How to Put a Combo Router in Bridge Mode

Overview

Some modem-router combos (or combo routers) may experience call quality issues such as one-way audio. Combo routers often lack the ability to disable SIP-ALG, which can prevent VoIP traffic from properly routing. To resolve these issues, it's recommended that combo router users place their combo routers in bridge mode. This requires the user to purchase a standalone router, and to contact their ISP for assistance. Some ISPs will attempt to have you purchase a static IP from them. This is typically not necessary.

AT&T Users

You will need to have a standalone router before completing this.

1. Contact AT&T and request that they put your modem-router into **IP Passthrough** to the standalone router.
2. After the modem-router has been placed into IP Passthrough, plug an ethernet cable into **Port 1** on the modem-router.
3. Plug the other end of the ethernet cable into the **WAN port** on the stand-alone router.

**Note:** NVG 510 modems specifically do not turn off SIP or NAT once IP Passthrough is enabled. These will need to be replaced by AT&T with an updated device.

All Other ISPs

You will need to have a standalone router before completing this.

1. Contact your ISP and request to have them put the modem into **bridge mode**.
2. After the modem-router has been placed into bridge mode, plug an ethernet cable into **Port 1** on the modem-router.
3. Plug the other end of the ethernet cable into the **WAN port** on the stand-alone router.