

Rainbow Telephony for Microsoft Teams

Computer quick start guide

Rainbow™ Telephony is designed to work with Microsoft Teams®. It delivers Alcatel-Lucent Enterprise telephony capabilities to MS Teams while maintaining welcome desk and call routing richness of the existing ALE PBX in place.

Prior investments are preserved as the integration seamlessly flows into with all established communication processes, including phone traffic invoicing.

Features

- Support of multiple user profiles: control your desk phone and be mobile with your laptop or smartphone; select the profile that suits you most in a given situation.
- ALE business telephony: multiple calls, hold/return, 3-way-conference, transfer, speed dial keys.
- Call forwarding: immediate, conditional.**
- Detailed call history: outgoing, incoming, missed calls with notifications.
- 2-way-presence synchronisation with Teams calls: no more disturbing phone calls during a Teams conference.*
- Directory integration: search your ALE PBX phonebook**, Rainbow (users, business, personal) and Teams directories.
- Voice message notifications, remote access, or visual voice mail.**
- Single-sign-on when using Microsoft Azure.
- Launch an external application (on the computer or url) on incoming phone call
- Click-to-call from Teams, or from any other application on the computer

*Please note that due to limitations on the Microsoft side the presence synchronisation isn't real-time but with a delay of up to 20 seconds.

**Features depend on the existing PBX - visual voice mail is not available for OXE; conditional call forwarding is not available for OXO.

Overview of Rainbow Connector for MS Teams

The screenshot shows the Rainbow Telephony interface within Microsoft Teams. The interface includes a top navigation bar with 'Rainbow Telephony' and 'Telephony' tabs. Below this is a search bar and a 'Search, call...' section. A 'Speed dial' section displays several contact cards with names and initials. A 'Call History' table lists recent calls with columns for Name, Type, Duration, Date, and Action. A 'Compact soft control window' is visible at the bottom right, showing call controls like transfer, mute, and 3-way call. Callouts point to various features: Audio settings, Voicemail, Keypad for internal and external dialing, 2-way-presence synchronisation, Routing, Search bar, Favorite contacts, Speed dialing, Call history, Create contact, Add to favorites, and Compact soft control window.

Name	Type	Duration	Date	Action
Mr. White	Outgoing	6m 38s	02/09/2023 11:17:13	[Icons]
Mr. Green	Incoming	36s	02/09/2023 10:46:18	[Icons]
Mr. Blue	Incoming	4m 07s	02/09/2023 09:20:56	[Icons]
+3329 33333333	Outgoing	40s	02/08/2023 15:29:40	[Icons]
Mr. Green	Incoming	11m 19s	02/08/2023 15:16:37	[Icons]
Mr. Green	Incoming	7m 17s	02/07/2023 15:56:08	[Icons]
+33600 000000	Incoming	50s	02/07/2023 15:21:03	[Icons]
Mr. Green	Outgoing	7m 51s	02/07/2023 15:21:03	[Icons]
Mr. Green	Incoming	11m 50s	02/06/2023 15:21:03	[Icons]
Mr. Green	Incoming	6m 49s	02/06/2023 15:21:03	[Icons]

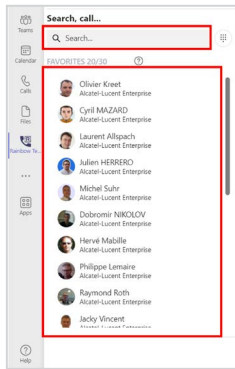
Quick Start Guide

Rainbow Telephony for Microsoft Teams

Call a number or a contact



Initiate a call from the keypad (internal or external number)



Search for a contact in your phone book or Rainbow directory and start the call with one click

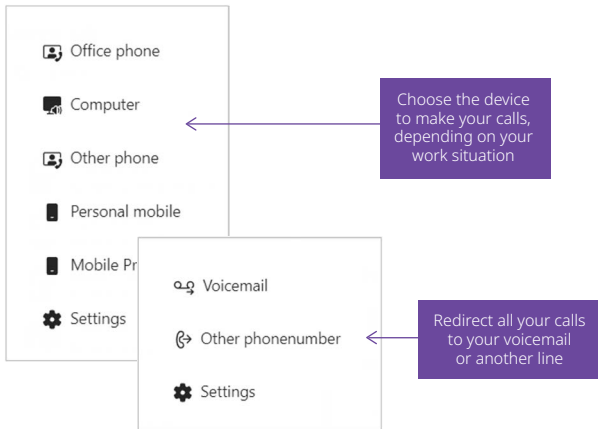
See a list of recent calls

Call History View more on Rainbow...

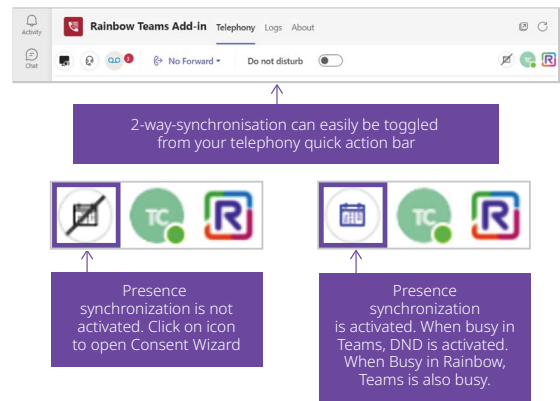
Name	Type	Duration	Date	Action
Jean-Luc Steffann 1 call(s)	Outgoing	4m 29s	12/02/2022 16:41:11	[Call] [Delete] [Star]
Philippe Lemaire 1 call(s)	Outgoing	5m 06s	12/02/2022 16:08:38	[Call] [Delete] [Star]
My Home 1 call(s)	Outgoing		12/02/2022 15:10:38	[Call] [Delete] [Star] [Share]
+33628048825 1 call(s)	Incoming		12/02/2022 12:08:00	[Call] [Delete] [Star] [Share]
+33676675630 1 call(s)	Incoming		12/01/2022 16:41:51	[Call] [Delete] [Star] [Share]

Call history (incoming, outgoing, unanswered) with the ability to call back a contact or number, or to delete an entry

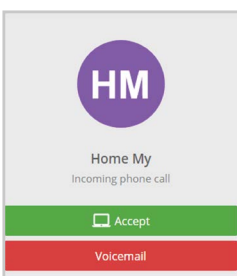
Manage your phone routing



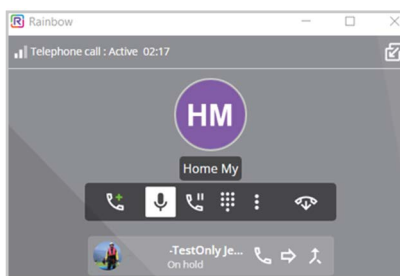
2-way-synchronisation



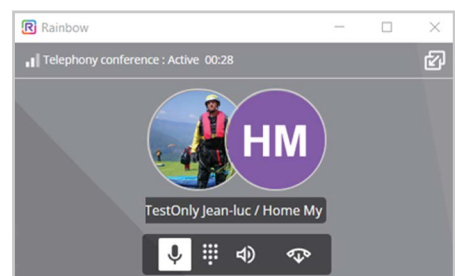
Manage your phone calls and preferred device



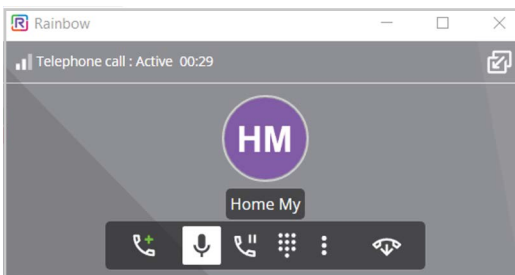
Incoming call notification



One waiting call

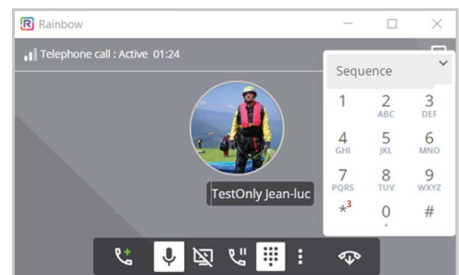


3 parties conference



In conversation

Note: The Rainbow call window remains always on top and can be moved or closed



DTMF keyboard