

ALCATEL-LUCENT IP DESKTOP SOFTPHONE

ALCATEL-LUCENT OMNIPCX ENTERPRISE/
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Alcatel-Lucent IP Desktop Softphone is an application installed on a user's desktop (PC or Mac), tablet or smartphone (iOS and Android™ mobile devices). This multimedia, fully-integrated telephony solution completely replaces physical phones, when desktop connection is the preferred communication mode. The IP Desktop Softphone emulates an Alcatel-Lucent 8068 Premium DeskPhone. 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 company network using a VPN over the Internet.



CUSTOMER BENEFITS

- Fully-integrated telephony solution
- Help businesses optimize their employee's productivity
- Easy integration of remote and home workers
- Communications, connectivity and hardware costs control

KEY FEATURES

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

- G.711 and G.729 codecs are supported
- QoS Level 3 IP TOS / DSCP
- User interface can be personalized
- Telephony is supported on any CTI environment (ex: Desktop Application, TSAPI or specific CTI Toolbar)
- Runs under four environments on the OmniPCX® Enterprise/OpenTouch® Business Edition: Microsoft® Windows®, Apple® Mac OS®, iOS and Android
- Runs under Microsoft Windows and Apple Mac OS on the Alcatel-Lucent OmniPCX Office Rich Communication Edition (RCE)
- The IP Desktop Softphone for iPad® and iPhone® is available on the Apple Store®, and for Android on Google Play™
- Multilanguage interface:
 - Softphone display panel: the same languages are supported as for the 8082 My IC Phone
 - Application settings menu (right-click): English, French, Spanish, Italian, German and Arabic languages are supported

USER OPERATION

- The user initiates an outgoing call through the VoIP connection on his PC, Mac, tablet or smartphone by directly entering a telephone number via the dialing pad 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 company IP network.

Figure 1. IP Desktop Softphone on various user devices



EXAMPLES

IP Desktop Softphone for desktops

The IP Desktop Softphone skin is similar to the 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 mobile devices

