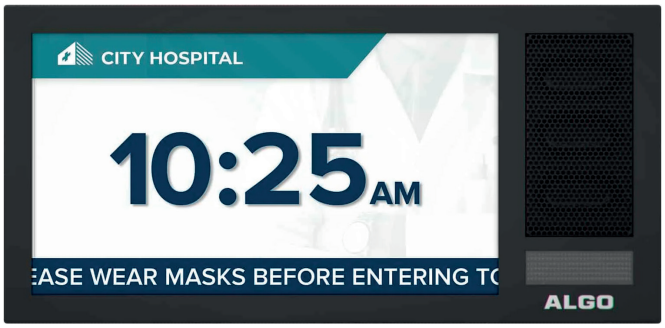
CyberTwice



TechNote: Algo IP Speakers, Pagers, Alerters and CyberGate

Version: 1.0.7 ENG
Date: 12-03-2026

Configure Algo IP Speakers, Pagers, Alerters 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 Algo IP products to your Microsoft Teams environment. Microsoft Teams users can set up calls to Algo IP Speakers and Paging Adapters – with 2-way audio – on the Teams desktop client, Teams desk phone or Teams Smartphone app.

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).

Algo IP Speakers

For this document an Algo 8180 IP Audio Alerter (from now on named 'Algo') is used to connect to the CyberGate service (from now on named 'CyberGate').

This manual also applies to the following Algo products

Algo IP Speakers:
- 8180 IP Audio Alerter
- 8186 IP Horn Speaker
- 8196 IP PoE+ Horn Speaker
- 8188 IP Ceiling Speaker
- 8189 IP Surface Mount Speaker
- 8190 IP Speaker – Clock
- 8190S IP Speaker – Clock & Visual Alerter
- 8198 IP PoE+ Ceiling Speaker

Algo IP Display Speakers:
- 8410 IP Display Speaker

IP Paging Adapter:
- 8301 IP Paging Adapter & Scheduler
- 8305 Multi-Interface IP Paging Adapter
- 8373 IP Zone Paging Adapter

IP Visual Alerter:
- 8128 IP Visual Alerter
- 8138 IP Color Visual Alerter

Secure communication with CyberGate.

The Algo Speakers, Paging Adapters and Visial Alerters are certified for secure communication with CyberGate.
Start by configuring the Algo using the following steps first. If the connection and test calls are successful, modify the configuration to use secure communication.
For instructions on how to use secure communication see page 9 of this document.

Note:
This manual describes the most basic configuration of the Algo IP Speaker for use with CyberGate. The advanced Algo paging and multicast features can be used with CyberGate without any issues, but are not descibed in this manual. Refer to the documentation of Algo for additional configuration options.

This manual contains an Appendix: Install the CyberGate App.
It describes the installation and usage of the CyberGate app for Microsoft Teams.

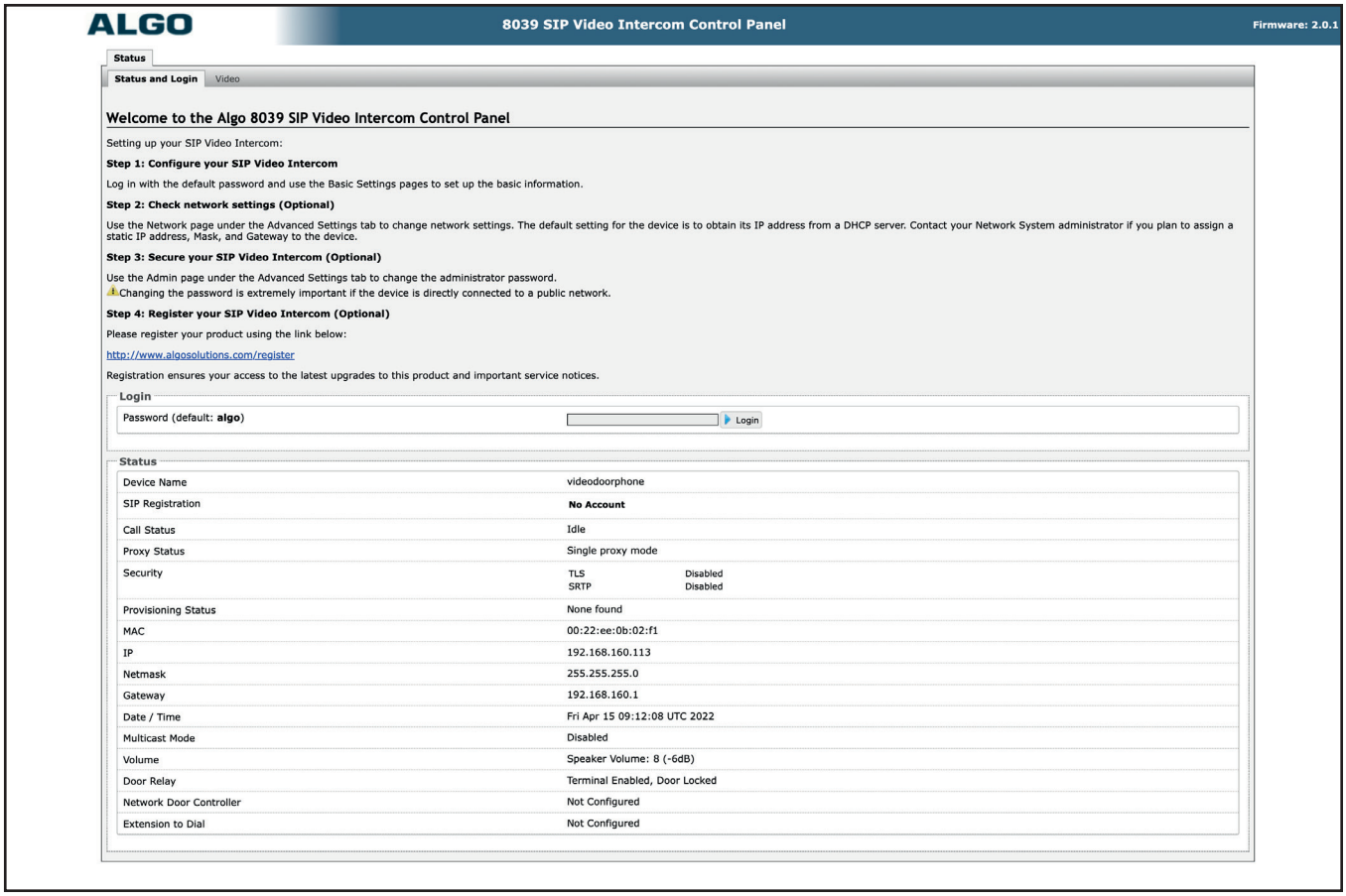
Use the CyberGate app for Microsoft Teams to:
- See the status of your device and calling the device from Teams by clicking on just one button
- Set your Availability status in a configured CyberGate Multi-ring group with one click

Installation of the CyberGate app for Microsoft Teams is highly recommended.

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

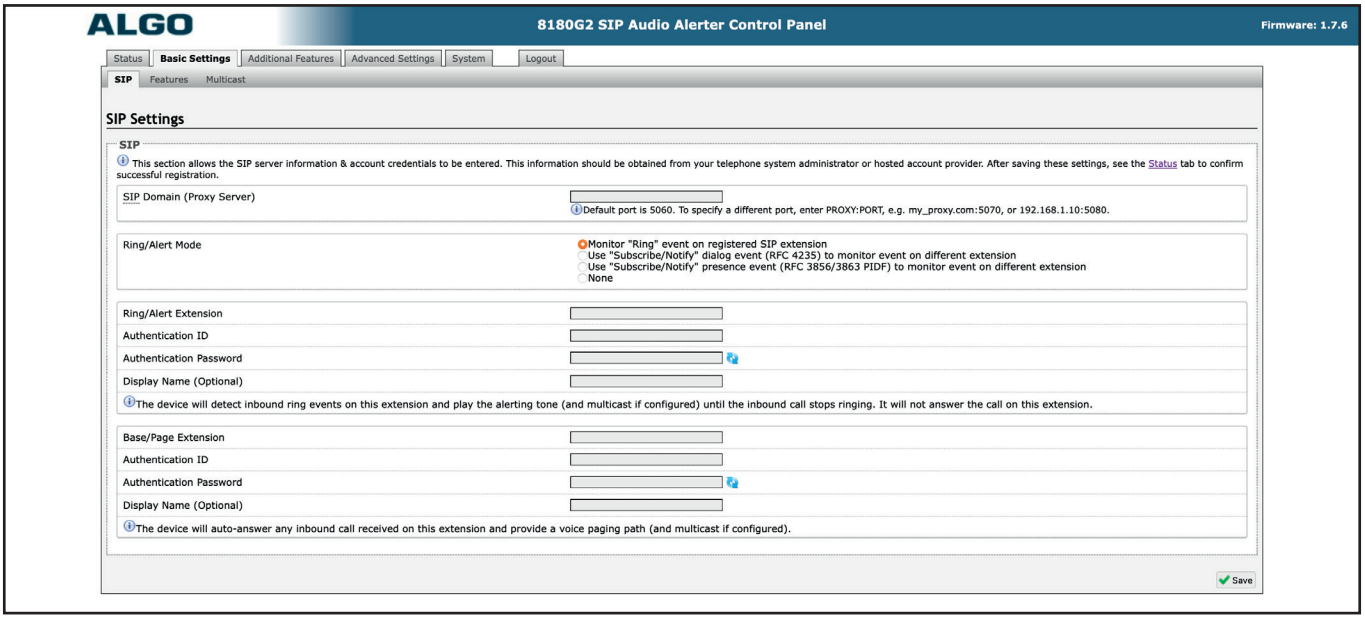
Connect the Algo

Connect the Algo to the network, power it on and open a webbrowser to its IP-address.



Sign in with the configured or supplied password of the Algo.

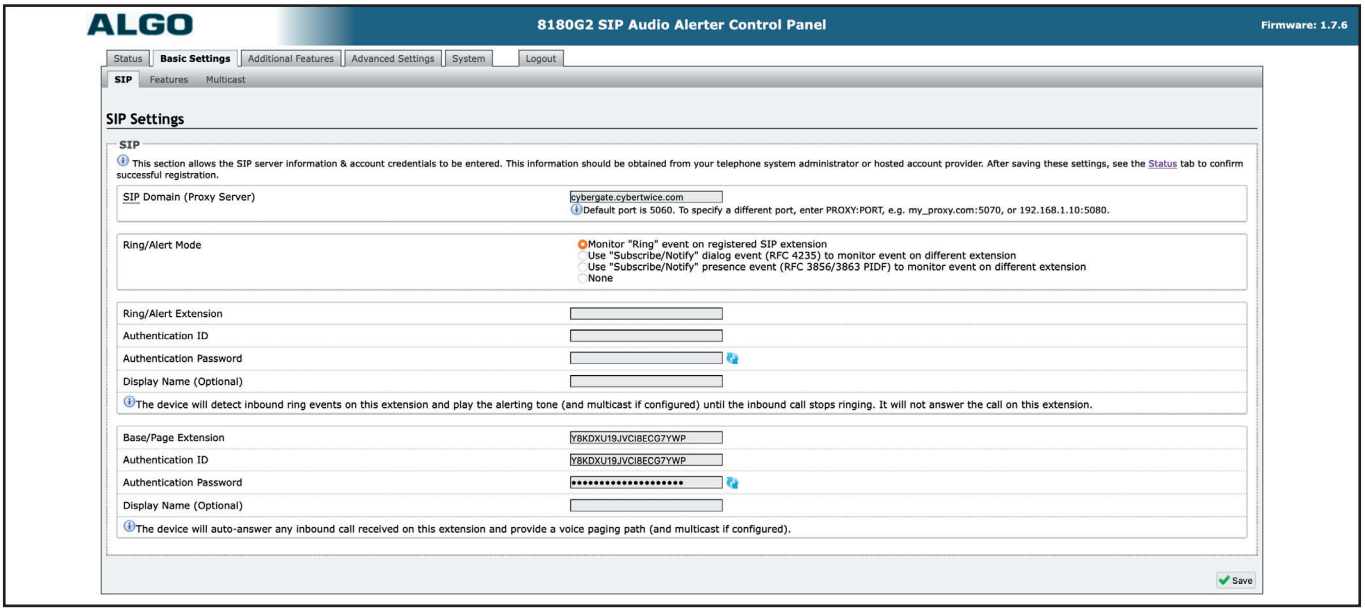
When signed-in successfully, the first menu shown is the Basic Settings-SIP menu.



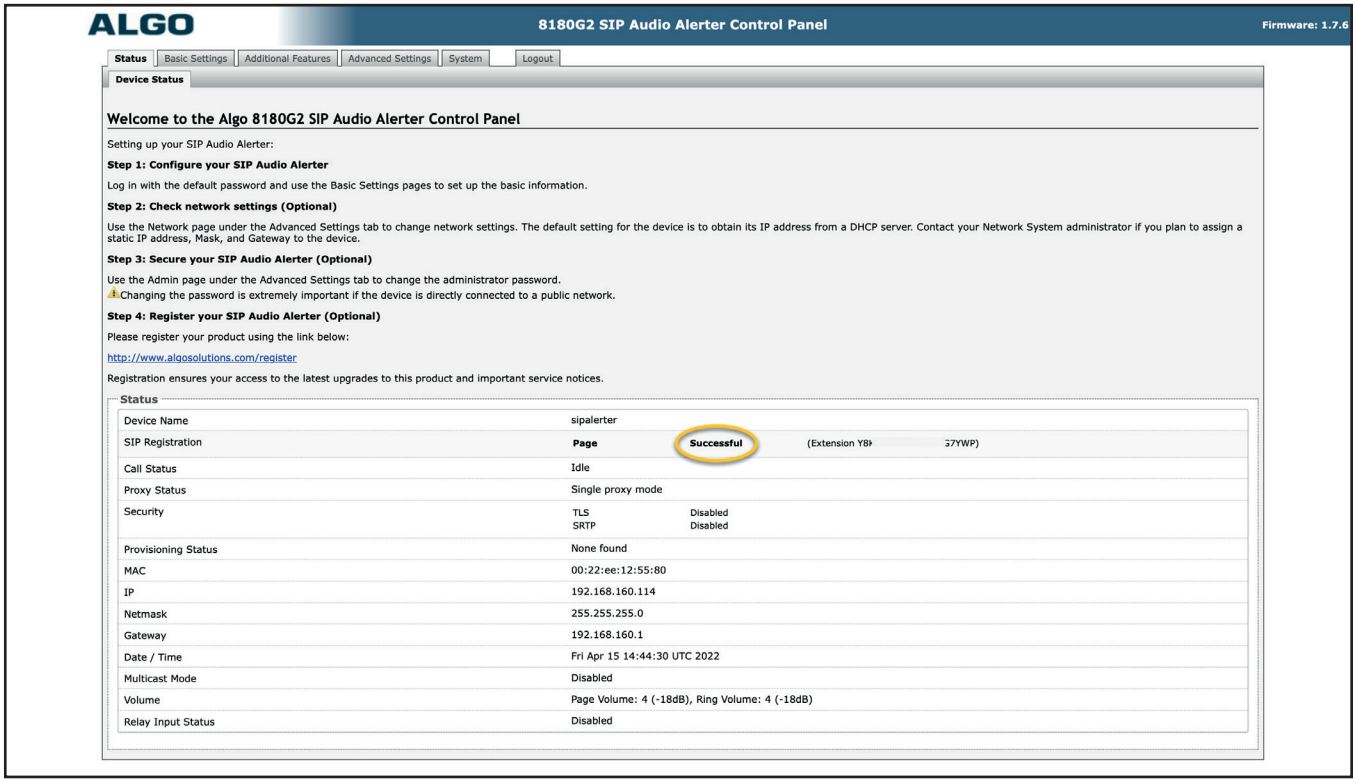
Provide the following information:

SIP	
SIP Domain	cybergate.cybertwice.com
Base/Page Extension	Use the Username provided by the CyberGate Management Portal
Authentication ID	Use the Username provided by the CyberGate Management Portal
Authentication Password	Use the Password provided by the CyberGate Management Portal

Click the Save button when done.



Check the registration status in the Status-Device Status menu.

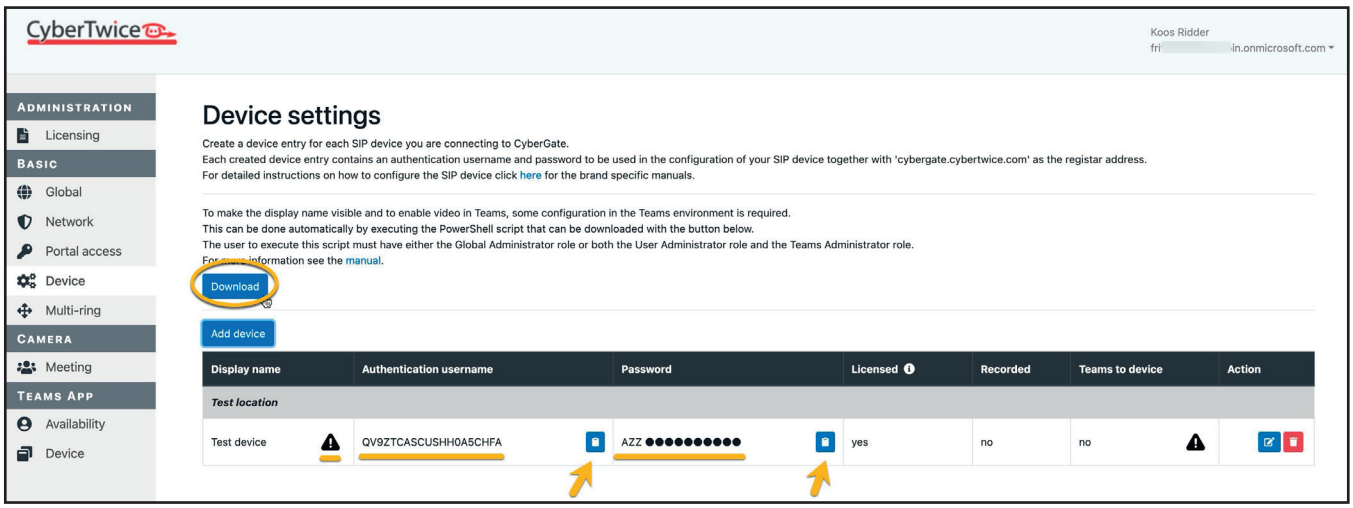


The basic configuration of the Algo for use with CyberGate is done!

Before calls can be initiated *from* Microsoft Teams *to* the Algo, additional configuration in the CyberGate Admin portal is necessary.

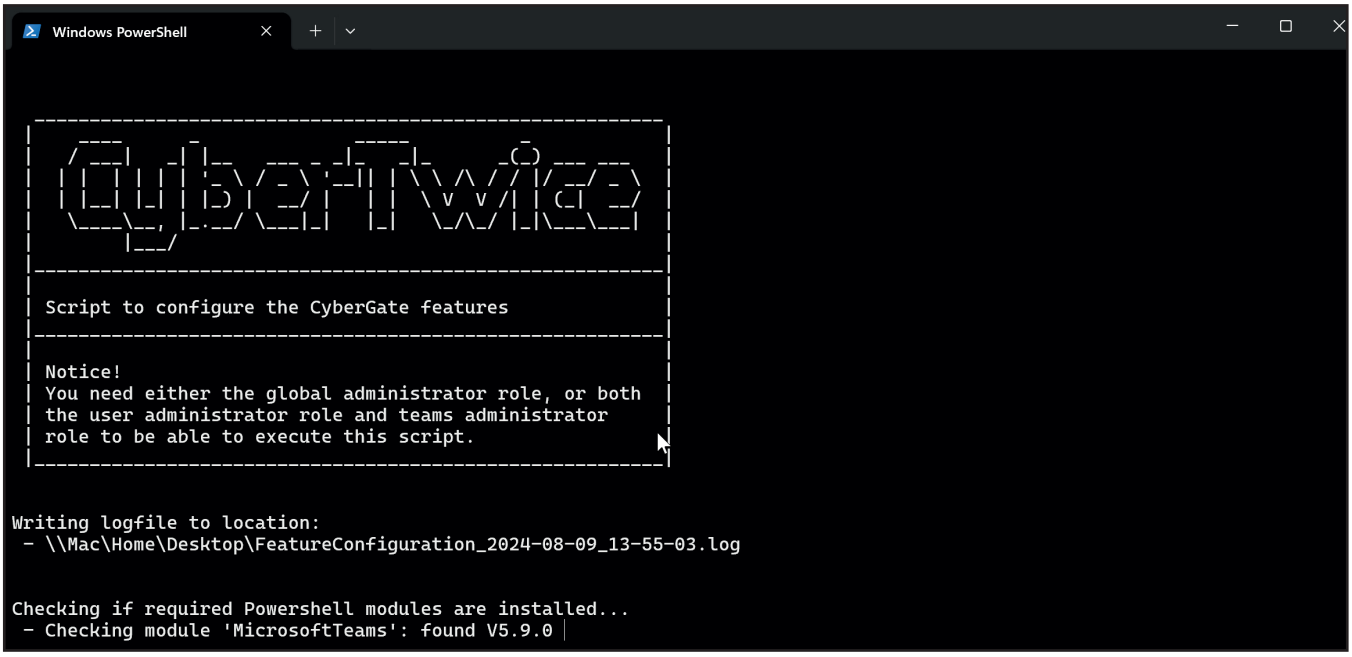
Navigate to the following URL: https://admin.cybergate.cybertwice.com

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

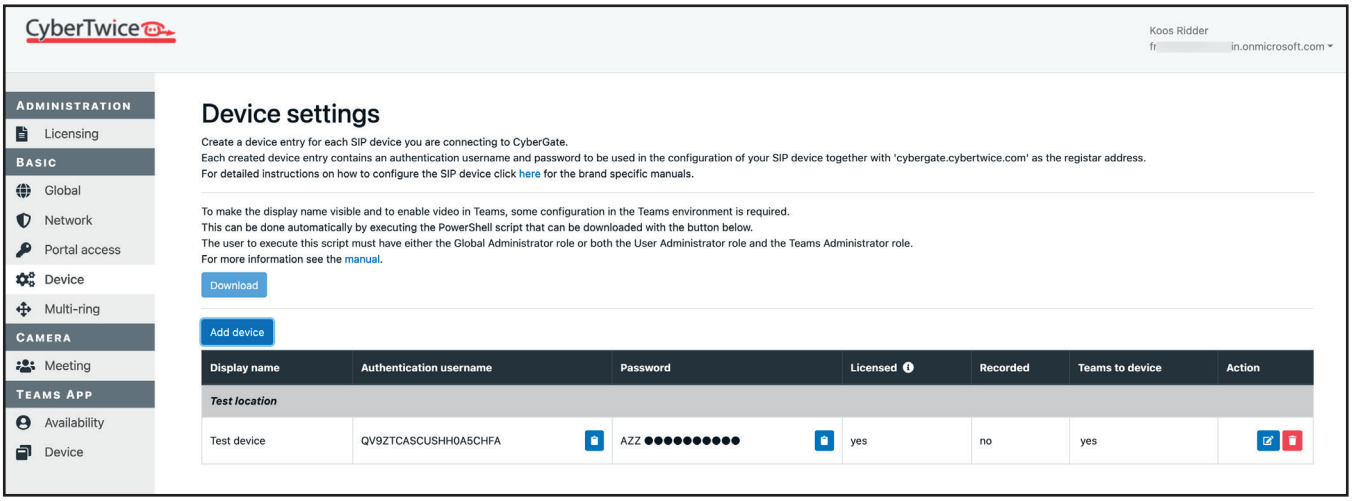


It displays the device that is used to configure the Algo. If the display name of the device shows the warning symbol, it is necessary to download and run the Feature configuration PowerShell script. If no warning sign is shown, skip this step.

- Click on the blue 'Download' button to download the script
- Open PowerShell on your PC with administrator privileges
- Run the 'FeatureConfiguration.ps1' script (./ FeatureConfiguration.ps1)
- When it asks to authenticate, use the same Microsoft account as used to log in to the CyberGate Admin portal



After the script is executed successfully no warning symbol is shown anymore.



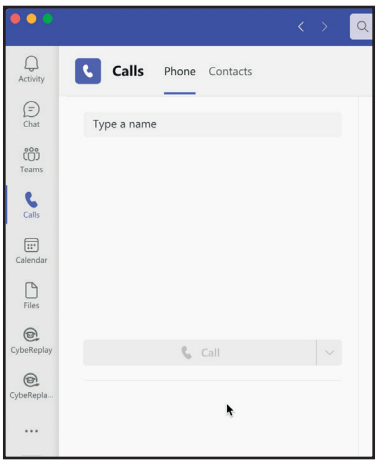
Modification of CyberGate is know done.

To initiate a call from Microsoft Teams you can use one of two options.:

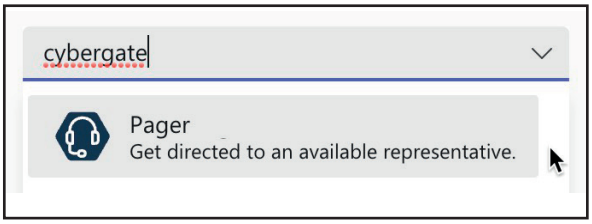
1. Call the Algo using the Teams Calls-menu
2. Use the CyberGate for Microsoft Teams app to find the Algo and call with just one click.

Using the Calls-menu:

Login to Microsoft Teams and navigate to the 'Calls' menu.



You can either type the (Display)name of the Algo directly in the call field (at 'Type a name') or search for 'cybergate'.



It will show all of your CyberGate Devices. Select the Pager to call and click the blue 'Call' button.

A call to the Algo will be initiated and the Algo will answer automatically.

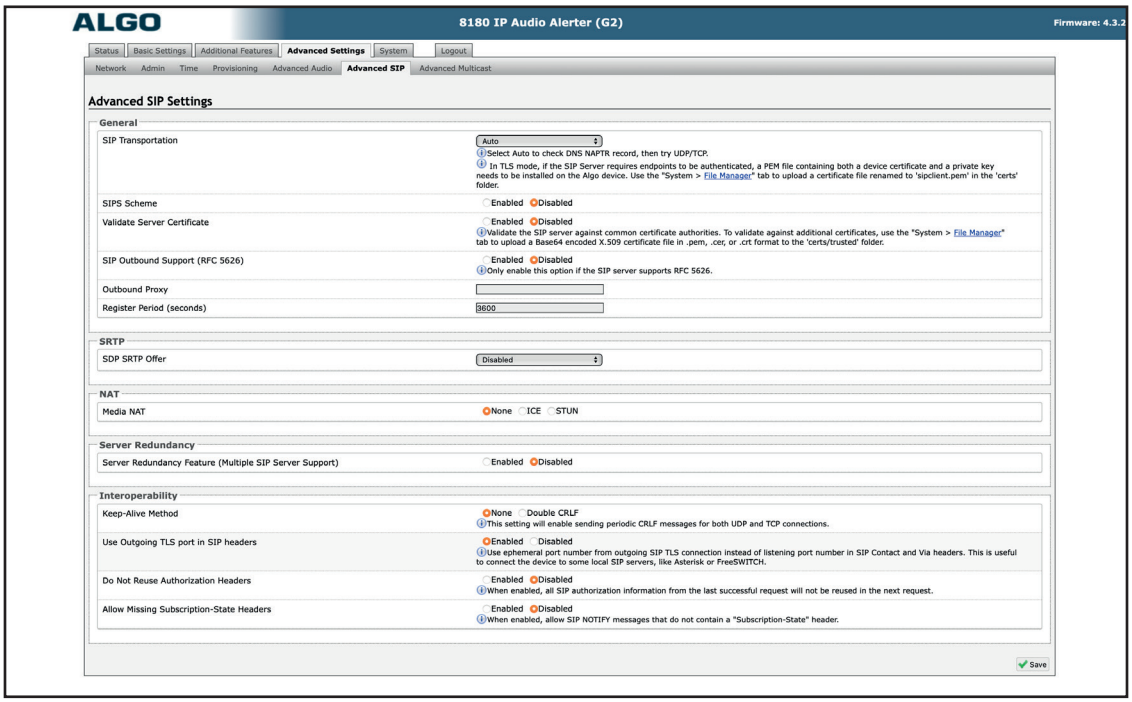
When Multicast is enabled with multiple zones, click on the three dots (...) in the call screen and select the 'Keypad'. With the keypad, zone-features of the Algo can be controlled.

Note:
A more convenient way of initiating a call is using the CyberGate for Microsoft Teams app. See the Appendix in this document for installation and operating instructions.

Secure communication over SIP-TLS

If a secure connection to CyberGate is desired, modify the configuration as follows:

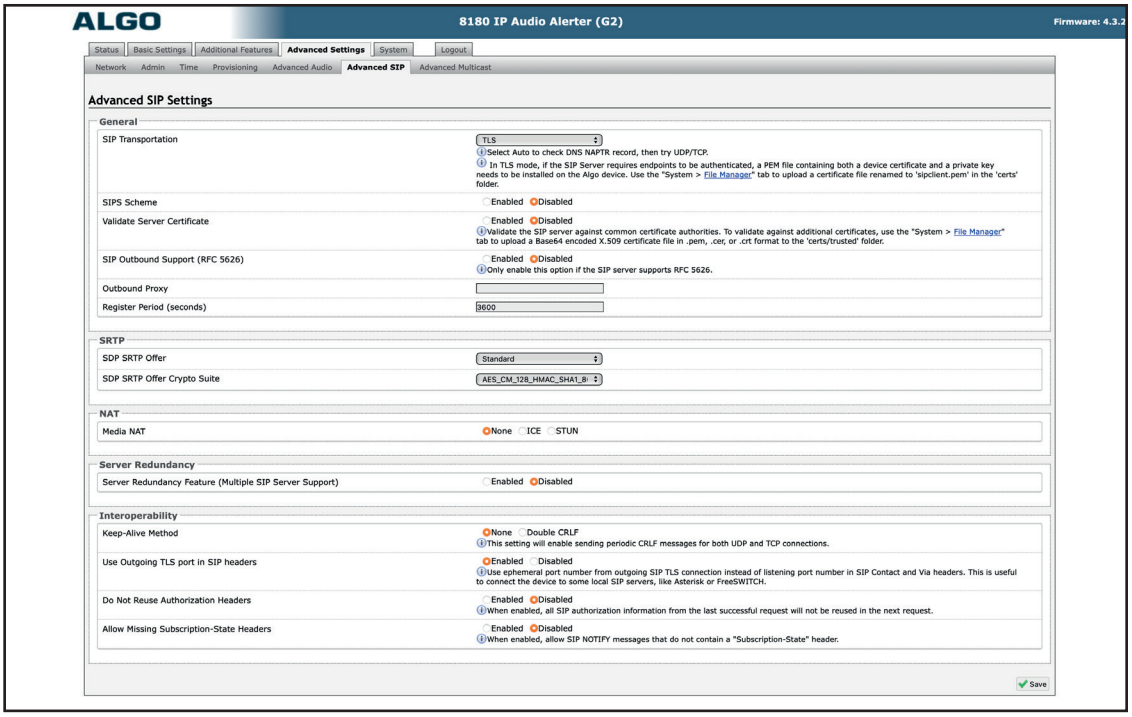
Navigate to the menu Advanced Settings-Advanced SIP.



Modify the following information at Advanced SIP Settings:

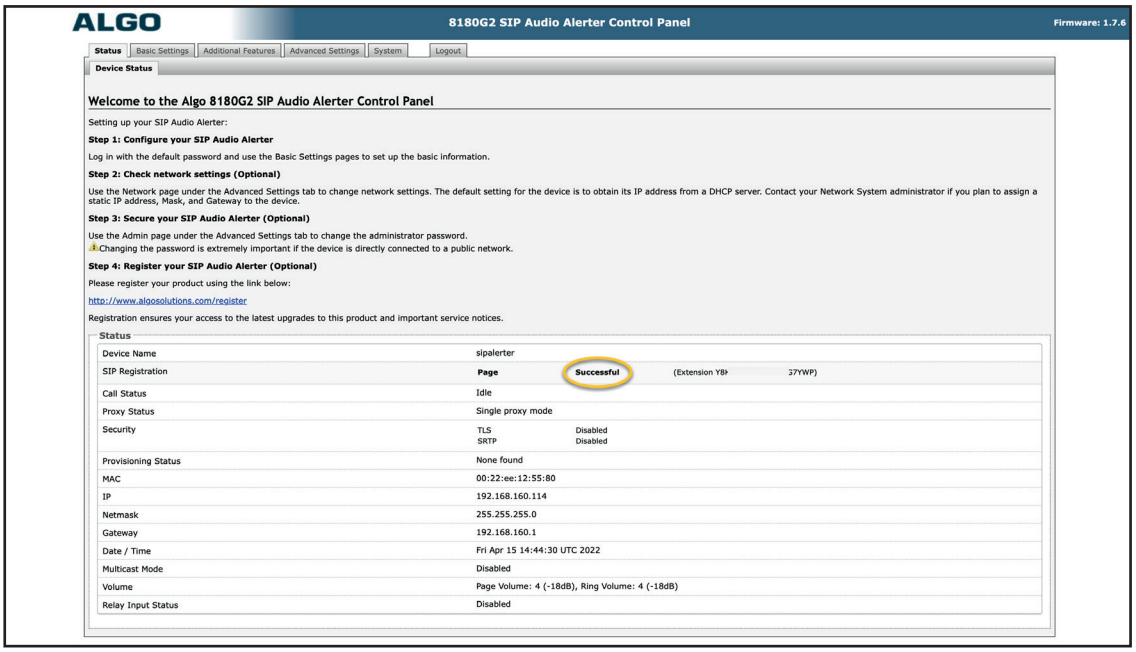
General	
SIP Transportation	Change to TLS
SRTP	
RTP Mode	Change to Standard

Click Save when done.



Configuration of the secure communication is done. All SIP and Audio traffic to/from CyberGate will be encrypted.

Check the registration status in the menu ‘Status’.



The CyberGate App

Requirements for the CyberGate app

Requirements for using the CyberGate App:

1. 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
2. Access to the Microsoft Teams admin portal

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 Multi-ring 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

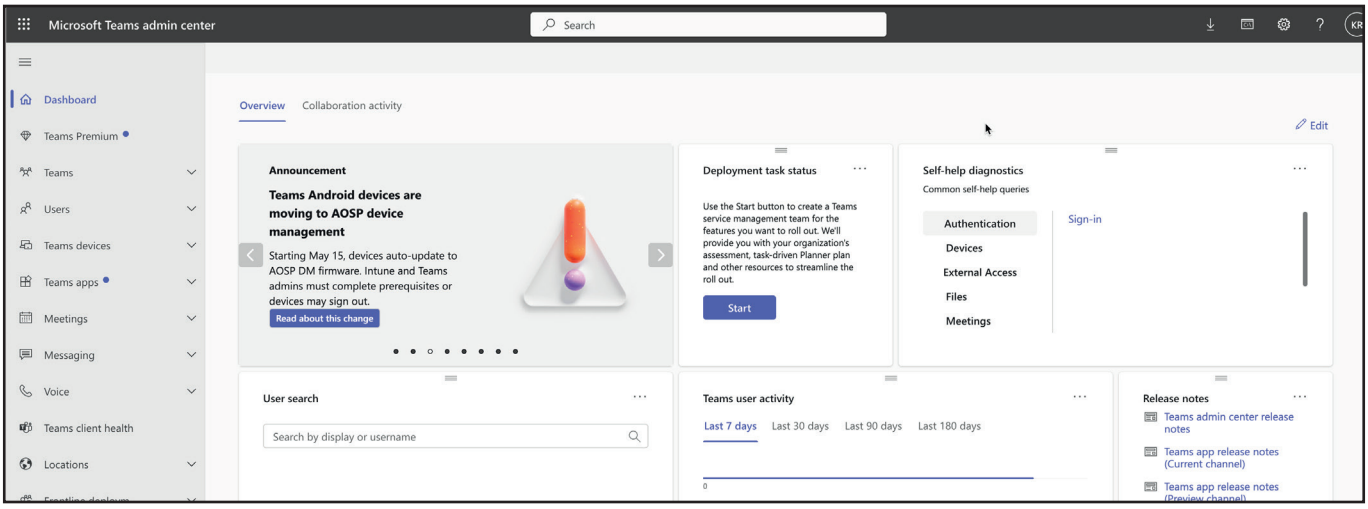
This manual describes the installation of the app and the first two features in detail as the Door-open button is only applicable to intercoms.

The installation of the CyberGate app for Microsoft Teams as described in this document makes the CyberGate app available for every user in the organisation. Of course this can be modified by selecting different user groups and / or setup policies to match the policies of your organisation. !

Installation

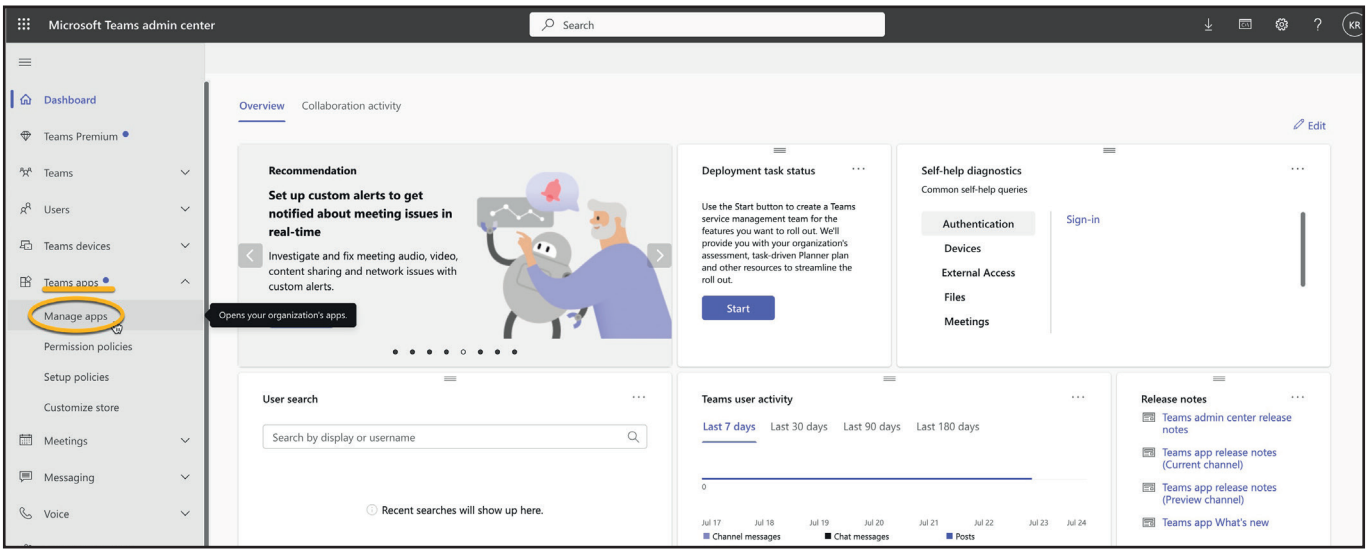
How to install

- Log in to the Microsoft Teams Admin Portal (https://admin.teams.microsoft.com)



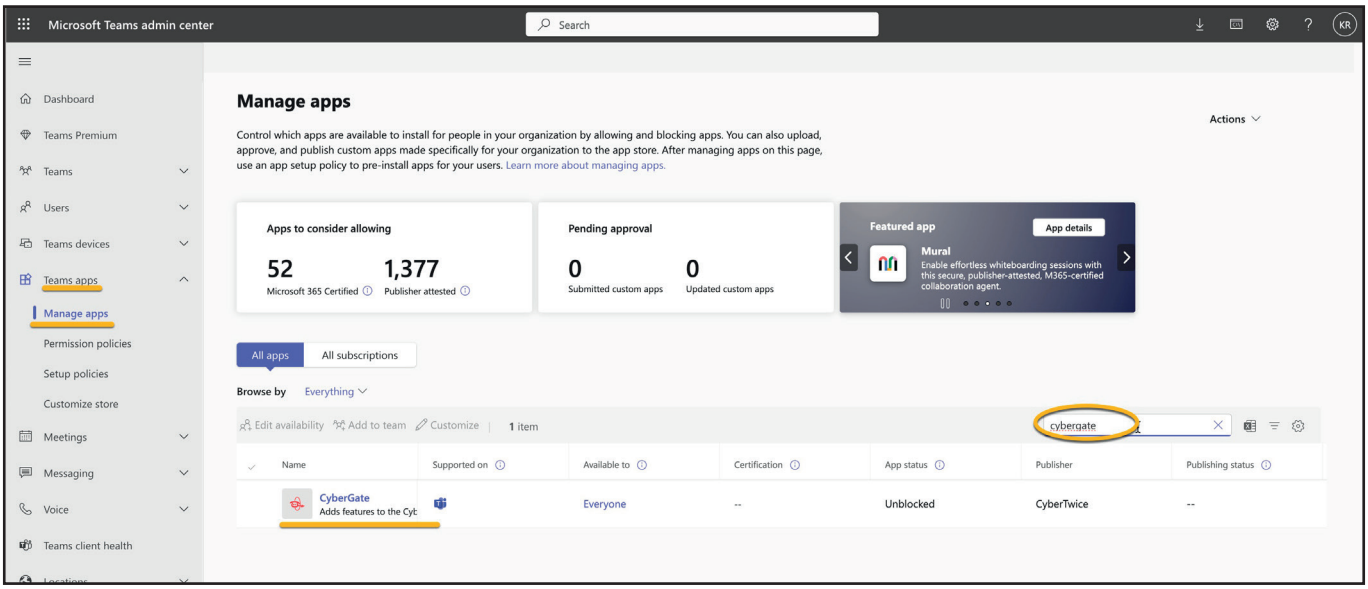
Microsoft Teams Admin Portal - Dashboard

- Navigate to the menu Teams apps - Manage apps



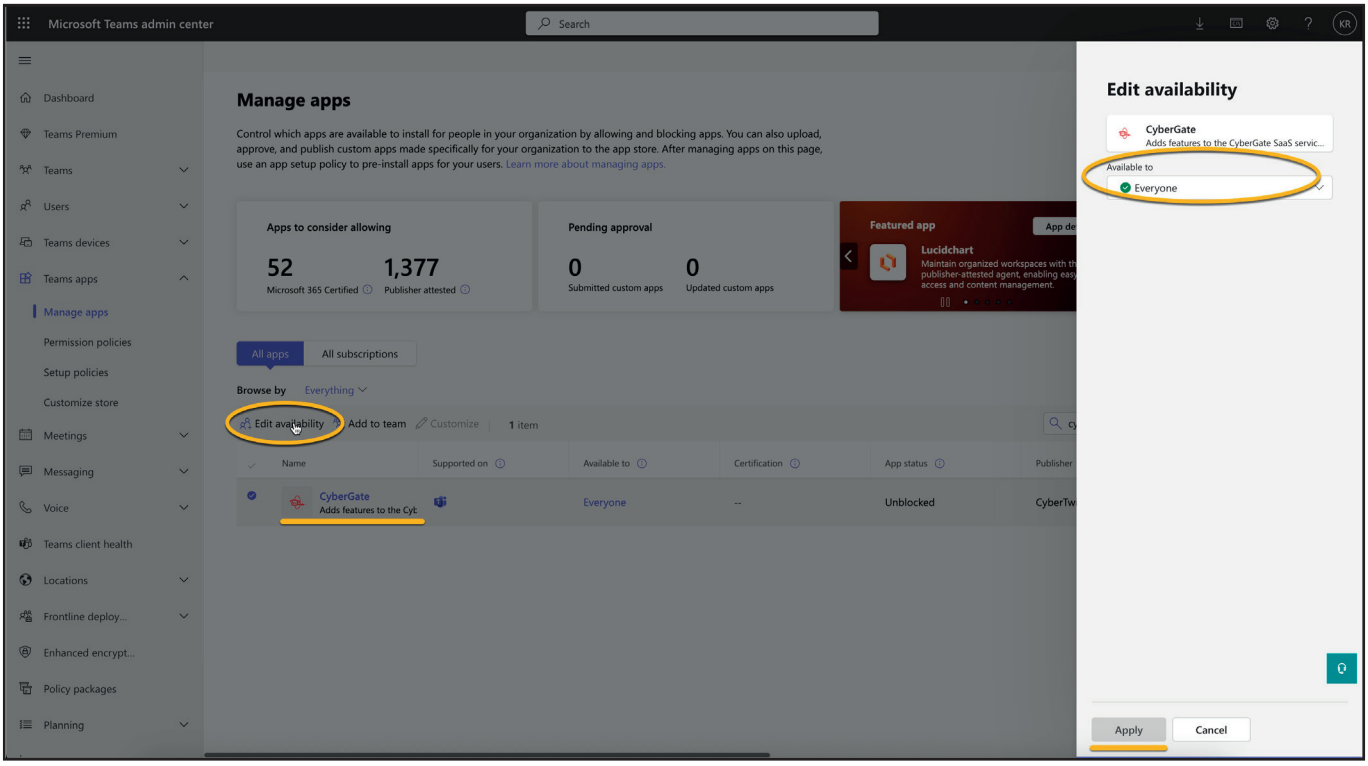
Microsoft Teams Admin Portal - Teams apps - Manage apps

- Search for ‘CyberGate’ using the search box. The CyberGate application will show.



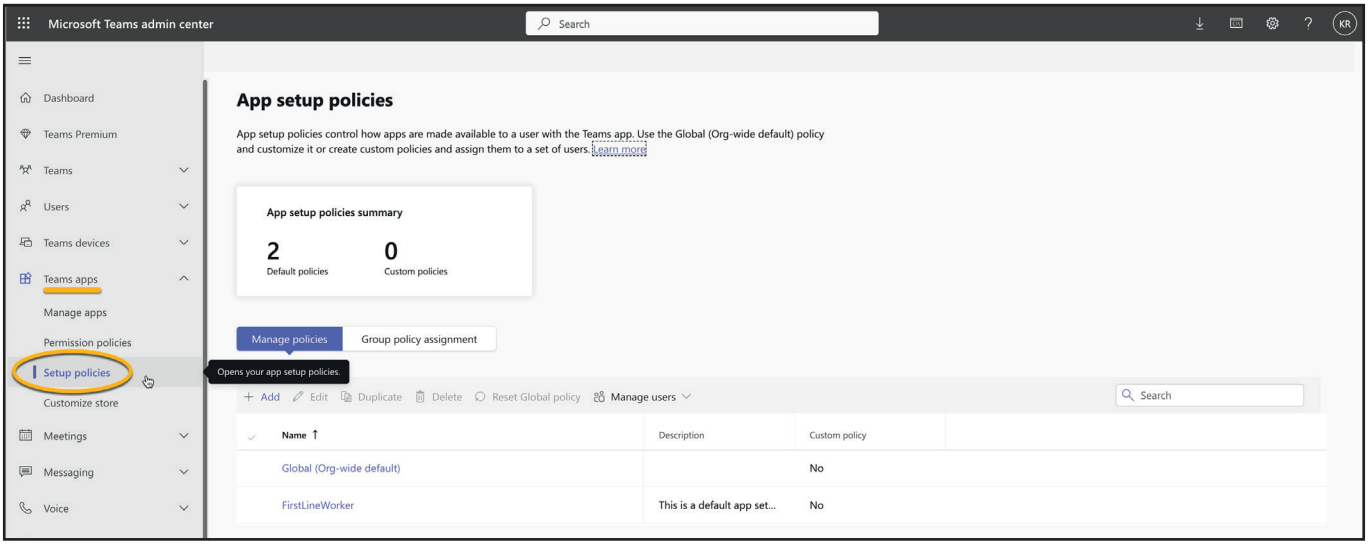
Microsoft Teams Admin Portal - Teams apps - Manage apps - Search for CyberGate

- Select the found ‘CyberGate’ and click on ‘Edit availability’. Set the CyberGate availability to ‘Everyone’ and click ‘Apply’.



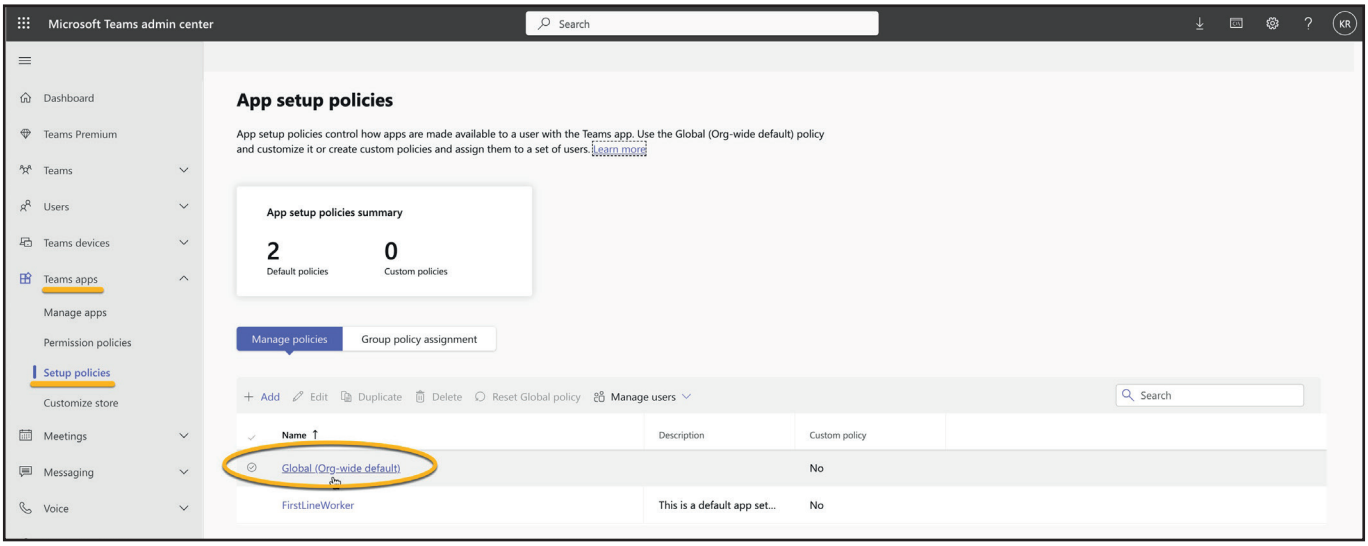
Microsoft Teams Admin Portal - Teams apps - Set availability to ‘Everyone’

- Navigate to the menu Teams apps - Setup policies



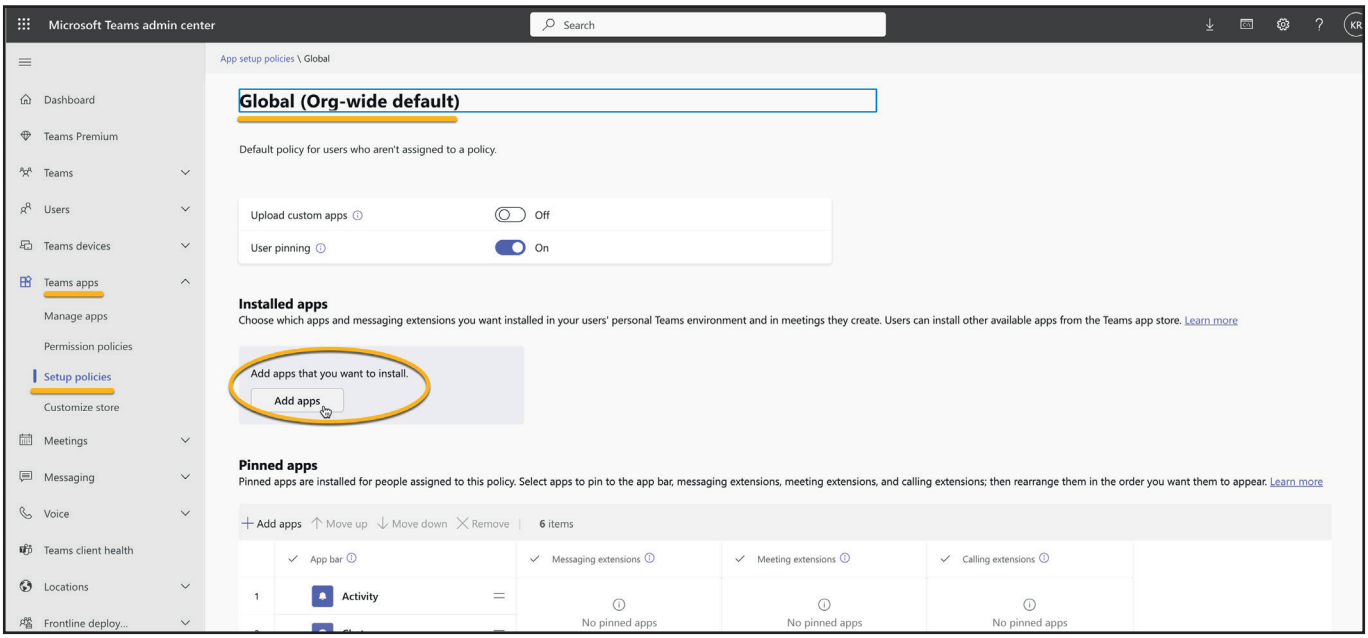
Microsoft Teams Admin Portal - Teams apps - Setup policies

- Select the policy 'Global (Org-wide default)'



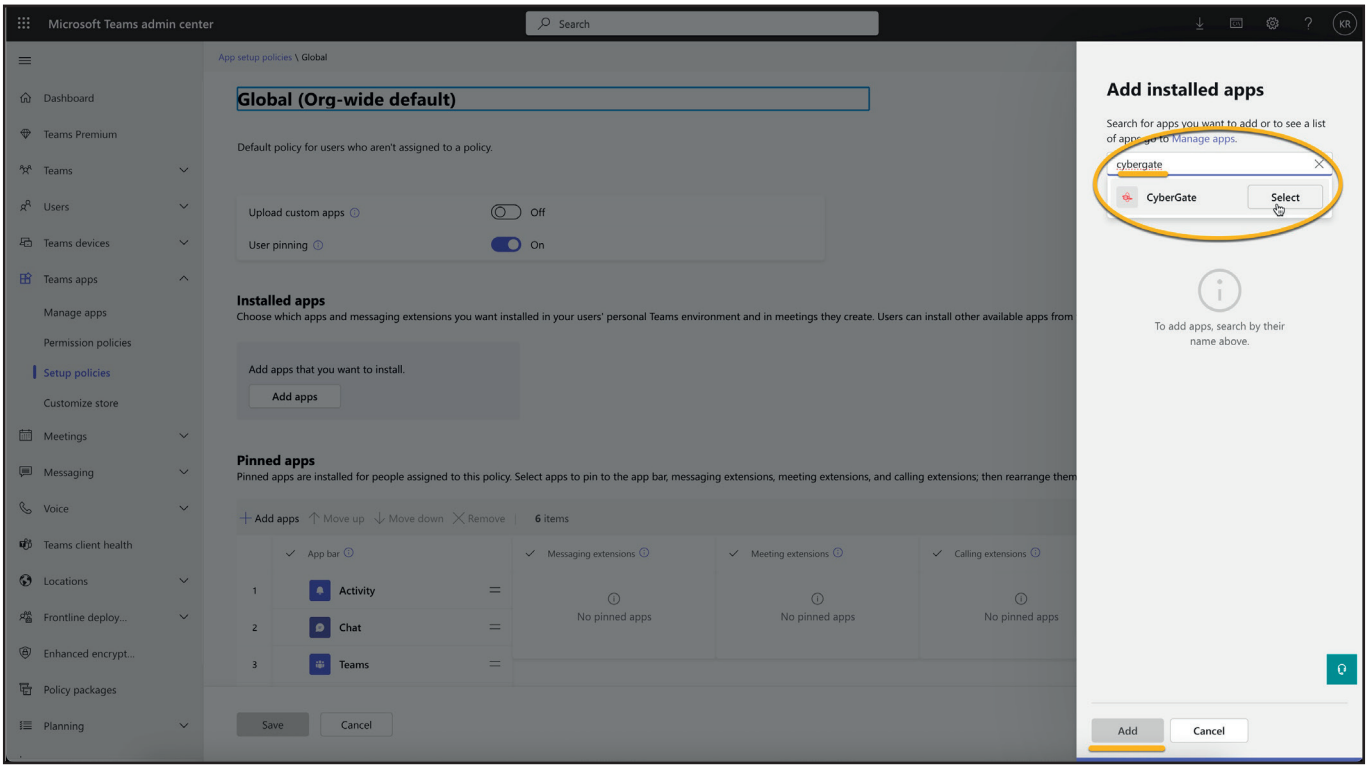
Microsoft Teams Admin Portal - Teams apps - Setup policies - Select 'Global'

- At 'Installed apps', click Add apps to add CyberGate



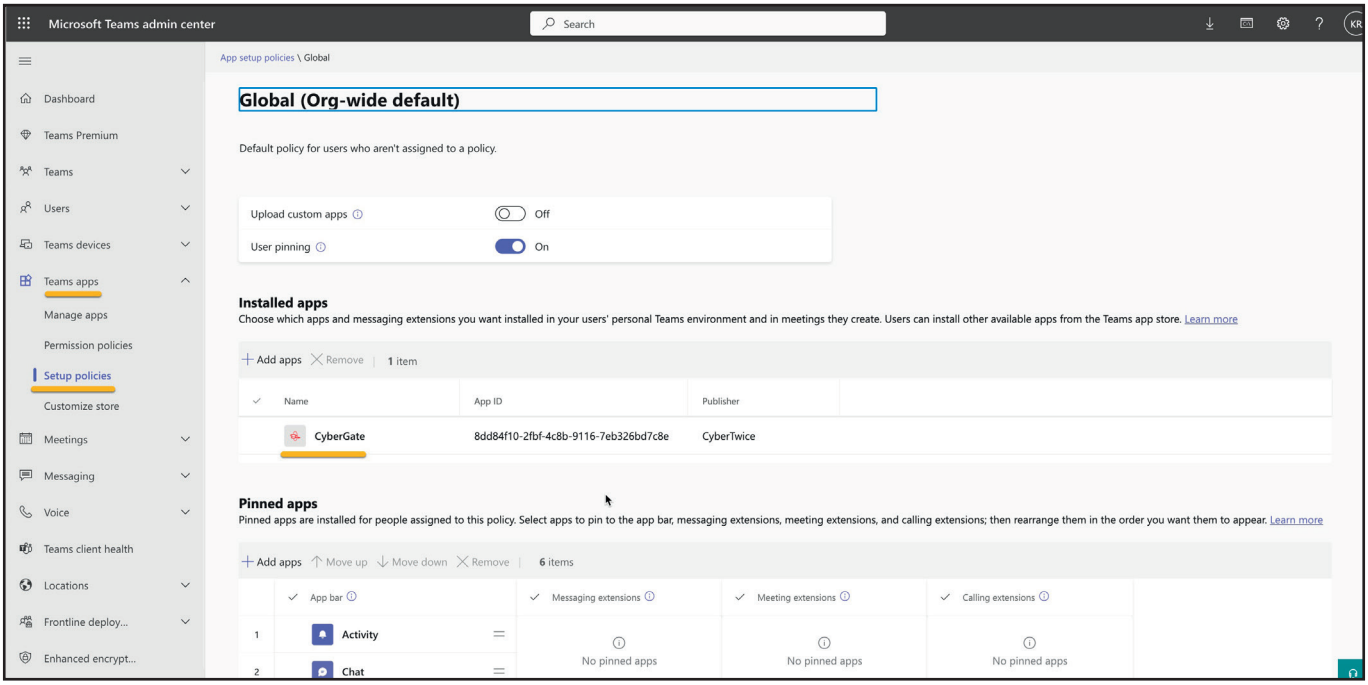
Microsoft Teams Admin Portal - Teams apps - Setup policies - Add apps

- Search for cybergate in the search box, select it and add CyberGate.



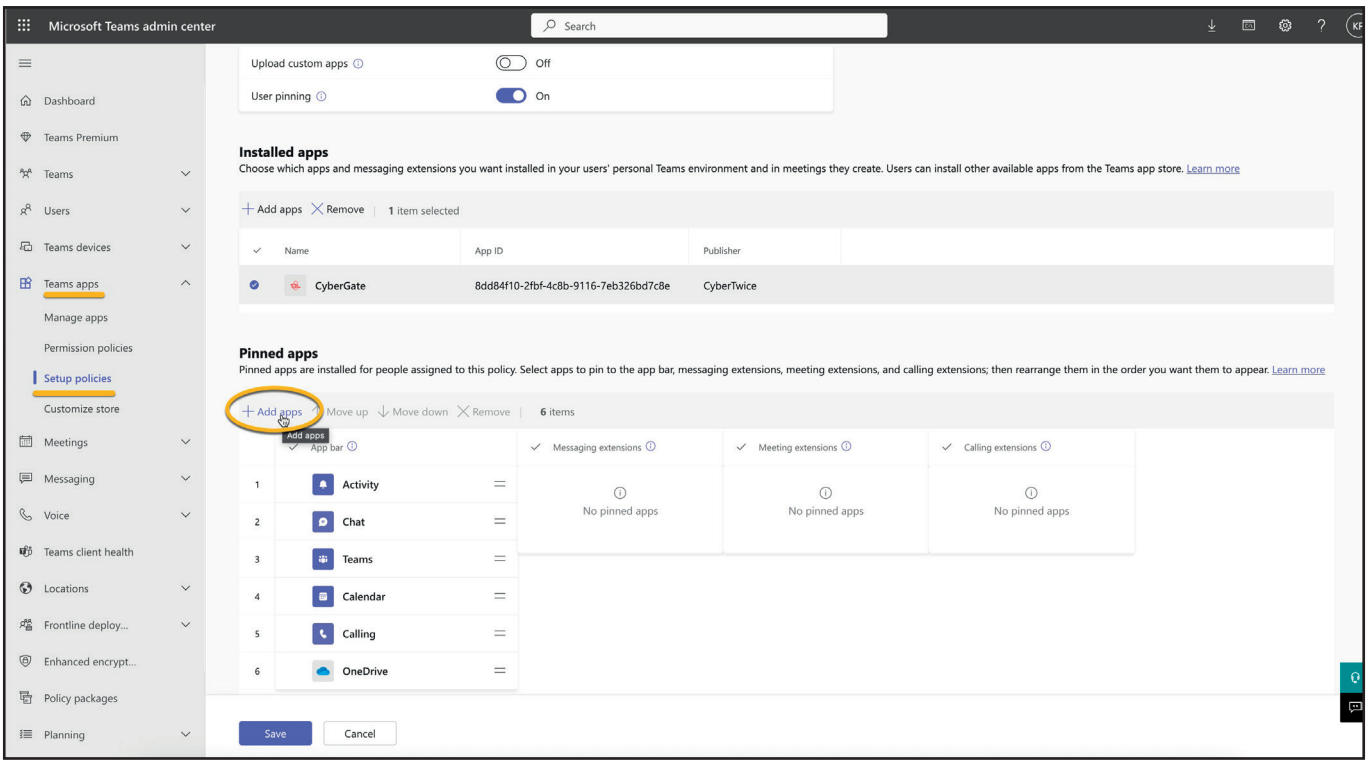
Microsoft Teams Admin Portal - Teams apps - Setup policies - Installed - Search and select CyberGate

The CyberGate app will show as installed.



Microsoft Teams Admin Portal - Teams apps - Setup policies - CyberGate added to the organisation

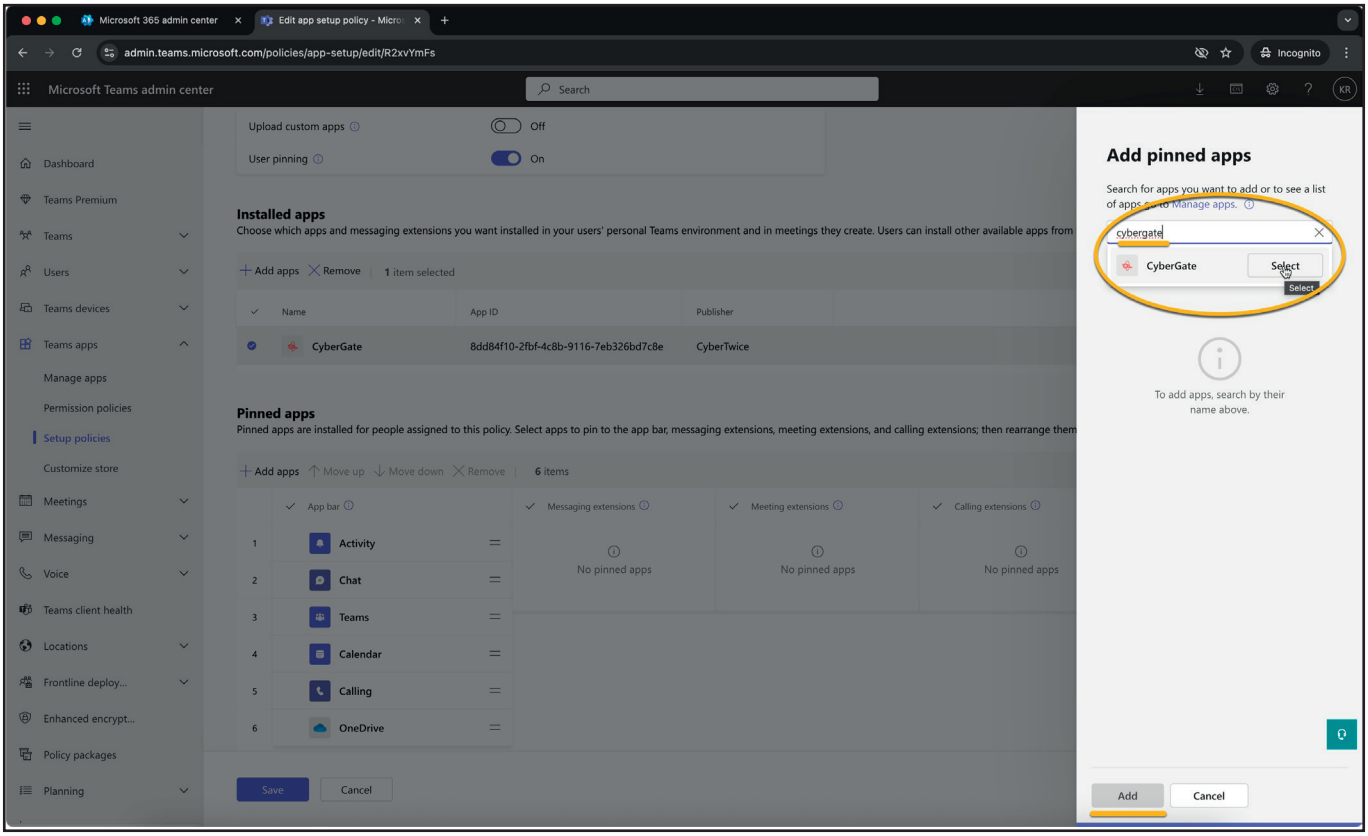
- At Pinned apps, click 'Add apps' to add CyberGate to the Teams environment of the users.



Microsoft Teams Admin Portal - Teams apps - Setup policies - Add CyberGate to the Pinned apps

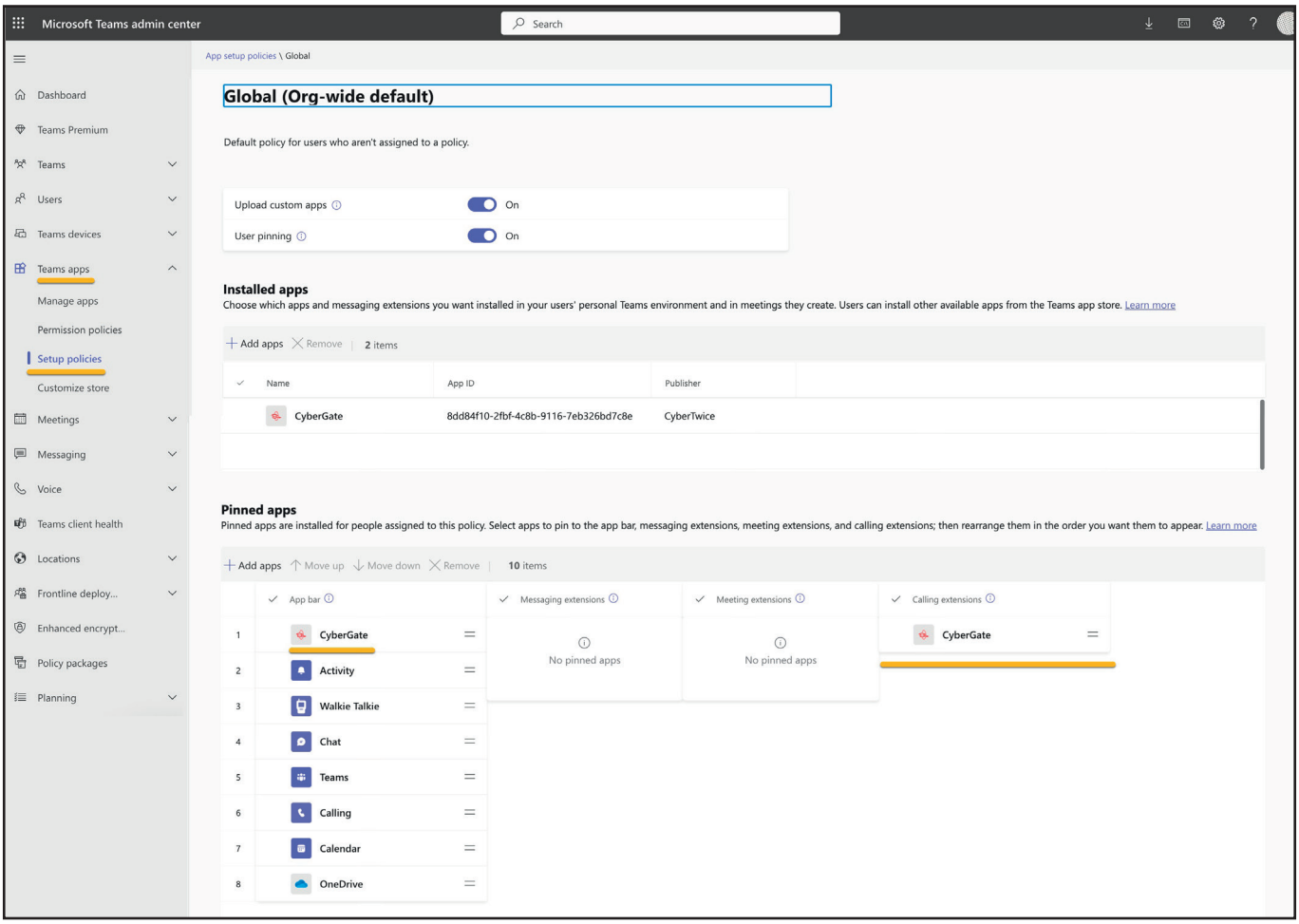
***Note: If you already have an earlier version of the CyberGate app pinned, please remove this pinned version first before pinning the new CyberGate app!
Not doing so will result in a non-working CyberGate app.***

- Search for cybergate in the search box, select it and add CyberGate



Microsoft Teams Admin Portal - Teams apps - Setup policies - Pinned - Search and select CyberGate

The CyberGate app will show as pinned in the App bar and in the ‘Calling extensions’.



Microsoft Teams Admin Portal - Teams apps - Setup policies - CyberGate successfully pinned

The policy change will take up to 24 hours. After that, the CyberGate app will be available for the Teams users in the organisation.

The policy change will **take up to 24 hours**. After that, the CyberGate app will be available for the Teams users in the organisation.

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

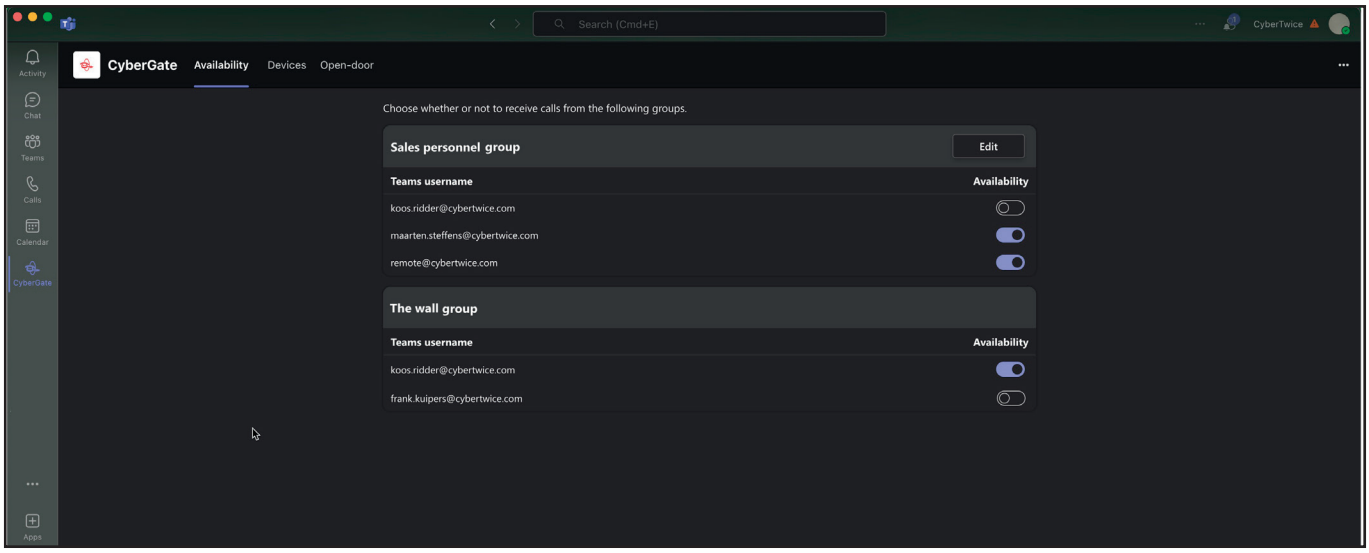
The 'Sale personnel group' contains three users and the 'The wall group' contains two users.

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).

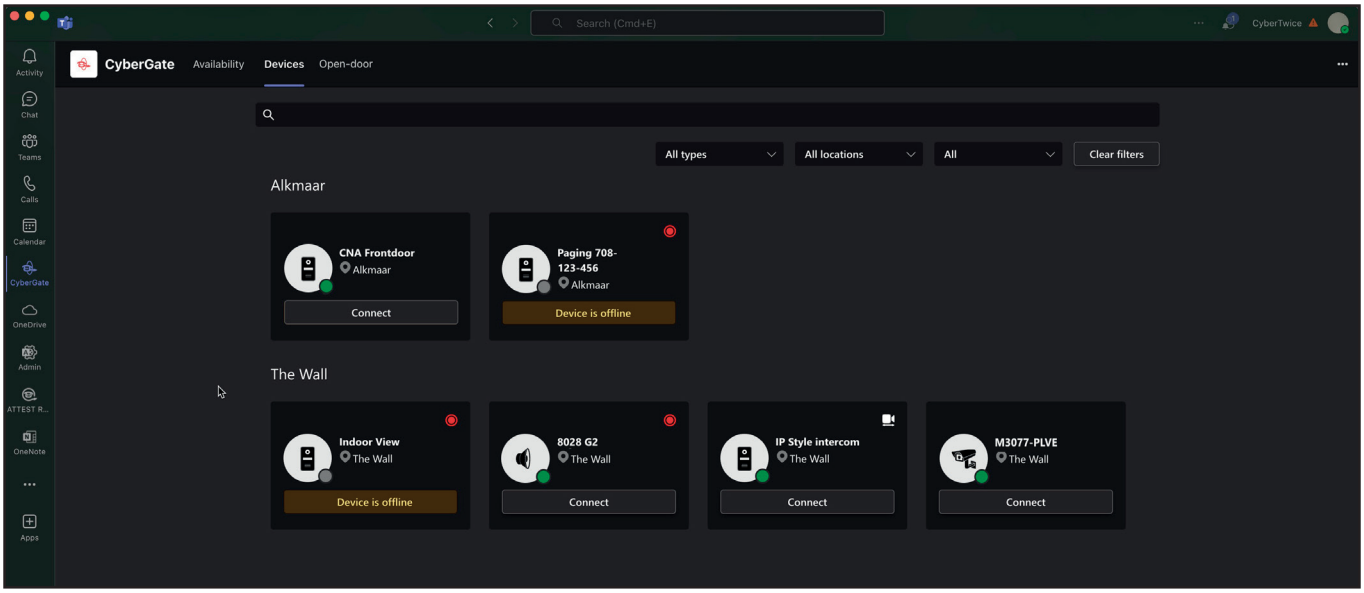
Devices

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).*

Document History

Document Version	Date	Author	Change
1.0.0	15-04-2022	KR	Initial version
1.0.1	16-05-2022	KR	Fixed typos
1.0.2	26-07-2022	KR	Added supported devices (Pagers, Alerters)
1.0.3	29-08-2022	KR	Added Secure Communication (SIP-TLS / SRTP)
1.0.4	08-10-2024	KR	Updated images
1.0.5	13-11-2024	KR	Fixed text and added “CyberGate app” appendix
1.0.6	14-08-2025	KR	Updated “CyberGate app” appendix
1.0.7	12-03-2026	KR	Added devices (Algo 8410 and Algo 8305)