



What's New – Rainbow™ by Alcatel-Lucent Enterprise Release 165

Discover the latest enhancements - January 2026





Introduction

AI

We are entering 2026 with an AI sneak preview, and we are very excited to involve you in the **early adoption** of **AI capabilities** in **Rainbow™** by Alcatel-Lucent Enterprise. With **integrated transcripts, summaries** and **intelligent, browsable meeting records**, users can capture key information and act on it faster than ever.

Building on this foundation, we are delivering a native AI solution powered by **Chapsvision** technology in selected countries (**France & Germany**), while enabling **Bring-Your-Own AI** (BYOAI) with qualified providers for our worldwide users, starting with early adoption through our [Beta Program](#).

Major use cases include meetings with customers, project discussions and follow-ups, where AI can summarize decisions, action items and key highlights. With the framework now in place, AI capabilities will **continue to expand** across **communication** and **collaboration** in upcoming releases.

Flyer

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Rainbow Hospitality

We're also excited to introduce **Rainbow Hospitality**, our new solution for **hotels**. Currently available in **APAC**, Rainbow Hospitality can be integrated with **Property Management Systems** to manage **guests, rooms** and **operations**. This allows hotel teams to work more efficiently, stay organized and focus on what matters most: smoother operations for staff and better experiences for guests. Looking ahead, our goal is to make Rainbow Hospitality available later this year in additional countries where Rainbow Hub is supported.

Communication and telephony

This new Rainbow release also brings improvements designed to make **communication, telephony** and **administration** smarter and more efficient. Smarter **provisioning**, simplified **directory management** and **calendar synchronization** are just a few examples of enhancements that help daily workflows run faster and clearer.

User experience

Finally, we've raised the **quality** of **everyday conversations** across the platform. Messages now stand out with more intent, feedback can be shared instantly, and the interface feels more engaging overall. These enhancements help teams respond **faster, highlight important points** and keep every interaction focused and productive.

Let's dive into the highlights of this release and discover how each improvement brings more clarity and impact to daily tasks.

Get smarter meeting reviews with AI

Easily review your meetings with our AI-powered transcription feature. Navigate recordings by chapters, follow speaker timelines and focus on one or multiple participants for deeper insights. View summaries, generate meeting recaps and edit transcripts after the meeting all within a dedicated recording player. Meeting organizers can share recaps directly with Rainbow users or download and save a compressed file to share with any app on mobile and set expiration policies.

This feature makes post-meeting collaboration faster, clearer and more actionable. It ensures important information is always easy to find, review and share. Please note that this service is available only if it has been authorized by your company's administrator.

Our AI integration solution and BYoAI are available for now through the [BETA Program](#).

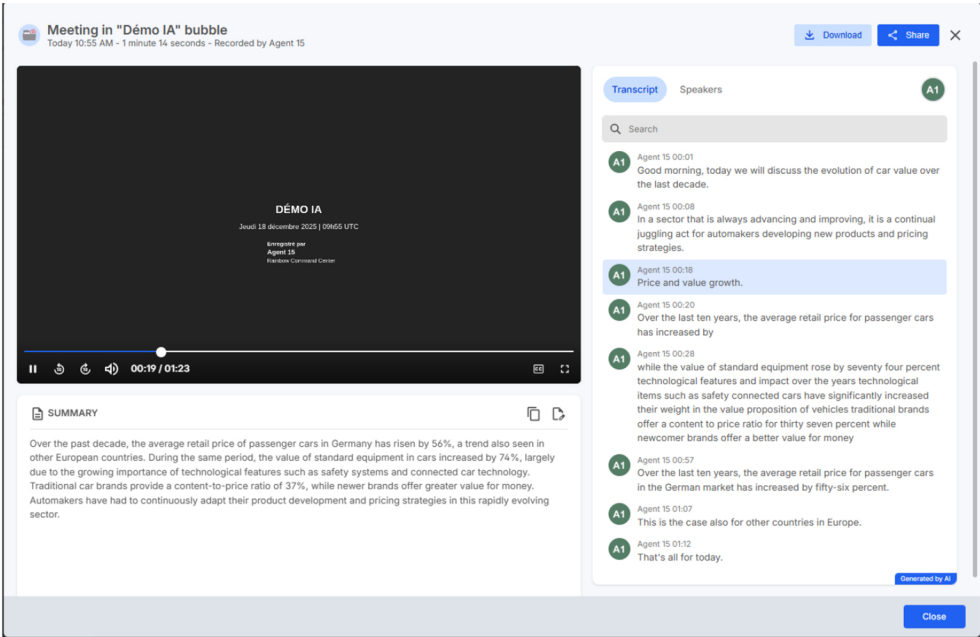
Licenses	Upcoming offerings will include: 1. A new Premium per-user license for our AI integration solution 2. A per-company license for BYoAI integration (for Enterprise license users)
Devices	Web / Desktop / iOS / Android

For administrators

Control access to meeting transcripts

Admins can now enable automated meeting transcription services and assign usage rights to users via their profiles. This allows your team to access meeting summaries, recaps and editable transcripts while keeping usage aligned with your organization's policies.

Devices	Web / Desktop
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New AI transcription features



Rainbow Hospitality

[Rainbow Hub] Introducing Rainbow Hospitality

Manage guests, rooms and daily hotel operations more efficiently with Rainbow Hospitality, our new hotel solution built on the trusted Rainbow Hub platform. Rainbow Hospitality integrates with leading Property Management Systems such as Opera Cloud (OHIP) or operates as a standalone solution, giving hotels the flexibility to match their operational needs.

Rainbow Hospitality centralizes room and guest activity to support easy processes from check-in to check-out. Guest services are activated at arrival, deactivated at departure and transferred during room moves, keeping operations consistent and guests informed throughout their stay.

Integrated communication and call management tools give hotels clear control and visibility across all guest interactions. From in-room communication features such as wake-up calls, call accounting and phone permission management to support for modern and legacy phone devices, Rainbow Hospitality helps ensure reliable service delivery and accurate billing. These capabilities are further extended through built-in webchat and WhatsApp connectivity, allowing guests to contact the hotel quickly and directly throughout their stay.

For a deeper look at these capabilities, access the full [brochure](#), [datasheet](#) and [introduction video](#).

Licenses	Voice Hospitality Management Center/Voice Hospitality Room for guest rooms management Voice Phone/Voice Business/Voice Enterprise/Voice Attendant for hotel staff
Devices	Web / Desktop / iOS / Android



Rainbow Hospitality

Communication and telephony

[Rainbow Hub] Enhanced mass provisioning for cloud PBX devices

We've expanded mass provisioning to support Cloud PBX devices with a new type of group key. When creating a group for a Cloud PBX, you can now select the group type of softphone or device. For device key groups, all key types are available, including speed dial, supervision, forward, headset, audio hub and group withdrawal, with their corresponding destination and label. You can also define the key position on the phone for each user. Once created, the key group can be applied to users to configure their devices, while existing mass provisioning via CSV continues to work as before.

Licenses	Voice business, Voice enterprise, Voice attendant
Devices	Web / Desktop

Smarter site selection for emergency calls

Selecting your site for emergency calls is now faster and easier. The new interface lets you quickly find your location with a search bar and view your recent selections for instant access. For users who rarely change location, the system can remember your last site, reducing repetitive steps. This update simplifies site selection, saves time and makes managing a large number of locations effortless.

Licenses	Business, Enterprise, Attendant
Devices	Web / Desktop

Choose which number your contacts see

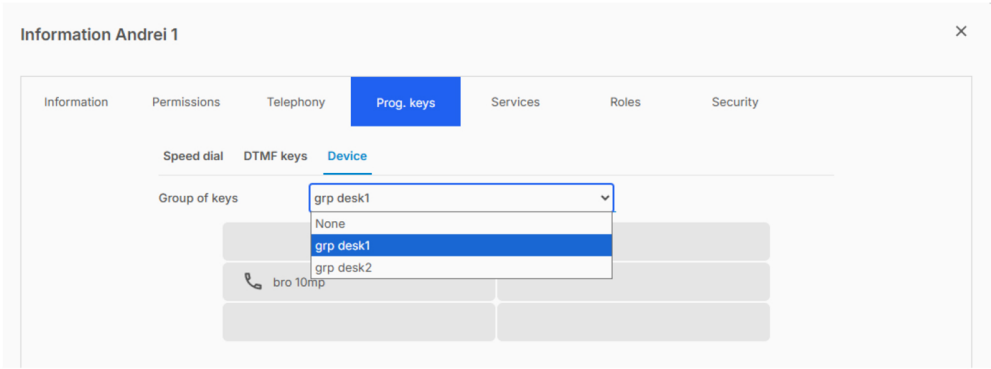
Display your personal number or a shared department line when calling externally through Rainbow. This ensures callbacks reach the right place—your Sales team line instead of your personal extension, for instance—providing better service and preventing missed connections.

Requires administrator configuration in OXE and Rainbow

Licenses	Business, Enterprise, Attendant
Devices	Web / Desktop / iOS / Android

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Enhanced mass provisioning for cloud PBX devices



For administrators

[Rainbow Hub] See the full journey of every call

Calls that go through a queue are now tracked from start to finish, so you always know what happened from the moment a customer calls until an agent answers. This means your call logs and reports are clearer and more reliable, helping teams manage workloads, spot trends and deliver faster, smarter customer service.

Licenses	Voice business, Voice enterprise, Voice attendant
Devices	Web

[Rainbow Hub] New voicemail options for welcome service

Voicemail can now be used as a destination for the welcome service during both opening and closing hours. Admins can configure the voicemail to direct calls to a specific user or a group, including both hunting and queue groups. This update allows organizations to route calls more effectively, ensuring messages are captured even outside business hours or when the main welcome service is unavailable.

Licenses	Voice business, Voice enterprise, Voice attendant
Devices	Web

[Rainbow Hub] New voicemail email option for Cloud PBX

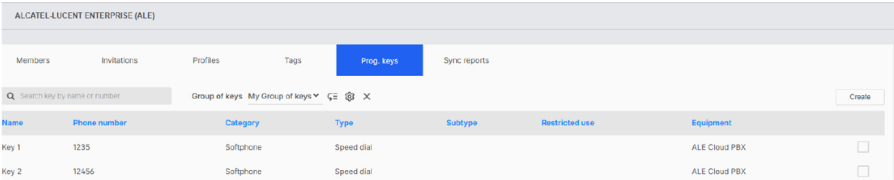
The Cloud PBX voicemail email feature has been extended with a new option: email notification with voice message and message deletion. In addition to the existing choices (no email notification, email notification only, email notification with voice message), this option sends each new voice message as an email attachment and automatically deletes it from the voicemail system. The same option is now also available at the user level, giving you more control over how voicemails are managed and delivered. This makes it easier to stay on top of important messages in your everyday work, for example, when you're working remotely and need to quickly review a client's voicemail without logging into the office system.

Licenses	Voice business, Voice enterprise, Voice attendant
Devices	Web / Desktop

[Rainbow Hub] Configure device keys in one go

Administrators can now easily manage programmable keys for Cloud PBX devices directly through group settings. Apply configurations like speed dial, supervision, forwarding, or audio hub to multiple users at once, and define each key's position on the phone. This update simplifies setup, saves time and keeps every device aligned with your team's needs.

Licenses	Voice business, Voice enterprise, Voice attendant
Devices	Web / Desktop / iOS / Android



Configure device keys in one go

[Rainbow Hub] Manage DND settings for your team

Administrators can personalize the Microsoft Teams web app by restricting the ability for users to activate Do Not Disturb (DND) for phone calls. This helps maintain availability across the team, ensuring critical calls are not missed and improving overall communication efficiency.

Licenses	Business, Enterprise, Attendant, Voice business, Voice enterprise, Voice attendant
Devices	Web / Desktop / iOS / Android

Synchronize Microsoft Exchange calendars

Administrators now have the option to sync their calendar from a Microsoft Exchange CPE server with Rainbow, so their current meeting, next meeting and out-of-office status are always up to date. This makes it easier for colleagues to see availability at a glance and helps plan calls or meetings without confusion.

Licenses	Business, Enterprise, Attendant
Devices	Web / Desktop / iOS / Android

Run multiple LDAP connectors on one server

It is now possible for administrators to deploy multiple LDAP connectors on a single Windows machine, with each connector working independently for a different company. This makes it easier for IT teams to manage multiple Rainbow accounts from one server, saving time, reducing infrastructure needs and keeping each company's setup secure and separate.

Licenses	Business, Enterprise, Attendant
Devices	Web / Desktop / iOS / Android





User experience

Make your messages pop with bold, italic and lists

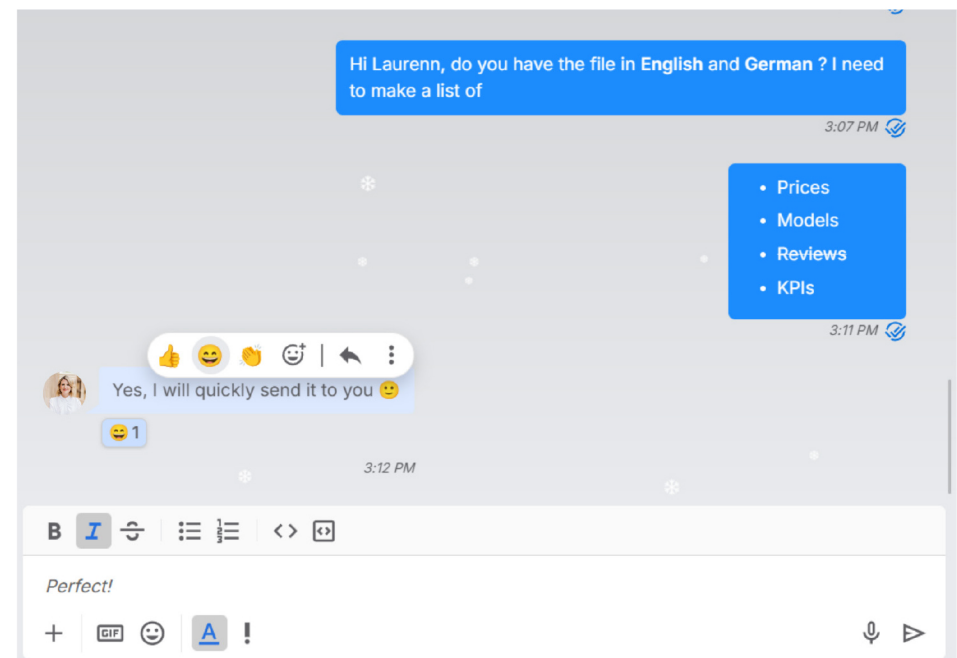
It's now easier to have a well-structured text that helps your team grasp information faster and keeps conversations organized, making collaboration more effective. Format messages with bold, italic, strikethrough, bullet points and numbered lists. Highlight key points, organize your ideas clearly and make your messages stand out.

Licenses	Business, Enterprise, Attendant, Voice business, Voice enterprise, Voice attendant
Devices	Web / Desktop / iOS / Android

Express feedback with a single emoji

You can now react to messages with emojis. Quickly convey your response, acknowledge a point, or show support without writing a reply. A single emoji communicates your sentiment clearly, allowing your team to understand feedback instantly and keeping discussions efficient and engaging.

Licenses	Business, Enterprise, Attendant, Voice business, Voice enterprise, Voice attendant
Devices	Web / Desktop / iOS / Android





Stay ahead of Rainbow evolutions anytime!

What's New