

If you have any questions or concerns that are not addressed below, please get in touch with us at: upgrades-coordination@livevox.com



Why are we being upgraded to LiveVox U17?

U17 is the [latest and greatest version](#) of our powerful next-generation contact center platform and has been designed so you stay at the cutting edge of the industry. U17's customer engagement and compliance capabilities provide the most optimized experience for your admins, supervisors, and agents.

The upgrade will also ensure that LiveVox is able to provide you with a high-availability platform that delivers industry-leading reliability and resiliency, and that you benefit from our most up-to-date support processes.

Eventually, we will stop providing support to older versions of the platform.



Does the upgrade process involve downtime?

During the upgrade process, all agents and users will need to be logged out of the system and campaigns will need to be paused. However, upgrades are done quickly and after-hours from 12 am to 3 am ET, so for the majority of our clients there will be no impact on production.

If you run a 24-hour operation, or anticipate that downtime between 12 am and 3 am ET on the date indicated in your upgrade notification email will cause disruption, please get in touch with us at upgrades-coordination@livevox.com.



Does any action need to be taken by LiveVox clients before or after the upgrade?

- We recommend that before logging back into LiveVox for the first time after the upgrade, all users clear their cache and cookies.
- A limited number of clients upgrading from earlier versions of the platform will need to access the platform via a new URL. This new URL will be provided in the upgrade notification.
- For this version of the LiveVox platform to function properly, you must permit traffic to and from the following websites:
 - *.livevox.com
 - googleapis.com (to download stylesheets on LVP)
 - *pendo.io (to share usage statistics with LiveVox and display notifications on LVP)
 - fonts-gstatic.com
 - google-analytics.com (to share usage statistics on LVP)

TCP/UDP Port Requirements

Port	TCP/UDP	Application	Why
22	TCP	SFTP	Secure file transfer. Used to securely send and receive files from the LiveVox platform.
443	TCP	HTTPS	Secure HTTP. Used for Web application and communication client registration.
3478	UDP	STUN	STUN service. Used for WebRTC communication with the LiveVox platform.
5060	UDP	SIP	Unsecured SIP port. Used for SIP communication with the LiveVox platform.
5061	TCP	SIP	Secured SIP port. Used for SIP communication with the LiveVox platform.
5071	TCP	SIP	Secured SIP port. Used for SIP communication with the LiveVox platform.
8080	TCP	WSS	Secure WebSockets. Used for WebRTC communication with the LiveVox platform.
8090*	UDP	VoIP Load Simulator	Bandwidth/VoIP load simulation testing tool. Simulates agent bandwidth and provides packet statistics.
44431*	TCP	VoIP Load Simulator	Bandwidth/VoIP load simulation testing tool. Simulates agent bandwidth and provides packet statistics.
15000-30000	UDP	RTP/SRTP	Media ports. When using SIP over TLS communication, this traffic is encrypted.

*Only required for the Interoperability Test.

LiveVox IP Address Ranges (Specific to your Environment)

IP Address Ranges	LiveVox Designation
18.210.216.0/24 18.210.217.0/24	NA3
34.217.139.0/24 34.217.140.0/24	NA4
35.182.14.0/27 35.183.13.160/27	NA5
18.190.36.0/24 3.138.44.0/24	NA6



Is any new knowledge or training required to use the LiveVox platform on U17?

No. All users can continue using the platform as they were before the upgrade and will not require any additional training or knowledge. We've kept the user experience consistent so you'll be able to continue running your operation as per usual on day one following your upgrade.



What new functionality, features and capabilities have been introduced in U17?

In our U17 release we have focused on:

- Empowering the entire organization to contribute to and deliver best-in-class customer experiences
- Giving greater access to key metrics and performance insights to the people who can act on them
- Delivering cutting-edge, integrated inbound and outbound omnichannel communication capabilities
- Building an experience for agents that promotes engagement, performance improvement, and customer-centricity
- Providing best-in-class reliability and high availability backed by a powerful end-to-end Service Level Agreement
- Introducing and strengthening products to cement the platform's position as the industry leader in compliance-focused outbound communication.

You can learn more about the new features and capabilities we've introduced in our [U17 Product Brief](#). For best practices or technical advice on how best to utilize any of these, reach out to your Account Executive or Technical Account Manager.



What steps does LiveVox take to ensure a smooth upgrade process?

Before upgrading a customer, we check their portal to make sure that all technical prerequisites have been met and that there are no blockers to a smooth transition to U17.

In the unlikely event that technical problems are encountered, there are straightforward steps that we will take promptly to roll you back to your current platform version and allow you to continue operations as normal.

U17

