Optional Preparation + Firewall Instructions

OPTIONAL PREPARATION:

- ❖ Take part in a guided demo of the participant Experience: [Guided Guest Demo](#)

JOINING A SHINDIG:

Bandwidth & Accessibility:

- ❖ CLOSE OUT of all other browser tabs before entry. Additional tabs will negatively affect your bandwidth, and thus experience. This is the #1 cause of technical issues occurred. In all browsers, you can restore closed tabs once your meeting has ended.
- ❖ QUIT ZOOM, TEAMS, or VPNs which may be trying to compete for your camera, bandwidth, or both.
- ❖ UPON ENTRY, please make sure your camera and mic are enabled in your browser
  - ➢ If you have any trouble with your camera and mic please ensure they are enabled via the gear icon on the top right of your Shindig screen and via the padlock icon in the URL. Enable these and refresh your browser.

Browser:

- ❖ Shindig supports Safari, Chrome, New Edge and Firefox.

- ❖ If you have an ad-blocker, go to Shindig.com, click on your ad-blocker and select "trust site" or "do not run on all pages on this site."

Mobile Application
- ❖ For Mobile Users, please use the Shindig app and not your mobile browser:
  [Android App](#) | [Apple/IOS App](#)

FOR IT:

Firewall Requirements:

- ❖ Shindig supports firewall traversal for most restricted networks.
- ❖ End-users should have an open TCP:443 port and no software that terminates a long HTTP session.
- ❖ If needed, place a rule in your firewall to allow the following applications: STUN, RTCP, RTP-BASE, and HTTPS.

Firewall Configuration If Needed:

Minimum requirements for the Shindig web app:
Allow domain and subdomains *.shindig.com
Protocols: HTTPS
Port: 443

Minimum requirements for streaming:
Allow domain and subdomains *.shindig.com
Protocols: STUN/(S)RTP/(S)RTCP/DTLS
TCP: 443
UDP: 3478

Preferred additional configuration:
Protocols: (S)RTP/(S)RTCP/DTLS
UDP: 10000 - 65535
Outgoing only but with the ability for incoming through outgoing active ports.