

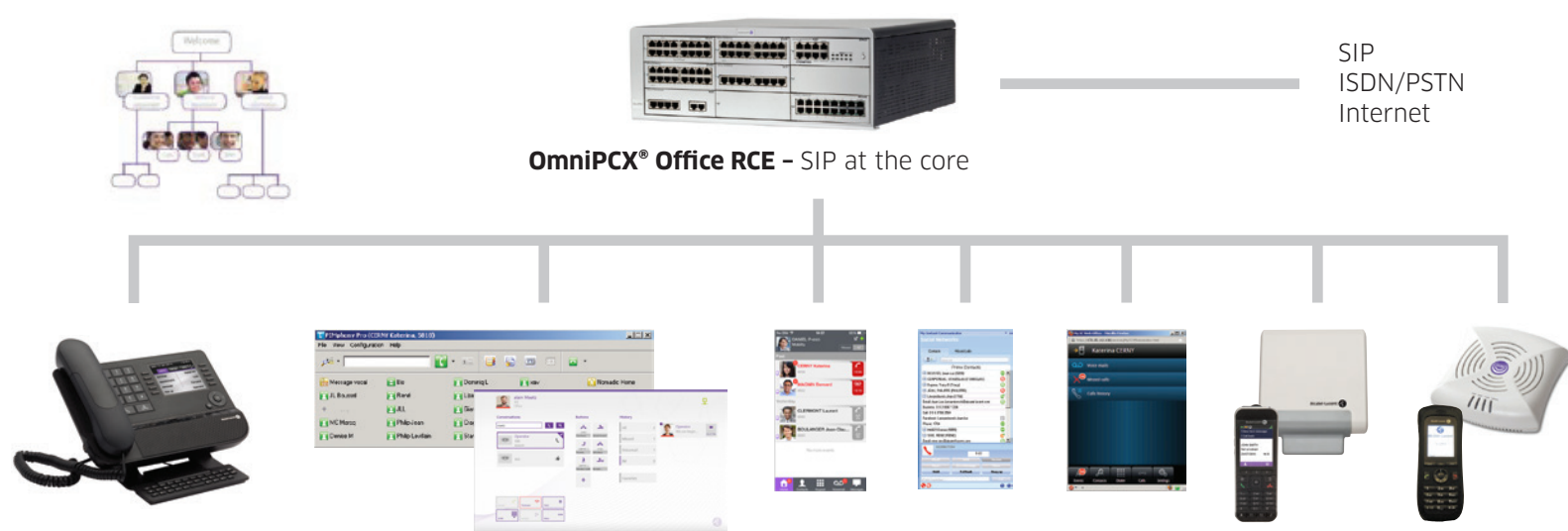
COMMUNICATIONS PRODUCTS

OpenTouch Suite for SMB – OpenTouch Suite for MLE – OpenTouch Suite for Cloud



SMALL AND MEDIUM BUSINESS

OmniPCX Office Rich Communication Edition (RCE)



OpenTouch Suite for SMB Applications

MOBILE APPLICATIONS
OpenTouch Conversation for Windows® Phone®, iPhone® and Android™

- SIP companion in VoIP mode for OTCV iPhone and Android

COLLABORATIVE APPLICATIONS
PIMPhony™ Basic, Pro, Touch, Team, Attendant

- Personal Communication Manager

My IC Social Networks

- An Outlook plug-in

My IC Web for Office

- Web application

Customer Interactions for SMB

- Greeting messages
- Phone & PC-based Attendant console
- Automated Attendant & Multiple Level AA
- Personal Assistant
- Voice mail
- Call Center Office
- Smart Call Routing

Categorize and monitor any calls

Welcome

- Integrated Hospitality solution:
 - Management of up to 200 guest rooms
 - Standard hotel features (check-in/out, pre-payment, wake-up...)
 - Enrich ecosystem with powerful Wi-Fi* ecosystem

SMB Platforms



- OmniPCX Office RCE Small, Medium, Large
- Powerful Communication Server

OmniPCX Office RCE Compact Edition

MID AND LARGE ENTERPRISES

OpenTouch Connection

IP Desktop Softphone

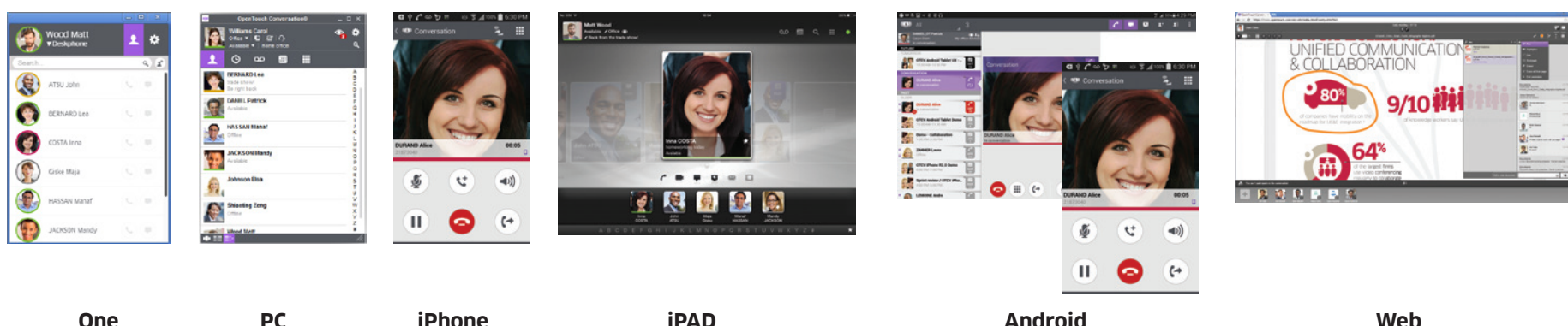
- OmniPCX telephony
- VoIP: LAN, off-site via company VPN
- 8068 Premium DeskPhone emulation
- PC, Mac, iOS or Android smartphones and tablets

OpenTouch® Connection for PC

- OmniPCX phones control
- Wideband VoIP: on LAN or via OpenTouch SBC
- Non-intrusive Microsoft®, IBM® integrations
- Microsoft Skype® For Business integration
- Instant messaging and presence
- Present and annotate documents

OpenTouch Conversation

- OpenTouch® Conversation**
- Unified multi-user, multimedia, multi-device experience
 - Click to call with desk phone (One, PC)
 - Wideband VoIP: on LAN or via OpenTouch SBC (PC, iPhone, iPad, Android)
 - HD video sessions and conferences (8088, PC, iPad)
 - Instant Messaging and presence
 - Web conferencing with employees and guests (PC, Web, iPad, Android tablets)
 - WebRTC audio (Web)
 - Present and annotate documents (One, PC, iPad, Android tablet)
 - Route and shift sessions
 - Contactless call shift with desk phones (Android)



Cloud

OpenTouch Suite for Cloud

- OpenTouch Enterprise Cloud is a comprehensive solution that enables Cloud Service Providers, Systems Integrators and Resellers to deliver a set of SaaS (UCaaS, CCaaS & VDAas).
- OpenTouch Office Cloud is designed to help partners to build OPEX offers based on OmniPCX Office RCE.
- OpenTouch Personal Cloud is a collection of applications as a service that we operate for our channel partners and that they sell to solve specific points in the enterprises

OpenTouch Suite for MLE Applications

4645 Voice Messaging System

- Integrated voicemail

OmniPCX RECORD Suite

- Call recording and screen capture solution
- Virtualization possible; recordings centralization
- Reliability (warm standby HA) and security (encryption)

OpenTouch Notification Service

- Centralized alarm and notification management system
- Full IP, full software architecture
- Easy to deploy and administrate thanks to a very intuitive web interface
- Integration of smart devices applications and social media

Visual Communications

8088

OpenTouch Conversation for PC

Visual collaboration with OpenTouch solutions

- OpenTouch Conversation PC, iPad
- 8088: built-in camera for personal video
- 8088: external USB camera, HDMI monitor for huddle rooms
- OpenTouch embedded software MCU
- Lifesize® UVC Multipoint™ integration for continuous video presence

Lifesize

- Icon Series
- UVC Infrastructure

Customer Interactions for MLE

4059 Extended Edition Attendant Console
4059 IP attendant

- PC console
- Busy Lamp Field (BLF) option

OmniTouch 4625 Interactive Voice Response

- Short deployment time
- TTS, voice mailboxes, fax

OmniTouch CC-SE

OpenTouch Customer Service

- Unified media approach
- Media blending for inbound and outbound
- Large ecosystem and integration capabilities
- Modular offer makes it easy to grow

Soft Panel Manager

- Contact Center statistics and business data display in real time
- Display in various formats on multiple devices: LED wallboards, LCD/Panel PC/ Plasma/TV screens

Soft Panel Manager

Hospitality Solutions

- Smart guestroom solutions: Mobile Guest Softphone, eConcierge services, full range of SIP and analog room phones, hotel services on IP phones, automation and doorcam integration
- Employee communications: hospitality adapted terminals for room supervision, wired and wireless terminals, IP Softphone for mobile workers
- Enhanced operations: multimedia customer service, emergency management
- Flexible and complete: converged voice and data solution, on-premises, in the cloud or based on occupancy-rate

MLE Platforms

- OpenTouch Business Edition**

 - OpenTouch Connection and Conversation
 - OmniPCX Enterprise business communications
 - Integrated contact center
 - Centralized operations
 - Single-server design
- OpenTouch Multimedia Services**

 - OpenTouch Connection and Conversation
 - Scalable virtualized design

OmniPCX Enterprise Communication Server

 - OmniPCX business communications
 - Analog, digital, IP phones and networks
 - Centralized or distributed networks
- OpenTouch Session Border Controller**

 - Security between the enterprise and SIP trunking providers
 - Secure conversations with OpenTouch remote workers over the Internet
 - Protection against SIP-based attacks

Network Management Platform

OmniVista® 8770 NMS

- Unified management
- Open to IT ecosystems
- SLA control options

Services

Our Services experts can accompany you all along the transformation:

- Consulting, design and commitment on solution design
- Controlled risks, costs and quality with full project management
- Further solution customization for specific industries or needs

Third party solutions - AAPP

The Alcatel-Lucent Application Partner Program (AAPP) addresses customers' needs that are not met by the Alcatel-Lucent Enterprise portfolio. The third party solutions are formally verified through Interworking Reports (IWR), which provide assurance and support for Business Partners.

[Discover interoperable and certified solutions here](#)

Mobile Handsets

8232, 8242, 8262 DECT

- Rich business telephony
- Easy roaming
- Alarms, notification geo-location integration (8242)
- iP65 rugged design, Lone Worker Protection (8262)

500EX DECT

- ATEX rugged design
- Lone Worker Protection

8118/8128 WLAN

- Rich business telephony
- 15h talk time
- Push-to-talk on 8128

Desk Phones

8088

8082

8068

8038/8039

8028/8029

4018/4019

8001

8012

4135

4135 IP Conference Phones

- Audio suitable for large rooms
- Directory Lookup

8115 and 8125 Audiooffice

- Plug-and-play audio conferencing
- Ultimate office sound system, with invoxia® In Vivo Acoustic™ technology
- Optional USB handset for smartphones

Accessories

- Add-on modules
- Ultimate Add-on Clip for add-on modules
- Headsets

Smart DeskPhones

- Wideband audio
- HD Video with built-in camera (8088)
- External keyboard
- Bluetooth handset (8068)
- Backlit screens
- IP and Digital models

Premium DeskPhones

- OmniPCX telephony
- HD Video with built-in camera (8088)
- Bluetooth handset (8068)
- Backlit screens
- IP and Digital models

Deskphones

- OmniPCX telephony
- SIP telephony (8001, 8012)
- Any IP network flexibility
- Low TCO centralized management
- Gigabit Ethernet PC-through (4018, 8012)