Security is a major concern today, and rightly so. Computers come with a built-in firewall and corporate networks are set up with multiple security layers. This keeps unwanted intruders out but it can also cause difficulty for streaming internet applications such as video conferencing, as firewalls identify such traffic and shut it down.

Network Administrators with specific firewall or network rules, please update your systems accordingly.

Ensure that your firewall allows communication over port 443. For optimum results, we recommend to open up our ports alongside all of our IP Ranges.

Video - The following IP addresses are dedicated for our Video Service:

54.237.183.168
34.237.230.39
18.213.200.53
3.220.162.224
34.202.81.93
3.210.86.107
13.236.79.134
3.104.99.123
52.8.145.123
54.193.185.228
13.52.50.183
13.56.106.76
3.126.77.226
3.121.9.111
18.163.249.192
18.163.245.250
13.235.149.252
3.7.124.41
18.182.136.222
15.222.204.150
99.79.118.176
3.114.178.24
13.113.178.18

Communication is on TCP port 443 and UDP port 10000

Audio - The following IP addresses are dedicated for our Audio Service:

184.169.185.113
54.193.206.38
18.235.64.72
3.221.63.224
3.232.235.203
52.71.98.255
13.54.232.193
54.183.4.56
54.176.56.150
54.177.178.12
54.151.73.141
3.127.123.43
52.28.178.142
3.123.55.11
18.163.222.89
18.163.83.168
3.7.145.7
3.7.142.29
15.222.195.212
18.182.136.222
15.223.136.19

Communication is on TCP port 443 and UDP ports 443 and 16384–32768

If your firewall can do traffic shaping and/or bandwidth prioritization, giving highest priority to traffic to/from the above IP addresses will improve your online conferencing experience.

If you use Deep Packet Inspection on your firewall, check that it supports WebSockets and the WSS protocol. If there are issues loading the meeting room it could be that the Deep Packet Inspection is breaking the security model of WebSockets. If this is the case, please put an exemption for our domain (*.buzz.syntela.com) in your Deep Packet Inspection configuration.

Syntela Technical Support
Email: technicalsupport@syntela.com
Phone: 866-503-1666