



Rainbow Hospitality
Administration Guide
(Business Partner)





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1 Document History

Edition	Date	Changes / Comments / Details
01	15/04/2025	Initial Rainbow Hospitality administration document for Business Partner
02	03/07/2025	Formatting has been updated. Business Partner Admin has been updated to Business Partner. Rainbow Hub Device label has been updated to Rainbow Device. Section 5 Details about hotel management has been updated.
03	03/07/2025	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	29/07/2025	Hotel Manager has been updated to Hotel Staff. Section 5 User authentication screens have been added for Business Partner Rainbow account. Labels related to room association and deleting a room have been updated. Section 6 Screenshots have been updated.
06	10/10/2025	Section 5.2 An important note has been removed.
07	14/01/2026	Section 3 Title has been updated. Details about user onboarding and using Rainbow Hospitality for the first time have been updated. Section 5.3 Details related to hotel connectivity have been updated. Section 5.5 Section about Workflow management has been added. Remaining sections have been renumbered. Section 5.6 Section about Telephonic system has been added. Remaining sections have been renumbered. Section 6 Details have been updated. Screenshots have been updated. Section 7 Section about BP Admins has been added.
08	24/04/2026	Section 3 Details have been updated. Screenshots have been updated. Section 4 Details have been updated. Screenshots have been updated. Section 5 Details have been updated. Screenshots have been updated. Section 6



Edition	Date	Changes / Comments / Details
		Details have been updated. Screenshots have been updated. Section 7 Screenshots have been updated.



2 Introduction

2.1 Overview – The Product

Rainbow Hospitality is a middleware platform designed to streamline communication between OPERA Cloud and Rainbow HUB, with a focus on supporting the OHIP (Oracle Hospitality Integration Platform) interface and enabling the efficient provisioning of telephony systems.

In addition to integrating with external PMS platforms like OPERA Cloud, the Rainbow Hospitality also supports hotel environments that do not rely on a full-featured PMS. For such cases, it includes a built-in PMS module—a simplified solution that allows hotel staff to manually manage guest profiles, room assignments, and check-in/check-out workflows. This ensures operational continuity without the need for third-party systems.

The primary objective of Rainbow Hospitality is to enhance data interoperability between hotel systems, enabling seamless and automated hotel operations. Its architecture is composed of two key components:

Rainbow Hospitality Admin:

This interface enables Business Partners to onboard and configure hotels, manage user access, and ensure that each hotel's integration settings are accurately established within the middleware framework.

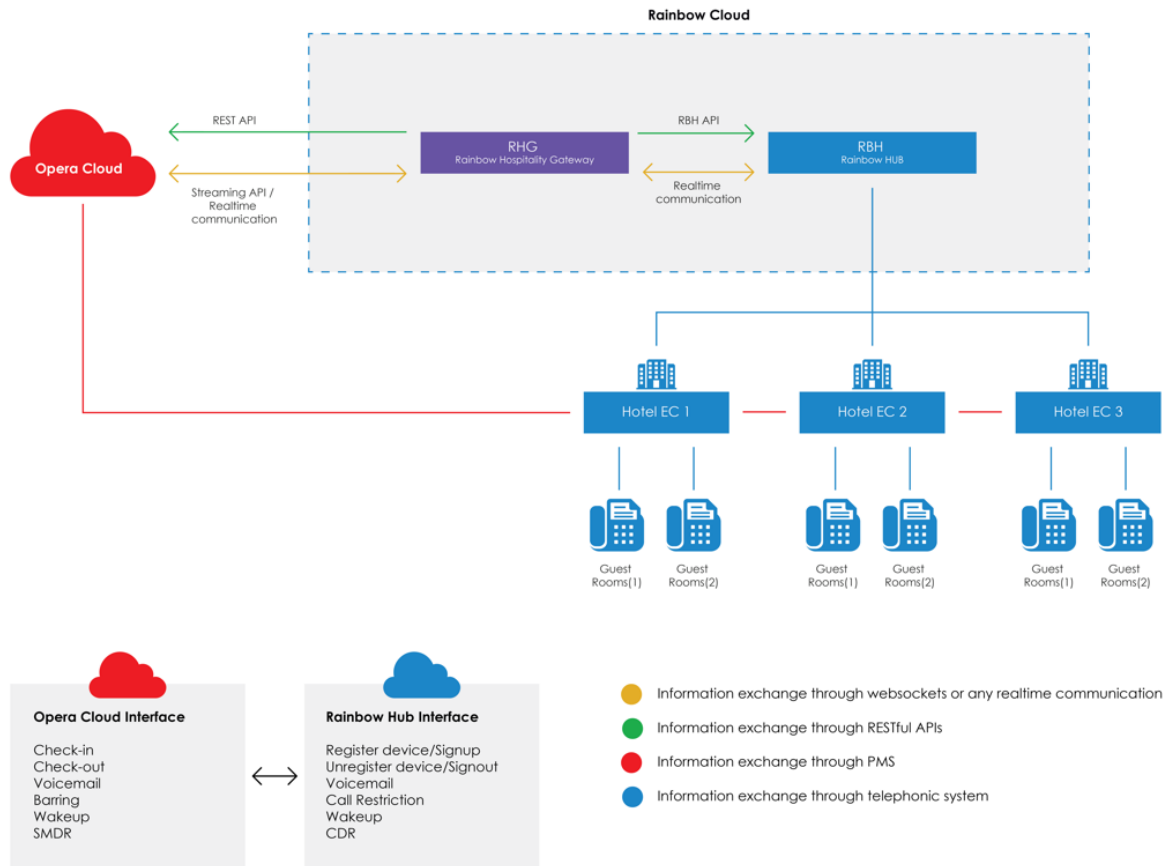
Rainbow Hospitality Service (Backend service):

This service automatically retrieves Room and Guest data from OPERA Cloud and provisions them into Rainbow HUB as devices and users. It maintains real-time synchronization of reservation activity, check-in/check-out records, and telephony usage logs for each room.

BP Admins play a critical role in the deployment phase by setting up hotels, assigning Hotel Staff roles, and verifying system connectivity with Rainbow HUB and OPERA Cloud. Their administrative responsibilities ensure that each hotel organization is correctly initialized and ready for end-user operations.



2.2 Architecture Diagram



2.3 Overview – The Guide

The purpose of this document is to explain the back-office administration steps that are required in order to on-board an organisation with Rainbow Hospitality. This guide expects the user to be a business partner (BP) admin to do the necessary configuration required in the Rainbow Hospitality Administration. The Business Partner is the person who on-boards an organisation with Rainbow Hospitality.

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



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:

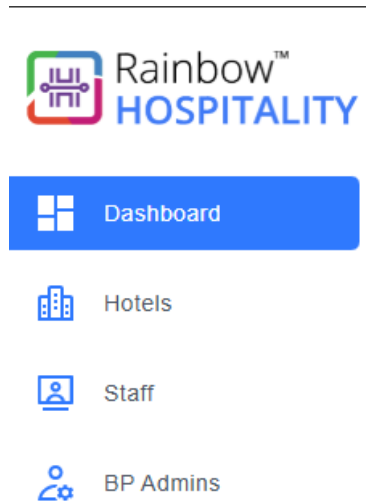
SCREENSHOT – Home Screen

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.



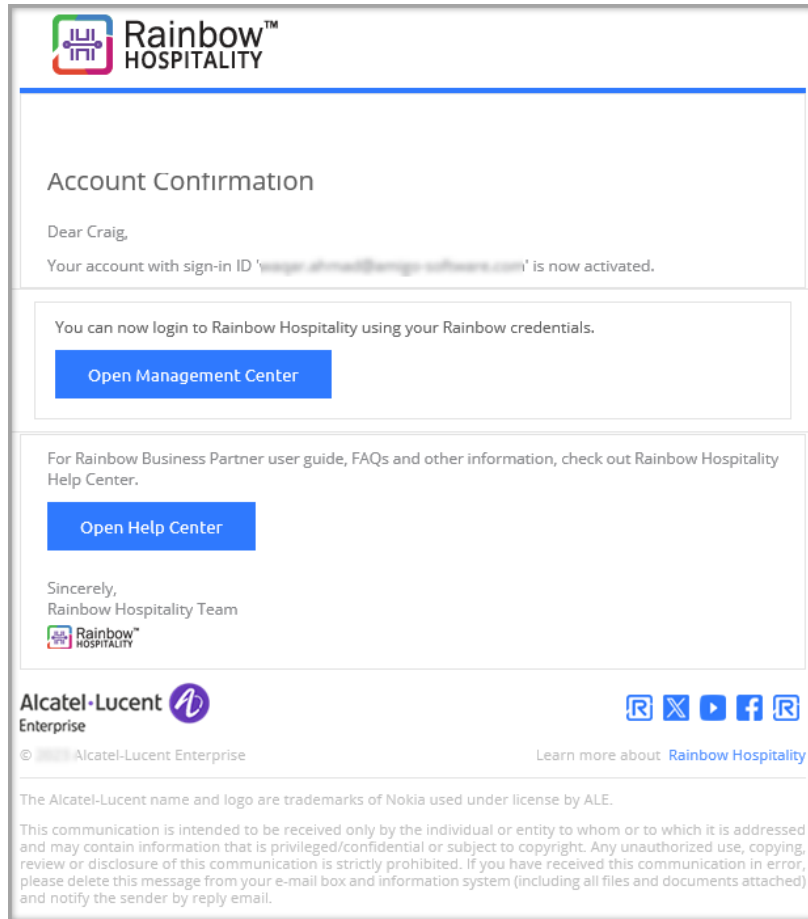
SCREENSHOT – Slider Control with Left Hand Panel Displayed



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.

An account confirmation email will also be sent to the email address once you have been added as Business Partner by the Rainbow OPS team user as shown below:

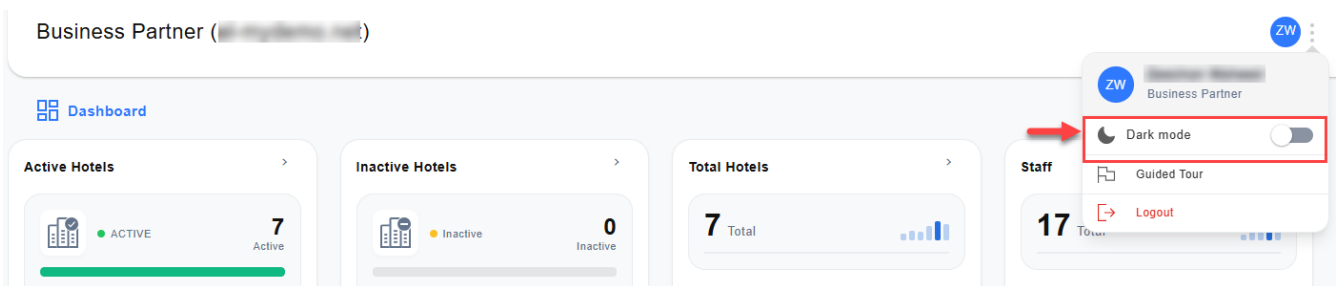


SCREENSHOT – Account Confirmation Email

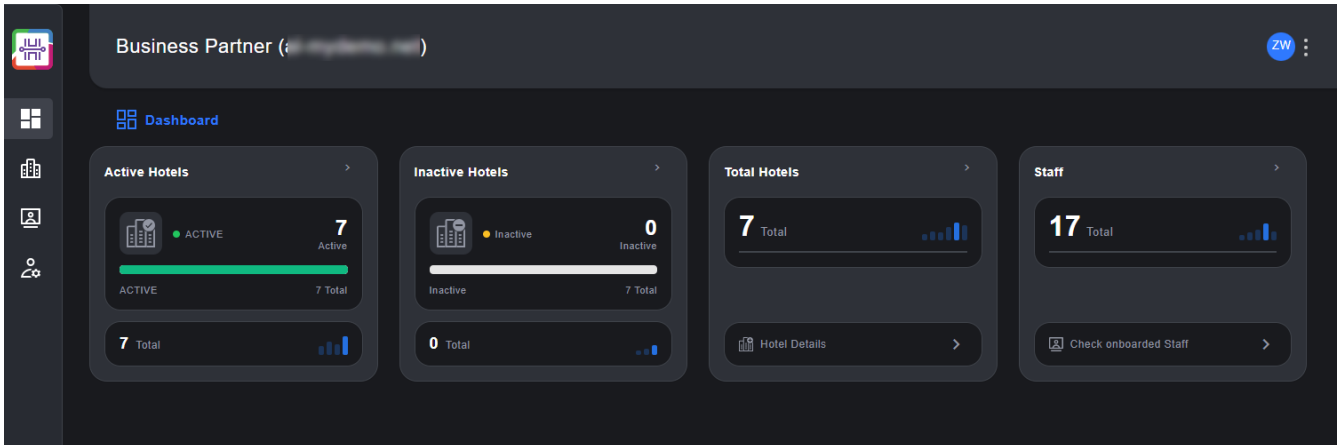
IMPORTANT!! Please contact your Rainbow OPS team user if you have not received any account confirmation email.

3.1 Dark Mode

The BP Admin user 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:



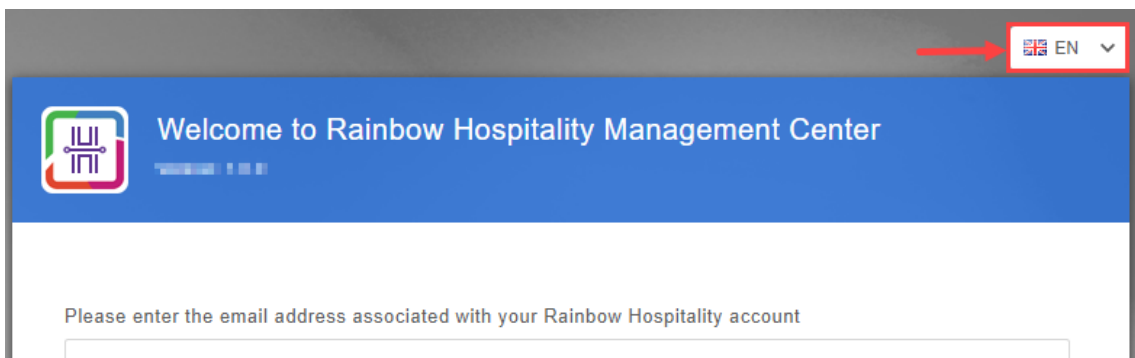
The UI will be updated to the dark mode as shown below:



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

3.2 Modify User Language

Language can be changed at the time of Rainbow Hospitality login. Language selection option will be displayed at the top right corner, as shown below:



SCREENSHOT –Login Screen

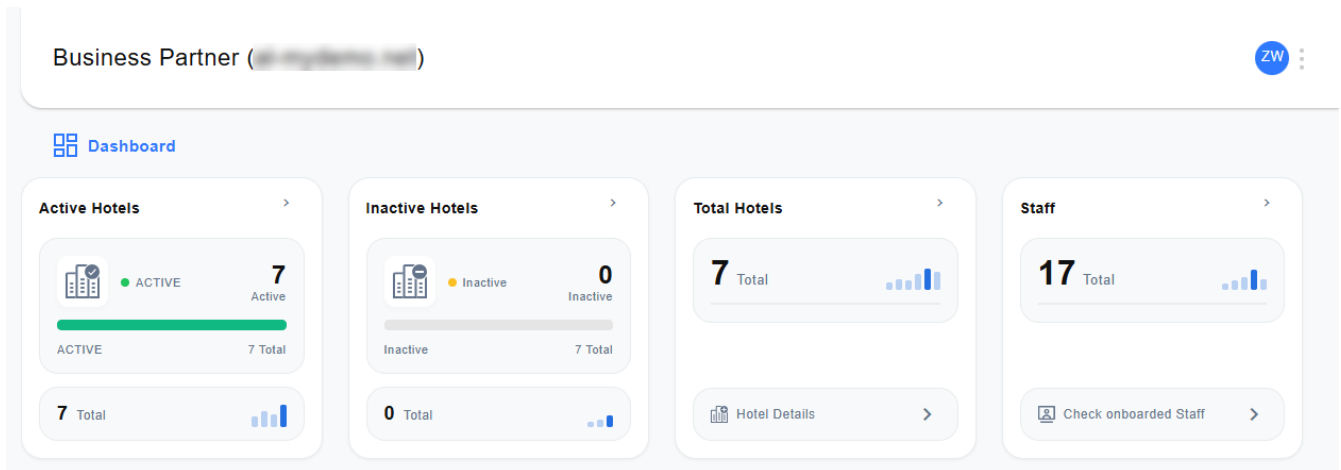
Note: The language selected by the Business Partner is stored in the browser's cookies. As a result, the selected language will persist when logging in from the same device. If browser cookies or cache are cleared, the application will revert to the default language, English.



4 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 business partner. The dashboard appears as an administrative home page that provides you live number of Hotel and hotel staff. This information is vital to any business partner where the objective is to reduce handling time.

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



SCREENSHOT – Dashboard

Note: You can see the corresponding details of each tile on dashboard screen by clicking on the respective tile. An example is shown below.

Click on the **Active Hotels** tile and all of the hotels with Active status will be displayed along with their details, as shown below:

The screenshot shows the 'Hotels' list view. It has a search bar and filters for 'All', 'Active', and 'Inactive'. The table below lists the details for active hotels.

Hotel	Go Live Date	Status	Type	Subscriptions/Licenses	Total	Consumed	Available
[redacted]	Mon, Apr 06, 2026 18:36:37	Active	Standalone				
[redacted]	Tue, Apr 21, 2026 19:20:40	Active	Standalone				
[redacted]	Thu, Jan 08, 2026 13:01:00	Active	OPERA Cloud	Voice Hospitality Management Center Monthly	1	0	1
[redacted]				Voice Hospitality Room Monthly	18	6	12
[redacted]	Mon, Apr 13, 2026 17:09:59	Active	Standalone	Voice Hospitality Management Center Monthly	20	0	20
[redacted]				Voice Hospitality Room Monthly	100	50	50
[redacted]	Fri, Dec 12, 2025 20:09:53	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1
[redacted]				Voice Hospitality Room Monthly	20	6	14
[redacted]	Thu, Apr 23, 2026 15:24:28	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1
[redacted]				Voice Hospitality Room Monthly	5	5	0
[redacted]	Tue, Dec 09, 2025 18:28:37	Active	Standalone	Voice Hospitality Room Monthly	10	0	10
[redacted]				Voice Hospitality Management Center Monthly	1	0	1

SCREENSHOT – Hotels



5 Hotels Management

This section facilitates the business partner to activate Rainbow Hospitality for Hotels and perform the necessary configuration. Address and contact details of the customer are required to complete this configuration. Once the Hotel is activated by the Business Partner, Rainbow Hospitality will enable the Hotel Staff to link room devices and perform other administrative functions.

Click on the **Hotels** link from the left side panel. Following screen is displayed:

Hotel	Go Live Date	Status	Type	Subscriptions/Licenses	Total	Consumed	Available
[Hotel Name]	Mon, Apr 06, 2026 18:36:37	Active	Standalone				
[Hotel Name]	Tue, Apr 21, 2026 19:20:40	Active	Standalone				
[Hotel Name]	Thu, Jan 08, 2026 13:01:00	Active	OPERA Cloud	<ul style="list-style-type: none"> Voice Hospitality Management Center Monthly Voice Hospitality Room Monthly 	1	0	1
[Hotel Name]	Mon, Apr 13, 2026 17:09:59	Active	Standalone	<ul style="list-style-type: none"> Voice Hospitality Management Center Monthly Voice Hospitality Room Monthly 	20	0	20
[Hotel Name]	Fri, Dec 12, 2025 20:09:53	Active	Standalone	<ul style="list-style-type: none"> Voice Hospitality Management Center Monthly Voice Hospitality Room Monthly 	1	0	1
[Hotel Name]	Thu, Apr 23, 2026 15:24:28	Active	Standalone	<ul style="list-style-type: none"> Voice Hospitality Management Center Monthly Voice Hospitality Room Monthly 	20	6	14
[Hotel Name]				<ul style="list-style-type: none"> Voice Hospitality Management Center Monthly 	1	0	1

SCREENSHOT – Hotels

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

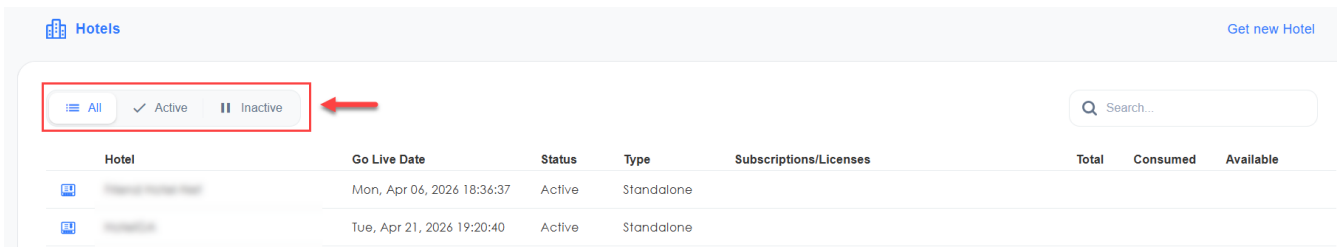
Hotel	Go Live Date	Status	Type	Subscriptions/Licenses	Total	Consumed	Available
[Hotel Name]	Mon, Apr 06, 2026 18:36:37	Active	Standalone				
[Hotel Name]	Tue, Apr 21, 2026 19:20:40	Active	Standalone				

SCREENSHOT – Hotels

Note: A Hotel will only be displayed on the above screen once the activation process is completed by the business partner.

5.1 Hotel Status

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



SCREENSHOT – Hotel Status

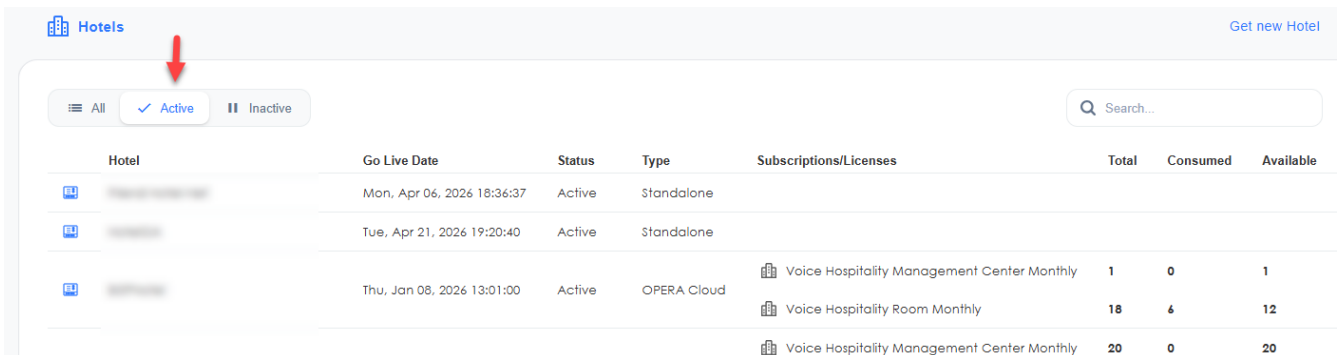
Following categories are used to display hotels:

All – Displays the complete list of hotels, regardless of status or device association.

Active – Displays Hotels that are marked as Active.

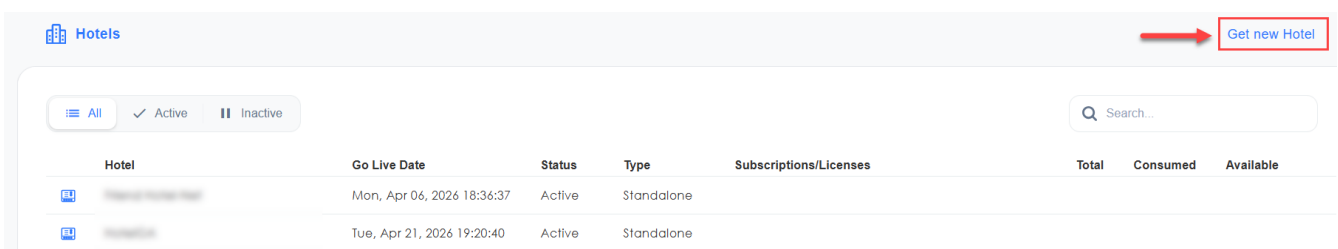
Inactive – Displays Hotels that are marked as Inactive.

Clicking on any tab, displays the list of relevant hotels as Active Hotels are shown below:



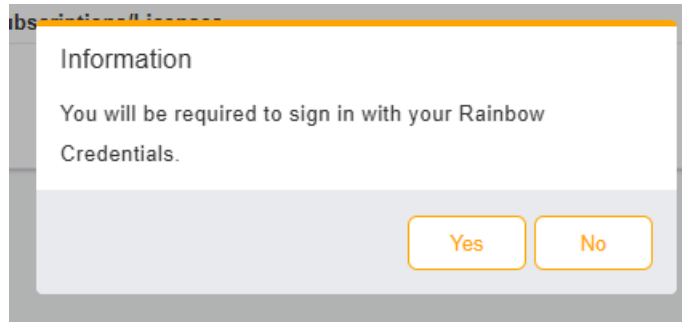
5.2 Get New Hotel

To fetch information about hotel organisations associated to the Rainbow business partner, click on the **Get new Hotel** link displayed at the top right side of the screen, as shown below:



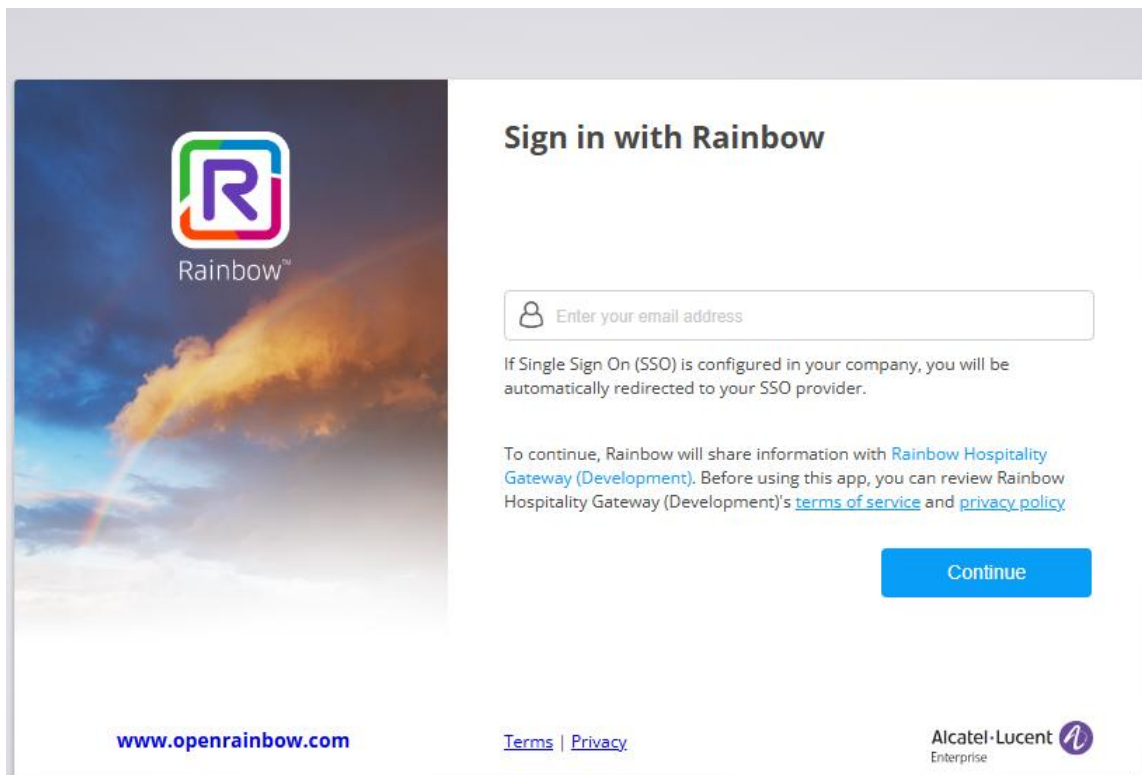
SCREENSHOT – Hotels


A pop-up window is displayed asking to provide your Rainbow Credentials to continue adding the new hotel as shown below:



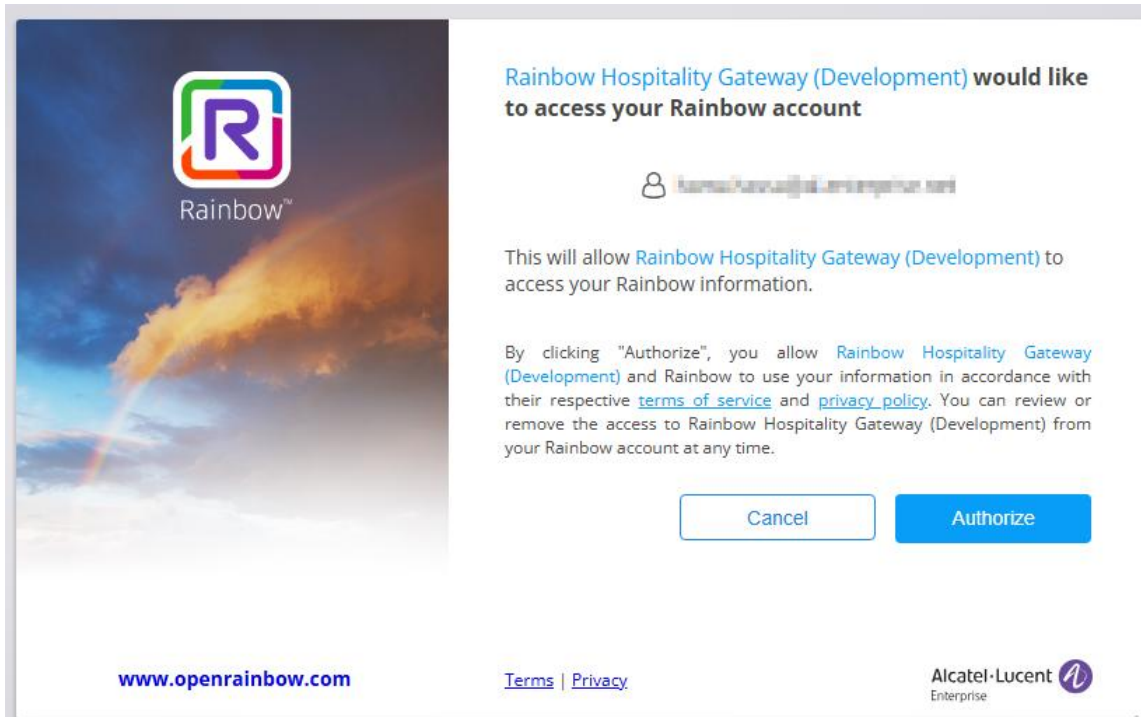
Click Yes and following SSO screen is displayed:

Note: Please use Rainbow business partner credentials in order to fetch details of hotel's organisations that you have created on your Rainbow account.



Enter the email address associated with your Rainbow business partner admin account and click on  button.

You will be presented with another field of **Password**, enter the password in the respective field. Once, credentials are provided, click on Continue button and following authorization screen is displayed:



Click the **Authorize** button and the details of organisations associated with your business partner account will be retrieved and displayed as shown below:

Hotels / Customers

New Customers

Search...

Hotel	Subscriptions/Licenses	
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room Monthly	18
	Voice Hospitality Room Monthly	10
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room 1-Year Prepaid	4
	Voice Hospitality Management Center 1-Year Prepaid	4
	Voice Hospitality Room Monthly	6
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room Monthly	6
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room Monthly	6
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room Monthly	6
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room Monthly	10
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Room Monthly	6
	Voice Hospitality Management Center Monthly	1
	Voice Hospitality Management Center Monthly	1

Buttons: Sync Rainbow Hospitality, + Activate Rainbow Hospit...

The business partner admin has the ability to activate any organisation as well as to see organisation details i.e. the number of Voice Hospitality Management Center Monthly and Voice Hospitality Room Monthly licenses associated with the respective organisation.

To activate an organisation for Rainbow Hospitality, click on the **+ Activate Rainbow Hospitality** button displayed beside the desired organisation on New **Customers** screen, as shown below:



	Voice Hospitality Room Monthly	10	sync Rainbow Hospitality
	Voice Hospitality Management Center Monthly	1	sync Rainbow Hospitality
	Voice Hospitality Room Monthly	6	sync Rainbow Hospitality
	Voice Hospitality Management Center Monthly	1	+ Activate Rainbow Hospit...
	Voice Hospitality Management Center Monthly	1	

Screenshot- Customers

In case if the respective organisation does not have an admin account, the following screen will be displayed when you click on **+ Activate Rainbow Hospitality** button

Hotels / New Hotel

Name	<input type="text" value="Test2Hotel"/>	Country	<input type="text" value="France"/>
Status	<input type="text" value="Active"/>	State	<input type="text"/>
Email	<input type="text"/>	City	<input type="text"/>
Address	<input type="text"/>	Language	<input type="text" value="Français"/>
Zip/Postal Code	<input type="text"/>		

[Cancel](#) [Activate](#)

Provide necessary configuration to activate the Hotel.

Name and email fields are self-explanatory.

Status:

This drop-down menu has following options:

- Active
- Disabled
- Suspended

Select **Active** option when activating a new hotel.

Address:

The address of the hotel.

Zip/Postal Code:

Zip code along with the address.

Country:

Name of the country where the hotel is located.

State:

State of the country where the hotel is located.

City:

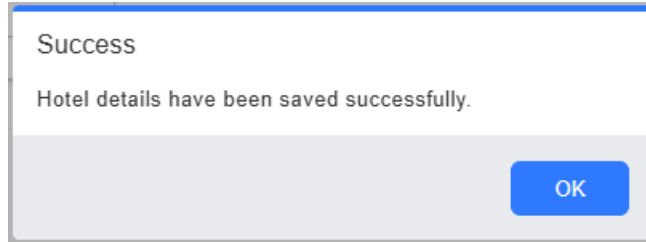
City where the hotel is located.



Language

Select language for the interface of Rainbow Hospitality Administration.

Once done, click the **Activate** button. You will be presented with the following popup.




Screenshot-Message from the application

Click **OK**.

5.3 Connecting a Hotel

After a hotel has been added by the Business Partner, its connectivity has to be established with Rainbow HUB and relevant Property Management System (PMS).

To perform these configurations, click on the icon displayed  next to the newly added hotel and click on the Connectivity option.

	Test2Hotel	Fri, Apr 24, 2026 15:12:11	Active	Standalone		Voice Hospitality Management Center Monthly	1	0	1	
		Mon, Apr 13, 2026 17:09:59	Active	Standalone		Voice Hospitality Management Center Monthly	20	0		<ul style="list-style-type: none"> Edit Rooms Phones Bulk Provisioning Connectivity Get Latest Licenses Delete
						Voice Hospitality Room Monthly	100	50		
		Fri, Dec 12, 2025 20:09:53	Active	Standalone		Voice Hospitality Management Center Monthly	1	0		
						Voice Hospitality Room Monthly	20	6		
		Thu, Apr 23, 2026 15:24:28	Active	Standalone		Voice Hospitality Management Center Monthly	1	0		
						Voice Hospitality Room Monthly	5	5		
		Tue, Dec 09, 2025 18:28:37	Active	Standalone		Voice Hospitality Room Monthly	10	0		
						Voice Hospitality Management Center Monthly	1	0		

Items per page: 15 1 – 8 of 8

Screenshot – Hotels Connectivity (Standalone)

Following screen is displayed:



Hotels / Test2Hotel / Connectivity

Hotel Type

Type *

OPERA Cloud

OPERA Cloud

Gateway URL Enter Gateway URL	Client ID [Redacted]
Client Secret [Redacted]	Hotel ID Enter Hotel ID
Enterprise ID Enter Enterprise ID	App Key Enter App Key
External System Code Enter External System Code	Username Enter Username
Password Enter Password	

Test

Cancel Update

5.3.2 OPERA Cloud

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

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

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

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

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

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

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

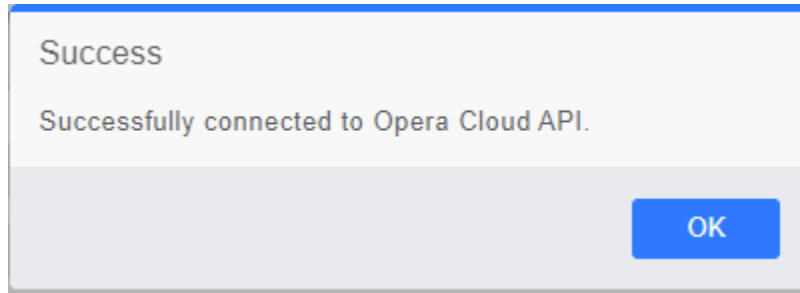
External System Code: Code associated with External System created for this particular hotel.

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

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

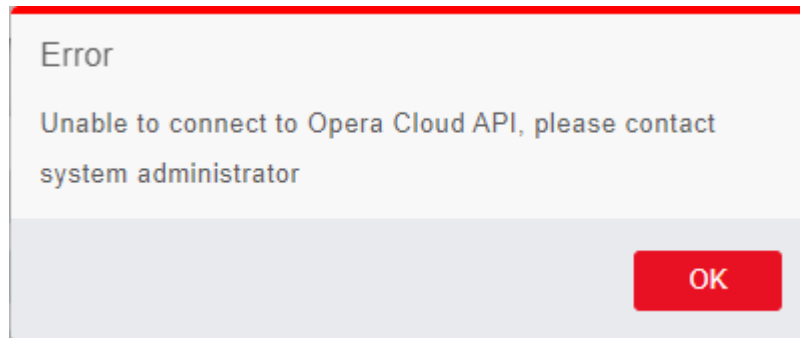
A **Test** button is also available in this section to check whether the connection between Rainbow Hospitality and OPERA Cloud has been established or not.

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



Screenshot – Message from the application

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



Screenshot – Message from the application

5.3.3 Wake Up Call Configuration

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

Wake Up Call Configuration

Hospitality Wake Up Server: **Running**

No of Retries

Retries Interval (sec)

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.



5.3.3.1 Custom Voice Prompts

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

Wake Up Call Configuration Hospitality Wake Up Server: **Running**

No of Retries: Retries Interval (sec):

Enable Voice Prompt **Custom Voice Prompts**

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

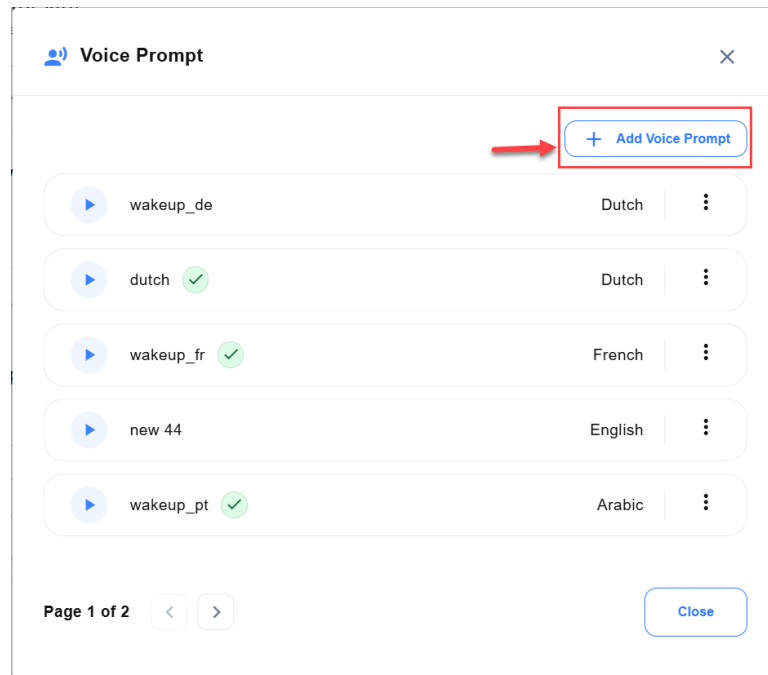
Voice Prompt ×

[+ Add Voice Prompt](#)

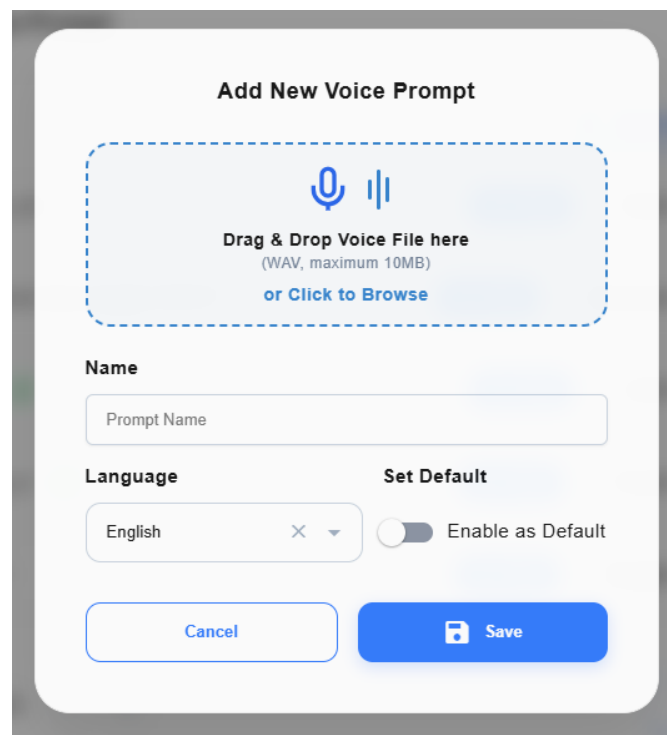
wakeup_de	Dutch	⋮
dutch ✓	Dutch	⋮
wakeup_fr ✓	French	⋮
new 44	English	⋮
wakeup_pt ✓	Arabic	⋮

Page 1 of 2 < > [Close](#)

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



5.3.4 API Configuration

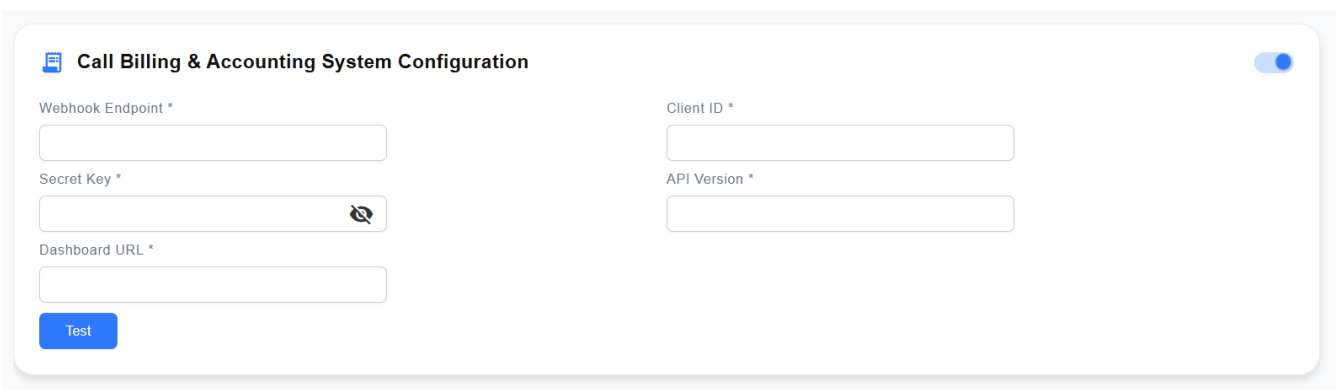
This section enables integration of Rainbow Hospitality with third-party applications via REST API or webhooks.

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

5.3.5 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.

5.3.6 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 entered 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.

5.4 Room Management

Business partners are authorised to associate devices with rooms and delete existing device associations within a hotel. Additionally, if *Standalone* is used as the Hotel Type, business partners can also add new rooms to the hotel.

Note: A Hotel should be in **Active** state and connected with Rainbow HUB for a business partner to perform Room management operations for a particular hotel.

To configure Rooms for a particular hotel, click the  icon displayed next to the required hotel and select the Rooms option as shown below:



Rainbow Hospitality – Administration Guide (Business Partner)

The screenshot shows a table of hotel configurations. The first row is for 'Four Seasons Hotel Georges V - Paris'. The table has columns for hotel name, date, status, and hotel type. A dropdown menu is open for the first row, with 'Rooms' highlighted in red. Other options in the menu include 'Edit', 'Phones', 'Bulk Provisioning', 'Connectivity', 'Get Latest Licenses', and 'Delete'.

Hotel Name	Date	Status	Hotel Type	Item	Count	Count	Count
Four Seasons Hotel Georges V - Paris	Mon, Apr 13, 2026 17:09:59	Active	Standalone	Voice Hospitality Management Center Monthly	20	0	20
				Voice Hospitality Room Monthly	100	50	50
	Fri, Dec 12, 2025 20:09:53	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	0
				Voice Hospitality Room Monthly	20	4	4
	Thu, Apr 23, 2026 15:24:28	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	0
				Voice Hospitality Room Monthly	5	5	5
	Tue, Dec 09, 2025 18:28:37	Active	Standalone	Voice Hospitality Room Monthly	10	0	0
				Voice Hospitality Management Center Monthly	1	0	0

For a hotel with the **Standalone** hotel type, following screen is displayed:

The screenshot shows the 'Rooms' page for 'Four Seasons Hotel Georges V - Paris'. It features a search bar, filter buttons for 'All', 'With Devices', 'Without Devices', and 'With Groups', and a table of rooms.

Room	Occupation	Device
102	Vacant	4102
103	Vacant	4103
104	Vacant	4104
105	Vacant	4105
106	Vacant	4106
107	Vacant	4107
108	Vacant	4108
109	Vacant	4109
110	Vacant	4110
111	Vacant	4111
112	Vacant	4112

For a hotel with the **OPERA Cloud** hotel type, following screen is displayed:

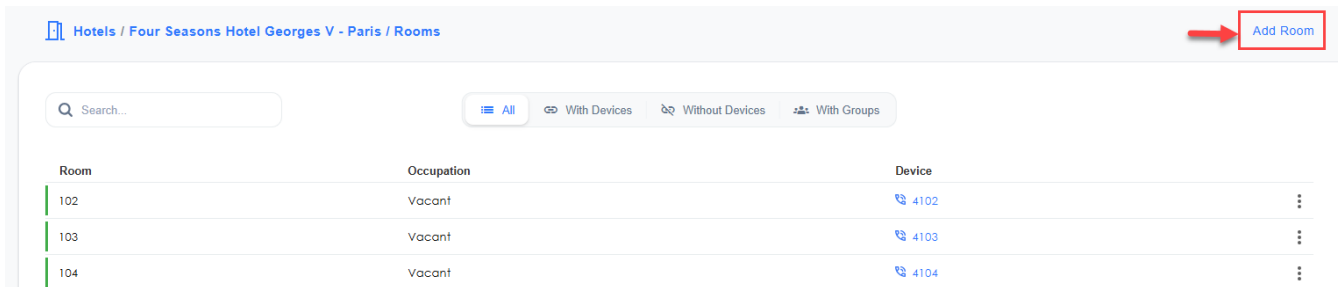
The screenshot shows the 'Link Room Devices' page for 'BISPHotel'. It features a search bar, filter buttons for 'All', 'Checked In', 'Checked Out', 'With Devices', and 'Without Devices', and a table of rooms with their status and device linkages.

Room	Extensions	Status
100	N/A	N/A
101	101	Vacant
102	102	Vacant
103	104	Occupied
104	103	Vacant
105	105	Vacant
106	106	Vacant
107	N/A	N/A
108	N/A	N/A
109	N/A	N/A
110	N/A	N/A



Add Hotel Room *(only for Standalone Hotel type)*

Business Partner can add a new room by clicking the **Add Room** button located at the top-right corner of the **Rooms** page, as highlighted below:



Following screen is displayed:

Room *

Status *

Description

Cancel Save

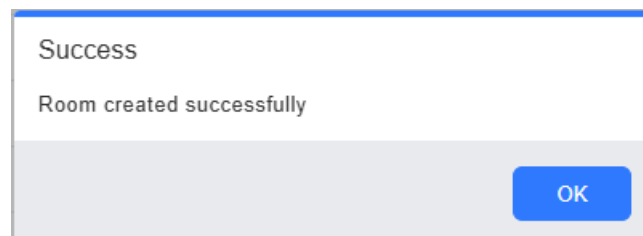
Room: Provide the name or room number.

Status: Select the current availability status of the room from the drop-down menu:


- Ready
- House Keeping
- Electrical Issue

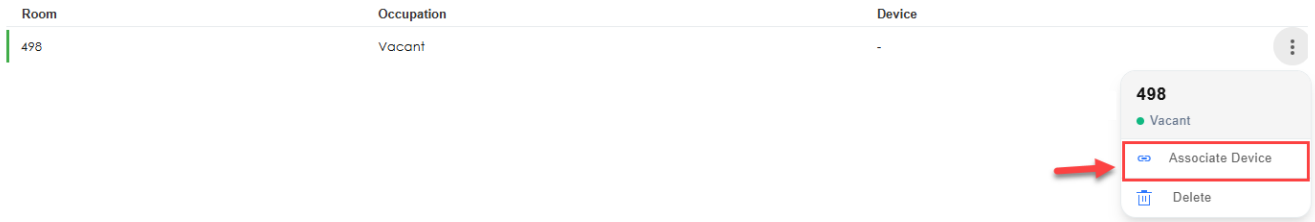
Description: Enter any additional notes or information related to the room.

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



Associate Device

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

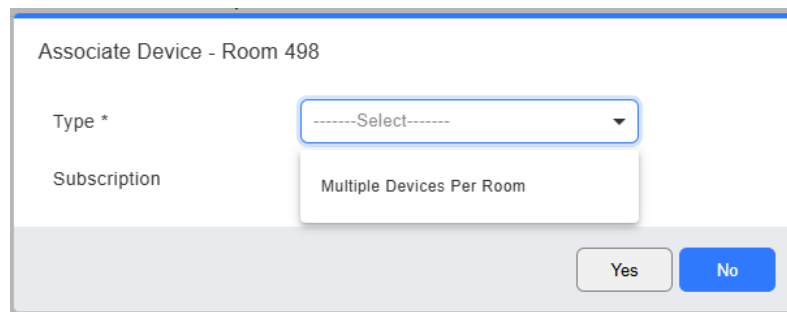


SCREENSHOT – Link Room Devices

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

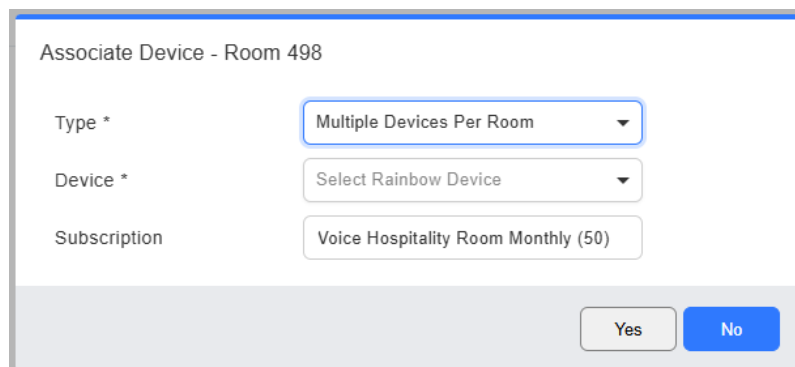
- Single Device Per Room - Each room is associated with one device.
- Multiple Device Per Room - A room can be linked to multiple devices (e.g., suites with multiple extensions).
- Both - A hybrid model allowing the administrator to select either mapping type per room.

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



SCREENSHOT – Select Rainbow Room Device

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





Associate Device - Room 498

Type * Multiple Devices Per Room

Device * Select Rainbow Device

Subscription Suite 10110 #vacant

Yes No

Once Rainbow Device has been selected, the subscription is pre-selected. Click Yes and Room is associated.

Associate Device - Room 498

Type * Multiple Devices Per Room

Device * Suite 10110 #vacant

Subscription Voice Hospitality Room Monthly (50)

Yes No


Upon successful association, the following confirmation message is displayed:

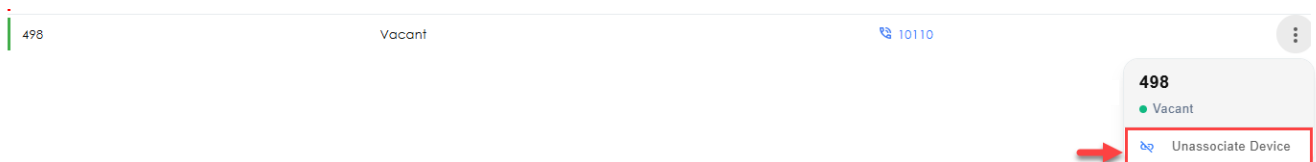
Success

Device associated successfully

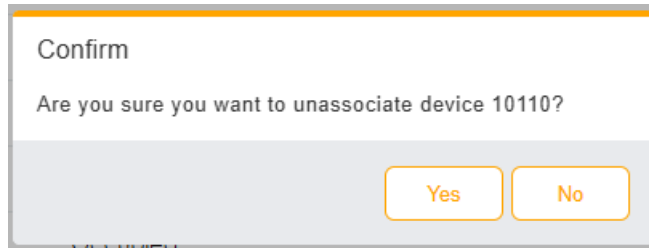
OK

Delete Association

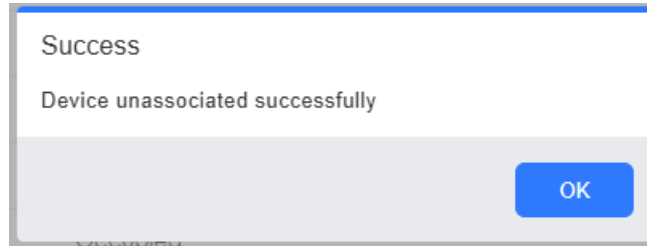
In order to remove association of a hotel room with a Rainbow Device, click on the  icon displayed next to each hotel room and then click on Unassociate Device option as shown below:




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














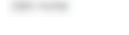




Click on Yes button and association between the hotel room and Rainbow Room Device is removed. Following success message is displayed:




5.5 Bulk Provisioning

Business partners can configure the telephony system for the hotels that belong to standalone type. To add wake-up devices, room devices or suite devices, click the  icon displayed next to the required hotel and select Bulk Provisioning.

	Four Seasons Hotel Georges V - Paris	Mon, Apr 13, 2026 17:09:59	Active	Standalone	 Voice Hospitality Management Center Monthly 20 0 20  Voice Hospitality Room Monthly 100 50 50	
		Fri, Dec 12, 2025 20:09:53	Active	Standalone	 Voice Hospitality Management Center Monthly 1 0 0  Voice Hospitality Room Monthly 20 6 6	<ul style="list-style-type: none"> Edit
		Thu, Apr 23, 2026 15:24:28	Active	Standalone	 Voice Hospitality Management Center Monthly 1 0 0  Voice Hospitality Room Monthly 5 5 5	<ul style="list-style-type: none"> Rooms Phones
		Tue, Dec 09, 2025 18:28:37	Active	Standalone	 Voice Hospitality Room Monthly 10 0 0  Voice Hospitality Management Center Monthly 1 0 0	<ul style="list-style-type: none"> Bulk Provisioning Connectivity Get Latest Licenses Delete

Items per page: 15 1 - 8 of 8

Version: 

Following screen is displayed:



Hotels / Four Seasons Hotel Georges V - Paris / Bulk Provisioning Add new Job

Job Name	Import Type	Created At	Completed At	Completed	Failed	Pending	% Jobs Completed	% Jobs Succeeded	
Workflow_13_4_2026_15_25	Room and Devices	Mon, Apr 13, 2026 06:25:25	Mon, Apr 13, 2026 06:25:42	1	0	0	100%	100%	⋮
Workflow_13_4_2026_15_21	Room and Devices	Mon, Apr 13, 2026 06:21:19	Mon, Apr 13, 2026 06:21:28	0	1	0	100%	0%	⋮
Workflow_13_4_2026_15_15	Room and Devices	Mon, Apr 13, 2026 06:15:41	Mon, Apr 13, 2026 06:15:48	1	0	0	100%	100%	⋮
Workflow_13_4_2026_14_59	Suites	Mon, Apr 13, 2026 05:59:56	Mon, Apr 13, 2026 06:00:53	1	0	0	100%	100%	⋮
Workflow_13_4_2026_14_58	Wake Up Devices	Mon, Apr 13, 2026 05:59:03	Mon, Apr 13, 2026 05:59:10	0	10	0	100%	0%	⋮
Workflow_13_4_2026_14_52	Room and Devices	Mon, Apr 13, 2026 05:54:18	Mon, Apr 13, 2026 06:04:55	50	0	0	100%	100%	⋮

Items per page: 15 1 – 6 of 6 |< < > >|

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

Hotels / Four Seasons Hotel Georges V - Paris / Bulk Provisioning Add new Job

Job Name	Import Type	Created At	Completed At	Completed	Failed	Pending	% Jobs Completed	% Jobs Succeeded	
Workflow_13_4_2026_15_25	Room and Devices	Mon, Apr 13, 2026 06:25:25	Mon, Apr 13, 2026 06:25:42	1	0	0	100%	100%	⋮
Workflow_13_4_2026_15_21	Room and Devices	Mon, Apr 13, 2026 06:21:19	Mon, Apr 13, 2026 06:21:28	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.

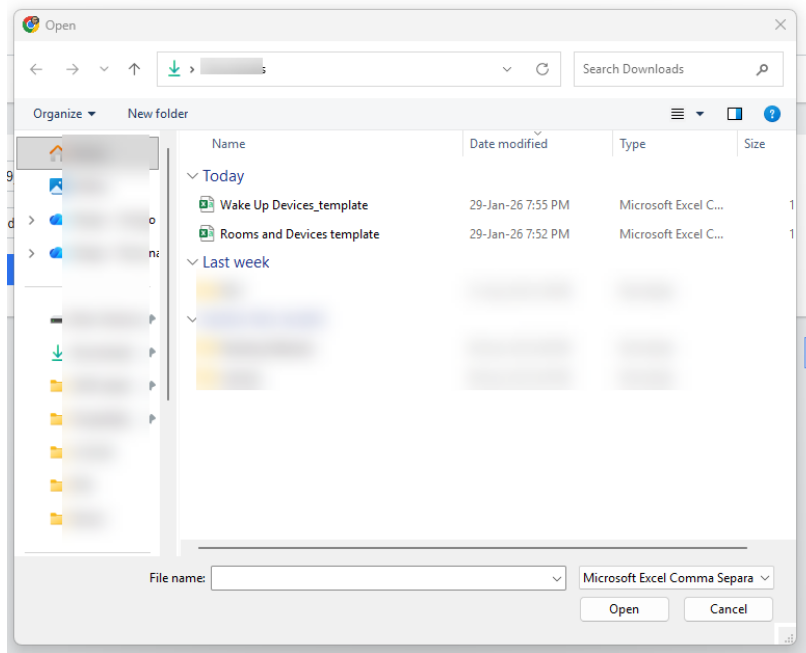


Bulk Provisioning / Add

Name *

Import Type [Download 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](#)

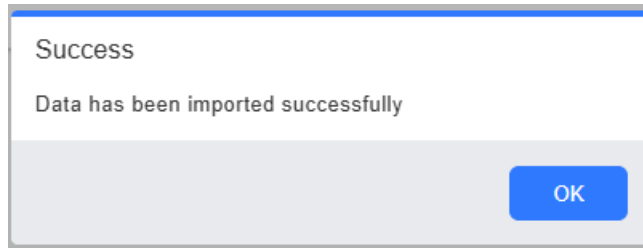
Room	Device	Type
101	101	Room
102	102	Room
103	103	Room
104	104	Room
105	105	Room

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_24_4_2026_17_7 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.
102	102	Room	Failed	Room: Room already exists. Room Device: Room is already associated.
103	103	Room	Failed	Room: Room already exists. Room Device: Room is already associated.
104	104	Room	Failed	Room: Room already exists. Room Device: Room is already associated.
105	105	Room	Failed	Room: Room already exists. Room Device: Room is already associated.

Items per page: 15 1 – 5 of 5 < >

5.6 Phones Configuration

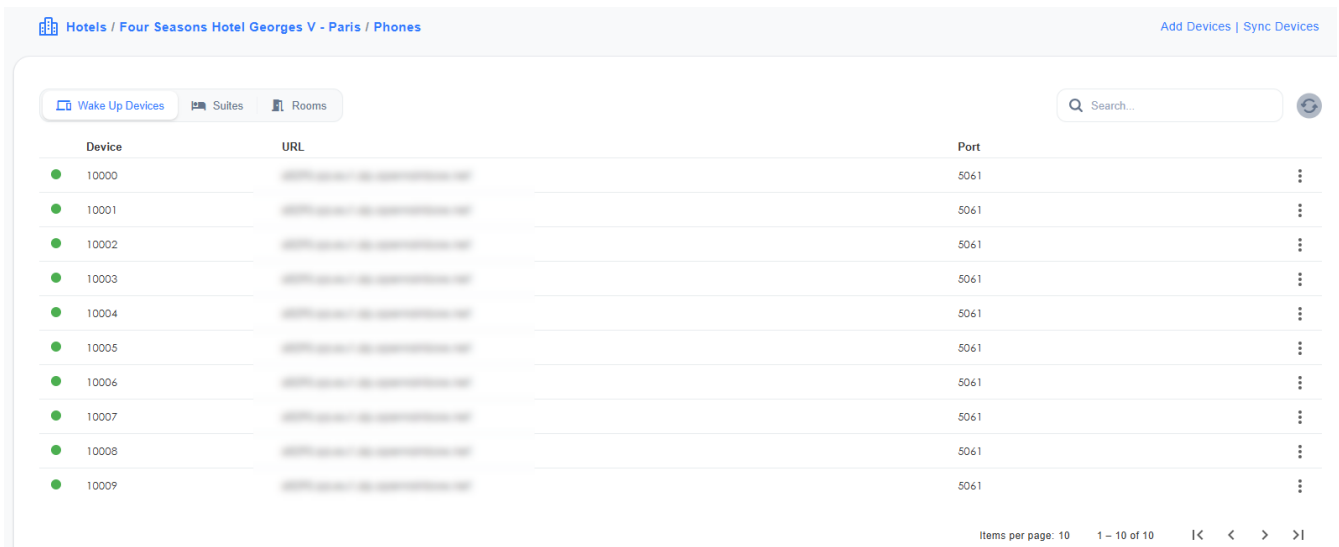
Business partners can view and manage the telephonic system for hotels that belong to the Standalone type. To view and configure telephonic devices for a specific hotel, click the icon displayed next to the required hotel and select the Phones option, as shown below

Hotel	Last Sync	Status	Type	Device	Count	Count	Count	Actions
Four Seasons Hotel Georges V - Paris	Mon, Apr 13, 2026 17:09:59	Active	Standalone	Voice Hospitality Management Center Monthly	20	0	20	<ul style="list-style-type: none"> Edit Rooms Phones Bulk Provisioning Connectivity Get Latest Licenses Delete
				Voice Hospitality Room Monthly	100	50	50	
	Fri, Dec 12, 2025 20:09:53	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1	
				Voice Hospitality Room Monthly	20	4	24	
	Thu, Apr 23, 2026 15:24:28	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1	
				Voice Hospitality Room Monthly	5	5	10	
	Tue, Dec 09, 2025 18:28:37	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1	

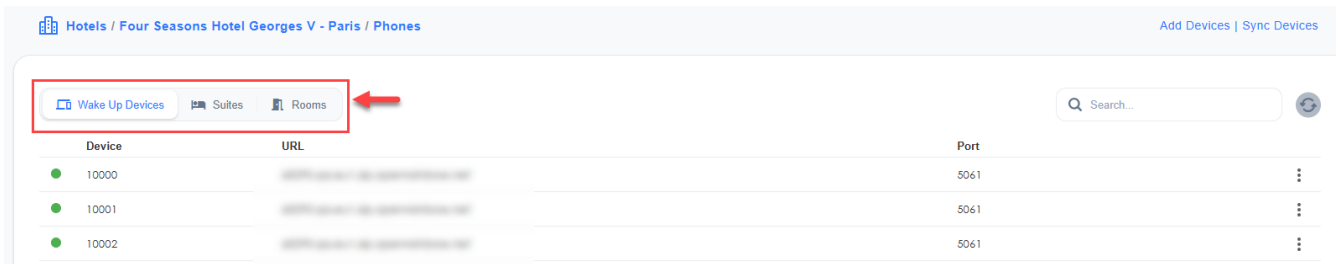
Items per page: 15 1 – 8 of 8

Version:

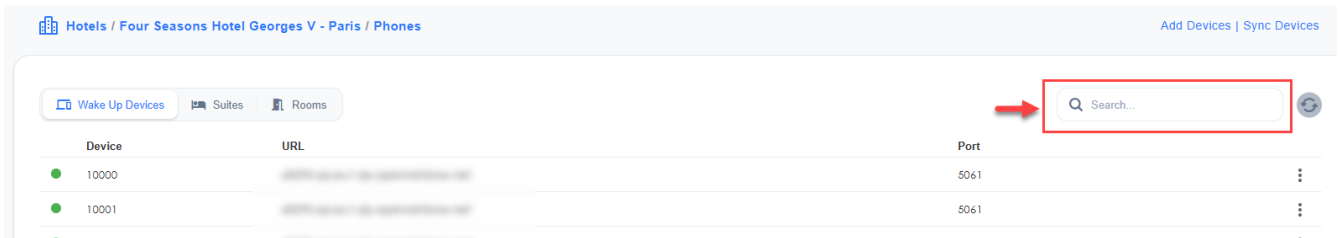
Following screen is displayed:



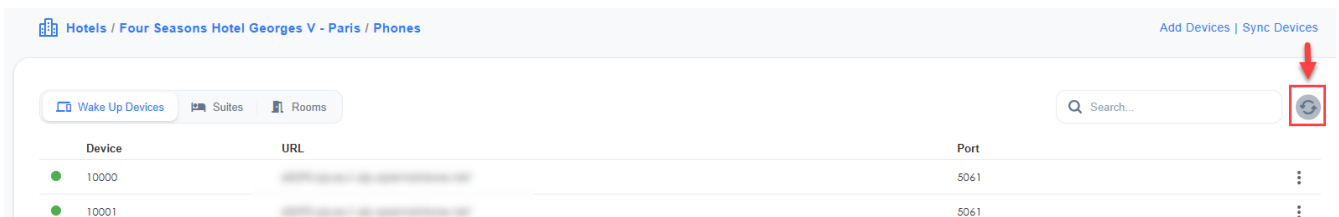
Wake-up devices, suite devices, and room devices can be viewed separately using the tabs available in the top-left corner of the screen.



Use the Search button to locate a specific device.




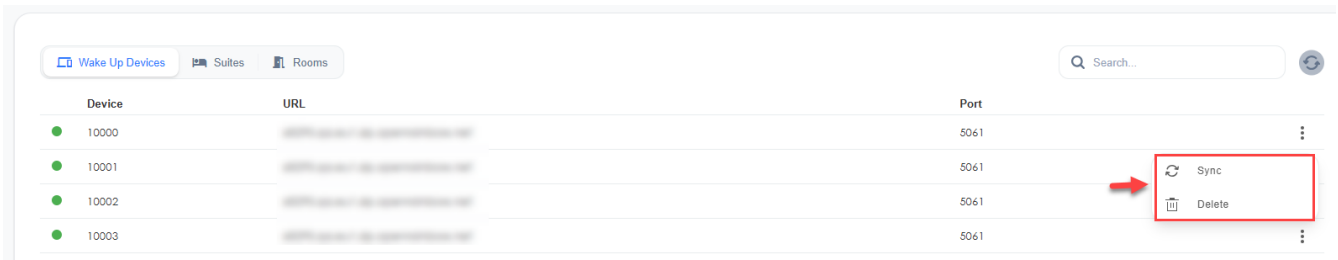
Click Refresh to update the current device status.




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.

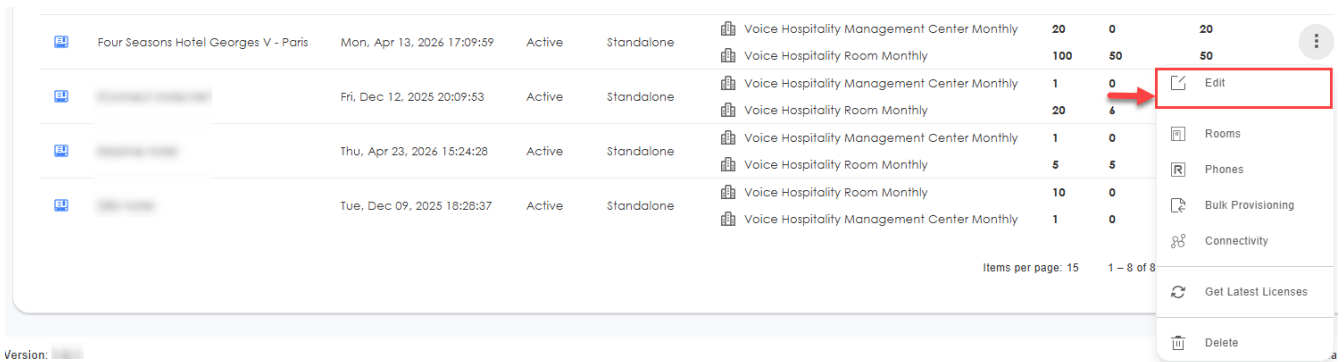


Business Partner can manually sync up a wake up device or delete it by using the  icon displayed next to each device.



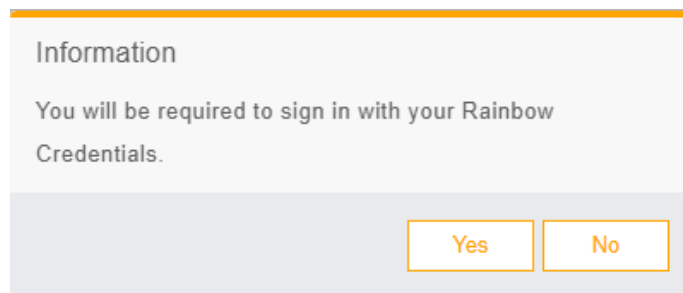
5.7 Update a Hotel

To update details of a Hotel or its connectivity settings, click on the  icon displayed next to the required hotel and click on the Edit option as shown below:



Screenshot- Edit Hotel

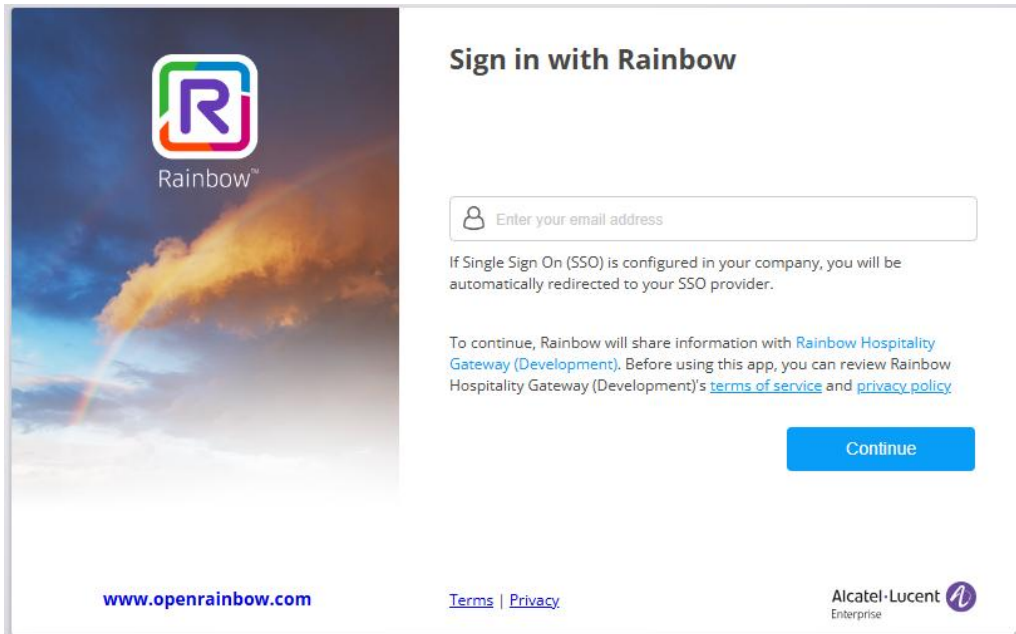
You will be presented with the following popup window.



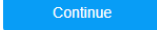
Screenshot-Message from webpage

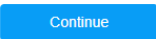
Click **YES** and you will be redirected to the following login screen of Rainbow.

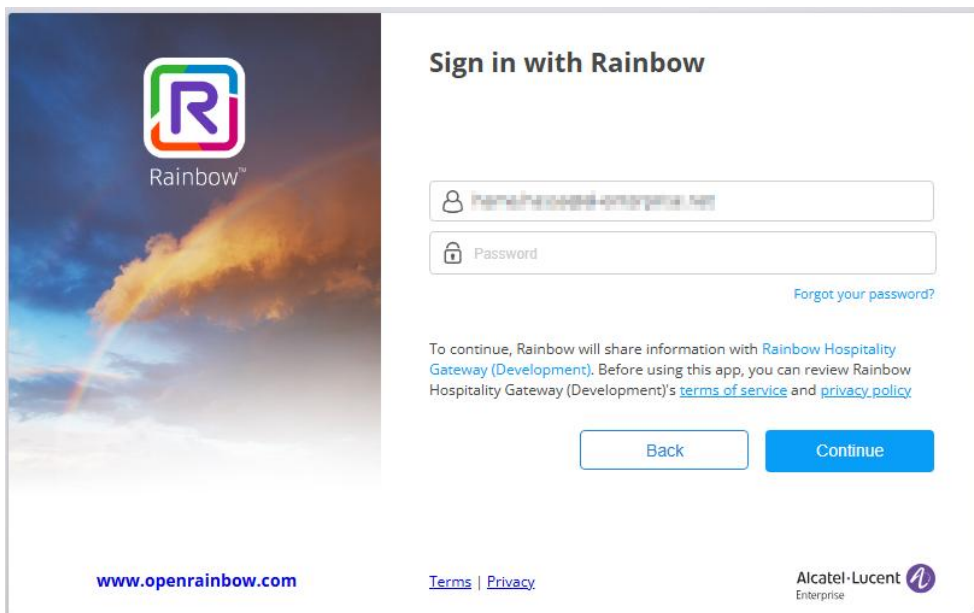
Note: Please use your Rainbow business partner credentials to fetch details about the organisation for which you need to apply for a licence.



Screenshot-Login screen of Rainbow

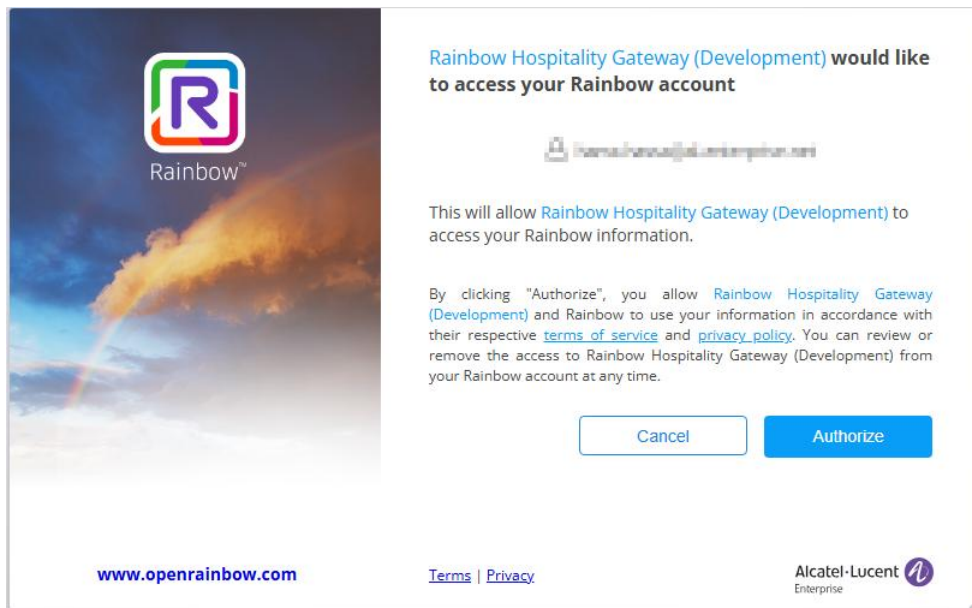
Enter the email address of Rainbow business partner and click on  button.

You will be presented with another field of **Password**, enter the password in the respective field and click on  button again, as shown below.



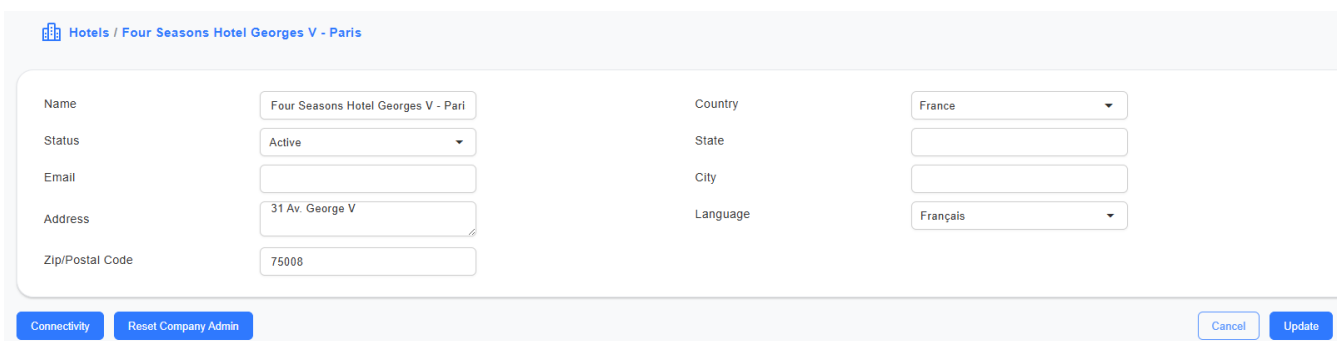
Screenshot-Login screen of Rainbow

You will be presented with the following screen.



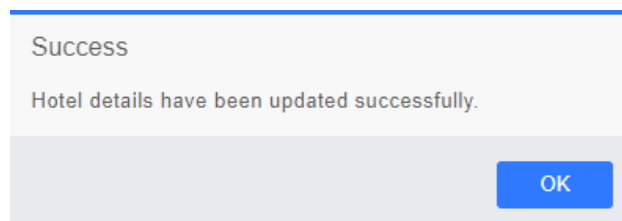
Screenshot-Login screen of Rainbow

Click the **Authorize** button and the following screen will be presented to you:



Screenshot- Edit Hotel

Make changes in the required fields and then click the **Update** button. You will be presented with the popup window, as shown below.



Screenshot-Message from webpage

Click **OK**. The hotel details will be updated.

If you want to update the connectivity settings or reset the company admin account then click on the relevant button available in the bottom left corner as highlighted below:



Hotels / Four Seasons Hotel Georges V - Paris

Name	Four Seasons Hotel Georges V - Pari	Country	France
Status	Active	State	
Email		City	
Address	31 Av. George V	Language	Français
Zip/Postal Code	75008		

Buttons: Connectivity, **Reset Company Admin**, Cancel, Update

Screenshot- Edit Hotel

5.8 Get Latest Licenses

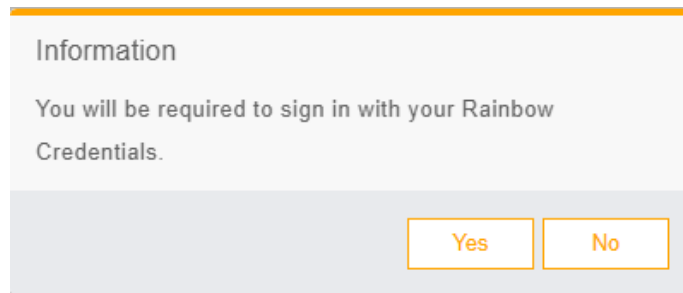
After the activation of Rainbow Hospitality for an organisation, if the business partner has allocated more licences to the respective organisation on Rainbow UCaaS application then this section allows them to fetch those latest licenses details and apply them to the organisation. In order to do this task, click on the **Get Latest Licenses** as shown below:

Organization	Created At	Status	Type	License Type	Quantity	Used	Available	Actions
Four Seasons Hotel Georges V - Paris	Mon, Apr 13, 2026 17:09:59	Active	Standalone	Voice Hospitality Management Center Monthly	20	0	20	<ul style="list-style-type: none"> Edit Rooms Phones Bulk Provisioning Connectivity Get Latest Licenses Delete
				Voice Hospitality Room Monthly	100	50	50	
	Fri, Dec 12, 2025 20:09:53	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1	
				Voice Hospitality Room Monthly	20	6	14	
	Thu, Apr 23, 2026 15:24:28	Active	Standalone	Voice Hospitality Management Center Monthly	1	0	1	
				Voice Hospitality Room Monthly	5	5	0	
	Tue, Dec 09, 2025 18:28:37	Active	Standalone	Voice Hospitality Room Monthly	10	0	10	
				Voice Hospitality Management Center Monthly	1	0	1	

Items per page: 15 | 1 - 8 of 8

Screenshot- Get Latest Licenses

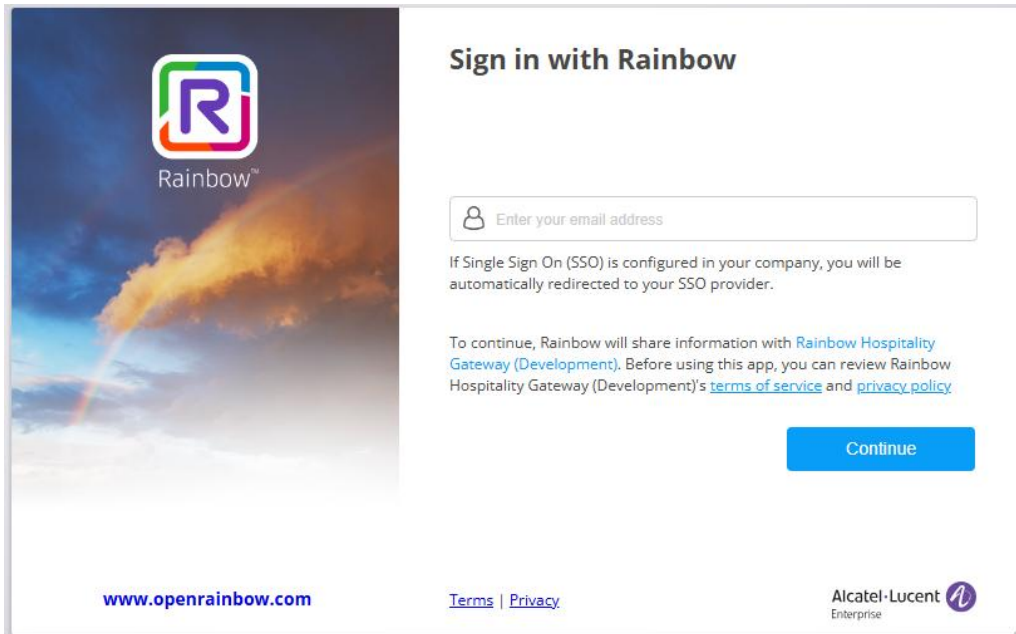
You will be presented with the following popup window.



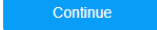
Screenshot-Message from webpage

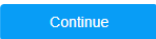
Click **YES** and you will be redirected to the following login screen of Rainbow.

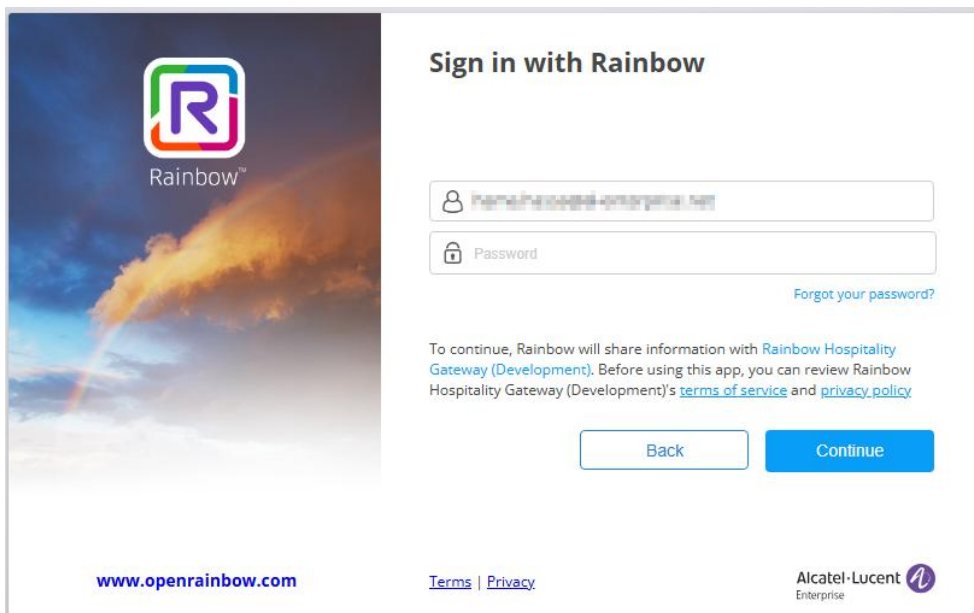
Note: Please use your Rainbow business partner credentials to fetch details about the organisation for which you need to apply for a licence.



Screenshot-Login screen of Rainbow

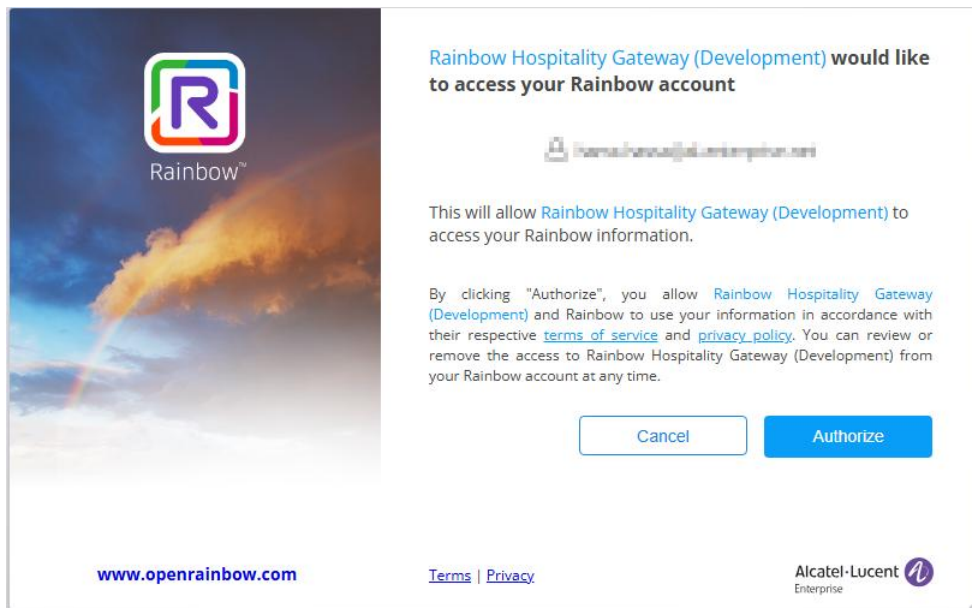
Enter the email address of Rainbow business partner and click on  button.

You will be presented with another field of **Password**, enter the password in the respective field and click on  button again, as shown below.



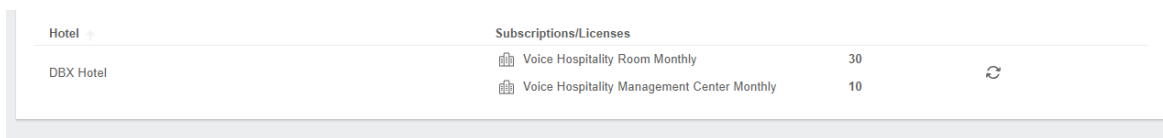
Screenshot-Login screen of Rainbow

You will be presented with the following screen.



Screenshot-Login screen of Rainbow

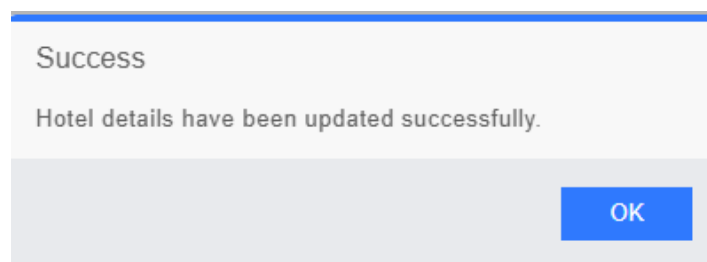
Click the **Authorize** button and the following screen will be presented to you:



Screenshot-Customers

Note: On the above screen, the BP admin can apply latest licenses for the respective organisation by clicking on the icon.

You will be presented with the following screen.



Screenshot - Message from webpage

Click **OK** and the licenses will be applied for the respective organisation.

5.9 Delete a Hotel

IMPORTANT!! This is highly unusual to delete an hotel because by doing so all the hotel staff associated with the respective hotel will not be able to access Rainbow Hospitality.

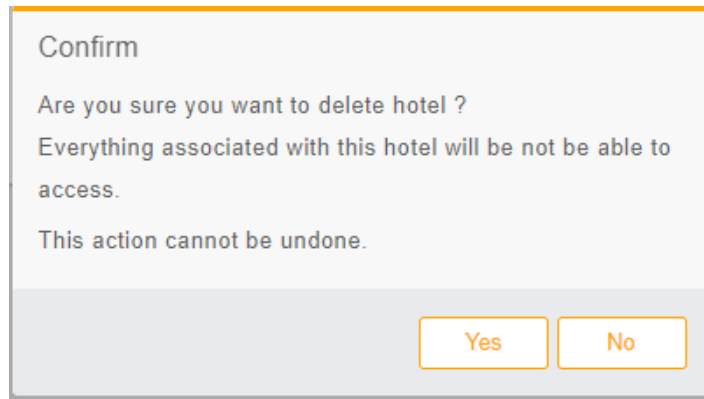
To delete a hotel, click on the icon displayed next to the required hotel and click on the Edit option as shown below:



Hotel Name	Last Modified	Status	Type	Management Center Monthly	Room Monthly	Actions
Four Seasons Hotel Georges V - Paris	Mon, Apr 13, 2026 17:09:59	Active	Standalone	20	0	20
				100	50	50
	Fri, Dec 12, 2025 20:09:53	Active	Standalone	1	0	Edit
				20	4	Rooms
	Thu, Apr 23, 2026 15:24:28	Active	Standalone	1	0	Phones
				5	5	Bulk Provisioning
	Tue, Dec 09, 2025 18:28:37	Active	Standalone	10	0	Connectivity
				1	0	Get Latest Licenses
						Delete

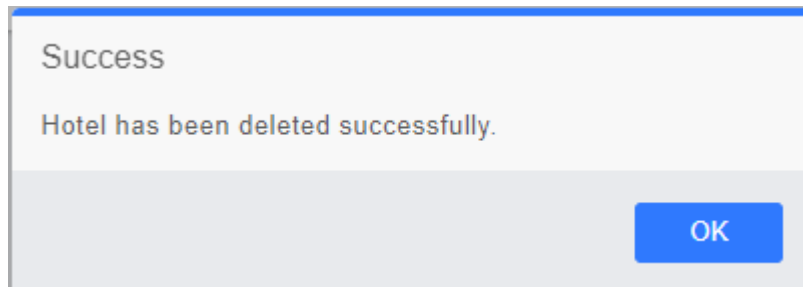
Screenshot- Delete Hotel

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** and the respective Hotel will be removed from Rainbow Hospitality.



6 Setup Hotel Staff

Hotel Staff is responsible to manage the provisioning of Rainbow Room devices to Hotel Rooms. This section facilitates a Business Partner to view all of the hotel staff accounts that exist in the Rainbow Hospitality Administration and do necessary configuration that are required for them.

To view Hotel Staff associated with your organisations, click on the **Staff** link from the left-side panel and you will be presented with the following screen.

First Name	Last Name	Email	Hotel	Type
John	Smith	john.smith@iconnect.com	iConnect Hotel.Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	iConnect Hotel.Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	BISPHotel	Hotel Administrator
John	Smith	john.smith@iconnect.com	Friend Hotel-Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	Friend Hotel-Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	Friend Hotel-Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	Friend Hotel-Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	Friend Hotel-Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	Friend Hotel-Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	Four Seasons Hotel Georges V - Paris	Hotel Administrator
John	Smith	john.smith@iconnect.com	Four Seasons Hotel Georges V - Paris	Hotel Administrator
John	Smith	john.smith@iconnect.com	Four Seasons Hotel Georges V - Paris	Hotel Administrator

Screenshot-Hotel Staff

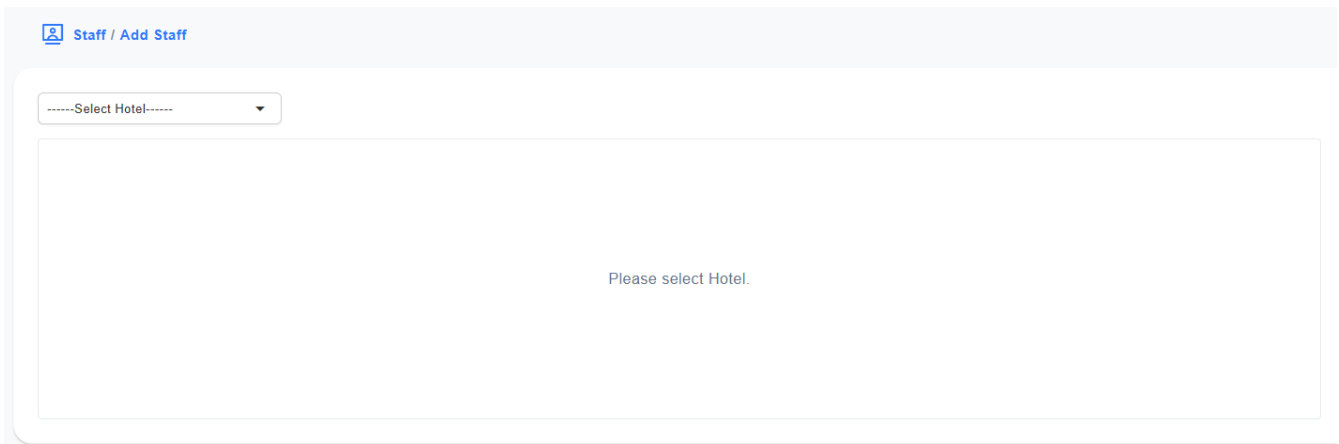
Note: Use the **Search** field at the top right corner of the screen to search for a particular hotel staff.

6.1 Adding Staff

To add new hotel staff for the Rainbow Hospitality Administration, click on **Add Staff** link displayed at the top right side of the screen, as shown below:

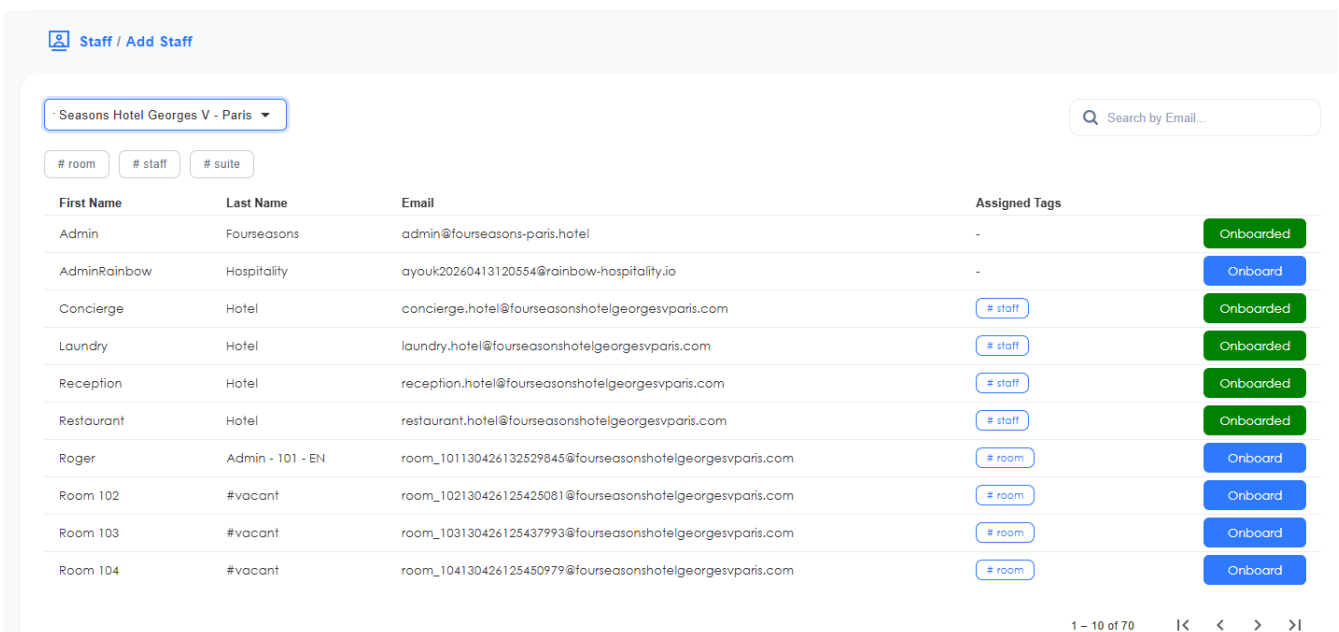
First Name	Last Name	Email	Hotel	Type
John	Smith	john.smith@iconnect.com	iConnect Hotel.Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	iConnect Hotel.Net	Hotel Administrator
John	Smith	john.smith@iconnect.com	BISPHotel	Hotel Administrator

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

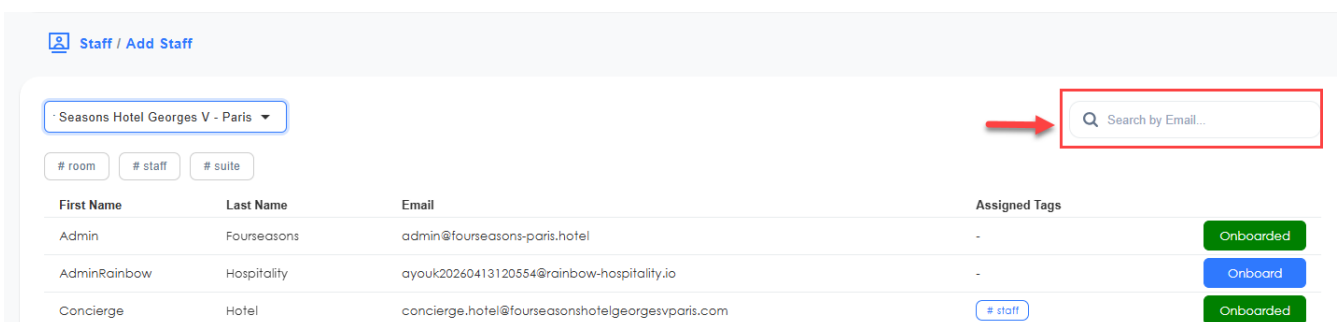


SCREENSHOT – Add Staff

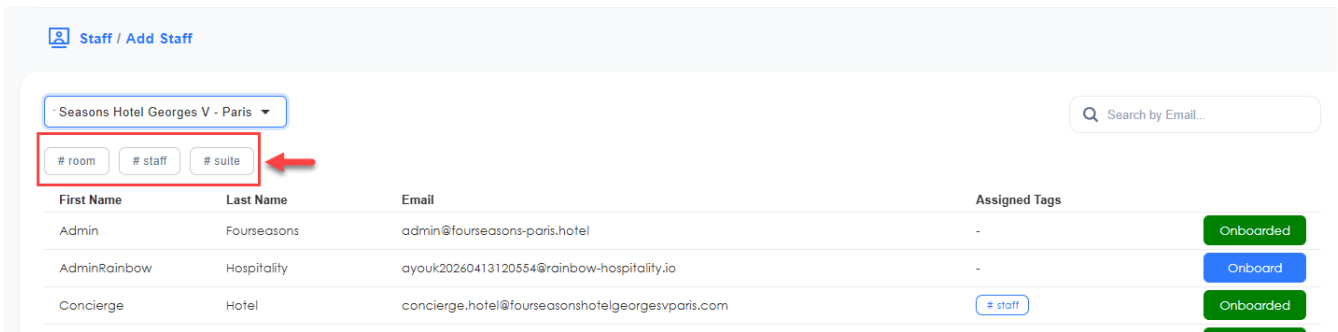
Select the hotel to view the list of staff associated with that particular hotel.



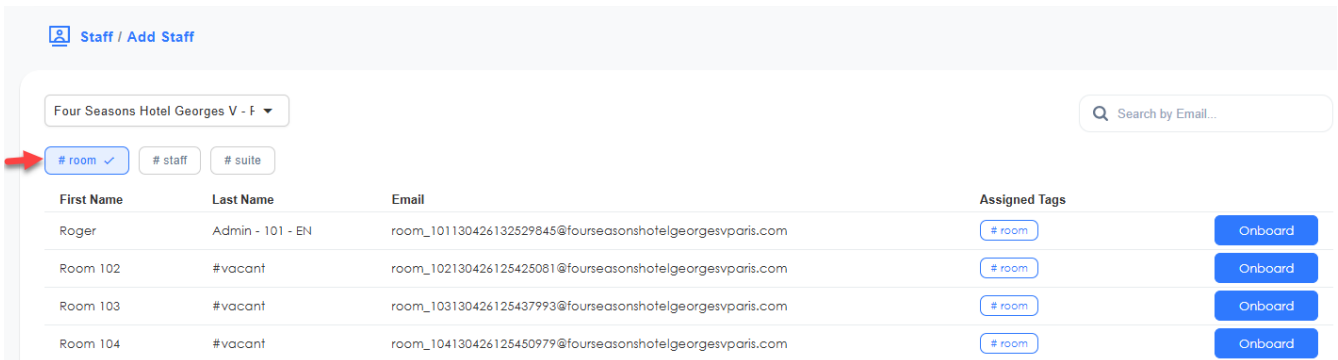
This screen provides a search functionality that allows administrators to locate specific staff accounts using the associated email address.



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.



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



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

Add Hotel Staff

First Name

Last Name

Email

Type

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

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



Add Hotel Staff

First Name

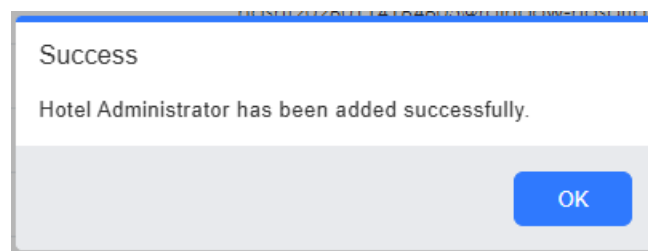
Last Name

Email

Type

- Hotel Administrator ✓
- Hotel Manager

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



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

6.2 Update Staff

To update details of a Hotel Staff, click on the icon displayed beside each added Hotel Staff and then click on Edit option, as shown below:

First Name	Last Name	Email	Hotel	Type
Daryl	Sim	support@vms.com.hk	iConnect Hotel.Net	Hotel Administrator
Karim	Boudraa	k.boudraabiz@gmail.com	iConnect Hotel.Net	Hotel Administrator
			BISPHotel	Hotel Administrator
			Friend Hotel-Net	Hotel Administrator

Screenshot- Edit Hotel Staff

Following pop-up window is displayed:



Edit Hotel Staff

First Name

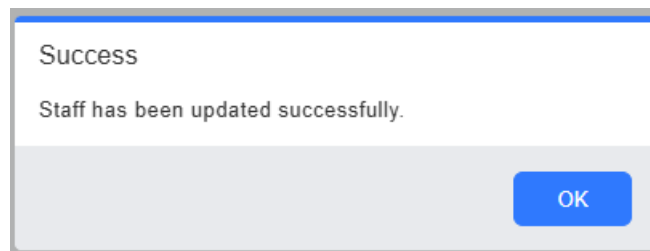
Last Name

Email

Type

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.

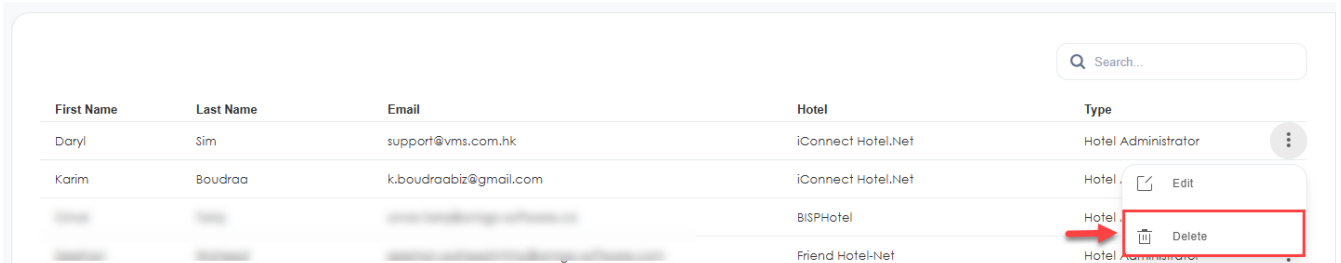


Screenshot-Message from the application

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

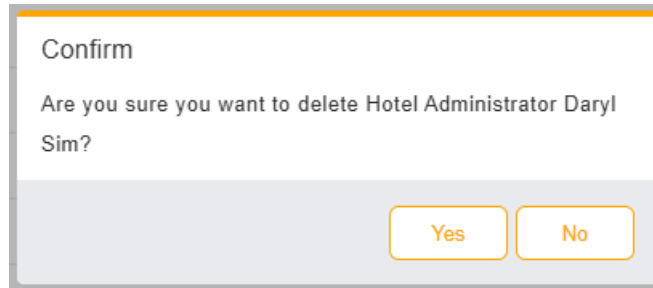
6.3 Delete Staff

To delete an Hotel Staff, click on the icon displayed beside each added Hotel Staff and then click on Delete option, as shown below:



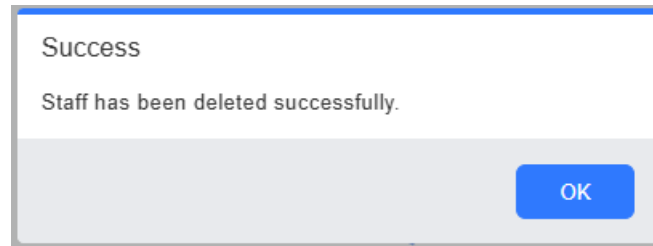
Screenshot- Delete Hotel Staff

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 Staff will be removed from the Rainbow Hospitality Administration.



7 Setup BP Admins

A BP admin can view and manage other BP admins associated with their organisation. To view BP Admin associated with your organisations, click on the **BP Admins** link from the left-side panel and you will be presented with the following screen.

First Name	Last Name	Email	BP Companies	Modified By	Modified On
John	Doe	john.doe@al-mydemo.net	al-mydemo.net	N/A	N/A
Jane	Smith	jane.smith@al-mydemo.net	al-mydemo.net	N/A	N/A
Mike	Lee	mike.lee@al-mydemo.net	al-mydemo.net	N/A	N/A
Alice	Johnson	alice.johnson@al-mydemo.net	al-mydemo.net	N/A	N/A
Bob	Williams	bob.williams@al-mydemo.net	al-mydemo.net	N/A	N/A
Charlie	Davis	charlie.davis@al-mydemo.net	al-mydemo.net		Thu, Dec 11, 2025 07:45
Diana	Garcia	diana.garcia@al-mydemo.net	al-mydemo.net	N/A	N/A
Eve	Miller	eve.miller@al-mydemo.net	al-mydemo.net	N/A	N/A
Frank	Wilson	frank.wilson@al-mydemo.net	al-mydemo.net		Thu, Dec 11, 2025 07:46
Grace	Moore	grace.moore@al-mydemo.net	al-mydemo.net	N/A	N/A
Henry	Taylor	henry.taylor@al-mydemo.net	al-mydemo.net	N/A	N/A

Screenshot-BP Admins

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

7.1 Adding BP Admin

To add new BP Admin for the Rainbow Hospitality, click on **Add BP Admin** link displayed at the top right side of the screen, as shown below:

First Name	Last Name	Email	BP Companies	Modified By	Modified On
John	Doe	john.doe@al-mydemo.net	al-mydemo.net	N/A	N/A
Jane	Smith	jane.smith@al-mydemo.net	al-mydemo.net	N/A	N/A
Mike	Lee	mike.lee@al-mydemo.net	al-mydemo.net	N/A	N/A
Alice	Johnson	alice.johnson@al-mydemo.net	al-mydemo.net	N/A	N/A

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



BP Admins / Add BP Admin

BP Company *

First Name *

Last Name *


Email *




SCREENSHOT – Add BP Admin

Provide the first name, last name and email of the BP Admin. After entering the required details, click the Save button. A confirmation popup will be displayed. Click OK and you will be redirected to the BP Admin screen where the newly added BP Admin will be displayed with their associated details.

Note: Once the BP Admin 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

7.2 Update BP Admin

To update details of a BP Admin, click on the  icon displayed beside each added BP Admin and then click on Edit option, as shown below:

Cameron	White	Cam@al-medemo.net	al-mydemo.net	N/A	N/A	
BP	Maxime	maxime.bp@al-mydemo.com	al-mydemo.net	N/A	N/A	 Edit
			al-mydemo.net	N/A	N/A	 Delete

Items per page: 15 1 – 12 of 12 < > >>

Screenshot- Edit BP Admin

Following screen is displayed:

BP Admins / Edit Business Partner Admin

BP Company *

First Name *


Last Name *

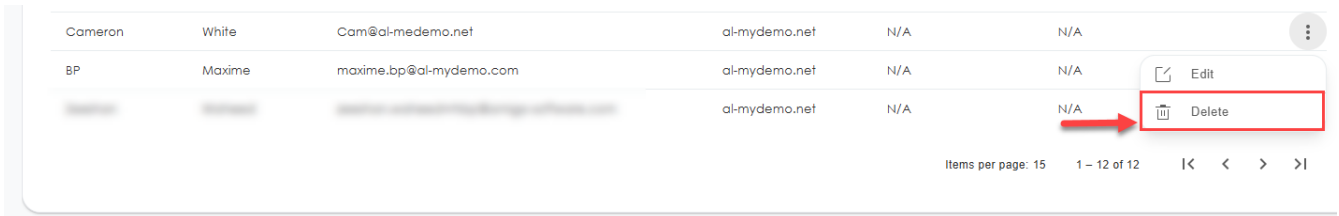
Email *

Only First Name and Last name can be updated. Once required changes are made, click the **Update** button.



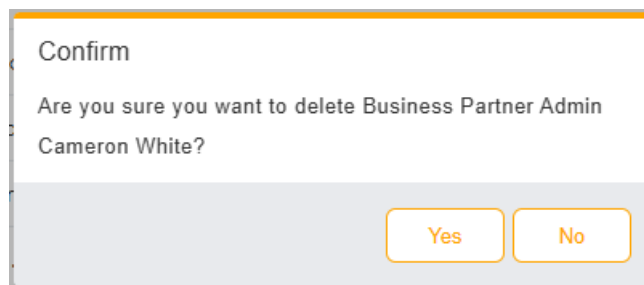
7.3 Delete BP Admin

To delete an BP Admin, click on the  icon displayed beside each added BP Admin and then click on Delete option, as shown below:



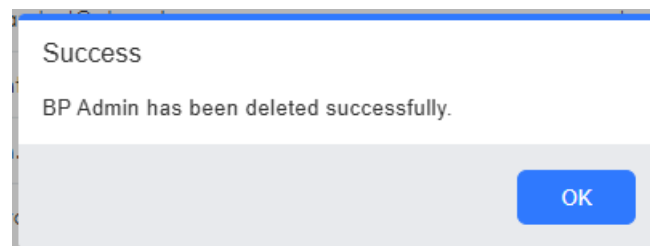
Screenshot- Delete BP Admin

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 BP Admin will be removed from the Rainbow Hospitality Administration.



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