ALCATEL-LUCENT IP DESKTOP SOFTPHONE OMNIPCX ENTERPRISE/OPENTOUCH

Alcatel-Lucent IP Desktop Softphone is an application installed on a user's desktop (PC or MAC), tablet (Apple iPad and Samsung Galaxy Tab) or smartphone (Apple iPhone). This multimedia, fully-integrated telephony solution completely replaces physical phones, when desktop connection is the preferred communication mode. The IP Desktop Softphone emulates a 4068, 4038, 4028 IP Touch set (4068 only on the iPad, iPhone and Galaxy Tab). 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 a VPN over the internet.



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CUSTOMER BENEFITS

- Fully-integrated telephony solution
- 8082 My IC Phone user experience for fast adoption
- Help businesses optimize their employee's productivity
- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Communications, connectivity and hardware costs control

KEY FEATURES

- VoIP protocol provides voice communications on the computer, tablet or iPhone
- The IP Desktop Softphone is suitable in both Business and Contact Center environment
- Available on-site on wired Ethernet connection or WiFi
- Available off-site anywhere the user is able to connect the customer IP network via a company VPN (works on Ethernet, WiFi, 3G/4G cellular)

- G.711, G.723.1, and G.729 codecs are supported on Windows, iPad and iPhone; G711 and G729 on Android tablet
- QoS Level 3 IP TOS / DSCP
- Similar display and keys to the 8082 My IC Phone sets
- User interface can be personalized
- Telephony is supported on any CTI environment (ex: Genesys Interaction Workspace, Desktop Application, TSAPI or specific CTI Toolbar)
- Runs under four environments: MS Windows, Apple MAC, iOS and Android
- The IP Desktop Softphone for iPad and iPhone is available on the Apple Store, and for Android on the Google play*
- Multi-language: English, French, German, Italian, Spanish, Portuguese, Chinese, Dutch, Russian, Finnish, Korean, Norwegian (English, French, Spanish, Italian, German and Arabic for iPad/ iPhone/Android)

* from Q1/2014



USER OPERATION

- The user initiates an outgoing call through the VoIP connection on his PC, MAC, iPad, iPhone or tablet 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.

Figure 1. IP Desktop Softphone on various user devices











Alcatel-Lucent IP Desktop Softphone ALCATEL-LUCENT ENTERPRISE DATA SHEET

EXAMPLES

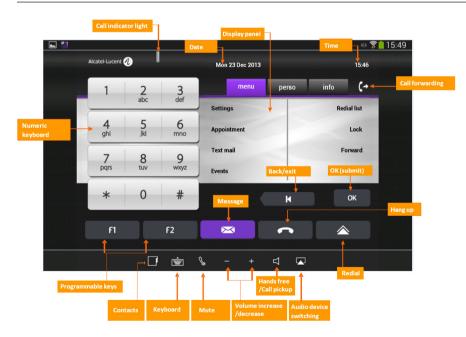
IP Desktop Softphone for desktops

The IP Desktop Softphone skin is exactly the image of the real Alcatel-Lucent 8082 My IC Phone set (including the extra key box). Dialing is made on the numbering pad buttons and/or PC or MAC keyboard.



Figure 2. IP Desktop Softphone for desktops

Figure 3. IP Desktop Softphone for iPad and iPhone



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