

# Small Business VoIP Router: Problems with Connection to Secured Websites

Document ID: 108644

## Contents

**Introduction** How do I access secured websites using the Cisco Small Business VoIP router?**Related Information**

## Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

### **Q. How do I access secured websites using the Cisco Small Business VoIP router?**

**A.**

*Note:* This is normally due to a Maximum Transmit Unit (MTU) problem and some secured sites require opening ports. In order to enable MTU on the router, complete the steps in this document.

#### *Enable MTU on the Router*

***Step 1:***

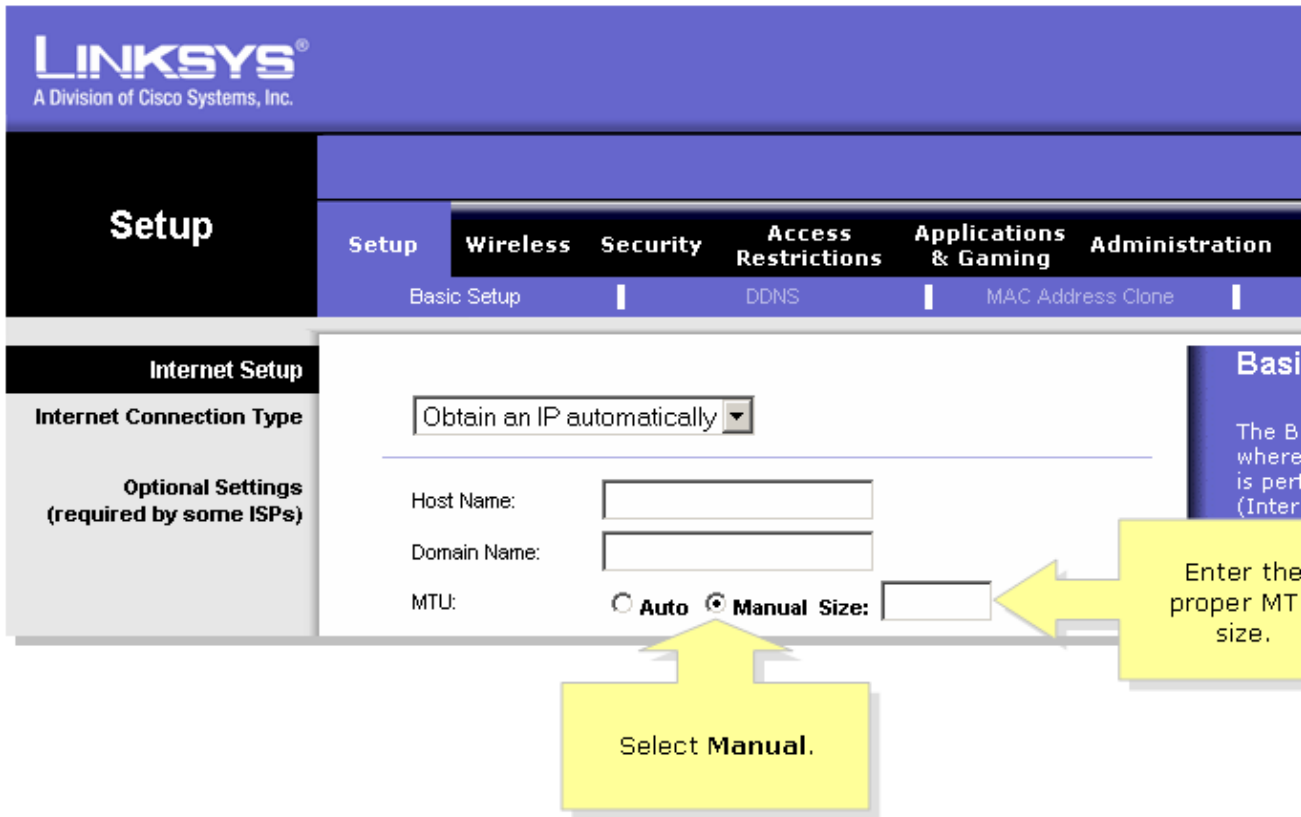
Determine the proper MTU size for the website.

***Step 2:***

Access the router's web-based setup page. For instructions, click [here](#).

***Step 3:***

When the router's web-based setup page appears, set *MTU* to *Manual* and enter the proper MTU value in the *Size* field.



**Note:** These are the recommended MTU sizes for DSL and Cable Connection:

**Cable Connection:** 1500

**PPPoE DSL Connection:** 1492

**Step 4:**

Click **Save Settings**.

**Note:** If this did not work, open ports on the router. For instructions, complete the steps in the next section.

### ***Open Ports for Secured Sites***

**Step 1:**

Access the router's web-based setup page. For instructions, click [here](#).

**Step 2:**

When the router's web-based setup page appears, click the **Applications & Gaming** tab > **Port Triggering**.



*Step 4:*

Click **Save Settings**.

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

---

Updated: Dec 12, 2008

Document ID: 108644

---