



Rainbow complements Microsoft Skype for Business collaborative workspace with Alcatel-Lucent Enterprise business telephony extensive feature set and reliability, as well as comfortable audio on desk phones and wireless phones.

RAINBOW IN SKYPE FOR BUSINESS

Contents

1	Overview.....	2
2	Supported Versions and Environments.....	2
3	Rainbow Subscriptions	2
4	Feature Set and Integration.....	3
4.1	Additional Pane	3
4.2	Start, Exit and Sign Out from <i>Skype for Business</i>	3
4.3	Click-to-call from <i>Skype for Business</i> Menus	4
4.3.1	<i>Skype for Business</i> Contacts	4
4.3.2	<i>Skype for Business</i> Conversations	4
4.3.3	Contact without a Phone Number.....	4
4.4	Phone Presence	4
4.5	Call Presentation and Calling Party Identification.....	5
4.6	Call Management	6
4.6.1	Single Call.....	6
4.6.2	The 3-party & Conference Calls.....	6
4.7	Call History	7
4.8	Call Forwarding	7
4.9	Settings.....	8
4.10	<i>Microsoft Outlook</i> Plug-in.....	8
4.11	Customization.....	10
4.12	Defense Mechanisms.....	11
4.13	Localisation	11

1 Overview

The Rainbow integration into *Skype for Business* is operated at the client level extending, therefore, the existing *Skype for Business* client with *Rainbow* services:

- **Telephony Services:** Take benefit from the PBX connection to provide
 - **Free/Busy status:** *Skype* presence status is updated with the user's phone free/busy status.
 - **Make calls: "click-to-call" on the user's phone can be done from the Skype client.**
 - **Answer calls:** Users answer any ringing calls on their phone directly from the **Skype client.**
 - **Release call:** Users release any active calls on their phone directly from the **Skype client.**
 - **Call deflection:** Users can deflect any ringing calls to their voicemail.
 - **Put on hold:** Users may put on-hold any active calls on their phone directly from the **Skype client. And retrieve them as well.**
 - **Call log:** Users have access to their phone's call logs directly from the **Skype client.**
 - **Multiple call management:** Users cases supported cover all situations where the user manages 2 calls, that means
 - **Make a second call**, and putting the first call **on hold**
 - **Answer the second call**, and putting the first call **on hold**
 - **Call swap** between the active call and the on-hold call
 - **Call transfer** between the active call and the on-hold call

3-party Conference call with active and on-hold calls

2 Supported Versions and Environments

Rainbow for *Skype for Business* works with both a premise-based *Skype for Business* solution as well as a cloud-based *Microsoft Office 365* environment.

Supported *Skype for Business* versions are the following:

- *Skype for Business* 2015
- *Skype for Business* 2016

Supported platforms are the following (all editions but RT, 32- and 64-bit):

- *Microsoft Windows 7*
- *Microsoft Windows 8.1*
- *Microsoft Windows 10*

3 Rainbow Subscriptions

Skype for Business integration is available for the **Business and Enterprise service plans**. If the user owns the free Rainbow version (**Essential** service plan), the following error message is displayed:

EN: "You don't have the appropriate subscription rights to use Rainbow for *Skype for Business* (a Rainbow **Business** or **Enterprise** subscription is required)."

When a message is acknowledged, Rainbow control panel disappears.

4 Feature Set and Integration






Rainbow is integrated with *Skype for Business* via an additional control pane (Rainbow Desktop application remains closed for the End User - app runs as a Windows process). *Skype for Business* menus is also extended with a click-to-call function.

4.1 Additional Pane

Rainbow control panel (located by default at the bottom of the *Skype for Business* window) looks as follows:



When connected, this pane provides the following functions (from the left to the right):

- **Display active calls in the foreground** (if they are not displayed; e.g. *Skype for Business* is minimized)
 - 
 - The icon is disabled if there is no active call
 - Click to show or hide the active call window
 - **Call History**
 - 
 - A red badge informs users of unanswered calls or new events
 - Click to show or hide the call history window
- An **access to the voicemail**
 - 
 - A red badge informs users of new voice messages
 - A simple click on this icon automatically calls the user's voicemail
 - The icon is disabled when the user is connected to the voicemail
 - The icon is disabled if there is no voicemail icon associated with the user
 - **Call forward**
 - 
 - Click to set where calls have to be redirected (or cancel call forwarding)
- **Settings**
 - 
 - Click to show or hide the settings window
- **Versioning information**
 - Click to show or hide the "About" window
- **Detach (or reattach) Rainbow control panel** from (to) *Skype for Business*

4.2 Start, Exit and Sign Out from *Skype for Business*

- Rainbow pane automatically starts when *Skype for Business* is launched. Users are asked to enter their Rainbow credentials at their very first login (refer to the login section down below in this document).
- Rainbow pane is automatically closed when exiting from *Skype for Business*. If the Rainbow pane was detached from S4B, users see it opening at the very same place when they reconnect.
- Rainbow pane remains displayed (and its features available) when users sign out from *Skype for Business*.

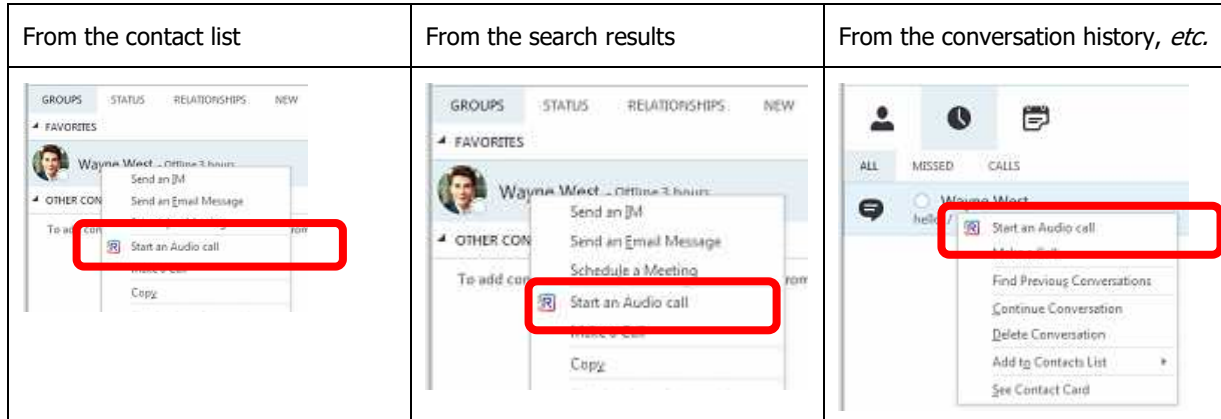
Rainbow in Skype for Business

4.3 Click-to-call from *Skype for Business* Menus

Most of the *Skype for Business* menus are extended with Rainbow click-to-call action.

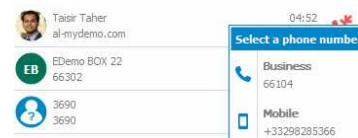
4.3.1 *Skype for Business* Contacts

Right-click a contact and **make a phone call**:



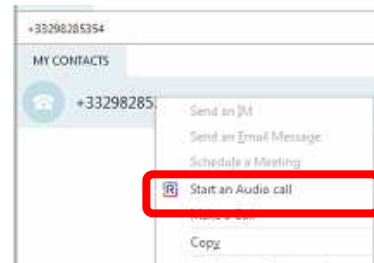
Users are able to directly **make a phone call** from the menu.

⇒ A pop-up message displays **all the contact phone numbers** for the user to choose. For example:



⇒ Right-click integration is not supported when multiple contacts are selected.

Direct dialing is also available. Enter or copy/paste a phone number into the *Skype for Business* search field:



4.3.2 *Skype for Business* Conversations

Make a phone call from the *Skype for Business* conversation menu:



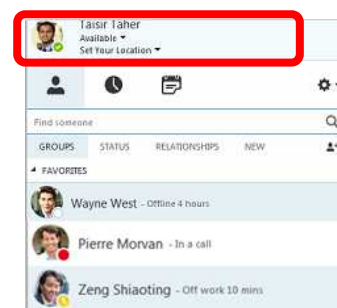
4.3.3 Contact without a Phone Number

If there is no phone number associated with a contact, the following message is displayed:

- "Call cannot be performed, there is no phone number for that contact."

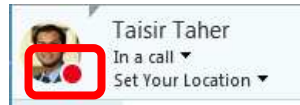
4.4 Phone Presence

Phone presence is exchanged at the client level, i.e. between *Skype for Business* and Rainbow. When the user makes or receives a phone call,



Rainbow phone presence is communicated to the *Skype for Business* client, so that anyone else looking at the user status sees that this user is on the phone:

When engaged in a phone call, you see:



4.5 Call Presentation and Calling Party Identification

When receiving a call on the phone, a pop-up message suggests the user to:

- **Answer** the call
- **Ignore** the call (the call is diverted to the voicemail when available)
- **Answer with a text message** (via the *Skype for Business* chat window).

Caller is identified	Caller is unknown
 <p>Wayne West</p> <p>Answer on the phone</p> <p>Voicemail</p> <p>Send message</p>	 <p>EDemo BOX 22</p> <p>Answer on the phone</p> <p>Voicemail</p>
Caller Information is displayed	Caller ID is displayed No text media available

Calling party identification is based on (in this order):







- *Skype for Business* contacts (can be favorite contacts or not)
- *Microsoft Azure Active Directory* (AD) users (Rainbow **Enterprise** service plan is required)
- PBX users
- *Outlook* contacts (Rainbow **Enterprise** service plan is required)

4.6 Call Management


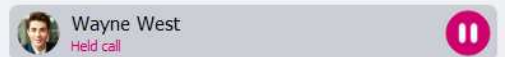
Phone calls are managed with a phone pane. This pane displays the phone activities:

- Active call
- Another call placed on hold

The phone pane suggests the user to take control of the call(s) with its desk phone:

- An active call can be ended with the release call icon 
- An active call can be placed on hold with the hold call icon  (only in single call situation)
- When a call is placed on hold, the hold call icon becomes red . Users can retrieve the call by pressing again this icon.
- A second call automatically places the active call on hold. Press the hold call icon  to swap between the active call and the call placed on hold.
- The transfer between active call and call placed on hold is done via the transfer call button 
- To merge an active call and a call placed on hold into a 3-party conference call, click the conference call button 

4.6.1 Single Call

Call is active	Call is placed on hold
 <p>Wayne West Active call</p> <p>Caller party is displayed. "Active call" status is displayed. User can:</p> <ul style="list-style-type: none"> • Release the call • Place the call on hold 	 <p>Wayne West Held call</p> <p>Caller party is displayed. "Held call" status is displayed. User can:</p> <ul style="list-style-type: none"> • Retrieve the call

4.6.2 The 3-party & Conference Calls

When users simultaneously have two calls (one active, one placed on hold), the following actions are available:

- To place the active call on hold
- To end the active call
- To swap the calls (active becomes held, held becomes active)
- To make a 3-party conference call
- To transfer the active call to the correspondent placed on hold



While engaged in a conference call a user may leave the call whereas the two other parties remain connected.



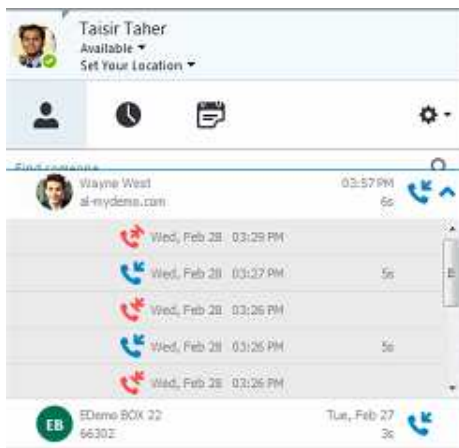
4.7 Call History

Users have access to the Rainbow call history via the call history icon of the Rainbow pane.



A **notification badge** indicates the number of missed calls. This badge disappears when the call history window is opened.

When the call history button is pressed, the whole history is displayed (it overlaps the *Skype for Business* window). Conversations are chronologically listed from the most recent to the eldest call, and calls are grouped by contact.



Click the expand icon to see all calls from a contact. Click again on this icon to reduce the view to the latest event only.

Incoming answered call
Outgoing answered call

It's possible to call the contact back or

suppress the contact from the call history:

4.8 Call Forwarding

Calls can be forwarded to:

- The voicemail (if available)
- A predefined phone number (Rainbow user's phone numbers)
- Or any other phone number (10 latest phone numbers are saved)



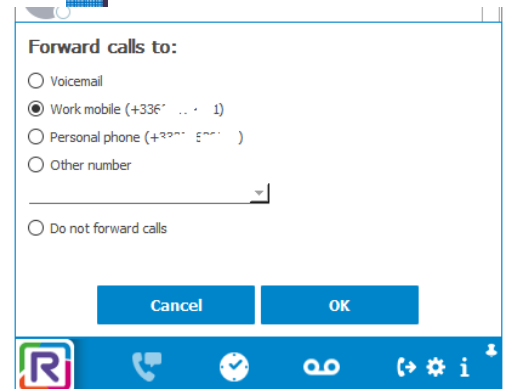
means that calls are forwarded to a phone number



means that calls are forwarded to the voicemail



means that calls are received on the office phone (no call forward activated)



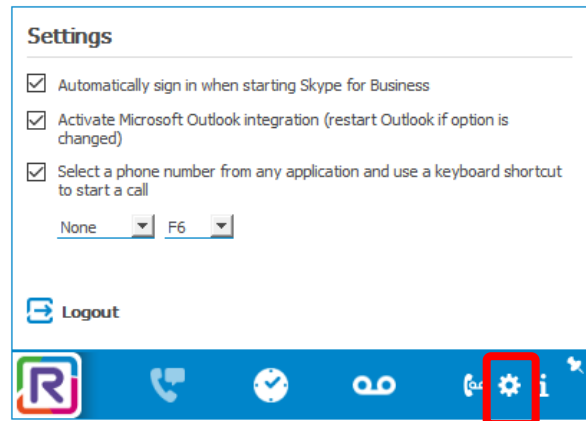
Calls are automatically forwarded to the voicemail (if available) if **Skype for Business DND mode** is selected.



4.9 Settings

The settings window enables to control several parameters:

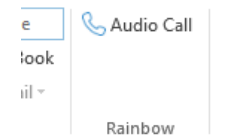
- Automatically sign in Rainbow (default option) when starting *Skype for Business*. If the option is not activated, users have to enter their credentials at each startup.
- Activate the *Microsoft Outlook* plug-in (default option), so that phone calls are performed through emails or *Outlook* contacts. *Outlook* needs to be restarted when this option is changed.
- Activate hotkey dialing (default option) and start phone calls from any Desktop application.
 - Select either None and Fn key (0 to 11) (default value is F6)
 - Or select CTRL or SHIFT and an Fn key (0 to 11)
- Log out of Rainbow



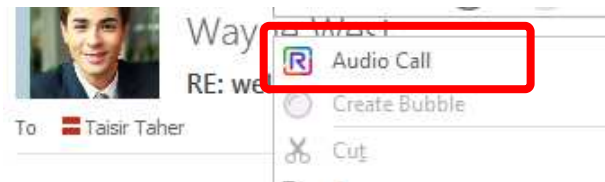
4.10 Microsoft Outlook Plug-in

When installing Rainbow for *Skype for Business*, an *Outlook* plug-in is installed by default allowing the user to **start phone calls from Outlook emails or Outlook contacts**.

Select an email or a contact and click on the Audio Call button in the Home tab ribbon:



Or right-click an email or a contact and use the Rainbow Audio Call action:



Or start a phone conversation with any recipient of an email. Right-click on the recipient and use the Rainbow Audio Call action:

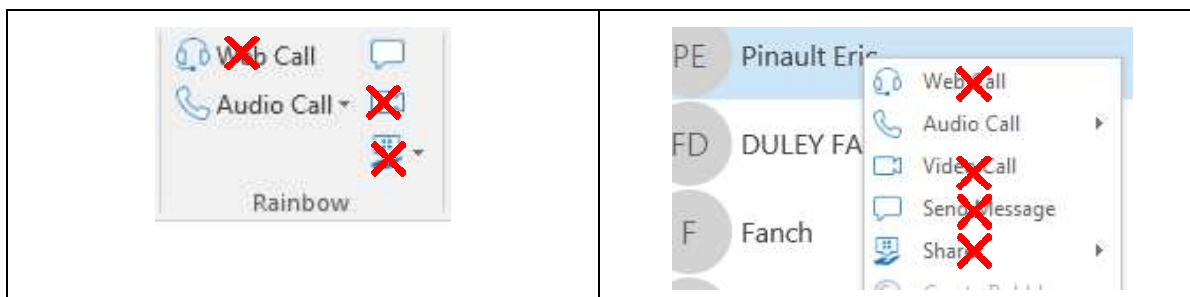
Call action is disabled if:

- The selected contact has no phone number
- *Skype for Business* is closed
- The user is not connected to Rainbow

Only an audio call action is proposed, as IM, video and screen sharing are today managed by *Skype for Business*.

In the Ribbon	In menus (contacts, emails)
---------------	-----------------------------

Rainbow in Skype for Business



The call action is **disabled** if *Skype for Business* is closed or if the Rainbow control pane is not operational.

Rainbow in Skype for Business

4.11 Customization

A company may **customize the Rainbow control pane** to match their business identity. Following elements can be customized:

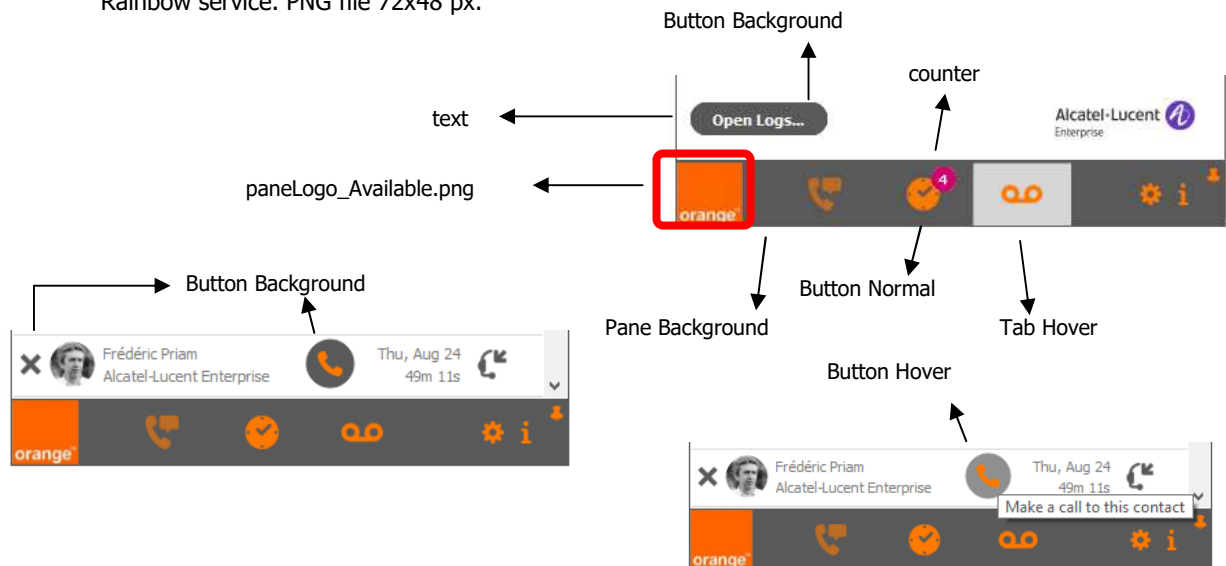
- Logo in control pane
- The background color of the control pane
- Buttons
- Logo used in *Skype for Business* menus for starting an audio call

Rainbow installation directory includes a "customize" folder that can be completed with following files:

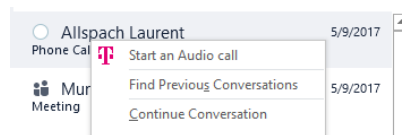
- **colors.ini**: colors used in Rainbow control pane (see example below)

```
colors.ini - Notepad
File Edit Format View Help
[[Color]
paneBackground="#595959"
buttonBackground="#595959"
buttonHover="#8f8f8f"
buttonNormal1="#FF7900"
text="#FFFFFF"
counter="#D0006F"
tabHover="#D6D6D6"
```

- **skypeLogo.ico**: .ico file used in *Skype for Business* menus
- **paneLogo_Available.png**: picture used in Rainbow control pane when user is connected. PNG file 72x48 px.
- **paneLogo_Error.png**: picture used in Rainbow control pane when user is not connected to the Rainbow service. PNG file 72x48 px.



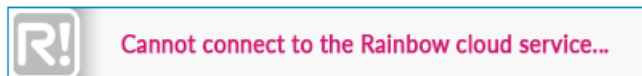
Example of a customized menu item:



Note that **Rainbow process must be restarted** to take into account new colors and icons.

4.12 Defense Mechanisms

Rainbow control pane warns users in case of network issue or if the Rainbow server is not reachable. In such cases, an error message is displayed when starting *Skype for Business* or if *Skype for Business* is already started:



Note: If *Skype for Business* server is not reachable, Rainbow control pane is not closed or disabled, as telephony services can still be used.

If a call cannot be performed, the following messages are displayed:

- There is no network or Rainbow PBX agent is unreachable:
 - Call failed (network issue or communication system cannot be joined)
- The number cannot be reached:
 - Call failed (wrong phone number format or phone number cannot be reached)

4.13 Localisation

Rainbow for *Skype for Business* is available in **15 languages**:

- Chinese Simplified
- Chinese Traditional
- Dutch
- English
- Finnish
- French
- German
- Hebrew
- Italian
- Norwegian
- Portuguese
- Portuguese Brazilian
- Spanish
- Swedish
- Turkish

Rainbow for *Skype for Business* uses the language of *Skype for Business*. If *Skype for Business* is set into a language that is not available in Rainbow, English is then adopted instead.