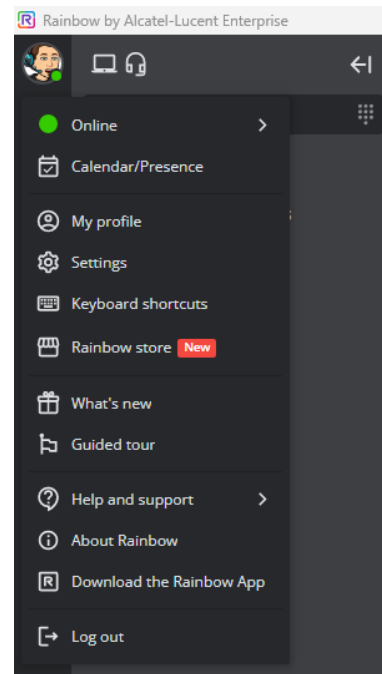
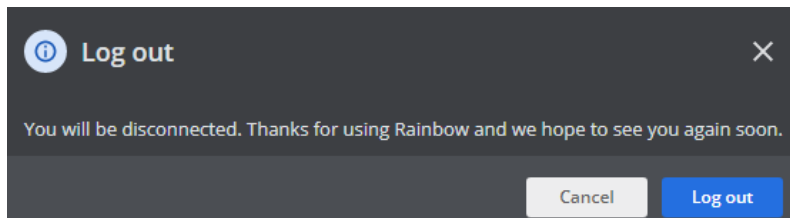
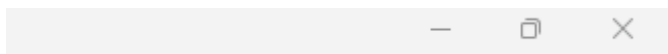




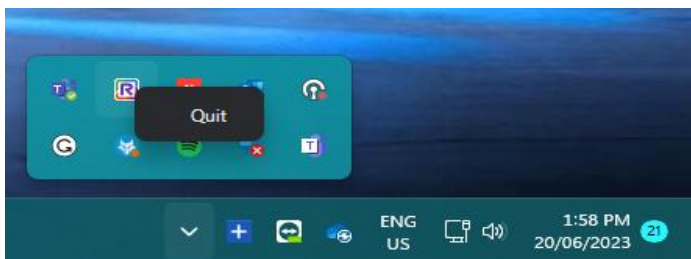
INCLOUD – RAINBOW GUIDE (RESTARTING RAINBOW)

- ❖ If you are having issues with your Rainbow Desktop Application the first action to take is to restart Rainbow, to do so click on your **“Person Icon”** in the top left of the screen and then select the **“Log Out”** option.

- ❖ You will be prompted to confirm your log-out request, click **“Log Out”** in blue, and you will be returned to the login screen, once there click the **X** in the top right of your screen.



Once Rainbow is closed you will need to navigate to your system tray and **“Quit”** Rainbow to stop the background process from running.



- ❖ Refer to this screenshot to see what the system tray looks like, once you can see the Rainbow icon you need to right-click and select **“Quit”**

Now open Rainbow again from your desktop icon, log back in and test the system again.

If the problems persist, please contact us at info@intelephony.com.au or 02 6040 4330