

ALCATEL-LUCENT IP DESKTOP SOFTPHONE

OMNIPCX ENTERPRISE/ OPENTOUCH BUSINESS EDITION

Alcatel-Lucent IP Desktop Softphone is an application installed on a user's desktop (PC or Mac), tablet or smartphone (iOS and Android mobile devices). This multimedia, fully-integrated telephony solution completely replaces physical phones, when desktop connection is the preferred communication mode. The IP Desktop Softphone emulates a 4068 IP Touch set/8068 Premium DeskPhone. The application is quick and easy to install. User-friendly, it accommodates customizations to suit user preferences. This application makes it transparent for remote workers to phone and to be called as long as they are connected to their company network using a VPN over the Internet.



CUSTOMER BENEFITS

- Fully-integrated telephony solution
- 8082 My IC Phone user experience for fast adoption
- Help businesses optimize their employee's productivity
- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Communications, connectivity and hardware costs control

KEY FEATURES

- VoIP protocol provides voice communications on the computer, tablet or smartphone
- The IP Desktop Softphone is suitable in both Business and Contact Center environment
- Available on-site on wired Ethernet connection or Wi-Fi

- Available off-site anywhere the user is able to connect the customer IP network via a company VPN (works on Ethernet, Wi-Fi, 3G/4G cellular)
- G.711 and G.729 codecs are supported
- QoS Level 3 IP TOS / DSCP
- Similar display and keys to the 8082 My IC Phone sets
- User interface can be personalized
- Telephony is supported on any CTI environment (ex: Desktop Application, TSAPI or specific CTI Toolbar)
- Runs under four environments: MS Windows, Apple Mac, iOS and Android
- The IP Desktop Softphone for iPad and iPhone is available on the Apple Store, and for Android on the Google play
- Multi-language: English, French, German, Italian, Spanish, Portuguese, Chinese, Dutch, Russian, Finnish, Korean, Norwegian (English, French, Spanish, Italian, German and Arabic for iOS and Android mobile devices)

USER OPERATION

- The user initiates an outgoing call through the VoIP connection on his PC, Mac, tablet or smartphone by directly entering a telephone number via the dialing pad or by using a dialing feature such as Redial, Dial by Name, etc. The user controls the call by clicking on the key layout on the screen.
- Incoming calls ring through the computer loudspeakers and automatically switch the voice connection to a USB headset. Incoming calls are also controlled by clicking on the screen key layout.
- The Alcatel-Lucent IP Desktop Softphone application can be used anywhere it is possible to connect to the company IP network.

Figure 1. IP Desktop Softphone on various user devices



EXAMPLES

IP Desktop Softphone for desktops

The IP Desktop Softphone skin is exactly the image of the real Alcatel-Lucent 8082 My IC Phone set (including the extra key box). Dialing is made on the numbering pad buttons and/or PC or Mac keyboard.

Figure 2. IP Desktop Softphone for desktops



Figure 3. IP Desktop Softphone for mobile devices

