Alcatel **OmniPCX** *Office*

CUSTOMER PROPOSAL
RELEASE 5.0

Alcatel·Lucent

Alcatel-Lucent **OmniPCX** Office - Release 5.0

Alcatel·Lucent

Alcatel-Lucent, a Strong and Reliable Partner

Alcatel is a leading global communication solutions provider.

13.1 Billion euros in sales   **58 000** Employees

11% invested in R&D   located in **130** Countries

#1 in Contact Center software   More than...

#2 in SMB Telephony (WW)   **500 000** Customers

#1 in IP-PBX (Europe)   **1500** Partners to serve you

With sales of 13,1 billion euros in 2005, Alcatel-Lucent is an international group present in more than 130 countries, that focuses on the booming "Information and Communication Technologies (ICT)" market. One of the key applications of ICT is to provide companies with IP Telephony and Unified Communications solution.

Thanks to unmatchable high-quality offers, Alcatel-Lucent is #1 PBX vendor in Europe and is permanently strengthening its worldwide presence. Alcatel-Lucent is also at the forefront of technological innovation: it has registered more than 25,000 technology patents over the past years, to the benefit of customers.

Alcatel-Lucent has always been committed to the Small and Medium Enterprise (SME) segment. It confirms it today with a state-of-the-art, advanced and integrated communication system designed for up to 200 users:

The Alcatel-Lucent **OmniPCX** *Office.*

The OmniPCX Office, Fitting your Needs

The Alcatel-Lucent OmniPCX Office 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 OmniPCX Office improves 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 OmniPCX Office offers 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 OmniPCX Office delivers easy-to-install and easy-to-manage solutions designed to streamline telecommunications costs.*
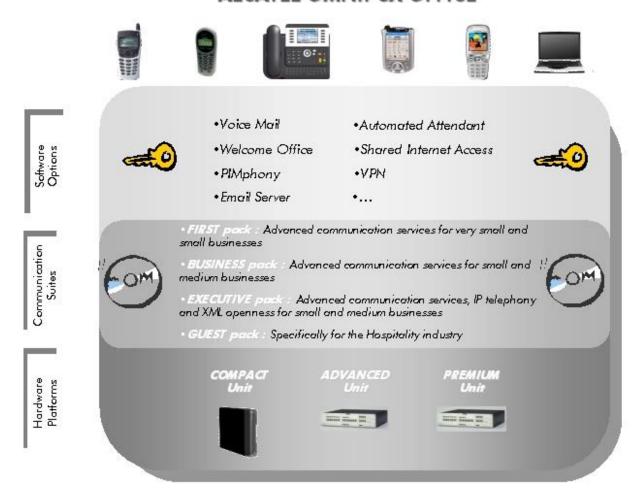
A Modular and Flexible Offer

The OmniPCX Office 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, 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 OmniPCX Office relies on a flexible and scalable architecture. You build your system by combining the elements the most adapted to your expectations and budget among:
- Several **Communication Suites** and Value–added **Software options**,
- A full range of powerful **Hardware platforms**,
- A complete range of desktop and mobile **Terminals**.

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
- Executive Pack
- Guest 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)
■ 5000 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)
■ 5000 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 Executive 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)
■ 5000 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
■ XML Web services for 10 users including My Phone, My IP Touch, My Messaging & My Management

Alcatel·Lucent

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)
▪ 5000 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

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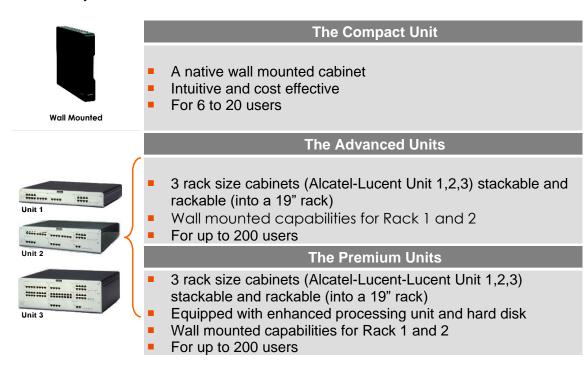
Those Communication Suites have the capability to evolve as and when you decide to, with software add-on. According to your needs, you can be provided with optional services and value-added applications.

- 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
  - PIMphony Pro, Team and Attendant
  - OmniTouch Call Center
  - And so on…

Alcatel·Lucent

The Hardware Platforms

THE CORE UNITS

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.

Wall Mounted

The Compact Unit
▪ A native wall mounted cabinet ▪ Intuitive and cost effective ▪ For 6 to 20 users

Unit 1

Unit 2

The Advanced Units
▪ 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 200 users

Unit 3

The Premium Units
▪ 3 rack size cabinets (Alcatel-Lucent-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 200 users

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.

THE BOARDS

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

All boards are common hardware whatever the unit chosen.

EMPLOYEE EFFICIENCY

Telephony Services

The Alcatel-Lucent OmniPCX Office is 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.

Hereafter the description of some flagship features of the OmniPCX Office:

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 sets.

Alcatel·Lucent

EMPLOYEE EFFICIENCY

■ ■ 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.
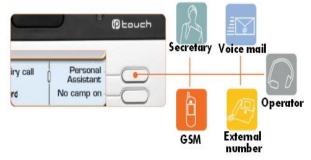> \> **Call Recording:** Keeps track of valuable information, enrich customer data.

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 users[1] 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

Alcatel·Lucent

EMPLOYEE EFFICIENCY

■■ Digital Terminals

THE ALCATEL-LUCENT 9 SERIES – A NEW WAY TO COMMUNICATE

Alcatel-Lucent has designed a comprehensive range of professional terminals to make you feel completely comfortable, and offer you optimum access to all services your OmniPCX Office 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.

	Features	Benefits

Alcatel-Lucent 4039	■ Adjustable graphical 4-grey level display
	  •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
		■ 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	■ Adjustable graphical B&W display
	  •64 x 128 Pixels
	  •70 X 38 mm
	 ■ 6 soft keys and 4-way navigator
	 ■ Alphabetic keyboard
	 ■ Hands Free
	 ■ Headset jack
	 ■ Software downloadable
		■ 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	■ 1x20 character display ■ 6 programmable keys with LED and bi-directional navigator ■ External loudspeaker ■ Software downloadable	■ 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

Alcatel·Lucent

EMPLOYEE EFFICIENCY

Specifications : 220x175x133 mm, 790 grams

EMPLOYEE EFFICIENCY

■■ Digital Terminals

THE CLASSIC RANGE OF REFLEXES TERMINALS

The Alcatel-Lucent Reflexes range provides you with simple access to tap into all the power of your OmniPCX Office system.

> **Alcatel-Lucent offers you:**
> > **The Reflexes**: A budget range of professional desktop phones that will enhance your business communications.

	Features	Benefits
Advanced Reflexes	■ 2x40 character display ■ 24 programmable keys with icons ■ 5 soft keys and 4-way navigator ■ Alphabetic keyboard ■ Hands-free ■ Comfort handset with soft grip and hearing aid	■ Caller identity, contextual function access ■ Easily program and supervise all your lines, preferred functions or direct calls ■ Call by name to reach people rapidly ■ Phone and work simultaneously ■ Easy-to-install and Easy-to-manage
	Specifications : 285x196.5x79.5 mm, 980 grams	
Premium Reflexes	■ 1x20 character display ■ 12 programmable keys with icons ■ Alphabetic keyboard ■ Hands-free ■ Comfort handset with soft grip and hearing aid	■ Caller identity ■ Easily program and supervise all your lines, preferred functions or direct calls ■ Call by name to reach people rapidly ■ Phone and work simultaneously ■ Easy-to-install
	Specifications : 246.5x219.5x86.5 mm, 880 grams	
Easy Reflexes	■ 1x20 character display ■ 8 programmable keys ■ External loudspeaker ■ Wall-mounted option	■ Caller identity ■ Easy-to-install ■ Easy-to-use
	Specifications : 177x196x59 mm, 630 grams	
First Reflexes	■ 1x20 character display ■ 8 programmable keys ■ External loudspeaker ■ Wall-mounted option	■ Entry level phone for basic needs, corridor, wall mountable ■ Easy-to-use and Easy-to-install
	Specifications : 177x196x59 mm, 630 grams	

Alcatel·Lucent

EMPLOYEE EFFICIENCY

■ ■ IP Terminals

THE ALCATEL-LUCENT 8 SERIES–SO MUCH 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 8 Series:** A range of full-featured terminals with integrated IP connectivity and telephony
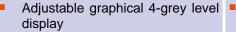
Features	Benefits
■ Adjustable graphical colour display (4096 colours) •240 x 320 pixels (¼ VGA) •73,5 X 55,6 mm ■ 10 soft keys and 4-way navigator ■ Alphabetic keyboard ■ Bluetooth 1.2 connectivity ■ Hands Free ■ Best quality loudspeaker and microphones ■ Comfort handset with soft grip and hearing aid ■ Headset jack ■ Application openness ■ 2 Ethernet ports ■ Software downloadable	■ 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

Alcatel-Lucent 4068

Specifications : 240x188x133 mm, 1070 grams

Features	Benefits
■ Adjustable graphical 4-grey level display •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 ■ Software downloadable	■ 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

Alcatel-Lucent 4038

Specifications : 240x180x133 mm, 1020 grams

EMPLOYEE EFFICIENCY

Alcatel-Lucent 4028

- 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
- 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 4018

- 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
- 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

XML APPLICATION OPENNESS

IP Touch is so much more than just a phone; it can be what you want it to be!: the 8 Series sets (**except the 4018**) 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 8 Series phones are compatible with the international 802.3af standard for Ethernet powering in order to deliver electricity and data through the same cable.

Alcatel·Lucent

EMPLOYEE EFFICIENCY

Terminals Accessories

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

Alcatel-Lucent offers you:
> **Various phone accessories** designed to enhance use of Alcatel-Lucent terminals 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 4068!
- 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 4068 only.

You can also connect other types of Bluetooth equipments** on your IP Touch 4068 :
- Bluetooth headsets
- Bluetooth conferencing station

**On IP Touch 4068 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 and Reflexes only.

EMPLOYEE EFFICIENCY

■■ Terminals 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 sets. 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 4068, 4029/4028 and 4039/4038.

ADD-ON MODULES

It is possible to add up to 2 paper-labeled modules of 20 or 40 keys per Reflexes terminal*.

*On Reflexes Advanced and Premium sets only

FOOT-STAND

All 8 and 9 Series terminals are compatible with a 60-degree foot-stand. It minimizes the footprint on your employees' desk and optimizes the display angle for comfortable viewing.

*On 8 and 9 Series only

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.).

Alcatel·Lucent

EMPLOYEE EFFICIENCY

Alcatel-Lucent 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.

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).

Alcatel·Lucent

EMPLOYEE EFFICIENCY
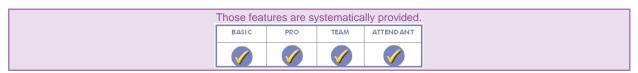
Basic Features

>> 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 terminal (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.

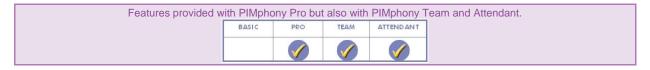| BASIC	PRO	TEAM	ATTENDANT
✓	✓	✓	✓

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
	✓	✓	✓

Alcatel·Lucent

EMPLOYEE EFFICIENCY

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, to define nomadic right, 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
			✔

Alcatel·Lucent

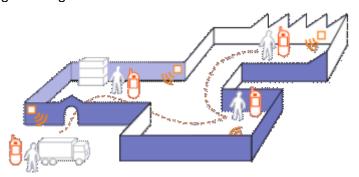## EMPLOYEE EFFICIENCY

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 OmniPCX Office, while moving along in the company premises.

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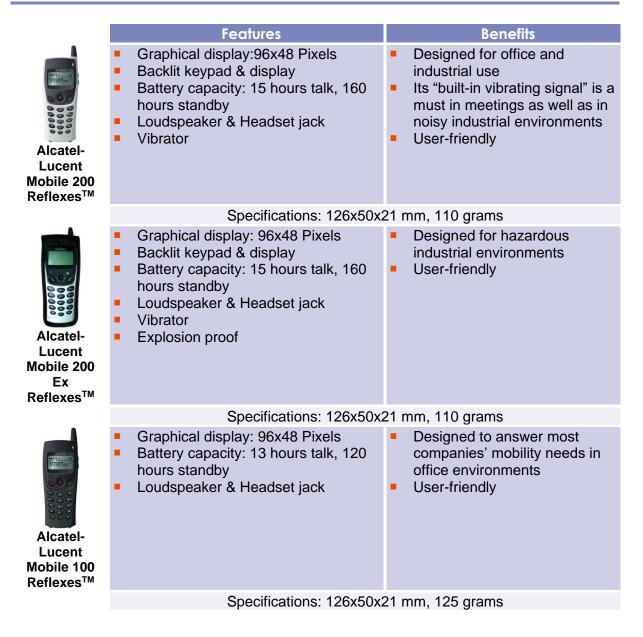> > **DECT mobility offer**: a mature and proven technology recommended for voice needs.

THE ALCATEL-LUCENT DECT OFFER

The DECT mobility service of the Alcatel-Lucent OmniPCX Office system 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.

DECT - The Terminals

Alcatel-Lucent offers a range of professional DECT handsets, the **Mobile Reflexes** 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.

Alcatel·Lucent

EMPLOYEE EFFICIENCY

DECT - The Terminals

	Features	Benefits
Alcatel-Lucent Mobile 200 Reflexes™	■ Graphical display:96x48 Pixels ■ Backlit keypad & display ■ Battery capacity: 15 hours talk, 160 hours standby ■ Loudspeaker & Headset jack ■ Vibrator	■ Designed for office and industrial use ■ Its "built-in vibrating signal" is a must in meetings as well as in noisy industrial environments ■ User-friendly
	Specifications: 126x50x21 mm, 110 grams	
Alcatel-Lucent Mobile 200 Ex Reflexes™	■ Graphical display: 96x48 Pixels ■ Backlit keypad & display ■ Battery capacity: 15 hours talk, 160 hours standby ■ Loudspeaker & Headset jack ■ Vibrator ■ Explosion proof	■ Designed for hazardous industrial environments ■ User-friendly
	Specifications: 126x50x21 mm, 110 grams	
Alcatel-Lucent Mobile 100 Reflexes™	■ Graphical display: 96x48 Pixels ■ Battery capacity: 13 hours talk, 120 hours standby ■ Loudspeaker & Headset jack	■ Designed to answer most companies' mobility needs in office environments ■ User-friendly
	Specifications: 126x50x21 mm, 125 grams	

DECT - The Multi-set functionalities

It is possible to make an association of a DECT terminal with a fix station. In this case, the two terminals 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 set has to be a wired multi-line terminal and can be: Reflexes, 8 or 9 series digital terminals.

Alcatel·Lucent

EMPLOYEE EFFICIENCY

The secondary set is a wired or a mobile terminal: Reflexes, DECT, Analog sets, 8 or 9 series digital terminals.

EMPLOYEE EFFICIENCY

DECT - The Accessories

>> *Carrying cases (recommended)*
- Integral carrying case with rotating clip
- Industrial carrying case with rotating clip, dust filters and shock absorbing material.

The case can be opened at the bottom to recharge the handset without removing the case (as shown on photograph).

>> *Headsets*
- Express monaural (for use in regular environments, covering only one ear)
- Profile binaural (recommended in noisy phone intensive environments)
- Noise proof binaural (suitable for use in extremely noisy environments).

Monaural   Binaural

Corded

Basic

Dual

Voice

>> *Chargers*
- Corded charger: use the set while it is charging
- Basic desktop charger: neat on the desk
- Dual desktop charger: set is always on (with spare-battery)
- Voice desktop charger: high quality hands-free mode

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.
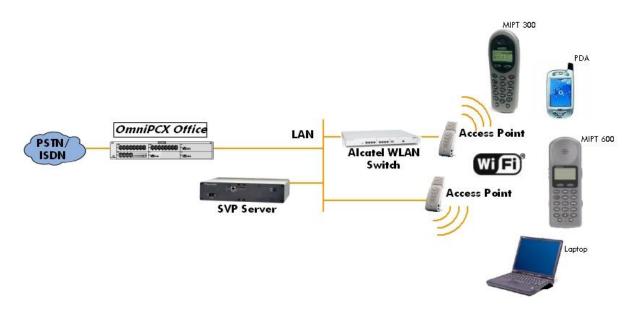
EMPLOYEE EFFICIENCY

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 OmniPCX Office, while moving along in the company premises.

Alcatel-Lucent offers you:
> **Wireless LAN offer**: 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 OFFER (VoWLAN)

To install a VoWLAN mobility offer on the Alcatel-Lucent OmniPCX Office, you need to deploy WLAN switches and access points. You configure some Mobile IP touch (MIPT) 300 and 600 handsets to make and receive calls using the WiFi network., in addition to data mobility. An SVP server is installed to insure Voice Prioritization mechanism.

VoWLAN – The Terminals

Alcatel-Lucent provides a range of convenient and effective mobile terminals that run on the WiFi technology. Those terminals named the Alcatel-Lucent **Mobile IP Touch** 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.

EMPLOYEE EFFICIENCY

VoWLAN – The Terminals

Features	Benefits
■ Display: Backlit dot matrix with icons and line status indicators ■ 2 context-sensitive soft keys ■ Battery capacity: 4 hours talk, 80 hours standby ■ Headset jack ■ 5 ring tones & vibrator ■ Push to talk button	■ The ideal wireless handset for high-use and industrial environments ■ Exclusive "push-to-talk" functionality: Use your MIPT like a 2-way radio ■ User-friendly and feature-rich VoIP handset

Mobile IP Touch 600

Specifications : 149x55x25 mm, 170 grams

Features	Benefits
■ Display: Backlit dot matrix with icons and line status indicators ■ 2 context-sensitive soft keys ■ Battery capacity: 4 hours talk, 80 hours standby ■ Headset jack ■ 5 ring tones & vibrator	■ The ideal wireless handset for use in office environments. ■ User-friendly, easy-to-use and to manage VoIP handset

Mobile IP Touch 300

Specifications :139x50x22 mm, 119 grams

VoWLAN – The Accessories

Dual Charger for 300 and for 600

>> *Chargers*
- Battery pack
- Charger
- Dual desktop charger

>> *Clips*
- Clothing carrying clip
- Swivel clip for Mobile IP Touch 300
- Standard/Comfort pouch for Mobile IP Touch 600

Alcatel·Lucent

EMPLOYEE EFFICIENCY

██ ██ 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 Cellular Extension. 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 CELLULAR EXTENSION OFFER
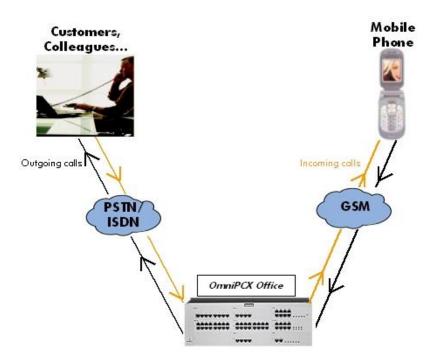
"Cellular Extension" offers the possibility to make any standard mobile phone part of the company system.

>> Incoming calls
All calls assigned to your company directory number are rerouted to your mobile phone. Therefore, you have a unique professional number anywhere and anytime.

>> Outgoing calls
Employees who often have to make phone calls abroad using their GSM mobile phones can use the outbound trunks on the OmniPCX Office not to be charged on their mobile billing, but on the company OmniPCX Office.

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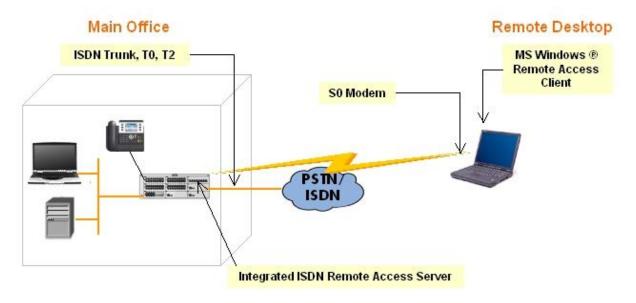
EMPLOYEE EFFICIENCY

■ ■ 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.

EMPLOYEE EFFICIENCY

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
> **Email Server:** A plug & play server (no specific hardware required), easily to set up
> **Web assistant:** Easy and cost effective remote solution
> **Unified Messaging:** For improved information management

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.

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.

EMPLOYEE EFFICIENCY

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

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.

INTEGRATED E-MAIL APPLICATION

The OmniPCX Office brings your company to a new level of communication capability with an integrated **e-mail server**. This e-mail server can act enterprise-wide for internal and external communications, without deployment of specific dedicated hardware or software. Each user can benefit from a personal mailbox and a personal e-mail address.

WEB COMMUNICATION ASSISTANT

The Alcatel-Lucent **Web Communication Assistant** is a web messaging application enabling mobile workers to access their voice messages and their email anywhere from a simple web browser. Using the Web Communication Assistant, remote users can route their business calls to any external phone set, such as a home set, a hotel set or a DECT set.

UNIFIED MESSAGING SOLUTION

The OmniPCX Office is the ideal system to build a **Unified Messaging Solution**. Voice messages and faxes are transferred into the user email inbox to provide a single user interface.

CUSTOMER SATISFACTION

■■ Company Welcome

A professional greeting is the first high-level service a company should deliver in order to convey a good image. Therefore, the OmniPCX Office proposes 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

---

GREETING MESSAGES

How callers are greeted reflects a company's professionalism. Alcatel-Lucent OmniPCX Office provides 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.

CUSTOMER SATISFACTION

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, DECT, IP phones 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.

CUSTOMER SATISFACTION

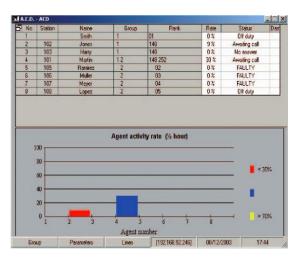### THE AGENT ASSISTANT (optional)

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.

MANAGEMENT AND OPERATIONS

Easy and Powerful management

A high-performance console named OmniPCX Office Management Console (OMC) allows easy management of all features of your OmniPCX Office.

> **Alcatel-Lucent offers you:**
> **OmniPCX 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 OmniPCX Office administration interface

INCREASED EFFICIENCY

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

- Configuration is very fast thanks to OmniPCX 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.

Alcatel·Lucent

MANAGEMENT AND OPERATIONS

IP Telephony Solution

The Alcatel-Lucent OmniPCX Office 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
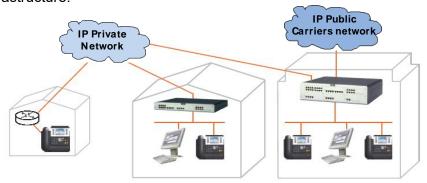> Cost effective Communication system

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 8 series IP phones supporting "XML" applications
- Alcatel-Lucent IP PIMphony Softphone
- Alcatel-Lucent Mobile IP Touch
- Remote worker
- LAN Ethernet switch (LANX8 or LANX16)

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.

Alcatel-Lucent

MANAGEMENT AND OPERATIONS

Application Interfaces

According to your needs, the Alcatel-Lucent OmniPCX Office provides 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 Alcatel-Lucent OmniPCX Office is a fully modern and future proof solution able to mix TDM and IP. Alcatel-Lucent OmniPCX Office is Openness and supports the following communications devices:

- IP terminals 8 Series and XML Web services interface
- Digital terminals TDM 9 Series
- Analog phones
- Fax

- Ethernet LAN interfaces
- Radio base station for DECT Mobility
- WIFI Access Point for Voice Mobile IP touch & Data connectivity
- CTI TAPI 2.1 Interfaces
- CSTA interface

MANAGEMENT AND OPERATIONS

Networking

> With the OmniPCX Office solution, Multisite companies can interconnect several remote sites to enhance their operations and communications.
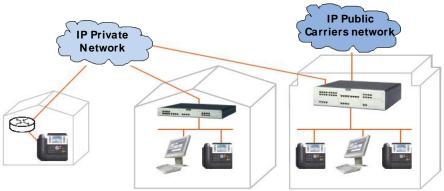
Alcatel-Lucent offers you:
An adapted networking solution:
> To optimize your resources
> To guarantee cost effective and secure remote connection
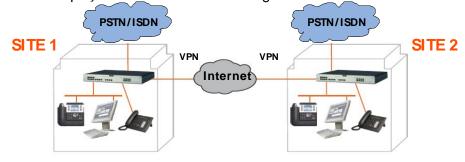
IP NETWORKING OVER PRIVATE NETWORK

> 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 8 Series IP Terminals can be connected through a router:
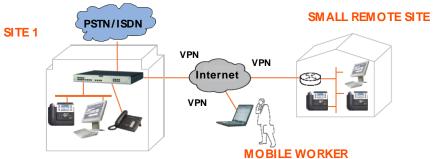
IP NETWORKING OVER INTERNET BETWEEN TWO SITES

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 protocol. It can be deployed for a secure networking between two sites or more.

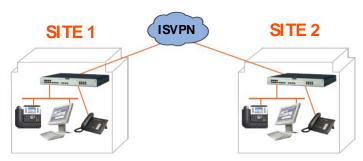## MANAGEMENT AND OPERATIONS

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.

MANAGEMENT AND OPERATIONS

Networking Management :OmniVista 4760

Alcatel-Lucent offers you:
Alcatel-Lucent OmniVista 4760
> 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,
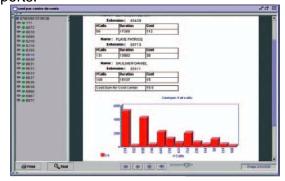- High quality and customized Alarms,
- Embedded Configuration.

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

OmniVista 4760 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 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.

MANAGEMENT AND OPERATIONS

Integrated LAN Solution

At a time when Local Area Networks (LANs) are essential for sharing information, peripherals, workgroup applications, Internet and VoIP – the Alcatel-Lucent OmniPCX Office integrates LAN switches (from 8 to 175 ports) that are the perfect choice for Small and Medium-sized Offices and Businesses.

Alcatel-Lucent offers you:
> **Ethernet technology**: To boost the LAN network performance
> **DHCP server**: To install easily IP devices
> **File server:** For efficient and easy data sharing

FAST ETHERNET TECHNOLOGY

The OmniPCX Office integrated LAN board delivers Fast **Ethernet switching**. With up to 1Gbps of throughput on 1 or 2 ports, it allows hassle-free transfer of large files, use of databases and access to multimedia applications. With auto-sensing on all ports, detection of the speed of the attached device is automatic and no configuration is needed.

EMBEDDED DHCP SERVER

A **DHCP server**, embedded in the OmniPCX Office, automatically and dynamically allocates IP addresses to users on the LAN. This allows easy installation of new IP devices on the LAN without any need for manual configuration.

BUILT-IN FILE SERVER

A **file server** is embedded in the Alcatel-Lucent OmniPCX Office to share files and data. The file server provides a common directory and one private directory for each user. This allows optimizing IT investment providing professional Voice and Data communication infrastructure.

THE GUEST PACK

Hotel/Hospitality Solution

The Alcatel-Lucent OmniPCX Office integrates 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.
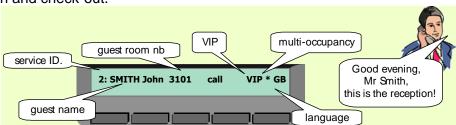> > More efficient hotel **management.**

This complete solution specifically designed for Hotel/Hospitality relies on the Office Hotel Link (OHL). Thanks to OHL, the communication system is fully integrated within the 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 terminals 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.

THE GUEST PACK

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.

	Hotel Miraplaya
	Thursday June 16th 2005, 18:17
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£	
Do not disturb	**Inactive**
Message	**None**

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 VoWLAN mobile 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.

Alcatel·Lucent