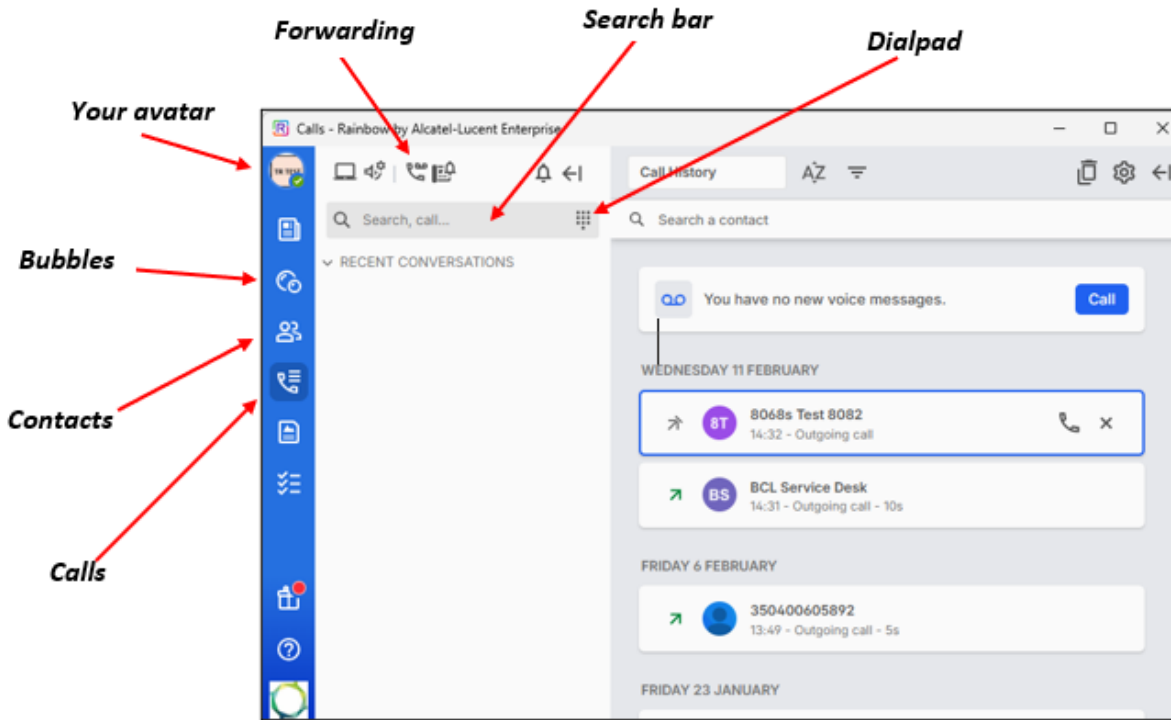


# Rainbow – Quick Reference Guide for Mac

Please note the following instructions are to be used as a guide only as screen displays and menu options may vary with different model Macs 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 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 clicking on your **Avatar**, select **My profile**, **Edit** (bottom right corner), point to preferred image/file then follow prompts to save.

### Search bar

The search bar is located towards top left corner of screen and can be used to search contacts

### Dialpad

The **Dialpad** is located to the right of the search bar 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

## Bubbles

You can create bubbles within Rainbow to facilitate private group conversations:

1. Click on **Bubbles** icon
2. Click on **Create a bubble**
3. Allocate bubble name and click **Next**
4. Search and click on members to be added clicking next after final member
5. Select an image to assign to your bubble should you wish
6. Click on **Create**

## Calls

Clicking the **Calls** icon displays a log of all calls made and received. This includes the calling/called phone number, time and duration of each call and indicates whether or not each call was answered.


This is a very useful reference particularly for missed calls as the caller's number is retained in the log, provided the caller has opted to display their caller ID.

 indicates **answered outgoing** call

 indicates **unanswered outgoing** call

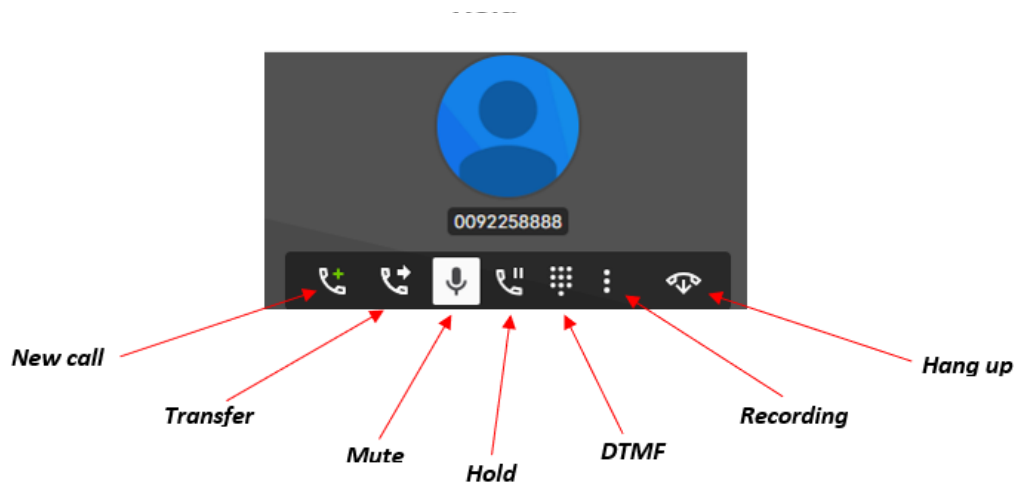
 indicates **answered incoming** call










In indicates **missed incoming** call

 Unanswered calls will automatically be redirected to your nominated default destination (ie your PA, clerk, voicemail or mobile phone) unless an immediate call diversion is active. If an immediate diversion is active calls will not be captured in the call log.

## MANAGING CALLS

Whilst on an active call the following call management icons appear on your screen:




-  **Mute** Click to toggle mute function on and off. When active, icon appears with white diagonal line
-  **DTMF dialpad** Use regular dialpad (in search bar at top left of screen) to dial numbers for call transfers, etc. Click on DTMF keypad in call tool bar for selecting in-call menu options (eg. phone banking, etc.)
-  **New Call** Click to initiate transfer to another number, dial desired 4 digit Ext or external number using prefix 0 or 35, introduce call then click on Transfer icon 
-  **Hold** Click to place call on hold; click again to retrieve call
-  **Transfer** Click to initiate an immediate transfer without introduction to destination party
-  **Hang up** Click to end active call
-  **Retrieve** Click to alternate between two separate calls (inactive call is automatically placed on hold)
-  **Merge** Click to conference two called/calling parties together 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

<p><b>Answer call</b></p>	<p>To answer an incoming call click on green <b>Accept</b> button that appears on screen</p>
<p><b>Make call</b></p>	<p>Dial the desired number using the <b>Dialpad</b> at right of search bar in top left corner then click on <b>Call</b> button</p> <p><b>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</b></p>
<p><b>Transfer call</b></p>	<ol style="list-style-type: none"> <li>1. Click on <b>New call</b></li> <li>2. Using dialpad dial 4 digit Ext (if external dial <b>0</b> or <b>35</b> followed by desired number) and click <b>Call</b>. Once answered click the <b>Transfer</b> icon</li> </ol>
<p><b>Cancel transfer</b></p>	<p>Click <b>Hang up</b> whilst the dialled Ext or external number is ringing. This will cancel the attempted transfer and revert back to the original call</p>
<p><b>Conference call</b></p>	<p>With 2<sup>nd</sup> party on the line (you are 1<sup>st</sup> party)</p> <ol style="list-style-type: none"> <li>1. Click <b>New call</b></li> <li>2. Dial desired number (using prefix <b>0</b> or <b>35</b> if external) and click <b>Call</b></li> <li>3. Once 3<sup>rd</sup> party has answered click <b>Merge</b> button</li> </ol> <p><b>**NB: When hanging up from conference call this ends your connection whilst other parties remain connected</b></p>
<p><b>Activate diversion</b></p>	<ol style="list-style-type: none"> <li>1. Click the <b>Forwarding</b> icon to the right of your avatar: <div data-bbox="528 1491 1102 1688" data-label="Image"> <p>The image shows a mobile application interface. At the top, there's a header with 'Channels - Rainbow by Alcatel-Lucent Enterprise' and a user profile for 'Barristers' Chambers Limited'. Below the header is a search bar with a magnifying glass icon and the text 'No forward'. A red arrow points to the 'No forward' button. Below the search bar is a section titled 'RECENT CONVERSATIONS'.</p> </div> </li> <li>2. Select the preferred destination (ie. <b>Voicemail</b> or <b>Other number</b>)</li> <li>3. If selecting <b>Other number</b> enter destination number (<b>NB**Do not include prefix</b>),</li> <li>4. Click <b>Apply</b> then <b>Close</b></li> </ol>
<p><b>Cancel diversion</b></p>	<ol style="list-style-type: none"> <li>1. Click <b>Forwarding</b> icon</li> <li>2. Select <b>Cancel call forwarding</b></li> </ol>

<p><b>Video calls</b></p>	<ol style="list-style-type: none"> <li>1. Click in <b>Search bar</b> and search desired contact</li> <li>2. Hover mouse over desired contact and click <b>Video button</b> </li> <li>3. Select <b>Video</b> The video call will be initiated</li> </ol>
<p><b>Instant Messaging</b></p>	<ol style="list-style-type: none"> <li>1. Click in <b>Search bar</b></li> <li>2. Search for and select desired contact</li> <li>3. Click in text box at bottom of screen:</li> </ol> <div data-bbox="528 510 1114 613" data-label="Image"> </div> <ol style="list-style-type: none"> <li>4. Key in message</li> <li>5. Click on right pointing arrow at far right of text box to send message</li> </ol> <p><b>NB: Please note that the Instant messaging feature is specific to Rainbow users only and is unrelated to SMS messages on mobile phones</b></p>
<p><b>File sharing</b></p>	<ol style="list-style-type: none"> <li>1. Click in <b>Search bar</b></li> <li>2. Search for and select desired contact</li> <li>3. Click on <b>+</b> located at left of text box at bottom of screen:</li> </ol> <div data-bbox="528 1055 935 1249" data-label="Image"> </div> <ol style="list-style-type: none"> <li>4. Select and point to relevant file type and/or image</li> <li>5. Key in message as required</li> <li>6. Click on arrow to right of text box to Send</li> </ol>
<p><b>Screen sharing</b></p>	<p>Please note, screen sharing is only available between Rainbow users, with the initiating party sharing their screen via a Rainbow call</p> <ol style="list-style-type: none"> <li>1. Click in search bar and search desired contact</li> <li>2. Hover mouse over contact click on <b>Call/Video</b> icon</li> <li>3. Select <b>Share your screen</b>. If you have multiple screens select the screen you wish to share and click <b>Share</b></li> <li>4. A Rainbow call will be initiated; upon answering, your screen will be visible to the destination party</li> </ol>

**For further support or questions relating to Alcatel Rainbow please contact the BCL Service Desk on 9225 8888 or [servicedesk@vicbar.com.au](mailto:servicedesk@vicbar.com.au)**