



4900 Cahaba River Road
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REQUIRED FIREWALL SETTINGS

The IS-Talk Cloud PBX has been designed to be as unobtrusive to a LAN as possible. However when operating behind a VoIP compliant firewall there are several settings that have to be set in order for the service to provide a quality voice call. Below are the only settings required in order for the IS-Talk PBX to operate correctly.

1. *Enable - Consistent NAT*
2. *Disable - SIP ALG*
3. *Disable - SIP Transformations*
4. *Permit - Non-SIP packets on signaling port*
5. *SIP Signaling inactivity timeout (seconds) set to 1800*
6. *SIP Media inactivity timeout (seconds) set to 3600*
7. *Additional SIP signaling port (UDP) for transformations set to 0*
8. *Access Rules: "LAN > WAN" UDP Connection inactivity timeout (seconds) set to 3600*
9. *Access Rules: "LAN > WAN" TCP Connection inactivity timeout (seconds) set to 60*

Optional Settings: If supported by firewall

- *Dedicated bandwidth with bursting: . The phones during a conversation use appx. 80K of bandwidth. We suggest a 4 to 1 ratio to dedicate bandwidth. example 16 phones installed dedicate 320K for voice traffic only.*
- *QoS is always preferred giving voice traffic priority over all other traffic.*
- *V-LAN - In a more complex network putting the phones on their own V-LAN and giving that V-LAN priority is a preferred configuration.*



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Additional Useful Information

The IS-Talk PBX IP address : ASK YOUR REPRESENTATIVE

Port Listings used

SIP Traffic: Yes / Allow

TCP: 10001, 5060-5069

UDP: 4000-4999, 5060-5069, 10000-20000

PWproxy

TCP: 10005

Jabber traffic:

TCP: 5222 and 5223

Provisioning:

TFTP:

UDP: 69

Note: There are hundreds of firewalls on the market thus it is impossible for IS Talk to provide configuration sheets for each and every one. All VoIP compliant firewalls will have the above settings and your IT professional should be able to apply the above settings to lead to a successful installation of our service. If your IT professional has questions, please have them contact us at 205-314-8800 or support@is-talk.com with specific questions. Noting that if above is applied the service will work.