NORCOM
Solutions Group
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Crexendo Router Configuration Guide

Router Quality of Service (QOS) and Traffic Shaping settings are designed to enable the router to prioritize Voice traffic. These settings are essential to consistent and successful VoIP operation. If a customer chooses to use a router which is not on the Crexendo Recommended Router List, the customer assumes full responsibility for configuring the QOS and Traffic Shaping settings in the router. The basic port and IP address information listed below are to be used in the router configuration.

Crexendo SIP/RTP ports and SBC servers:
Ports and IP Subnet Ranges

Outlined are the outbound ports and IP addresses that need opened to support Crexendo services. In addition the SIP and RTP ports and IP ranges can be used to provide Quality of Service and traffic shaping.

Ports

Port(s)	Protocol	Domain	Description
5060,9000	UDP		SIP Call Signaling
5061	TCP		SIP Call Signaling (TLS)
16000-17999	UDP		External RTP Audio
11780-11800			Internal RTP Audio
80,443	TCP	phones.crexendo.com	Phone Configuration and Firmware
123	UDP	us.pool.ntp.org	NTP Time Synchronization
514	UDP		Syslog Logging

All ports shown above are on the WAN side (i.e. Crexendo phones communicate to remote servers that are listening on these ports).

IP Subnet

Subnet	Description
184.178.213.0/255.255.255.0	Tempe Data Center

If you restrict traffic based on WAN source/dest IP addresses, please allow any traffic originating from or terminating to the IP ranges indicated above. Also any IP addresses that belong to the domains listed in the Ports table above.

Please note: Due to anomalies of routers that fall into categories such as consumer-class, open source, end of life status, etc., Crexendo is unable to provide support for any quality or signaling issues for routers not listed on the Crexendo Recommended Router List in the Customer Sales Agreement documentation.