CREXENDO CLOUD COMMUNICATOR SOFTPHONE TROUBLESHOOTING:

CCC w/Softphone is a web based GUI and softphone that is an add-on to the Crexendo Portal and CCC module. This version of CCC adds a softphone dialer to the interactive CCC module which can be accessed within the options drop down menu of your portal or directly via: https://communicator.crexendo.com

The CCC Softphone dialer functionality and reliability relies on the customer network and computer setup to allow the softphone to work.

If you are implementing or having issues with your CCC Softphone please review the following items within your network and computer setup to ensure proper functionality:

NOTE:

CCC w/ Softphone uses the following ports and addresses that should be allowed on your network firewall, local pc firewalls, content filters, antivirus and web browsers:

- 10060   TCP/UDP   (SBC)
- 10062   TCP/UDP   (WebRTC)
- 3636   UDP   (Stream)
- *.crexendo.com
- 184.178.213.0/24

FURTHER SETUP AND TROUBLESHOOTING ITEMS:

- Ensure modem installed on network is a supported model and are setup in bridge mode.
- Ensure the WAN interface of the firewall has a public IP address.
- Configure the firewalls at your sites according to Crexendo best practices, please see our supported firewall guides on our site:
    - https://www.crexendo.com/resources/user-guides/firewall-configuration/
- Whitelist/allow on any web content filters (local or appliance), antivirus (network or pc-client based):
    - 10060   (SBC)
    - 10062   (WebRTC)
    - 3636   (Stream)
    - *.crexendo.com
    - 184.178.213.0/24
- For your browser use the Chrome browser and please ensure it has the latest updates.
- Disable any Chrome extensions that would block/effect the CCC softphone.
    - Incognito mode is a good test to eliminate any Chrome browser extensions.
- Ensure the correct audio and mic devices are set as default in your sound settings and working before loading the CCC portal.
- When CCC loads you will receive a pop up, please allow the following:
    - MIC
    - Notifications
    - Any other pops that the site may ask for or require

If you have any further issues please contact us by opening a ticket at support@crexendo.com

Crexendo Operations Support Team

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