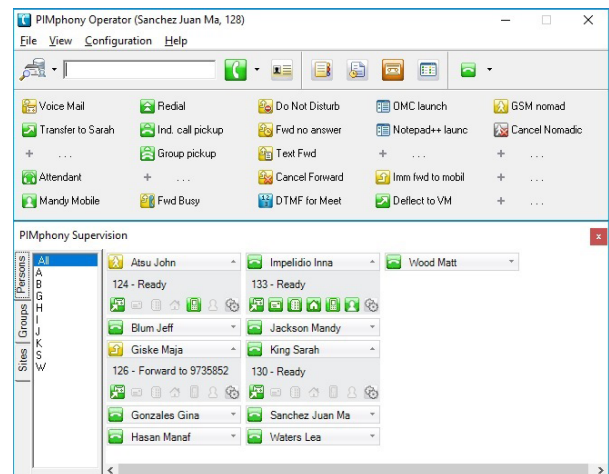


PC telephony with PIMphony

Alcatel-Lucent OXO Connect

PIMphony™ for Alcatel-Lucent OXO Connect is a Personal Communication Manager that links the two most widely used business tools — desktop computers and telephones — to provide a powerful, user-friendly telephone assistant that manages daily phone tasks. PIMphony improves customer interaction and services, increases personal and team productivity, and optimizes a company's investment in Alcatel-Lucent OXO Connect by adding a new dimension to phone services.



Personal efficiency

PIMphony boosts personal efficiency and saves users, time while avoiding dialing errors with dial-by-name and phone-number “drag & drop”.

Team efficiency

PIMphony facilitates the management of workgroups by ensuring their phone status is available at all times. Call transfer errors are avoided with the PIMphony Team's Assistant and Supervision windows.

Attendant efficiency

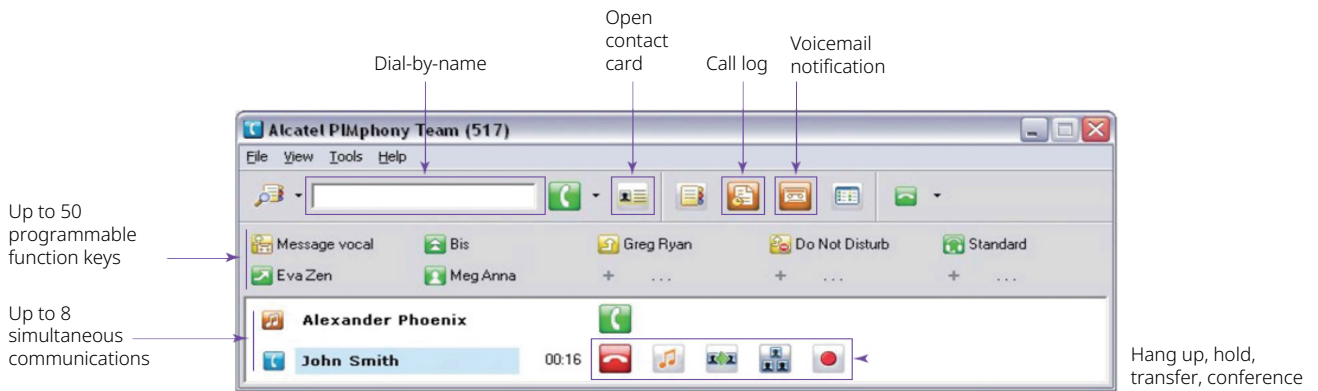
PIMphony Attendant is specially designed to handle a large number of incoming calls. It optimizes call reception and transfer through an ergonomic user interface, the assistant window. It also provides user information management.

Simplified access to messages

PIMphony simplifies access to critical information within incoming messages. Voice messages are easily managed in the visual mailbox. Unified messaging enables the user to access voice messages, e-mail and faxes, all at the same time.

Enhanced customer relationships

PIMphony enhances a company's customer relations by providing access to a much larger contact database than the system's phone book, through contact database integration. PIMphony supports seamless integration with Microsoft Outlook, ACT!, LDAP, and Microsoft Access. The call log function enables all calls to be tracked, including unanswered calls.



Complete set of PC-based telephony features

- Incoming and outgoing call management, call hold, multi-line management (up to 8 lines), direct call keys, dial-by-name, redial.
 - Dial-by-name
 - Open contact card
 - Call log
 - Voicemail notification
 - Up to 8 simultaneous communications
 - Up to 50 programmable function keys
 - Call board
 - Hang up, hold, transfer, conference, DTMF, record on line.
 - Screen pop customization

Contact manager integration

- Automatic synchronization with Contact Manager database.
- Screen pop-up of the contact card.
- Unified dial-by-name using contact database, LDAP and OXO Connect phone book
 - Search result includes contact details (Work, Home, Mobile Number, Email Address, Company Name, Picture)
- Direct dialing from contact card*.
- Screen pop-up assistant for customized scripts.

* Depending on the Contact Manager software.

Centralized call log

- Lists incoming answered/unanswered calls, outgoing calls and voice mail with contact identification, date, time, and call duration.
- Call initiation with a double click, contact card with one click.
- Even when users are away from their desks, all incoming calls are registered.

Telephone set

The main advantage of PIMphony's architecture is that there is no physical connection between the telephone set and PC. PIMphony can be linked to many types of telephone sets such as DECT, Essential & Enterprise ALE-DeskPhones, analog, WLAN sets. It can even function without a telephone set (using PC telephony with PIMphony IP).

Visual mailbox

The visual mailbox includes a full set of mailbox management features:

- Read/delete messages.
- Skip to previous/next message.
- Forward message to one or more users, with voice comment if necessary.
- Associated contact card screen pop-up (if sender is identified in the contact database).

Unified messaging

- Integration of e-mail, voice mail and faxes (depending on ISP's level of service) into the user's e-mail client window.
- Voice messages identified with a specific icon and handled as e-mail with WAV attachments.
- Same level of displayed information: date and time, caller's name (if sender is identified in the contact database) or phone number.

Supervision window

- The user can define supervision groups (work groups or services) within the company.
- Call/forward status of each person that the user has included in work groups.

PIMphony Attendant

In addition to the assistant window, PIMphony Attendant manages the parameters and configuration of employees' phone sets and information:

- Change first name and last name of a phone number (only for the local PBX).
- Lock and unlock the phone.
- Reset password.
- Give nomadic rights.
- Change forward state.
- Modify telephony rights.
- Manage PIMphony profile.
- Manage user phone numbers (home, mobile, business, other) and email address.

All these operations—except modification of last name and first name—are available in a multisite environment.

Multisite supervision

Available with PIMphony Attendant, it enables the phone sets of several OXO Connect and OmniPCX Office RCE systems (multisite topology) to be displayed and monitored on the supervision window. The multi-

site capability of Alcatel-Lucent communications servers, enables operators to see the phone and forward status of all users and optimize call treatment for a better customer service.

Assistant window

- Displays up to 8 incoming calls (or 16 with small icons) with alarms available on waiting time in ringing or on hold state.
- Displays a list of preferred correspondents for the current caller or a list of the colleagues of one preferred correspondent.
- Access to the call board or the redial list.
- One-step transfer available to preferred called parties or people from a supervision group.
- Capacity to compile call statistics.
 - Calls with possible alarms on waiting time
 - Colleagues
 - Preference correspondents
 - Dialing area
 - Preferred cards
 - Group selection
 - Opened card

PIMphony	IP PIMphony
<ul style="list-style-type: none"> • Maximum number of PIMphony users (including IP PIMphony users): 200 	<ul style="list-style-type: none"> • Maximum number of PIMphony users (including IP PIMphony users): 200
<ul style="list-style-type: none"> • PIMphony release 6.x is compatible with Alcatel-Lucent OXO Connect and with Alcatel-Lucent OXO Connect Evolution from Release 5.2 	<ul style="list-style-type: none"> • PIMphony release 6.x is compatible with Alcatel-Lucent OXO Connect and with Alcatel-Lucent OXO Connect Evolution from Release 5.2
Phones	
<ul style="list-style-type: none"> • ALE-DeskPhones Essential: ALE-20, ALE-20h, ALE-30h models • ALE-DeskPhones Enterprise: ALE-300, ALE-400, ALE-500 models • Alcatel-Lucent 8088 V3 Smart DeskPhone • Alcatel-Lucent 8078s, 8068s, 8058s, 8028s Premium DeskPhone models • Alcatel-Lucent 8018, 8008G, 8008, DeskPhone models • Alcatel-Lucent 8212, 8234, 8244, 8254, 8262, 8262EX DECT Handset ((TDM DECT & IP DECT) • Alcatel-Lucent 8158s, 8168s WLAN Handset models • Analog sets 	<ul style="list-style-type: none"> • No Alcatel-Lucent telephone set required • PC headset or PC handset (for example, IP handset Comfort kit for IP PIMphony)
PC	
<ul style="list-style-type: none"> • Windows 8: 32/64 bits • Windows 8.1: 32/64 bits • Windows 10: 32/64 bits • Windows 11: 32/64 bits • Windows server 2012 • Windows server 2016 • Windows server 2019 • Windows server 2022 	<ul style="list-style-type: none"> • Windows 8: 32/64 bits • Windows 8.1: 32/64 bits • Windows 10: 32/64 bits • Windows 11: 32/64 bits

Free try & buy

Two-month free trial for PIMphony Pro and Team. The two-month trial period starts when the first user opens their free version of PIMphony.

	PIMphony BASIC	PIMphony PRO	PIMphony TEAM	PIMphony ATTENDANT
Complete set of telephony features	✓	✓	✓	✓
IP Telephony	✓	✓	✓	✓
Centralized call log	✓	✓	✓	✓
Contact manager integration		✓	✓	✓
Visual mailbox		✓	✓	✓
Unified messaging		✓	✓	✓
Dial-by-name with LDAP directory		✓	✓	✓
Unified dial-by-name (LDAP OXO Connect phone book and contact manager)		✓	✓	✓
Assistant features			✓	✓
Single site supervision			✓	✓
Multisite supervision				✓
Phone book programming				✓
User information programming				✓

1) Contact management software supported: Microsoft Outlook - ACT! manufactured by Sage Group - GoldMine up to 2018.1 manufactured by FrontRange Solutions Corp - Microsoft Access - IBM Lotus Notes up to 10.0.1