

R a i n b o w C T I & M e d i a B r i d g e (A s t e r i s k) -

A D M I N I S T R A T I O N G U I D E

Rainbow CTI & Media Bridge



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Index

1	Document History	5
2	Introduction	8
2.1	<i>Overview - The Product</i>	8
2.2	<i>Overview - The Guide</i>	8
2.3	<i>Architecture Diagram</i>	9
3	Configuration	10
3.1	<i>Administration - Startup</i>	10
3.2	<i>Configuration Settings</i>	14
3.2.1	<i>Rainbow Settings</i>	15
3.2.2	<i>Proxy Settings</i>	16
3.2.3	<i>Equipment Settings</i>	16
3.3	<i>PABX Settings</i>	18
3.3.1	<i>Connectivity Settings</i>	19
3.3.2	<i>SIP Trunk Settings</i>	20
3.4	<i>Media Gateway</i>	22
3.4.1	<i>Media Settings</i>	23
3.4.2	<i>Remote Extensions Numbering Plan</i>	24
3.4.3	<i>Caller ID Policy for VOIP calling</i>	24
3.5	<i>Starting and Stopping Rainbow CTI & Media Bridge Service</i>	27
4	Calls and Extensions	29
4.1	<i>Dashboard</i>	29
4.2	<i>Extensions & User Entries</i>	30
4.2.1	<i>CTI & VOIP</i>	31
4.3	<i>Monitored Extensions</i>	34
4.4	<i>Unsuccessful monitoring of extensions</i>	38
4.5	<i>Seeing active calls in the system</i>	41
4.6	<i>Seeing active users in the system</i>	43
5	General	49
5.1	<i>System Settings</i>	49
5.1.1	<i>Traces</i>	50
5.1.2	<i>SMTP Settings</i>	51
5.2	<i>Business Partner</i>	53
5.3	<i>Report an Issue</i>	54

6 Change Password..... 57

1 Document History

Edition	Date	Changes / Comments / Details
01	03/06/2020	Initial Administration Guide.
02	07/03/2021	<p>Legal notice has been updated.</p> <p>Section 2.3 Architecture diagram has been updated.</p> <p>Section 3.1 Screenshot has been updated.</p> <p>Section 3.2 Screenshots have been updated. PBX settings has been updated to Equipment Settings.</p> <p>Section 3.2.1 Screenshot has been updated.</p> <p>Section 3.2.2 Screenshot has been updated.</p> <p>Section 3.2.3 Title of section has been updated. Screenshots have been updated.</p> <p>Section 3.3 Title of section has been updated. Screenshots have been updated. Titles of sections have been updated.</p> <p>Section 3.3.1 New section has been added.</p> <p>Section 3.3.2 New section has been added.</p> <p>Section 3.4 Details about Media Gateway has been updated. Screenshots have been added. Titles of sections have been updated.</p> <p>Section 3.4.1 Title of section has been updated. Details about media settings section has been updated. Screenshots have been updated.</p> <p>Section 3.4.2 Title of section has been updated. Details about remote extensions section has been updated. Screenshots have been updated.</p> <p>Section 3.4.3 New section has been added.</p> <p>Section 3.5 Screenshots have been updated.</p> <p>Section 4.1 Screenshots have been updated.</p> <p>Section 4.2 Screenshots have been updated.</p> <p>Section 4.2.1 Screenshots have been updated.</p> <p>Section 4.3 Screenshots have been updated.</p> <p>Section 4.4 Screenshots have been updated.</p> <p>Section 4.5 Screenshots have been updated.</p> <p>Section 4.6 New Section has been added.</p>

Edition	Date	Changes / Comments / Details
		<p>Section 5.1 Screenshots have been updated.</p>
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Edition	Date	Changes / Comments / Details
		New section has been added.

2 Introduction

2.1 Overview - The Product

Rainbow CTI & Media Bridge works with a number of telephone systems e.g. Cisco Call Manager, Avaya IP Office, NEC 3C etc. This document describes the administration of Rainbow CTI and Media Bridge for Asterisk.

Rainbow CTI & Media Bridge application is installed on a local machine in customer premises. It connects with Rainbow Server to push the list of extensions so that they can be associated to Rainbow Users for CTI and VOIP calling, and it also interacts with third-party telephone systems to monitor those extensions for signaling information and call controls.

For other third-party telephony systems, please refer to their respective documentation available at <https://support.openrainbow.com>.

This document is a step-by-step guide for any technical engineer to configure the software.


2.2 Overview - The Guide

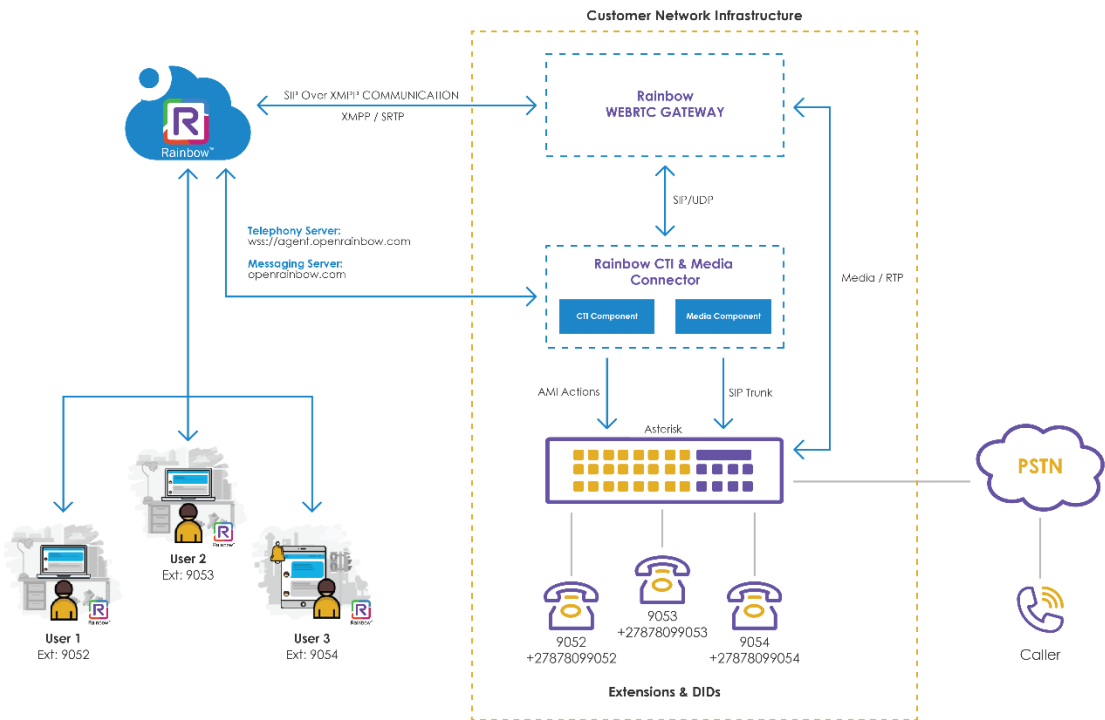
The Admin guide comes into effect once the installation is finished and its target audiences are System Administrators. This guide will walk through the administrative steps required for initial configuration and subsequent software maintenance.

The guide begins with an overview along with screenshots of the application to give the reader an understanding of the user interface design.

A “Table of Contents” is provided at the beginning of this guide with hyperlinks for the ease of navigation.


2.3 Architecture Diagram

Rainbow - CTI & Media Bridge 

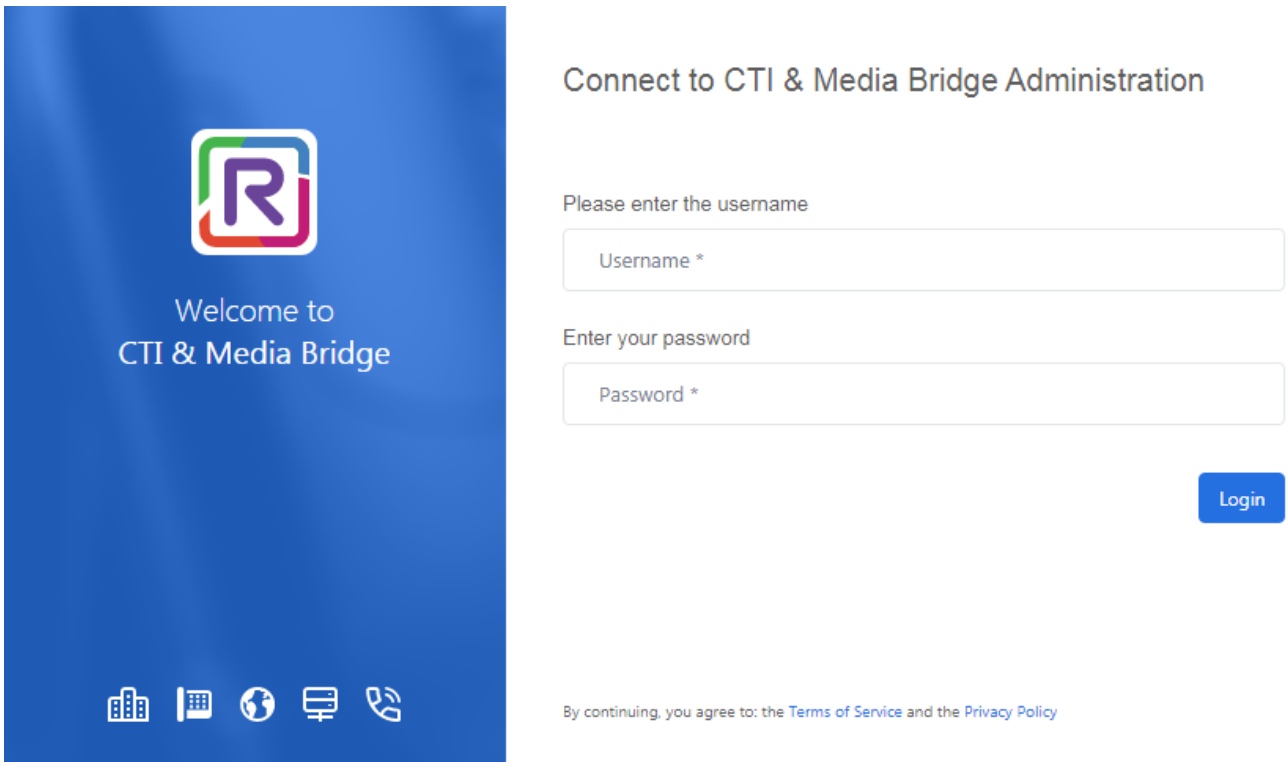


3 Configuration

3.1 Administration - Startup

Launch Rainbow CTI & Media Bridge web administration interface by clicking on the shortcut icon  on the Windows desktop.

This will display a login screen as shown below:



Connect to CTI & Media Bridge Administration

Please enter the username

Enter your password

Login

By continuing, you agree to the [Terms of Service](#) and the [Privacy Policy](#)

Please enter following credentials when you are logging into the Rainbow CTI & Media Bridge for the first time after installation:

Username: admin

Password: admin

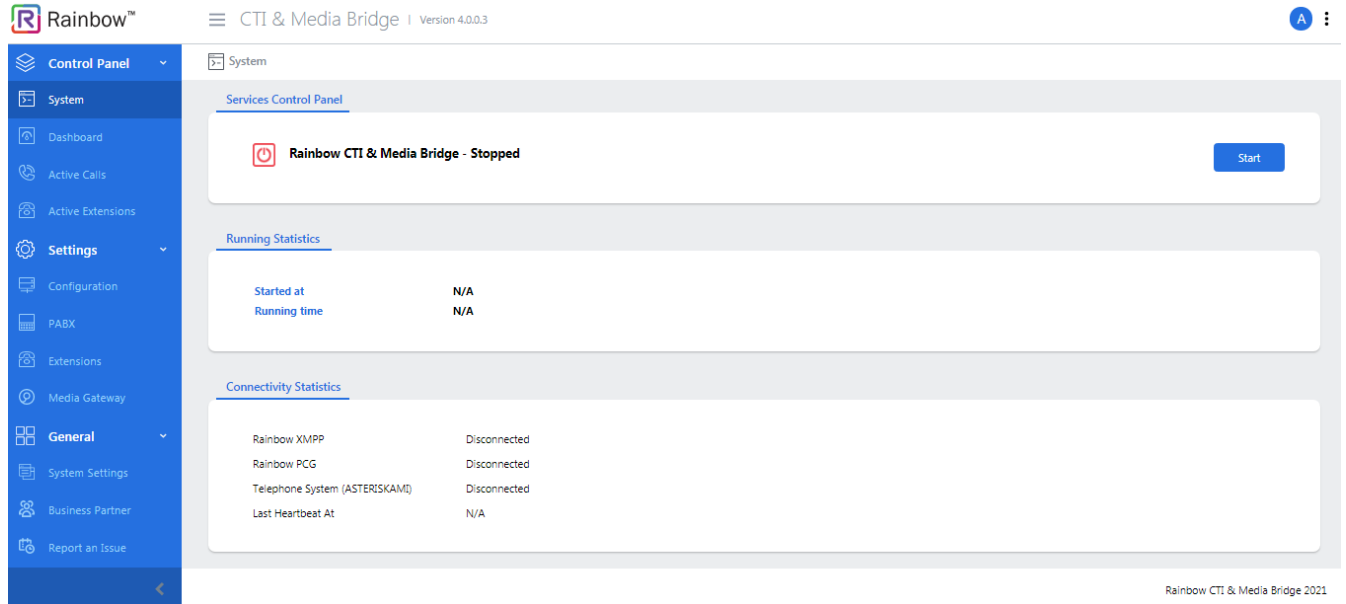
Once logged in, a web interface is displayed that will allow you to navigate around application using the left vertical panel.

The options are grouped under the following categories:

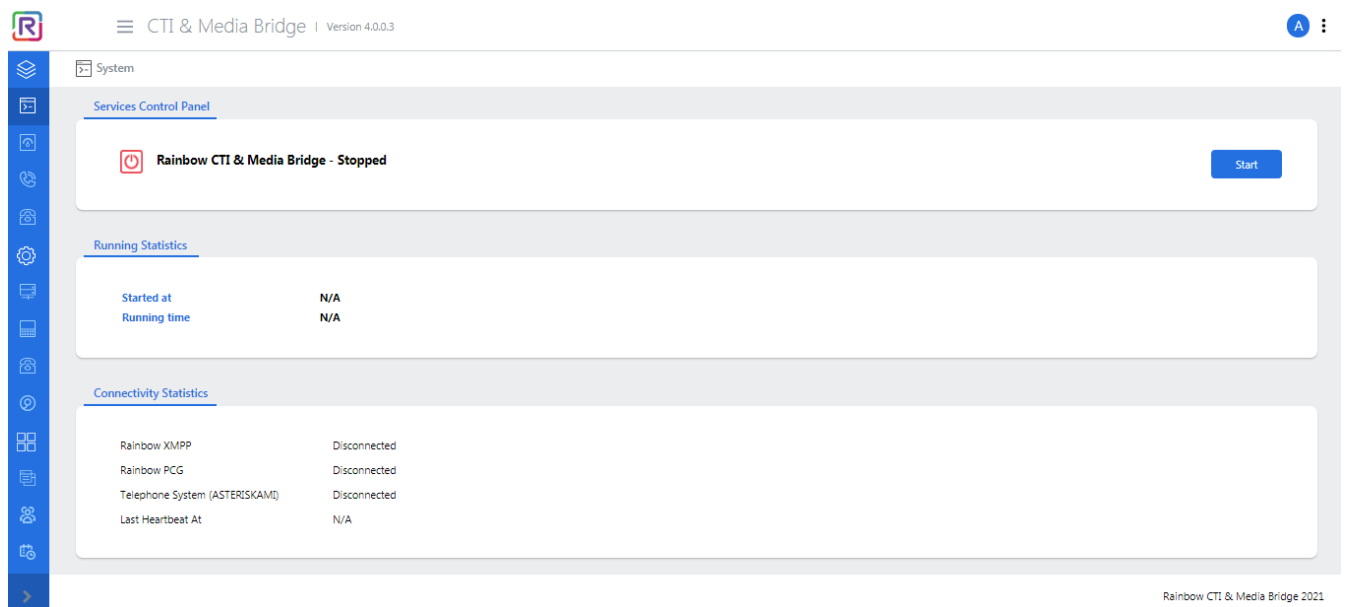
- Control Panel
- Settings
- General

The options can be collapsed and expanded by clicking on the above categories.

There is also a slider control at the bottom that can be used to minimize or maximize the left hand panel.




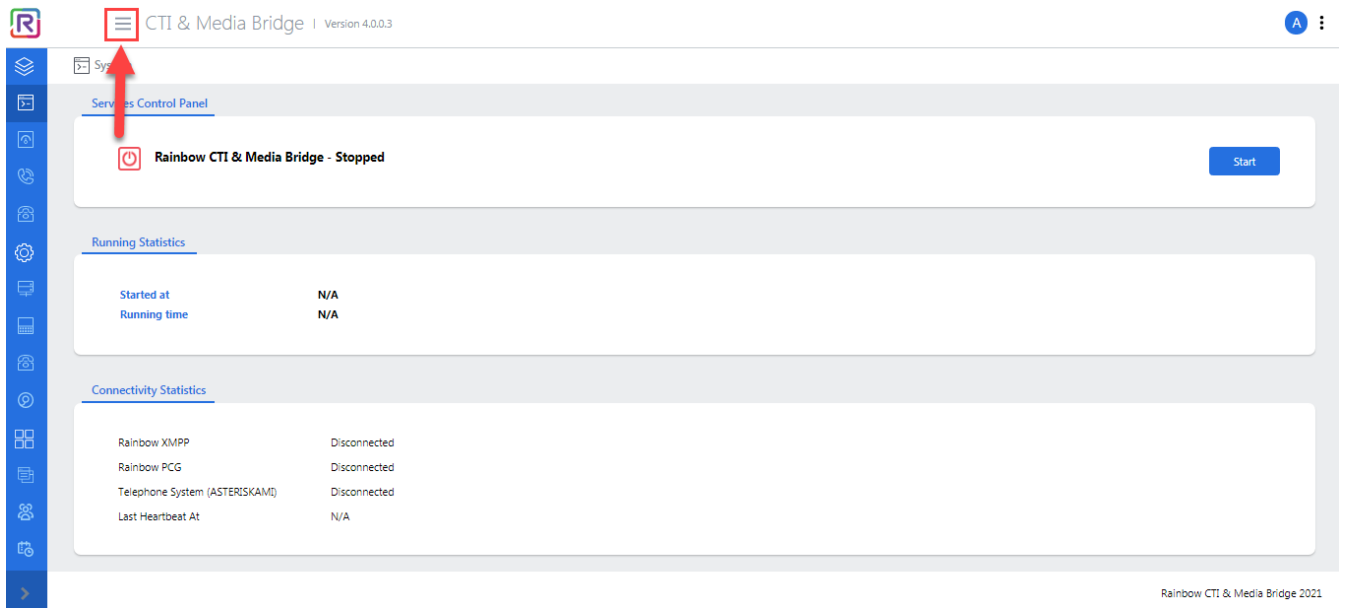
Screenshot-Slider Control with Left Hand Panel Displayed



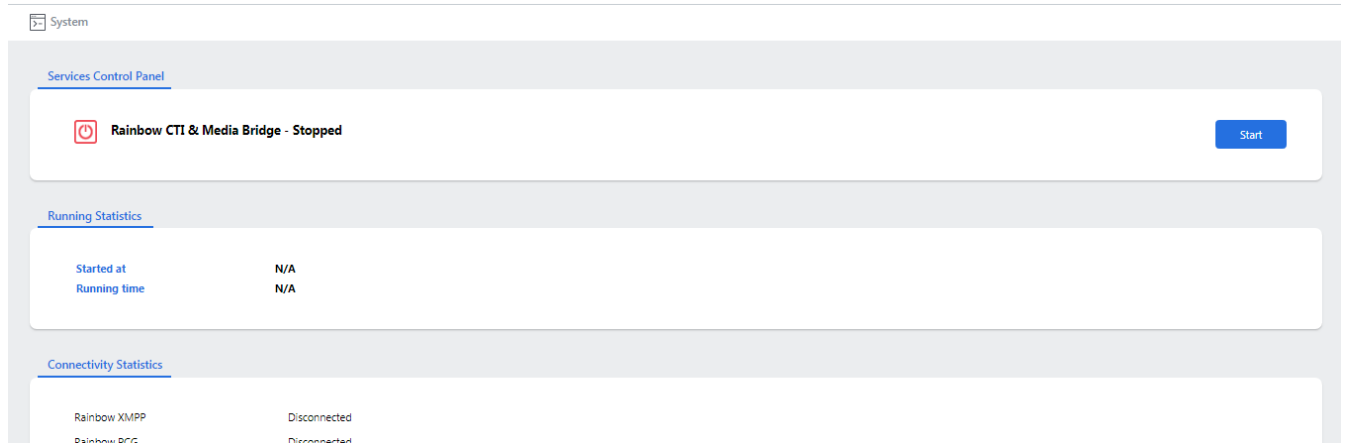
Screenshot-Slider Control with Left Hand Panel Hidden

Similarly, click on the slider control again to show the left hand panel.

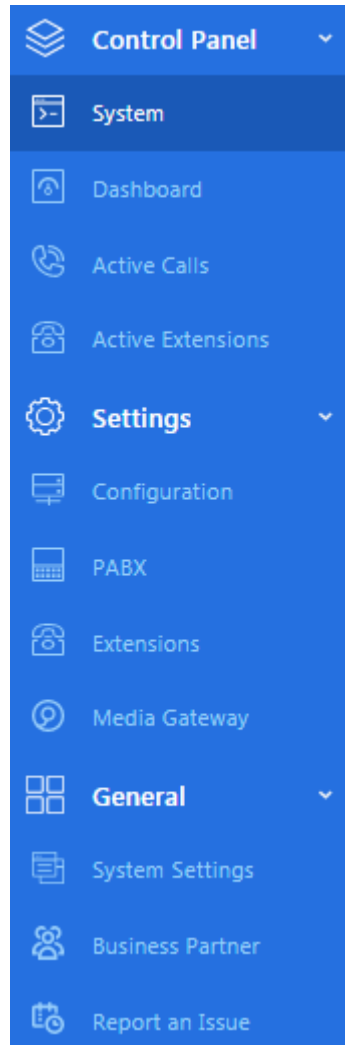
You can also click on  icon next to application title as highlighted below:



This action will hide the entire left panel as shown below:



Below is the full view of that left panel:



Screenshot - Complete list of links in left menu

For every click on the left menu, the main page to the right will change to the corresponding display. As an administrator, it is your responsibility to provide requisite configuration details in each section and customize the application according to your particular requirements. We recommend that you work on these links, in the following order:

- Configuration
- PABX
- Media Gateway
- System
- System Settings

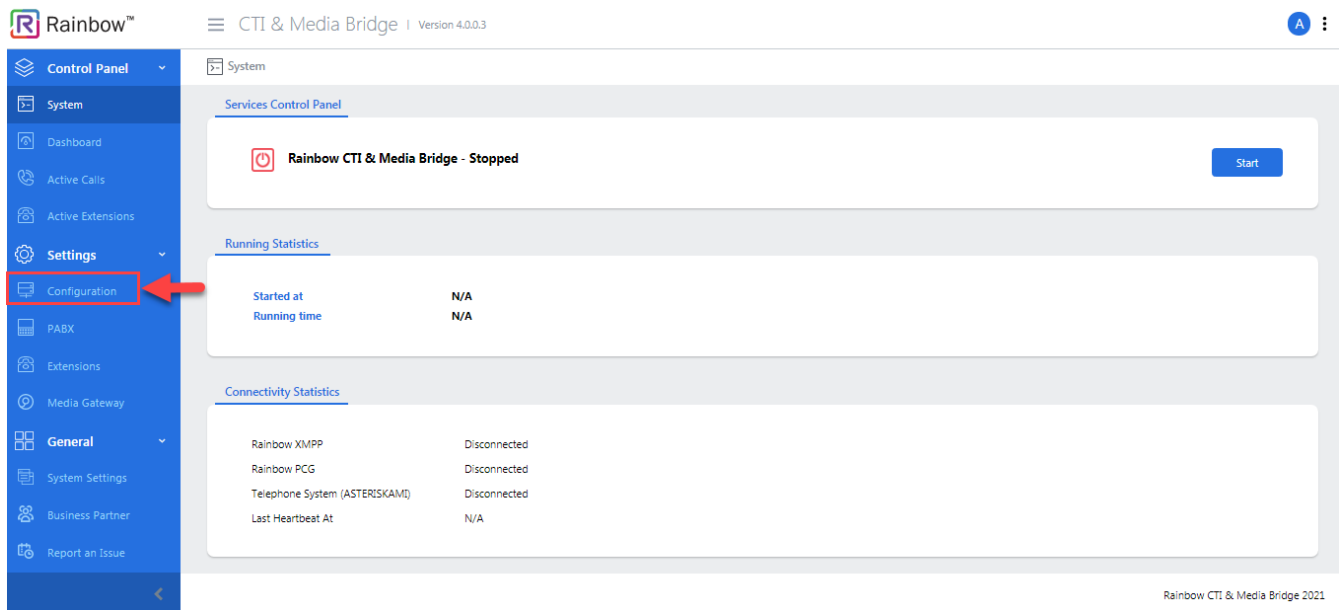
Once you have provided required information in each section, please click on Update/Save button for that section.

Note: *The administration application can also be opened by entering a URL i.e. <http://<IP address>/webAdmin/> e.g. <http://172.20.1.121/webadmin>*

3.2 Configuration Settings

Rainbow CTI & Media Bridge is required to connect with the main Rainbow Server to enable telephony integration. The configuration settings are entered usually during the first time setup; however, they can be updated at any time, if needed.

Go to configuration page by clicking on the Configuration tab from the left menu, as shown below.



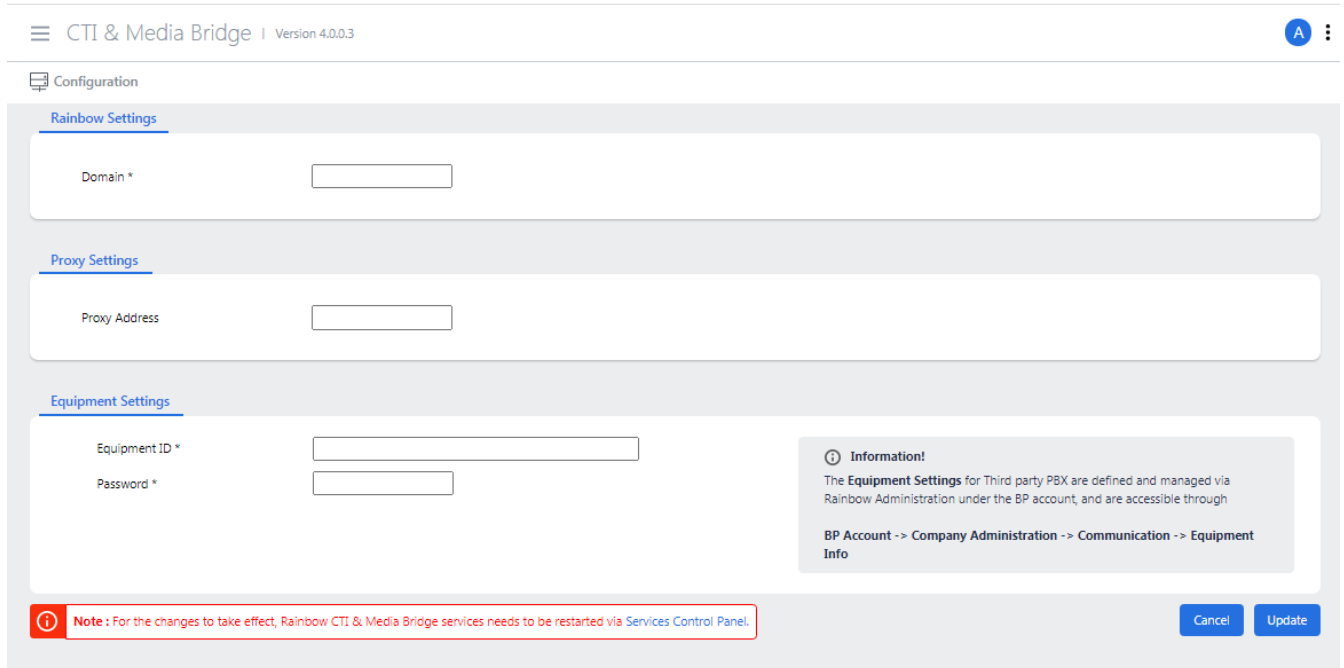
The screenshot displays the Rainbow CTI & Media Bridge administration interface. The left sidebar contains a menu with the following items: Control Panel, System, Dashboard, Active Calls, Active Extensions, Settings, Configuration (highlighted with a red box and a red arrow), PABX, Extensions, Media Gateway, General, System Settings, Business Partner, and Report an Issue. The main content area shows the 'Services Control Panel' with a 'Rainbow CTI & Media Bridge - Stopped' status and a 'Start' button. Below this are sections for 'Running Statistics' and 'Connectivity Statistics'.

Running Statistics	
Started at	N/A
Running time	N/A

Connectivity Statistics	
Rainbow XMPP	Disconnected
Rainbow PCG	Disconnected
Telephone System (ASTERISKAMI)	Disconnected
Last Heartbeat At	N/A

Screenshot-System

You will be presented with the screen, as shown below.



CTI & Media Bridge | Version 4.0.0.3

Configuration

Rainbow Settings

Domain *

Proxy Settings

Proxy Address

Equipment Settings

Equipment ID *

Password *

Information!
The **Equipment Settings** for Third party PBX are defined and managed via Rainbow Administration under the BP account, and are accessible through BP Account -> Company Administration -> Communication -> Equipment Info

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.

Cancel Update

Rainbow CTI & Media Bridge 2021

Screenshot-Configuration

The relevant page is displayed which has the following main sections.

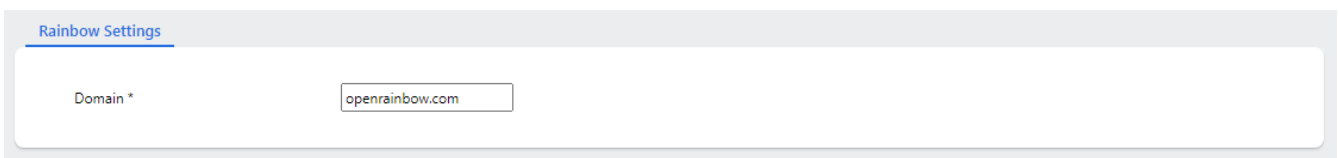
- **Rainbow Settings**
- **Proxy Settings**
- **Equipment Settings**

A screenshot of each section is illustrated below and a separate explanation for each is written underneath the item.

3.2.1 Rainbow Settings

Rainbow fulfillment team with your company's subscription confirmation will provide these settings. The default value for this section is set to 'openrainbow.com', which is valid for the production sites.

Please enter the provided information accordingly, as shown below for illustration.



Rainbow Settings

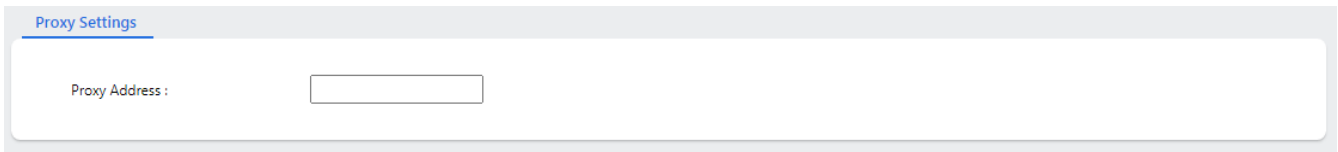
Domain *

Screenshot-Rainbow Settings

3.2.2 Proxy Settings

If a company has a proxy setup in place for outgoing traffic, the proxy address shall be provided as part of the configuration. It is important to note that this field is optional.

Please enter the provided information accordingly, as shown below for illustration.



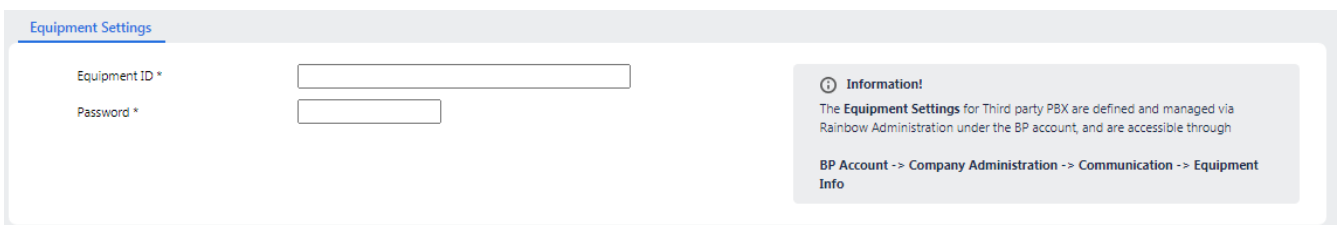
The screenshot shows a web form titled "Proxy Settings". It contains a single input field labeled "Proxy Address :".

Screenshot- Proxy Settings

3.2.3 Equipment Settings

Equipment ID is generated by Rainbow system and shall be provided by Rainbow fulfillment team/business partner with your company's subscription confirmation.

Please enter the provided information accordingly, as shown below for illustration.



The screenshot shows a web form titled "Equipment Settings". It contains two input fields: "Equipment ID *" and "Password *". To the right of these fields is an "Information!" box with the following text: "The Equipment Settings for Third party PBX are defined and managed via Rainbow Administration under the BP account, and are accessible through BP Account -> Company Administration -> Communication -> Equipment Info".

Screenshot-PBX Settings

Finally, once you have entered the details into each field, click **Update**, as shown below.

Configuration

Rainbow Settings

Domain *

Proxy Settings

Proxy Address

Equipment Settings

Equipment ID *

Password *

Information!

The **Equipment Settings** for Third party PBX are defined and managed via Rainbow Administration under the BP account, and are accessible through

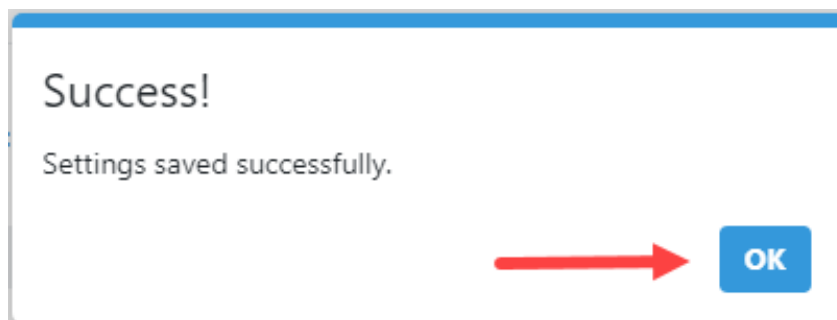
BP Account -> Company Administration -> Communication -> Equipment Info

Note : For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.

Rainbow CTI & Media Bridge 2021

Screenshot-Configuration

You will be presented with the popup window, click **OK**, as shown below.



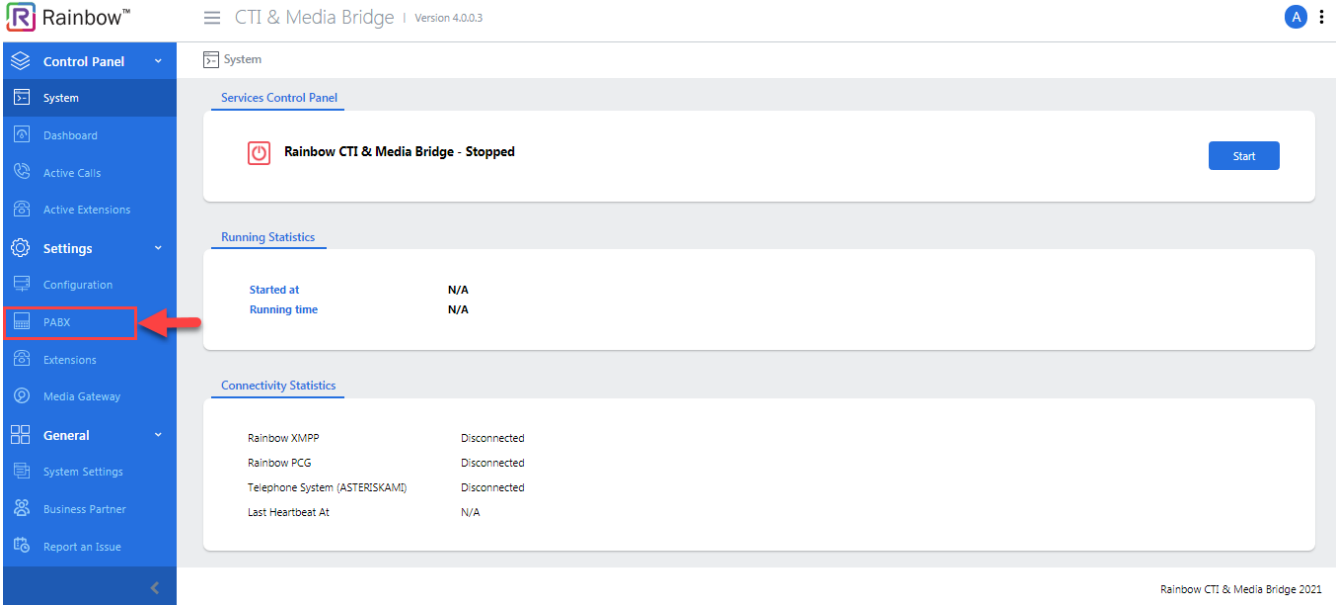
Screenshot-Message from application

NOTE: Once successfully configured, do not change these settings unless advised by Rainbow Support team.

3.3 PABX Settings

Rainbow CTI & Media Bridge is required to connect to Asterisk telephone system to get phonebook information and also to get telephony events and perform call controls.

Click on the PABX tab from the left menu on the screen, as shown.



The screenshot shows the Rainbow CTI & Media Bridge administration interface. The left sidebar menu is visible, with the 'PABX' tab highlighted in red and a red arrow pointing to it. The main content area shows the 'System' page with a 'Services Control Panel' section indicating that 'Rainbow CTI & Media Bridge' is 'Stopped' with a 'Start' button. Below this are 'Running Statistics' and 'Connectivity Statistics' sections.

Running Statistics	
Started at	N/A
Running time	N/A

Connectivity Statistics	
Rainbow XMPP	Disconnected
Rainbow PCG	Disconnected
Telephone System (ASTERISKAMI)	Disconnected
Last Heartbeat At	N/A

Screenshot- System

You will be presented with the screen, as shown below:

PABX

Connectivity Settings

Friendly Name

AMI Settings

IP Address *

Port *

Username *

Password *

Dial Plan Context *

Desk Extension Length

External Outbound Prefix

ⓘ Asterisk Manager Interface (AMI) Settings

The AMI settings are required to establish a CTI communication channel with **Asterisk** for call controls and signaling information.

This includes the IP address of the **Asterisk** telephone system, and the AMI network listener port defined in `"/etc/asterisk/manager.conf"`. Username and password is required for the AMI user (defined in `"/etc/asterisk/manager.conf"`) and it will authenticate to the system. The AMI user defined in **Asterisk** Configurations needs to have read and write access to all objects.

Dial Plan Context is the context name under which SIP Trunk has been setup between **Asterisk** and **Rainbow CTI & Media Bridge**.

SIP Trunk Settings

Port *

Prefix *

ⓘ SIP Trunk Setup!

A SIP trunk setup is required between **asteriskami** and **Rainbow CTI & Media Bridge** application. In **asteriskami**, the SIP trunk should have following set of configurations:

- Disable digest authentication
- No authentication enablement
- UDP as transport medium
- Destination address is the machine IP address on which **Rainbow CTI & Media Bridge** application is installed
- 183** Session in progress enablement to provide ringtone to Rainbow users while making outbound calls
- G711 a-law** should be enabled

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via **Services Control Panel**.

Rainbow CTI & Media Bridge 2021

Screenshot-Asterisk PABX Settings

The relevant page is displayed which has the following main sections.

- **Connectivity Settings**
- **SIP Trunk Settings**

A screenshot of each section is illustrated below and a separate explanation for each is written underneath the item.

3.3.1 Connectivity Settings

Friendly Name field is usually the name that organization has given to the installed telephone system and it is only for better readability purposes. This becomes particularly useful when there are more than one telephony systems in an organization and in that case only IP addresses do not help the administrators to quickly identify the respective systems.

The default value for this field is set to 'ASTERISKAMI' but it can be changed.

IP Address and Port:

Please provide IP address and port number of Asterisk PBX in these fields.

Username and Password:

It is important that the provided user is correctly setup in Asterisk for integration to work properly.

Dial Plan Context & Desk Extension Length:

Enter your Dial Plan context and the number of characters that an extension will comprise of in these field e.g. if extensions in your organization range between 100-999 then you will select 3 as your desk extension length.

External Outbound Prefix

Enter the prefix that must be affixed with extension when used for external outbound calls.

3.3.2 SIP Trunk Settings

Provide configurations for SIP Trunk setup in this sections that are required for connectivity between Asterisk and Rainbow CTI & Media Bridge application. Provide SIP Trunk port address and prefix that will be affixed with the extensions operating with SIP Trunk server.

Once you have entered the details into each field, click **Update**.

PABX

Connectivity Settings

Friendly Name:

AMI Settings

IP Address *:

Port *:

Username *:

Password *:

Dial Plan Context *:

Desk Extension Length:

External Outbound Prefix:

AMI Settings

The AMI settings are required to establish a CTI communication channel with Asterisk for call controls and signaling information.

This includes the IP address of the Asterisk telephone system, and the AMI network listener port defined in "/etc/asterisk/manager.conf". Username and password is required for the AMI user (defined in "/etc/asterisk/manager.conf") and it will authenticate to the system. The AMI user defined in Asterisk Configurations needs to have read and write access to all objects.

Dial Plan Context is the context name under which SIP Trunk has been setup between Asterisk and Rainbow CTI & Media Bridge.

SIP Trunk Settings

Port *:

Prefix *:

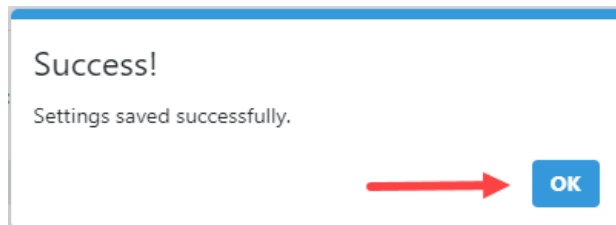
SIP Trunk Setup!

A SIP trunk setup is required between asteriskami and Rainbow CTI & Media Bridge application. In asteriskami, the SIP trunk should have following set of configurations:

- Disable digest authentication
- No authentication enablement
- UDP as transport medium
- Destination address is the machine IP address on which Rainbow CTI & Media Bridge application is installed
- 183 Session in progress enablement to provide ringtone to Rainbow users while making outbound calls
- G711 a-law should be enabled

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.

You will be presented with the popup window, click **OK**, as shown below.



Screenshot-Message from Application

NOTE: Once successfully configured, restart the Rainbow CTI & Media Bridge service for changes to take effect.

3.4 Media Gateway

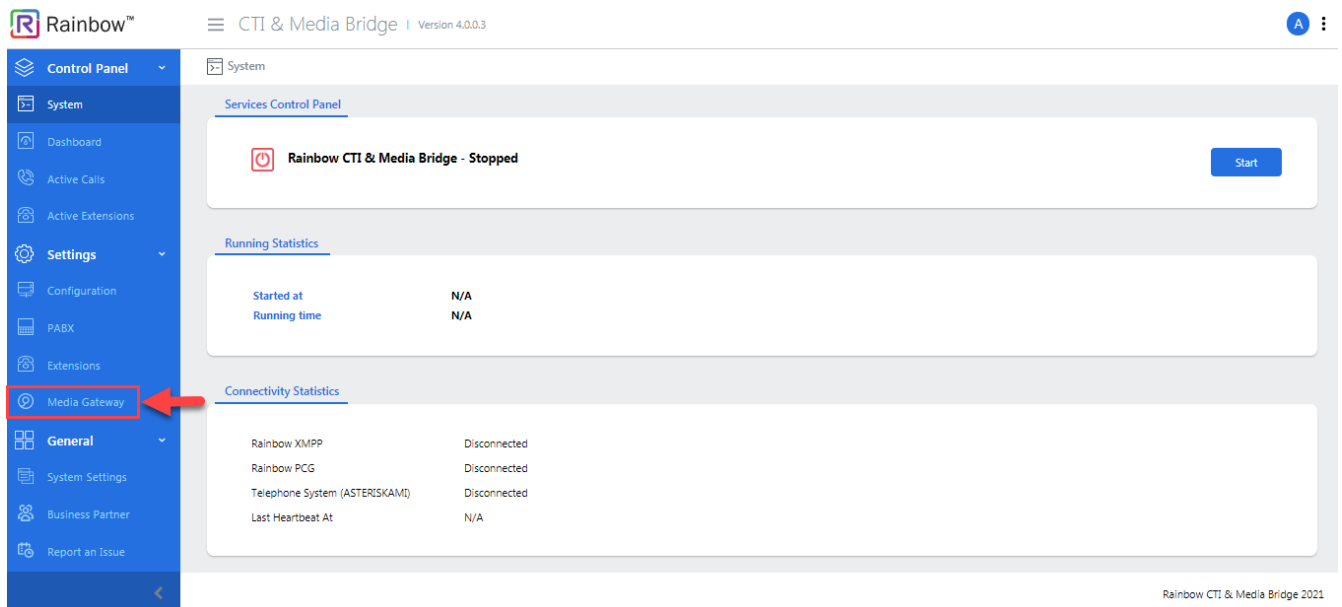
Rainbow CTI and Media Bridge works as a middleware between Rainbow and ALE WebRTC Gateway so that users (with VOIP capability) can receive and take their desk extension (PABX) calls onto their rainbow applications.

It is important that Rainbow WebRTC Gateway is correctly configured before setting up Media Gateway. Media Gateway configuration is necessary if users are setup to receive their business phone calls on their Rainbow applications.

For more detailed information on webRTC Gateway configuration, please check:

<https://support.openrainbow.com/hc/en-us/articles/360019337180-WebRTC-gateway-installation-and-configuration-for-third-party-PBX>

Click on the Media Gateway tab from the left menu on the screen, as shown.



Screenshot-System

You will be presented with the screen, as shown below.

CTI & Media Bridge | Version 4.0.0.3 A

Media Gateway

Media Settings

Media Server IP *

webRTC Gateway

IP *

SIP Port *

Media Setting & webRTC Gateway

Media Server IP is the IP address of the machine on which **Rainbow CTI & Media Bridge** application is installed. This IP address needs to be provided (in the below command) while configuring **webRTC Gateway**.

mpconfig --PBX_DOMAIN="0.0.0.0"

Following set of commands can be used to check the configuration and running status for **webRTC Gateway**.

Remote Extensions Numbering Plan

Prefix

Same Prefix configured in PABX

Other Number

Extension Pattern

Desk extension

A random extension of length

Remote Extensions Numbering Plan

Remote Extensions are entities that are managed by **Rainbow CTI & Media Bridge** application to handle calls received from telephone system via SIP trunk. The number pattern for these extensions should not conflict with the numbering plan already defined in **asteriskami**, else the calls will not be transferred to **Rainbow CTI & Media Bridge** application via SIP Trunk.

The number format for remote extensions is divided into two parts. The first part is the prefix for the remote extension number; which can either be the same as the prefix defined while setting up the SIP trunk in **asteriskami** or can be a different custom number. Along with prefix, the second part of remote extension number can either be a random number of selected length or can be same as desk

Caller ID policy for VOIP calling

No policy for Caller ID

Set policy for Caller ID

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.

Rainbow CTI & Media Bridge 2021

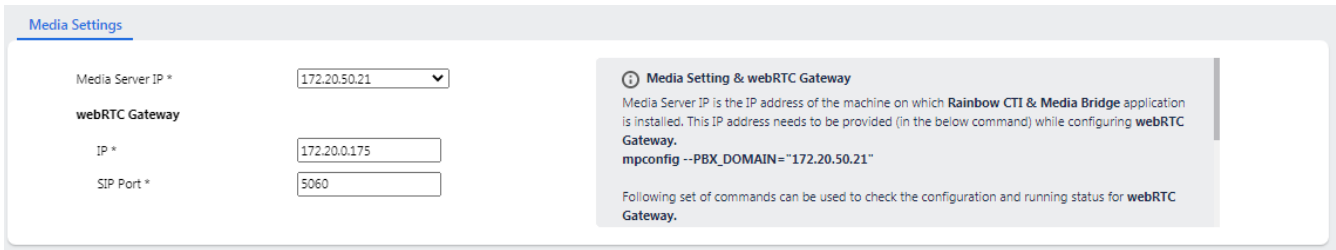
Screenshot - Media Gateway

The relevant page is displayed which has the following main sections.

- **Media Settings**
- **Remote Extensions Numbering Plan**
- **Caller ID Policy for VOIP calling**

3.4.1 Media Settings

Please select the IP address using which the Media Gateway services will be communicating to webRTC Gateway. Also provide the IP address and port on which webRTC Gateway services are running. In most cases, Port will remain the same i.e. 5060 and so only IP address of the webRTC Gateway needs to be provided.



Screenshot - Media Gateway Settings

3.4.2 Remote Extensions Numbering Plan

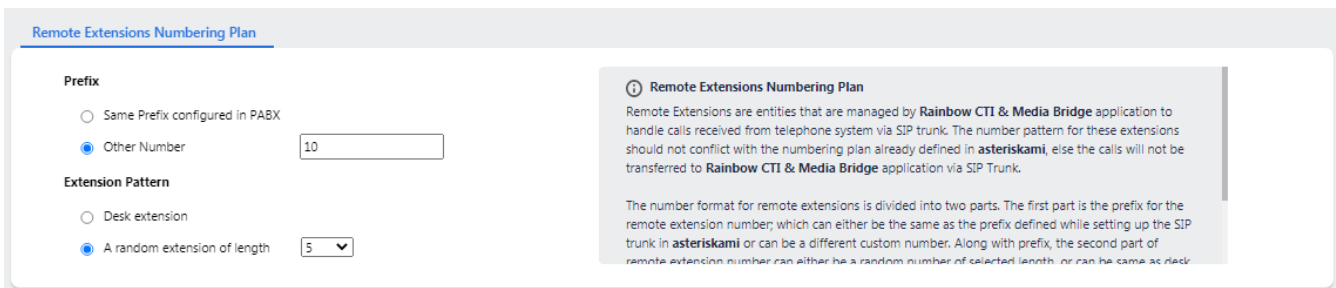
Remote Extensions are entities that are managed by Rainbow CTI & Media Bridge application to handle calls received from telephone system via SIP trunk. Remote Extension Prefix is required so that internal extensions do not conflict with PBX existing dial plan).

Prefix

You can either select the prefix of these remote extensions same as SIP Trunk prefix configured in PABX settings section or you can assign some other prefix by selecting the appropriate option.

Extension Pattern

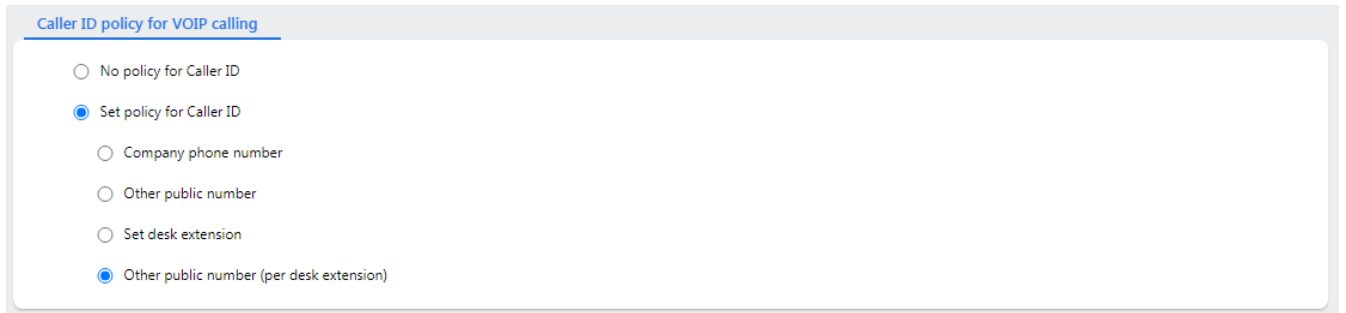
Select whether you want to use similar extension pattern as opted in PABX settings or do you want to use a random extension length. If you opt for a random extension length, then please do mention the exact length from the drop down next to this option.



Screenshot-Remote Extensions Numbering Plan Settings

3.4.3 Caller ID Policy for VOIP calling

You can select a particular policy for Caller ID option in this section. Simply opt for first option if you don't want to adopt a policy. If you select the second option, another menu opens up as displayed below:



Caller ID policy for VOIP calling

- No policy for Caller ID
- Set policy for Caller ID
 - Company phone number
 - Other public number
 - Set desk extension
 - Other public number (per desk extension)

Screenshot-Caller ID policy for VOIP Calling

Company Phone Number

Enter company phone number that you want to display as caller ID when a call is received on another extension from your extension.

Other Public Number

Enter some random public number that you want to display as caller ID when a call is received on another extension from your extension.

Set Desk extension

Select this option if you want to display your assigned desk extension as caller ID when a call is received on another extension from your extension.

Company Public Number (Per Desk Extension)

Select this option if you want to display some other public number that is assigned as your desk extension as caller ID when a call is received on another extension from your extension.

Once you have entered the details into each field, click **Update**, as shown below.

Media Gateway

Media Settings

Media Server IP *

webRTC Gateway

IP *

SIP Port *

Media Setting & webRTC Gateway

Media Server IP is the IP address of the machine on which **Rainbow CTI & Media Bridge** application is installed. This IP address needs to be provided (in the below command) while configuring **webRTC Gateway**.

mpconfig --PBX_DOMAIN="172.20.50.21"

Following set of commands can be used to check the configuration and running status for **webRTC Gateway**.

Remote Extensions Numbering Plan

Prefix

Same Prefix configured in PABX

Other Number

Extension Pattern

Desk extension

A random extension of length

Remote Extensions Numbering Plan

Remote Extensions are entities that are managed by **Rainbow CTI & Media Bridge** application to handle calls received from telephone system via SIP trunk. The number pattern for these extensions should not conflict with the numbering plan already defined in **asteriskami**, else the calls will not be transferred to **Rainbow CTI & Media Bridge** application via SIP Trunk.

The number format for remote extensions is divided into two parts. The first part is the prefix for the remote extension number; which can either be the same as the prefix defined while setting up the SIP trunk in **asteriskami** or can be a different custom number. Along with prefix, the second part of remote extension number can either be a random number of selected length or can be same as desk

Caller ID policy for VOIP calling

No policy for Caller ID

Set policy for Caller ID

Company phone number

Other public number

Desk extension

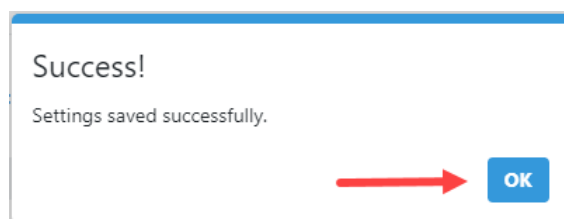
Other public number (per desk extension)

Note : For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via **Services Control Panel**.

Rainbow CTI & Media Bridge 2021

Screenshot - Media Gateway

You will be presented with the popup window, click **OK**, as shown below.

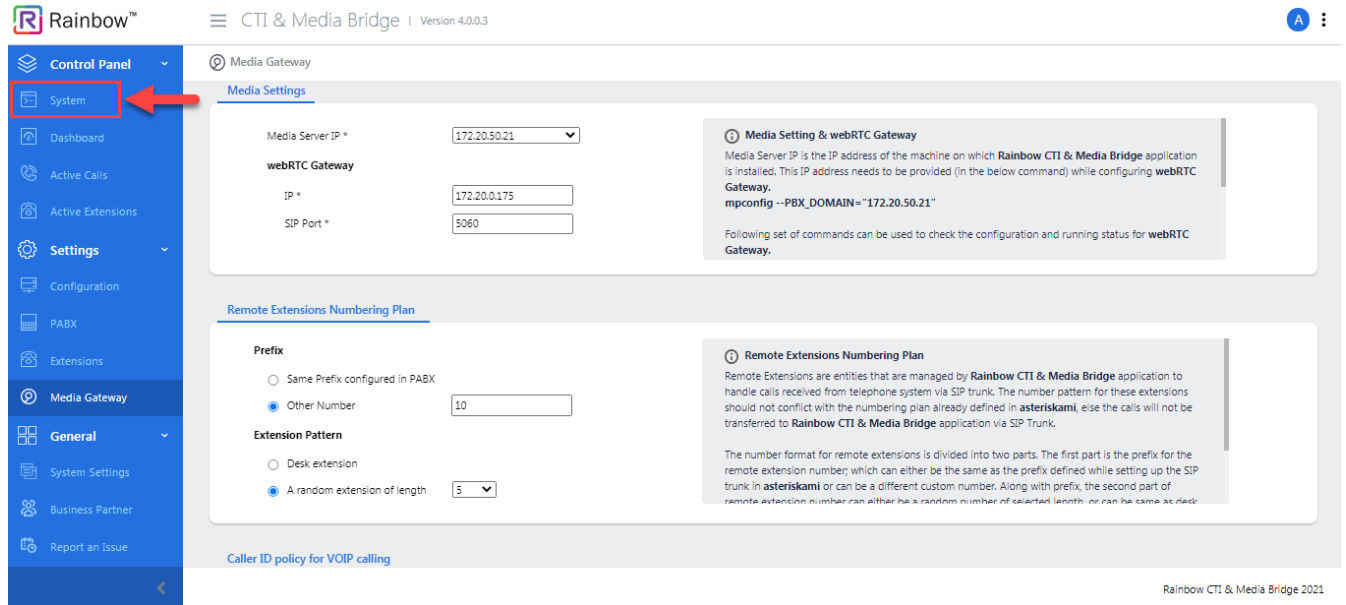


Screenshot-Message from Application

3.5 Starting and Stopping Rainbow CTI & Media Bridge Service

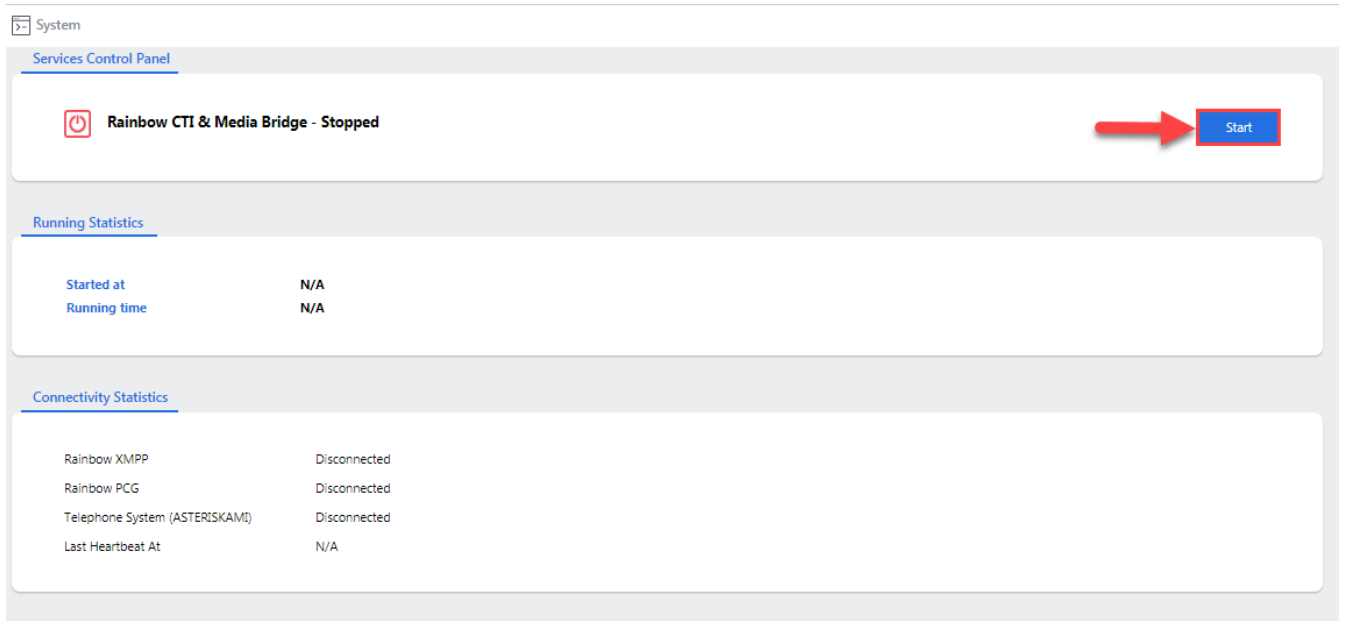
Once the configuration is updated, Rainbow CTI & Media Bridge Service can be started to establish a connection with Rainbow Server.

Go to system screen by clicking on “**System**”, as shown below.



Screenshot - Media Gateway

The “**System**” screen provides an easy interface to start or stop the service without the need to go to Windows Services Control Manager.



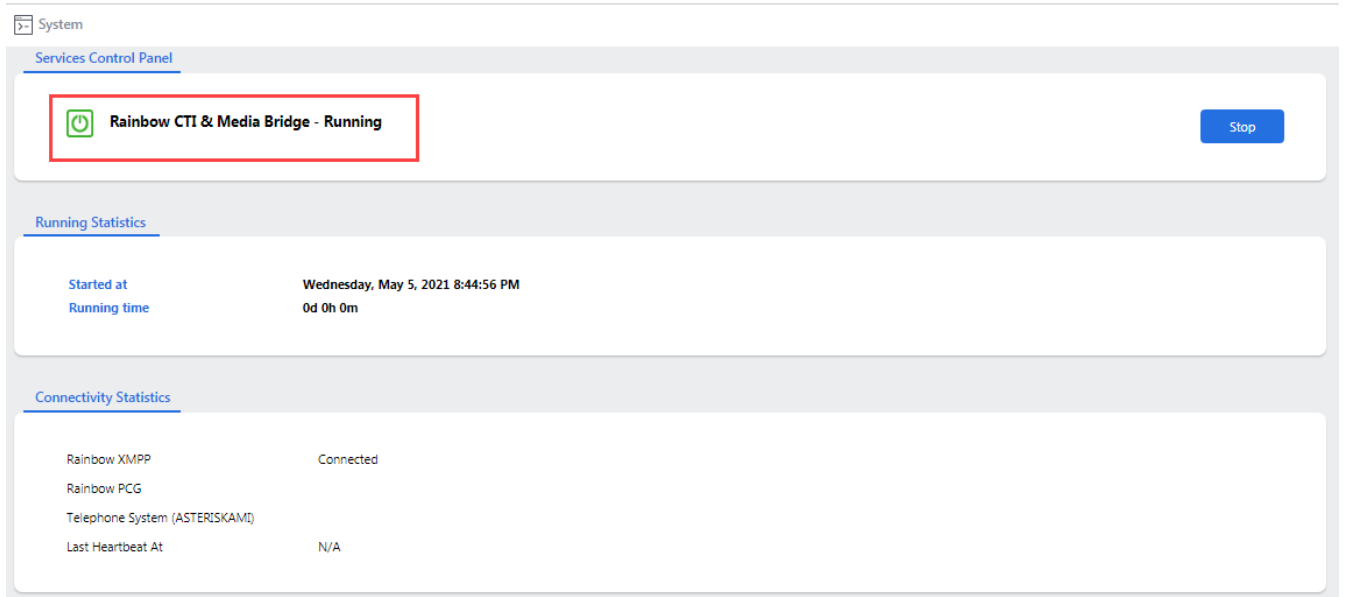
Rainbow CTI & Media Bridge 2021

Screenshot - System

The Service screen displays the status of the Rainbow CTI & Media Bridge service. Using this screen, you can either start or stop the service.

On the left, you will see an LED indicating the current state of the service. A **Green** LED icon indicates that this service is running. A **Red** LED icon indicates that it is stopped. You can find the Stop or Start button on the right. Click that button to either start or stop the service.

The figure below shows the state when Rainbow CTI & Media Bridge service is in running state.

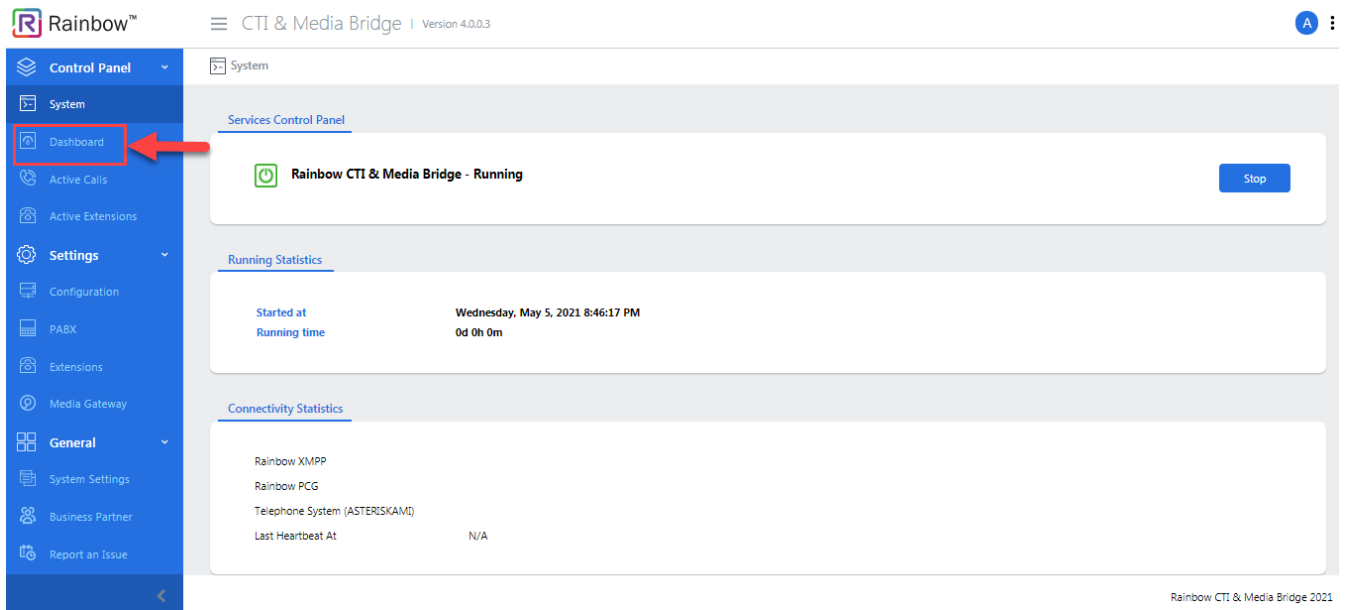


Screenshot- System

4 Calls and Extensions

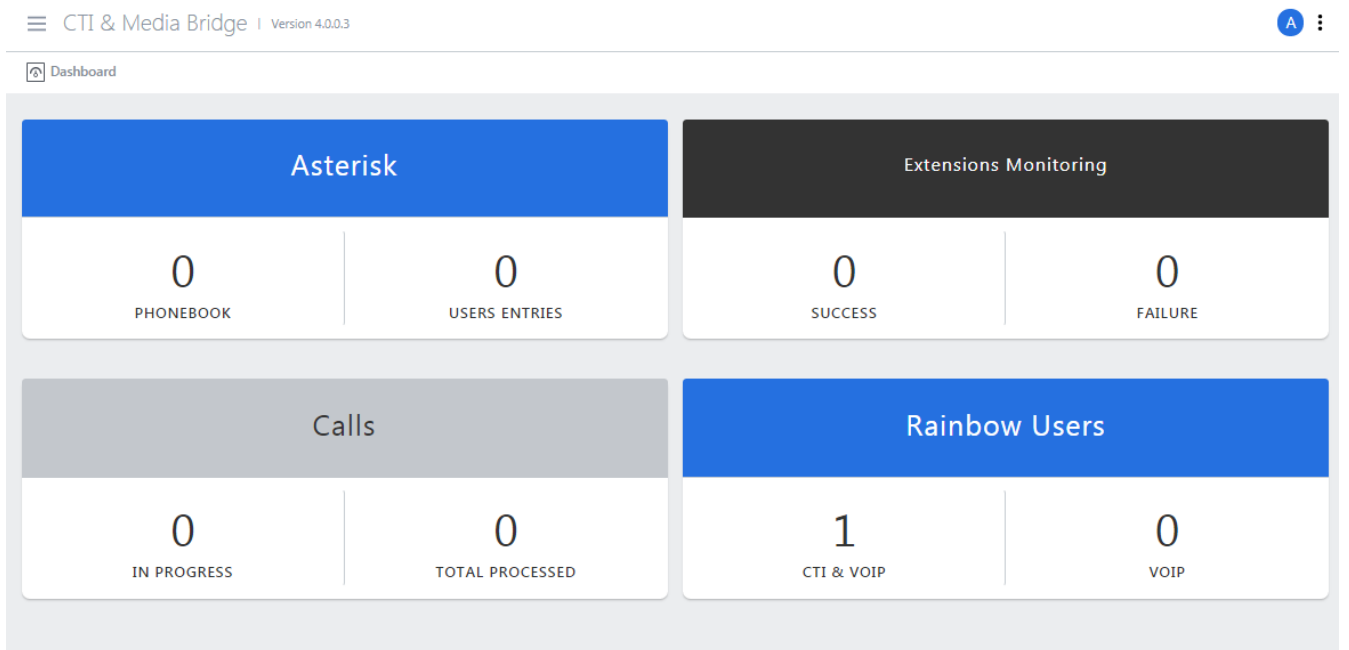
4.1 Dashboard

Rainbow CTI & Media Bridge has a number of pre-selected statistics such as **CTI Connector connection status**, **Monitored & Un-monitored extensions list** and **On-going Calls**. To view statistics, click on the **Dashboard** from the left menu, as shown below.



Screenshot -System

You will be presented with the screen, as shown below.



Rainbow CTI & Media Bridge 2021

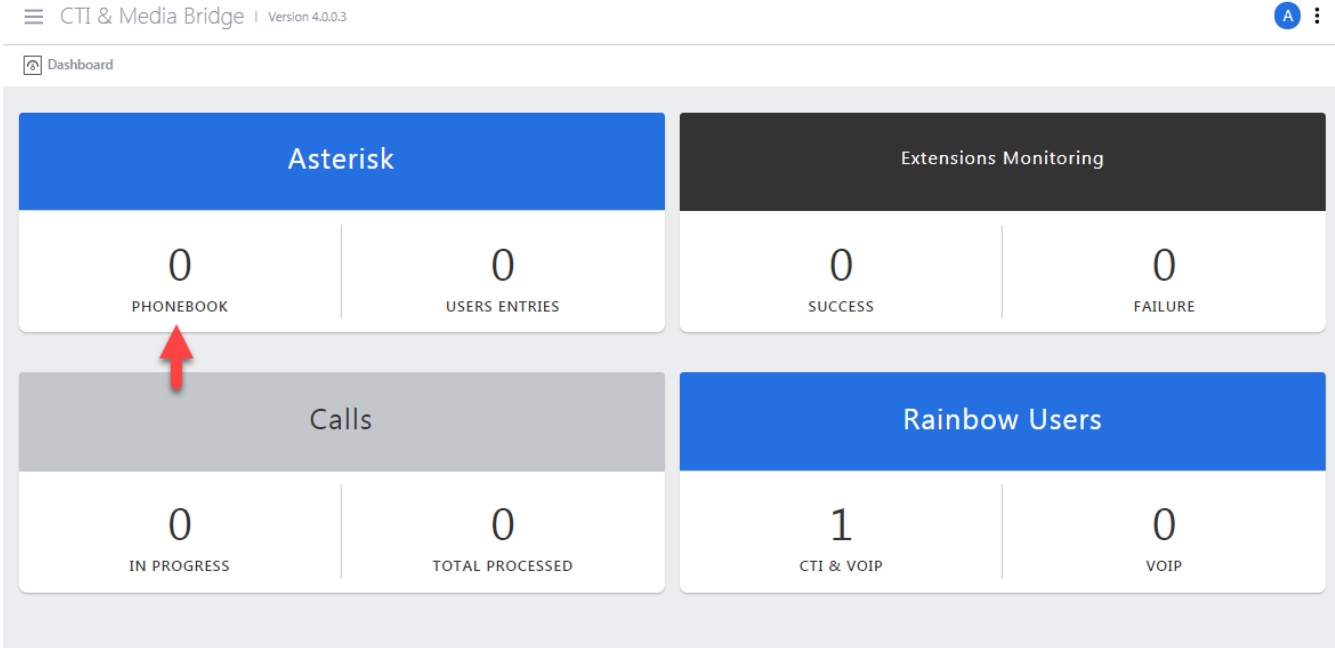
Screenshot-Dashboard

The dashboard tab provides wealth of information that can fast track troubleshooting.

4.2 Extensions & User Entries

Rainbow CTI & Media Bridge retrieves the list of total extensions/users entries available in Asterisk PBX and sends that information to Rainbow Server. This information is then made available in Rainbow Enterprise configuration.

If you want to see the list of telephone extensions/Users entries, click on the **PHONEBOOK**, as shown below.



CTI & Media Bridge | Version 4.0.0.3

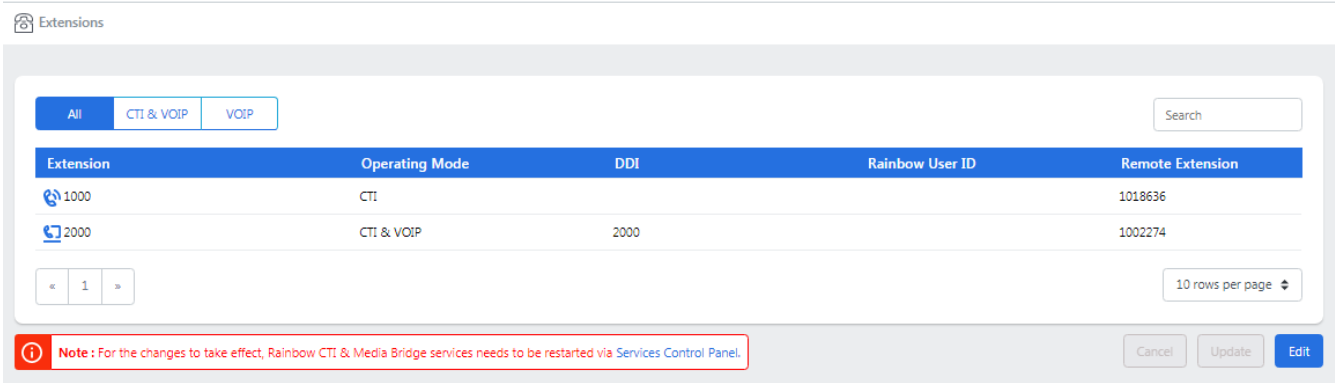
Dashboard

Asterisk		Extensions Monitoring	
0 PHONEBOOK	0 USERS ENTRIES	0 SUCCESS	0 FAILURE
Calls		Rainbow Users	
0 IN PROGRESS	0 TOTAL PROCESSED	1 CTI & VOIP	0 VOIP

Rainbow CTI & Media Bridge 2021

Screenshot-Dashboard

You will be presented with the screen, as shown below:



Extensions

All CTI & VOIP VOIP Search

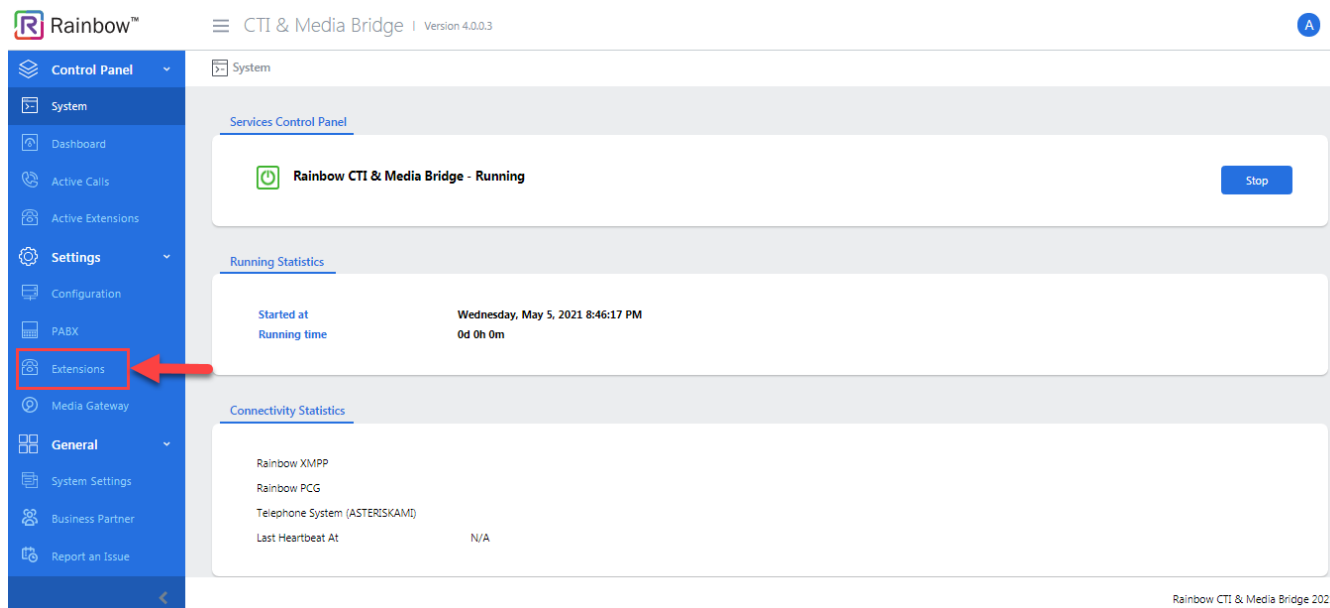
Extension	Operating Mode	DDI	Rainbow User ID	Remote Extension
1000	CTI			1018636
2000	CTI & VOIP	2000		1002274

1 10 rows per page

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel. Cancel Update Edit

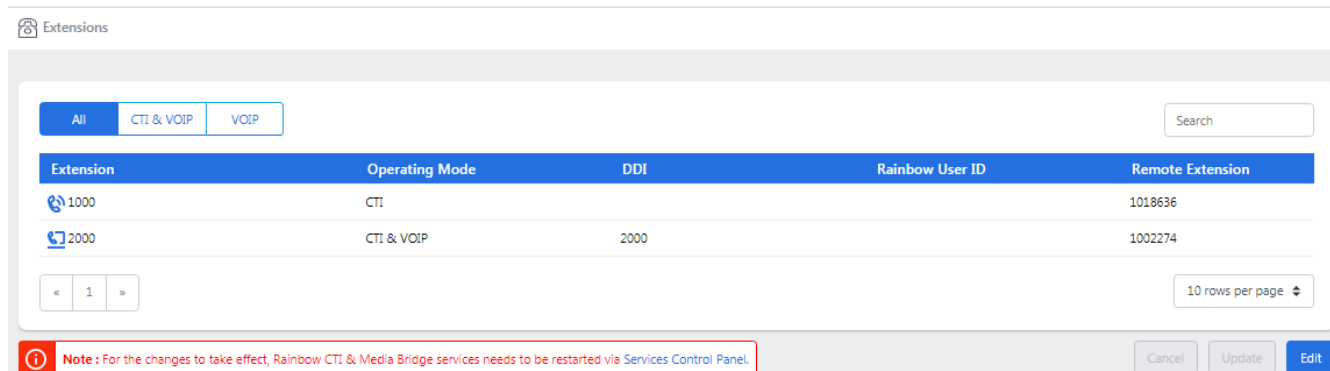
Screenshot- Extensions

You can also go to extensions screen by clicking on the Extensions tab from the left menu, as shown.



Screenshot- System

You will be presented with the screen, as shown below



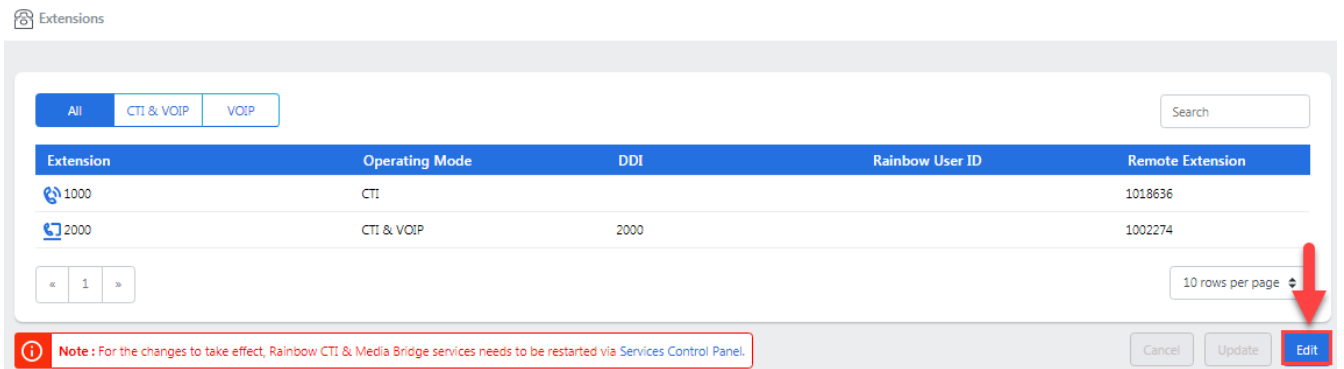
Screenshot- Extensions

4.2.1 CTI & VOIP

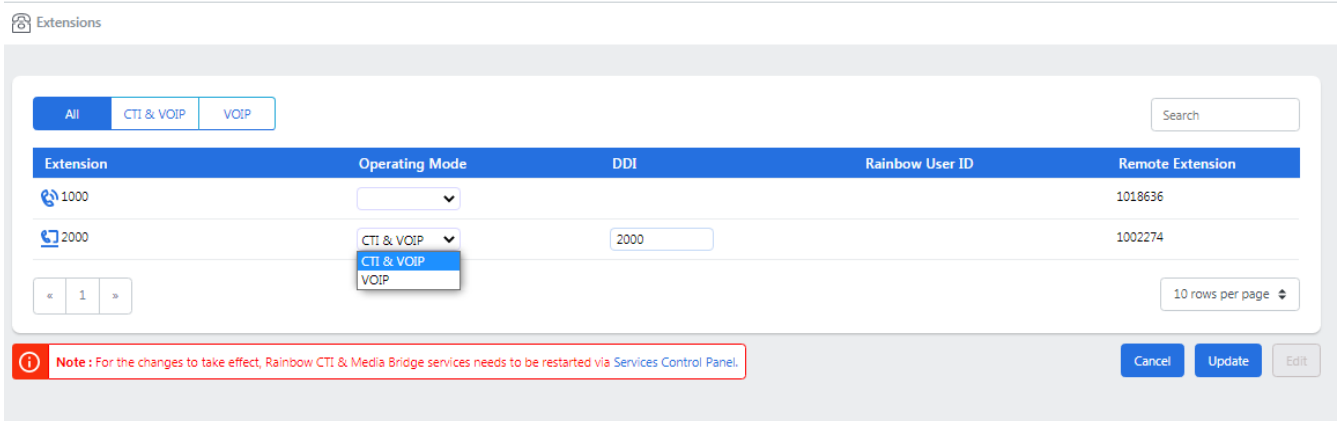
VOIP introduces a routing menu Other Number in the Rainbow application to forward the PBX calls to a second extension configured with an external or internal number. It is based on Virtual Extension device on the Media Gateway.

Note: Every new extension will have CTI & VOIP set as operating mode.

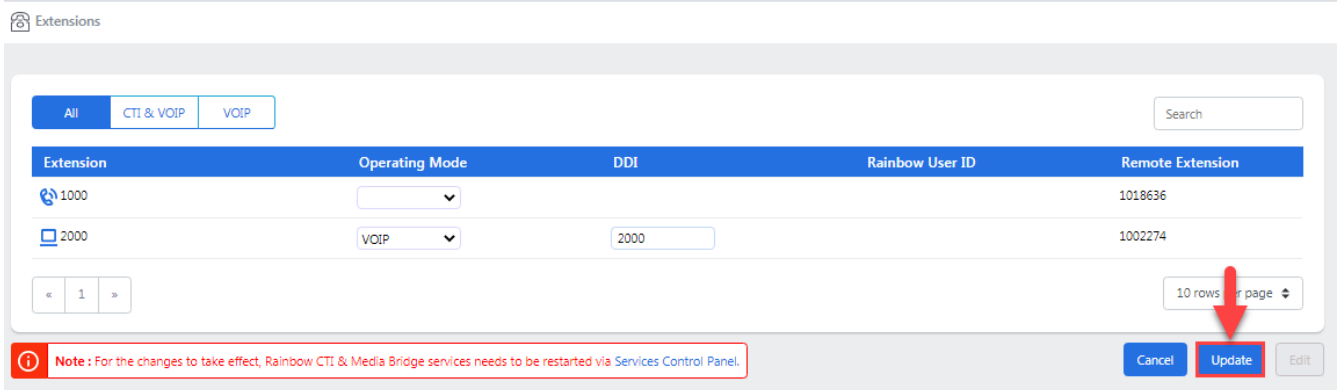
If you want to assign just VOIP as operating mode to an existing extension then select CTI option from the drop down menu after clicking on **Edit** button. Once you have set the options, click **Update** as shown below:



Screenshot - Edit Button on Extensions Page

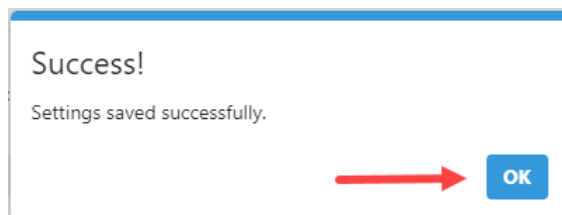


Screenshot - Updating Operating Mode of an Extension



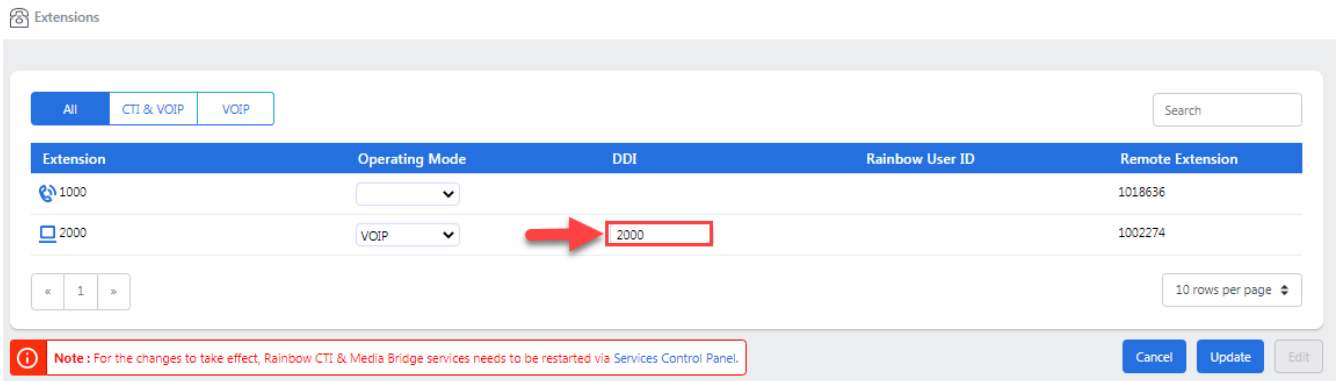
Screenshot-Updating Extensions

You will be presented with the popup window, click **OK**, as shown below.



Screenshot-Message from Application

While updating the Operating Mode of added extensions, you can also set DDI information for these extensions as shown below:



Extensions

All CTI & VOIP VOIP Search

Extension	Operating Mode	DDI	Rainbow User ID	Remote Extension
1000				1018636
2000	VOIP	2000		1002274

< 1 > 10 rows per page

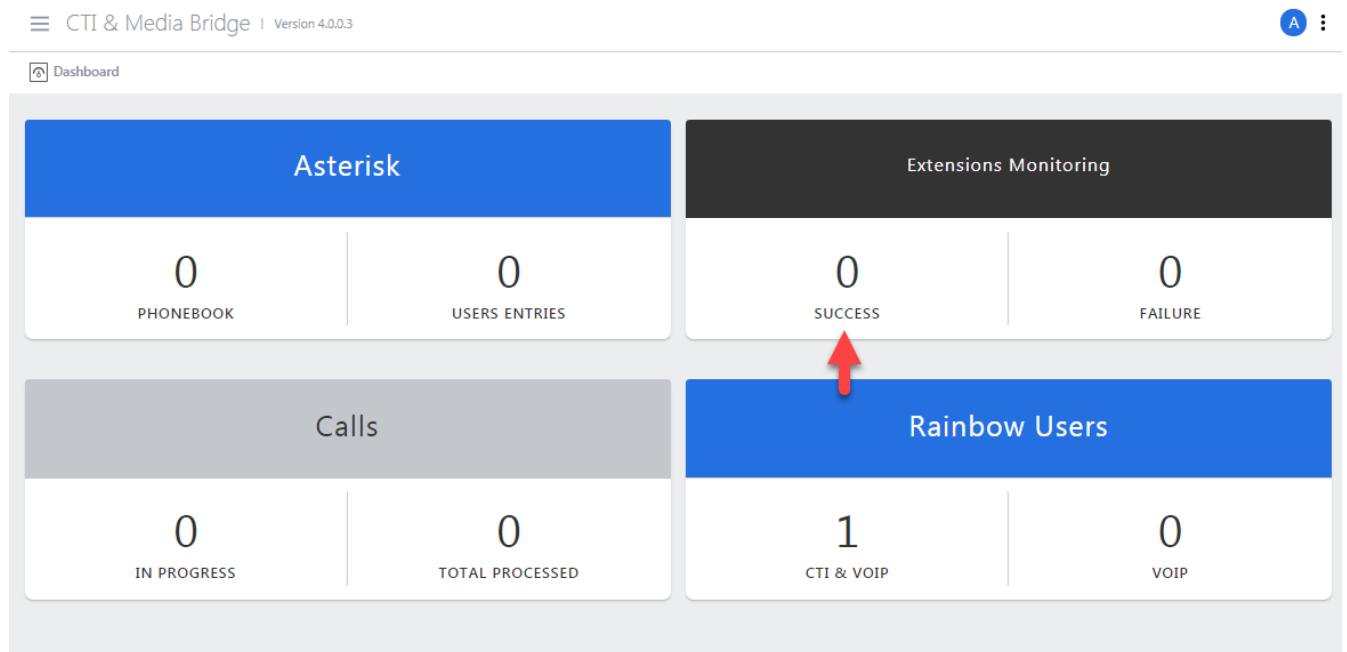
Note : For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel. Cancel Update Edit

Screenshot- Extensions

4.3 Monitored Extensions

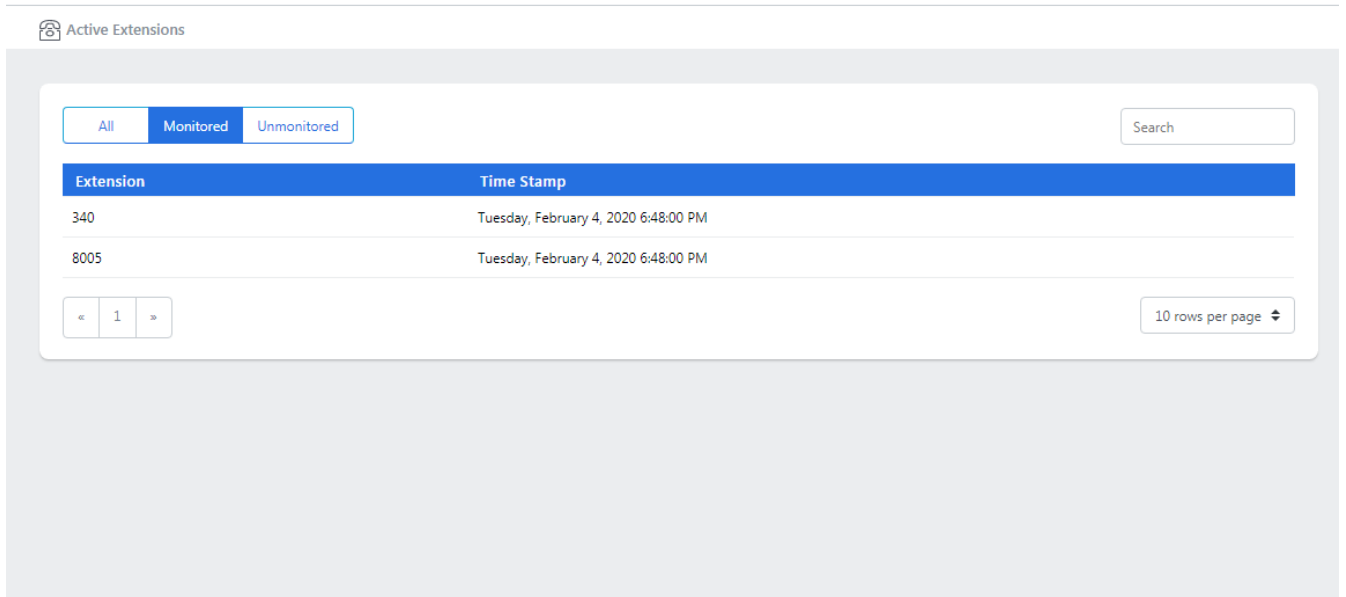
Once necessary configuration is done in Rainbow Enterprise configuration, the information of telephone extensions that need to be monitored is sent to CTI & Media Bridge. The “Monitored Extensions” shows the total number of extensions that are successfully registered for monitoring by CTI & Media Bridge.

If you want to see the list of telephone extensions monitored, click on the SUCCESS from **Extension Monitoring** widget, as shown below.



Screenshot-Dashboard

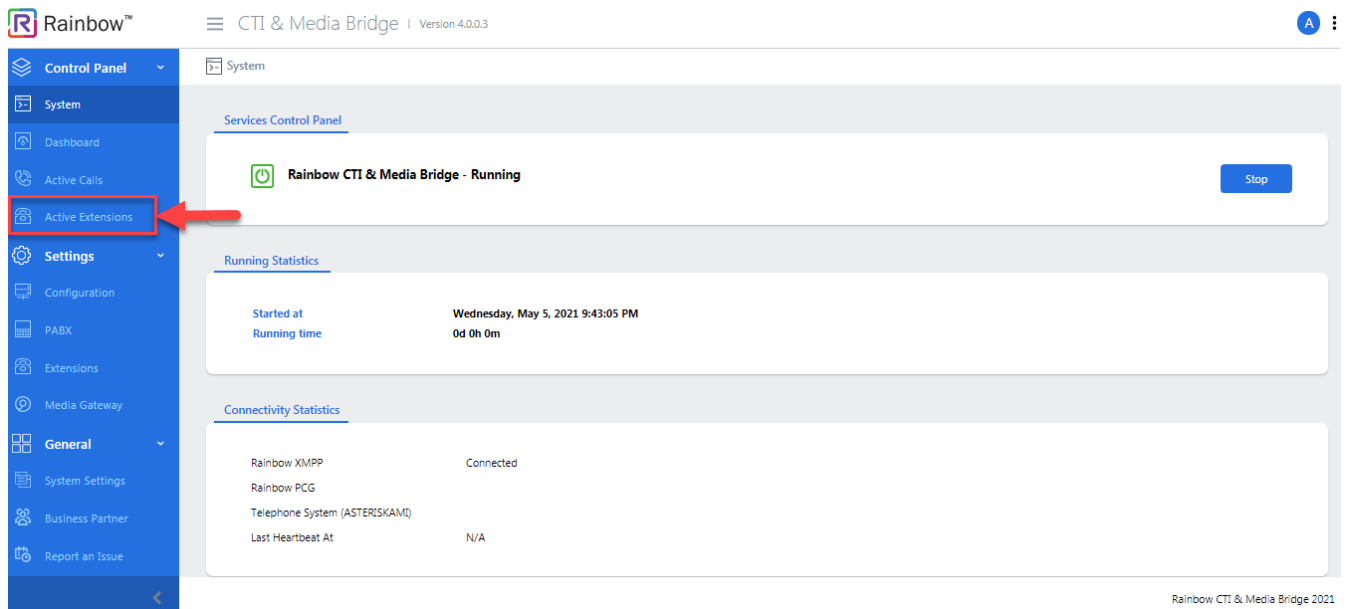
You will be presented with the screen, as shown below



Rainbow CTI & Media Bridge 2021

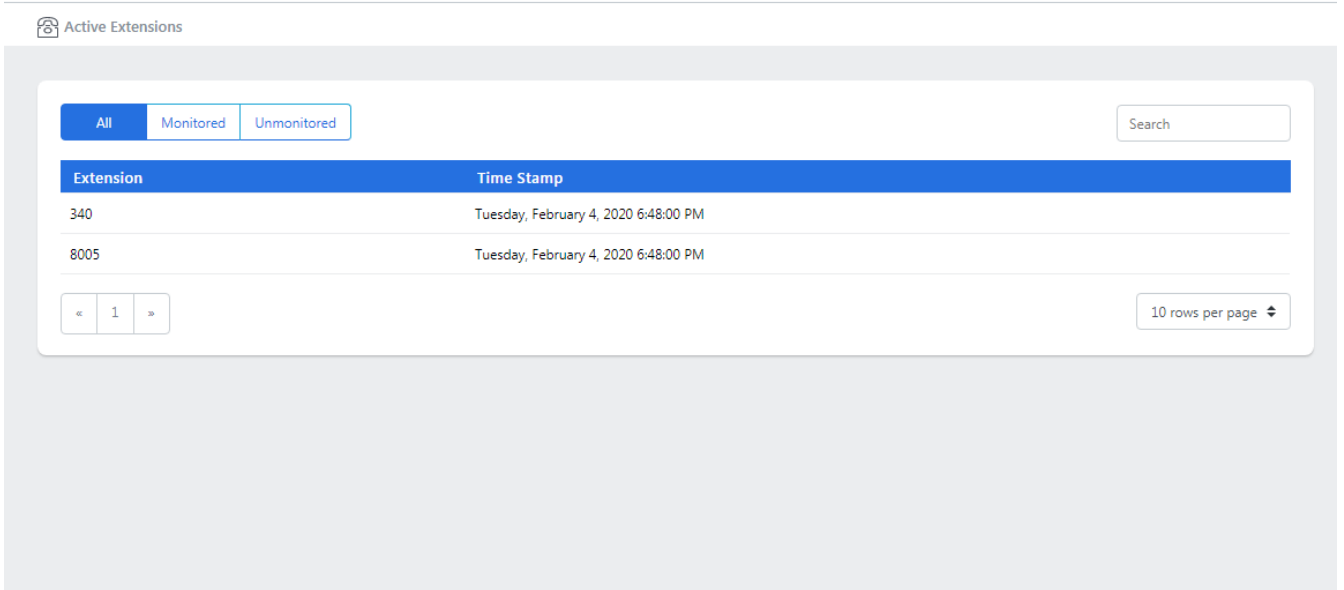
Screenshot-Monitored Extensions

You can also go to statistics screen by clicking on the Active Extensions option in the left menu, as shown.



Screenshot-System

You will be presented with the list of both monitored and unmonitored extensions, as shown below:



Active Extensions

All Monitored Unmonitored Search

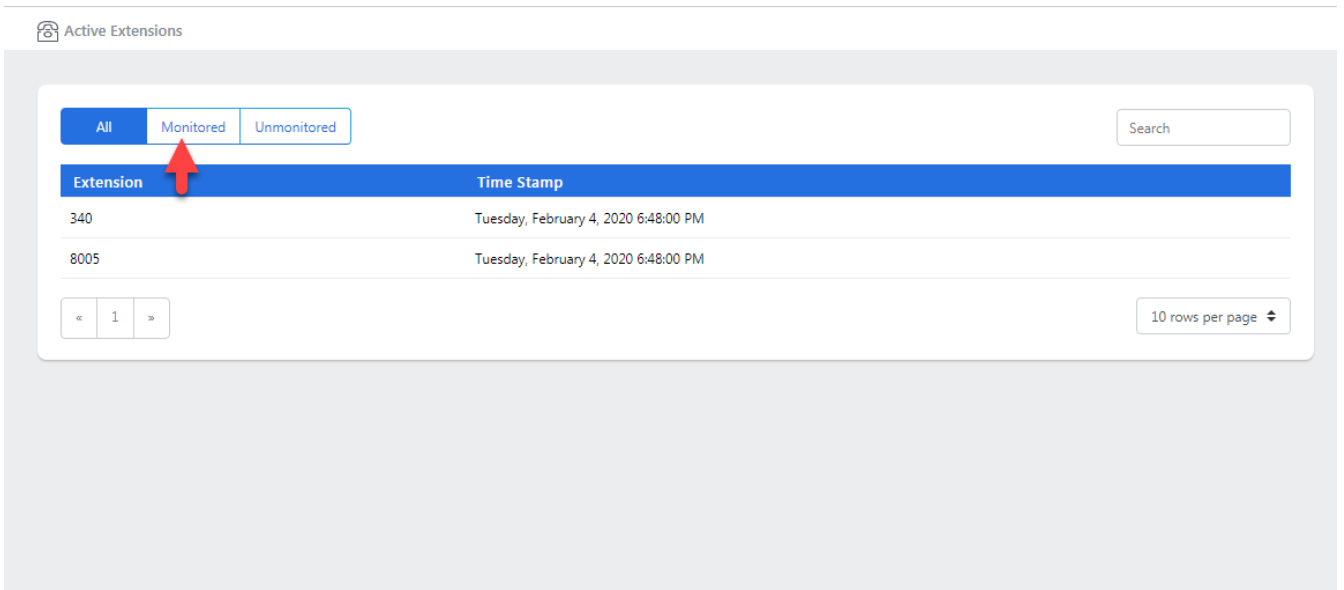
Extension	Time Stamp
340	Tuesday, February 4, 2020 6:48:00 PM
8005	Tuesday, February 4, 2020 6:48:00 PM

< 1 > 10 rows per page

Rainbow CTI & Media Bridge 2021

Screenshot-Active Extensions

Click on the Monitored tab from top menu, as shown below.



Active Extensions

All Monitored Unmonitored Search

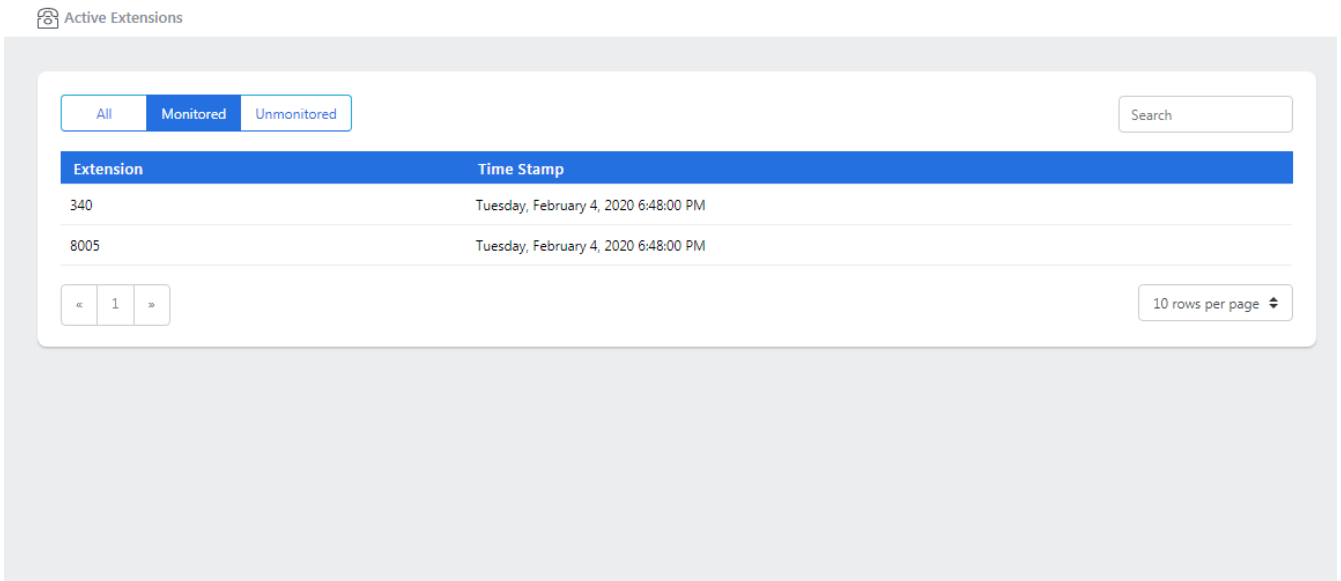
Extension	Time Stamp
340	Tuesday, February 4, 2020 6:48:00 PM
8005	Tuesday, February 4, 2020 6:48:00 PM

< 1 > 10 rows per page

Rainbow CTI & Media Bridge 2021

Screenshot-Active Extensions

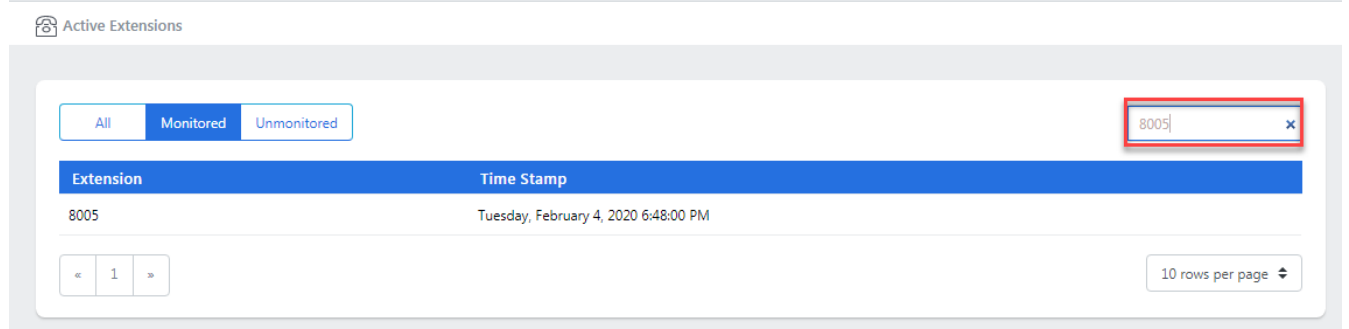
You will be presented with the monitored extensions, as shown below



Rainbow CTI & Media Bridge 2021

Screenshot-Monitored Extensions

Key in the extension number in order to search for a specific monitored extension, as shown below.

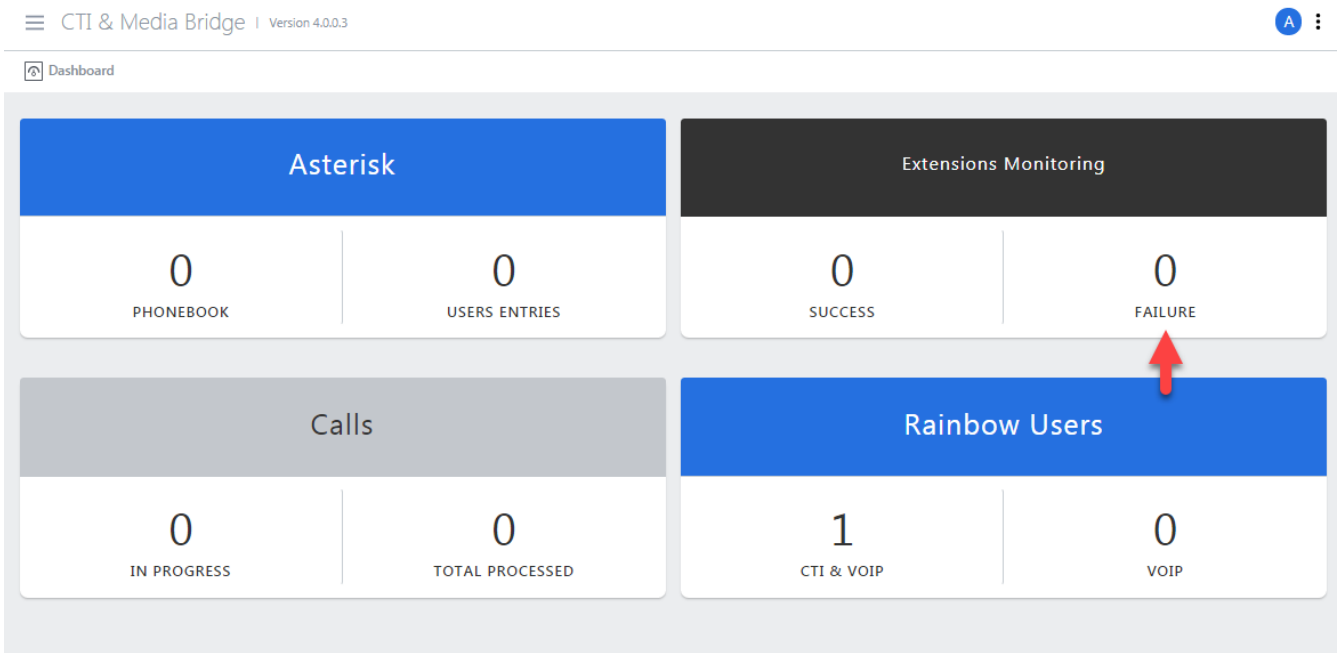


Screenshot-Search Extension

4.4 Unsuccessful monitoring of extensions

There could be many reasons due to which CTI & Media Bridge may not be able to monitor an extension. The reasons could range from missing configuration to a faulty phone cable.

This section gives the total number of extensions that could not be monitored. If you want to see the list of telephone extensions that are not monitored, click on **FAILURE** from **Extension Monitoring** widget, as shown below.



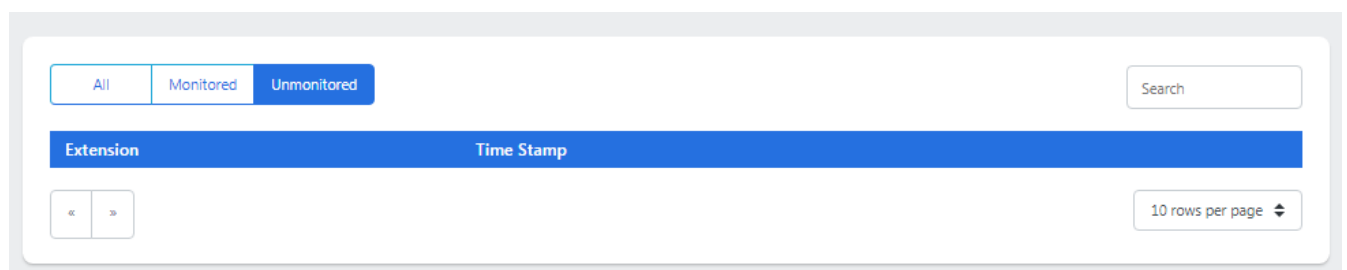
The screenshot shows the dashboard for CTI & Media Bridge (Version 4.0.0.3). The dashboard contains several widgets:

- Asterisk**: 0 PHONEBOOK, 0 USERS ENTRIES
- Extensions Monitoring**: 0 SUCCESS, 0 FAILURE (highlighted with a red arrow)
- Calls**: 0 IN PROGRESS, 0 TOTAL PROCESSED
- Rainbow Users**: 1 CTI & VOIP, 0 VOIP

Rainbow CTI & Media Bridge 2021

Screenshot-Dashboard

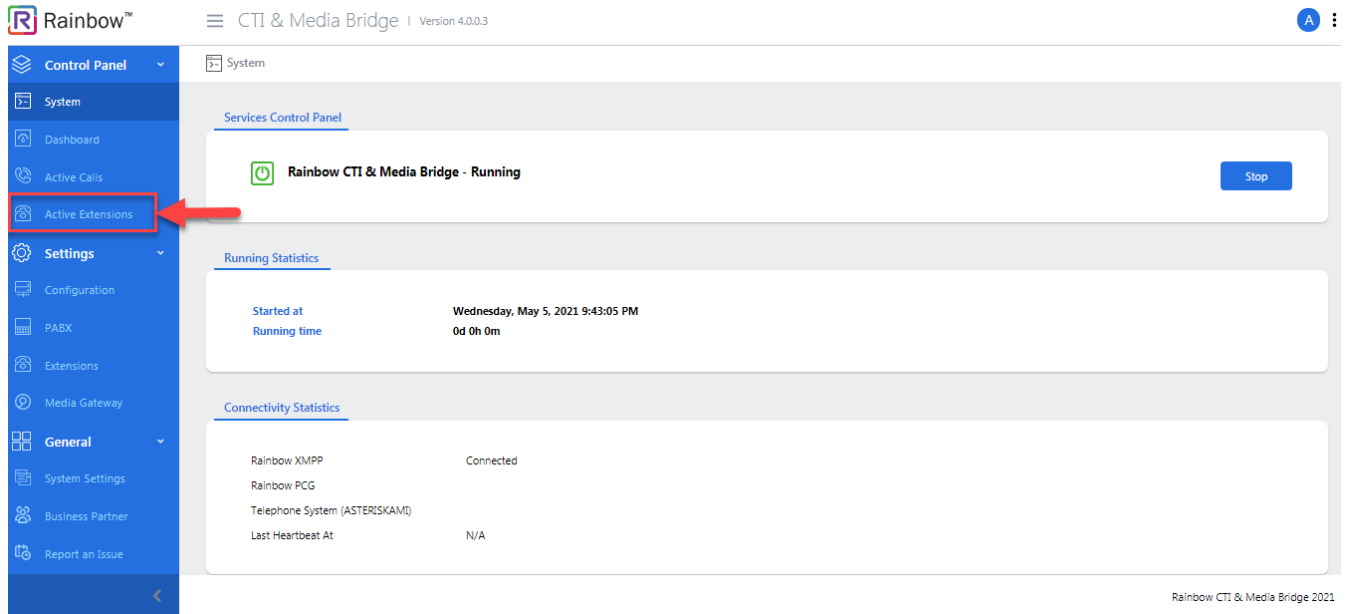
You will be presented with the screen, as shown below



The screenshot shows the 'Unmonitored Extensions' screen. It features a filter menu with 'All', 'Monitored', and 'Unmonitored' options. The 'Unmonitored' option is selected. Below the filter is a table header with 'Extension' and 'Time Stamp' columns. There is also a search bar and a '10 rows per page' dropdown.

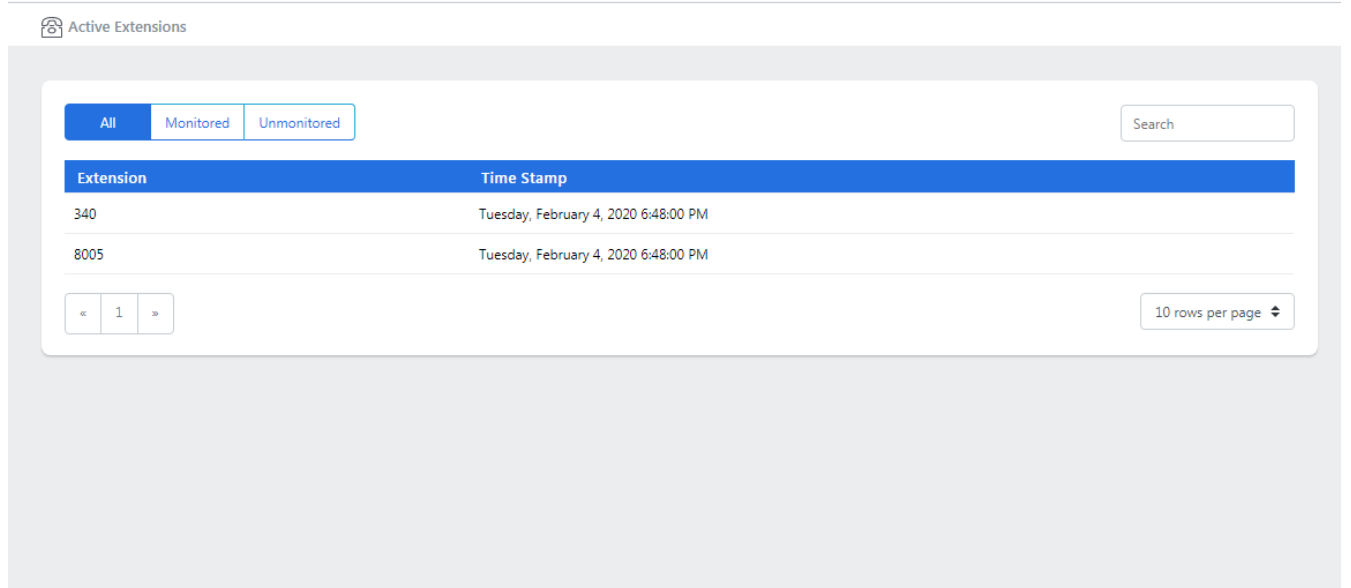
Screenshot-Unmonitored Extensions

You can also go to extensions screen by clicking on the Extensions option in the left menu, as shown below:



Screenshot-System

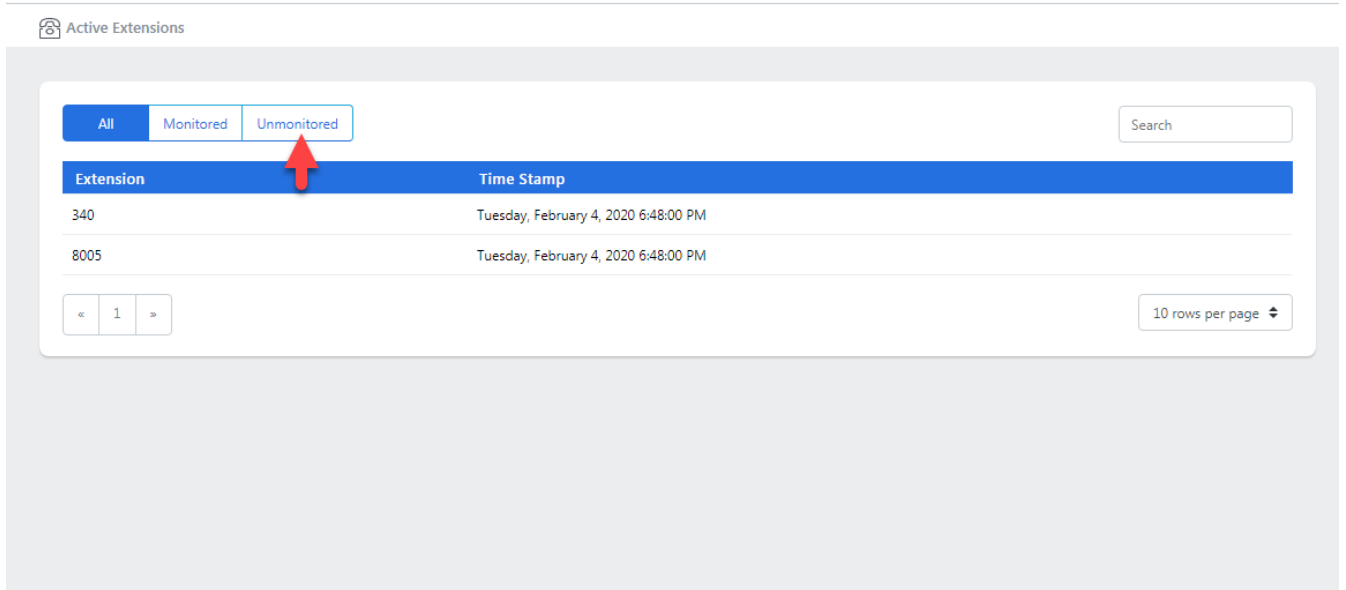
You will be presented with the list of both monitored and unmonitored extensions, as shown below:



Rainbow CTI & Media Bridge 2021

Screenshot-Active Extensions

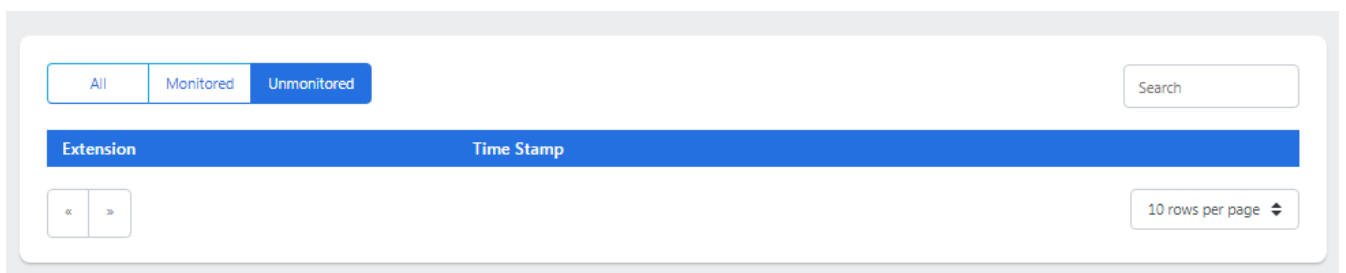
Click on the Unmonitored tab from top menu, as shown.



Rainbow CTI & Media Bridge 2021

Screenshot-Active Extensions

You will be presented with the list of unmonitored extensions, as shown below:



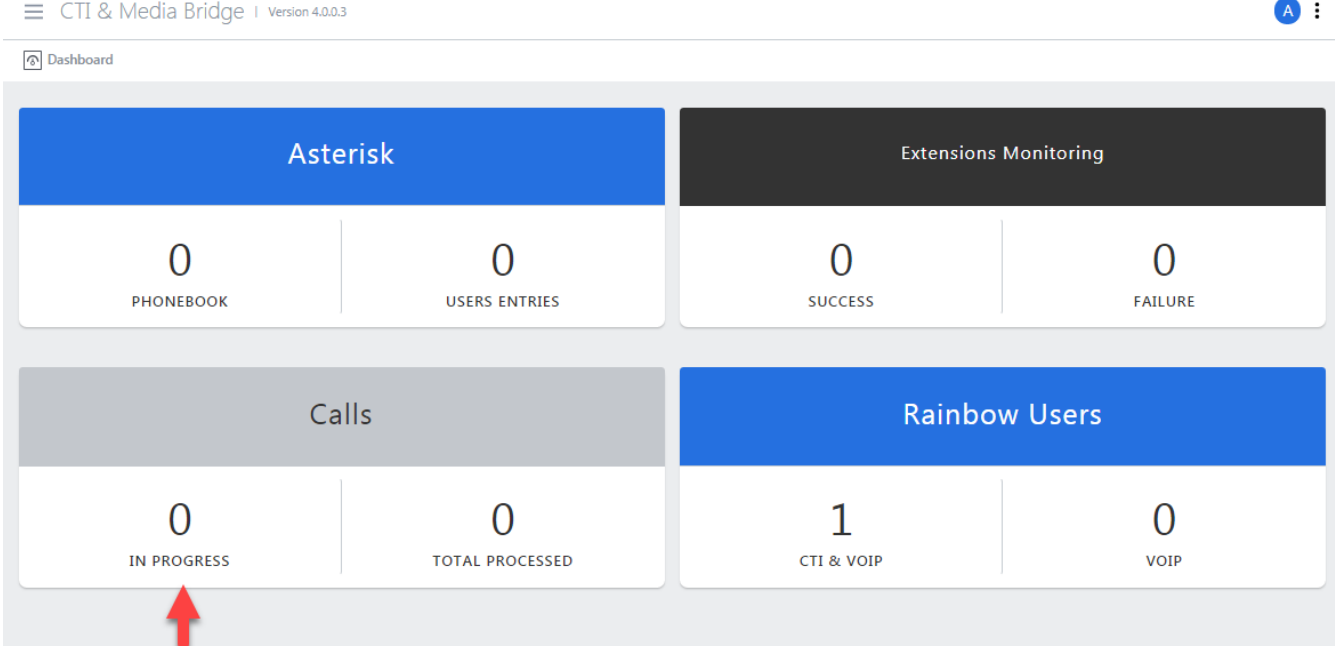
Screenshot-Unmonitored Extensions

Key in the extension number in order to search for a specific unmonitored extension.

4.5 Seeing active calls in the system

Rainbow CTI & Media Bridge provides a way to see the currently in-progress calls in the system. This may be needed during troubleshooting to see if certain calls are being recognized and correctly passed on to Rainbow Server.

To see the details of the **calls in progress**; click on “**IN PROGRESS**” from **Calls** widget, as shown below.



CTI & Media Bridge | Version 4.0.0.3

Dashboard

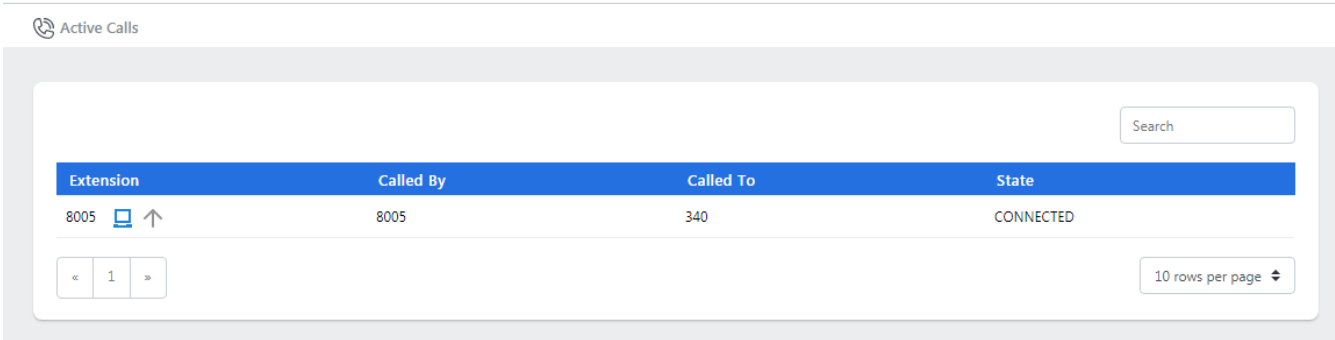
Asterisk		Extensions Monitoring	
0	0	0	0
PHONEBOOK	USERS ENTRIES	SUCCESS	FAILURE

Calls		Rainbow Users	
0	0	1	0
IN PROGRESS	TOTAL PROCESSED	CTI & VOIP	VOIP



Rainbow CTI & Media Bridge 2021

Screenshot-Dashboard

You will be presented with the screen with calls' current state, as shown below.



Active Calls

Extension	Called By	Called To	State
8005  	8005	340	CONNECTED

Search



< 1 >

10 rows per page

Screenshot-Active Calls

Connected calls will be shown, as below.

Active Calls

Extension	Called By	Called To	State
8005  	8005	340	CONNECTED

« 1 » 10 rows per page


Screenshot-Active Calls

The “**Total Processed**” stat shows the total number of calls; Rainbow CTI & Media Bridge service has processed since its last restart.

CTI & Media Bridge | Version 4.0.0.3

Dashboard

Asterisk	Extensions Monitoring		
0 PHONEBOOK	0 USERS ENTRIES	0 SUCCESS	0 FAILURE
Calls		Rainbow Users	
0 IN PROGRESS	0 TOTAL PROCESSED	1 CTI & VOIP	0 VOIP



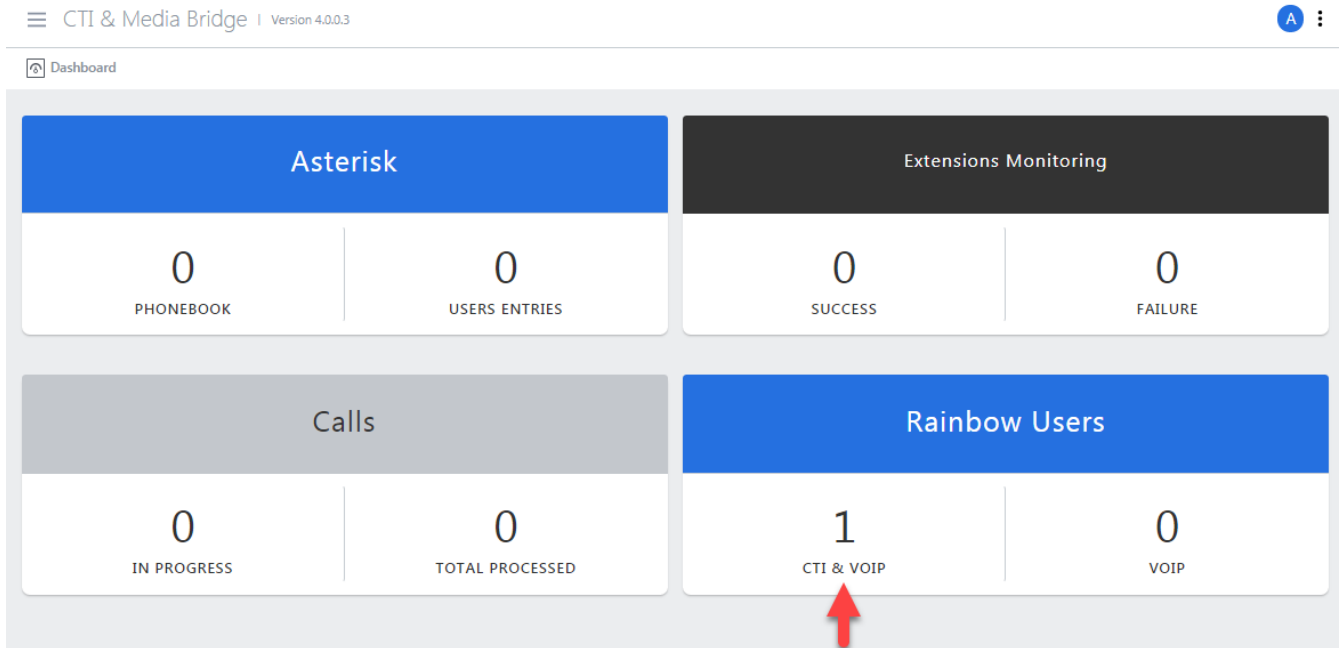
Rainbow CTI & Media Bridge 2021

Screenshot-Dashboard

4.6 Seeing active users in the system

Rainbow CTI & Media Bridge provides a way to see the currently active users in the system (VOIP users as well as CTI & VOIP users).

To see the details of the CTI users; click on “CTI & VOIP” from **Rainbow Users** widget, as shown below.



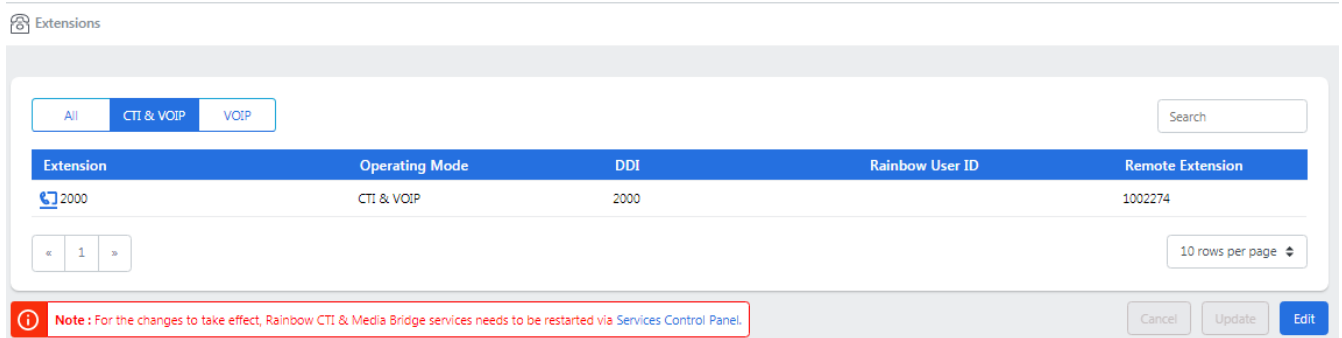
The screenshot shows the dashboard with the following data:

Widget	Category	Value
Asterisk	PHONEBOOK	0
	USERS ENTRIES	0
Extensions Monitoring	SUCCESS	0
	FAILURE	0
Calls	IN PROGRESS	0
	TOTAL PROCESSED	0
Rainbow Users	CTI & VOIP	1
	VOIP	0

Rainbow CTI & Media Bridge 2021

Screenshot-Dashboard

You will be presented with the screen with Rainbow users using CTI & VOIP extension, as shown below:



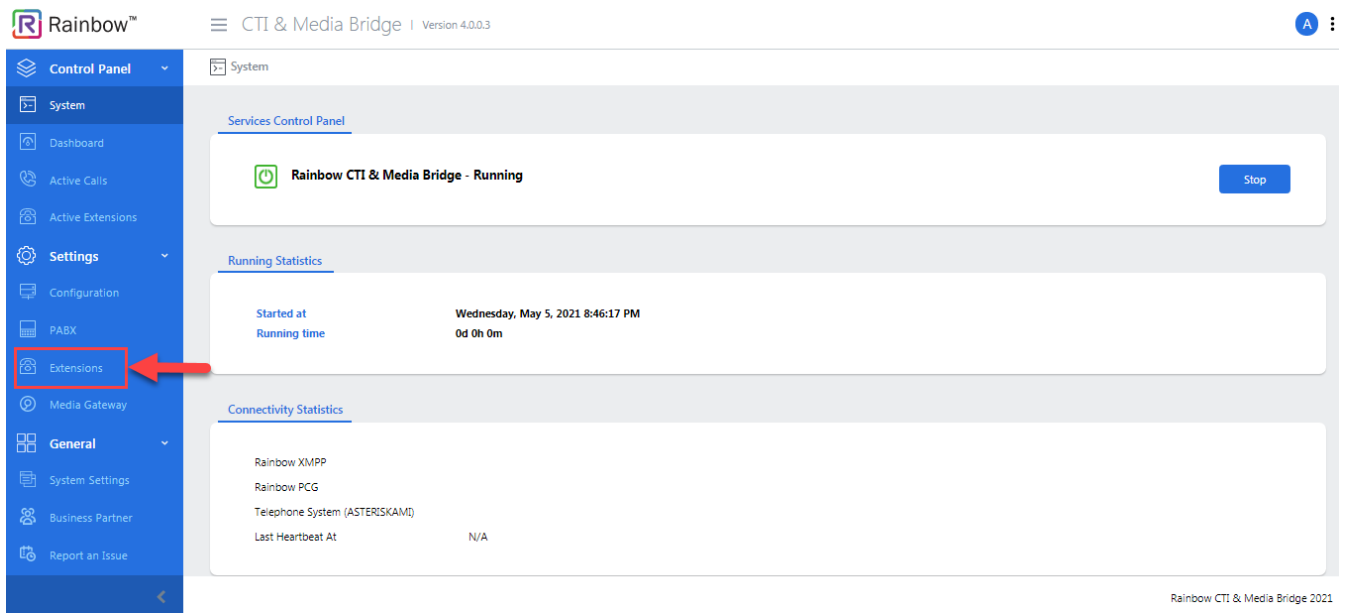
The screenshot shows the Extensions screen with the following table:

Extension	Operating Mode	DDI	Rainbow User ID	Remote Extension
2000	CTI & VOIP	2000		1002274

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.

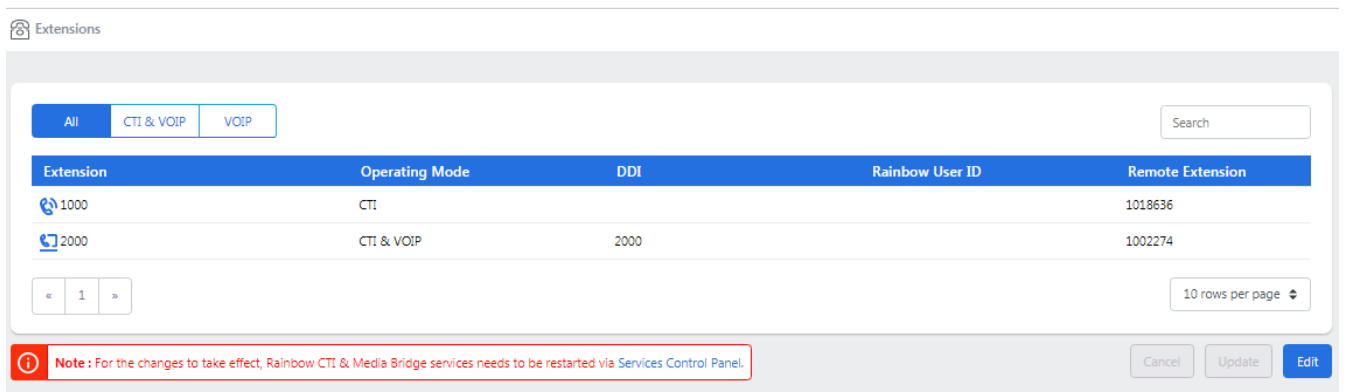
Screenshot- CTI & VOIP Extensions

You can also go to statistics screen by clicking on the Extension option from the left menu, as shown.



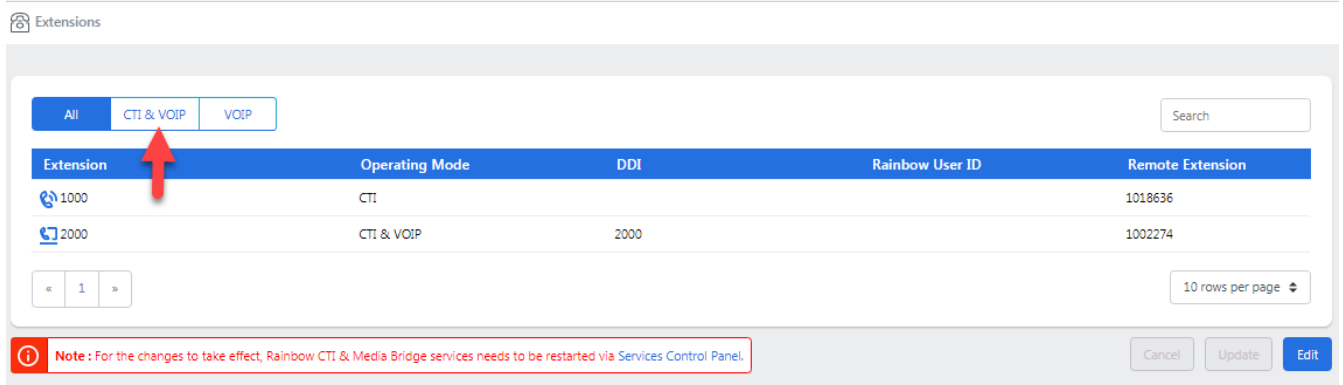
Screenshot-System

You will be presented with the list of all user both VOIP and CTI & VOIP extensions, as shown below:



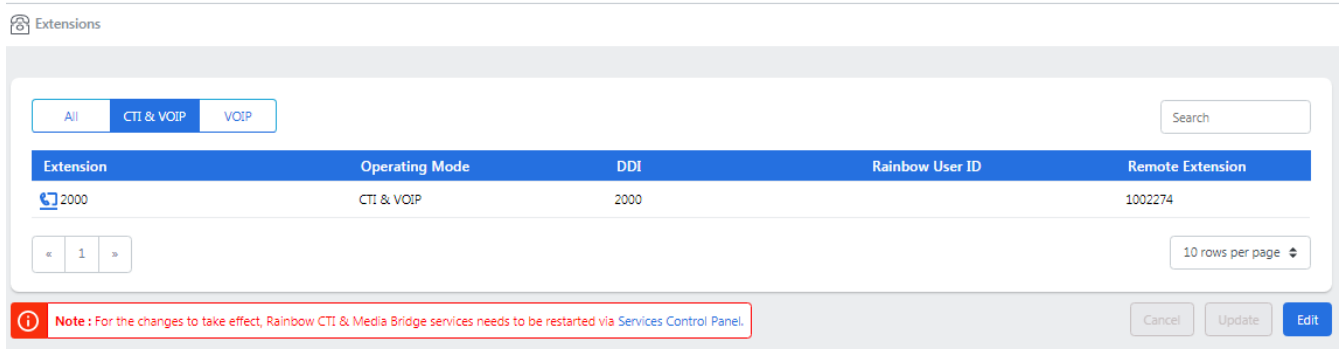
Screenshot- Extensions

Click on the **CTI & VOIP** tab from top menu, as shown below.



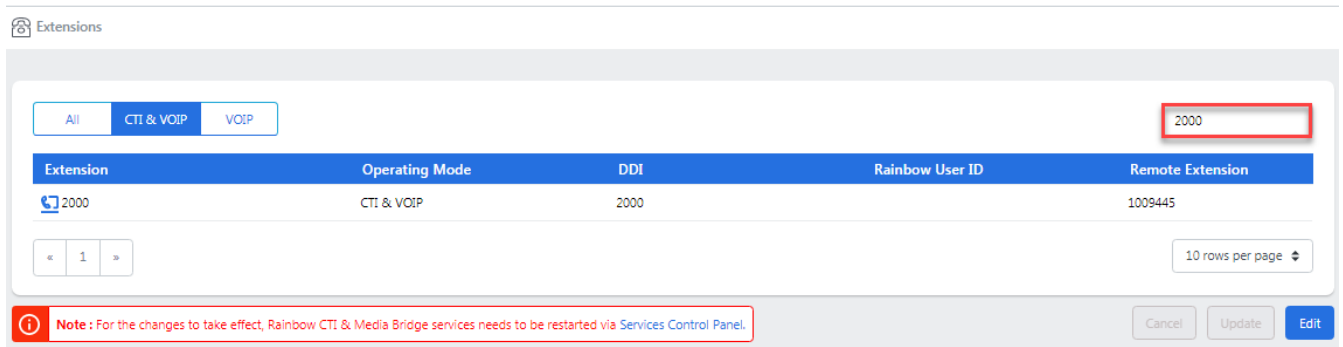
Screenshot- Extensions

You will be presented with the CTI & VOIP extensions, as shown below



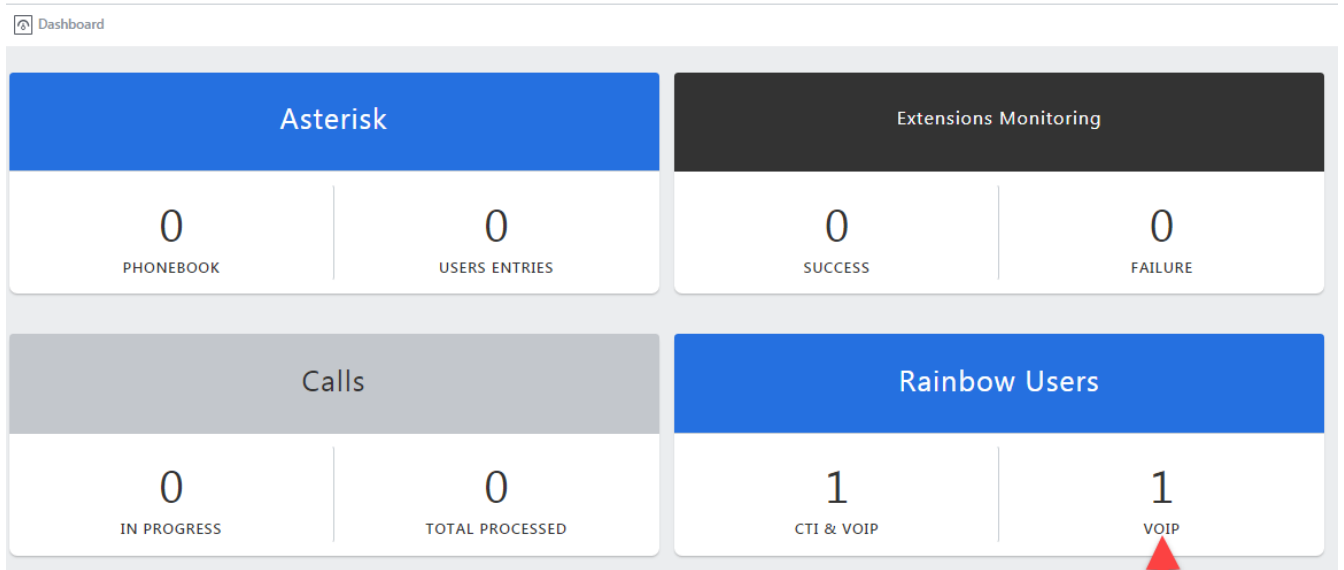
Screenshot- CTI & VOIP Extensions

Key in the extension number in order to search for a specific monitored extension, as shown below.



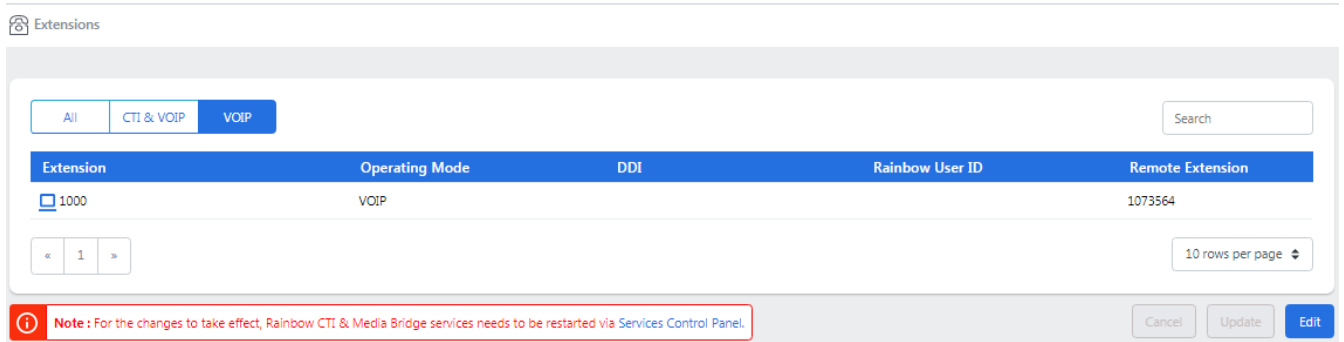
Screenshot-CTI & VOIP Extensions

To see the details of the VOIP users; click on “VOIP” from Rainbow Users widget, as shown below.



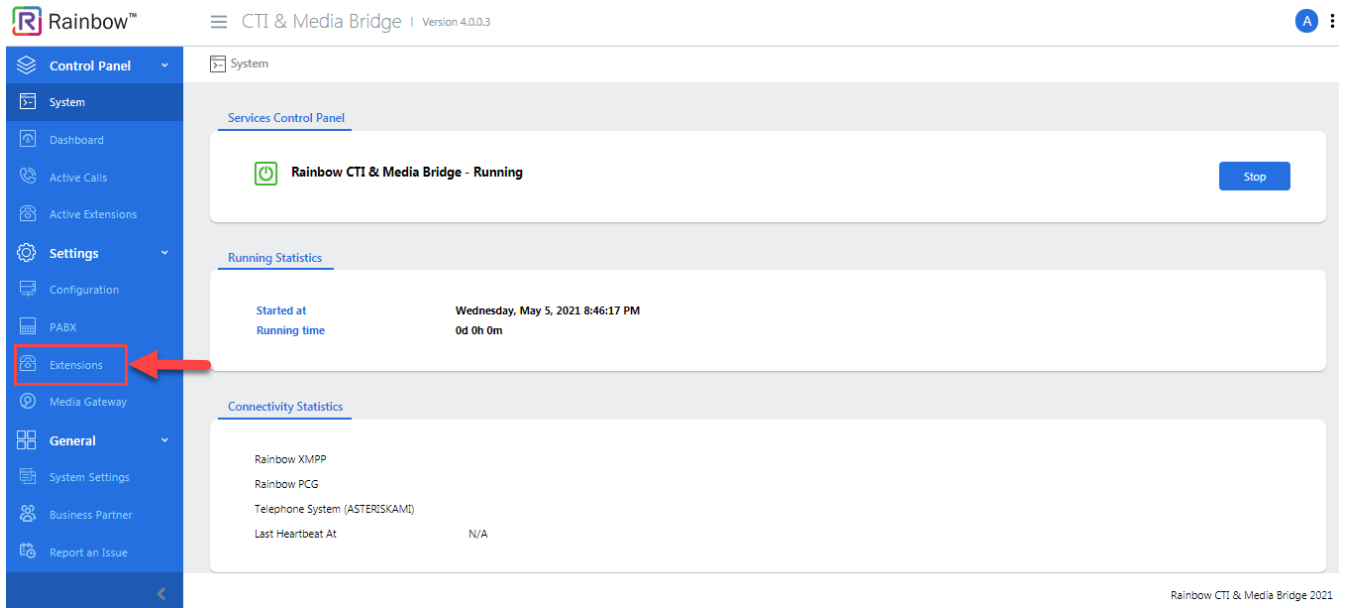
Screenshot-Dashboard

You will be presented with the screen with Rainbow users using VOIP extension, as shown below.



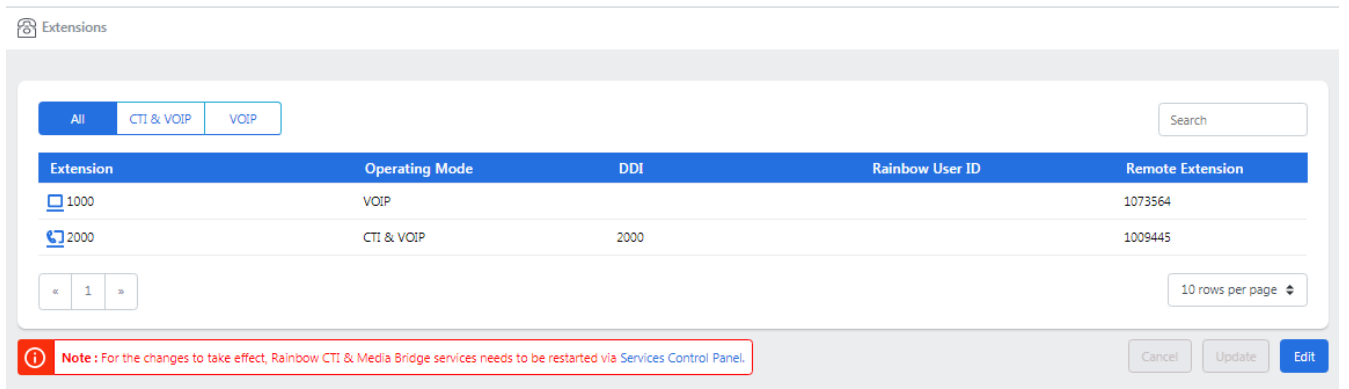
Screenshot- VOIP Extensions

You can also go to statistics screen by clicking on the Extension option from the left menu, as shown.



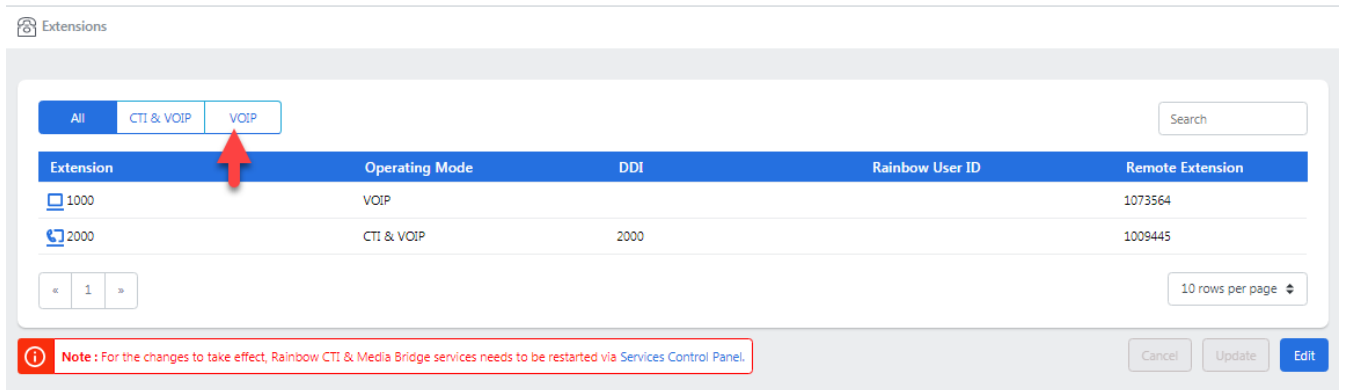
Screenshot-System

You will be presented with the list of all user both CTI and CTI & VOIP extensions, as shown below:



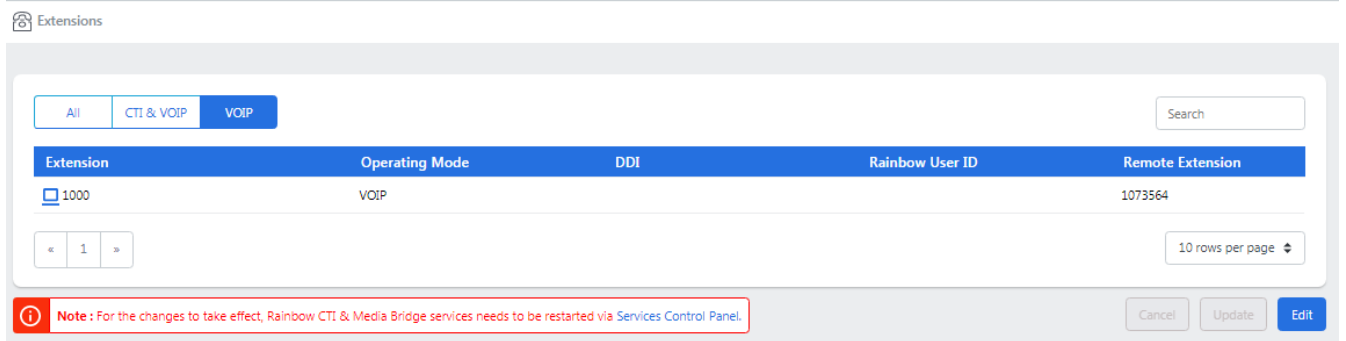
Screenshot- Extensions

Click on the **VOIP** tab from top menu, as shown below.



Screenshot- Extensions

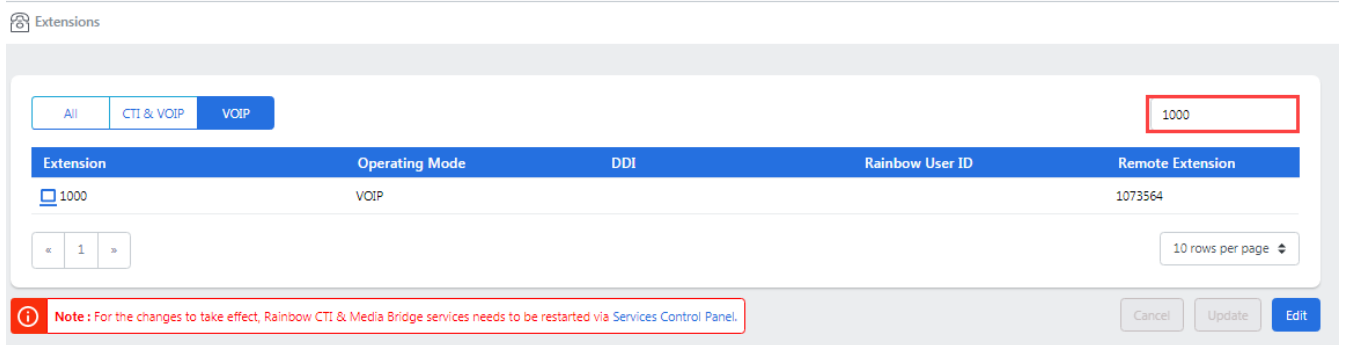
You will be presented with the VOIP extensions, as shown below



The screenshot shows the 'Extensions' management page. At the top, there are tabs for 'All', 'CTI & VOIP', and 'VOIP'. A search bar is located on the right. Below the tabs is a table with the following columns: 'Extension', 'Operating Mode', 'DDI', 'Rainbow User ID', and 'Remote Extension'. The table contains one row with the following data: Extension: 1000, Operating Mode: VOIP, DDI: (empty), Rainbow User ID: (empty), Remote Extension: 1073564. Below the table is a pagination control showing '1' and a '10 rows per page' dropdown. At the bottom, there is a red notification box with the text: 'Note : For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.' and buttons for 'Cancel', 'Update', and 'Edit'.

Screenshot- VOIP Extensions

Key in the extension number in order to search for a specific VOIP extension, as shown below.



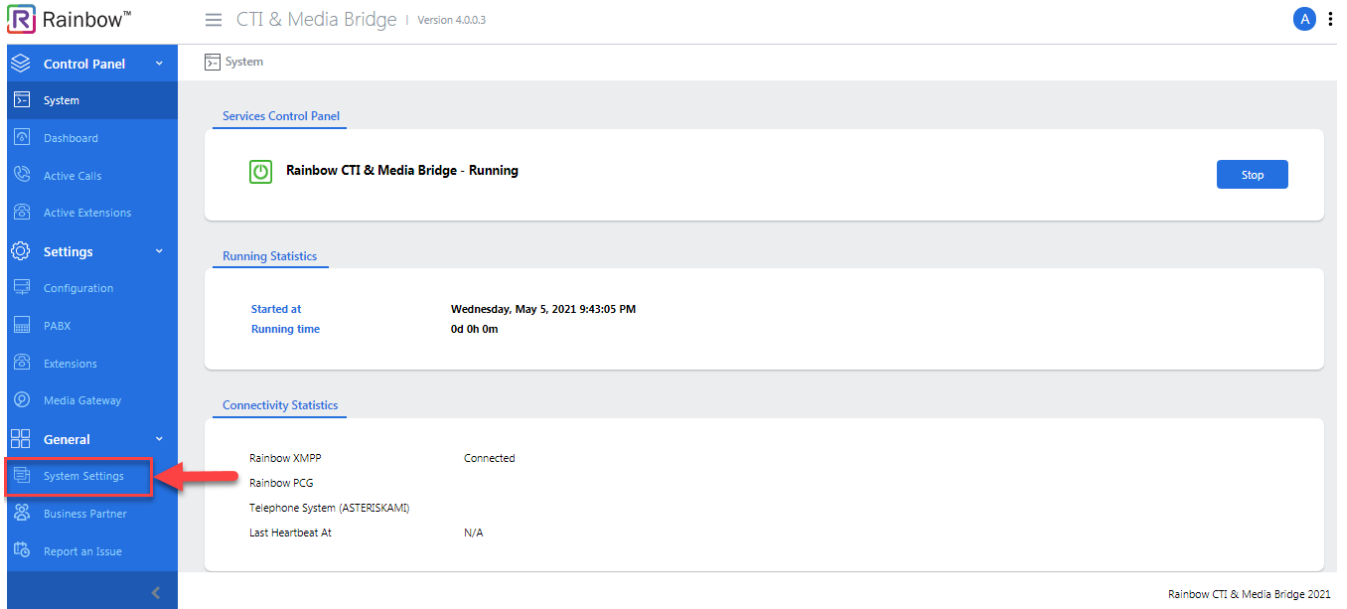
This screenshot is identical to the previous one, but with a red box highlighting the search bar containing the number '1000'. The table below still shows the extension 1000.

Screenshot- VOIP Extensions

5 General

5.1 System Settings

In order to setup traces and SMTP settings, click on System settings option in the left hand menu as shown below:



Screenshot-System

Following screen will be displayed:

System Settings

Traces

Location *

File Size * (Kbs)

No of Files *

General

Telephony

Communication

Error

SMTP Settings

Server *

Port *

Username

Password

Sender Email Address *

SSL Enabled

[Test SMTP Settings](#)

Note: For the changes to take effect, Rainbow CTI & Media Bridge services needs to be restarted via Services Control Panel.

[Cancel](#) [Update](#)

Rainbow CTI & Media Bridge 2021

Screenshot - System Settings

5.1.1 Traces

The first section of System settings page is concerned with configuration of traces. A combination of Traces categories can be selected to generate logs only for the relevant information that is needed for troubleshooting. Once you have entered the details into each field, click **Update**, as shown below

Traces

Location *

File Size * (Kbs)

No of Files *

General

Telephony

Communication

Error

Screenshot-Traces

NOTE: *The more comprehensive the traces are, the more CPU resources are used up by the server. Please be careful when setting up tracing level.*

NOTE: *Traces do not need to be enabled during usual functional activities. If there is an issue being experienced then support engineers can set the appropriate trace levels. CTI & Media Bridge service restart is required after updating the traces configuration.*

5.1.2 SMTP Settings

Rainbow CTI & Media Bridge provides the ability to send emails to business partners whenever an issue is encountered in the application. In order to activate this email feature, you need to provide details of the SMTP server that will be used to send the emails.

To configure SMTP settings, you need to provide the following information:

Server:

This is IP address domain name of your SMTP server.

Port:

This is the port used for sending emails by SMTP server.

Username:

This is the username used when sending emails from Rainbow CTI & Media Bridge to your SMTP Server.

Password:

This is the password used when sending email from Rainbow CTI & Media Bridge to your SMTP server.

Sender Email Address:

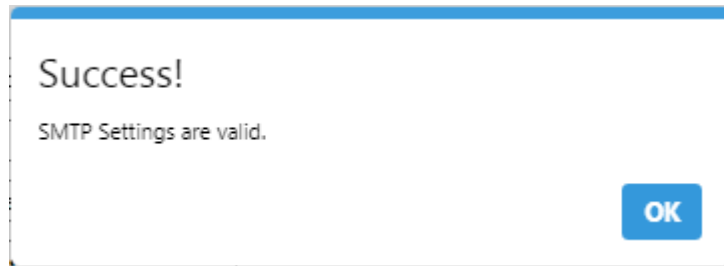
This is the email address used for sending the emails.

SSL Enabled:

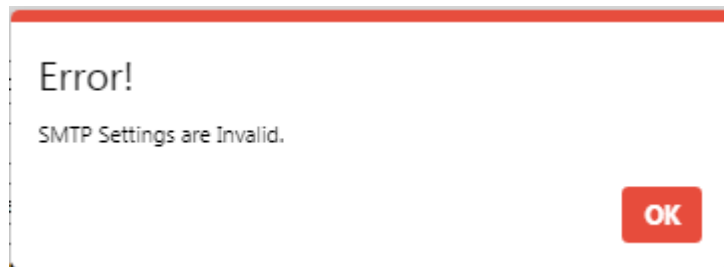
This is the connection that will be used for sending emails from secure SMTP server. This option should be checked, if you're using TLS enabled secure SMTP server.

Note: *Username and password are optional fields for cases where Authentication is not setup for outgoing SMTP server.*

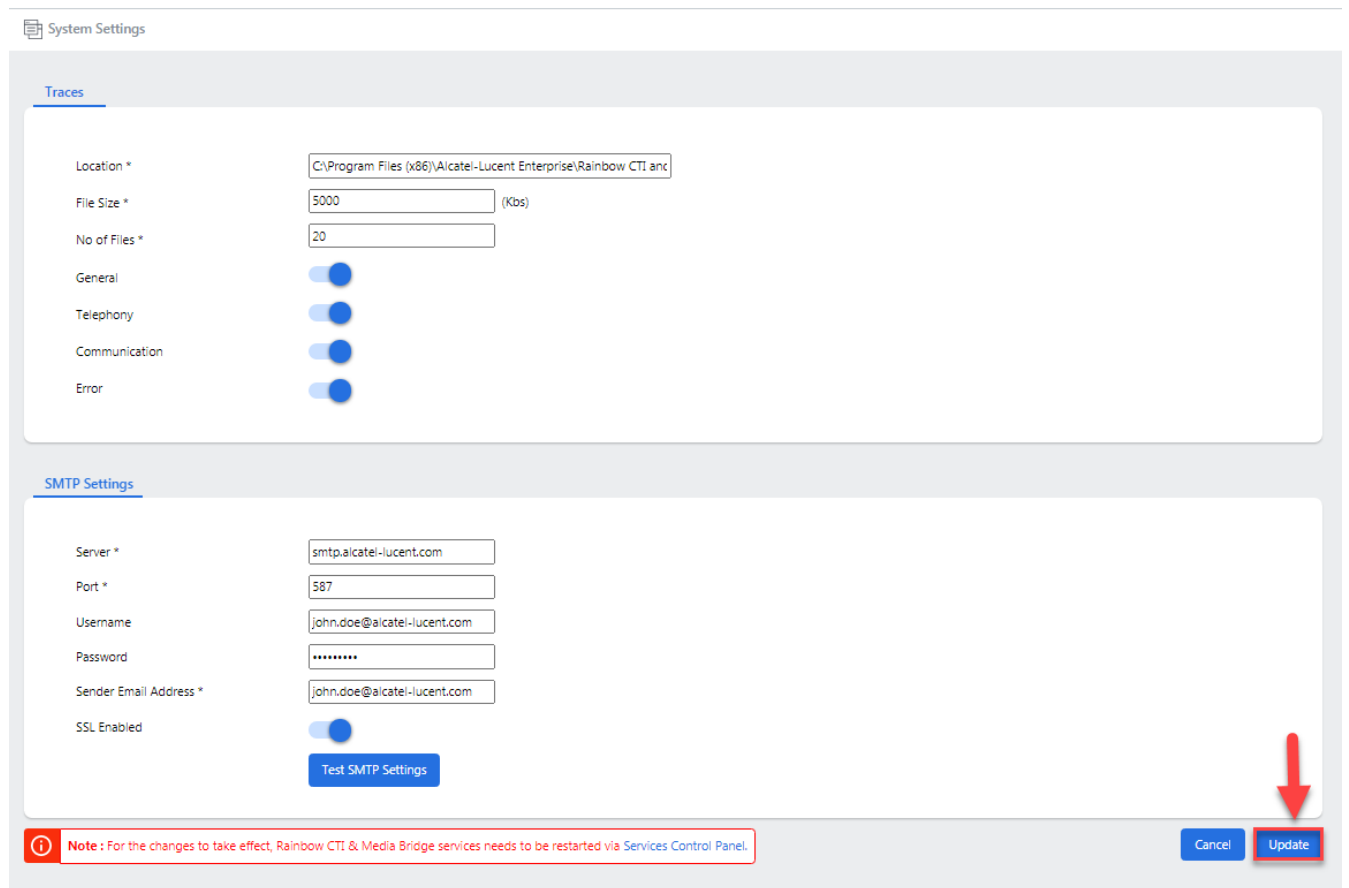
A special button by the name of Test SMTP settings is available at the bottom of the section. Click on it and if the settings are valid, following pop up window will be displayed:



In case of invalid SMTP settings, following pop up window will be displayed:

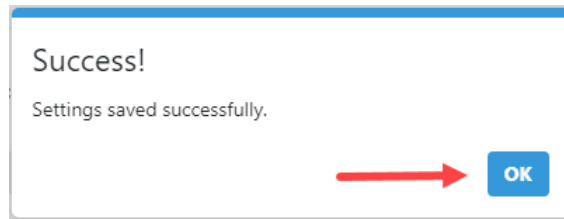


Once you have provided required information in Traces section and SMTP settings section, click on Update button as shown below:



Screenshot - System Settings

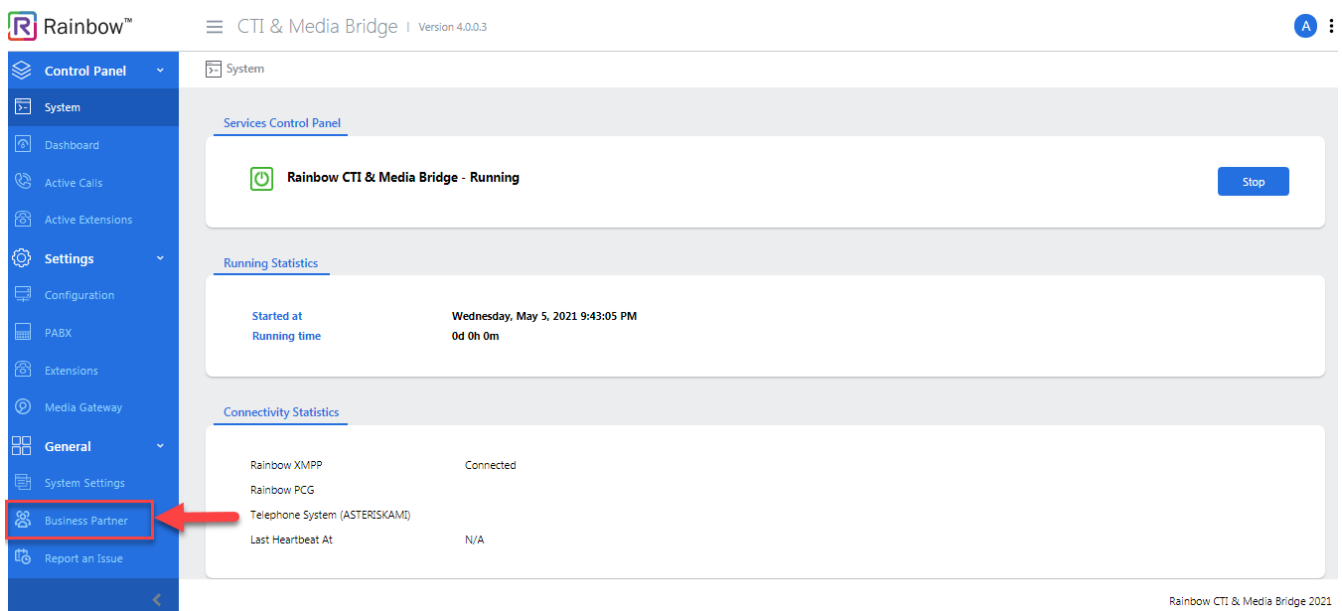
You will be presented with the popup window, click **OK**, as shown below.



Screenshot-Message from Application

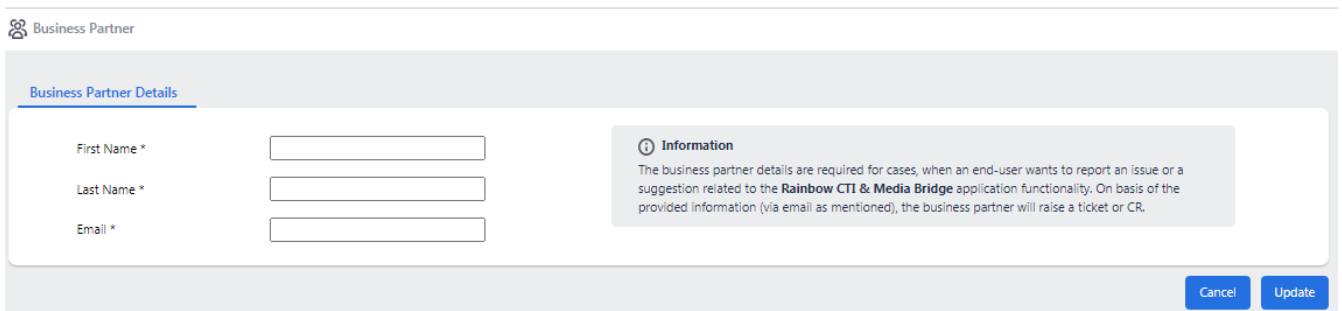
5.2 Business Partner

Rainbow CTI & Media Bridge enables users to send emails to their businesses partners whenever a technical issue is encountered through Report an Issue section. Information provided in Business partner section is used to send an email to your cornered partner. In order to provide contact information for your partner, click on Business Partner option in left hand menu as shown below:



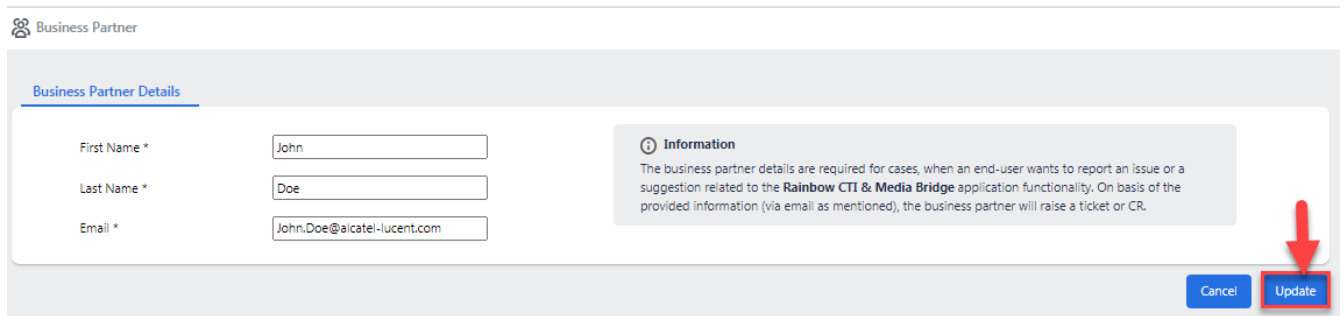
Screenshot - System

Following page will be displayed:



Screenshot - Business Partner

All the fields in this page are self-explanatory. Once the required information is entered, click on the update button as displayed below:



Business Partner

Business Partner Details

First Name *

Last Name *

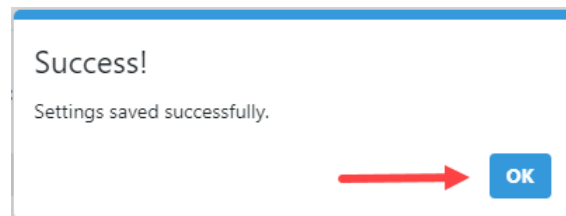
Email *

Information
The business partner details are required for cases, when an end-user wants to report an issue or a suggestion related to the **Rainbow CTI & Media Bridge** application functionality. On basis of the provided information (via email as mentioned), the business partner will raise a ticket or CR.

Cancel Update

Screenshot - Business Partner

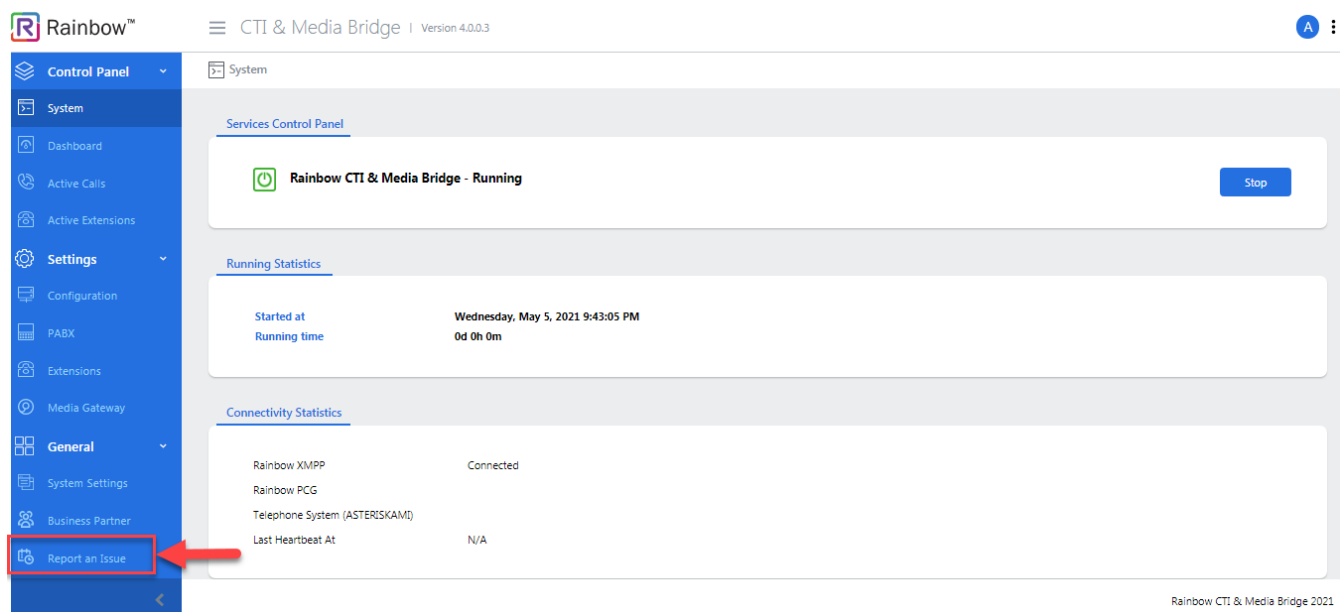
You will be presented with the popup window, click **OK**, as shown below.



Screenshot-Message from Application

5.3 Report an Issue

Users of Rainbow CTI & Media Bridge are empowered to report any technical issue to their business partner from within the application. For this, click on Report an Issue option from the left menu as shown below:



Rainbow™ CTI & Media Bridge | Version 4.0.0.3

System

Services Control Panel

Rainbow CTI & Media Bridge - Running Stop

Running Statistics

Started at **Wednesday, May 5, 2021 9:43:05 PM**
Running time **0d 0h 0m**

Connectivity Statistics

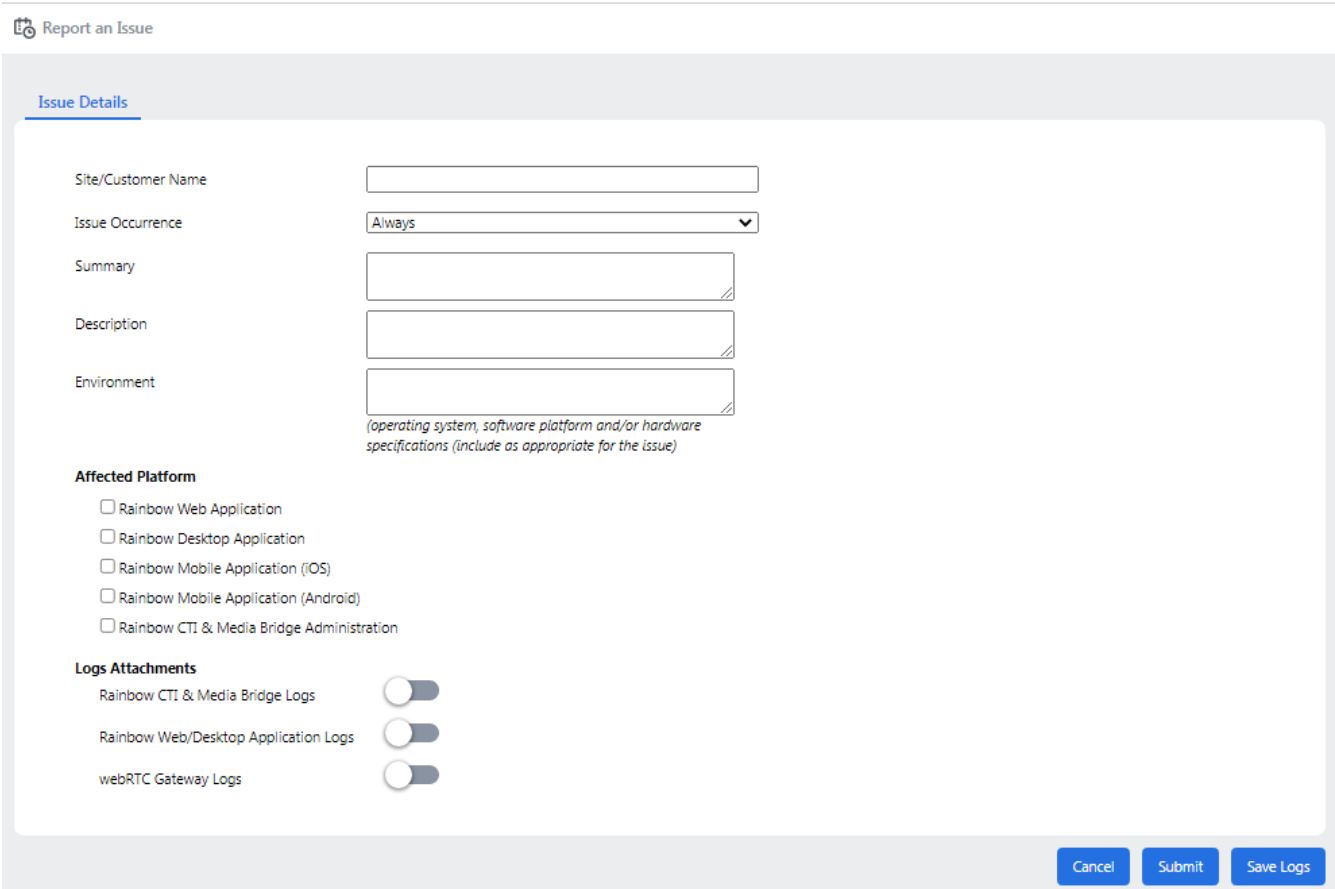
Rainbow XMPP	Connected
Rainbow PCG	
Telephone System (ASTERISKAMI)	
Last Heartbeat At	N/A

Report an Issue

Rainbow CTI & Media Bridge 2021

Screenshot - System

Following screen will be displayed:



Report an Issue

Issue Details

Site/Customer Name

Issue Occurrence

Summary

Description

Environment

(operating system, software platform and/or hardware specifications (include as appropriate for the issue))

Affected Platform

Rainbow Web Application

Rainbow Desktop Application

Rainbow Mobile Application (iOS)

Rainbow Mobile Application (Android)

Rainbow CTI & Media Bridge Administration

Logs Attachments

Rainbow CTI & Media Bridge Logs

Rainbow Web/Desktop Application Logs

webRTC Gateway Logs

Cancel Submit Save Logs

Screenshot - Report an Issue

Provide the necessary information in the following fields:

Site /Customer Name:

Provide name of site or customer in this field.

Issue Occurrence:

Select an option that gives a general ideal of how many times does this particular issue occurs. Following options are available:

- Always
- Intermittent
- Rarely

Summary:

Provide a short subject or summary of the technical issue that you are facing.

Description:

Provide a detailed description of the technical issue that you are facing.

Environment:

Provide details about the environment in which the technical issue has been raised.

Affected platform:

Select the platform in which the technical issue has been raised.

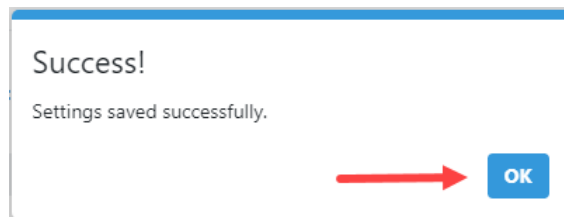
Logs Attachments

Select the appropriate logs that should be sent as attachments with the email to Business Partner.

Note: *While reporting an issue, it is advisable to attach the logs (from the required module) as it will help to better understand the problem. However, it is not mandatory and an issue can be reported (via an email) without attaching any logs.*


Once you have provided the necessary information, click on **Submit** button.

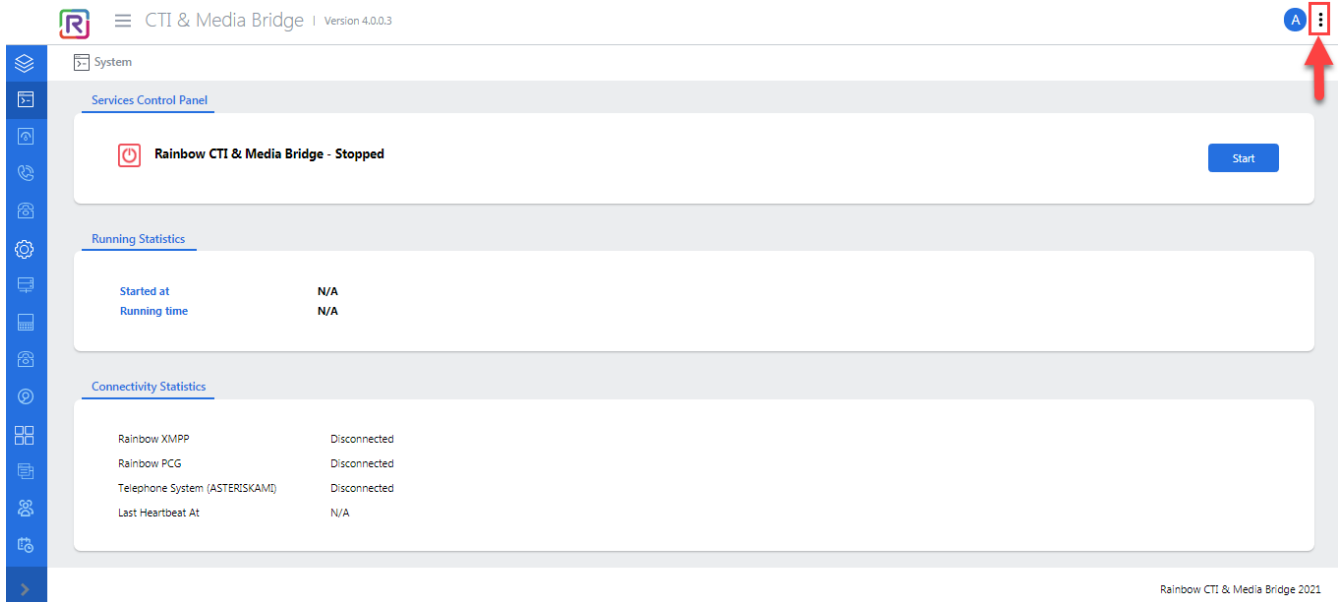
You will be presented with the popup window, click **OK**, as shown below.



Screenshot-Message from Application

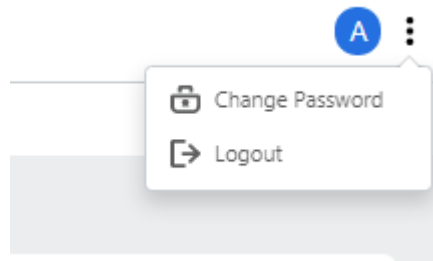
6 Change Password

Users of Rainbow CTI & Media Bridge application can change their account password by clicking on the  icon displayed in the top right corner of any screen as highlighted below:



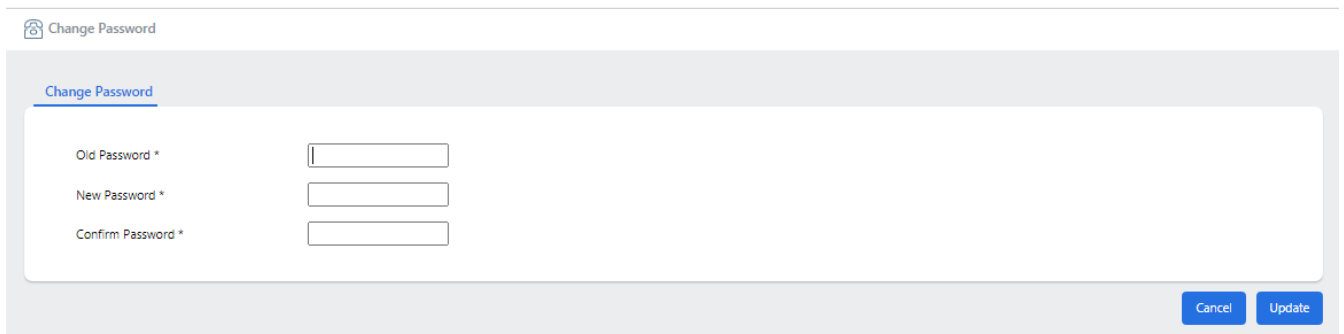
Screenshot-System Page

Following menu opens up when you click on this icon:



Screenshot- Drop Down Menu

Click on Change Password option and following screen is displayed:

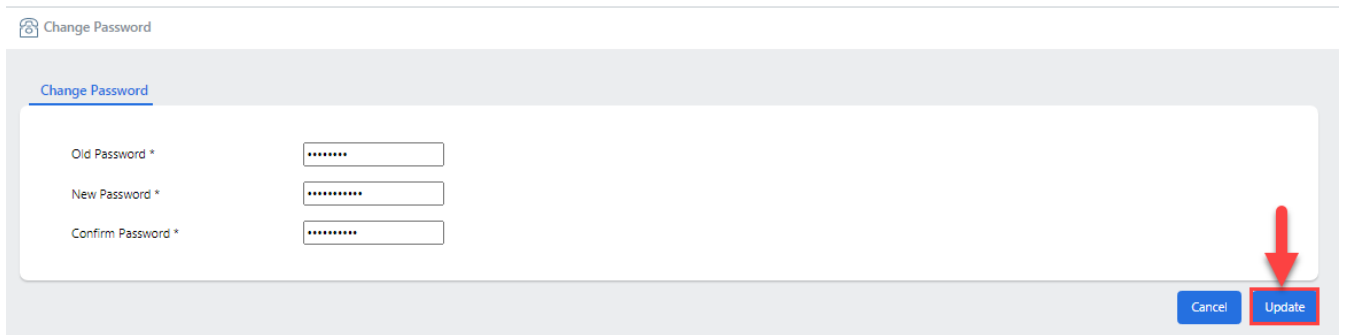


Screenshot- Change Password

All the fields are self-explanatory.

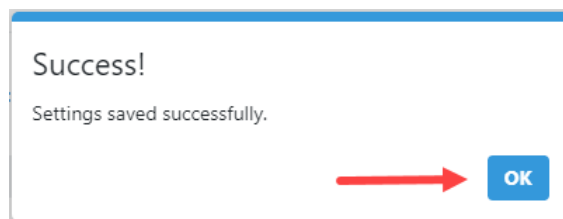
Note: *New password must consist of more than 7 characters.*

Once you have provided required information. Click on Update button as displayed below:



Screenshot- Change Password

You will be presented with the popup window, click **OK**, as shown below.



Screenshot-Message from Application

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