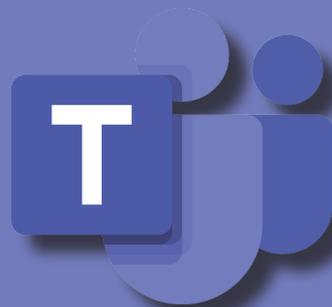


TechNote: CyberGate

Version: 1.2.0 ENG
Date: 16-05-2022



Connect a SIP Intercom / pager / amplifier
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, a SIP pager or SIP amplifier to your Microsoft Teams environment. Teams users can answer incoming intercom calls and call to intercoms, pagers and amplifiers – 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 CyberGate. The configuration of the intercom, pager or amplifier (from now on named 'device') is not described in this manual as each compatible device has its own manual. The links to them can be found on page 25 and can also 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 device.** Sums up the compatible devices 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 device.** Describes the procedure to modify the name of the device 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 device

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.

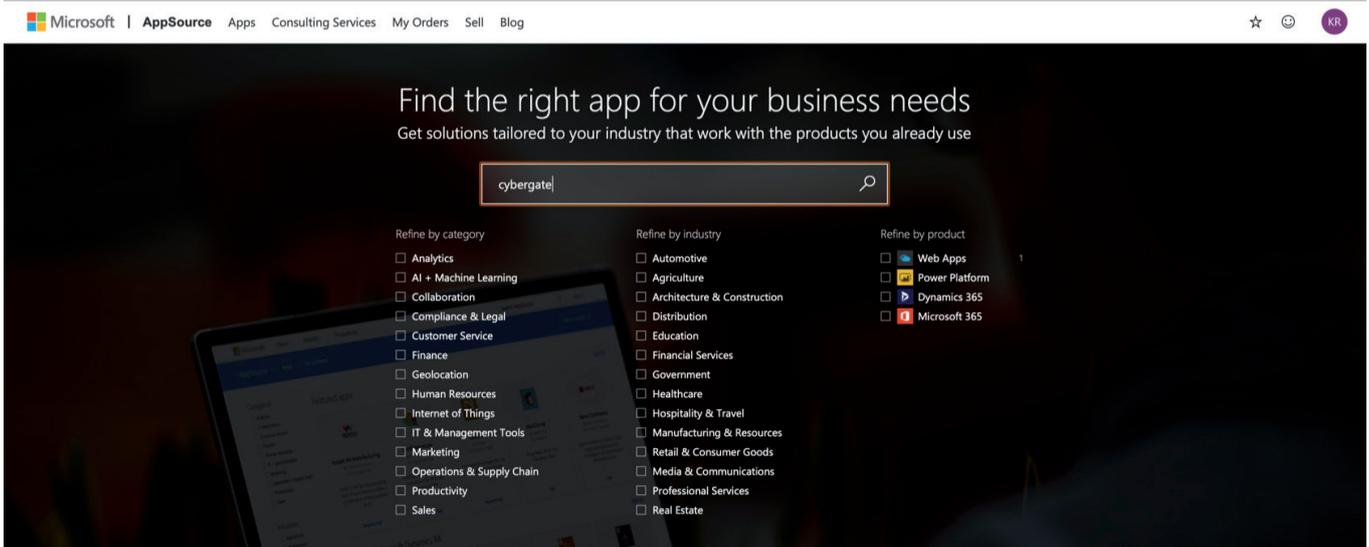
A Step 1: Purchase of CyberGate

Purchase in AppSource

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.



Top app results

See all (1)



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 | Industry Clouds | Partners

cybergate

Netherlands | EN

Apps > CyberGate SIP intercom connect to Teams

CyberGate SIP intercom connect to Teams

by CyberTwice B.V.

SaaS

Free trial Preferred solution

★ 5.0 (1 AppSource ratings)

Starting at € 17,57/user/month [Get it now](#) ☆ Save to my list

Overview Plans + Pricing Ratings + reviews Details + support

Connect a SIP video door intercom to Microsoft Teams with audio and live video ! No SBC needed.

Challenges

Is your organization migrating from a traditional SIP based phone system to Microsoft Teams and you want to connect your existing SIP video door intercom to Teams?

CyberGate SaaS makes this migration painless and it is the only solution that provides **two-way audio and live video** to the receiving user. Teams users answer incoming calls from the video door station on their Teams desktop client, Teams compatible desk phone and Teams Smartphone app and open the door for visitors.

Available now in CyberGate is the option to enable **Call Recording** for connected video intercom devices. Call Recordings include **audio, video and - using Azure Cognitive Services - speech transcribed into readable, searchable text**. Recorded media is securely stored in Microsoft Azure (West-Europe) for a period of 10 days. A web-based Search & Replay interface is available for authorized employees to replay and download intercom call recordings.

Features

- Two-way audio and live video from your (existing) SIP video door station to the Teams user's desktop client, Teams compatible desk phone and Teams Smartphone app
- Remotely open a door or gate using the Teams Dialpad
- Call Recording feature providing audio, video and speech transcribed into text
- Call individual Teams users or configure group names to call multiple users simultaneously.
- Edit Display Name per intercom device that identifies where your visitor is located.
- Disable Forwarding to prevent that an intercom call ends up in Voicemail.
- No need for an SBC or download of any (3rd) party Apps.

Costs

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

At a glance

CyberGate 'Overview'

A

Purchase in AppSource

- Select the CyberGate flex plan and click 'Next'

Microsoft | AppSource Apps Consulting Services Industry Clouds Partners

cybergate

Netherlands | EN

Apps > CyberGate SIP intercom connect to Teams > **Checkout**

Checkout

Plan

Price + billing

Payment

Complete purchase

Select a plan

CyberGate SIP intercom connect to Teams

CyberGate flex plan Free trial

Description

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.

Pay per intercom per month or year, no additional Microsoft Teams licenses necessary!

Enjoy!

Number of users
1-1,000,000

Pricing

1-month

- First month free, then € 17,57/user/one-payment

1-year

- First month free, then € 189,352/user/one-payment

Have an Azure subscription? Get the offer in the [Azure Portal](#) with an existing EA / MCA subscription

[Next](#)

CyberGate 'Plan Details'

- 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 devices on that subscription. The 'Number of Users' can be read as the 'number of devices' used with this subscription. You can always modify the amount of devices on this subscription later on in the CyberGate Management portal.

- Make sure that 'Recurring billing is 'On'.
- Select the 'Number of Users'.
- When done, click 'Next'

Microsoft | AppSource Apps Consulting Services Industry Clouds Partners

cybergate Netherlands | EN

Apps > CyberGate SIP intercom connect to Teams > **Checkout**

Checkout

Plan

Price + billing

Payment

Complete purchase

Price + billing

Billing term ⓘ *

1-month

1-year

Price + payment options ⓘ *

First month free, then € 17,57/user/one-payment

Recurring billing ⓘ *

On

Off

Number of users (1-1,000,000) *

1

New checkout view ⓘ

CyberGate price + billing

- Review the details (address & payment method). You can also add a new payment method if no payment method is available.

Microsoft | AppSource | Apps | Consulting Services | Industry Clouds | Partners

cybergate

Netherlands | EN

Apps > CyberGate SIP intercom connect to Teams > **Checkout**

Checkout New checkout view

Plan
Price + billing
Payment
Complete purchase

Payment

Product name	Price (EUR)	Quantity	Subtotal (EUR)	
Offer	CyberGate SIP intercom connect to Teams	First month free then €17.57 user/month, pay monthly	1	€17.57
Plan	CyberGate flex plan	Free trial		
Billing term	1-month			
Recurring billing	On			

Sold-to address
Enter the address of the legal entity responsible for payment and identified on the invoice. The address provided here is used to determine your tax rate.

M...n S...s
Hazenkoog 25
Alkmaar, NL-NH 1822BS
NL
[Edit](#)

Payment method
Visa**
[Add a new payment method](#)

Tax ID
[Add a tax ID](#)

Summary

Subtotal after trial (before tax):	€17.57
Estimated taxes:	€0.00
Total:	€0.00

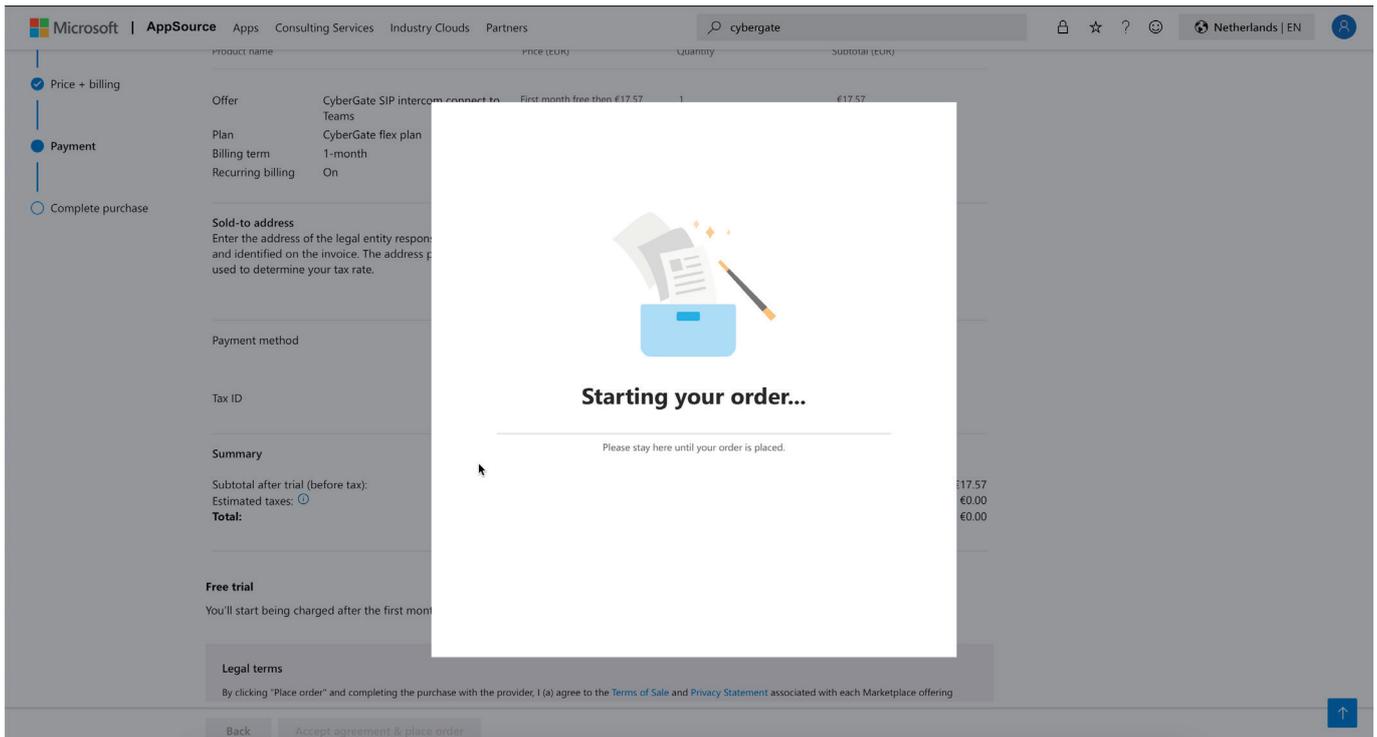
Free trial
You'll start being charged after the first month of free trial for this subscription.

Legal terms
By clicking "Place order" and completing the purchase with the provider, I (a) agree to the [Terms of Sale and Privacy Statement](#) 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, until I discontinue use of the offering(s), (c) agree that Microsoft may share my contact information, and transaction details (including usage volume associated with the offering) with the seller(s) of the offering(s). Microsoft does not provide rights for third-party products or services, and (d) agree to the additional [Marketplace terms](#).

[Back](#) [Accept agreement & place order](#)

CyberGate complete purchase

- When done, click 'Accept agreement & place order'.

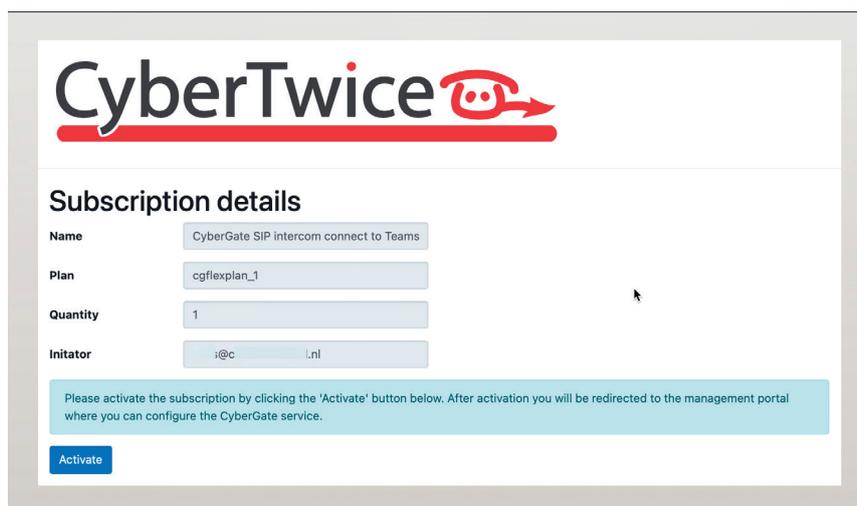


CyberGate purchasing in progress

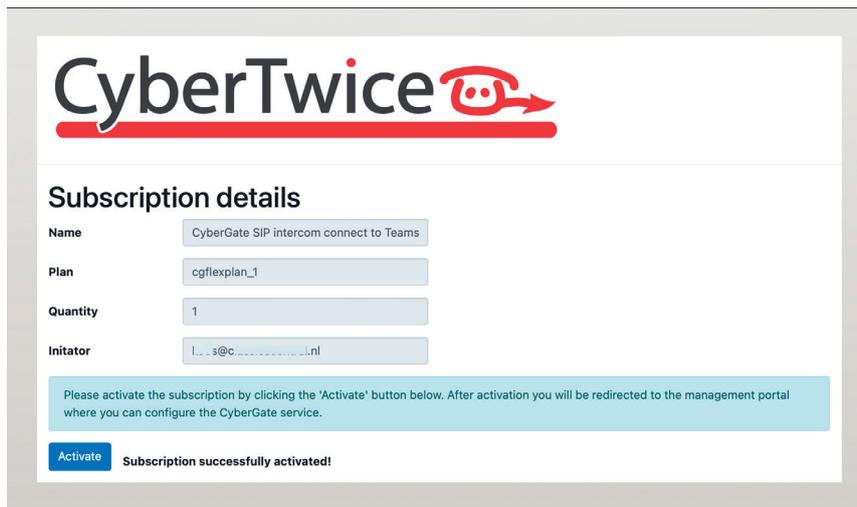
The AppSource will redirect you to the CyberGate Management Portal where you can activate your CyberGate Purchase.

! 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.

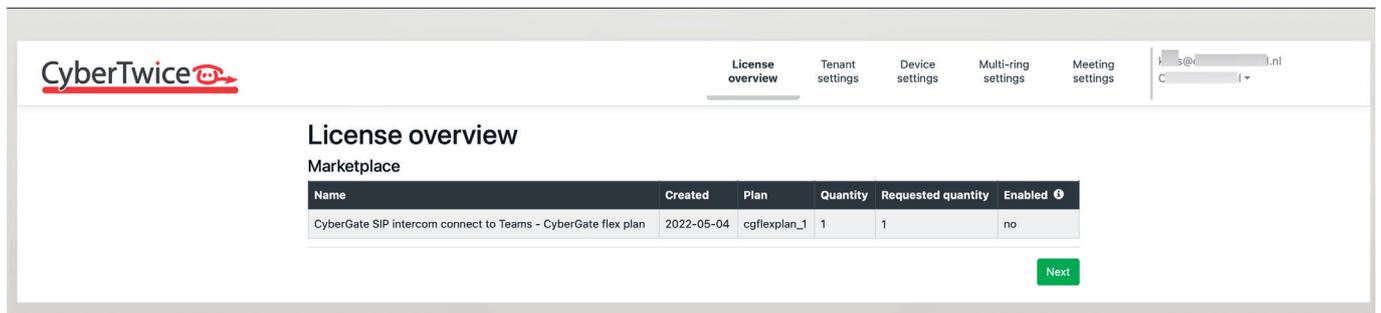


CyberGate overview of the 'Subscription details'



CyberGate successfully activated

The CyberGate Management Portal will open and show the License overview.

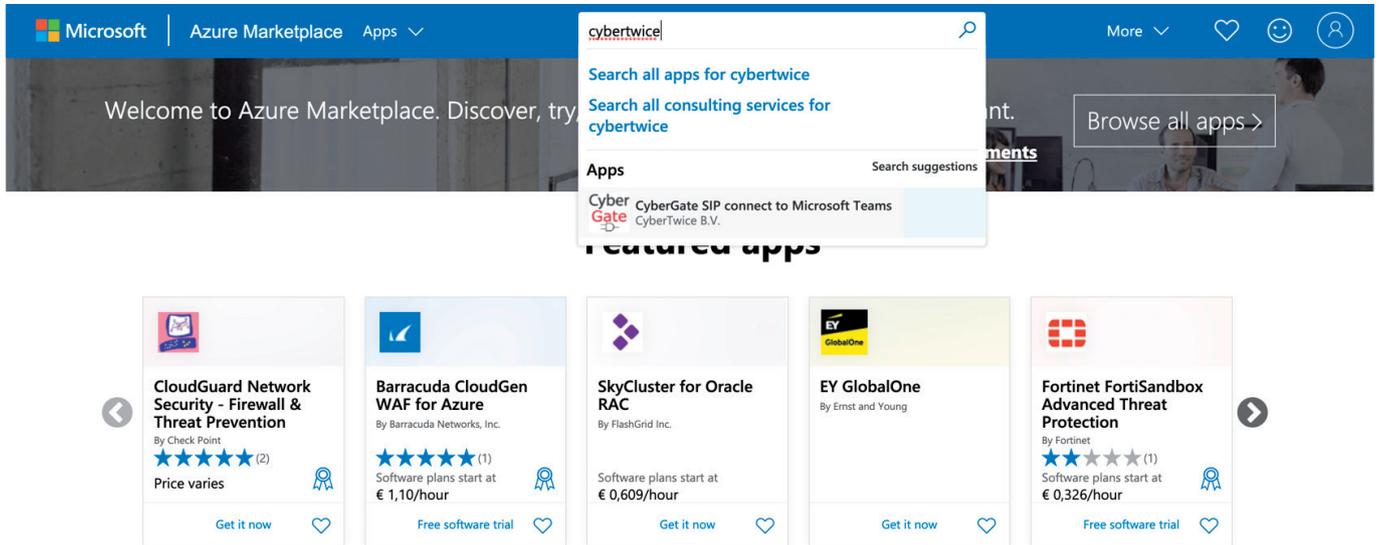


CyberGate Management Portal License overview

Continue with Step 2: The CyberGate Admin Portal (page 19)

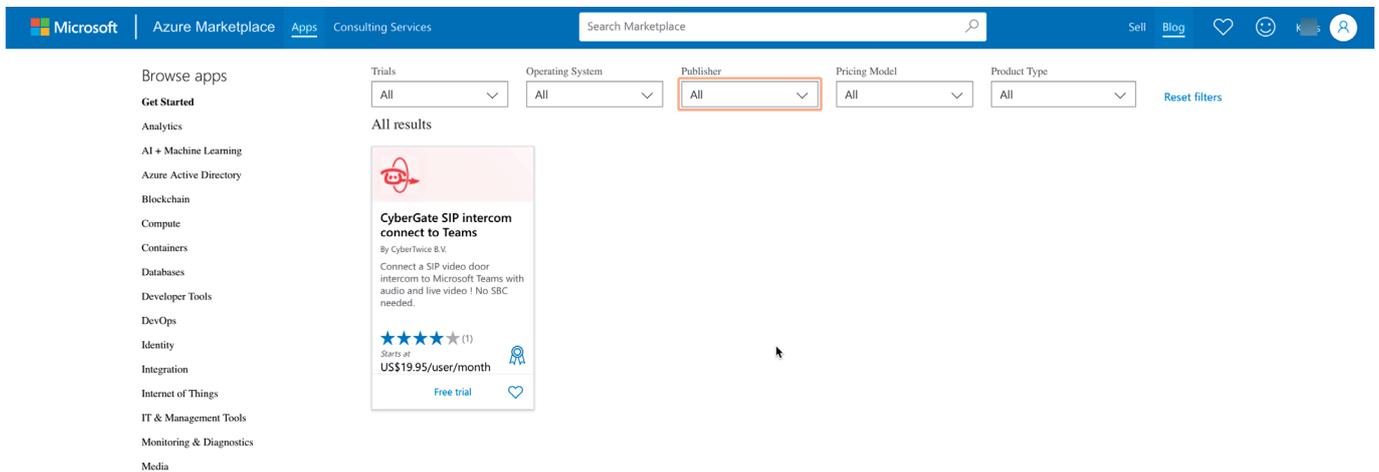
Purchase in the Microsoft Azure Marketplace

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



Azure Marketplace

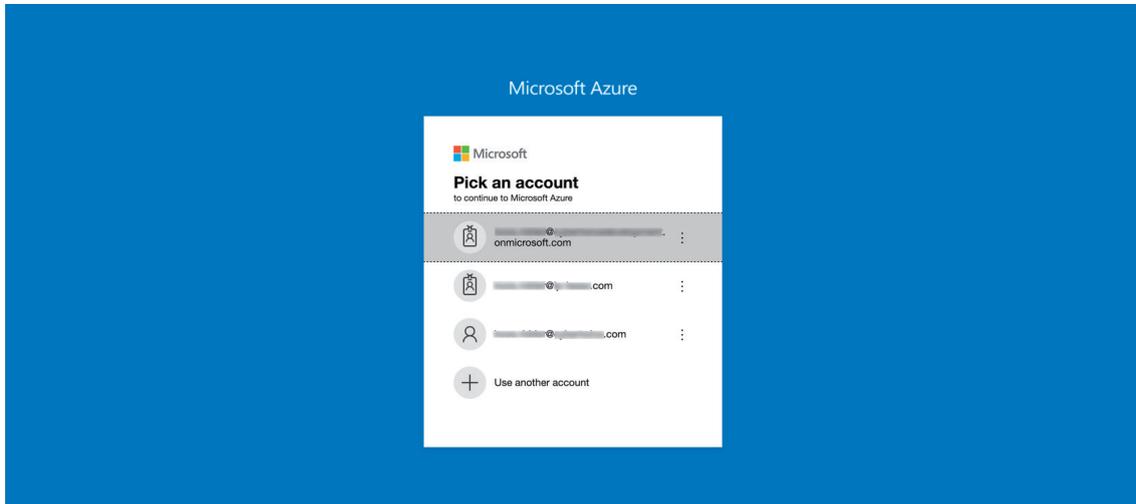
- Search for 'cybergate'. You'll find CyberGate by CyberTwice B.V.
- Click on 'Free trial / Get it now' to start the purchasing procedure.



Search results for cybergate

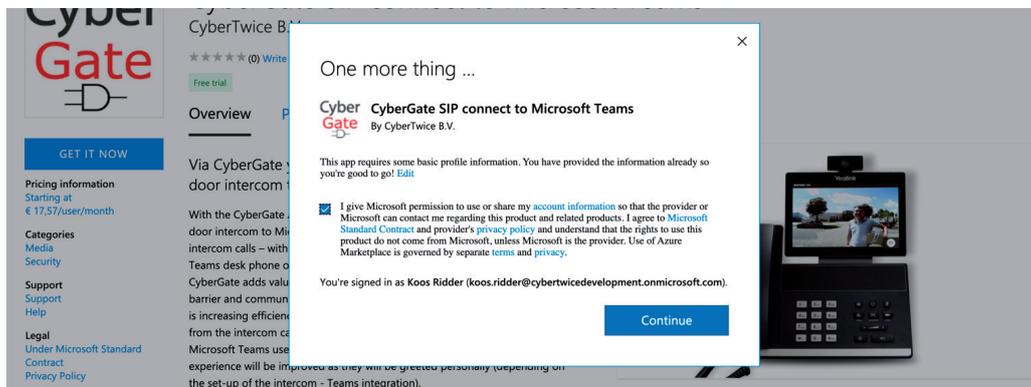
Depending on the current Microsoft user you might be presented with a dialog to choose the account to purchase the CyberGate with.

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



Microsoft 'Login'

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



CyberGate 'Permission request'

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

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

- Select the 'CyberGate flex plan' followed by 'Subscribe'.

Microsoft Azure Search resources, services, and docs (G+)

Home >

CyberGate SIP intercom connect to Teams CyberTwice B.V.

Looking for an existing subscription to this product? [View all your SaaS subscriptions](#)

CyberGate SIP intercom connect to Teams Add to Favorites

CyberTwice B.V.

★ 4.0 (1 Azure ratings)

Free trial

Plan

CyberGate flex plan

Overview Plans + Pricing Usage Information + Support Reviews

Offered under [Microsoft Standard Contract | Amendment](#)

Challenges

Is your organization migrating from a traditional SIP based phone system to Microsoft Teams and you want to connect your existing SIP video door intercom to Teams?

CyberGate SaaS makes this migration painless and it is the only solution that provides **two-way audio and live video** to the receiving user. Teams users answer incoming calls from the video door station on their Teams desktop client, Teams compatible desk phone and Teams Smartphone app and open the door for visitors.

Available now in CyberGate is the option to enable **Call Recording** for connected video intercom devices. Call Recordings include **audio, video and - using Azure Cognitive Services - speech transcribed into readable, searchable text**. Recorded media is securely stored in Microsoft Azure (West-Europe) for a period of 10 days. A web-based Search & Replay interface is available for authorized employees to replay and download intercom call recordings.

Features

- Two-way audio and live video from your (existing) SIP video door station to the Teams user's desktop client, Teams compatible desk phone and Teams Smartphone app
- Remotely open a door or gate using the Teams Dialpad
- Call Recording feature providing audio, video and speech transcribed into text
- Call individual Teams users or configure group names to call multiple users simultaneously.
- Edit Display Name per intercom device that identifies where your visitor is located.
- Disable Forwarding to prevents that an intercom call ends up in Voicemail.
- No need for an SBC or download of any (3rd) party Apps.

Costs

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

Media

Azure portal, CyberGate overview

- Select a Resource group for your CyberGate purchase or create a new Resource group
- Name the CyberGate subscription
- 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 devices on that subscription. The 'User count' can be read as the 'number of devices' used with this subscription. You can always modify the amount of devices on this subscription later on, in the CyberGate Management portal.

- Select the number of users
- Make sure that 'Recurring billing is 'On'.
- When finished, click 'Review + Subscribe'.

Microsoft Azure Search resources, services, and docs (G+)

Home > CyberGate SIP intercom connect to Teams >

Subscribe To CyberGate SIP intercom connect to Teams ...

Subscribe to plan

*Basics Tags 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.

Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription *

Resource group *

Resource group location *

SaaS details

Name *

Plan

CyberGate flex plan - 1-month

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.
Pay per intercom per month or year, no additional Microsoft Teams licenses necessary!
Enjoy!

[Change plan](#)

Billing term 1-month 1-year

Price + payment options

*Number of users (1-1000000)

Subtotal

Recurring billing On Off

[Review + subscribe](#) < Previous Next: Tags >

Useful links

[View this product in Marketplace](#)

[View all your SaaS subscriptions](#)

[View this product in Marketplace](#)

[View all your SaaS subscriptions](#)

Azure portal, CyberGate details

- Review all details, accept the terms of use and click 'Subscribe'.

Microsoft Azure

Home > CyberGate SIP intercom connect to Teams > **Subscribe To CyberGate SIP intercom connect to Teams**

Subscribe to plan

Basics Tags **Review + subscribe**

Product + plan details

CyberGate SIP intercom connect to 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).

I give Microsoft permission to use and share my contact information so that Microsoft or the Provider can contact me

Contact details

Name: Koos Ridder

Primary email address *: k.ridder@i...s.com

Primary phone number *: 0031...9

Basics

Subscription	Microsoft Partner Network
Resource Group	Rt...eg
Name	CyberGate...s
Plan	CyberGate flex plan
Billing term	1-month
Price + payment options	First month free, then €17.57/user/one-time payment
Number of users	1
Subtotal	€17.57/user
Recurring billing	On

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

[Subscribe](#) [< Previous: Tags](#) [Next >](#)

Azure portal, CyberGate review

Microsoft Azure

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

*** **Your SaaS subscription is in progress**

SaaS resource name: CyberGate...s

Purchase start time: Wednesday, May 4, 2022, 2:48:14 PM

Offer & plan details: CyberGate SIP intercom connect to Teams - CyberGate flex plan - 1-month

Next steps (available once subscribed)

Configure SaaS account

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 [SaaS](#) page in the Azure portal. To access it easily, save it to your favorite services or pin it to the dashboard.

*** SaaS subscription is in progress
Your SaaS subscription 'CyberGateKooos' is in progress...

Useful links

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

Azure portal, subscription is in progress

Wait for the subscription to finish.

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

Microsoft Azure

Search resources, services, and docs (G+V)

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](#)

Useful links

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

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.

SaaS subscription complete

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. !**

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

CyberTwice
CLOUD RECORDING AND ARCHIVING

Subscription details

Name: CyberGate SIP connect to Microsoft Teams

Plan: cgflexplan_1

Quantity: 1

Initiator: [redacted]@[redacted].com

Please activate the subscription by clicking the 'Activate' button below. After activation you will be redirected to the management portal where you can configure the CyberGate service.

[Activate](#)

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

The CyberGate Management Portal will open and show the License overview.

CyberTwice

License overview | Tenant settings | Device settings | Multi-ring settings | Meeting settings

License overview

Marketplace

Name	Created	Plan	Quantity	Requested quantity	Enabled
CyberGate SIP intercom connect to Teams - CyberGate flex plan	2022-05-04	cgflexplan_1	1	1	no

Next

CyberGate Management Portal License overview

Continue with Step 2: The CyberGate Admin Portal (page 19).

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 multiple sections, you can navigate between them with the 'Next' and 'Previous' buttons.

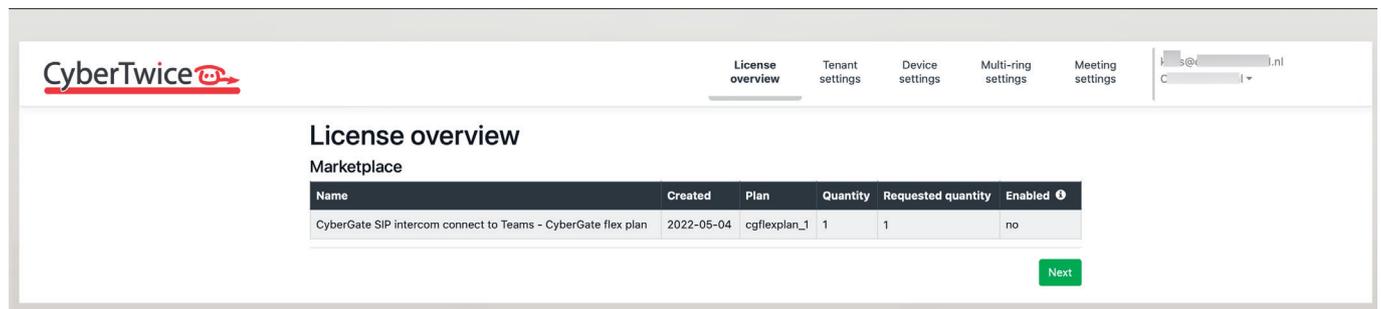
! Note: Follow the steps in this chapter for the basic configuration of CyberGate. For a detailed description of the CyberGate Management portal, please see Appendix A: How to use the CyberGate Management Portal in this document (page 25). !

License overview

The *License overview* 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 interface. At the top, there is a navigation menu with options: License overview (selected), Tenant settings, Device settings, Multi-ring settings, and Meeting settings. The main content area is titled 'License overview' and includes a 'Marketplace' section. Below this, there is a table with the following data:

Name	Created	Plan	Quantity	Requested quantity	Enabled
CyberGate SIP intercom connect to Teams - CyberGate flex plan	2022-05-04	cgflexplan_1	1	1	no

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

CyberGate management portal '*License overview*'

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

CyberTwice License overview | Distributor settings | **Tenant settings** | Knowledge base

Tenant settings

Admin consent

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

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

[Provide admin consent](#)

Call forwarding

Call forwarding is disabled

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

[Enable call forwarding](#)

Trunk Support

SIP Trunk support is disabled

SIP Trunk support is necessary when your intercoms are connecting via another device that connects to CyberGate. This is usually called a SIP trunk. Please contact CyberTwice when you have questions regarding this feature.

[Enable trunk support](#)

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 feature configuration script must have been executed for the recording to work.

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

[Enable call recording](#)

Configured WAN IP addresses

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

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

Other WAN IP address [Add](#)

Add additional WAN IP addresses.

[Previous](#)

CyberGate management portal '*Tenanat 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 setting are saved automatically.

The screenshot shows the 'Tenant settings' page in the CyberTwice management portal. The page has a navigation bar with 'License overview', 'Tenant settings' (selected), 'Device settings', 'Multi-ring settings', and 'Meeting settings'. The user's email 'i.s@...l.nl' is visible in the top right. The main content area is titled 'Tenant settings' and includes sections for 'Admin consent', 'Call forwarding', 'Trunk Support', and 'Call recording'. Each section has a status (e.g., 'disabled') and an 'Enable' button. Below these is a table for 'Configured WAN IP addresses' with one row containing '37' and a 'Delete' button. At the bottom of the table are buttons for 'Add current IP (63)' and 'Add'. Below the table is a text input field for 'Other WAN IP address' and an 'Add' button. At the very bottom are 'Previous' and 'Next' navigation buttons.

CyberGate management portal 'Tenant settings'

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

Device settings

In the section '*Device settings*' you will need to add a 'device' for each intercom you are 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'

The screenshot shows the 'Device settings' page in the CyberTwice management portal. At the top, there are navigation tabs: License overview, Tenant settings, Device settings (selected), Multi-ring settings, and Meeting settings. Below the tabs, there's a 'Device settings' section with a sub-header and a note about Teams configuration. A 'Download' button is present. Below that, an 'Add device' button is highlighted. A table lists the devices:

Display name	Authentication username	Password	Licensed	Recorded	Teams to device	Action
Pager test	STI HZ10	B3K ●●●●●●●●	yes	no	no	[Copy] [Delete]

At the bottom, there are 'Previous' and 'Next' buttons.

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

- Authentication username - The username is necessary when configuring the intercom *
- Password - The password is necessary when configuring the intercom *

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

The Authentication username and the Password are necessary to successfully register the device to CyberGate.

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

The device *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 device

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

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

Robin

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

2N intercom

For a detailed instruction for 2N intercoms, see:

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

Axis

Axis Network Video Doorstation

For a detailed configuration instruction for Axis Doorstations, see:

<https://support.cybertwice.com/knowledgebase.php?article=1>

Algo

Algo Intercom

For a detailed configuration instruction for an Algo Video Intercom, see:

<https://support.cybertwice.com/knowledgebase.php?article=22>

Algo Pager

For a detailed configuration instruction for Algo IP Speakers, see:

<https://support.cybertwice.com/knowledgebase.php?article=23>

Commend

Commend SIP Intercom

For a detailed configuration instruction for Commend SIP Intercoms, see:
<https://support.cybertwice.com/knowledgebase.php?article=8>

Commend SIP Speaker

For a detailed configuration instruction for Commend SIP Speakers, see:
<https://support.cybertwice.com/knowledgebase.php?article=20>

Commend SIP Amplifier

For a detailed configuration instruction for Commend SIP Amplifiers, see:
<https://support.cybertwice.com/knowledgebase.php?article=19>

Commend Connection via Commend VirtuoSIS

For a detailed configuration instruction for the Commend VirtuoSIS, see:
<https://support.cybertwice.com/knowledgebase.php?article=21>

Grandstream

Grandstream HD Video Door System

For a detailed configuration instruction for Grandstream Doorphones, see:
<https://support.cybertwice.com/knowledgebase.php?article=11>

Zenitel

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

Akuvox SIP Video Doorphone

For a detailed configuration instruction for Akuvox Doorphones, see:
<https://support.cybertwice.com/knowledgebase.php?article=3>

Dnake

Dnake Video Door Phone

For a detailed configuration instruction for Dnake Video Door Phones, see:
<https://support.cybertwice.com/knowledgebase.php?article=14>

Fanvil

Fanvil Intercom

For a detailed configuration instruction for Fanvil i6x SIP Video Intercoms, see:
<https://support.cybertwice.com/knowledgebase.php?article=25>

Fanvil Pager

For a detailed configuration instruction for Fanvil pagers, see:
<https://support.cybertwice.com/knowledgebase.php?article=26>

Fasttel

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

Fermax Milo Video Panel

For a detailed configuration instruction for Fermax Milo video Panels, see:
<https://support.cybertwice.com/knowledgebase.php?article=13>

Doorbird

Doorbird IP Video Doorstation

For a detailed configuration instruction for Doorbird IP Video Doorstation, see:
<https://support.cybertwice.com/knowledgebase.php?article=17>

Alphatech

Alphatech IP VarioBell

For a detailed configuration instruction for Alphatech IP VarioBells, see:
<https://support.cybertwice.com/knowledgebase.php?article=24>

BAS-IP

BAS-IP Intercom System

For a detailed configuration instruction for BAS-IP Intercom System, see:
<https://support.cybertwice.com/knowledgebase.php?article=18>

PortaDial

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 at any time, as long as you log in with one of the following Microsoft admin accounts:

- Global-administrator
- Application administrator
- Cloud application administrator
- Teams administrator

Use the CyberGate Management portal to:

- Increase / decrease the amount of devices 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 a device. This will change the identification of the device when calling to Microsoft Teams
- Enable / disable the recording of calls from or to devices
- Create Multi-ring groups. A Multi-ring group allows you to ring multiple people in your organisation simultaneously
- Configure CyberGate to allow calls from devices to automatically participate in meetings

The CyberGate Management portal consists of six menus:

1. License overview
2. Tenant settings
3. SIP trunk settings
4. Device settings
5. Multi-ring settings
6. Meeting settings

Licence overview

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

Name of the CyberGate subscription

This name was created during the CyberGate purchasing

Date

The creation date of the subscription

Chosen plan

Usually this will be the 'CyberGate Flex plan'

Quantity

Displays the actual licensed 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 'License overview' page in the CyberTwice management portal. The page has a navigation bar with the CyberTwice logo and several tabs: 'License overview' (selected), 'Tenant settings', 'Device settings', 'Multi-ring settings', and 'Meeting settings'. Below the navigation bar, there is a section titled 'License overview' with a 'Marketplace' sub-section. A table displays the license details:

Name	Created	Plan	Quantity	Requested quantity	Enabled
CyberGate SIP intercom connect to Teams - CyberGate flex plan	2022-05-04	cgflexplan_1	1	1	no

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

CyberGate management portal 'License overview'

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. Future updates of CyberGate might require updating the Admin consent for new feature to function.

Call forwarding

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 device 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.

Trunk Support

The 'Trunk Support' option enables the possibility to connect SIP trunks to CyberGate. SIP Trunk support is necessary when your intercoms are connecting via another device that connects to CyberGate. This is usually called a SIP trunk. Please contact CyberTwice when you have questions regarding this feature.

Call recording

The 'Call recording' option enables recording of all calls from or to the device*. The recorded calls are securely stored in the Microsoft Azure (Western-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. !

Configured WAN IP addresses

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.

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](#)

Trunk Support
SIP Trunk support is disabled.
SIP Trunk support is necessary when your intercoms are connecting via another device that connects to CyberGate. This is usually called a SIP trunk. Please contact CyberTwice when you have questions regarding this feature.
[Enable trunk support](#)

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 feature configuration script must have been executed for the recording to work.
[Enable call recording](#)

Configured WAN IP addresses

Address	Delete
3 7	

[Add current IP \(6...3\)](#)

Other WAN IP address [Add](#)

Add additional WAN IP addresses.

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

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

SIP trunk settings

The 'SIP trunk settings' menu is only be available when the option 'Enable trunk support' in the Tenant settings menu is enabled.

When using a SIP trunk to connect to CyberGate, CyberGate will detect all the devices that are calling through that SIP trunk and will automatically add these devices to the SIP trunk section of the 'Device settings' menu.

You can add and delete one or more SIP trunks or modify the name of the SIP trunk.

Name	Authentication username	Password	Auto discover	Devices	Action
Commend	JV OZ	60x ●●●●●●●●	Enabled	0	[Edit] [Delete]

CyberGate management portal 'SIP trunk settings' - One SIP trunk configured

Each configured SIP trunk has its own Authentication username and password. This information can be easily copied using the blue 'copy to clipboard' buttons and can be used in the SIP configuration of the SIP trunk.

Modify a SIP trunk

Click on the blue edit-symbol to edit the name of the SIP trunk.

Delete a SIP trunk

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

! Note: A SIP trunk can only be deleted if there are no detected devices that use this SIP trunk. If there are devices that use this SIP trunk, please delete these devices first (in the menu Device settings). The SIP trunk can be deleted after that. !

Device settings

In the 'Device settings' menu you can add, modify or delete devices.

Download

To download the feature configuration script, click on the blue 'Download' button. The feature configuration script is necessary to change the name of a device or enable other features.

Add a device

To add a new device, click on the blue 'Add device' button. It will open a dialog box to configure the new device and will automatically generate a SIP username and SIP password that can be used in the device.

Add Device ×

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

Display name

This name is used as a display name within Teams

Record device

Allow 2-way video ⓘ

For compatible devices that support receiving video.

Allow calls from Teams to device

For devices that support incoming SIP calls.

Cancel Add

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

Modify a device

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

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, click on the red trash can symbol to delete it. This action can not be undone.

Each device added shows:

- A display name. - The display name is the name that will be shown in Microsoft Teams whenever the intercom rings
- Authentication username - The username is necessary when configuring the device *
- Password - The password is necessary when configuring the device *
- Licensed - You can create more devices than your subscription allows. In that case the devices that exceed the number of devices 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'
- Recorded - Indicates if recording for this device is enabled or not
- Teams to device - Indicates if the Teams to device feature (makes it possible to call the device from the Teams client) for this device is enabled or not

*** ! Note: Use the blue copy-buttons to conveniently copy the username and password in the device configuration when configuring your device. !**

The screenshot shows the 'Device settings' page in the CyberTwice management portal. The page has a navigation bar with 'License overview', 'Tenant settings', 'Device settings' (selected), 'Multi-ring settings', and 'Meeting settings'. Below the navigation bar, there is a 'Download' button and an 'Add device' button. A table displays the configuration for a device named 'Pager test'. The table has columns for 'Display name', 'Authentication username', 'Password', 'Licensed', 'Recorded', 'Teams to device', and 'Action'. The 'Pager test' row shows a warning icon, the username 'STI...HZ10', a password 'B3K...' with a copy icon, 'Licensed' status 'yes', 'Recorded' status 'no', and 'Teams to device' status 'no' with a warning icon. The 'Action' column contains a copy icon and a red trash can icon. At the bottom of the table, there are 'Previous' and 'Next' buttons.

Display name	Authentication username	Password	Licensed	Recorded	Teams to device	Action
Pager test	STI...HZ10	B3K...	yes	no	no	Copy, Delete

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

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

The device *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 device** in this document (page 33) for instructions on how to modify the display name from the default 'Intercom' to the Display name given.

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.

Add multi-ring group

Name	<input type="text" value="123"/>
Domain	<input type="text" value="cybergate.cybertwice.com"/>
Description	<input type="text" value="This is a test group"/>

CyberGate management portal '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 123, the name to dial in the intercom will be: 123@cybergate.cybertwice.com.

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

Add the required Teams users to the Multi-ring group. The setting will be saved automatically. You can copy the group name by clicking the black 'Copy to clipboard' icon.

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

CyberTwice License overview Tenant settings Device settings **Multi-ring settings** Meeting settings k...@c...nl

Multi-ring settings

The multi-ring feature makes it possible to ring multiple users simultaneously. The first responder will get the call.

[Add multi-ring group](#)

123@cybergate.cybertwice.com [✕](#)

number 123

Teams username	Delete
k...@c...nl	✕

@ classicscentral.nl [Add](#)

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

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

Meeting settings

The meeting feature allows a device to join an existing meeting. After the Meeting feature of CyberGate is configured in the device it will automatically join a meeting instead of calling a Teams user. That meeting can then be joined by one or more Teams users so they all can access the audio and video of the device. It is also possible to configure the Meeting feature so that Teams users are automatically called into the meeting when the device is joins the meeting.

CyberTwice License overview Tenant settings Device settings Multi-ring settings **Meeting settings** k...@c...nl

Meeting settings

The meeting feature makes it possible to connect your device to a meeting. The participants configured here are actively invited to the meeting.

[Add meeting](#)

[Previous](#)

CyberGate management portal 'Meeting settings' - 'No meeting configured yet'

- Click 'Add meeting' to create a meeting.

Add meeting

Name	<input type="text"/>
Domain	<input type="text" value="cybergate.cybertwice.com"/>
Description	<input type="text"/>
Teams meeting URL	<input type="text"/>

CyberGate management portal 'Meeting settings' - 'Add meeting'

- Name the Meeting, add a description and a Teams meeting URL

The Teams meeting URL field accepts the URL of a Teams meeting. All Teams users that are invited in- or part of this meeting will receive a notification when the device joins the meeting. You can create a new meeting in Teams, and copy its URL in this field. You can also use the URL of an existing Teams meeting.

To automatically call Teams users (instead of only notifying them) you can add them to this meeting. Do this by entering their Teams name, selecting the right domain and clicking the blue 'Add' button.

CyberGate management portal 'Meeting settings' - 'Two users added (will be called automatically when the device joins the meeting)'

Appendix B: Configure the display name of the device

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



Microsoft Teams incoming call with the default name 'Intercom'

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

CyberTwice License overview Tenant settings **Device settings** Multi-ring settings Meeting settings k...@c...l.nl C...

Device settings

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](#)

[Add device](#)

Display name	Authentication username	Password	Licensed	Recorded	Teams to device	Action
Pager test	STI...HZ10	B3K.....	yes	no	no	Edit Delete

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

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

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

Update Device ✕

Display name

This name is used as a display name within Teams

Record device

Allow 2-way video ⓘ

For compatible devices that support receiving video.

Allow calls from Teams to device

For devices that support incoming SIP calls.

Detected SIP username

Cancel
Update

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

License overview
Tenant settings
Device settings
Multi-ring settings
Meeting settings

k...@c...i.nl
C...

Device settings

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

Add device

Display name	Authentication username	Password	Licensed ⓘ	Recorded	Teams to device	Action
Pager test	STI HZ10	B3K ●●●●●●●●	yes	no	no	✎ ✖

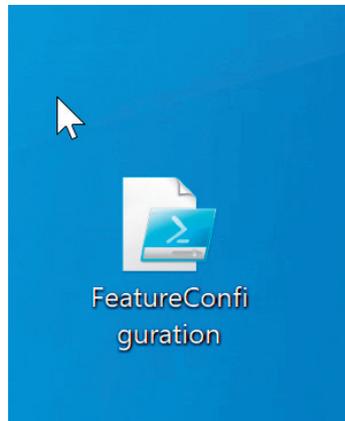
Previous
Next

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

B

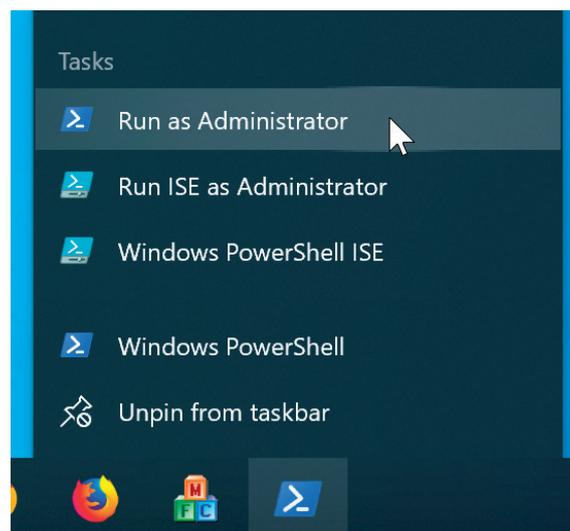
If the display name of the device shows the warning symbol, it is necessary to download and run the Feature configuration PowerShell script. If no warning sign is shown, skip this step.

1. Make sure you have a PC with Microsoft PowerShell installed.
2. Click on the blue 'Download' button to download the script



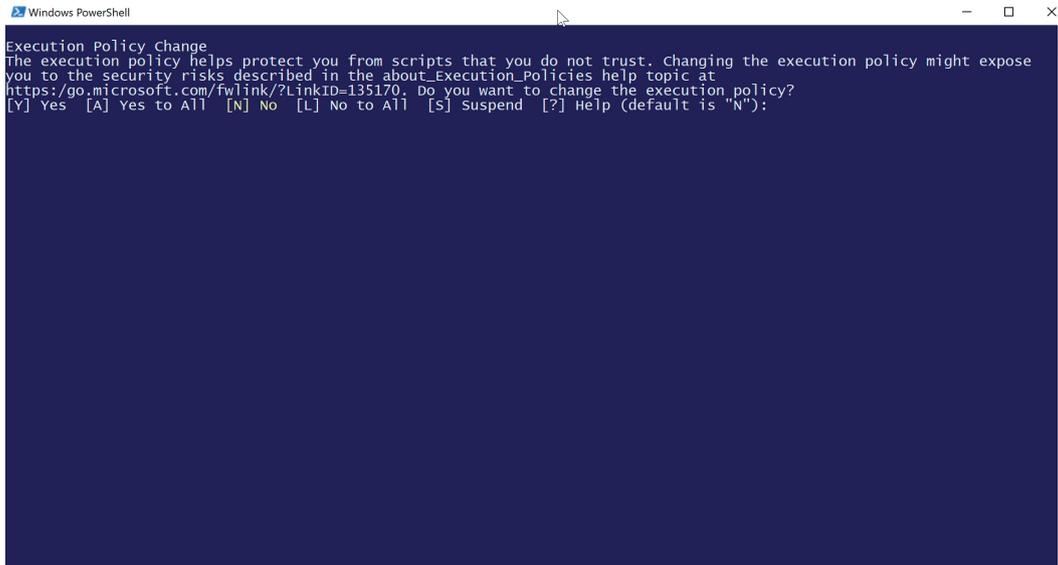
Microsoft Windows - Downloaded PowerShell script

3. Right-click on Powershell and select 'Run as Administrator'.



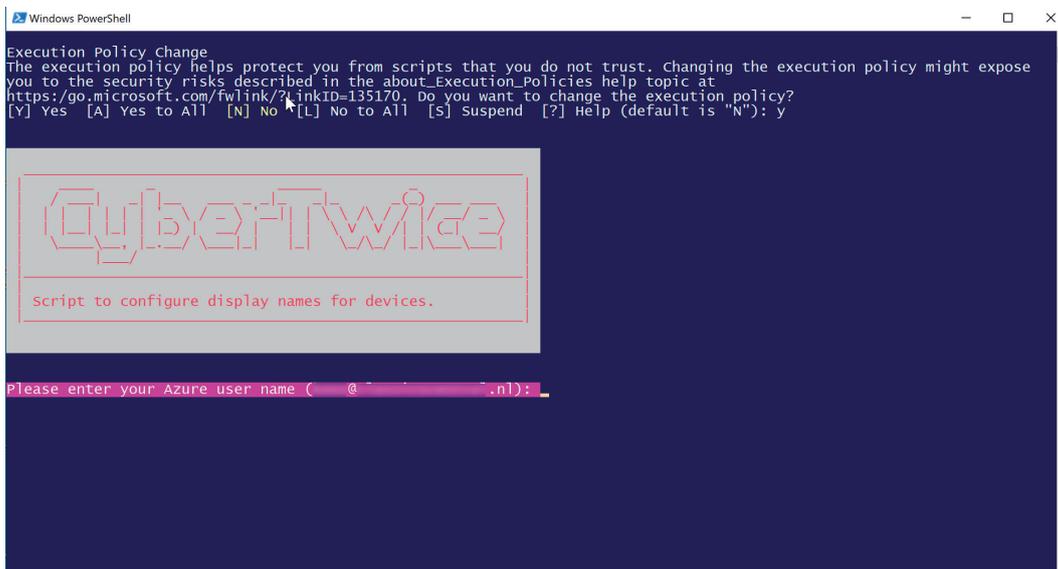
Microsoft Windows - 'Run as Administrator'

4. Run the downloaded FeatureConfiguration script by navigating to its location (usually the Desktop) and run the 'FeatureConfiguration.ps1' script (.\FeatureConfiguration.ps1)
5. Depending on the Windows environment used a warning can be displayed. Select 'Yes' to execute this script.



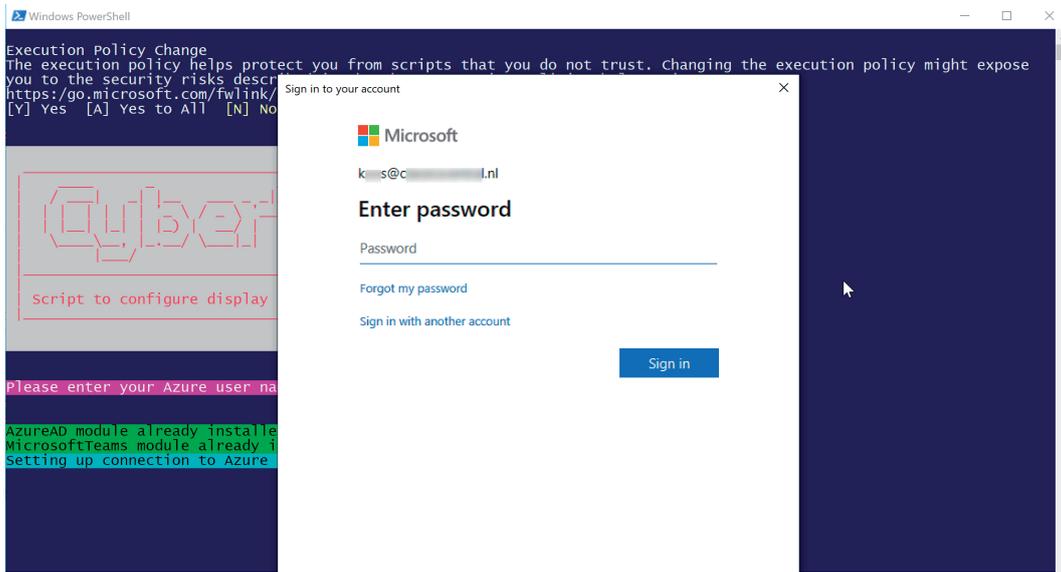
Microsoft PowerShell - 'Execution Policy Change'

6. 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.



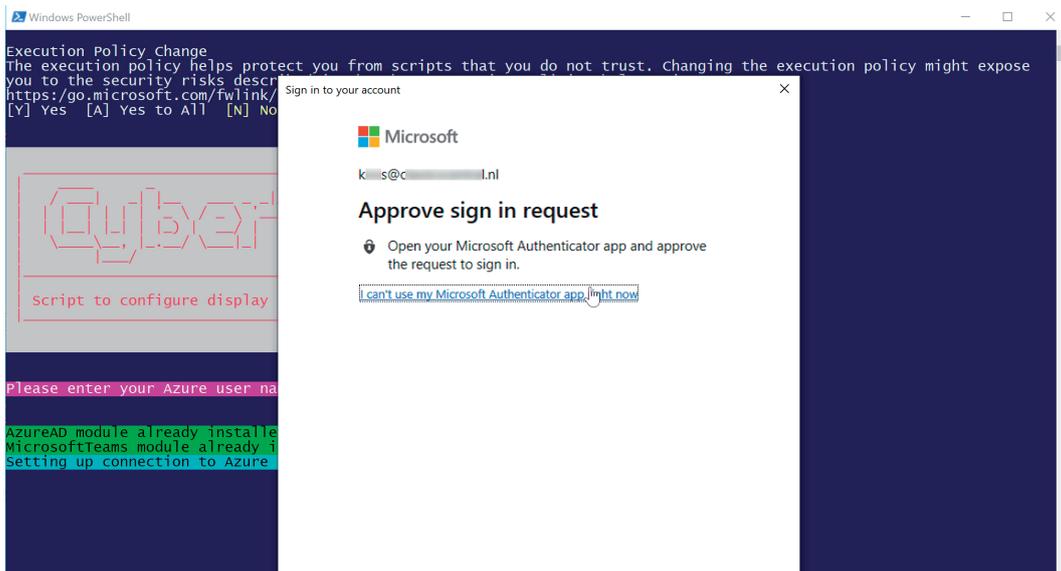
Microsoft PowerShell - 'Azure user name'

7. Enter your password to login at Microsoft.



Microsoft PowerShell - 'Login'

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



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

9. 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 = e5 328d
- ApplicationId = ec 77b4
- DeviceId = ae 73ec
- DisplayName = Intercom Frontdoor
- PrincipalName = cybergate.ae58da...a77aa6c73ec@...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
a...c73ec	5255...3e8	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 the device will be shown in Teams as '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 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 in three ways:

1. Via a link in the CyberGate Management portal
2. Via the Teams App store (within the Teams App), search for CybeReplay
3. Directly via <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 Tenanat Settings menu.

CyberTwice License overview **Tenant settings** Device settings Multi-ring settings Meeting settings s@c.nl.nl

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 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](#)

Trunk Support

SIP Trunk support is disabled

SIP Trunk support is necessary when your intercoms are connecting via another device that connects to CyberGate. This is usually called a SIP trunk. Please contact CyberTwice when you have questions regarding this feature.

[Enable trunk support](#)

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 feature configuration script must have been executed for the recording to work.

[Enable call recording](#)

Configured WAN IP addresses

Address	Delete
3.7	Delete

[Add current IP \(6/3\)](#)

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

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

- Admin consent:** A message states 'Admin consent has been provided for this tenant.' There is a button to 'Update admin consent'.
- Call forwarding:** A message states 'Call forwarding is disabled.' There is a button to 'Enable call forwarding'.
- Trunk Support:** A message states 'SIP Trunk support is disabled.' There is a button to 'Enable trunk support'.
- Call recording:** A message states 'Call recording is disabled.' There is a button to 'Enable call recording'.
- Configured WAN IP addresses:** A table with columns 'Address' and 'Delete'. One address is listed: '3.141.59.26'. There is a button to 'Add current IP (6.141.59.26)' and a button to 'Add' for other WAN IP addresses.

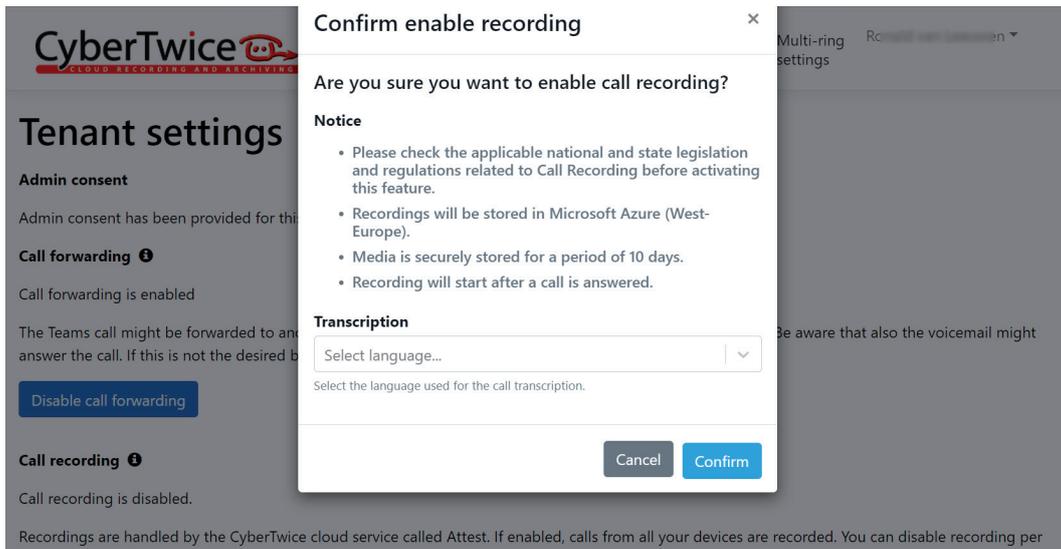
At the bottom of the page, there are 'Previous' and 'Next' buttons.

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 Feature Configuration PowerShell script has been run at least once. See Appendix B: Configure the display name of the device for instructions on how to run this script. !

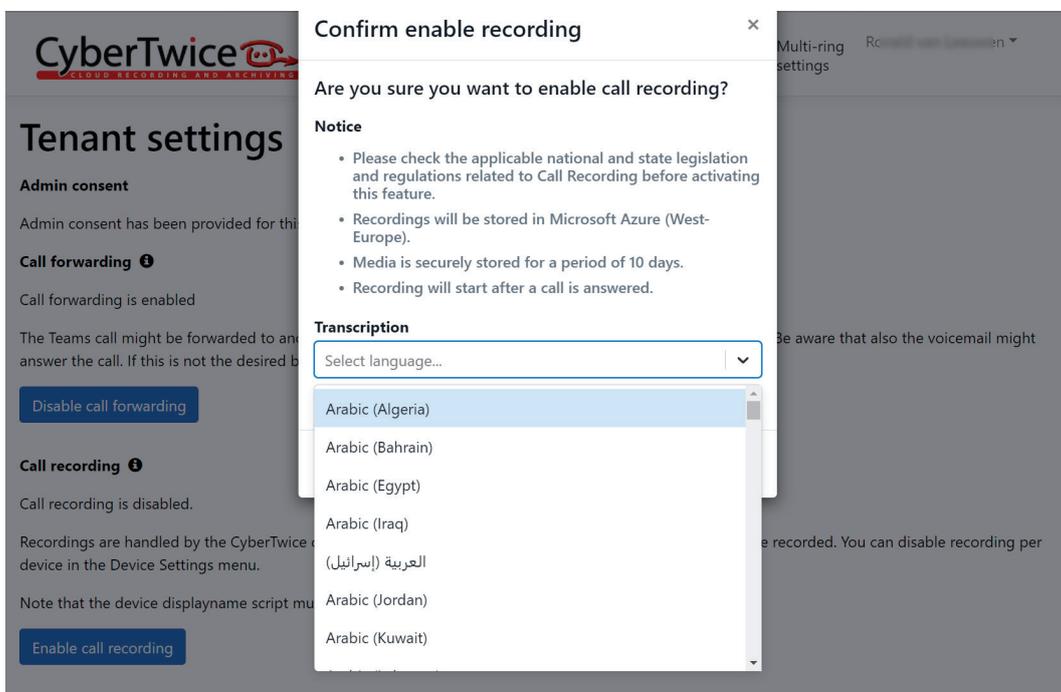
After clicking the 'Enable call recording' button, the following screen will be shown:



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

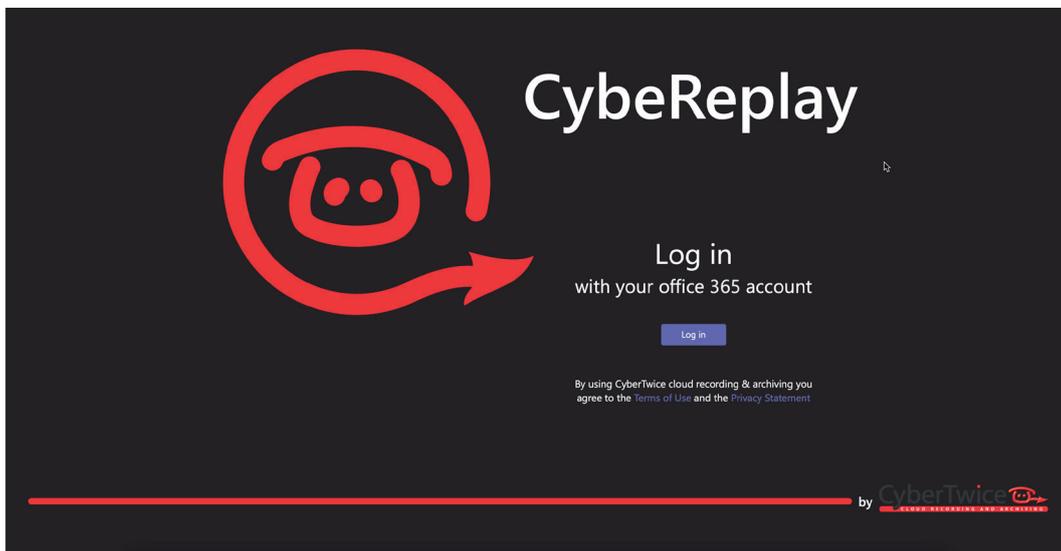
The search and Replay of calls is done in the web application CybeReplay.

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.

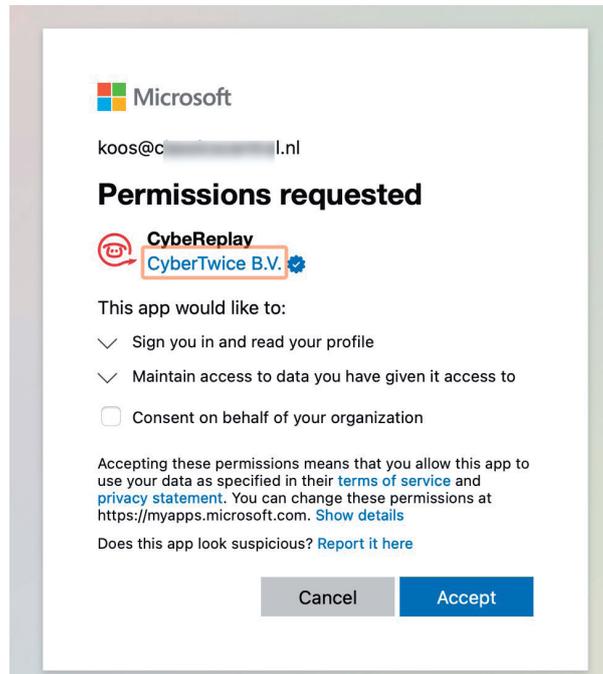
There is a direct link to CybeReplay in the CyberGate Management portal, but you can also access it via this URL: <https://cybereplay.attest.cybertwice.com>



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

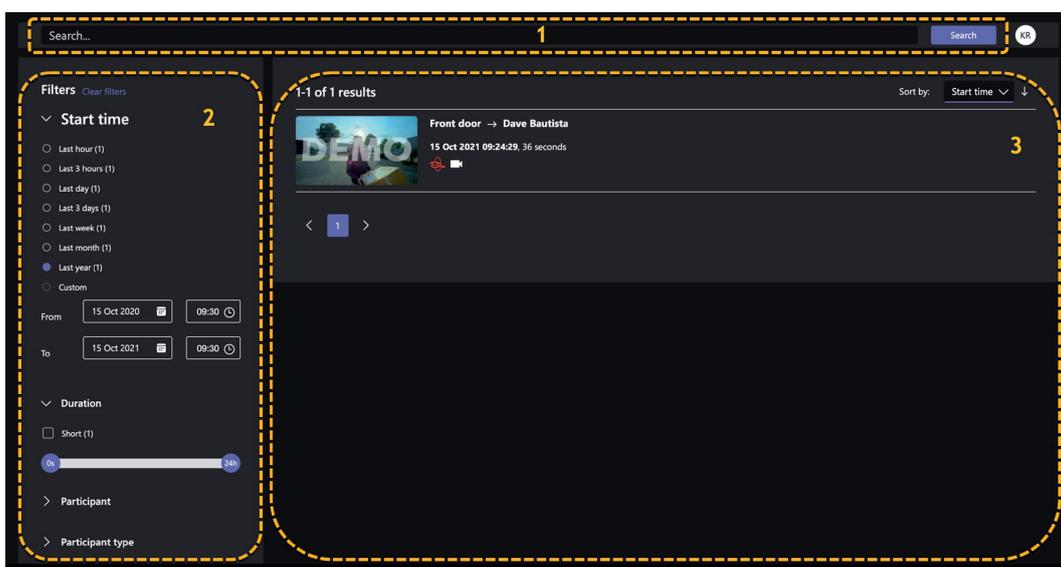


Microsofts 'Permissions requested' window - for CybeReplay

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

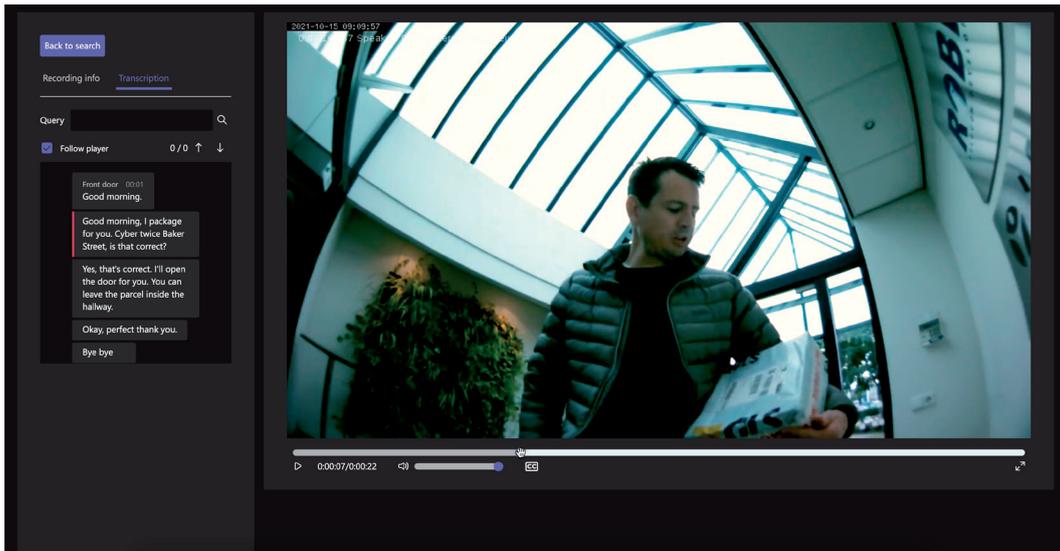
Results display all found recordings in a sortable card-style.

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:

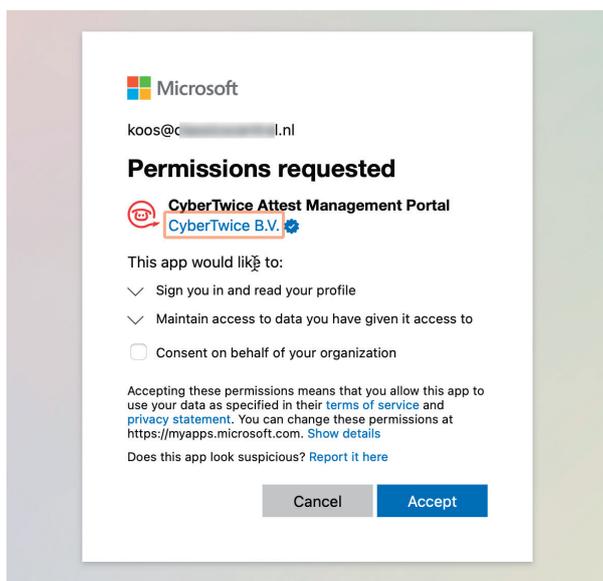
- See the Recording info
- See the Transcription of the recording with the option to follow the player
- Play the recording
- Pause the recording
- Skip through the recording
- Control the playback volume
- Enable / disable subtitles
- Change to full screen
- Return to the search results

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.

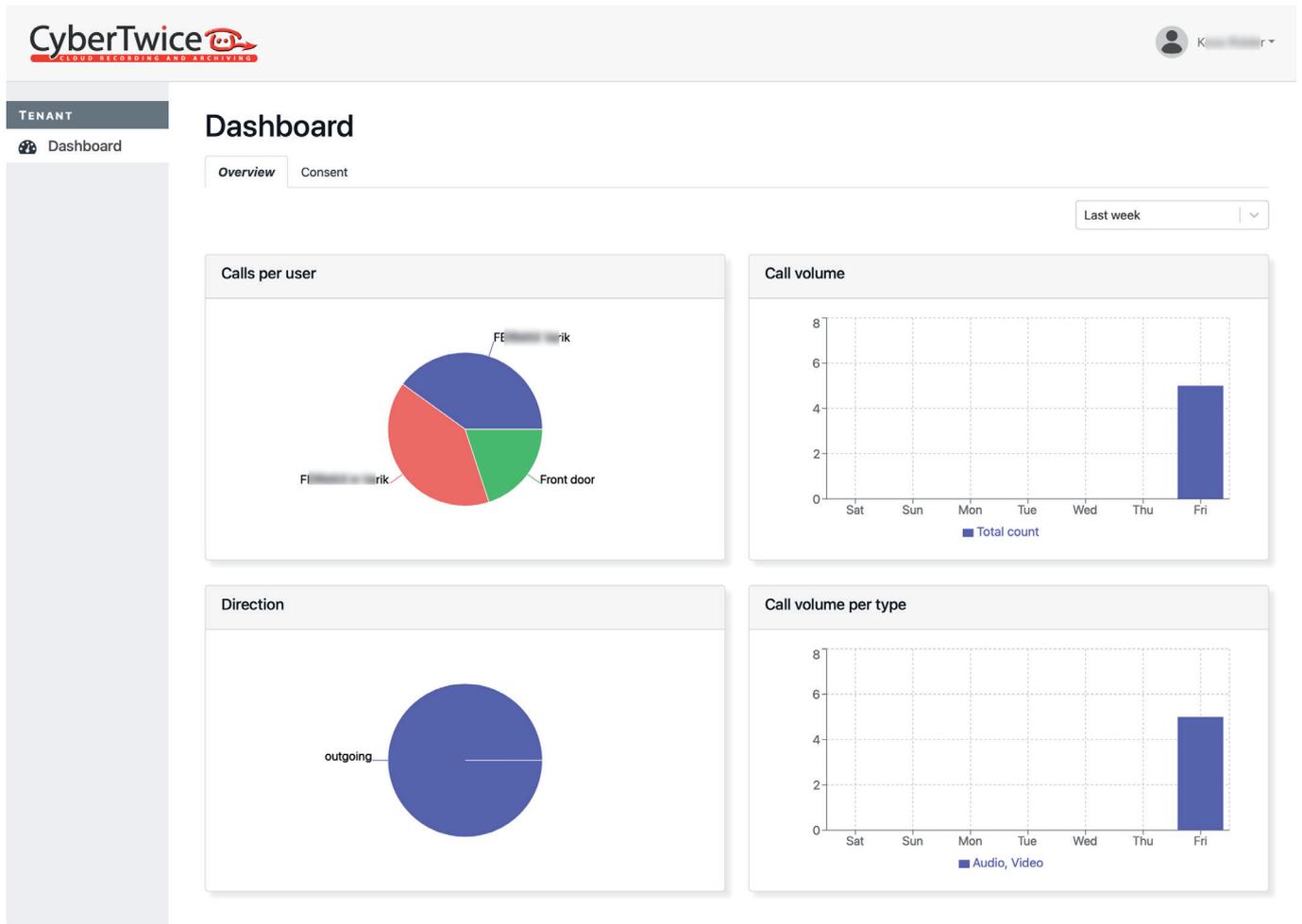
- Log into the Attest Management portal as an Administrator.

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'

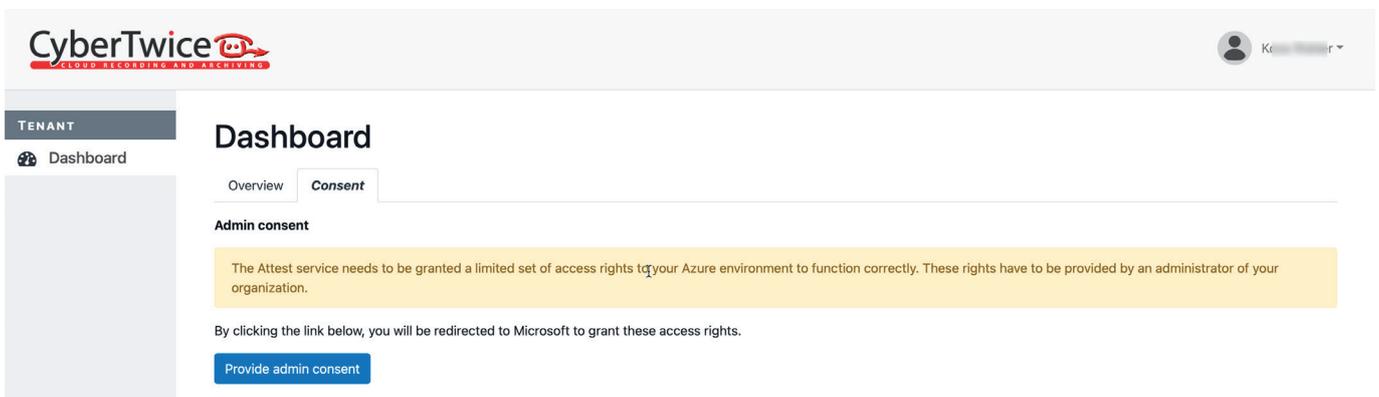
When logged in successfully you'll be taken to the Dashboard menu.



Attest management portal 'Dashboard' - 'Overview' tab

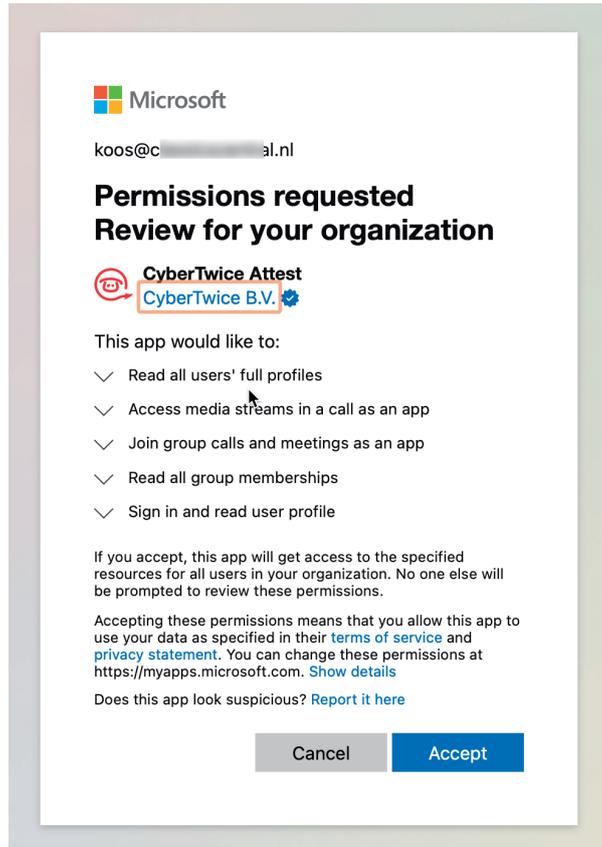
The Overview displays various graphs related to the recorded calls.

- 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



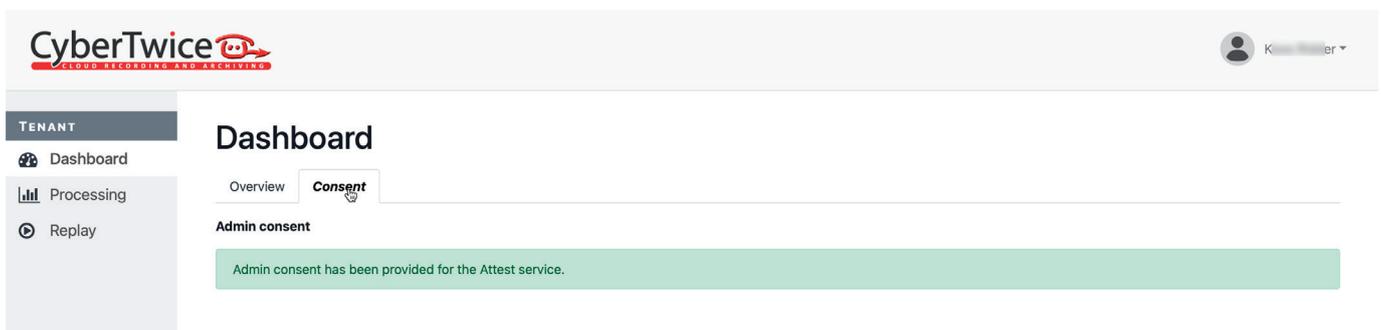
Attest management portal 'Dashboard' - 'Consent' tab

- 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

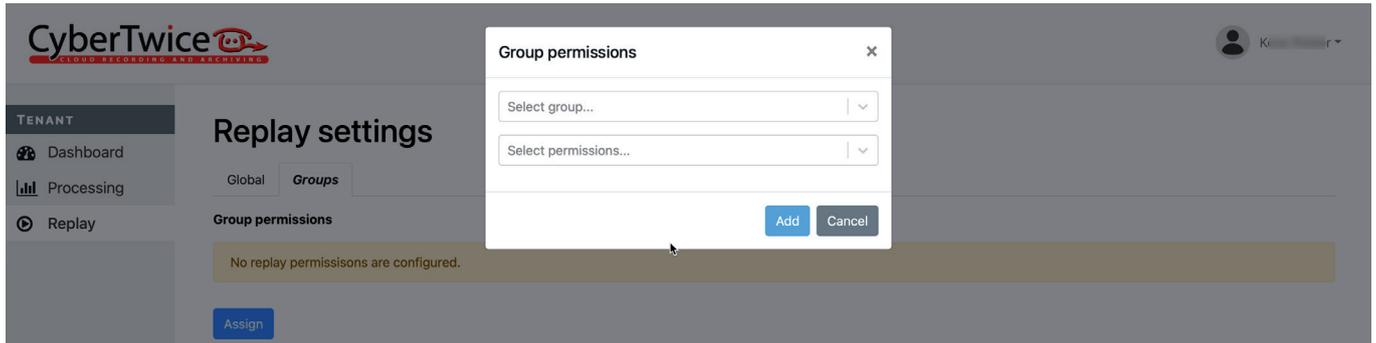
The Replay option enables you to allow other people in your tenant to access and replay call recordings. This is done via groups, so people in an Active Directory- or Teams group can be granted permission to access the call recordings.

- Click on the Groups tab to set group permissions.

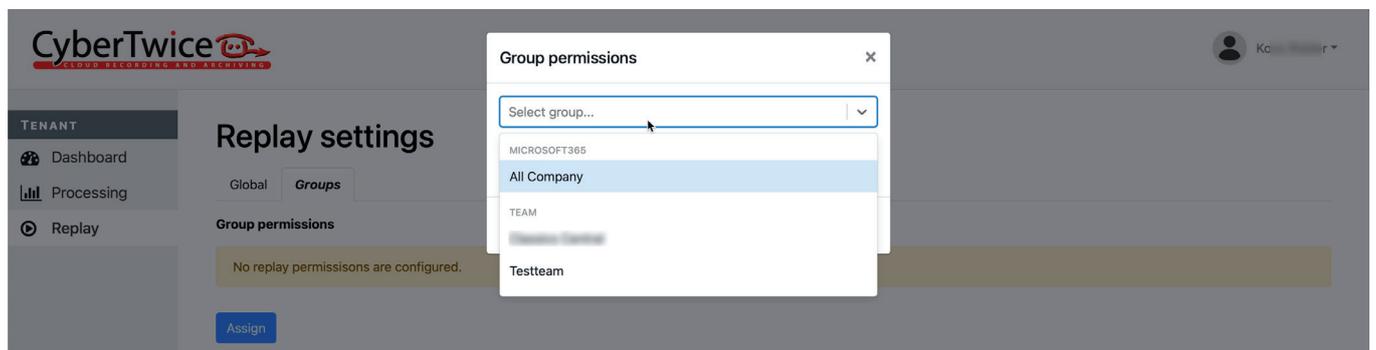
! Note: it can take up to 30 minutes after Admin consent has been granted before group permissions can be set. !

Attest management portal 'Replay' - 'Groups' tab

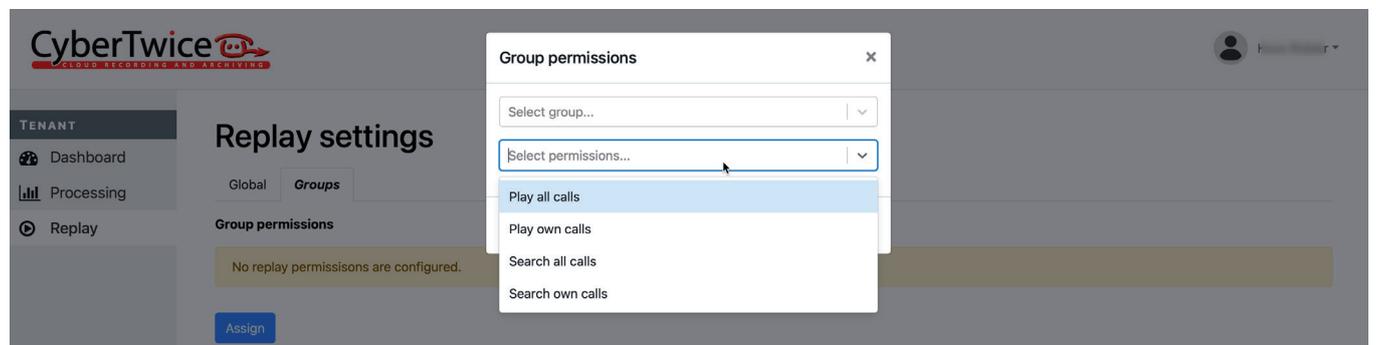
- Click on 'Assign' to assign replay access rights to a specific group



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



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



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

The screenshot shows the CyberTwice management portal. The top navigation bar includes the CyberTwice logo and a user profile icon. The left sidebar contains navigation options: Dashboard, Processing, and Replay. The main content area is titled 'Replay settings' and has two tabs: 'Global' and 'Groups'. The 'Groups' tab is active, showing a table of group permissions. The table has columns for Groupname, Id, Type, and Permissions. A single row is visible for the 'Testteam' group, which is of type 'Team'. The permissions listed are 'Play all calls' and 'Search own calls'. There are also 'Assign' and 'Remove' buttons for this group.

Groupname	Id	Type	Permissions
Testteam	3: [redacted] :4-4e6d-a8f9-d48 [redacted] i2c	Team	<ul style="list-style-type: none">Play all callsSearch own calls

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)
1.1.3	20-01-2022	KR	Fixed wrong URL links
1.2.0	16-05-2022	KR	Overhaul document (links, screenshots etc.)