



DOCUMENT TYPE

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Video Call with  
Algo 8036 SIP and VVX600  
Application Note



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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

<i>Name</i>	<i>Icon</i>	<i>Description</i>
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips for users.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		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.
Warning		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.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.
Power Tip		The Power Tip icon highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.

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# Typographic Conventions

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

## Typographic Conventions

<i>Convention</i>	<i>Description</i>
<b>Bold</b>	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.
<i>Italics</i>	Used to emphasize text, to show example values or inputs (in this form: <i>&lt;example&gt;</i> ), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
<b>Blue Text</b>	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.
<i>Blue Text in italics</i>	Used for hyperlinks to Polycom resources outside of this document such as the Polycom Support web site, Polycom product web pages, or Polycom documentation.
Courier	Used for code fragments and parameter names.

# Before You Begin

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This guide outlines the configuration for setting up a Video Call from the Algo 8036 SIP Multimedia Intercom to a Polycom VVX600 phone. This guide assumes that you have a SIP extension setup on the Polycom phone.



**8036 SIP Multimedia Intercom**



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

- Algo 8036 SIP Multimedia Intercom

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# Frequently Asked Questions

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

## **The 8036 Intercom doesn't seem to be making a call to the Polycom phone.**

Double check that the correct phone number/extension has been entered in the 8036 configurations.

Check whether the 8036 registered successfully with the SIP Server. If it did not, check if the extension assigned to the 8036 is unique.

## **How do I set up the user interface on the 8036?**

For further information on setting up the 8036 user interface, see [Algo 8036 SIP Multimedia Intercom User Guide](#).

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## Required Solution Hardware

The hardware needed for group paging is an Algo 8036 SIP Multimedia Intercom 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 8036 SIP Multimedia Intercom contact Algo support: at 604-454-3792 or [support@algosolutions.com](mailto:support@algosolutions.com).

## Polycom and Partner Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#). For more information about the Algo 8036 SIP Multimedia Intercom refer to the [Algo 8036 SIP Multimedia Intercom 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.



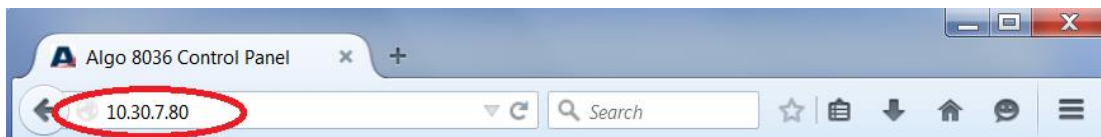
# Setting up Configurations

This guide assumes that the Polycom phone already has configured SIP 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](#).

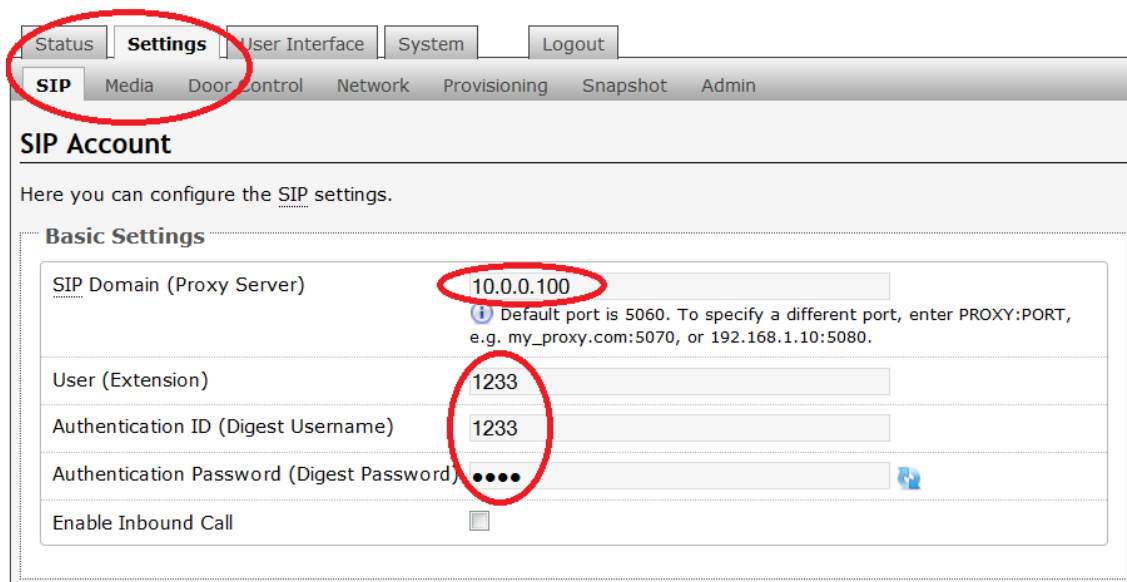
## Configuring Algo 8036 Intercom

The device can be configured from the web interface, once the 8036 IP address is retrieved from the display screen of the unit as it powers on. For more details on setting up and configuring the device, see [Algo 8036 SIP Multimedia Intercom User Guide](#).

1. To configure 8036 Intercom online, open an empty web browser, enter the device's IP address in the address field, and press *Enter*



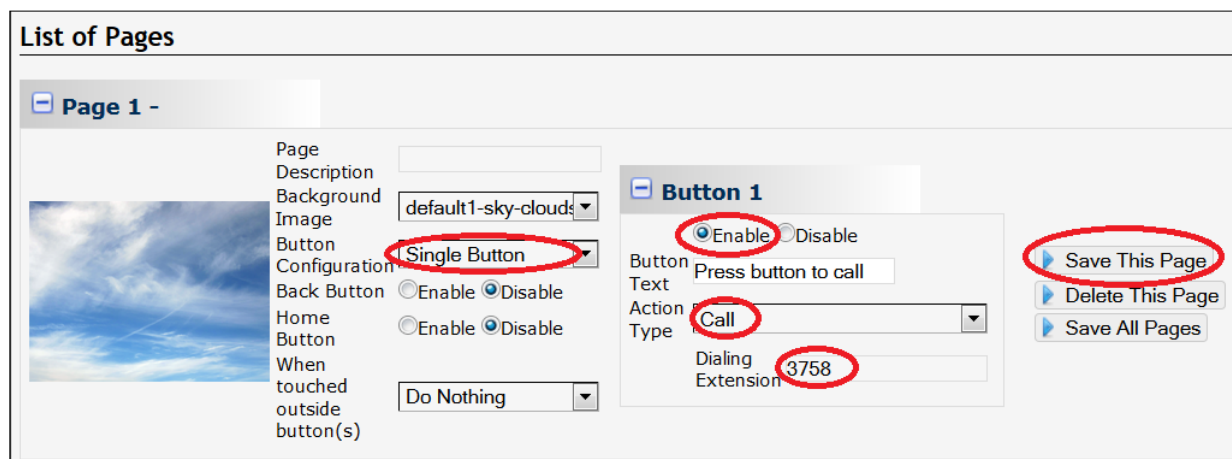
2. In the web interface, enter the password to log in (default password is **algo**)
3. Click on the **Basic Settings** tab and then the **SIP** tab
4. In the **SIP Account** section, enter the SIP Server Name or IP address in the **SIP Domain** field
5. Set the **User (Extension)**. The extension will appear on the Polycom phone screen every time a call is made from that specific 8036 Intercom to the phone. (*Note: this extension will not be registered with the phone system, but will serve as a unique identifier*)
6. Enter an **Authentication ID (Digest Username)** and an **Authentication Password (Digest Password)** to register the 8036 with the SIP server and give the 8036 its unique extension number.



7. At the bottom right corner of the screen click **Save** to save the settings
8. Next, go to the **User Interface** tab. This guide assumes that the user interface of the 8036 has already been setup with all the necessary navigation buttons. For further information on setting up the 8036 user interface, see [Algo 8036 SIP Multimedia Intercom User Guide](#).



9. In the interface settings, scroll down to **List of Pages** and pick the page where you would like your call button to be displayed
10. In the **List of Pages** settings:
  - a. Select the **Button Configuration** that you would like to display on your interface
  - b. **Enable** the button
  - c. If the interface doesn't include custom button text, enter the **Button Text** to prompt the user to make the call
  - d. Choose **Call** for the **Action Type**
  - e. Enter the target Polycom's phone number/extension in the **Dialing Extension** field. The 8036 Intercom will dial this extension to call the phone
  - f. Click **Save This Page** to save the settings



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# Troubleshoot Issues

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

**The VVX600 phone doesn't get a call when the 8036 Intercom makes the call.**

Double check that the correct phone number/extension has been entered in the 8036 configurations.

Check whether the 8036 registered successfully with the SIP Server. If it did not, check if the extension assigned to the 8036 is unique.

**The 8036 Intercom doesn't call when the the call button is pressed.**

Double check that the to call button is properly configured in the web interface. For more details on setting up and configuring the Algo 8036 SIP device, see [Algo 8036 SIP Multimedia Intercom User Guide](#).

# References

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For further information about the Polycom VVX600 phone and other settings, refer to [Polycom VVX 500 and Polycom VVX 600 Business Media Phones User Guide](#).

More information about Algo 8036 SIP Multimedia Intercom can be found in [Algo 8036 SIP Multimedia Intercom User Guide](#).