

Alcatel-Lucent Enterprise SoftPhone

Enterprise-grade softphone to manage all your business communications everywhere

[Alcatel-Lucent Enterprise SoftPhone](#) is a telephony application available on a laptop, touchscreen or desktop (Microsoft® Windows OS) and smartphone (iPhone and Android) for business conversations.

The ALE SoftPhone application provides advanced SIP telephony features and call management of Alcatel-Lucent OmniPCX® Enterprise Communication Server Purple.

ALE SoftPhone is easy to use, on-site or remotely, with an intuitive and user-friendly interface.

Here's why companies choose the ALE SoftPhone solution:

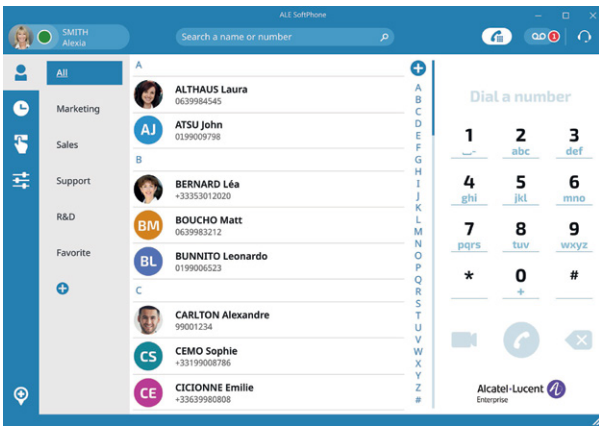
- Benefit from business communications in the new hybrid workplace, in the office and on the move with the application for smartphone
- Leverage the richness of the telephony platform, with a softphone as simple as a desk phone
- Secure to work from home, with encrypted business calls through the Internet
- Adapted to Contact Center agent and supervisor activities and integrated with OmniPCX Enterprise CCD



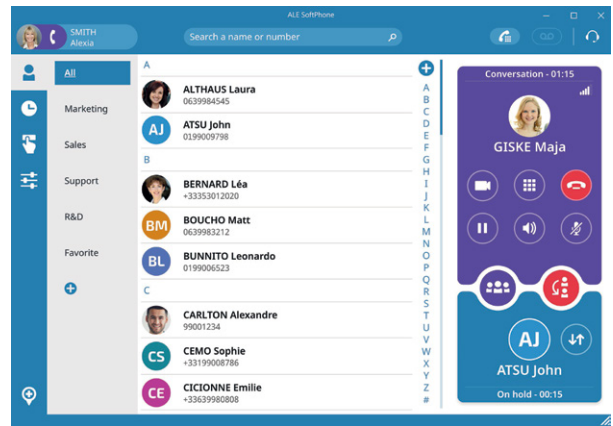
Key Features	Benefits
Enterprise-grade telephony	Manage audio and video calls with advanced telephony features such as (groupware, multi-line, second call, conference etc.) thanks to a user-friendly and intuitive interface.
Secure communications and remote connectivity	Business communications secured with encryption (based on SIP TLS and SRTP). No VPN needed on the PC for remote connectivity.
Centralised management	Easy provisioning and deployment using OmniPCX Enterprise Device Management. Geolocation support for emergency call.
Microsoft integration	Microsoft Azure Directory, Office365, Outlook, for contact/group synchronisation, directory search and making calls.
Groupware services	Collaborate easily between people in a group with meet-me conference, supervision, group call pick-up and hunting group (parallel, cyclic/sequential).
Contact center services for agent and supervisor	Single softphone application for business and agent/supervisor activities.
Application for smartphone (iPhone and Android)	Stay connected with your business even when out of the office with the application on smartphone. Mobile network (WiFi, 4G/5G, cellular) preferences management. VoIP quality indicator and fallback to cellular (depending on smartphone).

Datasheet

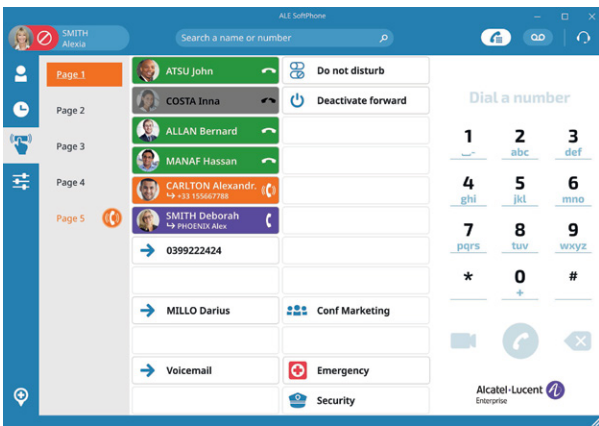
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Powerful and intuitive app: Direct dial-pad, user phone status, search contacts, voice mail, audio device status. Contacts standalone or synchronised with Microsoft Outlook/Office 365.



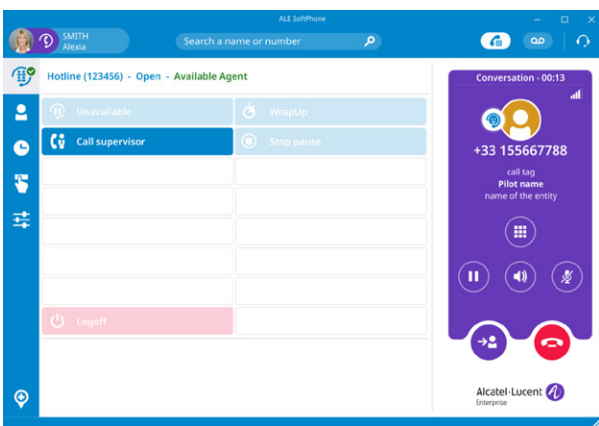
Advanced business telephony features: Groupware, multi-line, make/receive a second call, merge or transfer, three-party conference, mute, hands-free, DTMF support.



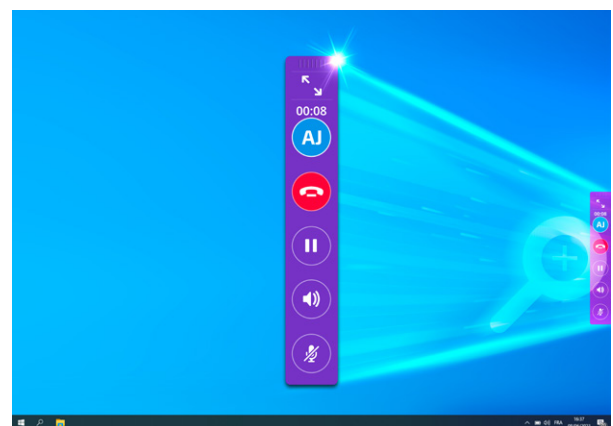
Supervision and group call pick-up: Supervision keys, shortcuts, prefix keys, direct numbering, immediate forward, and more.



Use high-quality video: Enhance your conversations with visual communication (in a peer-to-peer video call and with third party SIP video conferencing equipment).



Contact center features: A single application for both business and agent/supervisor activities.



Minimized view presentation: Call management without screen clutter.

Datasheet

Technical specifications

Prerequisites

- Operating System:
 - Windows 10 (64-bits)
 - Windows 10 IoT 64 bits
 - Windows 11
- iPhone
 - iOS17 and iOS18 supported
- iPad
 - iPadOS17 and iPadOS18 supported
- Smartphone Android (minimum requirements):
 - OS Android 9
 - Screen size 5"
 - Resolution HD (1280x720) - recommended Full HD (1920x1080)
 - Processor octa-core 2Ghz 64-bit
 - RAM 4Gb
- Multimedia Windows PC:
 - Laptop, desktop and touchscreen
 - RAM: 2 GB minimum
 - 300 MB free disk space
 - Full duplex sound card
 - Network Interface Card
 - Processor: 2 GHz minimum
- USB headset:
 - For audio (microphone and speakers) volume +/- and mute with any device supported by Windows
 - For PC advanced usage: Call pick-up, hang-up for ALE Aries, Jabra, Plantronics, and Sennheiser/EPOS
 - USB HID
- Bluetooth® headset:

- For audio (microphone and speakers) volume +/- and mute with supported devices.

VoIP

- QOS
 - Level 3 IP TOS/DSCP
- Audio codecs:
 - G.711 A-law and μ -law
 - G.729A and G.729AB

Video

- Video usages on PC:
 - Direct one-to-one video call
 - Video call with escalation
 - Integration with 3rd party SIP video conferencing equipment in continuous presence mode
- Video codec:
 - H.264/AVC codec profiles up to 4.1 Full HD 1080p 30fps max.

Communication server

- OmniPCX Enterprise Communication Server R100 Purple and above

Software download

- Microsoft Deployment Tools (MDT)
- Mobile Device Management (MDM)
- From Alcatel-Lucent Enterprise MyPortal

Display

- Different skins and customization of the display with preferred colors, background image and company logo
- Pop-up on incoming call

- Minimized view presentation
- Click-to-call from anywhere on Windows Desktop
- Outlook Plugin for direct calls

Languages

- Brazilian Portuguese, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, French, Finnish, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, Swedish, Turkish

Protocols and security

- Signaling and media: SIP & RTP or SIP TLS & SRTP
- Support of OXE Native Encryption feature
- Management: HTTPS
- Directory and Authentication: LDAPS
- TLS Authentication via server certificate
- Reverse Proxy/SBC support for secure remote access with SIP TLS and SRTP
- Support of SBC redundancy

Microsoft integration

- Microsoft Outlook integration (local contacts and Office 365 Cloud Contacts)
- LDAPS Microsoft Active Directory and Microsoft Azure Directory

High Availability (with OXE)

- Local redundancy
- Spatial redundancy