



ALGO IP Products Registration Guide Instructions

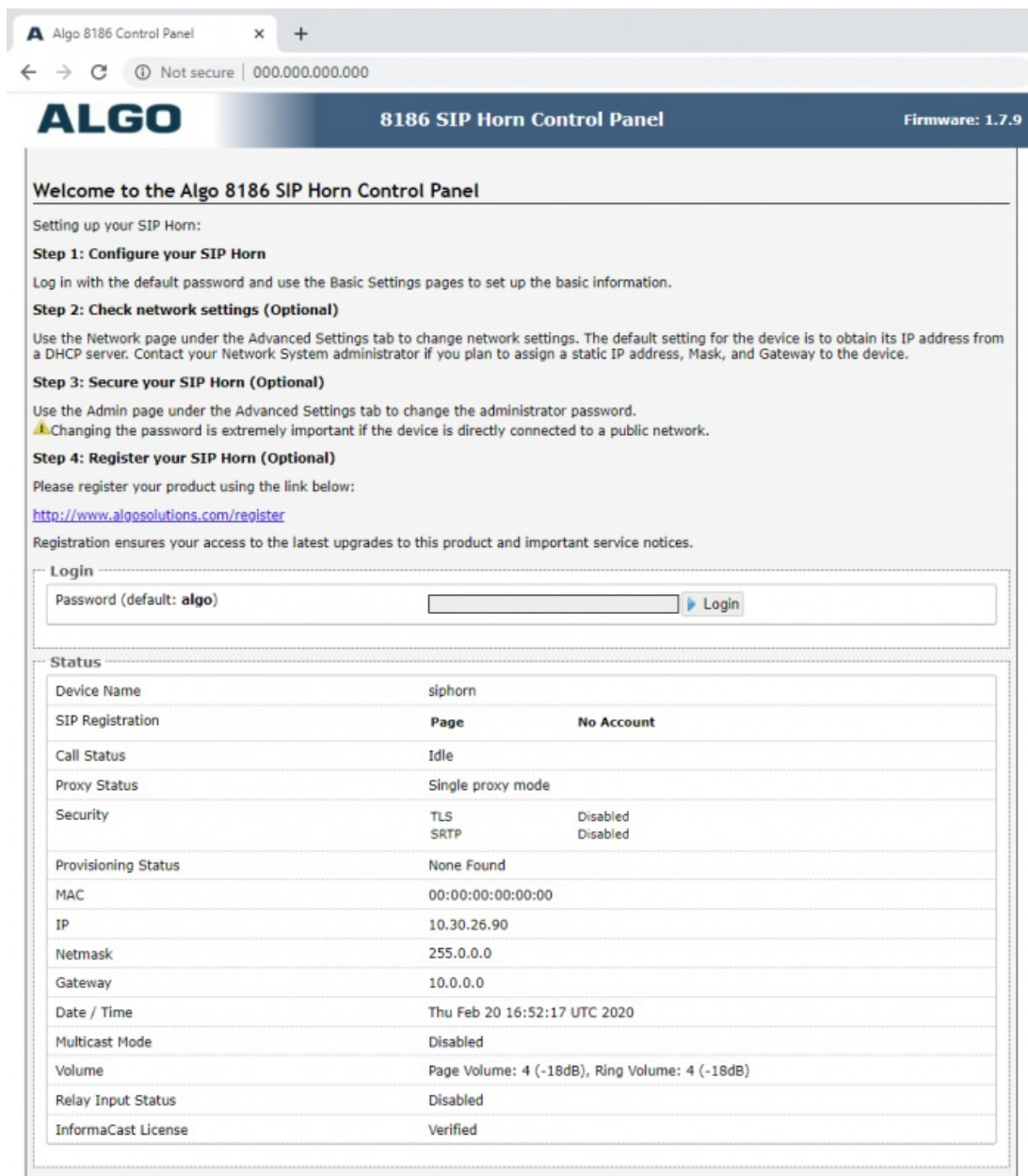
[Home](#) » [ALGO](#) » ALGO IP Products Registration Guide Instructions 

Contents

- 1 ALGO IP Products Registration
- 2 Introduction
- 3 General Instructions (For All Extension Types)
- 4 Extension Specific Instructions
 - 4.1 Registering a Page Extension
 - 4.2 Registering Additional Page Extensions
 - 4.3 Registering a Ring Extension
- 5 Troubleshooting
- 6 Documents / Resources
 - 6.1 References
- 7 Related Posts

ALGO

ALGO IP Products Registration



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:
 - SIP Server Address / Domain Name
 - SIP Extension, Authentication ID and Password, outbound proxy (if applicable). Note: The Authentication ID may also be called a 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.

The screenshot shows the 'Basic Settings' tab with the 'SIP' sub-tab selected. The 'SIP Settings' section is highlighted with a red box. It contains a text input field for 'SIP Domain (Proxy Server)' with a red border. Below it, a note states: 'Default port is 5060. To specify a different port, enter PROXY:PORT, e.g. my_proxy.com:5070, or 192.168.1.10:5080.' Below this, there are radio buttons for 'Ring/Alert Mode' with 'None' selected. Further down, there are text input fields for 'Page Extension', 'Authentication ID', 'Authentication Password', and 'Display Name (Optional)'. A note at the bottom states: 'The device will auto-answer any inbound call received on this extension and provide a voice paging path (and multicast if configured).' A 'Save' button is at the bottom right.

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

The screenshot shows the 'Advanced Settings' tab with the 'Advanced SIP' sub-tab selected. The 'Advanced SIP Settings' section is highlighted with a red box. It contains a 'General' section with the following fields: 'SIP Transportation' (Auto), 'SIPS Scheme' (Disabled), 'Validate Server Certificate' (Disabled), 'Force Secure TLS Version' (Disabled), and 'SIP Outbound Support (RFC 5626)' (Disabled). Below these, there is a text input field for 'Outbound Proxy' with a red border, and a text input field for 'Register Period (seconds)' with the value '3600'. A 'Save' button is at the bottom right.

5. Follow the next sections for specific instructions on how to register a page, ring and/or emergency alert extension.

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 the SIP Registration state under the Status tab. If the status is not “Successful”, read the Troubleshooting section below.

SIP Settings

SIP

This section allows the SIP server information & account credentials to be entered. This information should be obtained from your telephone system administrator or hosted account provider. After saving these settings, see the [Status](#) tab to confirm successful registration.

SIP Domain (Proxy Server)

Default port is 5060. To specify a different port, enter PROXY:PORT, e.g. my_proxy.com:5070, or 192.168.1.10:5080.

Ring/Alert Mode

☐ Monitor "Ring" event on registered SIP extension

☒ None

Page Extension

Authentication ID

Authentication Password

Display Name (Optional)

The device will auto-answer any inbound call received on this extension and provide a voice paging path (and multicast if configured).

☒ Save

Registering Additional Page Extensions

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. ringtone, 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 the registered SIP extension.
2. Enter the Ring Extension, Authentication ID, and Password.

SIP Settings

SIP

This section allows the SIP server information & account credentials to be entered. This information should be obtained from your telephone system administrator or hosted account provider. After saving these settings, see the [Status](#) tab to confirm successful registration.

SIP Domain (Proxy Server)

Default port is 5060. To specify a different port, enter PROXY:PORT, e.g. my_proxy.com:5070, or 192.168.1.10:5080.

Ring/Alert Mode ☒ Monitor "Ring" event on registered SIP extension ☐ None

Ring Extension

Authentication ID

Authentication Password

Display Name (Optional)

The device will detect inbound ring events on this extension and play the alerting tone (and multicast if configured) until the inbound call stops ringing. It will not answer the call on this extension.

3. Check the 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.

Registering Emergency Alert Extensions

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

StatusBasic Settings**Additional Features**Advanced SettingsSystemLogout

Input/Output**Emergency Alerts**More Page ExtensionsMore Ring Extensions

Emergency Alerts

ⓘ This section allows pre-recorded announcements to be triggered & latched by calling an extension and hanging up. The announcement will continue to play until a different "Cancel" extension is called to clear the announcement (or a pre-defined timeout is reached). This can be useful for emergency notifications (e.g. "Evacuation Alert"), allowing staff to quickly dial a pre-configured number and then exit the building. Audio files can be easily uploaded to create custom announcements.

ⓘ Up to 10 extensions can be registered allowing up to 10 different announcements. A single "Cancel" extension also needs to be registered; calling this number will cancel the currently active announcement.

ⓘ Note: Some SIP phone systems may not support this feature if they limit the number of extensions that can be registered on a single device.

Settings

Announcement Duration

☐ Play Once
 ☒ Play Until Cancelled

Maximum Announcement Time

10 minutes

Answer Inbound Call

☐ Enabled
 ☒ Disabled

ⓘ This option selects how the Announcement calls are handled. In both cases, the Emergency Announcement is started when the appropriate extension is called and continues until the Cancel Extension is called.
 ⓘ Select "Enabled" to answer the inbound call and provide the option to play a confirmation tone before starting the alert, then automatically release the call.
 ⓘ Select "Disabled" to detect just the inbound Ring signal, but not actually answer the call

Call-to-Cancel

Extension

Authentication ID

Authentication Password

Display Name (Optional)

Announcements

Announcement 1

☐ Enabled
 ☒ Disabled

Announcement 2

☐ Enabled
 ☒ Disabled

Announcement 3

☐ Enabled
 ☒ Disabled

5. Check the 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 and/or configure a pin code to initiate the announcement. Leave this feature disabled if there are other devices registered to the emergency alert extension.

Troubleshooting

SIP Registration Status = "Rejected by Server" (in the Status tab)

Meaning:

The server receives SIP 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 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, try copying & pasting the Extension to the Authentication ID.

SIP Registration Status = “No reply from server” (in the Status tab)

Meaning:

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

- Double check the “SIP Domain (Proxy Server)”, under the 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.
- Try changing the SIP Transporation Method (Advanced Settings -> Advanced SIP) from “Auto” to the required one according to the PBX.
- 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.

Algo Communication Products Ltd

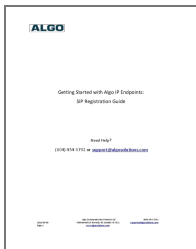
4500 Beedie St Burnaby BC Canada V5J 5L2

www.algosolutions.com.

(604) 454-3792

support@algosolutions.com.

Documents / Resources

	ALGO IP Products Registration Guide [pdf] Instructions IP Products Registration Guide, Registration Guide, Registration
---	--

References

- [A Home - Algo Communication Products Ltd.](#)
- [A Home - Algo Communication Products Ltd.](#)