

Algo SIP Endpoints and Mitel MiCloud Connect Interoperability Testing and Configuration Steps

Need Help?

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Introduction

Algo SIP Endpoints can register to Mitel MiCloud Connect as a third-party SIP Endpoint and provide Paging, Ringing as well as Emergency Alerting capability.

This document provides instructions to register your Algo device to Mitel MiCloud. Interoperability testing result are also available.

Please note all testing has been conducted with the Algo 8301 Paging Adapter and Scheduler, 8186 SIP Horn, 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

First, one (or multiple) 3rd party SIP endpoint profiles must be created on the Mitel system. To do so, open a support case with Mitel or create the profile through MiCloud Connect Portal (requires "Decision Maker" privileges). If using the Connect Portal, go to Phone System -> Users -> "+ Add User" button.

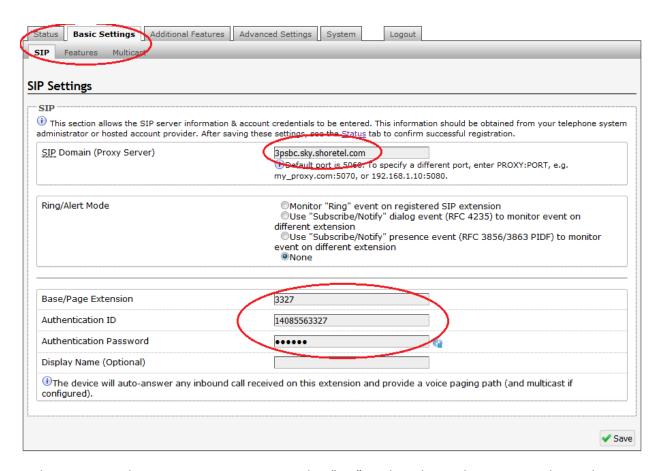


To register an Algo SIP Endpoint, open a web browser and type the IP address assigned to the unit to access the web configuration panel. Go to Basic Settings -> SIP tab and enter the follow information:

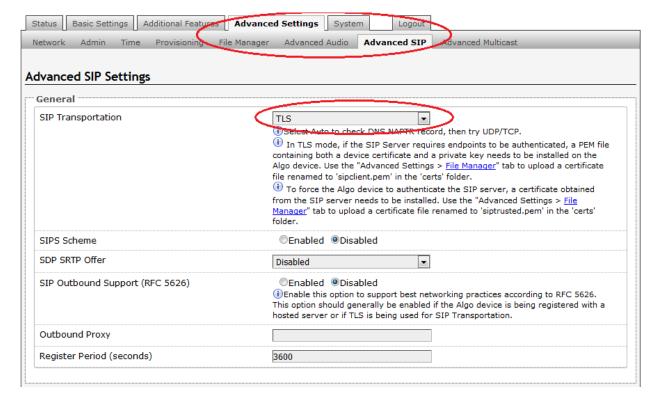
- SIP Domain (Proxy Server) Mitel server and port number (e.g. my_proxy.com:5070)
- Page and/or Ring Extension Mitel extension
- Authentication ID Mitel DID
- Authentication Password Mitel pin number

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 the credentials are unique.



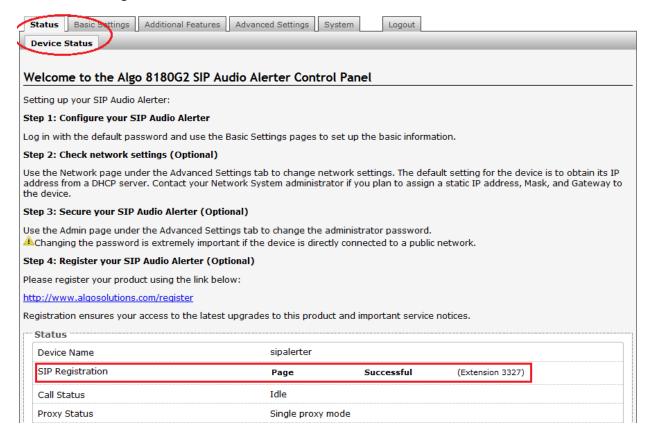


Make sure to set the SIP Transportation protocol to "TLS", under Advanced Settings -> Advanced SIP.





Ensure the SIP Registration Status shows "Successful".





Interoperability Testing

Register to Mitel MiCloud Connect

Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom

• Firmware: 1.7.6

Description: Verify 3rd Party SIP Endpoints are registered successfully.

• Result: Successful

Register Multiple SIP Extensions Simultaneously

• Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn

• Firmware: 1.7.6

• Description: Verify the server will sustain multiple simultaneous extensions registered to the same endpoint (e.g. page, ring, and emergency alert).

• Result: Successful

One-Way Page

• Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn

• Firmware: 1.7.6

Description: Verify one-way page mode functionality, by calling the registered page extension.

Result: Successful

Two-Way Page

Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom

• Firmware: 1.7.6

Description: Verify two-way page mode functionality, by calling the registered page extension.

Result: Successful

Ringing

• Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn

Firmware: 1.7.6

• Description: Verify ringing mode functionality by calling the registered ring extension.

Result: Successful



Emergency Alerts

Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn

• Firmware: 1.7.6

• Description: Verify emergency alerting functionality by calling the registered extension.

• Result: Successful

Outbound Calls

Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom

• Firmware: 1.7.6

Description: Verify emergency alerting functionality by calling the registered extension.

Result: Successful

TLS for SIP Signaling

• Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom

• Firmware: 1.7.6

• Description: Verify TLS for SIP Signaling is supported.

• Result: Successful

SDP SRTP Offer

Endpoints: 8301 Paging Adapter and Scheduler, 8186 SIP Horn, 8201 SIP PoE Intercom

• Firmware: 1.7.6

Description: Verify support for SRTP calling using Standard (RTP/SAVP) or optional (RTP/AVP)

profile.

Result: Failed



Troubleshooting

SIP Registration Status = "Rejected by Server"

<u>Meaning</u>: The server received register request 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.
- Check the logs under System -> System Log. If you see a "403 Forbidden" packet received from the server, it is because you have attempted too many times with the wrong credentials and the device is blocked for a period of time. Confirm your SIP credentials and turn the device off for 15 minutes. Plug it back in and try again.

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 the firewall (if present) is not blocking the incoming packets from the server.