



# TechNote: Akuvox and CyberGate

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Configure the Akuvox SIP Video Doorphone  
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 an Akuvox SIP Video Doorphone 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.

***! 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'. !***

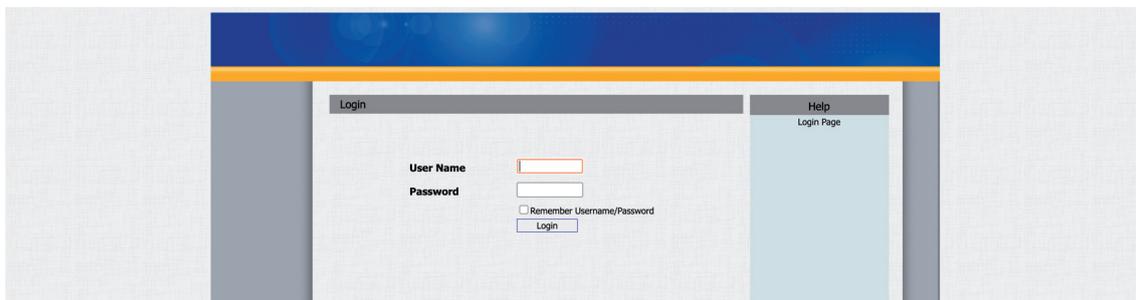
## Akuvox SIP Video Doorphone

For this document we used the Akuvox R26C SIP Video Doorphone (from now on named 'Akuvox'). Other Akuvox SIP Video Doorphones will also be able to connect to the CyberGate service (from now on named 'CyberGate').

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

### Connect the Akuvox

Connect the Akuvox to the network, power it on and open a webbrowser to its IP-address. Login as 'admin' and click 'Login'



The 'Intercom-Basic' menu will be shown.

The screenshot shows the 'Intercom-Basic' configuration page. The left sidebar contains a navigation menu with categories: Status, Intercom (Basic, LED Setting, Relay, Input, Live Stream, RTSP, ONVIF, Motion, Card Setting, Action, HTTP API), Account, Network, Phone, Upgrade, Security, and Cloud Server. The main content area is titled 'Intercom-Basic' and contains several sections: 'Basic' (Select Account: Auto, Robin Call Enable: Disabled, Robin Call Timeout: 10), 'Push Button' (a table with columns Key, Number1/5, Number2/6, Number3/7, Number4/8), 'Push Button Action' (Action to execute: FTP, Email, Http URL; Http URL:), 'Web Call' (Web Call(Ready): Auto, Dial Out, Hang Up), 'Max Call Time' (Max Call Time: 5, 0-120Minutes), 'Max Dial Time' (Dial In Time: 60, 30-120Sec; Dial Out Time: 60, 5-120Sec), 'Push To Hang Up' (Push To Hang Up: Enabled), 'Hang Up After Open Door' (Time Out: 5, 0-15), and 'ChimeBell Setting' (Apply Setting to: None). A 'Help' sidebar on the right contains a 'Note' about character limits, a 'Warning', and 'Field Description' and 'Submit Shortcut' sections.

At 'Push Button' add the recipient to call.

Use the Teams user address (either: name.name@domain.com or only the 'name.name' part) and click 'Submit'.

This screenshot is identical to the previous one, but the 'Push Button' table now has the text 'teamsuser@cybe' entered in the 'Number1 / 5' column. The 'Submit' button is visible at the bottom of the page.

Navigate to the menu 'Account-Basic'

**Account-Basic**

**SIP Account**

Status: UnRegistered

Account: Account 1

Account Active: Disabled

Display Label: \_\_\_\_\_

Display Name: \_\_\_\_\_

Register Name: \_\_\_\_\_

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

**SIP Server 1**

Server IP: \_\_\_\_\_ Port: 5060

Registration Period: 1800 (30-65535s)

**SIP Server 2**

Server IP: \_\_\_\_\_ Port: 5060

Registration Period: 1800 (30-65535s)

**Outbound Proxy Server**

Enable Outbound: Disabled

Server IP: \_\_\_\_\_ Port: 5060

Backup Server IP: \_\_\_\_\_ Port: 5060

**Transport Type**

Transport Type: UDP

**NAT**

NAT: Disabled

Stun Server Address: \_\_\_\_\_ Port: 3478

Submit Cancel

**Help**

**Note:**  
Max length of characters for input box:  
355: Broadsoft Phonebook server address  
127: Remote Phonebook URL & AUTOP Manual Update Server URL  
63: The rest of input boxes

**Warning:**

**Field Description:**

**Submit Shortcut**  
Submit Cancel

**LogOut**

▸ Status

▸ Intercom

▾ Account

Basic

Advanced

▸ Network

▸ Phone

▸ Upgrade

▸ Security

▸ Cloud Server

Provide the following information:

SIP Account	
Account	Select Account 1
Account Active	Select 'Enabled'
Display Label	Use a name like 'CyberGate' to describe this account
Display Name	Use the same name as used at 'Display Label'
Register Name	Use the Username provided by the CyberGate service
User Name	Use the Username provided by the CyberGate service
Password	Use the Password provided by the CyberGate service
SIP Server 1	
Server IP	cybergate.cybertwice.com
Outbound Proxy Server	
Enable Outbound	Select 'Enabled'
Server IP	cybergate.cybertwice.com
Transport Type	
Transport Type	Use TCP, UDP not supported

Click 'Submit'.

At 'SIP Account', the Status should change to 'Registered'. If this is not the case, check the account and server details for possible typos.

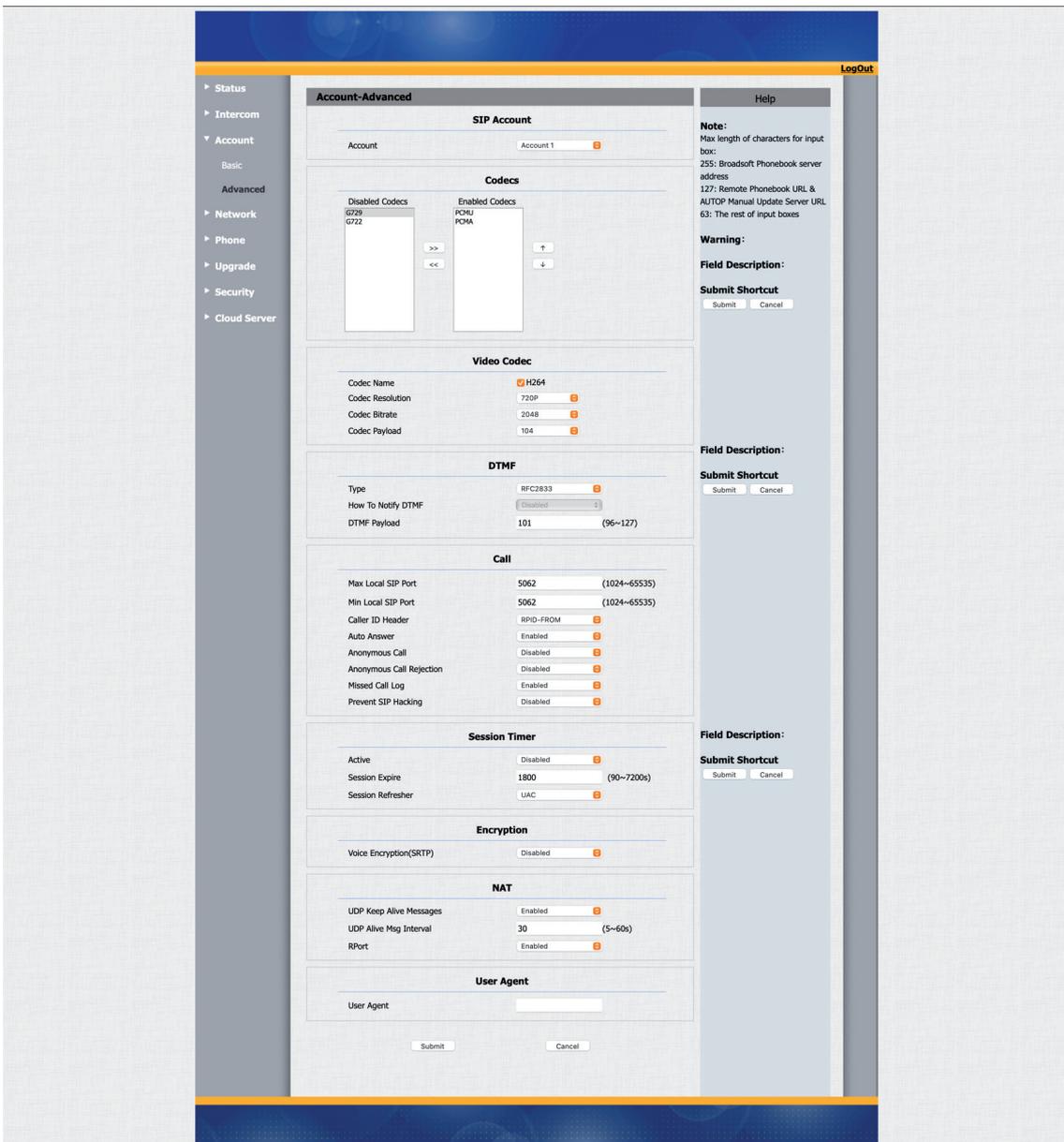
The screenshot displays the configuration interface for a SIP account. The left sidebar contains navigation options: Status, Intercom, Account, Basic, Advanced, Network, Phone, Upgrade, Security, and Cloud Server. The main content area is titled 'Account-Basic' and includes a 'LogOut' link in the top right. The 'SIP Account' section shows the following details: Status (Registered), Account (Account 1), Account Active (Enabled), Display Label (CyberGate), Display Name (CyberGate), Register Name (VNQAHK9GCFPR4IDSC), User Name (VNQAHK9GCFPR4IDSC), and Password (\*\*\*\*\*). The 'SIP Server 1' section shows Server IP (cybergate.cybertwice.c), Port (5060), and Registration Period (1800 (30-65535s)). The 'SIP Server 2' section shows Server IP ( ), Port (5060), and Registration Period (1800 (30-65535s)). The 'Outbound Proxy Server' section shows Enable Outbound (Enabled), Server IP (cybergate.cybertwice.c), Port (5060), and Backup Server IP ( ), Port (5060). The 'Transport Type' section shows Transport Type (TCP). The 'NAT' section shows NAT (Disabled) and Stun Server Address ( ), Port (3478). A 'Submit' button is located at the bottom of the form. A 'Help' section on the right provides a note about input box length and a warning about field descriptions.

Navigate to the menu 'Account-Advanced'.

Modify the following:

<b>Codecs</b>	
Disabled Codecs	Move G729 and G722 to the 'Disabled Codecs'
<b>Video Codec</b>	
Codec Resolution	Select the 720p resolution

Click 'Submit'.



Configuration is now done. Press the button on the Akuvox to initiate a call to the configured Teams User.

If configured correctly, the Teams client will notify you of an incoming call. Answer it by clicking the camera symbol.



The call will be established and video will be displayed within  $\pm 3$  seconds.

