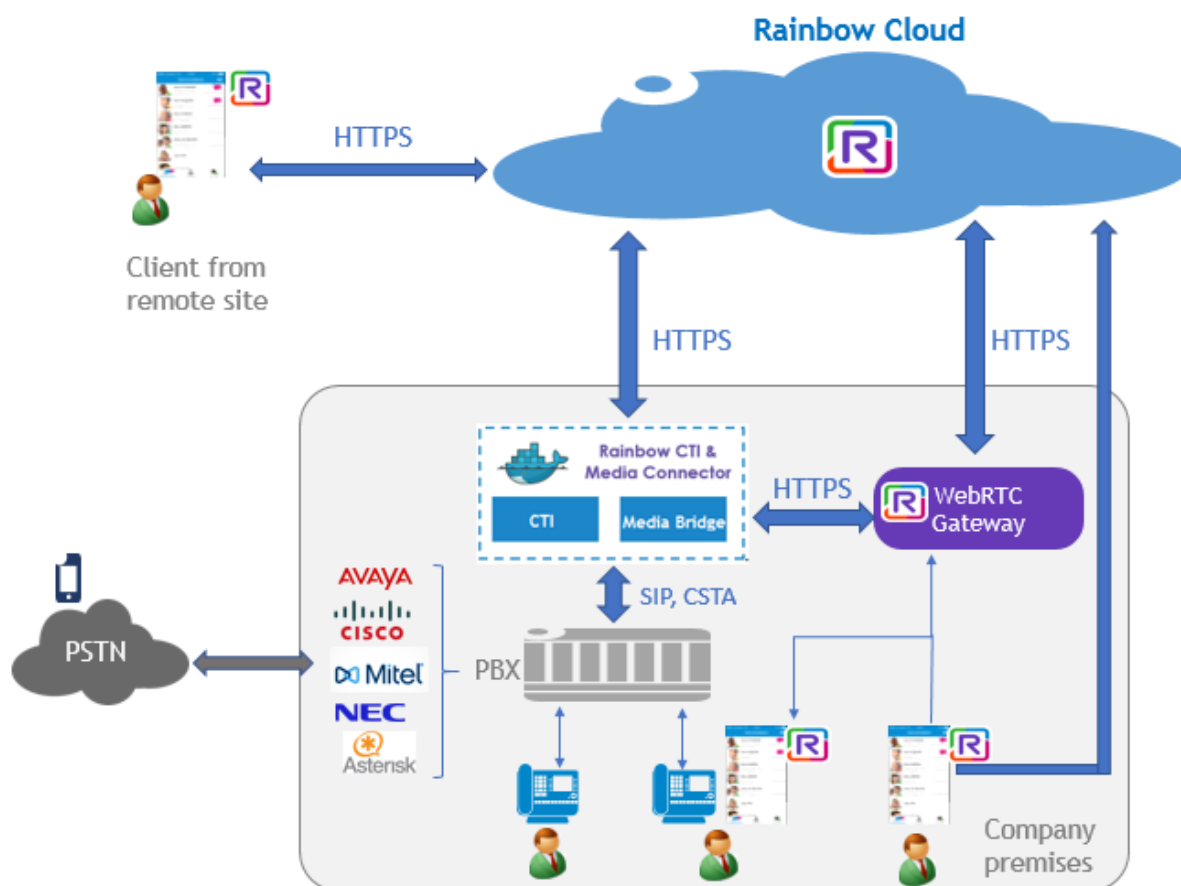


Rainbow integration with PBX

Rainbow users can be integrated with a PBX (hereinafter referred to as PBX) using the CTI and Media Bridge connector, by connecting it to the Rainbow WebRTC gateway, which allows calls between Rainbow UCAAS clients and PBX devices (analogue, digital and IP phones), and also access to the PSTN through the client's PBX.



List of supported PBXs, versions and devices:

- Alcatel-Lucent OXO
- Alcatel-Lucent OXE
- Cisco v9.x, 10.x, 11.x, 12.x
- Avaya IP Office 500 v2, v9.1, v10.1
- Mi Voice Office 250
- NEC 3C Univerge 3C v9.2.1.6
- NEC iS3000
- Asterisk v11.21.1, v11.21.2, v11.21.3
- Unify OpenScape 4k V8, V10 (in development)
- Unify OpenScape Business V2, V3 (in development)

The CTI and Media Bridge connector is installed on a dedicated virtual machine or physical PC at the customer's premises.

Gateway WEBRTC:

To use the "Computer - Internet calls" mode, a WebRTC gateway must also be installed on the client's territory.

Rainbow SUBSCRIPTIONS when using the connector

When using third-party PBXs, an Enterprise subscription is required to use voice communications between the Rainbow client and non-Rainbow PBX subscribers.

Business or Enterprise subscription required when using CTI mode, remote call control of deskphone, 3rd party Call Control - 3PCC

Supported Rainbow features when integrating with PBX:

1. Outgoing / incoming calls;
2. Hold / call back;
3. Second call management;
4. Transfer (in conversation and blindly);
5. Tripartite conference.

Voice mail control and call forwarding are not supported.

Telephony routing

When a Rainbow user is integrated with a PBX extension, they can choose between two call routing profiles:

- Office phone mode: calls are made to a landline phone. The Rainbow desktop or web applications are used to remotely control the user's phone.
- Computer mode (Internet calls): Softphone mode. Calls are made from Rainbow applications and go through the PBX. Rainbow users can make or receive calls to/from PBX extensions or public switched telephone network (PSTN).

Note that the Other Phone mode, which can be selected with an ALE OXE or OXO PBX, is not supported with a third party PBX.

For more information on integrating your PBX with Rainbow, please contact us:

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