Netgear Routers – Disabling SIP ALG

Note that this process will reboot your router — which will temporarily take your internet connection and phone service offline.

We recommend doing this in an off-peak period or outside of business hours.

- Open the Router's Configuration Page by entering the ip address of the address bar of your website. The default IP is - <u>http://192.168.0.1</u>
- If you are not able to access from the default address or do not know the address you can obtain it by;
 - Press the windows key, then type cmd.exe and press enter.
 - In the window that opens type the following, ipconfig and press enter.
 - The ip information will be listed. Find the Default Gateway and record the ip address.
 - 4. Enter the ip address in the browsers address bar as seen in step 1. http://ipaddress
- Login to the device by entering the username and password. Default admin:admin



4. Select the Advanced tab.

WPS Wizard	
• Setup	
Internet Setup	
Wireless Setun	_
WAN Setup	
Guest Network	
USB Storage)
Security)
Administration)
Advanced Setup	1

- 5. Navigate to Setup > WAN Setup on the Menu
- 6. Place a check in the "Disable SIP ALG" option.

WAN Setup		
Connect Automatically, as Required		
Enable PPPoE Relay		
Disable Port Scan and DOS Protection		
Default DMZ Server	.168.0.	
Respond to Ping on Internet WAN Port		
MTU Size (in bytes)	1492	
Disable SIP ALG		
Apply Cancel		

- 7. Click Apply
- 8. Reboot the router
- 9. Test your internet connection and telephones to see when the connection comes back online.
- 10. You may need to reboot your telephones if the internet comes back online, but the phones do not.

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