

# Alcatel-Lucent IP Desktop Softphone

## OmniPCX Enterprise Communication Server/OXO Connect

[Alcatel-Lucent IP Desktop Softphone](#) is a telephony application installed on a user's desktop (PC or Mac), tablet or smartphone (Android mobile devices). The IP Desktop Softphone emulates the ALE DeskPhone and offers business voice communications to on-site and remote workers. The application is quick and easy to install. It allows employees to use all OmniPCX® Enterprise and OXO Connect telephone features for on-site and remote workers using a VPN.



Key features	Benefits
<b>Business telephony:</b> <ul style="list-style-type: none"> <li>• VoIP protocol provides all ALE DeskPhone telephony features on the computer, tablet or smartphone</li> <li>• Suitable in both Business and Contact Center Environments</li> <li>• Compatible with CTI applications (for example a toolbar)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer/Business relationships: Employee productivity optimization</li> </ul>
<b>IP mobility:</b> <ul style="list-style-type: none"> <li>• Available on-site on a wired Ethernet or WiFi connection or off-site anywhere the user is able to connect to the company IP network using a VPN (works on Ethernet, WiFi, 4G/5G cellular)</li> </ul>	<ul style="list-style-type: none"> <li>• Free communication on business network: Communications, connectivity and hardware costs control</li> <li>• Business telephony for remote workers: Easy integration for remote and home workers</li> </ul>
<b>Intuitive interface:</b> <ul style="list-style-type: none"> <li>• Display and keys similar to the desk phone</li> </ul>	<ul style="list-style-type: none"> <li>• No training: Quick, user-friendly access to telephone facilities</li> </ul>
<b>No additional server:</b> <ul style="list-style-type: none"> <li>• Available on OmniPCX Enterprise and OXO Connect</li> </ul>	<ul style="list-style-type: none"> <li>• Cost-effective: Fully-integrated telephony solution</li> </ul>
<b>Virtual Desktop Infrastructure:</b> <ul style="list-style-type: none"> <li>• Support of Citrix Virtual App and Desktop</li> <li>• Desktop mode and Application mode</li> </ul>	<ul style="list-style-type: none"> <li>• Ideal solution for virtual desktop environment</li> <li>• Audio quality: voice optimization module and connection stability</li> </ul>

## Technical specifications

### Prerequisites

- Multimedia Windows PC:
  - RAM: 4 GB
  - 80 MB free disk space
  - Full duplex sound card
  - Network Interface Card
  - Processor: Intel 2 GHz minimum
- Mac:
  - RAM: 4 GB
  - 80 MB free space
  - Integrated sound card or USB headset 48 KHz sample rate compliant
  - Network Interface Card
  - Processor: Intel 2 GHz minimum
- Bluetooth and USB headset: (\*)
  - Ringtone is sent by the computer loudspeakers and/or headset, and voice communications are performed with headset
  - Call pick-up and hang-up features are supported only on Windows PC\*

### VoIP

- QoS
  - Level 3 IP TOS/DSCP
- Codec
  - G.722, G.711 and G.729

### Experience

- Similar to ALE DeskPhone (NOE) for business communications
- Contact center agent experience
- Designed to suit for visually impaired people
- Support of OXE Presentation Server to enrich existing telephony features

### Visitor Onboarding web application

- Compatible with the OmniPCX Enterprise
- IP Desktop Softphone for visitor equipped with smart device: user is considered as local for a limited period

- [\\*Refer to the DSPP list](#)

### Communication server

- OmniPCX Enterprise Communication Server
  - Support native encryption for Windows PC
- OXO Connect

### Licences

- OmniPCX Enterprise:
  - IP Desktop Softphone Premium licence per user or business mode (3BA09851JA)
  - IP Premium licence per user, agent or business mode
  - IP Softphone licence agent per agent (3BA09975AM)
  - Agent licence in a contact center use case
- OXO Connect:
  - IP Desktop Softphone licence per user (3EH03512AA)
  - UTL Licence (Universal Telephony Licence) (3EH03511AA)
  - Agent licence in a contact center use case

### Software download

- Android devices:
  - Google play
- PC Windows:
  - From ALE MyPortal web site.
  - Automatic software update option from R13.5 using OmniPCX Enterprise Communication Server as file repository.

### Display

- For PC:
  - Popup on incoming call
  - Click to call from anywhere on Windows Desktop
  - Microsoft Outlook Plugin for direct make to call
  - Adapted for disabled person

- Microsoft Teams integration: call a contact from the Teams interface and answer incoming calls from the IPDSP popup window
- For mobile and tablet:
  - Horizontal/vertical flip
  - Horizontal full screen

### Configuration

- Languages
  - Softphone display panel: the same languages as the ALE DeskPhone
- Application settings menu:
  - On PC: French, English, German, Spanish, Italian, Finnish, Dutch, Norwegian, Portuguese, Russian, Chinese, Korean
  - On Android: device language
- Ringtones:
  - On PC: 32 configurable from OmniPCX Enterprise or OXO Connect ringtones, plus personal ringtone
  - On Android: OmniPCX Enterprise or OXO Connect Ringtones

### Options

- Adaptation of application: on demand

### Architecture

- The signaling of the RTP sessions between IP Desktop Softphone and the OmniPCX Enterprise/OXO Connect of Alcatel-Lucent Enterprise is done via the NOE protocol
- QoS tickets can be generated in combination with this application (on Windows only)
- Features integrated in Alcatel-Lucent OmniPCX Enterprise/OXO Connect platform
- For VDI solutions, optimized architecture to deliver high quality voice