



## IDVideoPhone Upgrade Reminder

ID Solutions will be performing a platform upgrade to IDVideoPhone that will require a short period of down time.

**The Update is Scheduled for:**

**Sunday, January 17th, 2016 8:00 AM-11:00 AM EST**

The upgrade will take approximately three hours, but may be shorter.

During the upgrade, there will be some periods where ongoing calls will be disconnected, or users may be unable to join calls. If you have a critical meeting scheduled during this time, please contact us and we will provision a complimentary meeting room to accommodate your needs.

We would also like to remind you that additional equipment has been added to the IDVideoPhone to improve your experience. Please confirm that the following rules have been added to your firewall:

-72.52.65.170 New VidyoRouter

-72.52.65.172 New VidyoRouter

-216.37.7.182 New VidyoRouter

TCP Port 17990 SCIP: Outbound to VidyoRouter - Vidyo client connection to VidyoRouter

UDP Ports 50,000 - 65,535 RTP/sRTP/RTCP: Bi-Directional to/from VidyoRouter - Audio and Video Media from participants (6 ports per participant). RTP and RTCP pair for each audio, video, and data collaboration stream.

If you are not the current system administrator for your service, please pass this information on to your current system administrator, and your other IDVideoPhone users. If you have any questions concerning the upgrade, please contact the IDVideoPhone Help desk:

**Help Desk (Video Support Services):**

[dvpsupport@e-idsolutions.com](mailto:dvpsupport@e-idsolutions.com)

**Account Questions, Test Calls, Training, or Contract Upgrades:**

Sandy Cassella

Adoption Services & Sales Support

[scassella@e-idsolutions.com](mailto:scassella@e-idsolutions.com)

203-479-3506

The IDSolutions team is dedicated to the quality of every video call you hold. We look forward to continuing our relationship with you and your team.

Thank you,

Your IDSolutions Support Team

