



Rainbow Hub by Alcatel-Lucent Enterprise

eCatalog November 2022 edition 6

Rainbow Hub

Cloud PBX functionality within Rainbow

Simplify your communication. Optimize your service. Increase your responsiveness.

Managing customer inquiries can be a source of stress for your employees if you don't have the right tools.

With Rainbow Hub, you are provided with a single solution for all your communications needs:

- **Telephony, collaboration, video conferencing.**
- **Simple and intuitive use** through a single application available on PC, tablet and smartphone
- **The flexibility of a cloud platform** developed, hosted and operated in Europe
- **A trusted service provider**

Make sure you are always available to your customer by providing your employees with the appropriate communication tools.



Rainbow Hub

At a glance



All in one

Telephony + Collaboration +
Videoconference

Any device

PC, tablet, smartphone,
desktop phone

Cloud based

Flexibility and Self service



Choose the subscription that best fits your needs – **Voice Enterprise** as an all-in-one service, telephony, collaboration, videoconference or **Voice Business** as a telephony only service

You are in **full control**– you can infinitely scale up or down as your requirements change

Get **best-in-class hardware** to ensure highest audio quality and user experience

Empower users with comprehensive unified communications



Best-in-class audio quality

- HD audio and video calls
- Web and phone calls
- Stylish deskphones



Remote working

- Take your office with you
- Plug-and-play configuration for remote workspaces



Cloud-based solution

- Reduce deployment time
- Reduce maintenance costs



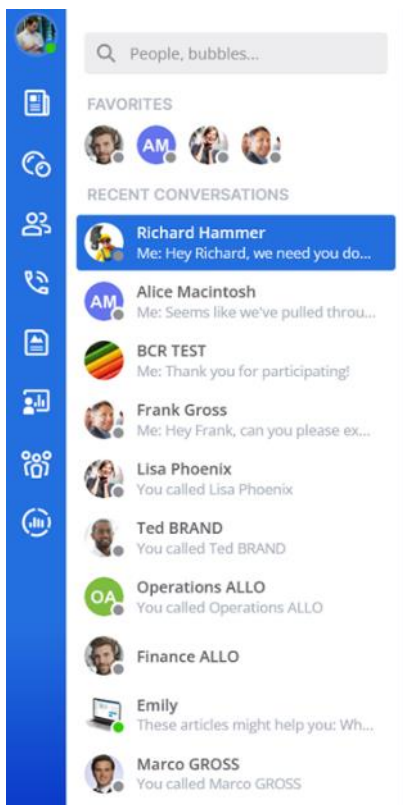
Intuitive platform

- A simple and intuitive application available on PC, tablet, and smartphone

Rainbow Hub

Simplify your communication

- **Rainbow:** all your business communications, including video conferencing and secure group chats, at your fingertips on your smartphone or desktop computer.
- **Myriad M5, Myriad M7:** stylish business phones with a large colour display, excellent 360° HD audio quality and options for intuitive call management.
- **Myriad M3, ALE-2, 8008 CE:** compact business phones with specialised features and excellent HD audio quality.



Rainbow Subscriptions

1



Voice Business
Telephony
Collaboration

Voice Enterprise
Telephony
Collaboration
Video-Conference

Voice Attendant
Telephony
Collaboration
Video-Conference
Attendant Console

The Rainbow Hub service is designed to be used in a 100% mobile version, i.e. from a PC, a tablet or a smartphone, but for more comfort you can use one of the phones below.

Telephones with color screen

2



Myriad M7



Myriad M5

Telephones with B&W screen

3



Myriad M3



ALE-2



8008 Cloud Edition

Meeting rooms

4



Rainbow Room



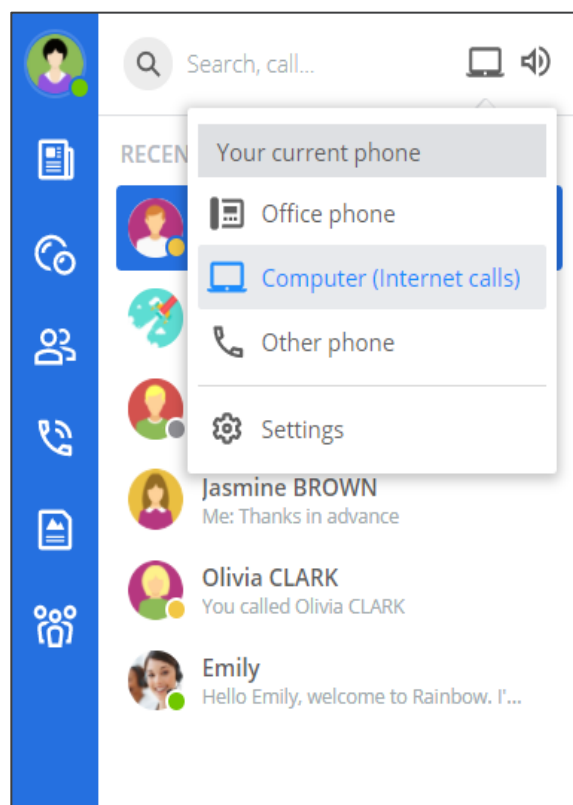
Konftel 800

Rainbow Hub

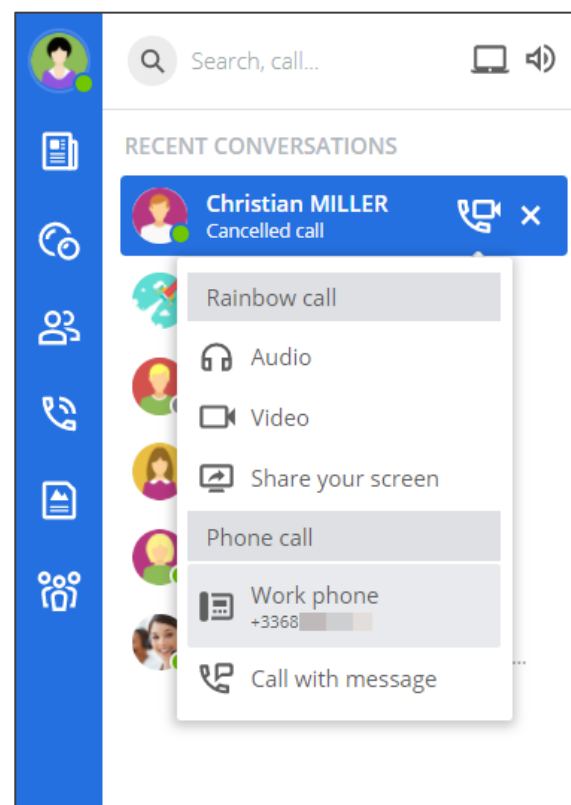
Universal telephony

Telephony on all your devices: deskphone, PC, mobile
Telephony on all networks: PSTN and internet

Choose the device
from which you want
to make your call



Choose the device
on which you want
to call your contact

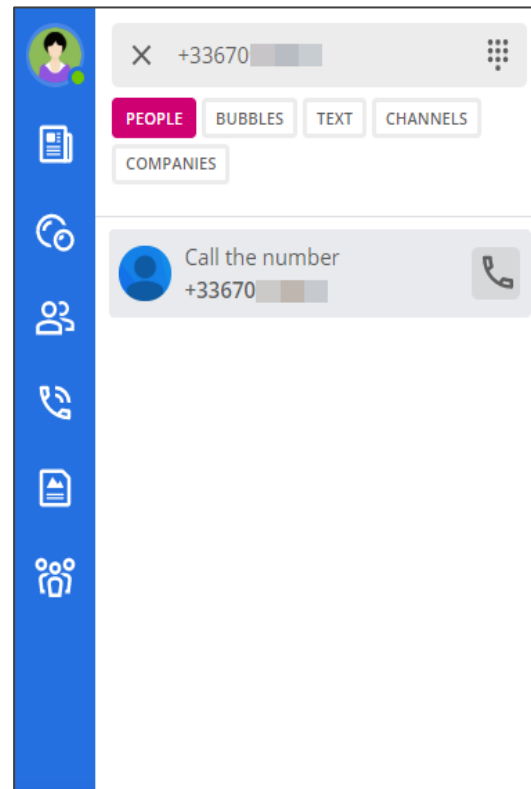


Rainbow Hub

Control your telephony from a single application

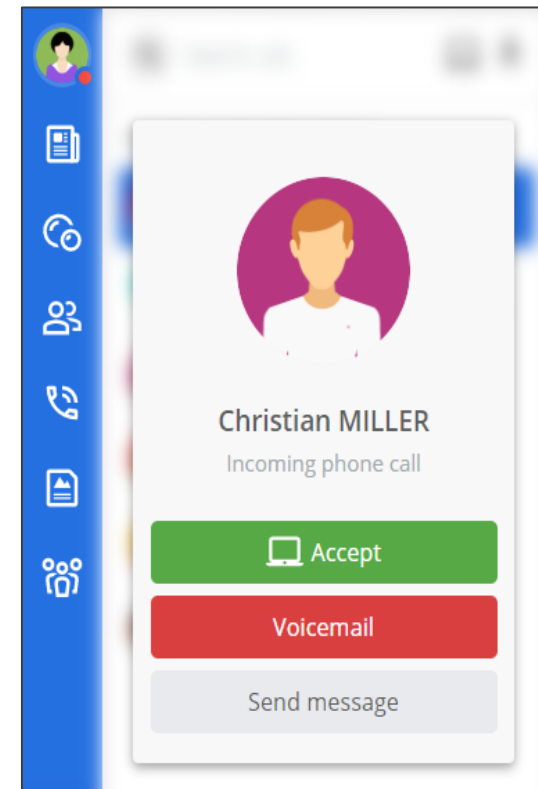
Dial any number directly from your Rainbow search bar

Control your telephone set from the Rainbow application, combining the ergonomics of Rainbow with the listening comfort of a desktop set.



Answer a call, send it to voicemail or reply with a message.

Choose the device with which you want to take the call, whether it is a desk phone, a smartphone or a PC

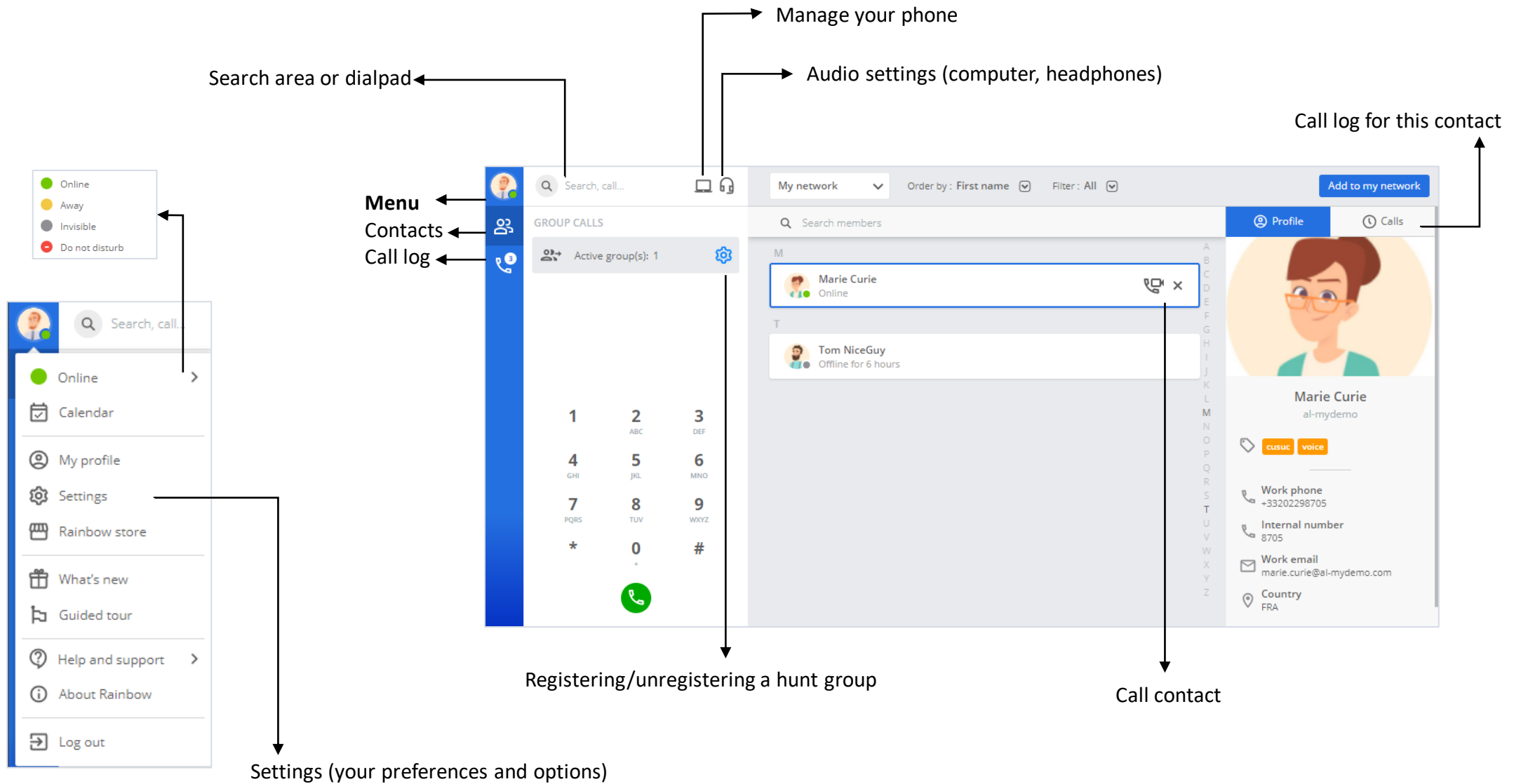


Customised routing: define your own call handling rules depending on whether you are in the office, on the road, on holiday etc.

Number visibility: choose the number presented during a call from your personal number, the company number or a group number.

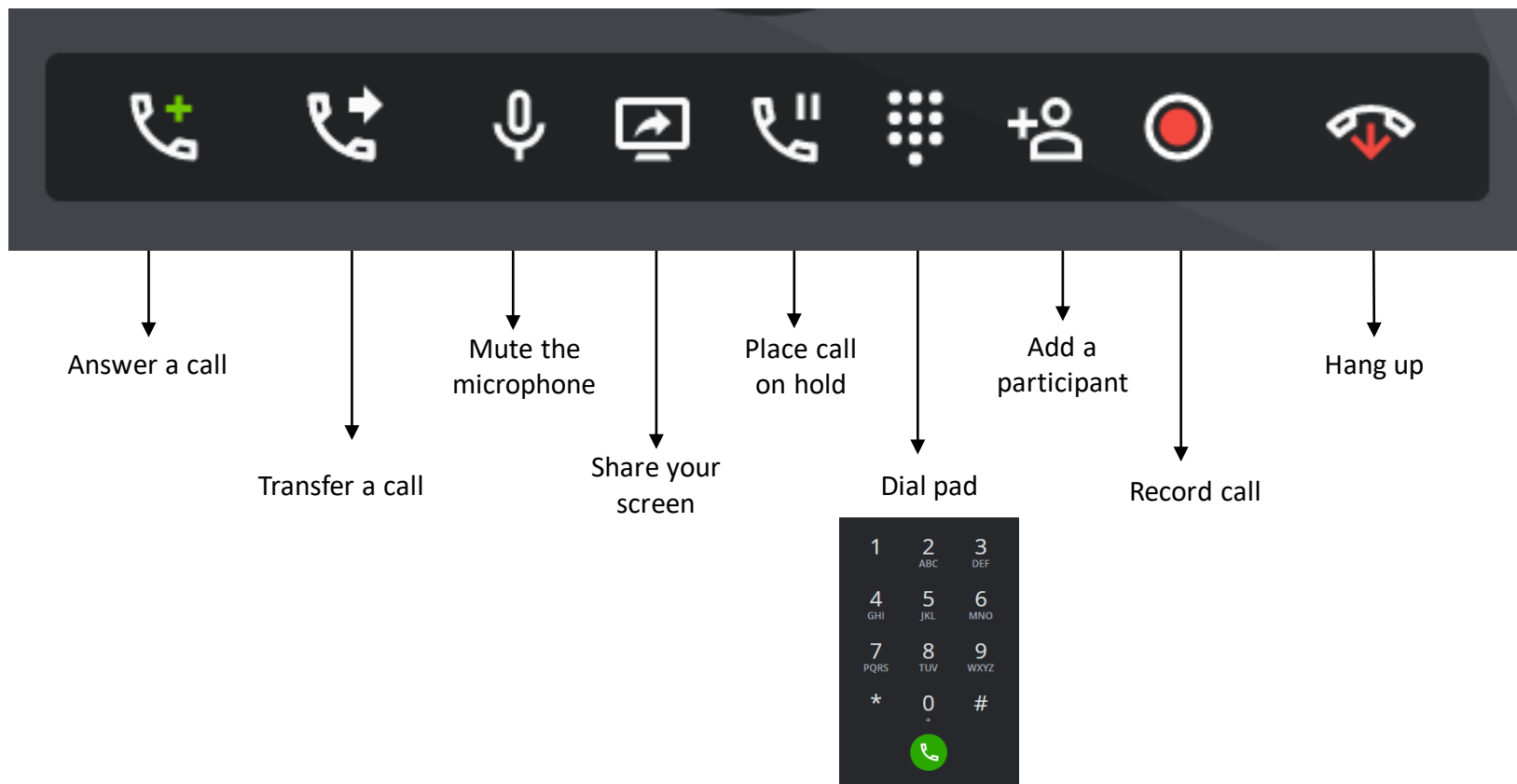
Rainbow Hub

Discover your application



Rainbow Hub

All capabilities at one glance



Rainbow Hub

Automated attendant



Virtual reception
Desk

Customisation
Capability

Automated Attendant
(IVR)

Welcome Welcome_First Rainbow Voice ▼

Name Welcome_First Rainbow Voice

Open hours Specific days

Time zone Europe/Paris

Week day	Open	From	To	Open 24/24
Monday	<input checked="" type="checkbox"/>	09:00:00.000 ⊗	17:00:00.000 ⊗ +	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	09:00:00.000 ⊗	17:00:00.000 ⊗ +	<input type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	09:00:00.000 ⊗	17:00:00.000 ⊗ +	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	09:00:00.000 ⊗	17:00:00.000 ⊗ +	<input type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	09:00:00.000 ⊗	17:00:00.000 ⊗ +	<input type="checkbox"/>

- Personalise your telephone identity: greetings, music on hold etc.
- Define opening/closing hours schedule for your offices
- Set up an automated attendant to efficiently distribute your incoming calls: for the sales department press 1, for the technical department press 2...

CUSTOMIZATION OF VOICE PROMPTS

Customize your voice prompts by uploading audio files

Browse Filename No file has been selected

Voice prompt Music on hold ▼



Functionalities

- Blind or announced transfer to employees
- Supervision of employee availability
- Leave a message
- Hold call



Distributed welcome

- The welcome message can be provided by any employee, whether in the office, on the road, at home etc.
- Reception from a desktop phone or a PC/mobile application
- Customise your reception by department (commercial, technical, etc.)



Advanced administration

- Simple and intuitive administration portal to personalise your reception
- Loading of voice messages and music on hold via the administration portal
- Automated attendant (IVR) up to 3 levels

Rainbow Hub

Attendant console

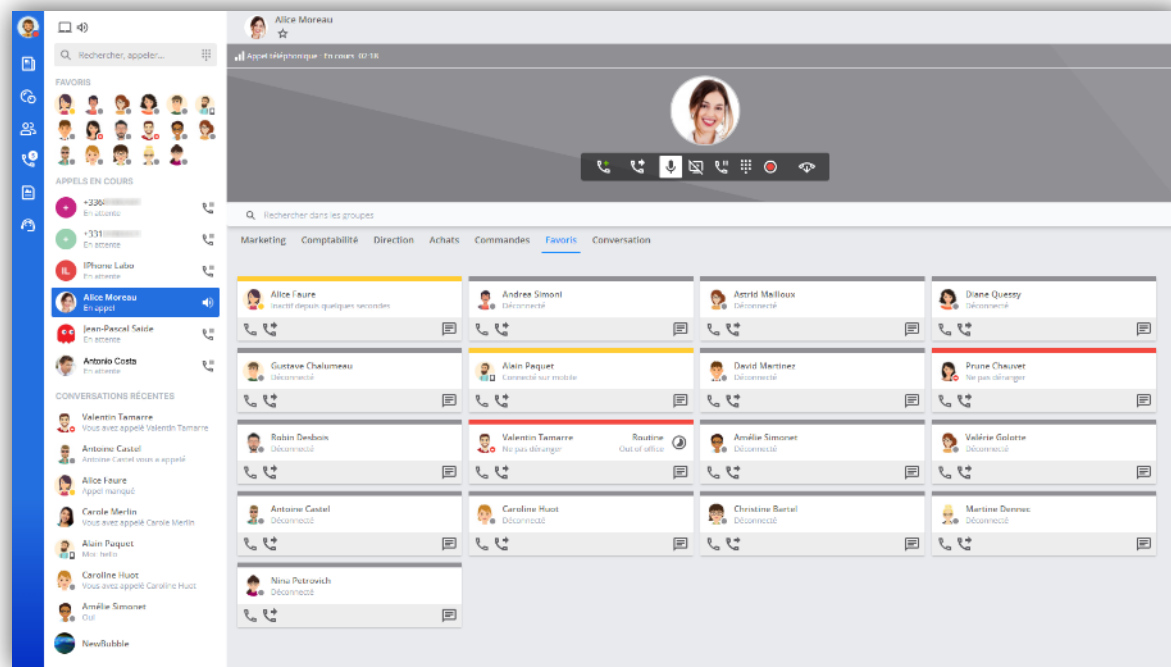


Integrated into
the Rainbow PC
Application

Up to 10 waiting
calls

Requires a Voice
Attendant
subscription

For a professional
welcome



- Drag and drop transfer
- Blind or announced transfer
- Supervision of employee Availability
- Chat with employees
- Supervision of groups : Marketing, Accounting, Management...

Rainbow Hub

Hunt groups



Unlimited
number of groups

Unlimited number
of members

Terminal agnostic
(phone or application)

Declare a new group

Group information

Name	
Type	Hunt group ▼
Distribution	Parallel ▼
Internal number	Choose internal phone number ▼
Public number	Choose public phone number ▼

☐ Emergency group

Hunt group information ✕

Information **Members**

Add member (name or email address)

Member	Phone	Roles	Status
--------	-------	-------	--------

- Create as many groups as you need: sales, marketing, technical etc.
- All employees can belong to one or more groups
- Three call distribution modes: parallel, sequential or circular

**For efficient
management of your
incoming call flows**



Functionalities

- Automatic call distribution (parallel, sequential, circular)
- Overflow on busy or no-response



Users

- Choose the terminal to take the call with
- Possibility to temporarily deregister from one or more groups



Advanced management

- Simple and intuitive administration portal to create and configure your groups

Rainbow Hub

Dashboards



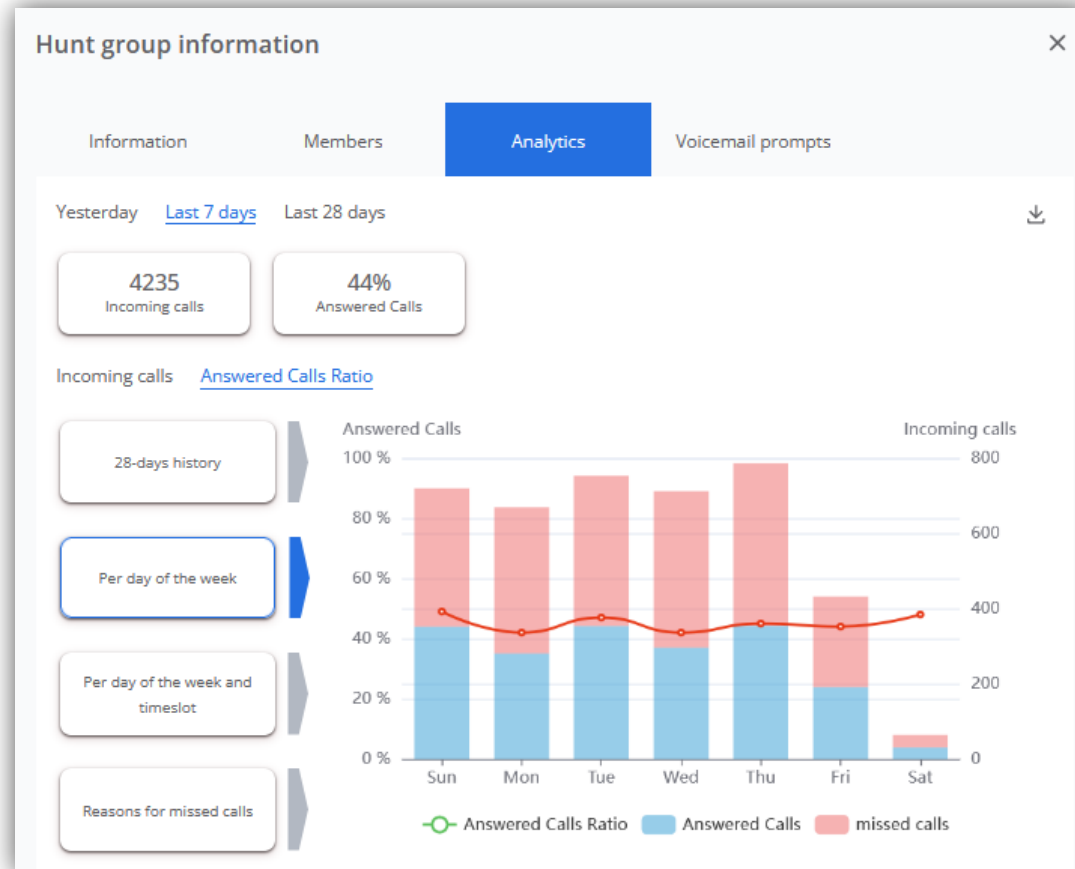
Services adoption rate

Usage of the various services

Rate of answered calls

Quality of calls

To get the most out of your communications system



- Monitoring adoption of the services.



- Monitoring quality and volume of calls



Rainbow Hub

Instant Messaging, Channels, Directory

+ Whether you are at home, on the road or in the office, you are always informed and reachable

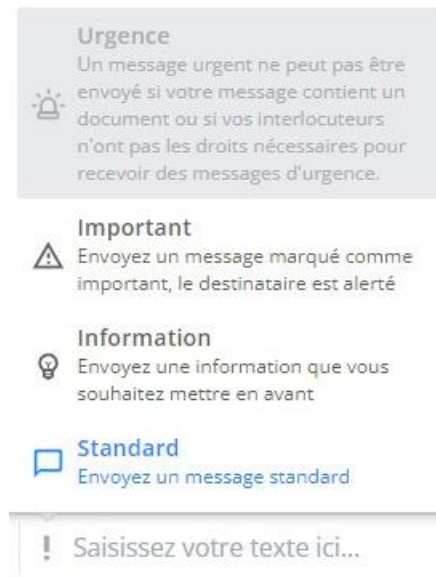
Channels

Share information with targeted audiences, inside or outside your company, using information channels



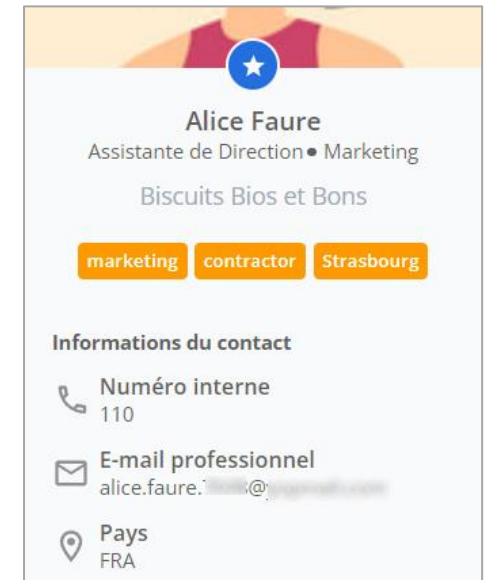
Instant Messaging

Have a question? Ask your peers in real time through the permanent multi-participant chat and tag your message, Standard, Information or Important, to help prioritize actions



Directory

Find the right people quickly with a powerful directory search with tags



Rainbow Hub

Video conferencing made easy

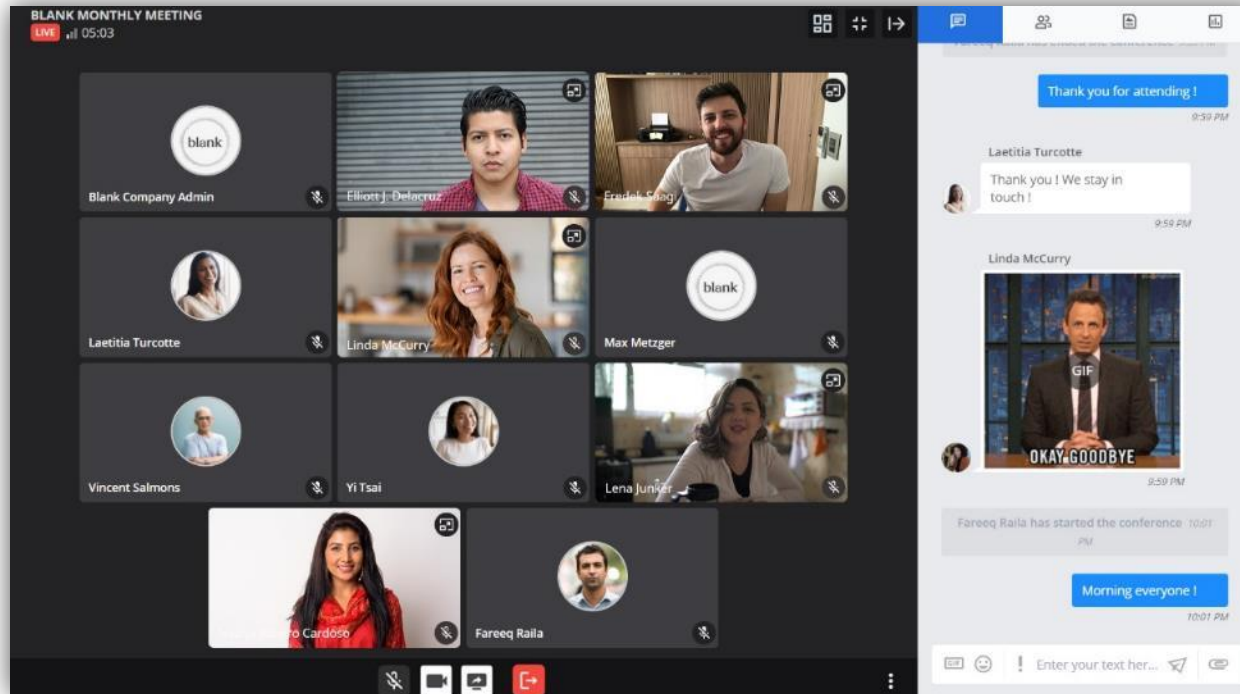


Integrated into the
Rainbow PC
application

Up to 120 participants
and 49 video streams

Requires a
Voice Enterprise
subscription

High quality video
conference



- Ad hoc and scheduled conference
- Join your meeting in one click
- Mix phone and web calls
- Invite external participants, they can join the conference in audio or with a simple browser
- Up to 120 participants and 49 videos
- Persistent chats
- Speaking time analysis

Voice Business subscription

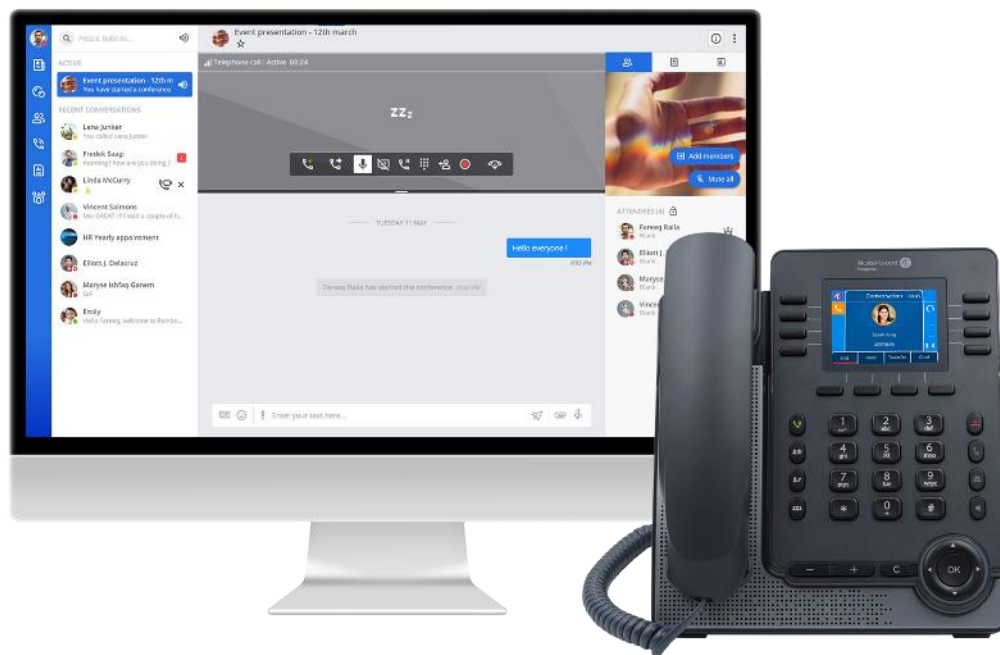
Telephony & collaboration



Telephony

Microsoft Teams and
Google Suite
connectors

Instant
messaging



- All telephony functions are available on all devices (smartphone, PC, office phone)

- Leverage Google Suite and Microsoft Teams connectors to integrate Rainbow with your collaboration tools

- Use Rainbow to send instant messages to groups of up to 100 people, share files, or make one-on-one voice and video calls



Designed for
teleworkers

Advanced telephony features

- Call management and supervision
- Voicemail, greetings, call recording and more



Self service

- Web management portal
- Manage your system yourself: change your opening hours, create an account for a trainee, everything is accessible with a simple click



Peer to Peer Unified Communications

- Chat and share files in groups of up to 100 participants
- Make voice and video calls or share your screen in individual sessions

Voice Enterprise Subscription

Telephony & Collaboration & Video conference



Advanced telephony

Real-time
Collaboration

Video conference



- Supervision and interception of calls to one or more users
- Video conference up to 120 participants and 49 videos
- Personal cloud storage, screen sharing and remote PC control



**For real-time
collaboration and
conferencing**

Comprehensive communications

- All your communication needs from one application
- Advanced telephony : supervision and interception of calls to one or more users



Remote teamwork

- Deliver remote working capabilities to your organisation
- Collaborate with customers, partners, suppliers and employees on a single platform



Advanced attendance management

- Connect and synchronise your Microsoft or Google calendar information
- Share and automatically update your current and future presence

Myriad M7

Premium desk phone with 3,5'' colour screen



HD audio

Large colour screen

Audio hub



Bluetooth pairing

- Pairing with Bluetooth headset



Superwideband audio

- Acoustic echo cancellation
- Superwideband audio only available in speakerphone mode



Large color screen

- 3.5'' color screen
- 8 programmable keys with LED
- 4-way navigation



Audio Hub :

The Myriad Series integrates 2 USB ports (A/C) for external device connectivity. Users can turn phones into an audio hub by connecting them to a PC. This allows them to take advantage of the phone's Super Wideband HD speaker for better sound quality

The M7 is premium desk phone designed for C-level executives, busy managers, administrators and professionals

Save time:

Instantly connect to people by a single press on a contextual key or on a key module.

Focus on important conversations:

HD audio is available in speakerphone and handset modes. Superwideband available only in speakerphone mode.

Exceptional 360° Audio Tuning

Handsfree audio performance remains the same regardless of user position relative to the phone.

Myriad M5

The M5 is a mid-level enterprise-grade desk phone with 2.8" colour screen



HD audio

2,8" colour screen

Audio hub



Superwideband audio

- Acoustic echo cancellation
- Superwideband audio only available in speakerphone mode



Large color screen

- 2.8" color screen
- 8 contextual keys with LEDS
- 4-way navigation



Audio Hub :

The Myriad Series integrates 2 USB ports (A/C) for external device connectivity. Users can turn phones into an audio hub by connecting them to a PC. This allows them to take advantage of the phone's Super Wideband HD speaker for better sound quality

The M5 is a mid-level enterprise-grade desk phone designed for busy professionals, managers and sales with easy navigation and call management

Save time:

Instantly connect to people by a single press on a contextual key or on a key module.

Focus on important conversations:

HD audio is available in speakerphone and handset modes. Superwideband available only in speakerphone mode.

Exceptional 360° Audio Tuning

Handsfree audio performance remains the same regardless of user position relative to the phone.

Myriad M3

Basic enterprise-grade IP deskphone with B/W graphical display



HD audio

B&W screen

6 programmable keys



USB headset port

- Acoustic echo cancellation
- Superwideband audio only available in speakerphone mode



Intuitive call management

- 6 contextual keys with LED
- 4-way navigation
- 4 menu keys
- 2.8" black & white screen



Audio Hub :

The Myriad Series integrates 2 USB ports (A/C) for external device connectivity. Users can turn phones into an audio hub by connecting them to a PC. This allows them to take advantage of the phone's Super Wideband HD speaker for better sound quality

The M3 is a basic enterprise-grade desk phone designed for knowledge workers, professionals and small-to-mid-sized businesses with moderate call volume.

Save time:

Instantly connect to people by a single press on a contextual key or on a key module.

Focus on important conversations:

HD audio is available in speakerphone and handset modes. Superwideband available only in speakerphone mode.

Exceptional 360° Audio Tuning

Handsfree audio performance remains the same regardless of user position relative to the phone.

ALE-2

Entry-level desk phone with large screen and very quick boot-up process due to high-performance components



Broadband audio

3 programmable
Keys

B&W screen



Intuitive call management

- 3 virtual programmable keys
- 4-way navigation
- Programmable soft keys
- 2.8" black & white screen
- POE Class 1



Broadband audio

- Clear conversations
- 1000M Ethernet port

The entry-level ALE-2 desk phone provides quality SIP telephony paired with robust performance

Save time and money:

Fast boot-up and energy saving thanks to its PoE class 1.

Focus on important conversations:

Both speakerphone and handset offer WideBand technology for great audio quality.

Answer and dispatch customer calls with confidence:

The backlit screen has 3 programmable keys and four-way navigation keys.

8008G/8008 Cloud Edition DeskPhone

Intuitive call management from a compact, affordable model.



Compact design

Quality
Conversations

Intuitive call
management



Compact design

- 150 x 34.8 x 195 mm (LxWxH)
- Gigabit Ethernet PC port (8008G)



WideBand audio

- RJ9 headset connection
- Wideband audio from handset and speakerphone



Intuitive call management

- 6 contextual keys
- Backlit screen (8008GCE only)
- 4-way navigation
- Directory access key



The 8008 DeskPhone helps companies benefit from high-quality communications and offers a superior customer experience.

Save space:

its compact design perfectly fits small desks and open-plan offices. The 8008G's Gigabit Ethernet PC port makes it a perfect companion for a computer.

Focus on important conversations:

Both speakerphone and handset offer WideBand technology for superior audio quality.

Answer and dispatch customer calls with confidence:

The backlit screen has six contextual keys and four-way navigation keys that offer an intuitive navigation experience of the phone's services.

Rainbow Room

at a glance



Virtual conference
Room

Web conferencing

Join conference
room via PSTN



- Use everyday hardware to turn your conference room into a powerful virtual meeting room for remote teams

- Use Rainbow Room capabilities to setup web conferences with other users or other rooms

- Invite colleagues who have no or limited internet access to join the meeting via PSTN-call

**Help your remote
teams meet efficiently**



Highest quality

- Market-leading audio quality and video resolution
- User interface specifically designed for TV's



User-friendly

- Only one click is necessary to start your video meetings
- Intuitive cutting-edge user interface



Better time-management

- Don't waste time traveling to meetings which can be handled remotely
- Instant connectivity enabling real-time collaboration to teams in different offices

KONFTEL 800

Conference phone for large meetings



Quality
Conversations

Expert
Communications

Call using
an app



**Access to all services
from the screen**

- Touch screen
- Mute and volume control buttons



**Controlled by
smartphone app**

- Bluetooth and NFC
- USB/BT + SIP



HD full duplex audio

- Echo and noise cancellation

**Omnisound
beamforming
microphones**



**Additional
expansion
microphones**

**Daisy chain up to
3 KONFTEL 800**



Rainbow simplicity

- Automatically join Rainbow Room meetings

**The KONFTEL 800
Conference phone
is a dedicated
device for large
group meetings**

Start meetings on time

This SIP phone can be remotely controlled by Unite, a smartphone app connecting through Bluetooth or NFC.

Manage meetings with ease

The touch pad makes any conference easy to manage.

Experience excellent conversation quality

The Omnisound Beamforming microphones reduce the perceived speaking distance by half.

Every voice counts!

KONFTEL 800 is the preferred Rainbow Room audio device for excellent audio quality in large meeting rooms with many participants.

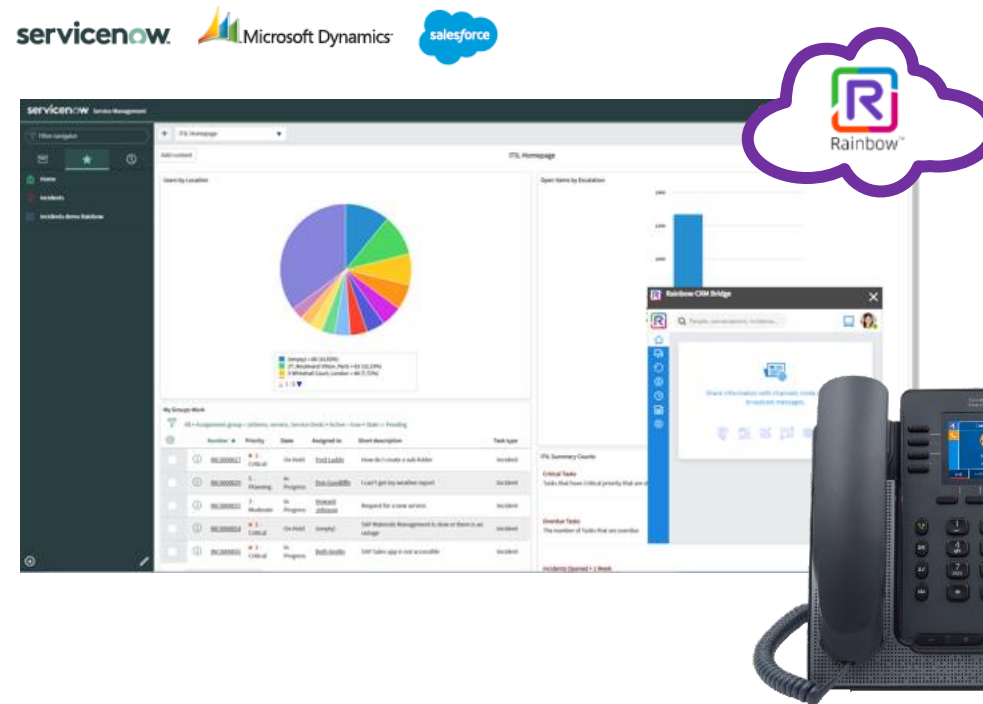
Rainbow CRM Connect

at a glance



Integrate Rainbow
with your CRM

Contextualize your
communications



- Integrate Rainbow with your CRM to get Rainbow services without leaving your CRM

- Click to call directly from your CRM system

- Chat, file sharing, audio and video calls, use all your communication tools from your CRM application to bring value to your communications

Enhance your CRM
with real-time telephony
and collaboration

Seamless integration

- Integrate your communication capabilities into your desktop client
- Ease user adoption, lower employee learning curve

Real-time collaboration

- Have your agents work together and communicate in real-time
- Raise productivity and lower wait times

Work from anywhere

- Your place of work can be anywhere thanks to our cloud-based solution

Rainbow Subscriptions

at a glance



Plans	Purpose	Advantage
Voice Business	Telephony - Collaboration	All enterprise telephony features and team collaboration features: instant messaging, presence, file sharing.
Voice Enterprise	Telephony – Collaboration - Video conferencing	All Voice Business features plus advanced telephony supervision and video conferencing features up to 120 participants and 49 video streams.
Voice Attendant	Telephony – Collaboration - Video conferencing - Attendant Console	All Voice Enterprise features plus the Attendant Console
Rainbow Room	Turn any meeting room into a conference room	Dedicated video-conferencing platform for conference rooms
CRM Connect Available Q1 2023	Enrich your CRM with real-time communication	Make web or PSTN calls directly from your CRM system

Rainbow Hub telephony

features at a glance

		Voice Business	Voice Enterprise	Voice Attendant
Collaboration services				
Team collaboration	Persistent group chat, bubbles	Up to 100 participants	Up to 300 participants	Up to 300 participants
File sharing, storage		1 GB of storage	20 GB of storage	20 GB of storage
Conferencing	Voice and video calling, screen/app sharing	1 on 1	Up to 120 participants and 49 video streams	Up to 120 participants and 49 video streams
Channels	Channels	Follow	Create, manage, follow	Create, manage, follow
Calendar information	Microsoft Office 365 Exchange Online, Google Calendar	x	x	x
UC Connectors	Google Suite, Microsoft Teams	x	x	x
Microsoft Outlook	Microsoft Outlook plug-in & Active Directory contact search	x	x	x
Telephony services				
Any device, anywhere	All telephony features are available on PC, smartphone and desktop phone	x	x	x
Call management	Second call, back-and-forth, attended & blind transfer, 3-party calls, call forward	x	x	x up to 10 calls
Call supervision	Monitoring and pickup of calls to other user(s)		x (1)	x (1)
Manager/Assistant	Calls to manager can be monitored and picked-up by assistant	x	x	x
Hunt groups	Sequential, cyclic, parallel and call overflow on busy or no response	x	x	x
Welcome messages	Define business hours, holidays and events with customisable greetings	x	x	x
Voice mail	Voice mail with visual notification of new voice mail in User Interface	x	x	x
Call recording	Record all calls for this user	x	x	x
Supported devices	Desktop phones supported	8008/8008G, ALE-2, M3-M5-M7	8008/8008G, ALE-2, M3-M5-M7	(2)
Attendant Console	Virtual Attendant Console integrated into the Rainbow PC application			x

Supported desk phones

at a glance



		Myriad M7	Myriad M5	Myriad M3	ALE-2	8008G CE/8008 CE	Konftel 800
Usage		Welcome desk, open plan office, personal office, meeting room	Welcome desk, open plan office, personal office, meeting room	Welcome desk, open plan office, personal office, meeting room	Open plan office, corridor, lobby	Open plan office, corridor, lobby	Meeting room
Audio	Superwideband quality	x*	x*	x*			
	Wideband quality	x	x	x	x	x	x
	Bluetooth 4.1 headset connectivity	x					
	Bluetooth handset	no Bluetooth handset	no Bluetooth handset	no Bluetooth handset			
	Speakerphone for 10+ people						x
Screen	Color screen	x	x				x
	Large screen (> 3.5 inch)						x
Ecosystem	Key modules (USB-A)	Option**	Option**	Option**			
	Port (headset, module, wifi...)	USB-A / USB-C	USB-A / USB-C	USB-A / USB-C	RJ9	RJ9	1/Micro-B
	Bluetooth pairing	x					x
	Gigabit Ethernet PC port	x	x	x	x	x	x
	Power supply	PoE class 2	PoE class 2	PoE class 2	PoE class 1	PoE class 2	

* only in speakerphone mode
** available Q2 2023



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