

Common Paging Issues

Problem: Speakers stop paging after a set number of seconds/minutes.

Solutions:

Check the Timeout Length Set

1. In the NocTel Portal click **Account Preferences >> Paging Groups** in the main left-hand menu.
2. From the list of paging groups click the group you are using that is having issues.
3. Adjust the **Maximum Paging Length** to a higher amount.

[Control Panel](#) → [Account Preferences](#) → [Paging Groups](#) → Paging Group

Paging Group Properties

Name of Group:

GROUP 1

Group Status:

☒ Enabled ☐ Disabled

Quality:

High (G.722 - HD Voice) ▼

Maximum Paging Length:

5 Minutes ▼

Polycom Group:

1 ▼

Multicast IP:

224.0.1.116

Multicast Port:

5001

4. Click **Submit** to save the change.

Check Devices for Duplicated IP Addresses

Check to ensure that no Algo speaker has a duplicate IP address. If two devices are competing for a single IP address it can cause the multicast page to stop.

Problem: All speakers in a paging group are not broadcasting

Solutions:

Check VLAN Settings

For multicast paging to work all the devices (Polycom phones and Algo speakers) must be on the same VLAN.

- Ensure that Poly/Polycom desk phones in the paging group are on the same VLAN. You can press and hold 1-4-7 on a Poly phone to bring up its details including VLAN information.
- Ensure that all Algo speakers in the paging group are on the same VLAN. You may need to make adjustments to the VLAN setting in the Algo interface. VLAN settings are located under **Advance Settings >> Network**.

Check IGMP Snooping Setting on Switches

If the devices in your paging group are on different switches in your network, you may need to look at IGMP snooping setting.

Related articles

- [Connecting an Algo 8301 to an Analog Paging System](#)
- [Use Cases: Algo 8301 Paging Adapter and Scheduler](#)
- [Use Cases: Algo Speaker & Visual Alerters](#)
- [Common Paging Issues](#)
- [Updating Algo Firmware](#)