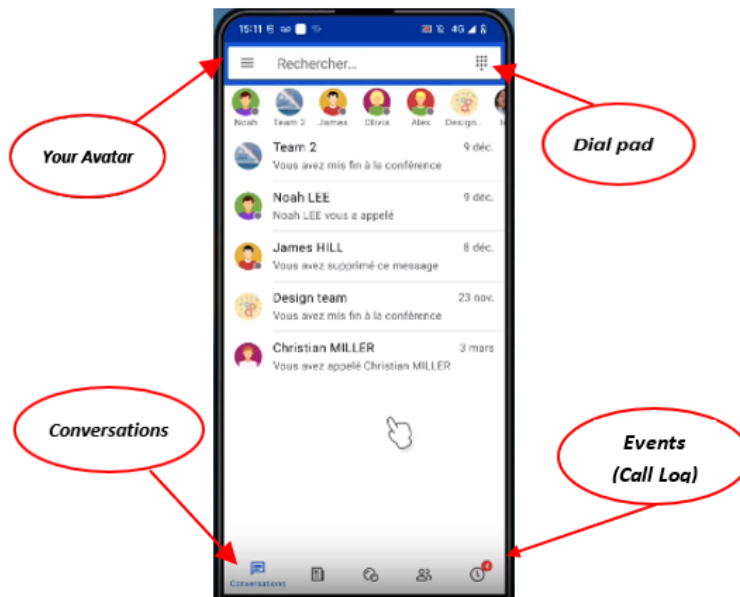


Rainbow – Quick Reference Guide for Android

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

Rainbow is provided as an extension to BCL's Alcatel-Lucent 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/Menu bar

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), point to preferred image/file then follow prompts to save.

Conversations

The **Conversations** tab located at the bottom left of screen displays recent calls as well as allowing you to initiate text conversations. (For a more comprehensive call log refer to **Events** tab below).

Dial pad

The **Dial pad** is located at the top right corner of screen and allows you to dial:





- **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**

NB: Please note when using Rainbow your caller ID is displayed (should you opt to display it) as your BCL landline phone number **9225 XXXX**, regardless whether you are using Rainbow on your mobile phone or computer

Events

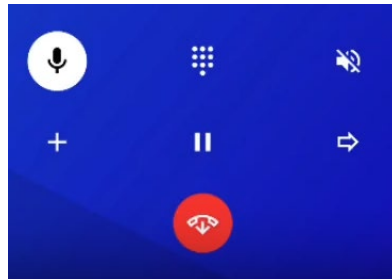
The **Events** tab contains a log of all calls made and received including the phone number, time and duration of each call, regardless whether the call was answered or not. This is a very useful reference, particularly for missed calls as the caller's number is also retained in the log, provided the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










Tapping the **Events** icon will display your call log:

-  indicates **answered outgoing** call
-  indicates **unanswered outgoing** call
-  indicates **answered incoming** call
-  Indicates **missed incoming** call

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 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 it appears with 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 place call on hold; press Retrieve to take call off hold
	Transfer	Press to complete transfer once destination number has been dialled
	Hang up	Press to end active call
	Swap	Press to alternate between two separate calls (inactive call is automatically placed on hold)
	Merge	Press to place two called/calling parties together in conference with self

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

CALL FUNCTIONS

Answer call	To answer an incoming call press the Answer/Accept button or press the tick icon that may appear on your screen
Make call	To make an outgoing call tap on Dial pad (top right), dial the desired number and press Call button 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 , using dial pad enter 4 digit Ext or if external dial 0 or 35 followed by desired number then press Call . 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 2 nd party on the line (you are 1 st party), <ol style="list-style-type: none"> 1. Press New call, 2. Dial desired number (using prefix 0 or 35 if external) and press Call 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 <ol style="list-style-type: none"> 1. Tap on your Avatar (top left) 2. Select Telephony settings 3. Scroll down to the FORWARD YOUR PHONE CALLS section and tap No Forwarding 4. Select Forward unconditional 5. Under SPECIFY DESTINATION OF THE CALL FORWARD select either Voicemail or Other phone depending on desired destination 6. If selecting Other phone enter destination number and press OK (NB. Entering prefix 35 before desired destination number will display your landline caller ID for all diverted calls) 7. Once destination number has been entered press left pointing arrow in top left corner of screen to return to home screen
Cancel diversion	To cancel an active diversion: <ol style="list-style-type: none"> 1. Tap on your avatar (top left) 2. Select Telephony 3. Scroll down to FORWARD YOUR PHONE CALLS section 4. Tap Forward Unconditional 5. Select No forwarding 6. Press left pointing arrow in top left corner to return to home screen
Video calls	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Tap on Conversations tab from toolbar at bottom left of screen 2. Tap in Search bar below 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	<ol style="list-style-type: none">1. Tap on Conversations tab2. Search for and select contact3. Tap + to right of text box4. Select and point to relevant file type and/or image5. Key in message as required6. Tap blue arrow to Send
Screen sharing	<p>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.</p> <ol style="list-style-type: none">1. The initiating party must share their screen via a Rainbow phone call2. Answer/Accept the call3. Shared screen will appear on your mobile phone screen

For further support or questions relating to Alcatel Rainbow please contact the BCL Service Desk on 9225 8888 or servicedesk@vicbar.com.au