Rainbow - Quick Start Guide

Alcatel·Lucent Enterprise
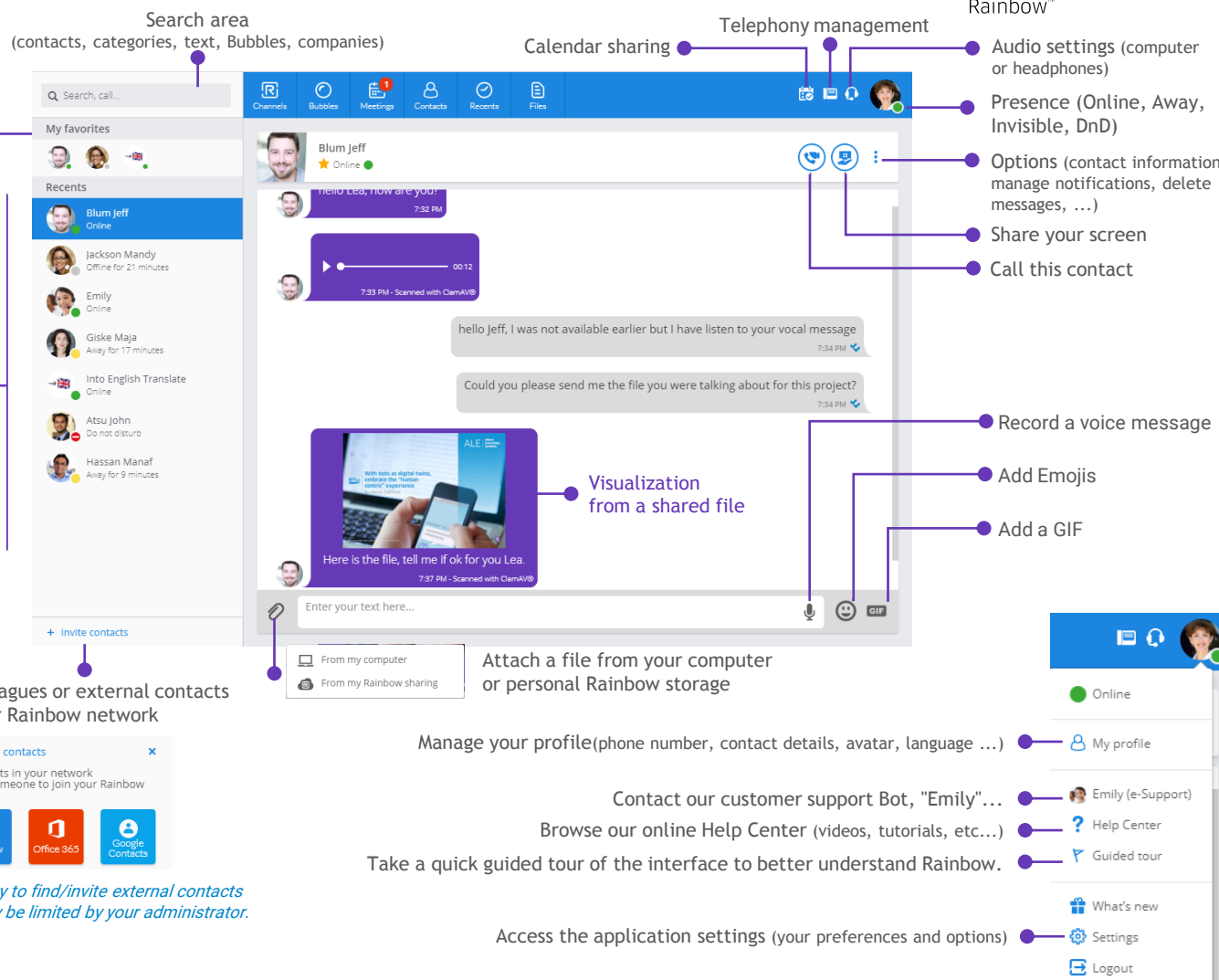
USE ON WORKSTATION (WINDOWS/MAC/WEB)

Some features described in this document require a specific subscription level, or options.

Discover your collaborative solution

Rainbow™

Search area
(contacts, categories, text, Bubbles, companies)

Calendar sharing

Telephony management

Audio settings (computer or headphones)

Presence (Online, Away, Invisible, DnD)

Options (contact information, manage notifications, delete messages, ...)

Share your screen

Call this contact

Quick access to your favorites (contacts, groups, chatbots)

Your recent interactions with contacts, groups or chatbots

My favorites

Recents

- Blum Jeff — Online
- Jackson Mandy — Offline for 21 minutes
- Emily — Online
- Giske Maja — Away for 17 minutes
- Into English Translate — Online
- Atsu John — Do not disturb
- Hassan Manaf — Away for 9 minutes

+ Invite contacts

Blum Jeff ★ Online

hello Lea, how are you? 7:32 PM

00:12 — 7:33 PM - Scanned with ClamAV®

hello Jeff, I was not available earlier but I have listen to your vocal message 7:34 PM

Could you please send me the file you were talking about for this project? 7:34 PM

Here is the file, tell me if ok for you Lea. 7:37 PM - Scanned with ClamAV®

Visualization from a shared file

Record a voice message

Add Emojis

Add a GIF

Enter your text here...

Invite colleagues or external contacts to join your Rainbow network

+ Invite contacts ✕
2 contacts in your network
Invite someone to join your Rainbow network

Rainbow | Office 365 | Google Contacts

NB: the ability to find/invite external contacts may possibly be limited by your administrator.

From my computer
From my Rainbow sharing

Attach a file from your computer or personal Rainbow storage

Manage your profile (phone number, contact details, avatar, language ...)

Contact our customer support Bot, "Emily"...
Browse our online Help Center (videos, tutorials, etc...)
Take a quick guided tour of the interface to better understand Rainbow.

Access the application settings (your preferences and options)

- Online
- My profile
- Emily (e-Support)
- ? Help Center
- Guided tour
- What's new
- Settings
- Logout
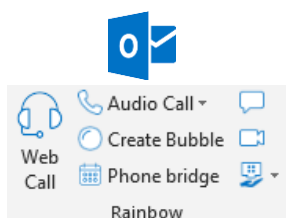
Main features of the solution include

TELEPHONY
- Remote control of your desk phone, one-click call, softphone, use of an external fixed or mobile telephone line
- Automatic availability detector (engaged, available, etc.)
- Voicemail notification
- Call management: re-dial, transfer, three-way conference, call forwarding to voicemail or another line
- Detailed call history
- Common telephone directory for all company users

The Rainbow add-in for **Microsoft Outlook** allows you to become even more productive through the addition of more communication capabilities (ex. click-to-call someone in your email)
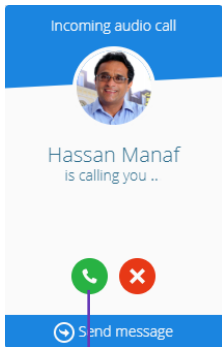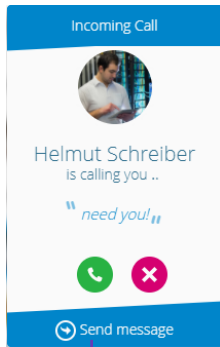
Web Call | Audio Call ▾ | Create Bubble | Phone bridge
Rainbow

COLLABORATION
- Contact management
- Contact search in both company directories and personal contact lists (Microsoft Outlook)
- Instant messaging and automatic presence identifier
- Audio/video communications with other users with screen sharing and recording capabilities
- Bubbles (groups) with users both within and outside the organization up to 300 participants
- Video-web conferencing with up to 50 internal or external participants
- Audio conferences with up to 100 internal or external participants
- Access to internal or external updates through the Channel feature. Include both text and multimedia (links, images, files, videos)
- Personal cloud-file storage up to 20GB
- Automatic detection of your Outlook or Google calendar availability (Microsoft Exchange O365 or Google Calendar)

Rainbow™

Select the preferred mode for your calls, depending on your work situation

Select your current phone

Take calls on your computer (VoIP) → 🖥 Computer (VoIP)

Your physical telephone extension → ✓ 📇 Office phone

Your Android or iPhone mobile → 📱 Work mobile

Another line, e.g.
Your home phone (remote working) → 📞 Other phone

Manage preferences and call forwarding specifications → ⚙ Routing of incoming calls
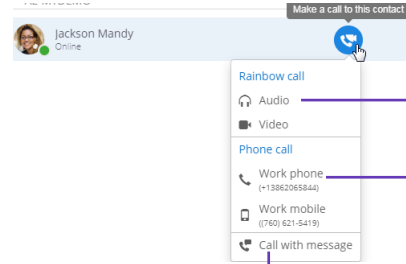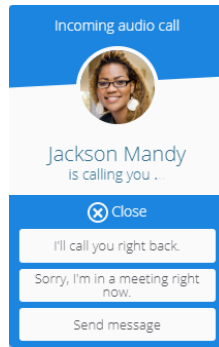
Incoming call pop-up. Making a call

Incoming audio call

Hassan Manaf
is calling you ..

📞 ❌

➔ Send message

Accept call on your phone set

Incoming Call

Helmut Schreiber
is calling you ..

" need you! "

📞 ❌

➔ Send message

Send an instant message if you're unavailable

Incoming audio call

Jackson Mandy
is calling you ...

✖ Close

I'll call you right back.

Sorry, I'm in a meeting right now.

Send message

Make a call to this contact

Jackson Mandy
Online

Rainbow call
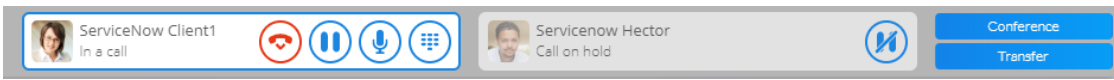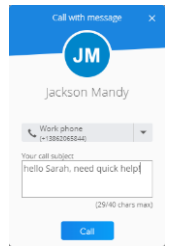🎧 Audio
📹 Video

Phone call
📞 Work phone
(+13862065844)
📱 Work mobile
((760) 621-5419)
📞 Call with message

Make an audio or video call via the internet (VoIP) (this type of call does not use your business telephony system)

Make a phone call and reach your contact on his business phone number or mobile number.
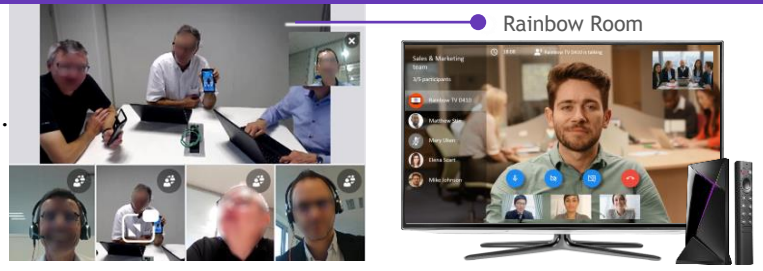
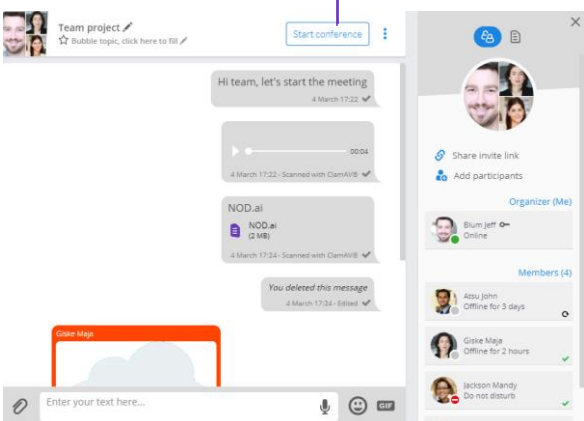Enter a text message that will be displayed when the call is launched

Call with message ✕

JM

Jackson Mandy

📞 Work phone
(+13862065844)

Your call subject:
hello Sarah, need quick help!

(29/40 chars max)

Call

ServiceNow Client1
In a call
📵 ⏸ 🎤 🔢

Servicenow Hector
Call on hold
⏯

Conference

Transfer

Start or pick-up a second call, then transfer it or enter into a three-party conference
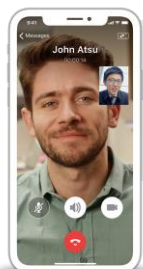
Bubbles & Web Conferencing

- To create a bubble (working group), give it a name and a topic, then invite relevant participants (internal or external and with or without Rainbow accounts).
- You can also send participants a web link to join your Bubble. Simply copy and paste it into your email or calendar platform.
- At any time, you can start a web conference with all the participants in your group.

Rainbow Room

Sales & Marketing Team

Create a bubble
Create, share and work together with bubbles.
Invite Rainbow users to your bubbles and start team conversations.

Team project ✏
☆ Bubble topic, click here to fill ✏

Start conference ⋮

Hi team, let's start the meeting
4 March 17:22

00:04
4 March 17:22 - Scanned with ClamAV®

NOD.ai
NOD.ai
(2 MB)
4 March 17:24 - Scanned with ClamAV®

You deleted this message
4 March 17:24 - Edited

Giske Maja

Enter your text here...

👥 📄

Organizer (Me)

Blum Jeff
Online

Members (4)

Atsu John
Offline for 5 days

Giske Maja
Offline for 2 hours

Jackson Mandy
Do not disturb

Share invite link

Add participants

- Web conferencing to benefit from audio, video and screen sharing with all participants.
- Each participant can view up to four video streams at once and can select one to enlarge.
- Anyone can connect to a conference via their web browser, mobile phone (Android & iOS), desktop (Windows or Mac), or through our *Rainbow Room* solution.

John Atsu

Find out more about all the features offered by the Rainbow application by going to our online Help Center:
https://support.openrainbow.com/hc

You can also install the Rainbow application on your mobile!