What Are The Pod Phone Service IP Requirements?

Pod Connect and SIP Phones

Firewall configuration is likely to be required to use Pod on a corporate or VPN network. This information may also be helpful for subscribers having problems connecting to use Pod. Subscribers using many business internet connections can often successfully use Pod to make calls without any special firewall configuration.

This information applies for all of:

- Pod Connect desktop
- Pod Connect for iOS
- Pod Connect for Android
- SIP hardware phones (all models)
- SIP software clients (all)

We recommend whitelisting the URL commportal.connectbetter.net and sip.connectbetter.net in any firewall, URL filter, proxy or SSL inspection software. In addition, the Pod Connect client and hardware phones use the following ports:

Protocol	Ports	Destination
TCP	443,80 (https, http)	commportal.connectbetter.net
TCP	5060, 5061 (SIP, SIP over TLS)	sip.connectbetter.net
UDP	5060 (SIP)	sip.connectbetter.net
UDP	16384-65535 (media streams) (RTP/RTCP/SRTP/SRTCP/UDPTL)	sip.connectbetter.net

Revision #1
Created Thu, Feb 3, 2022 8:46 AM by Admin
Updated Thu, Feb 17, 2022 2:52 PM by Admin