## Technicolor TG588v v2 - Disable SIP ALG

Note: We recommend changes made to this router are performed by a computer using a Windows operating system and connected via an Ethernet cable. Using a computer with a MAC operating system or wireless device may cause issues and settings may not save correctly.

If you are experiencing issues with your VoIP service you may need to disable the *SIP Application Layer Gateway* (SIP\_ALG) on your router. This guide should assist:

🚺 Gateway	×			🚣 – 🗇 🗙
$\  \   \in \   \Rightarrow \   C$	192.168.1.1			☆ Ξ
	technicolor			S admin •
	Gateway	Broadband	Internet Access	Wireless
	<ul> <li>Version Turquoise (15.3)</li> <li>Setup Your Gateway</li> </ul>	Disconnected	PPP Not Configured	• TNCAPC3CFCD (2.4GHz)
	Local Network	Devices	WAN Services	Firewall
	<ul> <li>DHCP Enabled Gateway: 192.168.1.1 Netmask: 255.255.25.0</li> <li>IPv6 Disabled</li> </ul>	1 Ethernet Device Connected 0 WiFi Devices Connected	<ul> <li>DMZ Disabled</li> <li>DynDNS Disabled</li> <li>0 Port Forwarding Rules</li> <li>0 UPnP Rules</li> </ul>	Firewall Level: Normal
	Diagnostics	Assistance OPF	Management	IP Extras
		Disabled	User Management Log Viewer	2 Routes 0 DNS Servers

Browse to <a href="http://192.168.1.1">http://192.168.1.1</a> (default IP for this router) and click on *sign in*.

Gateway ← → C	y × 2 0 192.168.1.1/?debug=1 5				
	technicolor	S admin •			
	Gateway	Broadband	Internet Access	Wireless	
	<ul> <li>Version Turquoise (15.3)</li> <li>Setup Your Gateway</li> </ul>	Disconnected	PPP Not Configured	• TNCAPC3CFCD (2.4GHz)	
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	Diagnostics	Assistance OFF	Management	IP Extras	
		Disabled	User Management Log Viewer	2 Routes 0 DNS Servers	

Next, add **/?debug=1** to the URL as shown in the image above. This will then display some more options.

Gateway	×			≜ _ 0 <mark>×</mark>	
← ⇒ C	D 192.168.1.1/?debug=1				
	<ul> <li>DHCP Enabled Gateway: 192.168.1.1 Netmask: 255.255.255.0</li> <li>IPv6 Disabled</li> </ul>	1 Ethernet Device Connected 0 WiFi Devices Connected	<ul> <li>DMZ Disabled</li> <li>DynDNS Disabled</li> <li>0 Port Forwarding Rules</li> <li>0 UPnP Rules</li> </ul>	Firewall Level: Normal	
	Diagnostics	Assistance 📿 🕬	Management 😋	IP Extras	
	5 & N @	Disabled	User Management Log Viewer	2 Routes 0 DNS Servers	
	CWMP Corr	System Extras	NAT Helpers	xDSL Config	
	<ul> <li>Disabled ACS URL : http://nld-acs.com/ Periodic : 43200</li> </ul>	Syslog Disabled	8 Enabled Helpers	xDSL Enabled	
© Technicolor 2015					
	Software Version: 15.43.6330-1341001				

Towards the bottom you'll find an option **NAT Helpers**. Select this.

Gateway ← → C	× 192.168.1.1/?debug=1			_ = ■ ×	
	× NAT Helpers (ALG's)				
	Enable	Name	Dest Port	Protocol	
		FTP	21	tcp	
		SIP	5060	udp	
		TFTP	69	udp	
		RTSP	554	tcp	
		PPTP	1723	tcp	
		AMANDA	10080	udp	
		SNMP	161	udp	
		IRC	6667	tcp	
			Close		
	♥ &	Disabled	User Management Log Viewer	2 Routes 0 DNS Servers	

A pop-up window will display showing various options. Turn off *SIP* and close the window.

You will need to **reboot the router** for the settings to take effect. Log into the router afterwards to make sure the settings have stuck and then **reboot all attached VolP Phones**. Please note, due to SIP\_ALG causing re-registrations with a period of 3600 seconds you may need to wait up to an hour for that registration to drop off and the new registration (typically 120 seconds) to take full effect.

This was tested on Firmware 15.4 and should work on Firmware 15.2. If it doesn't you may need to upgrade the firmware but this is a last resort and at your own risk.