



STUN Guide

Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)

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Technical Description

Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs) (STUN) is a lightweight protocol that allows applications to discover the presence and types of NATs and firewalls between them and the public Internet. It also provides the ability for applications to determine the public Internet Protocol (IP) addresses allocated to them by the NAT. STUN works with many existing NATs, and does not require any special behavior from them. As a result, it allows a wide variety of applications to work through existing NAT infrastructure.

When to Use

The STUN configuration are to be used only when we have device experiencing problems with SIP signalling behind NAT. Some common symptoms when to apply the STUN configurations may comprise of the following:

- Device can make phone calls however all calls are disconnected after about 30 seconds.
- A competitors device has been added to the network and "Phoneserve Devices no longer work"
- A SIP Aware Router has disabled it SIP Aware functionality eg. SpeedTouch "SIP Unbind"

If the device are already working it is recommended that you do not apply the STUN configuration.

Device Supported

Internal Testing has been applied to:

- Cisco ATA186
- SIPURA SPA-2000
- SIPURA SPA-2002
- SIPURA SPA-2100
- Linksys PAP2

Device NOT Supported

- Cisco 827
- Addpac AP200
- ITG
- Dlink DPH-70

Sample Device Configurations

Cisco ATA186

Only 2 new parameters need to be configured.

NatServer	stun.phoneserve.com:3478
NatTimer	0x00010000

Save your changes and allow router to reset.

If these parameters do not exist please email support so that we can send you the latest firmware to upgrade your device.

SIPURA SPA-(ALL) and LINKSYS PAP2

You will have to select admin login and then advanced.

Under the SIP tab configure:

Substitute VIA Addr	Yes
STUN Enable	Yes
STUN Server	stun.phoneserve.com:3478

Save your changes

Then under each Line tab configure:

NAT Mapping Enable	Yes
NAT Keep Alive Enable	No
Use Outbound Proxy	<Leave Blank>

Save your changes