

# Site Readiness Checklist

## Purpose

This documentation is intended to ensure that your site is ready to proceed with RevenueWell Phone. RevenueWell strives for a seamless transition from your previous phone carrier, to allow for this, we need your help.

*The information documented below is to allow for phones to be provisioned successfully and allow for features to function as intended.*

## Router and Network Requirements

- [Advanced Network and Firewall Settings](#)
- Verify router is configured for VOIP prioritization (VOIP QoS, Port Forwarding)
- Verify the following outbound ports are open:
  - **8443** — For api connectivity from web interface to backend
  - **5443** — Websockets: needed for screen pop
  - **5065** — Webrtc: webphone
  - **7000** — Voicemail, Park, Busy Lamp Fields, and other features

### Warning

A **non-bridge (or Double NAT)** topology enables the modem to behave as an additional firewall and NAT device on the network. This extra firewall is at best superfluous and at worst can cause frustrating connection issues. In order to avoid these problems, **it is best to place the modem into bridge mode** and let the office's main router handle all firewall, NAT, and routing functions. [Visit Help Center.](#)

## List of URLs needed to be Whitelisted

- pms.revenuewell.com
- pms2.revenuewell.com
- pms3.revenuewell.com
- pms4.revenuewell.com
- pmsc.revenuewell.com
- messenger.revenuewell.com
- messengerapi.revenuewell.com
- patientconnect365.com
- www.patientconnect365.com
- d1.patientconnect365.com
- forms.patientconnect365.com
- rwlogin.com
- www.rwlogin.com
- oidc.rwlogin.com
- oauth2-core.rwlogin.com
- join.patientconnect365.com
- join-api.patientconnect365.com
- s1.revenuewell.com
- p1.revenuewell.com
- coreapi.revenuewell.com
- e1.revenuewell.com
- formsapi.revenuewell.com
- pctv.revenuewell.com
- downloads.revenuewell.com
- \*.pubnub.com
- \*.pndsn.com
- \*.pubnub.net
- \*.pubnubapi.com

# Site Readiness Checklist *(continued)*

## Phone 2.0 URLs to Whitelist

- wss://wss.revenuewell.net:5443 for screen pop
- wss://webrtc.revenuewell.net:5065 for phone
- phones.allow.revenuewell.net

## URL Short List

- \*.revenuewell.com
- \*.revenuewell.net
- \*.patientconnect365.com
- \*.rwlogin.com
- rwlogin.com
- patientconnect365.com
- \*.pubnub.com
- \*.pndsn.com
- \*.pubnub.net
- \*.pubnubapi.com

## Internet Requirements — *(We do not support Satellite Internet)*

- Download Speed 1 Mbps per phone *(minimum)*
- Upload Speed 200 kbps per phone *(minimum)*

## Cabling and Physical Device Requirements:

- Power Connection is required for each device by either an **AC outlet** or **PoE Switch**.
- Must have **Category 5 (CAT5)** or greater installed with an **Ethernet (RJ45)** jack at the location of each device *(this can be shared connection with a PC)*.

## Screen Pop Setup

### Downloading RevenueWell Desktop APP

As a reminder, you can download the Desktop application using this [download link](#), or by visiting :

**Settings > Phone & SMS Settings > RevenueWell Desktop app.**

\*This is for the purpose of allowing screenpop to successfully work.