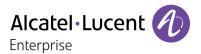# Alcatel-Lucent
IP Desktop Softphone

OmniPCX Enterprise Communication Server/
OpenTouch Business Edition/
OXO Connect

Alcatel-Lucent IP Desktop Softphone is a telephony application installed on a user's desktop (PC or Mac), tablet or Smartphone (iOS and Android mobile devices). The IP Desktop Softphone emulates the Alcatel-Lucent 8068 Premium DeskPhone and offers business voice communications to on-site and remote workers. The application is quick and easy to install. It allows employees to use OmniPCX® Enterprise, or OXO Connect telephone features for on-site or remote workers, using a VPN.

KEY FEATURES	BENEFITS
Business telephony: • VoIP protocol provides all 8068 Premium DeskPhone telephony features on the computer, tablet or smartphone • Suitable in both Business and Contact Center Environments • Compatible with CTI applications (for example a toolbar)	• Customer/Business relationships: Employee productivity optimization
IP mobility: • Available on-site on a wired Ethernet or WiFi connection or off-site anywhere the user is able to connect to the company IP network using a VPN (works on Ethernet, WiFi, 3G/4G cellular)	• Free communication on business network: Communications, connectivity and hardware costs control • Business telephony for remote workers: Easy integration for remote and home workers
Intuitive interface: • Display and keys similar to the Alcatel-Lucent Smart DeskPhones (add-on included)	• No training: Quick, user-friendly access to telephone facilities
No additional server: • Available on OmniPCX Enterprise, OpenTouch® Business Edition and OXO Connect	• Cost-effective: Fully-integrated telephony solution

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Technical specifications

Prerequisites

- Multimedia PC:
  - ¬ Windows OS:
    Windows 7 Professional;
    Windows 7 Professional - 64 bit;
    Windows 8 - 32 bit;
    Windows 8 - 64 bit;
    Windows 8.1 pro SP1 - 32 bit;
    Windows 8.1 pro SP1 - 64 bit;
    Windows 10 - 64 bit
  - ¬ RAM: 2 GB
  - ¬ 50 MB free disk space
  - ¬ Full duplex sound card
  - ¬ Network Interface Card
  - ¬ Processor: Intel 2 GHz minimum
- Mac:
  - ¬ MAC OS:
    Apple - Mac OS X Mavericks (10.9)
    Apple - Mac OS X Yocemite (10.10)
    Apple - Mac OS X El Capitan (10.11)
    Apple - Mac OS X Sierra (10.12)
  - ¬ RAM: 2 GB
  - ¬ 230 MB free space
  - ¬ Integrated sound card or USB headset 48 KHz sample rate compliant
  - ¬ Network Interface Card
  - ¬ Processor: Intel 2 GHz minimum
- USB headset: (*)
  - ¬ Ring tone is sent by the computer loudspeakers, and voice communications are performed with a USB headset
  - ¬ Call pick-up and hang-up feature are supported only on Windows PC (*)
- Bluetooth headset: (*)
  - ¬ Call pick up and hang up feature via Bluetooth headsets is supported only on Windows PC

VoIP

- QOS
  - ¬ Level 3 IP TOS/DSCP
- Codec
  - ¬ G.711 and G.729

Experience

- 8068 Premium DeskPhones
- Add-on

Visitor Onboarding web application

- Compatible with the OmniPCX Enterprise/ OpenTouch Business Edition
- IP Desktop Softphone for visitor equipped with smart device: user is considered as local for a limited period

« Make My Business Call »

- Available on Android
- From the contact list: employee chooses between a private call from GSM, or a professional call from IP Desktop Softphone

Communication server

- OmniPCX Enterprise Communication Server
- OpenTouch Business Edition
- OXO Connect

Licences

- OmniPCX Enterprise/OpenTouch Business Edition:
  - ¬ IP Desktop Softphone Premium licence per user or business mode (3BA09851JA)
  - ¬ IP Premium licence per user, agent or business mode
  - ¬ IP Softphone licence agent per agent (3BA09975AM)
  - ¬ Agent licence in a contact center use case
- OXO Connect:
  - ¬ IP Desktop Softphone licence per user (3EH03512AA)
  - ¬ UTL Licence (Universal Telephony Licence) (3EH03511AA)
  - ¬ Agent licence in a contact center use case

Software download

- IOS devices:
  - ¬ Apple Store
- Android devices:
  - ¬ Google play

Display

- For PC:
  - ¬ Skin
  - ¬ Mini display
  - ¬ Toolbar
  - ¬ Adapted for disabled person
- For mobile and tablet:
  - ¬ Horizontal/vertical flip
  - ¬ Horizontal full screen

Configuration

- Languages
  - ¬ Softphone display panel: the same languages as the 8068 Premium DeskPhone
- Application settings menu:
  - ¬ On PC: French, English, German, Spanish, Italian, Finnish, Dutch, Norwegian, Portuguese, Russian, Chinese, Korean
  - ¬ On IOS and Android: device language
- Ring tones:
  - ¬ On PC: 15 configurable
  - ¬ On IOS and Android: OmniPCX Enterprise or OXO Connect ring tones

Options

- Customizable skins: on demand
- Adaptation of application: on demand

Architecture

- The signaling of the RTP sessions between IP Desktop Softphone and the OmniPCX Enterprise/OpenTouch Business Contact/ OXO Connect of Alcatel-Lucent Enterprise is done via the NOE protocol
- QoS tickets can be generated in combination with this application (on Windows only)
- Features integrated in Alcatel-Lucent OmniPCX Enterprise/OpenTouch Business Edition/OXO Connect platform

(*) : Refer to the AAPP list

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