

Independent study lab

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Ports and media

Confirm before relying. Quotas, prices, and names change.

The network path is part of the product

Option 1 is a domain allow list: the instance on TCP 443, telemetry, transport, and TurnNlb on UDP 3478. Option 2 is the AWS IP ranges and is documented as not recommended. Test more than 200 calls. An error rate above 2 percent points at proxy or DNS resolution.

Media should not hairpin through a VPN. Stateless firewalls also need the browser's ephemeral UDP range, because there is no lasting 'pin' the way people imagine.

- The usual failure string names turn:TurnNlb and port 3478.
- ice_collection_timeout means the browser never gathered candidates.
- A custom CCP can be media-less, but then you still do not have a softphone.
- Video adds a Chime subnet and does not support VDI.

Source: Set up your network

Sources and go deeper

- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10

- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

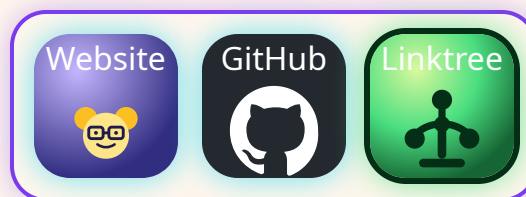
[sources.json](#)

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