

Netgear Routers – Disabling SIP ALG

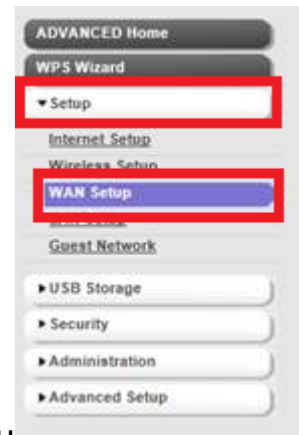
Note that this process will reboot your router – which will temporarily take your internet connection and phone service offline.

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

1. Open the Router's Configuration Page by entering the ip address of the address bar of your website. The default IP is – <http://192.168.0.1>
2. If you are not able to access from the default address or do not know the address you can obtain it by;
 1. Press the windows key, then type cmd.exe and press enter.
 2. In the window that opens type the following, ipconfig and press enter.
 3. 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
3. Login to the device by entering the username and password. Default admin:admin

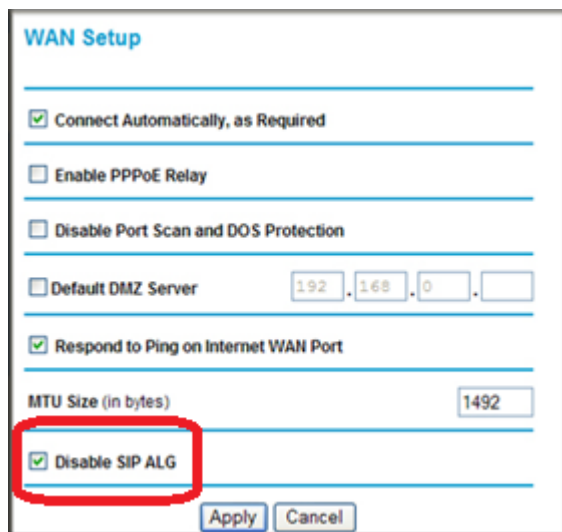
4. Select the Advanced tab.





5. Navigate to Setup > WAN Setup on the Menu

6. Place a check in the “Disable SIP ALG” option.



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.

Version01.07082022