



## *Zoom Configuration Guide: SIP Paging Adapter*

Document Part # 931712C

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## **Zoom Configuration Guide: SIP Paging Adapter Document #931712C**

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## Revision Information

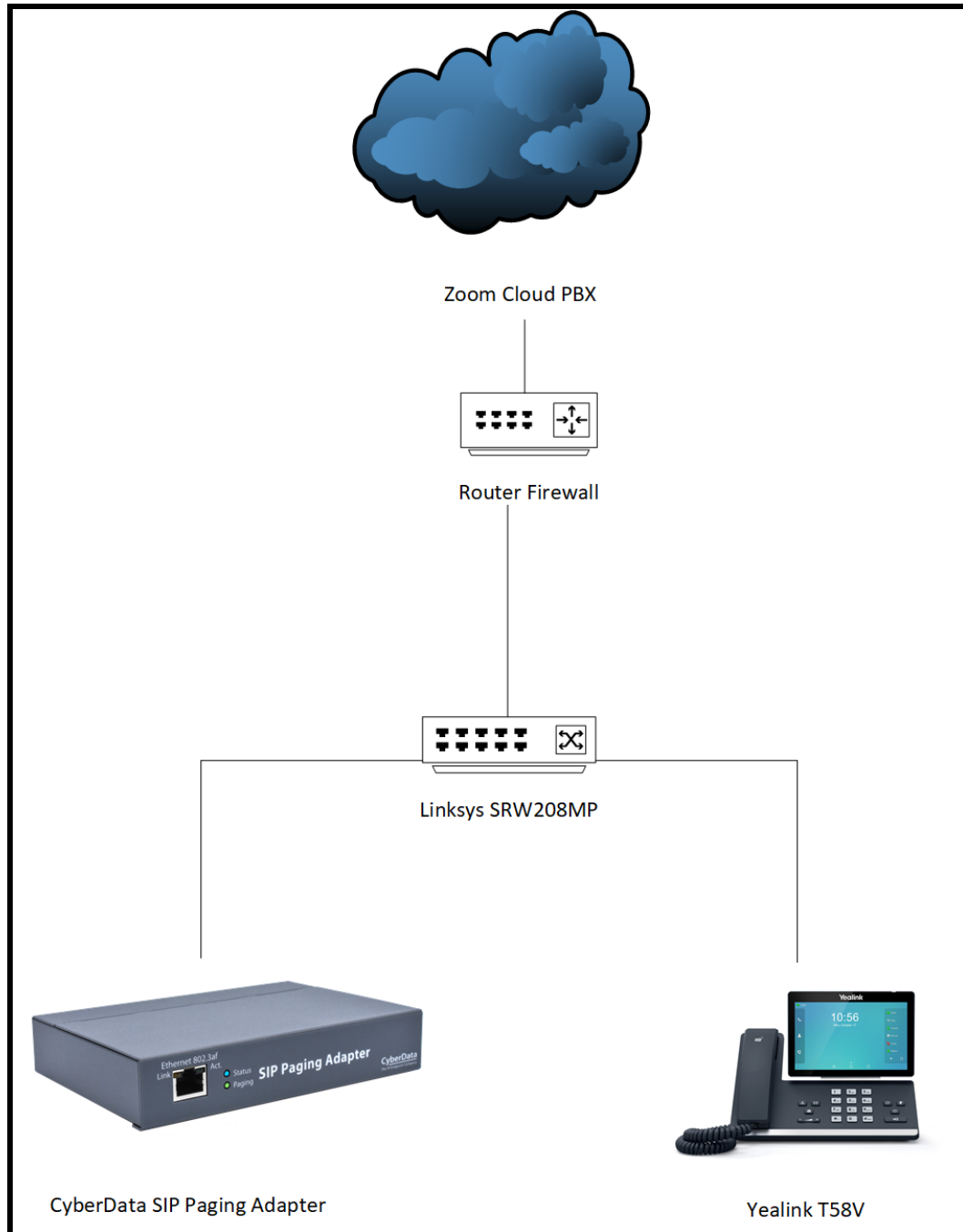
- 9-27-19 Initial Release
- 1-31-20 Updated Device type creation.
- 3-11-21 Update for Zoom phone security update

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## 1.0 Setup Diagram

**Figure 1-1:** Interoperability Test Infrastructure



## 2.0 Test Setup Equipment

This section describes the products used for interoperability testing with Zoom.

**Table 2-1: Setup Equipment**

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA SIP PAGING ADAPTER	011233	v20.0.4
YEALINK	T58A	58.83.3.6
LINKSYS SWITCH	SRW208MP	---

## 3.0 Before You Start

This configuration guide documents the integration process of a CyberData SIP Paging Adapter.

### Network Advisories

Zoom uses a Fully Qualified Domain Name (FQDN) for the SIP server and Outbound Proxy addresses. The CyberData SIP Paging Adapter needs to perform a DNS A query to resolve the IP address of Zoom's Outbound Proxy FQDN. It is necessary to ensure the configured DNS server(s) have an A record for the Outbound Proxy address.

In addition, be sure to verify the following ports are available for the paging adapter to use:

- TCP 5060-5061, 5091 (SIP)
- UDP 10500 (RTP)

The adapter will need to traverse the public internet in order to operate with Zoom in the cloud.

The adapter's paging extension uses SIP port 5060 to receive SIP messages. The Nightringer extension uses SIP port 5061 to receive SIP messages. Both extensions will send SIP messages to port 5091, the port used by Zoom's Outbound Proxy.

SIP ports 5060-5061 and RTP port 10500 are the default values on all noted firmware levels.

Alternatively, SIP ports for the paging and Nightringer extension are configurable on the **SIP** page of the web interface.

The RTP port setting on the **SIP** page is used for both extensions.

The CyberData Discovery Utility can be used to locate CyberData devices on your network. You may download it from the following web address:

<https://www.cyberdata.net/pages/discovery>

**Note:** DHCP addressing mode is enabled on default on all noted firmware levels.

### Product Documentation and Utilities

Before you start, download the Operation and Quick Start guides from the adapter's product webpage:

SIP Paging Adapter ([011233](#))

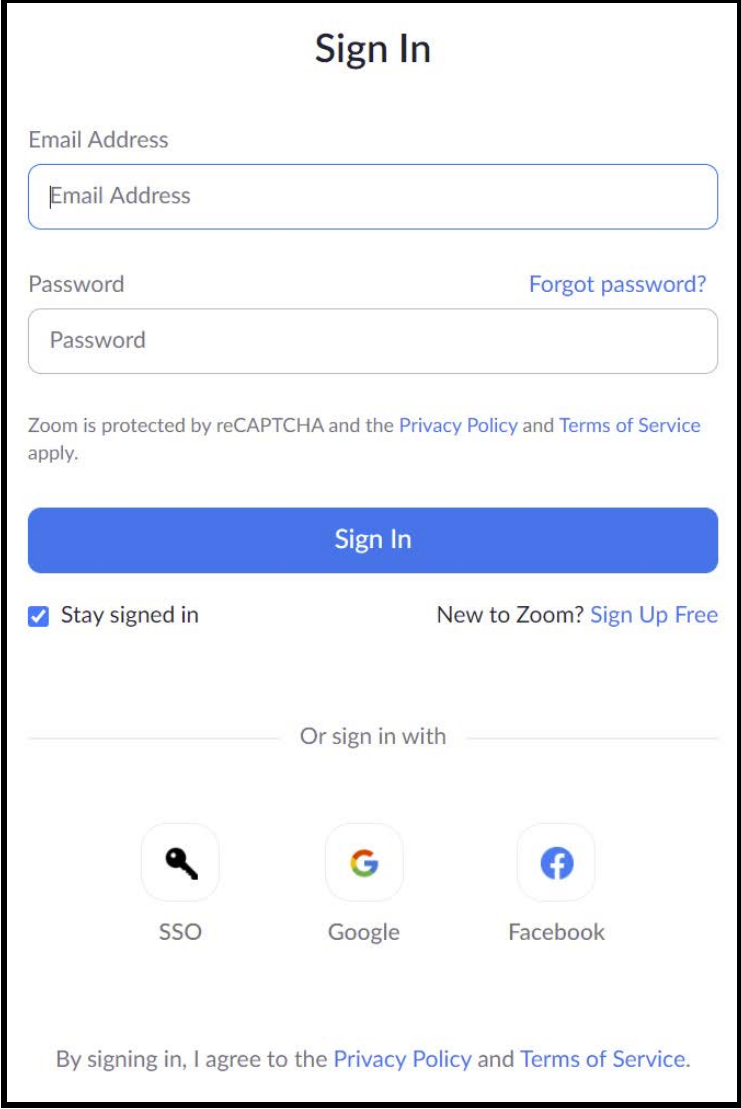
[https://files.cyberdata.net/assets/011233/011233\\_931763B\\_SIP\\_Paging\\_Adapter\\_Operations\\_Guide.pdf](https://files.cyberdata.net/assets/011233/011233_931763B_SIP_Paging_Adapter_Operations_Guide.pdf)

## 4.0 Configuration Procedure: Intercom and Paging Device

There are several different extension types that can be used on the Zoom platform. This guide provides instructions to register the CyberData SIP Paging Adapter as an Intercom and Paging Device. See Zoom documentation for more details.

1. Log into Zoom. <https://zoom.us/signin>

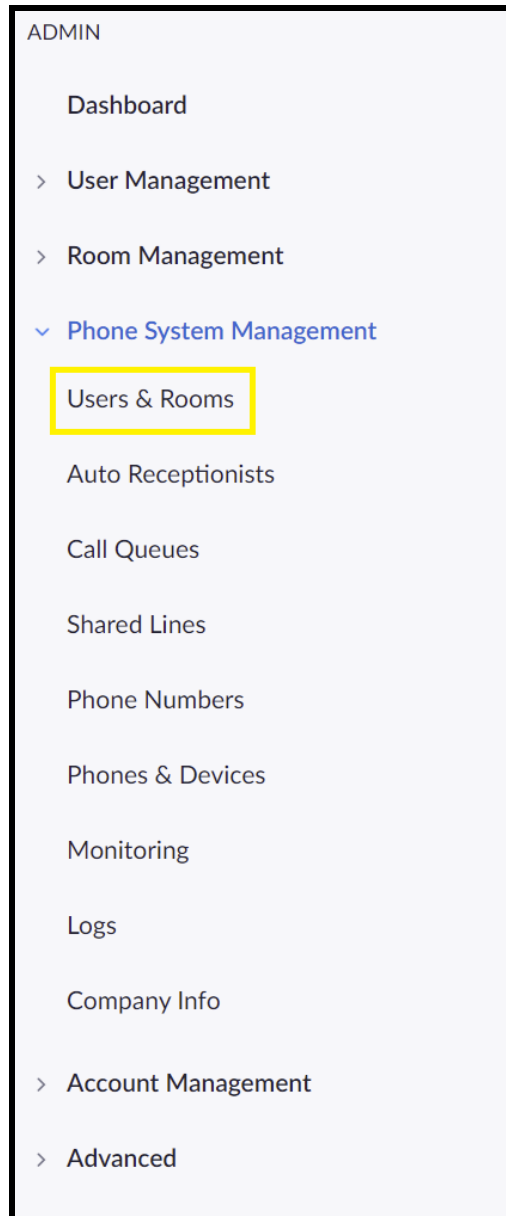
**Figure 4-1:** Log into Zoom

The image shows the Zoom Sign In page. At the top, it says "Sign In". Below that are two input fields: "Email Address" and "Password". To the right of the Password field is a link "Forgot password?". Below the input fields is a line of text: "Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply." Below this is a large blue button labeled "Sign In". Under the button, there is a checkbox labeled "Stay signed in" which is checked, and a link "New to Zoom? Sign Up Free". Below this is a horizontal line with the text "Or sign in with" in the center. Under this line are three icons: a key icon labeled "SSO", the Google logo labeled "Google", and the Facebook logo labeled "Facebook". At the bottom, there is a line of text: "By signing in, I agree to the Privacy Policy and Terms of Service."



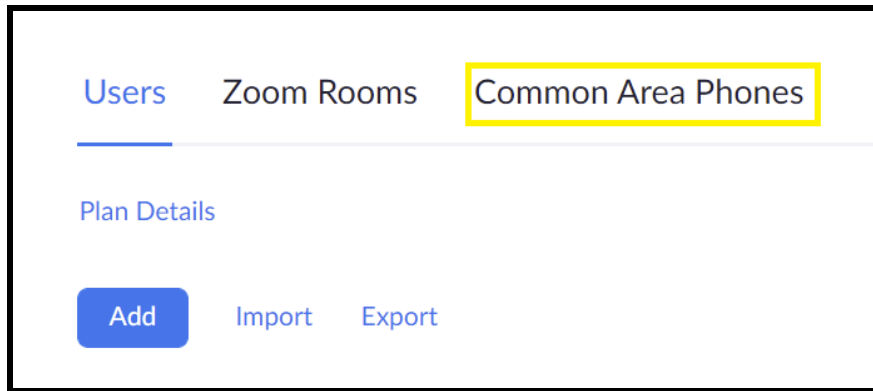
2. From the Profile page select the “Phone System Management” section and the ‘Users & Rooms’ subsection.

**Figure 4-2:** Profile Landing Page



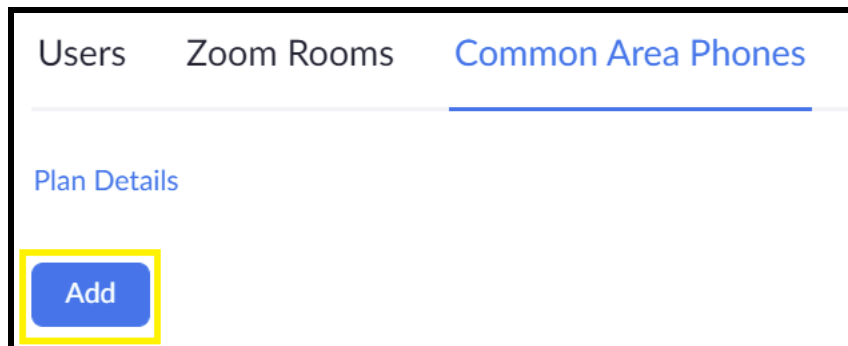
3. From the “Users & Rooms” navigate to the Common Area Phones tab.

**Figure 4-4: Users & Rooms**



4. Press the Add button on the Common Area Phones Tab

**Figure 4-5: Add Common Area Phone**



5. After clicking the Add button a Pop-up will appear that allows common area phone creation

**Figure 4-5: Phone Pop-up**

**Add Common Area Phone**

Display Name

Description (Optional)

---

Extension Number

Package Zoom Phone Basic (Migrated) <sup>?</sup>  
[Assign](#)

---

Country

---

Time Zone

---

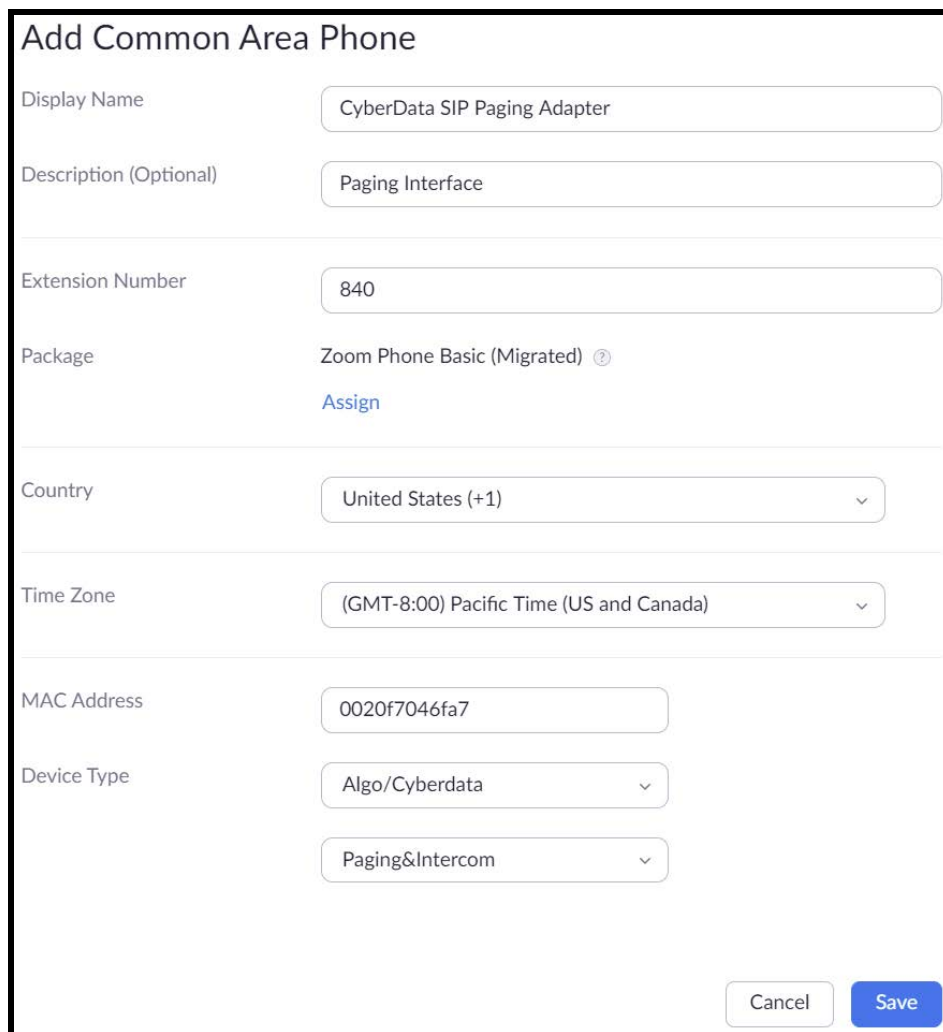
MAC Address

Device Type

6. Set the Display name of the device.
7. Add a description if required.
8. Adjust the Extension Number as necessary.
9. Set the County.
10. Set the MAC address of the device.

**Note:** Adding the MAC Address will switch the device type to “Algo/CyberData” make sure Paging&Intercom is set for the model.

**Figure 4-6:** Common Area Phone Pop-up – Filled



The screenshot shows a web form titled "Add Common Area Phone". The form contains the following fields and values:

- Display Name:** CyberData SIP Paging Adapter
- Description (Optional):** Paging Interface
- Extension Number:** 840
- Package:** Zoom Phone Basic (Migrated) with a help icon and a blue "Assign" link below it.
- Country:** United States (+1) (dropdown menu)
- Time Zone:** (GMT-8:00) Pacific Time (US and Canada) (dropdown menu)
- MAC Address:** 0020f7046fa7
- Device Type:** Two dropdown menus. The first is set to "Algo/Cyberdata" and the second is set to "Paging&Intercom".

At the bottom right of the form are two buttons: "Cancel" and "Save".

11. Click the Save button to create the Phone.
12. Once created the page will redirect to the newly created extensions page
13. Click the Provision button at the bottom of the page

**Figure 4-7:** Provision



**Figure 4-8: Provisioning Pop-up**

### Provisioning

MAC Address	00-20-f7-04-6f-a7
Device Type	Algo/Cyberdata Paging&Intercom

You will need to enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer to your manufacturer's instructions for these processes.

You'll need following information for manual provisioning. For Algo/CyberData Paging/Intercom devices, see [Zoom Phone Supported Devices](#) to view the configuration guide.

**SIP Account 1:**

1. **SIP Domain:** 50882551.zoom.us
2. **Outbound Proxy:** us01sip02.ny.zoom.us:5091
3. **User Name:** 78815598459853077564
4. **Authorization ID:** 480619326252
5. **Password:**

Download all certificates

Please download CA [certificate](#), [DigiCert Global Root CA](#), [DigiCert Global Root G2](#), [DigiCert Global Root G3](#) and import to your IP phone if they are not in the trust list of the device.

**Note:** Please note that Zoom support team will not be able to troubleshoot or configure IP phones that are provisioned in this manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary depending on your desk phone model.

Close

14. A popup will appear with manual provisioning information to setup the CyberData Paging Adapter. Keep this popup open.
15. Make sure to download the certificates, which will be needed for device configuration.

## 5.0 Configuration Procedure: Setting up the Paging Extension

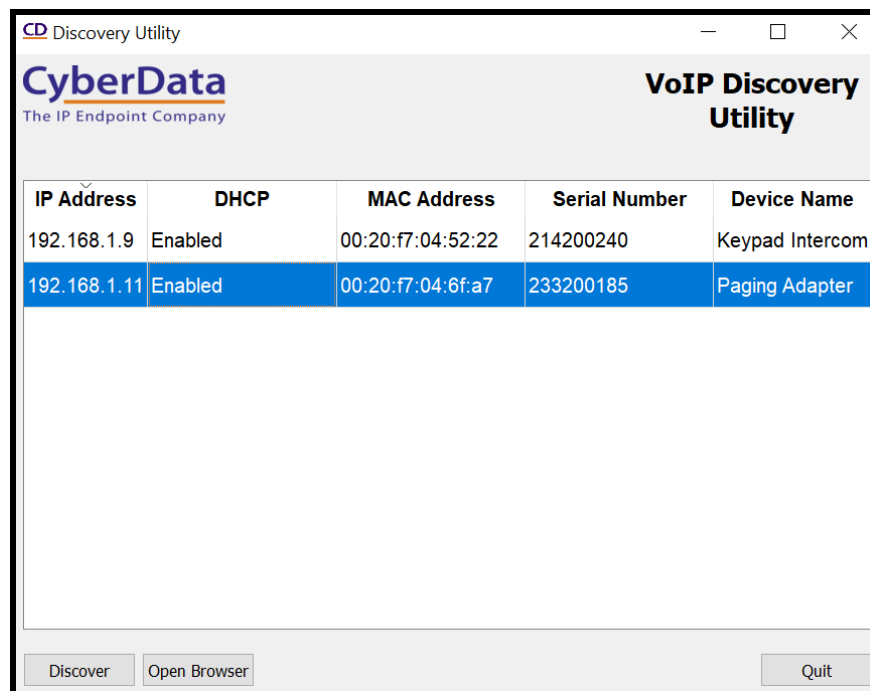
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

**Table 5-1: Setting Name correlation**

CyberData Setting	Zoom Provisioning Pop-up
Primary SIP Server	SIP Domain
Outbound Proxy	Outbound Proxy
Outbound Proxy Port	
Primary SIP User ID	User Name
Primary SIP Auth ID	Authorization ID
Primary SIP Auth Password	Password

1. Click **Open Browser** from the CyberData Discovery Utility or point your browser to the CyberData device's IP address to access the Home Page of the web interface.

**Figure 5-1: CyberData Discovery Utility**



2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin

Password: admin

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**Figure 5-2: Web Interface Login**

The screenshot shows the 'Device' tab selected in the top navigation bar. The main heading is 'CyberData Paging Adapter'. The interface is divided into four main sections:

- Current Status:** Displays device information including Serial Number (233200185), Mac Address (00:20:f7:04:6f:a7), Firmware Version (v20.0.4), Partition 2 (v20.0.4), Partition 3 (v20.0.4), and Booting From (partition 2). A button 'Boot From Other Partition' is present.
- Admin Settings:** Includes fields for Username (admin), Password (masked with dots), and Confirm Password (masked with dots). Buttons for 'Save', 'Reboot', and 'Toggle Help' are at the bottom.
- Import Settings:** Features a 'Choose File' button and a 'No file chosen' message. An 'Import Config' button is at the bottom.
- Export Settings:** Includes an 'Export Config' button.

Additional status information is listed at the bottom:

- IP Addressing: DHCP
- IP Address: 192.168.1.11
- Subnet Mask: 255.255.255.0
- Default Gateway: 192.168.1.1
- DNS Server 1: 192.168.1.1
- DNS Server 2:
- SIP Mode: Enabled
- Multicast Mode: Disabled
- Event Reporting: Disabled
- Primary SIP Server: **Not registered**
- Backup Server 1: Not registered
- Backup Server 2: Not registered
- Nightringer Server: Not registered

3. From the Home tab press the 'Device' Tab.

**Figure 5-3: Device Tab**

Home Device Network SIP SSL Multicast Fault Audiofiles Events Autoprovisioning Firmware

# CyberData Paging Adapter

## Line-in Settings

Enable Line-in to Line-out Loopback: ☐

## Relay Settings

Activate Relay on Local Audio: ☐

## Clock Settings

Enable NTP: ☒  
NTP Server:   
Timezone:   
Current Time: Tue, 23 Feb 2021 12:28:06

## DTMF Settings

DTMF Duration:   
Bypass DTMF Menus (Go straight to page): ☐  
Send pre-configured DTMF for Analog Zone: ☐  
Analog Zone:   
Manual DTMF Entry for Analog Zone: ☐  
Require Security Code: ☐  
Security Code:

## Misc Settings

Device Name:   
Beep on Init: ☐  
Beep Before Page: ☐  
Disable HTTPS (NOT recommended): ☐

Test Audio Test Relay

Save Reboot Toggle Help

4. Confirm that Enable NTP is enabled.
5. Change the NTP server if necessary.
6. Set the Timezone to the local area.

*Note: See the operations manual for other time zone strings.*

7. Save.
8. Go to the SIP Tab.



**Figure 5-4: SIP Tab**

The screenshot shows the 'SIP Tab' configuration page for the CyberData Paging Adapter. The page has a navigation bar at the top with tabs: Home, Device, Network, SIP (selected), SSL, Multicast, Fault, Audiofiles, Events, Autoprov, and Firmware. The main title is 'CyberData Paging Adapter'.

**SIP Settings** (highlighted with a yellow box):

- Enable SIP operation: ☒
- Register with a SIP Server: ☒
- Buffer SIP Calls: ☐
- Primary SIP Server: 50882551.zoom.us
- Primary SIP User ID: 78815598459853077564
- Primary SIP Auth ID: 480619326252
- Primary SIP Auth Password: \*\*\*\*\*
- Re-registration Interval (in seconds): 360

**Nightringer Settings**:

- SIP Server: [Empty field]
- SIP User ID: [Empty field]
- SIP Auth ID: [Empty field]
- SIP Auth Password: [Empty field]
- Re-registration interval (in seconds): 360

**Call Disconnection**:

- Terminate Call after delay: 0

**Audio Codec Selection** (highlighted with a yellow box):

- Codec: PCMU (G 711, u-law)

**RTP Settings**:

- RTP Port (even): 10500
- Asymmetric RTP: ☐
- Jitter Buffer: 50
- RTP Encryption (SRTP): Disabled

**Other Settings**:

- Backup SIP Server 1: [Empty field]
- Backup SIP User ID: [Empty field]
- Backup SIP Auth ID: [Empty field]
- Backup SIP Auth Password: [Empty field]
- Re-registration Interval (in seconds): 360
- Backup SIP Server 2: [Empty field]
- Backup SIP User ID: [Empty field]
- Backup SIP Auth ID: [Empty field]
- Backup SIP Auth Password: [Empty field]
- Re-registration Interval (in seconds): 360
- Remote SIP Port: 5060
- Local SIP Port: 5060
- SIP Transport Protocol: TLS (selected) NTP enabled
- TLS Version: 1.2 only (recommended)
- Verify Server Certificate: ☒
- Outbound Proxy: us01sip0h.ny.zoom.us
- Outbound Proxy Port: 5091
- Use Cisco SRST: ☐
- Disable rport Discovery: ☐
- Unregister on Boot: ☐
- Keep Alive Period: 10000

Buttons at the bottom: Save, Reboot, Toggle Help.

9. Set the 'SIP Transport Protocol' to TLS.
10. Keep TLS version set to "1.2 Only (Recommended)".
11. Check the box for "Verify Server Certificate".
12. Set the Primary SIP Server to the SIP Domain from the configuration Popup.
13. Set the Primary SIP User ID to the Username from the configuration Popup.
14. Set the Primary SIP Auth ID to the Authorization ID from the configuration Popup.
15. Set the Primary SIP Auth Password to the password provided in the configuration popup.
16. Set the Outbound proxy and Outbound Proxy port to the address provided in the configuration popup.

*Note: Make sure to separate the port from the outbound proxy information provided by zoom.*

17. Check the box for "Force Selected Codec".
18. Save.
19. Go to the 'SSL' Tab.

**Figure 5-5: SSL Tab**

Home Device Network SIP **SSL** Multicast Fault Audiofiles Events Autoprovisioning Firmware

## CyberData Paging Adapter

### Server CAs

Choose Files No file chosen

Import CA Certificate

Restore Defaults Remove All

Toggle Help

### Device Certificate

```
subject=
countryName      = US
stateOrProvinceName = California
localityName     = Monterey
organizationName  = Cyberdata
commonName       = 0020f7046fa7
notBefore=Jul 15 11:00:15 2020 GMT
notAfter=Jul 13 11:00:15 2030 GMT
```

### Device CA

Choose Files No file chosen

Import Device Certificate

Restore Device Certificate

### Test SSL Connection

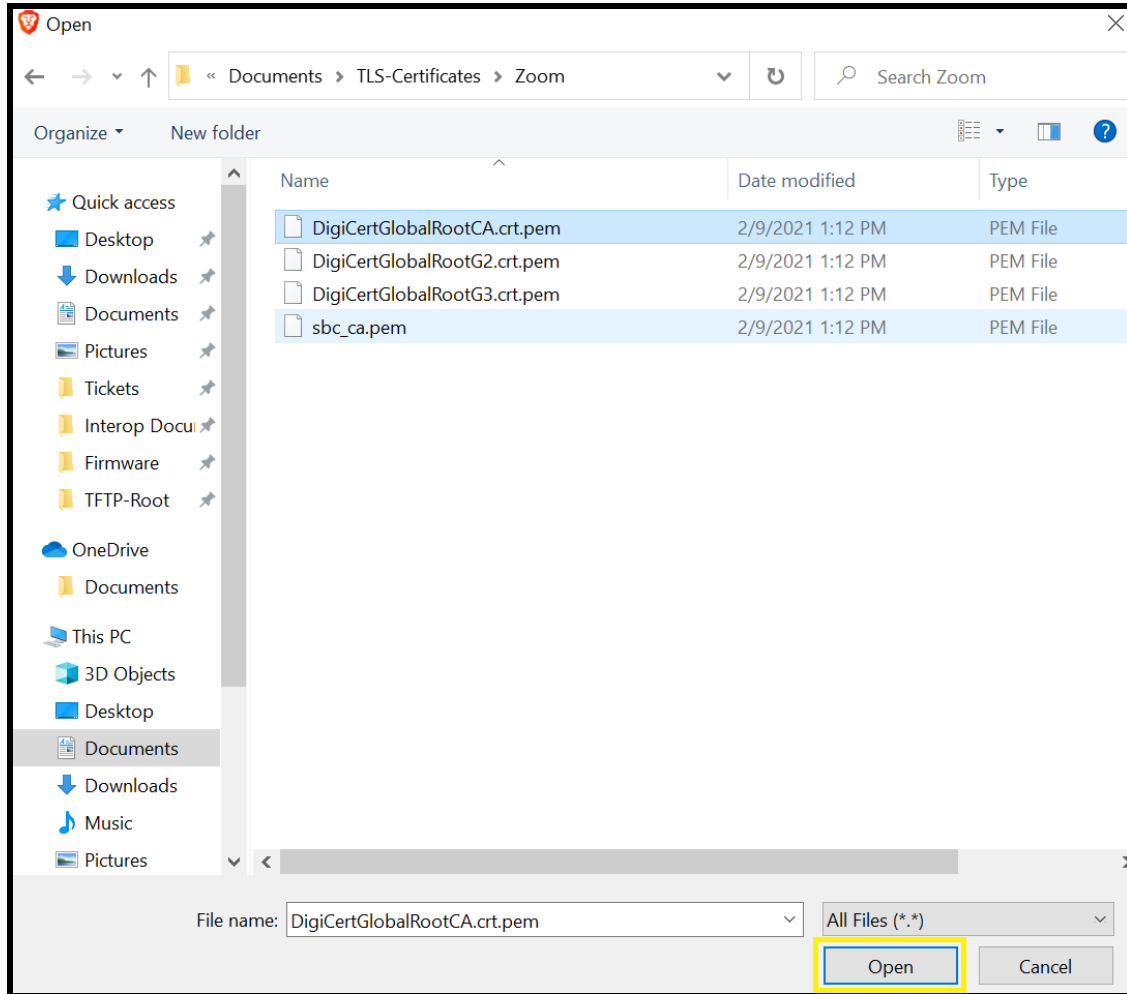
Server: us01sip0h.ny.zoom.us

Port: 5091

Test TLS Connection

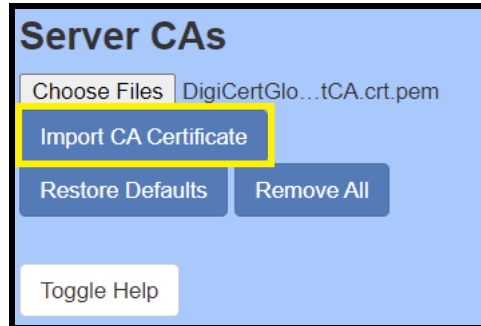
**20.** Press the 'Choose Files' button.

**Figure 5-6: Choose file Pop-up**



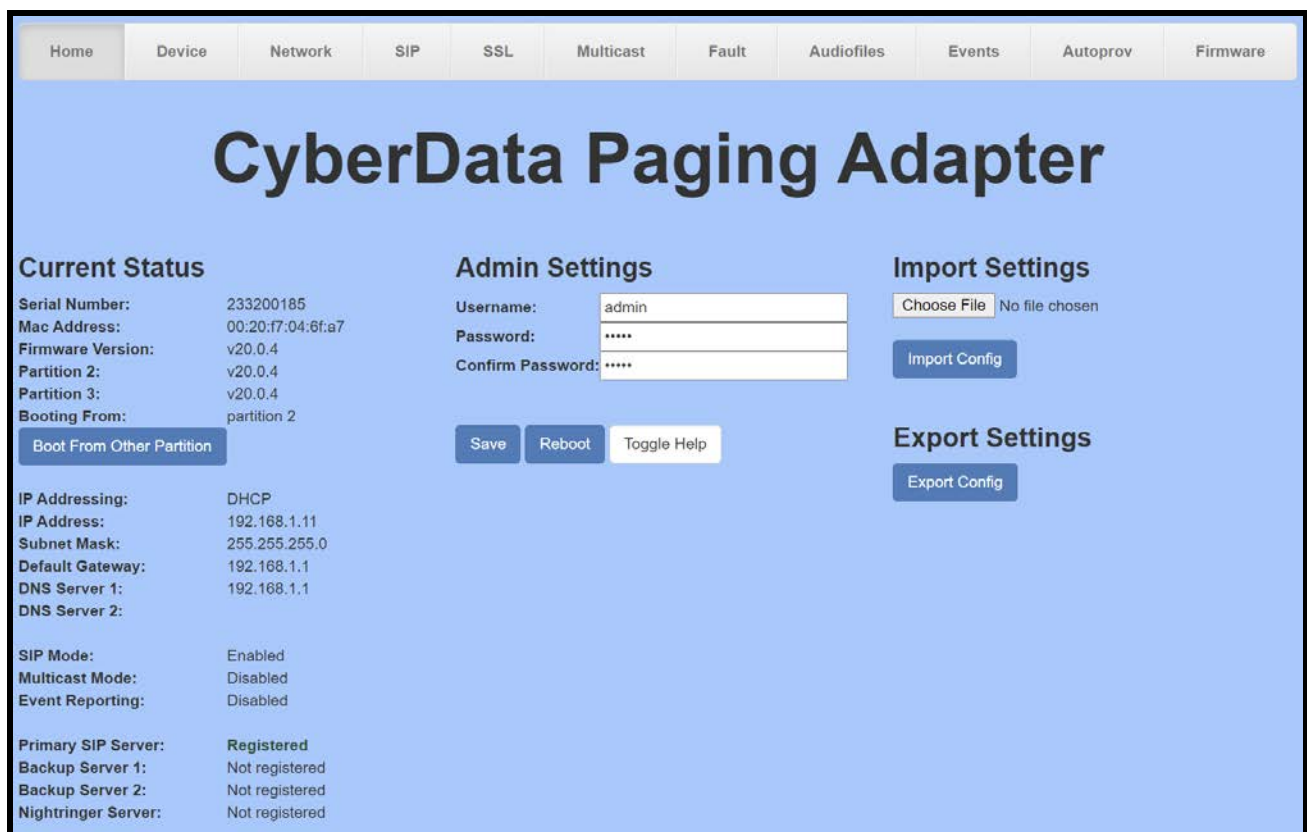
21. Select the certificate file and press the Open button.
22. Press the “Import CA Certificate” button to load the cert.

**Figure 5-7: Import CA Certificate**



23. Repeat this process for all certificates downloaded during the extension creation process.
24. If all certificates and credentials were loaded correctly the unit should now be registered.  
Registration status can be verified on the Home tab.

**Figure 5-10: Home page – Registered**



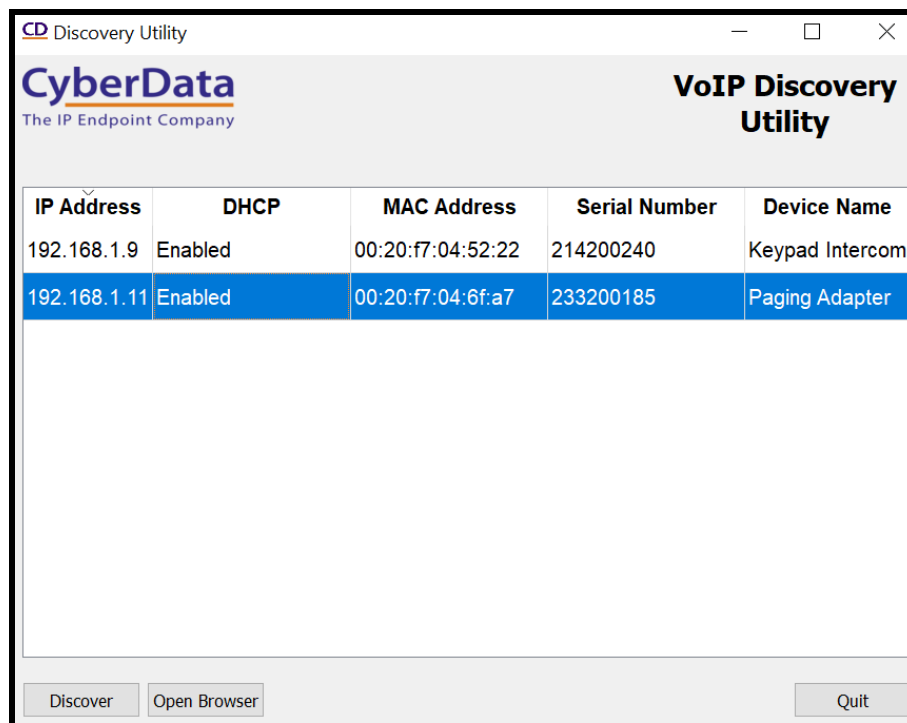
## 6.0 Configuration Procedure: Setting up the Nightringer extension

**Table 6-1:** Setting Name correlation

CyberData Setting	Zoom Provisioning Pop-up
SIP Server	SIP Domain
Outbound Proxy Outbound Proxy Port	Outbound Proxy
User ID	User Name
Authenticate ID	Authorization ID
Authenticate Password	Password

1. Click Launch Browser from the CyberData Discovery Utility or point your browser to the CyberData device's IP address to access the Home Page of the web interface.

**Figure 6-1:** CyberData Discovery Utility



2. Enter the default credentials when prompted and click the Log In button.

Username: admin

Password: admin

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**Figure 6-2: Web Interface Login**

The screenshot displays the web interface of the CyberData Paging Adapter. At the top, a navigation bar contains tabs: Home, Device (highlighted with a yellow border), Network, SIP, SSL, Multicast, Fault, Audiofiles, Events, Autoprov, and Firmware. The main content area has a light blue background with the title "CyberData Paging Adapter" in large, bold, black text. Below the title, the interface is divided into three main sections: Current Status, Admin Settings, and Import Settings. The Current Status section lists various system parameters such as Serial Number, Mac Address, Firmware Version, Partition 2, Partition 3, Booting From, IP Addressing, IP Address, Subnet Mask, Default Gateway, DNS Server 1, DNS Server 2, SIP Mode, Multicast Mode, Event Reporting, Primary SIP Server, Backup Server 1, Backup Server 2, and Nightringer Server. The Admin Settings section includes fields for Username (admin), Password (masked with asterisks), and Confirm Password (masked with asterisks), along with buttons for Save, Reboot, and Toggle Help. The Import Settings section features a "Choose File" button, a "No file chosen" message, and an "Import Config" button. Below the Import Settings section is an "Export Settings" section with an "Export Config" button.

Current Status	
Serial Number:	233200185
Mac Address:	00:20:f7:04:6f:a7
Firmware Version:	v20.0.4
Partition 2:	v20.0.4
Partition 3:	v20.0.4
Booting From:	partition 2
<a href="#">Boot From Other Partition</a>	
IP Addressing:	DHCP
IP Address:	192.168.1.11
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.1.1
DNS Server 1:	192.168.1.1
DNS Server 2:	
SIP Mode:	Enabled
Multicast Mode:	Disabled
Event Reporting:	Disabled
Primary SIP Server:	Not registered
Backup Server 1:	Not registered
Backup Server 2:	Not registered
Nightringer Server:	Not registered

Admin Settings	
Username:	admin
Password:	*****
Confirm Password:	*****
<a href="#">Save</a> <a href="#">Reboot</a> <a href="#">Toggle Help</a>	

Import Settings	
Choose File	No file chosen
<a href="#">Import Config</a>	

Export Settings	
<a href="#">Export Config</a>	

3. From the Home tab press the 'Device' Tab.

**Figure 6-3: Device Tab**

Home Device Network SIP SSL Multicast Fault Audiofiles Events Autoprovisioning Firmware

# CyberData Paging Adapter

## Line-in Settings

Enable Line-In to Line-out Loopback: ☐

## Relay Settings

Activate Relay on Local Audio: ☐

## Clock Settings

Enable NTP: ☒  
NTP Server:   
Timezone:   
Current Time: Tue, 23 Feb 2021 12:26:06

## DTMF Settings

DTMF Duration:   
Bypass DTMF Menus (Go straight to page): ☐  
Send pre-configured DTMF for Analog Zone: ☐  
Analog Zone:   
Manual DTMF Entry for Analog Zone: ☐  
Require Security Code: ☐  
Security Code:

## Misc Settings

Device Name:   
Beep on Init: ☐  
Beep Before Page: ☐  
Disable HTTPS (NOT recommended): ☐

Test Audio Test Relay

Save Reboot Toggle Help

4. Confirm that Enable NTP is enabled.
5. Change the NTP Server if necessary.
6. Set the Timezone to the local area.

**Note:** See the operations manual for other time zone strings.

7. Save.
8. Go to the SIP Tab.

**Figure 6-4: SIP Tab**

The screenshot shows the 'SIP' tab of the CyberData Paging Adapter configuration interface. The top navigation bar includes tabs for Home, Device, Network, SIP (selected), SSL, Multicast, Fault, Audiofiles, Events, Autoprovisioning, and Firmware. The main title is 'CyberData Paging Adapter'.

**SIP Settings**

- Enable SIP operation: ☒
- Register with a SIP Server: ☒
- Buffer SIP Calls: ☐
- Primary SIP Server:
- Primary SIP User ID:
- Primary SIP Auth ID:
- Primary SIP Auth Password:
- Re-registration Interval (in seconds): 360
- Backup SIP Server 1:
- Backup SIP User ID:
- Backup SIP Auth ID:
- Backup SIP Auth Password:
- Re-registration Interval (in seconds): 360
- Backup SIP Server 2:
- Backup SIP User ID:
- Backup SIP Auth ID:
- Backup SIP Auth Password:
- Re-registration Interval (in seconds): 360
- Remote SIP Port: 5060
- Local SIP Port: 5060
- SIP Transport Protocol: TLS ☒ NTP enabled
- TLS Version: 1.2 only (recommended)
- Verify Server Certificate: ☒
- Outbound Proxy: us01sip0h.ny.zoom.us
- Outbound Proxy Port: 5091
- Use Cisco SRST: ☐
- Disable rport Discovery: ☐
- Unregister on Boot: ☐
- Keep Alive Period: 10000

**Nightringer Settings**

- SIP Server: 50882551.zoom.us
- SIP User ID: 78815508459853077564
- SIP Auth ID: 480619326252
- SIP Auth Password: \*\*\*\*\*
- Re-registration Interval (in seconds): 360

**Call Disconnection**

- Terminate Call after delay: 0

**Audio Codec Selection**

- Codec: PCMU (G.711, u-law)

**RTP Settings**

- RTP Port (even): 10500
- Asymmetric RTP: ☐
- Jitter Buffer: 50
- RTP Encryption (SRTP): Disabled

Buttons: Save, Reboot, Toggle Help

9. Set the 'SIP Transport Protocol' to TLS.
10. Keep TLS version set to "1.2 Only (Recommended)".
11. Check the box for "Verify Server Certificate".
12. Set the SIP Server to the SIP Domain from the configuration popup.
13. Set the User ID to the Username from the configuration popup.
14. Set the Authenticate ID to the Authorization ID from the configuration popup.
15. Set the Authenticate Password to the password provided in the configuration popup.
16. Set the Outbound proxy and Outbound Proxy port to the address provided in the configuration Popup.

**Note:** Make sure to separate the port from the outbound proxy information provided by zoom.

17. Check the box for "Force Selected Codec".
18. Save.
19. Go to the 'SSL' Tab.



**Figure 6-5: SSL Tab**

Home Device Network SIP **SSL** Multicast Fault Audiofiles Events Autoprovisioning Firmware

## CyberData Paging Adapter

### Server CAs

Choose Files No file chosen

Import CA Certificate

Restore Defaults Remove All

Toggle Help

### Device Certificate

```
subject=
  countryName      = US
  stateOrProvinceName = California
  localityName     = Monterey
  organizationName  = Cyberdata
  commonName       = 0020f7046fa7
notBefore=Jul 15 11:00:15 2020 GMT
notAfter=Jul 13 11:00:15 2030 GMT
```

### Device CA

Choose Files No file chosen

Import Device Certificate

Restore Device Certificate

### Test SSL Connection

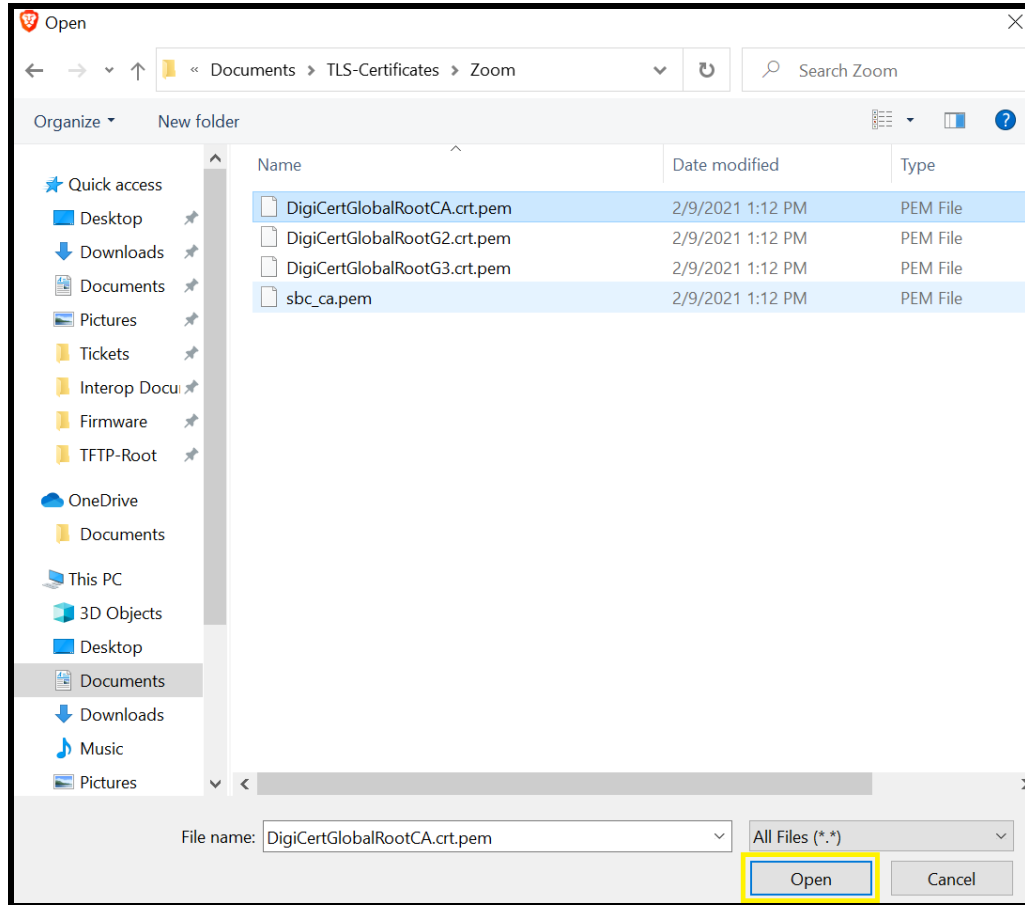
Server: us01sip0h.ny.zoom.us

Port: 5091

Test TLS Connection

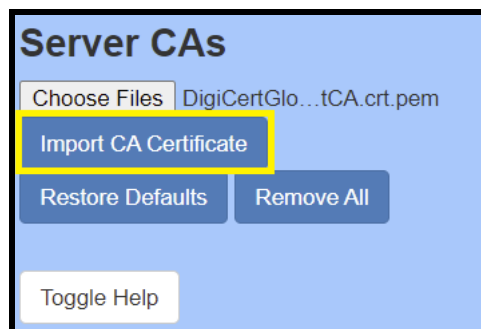
**20.** Press the 'Choose Files' button.

**Figure 6-6: Choose file Pop-up**



21. Select a certificate file and press the Open button.
22. Press the “Import CA Certificate” button to load the cert.

**Figure 6-7: Import CA Certificate**



23. Repeat this process for all certificates downloaded during extension creation.

If all the steps were followed correctly the SIP Paging Adapter should now be registered to Zoom and show Registered on the Home tab.

**Figure 6-8: Home page – Registered**

The screenshot displays the 'Home' tab of the CyberData Paging Adapter web interface. The page has a light blue background and a navigation bar at the top with tabs: Home, Device, Network, SIP, SSL, Multicast, Fault, Audiofiles, Events, Autoprovisioning, and Firmware. The main heading is 'CyberData Paging Adapter'.

**Current Status**

Serial Number:	233200185
Mac Address:	00:20:f7:04:6f:a7
Firmware Version:	v20.0.4
Partition 2:	v20.0.4
Partition 3:	v20.0.4
Booting From:	partition 2

[Boot From Other Partition](#)

IP Addressing: DHCP  
 IP Address: 192.168.1.11  
 Subnet Mask: 255.255.255.0  
 Default Gateway: 192.168.1.1  
 DNS Server 1: 192.168.1.1  
 DNS Server 2:

SIP Mode: Enabled  
 Multicast Mode: Disabled  
 Event Reporting: Disabled

Primary SIP Server: **Not registered**  
 Backup Server 1: Not registered  
 Backup Server 2: Not registered  
 Nighthtringer Server: **Registered**

**Admin Settings**

Username:   
 Password:   
 Confirm Password:

[Save](#) [Reboot](#) [Toggle Help](#)

**Import Settings**

[Choose File](#) | No file chosen  
[Import Config](#)

**Export Settings**

[Export Config](#)

## 7.0 Using the CyberData SIP Paging Adapter in a Zoom system.

Once the adapter is registered with Zoom, it can be used in several ways. The unit can be directly called by dialing the extension number of the unit. It is also possible to add the unit to a call queue to reach multiple endpoints simultaneously. Keep in mind that with a call queue, multiple devices will ring, but only one device may answer.

To page multiple devices simultaneously, CyberData recommends using Multicast, which can be sent from most modern SIP phones (e.g. Yealink, Poly, Snom) or a [CyberData Paging Server](#) or [Multicast Microphone](#). (Consult your phone's documentation to enable multicast).

Please reference our [Connecting to Compatible Analog Amplifiers](#) page for wiring diagrams for many different amplifiers that can be used with the paging adapter.

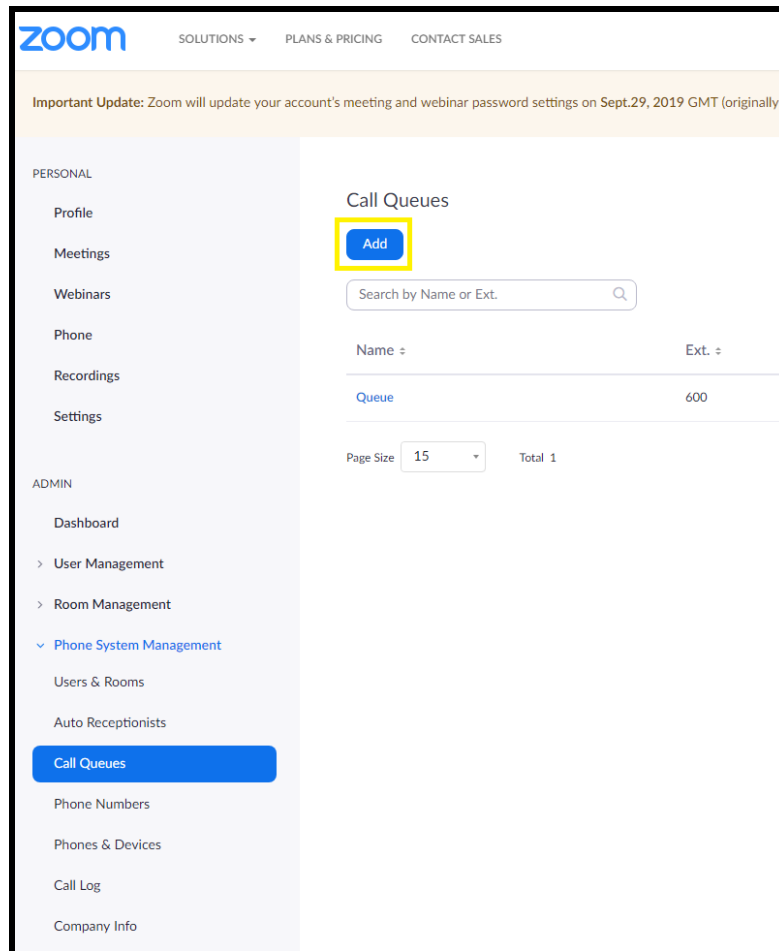
*Note: If the amplifier used in your system is not on our list please reach out to our [Support department](#) to see if it is compatible. If so, a connection diagram will be created.*

## 7.1 Creating a Call queue

CyberData recommends using the Nightringer extension as part of a call queue, allowing the adapter to also serve as an additional notification for incoming calls.

1. From the Phone System Management page select call queues and press the Add button to create a new queue.

**Figure 7-1: Add call queue**



2. After clicking 'Add' a pop-up will appear that allows naming and assigning a number to the call queue.

**Figure 7-2: Name the queue**

Call Queues > Add

Name

Description (Optional)

Extension Number

Member(s) [Add](#)

3. Name the queue, set a description and change the extension number if necessary.

**Figure 7-3: Add users**

Call Queues > Add

Name

Description (Optional)

Extension Number

Member(s) [Add](#)

4. Press the Add button to add Users and Common Area Phones to the queue.

**Figure 7-4: Add Users**

Choose Member(s)

Users Common Area Phones

Search by Name or Ext.

<input checked="" type="checkbox"/>	Name	Email	Ext.	User Status
<input checked="" type="checkbox"/>	Cameron		803	Active
<input checked="" type="checkbox"/>	Mauricio		802	Active
<input checked="" type="checkbox"/>	Paul		800	Active

Page Size 10 Total 3

Selected

Users (3)

Cameron X

Mauricio X

Paul X

Cancel OK

5. Select the users who will participate in the call group, then select "Common Area Phones."
6. In the "Common Area Phones" section, select the phones you wish to add to the queue.

**Figure 7-5:** Add Common Area Phones

Choose Member(s)

Users Common Area Phones

Search by Display Name or Ext.

<input checked="" type="radio"/> Display Name	Ext.
<input checked="" type="radio"/> CyberData SIP Paging Adapter	816
<input type="radio"/> Intercom	812
<input type="radio"/> CyberData SIP Call Button	815
<input type="radio"/> Indoor Intercom	500

Page Size  Total 4

Selected

CyberData SIP Pag... x

Cancel **OK**

7. Click “OK” to confirm your selections.
8. Finally, press ‘Save’ to complete the queue.



**Figure 7-6:** Call queue complete

The screenshot shows a web form titled "Call Queues > Add". It contains the following fields and controls:

- Name:** A text input field containing "Sales Line".
- Description (Optional):** A text area containing "Incoming sales calls".
- Extension Number:** A text input field containing "809".
- Member(s):** A section showing "Selected 6 Member(s)" followed by a blue "Add" link.
- Buttons:** At the bottom left, there is a blue "Save" button highlighted with a yellow border, and a grey "Cancel" button to its right.

## 8.0 Contact CyberData Corporation

### Sales

For sales-related questions, please visit our [Contact CyberData Sales](#) web page for more information.

### Technical Support

For CyberData Technical Support, please submit a [Contact CyberData VoIP Technical Support](#) form on our website.

The CyberData VoIP Technical Support Contact form initiates a troubleshooting ticket which CyberData uses for quality assurance purposes.

Additionally, the Contact VoIP Tech Support form tells us which phone system you are using, the make and model of the network switch, and other essential troubleshooting information we need to efficiently assist with a resolution. Please also include as much detail as possible in the Describe Problem section of the form. Your installation is extremely important to us.

### Documentation Feedback

We realize changes to the software or hardware of the Zoom PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.