

Alcatel-Lucent Office Communication Solutions - 2008

Customer proposal



Office Global Offer
April, 2008

Alcatel-Lucent Office Communication Solutions for SMEs

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Alcatel-Lucent the first truly global communications solutions provider

18,3 Billion euros in sales
€2.7 billion in R&D investment*

79000 employees
located in **130** countries



#1 in Contact Center software
#2 in SMB telephony

#1 in IP address Management Software
More than **1800** partners to serve you

Alcatel-Lucent provides solutions that enable service providers, enterprises and governments worldwide, to deliver voice, data and video communication services to end-users. As a leader in fixed, mobile and converged broadband networking, IP technologies, applications, and services, Alcatel-Lucent offers the end-to-end solutions that enable compelling communications services for people at home, at work and on the move. With 79,000 employees and operations in more than 130 countries, Alcatel-Lucent is a local partner with global reach. The company has the most experienced global services team in the industry, and one of the largest research, technology and innovation organizations in the telecommunications industry. Alcatel-Lucent achieved proforma combined revenues of Euro 18.3 billion in 2006, and is incorporated in France, with executive offices located in Paris.

The Enterprise Business Group is a world leader in the delivery of communications solutions for businesses, including contact center software (No. 1), small/medium business telephony (No. 2) and IP address management software (No. 1), serving more than 250,000 customers worldwide. The Enterprise group delivers a competitive edge to businesses of all sizes by enabling them to increase customer satisfaction, employee productivity and operational efficiency. Its portfolio includes products, software and services designed to make it easier for the people within businesses to share multimedia information more through sophisticated offerings such as unified communications and contact centers, IP telephony, IP address and performance management software, and security solutions.

Office Communication Solutions, Fitting your Needs

The Alcatel-Lucent Office Communication Solutions for SMEs has been designed to support you in strengthening your competitive edge. In this regards, the constant evolution of our solution has been guided by three essentials pillars:

- Employee Efficiency
- Customer Satisfaction
- Smart Operations



1. EMPLOYEE EFFICIENCY

Your company's profitability depends essentially on the efficiency and responsiveness of your employees.

→ *The Alcatel-Lucent Office Communication Solutions improve your employees working conditions with best-of-breed and hassle-free tools to manage daily phone tasks and electronic information, and to collaborate more efficiently wherever you are working from.*

2. CUSTOMER SATISFACTION

Your ability to handle efficiently the requests of your customers has a great influence on their overall satisfaction. As you know, customer satisfaction scales up customer loyalty and therefore your revenues.

→ *The Alcatel-Lucent Office Communication Solutions offer you to rely on efficient and dependable operations to manage your customer relations.*

3. MANAGEMENT AND OPERATIONS

The simpler your day-to-day operations, the more you can focus on your core business. The lower your operational charges, the higher your profitability.

→ *The Alcatel-Lucent Office Communication Solutions deliver easy-to-install and easy-to-manage solutions designed to streamline telecommunications costs.*

A Modular and Flexible Offer

The Alcatel-Lucent Office Communication Solutions offer is completely modular and future-proof as it fits to your needs whatever the evolution of your daily business. Should you need an additional feature, an new application, add terminals or expand your capacity, the selected solution can be easily extended at any time and at your own pace.

To ensure you get a communication solution that can evolve with your needs, the Alcatel-Lucent Office Communication Solutions rely on a flexible and scalable architecture. You build your solution by combining the elements the most adapted to your expectations and budget among:

- Several **Communication Suites** and **Value-added Software options**
- A wide range of **Applications** for communications,
- A full range of powerful **Hardware platforms**,
- A range of **Networking infrastructures**, wired and wireless
- A complete range of professional wired and wireless **sets**.

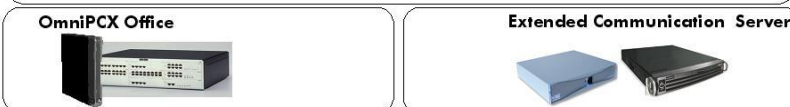
Applications and terminals for up to 236 users



Communication suite & software licenses

Users	Application options
<input checked="" type="checkbox"/> Analog users <input checked="" type="checkbox"/> Advanced users <input checked="" type="checkbox"/> IP users	<input checked="" type="checkbox"/> On-site mobile users <input checked="" type="checkbox"/> On-site mobile IP users <input checked="" type="checkbox"/> Off-site mobile users <input checked="" type="checkbox"/> Push mobile users <input checked="" type="checkbox"/> Extended Office users
<input checked="" type="checkbox"/> First	<input checked="" type="checkbox"/> Automated Attendant <input checked="" type="checkbox"/> PIMphony <input checked="" type="checkbox"/> Call Center Office <input checked="" type="checkbox"/> OmniTouch My Teamwork Office <input checked="" type="checkbox"/> Fax server
Communication suites <input checked="" type="checkbox"/> Business <input checked="" type="checkbox"/> Business IP <input checked="" type="checkbox"/> Guest ... <input checked="" type="checkbox"/> Extended	

Infrastructure for regular or IP business telephony & extended communications



Converged network infrastructure



Of course, as your Alcatel-Lucent partner, we will guide you throughout the decision process and after the installation, for you to get the most of your investments. Let's present you the benefits of this easy but powerful architecture.

The Office Communication Suites

Four Communication Suites are today available to give you access to state-of-the-art communication services:

- First Pack
- Business Pack
- Business IP Pack
- Guest Pack
- Extended Communication Pack

Depending on the one selected, you will benefit from the services corresponding to your company profile:

Advanced communication services for **very small** and **small** businesses.

The First Pack

- Up to 4 customizable company greetings
- 2 min customized Music on Hold - 2 system languages
- Automatic Route Selection (ARS) - Direct Inward Selection Access (DISA)
- Remote customization for voice mail and automated attendant
- 3000 names directory - 1000 NMC tickets
- Up to 75 PIMphony Basic sessions on Compact & Advanced Unit
- Up to 200 PIMphony Basic sessions on Premium Unit

Advanced communication services for **small** and **medium** businesses.

The Business Pack

- Personal Assistant - Up to 4 customizable company greetings
- 2 min customized Music on Hold - 2 system languages
- Automatic Route Selection (ARS) - Direct Inward Selection Access (DISA)
- Remote customization for voice mail and automated attendant
- 3000 names directory - 1000 NMC tickets
- Up to 75 PIMphony Basic sessions on Compact & Advanced Unit
- Up to 200 PIMphony Basic sessions on Premium Unit
- Standard Voice mail: User mailbox greeting with 2 ports & 60 min

Advanced IP communication services for **small** and **medium** businesses.

The Business IP Pack

- Personal Assistant - Up to 4 customizable company greetings
- 2 min customized Music on Hold - 2 system languages
- Automatic Route Selection (ARS) - Direct Inward Selection Access (DISA)
- Remote customization for voice mail and automated attendant
- 3000 names directory - 1000 NMC tickets
- Up to 75 PIMphony Basic sessions on Compact & Advanced Unit
- Up to 200 PIMphony Basic sessions on Premium Unit
- Standard Voice mail: User mailbox greeting with 2 ports & 60 min

Specifically for the **hospitality industry**: hotels, rest homes, and healthcare...

The Guest Pack

- Personal Assistant - Up to 4 customizable company greetings
- 2 min customized Music on Hold - 2 system languages
- Automatic Route Selection (ARS) - Direct Inward Selection Access (DISA)
- 3000 names directory - 1000 NMC tickets
- Up to 75 PIMphony Basic sessions on Compact & Advanced Unit
- Up to 200 PIMphony Basic sessions on Premium Unit
- Standard Voice mail: User mailbox greeting with 2 ports & 60 min
- Accounting over IP software license for Hospitality Link activation

For a high need of **collaboration**, **unified communications** and **mobility**

Extended Communication Pack

- Unified Communication
- Collaboration
- Mobility anywhere and any devices
- PIMphony Team
- Off-site mobile users
- Virtual private Networking (VPN)
- Secured Internet Access
- e-mail server
- File server
- Web hosting
- XML web services interface to OmniPCX Office including My Phone, My IP Touch, My Messaging & My Management (with Premium Edition server) or My IP touch (with Compact Edition server)



The Software Options



Those Communication Suites have the capability to evolve as and when you decide to, with software add-on. According to your needs, you can be provided with optional services and value-added applications.

- To extend the capacity of integrated features such as:
 - Music on Hold
 - Voice Mail capacity
 - System languages
 - Greeting messages
- To add new features such as:
 - Automated Attendant & Multiple Automated Attendant
 - PIMphony Pro, Team and Attendant
 - OmniTouch Call Center
 - OmniTouch My Teamwork Office
 - Fax Server
 - And so on...
- To add third party application:
 - Antivirus solution
 - URL filtering

■ ■ The Hardware infrastructures

THE OMNIPCX OFFICE

The Alcatel-Lucent OmniPCX Office provides the advanced voice features your are required for your day-to-day communication needs. In order to suit the exact size of your company and work out the system capability according to your needs, three hardware platforms are available. The hardware elements, which host the Alcatel-Lucent OmniPCX Office software, are adaptable and simple to maintain. They even allow remote maintenance.

	<div data-bbox="611 857 821 887" data-label="Section-Header"> <h4>The Compact Unit</h4> </div> <ul style="list-style-type: none"> ■ A native wall mounted cabinet ■ Intuitive and cost effective ■ For 6 to 20 regular users ■ For 6 to 60 IP users
 <div data-bbox="178 1153 215 1176">Unit 1</div> <div data-bbox="178 1220 215 1243">Unit 2</div> <div data-bbox="178 1310 215 1332">Unit 3</div>	<div data-bbox="600 1025 833 1055" data-label="Section-Header"> <h4>The Advanced Units</h4> <ul style="list-style-type: none"> ■ 3 rack size cabinets (Alcatel-Lucent Unit 1,2,3) stackable and rackable (into a 19" rack) ■ Wall mounted capabilities for Rack 1 and 2 ■ For up to 236 users ■ For up to 200 IP users <div data-bbox="603 1205 828 1234" data-label="Section-Header"> <h4>The Premium Units</h4> <ul style="list-style-type: none"> ■ 3 rack size cabinets (Alcatel-Lucent Unit 1,2,3) stackable and rackable (into a 19" rack) ■ Equipped with enhanced processing unit and hard disk ■ Wall mounted capabilities for Rack 1 and 2 ■ For up to 236 users ■ For up to 200 IP users </div> </div>

Concerning the power supply, all of those units are 110V/220V plug in and allow average 10 minutes battery back up (except the Compact Unit). Extended autonomy capacity can be proposed upon request.

Use the boards of the OmniPCX Office to benefit from the full potential of your system. They are highly modular for a customized offer. The portfolio covers:

- **CPUs boards:** depending upon the services needed.
- **LAN boards:** to create or expand a LAN (see LAN section).
- **Line boards:** for Analog and Digital sets.
- **Trunk boards:** for Analog, PCM, ISDN connectivity.
- **VoIP boards:** for IP User Telephony and IP Carrier "Trunking".
- **Mixed (or interface) boards:** Modular interfaces for smaller configurations



THE EXTENDED COMMUNICATION SERVER

The Alcatel-Lucent Extended Communication Server provides all key business communications services and applications such as unified communication, collaboration and mobility services. The Extended Communication Server offers a unique and attractive extended communication solution that suit the number of employees with extended communication needs.



Extended Communication Server - Compact Edition well adapted for up to 25 Extended Office users

- 512 MB RAM
- 1 x 160GB HD
- 2 RJ45 10/100 Ethernet
- additional WAN-Ethernet card
- 1 console port, 1 VGA slot + 1 parallel port, 4 USB ports
- Silent no fan unit

Option: WiFi access point



Extended Communication Server - Premium Edition well adapted for 26 to 60 Extended Office users

- 2 GB RAM
- 2 x 250 GB RAID1 HD
- backup HD (250 GB)
- 2 x 10/100/1000 Ethernet cards
- additional WAN-Ethernet card
- 1 console port, 2 USB ports, 1 VGA slot + 1 parallel port
- 1 Internal Drive CD/DVD



Extended Communication Server - Premium Edition MAX Well adapted for 61 to 250 Extended Office users

- 2 GB RAM
- 2 x 500 GB RAID1 HD
- backup HD (500 GB)
- 2 x 10/100/1000 Ethernet cards
- additional WAN-Ethernet card
- 1 console port, 2 USB ports, 1 VGA slot + 1 parallel port
- 1 Internal Drive CD/DVD

THE NETWORK INFRASTRUCTURE

Alcatel-Lucent provides you with high-performance and affordable Ethernet switching equipment to deploy Power-over-Ethernet and true plug-and-play connectivity for IP Phones, WLAN access points and other networking devices.

The OmniStack 6200 switches are 10/100 Fast Ethernet switches that provide advanced services for small to large IP infrastructure deployment. Alcatel-Lucent OmniStack 6200 support advanced quality of service and security for “triple play” applications in a secure environment.

The OmniSwitch 6400 switches are Gigabit ready, with advanced user and traffic classification capabilities

Alcatel-Lucent offers you:

A backbone of Enterprise Networks' infrastructure for your full IP Solution

- > A true simple connectivity for IP phones
- > Alcatel-Lucent OmniStack LS 6200: Fast Ethernet stackable switches
- > Alcatel-Lucent OmniSwitch OS 6400: Gigabit Ethernet stackable switches
- > Optical Ethernet Transceivers: To connect the switch to the backbone

Six OmniStack LS6200 models are available to fit your organization.



OmniStack 6212/24/48 or 6212/24/48P

- 12/24 or 48 10/100 RJ-45 ports
- Two 10/100/1000 RJ-45 ports
- Two combo ports
- OmniStack 6212/24/48P
- Power over Ethernet with OmniStack 6212/24/48P

Four OmniSwitch OS6400 models are available:



OmniSwitch OS6400-24/48 or 24/48P OmniStack 6224 or 6224P

- 20 or 44 10/100/1000 RJ-45 ports
- Four SFP/RJ45 combo ports
- Two 10G stacking ports
- OmniSwitch OS6400-24/48P
- Power over Ethernet with OmniSwitch 6400-24/48P
- 10/100 RJ-45 ports
- Two 10/100/1000 RJ-45 ports
- Two combo ports
- OmniStack 6224P
- Power over Ethernet with OmniStack 6224P

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THE WIRELESS INFRASTRUCTURE

Alcatel-Lucent provides you with state of the art and easy deployable WLAN infrastructure products. This wireless infrastructure complements the Office Communication solutions with WiFi mobility for voice, data and combined terminals.

Alcatel-Lucent offers you:

A single Wireless LAN infrastructure for voice and data applications.

- > **Rich set of features** improving deployment and operation
- > **Easy management** thanks to the centralized administration
- > **Secure** with automatic rogue access points detection
- > **Advanced Voice over Wireless LAN** support

The wireless Access Point has a built in radio and integrated or external antennae to communicate with wireless terminals and in addition an Ethernet interface to forward traffic from the wired to the wireless terminals and vice versa. An Alcatel-Lucent wireless switch **MUST** manage an Alcatel-Lucent wireless access point.

The wireless infrastructure consists of two elements:

- **2 Wireless switch** models are available according to the company sizing, the controlling heart of the infrastructure



OmniAccess Wireless 4302

- Up to **6** Access points
- Up to **100** Associated wireless devices
- 1 x Fast Ethernet Port (RJ-45)
- 1 x Gigabit Ethernet Port (RJ-45)
- 1 x Serial Console Port (RJ-45)

The OmniAccess WLAN 4302 allows to connect only one Access Point, the additional 5 Access points should be connected on a wired infrastructure that can be build with the OmniStack 6200 with a PoE-version.



OmniAccess Wireless 4308

- Up to **16** Access points
- Up to **256** Associated wireless devices
- 8 x Fast Ethernet Port (RJ-45) with 802.3af PoE support
- 1 x Gigabit Ethernet Port (RJ-45)
- 1 x Serial Console Port (RJ-45)

The OmniAccess WLAN 4308 allow to connect up to 8 Access Points, the 8 additional Access Points should be connected on a wired infrastructure that can be build with the OmniStack 6200 with a PoE-version.

- **3 Wireless access point models**, enabling wireless devices to communicate with other wired and wireless devices

	<table><tr><th>Access Point AP 60</th></tr><tr><td><ul style="list-style-type: none">■ 802.11a or b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Detachable Antenna Interfaces</td></tr></table>	Access Point AP 60	<ul style="list-style-type: none">■ 802.11a or b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Detachable Antenna Interfaces
Access Point AP 60			
<ul style="list-style-type: none">■ 802.11a or b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Detachable Antenna Interfaces			
	<table><tr><th>Access Point AP 61</th></tr><tr><td><ul style="list-style-type: none">■ 802.11a or b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Integrated Omni-Direction Antenna</td></tr></table>	Access Point AP 61	<ul style="list-style-type: none">■ 802.11a or b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Integrated Omni-Direction Antenna
Access Point AP 61			
<ul style="list-style-type: none">■ 802.11a or b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Integrated Omni-Direction Antenna			
	<table><tr><th>Access Point AP 65</th></tr><tr><td><ul style="list-style-type: none">■ 802.11a and b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Integrated Dual, High-Gain, tri-Band Omni-directional Antenna</td></tr></table>	Access Point AP 65	<ul style="list-style-type: none">■ 802.11a and b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Integrated Dual, High-Gain, tri-Band Omni-directional Antenna
Access Point AP 65			
<ul style="list-style-type: none">■ 802.11a and b/g Access Point■ Software Configurable Radio■ Support Radio Signal Diversity■ 10/100Base-T RJ-45 Interface■ 802.3af PoE Power Sourcing■ Integrated Dual, High-Gain, tri-Band Omni-directional Antenna			

Gain antenna

In some specific cases, a gain antenna can be useful in reducing the number of radio base stations. It can be a significant way in decreasing the price of the infrastructure. It can divide the number of base stations by 3 for an outdoor coverage.

■ ■ Telephony Services

The Alcatel-Lucent Office Communication Solutions provides an advanced call server that opens up more than 500 telephony services to enhance your employees' productivity: everything to make your phones not just smart, but also friendly.

Alcatel-Lucent offers you:

- > **Call Handling improvements:** For greater control, easy call set up, time-saving, and increased reactivity.
- > **Teamwork services:** For enhanced collaboration, fast and easy information sharing.
- > **And many other** advanced features.

IMPROVED CALL HANDLING:

>> *Dial by Name*

Dial by name is the easiest way to make a call. You always know the name of the person you want to call... In some cases, you may not know his or her extension or phone number. To call a person, use the natural and simple method of dialing their name on the keypad.

>> *Directory*

The OmniPCX Office offers up to 5000 entries for names and abbreviated numbers in the system directory. It is possible to dial by name any internal or external user registered in this directory.

ENHANCED COLLABORATION, INCREASED PRODUCTIVITY:

>> *Teamwork Services*

OmniPCX Office is a good team worker! It offers *Manager-Secretary* tandem functions : managers and their assistants can supervise each other's set. It also offers the possibility to create workgroups with one single phone number (e.g. a sales department), providing features like *set monitoring* to know the status of each set in your workgroup (depending on your type of set), *pickup* (pick up the call of any person in the group), *broadcast* (to speak to a group of people at once on the sets' loudspeakers) and unanswered call notification.



>> *More Smart Services*

3-way conference calls, easy call transfer, voice guides to easily customize any kind of set, soft keys and contextual icons are made available on most Alcatel-Lucent phones.

6-party conferencing to organize easily your own conference with 5 participant and 1 master . This service is fully secured with password and code and very easy to set-up with voice guidance. It is a cost-effective solution to have a virtual meeting whatever the location.

■ ■ Telephony Services

Alcatel-Lucent offers you:

- > **Voice Mail:** Reduces number of lost calls, and allows you to customize greeting messages. Remote access is possible.
- > **Personal Assistant** Acts as a personal automated attendant not to let calls unanswered anymore.
- > **Call Recording:** Keeps track of valuable information, enrich customer data.

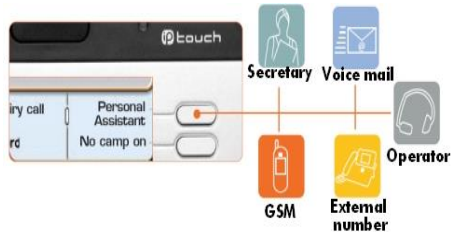
INTERACTIVE AND EFFICIENT MESSAGING:

>> Powerful Embedded Voice Mail

Benefit from a powerful, expandable voice mail able to store up to 200 hours on hard disk. Because voice mail is recognized as essential in the business world, it is available to any user, whatever sets they are using, for maximum comfort and user friendliness.



>> Embedded Personal Assistant



The Personal Assistant allows users¹ who are away from their desks to give callers a choice of up to 5 destinations: voice mail, GSM number, external number, internal number (secretary), or operator. This flexible call re-routing function is ready to use and easy to manage, even from outside of the company.

>> Call Screening

With the voice mail on, you can listen to the messages as they are being left and choose who you want to talk to.

>> Call Recording

Conversations can be recorded online, and stored in the voice mailbox.

¹ Of any terminals except Analog extensions

Digital phones

ALCATEL-LUCENT 9 SERIES - A NEW WAY TO COMMUNICATE

Alcatel-Lucent has designed a comprehensive range of professional phones to make you feel completely comfortable, and offer you optimum access to all services your Office Communication Solutions can deliver. You can even take your phone with you when moving offices : functions and recorded data are retained, and your phone number remains the same.

Alcatel-Lucent offers you:

- > **The Alcatel-Lucent 9 Series:** A range of phones that takes you to a new dimension in experience, aesthetics, communications productivity and customer care.



Alcatel-Lucent 4039
digital phones

Features	Benefits
<ul style="list-style-type: none"> Adjustable graphical 4-grey level display <ul style="list-style-type: none"> •100 x 160 Pixels •78 X 51 mm 10 soft keys and 4-way navigator Alphabetic keyboard Best quality loudspeakers and microphones Hands Free Headset jack Comfort handset with soft grip and hearing aid Software downloadable 	<ul style="list-style-type: none"> Enjoy the comfort and ergonomics of a large screen and easy-to-use navigation keys New design, including all necessary keys: mail, mute, redial... Reach people rapidly by "call by name" Use the handset, a headset or hands-free, with the same outstanding audio quality Aimed at intensive desktop phone users, working alone or in a team Easy-to-install, easy-to-manage

Specifications : 240x180x133 mm, 1020 grams



Alcatel-Lucent 4029
digital phones

Features	Benefits
<ul style="list-style-type: none"> Adjustable graphical B&W display <ul style="list-style-type: none"> •64 x 128 Pixels •70 X 38 mm 6 soft keys and 4-way navigator Alphabetic keyboard Hands Free Headset jack Software downloadable 	<ul style="list-style-type: none"> New design and ease of use with its comfortable graphical display, navigation keys and all necessary keys: voice mail, mute, redial... Reach people rapidly by "call by name" Use the handset, a headset or handsfree, with the same outstanding audio quality Easy to install, easy to manage

Specifications : 240x175x133 mm, 1015 grams



Alcatel-Lucent 4019
digital phones

Features	Benefits
<ul style="list-style-type: none"> 1x20 character display 6 programmable keys with LED and bi-directional navigator External loudspeaker Software downloadable 	<ul style="list-style-type: none"> Compact phone combining ease of use with a simple, effective navigation New design, including all necessary direct access keys: mail, directory, mute, redial and 6 programmable keys Easy-to-install, easy-to-manage

Specifications : 220x175x133 mm, 790 grams

■ ■ IP Touch phones Extended Edition

ALCATEL-LUCENT IP TOUCH - MORE THAN JUST PHONES

As part of the Alcatel-Lucent professional line, these state-of-the-art IP phones bring you the converged power of data and voice over IP. They are always on, ready to provide the best communication services whenever you need it, and to connect other devices and applications in real-time.

Alcatel-Lucent offers you: The Alcatel-Lucent IP Touch phones

> A range of full-featured sets with integrated IP connectivity and telephony



Alcatel-Lucent 4068EE
IP Touch phone

Features	Benefits
<ul style="list-style-type: none"> Adjustable graphical colour display (4096 colours) <ul style="list-style-type: none"> •240 x 320 pixels (¼ VGA) •73,5 X 55,6 mm 10 soft keys and 4-way navigator Alphabetic keyboard Bluetooth 1.2 connectivity Hands Free Best quality loudspeaker and microphones Comfort handset with soft grip and hearing aid Headset jack Application openness 2 Ethernet ports 10/100/1000 Software downloadable 	<ul style="list-style-type: none"> Enjoy the comfort and ergonomics of the large color screen and easy-to-use navigation keys, contextual keys New design, including all direct access necessary keys: mail, mute, redial... Reach people rapidly by call by name Go wireless with Bluetooth ! Ideal for your headset or a conferencing station Outstanding audio quality, with the handset and on the loudspeaker Aimed at intensive phone users, senior executives Customize the application that suits your business, it's accessible from your set! Easy-to-install, easy-to-move

Specifications : 240x188x133 mm, 1070 grams



Alcatel-Lucent 4038EE
IP Touch phone

Features	Benefits
<ul style="list-style-type: none"> Adjustable graphical 4-grey level display <ul style="list-style-type: none"> •100 x 160 pixels •78 X 51 mm 10 soft keys and 4-way navigator Alphabetic keyboard Hands Free Best quality loudspeaker and microphones Comfort handset with soft grip and hearing aid Headset jack Application openness 2 Ethernet ports 10/100/1000 Software downloadable 	<ul style="list-style-type: none"> Enjoy the comfort and ergonomics of a large screen and easy to use navigation keys New design, including all direct access necessary keys: mail, mute, redial... Reach people rapidly by call by name Use the handset, a headset or hands-free, with the same outstanding audio quality Aimed at intensive desktop phone users, working alone or in a team Customize the application that suits your business, it's accessible from your set! Easy-to-install, easy-to-move

Specifications : 240x180x133 mm, 1020 grams



Alcatel-Lucent 4028EE
IP Touch phone

- Adjustable graphical B&W display
 - 64 x 128 pixels
 - 70 X 38 mm
- 6 softkeys and 4-way navigator
- Alphabetic keyboard
- Hands Free
- Best quality loudspeaker and microphones
- Comfort handset with soft grip and hearing aid
- Headset jack
- Application openness
- 2 Ethernet ports 10/100/1000
- Software downloadable
- New design and ease of use with its comfortable graphical display, navigation keys and all necessary keys: voice mail, directory, mute, redial...
- Reach people rapidly by call by name
- Use the handset, a headset or hands free, with the same outstanding audio quality
- Customize the application that suits your business, it's accessible from your set!
- Easy-to-install, easy-to-move

Specifications : 240x175x133 mm, 1015 grams



Alcatel-Lucent 4018EE
IP Touch phone

- 1x20 character display
- 6 programmable keys and Bi-directional
- External loudspeaker
- Hands Free
- Best quality loudspeaker and microphones
- Comfort handset with soft grip and hearing aid
- 2 Ethernet ports 10/100
- Software downloadable
- Compact phone combining ease of use with a simple, effective navigation in all offered functions
- New design, including all necessary direct access keys: voice mail, directory, mute, redial and 6 programmable keys
- Outstanding audio quality, with handset and on the external loudspeaker
- Easy-to-install, easy-to-move

Specifications : 220x175x133 mm, 790 grams



Alcatel-Lucent 4008EE
IP Touch phone

- 1x20 character display
- 6 programmable keys and Bi-directional
- External loudspeaker
- Hands Free
- Standard handset
- 1 Ethernet port 10/100
- Software downloadable
- First entry level IP phone combining ease of use with a simple, effective navigation in all offered functions
- New design, including all necessary direct access keys: voice mail, directory, mute, redial and 6 programmable keys
- Easy-to-install, easy-to-move

Specifications : 220x175x133 mm, 790 grams

XML APPLICATION OPENNESS

IP Touch is so much more than just a phone; it can be what you want it to be!: the IP Touch phones (**except the 4018 and the 4008**) are open to XML Business and Communication applications such as free desktop environment, presence and video management, security, alarm management and much more. Customized applications can even be developed by one of Alcatel-Lucent applications partners to fit the unique demands of your business.

POWER OVER ETHERNET (PoE)

The IP Touch phones are compatible with the international 802.3af standard for Ethernet powering in order to deliver electricity and data through the same cable.

■ ■ Phones Accessories

The ranges of Alcatel-Lucent fixed-desktop phones are completed by a series of value-added accessories.

Alcatel-Lucent offers you:

- > **Various phone accessories** designed to enhance use of Alcatel-Lucent phones in specific operational environments.

BLUETOOTH 1.2 WIRELESS TECHNOLOGY*

Enjoy cordless freedom at your desktop with an Alcatel-Lucent Bluetooth handset designed for your IP Touch 4068EE phone!

- Liberty of move in your desktop proximity (10 meters coverage)
- Superlative sound quality
- Key for picking up/hanging up, Volume settings, Ringing and Battery on the handset



* On IP Touch 4068EE phone only.

Bluetooth™



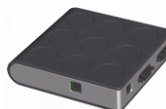
You can also connect other types of Bluetooth equipments** on your IP Touch 4068EE phones :

- Bluetooth headsets
- Bluetooth conferencing station

**On IP Touch 4068EE phones only. Not provided by Alcatel-Lucent

INTERFACE MODULES*

Alcatel-Lucent interface modules offer you additional flexibility and openness. They allow you to add peripheral equipment to your system while enabling great cost savings on cabling.



>> **AP Interface Module**

To connect an **analog** device (such as fax, POTs etc.) using just one line



>> **S0 Interface Module**

To add S0 devices to your system and take advantage of **ISDN** services.



>> **V24/CTI Interface Module**

To connect your phone to a computer, a Braille console or any other V24 device and transmit/receive **data** via your telephone line.



>> **Multiple UA Interface Module**

To connect up to 3 phones or modules on one digital access.

*Interface modules work on 9 Series digital phones only.

Phones Accessories

EXTENSION MODULES*

>> **Smart Display module**

A smart display module with 14 self-labeling keys is available. Its large LCD display allows quick and easy identification of associated keys on Alcatel-Lucent 8 and 9 series phones. There can be up to 3 smart display modules on one phone.



>> **Paper labeled modules**

They are available in 10-key and 40-key modules. There can be up to 50 additional keys on one phone.



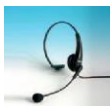
*Available only on Alcatel-Lucent 4068EE, 4029/4028EE and 4039/4038EE phones.

FOOT-STAND and WALL-MOUNTED KIT



All IP Touch and Digital phones are compatible with a 60-degree foot-stand. It minimizes the footprint on your employees' desk and optimizes the display angle for comfortable viewing. All IP Touch and Digital phones can be wall-mounted thanks to a specific kit.

CORDED HEADSETS



>> **Monaural headsets** are intended for office users, and can be mounted as an ear-hook or headband.



>> **Binaural headsets** are aimed at active users that want a securely fixed headset while communicating on the move or in noisy, telephone intensive environments (warehouse operators, shop floor supervisors, etc.).

COMFORT HANDSET

4029, 4019, and 4008 phones are compatible with a comfort handset with soft grip.

SPECIFIC ALPHABETS STICKERS



In some countries, the phones (except 4019/4018/4008) can enter specific characters Cyrillic, Pin Yin, Zhuyin and Stroke an required stickers

PIMphony Softphone

PIMphony is a powerful and user-friendly PC Softphone: it allows users to manage daily phone tasks with an ergonomic and intuitive graphical interface. This windows-based application links the two most widely used business tools: desktop computers and phones.

Alcatel-Lucent offers you:

- > **PIMphony:** A cost efficient combination of telephony and computer-based applications to get detailed information on the caller before hanging up and to deliver a personalized welcome.
- > **An intuitive graphical user interface**

A FEATURE RICH APPLICATION, VARIOUS PROFILES

The PIMphony portfolio offers several packs with specific level of services, adapted to different employees profile:

- **PIMphony Basic** (free of charge) which aims at integrating basic phone tasks management in PC environment.
- **PIMphony Pro** (license based) that is dedicated to users, such as sales people, who manage daily an important volume of calls and look for advanced computer integration.
- **PIMphony Team** (license based), which targets users that often deal with workgroups communications or manage multiple lines.
- **PIMphony Attendant** (license based), which is a complete solution for operator in small company or for assistant in larger ones. It is a cost-efficient solution for a PC based operator console.

	PIMphony Basic	PIMphony Pro	PIMphony Team	PIMphony Attendant
Telephony services	✓	✓	✓	✓
Centralized call log	✓*	✓	✓	✓
Automated update	✓	✓	✓	✓
IP telephony	✓	✓	✓	✓
Contact manager integration		✓	✓	✓
Visual mailbox		✓	✓	✓
Unified messaging		✓	✓	✓
Conversation recording		✓	✓	✓
Assistant mode			✓	✓
Supervision functions			✓	✓
Monosite Busy Lamp Field			✓	✓
Multisite Busy Lamp Field				✓
Sets programming				✓
Centralized directory				✓

* Centralized call log is only available if at least one PC on the LAN is equipped with PIMphony Pro or Team. Unless these conditions are met, the user will benefit from a local call log (active only when PIMphony is open on the PC).

Basic Features

>> Telephony Services

PIMphony provides a complete set of phone services (dial by name, transfer, conference...). They are permanently available from the user's PC, whatever application may be running, and regardless the associated Alcatel-Lucent phone (as there is no physical connection between the phone set and PC).

>> **Call log** : It enables to register and keep track of all users calls (contact identification, date, time, duration etc.).

>> **Automated update** via the Internet

>> IP Telephony

PIMphony can even function without a phone set: if PIMphony is run on IP mode, it turns a multimedia PC equipped with handset or headset into an IP terminal. It is a cost-efficient option for users based on remote site, and also for mobile workers over a secure private connection (such as IP VPN tunnel). NB: IP PIMphony works with the integrated CTI server only.

Those features are systematically provided.

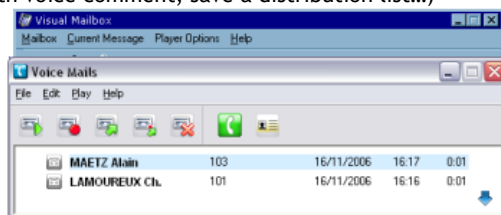
BASIC	PRO	TEAM	ATTENDANT
			

Enhanced Features

>> Contact Manager Integration:

PIMphony integrates with Contact Manager software such as Lotus Note™, Microsoft® Outlook™, Microsoft® Business Contact Manager™, Microsoft® Access™, Act!®, GoldMine®. It can synchronize with their databases in order to provide services such as the automatic screen pop of contact cards for detailed information on the caller or the called person.

>> **Visual Mailbox** : To manage voice messages from your PC, with functions like: listen, delete, forward (with voice comment, save a distribution list...)



>> **Unified Messaging**: Automatic transfer of voice messages into the user email inbox.

>> **Conversation recording**: On the associated phone set, archived on the PC.

Features provided with PIMphony Pro but also with PIMphony Team and Attendant.

BASIC	PRO	TEAM	ATTENDANT
			

Collaborative Features

>> *Supervision Functions*

PIMphony makes teamwork easier thanks to a supervision window that permits to define workgroups or services in the company (get a call or forward status of each person in the workgroup).



>> *Assistant Mode*

Associated with the supervision feature, the assistant window optimizes your call reception. One-step transfer is possible with supervised people, preferred correspondents of the caller... An alarm can be tagged on waiting calls.

>> *Busy Lamp Field (BLF)*

It enables to display and monitor the phone sets of one OmniPCX Office system (monosite topology only).

Those features are provided with PIMphony Team but also with PIMphony Attendant.

BASIC	PRO	TEAM	ATTENDANT
			

Attendant Features

>> *Multisite Busy Lamp Field (BLF)*

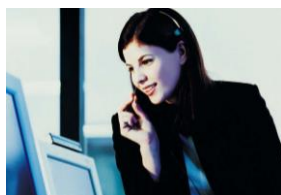
It enables to display and monitor the phone sets of several OmniPCX Office systems (Multisite topology) on the operator's PC screen.

>> *Sets programming*


The authorized operator(s) can manage the parameters and configuration of other employees' phone sets: to lock/unlock access, to reset password, forward state etc.

>> *Centralized directory on a Multisite topology*

PIMphony attendant can manage and synchronize a centralized phone book on a Multisite topology.



Those features are provided with PIMphony Attendant only.

BASIC	PRO	TEAM	ATTENDANT
			

■ ■ On-Site Mobility

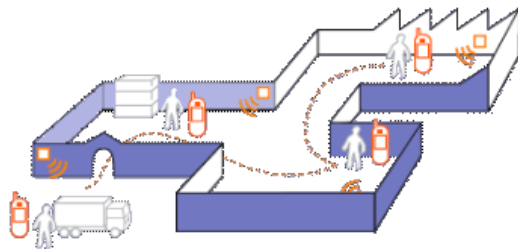
Mobility in communications is vital to succeed in today's business environment. It is the key for greater staff efficiency. With Alcatel-Lucent solutions, your employees can access all the advantages of a top-grade communication system, the Office Communication Solutions, while moving along in the company premises.

Alcatel-Lucent offers you:

- > **DECT mobility offer:** a mature and proven technology recommended for voice needs.

THE ALCATEL-LUCENT DECT OFFER

The DECT mobility service of the Alcatel-Lucent Office Communication Solutions is based on Alcatel-Lucent Intelligent base stations (IBS) plugged into digital ports. According to the coverage area required, those base stations will create a network of access points around your premises, ensuring rooming and handover.



The DECT handsets

Alcatel-Lucent offers a range of professional DECT handsets that provide the *same level of features as the Alcatel-Lucent fixed desk digital phones*. A number of built-in functionalities optimize convenience and ease of use: improved ergonomics, large graphic display, integrated loudspeaker, and headset connection.

The DECT handsets



Alcatel-Lucent 400 DECT™

Features	Benefits
<ul style="list-style-type: none"> Graphic display - 98x66 pixels, 4096 colours Backlight keypad (blue) Vibrate mode Loudspeaker Headset connection GAP & OmniPCX features Battery capacity: up to 20-hour talk time, 160-hour standby time Belt clip (removable) Colour: black - soft painting 	<ul style="list-style-type: none"> 'Matching DECT expectations' Designed for office and industrial intensive collaboration User-friendly Durability in harsh environments
Specifications: 120x45x22 (mm), 110 grams	



Alcatel-Lucent 300 DECT™

Features	Benefits
<ul style="list-style-type: none"> Black & White graphic display - 96x48 pixels Backlight display (blue) Vibrate mode GAP & OmniPCX features Battery capacity: up to 20-hour talk time, 160-hour standby time Belt clip (removable) Colour: black 	<ul style="list-style-type: none"> 'DECT simplicity with style' Designed for standard one-to-one use User-friendly Durability in harsh environments
Specifications: 120 x 45 x 22 (mm), 110grams	



Alcatel-Lucent 300 Ex DECT™

Features	Benefits
<ul style="list-style-type: none"> Black & White graphic display - 96x48 pixels Backlight display (blue) GAP & OmniPCX features Battery capacity: up to 10-hour talk time, up to 150-hour standby time Belt clip on protective case Color: black 	<ul style="list-style-type: none"> Designed for hazardous industrial environments User-friendly
Specifications: 120 x 45 x 22 (mm), 110 grams	

DECT - The Multi-set functionalities

It is possible to make an association of a DECT phone with a desktop phone. In this case, the two phones will have a unique phone number with the same level of service for both terminals.

The advantages are:

- One single directory number
- Shared level of services on both terminals
- Busy state, voice mail, diversion...

The main phone has to be a wired multi-line phone and can be a Digital phone or an IP Touch phone.

The secondary phone is a wired or a mobile terminal: a Digital phone, an IP Touch phone, a DECT, or an analog phone.

DECT - The Accessories

>> **Chargers for 300, 300 EX DECT™ & 400 DECT™:**

- Basic Desktop Charger: Neat on the desk
One slot for the handset, No LED, the handset displays the battery status.



Basic Desktop charger

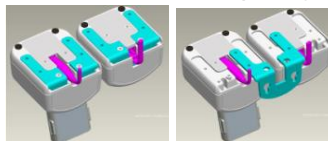
- Dual Desktop Charger
Intended for users requiring continuous long-term operational availability. The dual desktop charger can simultaneously charge a ready spare battery as well as the handset's existing battery. One LED to control the spare battery status.



Dual Desktop charger

>> **Charger brackets**

Are used for weight and wall mounting functions for either basic or dual Desktop charger.



>> **Headsets**

- Standard corded headset (for use in regular environments,)
- For the 400 DECT™ handset



DECT - The Radio base stations

>> **Indoor base station (4070IO)**

Radio coverage from 50 to 300 meters, up to 6 simultaneous calls.



>> **Outdoor base station (4070EO)**

Radio coverage from 50 to 300 meters, up to 6 simultaneous calls.

>> **Indoor base station Explosion Proof (4070IO/EX)**

Radio coverage from 50 to 300 meters, up to 6 simultaneous calls.

■ ■ On-Site Mobility

Mobility in communications is vital to succeed in today's business environment. It is the key for greater staff efficiency. With Alcatel-Lucent solutions, your employees can access all the advantages of a top-grade communication system, the Office Communication Solutions, while moving along in the company premises.

Alcatel-Lucent offers you Voice over Wireless LAN:

- > A cost-effective offer to leverage your WLAN infrastructure for both Voice and IT Communications (Use your Mobile IP Touch, laptops, PDAs,...over WiFi)

THE ALCATEL-LUCENT VOICE OVER WIRELESS LAN (VoWLAN)

To install a VoWLAN mobility offer on the Alcatel-Lucent Office Communication Solutions, you need to deploy WLAN switches and access points. You configure some IP Touch WLAN handsets to make and receive calls using the WiFi network., in addition to data mobility.

Furthermore, an SVP server is installed to insure Voice Prioritization mechanism if another Wireless LAN infrastructure than Alcatel-Lucent OmniAccess Wireless is deployed.



IP Touch WLAN handsets

Alcatel-Lucent provides a range of convenient and effective WLAN handsets that run on the WiFi technology. Those handsets named the Alcatel-Lucent **IP Touch WLAN handsets** constitute a powerful mobility solution and a real competitive edge: built-in menus enable users to select and activate the OmniPCX Office communication services wherever they are within the company.

IP Touch WLAN handsets



Alcatel-Lucent IP Touch 610™

Features	Benefits
<ul style="list-style-type: none"> Graphic display - 128x96 pixels Backlight display & keypad Vibrator Loudspeaker Headset connection Push-To-Talk (24 channels) Battery (standard capacity): up to 4-hour talk time, 160-hour standby time 	<ul style="list-style-type: none"> 'Matching WiFi expectations' Designed for industrial intensive collaboration (rugged design) User-friendly Different battery packs Improved Push-To-Talk



Alcatel-Lucent IP Touch 310™

Specifications: 145x51x23 (mm), 120 grams	
<ul style="list-style-type: none"> Graphic display - 128x96 pixels Backlight display & keypad Vibrator Loudspeaker Headset connection OmniPCX call features Battery: up to 4-hour talk time, 160-hour standby time 	<ul style="list-style-type: none"> 'WiFi simplicity with style' Designed for office intensive collaboration User-friendly Different battery packs

Specifications: 137x51x23 (mm), 110 grams

IP Touch WLAN handsets : The Accessories

Charger for IP Touch 310/610

- Basic desktop charger: charge one battery via handset.
- Dual desktop charger: for users requiring continuous long-term operational availability.
- Quad charger: for very high use or for several batteries



Basic Desktop Charger



Desktop charger



- >> Lanyard
- >> Swivel clip
- >> Headset
- >> Pouch & holster



Lanyard



Swivel clip



Headsets



■ ■ Off-Site Mobility

No matter where they are and at anytime, highly mobile employees need to access their professional communication environment. Alcatel-Lucent provides those users with an easy-to-deploy solution for external mobility: the One Number service. It brings the facilities of the OmniPCX Office to your mobile phone.

Alcatel-Lucent offers you:

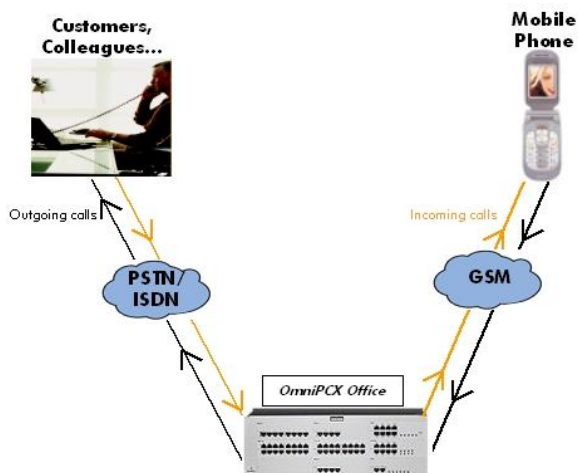
- > **Cellular extension:** a flexible cellular-based solution that reduces communications costs.

THE ONE NUMBER SERVICE OFFER

“One number service” offers the possibility to make any standard mobile phone part of the company system.

The mobile user benefits remotely from the facilities of the OmniPCX Office:

- Only one professional number, your external contacts call you by using your office phone number
- your colleagues call you by using the “dial-by-name” facility,
- you make call using company short numbers,
- your calls are supervised and rerouted when not answered,
- you benefit from a voice mail box (including remotely) and a Personal Assistant as well as remote configuration of your communication environment,
- ...and even more when jointly using Alcatel-Lucent PIMphony with your mobile phone (features in conversation, pop-up of contacts, call logs, etc,...)



The service works with any type of mobile phone and is compliant with any mobile network.

Off-site mobility options for smartphones



Based on the One number service, these two options are available for off-site mobile user, tandem user & extended office user.

A software client installed on your smartphone and supported on multiple devices:

- **Nokia Intellisync Call Connect for e-series phones (ICC)**
- **Alcatel-Lucent Cellular Extension for Windows Mobile 6 Smartphone (ACE)**

with a user interface that integrates in native smartphone ergonomics the way to access directly the following functions:

- Business mode control (One Number service activation/deactivation)
- Initiate a call:
 - from OmniPCX Office numbering plan
 - from GSM contacts
 - to attendant
- Access to business mailbox (consultation, configuration)
- Forwarding :
 - Immediate
 - Immediate to voice mail
 - Immediate to personal assistant
 - Personal call (temporary out of business mode)



Off-Site Mobility

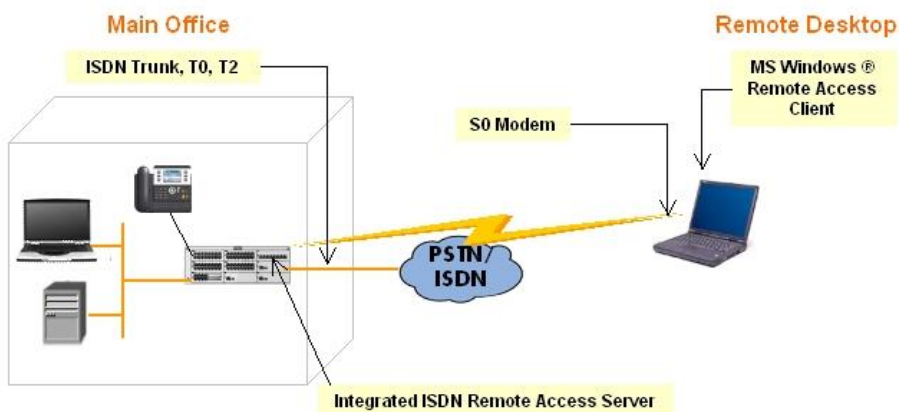
No matter where they are and at anytime, highly mobile employees need to access their professional communication environment. Alcatel-Lucent provides your employees with a high performance solution for external mobility, which relies on one of their favorite tools: PCs.

Alcatel-Lucent offers you:

- > **Remote Access Server:** a PC-based solution to ensure work continuity and reduce costs

THE REMOTE ACCESS SERVER

The OmniPCX Office has an integrated ISDN remote LAN access server. It allows mobile/home workers to access remotely the company resources from their PCs, using point-to-point connection. It reduces cost by using ISDN trunks and does not require dedicated lines.



It can be deployed where Internet Virtual Private Network (VPN) remote access is not available.

■ ■ Company Welcome

A professional greeting is the first high-level service a company should deliver in order to convey a good image. Therefore, the Office Communication Solutions propose several features to enhance your company welcome.

Alcatel-Lucent offers you:

- > **Greeting messages:** To maintain high level of service and customize welcome, which will impact positively on company image.
- > **Music on hold:** To enhance professional image, to encourage patience, and provide audio comfort.
- > **Automated Attendant:** For nonstop professional greeting, cost efficiency, to relieve congestion. A Multiple Automated Attendant provides a multi languages greeting for several company department.



GREETING MESSAGES

How callers are greeted reflects a company's professionalism. Alcatel-Lucent Office Communication Solutions provide various greeting features to optimize caller welcome:

- The greeting can be individual, or programmed on group or company level
- Up to 8 greeting messages can be created
- A greeting can be managed by time (lunchtime, opening hours) or for busy extensions
- The system automatically detects fax messages.

MUSIC/MESSAGE ON HOLD

The system provides music and/or a message on hold, while callers are waiting to be put through. An implicit 16-second music on hold (free of copyright) is available. The music on hold can be customized with music of up to 2 min (10 min with hard disk).

AUTOMATED ATTENDANT (optional)

The automated attendant allows you to welcome your correspondents 24 hours a day. It also represents a valuable help to your operator in peak times, automatically connecting your correspondent to the right service. You can also take the opportunity to broadcast information, such as opening hours or promotions.

A multi-language and multiple trees automated attendant allows you enhanced the greeting in your whole company organization and for your international customers.

Call Center Solution

The Alcatel-Lucent **OmniTouch Call Center Office** is an integrated Call Center solution, specifically designed to meet SME needs. It enables your company to critically improve phone response, company greeting and other associated services. This professional solution targets not only small voice oriented call centers, but also services with enhanced welcome needs.

Alcatel-Lucent offers you:

- > **Automatic Call Distribution:** For high quality of service and optimized use of the company resources
- > **Agent Assistant:** For easy call management on PC screen
- > **Supervision and Statistics:** For enhanced visibility with positive impact in revenue generation

The Alcatel-Lucent OmniTouch Call Center Office is simple, complete and flexible, and opens the door to new business opportunities for your company thanks to:

THE AUTOMATIC CALL DISTRIBUTION (ACD)

ACD ensures the efficient processing of incoming calls by automatically dispatching them to available agents. There can be up to 32 agents belonging to up to 8 groups. Agents can use all types of terminals (Analog, Digital sets, DECT handsets, IP Touch sets etc.).



If all the agents of a group are busy, an advanced call queuing mechanism is implemented: the calls are placed in waiting queues in chronological order and dedicated messages are broadcast depending on the situation.

Messages can be customized with professional voice prompts recorded in a studio and downloaded within the system. They can also be recorded with a simple set allowing real time update, to adapt messages to a specific situation.

NB: When a call is routed through the ACD, the solution is able to display the called group identification (number and name) for the agent to answer the call with the appropriate greeting.

THE AGENT ASSISTANT (optional)

It is a desktop application that enhances the agent efficiency. It provides session control, personal statistics and screen pop-ups of caller's information. The agent has access to information such as called and calling number, call's waiting time in the queue or visualizes the number of waiting calls in the groups.

THE SUPERVISOR CONSOLE (optional)

It provides real-time monitoring for agents, groups and lines. It allows the supervisor an overview of the service level and traffic and if necessary to modify the status of group and agent.

THE STATISTICS MANAGER (optional)

An application dedicated to post-processing of traffic and call information stored in the system. The statistics information concerns the groups, the agents and the call classification. In order to save time, pre-defined reports can be automatically printed.



Supervisor Console 172.20.160.1 | 2508/2008 | 13:19

Observation de l'activité des groupes

N°	Numéro	Nom	Groupes	Plan	Taux	Etat	PC
3	100	Alex	1 5 8	03	0%	En appel	
4	100	Christophe	3 6	01	0%	En retard	
2	105	Jean	23 6	02	0%	En retard	
15	102	Alexia	678	01	0%	En adhérentement	
16	103	Brigitte	1 3 9	01	0%	Groupé élargi	
10	104	Norbert	2 6	01	0%	En retard	
8	118	Cyril	3 6	01	0%	En retard	
4	101	Marc	23 6	02	0%	Trajet complémentaire	
3	100	Alex	1 5 8	03	30%	En appel	
4	100	Christophe	3 6	01	0%	En retard	
2	105	Jean	23 6	02	0%	En retard	
15	102	Alexia	678	01	0%	En adhérentement	

	Groupes 1	Groupes 2	Groupes 3	Groupes 4	Groupes 5	Groupes 6	Groupes 7	Groupes 8
Appels servis	10	0	5	5				
Appels en échec	0	0	0	0				
Appels dont l'attente > 1.000s	2	0	6	6				
Appels dont l'attente > 1.000s	3	0	2	2				
Appels dont l'attente > 2.000s	1	0	0	0				
Appels en discussion	1	0	4	4				
Appels en formation	0	0	5	5				
Stat du Groupe	Ouvrir	Fermer	Ouvrir	Ouvrir				
Groupe Surtout								
Appel en attente								
Appel en discussion								

Version: Alcatel-Lucent

Web and audio conferencing Solution

Alcatel-Lucent provides your company with a high performance multimedia, multiparty business communications solution for secure conferencing with anyone inside or outside the company.

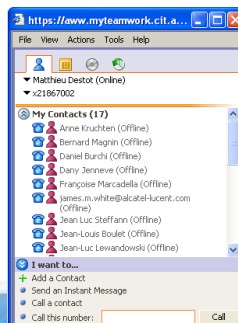
Alcatel-Lucent offers you:

- > **My Teamwork office Edition:** a full-featured multimedia, multiparty conferencing and collaboration solution running on a single computer.

OmniTouch My Teamwork

My Teamwork is a software-based multimedia, multiparty business communications solution running on commonly available computer hardware. Use OmniTouch My Teamwork from any telephone, any location, and any browser for secure conferencing with anyone inside or outside the company—no specialized software or virtual private network (VPN) required. The presence-aware, easy-to-use interface supports a full feature set including meet-me, ad-hoc, and scheduled events with click-to-conference, Instant Messaging chat, application and desktop sharing, document management, and more.

With OmniTouch My Teamwork Office Edition, easy and powerful collaboration with anyone inside or outside the company becomes a reality.



■ ■ Collaboration & Mobility Services

Today, small and medium sized enterprises want to increase their employees' productivity and reactivity by providing them with communication and collaboration resources adapted to each situation. Alcatel-Lucent Office Communication Solutions come with an Extended Communication Server and at their desk or on the move, collaborators are able to access the same working environment regardless of their means of access.

Alcatel-Lucent offers you:

- > **Fax Server:** FAX emission, reception and management
- > **Collaboration:** Collaborative working accessible to SMEs
- > **Off-site mobility:** Collaboration reaching mobile phones
- > **Unified communication:** Enterprise-class telephony extended to collaboration and mobility
- > **URL filtering and Anti-virus options:** control your employees web access and to be protected against viruses.
- > **IT applications:** to complete the offer, e-mail server, file & printer server, web hosting applications, ... are fully integrated into the Extended Communication Server.

THE FAX SERVER (optional)

The FAX server application embedded in the Extended Communication server provides Fax2Mail and Mail2Fax capabilities that work with OmniPCX Office. This solution makes FAX emission, reception and management as simple as e-mails. In addition a print-to-fax server facility allows to send faxes from any application that can print.



THE COLLABORATION

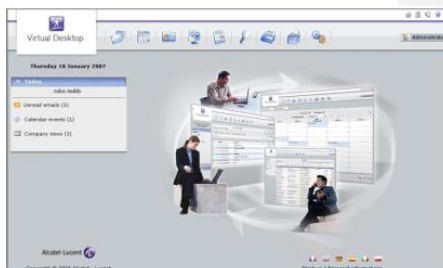
The collaboration service provides a set of functions for sharing corporate information: email, contacts, calendars, files and Internet bookmarks. The shared data can be organized at different levels: users, groups and company. The collaboration services can be accessed via interfaces adapted to the different business situations

>> *The Virtual Desktop*

This secure Web interface enables users to access their e-mail, calendars, contacts, files and bookmarks using any network access or Internet and an ordinary browser.

Locally or remotely, this is an easy and intuitive way to access and share corporate information.

Furthermore, with this interface, your collaborators can roll-out corporate telephony services in the office and outside.



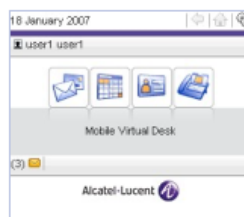
>> *Alcatel-Lucent Connector for Outlook®*

Synchronizes contacts and calendars centralized in Alcatel-Lucent Extended Communication Server with Outlook®. A flexible solution that allows you to work in connected or disconnected mode to maintain your data up to date. More than just an e-mail client, use your Outlook® application as a real collaborative tool that is fully integrated in the Extended Communication Server.



THE OFF-SITE MOBILITY

The mobility service allows your nomadic employees to access their business critical data using mobile devices supporting GPRS, Edge, UMTS or Wifi. Mobile phones WAP 2.0 should be supported. It enables them, in any situation and in a secure manner, to access and share the information centralized in the Alcatel-Lucent Extended Communication Server: e-mails, calendar (personal or shared), contacts (personal, group, enterprise).

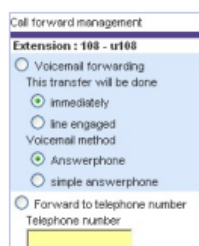
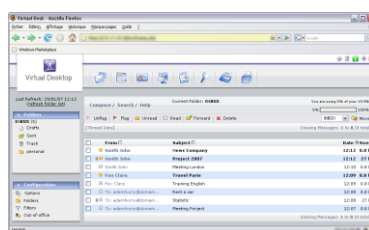


THE UNIFIED COMMUNICATION

The unified communication service increases the reactivity of your employees and improves the quality of exchanges with your partners. It integrates the enterprise-class telephony services of Alcatel-Lucent OmniPCX Office in your collaboration and mobility solution.

>> *With unified communication:*

- Enrich your e-mail with voice mail notification and consultation services.
- Use the Alcatel-Lucent contact database to make phone calls with a single click.
- Manage your telephone service settings remotely: voice mail, call forwarding, personal assistant.



When traveling, replace your office phone with the phone of your choice (mobile, home phone, external number, etc.) and benefit from business communication services: supervision, call log, voice mail, forwarding, etc.

Use the unified communication services in any situation in the collaboration and mobility applications: Virtual Desktop and Mobile Virtual Desktop

URL FILTERING & ANTI-VIRUS (optional)

>> *Anti-virus option*

Kaspersky Labs® anti-virus software to protect incoming and outgoing e-mail and documents stored in Alcatel-Lucent Extended Communication Server.

Centralized protection in addition to workstation protection. Be protected against viruses before they reach the users' stations.

>> *Internet access filtering option*

Optenet® filtering software to control Internet access use.

Optimize your bandwidth, guarantee business-centric use of the Internet and ensure your company is legally protected.

IT APPLICATIONS

The Extended Communication Server comes with very useful IT applications needed for the secure deployment of the collaboration and mobility service: Secure Internet access (firewall, NAT), File and printer sharing, Web site/Intranet hosting, Automatic and manual save and restore

Internet Solution

The Alcatel-Lucent OmniPCX Office integrates in a single solution all the necessary networking components for your company to work in a professional manner with Internet (see LAN section).

Alcatel-Lucent offers you:

- > **Shared Internet access:** For cost effective broadband access.
- > **Firewall:** Secures and protects your network.
- > **Proxy Server:** Enhances control on Internet access and reduces its impact on productivity.
- > **Cache Server:** For cost saving and time saving
- > **Intranet Server:** For enhanced collaboration and information access

SHARED INTERNET ACCESS

The OmniPCX Office handles a **shared Internet access**. It allows several users on the LAN simultaneous access to the Internet using a single account and a single connection on high-speed link. It ensures high rate traffic for voice and data, email and remote access. The connection to the Internet can be established on demand or as a permanent connection.



Internet access

SECURE INTERNET ACCESS

The OmniPCX Office system embeds a **configurable firewall**, which protects the company information network from external attack. The firewall has been designed to be professional, flexible and easy to manage.

CONTROLLED WEB ACCESS

The OmniPCX Office embeds a **proxy server**, which can control and limit the Internet usage. The proxy server allows the customization of user access rights by user and group profiles. Limitations can be implemented by filtering URL Web addresses according to URL un/authorized lists, and on a day and time basis. Moreover, the proxy provides detailed statistics on Internet and application usage.



Proxy

OPTIMIZED INTERNET ACCESS

An integrated **cache server** improves Web access for users by storing the most recently downloaded Web pages (HTTP) or FTP files in a dedicated disk space. Users often request information already available on the cache. It avoids another Internet connection, and thereby reduces communication costs



Cache Server

INTEGRATED INTRANET SERVER

The OmniPCX Office hosts an **Intranet server** that enables to distribute the most recent administrative or enterprise life information on a dedicated space. Each user running his browser can access it. The development of this Intranet server can be performed easily with any standard publishing tool.



Intranet Server

IP Telephony Solution

The Alcatel-Lucent Office Communication Solutions was designed to integrate easily into the state-of-the-art IP communication world. IP solution fits perfectly for companies that are building communication on a single, resilient and future proof infrastructure.

Alcatel-Lucent offers you: An IP Ready Solution

- > Plug and play
- > One cabling infrastructure for voice and data
- > Cost effective Communication system

OmniPCX Office supports IP devices as well as IP Trunking. This combination enables you to find and deploy products that enhance your business and reduce your infrastructure costs. Here after the richness of the connectivity supported by the Alcatel-Lucent OmniPCX Office.

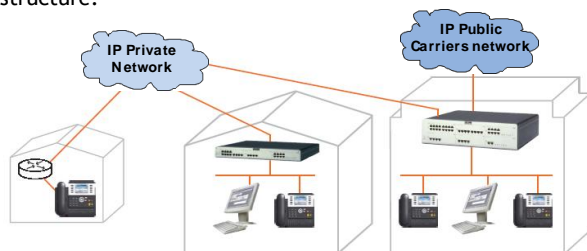
IP TELEPHONY CONNECTIVITY:

- Alcatel-Lucent IP Touch sets supporting “XML” applications
- Alcatel-Lucent IP PIMphony Softphone
- Alcatel-Lucent IP Touch WiFi handsets
- Remote worker
- Integrated LAN Ethernet switch (LANX8 or LANX16)
- Alcatel-Lucent OmniStack 6200 and OmniSwitch 6400
- Alcatel-Lucent OmniAccess Wireless and Access Points

IP EXTERNAL CONNECTIVITY:

- IP private network (H323 or SIP*)
- IP public carrier network (H323 or SIP*)

* SIP (Session Initialization Protocol) is a new open protocol with multimedia applications. It is being used more and more by Carriers/Telco/Operators, as the backbone of Enterprise Networks' infrastructure.



Alcatel-Lucent provides SMBs with high-performance and affordable switches; for them to deploy Power-over-Ethernet and true plug-and-play connectivity for those IP phones, WLAN access points and other campus networking devices : the OmniStack 6200. They deliver network intelligence, improve security for users while simultaneously reducing operating expenses, capital expenditures, and day-to-day management costs.

Application Interfaces

According to your needs, the Alcatel-Lucent Office Communication Solutions provide a wide choice of internal or external connections for multiple communications.

Alcatel-Lucent offers you:

A Large Range of Connections for Communications

- > Flexible to fit your needs
- > Open to external applications
- > Scalable to evolve with you

EXTERNAL COMMUNICATIONS

The OmniPCX Office supports various types of connection based on TDM, IP and Internet:

- **PSTN carrier** connection such as Analog trunk line, Direct dialing inward DDI, digital access PCM
- **PSTN carrier** connection such as Digital access T0, T2, T1 (according to country specificity)
- **IP carrier** connection H323 or SIP
- **Internet** connection through ISDN or xDSL



- **Automatic Route Selection (ARS) Service**

When your company uses several carriers or service providers, ARS automatically analyzes the numbers to route calls the least expensive way. Whatever the access mode (direct or indirect), the connection (analog or digital) and the type of phone, ARS chooses the most cost-efficient route according to the time of the day and the day of the week to take full advantage of price differentials.

INTERNAL COMMUNICATIONS

You do not have to choose between an all TDM and an all IP communications since the OmniPCX Office is a fully modern and future proof solution able to mix TDM and IP. OmniPCX Office is Openness and supports the following communications devices:

- | | |
|---|---|
| • IP Touch sets - 8 Series and XML Web services interface | • Ethernet LAN interfaces |
| • Digital sets - 9 Series | • Radio base station for DECT Mobility |
| • Analog phones | • WIFI Access Point for Voice Mobile IP touch & Data connectivity |
| • Fax | • CTI TAPI 2.1 Interfaces |
| | • CSTA interface |

■ ■ Networking

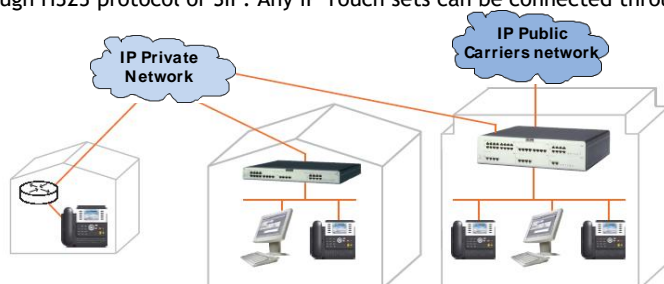
With the OmniPCX Office solution, Multisite companies can interconnect several remote sites to enhance their operations and communications.

Alcatel-Lucent offers you: An adapted networking solution:

- > To optimize your resources
- > To guarantee cost effective and secure remote connection

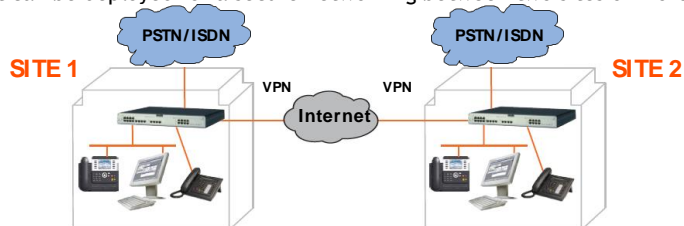
IP NETWORKING OVER PRIVATE NETWORK

This solution fits perfectly for companies that want a fully converged IP network. The single infrastructure for voice and data provides simplified management. Here after an example of Networking through IP, where two sites are connected together either through H323 protocol or SIP. Any IP Touch sets can be connected through a router:



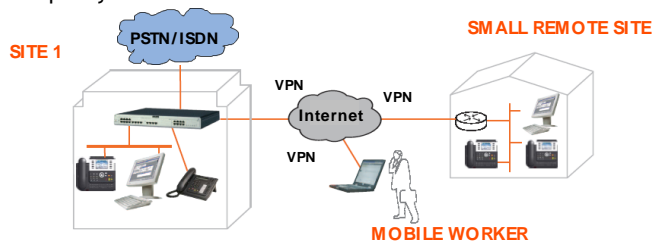
IP NETWORKING OVER INTERNET BETWEEN TWO SITES

This solution provides networking capabilities through Internet after activating an "IP sec VPN tunneling". Therefore, it allows LAN interconnection for Data and Voice on H323 or SIP protocol. It can be deployed for a secure networking between two sites or more.



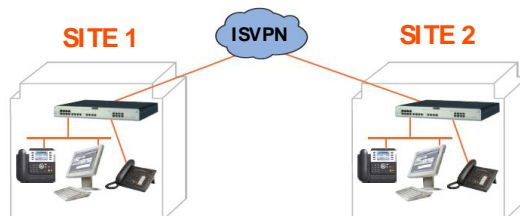
IP NETWORKING OVER INTERNET FOR SMALL REMOTE SITE

For Remote Office context, or remote worker, a cost effective solution is available. OmniPCX Office “VPN IP sec” protocol can be successfully activated to interconnect securely one or more small remote offices for LAN interconnection and remote IP telephony.



NETWORKING OVER ISDN

Each site is connected to ISDN public carrier. When a station is calling from site 1 to site 2 the call is routed through ISDN and seen from the caller and the called as an internal call.



Easy and Powerful management

A high-performance console named Office Management Console (OMC) and Web management allow easy management of all features of your Office Communication Solutions.

Alcatel-Lucent offers you: OMC:

A do-it-yourself management tool with a unique User Administration Interface

A USER-FRIENDLY MANAGEMENT TOOL

Our management tool gives you the ability to administrate on a day-to-day basis the users' environment. You have access to a user-friendly interface for:

- Users' parameters
- Date and time
- Collective speed dial
- Groups
- Internet user profiles (and email, firewall etc.).
- Default numbering plan and user's code
- Charge rate
- Barring and accessible trunk
- External accesses

You are guided by ergonomic drawings and text explanations.



Alcatel-Lucent Office administration interface

INCREASED EFFICIENCY

With the Office Management Console, responsiveness is enhanced during and after the installation phase (management and maintenance):

- Configuration is very fast thanks to Office "all-in-a-click" management tool described above
- Management and Maintenance can be done locally or remotely therefore increasing flexibility
- New features can be implemented easily thanks to the software key system
- Statistics provided by the system help to make decisions.

Networking Management :OmniVista 4760

Alcatel-Lucent offers you:

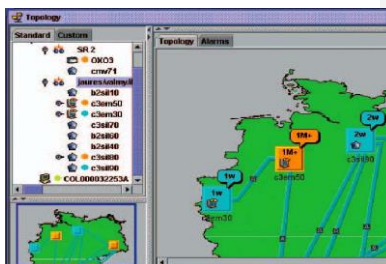
Alcatel-Lucent OmniVista 4760 Standard Edition

- > Operating costs reduced
- > Single management tool
- > Management proactively
- > User friendly

OmniVista 4760 is a suite of web-based applications for Network Management. It relies on a client/server architecture and provides a Centralized management platform for OmniPCX Office servers.

OmniVista 4760 key features and benefits with OmniPCX Office are:

- A consolidated multi-carriers Accounting capability,
- An animated Topology design,
- High quality and customized Alarms,
- Embedded Configuration.

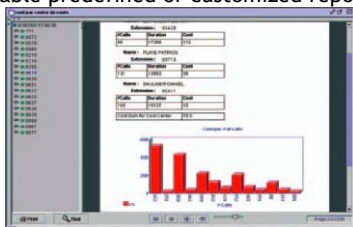


OmniVista 4760 Standard Edition is a world-class and scalable management platform for 10 to 20 000 subscribers and up 100 OmniPCX Office and Extended Communication Servers.

OmniVista 4760 Standard Edition provides features associated to a graphical representation of OmniPCXs' networks systems:

- Direct access to Configuration menu,
- Graphical display of OmniPCX systems,
- Topologic maps customization,
- Alarms access and notification with severity.

The Alcatel-Lucent OmniVista 4760 Standard Edition can also be used as a communication cost control tool. This metering solution offers you to control and analyze efficiently your telecommunications costs. It facilitates the monitoring with graphical and exportable predefined or customized reports.



Hotel/Hospitality Solution

The Alcatel-Lucent Office Communication Solutions integrate a hospitality solution dedicated to your specific needs -hotels of course but also clinics, retirement homes, student resident halls, and so on.

Alcatel-Lucent offers you:

Hotel/Hospitality solution for higher revenue opportunities

- > Greater **staff** productivity, optimized daily task and professional welcome for guests.
- > High quality of service and therefore higher spending per **customer** and/or more bookings.
- > More efficient hotel **management**.

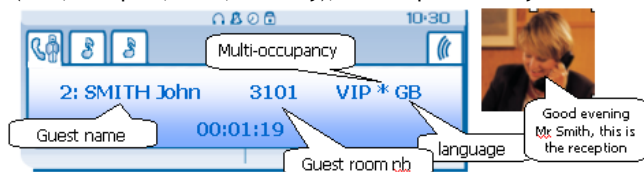
This complete solution specifically designed for Hotel/Hospitality relies on the Office Link Driver (OLD). Thanks to OLD, the communication system is fully integrated within your hotel applications.

All operations (check in, room number, guest set language, room status, room problem, guest name, speaking language...) are handled directly from the front office and signaled on the operator set. Furthermore, the information such as the room status are synchronized between the hotel applications and Alcatel-Lucent phoness and vice-versa.



STAFF EFFICIENCY

Manage your rooms and your calls from your front desk. An Alcatel-Lucent desktop phone is purpose-designed for reception use. A friendly display on the phone using straightforward icons guides you through the various functions. It simply tells you everything you need to know about room status (free, occupied, done, anomaly), and simplifies every check-in and check-out.



At check-in, guests receive a printed slip noting their direct line phone number, the code to lock and unlock their phone, and the requested wake-up time.

<i>Hotel Miraplaya</i> <i>Thursday, June 16th 2005, 18:17</i>	
Name	Smith
Room	214
Language	English
Personal Login	1619
Direct Number	038647525
Outgoing Calls	No Restriction
Pre-payment	20€
Used	20€
Including VAT (20,6%):3,42€	Inactive
Do not disturb	None
Message	

CUSTOMER SATISFACTION

OmniPCX Office hospitality solution will also change life for your guests. For example, wake-up calls are failsafe. They can be programmed from the front desk or from the guest's room. If there is a problem, a beep and an icon alert you. With OHL and hotel applications, you can also program the wake up call from the front office.

In addition to their direct line, guests are easily equipped with voice mails (automatically) and DECT or WiFi handsets. A great service for business customers on seminars.

You can also provide a phone booth, in the lobby for example, with calls charged to the guest's room, for the convenience of guests.

COMMUNICATION COST MASTERING

The hotel can set its own unit charges for guests' phone calls, a sliding rate if you like, according to the length of the call. On check-out, your front desktop terminal prints out the guest's phone bill with detailed information.

With OHL and hotel applications, the check out can be done from the front office and signalized on the operator set, meaning only one total bill for the customer, which includes the phone bill.

On demand you can activate or de-activate direct dial line for local, long distance and international calls; you can also program the system to cut off the direct line after a pre-determined credit limit has been reached.

For all these reasons, you can transform your room phones from a basic service into a profit center generating significant revenue for your business.



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