

Bridge System Requirements



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Bridge System

Bridge is a Hosted VoIP service that is intended for use over Broadband Internet connections, such as those provided by AT&T, Comcast, Cox, Charter Business, Spectrum and others. These providers provide general access through the Internet through a modem that they supply directly to the end-customer. This modem is generally acceptable for home use, but it is not considered a business-class device and it is not considered to be an acceptable solution for Hosted VoIP connections such as those provided by Bridge. Consequently, it is our position that the customer should provide their own routing solution in order to use the service provided by Bridge. You will need to consult with IT consultant to determine which modem would best suit your needs with your Internet Service Provider (ISP).

Hosted Voice service is an application that rides on your Internet connection and internal data network, the quality of your telephone and CRM experience is directly related to the quality of your internal data connection. Normally, with a high-quality broadband connection and the right router and firewall, you can expect very high quality voice service. Unfortunately, voice service is dependent on many factors and it is classified as a “best-effort” service. Selecting the right ISP, IT Specialist and router/firewall combination will minimize most problems you will experience with voice quality. Bridge maintains a list of compatible routers that for your IT Specialist, including tips and suggestions for provisioning these devices later in this document.

PLEASE NOTE: We *highly* recommend consulting an IT firm or network professional when configuring advanced network settings or devices.

Internet Connection

Broadband

Cable or Fiber lines

DSL, Satellite, Cellular, Hotspot are not recommended

Minimum Bandwidth is dependent upon number of users

5Mbps Down / 2Mbps Up per active user is recommended
(significantly higher values required for video)

Maximum Latency

<3ms to your router

<10ms to your modem

<100ms total to Bridge

Packet Loss

1% or less

Router Information

QOS/Whitelist

To ensure call quality and data integrity, please **whitelist** 35.225.57.188, 167.172.146.231, and 104.197.41.132 for all **TCP and UDP** traffic. Ports 443, 5060 & 5080 must be unrestricted for your Bridge System to work properly. An outbound audio port is also used but it's a random port in the 10000+ range going through 35.225.57.188 and 167.172.146.231

VoIP Compatible Routers

NOTE: The routers listed here are known to work reliably with our services. **However...** given the constantly updated firmware and physical changes made by manufacturers and the nature of cloud-based services, The Redcliffe Group cannot control the final configuration of the hardware or your computer systems/network, or promise that any given router will work with your system. While we regularly update our information, we cannot guarantee that our information is 100% up to date.

- Ubiquiti
- Sonicwall
- Meraki
- WatchGuard
- Fortigate
- Adtran
- Cisco ASA
- EdgeMarc

Routers with Known Issues

- Modem/Gateway Combo's from any cable provider
- Cisco RV and lower series
- Netgear
- Linksys
- D-Link
- TP-Link
- ASUS
- Google
- Apple
- MediaLink
- PfSense
- Untangle
- ZyXEL
- DD-WRT
- Tomato
- Off-Brand

General Router Configuration

DOs:

- Enable Consistent NAT
- Unblock TCP and UDP Outbound
- Ensure you have sufficient bandwidth
- Set TCP/UDP timeouts to at least 300
- Routinely check for latency spikes and other issues
- Routinely check for packet loss

DON'Ts:

- Enable SIP-ALG
- DPI SIP Traffic
- Use SIP Normalization
- Use Static NAT's for phones
- Double NAT
- Use SPI

Group / Security Policy Information

To ensure call quality and data integrity, 35.225.57.188, 167.172.146.231, and 104.197.41.132 must be trusted for all **TCP and UDP** traffic. Ports 443, 5060 & 5080 must be unrestricted for your Bridge System to work properly. A random port in the 10000+ outbound is also utilized for audio through 35.225.57.188 and 167.172.146.231 respectively as well.

Additionally, the Bridge Dialer, Bridge Screenshot, Bridge Wooshem applications and crm.bridge.insure must be trusted for Local, Domain and Public networks for the Bridge system to work as designed.

Desktop Information

Minimum Computer Requirements

Windows 10

2.5 GHz Dual Core Intel Core i5 and higher CPU

8GB RAM (16 GB RAM recommended for video use)

500GB hard drive

CPU: <50% average

Memory: <50% average

Disk space: >20% free

Disk utilization: <5% average

Google Chrome or Microsoft Edge Browser recommended

Network Interface - 1Gbps NIC preferred

If USB to Ethernet adapter used – USB 3.0 adaptor & port required

WiFi not recommended

Apple computers NOT supported

Popup Blockers

Disable pop-up blockers for bridge.insure (crm.bridge.insure). Chrome or Edge browsers are recommended.

Desktop Firewalls

Please whitelist any desktop firewalls for 35.225.57.188, 167.172.146.231, 104.197.41.132 for all TCP and UDP traffic. Ports 443, 5060 & 5080 must be unrestricted for your Bridge System to work properly. An outbound audio port is also used but it's a random port in the 10000+ range going through 35.225.57.188 and 167.172.146.231.

Must whitelist Bridge Dialer, Bridge Screenshot & Bridge Wooshem for Local, Domain and Public networks.

Headsets

Bridge does not load or use proprietary headset drivers. The Bridge Dialer and CRM utilize active windows audio devices so it is compatible with most major headset manufacturers. Consult your agency IT resource before purchasing a headset.

We will ONLY troubleshoot and support the following headsets that we sell

Wired Headsets—Yealink UH36

Wireless Headsets—Yealink WH62

Open Air Bluetooth headsets (those using a USB dongle or a direct connection to the PC's Bluetooth network like **Apple AirPods** are NOT SUPPORTED due to potential interference from surrounding devices and disconnect from Windows Audio Devices when used to pair and use with other devices (ie. Cell phones etc.).

If using a non-supported headset, our service department will ensure that the Bridge dialer shows your headset selected in our dialer and that the volume settings are correctly set. Consult your agency IT resource for further trouble shooting.

Desk phones

The Redcliffe Group does not use proprietary firmware with desk phones to utilize the Bridge system. Any desk phone that uses proprietary carrier firmware will not be compatible with the Bridge system. While we regularly update our information, we cannot guarantee that our information is 100% up to date and therefore cannot promise that any given phone will work with the Bridge system.

Supported Compatible VoIP Desk phones

- Yealink (most newer models)
- Polycom VVX ONLY