



## *Zoom Configuration Guide: SIP Paging Adapter*

Document Part # 931712A

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Document #931712A**

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## Revision Information

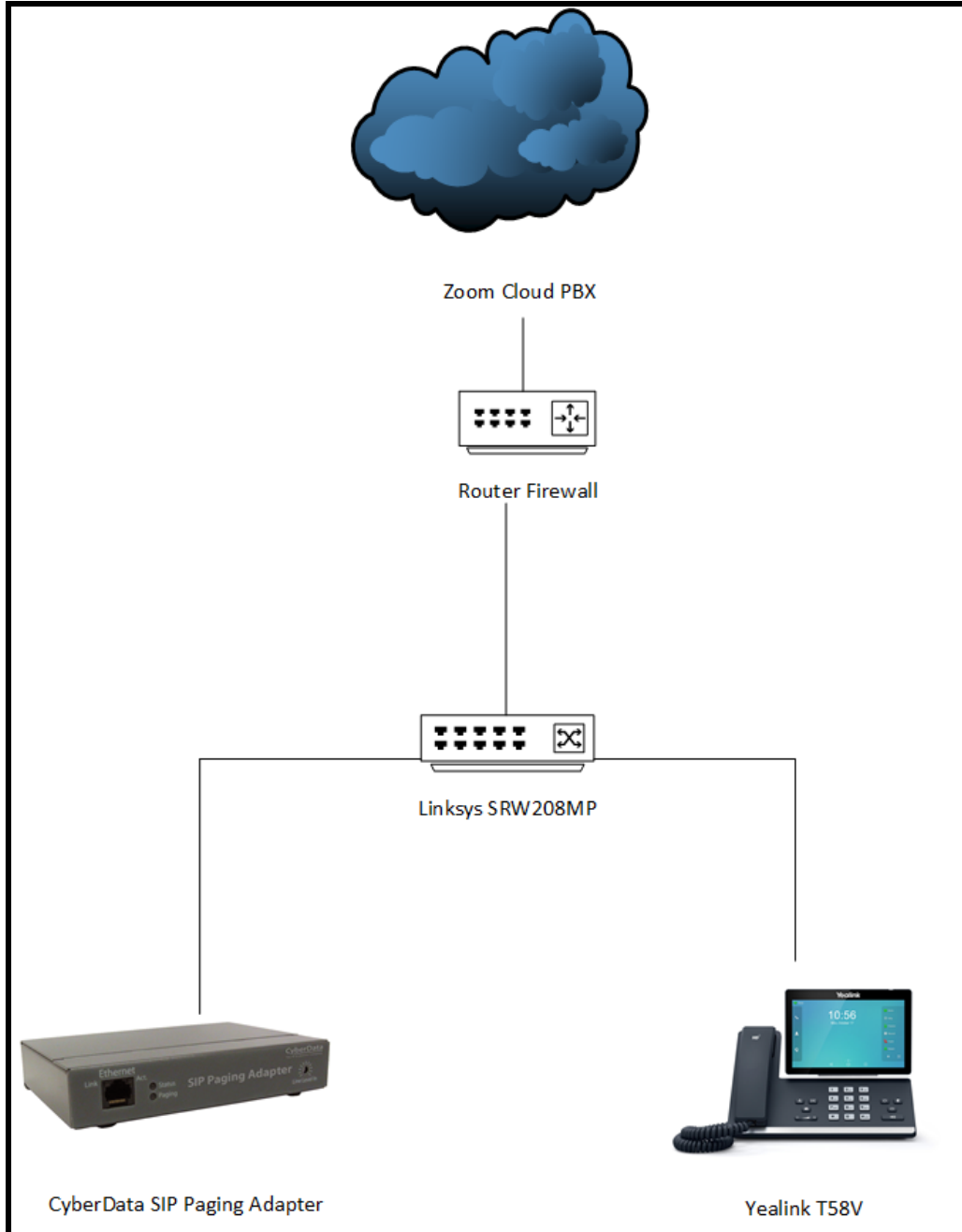
- 9-27-19 Initial Release

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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	v11.8.0b16
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 IP66 Outdoor Horn ([011233](#))

[http://files.cyberdata.net/assets/011233/011233\\_931087I\\_SIP\\_Paging\\_Adapter\\_Ops\\_Guide.pdf](http://files.cyberdata.net/assets/011233/011233_931087I_SIP_Paging_Adapter_Ops_Guide.pdf)

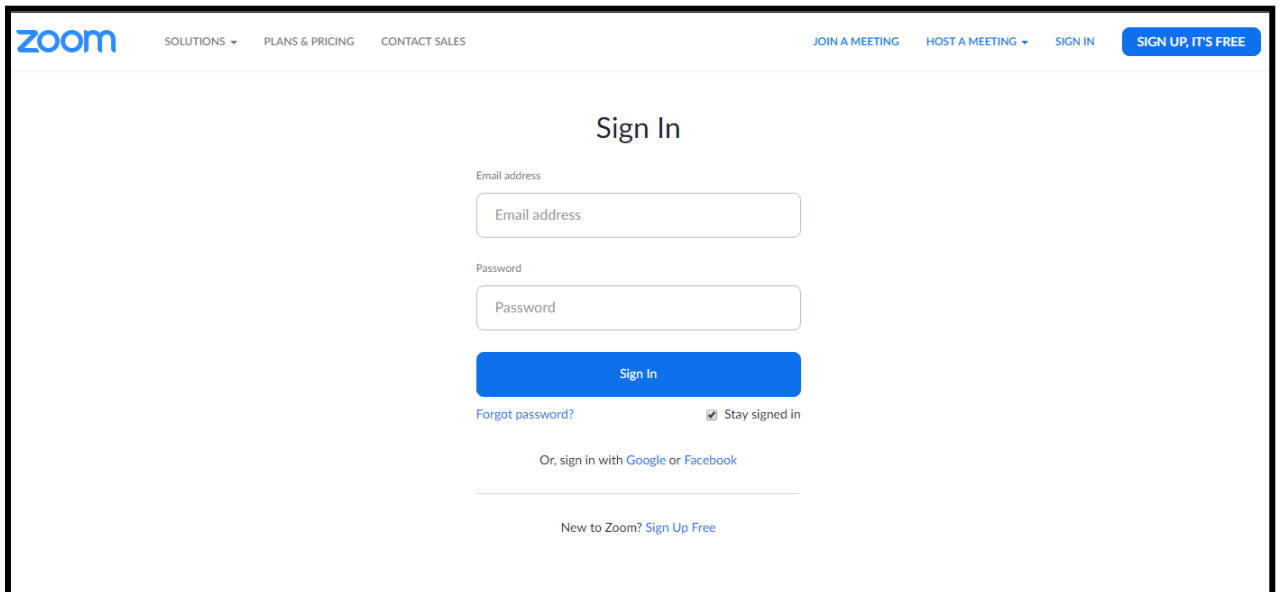


## 4.0 Configuration Procedure: Common Area Phone

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 a Common Area Phone. Registering in a different capacity may require creating a user profile and providing an email address. See Zoom documentation for more details.

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

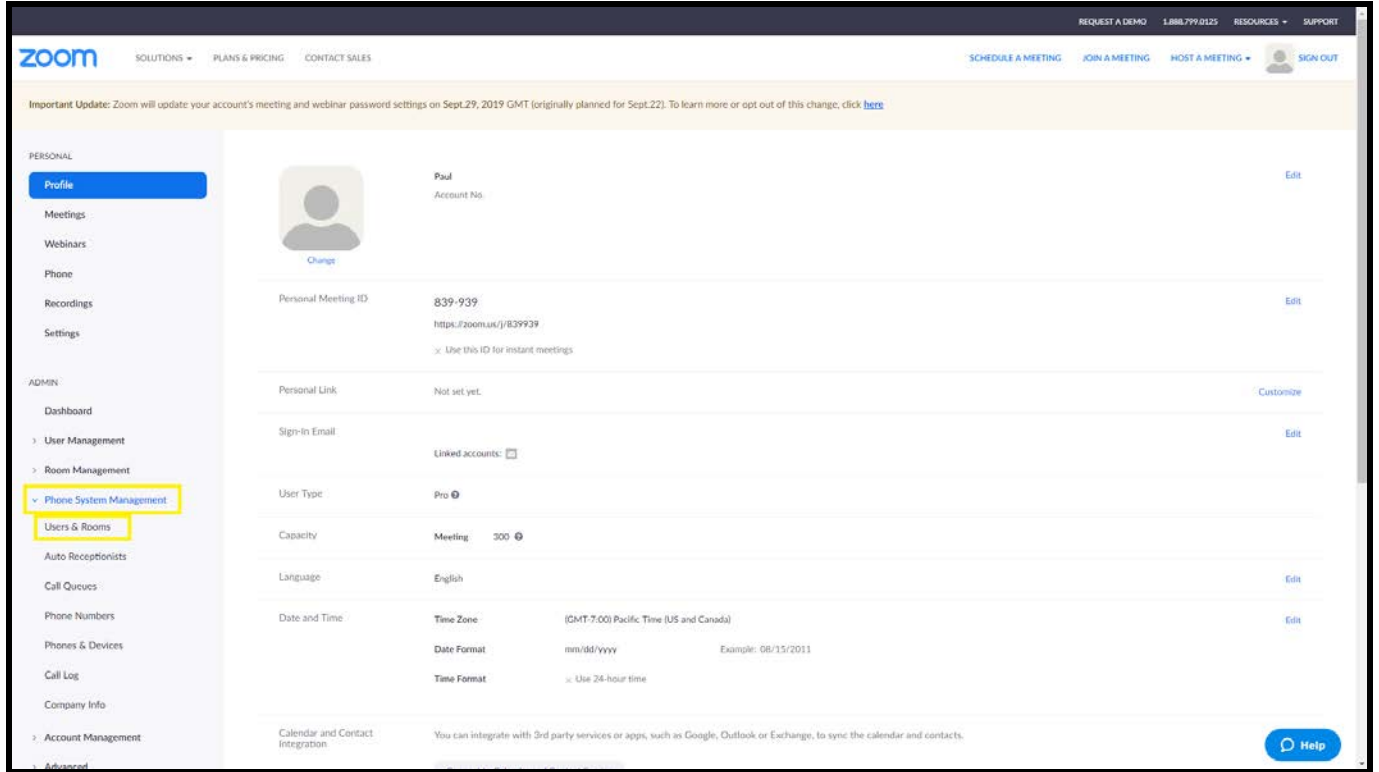
**Figure 4-1: Log into Zoom**



The screenshot shows the Zoom Sign In page. At the top left is the Zoom logo. To its right are navigation links: SOLUTIONS, PLANS & PRICING, and CONTACT SALES. On the far right are links for JOIN A MEETING, HOST A MEETING, and SIGN IN, along with a blue button that says "SIGN UP, IT'S FREE". The main heading is "Sign In". Below it are two input fields: "Email address" and "Password". A blue "Sign In" button is positioned below the password field. Underneath the button are links for "Forgot password?" and a checked checkbox for "Stay signed in". Below these is the text "Or, sign in with Google or Facebook". At the bottom of the page is the link "New to Zoom? Sign Up Free".

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

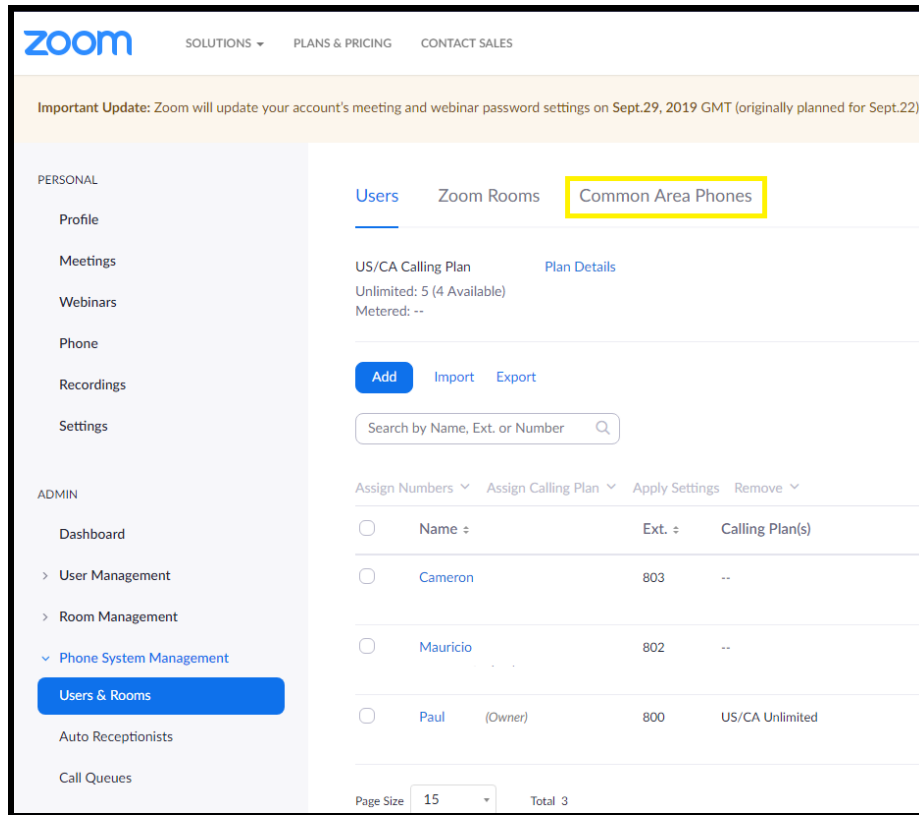
Figure 4-2: Profile Landing Page



*Note: Some text from the profile page has been hidden to protect sensitive information.*

- From the “Users & Rooms” page select ‘Common Area Phones’.

**Figure 4-3: Phone System Management**

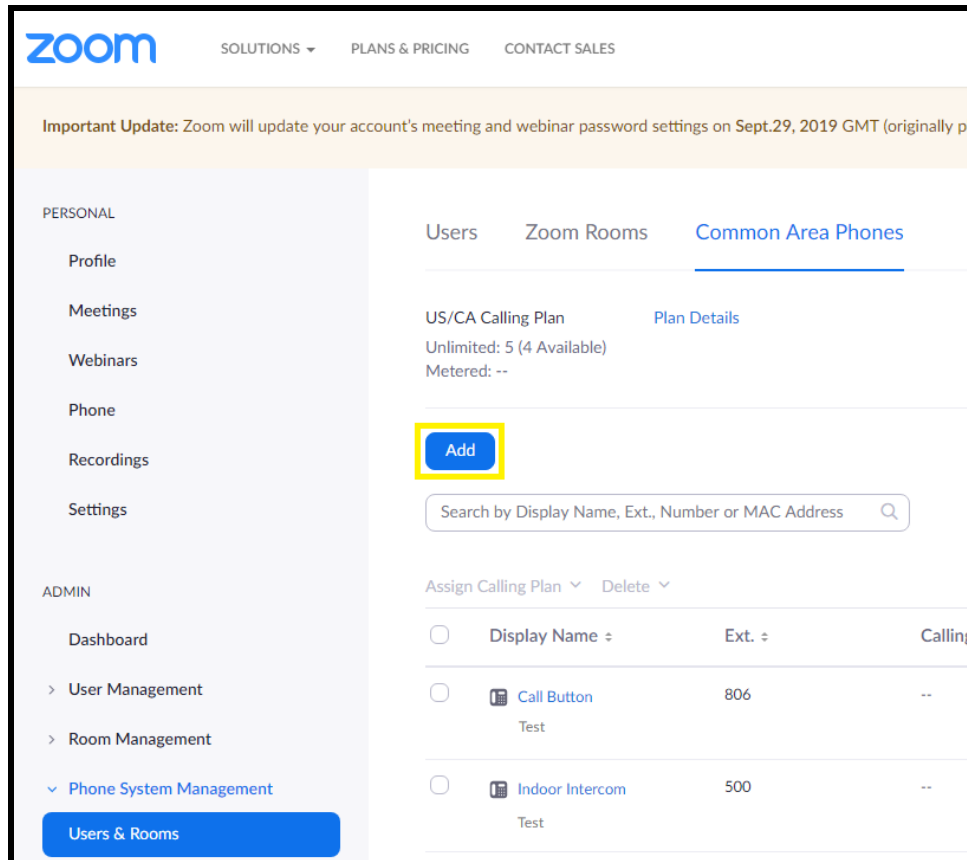


*Note: Some text from this page has been hidden to protect sensitive information.*

4. From the “Common Area Phones” press the ‘Add’ Button to create a new common area phone to be used by the device.

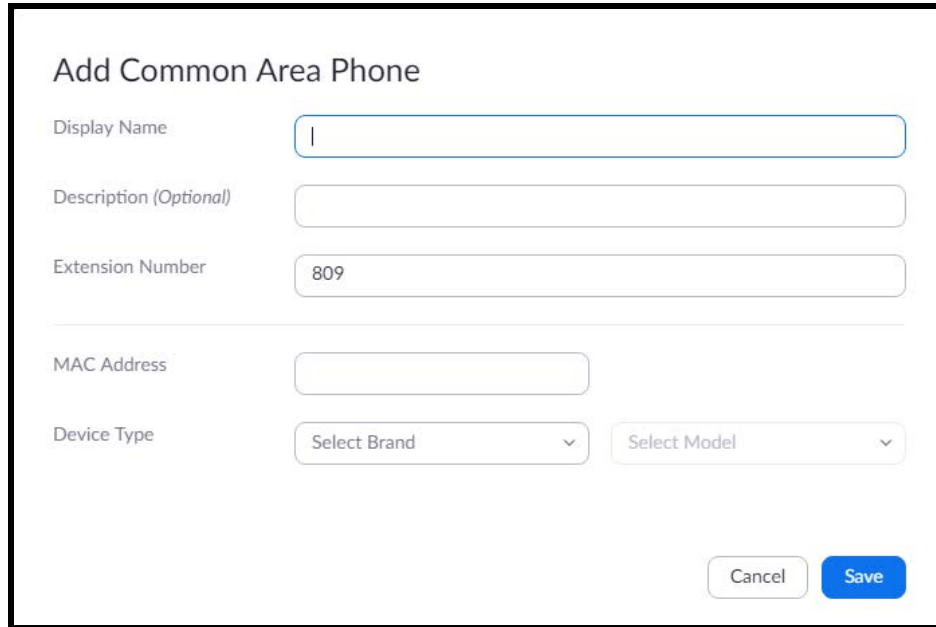
*Note: The MAC address of the amplifier will be required to create the common area phone.*

**Figure 4-4: Common Area Phones**



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

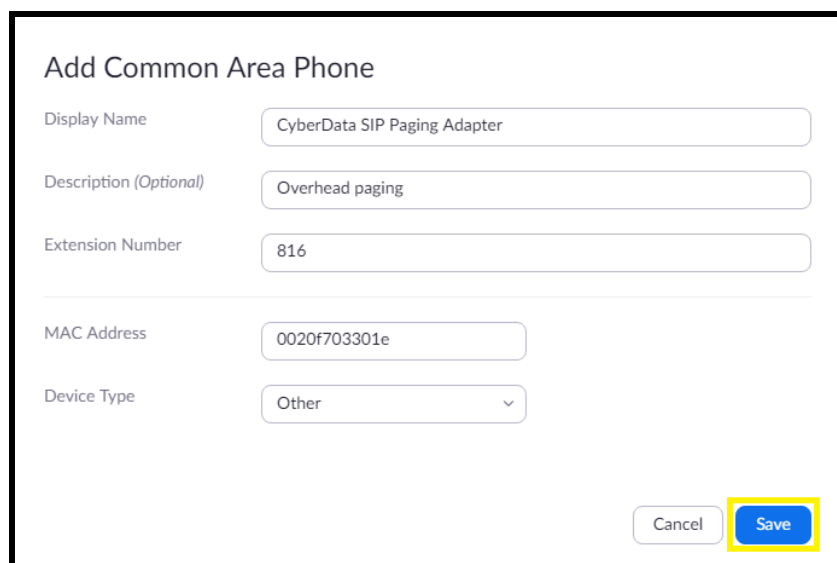
**Figure 4-5:** Common Area Phone Pop-up



The screenshot shows a web form titled "Add Common Area Phone". It contains several input fields: "Display Name" (empty), "Description (Optional)" (empty), "Extension Number" (containing "809"), "MAC Address" (empty), and "Device Type" (containing "Select Brand" and "Select Model" dropdown menus). At the bottom right, there are "Cancel" and "Save" buttons.

6. Set the **Display name** of the extension. This will be the main Identifier on the Common Area Phones page.
7. Set the **description**.
8. The **extension number** will be auto generated but can be changed if desired.
9. Set the **MAC address** of the device.

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



The screenshot shows the same "Add Common Area Phone" form, but with the following values filled in: "Display Name" is "CyberData SIP Paging Adapter", "Description (Optional)" is "Overhead paging", "Extension Number" is "816", "MAC Address" is "0020f703301e", and "Device Type" is "Other". The "Save" button is highlighted with a yellow border.

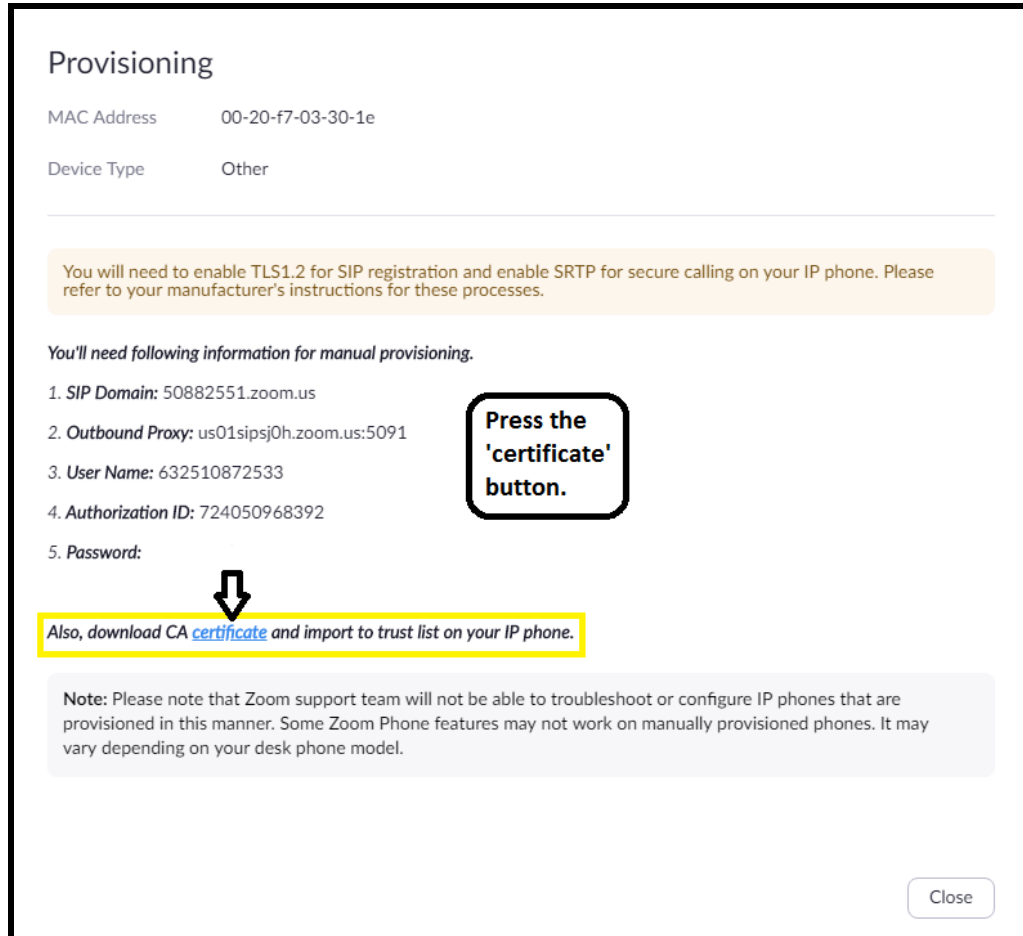
- 10. Click the **Save** button to create the Common Area Phone.
- 11. Once created the new extension will appear in the list.

**Figure 4-7: Common Area Phone list**

Display Name	Ext.	Calling Plan(s)	Number(s)	Device Type	MAC Address	Status	Action
CyberData Intercom Intercom	809	--	--	Other	00-20-17-02-bf-11	Offline	Assign Calling Plan   Provision
CyberData SIP Call Button Front Office	815	--	--	Other	00-20-17-04-13-5c	Offline	Assign Calling Plan   Provision
CyberData SIP IP66 Outdoor Horn Warehouse	813	--	--	Other	00-20-17-03-a3-2f	Offline	Assign Calling Plan   Provision
CyberData SIP Paging Adapter Overhead paging	816	--	--	Other	00-20-17-03-30-1e	Offline	Assign Calling Plan   Provision

- 12. Press the “Provision” button on the extension that was just created.

**Figure 4-7: Provisioning Pop-up**



**Note: CyberData Devices do not support SRTP at the time of writing this document.**

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

## 5.0 Configuration Procedure: Setting up the Paging Extension

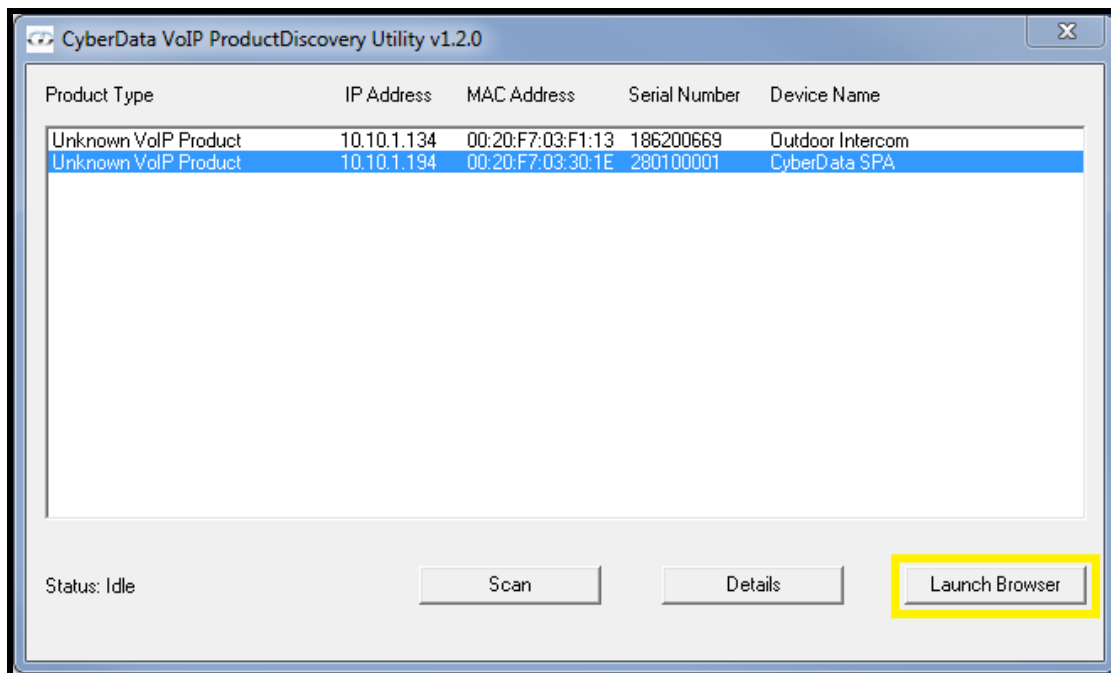
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

Table 5-1: Setting Name correlation

CyberData Setting	Zoom Provisioning Pop-up
Primary SIP Server	SIP Domain
Outbound Proxy Outbound Proxy Port	Outbound Proxy
Primary SIP User ID	User Name
Primary SIP Auth ID	Authorization ID
Primary SIP Auth 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 5-1:** CyberData Discovery Utility



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

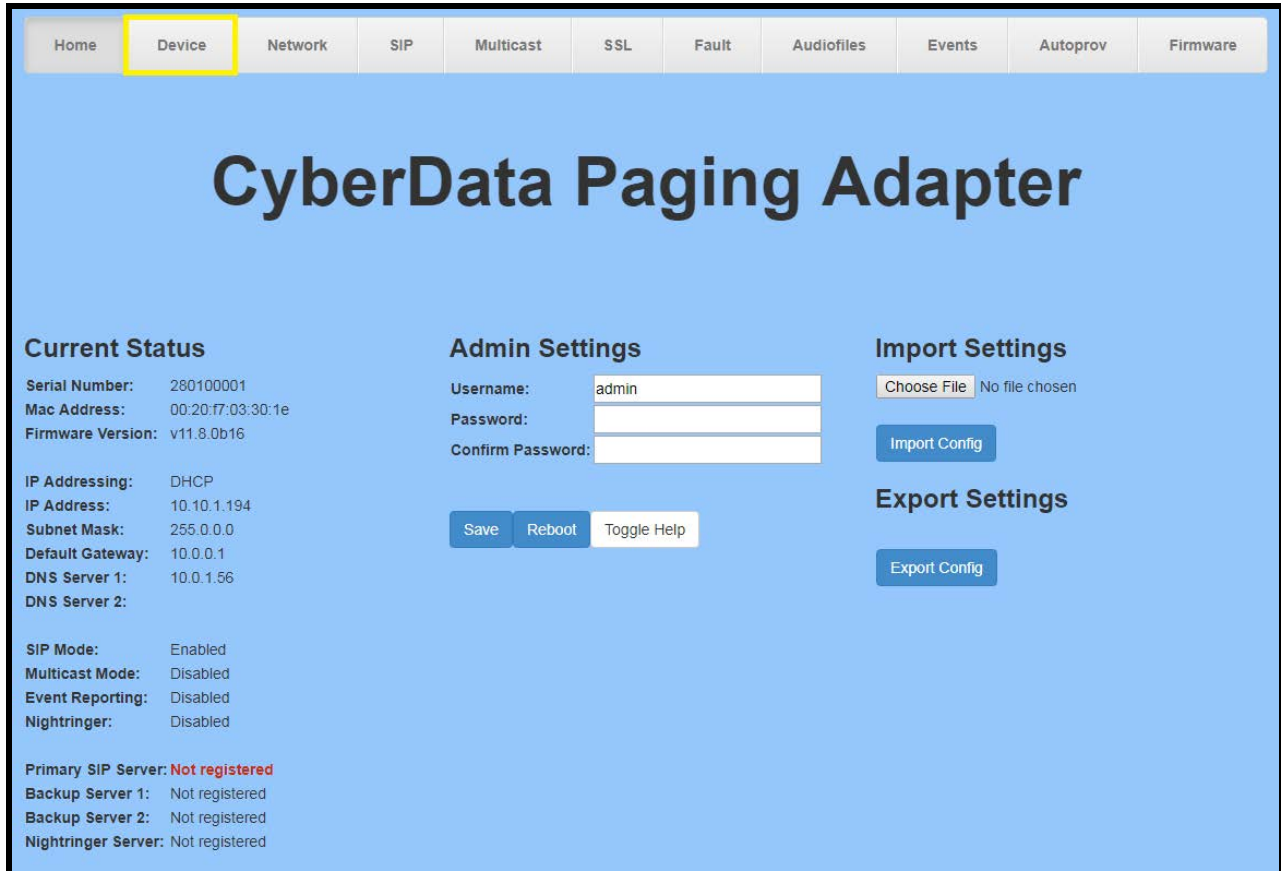
Username: admin

Password: admin

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3 Justin Court, Monterey, CA 93940  
[www.cyberdata.net](http://www.cyberdata.net)  
P 831.373.2601 | F 831.373.4193



Figure 5-2: Web Interface Login



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

Figure 5-3: Device Tab

The screenshot shows the configuration page for the CyberData Paging Adapter, with the 'SIP' tab selected. The page title is 'CyberData Paging Adapter'. The 'Clock Settings' section is highlighted with a yellow box and contains the following fields:

- Set Time with NTP server on boot:
- NTP Server:
- Posix Timezone String (see manual):
- Periodically sync time with server:
- Time update period (in hours):
- Current Time: 09:41:41

Other sections visible include:

- Line-in Settings:** Enable Line-in to Line-out Loopback:
- Relay Settings:** Activate Relay on Local Audio:
- DTMF Settings:** DTMF Duration: ; Bypass DTMF Menus (Go straight to page): ; Send pre-configured DTMF for Analog Zone: ; Zone: ; Manual DTMF Entry for Analog Zone: ; Require Security Code: ; Security Code:
- Misc Settings:** Device Name: ; Beep on Init: ; Beep on Page: ; Disable HTTPS (NOT recommended):

Buttons at the bottom include 'Test Audio', 'Test Relay', 'Save', 'Reboot', and 'Toggle Help'. The 'Save' button is highlighted with a yellow box.

1. Check the box for “Set Time with NTP Server on Boot”.
2. Change the **NTP server** if necessary.
3. Set the **Posix Timezone String** to the local area.

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

4. Check the box for “Periodically sync time with server”.
5. Set the “Time update period (in hours)” to 1
6. **Save.**
7. Go to the SIP Tab.

**Figure 5-4: SIP Tab**

The screenshot shows the configuration interface for the CyberData Paging Adapter. The interface is titled "CyberData Paging Adapter" and is divided into several sections:

- SIP Settings:** This section contains various configuration options. A yellow box highlights the "SIP Settings" header and the following fields: "Enable SIP operation" (checked), "SIP Transport Protocol" (set to TLS), "TLS Version" (set to 1.2 only), "Verify Server Certificate" (checked), "Register with a SIP Server" (checked), "Use Cisco SRST" (unchecked), "Primary SIP Server" (50882551.zoom.us), "Primary SIP User ID" (632510872533), "Primary SIP Auth ID" (724050968392), and "Primary SIP Auth Password" (masked). Other fields include Backup SIP Server 1, Backup SIP User ID 1, Backup SIP Auth ID 1, Backup SIP Auth Password 1, Backup SIP Server 2, Backup SIP User ID 2, Backup SIP Auth ID 2, Backup SIP Auth Password 2, Remote SIP Port (5060), Local SIP Port (5060), Outbound Proxy (us01sipsj0h.zoom.us), and Outbound Proxy Port (5091). At the bottom of this section are "Disable rport Discovery" (unchecked), "Buffer SIP Calls" (unchecked), "Re-registration Interval (in seconds)" (360), "Unregister on Boot" (unchecked), and "Keep Alive Period" (10000).
- Nighthringer Settings:** This section includes "Enable Nighthringer" (unchecked), "SIP Server" (10.0.0.253), "Remote SIP Port" (5060), "Local SIP Port" (5061), "Outbound Proxy" (empty), "Outbound Proxy Port" (0), "User ID" (241), "Authenticate ID" (241), "Authenticate Password" (masked), and "Re-registration Interval (in seconds)" (360).
- Call Disconnection:** This section has a "Terminate Call after delay" field set to 0.
- Codec Selection:** A yellow box highlights this section, which includes "Force Selected Codec" (checked) and "Codec" (set to PCMU (G.711, u-law)).
- RTP Settings:** This section includes "RTP Port" (10500), "(even)" (unchecked), "Jitter" (50), and "Buffer" (empty).

At the bottom of the interface, there are three buttons: "Save", "Reboot", and "Toggle Help".

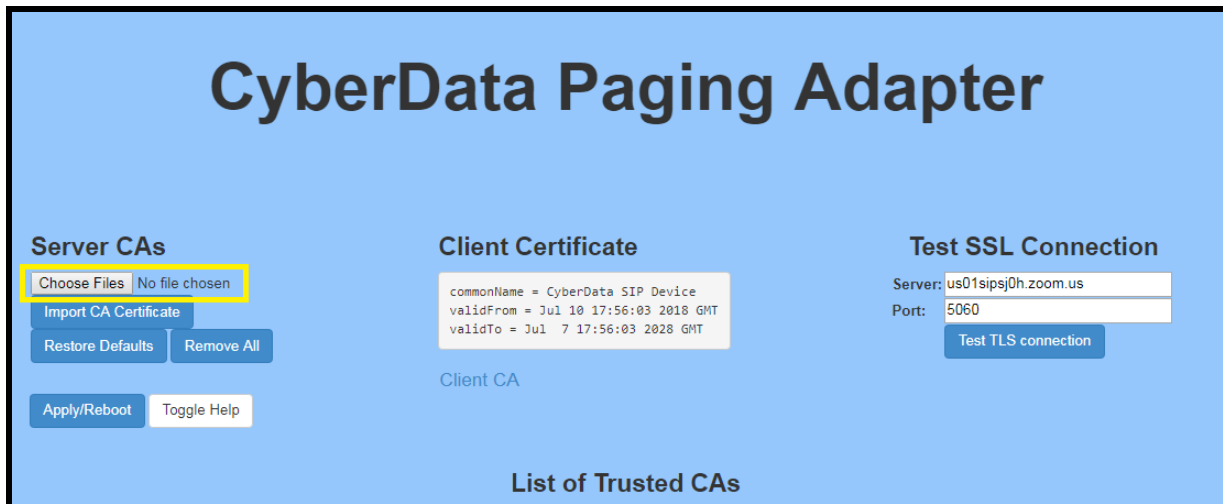
8. Set the 'SIP Transport Protocol' to **TLS**.
9. Keep TLS version set to "**1.2 Only (Recommended)**".
10. Check the box for "**Verify Server Certificate**".
11. Set the **Primary SIP Server** to the SIP Domain from the configuration Popup.
12. Set the **Primary SIP User ID** to the Username from the configuration Popup.
13. Set the **Primary SIP Auth ID** to the Authorization ID from the configuration Popup.

14. Set the **Primary SIP Auth Password** to the password provided in the configuration popup.
15. 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.*

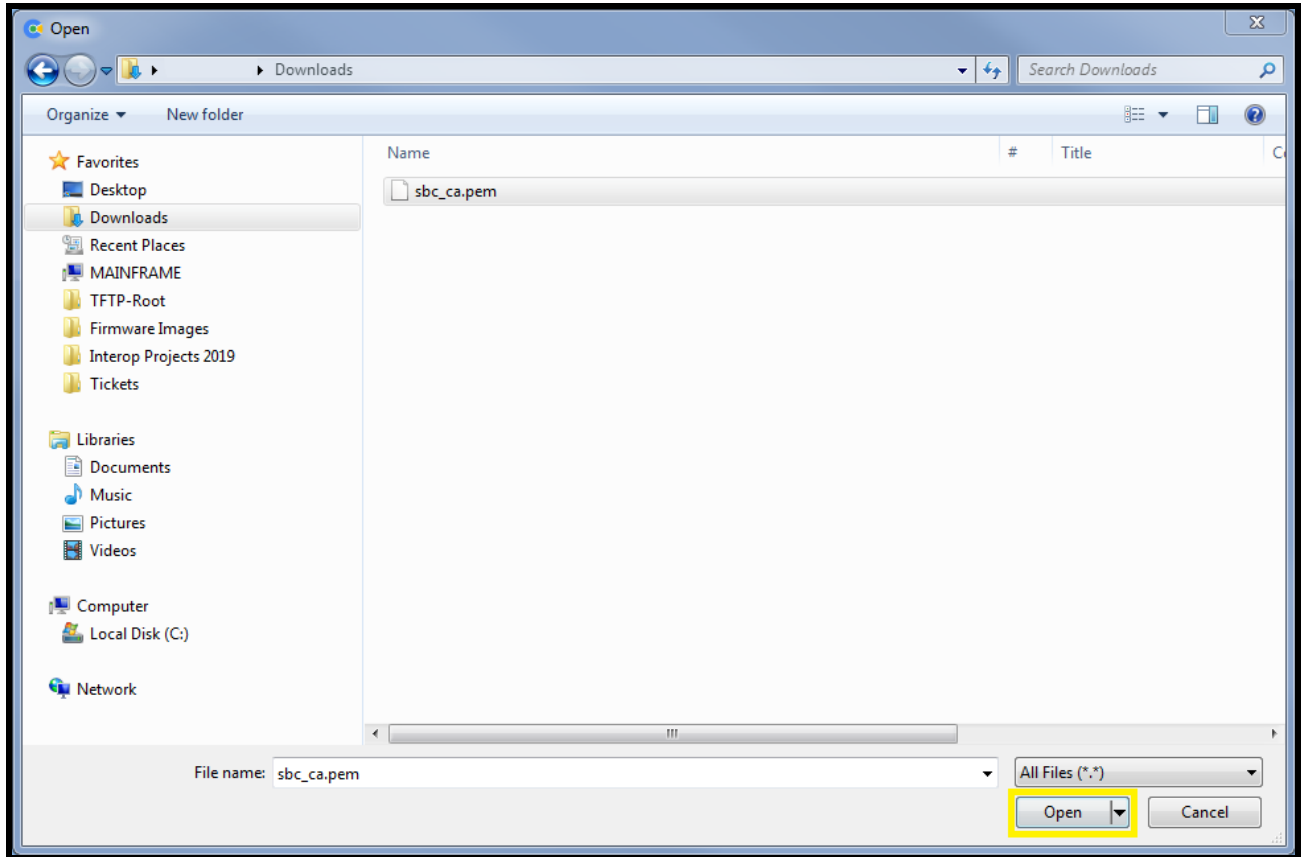
16. Check the box for “**Force Selected Codec**”.
17. **Save.**
18. Go to the ‘**SSL**’ Tab.

**Figure 5-5: SSL Tab**



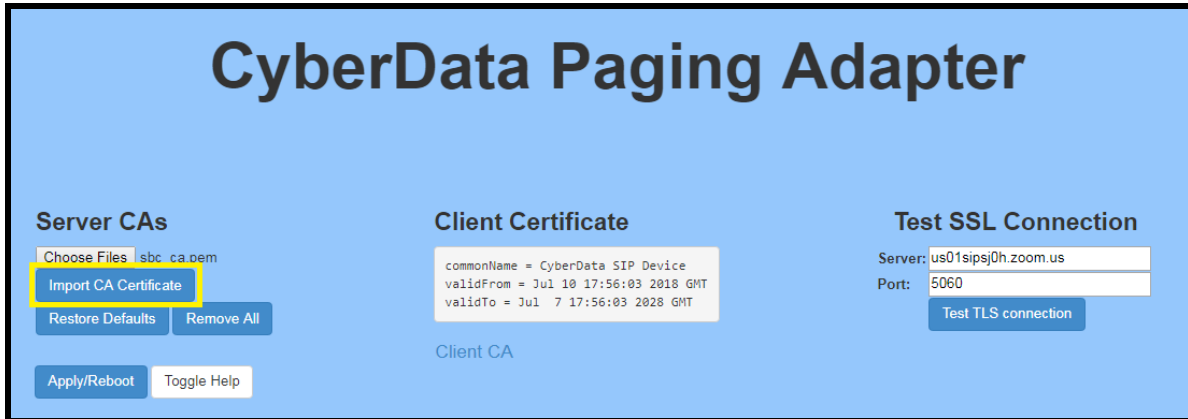
19. Press the ‘Choose Files’ button.

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



20. Select the “sbc\_ca.pem” file and press the Open button.
21. Press the “Import CA Certificate” button to load the cert.

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



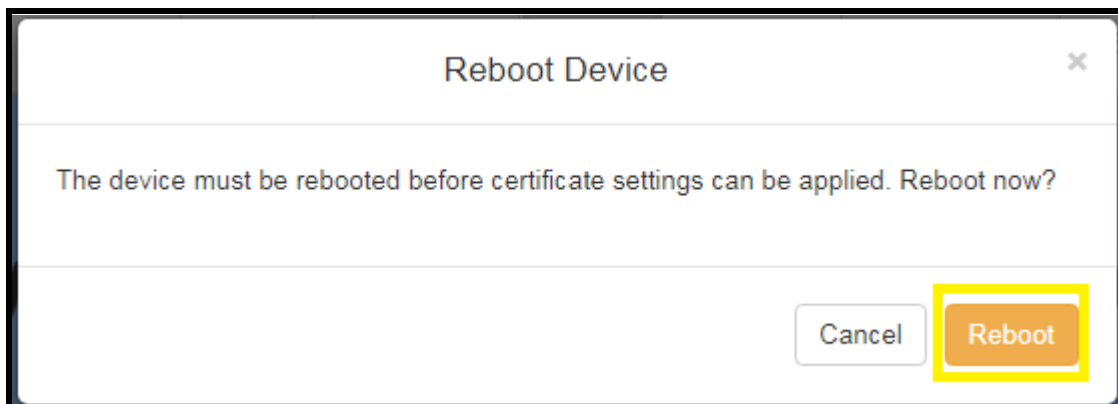
22. Once imported, confirm the file is listed with the other certificates.

**Figure 5-8: Certificate List**

22	ISRG_Root_X1.crt	Info	Remove
23	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G4.crt	Info	Remove
24	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G5.crt	Info	Remove
25	VeriSign_Universal_Root_Certification_Authority.crt	Info	Remove
26	Verisign_Class_1_Public_Primary_Certification_Authority.crt	Info	Remove
27	Verisign_Class_1_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
28	Verisign_Class_2_Public_Primary_Certification_Authority_-_G2.crt	Info	Remove
29	Verisign_Class_2_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
30	Verisign_Class_3_Public_Primary_Certification_Authority.crt	Info	Remove
31	Verisign_Class_3_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
32	sbc_ca.pem	Info	Remove
33	thawte_Primary_Root_CA.crt	Info	Remove
34	thawte_Primary_Root_CA_-_G2.crt	Info	Remove
35	thawte_Primary_Root_CA_-_G3.crt	Info	Remove

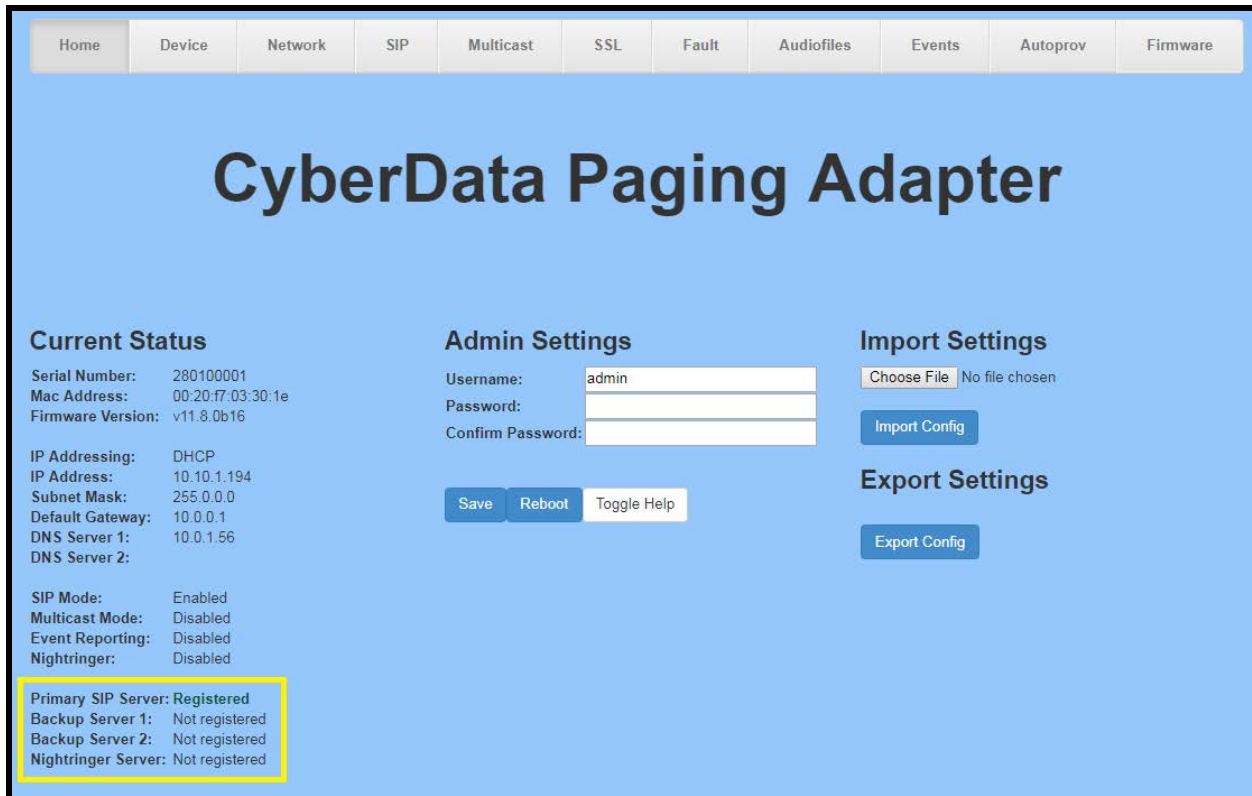
1. Once the certificate is loaded a reboot will be required to make the changes take effect Use the “Apply/Reboot Button.
2. Click Reboot in the Popup.

**Figure 5-9: Apply/Reboot Popup**



Once rebooted, “Registered” will appear in green in the “Status” section of the Home page.

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





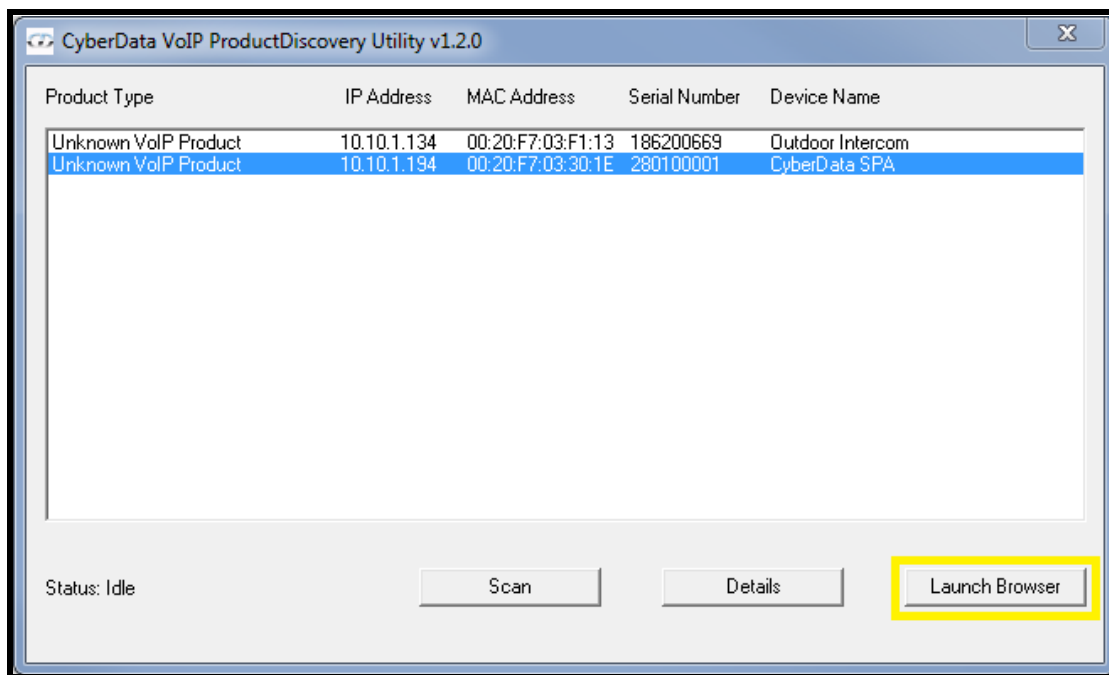
## 6.0 Configuration Procedure: Setting up the Nightringer extension

**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 5-1:** CyberData Discovery Utility

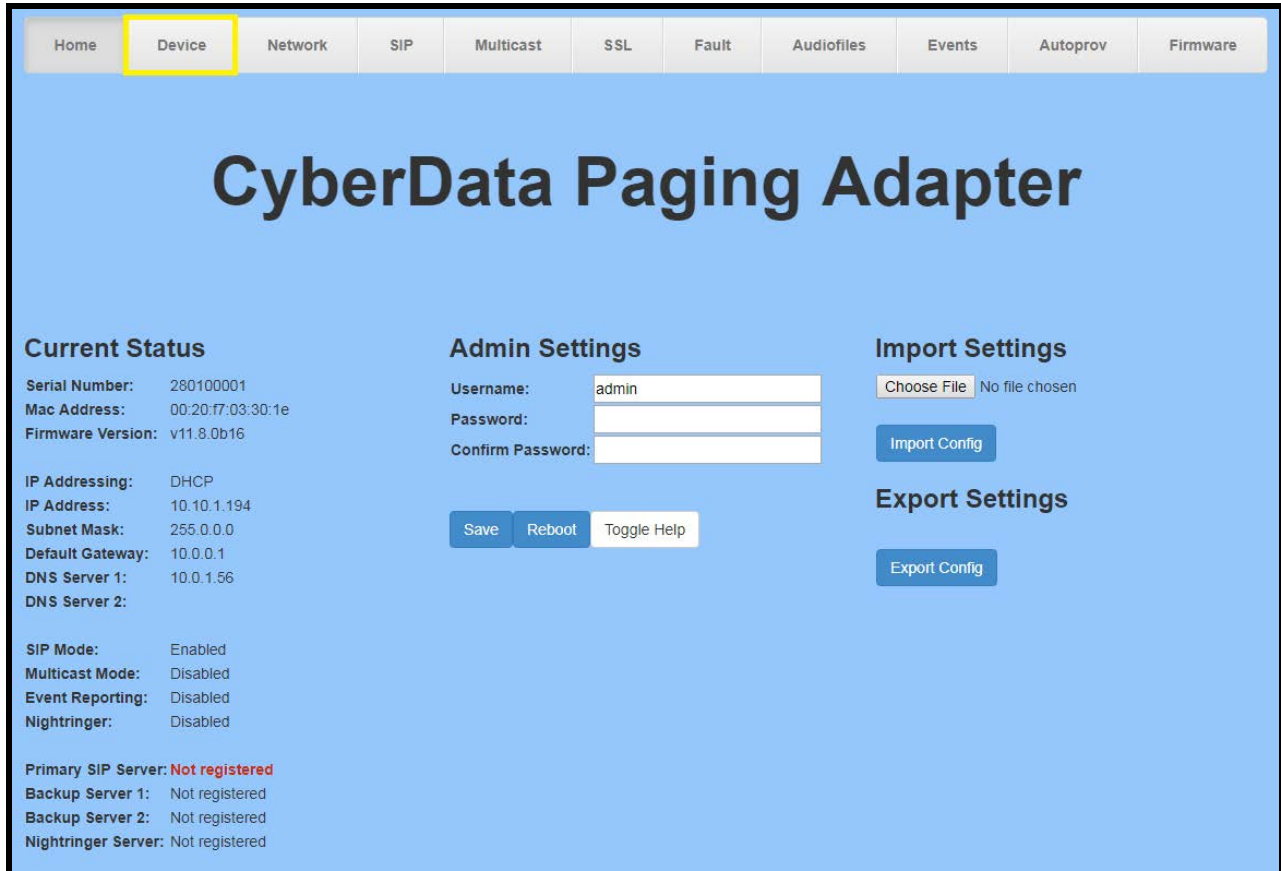


2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin

Password: admin

Figure 5-2: Web Interface Login



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

Figure 5-3: Device Tab

The screenshot shows the configuration interface for the CyberData Paging Adapter. The 'SIP' tab is selected in the top navigation bar. The main heading is 'CyberData Paging Adapter'. Below this, there are several sections: 'Line-in Settings' with an 'Enable Line-in to Line-out Loopback' checkbox; 'Relay Settings' with an 'Activate Relay on Local Audio' checkbox; 'Clock Settings' (highlighted with a yellow box) containing 'Set Time with NTP server on boot' (checked), 'NTP Server' (north-america.pool.ntp.org), 'Posix Timezone String' (PST8PDT,M3.2.0/2:00:00,M11.1), 'Periodically sync time with server' (checked), 'Time update period (in hours)' (1), and 'Current Time' (09:41:41); 'DTMF Settings' with 'DTMF Duration' (500), 'Bypass DTMF Menus' (unchecked), 'Send pre-configured DTMF for Analog Zone' (unchecked), 'Zone' (empty), 'Manual DTMF Entry for Analog Zone' (unchecked), 'Require Security Code' (unchecked), and 'Security Code' (empty); and 'Misc Settings' with 'Device Name' (CyberData SPA), 'Beep on Init' (unchecked), 'Beep on Page' (checked), and 'Disable HTTPS' (unchecked). At the bottom, there are buttons for 'Test Audio', 'Test Relay', 'Save' (highlighted with a yellow box), 'Reboot', and 'Toggle Help'.

4. Check the box for “Set Time with NTP Server on Boot”.

5. Change the **NTP server** if necessary.

6. Set the **Posix Timezone String** to the local area.

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

7. Check the box for “Periodically sync time with server”.

8. Set the “Time update period (in hours)” to 1.

9. **Save.**

10. Go to the SIP Tab.

Figure 5-4: SIP Tab

The screenshot displays the configuration page for the CyberData Paging Adapter. The page is titled "CyberData Paging Adapter" and is divided into several sections:

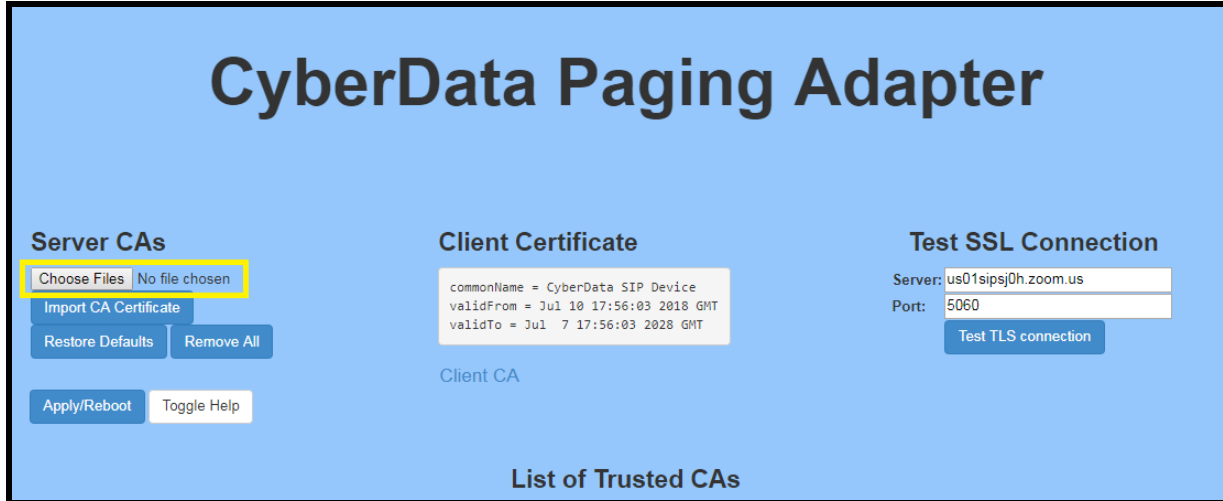
- SIP Settings:** Includes checkboxes for "Enable SIP operation" (checked), "Verify Server Certificate" (checked), and "Register with a SIP Server" (checked). It also features dropdown menus for "SIP Transport Protocol" (set to TLS), "TLS Version" (set to 1.2 only), and "NTP enabled" (checked). Text input fields are provided for "Primary SIP Server" (10.0.1.50), "Primary SIP User ID" (123), "Primary SIP Auth ID" (456), and "Primary SIP Auth Password" (masked). Backup settings for two servers are also present.
- Nightringer Settings:** Includes a checked "Enable Nightringer" checkbox and text input fields for "SIP Server" (50882551.zoom.us), "Remote SIP Port" (5060), "Local SIP Port" (5061), "Outbound Proxy" (us01sipsj0h.zoom.us), "Outbound Proxy Port" (5091), "User ID" (632510872533), "Authenticate ID" (724050968392), "Authenticate Password" (masked), and "Re-registration Interval (in seconds)" (360).
- Call Disconnection:** Features a text input field for "Terminate Call after delay" set to 0.
- Codec Selection:** Includes a checked "Force Selected Codec" checkbox and a dropdown menu for "Codec" set to PCMU (G.711, u-law).
- RTP Settings:** Includes text input fields for "RTP Port" (10500) and "Jitter Buffer" (50).

At the bottom of the page, there are three buttons: "Save", "Reboot", and "Toggle Help".

11. Set the 'SIP Transport Protocol' to **TLS**.
  12. Keep TLS version set to "**1.2 Only (Recommended)**".
  13. Check the box for "**Verify Server Certificate**".
  14. Set the **SIP Server** to the SIP Domain from the configuration popup.
  15. Set the **User ID** to the Username from the configuration popup.
  16. Set the **Authenticate ID** to the Authorization ID from the configuration popup.
  17. Set the **Authenticate Password** to the password provided in the configuration popup.
  18. 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.*
19. Check the box for "**Force Selected Codec**".
  20. **Save.**

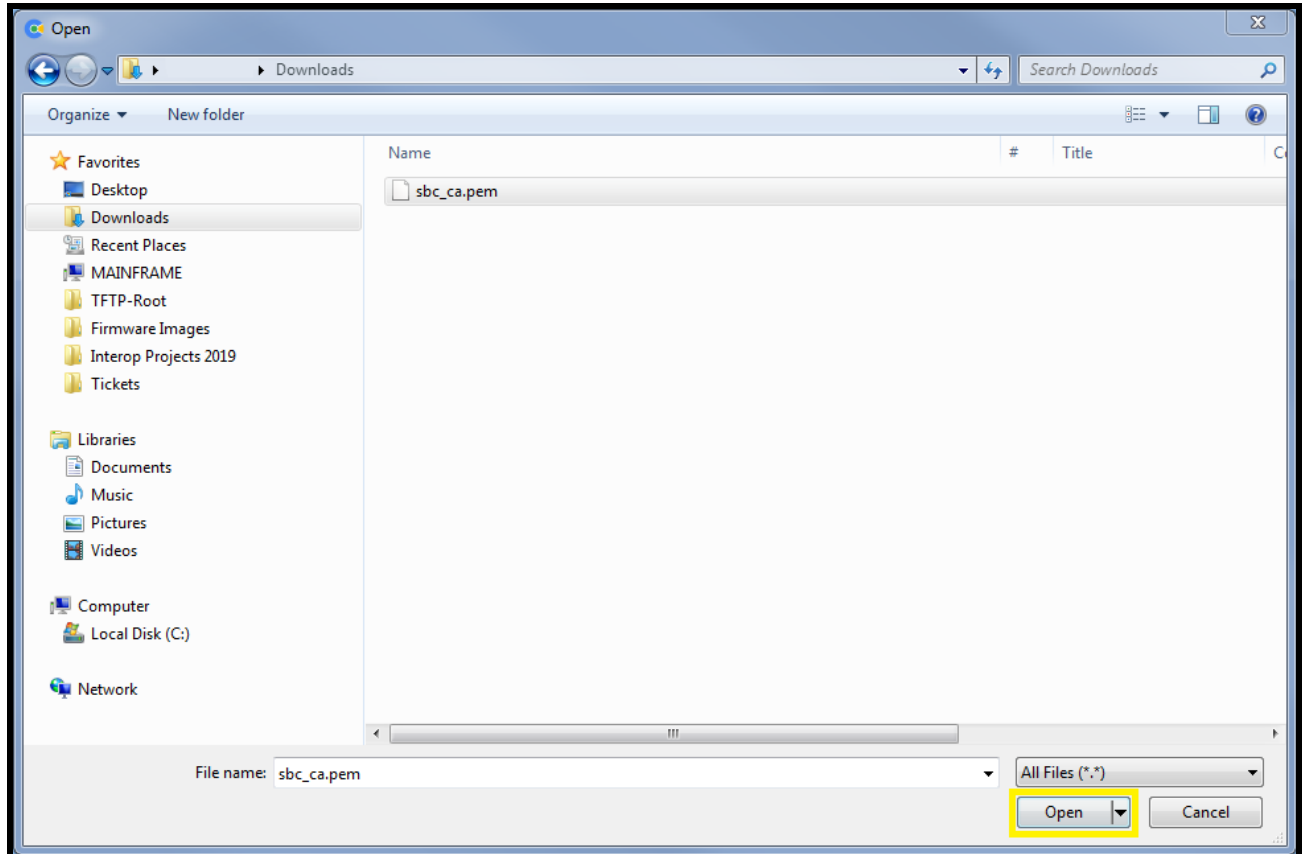
21. Go to the 'SSL' Tab.

**Figure 5-5: SSL Tab**



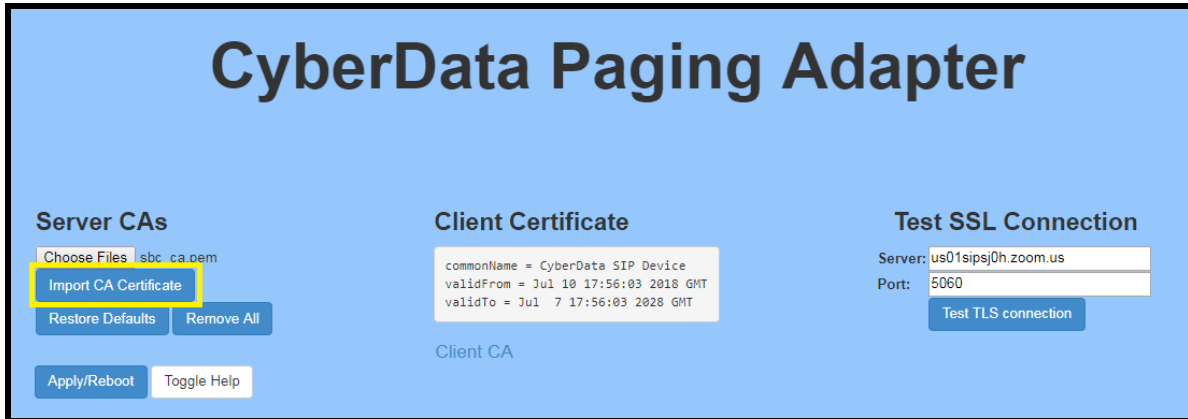
22. Press the 'Choose Files' button.

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



23. Select the “sbc\_ca.pem” file and press the Open button.
24. Press the “Import CA Certificate” button to load the cert.

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



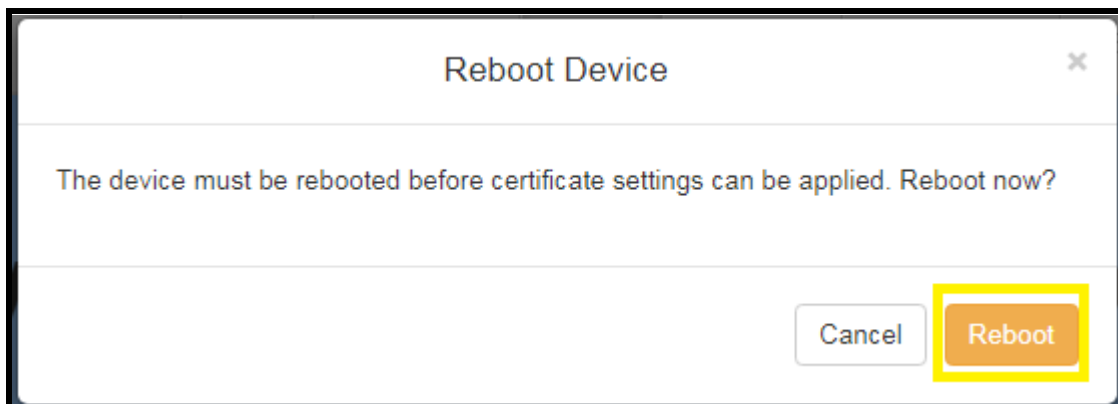
25. Once imported, confirm the file is listed with the other certificates.

**Figure 5-8: Certificate List**

22	ISRG_Root_X1.crt	Info	Remove
23	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G4.crt	Info	Remove
24	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G5.crt	Info	Remove
25	VeriSign_Universal_Root_Certification_Authority.crt	Info	Remove
26	Verisign_Class_1_Public_Primary_Certification_Authority.crt	Info	Remove
27	Verisign_Class_1_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
28	Verisign_Class_2_Public_Primary_Certification_Authority_-_G2.crt	Info	Remove
29	Verisign_Class_2_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
30	Verisign_Class_3_Public_Primary_Certification_Authority.crt	Info	Remove
31	Verisign_Class_3_Public_Primary_Certification_Authority_-_G3.crt	Info	Remove
32	sbc_ca.pem	Info	Remove
33	thawte_Primary_Root_CA.crt	Info	Remove
34	thawte_Primary_Root_CA_-_G2.crt	Info	Remove
35	thawte_Primary_Root_CA_-_G3.crt	Info	Remove

3. Once the certificate is loaded a reboot will be required to make the changes take effect  
Use the “Apply/Reboot Button.
4. Click Reboot in the popup.

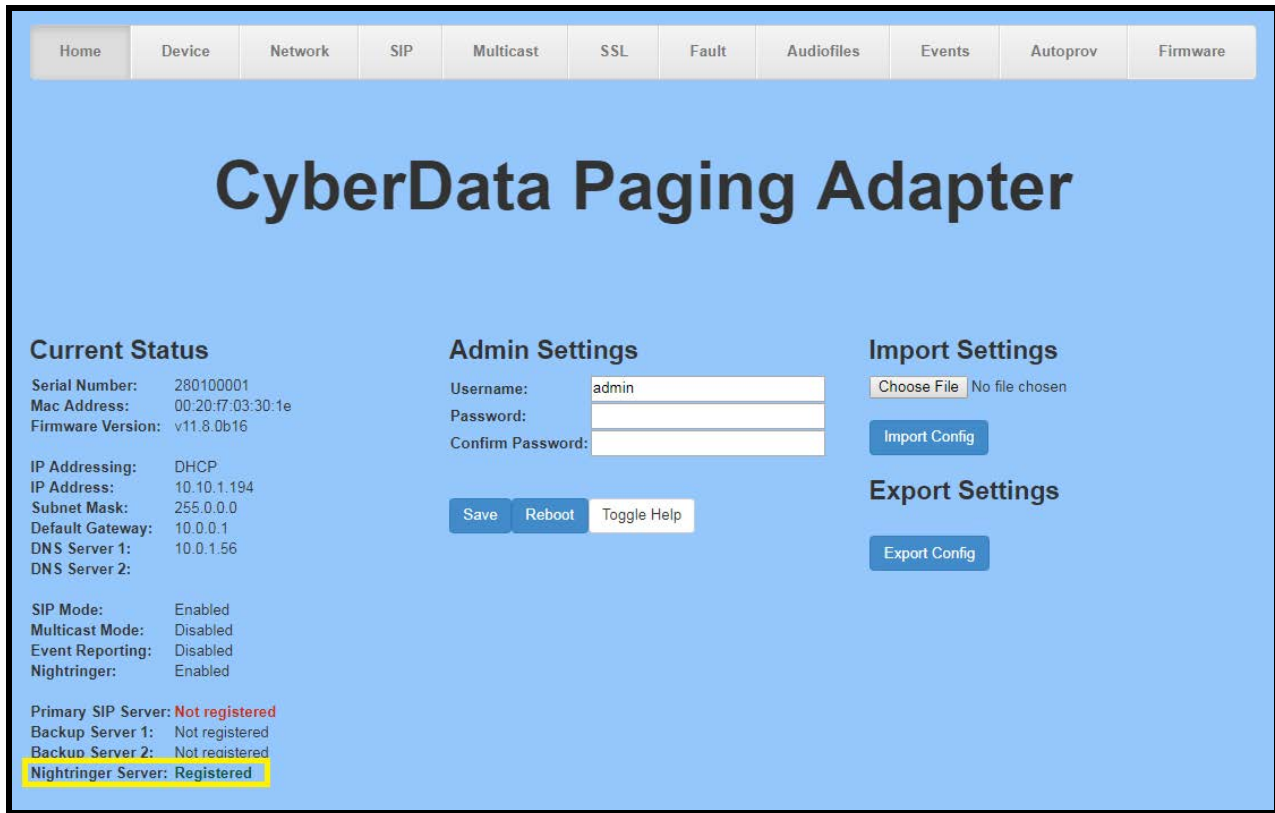
**Figure 5-9: Apply/Reboot Popup**





Once rebooted, “Registered” will appear in green in the “Status” section of the Home page.

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



## 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. Due to this operation it is not possible to page to multiple devices at once.

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.

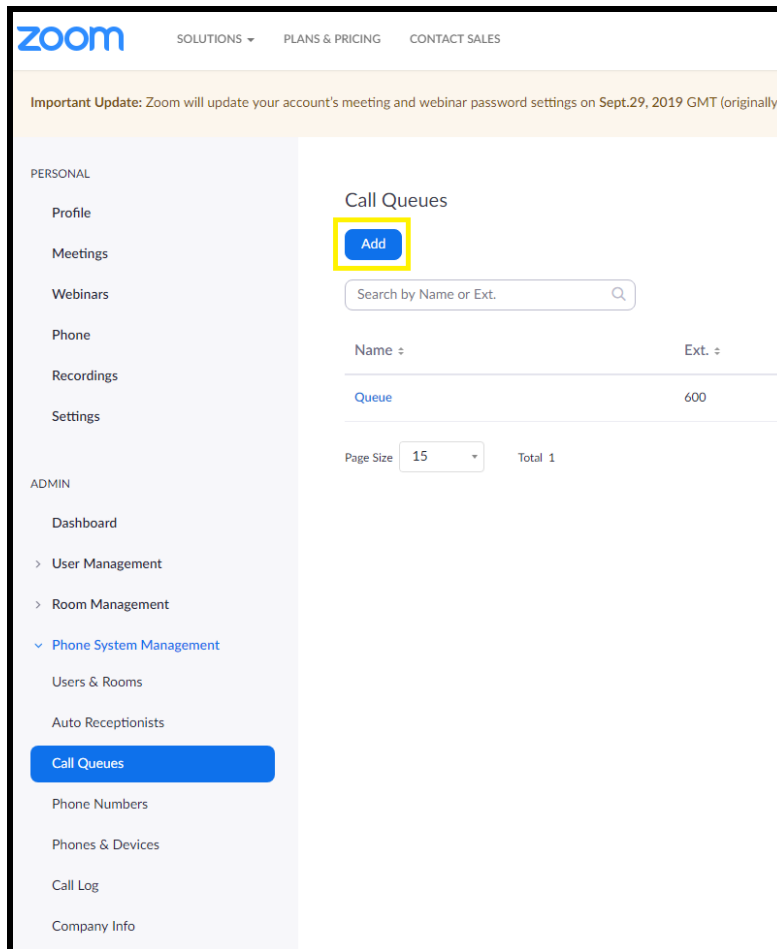
*Note: If the amplifier used in your system is not on our list please reach out to our [Support department](#) to see if it is compatible. If so, a connection diagram will be created.*

## 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

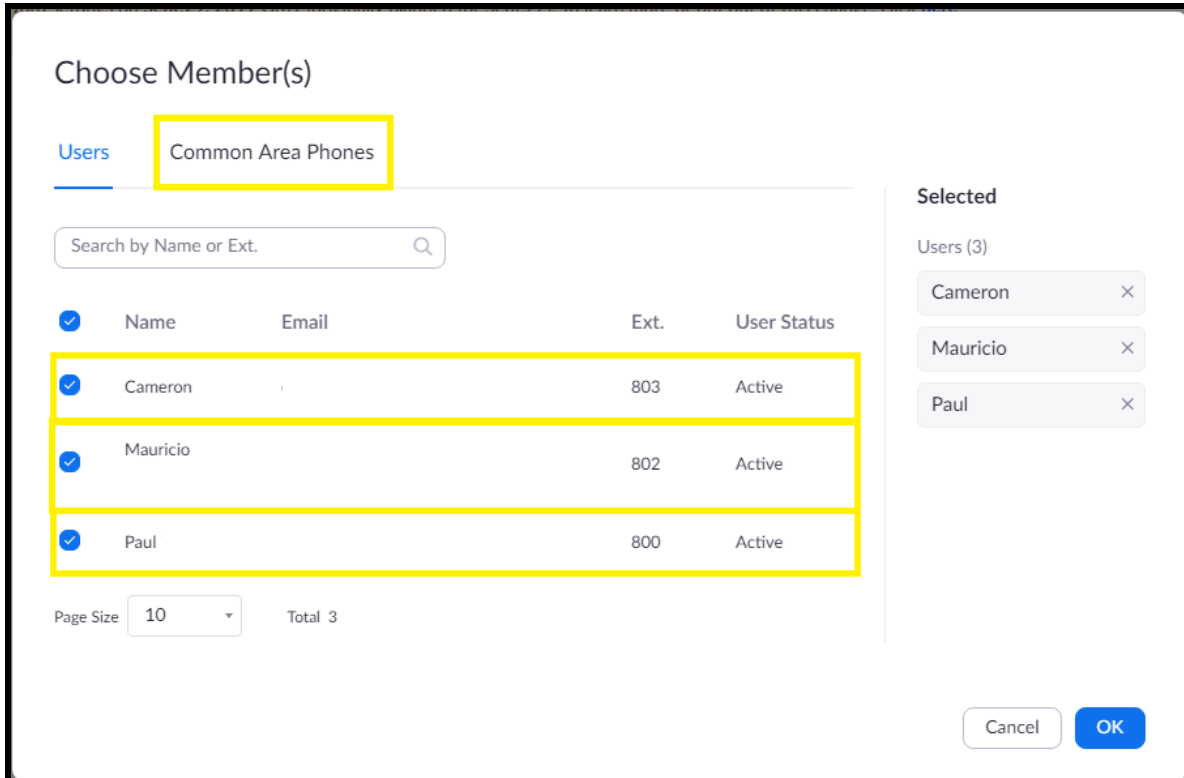
Description (Optional)

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



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

Page Size: 10 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

Call Queues > Add

Name

Description (Optional)

Extension Number

Member(s) Selected 6 Member(s) [Add](#)

## 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.