Alcatel-Lucent IP Desktop Softphone
OMNIPCX ENTERPRISE

Alcatel-Lucent IP Desktop Softphone is an application installed on a user's desktop (PC or MAC) or tablet (iPad). This multimedia, fully-integrated telephony solution completely replaces physical phones, when desktop connection is the preferred communication mode. The IP Desktop Softphone turns on a computer emulating a 4068, 4038, 4028 IP Touch set (4068 only on the iPad). The application is quick and easy to install. User-friendly, it accommodates customizations to suit user preferences. This application makes it transparent for remote workers to phone and to be called as long as they are connected to their network using internet or VPN.

Customer benefits

- Fully-integrated telephony solution
- Quick and user-friendly access to telephone facilities
- Help businesses optimize their employee's productivity
- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Carbon footprint reduction
- Communications, connectivity and hardware costs control

Key Features

- Runs under MS Windows, Apple MAC or iPad
- The IP Desktop Softphone for iPad is available on the Apple Store!
- VoIP Protocol provides voice communications on the computer or tablet
- The IP Desktop Softphone can run in Business mode or Pro-ACD mode (IP Desktop Softphone agent)
- Available anywhere the user is able to connect to the customer IP network (on WiFi for iPad)
- User interface can be personalized

- Identical display and keys as the IP Touch sets
- Up to 15 different ring tones
- Multi-language: English, French, German, Italian, Spanish, Portuguese, Chinese, Dutch, Russian, Finnish, Korean, Norwegian (only English for iPad version)
- Telephony is supported on any CTI environment (ex: Genesys Interaction Workspace, Desktop Application, TSAPI or specific CTI Toolbar)
- G.711, G.723.1, and G.729 codecs are supported on Windows and iPad
- QoS (TOS) compatibility for Windows and Apple MAC

Operation

- The user initiates an outgoing call through the VoIP connection on his PC, MAC or iPad by directly entering a telephone number in the number field or by using a dialing feature such as Redial, Dial by Name, etc. The user controls the call by clicking on the key layout on the screen.

- Incoming calls ring through the computer loudspeakers and automatically switch the voice connection to a USB headset. Incoming calls are also controlled by clicking on the screen key layout.

- The Alcatel-Lucent IP Desktop Softphone application can be used anywhere it is possible to connect to the customer IP network.
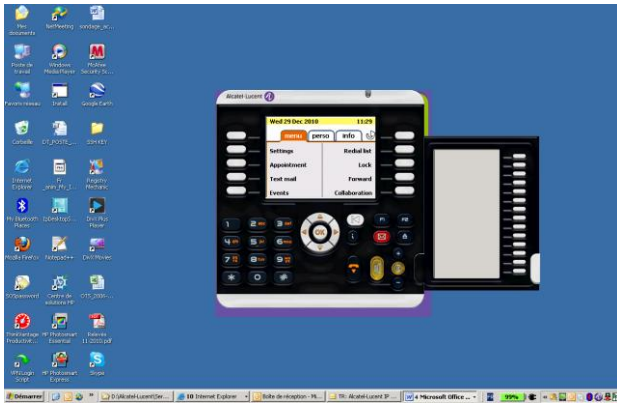
Examples

IP Desktop Softphone for desktops

The IP Desktop Softphone 4068 skin is exactly the image of the real Alcatel-Lucent IP Touch 4068 set (including the extra key box). Dialing is made on the numbering pad buttons and/or PC or MAC keyboard.

SOFT KEYS

Pressing a key activates the feature shown associated with it on the screen

NUMBERING PAD BUTTONS for dialling

KEYBOARD BUTTONS

alphabetic keypad buttons

SCREEN

Display area for IP Desktop Phone 4068

HOME BUTTON

Back/Exit key provides access to welcome screens (Menu, Info,...) and to return to the conversation icon screens

PROGRAMMABLE KEY 0

PROGRAMMABLE KEY 1

MESSAGE BUTTON

REDIAL KEY :

To access the 'Redial function'

HELP BUTTON :

Obtain information on features of the *Menu* and program key of the *Main* page

MUTE BUTTON

HANDS FREE BUTTON

HANG-UP BUTTON

[Up] [Left] [OK] [Right] [Down] buttons

OK Key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content page.

Besides the IP Touch 4068 full skin, a mini skin is available. IP Desktop Softphone 4068 mini shows only the screen of the IP Touch 4068. The Desktop keyboard has to be used for dialing.
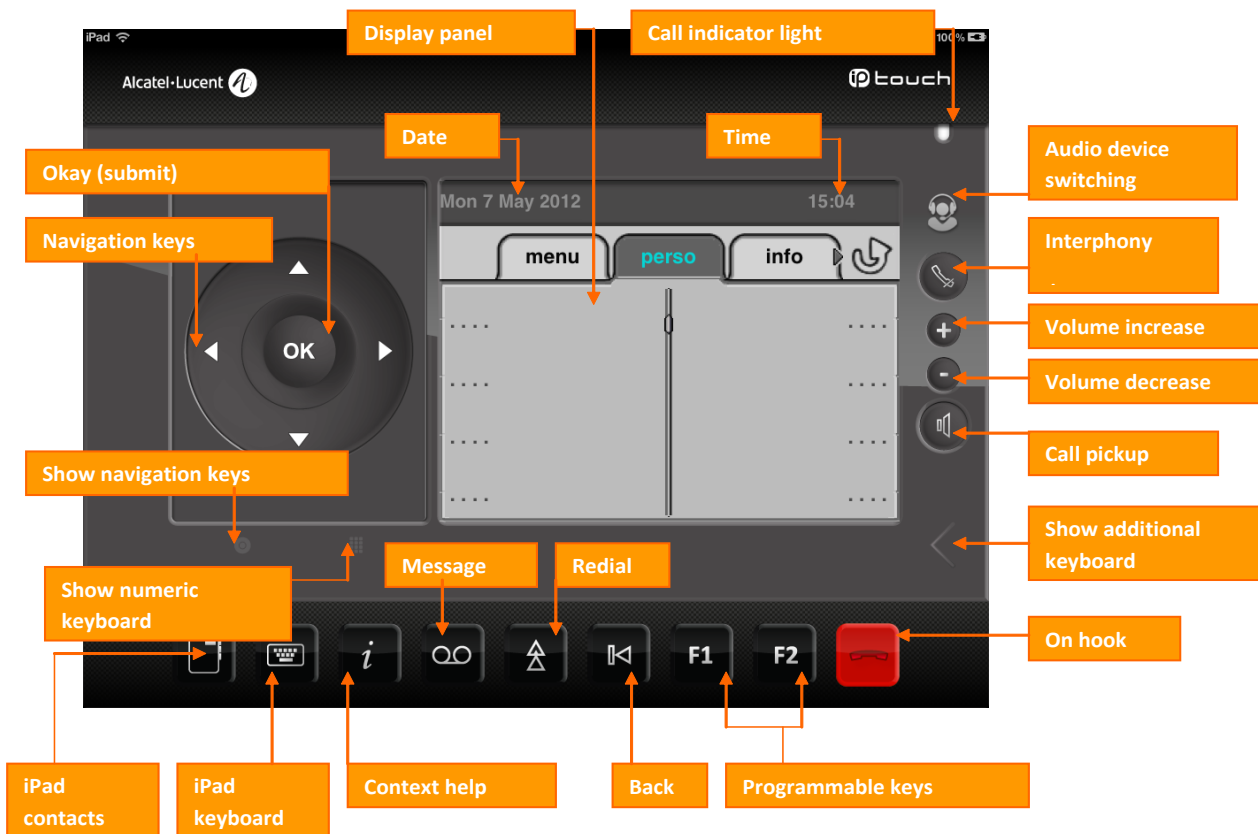
IP Desktop Softphone 4068 mini for PC
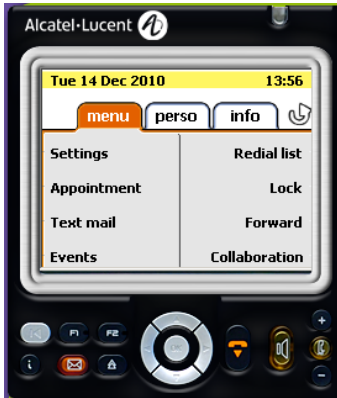
IP Desktop Softphone 4068 mini for MAC

IP Desktop Softphone for iPad
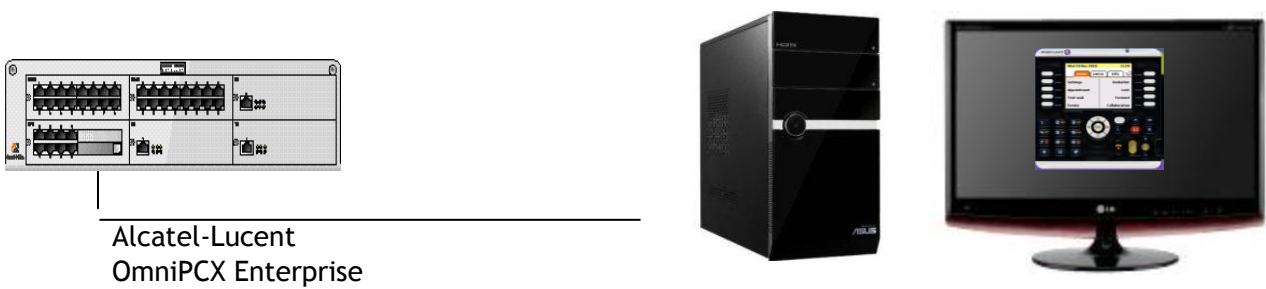
Architecture

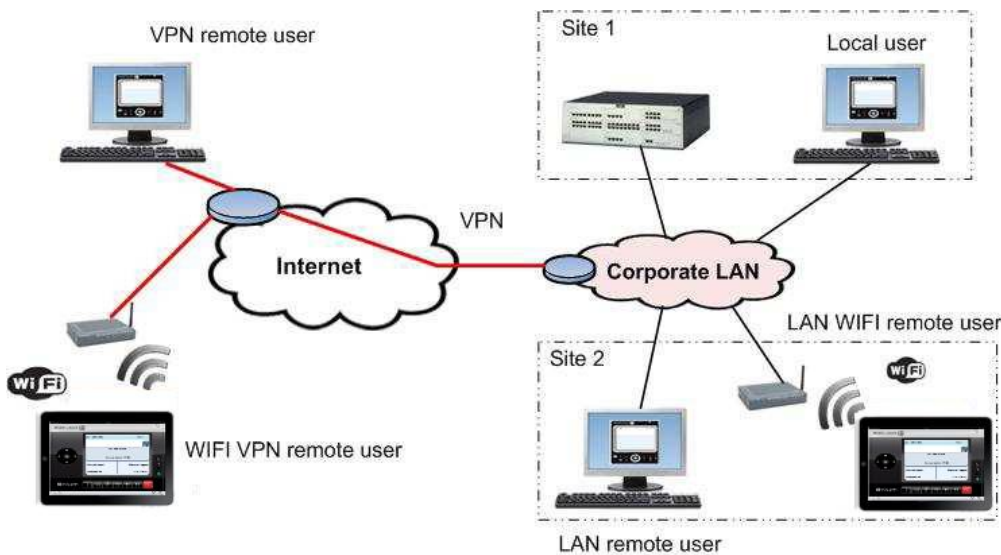### Alcatel-Lucent Advanced eReflexes (IP Touch Phone)

Alcatel-Lucent
OmniPCX Enterprise

Alcatel-Lucent IP Desktop Softphone on PC

Alcatel-Lucent
OmniPCX Enterprise

Alcatel-Lucent IP Desktop Softphone on MAC

Alcatel-Lucent
OmniPCX Enterprise

Alcatel-Lucent IP Desktop Softphone on iPad

- Signaling (setup and teardown) of the RTP sessions are received by the Alcatel-Lucent OmniPCX Enterprise and relayed via the RTP/RTCP protocol

- TOS mechanisms are supported on Windows and Apple MAC (not on iPad)

- QOS tickets can be generated in combination with this application (not on MAC nor on iPad)

- No impact on the software for the middleware environment

- No impact on the software for the Alcatel-Lucent OmniPCX Enterprise platform

Package Contents:

- The application software (when ordering the license, the software is delivered in the IP Desktop Softphone CD ROM)

- Installation and administration guide

- User guide

Prerequisites

The following elements are required at minimum:

Hardware

- Multimedia PC:
  - OS: Windows XP SP2, SP3 (Editions: Home and Professional)
  - Windows VISTA SP2 (Editions: Home Basic, Home Premium, Home Business)
  - Windows 7 (Editions: Professional, Home Premium, Ultimate)
  - RAM: 512 MB for Windows XP, 1 GB for Windows Vista, 1 GB for Windows 7
  - 50 MB free disk space
  - full duplex sound card
  - an available USB 2 port
  - Network Interface Card: 10/100 Mbps Ethernet card or Wireless LAN Card 54 Mbps

- MAC:
  - MAC OS Leopard (10.5) or higher
  - RAM: 512 MB
  - 230 MB free space
  - Integrated sound card or USB headset 48 KHZ sample rate compliant
  - Network Interface Card: 10/100 Mbps Ethernet card or Wireless LAN Card 54 Mbps
  - Processor: Intel 1.6 GHZ minimum

- iPad
  - iOS 5.0 minimum

- USB headset: ring tone is sent by the computer loudspeakers and voice communications are performed with a USB headset.

Supported headsets:
  - AUDIBIT: Every headsets "Vid_06e6"
  - GN Netcom : Every headsets "Vid_0b0e"
  - Eutectics: Every headsets "Vid_0e7d"
  - Plantronics: Every headsets "Vid_047f" (except HW251N-USB)
  - Tiptel : Every headsets "Vid_6993"
  - Jabra BIZ 2400 and 620 USB

- OmniPCX Enterprise: Release 9.1 and above

Licenses

- IP Desktop Softphone license per user

- IP license per user

Options

- Customized skins can be created to meet specific client needs on demand

- It is also possible to adapt the application on demand to meet specific needs

System Limits

- On Windows and MAC OS, the IP Desktop Softphone does not support 802.1Q, but it supports only TOS

- The IP Desktop Softphone for iPad works only on WiFi (not on 3G)

Quotation and ordering

- Download the IP Desktop Softphone application for iPad on the Apple Store!

- Get a quote for the IP Desktop Softphone licences from ACTIS:
    - Go to the tab: "Central area > Subscriber accesses > Voice over IP"
    - Enter the number of required licenses

- Or get a quote from the Alcatel-Lucent OmniPCX Enterprise Catalogue available in eBuy on the Alcatel-Lucent Enterprise Business Portal.

- Just pick the reference and order directly this application via eBuy on the Alcatel-Lucent Enterprise Business Portal.

Contact us

For more information about this application, please contact our team:

professional.services@alcatel-lucent.com

Web site:

https://businessportal.alcatel-lucent.com