Alcatel-Lucent OmniPCX Enterprise Communication Server

The expert enterprise phone system for medium, large and very large-sized companies

Today’s organizations want to improve business responsiveness while offering employees more flexibility in the way they work. The OmniPCX® Enterprise Communication Server (CS) helps employees connect in real time wherever their location, and hold high-quality business calls with colleagues and customers.

Organizations can connect the OmniPCX Enterprise CS to the Alcatel-Lucent Rainbow cloud service: The Rainbow mobile and borderless collaboration application is the perfect business phone companion and helps employees respond faster and better to business requests.

<table>
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<tr>
<th>Features</th>
<th>Benefits</th>
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<tr>
<td>Excellent voice connectivity to customers and employees</td>
<td>Quality business response: Zero lost calls; powerful communication tools ensure instant connection to the right people</td>
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<td>Ensure employees can call wherever they are, on any device</td>
<td>Mobility: Standardized communication experience across the organization; employees can use desk phones, wireless handsets, or softphones at the office, on site, at home or on the move</td>
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<td>A borderless and mobile collaboration application lets employee connect the phone system to the Alcatel-Lucent Rainbow cloud-based unified communications service</td>
<td>Instant business response: Employees exchange instant messages, video, and screen sharing with their teams and business community while leveraging the office phone</td>
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<td>Serve users across multiple sites, with guaranteed high availability</td>
<td>Cost-saving: Expect lower telecom bills with free Voice over IP (VoIP) across sites, built-in least-cost routing and centralized trunks to SIP, and traditional service providers</td>
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<td>Reliability: High-availability options maintain vital business continuity during network or server outages</td>
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Technical specifications

Premium Business Communications

User experience
• Centralized directory with call by name
• Multi-line telephony
• Call options, including speed dial
• Audio conferencing
• Personal and enterprise call routing and forwarding
• Call shift of current session between desk phone and mobile device of choice
  ~ Automatic shift with Near Field Communication (NFC) smartphones
• Call-back and call history features
• Messaging notification and control
• Contextual voice prompts
• Informal group features
• Desk-sharing for shared offices
  ~ Alcatel-Lucent Premium DeskPhones (IP)
  ~ Logon, logoff, re-logon
  ~ Automatic logoff

Manager/assistant
• Teams
• Filtered lines and private lines
• Text messaging, IM and voice messaging
• Discreet listening

Teams and groups
• Hunting groups and queues
• Supervision

Multi-tenancy
• Services per entity:
  ~ Speed dial
  ~ CLIP/CLIR
  ~ Auto attendant
  ~ Greeting message
  ~ Music on hold
  ~ Night service

Supported phones:
• Alcatel-Lucent New Office Environment (NOE) protocol
  ~ Alcatel-Lucent 8018 DeskPhone (IP)
  ~ Alcatel-Lucent 8028s, 8038, 8058s, 8068s, 8078s Premium DeskPhones (IP)
  ~ Alcatel-Lucent 8029, 8039 Premium DeskPhone (digital)
  ~ Alcatel-Lucent 4018 IP Touch (IP), 4019 IP Touch (digital)
  ~ Alcatel-Lucent IP Desktop Softphone
  ~ Alcatel-Lucent 8118, 8128 WLAN Handsets
• Alcatel-Lucent 8232, 8242, 8262, 8262EX DECT handsets

Essential Business Communications

User experience
• Multi-line telephony
• Personal call forwarding
• Informal group features
• Message waiting indication
• Computer Telephony Integration (CTI)

Supported phones
• Session Initiation Protocol (SIP)
  ~ Alcatel-Lucent 8088 Smart DeskPhone
  ~ Alcatel-Lucent 8001, 8001G DeskPhone
  ~ Alcatel-Lucent 4135 IP Conference Phone
• Third-party SIP phones and softphones
  ~ Alcatel-Lucent Application Partner Program (AAPP)

Huddle video rooms
• Session Initiation Protocol (SIP)
• Peer-to-peer video
• Join a video conference
  ~ Alcatel-Lucent OpenTouch* Multimedia Services
  ~ Third-party video room systems (AAPP)
• Supported phones
  ~ 8088 Smart DeskPhone

Unified Communications and Collaboration

Enterprise mobility, desktop integration, enterprise instant messaging
• Cloud-based UC&C:
  ~ Alcatel-Lucent Rainbow cloud connectivity
  ~ Alcatel-Lucent Rainbow user experience
  ~ See on-the-phone presence status
  ~ Search directory and click to call from desk phone or cordless handset
  ~ Pop-up notification when phone rings
  ~ Communication history
• Premise-based UC&C:
  ~ OpenTouch Multimedia Services
  ~ Alcatel-Lucent OpenTouch Conversation user experience

Messaging
• Integrated voice messaging:
  ~ Alcatel-Lucent 4645 Voice Messaging Service
• Unified messaging and fax:
  ~ OpenTouch Multimedia Services
• Centralized voice messaging:
  ~ Alcatel-Lucent OpenTouch Message Center
• Centralized fax management:
  ~ Alcatel-Lucent OpenTouch Fax Center
• Third-party SIP voice messaging: AAPP

Web conferencing
• Premise-based UC&C:
  ~ OpenTouch Multimedia Services

Customer welcome and Contact center

Greeting services
• Call queuing services
• Alarm indication
• Attendant group features
• Busy Lamp Field
• Multi-tenant services
• Record online
• Trunk and charging features
• VIP line features
• User management features
• Add-on module
• Headset capability

Attendants
• Centralized attendant console
  ~ Alcatel-Lucent 4059EE Attendant Console
• Attendant contextual menus
  ~ 8068s, 8078s Premium DeskPhones
  ~ IP Desktop Softphone
• Automated Attendant application:
  ~ OpenTouch Multimedia Services
  ~ Alcatel-Lucent Visual Automated Attendant

Voice announcement
• External/Internal voices guides
  ~ From audio station, Premium DeskPhones
  ~ From audio file in Supervision Desktop
• Interactive Voice Response:
  ~ Alcatel-Lucent 4625 Interactive Voice Response

Customer welcome and contact center
• Alcatel-Lucent OmniTouch Contact Center Standard Edition:
  ~ Built-in OmniPCX Enterprise call distribution
  ~ Distributed distribution over ABC network
  ~ Agent context menus: 8068s, 8078s Premium DeskPhone, IP Desktop Softphone
  ~ Supervision desktop application
  ~ Reports
  ~ Alcatel-Lucent OpenTouch Customer Service: multimedia interactions
Recording and quality management
- Phone, softphone and trunk recording:
  - Alcatel-Lucent OmniPCX RECORD Suite
  - Third-party recorders: AAPP

Emergency communication services
Building and campus emergency communications solution:
- 112 (EU), E911 (North America) services
  - Alcatel-Lucent Emergency Notification Server

Hospitality communication services
- 8088 Smart DeskPhone
- Premium DeskPhones, 8018 DeskPhone, or analog phones
- Guest features
- Room service features
- Room directory features
- Billing and barring features
- Integration with Property Management Systems: AAPP

Architecture
System architecture
- 100% software architecture:
  - 100% IP, SIP communications
  - Communication Server
  - Software media services
- Hybrid architecture:
  - IP, SIP, digital, analog, DECT communications
  - Communication Server
  - Rack modules and Cabinets for media services and TDM connectivity

Capacity
- Single server or VMware delivery: 15,000 IP users or 5000 TDM users
- 100 servers in a single network
- Fully networked servers, 100,000 IP/TDM users with single image
- 250 servers in a supra network
- More than 1 million users in a supra network
- BHCC per server: 300,000
- Software media services
  - IP, SIP, ABC network deployment
  - Up to 120 ports per virtual machine
  - G.711, G.729.AB, G.722
  - Transcoding
  - Ad hoc, meet-me and mastered audioconferencing
  - Dynamic voice guides

High availability
- Communication Server and database duplication
- Seamless communications failover
- Ethernet redundancy on INTIP-3, GD-3 and GA-3 boards
- Full-featured branch office survivability
- Backup signaling link for branch office survivability

Communication Server platform
Industry servers
- Lenovo servers
- HP ProLiant DL servers

Virtual machines
- VMware vSphere 6.5
- Linux Kernel-based Virtual Machine (KVM)

Hosted cloud platform
- In Alcatel-Lucent OpenTouch Enterprise Cloud

Single UC&C platform
- In Alcatel-Lucent OpenTouch Business Edition

Optimized platform
- In Rack modules and Cabinets

OmniPCX Enterprise M3 (cabinet)
- 2 ACT 28 or 4 ACT 14
- Hot-swappable boards
- Height: 1500 mm (59.05 in)
- Width: 570 mm (22.4 in)
- Depth: 516 mm (20.31 in)
- Weight: 110 kg (242.5 lb)

OmniPCX Enterprise ACT 14-in data rack format (19-in. rack)
- 48 V power supply and battery backup
- Hot-swappable boards
- 1 ACT 14
- Height: 264.4 mm (10.41 in)
- Width: 486.3 mm (19.15 in)
- Depth: 383.4 mm (15.09 in)
- Weight: 30 kg (66.14 lb)

OmniPCX Enterprise ACT 28 in data rack format (19-in. rack)
- 48 V power supply and battery backup
- Hot-swappable boards
- 1 ACT 28
- Height: 530 mm (20.87 in)
- Width: 486.3 mm (19.15 in)
- Depth: 383.4 mm (15.09 in)
- Weight: 70 kg (154.3 lb)

Connectivity
- Hybrid SIP, IP, digital, analog switching
- IPv4 or IPv6 support
- SIP
  - SIP proxy/registrar/redirect server and SIP gateway
  - Server redundancy (active/passive)
  - Branch office survivability

IPv6
- IPv6 and IPv4 dual stack
  - Communication server
  - RM1 and RM3
- IPv6/IPv4 proxy
  - RM1 and RM3
- IPv6 or IPv4 stack
  - Premium DeskPhones (IP)

IETF standards
- SIP RFC: 1321, 2327, 2617, 2782, 2833, 3261, 2543, 3262, 3263, 3264, 3265, 3311, 3323, 3324, 3325, 3327, 3515, 3725 (partial), 3842, 3891, 3892, 3398, 3608, 3903, 3960 (partial), 3966 (partial), 4028, 4497, 4568, 4733, 5009, 5806
- RTP RFC: 1889, 1890, 2198, 3362, 3550, 3551, 3711
**VoIP**
- G.722 audio wideband
- G.711 A-law and μ-law, G.723.1A, G.729.1AB audio
- Call admission control
- Automatic compression algorithm allocation
- Dynamic jitter buffer, echo cancellation, packet loss concealment (PLC), VAD: silence suppression and comfort noise generation
- DTMF Q23, robust DTMF relay, RFC 2833
- Generic signal qualification and modem transport
- Anti-saturation mechanism; backward and forward automatic gain control
- Embedded signal quality diagnostic tool
- QoS: TOS or DiffServ tagging, 802.1 p/Q

**Fax**
- G.3, super G3 fall-back
- Automatic fax detection
- G.711 transparent (Alcatel-Lucent protocol) and T.38 (Alcatel-Lucent protocol and SIP)

**DECT**
- DECT/GAP
  - Alcatel-Lucent 8212 DECT Handset
  - Third-party GAP handsets
- DECT/Alcatel-Lucent GAP (AGAP) for Premium Business Communications
  - 8232, 8242, 8262, 8262EX DECT Handsets
- Built-in controller
- Hybrid IBS/RBS and IP DECT networks
  - Alcatel-Lucent 4070 DECT Base Station
  - Alcatel-Lucent 8340 IP DECT Access Point
- Advanced Radio Base Station (RBS)
  - 12 simultaneous communications
  - Dedicated DECT8 board
  - External power supply
  - Outdoor versions

**VoWLAN**
- Premium Business Communications
  - 8118, 8128 WLAN Handsets
- Alcatel-Lucent OmniAccess™ WLAN access points and WLAN controllers
  - Built-in QoS

**Public networking protocols**
- SIP, SIP/TLS, E164 support
  - Audio, video
- T0 ISDN
- T1-CCS ISDN (T2)
- E1CAS
- T1 CCS (PRI)
- T1 CAS
- DID/DDI or NDDI/non-DID analog networks

**Private networking protocols**
- Alcatel-Lucent ABC
  - User feature transparency
  - Network-wide management
  - Network-wide routing
  - Centralized applications
- IP
  - ABC based on enhanced QSIG (tunneling) and SIP for VoIP
  - SIP, H.323v2
  - ABC VPN for networking over ISDN/PSTN network
- TDM
  - ABC
  - QSIG BC, QSIG GF, DPNSS

**Business process integration**
**Interfaces for Alcatel-Lucent Application Partner Program (AAPP)**
- SIP
- XML web services
- CSTA, TSAPI Premium Server, TAPI Premium Server, RTI, WMI
- LDAP
- DR-Link
- Alcatel-Lucent Hospitality Link, InfoCenter
- OmniVista 8770 Ticket collector, OpenAPI and SNMP proxy
- QSIG, Paging Interface

**Security**
**Authentication**
- Local, RADIUS, LDAP authentication
- NTLM Single Sign-On
- IEEE 802.1X MD5/TLS

**Traffic filtering**
- Communication Server
  - Trusted hosts file
  - TCP wrapper function
- Premium DeskPhones
  - ARP spoofing protection
  - PC port switch VLAN filtering

**Encryption**
- SSHv2 for secure sessions (such as Telnet, FTP)
- SSLv2/v3 for secure HTTP session
- SNMP v1/v2c/v3 for complete NMS integration
- Client/device confidentiality (signaling protocol and media)
- IPSec and Secure RTP (AES 128 bits)
  - Premium DeskPhones (IP)
  - GD-3 and GA-3 boards
- Alcatel-Lucent IP Premium Server Security Module
- Alcatel-Lucent IP Premium Media Security Module
- Secure SIP/SRTP
  - SIP trunks

**Integrity**
- Media gateway, Premium DeskPhones binary signatures

**User policy enforcement**
- Call monitoring and barring
- Internal toll fraud protection by class of services

**Session Border Controller**
- SIP perimeter defense:
  - Alcatel-Lucent OpenTouch Session Border Controller

**Operations**
**Element management**
- Command Line Interface
- Web-based management
  - Configuration

**Centralized operations**
- Alcatel-Lucent OmniVista 8770 Network Management System
- Cloud Connect Operations
  - Cloud-based license control

**European Directives and International Standards**
**EC Directives**
- 1999/5/EC: R&TTE
- 2011/65/EU: ROHS
- 2012/19/EU: WEEE
- 2014/30/EU: EMC
- 2009/125/EC: Ecodesign
- 2014/35/EU: LVD

**Safety**
- IEC 60950-1
- UL/CSA 60950-1
EMC
- IEC CISPR 32 Class B
- CENELEC EN 55032 Class B
- FCC Part 15B
- IEC CISPR24
- CENELEC EN 55024
- IEC EN 61000-3-2
- ICES-003

Miscellaneous environments
- ACT:
  - CENELEC EN 50121-4: Railway applications
- RM1, RM3:
  - DNV certificate: Maritime
  - IEC 60945: Maritime

Environmental conditions
- ETSI – ETS 300 019 Part 1-1: Storage
- ETSI – ETS 300 019 Part 1-2: Transportation
- ETSI – ETS 300 019 Part 1-3: In Use

Telecom
- ETSI EG 201 121
- ETSI ES 203 021
- ETSI ES 203 038
- ETSI TBR 010, 022, 003, 033, 004, 034, 008
- ITU-T H.323
- FCC Part 68
- Canada CS03