



# It's a new world. Who needs barriers?

With sivo, hearing people and deaf people can finally see each other during a video relay call.

This breakthrough app, brought to you by the forward-thinking team of ZVRS and Purple Communications, makes it possible for you to see everyone on your call. See their real expressions face to face and enjoy a more open and transparent conversation. It's never been easier to really connect with your deaf friends, family, or coworkers. Best of all, sivo works with many devices and can even work with apps from other providers. See for yourself!

**NOTE:** For Z5 and P3 users, you don't have to download anything. Your sivo button is already included! Visit our FAQs at [sivo.me](https://sivo.me) for assistance upgrading your app to the latest version.

Before sivo, it would not have been possible to visually demonstrate a process, or even show your own smile during a video relay service (VRS) conversation. Since the beginning of this technology, a VRS call has always involved a deaf person and an interpreter seeing each other on a video screen, while the hearing party could only listen to the interpreter's voice. As groundbreaking as VRS technology is, there are often slight delays in the interpretation process that can sometimes be difficult to understand in the moment. Visual information can sometimes be lost when communicating complex information. And VRS has always fallen a little short of the kind of genuine connection one could feel from face-to-face interaction – until now.

Now that sivo comes included with current VRS apps Z5 and P3, and can be downloaded for hearing people to use via the App Store, Google Play Store, and from the website for PC and Mac, the door is open to a new set of VRS use cases. Particularly in light of the COVID-19 pandemic and the rise in popularity of video conferencing tools like Zoom and FaceTime, VRS users have come to expect a more visual connection in their calls. Businesses will be able to leverage face-to-face connections with their customers to better understand and serve their needs. sivo also works remarkably well for remote coworker calls and supervisor-employee 1:1's.



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[sivo.me](https://sivo.me)

Health organizations are now empowered to use this technology to more visually pinpoint physical issues remotely. A teacher can walk a student through a solution, a child can see a parent or guardian's face – all of this on a VRS call. This is how we make a difference between mere understanding and a true connection.

“Communication is the key to human connection. sivo creates the value of human connection between deaf and hearing individuals.”

– Chris Wagner, Chief Operating Officer, ZVRS

### Works with any endpoint

As long as the hearing party has the sivo app installed, you can use any VRS endpoint with sivo. You can even use non-Purple or non-VRS endpoints by dialing around to our interpreters at 888.888.1116 (ZVRS) or 877.467.4877 (Purple VRS).

### Simple registration process

Just download and install the app, follow the prompts to register your phone number, and you'll be able to connect using sivo in minutes.

### Clear and user-friendly for non-signers!

For hearing users, sivo will simply prompt you to accept or decline a connection, and if you're a Z5 and P3 user, a sivo button will appear automatically during a call with a sivo-enabled hearing party. For non-Purple and ZVRS users, you can still connect easily by asking your interpreter to enable sivo for the call.

### sivo even works on desktop!

sivo is the most dynamic solution for use on any device, including desktop. Download the app for PC or Mac for a larger, more detailed video picture. You can even port your desktop display to a TV or HD monitor for an even larger, clearer connection.



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# sivo firewall specifications

Purpose	Destination DNS	Destination	Port	TCP/UDP	Notes
Web Services	websvc.prod.purple.us	208.17.91.76	443	TCP	
SIP Signaling over TLS	esip-vrs.prod.purple.us	174.137.37.115 174.137.37.116	5061	TCP	1
RTP/RTCP Media over DTLS	No external DNS utilized	174.137.37.115 174.137.37.116	10000- 20000	UDP	2
Software Upgrades	*.amazonaws.com	** See Note	80	TCP	3

“The communication access with sivo is unparalleled. sivo works at home, at work, and on the go. It’s past time for us to bridge and break down all barriers for the deaf, for the hearing, and for the interpreter.”

- Sherri Turpin, CEO of ZVRS and Purple Communications

<sup>1</sup>ZP Better Together recommends that you consider using the 174.137.37.0/28 range for future expansions. If you opt not to use the range, please be advised that when new servers are added, the sivo user may experience technical difficulties which will require a firewall rule update. We do not offer the ability of automatic email notifications when new IP addresses are added.

<sup>2</sup>Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range in 43000-43100, to be confirmed by operational testing.

<sup>3</sup>Applies only to Windows. Please ensure that port 80 is allowed outbound from the client for access to Amazon AWS for automatic software upgrades for Windows. Due to the randomization of IP addresses associated with \*.amazonaws.com, please do not restrict the web filter to IP addresses. If this is restricted, any software upgrades will need to be completed manually.





sivo.me

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