

## Routeurs compatibles

Le routeur est la pièce maitresse de votre réseau informatique. Certains modèles ont des fonctions avancées que l'on doit désactiver pour se conformer aux normes de la téléphonie sur Internet (VoIP), afin que vos téléphones se connectent correctement, d'autres sont incompatibles ou souvent trop anciens pour fonctionner correctement.

**Voici une liste de routeurs incompatibles avec le VoIP (anglais) :**

*Note1: **SIP ALG** (Application Layer Gateway), **SIP Helper** 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.*

*Note2: Not all Firmware/Hardware versions have been thoroughly tested.*

Manufacturer	Model	Issue	Configuration Needed
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	Put into Bridged Mode
Ambit (now Ubee)	Any	Incompatible with SIP	Put into Bridged Mode
Cisco	RV042/RV082	May Cause Dropped SIP connexions	Problematic with Firmware V3, OK with Firmware V2 and "SPI = off"
Cisco	All Enterprise-level devices	May Cause Dropped calls	
D-Link	DIR655	Various issues when using <b>Hardware Version B.</b>	
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 to another router only
Linksys	WRT400x	Drop SIP connexions after a while	
Linksys	WRT610N	Sends Multiple Erroneous Registrations	
Netgear	WNR3500	Problems with SIP, specifically for hardware version V1	Downgrade to Firmware 1.0.15
Netgear	WNR1000	Hardware V1 cannot disable SIP ALG, Call Groups will not work correctly. V2 is compatible	
Netopia	Any	Doesn't allow phones to Register	
SMC	8014	Doesn't allow phones to Register	Put into Bridged Mode
Sonicwall	Any	Dropped calls (usually after 4 minutes and 30 seconds)	
Watchguard	Any	Dropped Calls/Transfers and One-Way Audio	
Westell	Most Models	Doesn't allow phones to Register	Put into Bridged Mode
U-Verse	2-wire	Problems with phone registration and transfers	

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

*These devices must typically be replaced.*

<b>Manufacturer</b>	<b>Model</b>	<b>Issues</b>
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	DIR825	Current firmware version is Incompatible with SIP
D-Link	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

**Note :** Cette liste n'est pas exhaustive et peut être mise à jour en tout temps.

Nous proposons aussi des solutions sur mesure.

**Pour toutes questions, n'hésitez pas à nous contacter.**