CyberTwice
CLOUD RECORDING AND ARCHIVING

TechNote: DNAKE and CyberGate

Version: 1.0.0 ENG
Date: 28-09-2021

Configure the DNAKE SIP Video Door Phone for the CyberGate service

CyberGate

Microsoft Teams is the hub for team collaboration in Microsoft Office 365 that integrates people, content, conversations and tools your team needs. Via the CyberGate application that runs in Microsoft Azure you can now connect a DNAKE SIP Video Door Phone to your Microsoft Teams environment. 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.

CyberGate is a subscription based Software-as-a-Service (SaaS) hosted in Azure. With CyberGate there is:

no need to setup a hosting environment,
no need to download or install any software from CyberTwice or a 3rd party,
no need to install additional Virtual Machines,
no need for a Session Border Controller (SBC) or extra licenses for your existing SBC
no need for to get additional PSTN like phone numbers for your SIP intercoms.

! Note: For instructions on how to purchase and configure the CyberGate service, see our Tech Note: 'Connect a SIP Intercom to MS Teams using the CyberGate service'. (https://support.cybertwice.com/knowledgebase.php?article=6***) !***

DNAKE SIP Video Door Phone

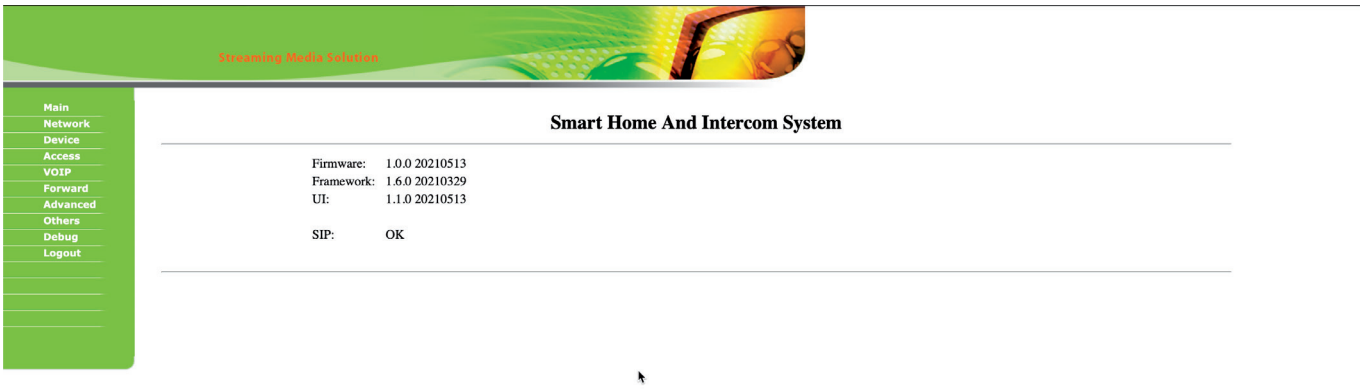
For this document we used the DNAKE 280SD-C12 (from now on named ‘DNAKE’) to connect to the CyberGate service (from now on named ‘CyberGate’).

Follow the next steps to configure the DNAKE to connect it to CyberGate.

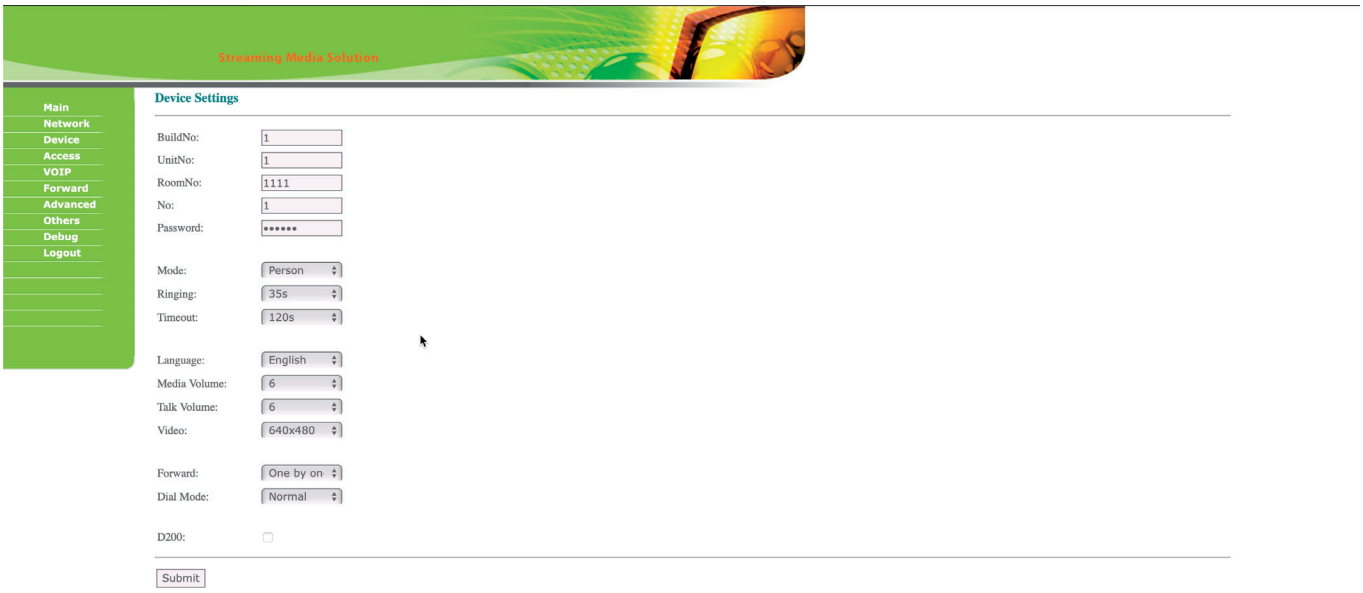
Connect the DNAKE

Connect the DNAKE to the network, power it on and open a webbrowser to its IP-address.
Sign in as ‘admin’ with the configured or supplied password of the DNAKE.

When signed-in successfully, the first menu shown is the Main menu.



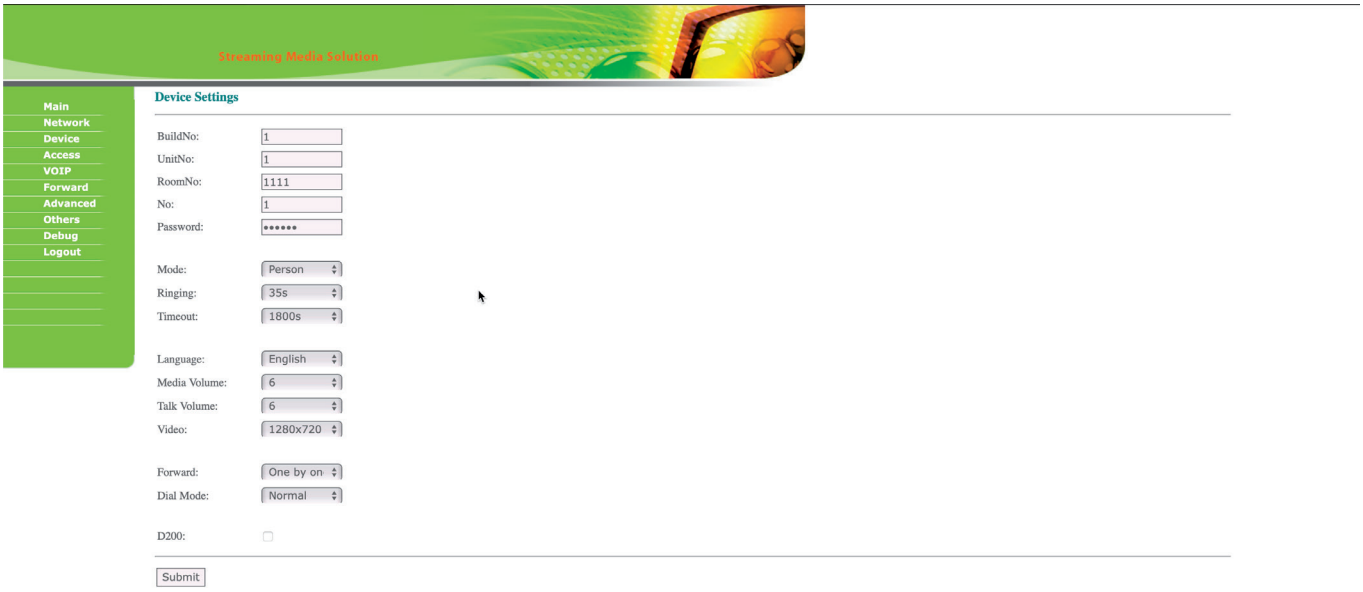
Navigate to the menu Device Settings.



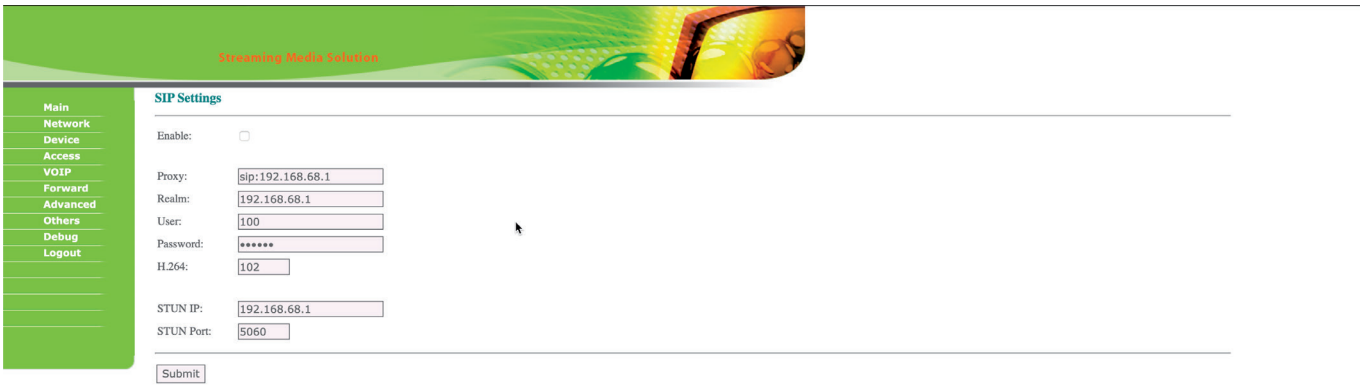
Change the following information:

Device Settings	
Video	Change to 1280x720

Click the Submit button when done.



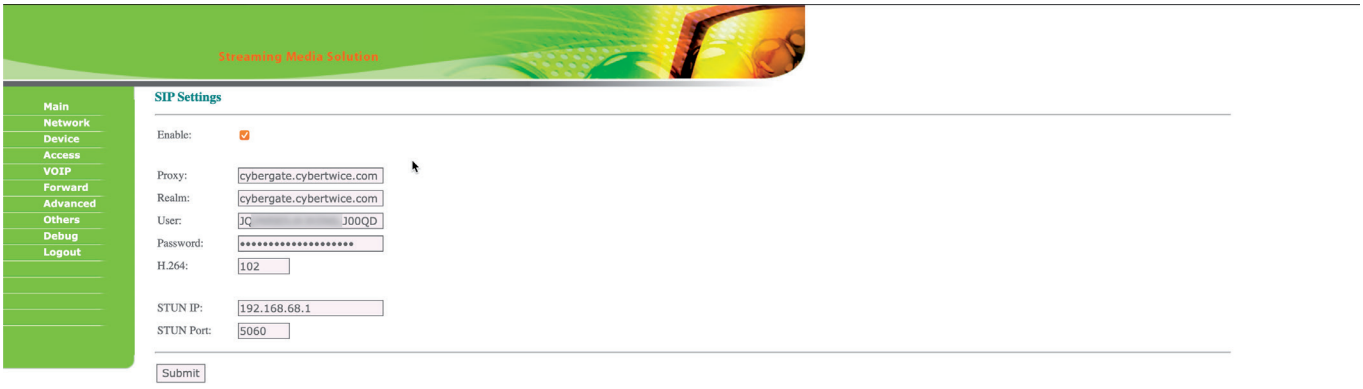
Navigate to the menu VOIP.



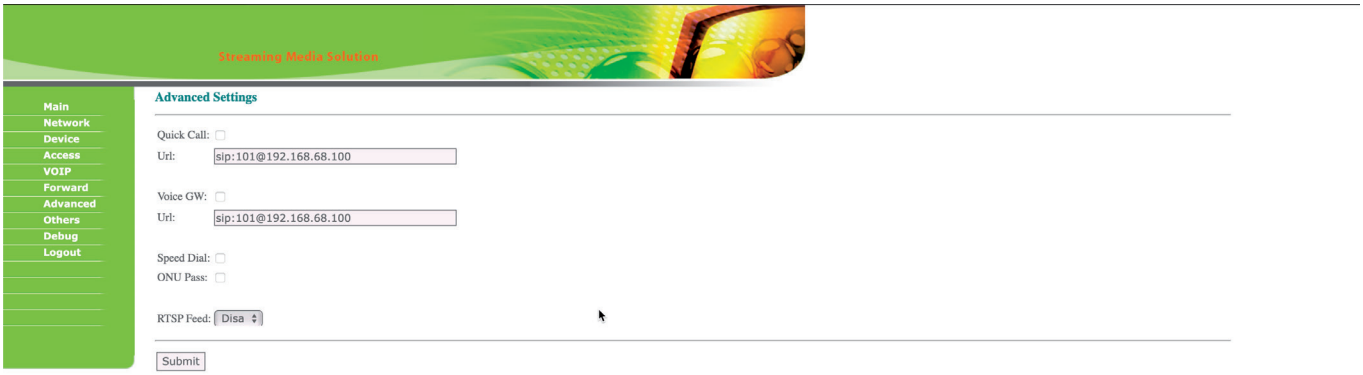
Provide / change the following information:

SIP Settings	
Enable	Enable SIP
Proxy	cybergate.cybertwice.com
Realm	cybergate.cybertwice.com
User	Use the Username provided by the CyberGate Management Portal
Password	Use the Password provided by the CyberGate Management Portal

Click the Submit button when done.



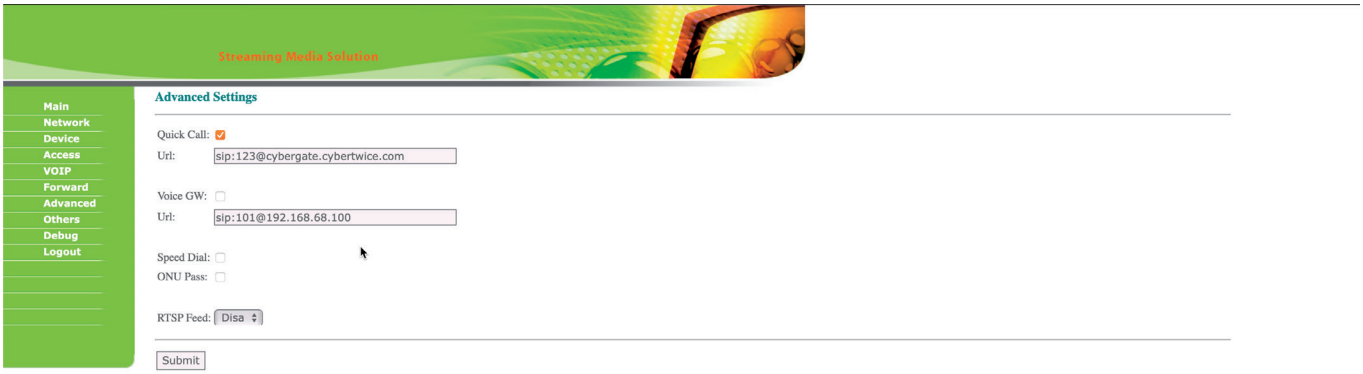
Navigate to the menu Advanced Settings.



Provide / change the following information:

Advanced Settings	
Quick Call	Enable Quick Call
URL	sip:123@cybergate.cybertwice.com

Click the Submit button when done.

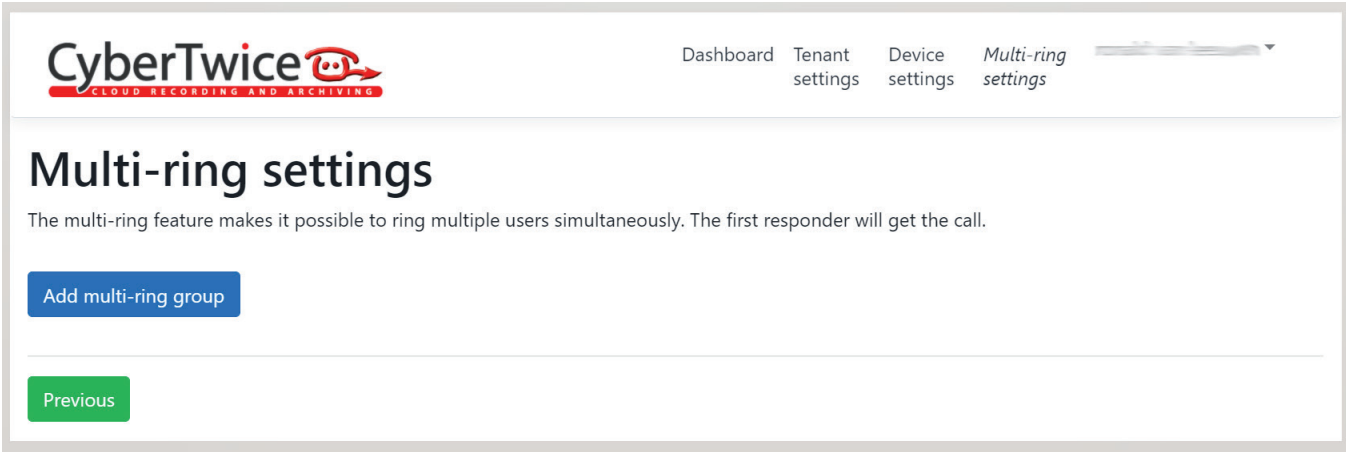


Configuration of the DNAKE is now finished.
Pressing the call button on the DNAKE will initiate a call to the number you've configured in the Advanced Settings menu at 'URL'.

As this number (123) is not a valid Teams user within your Teams environment, you must configure a Multi-ring group via the CyberGate Management portal. The Multi-ring group enables you to 'translate' the dialed number (123) to one or more valid and existing Teams user(s).

Navigate to the following URL: https://admin.cybergate.cybertwice.com

Log in to the admin portal using a Microsoft account with admin privileges and navigate to the Multi-ring Settings menu.

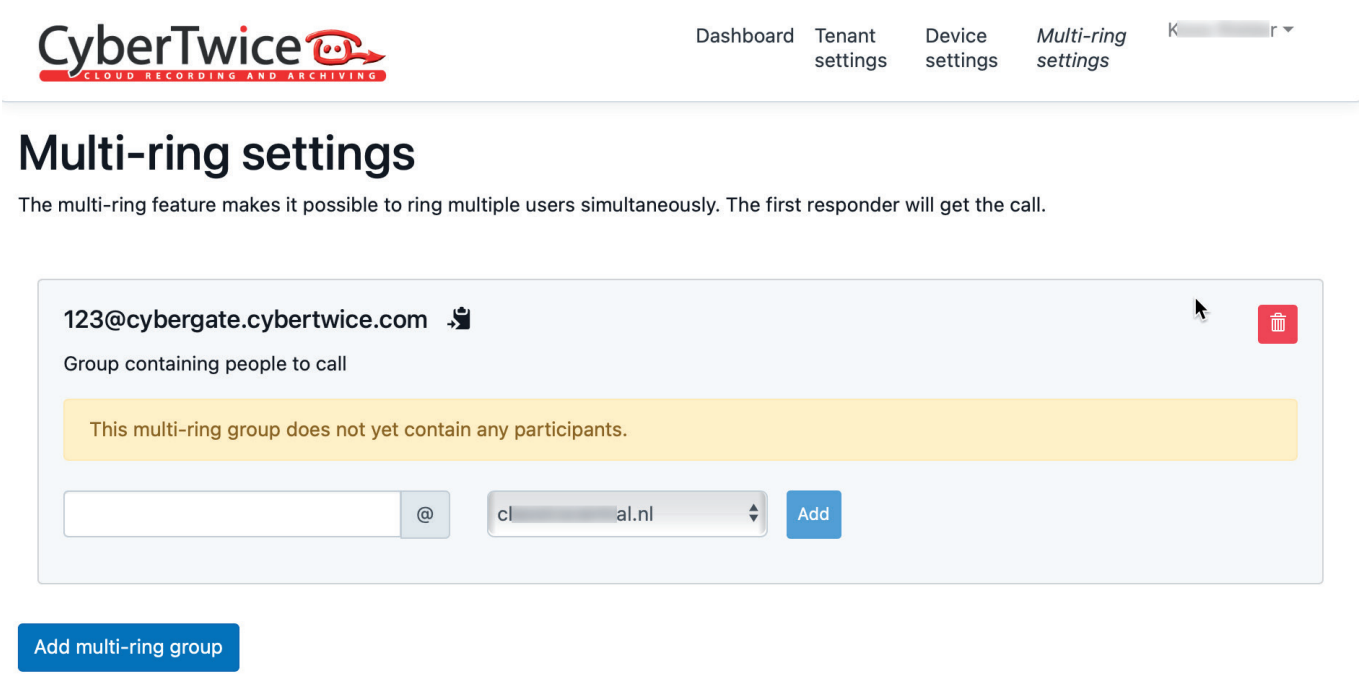


Click the blue 'Add multi-ring group' button and provide the following information:

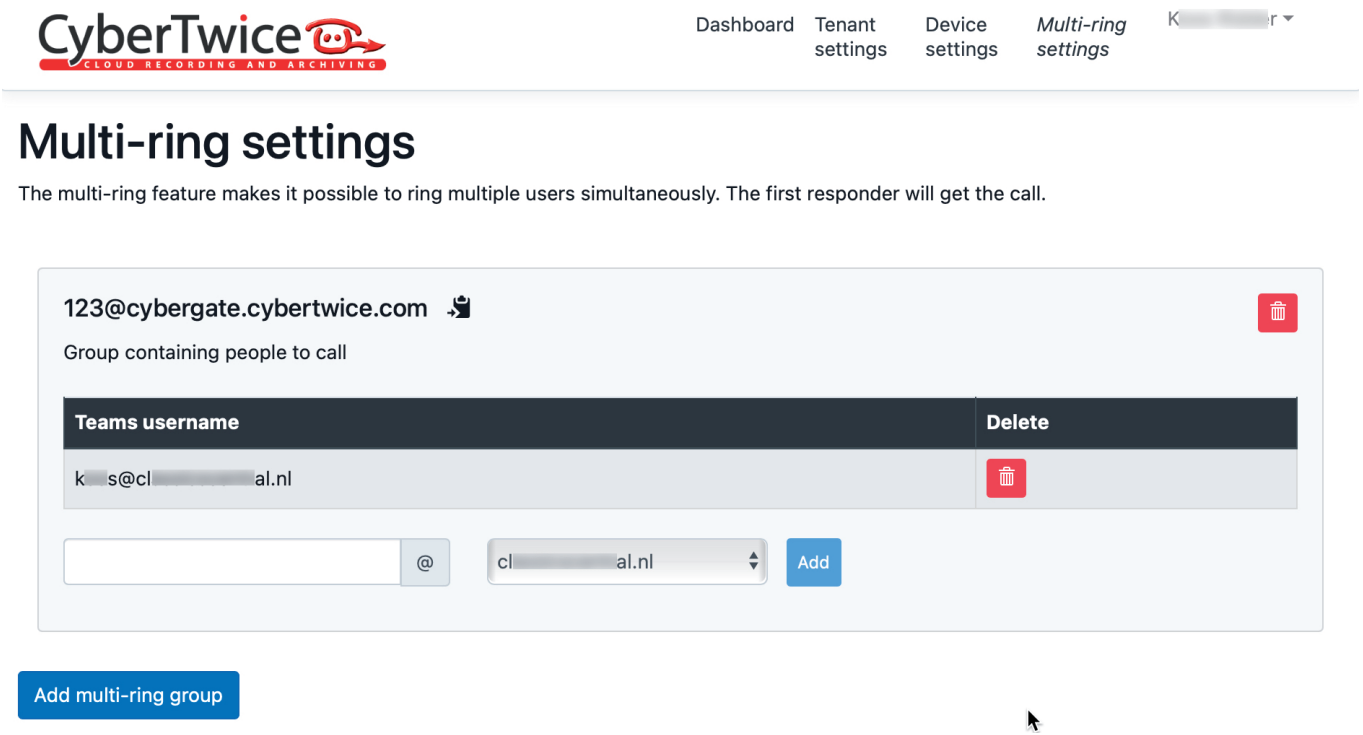
Name	Enter 123 (the number the DNAKE dials)
Description	Describe this Multi-ring group

Click the blue 'Save' button when done.

The Multi-ring group is now created.

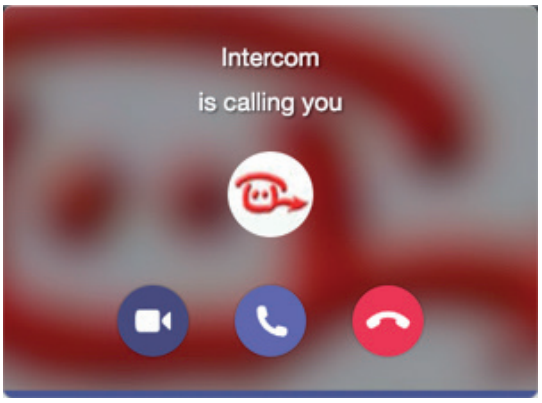


Add the person or persons you would like to be notified when a person rings the DNAKE. Use the first part of the Teams user name, so don't add the domain name as it will be added automatically.

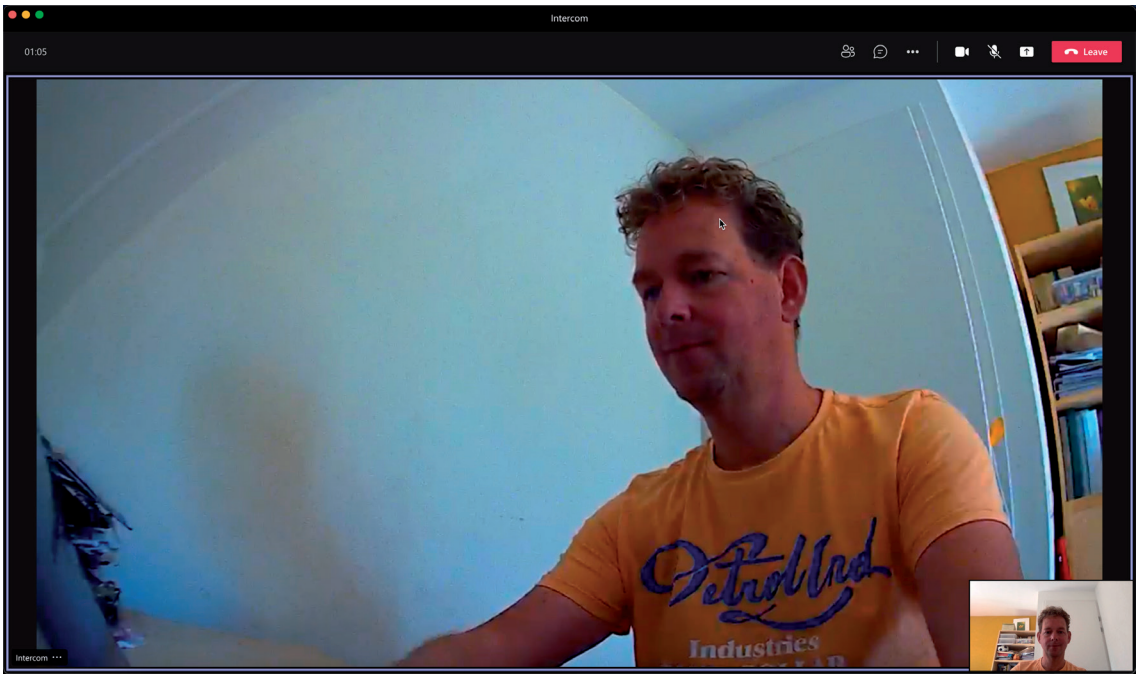


The configuration is now done.
The following sequence will take place when pressing the call button on the DNAKE:

- The DNAKE will place a call to the CyberGate using the number 123
- The CyberGate will anwser the call to 123, recognizes the 123 number as a 'Multi-ring group'
- The CyberGate checks what Teams user(s) to call (as configured in the Multi-ring group) and will place the call to all Teams users in this group
- The first Teams user that answers the incoming call in Teams (by clicking the camera symbol) will be connected to the DNAKE



The call will be established and video will be displayed within ±3 seconds.



To open the door from the Teams call, click on the three dots (...) in the call screen and select the 'Keypad'.
Use either the '#' or the '*' code, this will trigger the relay in the DNAKE and open the door.

Document History

Document Version	Date	Author	Change
1.0.0	28-09-2021	KR	Initial version