# **Troubleshooting Algo Devices**

in Microsoft Teams Environments



**ALGO** 



#### **Information Notices**



#### Note

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

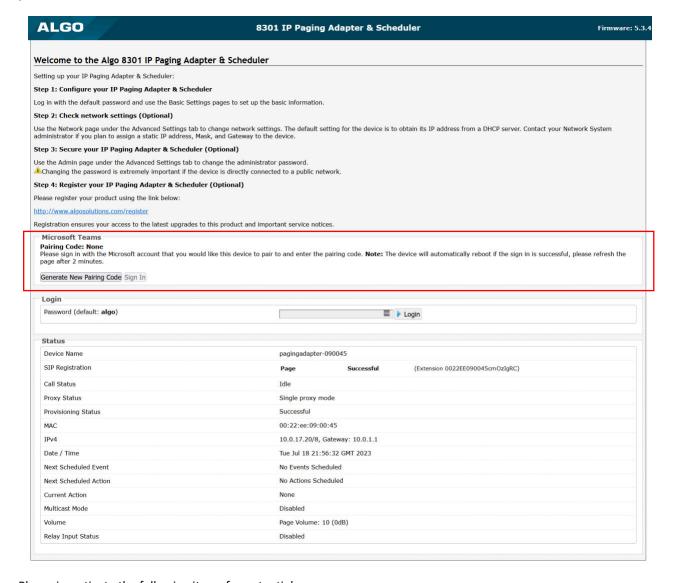
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## **Provisioning (Onboarding) Failing**

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.



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.

- <a href="https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=0365-worldwide">https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=0365-worldwide</a>
- o <a href="https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure">https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure</a>

# 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.
  - <a href="https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=0365-worldwide">https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=0365-worldwide</a>
  - 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.
  - <a href="https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure">https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-configure</a>
- 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=o365worldwide