

# Alcatel-Lucent Enterprise SoftPhone

Enterprise-grade softphone to manage all your business communications everywhere

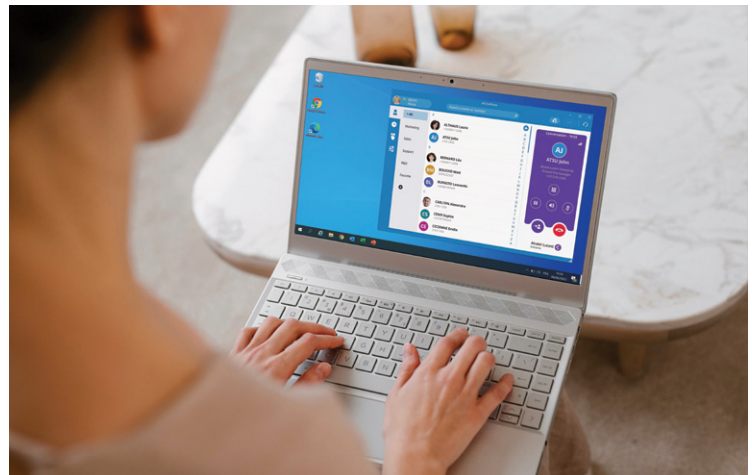
[Alcatel-Lucent Enterprise SoftPhone](#) is a telephony application available on a laptop, touchscreen or desktop (Microsoft® Windows OS) for business conversations.

The ALE SoftPhone application provides advanced SIP telephony features and call management of Alcatel-Lucent OmniPCX® Enterprise Purple.

ALE SoftPhone is easy to use, on-site or remotely, with an intuitive and user-friendly interface.

Here's why companies choose the ALE SoftPhone solution:

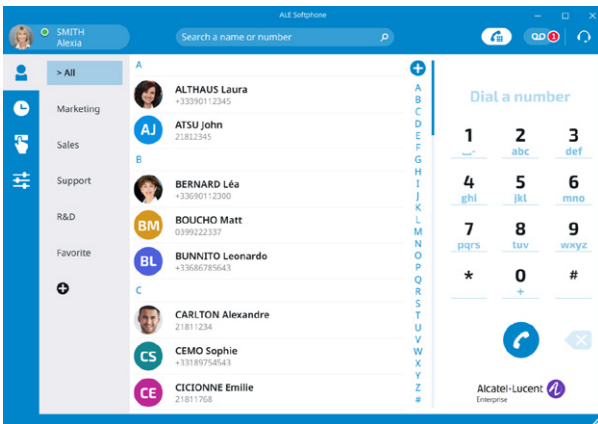
- Stay connected, with colleagues or any other contact. Benefit from business communications in the new hybrid workplace
- Inclusive user experience, with easy adoption. Leverage the richness of the telephony platform, with a softphone as simple as a desk phone
- Secure to work from home, with encrypted business calls through the Internet. It is VPN-less for a quick and easy deployment



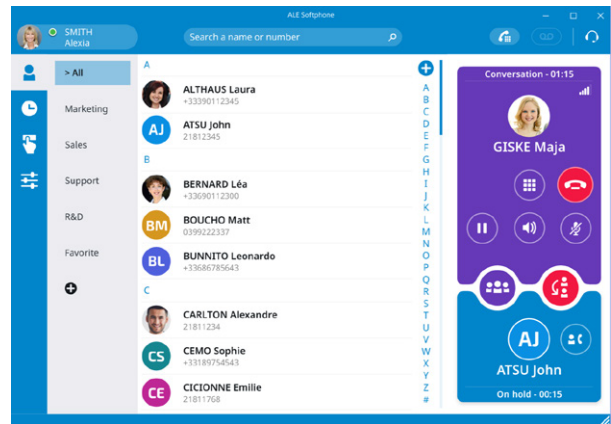
Key Features	Benefits
Enterprise-grade telephony	Advanced telephony features (groupware, multi-line, second call, conference etc.) with a user-friendly and intuitive interface.
Secure communications and remote connectivity	Business communications secured with encryption (based on SIP/TLS and SRTP) for remote user/work from home using Internet. No VPN needed on the PC for remote connectivity.
Centralised management	Easy provisioning and deployment using OmniPCX Enterprise Device Management.
Microsoft integration	Microsoft Azure Directory, Office365, Outlook, and Teams for contact/group synchronisation, directory search and making calls.

## Datasheet

Alcatel-Lucent Enterprise SoftPhone



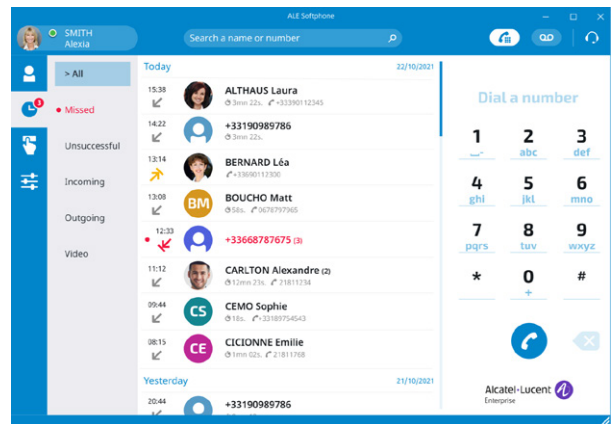
**Powerful and intuitive app:** Direct dial-pad, user phone status, search contacts, voice mail, audio device status, organised in comprehensive columns. Contacts standalone or synchronised with Microsoft Outlook/Office 365.



**Advanced business telephony features:** Groupware, multi-line, make/receive a second call, merge or transfer, three-party conference, mute, hands-free, DTMF support.



**Supervision and group call pick-up:** Supervision keys, shortcuts, prefix keys, direct numbering, immediate forward, and more. Adapt the view to user's preferences: 1 to 4 columns, included in the main application or as separate windows.



**Rich call history:** Incoming/outgoing/missed calls, time encoded information and direct access to call back.

## Technical specifications

### Prerequisites

- Operating System:
  - Windows 8/8.1 (32 and 64-bits)
  - Windows 10 (32 and 64-bits)
  - Windows 10 IoT 64 bits
- Multimedia Windows PC:
  - Laptop, desktop and touchscreen
  - RAM: 2 GB minimum
  - 300 MB free disk space
  - Full duplex sound card
  - Network Interface Card
  - Processor: 2 GHz minimum
- USB headset:
  - For audio (microphone and speakers) any devices supported by windows are supported for volume +/- and mute
  - For advanced usage: Call pick-up, hang-up for ALE Aries, Jabra, Plantronics, and Sennheiser/EPOS
- Bluetooth® headset:
  - For audio: Volume +/- , mute, call pick-up and hang up supported for ALE Aries, Jabra, Plantronics, and Sennheiser/EPOS

### VoIP

- QOS
  - Level 3 IP TOS/DSCP
- Audio codecs:
  - G.711 A-law and  $\mu$ -law
  - G.729A and G.729AB

### Communication server

- OmniPCX Enterprise Communication Server R100 Purple and above

### Software download

- Microsoft deployment tools
- From Alcatel-Lucent Enterprise Business Portal

### Display

- Different skins
- Pop-up on incoming call
- Click-to-call from anywhere on Windows Desktop
- Outlook Plugin for direct calls

### Languages

- Brazilian Portuguese, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, French, Finnish, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, Swedish, Turkish

### Protocols and security

- Signaling and media: SIP/RTP
- Management: HTTPS
- Directory and Authentication: LDAPS
- TLS Authentication via server certificate
- Reverse Proxy/SBC support for secure remote access with SIP TLS and SRTP

### Microsoft integration

- Microsoft Outlook integration (local contacts and Office 365 Cloud Contacts)
- LDAPS Microsoft Active Directory and Microsoft Azure Directory
- Microsoft Teams Power app

### High Availability (with OXE)

- Local redundancy
- Spatial redundancy
- Passive Com Server (PCS)