

# Troubleshooting Guide for Alcatel-Lucent Enterprise Myriad Deskphones with Teams SIP Gateway

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This document provides the FAQs for ALE Myriad Deskphones with Teams SIP Gateway.

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## Revision History

Edition 1: August 2, 2024

Creation of the document

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## Reference documents

Links	References	Description
<a href="#">Plan for SIP Gateway</a>	SIP Gateway Overview	Conditions and Requirements to use Teams SIP Gateway and Compatible devices
<a href="#">Configure SIP Gateway</a>	How to Configure SIP Gateway	SIP Gateway configure steps on Teams side

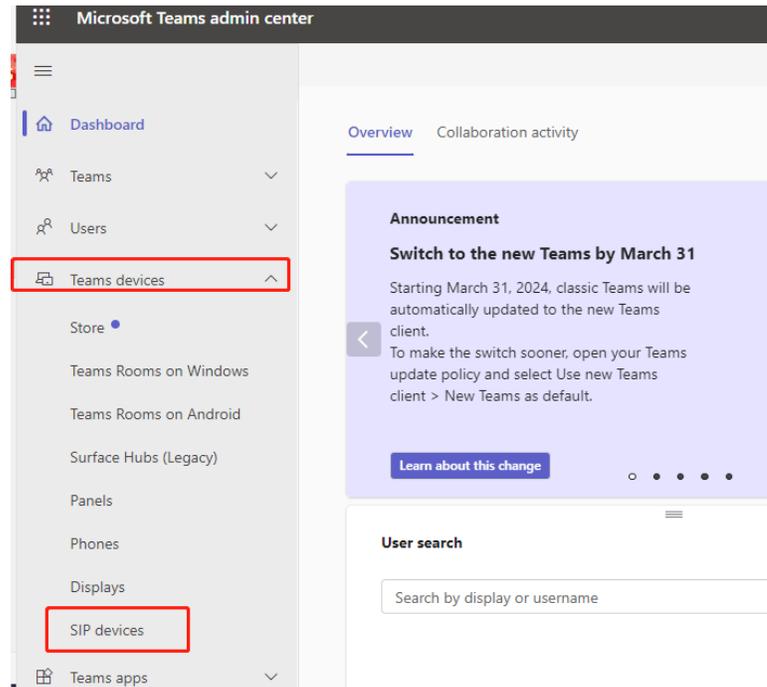
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# 1 How to verify that SIP Gateway is available for my organization

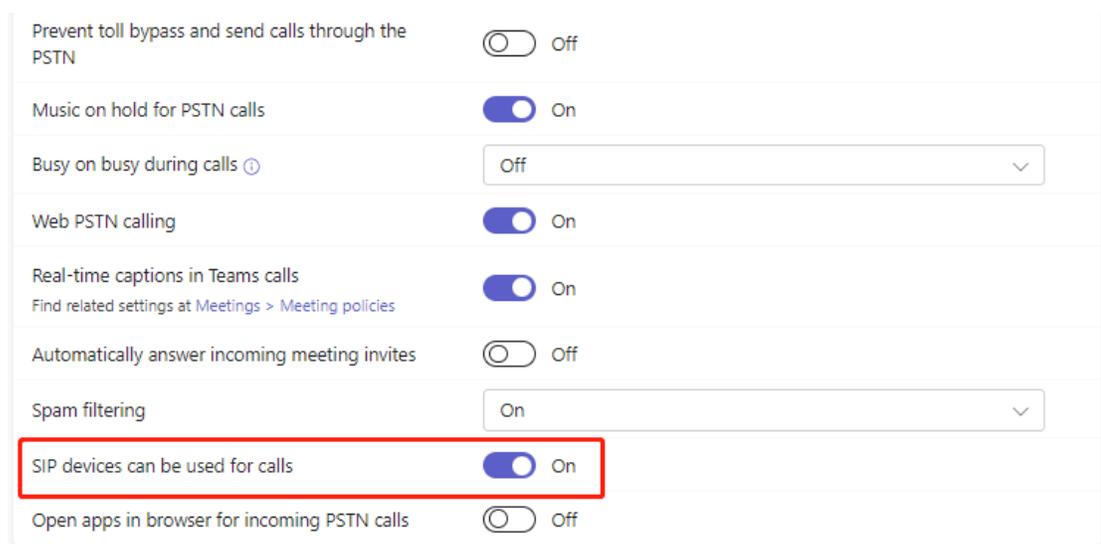
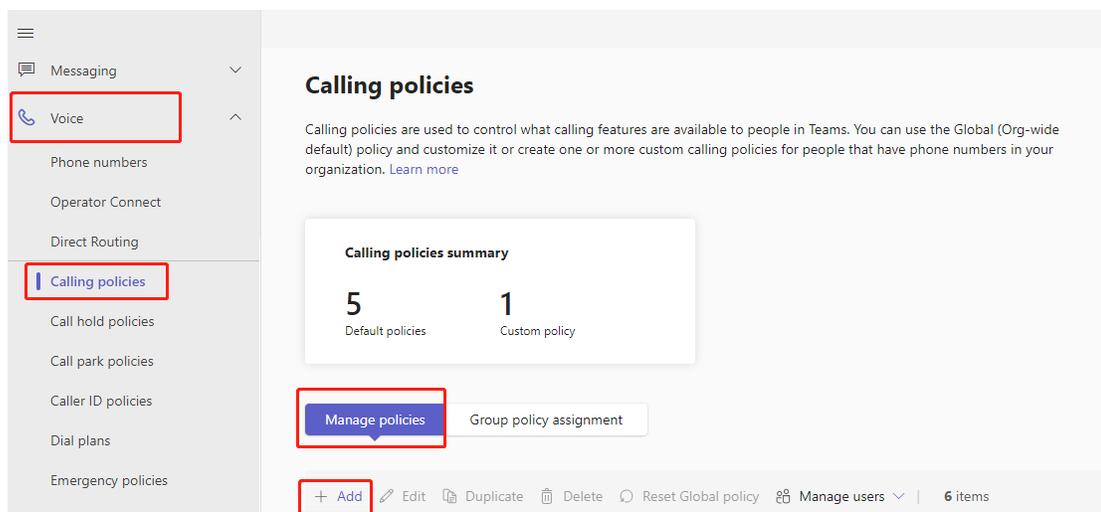
1. Sign in to the [Teams admin center](#).
2. At the left, select **Teams devices** and see if the **SIP devices** tab is visible. If it is, the SIP Gateway service is enabled for your organization.



## 2 How to enable SIP Gateway for the users in your organization by using Teams admin center

To enable SIP Gateway in the Teams admin center, follow these steps:

1. Go to the [Teams admin center](#).
2. At the left, under **Voice**, select **Calling policies**.
3. At the right under **Manage policies**, select the appropriate calling policy assigned to users or, if necessary, create a new calling policy and assign it to the required users.
4. Select **Manage policies**, select a policy, and then select **Edit**.
5. Turn on the setting for **SIP devices can be used for calls**, and then select **Save**.



## 3 What is the provision server URL for Teams SIP Gateway

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For each SIP device, set one of the following SIP Gateway provisioning server URLs:

- EMEA: <http://emea.ipp.sdg.teams.microsoft.com>
- Americas: <http://noam.ipp.sdg.teams.microsoft.com>
- APAC: <http://apac.ipp.sdg.teams.microsoft.com>

## 4 Which ALE models and firmware are compatible with Teams SIP Gateway

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ALE M3	<a href="#">2.14.03.000.2345</a> and above
ALE M5	
ALE M7	
ALE M8	<a href="#">2.14.05.000.2352</a> and above

## 5 How to manually provision a Myriad phone to Teams SIP Gateway

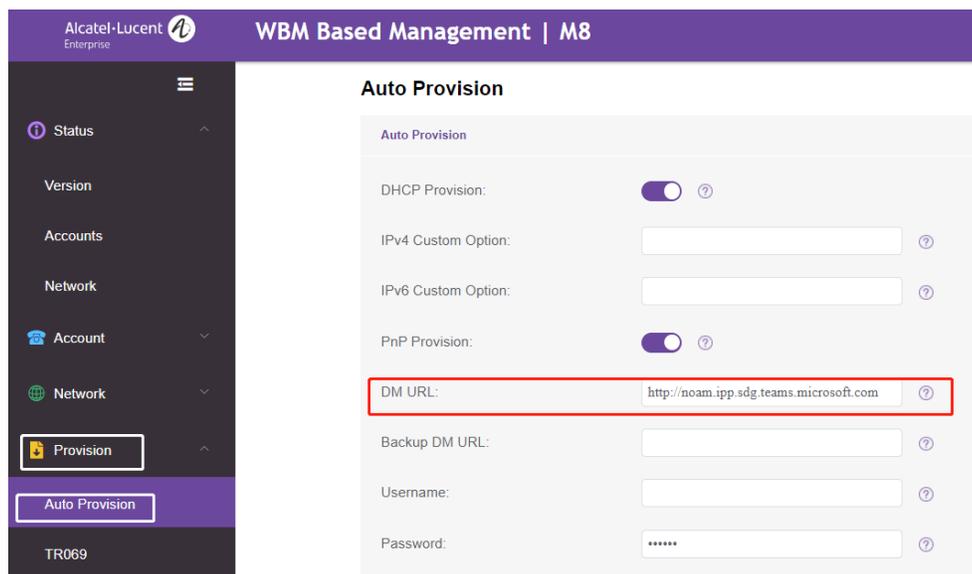
1. Connect to get the username and password for an account which is available in Teams SIP Gateway, e.g.:

Username: E01@example.microsoft.com

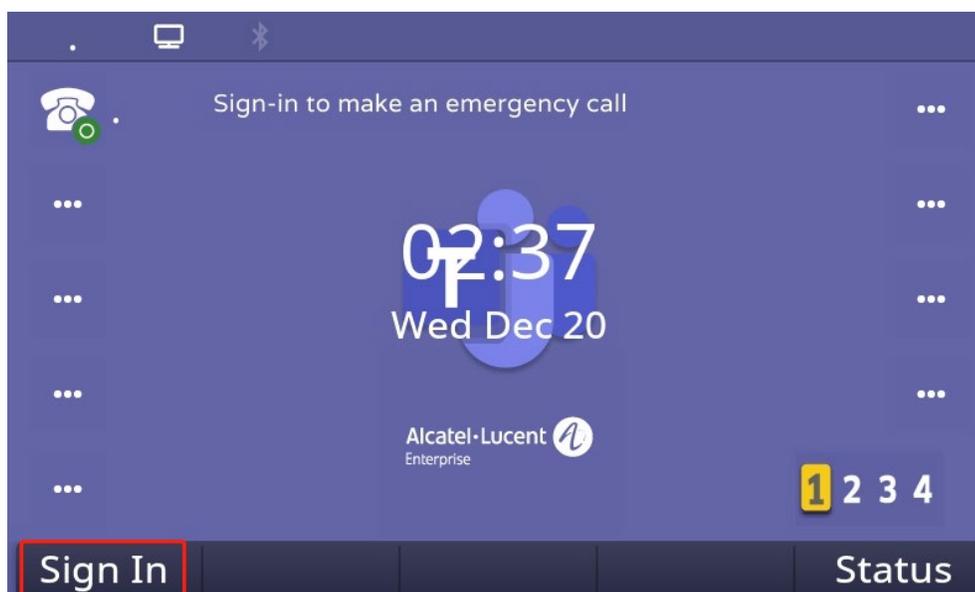
Password: B\*\*\*\*\*

2. Login to phone web UI by entering the IP address of the phone in the web browser like:  
<https://192.168.1.1> default username is “admin” which the default password is “123456”

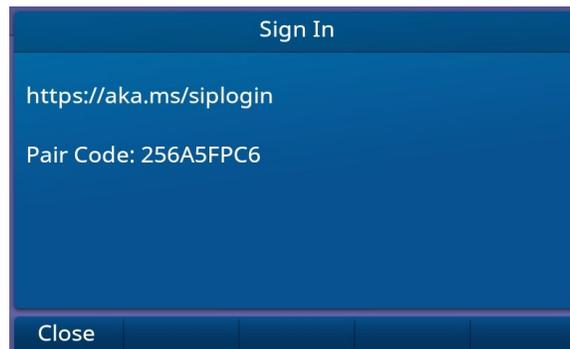
3. Goes to **Provision, Auto Provision**, then enter the provisioning URL into the **Auto Provision, DM URL**.



4. After the Myriad set reboots, select the **Sign In** button from the display.

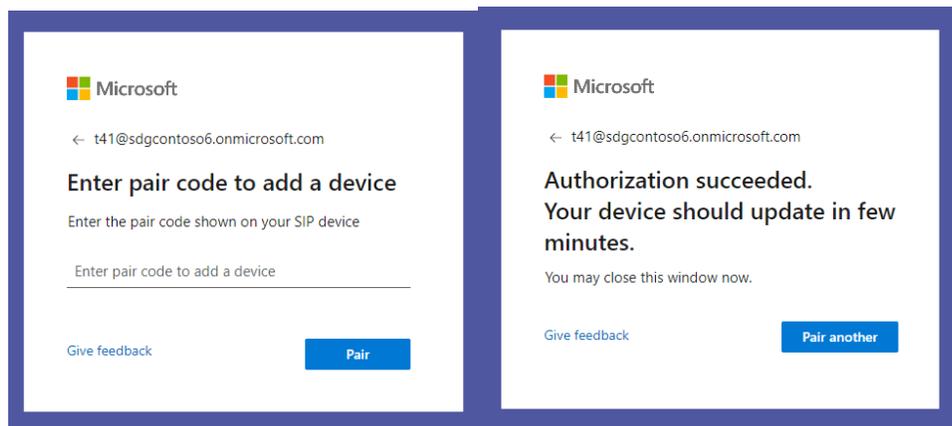


5. Then you will be prompted with sign in Pair code.

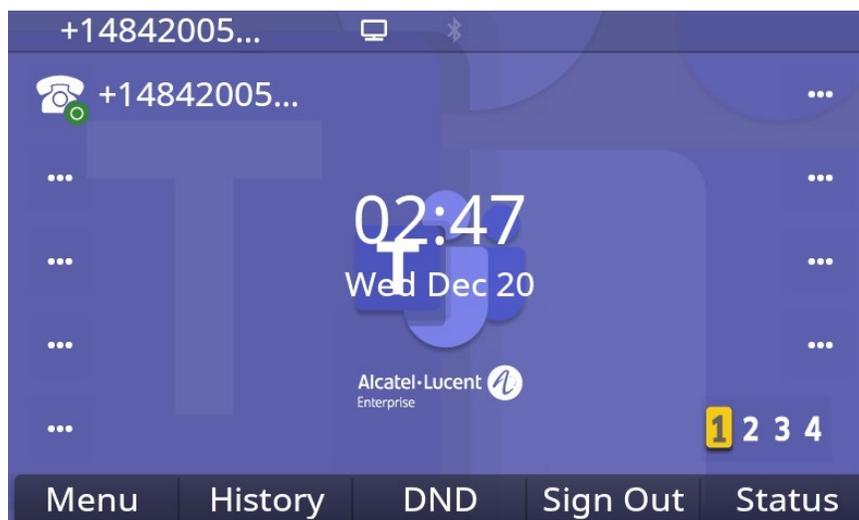


6. Go to <https://aka.ms/siplogin> on your PC.

7. Login MS teams account: E01@example.microsoft.com, enter the pair code.



8. The Myriad set will now show set is connected.



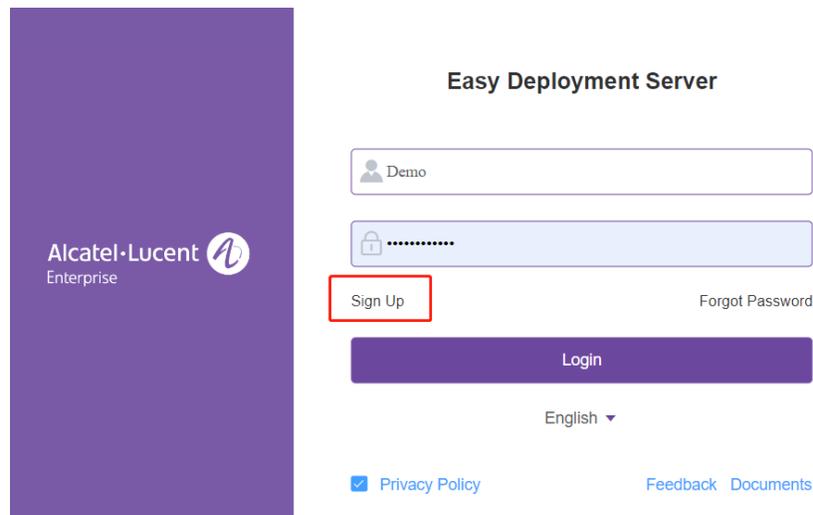
## 6 How to zero-touch provision a Myriad phone to Teams SIP Gateway

1. Connect to get the username and password for an account which is available in Teams SIP Gateway, e.g.:

Username: [E01@example.microsoft.com](mailto:E01@example.microsoft.com)

Password: B\*\*\*\*\*

2. Apply an EDS account here: <https://admin.eds.al-enterprise.com/login> by clicking the **Sign Up**.

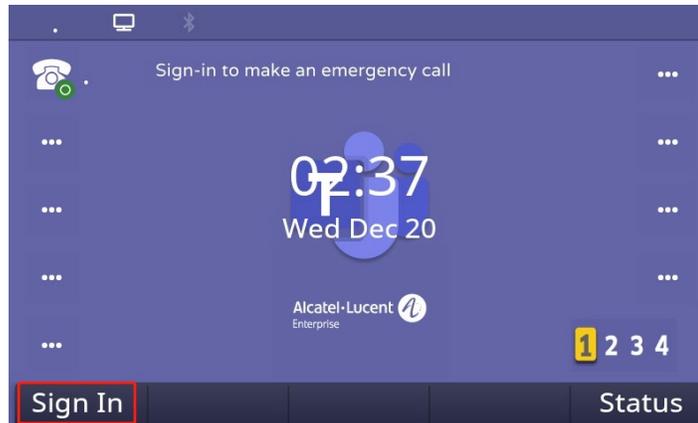


3. Login the EDS account, goes to **Profile Management**, click **Add** to add a profile, enter the provisioning URL, click OK to save.

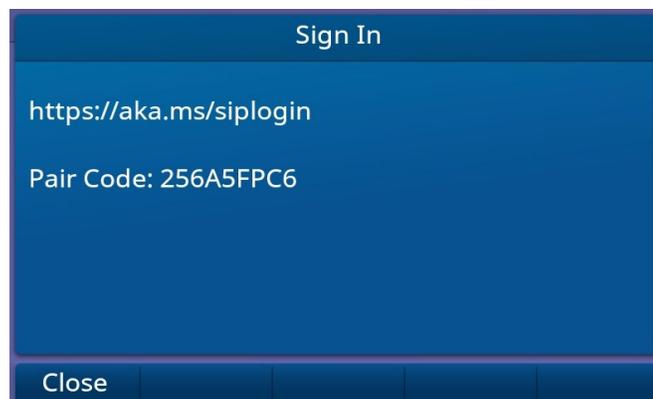


4. Power on the new phone or factory reset the used Myriad phone.

5. After the Myriad set reboots, select the **Sign In** button from the display.

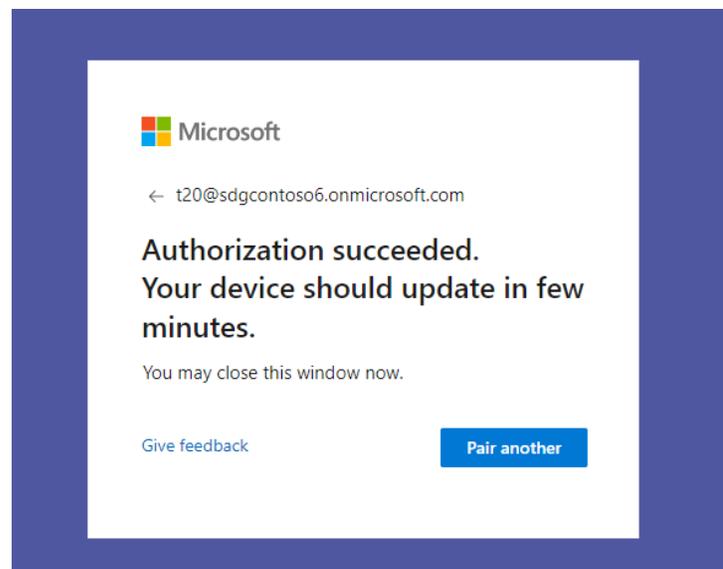


6. Then you will be prompted with sign in Pair code.

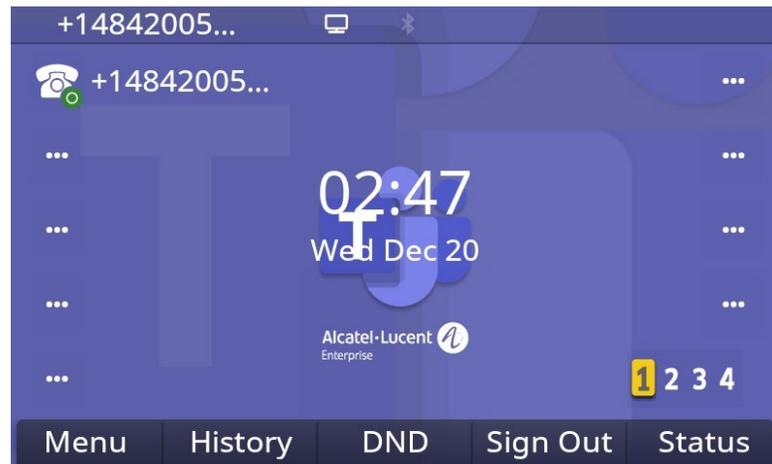


7. Go to <https://aka.ms/siplogin> on your PC.

8. Login MS teams account: E01@example.microsoft.com , enter the pair code.



9. The Myriad set will now show set is connected.



## 7 What features can support on Teams SIP Gateway

<b>Make calls</b>	SIP device users can make calls to the Public Switched Telephone Network (PSTN), to other SIP devices, and to Teams and Skype for Business users. SIP device users can only call users who have phone numbers.
<b>Receive calls</b>	SIP device users can receive a call from the PSTN, from Teams or Skype for Business users who have SIP devices, and from Teams and Skype for Business client applications. The SIP device acts as a Teams endpoint. Inbound calls will also be forked to the user's SIP device.
<b>Multiple simultaneous calls</b>	A SIP device user in a call can put the call on hold to make or receive other calls. A SIP device user can also conference two calls.
<b>Hold/Resume and Mute/Unmute</b>	A SIP device user can hold and resume or mute and unmute a call by using the features for those actions on the device.
<b>Voicemail</b>	SIP device users can listen to electronically stored voice messages that callers leave for them.
<b>Message waiting indicator</b>	SIP device users can receive notifications that alert them when they have new voicemail messages.
<b>Sign-in and sign-out</b>	SIP devices users can sign in and sign out of Teams on the device.
<b>Dual-tone multi-frequency</b>	SIP device users can press number keys to provide input during interactive voice response calls
<b>Teams meetings</b>	A SIP device user can join a Teams meeting by dialing the meeting access number. Meeting participants can add a SIP device user to the meeting by dialing out to user's phone number or simply adding a participant by clicking on 'Request to Join' will also alert the user's SIP device. Guest users from another organization can be added to a Teams meeting by a participant who dials out to a guest user's number to include that guest.

<b>Call transfers</b>	SIP device users can transfer calls. SIP Gateway supports both blind and consultative transfers.
<b>Local call forwarding</b>	A SIP device user can set forwarding rules (always, on timeout, and busy) for the device. If the device is connected to the SIP Gateway, then the call will be redirected to the target address based on the rule that the device user set. To make local call forwarding work, the admin must set the AllowCallRedirect attribute in Set-CsTeamsCallingPolicy to Enabled.
<b>Offboard stale devices</b>	SIP Gateway supports auto offboarding of stale devices provisioned for a tenant. Paired (signed-in) devices will be offboarded if not connected for 30 days, and unpaired (signed-out) devices after 14 days. An offboarded device can be re-onboarded after a factory reset.
<b>Set DND from SIP devices</b>	You can use your SIP device for setting and fetching your Teams Do Not Disturb (DND) status. To set the DND status for your Teams account from your SIP device, dial the feature code *30* on the SIP device. To reset your Teams DND status, dial *31* from the SIP device. Dialing *31* clears the user-configured presence status, in this case DND.
<b>Call Queues and voice apps support</b>	Customers can use SIP devices as call queue agents with some restrictions, for instance, SIP Gateway doesn't publish presence for devices hence presence based routing is not supported.

## 8 Does Teams SIP Gateway require any special certificate

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Teams SIP Gateway provision their root CA on the phone for the phone to identify Teams server as part of the provisioning process, no other certificate required.

## 9 Is there any API supported for Teams Gateway

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Currently, Teams side doesn't offer any external facing API.

## 10 Does Teams Gateway support Access to the Azure Corporate Directory from the phone for user lookups

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No, Azure Corporate Directory doesn't support LDAP, which is the common interface that is used by SIP Phones.

## 11 Does Teams Gateway support user's telephone presence spread over the Teams ecosystem (phone line busy = red color in user presence)

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No, SIP device can't monitor other contacts, mainly because of UI limitation of "compatible" phones. SIP GW publish "in call" and "DND - ON/OFF" and customer may fetch its own state via soft button.

## 12 Does Teams Gateway support Call by name from the phone (this is related to the Corporate Directory bullet above)

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Currently no, but Teams side plan to support it via BOT. User will dial feature code and provide input about requested name plus optional attributes, such as title and Org and BOT will transfer caller to resolved address.

## 13 What is the difference for certification of “Teams Phone” and “Teams Gateway SIP Phone”

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Teams Phone has a certification program. They provide SDK for Android platform and specifications on how to use it. Note, Teams Phone doesn't support SIP but rather Teams proprietary protocols. Teams Phones run as a native Teams client App in Teams infrastructure/backend; While SIP Phone is integrated with Teams infrastructure via SIP GW cloud service.

## 14 Is there any license difference when using “Teams Phone” and “Teams Gateway SIP Phone”

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No.

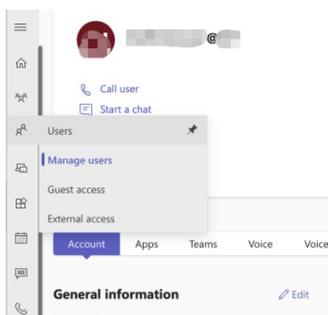
## 15 Login failed with a notification “User does not have a phone number assigned. Please check with your administrator” in the pairing step

No phone number is assigned to the Teams account when meet below notification:

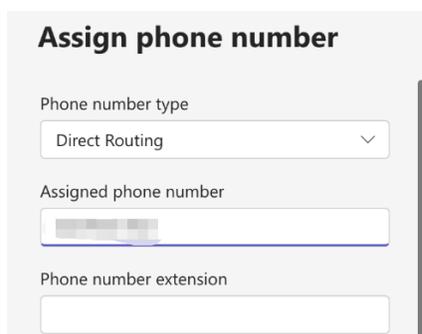


Follow below steps to assign a phone number to your Teams account:

1. Login to the account of Teams, goes to “Users -> Manage users”.



2. Select an account, click to enter and then goes to “Account -> General information”, click “Edit”.
3. Add the phone number to the “Assigned phone number”, click save to finish, this phone number is got from your Teams administrator.



The screenshot shows the 'Assign phone number' form. It has three input fields: 'Phone number type' (a dropdown menu with 'Direct Routing' selected), 'Assigned phone number' (a text input field with a blurred number), and 'Phone number extension' (an empty text input field).

## 16 How to contact Teams support team if the issue is a server-side problem

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Please find guidance here - [Open Support requests](#) | [Microsoft Learn](#)

### Submitting a Service Request

Please connect to our [eService Request](#) application.

Before submitting a Service Request, please be sure:

The application has been certified via the AAPP if a third party application is involved.

You have read the release notes that list new features, system requirements, restrictions, and more, and are available in the [Technical Documentation Library](#).

You have read through the related troubleshooting guides and technical bulletins available in the [Technical Documentation Library](#).

You have read through the self-service information on commonly asked support questions and known issues and workarounds available in the [Technical Knowledge Center](#).

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