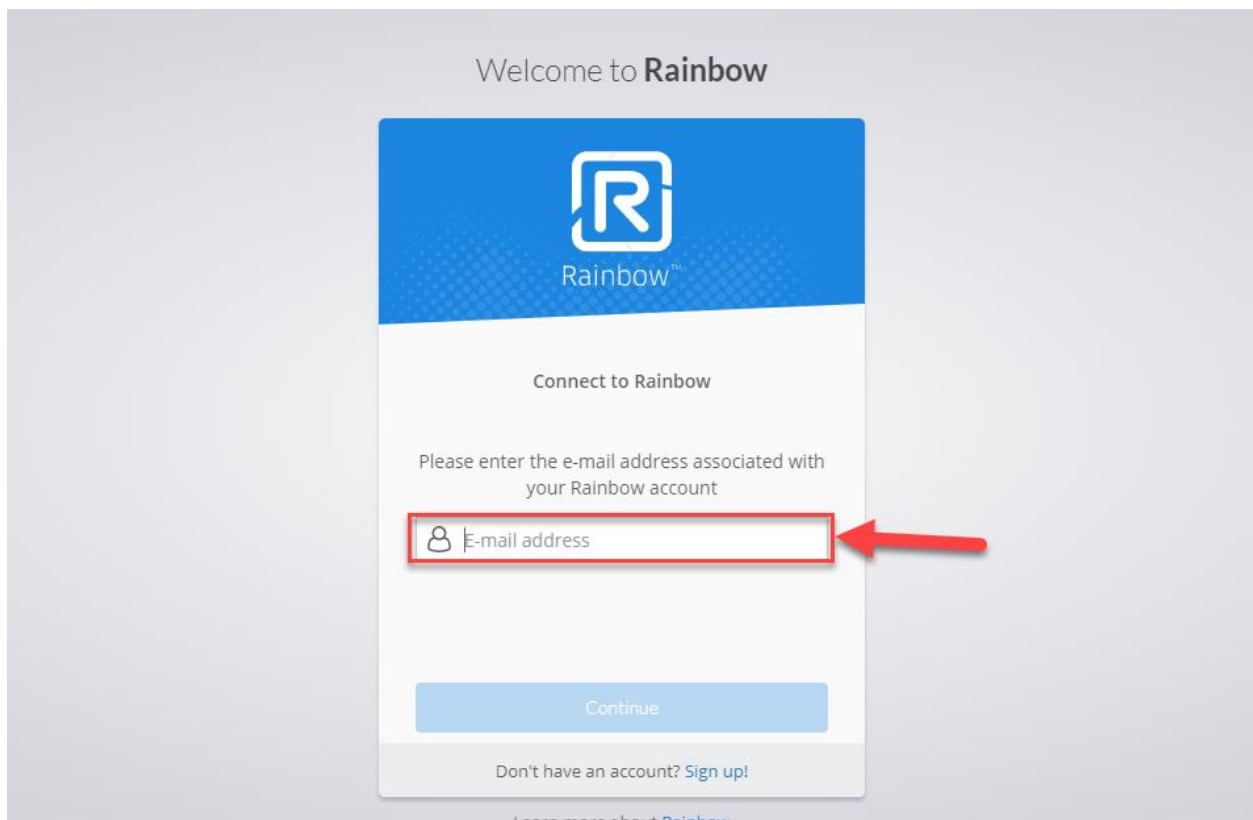


# How to Use Rainbow on Your Web Browser

To help support employees that are working away from their desk, whether in another office or remotely, TCNJ has subscribed to the service Rainbow, by Alcatel-Lucent Enterprise, as a way for employees to make and receive calls from their office phone lines while at home.

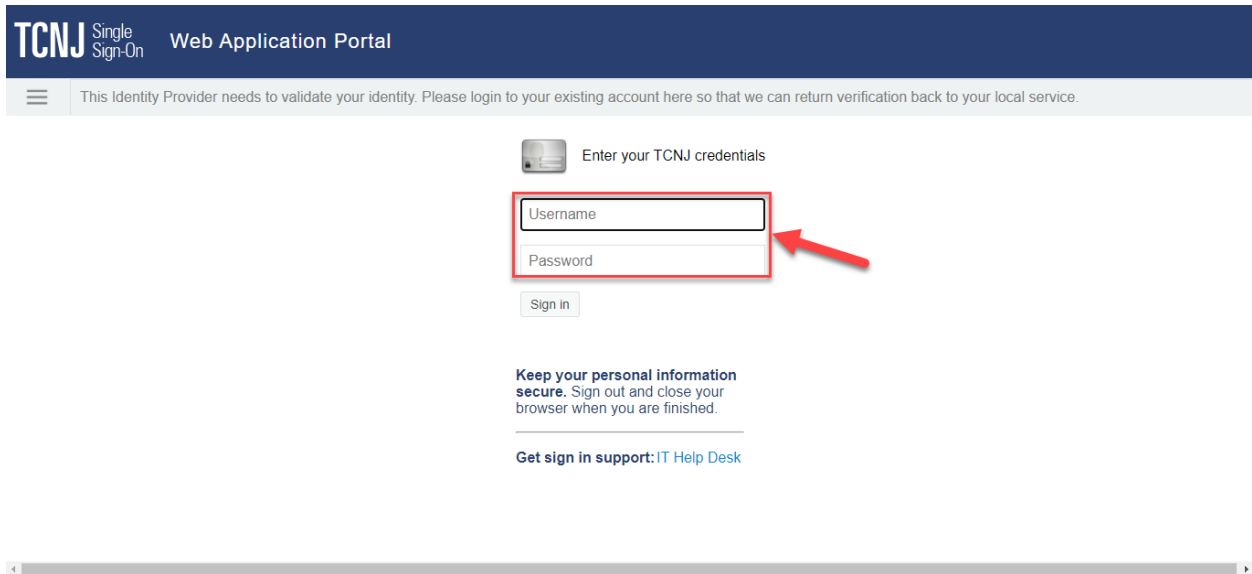
Rainbow can be accessed through a web browser, the Rainbow desktop application, and the ALE Rainbow mobile app (available on iPhone and Android). These instructions are for the web browser version. Google Chrome is the preferred TCNJ web browser, and the preferred web browser for Rainbow; as such, the following instructions will be demonstrated using Google Chrome.

To start, go to <https://web.openrainbow.com> where you'll see the following login screen:



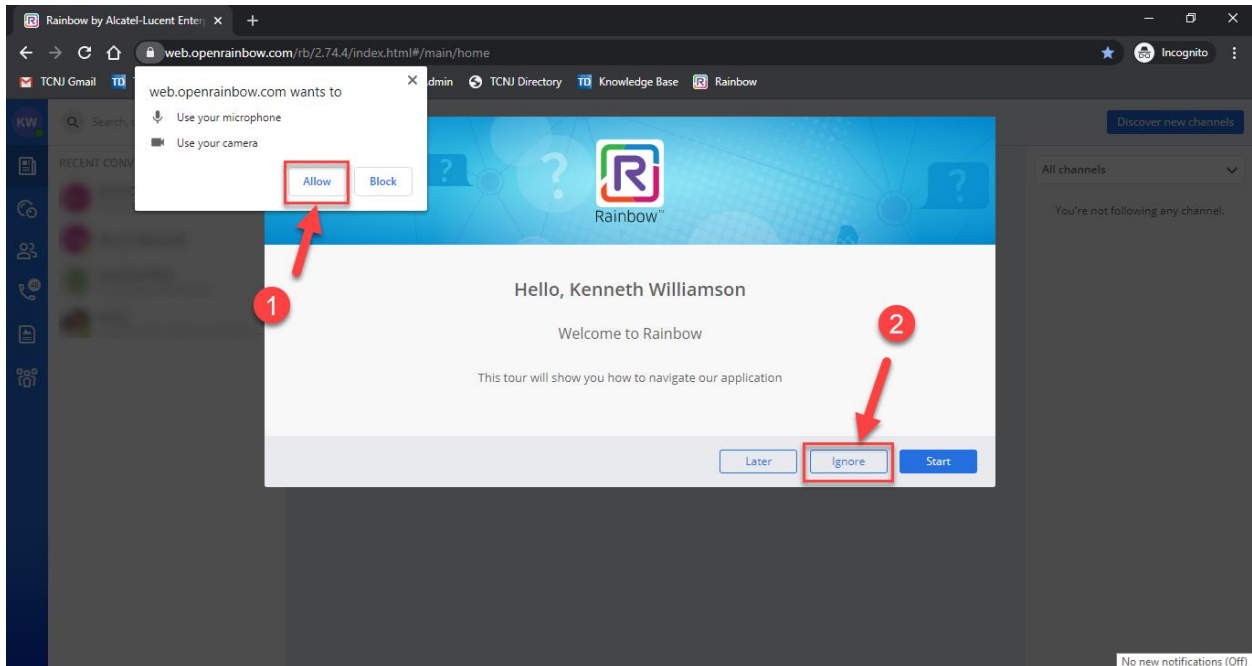
Enter your entire TCNJ email address (this includes @tcnj.edu at the end) and then hit "Continue"

You may see a different Rainbow login screen appear for a quick second, just let that pass and you will be redirected to a TCNJ login screen



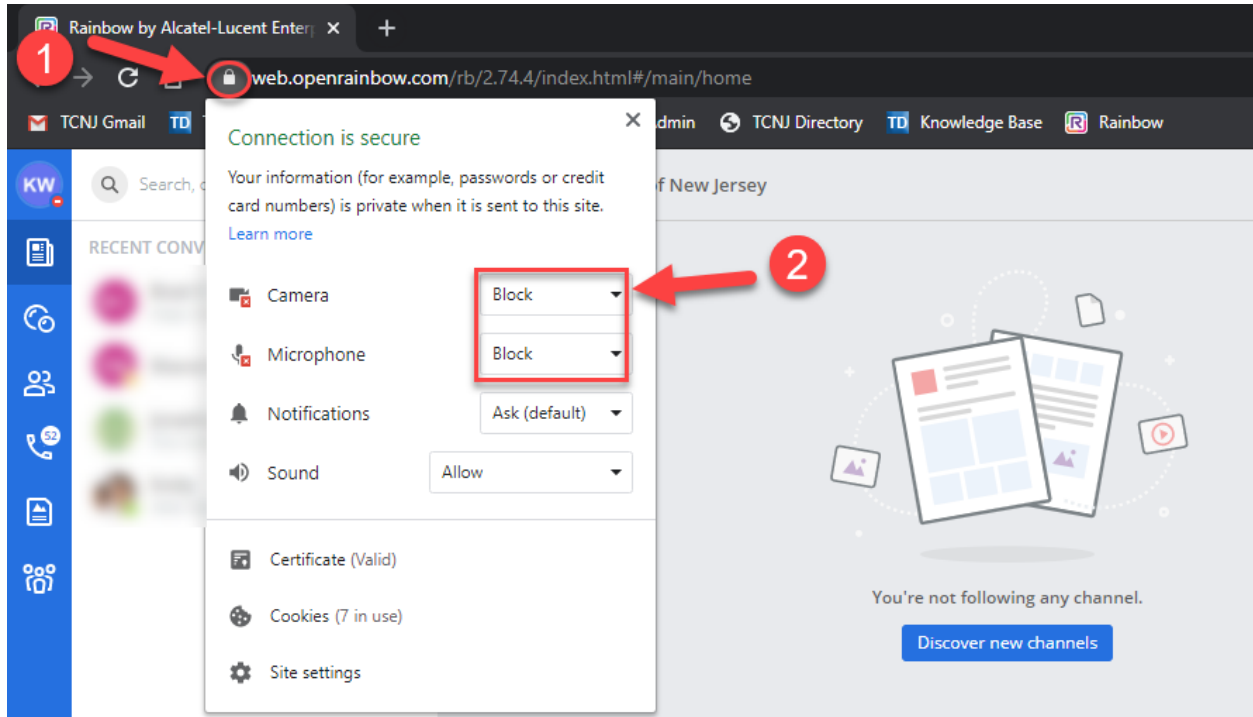
From this screen you will be able to log in with just your TCNJ username and password (without using @tcnj.edu)

Once you log in, you will be asked to grant Rainbow permissions and if you would like to take a tour



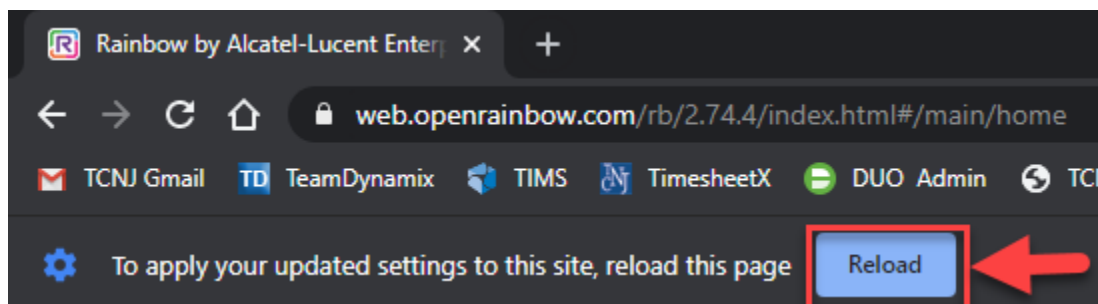
1. You must click “Allow” in order to use Rainbow to make calls (if you instinctively hit “Block,” instructions on how to change that will follow this step)
2. Choose “Ignore” when you are asked to take the tour of Rainbow, it will show you features that TCNJ is not subscribed to and all of the features we do use will be shown in these instructions

If you accidentally selected “Block” when Rainbow asked for permission to use your microphone, here is how you can go back and change it:





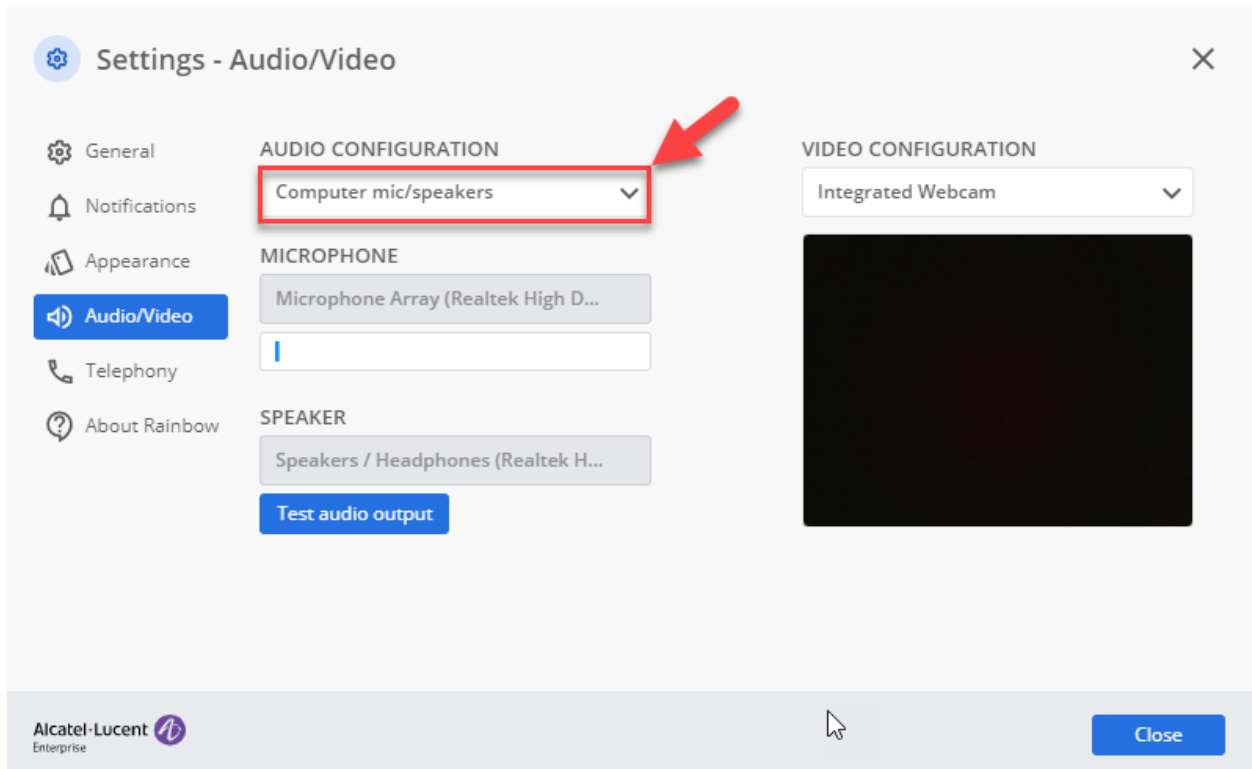
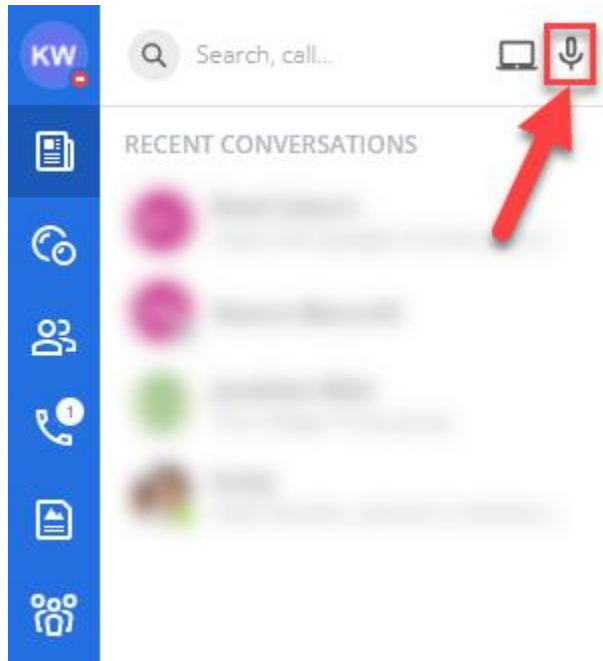
1. Click the icon of the padlock that appears on the left end of the address bar
2. Change the settings from “Block” to “Allow” for the camera and microphone

Once you’ve changed these setting, a notification will appear below the address bar asking you to refresh the page in order for the changes to take place

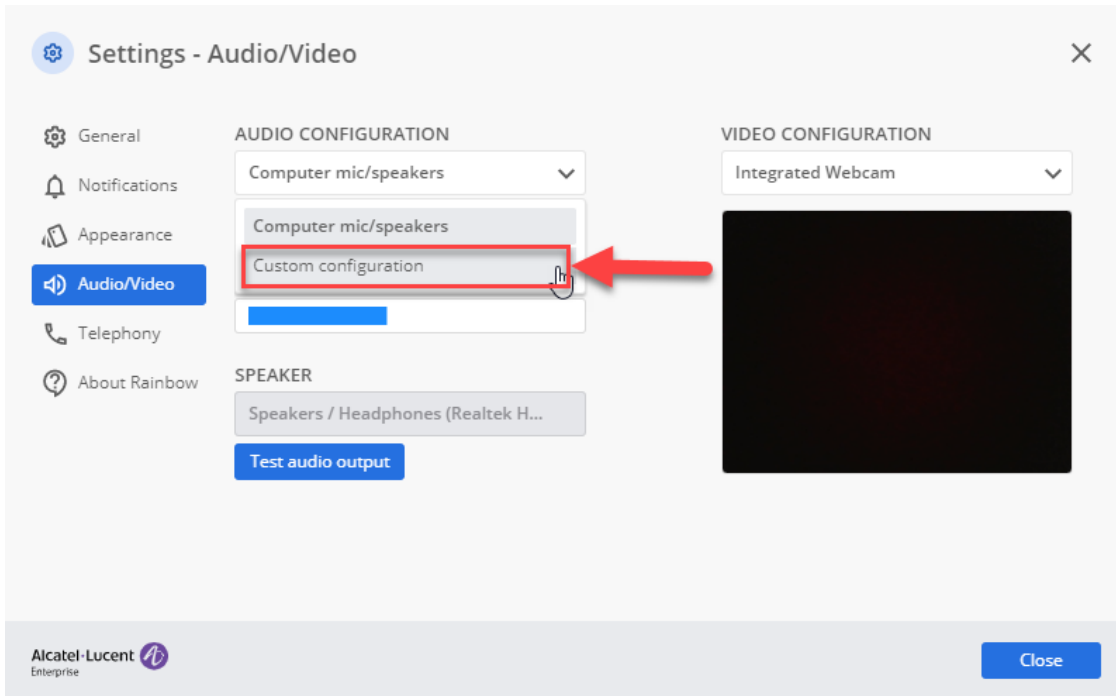


Now that your microphone is enabled for Rainbow, you'll want to make sure it is using the correct one (if you use the built-in microphone and/or speaker of your computer and not an external microphone and/or headset, then you can skip this step)

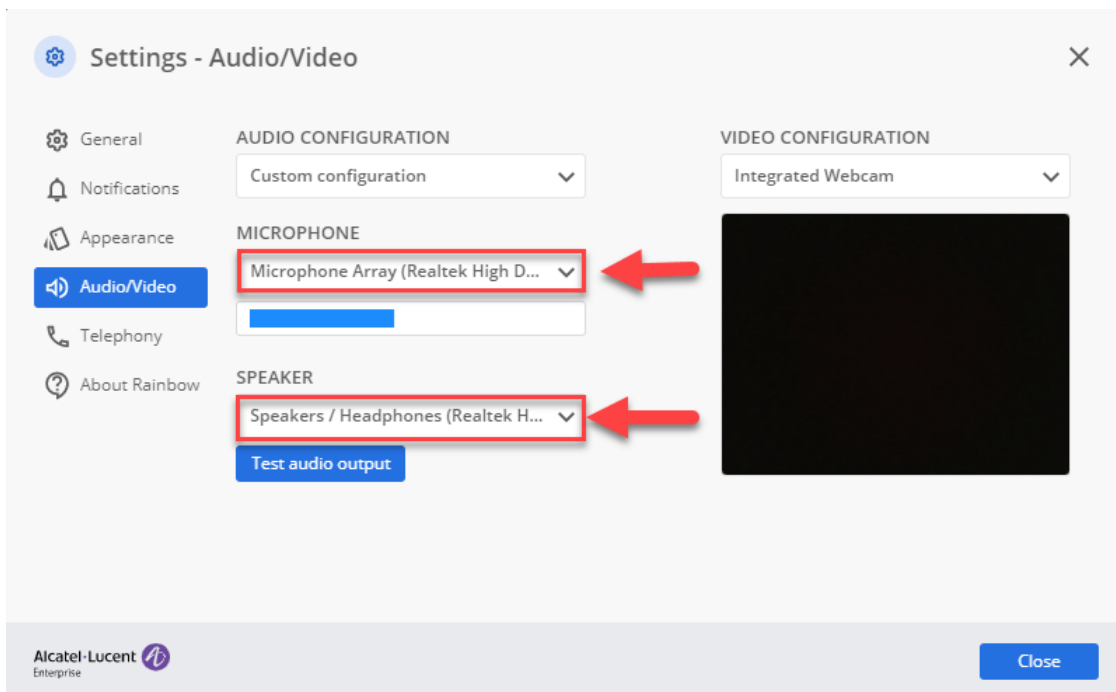
On the left-hand side of the page, you will see various icons that open new menus. One of those icons will either be  or  which will open the Audio/Video settings



By default, your options to change the microphone and speaker default will be greyed out. To enable these selections, click on the first dropdown menu under “Audio Configuration” that says “Computer mic/speakers”

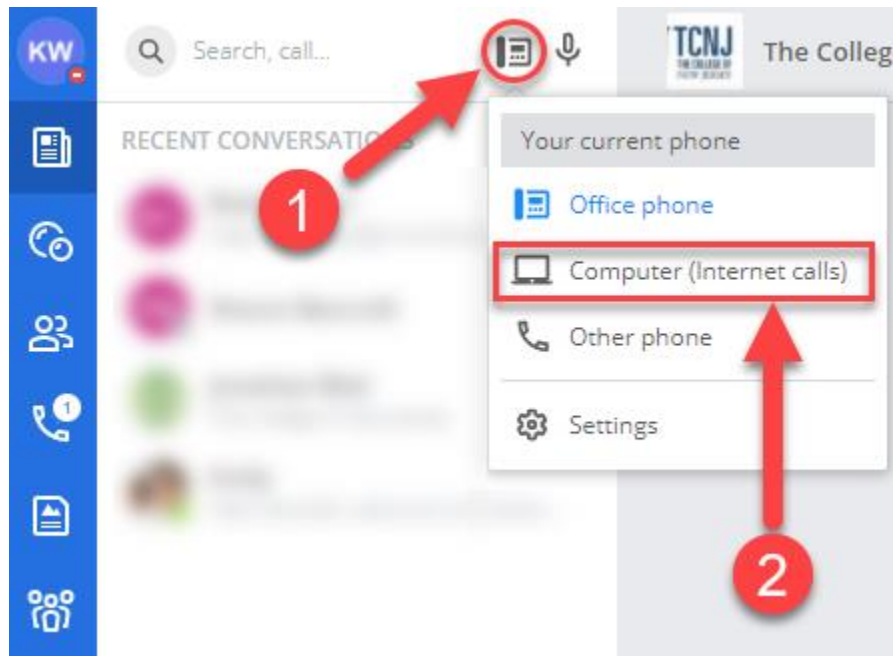



From that dropdown menu, select “Custom Configuration”



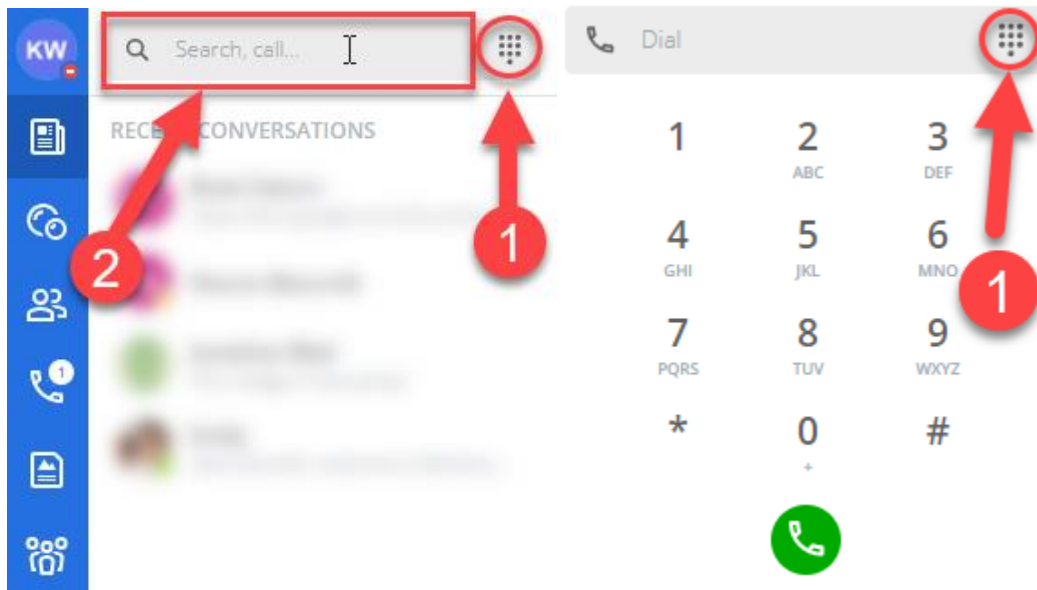
Now you will be able to change the microphone and speaker used by Rainbow



Before making phone calls, there is one final setting you need to change:



1. Click this icon that looks like a desk phone next to the Audio/Video settings icon to bring up your phone settings
2. Select the “Computer (Internet calls)” option to make it so your computer will be making the phone calls. The desk phone icon will change to 

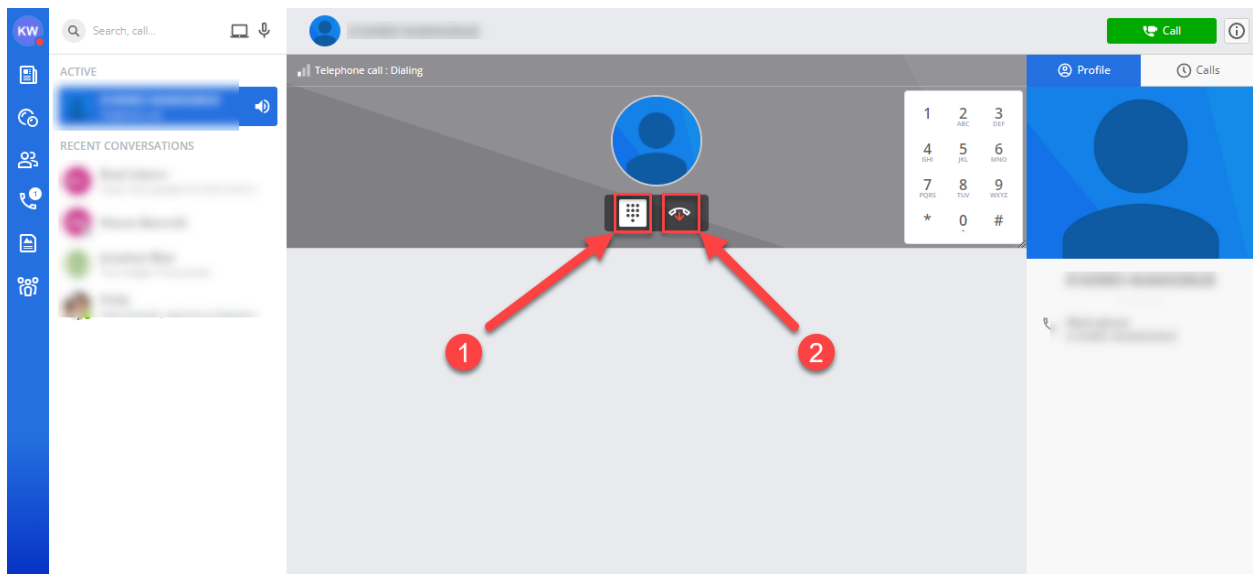
Now that Rainbow is set to make calls through your computer, you can now dial out



1. Once you hover over the bar that says “Search, call...” the   icons will be replaced with a dial pad icon. Click that icon to bring up a dial pad you can click on to type in a number to dial
2. In place of the dial pad, you can type in the phone number you want to call in the “Search, call...” bar

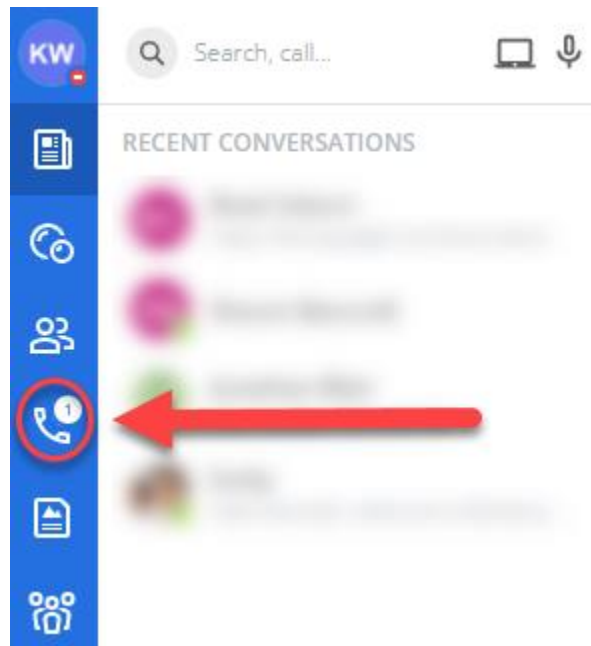
### To make a phone call:

- Even when Using Rainbow from off-campus, you only need to dial the 4-digit extension to call another office phone using Rainbow, such as 2660 to call the IT Help Desk
- When calling an outside number, you only need to type in “8” plus the number you wish to dial, but you will then need to use an on-screen dial pad to click your Long Distance Pin
  - To avoid this, you can follow the procedure of calling outside numbers as if you were in your office, but typing in everything at once as one string of numbers:
    - To do this, the number you type in will be 81+ Phone Number + Long Distance Pin (Example, if you wanted to call the Panera in Campus town at (609) 403-7081, and your Long Distance pin was 1234567 then you would dial 8160940370811234567 and then hit enter to bypass being asking for your Long Distance Pin)

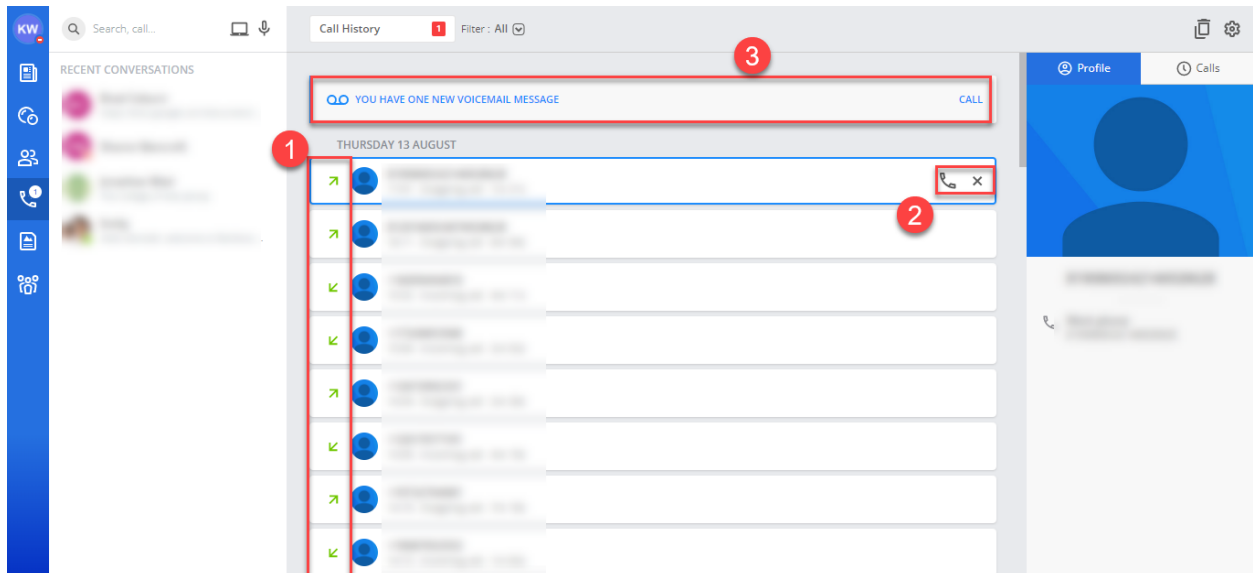


1. Click the dial pad icon to bring up the on-screen dial pad
2. Click the headset icon to end the call

Now that you can make calls, next is learning how to check your call history.



On the left-hand side of the page, click the “Calls” icon from the side menu (4<sup>th</sup> one down)

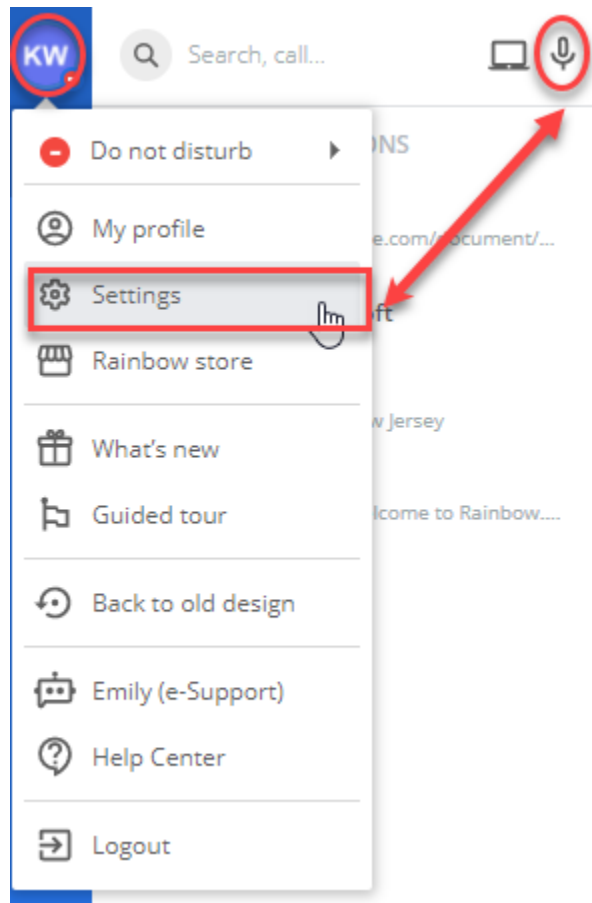




1. These icons will show you if the last call from that number to your phone line was an incoming or outgoing call
2. When you scroll over a number or contact in your call history, a phone and an X icon will appear at the end of their listing. These icons will either call the number back or remove them from your call history, respectively
3. Click the “CALL” option at the end of the voicemail bar to call and check your voicemail



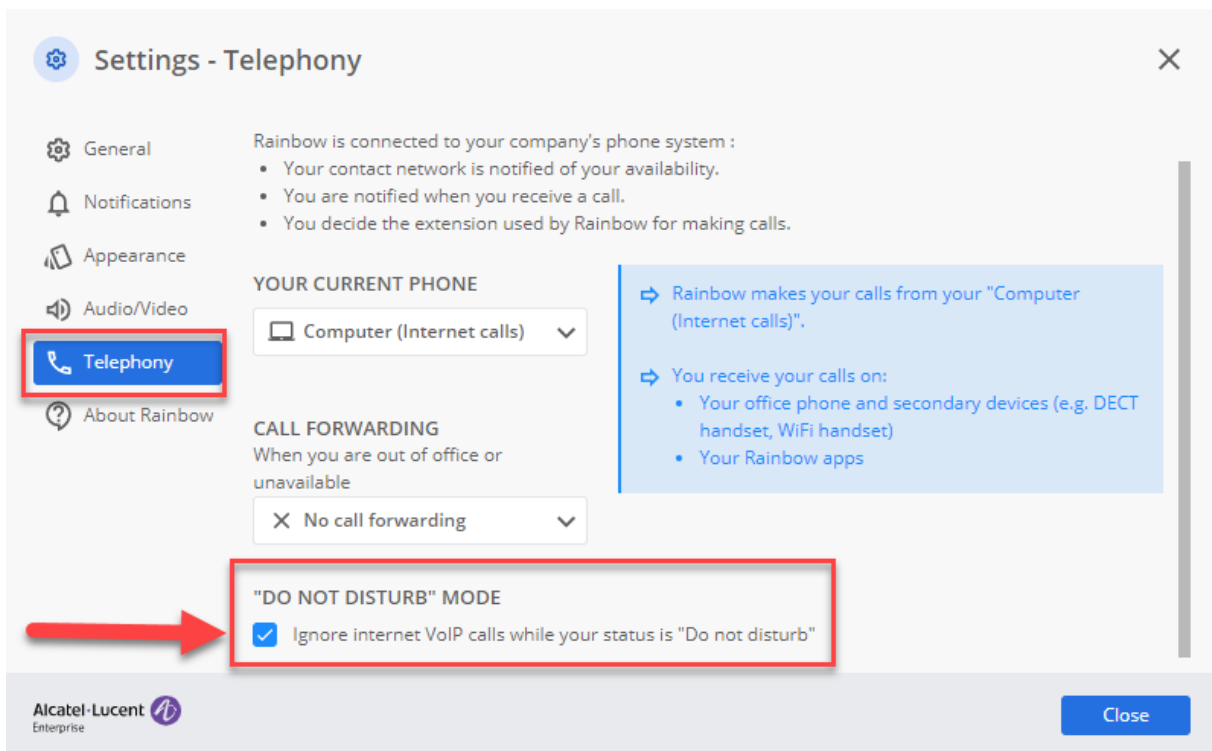
The last setting to mention is the “Do not disturb” function. If you are going on break or need to step away for any reason, you can set your Rainbow phone on “Do not disturb” rather than logging out of Rainbow

First, you will need to set Rainbow to not give you call notifications while you are on “Do not disturb” from your settings



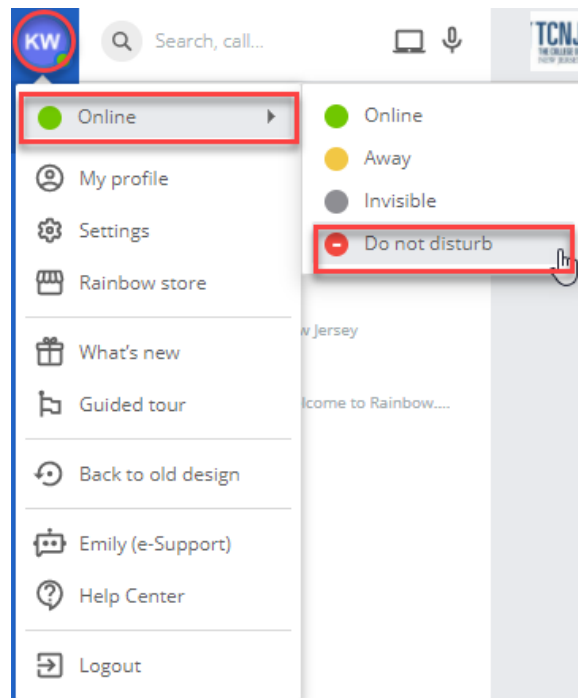
To get to your settings, you can either click on your profile icon in the top-left corner of the page or the Audio/Video icon mentioned earlier in these instructions (which will be either the  or  icon)

In your settings, choose the “Telephony” option to check the “DO NOT DISTURB” MODE box and then click “Close”

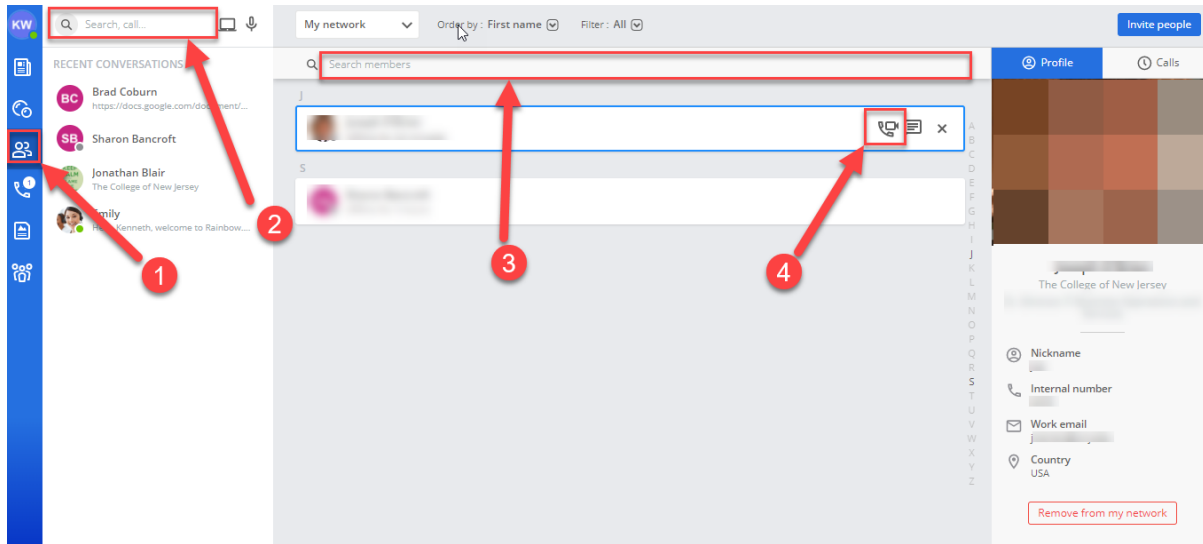


Now when you set yourself to “Do not disturb” the tab that you have Rainbow open on will not ring when you get a call to your office phone


Set yourself to “Do not disturb” by clicking on your profile icon in the top-left corner, scroll over “Online” and the green dot, then select “Do not disturb” (don’t forget to switch to “Online” once you come back!)

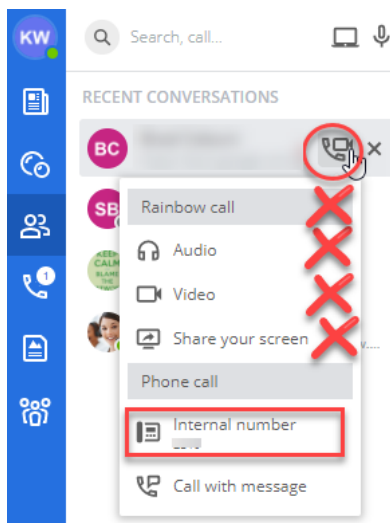


The other primary feature of Rainbow is “Contacts” where you can find other Rainbow users within TCNJ



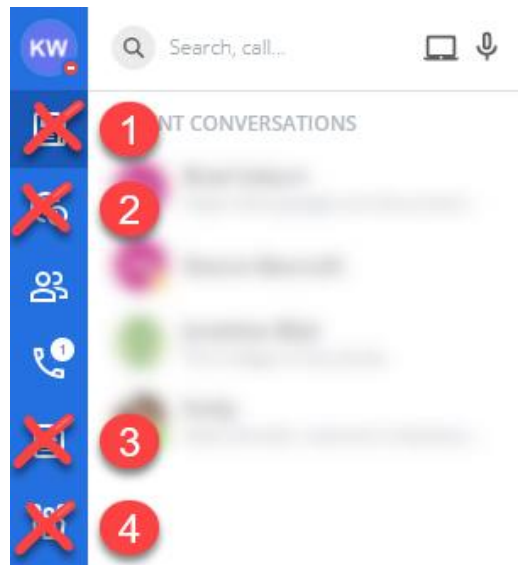
1. Select the “Contact” icon from the menu on the left-hand side (3<sup>rd</sup> icon down) to access your contacts
2. Through the “Search, call...” bar, you can look up other TCNJ employees by their name if you do not know their number to add them to your contacts
3. Use the “Search members” bar to find someone you have already added to your contacts
4. From their contact, you can click the phone/camera icon to call that person

Some of the other users that you search for will appear under your “RECENT CONVERSATIONS” and a  icon will appear when you scroll over their name. Clicking this icon will present you with a few different call options



Any of the options under “Rainbow call” are not ones that will call through your TCNJ phone. To call anyone from this menu, you will want to choose the “Internal number” option under “Phone call” in order to call from your TCNJ number

The final thing to discuss is that while a few other features are currently available, TCNJ already has programs that have the same functions, Because of this, we advise you not to use them through Rainbow as they may not be available in the future.



1. Information channels: This feature opens articles primarily about other Alcatel-Lucent Enterprise products
2. Bubbles: This is a built-in chat feature for Rainbow. In place of this, TCNJ uses Google Chat
3. Files: This is a feature for sending files to other Rainbow users. In place of this, TCNJ shares files through Google Drive or sending them through Gmail
4. Phone Meetings: Normally used for group calls or video meetings. In place of this, TCNJ uses Zoom and Google Meet