

Connect4Video

Firewall and Ports with BlueJeans Network Service

This document provides information to the firewall ports which the BlueJeans cloud servers use. Please note: the terms outbound and inbound refer to BlueJeans' firewall and server.

IP addresses used by BlueJeans Network

BlueJeans uses several POPs distributed globally. The call will be automatically redirected to the closest POP. Depending on the location of the user, audio/video traffic will be likely routed to any of the BlueJeans IP addresses. Hence it is important to open firewall ports against the entire IP address range of the given subnets.

There are different IP address ranges for the BlueJeans video communication and for the BlueJeans Gateway for Microsoft Teams.

For details to the IP addresses and port ranges for the different products please refer to:
<https://support.bluejeans.com/s/article/TCP-UDP-ports-used-by-BlueJeans-Network>

About direct access for H.323/SIP based systems, without C4V firewall traversal:

The H.239 channel will use a UDP media port, but is initialized from the BlueJeans side. So make sure to open your firewall's UDP media port range for connections being initialized from the BlueJeans IP addresses.

The BFCP channel will use UDP port 5070, but is initialized from the BlueJeans side. So make sure to open this port for connections being initialized from the BlueJeans IP addresses.

Access for H.323 based systems, with C4V firewall traversal:

For the IP address used by the C4V firewall traversal service please contact sales@connect4video.com.

Open ports in both directions.

Ports 1719, 1720, 1722 TCP and UDP – signaling and multiplexing according to H.460

Ports 2776–2777, TCP and UDP – tunnelled RTP media according to H.460