

PRE-QUALIFYING YOUR NETWORK

To test your network connections for Webex Calling, [click here](#).

Note: This web-based tool should be tested from a device within the business network that will be using the Comporium Business Voice and Webex Collaboration Solution.

REQUIREMENTS AND BEST PRACTICES FOR YOUR NETWORK

MODEM SETTINGS

Disable SIP ALG (application layer gateway) in the modem

- SIP ALG is by default turned on in your modem. Please contact your Internet provider to have this option disabled.
- SIP ALG must also be disabled on all routers and switches carrying SIP traffic.
- If your modem is already configured as a passthrough, go to Router/Firewall Settings.

ROUTER/FIREWALL SETTINGS

- If connecting to a modem it should be configured as a passthrough.
- You may also need to disable additional functions in your router or firewall, such as those below, depending on the manufacturer. Please consult your IT professional or the manufacturer's documentation.
 - SIP Application Layer Gateway (SIP ALG), also referred to as SIP Transformations
 - Deep Packet Inspection (DPI)
 - Application Layer Access Control
 - Stateful Packet Inspection (SPI), also called Dynamic Packet Filtering
 - Intrusion Detection/Intrusion Prevention System (IDS/IPS)
 - Web Proxy operation
 - WAN Acceleration
- Firewall Timers
 - UDP and TCP timers should be set to 120 seconds or greater

MAKE VOICE A PRIORITY

Please read and understand the requirements, recommendations and best practices listed in this guide. You must agree to prepare your network, prior to installation and to the best of your ability to ensure that IP voice service will function as expected.

QUESTIONS

If you have any questions regarding this document, please contact the Customer Network Operations Center at **1-855-370-8464** or email us at cnoc@comporium.com.

For more information and detailed instructions on using the tool, [click here](#).

An overview video regarding this tool can be accessed at [click here](#).