



# M1 CLOUD UC GETTING STARTED GUIDE

For New Users & Company Administrators





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## 1. Joining a Rainbow Company By Invitation

You have been invited to Rainbow by M1 Onboarding to join the M1 LIMITED network.  



**M1 Onboarding** <noreply@openrainbow.com>  
to me ▾

10:19 PM (0 minutes ago)



You have been invited to Rainbow by M1 Onboarding to join the M1 LIMITED network.

[Join](#)

With Rainbow, get group chat, audio or video calls and file or screen sharing from anywhere and for free!

The Rainbow Team

You will be receiving a Welcome email that looks like the above.

Upon clicking the “Join” button upon, you will initiate the onboarding to the Rainbow Company.

Please ensure to launch this page with a Rainbow compatible browser, i.e., Chrome, Firefox, Edge (version 91 or later). **It is important not to do this on a mobile browser.**

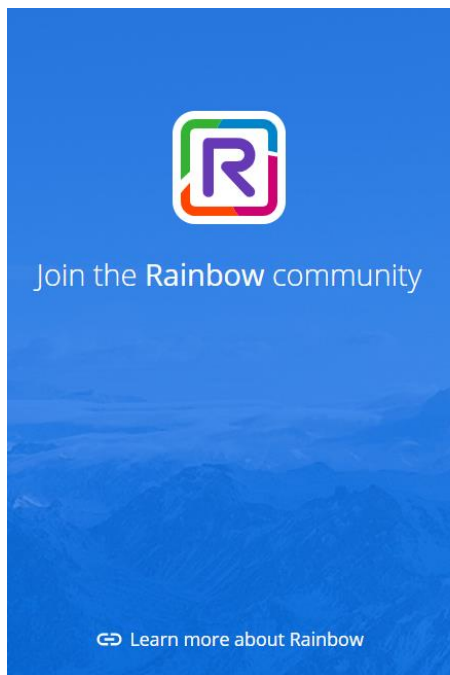
Alternatively, you may download the desktop client in advance from the web page below:

<https://support.openrainbow.com/hc/en-us/articles/360012923360>

(choose the installer based on the OS of your device)

### **GOOD TO KNOW:**

M1 Cloud UC’s platform is powered by Alcatel-Lucent Enterprise’s Cloud UC engine known as “Rainbow”.



You are invited to join the "M1 LIMITED" company

Your sign in email is  
**gorbble@gmail.com**

Choose a password and start your Rainbow experience

I have read and agree to the Rainbow [Terms of service](#) and [Privacy policy](#)


Connect

Please key in the desired password with adherence to the password policies. After you read and agree Terms of Service and Privacy Policy, please tick the checkbox and click Connect.

**PASSWORD POLICY:**

Your password must be at least 8 characters long with 1 lower-case letter, 1 upper-case letter, 1 digit and 1 special character.





Welcome to Rainbow

[Learn more about Rainbow](#)

### Welcome


To finalize your registration and get started with Rainbow, we need some additional information

YOUR IDENTITY

YOUR COUNTRY OF DOMICILE

Continue

Indicate your First Name and Last Name as well as your Country (this will decide which media server you are communicating on)




Welcome to Rainbow

[Learn more about Rainbow](#)

### Select your avatar

Drag and drop your image here  
(JPG or PNG, 500x500 min size)



or

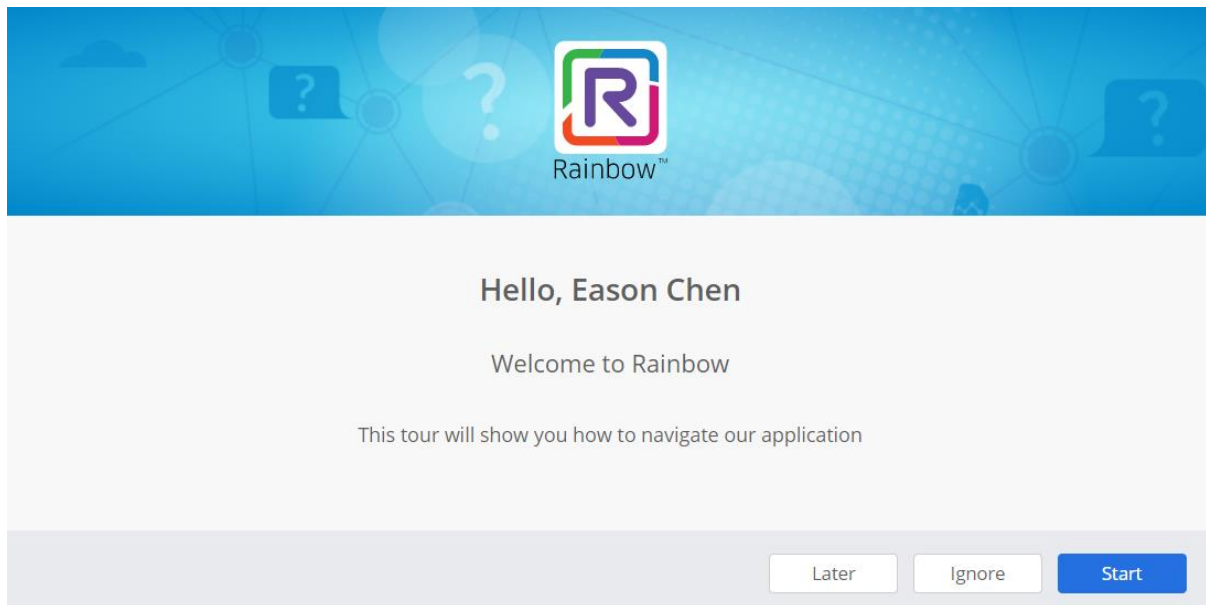
[Browse and select an image](#)

Later

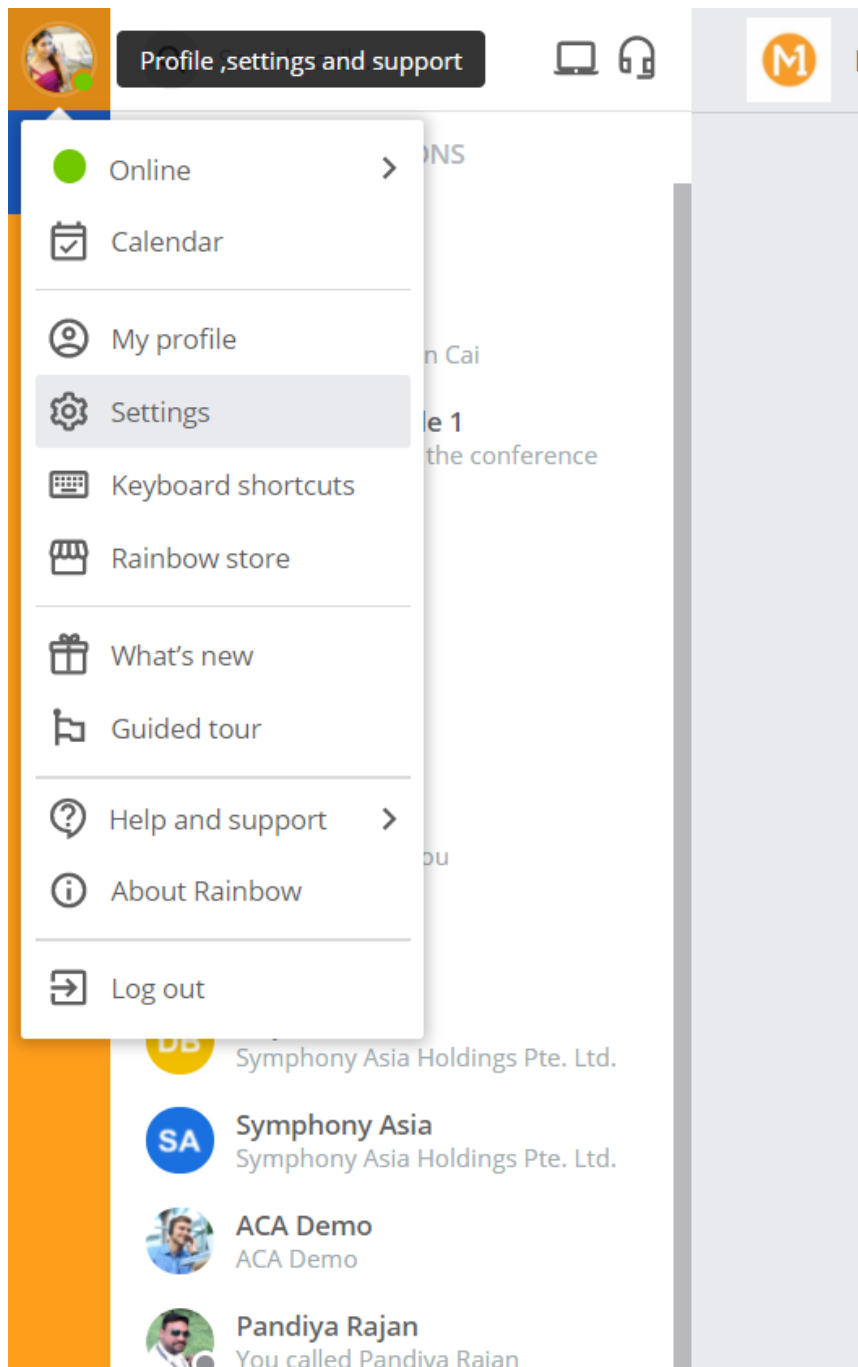
Upload your Avatar to help people to recognize you in Rainbow, or you can skip to do this [Later](#)



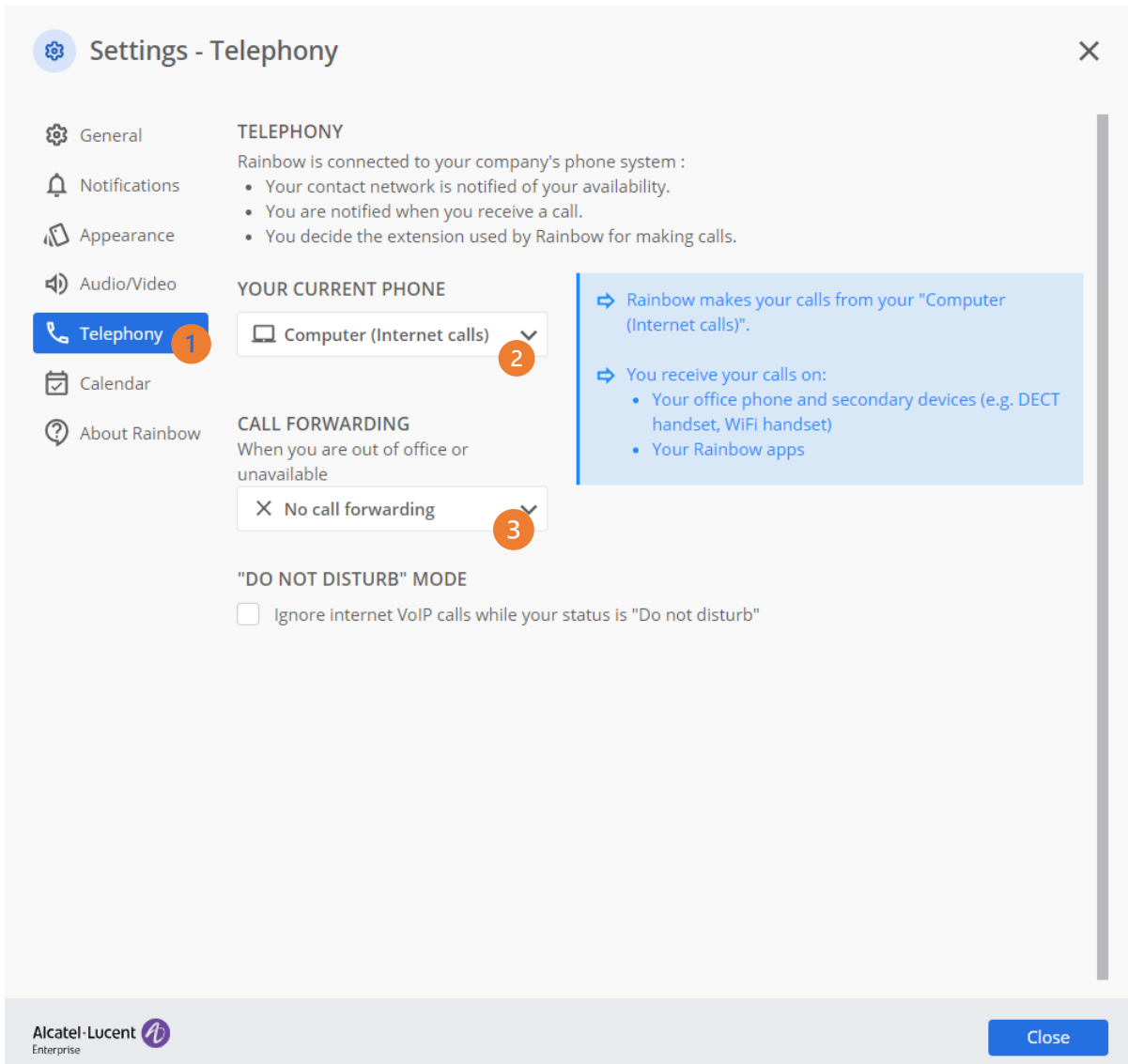
## 2. Enabling telephony features on the PC and mobile.



Please take time to complete the tour, to understand the features.  
After which your M1 Cloud UC interface will be accessible.



To enable telephony features on the PC and mobile, access the Settings menu by clicking your avatar.



Telephony settings <sup>1</sup> can be accessed under Settings.

Under "YOUR CURRENT PHONE", select "Computer (Internet Calls)" <sup>2</sup> to enable mobility on PC and mobile.

If you find that you are unable to select Telephony options, please contact your M1 Customer Support **by calling 1622** or Account Manager, or write open a ticket with these email recipients in copy:


[corp\\_cs@m1.com.sg](mailto:corp_cs@m1.com.sg)

Please ensure Call Forwarding is Disabled <sup>3</sup> unless required.

After the above steps are performed, logout and re-login to confirm Telephony Device is correctly applied.






 My profile ✕

[My identity](#) My company

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**Eason Chen**

WORK EMAIL  
gorbble@gmail.com

WORK PHONE  
+6569836054

INTERNAL NUMBER  
5019

COUNTRY  
Singapore

[Change your password](#)

COMPANY  
M1 LIMITED

LOGIN  
gorbble@gmail.com

SERVICE PLAN  
Business

[Close](#) [Edit](#)

From My Profile, you can see the Work Phone Number (M1 DDI number; +656..) and Internal Number (directory extension) assigned to you.

You can also Edit your name and title here.

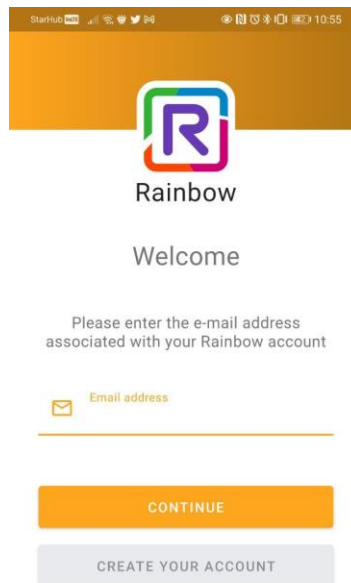


### 3. Mobile Interface Familiarization

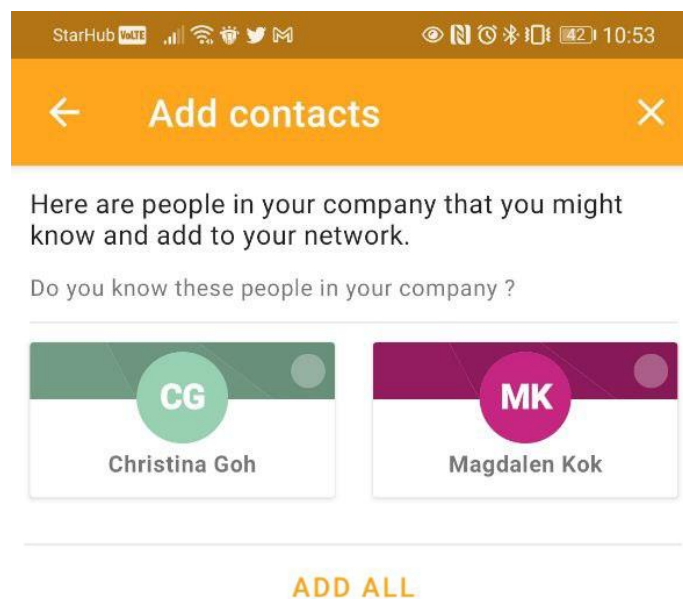
The mobile apps can be downloaded from the web page below:

<https://support.openrainbow.com/hc/en-us/articles/360012923360>  
(choose the installer based on the OS of your device)

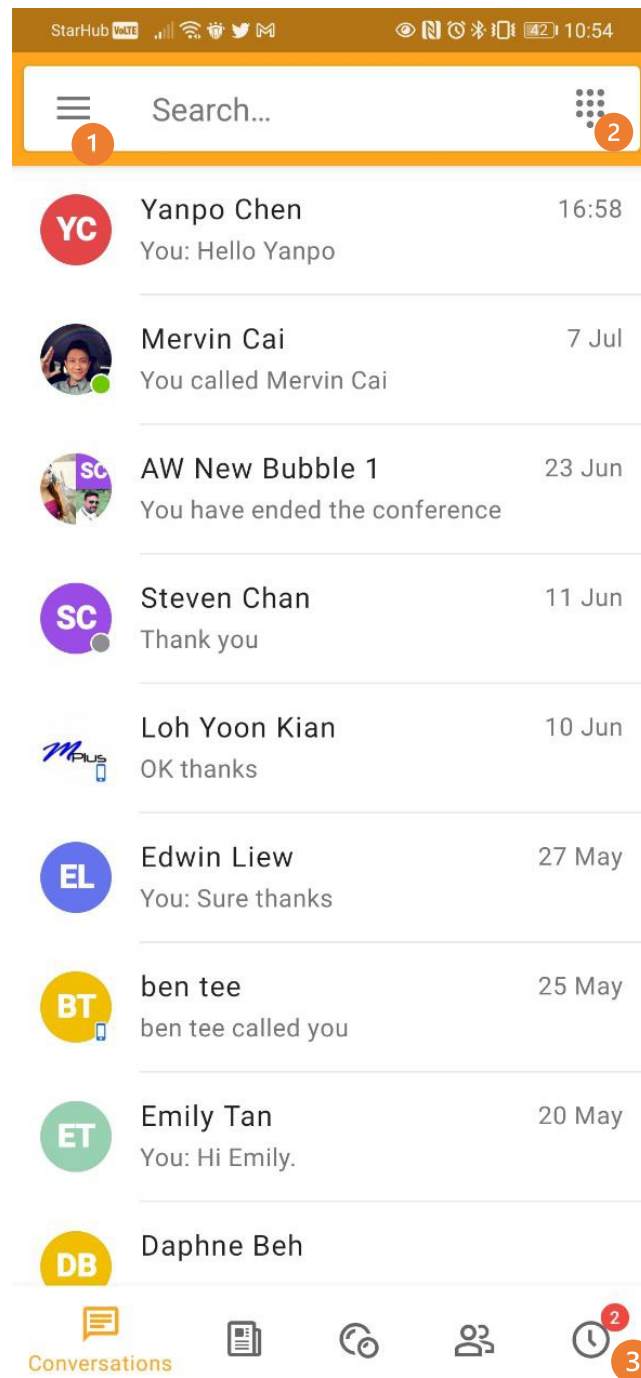
To be able to login with your credentials, please ensure you have completed the onboarding process in [Step 1](#). **It is important not to do Step 1 on a mobile browser.**



After you launch the app, you may login with the credentials you have just initialized.



You may be asked if you want to Add Contacts – these are all members in the same organization as you. You may Add All or just skip this step and add them later.



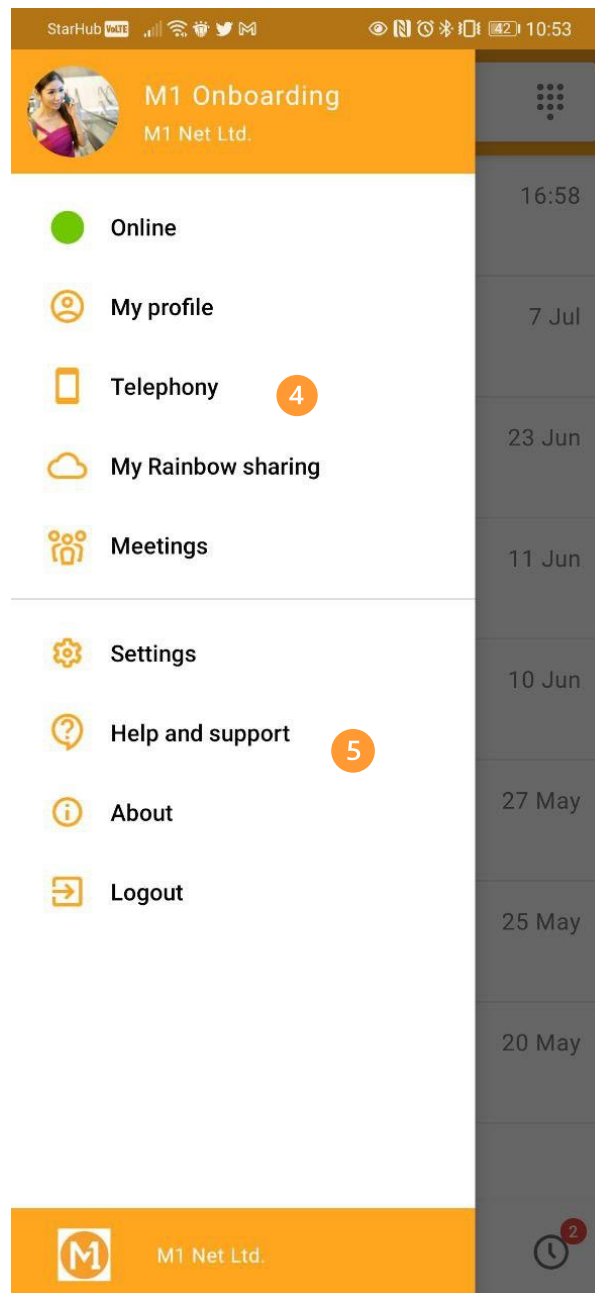
Clicking **1** takes you to **Main Menu** options.

Clicking **2** takes you to the **Dial-pad** for calling.

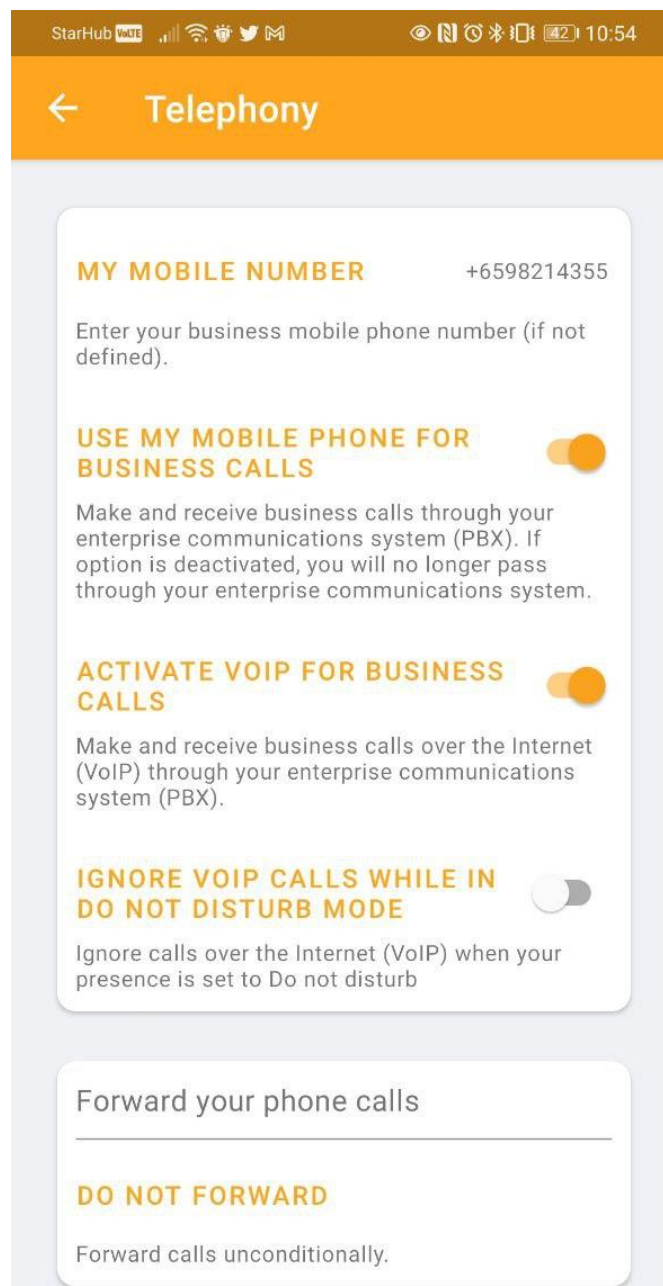
Clicking **3** takes you to the **Call History** Menu



## Main Menu



If you have not enabled Telephony features under [Step 2](#), you can do that on the mobile app by clicking Telephony 4



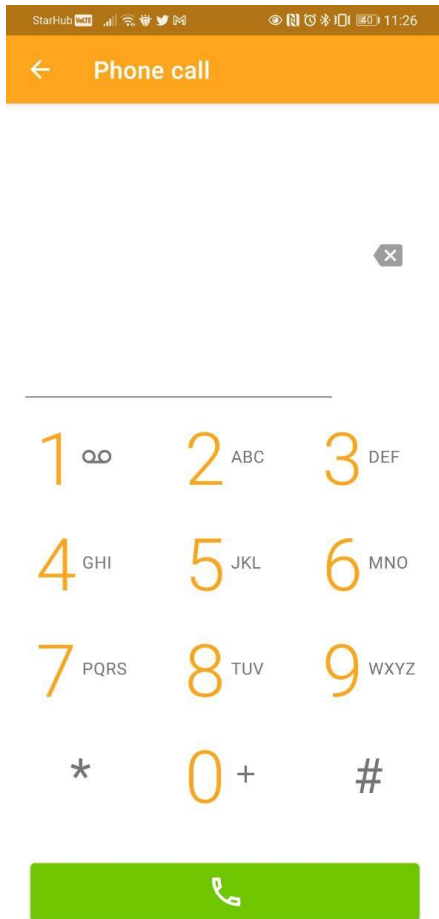
Under Telephony, please enable “ACTIVATE VOIP FOR BUSINESS CALLS” and ensure Call Forwarding is Disabled unless required.

If you find that you are unable to select these options, please contact your M1 Customer Support **by calling 1622** or Account Manager, or write open a ticket with these email recipients in copy:

[corp\\_cs@m1.com.sg](mailto:corp_cs@m1.com.sg)



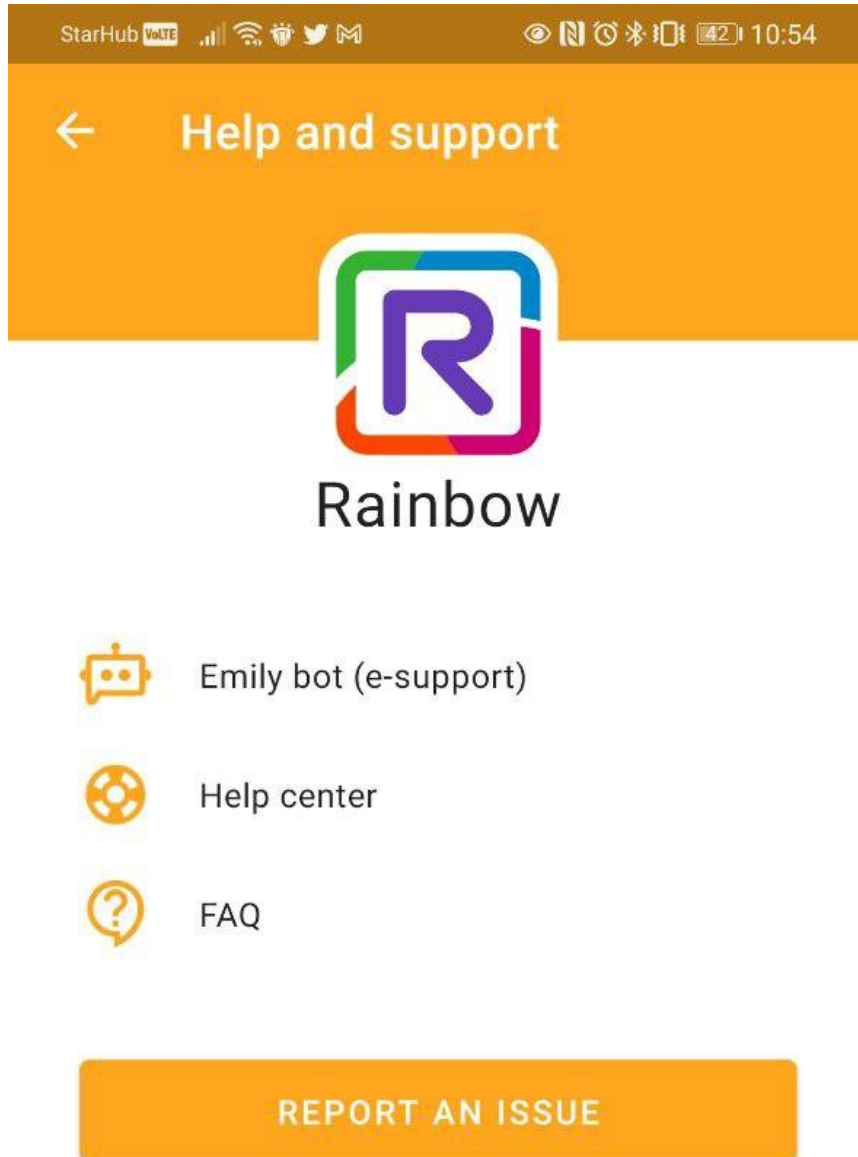
## 2 Dial-pad



## 3 Call History



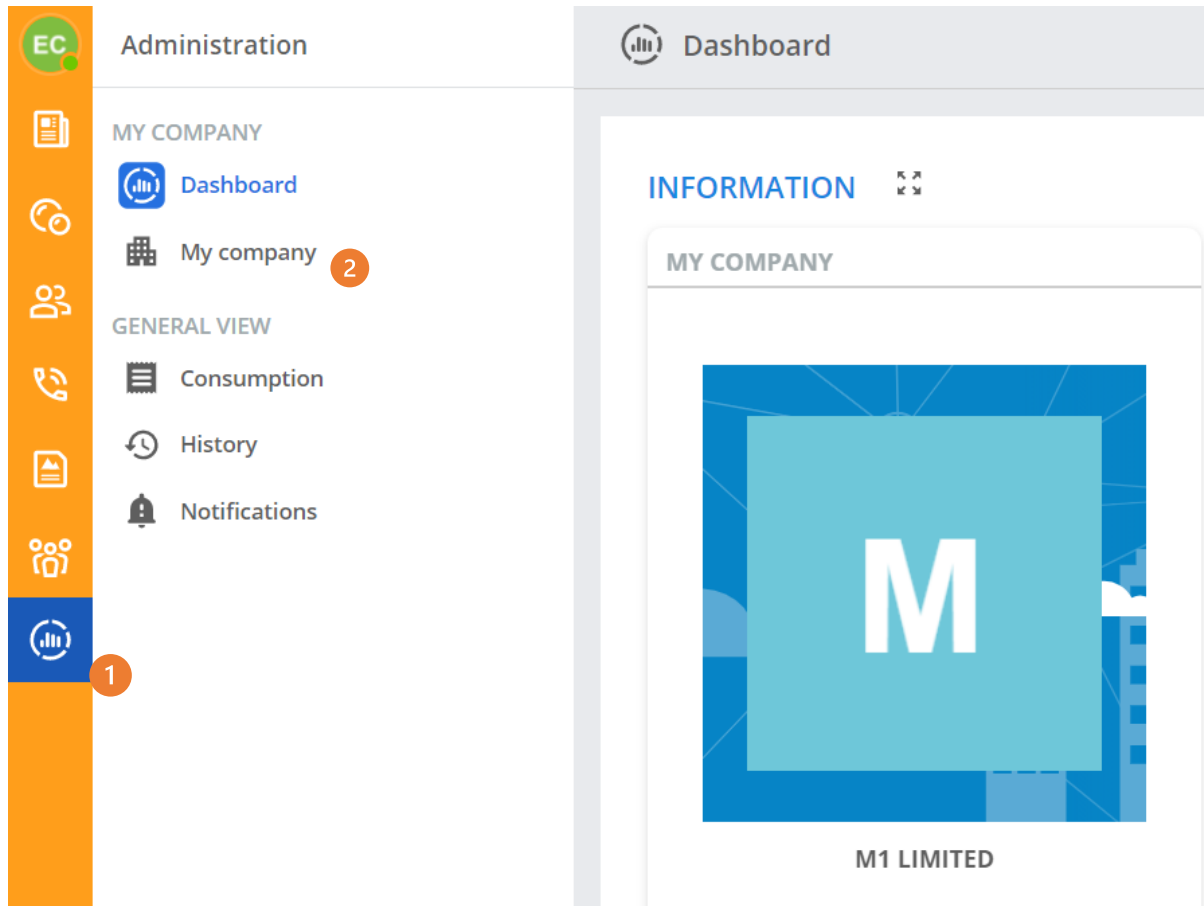
## 5 Help and Support



If you are facing an issue, we may need your help to collect logs. Clicking on <sup>5</sup> will bring you to the where you can Report An ISSUE and select a channel to send your logs to.

Alternatively, please seek help by writing in to: [m1sm@service-now.com](mailto:m1sm@service-now.com) ;  
[rv.support@acapacific.com.sg](mailto:rv.support@acapacific.com.sg)

## 4. [FOR ADMINISTRATORS ONLY] Accessing the Admin menu



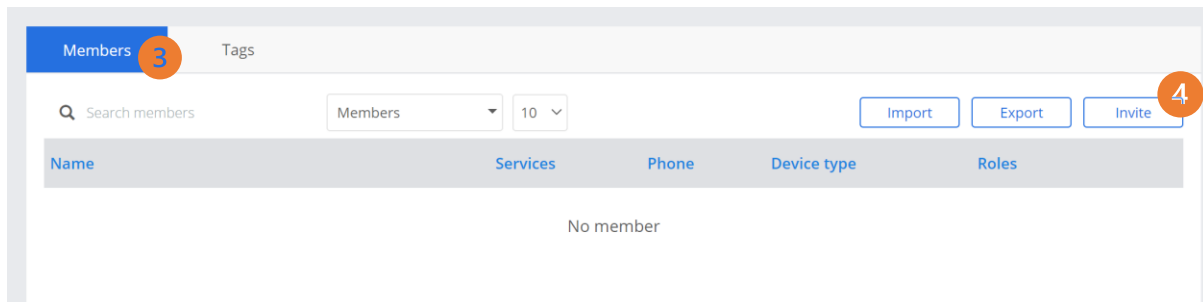
To access the Company Administration menu, click on the last tab on the left vertical bar. **1**

**NOTE:** You can only access Rainbow administration menu on Rainbow PC client or web. As an administrator, you will be able see statistics via the Dashboard and also to manage Your Company. **2**



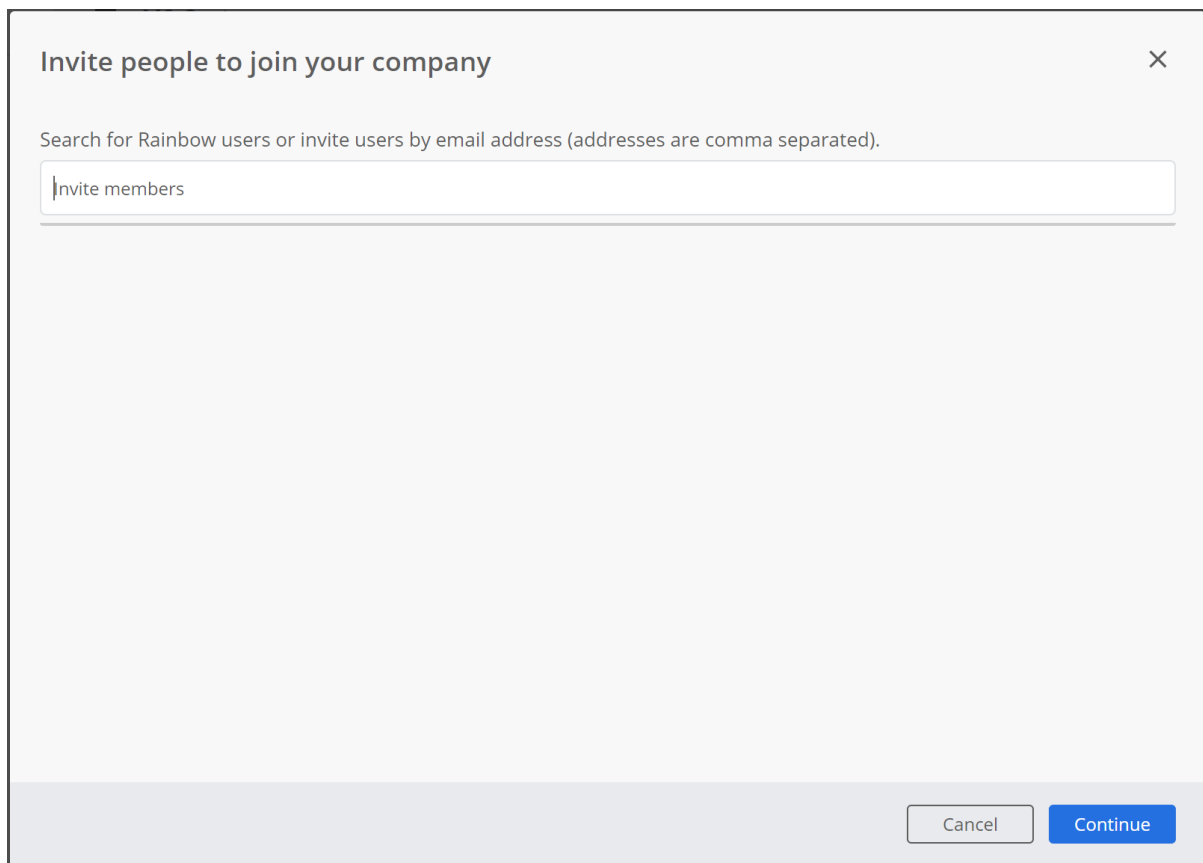


## 5. [FOR ADMINISTRATORS ONLY] Create the users of my company



Select “Members Tab”

Click “Invite” to add users individually:



Add users email addresses into the invite members field, then click “Continue”.

This will send an invite email to each user. Once they open the email and “validate” they will appear in the administration view, under members.

If required, it is possible to “import” a CSV list of users. The minimum data required is as follows:



loginEmail      title      firstName      lastName

You can visit the Rainbow Help Centre for more details on [How to Create or Modify My Company's Members in Bulk?](#)

The following screen shows the “members” that have completed the validation via email.

Members		Tags		
Name	Services	Phone	Device type	Roles
SC srikalyan Chitturi	Enterprise Monthly	43000701	Remote Extension	Admin, Operations, Finance
CG Christina Goh	Business Monthly	43000708	Remote Extension	Member
FH Frank Ho	Business Monthly	43000703	Remote Extension	Admin, Operations, Finance
HO Ho Kok Cheong	Business Monthly	43000705	Remote Extension	Admin, Operations, Finance
DL David Lloyd	Enterprise Monthly	43000702	Remote Extension	Admin, Operations, Finance
KN Karen Ng	Enterprise Monthly	43000707	Remote Extension	Member
PR Pandiya Rajan	Enterprise Monthly	43000706	Remote Extension	Admin, Operations, Finance
MS Mervin Support	Enterprise Monthly	43000710	Remote Extension	Member
MW Mun Chong Wong	Business Monthly	43000711	Remote Extension	Member
WY Wei Cheng Yong	Business Monthly	43000704	Remote Extension	Member

This also shows the number of users that have not accepted the email invite – filter on “invite”



## 6. [FOR ADMINISTRATORS ONLY] Manage Users

There are several steps to complete the configuration of each user:

1. Assign the basic/collaboration features from the pool of licenses.
2. Assign the DDI numbers to each user.

Assign Feature set to users:

Click on the Member to manage:

The screenshot shows a user management interface with the following details:

- Information Tab:** Identifier: m1demox01@gmail.com; Last name: Lloyd; First name: David; Department: (empty); Visibility: Same as company; Presence: Offline.
- Other information:** Two empty text input fields.
- Tags:** A text input field with the placeholder "Add tags" and a note: "Press Enter or Comma key to add a new tag, Backspace to remove the last one. The number of tags is limited to 5."
- Buttons:** "Cancel" and "Apply" buttons at the bottom right.

Select "Services",

The screenshot shows the 'Services' tab for user David Lloyd with the following details:

- Subscription:** Radio button options for Essential, Business Monthly, and Enterprise Monthly. The Enterprise Monthly option is selected.
- Buttons:** "Cancel" and "Apply" buttons at the bottom right.



Check either:

- Business Monthly – basic services
- Enterprise Monthly – collaboration services

Click “Apply”

Assign Phone Numbers to user:

Click on the Member to manage:

Select “Phone” tab



Select “Equipment” – there will be only one choice here. <sup>1</sup>

Select “Extension Number” from drop down list. This list will show the available DDI/Extension numbers to select. Map for the tallying user. Internal number will auto populate. <sup>2</sup>

In the field “Public number” <sup>3</sup> enter the tallying DDI number (this should auto fill after the first population)

Click on “Apply”



## 7. [FOR ADMINISTRATORS ONLY] Deleting Users

The steps to delete a user account are as follows:

- Select the user account to delete.
- Click on the 3 dots at the right hand side of the screen
- Click on delete account.

Name	Services	Phone	Device type	Roles
srikalyan Chitturi	Enterprise Monthly	43000701	Remote Extension	Admin, Operations, Finance
Christina Goh	Business Monthly	43000708	Remote Extension	Member
Frank Ho	Business Monthly	43000703	Remote Extension	Operations, Finance
Ho Kok Cheong	Business Monthly	43000705	Remote Extension	

- Member Information
- Delete account

Note it may be necessary to remove the “phone” association before deleting the account:

Select the “phone” tab, and then click on “remove”.

Phone information

Equipment	RBV-otecoxxe05	▼
Extension number	43000702 - Remote Extension	▼
Internal number	702	
Public number	+6568022470	
Rainbow number	10882037935184840	
Remove this association	<a href="#">Remove</a>	



## 8. [FOR ADMINISTRATORS ONLY]

### Appendix - What is a Rainbow Company?

This appendix is meant to give an overview of the flow of onboarding users to a Rainbow Company that has been already created.

To facilitate **collaboration** between colleagues within an organization, many Rainbow users can belong in one **Company**. Several collaboration functionalities are only available for users of the same **Company**.

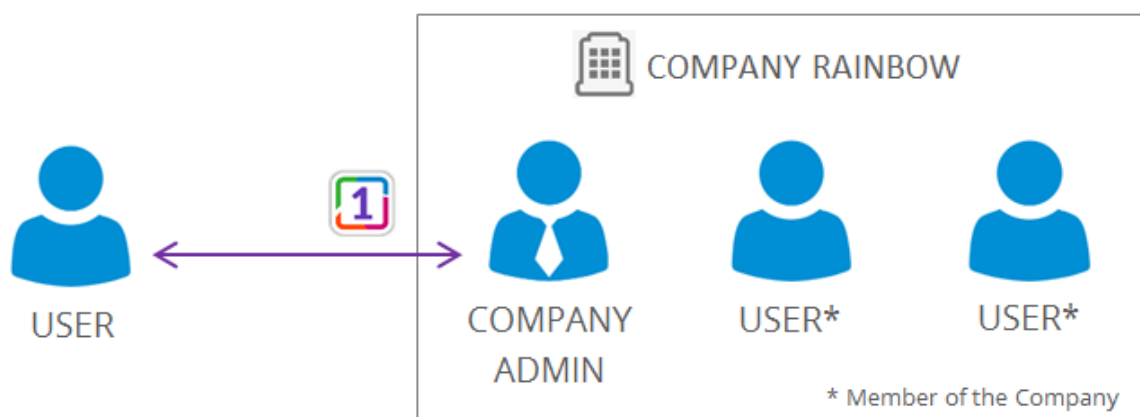
Many tools are available to **Company** administrators and standard users for handling these gatherings.

#### NOTE:

Companies of Rainbow **resellers** may enjoy special access rights. All guides for these specific functionalities are presented in a [dedicated section](#).

#### MANAGE COMPANY MEMBERS

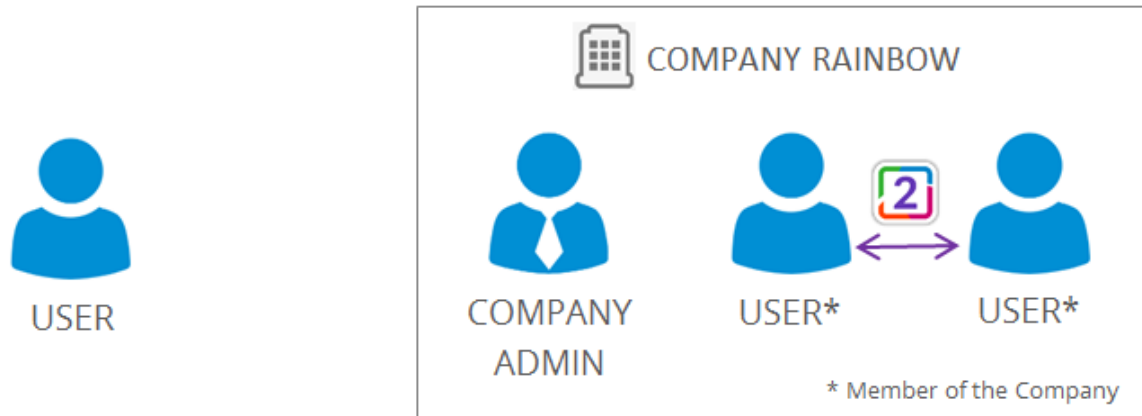
- Users may send a [membership request](#) to the Company of an administrator.
- Users may accept or decline an [invitation](#) to join a Company sent by an administrator.
- An administrator may accept or decline a [membership request](#).
- An administrator may send out an [invitation](#) to join their **Company**.



#### INTERACTIONS BETWEEN COLLEAGUES WITHIN AN ORGANIZATION

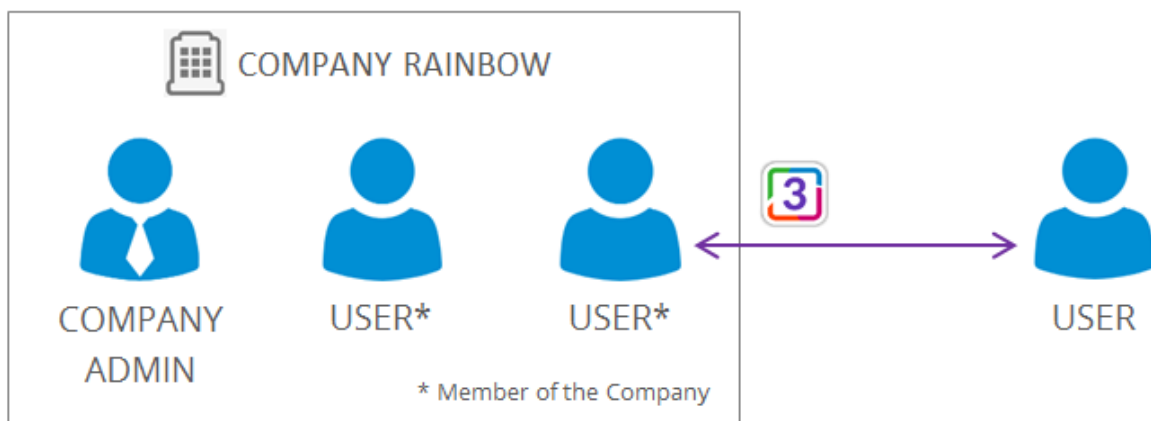
- [Invitations](#) between colleagues are **automatically accepted**. There is no need to wait for confirmation.

- Users may start a [phone/video call](#) with a colleague even though the latter is not part of their network.



### INTERACTIONS BETWEEN USERS WHO ARE NOT MEMBER OF THE SAME COMPANY

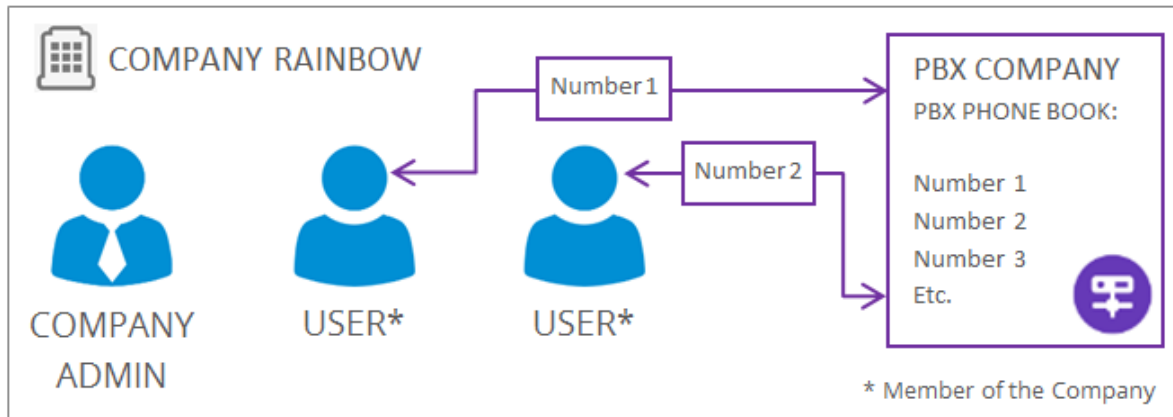
- [Invitations](#) send to people not already members of the network **must be accepted or declined**. A user who sends out an invitation to join their network must, therefore, **wait for confirmation**.
- The invitation process may be modified in relation to the Company [visibility](#).
- A user can only start a [phone/video call](#) with users of their network.



### ACTIVATE TELEPHONY FUNCTIONALITIES

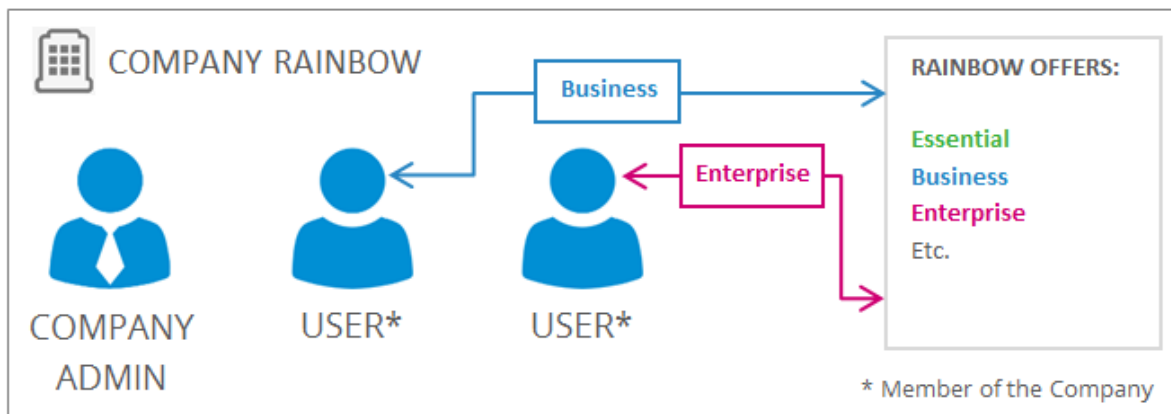
- Administrators may associate a **PBX extension** with a user of their **Company**.
- A user, who is associated with a **PBX extension**, may directly control their telephony device in Rainbow. All telephony functionalities are presented in a [dedicated section](#).





### ASSIGN PAID-UP LICENSES

- Administrators may assign several **licenses** to users from their **Company**. To use paid functionalities, users must be licensed.
- Users assigned with a paid-up license (**Business** or **Enterprise**) will enjoy specific functionalities. **Business** license is assigned for **M1 Cloud UC Basic User** and **Enterprise** license is assigned for **M1 Cloud UC Collab User**.



End of Document