
AVAILABLE TO EVERYONE !

SEND INVITATIONS AND

EXTEND YOUR NETWORK

PRODUCTION NOTE



ALCATEL-LUCENT RAINBOW™

PRODUCTION NOTE - Rainbow 1.17.5

NOVEMBER, 28TH 2016

Author: Customer Care & Programs/Operations - Cloud Services

Target audience: ALE Beta-Tests Champions/ End Customer Administrator

Disclaimer

This documentation is provided for reference purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this documentation, this documentation is provided “as is” without any warranty whatsoever and to the maximum extent permitted.

In the interest of continued product development, ALE International reserves the right to make improvements to this document and the products it describes at any time without notice or obligation.

Copyright

©2016 ALE International. Distribution of substantively modified versions of this document is prohibited without the explicit permission of the copyright holder.

Distribution of the work or derivative of the work in any standard (paper) book form for a commercial purpose is prohibited unless prior permission is obtained from Alcatel-Lucent.

Alcatel-Lucent, OmniPCX, and OpenTouch and Rainbow are either registered trademarks or trademarks of Alcatel-Lucent.

All other trademarks are the property of their respective owners.

Contents

Glossary	4
1 Introduction	5
2 Overview	6
3 History	6
4 Related documents	6
5 What's new	7
5.1 Web Apps	9
5.2 Outlook Plug-in	11
5.3 Mobile Apps.....	12
5.3.1 Android devices	12
5.3.2 iOS devices.....	12
5.4 Emily	12
5.5 PBX agent (Telephony Features) => for POC only.....	13
6 Limitations, Restrictions and workarounds	14
6.1 Web/Desktop Apps	14
6.2 Outlook Plug-in	14
6.3 Mobile Apps.....	14
6.3.1 Android devices	14
6.3.2 iOS devices.....	14
6.4 Emily	15
6.5 PBX agent (Telephony Features) => for POC only.....	15
7 Features limits	16

Glossary

1PCC: First Party Call Control

ALE: Alcatel-Lucent Enterprise

API: Application Programming Interface

App: Application

CAPEX: CAPital EXpenditure

ICT: Information and Communications Technology

IM : Instant Messaging

iOS: Apple Operating System for iPhone

IT: Information Technology

MUC : Multi User Chat

OSX : Apple Operating System for MAC

PBX: Private Branch Exchange

PSTN: Public Switched Telephone Network

1 Introduction

The traditional PBX & traffic markets are “evaporating in the cloud”. At the same time, customers are asking for more intensive collaboration. **Actually**, 71% of companies find that knowledge sharing is critical for their organization, and that their collaboration tools have poor ergonomics, do not interoperate, and need to be available from anywhere (*source NetMediaEurope*).

This calls for a ***innovative workplace collaboration service***, which enables cross-community interactions, beyond company-borders, with seamless integration into existing ICT assets.

Alcatel-Lucent Enterprise (ALE) is introducing Alcatel-Lucent Rainbow, an overlay cloud service operated by ALE. Rainbow offers contact management, presence, persistent messaging, audio/video, screen & file sharing, with PSTN termination and API openness to integrate with existing customer PBXs, machines and apps.

Benefits for customers / users

- Users & business line owners:
 - o New collaboration services for greater team collaboration
 - o beyond company borders (onsite / offsite / open to any business community)
 - o across heterogeneous company sites (independent from existing ICT asset)
 - o frictionless adoption
 - o autonomous & self-management of users community (independent from IT)
- IT:
 - o Click-to deploy
 - o Enterprise-grade (admin, containment, privacy)
 - o Integration with existing telephony (investment protection) & with 3rd-party apps (biz process)
- Finance:
 - o Subscription based (no capex)
 - o Reduce telecom costs
 - o Support: Free with ALE support for users

2 Overview

The present document provides technical information about the promotion to Production of Rainbow Solution v1.17.5. It contains several information like :

- **“What’s new”** which gives the list of the new features and those which have been enhanced since the previous delivery.
- **“Things you need to know”** before using the features.
- **“Limitations, restrictions and workarounds”** associated to the interfaces (Web, Desktop, Mobile) used.

3 History

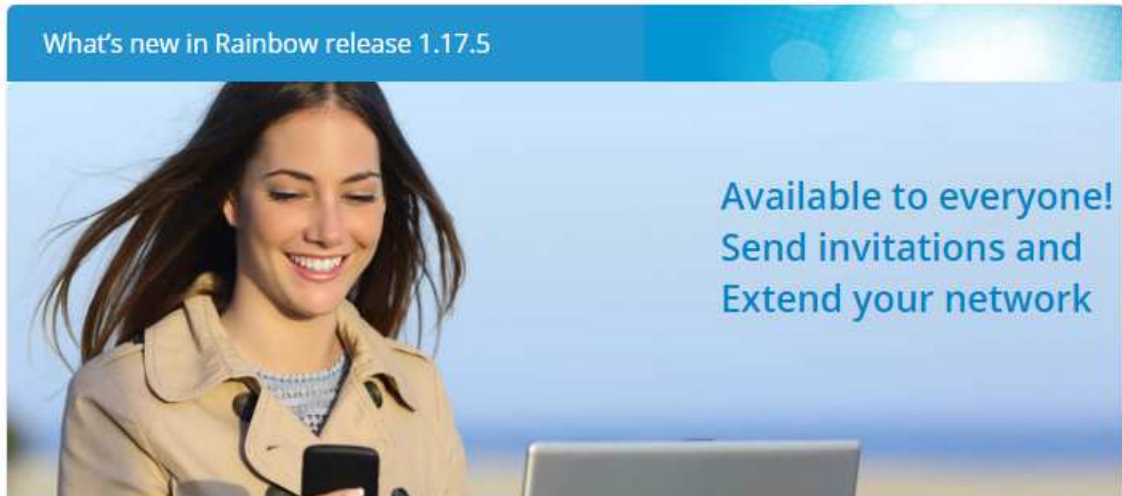
Modifications	Date	Edition
Update of document for Solution version 1.17.5	28/11/2016	ED.1

4 Related documents

- [1] BU Cloud Customer Care - Technical Information - How to reset your password.pdf
- [2] BU Cloud Customer Care - Technical Information - How to find my logs.pdf
- [3] ALE Rainbow - White list - Ed01.pdf

5 What's new

The main purpose of this delivery is to declare the worldwide General Availability of Rainbow.



Since November, 28th 2016, it is possible :

- to visit our new public site <https://www.openrainbow.com/>
- to create an account from the public web site <https://web.openrainbow.com/#/subscribe>
- to activate an account from an invitation received on behalf of an existing Rainbow user.
- to invite friends, colleagues, suppliers, private and professional relationships to join Rainbow community from Web/Desktop and mobile devices.

(See additional information in section 5.1)

Besides this worldwide opening, the version 1.17.4 brings some new features and enhancement of the existing ones such as :

- WebRTC communications Americas/Americas & Europe/Americas have been improved to avoid latency and Audio/Video slowing down. (see detail information in section 5.1)
- Video and Screen Sharing quality have been improved from 320x240 to 720p
- Battery saving for Android Mobile devices (see detail in section 5.3.1)
- For a given IM conversation, user can deactivate the notifications, remove all messages or change the audio profile (hand free, headset) in case of making a call. (see detail information in section 5.1)

- Sending date and time is now provided for each IM sent (see detail information in section 5.1)
- Search is now active for composite name
- Few ergonomics enhancements (see detail in section 5.1):

In addition, the new version fixes some issues encountered in the previous versions as :

- Unread messages. Nevertheless, some old messages are still stuck as unread (see workaround in section 6.)

Here are the versions of the different components building the Solution.

Rainbow 1.17.5			
Web	1.17.6 (new)	Emily	1.21.2 (new)
Desktop Win	1.17.4 (new)	iOS	1.17.233 (new)
Desktop Mac	1.17.4 (new)	Android	1.17.4 (new)
Outlook Plug-in	1.17.4 (new)	PBX agent	1.21.0 (new)

5.1 Web Apps

- Available to everyone !

Whatever the way the new users got a Rainbow account, (invitation, creation from the public web site) :

- During the initialization, users will have to enter a country. It is a mandatory field. For existing users, they can set their country, as well as the chosen language, in the settings menu.
- New users invited or who have created an account via the public site will be placed into a public company called “Rainbow” except if his domain name is known. In that last case, the new user will be placed into the company which has set self-registration with this domain.
- To invite people from the Web/Desktop interface, user needs to :

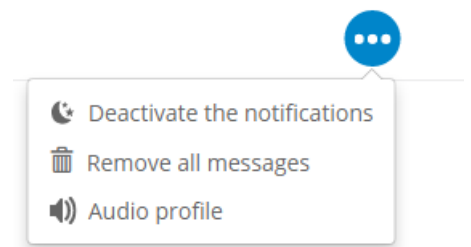
- go to contact menu



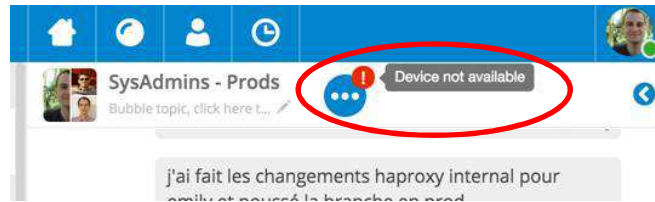
- and then enter the email address of the people he wants to invite



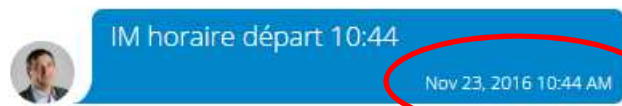
- WebRTC communications Americas/Americas, & Europe/Americas have been improved to avoid latency and Audio/Video slowing down, thanks to new TURN servers installed in NAR (Beauharnois - Canada)
- Inside an IM conversation, it is now possible to :
 - Deactivate the notifications (in the previous version the features was located on top right of the screen).
 - Remove all messages.
 - And choose the audio profile for audio calls : either with headset or hand free. The setting of both handset and hand free are available in the setting of the users.



Tip: If the user has this kind of display “Device not available” with an exclamation mark, he needs to set Audio/Video parameters in “Settings” menu

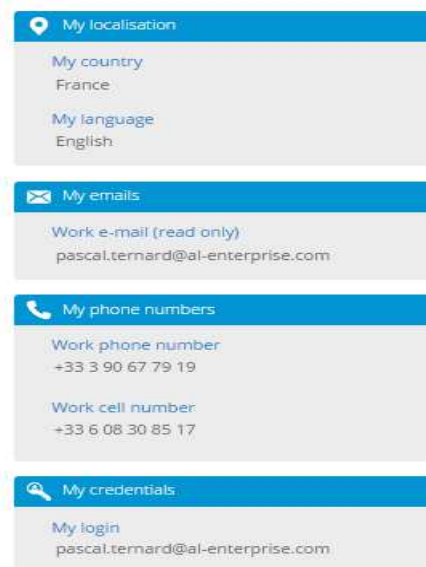


- When a user send an IM to a contact, the sending date and time appears. If the contact is away, he will know the IM sending date and time when he is back



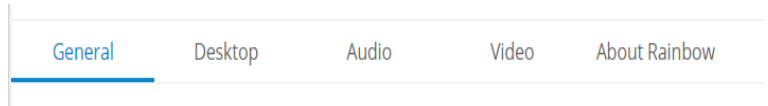
- Some ergonomics enhancements. In the 1.17.3 version, :

- “My Profile” (click on user name) menu hosts :
 - My localization
 - My eMails
 - My phone numbers
 - My credentials (login & password)



○ “Settings” menu hosts :

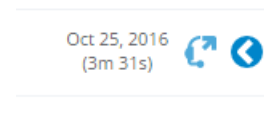
- General settings
- Desktop settings
- Audio settings (Hand free profile & Headset profile)
- Video settings (camera)
- About Rainbow information (including SW version and “save logs” button to catch logs): you will have to push on that button in case of an expert from Support Desk asks you logs following an issue you have raised)



○ Call History



- History of Audio and Video calls and Screen Sharing are recorded in this menu.
- The call history is grouped per user. There is one line per user’s contact with all kind of events (Audio, Video calls and Screen Sharing). The user can expand a window to display the contact detailed information and display the call log.



5.2 Outlook Plug-in

- None

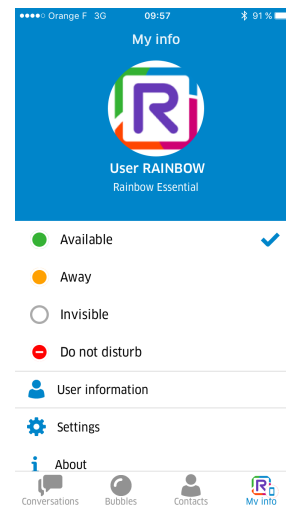
5.3 Mobile Apps

5.3.1 Android devices

- A Rainbow user can invite people from his Android device. Private or Business contacts can be invited
- Following the SW modification to save battery, there is no more icon display on the top of the device's screen

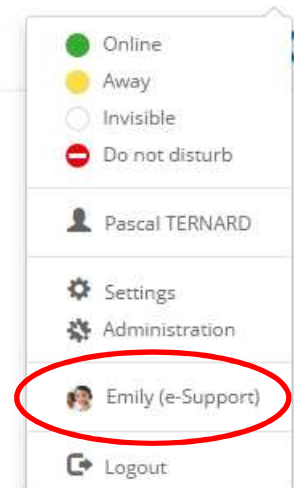
5.3.2 iOS devices

- A Rainbow user can invite people from his iOS device. Private or Business contacts can be invited.
- The user is now able to configure his country in his settings by selecting “User information” in “My info” page and then “Edit”. After the modification, press on “Save” to commit the update.
- In order to visualize Users' presence status, a ✓ has been added in front of the current one in “My info” page.



5.4 Emily

- Reminder : Emily is available to provide e-Support. To reach Emily, user need to click on the avatar



5.5 PBX agent (Telephony Features) => for POC only

Reminder: Rainbow users can benefit of some telephony features via their Rainbow interface if the PBX agent is connected the PBX (OXO or OXE).
The PBX agent must be hosted in a VM (or in specific cases, in an external PC/box).

Here is the whole feature list offered since version 1.19.5

- Call Control : Make Call
- Click to call from any application (F6)
- Call Control : Answer Call
- Call Control : Release Call
- Call Control : Double Call management
- Call Control : Call on-hold
- Call Control : Retrieve Call

6 Limitations, Restrictions and workarounds

This chapter presents the known limitations or restrictions applied to this delivery. It will propose a workaround when identified.

Globally, the new Rainbow software is still suffering of some weaknesses especially on presence on multi-device. The issue is under analysis and will be fixed in the coming versions.

6.1 Web/Desktop Apps

- To install the desktop application on a PC, Admin rights are requested.
- Screen sharing is only offered on Windows Desktop App, not on OSX desktop neither in Web App
- Some old unread messages can be still seen as unread. You need to close the conversation in the roster to erase the counters
- 16156 A user of the company “Rainbow” cannot be added in a bubble of a user belonging to a Private company

6.2 Outlook Plug-in

- None

6.3 Mobile Apps

6.3.1 Android devices

- Notifications for bubbles, invitations, click to call mobile are not active. They will be re-activated with the next SW version
- 16631 Can't find Emily with the search function

6.3.2 iOS devices

- iOS Rainbow Applications still suffer from too high power consumption. This issue has been fixed for Android and will be available for iOS in the coming weeks.

- 17427 When switching the first time from one conversation to another, the acknowledgement ticks goes to “blue” even if the message has not been read by distant.

6.4 Emily

- None

6.5 PBX agent (Telephony Features) => for POC only

- 17831 Presence still busy on Desktop OSX after users hook-on a PBX call on Desktop app on OSX sierra.

7 Features limits

- Maximum size for an IM 2Kb
- Maximum size for a file transfer 20Mb
- Maximum number of sessions in a bubble 100
- Time of inactivity before disconnection of the session 72h

- End of Document -