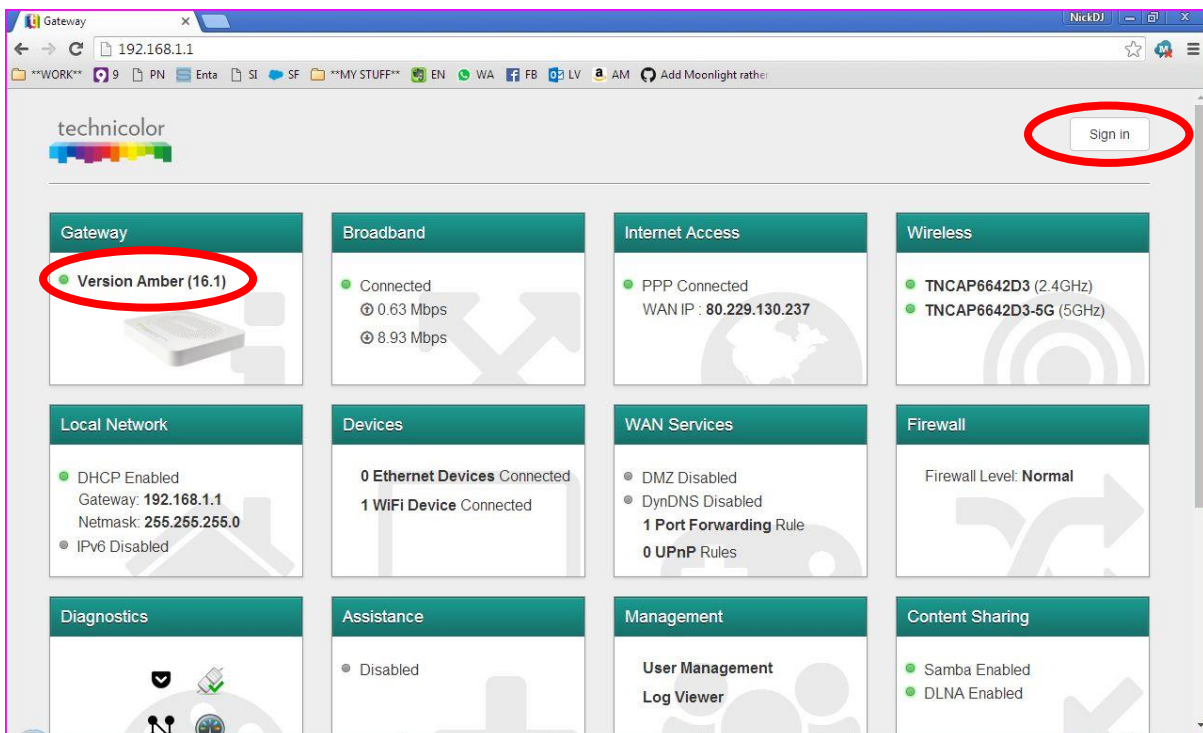


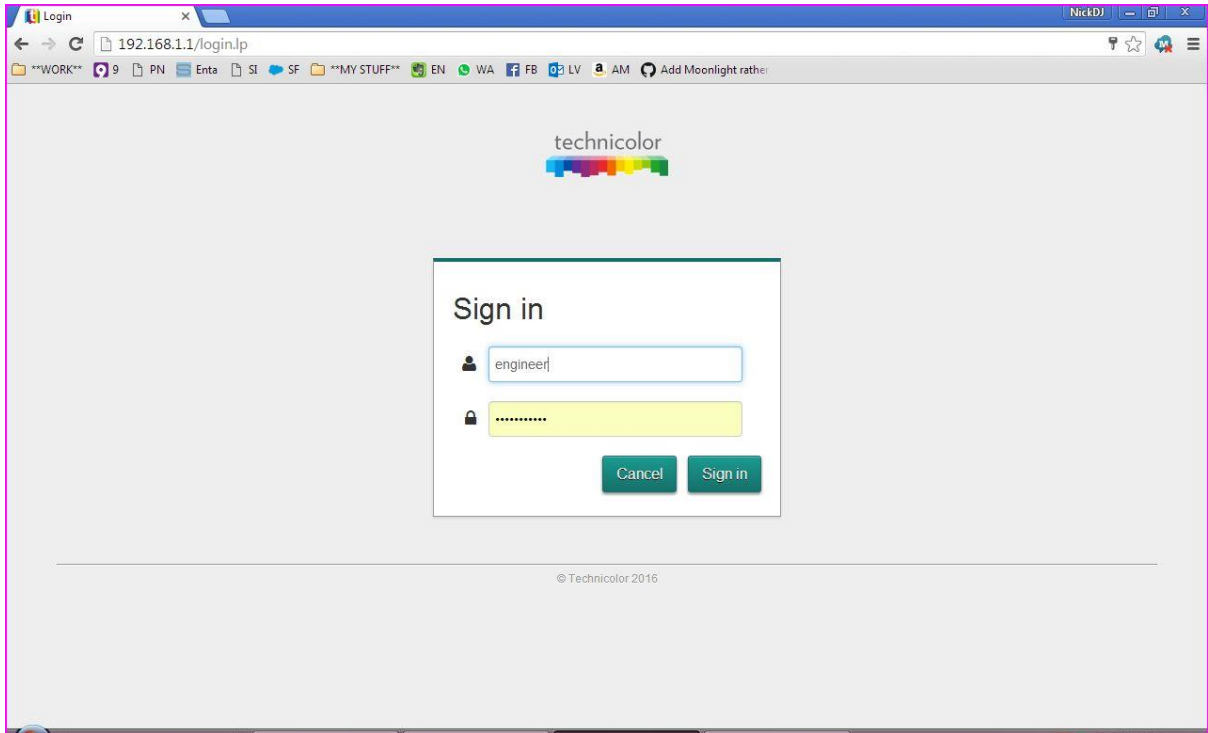
Disable SIP ALG – Firmware 16.*

The Technicolor TG589vac (v2) as standard comes with Firmware version 16.1 and above. This firmware includes a few additional features missing in version 15. Some suppliers are rolling out the newer firmware on other models (e.g. TG588_v2, TG389ac, and TG589vac_v1) so this guide is a more up-to-date guide on Disabling SIP_ALG. Please note: If you are attempting to manually upgrade the firmware on your router, please ensure you use the correct version provided by your supplier. Attempting to use a firmware file found on the internet may not work and the wrong firmware file will turn your router into an expensive paperweight.

To disable SIP_ALG (aka. SIP Awareness) on 16.1 and above please use the instructions below.



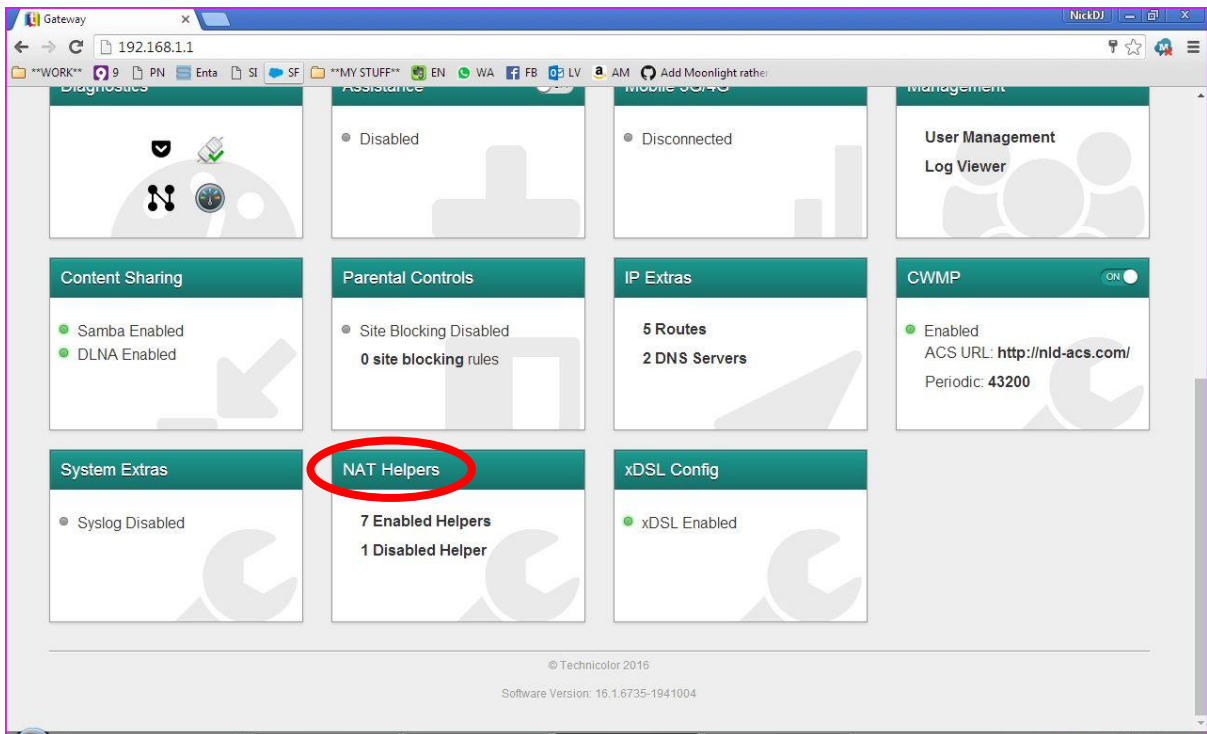
Navigate to the routers IP address (default is 192.168.1.1) and log in with the following:



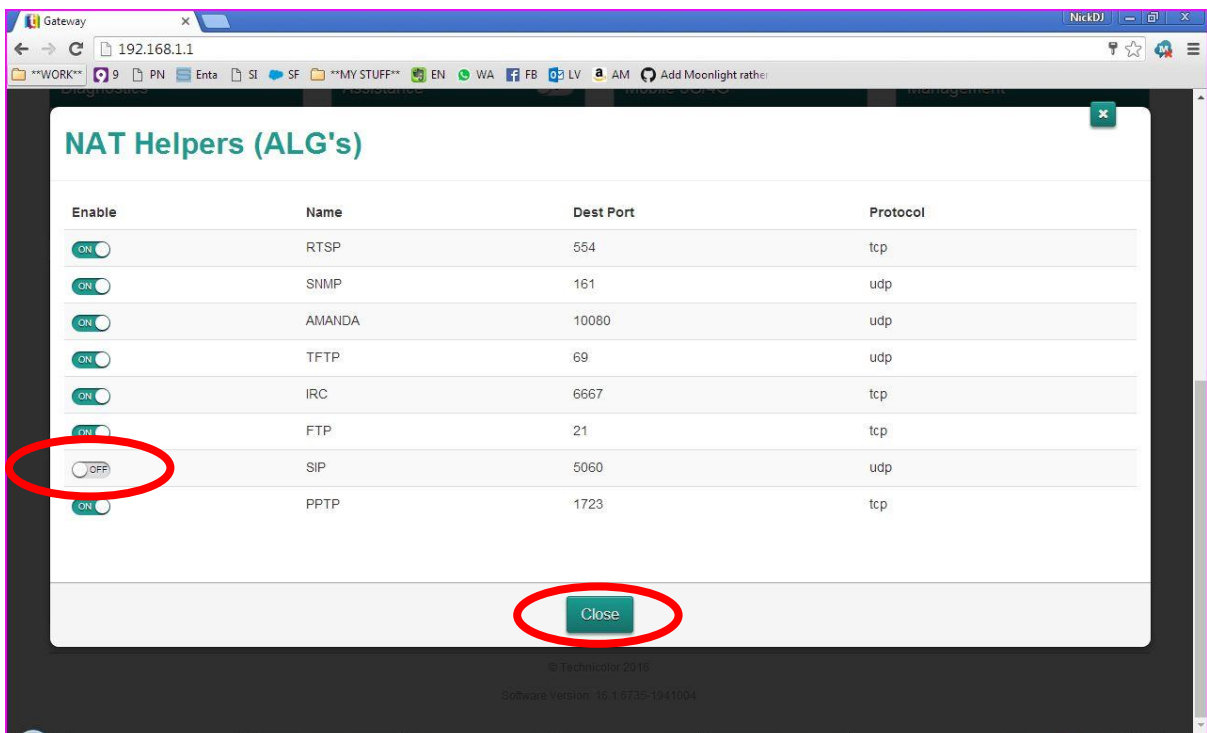
Username: engineer



Password: (Access Key found on bottom of the router. See below)



Once logged in scroll to the bottom of the page and select **NAT Helpers**.



Toggle the switch next to **SIP** and then select **Close**.

Once complete, reboot the router to apply the new settings. IF the router is not rebooted it will remain *SIP Aware* until you do so. We recommend logging back into the router to make sure the above settings have saved correctly.