



Router Compatibility Guide

Overview

In most cases, adding VirtualTone Phones to your network will not require any special networking equipment. However, some equipment on the market today has been shown to have issues with VoIP in general or SIP specifically, and may consequently cause problems for your connection.

The following guide will provide you with information about the routers and firewalls that work best with VoIP, configurations that may be needed on other equipment, and devices that have been shown to be incompatible with VoIP or SIP.

*Note: **SIP ALG** (Application Layer Gateway) and **SPI** (Stateful Packet Inspection) need to be disabled on most routers and firewalls, if equipped. This is usually found on the Security/Firewall tab in the device's web interface.*

Network Equipment That May Work After Proper Configuration

The following devices will often work with our service when properly configured. Please consult your network professional to ensure these settings are in place.

PLEASE READ: Not all Firmware/Hardware versions have been thoroughly tested. Manufactures do make changes without notifying our support department. VirtualTone is not responsible if a router is purchased and does not work in the customer's environment.

Manufacturer	Model	Description/Issues	Configuration
Asus	RT-N66U	4-Port Router with Wireless	
D-Link	EBR2310	4-Port Wired Router	
D-Link	WBR1310	4-Port Router with Wireless-G	
D-Link	WBR2310	4-Port Router with Wireless-G	
D-Link	DG834G	One-Way Audio	Under WAN Setup, Disable SIP ALG, DoS and Port Scan protection
D-Link	DIR655	Various issues when using Hardware Version B	
D-Link	DIR825	Needs New Firmware	
Linksys	RV042	4-Port VPN Wired Router	*Works with rev 1 & 2
Linksys	RV082	8-Port VPN Wired Router	*Works with rev 1 & 2
Linksys	RV016	16-Port VPN Wired Router	*Works with rev 1 & 2
Linksys	WRP400	4-Port Router with Wireless-G	
Netgear	WGR614 (Hardware Version V8-V9 -V10)	4-Port Router with Wireless-G	
Netgear	WNDR3300	4-Port 10/100 Router with Wireless N	
Netgear	WNDR3700	4-Port Gigabit Router with Wireless N. USB NAS Capability	
Netgear	DG834G	DSL Modem Router Combination (For DSL ONLY)	
Netgear	FVS318	8-Port Router	

Netgear	WGT624	4-Port Router with wireless	
Thompson	TG-585	4-port Router with wireless	
2Wire	Any	Doesn't allow phones to Register	
Apple	Airport Extreme Wireless N Model	Older Models May cause Registration Issues	Replace with newer model / recommended router
Arris	TM502G	Has a backup battery in the bottom	Battery must be removed in order to restart.
Actiontec	Most Models are MRCs	Doesn't allow phones to Register	
Ambit (now Ubee)	Any	Incompatible with SIP	
Cisco	All Enterprise-level devices	May Cause Dropped calls	
Edgemark	Most Models	Dropped calls, failed transfers	
Linksys	RVS210	Only 4 phones can register	Replace if more than 4 extensions needed
Linksys	WRT54G Series	Different problems depending on the model	
Linksys	WRT55AG	One way audio	Use DMZ
Linksys	WRT610N	Sends Multiple Erroneous Registrations	
Netgear	WNR3500	Problems with SIP, specifically for hardware version V1	Downgrade to Firmware 1.0.15
Netgear	EBR-2310	Works for phones but lags Internet for computers	
Netgear	WNR1000	Hardware V1 cannot disable SIP ALG, Call Groups will not work correctly. V2 is	

		compatible	
Netopia	Any	Phones won't Register	
SMC	8014	Doesn't allow phones to Register	Put into Bridge Mode
Sonicwall	Any	Dropped calls (usually after 4 minutes and 30 seconds)	*Must have enhanced OS
Watchguard	Any	Dropped Calls/Transfers and One-Way Audio	
Westell	Most Models	Doesn't allow phones to Register	

Incompatible Network Equipment

The following devices are known to be incompatible with SIP or VoIP.

These devices must typically be replaced.

Manufacturer	Model	Issues
Apple	Airport Extreme Wireless G Model	Doesn't allow phones to Register
Apple	Time Machine	Doesn't allow phones to Register
Belkin	F5D and F7D Series (F5D7234, etc.)	Intermittent One Way Audio
D-Link	DIR601, DIR615, DIR600	On Firmware 3.X, SIP ALG must be enabled for phone to register. When enabled, it mangles SIP traffic.
Linksys	BEFSR Series (BEFSR41, BEFSR81)	Phones Can't Register or Transfer
Linksys	RVS4000	One Way Audio after Attended Transfers
Linksys	WRT120N	Problematic registrations
Linksys	WRT160N	Problematic registrations on Hardware v1

		and v2. V3 has no issues from early testing
Linksys	WRT350N	Transfer Issues
Linksys	WRV200	Registration, loss of audio after transfers, and dropped calls
Linksys	WRV210	One way audio
Linksys	WRV54G	Doesn't allow phones to Register or Transfer
Motorola	MSTATEA	Doesn't allow phones to Register
Netgear	Pro Safe Series, FVS318	SIP ALG cannot be disabled, various quality problems. Avoid
Netgear	WNR2000	Incompatible, SIP Ringing message never arrives
Netgear	CG814WG or CG814WT or CG814WCOM	Modem/Router Combo with Proprietary Firmware
Netgear	WNR834B Ver. 2	Drops Attended Transfers
U-Verse	Any	Built on a 2Wire device, but usually cannot be bridged due to use for other services.