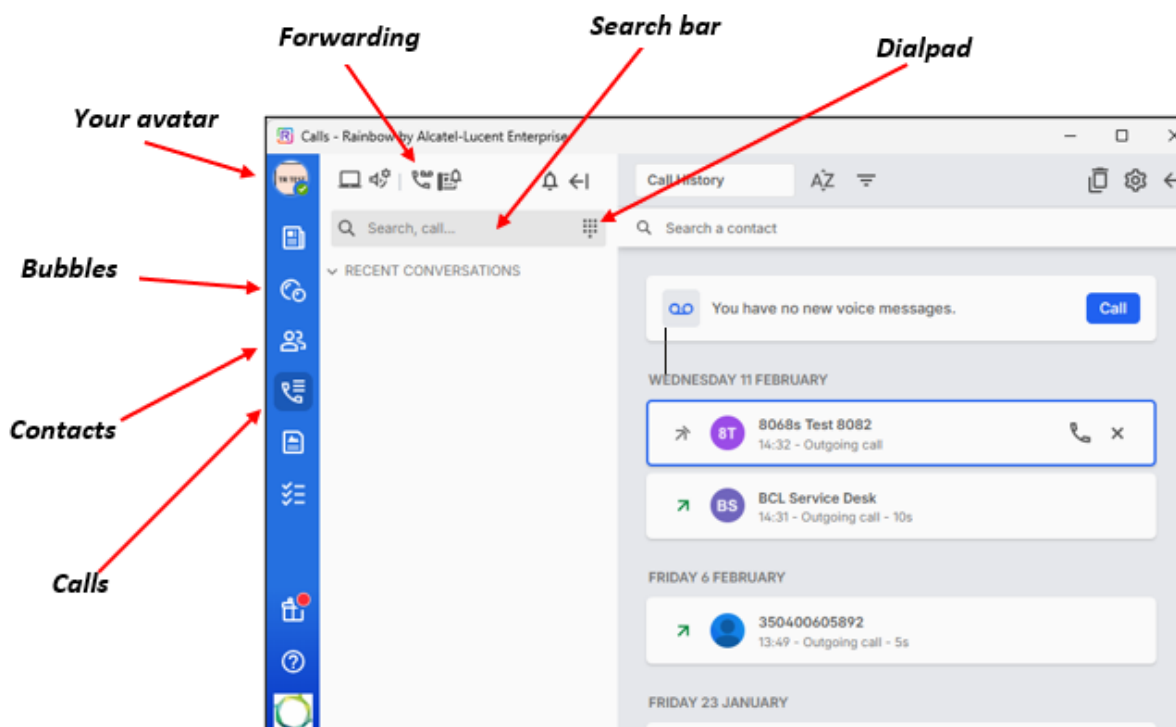


Rainbow – Quick Reference Guide for PC

Please note the following instructions are to be used as a guide only as screen displays and menu options may vary with different model computers/laptops 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 landlin phone number **9225 XXXX**, regardless whether you are using Rainbow on your mobile phone or computer

Bubbles





You can create a bubble within Rainbow to facilitate a private group conversation:

1. Click on **Bubbles** icon
2. Click on **Create a bubble**
3. Assign 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.

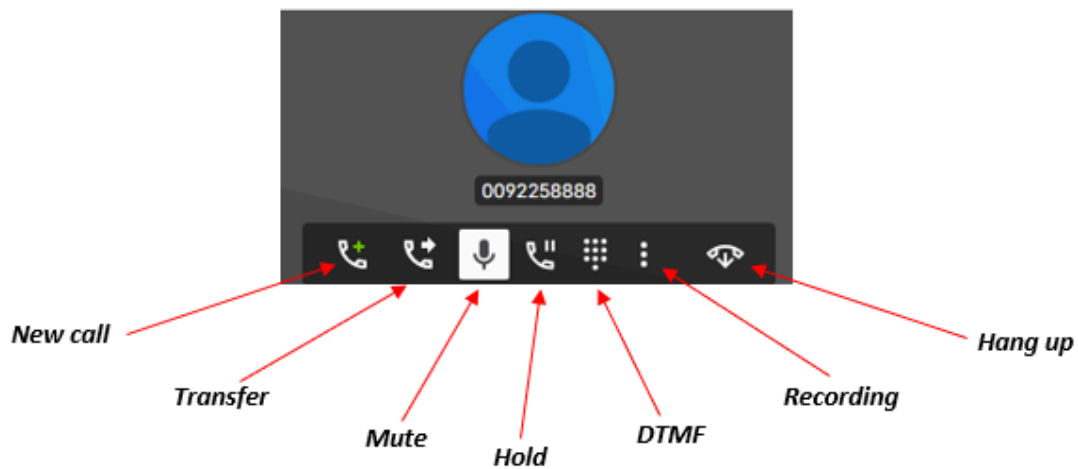
This is a very useful reference particularly for missed calls as the caller's number is retained in the log, provided the caller has opted to display their caller ID.










-  indicates answered outgoing call
-  indicates unanswered outgoing call
-  indicates answered incoming call
-  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 (eg. call functions are only available whilst on an active call).

CALL FUNCTIONS

Answer call	<p>To answer an incoming call click on green Accept button that appears on screen</p>
Make call	<p>Dial the desired number using the Dialpad at right of search bar in top left corner then click on Call button</p> <p>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</p>
Transfer call	<ol style="list-style-type: none"> 1. Click on New call 2. Using dialpad dial 4 digit Ext (if external dial 0 or 35 followed by desired number) and click Call. Once answered click the Transfer icon
Cancel transfer	<p>Click Hang up whilst the dialled Ext or external number is ringing. This will cancel the attempted transfer and revert back to the original call</p>
Conference call	<p>With 2nd party on the line (you are 1st party)</p> <ol style="list-style-type: none"> 1. Click New call 2. Dial desired number (using prefix 0 or 35 if external) and click Call 3. Once 3rd party has answered click Merge button <p>**NB: When hanging up from conference call this ends your connection whilst other parties remain connected</p>
Activate diversion	<ol style="list-style-type: none"> 1. Click the Forwarding icon to the right of your avatar: <div data-bbox="499 1267 1075 1464" data-label="Image"> <p>The image is a screenshot of a mobile application interface. At the top, there is a header with 'Channels - Rainbow by Alcatel-Lucent Enterprise' and a user profile for 'Barristers' Chambers Limited'. Below the header is a navigation bar with several icons: a yellow 'TU' logo, a call icon, a forwarding icon (a telephone handset with a curved arrow), a search icon, and a back arrow. A red arrow points to the forwarding icon. Below the navigation bar is a search bar with the text 'No forward' and a search icon. Below the search bar is a section titled 'RECENT CONVERSATIONS'.</p> </div> 2. Select the preferred destination (ie. Voicemail or Other number) 3. If selecting Other number enter destination number (NB**Do not include prefix), 4. Click Apply then Close
Cancel diversion	<ol style="list-style-type: none"> 1. Click Forwarding icon 2. Select Cancel call forwarding

<p>Video calls</p>	<ol style="list-style-type: none"> 1. Click in Search bar and search desired contact 2. Hover mouse over desired contact and click Audio/video button  3. Select Video
<p>Instant Messaging</p>	<ol style="list-style-type: none"> 1. Click in Search bar 2. Search for and select desired contact 3. Click in text box at bottom of screen: <div data-bbox="497 465 1082 566" data-label="Image"> </div> <ol style="list-style-type: none"> 4. Key in message 5. Click on right pointing arrow at far right of text box to send message <p>NB: Please note that the Instant messaging feature is specific to Rainbow users only and is unrelated to SMS messages on mobile phones</p>
<p>File sharing</p>	<ol style="list-style-type: none"> 1. Click in Search bar 2. Search for and select desired contact 3. Click on + located at left of text box at bottom of screen: <div data-bbox="497 1003 903 1196" data-label="Image"> </div> <ol style="list-style-type: none"> 4. Select and point to relevant file type and/or image 5. Key in message as required 6. Click on arrow to right of text box to Send
<p>Screen sharing</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"> 1. Click in search bar and search desired contact 2. Hover mouse over contact and select Share your screen. If you have multiple screens select the screen you wish to share and click Share 3. A Rainbow call will be initiated; upon answering, your screen will be visible to the destination party

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