

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 Alcatel-Lucent 8068s 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

Business telephony:

- VoIP protocol provides all 8068s 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)

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)

Intuitive interface:

- Display and keys similar to the Alcatel-Lucent Premium DeskPhones (add-on included)

No additional server:

- Available on OmniPCX Enterprise and OXO Connect

Benefits

- Customer/Business relationships: Employee productivity optimization
- Free communication on business network: Communications, connectivity and hardware costs control
- Business telephony for remote workers: Easy integration for remote and home workers
- No training: Quick, user-friendly access to telephone facilities
- Cost-effective: Fully-integrated telephony solution

Datasheet

[Alcatel-Lucent IP Desktop Softphone](#)

Technical specifications

Prerequisites

- Multimedia Windows PC:
 - RAM: 2 GB
 - 50 MB free disk space
 - Full duplex sound card
 - Network Interface Card
 - Processor: Intel 2 GHz minimum
- Mac:
 - 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: (*)
 - Ringtone 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

- 8068s Premium DeskPhones
- Add-on

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
- 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:
 - Different skins including mini display
 - 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 8068s Premium 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: 15 configurable
 - 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/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/OXO Connect platform

*Refer to the DSPP list