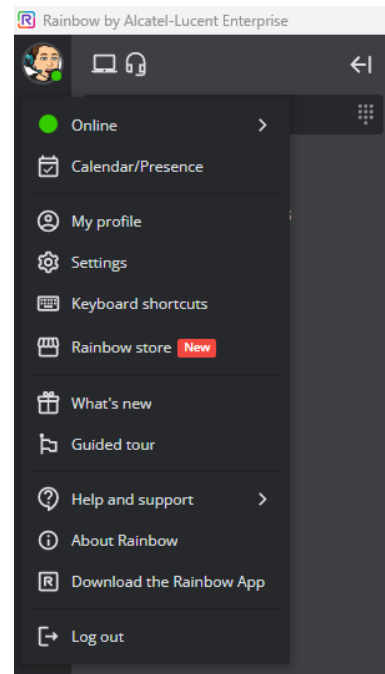
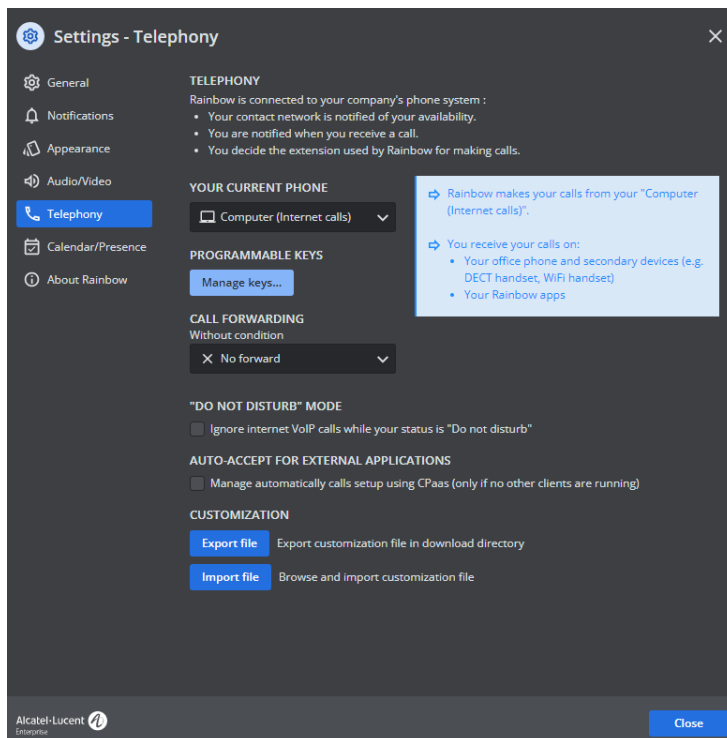
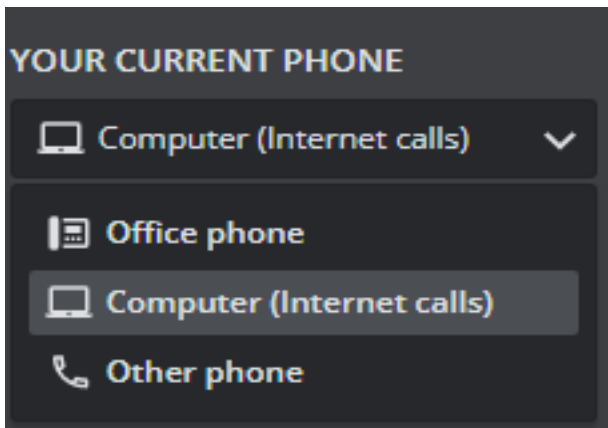




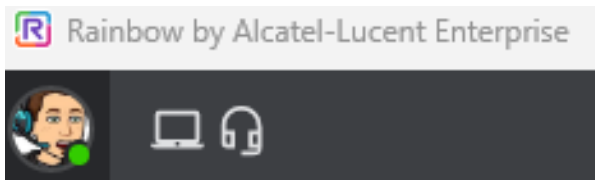
## INCLOUD – RAINBOW GUIDE (CURRENT PHONE)

- ❖ If you are having issues Making or Receiving calls you need to check your Telephony settings, to do so click on your **“Person Icon”** in the top left of the screen and then select the **“Settings”** option.
- ❖ Once in settings from the left-hand pane select **“Telephony”**  
You need to confirm that under the Your Current Phone section that the correct option is selected.





❖ If you are using the Rainbow solution purely as a softphone you need to ensure you have “Computer” selected as your current phone option under the dropdown menu.



❖ If this has been saved correctly you will notice the computer icon in the top left on your Rainbow window

Changing these settings updates automatically, there is no save button, however, it is recommended that you restart Rainbow after making any settings changes, for instructions please refer to our **“Restarting Rainbow”** guide.

If the problems persist, please contact us at [info@intelephony.com.au](mailto:info@intelephony.com.au) or 02 6040 4330.