

Small Business VOIP Router: Intermittent Wired Connections

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Introduction

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

Q. What can I do if I keep losing my connection on my wired computers?

A.

Before you complete the steps in this document, check if your computer has a stable Internet connection when connected directly to your broadband modem. If you do not have a stable Internet connection with your modem, contact your Internet Service Provider (ISP). Once the connection through the modem is stable, enable MTU on the router. For instructions, complete these steps:

Enabling MTU on the Router

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, look for **MTU** and set it to **Manual**. Enter the MTU value in the **Size** field.

Setup

Setup | Wireless | Security | Access Restrictions | Applications & Gaming | Administration

Basic Setup | DDNS | MAC Address Clone

Internet Setup

Internet Connection Type: Obtain an IP automatically

Optional Settings (required by some ISPs)

Host Name:

Domain Name:

MTU: Auto Manual Size:

Select **Manual**.

Enter the proper MT size.

Note: The recommended MTU sizes for DSL and Cable Connection are the following:

Cable Connection: 1500

PPPoE DSL Connection: 1492

Step 3:

Click **Save Settings**.

Note: If the procedure does not work, check if the connection drops even when the computer is connected directly to modem. If the connection is stable when connected to the modem, update the firmware on the router.

Related Information

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