

ALCATEL-LUCENT OPENTOUCH CONVERSATION FOR PC

The Alcatel-Lucent OpenTouch® Communications Suite transforms enterprise communications into collaborative conversations and business services. OpenTouch Conversation® brings the essential elements of the OpenTouch Communications Suite to life, supporting seamless interaction across multiple media, devices, and participants, all within the same conversation.

OPENTOUCH CONVERSATION

OpenTouch Conversation enables users to move from a phone call to a conference call simply by adding people to the conversation. The users can add video, share presentations or monitors, annotate documents, and exchange files. Employees can optimize their time usage by transferring calls to their smartphone, tablet, videoconferencing endpoint or PC without interruption. OpenTouch Conversation adapts to the way that users work, fostering conversations that enrich their business.

The OpenTouch Conversation app supports native operating systems for Apple® iPad®, Apple iPhone®, Microsoft® Windows®

and Android™ devices. The OpenTouch Conversation web client supports Google® Chrome™, Mozilla® Firefox®, Microsoft Internet Explorer® and Apple Safari® web browsers. Regardless of the device or platform, OpenTouch Conversation supports business communications needs.

OPENTOUCH CONVERSATION FOR PC

OpenTouch Conversation for PC enhances collaboration and communication within the enterprise: users benefit from multimedia conversations with high-quality voice and video, instant messaging, presence, seamless session shifts and embedded collaborative sessions.

OpenTouch Conversation allows employees to find the right people, see if and how they are available, and collaborate using their preferred method.

Available on the latest Windows platforms (Windows 7, Windows 8 and Windows 8.1), OpenTouch Conversation for PC works in any location (on company premises or off-site) with industry-standard security mechanisms, ensuring clear and reliable communications.

OpenTouch Conversation also seamlessly integrates with Microsoft Office® applications for click-to-call, click-to-chat and presence services. From Microsoft Outlook®, users can easily schedule and manage OpenTouch conferences and use voice messaging services.

Figure 1. OpenTouch Conversation Wall



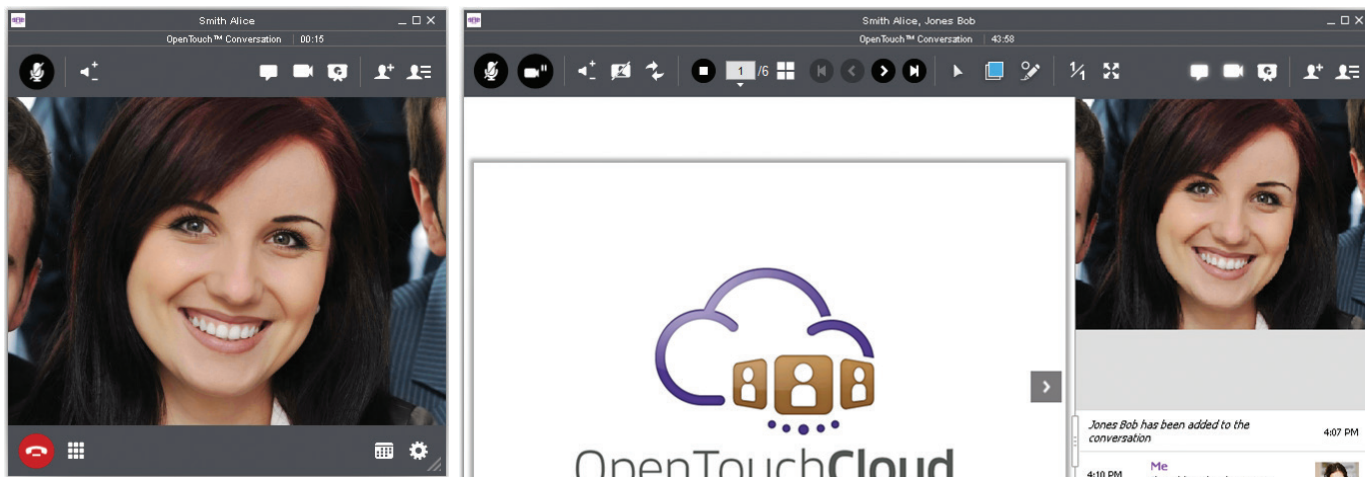
BENEFITS

Learn and use easily on multiple devices	Benefit from a familiar and consistent user experience across a variety of devices, enabling users to transition between PC, smartphone, tablet and deskphone applications with ease.
Improve collaboration	Improve collaboration and increase efficiency with advanced, streamlined business conversations that can include multiple parties, persistent conversations, content sharing, annotation and high-quality video conferencing.
Work from anywhere	Boost productivity and reduce expenses with quick access to business communication features from any location. Regardless of where they are, users can receive business notification events and access enterprise-grade services, including corporate directory, telephony, conferencing, instant messaging and communication history.
Maintain a single identity	Use a single business identity across multiple devices (such as a deskphone, PC, mobile phone, tablet, and home phone) to contact employees more efficiently.
Stay connected	Enable employees to view their colleagues' availability and select the best way to communicate by initiating a phone call, video call, instant message or e-mail.
Collaborate directly from Microsoft business applications	Access OpenTouch Conversation capabilities from Microsoft desktop applications, including the following: <ul style="list-style-type: none">• Click-to-initiate voice calls and instant messages.• Display presence information.• Schedule and manage OpenTouch conferences.• Click-to-play and -record voice messages.
Communicate securely	Enable secure communications with colleagues and customers from any location (at the company premises or off-site).

FEATURES

- Multimedia conversations
 - Seamlessly add people, voice, video and content to a chat session.
- Single identity
 - Maintain a single business identity, with one phone number, across multiple devices (such as PC, tablet, deskphone, mobile phone, and home phone).
- Meetings
 - Schedule meetings on-the-go using predefined meeting profiles that allow OpenTouch conferencing capabilities to match the type of meeting or event (such as business meeting, webinar, training or conference call).
 - View, conduct and annotate presentations (Microsoft Office documents, PDFs and bitmap images).
 - View and share monitors.
- Contacts
 - Search for local (Microsoft Outlook) and corporate contacts.
 - Instantly access favorite contacts with a single click-to-call/-video/-chat/-share content.
- Instant messaging and presence
 - Chat securely with colleagues and corporate contacts or supported federated contacts (Microsoft Lync® 2013).
- See the real-time availability of colleagues within (OpenTouch users) and outside (Microsoft Lync 2013 users) the enterprise network, and identify what type of communication is most appropriate.
- Conversation Wall
 - See past conversations, active conversations and future meetings in a single view.
- Notifications
 - Check new voice messages, missed calls and instant messages.
- Voice and video capabilities
 - Place calls, manage incoming calls, easily switch between devices, and add and drop participants.
 - Use high-quality communications (HD voice, HD video) to improve personal connections.
 - Seamlessly move conversations between devices with a single click.
 - Manage communications preferences and reachability using call routing profiles effortlessly and while on the move.
 - Use integrated call control features for Plantronics® and Jabra® audio devices, including call answer/end and synchronized mute.
- Visual voicemail
 - Display and manage voice messages as easily as e-mail using a visual voicemail interface that allows messages to be selected, played or deleted in any order.
- Microsoft integration
 - Click-to-initiate voice calls and instant messages, and display presence information when using Microsoft Office applications.
 - Use Outlook for scheduling conferences (invitees receive an e-mail invitation or Outlook appointment that includes a link to the conference), playing and recording voice messages.
- Communication with other organizations
 - Communicate with users from organizations using Microsoft Lync 2013 thanks to the OpenTouch federation.
- Secure access to corporate infrastructure
 - Reverse proxy support
 - Session border controller (SBC) support
 - Virtual private network (VPN) support

Figure 2. Adding people, documents, presentations, voice or video to a conversation



TECHNICAL SPECIFICATIONS

- Alcatel-Lucent OpenTouch platform, version 2.0.2 or later
- Microsoft Windows OS
 - Windows 7 (32- and 64-bit)
 - Windows 8 (32- and 64-bit)
 - Windows 8.1 (32- and 64-bit)
- Microsoft integration
 - Office 2010 and 2013 applications (32- and 64-bit)
 - Lync 2013 (32- and 64-bit), for federated contacts
- Audio
 - G.711 μ -law, G.711 a-law, G.729 Annex A codecs
 - Echo cancellation, packet loss concealment (PLC), voice activity detection
- Video
 - H.264/AVC codec profile 3.1
 - HD video 1280x720 at 30 fps
- Voice-activated video switching mode
- LifeSize® UVC software-based video multipoint control unit (MCU)
- Security
 - HTTPS
 - SIP over TLS, Secure RTP
 - Support for reverse proxy and SBC network elements
 - LDAP/LDAPS and RADIUS authentications
 - Single sign-on (SSO) through Kerberos
- Available languages
 - Chinese (simplified), Chinese (traditional), Danish, Dutch, English, French, German, Italian, Korean, Norwegian, Portuguese, Russian, Spanish

ORDERING INFORMATION

- The following license is required:
- “OpenTouch Conversation universal client user option license”, part number 3BA09662JA