VirtualPBX®

Your new VoIP device has been pre-programmed and does not need additional setup or modification.

Network Configuration Recommendations

Note: These steps mention specific ISPs, however the steps should be similar for most carriers/ISPs and will normally require a third party router. We recommend the Netgear WNDR4500 for smaller networks and the SonicWall TZ215 and up for larger networks and companies.

U-verse and DSL Instructions

1. Contact the ISP about placing the 3rd party router behind the DMZ of the provided gateway or opening a pinhole for that specific router.

2. Connect all VoIP devices and switches into the 3rd party router.

Comcast/Cox/Timewarner/Verizon Instructions

1. Contact the ISP and have them place their provided gateway into 'Bridge Mode'.

2. Connect third party router directly to the provided gateway that is now in bridge mode.

3. Connect all VoIP devices and switches into the 3rd party router.

Router / Firewall Settings

Disable: SIP ALG and UPnP (Universal Plug n' play)
Enable: NAT and QoS (Quality of service)

Port Settings

You may also need to open the following ports:
Port 5060 TCP & UDP for SIP call Messaging
Ports 16348-32768 UDP for all RTP and audio streams