CyberData
The IP Endpoint Company

RING CENTRAL CONFIGURATION GUIDE: SIP-ENABLED AMPLIFIERS

Document Part #931041D

CyberData Corporation
3 Justin Court
Monterey, CA 93940
(831) 373-2601

RingCentral Configuration Guide: SIP-Enabled Amplifiers
Document #931041D

Revision Information

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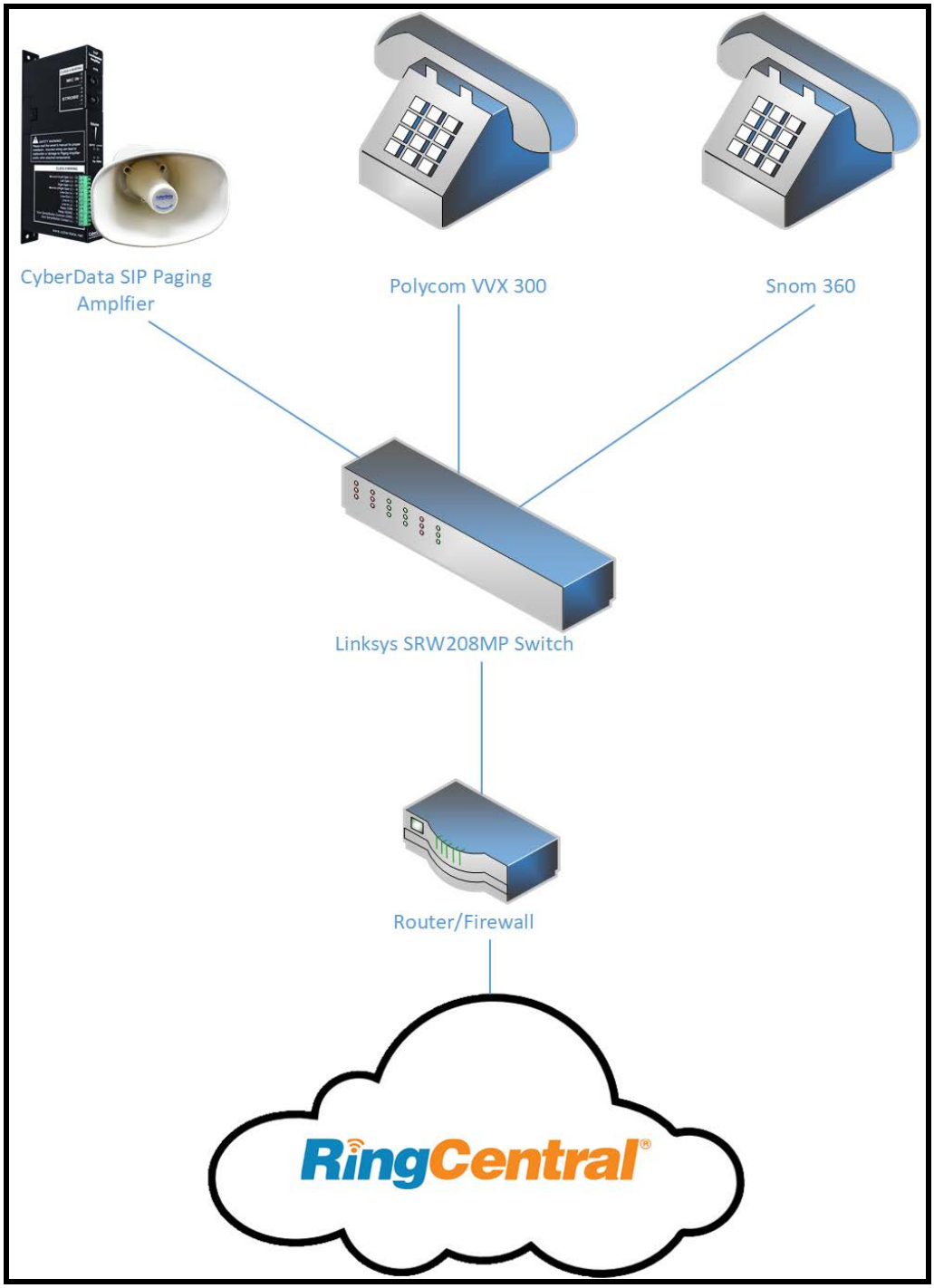


2.0 Test Setup Equipment

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

Table 2-1. Setup Equipment

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA PAGING/LOUDSPEAKER AMPLIFIER	011324 011404 011405	v12.1.0
POLYCOM	VVX 300	5.2.0.8330
SNOM	360	snom360-SIP 8.4.31
LINKSYS	SRW208MP	1.0.4

3.0 Before You Start

This configuration guide documents the integration process of a CyberData SIP-enabled Paging Amplifier or SIP-enabled Loudspeaker Amplifier.

Network Advisories

RingCentral uses a Fully Qualified Domain Name (FQDN) for the SIP server and Outbound Proxy addresses. The CyberData amplifier needs to perform a DNS A query to resolve the IP address of RingCentral'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 amplifier to use:

- UDP 5060-5061, 5090 (SIP)
- UDP 10500 (RTP)

The amplifier will need to traverse the public internet in order to operate with RingCentral in the cloud.

The amplifier's primary 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 5090, the port used by RingCentral'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 primary 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.

Product Documentation and Utilities

Before starting, download the Operation and Quick Start guides from the amplifier's product webpage:
https://www.cyberdata.net/products/011324

The CyberData Discovery Utility can be used to locate CyberData devices on the local network. It can be downloaded from the following web address:
https://www.cyberdata.net/pages/discovery

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

4.0 Configuration Procedure: Auto-Answer Paging

RingCentral Office Editions now provide free native support for CyberData SIP-enabled paging endpoints to enhance your organization's overhead paging solution!

The RingCentral Paging feature delivers real-time broadcasts to desk phones and/or paging devices. CyberData amplifiers can be added to *Paging Only* groups supporting a combination of CyberData paging endpoints and RingCentral Polycom and Cisco desk phones.

CyberData Paging and Loudspeaker Amplifiers are ideal for one-way, auto-answer paging in indoor environments and offer external or digital volume control.

Add a Free Paging Device

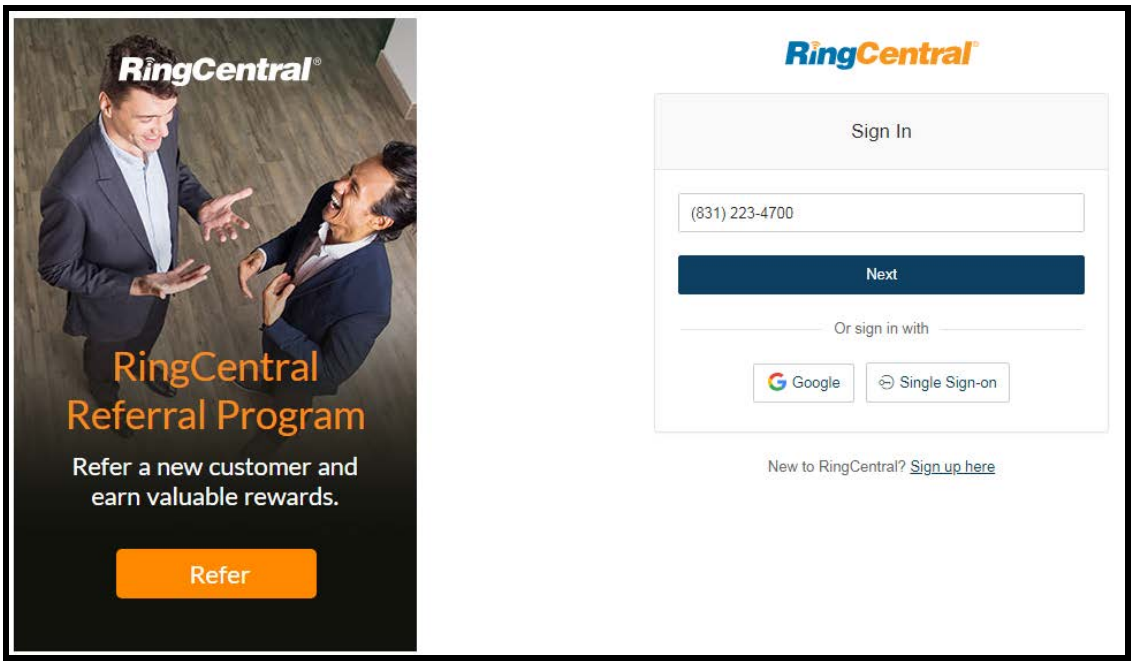
To provision the amplifier's primary extension, add a RingCentral Paging Device to a *Paging Only* group through the RingCentral Admin Portal.

Note: *RingCentral Paging Devices cannot originate calls, receive DTMF tones, or send audio back to the caller when used in Paging Only groups*.

Use the following steps to add a free Paging Device through the RingCentral Admin Portal.

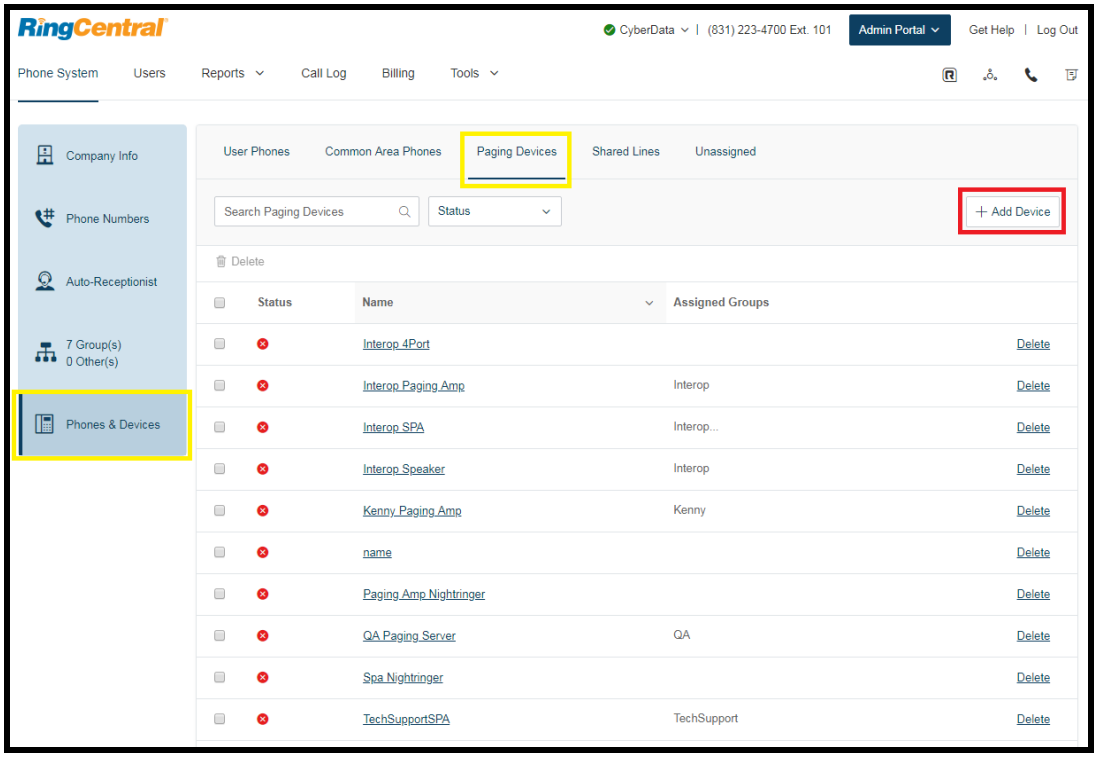
Login to the RingCentral Admin Portal at https://service.ringcentral.com.

Figure 4-1. RingCentral Admin Portal Login



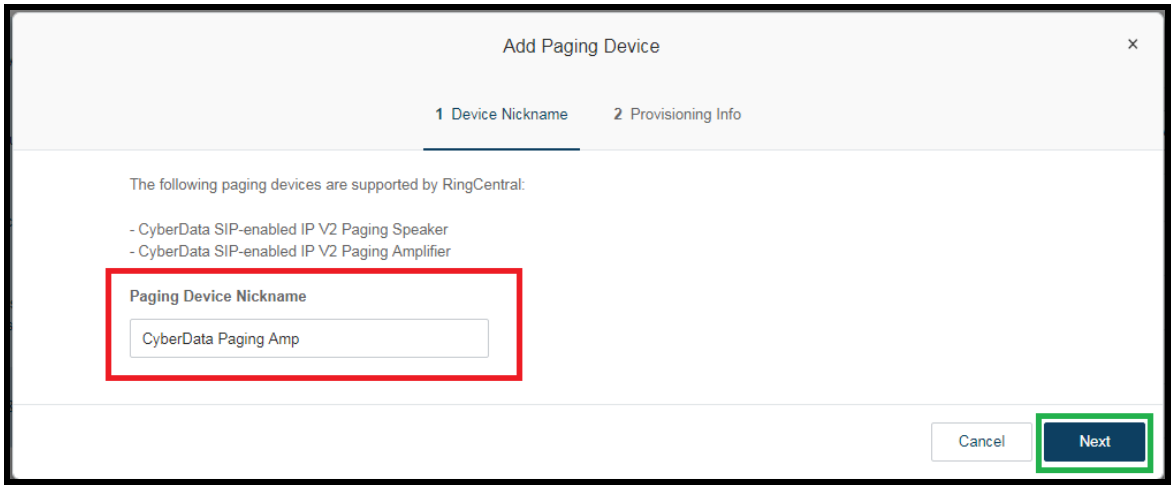
1. From the **Phones & Devices** menu, select **Paging Devices**, and then click **Add Device**.

Figure 4-2. Add Device



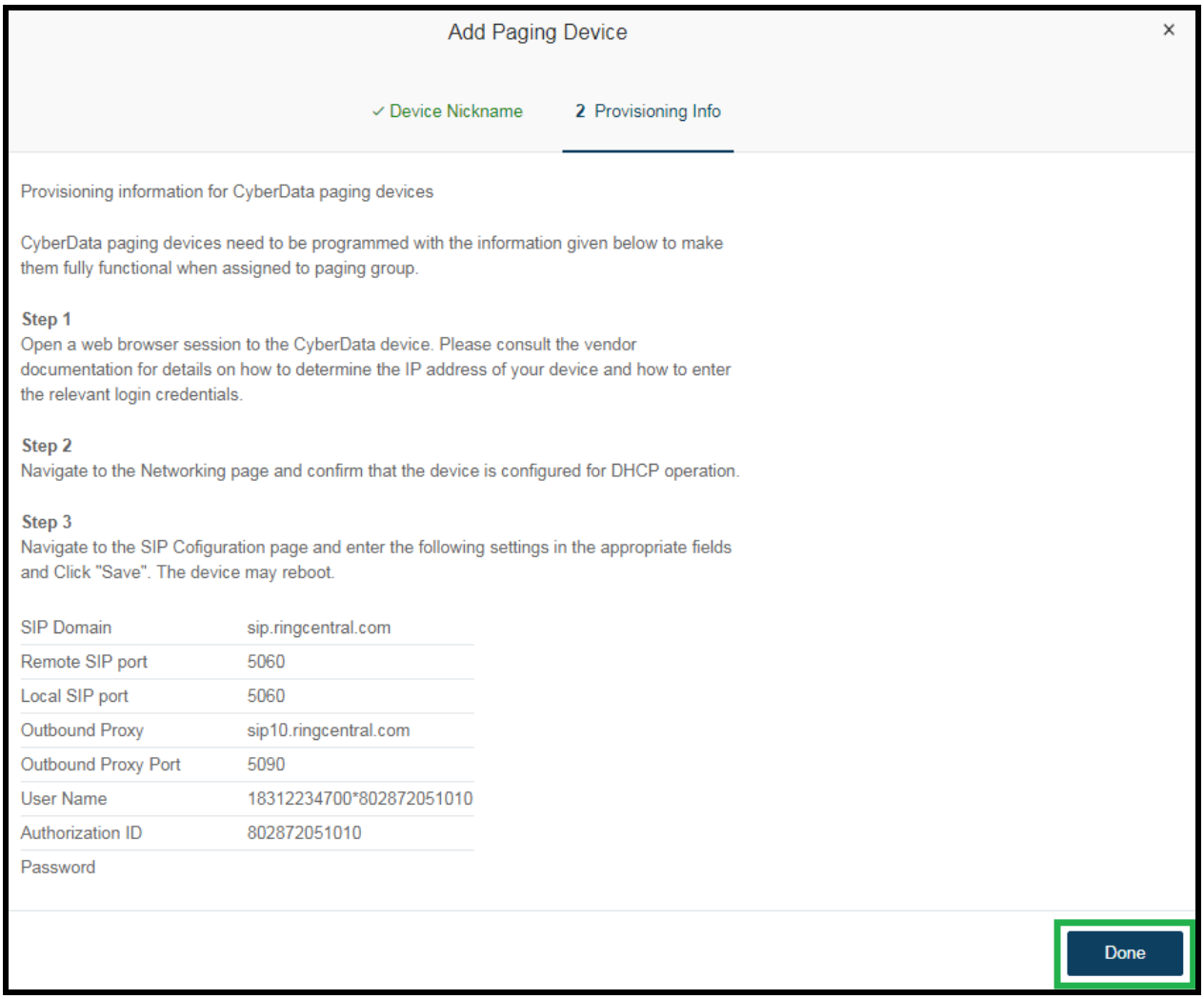
2. A popup window labeled **Add Paging Device** will appear. Set the **Paging Device Nickname**, and then click **Next**.

Figure 4-3. Select Device Type



3. A popup window labeled **Generic Paging Device Provisioning** will appear. Use the provisioning information to register the amplifier's primary extension with RingCentral.

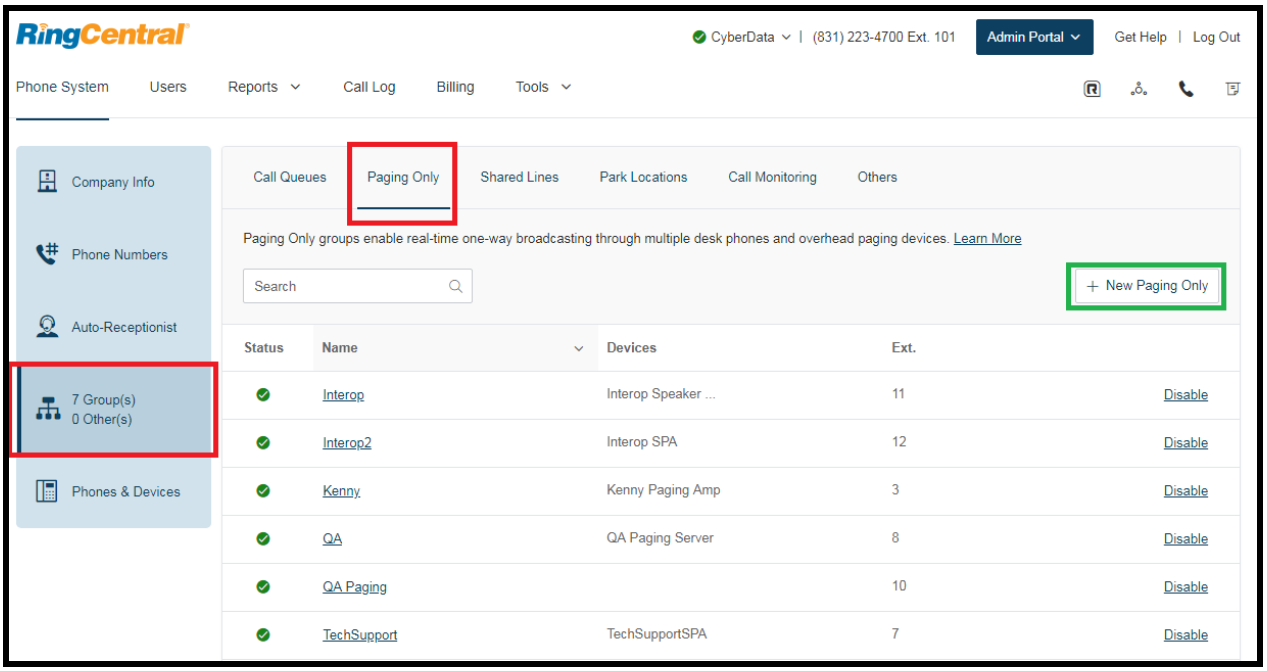
Figure 4-4. Paging Device Provisioning Information



***Note**: The values in the left of the table are the name of the CyberData SIP fields as they appear in the amplifier's web interface. The Authenticate Password has been obscured. These values are published only for reference.*

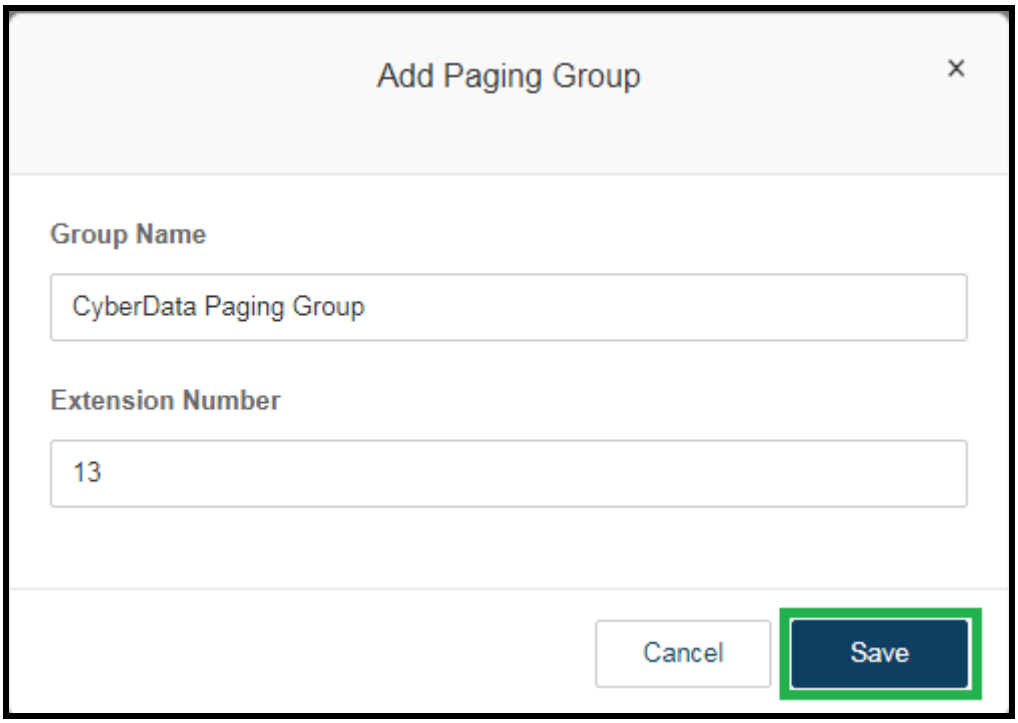
4. Next, add the new Paging Device to a *Paging Only* group. From the **[n] Groups** menu, select **Paging Only**, then click **New Paging Group**.

Figure 4-5. Add Group



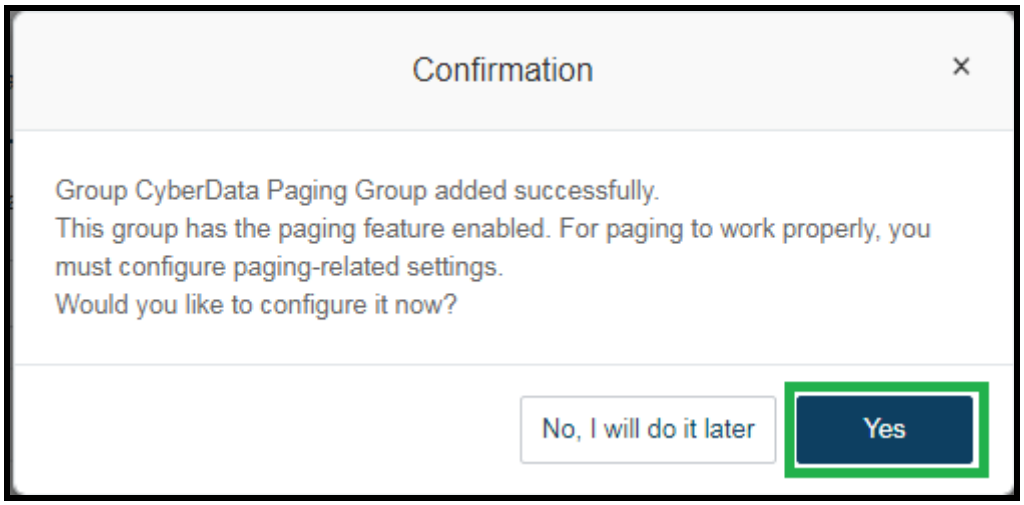
5. A popup window labeled **Add Paging Group** will appear. Enter an available extension number and name for the *Paging Only* group, then click **Save**.

Figure 4-6. Add Paging Group



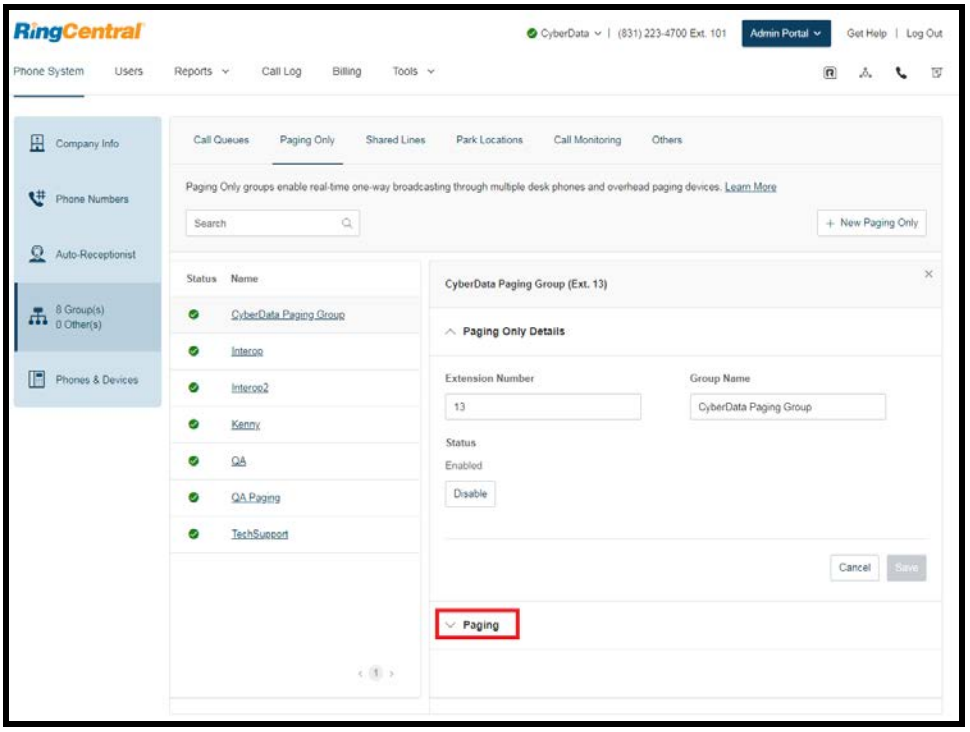
6. A confirmation screen will confirm the paging group has been created. Select **Yes** to configure paging settings.

Figure 4-7. Confirmation



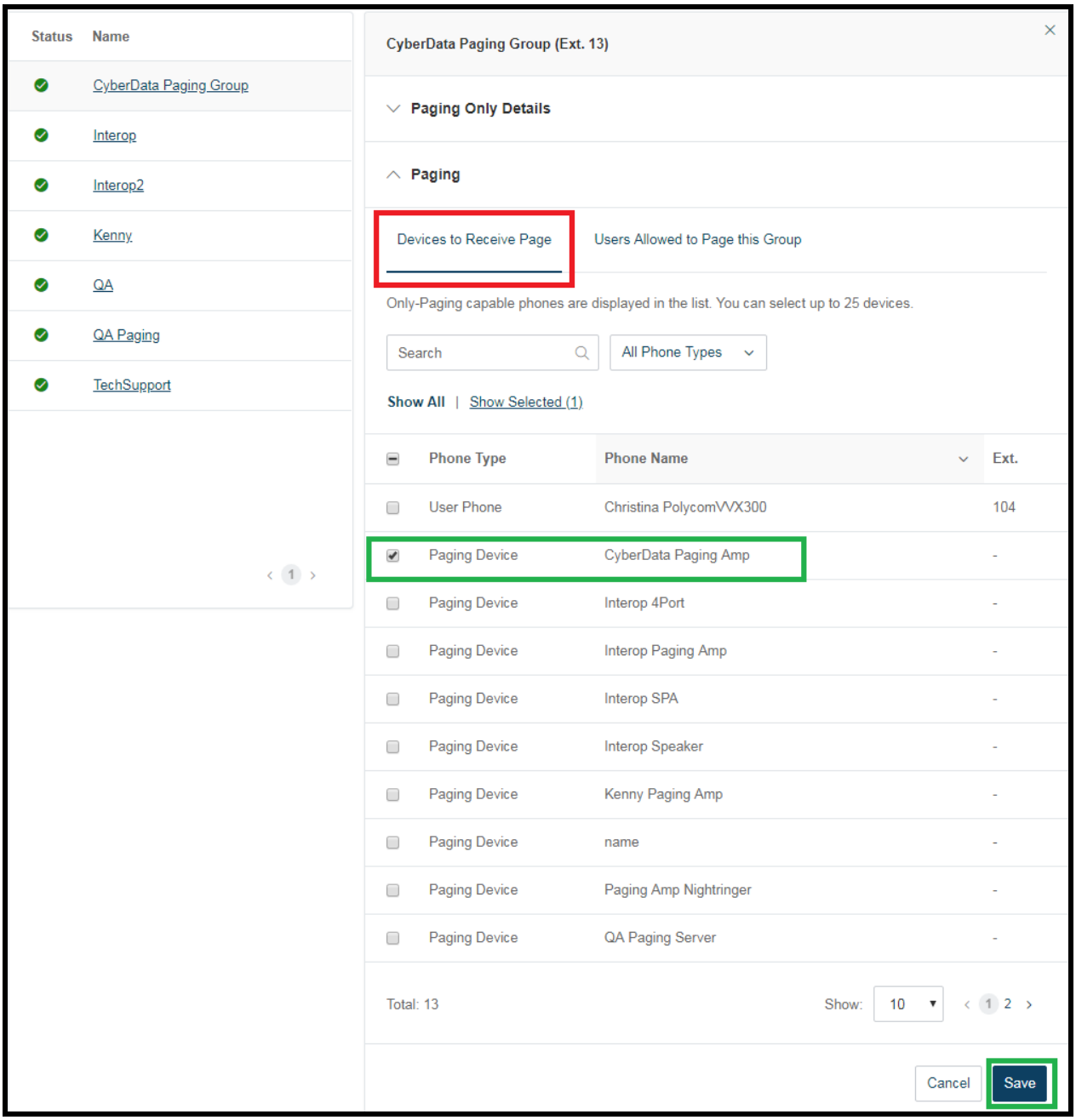
7. Verify the new paging group appears in the **Groups** list. Select the paging group and a menu will appear to the far right of the screen. From this menu, select **Paging**.

Figure 4-8. Group Paging Menu



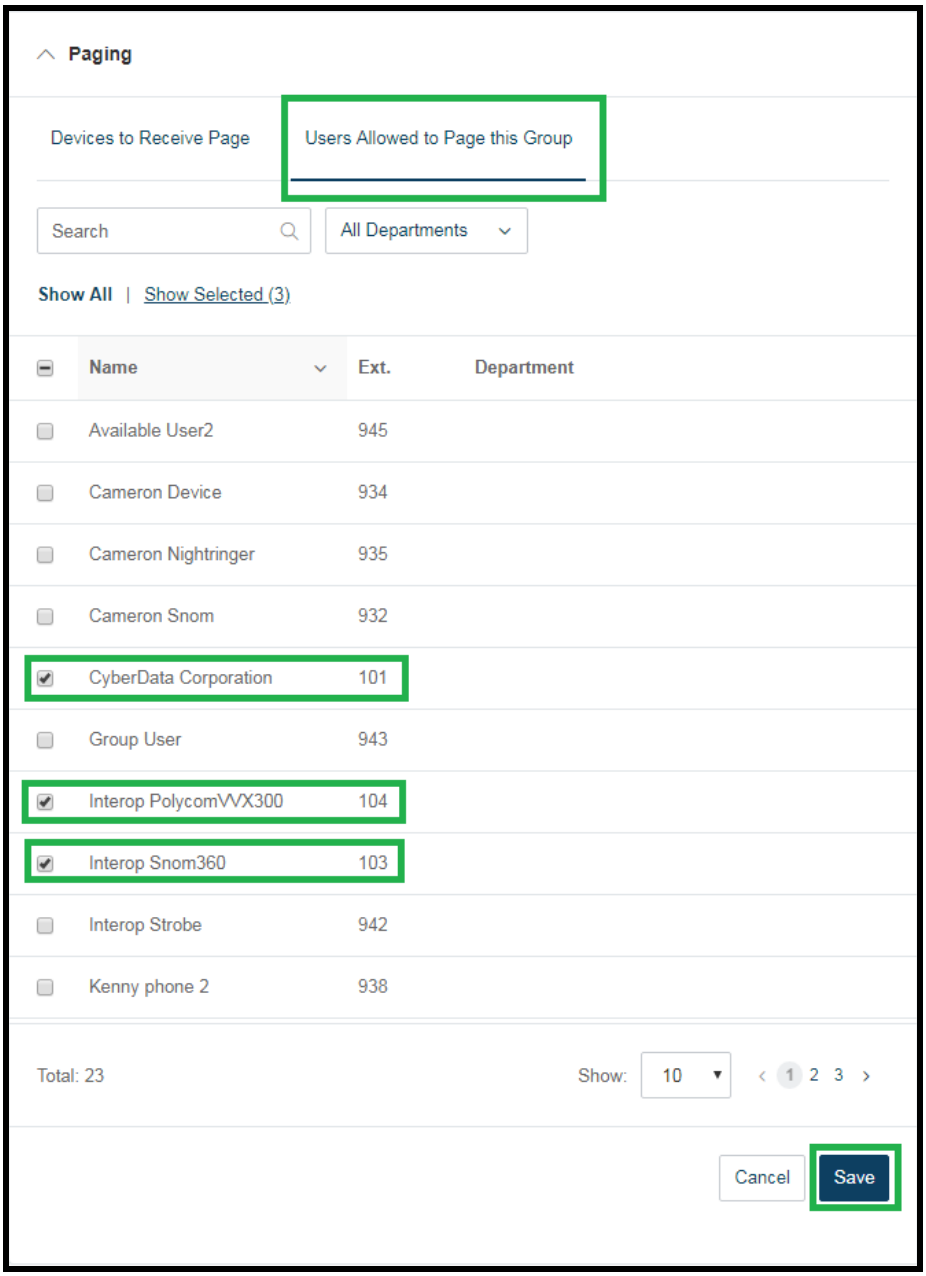
8. From the **Paging** menu, select **Devices to receive page**, then check the devices to add to the group and press **Save**.

Figure 4-9. Devices to Receive Page



9. Next, select **Users allowed to page this group** to designate users with paging privileges. Check the box next to the users desired then press **Save**.

Figure 4-10. Users Allowed to Page This Group



10. The page redirects back to the group's paging menu after clicking **Save.** Proceed to **Configure SIP Parameters**.

Configure SIP Parameters

One may feel more comfortable with web-based configuration or provisioning using templates. Both methods are documented in this configuration guide. Be sure to review the amplifier's operation guide for complete information on configuration through the web interface and CyberData's "autoprovisioning" method using templates via HTTP and TFTP protocols.

Table 4-1 CyberData Configuration Settings

Primary SIP Server field	From the Paging Device Provisioning Information popup: **SIP Server**
Primary SIP User ID field	From the Paging Device Provisioning Information popup: **SIP User ID**
Primary SIP Auth ID field	From the Paging Device Provisioning Information popup: **Authenticate ID**
Primary SIP Auth Password field	From the Paging Device Provisioning Information popup: **Authenticate Password**
Outbound Proxy field	From the Paging Device Provisioning Information popup: **Outbound Proxy**
Outbound Proxy Port field	From the Paging Device Provisioning Information popup**: Outbound Proxy Port**
Re-registration Interval (in seconds) field	**30**
Keep Alive Period field	**0**
Force Selected Codec checkbox **Codec** dropdown	**Yes** **PCMU (G.711, u-law)**

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

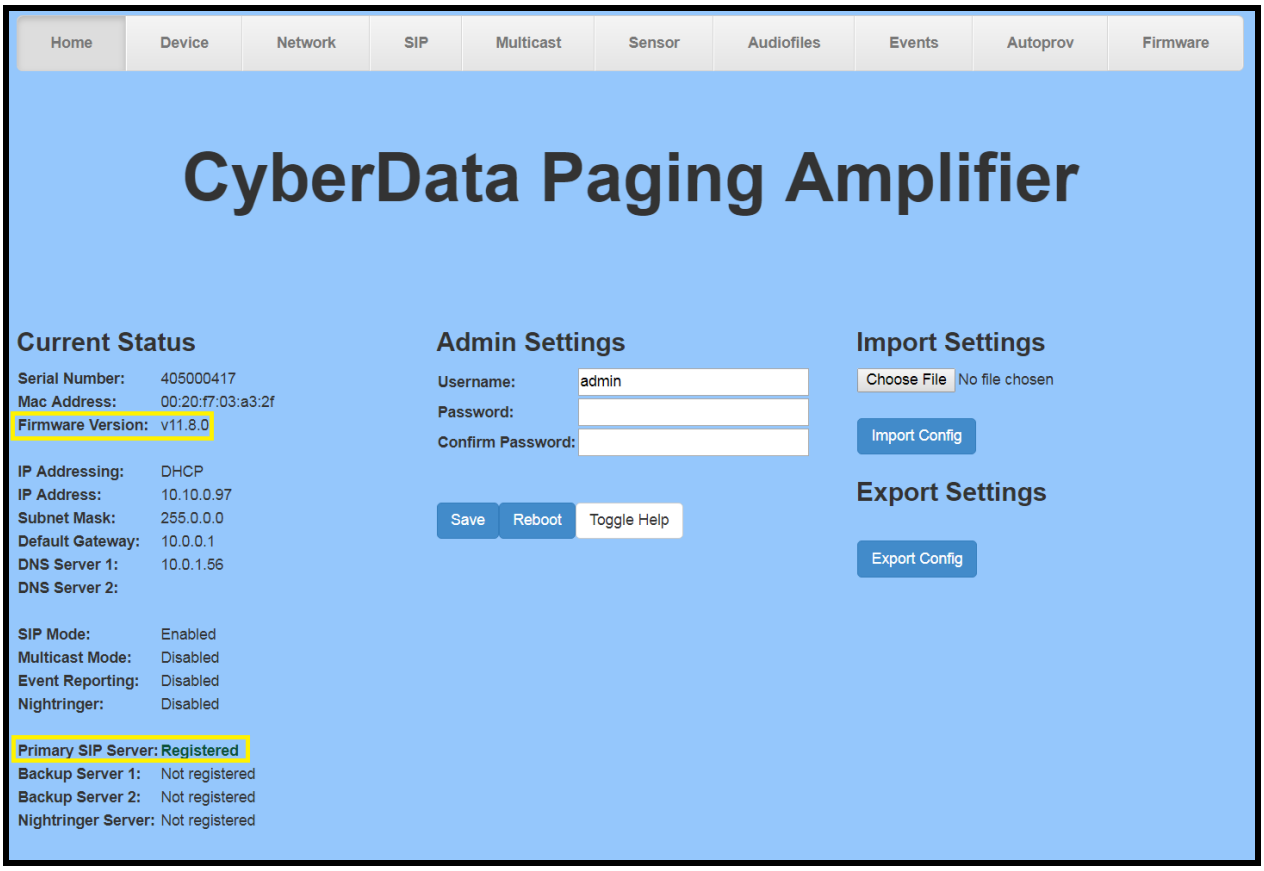
1. Click **Launch Browser** from the CyberData Discovery Utility or point a browser to the CyberData device's IP address to access the Home Page of the web interface.

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

Username: admin
Password: admin

Figure 4-11. Web Interface Login

Figure 4-12. Home Page of Amplifier Web Interface



3. On the Home Page, click **SIP** on the top toolbar of the screen to access the SIP Configuration page.

Note: *The firmware version and registration status for the primary extension and Nightringer extensions appear here.*

4. Enter the provisioning information from the **Generic Paging Device Provisioning** popup window.

Note: *The Local SIP Port is set to 5060 on default and is used by the amplifier as its source port for the auto-answer primary extension configured on this page.*

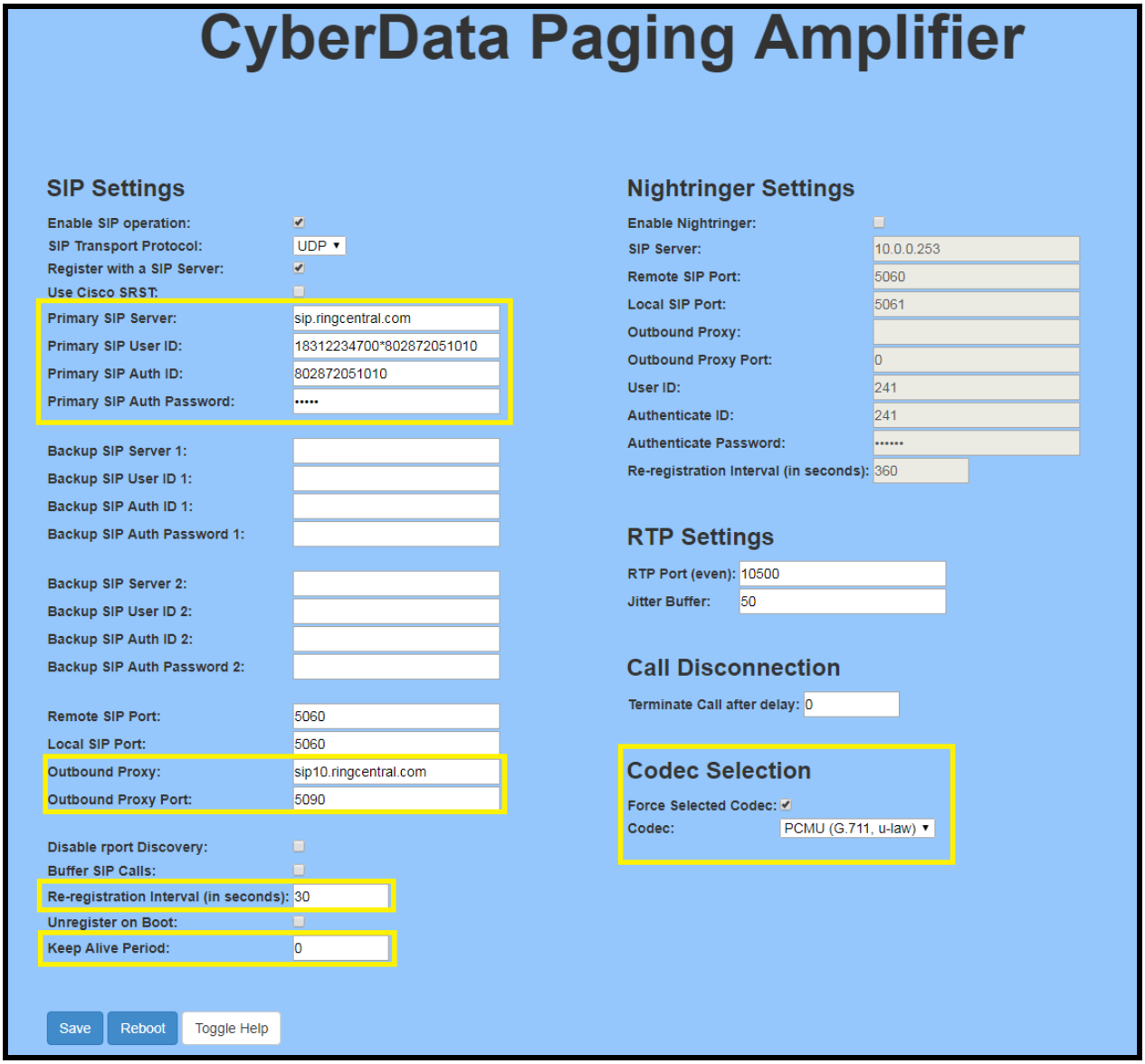
5. Set the *Re-registration Interval (in seconds)* to **30 seconds**.

6. Set the Keep Alive Period to **0**.

7. Enable Force Codec Selection and use **PCMU**.

8. Click **Save** and **Reboot** to store changes.

Figure 4-13. SIP Configuration



Autoprovisioning

If autoprovisioning the amplifier, use the SIP Settings in the autoprovisioning template to register the amplifier with RingCentral.

An autoprovisioning template is provided in the respective firmware folder available on the **Downloads** tab of the product webpage here:
https://www.cyberdata.net/products/011324
Be sure to use the autoprovisioning template for the firmware version running on the amplifier. The firmware version can be verified on the **Home** page of the web interface.

Refer to the Operations Guide for instructions on autoprovisioning configuration.

Figure 4-14. Autoprovisioning Template Example – SIP Settings

```
<SIPSettings>
    <EnableSIPOperation>Yes</EnableSIPOperation>
    <SIPServer>sip.ringcentral.com</SIPServer>
    <BackupSIPServer1></BackupSIPServer1>
    <BackupSIPServer2></BackupSIPServer2>
    <UseCiscoSRST>No</UseCiscoSRST>
    <RemoteSIPPort>5060</RemoteSIPPort>
    <LocalSIPPort>5060</LocalSIPPort>
    <OutboundProxy>sip20.ringcentral.com</OutboundProxy>
    <OutboundProxyPort>5090</OutboundProxyPort>
    <SIPUserID>18312234700*132261969011</SIPUserID>
    <SIPAuthID>132261969011</SIPAuthID>
    <SIPAuthPassword>*****</SIPAuthPassword>
    <SIPRegistrationTimeout>30</SIPRegistrationTimeout>
    <SIPUnregisterOnBoot>No</SIPUnregisterOnBoot>
    <DisableRportDiscovery>No</DisableRportDiscovery>
    <CallTimeout>0</CallTimeout>
    <RTPPort>10500</RTPPort>
</SIPSettings>
```

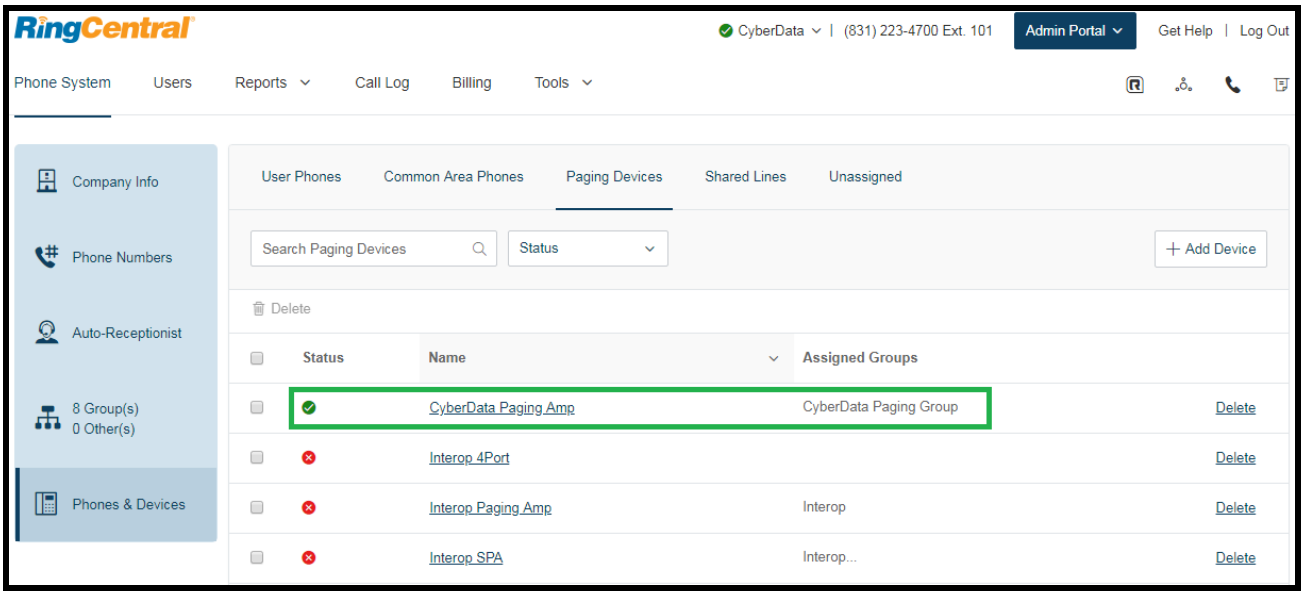
Note: *These example values are published only for reference. The SIPAuthPassword value should be the actual value from the* ***Generic Paging Device Provisioning*** *popup window.*

Verify the Amplifier is Registered

After the device has rebooted and initialized, refresh the **Home** page of the web interface. The device should show as **[Registered with SIP Server]** in green text on the bottom of the Home Page of the web interface.

Additionally, the registration status may be verified with RingCentral through the admin portal. From the **Phones & Devices** menu, select the Paging Device tab then find the device just created for the amplifier. The status should show as a green checkmark in the **Status** column.

Figure 4-15. Device Details – Status



Make a Test Call

Once the device has registered with RingCentral, use any phone associated with an **Allowed User** to dial the extension of the paging group.

Refer to this RingCentral Knowledge article 5925 for instructions on paging a group from an IP phone.

5.0 Configuration Procedure: Voice-Prompted Paging

When an installation requires more flexibility than auto-answer live paging, the amplifier's primary extension can be provisioned as an IP phone associated with a user extension. Provisioning as a Paging Device does not allow the caller to receive audio from the amplifier to hear voice prompts from the amplifier's paging menu or enter DTMF digits for stored message selections.

Provision the amplifier's extension as an IP phone to enable the following features:

- Playing up to 9 configurable stored messages
- Security code

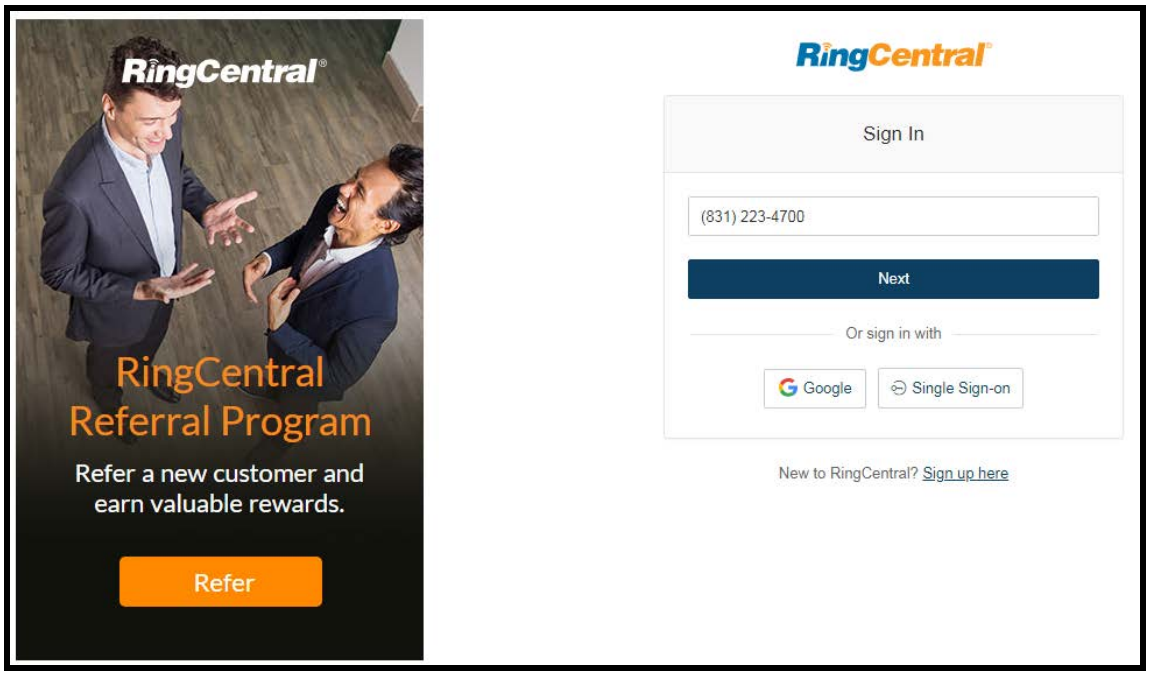
Add an IP Phone

This section describes the process of creating a user, provisioning an IP phone, and registering the primary extension that will be used for paging with RingCentral. First, a RingCentral user must be created for the paging amplifier.

Use the following steps to create a user and provision an IP phone for the primary extension through the RingCentral Admin Portal.

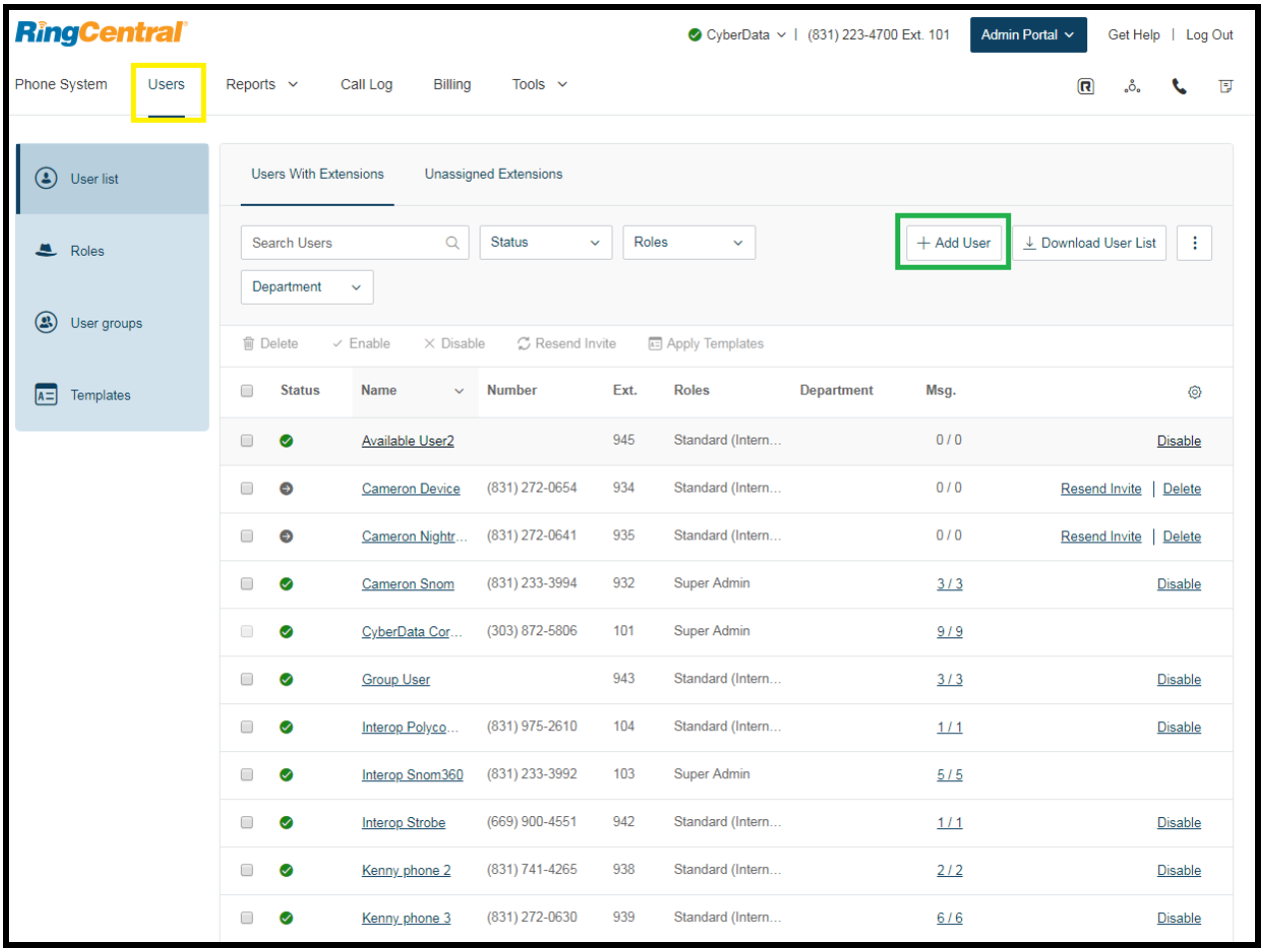
1. Login to the RingCentral Admin Portal at https://service.ringcentral.com.

Figure 5-1. RingCentral Admin Portal Login



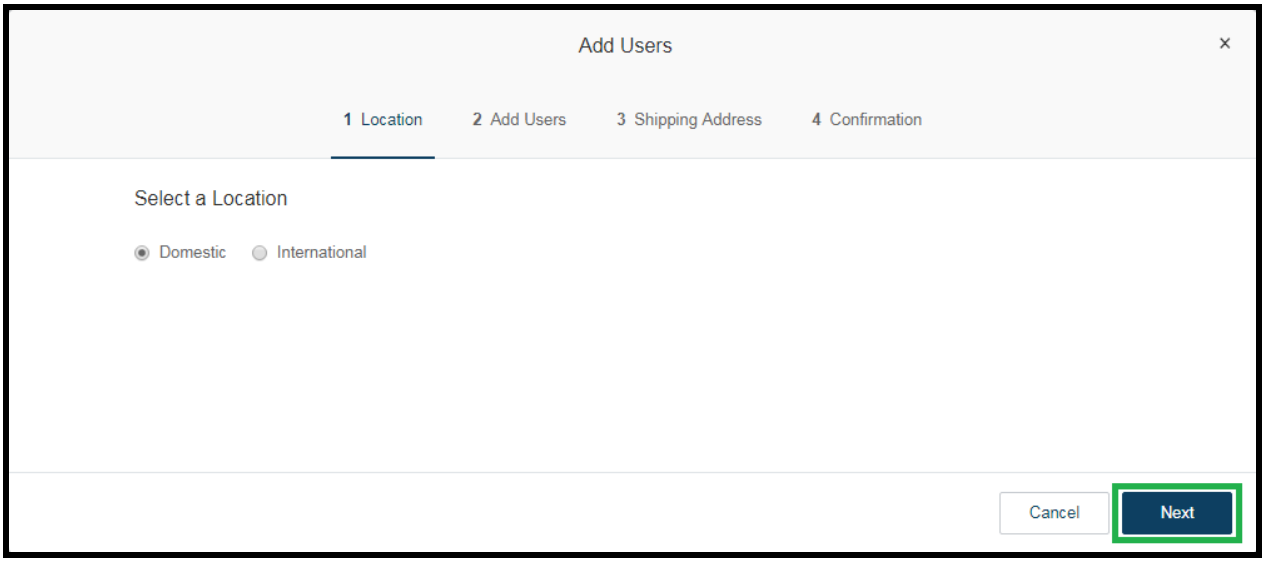
2. Select **Users**, and then press the **Add User** button.

Figure 5-2. Add User Button



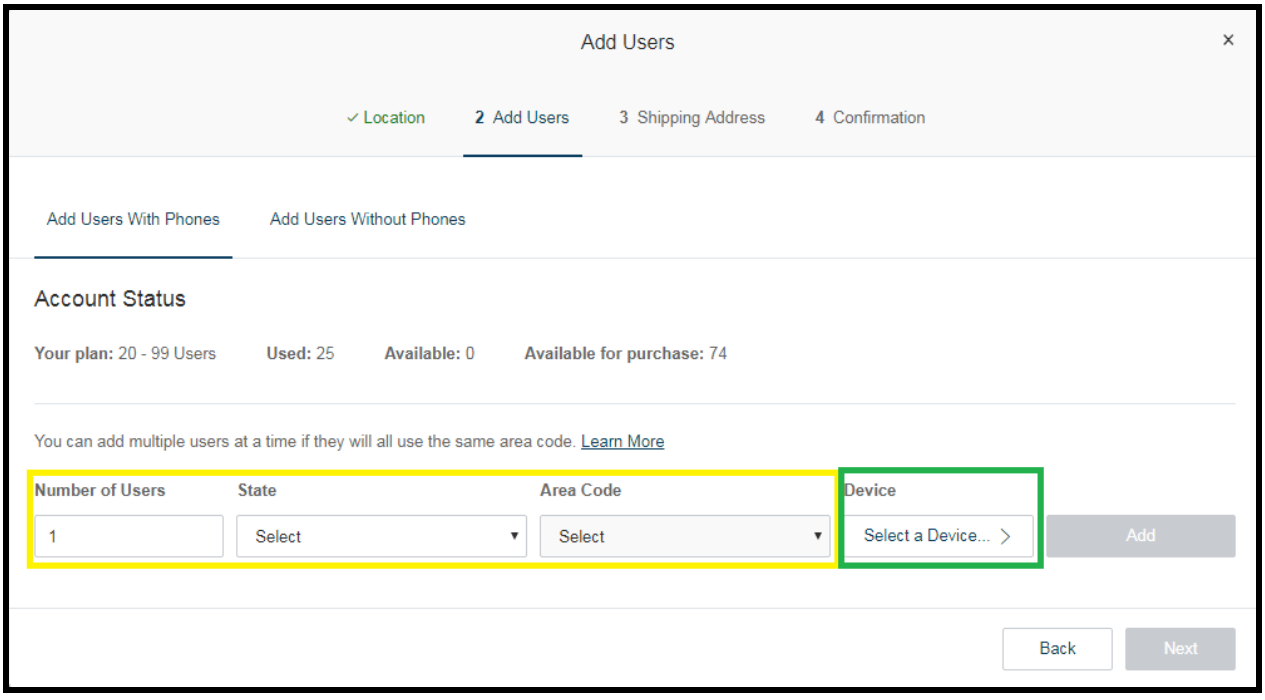
3. A popup window labeled **Add User** will appear. Select a location then press **Next**.

Figure 5-3. Add User Popup



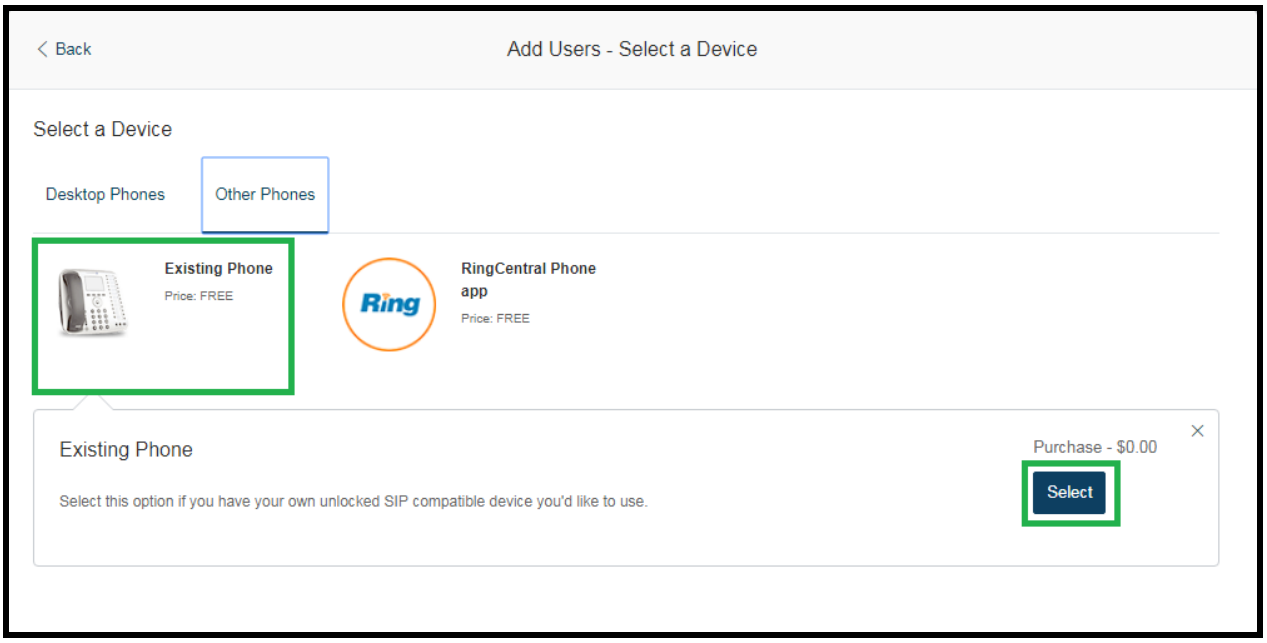
4. In the subsection **Add Users with Phones**, select the number of users, state, area code, and device.

Figure 5-4. Pick a Phone Number



5. A prompt will appear to select a phone type. Choose **Other Phones**, and then make sure **Existing Phone** is selected. Press **Select**.

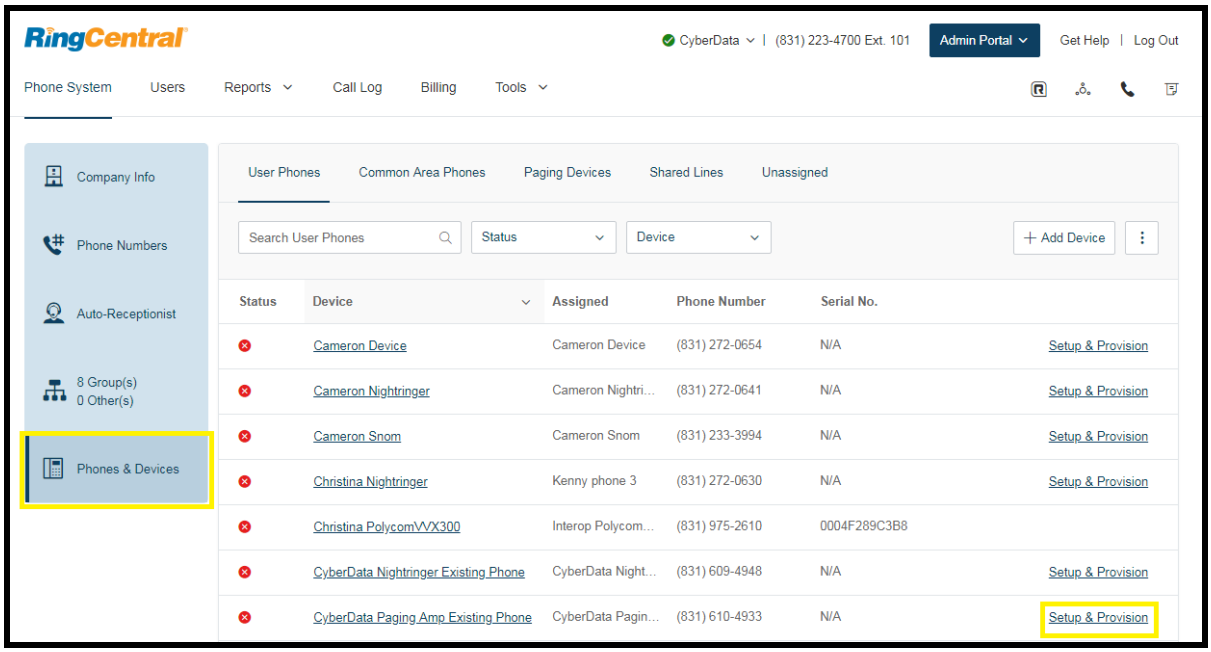
Figure 5-5. Select Phone Type



6. The next step leads to a six-step ordering process to set up a RingCentral DigitalLine. Click the **Select** button to choose an **Existing Phone** and follow the steps in the ordering window to complete the process.

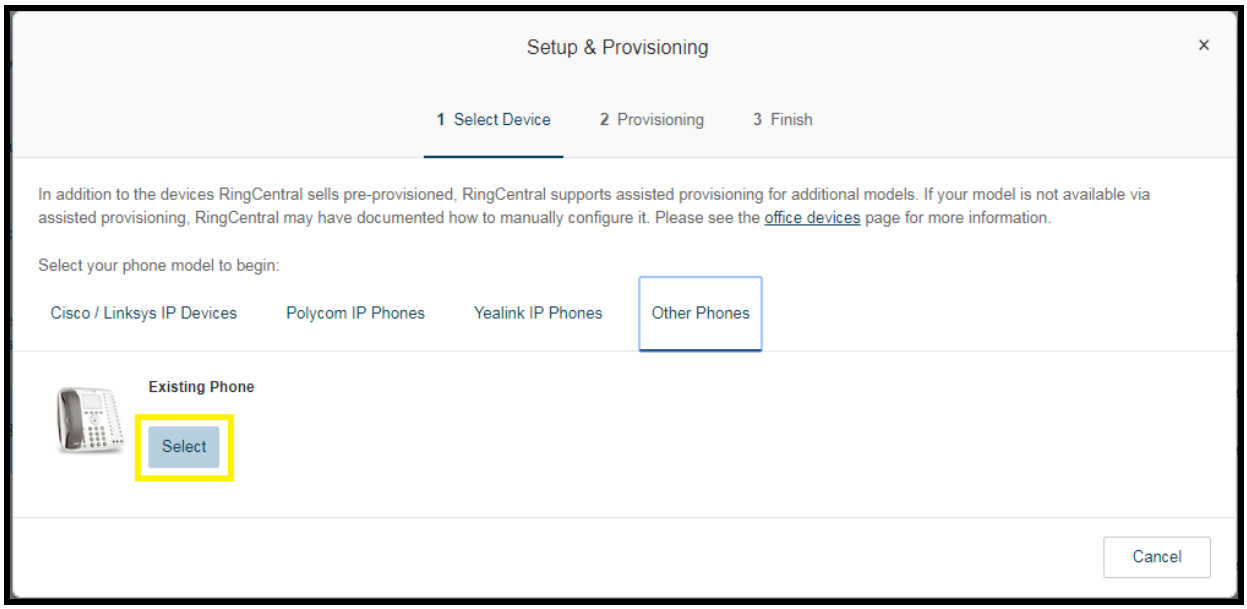
7. From the **Phones & Devices** menu, select **User Phones** and select the user phone designated for the paging amplifier. Click **Setup and Provision**.

Figure 5-6. Setup and Provision



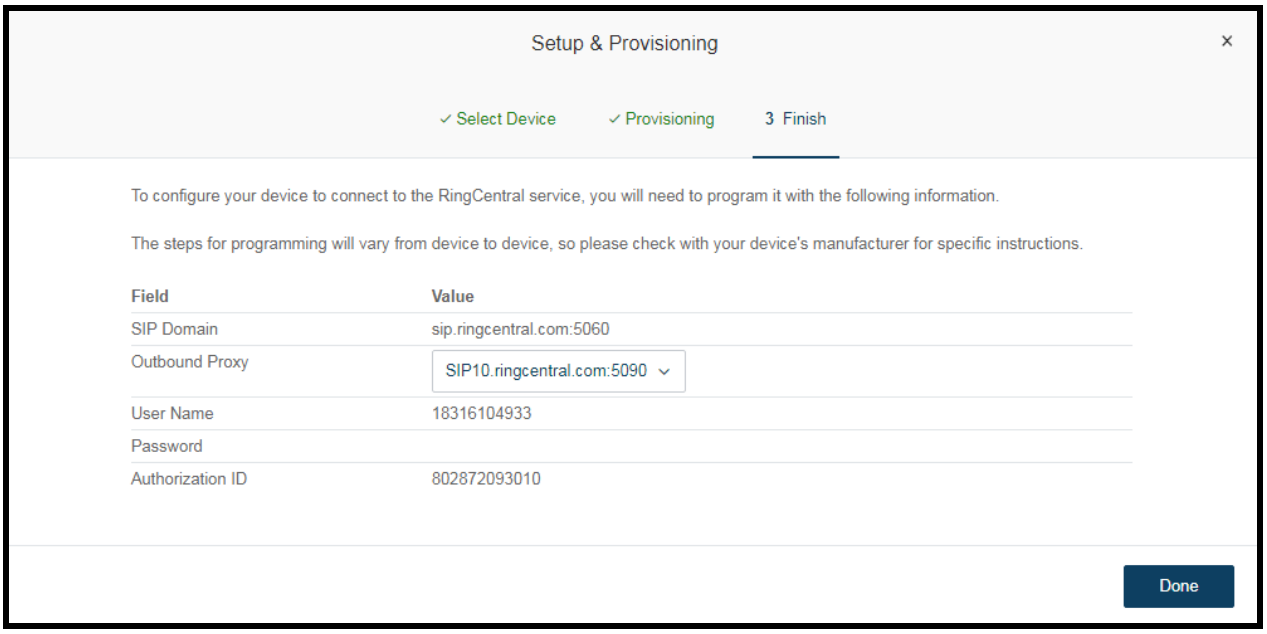
8. A popup window labeled **Setup & Provisioning** will appear. Select **Other Phones** and click **Select**.

Figure 5-7. Setup & Provisioning - Other Phones



9. A popup window labeled **Setup & Provisioning** will appear. The information in this popup will be used to register the device with RingCentral.

Figure 5-8. IP Phone Provisioning Information



Note: *The Password has been obscured. These values are published only for reference.*

SIP Fields Table

Use the following table to determine how the RingCentral SIP field values above correlate to the CyberData SIP field values.

Table 5-1. CyberData Configuration Settings

Primary SIP Server field	From the IP Phone Provisioning Information popup: **SIP Server**
Primary SIP User ID field	From the IP Phone Provisioning Information popup: **SIP User ID**
Primary SIP Auth ID field	From the IP Phone Provisioning Information popup: **Authenticate ID**
Primary SIP Auth Password field	From the IP Phone Provisioning Information popup: **Authenticate Password**
Outbound Proxy field	From the IP Phone Provisioning Information popup: **Outbound Proxy**
Outbound Proxy Port field	From the IP Phone Provisioning Information popup**: Outbound Proxy Port**
Re-registration Interval (in seconds) field	**30**
Keep Alive Period field	**0**
Force Selected Codec checkbox **Codec** dropdown	**Yes** **PCMU (G.711, u-law)**

Configure SIP Parameters

If configuring through the web interface, use the following steps to login to the web interface of the paging amplifier and register the primary extension with RingCentral.

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

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

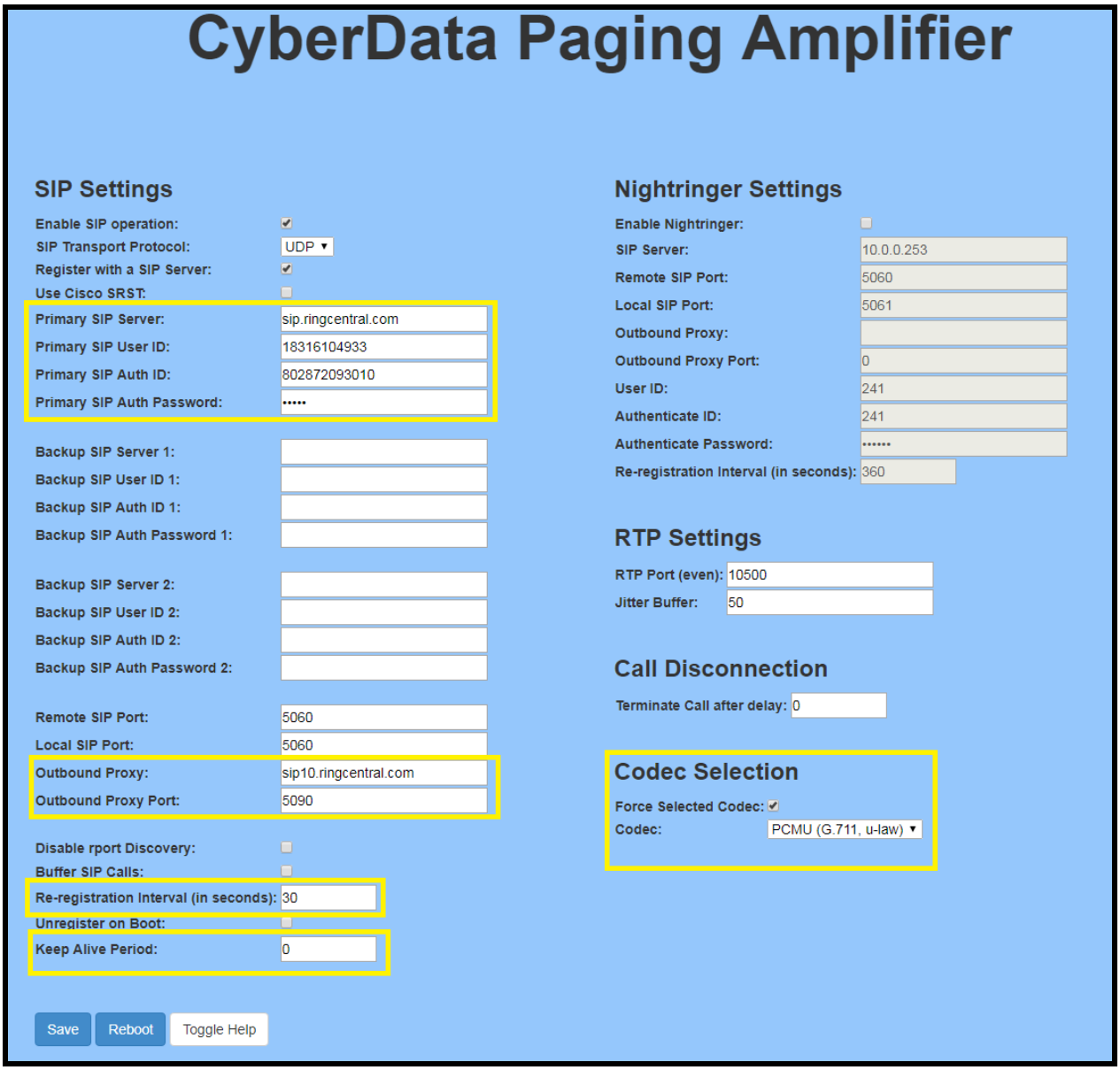
3. On the Home Page, click **SIP** on the top toolbar of the screen to access the SIP page.

4. Enter the provisioning information from the **Assisted Generic IP Phone Provisioning** popup window. Use Table 6-1 to enter RingCentral SIP values into the proper CyberData SIP fields.

Note: *The Local SIP Port is set to 5060 on default and is used by the amplifier as its source port for the primary extension configured on this page.*

5. Set the *Re-registration Interval (in seconds)* to **30 seconds**.
6. Set the *Keep Alive Period* to **0.**
7. Enable *Force Codec Selection* and use **PCMU.**
8. Click **Save** and **Reboot** to store changes.

Figure 5-9. SIP Configuration



Autoprovisioning

If autoprovisioning the paging amplifier, use the SIP Settings in the autoprovisioning template to register the primary extension with RingCentral.

Figure 5-10. Autoprovisioning Template Example – SIP Settings

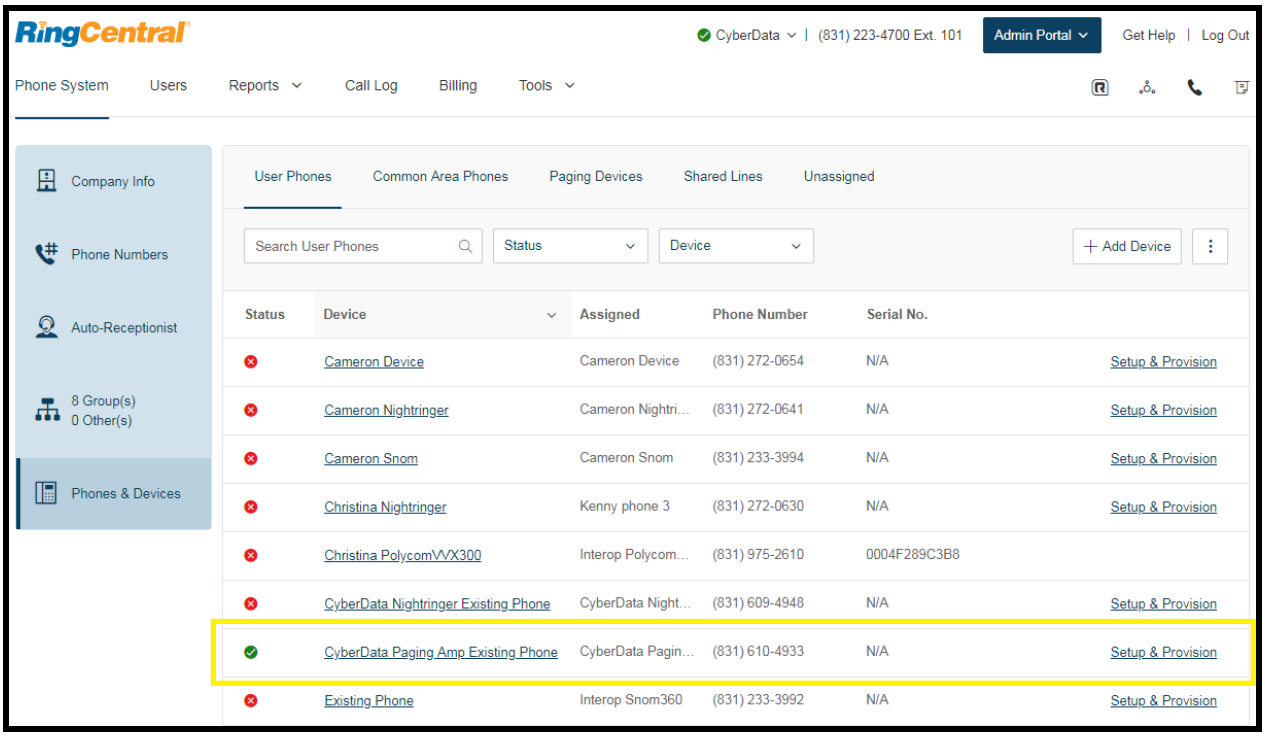
Note: *These example values are published only for reference. The SIPAuthPassword value should be the actual value from the* ***Assisted Generic IP Phone Provisioning*** *popup window.*

Verify the Primary Extension Is Registered

After the amplifier has rebooted and initialized to store changes, refresh the Home page of the web interface. The device should show as **[Registered with SIP Server]** in green text on the bottom of the Home Page of the web interface.

Additionally, the registration status can be verified with RingCentral through the Admin Portal. From the **Phones & Devices** menu, select **User Phones** and the IP Phone just created for the amplifier. The status should show as "online" in the **Phone Details**.

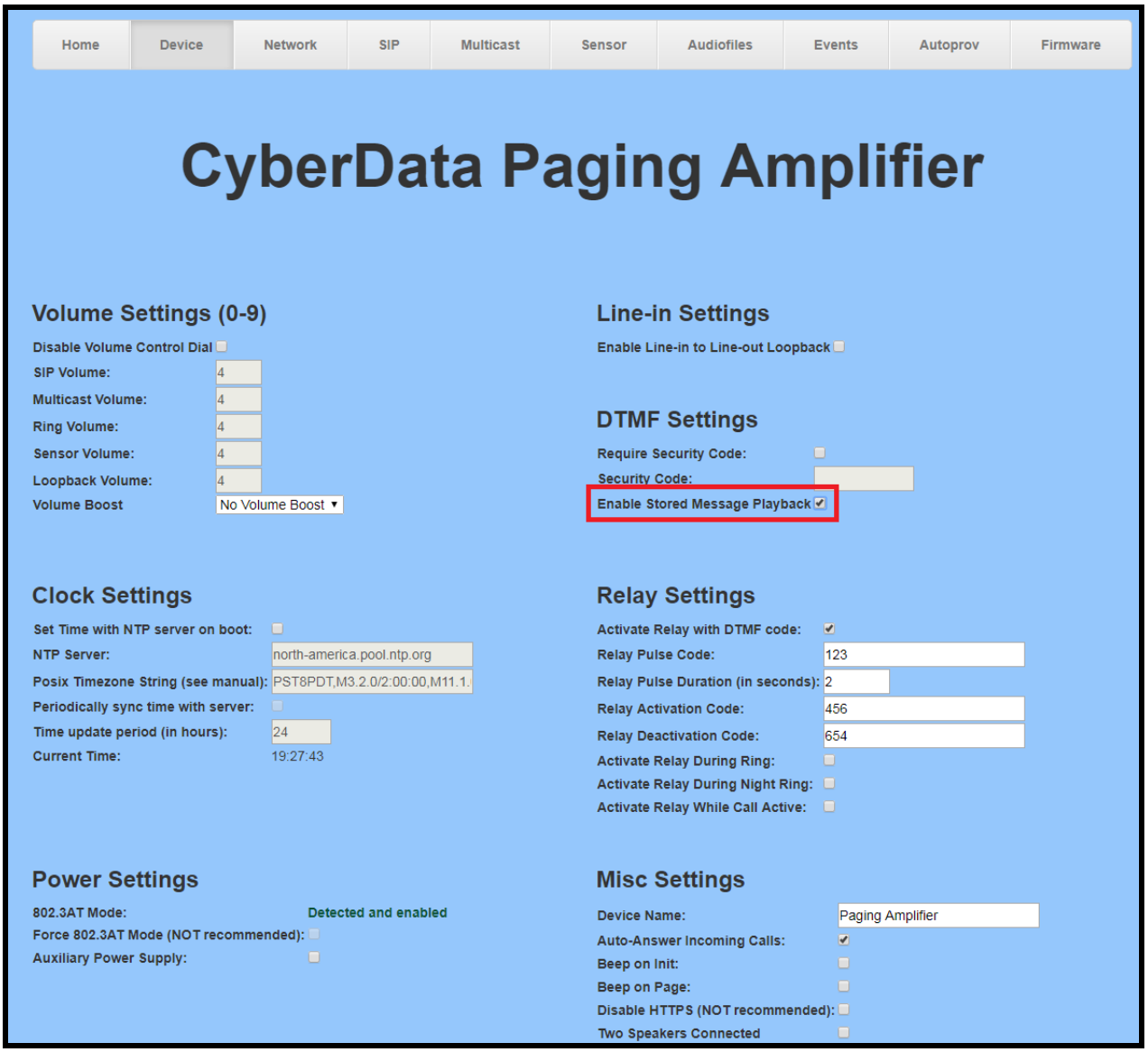
Figure 5-11. Phone Details – Status



Verify Stored Message Menu Is Enabled

Before making a test call, be sure to verify the stored message menu is enabled. The setting *Enable Stored Message Playback* is located on the **Device Configuration** page of the web interface. Make sure this setting is checked. On default, *Stored Message Playback* is disabled.

Figure 5-12. Enabled Paging Menu



If autoprovisioning the amplifier, set *Enable Stored Message Playback* to **Yes** under **DeviceSettings** in the autoprovisioning template.

Figure 5-13. Autoprovisioning Example – Enabled Paging Menu

```
<DeviceSettings>
    <AdminName>admin</AdminName>
    <AdminPassword>admin</AdminPassword>

    <UseDigitalVolume>No</UseDigitalVolume>
    <SpeakerVolume>4</SpeakerVolume>    <!-- This is the volume for SIP calls -->
    <MulticastVolume>4</MulticastVolume>
    <RingVolume>4</RingVolume>
    <SensorVolume>4</SensorVolume>
    <LoopbackVolume>4</LoopbackVolume>
    <BoostLevel>0</BoostLevel>          <!-- Speaker boost -->
    <MicGain>4</MicGain>
    <MicBoost1>No</MicBoost1>
    <MicBoost2>No</MicBoost2>
    <DualSpeaker>No</DualSpeaker>

    <ActivateRelayWithDTMF>Yes</ActivateRelayWithDTMF>
    <DTMFActivationCode>456</DTMFActivationCode>
    <DTMFDeactivationCode>654</DTMFDeactivationCode>
    <DTMFPulseCode>123</DTMFPulseCode>
    <DTMFPulseDuration>2</DTMFPulseDuration>

    <ActivateRelayDuringRing>No</ActivateRelayDuringRing>
    <ActivateRelayDuringNightRing>No</ActivateRelayDuringNightRing>
    <ActivateRelayDuringCall>No</ActivateRelayDuringCall>

    <ActivateRelayDuringButtonPress>No</ActivateRelayDuringButtonPress>
    <RelayOnButtonPressTimeout>3</RelayOnButtonPressTimeout>

    <BeepOnInitialization>No</BeepOnInitialization>
    <BeepBeforePage>No</BeepBeforePage>

    <UseSecurityCode>No</UseSecurityCode>
    <PageSecurityCode></PageSecurityCode>

    <AutoAnswerIncomingCalls>Yes</AutoAnswerIncomingCalls>
    <ButtonLitWhenIdle>Yes</ButtonLitWhenIdle>
    <EnablePushToTalk>No</EnablePushToTalk>
    <PWMBrightness>255</PWMBrightness>
    <DisableHTTPS>No</DisableHTTPS>
    <HighPowerMode>No</HighPowerMode>
    <AuxPowerMode>No</AuxPowerMode>

    <EnableLineLoopback>No</EnableLineLoopback>
    <EnableStoredMessagePlayback>Yes</EnableStoredMessagePlayback>
</DeviceSettings>
```

Make a Test Call

Once the primary extension has registered with RingCentral and has been configured with the appropriate Device settings for the installation, any RingCentral phone may be used to dial the primary extension.

6.0 Configuration Procedure: Nightringer

What is a Nightringer?

CyberData's SIP-enabled Amplifiers offer a secondary SIP extension called **Nightringer** in addition to the primary extension used for auto-answer paging.

The Nightringer plays a customizable ring tone when an incoming call is detected. The Nightringer extension can be added to ring groups for simultaneous ringing. When added to a ring group, the Nightringer will ring until a ring group member picks up the call. The Nightringer stops ringing when the call is answered by a ring group member or when the caller disconnects before a ring group member picks up the call. The Nightringer extension cannot answer a call.

Provisioning Nightringer with RingCentral

Provisioning a Nightringer extension with RingCentral differs from provisioning the auto-answer primary extension.

It is important to note the Primary Extension and Nightringer Extension must use separate sets of SIP extension parameters. That is, each must be assigned their own SIP extension. The Nightringer cannot use the same provisioning information already in use by the Primary Extension (and vice versa).

When integrating with RingCentral, the Nightringer extension must be provisioned as an IP phone rather than a Paging Device in order to allow the Nightringer to ring.

If the Nightringer is provisioned and registered as a Paging Device, the Nightringer will only ring for 2 seconds before the call is cancelled by the RingCentral server. Thus, it is necessary to provision the Nightringer as an IP phone for full functionality. Please consult with RingCentral for costs associated with IP phone provisioning on the account.

Note: *For voice paging, use the provision the primary extension as a Paging Device following the instructions in* ***Section 4.0 "Configuration Procedure: Auto-answer Paging."***

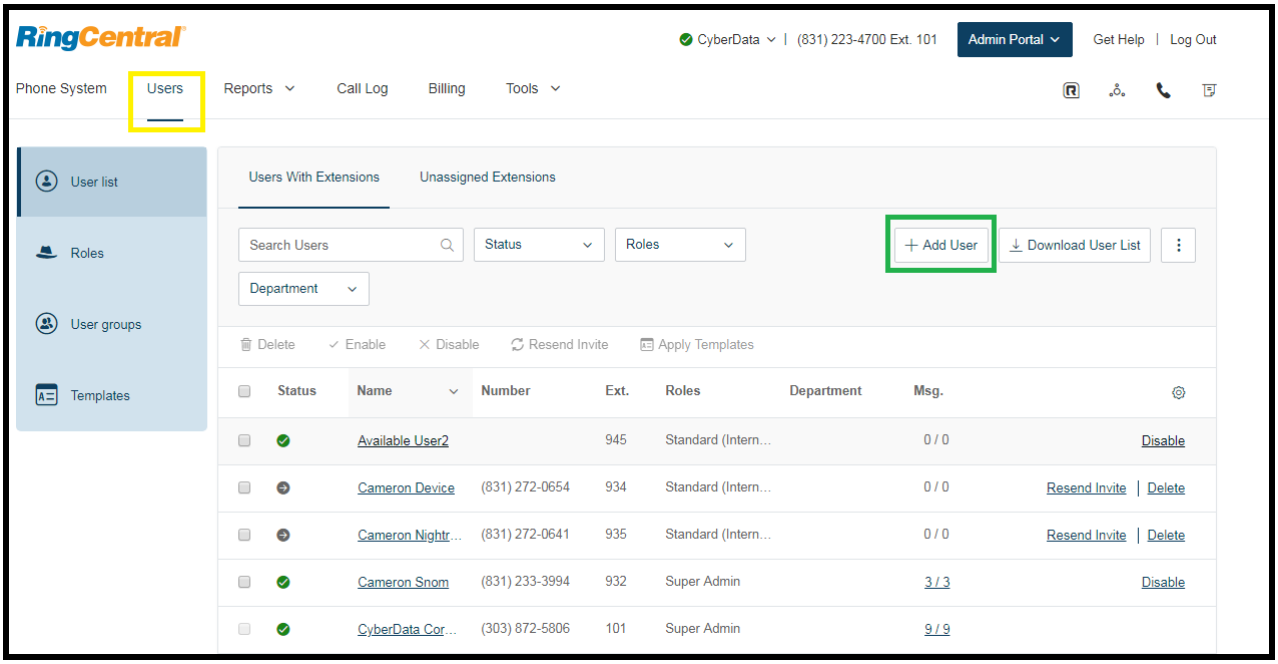
Add an IP Phone

To provision the amplifier's Nightringer extension, add a RingCentral Existing Phone through the RingCentral Admin Portal.

First, a RingCentral User must be created for the Nightringer.

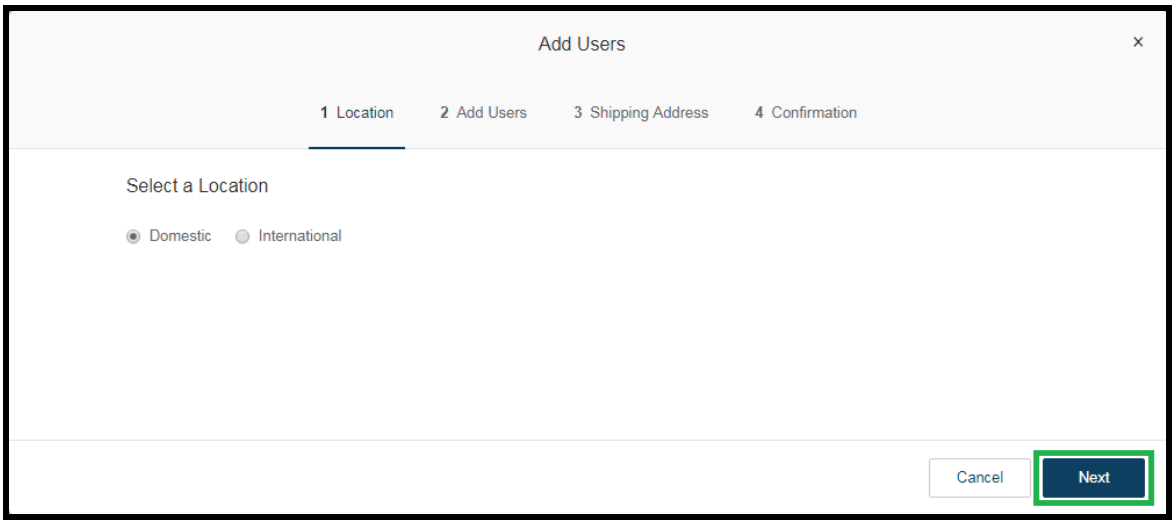
1. From the **[n] Users** menu, click the **Add** button.

Figure 6-1. Add User Button



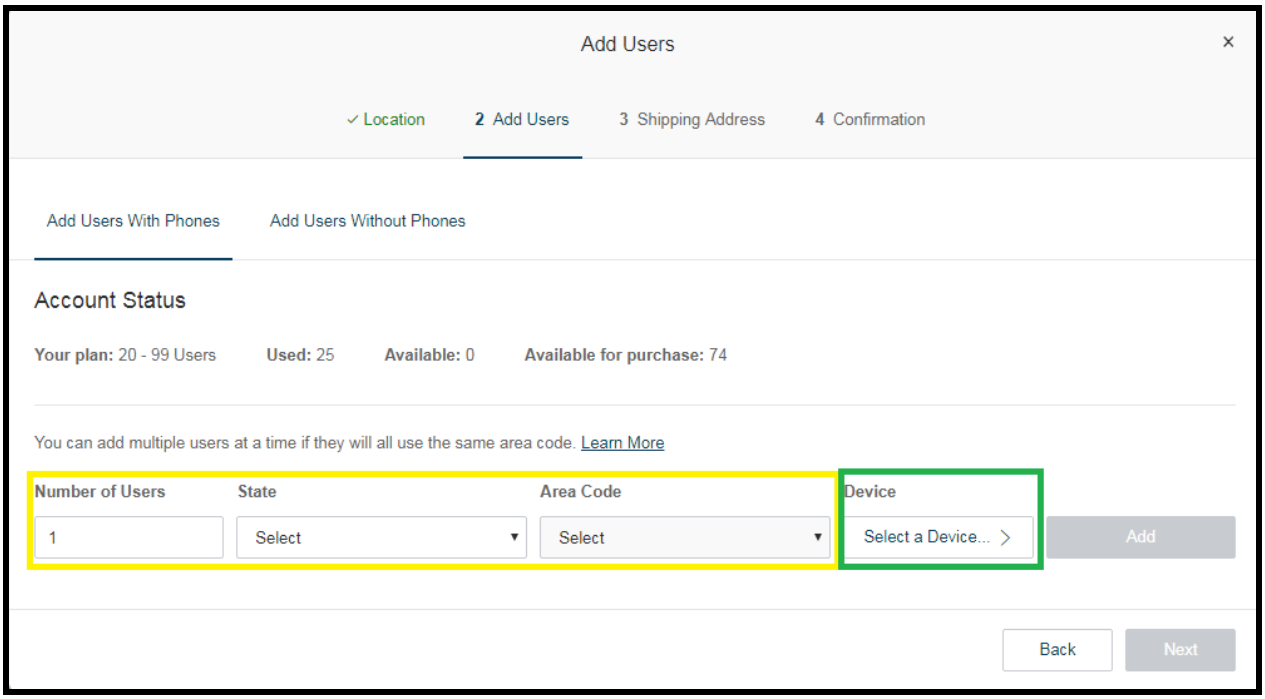
2. A popup window labeled **Add User** will appear. Choose the user location then press **next**.

Figure 6-2. Add User Location



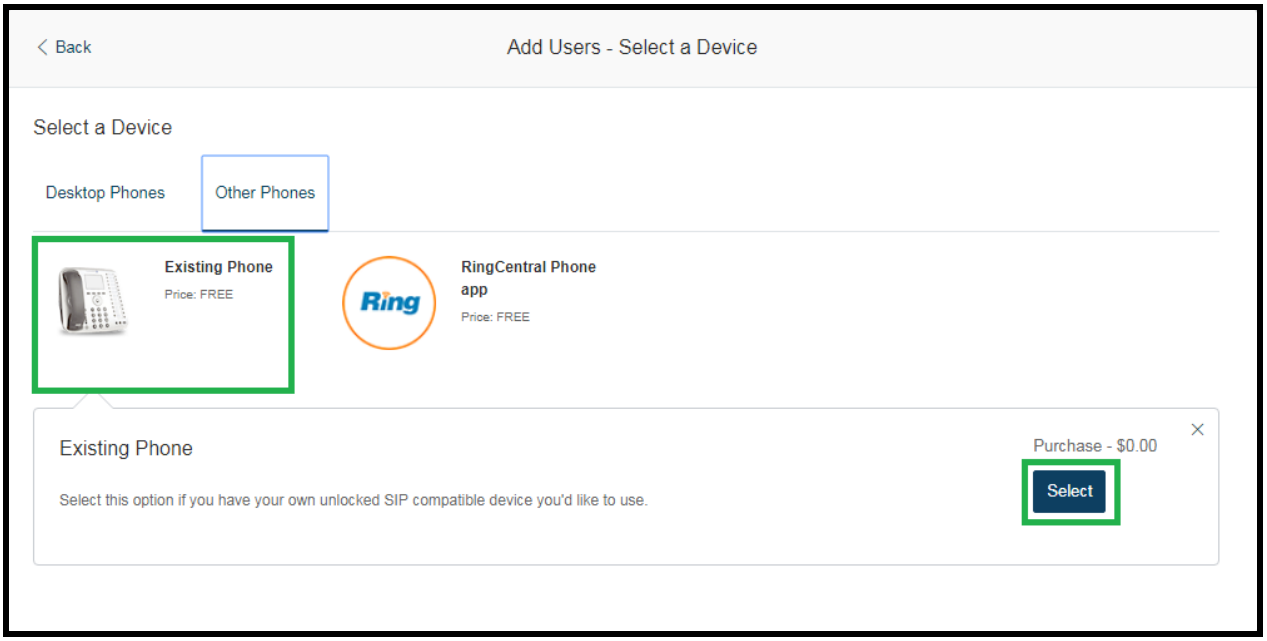
3. In the subsection **Add Users with Phones**, select the number of users, state, area code, and device.

Figure 6-3. Add User Phone Number



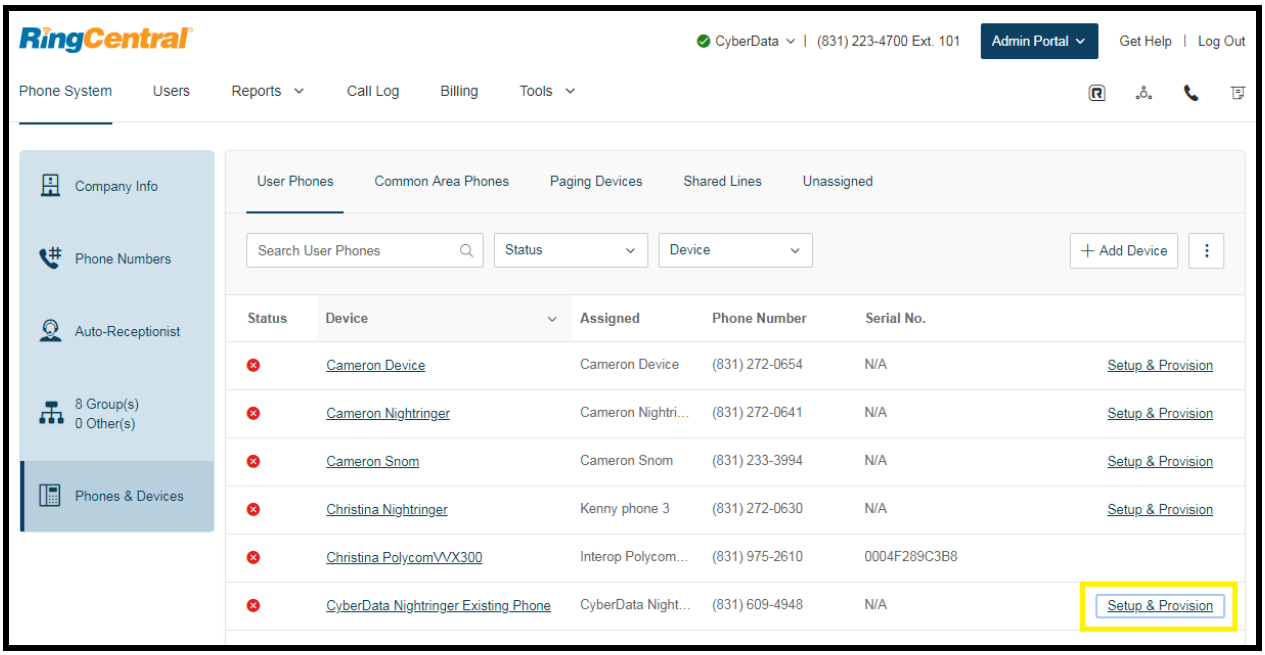
4. A prompt will appear to select a phone type. Click the **Select** button to choose an **Existing Phone**. Select **Existing Phone**.

Figure 6-4. Select Phone Type



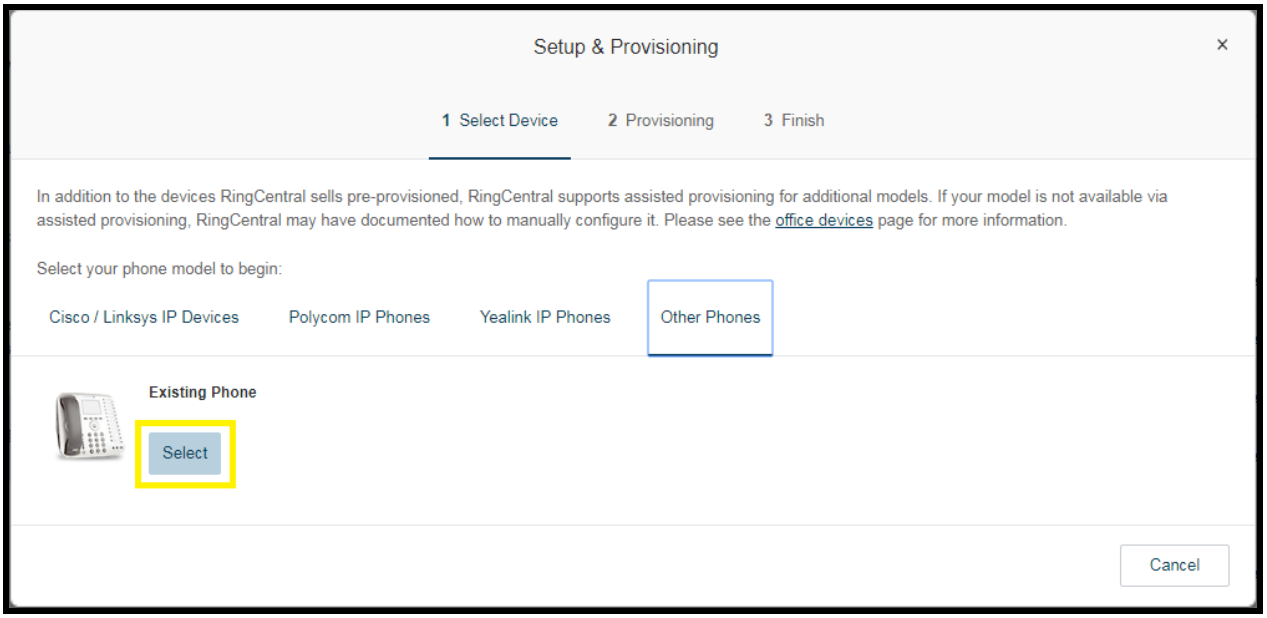
5. From the **Phones & Devices** menu, select **User Phones** and the select the user phone designated for the Nightringer. Click **Setup and Provision**.

Figure 6-5. Setup and Provision



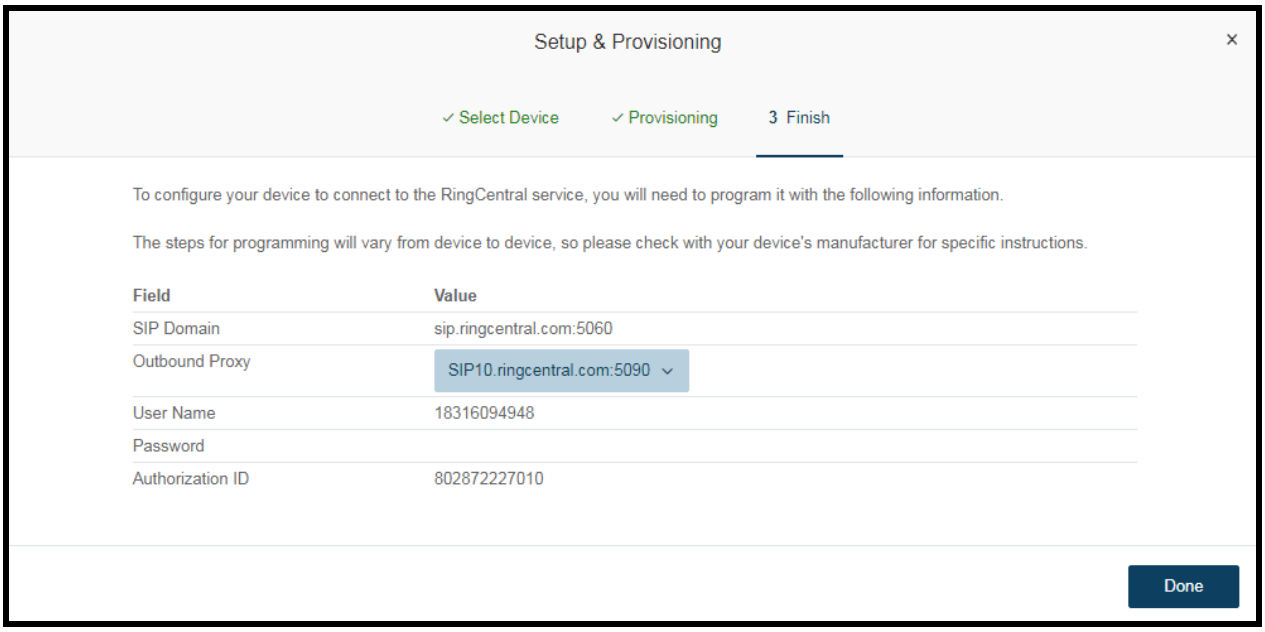
6. A popup window labeled **Assisted provisioning – Step 1** will appear. Select **Other Phone** and click **Next**.

Figure 6-6. Assisted Provisioning – Step 1



7. A popup window labeled **Assisted Generic IP Phone/Adaptor Provisioning** will appear. The provisioning information will be used to register the amplifier's Nightringer extension with RingCentral.

Figure 6-7. IP Phone Provisioning Information



Note: *The Password has been obscured. These values are published only for reference.*

SIP Fields Table

Use the following table to determine how the RingCentral SIP field values above correlate to the CyberData SIP field values.

Table 6-1. CyberData Configuration Settings

Primary SIP Server field	From the IP Phone Provisioning Information popup: **SIP Server**
Primary SIP User ID field	From the IP Phone Provisioning Information popup: **SIP User ID**
Primary SIP Auth ID field	From the IP Phone Provisioning Information popup: **Authenticate ID**
Primary SIP Auth Password field	From the IP Phone Provisioning Information popup: **Authenticate Password**
Outbound Proxy field	From the IP Phone Provisioning Information popup: **Outbound Proxy**
Outbound Proxy Port field	From the IP Phone Provisioning Information popup**: Outbound Proxy Port**
Re-registration Interval (in seconds) field	**30**
Keep Alive Period field	**0**
Force Selected Codec checkbox **Codec** dropdown	**Yes** **PCMU (G.711, u-law)**

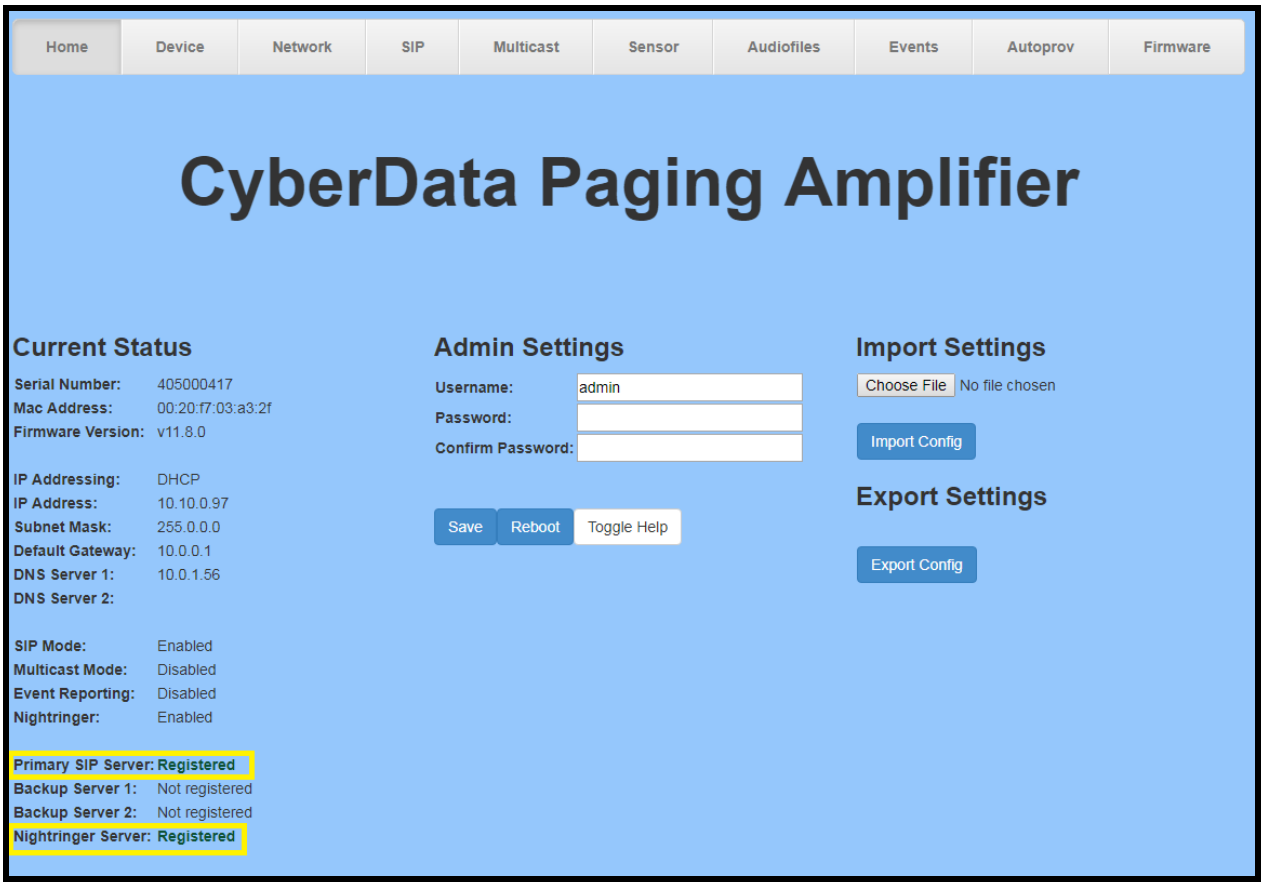
Configure Nightringer SIP Parameters

If configuring the Nightringer extension through the web interface, use the following steps to register Nightringer with RingCentral.

1. Review **Configure the SIP Parameters**.

2. From the Home page of the web interface, click **SIP** from the top toolbar of the screen.

Figure 6-8. Home Page of the Web Interface



3. Enter the provisioning information from the Assisted Generic IP Phone/Adaptor Provisioning popup.

Note: *The Local SIP Port is set to 5061 on default and is used by the amplifier as its source port for the Nightringer extension configured on this page.*

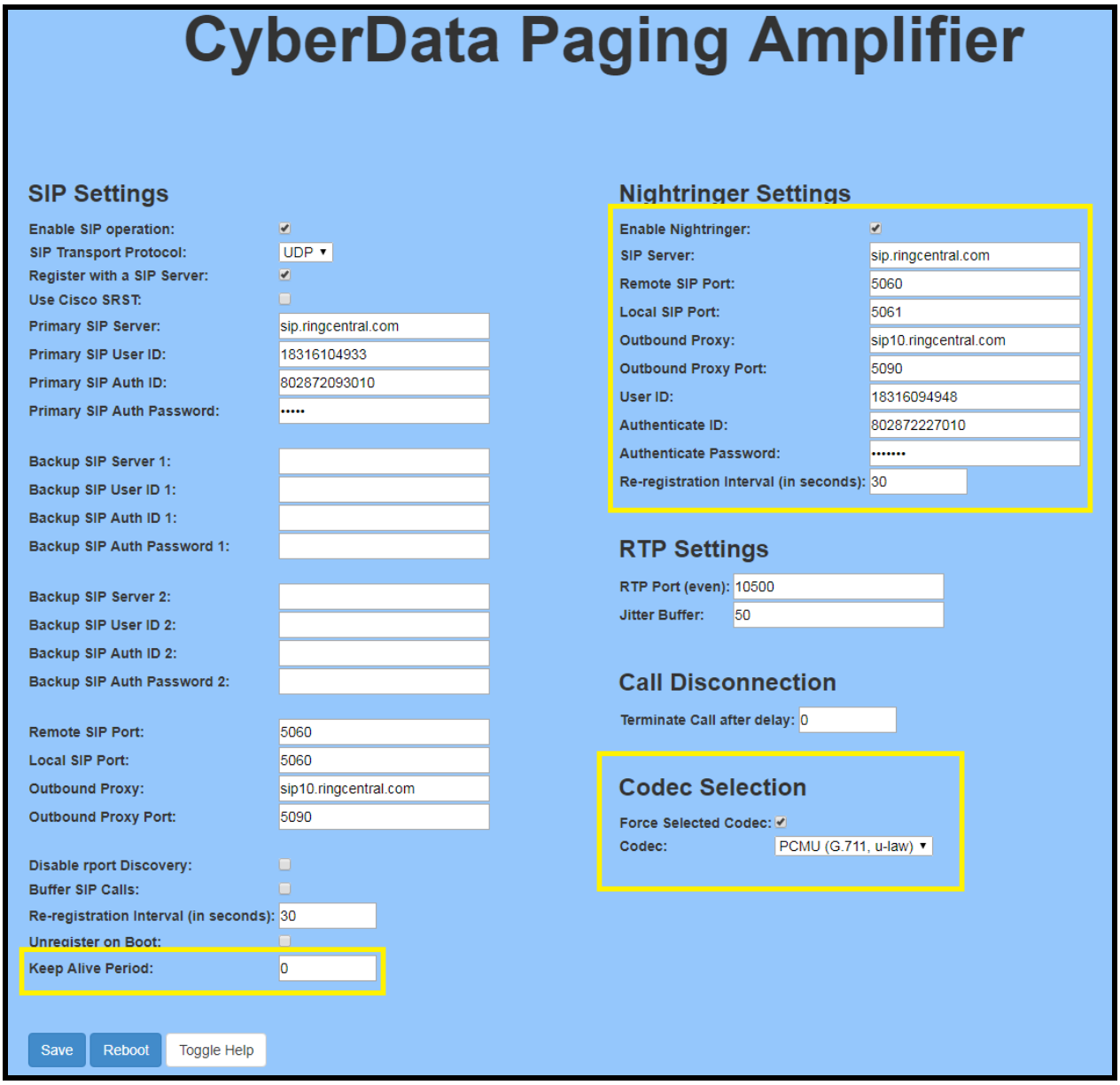
4. Set the *Re-registration Interval (in seconds)* to **30 seconds**.

5. Set the keep alive period to **0.**

6. Enable Force Codec Selection and select **PCMU.**

7. Click **Save** and **Reboot** to store changes.

Figure 6-9. Nightringer Configuration Page of the Web Interface



Autoprovisioning

If autoprovisioning the amplifier, use the Nightringer Settings in the autoprovisioning template to register the Nightringer with RingCentral.

Figure 6-10. Autoprovisioning Template Example – Nightringer Settings

```
<NightringerSettings>
    <EnableNightringer>Yes</EnableNightringer>
    <NightringerSIPServer>sip.ringcentral.com</NightringerSIPServer>
    <NightringerRemotePort>5060</NightringerRemotePort>
    <NightringerLocalPort>5061</NightringerLocalPort>
    <NightringerOutboundProxy>sip20.ringcentral.com</NightringerOutboundProxy>
    <NightringerOutboundProxyPort>5090</NightringerOutboundProxyPort>
    <NightringerUserID>18312074707</NightringerUserID>
    <NightringerAuthID>191437726011</NightringerAuthID>
    <NightringerAuthPassword>*****</NightringerAuthPassword>
    <NightringerRegistrationTimeout>30</NightringerRegistrationTimeout>
</NightringerSettings>
```

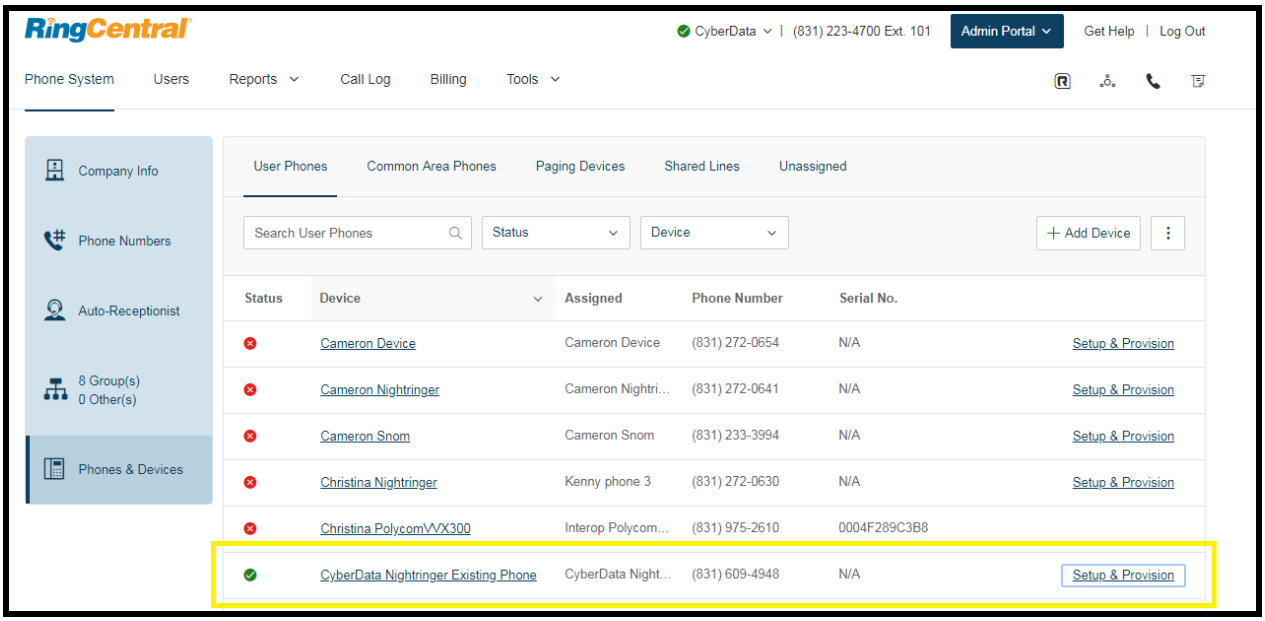
Note: *These example values are published only for reference. The NightringerAuthID value should be the actual value from the* ***Assisted Generic IP Phone/Adaptor Provisioning*** *popup.*

Verify the Nightringer is Registered

After the device has rebooted and initialized, refresh the **Home** page of the web interface. The device should show as [**Registered with SIP Server**] in green text on the bottom of the Home Page of the web interface.

Additionally, the registration status may be verified with RingCentral through the admin portal. From the **Phones & Devices** menu, select **User Phones** and the IP Phone just created for the Nightringer. The status should show as "online" in the **Phone Details**.

Figure 6-11. Phone Details – Status



Make a Test Call

Once the device has registered with RingCentral, any RingCentral phone may be used to dial the Nightringer extension.

7.0 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 RingCentral Cloud PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.