



Rainbow Hospitality
Administration Guide
(Hotel Manager)





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1 Document History

Edition	Date	Changes / Comments / Details
01	03/10/2025	Initial Administration guide for Hotel Manager created.
02	05/02/2026	Section 3 Title has been updated. Details about user onboarding and using Rainbow Hospitality for the first time have been updated Section 4 Section about workflow management has been added and remaining sections have been renumbered. Section 6 Screenshots have been updated. Section 7 Screenshots have been updated. Section 8 Screenshots have been updated. Section 9 Screenshots have been updated.
03	27/04/2026	Section 3 Screenshots have been updated. Section 4 Title has been updated. Screenshots have been updated. Section 5 Screenshots have been updated. Subsections have been added. Section 6 Screenshots have been updated. Section 6.3 Subsections have been added. Section 7 Screenshots have been updated. Subsections have been added. Section 8 Section about guest groups has been added. Remaining sections have been renumbered. Section 9 Screenshots have been updated. Section 10 Screenshots have been updated. Subsections has been introduced.
04	18/05/2026	Section 6 Screenshots have been updated.



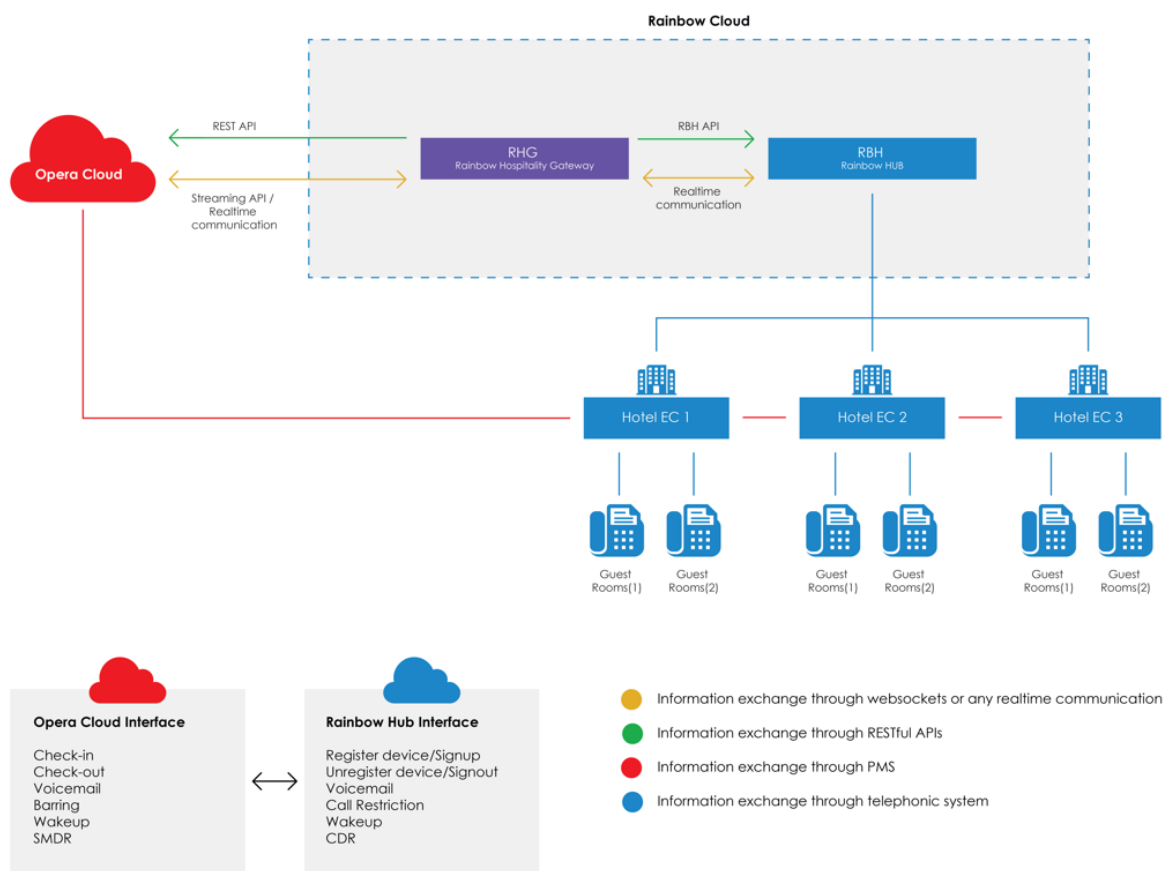
2 Introduction

2.1 Overview – The Product

Rainbow Hospitality is a centralized administration platform designed to enable seamless integration between hotel property systems and Rainbow HUB. This version of the platform is tailored to support PMS Lite, a simplified property management system optimized for basic hotel operations.

The Hotel Manager interface offers a clean, intuitive UI with role-based access to control only the relevant features for day-to-day hotel management without overcomplicating configuration management.

2.2 Architecture Diagram



2.3 Overview – The Guide

This guide is intended for Hotel Managers who are authorized to manage and operate PMS Lite via the Rainbow Hospitality interface. The instructions provided assume the hotel organization is already onboarded and the Hotel Manager account has been activated.

In this document, you'll learn to:

- Activate and log into your account.
- Navigate through each module including Rooms, Guests, Wake Up Calls and Reports and Settings.



- Monitor and manage hotel operations using real-time dashboard widgets and activity logs.
- Use the application's web interface.

IMPORTANT!! *This guide assumes that a hotel has already been setup by a Business Partner administrator for the provision of Rainbow Hospitality.*

2.4 Administrative Role Breakdown

In Rainbow Hospitality, the administrative role is divided into two sub-roles to align with operational responsibilities and enforce security boundaries. These roles are defined by the level of access granted to each admin, ensuring that only authorised personnel can access sensitive configuration settings and telephony integration features.

Hotel Administrator (Full Access)

Admins assigned the Hotel Administrator role are granted unrestricted access across all modules. This role is suited for personnel that are authorised to handle hotel-side operations as well as technical configurations of the application.

This admin role should ideally be assigned to network administrators, property supervisors or power users who usually have access to both telephony and hotel-side integration settings.

Hotel Manager (Restricted Access)

This administrator role is suitable for users whose access must be restricted to operational and guest-facing modules. It is best suited for hotel personnel involved in day-to-day hotel operations who do not require access to system-level configurations or telephony integration settings. Admins associated with this role have access to:

- Dashboard
- Rooms
- Guests
- Groups
- Wake Up Calls
- Reports
- Bulk Provisioning

Modules inaccessible to these admins include:

- Staff
- Phones
- Settings

This admin role should ideally be assigned to front-desk supervisors, guest services managers, or operations personnel who do not require access to infrastructure-related configurations

Note: If an admin cannot see the [Settings](#), [Connectivity](#), [Staff](#) or [Phones](#) links in the left-hand menu, they have been assigned the Hotel Manager role instead of the Hotel Administrator.



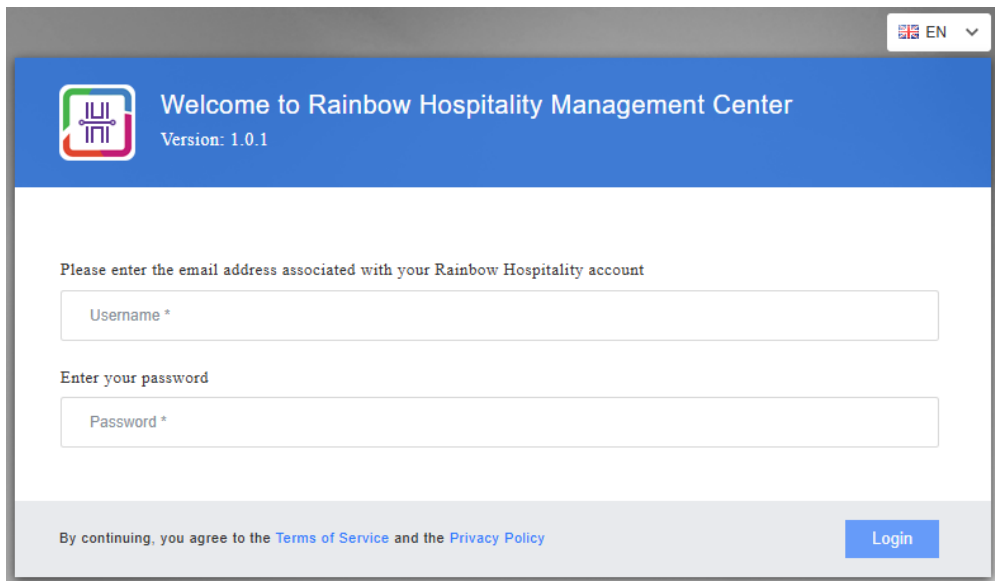
3 Rainbow Hospitality Administration – Start up

IMPORTANT!! Only users with the role of hotel manager/hotel administrator can access this Administration level.

Launch the Rainbow Hospitality Administration portal by clicking on the following URL provided by Rainbow Hospitality team.

<https://rhg.openrainbow.io>

This will open the Administration portal in the web browser. The resultant screen will be displayed, as shown below:



Enter the credentials of your Rainbow account to login to Rainbow Hospitality Management Center. Once the Rainbow credentials are entered and the user clicks on Login button, following screen is displayed:



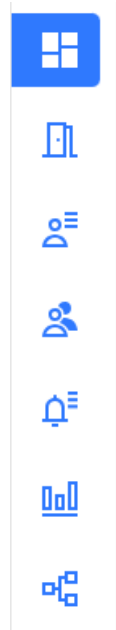
SCREENSHOT – Home Screen

A web interface will appear that will allow you to navigate around the application using the left side panel, as shown below.

There is also a slider control at the bottom that can be used to minimize or maximize the left-hand panel.

You can simply click on the left-hand menu to expand/collapse the left side panel.

SCREENSHOT – Slider Control with Left Hand Panel Displayed



SCREENSHOT – Slider Control with Left Hand Panel Hidden

For every click on the left-side panel, the main page to the right will change to the corresponding display. As a hotel manager, you can manage hotel rooms, guest, wake up calls and view activity reports. The sections below will take you through each section, one by one

As an manager, your task is to go through each link and customize the Rainbow Hospitality Administration according to your requirements.

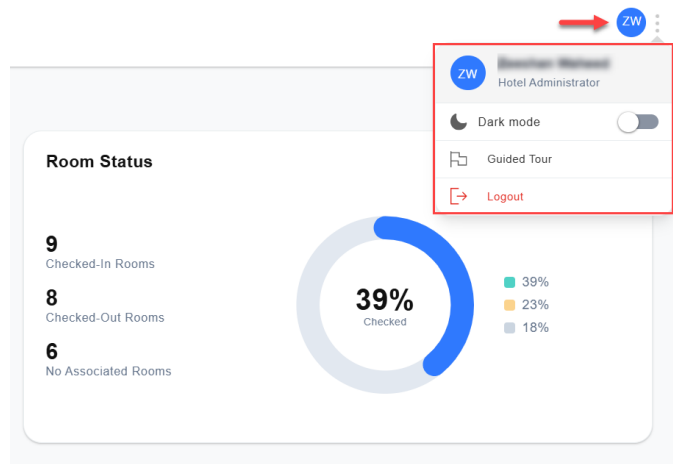
3.1 Sidebar Menu Overview

The left-hand panel provides access to all key modules available to a Hotel Manager:

- **Dashboard** – Provides a real-time overview of scheduled wake-up calls and current room statuses.
- **Rooms** – Manage room profiles and their associated devices.
- **Guests** – Register new guests and update existing guest information.
- **Groups** – Combines multiple guests into a single group for efficient guest handling.
- **Wake Up Calls** – Schedule, modify, or cancel guest wake-up calls.
- **Reports** – Access detailed logs of room activity, device interactions, alarms, and telephony usage.
- **Bulk Provisioning**– Enables provisioning and adding of wake-up devices, room devices and suite devices.

3.2 Profile Menu Options

Click the profile icon available in the top-right corner of the interface to access user-specified options:

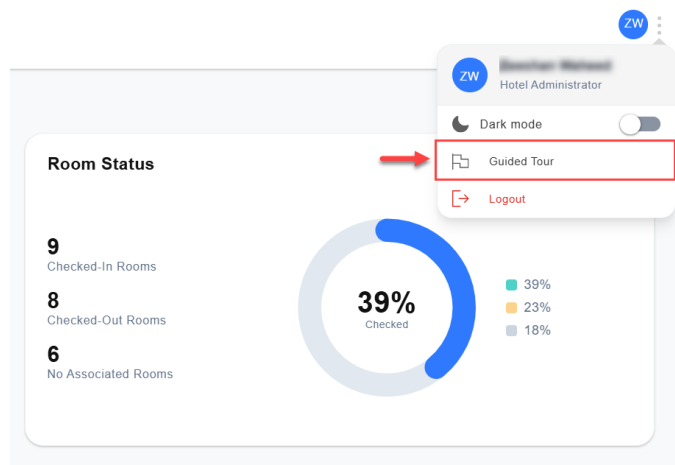


- **Dark Mode** – Toggle the button to enable Dark mode for a personalized viewing experience.
- **Guided Tour** – Launch an interactive walkthrough of the system interface and key features.
- **Logout** – Securely end your session and return to the login screen.

3.3 Guided Tour

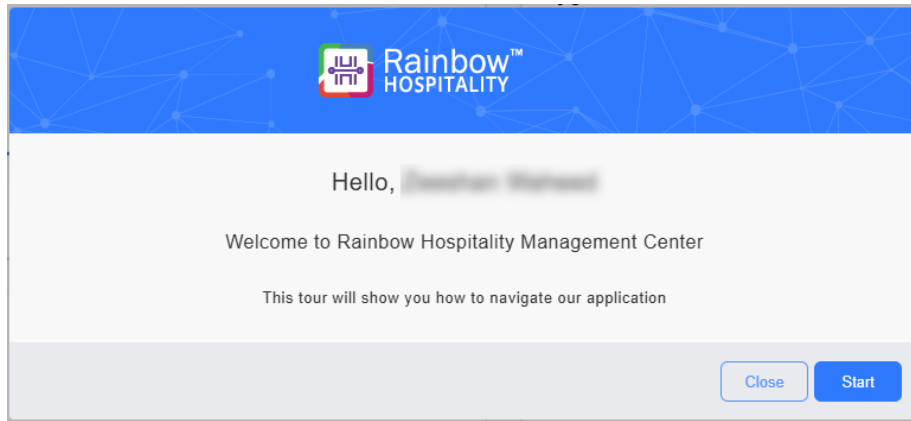
In order to take a guided tour of each section of application and how it impacts the overall configuration of Rainbow Hospitality, click on the profile icon that is available in the top right corner.

Following menu will be displayed:



SCREENSHOT – Guided Tour

When you click on Guided Tour option following pop up is displayed:



SCREENSHOT – Guided Tour

When you press on Start button, guided tour will commence as shown below:

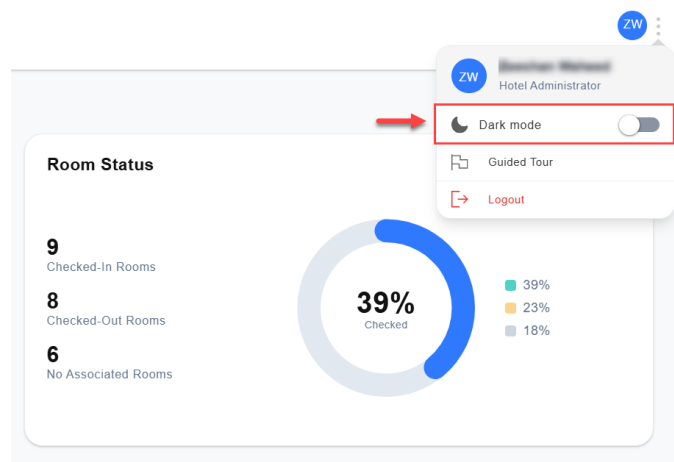


SCREENSHOT – Guided Tour

Click on Next Button to take the step-by-step tour of Rainbow Hospitality application.

3.4 Dark Mode

The hotel managers can change the appearance settings of their user interface from Light to Dark mode and vice versa. To update these settings, click on the profile icon displayed at the top right corner, and then toggle the button next to Dark Mode option as shown below::



The UI will be updated to the dark mode.



The screenshot displays the Rainbow Hospitality dashboard with a dark theme. The left sidebar contains navigation options: Dashboard, Rooms, Guests, Groups, Wake Up Calls, Reports, and Bulk Provisioning. The main content area is divided into several sections:

- Upcoming Wake Up Calls:** A bar chart showing data from Apr 27 to May 3. A summary at the top indicates 0 Pending, 0 Missed, and 0 Answered calls for today.
- Room Status:** A donut chart showing 52% Checked-In Rooms, 23% Checked-Out Rooms, and 18% No Associated Rooms. Text below the chart lists 12 Checked-In Rooms, 4 Checked-Out Rooms, and 7 No Associated Rooms.
- Highlights:** A list of four items, all with a count of 0: wake-up call (in next 1 hour), check-in (in past 6 hours), checkout (in past 6 hours), and missed wake-up call (in past 1 hour).
- Recent Activity:** A list of three events: a wake-up call answered for Room 105 at Apr 23, 9:02 PM; Anna Müller checked out from Room 209 2 days ago; and Anna Müller checked in to Room 209 2 days ago. A device unassociated from Room 705 is also listed 2 days ago.

At the bottom of the dashboard, it shows 'Version: 1...' on the left and '© 2... - ALE International' on the right.

You can revert the web interface back to Light theme by clicking on the same option.



4 Bulk Provisioning

Hotel Managers can configure the telephony system for their associated hotels. To add wake-up devices, room devices or suite devices in the hotel, click the Bulk Provisioning link available in the left-hand panel. Following screen is displayed:

Job Name	Import Type	Created At	Completed At	Completed	Failed	Pending	% Jobs Completed	% Jobs Succeeded	
Import_16_4_2026_14_1	Suites	Thu, Apr 16, 2026 02:02:38	Thu, Apr 16, 2026 02:02:47	0	1	0	100 %	0 %	⋮
Import_16_4_2026_13_43	Suites	Thu, Apr 16, 2026 01:44:02	Thu, Apr 16, 2026 01:44:05	0	1	0	100 %	0 %	⋮
Workflow_15_4_2026_11_37	Suites	Wed, Apr 15, 2026 11:40:45	Wed, Apr 15, 2026 11:40:50	0	1	0	100 %	0 %	⋮
Workflow_14_4_2026_11_29	Room and Devices	Tue, Apr 14, 2026 11:30:41	Tue, Apr 14, 2026 11:30:44	0	5	0	100 %	0 %	⋮
Workflow_13_4_2026_19_52	Room and Devices	Mon, Apr 13, 2026 07:53:34	Mon, Apr 13, 2026 07:53:41	0	5	0	100 %	0 %	⋮
Workflow_13_4_2026_19_35	Room and Devices	Mon, Apr 13, 2026 07:36:14	Mon, Apr 13, 2026 07:36:17	0	5	0	100 %	0 %	⋮
Workflow_13_4_2026_19_21	Suites	Mon, Apr 13, 2026 07:21:55	Mon, Apr 13, 2026 07:22:02	0	1	0	100 %	0 %	⋮
Workflow_13_4_2026_19_12	Room and Devices	Mon, Apr 13, 2026 07:21:19	Mon, Apr 13, 2026 07:21:22	0	5	0	100 %	0 %	⋮
Import_11_4_2026_3_38	Room and Devices	Sat, Apr 11, 2026 03:38:28	Sat, Apr 11, 2026 03:38:35	0	1	0	100 %	0 %	⋮
Import_7_4_2026_19_32	Room and Devices	Tue, Apr 07, 2026 07:33:16	Tue, Apr 07, 2026 07:33:19	0	5	0	100 %	0 %	⋮
Import_6_4_2026_21_36	Room and Devices	Mon, Apr 06, 2026 09:36:34	Mon, Apr 06, 2026 09:36:36	0	1	0	100 %	0 %	⋮

To import device-related data, click Add new Job in the top-right corner of the screen.

Job Name	Import Type	Created At	Completed At	Completed	Failed	Pending	% Jobs Completed	% Jobs Succeeded	
Import_16_4_2026_14_1	Suites	Thu, Apr 16, 2026 02:02:38	Thu, Apr 16, 2026 02:02:47	0	1	0	100 %	0 %	⋮
Import_16_4_2026_13_43	Suites	Thu, Apr 16, 2026 01:44:02	Thu, Apr 16, 2026 01:44:05	0	1	0	100 %	0 %	⋮

Following screen is displayed:

Bulk Provisioning / Add

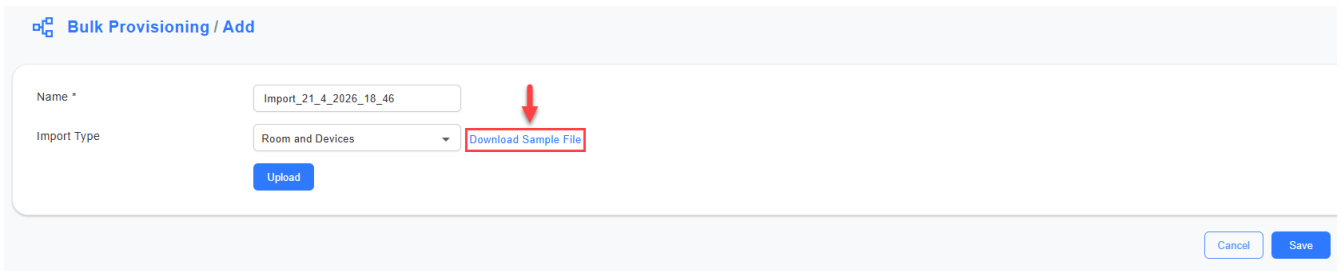
Name *

Import Type [Download Sample File](#)

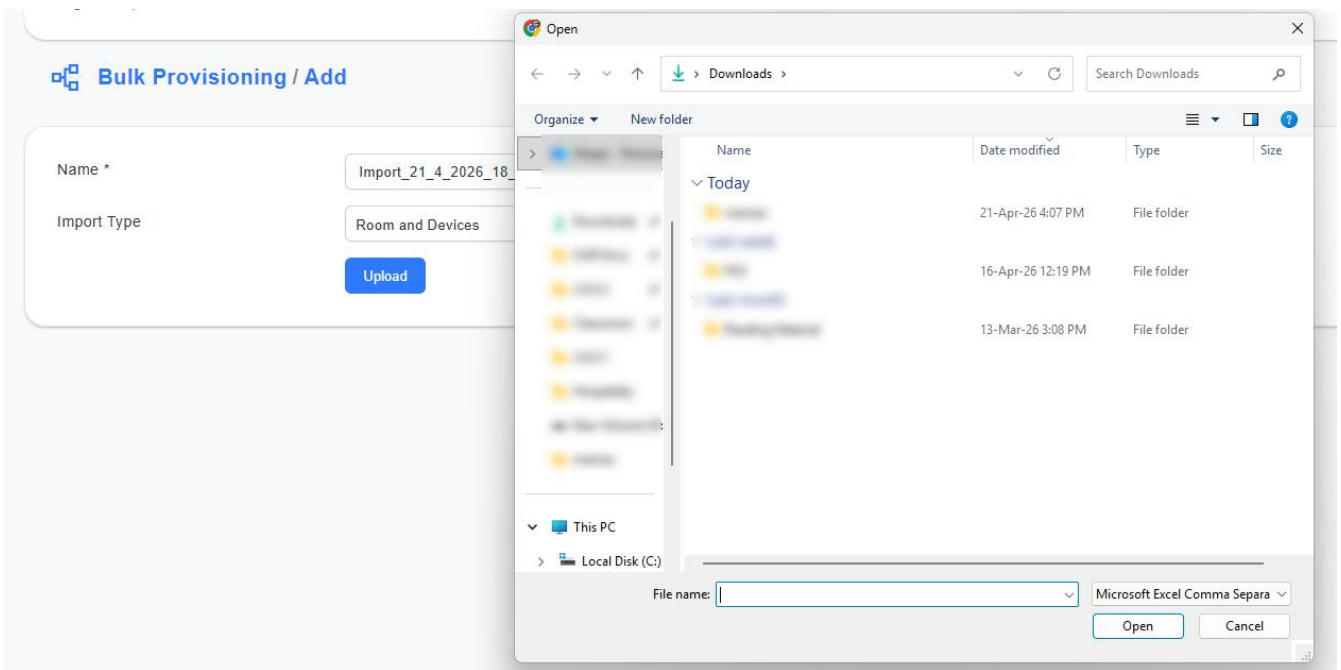
Name: Enter an appropriate title for the data import job.

Import Type: Select the appropriate type based on the type of devices being imported.

A sample CSV file is available to assist the BP admin with proper data format. Click the highlighted link to download the sample file.



To upload the CSV file for device provisioning, click Upload and select the required CSV file.



The system automatically extracts the relevant data from the CSV file and displays it for review.



Bulk Provisioning / Add

Name *

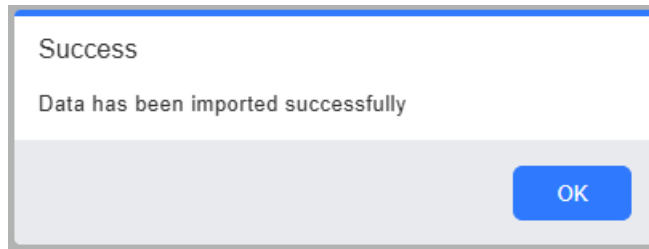
Import Type [Download Sample File](#)

Room	Device	Type
101	101	Room
102	102	Room
103	103	Room
104	104	Room
105	105	Room

Items per page: 15 1 - 5 of 5 |< < > >|

Click Save in the bottom-right corner of the screen to complete the provisioning process.

Once the import is completed successfully, a confirmation message is displayed.



Click OK to view the progress screen which displays the results of the workflow, as shown below:

Bulk Provisioning / Rooms with Devices

Job Name: Import_21_4_2026_19_2 Total: 5 Processed: 5 Success: 0 Pending: 0 Failed: 5 100% Completed

Room	Device	Type	Status	Message
101	101	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.
102	102	Room	Failed	Room: Room already exists. Room Device: Failed to create device, as device does not exist
103	103	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.
104	104	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.
105	105	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.

Items per page: 15 1 - 5 of 5 |< < > >|

Once a job is completed, it becomes available on the main Bulk Provisioning screen, where its details can be viewed.



Bulk Provisioning / Rooms with Devices

Job Name: Import_21_4_2026_19_2 Total: 5 Processed: 5 Success: 0 Pending: 0 Failed: 5 100% Completed

Search...

Room	Device	Type	Status	Message
101	101	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.
102	102	Room	Failed	Room: Room already exists. Room Device: Failed to create device, as device does not exist
103	103	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.
104	104	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.
105	105	Room	Failed	Room: Room already exists. Room Device: Room is already associated with device.

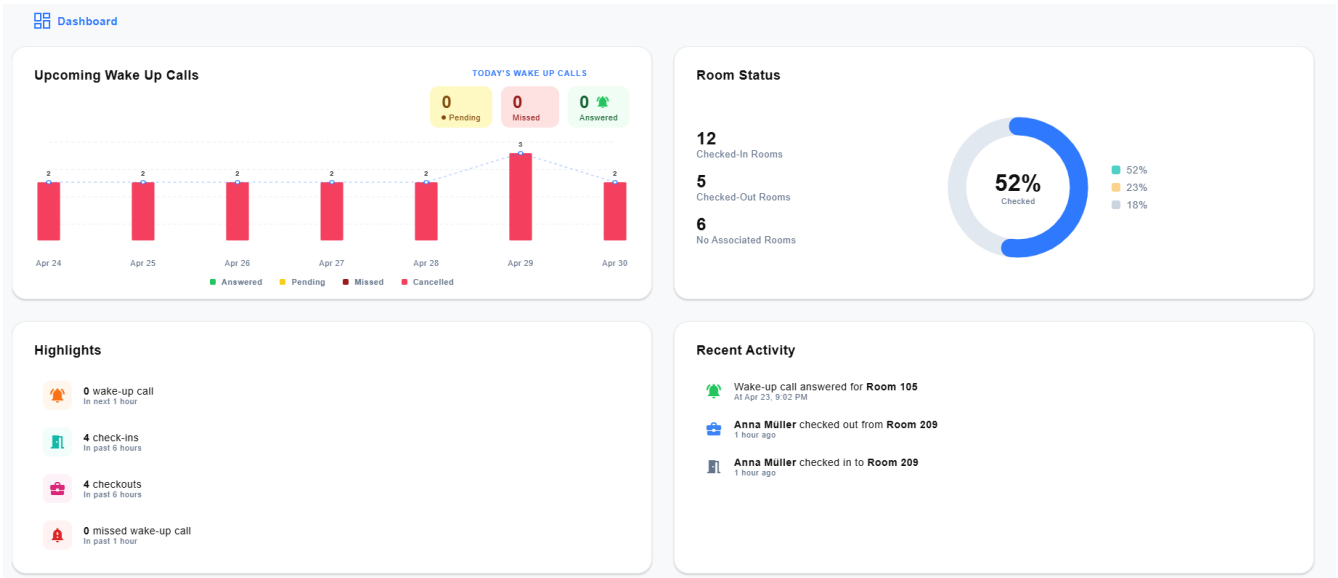
Items per page: 15 1 - 5 of 5 |< < > >|



5 Dashboard

The Rainbow Hospitality Administration provides a dashboard feature that acts as a monitoring tool and is intended to simplify analysis by visually displaying information that is critical for a hotel manager.

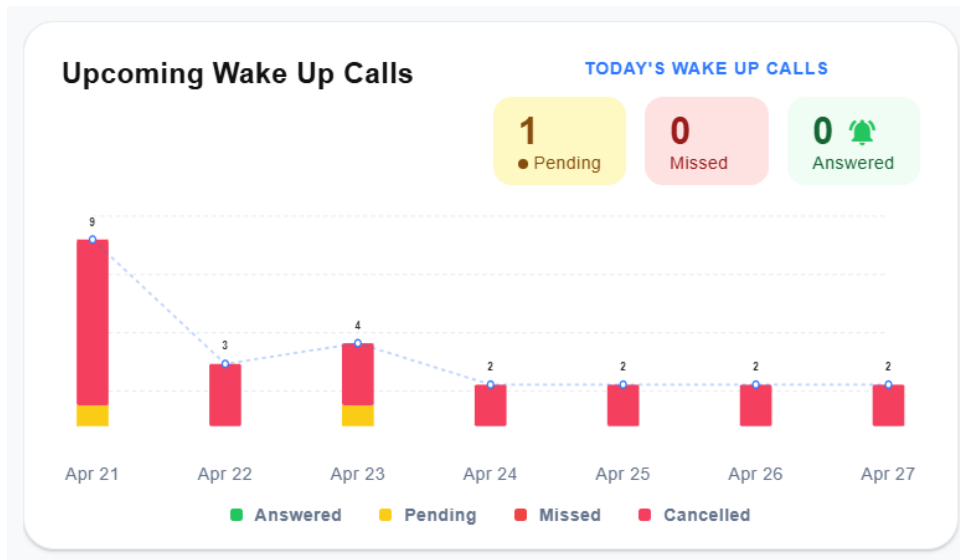
To view dashboard, click on **Dashboard** from the left-side panel. Following screen is displayed:



Below sections provide detail descriptions of each dashboard widget and the information displayed within them:

5.1 Upcoming Wake Up Calls

This widget provides a real-time overview of wake up call activity within the system.



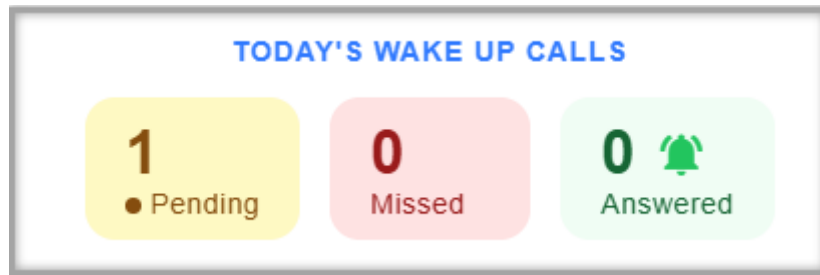
Wake up calls are categorized as follows:

- **Pending:** Calls scheduled for a specific date and time that are yet to be initiated.
- **Missed:** Calls that were initiated but not answered by the guest.
- **Answered:** Calls successfully answered and acknowledged by the guest.

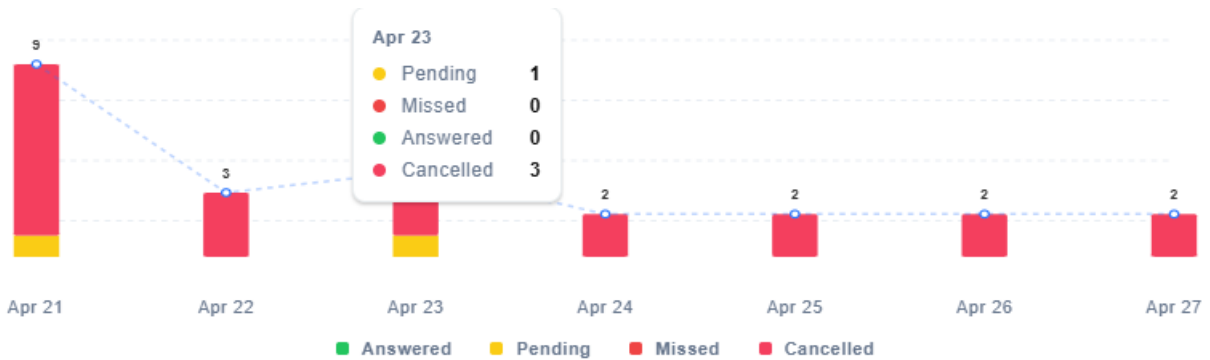


- **Cancelled:** Calls that were cancelled prior to execution.

The top-right corner of the widget displays a summary of today's wake-up calls (Pending, Missed & Answered).



The main section presents a bar chart illustrating wake-up call activity over a seven-day period (current day plus the next six days). Hovering over any bar displays a detailed breakdown of wake-up call activity for the selected day in the tool-tip, as illustrated below:



Clicking on any category opens a detailed view listing the corresponding wake-up call records for the selected category, as shown below:

Wake Up Calls

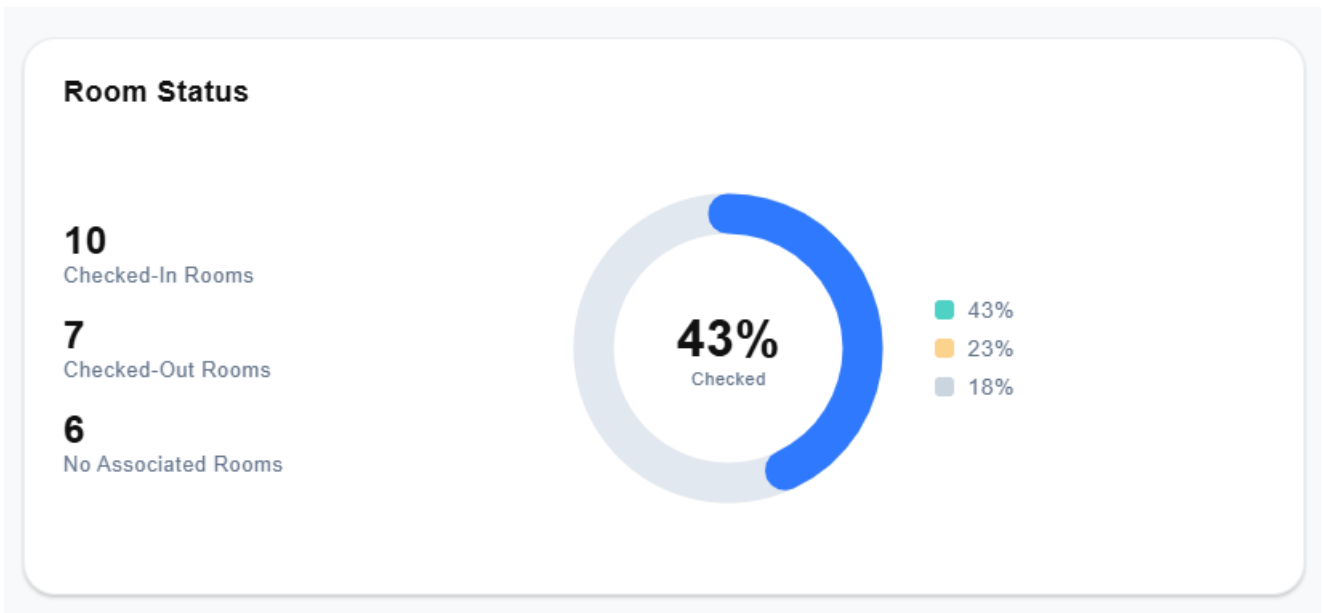
Provide Room: [input] Pending [dropdown] 4/21/2026 [calendar] Search [button] Clear [button] Search... [input]

Room	Date	Time	Status	Arrival	Departure
228 - [redacted]	Tue, Apr 21, 2026	09:00 PM	Pending	Mon, Apr 06, 2026	Wed, Apr 29, 2026

Items per page: 15 1 - 1 of 1 |< < > >|

5.2 Room Status Summary

This widget provides an overview of current room occupancy and status of the devices associated with a particular room.



Following information is displayed:

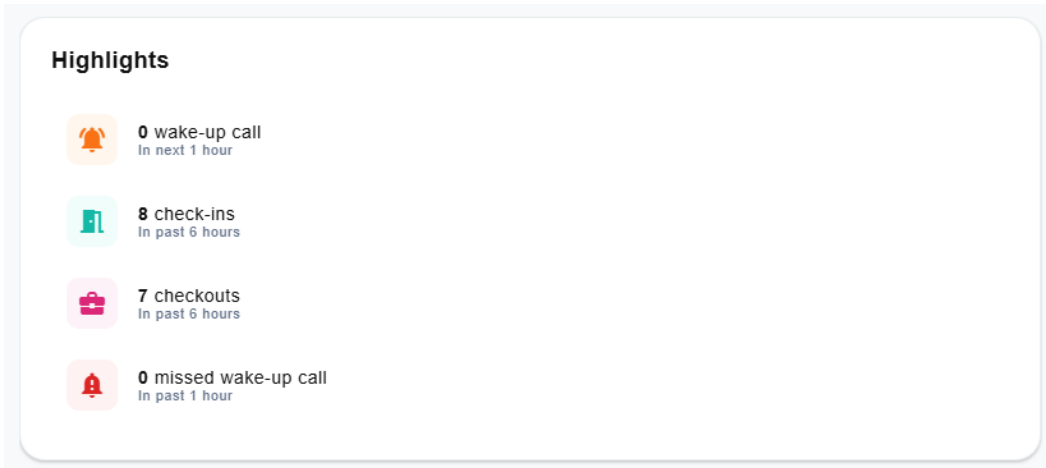
- **Checked-In Rooms:** Rooms that are currently occupied by the guests
- **Checked-Out Rooms:** Rooms that have been vacated and are available for new guest check-in.
- **No Associated Rooms:** Rooms that are not currently linked to any device configured in Rainbow HUB.

Clicking on any category opens a detailed view displaying the corresponding room information, as shown below:

The screenshot shows a 'Rooms' management interface. At the top, there are navigation options: 'Group Checkin' and 'Add Room'. Below this, there are filter tabs: 'All', 'Checked In', 'Checked Out', 'With Devices', 'Without Devices', and 'With Groups'. A search bar is also present. The main area displays a grid of room cards. Each card shows a room number (e.g., 103, 104, 701, 224, 209, 705, 114), a status (Vacant), a language (English), a phone number, and a stay duration (0 Night). Each card also has a 'Checkout: N/A' field and a checkmark icon.

5.3 Highlights

This widget provides a snapshot of key operational metrics to support quick monitoring of recent and upcoming activities within the hotel environment.

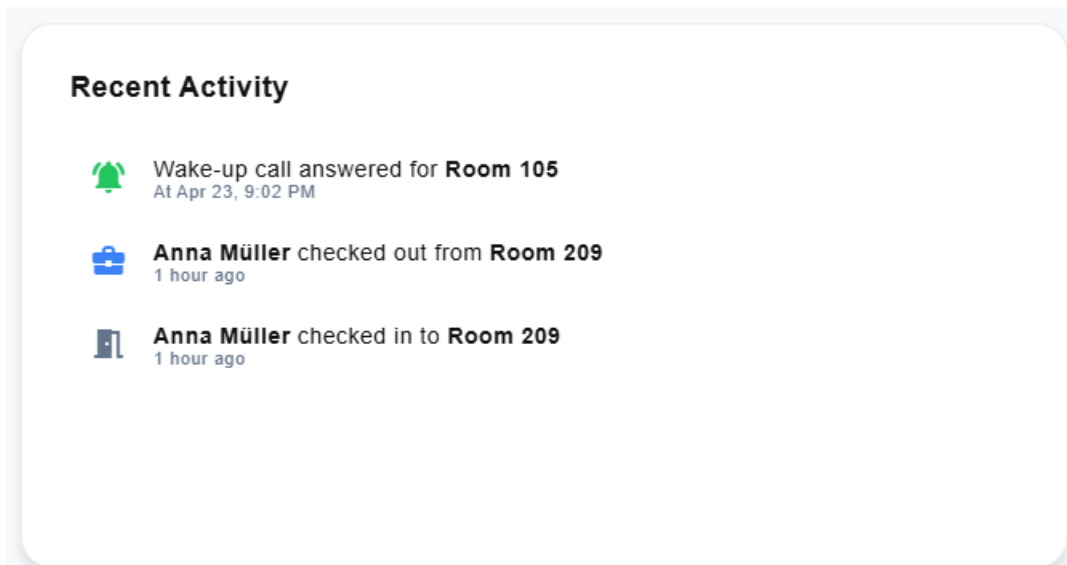


The widget includes the following information:

- Number of Wake-up calls scheduled within the next 1 hour
- Number of guest check-ins completed in the past 6 hours
- Number of guest check-outs completed in the past 6 hours
- Number of missed wake-up calls in the past 1 hour

5.4 Recent Activity

This widget provides a chronological view of key events within the hotel environment, offering time- and date-based insights into recent operations.



The widget includes information such as:

- Answered wake-up calls including room details
- Latest check-out activity, including associated room and guest details
- Latest check-in activity, including associated room and guest details

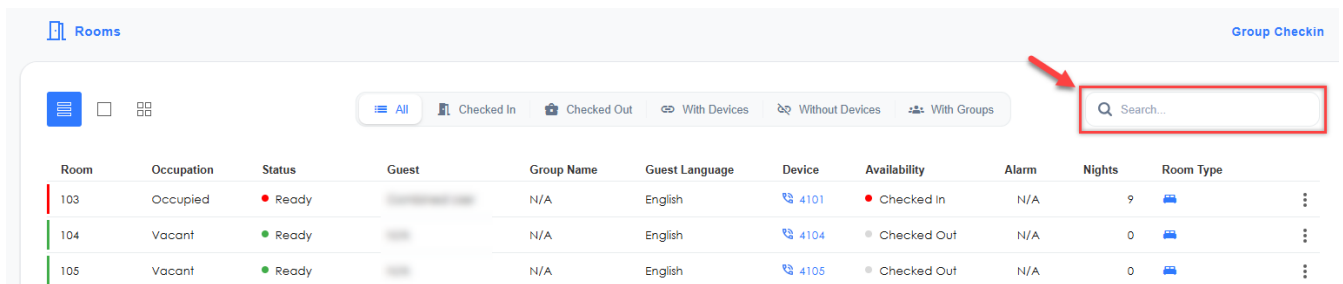


6 Room Management

The Rooms section allows Hotel Managers to view, filter, and manage hotel rooms along with their device associations. Click on the Rooms in the left-hand menu and following screen is displayed:

Room	Occupation	Status	Guest	Group Name	Guest Language	Device	Availability	Alarm	Nights	Room Type
103	Occupied	Ready	[Redacted]	N/A	English	4101	Checked In	N/A	9	[Icon]
104	Vacant	Ready	[Redacted]	N/A	English	4104	Checked Out	N/A	0	[Icon]
105	Vacant	Ready	[Redacted]	N/A	English	4105	Checked Out	N/A	0	[Icon]

You can search for any particular hotel room by using the search option available in the top right corner of the page.



6.1 Room Viewing Modes

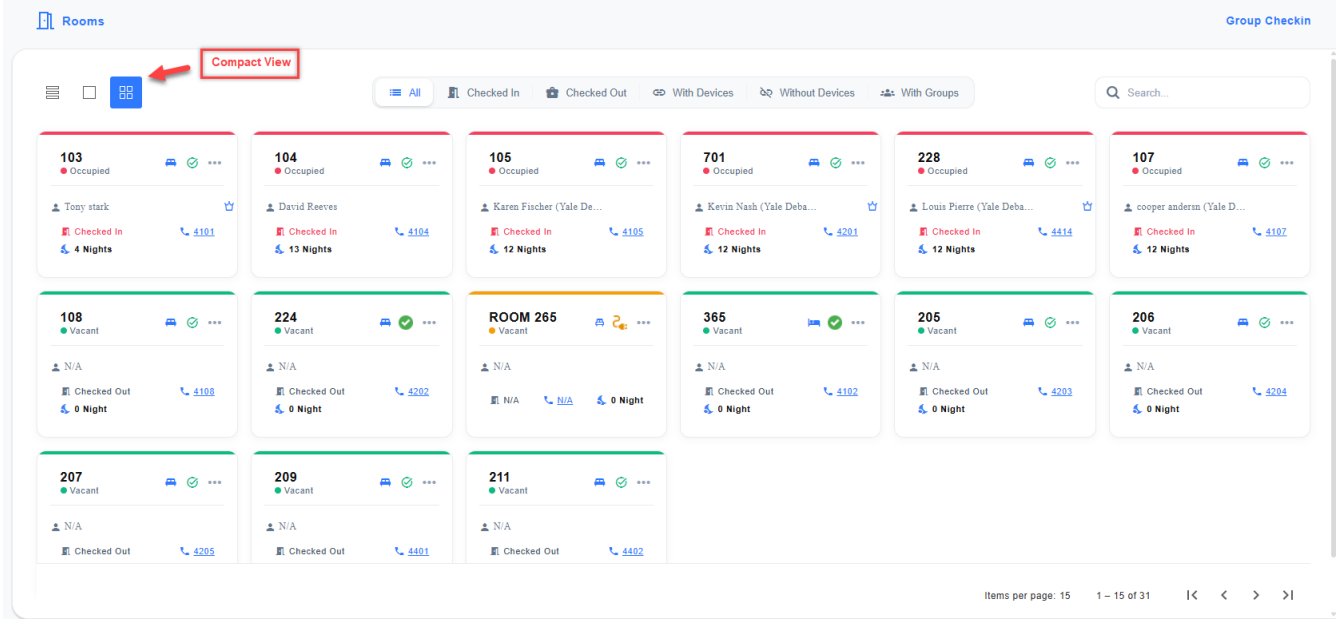
In addition to the List view, rooms can also be displayed in Grid and Compact Views as shown below:

Grid View

Room	Status	Guest	Language	Device	Checkout	Stay Duration
103	Occupied	Tony stark	English	4101	May 31, 2026	4 Nights
104	Occupied	David Reeves	French	4104	May 31, 2026	13 Nights
105	Occupied	Karen Fischer (Yale Deb...	English	4105	May 31, 2026	12 Nights
701	Occupied	Kevin Nash (Yale Debat...	English	4201	May 31, 2026	12 Nights
228	Occupied	Louis Pierre (Yale Debat...	French	4414	May 31, 2026	12 Nights
107	Occupied	cooper andersn (Yale D...	English			
108	Vacant	N/A	English			
224	Vacant	N/A	English			
ROOM 265	Vacant	N/A	English			
365	Vacant	N/A	English			

Items per page: 15 1 - 15 of 31 < >

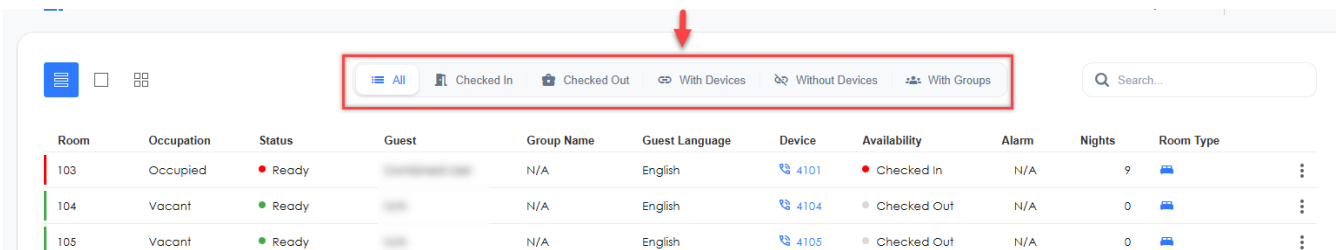
SCREENSHOT- Grid View



SCREENSHOT-Compact View

6.2 Hotel Room Status

Each room is assigned a specific status and rooms with same status can be grouped and viewed together using the tabs available at the top of the page as highlighted below:

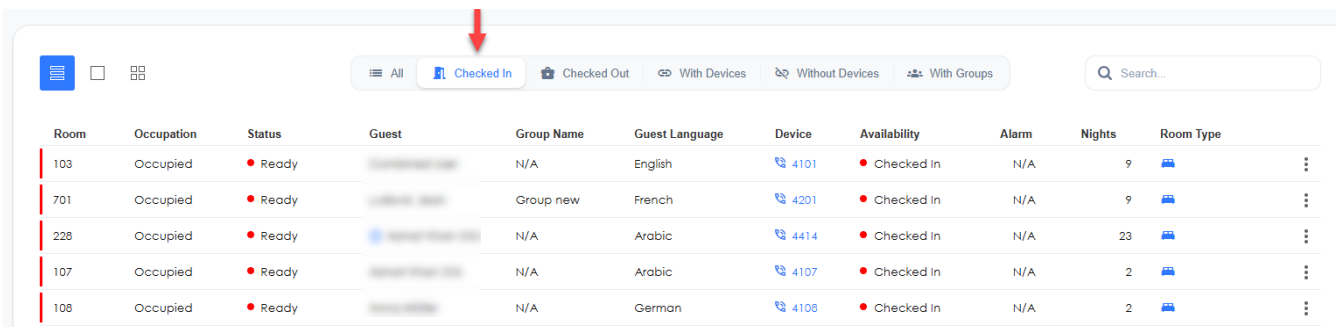


SCREENSHOT – Room Status

The Status of each room is categorised as follows:

All – Displays the complete list of all hotel rooms, regardless of status or device association.

Checked In – Displays rooms that are marked as Checked In within the PMS Lite and are linked to a Rainbow Room Device.





Checked Out – Displays rooms that are marked as Checked Out within the PMS Lite and are linked to a Rainbow Room device.

Room	Occupation	Status	Guest	Group Name	Guest Language	Device	Availability	Alarm	Nights	Room Type
104	Vacant	Ready	N/A	N/A	English	4104	Checked Out	N/A	0	
105	Vacant	Ready	N/A	N/A	English	4105	Checked Out	N/A	0	
224	Vacant	Ready	N/A	N/A	English	4202	Checked Out	N/A	0	
209	Vacant	Ready	N/A	N/A	English	4401	Checked Out	N/A	0	
114	Vacant	Ready	N/A	N/A	English	4301	Checked Out	N/A	0	

With Devices – Displays hotel rooms that are currently linked to a Rainbow Room device.

Room	Occupation	Status	Guest	Group Name	Guest Language	Device	Availability	Alarm	Nights	Room Type
103	Occupied	Ready		N/A	English	4101	Checked In	N/A	9	
104	Vacant	Ready		N/A	English	4104	Checked Out	N/A	0	
105	Vacant	Ready		N/A	English	4105	Checked Out	N/A	0	
701	Occupied	Ready		Group new	French	4201	Checked In	N/A	9	
228	Occupied	Ready		N/A	Arabic	4414	Checked In	N/A	23	
107	Occupied	Ready		N/A	Arabic	4107	Checked In	N/A	2	

Without Devices – Displays hotel rooms that are not linked to a Rainbow Room device.

Room	Occupation	Status	Guest	Group Name	Guest Language	Device	Availability	Alarm	Nights	Room Type
ROOM 265	Vacant	Electricity Issue	N/A	N/A	English	-	-	N/A	0	
102	Vacant	Ready	N/A	N/A	English	-	-	N/A	0	
705	Vacant	Ready	N/A	N/A	English	-	-	N/A	0	
198	Vacant	Electrical Issue	N/A	N/A	English	-	-	N/A	0	
999	Vacant	Ready	N/A	N/A	English	-	-	N/A	0	

With Groups – Displays hotel rooms that are linked to guest groups.



Room	Occupation	Status	Guest	Group Name	Guest Language	Device	Availability	Alarm	Nights	Room Type
701	Occupied	Ready	[blurred]	Group new	French	4201	Checked In	N/A	9	[blurred]
365	Occupied	Ready	[blurred]	Group new	English	4102	Checked In	N/A	9	[blurred]
205	Occupied	Ready	[blurred]	Group new	English	4203	Checked In	N/A	9	[blurred]
207	Occupied	Ready	[blurred]	Group new	French	4205	Checked In	N/A	9	[blurred]

6.3 Room Actions

Depending on the current status of a room, following actions/configuration changes can be performed:

6.3.1 Change Reservation

Allows to update the reservation details of the room. Following screen is displayed when this option is clicked:

Change Reservation: Room 107 book for 2 nights

Guest * [input field] +

Checkin Date * [calendar icon] 4/13/2026

Checkout Date * [calendar icon] 4/15/2026

Allowed Calls * [dropdown menu] Hotel calls only

Language * [dropdown menu] Arabic

Enable VIP

Yes No

Using this screen, checkout dates can be modified, Allowed Calls category assigned to the room can be updated and VIP status of a guest can be enabled/disabled.

6.3.2 Check In

Initiates the check-in process for a room that is currently marked as *Checked Out* and ready for occupancy. When this option is selected, the following window is displayed



Checkin Guest: Room 104 book for 0 night

Guest *

Checkin Date *

Checkout Date *

Allowed Calls *

Language *

Enable VIP

Manager must select guest, check-in & check-out date from this window.

In the Allowed Calls field, following options are available:

- o Hotel Calls Only
- o National and Hotel Calls
- o International, National and Hotel Calls

If the required guest is not listed, the manager can add a new guest by clicking the **Add Guest** button. The following window will appear:

Add Guest

Personal Information

First Name

Last Name *

Email

Language

Date of Birth

Mobile

Phone Number

Address Information

Address

City

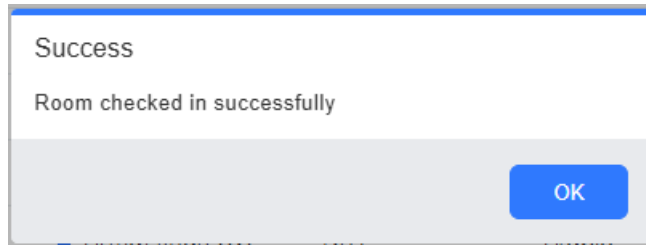
Zip

State

Nationality

Country

Once the check-in is successfully completed, the following confirmation message is displayed:



IMPORTANT!! When a guest is checked into a room, a corresponding profile is automatically created in OV Cirrus, including the associated room details. This profile is used to facilitate Wi-Fi access for the guest.

Guests can connect to the Wi-Fi network using the following credentials:

- **Username:** Room number
- **Password:** Guest's last name as registered in the Rainbow Hospitality application

If the guest's last name contains fewer than 6 characters, the password is automatically padded with asterisks (*) to meet the required length. For example, if the last name is Gill, the password will be Gill**

6.3.3 Group Checkin

Initiates the check-in process for a group of guests into one or more rooms that are currently marked as **Checked Out** and available for occupancy. When this option is selected, the corresponding configuration window is displayed.

Managers are required to provide the group name, guest details, and the check-in and check-out dates within this window.

The **Rooms** field includes a dropdown that allows selection of multiple rooms for the group, as shown below:



Checkin Guest: book for 0 night

Group *

Guest *

Rooms *

Checkin Date *

Checkout Date *

Allowed Calls * 104
 701
 224
 209
 705
 114

Language *

Enable VIP

In the Allowed Calls field, following options are available:

- Hotel Calls Only
- National and Hotel Calls
- International, National and Hotel Calls

If the required group or guests are not listed, the manager can add a new guest by clicking the **Add Guest** button. The following window will appear:

Add Guest

Personal Information

First Name

Last Name *

Email

Language

Date of Birth

Mobile

Phone Number

Address Information

Address

City

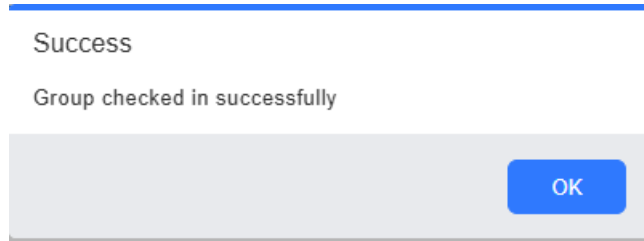
Zip

State

Nationality

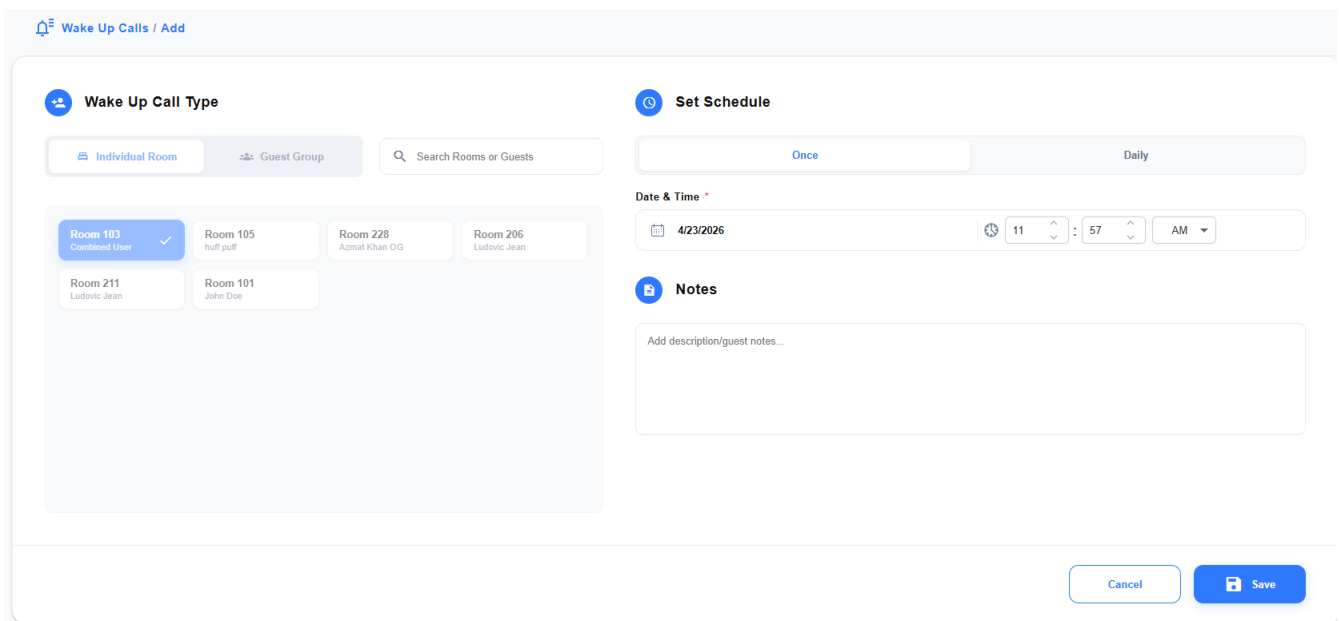
Country

Once the check-in is successfully completed, the following confirmation message is displayed:

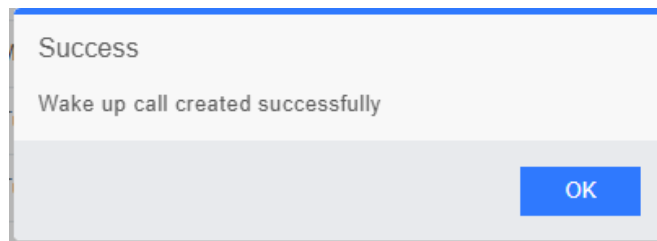


6.3.4 Add Wake-up Call

Allows the manager to schedule a wake-up call for a room that is currently Checked In. When this option is selected, the following screen is displayed:



Room details are pre-filled and cannot be modified. Select the frequency of the call i.e. Once or Daily. To schedule the wake-up call, provide Date & Time of the call. Option to add notes related to wake-up call is also available. Once done, click on the Save button. Upon successful creation, the following confirmation message is displayed:



6.3.5 Call Logs

Displays the call history associated with a particular room in the following window while the room status is checked in. Following details are available in call logs:

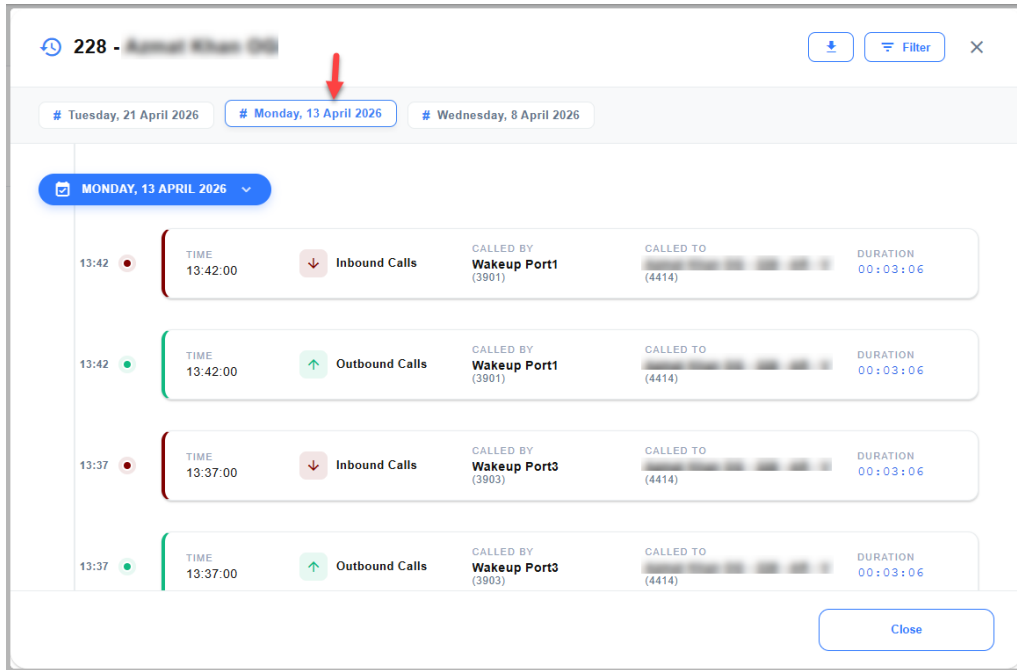


The screenshot shows a call log window for extension 228. At the top, there are tabs for dates: Tuesday, 21 April 2026, Monday, 13 April 2026, and Wednesday, 8 April 2026. The 'TUESDAY, 21 APRIL 2026' tab is selected. Below the tabs, call records are listed. For Tuesday, 21 April 2026, there are two records: an Inbound Call at 21:00:00 and an Outbound Call at 21:00:00. For Monday, 13 April 2026, there is one record: an Inbound Call at 13:42:00. Each record shows the time, call type (Inbound/Outbound), called by (Wakeup Port1 3901), called to (4414), and duration. A 'Close' button is at the bottom right.

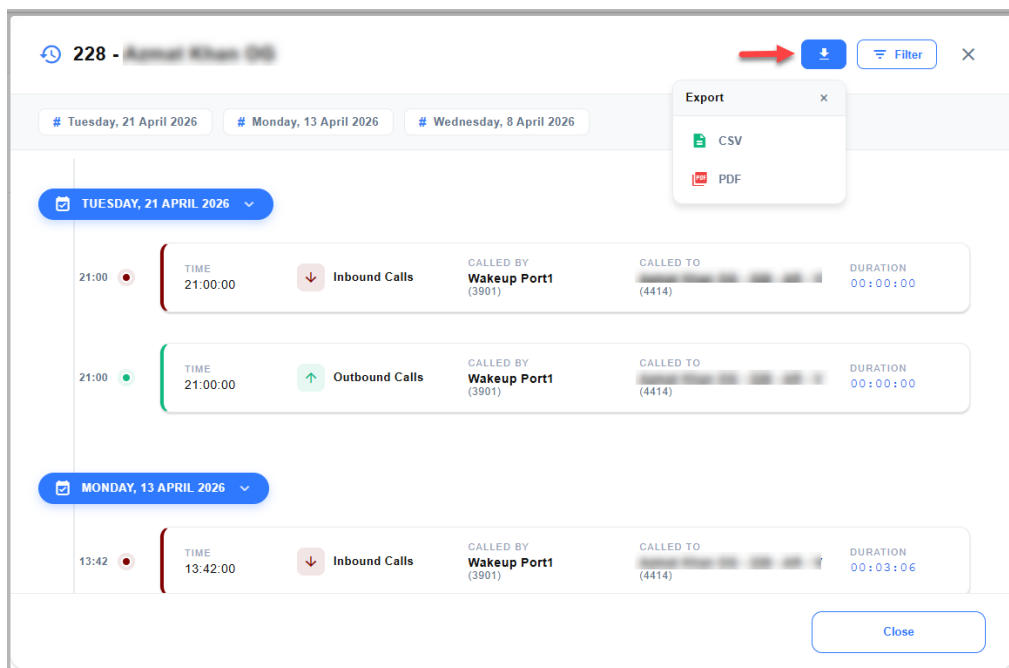
Call logs can be searched by using relevant filters by using the filter field as shown below:

This screenshot is similar to the previous one but with a 'Display Options' menu open. The menu is a white box with a red border and a close button (X) in the top right corner. It contains the following options, all of which are checked with blue checkmarks: Date Header, Time Columns, Called By, Called To, Duration, Inbound Calls, and Outbound Calls. A red arrow points to the 'Time Columns' option. The background call log data is visible but partially obscured by the menu.

Call logs for a specific date can be accessed using the date labels available at the top of the window, as highlighted below:



Call logs can also be exported as either a **CSV** or **PDF** file by clicking the corresponding icon located in the top-left corner of the screen, as highlighted below:



6.3.6 Move

Enables moving of a guest from one room to another. Following pop-up windows is displayed when move option is clicked:



A dialog box titled "Move Room" with a white background and a grey footer. It contains three rows of information: "Guest: John Doe", "Current Room: 105", and "Move to Room:" followed by a dropdown menu showing "-----Select-----". At the bottom right, there are two blue buttons labeled "Yes" and "No".

6.3.7 Checkout

Updates the status of a room to checked out, once it has been vacated by the guests. When this option is selected, the following confirmation dialog appears:

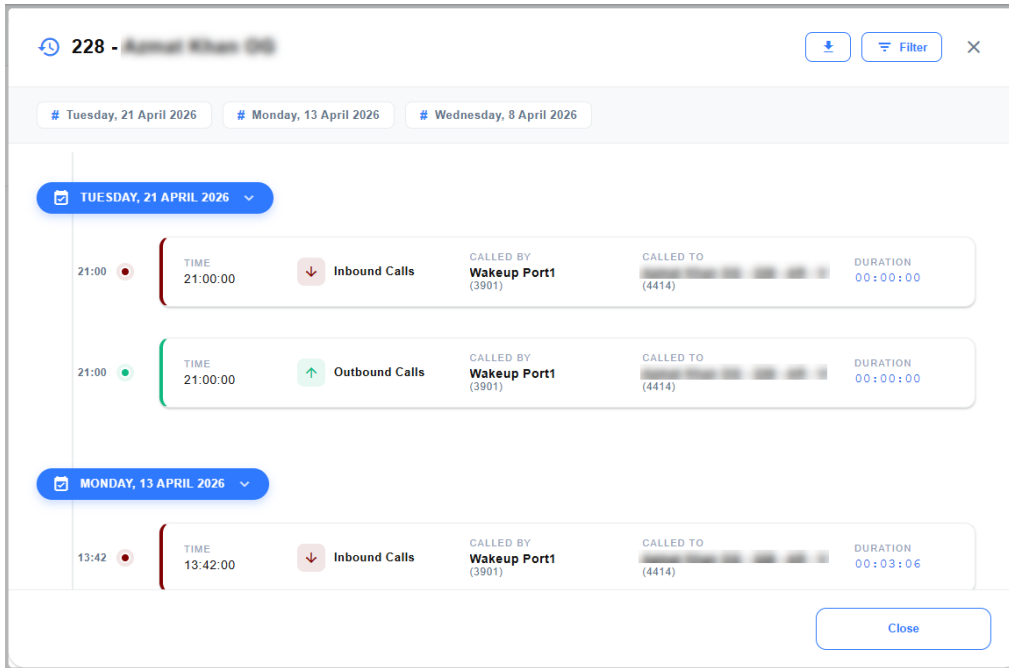
A confirmation dialog box titled "Checkout" with a white background and a grey footer. The text reads: "Are you sure you want to check out guest John Doe from room 103?". At the bottom right, there are two orange buttons labeled "Yes" and "No".

If **Yes** is selected, the manager is prompted to view the call logs associated with the room:

A confirmation dialog box titled "Call Logs" with a white background and a grey footer. The text reads: "Do you want to see call logs?". At the bottom right, there are two orange buttons labeled "Yes" and "No".

If **Yes** is selected again, the call logs are displayed, and the guest is checked out of the room as shown below. If **No** is selected than guest is check out without call logs being displayed:

A success dialog box titled "Success" with a white background and a grey footer. The text reads: "Room checked out successfully". At the bottom right, there is a single blue button labeled "OK".

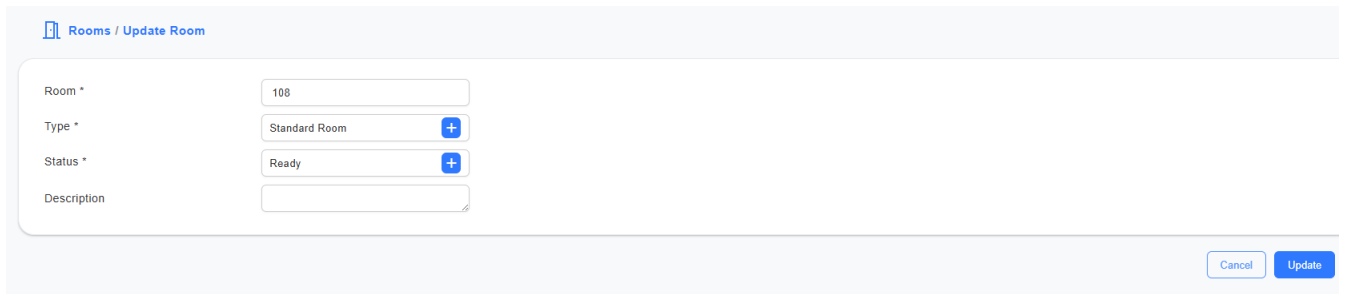


6.3.8 Change Status

Allows hotel managers to update the status of a room based on ongoing or planned maintenance activities. The following options are available:

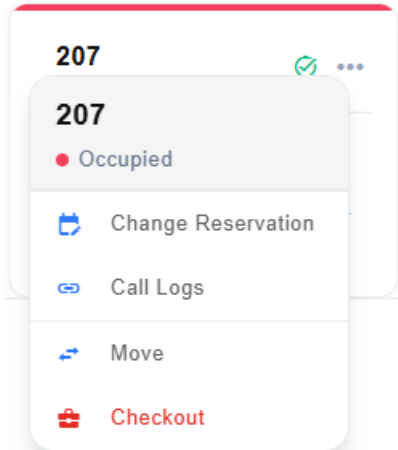
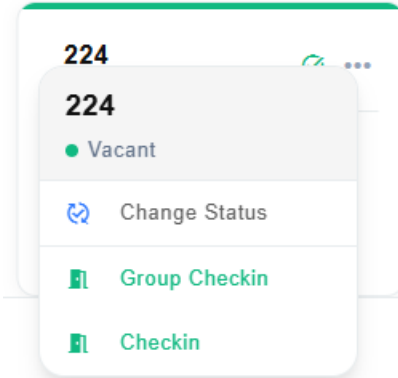
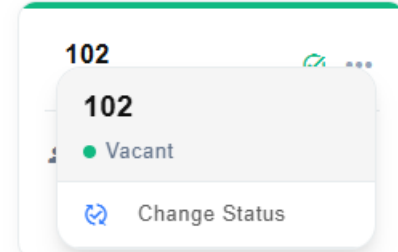
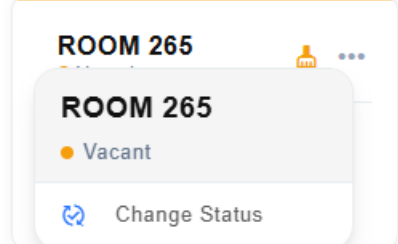
- Housekeeping
- Electricity Issue
- Maintenance
- Ready

Also, this option enables the administrator to update the Room Type from the drop-down menu.



Following screenshots display the available room actions based on the current status of each room. Each set of actions is context-sensitive and only appears when applicable to the room's current state:



Checked In	
Checked Out	
Without Devices (Ready)	
Without Devices (Not Ready)	

6.4 Group Checkin

The hotel manager can initiate a group check-in directly from the Rooms screen by clicking the Group Checkin option located in the top-right corner, as highlighted below:



Rainbow Hospitality – Administration Guide (Hotel Manager)

Rooms → Group Checkin

☰ ☐ ☰ All Checked In Checked Out With Devices Without Devices With Groups Search...

Room	Occupation	Status	Guest	Group Name	Guest Language	Device	Availability
103	Occupied	• Ready		N/A	English	4101	• Checked In
104	Vacant	• Ready		N/A	English	4104	• Checked Out
105	Occupied	• Ready		N/A	Aymara	4105	• Checked In
701	Occupied	• Ready		Group new	French	4201	• Checked In
228	Occupied	• Ready		N/A	Arabic	4414	• Checked In

Following screen is displayed:

Rooms / Group Checkin

Select Available Rooms: Search...

224
• Ready

N/A
English
4202

Checkout: N/A
Stay Duration: 0 Nights

209
• Ready

N/A
English
4401

Checkout: N/A
Stay Duration: 0 Nights

705
• Ready

N/A
English
4405

Checkout: N/A
Stay Duration: 0 Nights

114
• Ready

N/A
English
4301

Checkout: N/A
Stay Duration: 0 Nights

Items per page: 15 1 - 4 of 4 |< < > >|

A list of all available rooms in the hotel is displayed on the screen. Use the toggle within each room widget to assign the room to the selected group.

Rooms / Group Checkin

Select Available Rooms: Search...

224
• Ready

N/A
English
4202

Checkout: N/A
Stay Duration: 0 Nights

209
• Ready

N/A
English
4401

Checkout: N/A
Stay Duration: 0 Nights

705
• Ready

N/A
English
4405

Checkout: N/A
Stay Duration: 0 Nights

114
• Ready

N/A
English
4301

Checkout: N/A
Stay Duration: 0 Nights

Items per page: 15 1 - 4 of 4 |< < > >|

Multiple rooms can be selected as required.



Rainbow Hospitality – Administration Guide (Hotel Manager)

Select Available Rooms:

Search...

224 Ready <input checked="" type="checkbox"/> <input type="checkbox"/> N/A English 4202 Checkout: N/A Stay Duration: 0 Nights	209 Ready <input checked="" type="checkbox"/> <input type="checkbox"/> N/A English 4401 Checkout: N/A Stay Duration: 0 Nights	705 Ready <input type="checkbox"/> N/A English 4405 Checkout: N/A Stay Duration: 0 Nights	114 Ready <input type="checkbox"/> N/A English 4301 Checkout: N/A Stay Duration: 0 Nights
--	--	--	--

Items per page: 15 1 – 4 of 4 |< < > >|

Managers can search for a specific room using the **Search** field located in the top-right corner:

Rooms / Group Checkin

Select Available Rooms:

Search...

224 Ready <input type="checkbox"/> N/A English 4202 Checkout: N/A Stay Duration: 0 Nights	209 Ready <input type="checkbox"/> N/A English 4401 Checkout: N/A Stay Duration: 0 Nights	705 Ready <input type="checkbox"/> N/A English 4405 Checkout: N/A Stay Duration: 0 Nights	114 Ready <input type="checkbox"/> N/A English 4301 Checkout: N/A Stay Duration: 0 Nights
--	--	--	--

Once the room selection is completed, Click Next located in the bottom-right corner of the screen.

Select Available Rooms:

Search...

224 Ready <input checked="" type="checkbox"/> <input type="checkbox"/> N/A English 4202 Checkout: N/A Stay Duration: 0 Nights	209 Ready <input checked="" type="checkbox"/> <input type="checkbox"/> N/A English 4401 Checkout: N/A Stay Duration: 0 Nights	705 Ready <input type="checkbox"/> N/A English 4405 Checkout: N/A Stay Duration: 0 Nights	114 Ready <input type="checkbox"/> N/A English 4301 Checkout: N/A Stay Duration: 0 Nights
--	--	--	--

Items per page: 15 1 – 4 of 4 |< < > >|


Cancel **Next**

Following screen is displayed:



Enter the group name, check-in date, and check-out date in the respective fields.

In the selected Rooms section, assign a guest to each room.

Managers can either select an existing guest or create a new one using the  icon available in the Guest field

In the next field, specify the **Allowed Calls** for each room. The following options are available:

- Hotel Calls Only
- National and Hotel Calls
- International, National and Hotel Calls

Option to enable VIP Guest status is also available for each room. Once all required information and configuration is provided, click Checkin located in the bottom-right corner of the screen.



Rainbow Hospitality – Administration Guide (Hotel Manager)

Rooms / Group Checkin / Associated Rooms

Group Name *

Checkin Date *

Checkout Date *

Selected Rooms:

Room 224	Room 209
4202	4401
Micheal Scott	Kevin Nash
Hotel calls only	Hotel calls only
Enable VIP: <input checked="" type="checkbox"/> 5 Nights	Enable VIP: <input type="checkbox"/> 5 Nights

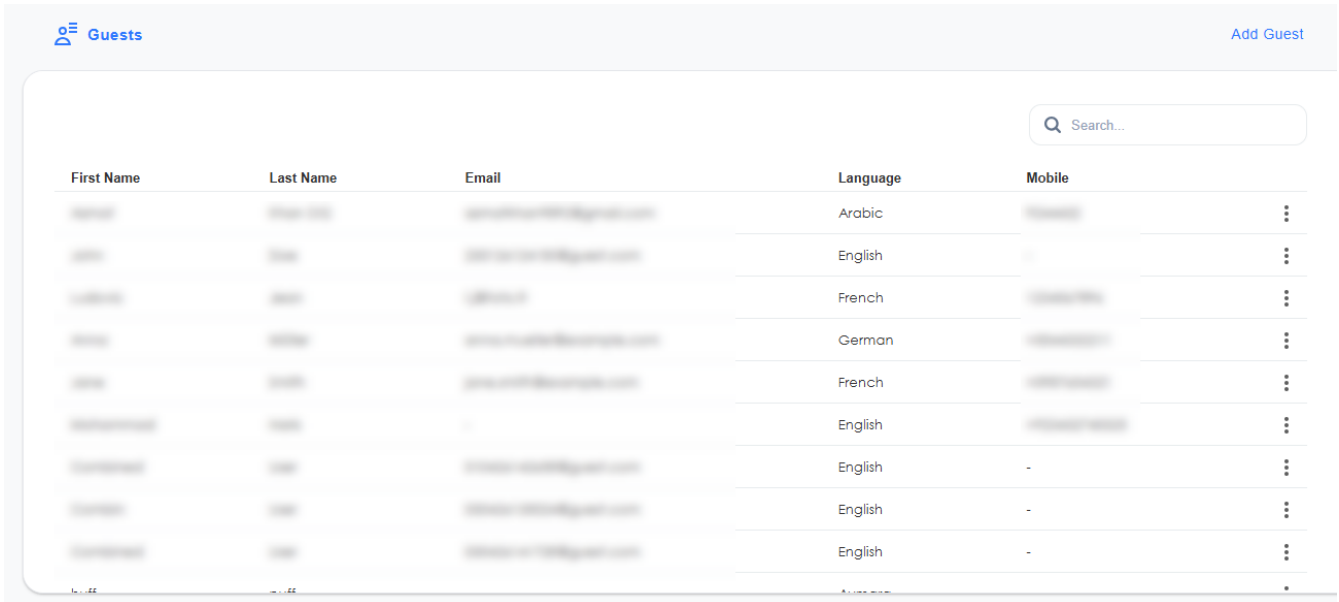
Items per page: 15 1 - 2 of 2 < > >1

Group information is saved and all guests are checkedin to their respective rooms.

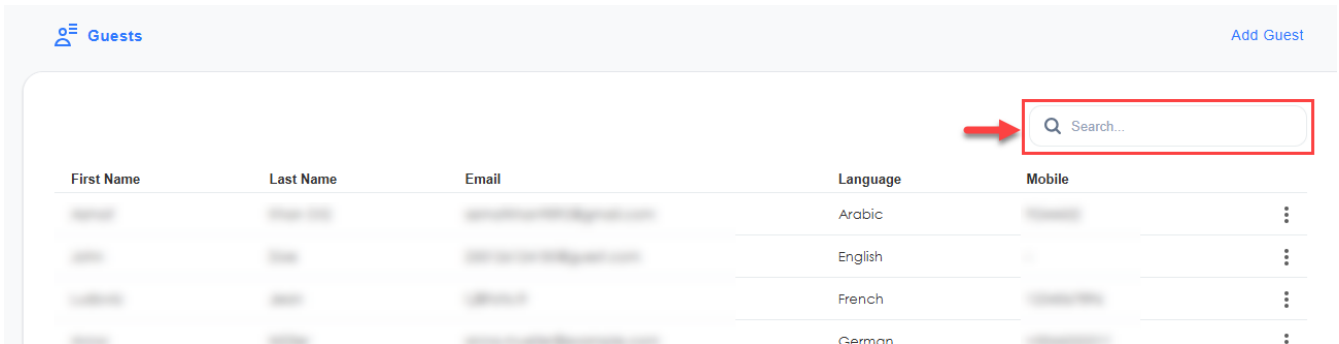


7 Guest Management

The Guests section enables Hotel Managers to add, view, and update guest details for operational tracking and personalization. Click on the Guests in the left-hand menu and following screen is displayed:



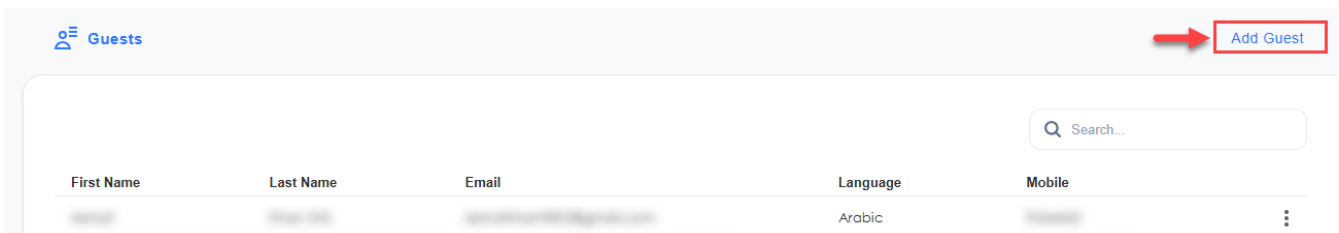
You can search for any particular guest by using the search option available in the top right corner of the page as shown below:



SCREENSHOT – Guest Search

7.1 Adding a Guest

To create a new guest in the Rainbow Hospitality, click on **Add Guest** link displayed at the top right side of the screen, as shown below:





SCREENSHOT – Guests

You will be presented with the screen, as shown below.

Guests / New Guest

Personal Information

First Name Date of Birth

Last Name * Mobile

Email Phone Number

Language

Address Information

Address State

City Nationality

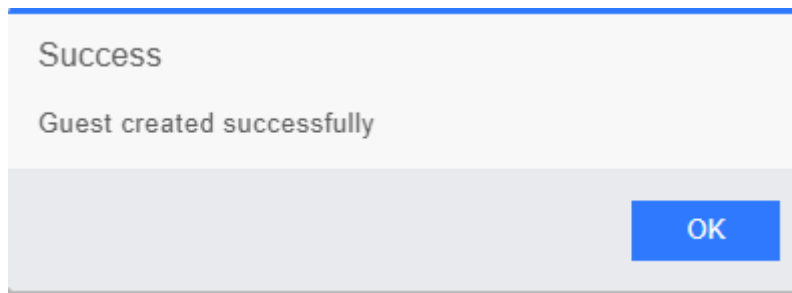
Zip Country

SCREENSHOT – New Guest

This screen is divided into two sections:

- Personal Information
- Address Information


All the fields in these sections are self-explanatory. Once done, click on the Save button. Upon successful creation of a new guest, following confirmation is displayed:



SCREENSHOT – Message from the Application

Click **OK** and you will be redirected to the **Guest** screen where the newly added guest will be displayed with their associated details.

7.2 Edit Guest

To edit details of a guest, click on the  icon that appears beside each added guest and then click on **Edit**, as shown below:



Micheal	Scott	-	English	-	⋮
Kevin	Nash	-	English	-	⋮

Items per page: 15 16 – 29 of 29

Edit (highlighted with a red box and arrow) **Delete**

SCREENSHOT – Edit Guest

You will be presented with the following screen, make changes in the required fields and then click the **Update** button.

Guests / Update Guest

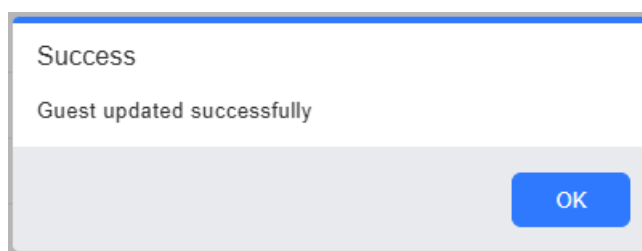
Personal Information

First Name	<input type="text" value="Micheal"/>	Date of Birth	<input type="text" value="mm/dd/yyyy"/>
Last Name *	<input type="text" value="Scott"/>	Mobile	<input type="text"/>
Email	<input type="text"/>	Phone Number	<input type="text"/>
Language	<input type="text" value="English"/>		

Address Information

Address	<input type="text"/>	State	<input type="text"/>
City	<input type="text"/>	Nationality	<input type="text" value="United Kingdom"/>
Zip	<input type="text"/>	Country	<input type="text" value="United Kingdom"/>

You will be presented with the popup window, as shown below:

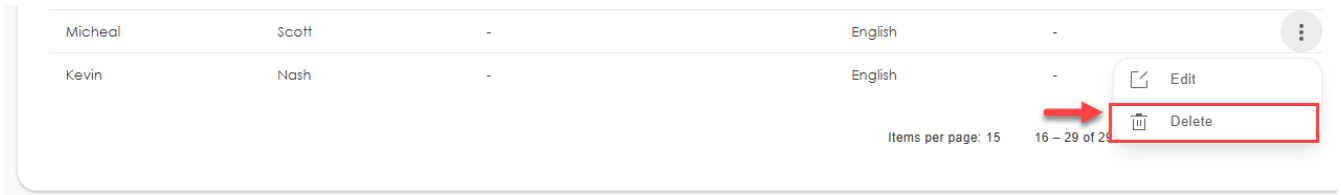


SCREENSHOT – Message from the Application

Click **OK**. The user will be updated.

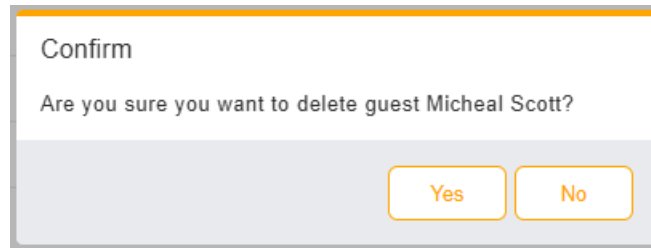
7.3 Delete Guest

To delete a guest, click on the icon that appears beside each added guest entry and then click on **Delete**, as shown below



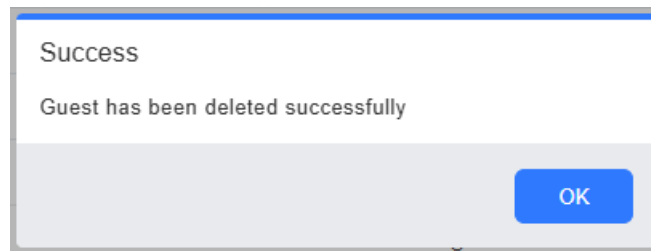
SCREENSHOT – Delete Guest

You will be presented with the popup window, as shown below.



SCREENSHOT – Message from the Application

Click **YES**. You will be presented with another popup window, as shown below.



SCREENSHOT – Message from the Application

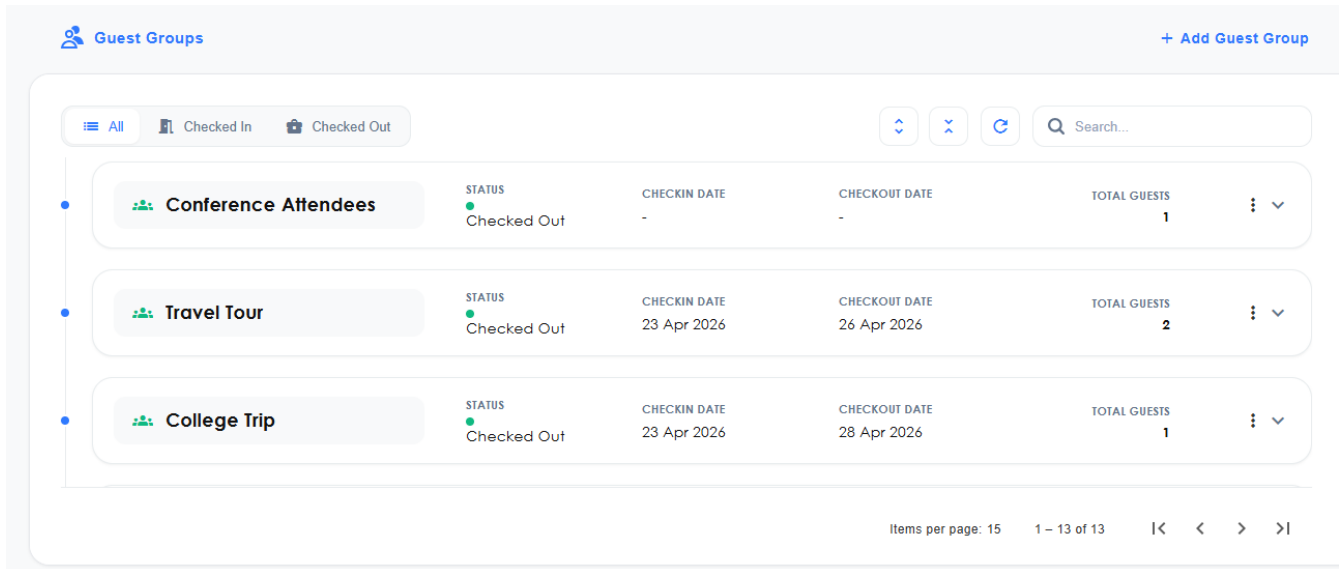
Click **OK**. The guest will be removed from the Rainbow Hospitality.



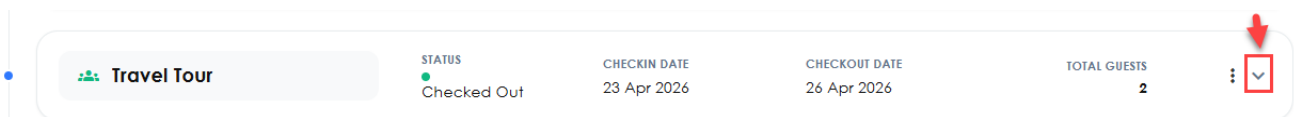
8 Groups Management

The **Groups** section enables hotel managers to create, view, and manage groups of guests who are scheduled to check in or are currently checked in at the property.

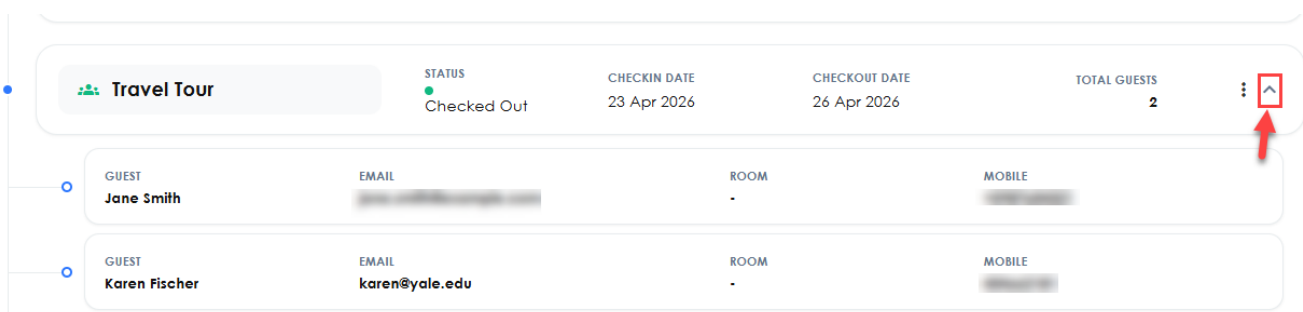
To access this section, click **Groups** in the left-hand menu. The following screen is displayed:



Each group entry includes an option to expand or collapse its associated details. This allows managers to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of group.



Screenshot – Collapsed View



Screenshot – Expanded View

Icons are available to expand and collapse details of all the groups configured for a hotel.



Guest Groups + Add Guest Group

All Checked In Checked Out

Expanded View

Name	Status	Checkin Date	Checkout Date	Total Guests	More
Conference Attendees	Checked Out	-	-	1	⋮
Travel Tour	Checked Out	23 Apr 2026	26 Apr 2026	2	⋮
College Trip	Checked Out	23 Apr 2026	28 Apr 2026	1	⋮

Items per page: 15 1 – 13 of 13 < > >>

A Refresh button is available to display updated list of groups and their associated details.

Guest Groups + Add Guest Group

All Checked In Checked Out

Refresh

Name	Status	Checkin Date	Checkout Date	Total Guests	More
Conference Attendees	Checked Out	-	-	1	⋮
Travel Tour	Checked Out	23 Apr 2026	26 Apr 2026	2	⋮

A search functionality is also available to facilitate quick retrieval of specific groups.

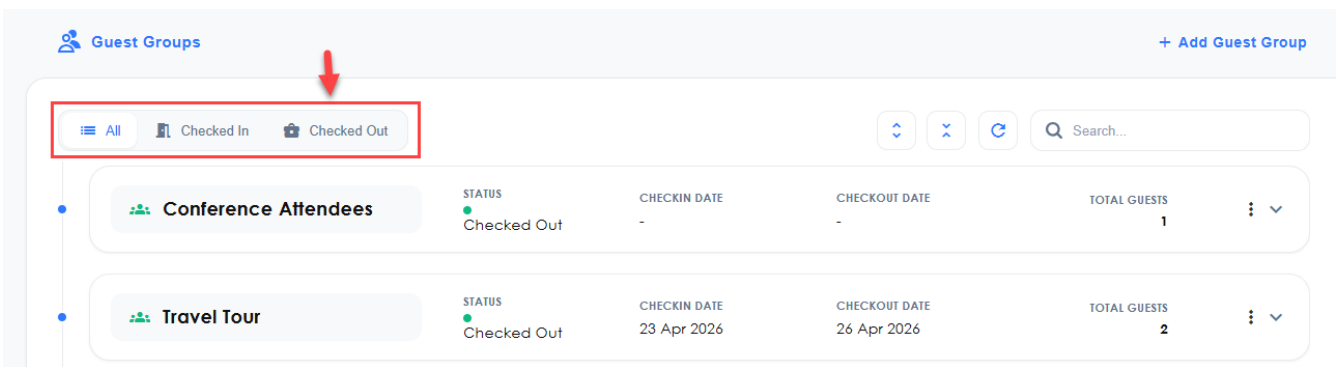
Guest Groups + Add Guest Group

All Checked In Checked Out

Search...

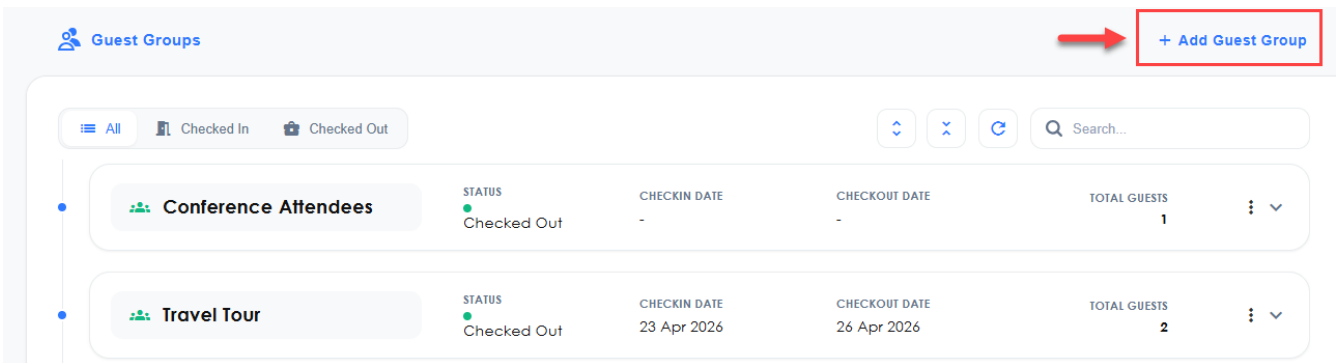
Name	Status	Checkin Date	Checkout Date	Total Guests	More
Conference Attendees	Checked Out	-	-	1	⋮
Travel Tour	Checked Out	23 Apr 2026	26 Apr 2026	2	⋮

Filtering tabs are also available on the top of the screen to help with displaying groups based on their specific status i.e. Checked In , Checked Out and All.



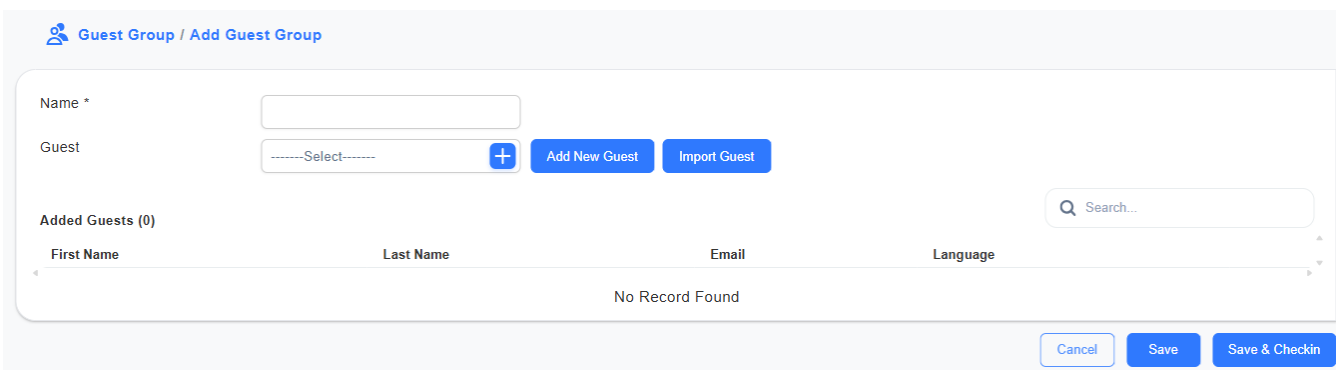
8.1 Adding a Group

To create a new guest group in Rainbow Hospitality, click the Add Guest Group option located in the top-right corner of the screen, as shown below:



SCREENSHOT – Guest Groups

Following screen is displayed:




SCREENSHOT – Add Guest Group

Name: Enter the name of the guest group.

Guest: A drop-down menu is available in this field, listing all guests currently available in the system.



Select a guest to be included in the group. After selection, click the  icon within the **Guest** field to add the guest to the group.

The selected guest is then listed in the **Added Guests** section, as shown below:

If the guest is not available in the system, click **Add New Guest** to create a new guest record.

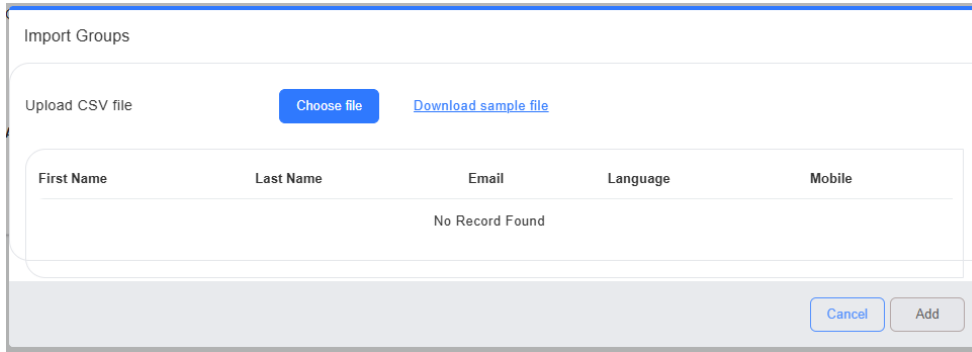


Following dialog box is displayed to add guest information:

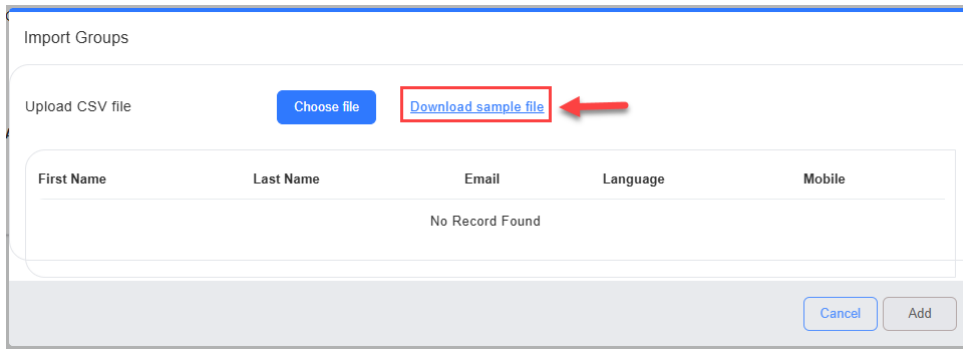
The **Import Guest** option allows managers to import multiple guest records in bulk and add them directly to a group within Rainbow Hospitality. This feature reduces the time and effort required to manually enter individual guest details and ensures faster group onboarding.

Click **Import Guest**.

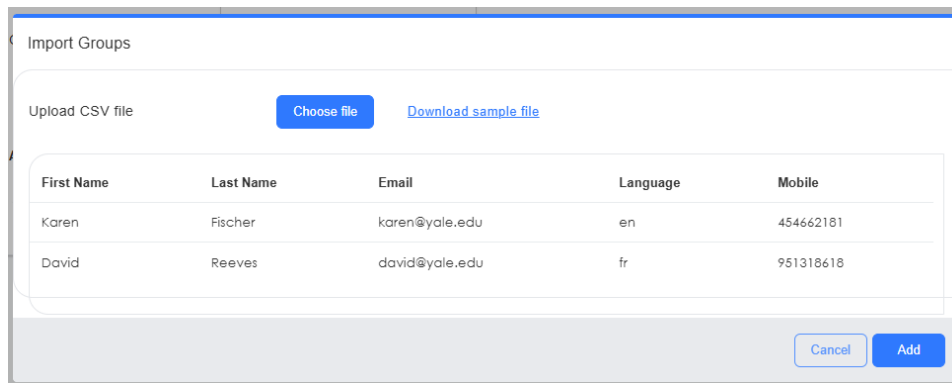
The corresponding dialog box is displayed:



In this dialog box, the manager is prompted to upload a CSV file containing guest details. A sample file is provided to illustrate the required format and ensure that the data is structured correctly for successful import.



Click Choose File to upload the CSV file from the local system. Once the file is uploaded, the application processes the file and displays the extracted guest information within the dialog box, as shown below:



Click **Add** to populate the guest information in the **Added Guests** section, as shown below:



Guest Group / Add Guest Group

Name *

Guest +

Added Guests (2)

First Name	Last Name	Email	Language	
Karen	Fischer	karen@yale.edu	English	⋮
David	Reeves	david@yale.edu	French	⋮

Click **Save** button to store the group information.

Guest Group / Add Guest Group

Name *

Guest +

Added Guests (2)

First Name	Last Name	Email	Language	
Karen	Fischer	karen@yale.edu	English	⋮
David	Reeves	david@yale.edu	French	⋮

Click **Save & Checkin** to save the group information and initiate checkin for all assigned guests.

Guest Group / Add Guest Group

Name *

Guest +

Added Guests (2)

First Name	Last Name	Email	Language	
Karen	Fischer	karen@yale.edu	English	⋮
David	Reeves	david@yale.edu	French	⋮

Following checkin screen for the entire group is displayed:



Select the check-out date from the respective field. The **Name** and **Check-in Date** fields are automatically populated.

In the selected Guests section, assign a room to each guest.

Selected Guests:

Only checkedout and ready to checkin rooms are displayed in the drop-down list.

In the next field, specify the **Allowed Calls** for each room. The following options are available:

- Hotel Calls Only
- National and Hotel Calls
- International, National and Hotel Calls

Option to enable VIP Guest status is also available for each Guest. Once all required information and configuration is provided, click Checkin located in the bottom-right corner of the screen.



Group information is saved and all guests are checkedin to their respective rooms.

8.2 Group Actions

Depending on the current status of a group, following actions/configuration changes can be performed:

9 Checkin

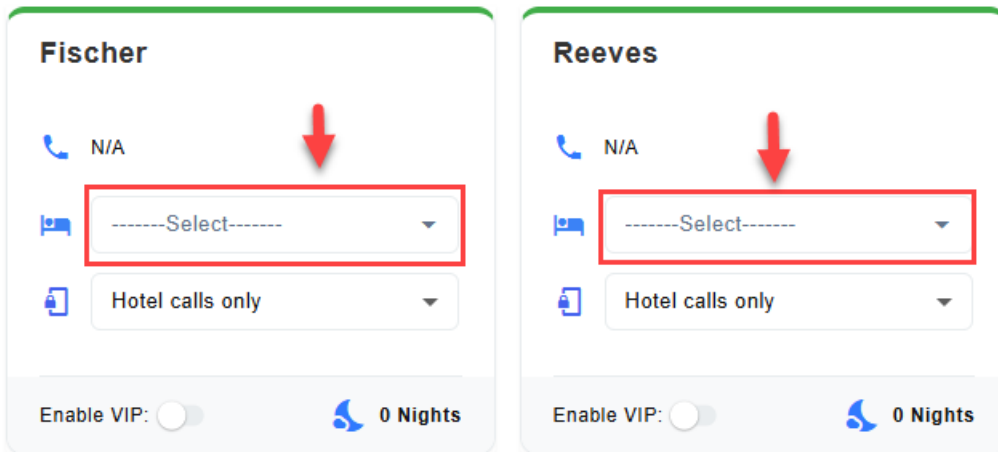
Initiates the check-in process for a group. When this option is selected, the following screen is displayed:

Select the check-out date from the respective field. The **Name** and **Check-in Date** fields are automatically populated.

In the selected Guests section, assign a room to each guest.



Selected Guests:

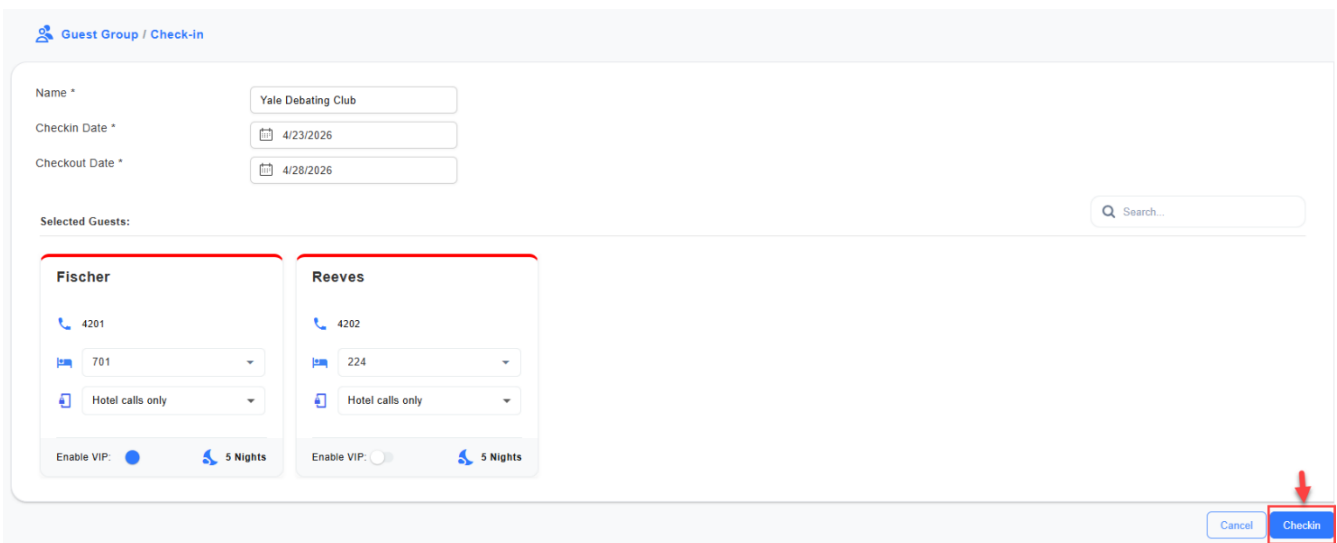


Only checkedout and ready to checkin rooms are displayed in the drop-down list.

In the next field, specify the **Allowed Calls** for each room. The following options are available:

- Hotel Calls Only
- National and Hotel Calls
- International, National and Hotel Calls

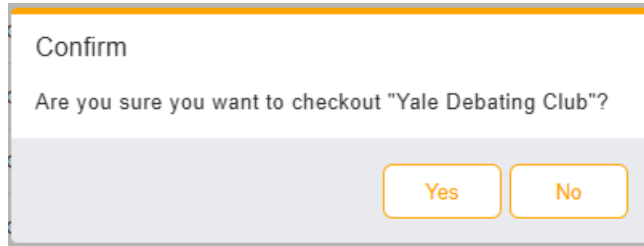
Option to enable VIP Guest status is also available for each Guest. Once all required information and configuration is provided, click Checkin located in the bottom-right corner of the screen.



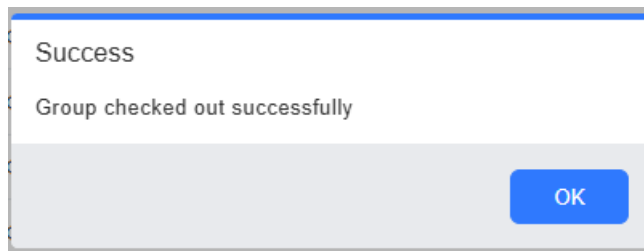
The entire group is checkedin to their respective rooms.

10 Checkout

Updates the status of a group to checked out, once guests are ready to leave. When this option is selected, the following confirmation dialog appears:

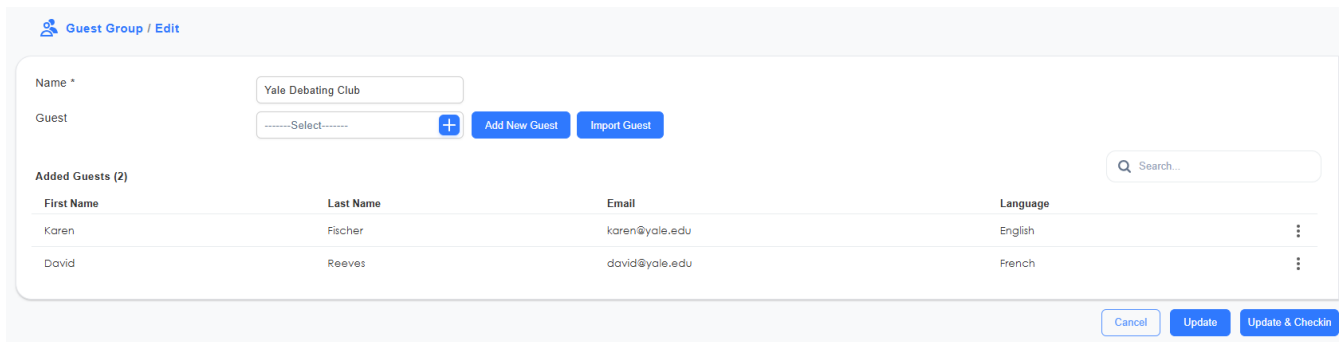


If **Yes** is selected, then all the guest belonging to this particular group are checked out of their room and following success message is displayed:




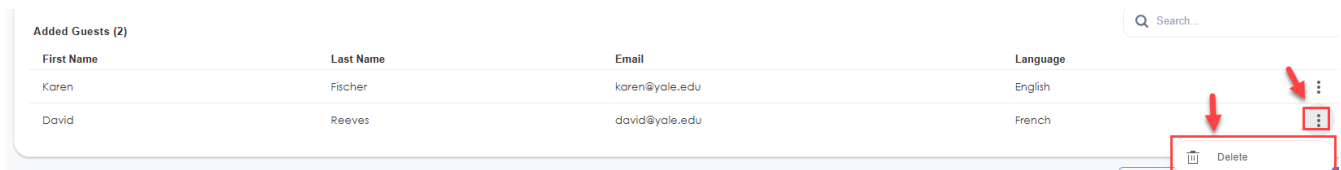
11 Edit Group

This action allows managers to modify existing group details as well as manage the associated guest members. Upon selection, the corresponding screen is displayed:



Additional group members can be added by selecting existing guests from the system, creating new guest entries, or importing guest details in bulk using a CSV file.

Existing group members can be removed by clicking the  icon displayed next to each guest entry and then clicking Delete to remove the selected user from the group.



Click **Update** button once all the necessary configurations are completed.



Guest Group / Edit

Name *

Guest

Added Guests (2)

First Name	Last Name	Email	Language
Karen	Fischer	karen@yale.edu	English
David	Reeves	david@yale.edu	French

Click **Update & Checkin** to save the group information and initiate checkin for all assigned guests.

Guest Group / Edit

Name *

Guest

Added Guests (2)

First Name	Last Name	Email	Language
Karen	Fischer	karen@yale.edu	English
David	Reeves	david@yale.edu	French

Following checkin screen for the entire group is displayed:

Guest Group / Check-in

Name *

Checkin Date *

Checkout Date *

Selected Guests:

Fischer

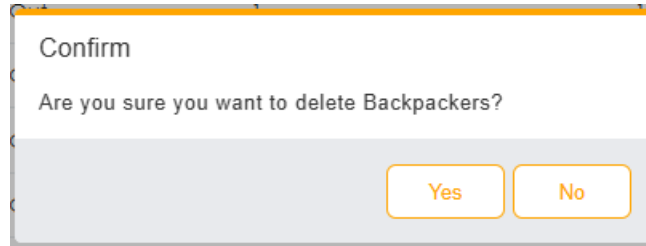
Enable VIP:

Reeves

Enable VIP:

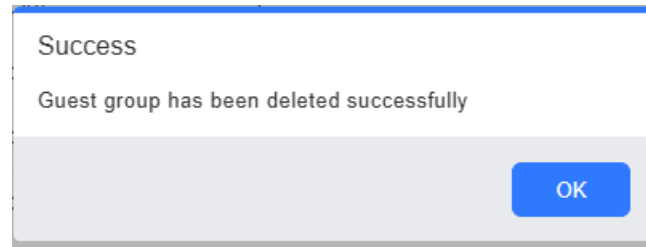
12 Delete Group

Enables deletion of a group that is not currently checked in. Only the group entity is removed, while the associated guest records remain available within the application. When this option is selected, a confirmation prompt is displayed, as shown below:



SCREENSHOT – Message from the Application

Click **YES**. You will be presented with another popup window, as shown below.



SCREENSHOT – Message from the Application

Click **OK**. The group will be removed from the Rainbow Hospitality.



9 Wake Up Calls

The Wake-Up Call section enables Hotel managers to schedule, track, and manage wake-up calls requested by guests. It provides visibility into pending, completed, and unsuccessful calls, helping staff ensure guest satisfaction and timely service.

IMPORTANT!! To ensure proper functioning of wake-up calls, a wake-up device must be configured through the **Phones** section by Hotel Administrator.

Click on the Wake Up Calls in the left-hand menu and following screen is displayed:

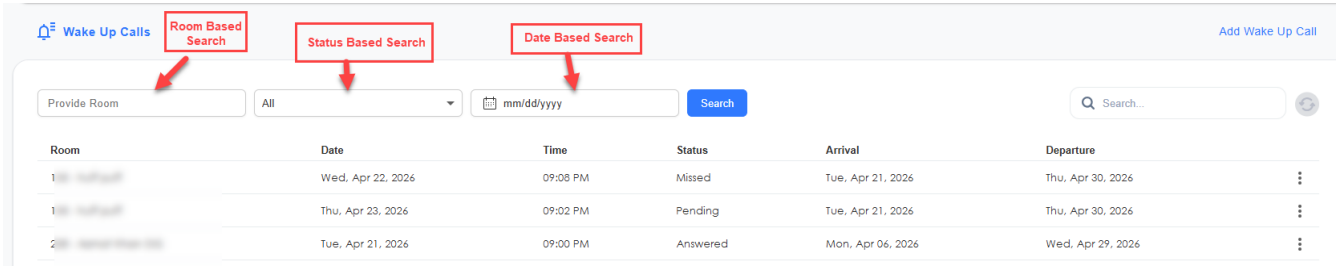
Room	Date	Time	Status	Arrival	Departure
1 10 1010101010	Wed, Apr 22, 2026	09:08 PM	Missed	Tue, Apr 21, 2026	Thu, Apr 30, 2026
1 10 1010101010	Thu, Apr 23, 2026	09:02 PM	Pending	Tue, Apr 21, 2026	Thu, Apr 30, 2026
2 10 1010101010	Tue, Apr 21, 2026	09:00 PM	Answered	Mon, Apr 06, 2026	Wed, Apr 29, 2026
1 10 1010101010	Tue, Apr 21, 2026	11:41 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026
1 10 1010101010	Tue, Apr 21, 2026	10:43 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026
1 10 1010101010	Tue, Apr 21, 2026	10:28 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026
1 10 1010101010	Mon, Apr 20, 2026	08:00 PM	Cancelled	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 1010101010	Tue, Apr 21, 2026	01:18 PM	Cancelled	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 1010101010	Tue, Apr 21, 2026	01:18 PM	Cancelled	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 1010101010	Fri, Apr 17, 2026	02:18 PM	Answered	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 1010101010	Mon, Apr 13, 2026	08:15 PM	Answered	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 1010101010	Mon, Apr 13, 2026	02:40 PM	Cancelled	Fri, Apr 10, 2026	Fri, Apr 24, 2026
1 10 1010101010	Mon, Apr 13, 2026	02:00 PM	Answered	Fri, Apr 10, 2026	Thu, Apr 30, 2026
1 10 1010101010	Mon, Apr 13, 2026	02:00 PM	Answered	Fri, Apr 10, 2026	Thu, Apr 30, 2026

You can search for any particular wake up call by using the search option available in the top right corner of the page as shown below:

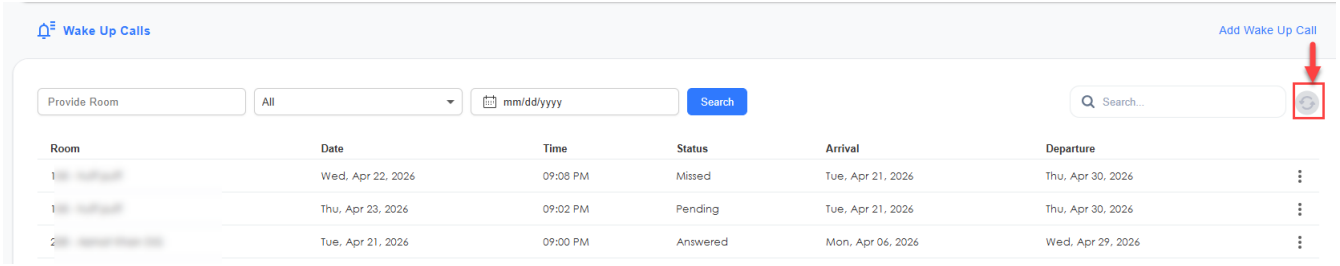
Room	Date	Time	Status	Arrival	Departure
1 10 1010101010	Wed, Apr 22, 2026	09:08 PM	Missed	Tue, Apr 21, 2026	Thu, Apr 30, 2026
1 10 1010101010	Thu, Apr 23, 2026	09:02 PM	Pending	Tue, Apr 21, 2026	Thu, Apr 30, 2026
2 10 1010101010	Tue, Apr 21, 2026	09:00 PM	Answered	Mon, Apr 06, 2026	Wed, Apr 29, 2026

SCREENSHOT – Wake Up Call Search

Wake-up calls can be searched by room number, wake-up call status and date using the corresponding search fields, as highlighted below:



A Refresh button is also available to manually update the list of wake-up calls, as highlighted below:



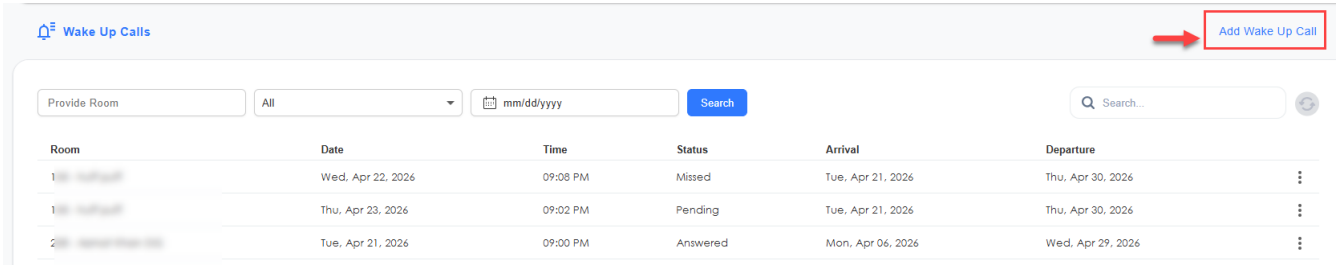
9.1 Wake Up Call Statuses

A wake up call can have any of the following status:

- **Pending:** The wake-up call has been scheduled but has not yet been initiated.
- **Answered:** The wake up call was successfully placed at the scheduled time and answered by the guest.
- **Missed:** The wake up call was successfully placed at the scheduled time but was not answered by the guest.
- **Cancelled:** The wake up call was cancelled at the guest’s request.
- **Retry:** Initial wake up call was not answered by the guest and a retry has been scheduled according to the configured retry policy.

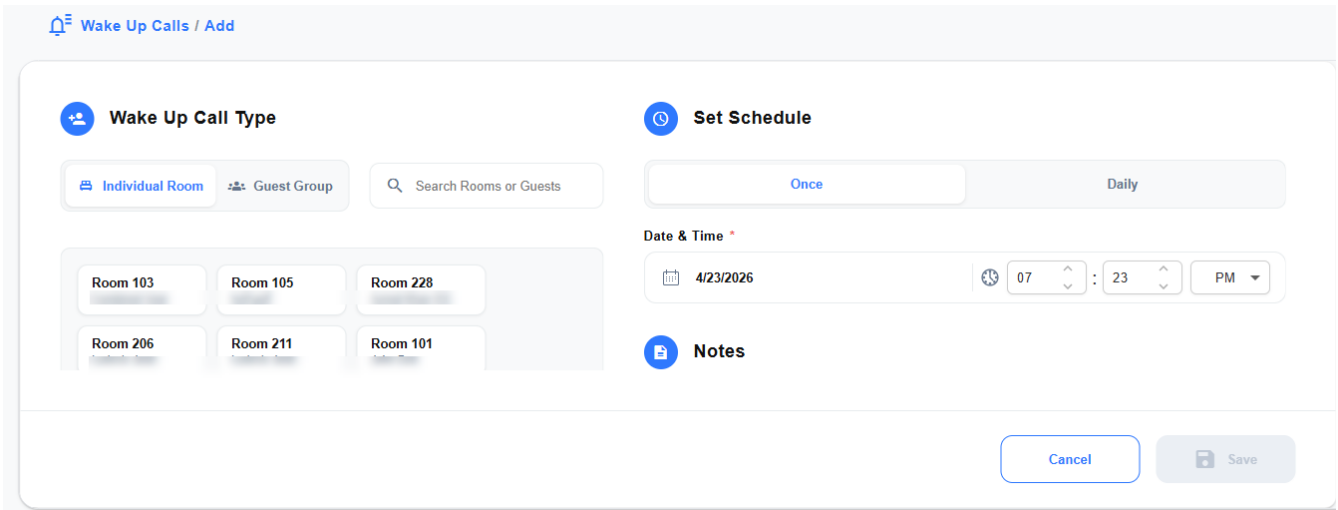
9.2 Add Wake Up Call

To create a new wake up in the Rainbow Hospitality, click on **Add Wake Up Call** link displayed at the top right side of the screen, as shown below:



SCREENSHOT – Wake Up Call

You will be presented with the screen, as shown below.




SCREENSHOT – New Wake Up Call

Following information is required to set up a wake up call:

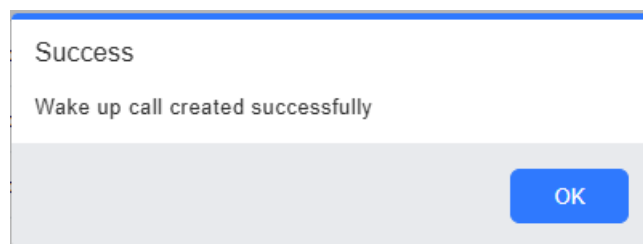
Wake Up Call Type: Select either an individual room or guest group. Ability to search for specific room or guests is also available.

Frequency: Select the frequency of the wake up call i.e. Once or Daily.

Date & Time: Select the date of the date of the wake up call.  icon is available to assist with date selection. Then Select the Time of the wake up call. Special icons are available in hours and minutes field to adjust the time.

Notes: Add any additional information related to wake up call.


Once done, click on the Save button. Upon successful creation, the following confirmation message is displayed.



SCREENSHOT – Message from the Application

Click **OK** and you will be redirected to the **Wake Up Call** screen where the newly added Wake Up call will be displayed with their associated details.

9.3 Edit Wake Up Call

To edit details of a wake up call, click on the  icon that appears beside each added wake up call and then click on **Edit**, as shown below:



105 - [REDACTED]	Thu, Apr 23, 2026	09:02 PM	Pending	Tue, Apr 21, 2026	Thu, Apr 30, 2026	[REDACTED]	[REDACTED]
228 - [REDACTED]	Tue, Apr 21, 2026	09:00 PM	Answered	Mon, Apr 06, 2026	Wed, Apr 25, 2026	[REDACTED]	[REDACTED]
103 - [REDACTED]	Tue, Apr 21, 2026	11:41 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026	[REDACTED]	[REDACTED]
103 - [REDACTED]	Tue, Apr 21, 2026	10:43 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026	[REDACTED]	[REDACTED]

SCREENSHOT – Edit Wake Up Call

You will be presented with the following screen, make changes in the required fields and then click the **Update** button.

Wake Up Calls / Update

Wake Up Call Type

Individual Room Guest Group Search Rooms or Guests

Room 103 Room 105 Room 228 Room 206 Room 211 Room 101

Set Schedule

Once Daily

Date & Time 4/23/2026 09:02 PM

Notes

Cancel Update

The wake up call will be updated.

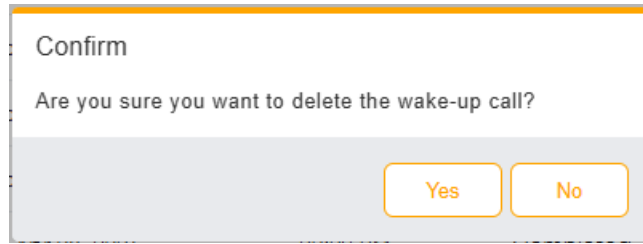
9.4 Delete Wake Up Call

To delete a wake up call, click on the icon that appears beside each wake up call entry and then click on **Delete**, as shown below

105 - [REDACTED]	Thu, Apr 23, 2026	09:02 PM	Pending	Tue, Apr 21, 2026	Thu, Apr 30, 2026	[REDACTED]	[REDACTED]
228 - [REDACTED]	Tue, Apr 21, 2026	09:00 PM	Answered	Mon, Apr 06, 2026	Wed, Apr 25, 2026	[REDACTED]	[REDACTED]
103 - [REDACTED]	Tue, Apr 21, 2026	11:41 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026	[REDACTED]	[REDACTED]
103 - [REDACTED]	Tue, Apr 21, 2026	10:43 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026	[REDACTED]	[REDACTED]

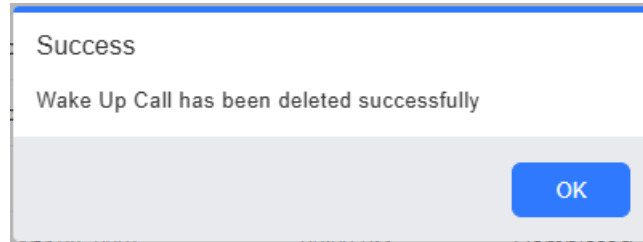
SCREENSHOT – Delete Wake Up Call

You will be presented with the popup window, as shown below:



SCREENSHOT – Message from the Application

Click **YES**. You will be presented with another popup window, as shown below.



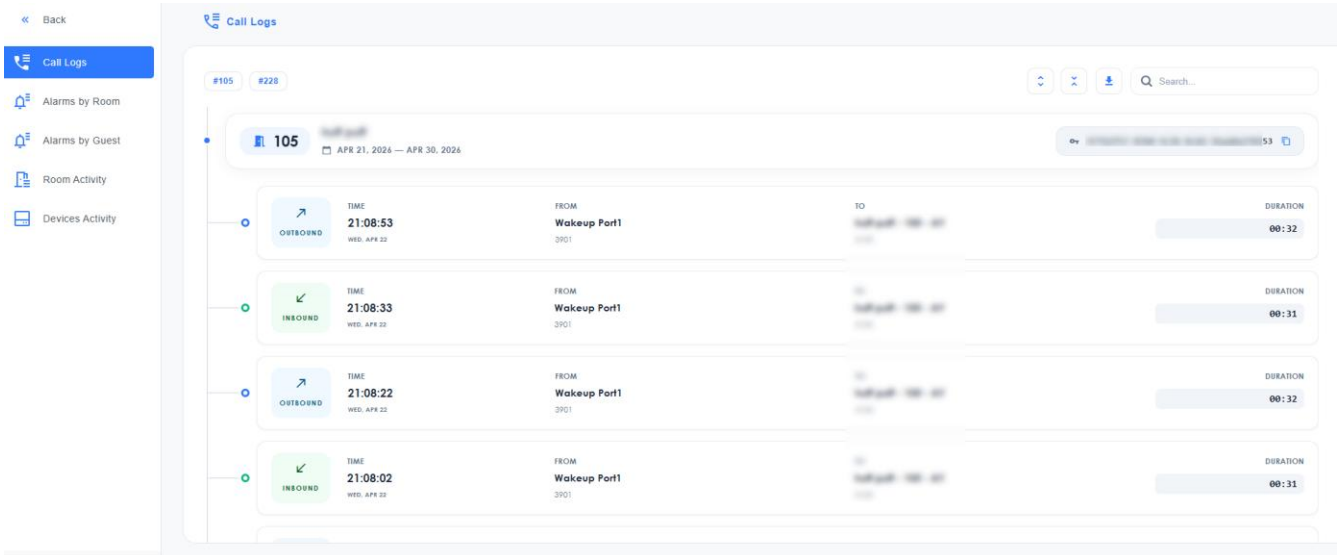
SCREENSHOT – Message from the Application

Click **OK**. The wake up call will be removed from the Rainbow Hospitality.

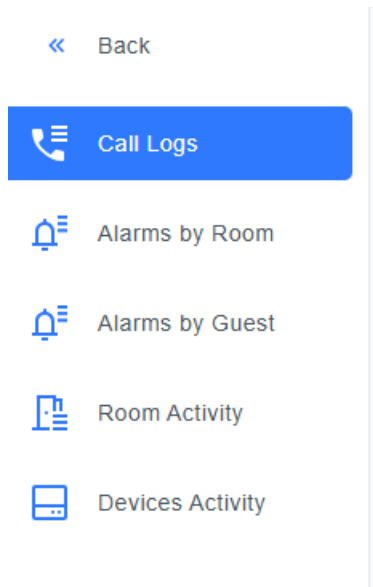


10 Reports

Rainbow Hospitality offers Reports feature for Hotel Managers so that activities conducted related to rooms and rainbow room devices can be reviewed. In order to view this section, click on the Reports available in the left-hand menu. Following screen is displayed:



Left-hand menu is updated in this screen and now list of all available reports is displayed in the left-hand menu:



Following reports are available in Rainbow Hospitality:

10.1 Call Logs

Displays all call records associated with a selected room and its corresponding guest. The interface enables managers to review call activity and access relevant call details for monitoring and reporting purposes.

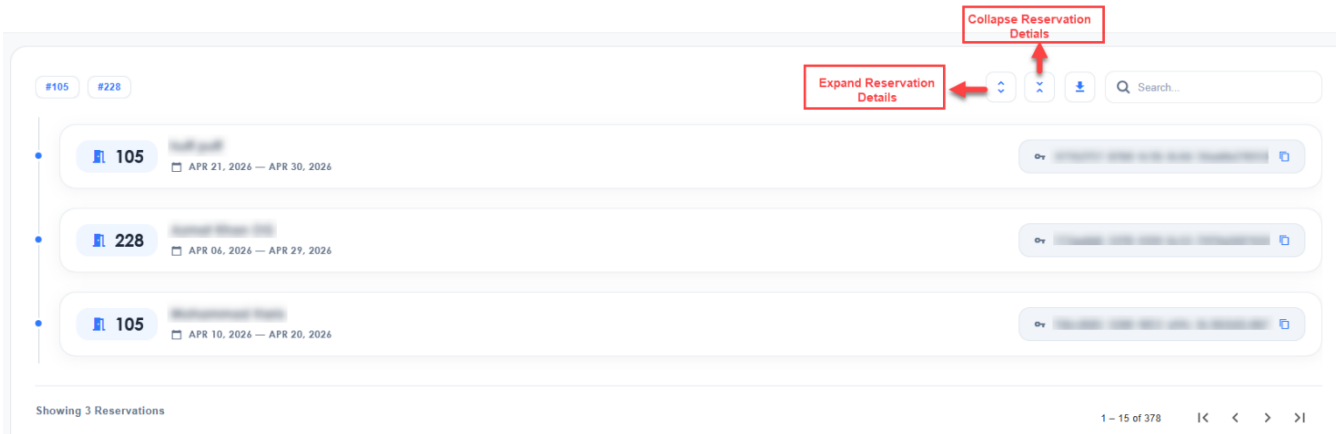


Direction	Time	From	To	Duration
Inbound	21:02:00	Wakeup Port1	4105	00:32
Outbound	21:08:53	Wakeup Port1	4105	00:32
Inbound	21:08:33	Wakeup Port1	4105	00:31
Outbound	21:08:22	Wakeup Port1	4105	00:32

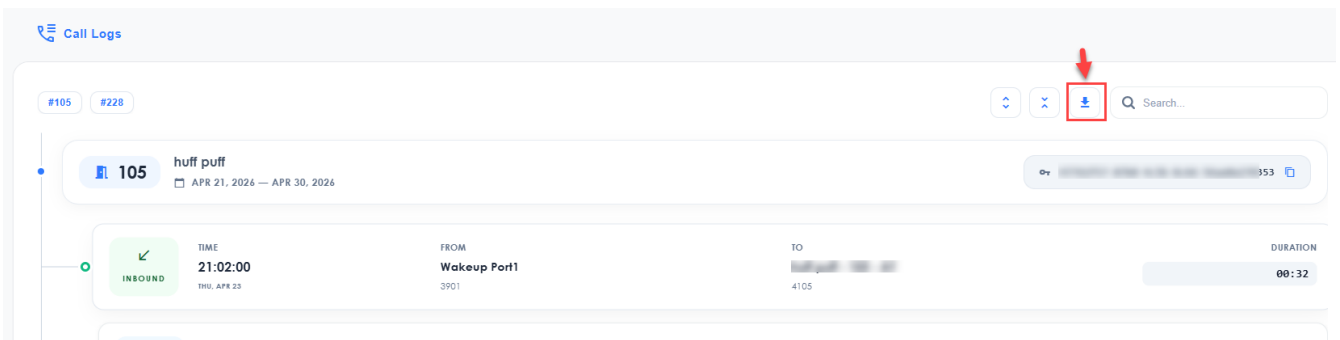
Call Logs report contains filtering capabilities to display call logs associated with specific rooms. By selecting the desired room from the available filter options, the interface dynamically updates to show only the relevant call records.

Direction	Time	From	To	Duration
Inbound	21:00:00	Wakeup Port1	4414	00:00
Outbound	21:00:00	Wakeup Port1	4414	00:00

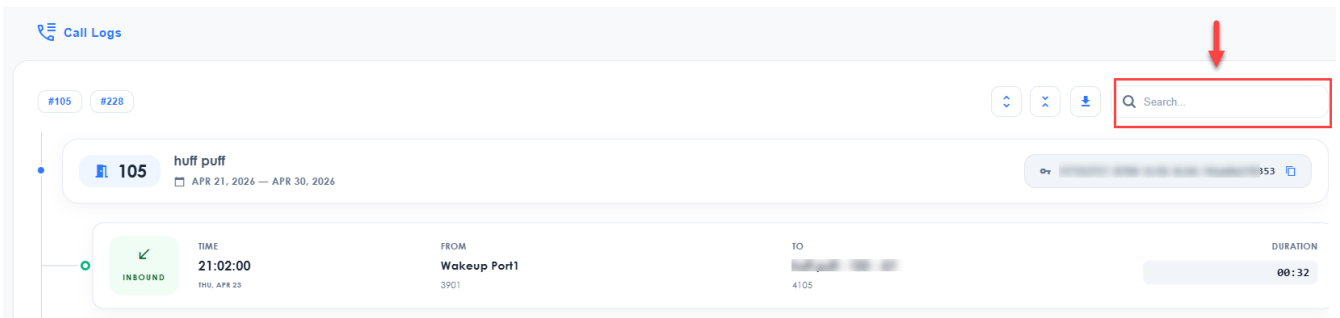
Each room entry includes an option to expand or collapse its associated call logs. This allows managers to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of call activity.



Call logs can be exported for offline analysis or record-keeping purposes. The system provides options to download the displayed data in CSV format. Export option is accessible via the corresponding icon located in the top-right corner of the screen.



A search functionality is also available to facilitate quick retrieval of specific call records.



10.2 Alarms by Room

Displays wake-up alarm records organized by room, providing visibility into all scheduled alarm requests. The interface enables managers to track which rooms have configured alarms and review the status or outcome of each request, supporting effective monitoring and operational oversight.



Wake Up Call By Room

#105 #228 #103

105 GUEST TOTAL ALARMS 10

ALARM TIME	GUEST STAY	STATUS
21:08:32 Wed, Apr 22	Apr 21 - Apr 30	Missed
21:02:00 Thu, Apr 23	Apr 21 - Apr 30	Answered
20:00:00 Mon, Apr 20	Apr 10 - Apr 22	Cancelled
13:18:00 Tue, Apr 21	Apr 10 - Apr 22	Cancelled
13:18:00 Tue, Apr 21	Apr 10 - Apr 22	Cancelled

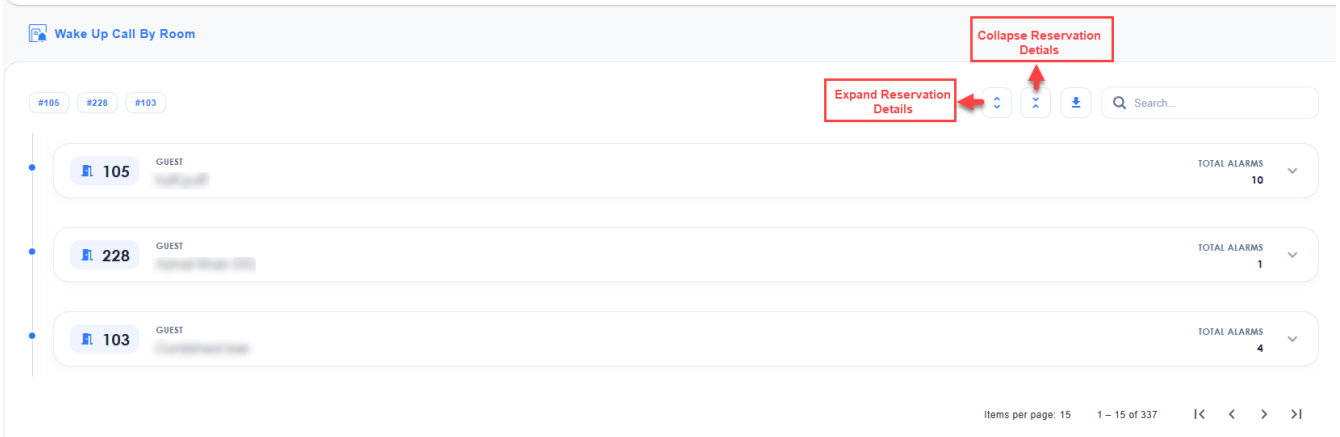
Wake Up Calls report contains filtering capabilities to display wake up calls associated with specific rooms. By selecting the desired room from the available filter options, the interface dynamically updates to show only the relevant wake up calls.

#105 #228 #103

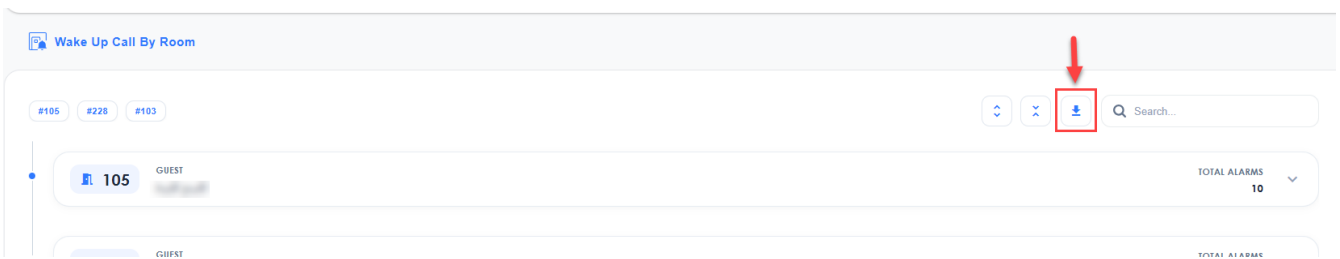
103 GUEST TOTAL ALARMS 4

ALARM TIME	GUEST STAY	STATUS
23:41:39 Tue, Apr 21	Apr 21 - Apr 28	Cancelled
22:45:17 Tue, Apr 21	Apr 21 - Apr 28	Cancelled
22:28:29 Tue, Apr 21	Apr 21 - Apr 28	Cancelled

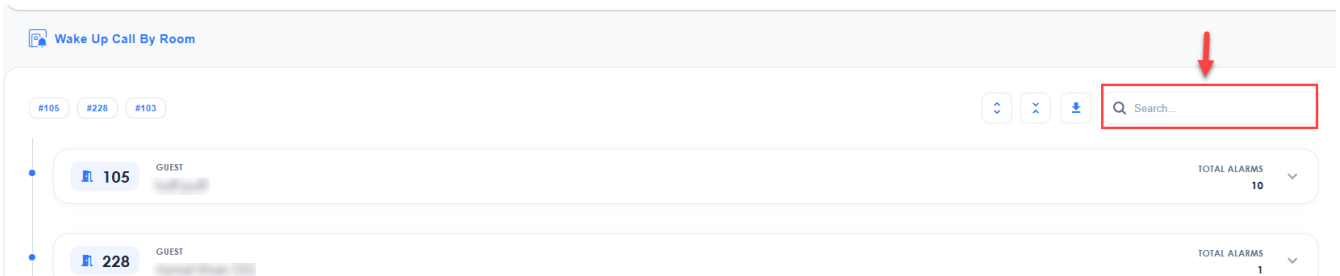
Each room entry includes an option to expand or collapse its associated wake-up calls. This allows managers to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of wake up call activity.



Wake Up Calls data can be exported for offline analysis or record-keeping purposes. The system provides options to download the displayed data in CSV format. Export option is accessible via the corresponding icon located in the top-right corner of the screen.



A search functionality is also available to facilitate quick retrieval of specific wake up calls.



10.3 Alarms by Guest

Displays all wake-up alarm records configured for individual guests, providing a guest-centric view of scheduled alarm activity. Each entry includes the scheduled date and time of the alarm, enabling managers to review and track alarm requests associated with specific guests for operational monitoring and verification.

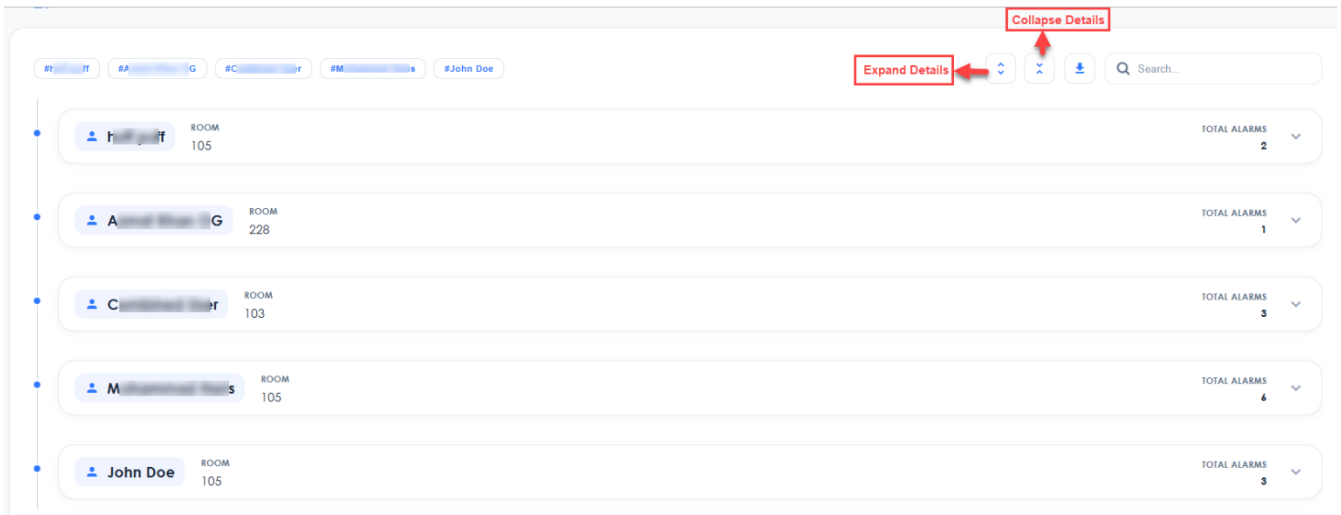


The screenshot shows the 'Wake Up Call By Guest' interface. At the top, there are filter buttons for '#John Doe' and other guests. Below the filters, there are three guest entries, each with a 'TOTAL ALARMS' count and a list of wake-up calls. The first guest, 'John Doe' (Room 105), has 2 alarms: one missed at 21:08:32 on Wed, Apr 22, and one answered at 21:02:00 on Thu, Apr 23. The second guest, 'John Doe' (Room 228), has 1 answered alarm at 21:00:00 on Tue, Apr 21. The third guest, 'John Doe' (Room 103), has 3 alarms.

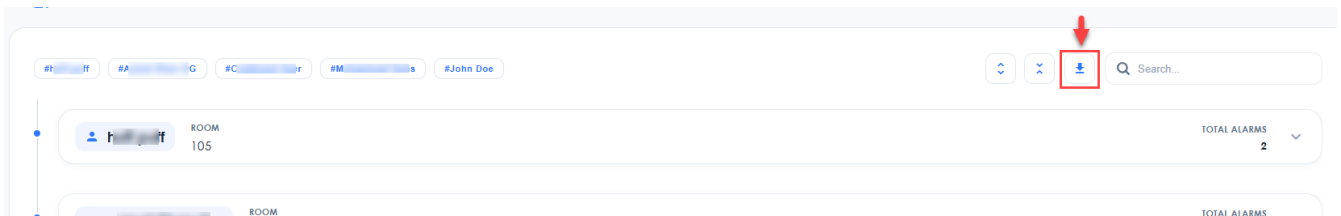
Wake Up Calls report contains filtering capabilities to display wake up calls associated with specific guests. By selecting the desired guest from the available filter options, the interface dynamically updates to show only the relevant wake up calls.

This screenshot shows the 'Wake Up Call By Guest' interface with the filter set to '#John Doe'. The filter button is highlighted with a red arrow. The list of wake-up calls is filtered to show only those for John Doe. The first entry for John Doe (Room 105) is expanded, showing 3 alarms: one answered at 20:15:00 on Mon, Apr 13; one answered at 14:12:00 on Mon, Apr 13; and one cancelled at 14:40:00 on Mon, Apr 13. The other two entries for John Doe (Room 105) are collapsed, showing 1 answered alarm at 14:00:00 on Mon, Apr 13 and 1 answered alarm at 14:00:00 on Mon, Apr 13. A red arrow points to the 'John Doe' filter button and another red arrow points to the expanded guest entry.

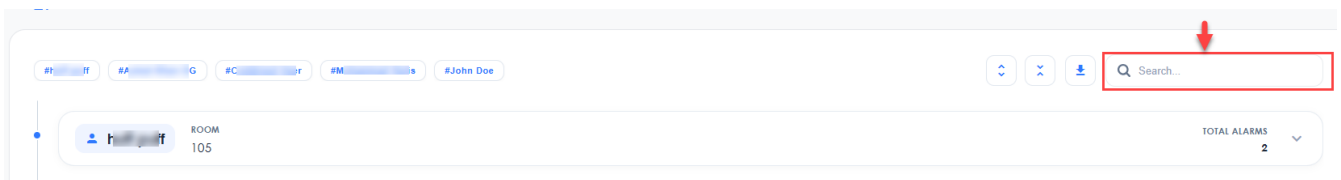
Each guest entry includes an option to expand or collapse its associated wake-up calls. This allows managers to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of wake up call activity.



Wake Up Calls data can be exported for offline analysis or record-keeping purposes. The system provides options to download the displayed data in CSV format. Export option is accessible via the corresponding icon located in the top-right corner of the screen.



A search functionality is also available to facilitate quick retrieval of specific wake up calls.



10.4 Devices Activity

Displays a log of usage events and status changes for devices associated with rooms. This view enables managers to monitor device behaviour and identify issues such as unlinked devices, configuration inconsistencies, or hardware malfunctions, supporting effective troubleshooting and operational maintenance.

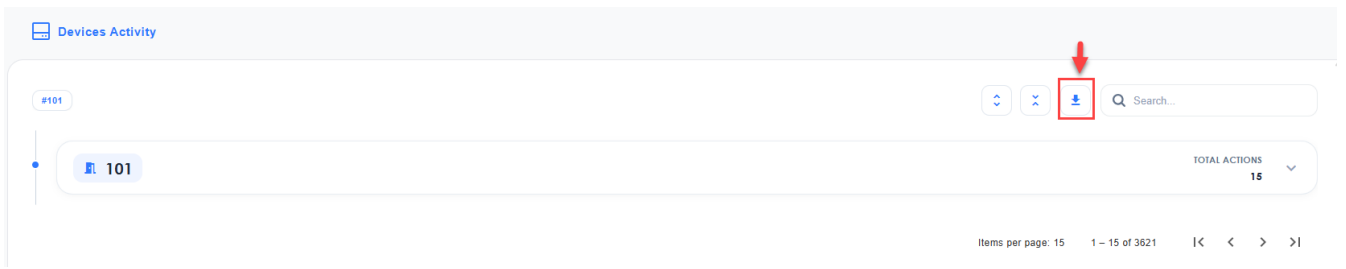


ACTIVITY	PERFORMED ON	PERFORMED BY
MEMBER RENAME Feb 05, 2026 18:49:07	Room 101:#vacant	Servicing User Rainbow Hub
ROOM ASSOCIATED Jan 14, 2026 21:59:03	Room 101:#vacant	RHG
CHECK IN Feb 05, 2026 18:19:40	101	Standalone
CALL BARRING Feb 05, 2026 18:49:08	4101 Hotel calls only	Servicing User Rainbow Hub
MEMBER RENAME Feb 05, 2026 17:30:37	Room 101:#vacant	Servicing User Rainbow Hub

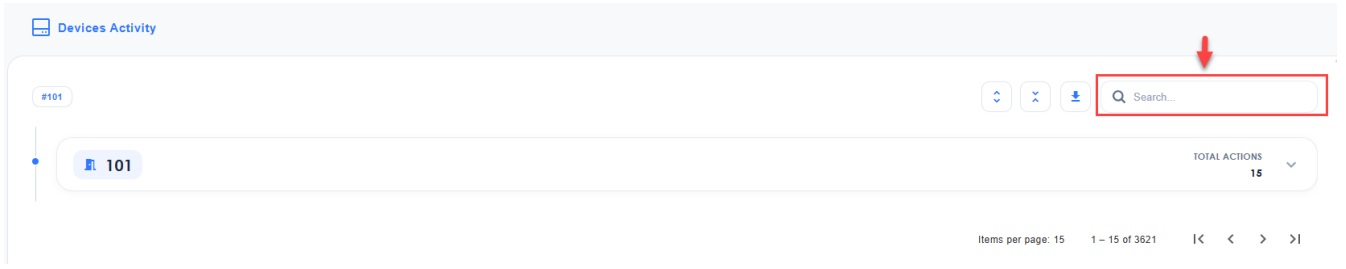
Devices Activity report contains filtering capabilities to display activity details associated with specific devices. By selecting the desired device from the available filter options, the interface dynamically updates to show only the relevant activity details.

Each device entry includes an option to expand or collapse its associated details. This allows managers to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of room activity.

Device activity data can be exported for offline analysis or record-keeping purposes. The system provides options to download the displayed data in CSV format. Export option is accessible via the corresponding icon located in the top-right corner of the screen.



A search functionality is also available to facilitate quick retrieval of specific device activity.





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