



ALCATEL-LUCENT RAINBOW™

Take your First Steps on Rainbow

17TH NOVEMBER 2020 - EDITION 1.0

This document is an adaptation of the **digital version** of the Rainbow **Getting Started Guide**. Because some of the information in this document is less detailed, we recommend that you use the "online" version available from the Rainbow Help Center at the following address:

<https://support.openrainbow.com/hc/en-us/categories/360002371340>

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Create my Account and Download Applications

Welcome to Rainbow! This **turnkey guide** in **7 steps** will help you master the **basic functions** of your new collaboration tool. This guide is for anyone new to Rainbow, so please feel free to pass this on to your team members as well!

We will introduce several features of Rainbow. Note that some features require a **paid license**. Let's get started right away...

To get started, let us guide you through the **creation of your account** and introduce you to our **computer** or **smartphone applications**.

How to Create my Account?

Are you ready? Perfect. Simply click go to <https://web.openrainbow.com> and follow these instructions to **create your account** in just a few clicks. Compatible with recent versions of Chrome, Mozilla Firefox, Opera, Safari and Edge browser.

openrainbow.com
Connect to Rainbow

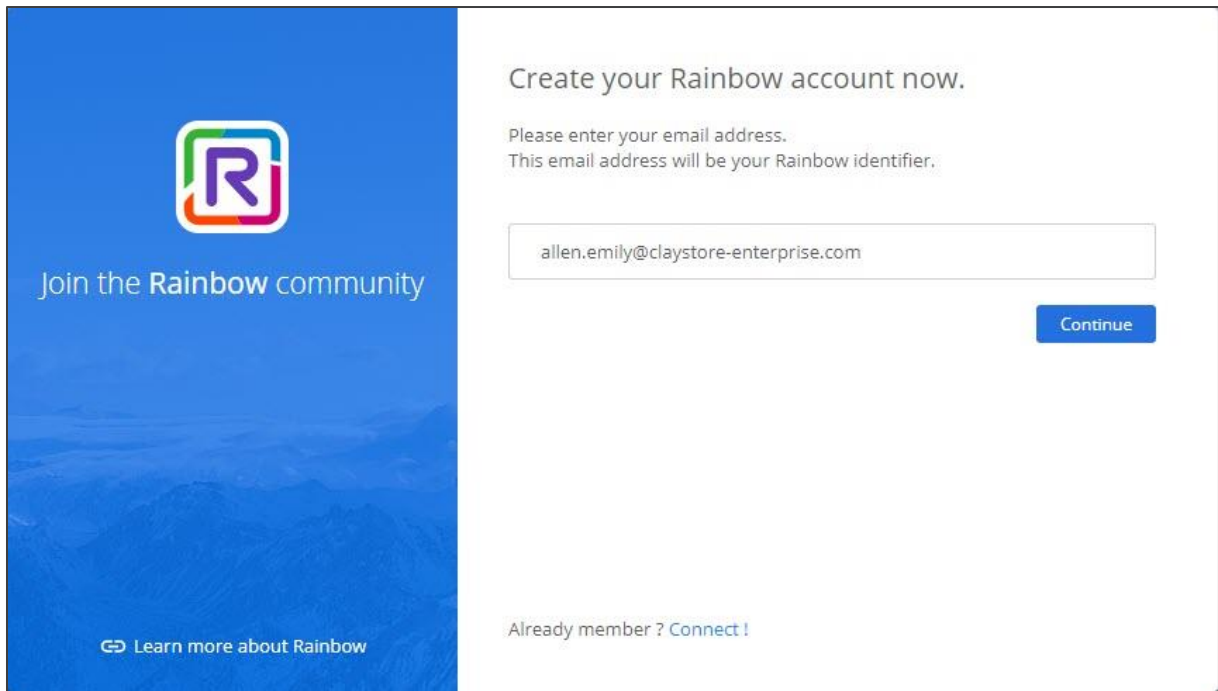
Please enter the e-mail address associated with your Rainbow account

E-mail address

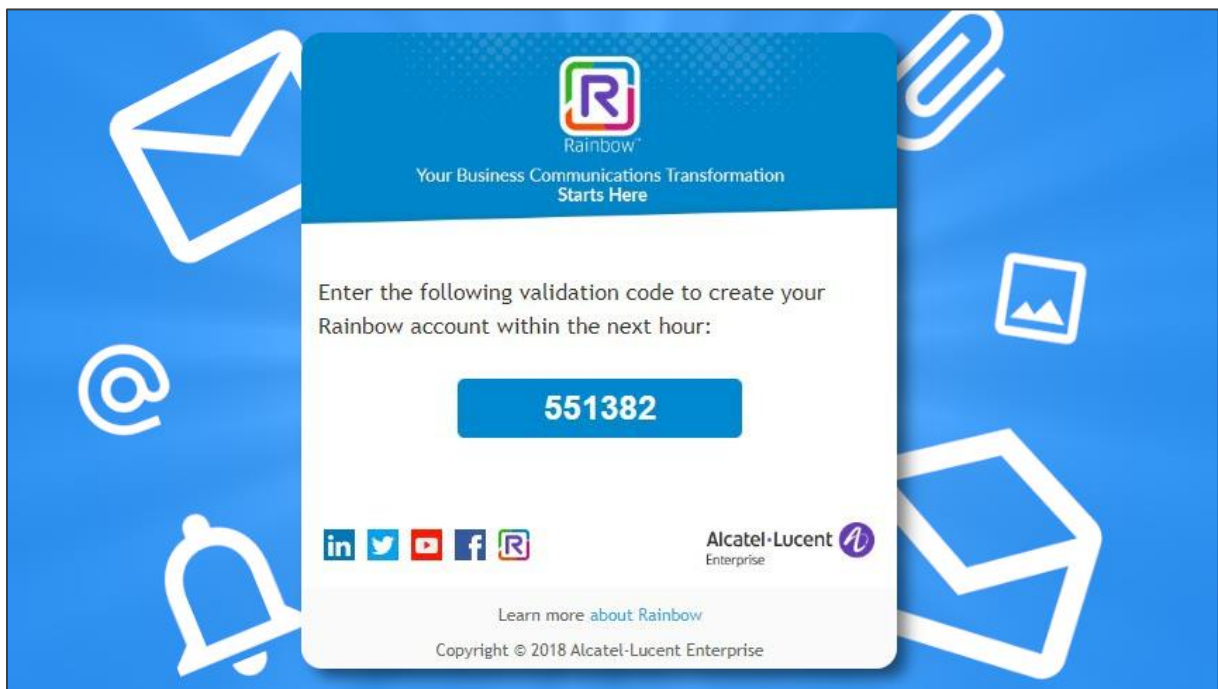
Continue

Don't have an account? [Sign up!](#)


Click on "**Sign up!**" of the bottom of the screen to create your account.



Enter your email. It will become your **Rainbow login**.



Check your mailbox. You just received an **Activation Code** to validate your Rainbow login.



Join the **Rainbow** community

[Learn more about Rainbow](#)


Please check your email inbox, we have sent you an activation code.

[Continue](#)

Can't see the code in your inbox?
Please check your spam folder.

Already member ? [Connect !](#)

Enter your Activation Code and define your new **Rainbow Password**.



Welcome to **Rainbow**

[Learn more about Rainbow](#)

Welcome

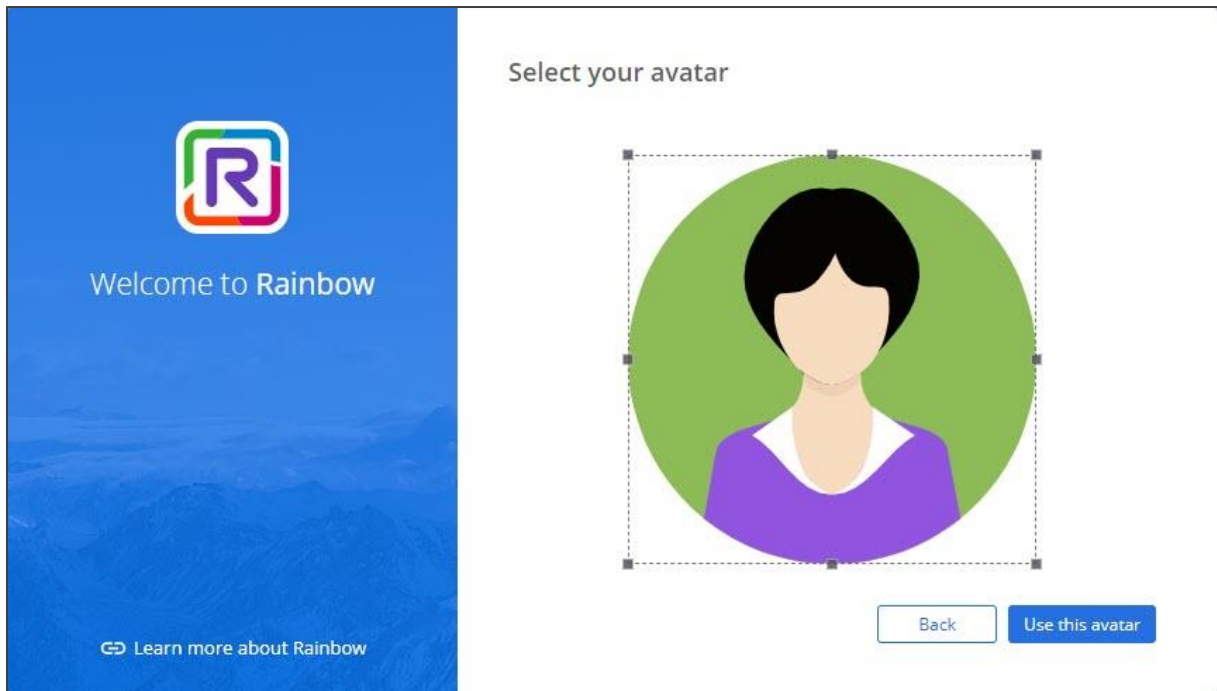
To finalize your registration and get started with Rainbow, we need some additional information

YOUR IDENTITY

YOUR COUNTRY OF DOMICILE

[Continue](#)

Indicate your **First Name** and **Last Name** as well as your **Country**.



Upload your **Avatar** to help people to recognize you in Rainbow.

It is possible that the administrator of your **Company** wishes to **manage the creation** of your account. In this case, you will receive an email containing your **login** and **password**. The following steps are the same regardless of how your account is created.

How to Install Rainbow Apps?

In addition to your web browser, **Rainbow** is available as a series of applications available on major platforms that allow you to stay in sync no matter where you're working from.

Do you want to receive notifications and collaborate from any of your devices? Install Rainbow on your **PC** or **MAC** to enjoy more features (AutoStart, presence detection, etc.) or on your **iOS** or **Android** smartphone to stay connected wherever you are.

Windows Installer:

https://web.openrainbow.com/downloads/Rainbow_Installer.exe

Mac Installer:

https://web.openrainbow.com/downloads/Rainbow_Installer.dmg

Android Playstore:

<https://play.google.com/store/apps/details?id=com.ale.rainbow>

iPhone AppStore:

<https://itunes.apple.com/us/app/ale-rainbow/id1053514112>

Once installed, use your **credentials** to connect and find all your conversations, contacts, files, etc...

Key Takeaways:

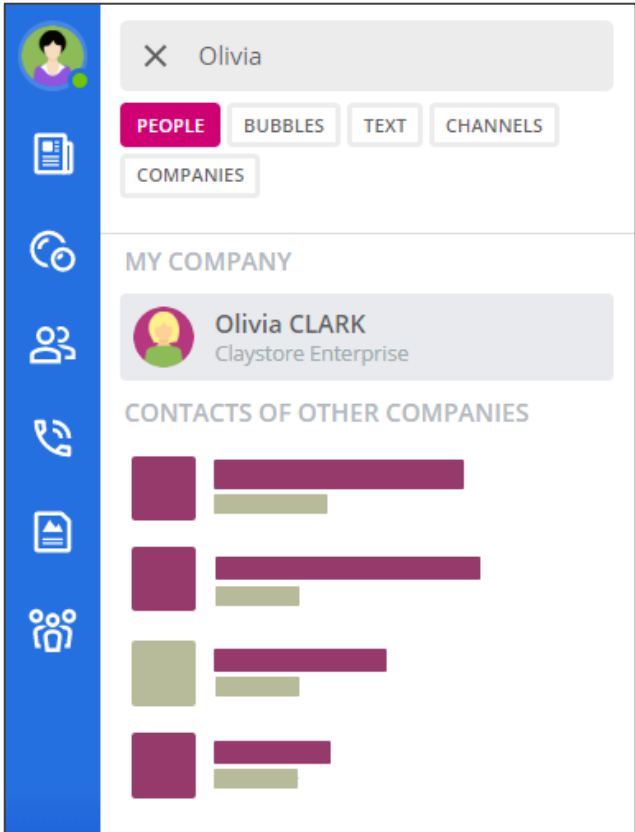
1. Anyone can create a Rainbow account **for free**.
2. Rainbow is available in your **web browser** and requires no additional installation.
3. Rainbow Apps can be installed on your **devices** to provide additional **functionality** or **mobility**.

Send Messages and Add Contacts

Good to see you again! Now that your account has been created, we're going to go over two basic notions of Rainbow: **Instant Messages** and **Contacts**. So, let us show you how to send messages or files to other users, and then how (and why) you want to grow your **network**.

How to Send Messages or Files?

OPEN A NEW CONVERSATION:



For starters, you're going to need to start a new **Conversation...**

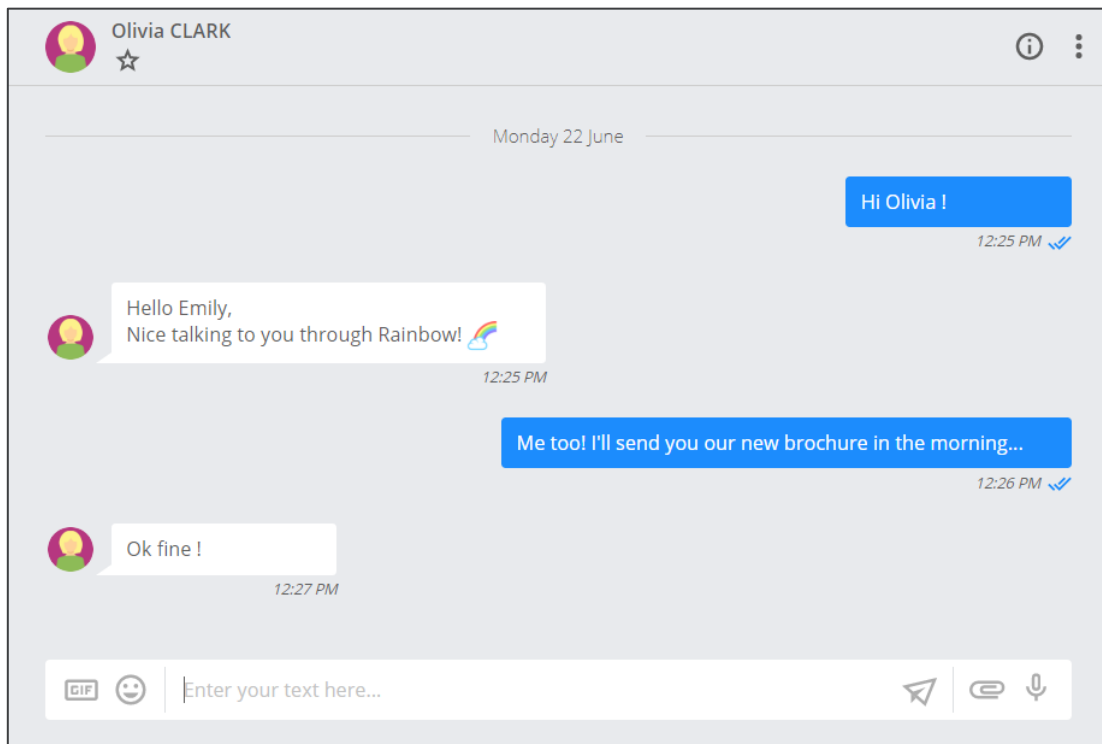
1. Find your recipient by typing his or her name in the **search bar**.
2. In the results, click on the name of the person with whom you wish to converse.
3. Because Rainbow is an **open world**, you can find users who are members of the same Rainbow Company (your colleagues) or users from other Companies. *Perfect for chatting with your customers or suppliers.

Open a new **Conversation** by searching for your recipient with the search bar.

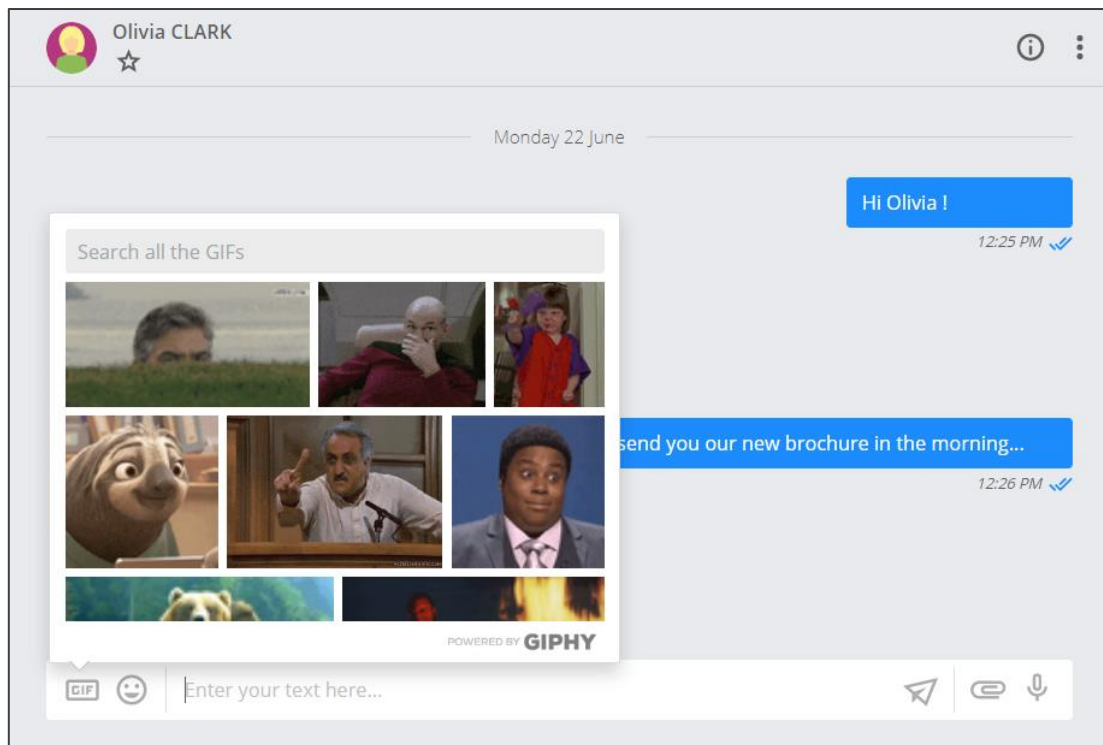
If your search is unsuccessful, your contact is not visible on Rainbow or does not yet have an account. Find out how to proceed in the **rest of this guide**.

DISCUSS IN THIS CONVERSATION:

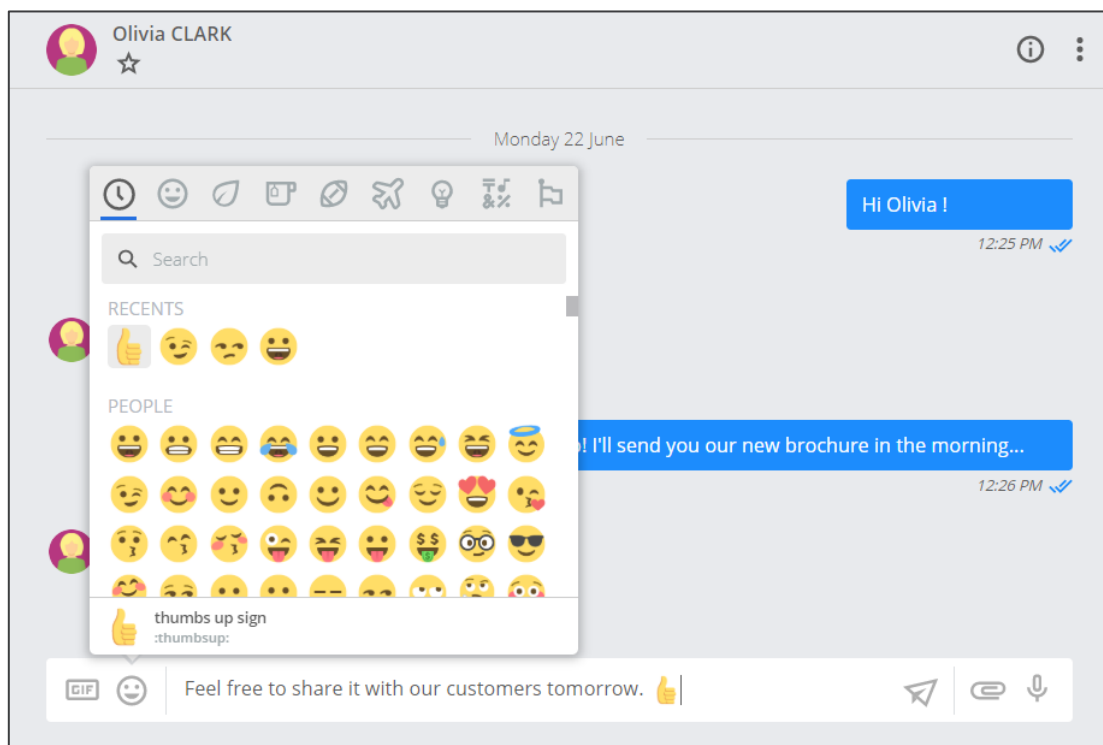
Perfect! Now that you have an open Conversation, let's find out how to share content with your recipient together.



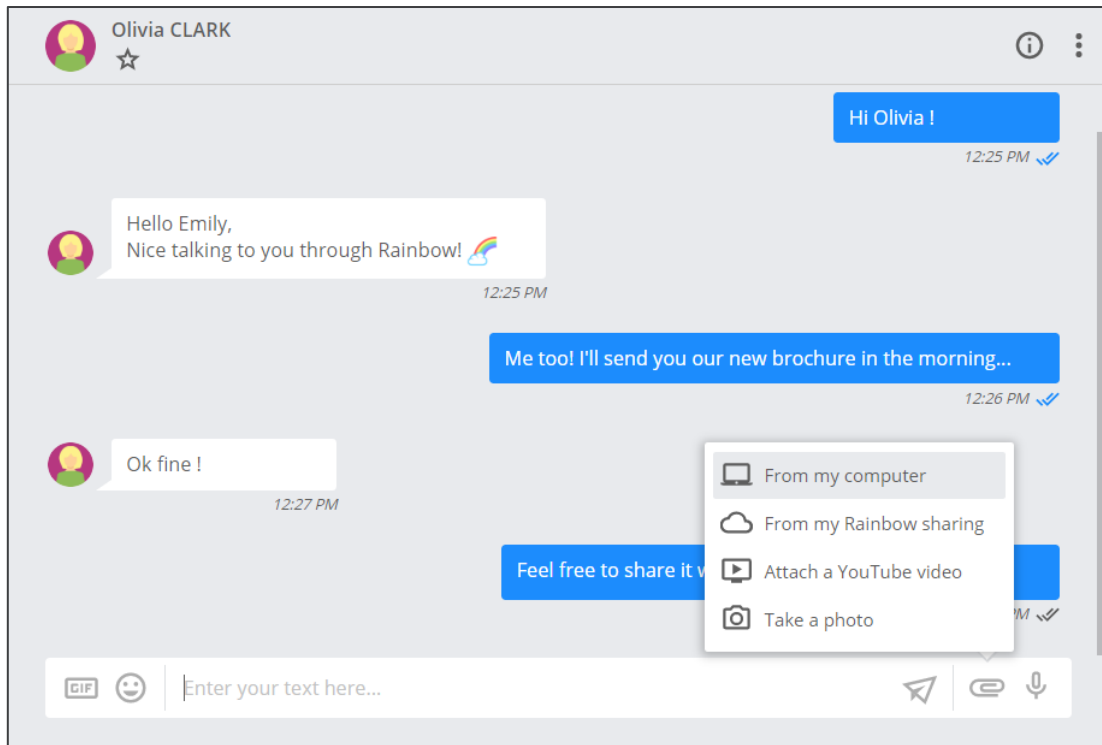
Enter your **messages** to the text bar, then send it pressing "**Enter**".



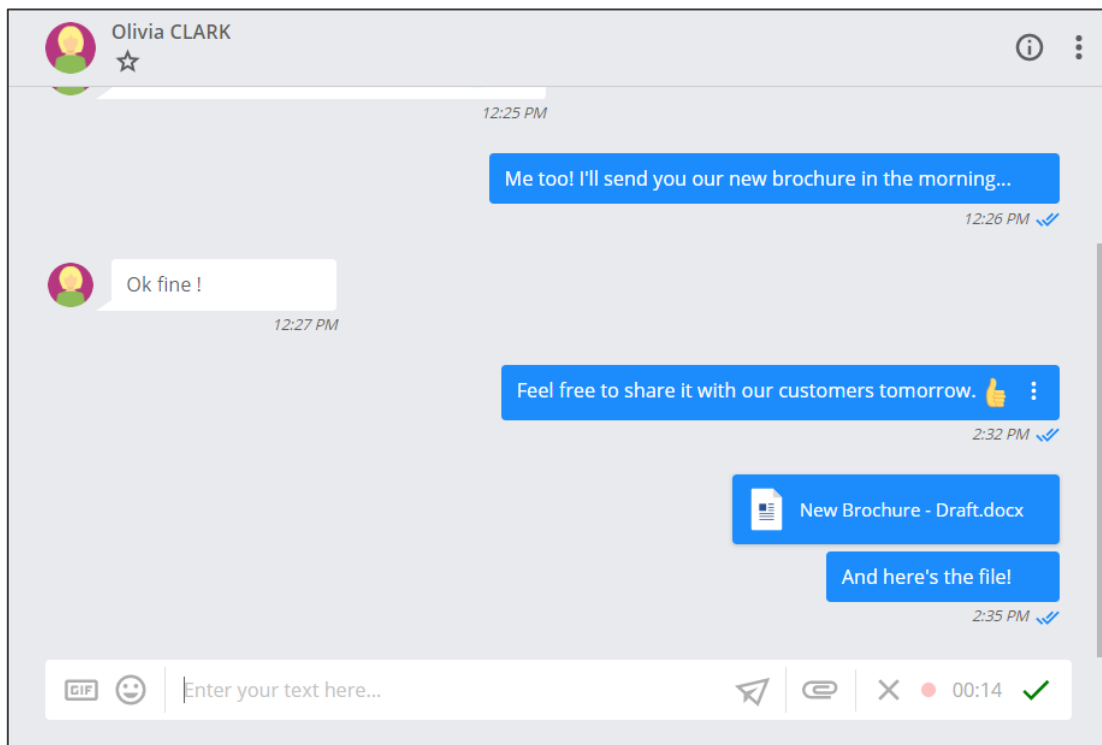
Feel free to send a **"GIF"** to make your **Conversation** more fun.



A wide choice of **"Emoji"** is also available. Take this opportunity to add it to your **messages!**



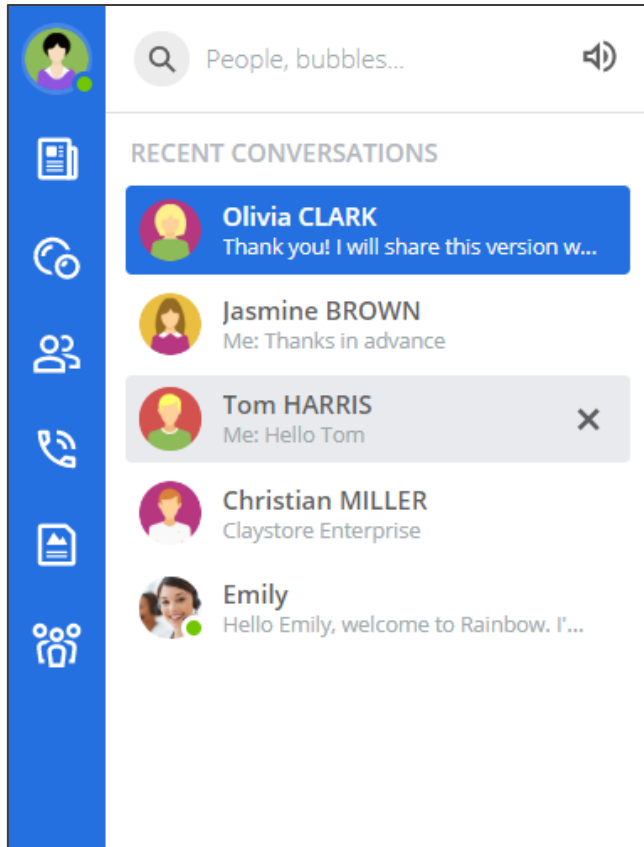
Send **photos, files, YouTube videos** or your **location** in just a few clicks.



No time to write? Send an **audio message** using your **microphone**.

MANAGE THE RECENT CONVERSATIONS:

Of course, you may have many **Conversations** at the **same time**. Now let's see how to switch from one to the other.



1. Open as many **Conversations** as you need to, as you just learned. All these Conversations appear in the tab on the left side of your screen.

2. Click on a Conversation to reopen it and resume the discussion. The active Conversation has a **blue background** in the list.

3. **Close** a Conversation by clicking on the cross that appears when you move over it.

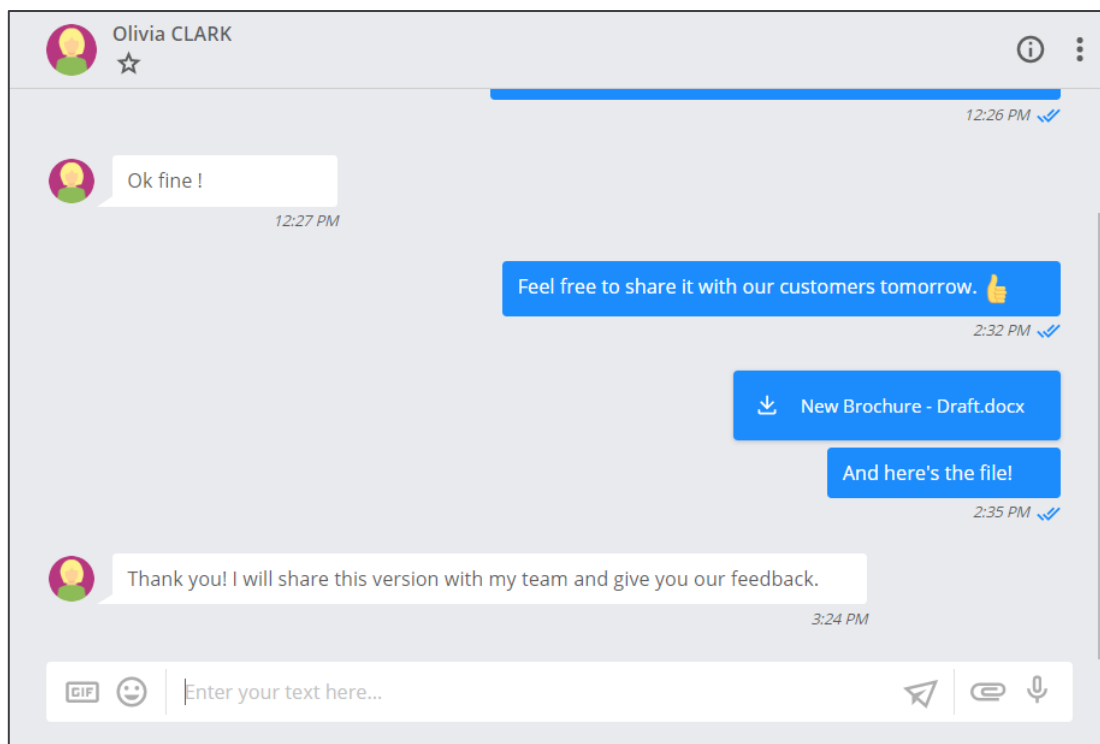
Your **recent Conversations** are available on the left tab of your screen.

Closing a Conversation is just hiding it. Messages **will be kept** by your recipient and you can always **reopen it** thanks to the search bar.

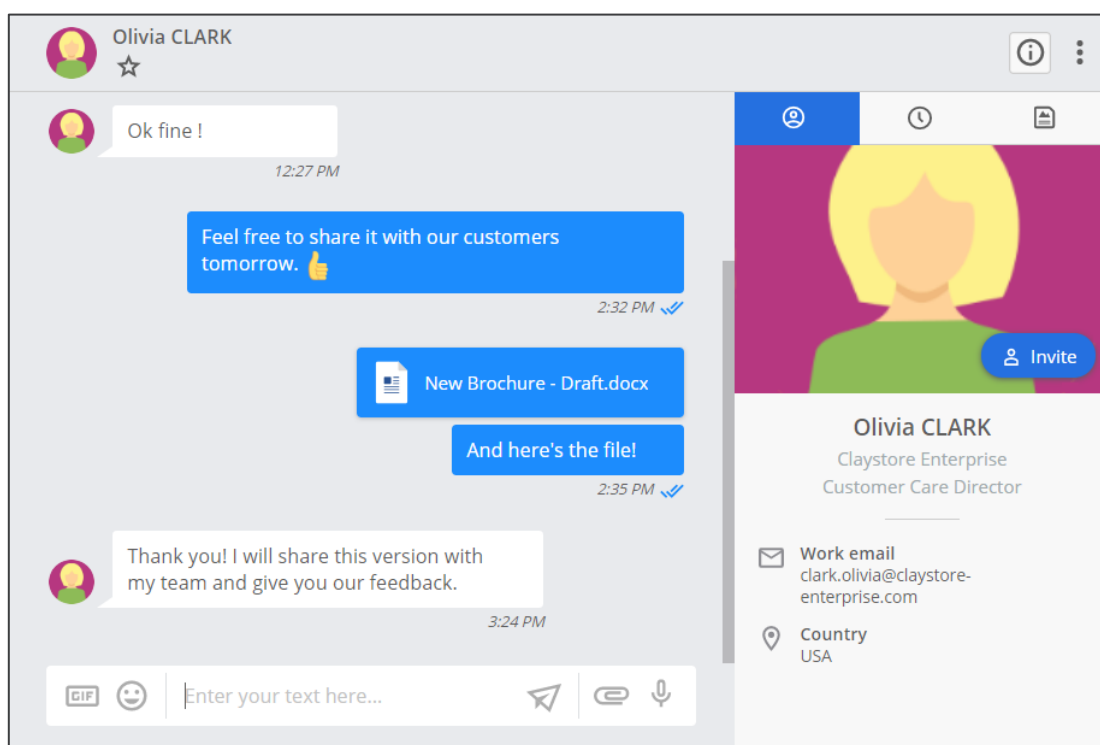
How to Invite Someone to Join my Network?

INVITE A CONTACT FROM A CONVERSATION:

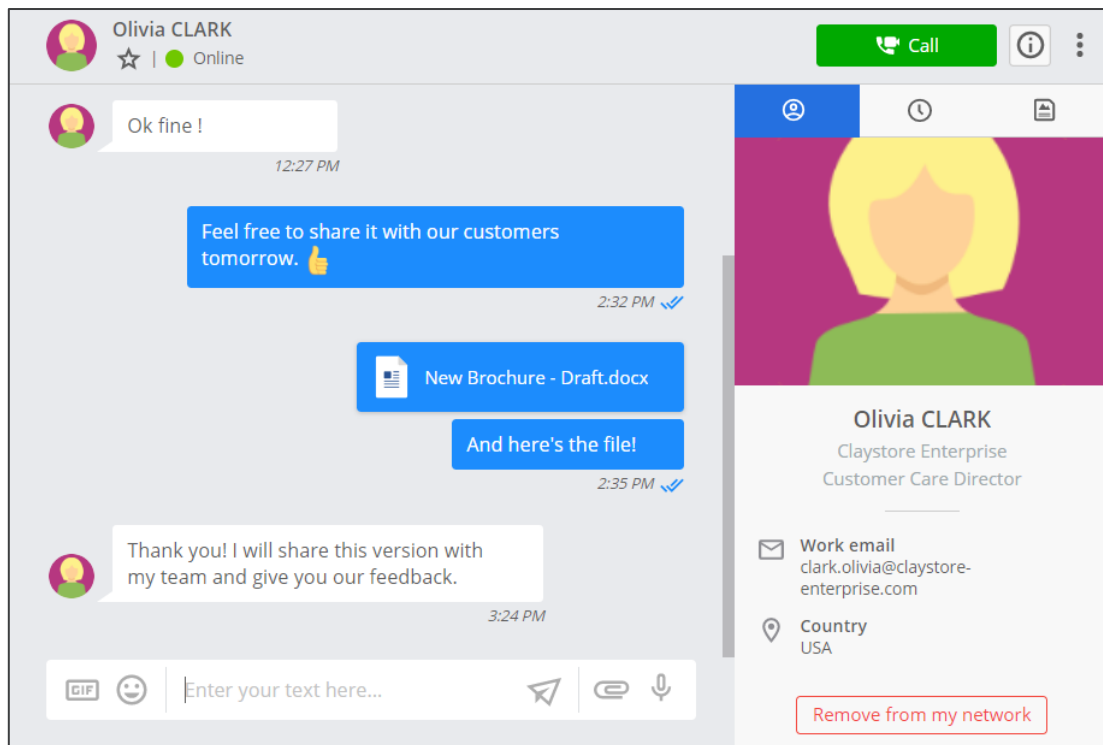
Now that you have mastered the Conversation system, let's see how to **enrich your communication**. Adding contacts allows you to access their **live status** and start a **Web Call**.



From a **Conversation**, click on the icon ⓘ at the top right of the screen to display the more info.



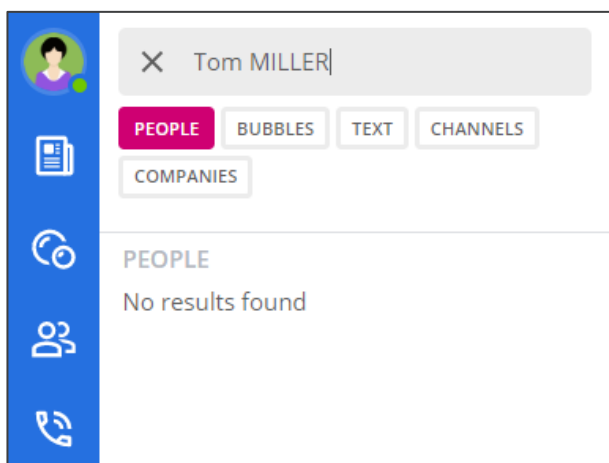
Click on the "**Invite**" button to **send an invitation** to your interlocutor.



Once the invitation has been accepted, you will be able to view the **Presence** of your interlocutor or start a **Web Call**.

Please note that these behaviors may be different between users within the same **Rainbow Company** (colleagues). Contact invitations are **accepted automatically** and making a Web Call **is allow without Contact invitation**.

INVITE A PERSON YOU CAN'T FIND IN THE SEARCH BAR:

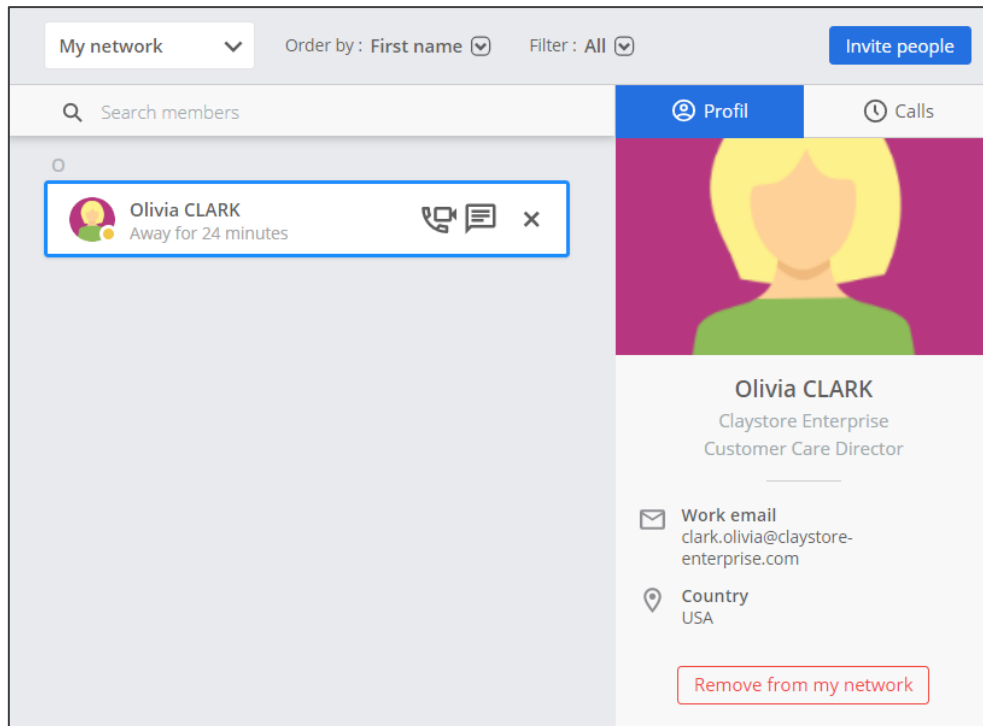


If you cannot open a Conversation with a person, you can use their **email address** to send them an **invitation**.

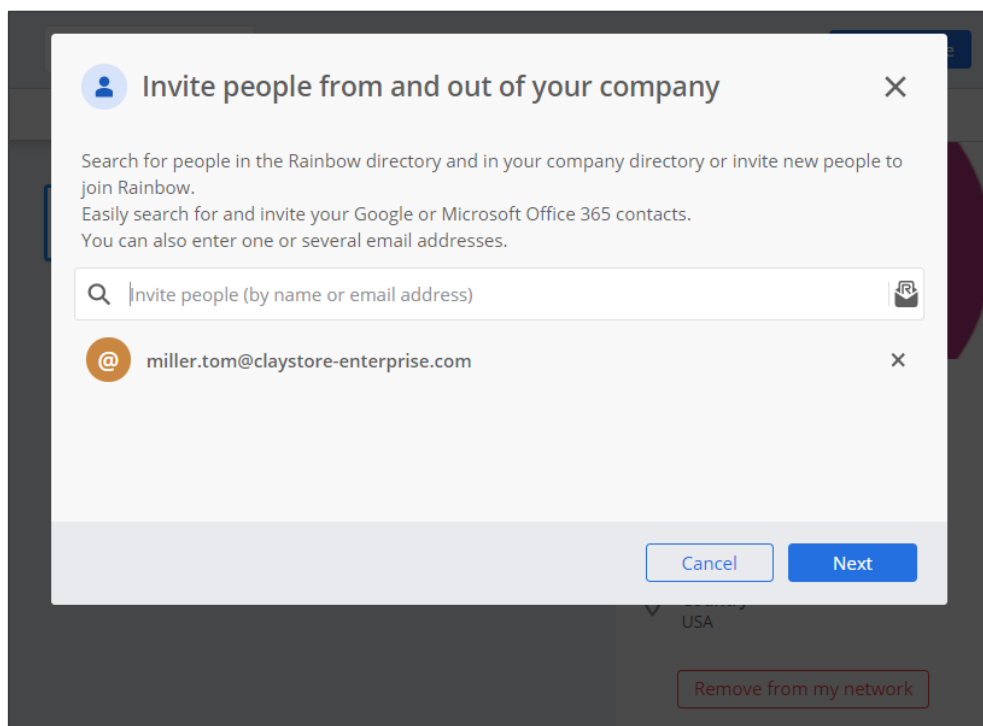
1. Check if the person is accessible via the search bar. If not, you will get the message "**No result found**".

Some people do not yet have a Rainbow account or are not accessible via the search bar.

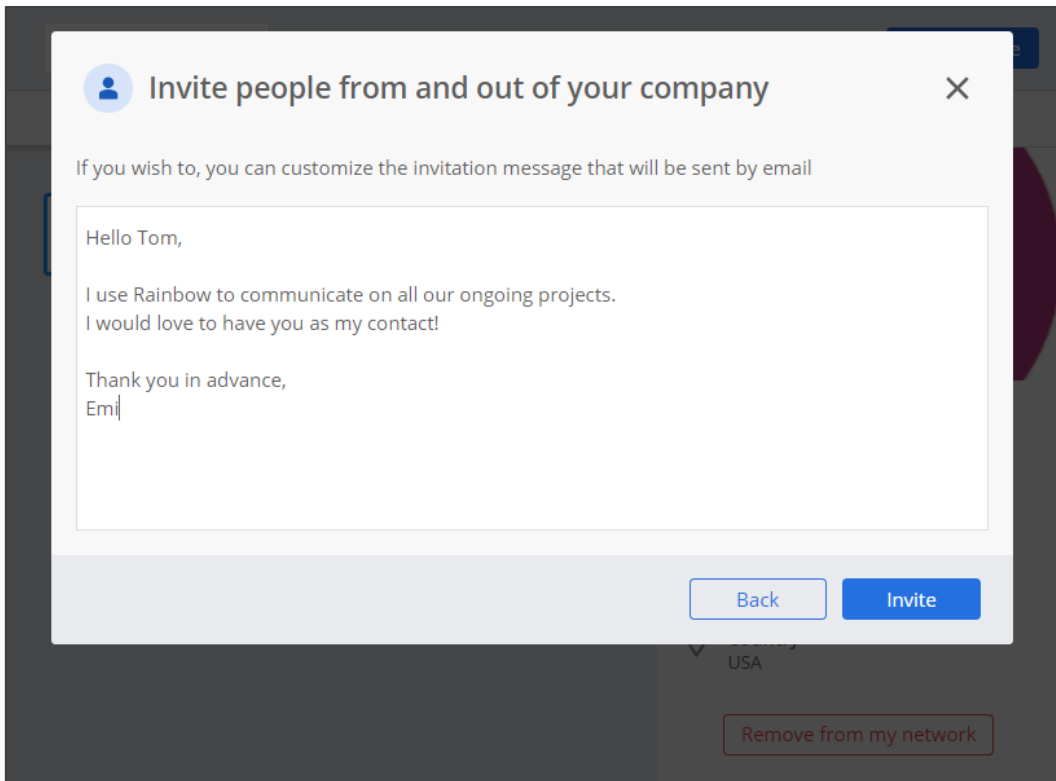
2. Go to the "**Contact**" tab and make sure you know his or her email address and follow the **steps below**:



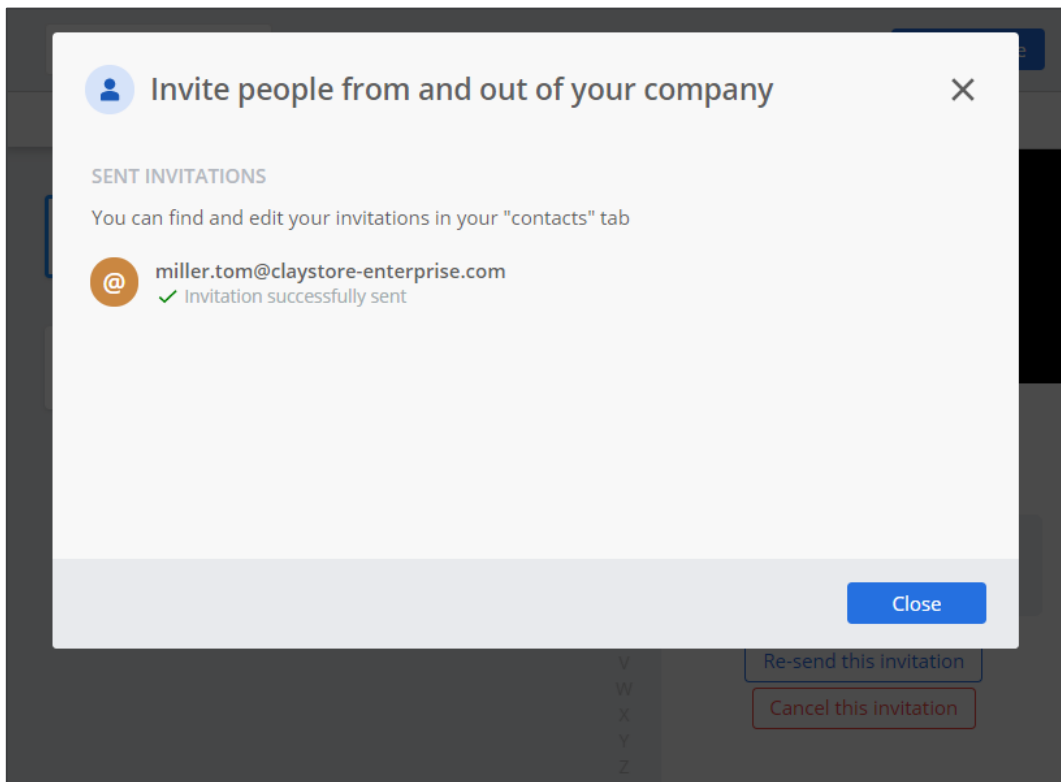
This space allows you to view all your contacts and invite new ones. Click on the "**Invite**" button to add people.



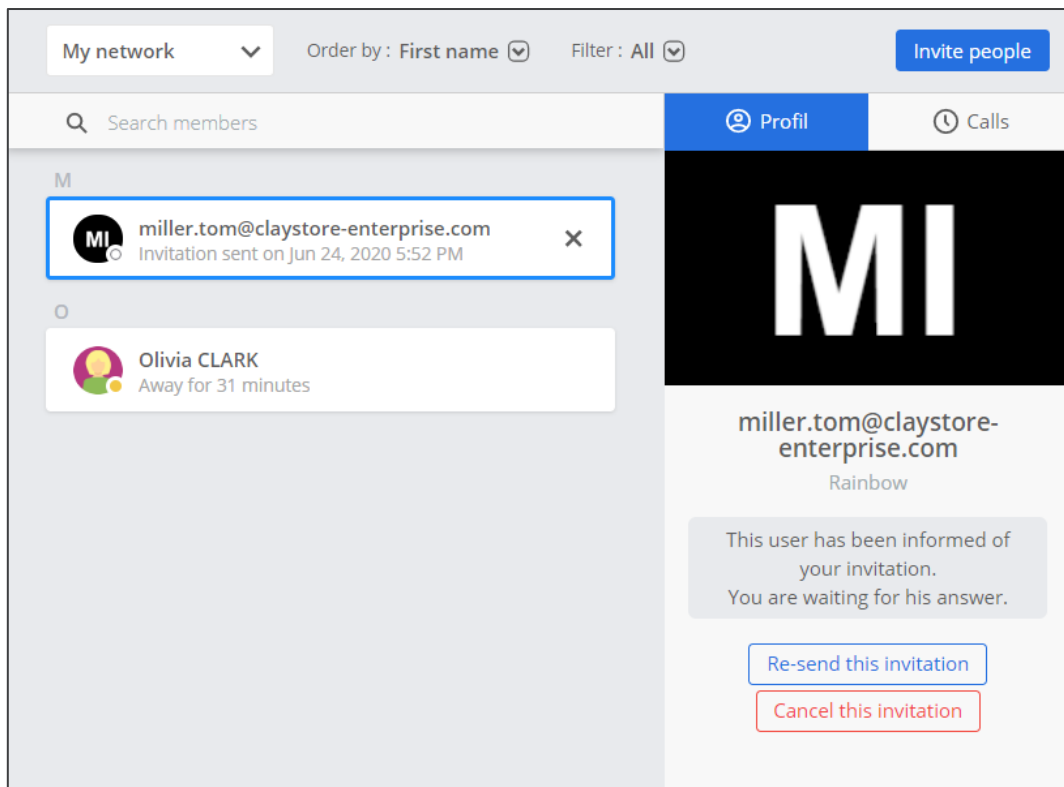
Specify the recipient's e-mail address and confirm by pressing "**Enter**". Click on the "**Next**" button to continue.



You can add a **customized message** before sending the invitation. Click on the **"Invite"** button to validate.



Let's do it! The recipient will receive an **email** with your message.



A new line has just appeared in your contact space allowing you to **follow this invitation**.

Key Takeaways:

1. You can send messages or files **to all Rainbow users** even if they are not linked to your **Company**.
2. Communication is **facilitated** with your **colleagues** and allows you to call each other even without being in your contact network.
3. Some users are not visible and need to be **invited** via their email address before you can communicate with them.

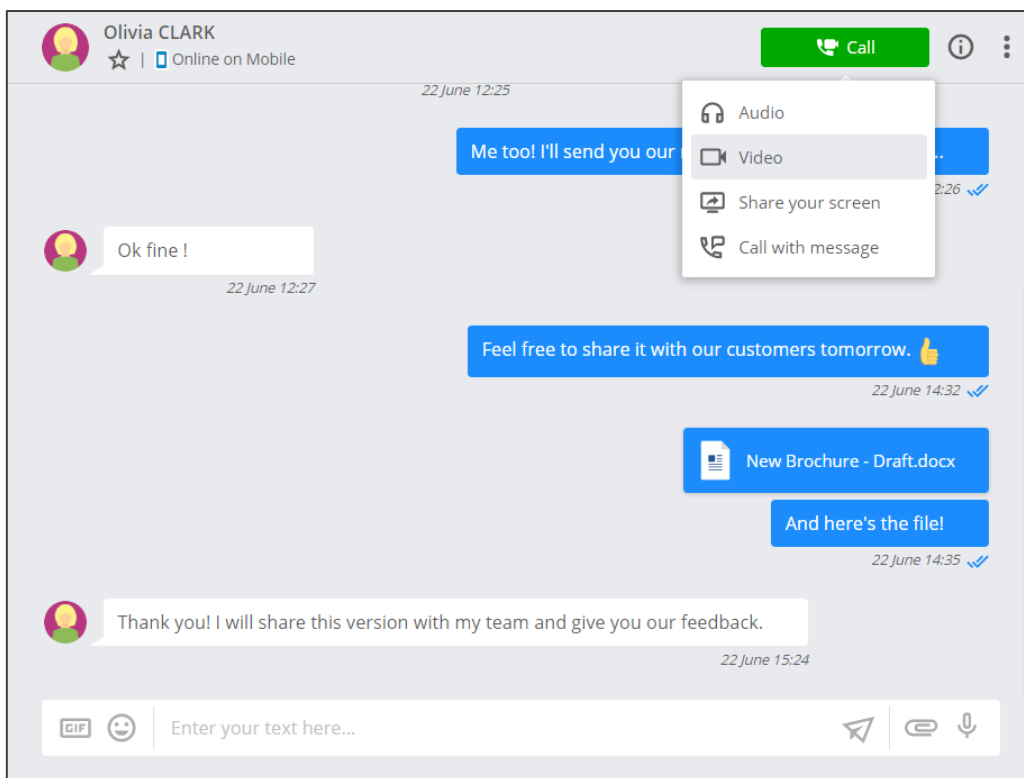
Make a Web Call and Share your Screen

Here we are in the third part of this guide! The last chapter was quite packed but brings a lot of **necessary basics** to the following ...

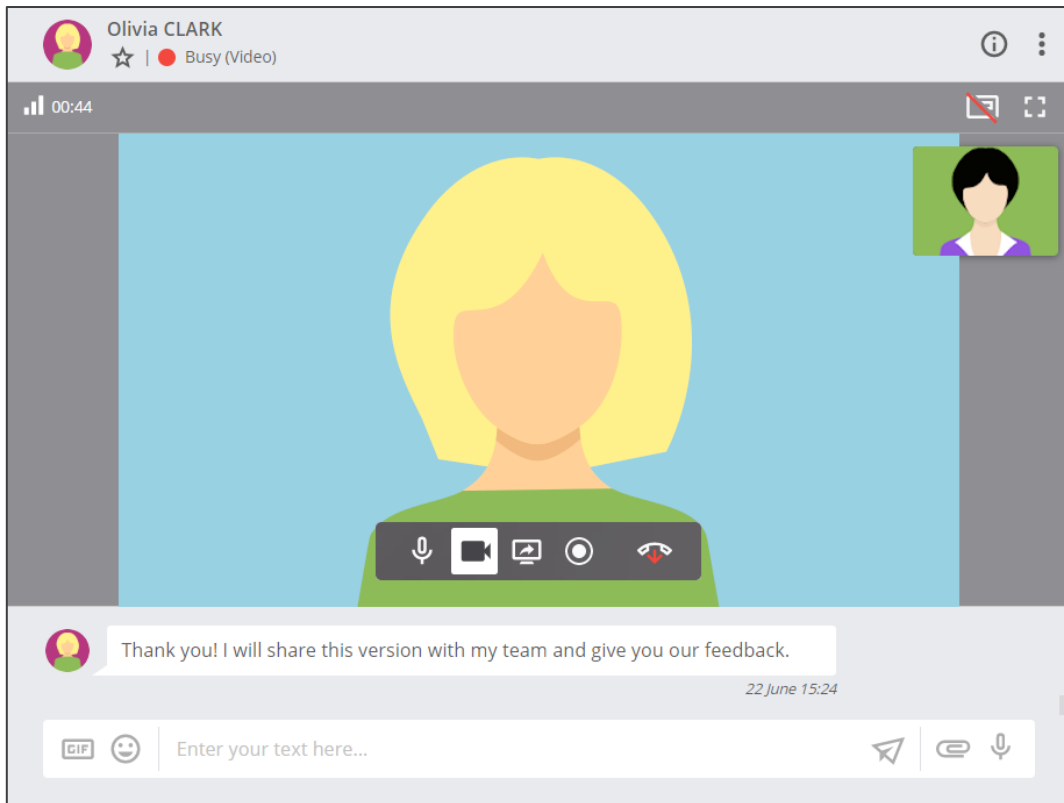
By the way, now that you know how to invite users to join your network, we will see how to launch a **Web Call** by adding **video** and **screen sharing**! Nice app, don't you agree? Let's start ...

How to Make a Web Call?

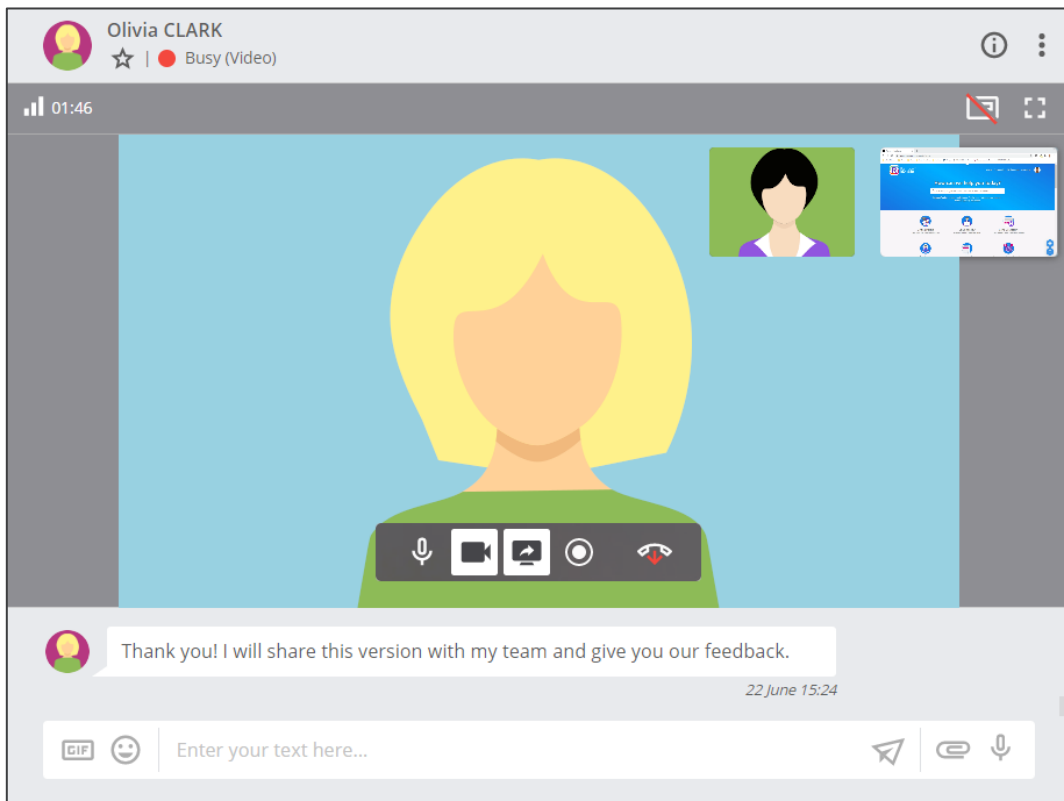
To start a Web Call, simply open a Conversation with the person you want call. You can only make Web calls to your Rainbow contacts or colleagues.



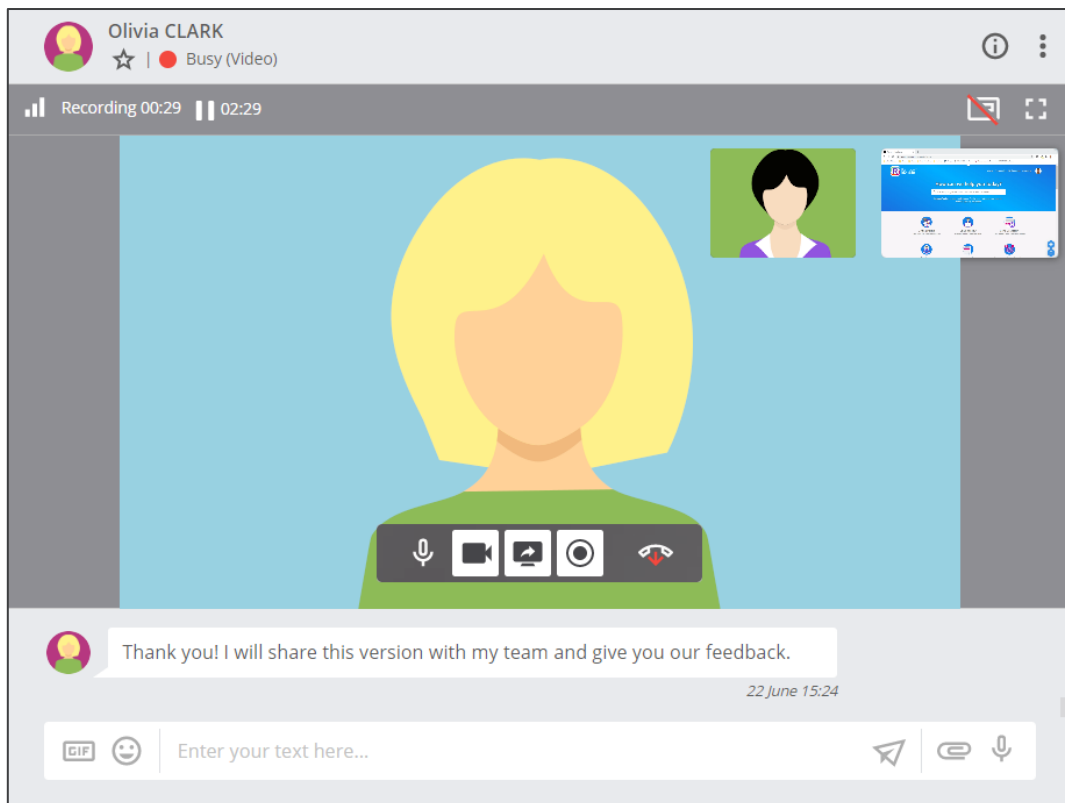
Click on the icon  **Call** in the upper right corner of the **Conversation** to make the Web Call.



Enhance your communication by **adding video** to your **Web Calls**.



Share your screen with your recipient in order to facilitate a real-time discussion on any topic or document.



Record your **Web Call** to make sure you don't forget anything.

Key Takeaways:

1. You can call your **Rainbow contacts** or **colleagues** using **Web Call**.
2. A **Web Call** can integrate audio, video or screen sharing.
3. You can add video even if the call was launched in audio and vice versa.

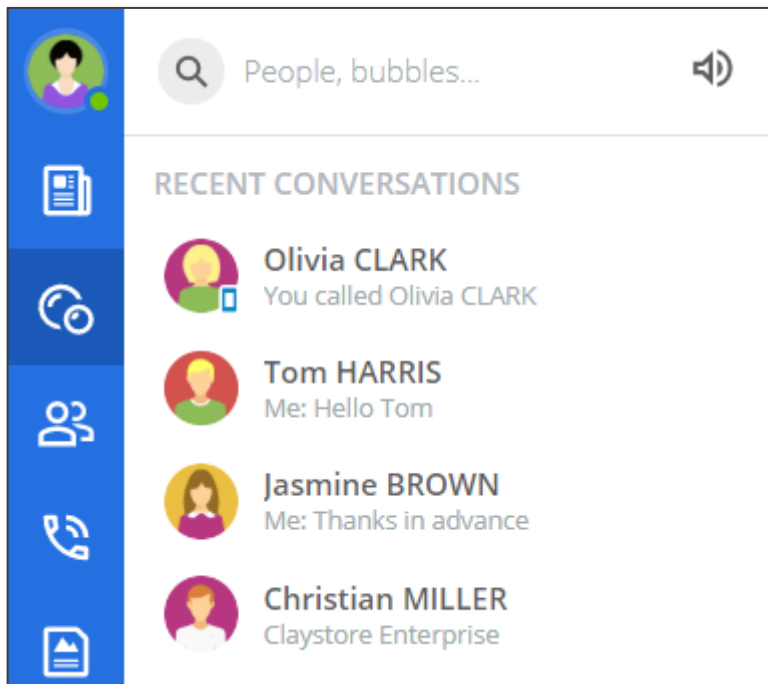
Create a Bubble and Make a Web Conference

Here we are in the fourth part of this guide! We have seen the essentials of one-to-one communication features.

As a **collaboration tool**, Rainbow can of course be used to manage group communication! It is about time we take a look at these features... First of all, we will discuss the notion of the "**Bubble**" that represents **group conversations** in Rainbow. Then, we will see how to launch a **Web Conference** that allows a **large number of users** to be called simultaneously.

How to Take Advantage of Bubbles?

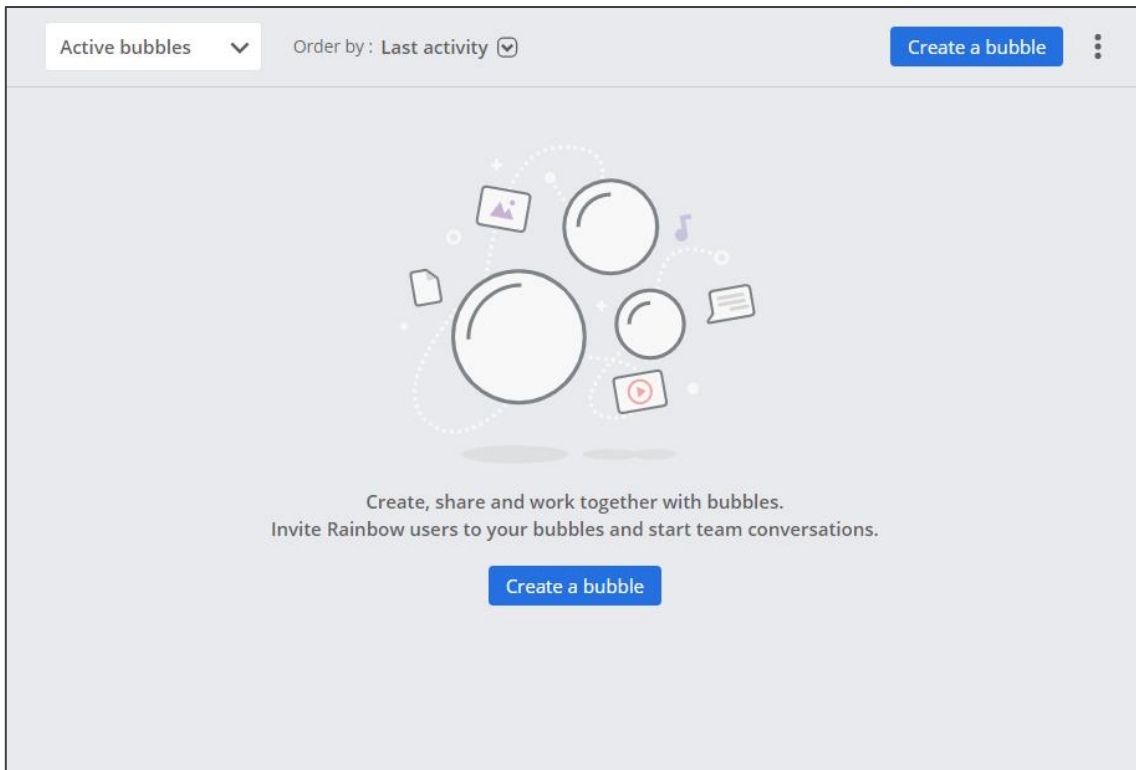
CREATE NEW GROUP CONVERSATION:



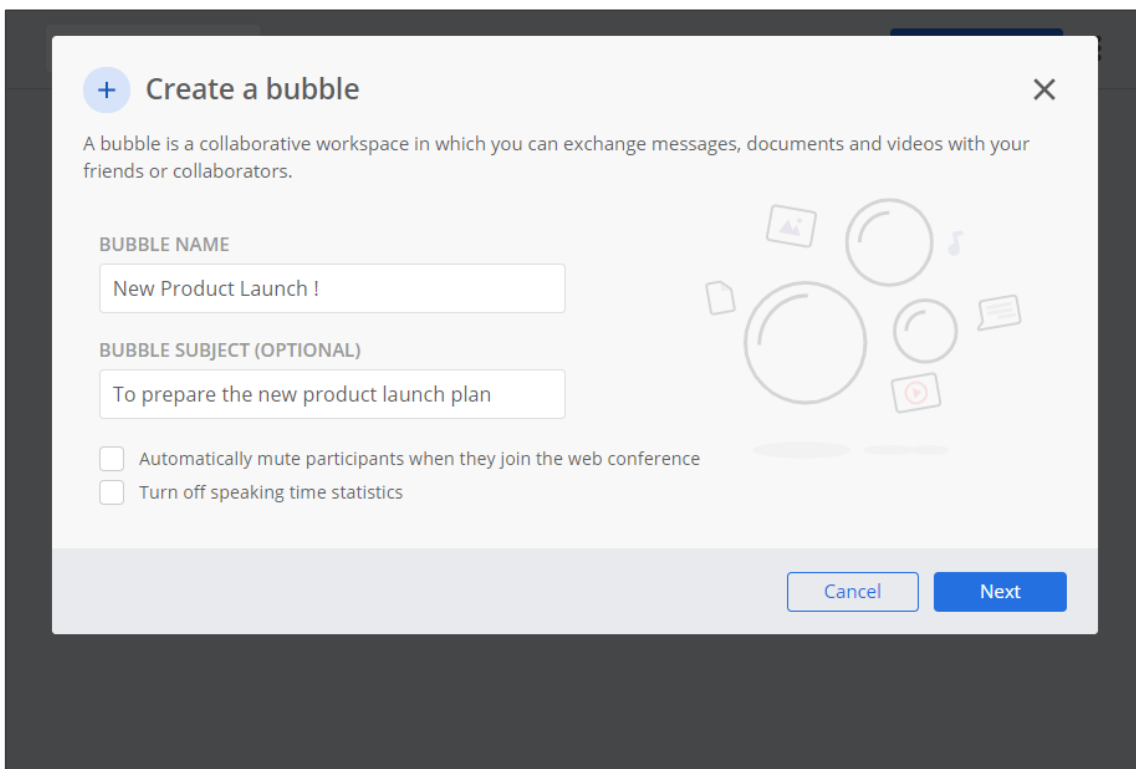
For starters, you're going to need to start a new group conversation...

1. Go to the "**Bubble**" tab who allows you to view all your group conversation and create new ones.
2. To create a new **Bubble**, follow the **steps below**:

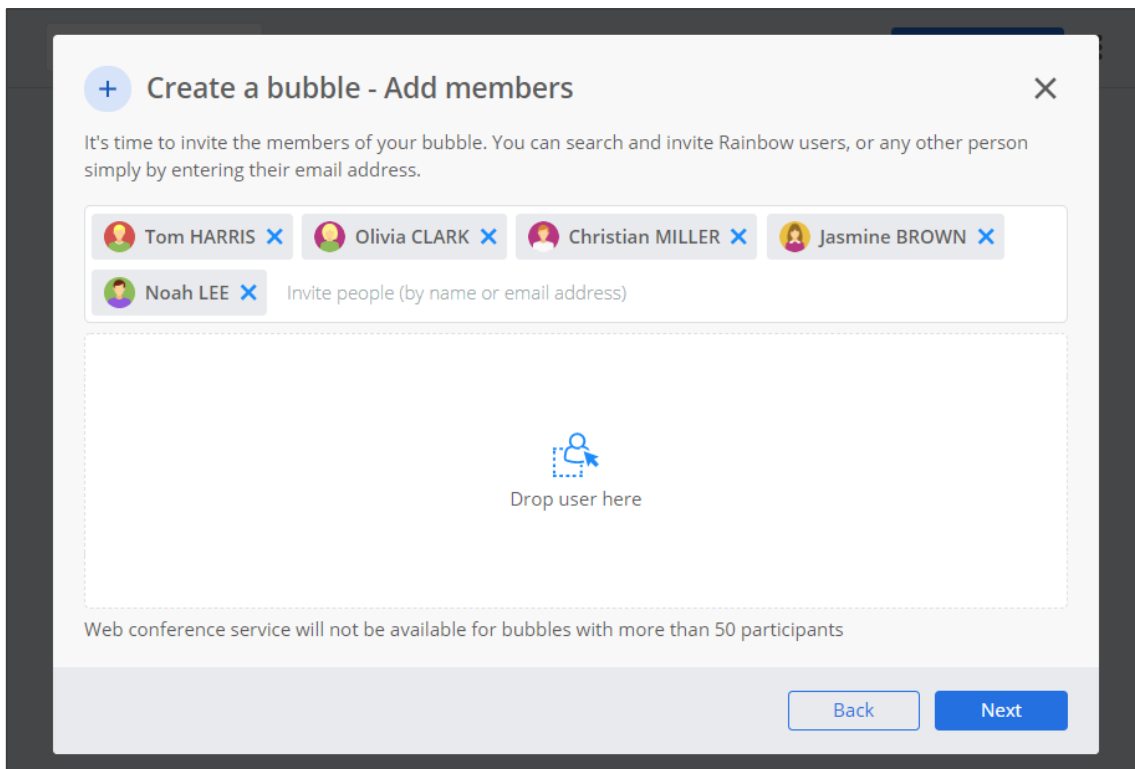
The creation of a **group conversation** is done from the "**Bubble**" tab.



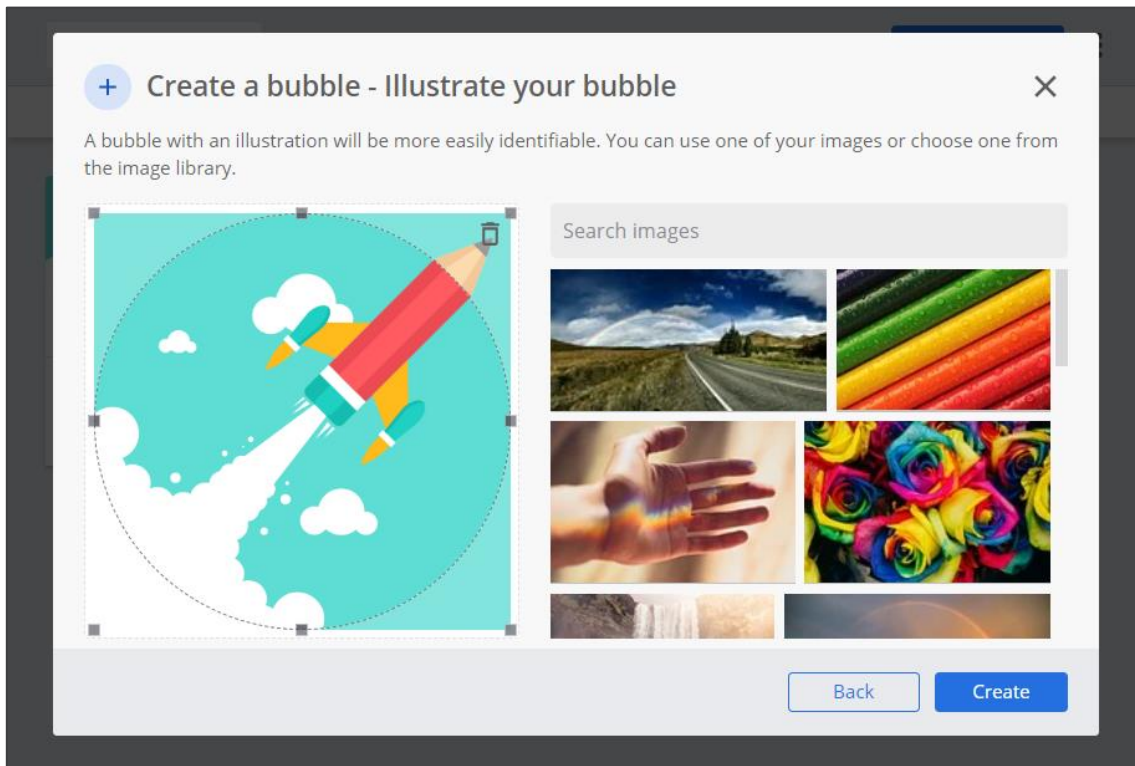
Click on the "**Create a Bubble**" button to start the creation.



Choose a **name** for your Bubble and a **description**.



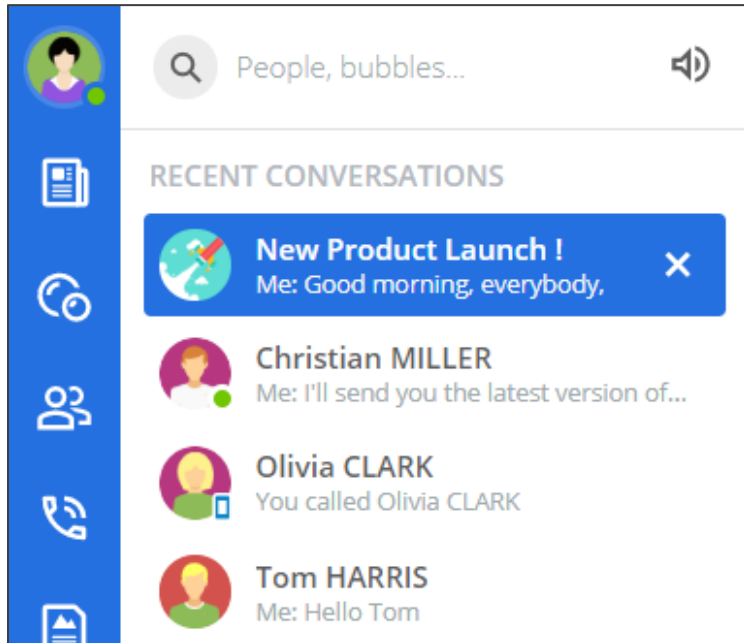
Add anyone who needs to be part of the conversation. They will receive an **invitation** to join this **Bubble**.



Choose a picture to illustrate your Bubble from your **computer** or from an **online library**.

DISCUSS IN THIS GROUP CONVERSATION AND MANAGE PARTICIPANTS:

Now that your **Bubble** is created you can start chatting. You can also edit the **Members** after the creation.

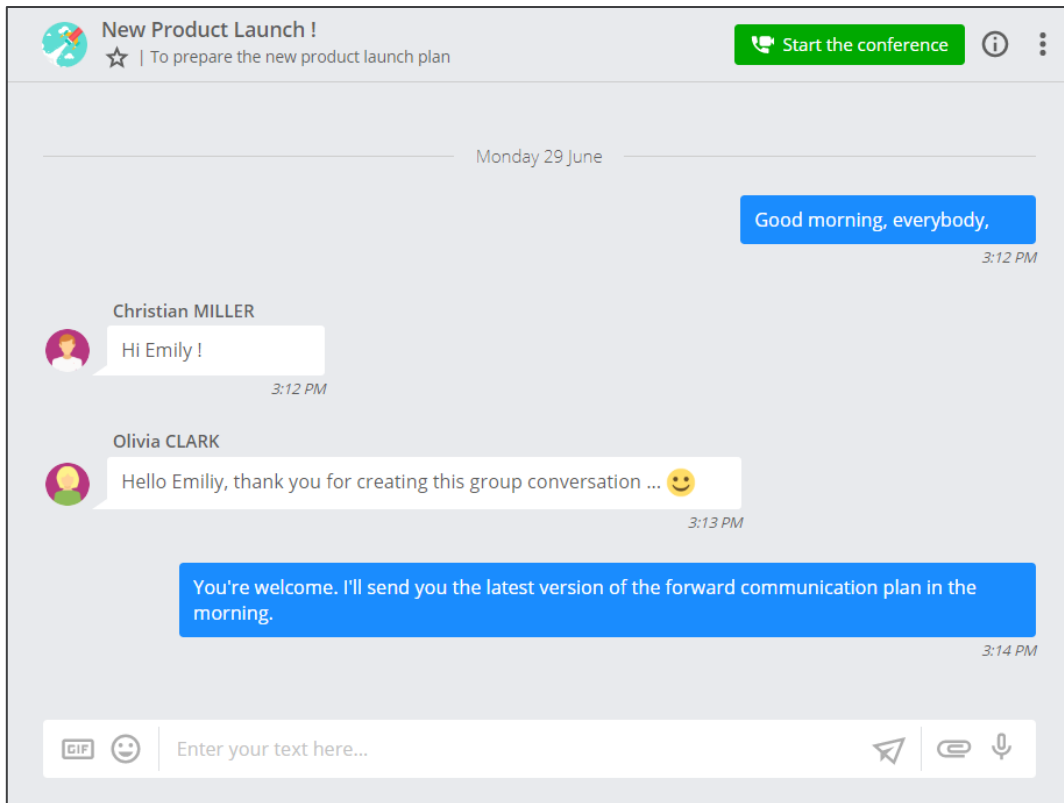


1. Your **Bubble** behaves like a Conversation and appears in the **left tab**.

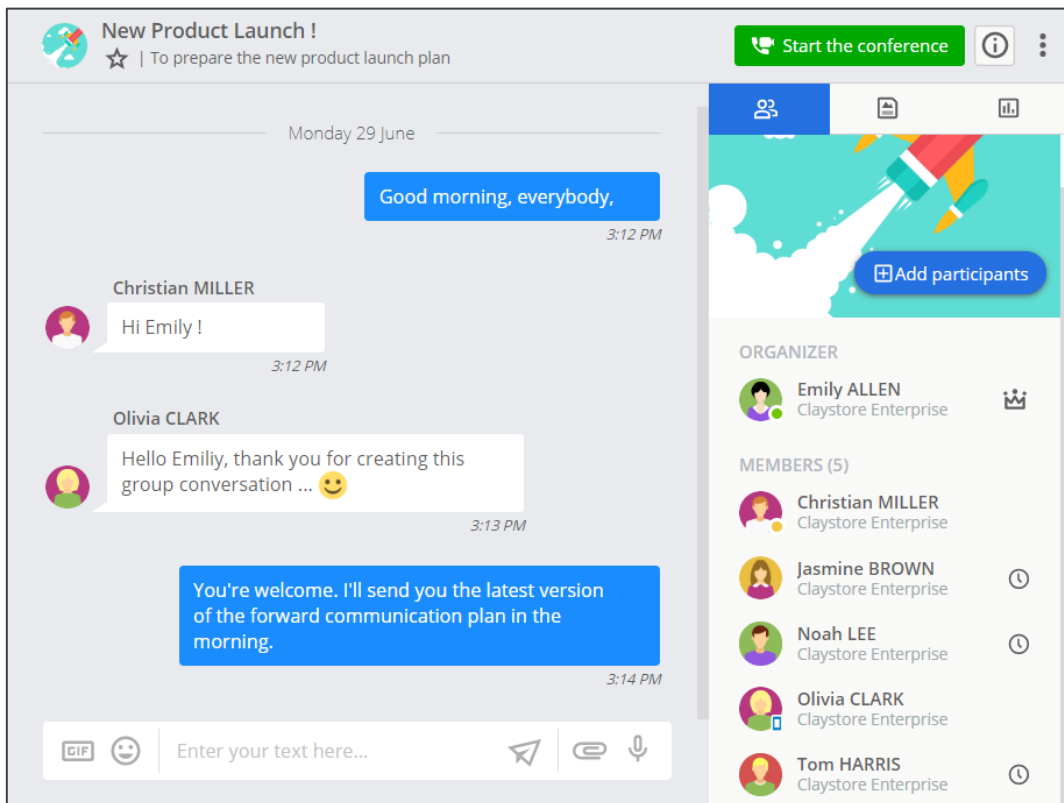
2. **Bubbles** offer the same capabilities as a Conversation: Texts, emoji, files etc...

3. Let's see below in the details how to edit the **Members** list:

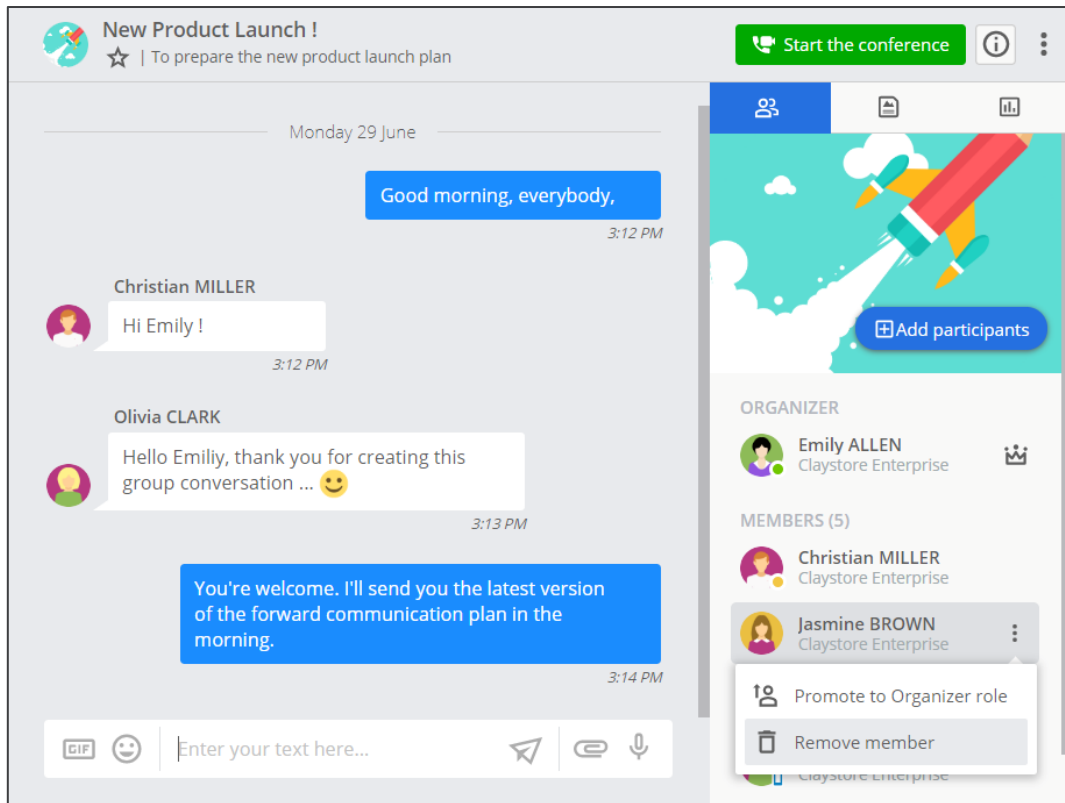
Your **Bubbles** and your **Conversations** are available on the left tab of your screen.



From a Bubble, click on the icon **i** at the top right of the screen to display the **Members** list.



You can follow if a user has accepted the invitation to join the **Bubble** or not.

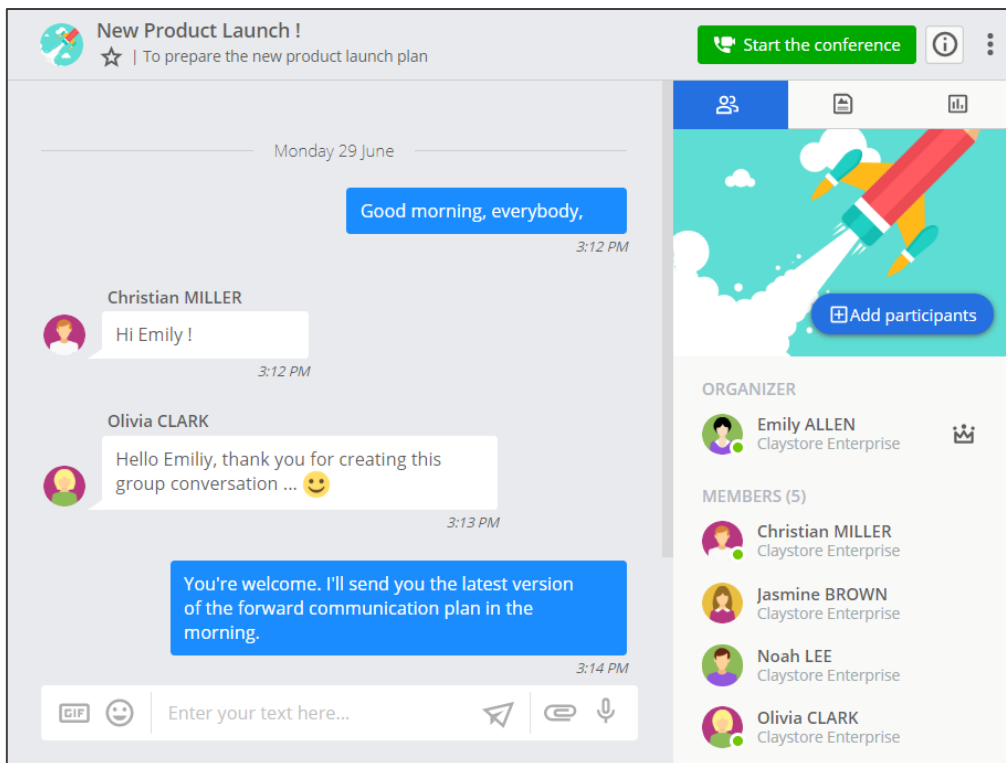


Feel free to remove a **Member** who is not part to the project anymore or add new **Members**.

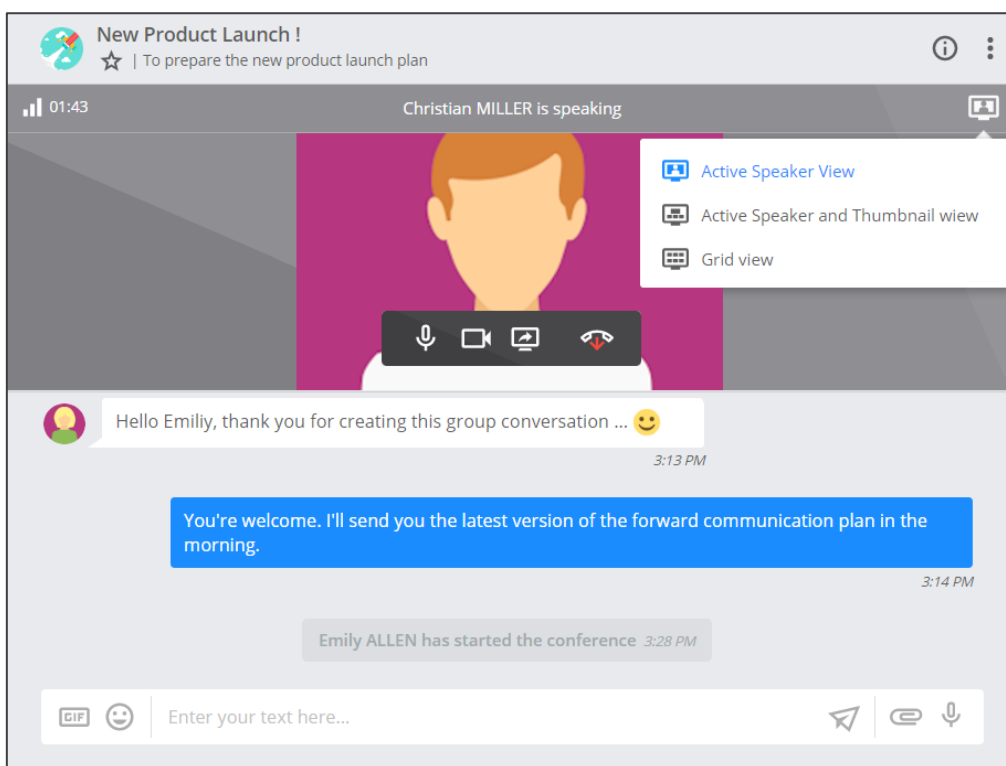
How to Start a Web Conference?

START A WEB CONFERENCE FROM YOUR BUBBLE:

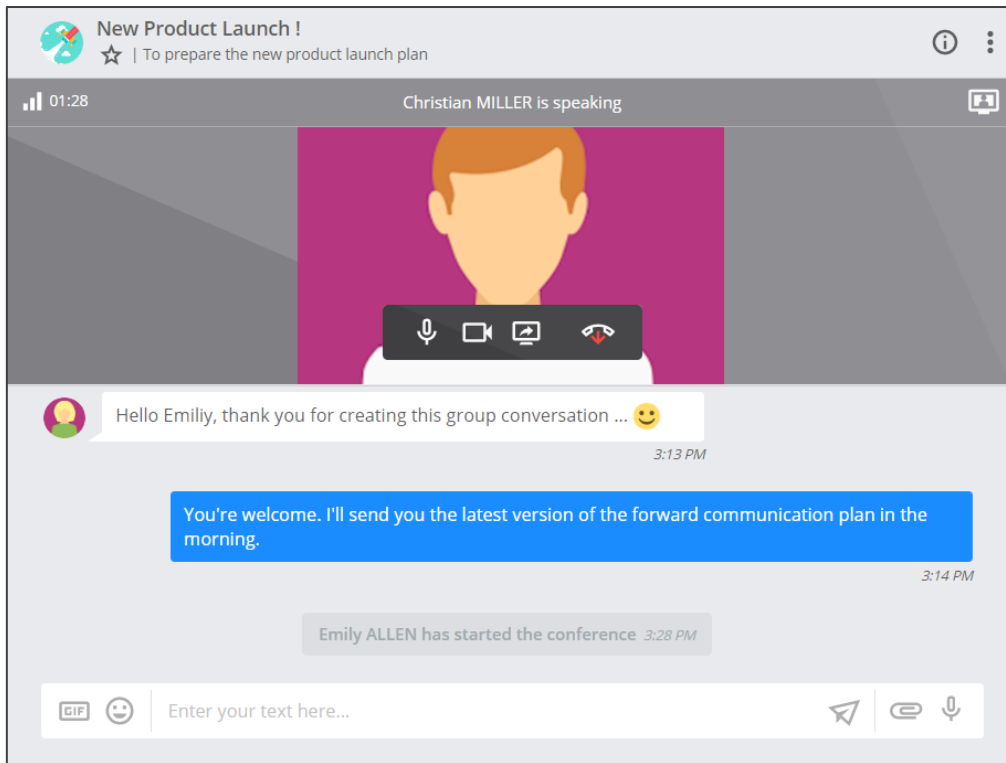
Web Conferences are launched from a **Bubble**. All **Members** will be **notified** of the start of the conference and will be able to join it with a single click.



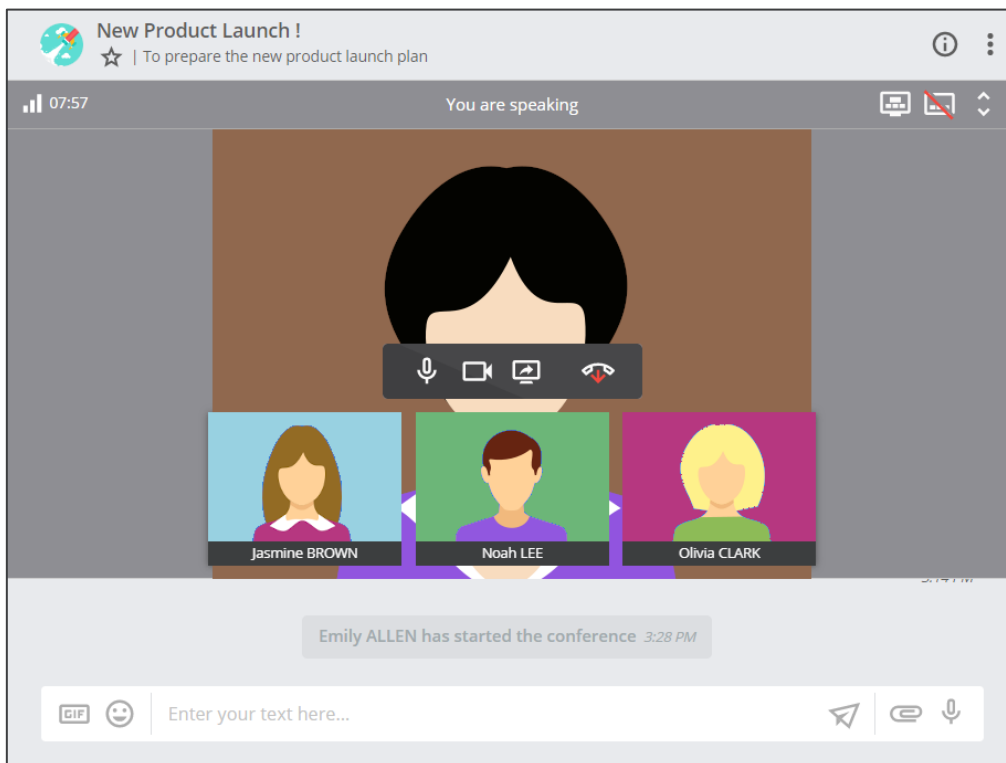
You can start your **Web Conference** by clicking on the "🎤 **Start the Conference**" button at the top of your **Bubble**.



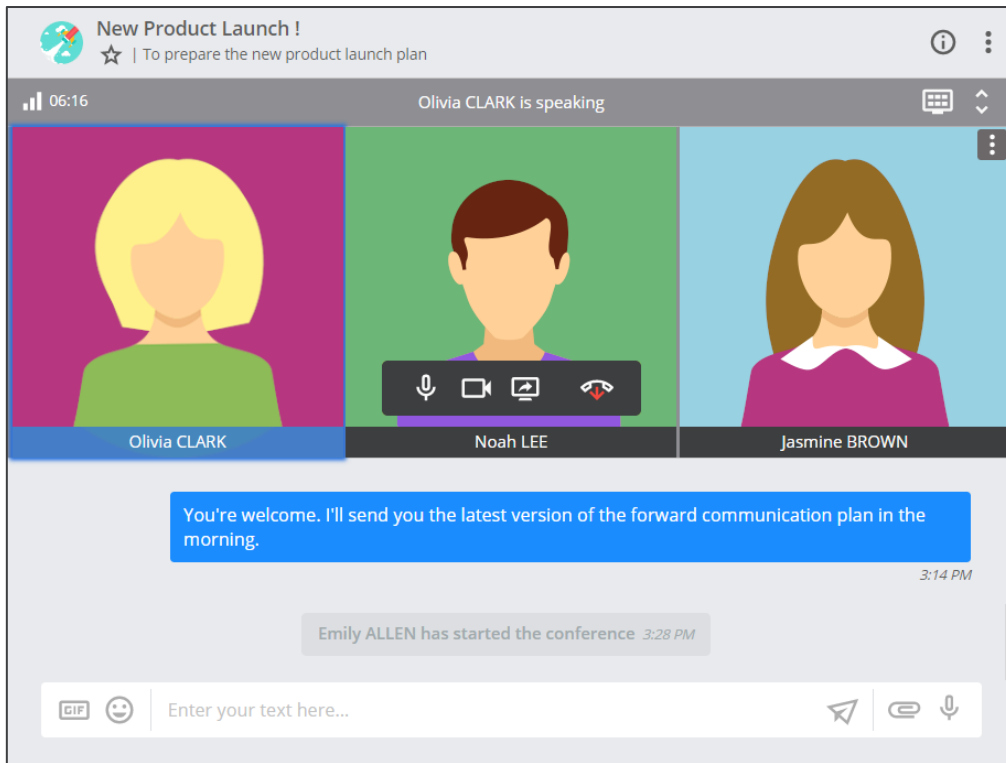
Once the conference has started, you can choose between three ways to display the **Attendees**.



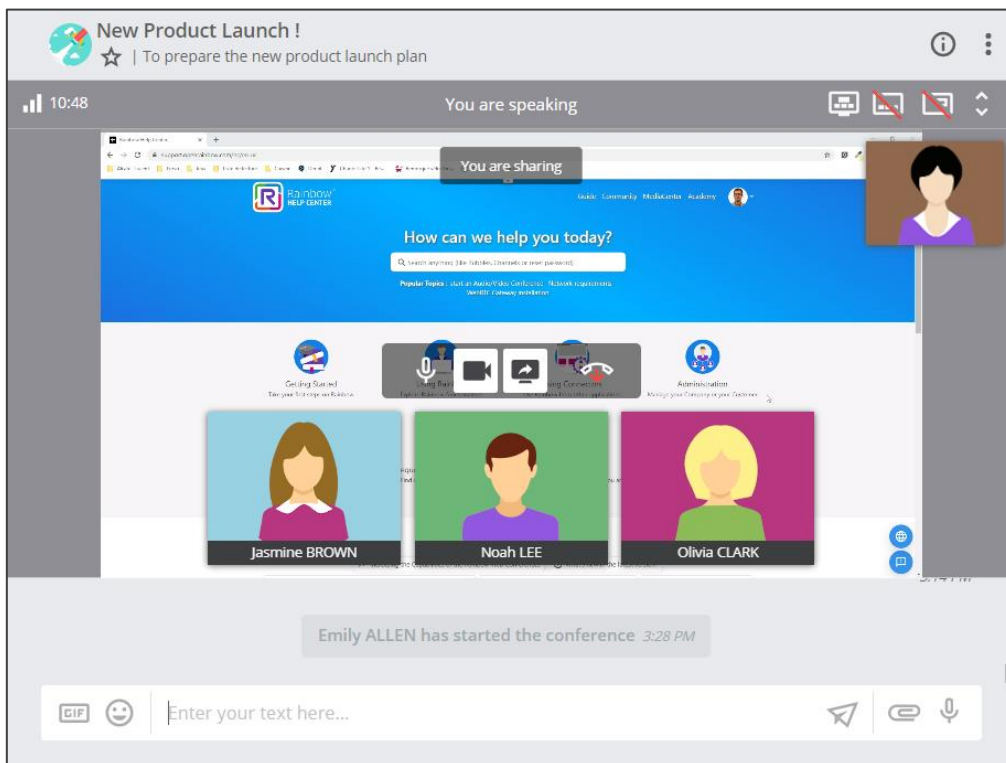
With the **Active Speaker View** the main area of the screen will switch to display only the video of the **Attendee** who is talking.



With the **Active Speaker and Thumbnail View**, the main area of the screen will switch to display the video of the **Attendee** who is speaking. Moreover, you can display up to five other video thumbnails.

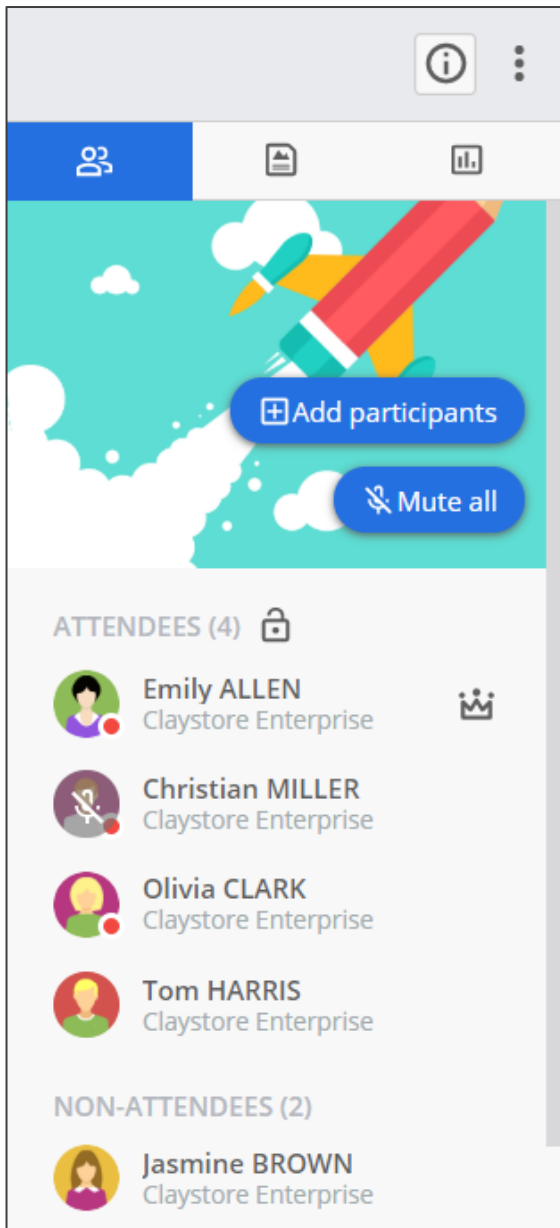


With the **Grid View**, the main area of the screen is divided and can display the videos of up to 12 **Attendees**.



Of course, the **Web Conferences** allow you to **share a screen** and display a preview of your own video.

MANAGE YOUR WEB CONFERENCE ATTENDEES:



When you start a **Web Conference**, the **Members** of the **Bubble** are notified. They may or may not join the conference.

1. Members who do join the conference will be identified as "**Attendee**" during the call. Those who do not join the conference will be listed as "**Non-Attendee**".

2. You can **mute** an attendee's microphone or kick the attendee from the conference by clicking on his or her name in the list.

3. Muted **attendees** have a dedicated icon displayed over their avatar in the list.

An "**Attendee**" in a Web Conference is a **Member** of the Bubble that has joined the call.

Key Takeaways:

1. You can create as many **Bubbles** as you want to manage your **team projects**.
2. You can launch a **Web Conference** from your **Bubbles** to gather all the members of the Bubble in one call.
3. Several **display modes** are available for the **Web Conference**. You can choose the most appropriate mode according to the number of participants or if a participant shares his screen.

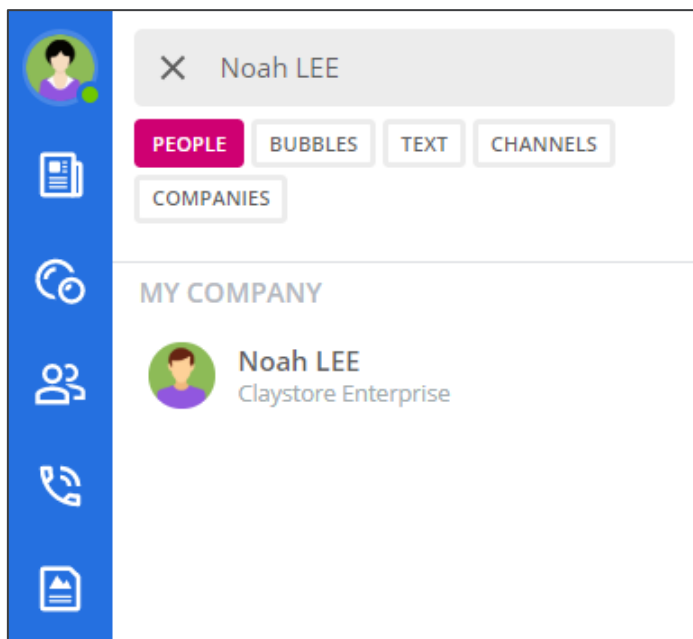
Search Contents

Congratulations! You're now more than halfway through this guide. You've mastered most of the one-to-one and group communication functions.

With all your **Conversations** and **Bubbles**, Rainbow is starting to fill up... It can be difficult to find what you're looking for quickly. So, in this chapter, we'll look at how to use the **search bar** to be more effective at **find any type of content**. Let's go!

How to Search for Specific Content?

SEARCH FOR PEOPLE:

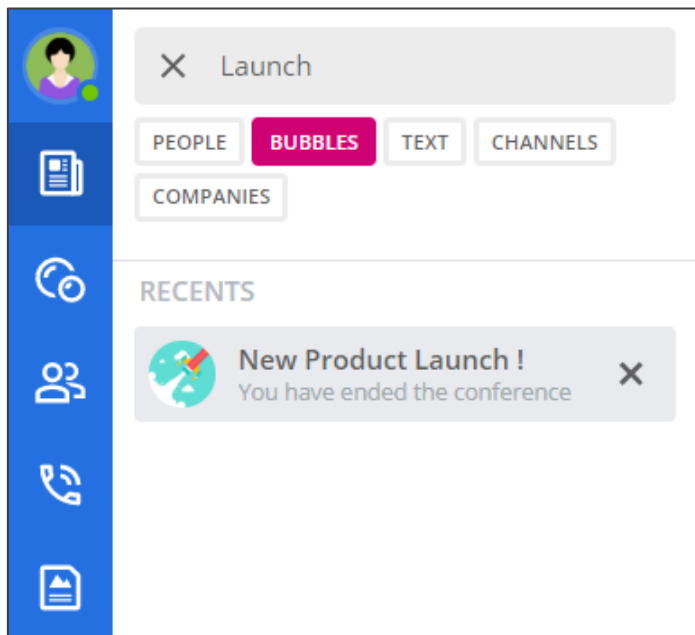


We've seen it before, but a little reminder never hurts...

1. Enter a person's **name** and choose the appropriate filter.
2. In the results, click on a name to open a Conversation with this user.

Select the "**People**" filter to find Rainbow **users**.

SEARCH FOR BUBBLES:



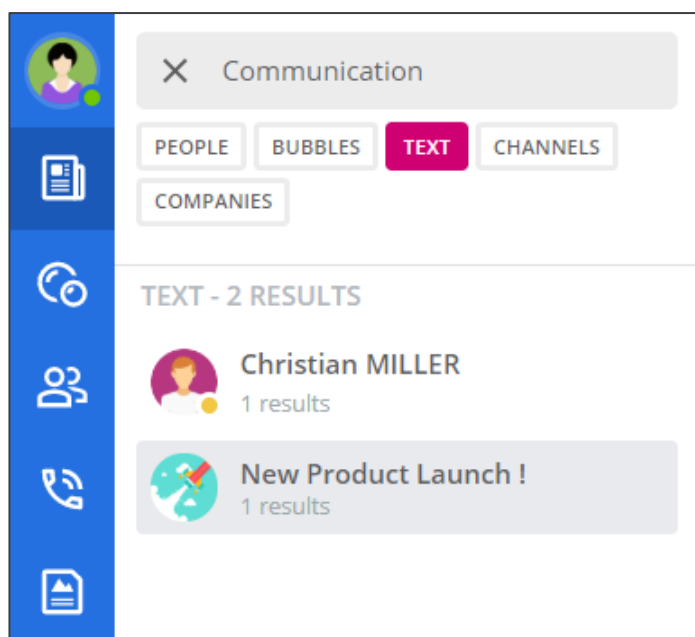
The Bubble search function is similar to the search for users.

1. Indicate the **title** of a Bubble and choose the appropriate filter.
2. In the results, click on a Bubble to open it and resume the discussion.

Select the "**Bubbles**" filter to find your group conversations.

SEARCH FOR MESSAGES:

It's a new trick. You can search for a message even if you don't remember the conversation involved.



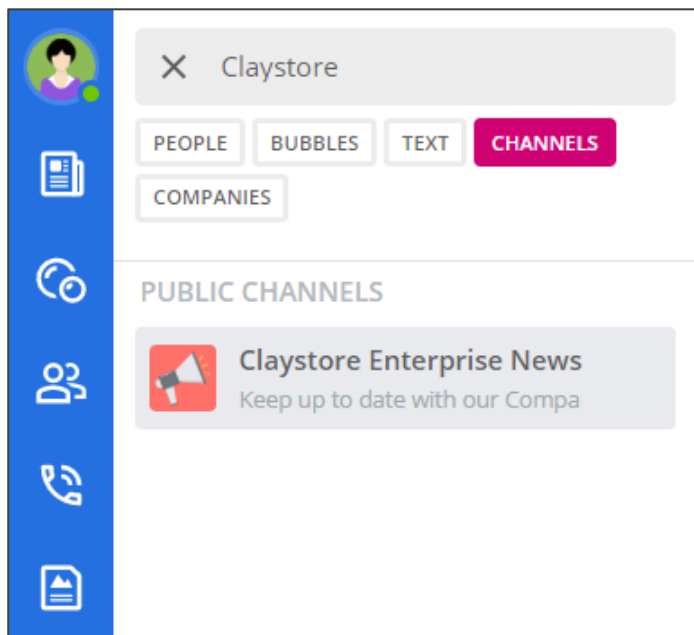
1. Enter a **word** or a **sentence** and choose the appropriate filter.

2. You will get all the results grouped by Conversation or Bubble.

3. In the results, click on a Conversation or Bubble to open it and go directly to where the message in question is located.

Select the "**Text**" filter to find a specific message in your Bubbles or Conversations.

SEARCH FOR CHANNELS:

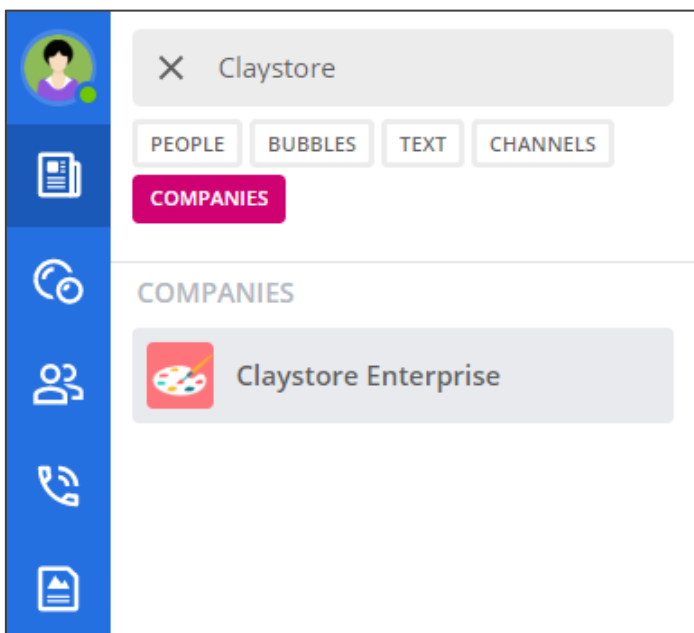


We haven't talked about the **Channels** yet ... so consider this information as an introduction for the next part of this guide!

1. Indicate the **title** of a **Channel** and choose the appropriate filter.
2. In the results, click on a **Channel** to open it and display the associated **news feed**.

Select the "**Channels**" filter to find a public **news feed** in Rainbow.

SEARCH FOR COMPANIES:



We quickly touched base on the "**Company**" subject in the second part of this guide. Here is some additional information...

1. Indicate the **name** of a **Company** and choose the appropriate filter.
2. In the results, click on the name of the **Company** for which you want to receive more information.

Select the "**Companies**" filter to find a public Company in Rainbow.

Rainbow users are spread across many **Companies**. Most of the time, a Rainbow Company is created by an IT department to **manage its employees**.

Key Takeaways:

1. Using the search bar can help you **save time** and allow you to find any type of content.
2. Some **Users, Companies** or **Channels** are not public. Therefore, you will not find them via search bar.

Explore and Subscribe to Channels

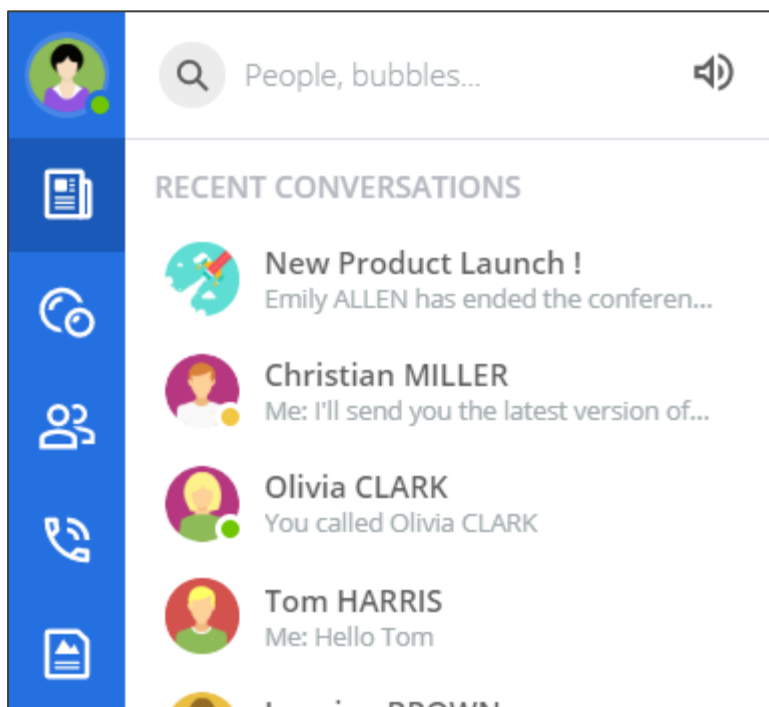
We're coming to the end! Keep it up and you'll quickly become a **Rainbow expert!**

There are many ways to communicate. So far, we've studied Conversations and Bubbles. But Rainbow has even more tricks up its sleeve. **Channels!** This feature allows you to **share information** with Rainbow users whether they are in your Company or not. Let's look at this feature in more detail...

How to Browse Channels?

DISCOVER NEW CHANNELS:

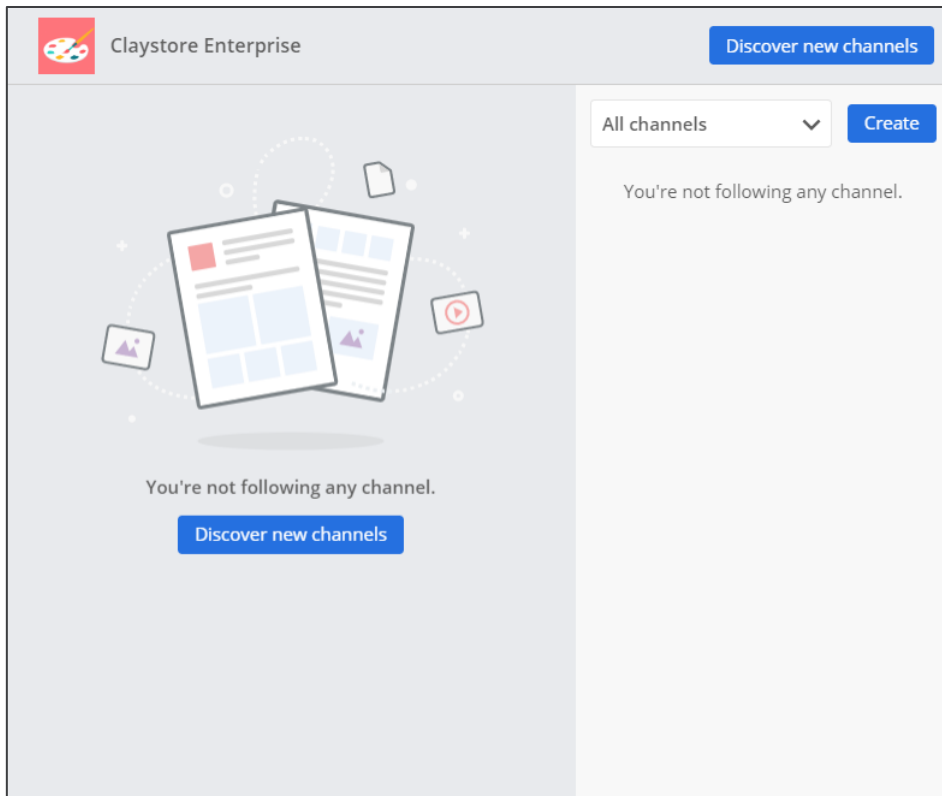
If you are not looking for anything specific, you can use the **Channels library** to receive **suggestions...**



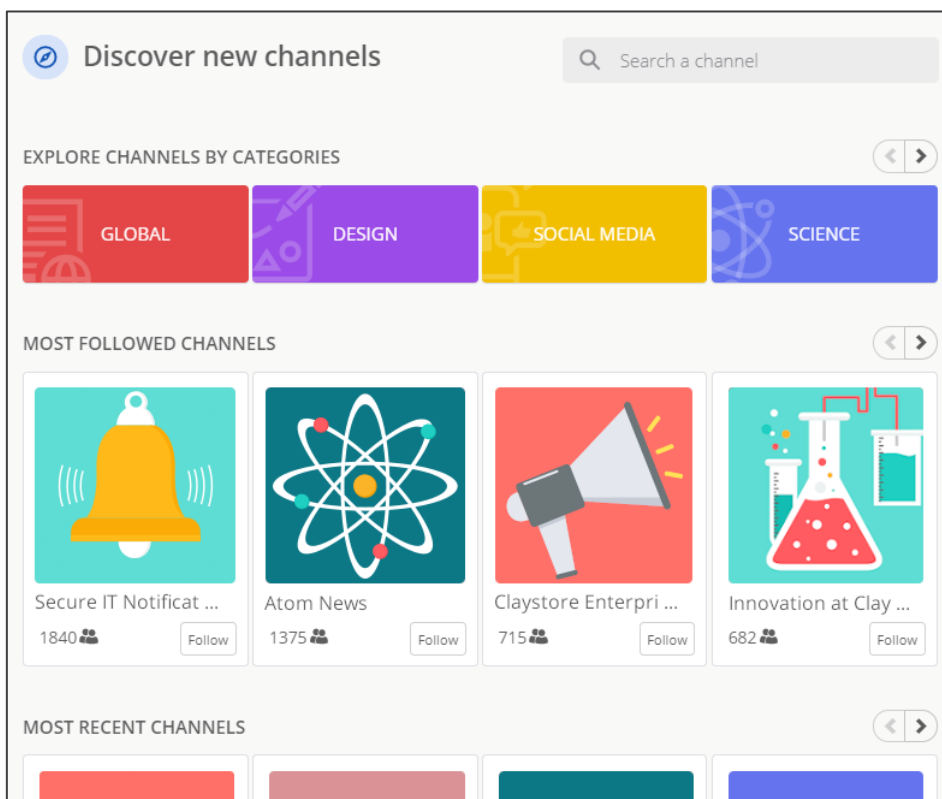
1. Go to the "**Channel**" tab which allows you to consort all the information shared on the **Channels** you are following.

2. To discover new **Channels**, follow the **steps below:**

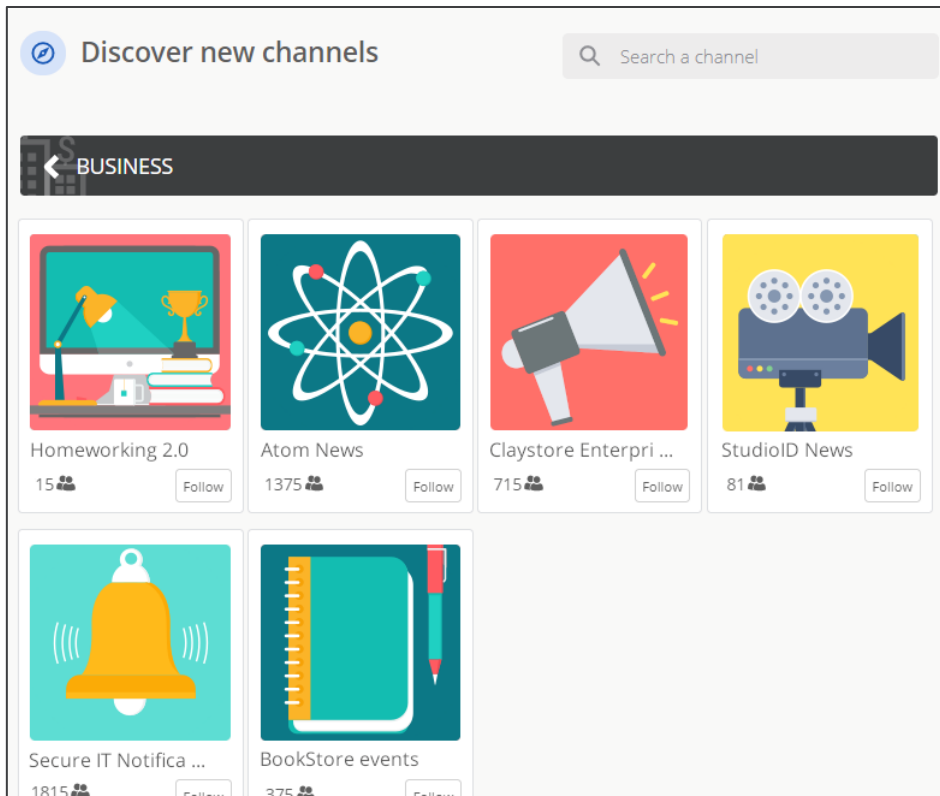
Discover news feeds in the **Channels** tab.



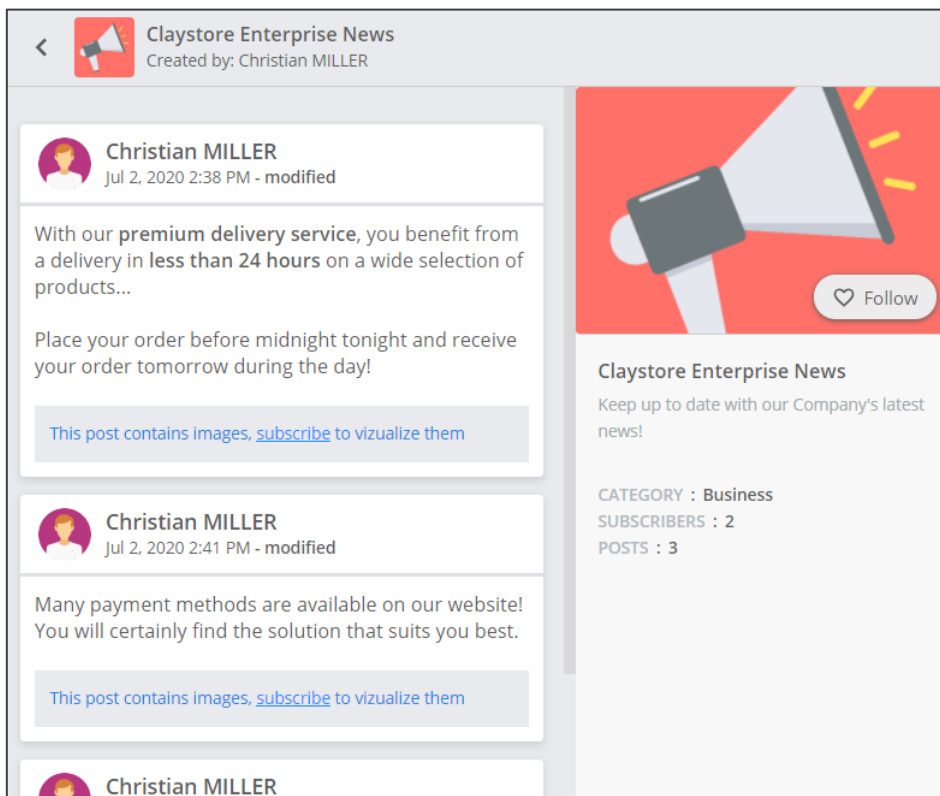
Click on the "**Discover new Channel**" button to open the library.



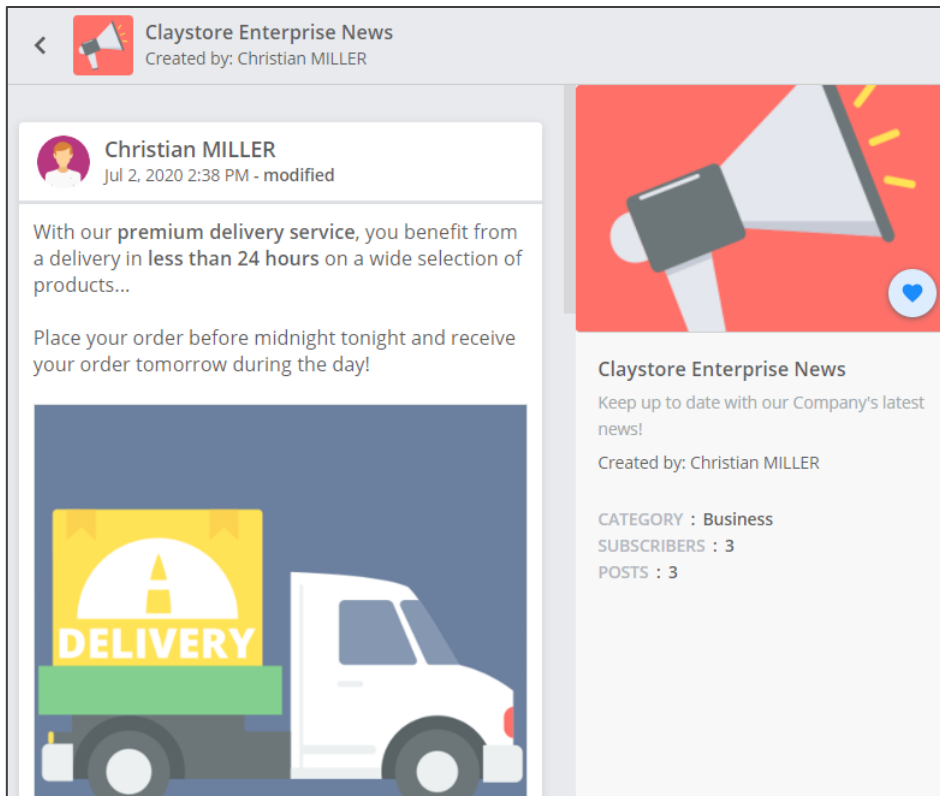
Channels are classified by **categories**. You can also view the most **popular** or **recent** Channels.



Opening a **category** allows you to filter the results by **area of interest!** Click on a Channel to display its contents.



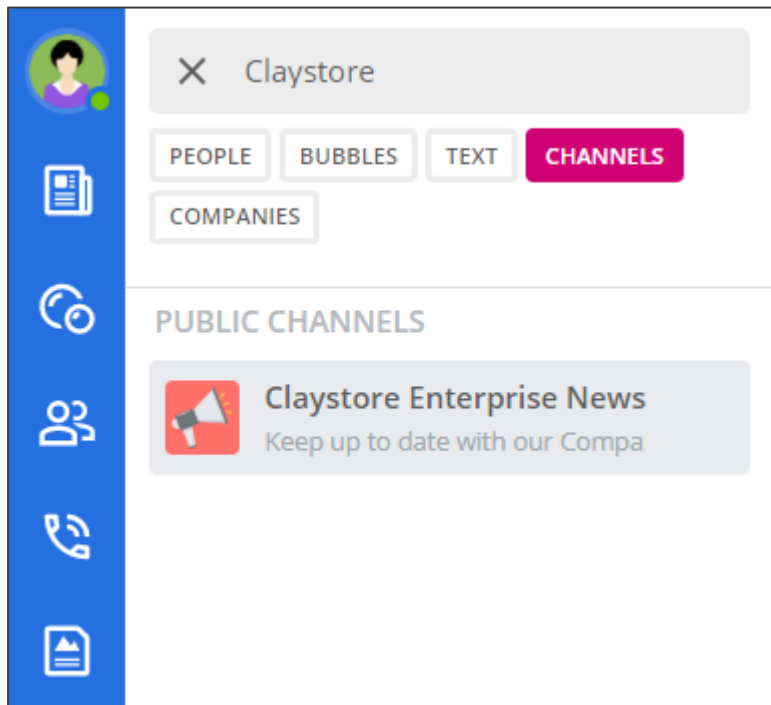
A **Channel** contains posts that can integrate **text, images, files, videos** etc.



Click on the "**Follow**" button to **Subscribe** to the Channel and view images or be notified of new posts.

When creating a **Channel**, the **Owner** can choose to restrict access to certain people. The Channel library or search bar allows you to access **public channels** or **private channels** to which you have been invited. If you are invited, you will also receive the notification in your Rainbow **Notification Center**.

SEARCH FOR A SPECIFIC CHANNEL:



If you know the name of a **Channel** you can also access it directly from the search bar.

1. Indicate the **title** of a **Channel** and choose the appropriate filter.

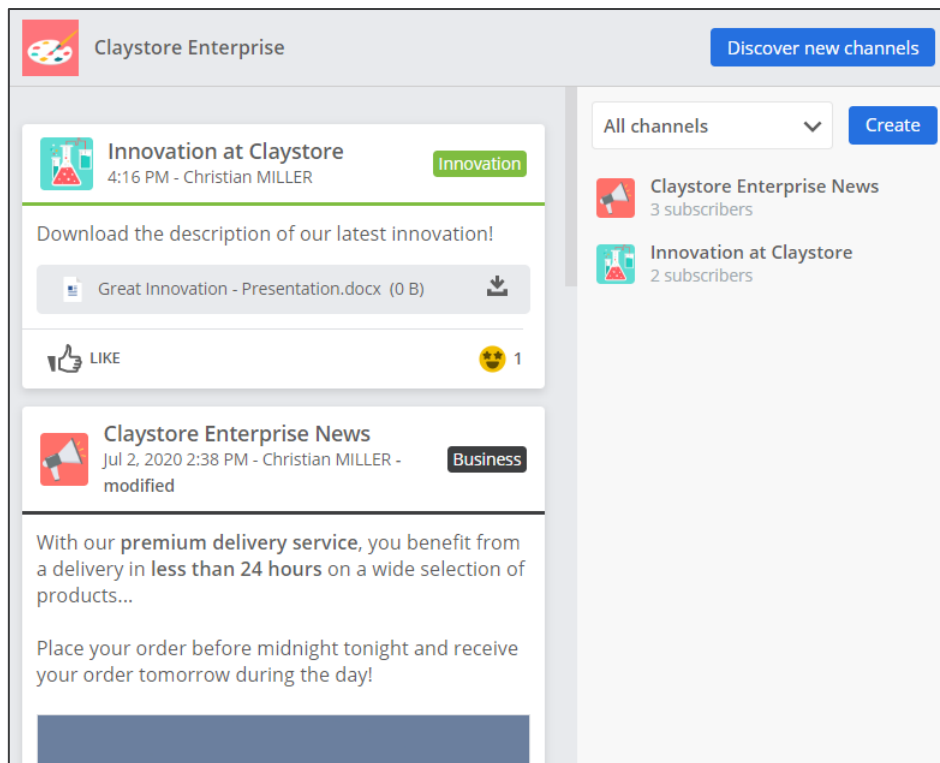
2. In the results, click on a **Channel** to open it and display the associated **news feed**.

Select the "**Channels**" filter to find a public **news feed** in Rainbow.

HOW TO STAY TUNED TO NEW PUBLICATIONS?

In addition to displaying images, subscribing to a channel allows you to display its content directly on your home page. **Posts** from all the **Channels you follow** are displayed **chronologically**.

You can also enter a particular **Channel** by clicking on the quick action buttons in the right tab of your screen.



Your **homepage** showcases the content of **all the Channels** you follow.

Key Takeaways:

1. Channels allow quick and easy **information sharing** to Rainbow users.
2. You can **subscribe** to Channels to **follow the content**.
3. The **audience** of a Channel can be defined by the Owner. This allows you to **tailor the content** for each user group you wish to target.

Make and Take Phone Calls

Congrats! You've made it to the last chapter, champ! ! We've seen many functions, but we've saved one of the most interesting for the end... The management of your **Phone Calls!**

We will see how **Rainbow** enables you to **make** and **take Phone Calls**. The main advantage is that you can call anyone without worrying about whether they have a Rainbow account or not.

Unlike the other types of calls in Rainbow (Web Call & Web Conference) which travel over the Internet, **Phone Calls** use the telephony network. Let's take a closer look at how to take advantage of these features...

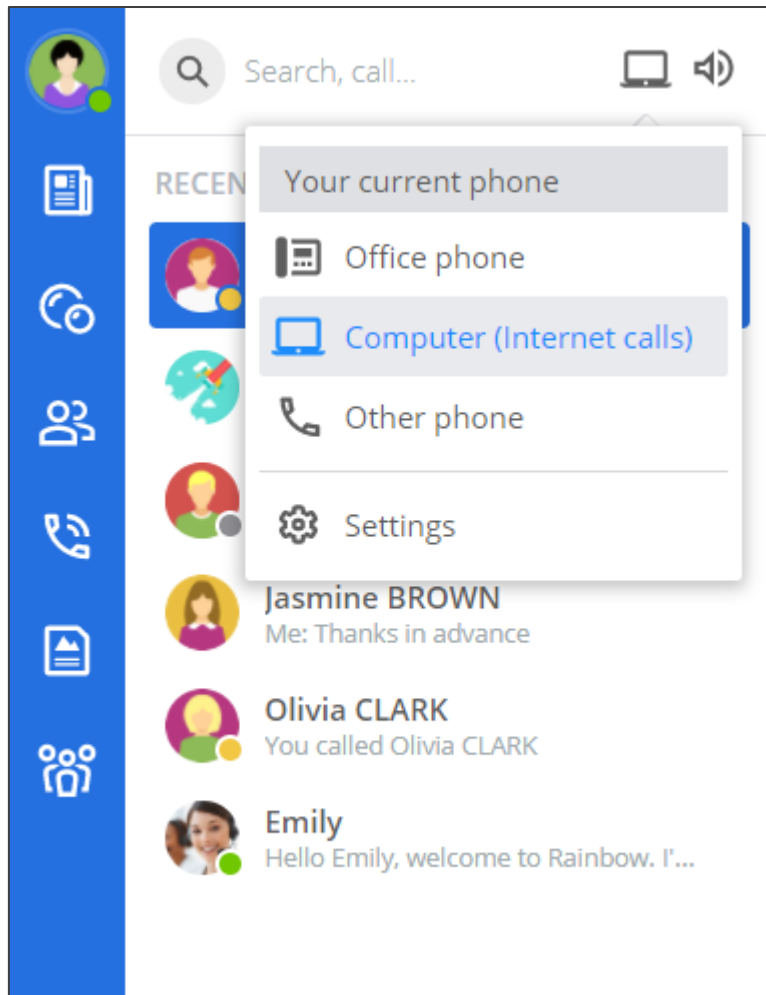
How to Make a Phone Call?

Rainbow can interface with your **corporate telephony system** to allow you to manage your **Phone Calls** through your computer! Depending on your **Company administrator's** choices, this interfacing can take many different forms...

CHOOSE WHICH DEVICE TO USE:

To begin, you will have to choose **which device** to use to **make or take Phone Calls**.

1. Click on the **Telephony icon** to the right of the search bar.
2. In the menu, choose the phone you'd like to use from the drop-down menu. Your choice will indicate which **device** will be used to **start the call** with.
3. The main phone modes (**Computer**, **Office Phone** and **Other Phone**) are described below:



Select the **device** to use to manage your **Phone Calls**.

Computer:

Make and take your Phone Calls with your **Rainbow applications**.

Office Phone:

Make and take your Phone Calls with your **deskphone**.

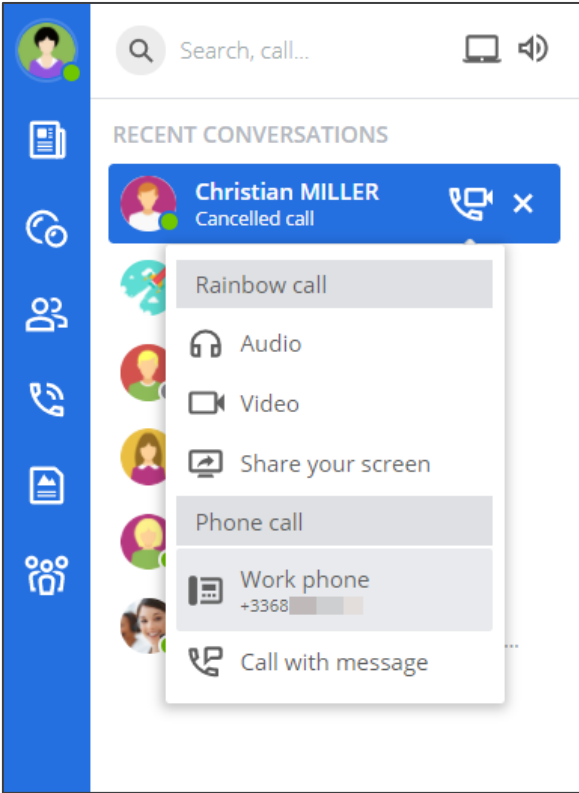
Other Phone:

Make and take your Phone Calls with **a phone of your choice**, displaying your **business phone number** to your callee.

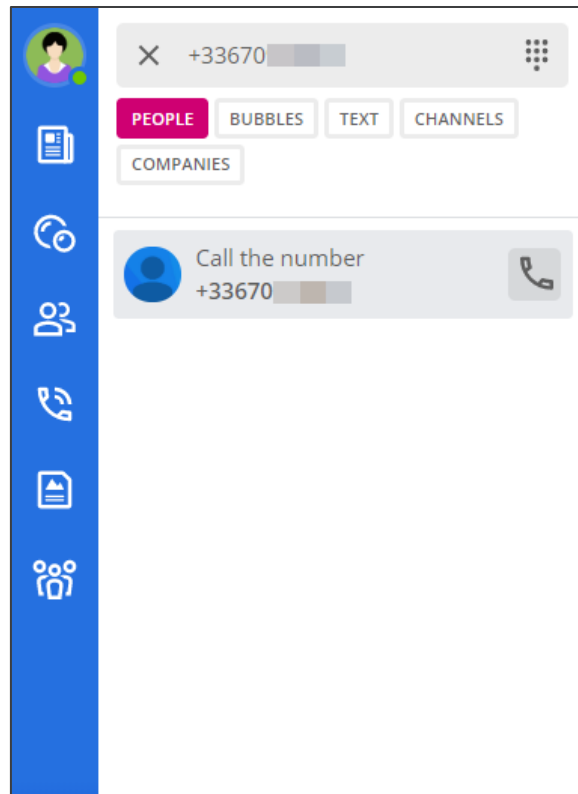
Other modes can be added to this list. These are actually "**Other Phone**" configurations pre-programmed with the **phone numbers** available in your **Rainbow profile**.

INITIATE A PHONE CALL:

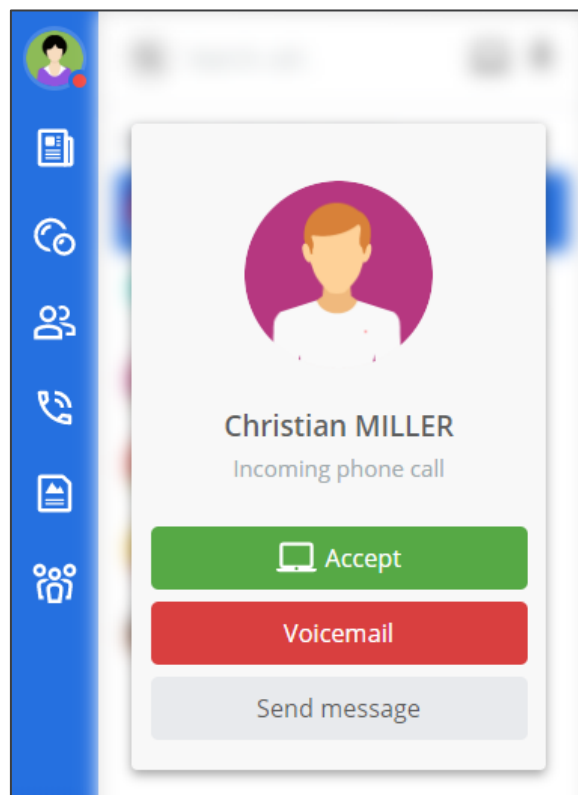
There are different ways to initiate a **Phone Call** in Rainbow. Once the call has been launched or accepted, the conversation will be initiated on **the previously chosen device**.



Make a **Phone Call** from the profile of one of your **contacts**.



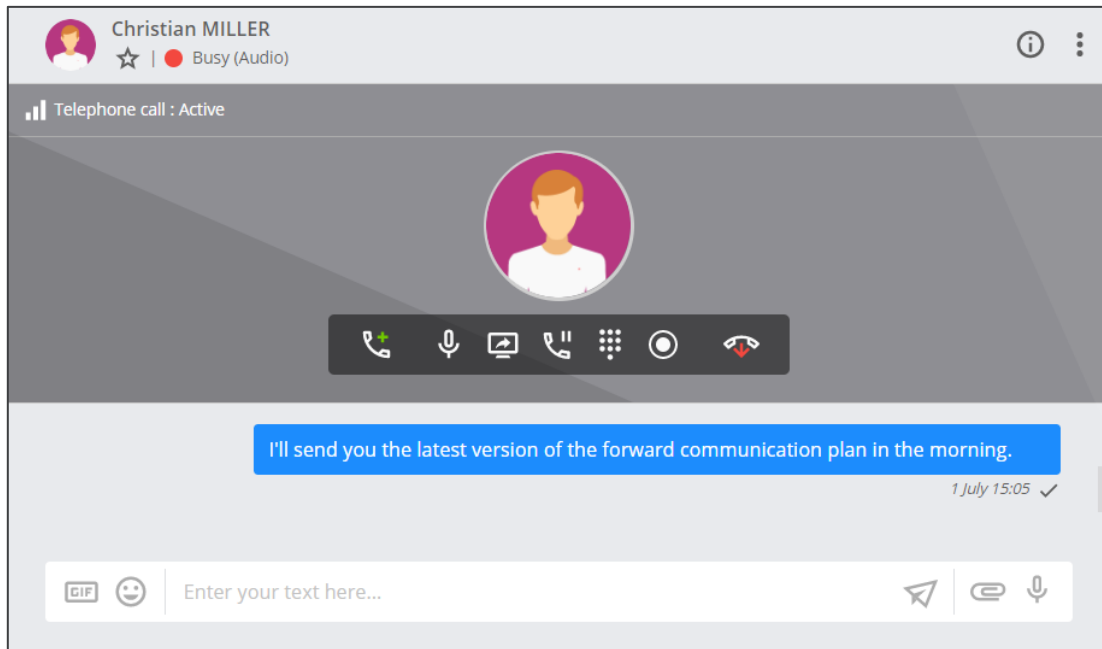
Dial a **phone number** to start a **Phone Call**.



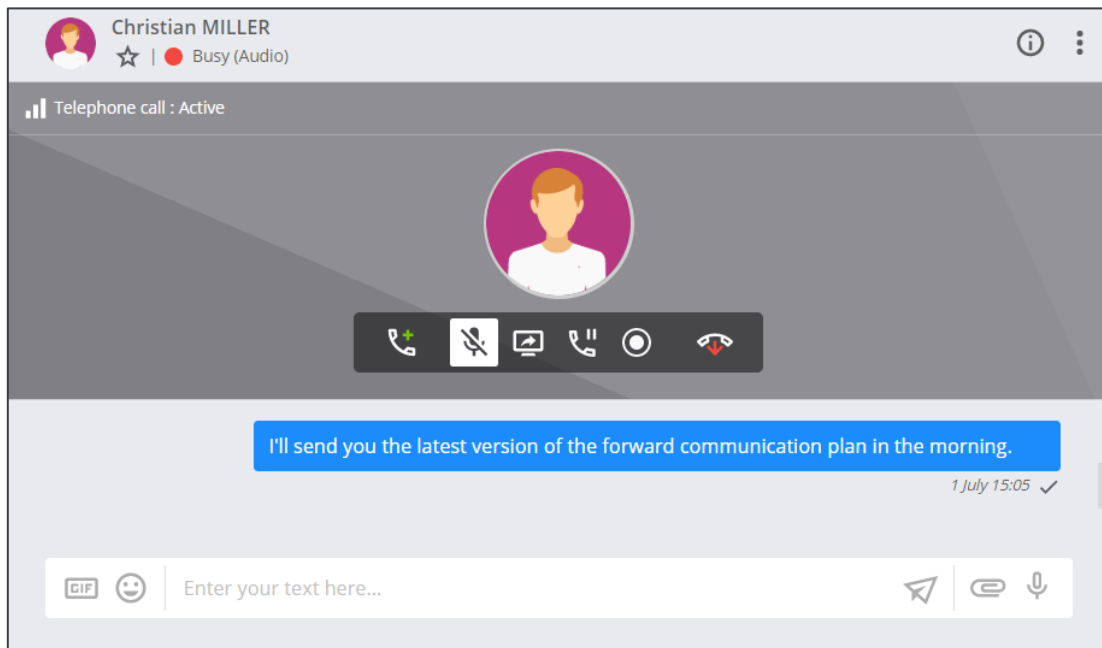
Accept an incoming **Phone Call**.

MANAGE YOUR PHONE CALL:

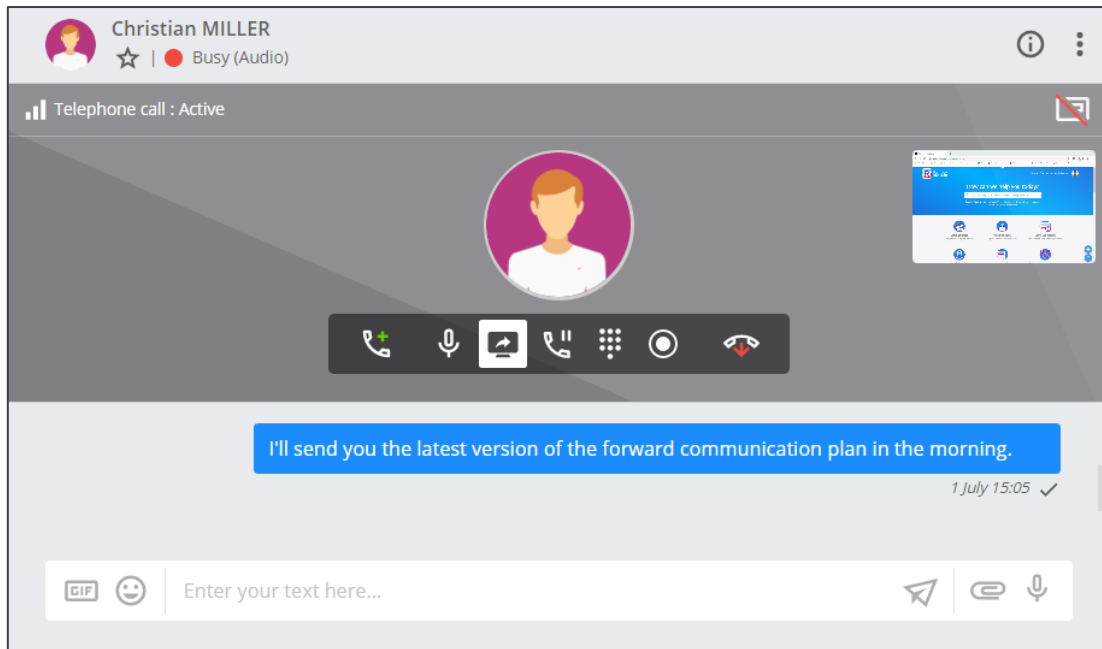
Perfect! Now that a **Phone Call** is in progress, let's take a look at the features Rainbow has to offer.



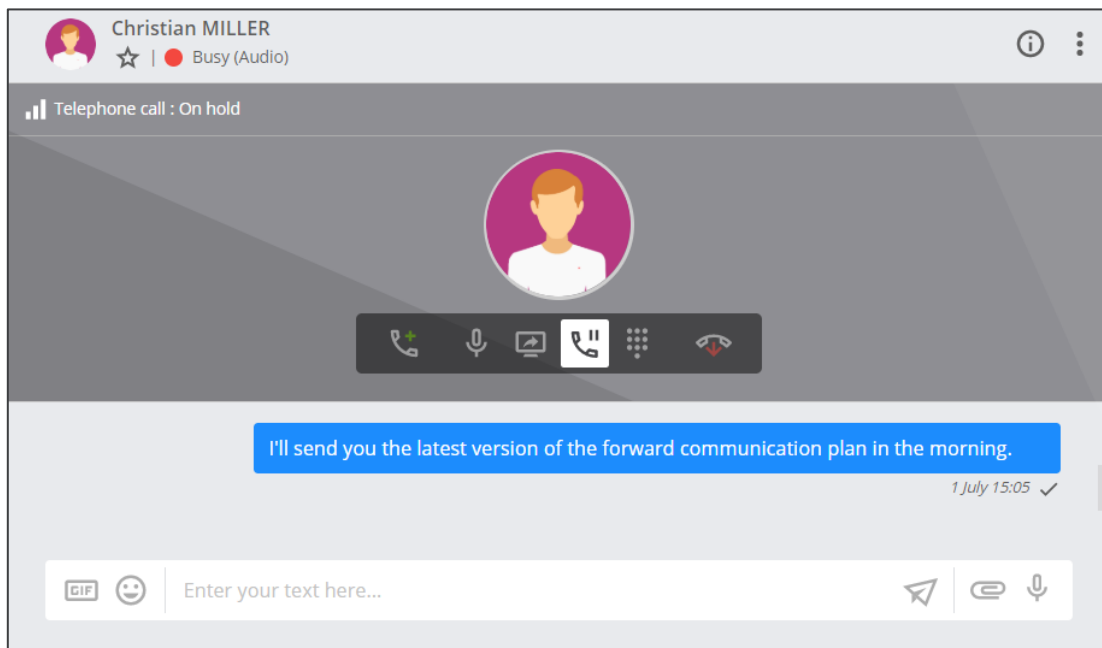
Phone Calls are in the same form as Web Calls but with different types of options.



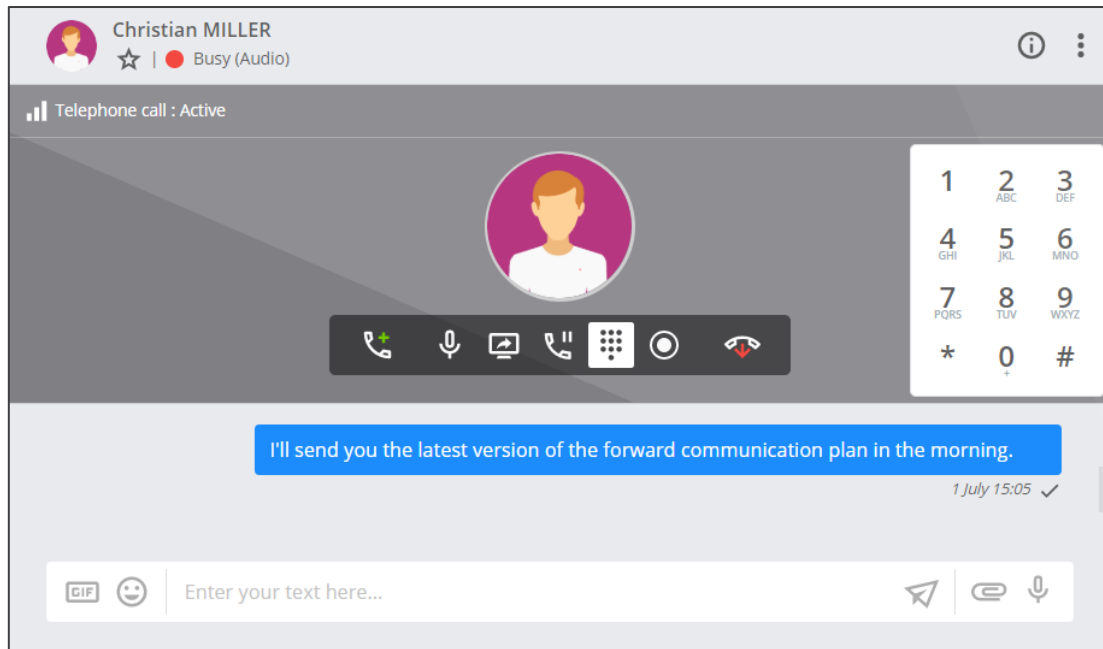
Mute your **microphone** to disable outgoing sounds to the receiver.



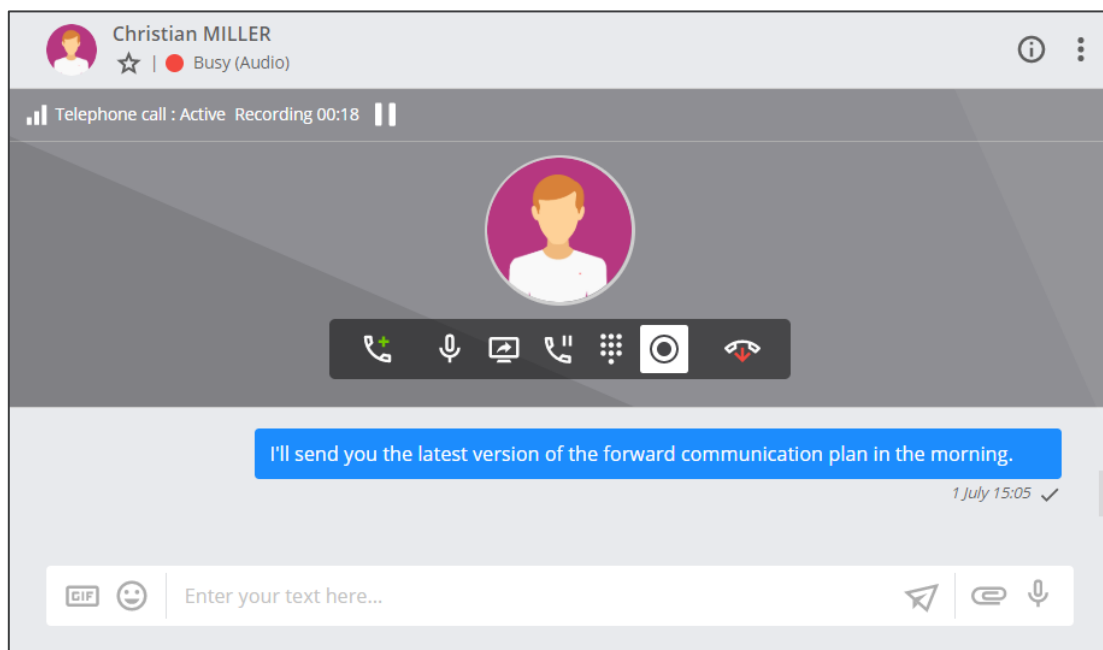
Add **Screen sharing** if the callee is also recognized as a **Rainbow user!**



Make the callee wait by putting the **call on hold**.



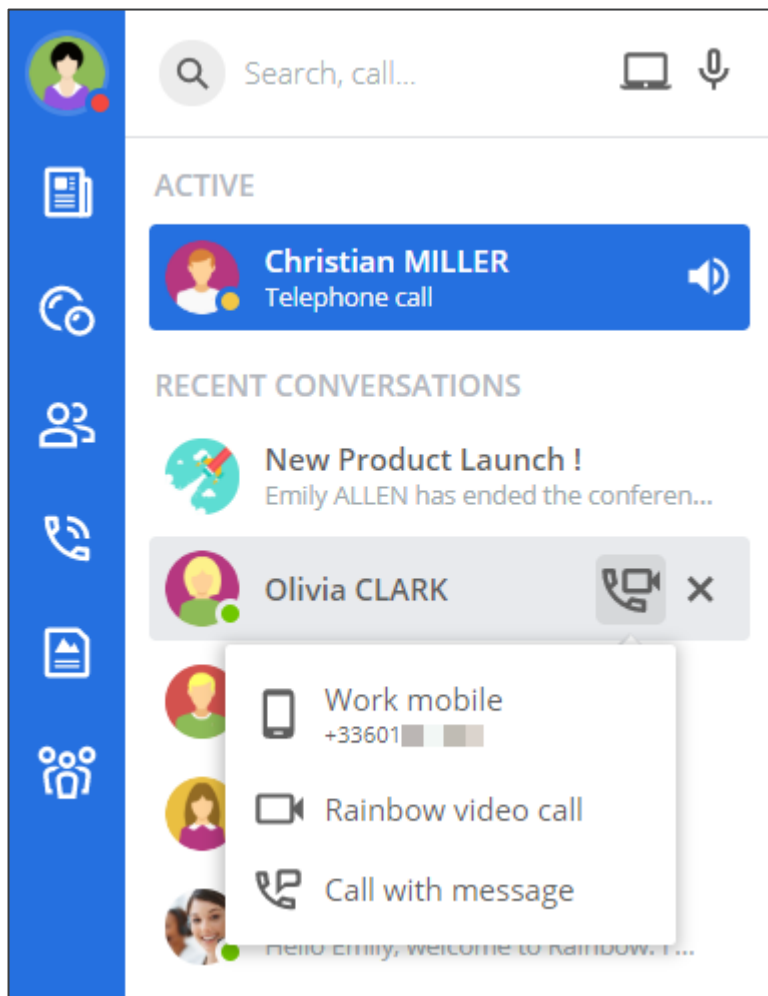
Send "**DTMF**" for example when you contact your **voice mail**.



Record your **Phone Call** to make sure you don't forget anything.

HANDLE MULTIPLE CALLS AT ONCE:

Now let's see how Rainbow can help you deal with **dual calls**.



1. Your **active call** has a blue background in the tab on the left side of your screen and is labelled "**Telephone Call**".

2. Click on the phone number of a Rainbow user to **start a new Phone Call**. Simply launch the call to put the first one **on hold**.

3. You can also use the search bar **to dial a phone number**.

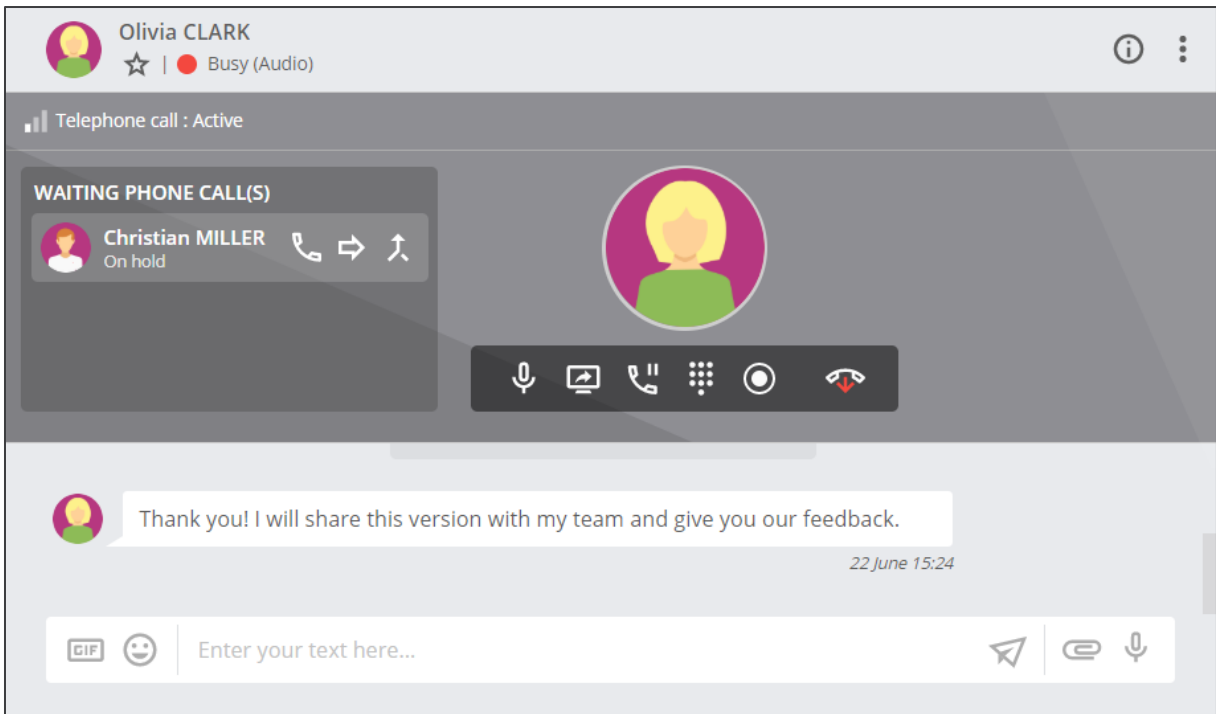
Start a new **Phone Call** even if you are already online.

The behavior will be the same if you **accept a call** from a **new caller** while you are already online.

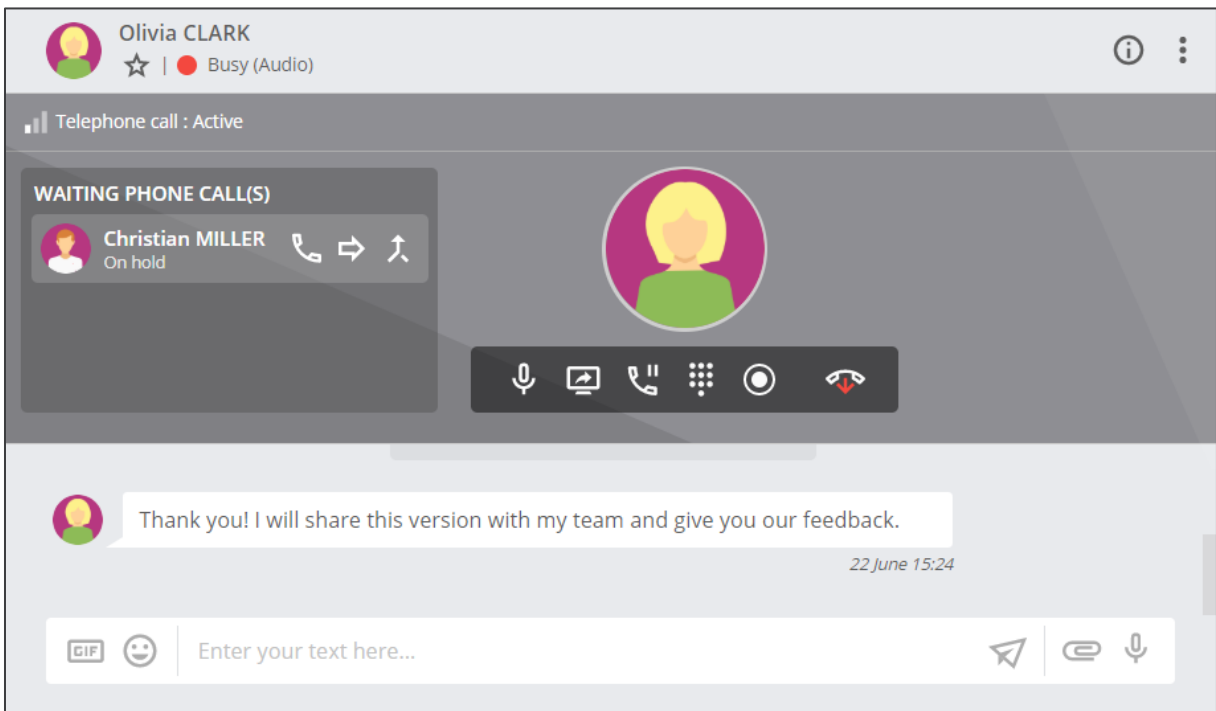
How to Manage Multiple Phone Calls?

MANAGE MULTIPLE CALLS WITH ADVANCED PHONE FEATURES:

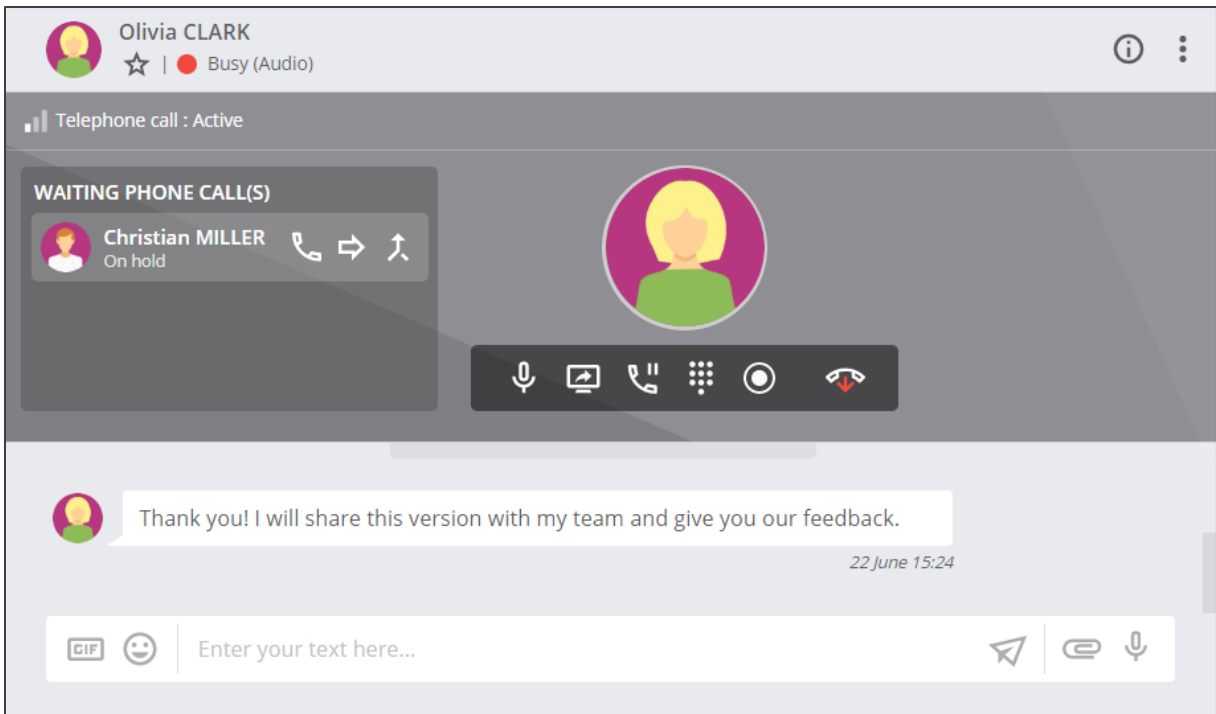
Now that you've mastered **the basics of Phone Calls**, let's see how Rainbow handles **multiple Calls**.




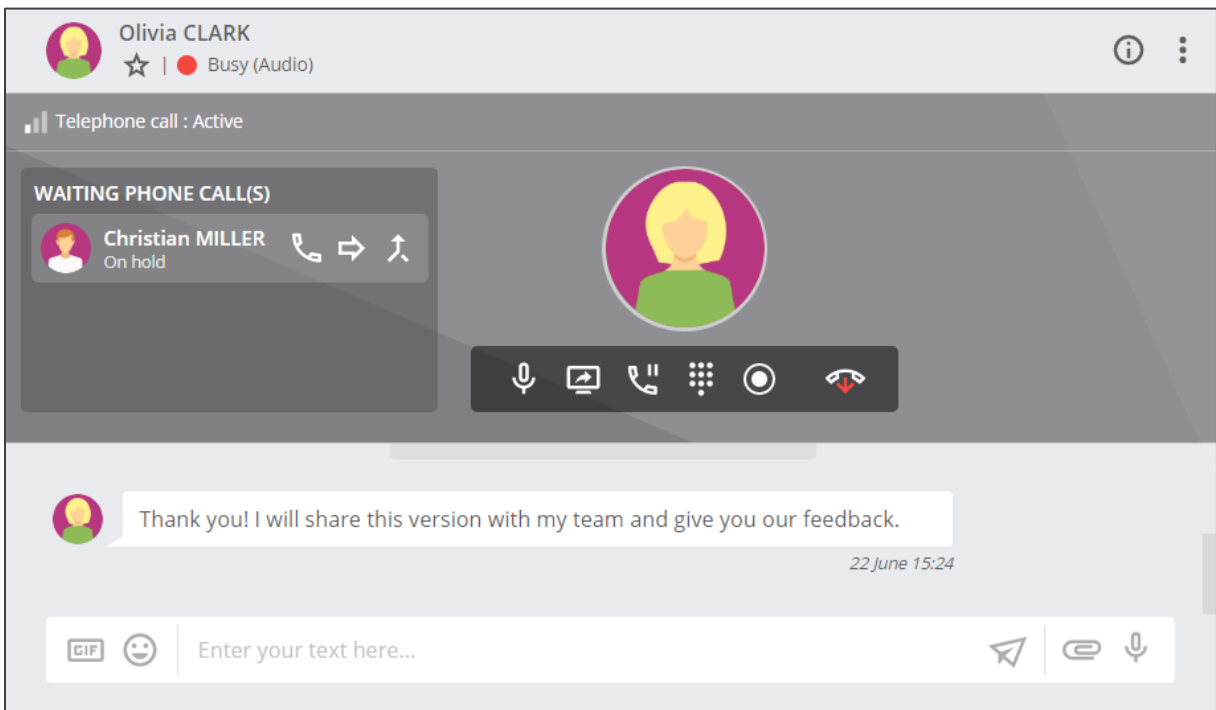
Pending calls are displayed on the left side of the active Phone Call.



Click the icon to **switch** between an active and a waiting call.



Click the icon  to **transfer** the active call to a waiting call and exit the conversation.



Click the icon  to **merge** the active and waiting calls into a **Conference Call**.



Leave the **Conference Call** and let the other callers continue the conversation.

Key Takeaways:

1. **Phone Calls** allow you to contact people who do not have a Rainbow account.
2. You can **use your deskphone** and **enjoy all the benefits of Rainbow** on your computer at the same time.
3. The management of telephone calls is improved by, for example, **caller identification** or the **click to call** function.



CONGRATULATIONS! YOU ARE NOW (ALMOST) A RAINBOW EXPERT!

To go further, don't hesitate to browse the "Using Rainbow" space in the Help Center! There you will discover all the features of Rainbow in detail...