

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

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

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

- Customizable skins: on demand
- 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