Hosted PBX

Move Your Business Into the Future

Providing a professional experience when your customers call is critical — it can mean the difference between winning or losing business. So regardless of the size of your company, you should have access to the same features and functions as other cutting-edge organizations.

With Hosted PBX, Rainbow Communications delivers a best-in-class phone system with all the bells and whistles of a big company phone system, all at an incredibly attractive price. Count on Rainbow Communications to help move your business into the future.

- Reduced Total Cost of Ownership versus premises-based systems

- Popular features such as simultaneous ring, auto attendant, hunt groups, and music-on-hold

- Mobility Package enables you to integrate your iPhone or Android devices

- Web interface enables you to change features at the click of a mouse

- Network-based service means Hosted PBX offers superior business continuity benefits

- Desktop soft phone provides a full unified communications experience

Polycom VVX 300
6 line, Monochrome screen
for utility applications

Polycom VVX 500
12 line, color screen - a terrific
mid-range device

Polycom IP 7000
Premium conference room phone – ideal
for mid- to large-sized rooms

Rainbow Communications features Polycom IP phones to power your business.
Polycom is known industry-wide for its superior voice quality and handset design.

Benefits

Hosted PBX is truly the last phone system you'll ever need. It delivers best-in-class capabilities that are affordable for all. Hosted PBX keeps your up-front investment to a minimum, as you are not purchasing an expensive on-site phone system. It's completely scalable, meaning Hosted PBX grows with you as you grow your business. And since it's cloud-based, new capabilities are continually added and improved upon.

Hosted PBX delivers a slew of features to make your business more productive. It has all the features you'd expect, plus capabilities such as:
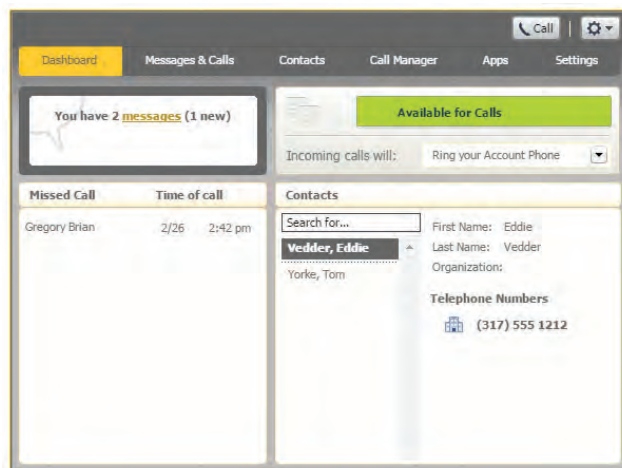
• Web portals for end-users and administrators

• Mobile and desktop apps enable features such as Instant Messaging, Call Jump, video calling, and click-to-dial within Outlook

• Powerful business-grade features such as Auto Attendant and music-on-hold

• Optional contact center capabilities for call queuing, monitoring, and reporting

With Hosted PBX, there are no hidden costs; you simply pay a flat rate per phone per month. As your business expands, you can add new users to your account.

Have a remote employee? The power of Hosted PBX enables you to put a phone anywhere with an internet connection and have it work seamlessly with the rest of your business.

Web Portals Make Administration Easy

Hosted PBX provides a convenient web portal that makes it easy for users to set up and change features to suit their needs. Visual voicemail enables you to listen to messages or have them sent to email. Business Call Manager contains powerful call routing capabilities such as simultaneous ring, distinctive ring tones, and remote call forwarding. In addition to the user portals, Hosted PBX has a separate web portal for managing business-level features.

| Dashboard | Messages & Calls | Contacts | Call Manager | Apps | Settings |

You have 2 messages (1 new)

Available for Calls

Incoming calls will: Ring your Account Phone

Missed Call — **Time of call**
Gregory Brian — 2/26 — 2:42 pm

Contacts
Search for...
Vedder, Eddie
Yorke, Tom

First Name: Eddie
Last Name: Vedder
Organization:

Telephone Numbers
(317) 555 1212

P 800.892.0163   628 Oregon Street, Hiawatha, KS 66434   www.rainbowtel.net

Powerful Features

Rainbow Communications has designed feature packages to support different user types and applications. Every phone can be customized to support your business needs.

Basic Features	Basic User	Standard User	Premium User
SIP	√	√	√
Call Forwarding	√	√	√
Caller ID	√	√	√
Hot Line	√	√	√
Call Paging Groups	√	√	√
Speed Dials, Short Codes, and Intercom Codes	√	√	√
Account Codes	√	√	√
Multiple Call Appearances, Call Waiting, Call Hold and Call Transfer	√	√	√
Call Pickup Groups	√	√	√
Business Call Manager		√	√
CommPortal		√	√
Voicemail		√	√
Multi Line Hunt Groups		√	√
Click to Dial		√	√
Accession Mobile			√
Accession Desktop CRM Integration			√
Instant Messaging			√

| A La Carte Items			
ACD Agent/Supervisor		√	
Easy Attendant		√	
Premium Attendant		√	
Auto Conferencing		√	

Mobility and Unified Communications

The Rainbow Communications mobile app – Accession Communicator – is a great way to integrate a phone, tablet, or laptop into your communications landscape. Accession integrates your mobile device with desk phone functions and enables you to send and receive calls, instant messages, or video calls from any device connected to the Internet. Call Jump allows you to move a call to any other device silently and seamlessly.

On a laptop or desktop computer, Accession is a complete unified communications tool. It enables you to integrate voice, video, instant messaging (IM), and email into a single platform. Powerful 'presence' capabilities allow you to see the real-time status of co-workers – available, offline, on the phone, or in a meeting. Accession integrates with Outlook so that calling and IM can be integrated into email. It also integrates with CRM applications like Salesforce or Sugar CRM and business productivity tools like Google apps and WebEx.

The Last Phone System You Need To Buy

With Hosted PBX, Rainbow Communications delivers a best-in-class phone system that allows you to buy only what you need. We take care of the details – phones, equipment, installation, training, and ongoing service – so you can focus on your business. Best of all, we're local and available around the clock to help solve any problems you might have.
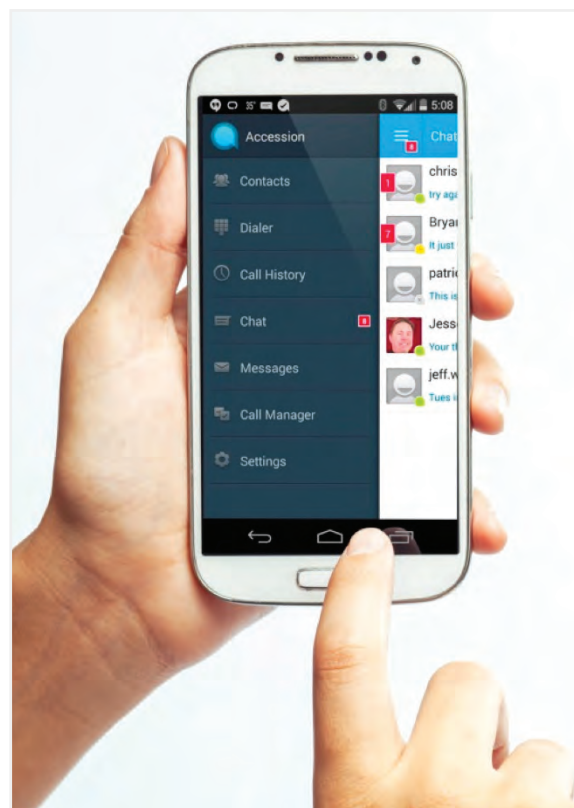
Accession Mobile makes it easy to stay connected when you're on the go.

Call us today at 800.892.0163 to find out how Hosted PBX can help your business, or get more information at www.rainbowtel.net/hostedpbx.

Rainbow COMMUNICATIONS

WELCOME

Welcome to Hosted PBX! This guide is intended to get you up and running with the basic features associated with the product. For more in-depth information, please see the tutorial videos on our website at **www.rainbowtel.net**.

This guide covers the three main elements of the Hosted PBX product:

1. **CommPortal** - A web portal used for configuration and calling history

2. **Accession Desktop** - A Windows/Mac client for calling, instant messaging, and more

3. **Accession Mobile** - An app for iOS/Android that includes a full-featured dialer, instant messaging, and more

As always, you can also contact our local customer care team at 800.892.0163 and we will be happy to assist you.

COMMPORTAL

Commportal is the web portal used to configure the features on your new phone system. With Commportal you can:

• View missed calls

• Listen to voicemail messages

• Manage your contacts

• Set up rules to route your calls

• Perform many other functions

To get started, go to the login page at: **https://commportal.rainbowtel.net**. (Consult your administrator regarding your default password. Once you log in, you will be prompted to create a new password.)

Note: This guide is representative and images may vary from your individual CommPortal screens.

Getting Oriented

Once you are logged in you will see the main CommPortal screen with the following menu options:
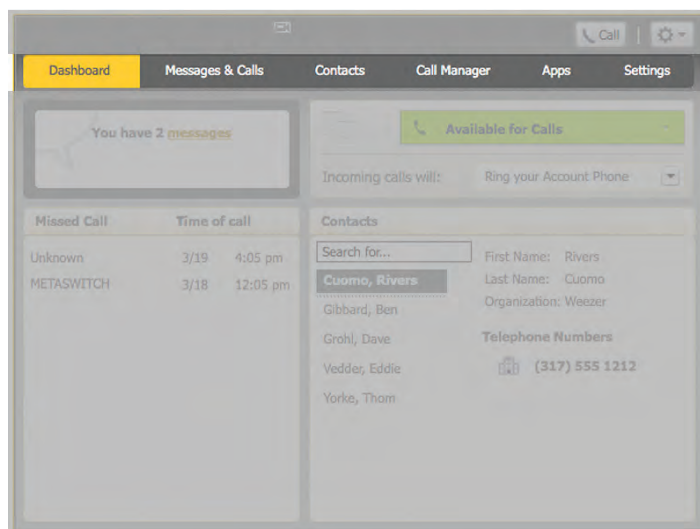
• **Dashboard** - Quick view of most common functions

• **Messages and Calls** - Access call history

• **Contacts** - Store and retrieve contact information

• **Call Manager** - Manage how your incoming calls are handled

• **Apps** - Add applications to your service

• **Settings** - Change your call settings

Dashboard

CommPortal Dashboard is the main screen for the portal. On it you can view a range of information including recent calls, messages, contacts, and customized settings.
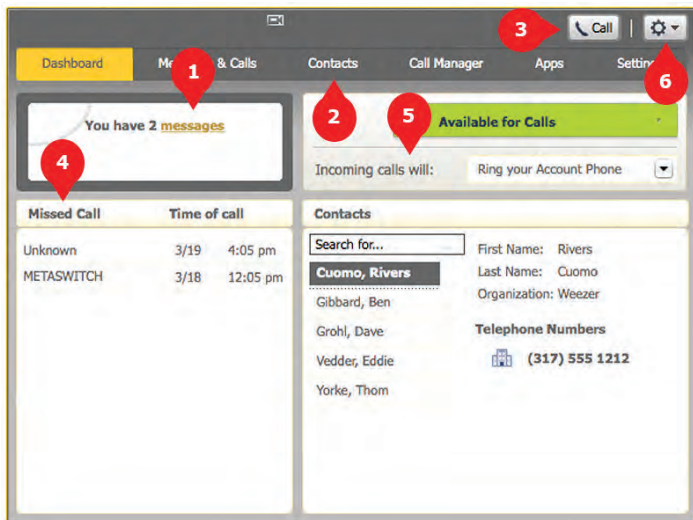
1. **Voicemails** - Click this area to view and retrieve voicemails

2. **Contacts** - Import your contacts from Outlook or create new ones, then click on a name to dial

3. **Call Button** - Use to make new calls to numbers that may not be in your address book

4. **Missed Calls** - Click any missed call in the list to call the number back

5. **Active Settings** - For example, if you are forwarding your number, that information would appear here; click to adjust

6. **More Options** - Logout, refresh or scroll to Help to view step-by-step tutorials describing how to perform tasks within a user's CommPortal

Messages and Calls

The Messages and Calls tab displays all recent call activity. Here you can retrieve voicemails and view calls based on whether they were missed, received, dialed, or deleted.

Click on one of the subtabs to get more detail. Click the 'play' arrow button to listen to a voicemail. Note that you can listen to your voicemails in any order. A window (as shown over the Messages and Calls screen) will open and you will have the option to save or delete either on the player screen or main screen.

Click the 'New Voicemail' button at the bottom of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

Click the icon at the end of the line to mark as Heard/New, Forward as Email, or Forward as Voicemail.

From the Missed, Dialed, and Received tabs you can click on the name and either call them, add them to your contacts, or jump to the caller's existing contact information.

Contacts

The Contacts tab enables you to manage all of your contact information. Within it, you can create new contacts (using recent call information like a missed call or creating a new one from scratch), create groups of contacts, or import/export your contacts.
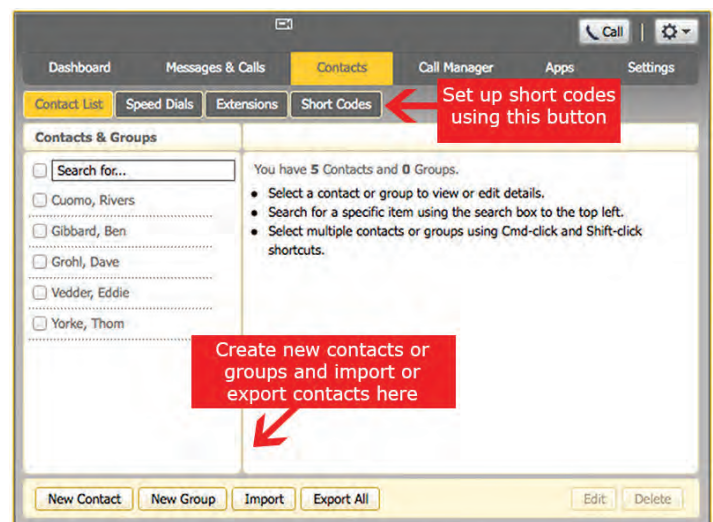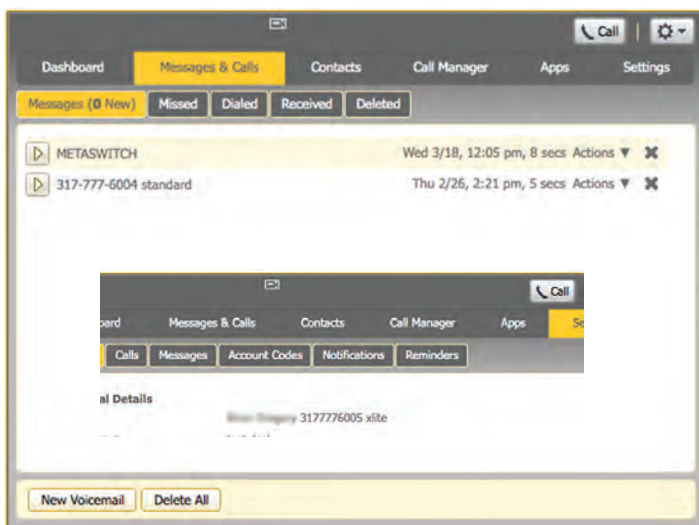
The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:

- Open Outlook and go to the File tab, then Import and Export
- A new window should appear
- Select Export to File and click Next
- Select Comma Separated Values from the list and click Next
- Select Contacts from the folder tree and click Next
- Save exported file as 'Outlook Contacts' and click Next, then save in a place you can easily locate such as the Desktop or My Documents
- Go back to the CommPortal Contacts tab
- Click the Import button
- Click the Browse button to find the Outlook Contacts file
- Click Import
- Your contacts are now in CommPortal!

Call Manager

The Call Manager tab enables you to manage how incoming calls are routed to you. The top section enables you to change your setting from Available to Do Not Disturb, allowing you to route calls directly to voicemail if you're busy. There is also a forwarding option that enables simultaneous ring with your mobile device.

Settings

To change your password and/or PIN, click on the security options on the Accounts tab. The Messaging tab enables you to receive notification of a voicemail as an email, manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. From Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).

Use the set keys link (shown below) to configure your phone according to your preferences. Once you configure your phone, you should not need to use this tab frequently.

Hosted PBX Basics

This page provides quick reference to the most commonly used features of Hosted PBX.

Setting Up Voice Mail

1. Press the Message button from your phone.
2. The voicemail system will walk you through setting up your password, recording your name, and recording your greeting. After setup, check your voicemail by pressing the Message button and entering your password.

Transferring a Call

1. While on a call, you may need to select the More button prior to step 2.
2. Select the Transfer button (the caller will hear hold music).
3. Enter the phone number and/or extension to transfer the call to.
4. Press the Dial button.
5. Wait for the call to be answered, then announce the caller.
6. Press the Transfer button again.

Three-Way Conferencing

1. While on a call, you may need to select the More button prior to step 2.
2. Press the Conference button (the caller will hear hold music).
3. Enter the phone number and/or extension number to conference.
4. Press the Dial button.
5. Once the call is answered, press the Conference button again to connect all callers.

   *If the call's originator places the call on hold, all parties will be on hold.

Logging into Web/CommPortal

1. Go to **commportal.rainbowtel.net**.
2. Enter your user name (your assigned 10-digit number).
3. Enter your password (temporary password provided by your admin).

Additional Resources

1. View tutorials, guides, and more at **www.rainbowtel.net/hostedpbx.**
2. Call Rainbow at 800-892-0163, or email us at **sales@rainbowtel.com**.

Bringing your business
UP TO SPEED

Rainbow Communications Hosted PBX

Speed, reliability, a full range of features - everything you need to take your business to the next level. And, Rainbow provides the support you need, when you need it. Rainbow Communications is big enough to deliver, small enough to care.

For more details on how to increase your organization's efficiency, productivity, and collaboration capability call us at 800-892-0163, or use the information below to contact one of our business account team members directly.

Rainbow
COMMUNICATIONS

Our business account team is committed to providing the right solution for your communication needs. Give us a call, or scan the QR code to conveniently store our contact information.
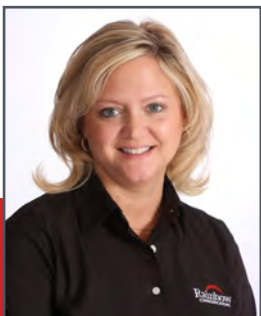
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