

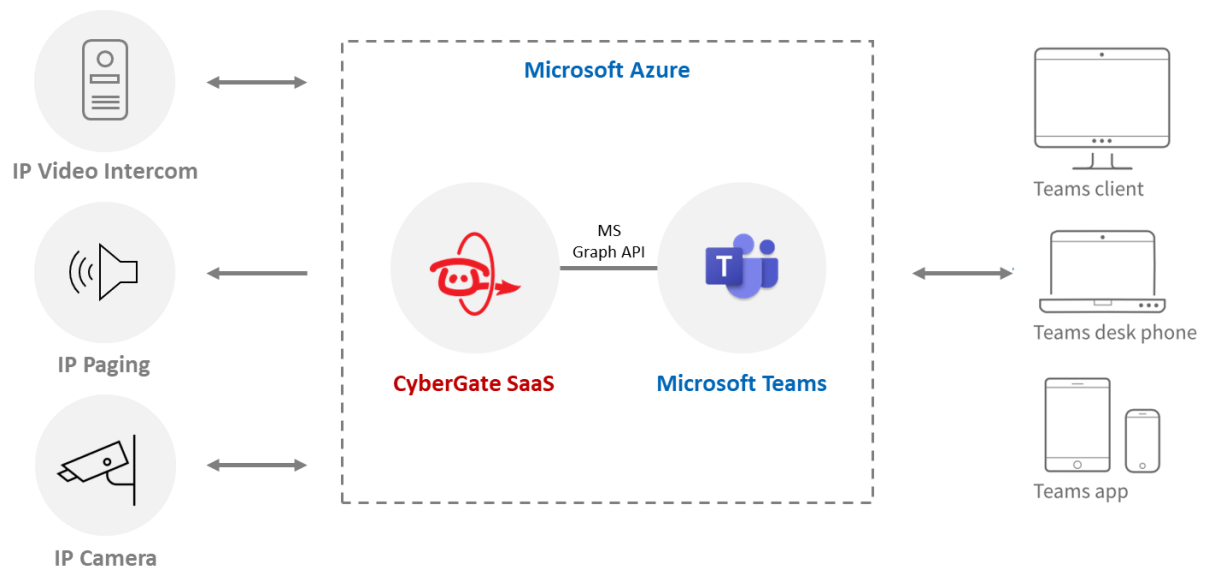
CyberGate Product description

About CyberGate

CyberGate is a transactable SaaS published on Microsoft AppSource and Azure Marketplace that enables Enterprises who adopted Teams to connect SIP devices with two-way audio and live video to their Microsoft Teams Tenant, without the need for extra hardware or software.

CyberGate is live and operational since Q4-2020 and serves 1000 Enterprise customers in 35 countries across the globe. Supported Device Types are:

- **IP Video Door Intercom** – setup intercom calls **with two-way audio and live video** to the Teams desktop client, Teams compatible desk phone and Teams Smartphone app, or vice versa, and remotely open the door for visitors.
- **IP Paging** to address and inform people in buildings and open spaces by means of live PA announcements or pre-recorded audio messages.
- **IP Camera** with integrated SIP calling capability connect to Teams users or join a Teams meeting and share live video footage next to a two-way audio connection.



CyberGate works for Teams users with an M365 Business, M365 Enterprise or O365 license, **and there is no need for:**

- a Session Border Controller (SBC)
- a SIP Gateway, Direct Routing, Phone System, Operator Connect or Teams Phone Mobile
- PSTN phone numbers for your Devices connected to CyberGate
- upgrade of existing Teams users' licenses

CyberGate subscription fees are DEVICE based, NOT DEPENDENT ON THE # OF TEAMS USERS

- Video Door Intercom: 1 (one) subscription *per intercom device*
- IP Paging: 1 (one) subscription *per IP Paging Device* directly connected to CyberGate
- IP Camera: 1 (one) subscription *per IP camera device*

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COMPATIBILITY

For each Brand / IP Device on our [Compatibility List](#) an interop test was conducted in our test lab to ensure the Product works with CyberGate, and the corresponding [Device Configuration Manual](#) explains how to configure the Device to communicate with CyberGate.

The detailed [Compatibility List](#) is maintained on our website.



SECURE SIP

CyberGate supports Secure Real-time Transport Protocol (SRTP) and SIP Transport Layer Security (SIP TLS) to secure and protect the connection with your connected Device. Our [Compatibility List](#) indicates if Secure SIP was validated for a particular Device.

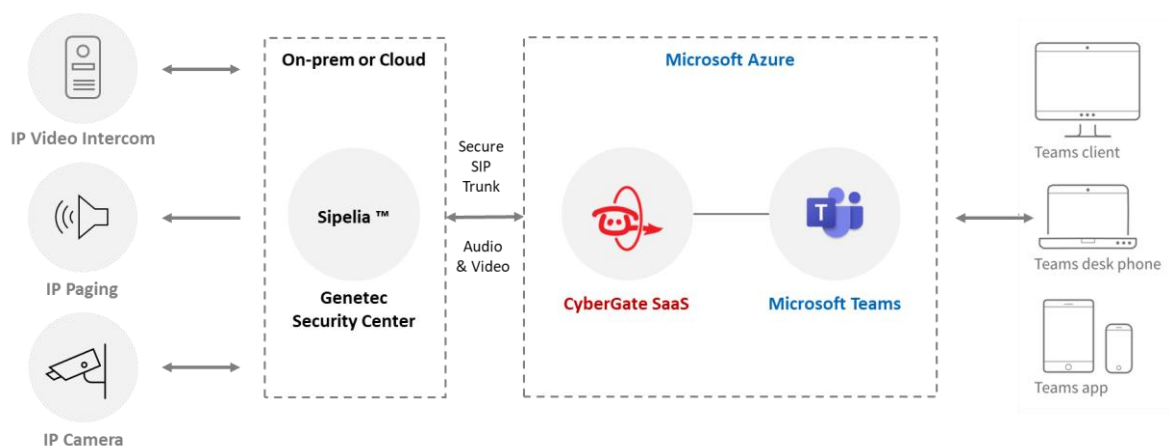
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COMING SOON: CYBERGATE INTEGRATION WITH GENETEC SECURITY CENTER – SIPLEIA™

Sipelia™¹ Communications Management is a core module of Security Center that enables seamless SIP-based communications between operators and intercom devices deployed throughout your organization. Seamlessly unified in Security Center, intercom communications become intricately linked to your security systems over your network.

Your security team’s situational awareness and effectiveness will be greatly improved, allowing personnel to respond to calls, identify callers through live video, and allow access through doors from the same user application. For more efficient communications during a coordinated response or any routine activity, operators can participate in video calls with one another directly within the Security Center user interface.

Coming up in Q1-2025 is the **integration between Genetec Sipelia™ and CyberGate SaaS** over a Secure SIP Trunk connection, enabling two way audio and live video communications from your IP Devices connected to Sipelia to Microsoft Teams, and vice versa.



- All SIP and H264 capable IP devices certified and compatible with Genetec Sipelia™, including IP video intercoms, IP paging systems, and IP cameras, can now communicate with Microsoft Teams. This enables two-way audio and live video communication to the Teams desktop client, Teams-compatible desk phones, and the Teams smartphone app.
- Integration with Genetec Sipelia™ is embedded in the CyberGate SaaS offer, transactable on Microsoft AppSource and Azure Marketplace. Customers can purchase, activate and configure CyberGate subscriptions online 24/7, or get it through one of the 155 Microsoft Cloud Solution Providers.
- Microsoft, or the Microsoft CSP, will add CyberGate subscription fees on their Invoice to the Customer.

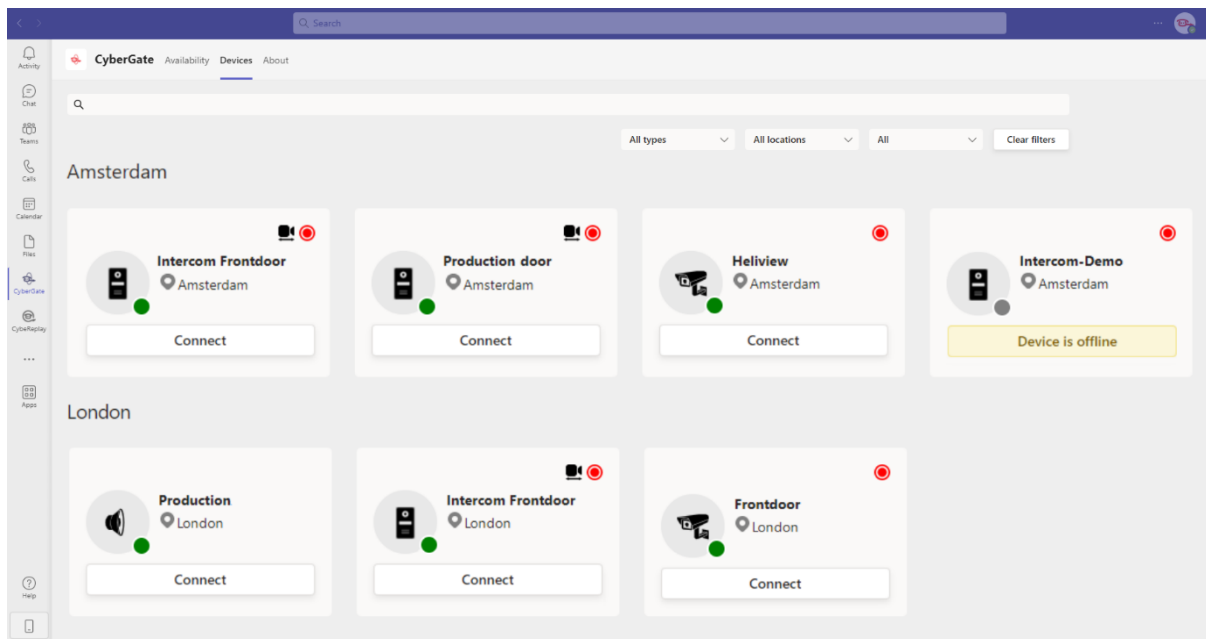
¹ Sipelia is a registered Trade Mark of Genetec Inc

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CYBERGATE FOR MICROSOFT TEAMS APP

Connected Device Dashboard - authorized users can download the 'CyberGate For Microsoft Teams App' that provides an overview of all your Connected Devices:

- Device Name (e.g., front door)
- Device Location (site or city)
- Device Type (Intercom, Pager, Camera)
- Device Status (offline, online)



Multi Ring Group for Parallel Calling - CyberGate Multi Ring Groups (MRG) enables a Teams administrator to configure a Group of Teams users who will be notified simultaneously if someone rings the video door intercom. The 1st responder will be connected with 2-way audio and live video from the door station. The CyberGate For Microsoft Teams App enables Teams users to:

- View which Group(s) they are member of
- Edit their own Availability status (available or unavailable)
- View the Availability status of other Group members

Supervise your team's availability – via the CyberGate Management Portal, administrators can add a 'Supervisor' to each Multi Ring Group. Teams users with the Supervisor role assigned can View and Edit all Group members' availability, and Add / Delete Group members.

Multi Ring Group	Availability status				Manage members	
	View own	Edit own	View other	Edit other	Add member	Delete member
Member	v	v	v	x	x	x
Supervisor	v	v	v	v	v	v

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Remarks:

- CyberGate does not work with Teams Call Queues.
- CyberGate Multi Ring Group status does not affect the Teams Presence state.
- Download the CyberGate app from your Teams Desktop client (Apps icon)
- To configure Multi Ring Groups, refer to [CyberGate Service Installation Manual](#)

CONFIGURABLE DISPLAY NAME

Display Name identifies the calling party and is presented to the Teams user who receives the incoming call. For intercoms calls via CyberGate the Display Name is configurable (rather than the static default display name: 'intercom'). Configurable Display Name must be configured if you want to setup a call from your Teams Desktop client to your IP Intercom, IP Paging System, or IP camera.



CALL RECORDING

Enable the optional **Call Recording** feature in CyberGate for connected SIP Video Intercoms, IP Paging Systems, and IP Cameras. Call Recordings include audio and video. Recording only starts after the call was answered by a receiving Teams user, or receiving IP Paging System, and 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 search, replay and download call recordings.

The Call Recording feature is *disabled* by default and can only be enabled by the authorized Teams admin within your organization.

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Call Recording is subject to legislation and regulations depending on the country / state you're in. Please check the applicable national and state regulations relative to Call Recording before activating this feature. Call Recording is disabled by default on your Teams Tenant ID. If enabled, calls from all your devices are recorded. You can disable recording per connected device.

WHERE AND HOW TO BUY ?

1. Check the [Compatibility List](#) to ensure your Device works with CyberGate
2. Go to [Azure Marketplace](#) or [Microsoft AppSource](#)
 - Select Monthly- or Annual Billing Plan (one month-free trial is included !)
3. When redirected to the [CyberGate Management Portal](#), login with your **Microsoft account**.
 - Refer to the [CyberGate Service Installation Manual](#) for detailed instructions.
4. Activate your subscription via the CyberGate Management Portal.
5. Add Devices.
6. Use the [Device Configuration Manual](#) and connect your Device with CyberGate



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MICROSOFT CLOUD SOLUTION PROVIDERS

CyberGate is available to Partners in the Microsoft Cloud Solution Program. There are 155 Microsoft CSPs globally working with CyberGate incl. : ALSO, Arrow ECS France, Infosys, Ingram Micro, KPN, PAX8, rhipe Australia Pty Ltd, SHI International Corp, Softcat Plc, SoftwareONE, TD SYNEX, Telstra Corporation Limited, Vodaphone GmbH.

USEFUL LINKS

Company website	https://www.cybertwice.com
Compatibility List	https://www.cybertwice.com/en/compatiblelist.html
Microsoft AppSource	https://appsource.microsoft.com/en-us/marketplace/apps?ocid=pdpdf&search=cybertwice&page=1
Azure Marketplace	https://azuremarketplace.microsoft.com/en-us/marketplace/apps?ocid=pdpdf&search=cybertwice&page=1
Documentation	<ul style="list-style-type: none"> • CyberGate Service Installation Manual – explains how to purchase & activate CyberGate via Microsoft AppSource or Azure Marketplace. • Device Configuration Manuals – instructions how to configure the connected Device (Video Intercom, IP Paging System, IP Camera) to communicate with CyberGate.
Support Portal	https://support.cybertwice.com/
Contact us	sales@cybertwice.com

CyberTwice B.V. is an Independent Software Vendor (ISV) focused on building transactable Software-as-a-Service (SaaS) applications for Enterprise Access Control, Surveillance and Industrial Compliance, integrated with Microsoft Teams. Services include **CyberGate** that enable SIP Devices to communicate to Teams with 2-way audio & live video, and **ATTEST**, the Azure based Teams Recording solution.

CyberTwice is located at Statedijk 1, 1721 PK Broek op Langedijk, The Netherlands, E: info@cybertwice.com