



# BT Cloud Voice

LAN and Firewall Guide

# Firewalls and LAN

To get the best from your BT Cloud Voice service, you need to make sure it connects to the access network across your internal data network. That way, you can make and receive calls of consistently high quality.

## Firewalls

Because there are so many different types of firewall available, it's a good idea to simply contact your firewall provider to find out how to configure yours to work best with Cloud Voice.

It may be that you don't need to do anything at all: your IP handset may register on the network without you having to do any further configuration. Or if you're using our Business Hub 5 on its default settings and without a secondary firewall, Cloud Voice will work fine. But if this isn't the case, and you're unable to make calls, you'll need to make a few changes to your firewall so Cloud Voice can connect with our network.

We recommend that you talk to your firewall provider before you make any changes, so you can be sure that you don't inadvertently expose your network to any security risks.

## LAN

Cloud Voice has the following network requirements.

If you want to use address translation, you'll need access to the protocols and ports detailed in ports.

Depending on the type of firewall you've got, you may not need to open any ports: if your firewall is running 'inside-to-outside' rules, then you'll need to open the ports; there shouldn't be any reason to open ports that are inbound on the firewall.

If your router or firewall is SIP-aware or SIP ALG-enabled, you must turn it off (so the device doesn't interfere with any signalling).





# Prioritisation of VoIP traffic

Our Business Internet Access service prioritises your SIP signalling and VoIP traffic over other traffic. But if you're using a non-BT Business access provider, please check that voice traffic is prioritised so you always get the highest quality service.

To make sure you always get good quality calls, your LAN should also prioritise VoIP traffic.

## Prioritise traffic to and from these addresses over other competing traffic in your LAN infrastructure

1. Incoming and outgoing BT SIP and VoIP (RTP) traffic should take priority over other traffic through the firewall.
2. If the SIP signalling and VoIP traffic traverses your LAN and competes with other traffic, it should take priority over that traffic.
3. SIP traffic should be prioritised using DSCP value AF31.
4. RTP traffic should be prioritised using DSCP value EF46.



# Ports

Our Cloud Voice platform has a range of IP addresses:

Device	Protocol	Outbound destination		Destination port
<b>Service ports</b>				
Devices and apps (including ATA and BT Cloud Voice Communicator) signalling	SIP	213.120.60.128/27	213.120.60.192/27	UDP/TCP 5060-5075 or UDP/TCP 8933
		213.120.76.0/27	213.120.76.32/27	
		213.120.76.64/27	217.32.186.0/26	
		217.32.186.64/26	217.32.186.128/26	
Devices and apps media	RTP	213.120.60.132/27	213.120.60.196/27	UDP 32766 to 65535
		213.120.60.164/27	213.120.60.228/27	
		213.120.76.0/27	213.120.76.32/27	
		213.120.76.64/27	217.32.186.0/26	
		217.32.186.64/26	217.32.186.128/26	

Device	Protocol	Outbound destination	Destination port
<b>Service ports</b>			
<b>IP Phone</b> (including ATA)	NTP	europe.pool.ntp.org uk.pool.ntp.org cn.pool.ntp.org (used by some phone types following a factory reset before BT config is downloaded)	UDP/TCP 123
<b>IP Phone</b> (including ATA)	DNS	Supplied locally	UDP/TCP 53
<b>Handsets</b>			
<b>Cisco</b> Download and Configuration	HTTPS	217.38.227.210   217.38.227.194 dm-csb-ipcomms.bt.com	TCP 443
Cisco 112 Fax	HTTPS	dm-csb-ipcomms.bt.com	TCP 443
Cisco Linksys Download and Configuration	HTTPS	217.38.227.211   217.38.227.195 dm-linksys-ipcomms.bt.com	TCP 443
<b>Poly</b> Download and Configuration	HTTPS	217.38.227.209   217.38.227.193 dm-ipcomms.bt.com	TCP 443
<b>Yealink</b> Download and Configuration	HTTPS	217.38.227.209   217.38.227.193 dm-ipcomms.bt.com	TCP 443

Device	Protocol	Outbound destination	Destination port
<b>Applications</b>			
<b>Webex</b> (mobile, tablet and desktop) Please see Appendix A for all network requirements to enable Webex Apps and Services	HTTPS	217.38.227.198   217.38.227.214 SRV: _xsi-client._tcp.webex-clients.ipcomms.bt.com webex-clients-01-ipcomms.bt.com webex-clients-02-ipcomms.bt.com webex-clients-ipcomms.bt.com	TCP 443
<b>Application and Client</b> Download and Configuration	HTTPS	217.38.227.196   217.38.227.212 (dmclients-ipcomms.bt.com)	TCP 443
<b>BT Cloud Voice</b> Reception Console	Proprietary	217.38.227.197   217.38.227.213 (applications-ipcomms.bt.com)	TCP 443
<b>CRM Integrator/ Connect</b> Download and Configuration	Proprietary	217.38.227.197   217.38.227.213 (applications-ipcomms.bt.com)	TCP 443
<b>Network Assessment Tool</b>	HTTPS	62.7.201.194   62.7.201.195 62.7.201.202   62.7.201.203	UDP 8090 UDP 2000-2001
<b>Call Recording Portal</b>	Proprietary	193.113.10.32   193.113.11.34 18.132.8.103   13.41.238.229 18.132.136.79   3.10.177.223 Note: browser will be redirected from Business Portal.	TCP 443





# Additional settings

You should also apply these settings for Cloud Voice.

Please remember to reboot all related devices after any changes are made.

## Nat Refresh (UDP Timeout)

Refer to your Manufacturer's guide for information on how to configure Nat Refresh. This needs to be set to 300 seconds. If this is not set correctly you will have problems making and receiving calls or a call may disconnect after 5 minutes.

## SIP Transformations section

**Disable** these – this setting is also known as SIP ALG. If any one-way transmission is experienced, please disable **Packet Acceleration**.

## STUN server

There is no stun server integration with Cloud Voice. SIP ALGs STUN servers are mainly for peer-to-peer SIP, and aren't needed for client/ server SIP using SBCs.

A STUN server (*Session Traversal of User Datagram Protocol [UDP] Through Network Address Translators [NATs]*) allows NAT clients (i.e. IP phones behind a firewall) to set up phone calls to a VoIP provider hosted outside of the local network.

# Appendix A

## Customer Network Requirements for Webex Apps and Services

All information within this appendix is regularly updated by the application supplier so please refer to their website for the latest information Link

Domains and URLs that need to be accessed for Webex Services

Domain/URL	Description	Webex Apps and devices using these domains / URLs
*.wbx2.com *.ciscospark.com	<b>Webex micro-services.</b> <b>For example :</b> Messaging service, File management service, Key management service, Software upgrade service, Profile picture service, Whiteboarding service, Proximity service, Presence service, Registration service, Calendaring service, Search service	All
*.webex.com	Webex Meetings services, Identity provisioning, Identity storage, Authentication, OAuth services, Device onboarding	All
*.webexcontent.com	<b>Webex messaging service – general file storage including:</b> User files, Transcoded files, Images, Screenshots, Whiteboard content, Client and device logs, Profile pictures, Branding logos, Log files, Bulk CSV export files and import files (Control Hub)	All Note: File storage using webexcontent.com replaced clouddrive.com in October 2019 Your organization may still be using clouddrive.com to store older files – for more information see (1)



Domain/URL	Description	Webex Apps and devices using these domains / URLs
*.sparkpostmail1.com *.sparkpostmail.com	e-mail service for newsletters, registration info, announcements	All
*.giphy.com	Allows users to share GIF images. This feature is on by default	Webex App
safebrowsing.googleapis.com	Used to perform safety-checks on URLs before unfurling them in the message stream. This feature is on by default	Webex App
*.walkme.com s3.walkmeusercontent.com	Webex Teams User Guidance client. Provides onboarding and usage tours for new users. For more info see <a href="https://support.walkme.com/knowledge-base/access-requirements-for-walkme/">support.walkme.com/knowledge-base/access-requirements-for-walkme/</a>	Webex App
msftncsi.com/ncsi.txt captive.apple.com/hotspot-detect.html	Third party internet connectivity check to identify cases where there is a network connection, but no connection to the Internet. The Webex app performs its own internet connectivity checks, but can also use these 3rd party URLs as a fallback.	Webex App
*.eum-appdynamics.com	Performance tracking, error and crash capture, session metrics (3)	Webex App
*.amplitude.com	A/B testing and metrics (3)	Webex Web App Webex Android App
*.quovadisglobal.com *.digicert.com *.godaddy.com	Certificate Validation	All

# Webex Services

## Port Numbers and Protocols

The following table describes ports and protocols that need to be opened on your firewall to allow a registered Webex app, and device to communicate with Webex cloud services.

Destination Port	Protocol	Description	Devices using these rules
443	TLS	Webex HTTPS signalling. Session establishment to Webex services is based on defined URLs, rather than IP addresses. If you are using a proxy server, or your firewall supports DNS resolution; use these <a href="#">Webex Services URLs</a> to allow signalling access to Webex services.	All
444	TLS	Video Mesh Node secure signalling to establish cascade media connections to the Webex cloud	Video Mesh Node
123 (1)	UDP	Network Time Protocol (NTP)	All
53 (1)	UDP / TCP	Domain Name System (DNS) Used for DNS lookups to discover the IP addresses of services in the Webex cloud. Most DNS queries are made over UDP; however, DNS queries may use TCP as well.	All
5004 and 9000*	SRTP over UDP	Encrypted audio, video, and content sharing on the Webex App and Webex Room devices For a list of destination IP subnets see <a href="#">Webex IP subnets for media</a> *The Webex App uses UDP port 9000 to connect to Webex Meetings media services	Webex App* Webex Room Devices Video Mesh Nodes

# Webex Services

## Port Numbers and Protocols (continued)

The following table describes ports and protocols that need to be opened on your firewall to allow a registered Webex app, and device to communicate with Webex cloud services.

Destination Port	Protocol	Description	Devices using these rules
5004	SRTP over TCP	Used for encrypted content sharing on the Webex App and Webex Room devices TCP also serves as a fallback transport protocol for encrypted audio and video if UDP cannot be used. For a list of destination IP subnets see <a href="#">Webex IP subnets for media</a>	Webex App Webex Room Devices Video Mesh Nodes
33434 (2)	SRTP over UDP SRTP over TCP	Optional Port 33434 is used for encrypted media if port 5004 is blocked by your firewall. Note that a TCP socket on port 33434 will be established, but only used if connections fail over TCP and UDP on port 5004 and UDP on port 33434. (2) For a list of destination IP subnets see <a href="#">Webex IP subnets for media</a>	Webex App Webex Room Devices
443 (2)	SRTP over TLS	Used as a fallback transport protocol for encrypted audio, video and content sharing if UDP and TCP cannot be used. Media over TLS is not recommended in production environments For a list of destination IP subnets see <a href="#">Webex IP subnets for media</a>	Webex App Webex Room Devices

# IP subnets for Webex media services

Configure your firewall to allow access to these destination Webex IP subnets and transport protocol ports for media streams from Webex apps and devices. UDP is Cisco's preferred transport protocol for media and is strongly recommended that only UDP is used to transport media.

TCP and TLS as transport protocols for media are not recommended as these types of protocols can seriously affect media quality.

3.22.157.0/26	18.181.178.128/25	69.26.160.0/19
3.25.56.0/25	18.181.204.0/25	114.29.192.0/19
3.101.70.0/25	18.230.160.0/25	150.253.128.0/17
3.101.71.0/24	20.50.235.0/24	170.72.0.0/16
3.101.77.128/28	20.53.87.0/24	170.133.128.0/18
3.235.73.128/25	40.119.234.0/24	173.39.224.0/19
3.235.80.0/23	44.234.52.192/26	173.243.0.0/20
3.235.122.0/24	52.232.210.0/24	207.182.160.0/19
3.235.123.0/25	62.109.192.0/18	209.197.192.0/19
18.132.77.0/25	64.68.96.0/19	210.4.192.0/20
18.141.157.0/25	66.114.160.0/20	216.151.128.0/19
18.181.18.0/25	66.163.32.0/19	



# Important stuff

You should be able to use Cloud Voice to make and receive good quality phone calls – but you'll only be able to do that if your internal network is set up properly. If it isn't, your call quality won't be top-notch.

If you report a fault to us and we find that it's down to a problem with equipment that you own, or due to non-BT access you are using, then we will raise charges relating to the issue.

All the information in this document is for general guidance only. We recommend that you contact the company handling your firewall and switch or an IT consultant, for anything to do with configuring your LAN or firewall

Offices worldwide

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