

Phonak

Remote Support

Technical Information

Last Updated: January 28, 2022

Firewall configurations

Companies with a network firewall in place might potentially block connections to Phonak eServices. This may include access to the PhonakPro website, as well as the audio/video/data streams (WebRTC) during a Remote Support session. If you are having problems connecting to your PhonakPro account or establishing a Remote Support session, it could be due to a firewall.

The following ports and IP address are used for Phonak eServices and are required for a Remote Support session. Please contact your Information Technology (IT) support and provide them with the information below. They must make sure that the following connections are not blocked.

Web Networking

Phonak Target requires access to the following addresses and ports in order to work correctly. Note: not all of the following addresses are required for Remote Support, but they are listed for completeness. Users accessing Phonak services will also need the IP addresses listed to be accessible.

Ports

- 80 (TCP)
- 443 (TCP)

IP Addresses

Hostname	IPs	Phonak Invitation RS relevant?	RID RS relevant?
p-svc1.phonakpro.com	104.214.231.110	Yes	
www.phonakpro.com	80.67.82.34, 80.67.82.32	Yes	
dashboard.phonakpro.com	52.233.128.61	Yes	
signon.phonakpro.com	194.116.180.167	Yes	
shop.phonakpro.com	23.36.226.41		

ecommerce.phonakpro.com	194.116.180.167		
api.sonova.io	51.105.186.107	Yes	Yes
dispatcher.sonova.io	104.40.191.174	Yes	Yes
identity.sonova.io	40.113.119.132	Yes	Yes
core-signaling-websync-prod.sonova.io	40.71.199.117	Yes	Yes
static2.sonova.io	13.107.213.60, 13.107.246.60		
my.phonak.com	80.67.82.17, 80.67.82.34		
login.salesforce.com	Salesforce IP Ranges ¹		
na24.salesforce.com	Salesforce IP Ranges ¹		

1. Please refer to <https://support.veeva.com/hc/en-us/articles/115000581533-What-is-the-Range-of-IP-Addresses-Used-by-Salesforce->

Note: hostnames listed in **bold** are currently assigned dynamic, range, or location-dependent IP addresses; firewalls should therefore be configured to use the hostname where possible. The IP addresses were resolved in Stäfa, Switzerland, and may change at any time.

China-Specific IP Addresses

The following addresses should be used for installations in China, where there may be firewall restrictions when connecting to the global internet.

Hostname	IPs	Remote Support relevant?
api.sonova.cn	139.217.189.10	Yes
dispatcher.sonova.cn	40.73.101.203	Yes
identity.sonova.cn	40.73.101.215	Yes
core-signaling-websync-prod.sonova.cn	40.73.101.203	Yes

WebRTC Networking

Phonak uses two WebRTC providers, Twilio and Xirsys, to enable Remote Support sessions where one or both participants cannot be contacted directly through simple NAT processes. Please ensure that your firewall is configured for both Xirsys and Twilio IP addresses in your region.

Ports

- 3478 (TCP, UDP)
- 5349 (TCP)
- 10000 – 60000 (UDP)

Note: ports from the large range of UDP ports are dynamically chosen by the Target and myPhonak clients when trying to negotiate direct peer-to-peer connections. Phonak is not currently able to influence the port choice, and we therefore cannot provide guidance about a limited number of ports that might work in a highly restricted environment. Remote Support *will* work without these ports, but this will affect the ability of clients to negotiate a peer-to-peer connection; in this situation, the clients will fall back to using a relayed conference call, which may bring poorer performance.

IP Addresses

Note: the IP addresses listed on the following pages may be out-of-date. Please make sure to also use the links provided to double-check if there have been any changes in the meantime.

Changes since the previous release of this document are **marked in bold**.

Xirsys

<https://docs.xirsys.com/?pg=ip-whitelist>

REGION	HOST	IPs	COUNTRIES / TERRITORIES
China	hk.xirsys.com	8.210.215.149 47.242.47.214 47.242.109.143	China (CN) Hong Kong (HK)
South Africa	jb.xirsys.com	154.127.57.220 154.16.63.120 154.16.63.252	South Africa (ZA) Kenya (KE)

Note: Remote Support for South Africa (country) is currently in test and has not yet been rolled out in production.

Twilio

<https://www.twilio.com/docs/api/stun-turn/regions>

REGION	REGION ID	IPs	COUNTRIES
Australia	au1	13.210.2.128 - 13.210.2.159 54.252.254.64 - 54.252.254.127 3.25.42.128 - 3.25.42.255	Australia (AU) New Zealand (NZ) Papua New Guinea (PG)
Brazil	br1	18.231.105.32 - 18.231.105.63 177.71.206.192 - 177.71.206.255 18.230.125.0 - 18.230.125.127	Argentina (AR) Bolivia (BO) Brazil (BR) Chile (CL) Columbia (CO) Ecuador (EC) Paraguay (PY) Peru (PE) Uruguay (UY)
Germany	de1	52.59.186.0 - 52.59.186.31 18.195.48.224 - 18.195.48.255 18.156.18.128 - 18.156.18.255	France (FR) Germany (DE) Great Britain (GB) Switzerland (CH)
India	in1	52.66.193.96 - 52.66.193.127 52.66.194.0 - 52.66.194.63 3.7.35.128 - 3.7.35.255	Bahrain (BH) Bangladesh (BD) India (IN) Iran (IR) Kazakhstan (KZ) Kuwait (KW) Oman (OM) Pakistan (PK) Qatar (QA) Saudi Arabia (SA) Sri Lanka (LK) United Arab Emirates (AE)
Ireland	ie1	52.215.253.0 - 52.215.253.63 54.171.127.192 - 54.171.127.255 52.215.127.0 - 52.215.127.255 3.249.63.128 - 3.249.63.255	Ireland (IE)

Japan	jp1	13.115.244.0 – 13.115.244.31 54.65.63.192 – 54.65.63.255 18.180.220.128 – 18.180.220.255	Japan (JP) South Korea (KR) Taiwan (TW)
Singapore	sg1	13.229.255.0 – 13.229.255.31 54.169.127.128 – 54.169.127.191 18.141.157.128 – 18.141.157.255	Hong Kong (HK) Indonesia (ID) Malaysia (MY) Myanmar (MM) Philippines (PH) Singapore (SG) Thailand (TH) Vietnam (VN)
US East Coast (Virginia)	us1	34.203.254.0 – 34.203.254.255 54.172.60.0 – 54.172.61.255 34.203.250.0 – 34.203.251.255 3.235.111.128 – 3.235.111.255	Canada (CA) Costa Rica (CR) Dominican Republic (DO) El Salvador (SV) Guatemala (GT) Mexico (MX) Panama (PA) United States (US)
US West Coast (Oregon)	us2	34.216.110.128 – 34.216.110.159 54.244.51.0 – 54.244.51.255 44.234.69.0 – 44.234.69.127	<u>United States:</u> Alaska (US-AK) Arizona (US-AZ) California (US-CA) Colorado (US-CO) Hawaii (US-HI) Idaho (US-ID) Kansas (US-KS) Montana (US-MT) Nebraska (US-NE) Nevada (US-NV) New Mexico (US-NM) Oklahoma (US-OK) Oregon (US-OR) South Dakota (US-SD) Utah (US-UT) Washington (US-WA) Wyoming (US-WY) <u>Canada:</u> Alberta (CA-AB) British Columbia (CA-BC) Northwest Territories (CA-NT) Saskatchewan (CA-SK) Yukon (CA-YT)

Note: Any country not specifically listed will use the Twilio Germany region.