

Ports and protocols

TLS trunks: TCP 5061. UDP or TCP trunks: commonly 5060. Both ends must match. Managed phones signal on TCP 8061. Unmanaged phones use TCP 5061. Media is UDP 16384-65535, opened outbound, RTP or SRTP. Phone provisioning uses TCP 443, and the phone article also lists TCP 80. Secure BYOC Cloud does not use IPsec. Use SIP TLS 1.2 and SRTP. Signaling addresses and SDP media addresses are different. Copy the current region table. Do not paste an address from this lab. Synthetic logs use RFC 5737.

Sources and go deeper

Last checked 2026-10

Choose a trunk transport protocol (Resource Center) <https://help.genesys.cloud/articles/choose-a-trunk-transport-protocol>

TLS trunk transport for BYOC Cloud (Resource Center) <https://help.genesys.cloud/articles/tls-trunk-transport-protocol>

VoIP phone ports under BYOC Cloud (Resource Center) <https://help.genesys.cloud/articles/ports-and-services-for-voip-phones>

RTP port range FAQ (Resource Center) <https://help.genesys.cloud/faqs/why-does-the-port-range-16384-32767-rtp-m>

BYOC Cloud public SIP IP addresses (Resource Center) [https://help.genesys.cloud/articles/byoc-cloud-public-sip](https://help.genesys.cloud/articles/byoc-cloud-public-sip-ip-addresses)

Ports and services for your firewall (Resource Center) [https://help.genesys.cloud/articles/genesys-cloud-ports](https://help.genesys.cloud/articles/genesys-cloud-ports-and-services-for-your-firewall)

RFC 3261 SIP (RFC) <https://www.rfc-editor.org/rfc/rfc3261> Last checked 2026-10

RFC 3550 RTP (RFC) <https://www.rfc-editor.org/rfc/rfc3550> Last checked 2026-10

Genesys Cloud Developer Center (Developer docs) <https://developer.genesys.cloud/> Last checked 2026-10

General developer docs. This is the Developer Center home, not a page written for this room alone.

Genesys Community (Community) <https://community.genesys.com/> Last checked 2026-10

Community home, not a thread about this room.

RFC 3711 SRTP (RFC) <https://www.rfc-editor.org/rfc/rfc3711> Last checked 2026-10

Protocol specification.

RFC 4733 DTMF (RFC) <https://www.rfc-editor.org/rfc/rfc4733> Last checked 2026-10

Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

Background article. It is not a Genesys Cloud product page.

CypherMonkey Labs

' 2026 CypherMonkeyLabs ?

<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

<https://github.com/CypherMonkeyLabs/genesys-cloud-lab-free-university-mesmerizing>

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