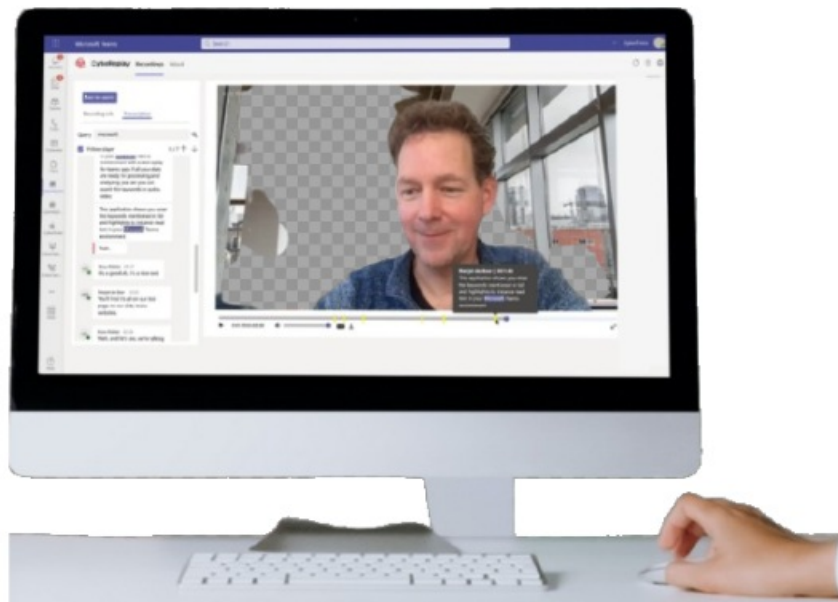


CyberTwice 1.0.2 Teams App User Guide

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CyberTwice 1.0.2 Teams App



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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, SIP Speaker or SIP amplifier to your Microsoft Teams environment.

Teams users can answer incoming intercom calls and call to intercoms, pagers, speakers 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](#)

To improve the ease of use of CyberGate you can now install the CyberGate Teams App directly from the Microsoft Teams store.

The CyberGate App

Requirements for the CyberGate app

Requirements for using the CyberGate App:

- A subscription to one of the following CyberGate SaaS solutions:
 - CyberGate for IP Cameras with Teams
 - CyberGate for IP Paging with Teams
 - CyberGate for IP Intercoms with Teams

Introduction

The CyberGate Teams app is an app that can be installed in your Microsoft Teams client. It is developed to offer extra functionality using CyberGate.

The CyberGate app has three main features:

1. When using CyberGate Multi-ring groups, the app allows you to set availability status in a Multiring group
2. It offers a Devices overview page. This page shows the current status of the device (online or offline) and features a Connect-button. Using this button you can initiate a call from Teams to the device with just one click

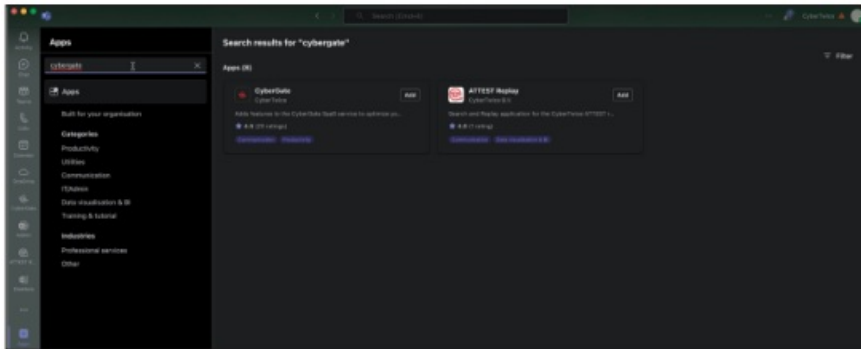
3. Easily open the door during a Teams call with an intercom device by clicking a Door open button

This manual will describe the installation of the app and all three features in detail.

Installation

How to install

- Open Microsoft Teams and click on the 'Apps' button in the side bar and search for 'cybergate' Microsoft



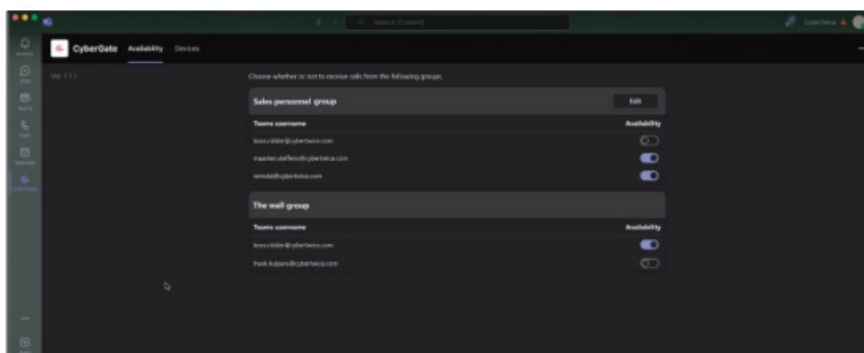
Teams App store – Search for cybergate

- Click on Add to add CyberGate to Microsoft Teams.

Note:

It might ask you to provide consent for basic permissions. (View your basic profile, Maintain access to data you have given it access to). Accept these permissions to use the app.

After installation, the CyberGate app will open and show the availability menu. You can pin the CyberGate app to the sidebar by right-clicking on the CyberGate icon and select 'pin'.



CyberGate App – Availability

Availability

How to use

The CyberGate app uses the same credentials as used for Microsoft Teams. It automatically retrieves information from CyberGate regarding the Multi-ring groups the user is part of.

In this example, the user koos.ridder@cybertwice.com is part of two Multi-ring groups:

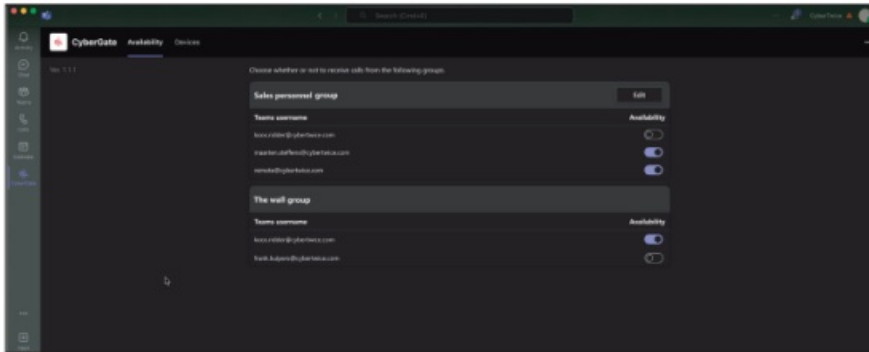
- Sales personnel group
- The wall group

The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

In the 'Sale personnel group', the user koos.ridder@cybertwice.com is supervisor (*) and can therefore set the availability status of all users in this Multi-ring group. He can also edit this Multi-ring group (add / remove users). In the 'The wall group', the user koos.ridder@cybertwice.com is a normal user and can only set his own availability status.

The availability status takes effect immediately.

- **Available:** You are available in the Multi-ring group and therefore you can be called by CyberGate
- **Unavailable:** You are not available in the Multi-ring group and won't be called by CyberGate



CyberGate App – Availability

Note:

To configure the supervisor role for a Multi-ring group, use the CyberGate Management Portal (admin.cybergate.cybertwice.com).

Devices

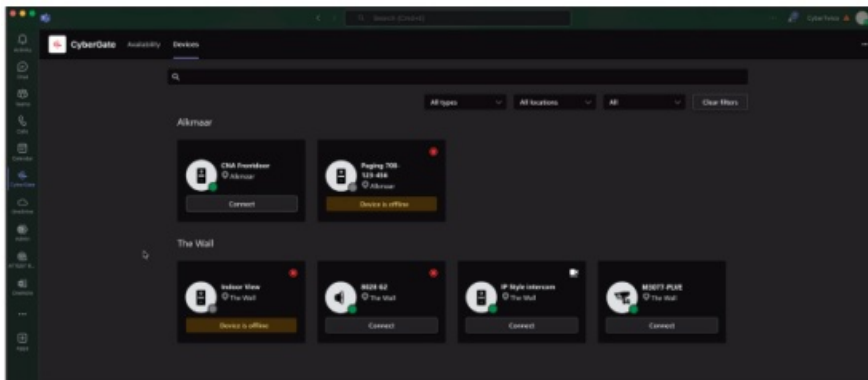
How to use

The Devices menu provides an overview of the configured devices in your Tenant. the view is sorted by location of the devices and the results can be filtered to search a specific device.

Each device is shown as a tile. The tile shows the following information:

- The device type – intercom, camera or audio / paging
- The device name
- The online status – is a device online or offline
- Recording status – is recording enabled for this device
- Two way video – is two-way video configured for this device

A Connect button is available if a device is configured to be called to from Microsoft Teams. Clicking on this button initiates a call to this device.



CyberGate App Devices Tab – Configured CyberGate devices

Note:

The devices shown to a user in the Devices menu can be limited using the Device access settings in the CyberGate Management Portal (admin.cybergate.cybertwice.com).

Door-open button

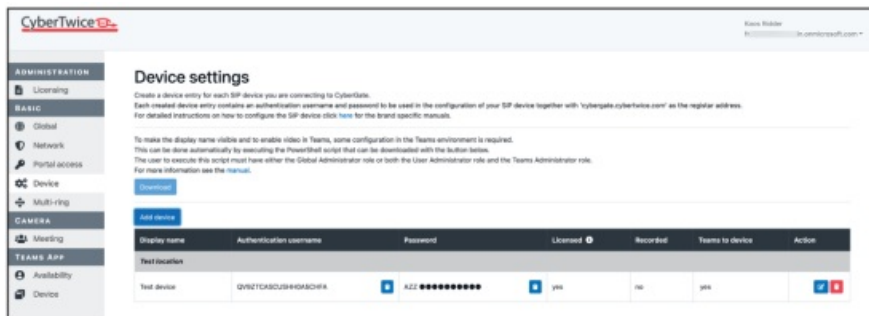
Introduction

The Cybergate app also features a so called 'Door-open button'. During a call between the intercom and a Teams user you can easily open the door by clicking on a button on the sidebar.

How to activate

Follow the next steps to activate the Door-open button.

- Log in to the CyberGate management portal and navigate to the Basic-Device menu.



CyberGate Management Portal – One configured device

- Click on the blue edit button to open the device details and fill in the 'Open door code'.
- Click on the blue Update button when done.

Note:

The 'Open door code' must match the configured open door code in the intercom device!

Update Device

Display name

Intercom Frontdoor

This name is used as a display name within Teams

Type

Intercom

The device type is used for administrative use only

Location

Amsterdam

The device location is used for administrative use only

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.

Open door code (optional)

##

The open door code is sent as DTMF to the device when the open door button in the CyberGate for Microsoft Teams App is pressed. Only DTMF characters are allowed (0123456789 * #).

Detected SIP username

MONET

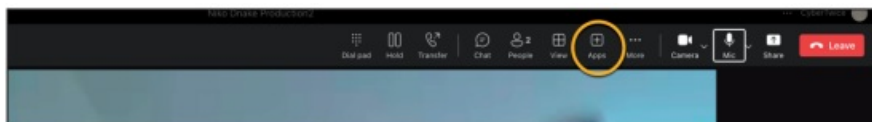
Cancel

Update

CyberGate Management Portal – Device details

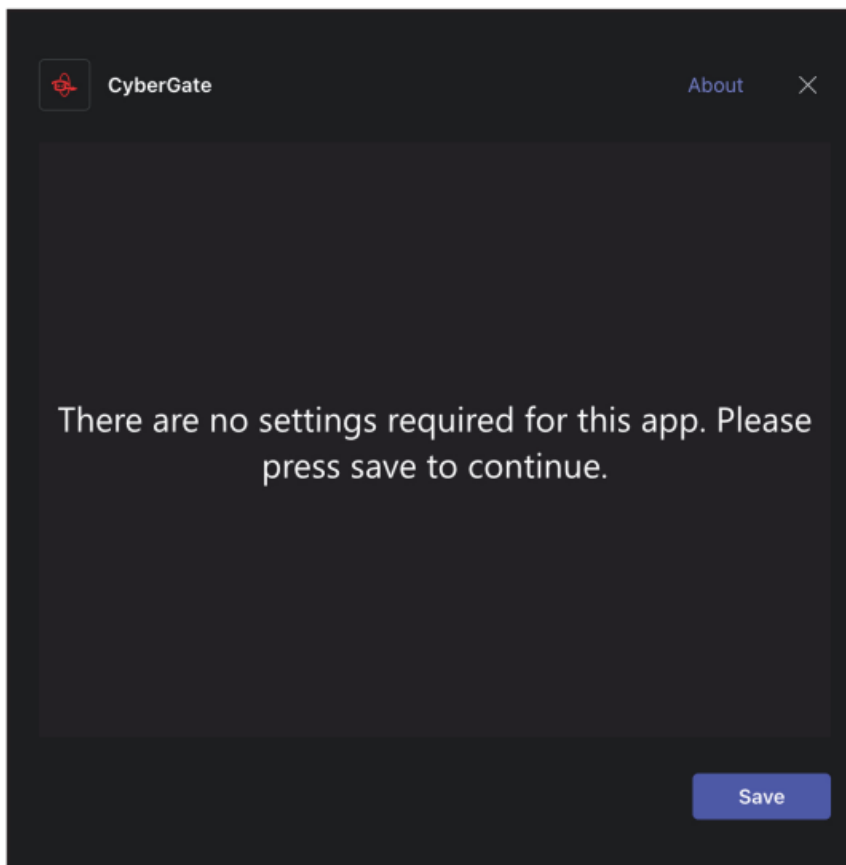
Make a call from the intercom to your Teams client and accept the call. Leave the call open.

- Click on the 'Apps' icon in the top bar.



CyberGate Management Portal – One configured device

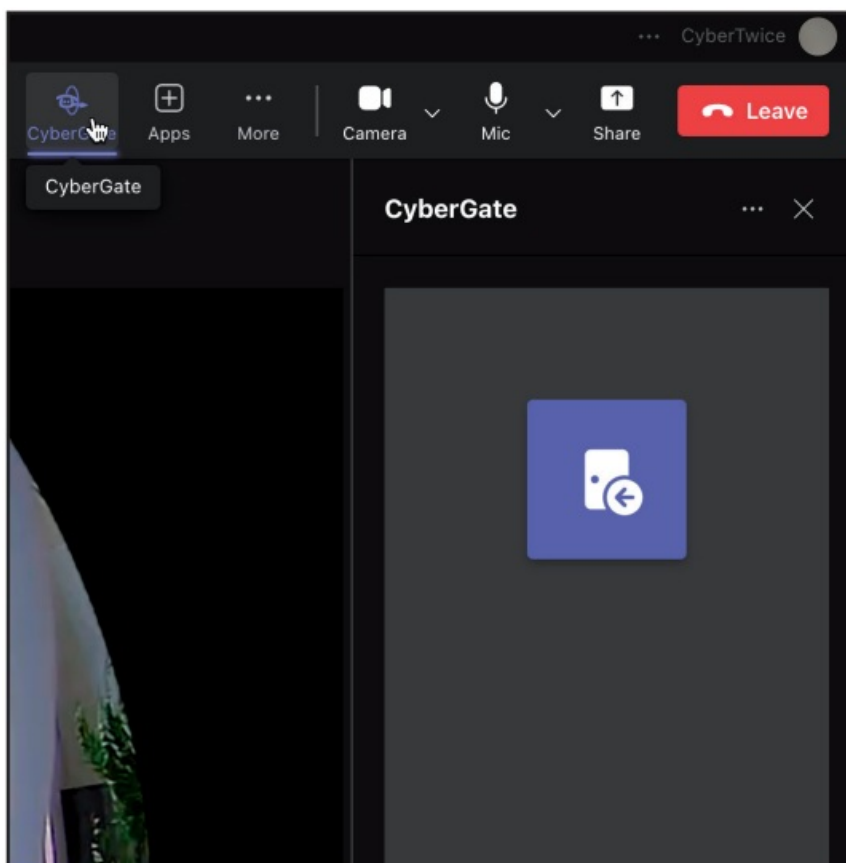
- Add CyberGate. After adding a dialog opens
- Press save to continue.



CyberGate Management Portal – Add CyberGate

On the left of the call window a sidebar opens with the Open door button.

- Click the button to open the door.



CyberGate Management Portal – Open door button

- End the call.

The Open door button can be added to all future calls made to this client by simply clicking on the CyberGate icon in the topbar.

Document History

| Document Version | Date | Author | Change |
|------------------|------------|--------|---------------------------------------|
| 1.0.0 | 09-09-2022 | KR | Initial version |
| 1.0.1 | 23-11-2022 | KR | Added Devices Tab |
| 1.0.2 | 09-10-2024 | KR | Modified text, screenshots and layout |

CyberTwice Connect a SIP Intercom / pager / speaker / amplifier to MS Teams using the CyberGate service



Documents / Resources

| | |
|---|---|
| The image shows the cover of a PDF user guide. It features the CyberTwice logo at the top left. Below it is a red icon of a telephone handset with a speech bubble. The text "TechNote: CyberGate Teams App" is visible. On the right side, there is a blue vertical bar with the text "How to use the CyberGate Teams App" in white. | CyberTwice 1.0.2 Teams App [pdf] User Guide 1.0.2 Teams App, 1.0.2, Teams App, App |
|---|---|

References

- [CyberGate Management Portal](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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