





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.

⑧ Settings - Telephony				×
ô General ハotifications の Appearance	TELEPHONY Rainbow is connected to your company's ph • Your contact network is notified of your • You are notified when you receive a call • You decide the extension used by Rainb	hone avail	system : ability. or making calls.	
 ✔) Audia/Video ✔ Telephony ✔ Calendar/Presence ① About Rainbow 	YOUR CURRENT PHONE Computer (Internet calls) PROGRAMMABLE KEYS Manage keys CALL FORWARDING Without condition X No forward V	1) 1)	Rainbow makes your calls from your "Computer (Internet calls)". You receive your calls on: • Your office phone and secondary devices (e.g. DECT handset, WFI handset) • Your Rainbow apps	<u>7</u> .
	"DO NOT DISTURB" MODE gnore internet VoIP calls while your status is "Do not disturb" AUTO-ACCEPT FOR EXTERNAL APPLICATIONS Manage automatically calls setup using CPaas (only if no other clients are running) CUSTOMIZATION Export file Export customization file in download directory Import file Browse and import customization file			
Alcatel·Lucent 🕖			Clos	e





 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 or 02 6040 4330.