

NAT Problems

When to tell if you have **NAT** issues:

You have just installed your Nomado box behind your internet router but you encounter problems during your calls.

- You can simply not register.
- You get to make calls but cannot receive.
- You can make calls but you cannot hear anything on the other line.
- Your calls are interrupted

You probably suffer from a problem of NAT (Network Address Translation). The NAT function allows you to connect multiple devices behind a single router to be your representative and your point contact on the Internet. For this, the router will replace your computer Internet by giving its own identity instead of yours. Although very useful and vital for the Internet, the NAT function is sometimes inconsistent with the Voice over IP.

What to do?

Set STUN server "Stun01.sipphone.com" on port 3478

- There are protocols in charge of solving the problems of NAT. The STUN protocol (Simple Traversal of UDP over NATs) is one of them. It can get through your router ignoring problems NAT. Specify the settings in your phone or soft phone adapter using the STUN server: "Stun01.sipphone.com" on port 3478.
- In the case of a Nomado Box, this server must already be configured.
- "Forwarder" SIP port 5060 UDP
- To counter the adverse effect of NAT in some cases use VoIP, it is sometimes necessary to "forward" some ports on your router. This enables you to create a link between you and your destination port number and should therefore resolve NAT problems.
- To "forward" a port, you need to know the reference of your router and go to <http://portforward.com/> ; you can see guidelines on what to do. If you can not find the reference of your router, you can always contact us through our "Online Chat" available on the site.

- You can then forward port 5060 by following the procedure explained above. This port is the SIP (Session Initiation Protocol) Which is responsible for call management (start, transfer, closure of call ...).

The UDP option allows to choose the mode of transport used by your SIP.

- "Forward" RTP ports 16,384 to 16,482 UDP
- In case of correct record, the absence of noise can sometimes be due to a problem of NAT. To correct this problem, try to forward ports "from 16,384 to 16,482 ", which correspond to RTP (Real time Transport Protocol) which is responsible for transporting the voice
- VoIP. Once again, choose mode transport UDP.
- Warning, these ports are valid for Nomado Box, they can vary depending on the equipment used, we are at your disposal on the Chat online for more details.
- Using the SIP port 5061 or 5062 ...
- You still can not solve your problems
- Maybe you do have multiple devices using SIP. Try to establish communication with another port using port 5061 by example, instead of 5060. Remember then to port forward to
- ensure proper operation of your system.
- As last resort, install your Nomado Box in the DMZ (demilitarized area) of the router:
- The DMZ is an area of your router to which all users access internet. This is a security hole for your network, it remains so use with caution. For this, you may contact Nomado for technical assistance on the "Chat Online "available on the site.
- Disable SIP ALG or SIP proxy to your router:
- If all these configurations do not fix your problem, check your router if it does not implement a function of ALG or SIP proxy SIP. These technologies like SIP, independent Nomado, come very often disrupt the function of the VoIP order harmful. It is recommended to disable them to avoid dropped calls or other abnormal behavior.

Extras

- With Nomado Box, these tweaks should allow you to enjoy our services in excellent conditions.
- In case you use your own equipment, you can visit the configuration interface of your adapter, available from a browser (Internet Explorer, Firefox, Safari ...) by entering the IP address of your adapter (available on the adapter with http:// @ IP). You can then verify certain parameters:

- In the settings "Line", make sure the functions "NAT mapping "and" NAT Keep Alive "are enabled on your hardware.

Online Help

If problems persist, contact Nomado Support Team by clicking the button "Chat Online" available on our site www.nomado.eu .