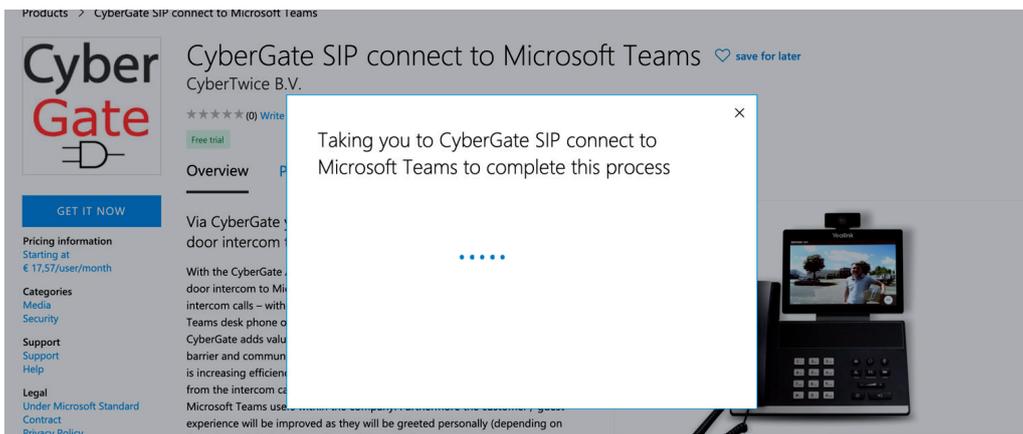
This app requires some basic profile information. You have provided the information already so you're good to go! [Edit](#)

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

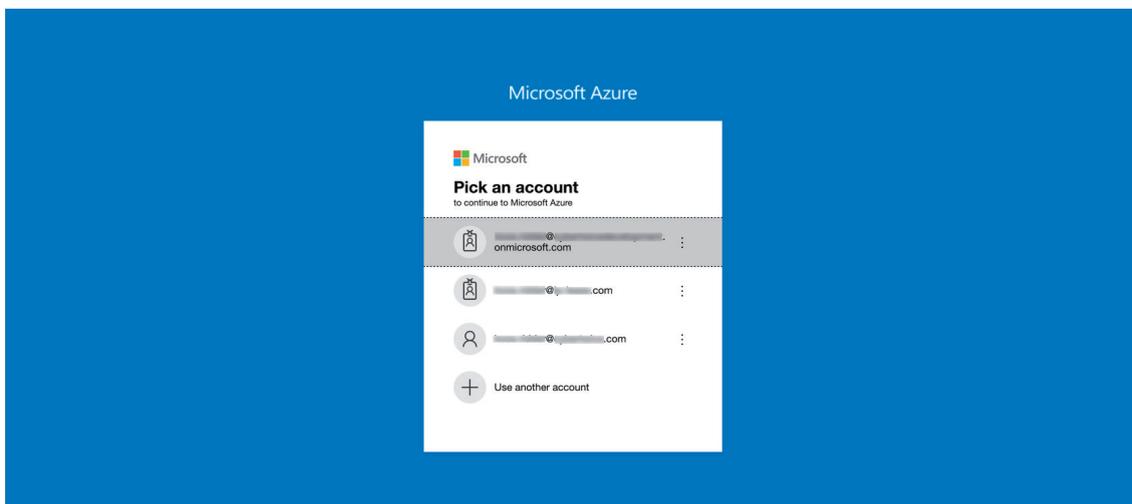
CyberGate 'Permission request'



CyberGate process completion

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

*** ! Note: This should be an Administrator account. !**



Microsoft 'Login'

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

Microsoft Azure

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

Looking for existing subscription for this offer? View all your SaaS subscriptions

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

Azure portal, CyberGate setup

- Select the 'CyberGate flex plan' followed by 'Set up + subscribe'.

- Name your CyberGate purchase
- Select the Microsoft subscription that will be billed with the Cybergate costs

You can have one subscription to CyberGate and use multiple intercoms on that subscription. The 'User count' can be read as the 'number of intercoms' used with this subscription. You can always modify the amount of intercoms on this subscription later on, in the CyberGate Management portal.

- Select the User count
- You can change the billing term form Monthly to Yearly by clicking on 'Change plan'. A yearly term saves 10% of the cost
- 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

Monthly

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](#)

Subscribe to CyberGate

- 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 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	TestVanKooS
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 >](#)

Useful links

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

Subscription, 'Terms of use'

Microsoft Azure

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

Subscription progress

*** Your SaaS subscription is in progress

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 (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.

Useful links

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

SaaS subscription in progress

- Wait for the subscription to finish.

- Click 'Configure account now' to finish the configuration of CyberGate

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

*** ! Note: You have to log in with your Microsoft account first. This should be an Administrator account. !**

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

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

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

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.

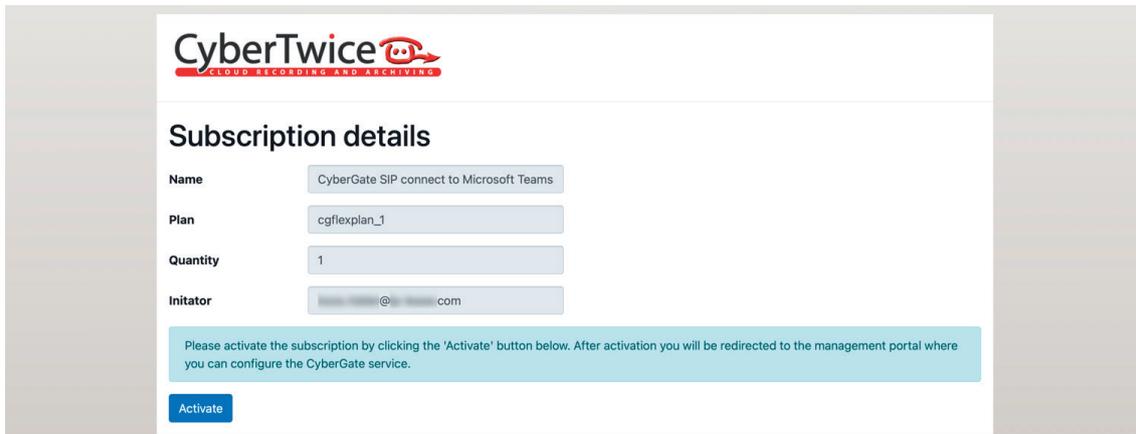
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Useful links

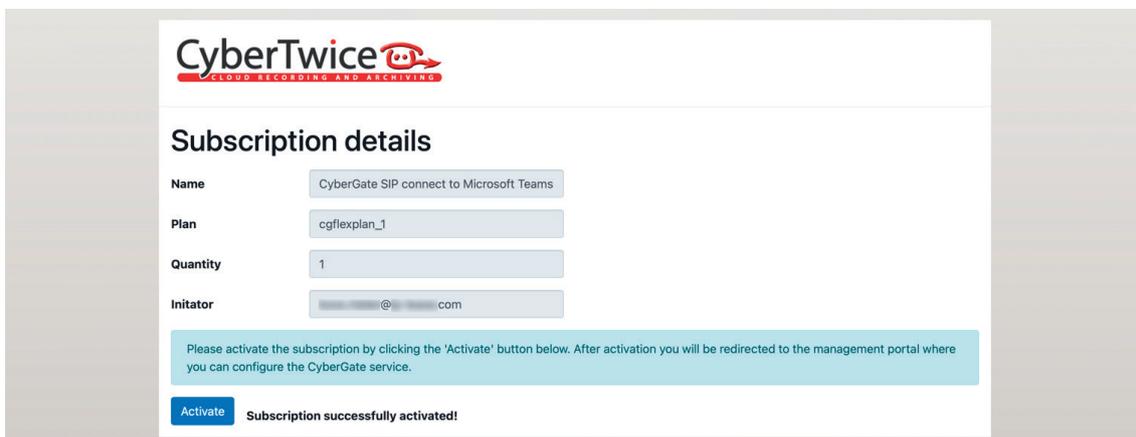
- [View your SaaS subscription](#)
- [View all your SaaS subscriptions](#)
- [View this offer in Marketplace](#)

SaaS subscription complete

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



CyberGate overview of the 'Subscription details'



CyberGate successfully activated

Continue with Step 2: The CyberGate Admin Portal (page 18).

Step 2: Configure CyberGate in the Management portal

The CyberGate Admin Portal can be accessed here: <https://admin.cybergate.cybertwice.com>

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

For a detailed description of the CyberGate Management portal, please see **Appendix A: How to use the CyberGate Management Portal** in this document (page 25).

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 the Enabled status states 'no', please wait 10 minutes and refresh the webpage until it states 'yes'.

- Click 'Next' for the section '*Tenant settings*'.

The screenshot shows the CyberTwice management portal dashboard. At the top, there is a navigation menu with 'Dashboard', 'Tenant settings', 'Device settings', and 'Multi-ring settings'. Below the navigation is the 'Dashboard' title and a table with the following data:

Name	Plan	Quantity	Requested quantity	Enabled
Demo subscription	CyberGate flex plan	1	1	<input checked="" type="checkbox"/> yes

A green 'Next' button is located at the bottom right of the dashboard area.

CyberGate management portal 'Dashboard'

Tenant settings

In the section '*Tenant settings*' you have to configure two Tenant related settings for CyberGate to function.

The two mandatory settings are:

1. Grant CyberGate limited access to your Azure environment. This is mandatory to be able to call Teams users in your organisation.
 2. Add at least one public (WAN) IP-address your intercom uses to access the internet. This IP-address is needed to allow the intercom a connection to CyberGate.
- Use the 'Provide admin consent' button to grant the set of access rights

The screenshot displays the 'Tenant settings' page in the CyberTwice management portal. The page is divided into three main sections:

- Admin consent:** A yellow warning box states, "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." Below this, a text line says, "By clicking the link below, you will be redirected to Microsoft to grant these access rights." A blue button labeled "Provide admin consent" is present.
- Call forwarding:** The status is "Call forwarding is disabled". A text line explains, "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." A blue button labeled "Enable call forwarding" is present.
- Configured WAN IP addresses:** A yellow warning box states, "No WAN IP address has been configured. A connection from your device to the CyberGate service will not be possible." Below this, a blue button labeled "Add current IP (213.239.154.31)" is present. There is also a text input field for "Other WAN IP address" and a blue "Add" button. A text line below the input field says, "Add additional WAN IP addresses." At the bottom of the page, there are green buttons for "Previous" and "Next".

CyberGate management portal 'Tenant settings'

If the intercom uses the same WAN IP-address to access the internet as the PC you're using, you can click 'Add current WAN IP address' to easily add the WAN IP address to CyberGate.

- Fill-in the WAN IP-address and click 'Add'.

The settings are 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
2 [redacted] 31	Delete

[Add](#)

Add additional WAN IP addresses.

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

CyberGate management portal 'Tenant settings'

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

Device settings

In the section '*Device settings*' you'll have to add a 'device' for each intercom you're using on this subscription. It will automatically generate a SIP username and SIP password that can be used in the intercom device.

- Click 'Add device'

CyberTwice
CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings **Device settings** Multi-ring settings Koos Ridder ▾

Device settings

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

No devices configured. Please add a device which will be connected to the CyberGate service.

Add device

To make the display name visible 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. For more information see the [manual](#).

Download

Previous Next

CyberGate management portal '*Device settings*' - '*Add device*'

Each device added shows:

- A display name. - The display name is the name that will be shown in Microsoft Teams whenever the intercom rings
- (SIP) username - The username is necessary when configuring the intercom
- (SIP) password - The password is necessary when configuring the intercom
- Licensing state - You can create more devices (intercoms) than your subscription allows. In that case the devices that exceed the number of intercoms on your subscription will show 'Licensed - no' and won't work. As soon as you increase the amount of intercoms on your subscription the device licensed state will change to 'yes'

Use the blue copy-buttons to conveniently copy the username and password in the intercom configuration when configuring your intercom.

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
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](#)

CyberGate management portal 'Tenant settings' - 'Device added'

The Display name field will show the name that the intercom has been given and will also show an explanation mark symbol.

The intercom *will* be able to call to Microsoft Teams, but will show the name 'Intercom' instead of the custom Display name until you execute the PowerShell script that can be downloaded on this page.

See **Appendix B: Configure the display name of the intercom** in this document (page 32) for instructions on how to modify the display name from the default 'Intercom' to the Display name given.

Continue with Step 3: Configure the intercom device.

Step 3: Configure the intercom

The configuration of the intercom is manufacturer dependent. See the list below for compatible intercoms and a link to the installation instructions.

After following these instructions the CyberGate is up and running and the intercom will be able to call Microsoft Teams.

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>

Grandstream HD Video Door System

For a detailed configuration instruction for Grandstream Doorphones, see:

<https://support.cybertwice.com/knowledgebase.php?article=11>

Zenitel Vingtor-Stentofon Turbine Compact Intercom Video station

For a detailed configuration instruction for Zenitel Vingtor-Stentofon Intercom stations, see:

<https://support.cybertwice.com/knowledgebase.php?article=10>

Akuvox SIP Video Doorphone

For a detailed configuration instruction for Akuvox Doorphones, see:

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

Fasttel Wizard Elite Door Phone

For a detailed configuration instruction for Fasttel Wizard Elite Door Phones, see:

<https://support.cybertwice.com/knowledgebase.php?article=12>

Fermax Milo Video Panel

For a detailed configuration instruction for Fermax Milo video Panels, see:

<https://support.cybertwice.com/knowledgebase.php?article=13>

Dnake Video Door Phone

For a detailed configuration instruction for Dnake Video Door Phones, see:

<https://support.cybertwice.com/knowledgebase.php?article=14>

Doorbird IP Video Doorstation

For a detailed configuration instruction for Doorbird IP Video Doorstation, see:

<https://support.cybertwice.com/knowledgebase.php?article=17>

BAS-IP Intercom System

For a detailed configuration instruction for BAS-IP Intercom System, see:

<https://support.cybertwice.com/knowledgebase.php?article=18>

PortaDial / PortaVision

For a detailed configuration instruction for PortaDial / PortaVision, see:

<https://support.cybertwice.com/knowledgebase.php?article=15>

Appendix A: How to use the CyberGate Management Portal

The CyberGate Management Portal is the place to configure CyberGate to fit your requirements. After the activation of CyberGate you can login to the CyberGate Management portal any time, as long as you log in with a Microsoft admin account.

Use the CyberGate Management portal to:

- Increase / decrease the amount of intercoms you would like to use to connect to Microsoft Teams. You don't have to go to the Microsoft Marketplace or a Microsoft portal to change this, you can modify this amount easily in the CyberGate Management portal
- Modify the name of an intercom. This will change the identification of the intercom when calling to Microsoft Teams. Especially useful when using two or more intercoms
- Enable / disable the recording of intercom calls
- Create Multi-ring groups. A Multi-ring group allows you to ring multiple people in your organisation simultaneously

The CyberGate Management portal consists of four menus:

1. Dashboard
2. Tenant settings
3. Device settings
4. Multi-ring settings

Dashboard

The *Dashboard* provides an overview of the subscription related details.

Name of the CyberGate subscription

This name was created during the CyberGate purchasing

Chosen plan

Usually this will be the 'CyberGate Flex plan'

Quantity

Displays the actual licenced amount of intercoms that can be used

Requested quantity

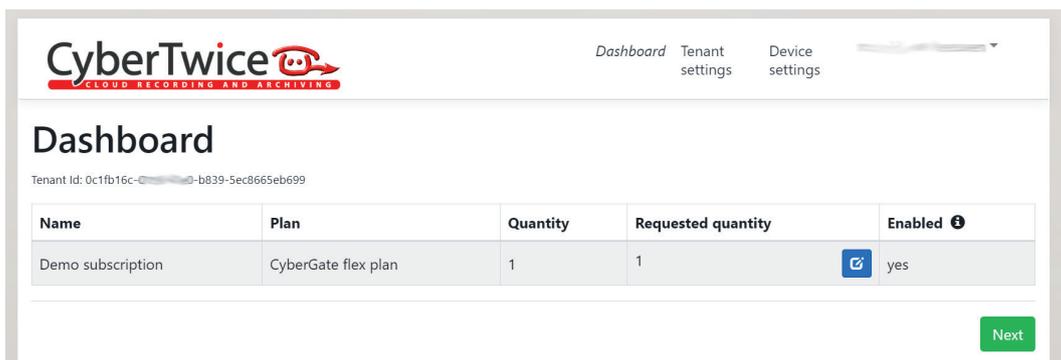
Here you can either increase or decrease the amount of licenced intercoms. Usually the 'Requested quantity' number is equal to the 'Quantity' number.

To increase or decrease the amount of licenced intercoms, click on the blue 'edit' symbol and click on the '+' or '-' symbol. By increasing the number of licenced intercoms the monthly cost will also be increased, decreasing the number of licenced intercoms will decrease the monthly cost.

After modifying the amount of licenced intercoms, the 'Quantity' number might not be equal to the 'Requested quantity' number. It will take up to 10 minutes for Microsoft to implement the subscription change. After that, the numbers should be equal.

Enabled

If the CyberGate license is active and paid, the 'Enabled' status will show 'yes'. If it shows 'no', this subscription and the intercoms using this subscription won't work. In that case check the subscription in the Microsoft portal (portal.microsoft.com) for more details.



The screenshot shows the CyberTwice management portal dashboard. At the top, there is a navigation bar with the CyberTwice logo and the text 'CLOUD RECORDING AND ARCHIVING'. To the right of the logo, there are navigation links for 'Dashboard', 'Tenant settings', and 'Device settings'. Below the navigation bar, the main heading is 'Dashboard' and the tenant ID is displayed as 'Tenant Id: 0c1fb16c-...-b839-5ec8665eb699'. The main content area features a table with the following columns: 'Name', 'Plan', 'Quantity', 'Requested quantity', and 'Enabled'. The table contains one row for a 'Demo subscription' with a '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 'Enabled' status. At the bottom right of the dashboard, there is a green 'Next' button.

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

CyberGate management portal 'Dashboard'

Tenant settings

The following tenant related settings can be done in the '*Tenant settings*' menu.

Admin consent

Admin consent has to be provided for CyberGate to be able to communicate to the Teams environment of the tenant. This is already done during the CyberGate purchase and configuration.

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 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.

The 'Call recording' option enables recording of all intercom calls*. The recorded calls will be securely stored in the Microsoft Azure (West-Europe) for the term of 10 days and can be accessed using CyberTwices' CybeReplay website.

See **Appendix C: Call Recording** in this document (page 39) for information about the recording feature and instructions on how to use it.

! Note: Please check the applicable national and state legislation and regulations related to Call Recording before activating this feature. !

The 'Configured WAN IP address' option lets you add one or more WAN IP addresses to CyberGate. This option is a security feature to only allow connection to CyberGate from this (these) IP address(es). This is already done during the CyberGate purchase and configuration.

Use the WAN IP address the intercom uses to access the internet. If not sure which IP address to use, please contact your IT-department.

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings Device settings Multi-ring settings k [redacted]

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](#)

Call recording ⓘ

Call recording is disabled

Recordings are handled by the CyberTwice cloud service called Attest.

[Enable call recording](#)

Configured WAN IP addresses ⓘ

Address	Delete
3 [redacted] 7	

[Add](#)

Add additional WAN IP addresses.

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

CyberGate management portal 'Tenant settings' - 'Admin consent' provided and 'WAN IP address' configured

Device settings

In the menu *'Device settings'* you can add, modify or delete 'devices' (read: intercoms).

Add a device: Will add a new device and automatically generate a SIP username and SIP password that can be used in the intercom device.

Modify a device: You can modify the name of a device by clicking the blue edit-symbol.

Delete a device: Delete a device by clicking on the red trash can symbol.

Download: Download the script necessary to change the name of a device.

Add a device

- Click 'Add device'

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings **Device settings** Multi-ring settings Koos Ridder ▾

Device settings

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

No devices configured. Please add a device which will be connected to the CyberGate service.

[Add device](#)

To make the display name visible 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. For more information see the [manual](#).

[Download](#)

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

CyberGate management portal *'Device settings'* - *'Add device'*

Each device added shows:

- A display name. - The display name is the name that will be shown in Microsoft Teams when the intercom rings
- (SIP) username - The username is necessary when configuring the intercom
- (SIP) password - The password is necessary when configuring the intercom
- Licensing state - You can create more devices (intercoms) than your subscription allows. In that case the devices that exceed the number of intercoms on your subscription will show 'Licensed - no' and won't work. As soon as you increase the amount of intercoms on your subscription the device licensed state will change to 'yes'

Use the blue copy-buttons to conveniently copy the username and password in the intercom configuration when configuring your intercom.

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	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](#)

CyberGate management portal 'Tenant settings' - 'Device added'

The Display name field will show the name that the intercom has been given and will also show an explanation mark symbol.

The intercom *will* be able to call to Microsoft Teams, but will show the name 'Intercom' instead of the custom Display name until you execute the PowerShell script that can be downloaded on this page.

See **Appendix B: Configure the display name of the intercom** in this document (page 33) for instructions on how to modify the display name from the default 'Intercom' to the Display name given.

Modify a device

Click on the blue edit-symbol to edit the name of the device. After changing the name, you'll have to execute the PowerShell script that can be downloaded on this page again.

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.

Delete a device

To remove a device, you can click on the red trash can symbol to delete it. This action can not be undone.

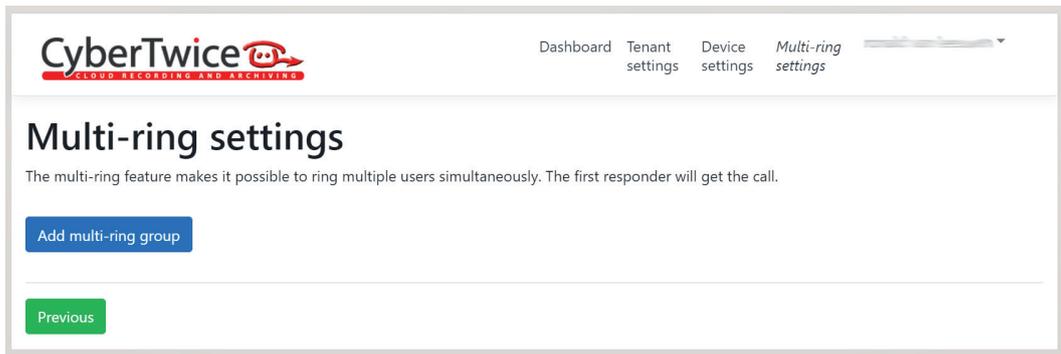
Download

This button triggers the download of the script necessary to change the display name of a device.

Multi-ring settings

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.



CyberGate management portal 'Multi-ring settings' - 'Add 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. !

CyberGate management portal 'Add multi-ring group'

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 management portal. 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 copy 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.' At the bottom, there is an input field for adding participants, a dropdown menu for '<Domain of tenant>', and an 'Add' button. A blue 'Add multi-ring group' button is also visible.

CyberGate management portal 'Multi-ring settings' - 'Multi-ring group added'

The screenshot shows the 'Multi-ring settings' page in the CyberTwice management portal. 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 copy icon. Below the group name, it states 'This is a multi-ring group for test purposes.' A table lists the participants in the group:

Teams username	Delete
userA@<Domain of tenant>	
userB@<Domain of tenant>	

At the bottom, there is an input field for adding participants, a dropdown menu for '<Domain of tenant>', and an 'Add' button. A blue 'Add multi-ring group' button is also visible.

CyberGate management portal 'Multi-ring settings' - 'Users added to the Multi-ring group'

Appendix B: Configure the display name of the intercom

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



Microsoft Teams incoming call with the default name 'Intercom'

If you have multiple intercoms configured in CyberGate, 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
<i>CyberGate SIP connect to Microsoft Teams - CyberGate flex plan</i>				
Intercom	ZW-05	PY5	no	Edit Delete

[Add device](#)

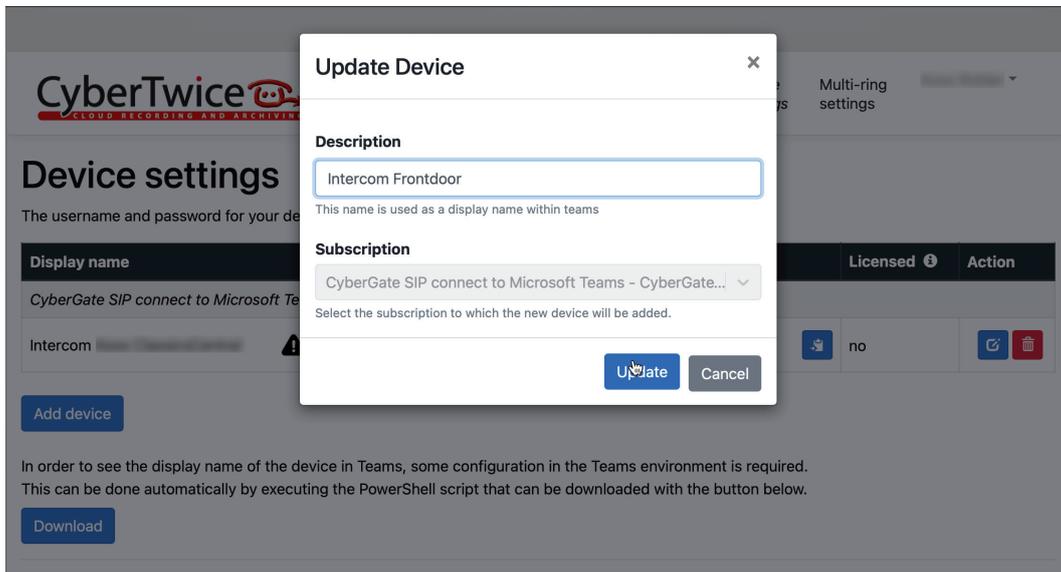
In order to see the display name of the device in Teams, some configuration in the Teams environment is required. This can be done automatically by executing the PowerShell script that can be downloaded with the button below.

[Download](#)

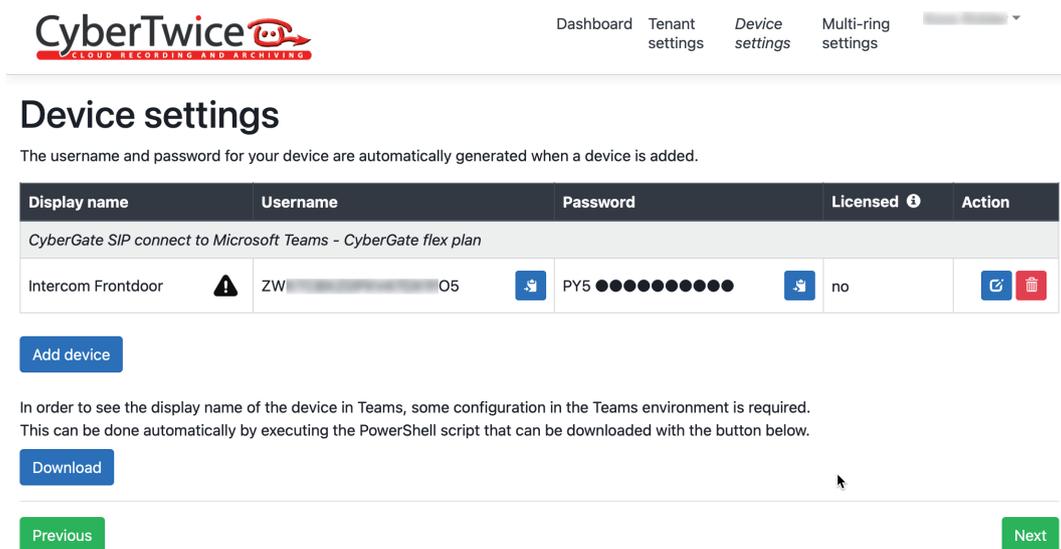
[Previous](#)
[Next](#)

CyberGate management portal 'Device settings' - Default 'Display name'

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'.



CyberGate management portal 'Device settings' - 'Update device'



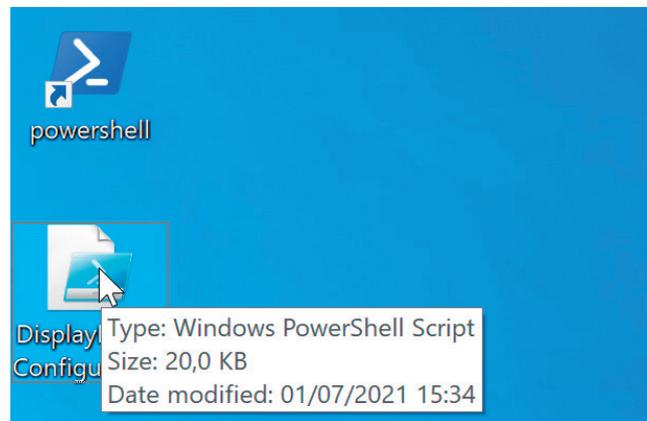
CyberGate management portal 'Device settings' - Custom 'Display name'

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.

B

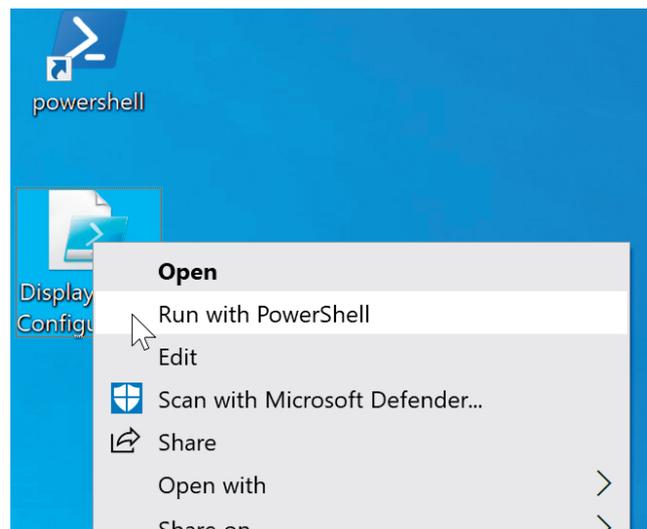
Appendix B

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



Microsoft Windows - Downloaded PowerShell script

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



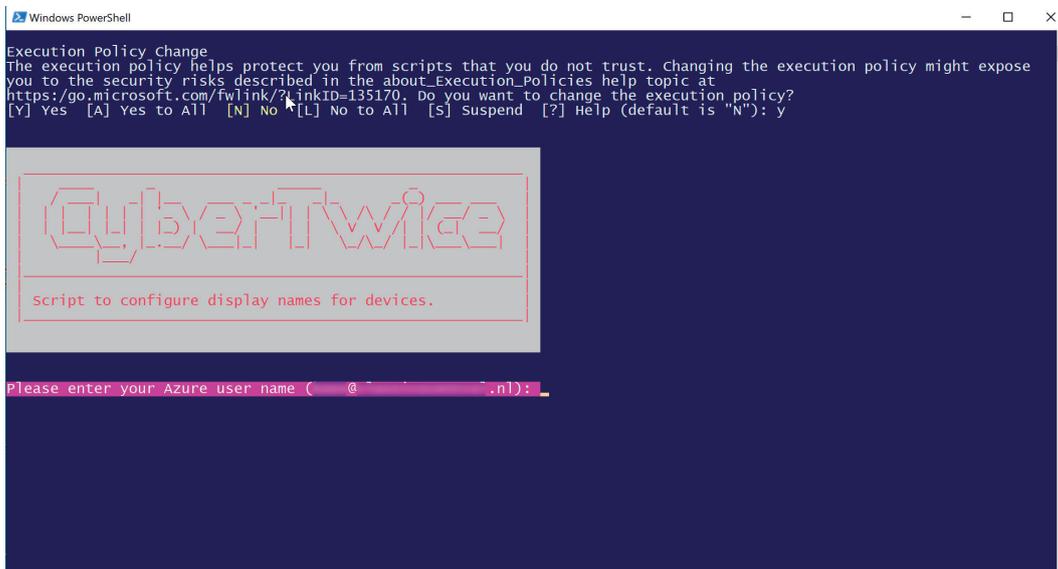
Microsoft Windows - 'Run with PowerShell'

- PowerShell will open and depending on the Windows environment used display a warning. Select 'Yes' to execute this script.



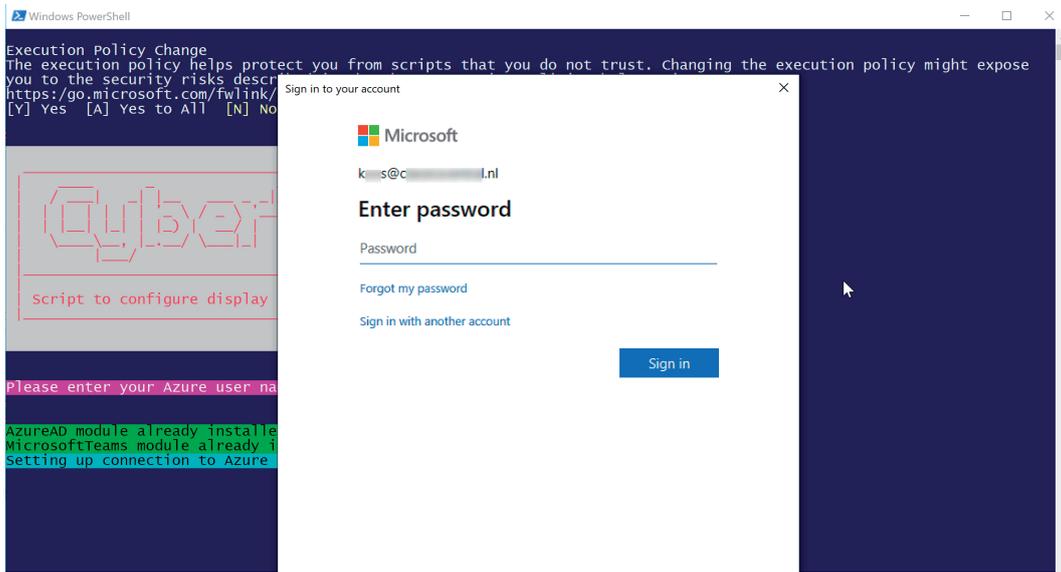
Microsoft PowerShell - 'Execution Policy Change'

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



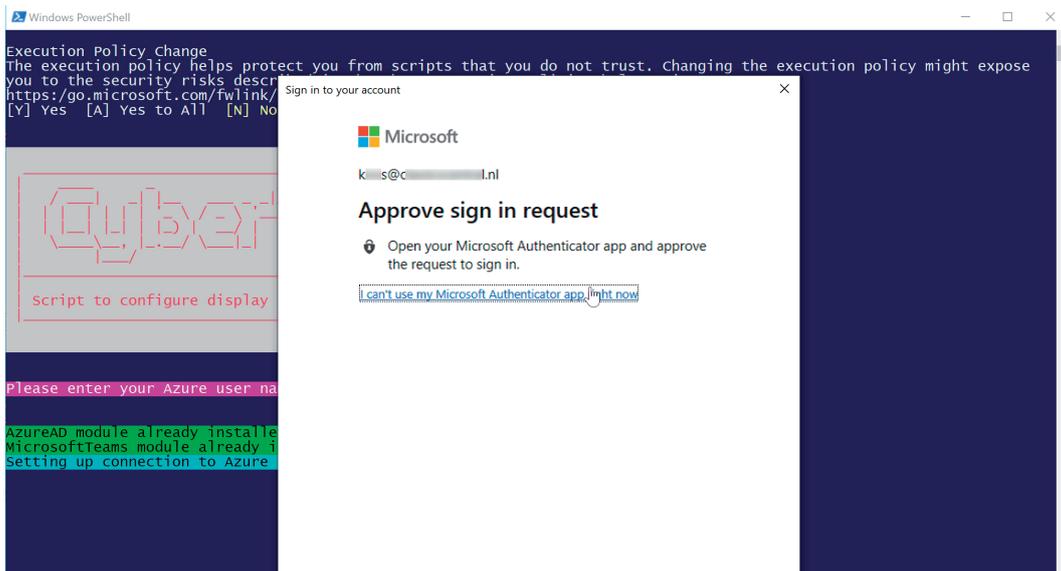
Microsoft PowerShell - 'Azure user name'

6. Enter your password to login at Microsoft.



Microsoft PowerShell - 'Login'

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



Microsoft PowerShell - 'Two-factor authentication - Approve sign in request'

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 = e5328d
- ApplicationId = ec77b4
- DeviceId = ae73ec
- 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
a77aa6c73ec	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...

```

Microsoft PowerShell - 'Script successfully done'

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.



Microsoft Teams incoming call with the new custom name

Appendix C: Call recording

CyberGate offers the option to record all intercom calls made through CyberGate. The recording feature is powered by the CyberTwice cloud service called *Attest*.

When the 'Call recording' option is enabled, all registered devices in CyberGate (for your Tenant) will be recorded by default, this can of course be managed per device.

All recordings are securely stored in Microsoft Azure (West-Europe) for a period of 10 days. Recordings older than 10 days will automatically be deleted.

The audio of the recordings will be transcribed by Microsofts Advanced Analytics Speech-to-Text engine.

Recording is useless without an easy, convenient way of searching the recordings you need and playing them back. The *Attest* cloud service has an advanced search and replay interface called 'CybeReplay'. It consists of an easy to use search / filter- and a Replay screen. Calls can be played back and the audio transcription of the call is searchable and can be shown next to the playback window of the call recording.

You can access CybeReplay via a link in the CyberGate Management portal or at <https://cybereplay.attest.cybertwice.com>

! Note: Please check the applicable national and state legislation and regulations related to Call Recording before activating this feature. !

This Appendix

This Appendix is divided in three parts:

1. Activation of the recording feature (in the CyberGate Management Portal)
2. Search and replay recorded calls (on the CybeReplay website)
3. Modify the recording related settings (in the Attest Management Portal)

Activation of the recording feature

The call recording feature can be enabled in the CyberGate Management Portal (admin.cybergate.cybertwice.com).

- The first step is to login to the Cybergate Management portal using your Microsoft (admin) credentials and navigate to the Tenant Settings menu.

CyberTwice CLOUD RECORDING AND ARCHIVING

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

Tenant settings

Admin consent

The CyberGate service needs a new set of access rights to be granted to your Azure environment to enable new functionality. These rights have to be approved by a global administrator of your organization.

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

[Update admin consent](#)

Call forwarding ⓘ

Call forwarding is enabled

The Teams call might be forwarded to another user or user group if this is configured for the called Teams user. Be aware that also the voicemail might answer the call. If this is not the desired behavior, the call forwarding can be disabled.

[Disable call forwarding](#)

Call recording ⓘ

Call recording is disabled.

Recordings are handled by the CyberTwice cloud service called Attest. If enabled, calls from all your devices are recorded. You can disable recording per device in the Device Settings menu.

Note that the device displayname script must have been executed for the recording to work.

The call recording feature can only be enabled after the admin consent is updated.

[Enable call recording](#)

Configured WAN IP addresses ⓘ

Address	Delete
2. ...	Delete

[Add current IP \(1- ...\)](#)

Other WAN IP address [Add](#)

Add additional WAN IP addresses.

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

CyberGate management portal 'Tenant settings' - Update 'Admin consent' necessary

- Before Call Recording can be enabled, Admin consent needs to be given to CyberGate. If Admin consent is already given to CyberGate (this is the case for existing CyberGate users), the Admin consent needs to be updated. Use the 'Update admin consent' button to update the set of access rights

CyberTwice CLOUD RECORDING AND ARCHIVING

Dashboard Tenant settings Device settings Multi-ring settings R. Müller van Leeuwen

Tenant settings

Admin consent

Admin consent has been provided for this tenant.

Call forwarding ⓘ

Call forwarding is enabled

The Teams call might be forwarded to another user or user group if this is configured for the called Teams user. Be aware that also the voicemail might answer the call. If this is not the desired behavior, the call forwarding can be disabled.

Disable call forwarding

Call recording ⓘ

Call recording is disabled.

Recordings are handled by the CyberTwice cloud service called Attest. If enabled, calls from all your devices are recorded. You can disable recording per device in the Device Settings menu.

Note that the device displayname script must have been executed for the recording to work.

Enable call recording

Configured WAN IP addresses ⓘ

Address	Delete
2.10.10.16	

Add current IP (1 9)

Other WAN IP address

Add additional WAN IP addresses.

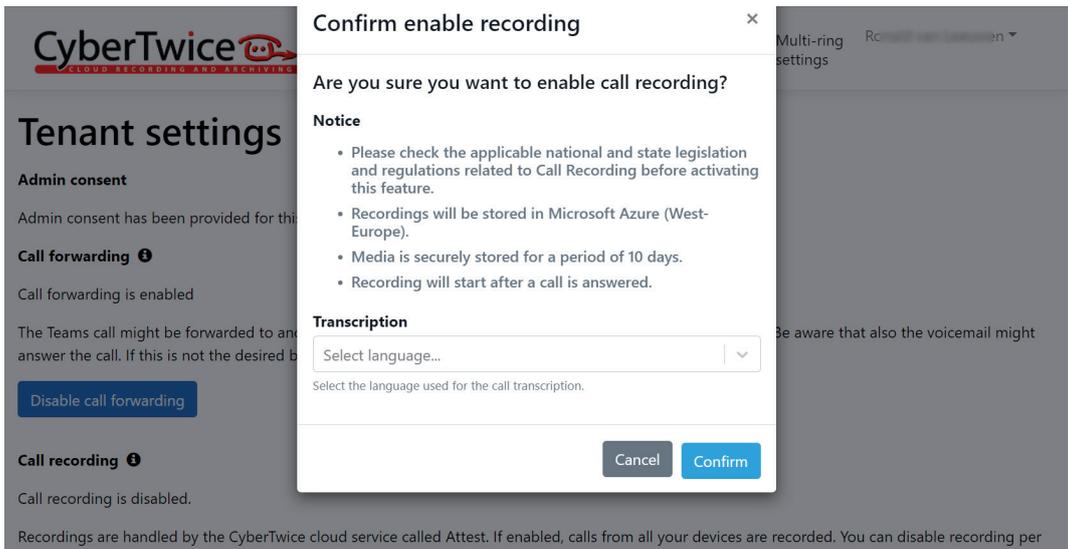
Previous Next

CyberGate management portal 'Tenant settings' - 'Admin consent' given, Enable call recording button active

- When the Admin consent is given, Call recording can be enabled. Click on 'Enable call recording' button to enable Call recording

! Note: Call recording can only be enabled if the display name PowerShell script has been run at least once. See Appendix B: Configure the display name of the intercom for instructions on how to run this script. !

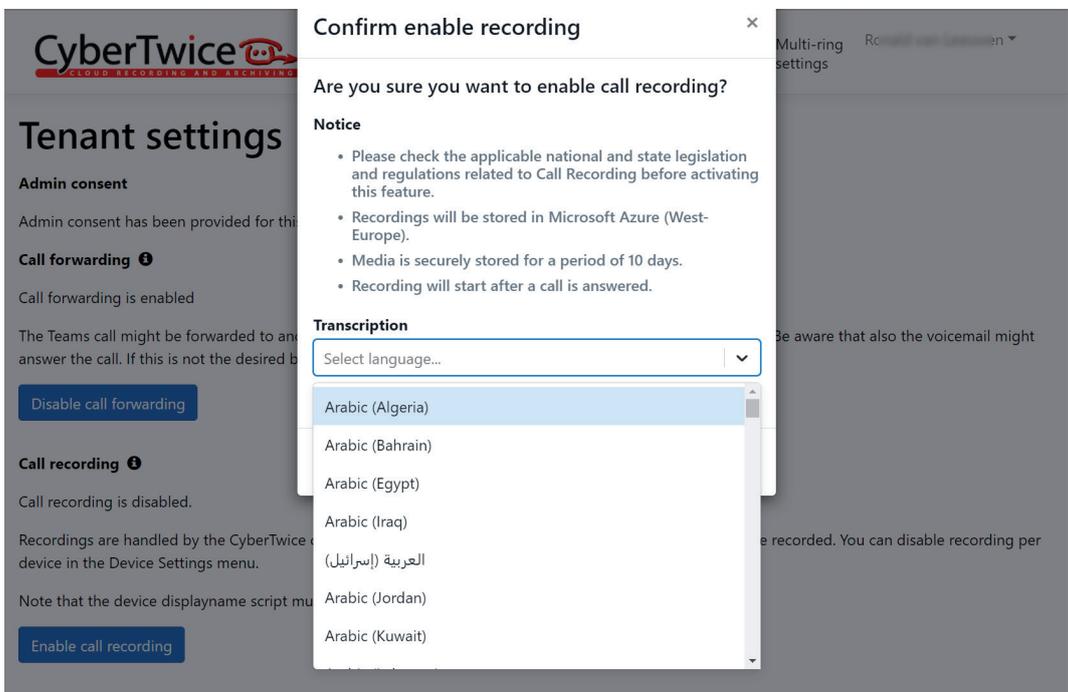
After clicking the 'Enable call recording' button, the following screen will be shown:



CyberGate management portal 'Tenant settings' - 'Confirm enable recording' window

- Provide the following information:

Transcription	
Select Language	Select the language used for call transcription, usually this is the language spoken at the intercom



CyberGate management portal 'Tenant settings' - 'Confirm enable recording' window - Select language for Transcription

- Click confirm to enable recording and set the selected language.

Recording will be set up for your Tenant. This can take up to 5 minutes.

Call recording ⓘ

Recordings are handled by the CyberTwice cloud service called Attest. You can disable recording per device in the Device Settings menu.

Note that the device displayname script must have been executed for the recording to work.

Configuring Attest to enable CyberGate recording 🔄

Time left: 00:04:38

Disable call recording

CyberGate management portal 'Tenant settings' - 'Confirm enable recording' window

After the recording is set up for your Tenant, two links will appear:

1. Replay - The link to *CybeReplay*, the Search and Replay website where you can search calls, play them and see call transcriptions and -details. Replay URL: <https://cybereplay.attest.cybertwice.com>
2. Management portal - The link to the management portal of *Attest*, where you can view and modify the access rights for call playback and change the selected transcription language. Management portal URL: <https://admin.attest.cybertwice.com>

Call recording ⓘ

Call recording is enabled.

Recordings are handled by the CyberTwice cloud service called Attest. You can disable recording per device in the Device Settings menu.

Note that the device displayname script must have been executed for the recording to work.

Attest links:

- [Replay](#) - Search and replay recorded calls.
- [Management portal](#) - View and modify replay access rights.

Disable call recording

CyberGate management portal 'Tenant settings' - 'Recording enabled' window

The recording configuration is now complete! You can logout of the Cybergate Management portal and start using CyberGate with recordings.

! Note: It can take up to 15 minutes before a recorded call will be shown in the CybeReplay Replay site. !

Search and replay recorded calls

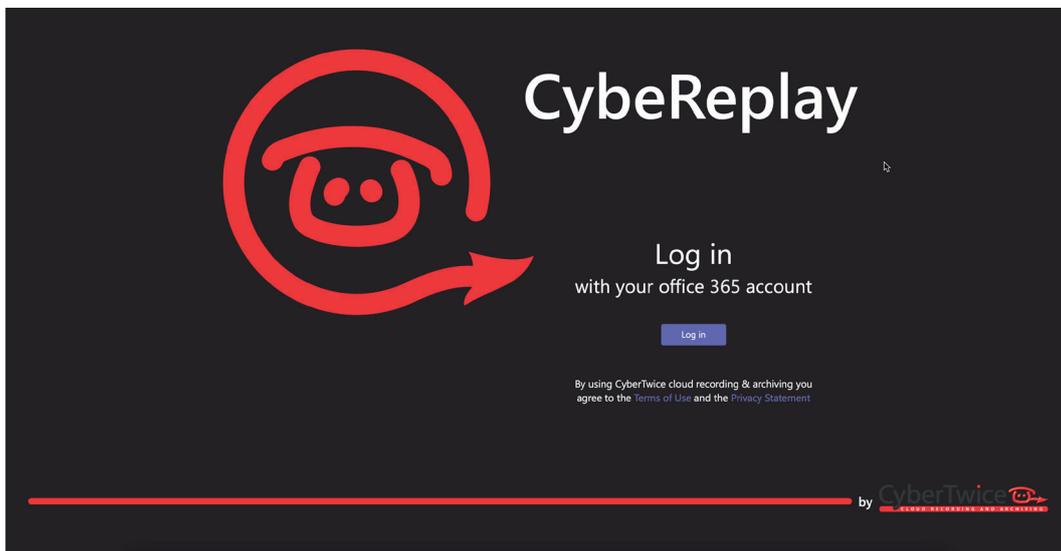
The search and Replay of calls is done in the web application CybeReplay.

Features:

- Find recordings fast using the Facet Search that lets you filter the recordings quickly
- Searching recordings but also through transcribed text of the recordings for keywords
- Play the recordings
- Read the transcription during playback with speaker indication
- Skip to the next or previous found keywords
- Refine keyword search from within the playback screen

You can access CybeReplay conveniently using your Microsoft credentials.

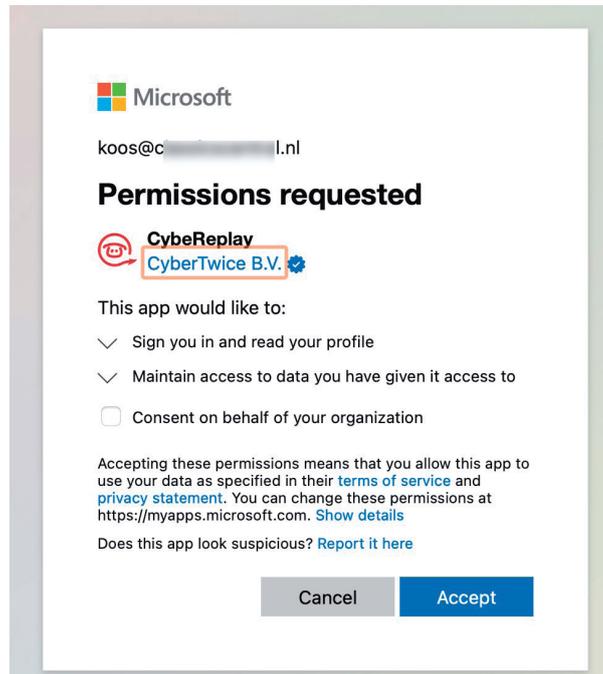
There is a direct link to CybeReplay in the CyberGate Management portal, but you can also access it via this URL: <https://cybereplay.attest.cybertwice.com>



CybeReplay login page

- Log in using your Microsoft credentials

- After logging in, you'll be presented with a Microsoft Permission Request. Consent this either for your own account or for everyone in your organisation

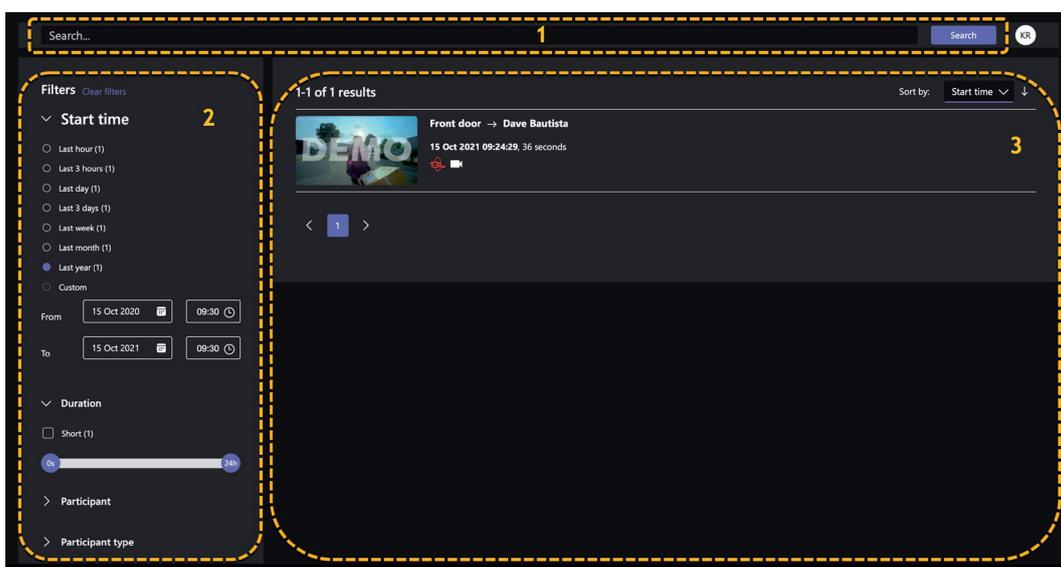


Microsofts 'Permissions requested' window - for CybeReplay

CybeReplay features a search screen and a replay screen. CybeReplay will open by default in the search screen.

The Search screen is divided into three main parts:

1. Search
2. Filters
3. Results



CybeReplay Search screen

1. Search

Search features a search bar and a search button that you can use to find recordings. The recordings with transcription enabled (speech to text) can also be found by searching for spoken words in the recordings (keyword search).

Use Search for:

- Names of participants in recording
- Words in the recordings transcribed text

2. Filters

Filters is a powerful tool to quickly filter search results. Select one or more item(s) in Filters to display the results.

Note:

- ***By selecting or deselecting an item in a filter, the search results and the other filters will be updated automatically***
- ***The number displayed behind each filter indicate the number of results for that filter.***

3. Results

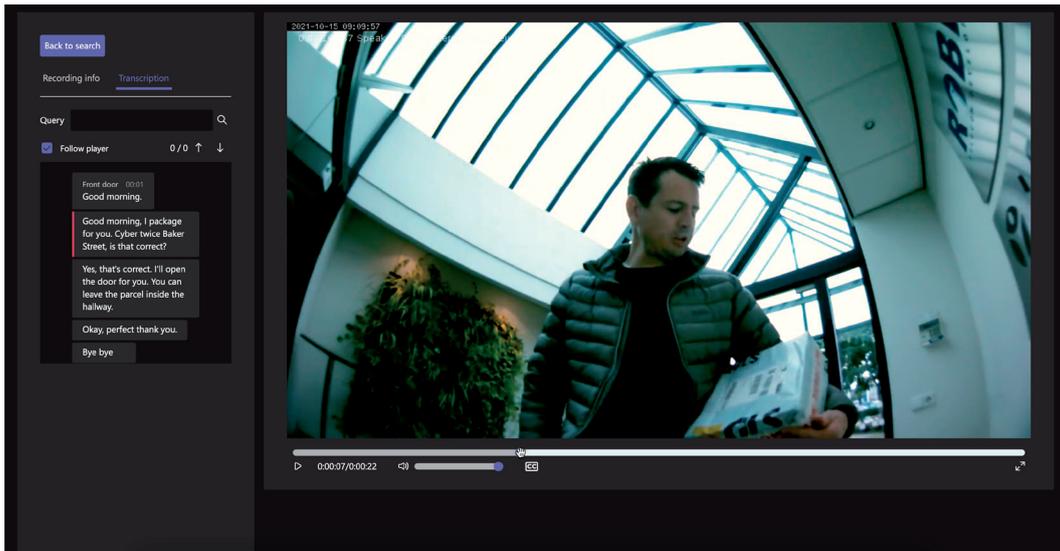
Results display all found recordings in a sortable card-style.

A card consists of:

- A preview
- The participants in the call
- The time and date of the recording
- The duration of the recording
- The recording type(s)

You can sort the calls by:

- Score, higher score = more relevant result
 - Start time
 - Duration
 - User
 - Number of participants
-
- Click on the card of the recording to play to open the replay window.



CybeReplay Replay screen

The Replay screen opens. Here you can:

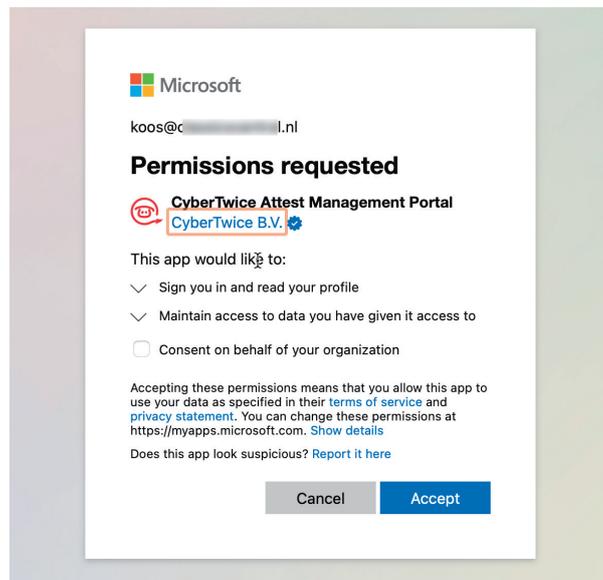
- See the Recording info
- See the Transcription of the recording with the option to follow the player
- Play the recording
- Pause the recording
- Skip through the recording
- Control the playback volume
- Enable / disable subtitles
- Change to full screen
- Return to the search results

Modify the recording related settings

The recording related settings can be modified in the management portal of *Attest*. The management portal of *Attest* can be accessed through this link <https://admin.attest.cybertwice.com> or from the Management Portal of CyberGate.

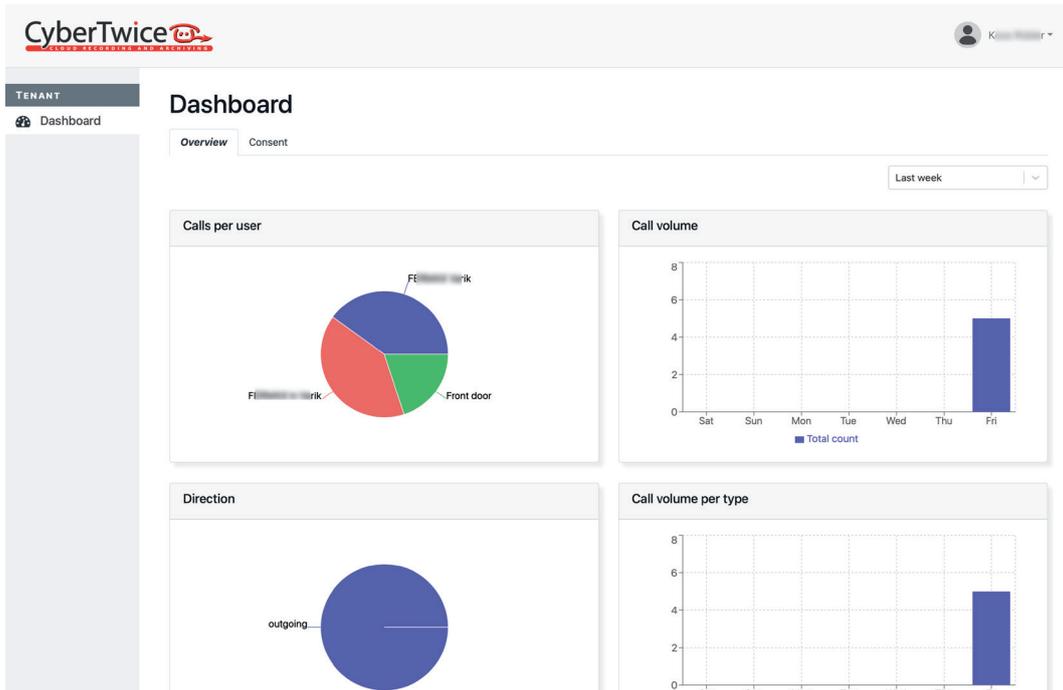
- Log into the Attest Management portal as an Administrator.

When logging in you'll be asked to accept the requested permissions. These are necessary for the portal to read your profile and display the data of the CyberGate recordings. You can choose to accept it only for you or for all administrators of your Tenant.



Attest management portal 'Permissions request'

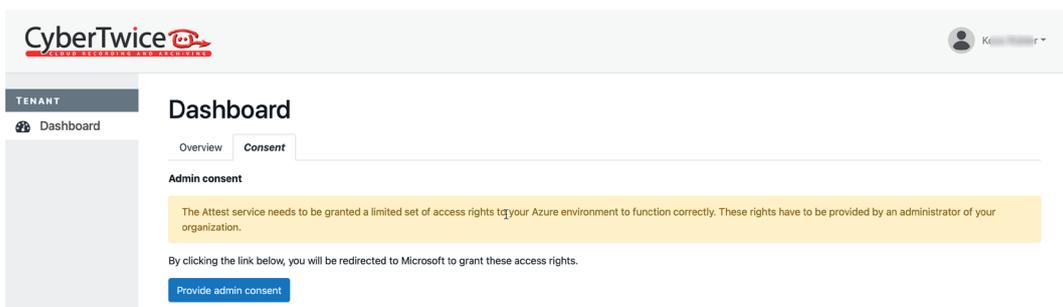
When logged in successfully you'll be taken to the Dashboard menu.



Attest management portal 'Dashboard' - 'Overview' tab

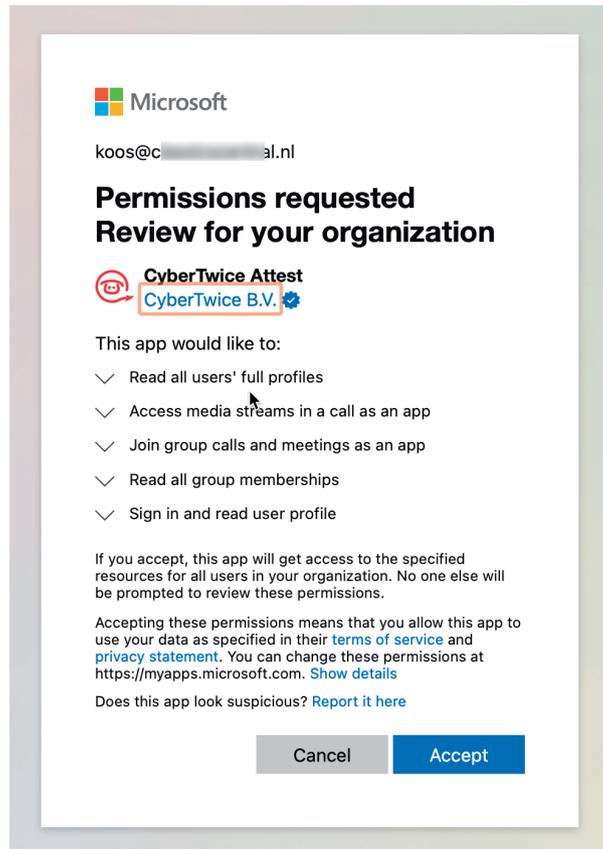
The Overview displays various graphs related to the recorded calls.

- Before any recorded related settings can be modified, consent has to be given to Attest. Click on the Consent tab and click the 'Provide admin consent' button



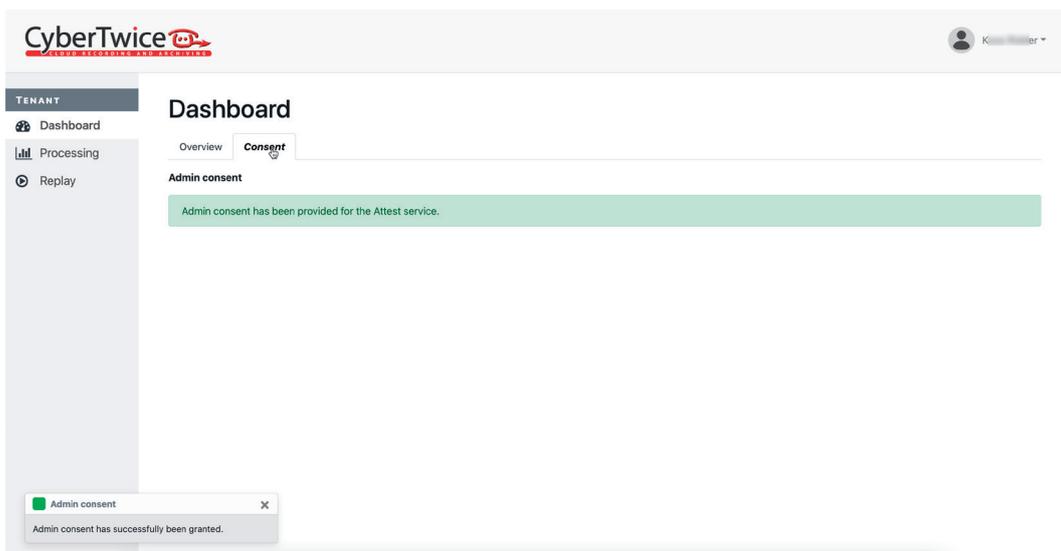
Attest management portal 'Dashboard' - 'Consent' tab

- Log in using your Microsoft admin account and accept the requested permissions



Microsofts 'Permissions requested' window

After consent has been granted, the Attest management portal is extended with new options

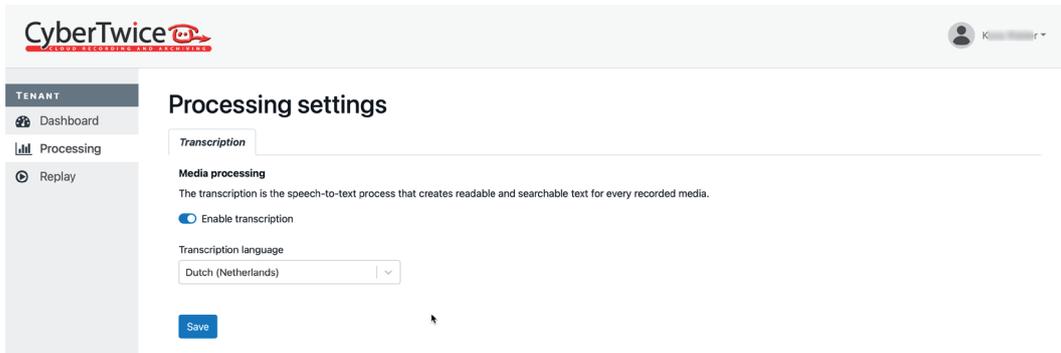


Attest management portal 'Dashboard' - 'Consent' tab, consent granted

The Processing option enables you to disable / enable transcription and modify the language used for transcription for the complete tenant.

! Note: It is not possible to modify transcription settings per intercom device. !

! Note: Modifications made to the Transcription settings will only have effect on new call recordings. All existing recordings will not be modified and will keep the existing transcription. !

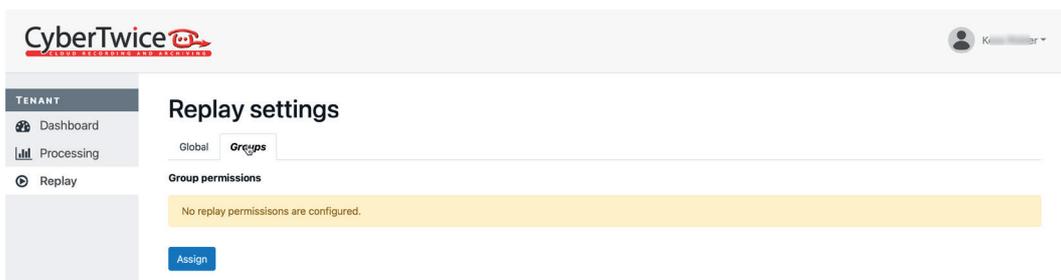


Attest management portal 'Processing' - 'Transcription' tab

The Replay option enables you to allow other people in your tenant to access and replay call recordings. This is done via groups, so people in an Active Directory- or Teams group can be granted permission to access the call recordings.

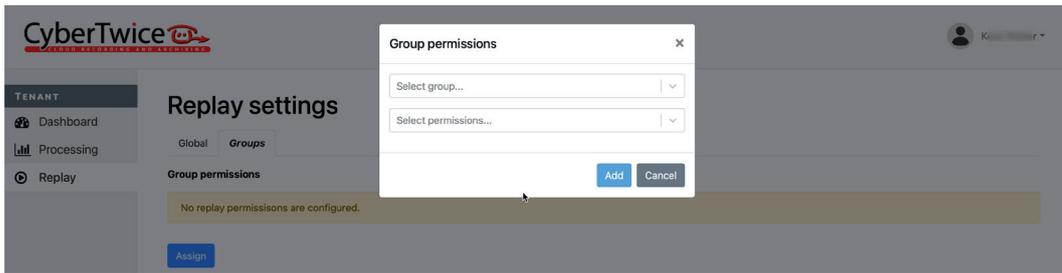
- Click on the Groups tab to set group permissions.

! Note: it can take up to 30 minutes after Admin consent has been granted before group permissions can be set. !

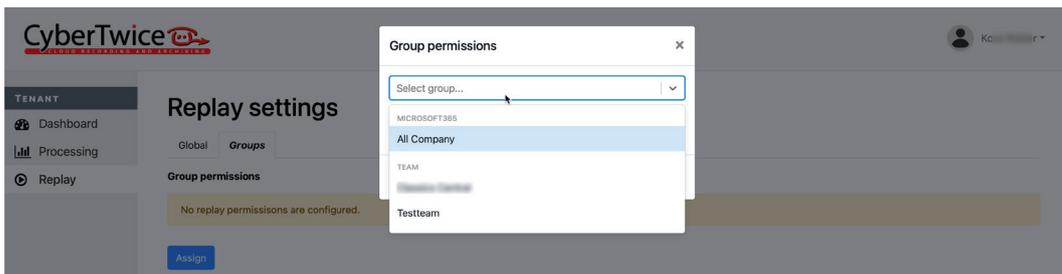


Attest management portal 'Replay' - 'Groups' tab

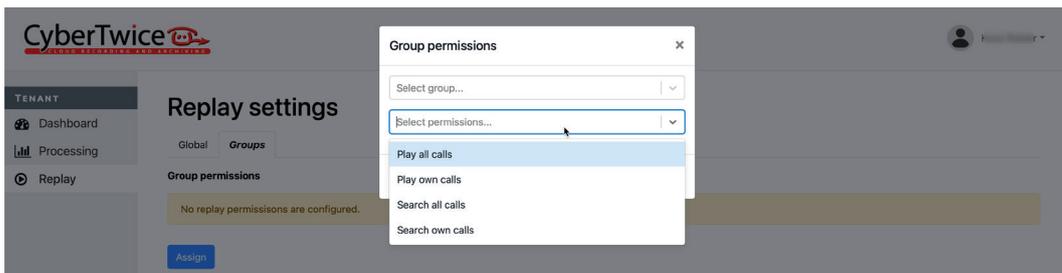
- Click on 'Assign' to assign replay access rights to a specific group



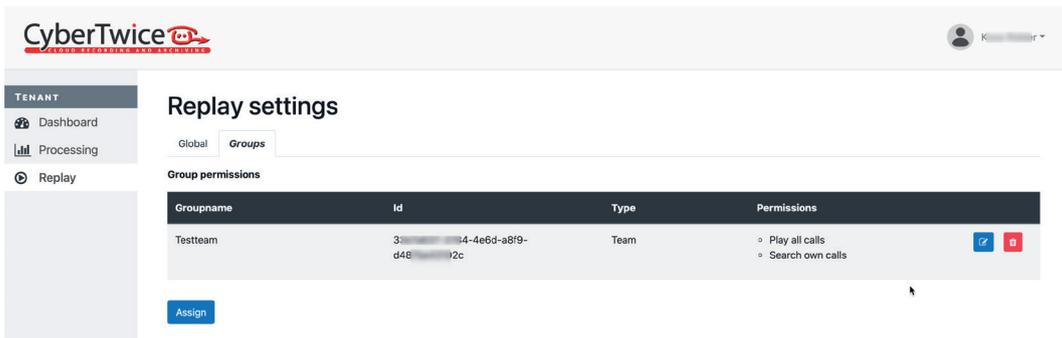
Attest management portal 'Replay' - 'Groups' tab, assign permissions



Attest management portal 'Replay' - 'Groups' tab, select group



Attest management portal 'Replay' - 'Groups' tab, select permissions



Attest management portal 'Replay' - 'Groups' tab, replay permissions set

! Note: To be able to view calls, select at least one of the two 'Search' permissions. If only Play permissions are set, no calls will be visible in the CybeReplay site. !

Document History

Document Version	Date	Author	Change
1.0.0	14-07-2020	KR	Initial version
1.0.1 -> 1.0.9	-	KR	Various improvements and compatible devices
1.0.10	08-07-2021	KR	Added Appendix for name change
1.0.11	16-09-2021	KR	Added compatible devices (Zenitel and Grandstream)
1.1.0	28-09-2021	KR	Revised text and layout
1.1.1	19-10-2021	KR	Revised text in Appendix A and added the recording feature
1.1.2	22-12-2021	KR	Added compatible devices (Doorbird, BAS-IP, Portadial)