

Commander Phone

Support FAQ sheet

Issue

When I make or receive a call the person on the other end can't hear me.

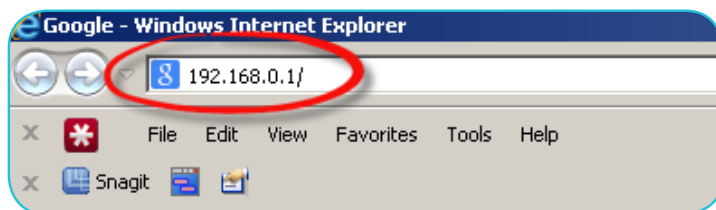
Solution

If you have a 'one way voice' issue, it could be because the settings in your modem are incorrect. This is likely if you are not using a Commander Internet service or modem.

Note: In order for your Commander Phone to work correctly, "SIP ALG" needs to be turned OFF. This is something that cannot be changed by Commander if your Internet service or modem is not Commander provided.

Check the "SIP ALG" settings in the modem that provides your Internet/Wi-Fi

1. Make sure you're connected to the modem via it's Wi-Fi or ethernet cable
2. Find the IP address to access your modem's user interface (dashboard)
 - This is sometimes printed on the bottom of the modem
 - If you can't find it, Google "**IP address for <<modem model>>**"
3. In any web browser, type the IP address into the web address field and press Enter



4. You may first see a login screen. Unless you have changed them, the username and password can sometimes be printed on the bottom of your modem or in a provided installation guide
5. After logging into your modem's dashboard, look for the SIP ALG setting
 - When you find the selection, ensure SIP ALG is turned OFF by unchecking it
 - Each modem is different, you might find it under the Internet, Advanced or Telephony sections of the dashboard

Note: If you cannot find SIP ALG, it may have been restricted by your Internet Service Provider, you will need to contact them to confirm it is turned OFF to use a VoIP service
6. **Save** or apply these settings, then restart your modem by turning it off and on again
7. Once the modem