ALGO

Getting Started with Algo IP Endpoints: SIP Registration Guide

Need Help?

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2020-04-02

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Introduction

Algo IP products register with most hosted/cloud or premise-based telephone systems supporting 3rd party SIP endpoints. This guide provides instructions to get an Algo SIP endpoint registered as well as to troubleshoot a failed registration.

For a list of known phone systems which support Algo SIP devices and specific instructions, please visit the URL below:

http://www.algosolutions.com/voip

General Instructions (For All Extension Types)

1. Log into the web interface by typing the device's IP address in the web browser. For device-specific instructions to discover the IP address, check its User Guide, or use the Algo Network Device Locator.

2. Get in touch with your service provider or network administrator to request the following:

   a. SIP Server Address / Domain Name

   b. SIP Extension, Authentication ID and Password

   Note: The Authentication ID may also be called Username for some SIP servers, and in some cases may be the same as the SIP extension.

3. Enter the SIP server's IP address / Domain Name into the **SIP Domain (Proxy Server)** field under the **Basic Settings** -> **SIP** tab.

4. Not mandatory (dependent upon service provider settings) If the service provider uses an **Outbound Proxy**, enter its address under **Advanced Settings** -> **Advanced SIP**.

Extension Specific Instructions

Registering a Page Extension

A Page Extension will auto answer and open a voice path. Often used for public announcement, and can be configured for two-way communication.

1. In Basic Settings -> SIP tab, enter the **Page Extension**, **Authentication ID,** and **Password**.

2. Check SIP Registration state under the Status tab. If the status is not "Successful", read the Troubleshooting section below.

Registering Additional Page Extension

Most Algo SIP Endpoints support up to 50 page extensions. These are typically used with multicasting to give each zone a specific SIP extension.

1. Select **Additional Features** -> **More Page Extensions** tab.

2. Enable the desired zones and fill in the **Extension, Authentication ID,** and **Authentication Password**.

Registering a Ring Extension

A Ring Extension plays an audio file (e.g. ring tone, alert announcement, etc.), and is commonly used for loud ringing. The Algo SIP Endpoint can be added as part of a hunt group or ring group to ring in conjunction with a telephone.

1. In **Basic Settings** -> **SIP** tab, change the **Ring/Alert Mode** to **Monitor "Ring" event on registered SIP extension**.

2. Enter the **Ring Extension**, **Authentication ID,** and **Password**.

3. Check SIP Registration state under the Status tab. If the status is not "Successful", read the Troubleshooting section below.

Registering Additional Ring Extensions

Most Algo SIP Endpoints support up to 10 ring extensions. These can be used to monitor multiple extensions, or with multicast to alert specific zones.

1. Select **Additional Features** -> **More Ring Extensions** tab.

2. Enable the additional ring extensions and fill in the **Extension, Authentication ID,** and **Authentication Password**.

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Registering Emergency Alert Extensions

An Emergency Alert Extension can be dialed and will begin to play an audio file (e.g. ring tone, alert announcement, etc.). These can be configured to play for a pre-set duration, or until a Call-to-Cancel extension is dialed.

For additional Emergency Alert configuration, please see device user guide.

1. Select **Additional Features** -> **Emergency Alerts** tab.

2. Enable the announcements that are to be configured.

3. Enter the **Extension**, **Authentication ID,** and **Password**.

4. (Optional) If Announcement Duration is set to Play Until Cancelled then enter an **Extension**, **Authentication ID,** and **Password** under Call-to-Cancel.

5. Check SIP Registration state under the Status tab. If the status is not "Successful", read the Troubleshooting section below.

The Answer Inbound Call feature can be enabled to play a confirmation tone on the dialing phone. Leave this feature disabled if there are other devices registered to the emergency alert extension.

Troubleshooting

SIP Registration Status = "Rejected by Server"

Meaning: The server receives Register packets from the endpoint and responds with an unauthorized message.

- Ensure the credentials (extension, authentication ID, password) on the device match on the Server.

- Under Basic Settings -> SIP, click on the blue circular arrows to the right of the Password field. If the Password is not what it should be, the web browser is probably auto filling the password field. If so, any change on a page containing a password could be filled in with an undesired string.

- Many VoIP Phone Systems don't accept more than 1 device registered to an extension. Make sure that the endpoint is registering with an extension that is not being used by any other device.

- Check the System Log (System -> System Log tab). If you see "500 Server Internal Error", it often this means that this is not actually the correct address/port for the SIP server (although the server does know enough to reject the request).

- Lastly, if the Extension and Authentication ID are not the same, copy & paste the Extension to Authentication ID.

SIP Registration Status = "No reply from server"

Meaning: the device is not able to communicate across the network to the phone server.

- Double check the "SIP Domain (Proxy Server)", under Basic Settings -> SIP tab field is filled out correctly with the address of your server and port number.

- Check if the service provider uses an Outbound Proxy. If so, enter it under Advanced Settings -> Advanced SIP

- Ensure the firewall (if present) is not blocking the incoming packets from the server.

Registration Drops Constantly

- Enable the Keep-alive method. Navigate to Advanced Settings -> Advanced SIP, set Keep-alive to "Double CRLF" and set the period to 30 seconds.