



Rainbow Hospitality
Administration Guide
(Hotel Administrator- Standalone)





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1 Document History

Edition	Date	Changes / Comments / Details
01	24/06/2025	Initial Administration guide for PMS Lite.
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.
03	04/07/2025	Removed Gateway label from Rainbow Hospitality Gateway and changed login screenshot by adding Management Center in the title.
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	Hotel manager has been updated to Hotel administrator. Section 2.4 Description has been updated. Section 3.1 Screenshots have been updated. Section 5 Screenshots have been updated. Section 7 Screenshots have been updated. Section 9 Screenshots have been updated. Section 12 Title of the section and screenshots have been updated.
07	03/02/2026	Title of the document has been updated. PMS Lite has been replaced with Standalone. 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 6 Screenshots have been updated. Section 7 Screenshots have been updated. Section 8 Screenshots have been updated. Section 9 Screenshots have been updated. Section 10 Screenshots have been updated. Section 11 Screenshots have been updated.



Edition	Date	Changes / Comments / Details
08	24/04/2026	<p>Section 3 Screenshots have been updated.</p> <p>Section 4 Screenshots have been updated.</p> <p>Section 5 Title has been updated. Screenshots have been updated.</p> <p>Section 6 Screenshots have been updated.</p> <p>Section 7 Screenshots have been updated.</p> <p>Section 7.3 Subsections have be introduced.</p> <p>Section 8 Screenshots have been updated.</p> <p>Section 9 Section about guest groups has been added. Remaining sections have been renumbered.</p> <p>Section 10 Screenshots have been updated.</p> <p>Section 11 Title has been updated. Screenshots have been updated.</p> <p>Section 12 Screenshots have been updated. Subsections for each report has been introduced.</p> <p>Section 13 Screenshots have been updated.</p> <p>Section 14 Screenshots have been updated. Subsections has been introduced.</p>
09	18/05/2026	<p>Section 7 Screenshots have been updated.</p> <p>Section 7.4 Screenshots have been updated. Subsections related to room type and room status management have been added.</p>



2 Introduction

2.1 Overview – The Product

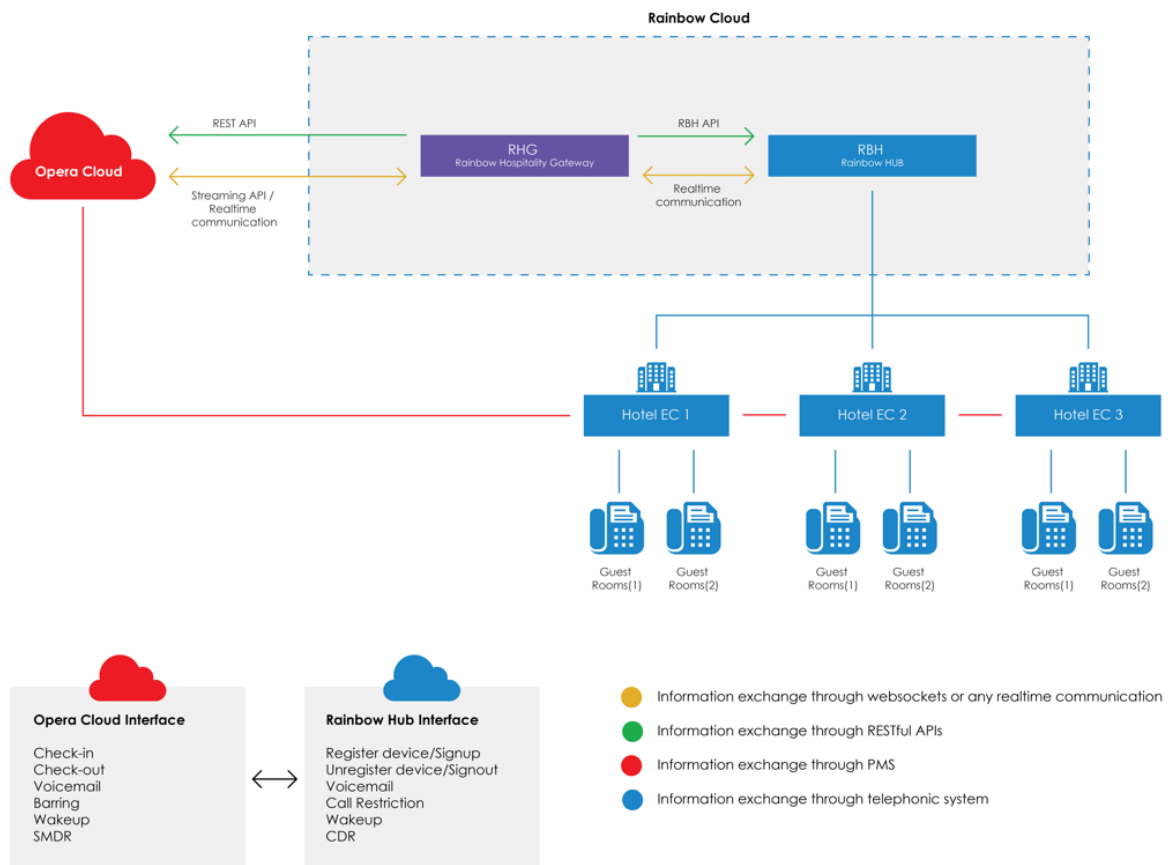
Rainbow Hospitality is a centralized administration platform designed to enable seamless integration between hotel property systems and Rainbow HUB. This version of the platform is tailored to support PMS Lite, a simplified property management system optimized for basic hotel operations.

The key objectives of the Rainbow Hospitality (Hotel Administrator - Standalone) are:

- Provisioning Rainbow Room devices for guest rooms
- Managing wake-up call schedules and telephonic extensions.
- Monitoring room status and call activity.
- Providing basic guest registration and reporting functionalities.

The Hotel Administrator 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 Administrators who are authorized to manage and operate Standalone via the Rainbow Hospitality interface. The instructions provided assume the hotel organization is already onboarded and the Hotel Administrator 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, Telephonic System, Reports and Settings.
- Configure your hotel's connectivity with Rainbow HUB.
- 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](#).

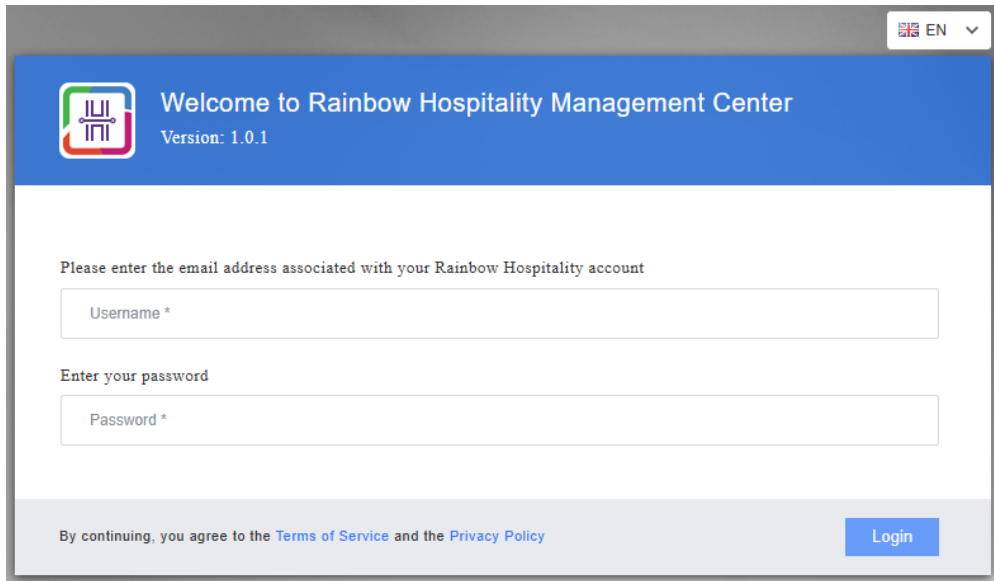


3 Rainbow Hospitality Administration – Start Up

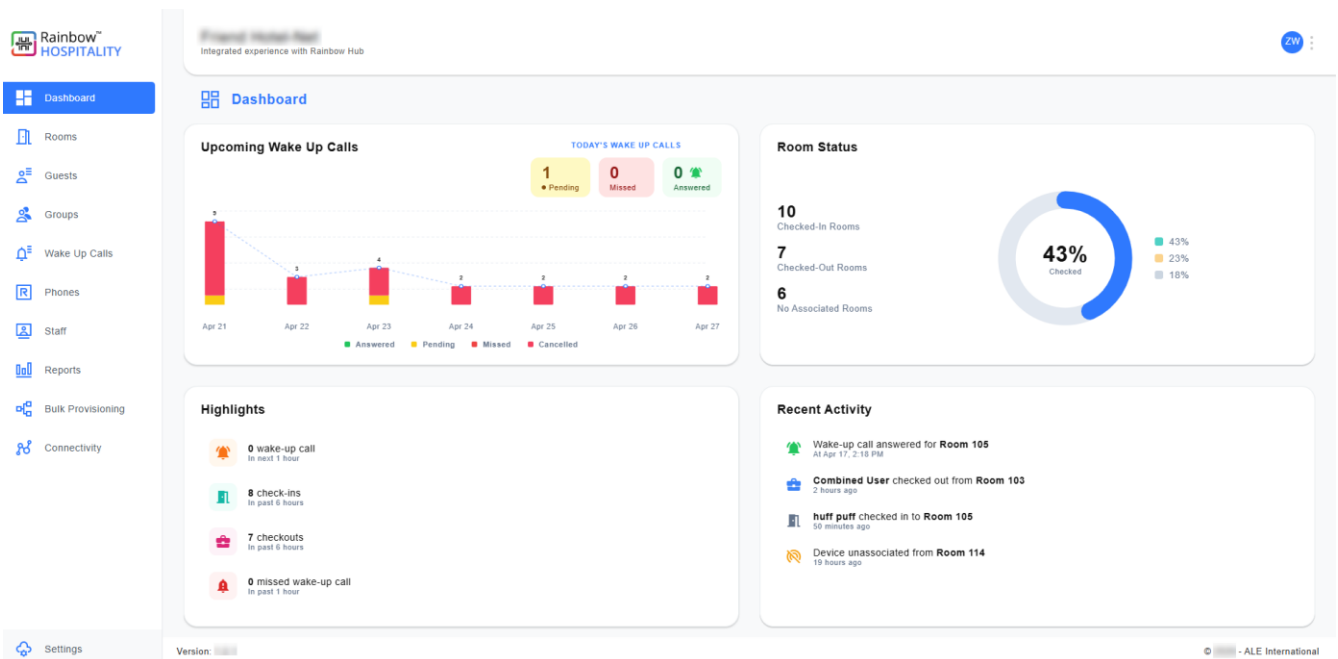
Launch the Rainbow Hospitality Administration portal by clicking on the following URL provided by Rainbow Hospitality team.

<https://hospitality.openrainbow.io>

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



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:



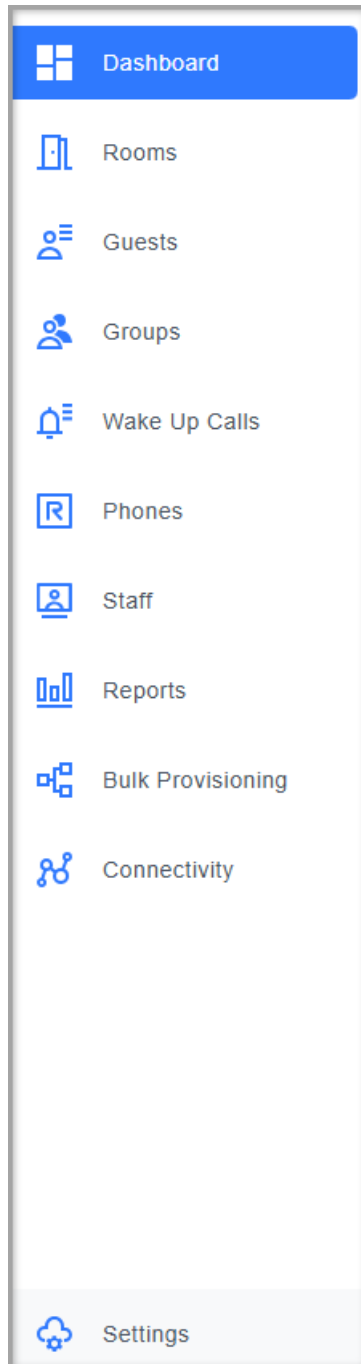
SCREENSHOT – Home Screen



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 apart from associating and rainbow room devices with hotel rooms. 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.

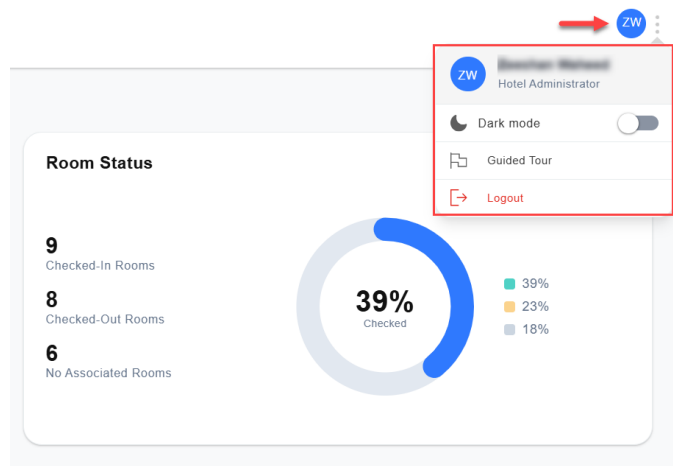
3.1 Sidebar Menu Overview

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

- **Dashboard** – Provides a real-time overview of scheduled 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.
- **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.
- **Bulk Provisioning** – Enables provisioning and adding of wake-up devices, room devices and suite devices.
- **Connectivity** – Configure connections to PMS Lite 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:

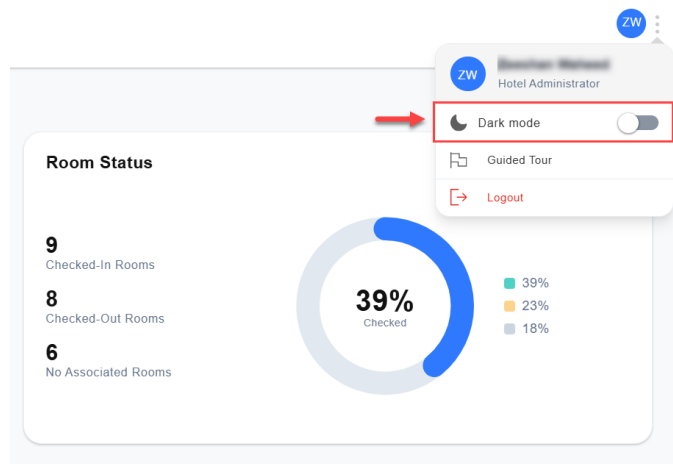


SCREENSHOT – Profile Menu Options

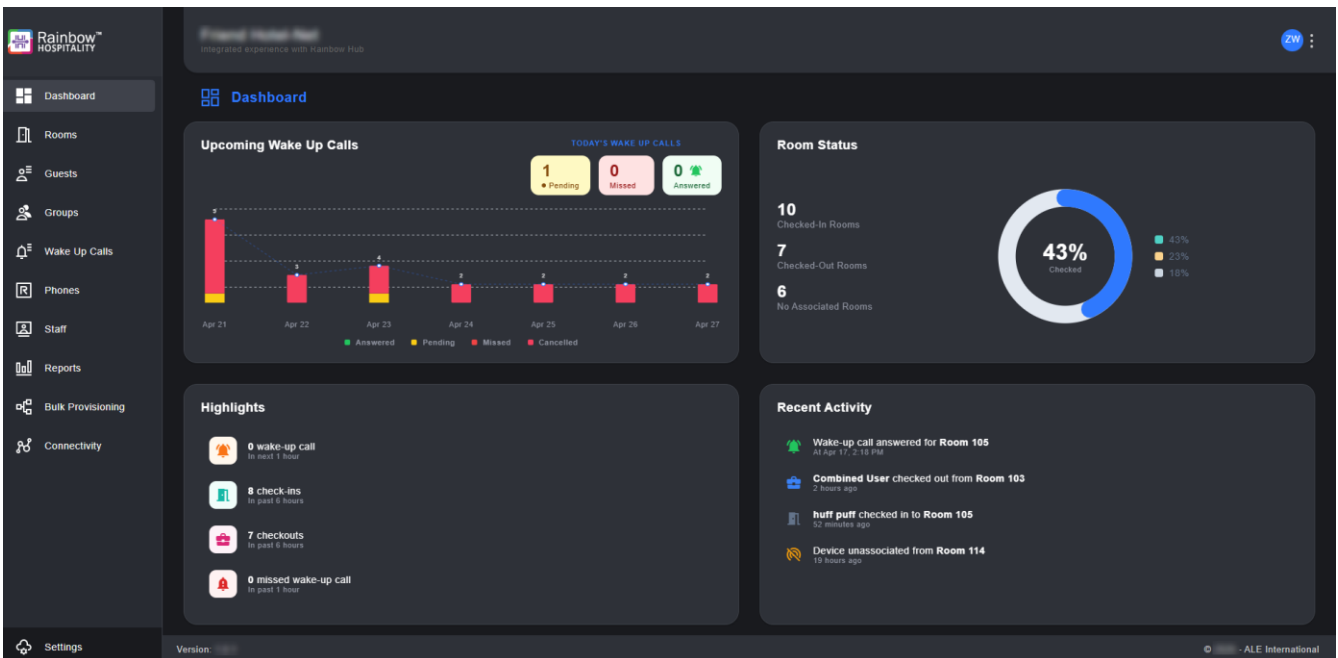
- **Dark Mode** – Toggle the button to enable Dark mode for a personalized viewing experience.
- **Guided Tour** – Launch an interactive walkthrough of the system interface and key features.
- **Logout** – Securely end your session and return to the login screen.

3.3 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.

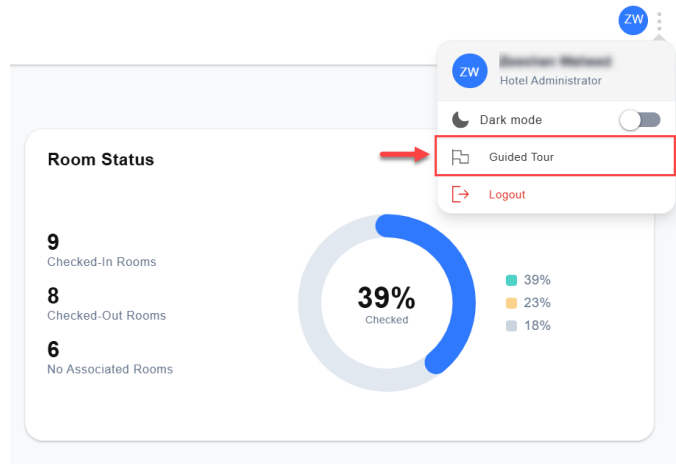


You can revert the web interface back to Light theme by clicking on the same option.

3.4 Guided Tour

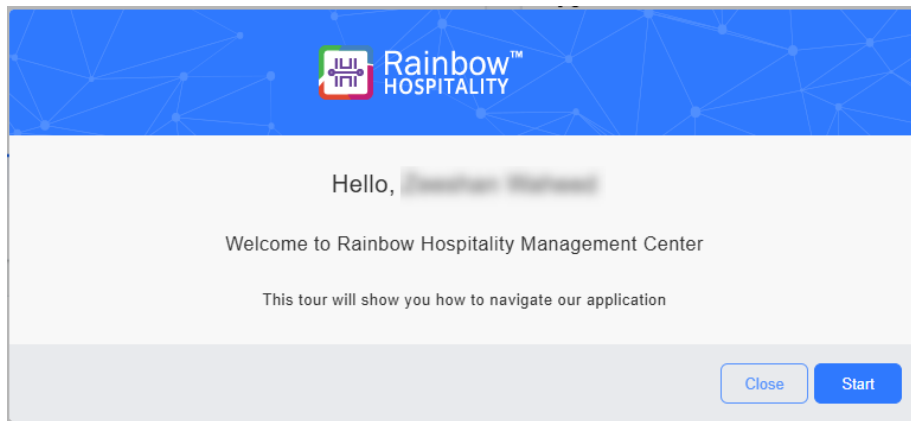
In order to take a guided tour of each section of application and how it impacts the overall configuration of Rainbow Hospitality, click on the profile icon that is available in the top right corner.

Following menu will be displayed:



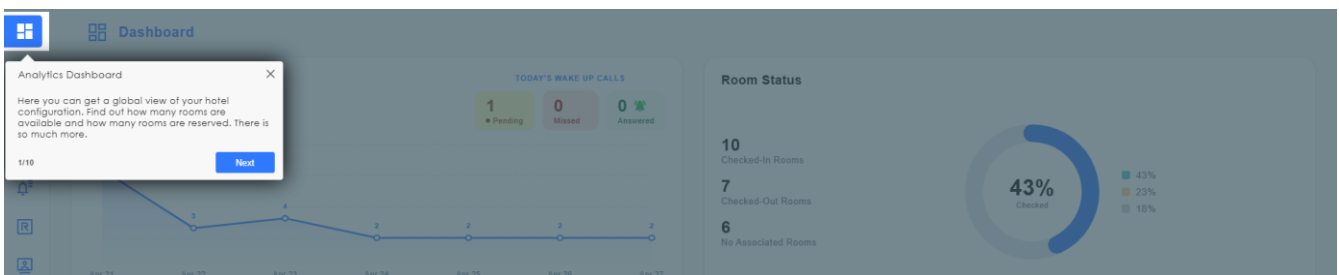
SCREENSHOT – Guided Tour

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.



4 Connectivity

The Connectivity module enables Hotel Administrators to configure and verify the integration of their property with Rainbow HUB. 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:

Connectivity

Hotel Type

Type *

Standalone

Wake Up Call Configuration

Hospitality Wake Up Server: **Running**

No of Retries: 3

Retries Interval (sec): 10

Enable Voice Prompt Custom Voice Prompts

Cancel Update

4.1 Hotel Type

Select Standalone from the dropdown list. This setting ensures that the Rainbow Hospitality applies relevant 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 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.

Wake Up Call Configuration

Hospitality Wake Up Server: **Running**

No of Retries: 3

Retries Interval (sec): 10

Enable Voice Prompt Custom Voice Prompts



Following fields must be configured:

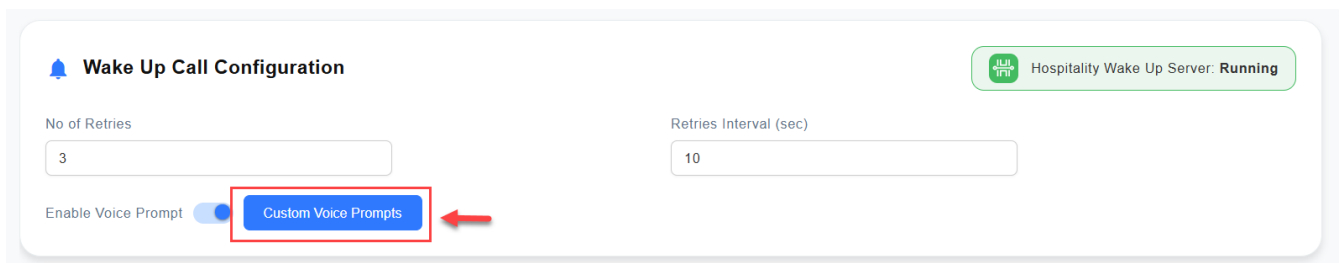
No of retries: Specify the number of retry attempts Rainbow Hospitality should make for a wake up call to be answered by the guest.

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.

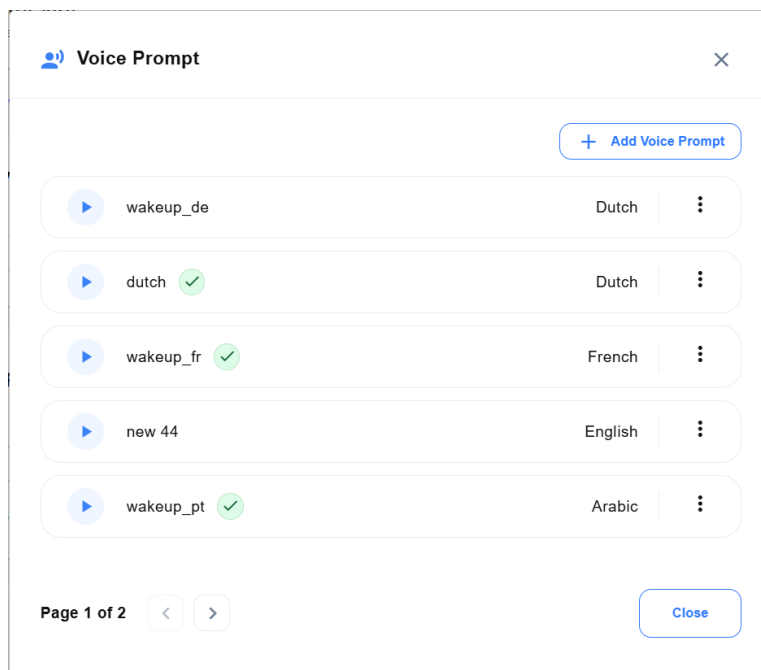
Enable Voice Prompt: Enable this option if a pre-recorded audio message should be played when the wake up call is answered by the guest.

4.2.1 Custom Voice Prompts

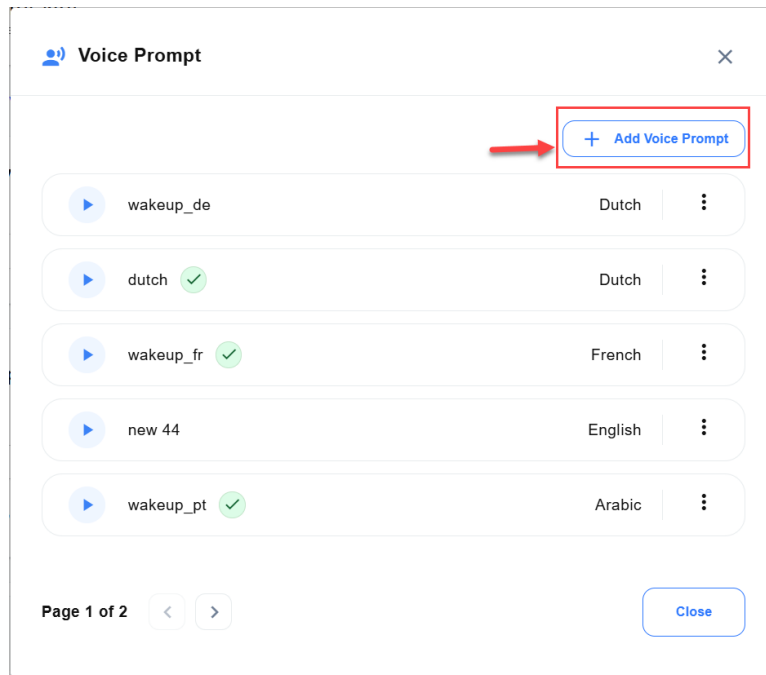
Rainbow Hospitality supports the configuration of multiple voice prompts to accommodate hotel-specific requirements. Administrators can upload audio recordings to define prompts in multiple languages, enabling a localized and customizable guest interaction experience. To configure voice prompts, click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



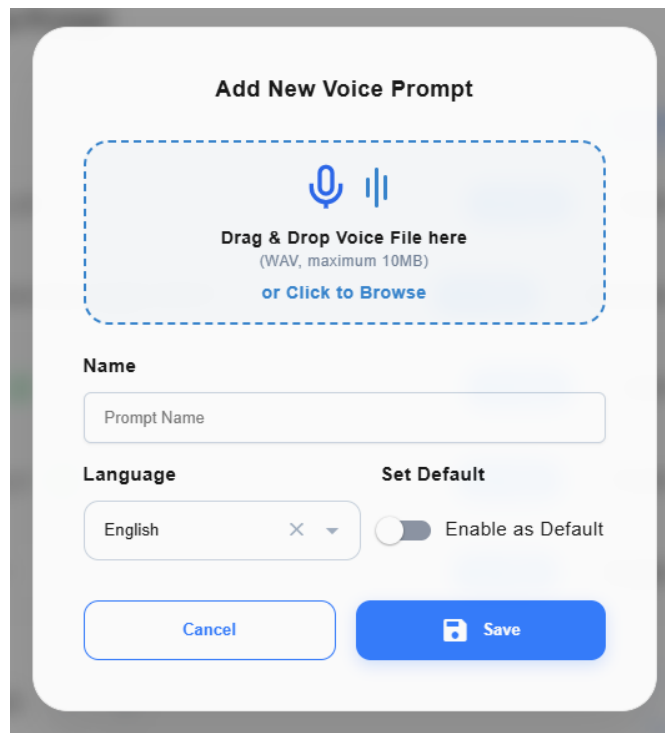
The Voice Prompts window is displayed, listing all configured voice prompts:



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.



4.3 API Configuration

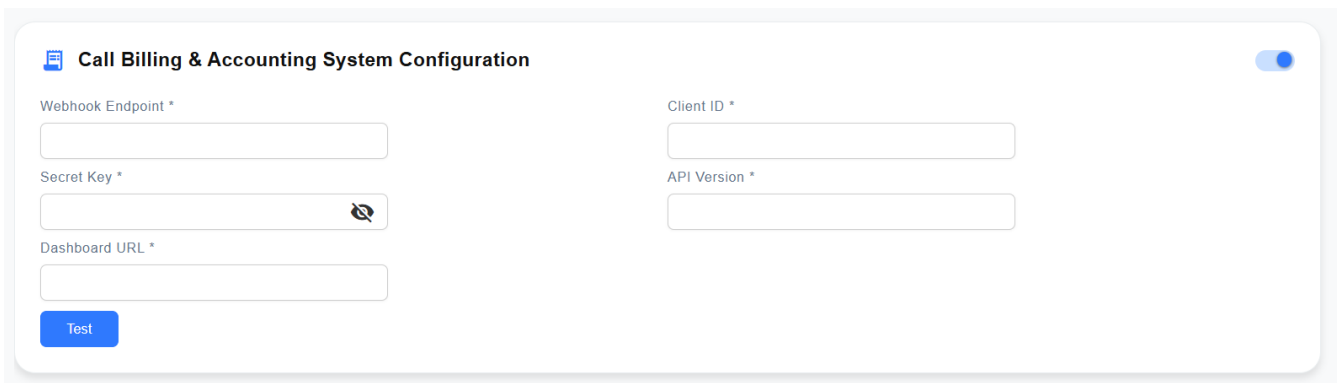
This section enables integration of Rainbow Hospitality with third-party applications via REST API or webhooks.

Signing Key: A unique security key used to authenticate inbound webhook/API requests. The external system must include this key in the HTTP headers of each POST request. Any request that does not include the correct signing key will be rejected by Rainbow Hospitality.

Click the  icon next to this field to copy its exact value for use in your webhook requests.

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:



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 Bulk Provisioning

Hotel administrators 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

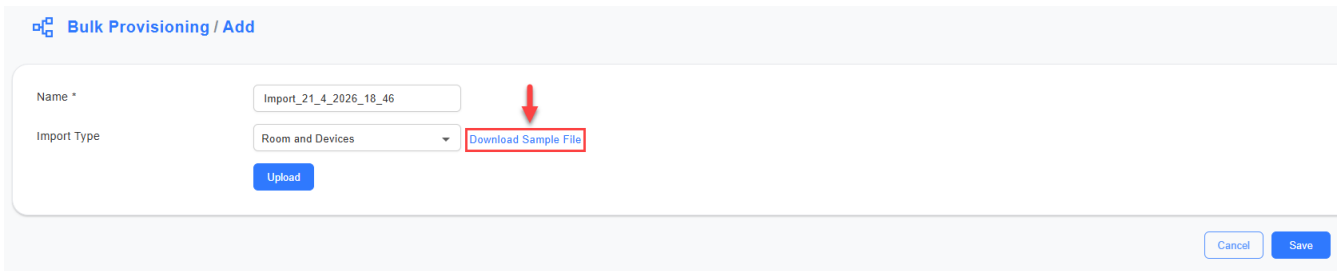
Name *

Import Type [Download Sample File](#)

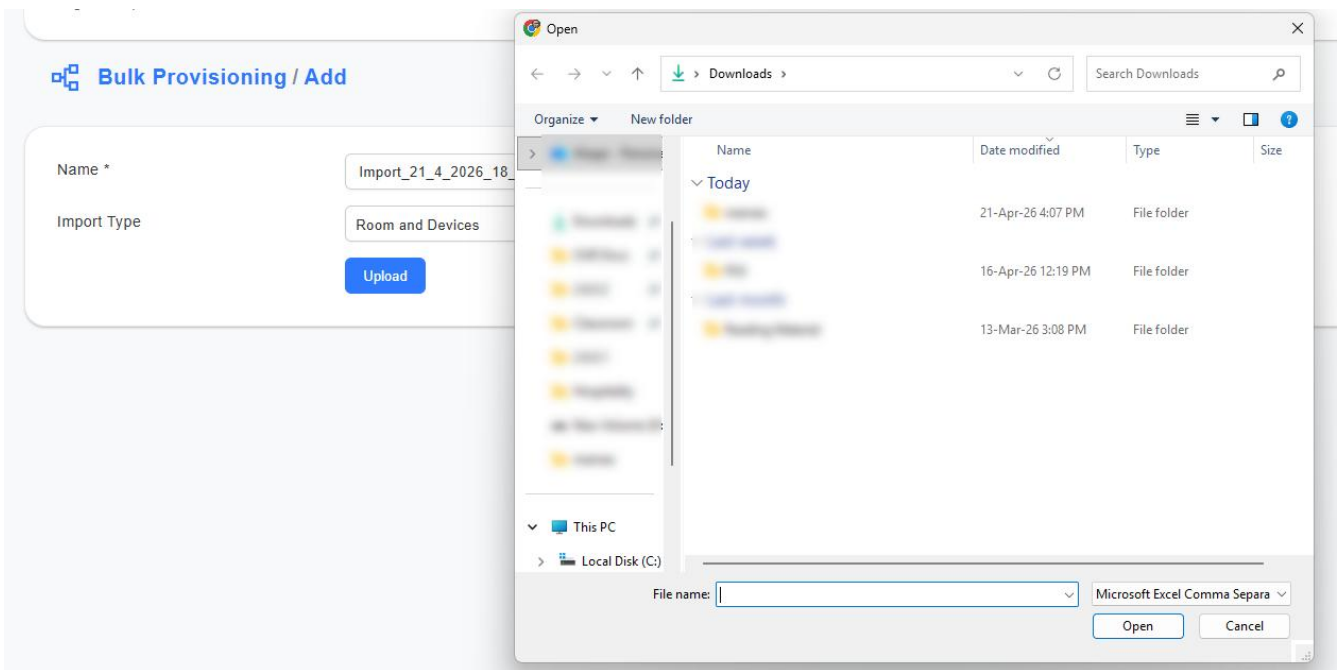
Name: Enter an appropriate title for the data import job.

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 *

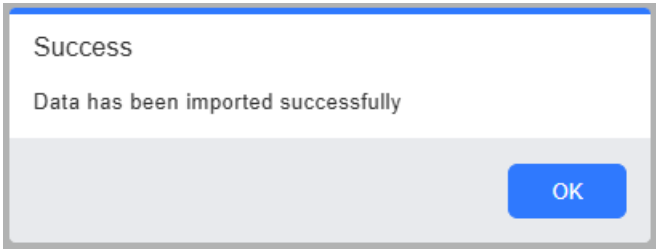
Import Type [Download Sample File](#)

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.

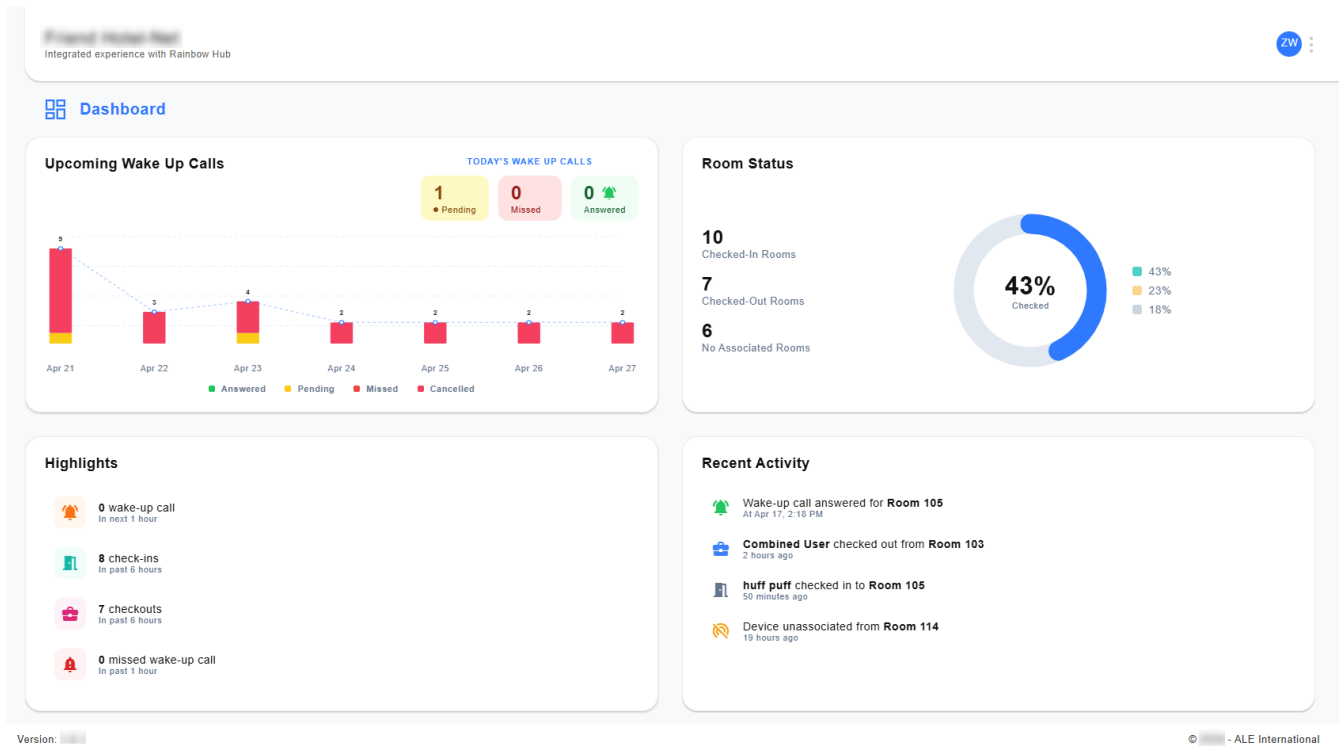
Items per page: 15 1 - 5 of 5 |< < > >|



6 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.

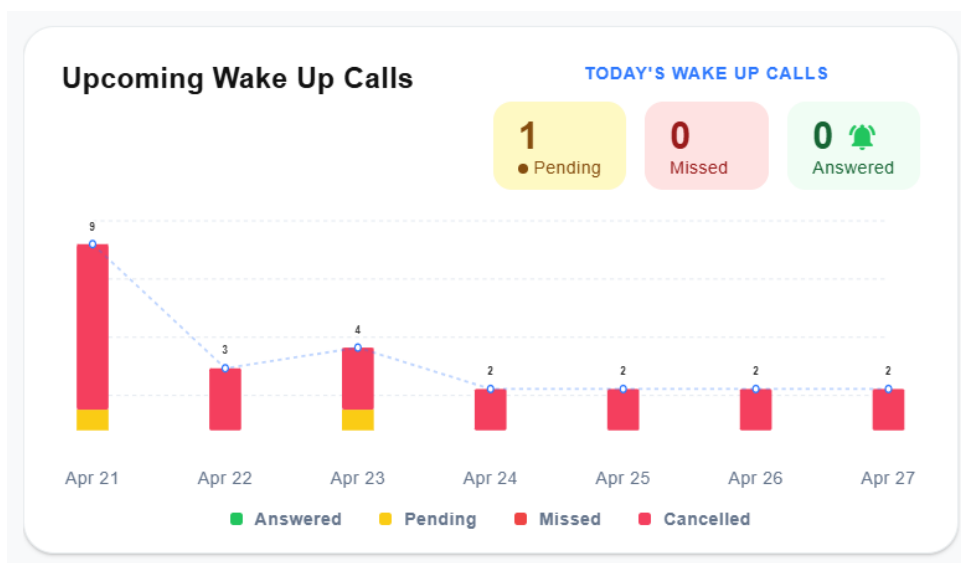
To view dashboard, click on **Dashboard** from the left-side panel. Following screen is displayed:



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

6.1 Upcoming Wake Up Calls

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

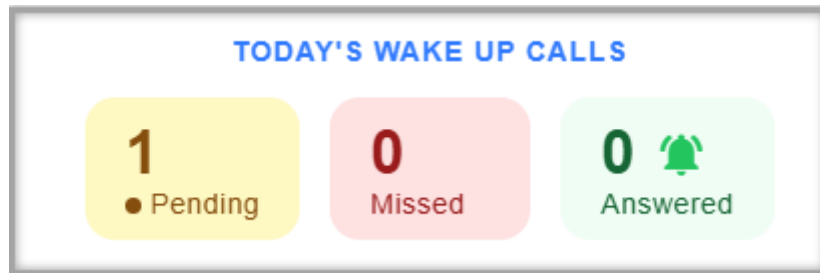


Wake up calls are categorized as follows:

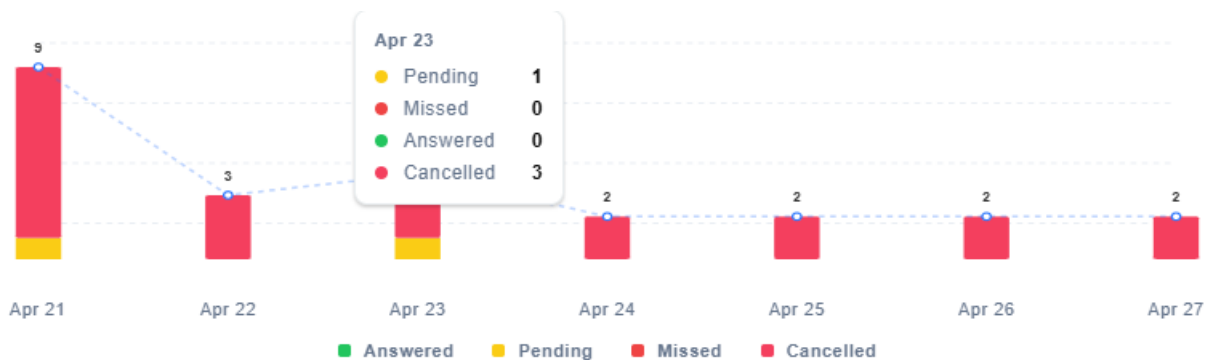


- **Pending:** Calls scheduled for a specific date and time that are yet to be initiated.
- **Missed:** Calls that were initiated but not answered by the guest.
- **Answered:** Calls successfully answered and acknowledged by the guest.
- **Cancelled:** Calls that were cancelled prior to execution.

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:

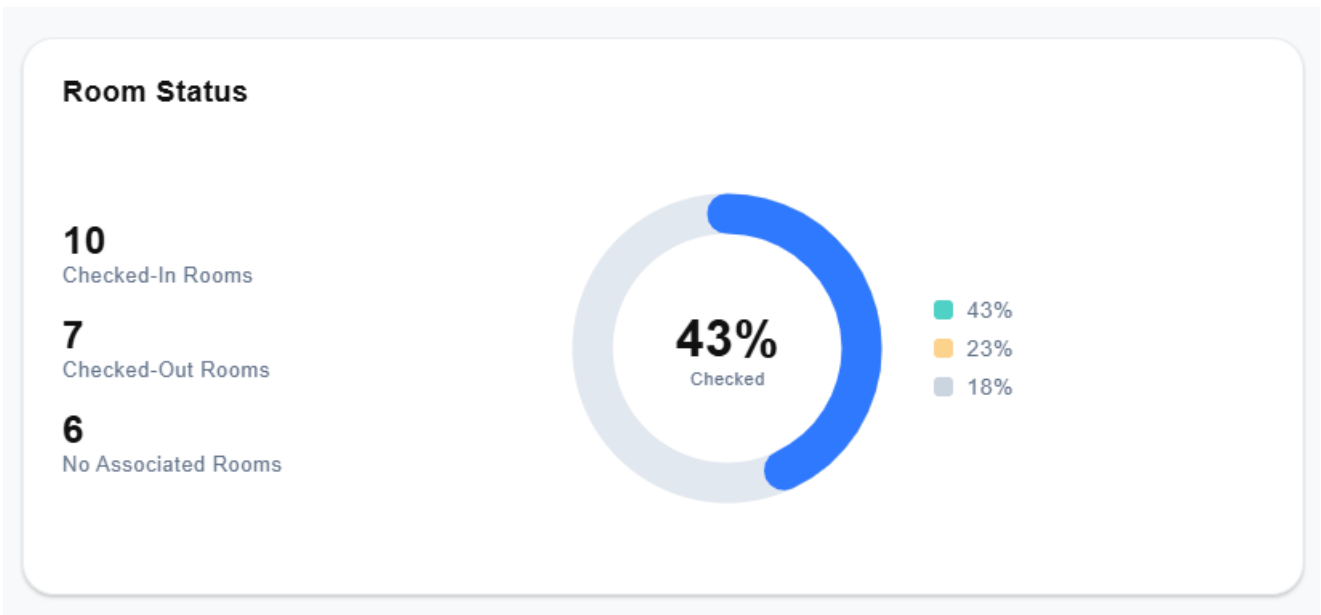


Clicking on any category opens a detailed view listing the corresponding wake-up call records for the selected category, as shown below:

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

6.2 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.

6.3 Highlights

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



Highlights

-  **0 wake-up call**
In next 1 hour
-  **8 check-ins**
In past 6 hours
-  **7 checkouts**
In past 6 hours
-  **0 missed wake-up call**
In past 1 hour





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

6.4 Recent Activity

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

Recent Activity

-  **Wake-up call answered for Room 105**
At Apr 17, 2:18 PM
-  **Combined User checked out from Room 103**
3 hours ago
-  **huff puff checked in to Room 105**
1 hour ago
-  **Device unassociated from Room 114**
20 hours ago

The widget includes information such as:

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



Rainbow Hospitality – Administration Guide (Standalone)

- Latest check-in activity, including associated room and guest details
- Device unassociation events along with corresponding room information



7 Room Management

The Rooms section allows Hotel Administrators 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:

The screenshot shows the 'Rooms' management interface. At the top right, there are links for 'Group Checkin' and '+ Add Room'. Below the header, there are filter buttons: 'All', 'Checked In', 'Checked Out', 'With Devices', 'Without Devices', and 'With Groups'. A search bar is located on the right. The main content is a table with the following columns: Room, Occupation, Status, Guest, Group Name, Guest Language, Device, Availability, Alarm, Nights, and Room Type. The table contains 10 rows of data, including rooms 103, 104, 105, 701, 228, 107, 108, 224, and ROOM 245. At the bottom right, it shows 'Items per page: 15' and '1 - 15 of 30'.

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	
108	Occupied	Ready		N/A	German	4108	Checked In	N/A	2	
224	Vacant	Ready		N/A	English	4202	Checked Out	N/A	0	
ROOM 245	Vacant	Electricity Issue		N/A	English	-	-	N/A	0	

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

This screenshot is identical to the previous one, but with a red box highlighting the search bar in the top right corner, which contains the text 'Search...'. A red arrow points to the search bar.

7.1 Room Viewing Modes

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



Grid View

Room	Status	Language	Phone	Stay Duration
103	Occupied	English	4101	9 Nights
104	Vacant	English	4104	0 Night
105	Vacant	English	4105	0 Night
701	Occupied	French	4201	9 Nights

SCREENSHOT- Grid View

Compact View

Room	Status	Language	Phone	Stay Duration
103	Occupied	English	4101	9 Nights
104	Vacant	N/A	4104	0 Night
105	Vacant	N/A	4105	0 Night
701	Occupied	French	4201	9 Nights
228	Occupied	English	4414	23 Nights
107	Occupied	English	4107	2 Nights
108	Occupied	English	4108	2 Nights
224	Vacant	N/A	4202	0 Night
ROOM 265	Vacant	N/A	N/A	0 Night
365	Occupied	English	4102	9 Nights
205	Occupied	English	4203	9 Nights
206	Occupied	English	4204	17 Nights

SCREENSHOT-Compact View

7.2 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:

With Devices

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	

SCREENSHOT – Room Status



Rainbow Hospitality – Administration Guide (Standalone)

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.

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	
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	
108	Occupied	Ready		N/A	German	4108	Checked In	N/A	2	

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	

Items per page: 15 1 – 5 of 5 < >

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		Group new	French	4201	Checked In	N/A	9	
365	Occupied	Ready		Group new	English	4102	Checked In	N/A	9	
205	Occupied	Ready		Group new	English	4203	Checked In	N/A	9	
207	Occupied	Ready		Group new	French	4205	Checked In	N/A	9	

Items per page: 15 1 – 4 of 4 < >

7.3 Room Actions

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

7.3.1 Change Reservation

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



Change Reservation: Room 103 book for 24 nights

Guest * Jhon Doe +

Checkin Date * 4/6/2026

Checkout Date * 4/30/2026

Allowed Calls * National and Hotel calls only

Language * English

Enable VIP

Yes No

Using this screen, guests can be added, 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.

7.3.2 Associate Device

Establishes a link between a hotel room and a device configured in Rainbow HUB. When this option is selected, 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:

- o Single Device Per Room - Each room is associated with one device.
- o Multiple Device Per Room - A room can be linked to multiple devices (e.g., suites with multiple extensions).
- o 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:

Associate Device - Room 104

Type * |-----Select-----|

Subscription

Single Device Per Room

Multiple Devices Per Room

No

SCREENSHOT – Select Rainbow Room Device

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



The dialog box titled "Associate Device - Room 104" contains three fields: "Type *" with a dropdown menu set to "Single Device Per Room", "Device *" with a dropdown menu set to "Select Rainbow Device", and "Subscription" with a dropdown menu set to "Voice Hospitality Room Monthly (134)". At the bottom right, there are two buttons: "Yes" and "No".

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

The "Success" dialog box displays the message "Device associated successfully" and features an "OK" button at the bottom right.

The hotel room will be associated with your selected Rainbow Room Device as shown below and the respective status of the room will be updated.

7.3.3 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

The dialog box titled "Checkin Guest: Room 104 book for 0 night" includes the following fields: "Guest *" with a dropdown menu showing "-----Select-----" and a "+" button; "Checkin Date *" with a date picker set to "4/23/2026"; "Checkout Date *" with a date picker set to "mm/dd/yyyy"; "Allowed Calls *" with a dropdown menu set to "Hotel calls only"; "Language *" with a dropdown menu set to "N/A"; and "Enable VIP" with a toggle switch. At the bottom right, there are "Yes" and "No" buttons.

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



In the Allowed Calls field, following options are available:

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

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

Add Guest

Personal Information

First Name Date of Birth

Last Name * Mobile

Email Phone Number

Language

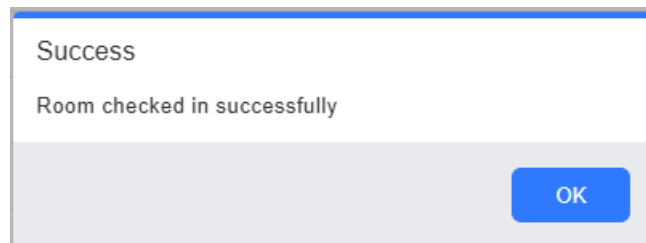
Address Information

Address State

City Nationality

Zip 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**

7.3.4 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.



Checkin Guest: book for 0 night

Group *

Guest * -----Select-----

Rooms * -----Select-----

Checkin Date *

Checkout Date *

Allowed Calls *

Language *

Enable VIP

Administrators 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 * -----Select-----

Rooms * -----Select-----

Checkin Date *

Checkout Date *

Allowed Calls *

Language *

Enable VIP

- 104
- 701
- 224
- 209
- 705
- 114

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 administrator can add a new guest by clicking the **Add Guest** button. The following window will appear:

Add Guest

Personal Information

First Name Date of Birth

Last Name * Mobile

Email Phone Number

Language

Address Information

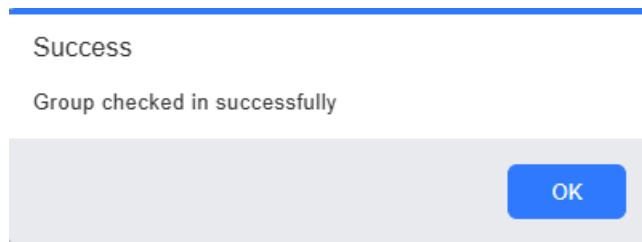
Address State

City Nationality

Zip Country

Yes No

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

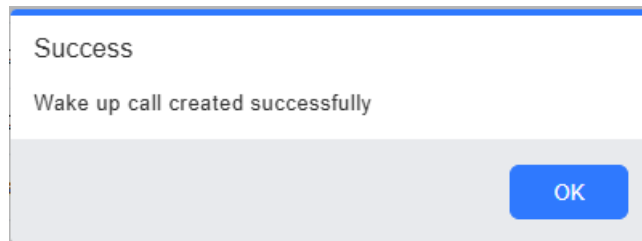
If the guest's last name contains fewer than 6 characters, the password is automatically padded with asterisks (*) to meet the required length. For example, if the last name is Gill, the password will be Gill**

7.3.5 Add Wake-up Call

Allows the administrator 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:



7.3.6 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:

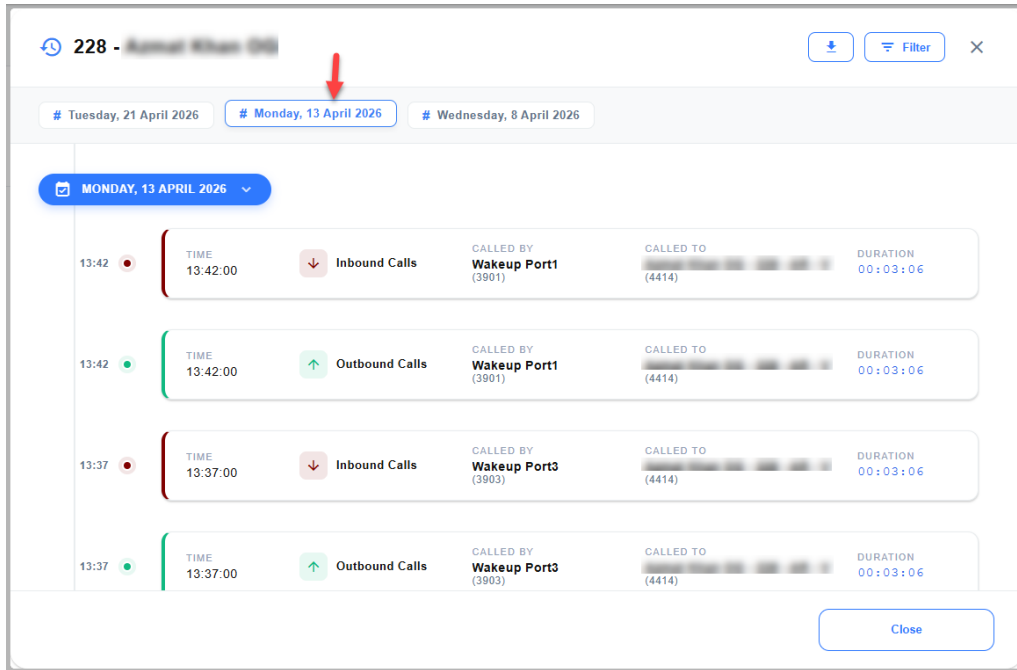


The screenshot displays a call log interface for extension 228. At the top, there are tabs for dates: Tuesday, 21 April 2026; Monday, 13 April 2026; and Wednesday, 8 April 2026. The 'TUESDAY, 21 APRIL 2026' tab is selected. Below the tabs, call records are listed. The first record is an Inbound Call at 21:00:00, called by Wakeup Port1 (3901) to (4414) with a duration of 00:00:00. The second record is an Outbound Call at 21:00:00, called by Wakeup Port1 (3901) to (4414) with a duration of 00:00:00. The 'MONDAY, 13 APRIL 2026' tab is also visible, showing an Inbound Call at 13:42:00, called by Wakeup Port1 (3901) to (4414) with a duration of 00:03:06. A 'Close' button is located at the bottom right.

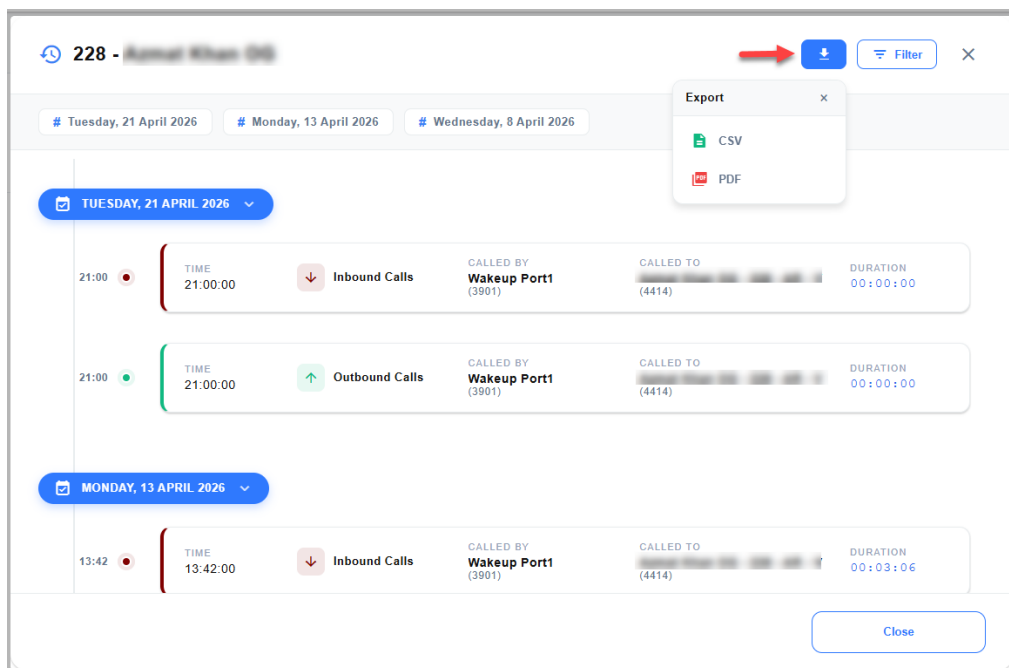
Call logs can be searched by using relevant filters by using the filter field as shown below:

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:



7.3.7 Move

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



Move Room

Guest: John Doe

Current Room: 105

Move to Room: -----Select-----

Yes No

7.3.8 Check Out

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:

Checkout

Are you sure you want to check out guest John Doe from room 103?

Yes No

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

Call Logs

Do you want to see call logs?

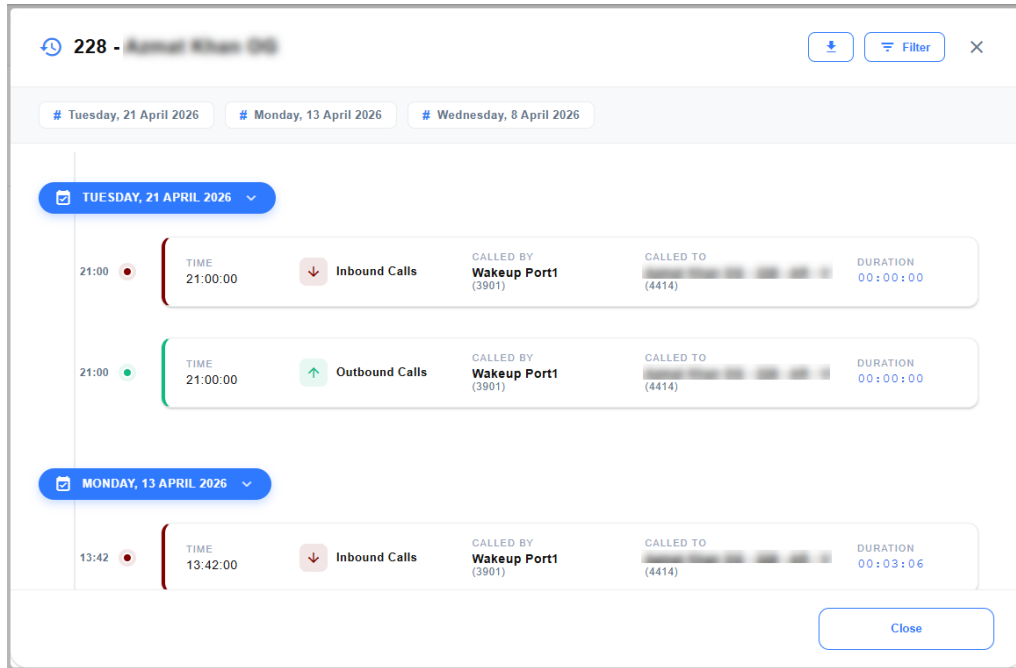
Yes No

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:

Success

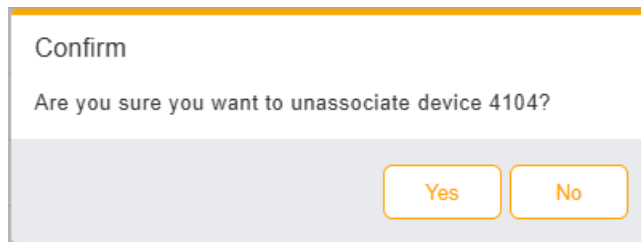
Room checked out successfully

OK

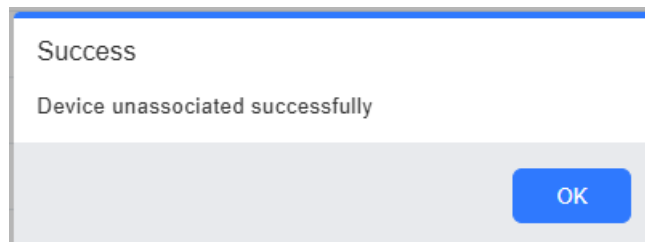


7.3.9 Unassociate Device

Removes the existing association between a room and its linked device. When this option is selected, a confirmation message is displayed:



If **Yes** is clicked, the room-device association is deleted, and the following success message is shown:



7.3.10 Change Status

Allows administrators 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.



Rooms / Update Room

Room *

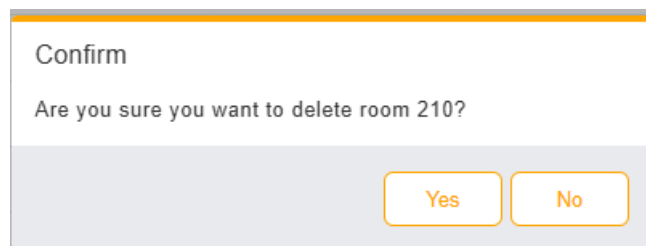
Type * +

Status * +

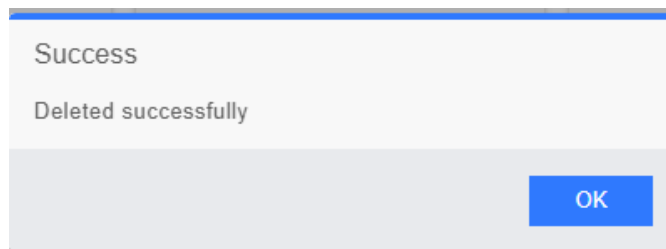
Description

7.3.11 Delete Room

Enables the removal of a room that is not currently associated with any device. When this option is selected, the following confirmation message is displayed:



If **Yes** is clicked, the room is deleted, and the following success message is shown:



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:

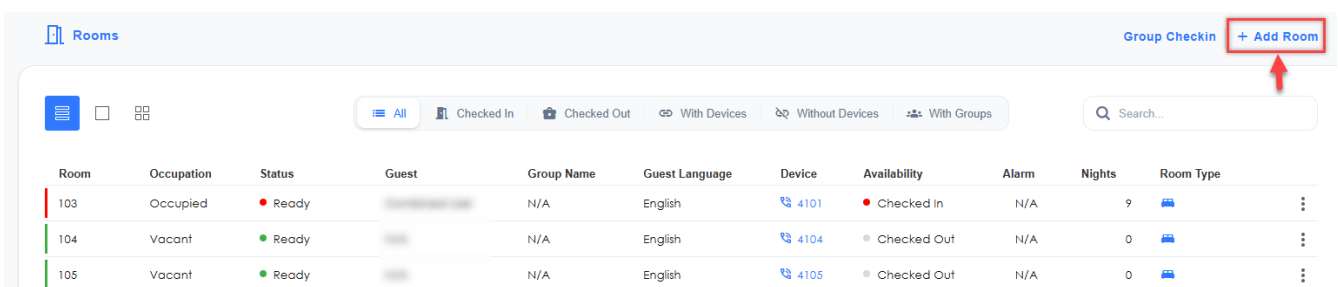
Checked In	<p>103</p> <p>● Occupied</p> <ul style="list-style-type: none">Change ReservationAdd Wake Up CallCall LogsMoveCheckout
-------------------	---



Checked Out	<p>224</p> <p>● Vacant</p> <p> Change Status</p> <p> Unassociate Device</p> <p> Group Checkin</p> <p> Checkin</p>
Without Devices (Ready)	<p>102</p> <p>● Vacant</p> <p> Change Status</p> <p> Associate Device</p> <p> Delete</p>
Without Devices (Not Ready)	<p>ROOM 265</p> <p>● Vacant</p> <p> Change Status</p> <p> Delete</p>

7.4 Adding a Room

The administrator can create a new room by clicking the **+ Add Room** link located in the top-right corner of the **Rooms** page, as highlighted below.



Upon selecting this option, the room creation screen is displayed



Provide the required room information:

Room: Specify the room name or room number.

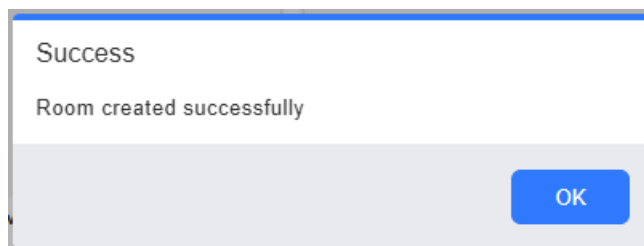
Type: Select the appropriate room type from the available drop-down list.


Availability: Select the current room status from the following options:

- House Keeping
- Electricity Issue
- Maintenance
- Ready

Description: Enter any additional notes or information related to the room.

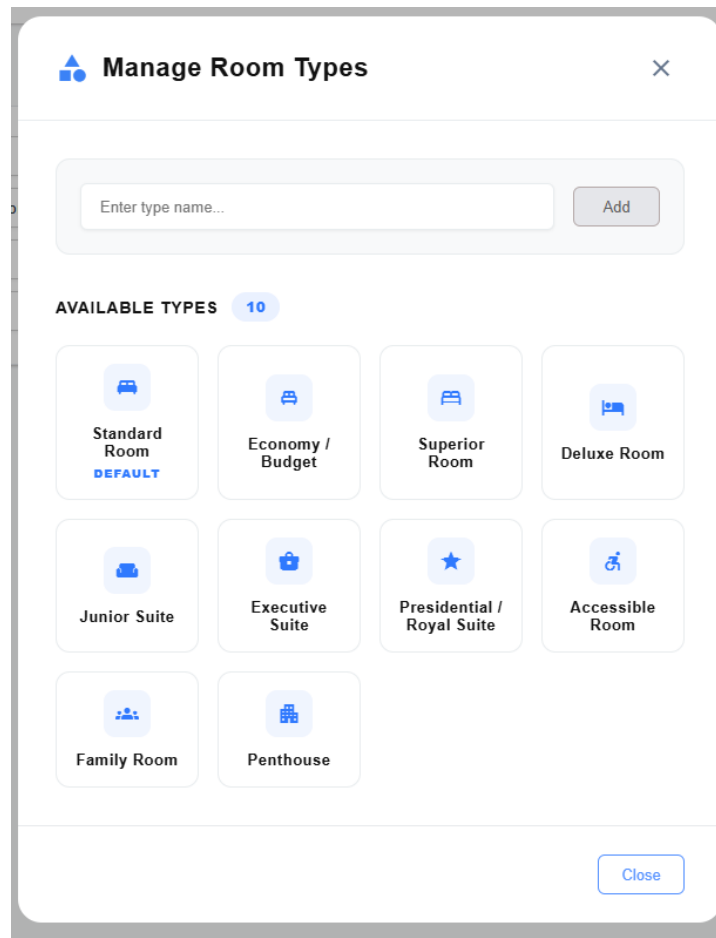
Once done, click Save button. Upon successful creation of the room, following confirmation message is displayed:



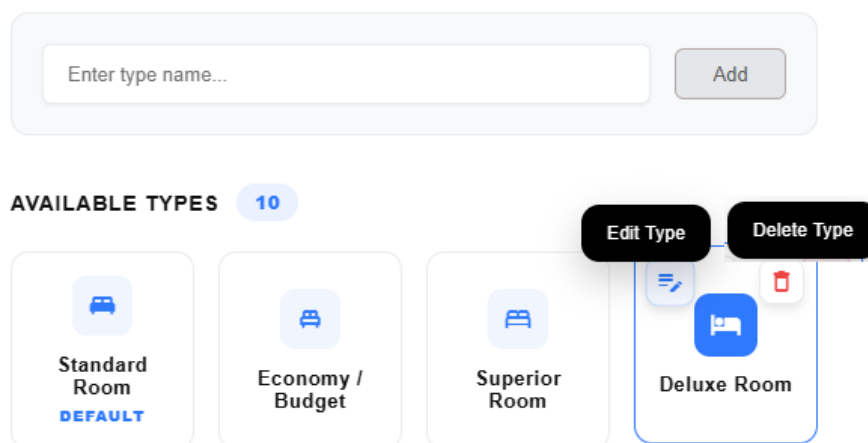
Special icons  are available within the Type and Status fields to customize the labels associated with Room Types and Room Statuses according to organizational requirements.

7.4.1 Room Type Management

When the customization icon available in the **Type** field is selected, a dialog box is displayed containing all configured Room Types.



The **Standard Room** type is provided as the default system-defined room type and cannot be modified or deleted. All other custom Room Types can be edited or removed as required. When the cursor is placed over a Room Type entry, options to **Edit** or **Delete** the selected Room Type become available, as shown below.

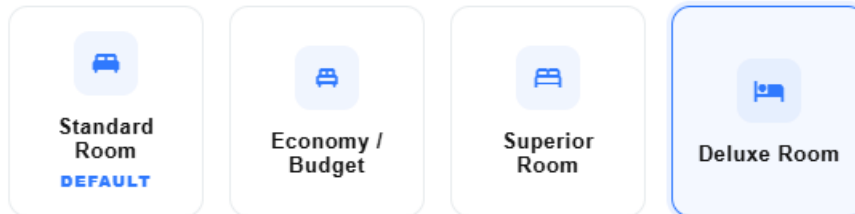


- **Edit:** Selecting this option enables modification of the Room Type label. The corresponding label field becomes editable, allowing the administrator to update the Room Type name as required.

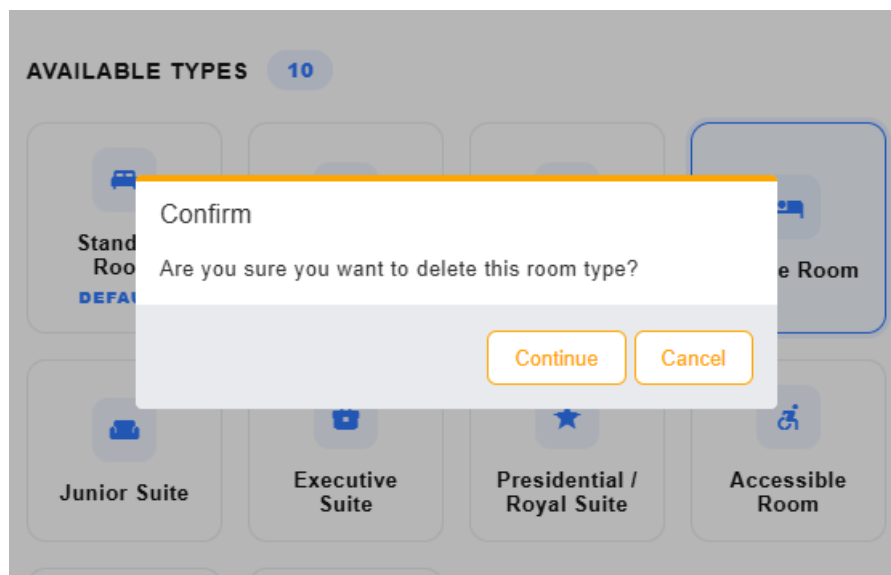


Deluxe Room Update Cancel

AVAILABLE TYPES 10



- **Delete:** Selecting this option displays a confirmation dialog requesting verification before deletion of the selected Room Type.

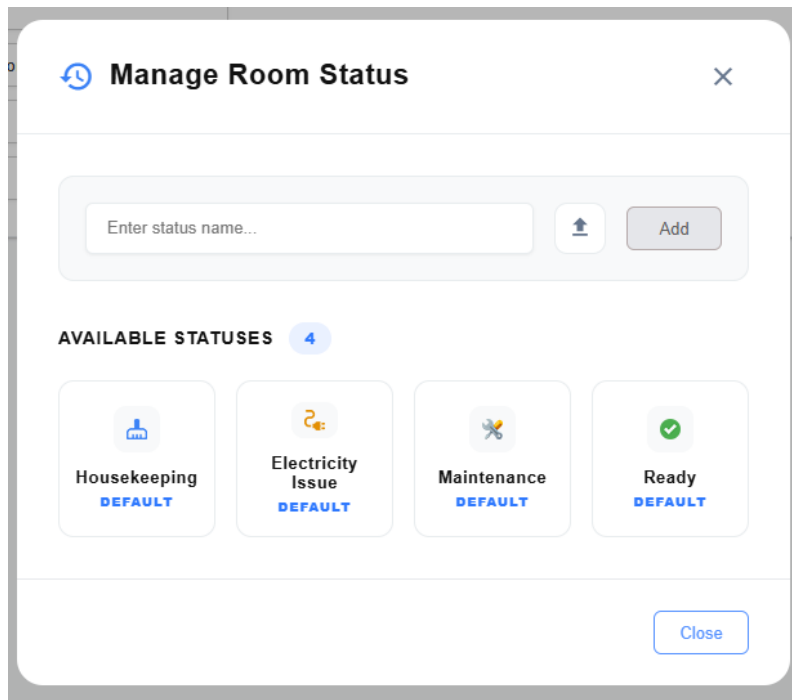


Click **Continue** to confirm the action.

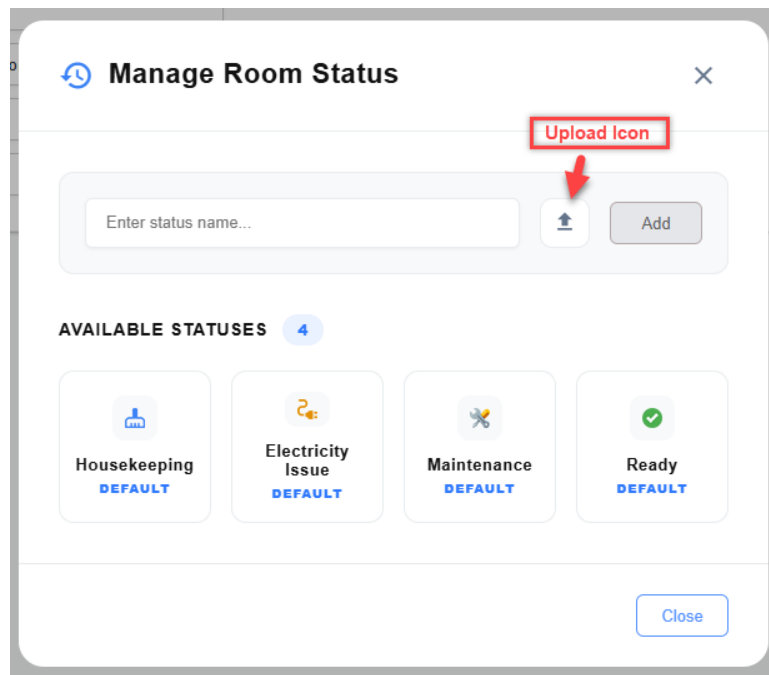
After completing the required Room Type customization changes, click **Close** to exit the dialog box.

7.4.2 Room Status Management

When the customization icon available in the **Room Status** field is selected, a dialog box is displayed containing all configured Room Status entries.



All predefined Room Status entries are system-defined by default and therefore cannot be edited or deleted. However, administrators can create additional custom Room Status entries by specifying an appropriate status name and uploading a corresponding icon relevant to the status being configured.



For optimal display within the interface, the uploaded icon must have dimensions of **16 × 16 pixels**.

7.5 Group Checkin

The hotel administrator 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:



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	

Following screen is displayed:

Select Available Rooms:

Room	Status	Guest	Language	Device	Checkout	Stay Duration
224	Ready	N/A	English	4202	N/A	0 Nights
209	Ready	N/A	English	4401	N/A	0 Nights
705	Ready	N/A	English	4405	N/A	0 Nights
114	Ready	N/A	English	4301	N/A	0 Nights

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.

Select Available Rooms:

Room	Status	Guest	Language	Device	Checkout	Stay Duration
224	Ready	N/A	English	4202	N/A	0 Nights
209	Ready	N/A	English	4401	N/A	0 Nights
705	Ready	N/A	English	4405	N/A	0 Nights
114	Ready	N/A	English	4301	N/A	0 Nights

Multiple rooms can be selected as required.



Rainbow Hospitality – Administration Guide (Standalone)

Select Available Rooms:

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 |< < > >|

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

Rooms / Group Checkin

Select Available Rooms:

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

Search...

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

Select Available Rooms:

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 |< < > >|

Cancel Next

Following screen is displayed:



Rainbow Hospitality – Administration Guide (Standalone)

Rooms / Group Checkin / Associated Rooms

Group Name *

Checkin Date *

Checkout Date *

Selected Rooms:

Room 224

4202

Hotel calls only

Enable VIP: 0 Nights

Room 209

4401

Hotel calls only

Enable VIP: 0 Nights

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

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.

Selected Rooms:

Room 224

4202

Hotel calls only


Enable VIP: 5 Nights

Room 209

4401

Hotel calls only

Enable VIP: 5 Nights

Administrators 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



Rainbow Hospitality – Administration Guide (Standalone)

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.

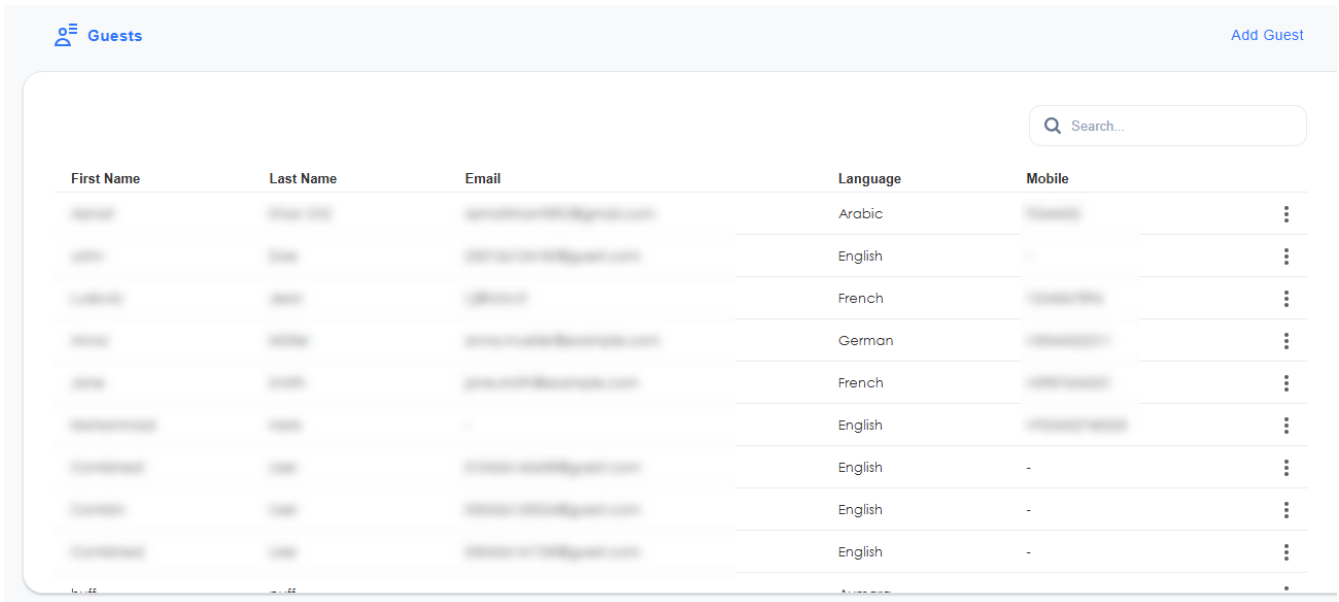
The screenshot displays the 'Rooms / Group Checkin / Associated Rooms' interface. At the top, there are input fields for 'Group Name *' (College Trip), 'Checkin Date *' (4/23/2026), and 'Checkout Date *' (4/28/2026). Below these is a 'Selected Rooms:' section with a search bar. Two room cards are visible: 'Room 224' (4202) with guest 'Micheal Scott' and 'Room 209' (4401) with guest 'Kevin Nash'. Both rooms have 'Hotel calls only' selected and '5 Nights' duration. Each room card has an 'Enable VIP' toggle. At the bottom right, there are 'Cancel' and 'Checkin' buttons, with a red arrow pointing to the 'Checkin' button.

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

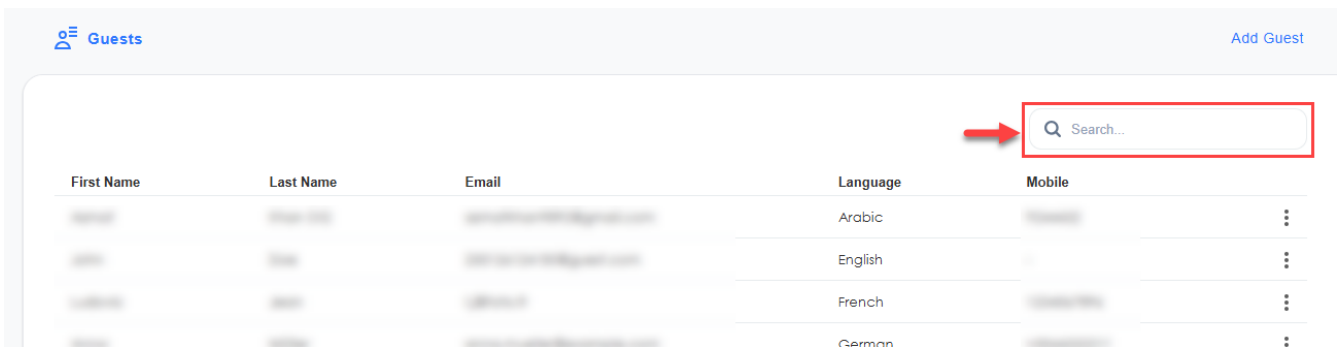


8 Guest Management

The Guests section enables Hotel Administrators 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:



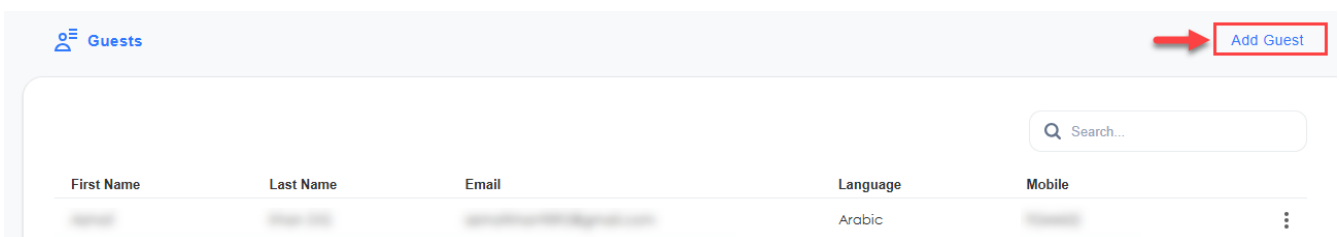
You can search for any particular guest by using the search option available in the top right corner of the page as shown below:



SCREENSHOT – Guest Search

8.1 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

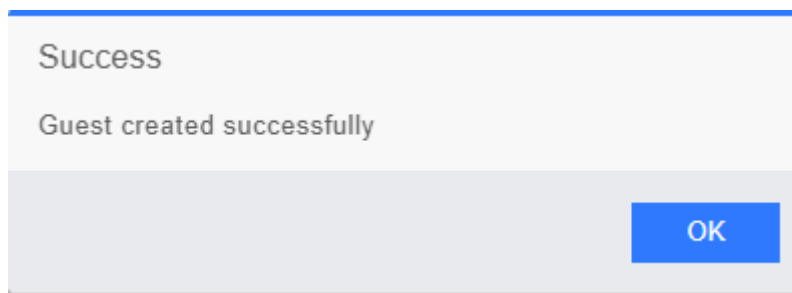
Zip Country

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.

8.2 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

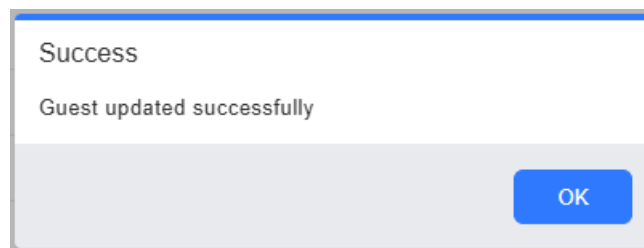
Personal Information

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:

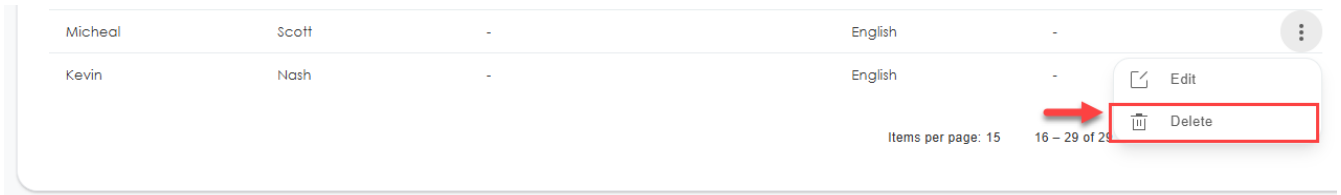


SCREENSHOT – Message from the Application

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

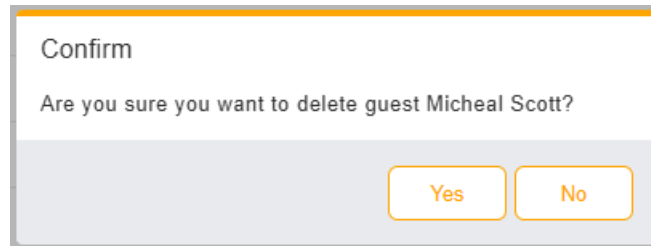
8.3 Delete Guest

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



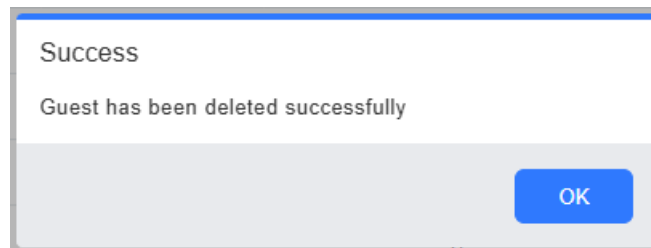
SCREENSHOT – Delete Guest

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

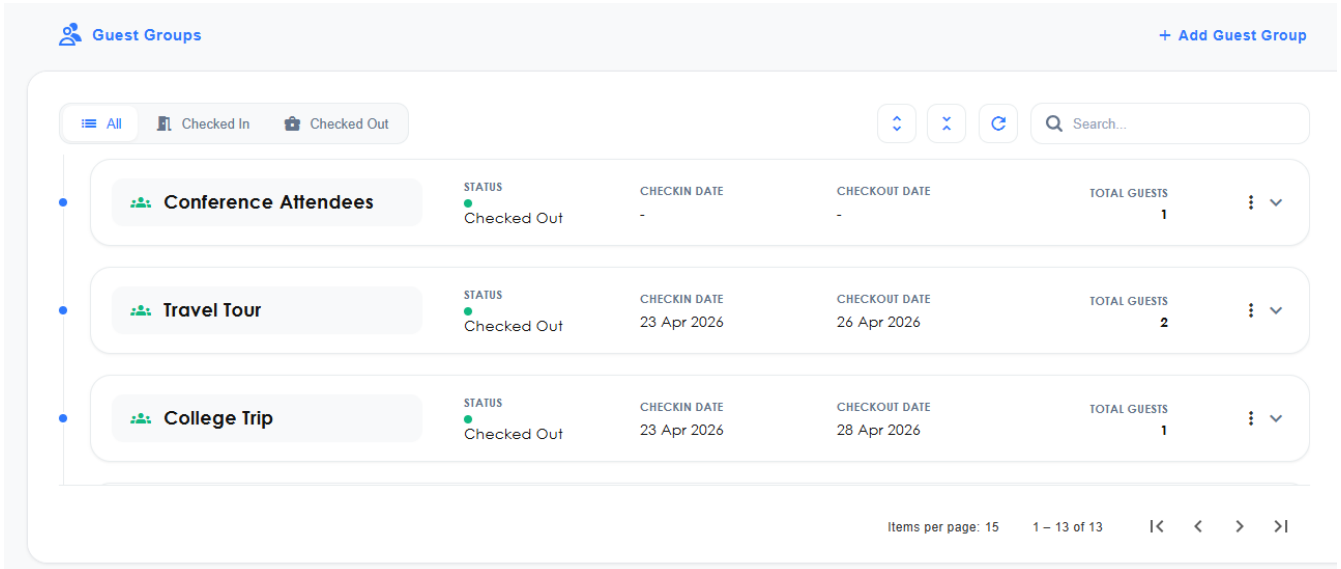
Click **OK**. The guest will be removed from the Rainbow Hospitality.



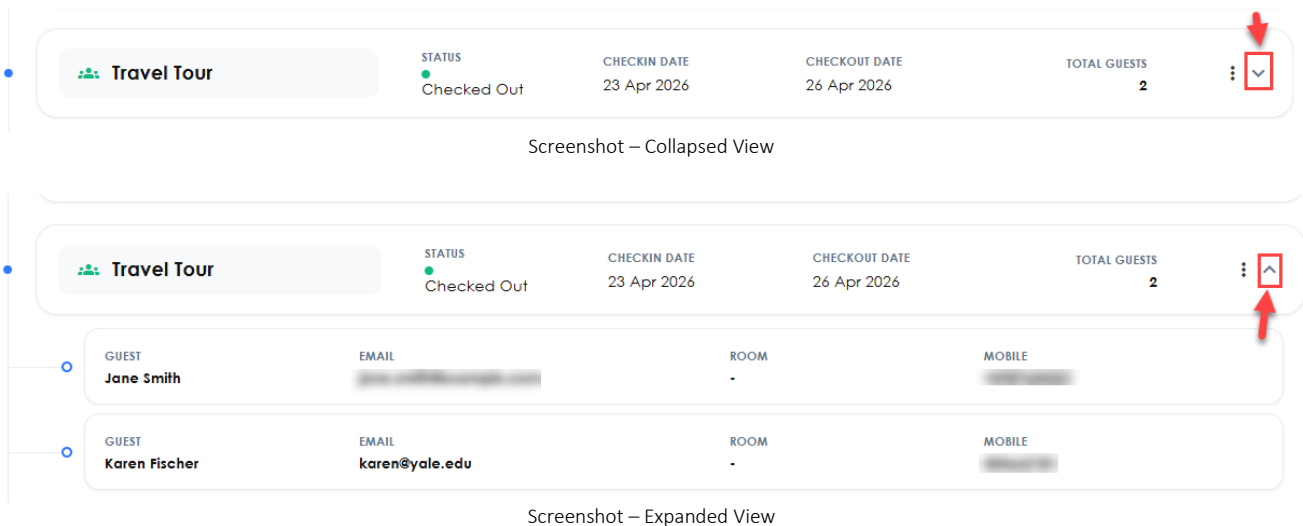
9 Groups Management

The **Groups** section enables hotel administrators 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 administrators to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of group.



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



Rainbow Hospitality – Administration Guide (Standalone)

Guest Groups + Add Guest Group

All | Checked In | Checked Out

Group 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

Group 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	⋮

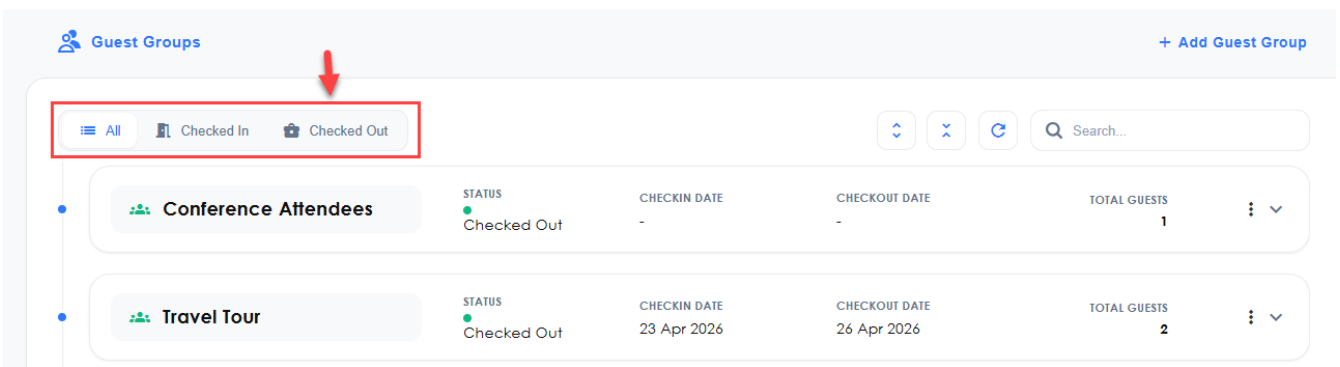
A search functionality is also available to facilitate quick retrieval of specific groups.

Guest Groups + Add Guest Group

All | Checked In | Checked Out

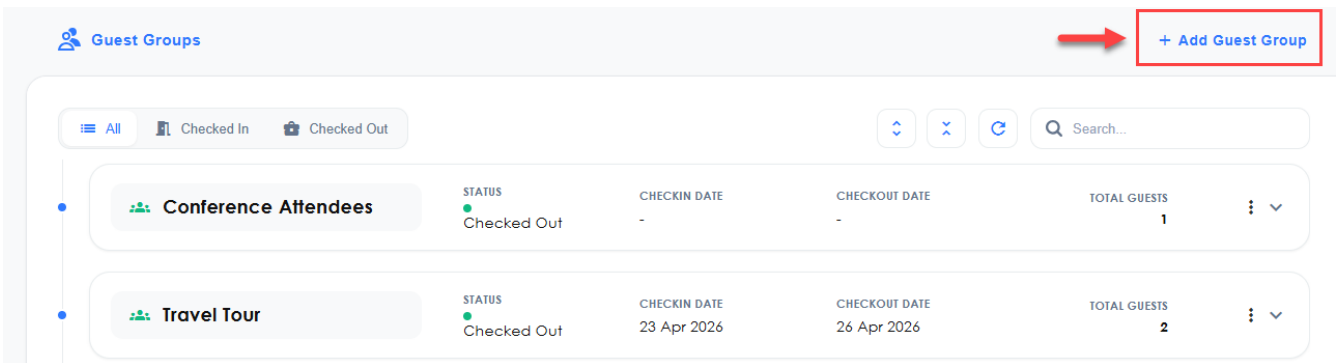
Group Name	Status	Checkin Date	Checkout Date	Total Guests	More
Conference Attendees	Checked Out	-	-	1	⋮
Travel Tour	Checked Out	23 Apr 2026	26 Apr 2026	2	⋮

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.



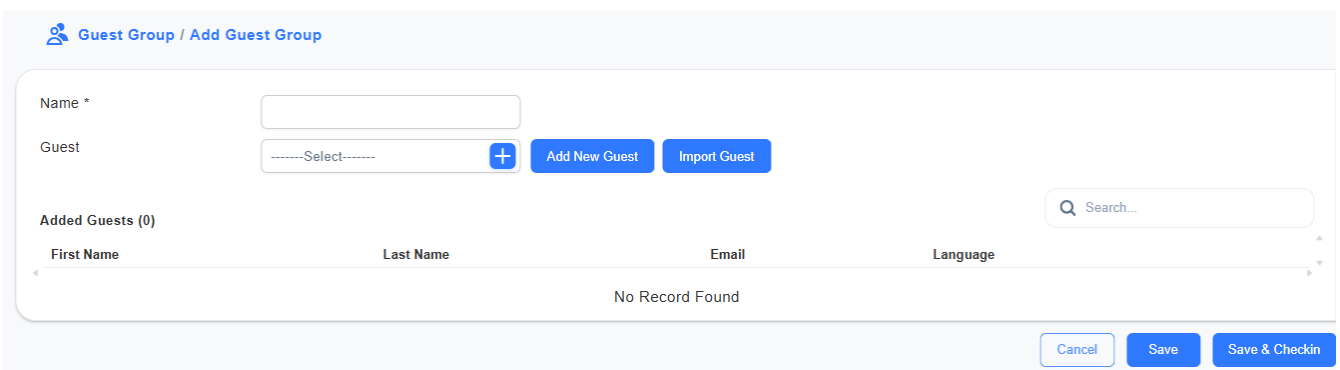
9.1 Adding a Group

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.

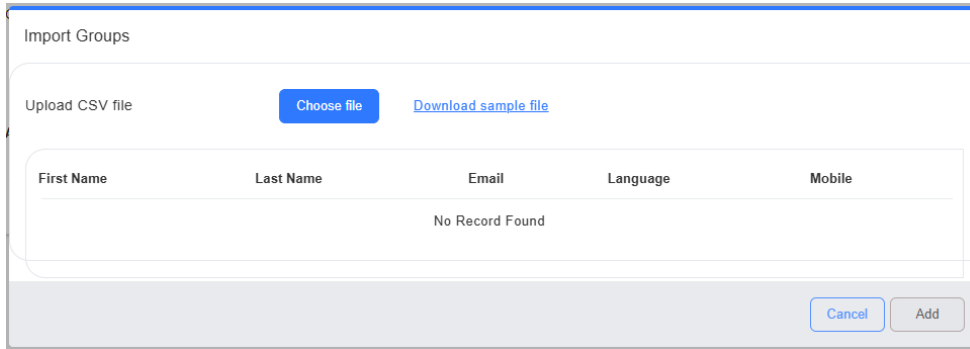


Following dialog box is displayed to add guest information:

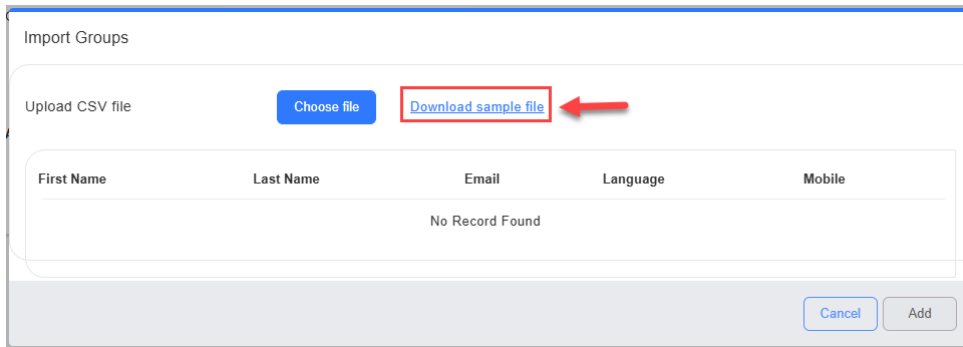
The **Import Guest** option allows administrators to import multiple guest records in bulk and add them directly to a group within Rainbow Hospitality. This feature reduces the time and effort required to manually enter individual guest details and ensures faster group onboarding.

Click **Import Guest**.

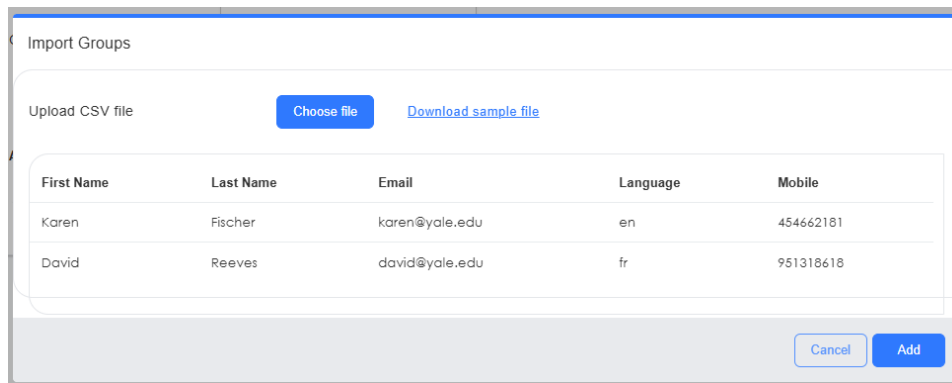
The corresponding dialog box is displayed:



In this dialog box, the administrator 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:



Rainbow Hospitality – Administration Guide (Standalone)

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.

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.

9.2 Group Actions

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

9.2.1 CheckIn

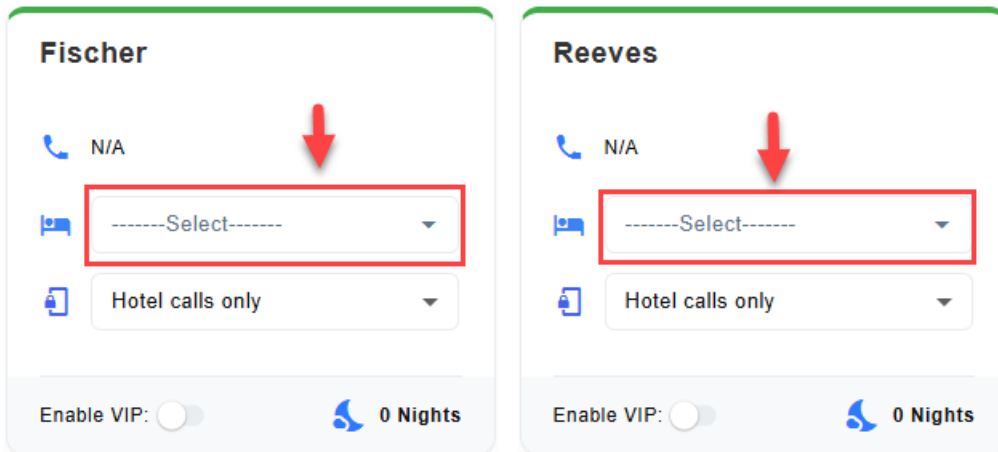
Initiates the check-in process for a group. When this option is selected, the following screen is displayed:

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:

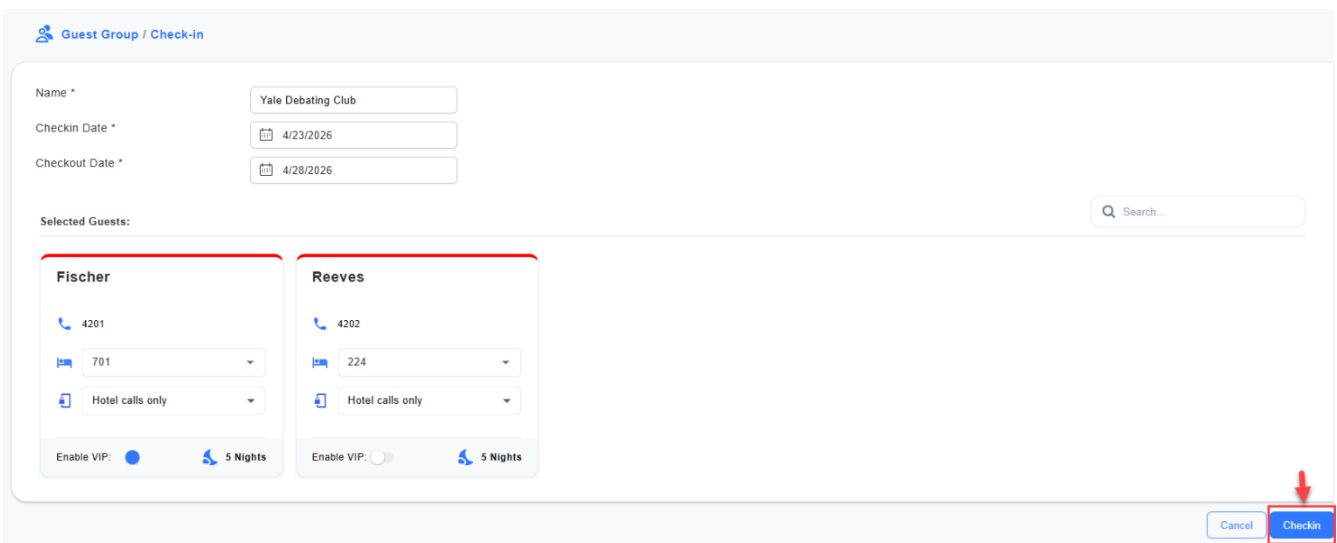


Only checkedout and ready to checkin rooms are displayed in the drop-down list.

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

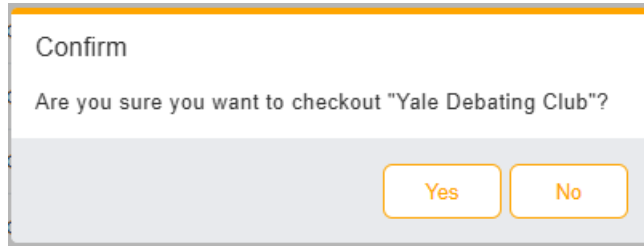
Option to enable VIP Guest status is also available for each Guest. Once all required information and configuration is provided, click Checkin located in the bottom-right corner of the screen.



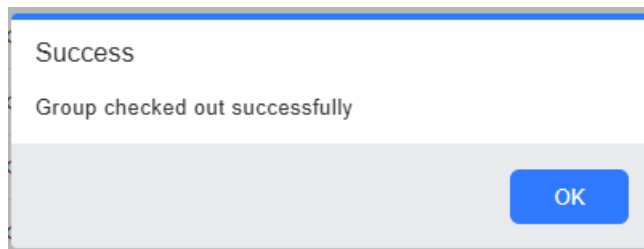
The entire group is checkedin to their respective rooms.

9.2.2 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:

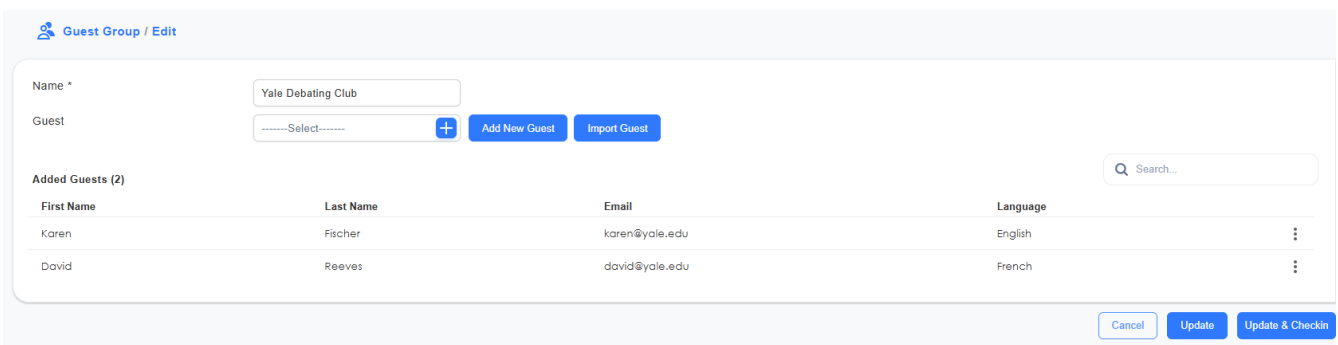


If **Yes** is selected, then all the guest belonging to this particular group are checked out of their room and following success message is displayed:




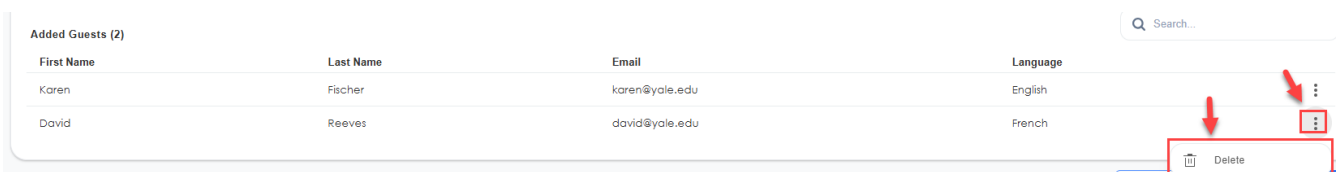
9.2.3 Edit Group

This action allows administrators 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.



Rainbow Hospitality – Administration Guide (Standalone)

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

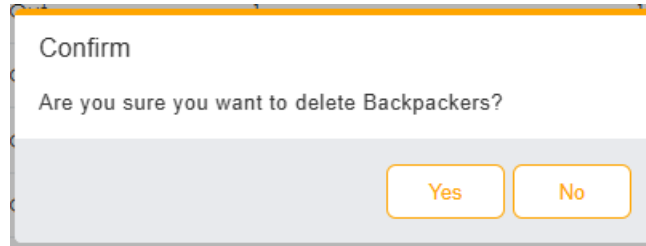
Enable VIP:

Reeves

Enable VIP:

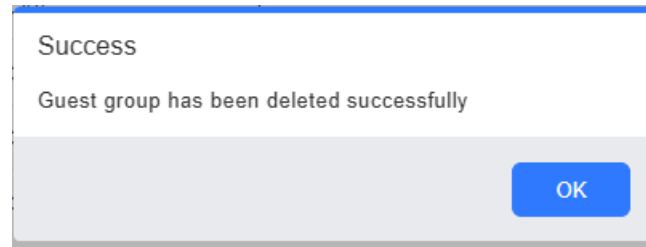
9.2.4 Delete Group

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.



10 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:

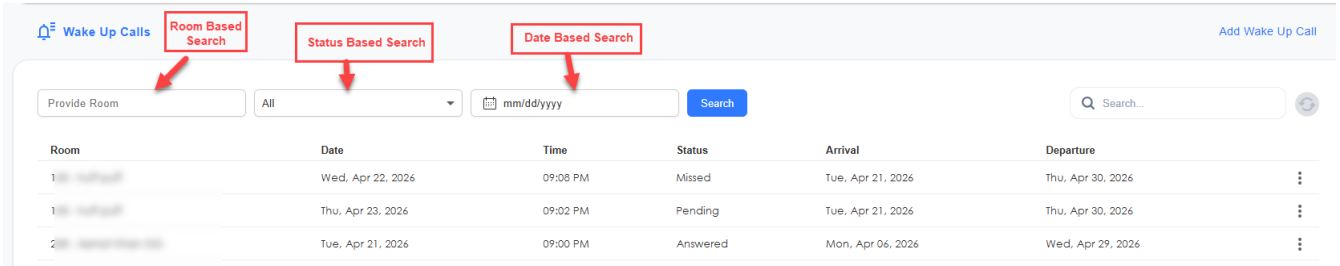
Room	Date	Time	Status	Arrival	Departure
1 10 101010101010	Wed, Apr 22, 2026	09:08 PM	Missed	Tue, Apr 21, 2026	Thu, Apr 30, 2026
1 10 101010101010	Thu, Apr 23, 2026	09:02 PM	Pending	Tue, Apr 21, 2026	Thu, Apr 30, 2026
2 10 101010101010	Tue, Apr 21, 2026	09:00 PM	Answered	Mon, Apr 06, 2026	Wed, Apr 29, 2026
1 10 101010101010	Tue, Apr 21, 2026	11:41 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026
1 10 101010101010	Tue, Apr 21, 2026	10:43 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026
1 10 101010101010	Tue, Apr 21, 2026	10:28 PM	Cancelled	Tue, Apr 21, 2026	Tue, Apr 28, 2026
1 10 101010101010	Mon, Apr 20, 2026	08:00 PM	Cancelled	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 101010101010	Tue, Apr 21, 2026	01:18 PM	Cancelled	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 101010101010	Tue, Apr 21, 2026	01:18 PM	Cancelled	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 101010101010	Fri, Apr 17, 2026	02:18 PM	Answered	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 101010101010	Mon, Apr 13, 2026	08:15 PM	Answered	Fri, Apr 10, 2026	Wed, Apr 22, 2026
1 10 101010101010	Mon, Apr 13, 2026	02:40 PM	Cancelled	Fri, Apr 10, 2026	Fri, Apr 24, 2026
1 10 101010101010	Mon, Apr 13, 2026	02:00 PM	Answered	Fri, Apr 10, 2026	Thu, Apr 30, 2026
1 10 101010101010	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:

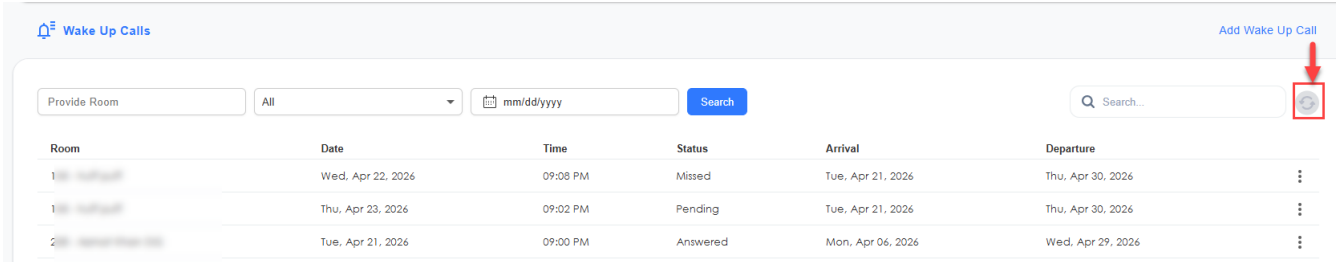
Room	Date	Time	Status	Arrival	Departure
1 10 101010101010	Wed, Apr 22, 2026	09:08 PM	Missed	Tue, Apr 21, 2026	Thu, Apr 30, 2026
1 10 101010101010	Thu, Apr 23, 2026	09:02 PM	Pending	Tue, Apr 21, 2026	Thu, Apr 30, 2026
2 10 101010101010	Tue, Apr 21, 2026	09:00 PM	Answered	Mon, Apr 06, 2026	Wed, Apr 29, 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:



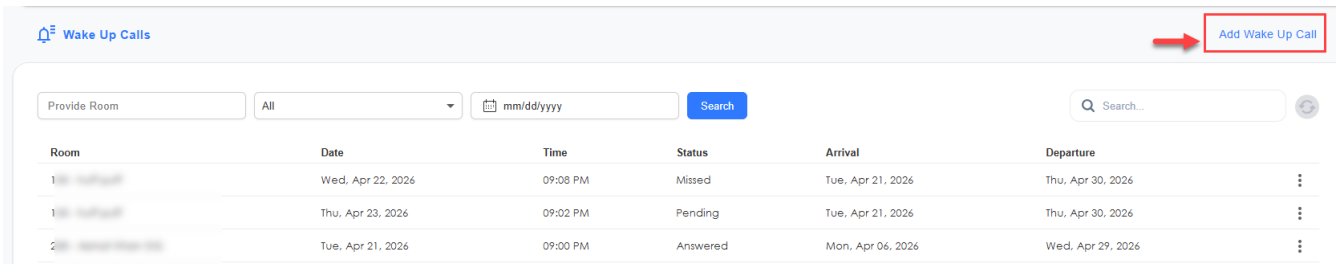
10.1 Wake Up Call Statuses

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.

10.2 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:

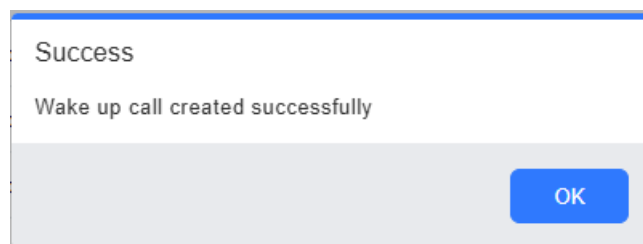
Wake Up Call Type: Select either an individual room or guest group. Ability to search for specific room or guests is also available.

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.

10.3 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.

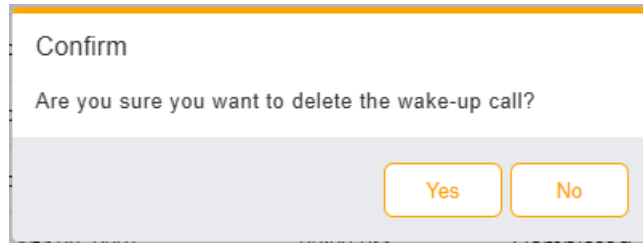
10.4 Delete Wake Up Call

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]

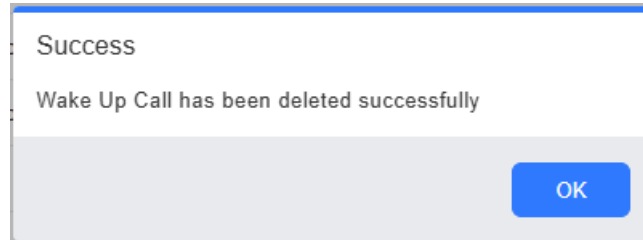
SCREENSHOT – Delete Wake Up Call

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.



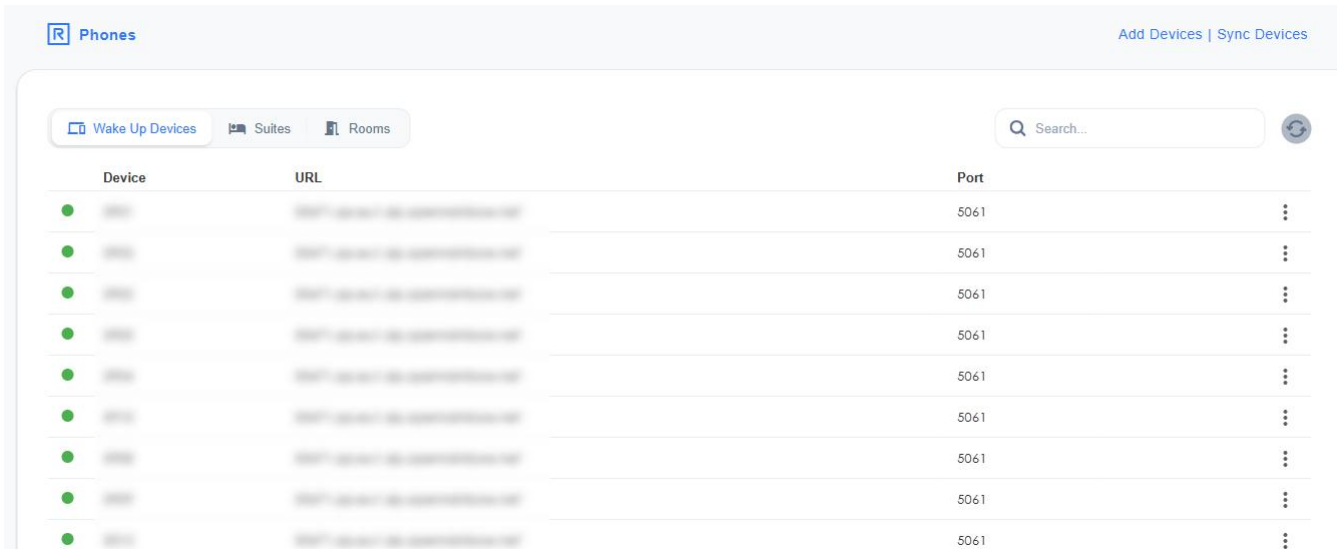
SCREENSHOT – Message from the Application

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

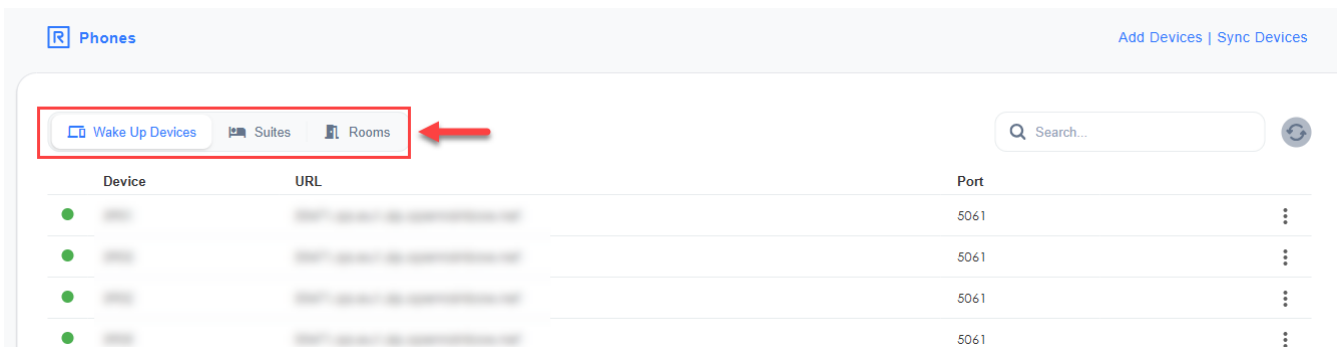


11 Phones

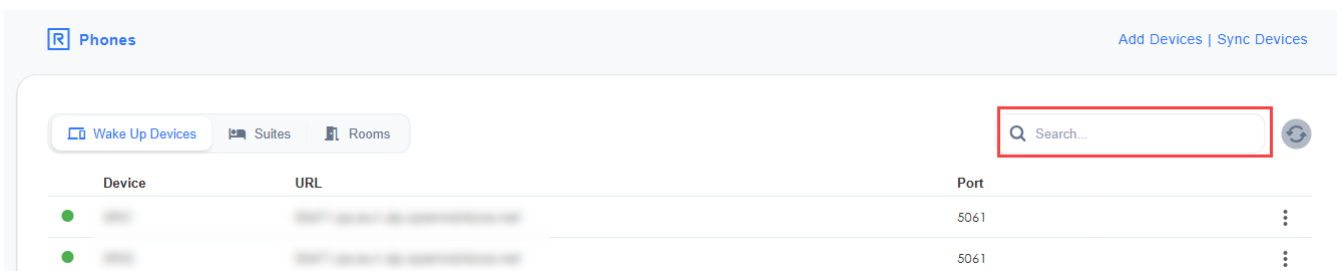
The Phones section provides Hotel Administrators with tools to view room and suites telephony infrastructure that are configured in Rainbow HUB for their particular hotel. Click on the Phones in the left-hand menu and following screen is displayed:



Wake-up devices, suite devices, and room devices can be viewed separately using the tabs available in the top-left corner of the screen.

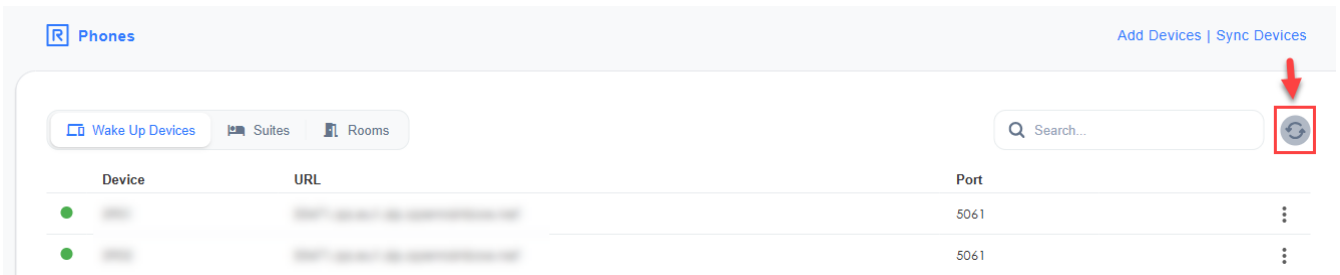


Use the Search button to locate a specific device.




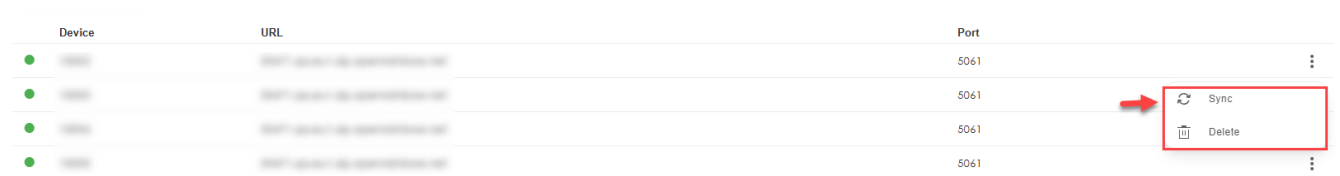


Click Refresh button to update the current device status as shown below:



The coloured dot displayed next to each wake-up device indicates its connectivity status. A **RED** dot indicates that the device is not connected while a **GREEN** dot indicates that the device is connected.

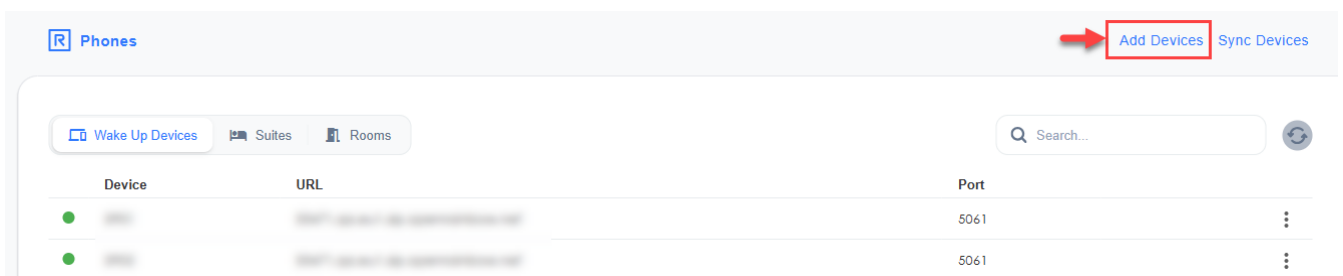
Hotel Administrators can manually sync up a wake up device or delete it by using the  icon displayed next to each device.



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

11.1 Adding Wake Up Device

In order to add a Wake Up Device, click on the Add Devices option available in the top right corner as highlighted below:



A drop-down menu is displayed as shown below:



Add Devices

URL*

Port*

Device*

Password*


Add

Following information is required to add a wake up device:

- URL** – The IP address or domain name of the telephony system where the wake-up device is hosted. This acts as the endpoint for initiating wake-up calls.
- Port** – The network port used to communicate with the wake-up device or telephony service. Ensure this port is open and accessible.
- Device** – The extension number or unique identifier assigned to the wake-up device within the telephony system.
- Password** – The authentication credential required to authorize access to the wake-up device.

Once done, click on Add Button.

11.2 Delete Wake Up Device

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

Device	URL	Port	
3901	192.168.1.100	5061	⋮
3902	192.168.1.100	5061	⋮
3903	192.168.1.100	5061	⋮
3904	192.168.1.100	5061	⋮

SCREENSHOT – Delete Wake Up Device

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

Confirm

Are you sure you want to delete device 3901?

Yes No

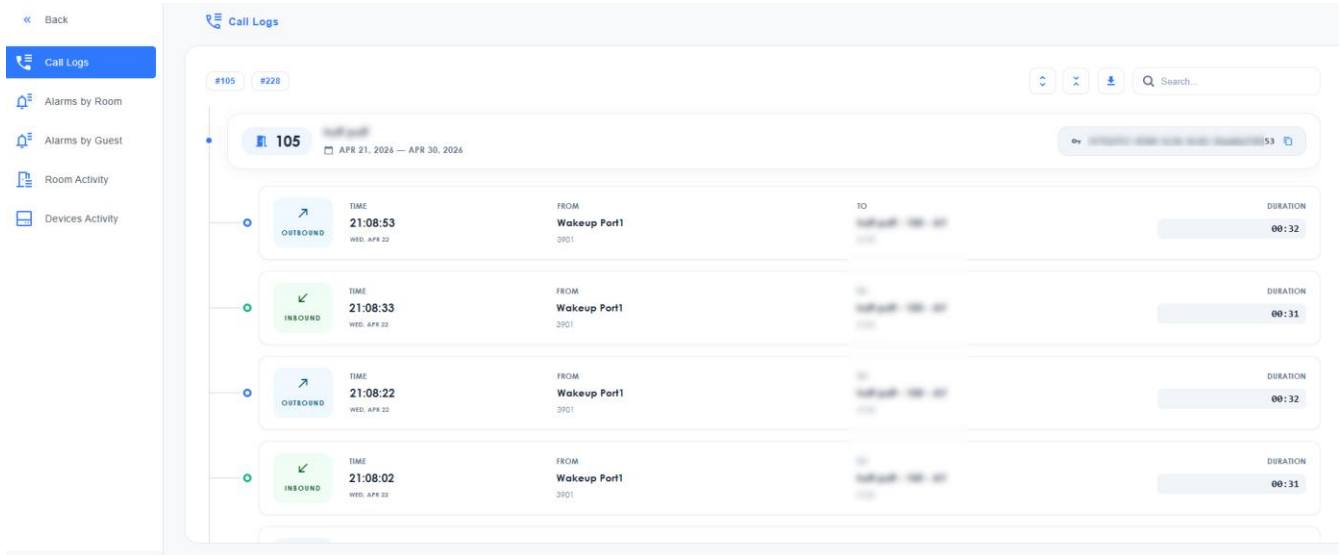
SCREENSHOT – Message from the Application

Click **YES** and the wake up device will be deleted.

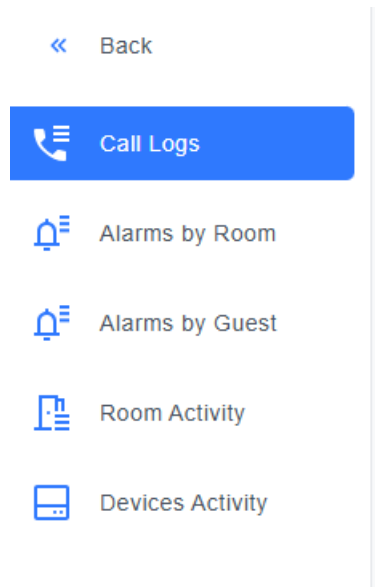


12 Reports

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:

12.1 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.



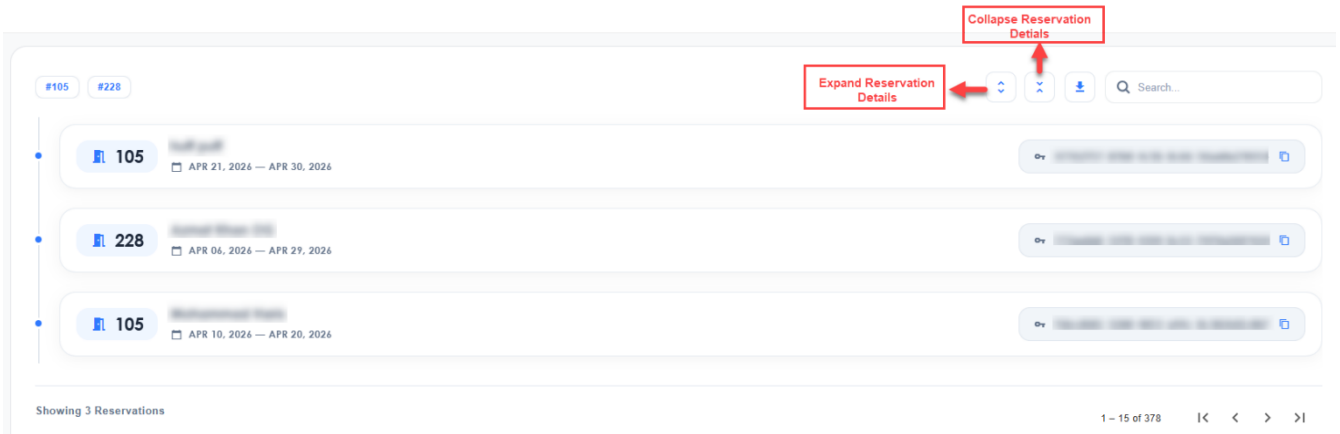
Rainbow Hospitality – Administration Guide (Standalone)

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

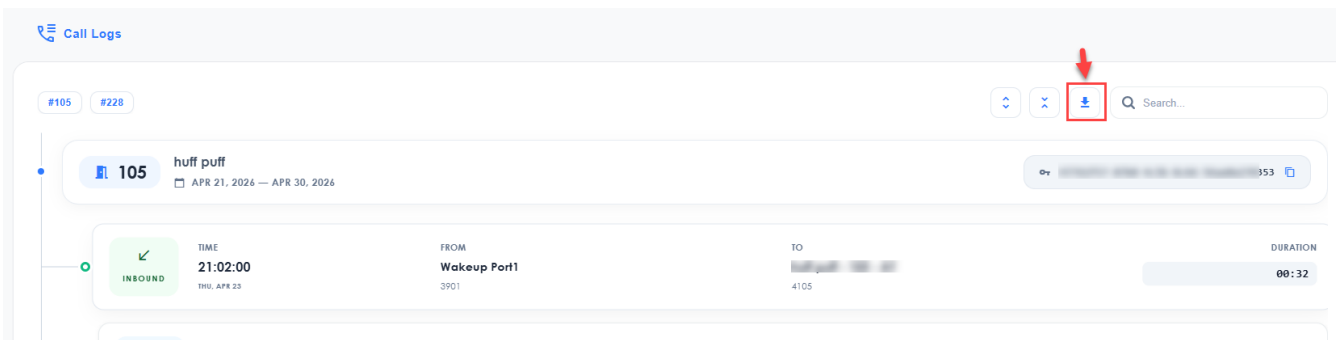
Call Logs report contains filtering capabilities to display call logs associated with specific rooms. By selecting the desired room from the available filter options, the interface dynamically updates to show only the relevant call records.

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

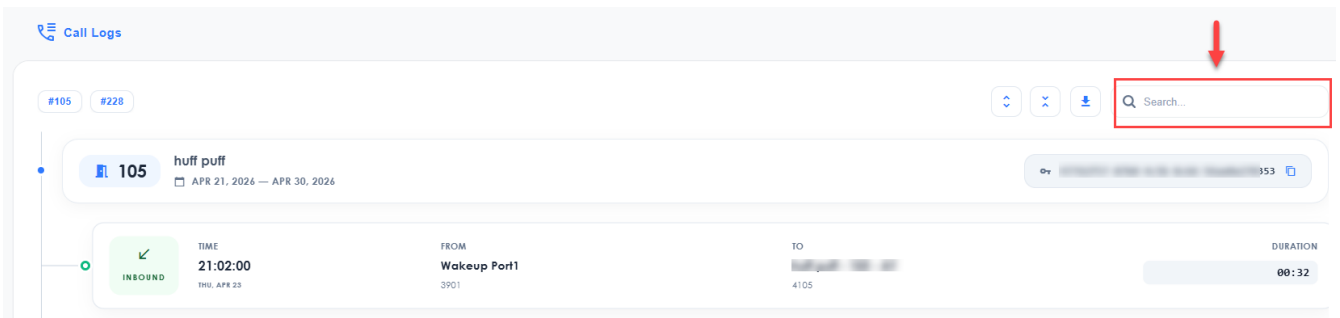
Each room entry includes an option to expand or collapse its associated call logs. This allows administrators to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of call activity.



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.



12.2 Alarms by Room

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

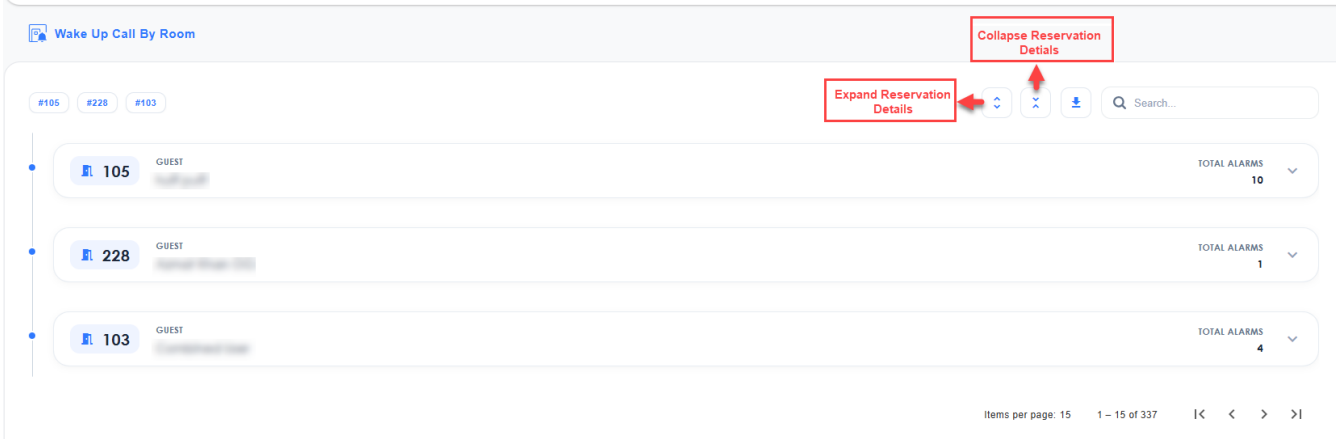


ALARM TIME	GUEST STAY	STATUS
21:08:32 Wed, Apr 22	Apr 21 - Apr 30	Missed
21:02:00 Thu, Apr 23	Apr 21 - Apr 30	Answered
20:00:00 Mon, Apr 20	Apr 10 - Apr 22	Cancelled
13:18:00 Tue, Apr 21	Apr 10 - Apr 22	Cancelled
13:18:00 Tue, Apr 21	Apr 10 - Apr 22	Cancelled

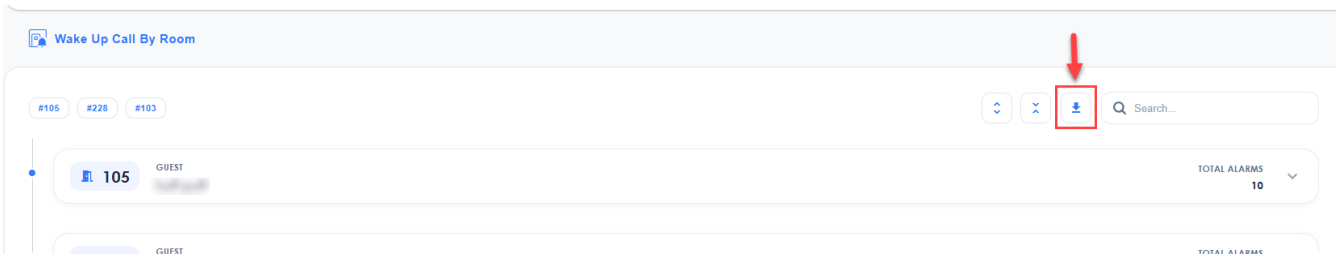
Wake Up Calls report contains filtering capabilities to display wake up calls associated with specific rooms. By selecting the desired room from the available filter options, the interface dynamically updates to show only the relevant wake up calls.

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

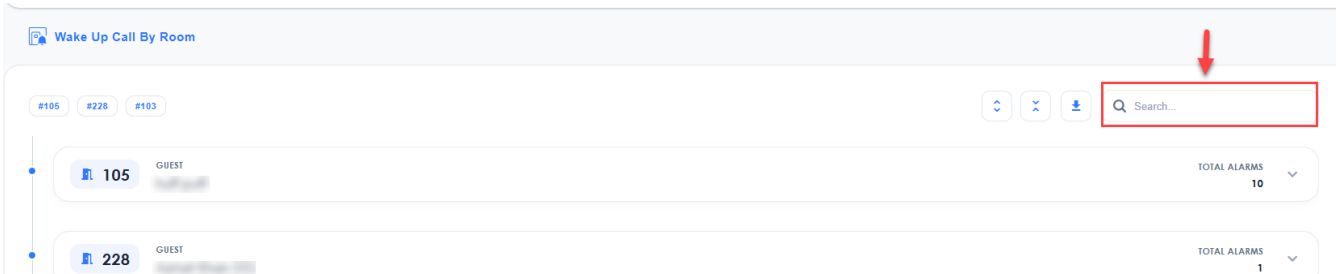
Each room entry includes an option to expand or collapse its associated wake-up calls. This allows administrators to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of wake up call activity.



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.



12.3 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 administrators to review and track alarm requests associated with specific guests for operational monitoring and verification.



Rainbow Hospitality – Administration Guide (Standalone)

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 is a search bar and a list of guests. Each guest entry includes a 'TOTAL ALARMS' count and a list of wake-up calls. The first guest, 'John Doe', has 2 total alarms. The second guest, 'John Doe', has 1 total alarm. The third guest, 'John Doe', has 3 total alarms. Each wake-up call entry includes the alarm time, room/stay information, and status (Missed, Answered, or Cancelled).

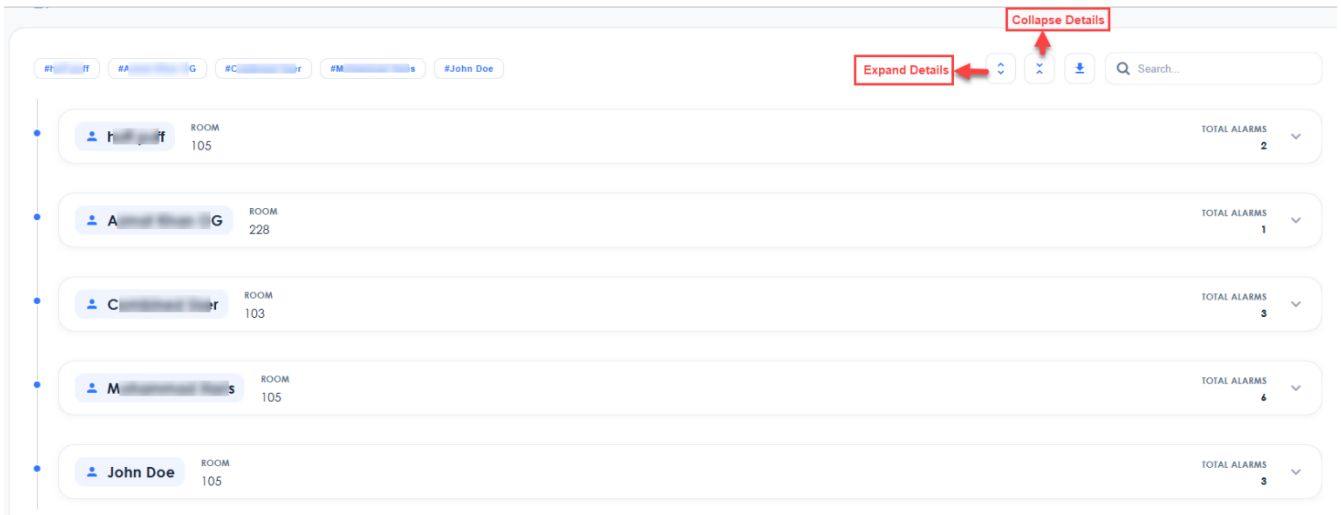
Guest	Room	Total Alarms
John Doe	105	2
John Doe	228	1
John Doe	103	3

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.

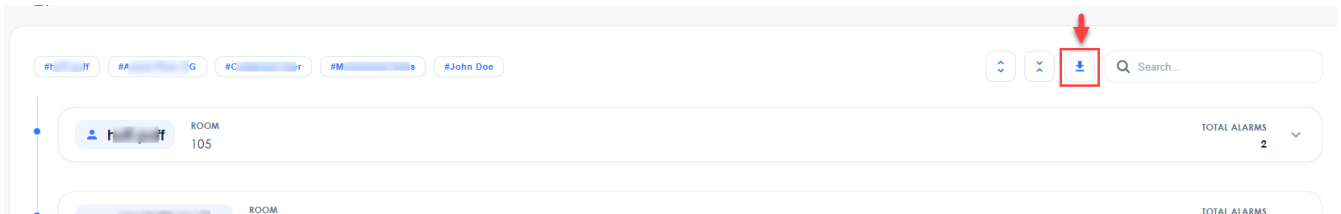
The screenshot shows the 'Wake Up Call By Guest' interface with the filter set to '#John Doe'. The interface displays a list of wake-up calls for John Doe in Room 105. The first two calls are 'Answered' (20:15:00 and 14:12:00). The third call is 'Cancelled' (14:40:00). The fourth and fifth calls are 'Answered' (14:00:00). The 'TOTAL ALARMS' count is 3. Red arrows point to the '#John Doe' filter button and the 'John Doe' guest entry.

Alarm Time	Room / Stay	Status
20:15:00 Mon, Apr 13	Room 105 Apr 10 - Apr 22	Answered
14:12:00 Mon, Apr 13	Room 103 Apr 10 - Apr 22	Answered
14:40:00 Mon, Apr 13	Room 105 Apr 10 - Apr 24	Cancelled
14:00:00 Mon, Apr 13	Room 105 Apr 10 - Apr 30	Answered
14:00:00 Mon, Apr 13	Room 105 Apr 10 - Apr 30	Answered

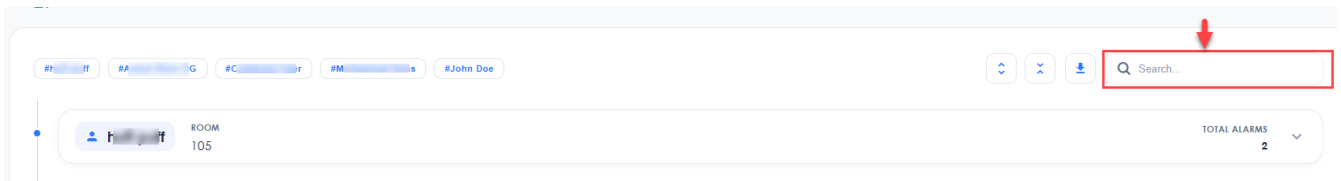
Each guest entry includes an option to expand or collapse its associated wake-up calls. This allows administrators to manage the level of detail displayed on the screen, enabling quick navigation between summarized and detailed views of wake up call activity.



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.



12.4 Room Activity

Displays a chronological history of room-related events, including check-in, check-out, and room-to-device association activities. This view enables administrators to monitor room usage patterns, track guest turnover, and review configuration changes over time for auditing and operational analysis purposes.



Rainbow Hospitality – Administration Guide (Standalone)

ACTION	GUEST INFO	STAY (0 NIGHTS)	STATUS
Check out Apr 23, 2026 18:49	David Reeves 951318618	Apr 23 - Apr 23	Ready Vacant
Check in Apr 23, 2026 18:30	David Reeves 951318618	Apr 23 - Apr 28	Ready Occupied
Check out Apr 23, 2026 14:48	Micheal Scott NA	Apr 23 - Apr 23	Ready Vacant
Check in Apr 23, 2026 14:47	Micheal Scott NA	Apr 23 - Apr 28	Ready Occupied

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

#103 #104 #209 #224 #701

224 CURRENT GUEST David Reeves TOTAL ACTIONS 4

Each room 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.

#103 #104 #209 #224 #701

Expanded View Collapsed View

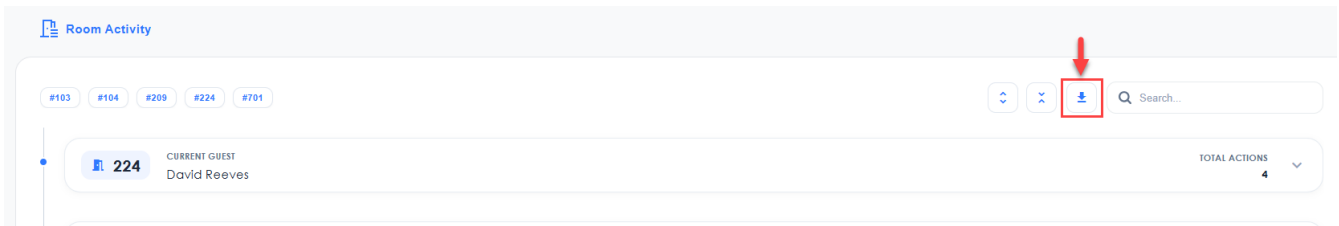
224 CURRENT GUEST David Reeves TOTAL ACTIONS 4

701 CURRENT GUEST Karen Fischer TOTAL ACTIONS 6

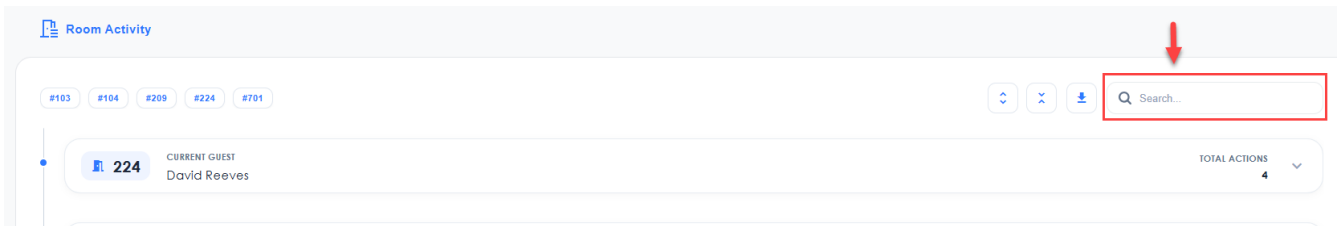


Rainbow Hospitality – Administration Guide (Standalone)

Rooms 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.

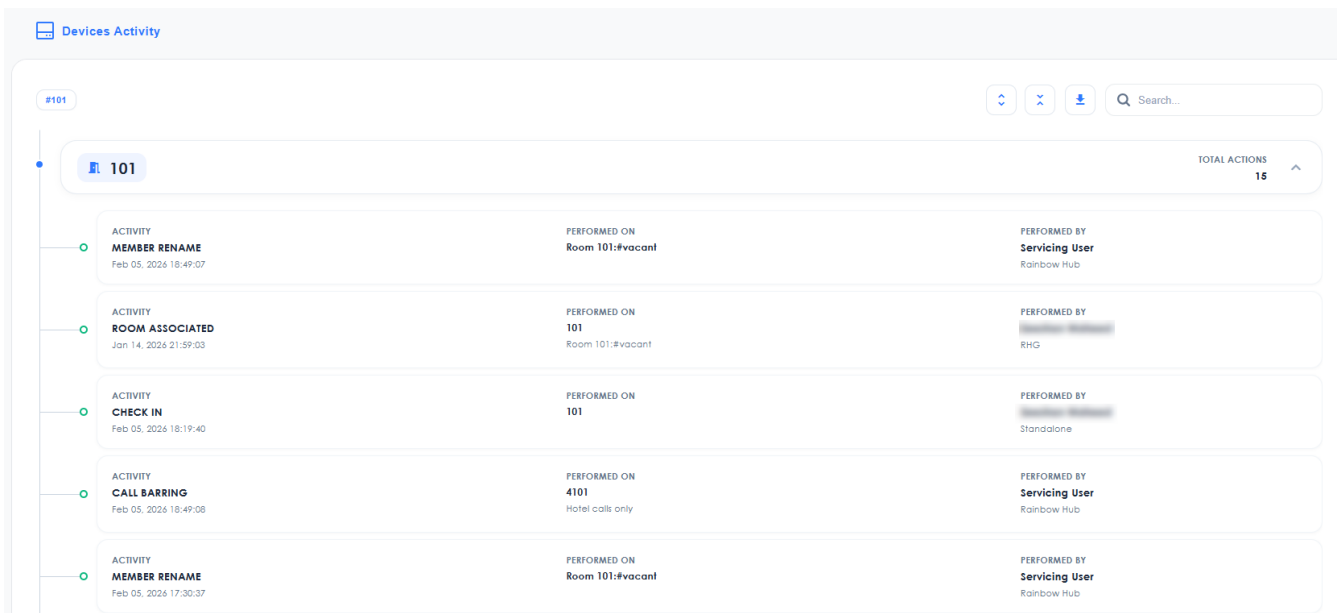


A search functionality is also available to facilitate quick retrieval of specific room activity.



12.5 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.



Rainbow Hospitality – Administration Guide (Standalone)

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	101 Room 101:#vacant	RHG

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.

Expanded View

Collapsed View

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.

Download icon

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

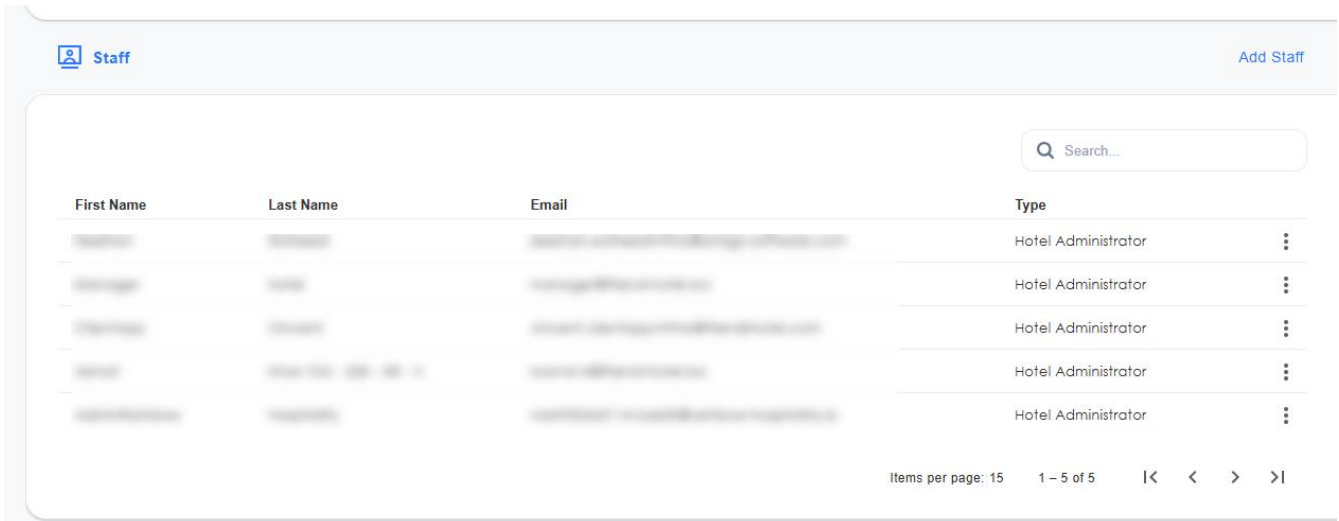
Search bar



13 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

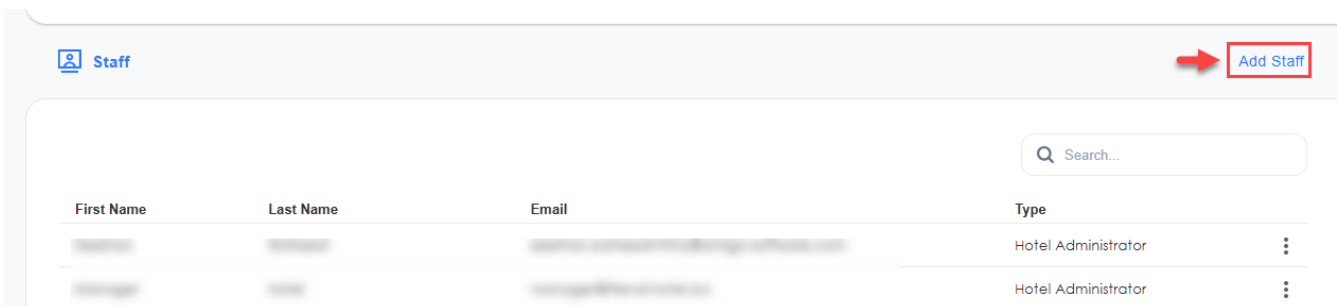
Following information is displayed related to Hotel Staff on this screen:

- 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.

13.1 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: # iconnect, # 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 for First Name, Last Name, Email, and Assigned Tags. The table lists several staff accounts, including one with the name '#vacant' and another with 'AdminRainbow' and 'Hospitality'. Each row has an 'Onboard' button, with one button highlighted in green. At the bottom right, there is a pagination indicator '1 - 10 of 209' and navigation arrows.

SCREENSHOT – Add Hotel staff

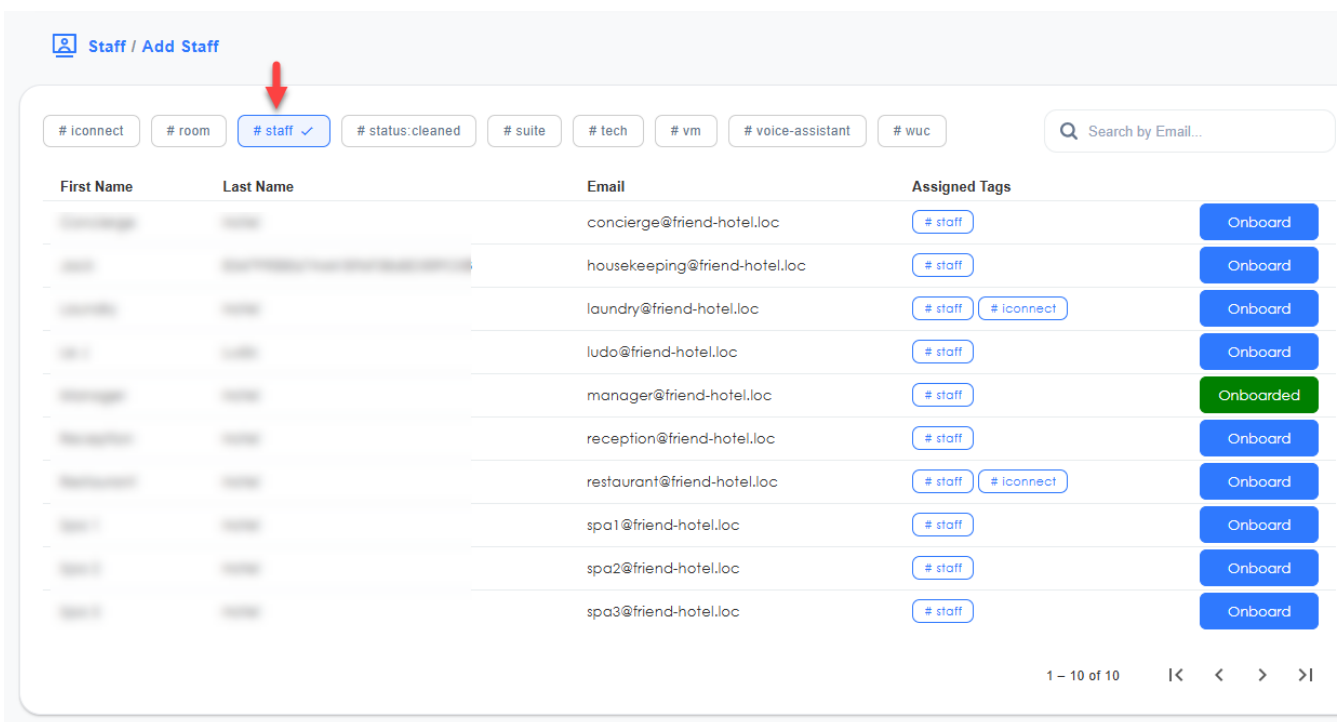
This screen provides a search functionality that allows administrators to locate specific staff accounts using the associated email address.

This screenshot is similar to the previous one but highlights the search functionality. A red box surrounds the 'Search by Email...' input field, 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, and a red arrow points down to them 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: Laundry

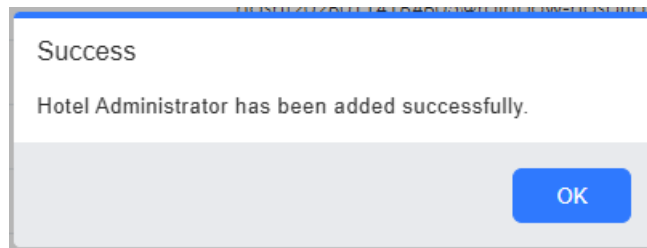
Last Name: Hotel

Email: laundry@friend-hotel.loc

Type: Hotel Administrator (selected)


Options: Hotel Administrator (checked), 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.

13.2 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:

ID	Name	Email	Role	Actions
Le 1	Ma	maxim	Hotel Administrator	
Ma	Hc	mana	Hotel Administrator	Edit
Clé	Ci	vincer	Hotel Administrator	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

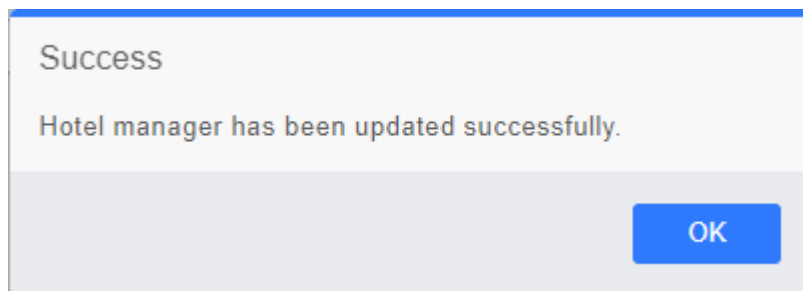
Email: maxime@friend-hotel.loc

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.

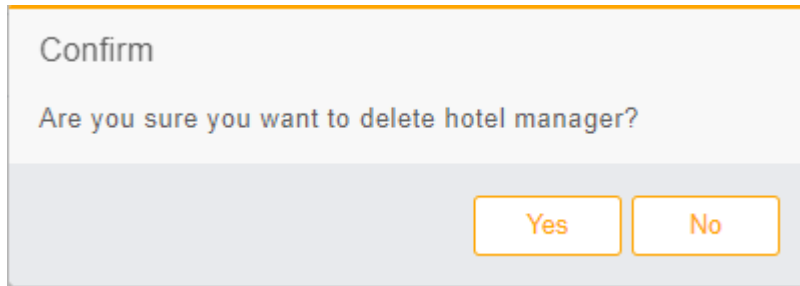
13.3 Delete Hotel Staff

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	⋮ Edit
Ma	Ho	man	Hotel	⋮ Delete
Le	Lu	ludo	Hotel Administrator	⋮

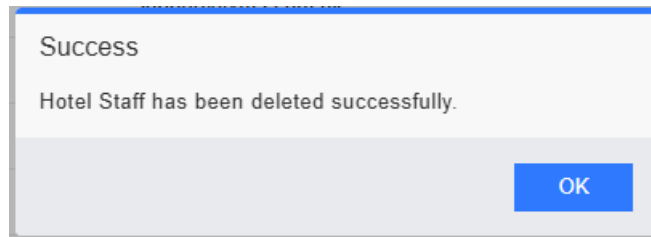
SCREENSHOT – Delete Hotel staff

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.



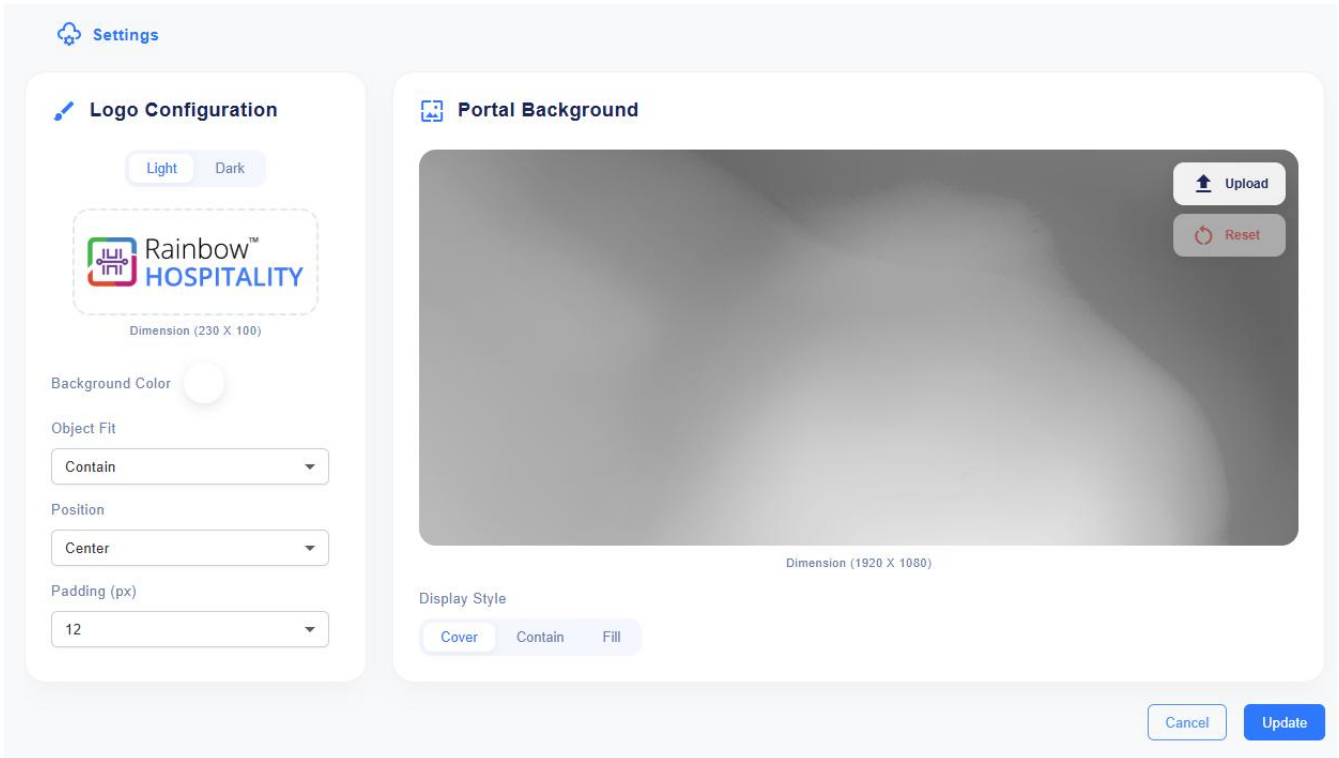
SCREENSHOT – Message from the Application

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



14 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:

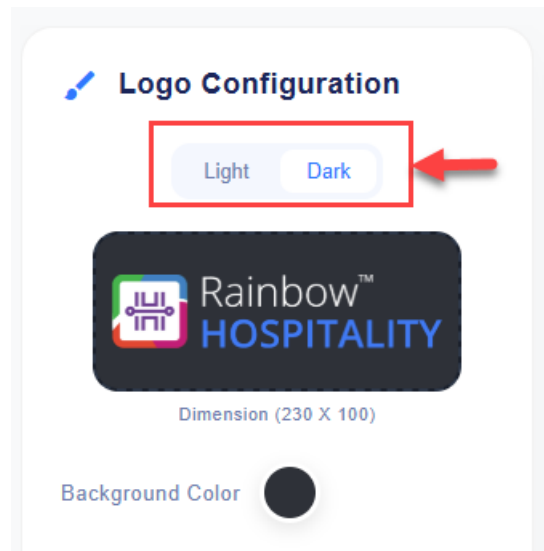


SCREENSHOT – Hotel Information

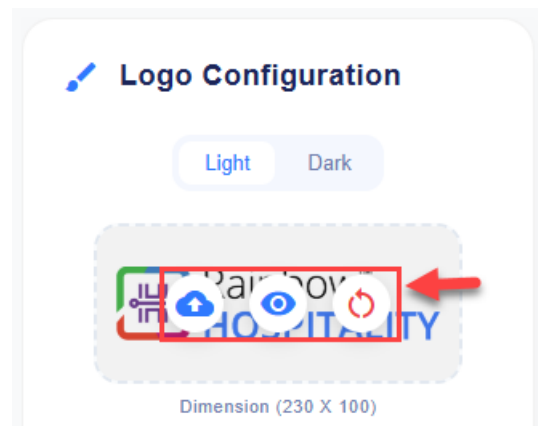
14.1 Logo Configuration

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.

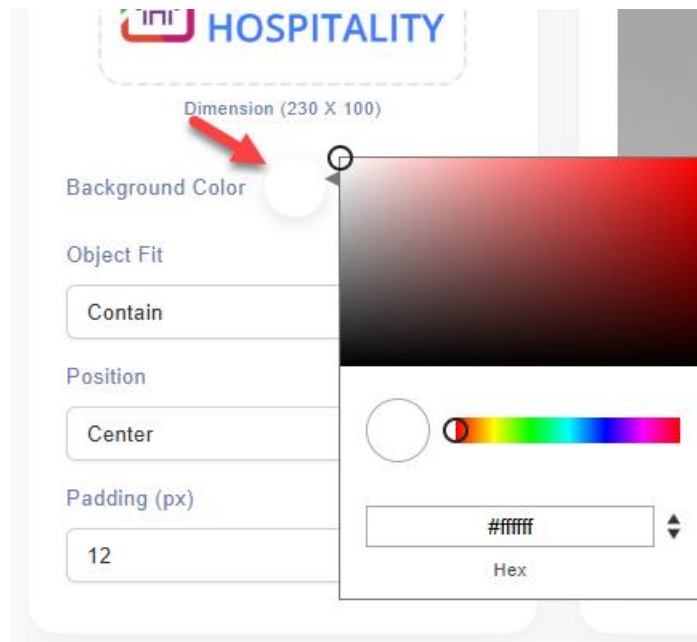


When hovering over the configured logo, the following options are available:



- **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:

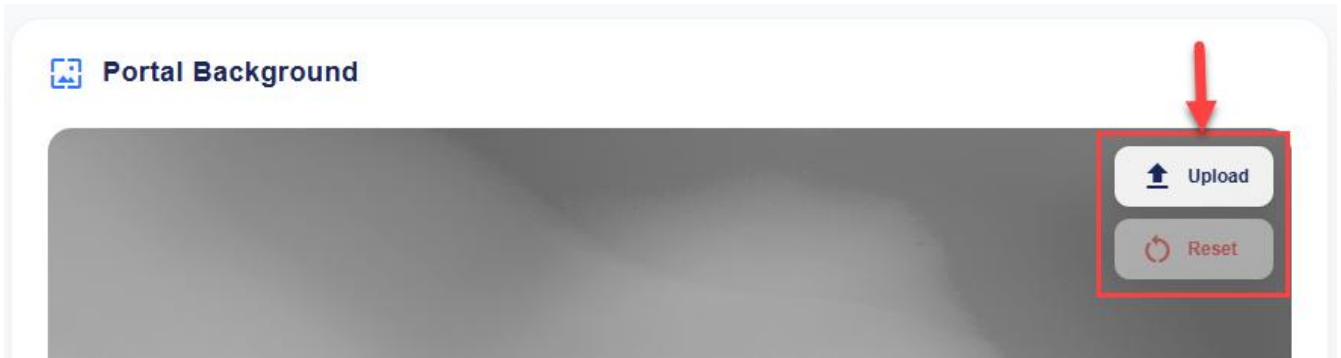
- **Object Fit:** Defines how the logo scales within its container. Contain, Cover and Fill are the available options.
- **Position:** Specifies the alignment of the logo within the display area. Left, Center and Right are the available options.
- **Padding:** Adjusts the spacing around the logo to ensure 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

14.2 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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