Zendesk Talk
set-up guide

5 STEPS TO PHONE SUPPORT SUCCESS

Zendesk Talk is a VoIP solution, which makes it flexible and easy-to-use. But like any VoIP solution, there are certain requirements to ensure optimal performance. Before you get started with Talk, you (or whoever manages your network and IT) will need to follow these five easy steps:

1. **Check your connection and bandwidth**

   First things first: you'll need a strong and stable internet connection. Wireless internet connections can work, but a hardwired connection to your network will provide optimal results.

   A Talk call requires at least 64 kbps per session. That's just the minimum, so we recommend 500 kbps to provide headroom for Talk and other network connectivity needs.

   Concurrent network activity, like streaming media or large data file transfers, can impact Talk quality. A dedicated network for your Talk calls will provide best results.

2. **Configure your router with open ports and QoS enabled**

   Make sure your router has the following ports open (detailed instructions here):
   TCP: port 80 and 443
   UDP: all ports between 10,000 and 60,000

   With your router's QoS, prioritize these ports or the IP address of the computer(s) making and receiving calls.

3. **Open the correct ports in your computer's firewall** Mac and Windows operating systems might have system firewalls enabled that block the same ports required for Zendesk Talk. Make sure to allow incoming connections for Chrome or Firefox (more information here).

4. **Use a recently updated Chrome or Firefox browser** For best results, use a recently updated version of Chrome or Firefox.

5. **Enable wired headsets in your browser** We recommend wired headsets that connect to the 3.5mm audio port on your computer, or USB headsets. Bluetooth headsets may result in broken streams of audio.

Need a little more guidance?

Check the Zendesk Help Center for more resources and troubleshooting guides

Or reach out to us at support@zendesk.com