CyberData VoIP Emergency Intercom Quick Start Guide

1.0 Out-of-Box and Prior to Final Installation

1.1. Verify that you have received all of the parts listed on the *Installation Quick Reference* placemat.

1.2. Download the current manual, otherwise known as an *Operation Guide*, which is available on the **Documentation** page at the following website address:

http://www.cyberdata.net/products/voip/digitalanalog/intercomemergency/docs.html

Note You can also navigate to the **Documentation** page by going to **www.CyberData.net** and following the steps that are indicated by the following figures:


2.0 Select Power Source

PoE Switch	PoE Injector
Set PoE power type to Class 0 = 13W	CAT6 cable recommended—for longer distances
	Be sure you are using a non-PoE switch or port
Make sure port is not in trunk mode	
Set port to full duplex/ 100mbps	
Spanning Tree Protocol (STP) must be disabled or Portfast enabled	

3.0 Power Test

3.1. Plug in the CyberData device and monitor the LED activity above the ethernet port on the back of the Intercom. See the following figure:
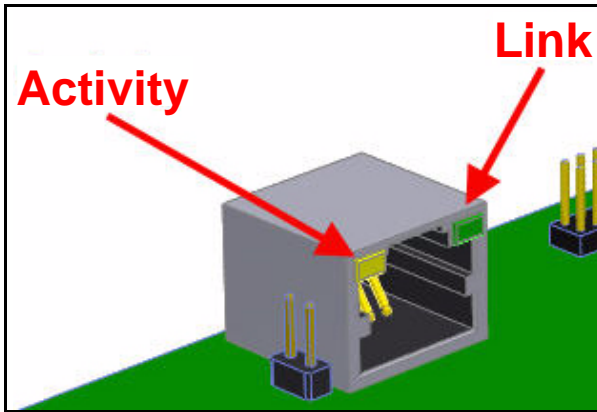
3.2. The **GREEN Link** LED blinks off once during the boot up process and then comes on again and remains constant (solid **GREEN**). The **YELLOW Activity** LED may be blinking depending on the network activity.

During the initialization process, the **GREEN** Call Button LED should come on and be constant (solid **GREEN**). After the Intercom has completed booting, the LED will blink twice and then remain constant thereafter. Normally, this process will take about 30 seconds. However, if no DHCP[1] is available, then this process could take up to 2 minutes.

3.3. When the Intercom has completed the initialization process, press and hold the RTFM switch (SW1 button) for 3 seconds to announce the IP address.

This concludes the power test. Go to Section 4.0, "Connecting to a Network in a Test Environment".

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1. This only applies to firmware versions 6.x.x and later. For versions 5.1.2 and earlier, the default static IP address is 10.10.10.10.

4.0 Connecting to a Network in a Test Environment

Note The following connections are usually needed for this procedure:

- PC
- PoE switch or injector
- CyberData device

4.1. In a test environment, use a PC that is connected to the same switch as a single CyberData device. Note the subnet of the test PC.

4.2. Use the CyberData Discovery Utility program to locate the device on the network. You can download the Discovery Utility program from the following website address:

http://www.cyberdata.net/support/voip/discovery_utility.html

4.3. Wait for initialization to complete before using the Discovery Utility program to scan for a device. The device will show the current IP address, MAC address, and serial number.

4.4. Select the device.

Note If the IP address of the device is in the same subnet of the PC, then go to Step 4.7.

4.5. If the IP address of the device is different from the subnet of the PC, then complete the following steps:

4.5.1. Click the **Details** tab.

4.5.2. Click **Adv. Config** to manually configure settings with an available IP address in the same subnet.

Note A gateway address of **0.0.0.0** or a subnet address of **255.255.255.255** will prompt you to enter a valid address.

4.5.3. Click **OK** after you are finished making changes.

4.6. A dialog box will prompt you to click **OK** after confirming the configuration changes and will ask you to wait while the device reboots. Please wait for the device to power up and wait for the Discovery Utility program to find the device on the network.

4.7. After the Discovery Utility program has located the device on the network, click **Launch Browser** . When the IP address matches the subnet of the PC that you are using to access the device, the Discovery Utility program will be able to launch the browser window which is configured to the device's IP address.

4.8. Log on to the web interface by using the default username (**admin)** and password (**admin)** to configure the device.

4.9. Perform an audio test by pressing the **Test Audio** button that is located at the bottom of the **Device Configuration** page. If the audio test message is clearly audible, then your CyberData device is functioning properly.

4.10. The device is now ready to be set for your desired network configuration. You may reference our IP-PBX specific configurations at the following website address:

http://www.cyberdata.net/support/server/index.html

5.0 Contacting CyberData VoIP Technical Support

For quality assurance purposes, we ask that you please visit our website and complete our Support Form which is available at the following website address:

http://www.cyberdata.net/support/contactsupportvoip.html

Note You can also navigate through menus to the Support Form by going to **www.CyberData.net** as shown in the following figure:
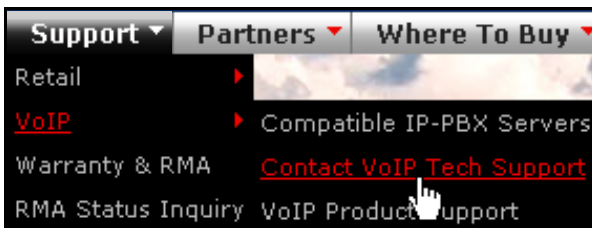
The Support Form initiates a ticket which CyberData uses for tracking customer requests. Most importantly, the Support Form tells us which PBX system and software version that you are using, the make and model of the switch, and other important information. This information is essential for troubleshooting. Please also include as much detail as possible in the **Comments** section of the Support Form.

Requests for Returned Materials Authorization (RMA) numbers require an active VoIP Technical Support ticket number. A product will not be accepted for return without an approved RMA number.