

Phonak

Remote Support

Technical Information

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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 in order to work correctly. Note: not all of the following addresses are required for Remote Support.

Ports

- 80 (TCP)
- 443 (TCP)

IP Addresses

Hostname	IPs	Remote Support relevant?
p-svc1.phonakpro.com	40.87.70.95	Yes
www.phonakpro.com	194.116.180.186	Yes
dashboard.phonakpro.com	23.101.119.44	Yes
signon.phonakpro.com	194.116.180.167	Yes
shop.phonakpro.com ecommerce.phonakpro.com	194.116.180.167	No

api.sonova.io	51.124.79.184	Yes
dispatcher.sonova.io	137.117.58.204	Yes
identity.sonova.io	23.99.130.166	Yes
core-signaling-websync-prod.sonova.io	40.71.199.117	Yes
fittingsw-objects.phonak.com	52.218.89.10	No
my.phonak.com	194.116.180.168	No
login.salesforce.com	85.222.155.195 85.222.152.195 85.222.154.67 85.222.153.67	No
na24.salesforce.com	136.147.110.189 136.147.111.61 136.147.111.189 136.147.100.71	No

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	40.73.122.104	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)

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Note: the IP addresses listed on the following pages may be out-of-date.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.

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

REGION	HOST	IPs
Australia (Sydney)	ms.xirsys.com	13.237.182.209 13.238.57.73 13.238.112.205 52.64.1.33 54.206.115.243
Brazil	sp.xirsys.com	181.215.183.204 181.215.183.94 191.96.71.232
Canada (Toronto)	to.xirsys.com	138.197.132.34 138.197.137.92 138.197.139.250 138.197.167.11 165.227.34.77
China	sh.xirsys.com	101.132.67.203 101.132.143.99 139.224.135.20 101.132.71.132 47.101.206.219
Europe	es.xirsys.com	134.209.184.1 134.122.111.18 134.209.24.211 46.101.184.121 104.248.25.109 104.248.254.251 104.248.246.230 159.89.29.122 159.89.29.128 159.89.29.206 165.22.88.172 178.128.172.237 206.189.115.214
India (Bangalore)	bs.xirsys.com	159.89.174.128 159.89.161.7 139.59.95.132 139.59.2.143 139.59.53.237
Japan (Tokyo)	tk.xirsys.com	52.68.2.4 52.192.23.224 52.194.44.77 52.194.163.111 54.199.237.77

Singapore	ss.xirsys.com	206.189.95.149 167.71.212.59 178.128.218.96 178.128.29.188 178.128.23.119 178.128.19.180
US (East)	us.xirsys.com	209.97.154.229 157.245.221.120 167.71.190.245 165.22.39.134 167.172.255.29 157.245.114.91 165.22.45.228 104.248.6.243 159.89.177.112 167.172.16.110 142.93.184.130 45.55.60.16 45.55.53.234 68.183.115.118 142.93.69.39 159.203.72.38 159.203.79.110 159.203.64.229 198.199.81.26
US (West)	ws.xirsys.com	167.172.202.136 138.68.227.172 165.227.16.242 159.89.154.16 104.248.215.23 104.248.215.39 104.248.215.47 104.248.215.54 104.248.219.151 159.65.109.225

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

REGION	REGION ID	IPs
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
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
Germany	de1	52.59.186.0 - 52.59.186.31 18.195.48.224 - 18.195.48.255
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
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
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
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
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
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