ALE Rainbow – User Set Up Instructions

Computer Set Up

- 1. Open Rainbow
- 2. Click on your avatar in top left corner of Rainbow screen (ie. icon with your image or initials)
- 3. Click on Settings
- Under PRESENCE section ensure Change my presence status to 'Do not disturb' when full screen mode is used option is <u>not</u> selected. If a tick appears in the corresponding check-box click on box to deselect
- 5. Click on **Telephony** option on left
- 6. Click on drop down menu under YOUR CURRENT PHONE and select Computer (Internet calls)

| bilony | |
|---|---|
| TELEPHONY Rainbow is connected to your company's • Your contact network is notified of you • You are notified when you receive a ca • You decide the extension used by Rain | phone system : ur availability. all. abow for making calls. |
| YOUR CURRENT PHONE | Rainbow makes your calls from your "Computer (Internet calls)", |
| Computer (Internet calls) Computer (Internet calls) Computer (Internet calls) Computer phone | You receive your calls on: Your office phone and secondary devices (e.g. DECT handset, WiFi handset) Your Rainbow apps |
| | TELEPHONY Rainbow is connected to your company's Your contact network is notified of you You are notified when you receive a ca You decide the extension used by Rain YOUR CURRENT PHONE Computer (Internet calls) Office phone Computer (Internet calls) Computer (Internet calls) Other phone |

7. Click Close

To activate/cancel call diversion via your computer:

- 1. Click on your avatar at top left of Rainbow screen
- 2. Select Settings option (on left)
- 3. Select **Telephony** option (on left)
- 4. Click on drop down arrow under CALL FORWARDING
- 5. Select required destination
- 6. If forwarding to mobile phone select **Other phone** and enter mobile phone number ensuring you have added prefix **0** or **35** in front of mobile phone number.

NB: Prefix 0 will conceal your caller ID while prefix 35 will display your landline caller ID

7. Click **Apply** (the last 9 digits of your mobile phone number should appear in brackets with a **+61** preceding)



- 8. Click Close
- 9. To cancel call forwarding follow steps 1-4 above then select No call forwarding
- 10. Click Close

Mobile Phone Set Up:

- 1. Tap your avatar (top left corner of screen) to display menu options
- 2. Scroll down to and select **Telephony**
- 3. Leave *My mobile number* field blank
- 4. Activate Use my mobile phone for business calls option by swiping slider to the right
- 5. Activate the Activate VoIP for business calls option by swiping slider to the right
- 6. Once desired settings have been selected press left pointing arrow at top left of screen to return to previous menu
- 7. Press **Done** (top right) to return to the default screen

Activate/cancel call diversion via mobile phone:

- 1. Tap your avatar (top left corner of screen) to display menu options
- 2. Scroll down to and select Telephony
- 3. Tap the right pointing arrow below Forward your phone calls
- 4. Select required destination
- If forwarding to mobile phone select **Other phone** and enter mobile phone number ensuring you have added prefix **0** or **35** in front of mobile phone number.

NB: Prefix 0 will conceal your caller ID while prefix 35 will display your landline caller ID

- 6. Click Ok
- 7. Press left pointing arrow at top left of screen
- 8. Press **Done** to return to home screen
- 9. To cancel call forwarding follow steps 1-3 above then select Cancel call forwarding
- 10. Press left pointing arrow at top left of screen
- 11. Press Done to return to home screen

