# Alcatel Rainbow User Guide - iPhone

Please note the following instructions are to be used as a guide only as screen displays and menu options may vary with different model iPhones and Rainbow versions.

Rainbow is provided as an extension to the BCL Alcatel telephone system. When using Rainbow it is important to remember the application is designed to be used like a physical handset in chambers.

HOME SCREEN
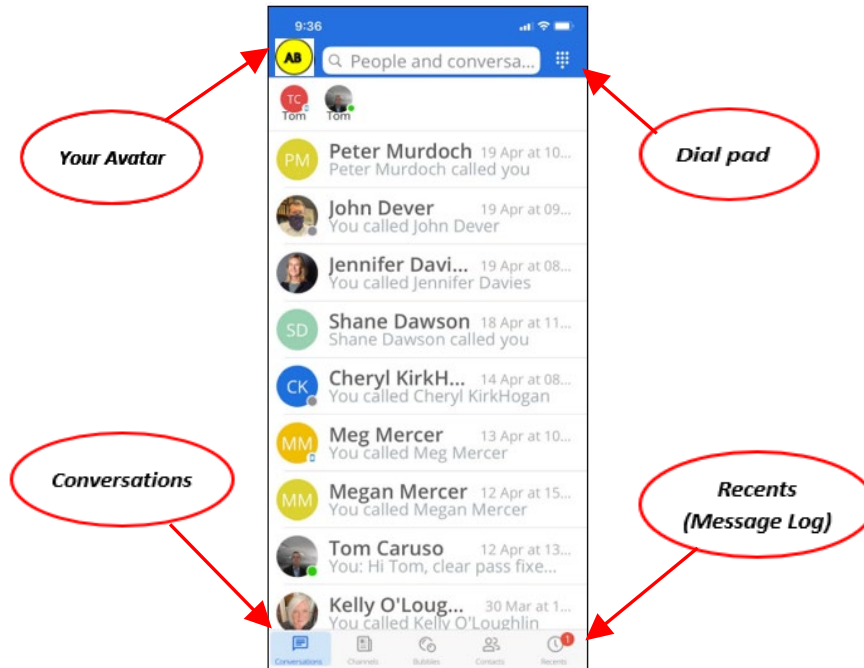
Avatar	Your avatar is located at top left corner of home screen and defaults to your initials if a photo/image is not selected at time of setup.

Your preferred photo or image can be imported at any time by tapping your avatar, select **My profile**, tap **Edit** (pen icon) at top right corner, tap **Avatar**, point to preferred image/file then follow prompts to save.

Conversations   The **Conversations** tab is at the bottom left of screen and not only displays recent calls but allows you to initiate text conversations. (*For a more comprehensive call log refer to **Recents** tab below*).

Dial Pad   The **Dial pad** is located at the top right corner of screen **and is accessible only when the Conversations tab (bottom left corner of screen) is active.**

The **Dial pad** is used for dialling:

- *All Vic Bar internal Ext's by directly dialling 4-digit Ext number*
- *External numbers by dialling 0 then desired number to hide your caller ID*
- *External numbers by dialling 35 then desired number to display your caller ID*

Please note when using Rainbow your caller ID is presented as your BCL landline 9225 xxxx phone number, regardless if you are using your mobile phone

Recents	The **Recents** tab contains a log of all calls made and received including the phone number, time and duration of each call regardless whether the call was answered or not. This is a very useful reference particularly for missed calls as the caller's number is also retained in the log, provided the caller has opted to display their caller ID.

Clicking the **Recents** icon will display your call log:

↗ indicates **answered outgoing** call

↗ indicates **unanswered outgoing** calls

↙ indicates **answered incoming** calls

↙ indicates **missed incoming** calls

MANAGING CALLS

Whilst on an active call the following call management icons appear on your mobile phone screen:
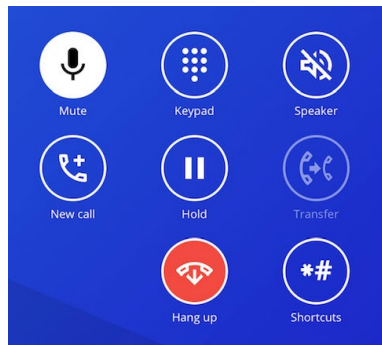
	Mute	Press to toggle mute function on and off. When active, icon appears dark blue with white diagonal line
	Keypad	Use to dial numbers with call transfers, etc.
	Speaker	Press to toggle loudspeaker on and off. When loudspeaker is active icon appears white, when inactive appears with blue background and diagonal line
	New Call	Press to initiate transfer to another number then dial desired 4 digit Ext or external number using prefix 0 or 35
	Hold	Press to toggle between placing caller on and off hold
	Transfer	Press to complete transfer once destination number has been dialled
	End Call	Press to end call
	Swap	Press to alternate between two separate calls (inactive call is automatically placed on hold)
	Merge	Press to place two active calls together in conference with self
	Shortcuts	Press to access DTMF function (eg. to enter account number for phone banking mid call)

Please note some functions are not available in all modes. For example, call functions are only available while on an active call.

CALL FUNCTIONS

Answer call	To answer an incoming call simply press the **Accept** button or press the tick icon that appears on your screen
Make call	To make an outgoing call ensure you are on the **Conversations** tab (bottom left of screen) then tap on **Dial** pad (top right) and dial the desired number *NB: 4 digit Vic Bar Ext's can be dialled directly however external numbers require prefix 0 or 35 before the number. Prefix 0 will conceal your landline caller ID whilst prefix 35 will display it*
Transfer call	Press **New call**, dial 4 digit Ext or if external dial **0** or **35** followed by desired number. Once answered press the **Transfer** icon
Cancel transfer	Press **Hang up** whilst the dialled Ext or external number is ringing. This will cancel the attempted transfer and revert back to the original call.
Conference call	With 2nd party on the line (you are 1st party), 1. Press **New call**, 2. Dial desired number (using prefix **0** or **35** if external), 3. Once 3rd party has answered press **Merge** button. ***NB: When hanging up from conference call this ends your connection only whilst other parties remain connected.***
Activate diversion	To divert your landline 1. Tap on your **Avatar** (top left) 2. Select **Telephone** 3. Scroll down to **FORWARD YOUR PHONE CALL** 4. Press arrow to right of **Do not forward** 5. Select **Forward unconditional** 6. Under **DESTINATION OF THE CALL FORWARD** select either **Voicemail** or **Other phone** depending on desired destination 7. If selecting **Other phone** enter destination number and press OK, **remembering to include prefix 0 or 35 in front of desired number**. Once destination number has been entered press left pointing arrow in top left corner of screen twice then press **Done** to return to home screen.
Cancel diversion	To cancel an active diversion: 1. Tap on your avatar (top left) 2. Select **Telephony** 3. Scroll down to **FORWARD YOUR PHONE CALLS** 4. Tap **Always forward to Other number** 5. Select **No forwarding** 6. Press left pointing arrow in top left corner of screen twice then press **Done** to return to home screen.
Video calls	1. Tap on **Contacts** tab from toolbar at bottom of screen 2. Search for and select desired contact 3. Tap **Audio/video button** 4. Select **Video call**
Instant Messaging	1. Tap on **Conversations** tab from toolbar at bottom left of screen 2. Tap in Search bar to the right of your avatar 3. Search for and select desired contact 4. Commence typing message in text box that appears at bottom of screen 5. Tap blue arrow at right of text box to send message
File sharing	1. Tap on **Conversations** tab 2. Search for and select contact 3. Tap **Attach** (paperclip) 4. Point to file or image 5. Key in message as required 6. Tap blue arrow to Send
Screen sharing	**Please note, screen sharing can be initiated via the Rainbow app on your computer only. Whilst the Rainbow mobile app is able to receive shared screens it is unable to initiate them.** 1. The initiating party must share their screen via a Rainbow phone call 2. Answer/Accept the call 3. Shared screen will appear on your mobile phone screen