InFocus Mondopad Network Requirements for Video Calling

Network NATs and firewalls provide protection for your network by limiting outside access to an internal network. Some access, however, is necessary for video calling. Therefore, to enable Mondopad to place and receive calls with the outside world, while still maintaining security for your network, you must open the following ports for SIP signaling and media streams in the firewall:

Port	Type	Direction	Traffic
5060, 5061	TCP, UDP	Outbound	These ports are necessary for SIP signaling
25000 - 35000	UDP	Outbound	This is for media streams. Actual port number used will be randomized and negotiated per session, and will be in the range of 25000 – 35000 for SIP service recommended by InFocus.

Firewalls should permit inbound traffic to TCP and UDP ports that have been established in the outbound direction.

ALG Routers

When an ALG router recognizes SIP traffic, it attempts to "improve" the quality of the connection by manipulating the routing information in the data packets. Inbound traffic sent to the router-chosen port is also manipulated to be forwarded to the original source port. Unfortunately, ALG routers do not always properly forward all SIP packets. The result is an unreliable connection. Because of this, we recommend all ALG features be disabled on the router.