

Business Phones **Buyer's Guide**



Alcatel-Lucent Enterprise Business Phone Buyer's Guide

You are looking for professional, intuitive and cost effective business phones. You know what you need, but you're not sure where to begin. Some businesses search by features, some will consider technologies, and others will explore options.

We would suggest that to find the right phones for your business you need to look for business phones with capabilities to meet today's digital world.

In this age of digital transformation, your customers expect **quality interactions**, **impeccable service** and fast responses from your teams. That means you need to provide them with the most efficient business phones available.

Artificial Intelligence (AI) is reshaping the way customers communicate with organizations. Smart speakers, digital assistants and voice command devices are the new modes of communications.

However, it raises the question: What does this mean for your business?

Whether it's instant access to information, time-saving assistant bots, real-time translation or speech analysis, AI offers many capabilities.

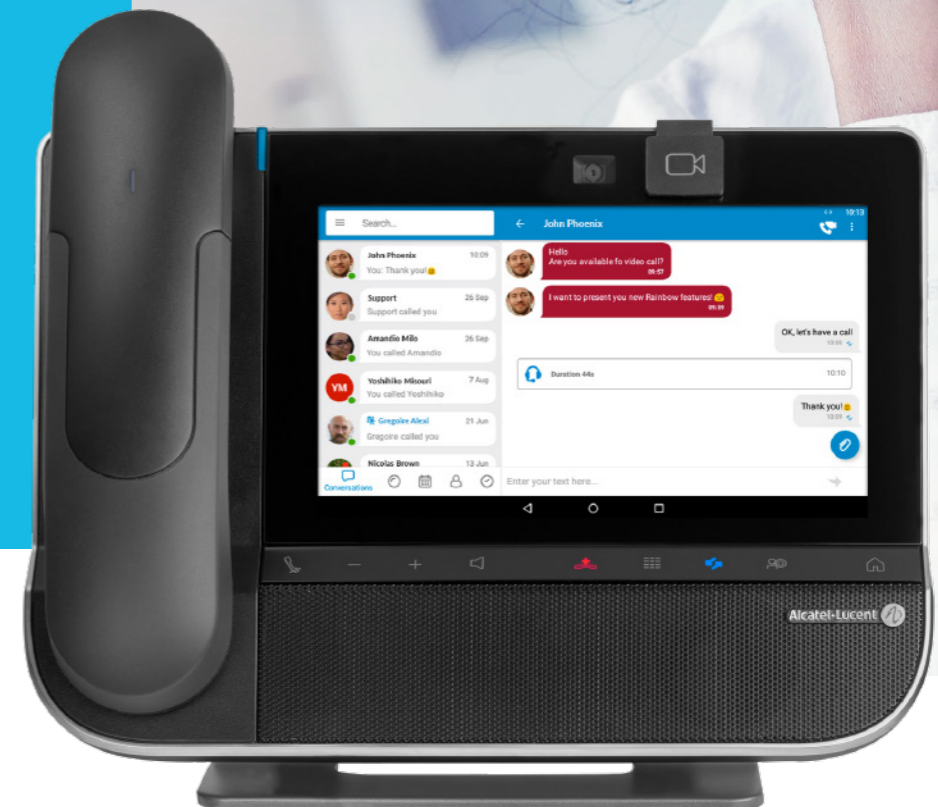
You can make your teams' lives easier, and provide a better customer communication experience, and you can now do it from your desk!

With Alcatel-Lucent Enterprise phones you can connect to the cloud and AI applications to:

- **Connect with contacts** and the AI at any time: Business phones dedicated to voice are always communication ready.
- **Get support** for daily business with instant access to the cloud and natural language AI.
- **Enjoy exceptional audio quality** for conversations with AI, colleagues, or customers.

A multitude of innovations are supported by the elegant design:

ALE phones can reinforce your brand image while delivering innovation and quality, so when the future calls, you're ready!



This Buyers Guide will share the key elements to consider when choosing the right business phones to meet your business needs.

How to choose the business phone that's right for you

Highlights

Connect to the cloud	page 4
Access to Artificial Intelligence	page 5
Enterprise team collaboration	page 6
Connectivity	Page 8
Video communications	page 9
Audio quality	page 10
Headsets	page 11
Screen size	page 12
Phone location	page 13
Comparison tool	page 15



Business phones

A gateway to the cloud

A phone that is **connected to the cloud** can offer services and innovations such as **unified communications, professional collaboration platforms** and **Artificial Intelligence (AI)**.

- Traditional business phones access the cloud with **a simple voice call or key press** when the communication server is connected to cloud services.
- Touch screen phones with app support can provide access to business applications and websites similar to a tablet or a smartphone. The advantage of an application business phone over a tablet is that it is **always available, always charged and always ready to communicate**.



ALE communication servers, whether on-premises or in the cloud, are connected to Alcatel-Lucent Rainbow™, the ALE cloud for enterprise collaboration and support the deployment of AI-based services.



ALE offers you the choice to connect phones to the cloud, either by subscribing to a cloud offer from one of our resellers, or by using a communication server that connects to the cloud from your office. It is a **hybrid cloud model** that combines the benefits of the cloud with the reliability of business communications on your premises.

Cloud + AI



One number



Team collaboration



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

Business phones that connect to AI become professional assistants

Choosing a business phone that provides access to AI services hosted in the cloud is a clear advantage. AI enriches real-time conversations with information to help employees in their work.

AI automates recurring and time-consuming tasks. With AI, **the phone becomes a true professional assistant** that can be activated by voice command. Innovative features include:

- **Simultaneous translation** of a call with a foreign speaker
- **Conversation transcription**
- **Voice command** for actions to be performed by an assistant bot such as scheduling a meeting, sending a report or recording
- **Automatic voice notifications** to report an incident, or other important information



An application-enabled business phone is not required to access AI in the cloud. However, the communication system to which the business phone is attached must have access to the cloud.



Any business phone can call AI applications supported by Rainbow.

The latest ALE communication platforms are natively connected to the Rainbow Cloud.

AI enriches real-time conversations with information to help employees in their work.



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

Trusted phones for great collaboration: connect to your team, and your customers anywhere

Team members outside of the company's premises need to be connected at all times. **Teleworking** is becoming more widespread.

Enterprise collaboration solutions offer all employees the opportunity to **work together wherever they are**. For this reason, it is important to choose **a business phone that works together with the enterprise collaboration solution**:

- When the business phone **complements the smartphone or computer**, a single professional number is all that is required to contact you on any device, wherever you are.
- With the collaboration application, your contacts can see **if you are online** and can call you with a single click.
- You can **call** using your business phone **by clicking** on your contacts in the collaborative environment.
- If your phone has a camera, you can **video call contacts anywhere in the world**.



A business phone combined with a collaboration solution helps people work together wherever they are, in the office, or off-site.

Rainbow connects to the business phone: One-click call and presence information makes it easy to connect. Employees can receive calls using the Rainbow application, or on their business phones so that they are always connected to their teams and customers.



Rainbow™



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool



Select the right accessories: simplify employee and customer communications

The business phone is now a connected object that can be adapted to meet your needs by adding accessories.

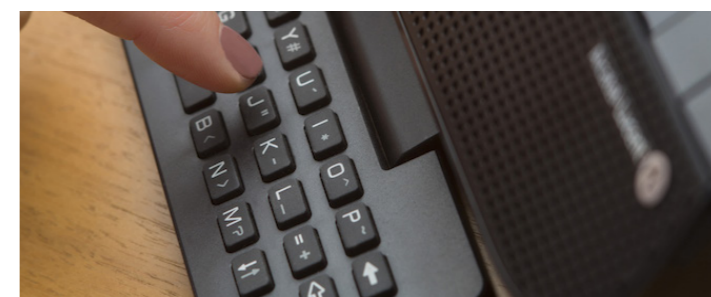


Additional key modules help provide a quick connection. Employees can see the calls on hold, as well as the employees available to contact. Paper-label key modules can be easily configured by employees, while modules with electronic name display require IT management.

- **A LAN port for PC** lets you connect to the computer and save a port on the LAN switch. Models remotely powered by the network switch (POE standard) save a power outlet slot.



- **An alphabetic keyboard** provides easy access to the centralized business directory; a computer is not required.



Superior customer welcome! Your employees can easily transfer calls to expert colleagues to better serve customers on the first call.



The magnetic alphabetic keyboard, included with many models, easily clips onto the phone.

Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

Select the right accessories for the office or industrial environment

The business phone is now a connected object that can be adapted to meet your work environment needs by adding accessories.



A **USB port** can connect a headset, charge a smartphone, or power a USB key that acts as an active geolocation beacon.



A **SATA port** allows you to connect industrial-grade equipment such as loud bell ringers, buzzers, stack lights when the phone rings or is online.



A **Bluetooth chip** connects a headset and pairs your smartphone with the business phone as a connected speaker. Models with **Bluetooth Low Energy** chips can be used as active geolocation beacons.

Calls are not lost in noisy or industrial environments. Using a telephone as a geolocation beacon saves a power connector or remote power supply.



SATA, USB, Bluetooth Low Energy provide connectivity adapted to your needs.



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

Choose the right video phone for effective conversations

Video has been proven to enable shorter and more effective conversations by focusing attention and conveying body language.

The main difference between a video phone and a smartphone, or computer is its availability at any time and its ease of use.



Models without cameras are ideal for controlling a video intercom or viewing video surveillance streams.



Models with cameras offer video communication with **the simplicity of a phone call**. Choose a model with a sliding cache for privacy. A model with an **embedded camera** will be more elegant and will avoid the added purchase of a webcam.



The recommended **video quality** is **720p 25 fps**, a great balance between image quality and impact on the IT network.

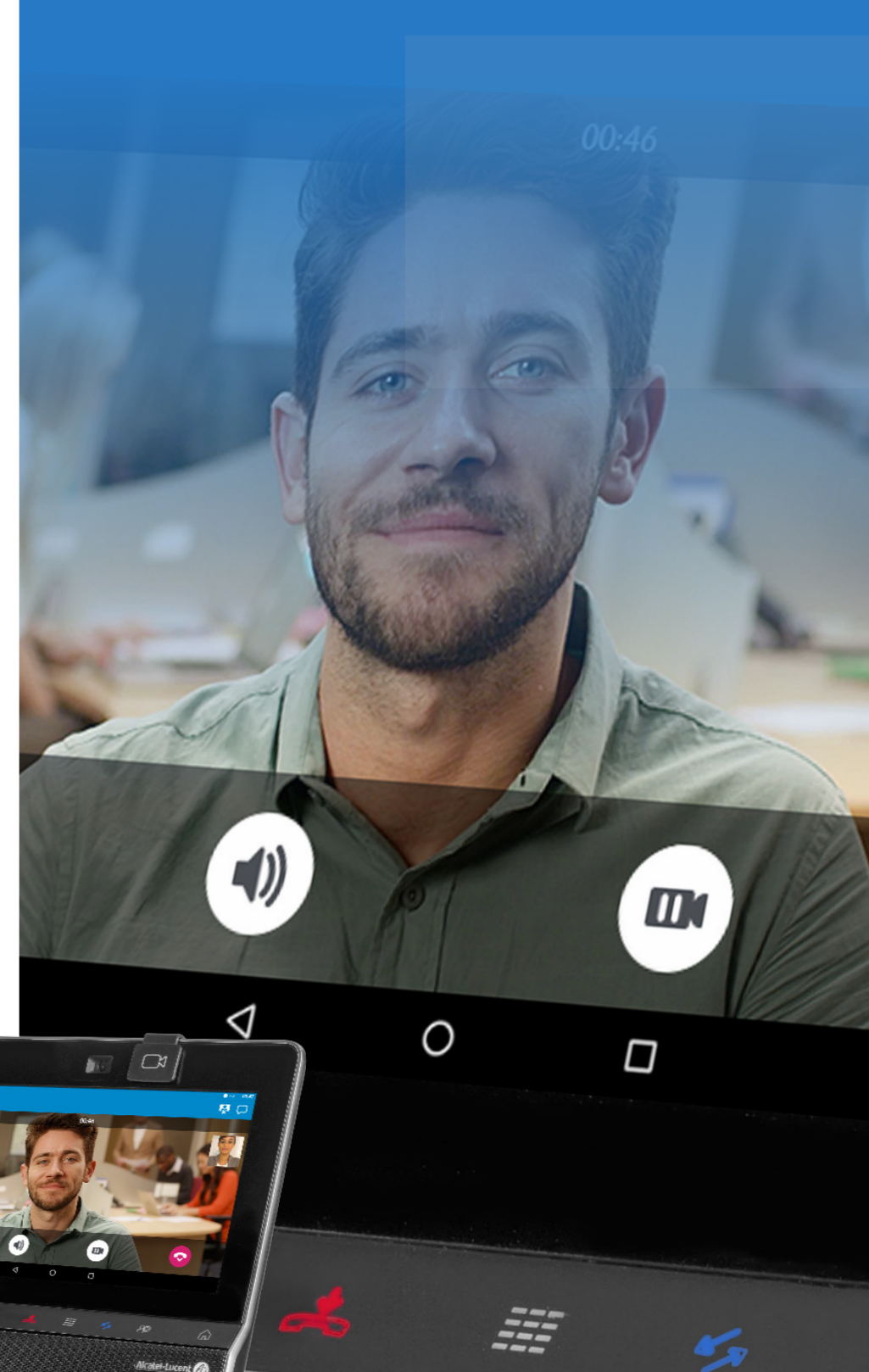


A video phone lets you enjoy **excellent sound quality** and video, especially in the hands-free mode.



An HDMI® connector makes it possible to relay the video to a computer monitor. The USB port can connect to a remote camera. It is ideal for a group conversation in an office.

Save time and improve communications with a view of your contacts.



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

Audio quality can impact the call outcome

Choosing a phone that offers excellent sound quality is extremely important for:

People on the phone for more than **30 minutes a day** who will appreciate the superior sound quality and comfort. A high-quality audio can help improve concentration on the discussion and spontaneity of exchanges.

Anyone who needs to have **important conversations**. Subtle intonation, voice clarity, as well as a sense of being in the same room, will make any discussion, negotiation or interview easier.



ALE IP phones offer amplified audio and **Hearing Aid Compatibility (HAC)** with some hearing aids.



All ALE IP phones offer **wideband audio**. 8058s Premium DeskPhone models are designed to offer **super-wideband** sound from both the handset and the speakerphone.

Quality conversations save time and increase customer satisfaction.

Several factors make for exceptional phone sound quality:

- **The mechanical design** of the phone, in particular the handset and speaker, can impact the sound quality.
- **Software**, in particular the voice sampling algorithm known as CODEC. CODECs in the newest phones are referred to as **super-wideband** because they considerably extend the information exchanged between phones to deliver maximum human voice restitution while maintaining an interactive phone exchange.



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool



Choose the right headset to increase concentration and well-being

Headsets are essential for those who regularly work on a computer and are on the phone for more than 30 minutes a day. The headsets are differentiated by their connectivity, the controls offered, the number of earphones, and the sound quality.

Type of connection (Price: Low to High)	RJ9	Jack	USB	Bluetooth
Usage	Use with phone	Use with phone	Use with phone and PC	Use with phone and smartphone
Connectivity	Wired	Wired	Wired	Wireless (up to 10 meters)
Answer/Hang-up/Volume control	No	Yes	Yes	Yes
Requires a power adapter	No	No	No	Yes

Monaural and Binaural headsets



Monaural headsets cover only one ear. They are best suited for environments where it is important to be aware of the surrounding activity or in situations where individuals are required to speak softly.

Binaural headsets provide users with a greater opportunity to concentrate on the conversation.

Improve well-being and concentration for employees who work in an open-plan office.

The Bluetooth handset



Consider a **Bluetooth handset** for unrestricted **mobility up to 10 meters** from your desk. The handset is automatically charged on the phone, so it is always available. It is also ideal when a call is confidential and requires privacy. Bluetooth handsets are available with the 8068s Premium DeskPhone.



There are several models from which to choose, to ensure you get the headset that suits you best. ALE ensures high quality performance with certified headset suppliers.

A large screen phone lets you connect contacts easily

The business phone screen displays important information such as the caller number or name. The screen also helps users to quickly connect external contacts to the right people: call frequent contacts with just one click, put a caller on hold, and transfer to a more qualified expert.



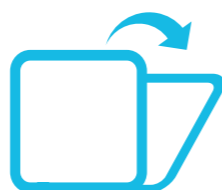
The larger the screen, the easier it is to see possible options without having to scroll through the menus. No additional training is required.



Color displays are ideal for all customer-facing offices as screens can be adapted to showcase your company brand.



Touch screens provide intuitive navigation. Phones that provide access to business applications have a large touch screen.



Tilt screen or phone stand reduces glare and makes it easy to read for users in offices with direct lighting from windows and the ceiling.



Entry-level phones have screens with six interactive keys for an instant experience.

An easy-to-read large screen improves the resolution of customer requests, from the first call, by allowing employees to easily transfer calls to a qualified expert.



Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

The right phone for the right location

Reception:

- This phone will be visible to customers: a large color display can showcase your corporate identity.
- The touch screen or an alphabetic keyboard and key modules make it easier to connect.
- A Bluetooth or USB single-aural headset is recommended for those managing more than 10 calls per hour.
- A connected phone can control the video intercom.

Meeting rooms:

- These rooms are dedicated to collaboration: one business phone is adequate for rooms with up to five people.
- The phone should have a quality loudspeaker. Super-wideband speakers are the preferred choice.
- A remote speakerphone, connected by a jack, a USB port, or Bluetooth can be added as required.
- A conference phone with remote microphones is recommended for rooms with more than five people.

Lobby and corridors:

- Select a wall mounted telephone.
- The phone powers a precision geolocation beacon, warning lights or alarm devices using a USB or SATA port.



Connect to the cloud

Access to Artificial
Intelligence

Enterprise team
collaboration

Connectivity

Video
communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

The right phone for the right location

Private offices:

- Models with a speakerphone mode can be selected for greater convenience, and when several employees are involved in the conversation.
- For offices that host customers, you can select a phone with a stylish design and a screen that displays the company logo.
- Bluetooth pairing lets a smartphone user turn their phone into a connected speaker.
- The Bluetooth handset is perfect for frequent phone conversations.
- Touch screen and camera models let users engage in video conversations with a single tap.

Open-plan offices:

- A compact phone can save space.
- A USB headset jack will be appreciated by on-site and mobile employees who use their headsets while on their computers.
- Self-service mode will be activated on the phone when a worker selects their desk for the day.
- Super-wideband models are ideal for employees who spend more than 30 minutes a day on the phone: ease of listening can reduce fatigue.
- A Bluetooth handset allows users to move a few meters away from the desk if a conversation requires privacy.



A comprehensive range of phones to meet your needs.

Connect to the cloud

Access to Artificial
Intelligence

Enterprise team
collaboration

Connectivity

Video
communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

Select the ALE phone to meet your needs



		8088	8078s	8068s BT	8058s/39s	8028s/29s	8018/19s	8008G/8008	8135s IP
Location	Welcome desk		•	•	•	•			
	Open-plan office		•	•	•	•	•	•	
	Personal/closed office	•	•	•	•	•			
	Meeting room	•	•	•	•	•			•
	Corridor/Lobby					•	•	•	
Video	Video display	•							
	Video camera	•							
Audio	Super-wideband quality ⁽¹⁾		•	•	8058s				
	Wideband quality	•	•	•	8058s	8028s	8018	•	•
	Bluetooth 4.1 headset connectivity	•	•	•					
	Bluetooth handset	•	•	•					
	USB headset port	•	•	•	8058s	8028s	8018		
	Regular headset jack	•	•	•	•	•	•		
	Speakerphone for 10+ people								•
Screen	Touch screen	•	•						
	Color screen	•	•	•	8058s				
	Large screen (>3.5")	•	•	•	•				
	Backlit screen				•	•	•	8008G	•
Connectivity	Android apps, Web browser	•							
	Key modules (SATA connector)		•	•	•	•			
	Alphabetic keyboard		•	•	•	•			
	HDMI port	•							
	USB-A port	2	1	1	1 (8058s)	1 (8028s)	1 (8018)		
	USB-C port		1	1	1 (8058s)				
	Bluetooth pairing	•	•	•					•
	Bluetooth Low Energy beacon	•	•						
	PC port	•	•	•	8058s	8028s	8018	•	
	Model exists with digital connectivity				8039s	8029s	8019s		

(1) Software upgrade is required

Connect to the cloud

Access to Artificial Intelligence

Enterprise team collaboration

Connectivity

Video communications

Audio quality

Headsets

Screen size

Phone location

Comparison tool

MORE INFORMATION



Business phones, that connect to the cloud, and provide artificial intelligence, can make a crucial contribution to your business communications.

To help you choose the deskphone you need, we invite you to :

Connect to
**our Business Phones
Comparison Tool**

Visit
our Website

www.al-enterprise.com

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