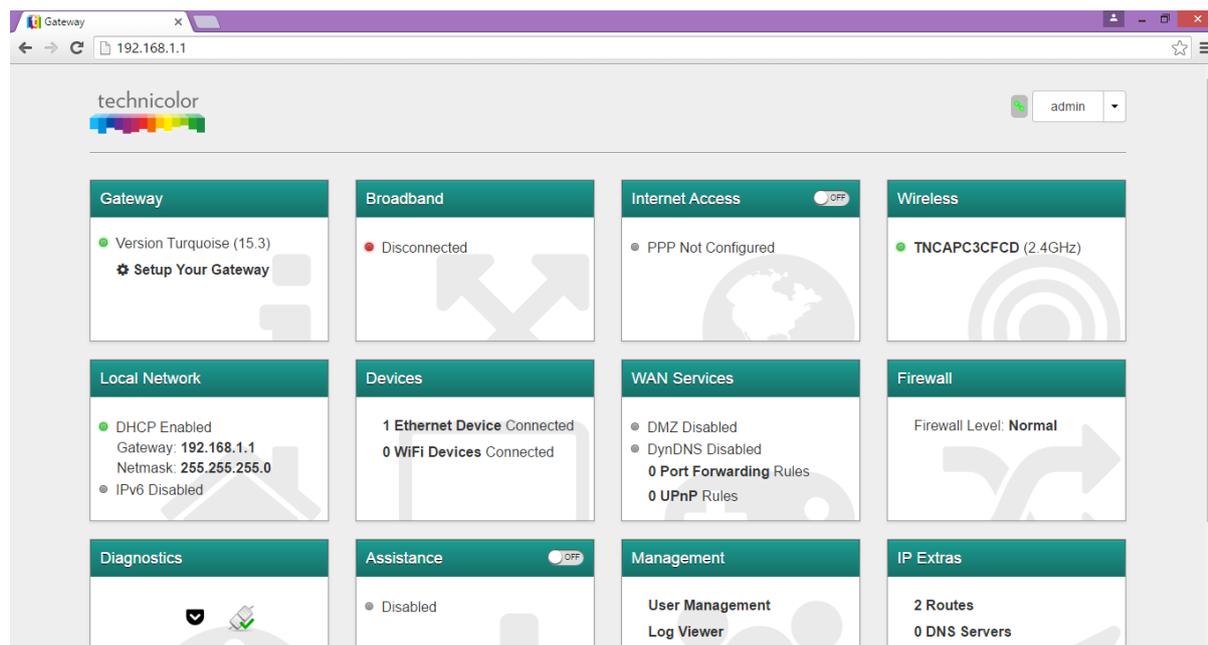


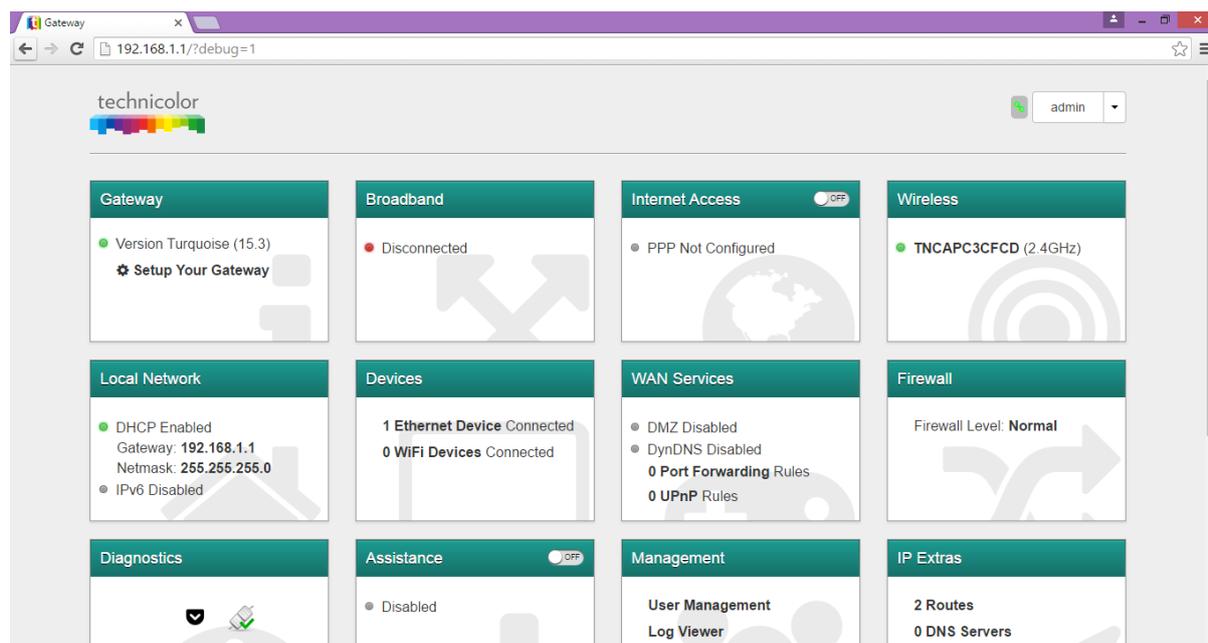
Technicolor TG588v v2 - Disable SIP ALG

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.

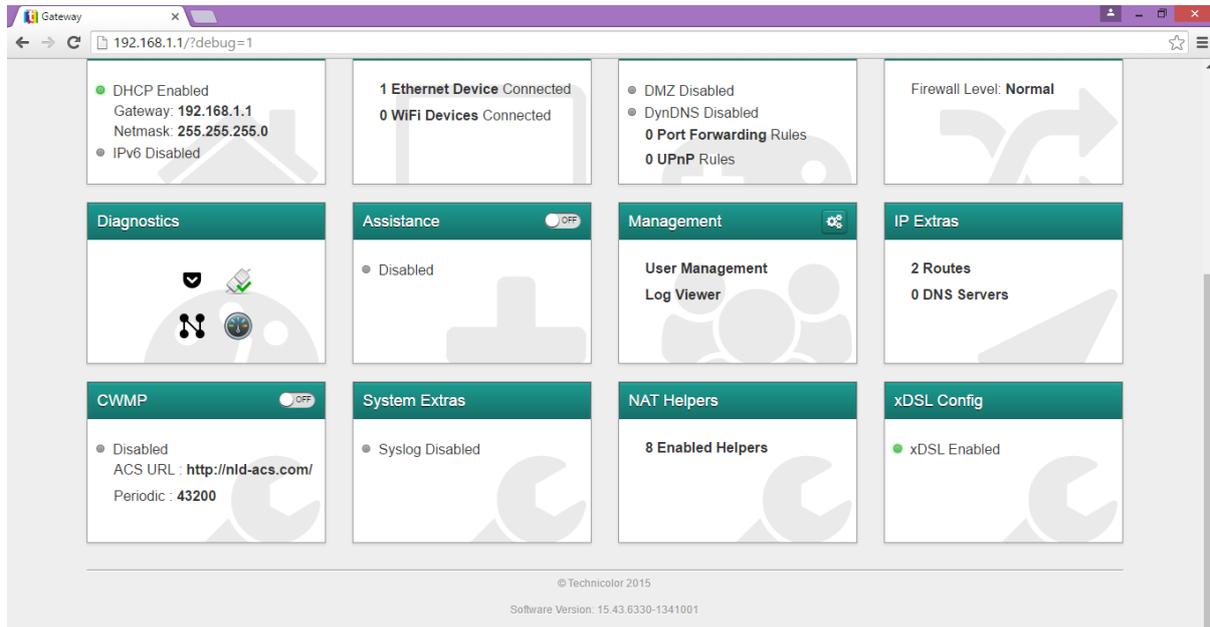
If you are experiencing issues with your VoIP service you may need to disable the *SIP Application Layer Gateway* (SIP_ALG) on your router. This guide should assist:



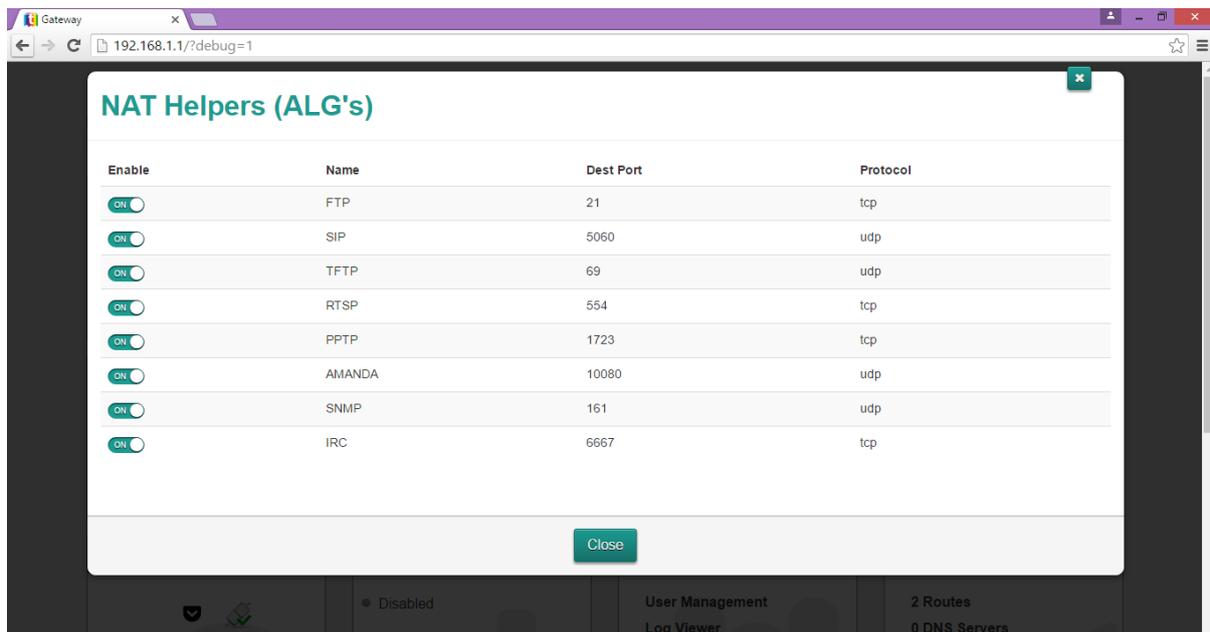
Browse to <http://192.168.1.1> (default IP for this router) and click on **sign in**.



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



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



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 VoIP 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.