



VoIP Zone Controller: 4-Port Audio Out Configuration Guide

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1 Introduction

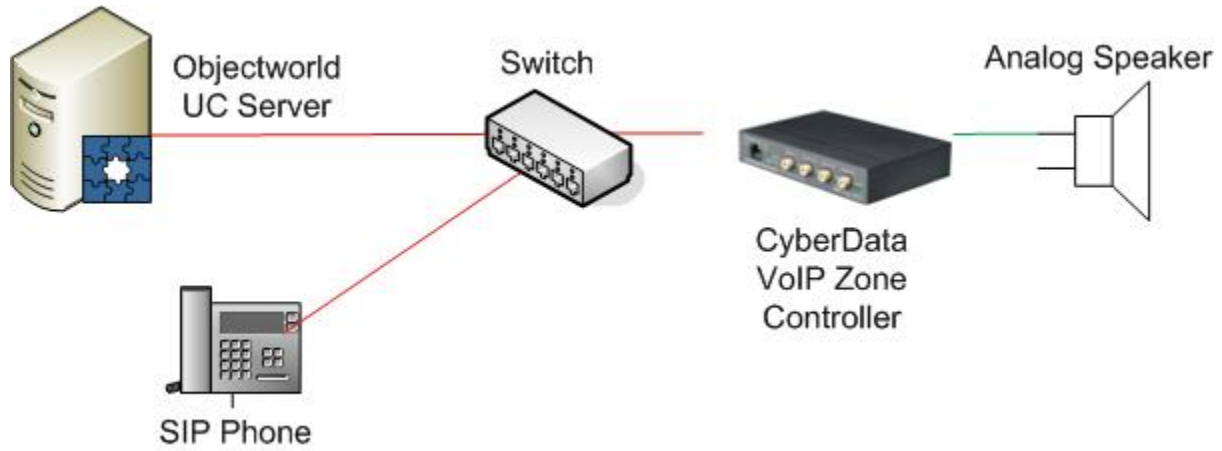


The CyberData VoIP Zone Controller with Audio-Out enables access to existing paging speakers through a VoIP phone system. The interface is designed to use a standard paging amplifier with audio inputs and supports paging up to 15 zone groups from a VoIP phone. This document guides you through the configuration of the device with UC Server.

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1.1 Network Topology

Below is an example of how the CyberData VoIP Zone Controller might be deployed in your network.



2 Known Integration Issues

Known integration issues include:

- Cannot perform supervised transfers
 - Performing a supervised transfer to the paging speaker does not work. It results in the transferrer indicating a successful transfer even though it was not completed.

3 Preparation

This section provides instructions about how to apply firmware updates (if necessary) and how to set up the device for manual configuration.

3.1 PC Network Settings

The factory default on CyberData products is a static IP address. To access the device, you must change your PC to the same address range.

To change the IP Address of your computer, do the following:

NOTE: Make a note of your original network settings before making any changes because you must change these settings back after changing the network configuration on the speaker.

For **Windows Server 2003/Windows XP**

1. Click Windows **Start**.
2. Click **Control Panel**.
3. If you have the classic view, click **Network Connections**.
If you have the category view, click **Network and Internet Connections**, and then click **Network Connections**.
4. Double-click your active **LAN or Internet connection**.
5. Click **Properties**.
6. In the **General** tab, highlight the **Internet Protocol (TCP/IP)** item, and click **Properties**.
7. In the **General** tab, click **Use the following IP address**, and enter:
IP Address: 192.168.3.1
Subnet Mask: 255.255.255.0
Default Gateway: 192.168.3.10
8. Click **OK**.

For **Windows Server 2008/Windows Vista**

1. Click Windows **Start**.
2. Click **Control Panel**.
3. If you have the classic view, click **Network and Sharing Center** and then click **Manage Network Connections**.
If you have the category view, click **Network and Internet, View network status and tasks** and then **Manage Network Connections**.
4. Double-click the active **LAN or Internet connection**.
5. Click **Properties**.
6. In the **Networking** tab, highlight the **Internet Protocol (TCP/IP)** item, and click **Properties**.
7. In the **General** tab, click **Use the following IP address**, and enter:
IP Address: 192.168.3.1
Subnet Mask: 255.255.255.0
Default Gateway: 192.168.3.10
8. Click **OK**.

3.2 CyberData VoIP Zone Controller Network Settings

The VoIP 4-Port Zone Controller is configured with a static IP address on factory default. This must be changed so that the device is connected to your network.

To enter network settings for CyberData VoIP 4-Port Zone Controller

1. Open your browser and type the IP Address of the speaker. The factory default is 192.168.3.10.
2. When prompted, use the following default Web Access username and password:
 - Web Access Username: **admin**
 - Web Access Password: **admin**
3. Click **Network Setup**.
4. Under **IP Addressing**, select **DHCP**.
5. Click **Save Settings**.

3.3 Upgrading the firmware

Refer to the Technical Note “TN051 – SIP Device Features and Comparisons” (a versioned document located on the Objectworld web site at www.objectworld.com/support/documentation) to determine the most recently supported version of firmware for the zone controller.

The factory firmware version can be found on the check-off list shipped with your device. Should the firmware version on the device be earlier than the version noted in TN051, then the firmware should be upgraded.

3.3.1 TFTP Firmware Upgrade

1. Retrieve the latest firmware from the CyberData web site (www.cyberdata.net/support/voip/zonecontroller.html)
2. Unzip the file to the Objectworld TFTP folder (located in: **X:\Program Files\Objectworld\UC Server\Data\TFTP** where **X** is the drive where the UC Server program files are installed)
3. Open your browser and type the IP Address of the Zone Controller.
4. When prompted, use the following default Web Access username and password:
 - Web Access Username: **admin**
 - Web Access Password: **admin**
5. Click on the Upgrade button.
6. Enter the IP address of your UC Server under the TFTP **Server IP** field.
7. Under New Filename, enter the filename of the rom file you unzipped from the firmware zip file.
For Example: **400-romdisk-spk-sip.img**
8. Click **Upload File**.
9. Once the rom image file has finished uploading, do step 6 again but upload the image file by entering the filename of the image.
For example: **400-image-spk-sip.bin**
10. Click **Upload File**.
11. Click the **reboot** button.

4 SIP Configuration

4.1 Gathering Information

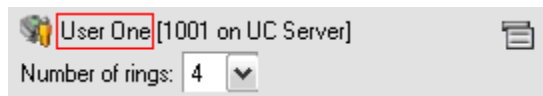
To configure the device, you need the following information.

- SIP User ID:** This is equivalent to the identity address you want to associate with the device.
- Authenticate ID:** This is the SIP authentication identifier associated with the above identity. This is required by any SIP end-point to register with the SIP PBX.
- Authenticate Password:** This is the SIP authentication password associated with the above identity.

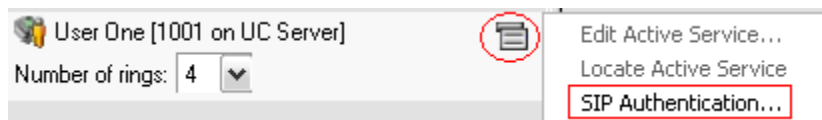
To determine the Authentication ID and Password, do the following.

4.1.1 Determining the Authentication ID and Password as the user (that owns the identity) in UC Client

1. Start UC Client.
2. Login as the user you want to associate to the device.
3. In the bottom left pane, take note of the identity name.



4. Click the icon on the right and select **SIP Authentication**.



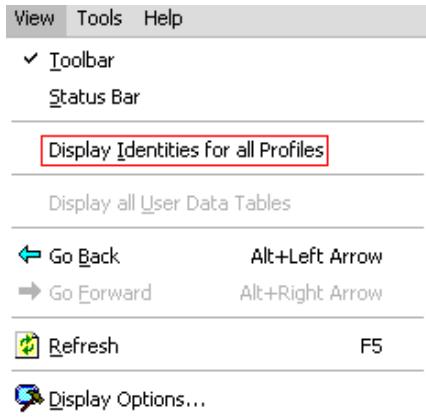
5. Record the User/login name and password from the following dialog because you need it later to configure the device.



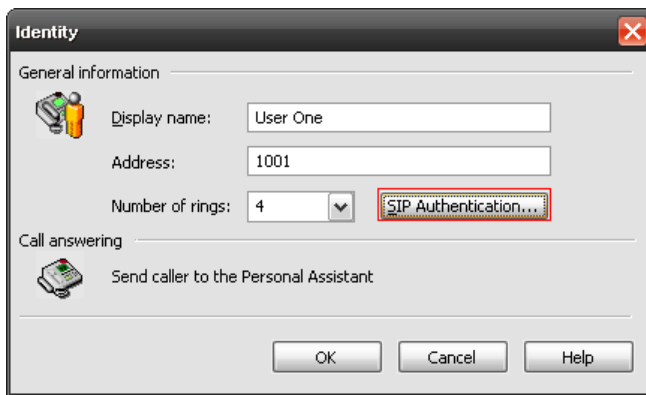
4.1.2 Determining the Authentication ID and Password as the administrator in UC Client

1. Start UC Client.
2. Login as the admin user.

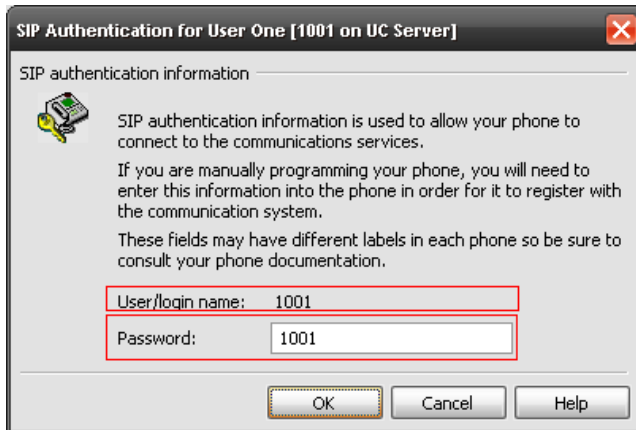
3. Select the Identities tab in the left pane.
4. Go to View > Display Identities for all Profiles.



5. Find the identity in the list you want to use and double-click the entry.
6. Click **SIP Authentication**.



7. Record the User/login name and password from the following dialog because you need it later to configure the device.



4.2 Device Configuration

1. Open your browser and type the IP Address of the Zone Controller.

- When prompted, use the following default Web Access username and password:
Web Access Username: **admin**
Web Access Password: **admin**
- Click the **SIP Setup** button.
- Enter the following information:
SIP Server: <IP Address of UC Server>
SIP User ID: <SIP User ID>
SIP Authenticate ID: <SIP User ID>
SIP Password: <Authenticate Password>
SIP Registration: Yes
- Click **Save Settings**.

The figure below shows an example of how to complete the required fields.

SIP Setup

SIP Server:	<input type="text" value="192.168.8.251"/>	*
Outbound Proxy:	<input type="text"/>	*
Remote SIP Port:	<input type="text" value="5060"/>	*
Local SIP Port:	<input type="text" value="5060"/>	*
SIP User ID:	<input type="text" value="700"/>	*
Authenticate ID:	<input type="text" value="700"/>	*
Authenticate Password:	<input type="text" value="1234"/>	*
SIP Registration:	<input checked="" type="radio"/> Yes <input type="radio"/> No	*
Unregister on Reboot:	<input type="radio"/> Yes <input checked="" type="radio"/> No	*
Register Expiration (minutes):	<input type="text" value="60"/>	*

** changing this parameter causes system reboot when saved*



5 Troubleshooting

1. **You receive a voicemail prompt when dialing the identity of the device.**

Verify the following:

- The identity was created in UC Server and the correct User ID and password is configured on the device
 - See [section 4](#)
- The SIP Server address on the device is set to the correct IP Address of UC Server
 - See [section 4.2](#)
- SIP Registration is enabled on the device
 - See [section 4.2](#)

2. **You are unable to access the Web interface to configure the paging device.**

Verify the following:

- Your PC is set to the same address range as the device for first-time configuration.
 - See [section 3.1](#)

3. **No audio when calling into paging device.**

Verify the following:

- The volume level is set correctly on the speaker