Algo IP Endpoints and Microsoft Teams SIP Gateway Interoperability

Guide – Testing & Configuration

For additional support, call (604) 454-3792 or email support@algosolutions.com
Information Notices

Note
Note indicates useful updates, information, and instructions that should be followed

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1 GENERAL

1.1 Introduction

Algo IP Endpoints are certified for native compatibility with the Microsoft Teams SIP Gateway, accommodating dozens of different applications, from IP paging to emergency alerting, and hands-free visitor communication.

Registering Algo IP Endpoints to the Teams SIP Gateway is a quick and straight-forward process. In the following sections, this guide will go over the required steps to configure and register Algo IP Endpoints to Microsoft Teams, as well as discuss the different applications and considerations.

The following endpoints are compatible with the Microsoft Teams SIP Gateway:

**IP Speakers**
- 8180G2 IP Audio Alerter
- 8186 IP Horn Speaker
- 8188 IP Ceiling Speaker
- 8189 IP Surface Mount Speaker
- 8190 IP Speaker – Clock
- 8190S IP Speaker – Clock & Visual Alerter
- 8196 IP PoE+ Horn Speaker

**IP Intercoms**
- 8028G2 IP Doorphone
- 8201 IP PoE Intercom
- 8063 IP Door Controller

**IP Visual Alerters**
- 8128G2 IP Visual Alerter
- 8138 IP Color Visual Alerter

**IP Paging Adapters**
- 8301 IP Paging Adapter & Scheduler
- 8373 IP Zone Paging Adapter

**IP Display Speakers**
- 8410 IP Display Speaker
- 8420 IP Dual-Sided Display Speaker
1.2 Considerations

In most cases, only one Algo IP Endpoint will require a SIP registration to Microsoft Teams. Leveraging multicast, Algo IP Endpoints can scale the solution to any number and combination of endpoints, without requiring each endpoint to be registered to Microsoft Teams. Multicast is a cost-effective solution accommodating up to 50 zones and allowing for ease of scalability.

To register an Algo IP Endpoint into Microsoft Teams, it must be associated with a Microsoft account. This is typically done with a Shared Device License, although it may instead be associated with a full user license.

Applications requiring multiple extensions to be registered to a single endpoint may require additional Algo devices. However, only a single SIP extension may be initially registered on any given endpoint through Microsoft SIP Gateway.

*Note*

Only one SIP extension may be registered to any given Algo endpoint at a time with the Microsoft Teams SIP Gateway. For more information, please contact Algo support.

For applications requiring two-way communication (e.g., an IP intercom deployed for visitor communication and secure door entry), each endpoint will require its own Microsoft Teams Shared Device License.

For general information related to Microsoft Teams compatibility or different use cases, please contact Algo support.
2 CONFIGURATION STEPS

2.1 Requirements

The following requirements are necessary to register an Algo Device to the Microsoft Teams SIP Gateway.

- Access to Algo’s web interface
- Firmware 5.3.4 or higher
- Microsoft Teams support must be enabled in the Algo firmware
- Microsoft SIP Gateway must be enabled through the Teams Admin Center
- A Microsoft Teams License available in the Teams Admin Center
- Microsoft Teams production environment must support Algo devices
- Device certificate installed
  - See the System → About tab on Algo’s web interface.

Note
Any Algo endpoint shipping in 2019 or later will have the certificate installed from the factory. If the certificate is not currently installed, please contact Algo’s support team.

2.2 Instructions

2.2.1 Register Algo IP Endpoint in Microsoft Teams

1. To register an Algo IP Endpoint to Microsoft Teams, ensure the Microsoft Teams SIP Gateway is enabled. Follow the Instructions provided here.
2. Add a user in the Microsoft 365 Admin Center. See the Microsoft Teams support site for more information.
   a. Go to the Microsoft 365 Admin Center
   b. Navigate to Users → Active Users.
   c. Press Add a user and enter the information required in the Basics tab as per the example below.
3. On the next screen (Product licenses tab), assign licenses as required. Generally, only a Teams Shared Device License is required. For more details, refer to the Considerations section above. Proceed through the next steps to finish adding the account.

4. Verify that the user has been created successfully.
5. Ensure that a DID (phone number) is associated with the recently created account before proceeding to the next step.

   **Note**
   
   *The next steps cannot be completed without a valid DID associated with the account.*

6. The configuration on the Microsoft 365 Admin Center is finished.

### 2.2.2 Enable Teams Support in Algo IP Endpoint

1. Navigate to web UI of the Algo IP Endpoints you wish to register to Teams
2. Log in using the Algo credentials.
3. Go to *Advanced Settings → Admin.*
4. Towards the bottom of the page, enable Microsoft Teams Support.
5. Select the SIP Gateway Region based on the region where the Algo endpoint is deployed.
6. Save and reboot when prompted.

   **Note**
   
   *Enabling this setting will provision the device via Microsoft’s servers. The device reboot will take up to 5 minutes to complete.*
Testing and Configuration – Teams

Once the Algo web interface reloads (after approximately 5 minutes), a section for Microsoft Teams will become enabled, and the SIP registration status will show as successful.

2.2.3 Pairing an Algo IP Endpoint with Microsoft Teams

A pairing code will be required to associate the Microsoft Teams account with this endpoint.
1. In the Status tab of the Algo web interface, press **Sign In** under the Microsoft Teams section.

2. A new browser tab will be opened, redirecting to the Microsoft Login Portal. Enter the email and password to log in.

![Figure 6: Login](image)

3. After signing in, enter the pairing code provided. The device will automatically reboot if the sign in is successful. If the pairing is not accepted, regenerate the code, and enter again.

   **Note**
   
   *The pairing code expires after a few minutes. If that happens, a new code may be regenerated by pressing the Generate New Pairing Code button.*

![Figure 7: Enter pair code](image)
4. Wait approximately 2 minutes and then refresh the Algo web interface page. The Microsoft Teams section should now display “Registered”. It’s also possible to verify a successful registration in the SIP registration portion on the Status tab.

5. To ensure the successful pairing of the device to Microsoft Teams, call the DID (phone number) associated with the account. In the default settings, the Algo IP endpoint will auto-answer and open a one-way audio path.

At this point, Microsoft Teams should be completely configured. If there are multiple Algo IP endpoints deployed, they may be configured in multicast transmitter / receiver mode. Please refer to the Multicast Guide for more information.

3 REGISTERING ADDITIONAL OR DIFFERENT TYPES OF EXTENSIONS

The steps outlined in the previous section imply that the endpoints will be set up for public announcing. However, Algo devices may support different types of extensions, accommodating different applications, such as loud ringing or emergency alerting.

For information on registering different types of extensions to Microsoft Teams, please contact Algo support.
4 TROUBLESHOOTING

In the following sections, some of the more frequent issues and how to resolve them are outlined. Please go through the information carefully and ensure everything is configured according to this guide. If further assistance is required, please contact Algo support.

4.1 My device does not provision with Microsoft’s server.

For successful provisioning, please ensure the Algo device has access to the public internet. If there are VLANs or subnets, make sure there is external network access to the particular server the Algo device is deployed to.

4.2 My device does not reboot after entering the pairing code.

A failure for an Algo device to reboot may be caused by lack of a DID (phone number) associated with the Teams account. Please ensure a DID is associated and try again.