

# *VoIP Indoor Intercom with Keypad Operations Guide*

Part #011113\*, RAL 9003, Signal White Color

\*Replaces #011078

Document Part #930323G  
for Firmware Version 6.1.0

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**PoE VoIP Intercom Operations Guide 930323G**  
**Part # 011113**

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# Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
13. Prior to installation, consult local building and electrical code requirements.



GENERAL ALERT

## Warning

*Electrical Hazard:* This product should be installed by a licensed electrician according to all local electrical and building codes.





GENERAL ALERT

## Warning

*Electrical Hazard:* To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.

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## Pictorial Alert Icons

	<p><b>General Alert</b></p> <p><i>This pictorial alert indicates a potentially hazardous situation. This alert will be followed by a hazard level heading and more specific information about the hazard.</i></p>
	<p><b>Ground</b></p> <p><i>This pictorial alert indicates the Earth grounding connection point.</i></p>

---

## Hazard Levels

**Danger:** Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This is limited to the most extreme situations.

**Warning:** Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

**Caution:** Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury. It may also alert users against unsafe practices.

**Notice:** Indicates a statement of company policy (that is, a safety policy or protection of property).

The safety guidelines for the equipment in this manual do not purport to address all the safety issues of the equipment. It is the responsibility of the user to establish appropriate safety, ergonomic, and health practices and determine the applicability of regulatory limitations prior to use. Potential safety hazards are identified in this manual through the use of words **Danger**, **Warning**, and **Caution**, the specific hazard type, and pictorial alert icons.

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## Revision Information

Revision 930323G, which was released on April 14, 2011, corresponds to firmware version 6.1.0, and has the following changes:

- Updates [Figure 2-11, "Device Configuration Page"](#).
- Updates [Table 2-8, "Device Configuration Parameters"](#) to add information about the [Volume Boost](#) setting.

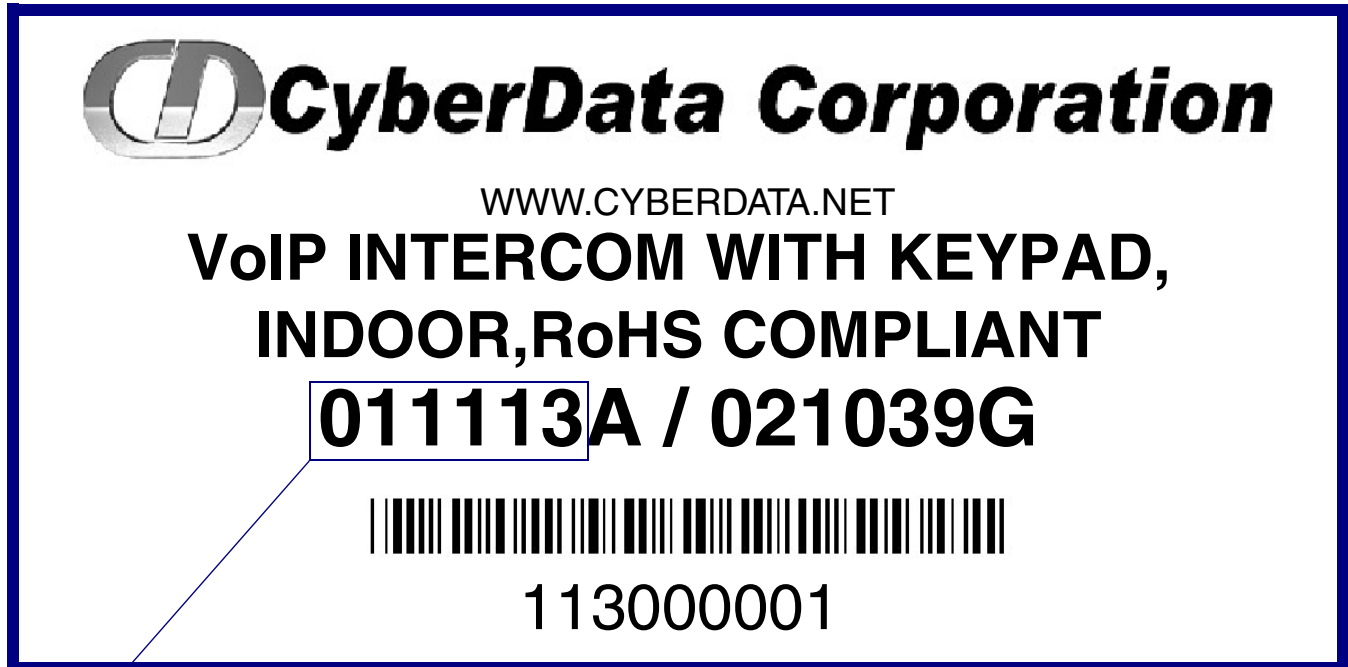
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# 1 Product Overview

## 1.1 How to Identify This Product

To identify the VoIP Indoor Intercom with Keypad, look for a model number label similar to the one shown in [Figure 1-1](#). The model number on the label should be **011113**.

Figure 1-1. Model Number Label



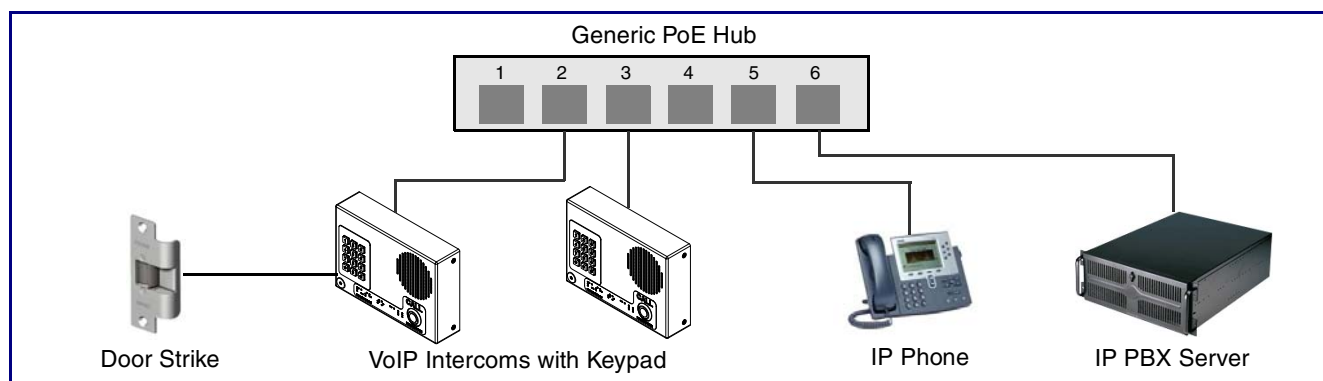
Model number




## 1.2 Typical System Installation

The Voice-over-IP (VoIP) Intercom is a Power-over-Ethernet (PoE 802.3af) and Voice-over-IP (VoIP) two-way communications device that easily connects into existing local area networks (LANs) with a single cable connection. The intercom is compatible with most SIP-based IP PBX servers that comply with SIP RFC 3261.

Figure 1-2 illustrates how the VoIP Indoor Intercom with Keypad can be installed as part of a VoIP phone system.

**Figure 1-2. Typical Installation—Door Entry/Access Control**



 GENERAL ALERT	<p><b>Warning</b> <i>Electrical Hazard:</i> The VoIP Intercom enclosure is not rated for any AC voltages.</p>
 GENERAL ALERT	<p><b>Warning</b> <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.</p>
 GENERAL ALERT	<p><b>Warning</b> <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.</p>



## 1.3 Product Features



- *PoE 802.3af enabled (Powered-over-Ethernet)*
- *12-key keypad*
- *Programmable speed dial*
- *SIP*
- *Dual speeds of 10 Mbps and 100 Mbps*
- *802.3af compliant*
- *2 gang outlet box size*
- *Adaptive full duplex voice operation*
- *Network/Web management*
- *Network adjustable speaker volume adjustment*
- *Network configurable door or intrusion sensor settings*
- *Network configurable relay activation settings*
- *Dial Out Extension supports the addition of comma delimited pauses before sending additional DTMF tones*
- *Network configurable microphone input sensitivity adjustment*
- *Network downloadable product firmware*
- *Doubles as a paging speaker*
- *Call button*
- *Call activity indicator (light)*
- *Tamper proof design*
- *One dry contact relay for auxiliary control*
- *Autoprovisioning*
- *Configurable audio files*
- *Night Ringer*
- *Three year warranty*
- *Peer-to-peer capable*
- *Door closure and tamper alert signal*
- *Optional Torx screws with driver kit*

## 1.4 Supported Protocols

The Intercom supports:

- SIP
- HTTP Web-based configuration  
Provides an intuitive user interface for easy system configuration and verification of Intercom operations.
- DHCP Client  
Dynamically assigns IP addresses in addition to the option to use static addressing.
- TFTP Client  
Facilitates hosting for the Autoprovisioning configuration file.
- RTP
- RTP/AVP - Audio Video Profile
- Audio Encodings  
PCMU (G.711 mu-law)  
PCMA (G.711 A-law)  
Packet Time 20 ms

## 1.5 Supported SIP Servers

The following link contains information on how to configure the Intercom for the supported SIP servers:

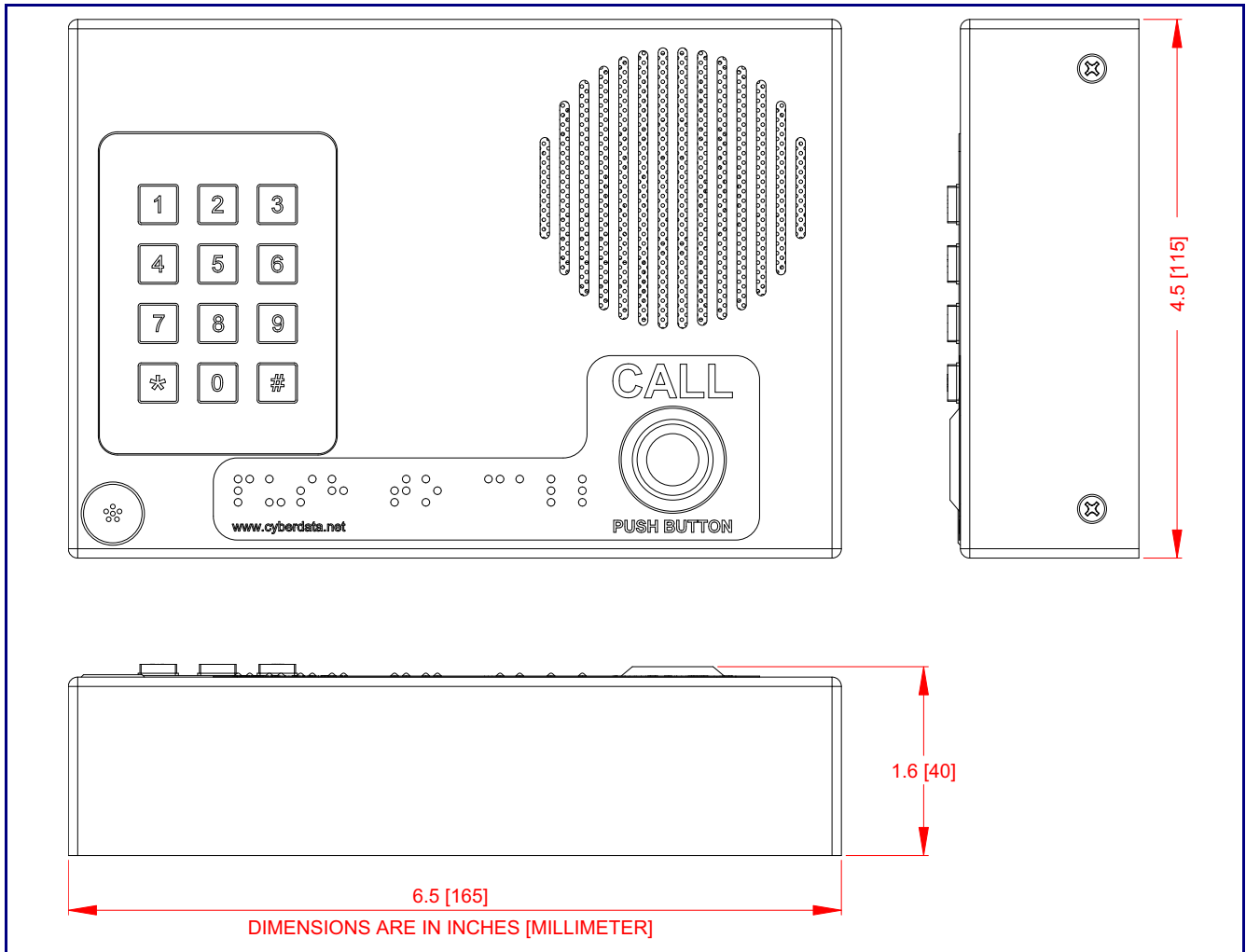
<http://www.cyberdata.net/support/voip/server.html>

## 1.6 Product Specifications

Category	Specification
Output	1 Watt Peak Power
Ethernet I/F	10/100 Mbps
Protocol	SIP RFC 3261 Compatible
Power Input	PoE 802.3af compliant or +12 to +24VDC at 500mA
Operating Temperature	-30 to 55 C (-22 to 131 F)
Payload Types	G711, A-law and $\mu$ -law
Regulatory Compliance	FCC Class A, UL 60950
Dimensions	6.5" x 4.5" x 1.5" (H x W x D)
Warranty	2 years limited
Part Number	011113
Auxiliary Relay	1A at 30 VDC

## 1.7 Dimensions

Figure 1-3. Dimensions

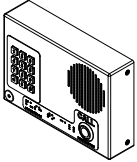




# 2 Installing the VoIP Indoor Intercom with Keypad

## 2.1 Parts List

Table 2-1 illustrates the parts for the VoIP Indoor Intercom with Keypad.

**Table 2-1. Parts List**

Quantity	Part Name	Illustration
1	VoIP Indoor Intercom with Keypad Assembly	
1	Installation Quick Reference Guide	
1	Mounting Accessory Kit	

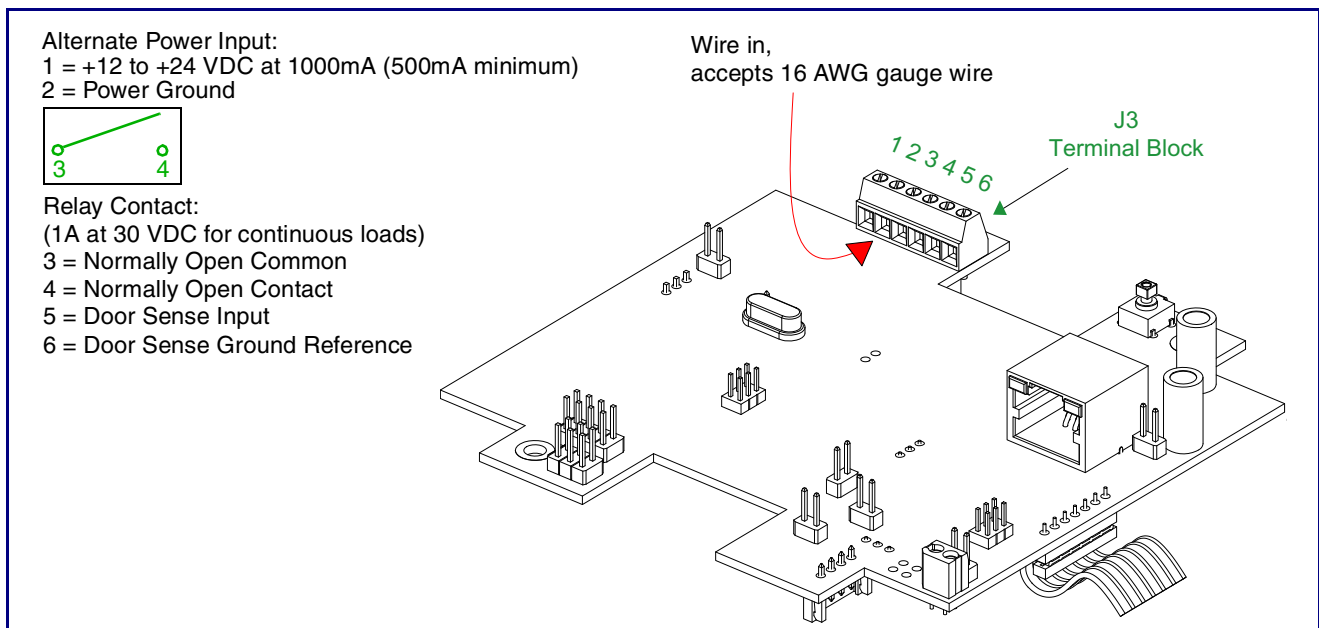
## 2.2 VoIP Indoor Intercom with Keypad Setup

### 2.2.1 Connections

Figure 2-1 shows the pin connections on J3 (terminal block). This terminal block can accept 16 AWG gauge wire.




**Note** As an alternative to using PoE power, you can supply +12 to +24 VDC at 1000 ma (500 mA minimum) into the terminal block.

**Figure 2-1. Terminal Block Connections**



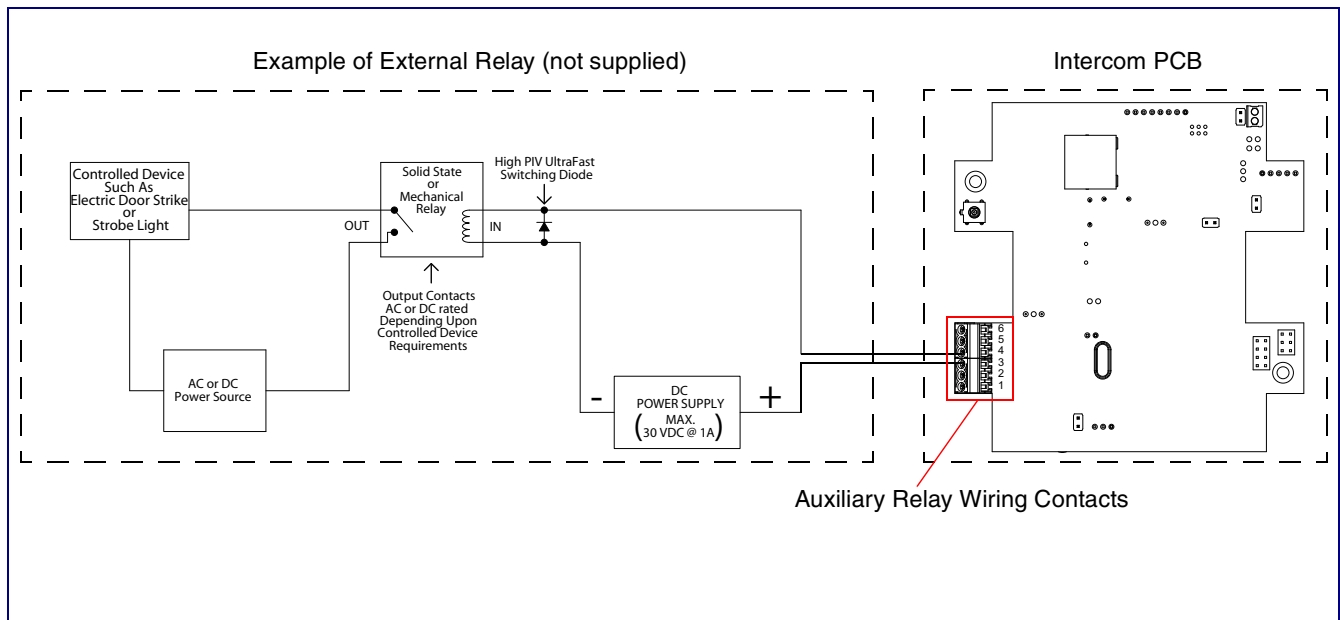
## 2.2.2 Connecting a Device to the Auxiliary Relay

The VoIP Indoor Intercom with Keypad incorporates an on-board relay which enables users to control an external relay for activating an auxiliary device such as an electric door strike (see [Figure 2-1](#)). The Intercom relay contacts are limited to 1 amp at 30VDC. The Intercom relay activation time is selectable through the web interface and is controlled by DTMF tones generated from the phone being called. The DTMF tones are selectable from the web interface as well.

 <p>GENERAL ALERT</p>	<p><b>Warning</b> <i>Electrical Hazard:</i> The VoIP Intercom enclosure is not rated for any AC voltages.</p>
 <p>GENERAL ALERT</p>	<p><b>Warning</b> <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.</p>
 <p>GENERAL ALERT</p>	<p><b>Warning</b> <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.</p>

**Note** The DTMF activation code must be sent in conformance with RFC2833.

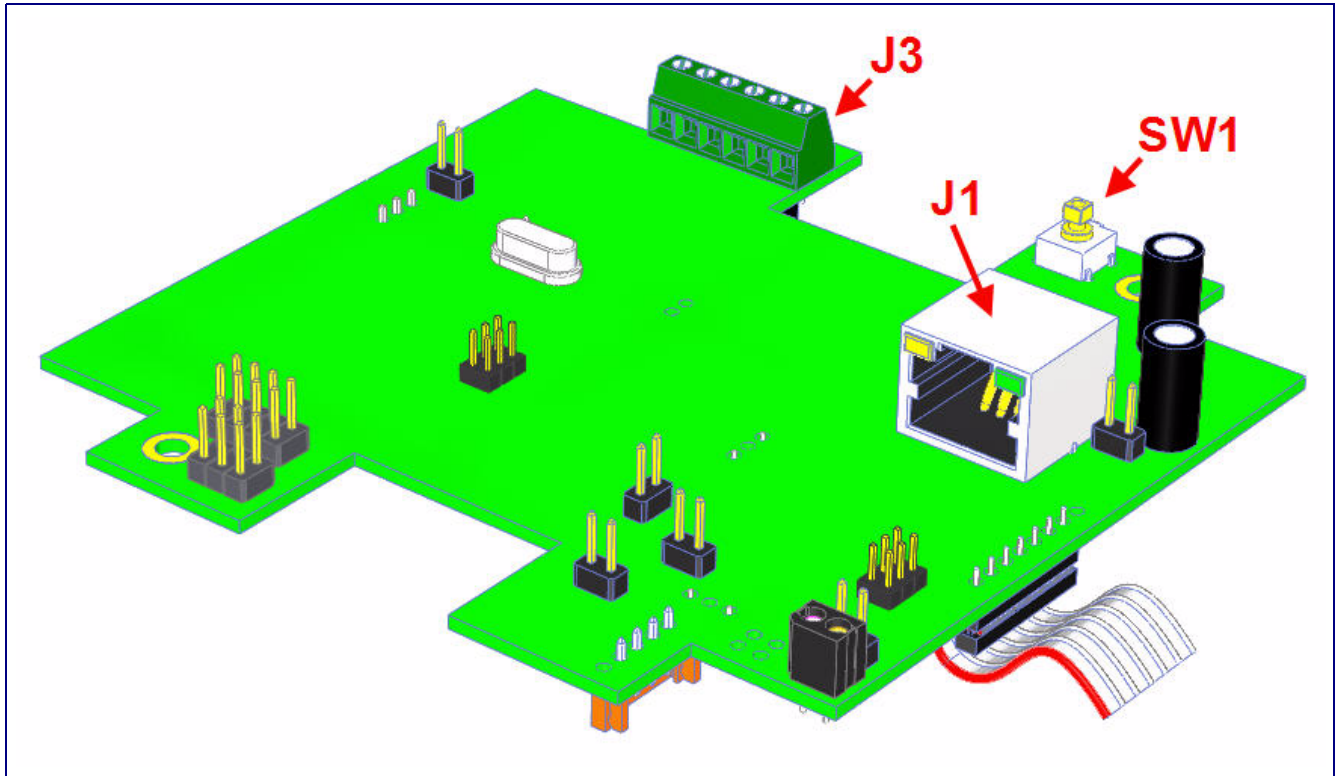
**Figure 2-2. Auxiliary Relay Wiring Diagram**



## 2.2.3 Identifying the Connector Locations and Functions

See [Figure 2-3](#) through [Figure 2-5](#) and [Table 2-2](#) through [Table 2-4](#) to identify the connector locations and functions.

**Figure 2-3. Connector Locations**



**Table 2-2. Connector Functions**

Connector	Function
J1	PoE Network Connection (RJ-45 ethernet)
J3	Terminal Block (see <a href="#">Figure 2-1</a> )
SW1	RTFM (see <a href="#">Section 2.2.6, "RTFM Switch"</a> )

Figure 2-4. Connector Locations

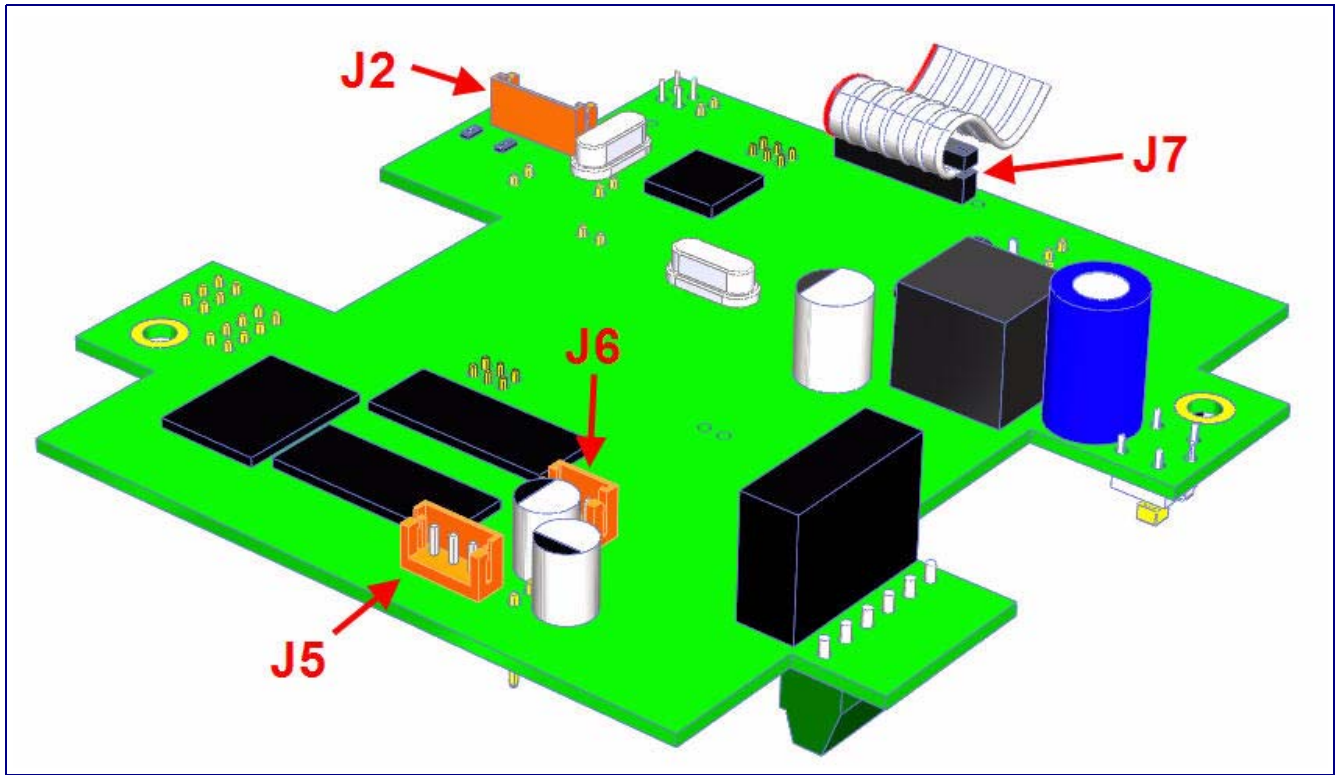


Table 2-3. Connector Functions

Connector	Function
J2	LED Interface
J5	Microphone Interface
J6	Speaker Interface
J7	Keypad Interface



Figure 2-5. Connector Locations

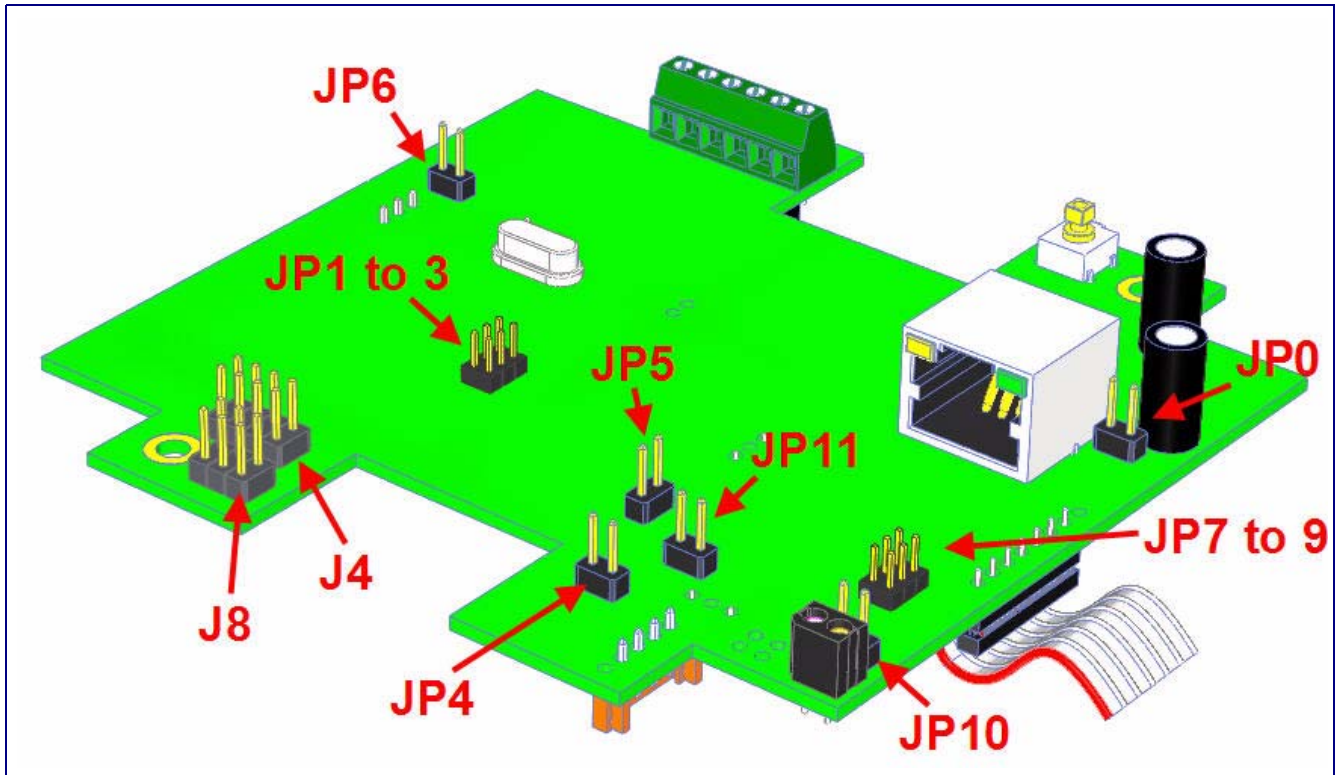


Table 2-4. Connector Functions

Connector	Description	Function
J4	J-Tag	Factory only.
J8	Console	Factory only
JP0	PoE Option	Factory only
JP1	Boot Mode	Factory only
JP2	Boot Mode	Factory only
JP3	Boot Mode	Factory only
JP4	Reset Jumper	Placing a jumper on JP4, and then removing it will cause the board to reset/reboot.
JP5	WD Enable	Not used
JP6	Audio Enable	Factory only
JP7	Phy Mode	Not Used
JP8	Phy Mode	Not Used
JP9	Phy Mode	Not Used
JP10	Intrusion Disable Jumper	Placing a jumper on JP10 will disable the intrusion detection circuit.
JP11	Option Jumper	Not used

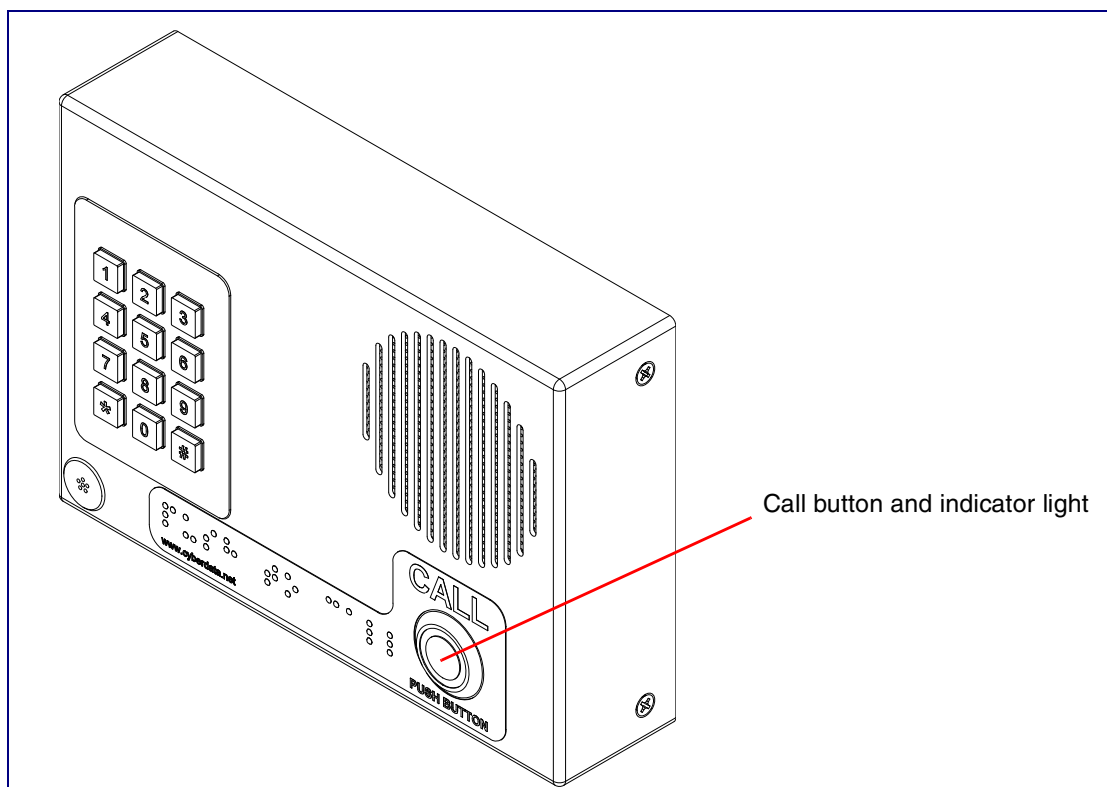
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## 2.2.4 Call Button and Indicator Light

### 2.2.4.1 Indicator Light Function

- Upon initial power or reset, the indicator light will illuminate.
- When the software has finished initialization, the indicator light will blink twice.
- When a call is established (not just ringing), the indicator light will blink.
- On the [Device Configuration Page](#), there is an option called [Button Lit When Idle](#). This option sets the normal state for the indicator light. The indicator light will still blink during initialization and calls.
- The indicator light flashes briefly at the beginning of RTFM mode.

**Figure 2-6. Call Button and Indicator Light**



### 2.2.4.2 Dialing from the Keypad

- See the [Enable Telephone Operation](#) setting in [Section 2.3.6, "Configure the Button Parameters"](#).

---

## 2.2.5 Network Connectivity, and Data Rate

When you plug in the Ethernet cable or power supply:

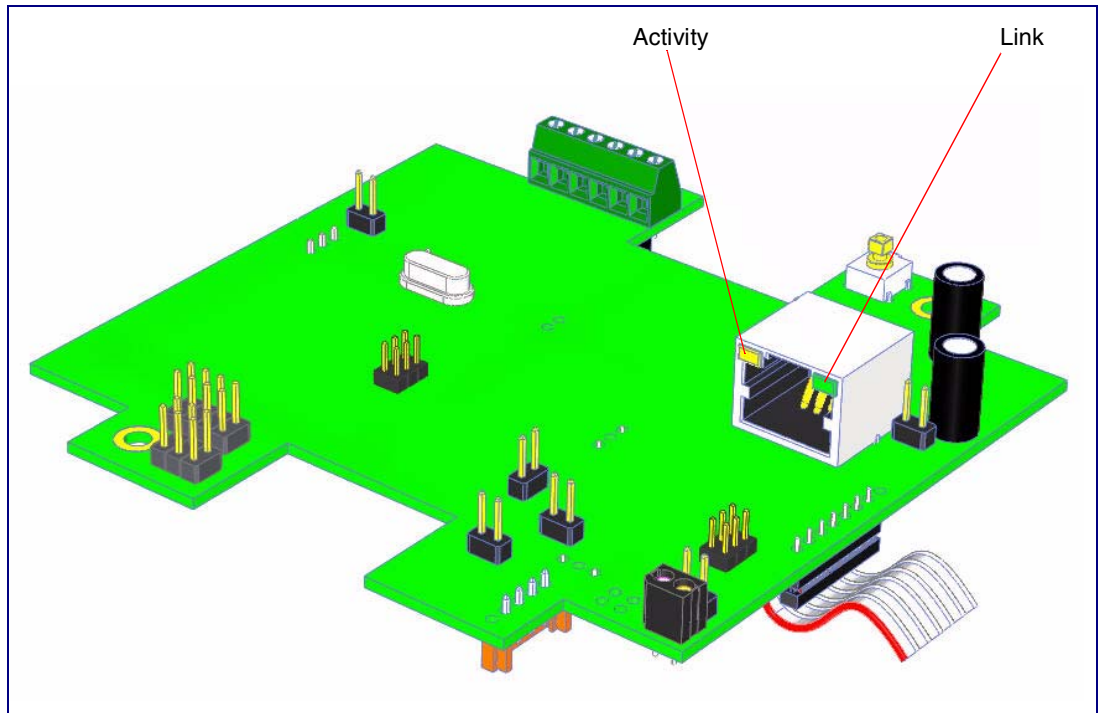
- The square, green **Link** light above the Ethernet port indicates that the network connection has been established (see [Figure 2-7](#)). The Link light changes color to confirm the auto-negotiated baud rate:

- This light is yellow at 10 Mbps.
- It is orange at 100 Mbps.

### 2.2.5.1 Verify Network Activity

The square, yellow **Activity** light blinks when there is network activity.

**Figure 2-7. Network Connector**

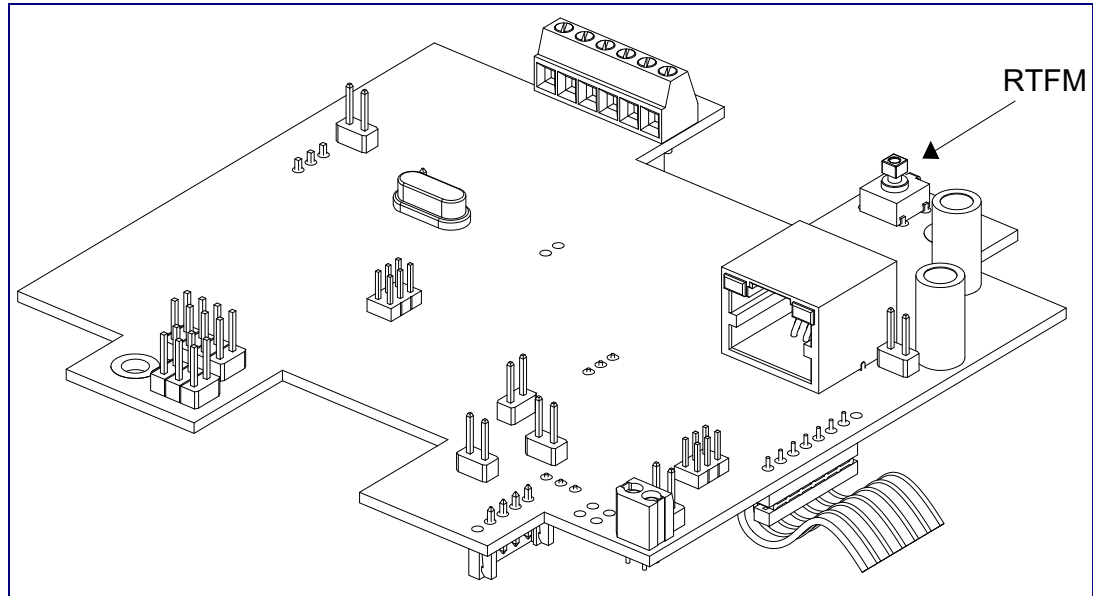


## 2.2.6 RTFM Switch

When the Intercom is operational and linked to the network, use the Reset Test Function Management (**RTFM**) switch (see **SW1** in [Figure 2-8](#)) on the Intercom board to announce and confirm the Intercom's IP Address and test that the audio is working.

**Note** You must do this test prior to final assembly.

**Figure 2-8. RTFM Switch**



### 2.2.6.1 Announcing the IP Address

To announce a speaker's current IP address:

1. Press and release the RTFM switch (SW1) within a five second window.

**Note** The speaker will use DHCP to obtain the new IP address (DHCP-assigned address or default to 10.10.10.10 if a DHCP server is not present).

**Note** Pressing and holding the RTFM switch for longer than five seconds will restore the speaker to the factory default settings.

## 2.2.6.2 Restore the Factory Default Settings

When troubleshooting configuration problems, it is sometimes convenient to restore the device to a known state.

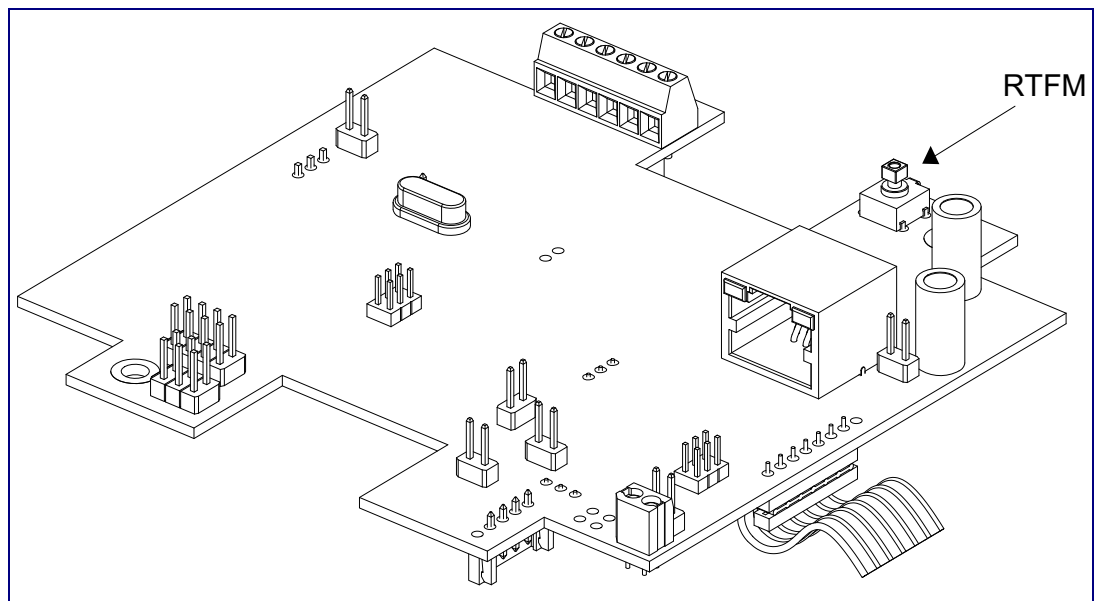
**Note** Each Intercom is delivered with factory set default values.

To set the factory default settings:

1. Press and hold the **RTFM** switch (SW1) for more than five seconds.
2. The speaker announces that it is restoring the factory default settings.

**Note** The speaker will use DHCP to obtain the new IP address (DHCP-assigned address or default to 10.10.10.10 if a DHCP server is not present).

**Figure 2-9. RTFM Switch**



---

## 2.2.7 Adjust the Volume

You can adjust the volume through the [Device Configuration Page](#).

---

## 2.3 Configure the Intercom Parameters

To configure the Intercom online, use a standard web browser.

Configure each Intercom and verify its operation *before* you mount it. When you are ready to mount an Intercom, refer to [Appendix A, "Mounting the Indoor VoIP Indoor Intercom with Keypad"](#) for instructions.

All Intercoms are initially configured with the following default IP settings:

When configuring more than one Intercom, attach the Intercoms to the network and configure one at a time to avoid IP address conflicts.

**Table 2-5. Factory Default Settings**

Parameter	Factory Default Setting
IP Addressing	DHCP
IP Address <sup>a</sup>	10.10.10.10
Web Access Username	admin
Web Access Password	admin
Subnet Mask <sup>a</sup>	255.0.0.0
Default Gateway <sup>a</sup>	10.0.0.1









a. Default if there is not a DHCP server present.

---

## 2.3.1 Intercom Web Page Navigation

Table 2-6 shows the navigation buttons that you will see on every Intercom web page.

**Table 2-6. V2 Paging Amplifier Web Page Navigation**

Web Page Item	Description
	Link to the <b>Home</b> page.
	Link to the <b>Device Configuration</b> page.
	Link to the <b>Networking</b> page.
	Link to the <b>SIP Configuration</b> page.
	Link to the <b>Button Configuration</b> page.
	Link to the <b>Nightringer Configuration</b> page.
	Link to the <b>Sensor Configuration</b> page.
	Link to the <b>Multicast Configuration</b> page.
	Link to the <b>Audio Configuration</b> page.
	Link to the <b>Event Configuration</b> page.
	Link to the <b>Autoprovisioning Configuration</b> page.
	Link to the <b>Update Firmware</b> page.

---

## 2.3.2 Log in to the Configuration Home Page

1. Open your browser to the Intercom IP address.

**Note** If the network does not have access to a DHCP server, the device will default to an IP address of 10.10.10.10.

**Note** Make sure that the PC is on the same IP network as the Intercom.

**Note** You may also download CyberData's VoIP Discovery Utility program which allows you to easily find and configure the default web address of the CyberData VoIP products.

CyberData's VoIP Discovery Utility program is available at the following website address:

[http://www.cyberdata.net/support/voip/discovery\\_utility.html](http://www.cyberdata.net/support/voip/discovery_utility.html)

**Note** The Intercom ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

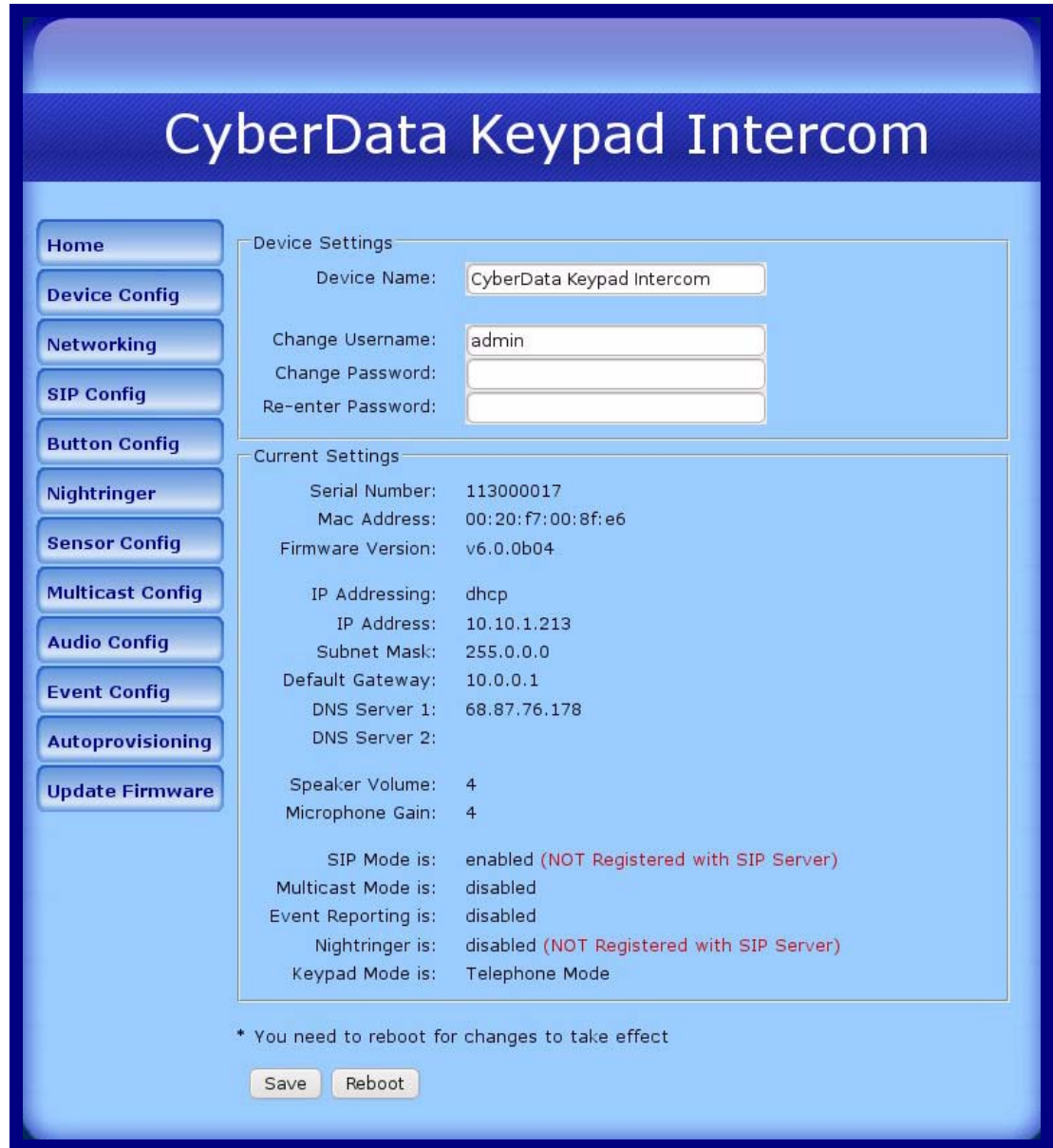


- When prompted, use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 2-10):

Web Access Username: **admin**



Web Access Password: **admin**

**Figure 2-10. Home Page**



3. On the **Home Page**, review the setup details and navigation buttons described in [Table 2-7](#).

**Table 2-7. Home Page Overview**

Web Page Item	Description
<b>Device Settings</b>	
Device Name	Shows the device name.
Change Username	Type in this field to change the username.
Change Password	Type in this field to change the password.
Re-enter Password	Type the password again in this field to confirm the new password.
<b>Current Settings</b>	
Serial Number	Shows the device serial number.
Mac Address	Shows the device Mac address.
Firmware Version	Shows the current firmware version.
IP Addressing	Shows the current IP addressing setting ( <b>DHCP</b> or <b>static</b> ).
IP Address	Shows the current IP address.
Subnet Mask	Shows the current subnet mask address.
Default Gateway	Shows the current default gateway address.
DNS Server 1	Shows the current DNS Server 1 address.
DNS Server 2	Shows the current DNS Server 2 address.
Speaker Volume	Shows the current speaker volume level.
Microphone Gain	Shows the current microphone gain level.
SIP Mode is	Shows the current SIP Mode status.
Multicast Mode is	Shows the current Multicast Mode status.
Event Reporting is	Shows the current Event Reporting status.
Nightringer is	Shows the current Nightringer status.
Keypad Mode is	Shows the current Keypad Mode status.
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

## 2.3.3 Configure the Device Parameters

1. Click the **Device Configuration** button to open the **Device Configuration** page. See [Figure 2-11](#).

**Figure 2-11. Device Configuration Page**

**Cyberdata Keypad Intercom**

**Device Configuration**

Home  
Device Config  
Networking  
SIP Config  
Button Config  
Nightringer  
Sensor Config  
Multicast Config  
Audio Config  
Event Config  
Autoprovisioning  
Update Firmware

**Volume Settings**

Speaker Volume: 4  
Microphone Gain: 4

**Relay Settings**

Activate Relay with DTMF code:   
DTMF Activation Code: 321  
DTMF Activation Duration (in seconds): 2

Activate Relay During Ring:   
Activate Relay During Night Ring:   
Activate Relay While Call Active:

Activate Relay on Button Press:   
Relay on Button Press Timeout (in seconds): 3

**Miscellaneous Settings**

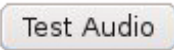
Auto-Answer Incoming Calls:   
Button Lit when Idle:   
Play Ringback Tone:   
Volume Boost:

\* You need to reboot for changes to take effect


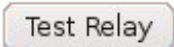



Save Reboot  
Test Audio Test Microphone Test Relay Start Button Test

2. On the **Device Configuration** page, you may enter values for the parameters indicated in [Table 2-8](#).

**Table 2-8. Device Configuration Parameters**

Web Page Item	Description
<b>Volume Settings</b>	
Speaker Volume	Type the desired speaker volume level into this field.
Microphone Gain	Type the desired microphone gain level into this field.
<b>Relay Settings</b>	
Activate Relay with DTMF Code	When selected, the relay can be activated with a DTMF code.
DTMF Activation Code	Type the desired DTMF activation code (25 character limit).
DTMF Activation Duration (in seconds)	Type the desired DTMF activation duration (in seconds) (1 character limit). <b>NOTE:</b> A DTMF activation duration of <b>0</b> will toggle the relay indefinitely or until the activation code is sent again
Activate Relay During Ring	When selected, the relay will be activated for as long as the call is active. <b>NOTE:</b> When the phone is set to <b>Auto Answer</b> , it will not ring and this option does nothing.
Activate Relay During Night Ring	Check this box to activate the relay for as long as a Night Ring tone is ringing.
Activate Relay While Call Active	When selected, the relay will be activated for as long as the call is active.
Activate Relay on Button Press	When selected, the relay will be activated when the Call Button is pressed.
Relay on Button Press Timeout (in seconds)	Type the desired time (in seconds) that you want the relay to activate after the Call Button is pressed (1 character limit).
<b>Miscellaneous Settings</b>	
Auto-Answer Incoming Calls	When selected, the device will automatically answer incoming calls.  When <b>Auto Answer</b> is Off, the device will play a ringtone through the Intercom speaker until someone presses the button.
Button Lit When Idle	When selected, the Call Button remains lit when idle.
Play Ringback Tone	When selected, you will hear a ringback tone while making a call.
Volume Boost	When <b>Volume Boost</b> is enabled, the device will play at a higher volume at the risk of having the audio clip at very high levels.
	Click on the <b>Test Audio</b> button to do an audio test. When the <b>Test Audio</b> button is pressed, you will hear a voice message for testing the device audio quality and volume.

**Table 2-8. Device Configuration Parameters (continued)**

Web Page Item	Description
	<p>Click on the <b>Test Microphone</b> button to do a microphone test. When the <b>Test Microphone</b> button is pressed, the following occurs:</p> <ol style="list-style-type: none"> <li>1. The device will immediately start recording 3 seconds of audio.</li> <li>2. The device will beep (indicating the end of recording).</li> <li>3. The device will play back the recorded audio.</li> </ol>
	<p>Click on the <b>Test Relay</b> button to do a relay test.</p>
	<p>Click on the <b>Test Relay</b> button to do a button test. When pressed, the button text will change to <b>Stop Button Test</b> and in this mode, pressing the button will play test audio. Also, pressing this button also puts the device into a mode where it will play audio as the buttons are pressed. For buttons 0-9 it will play the audio file for that number. For buttons '*', '#', and the Call Button, it will play the appropriate DTMF tones.</p>
	<p>Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.</p>
	<p>Click on the <b>Reboot</b> button to reboot the system.</p>

3. After changing the parameters, click the **Save** button.

## 2.3.4 Configure the Network Parameters

1. Click the **Networking** button to open the **Network Configuration** page (Figure 2-12).

Figure 2-12. Network Configuration Page

**CyberData Keypad Intercom**

**Home** **Device Config** **Networking** **SIP Config** **Button Config** **Nightringer** **Sensor Config** **Multicast Config** **Audio Config** **Event Config** **Autoprovisioning** **Update Firmware**

**Network Configuration**

Stored Network Settings

IP Addressing:  Static  DHCP

IP Address: 10.10.10.10

Subnet Mask: 255.0.0.0

Default Gateway: 10.0.0.1

DNS Server 1: 10.0.0.1

DNS Server 2: 10.0.0.1

Current Network Settings

IP Address: 10.10.1.213

Subnet Mask: 255.0.0.0

Default Gateway: 10.0.0.1

DNS Server 1: 68.87.76.178


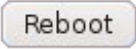
DNS Server 2:

\* You need to reboot for changes to take effect

Save Reboot

2. On the **Network Configuration** page, enter values for the parameters indicated in [Table 2-9](#).

**Table 2-9. Network Configuration Parameters**

Web Page Item	Description
<b>Stored Network Settings</b>	Shows the settings stored in non-volatile memory.
IP Addressing	Select either <b>DHCP IP Addressing</b> or <b>Static IP Addressing</b> by marking the appropriate radio button. If you select <b>Static</b> , configure the remaining parameters indicated in <a href="#">Table 2-9</a> . If you select <b>DHCP</b> , go to <a href="#">Step 3</a> .
IP Address	Enter the Static IP address.
Subnet Mask	Enter the Subnet Mask address.
Default Gateway	Enter the Default Gateway address.
DNS Server 1	Enter the DNS Server 1 address.
DNS Server 2	Enter the DNS Server 2 address.
<b>Current Network Settings</b>	Shows the current network settings.
IP Address	Shows the current Static IP address.
Subnet Mask	Shows the current Subnet Mask address.
Default Gateway	Shows the current Default Gateway address.
DNS Server 1	Shows the current DNS Server 1 address.
DNS Server 2	Shows the current DNS Server 2 address.
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click **Save Settings**. This updates the changed parameters and reboots the Intercom if appropriate.
4. Connect the Intercom to the target network.
5. From a system on the same network as the Intercom, open a browser with the new IP address of the Intercom.

## 2.3.5 Configure the SIP Parameters

1. Click **SIP Config** to open the **SIP Configuration** page (Figure 2-13).

**Note** For specific server configurations, go to the following website address:

<http://www.cyberdata.net/support/server/index.html>

**Figure 2-13. SIP Configuration Page**

**CyberData Keypad Intercom**

**SIP Configuration**

Home    Device Config    Networking    **SIP Config**    Button Config    Nightringer    Sensor Config    Multicast Config    Audio Config    Event Config    Autoprovisioning    Update Firmware

Enable SIP operation:  (NOT Registered with SIP Server)

**SIP Settings**

SIP Server:	<input type="text" value="10.0.0.253"/>
Remote SIP Port:	<input type="text" value="5060"/>
Local SIP Port:	<input type="text" value="5060"/>
Outbound Proxy:	<input type="text"/>
Outbound Proxy Port:	<input type="text" value="0"/>
SIP User ID:	<input type="text" value="205"/>
Authenticate ID:	<input type="text" value="205"/>
Authenticate Password:	<input type="text" value="ext205"/>

Register with a SIP Server:

Re-registration Interval (in seconds):

Unregister on Reboot:

**Misc Settings**

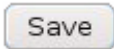

RTP Port (even):	<input type="text" value="10500"/>
------------------	------------------------------------

\* You need to reboot for changes to take effect



2. On the **SIP Configuration** page, enter values for the parameters indicated in [Table 2-10](#).

**Table 2-10. SIP Configuration Parameters**

Web Page Item	Description
Enable SIP Operation	Enables or disables SIP operation.
<b>SIP Settings</b>	
SIP Server*	Type the SIP server represented as either a numeric IP address in dotted decimal notation or the fully qualified host name (255 character limit [FQDN]).
Remote SIP Port*	Type the <b>Remote SIP Port</b> number (default 5060) (8 character limit).
Local SIP Port*	Type the <b>Local SIP Port</b> number (default 5060) (8 character limit).
Outbound Proxy	Type the Outbound Proxy as either a numeric IP address in dotted decimal notation or the fully qualified host name (255 character limit [FQDN]).
Outbound Proxy Port	Type the Outbound Proxy Port number (8 character limit).
SIP User ID*	Type the <b>SIP User ID</b> (up to 64 alphanumeric characters).
Authenticate ID*	Type the <b>Authenticate ID</b> (up to 64 alphanumeric characters).
Authenticate Password*	Type the <b>Authenticate Password</b> (up to 64 alphanumeric characters).
Register with a SIP Server*	Check this box to enable SIP Registration. For information about Point-to-Point Configuration, see <a href="#">Section 2.3.5.1, "Point-to-Point Configuration"</a> .
Re-registration Interval (in seconds)*	Type the SIP Registration lease time in minutes (default is 60 minutes) (8 character limit). Re-registration Interval (in seconds)*
Unregister on Reboot*	When selected, on boot, the device will first register with a SIP server with a expiration delay of 0 seconds. This has the effect of unregistering any current devices on this extension.
<b>Misc Settings</b>	
RTP Port (even)	Specify the port number used for the RTP stream after establishing a SIP call. This port number has to be an even number and defaults to 10500.
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click **Save Settings**.

### 2.3.5.1 Point-to-Point Configuration

When the board is set to not register with a SIP server, it's possible to set the device to dial out to a single endpoint. To do this, do the following:

1. On the **SIP Configuration** page (Figure 2-14), make sure that the **Register with a SIP Server** parameter is not selected.
2. On the **Button Configuration** page (Figure 2-15 and Figure 2-16), type the IP address of the remote device that you want to contact into a **Keypad** or **Call Button** field (in either **Speed Dial Mode** or **Security Dial Mode**).

**Note** There is no way to place a point-to-point call in **Telephone Dial Mode** or **Cellphone Dial Mode**. The Intercom can receive point-to-point calls in any mode.

**Note** The delayed DTMF functionality is available in the Point-to-Point Mode.

**Note** Establishing point-to-point SiP calls may not work with all phones.

**Figure 2-14. SIP Configuration Page Set to Point-to-Point Mode**

Intercom is set to NOT register with a SiP server

## 2.3.6 Configure the Button Parameters

1. Click the **Button Config** button to open the **Button Configuration** page. See [Figure 2-15](#).

**Figure 2-15. Button Configuration Page**

**CyberData Keypad Intercom**

**Button Configuration**

Home

Device Config

Networking

SIP Config

**Button Config**

Nightringer

Sensor Config

Multicast Config

Audio Config

Event Config

Autoprovisioning

Update Firmware

Telephone Dial Mode

Enable Telephone Operation:

Cellphone Dial Mode

Enable Cellphone Operation:

Speed Dial Mode

Enable Speed Dial:

Speed Dial Timeout (in seconds):

Keypad 1:	<input type="text" value="241"/>	ID:	<input type="text" value="id241"/>
Keypad 2:	<input type="text" value="242"/>	ID:	<input type="text" value="id242"/>
Keypad 3:	<input type="text" value="243"/>	ID:	<input type="text" value="id243"/>
Keypad 4:	<input type="text" value="244"/>	ID:	<input type="text" value="id244"/>
Keypad 5:	<input type="text" value="245"/>	ID:	<input type="text" value="id245"/>
Keypad 6:	<input type="text" value="246"/>	ID:	<input type="text" value="id246"/>
Keypad 7:	<input type="text" value="247"/>	ID:	<input type="text" value="id247"/>
Keypad 8:	<input type="text" value="248"/>	ID:	<input type="text" value="id248"/>
Keypad 9:	<input type="text" value="249"/>	ID:	<input type="text" value="id249"/>
Keypad 0:	<input type="text" value="251"/>	ID:	<input type="text" value="id251"/>
Keypad *:	<input type="text" value="250"/>	ID:	<input type="text" value="id250"/>
Keypad #:	<input type="text" value="252"/>	ID:	<input type="text" value="id252"/>
Call Button:	<input type="text" value="240"/>	ID:	<input type="text" value="id240"/>

**Figure 2-16. Button Configuration Page (continued)**

The screenshot displays a web-based configuration interface for a VoIP indoor intercom keypad. The page is titled "Button Configuration Page (continued)" and is set against a light blue background. It is divided into several sections:

- Security Dial Mode:** This section contains several configuration options:
  - Enable Security Keypad Operation:** A radio button that is currently unselected.
  - Relay Activation Timeout (in seconds):** A text input field containing the number "6".
  - Play Tone while Relay is Active:** A checkbox that is currently unselected.
  - Allow Telephone dialout:** A checked checkbox.
  - Call Button:** A text input field containing "240".
  - ID:** A text input field containing "id240".
  - Security Codes:** A list of ten text input fields, labeled "Security Code 0" through "Security Code 9". Each field contains a unique 7-digit code starting with "123456".
- Misc Settings:** A section containing a checked checkbox for **Play Button Tone**.

Below the "Misc Settings" section, there is a note: "\* You need to reboot for changes to take effect". At the bottom of the page, there are two buttons: "Save" and "Reboot".

*Security Codes are limited to 7 characters and start with the # key*

2. On the **Button Configuration** page, you may enter values for the parameters indicated in [Table 2-11](#).



**Table 2-11. Button Configuration Parameters**

Web Page Item	Description
<b>Telephone Dial Mode</b>	
Enable Telephone Operation	<p>Select <b>Enable Telephone Operation</b> to put the Intercom into <b>Telephone Dial Mode</b>. In <b>Telephone Dial Mode</b>, the Intercom will operate like a telephone:</p> <ul style="list-style-type: none"> <li>• To make a call in this mode, press the Call Button to go 'off-hook'. The unit will begin playing a dial tone and will wait for keypad input.</li> <li>• Dial the extension you want to reach and wait.</li> <li>• Pressing the Call Button at any time in this process will hang up the call (put it back 'on-hook').</li> <li>• During a call, you can use the keypad to send DTMF tones to the remote extension.</li> </ul>
<b>Cellphone Dial Mode</b>	
Enable Cellphone Operation	<p>Select <b>Enable Cellphone Operation</b> to put the Intercom into <b>Cellphone Dial Mode</b>. In <b>Cellphone Dial Mode</b>, the Intercom will operate like a cellular phone:</p> <ul style="list-style-type: none"> <li>• This mode is similar to the telephone operation but you dial in an extension differently.</li> <li>• To make a call in this mode, dial the extension and then press the call button to 'send' or initiate the call.</li> <li>• Pressing the call button at any time in this process will hang up the call (put it back 'on-hook').</li> <li>• During a call you can use the keypad to send DTMF tones to the remote extension.</li> </ul>
<b>Speed Dial Mode</b>	
Enable Speed Dial	<p>Select <b>Enable Speed Dial</b> to put the Intercom into <b>Speed Dial Mode</b>. In this mode the user sets up extensions to dial when a button is pressed.</p> <p>The <b>Speed Dial Timeout (in seconds)</b> setting is the number of seconds you need to hold the button before it will place a call. If this value is <b>0</b>, it will place a call as soon as the button is released.</p> <p>The speed dial fields in this mode will accept delayed DTMF tones when a comma ',' is in the dial-out field.</p>
Speed Dial Timeout (in seconds)	<p>Type the desired time (in seconds) that you want a button held before it will initiate a call.</p> <p><b>Note:</b> A <b>Speed Dial Timeout</b> setting of <b>0</b> will start a call as soon as the button is released.</p>
Keypad (0 through 9, *, and #)	<p>Enter the desired dial-out extension number (64 character limit).</p> <p><b>Note:</b> For information about dial-out extension strings and DTMF tones, see <a href="#">Section 2.3.6.1, "Dial Out Extension Strings and DTMF Tones (using rfc2833)"</a>.</p>

**Table 2-11. Button Configuration Parameters (continued)**

Web Page Item	Description
<b>Security Dial Mode</b>	
Enable Security Keypad Operation	<p>Select <b>Enable Security Keypad Operation</b> to put the Intercom into <b>Security Dial Mode</b>. In <b>Security Dial Mode</b>, the Intercom will act like a normal, one-button Intercom by calling the extension specified in the <b>Call Button</b> field. When a security code is entered on the keypad that matches one of the seven-digit fields specified on the page, the relay will be activated.</p> <ul style="list-style-type: none"> <li>• This mode is meant for installation with security doors. In <b>Security Dial Mode</b>, the Intercom will act like a normal, one-button Intercom by calling the extension specified in the <b>Call Button</b> field.</li> <li>• Up to 10 (7-digit maximum) security codes can be registered with the device. Enter a security code by pressing the # key before entering the code. When one of these codes is typed on the keypad, it will activate the relay for the <b>Relay Activation Timeout (in seconds)</b> setting.</li> <li>• It is possible to enter a security code both inside and out of calls.</li> <li>• In this mode normal relay operation is suspended and the following settings are non-operational: <b>Relay On Button Press,</b> <b>Relay During Call Active</b> <b>Relay During Ring</b> <b>Relay During Night-ring</b></li> <li>• In this mode, you can't send dtmf to a remote extension using the keypad. You can however setup delayed dtmf tones in the dial out string.</li> </ul>
Relay Activation Timeout (in seconds)	Type the desired length of time (in seconds) that you want the relay to remain activated after a security code is entered.
Play Tone While Relay is Active	Check this box to play an audible tone while the relay is activated.
Allow Telephone Dialout	<p>When the <b>Allow Telephone Dialout</b> option is enabled, you can use the keypad to place calls to a dialed extension. To call an extension, dial the number and wait. You can still enter security codes with the <b>Allow Telephone Dialout</b> option enabled by pressing the # key before entering the code.</p> <p>With the <b>Allow Telephone Dialout</b> option disabled, all keypad input will be treated as security input. You can still use the # key but it is not necessary.</p> <p>For information about how to instantly triggering a dialout call or security code, see <a href="#">Section 2.3.6.2, "Triggering a Dialout Call or Security Code"</a>.</p>

**Table 2-11. Button Configuration Parameters (continued)**

Web Page Item	Description
Call Button	<p>Enter the desired dial-out extension number (64 character limit). Security codes are limited to seven characters and are activated with the # key.</p> <p><b>Note:</b> For information about dial-out extension strings and DTMF tones, see <a href="#">Section 2.3.6.1, "Dial Out Extension Strings and DTMF Tones (using rfc2833)"</a>.</p>
ID	Type the desired Extension ID (64 character limit).
Security Code (0 through 9)	<p>Enter the desired security code number (7 character limit). When a security code is entered on the keypad that matches one of the seven-digit fields specified on the page, the relay will be activated.</p>
Play Button Tone	<p>This setting applies to all modes and determines whether the device will play an audible sound out of the speaker when doing any of the following:</p> <ul style="list-style-type: none"> <li>• Entering a security code</li> <li>• Initiating a speed dial</li> <li>• Pressing the keys in cellphone and telephone modes</li> </ul>
Allow Telephone Dialout	See <a href="#">Section 2.3.6.2, "Triggering a Dialout Call or Security Code"</a> .
<b>Misc Settings</b>	
Play Button Tone	Check this box to hear a tone when a keypad button is pushed.
	<p>Click the <b>Save</b> button to save your configuration settings.</p> <p><b>Note:</b> You need to reboot for changes to take effect.</p>
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click the **Save** button.

### 2.3.6.1 Dial Out Extension Strings and DTMF Tones (using rfc2833)

On the **Button Configuration** page, dial out extensions support the addition of comma delimited pauses and sending additional DTMF tones (using rfc2833). The first comma will pause three seconds after a call is first established with a remote device. Subsequent commas will pause for 2 seconds. A pause of one second will be sent after each numerical digit.

**Table 2-12. Examples of Dial-Out Extension Strings**

Extension String	Resulting Action
302	Dial out extension 302 and establish a call
302,2	Dial out extension 302 and establish a call, wait 3 seconds then send the DTMF tone '2'
302,25,,,4,,1	Dial out extension 302 and establish a call, wait 3 seconds then send the DTMF tone '2', send out DTMF tone 5, wait 6 seconds, send out DTMF tone 4, wait 4 seconds, send out DTMF tone 1

**Note** The maximum number of total characters in the dial-out field is 25.

### 2.3.6.2 Triggering a Dialout Call or Security Code

You can instantly trigger a dialout call or security code by pressing the # key after dialing a number. [Table 2-13](#) shows the various actions that result from different keypad input.

**Table 2-13. Triggering a Dialout Call or Security Code**

Allow Telephone Dialout Option Enabled (in security mode with default security settings)	
Input	Resulting Action
Dialing <b>123</b> (and waiting for several seconds)	The device will call extension <b>123</b> through the default SIP server.
Dialing <b>#123</b> (and waiting for several seconds)	The device will do nothing. The entry is an unrecognized security entry.
Dialing <b>#1234560</b> (and waiting for several seconds)	The device will activate the relay for <b>Security Code 0</b> for <b>6</b> seconds.
Dialing <b>#124560#</b>	The device will instantly activate the relay for <b>6</b> seconds.
Dialing <b>123#</b>	The device will instantly call extension <b>123</b> through the default SIP server.
Allow Telephone Dialout Option Disabled (in security mode with default security settings)	
Input	Resulting Action
Dialing <b>1234560</b> (and waiting for several seconds)	The device will activate the relay for <b>Security Code 0</b> for <b>6</b> seconds.



## 2.3.7 Configure the Night Ringer Parameters

When the Nightringer is enabled, the Intercom will register as a second SIP extension. Registration does not have to be to the same server as the primary SIP registration. Any calls made to the Nightringer extension will cause the Intercom to play a ring tone. There is no way to answer this call. The Nightringer is designed to be used in buildings where calls made after hours are directed to a ring group.

1. Click on the **Nightringer** button to open the **Nightringer Configuration** page. See [Figure 2-17](#).

**Figure 2-17. Nightringer Configuration Setup**

**CyberData Keypad Intercom**

**Home** **Nightringer Configuration**

**Device Config** Enable Nightringer:  (NOT Registered with SIP Server)

**Networking** Nightringer Settings

**SIP Config** SIP Server: 10.0.0.253

**Button Config** Remote SIP Port: 5060

**Nightringer** Local SIP Port: 5061

**Sensor Config** User ID: 207

**Multicast Config** Authenticate ID: 207

**Audio Config** Authenticate Password: ext207



**Event Config** Re-registration Interval (in seconds): 360

**Autoprovisioning** \* You need to reboot for changes to take effect

**Update Firmware**

2. On the **Nightringer Configuration** page, enter values for the parameters indicated in [Table 2-14](#).

**Table 2-14. Nightringer Configuration Parameters**

Web Page Item	Description
Enable Nightringer	When the nightringer is enabled, the device will attempt to register a second extension with the SIP server. Any calls made to this extension will play a ringtone.
<b>Nightringer Settings</b>	
SIP Server	Type the SIP server represented as either a numeric IP address in dotted decimal notation.
Remote SIP Port	Type the Remote SIP Port number (default 5060) (8 character limit).
Local SIP Port	Type the Local SIP Port number (default 5060) (8 character limit). <b>Note:</b> This value cannot be the same as the <b>Local SIP Port*</b> found on the <a href="#">SIP Configuration Page</a> .
User ID	Type the <b>User ID</b> (up to 64 alphanumeric characters).
Authenticate ID	Type the <b>Authenticate ID</b> (up to 64 alphanumeric characters).
Authenticate Password	Type the <b>Authenticate Password</b> (up to 64 alphanumeric characters).
Re-registration Interval (in seconds)*	Type the SIP Registration lease time in minutes (default is 60 minutes) (8 character limit). Re-registration Interval (in seconds)*
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click on the **Save** button.

---

## 2.3.8 Configure the Sensor Parameters

The door sensor (pins 5 and 6) on the header can be used to monitor a door's open or closed state. There is an option on the **Sensor Configuration** page to trigger on an open or short condition on these pins. The door sensor alarm will be activated when the **Door Open Timeout** parameter has been met.

The intrusion sensor is an optical sensor installed on the Intercom board and will be activated when the Intercom is removed from the case.

For each sensor there are four actions the Intercom can take:

- Flash the LED until the sensor is deactivated (roughly 10 times/second)
- Activate the relay until the sensor is deactivated
- Loop an audio file out of the Intercom speaker until the sensor is deactivated
- Call a preset extension and play a pre-recorded audio file (once)

**Note** Calling a preset extension can be set up as a point-to-point call, but currently can't send delayed DTMF tones.

1. Click **Sensor Config** to open the **Sensor Configuration** page (Figure 2-18).

**Figure 2-18. Sensor Configuration Page**

**CyberData Keypad Intercom**

**Sensor Configuration**

**Door Sensor Settings**

Door Sensor Normally Closed:  Yes  No

Door Open Timeout (in seconds):

Flash Button LED:

Activate Relay:

Play Audio Locally:

Play Audio Remotely:

Dial Out Extension:

Dial Out ID:

**Intrusion Sensor Settings**

Flash Button LED:

Activate Relay:

Play Audio Locally:

Play Audio Remotely:

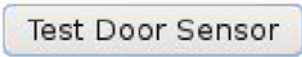

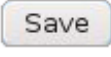
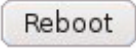
Dial Out Extension:

Dial Out ID:

\* You need to reboot for changes to take effect

2. On the **Sensor Configuration** page, enter values for the parameters indicated in [Table 2-15](#).

**Table 2-15. Sensor Configuration Parameters**

Web Page Item	Description
<b>Door Sensor Settings</b>	
Door Sensor Normally Closed	Select the inactive state of the door sensors.
Door Open Timeout (in seconds)	Select the number of seconds that you want to pass before the door sensor is activated.
Flash Button LED*	Check this box to flash the LED until the sensor is deactivated (roughly 10 times/second).
Activate Relay	Check this box to activate the relay until the sensor is deactivated.
Play Audio Locally	Check this box to loop an audio file out of the Intercom speaker until the sensor is deactivated.
Play Audio Remotely	Check this box to call a preset extension and play a pre-recorded audio file (once).
Dial Out Extension	Enter the desired dial-out extension number. For information about dial-out extension strings and DTMF tones, see <a href="#">Section 2.3.6.1, "Dial Out Extension Strings and DTMF Tones (using rfc2833)"</a> .
	Use this button to test the door sensor.
<b>Intrusion Sensor Settings</b>	
Flash Button LED*	Check this box to flash the LED until the sensor is deactivated (roughly 10 times/second).
Activate Relay	Check this box to activate the relay until the sensor is deactivated.
Play Audio Locally	Check this box to loop an audio file out of the Intercom speaker until the sensor is deactivated.
Play Audio Remotely	Check this box to call a preset extension and play a pre-recorded audio file (once).
Dial Out Extension	Enter the desired dial-out extension number. For information about dial-out extension strings and DTMF tones, see <a href="#">Section 2.3.6.1, "Dial Out Extension Strings and DTMF Tones (using rfc2833)"</a> .
	Use this button to test the Intrusion sensor.
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click **Save Settings**.

## 2.3.9 Configure the Multicast Parameters

Multicast groups use multicasting to create public address paging zones. Multicasting is based on the concept of a group. Multicast addresses specify an arbitrary group of IP hosts that have joined the group and want to receive traffic sent to the group. Group members send IGMP messages to their local multicast routers, allowing the group traffic traversal from the source.

Multicast configuration provides the ability to join up to 10 paging zones. A paging zone can consist of one, or many, CyberData multicast group-enabled devices. There is no limit to how many devices can be in a given paging zone. Each multicast group is defined by a multicast address and port number. Each multicast group is also assigned a priority, allowing simultaneously arriving pages to be serviced based on importance. Multicast groups are compatible with IGMP through version 3. The Intercom supports simultaneous SIP and Multicast.

1. Click on the **Multicast Configuration** button to open the **Multicast Configuration** page. See [Figure 2-19](#).

**Figure 2-19. Multicast Configuration Setup**

**CyberData Keypad Intercom**

**Multicast Configuration**

Enable Multicast operation:

Device Settings

priority	Address	port	Multicast Group Name
9	239.168.3.10	11000	Emergency
8	239.168.3.9	10000	MG8
7	239.168.3.8	9000	MG7
6	239.168.3.7	8000	MG6
5	239.168.3.6	7000	MG5
SIP calls are considered priority 4.5			
4	239.168.3.5	6000	MG4
3	239.168.3.4	5000	MG3
2	239.168.3.3	4000	MG2
1	239.168.3.2	3000	MG1
0	239.168.3.1	2000	Background Music

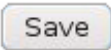

Port range can be from 2000-65535  
Priority 9 is the highest and 0 is the lowest  
A higher priority audio stream will always supercede a lower one  
Priority 9 streams will play at maximum volume

\* You need to reboot for changes to take effect

Save Reboot

2. On the **Multicast Configuration** page, enter values for the parameters indicated in [Table 2-16](#).

**Table 2-16. Multicast Configuration Parameters**

Web Page Item	Description
Enable Multicast Operation	Enables or disables multicast operation.
<b>Device Settings</b>	
Priority	Indicates the priority for the multicast group. Priority <b>9</b> is the highest (emergency streams). <b>0</b> is the lowest (background music). See <a href="#">Section 2.3.9.1, "Assigning Priority"</a> for more details.
Address	Enter the multicast IP Address for this multicast group (15 character limit).
Port (range can be from 2000 to 65535)	Enter the port number for this multicast group (5 character limit).  <b>Note:</b> The multicast ports have to be even values. The webpage will enforce this restriction.
Multicast Group Name	Assign a descriptive name for this multicast group (25 character limit).
	Click the <b>Save</b> button to save your configuration settings.  <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click on the **Save** button.

### 2.3.9.1 Assigning Priority

When playing multicast streams, audio on different streams will preempt each other according to their priority in the list. An audio stream with a higher priority will interrupt a stream with a lower priority.

If both SIP and Multicast is enabled, SIP audio streams are considered priority **4.5**. SIP audio will interrupt multicast streams with priority **0** through **4** and will be interrupted by multicast streams with priority **5** through **9**.

During priority **9** multicast streams the volume level is set to maximum.

**Note** SIP calls, multicast streams, ring tones, ringback tones, and nightring tones are all prioritized.

Ringtones and Nightringtones

Ringtones all play at the same priority level. This means that it is possible to have a nightring tone and a normal ringtone playing at the same time.

## 2.3.10 Configure the Audio Parameters

The **Audio Configuration** page is used to add custom audio to the board. User uploaded audio will take precedence over the audio files shipped with the Intercom.

1. Click **Audio Config** to open the **Audio Configuration** page (Figure 2-20).

**Figure 2-20. Audio Configuration Page**

**CyberData Keypad Intercom**

**Audio Configuration**

Available Space = 14.78MB

Audio Files

0: Currently set to default  
New File:  Browse...  
Play Delete Save

1: Currently set to default  
New File:  Browse...  
Play Delete Save

2: Currently set to default  
New File:  Browse...  
Play Delete Save

3: Currently set to default  
New File:  Browse...  
Play Delete Save

4: Currently set to default  
New File:  Browse...  
Play Delete Save

5: Currently set to default  
New File:  Browse...  
Play Delete Save

6: Currently set to default  
New File:  Browse...  
Play Delete Save

7: Currently set to default  
New File:  Browse...  
Play Delete Save



**Figure 2-21. Audio Configuration Page (continued)**

The screenshot displays a web-based audio configuration interface with a light blue background. It contains several sections, each for a different audio function. Each section includes a label, a status indicator, a file selection field, and three action buttons.

- 8:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- 9:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Dot:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Audio test:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Page tone:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Your IP Address is:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Rebooting:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Restoring Default:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Ringback tone:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Ring tone:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]
- Intrusion Sensor Triggered:** Currently set to default. New File: [text input] Browse... [Play] [Delete] [Save]

**Figure 2-22. Audio Configuration Page (continued)**

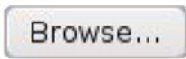
The screenshot displays a configuration page with a light blue background and a dark blue border. It contains ten distinct audio settings, each with a label, a status indicator, a file selection field, and control buttons. The settings are: Audio test, Page tone, Your IP Address is, Rebooting, Restoring Default, Ringback tone, Ring tone, Intrusion Sensor Triggered, Door Ajar, and Night Ring. Each setting is currently set to 'default'. The 'New File' field is a text input box with a 'Browse...' button to its right. Below each field are three buttons: 'Play', 'Delete', and 'Save'.

Setting Name	Current Status	File Field	Buttons
Audio test	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Page tone	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Your IP Address is	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Rebooting	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Restoring Default	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Ringback tone	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Ring tone	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Intrusion Sensor Triggered	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Door Ajar	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save
Night Ring	Currently set to default	New File: <input type="text"/> Browse...	Play, Delete, Save




2. On the **Audio Configuration** page, enter values for the parameters indicated in [Table 2-15](#).

**Note** Each entry on the **Audio Configuration** page replaces one of the stock audio files on the board. When the input box displays the word **default**, the Intercom is using the stock audio file. If that file is replaced with a user file, it will display the uploaded filename.

**Table 2-17. Audio Configuration Parameters**

Web Page Item	Description
<b>Audio Files</b>	
0-9	The name of the audio configuration option is the same as the spoken audio that plays on the board. '0' corresponds to the spoken word "zero." '1' corresponds to the spoken word "one." '2' corresponds to the spoken word "two." '3' corresponds to the spoken word "three." '4' corresponds to the spoken word "four." '5' corresponds to the spoken word "five." '6' corresponds to the spoken word "six." '7' corresponds to the spoken word "seven." '8' corresponds to the spoken word "eight." '9' corresponds to the spoken word "nine."
Dot	Corresponds to the spoken word "dot." (24 character limit)
Audiotest	Corresponds to the message "This is the CyberData IP speaker test message..." (24 character limit)
Pagetone	Corresponds to a simple tone that is unused by default (24 character limit).
Your IP Address is	Corresponds to the message "Your IP address is..." (24 character limit).
Rebooting	Corresponds to the spoken word "Rebooting" (24 character limit).
Restoring default	Corresponds to the message "Restoring default" (24 character limit).
Ringback Tone	This is the ringback tone that plays when calling a remote extension (24 character limit).
Ring Tone	This is the tone that plays when set to ring when receiving a call (24 character limit).
Intrusion Sensor Triggered	Corresponds to the message "Intrusion sensor triggered."
Door Ajar	Corresponds to the message "Door Ajar" (24 character limit).
Night Ring	Specifies the ringtone for nightring. By default this parameter uses the same audio file that is selected for the <b>Ring Tone</b> parameter.
	The <b>Browse</b> button will allow you to navigate to and select an audio file.

**Table 2-17. Audio Configuration Parameters (continued)**

Web Page Item	Description
	The <b>Play</b> button will play that audio file.
	The <b>Delete</b> button will delete any user uploaded audio and restore the stock audio file.
	The <b>Save</b> button will download a new user audio file to the board once you've selected the file by using the <b>Browse</b> button. The <b>Save</b> button will delete any pre-existing user-uploaded audio files.

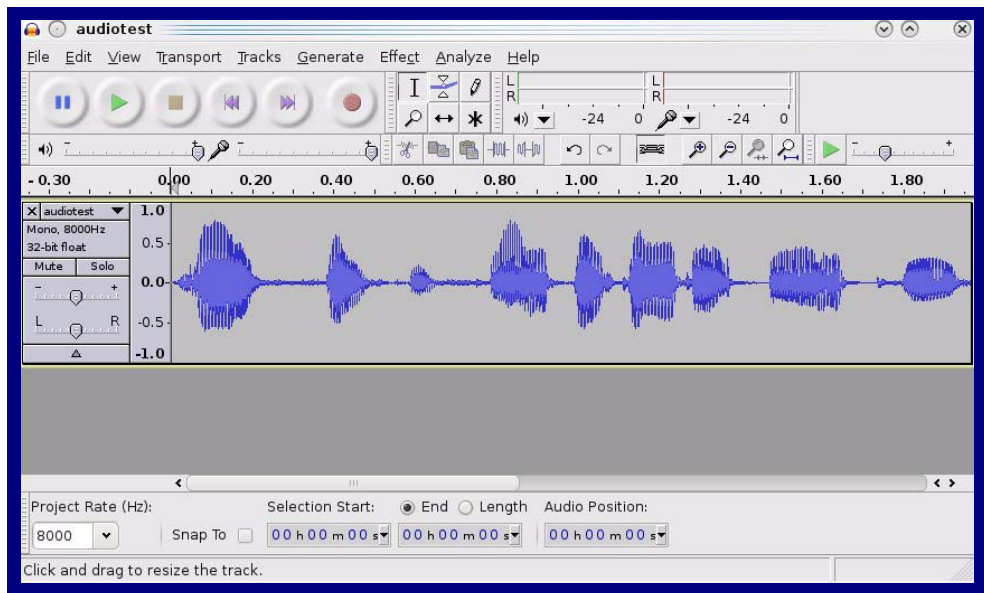
### 2.3.10.1 User-created Audio Files

User created audio files should be saved in the following format:

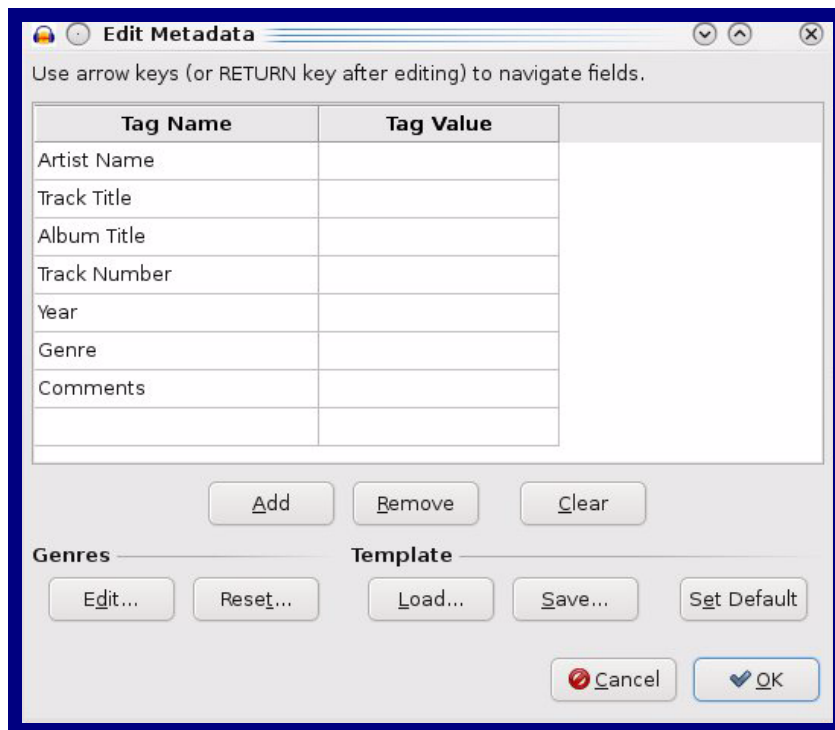
RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bit, mono 8000 Hz

You can use the free utility *Audacity* to convert audio files into this format. See [Figure 2-23](#) through [Figure 2-25](#).

**Figure 2-23. Audacity 1**



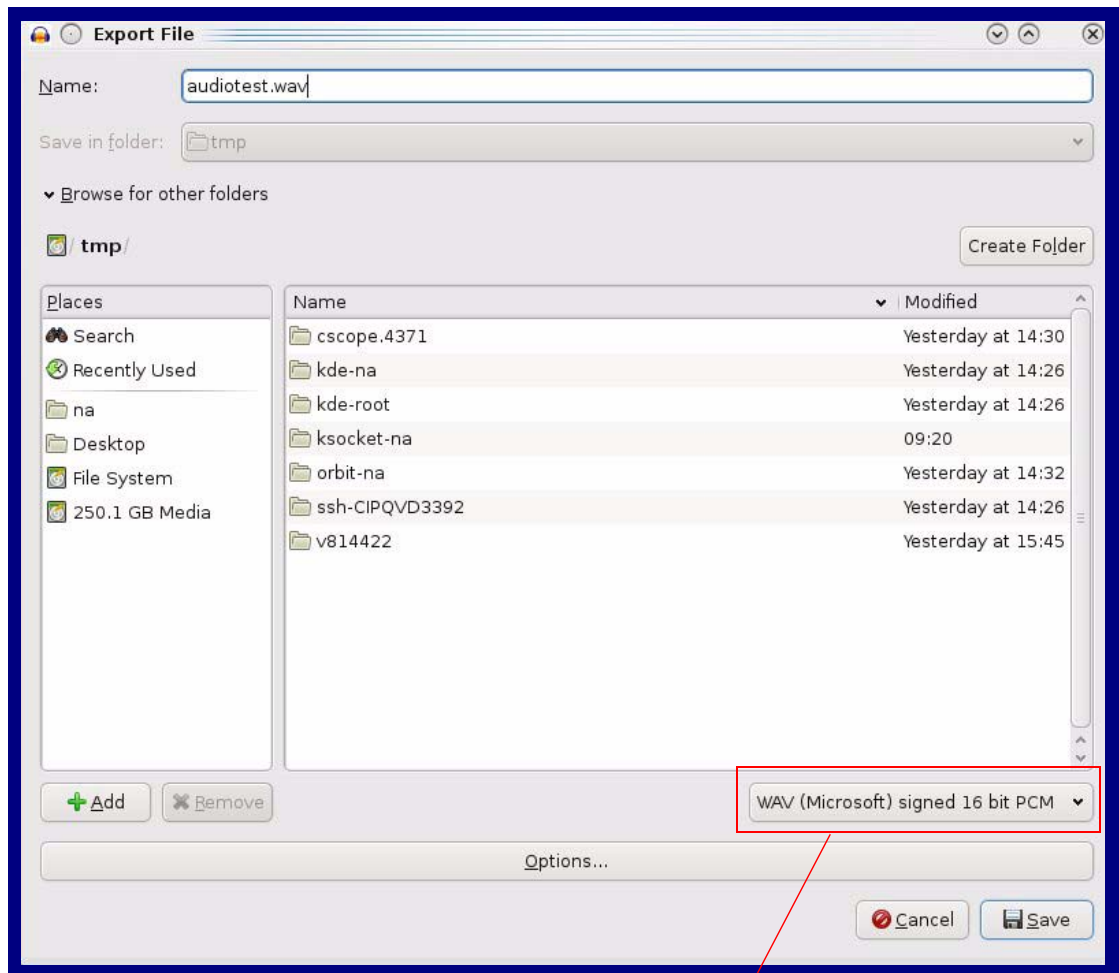
**Figure 2-24. Audacity 2**



When you export an audio file with Audacity, save the output as:

- **WAV (Microsoft) signed 16 bit PCM.**

**Figure 2-25. WAV (Microsoft) signed 16 bit PCM**



WAV (Microsoft) signed 16 bit PCM

## 2.3.11 Configure the Event Parameters

Click the **Event Config** button to open the **Event Configuration** page. The **Event Configuration** page specifies a remote server that can be used to receive HTTP POST events when actions take place on the board.

**Figure 2-26. Event Configuration Page**

**CyberData Keypad Intercom**

**Event Configuration**

Enable Event Generation:

Remote Event Server

Remote Event Server IP:

Remote Event Server Port:

Remote Event Server URL:

Events

Enable Button Events:

Enable Call Active Events:

Enable Call Terminated Events:

Enable Relay Activated Events:

Enable Relay Deactivated Events:

Enable Ring Events:

Enable Night Ring Events:

Enable Multicast Start Events:

Enable Multicast Stop Events:

Enable Power on Events:

Enable Security Events:




Enable 60 second Heartbeat Events:

\* You need to reboot for changes to take effect

Save Test Event Reboot

Table 2-18 shows the web page items on the **Event Configuration** page.

**Table 2-18. Event Configuration**

Web Page Item	Description
Enable Event Generation	When selected, Event Generation is enabled.
<b>Remote Event Server</b>	
Remote Event Server IP	Type the Remote Event Server IP address. (64 character limit)
Remote Event Server Port	Type the Remote Event Server port number. (8 character limit)
Remote Event Server URL	Type the Remote Event Server URL. (127 character limit)
<b>Events</b>	
Enable Button Events	When selected, Button Events are enabled.
Enable Call Active Events	When selected, Call Active Events are enabled.
Enable Call Terminated Events	When selected, Call Terminated Events are enabled.
Enable Relay Activated Events	When selected, Relay Activated Events are enabled.
Enable Relay Deactivated Events	When selected, Relay Deactivated Events are enabled.
Enable Ring Events	When selected, Ring Events are enabled.
Enable Night Ring Events	When selected, there is a notification when the device receives a night ring.
Enable Multicast Start Events	When selected, Multicast Start Events are enabled.
Enable Multicast Stop Events	When selected, Multicast Stop Events are enabled.
Enable Power On Events	When selected, Power On Events are enabled.
Enable Security Events	When selected, an event is sent every time a security code is entered on the keypad.
Enable 60 Second Heartbeat Events	When selected, 60 Second Heartbeat Events are enabled.
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Test Event</b> button to test an event.
	Click on the <b>Reboot</b> button to reboot the system.



### 2.3.11.1 Example Packets for Events

The server and port are used to point to the listening server and the 'Remote Event Server URL' is the destination URL (typically the script running on the remote server that's used to parse and process the POST events).

**Note** The XML is URL-encoded before transmission so the following examples are not completely accurate.

Here are example packets for every event:

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 197
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>POWERON</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 199
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>HEARTBEAT</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 196
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>BUTTON</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 201
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>CALL_ACTIVE</event>
</cyberdata>
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
```

```
User-Agent: CyberData/1.0.0
Content-Length: 205
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>CALL_TERMINATED</event>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 197
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>RINGING</event>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>MULTICAST_START</event>
<index>8</index>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 233
Content-Type: application/x-www-form-urlencoded

<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>MULTICAST_STOP</event>
<index>8</index>
</cyberdata>

POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>RELAY_ACTIVATED</event>
</cyberdata>
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
```

```
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>RELAY_DEACTIVATED</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>NIGHTRINGING</event>
</cyberdata>
```

```
POST xmlparse_engine HTTP/1.1
Host: 10.0.3.79
User-Agent: CyberData/1.0.0
Content-Length: 234
Content-Type: application/x-www-form-urlencoded
<?xml version="1.0" encoding="ISO-8859-1"?>
<cyberdata NAME='CyberData VoIP Device' MAC='0020f70015b6'>
<event>SECURITY</event>
<index>8</index>
</cyberdata>
```

## 2.3.12 Configure the Autoprovisioning Parameters

1. Click the **Autoprovisioning** button to open the **Autoprovisioning Configuration** page.  
See [Figure 2-27](#).

**Figure 2-27. Autoprovisioning Configuration Page**

**CyberData Keypad Intercom**

**Autoprovisioning**

Autoprovisioning

Enable Autoprovisioning:

Get Autoprovisioning from DHCP:

Autoprovisioning Server (IP Address):


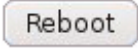
Autoprovisioning autoupdate (in minutes):

\* Autoprovisioning file name: 0020f7008fe6.config

\* You need to reboot for changes to take effect

2. On the **Autoprovisioning Configuration** page, you may enter values for the parameters indicated in [Table 2-19](#).

**Table 2-19. Autoprovisioning Configuration Parameters**

Web Page Item	Description
<b>Autoprovisioning</b>	
Enable Autoprovisioning	See <a href="#">Section 2.3.12.1, "Autoprovisioning"</a> .
Get Autoprovisioning from DHCP	See <a href="#">Section 2.3.12.1, "Autoprovisioning"</a> .
Autoprovisioning Server (IP Address)	See <a href="#">Section 2.3.12.1, "Autoprovisioning"</a> (15 character limit).
Autoprovisioning Autoupdate (in minutes)	Type the desired time (in minutes) that you want the Autoprovisioning feature to update (6 character limit).
	Click the <b>Save</b> button to save your configuration settings. <b>Note:</b> You need to reboot for changes to take effect.
	Click on the <b>Reboot</b> button to reboot the system.

3. After changing the parameters, click the **Save** button.

### 2.3.12.1 Autoprovisioning

**Enable Autoprovisioning Option** With autoprovisioning enabled, the board will get its configuration from a remote TFTP server on startup or periodically on a scheduled delay. Autoprovisioned values will override values stored in on-board memory and will be visible on the web page. The board gets its autoprovisioning information from an XML-formatted file hosted from a TFTP server. CyberData will provide a template for this XML file and the user can modify it for their own use.

To use autoprovisioning, create a copy of the autoprovisioning template with the desired settings and name this file with the mac address of the device to configure (for example: **0020f7350058.config**). Put this file into your TFTP server directory and manually set the TFTP server address on the board.

It is not necessary to set every option found in the autoprovisioning template. As long as the XML is valid, the file can contain any subset. Options not autoprovisioned will default to the values stored in the on board memory. For example if you only wanted to modify the device name, the following would be a valid autoprovisioning file:

```
<?xml version="1.0" encoding="utf-8" ?>
<specific>
  <MiscSettings>
    <DeviceName>auto Intercom</DeviceName>
  </MiscSettings>
</specific>
```

**Networking** The board will only apply networking settings or firmware upgrades after a reboot.

**Get Autoprovisioning from DHCP** When this option is checked, the device will automatically fetch its autoprovisioning server address from the DHCP server. The device will use the address specified in **OPTION 150** (TFTP-server-name) or **OPTION 66**. If both options are set, the device will use **OPTION 150**.

Refer to the documentation of your DHCP server for setting up **OPTION 150**.

To set up a Linux DHCPD server to serve autoprovisioning information (in this case using option 150), here's an example:

```
# dhcpd.conf
#
# Configuration file for ISC dhcpd (see 'man dhcpd.conf')
#
ddns-update-style ad-hoc;

option option-150 code 150 = ip-address;

subnet 10.0.0.0 netmask 255.0.0.0 {
    max-lease-time 120;
    default-lease-time 120;

    option routers                10.0.0.1;
    option subnet-mask            255.0.0.0;

    option domain-name            "voiplab";
    option domain-name-servers   10.0.0.1;

    option time-offset            -8;      # Pacific Standard Time

    option tftp-server-name       "10.0.0.254";

    option option-150             10.0.0.254;

    range 10.10.0.1 10.10.2.1;}
```

**Autoprovisioning Server (IP Address)** Instead of using DHCP to provide the autoprovisioning tftp server address, you can specify an address manually.

**Autoprovisioning Autoupdate** If **Autoprovisioning** is enabled and the **Autoprovisioning Autoupdate** value is something other than **0** minutes, a service is started on startup that will wait the configured number of minutes and then try to re-download its autoprovisioning file. It will compare its previously autoprovisioned file with this new file and if there are differences, it will reboot the board.

**Autoprovisioned Firmware Upgrades** An Autoprovisioned firmware upgrade only happens after a reboot, will take roughly three minutes, and the web page will be unresponsive during this time.

The '**FirmwareVersion**' value in the xml file *must* match the version stored in the '**FirmwareFile**'.

```
<FirmwareVersion>v5.0.5b01</FirmwareVersion>
<FirmwareFile>505b01-uImage-intercom</FirmwareFile>
```

If these values are mismatched, the board can get stuck in a loop where it goes through the following sequence of actions:

1. The board downloads and writes a new firmware file.
2. After the next reboot, the board recognizes that the firmware version does not match.
3. The board downloads and writes the firmware file again.

CyberData has timed a firmware upgrade at 140 seconds. Therefore, if you suspect the board is stuck in a loop, either remove or comment out the **FirmwareVersion** line in the XML file and let the board boot as it normally does.

Autoprovisioned  
Audio Files

Audio files are stored in non-volatile memory and an autoprovisioned audio file will only have to be downloaded once for each device. Loading many audio files to the device from the web page could cause it to appear unresponsive. If this happens, wait until the transfer is complete and then refresh the page.

The device uses the file name to determine when to download a new audio file. This means that if you used autoprovisioning to upload a file and then changed the contents of this file at the TFTP server, the device will not recognize that the file has changed (because the file name is the same).

Since audio files are stored in non-volatile memory, if autoprovisioning is disabled after they have been loaded to the board, the audio file settings will not change. You can force a change to the audio files on the board by clicking **Restore Default** on the **Audio Configuration** page or by changing the autoprovisioning file with "**default**" set as the file name.



---

## 2.3.13 Upgrade the Firmware and Reboot the Intercom



### Caution

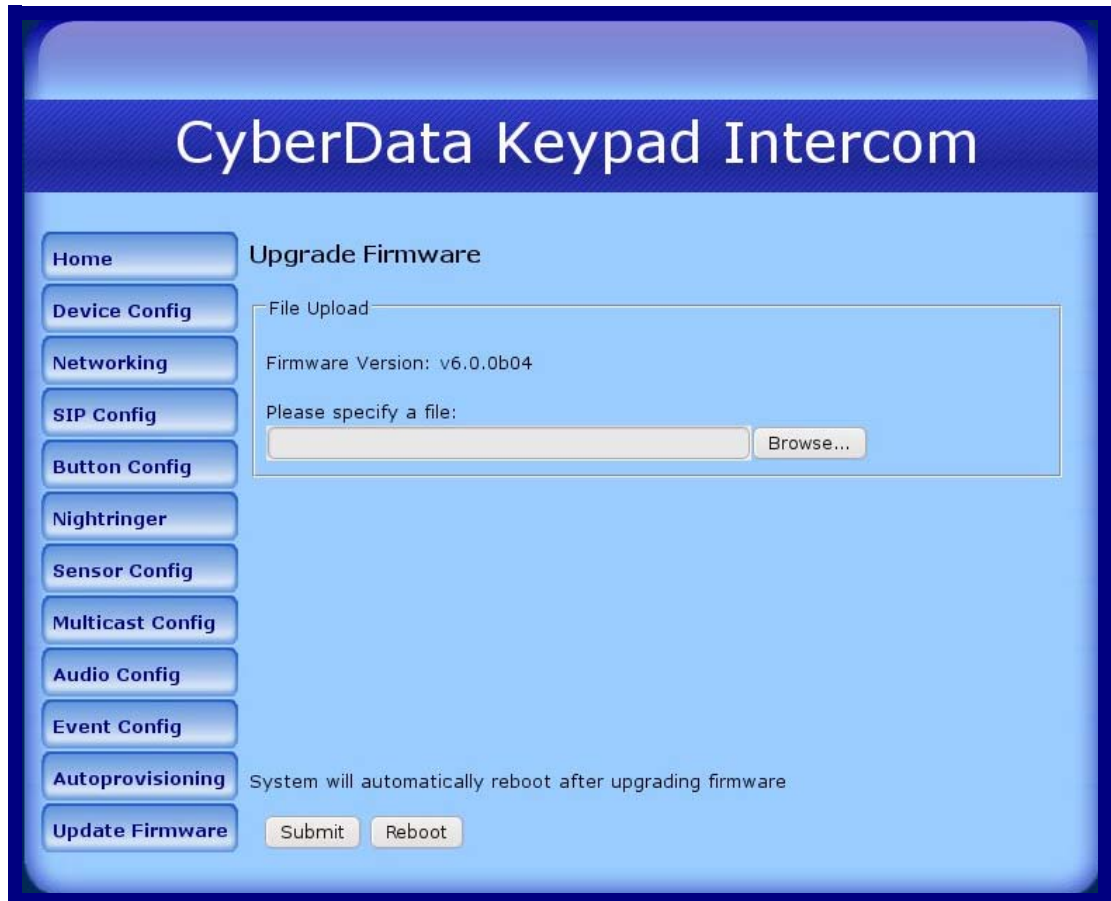
When upgrading to firmware version 6.x.x from version 1.x.x, your device configuration settings will be lost because the way that the device stores the configuration settings is different in version 6.x.x.

To upload the firmware from your computer:

1. Retrieve the latest Intercom firmware from the **Downloads** page at:  
<http://www.cyberdata.net/products/voip/digitalanalog/intercomkeypad/downloads.html>
2. Unzip the Intercom version file. This file may contain the following:
  - Firmware file
  - Release notes
3. Log in to the Intercom home page as instructed in [Section 2.3.2, "Log in to the Configuration Home Page"](#).

- Click the **Update Firmware** button to open the **Upgrade Firmware** page. See [Figure 2-28](#).

**Figure 2-28. Upgrade Firmware Page**

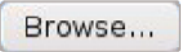


- Select **Browse**, and then navigate to the location of the Intercom firmware file.
- Click **Submit**.



**Note** This starts the upgrade process. Once the Intercom has uploaded the file, the **Uploading Firmware** countdown page appears, indicating that the firmware is being written to flash. The Intercom will automatically reboot when the upload is complete. When the countdown finishes, the **Upgrade Firmware** page will refresh. The uploaded firmware filename should be displayed in the system configuration (indicating successful upload and reboot).

[Table 2-20](#) shows the web page items on the **Upgrade Firmware** page.

**Table 2-20. Firmware Upgrade Parameters**

Web Page Item	Description
<b>File Upload</b>	
Firmware Version	Shows the current firmware version.
	Use the <b>Browse</b> button to navigate to the location of the Intercom firmware file that you want to upload.

**Table 2-20. Firmware Upgrade Parameters (continued)**

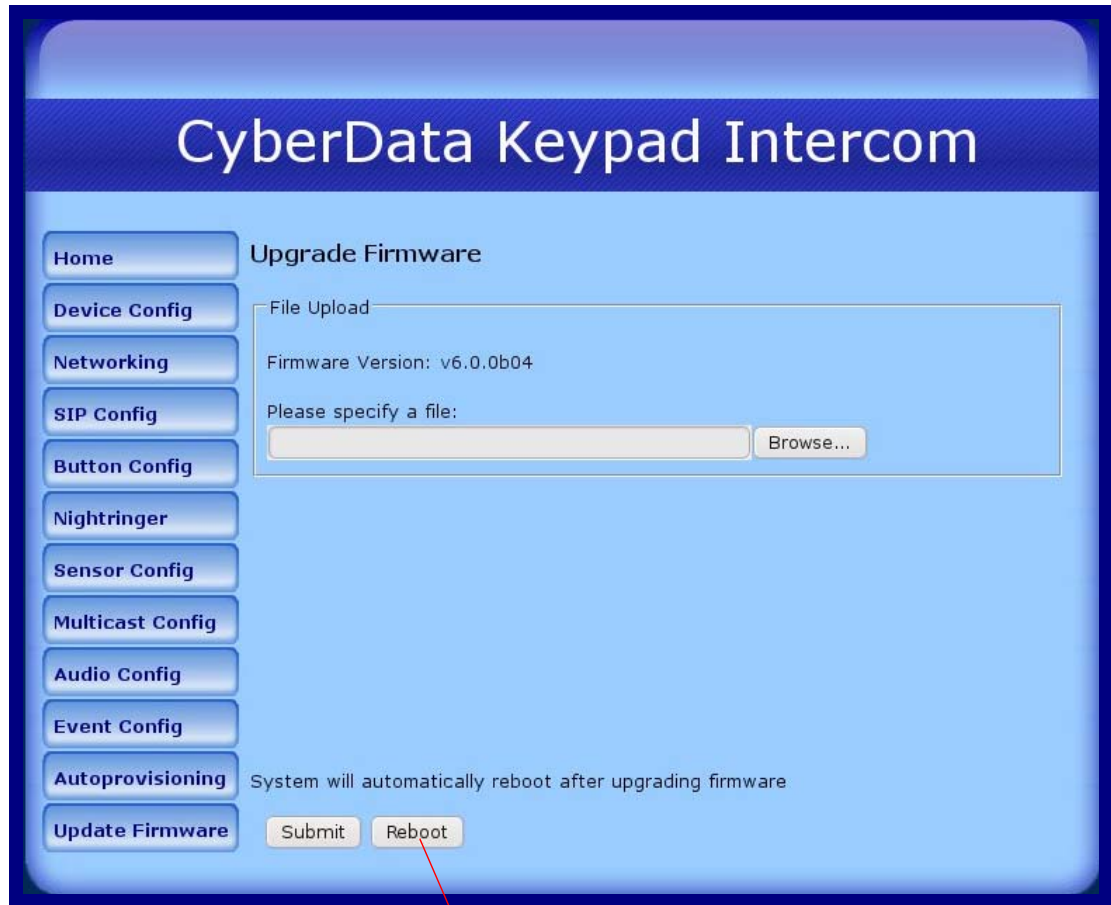
Web Page Item	Description
	Click on the <b>Submit</b> button to automatically upload the selected firmware and reboot the system.
	Click on the <b>Reboot</b> button to reboot the system.

### 2.3.13.1 Reboot the Intercom

To reboot a Intercom, log in to the web page as instructed in [Section 2.3.2, "Log in to the Configuration Home Page"](#).

1. Click **Update Firmware** to open the **Upgrade Firmware** page ([Figure 2-29](#)).

**Figure 2-29. Reboot System Section**



Reboot

2. Click **Reboot**. A normal restart will occur.

## 2.4 Command Interface

Some functions on the Intercom can be activated using simple POST commands to the web interface. The examples in [Table 2-21](#) use the free unix utility, **wget**, but any program that can send http POST commands to the device should work.

**Note** These commands require an authenticated session (a valid username and password to work).

**Table 2-21. Command Interface Post Commands**

Device Action	HTTP Post Command <sup>a</sup>
To trigger the relay (for the configured delay)	wget --user admin --password admin --post-data "test_relay=yes" "http://10.0.3.78/cgi-bin/command.cgi" > /dev/null
To cause the Intercom to place a call to extension <b>130</b>	wget --user admin --password admin --post-data "call=130" "http://10.0.3.78/cgi-bin/command.cgi" > /dev/null
To terminate an active call	wget --user admin --password admin --post-data "terminate=yes" "http://10.0.3.78/cgi-bin/command.cgi" > /dev/null
To force the Intercom to reboot	wget --user admin --password admin --post-data "reboot=yes" "http://10.0.3.78/cgi-bin/command.cgi" > /dev/null
To play the test audio file	wget --user admin --password admin --post-data "test_audio=yes" "http://10.0.3.78/cgi-bin/command.cgi" > /dev/null
To cause the Intercom to speak it's ip address	wget --user admin --password admin --post-data "speak_ip_address=yes" "http://10.0.3.78/cgi-bin/command.cgi" > /dev/null



a.Type and enter all of each http POST command on one line.

# Appendix A: Mounting the Indoor VoIP Indoor Intercom with Keypad

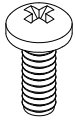
## A.1 Mount the VoIP Indoor Intercom with Keypad

Before you mount the VoIP Indoor Intercom with Keypad, make sure that you have received all of the parts. Refer to [Table A-1](#) and [Table A-2](#).

**Table A-1. Wall Mounting Components (Part of the Accessory Kit)**

Quantity	Part Name	Illustration
4	#6 x 1.25-inch Sheet Metal Screw	
4	#6 Plastic Anchor	

**Table A-2. Gang Box Mounting Components (Part of the Accessory Kit)**

Quantity	Part Name	Illustration
4	#6 x 3/8-inch Pan Head Phillips Machine Screw <sup>a</sup>	

a. Only two screws are needed for a 1-Gang Box.

Figure A-1 shows a wall mounting option.

**Figure A-1. Wall Mounting Option**

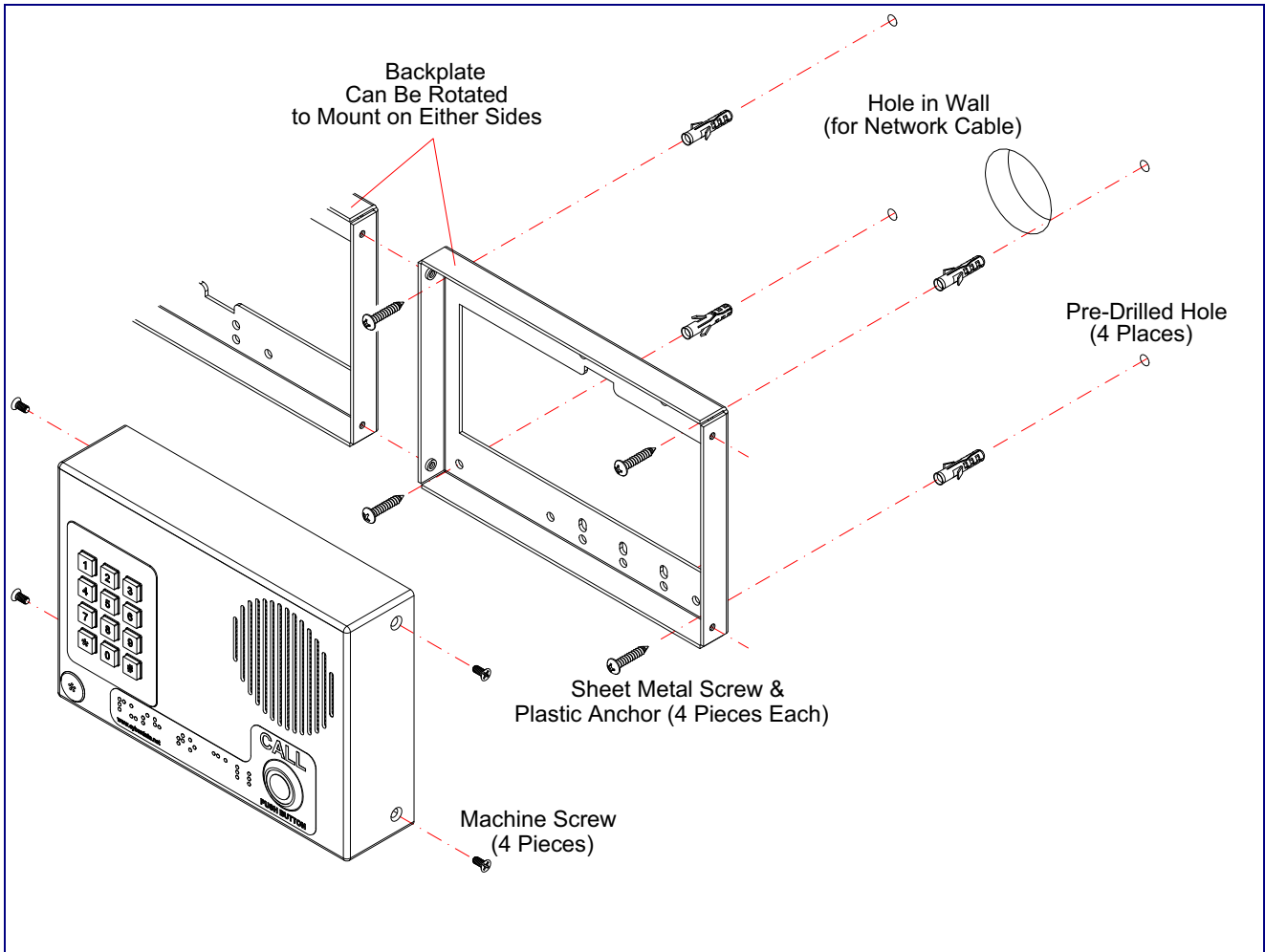
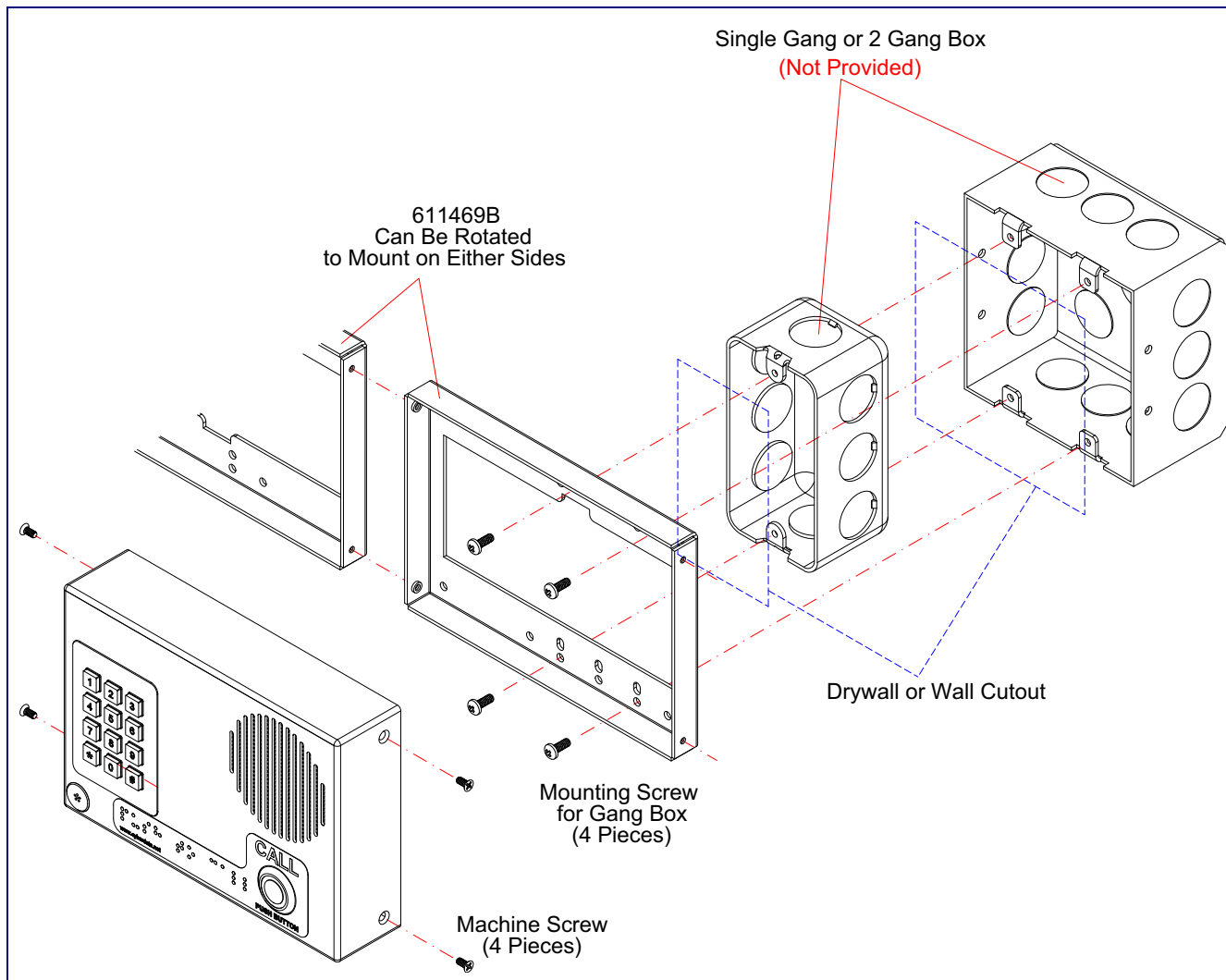


Figure A-2 shows a 1-Gang Box and a 2-Gang Box mounting option.

Figure A-2. Gang Box Mounting





# Appendix B: Setting up a TFTP Server

---

## B.1 Set up a TFTP Server

Autoprovisioning requires a TFTP server for hosting the configuration file.

---

### B.1.1 In a LINUX Environment

To set up a TFTP server on LINUX:

1. Create a directory dedicated to the TFTP server, and move the files to be uploaded to that directory.
2. Run the following command where `/tftpbboot/` is the path to the directory you created in [Step 1](#): the directory that contains the files to be uploaded. For example:

```
in.tftpd -l -s /tftpbboot/your_directory_name
```

---

### B.1.2 In a Windows Environment

You can find several options online for setting up a Windows TFTP server. This example explains how to use the Solarwinds freeware TFTP server, which you can download at:

<http://www.cyberdata.net/support/voip/solarwinds.html>

To set up a TFTP server on Windows:

1. Install and start the software.
2. Select **File/Configure/Security** tab/**Transmit Only**.
3. Make a note of the default directory name, and then move the firmware files to be uploaded to that directory.

# Appendix C: Troubleshooting/Technical Support

---

## C.1 Frequently Asked Questions (FAQ)

To see a list of frequently asked questions for your product, do the following:

1. Go to the following URL:

<http://www.cyberdata.net/products/voip/digitalanalog/intercomkeypad/faqs.html>

2. Go to the support page for your product, and click on the **FAQs** tab.

---

## C.2 Documentation

The documentation for this product is released in an English language version only. You can download PDF copies of CyberData product documentation by doing the following:

1. Go to the following URL:

<http://www.cyberdata.net/products/voip/digitalanalog/intercomkeypad/docs.html>

2. Go to the support page for your product, and click on the **Documentation** tab.

---

## C.3 Contact Information

Contact	<p>CyberData Corporation                  3 Justin Court                  Monterey, CA 93940                  USA  <a href="http://www.CyberData.net">www.CyberData.net</a>                  Phone: 800-CYBERDATA (800-292-3732)                  Fax: 831-373-4193</p>
Sales	<p>Sales 831-373-2601 Extension 334</p>
Technical Support	<p>Phone: 831-373-2601 Extension 333                  Web: <a href="http://www.cyberdata.net/support/contactsupportvoip.html">http://www.cyberdata.net/support/contactsupportvoip.html</a></p>
Returned Materials Authorization	<p>To return the product, contact the CyberData Returned Materials Authorization (RMA) department at:</p> <p>Phone: 831-373-2601, Extension 136                  Email: <a href="mailto:RMA@CyberData.net">RMA@CyberData.net</a></p> <p>When returning a product to CyberData, an approved CyberData RMA number must be printed on the outside of the original shipping package. No product will be accepted for return without an approved RMA number. Send the product, in its original package, to the following address:</p> <p>CyberData Corporation                  3 Justin Court                  Monterey, CA 93940                  Attention: RMA "your RMA number"</p>
RMA Status Form	<p>If you need to inquire about the repair status of your product(s), please use the CyberData RMA Status form at the following web address:</p> <p><a href="http://www.cyberdata.net/support/rmastatus.html">http://www.cyberdata.net/support/rmastatus.html</a></p>

---

## C.4 Warranty

CyberData warrants its product against defects in material or workmanship for a period of two years from the date of purchase. Should the product fail within the warranty period, CyberData will repair or replace the product free of charge. This warranty includes all parts and labor.

Should the product fail out-of-warranty, a flat rate repair charge of one half of the purchase price of the product will be assessed. Repairs that are in warranty but are damaged by improper modifications or abuse, will be charged at the out-of-warranty rate. Products shipped to CyberData, both in and out-of-warranty, are shipped at the expense of the customer. Shipping charges for repaired products shipped back to the customer by CyberData, will be paid by CyberData.

CyberData shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or costs of replacement goods, even if CyberData is informed in advance of the possibility of such damages.

---

## C.4.1 Warranty & RMA Returns within the United States

If service is required, you must contact CyberData Technical Support prior to returning any products to CyberData. Our Technical Support staff will determine if your product should be returned to us for further inspection. If Technical Support determines that your product needs to be returned to CyberData, an RMA number will be issued to you at this point.

Your issued RMA number must be printed on the outside of the shipping box. No product will be accepted for return without an approved RMA number. The product in its original package should be sent to the following address:

CyberData Corporation

3 Justin Court.

Monterey, CA 93940

Attn: RMA "xxxxxx"

---

## C.4.2 Warranty & RMA Returns Outside of the United States

If you purchased your equipment through an authorized international distributor or reseller, please contact them directly for product repairs.

---

## C.4.3 Spare in the Air Policy

CyberData now offers a *Spare in the Air* no wait policy for warranty returns within the United States and Canada. More information about the *Spare in the Air* policy is available at the following web address:

<http://www.cyberdata.net/support/warranty/spareintheair.html>

---

## C.4.4 Return and Restocking Policy

For our authorized distributors and resellers, please refer to your CyberData Service Agreement for information on our return guidelines and procedures.

For End Users, please contact the company that you purchased your equipment from for their return policy.

---

## C.4.5 Warranty and RMA Returns Page

The most recent warranty and RMA information is available at the CyberData Warranty and RMA Returns Page at the following web address:

<http://www.cyberdata.net/support/warranty/index.html>

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