Alcatel-Lucent
IP Desktop Softphone
OmniPCX Enterprise Communication Server/ OXO Connect

Alcatel-Lucent IP Desktop Softphone is a telephony application installed on a user's desktop (PC or Mac), tablet or smartphone (Android mobile devices). The IP Desktop Softphone emulates the ALE 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 all OmniPCX® Enterprise and OXO Connect telephone features for on-site and remote workers using a VPN.

Key features	Benefits
Business telephony: • VoIP protocol provides all ALE 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, 4G/5G 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 desk phone	• No training: Quick, user-friendly access to telephone facilities
No additional server: • Available on OmniPCX Enterprise and OXO Connect	• Cost-effective: Fully-integrated telephony solution
Virtual Desktop Infrastructure: • Support of Citrix Virtual App and Desktop • Desktop mode and Application mode	• Ideal solution for virtual desktop environment • Audio quality: voice optimization module and connection stability

Technical specifications

Prerequisites
- Multimedia Windows PC:
  - ¬ RAM: 4 GB
  - ¬ 80 MB free disk space
  - ¬ Full duplex sound card
  - ¬ Network Interface Card
  - ¬ Processor: Intel 2 GHz minimum
- Mac:
  - ¬ RAM: 4 GB
  - ¬ 80 MB free space
  - ¬ Integrated sound card or USB headset 48 KHz sample rate compliant
  - ¬ Network Interface Card
  - ¬ Processor: Intel 2 GHz minimum
- Bluetooth and USB headset: (*)
  - ¬ Ringtone is sent by the computer loudspeakers and/or headset, and voice communications are performed with headset
  - ¬ Call pick-up and hang-up features are supported only on Windows PC*

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

Experience
- Similar to ALE DeskPhone (NOE) for business communications
- Contact center agent experience

Visitor Onboarding web application
- Compatible with the OmniPCX Enterprise
- IP Desktop Softphone for visitor equipped with smart device: user is considered as local for a limited period

Communication server
- OmniPCX Enterprise Communication Server
  - ¬ Support native encryption for Windows PC
- OXO Connect

Licences
- OmniPCX Enterprise:
  - ¬ 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
- Android devices:
  - ¬ Google play
- From Alcatel-Lucent Business Portal

Display
- For PC:
  - ¬ Popup on incoming call
  - ¬ Click to call from anywhere on Windows Desktop
  - ¬ Outlook Plugin for direct make to call
  - ¬ Adapted for disabled person
- For mobile and tablet:
  - ¬ Horizontal/vertical flip
  - ¬ Horizontal full screen

Configuration
- Languages
  - ¬ Softphone display panel: the same languages as the ALE DeskPhone
- Application settings menu:
  - ¬ On PC: French, English, German, Spanish, Italian, Finnish, Dutch, Norwegian, Portuguese, Russian, Chinese, Korean
  - ¬ On Android: device language
- Ringtones:
  - ¬ On PC: 32 configurable from OmniPCX Enterprise or OXO Connect ringtones, plus personal ringtone
  - ¬ On Android: OmniPCX Enterprise or OXO Connect Ringtones

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/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/OXO Connect platform
- For VDI solutions, optimized architecture to deliver high quality voice

- *Refer to the DSPP list

Alcatel·Lucent Enterprise