



# Ubiquiti Configuration for TeleVoIPs

Follow the directions below to ensure proper configuration and QoS settings for the Ubiquiti firewalls. Please understand, instructions may vary based on the model and firmware version of your device.

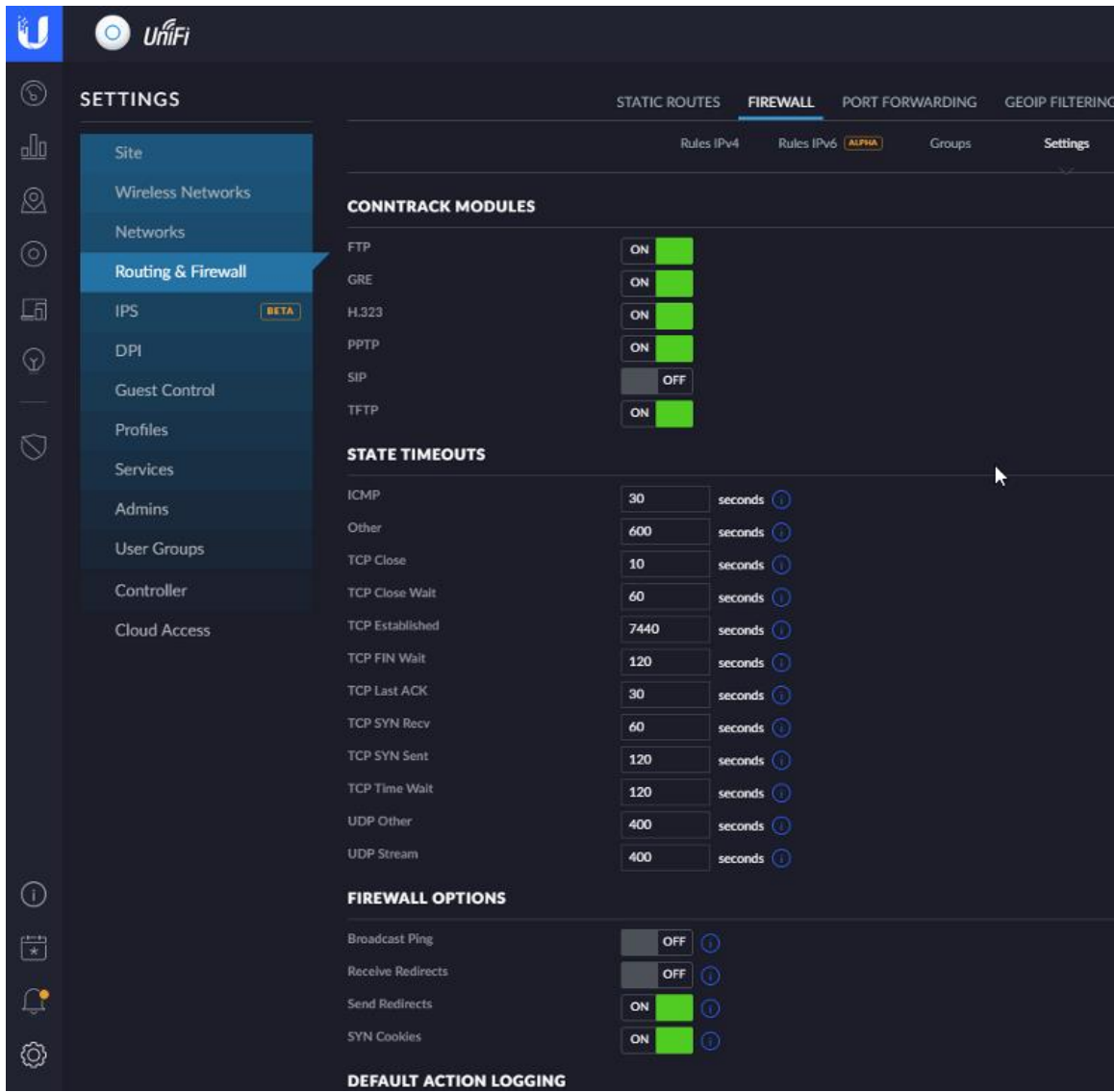
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## Known Issues:

1. SIP ALG is enabled by default and must be disabled because it causes intermittent issues with phone registration, as well as failed calls and faxes.
2. The default UDP timeout is too low to keep SIP sessions alive
3. DHCP DNS servers must be modified to a set of efficient DNS servers to prevent issues with phone registration on Polycom devices.

## I. Required Changes

1. Log into the router.
2. Enter the following commands into the Command Line Interface:
  - configure
  - set system contrack modules sip disable
  - set system contrack timeout udp stream 300
  - commit
  - save
  - exit
3. **OR**, instead of the Command Line Interface, use the UniFi Web Portal: increase UDP, Other, and Stream to 300 seconds (see image below).



## II. For Polycom Phones:

4. Click on Services > DHCP server.
5. Change the DHCP DNS servers that handles IP addressing the phones. Note that this is only really necessary if you have Polycom phones.
  - Primary DNS 8.8.8.8
  - Secondary DNS 8.8.4.4
  - Save