

Example #2 – DOUBLE-NAT caused by VOIP Router

This Double-NAT scenario is caused by the addition of a VOIP router such as Vonage or other Internet Phone service. The Vonage Router also has a firewall, essentially adding a second firewall to your setup which is also blocking incoming ports from the Internet. Moving this VOIP router BEHIND your other router will typically solve the problem.



THE FIX: Moving the Router so it's connected to the DSL modem is a quick and simple fix in most cases. Your networked devices stay connected to the router. Nothing else needs to change and this should instantly solve the issue. Be sure to reboot your VOIP, DSL Modem and Router after moving. You may also have a firewall in your DSL modem, so call your ISP if you continue to have trouble and make sure your modem is in bridge mode.