

# Rainbow – Quick Reference Guide for 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-Lucent telephone system. When using Rainbow it is important to remember the application is designed to be used like a physical handset in chambers.



## Avatar

Your avatar is located at top left corner of home screen and defaults to your initials if a photo/image has not been added.

Your preferred photo or image can be imported at any time by tapping your avatar, select your 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 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***
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**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.

## Recents

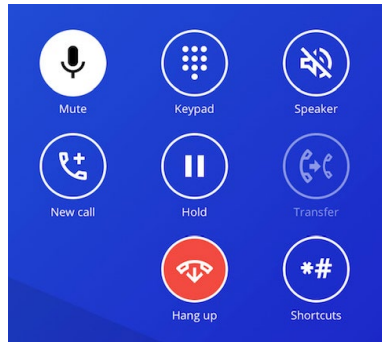
The **Recents** tab contains a log of all calls made and received including the phone number, time and duration of each call regardless whether the call was answered or not. This is a very useful reference particularly for missed calls as the caller's number is also retained in the log, provided the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











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

- ↗ indicates **answered outgoing** call
- ↖ indicates **unanswered outgoing** 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:



	<b>Mute</b>	Press to toggle mute function on and off. When active, icon appears dark blue with white diagonal line
	<b>Keypad</b>	Use to dial numbers with call transfers, etc.
	<b>Speaker</b>	Press to toggle loudspeaker on and off. When loudspeaker is active icon appears white, when inactive appears with blue background and diagonal line
	<b>New Call</b>	Press to initiate transfer to another number then dial desired 4 digit Ext or external number using prefix 0 or 35
	<b>Hold</b>	Press to place call on hold; press <b>Retrieve</b> to take call off hold
	<b>Transfer</b>	Press to complete transfer once destination number has been dialled
	<b>Hang up</b>	Press to end call
	<b>Swap</b>	Press to alternate between two separate calls (inactive call is automatically placed on hold)
	<b>Merge</b>	Press to place two active calls together in conference with self
	<b>Shortcuts</b>	Press to access DTMF function (eg. to enter account number for phone banking mid call etc)

**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

<b>Answer call</b>	To answer an incoming call press the <b>Tick/Accept</b> button that appears on your screen
<b>Make call</b>	To make an outgoing tap on the <b>Conversations</b> tab (bottom left of screen) then tap on <b>Dial</b> pad (top right) and dial the desired number <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>
<b>Transfer call</b>	Whilst on call press <b>New call</b> , tap dial pad, dial 4 digit Ext (if external dial <b>0</b> or <b>35</b> followed by desired number) and press tick icon to call. Once answered press the <b>Transfer</b> icon
<b>Cancel transfer</b>	Press <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.
<b>Conference call</b>	With 2 <sup>nd</sup> party on the line (you are 1 <sup>st</sup> party), <ol style="list-style-type: none"> <li>1. Press <b>New call</b>,</li> <li>2. Dial desired number (using prefix <b>0</b> or <b>35</b> if external),</li> <li>3. Once 3<sup>rd</sup> party has answered press <b>Merge</b> button.</li> </ol> <b>**NB: When hanging up from conference call this ends your connection only whilst other parties remain connected.</b>
<b>Activate diversion</b>	To divert your landline <ol style="list-style-type: none"> <li>1. Tap on your <b>Avatar</b> (top left)</li> <li>2. Select <b>Telephony Settings</b></li> <li>3. Scroll down to <b>FORWARD YOUR PHONE CALLS</b></li> <li>4. Press arrow to right of <b>No forwarding</b></li> <li>5. Select <b>Forward unconditional</b></li> <li>6. Under <b>DESTINATION OF THE CALL FORWARDING</b> select either <b>Voicemail</b> or <b>Other number</b> depending on desired destination</li> <li>7. If selecting <b>Other number</b> enter destination number (be sure to include prefix <b>35</b> if external) and press <b>OK</b>. Then press left pointing arrow in top left corner of screen <b>twice</b> and press <b>OK</b> to return to home screen.</li> <li>8. An outward pointing arrow will be displayed immediately alongside the phone icon in top right corner of screen to indicate that calls are being diverted. An inward pointing arrow indicates no active diversions.</li> </ol>
<b>Cancel diversion</b>	To cancel an active diversion: <ol style="list-style-type: none"> <li>1. Tap on your avatar (top left)</li> <li>2. Select <b>Telephony Settings</b></li> <li>3. Scroll down to <b>FORWARD YOUR PHONE CALLS</b></li> <li>4. Tap on right arrow next to <b>Forward unconditional</b></li> <li>5. Select <b>No forwarding</b></li> <li>6. Press left pointing arrow in top left corner of screen twice then press <b>OK</b> to return to home screen.</li> </ol>
<b>Video calls</b>	<ol style="list-style-type: none"> <li>1. Tap on <b>Contacts</b> tab from toolbar at bottom of screen</li> <li>2. Search for and select desired contact</li> <li>3. Tap <b>Audio/video button</b> </li> <li>4. Select <b>Video call</b></li> </ol>
<b>Instant Messaging</b>	<ol style="list-style-type: none"> <li>1. Tap on <b>Conversations</b> tab from toolbar at bottom left of screen</li> </ol>

	<ol style="list-style-type: none"> <li>2. Tap in Search bar below your avatar</li> <li>3. Search for and select desired contact</li> <li>4. Commence typing message in text box that appears at bottom of screen</li> <li>5. Tap blue arrow at right of text box to send message</li> </ol>
<b>File sharing</b>	<ol style="list-style-type: none"> <li>1. Tap on <b>Conversations</b> tab</li> <li>2. Search for and select contact</li> <li>3. Tap + (plus sign)</li> <li>4. Specify file type and location</li> <li>5. Key in message as required</li> <li>6. Tap blue arrow to Send</li> </ol>
<b>Screen sharing</b>	<p><b>Please note, screen sharing can be initiated via the Rainbow app on your computer only.</b> Whilst the Rainbow mobile app is able to <b>receive</b> shared screens it is <b>unable to initiate them.</b></p> <ol style="list-style-type: none"> <li>1. The initiating party must share their screen via a Rainbow phone call</li> <li>2. Answer/Accept the call</li> <li>3. Shared screen will appear on your mobile phone screen</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)*