



rainbow



# HPBX TIPS & TRICKS

*Tips & Tricks on how to use your Rainbow HPBX device. For additional questions, call 800.892.0163 for customer service & support.*

**Rainbow Communications**

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## HOW TO CALL FORWARD

1. Tap the menu soft key>Features>Call Forward
2. Select the type of call forward:  
*Always Forward – Incoming calls are forwarded unconditionally.*  
*Busy Forward – Incoming calls are forwarded when the phone is busy.*  
*No Answers Forward – Incoming calls are forwarded if not answered after a period.*
3. Be sure to press SAVE to accept the change.  
*OR Log on to [www.Commportal.rainbowtel.net](http://www.Commportal.rainbowtel.net) and enter your DID (595-111-XXXX) and password.*  
*Contact Rainbow if you've commportal login information*
4. Home screen choose "Incoming calls will" drop down and choose the option desired.
5. Be sure to press the APPLY button to save your changes.

## HOW TO TRANSFER A CALL

**Blind Transfer:** With the caller on the line, press the transfer soft key, enter the number or extension you want to transfer to and the B-Transfer soft key.

**Warm Transfer:** With the caller on the line, press the transfer soft key, enter the number or extension you want to transfer to and the transfer call soft key.

**Transferring a call directly to Voicemail:** During the call, press the transfer soft key. Press the \* Soft key. Enter the extension then press the B-Transfer soft key.

## HOW TO ADD OR CHANGE SOFT KEYS

1. Log into your Comportal
  2. Under "Personal Details", click "Devices"
  3. On the pop-up window, click "Set Keys"
  4. Click on the picture of your phone.
  5. Polycom phone directions:
    1. Open the "Programmable Keys – Line" dropdown
    2. Open an available Key by clicking on the dropdown arrow
    3. Coworker's Extension number:
      - For the "Soft Key Action", choose "Enhanced Monitored Extension" from the dropdown
      - Enter the extension number of the coworker or if it is a landline or cellphone, enter the full number including the area code(no dashes). Be sure to enter a 1 if it is a long-distance number.
    4. Landline or Cellphone number:
      - For the "Soft Key Action", choose "Speeddial" from the dropdown
      - Enter the full number including the area code(no dashes). Be sure to enter a 1 if it is a long-distance number.
    5. For the "Label", type in the name of the person as you want it to appear on the phone
    6. At the bottom right corner of the screen, click "Save Changes"
- Landline or Cellphone number:
- For the "Soft Key Action", choose "Speeddial" from the dropdown
  - Enter the full number including the area code(no dashes). Be sure to enter a 1 if it is a long-distance number.
1. For the "Label", type in the name of the person as you want it to appear on the phone
  2. At the bottom right corner of the screen, click "Save Changes"

## HOW TO SET UP AND USE CALL PARK

1. Log into your Comportal
2. Under "Personal Details", click "Devices"
3. On the pop-up window, click "Set Keys"
4. Click on the picture of your phone.
5. Polycom phone directions:
  1. Open the "Programmable Keys – Line" dropdown
  2. Open an available Key by clicking on the dropdown arrow
  3. For the "Soft Key Action", choose "Enhanced Call Park" from the dropdown
  4. For the "Park Orbit", choose "1"
  5. For the "Label", type in "Call Park 1"
  6. If you would like more than one Call Park, repeat steps 1 through 5, choosing successive numbers for each Call Park.  
For example, for a 2nd Call Park, choose "2" and label it Call Park 2.
  7. At the bottom right corner of the screen, click "Save Changes"

## HOW TO SET UP AND USE CALL PARK CONT.

1. Yealink phone directions:
  1. Open the "Programmable Keys – Line Key" dropdown
  2. Open an available Key by clicking on the dropdown arrow
  3. For the "Soft Key Action", choose "Enhanced Call Park" from the dropdown
  4. For the "Park Orbit", choose "1"
  5. For the "Label", type in "Call Park 1"
  6. If you would like more than one Call Park, repeat steps 1 through 5, choosing successive numbers for each Call Park. For example, for a 2nd Call Park, choose "2" and label it Call Park 2.
  7. At the bottom right corner of the screen, click "Save Changes"

## HOW TO LISTEN TO VOICEMAILS FROM COMMPORTAL (WEB)

1. Login to the DID 595-111-XXXX number provided by Rainbow with voicemail service. Only standard seat and premium seats have voicemail.
2. From the top menu select messages and calls.
3. Here you can see all missed, dialed, received calls, and listen to voicemails left in your inbox. Simply press the blue play button on the left of the message.

## HOW TO ACCESS MISSED, DIALED, OR RECEIVED CALL LIST

1. On Yealink phones, click on the green history button on the bottom left of the home screen.
2. On Polycom phones, click on the clock icon next to the envelope in the top-left corner of the home screen.

## HOW TO CONFERENCE CALL

1. When on a call, tap the conference icon at the bottom of the screen. Dial the number of the caller you want to conference in and once that person answers, tap on the conference icon once again and the calls will merge into one.



## HOW TO CHANGE YOUR VOICEMAIL MESSAGE

1. *Either press the envelope button on your phone or dial \*99.*
2. *Press 3 to work with your greetings and change the voicemail message.*
3. *Setup a personal greeting by pressing 1.*
4. *After finished with the recording press # then 1 to save the greeting.*

## HOW TO ADD EMAIL ADDRESSES FOR VOICEMAIL

1. *Log into your Commportal*
2. *Under "Your Services", click on "Message Settings"*
3. *Click the box next to "Forward messages and faxes as emails"*
4. *Click the "Voicemails" box*
5. *Click "Add an email address", and then enter the email address that you wish voicemails to be emailed to*
6. *Click "Apply" to save.*

## HOW TO TURN ON AND OFF EXTENDED ABSENCE MESSAGE

1. *Log into the auto attendant. Either with a separate 595-111-XXXX DID number or with the Primary phone number for the business*
2. *Select the schedule menu. Here if you have setup an extended absence schedule before you can select that option and "paint" the schedule with that option.*
3. *If you have not setup an after hours recording and would like to, you can contact rainbow communications at 800-892-0163.*