



SOLUTION MANUAL

September 2015 | Rev A

Paging and Loud Ringing with  
Algo 8180 and VVX600 for  
BroadWorks  
Application Note



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# Conventions Used in Polycom Guides











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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.
<code>Courier</code>	Used for code fragments and parameter names.

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# Before You Begin

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This guide covers paging and loud ringer applications with Algo 8180 Audio Alerter and Polycom VVX600 phones in a BroadSoft environment. Once the Algo 8180 device registers with a BroadWorks server, its extensions can be reached via other BroadWorks extensions. BroadWorks' Simultaneous Ringing feature also allows for up to ten Algo 8180 loud ringers to sound when a call is made to a Polycom VVX600 phone.



**8180 SIP Audio Alerter**



**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

This guide describes how to setup an Algo 8180 Audio Alerter and a Polycom VVX600 phone for paging and loud ringer applications in a BroadSoft environment. Readers of this guide are assumed to have a basic understanding of SIP, the Polycom infrastructure, and BroadWorks by BroadSoft. The Algo 8180 SIP Audio Alerter firmware used in this guide is 2.4.

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

- BroadWorks
- Algo 8180 SIP Audio Alerter

## Frequently Asked Questions

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

### **How do I obtain the IP address of the 8180 SIP Audio Alerter?**

Directions to obtain the IP address of the SIP device, can be found in [Algo 8180 SIP Audio Alerter User Guide](#) pages 8-9.

### **How do I configure an Algo 8180 device with BroadWorks?**

For detailed information about configurations with BroadSoft, see [BroadSoft Partner Configuration Guide: Algo 8180 SIP Audio Alerter](#).

### **How do I get the Algo 8180 to ring when the phone rings?**

In order for the Algo 8180 SIP Audio Alerter to ring at the same time as a phone, the Algo 8180 extension needs to be configured with BroadWorks' Simultaneous Ring Personal settings. See section [Simultaneous Ringing](#) for more details.

### **How can I configure multiple Algo 8180 devices to ring when a target phone rings?**

The Algo 8180 devices will need to be configured with BroadWorks' Simultaneous Ring Personal settings. See section [Simultaneous Ringing](#) for more details.

### **How do I configure the Algo 8180 to ring only or page only function?**

See [Advanced Ring and Page Configurations](#) section.



## Hardware and Software Dependencies

For loud ringing and paging is an Algo 8180 SIP Audio Alerter, a Polycom VVX600 phone, and BroadWorks by BroadSoft.

## 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 8180 SIP Audio Alerter 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 SIP 8180 Audio Alerter, refer to the [Algo 8180 SIP Audio Alerter User Guide](#). For detailed information about configurations with BroadSoft, see [BroadSoft Partner Configuration Guide: Algo 8180 SIP Audio Alerter](#).

## 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.

# Configuring Algo 8180 SIP Audio Alerter

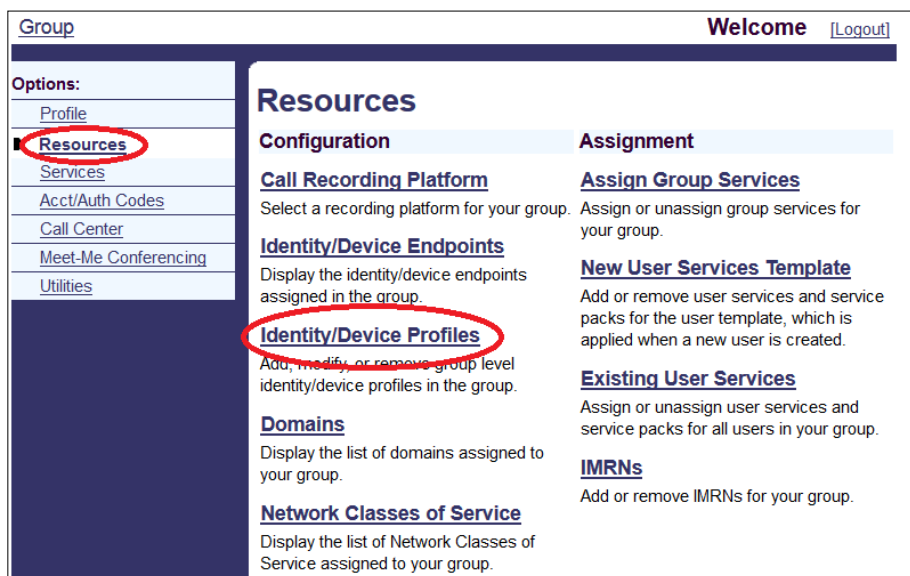
## Configuring Algo 8180 via Broadworks

The Algo 8180 SIP Audio Alerter will first need to be configured via BroadWorks. For detailed information on configuring Algo 8180 with BroadWorks, see [BroadSoft Partner Configuration Guide: Algo 8180 SIP Audio Alerter](#). The steps outlined below will briefly cover the steps of configuring a new instance of the 8180 device with BroadWorks and setting up users/extensions.

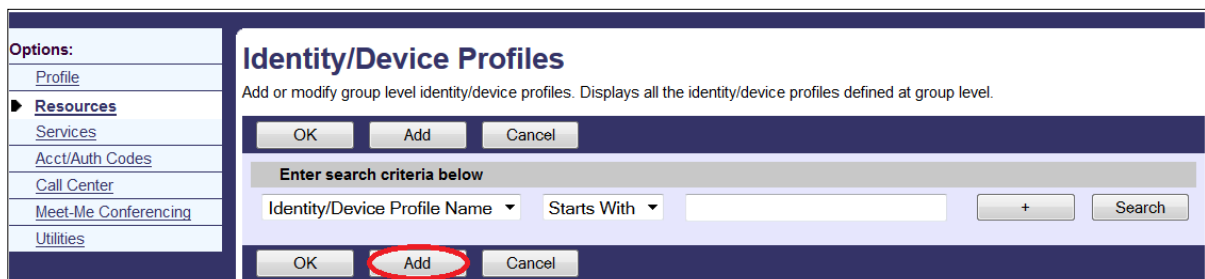
### Configure a new Algo 8180 Device Profile

After the Algo 8180 configurations have been uploaded to BroadWorks, a device profile should be created for each 8180 that will be used in the setup.

1. In **Options** panel, proceed to **Resources** and choose **Identity/Device Profiles**.



2. In the **Identity/Device Profiles**, click **Add**. (Note: devices list is hidden, but can be retrieved either by pressing **Search** for the full list, or searching with specific keywords.)



3. Specify an **Identity/Device Profile Name** for the new device.
4. Pick the Algo 8180 device from the **Identity/Device Profile Type** drop-down list.
5. In **Authentication**, select **Use Custom Credentials** and specify a **Device Access User Name** and **Password**. *Note: the Device Access User Name will be used later as a group name to link one or more users/extensions to the device. Likewise, the Authentication settings will be used in the Algo 8180 configurations.*
6. Click **OK** to save the new device.

7. Once the device profile is saved, the device's authentication tags should be configured. In **Options** go to **Resources** and **Identity/Device Profiles** again.
8. Click **Search** to retrieve the entire device list or enter the keywords for the device that has just been created.
9. Beside the target device, click **Edit** to enter the device's settings.

Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	Version	Edit
8028_test	Algo_8028	Unlimited			Online		Edit
8180_test	Algo_8180	Unlimited			Online		Edit

10. In **Identity/Device Profile Modify** settings, note the **Device Type URL**, it will be required for 8180 provisioning in the future

11. In the tabs, choose **Custom Tags**

12. In **Custom Tags**, click **Add** to add the password and user tags shown below. The tag values would be the custom user name and password that have been set up for that particular device in step 5.

Delete	Tag Name ▲	Tag Value	Edit
<input type="checkbox"/>	%ALGO_HTTP_PASSWORD%	[Redacted]	<a href="#">Edit</a>
<input type="checkbox"/>	%ALGO_HTTP_USER%	[Redacted]	<a href="#">Edit</a>

13. When done, click **OK** to save the tags.

## Configure a BroadWorks User/Extension

A user profile will need to be created for each device/extension that will be used in this setup.

1. In **Options**, click on **Profile** and then **Users**

The screenshot shows the 'Options' menu on the left with 'Profile' and 'Users' circled in red. The main content area is titled 'Profile' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, 'Users' is circled in red. Below the 'Users' link, there is a description: 'Add, modify, or remove users.' Other links in the 'Basic' tab include 'Profile' and 'Change Password'. The 'Advanced' tab contains links for 'Call Processing Policies', 'Communication Barring Auth Codes', and 'Change Password'.

2. In the **Users** settings, click **Add**. (Note: The users list is hidden, but can be retrieved either by pressing **Search** for the full list, or searching for specific keywords.)

The screenshot shows the 'Users' settings page. At the top, there are 'OK', 'Add', and 'Cancel' buttons. Below them is a search section titled 'Enter search criteria below' with dropdowns for 'User ID' and 'Starts With', a search input field, and a 'Search' button. At the bottom of the page, the 'Add' button is circled in red.

3. Fill in the necessary user the registration information and click **OK**.

The screenshot shows the 'Users Add' form. At the top, there are 'OK' and 'Cancel' buttons. The form contains several fields: 'Service Provider: Interoperability', 'Group: AlgoComm', '\* User ID: AlgoCommUser1 @ as.iop1.broadworks.net', '\* Last Name: LastName', '\* First Name: FirstName', '\* Calling Line ID Last Name: LastName', '\* Calling Line ID First Name: FirstName', 'Name Dialing Last Name:', 'Name Dialing First Name:', '\* Initial Password: \*\*\*\*', '\* Re-type Initial Password: \*\*\*\*', 'Department: None', 'Language: English', 'Time Zone: (GMT-04:00) (US) Eastern Time', and 'Network Class of Service: None'. The 'OK' button at the bottom is circled in red. Several input fields are also circled in red.

*Note: the first user assigned to the 8180 **Device Profile Name** group will be linked to the 8180 ring function and the second to the page function. For more information, see [Advanced Ring and Page Configurations](#) section below.*

4. Once the user is saved, it should be linked to a device. In **Options** go to **Profile** and **Users** again.
5. Click **Search** to retrieve the entire user list or enter the keywords for the user that has just been created.
6. Beside the target user, click **Edit** to enter the user's settings.

The screenshot shows the 'Users' management interface. On the left, the 'Options' menu has 'Profile' circled in red. The main area has a search section with 'Search' circled in red. Below the search is a table of users with columns: User ID, Last Name, First Name, Phone Number, Extension, Department, In Trunk Group, and Edit. The 'Edit' button for the first user is circled in red.

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
AlgoCommUser1	AlgoCommUser1	AlgoCommUser1	+1-2404980341	0341			Edit
AlgoCommUser2	AlgoCommUser2	AlgoCommUser2	+1-2404980342	0342			Edit
AlgoCommUser3	AlgoCommUser3	AlgoCommUser3	+1-2404980343	0343			Edit
AlgoCommUser4	AlgoCommUser4	AlgoCommUser4	+1-2404980344	0344			Edit

7. In the user's **Profile**, pick **Addresses**.

The screenshot shows the 'Profile' page for 'AlgoCommUser1'. The 'Addresses' option in the left sidebar is circled in red. The main area is divided into 'Basic' and 'Advanced' sections. The 'Addresses' section is highlighted.

8. In the **Addresses**, pick a **Phone Number** from the drop down list. The corresponding **Extension** should appear automatically.
9. Choose **Identify/Device Profile** and pick the name of the target device from the **Identify/Device Profile Name** drop-down list (see [step 5 in registering new Algo 8180 Device Profile](#) section).
10. Enter the phone number from step 8, into the **Line/Port** field.

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Client Applications
- Messaging
- Service Scripts
- Collaborate
- Utilities

## Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 2404980341 Activated

Extension: 0341

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: 8180\_test (Group) [Configure Identity/Device Profile](#)

\* Line/Port: 2404980341 @ as.iop1.broadworks.net [AdvancedSettings](#)

Aliases: sip: AlgoCommUser1@as.iop1.broadworks.net

sip: @ as.iop1.broadworks.net

sip: @ as.iop1.broadworks.net

sip: @ as.iop1.broadworks.net

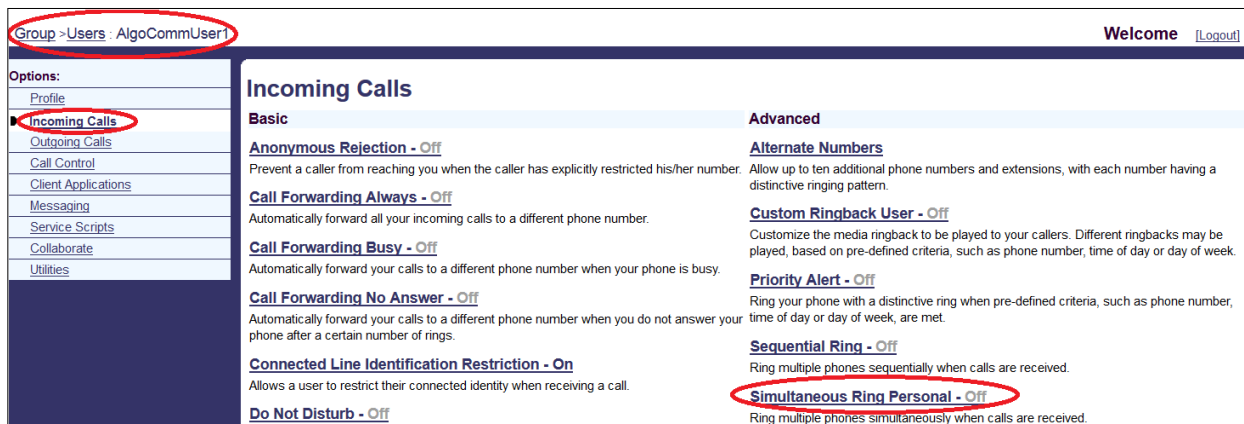
OK Apply Cancel

11. Click **OK** to save the settings.

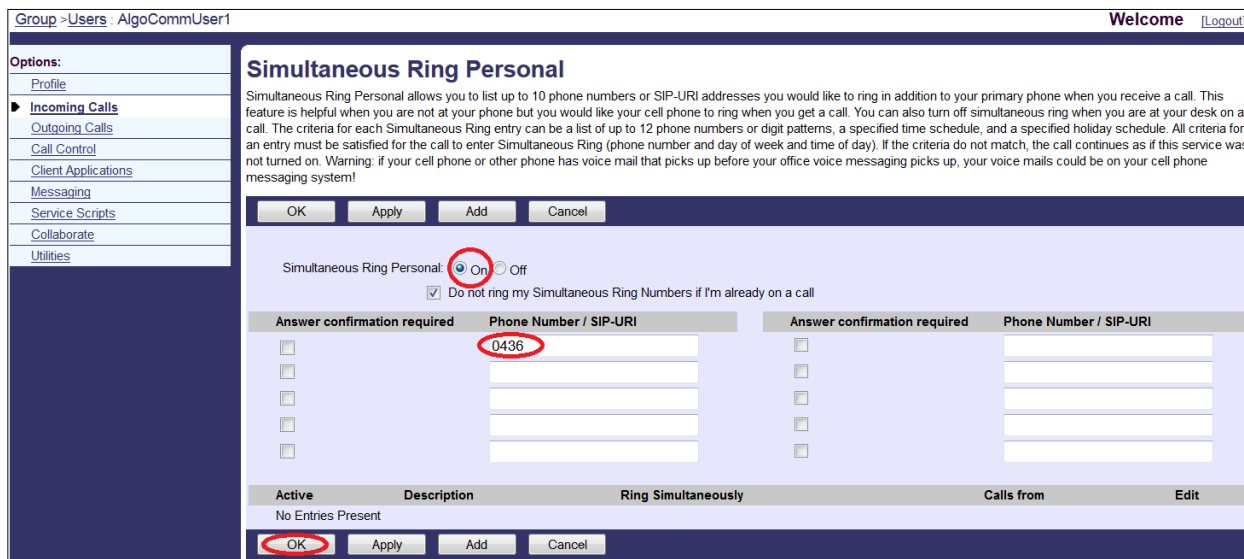
## Simultaneous Ringing

In order for the Algo 8180 SIP Audio Alerter(s) to ring at the same time as a phone, the Algo 8180 extension(s) need to be configured with BroadWorks' Simultaneous Ring Personal settings associated with the phone's extension.

1. In the BroadWorks interface, pick the user extension registered with the target phone. In **Options** go to **Incoming Calls** settings and **Simultaneous Ring Personal**



2. In the **Simultaneous Ring Personal** settings
  - a. Turn the settings **On**
  - b. Include **Phone Number/SIP-URI** or extensions of the Algo 8180 devices that should ring when the target phone rings.
  - c. Click **OK** in the bottom left corner for the settings to be saved.



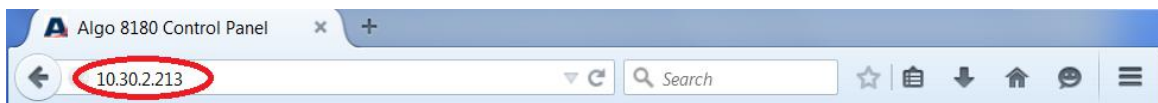
3. With these settings, the Algo devices will ring either when they are called directly or when the target phone rings. The phone will not ring when the SIP devices are called.



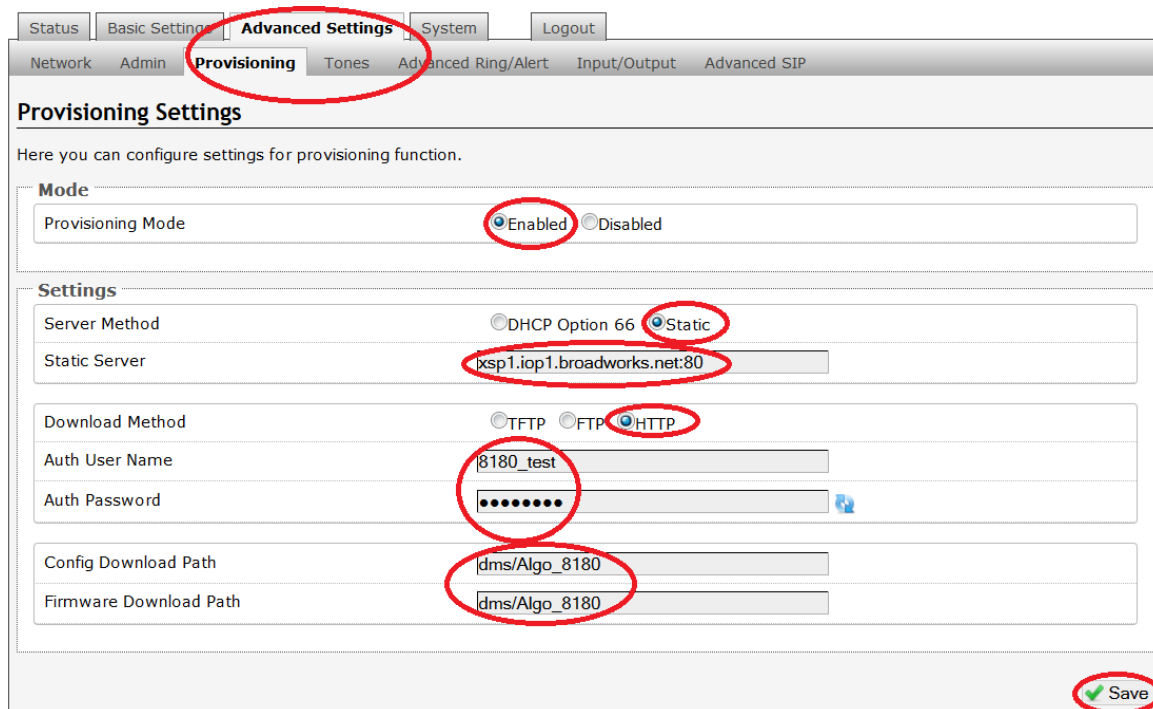
# Configure Algo 8180 via Algo Web Interface

Once the IP address of the target 8180 is known, the device can be configured from the web interface. For directions to obtain the IP address, see [Algo 8180 SIP Audio Alerter User Guide](#) pages 8-9.

1. To configure 8180 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. The default password is **algo**.
3. Click on **Advanced Settings** and **Provisioning**
4. In the **Provisioning Settings**, make sure that the **Provisioning Mode** is **Enabled**
5. In **Settings** select **Static** for the **Server Method** and enter the **Static Server** information (<server>:<port>) from BroadWorks **Device Type URL** (see [step 10 in Registering a new Algo 8180 Device Profile](#))
6. Select **HTTP** for the **Download Method** and enter the custom **Auth User Name** and **Auth Password** of the device, as configured in BroadWorks (see [step 5 in Registering new Algo 8180 Device Profile](#))
7. For the **Config Download Path** and **Firmware Download Path** specify the download path (/dms/<device type name> ) of the device, from BroadWorks **Device Type URL** (see [step 10 in Registering a new Algo 8180 Device Profile](#))



8. Once all of the settings have been entered, click **Save** in the bottom right corner. The changes should request a reboot. Click **Reboot** to update the device.

9. After the device reboots, you may need to log into the interface again.
10. To check if the provisioning was successful, you can check the **Status** tab.

Status	
Device Name	sipalserter
SIP Registration	Ring #1 - Successful Ring #2 - Successful Page - Successful
Call Status	Idle
Proxy Status	Single proxy mode
Provisioning Status	Successful
MAC	00:22:EE:02:15:34

11. Once logged in, click on the **Basic Settings** tab and go to the **SIP** tab. The BroadWorks users should appear in the sip settings along with the appropriate **SIP Domain**.

Status
**Basic Settings**
Advanced Settings
System
Logout

**SIP**
Ring
Page
Multicast

### SIP Settings

Here you can configure the basic SIP settings.

**SIP**

SIP Domain (Proxy Server)   
Default port is 5060. To specify a different port, enter PROXY:PORT, e.g. my\_proxy.com:5070, or 192.168.1.10:5080.

Ring/Alert Mode  
 Monitor "Ring" event on registered SIP extension  
 Use "Subscribe/Notify" dialog event (RFC 4235) to monitor event on different extension  
 Use "Subscribe/Notify" presence event (RFC 3856/3863 PIDF) to monitor event on different extension  
 Call to Cancel (start activation upon Ring event on Ring Extensions 2-5 [or relay input], and latch until main Ring Extension is called)  
 None  
Server support required on "Subscribe/Notify" events

Page Function  Enabled  Disabled

Allow SIP REGISTER  Enabled  Disabled  
Disable it when connected in trunk mode

Ring Extension

Authentication ID

Authentication Password

Page Extension

Authentication ID

Authentication Password

Different Ports for Extensions  Enabled  Disabled  
Turn this option on for certain proxies, e.g. Cisco Communication Manager 7, to send ring and page SIP requests through different port numbers.

12. Finally, proceed to **Advanced Settings** tab and the **Advanced SIP** tab to check that the **Outbound Proxy** has been filled in.

The screenshot shows the configuration interface for SIP settings. At the top, there are tabs for 'Status', 'Basic Settings', 'Advanced Settings', 'System', and 'Logout'. Below these are sub-tabs for 'Network', 'Admin', 'Provisioning', 'Tones', 'Advanced Ring/Alert', 'Input/Output', and 'Advanced SIP'. The 'Advanced SIP' sub-tab is selected. The main heading is 'Advanced SIP Settings', followed by the instruction: 'Here you can configure more SIP settings.'

The 'SIP' section contains the following fields:

- Outbound Proxy:** 199.19.193.9
- STUN Server:** (empty)
- Register/Subscribe Period (seconds):** 3600
- Keep-alive Method:**  None  Double CRLF

The 'Server Redundancy' section contains the following field:

- Server Redundancy Feature (Multiple SIP Server Support):**  Enabled  Disabled

A 'Save' button with a green checkmark is located at the bottom right of the configuration area.

## Advanced Ring and Page Configurations

The Algo 8180 Audio Alerter can be configured to page and/or ring as well as multiple ring extensions. For detailed information on configuring Algo 8180 with BroadWorks, see [BroadSoft Partner Configuration Guide: Algo 8180 SIP Audio Alerter](#) and [Algo 8180 SIP Audio Alerter User Guide](#) for other configurations.

In the device configuration file, as seen below, ``sip.alert1`` tags are associated with 8180 *ring* extensions and ``sip.u1`` with the *page* extension. By default, the first user assigned to the 8180 **Device Profile Name** group, in BroadWorks, will be linked to the 8180 *ring* function (ie. 1% user field) and the second to the *page* function (ie. 2% user field). These default extensions (highlighted in yellow below) will appear on the main SIP registration page of the Algo web interface (step 11 of [Configuring Algo 8180 via Algo Web Interface](#)).

An 8180 device can also register with up to 5 additional ring extensions (highlighted in gray below), see [Multiple Ring Extensions](#) for more details.

### Sample Algo 8180 Config File for BroadWorks

```

sip.alert1.auth = %BWAUTHUSER-1%
sip.alert1.event =
sip.alert1.mode =
sip.alert1.pwd = %BWAUTHPASSWORD-1%
sip.alert1.user = %BWLINERPORT-1%
sip.alert2.auth = %BWAUTHUSER-3%
sip.alert2.pwd = %BWAUTHPASSWORD-3%
sip.alert2.use = 0
sip.alert2.user = %BWLINERPORT-3%
sip.alert3.auth = %BWAUTHUSER-4%
sip.alert3.pwd = %BWAUTHPASSWORD-4%
sip.alert3.use = 0
sip.alert3.user = %BWLINERPORT-4%
sip.alert4.auth = %BWAUTHUSER-5%
sip.alert4.pwd = %BWAUTHPASSWORD-5%
sip.alert4.use = 0
sip.alert4.user = %BWLINERPORT-5%
sip.alert5.auth = %BWAUTHUSER-6%
sip.alert5.pwd = %BWAUTHPASSWORD-6%
sip.alert5.use = 0
sip.alert5.user = %BWLINERPORT-6%
sip.bkproxy1 =
sip.bkproxy2 =
sip.diffport = 0
sip.ka.method = 0
sip.ka.period = 30
sip.mwi.event = 0
sip.mwi.mode = 0
sip.obproxy = %SBC_ADDRESS%:%SBC_PORT%
sip.proxy = %BWSEVERADDRESS%
sip.regexp = 3600
sip.registrar =
sip.ssr.chkact = 0
sip.ssr.interval = 120
sip.ssr.method = 0
sip.ssr.nofb = 0
sip.stun =
sip.u1.auth = %BWAUTHUSER-2%
sip.u1.pwd = %BWAUTHPASSWORD-2%
sip.u1.user = %BWLINERPORT-2%

```

## Placeholder User: Ring or Page Only Configuration

As mentioned above, by default, the first user assigned to the 8180 **Device Profile Name** group will be linked to the 8180 *ring* function and the second to the *page* function. Therefore, to achieve a **page only** configuration the *placeholder* user can be linked to the unused ring. By default, only adding a ring extension, will allow for a **ring only** configuration.

To create a *placeholder* user in BroadWorks:

1. Follow steps 1-7 from [Configure a BroadWorks User/Extension](#), using an appropriate user name
2. In the **Addresses** settings for the *placeholder* user, pick **None** for the **Phone Number**, leaving the **Extension** field blank
3. Choose **Identity/Device Profile** and pick the name of the target 8180 device group from the **Identity/Device Profile Name** drop-down menu
4. In the **Line/Port** field, put the *placeholder* user name that will appear in the Algo 8180 web interface
5. Click **OK** to save the settings

**Addresses**

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: **None**

Extension:

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: **8180\_test (Group)** [Configure Identity/Device Profile](#)

\* Line/Port: **placeholder** @ [AdvancedSettings](#)  
as.iop1.broadworks.net

## Multiple Ring Extensions

The Algo 8180 device can register with 5 additional ring extensions. These can be accessed in the **Advanced Settings, Advanced Ring/Alert** tab.

**Advanced Ring/Alert Settings**

Here you can configure advanced ring/alert settings. The Rule-based Ring Tone uses [Extended POSIX Regular Expression](#) to define rules to match the SIP From field or the extension in "Subscribe/Notify" event mode.

**More Ring Extensions**

#2 Ring Extension  Enabled  Disabled

Extension

Authentication ID

Authentication Password

Ring Tone

#3 Ring Extension  Enabled  Disabled

#4 Ring Extension  Enabled  Disabled

To register additional ring extensions, the ring extensions should be added to the 8180 **Device Profile Name** group (3<sup>rd</sup> user onwards), using the steps listed in [Configure a BroadWorks User/Extension](#). To enable the additional ring extensions (highlighted in gray below), the "use" configuration (eg. "sip.alert2.use") should be changed from 0 to 1. For detailed information on configuring Algo 8180 with BroadWorks, see [BroadSoft Partner Configuration Guide: Algo 8180 SIP Audio Alerter](#).

### Sample Algo 8180 Config File for BroadWorks

```

sip.alert1.auth = %BWAUTHUSER-1%
sip.alert1.event =
sip.alert1.mode =
sip.alert1.pwd = %BWAUTHPASSWORD-1%
sip.alert1.user = %BWLINPORT-1%
sip.alert2.auth = %BWAUTHUSER-3%
sip.alert2.pwd = %BWAUTHPASSWORD-3%
sip.alert2.use = 0
sip.alert2.user = %BWLINPORT-3%
sip.alert3.auth = %BWAUTHUSER-4%
sip.alert3.pwd = %BWAUTHPASSWORD-4%
sip.alert3.use = 0
sip.alert3.user = %BWLINPORT-4%
sip.alert4.auth = %BWAUTHUSER-5%
sip.alert4.pwd = %BWAUTHPASSWORD-5%
sip.alert4.use = 0
sip.alert4.user = %BWLINPORT-5%
sip.alert5.auth = %BWAUTHUSER-6%
sip.alert5.pwd = %BWAUTHPASSWORD-6%
sip.alert5.use = 0
sip.alert5.user = %BWLINPORT-6%

```

# 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 Algo 8180 extension is not ringing.**

Check the **Status** page in the Algo web interface to see if the provisioning and SIP registration have been successful. See step 10 in [Configure Algo 8180 via Algo Web Interface](#) for details.

## **The Algo 8180 extension is not ringing when called and there is no busy signal.**

Check that the **Outbound Proxy** has been filled in the Polycom and Algo web interface. See step 12 in [Configure Algo 8180 via algo Web Interface](#) and sep 8 in [Configuring Polycom VVX600](#).

## **The ring extension produces an 8180 page and the page extension produces an 8180 ring.**

By default, the first user assigned to the 8180 **Device Profile Name** group will be linked to the 8180 *ring* function and the second to the *page* function. For more details, See [Advanced Ring and Page Configurations](#).

## **The additional ring extensions do not work.**

The configuration file may need to be changed to enable the extensions, or the extensions can be manually enabled in the Algo web interface. See [Multiple Ring Extension](#) section.

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# References

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For more information about the Algo SIP 8180 Audio Alerter, see [Algo 8180 SIP Audio Alerter User Guide](#). For detailed information on configuring Algo 8180 with BroadWorks, see [BroadSoft Partner Configuration Guide: Algo 8180 SIP Audio Alerter](#).

For detailed information on configuring Polycom phones online, refer to [Polycom Web Configuration Utility User Guide](#). 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](#).