ROUTER CONFIGURATION

If you using DSL Internet Service and are required entering a User Name & Password to access your DSL, your Router typically should be configured for PPPoE. Check your router documentation for more information.

DSL users who are not required to enter a User Name & Password as part of their normal DSL experience should follow the basic ATA installation instructions.

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Router Information

Belkin F5D5230-4, hardware version R01

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

Phone Adapters Internet ports:

- 5060 through 5063 using UDP protocol
- 123 using UDP protocol
- 69 using UDP protocol
- 53 using UDP protocol
- 10,000 through 20,000 using UDP protocol

Product Support

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

D-Link 524 Airplus G

ver 1.05

Plug & Play Supported: Yes

1. Worked plug-and-play
2. MTU setting must stay at 1500.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

D-Link DI-604

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

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- 5060 through 5063 using UDP protocol
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- 53 using UDP protocol
- 10,000 through 20,000 using UDP protocol

Product Support

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D-Link DI-804V

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

Phone Adapters Internet ports:

- 5060 through 5063 using UDP protocol
- 123 using UDP protocol
- 69 using UDP protocol
- 53 using UDP protocol
- 10,000 through 20,000 using UDP protocol

Product Support

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Linksys BEFSX41

Plug & Play Supported: Yes

Linksys routers are not Plug an Play compatible with this Service.

If you experience inconsistent service including fast busy signals on outbound calls, incoming calls ringing directly into voicemail, or choppy audio, you may need to set up port forwarding.

1. Power down all devices on your network.
2. Power up your cable/DSL modem.
3. Power up your Linksys router.
4. Power up your ATA.
5. Power up your PC.

This power up sequence should ensure your ATA takes the first available address on the network.
To access your router configuration:

1. Open Internet explorer.
2. In the address bar, type 192.168.1.1 and hit enter.
3. The user-name should be blank, and the password should be admin.
4. Click advanced on the top right.
5. Click Forwarding on the top.
6. Under ext ports enter:
   5060 to 5061 ----- UDP-----(IP address of the Phone Adapter)
   123 to 123--------- UDP-----(IP address of the Phone Adapter)
   69 to 69 ----------UDP------(IP address of the Phone Adapter)
   53 to 53---------- UDP-----(IP address of the Phone Adapter)
   10000 to 20000 ---UDP-----(IP address of the Phone Adapter)
7. Be sure to check enabled for each port range if you have this option.
8. Apply the changes, and close the configuration.

The changes will take effect immediately.
Note: The DMZ host does not perform as expected when applied to the Phone Adapter.

Product Support

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Linksys WRT54G

ver 3.01.3

Plug & Play Supported:	Yes

1. Worked plug-and-play 2. MTU setting is set to 1500 in new version.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Microsoft Wired Base Station MN-100

Firmware V1.00.072

Plug & Play Supported: Yes

1. Plug-and-Play Installation.
2. 'Network Mode' setting must be set to 'Routing mode'. This setting can be found in the Security->Network Mode settings tab.
3. When activating 'MAC Filtering' it is possible to lock out the 's MAC address. If the MAC filter list is configured to 'allow' only those MAC addresses listed then the 's MAC address must be in the list. If the MAC filter list is configured to 'deny' then the 's MAC address must not be in the list. This setting can be found in the Security->MAC Filtering settings tab.
4. When using the 'Client Filtering' feature, do not block the's IP address. This setting can be found in the Security->Client Filtering settings tab.

Firmware V1.08.003

Plug & Play Supported: Yes

1. Plug-and-Play Installation.
2. 'Network Mode' setting must be set to 'Routing mode'. This setting can be found in the Security->Network Mode settings tab.
3. When activating 'MAC Filtering' it is possible to lock out the 's MAC address. If the MAC filter list is configured to 'allow' only those MAC addresses listed then the 's MAC address must be in the list. If the MAC filter list is configured to 'deny' then the 's MAC address must not be in the list. This setting can be found in the Security->MAC Filtering settings tab.
4. When using the 'Client Filtering' feature, do not block the 's IP address. This setting can be found in the Security->Client Filtering settings tab.

Product Support

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Microsoft Wireless Base Station MN-500

V1.11.017 - 10/3/2003

Plug & Play Supported: Yes

1. Worked plug-and-play
2. Make sure 'DHCP server' is set to 'Enabled'. This setting can be found under the 'Local Network Area' settings section.
3. 'Network Mode' setting must be set to 'Routing mode'. This setting can be found in the Security->Network Mode settings tab.
4. Works with Firewall enabled. This setting can be found at Security -> Firewall Settings.
5. When activating 'MAC Filtering' it is possible to lock out the MTA's MAC address. If the MAC filter list is configured to 'allow' only those MAC addresses listed then the MTA's MAC address must be in the list. If the MAC filter list is configured to 'deny' then the MTA's MAC address must not be in the list. This setting can be found in the Security->MAC Filtering settings tab.
6. When using the 'Client Filtering' feature, do not block the MTA's IP address. This setting can be found in the Security->Client Filtering settings tab.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Motorola WR850G

ver 5.13

Plug & Play Supported: Yes

Worked plug-and-play.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Netgear FR114P

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

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Product Support

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Netgear FW114P

V2.0_10

Plug & Play Supported:	Yes

Worked plug-and-play.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Netgear RP114

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
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Product Support

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Netgear RP614

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
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Product Support

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Netgear WGR614

V5.0_02

Plug & Play Supported: Yes

1. Worked plug-and-play
2. MTU setting must stay at 1500.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Netgear WGT624

V4.1.11_1.01

Plug & Play Supported:	Yes

Worked plug-and-play.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Netopia R910 Ethernet Router

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

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Product Support

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SMC Barricade SMC7004FW

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

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Product Support

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

Sonicwall SOHO3, APL04-022

Firmware v6.3.1.0

Plug & Play Supported: Yes

1. Plug-and-Play Installation.
2. MTU setting must stay at 1500. This setting can be found in the Advanced->Ethernet settings tab.
3. If connecting directly to the from the one LAN interface on the Sonicwall, make sure that the Sonicwall is not set to 'Force', '100mbps'. This setting should be left on 'Auto Negotiate'.
4. Make sure that 'Network Addressing Mode' is set to 'NAT with DHCP Client'. This setting can be found in the General->Network settings tab.
5. It is possible to apply a Firewall rule that will block all traffic from the LAN to the Internet. This will prevent the VoIP service from working. If you are having problems getting the VoIP service to work hit the 'Restore Rules to Defaults' in the Access->Rules settings tab. Do not apply any 'Firewall Rules' that will restrict the from sending any packets to the WAN interface.

Firmware v6.4.0.1

1. Plug-and-Play Installation.
2. MTU setting must stay at 1500. This setting can be found in the Advanced->Ethernet settings tab.
3. If connecting directly to the from the one LAN interface on the Sonicwall, make sure that the Sonicwall is not set to 'Force', '100mbps'. This setting should be left on 'Auto Negotiate'.
4. Make sure that 'Network Addressing Mode' is set to 'NAT with DHCP Client'. This setting can be found in the General->Network settings tab.
5. It is possible to apply a Firewall rule that will block all traffic from the LAN to the Internet. This will prevent the VoIP service from working. If you are having problems getting the VoIP service to work hit the 'Restore Rules to Defaults' in the Access->Rules settings tab. Do not apply any 'Firewall Rules' that will restrict the from sending any packets to the WAN interface.

Hint: Your router typically should be configured for PPPoE if you are using a DSL Internet Service Provider. Some cable modem services require that the Mac address of the computer is spoofed in the router configurations. Check your router documentation for more information.

SpeedStream SS2524, SCCF-131A

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

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- 69 using UDP protocol
- 53 using UDP protocol
- 10,000 through 20,000 using UDP protocol

Product Support

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SpeedStream SS2604, SCCC575C

Plug & Play Supported: Yes

This model router has plug and play operation. This router will work correctly with the "out of the box" configuration. If you have any difficulties or service disruptions, please try the following steps.

1. Download and install the latest firmware for your router. The firmware can be obtained from the manufacture's website.
2. Complete a factory reset on the router. Consult the routers documentation for the factory reset. Keep in mind if your ISP requires any special configurations such as a username and password, you will need to re-configure this after the factory reset is performed.
3. Note: Firewall rules that conflict with the phone adapters Internet ports will cause a disruption in service. Only if you configured specific firewall rules and are familiar with the configuration, please allow the following ports for the phone adapter; otherwise your router does not need extra firewall rules.

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Product Support

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