

Alcatel-Lucent Enterprise Communications

FAQ: ALE Myriad Deskphones with Teams Gateway

ALE M3, M5, M7 and M8

Document history

Edition	Date	Comments
Ed1	December 19th 2023	Document creation

Reference documents

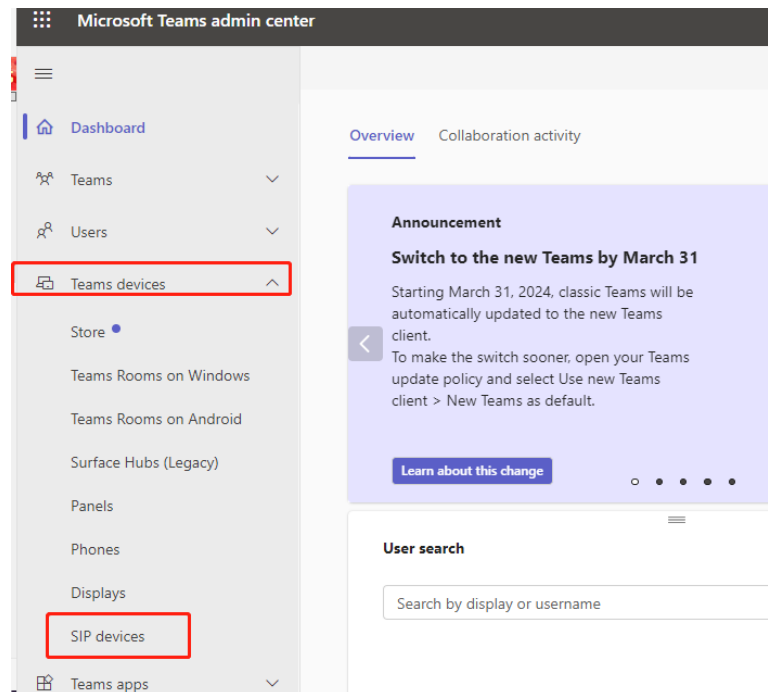
Links	References	Description
Plan for SIP Gateway	SIP Getaway Overview	Conditions and Requirements to us Teams SIP Gateway and Compatible devices
Configure SIP Gateway	How to Configure SIP Gateway	SIP Gateway configure steps on Teams side

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

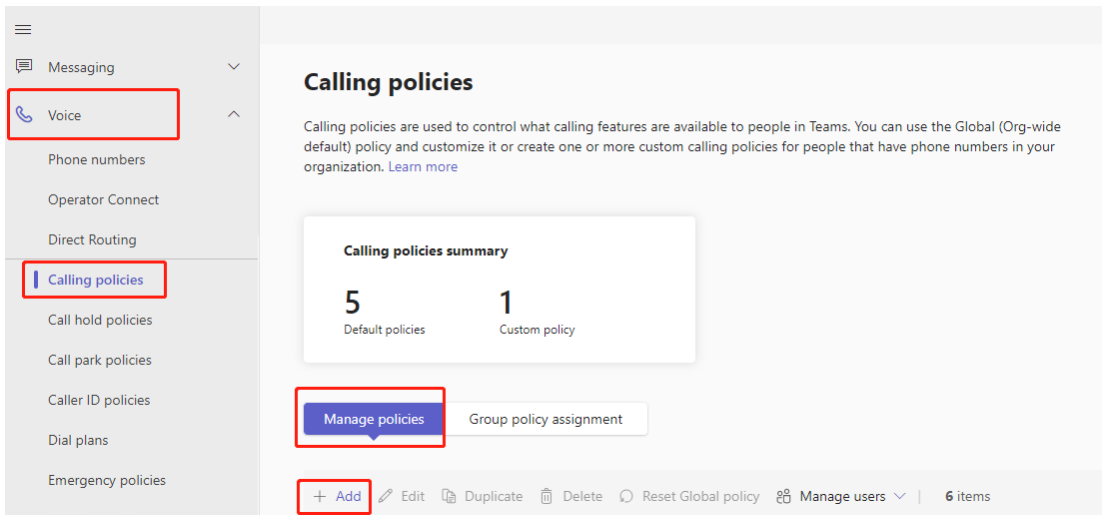
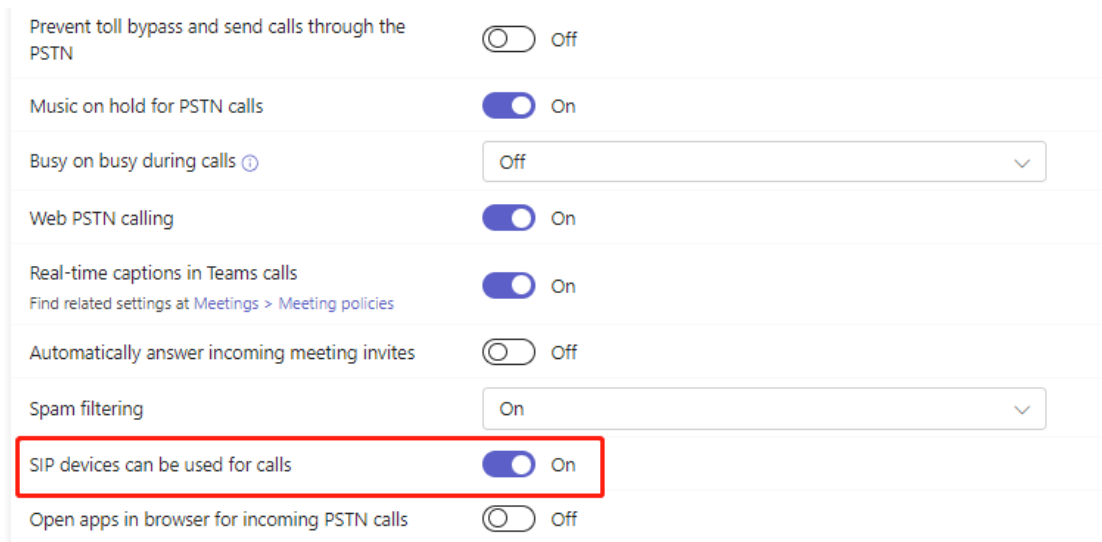
1. Sign in to the **Teams admin center**: <https://admin.teams.microsoft.com/>.
2. At the left, select **Teams devices** and see if the **SIP devices** tab is visible. If it is, the SIP Gateway service is enabled for your organization.



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: <https://admin.teams.microsoft.com/>.
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?

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?

ALE M3	2.14.03.000.2345 or higher
ALE M5	
ALE M7	
ALE M8	2.14.05.000.2352 or higher

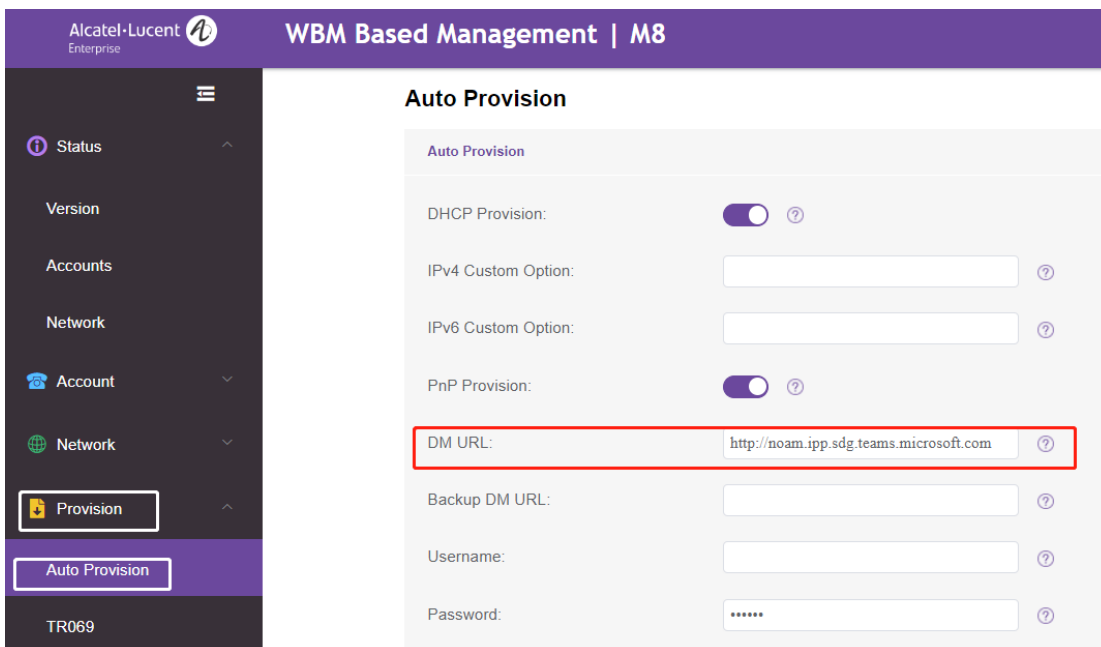
5 How to manually provision a Myriad phone to Teams SIP Gateway?

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

Username: E01@example.microsoft.com

Password: B*****

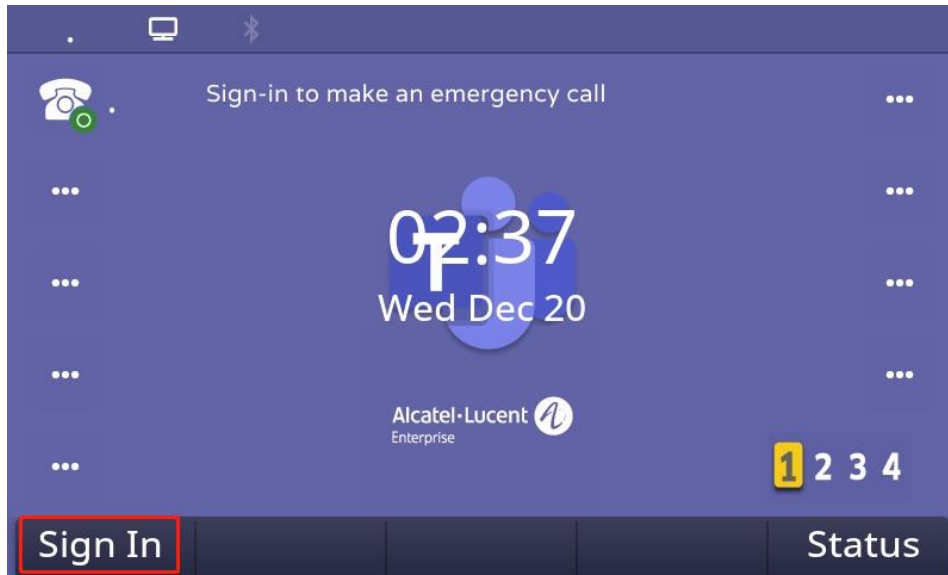
2. Login to phone web UI by entering the IP address of the phone in the web browser like: <https://192.168.1.1> default username is “admin” which the default password is “123456”
3. Goes to **Provision, Auto Provision**, then enter the provisioning URL into the **Auto Provision, DM URL**.



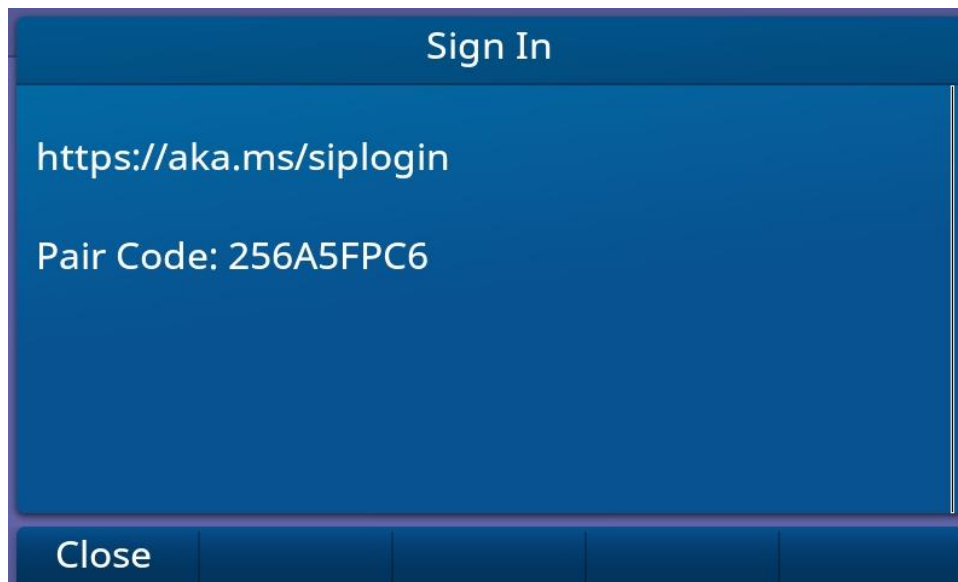
The screenshot shows the 'Auto Provision' configuration page in the WBM Based Management | M8 interface. The page has a purple header with the Alcatel-Lucent logo and 'Enterprise' text. A sidebar on the left contains navigation options: Status, Version, Accounts, Network, Account, Network, Provision, and Auto Provision (which is highlighted). The main content area is titled 'Auto Provision' and contains several configuration fields:

- DHCP Provision: ?
- IPv4 Custom Option: ?
- IPv6 Custom Option: ?
- PnP Provision: ?
- DM URL: ? (This field is highlighted with a red box in the original image)
- Backup DM URL: ?
- Username: ?
- Password: ?

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

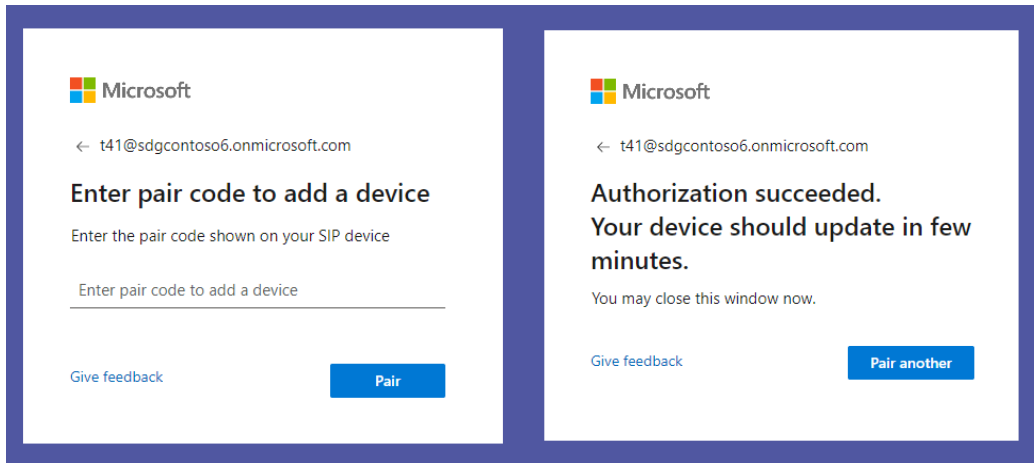


5. Then you will be prompted with sign in Pair code

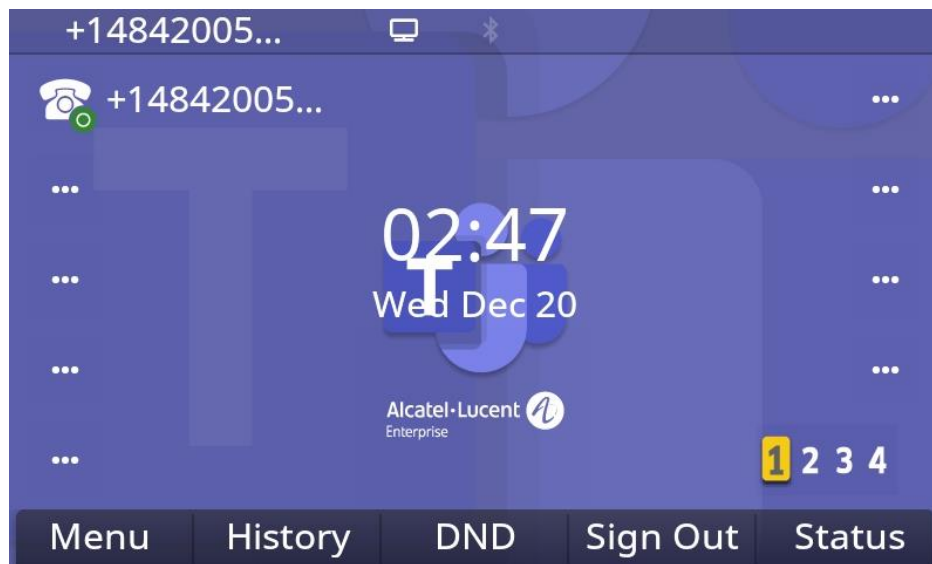


6. Go to <https://aka.ms/siplogin> on your PC.

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



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



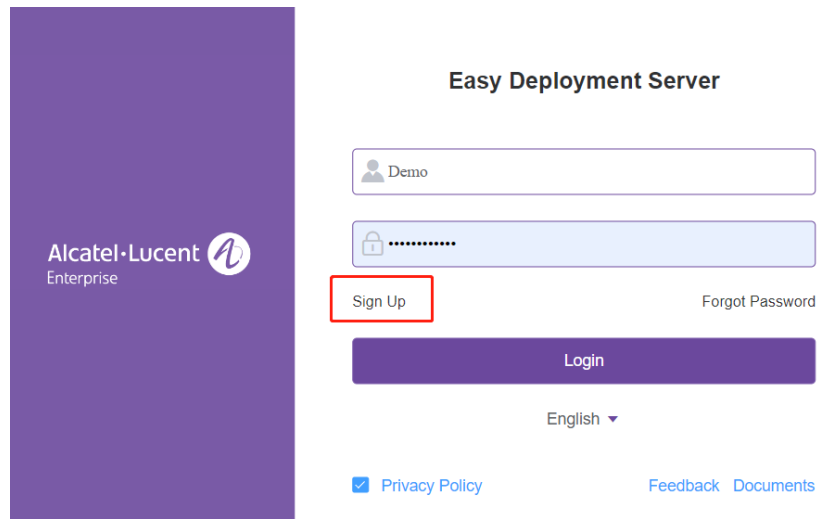
6 How to zero-touch provision a Myriad phone to Teams SIP Gateway?

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

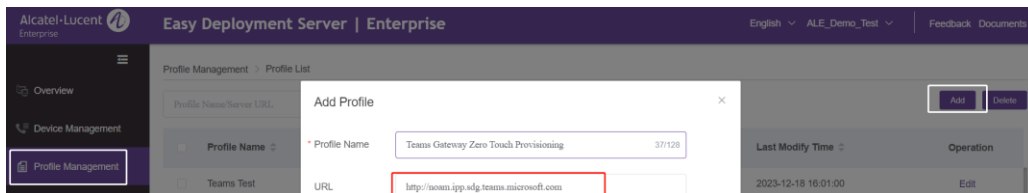
Username: E01@example.microsoft.com

Password: B*****

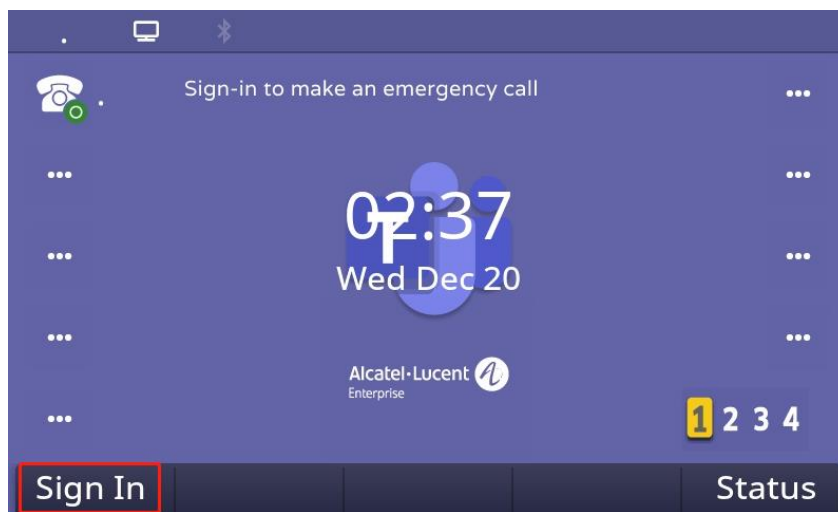
2. Apply an EDS account here: <https://admin.eds.al-enterprise.com/login> by clicking the **Sign Up**.



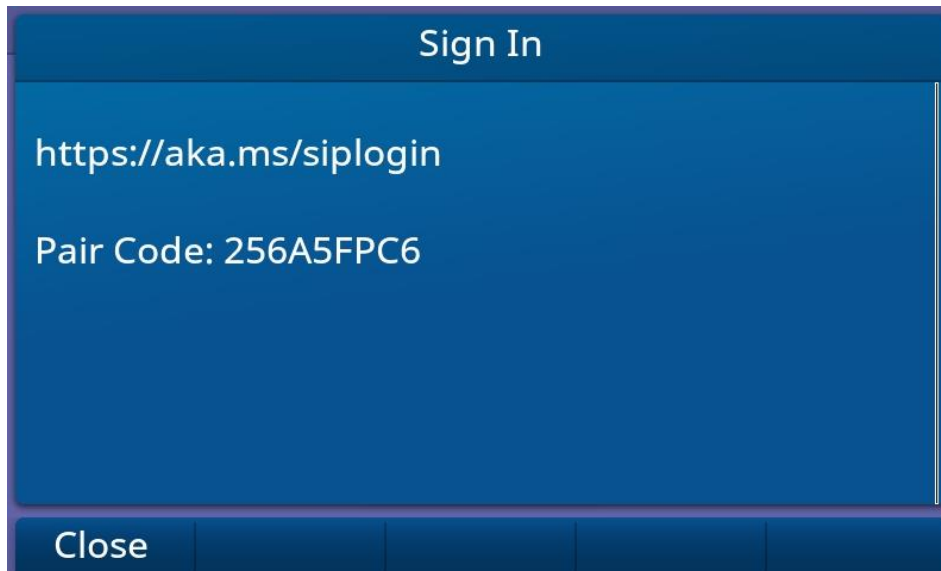
3. Login the EDS account, goes to **Profile Management**, click **Add** to add a profile, enter the provisioning URL, click OK to save.



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.

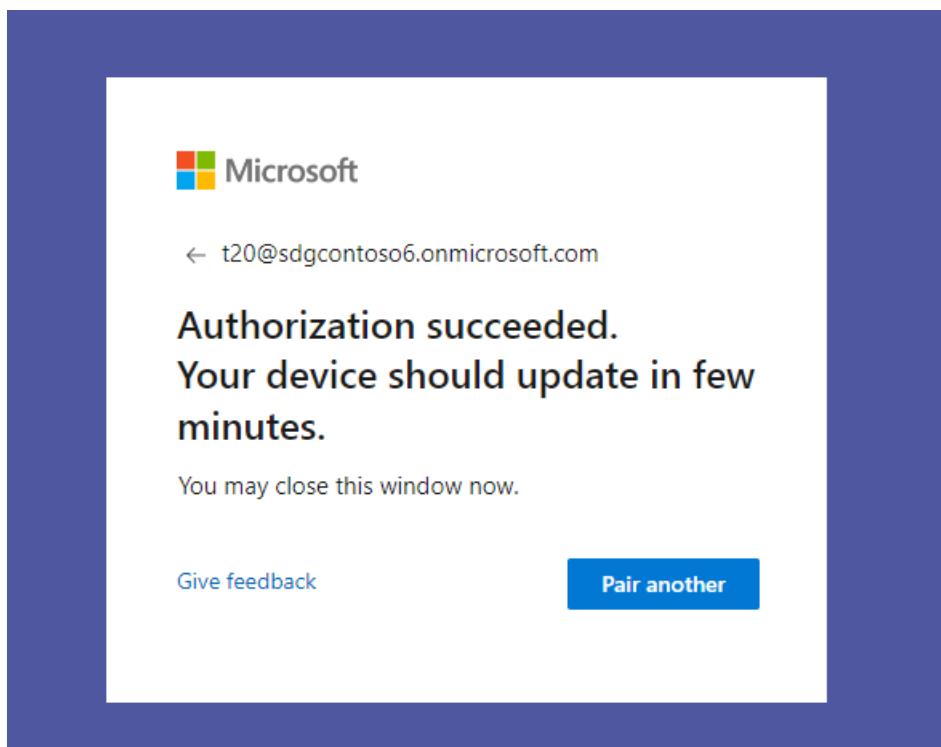


6. Then you will be prompted with sign in Pair code.



7. Go to [Https://aka.ms/siploginppe](https://aka.ms/siploginppe) 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?

Make calls	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.
Receive calls	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.
Multiple simultaneous calls	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.
Hold/Resume and Mute/Unmute	A SIP device user can hold and resume or mute and unmute a call by using the features for those actions on the device.
Voicemail	SIP device users can listen to electronically stored voice messages that callers leave for them.
Message waiting indicator	SIP device users can receive notifications that alert them when they have new voicemail messages.
Sign-in and sign-out	SIP devices users can sign in and sign out of Teams on the device.
Dual-tone multi-frequency	SIP device users can press number keys to provide input during interactive voice response calls
Teams meetings	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.

Call transfers	SIP device users can transfer calls. SIP Gateway supports both blind and consultative transfers.
Local call forwarding	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.
Offboard stale devices	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.
Set DND from SIP devices	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.
Call Queues and voice apps support	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?

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?

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

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

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)?

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)?

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 different for certification of "Teams Phone" and "Teams Gateway SIP Phone"?

Teams Phone has a certification program. They provide SDK for Android platform and specifications 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/backen; While SIP Phone is integrated with Teams infrastructure via SIP GW cloud service.

14 Is there any license different when using “Teams Phone” and “Teams Gateway SIP Phone”?

No.

END OF DOCUMENT