How to use Convo Australia services in your workplace?

Convo Australia apps and services can be used in the workplace to make and receive phone calls, as well as to meet other colleagues and customers in person (refer to "What is VIS?" for more information about how our services can be used).

If you are using Convo Australia apps within the Corporate LAN network, then it is advised that the following firewall configuration is applied to your network/router. Please share this document with IT Support at your workplace to ensure that you can easily access Convo Australia apps and services in your workplace.

For Web Access and Mobile apps connected to the Corporate LAN network (note - use of web access are currently restricted):

Description and Name DNSs	IP Addresses	Protocol
Main Server **https://vri.convoaustralia.com** **Customer SIP, Application and webRTC Server (all in one)**	34.151.100.47	**Outbound** **STUN: 3478-3479 UDP and TCP** **SIP and SIPS: 15060, 15061, 15080, 15081 TCP** **WebRTC Web Socket: 8443 TCP and UDP** **HTTP and HTTPS: 80, 443,** **RTP: 16384 - 32768 UDP**

SIP ALG
Many corporate routers implement SIP ALG (Application-level gateway) which is enabled by default. While ALG could help in solving NAT related problems, the fact is that many routers' ALG implementations are wrong and break SIP traffic. To solve the issue, disable the SIP ALG. [Check with the router manufacturer on how to disable it].

Corporate IT Policy
Unfortunately some corporations will not allow you to configure the firewall as described above. The simplest solution would be to install a dedicated high-speed internet connection with restricted access to Convo Australia, such as utilising a 4G/5G mobile broadband hotspot. Please contact Convo Australia Technical Support (help@convoaustralia.com) for further information.

Port Forwarding Tester
http://www.yougetsignal.com/tools/open-ports/

For Windows and Mac apps (download link: https://www.convoaustralia.com/app):

Firewall Requests:	As above "For Web Access or Mobile apps"
HTTPS Web Requests:	**On installation:** https://github.com/cisco/openh264/releases/download/v1.5.0/openh264-1.5.0-win32msvc.dll.bz2 **downloads an open source library that is licensed for download but not distribution**
HTTP Web Request (HTTPS) used for:	**Loading configuration, eg.:** https://vri.convoaustralia.com:443/config/v1/config.json
	To Check for new version, eg.: https://puc.me/convoau_versions.txt
	To download images for provided contacts (from the config)

NOTE: Please use the domain listed above, as the IP address is not static

Bandwidth Requirements
In order to ensure adequate picture quality when connecting to an interpreter, it is vital to provide an internet connection with sufficient bandwidth capacity to the video terminal.

The bandwidth requirements for the VTCSecure unit are as follows:
- **Minimum 512kbps**
- **Recommended 1 mbps upload** for **HD Video**
- **Maximum 1.5 mbps**

Corporate Wi-Fi - QoS (Quality of Service) is a major issue in VOIP implementations. The issue is how to guarantee that packet traffic for a video and audio connection will not be delayed or dropped due interference from other lower priority traffic.

Latency, Jitter and Packet loss should be reviewed and considered as well.

Setting QoS Policy with 1Mbps as the safe minimum level for each device is recommended (each device requires about 512kbps for uploading and downloading).

Contact Convo Australia Technical Support
Please do not hesitate to contact us should you require any additional information. We will be happy to answer all questions.

Our contact details can be found at https://www.convoaustralia.com/contact.