LiveVoice

Network & Firewall Configuration

All you need to know to make sure your network meets all requirements and will work fine with LiveVoice.

Tech specs | Live Translation | Guided Tours | Silent Conferencing | Audio Description | Admin

We recommend **testing LiveVoice before your event at the actual location** within its network, to make sure everything works smoothly and that it meets all requirements. Some networks have **firewalls** in place that might block VoIP applications like LiveVoice, so to be safe, please test it beforehand.

Regarding band-with: LiveVoice needs only **0,06 Mbit/s per user**, so for example for 150 attendees a 10 MB WiFi is enough (and listeners can also use mobile data). But it is always recommended to run a speed test ahead of your event.

Test events

Please use our test events to try it out:

1) **Listener Test Event:** There is a permanent audio loop running. If you can click play and hear the audio, everything will work well for listeners. https://livevoice.io/listen/123456 (Code: 123 456)

2) **Speaker Test event:** To check if you can stream/send with LiveVoice, use this. If you can join the event and click "Start" so it turns orange, you are all set. https://livevoice.io/listen/654321 (Code: 654 321)

Firewall settings

If your network uses a firewall that allows access only to certain domains and services, you need to open these in order to use LiveVoice:

Domain:

livevoice.io

IP addresses:

3.65.59.233

3.66.98.183

3.67.164.123

35.156.246.151

18.184.121.142

18.193.151.50

8.196.94.16

3.121.173.136

3.69.142.136

3.69.80.240

Ports:

TCP: 8088, 8089, 80, 443

TCP+UDP: 10000

UDP Port Range: 10000-60999 (in/out)

Please note: Depending on the network/firewall, you might need to open even more UDP ports (at least 10000-50000), but since this is different for every network, we recommend trying it first out by opening **all** UDP ports.

Special Settings:

- **Amazon/AWS Blocker:** If you are using a network software like Unify, make sure Amazon is not blocked, as we are using AWS servers by Amazon and some add blockers simply block all Amazon traffic, including the AWS servers.
- **Header Image and Logo:** If the event is using branded header image or logo, make sure livevoice-eu-central-1-production.s3.eu-central-1.amazonaws.com is not blocked but accessible via HTTPS.
- **Deep packet inspection or traffic shaping:** We advise caution when using features like deep packet inspection or traffic shaping, and in the case of problems suggest disabling these.