VoxEdge LLC
8 S. Forklanding Road
Maple Shade, NJ 08052
856.382.8100
www.VoxEdge.com

SonicWALL Configuration on a Comcast Network for VoxEdge

Step 1:

Ensure that the Comcast cable modem is a non VoIP device. If the device has FXO ports, the device will need to be changed.

Step 2:

Place the Comcast in “True Bridge Mode”. This requires a call to Comcast tech support. If the technician tries to have you log in to the router and make the changes, call again until you get a technican that knows how to make the change on the Comcast side. Once the modem is placed in True Bridge mode, you will not be able to ping the LAN side of the router.

Note: Configuring the modem in True Bridge Mode, ensure that the NAT will be only done on the SonicWALL only.

Step 3:

Configure the SonicWALL’s WAN and ensure that the network is working properly.

Step 4:

Check if IPS is enabled in 2 places
-Network → Zones → WAN zone and hit configure. “Enable IPS”
-Security Services → Intrusion Prevention and **uncheck** the “enable IPS”
If either is enable, please contact VoxEdge before continuing.

Step 5:

Create a new Address Object (not Address Group):
162.252.248.0/22 - the subnet mask of /22 is 255.255.252.0
Name the Address Object (in this example, "VoxEdge_VOIP_Server")

23.253.155.190/32 - the subnet mask of /32 is 255.255.255.255
Name the Address Object (in this example, "Provisioning_server")

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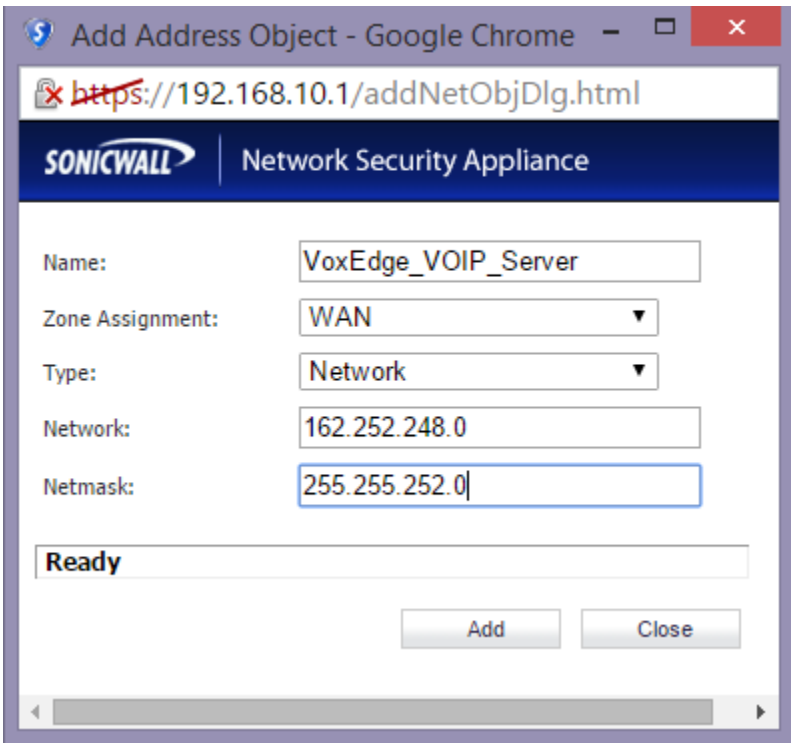

Step 6:

Create a new Service Object (not service group):
Enable ports 21, 22, 5060, 7000, and 16384 - 32768 for UDP traffic
Name the Service Object (in this example, "VOIP_PORTS")
Enable ports 21 and 22 for TCP traffic
Name the Service Object (in this example, "Device_provisioning")

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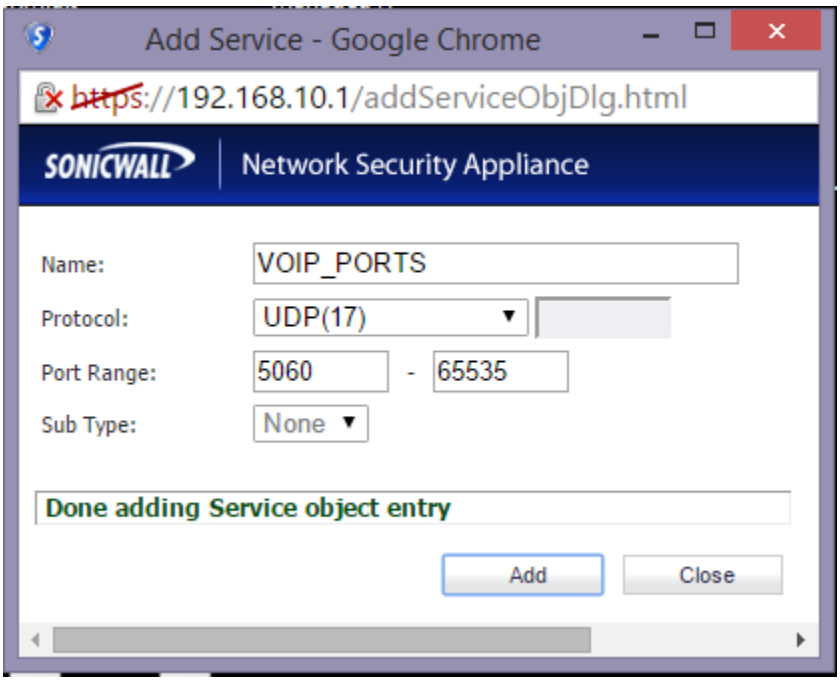

Step 7:

Create 2 Firewall Access Rules:

From LAN to WAN
Source - Any
Destination - VoxEdge_VOIP_Server
Service - VOIP_PORTS
Allow
Advanced Tab - Set UDP Timeout to 3600 seconds

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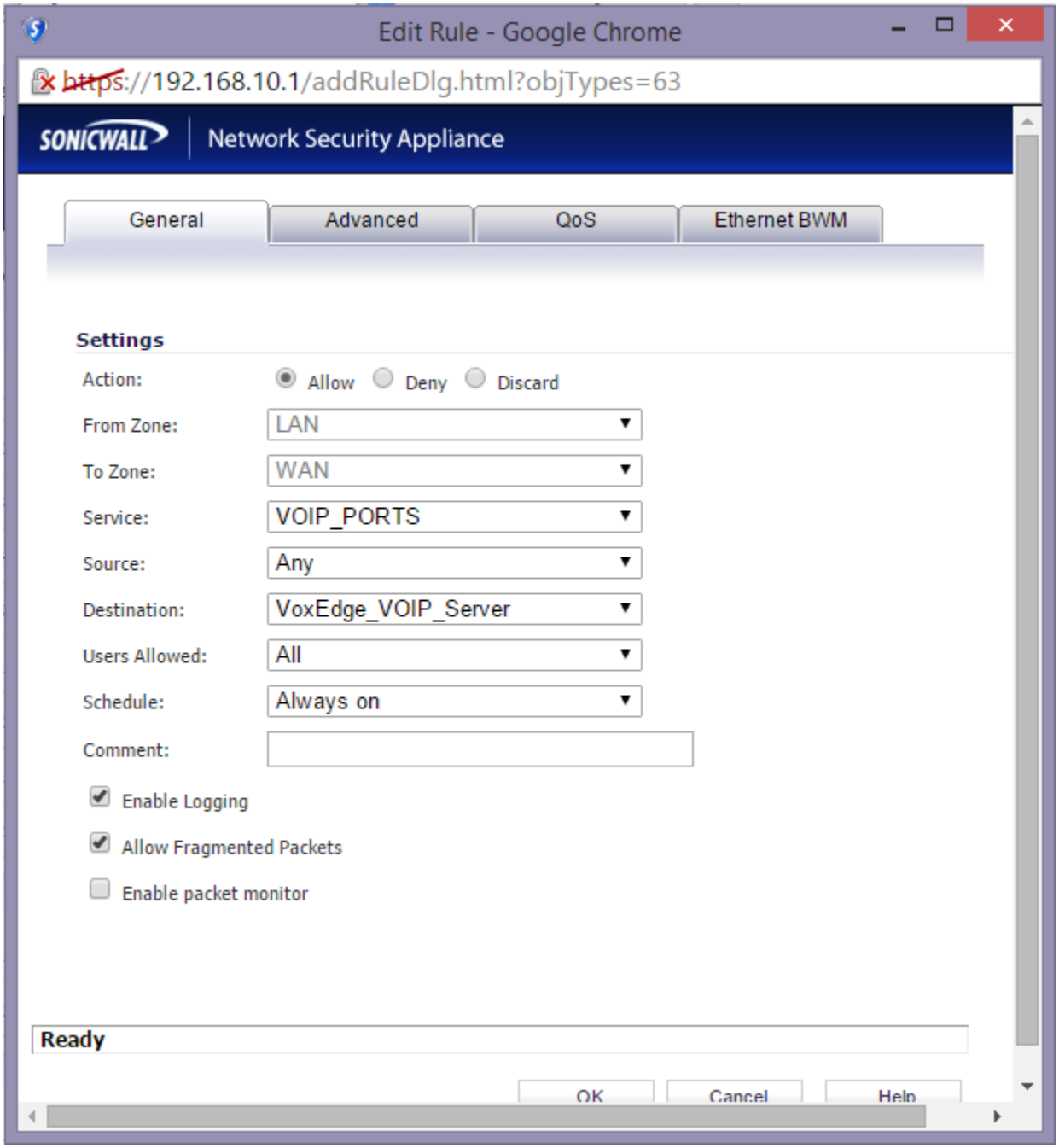

From WAN to LAN
Source - VoxEdge_VOIP_Server
Destination - Any
Service - VOIP_PORTS

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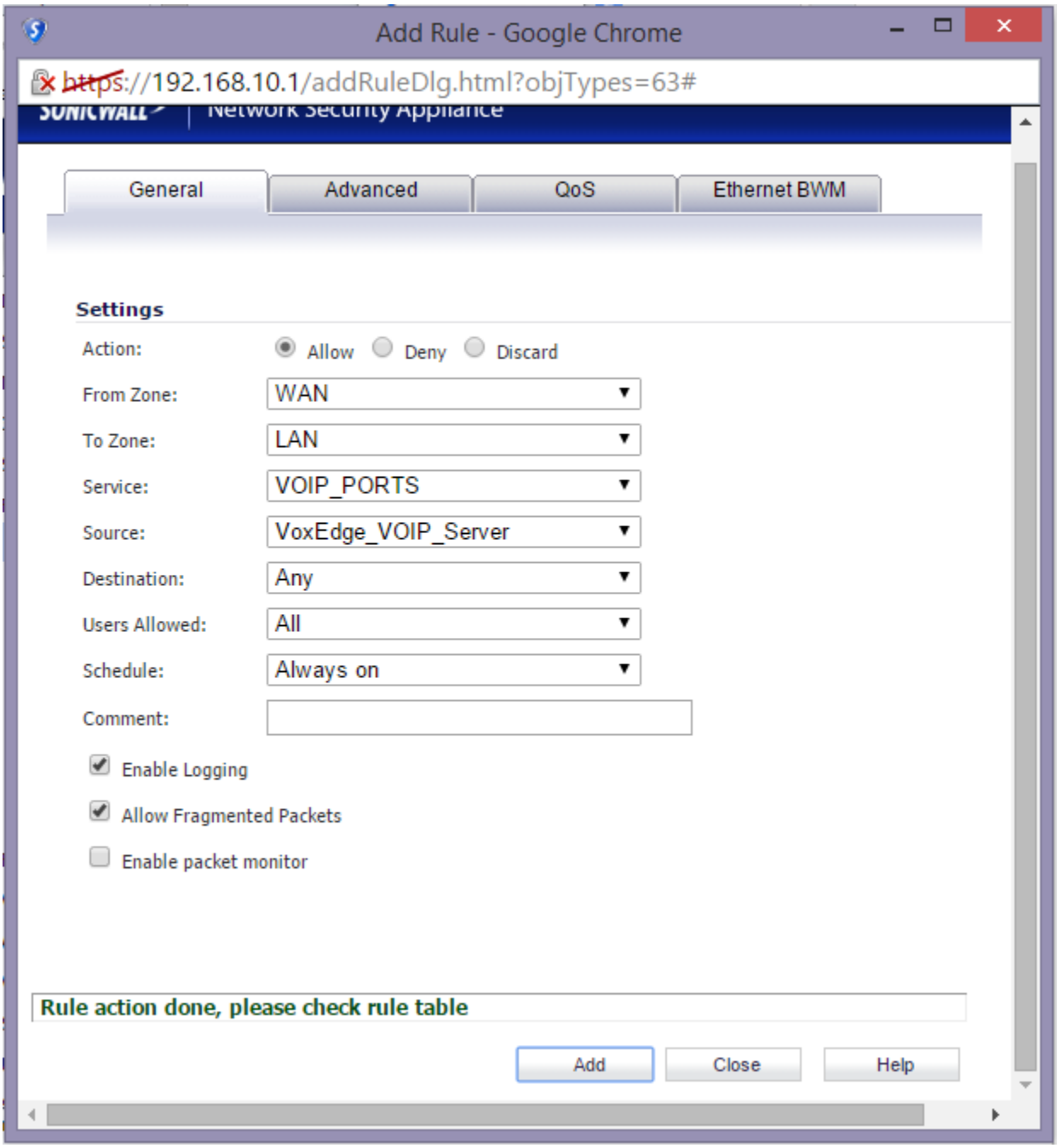
Allow

Advanced Tab - Set UDP Timeout to 3600 seconds



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From LAN to WAN
Source – Any
Destination - Provisioning_server
Service - Device_provisioning
Allow

From WAN to LAN
Source - Provisioning_server
Destination – Any
Service - Device_provisioning
Allow