

# ALGO

## Troubleshooting Algo Devices in Microsoft Teams Environment

### Guide – Troubleshooting

# ALGO



For additional support, call (604) 454-3792 or email [support@algosolutions.com](mailto:support@algosolutions.com)

### Information Notices



**Note**

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

### Disclaimer

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For additional information or technical assistance in North America, please contact Algo’s support team:

Algo Technical Support  
1-604-454-3792  
[support@algosolutions.com](mailto:support@algosolutions.com)

## Provisioning (Onboarding) Failing

Details: Users will be prompted to reboot their devices system once Microsoft Teams Support is enabled on Algo devices. This process takes approximately five (5) minutes (see section 2.2.2 in the Teams Configuration Guide). The provisioning process likely failed if the Algo device boots back up in under two (2) minutes. Check the *Status* tab in the Algo device's web interface. If a Microsoft Teams section has not appeared (see boxed working example below), the process failed.

**ALGO** 8301 IP Paging Adapter & Scheduler Firmware: 5.3.4

**Welcome to the Algo 8301 IP Paging Adapter & Scheduler**

Setting up your IP Paging Adapter & Scheduler:

**Step 1: Configure your IP Paging Adapter & Scheduler**  
Log in with the default password and use the Basic Settings pages to set up the basic information.

**Step 2: Check network settings (Optional)**  
Use the Network page under the Advanced Settings tab to change network settings. The default setting for the device is to obtain its IP address from a DHCP server. Contact your Network System administrator if you plan to assign a static IP address, Mask, and Gateway to the device.

**Step 3: Secure your IP Paging Adapter & Scheduler (Optional)**  
Use the Admin page under the Advanced Settings tab to change the administrator password.  
⚠️ Changing the password is extremely important if the device is directly connected to a public network.

**Step 4: Register your IP Paging Adapter & Scheduler (Optional)**  
Please register your product using the link below:  
<http://www.algosolutions.com/register>  
Registration ensures your access to the latest upgrades to this product and important service notices.

**Microsoft Teams**  
**Pairing Code: None**  
Please sign in with the Microsoft account that you would like this device to pair to and enter the pairing code. **Note:** The device will automatically reboot if the sign in is successful, please refresh the page after 2 minutes.  
[Generate New Pairing Code](#) [Sign In](#)

**Login**  
Password (default: algo)  [Login](#)

**Status**

Device Name	pagingadapter-090045		
SIP Registration	Page	Successful	(Extension 0022EE090045cmOzIgrC)
Call Status	Idle		
Proxy Status	Single proxy mode		
Provisioning Status	Successful		
MAC	00:22:ee:09:00:45		
IPv4	10.0.17.20/8, Gateway: 10.0.1.1		
Date / Time	Tue Jul 18 21:56:32 GMT 2023		
Next Scheduled Event	No Events Scheduled		
Next Scheduled Action	No Actions Scheduled		
Current Action	None		
Multicast Mode	Disabled		
Volume	Page Volume: 10 (0dB)		
Relay Input Status	Disabled		

Please investigate the following items for potential causes:

- Check the Algo device has access to the internet. If not, it may be due to local network settings.
- If the Algo device has been configured with a static IP address, ensure a DNS address has been configured. Locate this setting in *Advanced Settings* → *Network* tab.
- Make sure the Algo device is not behind a proxy. Ensure that http/s traffic bypasses any corporate http/s proxy.
- Firewall rules blocking traffic. Ensure all ports and addresses listed in Microsoft's documentation below are open.

- <https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide>
- <https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure>

### Failure to Retrieve the Pairing Code

Details: See section 2.2.3 in the Teams Configuration Guide. This occurs when clicking on “Generate New Pairing Code” does not display a pairing code, or it displays an error message.

Please investigate the following items for potential causes:

- Make sure the Algo device is not behind a proxy. Ensure that http/s traffic bypasses any corporate http/s proxy.
- Firewall rules blocking traffic. Ensure all ports and addresses listed in Microsoft’s documentation below are open.
  - <https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide>
  - <https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure>

### The Device Fails to Reboot After Entering the Pairing Code in Microsoft Portal

Details: See section 2.2.3, item 4 in the Teams Configuration Guide.

Please investigate the items below for potential causes:

- The Microsoft SIP Gateway has not been enabled in your Teams Admin Center. See the link below for more information.
  - <https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure>
- The Teams user account has no PSTN (DID) assigned. To use the SIP Gateway, Teams users must have a phone number that has PSTN calling enabled.
- Microsoft 365 conditional access policies block the registration request. Please refer to the link above for more information.
- Firewall rules blocking traffic. Ensure all ports and addresses listed in Microsoft’s documentation below are open.
  - <https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide>