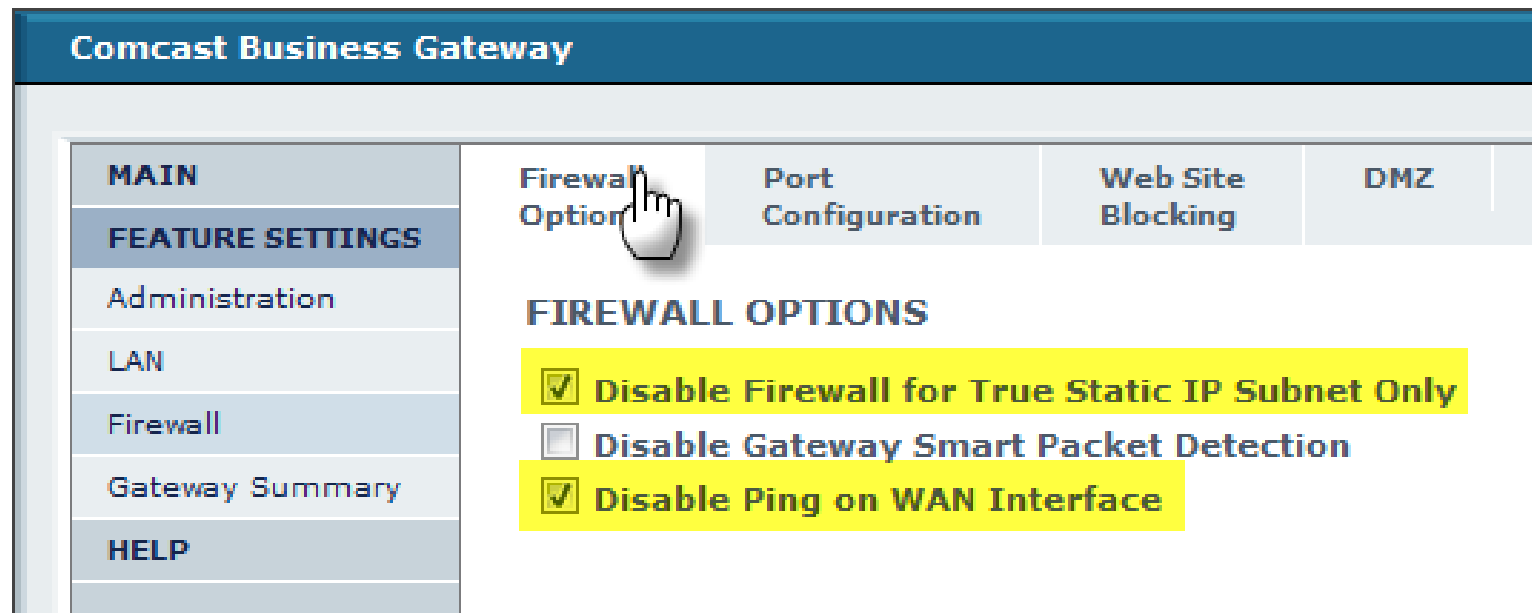


If you are experiencing dropped calls from your Voice Carrier SIP phone, and, your internet provider is Comcast cable, please check the following two Firewall boxes in the SMC gateway portal:

- ✓ Disable Firewall for True Static IP Subnet Only
- ✓ Disable Ping on WAN Interface



The screenshot shows the Comcast Business Gateway SMC portal. The top navigation bar is blue with the text "Comcast Business Gateway". Below this is a light gray navigation menu with four tabs: "Firewall Options", "Port Configuration", "Web Site Blocking", and "DMZ". The "Firewall Options" tab is selected and highlighted in blue, with a mouse cursor pointing at it. To the left of the main content area is a vertical sidebar menu with the following items: "MAIN", "FEATURE SETTINGS", "Administration", "LAN", "Firewall", "Gateway Summary", and "HELP". The "Firewall" item is highlighted in blue. The main content area is titled "FIREWALL OPTIONS" and contains three checkboxes, each with a yellow highlight behind the text: Disable Firewall for True Static IP Subnet Only, Disable Gateway Smart Packet Detection, and Disable Ping on WAN Interface.