



Rainbow Hospitality
Administration Guide
(Hotel Administrator-OPERA Cloud)





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1 Document History

Edition	Date	Changes / Comments / Details
01	25/04/2025	Initial Administration guide for Hotel Manager OPERA Cloud created.
02	03/07/2025	Formatting changes have been made. Rainbow Hub Device label has been updated to Rainbow Device. Rainbow Hospitality Gateway has been updated to Rainbow Hospitality. Section 7 Details about room viewing modes and hotel room statuses have been added.
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04	09/07/2025	Updated Rainbow Hospitality logo in the screenshots of application interface.
05	01/08/2025	Section 7.3 Screenshots have been updated. Details about association of a room have been updated.
06	10/10/2025	Title of the guide has been updated. Section 2.4 Description has been updated. Section 3.1 Screenshots have been updated. Section 10 Title of the section and screenshots have been updated.
07	03/02/2026	Section 3 Title has been updated. Details about user onboarding and using Rainbow Hospitality for the first time have been updated Section 4 Details related to hotel connectivity have been updated. Section 8 Screenshots have been updated. Section 9 Screenshots have been updated.
08	24/04/2026	Section 3 Screenshots have been updated. Section 4 Screenshots have been updated. Section 5 Screenshots have been updated. Subsections have been added. Section 6 Screenshots have been updated. Section 7 Screenshots have been updated. Section 8 Screenshots have been updated. Subsections have been added. Section 9 Screenshots have been updated. Section 10



Edition	Date	Changes / Comments / Details
		Screenshots have been updated. Subsections has been added.
09	18/05/2026	Section 4.3 Section about Wake Up Call Configurations has been added. Remaining sections have been renumbered. Section 8 Section about Wake Up Calls has been added. Remaining sections have been renumbered.



2 Introduction

2.1 Overview – The Product

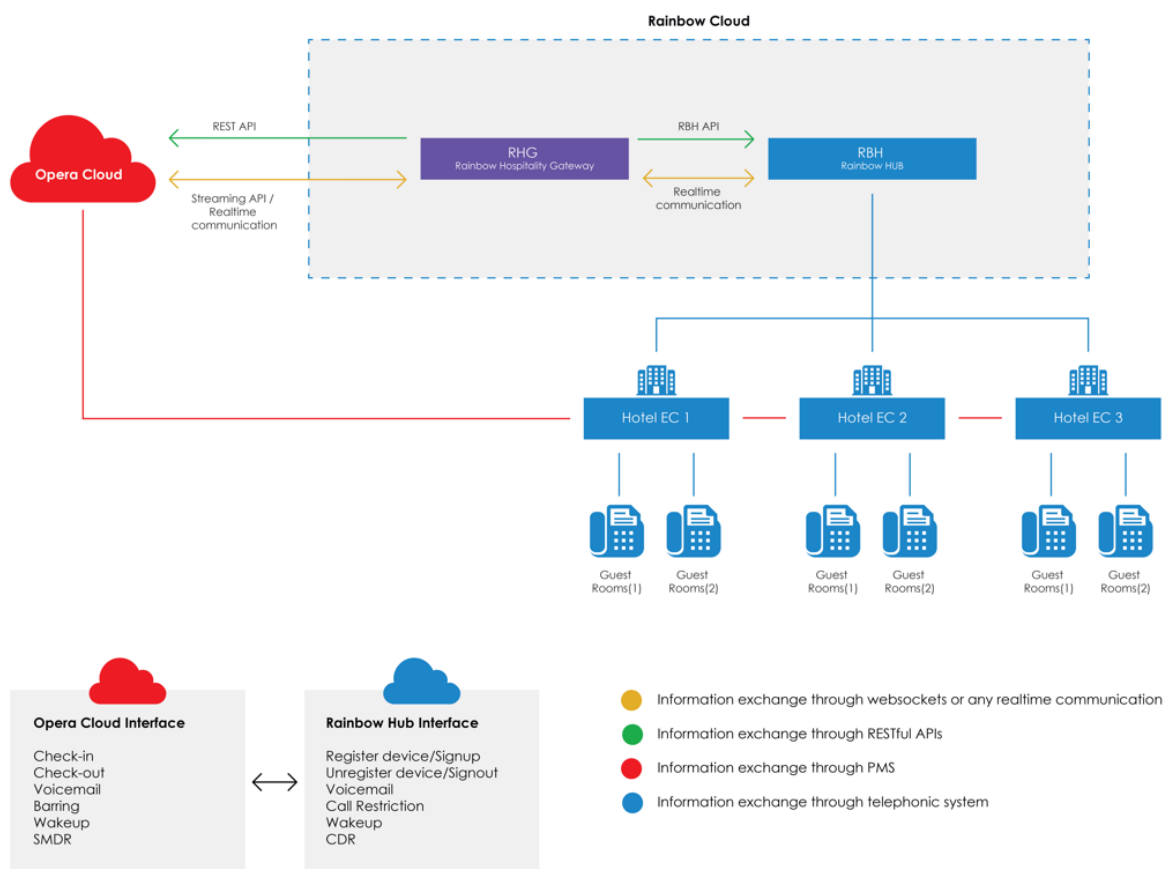
Rainbow Hospitality acts as a middleware solution designed to facilitate seamless communication between OPERA Cloud and Rainbow HUB with a primary focus on supporting the OHIP (OPERA Hospitality Integration Platform) interface and provisioning telephone system.

The main goal of the Rainbow Hospitality is to enhance interoperability and data exchange between OPERA Cloud and Rainbow HUB. The system comprises of two key components

- **Rainbow Hospitality Admin**
This application is designed to onboard hotels (companies) and manage configurations necessary for the middleware to establish a connection between the two systems.
- **Rainbow Hospitality Service (Backend service)**
This service retrieves Rooms and Guests data from OPERA Cloud and provision them up in Rainbow Hub as devices and users. It oversees Guest Reservations, tracks Check-in and Checkout times, and manages call logs for Room device usage.

By acting as a bridge, it ensures the efficient flow of information, enabling these systems to work cohesively and provide a comprehensive solution for hospitality management.

2.2 Architecture Diagram





2.3 Overview – The Guide

The purpose of this document is to explain the back-office Administration steps that are required in order to provision Rainbow HUB devices and visualize activity reports of different link room devices in Rainbow Hospitality. This guide expects the user to be hotel administrator and to do the necessary configuration required in Rainbow Hospitality Administration.

The guide goes through the administrative steps needed for initial configuration along with screenshots to provide a better understanding and relevant context. The Table of Contents is also provided at the beginning of this document which includes hyperlinks. These links can be used to jump to sections and topics of focus. Sometimes only small parts of the screen are shown to highlight a specific item or feature of the user 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
- 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](#).



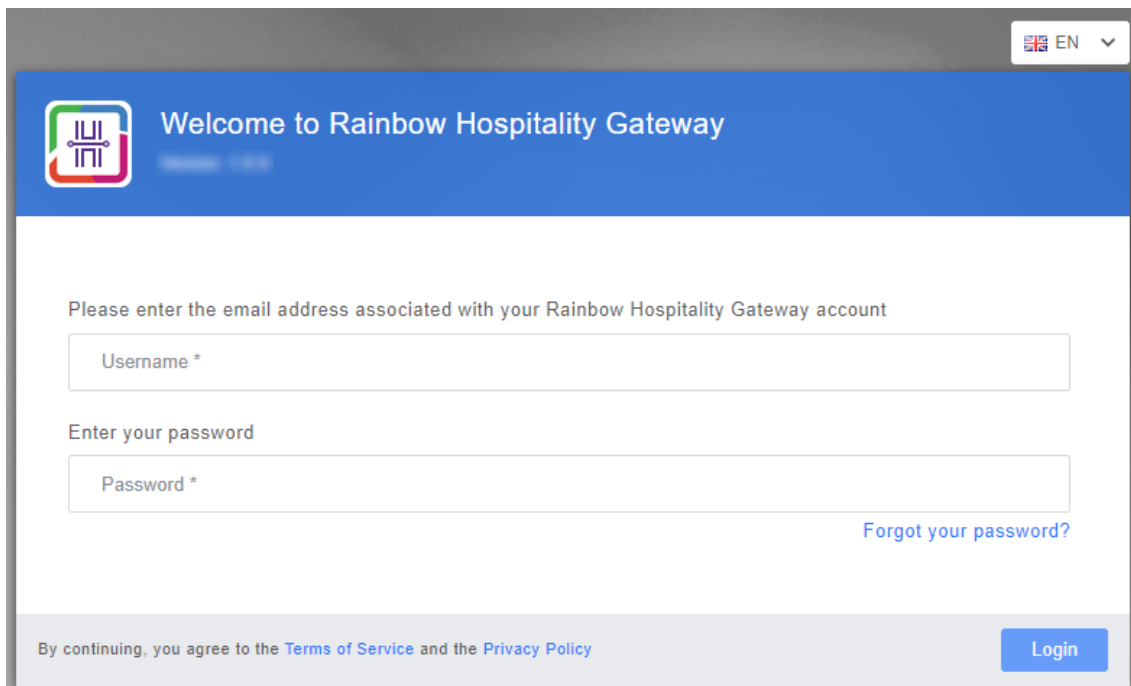
3 Rainbow Hospitality Administration – Start-up

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

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

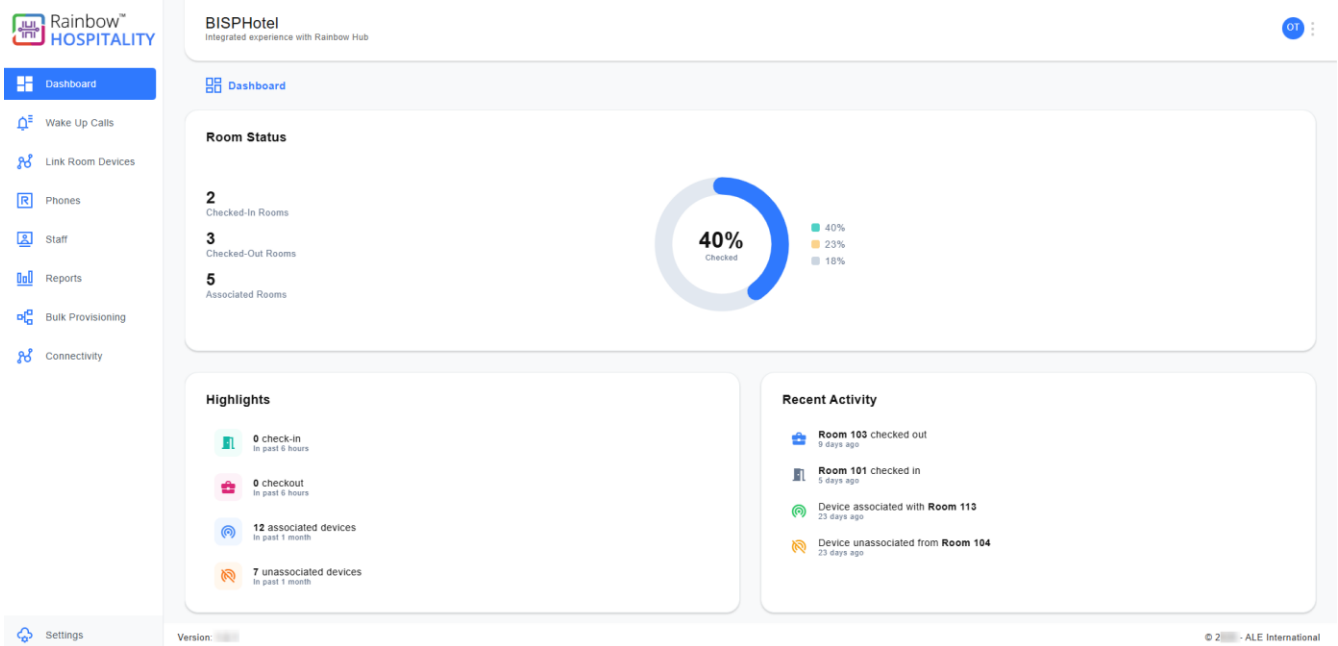
<https://hospitality.openrainbow.io>

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



SCREENSHOT – Rainbow Hospitality login page

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:

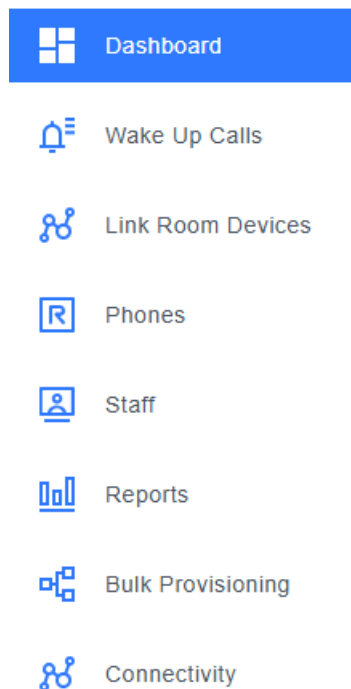


SCREENSHOT – Home Screen

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 administrator, you can manage other hotel admins, configure connectivity of your hotel, update settings, and view activity reports. The sections below will take you through each section, one by one.

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

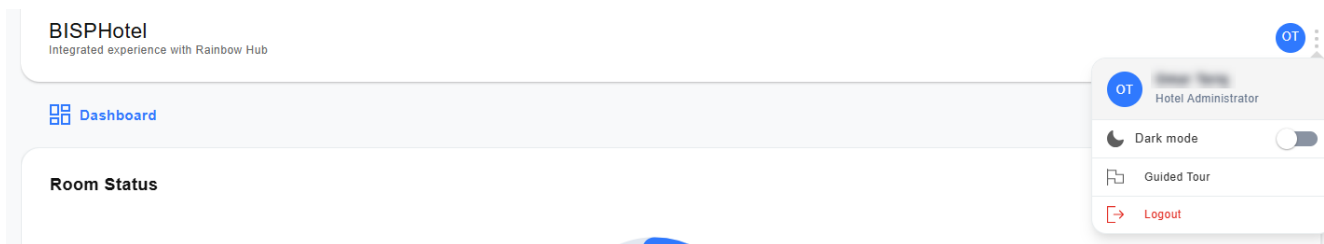
3.1 Sidebar Menu Overview

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

- **Dashboard** – Provides a real-time overview of scheduled current room statuses.
- **Wake Up Calls** - Schedule, modify, or cancel guest wake-up calls.
- **Link Room Devices** – Manage room profiles and their associated devices.
- **Phones** Assign telephone extensions to rooms, suites, or hotel departments.
- **Staff**– Create and manage accounts for users with Hotel Admin roles.
- **Reports** – Access detailed logs of room activity, device interactions, alarms, and telephony usage.
- **Connectivity**– Configure connections to OPERA Cloud and Rainbow HUB for hotel system integration.
- **Settings**– Customize system appearance, branding, and general configuration options

3.2 Profile Menu Options

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



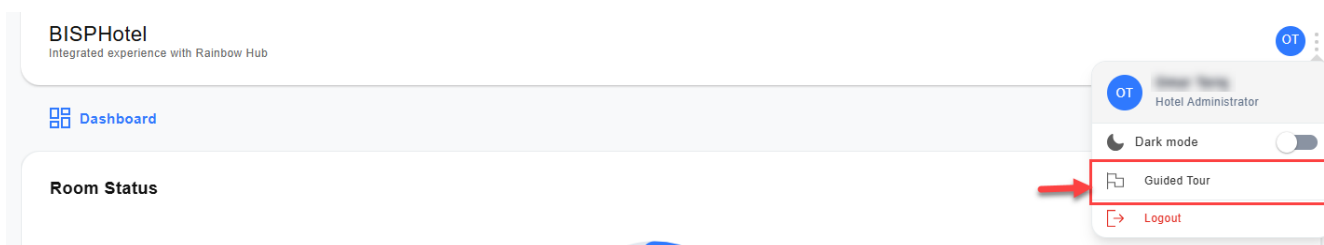
SCREENSHOT – Profile Menu Options

- **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.

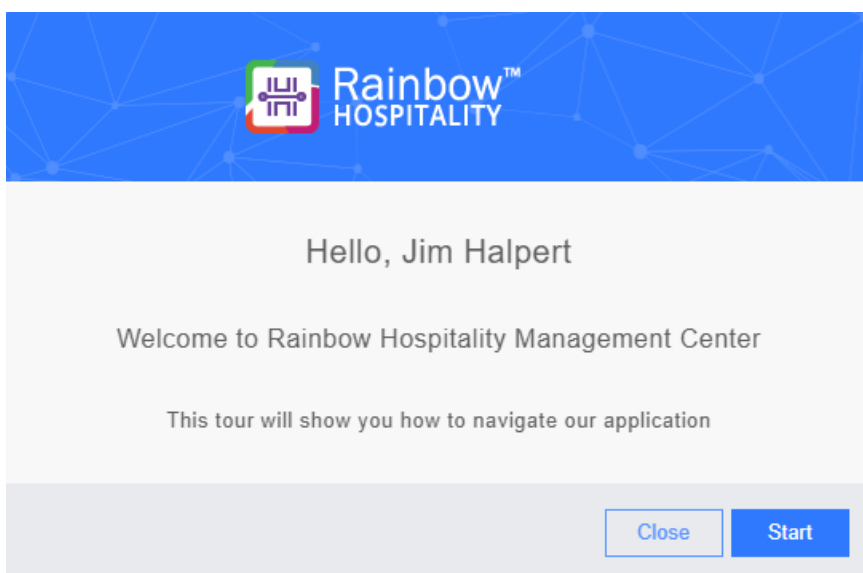
Following menu will be displayed:



SCREENSHOT – Guided Tour

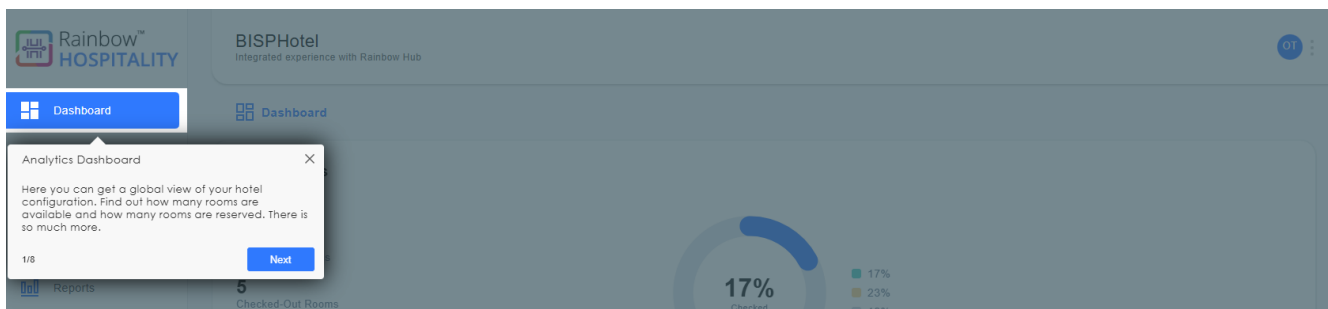
When you click on Guided Tour option following pop up is displayed

Following menu will be displayed:



SCREENSHOT – Guided Tour

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

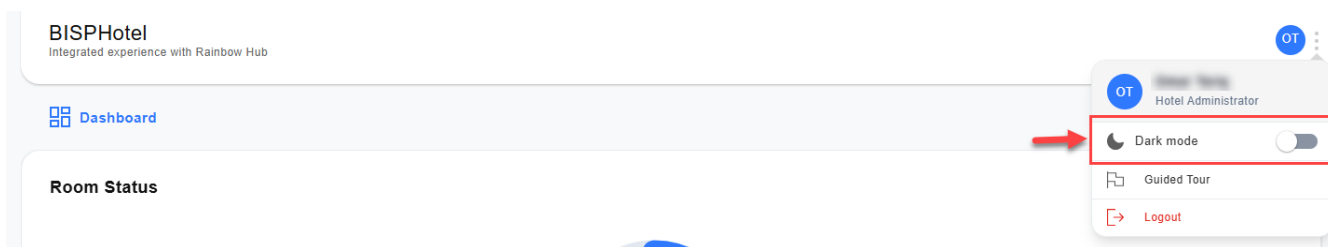


SCREENSHOT – Guided Tour

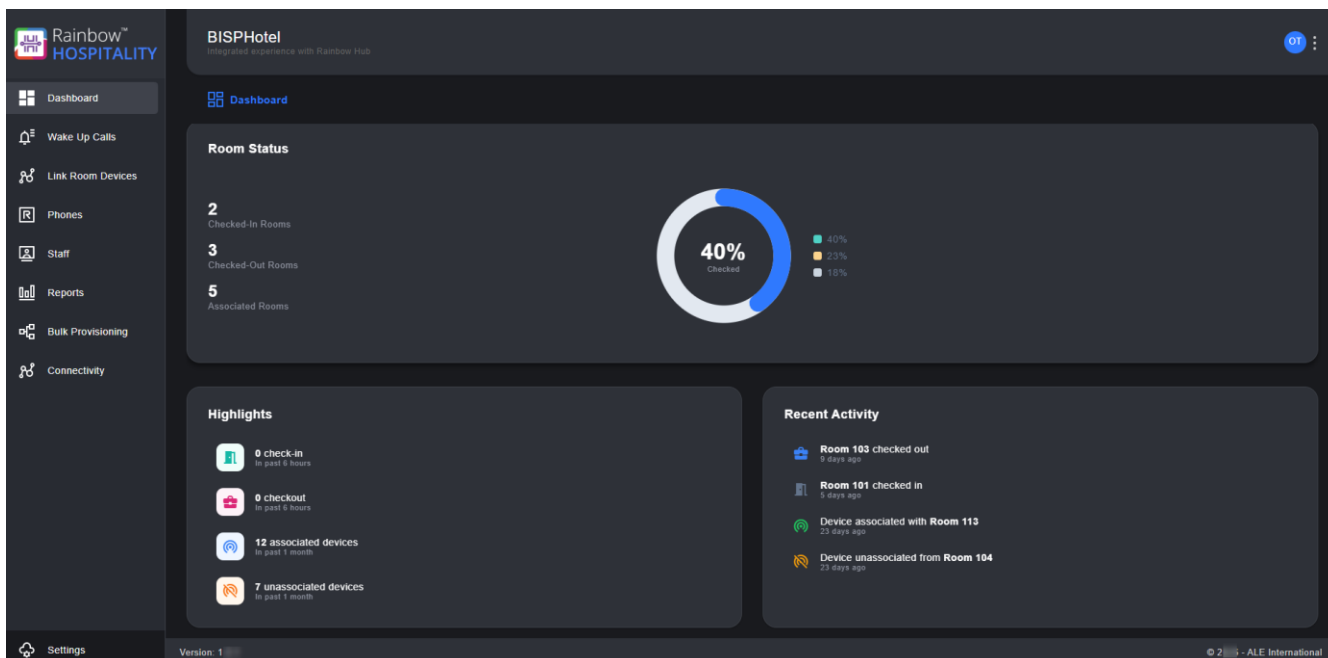
Click on Next Button to take the step-by-step tour of Rainbow Hospitality application.

3.4 Dark Mode

The hotel administrators 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.



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



4 Connectivity

The Connectivity module enables Hotel Administrators to configure and verify the integration of their property with Rainbow HUB and Opera Cloud. This is critical for ensuring that room devices and telephony features function properly within the Rainbow Hospitality ecosystem.

Note: Typically, connectivity is preconfigured by the Business Partner Admin during hotel onboarding. However, Hotel Administrators may review or test these settings if required.

Click on Connectivity option in the left-hand sidebar and following screen is displayed:

The screenshot shows the 'Connectivity' configuration page. It features a 'Hotel Type' dropdown menu currently set to 'OPERA Cloud'. Below this, there is a section for 'OPERA Cloud' configuration with the following fields: 'Gateway URL' (https://...-1), 'Client ID' (AL...leral), 'Client Secret', and 'Hotel ID' (AL...). At the bottom right of the form are 'Cancel' and 'Update' buttons.

4.1 Hotel Type

Select OPERA Cloud from the dropdown list. This setting ensures that the Rainbow Hospitality applies OPERA Cloud-specific workflows and logic for all subsequent configurations.

IMPORTANT!! *The Hotel type can only be selected once. The hotel administrator will not be able to update it later once the setting has already been applied to their account. However, hotel administrator can update other options on the connectivity screen.*

4.2 OPERA Cloud

This section is related to integration of Rainbow Hospitality with OPERA Cloud. Rainbow Hospitality has to retrieve Hotel Rooms information and devices available in those rooms from OPERA Cloud. Most of the information required in this section has to be provided by the hotel administration or available at OPERA Cloud.

Gateway URL: URL of the environment created in the Development Portal of Oracle Cloud.

Client ID: Specific ID available in the Environment created in the Development Portal of Oracle Cloud.

Client Secret: Information available in the Environment created in the Development Portal of Oracle Cloud.



Hotel ID: Specific ID assigned to the hotel in the Development Portal of Oracle Cloud.

Enterprise ID: Specific ID associated with the hotel in the Development Portal of Oracle Cloud

App Key: The key associated with the application created in the Developmental Portal of Oracle Cloud.

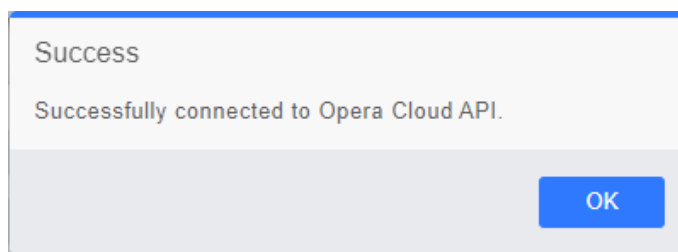
External System Code: Code associated with External System created for this particular hotel.

Username: The username associated with the integration user approved by the hotel.

Password: Password of the integration user account approved by the hotel.

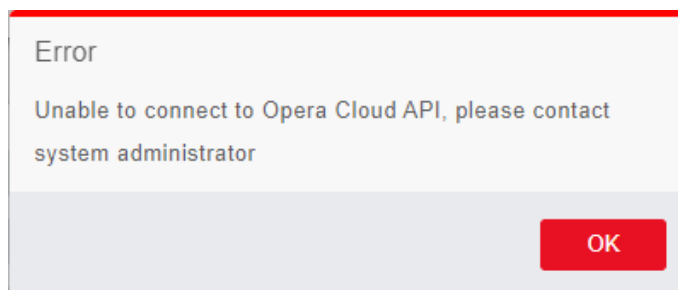
A **Test** button is also available in this section to check whether the connection between Rainbow Hospitality and OPERA Cloud has been established or not.

If the connection is established then following pop-up message is displayed:



Screenshot – Message from the application

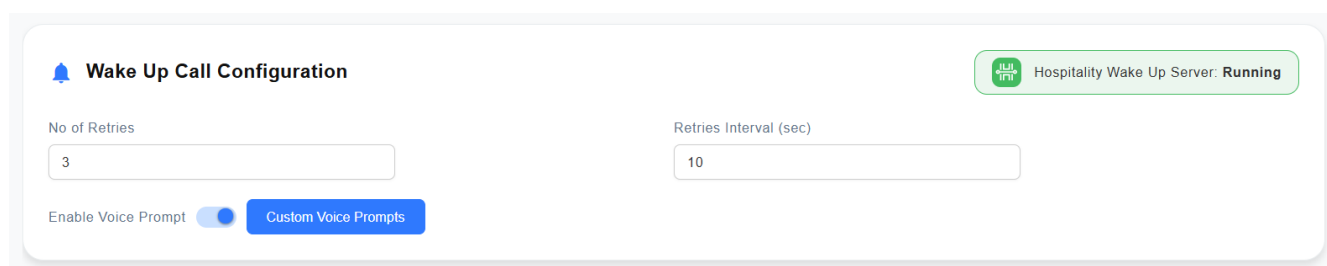
If the connection cannot be established for any reason then following pop-up message is displayed:



Screenshot – Message from the application

4.3 Wake Up Call Configuration

This section defines how external systems communicate status updates and event responses to the Rainbow Hospitality application. This configuration ensures proper synchronization between the hotel management system and telephony-based wake-up call services.





Following fields must be configured:

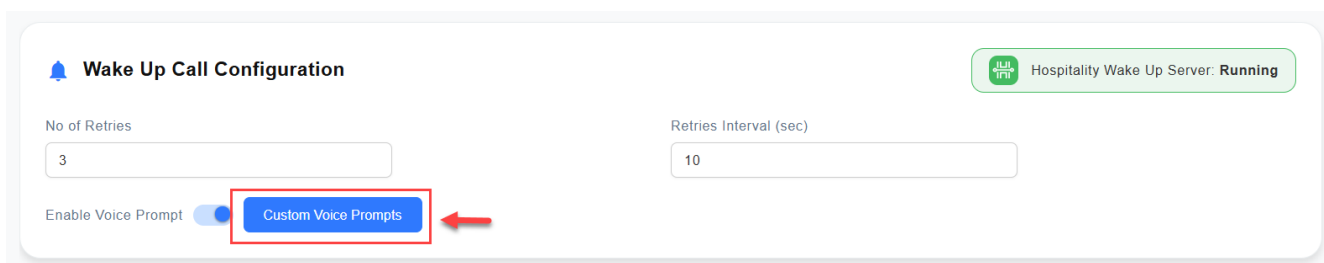
No of retries: Specify the number of retry attempts Rainbow Hospitality should make for a wake up call to be answered by the guest.

Retries Interval (sec): Specify the time interval, in seconds, that Rainbow Hospitality should wait between successive wake up calls. This helps prevent rapid wake up calls if guest doesn't answer the wake-up call.

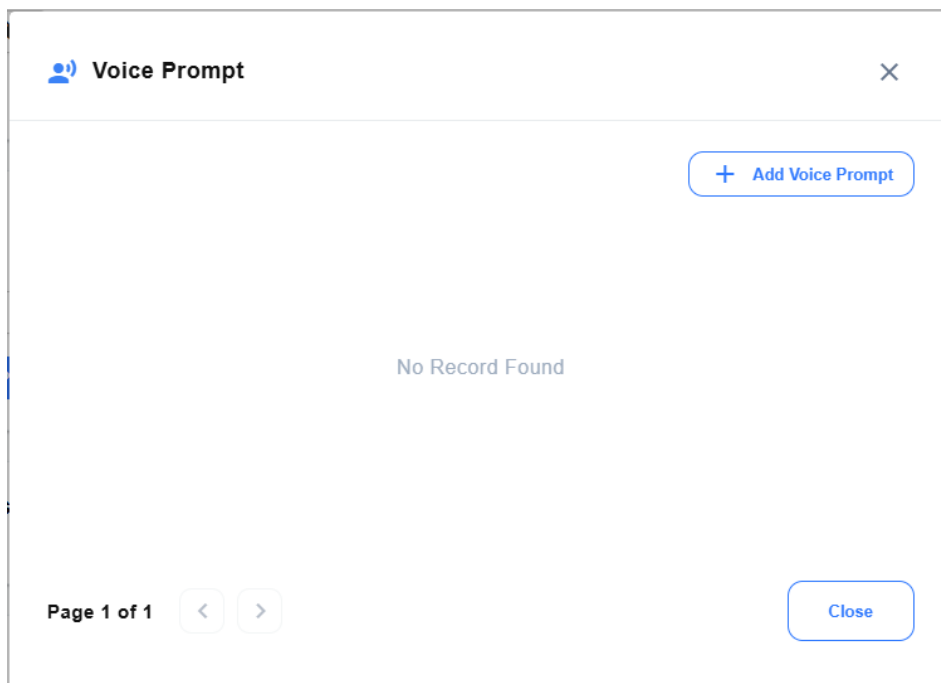
Enable Voice Prompt: Enable this option if a pre-recorded audio message should be played when the wake up call is answered by the guest.

4.3.1 Custom Voice Prompts

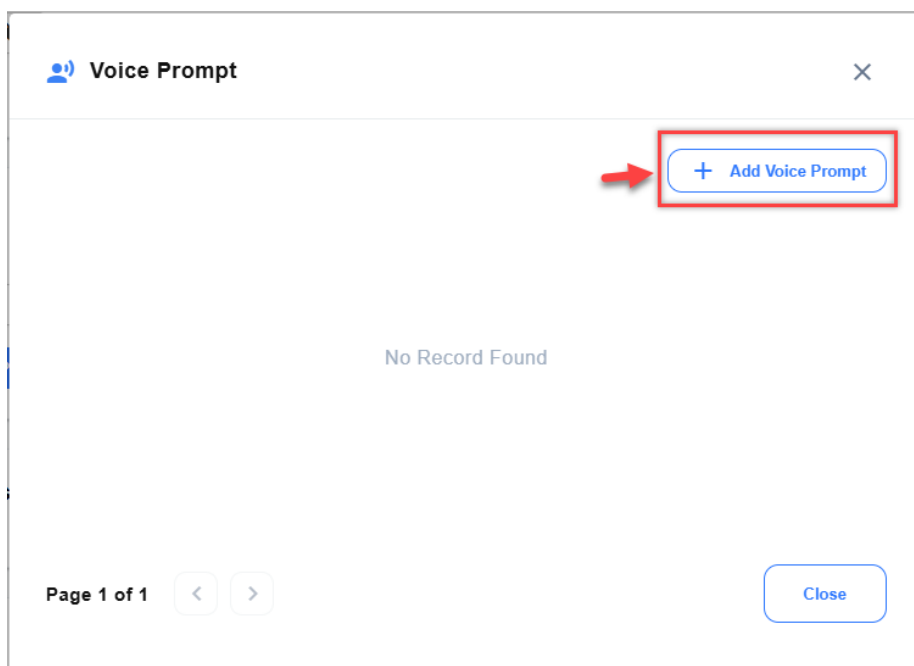
Rainbow Hospitality supports the configuration of multiple voice prompts to accommodate hotel-specific requirements. Administrators can upload audio recordings to define prompts in multiple languages, enabling a localized and customizable guest interaction experience. To configure voice prompts, click the Custom Voice Prompts button as highlighted below:



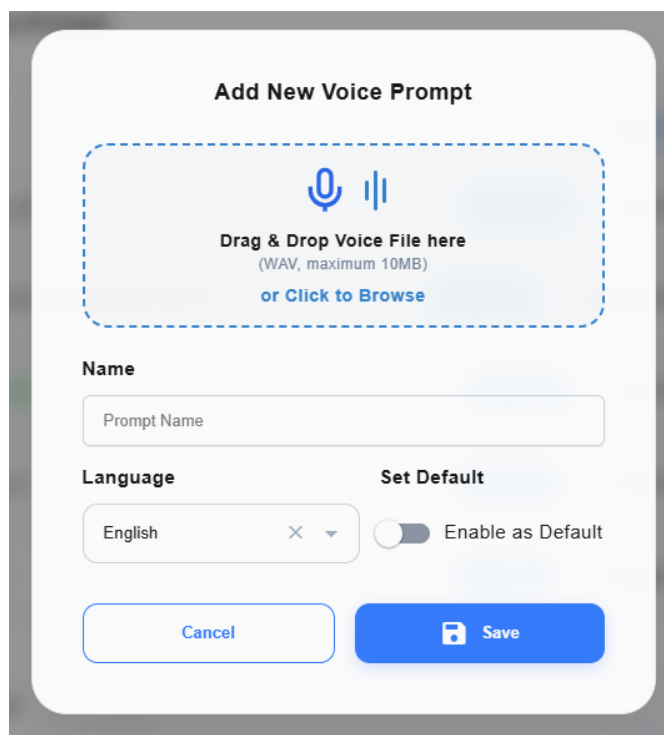
The Voice Prompts window is displayed, listing all configured voice prompts:



To add a new voice prompt, click the Add Voice Prompt button.



The following window is then displayed:



Upload a new voice prompt by dragging and dropping an audio file or by browsing and selecting a file from the local system.

Name: Specify a name for the voice prompt.

Language: Select the language associated with the voice prompt.

Set Default: Enable this toggle to configure the selected voice prompt as the default option.

Once necessary information is provided, click Save button



4.4 Call Billing & Accounting System Configuration

This section is related to integration of Call Billing & Accounting System with Rainbow Hospitality. By default, this section is disabled. As soon as an administrator, enable the configuration, following fields are displayed:

The screenshot shows a configuration form for the Call Billing & Accounting System. The form is titled "Call Billing & Accounting System Configuration" and has a toggle switch in the top right corner. It contains five input fields: "Webhook Endpoint *", "Secret Key *", "Dashboard URL *", "Client ID *", and "API Version *". A "Test" button is located at the bottom left of the form.

Following information has to be provided in this section:

Webhook Endpoint: Enter the webhook endpoint URL for integration. This is the URL where the webhook events will be sent.

Secret Key: Enter the secret key provided by the call billing and accounting system. Both Client ID and Secret Key are used for secure authentication.

Dashboard URL: Enter the dashboard URL for integration. This URL is used to access the dashboard interface of call billing and accounting system.

Client ID: Enter the specific client ID provided by the call billing and accounting system.

API Version: Specify the API version of the call billing and accounting system that is being used for integration.

A Test button is available at the bottom of the section and can be used to verify that the Call Billing & Accounting System and Rainbow Hospitality are properly integrated using the configuration details provided in the section.

4.5 OV Cirrus Configurations

This section provides configuration for integrating Rainbow Hospitality with OmniVista Cirrus, a cloud-based network management platform used to centrally manage, configure, and monitor enterprise Wi-Fi infrastructure. When enabled, this integration allows the hotel environment to leverage OV Cirrus for provisioning and controlling Wi-Fi-based internet services in guest rooms.

Note: When a hotel is onboarded by a business partner, a corresponding application is automatically created in OmniVista Cirrus at that point. This application is provisioned using a predefined template and serves as the foundational integration entity required for enabling connectivity between Rainbow Hospitality and OV Cirrus services. All the configuration details listed below can be provided by the business partner after the required application has been created in OmniVista Cirrus.

Enable: Use this toggle to activate integration of the hotel environment with OV Cirrus for Wi-Fi service provisioning and management.



Endpoint: Enter the OV Cirrus service URL used by Rainbow Hospitality to establish connectivity with the cloud platform for authentication and service provisioning.

Email: Enter the administrative account email address used to authenticate and access the OV Cirrus integration services.

Password: Enter the credential associated with the configured email account for secure authentication with OV Cirrus.

App ID: Enter the unique identifier of the application registered in OV Cirrus, used to validate and authorize API-based communication.

App Secret: Enter the secure key that should be paired with App ID to authenticate request.

Account Deletion Threshold: Enter the grace period in minutes after which inactive or unused guest or services accounts are automatically removed from the system to optimise resource usage.

A **Test** button is available to validate the configured settings. It can be used to verify connectivity and ensure that the provided OV Cirrus integration details are correctly configured before saving or proceeding with further setup.

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

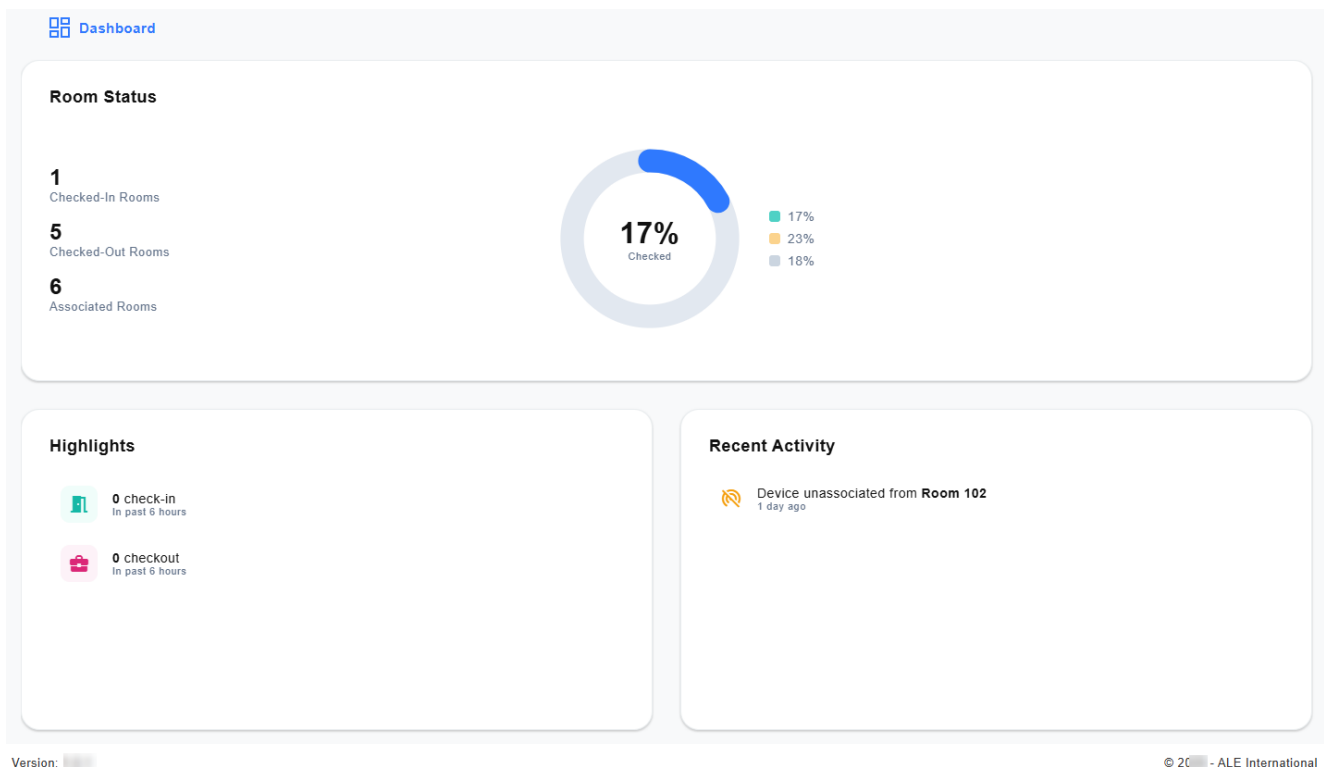
If the guest's last name contains fewer than 6 characters, the password is automatically padded with asterisks (*) to meet the required length. For example, if the last name is Gill, the password will be Gill**



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 administrator.

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

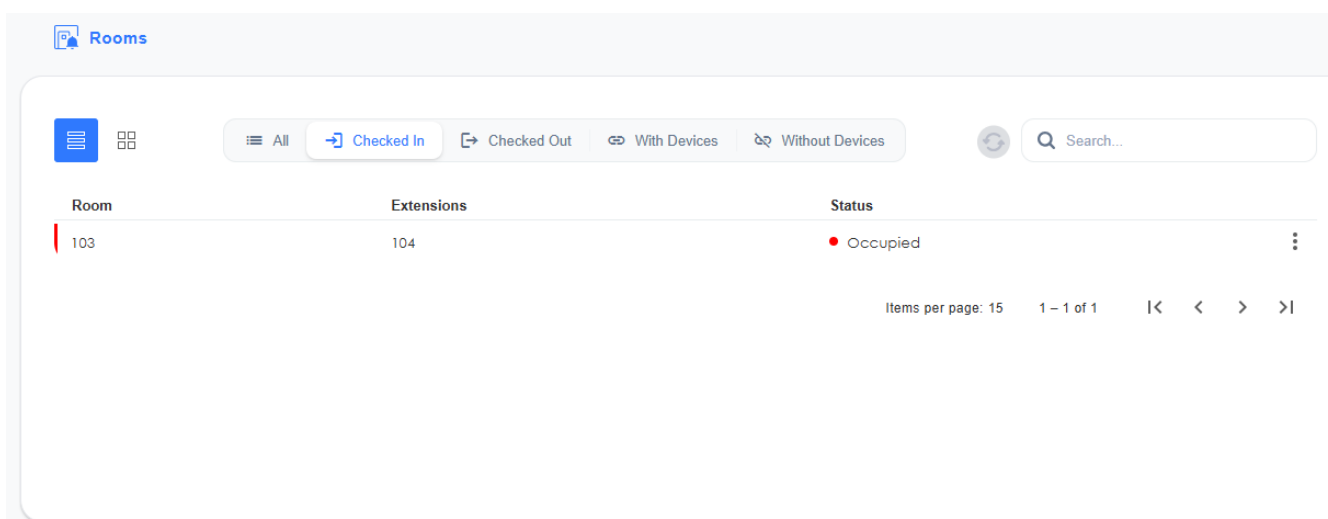


SCREENSHOT – Dashboard

This widget provides an overview of current room occupancy and status of the devices associated with a particular room. Following information is displayed:

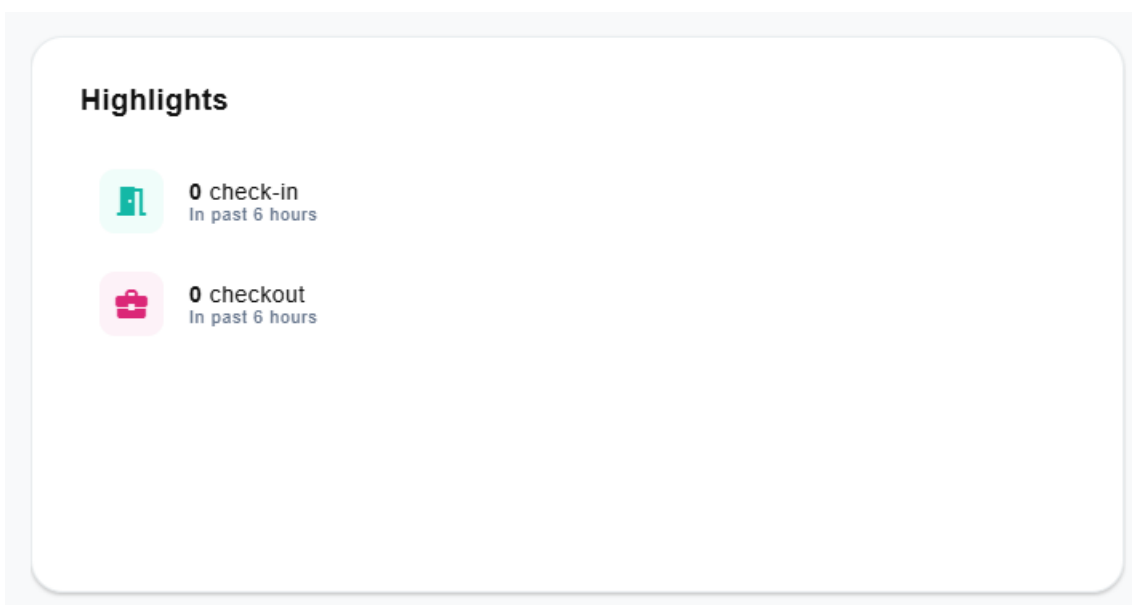
- **Checked In Rooms:** Rooms that are currently occupied by the guests
- **Checked Out Rooms:** Rooms that have been vacated and are available for new guest check-in.
- **Associated Rooms:** Rooms that are currently linked to any device configured in Rainbow Hub.

Clicking on any of the categories navigates to a detailed view displaying the corresponding room information, as shown below:



5.1 Highlights

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

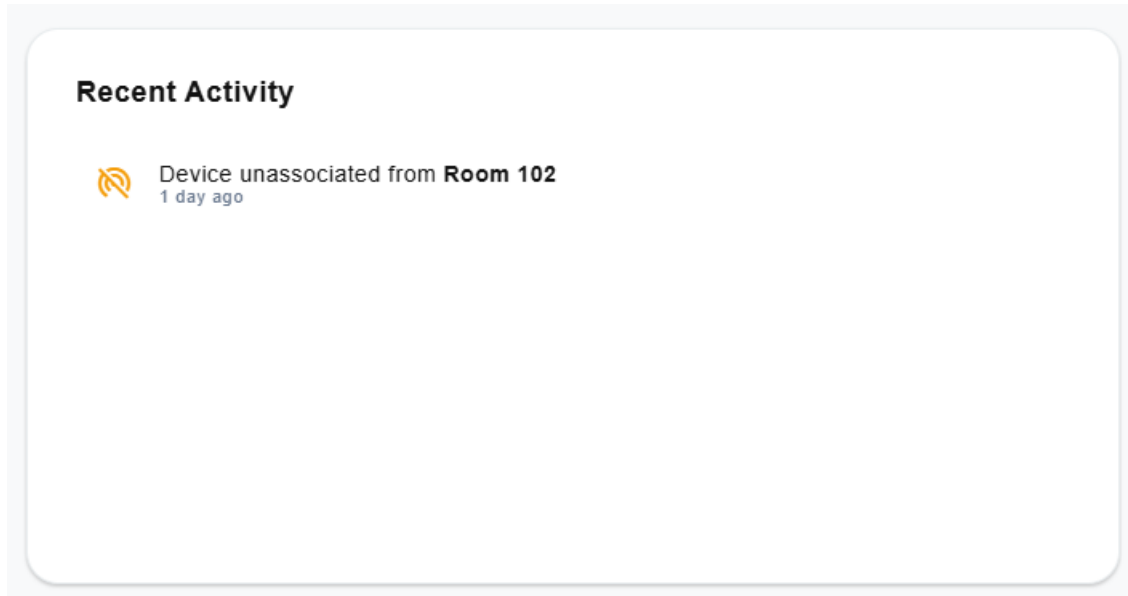


The widget includes the following information:

- Number of guest check-ins completed in the past 6 hours
- Number of guest check-outs completed in the past 6 hours

5.2 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:

- Device unassociation events along with corresponding room information



6 Link Room Devices

Hotel Administrator is authorised to associate a Rainbow Room Device with a particular hotel room. They can also view the status of a hotel room (Checked In / Checked Out) or see the status of a particular Rainbow Room Device. (Linked/Unlinked).

In order to link room devices or see their respective state, click on the Link Room Devices link available in the left-hand panel. Following screen is displayed:

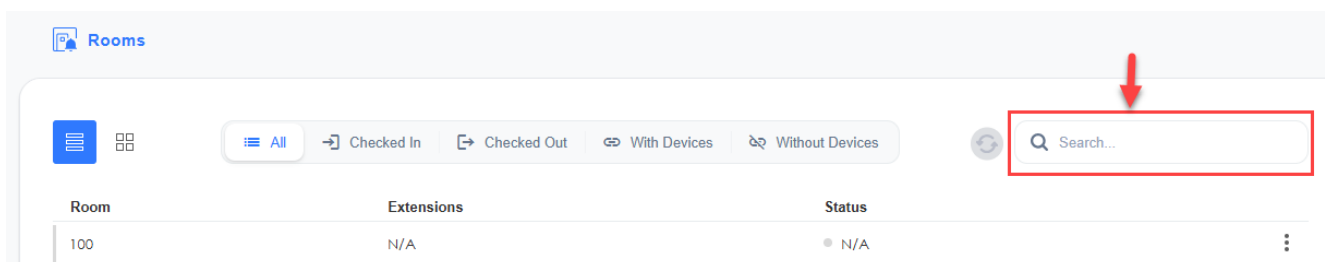
The screenshot shows the 'Rooms' page with a table of room data. The table has three columns: Room, Extensions, and Status. The rows are numbered 100 to 106. Room 100 has no extensions and is N/A. Rooms 101, 102, 104, 105, and 106 are all vacant. Room 103 has extension 104 and is occupied.

Room	Extensions	Status
100	N/A	N/A
101	101	Vacant
102	102	Vacant
103	104	Occupied
104	103	Vacant
105	105	Vacant
106	106	Vacant

SCREENSHOT – Link Room Devices

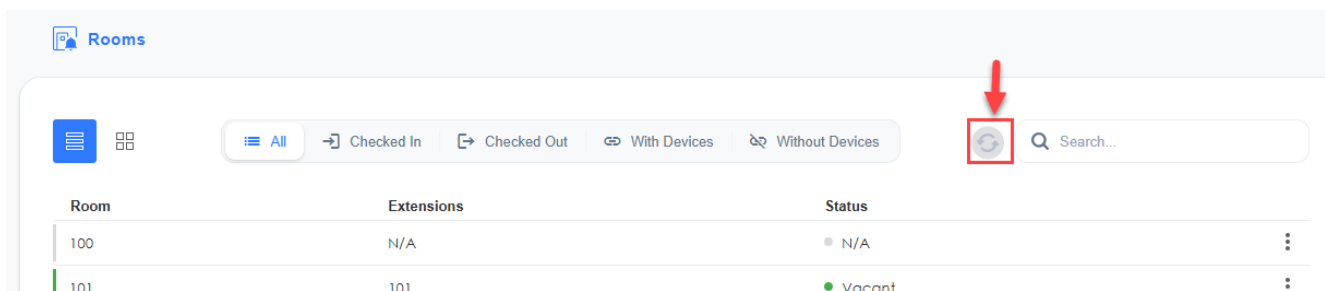
IMPORTANT!! If this page is unable to load then please go to the connectivity page and click on Test buttons of both sections to make sure that Rainbow Hospitality is properly connected with Rainbow Hub and OPERA Cloud.

You can search for any particular rainbow room device or hotel room by using the search option available in the top right corner of the page as shown below:



SCREENSHOT – Link Room Devices

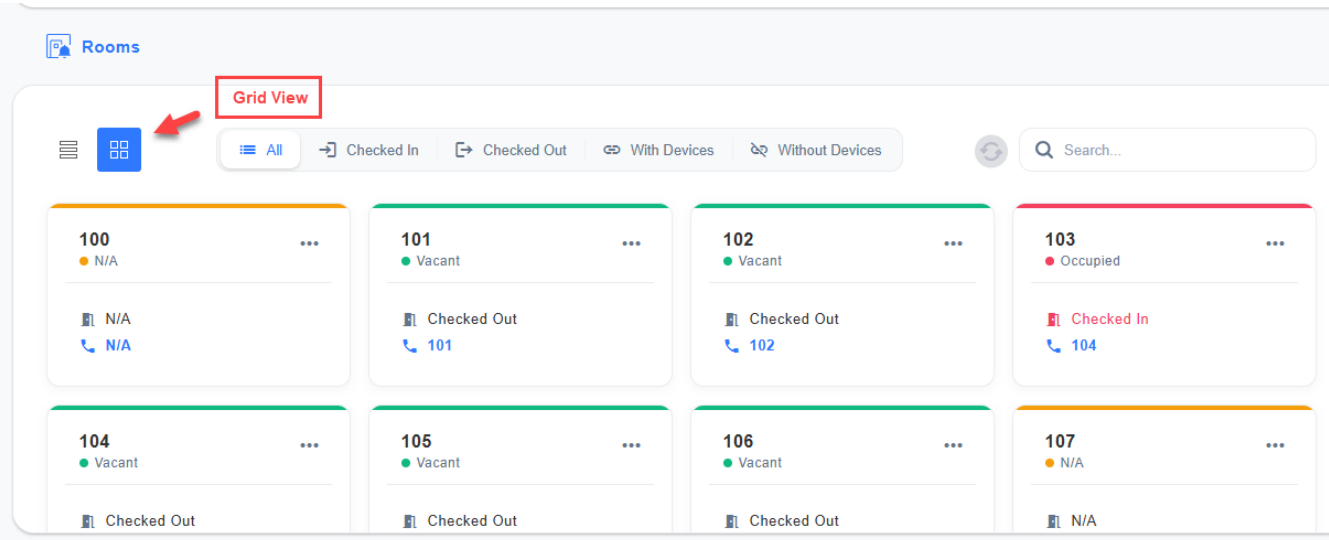
A **Refresh** button is also available to manually update the list of rooms, as highlighted below:





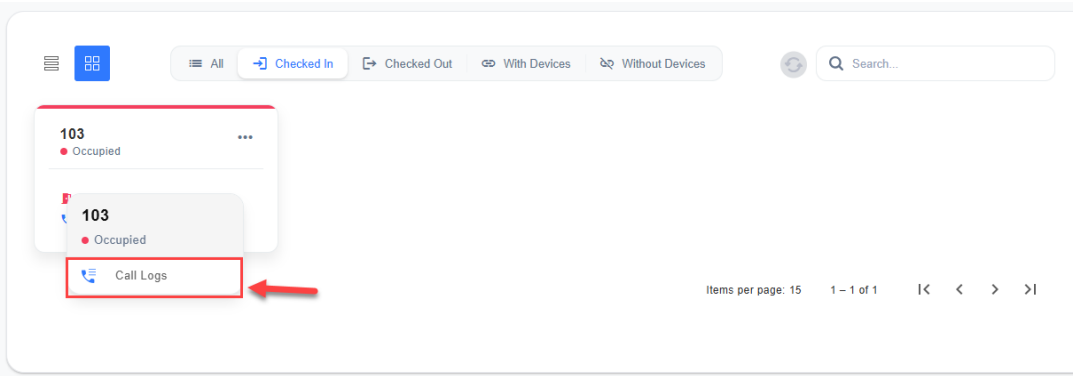
6.1 Room Viewing Modes

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



SCREENSHOT- Grid View

Call logs can easily be accessed by clicking on the checked in rooms tile as shown below:



SCREENSHOT-Accessing Call logs

Following details are available in call logs:

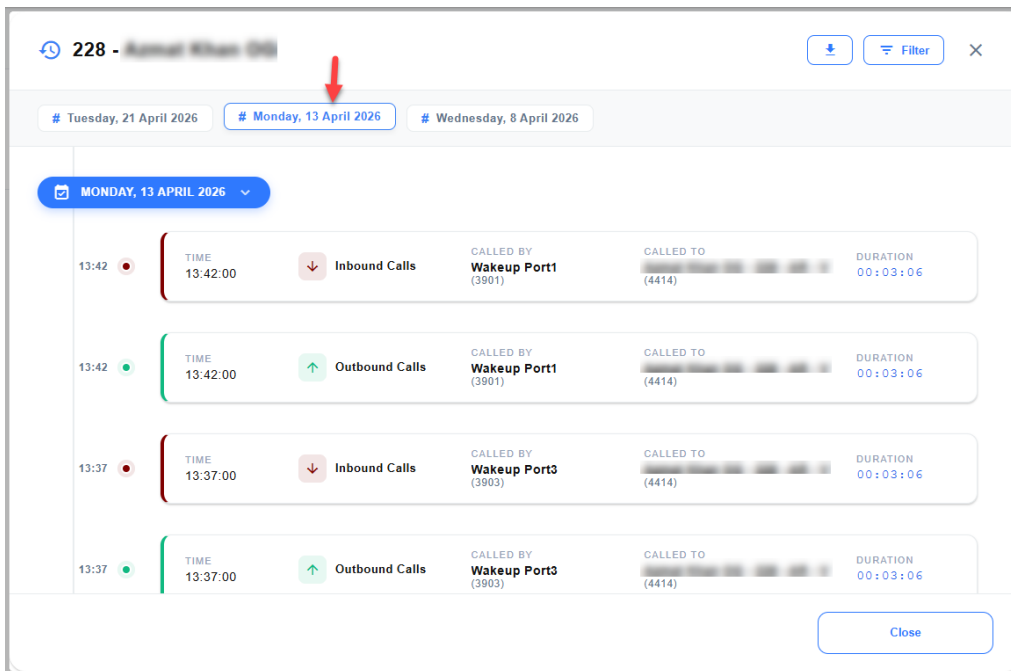


The screenshot shows a call log interface for extension 228. At the top, there are date filters for Tuesday, 21 April 2026, Monday, 13 April 2026, and Wednesday, 8 April 2026. The 'TUESDAY, 21 APRIL 2026' filter is selected. Below this, there are two call entries for 21:00: one inbound call and one outbound call, both from 'Wakeup Port1 (3901)' to '(4414)'. The 'MONDAY, 13 APRIL 2026' filter is also visible, showing an inbound call at 13:42. A 'Close' button is at the bottom right.

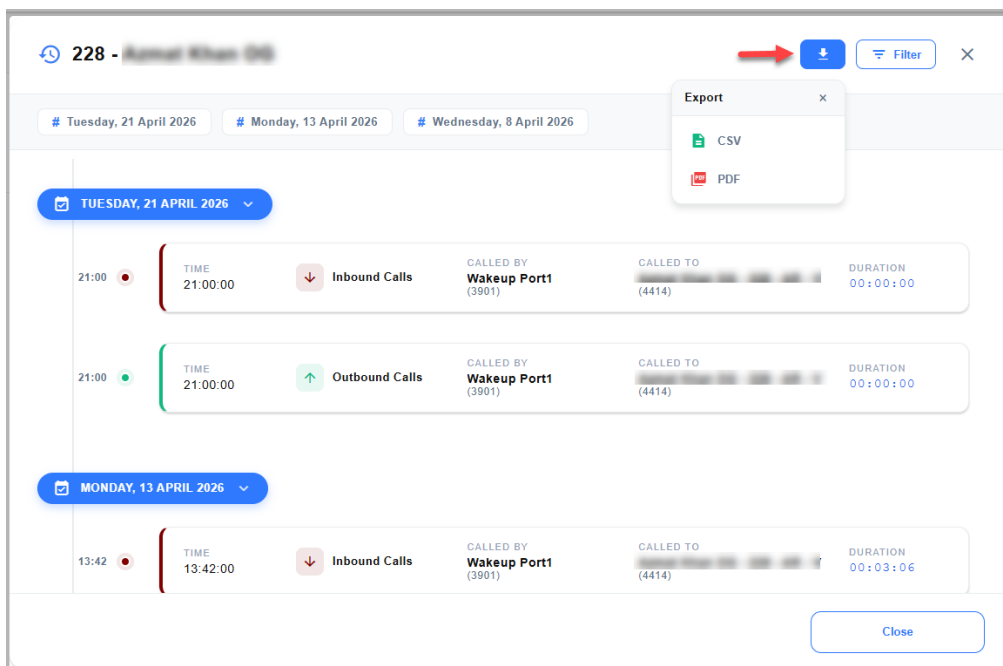
Call logs can be searched by using relevant filters by using the filter field as shown below:

This screenshot shows the same call log interface as above, but with a 'Display Options' menu open. The menu is a white box with a red border and a red arrow pointing to it from the right. 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. The 'Filter' button at the top right is also visible.

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

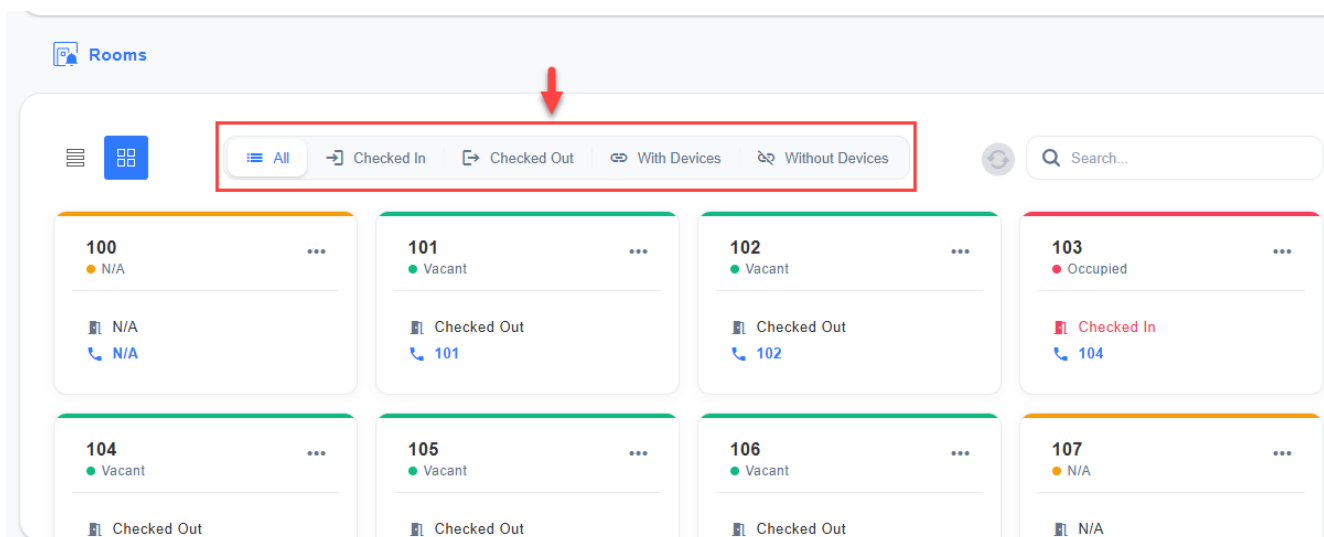


Call logs can also be exported as either a CSV or PDF file by clicking the corresponding icon located in the top-left corner of the screen, as highlighted below:



6.2 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.

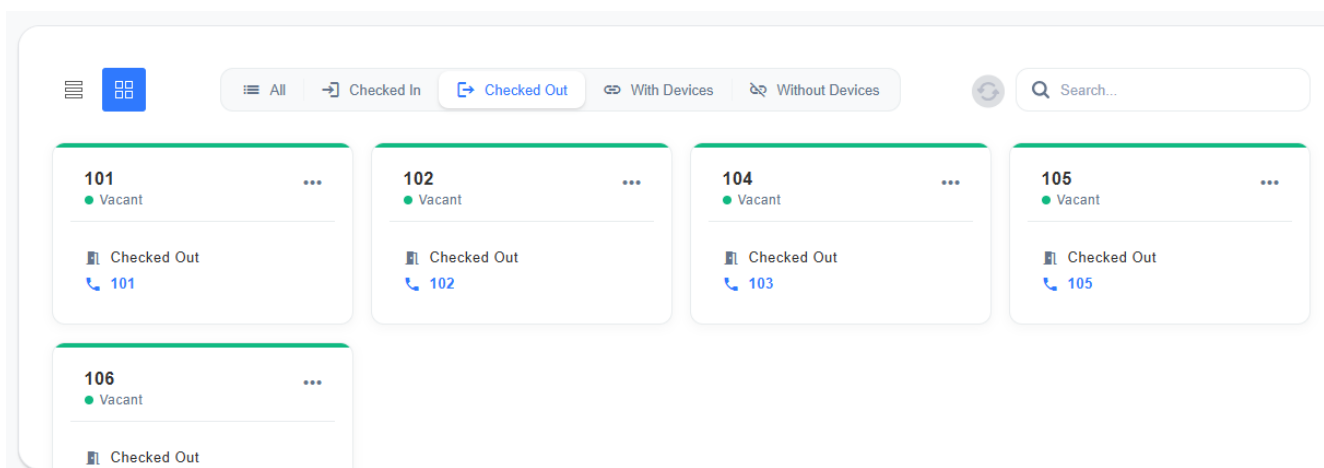
Checked In – Displays rooms that are marked as Checked In within the OPERA Cloud and are linked to a Rainbow Device.

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


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

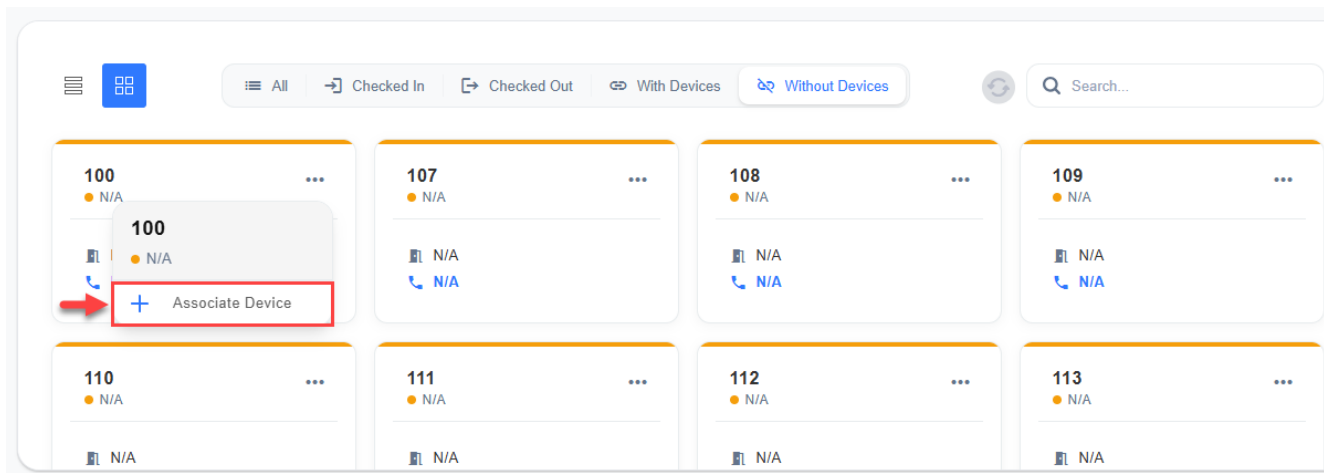
Without Devices – Displays hotel rooms that are not linked to a Rainbow Room Device.

Clicking on any of the tab displays the list of selected room, as shown below for checked Out:



6.3 Associate Hotel Room

In order to associate a Device with a hotel room, click on the  icon displayed next to each hotel room and then click on **Associate Room** option as shown below:

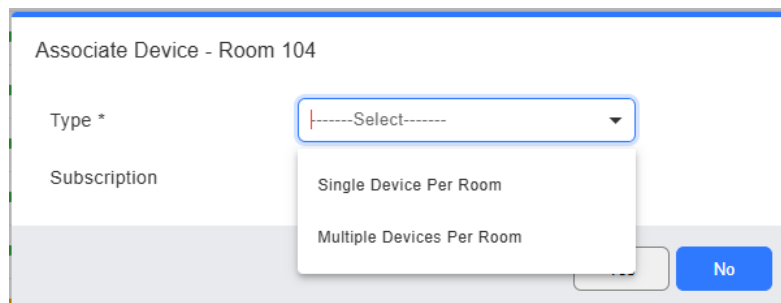


SCREENSHOT – Link Room Devices

A pop-up is displayed with a list of all available devices. The available options on this screen depend on the device mapping model configured for your property:

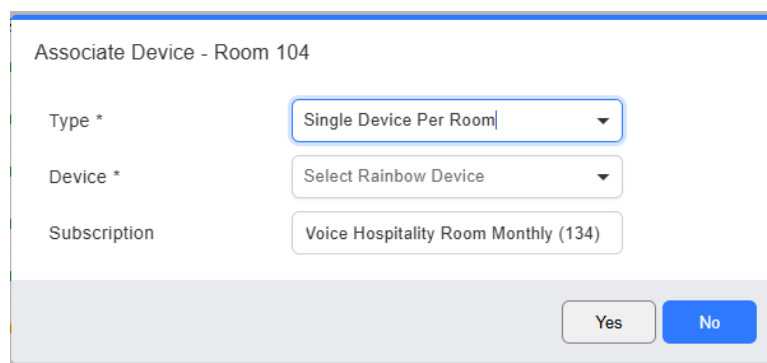
- Single Device Per Room - Each room is associated with one device.
- Multiple Device Per Room - A room can be linked to multiple devices (e.g., suites with multiple extensions).
- Both - A hybrid model allowing the administrator to select either mapping type per room.

If the hybrid model is enabled, an additional field appears prompting the administrator to select the desired mapping type as shown below:



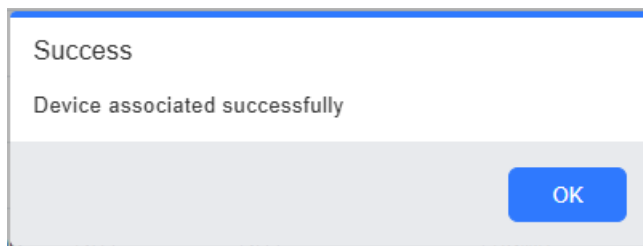
SCREENSHOT – Select Rainbow Room Device


Once mapping type is selected, choose the appropriate device(s) from the drop-down menu as shown below:

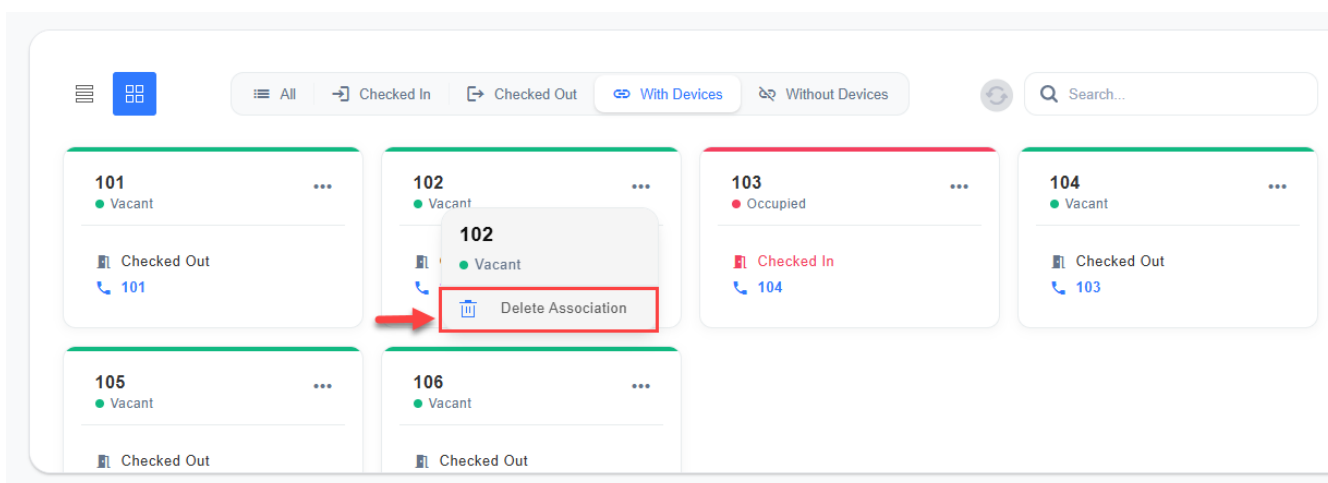




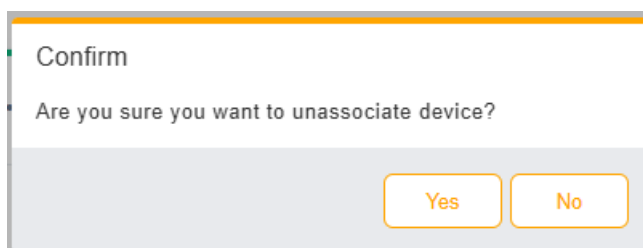
Click Yes to complete the association. Upon successful association, the following confirmation message is displayed:



In order to remove association of a hotel room with a Rainbow Device, click on the  icon displayed next to each hotel room and then click on **Delete Association** option as shown below:



A confirmation pop-up window is displayed as shown below:

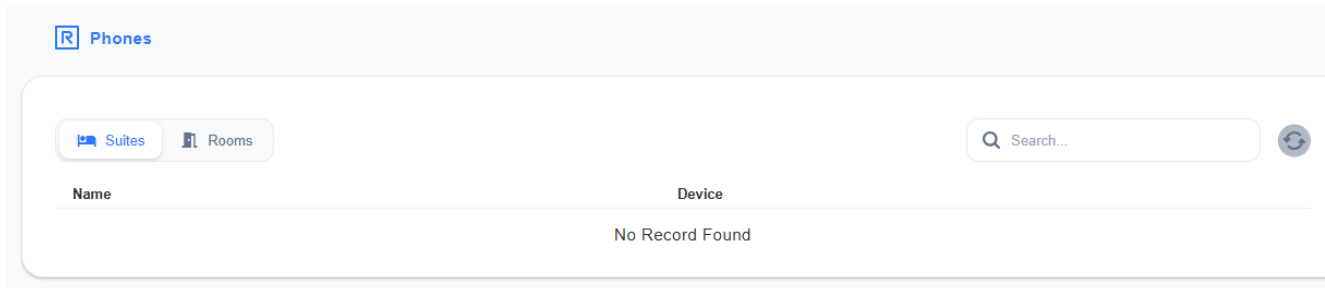


Click on Yes button and association between the hotel room and Rainbow Room Device is removed.



7 Phones

The Telephonic System section provides Hotel Administrators with tools to view room and suites telephony infrastructure that are configured in Rainbow HUB. Click on the Phones in the left-hand menu and following screen is displayed:



Devices in this section are divided into three categories:

- Suites
- Rooms

Each category includes a **search bar** that allows administrators to locate specific extensions quickly.

Note: The entries under the **Suites** and **Rooms** tabs are view-only. No modifications can be made from these tabs.

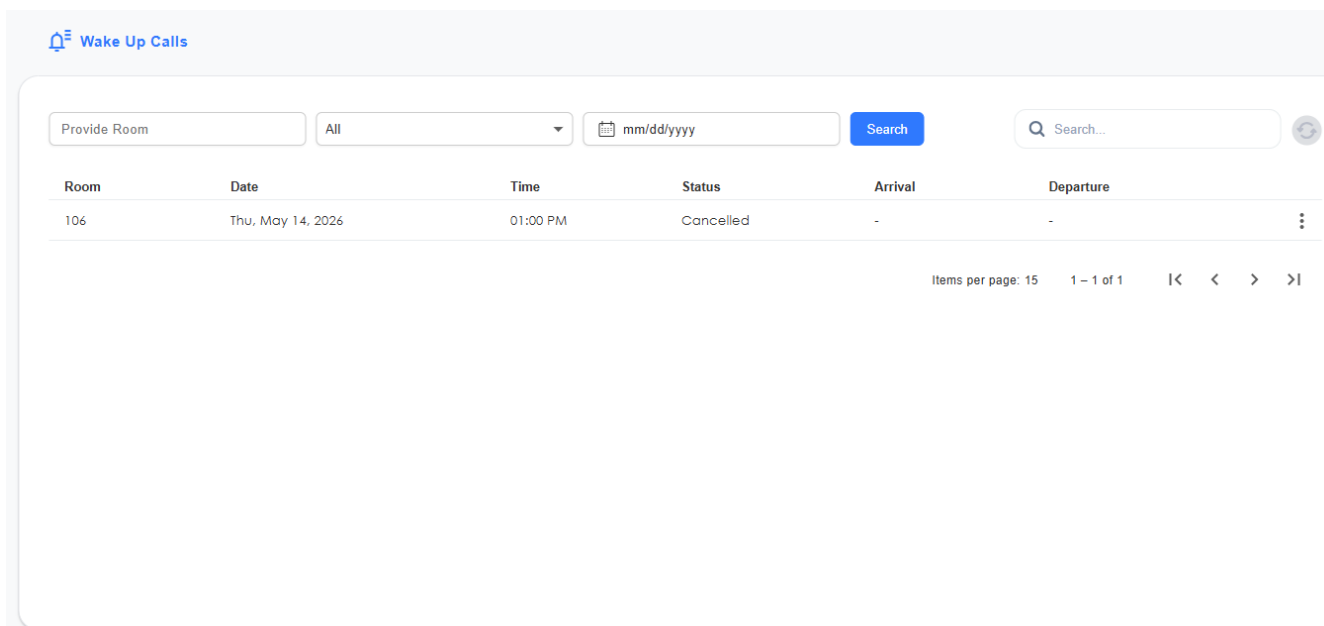


8 Wake Up Calls

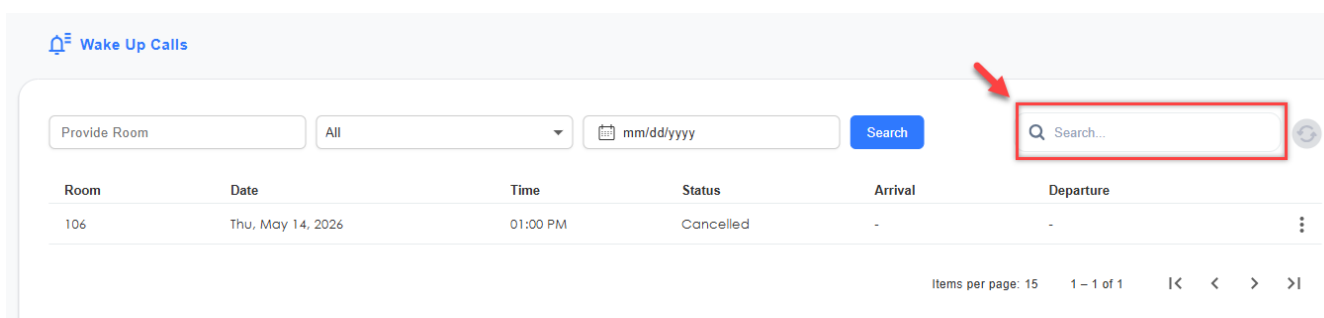
The Wake-Up Call section enables Hotel Administrators to schedule, track, and manage wake-up calls requested by guests. It provides visibility into pending, completed, and unsuccessful calls, helping staff ensure guest satisfaction and timely service.

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:

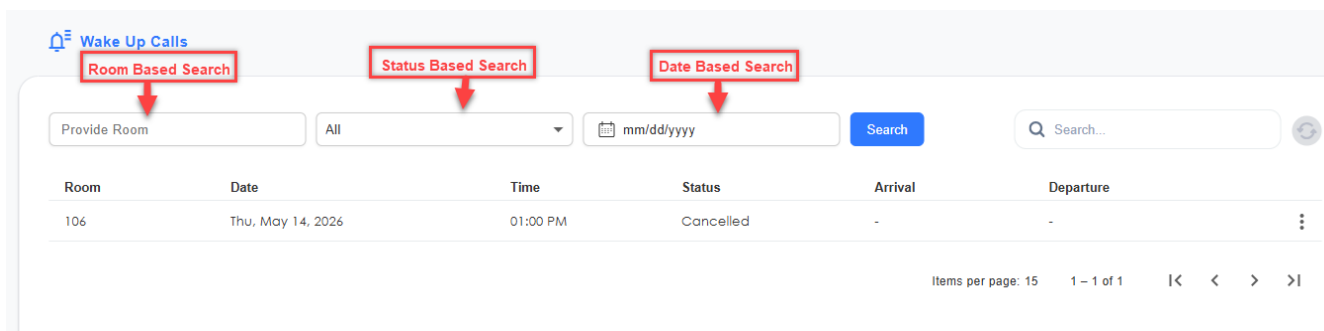


You can search for any particular wake up call by using the search option available in the top right corner of the page as shown below:

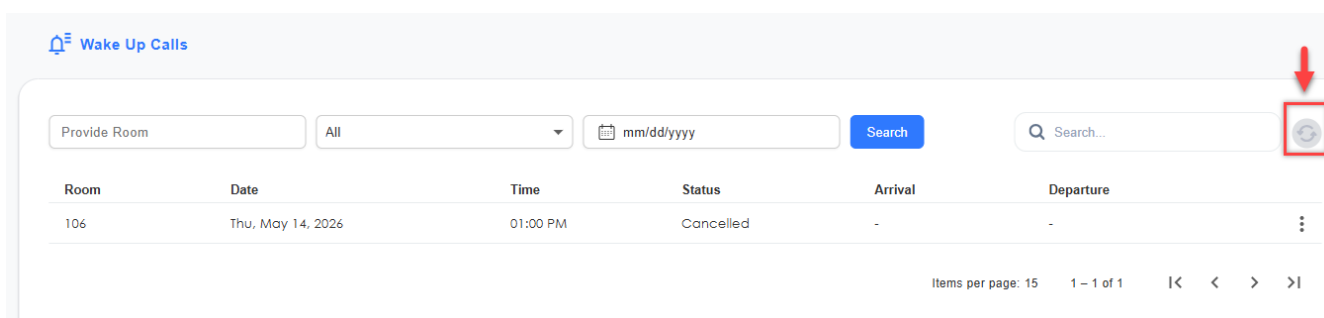


SCREENSHOT – Wake Up Call Search

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:




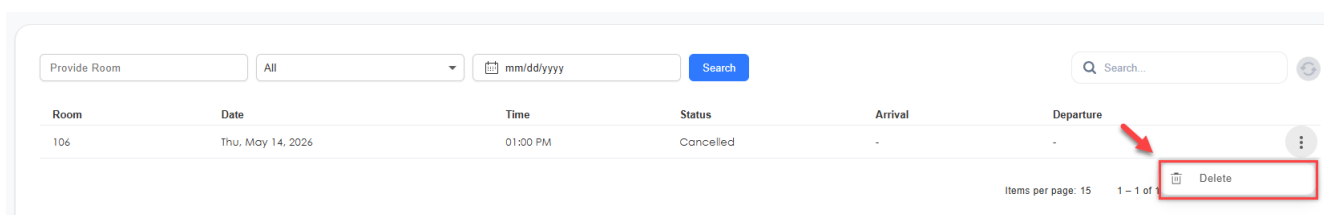
8.1 Wake Up Call Statuses

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.

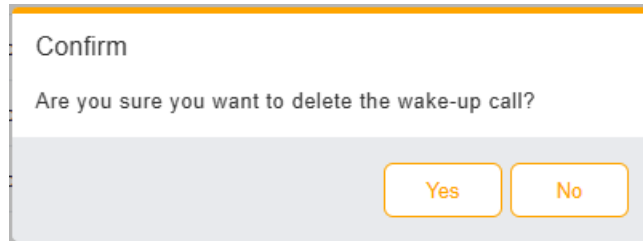
8.2 Delete Wake Up Call

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



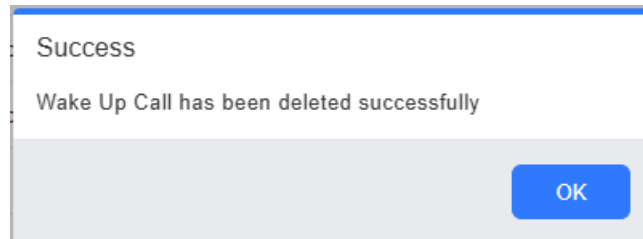
SCREENSHOT – Delete Wake Up Call

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.



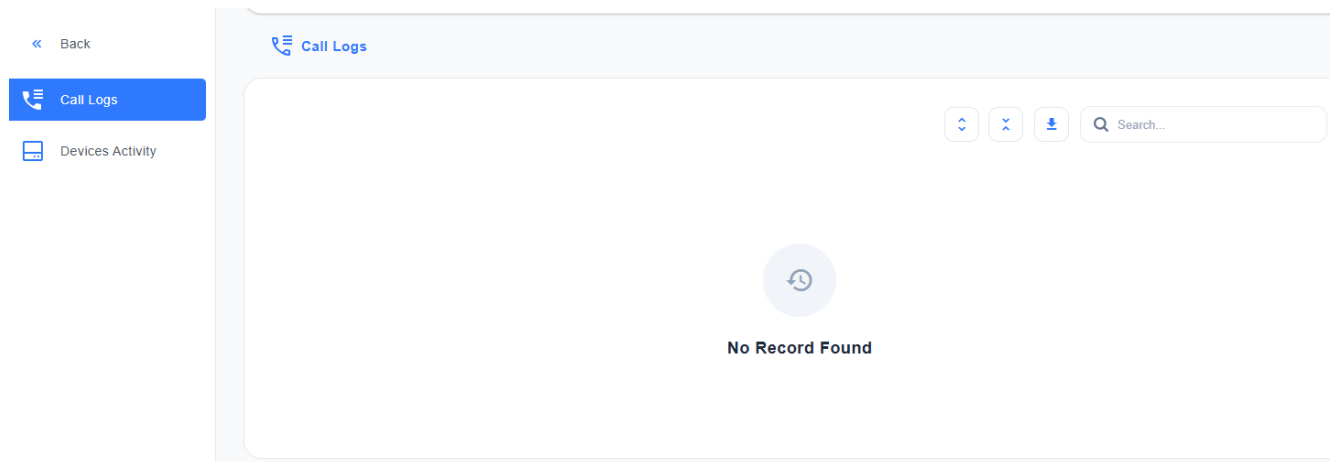
SCREENSHOT – Message from the Application

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

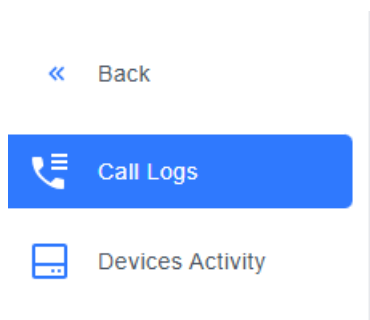


9 Reports

Rainbow Hospitality offers Reports feature for Hotel Administrators 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:

9.1 Call Logs

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

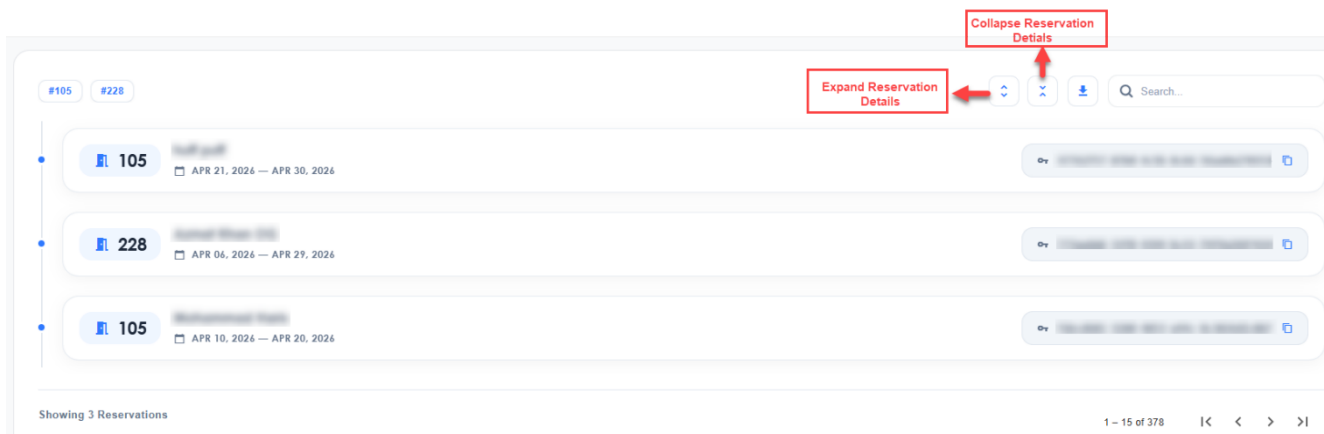


Direction	Time	From	To	Duration
Inbound	21:02:00	Wakeup Port1 (3901)	4105	00:32
Outbound	21:08:53	Wakeup Port1 (3901)	4105	00:32
Inbound	21:08:33	Wakeup Port1 (3901)	4105	00:31
Outbound	21:08:22	Wakeup Port1 (3901)	4105	00:32

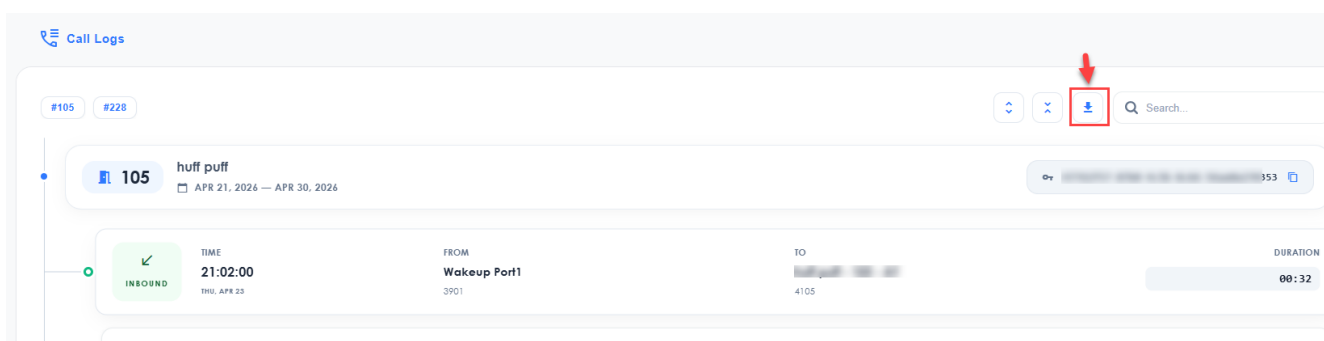
Call Logs report contains filtering capabilities to display call logs associated with specific rooms. By selecting the desired room from the available filter options, the interface dynamically updates to show only the relevant call records.

Direction	Time	From	To	Duration
Inbound	21:00:00	Wakeup Port1 (3901)	4414	00:00
Outbound	21:00:00	Wakeup Port1 (3901)	4414	00:00

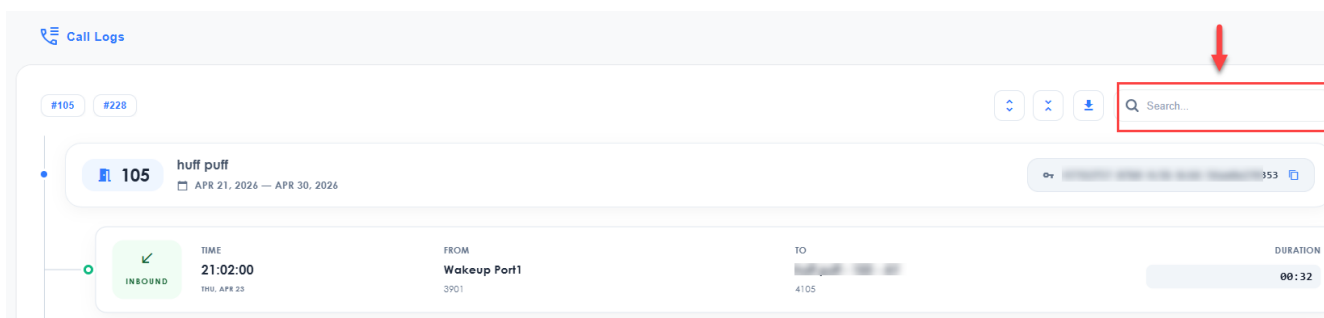
Each room entry includes an option to expand or collapse its associated call logs. This allows administrators to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of call activity.



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.



9.2 Devices Activity

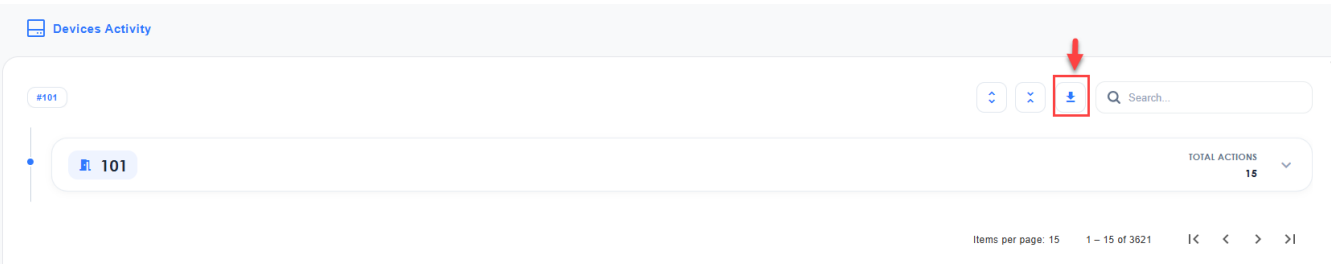
Displays a log of usage events and status changes for devices associated with rooms. This view enables administrators to monitor device behaviour and identify issues such as unlinked devices, configuration inconsistencies, or hardware malfunctions, supporting effective troubleshooting and operational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



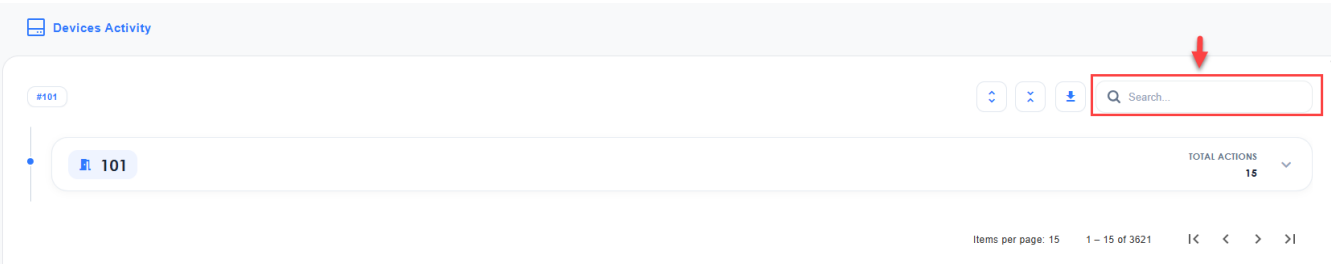
Devices Activity report contains filtering capabilities to display activity details associated with specific devices. By selecting the desired device from the available filter options, the interface dynamically updates to show only the relevant activity details.

Each device entry includes an option to expand or collapse its associated details. This allows administrators 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.

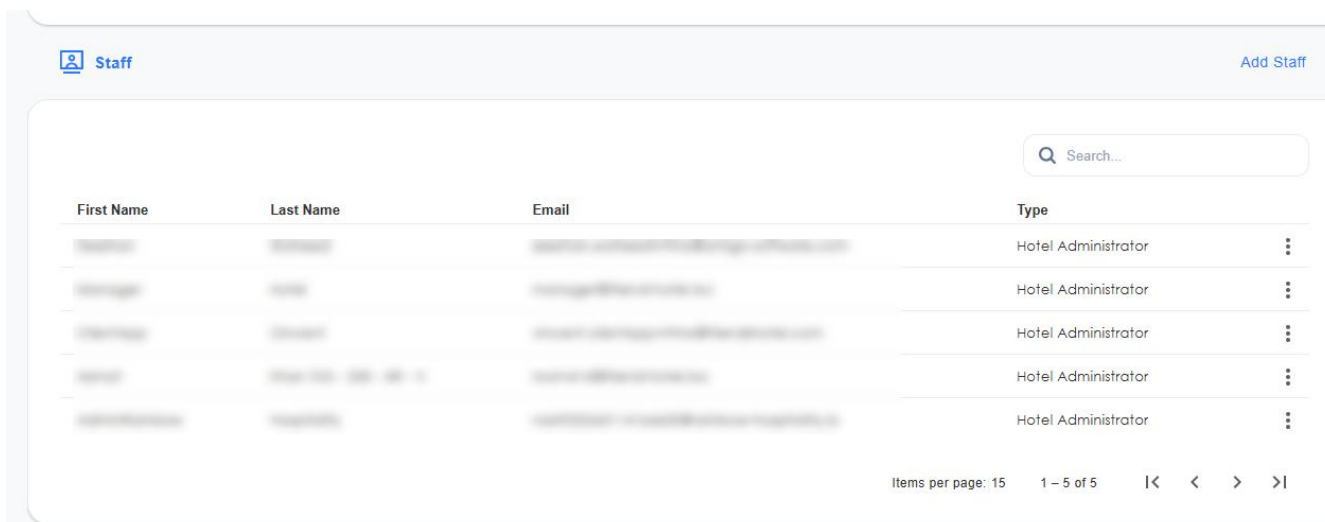




10 Staff

This section allows administrators to onboard new hotel staff accounts and view details of all existing manager accounts associated with the property in Rainbow Hospitality. Administrators can also perform necessary configurations and updates for other manager accounts as required.

Click on the **Staff** in the left-hand menu and following screen is displayed:



SCREENSHOT – Hotel Staff

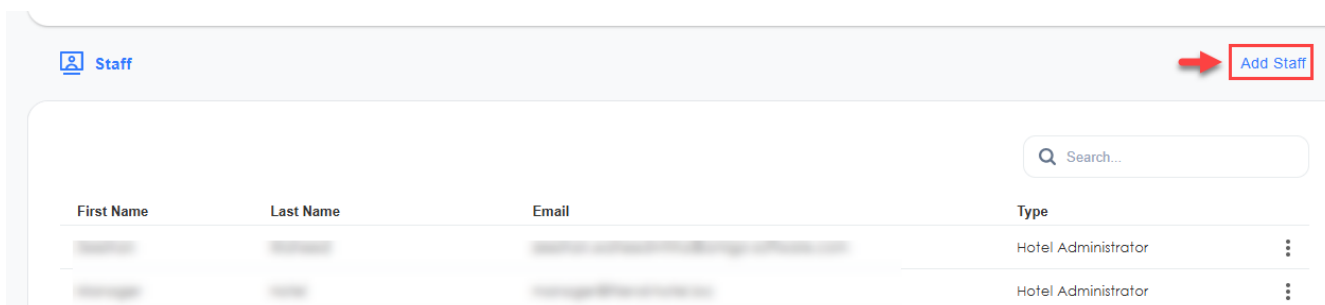
Following information is displayed related to Hotel Staff on this screen:

- First Name
- Last Name
- Email Address
- Type

Note: Use the **Search** field at the top right corner of the screen to search for a particular hotel staff.

10.1 Add Staff

To create a new staff account for Rainbow Hospitality, click the **Add Staff** option located in the top-right corner of the interface, as shown below:



SCREENSHOT – Add Staff

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



The screenshot shows the 'Staff / Add Staff' interface. At the top, there are filter buttons for various categories: # icconnect, # room, # staff, # status:cleaned, # suite, # tech, # vm, # voice-assistant, and # wuc. A search bar labeled 'Search by Email...' is on the right. Below the filters is a table with columns: First Name, Last Name, Email, Assigned Tags, and an 'Onboard' button. The table lists several staff accounts, including one with 'AdminRainbow' as the first name and 'Hospitality' as the last name. The 'Assigned Tags' column shows a hyphen '-' for most accounts. The 'Onboard' button for the second account is green and labeled 'Onboarded', while others are blue and labeled 'Onboard'. At the bottom right, there is a pagination indicator '1 - 10 of 209' and navigation arrows.

SCREENSHOT – Add Hotel staff

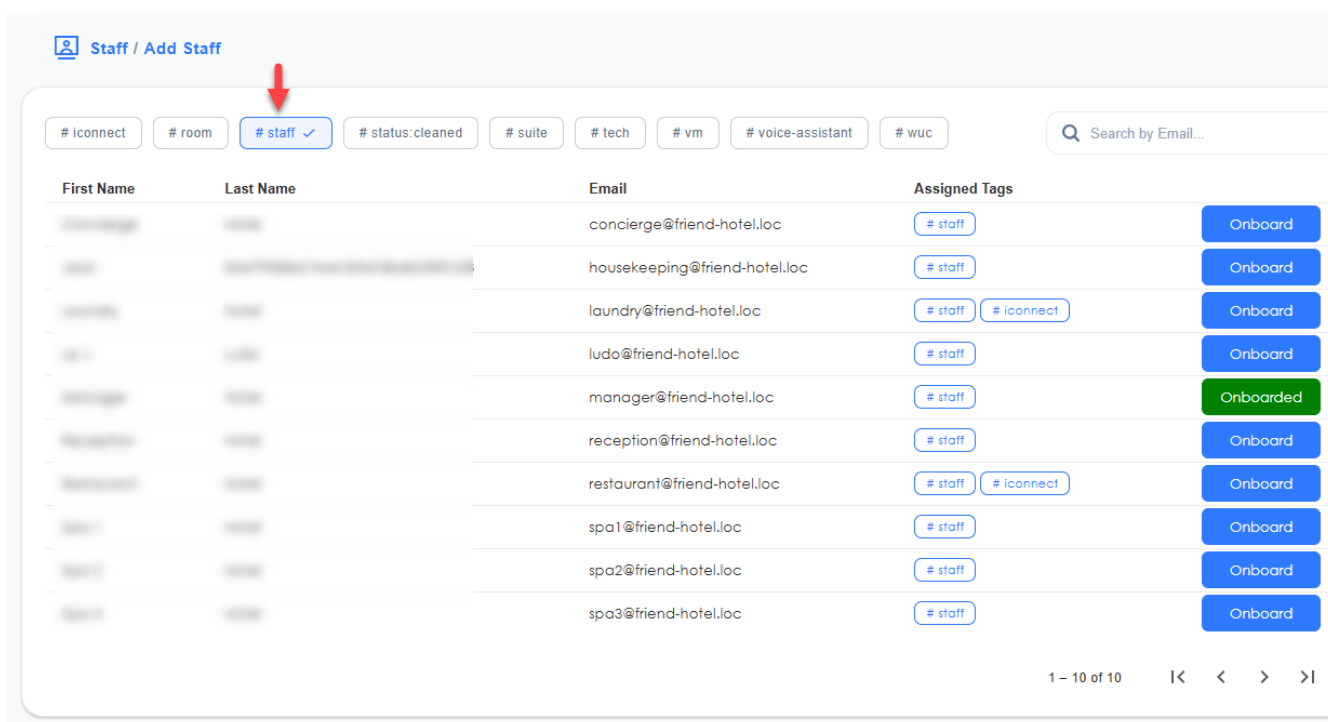
This screen provides a search functionality that allows administrators to locate specific staff accounts using the associated email address.

This screenshot is similar to the previous one but highlights the search functionality. A red box surrounds the 'Search by Email...' search bar, and a red arrow points down to it from above.

All tags assigned to staff accounts are displayed at the top of the screens. These tags can be used as filters to quickly view accounts associated with a particular category.

This screenshot highlights the filter buttons at the top of the page. A red box surrounds the filter buttons: # icconnect, # room, # staff, # status:cleaned, # suite, # tech, # vm, # voice-assistant, and # wuc. A red arrow points down to the box from above.

Selecting a tag updates the displayed list to include only those staff accounts that are assigned the selected tag, enabling efficient organization and management of users.



Click on the Onboard button available next to the user that has to be added as Hotel Staff. Following pop-up window is displayed:

Add Hotel Staff

First Name

Last Name

Email

Type

Type: Select an appropriate role for the staff. The available options are:

- **Hotel Administrator** – Full access; suitable for personnel responsible for both hotel operations and technical configuration of the application.
- **Hotel Manager** – Limited access; intended for hotel staff involved in day-to-day operations who do not require access to system-level configurations or telephony integration settings



Add Hotel Staff

First Name

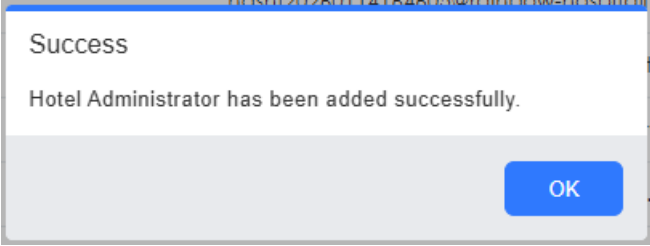
Last Name

Email

Type

- Hotel Administrator ✓
- Hotel Manager

Once done, click on Save button. A confirmation message is displayed:



Note: Once a hotel staff member is added, an email is sent to the user’s registered email address notifying them that their account has been created. The user must sign in to the Rainbow Hospitality account using their Rainbow credentials.

10.2 Edit Hotel Staff

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

Le	M	maxim	Hotel Administrator	
Ma	Hc	mana	Hotel Adminis	Edit
Clie	Ci	vincer	Hotel Administ	Delete
Azr	Kh	room4	Hotel Administrator	

SCREENSHOT – Edit Hotel staff

Following pop-up window is displayed:



Edit Hotel Staff

First Name: Le M

Last Name: Maxime

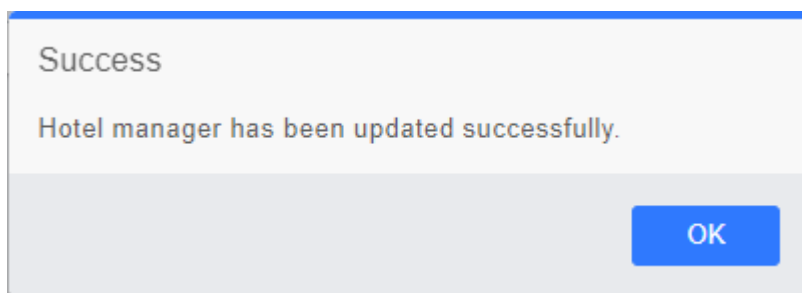
Email: maxime@friend-hotel.loc

Type: Hotel Administrator

Buttons: Cancel, Save

Only Type can be updated. Once required changes are made, click the **Save** button.


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



Screenshot-Message from the application

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

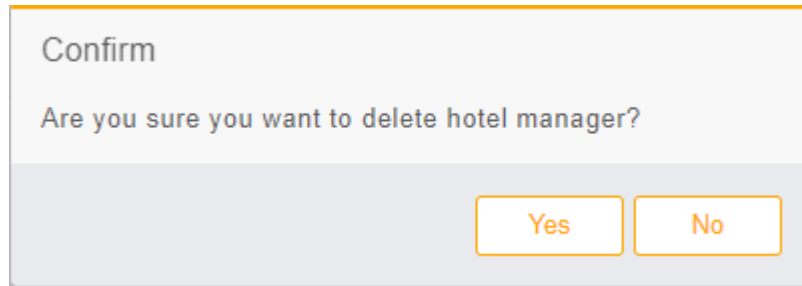
10.3 Delete Hotel Staff

To delete office staff, click on the  icon that appears beside each added Hotel staff and then click on **Delete**, as shown below

First Name	Last Name	Email	Type
Ze	We	zees	Hotel Administrator
Ze	We	zees	Hotel Manager
Ze	We	zees	Hotel Administrator
Le	Ma	max	Hotel
Ma	Ho	man	Hotel
Le	Lu	ludo	Hotel Administrator

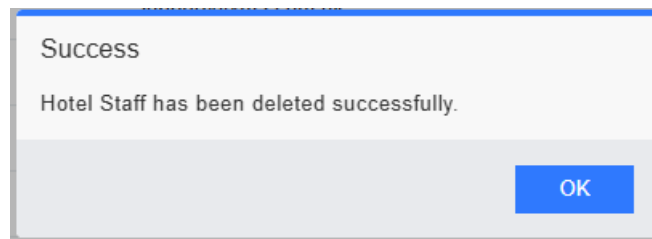
SCREENSHOT – Delete Hotel staff

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.



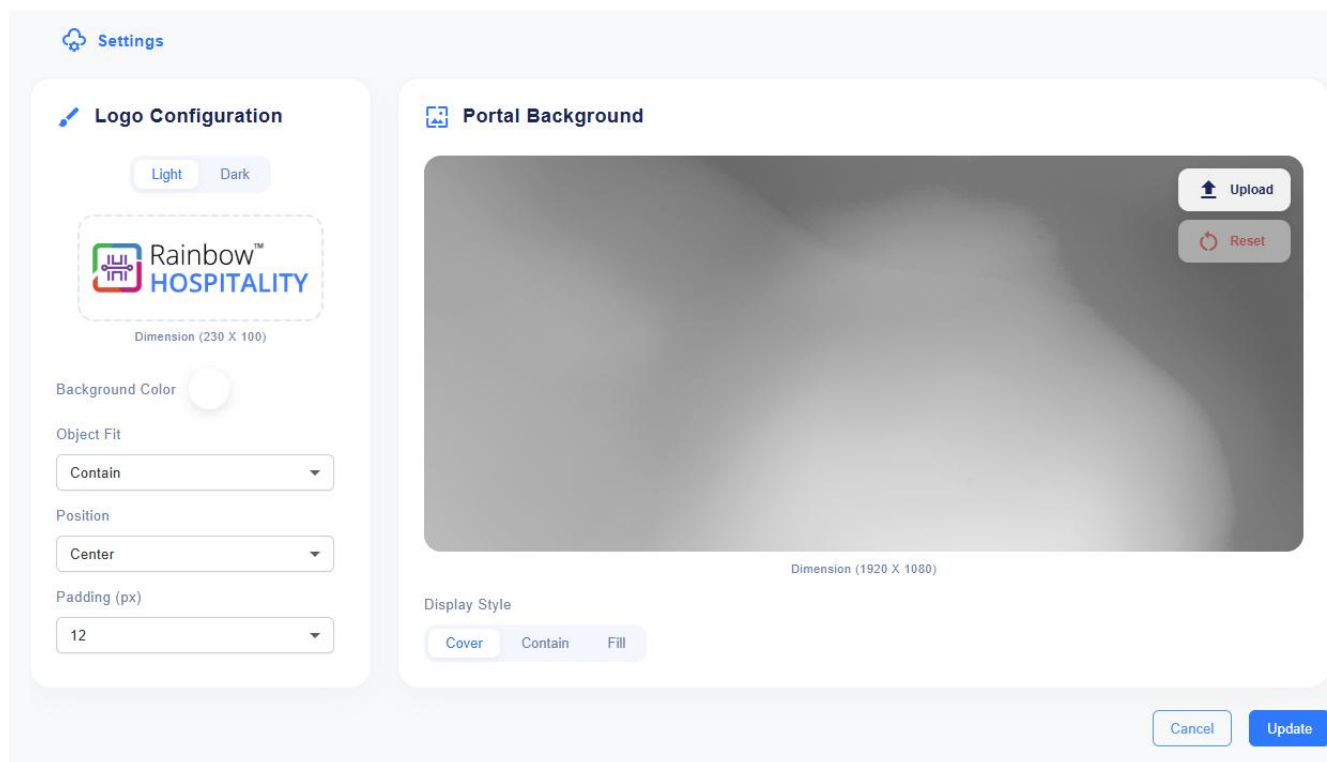
SCREENSHOT – Message from the Application

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



11 Settings

The **Settings** section allows administrators to customize the application's branding and visual styling to align with their organization's identity. Click on Settings in the left-hand menu and following screen is displayed:

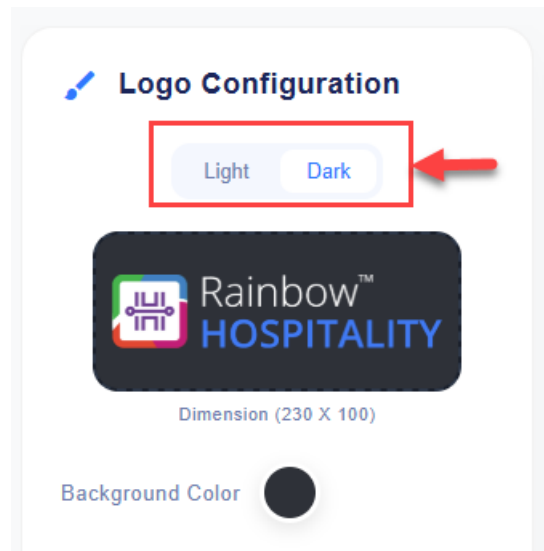


SCREENSHOT – Hotel Information

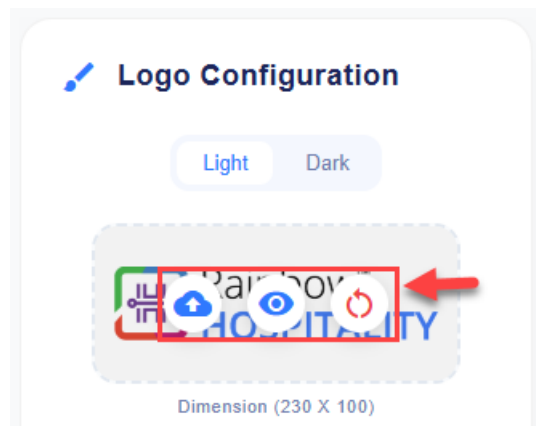
11.1 Logo Configuration

This section allows administrators to configure and customize the organization's logo displayed in the top-left corner of the application interface. The configured logo is consistently applied across the user interface to maintain organizational branding.

The system supports separate logo configurations for Light and Dark themes, enabling optimal visibility and alignment with the selected UI theme.

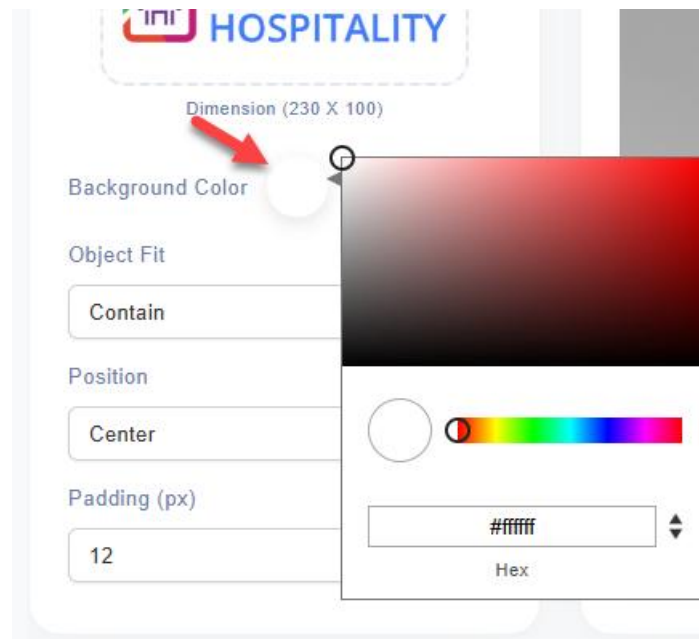


When hovering over the configured logo, the following options are available:



- **Change Logo:** Upload and apply a new logo. Dimensions of the new logo should be 230x100 px for optimum viewing experience.
- **Preview Logo:** View the currently configured logo before applying changes.
- **Reset Logo:** Revert to the default system logo.

Administrators can also define a background colour for the logo. Clicking the colour selection control (represented by a circular indicator next to the Background Colour field) opens a colour picker dialog, allowing precise selection of the desired background.



Additional display settings are available to control the rendering of the logo within the allocated space. These include:

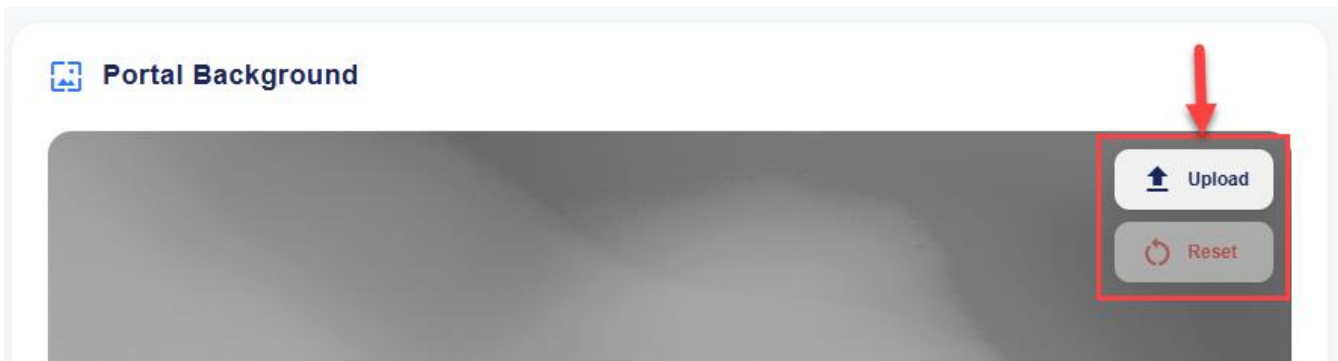
- **Object Fit:** Defines how the logo scales within its container. Contain, Cover and Fill are the available options.
- **Position:** Specifies the alignment of the logo within the display area. Left, Center and Right are the available options.
- **Padding:** Adjusts the spacing around the logo to ensure proper visual alignment. Administrator can select a value between 0-20 px.

These configuration options provide flexibility in aligning the logo with organizational branding and UI presentation standards

11.2 Portal Background

This section allows administrators to upload and customize the background image displayed on the portal login screen.

The configured background image is applied across all user login screens within the organization in Rainbow Hospitality. To ensure optimal display quality and responsiveness, the recommended image dimension is 1920 × 1080 pixel. Administrators can reset the configured background image to the system default by selecting the **Reset** option.



The system also provides display styling options to control how the background image is rendered within the login screen layout:

- **Cover:** Scales the image to fully cover the background area, potentially cropping parts of the image.
- **Contain:** Scales the image to fit within the available space while preserving its aspect ratio.
- **Fill:** Stretches the image to fill the entire background area, which may alter the aspect ratio.

Once the desired configuration is completed, click **Update** to apply and save the changes.



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