Paging and Loud Ringing with VVX600 and Algo 8180

Application Note
Paging and Loud Ringing with VVX600 and Algo 8180

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6001 America Center Drive
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USA

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Conventions Used in Polycom Guides

Polycom guides contain graphical elements and a few typographic conventions. Familiarizing yourself with these elements and conventions will help you successfully perform tasks.

Information Elements

Polycom guides may include any of the following icons to alert you to important information.

**Icons Used in Polycom Guides**

<table>
<thead>
<tr>
<th>Name</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>![Note Icon]</td>
<td>The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.</td>
</tr>
<tr>
<td>User Tip</td>
<td>![User Tip Icon]</td>
<td>The User Tip icon highlights techniques, shortcuts, or productivity related tips for users.</td>
</tr>
<tr>
<td>Administrator Tip</td>
<td>![Administrator Tip Icon]</td>
<td>The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.</td>
</tr>
<tr>
<td>Caution</td>
<td>![Caution Icon]</td>
<td>The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.</td>
</tr>
<tr>
<td>Warning</td>
<td>![Warning Icon]</td>
<td>The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone, video, or network performance.</td>
</tr>
<tr>
<td>Web Info</td>
<td>![Web Info Icon]</td>
<td>The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.</td>
</tr>
<tr>
<td>Timesaver</td>
<td>![Timesaver Icon]</td>
<td>The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.</td>
</tr>
<tr>
<td>Power Tip</td>
<td>![Power Tip Icon]</td>
<td>The Power Tip icon highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>![Troubleshooting Icon]</td>
<td>The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.</td>
</tr>
<tr>
<td>Settings</td>
<td>![Settings Icon]</td>
<td>The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.</td>
</tr>
</tbody>
</table>
Typographic Conventions

A few typographic conventions, listed next, are used in Polycom guides to distinguish types of in-text information.

Typographic Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.</td>
</tr>
<tr>
<td><strong>Italics</strong></td>
<td>Used to emphasize text, to show example values or inputs (in this form: <code>&lt;example&gt;</code>), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.</td>
</tr>
<tr>
<td><strong>Blue Text</strong></td>
<td>Used for cross references to other sections within this document and for hyperlinks to non-Polycom web sites and documents such as third-party web sites and documentation.</td>
</tr>
<tr>
<td><strong>Blue Text in italics</strong></td>
<td>Used for hyperlinks to Polycom resources outside of this document such as the Polycom Support web site, Polycom product web pages, or Polycom documentation.</td>
</tr>
<tr>
<td><strong>Courier</strong></td>
<td>Used for code fragments and parameter names.</td>
</tr>
</tbody>
</table>
Before You Begin

This guide covers the steps for using the Algo 8180 SIP Audio Alerter for page and loud ringer applications with Polycom phones. A unique page extension and up to 5 unique ring extensions can be assigned to the Algo 8180 speaker. The ring extensions can be configured via simultaneous ringing to enable a loud ring audio file to be play over an Algo 8180 when a call is made to the Polycom phone. The Algo 8180 can also be called directly at its page extension.

8180 SIP Audio Alerter

Web Info: An Online Version of this Document is Available

Note that if you are reading this document in PDF format, an online version is available on the Polycom Technet web site.
Audience, Purpose, and Required Skills

Readers of this guide are assumed to have a basic understanding of SIP and the Polycom infrastructure. Algo 8180 SIP Audio Alerter firmware used in this guide was 2.4.

Users should have functional knowledge of the following third-party products:

- Algo 8180 SIP Audio Alerter

Frequently Asked Questions

Refer to the frequently asked questions (FAQs) to help answer questions you may have about the solution before you begin.

**How can I troubleshoot if the Algo 8180 SIP Audio Alerter doesn’t ring when the phone rings?**

Check the **Status** page in the Algo web interface to see if the SIP registration have been successful. See step 8 in **Configure the Algo 8180 SIP Audio Alerter** for details.

**How do I obtain the IP address of the 8180 SIP Audio Alerter?**

Directions to obtain the IP address of the SIP device, can be found in **Algo 8180 SIP Audio Alerter User Guide** pages 8-9.
Required Solution Hardware

The hardware needed for group paging is an Algo 8180 SIP Audio Alerter and a Polycom VVX600 phone.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support. For technical questions about the Algo 8180 SIP Audio Alerter contact Algo support: at 604-454-3792 or support@algosolutions.com.

Polycom and Partner Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

For more information about the SIP 8180 Audio Alerter, refer to the Algo 8180 SIP Audio Alerter User Guide.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.
Setting up Configurations

This guide assumes that the Polycom phone already has configured phone lines and corresponding extensions. For information about the Polycom VVX600 phone, refer to Polycom VVX 500 and Polycom VVX 600 Business Media Phones User Guide.

This guide also assumes that the Polycom phone has been configured to allow simultaneous ringing via the unique extensions assigned to the Algo 8180 ring function.

Configuring the Algo 8180 SIP Audio Alerter

Once the IP address of the target 8180 is known, the device can be configured from the web interface. Directions to obtain the the IP address of the SIP device, can be found in Algo 8180 SIP Audio Alerter User Guide pages 8-9.

1. To configure 8180 Intercom online, open an empty web browser, enter the device's IP address in the address field, and press Enter

2. In the web interface, enter the password to log in (default password is algo)

3. Click on the Basic Settings tab and then the SIP tab

4. In the SIP Account section, enter the SIP Server Name or IP address in the SIP Domain (Proxy Server) field

5. Enter a unique Ring Extension, Authentication ID and Authentication Password to register the 8180 with the SIP Server.

6. Enter another unique Page Extension, Authentication ID and Authentication to register the 8180 with the SIP Server.

7. At the bottom of the screen click Save to save the settings
8. To check if the **SIP Registration** was successful, you can check the **Status** tab
Setting 8180 Paging Audio Delay

The Polycom phones have an interoperability setting for about 200 millisecond audio delay. To ensure synchronicity during a Polycom Group Page, audio delay can be adjusted in the 8180 web configurations.

1. In the **Basic Settings** tab, click on the **Page** tab

2. At the bottom of the **Page** settings, enter an **Audio Delay** of around 200 milliseconds. *The exact delay setting will require some testing, as it depends on the Polycom phone used and the overall setup.*

3. At the bottom of the screen click **Save**

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![Image of the Page Settings tab in the 8180 web interface, highlighting the Audio Delay setting and the Save button.](image-url)
Multiple Ring Extensions

One Algo 8180 device can register with 5 additional ring extensions.

1. Go to the Advanced Settings and Advanced Ring/Alert tab.
2. Enable the additional ring extensions in the More Ring Extensions section
3. Enter a unique Extension, Authentication ID and Authentication Password to register the 8180 with the SIP Server.
4. At the bottom of the screen click Save

* For more information about 8180 SIP Audio Alerter settings, see Algo 8180 SIP Audio Alerter User Guide.
Troubleshoot Issues

Use the following list as a guide to resolving issues, problems, or common difficulties you may encounter while deploying this solution.

The Algo 8180 SIP Audio Alerter is not ringing when the Polycom phone rings.

This guide assumes that the Polycom phone has been configured to allow simultaneous ringing and/or paging via the unique extensions that will be assigned to the Algo 8180 ring and/or page functions. Check that the correct extensions have been configured with the 8180 ring and/or page functions.

Check the Status page in the Algo web interface to see if the SIP registration have been successful. See step 8 in Configure the Algo 8180 SIP Audio Alerter for details.

There is a discrepancy in the sounds that come from the speakers.

The Polycom phones have an interoperability setting for about 200 millisecond audio delay. To ensure synchronicity, Audio Delay can be adjusted in the 8180 and/or 8188 web configurations. Some delay testing (around 200 milliseconds) may be required.
References

For information about the Polycom VVX600 phone, refer to *Polycom VVX 500 and Polycom VVX 600 Business Media Phones User Guide*.

For more information about the SIP 8180 Audio Alerter, see *Algo 8180 SIP Audio Alerter User Guide*. 