Algo SIP Endpoints and VoIP.MS Interoperability Testing and Configuration Steps

Need Help?

(604) 454-3792 or support@algosolutions.com

Algo Communication Products Ltd
4500 Beedie St Burnaby BC Canada V5J 5L2
www.algosolutions.com

(604) 454-3792
support@algosolutions.com

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ALGO

Introduction

Algo SIP Endpoints can register to VoIP.MS as third-party SIP Endpoints and provide Paging, Ringing as well as Emergency Alerting capability.

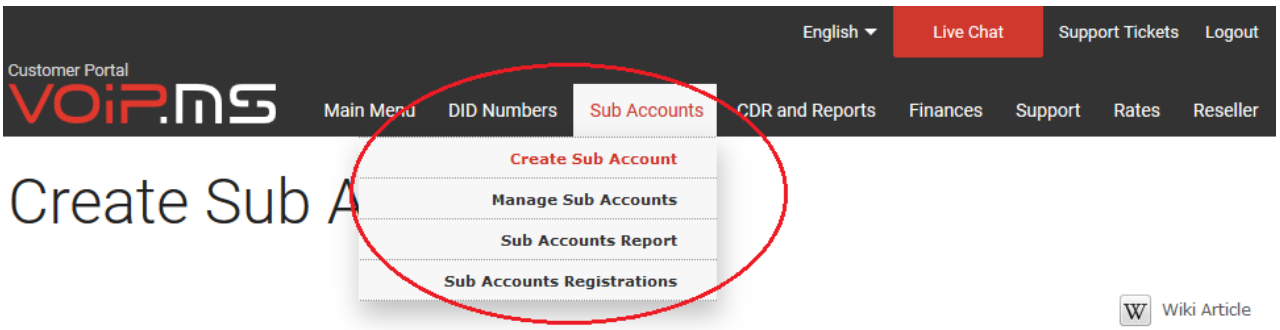
This document provides instructions to register your Algo SIP Endpoint to VoIP.MS. Interoperability testing results are also available towards the end of the document.

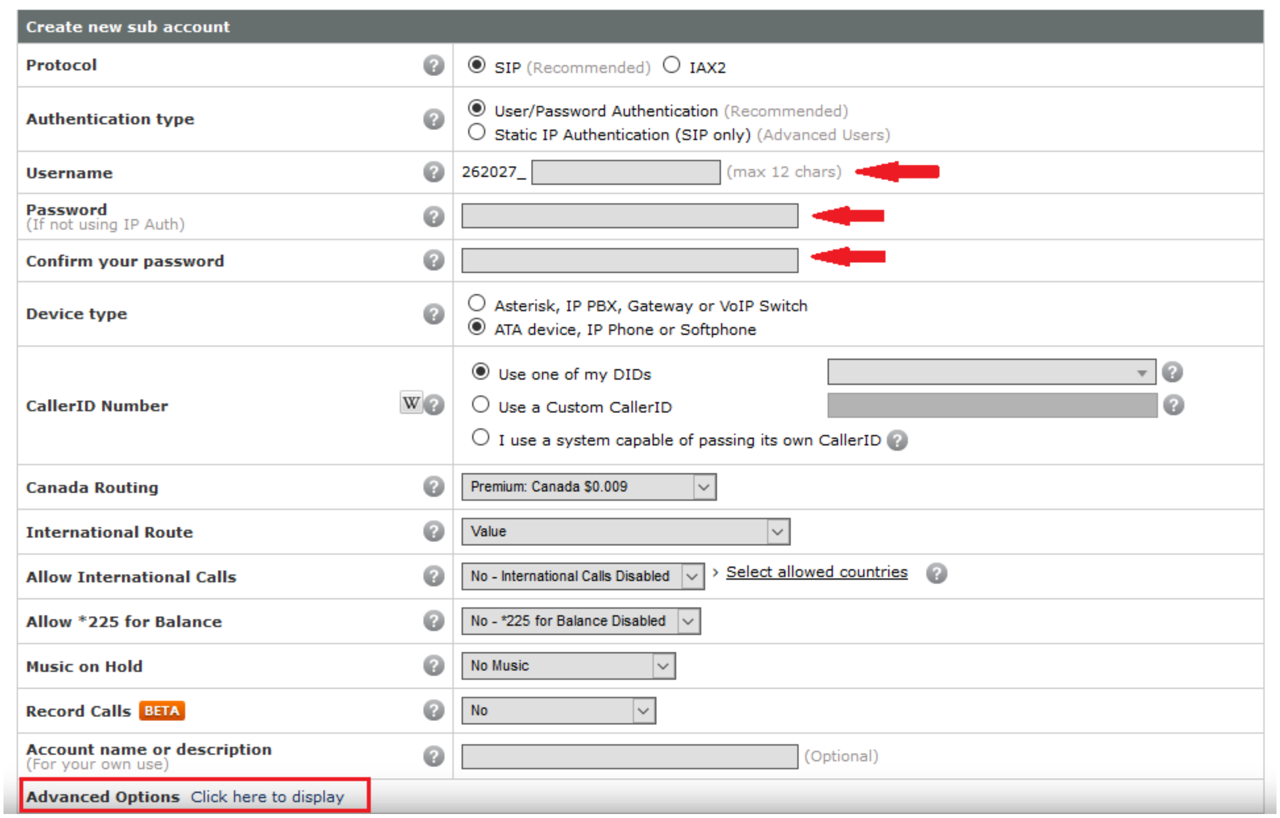
Please note all testing has been conducted with the Algo 8301 Paging Adapter and Scheduler, 8180 SIP Audio Alerter (G2), and 8201 SIP PoE Intercom. These are representative of all Algo SIP speakers, paging adapters and doorphones and similar registration steps would apply.

Configuration Steps

One or multiple SIP accounts may be created and registered to any given Algo SIP Endpoint. To do so, open the VoIP.MS customer portal and navigate to Sub Accounts -> Create Sub Account. Fill out the Username, Password and any other required parameters.

To enable TLS for SIP transportation and SRTP encryption, expand Advanced Options and enable Encrypted SIP Traffic. Please note this is an optional step.





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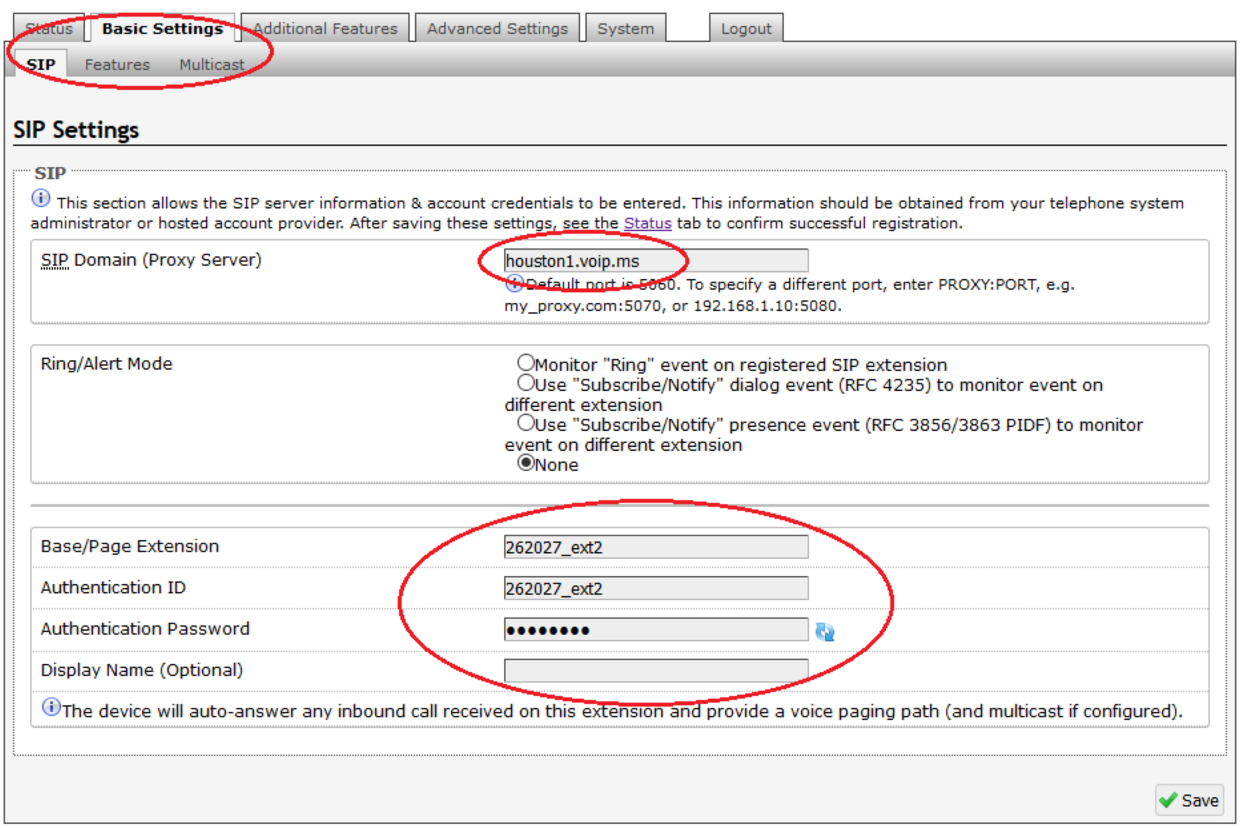
After the extension has been created in the system its credentials must be plugged in the Algo endpoint. In the customer portal navigate to Sub Accounts -> Manage Sub Accounts. The recently created extension will show up in the list.

To register an Algo SIP Endpoint, open a web browser and type the IP address assigned to the unit to access the web configuration panel. Go to Basic Settings -> SIP tab and enter the follow information:

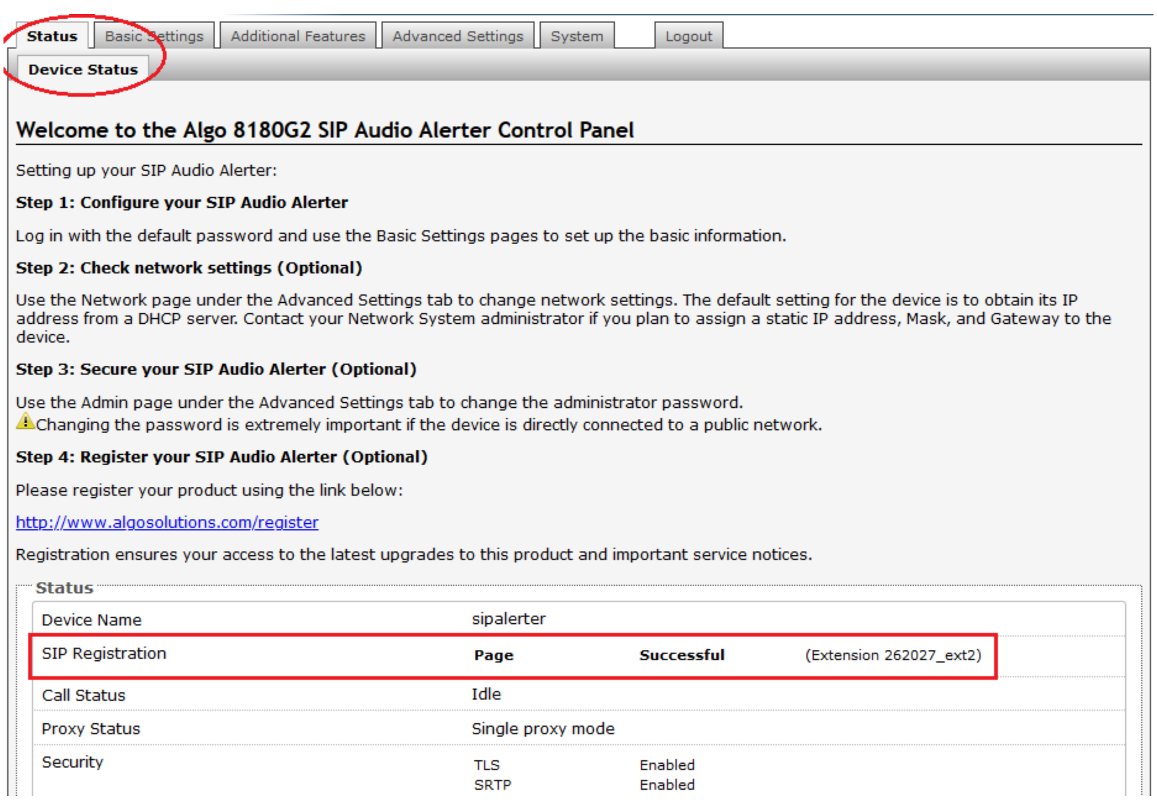
- SIP Domain (Proxy Server) – VoIP.MS server (in the customer portal, hover over the information icon under Authentication Type column to get the SIP domain)
- Page and/or Ring Extension – VoIP.MS Username (available in the sub account management page)
- Authentication ID – VoIP.MS Username
- Authentication Password – Password set in the account creation step

Note: if registering additional extensions for ringing, paging and emergency alerting, enter the unique credentials for the respective extension in the same way. Any combination of page, ring and/or emergency alerts is acceptable, as long as the credentials are unique.



If Encrypted SIP Traffic has been enabled, make sure to set the SIP Transportation protocol to “TLS”, SDP SRTP Offer to Standard and Register Period to 300, under Advanced Settings -> Advanced SIP. Please note this step is only applicable if Encrypted SIP Traffic has been enabled in the Client Portal.

Ensure the SIP Registration Status shows “Successful” for each extension registered.



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Interoperability Testing

Feature	Endpoints Tested	Firmware	Description	Result
Register to VoIP.MS	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify 3rd Party SIP Endpoints can register successfully.	Successful
Register Multiple SIP Extensions Simultaneously	8301 Paging Adapter and Scheduler, 8186 SIP Horn	1.7.9	Verify the server will sustain multiple simultaneous extensions registered to the same endpoint (e.g. page, ring, and emergency alert).	Successful
One-Way Paging	8301 Paging Adapter and Scheduler, 8186 SIP Horn	1.7.9	Verify one-way page mode functionality, by calling the registered page extension.	Successful
Two-Way Communication	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify two-way page mode functionality, by calling the registered page extension.	Successful
Ringing	8301 Paging Adapter and Scheduler, 8186 SIP Horn	1.7.9	Verify ringing mode functionality by calling the registered ring extension.	Successful
Emergency Alerting	8301 Paging Adapter and Scheduler, 8186 SIP Horn	1.7.9	Verify emergency alerting functionality by calling the registered extension	Successful
Outbound Calling	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify emergency alerting functionality by calling the registered extension.	Successful
UDP for SIP Signaling	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify UDP for SIP Signaling is supported.	Successful
TCP for SIP Signaling	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify TCP for SIP Signaling is supported.	Successful

TLS for SIP Signaling	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify TLS for SIP Signaling is supported.	**Successful**
SDP SRTP Offer	8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom	1.7.9	Verify support for SRTP calling using Standard (RTP/SAVP) or optional (RTP/AVP) profile.	**Successful**

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Troubleshooting

SIP Registration Status = "Rejected by Server"

Meaning: The server receives register requests from the endpoint and responds with an unauthorized message.

- Ensure the SIP credentials (extension, authentication ID, password) are correct.
- 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.
- Ensure the SIP Transportation method (Advanced Settings -> Advanced SIP) is configured correctly, according to the configuration applied in the VoIP.MS Client Portal.
- 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).

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.
- Ensure an internet connection is available for the endpoint to reach the hosted server.
- Ensure the firewall (if present) is not blocking the incoming packets from the server.

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