Port Forwarding / External Remote Phones

Background Information

The ring-u Hello Hub is primarily intended to be an on-premises network phone system. In its default configuration, it exists behind a firewall and communicates directly to the local phone system. This provides a range of advantages over cloud-based systems, particularly with automatic phone configuration, minimizing upstream network traffic, and cost.

For companies with remote employees, a little tweaking to your network configuration will allow your Hello Hub to provide integrated phone service to phones outside of your local network.

This may be done either by basic firewall port forwarding, or via a VPN (Virtual Private Network).

We currently only support the firewall port forwarding method, as it works well for most requirements.

Prerequisites:

1. Advanced Mode must be enabled in the ring-u portal.
2. Configure DHCP Server to provide a consistent/static IP address to the Hello Hub.
3. Port forwards as detailed in the chart below.
4. Use a supported auto-configurable physical or soft phone listed below:

Grandstream Wave (or Lite) for iOS and Android supports configuration by ring-u QRcode. Grandstream Wave Configuration Instructions Zoiper for iOS and Android and desktop OS's supports configuration by QRcode.

Supported auto-configurable physical phone.

Additional Requirements:

Supporting remote phones is an advanced phone system feature and dependent on several factors beyond the control of ring-u, including:

1. Internet connectivity to the Hello Hub. (Your business internet connection)
2. Internet/data connection on remote phones - wireless networks and mobile phone companies are a critical factor.
3. Firewall quality and configuration.

This feature is most commonly used to allow a mobile phone to function as an extension of the phone system. Benefits include easy dialing to other extensions, being part of a call group, and calling out from the business phone system & phone number.

You'll need a good data plan on your mobile, and a mobile with ample battery capacity.

Configuring your firewall and office network to work well is the most important aspect and most common point of failure in getting this feature to work.

Please consider having a professional check your network and configure your firewall. ring-u can advise, but cannot do this configuration for you.

Port Forwarding Details Set the following ports and protocols to forward to your Hello Hub inside of your network.

Port	Protocol	Internal Address	Description
5060	UDP and TCP	x.x.x.x	VoIP/SIP Control
5061	UDP and TCP	x.x.x.x	VoIP/SIP Control (secure)
10,000-20,000	UDP	x.x.x.x	VoIP/SIP RTP (Voice Traffic)

Add your phones in the **ring-u** portal using Manual Config.
Configure your phone(s) to match.

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Last update: **2022/06/06 15:13**