Alcatel-Lucent OXO Connect
Business Communications

Alcatel·Lucent
Enterprise

OXO Connect: Serving entrepreneurs

Alcatel-Lucent OXO Connect for business communications is designed for entrepreneurs, providing the freedom, quality, and agility needed to grow their business. **OXO Connect delivers the:**

- **Freedom** to connect any time with customers and colleagues. It lets them connect in the office, on the shop floor, on the road, or at home, using a smartphone, a computer, or a dedicated phone.

- **Quality** required to ensure excellent customer relations whether you are on the phone, in a video conference, or from a secure messaging system

- **Agility** provided by unmatched connectivity options on premises and in the cloud to quickly adapt to business needs at the right price

Our innovative solution includes the:

- **Reliability** of OXO Connect business communications

- **Scalability** of Rainbow™ by Alcatel-Lucent Enterprise cloud services for mobile communications, video conferencing, and secure group messaging

- **Hybrid connectivity** between OXO Connect and Rainbow for seamless communications anywhere

OXO Connect Evolution

Freedom with a 100% mobile office

Communicate with your teams and customers wherever you are. Employees can be reached from a single number for their business phone and their Rainbow app, on a smartphone and a computer. The unified directory makes it easy to connect.

Accelerate your projects. Use video communications from a smartphone to collaborate, and use video-conferencing with your external contacts. Exchange information with secure messaging, using screen and file sharing to instantly get the content you need.

- Softphone iOS, Android
- Softphone for Windows®, MAC®, web browser
- Unified directory for quick connection
- Video with team and external contacts
- Encrypted WebRTC communications
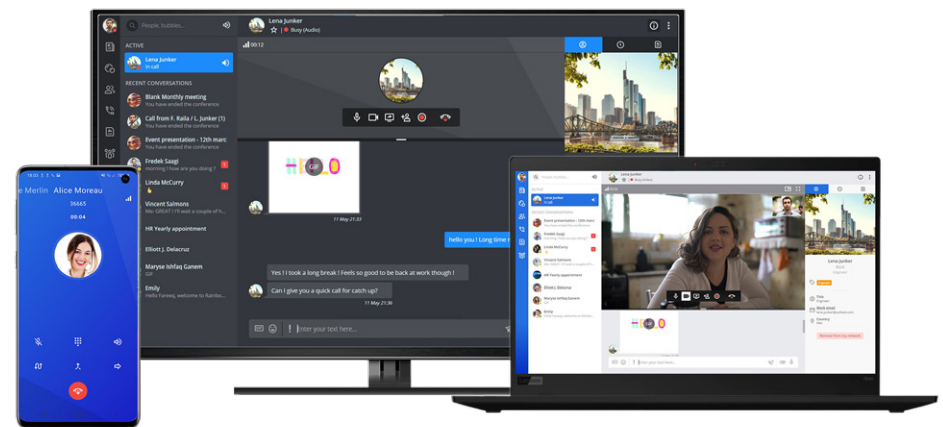
Freedom to telework

Teleworking is rewarding and effective, however, it requires new tools for communications continuity.

Stay in touch with your customers: Employees can make business calls on their computer or smartphone without additional settings.

Keep in touch with your telecommuters: A display of connected employees lets you know when workers are involved in communications, or in meetings. Video chat keeps employees connected. Record exchanges for absent colleagues. Take remote control of the computer for training and technical support.

Work together remotely in project mode: The Rainbow "Bubbles" feature provides secure messaging groups that can send files and switch to videoconferencing with just a click.

- Communications server offers call continuity
- Secure groups
- Video and screen sharing with colleagues and external contacts
- Video stream mosaic
- Display of connected contacts and their activity
- Call recording
- Remote control

Freedom to choose the best communications method, based on requirements

Answer customer and external calls with confidence: With a large color display, context-sensitive keys, and quick access to the phone book through an alphabetical keypad, our phones make it easy to connect with your experts. Customers are satisfied from the first contact. Our phones offer free access
mode for shared offices.

- Large ergonomic screen
- Symphonic HD quality audio
- Keypad to call by name
- Bluetooth® handset
- Wired or wireless headset
- Supervision and call grouping
- Open access mode

Facilitate on-site mobility: ALE wireless handsets are rugged and offer long battery life for use in offices, healthcare, industrial settings, and warehouses. Large color displays make it easy to manage calls and access the phone book. Communication quality is excellent even in industrial buildings.

Are you using a business application on a smartphone? Communicate using our app for iOS and Android.

- End-to-end audio quality, using DECT, IP DECT or WLAN
- Single number for office phone
- Large screen, ruggedised handsets
- iOS, Android application

Quality to serve your customers' needs

Make it easy for customers to connect with your experts using the phone's attendant application. Ensure immediate response with line supervision and call grouping. Use **Smart Call Routing** and **Call Center Office** to automate your telephone reception and distribute calls according to your customers' needs.

Turn every call into a lasting business relationship with CRM integration. File editing, automatic recording of the customer numbers for one-click calling. Additionally, collaboration between customer service employees is available within many Software as a Service (SaaS) applications.

Improve proximity to your customers with video conferencing and secure messaging, open to external contacts without having to create an account.

- Screen pop-up on incoming call
- Automatic recording of the caller number in the CRM
- One-click call
- Audio on phone or computer
- Collaboration between agents
- Video conferencing with external contacts

Quality communications everywhere

Easily understand each other with exceptional communications quality:
ALE phones and applications use super-wideband technology. The wireless handsets attenuate ambient noise for quality communications **even in very noisy environments**.

Business phones

- Super-wideband audio
- Hands-free pairing for smartphone, PC, MAC

Wireless handsets

- Noise attenuation
- Dual microphone models

Protect your employees in difficult environments: Handsets are drop-resistant and easy to clean. Some models are antibacterial for impeccable premises hygiene. Others offer an alarm button and **lone worker protection features**.

Wireless handsets

- Compatible with disinfectants
- Antibacterial model
- Drop tested on concrete
- IP65 dust and water resistant
- Models with alarm button
- Integration with notification and location services

A reliable and secure solution

The OXO Connect server provides on-site connectivity for your phones. The diskless design is extremely reliable. Updates and patches to address computer vulnerabilities are included in the software assurance and are performed from the cloud.

Rainbow provides mobility, collaboration, and video conferencing. The Rainbow service including connection to OXO Connect is hosted locally and complies with international security standards ISO27001 and the European Union General Data Protection Regulation (GDPR).

OXO Connect/OXO Connect Evolution

- ISO27001 certified hybrid cloud service
- Software updates from the cloud
- Upgrades included in the software assurance contract
- Update licenses from the cloud
- Integrated VPN client for remote management by the expert partner
- Call continuity with Rainbow (additional box for OXO Connect)
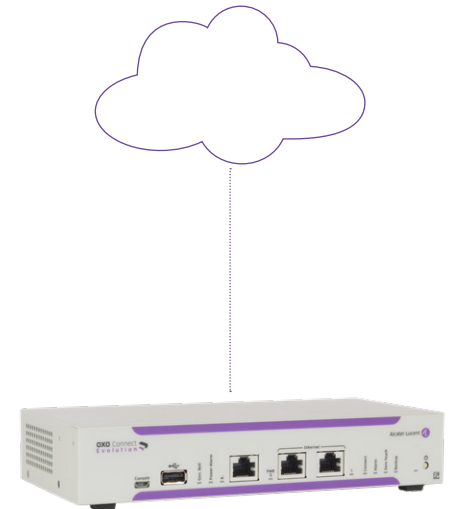
Cloud agility to support your growth

Your investment is sustainable: With OXO Connect you can simply add licenses per user to connect up to 300 employees.

Make telecommuting and mobility work for you: Rainbow Enterprise mobile communications and video conferencing services are available on a per user, per month subscription basis. Rainbow CRM Connect integration is also available on a per user, per month subscription basis.

Connect to as many external contacts as you need: Rainbow is free for guests.

Connectivity agility to fit your budget

Save money by choosing your SIP provider: Keep your digital cabling, and switch to IP or WLAN whenever you want: OXO Connect supports analogue, digital, DECT, IP DECT, IP and SIP equipment.

Benefit from turnkey integrations with hotel and notification systems: If you want to communicate and collaborate from your business applications, our expert partners will use our application program interfaces (APIs) in the cloud.

1 Software, 2 Models:

OXO Connect Evolution
- All-IP optimized server
- Choice of SIP access provider
- Call continuity with Rainbow

OXO Connect
- Modular server
- IP, SIP, digital, analogue connectivity
- Choice of access provider, SIP, digital, analogue
- Continuity of calls with Rainbow by adding an additional box

Agility to evolve with confidence

Professional communications contribute to your brand image, as well as your customer and employee satisfaction. **Choose a supplier you can trust**.

Alcatel-Lucent Enterprise has been serving business customers for more than 100 years. We have approximately one million customers in over 50 countries.

More than **20 million professionals** communicate every day using ALE solutions for SMEs.

Alcatel-Lucent Enterprise expert partners can accompany you in a sustainable approach.

OXO Connect and Rainbow: Communications, mobility, customer relationships, collaboration, security

Professional telephony

Call-by-name	•
One-click call	• (1)
Pick up from the computer	• (1)
Centralised directory	•
Shared directory	•
Any call forwarding	•
Management of referrals from your web browser	•
Supervised transfer	•
Passage to conference	•
Call history	•
Voicemail	•
Voice message notification on phone, app, web browser	•

Mobile office and telecommuting

Unique professional number	• (2)
Free access mode for phones	•
Communications on phone, iOS, Android, Windows, MAC, web browser Firefox, Chrome	• (2)
Video conferencing communications on iOS, Android, Windows, MAC, Firefox and Chrome web browsers	• (1)
Secure group messaging on iOS, Android, Windows, MAC, Firefox and Chrome web browsers	• (1)
Secure WebRTC technology	• (1)

Customer relations

Group voice mail	•
Call grouping	•
Communications recording	•
Welcome and waiting guides	•
Parking and call interception	• (3)
Line supervision	• (3)
Occupancy status supervision	•
Supervision of status in meetings, screen sharing, video communications	• (4)
Call distribution by criteria (SCR)	•
Multilingual automatic operator	•
FAX and FAX-IP connectivity	•
Live chat integration from your website	(6)

CRM opening

One-click calling from Outlook and Gmail	• (1)
One-click call from CRM	• (5)
Screen pop-up on incoming call	• (5)
CRM update with customer number	• (5)
Collaboration between agents	• (5)
SFDC, Microsoft Dynamics, ServiceNow, Zoho connectors	• (5)
Integration via API	(6)

Video conferencing

Audio, video, messaging	v (1)
Mosaic mode with simultaneous video streams	• (1)
Screen sharing, file sharing	• (1)
Guest access by revocable link	• (1)
Display of the speaker	• (1)
Participant audio controls	• (1)
Display of each person's speaking time	• (1)
Conference management by role with delegation	• (1)
Secure WebRTC with no download for guests	• (1)
Video conference room equipment	• (7)

Secure group messaging

Dynamic messaging with gifs, mentions	• (1)
Display of the presence and status of the calendar	• (1)
Infinite number of groups	• (1)
Search by name and metadata	• (1)
Free guest accounts	• (1)
20 GB of sharing per user	• (1)
News Channel mode with easy article publication	• (1)

Reliability and security from the cloud

Software updates from the cloud	•
Security patches from the cloud	•
Administration from the cloud	•
Centralised phone update	•
ISO27001 cloud security certification	•

Extended connectivity

Connectivity in your premises	•
Choice of SIP access provider	•
Analogue equipment and telephones	•
Digital phones	•
IP and SIP phones	•
Mobility WLAN, DECT, IP DECT	•
DECT, IP DECT, WLAN zero-touch terminals	(6)
IP DECT or SIP port intercom	•
Rainbow cloud connectivity	•
Hotel management system integration	• (6)
Notification system integration	• (6)

•	Requires universal telephone license
(1)	Requires Rainbow Enterprise subscription
(2)	Requires Rainbow Enterprise subscription and Rainbow WebRTC Gateway option
(3)	Only on compatible phone and handset
(4)	Requires Rainbow Enterprise subscription. Only from the Rainbow application
(5)	Requires Rainbow Enterprise and Rainbow CRM Connect subscriptions
(6)	Requires service delivery
(7)	Requires Rainbow Enterprise and Rainbow Room subscriptions and compatible equipment

For more information

Consult our online catalog
of professional phones

Consult our online catalog of mobile
handsets and applications

Find all the product sheets
from our web site

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