



**K4Community**

# Network Requirements

## Network Credentials

**SSID:** K4Community

**Password:** *Contact K4Connect at 1 (855) 876-9673*

**Security:** WPA2 Personal PSK

## General Bandwidth Requirements

- Minimum of 2 Mbps down / 1 Mbps up per residence
- 2-3 Wi-Fi connected devices per residence

## General Wi-Fi Signal Requirements

- Minimum signal strength of -65 dbm
- Minimum signal-to-noise ration of 25 dbm

*\*Must be measured at the location of the K4Connect devices*

## General Network Specifications

- Allow inter-network communication:
  - Across all access points (i.e. disable AP/client isolation)
  - All inter-network TCP and UDP ports should remain open (i.e. LAN firewall)
- Bonjour and mDNS should be enabled
  - mDNS discovery strings: `_k4-message._tcp`, `_k4-setup._tcp`, `_k4-www._tcp` services
  - Disable "Register client hostname from DHCP requests in USG DNS forwarder" on UniFi systems
- Unrestricted internet access for outbound requests
- DHCP IP Address Range: 10.x.x.x or 192.168.x.x or (172.16.x.x through 173.31.x.x)
- DHCP Subnet: /20 (4,094 IP addresses) or more
- No DNS TTL override or custom DNS caching
- No WMM or other Quality of Service restrictions (i.e. no device priority management)
- IPv6 enabled (optional, but helpful with remote support)

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## K4Community Plus App, Team Hub, Media Players (Signage and Insertion Channel) and Alexa

Do not enable domain or port based firewalls for outbound connections.

For communities with Insertion Channel, bandwidth should be:

Minimum of 5 Mbps down / 1 Mbps up per community.

## Home Hub Advanced Firewall Settings

The following URLs and ports need to be accessible from within the network. Most routers, by default, support these requirements without manual configuration required.

### Outbound URLs

\*.k4connect.com  
k4connect\*.s3.amazonaws.com  
snapcraft.io  
api.snapcraft.io  
\*.snapcraft.io  
ubuntu.com  
\*.ubuntu.com

The following ports are used, but we highly recommend not restricting outbound ports. If outbound security is required, we recommend using DNS based filtering.

### Outbound Ports

TCP 80 (HTTP)  
UDP 123 (NTP / Time)  
TCP 443 (SSL)  
TCP 8000  
TCP 22

## IP Whitelisting

As most of the K4Connect cloud is hosted at AWS, the range of IP addresses that our servers are available at can be broad. For more information, please visit <https://docs.aws.amazon.com/general/latest/gr/aws-ip-ranges.html>.

Additional Requirements:

- <https://help.risevision.com/hc/en-us/articles/115002459246-Rise-Player-network-requirements>
- <https://community.teamviewer.com/t5/Knowledge-Base/Which-ports-are-used-by-TeamViewer/ta-p/4139#toc-hid-649815939>

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