

► VRI Network Connectivity – Port requirements

Vocalink’s Vialink VRI Solution, provided through the Boostlingo VRI platform, utilizes the advanced features of WebRTC and other functionality when establishing a video or phone connection from either the mobile or web app that may, in more secure environments, require some additional configurations on the firewall. This document outlines the steps needed for Boost apps to successfully establish connections and the specific ports that need to be opened on the client firewalls to achieve this.

For a successful connection, your system must pass this test: <https://networktest.twilio.com/>

TCP: All Connections are outbound on 443. This should be allowed on 99% of all firewalls.

UDP: Outbound 10,000-20,000 UDP. Ideally, allow all outgoing UDP. If specific addresses are needed, the below document will assist. Depending on your location, you may need several exceptions. Boost does not specify a twilio region. We allow twilio to find the best one.

<https://www.twilio.com/docs/api/client/regions>

For Network Connectivity Requirements click [here](#)

For Boostlingo Web/Browser connectivity

Component	Client-side port used	Server-side port used	Protocol
Signaling	Any†	443	TCP
Presence	Any†	443	TCP
RTP	Any†	10,000 - 20,000	UDP
Insights	Any†	443	TCP

For Boostlingo Mobile application connectivity

Component	Client-side port used	Server-side port used	Protocol
Signaling	Anyt	10194	TCP
Presence	Anyt	443	TCP
RTP	Anyt	10,000 - 20,000	UDP
If Specific regional ranges are desired please consult the matrix for Port opening guidance on the following page			

REGION ID	LOCATION	MEDIA SERVER IP ADDRESS RANGE	CIDR NOTATION
au1	Australia	54.252.254.64 - 54.252.254.127	54.252.254.64/26
br1	Brazil	177.71.206.192 - 177.71.206.255	177.71.206.192/26
ie1	Ireland	54.171.127.192 - 54.171.127.255, 52.215.127.0 - 52.215.127.255	54.171.127.192/26, 52.215.127.0/24
de1 (coming soon)	Frankfurt	35.156.191.128 - 35.156.191.255	35.156.191.128/25
jp1	Japan	54.65.63.192 - 54.65.63.255	54.65.63.192/26
sg1	Singapore	54.169.127.128 - 54.169.127.191	54.169.127.128/26
us1	US East Coast (Virginia)	54.172.60.0 - 54.172.61.255 , 34.203.250.0 - 34.203.251.255	54.172.60.0/23, 34.203.250.0/23
gll	Use our Global Low Latency routing to select the data center with the lowest-latency connection to your user.	Any of the above	Any of the above
us1-tnx	US East Coast (Virginia) over Interconnect exchange in Virginia	69.5.92.64 - 69.5.92.127	69.5.92.64/26
us2-tnx	US West Coast (Oregon) over Interconnect exchange in San Jose	50.31.227.64 - 50.31.227.127	50.31.227.64/26
ie1-tnx	Ireland over Interconnect exchange in London	185.187.132.64 - 185.187.132.127	185.187.132.64/26