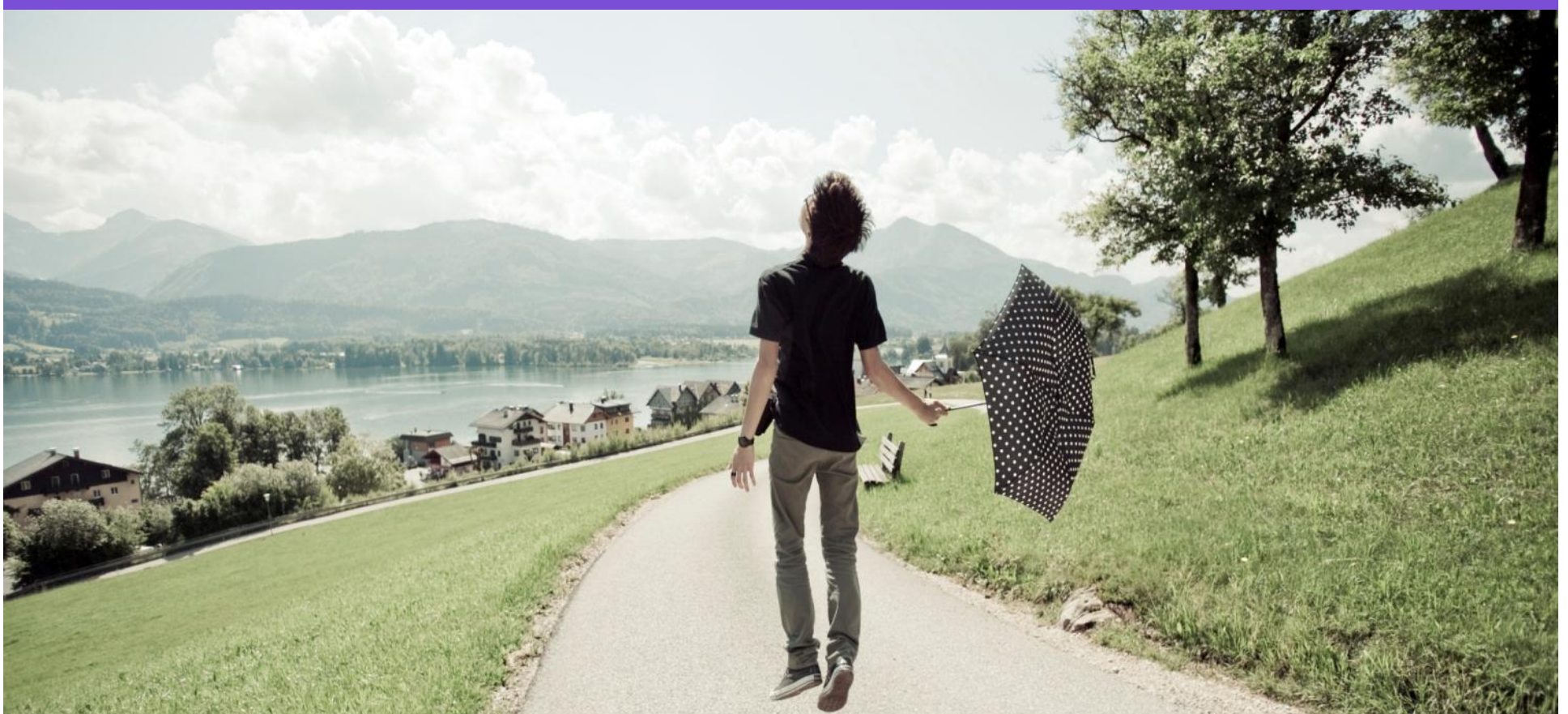


SALES COMPANION



ALCATEL-LUCENT OPENTOUCH™ SUITE FOR SMALL AND MEDIUM BUSINESSES

Q2/2013 Offering

ALCATEL-LUCENT

THE FIRST TRULY GLOBAL COMMUNICATION SOLUTIONS PROVIDER

- Alcatel-Lucent can strengthen your competitive advantage by:

- Improving customer satisfaction
- Increasing employee productivity
- Optimizing operational efficiency

➔ **16.0 billion** euros in revenues

➔ **2.5 billion** euros in R&D investment

➔ Approximately **77,000** employees located in **130** countries

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 communication services for people at home, at work and on the move.

ALCATEL-LUCENT OPENTOUCH™ SUITE FOR SMB

TAILORED TO MEET SMB-SPECIFIC NEEDS

- More than **1500** partners distributing the solutions
- More than **700,000** companies have chosen the sustainable Alcatel-Lucent OpenTouch™ Suite for SMBs offering
- More than **18 million** users already enjoy the benefits

OPENTOUCH™ SUITE FOR SMB

FEATURE-RICH

COMPLETE, RICH AND OUTSTANDING VOICE
AND DATA COLLABORATION SOLUTIONS

MODULAR

SUSTAINABLE

FLEXIBLE

TWO COMPLEMENTARY OFFERS:
GLOBAL AND PAY-PER-USER

COMPLETE MOBILITY SOLUTIONS:
ON-SITE AND OFF-SITE, FOR VOICE AND DATA

EXTENSIBLE

COMPLETE IP OFFERING

STATE-OF-THE-ART OFFERING

OFFERED ON A WIDE VARIETY OF TERMINALS: TDM, IP, DECT, WLAN

CONVERGED WITH VOICE AND DATA

CONVERGED END-TO-END SOLUTIONS

OPENTOUCH™ SUITE FOR SMB

YOUR NEEDS, OUR SOLUTIONS

- Customer welcome
- Efficient desktop environment
- On-site mobility
- Off-site mobility
- Teamwork and collaboration
- Converged voice and data network
- Hotel and hospitality
- Future-ready solutions

RICH COMMUNICATION SERVER ECOSYSTEM



KEY BENEFITS

- Modular, scalable, expandable
- Flexible
- Feature-rich (call by name, conference, and so on)

BASE SOLUTIONS

- Voice over IP at the core
- Open communication server
- Call by name: 3000-name directory
- 60-min integrated voice mail; two ports
- 10-min customized "music-on-hold"
- Four greeting languages
- Automatic Route Selection
- Up to 200 units of Alcatel-Lucent PIMphony™ Softphone Basic
- Personal Assistant
- SIP openness

ADDITIONAL OPTIONS

- Voice mail capacity and features
- Multi-language automated attendant
- Intelligent greetings
- On-site DECT™ or Wi-Fi® mobility
- Visual collaboration
- Alcatel-Lucent PIMphony Softphone Pro and Team
- Collaboration and off-site mobility services with Alcatel-Lucent My Instant Communicator (IC) Mobile and My IC Web for Office
- LAN switching and Wi-Fi infrastructure
- Smart Call Routing



CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
MOBILITY

TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

CUSTOMER WELCOME

YOUR NEED

- Enhance customer satisfaction from the very first contact

OUR SOLUTIONS

- Greeting messages
- Phone Attendant console
- PC-based Attendant console
- Automated Attendant (AA)
- Multiple Level AA
- Smart Call Routing
- Intelligent call routing
- Personal Assistant
- Voice mail



GREETING MESSAGES

**THIS MAY
BE AN
IMPORTANT
CALL!**



**ANYBODY
THERE?**

KEY BENEFITS

- Enhanced welcome
- Information available 24/7
- Direct transfer to the right contact

BASE SOLUTIONS

- Up to four customizable company greetings
- 10-min customized music-on-hold
- Four system languages

ADDITIONAL OPTIONS

- Automated attendant
 - One tree, two levels
- Multiple automated attendant
 - Up to four languages, Up to five different trees, Three levels with ten choices per tree
- Multiple company welcome
 - Four entities with a dedicated group of users, Dedicated music-on-hold
- Smart Call Routing

**CUSTOMER
WELCOME**

**EFFICIENT DESKTOP
ENVIRONMENT**

**ON-SITE
MOBILITY**

**OFF-SITE
MOBILITY**

**TEAMWORK &
COLLABORATION**

**CONVERGED VOICE
& DATA NETWORK**

**HOTEL &
HOSPITALITY**

**FUTURE-READY
SOLUTIONS**

PHONE ATTENDANT CONSOLE



KEY BENEFITS

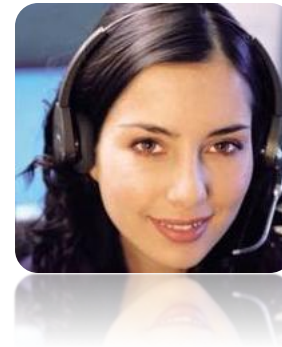
- Professional welcome
- Easy to manage and understand
- Ergonomically enhanced
- Easy to use

BASE SOLUTIONS

- High-end digital station
- Internal and external call monitoring
- Eight attendant groups
- Eight attendants in a group
- Internal or external forwarding

ADDITIONAL OPTIONS

- Digital add-on modules (direct supervision)
- Headsets
- PC-based Attendant console



CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
MOBILITY

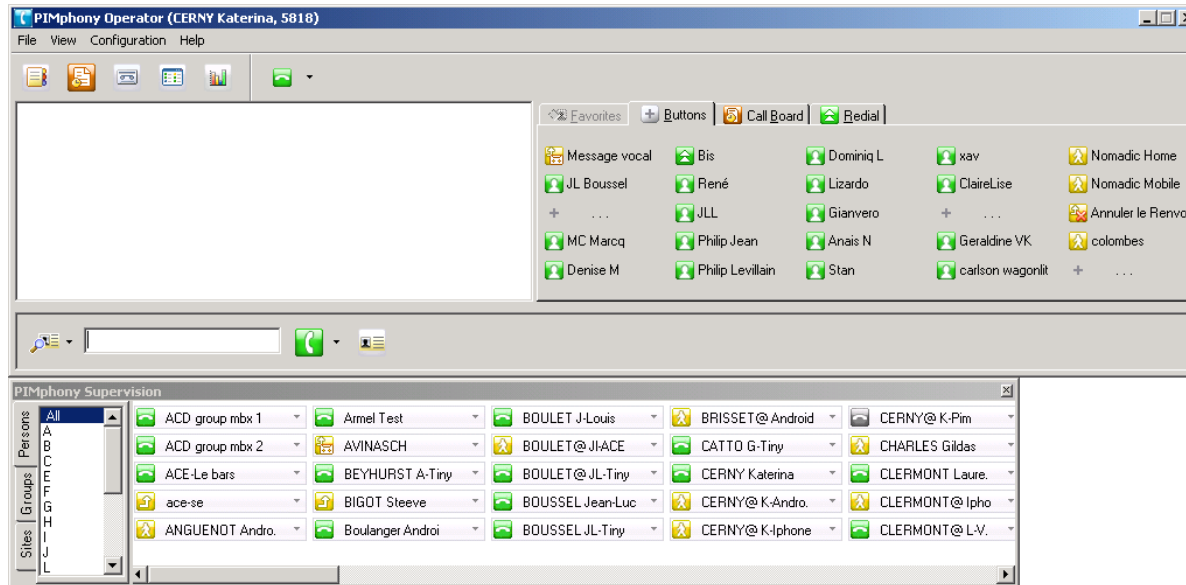
TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

PC-BASED ATTENDANT CONSOLE



KEY BENEFITS

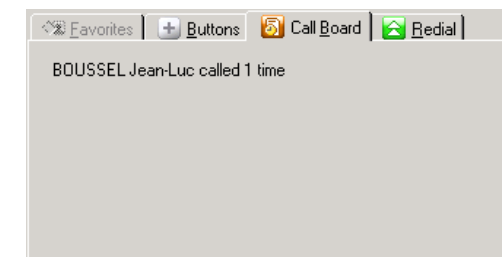
- Professional welcome for high traffic
- Single receptionist for multiple sites
- PC-based ergonomics and efficiency

BASE SOLUTIONS

- Alcatel-Lucent PIMphony Softphone Team
- Alcatel-Lucent PIMphony Softphone Attendant
- Up to 15 inbound calls managed simultaneously
- Single-click transfers
- Text messages
- Deflect transfer to voice mail
- Contact card screen pop
- Multisite supervision and management screen (Attendant)
- Rich extension information status
- Centralized phone book for up to ten sites

ADDITIONAL OPTIONS

- Digital add-on modules (direct supervision)
- Headsets



CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

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& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

Automated Attendant



KEY BENEFITS

- Customer Satisfaction: automated attendant to greet and to guide the callers.
- A professional company welcome and routing, any time, any day
- Alternative or complement to a human attendant position

BASE SOLUTIONS

- Global solution for company welcome called Automated Attendant: One tree, two levels
- 4 functions available
 - Pre-configured auto-attendant
 - Customized auto-attendant
 - Audiotex
 - Fax & modem switch
- Open hours & Closed hours distinct menus
- Statistics
- Options available in Level 1 & Level 2 menu
 - Free dial: transfer to the dialed internal user number
 - User/ Mailbox: transfer to a given user/mailbox of a given user
 - Attendant: transfer to the attendant of the company
 - Info: Information message is played to the caller
 - Release: the call is released without any transfer
- Capacities:
 - Level 1 Menu: 10 choices
 - Level 2 Menu: 10 choices
 - Audiotex: 50 info messages

CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

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MOBILITY

OFF-SITE
MOBILITY

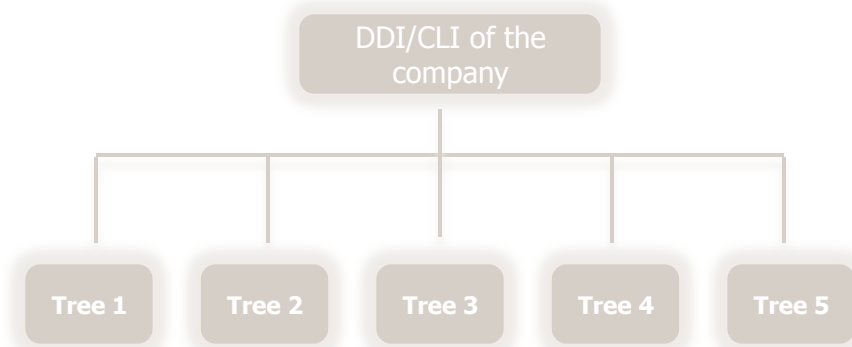
TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

Multiple Automated Attendant



Tree stands for: a department, a language, a company brand...

KEY BENEFITS

- A multiple trees can also be programmed to reflect multiple organizations or languages
- Customer Satisfaction: automated attendant to greet and to guide the callers.
- A professional company welcome and routing, any time, any day
- Alternative or complement to a human attendant position

BASE SOLUTIONS

- Global solution for company welcome called Multiple Automated Attendant (MLAA) targeting:
 - multi-companies or multi-brand companies
 - multi-language companies
 - advanced, high-level automated attendant needs
- Capacity:
 - 1 to 5 trees
 - 3 levels with 10 choices Menu each
 - Up to 100 voice prompts max for the 5 trees
- Actions available in every level menu
 - Play a voice prompt/message
 - Transfer to: Subscriber, Group, Attendant, External number
 - Jump to a menu of the tree

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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ON-SITE
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TEAMWORK &
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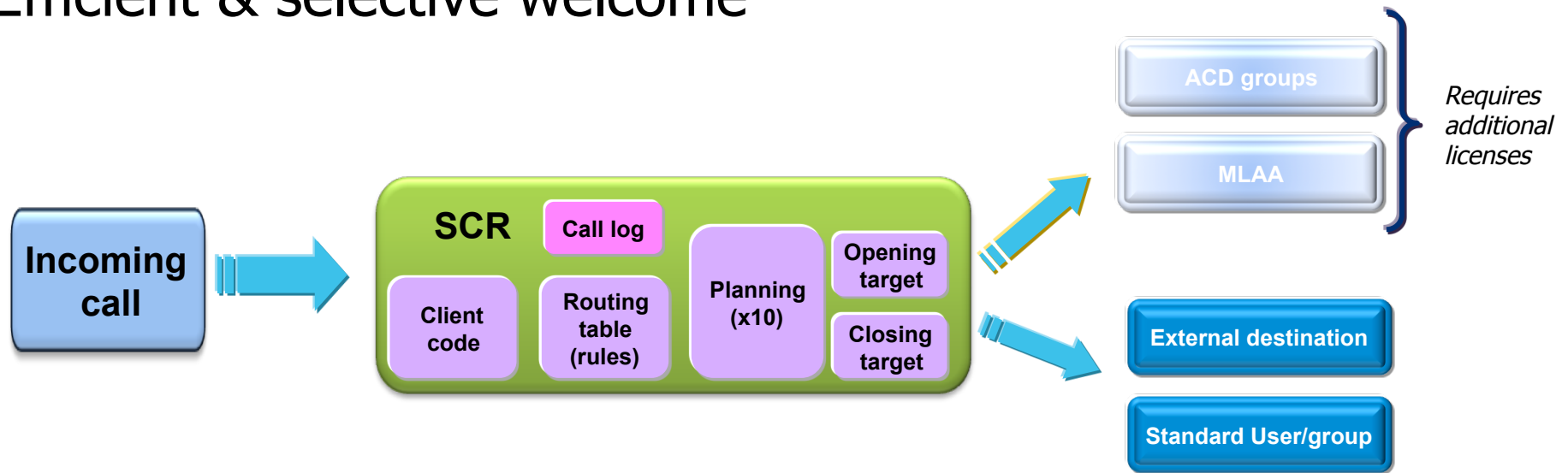
CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

SMART CALL ROUTING

Efficient & selective welcome



BASE SOLUTIONS

- Based on multi-criteria rules to connect quickly customer or partner incoming calls to the right company destination
- Route incoming calls by analyzing caller number, called number and optionally an account code seized by the caller

ADDITIONAL OPTIONS

- Additional licenses for MLAA & ACD
- Specific bundle for SCR+ACD (commercial reference)

KEY BENEFITS

- Very powerful customer's welcome and routing engine
- Improve efficiency by easily handle incoming calls
- Increase customer satisfaction by greet callers with a professional welcome

INTELLIGENT CALL ROUTING



KEY BENEFITS

- Route calls to the most skilled person
- Easily handle incoming calls
- Greet callers with a professional welcome
- Increase customer satisfaction
- Improve efficiency

BASE SOLUTIONS

- Alcatel-Lucent Call Center Office (ACD)
 - Caller identification
 - Direct dialing identification
 - Automated attendant
- Automatic call distribution
 - Rotating priority
 - Fixed priority
 - Longest idle time
- Waiting queue management
 - Up to eight groups and 32 active agents
 - Six customized messages per group
 - Ability to handle VIP calls (Visual Queue Control)

- Automatic agent connection upon time-out

ADDITIONAL OPTIONS

- PC-based agent and supervisor applications
 - Agent Assistant: user-friendly facilities to increase agents' quality of welcome and performance
 - Supervisor console with real-time traffic statistics and groups'/agents' performance analysis; up to eight supervisors and three presentation modes
 - Statistic Manager
- Alcatel-Lucent PIMphony Softphone Pro
 - With screen pop-ups



CUSTOMER
WELCOME

EFFICIENT DESKTOP
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MOBILITY

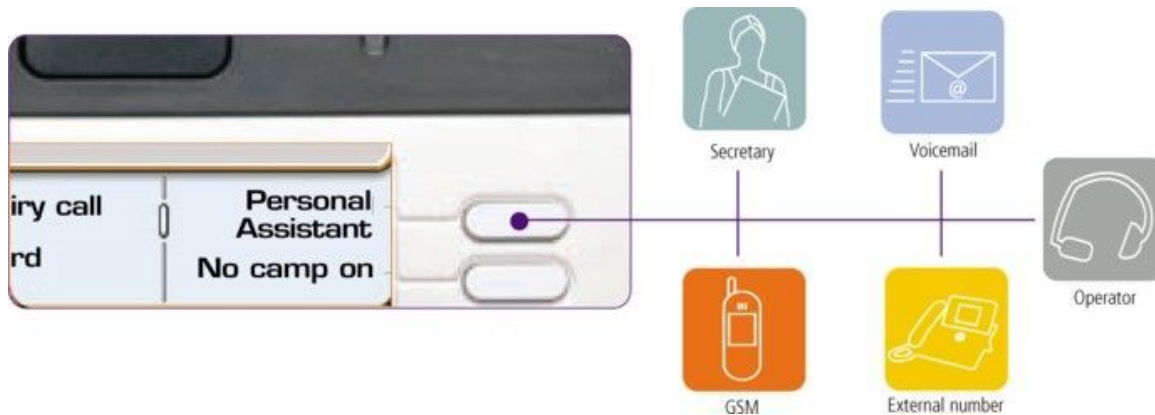
TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

PERSONAL ASSISTANT



KEY BENEFITS

- Always reachable internally or externally (mobile or fixed phone)
- No extra hardware needed
- One-number "follow me" advantages

BASE SOLUTIONS

- Automatic call routing to different destinations defined by the user
- Voice-guided menu for the caller
- Caller has five possible ways to reach you

ADDITIONAL OPTIONS

- Voice mail options
- DECT mobility
- Wi-Fi mobility

CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

VOICE MAIL



KEY BENEFITS

- Integrated in the system
- Always reachable
- Professional greetings

BASE SOLUTIONS

- Voice mail: two ports and 60 min
- Personal message greeting
- LED on phone plus external notification
- Forwarding to voice mail
- Password protection
- Remote consultation
- Voice mail available on analog and wireless extensions
- Unified messaging (voice mail in e-mail)

ADDITIONAL OPTIONS

- Four hours storage memory
- 30 hours storage memory
- 200 hours storage memory
- Up to eight ports
- Online recording
- Distribution lists
- Remote customization
- Unified messaging

CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

EFFICIENT DESKTOP ENVIRONMENT

YOUR NEED

- Increase employee productivity

OUR SOLUTIONS

- Wireline Phones Portfolio
- Alcatel-Lucent 8082 My IC Phone
- Alcatel-Lucent 8002/8012 Deskphones
- Alcatel-Lucent PIMphony Softphone



CUSTOMER
WELCOME

EFFICIENT DESKTOP
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

WIRELINE PHONES PORTFOLIO

Professional IP Telephony

NEW DESIGN
SIP phones

Entry level



8002/8012 Deskphones

Smart

Business



8082 My IC Phone

IP TOUCH
8 SERIES PHONES



4008/4018



4028



4038



4068

Professional TDM Telephony

9 SERIES
DIGITAL PHONES



4019



4029



4039

CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
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TEAMWORK &
COLLABORATIO

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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT OMNITOUCH 8082 MY IC PHONE

Smart Deskphone



KEY BENEFITS

- Offers robustness: always-on, secure endpoint
- Reinforces your brand image through award-winning design
- Delivers streamlined interactions with contextual information
- Provides quick access to relevant functions through intuitive and easy-to-use menus
- Open to external applications
- Offers enriched communications for better employee productivity

BASE SOLUTIONS

- 7-in. capacitive LED touch screen
- Integrated adjustable stand
- High-quality wideband audio
- Smart menus with ergonomic design
- Full-featured SIP telephony services
- User-defined settings
- UDA: Support of multiple numbers, addition info (company name, user picture...)
- Bluetooth® handset
- Integration with the user's desktop
- Software development kit (SDK) open to web application developers

- **PC Sync:** Contact synchronization with Outlook
- Manager/Assistant feature to monitor easily the calls
- Native and default support of wideband codec (G722.2-G722)

ADDITIONAL OPTIONS

- Locking kit
- Bluetooth® handset
- Power over Ethernet (PoE) injector
- External power adaptor
- Wired comfort handset
- Peer to peer Video call



CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
MOBILITY

TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT 8002/8012 DESKPHONES

Entry-level Deskphones



KEY BENEFITS

- Entry-level phones with good pricing positioning
- Save on switch port & cabling
- Better TCO than 3rd party SIP phones with integrated management
- Save power during low link utilization of 8012

BASE SOLUTIONS

- Comfort Handset
- Plug and phone
- SIP Telephony
- Management of up to 2 simultaneous calls (1 in conversation, 1 on hold)
- Enterprise-grade features:
 - Dial by last name
 - Local call log
 - Local call forward
 - Centralized management

8012 Deskphone

- 1 port LAN to connect laptop
- 3,5mm jack headset
- **Energy Efficient Ethernet** : 802.3 AZ

ADDITIONAL OPTIONS

- Power supply



CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

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& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT IP TOUCH 4068

FEATURE-RICH PHONE



Monaural



Binaural

BASE SOLUTIONS

- Adjustable display; 40% colors, 1/4 VGA
- Integrated Bluetooth technology
- Ten soft keys
- Alphabetical keyboard
- Four-direction navigator
- Hands-free operation
- Mute key
- Redial key
- Direct access to mailbox
- Headset plug with presence detection
- Comfort handset



Bluetooth wireless
technology freedom



- Gigabit Ethernet on IP Touch 4068
- Additional Ethernet port with switch
 - To connect a PC on the same cable
- Quality of Service (QoS) Layer 2/Layer 3

ADDITIONAL OPTIONS

- Bluetooth headset
- Wall-mounting kit
- 60° foot stand
- Additional key module
- Monaural/binaural headset
- Keyboard cover

CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT IP TOUCH 4038 AND 4039 DIGITAL PHONE FEATURE-RICH PHONES



Add-on ten keys



60° foot stand

BASE SOLUTIONS

- Adjustable display; four gray levels
- Four soft keys
- Headset plug with presence detection
- Four-direction navigator
- Hands-free operation
- Mute key
- Redial key
- Direct access to mailbox
- Alphabetical keyboard
- Comfort handset



- Gigabit Ethernet on IP Touch 4038
- Additional Ethernet port with switch
 - To connect a PC on the same cable
- Quality of Service (QoS) Layer 2/Layer 3

ADDITIONAL OPTIONS

- Monaural/binaural headset
- Wall-mounting kit
- 60° foot stand
- Additional key module
- Keyboard cover

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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ON-SITE
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT IP TOUCH 4028 AND 4029 DIGITAL PHONE FEATURE-RICH PHONES



Adjustable display



Smart display:
four keys

BASE SOLUTIONS

- Adjustable black-and-white display
- Six soft keys
- Direct access to mailbox
- Alphabetical keyboard
- Four-direction navigator
- Headset plug with presence detection
- Mute key
- Hands-free operation
- Redial key
- Comfort handset



- Gigabit Ethernet on IP Touch 4028
- Additional Ethernet port with switch
 - To connect a PC on the same cable
- Quality of Service (QoS) Layer 2/Layer 3

ADDITIONAL OPTIONS

- Monaural/binaural headset
- Wall-mounting kit
- 60° foot stand
- Additional key module
- Keyboard cover

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT IP TOUCH 4008, IP TOUCH 4018 AND 4019 DIGITAL PHONE

FEATURE-RICH PHONES



BASE SOLUTIONS

- 1 x 20 character display
- Two-direction navigator
- Direct access to directory
- Hands-free operation (Alcatel-Lucent IP Touch 4018)
- Loudspeaker
- Mute key
- Redial key
- Direct access to mailbox
- Six programmable shortcut keys
- Standard handset on 4008, 4019
- Comfort handset on 4018



- Fast Ethernet on IP Touch 4018
- Additional Ethernet port with switch
 - To connect a PC on the same cable
 - Not included on Alcatel-Lucent IP Touch 4008
- Quality of Service (QoS) Layer 2/Layer 3

ADDITIONAL OPTIONS

- Monaural/binaural headset
- Wall-mounting kit
- 60° foot stand

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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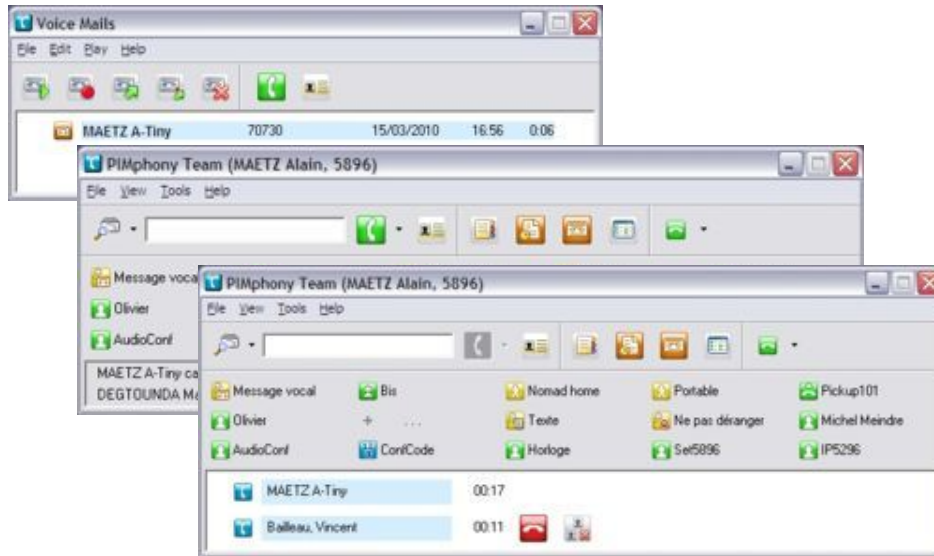
CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT PIMPHONY SOFTPHONE

YOUR PERSONAL COMMUNICATIONS MANAGER



KEY BENEFITS

- Simplify your phone tasks
- Increase efficiency and save time
- Keep track of calls during absences
- Never lose a call
- Improve customer satisfaction
- Receive online updates

BASE SOLUTIONS

- Alcatel-Lucent PIMphony Softphone Basic
- Intuitive interface for call control
- Centralized call log
- Programmable call shortcut keys
- Nomadic mode activation

ADDITIONAL OPTIONS

- Alcatel-Lucent PIMphony Softphone Pro: interaction with PIMphony application (screen pop-up); voice mail management
- PIMphony Softphone Team: assistant and supervisor monitoring facilities
- PIMphony Softphone Attendant: single or multisite PC-based Attendant
- PIMphony Softphone over IP: local or remote

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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FUTURE-READY
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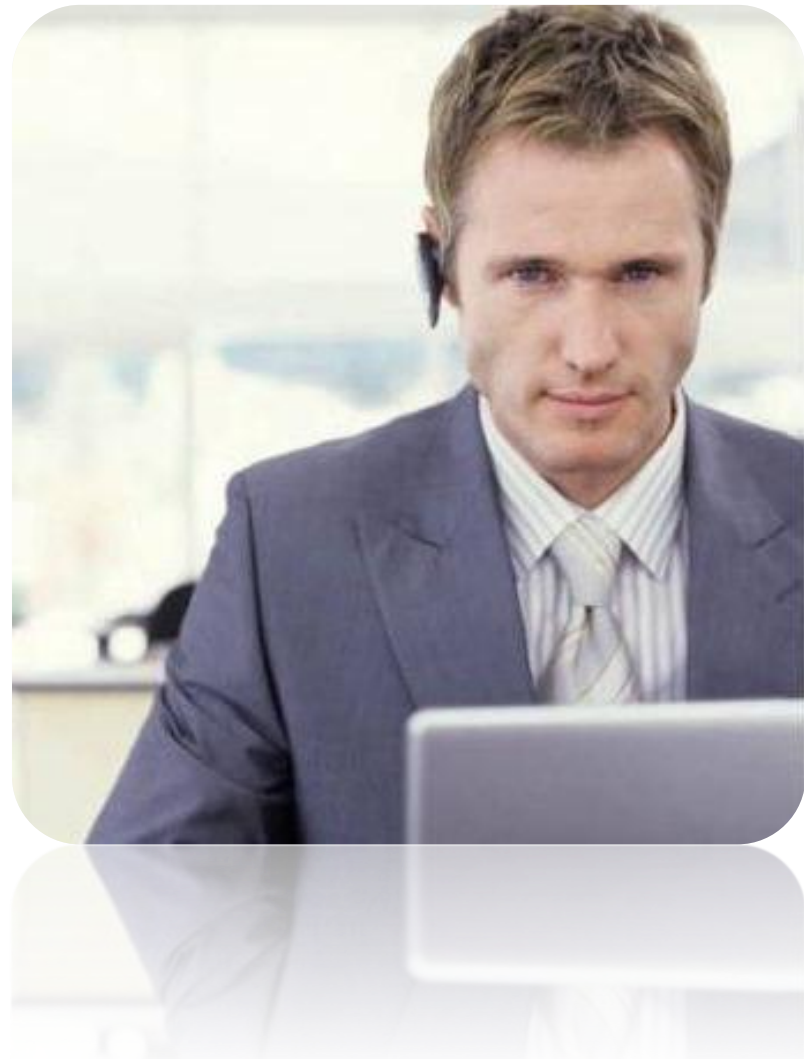
ON-SITE MOBILITY

YOUR NEED

- Be reachable anywhere in the office

OUR SOLUTIONS

- Wireless phones portfolio
- Professional DECT handsets for on-site voice mobility
- Professional DECT handsets for onsite voice mobility in demanding environments
- Professional WLAN handsets for on-site voice and data mobility
- On-site voice mobility using DECT
- On-site voice mobility using IP-DECT
- On-site voice and data mobility using Wi-Fi



CUSTOMER
WELCOME

EFFICIENT DESKTOP
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

WIRELESS PHONES PORTFOLIO

Professional DECT handsets for on-site voice mobility



8232 DECT

- Headset connector
- Color display
- Mini-USB port on the Charging cradle



500 and 500EX DECT

- Bluetooth-capable, IP54 - compliant
- Alarm/locator function
- Hazardous environment



**4070 Indoor
Base Station**



**4080 IP DECT
Access point**

Professional DECT handsets for on-site voice and data mobility



8118 WLAN

8128 WLAN



**AP 92, AP 93, AP 104
and AP 105**

CUSTOMER
WELCOME

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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

PROFESSIONAL DECT HANDSETS FOR ON-SITE VOICE MOBILITY



Alcatel-Lucent
8232 DECT Handset



KEY BENEFITS

- Answer customer calls immediately, wherever you are in the office
- Communicate on the move using advanced business telephony services
- Save time
- Reduce costs (no call backs)
- Green friendly model with economy mode 25mW
- Protect customer investment

BASE SOLUTIONS

- Alcatel-Lucent 8232 DECT Handset
- Business telephony: multiline, call by name, supervision, voice mail
- Intuitive interface with four-way navigator + OK
- Built-in vibrate mode
- Display keyboard backlight
- Integrated antenna

- Built-in loudspeaker
- Headset plug 3,5mm
- Color 1,4 TFT
- On/Off hook
- Dial Keyboard
- Narrow band, group listening
- DECT AGAP/GAP
- DECT Single chip design

ADDITIONAL OPTIONS

- Desktop charger
- Europe power supply
- Spare battery
- Spare belt clip
- Swivel clip
- Horizontal pouch
- Vertical pouch



CUSTOMER
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HOSPITALITY

FUTURE-READY
SOLUTIONS

INDUSTRIAL DECT HANDSETS FOR ON-SITE VOICE MOBILITY IN DEMANDING ENVIRONMENTS



500 DECT



500 EX DECT

KEY BENEFITS

- For demanding environments such manufacturing, healthcare, and so on
- Alarm, notification and location services coupled with an external alarm server
- Many alarm and notification features

BASE SOLUTIONS

- Alcatel-Lucent 500 DECT Handset
- IP 54 class (ingress protection rating: water and dust resistant)
- BGR 139 security norm compliance
- Isolated Worker Protection (IWP)
- Emergency key
- LED, programmable on events
- Color display
- Display and keypad backlight
- Hands-free, vibrate mode
- Bluetooth headset

- Alarm notification
- Alarm location*
- No movement, man down and shock detection*
- Periodic live call for proactive security*
- Location based on up to three base stations*

- **500 Ex DECT** Handset provides safe and reliable mobile voice communications in hazardous work environments where there is a risk of explosion
 - Headset plug included

ADDITIONAL OPTIONS

- Desktop charger
- Rack charger



** Associated with an external alarm server*

CUSTOMER
WELCOME

EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
MOBILITY

TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

PROFESSIONAL WLAN HANDSETS FOR ON-SITE VOICE AND DATA MOBILITY



OmniTouch 8118



OmniTouch 8128

KEY BENEFITS

- Leverage a single Wi-Fi infrastructure for voice and data
- Answer customer calls immediately, wherever you are in the office
- Communicate on the move using voice and/or data devices
- Improved cost of ownership
- Backward compatibility

BASE SOLUTIONS

- Alcatel-Lucent OmniTouch 8118 and 8128 WLAN Handsets
- IEEE 802.11a/b/g radio
- Four navigation keys and three softkeys
- Black-and-white graphical display on OmniTouch 8118 and color on OmniTouch 8128
- Backlight display
- Loudspeaker on OmniTouch 8128
- Vibration mode
- IP class 44
- Alcatel-Lucent telephony protocol
- Quality of Service (QoS) (IEEE 802.11e, WMM)
- Extra feature on OmniTouch 8128: push-to-talk

ADDITIONAL OPTIONS

- Basic charger
- Standard/extended batteries
- Office rack charger
- Office rack charger for batteries
- Leather carrying case
- Standard clip
- Swivel clip
- USB cradle
- Headset



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FUTURE-READY
SOLUTIONS

ON-SITE VOICE MOBILITY USING DECT



KEY BENEFITS

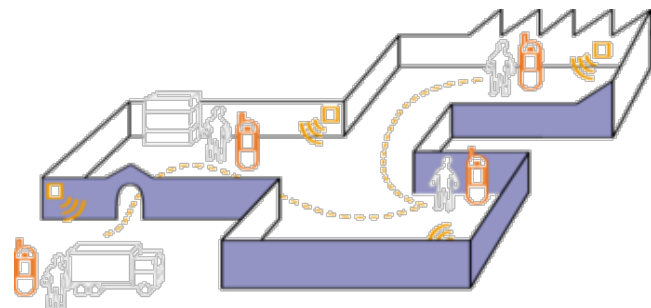
- Indoor and outdoor mobility with multicell, roaming, handover and security
- Connection to standard extension interface
- Same feature level as fixed digital phone

BASE SOLUTIONS

- Indoor DECT base station
- High traffic capacity
- Up to six channels
- Remote power feeding
- Full roaming and handover
- Alcatel-Lucent 8232 and 500 DECT Handsets
- High security (handset registered)

ADDITIONAL OPTIONS

- Outdoor base station
- Extremely rugged base station
- Gain/directional antenna to optimize coverage
- Alcatel-Lucent 500 Ex DECT Handset provides safe and reliable mobile voice communications in hazardous work environments where there is a risk of explosion
 - Headset plug included
 - Adapted pouch for headset wire



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FUTURE-READY
SOLUTIONS

ON-SITE VOICE MOBILITY USING IP-DECT



KEY BENEFITS

- Provide cost-effective on-site mobility in IP-only and IP/TDM networks
- Offer end users access to OmniPCX Office RCE call server voice features
- Adapted for all enterprise environments: office and industrial
- Coverage can fit most difficult areas using external antennas
- Support 8232 / 500 / 500EX DECT handsets in GAP mode

BASE SOLUTIONS

- Support GAP protocol
- Support identity, authentication and encryption as defined in ETSI
- Radio coverage from 50 m to 300 m (approximately 55 yd to 328 yd) depending on location and environment
- Switched antenna diversity
- Products for all frequency bands: Europe, US (DECT 6.0), South America and Asia
- Adapted for indoor and outdoor environments
- Integrated antennas
- SMA connectors for external antennas on indoor and outdoor models
- Up to **50** DECT handsets
- Up to **11** simultaneous channels per IP-DECT AP
- Up to **16** IP DECT Access Points in mono-site configuration only
- Up to **25** handset subscriptions per IP-DECT AP
- IP DECT solution is mono PARI



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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ON-SITE VOICE & DATA MOBILITY USING WI-FI



AP 92, AP93, AP104
and AP105

OmniAccess 4306G
Branch Office WLAN Switch
16 access points



OmniAccess 4306
Branch Office WLAN Switch
8 access points



Remote Access Point RAP-2WG & RAP-3WN

KEY BENEFITS

- Cost savings with a single infrastructure for voice and data services
- End-to-end professional solution with QoS
- Ease of deployment with radio coverage tool

BASE SOLUTIONS

Alcatel-Lucent OmniAccess™ WLAN Switches

- Capacity
 - Up to 16 external campus-connected apps
 - Up to 64 remote apps
 - Up to 256 users
- Performance
 - 1.6 Gb/s crypto performance (3DES, AES-CBC-256)
 - 800 Mb/s, crypto performance (AES-CCM)
 - 2 Gb/s wired, non-encrypted throughput performance

- Wi-Fi access points: Alcatel-Lucent OmniAccess AP92, AP93 (single radio, dual band) AP104 and AP105 (dual radio)
 - IEEE 802.11a/b/g/n
 - IEEE 802.3af Power over Ethernet sourcing
- Alcatel-Lucent OmniAccess Remote Access Point RAP-2WG & RAP-3WN for remote working connection
- Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets

ADDITIONAL OPTIONS

- Gain/directional antenna
- Alcatel-Lucent OmniSwitch™ LAN Switches with PoE and Layer 2/3 QoS for end-to-end solution

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FUTURE-READY
SOLUTIONS

OFF-SITE MOBILITY

YOUR NEED

- Keep in touch with your office anytime and from anywhere

OUR SOLUTIONS

- Alcatel-Lucent My IC Mobile for Apple® iPhone®
- Alcatel-Lucent My IC Mobile for Android
- One-number service



CUSTOMER
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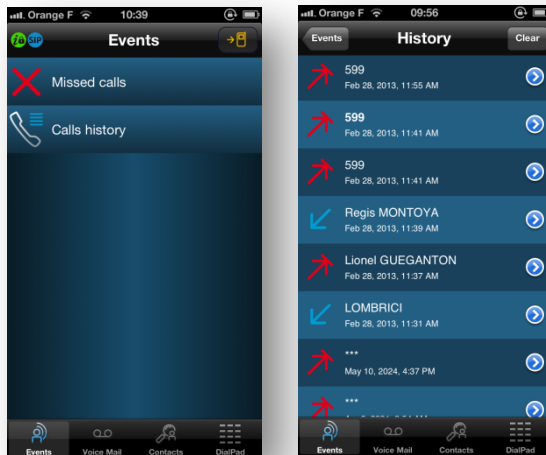
FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT MY IC MOBILE FOR iPhone

KEY BENEFITS

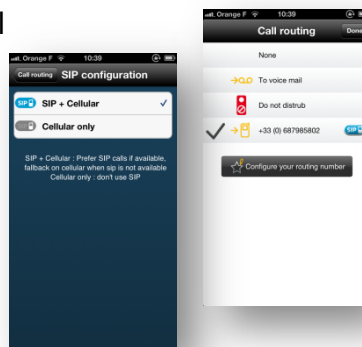
One phone, one number and one voice mail, on-site or off-site

- Configure your business phone and mobility options remotely and benefit from nomadic facilities
- Keep in touch with the company ecosystem & get access to the corporate directory, communication log and contact list to set up your calls
- Ensure business continuity, anytime and anywhere
- Stay connected off-site
- Save time with conversation continuity
- Reduce costs by using company WiFi for both voice and data



BASE SOLUTIONS

- Alcatel-Lucent My IC Mobile app for Apple iPhone
- Available in Apple Store, free of charge
- Alcatel-Lucent My IC family look-and-feel
- Telephony features in conversation
- Routing services
- Dial by name
- Contact list
- Visual voice mail
- Call log
- Notification



- Secured access
- UDA extension: support of additional information such as multiple numbers (mobile, home ...), company name, user picture...
- **Get call feature:** to easily switch a business call from smartphone to office device without interrupting the call
- **VoIP using SIP Companion option:** My IC Mobile for iPhone integrates VoIP capabilities allowing the user to place and receive business calls on his iPhone mobile through the company Wi-Fi data connection (Voice Over Wi-Fi)

CUSTOMER
WELCOME

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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT MY IC MOBILE FOR ANDROID

KEY BENEFITS

One phone, one number and one voice mail, on-site or off-site

- Configure your business phone and mobility options remotely and benefit from nomadic facilities
- Keep in touch with the company ecosystem and get access to the corporate directory, communication log and contact list to set up your calls
- Ensure business continuity, anytime and anywhere
- Stay connected off-site
- Use of a wide range of Android smartphones
- Save time with conversation continuity



BASE SOLUTIONS

- Alcatel-Lucent My IC Mobile app for Android
- Free of charge software available on Google Play application store
- Alcatel-Lucent My IC range look-and-feel
- Telephony features in conversation
- Local favorites management
- Enterprise-grade voice services (make call, mid-call control)
- Call routing profiles
- Dial by name
- Caller identification
- Corporate directory access
- Corporate call history / Call log
- Visual voice mail: available in local
- Notification at a glance (voicemail, missed call)
- Business & Private modes management
- Secured access to the enterprise (https) + login/password authentication
- UDA extension: support of additional information such as multiple numbers (mobile, home ...), company name, user picture...
- **Get call feature:** to easily switch a business call from smartphone to office device without interrupting the call

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ONE-NUMBER SERVICE



KEY BENEFITS

- Single professional phone number
- Easily reachable
- Easy access to contacts
- Benefit from Alcatel-Lucent OmniPCX Office RCE services (supervision, voice mail, routing, call logs)

BASE SOLUTIONS

Nomadic extension

- Single number that is always reachable
- Calling number presentation
- One voice mail
- Twin set (fixed/mobile)
- Call routing/call supervision/call logs
- Business mode activation from mobile phone
 - Works on any mobile phone (no client to deploy)

ADDITIONAL OPTIONS

Voice client for Apple iPhone & Android: Alcatel-Lucent My IC Mobile

- Integrated ergonomics
- One number with incoming and outgoing calls
- Telephony features in conversation
- Alcatel-Lucent My IC family services
 - Routing services
 - Dial by name
 - Contact list
 - Visual voice mail
 - Call log
 - Notification

CUSTOMER
WELCOME

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HOSPITALITY

FUTURE-READY
SOLUTIONS

TEAMWORK AND COLLABORATION

YOUR NEED

- Help your team work together

OUR SOLUTIONS

- Alcatel-Lucent My IC Social Networks
- Alcatel-Lucent My IC Web for Office
- Audio conferencing and conference module
- Teamwork with PIMphony Softphone Team
- Visual communication
- Cloud based video collaboration
- Alcatel-Lucent RCE Fax Server



CUSTOMER
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HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT MY IC SOCIAL NETWORKS



KEY BENEFITS

- Federated Presence to all users contacts, both internal (PBX, Outlook, Active Directory) and external (Social networks: Facebook, Yahoo, Microsoft MSN, Skype) as well as the Outlook Calendar availability
- Consolidated contact Identify list incorporates both internal and external contacts, qualified as prime or normal
- Automatic Notification of when a contact becomes "Active" using the "Pounce" functionality
- Use the best network and service to communicate with user correspondent as soon as they appear on one network, increasing significantly user productivity

BASE SOLUTIONS

- Software Solution: Outlook plug-in
- Use the outlook as the unique communication interface
- Associated to your OmniPCX Office RCE extension for a converged communication solution enriching the telephony services with main Social Medias
- **Presence / Collaboration:** Federated in an unique identity all networks services & views. The optimized service according to the user context
- **Conversation:** Click to dial, IM, Email, SMS, pounce (immediate notification when a user has become available)
- **Telephony:** Call control, popup for incoming and outgoing calls, Missed calls notification

CUSTOMER
WELCOME

EFFICIENT DESKTOP
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT MY IC WEB FOR OFFICE



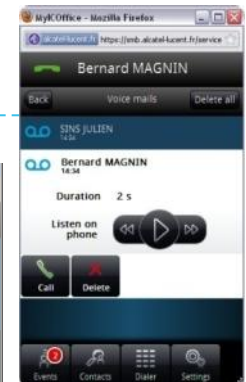
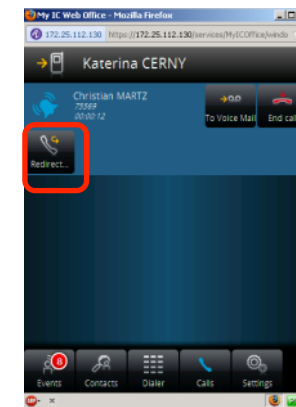
KEY BENEFITS

- Alcatel-Lucent My IC Web for Office is the web companion for Alcatel-Lucent analog, 8 and 9 Series, DECT and VoWLAN phones, and smartphones
- Configure your business phone and mobility options remotely from a computer or smartphone connected to the Internet and benefit from nomadic facilities



BASE SOLUTIONS

- Alcatel-Lucent My IC Web for Office
- PC-based web companion
- Alcatel-Lucent My IC family look-and-feel
- Compliant with many browsers (for example, Microsoft Internet Explorer®, Mozilla® Firefox®, Apple Safari®)
- Secured access
- UDA extension: support of additional information such as multiple numbers (mobile, home ...), company name, user picture...
- Alcatel-Lucent My IC range set of services
- Routing services
- Call setup
- Dial by name
- Contact list
- Visual voice mail
- Call log
- Call Controls: on hold, transfer



CUSTOMER
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EFFICIENT DESKTOP
ENVIRONMENT

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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

AUDIO CONFERENCING



KEY BENEFITS

- **Cost reduction**
 - Rapid return on investment compared with outsourced audio conferencing services
 - Reduced travel expenses
- **Increased team efficiency**
 - Weekly team meetings
 - Task forces

BASE SOLUTIONS

- Three-party conference

ADDITIONAL OPTIONS

- Six-party conference bridge
- Chairperson plus five participants
- Easy to organize and activate; protected by authentication code
- Simple access with voice prompt guidance
- Participants arriving or leaving are clearly indicated by a tone

ALCATEL-LUCENT OMNITOUCH 4135 IP CONFERENCE PHONE



KEY BENEFITS

- Increases collaboration and enables creative exchanges with remote parties
- Enables spontaneous group brainstorming and problem-solving sessions
- Reduces travel and administration time and costs
- Enables high-quality audio conferencing

BASE SOLUTIONS

- SIP connectivity
- Support for Power over Ethernet (PoE)
- Four + one simultaneous connections
- Up to four user profiles
- Call recording function on SD memory card
- Conference guide enables group calls
- LDAP client with direct access to directory
- Easy configuration with the web interface

ADDITIONAL OPTIONS

- Expansion for large rooms – a combination of the unit's omnidirectional microphone with directional microphones increases voice pickup from 30 m² (320 ft²) to twice that

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EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
MOBILITY

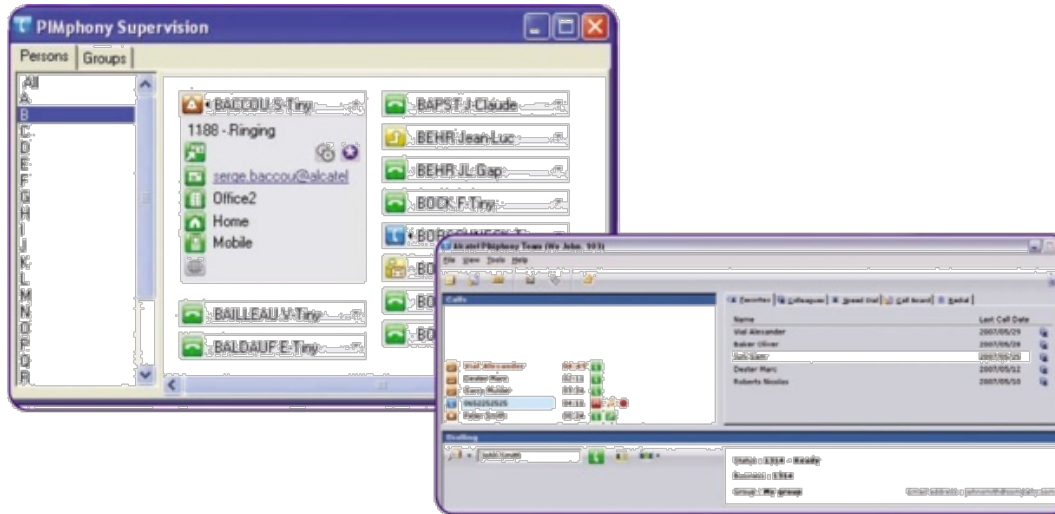
TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

TEAMWORK WITH PIMPHONY SOFTPHONE TEAM



KEY BENEFITS

- Easily supervise team activities
- Improve teamwork
- Improve customer satisfaction

BASE SOLUTIONS

- Alcatel-Lucent PIMphony Softphone Team
- Team Assistant and Supervision facilities
- Easy and efficient call monitoring and distribution

ADDITIONAL OPTIONS

- Alcatel-Lucent PIMphony Softphone IP Media
 - VoIP audio media on PC
 - USB handset or headset

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EFFICIENT DESKTOP
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HOSPITALITY

FUTURE-READY
SOLUTIONS

VISUAL COMMUNICATION



KEY BENEFITS

Video communications

- Cost-effective videoconferencing over the Internet
- High-quality solution for any end-point, display, user or place
- Best video quality whatever the bandwidth



LifeSize Icon 600

BASE SOLUTIONS

- LifeSize® Unity 50 : for personal use & desktop users (all-in-one; a camera, codec and screen in one pack)
 - LifeSize® Passport : desktop-based for personal office, home workers and collaboration rooms
 - LifeSize Express 220: for small meeting rooms and work groups
 - LifeSize Team 220: for conference room multipoint with up to three distant parties (embedded MCU to connect multiple sites)
 - LifeSize Icon 600: for small meeting rooms and collaboration rooms (adapted to changing business needs)
-
- High-quality video; low-bandwidth room systems
 - Standards-based (SIP, H.264, H.263, open APIs)

ADDITIONAL OPTIONS

- LifeSize Camera (Focus™, 10x™ or 200™)
- LifeSize Phone™ 2nd generation:
 - high-definition audio conference phone
- LifeSize digital MicPod™:
 - compact, high-definition audio microphone
- LifeSize Networker™:
 - all-in-one enhanced ISDN gateway to connect LifeSize IP video systems with ISDN video systems

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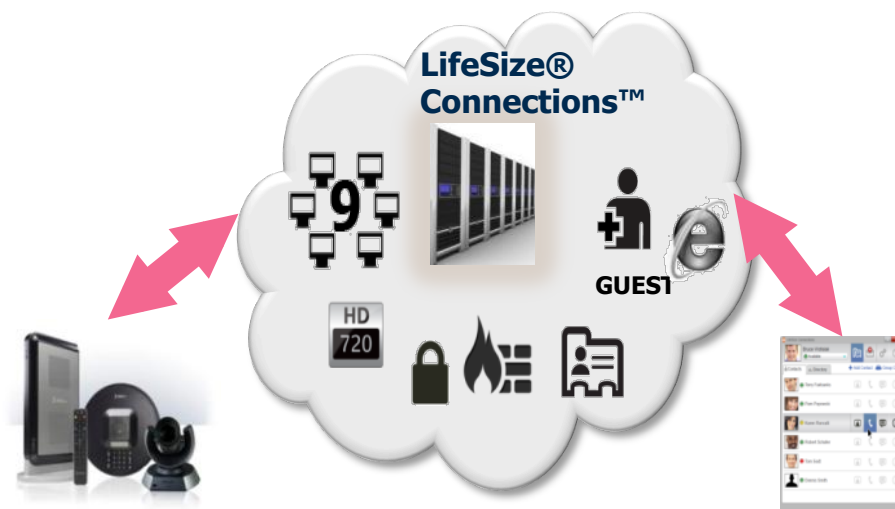
TEAMWORK &
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

CLOUD BASED VIDEO COLLABORATION



KEY BENEFITS

- High-definition video-conferencing systems
- Flexible & per user fees video conferencing in business
- Obtain a rapid ROI by reducing travel costs
- Increase the efficiency of the workgroup
- SMBs can reconfigure its user community in real time as LifeSize Connections offer sold using 1 Year x N users licenses.

BASE SOLUTIONS

LifeSize® Connections™

- Cloud based services open new opportunities for SMB without the need for front end investments
- 1 year licenses for desktop (free application)
- 1 year licenses for end points Video LifeSize
- Features: 9-way calling, 720p30, Guest invite capabilities; call anyone, Easy web-based administration, Concurrent HD video and data-sharing, Secure encrypted media and signalling,
- Capabilities:
 - Bridging : Connect distant together in the cloud
 - Firewall traversal : Each one connects to the cloud using OUT going flows form their CPE directory services,
 - Web Administration from the cloud
- Components: LifeSize endpoints (optional), PC/Mac desktop clients (free), Administrator console (included in the voucher)

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FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT RCE FAX SERVER



KEY BENEFITS

- Cost savings and quick ROI
- Reduce ongoing fax machine-related costs
- Eliminate junk fax-related costs
- Improve collaboration and productivity
- Secure sensitive data
- Route sensitive documents to designated recipients
- Centralize fax management

BASE SOLUTIONS

- IP fax solution based on a powerful appliance
- Send and receive faxes from a web browser
- Send faxes from a Microsoft Windows application; print to fax
- Send and receive faxes from an e-mail client
- E-mail notification
- Fax history
- Fax queuing
- Designed for small and medium enterprises
- Web-based administration
- Monitoring and reporting features
- Per-user/per-profile security settings
- Simplified user management
- Two fax ports
- Back -up & restore

ADDITIONAL OPTIONS

- Two additional fax ports



CUSTOMER
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

CONVERGED VOICE AND DATA NETWORK

YOUR NEED

- Optimize converged voice and data network infrastructure and multisite networking

OUR SOLUTIONS

- IP networking
- Remote site or remote worker
- Converged IP infrastructure
- Alcatel-lucent OmniSwitch 6450
- Networking on ISDN or private lines



CUSTOMER
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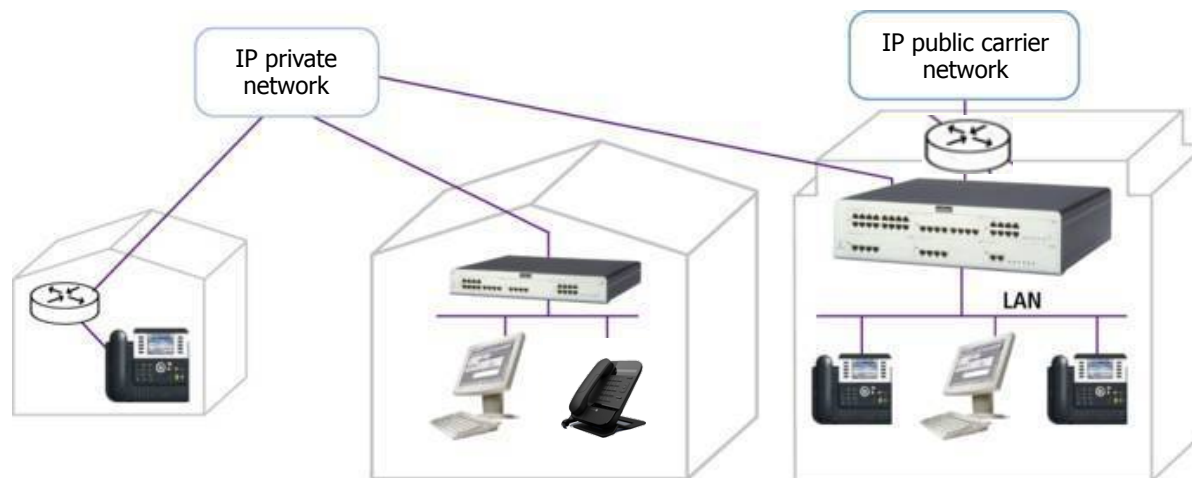
TEAMWORK &
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CONVERGED VOICE
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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

IP NETWORKING



KEY BENEFITS

- Communications cost savings
- One cabling infrastructure for voice and data
- Plug-and-play
- Telephony services transparency

BASE SOLUTIONS

- Alcatel-Lucent OmniPCX Office RCE
- SIP trunking to public carrier network
- Private IP network
- ITU-T H.323/SIP

ADDITIONAL OPTIONS

- Alcatel-Lucent My IC Phone and 8002/8012 Deskphones
- Alcatel-Lucent IP Touch 8 Series Phones
- Alcatel-Lucent PIMphony Softphone IP Media
- Alcatel-Lucent OmniVista™ 4760 Network Management System (NMS)
 - Call accounting
 - Centralized network management
- Alcatel-Lucent OmniVista™ 8770 Network Management System (NMS)
 - Call accounting/metering
 - Centralized network management (IP only)
- CSTA / TAPI application openness
- Alcatel-Lucent OmniSwitch infrastructure

CUSTOMER
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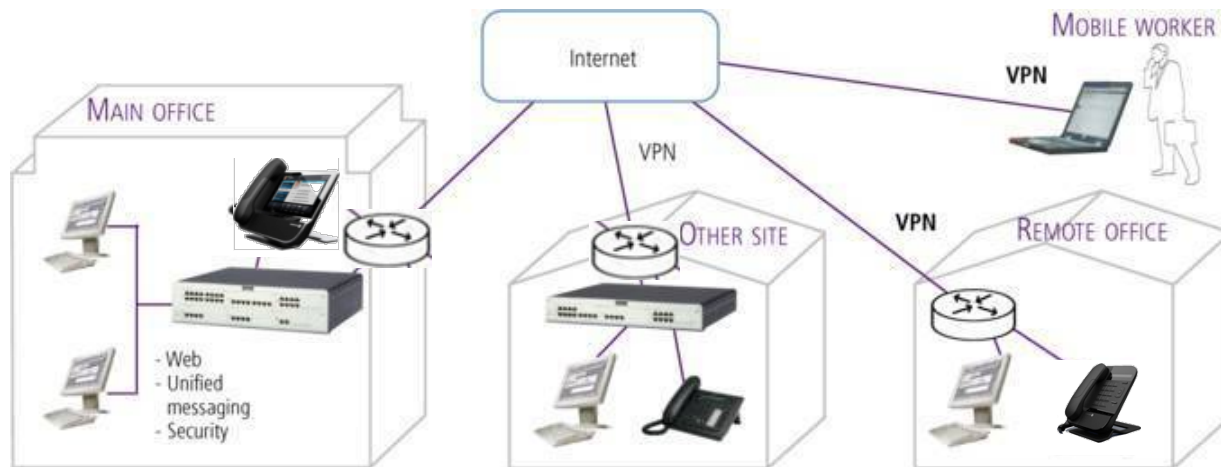
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HOSPITALITY

FUTURE-READY
SOLUTIONS

REMOTE SITE OR REMOTE WORKER



KEY BENEFITS

- Full telephony services
- Always stay in touch with your company
- Cost-effective remote connection
- Secure remote connection

BASE SOLUTIONS

- Alcatel-Lucent OmniPCX Office RCE

ADDITIONAL OPTIONS

- Alcatel-Lucent My IC Phone and 8002/8012 Deskphones
- Alcatel-Lucent IP Touch 8 Series Phones
- Alcatel-Lucent PIMphony Softphone IP Media
- Alcatel-Lucent OmniSwitch infrastructure

CUSTOMER
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FUTURE-READY
SOLUTIONS

CONVERGED IP INFRASTRUCTURE

OmniSwitch 6450

OmniSwitch 6250



KEY BENEFITS

- Entry-level solution with advanced features at competitive price
- No need for local power supply for IP phones (one cable)
- Perfect solution for IP telephony in SMB market
 - QoS
 - Easy to install (single LAN and DHCP)
 - Easy to manage

BASE SOLUTIONS

- **OmniSwitch 6250 Stackable Fast Ethernet Switch:**
 - 24 or 48 ports, non-PoE and PoE
 - Stackable to eight units in a virtual chassis
 - Layer 2+ Fast Ethernet stackable Gb port
 - 2.5G stacking
- **OmniSwitch 6450—Stackable Gigabit LAN Switch:**
 - 10, 24 or 48 ports, non-PoE and PoE
 - Level 2+ Gigabit
 - Up to 10G stacking

ADDITIONAL OPTIONS

- External backup power supply
- Optical Ethernet transceivers: 100Base-FX, 1000Base-SX, 1000Base-LX

CUSTOMER
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FUTURE-READY
SOLUTIONS

Alcatel-Lucent OmniSwitch 6450

KEY BENEFITS

- Ideal for SMB organizations
 - Low Power consumption
 - Performance, Reliability, and Security
 - Provide the speed you need 10/100/1000
- Simplicity without compromise
 - Auto detect features for IP Telephony
 - User based QoS features
 - Simplified Mgt Interface
 - Tested and validated end to end solution
 - POE for powering the Wifi Access Points & IP Phones
- Growth without growing pains
 - Easy to expand the network through stacking multiple switches
 - Consistent software feature across the 6250 and 6450
 - Scalable to 10 GigE for network connections (6450)



OmniSwitch 6450
P10/P24/P48

BASE SOLUTIONS

- OmniSwitch 6450 Stackable Gigabit LAN Switch:
 - 10, 24 or 48 ports, POE or non POE
 - 10L, 24L & 48L ports: a light version (10/100)
 - Support for POE and POE+ (6450)
 - Up to 10 Gigabit
- fixed configuration chassis in a 1U form factor and comes with:
 - 2 x Gigabit fixed SFP ports (SFP+ for 24/48 ports)
 - an internal AC power supply with a country specific power cord
 - RJ-45 to DB-9 adaptor and user manuals access card

ADDITIONAL OPTIONS

- External backup power supply
- Ethernet SFP optical transceivers, stacking module and cables



CUSTOMER
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EFFICIENT DESKTOP
ENVIRONMENT

ON-SITE
MOBILITY

OFF-SITE
MOBILITY

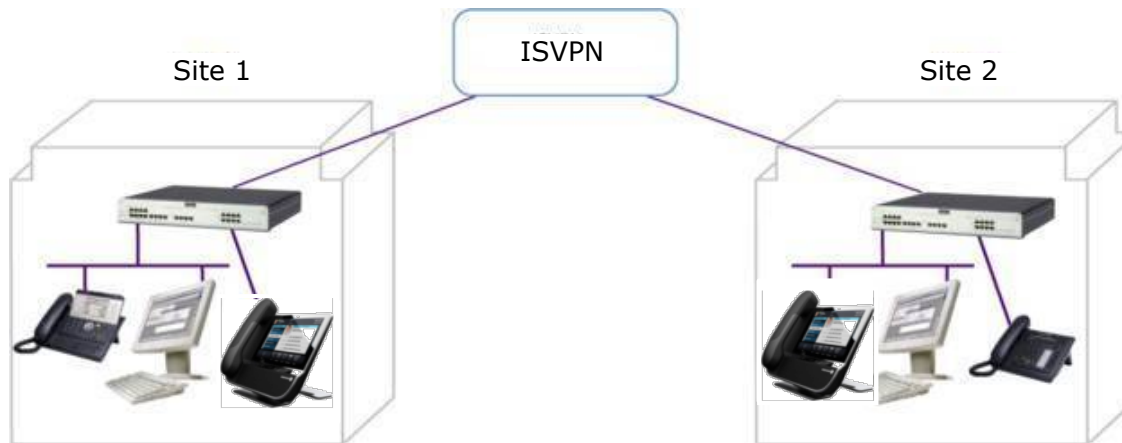
TEAMWORK &
COLLABORATION

CONVERGED VOICE
& DATA NETWORK

HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

NETWORKING ON ISDN AND PRIVATE LINES



KEY BENEFITS

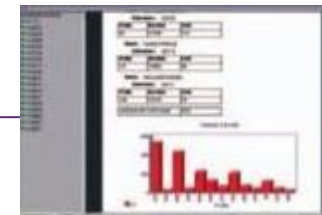
- Work as a single company with centralized services
- Optimize resources
- Improve company image

BASE SOLUTIONS

- Industry-specific virtual private network (ISVPN) services via ISDN or private lines
- Automatic Route Selection
- Private, homogeneous numbering plan
- Call by name: 3000-name directory
- Call path optimization
- Least-cost routing

ADDITIONAL OPTIONS

- DECT mobility
- Alcatel-Lucent OmniVista 4760 NMS call accounting
- Network management center



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HOTEL &
HOSPITALITY

FUTURE-READY
SOLUTIONS

HOTEL AND HOSPITALITY

YOUR NEED

- Optimize daily tasks and improve guest services in your hotel

OUR SOLUTIONS

- Hotel and hospitality



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FUTURE-READY
SOLUTIONS

HOTEL AND HOSPITALITY



KEY BENEFITS

- Increases staff efficiency
- Optimizes daily tasks
- Professional welcome for guests

BASE SOLUTIONS

- Embedded hotel solution
- Front desk office services
- Guest services (messages, languages, and so on)
- Guest mailbox
- Wake-up calls
- Room status
- Pre-payment services
- Cost control

ADDITIONAL OPTIONS

- Office Link Driver (OLD) integration with hotel front office (PMS, CMS)
- DECT or WLAN mobility for clients or administrative staff
- Reception phone add-on module (one key, one room)
- Automated attendant for hotel information

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FUTURE-READY
SOLUTIONS

FUTURE-READY SOLUTIONS

YOUR NEED

- Optimize costs

OUR SOLUTIONS

- State-of-the-art telephony infrastructure
- Large range of connection types
- End-to-end IP telephony solution
- Warranty and system evolution assurance
- Enterprise Solutions Sales e-Learning offer
- Ecosystem for complementary solutions in AAPP Program



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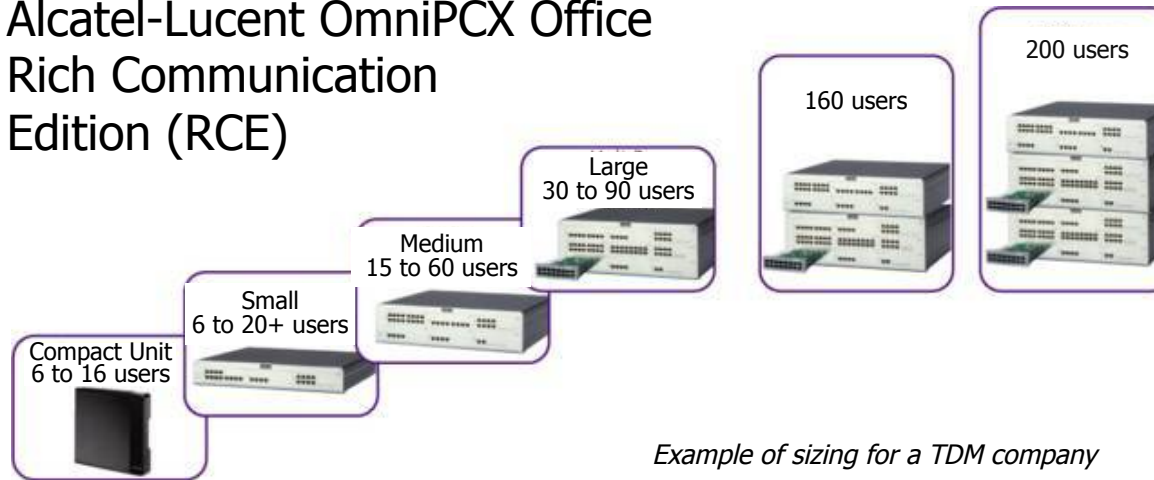
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HOTEL &
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FUTURE-READY
SOLUTIONS

STATE-OF-THE-ART TELEPHONY INFRASTRUCTURE

Alcatel-Lucent OmniPCX Office Rich Communication Edition (RCE)



KEY BENEFITS

- Easy to expand
- Complies with all open standards
- Easy to maintain
- Flexible power supply autonomy

BASE SOLUTIONS

- Alcatel-Lucent OmniPCX Office RCE Compact Unit, native wall-mounted
- Three rack choices according to capacity required: OmniPCX Office RCE Small, Medium and Large are rack-based and stackable
- Average 10-min battery backup
- Hot-pluggable boards

ADDITIONAL OPTIONS

- Wall-mounting kit
- Data bay integration: rack-mounting kit
- Standard power backup (90 min)
- Enhanced power backup: external battery pack (up to 8 h)

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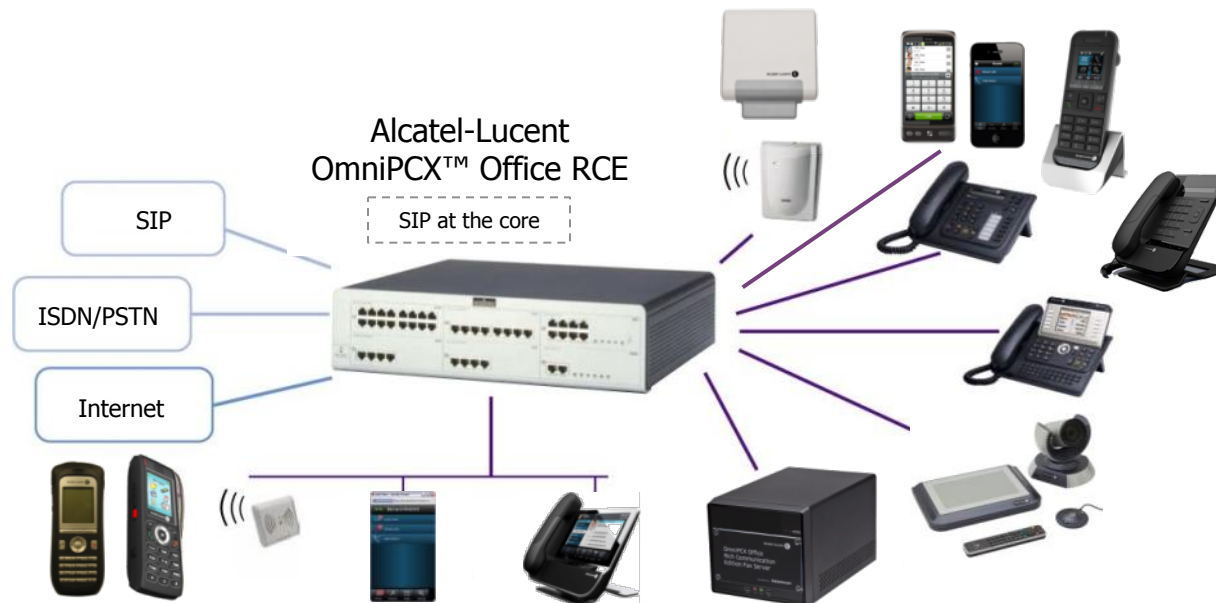
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FUTURE-READY
SOLUTIONS

LARGE RANGE OF CONNECTION TYPES



KEY BENEFITS

- Flexible to fit your needs
- Scalable to evolve with you
- Modular with a large choice of connections
- Open to external applications

BASE SOLUTIONS

- Analog/digital public access
- IP networks
- Digital phone connection for Alcatel-Lucent 9 Series Digital Phones
- IP phone connection for Alcatel-Lucent IP Touch 8 Series Phones
- SIP connection for Alcatel-Lucent 8082 My IC Phone and 8002/8012 Deskphones
- Connection for analog and fax devices
- CTI TAPI 2.0 interface

ADDITIONAL OPTIONS

- Ethernet LAN interface
- Radio base station for DECT handsets
- Wi-Fi infrastructure for Alcatel-Lucent OmniTouch WLAN Handsets
- Remote access service
- CTI TAPI 2.1
- CSTA interface

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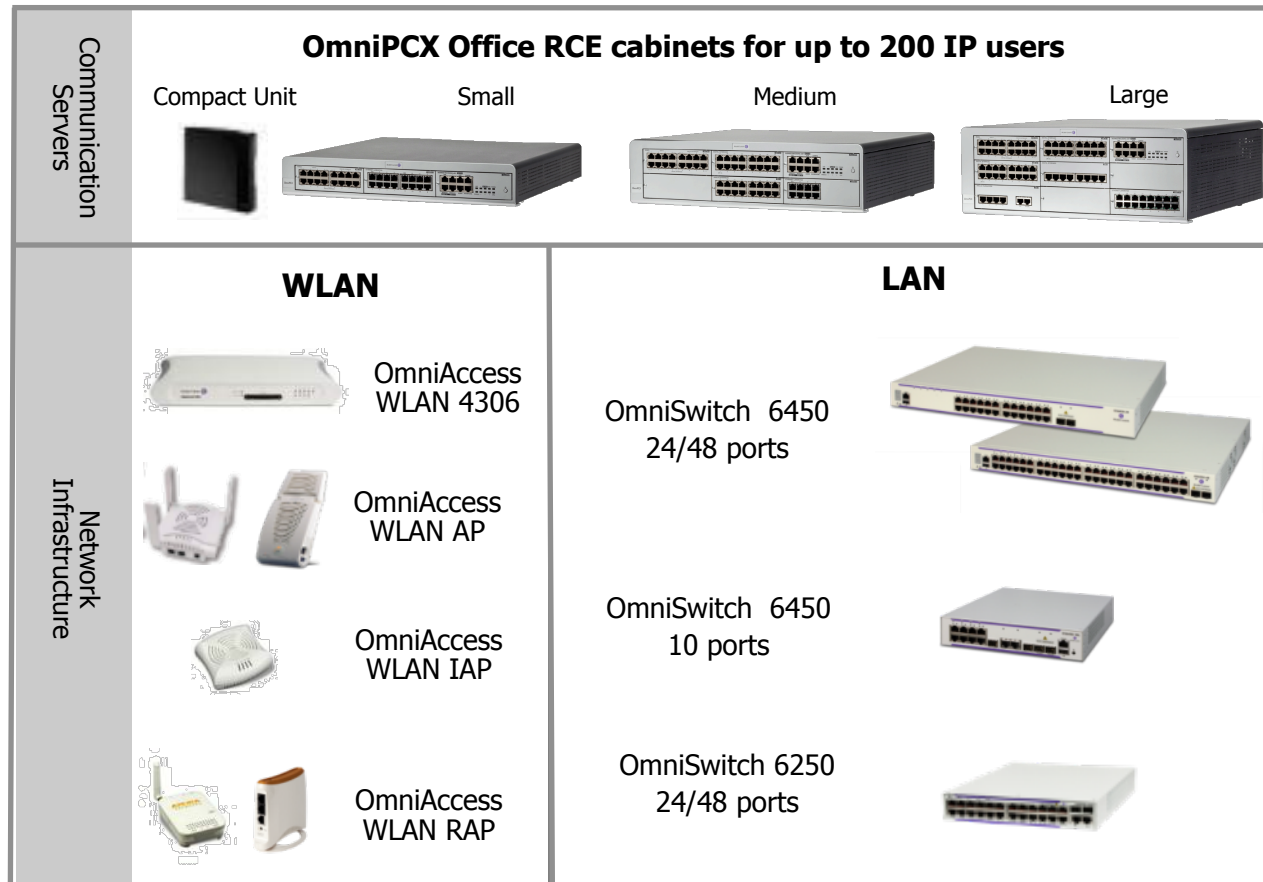
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FUTURE-READY
SOLUTIONS

END-TO-END IP TELEPHONY SOLUTION



BASE SOLUTIONS

- Alcatel-Lucent OmniPCX Office Rich Communication Edition, wall-mounted or rack-mounted
- SIP inside

ADDITIONAL OPTIONS

- Network infrastructure
- Alcatel-Lucent OmniAccess WLAN Switch
- Alcatel-Lucent OmniSwitch Stackable LAN Switch

KEY BENEFITS

- Complete, end-to-end solution for IP telephony
- Can mix traditional and IP telephony for smooth evolution

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FUTURE-READY
SOLUTIONS

WARRANTY AND SERVICES



KEY BENEFITS

- Communication system always up to date
- Latest technology and feature evolution
- Low investment for service continuity

BASE SOLUTIONS

- Alcatel-Lucent hardware exchange during warranty period
- Alcatel-Lucent Software Maintenance Services (SMS)
 - Software support according to Alcatel-Lucent software policy

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FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT ENTERPRISE SOLUTIONS

SALES E-LEARNING OFFER



Alcatel-Lucent OpenTouch™ Suite for Small and Medium Business, Q2 2013

Alcatel-Lucent Enterprise Education – Sales Training
March 2013

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KEY BENEFITS

- Training and certification free of charge
- Rapid acquisition of knowledge bases
- Web-based training, removing travel costs
- Optimized training time by staying in the office
- Courses available in French, English, Spanish and German

COURSE CONTENT

- Understanding the Proposition
- Generating Sales Opportunities
- Presenting Our Credentials
- Case studies
- Sales tools

WHERE?

- Alcatel-Lucent Business Partner Portal

CERTIFICATION

Who needs certification?

- The Alcatel-Lucent Certified Sales Representative (ACSR) certification is dedicated to the sales representatives who sell Alcatel-Lucent products and solutions.

Why certify?

- In today's business world, customers expect a high degree of competency from solutions providers. The certification allows them to benefit from Alcatel-Lucent know-how and to be accredited for that knowledge.

How to get certified?

- The certification exam is based on ten questions available online. The required score to pass the exam is 70%.

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FUTURE-READY
SOLUTIONS

ALCATEL-LUCENT APPLICATION PARTNER PROGRAM (AAPP)



The AAPP helps Partners build, integrate, test, deploy, maintain and promote their applications across Alcatel-Lucent's complete portfolio of solutions for enterprises.

4 MAIN MISSIONS

- Developing a broad ecosystem for offer our enterprise customers and business partners a choice of solutions
- Provide developers with easy access to development tools
- Test and verify the inter-working of comprehensive range of third-party applications
- Promote Partners through Alcatel-Lucent distribution channels

KEY BENEFITS

For end customers

- Rich and reliable source of new solutions
- End-to-end solutions for vertical and horizontal markets
- Inter-operability with existing systems
- Easier to develop customized applications

For Business Partners

- Verified inter-working
- Technical support for run-time
- Easier to work with Application Partners' products, integrate with, maintain
- Drive new business opportunities

For AAPP members

- Wide range of tools and services for development and testing
- Graduated support
- Recognition from Alcatel-Lucent Customers and Business Partners
- Joint marketing actions with Partners

WHERE?

- AAPP Factory
- Alcatel-Lucent Application Partner Portal:
Download the latest documents on healthcare ecosystem, on hospitality / hotel ecosystem (PMS and CMS), on SIP ecosystem
- Alcatel-Lucent Enterprise Business Portal



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ALCATEL-LUCENT AAPP

IWR

As of today **25 InterWorking Reports (IWR)** certify the interoperability of OmniPCX Office RCE with **25 applications** developed by **21 AAPP members**.

WHERE?

- Download InterWorking Reports on Alcatel-Lucent Business Portal

EFFICIENT DESKTOP ENVIRONMENT

Certified applications developed by



- GN Netcom with wireless and wired headsets - **UPDATE**
- Plantronics with wireless and wired headsets - **UPDATE**
- Sennheiser with wireless and wired headsets
- AdvaTel with an Outlook plug-in
- Atlinks with SIP phones
- CounterPath with a VoIP softphone
- Jusan with a call recording solution
- Polycom with sound point
- Technicolor with SIP phones



HOTEL & HOSPITALITY

Certified applications developed by



- New Voice with an alerting & monitoring mobilization server
- Ibernex with a nurse call solution
- ImagineSoft with an hospitality solution - **NEW**
- Aurenz with a hospitality solution
- GT2F with a call accounting solution
- MWS with an alarm server for healthcare
- iTesso with an hospitality solution - **NEW**



OTHER SOLUTIONS

Certified applications developed by



- Amigo with a recording & quality management solution
- AudioCodes with an analog SIP gateway - **UPDATE**
- Linkcom with a SIP gateway and door phone - **UPDATE**
- Eiffage Energie Reseaux with an alarm server
- Media5 with an analog SIP gateway - **NEW**



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