



# SMALL AND MEDIUM SIZED **BUSINESSES**

Total communications  
for **your** business

Alcatel **OmniPCX** Office



# THE VOICE LINE THE COMMUNICATIONS SOLUTION

## WITH EVERYTHING YOU NEED IN ONE BOX

Like the people in our two examples, you run a small to medium sized company. You employ between 6 and 250 people. Approximately. And naturally communications are of vital importance to you. Nothing can be approximate about **them**.

**Andrew Farley\* runs a builders' supplies business in the United Kingdom.** "I employ 60 people. We're moving. We need more space and we want to update our image and give our company a shot in the arm. Above all we want to answer customers' calls efficiently and professionally. The way we handle calls should communicate the kind of business we run. We're looking for a simple solution we can get up and running fast. It mustn't cost us an arm and a leg and when we grow, it's got to be able to grow with us."

### **Alcatel has the answer.**

Including **voicemail** to make sure that when someone leaves a message it gets listened to. A **personal assistant** to ensure that the right person receives the message. A **mobile solution** to get through first time to people on the go. Customized music plus **company information on hold**. **CTI** to enable departments to deliver a personalized greeting along with customer information in real time. And **full IP** that's part of the package, ready to evolve to provide new features and functions.

In short, a cost-effective solution with built-in options that are easy to activate whenever Andrew is ready. Plus capacity that's ready to expand when he needs it.



## MEETING YOUR COMMUNICATIONS NEEDS TODAY WITH TOMORROW'S TECHNOLOGIES

# INTERNET & DATA SOLUTION FOR **SMALLER** BUSINESSES

## AND WE DO MEAN EVERYTHING

You need two things. You need a telephone system that efficiently handles customer calls.

And you probably also need Internet and data capability—or will do soon—to enable you to manage an increasingly large flow of information from a variety of networks.

The beauty of Alcatel **OmniPCX Office** is that you only buy what you need. It's a flexible, modular, powerful and cost-effective all-in-one solution.

Which means you don't have to opt for all of the solution until it suits you.

It evolves as you evolve.

### Alcatel **OmniPCX Office**

#### **Modular, scalable, powerful, flexible, simple**

It's modular: we customize the system to meet your needs. When your needs change, it changes.

It's powerful: it provides you with all the power you need now and will need tomorrow to manage all your company's voice and data traffic and run a host of applications. And to evolve as the technology evolves. So it's future-proof.

It's open: based on industry standards like Linux and Internet protocols with the designed-in flexibility to adapt to your existing environment.

And it's not only simple: everything's in one box...it's easy: easy to buy, easy to install, easy to maintain, easy to use, easy to see why Alcatel **OmniPCX Office** is the best solution for your business.

**Peter Gibbs\*** is the director of a small medical specialties company near Detroit.

"I'm in charge of a team of 40 people.

My problem is that my phone lines are jammed and we've got to trade up. Two of us have got Internet access—myself and the sales director. We need the Internet more and more to work with our customers and suppliers, and to tap into market information. I intend to provide Internet access to my staff but I don't want to see my costs go through the ceiling. Also, everyone talks about the need for security but we don't have an IT manager. We've got to rethink our total communications needs."

#### **The Alcatel solution is the answer.**

A **single solution** for everyone's needs.

Voice + Data + Internet. **Simple** to set up and easy to run for a company with no IT specialist of its own. One **single Internet access** is shared by all the staff to keep down the costs and enable efficient management of Internet access for the whole workforce thanks to the **proxy server**. An **integrated firewall** to ensure secure access and **unified messaging** to boost productivity for those employees who make maximum use of the system's capabilities.



\*Not his real name

# VOICE: THE STATE OF THE ART

## THE BEST VOICE SOLUTION SMALLER COMPANIES CAN GET

Voice with Alcatel **OmniPCX Office** means if you need it, you've got it. All the regular telephone capabilities you could possibly want. Plus VoIP.

Everything it takes in terms of telephony to put you ahead of the competition. And to keep you there. On top of that, it's Alcatel **OmniPCX Office**. Which means you can move up to the Internet and data. Whenever you like.

### The right welcome

A highly advanced call server covering all your needs

- The integrated Call Center put calls through to the right person. The Supervisor Console and Statistic Manager analyse call traffic flow to maintain high-quality service
- Personal Assistant greets callers efficiently and professionally
- Voicemail and call screening fields filter your calls for you
- Calls can be recorded on-line for you

### Exactly the right terminal for you

A wealth of models and interfaces: analog, digital, IP, DECT, PC

- Ergonomic and intuitive to make your life easier
- Icons that morph into other icons according to what you're doing and pop up on your screen to save you time
- Call management and teamworking with group supervision on your terminal or on your PC via PIMphony
- DECT handsets DriveKey™-equipped to navigate faster
- E-Reflexes™ IP phones that give you the same performance as standard Reflexes™

### Up and away

Total mobility around the office and around the world

- DECT wireless handsets so you're always in touch on site
- Remote Access Server—teleworkers can use their PC as a phone and enjoy all the advantages of being at head office

## RICH VOICE CAPABILITIES



## Better management, higher profits

A host of powerful management tools to keep your costs down

- Wide range of metering solutions keeps you informed and in control
- Automatic Route Selection routes calls using the cheapest method every time

## Head office, branch office... it makes no difference to you

Networking keeps all your sites connected

- All the solutions you need to keep you connected for less
- Your branch offices benefit from the same services as your head office

## Minimizing your costs, maximizing your services

Voice over IP makes your communications more cost-effective

- Full IP—you'll save on costs by mixing voice and data over the same line
- Remote sites share head office capabilities

## Making things friendlier

Linking PCs and phones to deliver a range of key services

- Standard CTI interfaces (CSTA and TAPI) are open to a whole raft of applications—enabling you to set up a contact center, for example

## FROM VOICE TO INTERNET

WHEN YOU'RE READY TO MOVE ON TO THE NET,  
ALCATEL OMNIPCX OFFICE IS READY.



# CONVERGE! ENJOY ALL THE ADVAN VOICE + INTERNET + DATA

## THE BEST TOTAL SYSTEM SMALLER COMPANIES CAN GET

OK, so you want voice **and** data **and** the Internet. A converged solution that's simple to manage and use. But you don't want to spend a fortune. And you don't have a dedicated IT manager. Which means you want an all-in-one solution. And the world's best all-in-one solution, for a whole catalog of reasons, is Alcatel **OmniPCX Office**. The solution that delivers the widest choice of voice features combined with all the really exceptional services you get with the Net.

## All the Data/LAN services you need

Transfer large files with no trouble

- LAN infrastructure connects your PCs with all the power of an integrated auto-sensing 100BaseT switch
- You get LAN services to run your LAN
- A DHCP server automatically configures the IP addresses for your PCs and IP phones
- A file server provides a common and private directory enabling your employees to share files and data

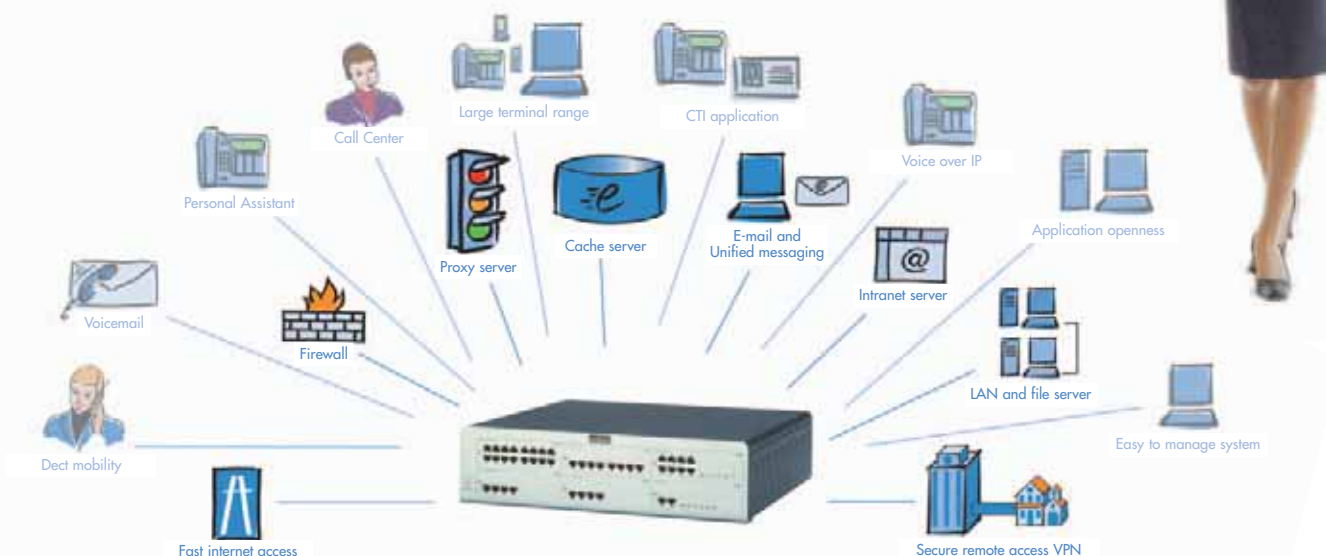
## All the Internet you need

Move up to advanced business communications

- All your employees share a single fast Internet access



VOICE+INTERNET+DATA All-in-one box



- All access functions are in the box: fast Internet access router, firewall protection, proxy server for control, Web and DNS cache for optimum performance, remote access, intranet server—you name it
- It's open to a large number of applications—ready to host services like fax and anti-virus detection and protection, and with designed-in flexibility to adapt to your existing environment
- VPN capability provides you with secure communications between your main office and remote sites/remote workers via the Net
- An intranet web server keeps your employees up-to-date with company news and information

## All the messaging convenience you need Get a single in-box for everything

- Unified messaging: everything—voicemail, e-mail, faxes—on just one easy-to-use user interface. (Get e-mail and you can send and receive documents, text, data and images around the office and around the world—instantly.)
- Multimedia Web Messaging: Alcatel Web Communication Assistant to access your voice messages and e-mails using a regular web browser. This “lightweight” solution can be accessed from within the company as well as on the road.

## OUTCOMPETE YOUR COMPETITORS.

The Alcatel **OmniPCX** family can offer you the communications system to satisfy the needs of your company, whatever its size or market sector. It is scalable all the way from 6 to 50,000 users in a stand-alone or networked configuration. You get a full spectrum of capabilities—voice, data, Internet and full IP capability—while the communication applications running on Alcatel **OmniPCX** will help your business grow. The Alcatel **OmniPCX** range is a versatile and affordable solution, whether you need just a basic system or a full-featured installation. It is dynamic and powerful, yet easy to deploy and manage. And should you need further help and services, there is a skilled Alcatel Business Partner nearby to guide and support you.

### Architecture

Operating system Linux

Power back up

### Call server

Integrated Call Center\*

Voicemail

Automated Attendant

Hunting Groups

Greetings messages

Music on Hold

Directory entries

Automatic Route Selection (ARS)

### Terminals & workplace

Analog terminals

Digital (Reflexes™) terminals

DECT mobile terminals

IP phones

Softphones

H.323 terminals (V2)

### CTI server

Integrated CTI server (CSTA/TAPI)

PIMphony clients with Integrated CTI server

CSTA monitoring and sessions

### Communication ports

Analog trunks (NDDI-DDI)

PCM Access

Primary rate access

Basic rate access

IP trunks

### E-server

Shared Internet access

- ISDN
- External ADSL modem or router

Firewall

Proxy/cache

E-mail server

VPN remote worker (PPTP/IPSec)

VPN LAN-to-LAN (IPSec)

### LAN infrastructure & services

Embedded LAN Switch

LAN services DHCP/DNS

File server

\*Country-dependent

www.alcatel.com

4277650 - GB - 02/2004/3 - © 2004 - Alcatel Business Systems -  
32, avenue Kléber 92707 Colombes - France - RCS Paris B 602 033 185 -  
This document does not constitute a contract - The functions mentioned are country-specific  
and availability depends on the public network to which systems are connected -  
Alcatel reserves the right to modify characteristics without prior notice - All trademarks are the property  
of their companies - Photo: Michel Langot - Printed in EEC on chlorine-free paper.





## POWERFUL AND MODULAR ARCHITECTURE

Alcatel **OmniPCX Office**



**Alcatel OmniPCX Office is a simple, powerful e-communication appliance that makes Internet, e-mail, LAN and advanced telecommunications available to small- and medium-sized businesses. It is a modular all-in-one-box solution that is easy to learn, simple to install and maintain, fully cost-controllable and expands readily as your company grows.**

### E-communication: Voice, Internet and Data

Alcatel **OmniPCX Office** integrates voice, Internet and data into a single system. And since it works on any infrastructure for data access network and voice access network, it offers a solution for any existing infrastructure:

- ISDN T0/T1/T2
- PSTN DDI/NDDI
- PCM R2
- ADSL
- Frame Relay, IPVPN
- Private Network QSIG/ISVPN.

### All-In-One-Box Appliance

Alcatel **OmniPCX Office** is an appliance, i.e. a server with pre-configured applications. It integrates multiple functions into a single device:

- Communication server
- E-mail server
- Call center\*
- Internet routing
- Firewall
- Proxy/cache server
- E-mail server
- Alcatel Web Communication Assistant
- Intranet server
- File server
- DHCP server
- DNS server
- CTI server
- LAN.

As a result, Alcatel **OmniPCX Office** is highly cost-effective. It uses a single infrastructure for both voice and data, allows shared and secured Internet access, and is very easy to manage because all applications are embedded.

### Standard Protocols

Alcatel is the first leading manufacturer in its field to adopt Linux, an operating system that is widely accepted throughout the computer industry. Linux is a reliable, extremely powerful and stable operating system, compatible with numerous applications and with Internet services in particular (since it integrates the main Internet protocols). What is more, since Alcatel **OmniPCX Office** is based on standard protocols CSTA, TAPI and IP, it is open to a wide variety of applications developed by Alcatel and its partners.

### Modularity and Scalability

Alcatel **OmniPCX Office** offers a high degree of scalability. To cover the entire market segment (from 6 up to 236 users), Alcatel **OmniPCX Office** is available in 3 different data form factor modules that can easily be mounted in a 19-inch cabinet or wall-mounted.

# POWERFUL AND MODULAR ARCHITECTURE

Alcatel **OmniPCX Office**

Alcatel **OmniPCX Office Rack 1**



Alcatel **OmniPCX Office Rack 2**

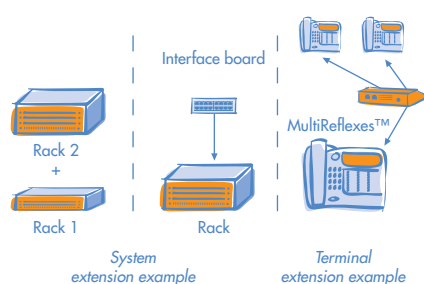


Alcatel **OmniPCX Office Rack 3**



Alcatel **OmniPCX Office** allows considerable flexibility of configurations and services, thanks to its modular hardware architecture and universal back panel slots. With its unified software, Alcatel **OmniPCX Office** expands simply by adding cabinets, interface boards and MultiReflexes™.

In addition, thanks to the software licenses, **OmniPCX Office** fits the differing needs of all types of customers by providing them with the level of features and services they require.



## Boards

### Processing Unit

- Operating system: LINUX 2.4
- Business Processing Unit for voice and data application
- E-Business Processing Unit for Internet, voice and data application
- Expansion Module: used for cabinet expansion.

### Co-Processing Units

- Co-Processing Unit : for VoIP (with VoIP daughterboard 4/8/16 DSP channels) and ISDN RAS service.

## Interface Boards

### Terminals

- Digital Interfaces UAI 4, 8, 16
- Analog Interfaces SLI 4, 8, 16.

### Public Network Access

- BRA boards\* (T0) 2, 4, 8
- PRA boards\* (T1, T2)
- Analog trunk boards (APA) 4, 8
- Direct Inward Dialling boards\* (DDI) 2, 4
- PCM R2 boards\* (PCM)
- Mixed boards T0/UA/SL 2/4/4, 2/4/8\*, 2/8/4\*, 4/4/8, 4/8/4, 0/4/4, 0/4/8, 0/8/4.

### LAN

- Ethernet LANswitch LanX 8,16 10 BT, 100 BT, 1000 BT\* auto-sense unmanaged.

## System

System	Maximum Capacities
Rack 1 / Rack 2 / Rack 3	3 slots/6 slots/9 slots
Rack 1 (H/L/D)	66/440/400 mm
Rack 2 (H/L/D)	110/440/400 mm
Rack 3 (H/L/D)	154/440/400 mm
Any combination up to 3 racks	up to 27 slots
Co-Processing CPU (CoCPU-1)	6
DSP channels on CoCPU-1	96
Hard Disk	1
Hard Disk capacity	20 Gbytes
Maximum users	236
Reflexes™ sets	236
Mobile Reflexes™	120
e-Reflexes™/PIMphony IP	200
Analog sets	196
H323 clients	150

## Communication Ports

Communication Ports	Maximum Capacities
User ports (Reflexes™ + Analog)	200
MultiReflexes™ Hubs	18
LANswitch boards	12
Free LANswitch ports	168
Analog DDI/NDDI trunks	72
Primary Rate Access	9
Basic Rate Access	10
PCM R2 Access	3
IP trunks	96
Total Trunks	120

\*Country-dependent.



## SMART & FRIENDLY TELECOMMUNICATIONS

Alcatel **OmniPCX Office**

**The Alcatel OmniPCX Office Call Server provides state-of-the-art telecommunications for greeting your business customers, callers and correspondents. Its numerous features include embedded voicemail, personal assistant, automated attendant, integrated CTI server and unified messaging-in short, everything you need to make telephones not only smart, but friendly as well.**

### Embedded Personal Assistant

The Personal Assistant allows Reflexes™ users who are away from their desks to give their callers up to 5 destination options: Voicemail, Mobile number, External number, Internal number (secretary) or Operator. This flexible call re-routing function is ready to use and easy to manage.

### Powerful embedded voicemail

Benefit from a powerful, expandable voicemail system from 20 minutes standard up to 200 hours with hard disk storage. As voicemail is recognized as essential in the business world, it is available to all users, whatever sets they are using, and even from a PC for maximum comfort and user-friendliness.

### Evolved embedded call center\*

The Alcatel OmniTouch Call Center Office is an integrated solution for SMBs enabling them to perform professional greeting and associated services.

This solution is easy to install and use, making it possible to optimize management of large incoming call flows and provide top quality service for calling parties.

It supports evolved functions of queuing and routing mechanisms to the agents. In addition, the Alcatel OmniTouch Call

Center Office supports a whole range of high added-value applications:

- Agent Assistant: designed to facilitate the agents' work
- Supervisor Console: to supervise call center operation in real time
- Statistics Manager: to generate statistics reports and optimize call center performance.

### Unified communication

Alcatel **OmniPCX Office** provides a flexible and powerful unified messaging solution that allows users to handle their text and voice messages in a single mailbox using their regular e-mail client and telephone sets. This solution works with any standard e-mail client and can be deployed using the **OmniPCX Office** embedded e-mail server as well as any existing e-mail server.

### Multi-media Web messaging

The Alcatel Web Communication Assistant in **OmniPCX Office** is a lightweight messaging solution that gives access to your voice messages and e-mails using only a regular Web browser. Accessible from within the company as well as on the road, Alcatel Web Communication Assistant is the ideal turnkey solution to meet your mobility needs.

### Smart services on Reflexes™ terminals

- Call recording. Conversations can be recorded online and then stored in the voice mailbox.
- Call screening. With the voicemail turned on, the user can listen to messages as they are being left and choose which person to talk to, as with an answering machine at home.

### Integrated CTI server

For Alcatel or third party applications such as call center applications or PC telecommunications, Alcatel **OmniPCX Office** includes an embedded CTI server (for up to 200 users). The PIMphony personal communication manager provides easy management of calls from the user's PC, either individually or in workgroups.

### Complete mobility

The Alcatel solution ensures that the user can always be contacted.

- While on company premises, the Alcatel range of DECT terminals gives users access to the same level of features as with the phones on their desks.
- Wherever users may be, the new Personal Assistant enables them to give their callers 5 call re-routing options.
- If users do not wish to be disturbed by calls, there is also an embedded voicemail function that takes voicemail messages.

# SMART & FRIENDLY TELECOMMUNICATIONS

Alcatel **OmniPCX Office**

## Wide Reflexes™ and e-Reflexes™ range

Whatever your requirements, you will find a suitable solution in the Alcatel Reflexes™ range of terminals:

- high or low traffic
- completely hands-free
- mobile or desk-bound
- wall-mounted or desk phones
- using a range of plugware options including analog plugware, DECT, S0, V24.

Whether traditional or IP, the network will have:

- the same level of features
- the same range width.

## Teamwork capabilities

The Manager/Secretary function provides:

- call screening for the manager's set
- optional screening for private calls
- direct call with supervision of manager and secretary sets.

Group supervision on PC with PIMphony

Team for employees working in teams.

The Assistant Window on PC with PIMphony

Team for workgroup assistants dispatches a high volume of calls (for more details, see datasheet on PIMphony for Alcatel

**OmniPCX Office**).

The administrator may also allocate one extension number to a group which will then benefit from a wide range of functions:

- **Monitoring:** the status of each set in the group is displayed on the Reflexes™ set
- **Pickup:** anyone in the group can pick up the call

- **Hunting group:** incoming calls are routed sequentially (always to the same phones in the same order), cyclically (to a phone that did not take the previous call), or in parallel (on all workgroup sets at the same time)
- **Broadcast:** speak to all group members at the same time through the loudspeakers on their sets
- **Disconnect:** option of disconnecting from a hunting group
- Unanswered call notification for the group.

## System greeting

The way in which callers are greeted reflects the professionalism of your company. The call server offers various greeting features so that you can customize your caller greetings.

- Greetings can be individual or programmed at group or company level.

- Up to 8 greetings can be created.
- Greetings can be managed by time (lunchtime, opening hours) or for busy extensions.
- Fax messages can be automatically detected.

## Music/message on hold

The system provides music and/or a message on hold while callers wait to be connected.

## Automated attendant

The automated attendant allows you to greet your correspondents 24 hours a day. It also provides valuable assistance to your operator during peak times, automatically putting callers through to the right person. You also have the option of broadcasting information such as opening hours.

## Alcatel OmniPCX office capacities

### Terminals, workplace and mobility

Reflexes™ + analog sets	236
Reflexes™ terminals	236
Mobile Reflexes™ terminals (DECT) + DECT plugware	120
Analog sets	196
VoIP Users (e-Reflexes™ + IP PIMphony)	200
H323 client	150
PIMphony clients with integrated CTI server	200
Add-on modules (max. 2 per terminal)	136
S0, V24, Analog Plugware	48
V24 metering Plugware	1
IBS Radio base station	60

### Call server

Voicemail ports	8
Voicemail storage (with XMEM64) (with hard disk)	20 min (up to 80 min) (up to 200 hours)
Greetings	8
Languages	from 2 to 4
Call Center	8 groups, 32 agents*
Directory entries	3,000
Abbreviated numbers	2,200
System music on hold	16 sec
Customizable music on hold (with hard disk)	up to 2 min (up to 10 min)
ARS entries	500
Metering tickets	up to 1,000 tickets
NMC tickets with hard disk	up to 30,000 tickets
Groups (Hunting/Broadcasting/Pickup)	50 (with up to 32 subscribers in each group)
Attendant group	8 (with up to 8 attendants in each group)
Conference	3 simultaneous conference sites

\*Country-dependent.



## NATIVE VOIP

Alcatel **OmniPCX Office**



**Your company can avoid costly voice calls between their various sites in the world by sending voice over your existing worldwide data connections. You can simplify your in-site cabling infrastructure by connecting telephones to the same cable as PCs. And you can deliver a consistent level of voice features whatever the location or the user - headquarters, branch offices, home workers or mobile workers - by incorporating a voice server on your data network.**

### Native VoIP

The Alcatel **OmniPCX Office** is a server. More precisely, it is an appliance server, meaning that the software is preloaded, therefore allowing easy installation and maintenance as well as unmatched reliability.

The Alcatel **OmniPCX Office** offers native feature-rich call management for up to 200 IP users, without needing additional hardware.

The All-in-a-box Alcatel **OmniPCX Office** integrates a call server and a media gateway.

### Lower Costs

With the Alcatel **OmniPCX Office**, your company can reduce long-distance charges for internal-company calls by integrating voice into your WAN data network.

### Easy IP Phone Modification

With the Alcatel **OmniPCX Office** DHCP server, an IP phone can be moved or added in seconds.

### Better Communications for Branch Offices, Home Workers, Mobile Workers

More and more, users expect a transparency of features between headquarters and branch *offices* (same directory, voicemail, etc.).

This is implemented automatically by having remote IP phones in branches managed by the call server at the headquarters - IP phones share exactly the same features wherever they are located. Implementation assumes a managed data link between sites (leased lines, IPVPN, etc.).

When mobile workers connect to your company through the Internet (e.g. to download price lists or files), their PC can benefit remotely from the call server telecommunications features.

### IP Telephone Communications

The **OmniPCX Office** offers feature-rich call management for up to 200 IP users.

### E-Reflexes sets

A range of 3 phones - Advanced, Premium, Easy - offering a high level of telecommunications services (e.g. dial by name, text messaging, multiline, supervisor, secretary, etc.).

- 2 port Ethernet switch (10/100BT)
- G711, G723.1 and G729a voice compression
- Voice Activity Detection (VAD) and Comfort noise generation
- Level 3 QOS: TOS and Diffserv.

### IP PIMphony (Soft Phone)

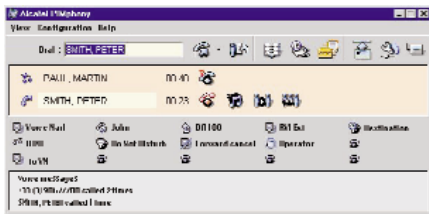
The Alcatel PIMphony is a client server software package providing user-friendly access to the **OmniPCX Office** telecommunications features from a PC (refer to PIMphony for Alcatel **OmniPCX Office** datasheet). It includes:

- VoIP protocol stacks, G711 and G723.1 voice compression to load on PCs
- PIMphony client software to load on PCs
- CTI server software embedded in the **OmniPCX Office**
- 3 feature levels: Basic, Pro or Team

# NATIVE VOIP

## Alcatel **OmniPCX Office**

- Level 3 tagging and prioritization available with Windows 98, 2000, Millennium, NT4, XP
- handsets or headsets are available for increased comfort.



### H323 Devices

The **OmniPCX Office** supports standard H323 (V1 & V2) devices such as PCs with Microsoft NetMeeting.

### IP Trunking

The Alcatel **OmniPCX Office** offers IP trunking for up to 96 IP trunks. IP trunking is available with 2 main types of access to the WAN.

### WAN Access through the Alcatel **OmniPCX Office**

VoIP benefits from the **OmniPCX WAN** QoS mechanism.

- Policing: Based on TOS/Diffserv header, the **OmniPCX Office** puts Voice-over IP in its high priority queue.
- Queuing/ Shaping: the **OmniPCX Office** manages 2 queues in a buffer memory - a High Priority queue and a Lower Priority queue.
- Congestion control: the **OmniPCX Office** use Random Early Detection mechanism (RED) on the Lower Priority queue to inform packet sources to decrease their transmission rate.
- VoIP shares the bandwidth with the **OmniPCX Office** Internet applications (e-mail, VPN, etc.).

### Direct WAN Access via a Router

IP phones can access the WAN via a router directly connected to the LAN. This solution is particularly suitable for large corporate data networks.

- Policing, queuing, shaping and congestion control are managed directly by the router.

### Overflow, Backup and Optimization

Whatever the connection method, the Alcatel **OmniPCX Office** provides overflow and backup mechanisms through ISDN, as well as IP trunking optimization.

- Overflow: when VoIP calls exceed a given limit.
- Backup: in case of WAN link failure.

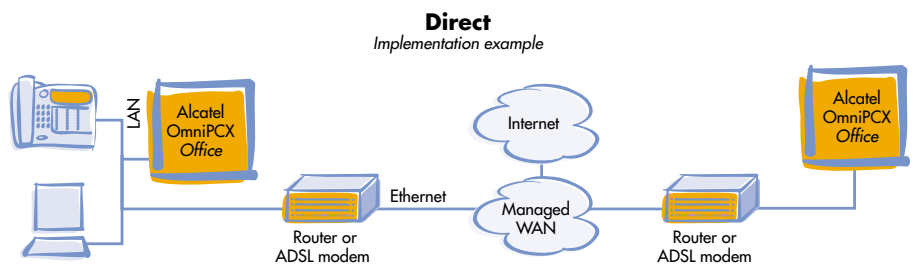
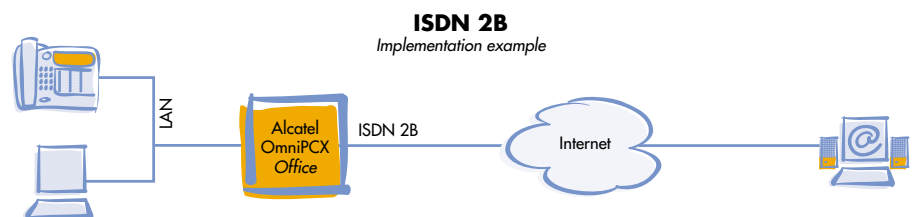
- Optimization: thanks to H450-based mechanisms, IP resources and number of compression/ decompression are optimized, as a result QoS is improved in situations of transfer and forwarding within the WAN.

### FoIP (Fax over IP)

The **OmniPCX Office** supports the T38 protocol that allows fax calls to be routed over the IP network, as well as the interoperability with other T38 devices.

### Interoperability

- The Alcatel **OmniPCX Office** is H323 V2 compliant and thus is able to interact with Alcatel and non-Alcatel systems supporting this standard.



## Alcatel-Lucent 4070 DECT Base Stations

4070 IO/4070 EO/4070 IO-Ex

The Alcatel-Lucent 4070 DECT Base Station product family provides Digital Enhanced Cordless Telecommunications (DECT) connectivity on the Alcatel-Lucent OmniPCX™ Enterprise Communication Server (CS) and Alcatel-Lucent OmniPCX Office Communication Server for cost-effective and full-featured on-site mobility in business environments.

In conjunction with Alcatel-Lucent 300/300Ex/400 DECT Handsets, the 4070 DECT Base Station family offers reliable voice communications. Full integration with the value-added voice services (such as dial-by-name and multi-line management) of the OmniPCX Enterprise CS and the OmniPCX Office CS provides seamless feature transition between Alcatel-Lucent fixed desk phones and on-site mobility solutions.



4070 IO



4070 EO



4070 IO-Ex

### Key features

- Supports Alcatel-Lucent OmniPCX telephony protocol
- Supports GAP protocol
- Supports Identity, Authentication and Encryption as defined in ETSI
- Radio coverage from 50 m to 300 m (approximately 55 yd to 328 yd) depending on location and environment
- Switched antenna diversity
- Products for all frequency bands: Europe, US (DECT 6.0), South America and Asia bands
- Adapted to all environments: exists in indoor, outdoor and for explosive environments (ATEX)
- Integrated antennas
- Connector for external antennas on indoor and outdoor models

### Key benefits

- Provides cost-effective on-site mobility
- End-user access to OmniPCX Enterprise CS and OmniPCX Office CS voice features
- Adapted to all enterprise environments such as office, industrial and explosive
- Suitable for all sizes of enterprise business: Small, medium and large
- External antenna for difficult area coverage

## Technical specifications

### Radio specifications

- DECT/GAP
  - Frequency band:
    - 1.88 GHz to 1.90 GHz (Europe)
    - 1.91 GHz to 1.93 GHz (South America)
    - 1.92 GHz to 1.93 GHz (US)
    - 1.90 GHz to 1.92 GHz (Asia)
- Note: ATEX version available for Europe only
- Channels can be disabled by call server to adapt to local regulations
  - Channel bandwidth: 1.728 MHz
  - Transmission carriers: 10
  - Number of simultaneous active time slots: six max
  - RF power 250 mW, limited to 100 mW for US (DECT 6.0)
  - Radio coverage from 50 m to 300 m (approx 55 yd to 328 yd) depending on location and environment
  - Switched antenna diversity
  - Integrated omnidirectional antenna 3 dBi gain (maximum)
  - SMA connectors for connecting external antennas
  - SAR: less than 0.25 W/kg for six simultaneous active calls

### Protocol specifications

- ETSI GAP-compliant
- Supports identity, authentication and encryption
- Software downloading from call server

### Electrical interface

- 1 or 2 TDM UA interface
- Twisted pair cabling remote feeding up to 1200 m/approx. 1312 yd

### Power feeding

- Remote power feeding on TDM link. Typical consumption for six simultaneous calls: 2 W
- Local power feeding for extended wiring range to call server (indoor version)
- Uses same power supply as Alcatel-Lucent fixed wired phones (48 V)

### Environmental

#### Environmental

- IEC 721-3-1 Storage
- IEC 721-3-2 Transport
- IEC 721-3-3 Stationary
- IEC 721-3-7 no Stationary

#### Operating temperature

- Indoor: +10°C to +40°C (+50°F to +104°F)
- Outdoor, ATEX: -20°C to +55°C (approx. -4°F to +131°F)

#### IP class

- Indoor base station: IP 20
- Outdoor base station: IP 55
- ATEX base station: IP 65

### Physical specifications

- Wall-mountable
- Indoor
  - Height: 8.5 in. (215 mm)
  - Width: 6.7 in. (170 mm)
  - Depth: 1.8 in. (45 mm)
  - Weight: 15.5 oz (440 g)
- Outdoor
  - Height: 14.4 in. (365 mm)
  - Width: 8.3 in. (210 mm)
  - Depth: 2.6 in. (65 mm)
  - Weight: 52.2 oz (1.48 kg)
- ATEX
  - Height: 29.92 in. (760 mm)
  - Width: 11.81 in. (300 mm)
  - Depth: 5.90 in. (150 mm)
  - Weight: 359.8 oz (10.2 kg)

### Regulatory

#### EC Directive

- 1999/5/EC (R&TTE)
- 94/9/EC (ATEX)

#### Safety

- IEC 60950-1
  - EN 60950-1
  - UL 60950-1\*
  - CAN/CSA-22.2 No 60950-1\*
- \* For indoor and outdoor base stations only

#### EMC and radio

- EN 301406 DECT RF
  - EN 301489-06 EMC
  - FCC CFR47 Part 15D US Code of Federal Regulations SAR\*
- \* For indoor and outdoor base stations only

#### SAR

- EN 50385 Human exposure
  - FCC OET Bulletin 65 supplement C US Human exposure\*
- \* For indoor and outdoor base stations only

#### DECT

- EN 300 175 DECT CI
- EN 301 406 (TBR6) DECT RF
- TBR10 Telephony
- TBR22 GAP

#### ATEX classification

- II 2 G EEx de IIC T6

#### ATEX standards

- EN 60079-0 general requirements
- EN 60079-1 Flameproof enclosures "d"
- EN 60079-7 equipment protection by increased safety "e"





## PC TELEPHONY WITH PIMPHONY

Alcatel **OmniPCX Office**

**PIMphony for Alcatel OmniPCX Office 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 OmniPCX Office 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 PIMphony Team's new Assistant and Supervision windows.

### Simplified access to messages

PIMphony simplifies access to critical information in the form of incoming messages. Voice messages are easily managed in the new 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, with contact database integration. PIMphony supports seamless integration with Microsoft® Outlook™, GoldMine®, Act!™ and Microsoft® Access™. The call log function enables all calls to be tracked including unanswered calls.

### Complete set of telephony features on PC

- Incoming and outgoing call management, call hold, multi-line management (up to 8 lines), direct call keys, dial by name, redial.

### Contact manager integration

- Automatic synchronization with Contact Manager database.
- Screen pop-up from contact card.
- Dial by name using contact database.
- Direct dialing in contact card.
- Screen pop-up assistant for customized scripts.

# PC TELEPHONY WITH PIMPHONY

Alcatel **OmniPCX** Office

## Centralized call log

- Lists incoming answered/unanswered calls and outgoing calls 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.

## Any type of telephone set

The main advantage of PIMphony's third party architecture is that there is no physical connection between the telephone set and PC. PIMphony can be linked to any type of telephone set (DECT, Reflexes™, Analog). It can even function without a telephone set at all (using PC telephony with PIMphony IP).

## Visual mailbox

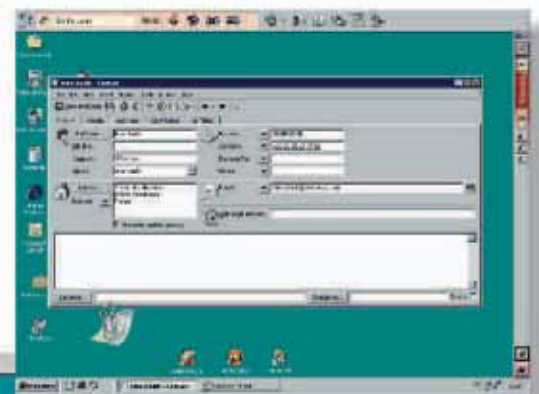
The visual mailbox includes a full set of mailbox management features:

- 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).

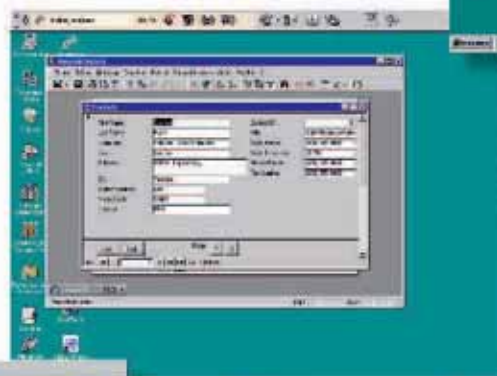
## Unified messaging

- Integration of e-mails, voice mails and faxes (depending on ISP's level of service) into the user's e-mail client window.

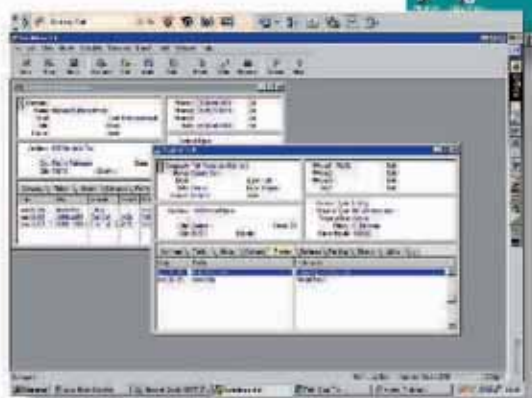
- Voice messages identified with specific icon and handled as e-mails with WAV attachments.
- Same level of displayed information: date and time, caller's name (if sender is identified in the contact database) or phone number.



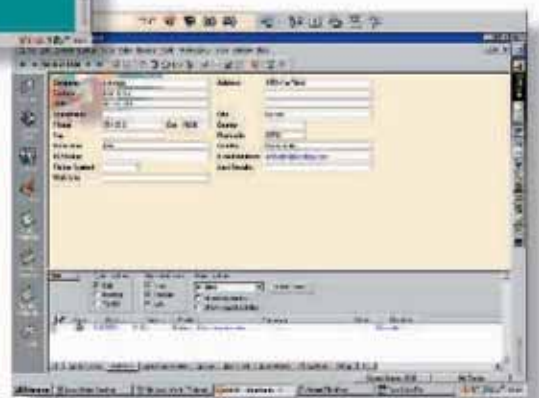
Microsoft® Outlook™ 2000



Microsoft® Access™



GoldMine® from FrontRange Solutions Inc.



Act!™ from Interact Commerce Corporation®

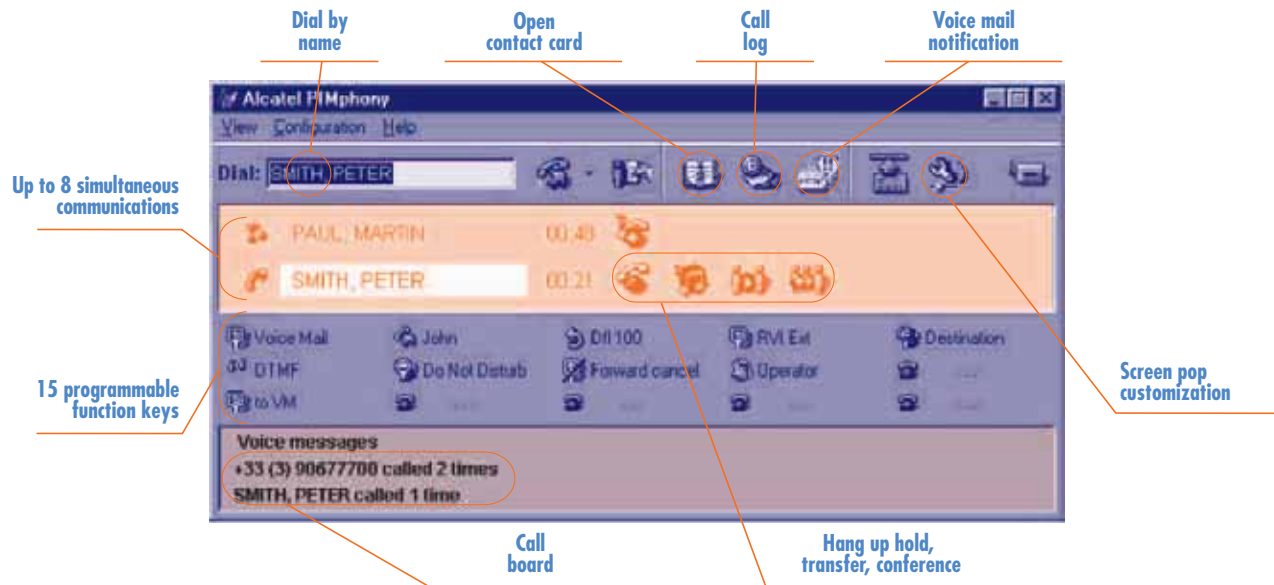
**Supervision window**

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

**Assistant window**

- Displays up to 8 incoming calls (or 16 with small icons) with alarms available on waiting time.
- 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.



**Free try & buy**

2-month free trial for any version of PIMphony—for up to 25 users.

The 2-month trial period starts when the first user opens their free version of PIMphony.

	PIMphony Basic	PIMphony Pro	PIMphony Team
Complete set of telephony features	•	•	•
Centralized call log	• <sup>1</sup>	•	•
Contact manager integration		• <sup>2</sup>	• <sup>2</sup>
Visual mailbox		•	•
Unified messaging		• <sup>3</sup>	• <sup>3</sup>
Supervision functions			•
Assistant features			•

1) Centralized call log available only if at least one PC on the LAN is equipped with PIMphony Pro or Team. Centralized call log requires a non-dedicated server on the LAN. Unless these conditions are met, the user will benefit from a local call log (active only when PIMphony is open on the PC).

2) Contact management software supported:  
 • Microsoft® Outlook™ 97/98, 2000 and 2002  
 • Act!™ 4.0/2000 and 5.04 from Interact Commerce Corp  
 • GoldMine® 4.0/5.0/5.7 and 6.0\* from FrontRange Solutions Corp  
 • Microsoft® Access™ 97, 2000 and 2002.

3) With Microsoft® Outlook™ 97/98, 2000 and 2002.

\* System- or country-dependent





## INTEGRATED CALL CENTER SOLUTION

Alcatel **OmniTouch** Call Center Office

**Telecommunication is one of the most essential factors in building customer relations, and the role of call centers is becoming more and more important as they have to handle an increasing number of calls. Your call center's capacity, your agent's ability to answer and efficiently deal with customer requests, and the quality of service provided by your call center are of strategic importance. They reflect the image of your entire company.**

Alcatel **OmniTouch** Call Center Office is designed to meet SME needs. It's a complete, packaged call center solution reinforcing the "All-in-One" positioning of **OmniPCX** Office allowing users to:

- improve call handling,
- handle more calls,
- optimize the efficiency and effectiveness of the company's resources,
- keep the quality of service under control,
- monitor and anticipate the incoming calls flow.

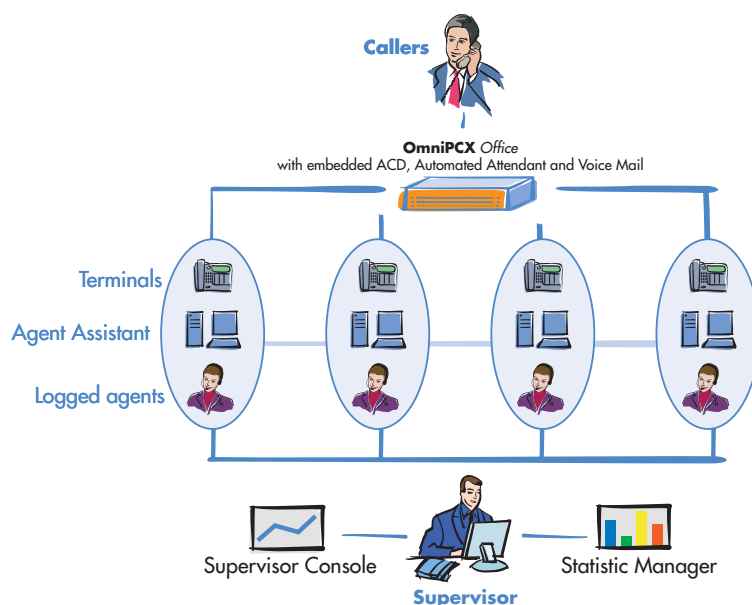
This professional solution enables Small and Medium Businesses to critically improve their phone response, company greeting and other associated services. It delivers advanced call queuing and call routing functions, to optimize management of a large flow of incoming calls and at the same time protect the quality of service for the caller. The Alcatel **OmniTouch** Call Center Office is particularly easy to install, configure and use, thanks to its intuitive graphic user interfaces.

This solution targets not only small voice oriented call centers, but also services with enhanced welcome needs. It includes:

- Automatic Call Distribution (ACD) to improve processing of incoming calls,
- the Agent Assistant, a desktop application for the agent enhancing his or her efficiency,
- the Supervisor Console, providing real-time monitoring and allowing the supervisor to overview service levels and traffic,

- the Statistic Manager, an application dedicated to post-processing of traffic and call information stored in the system.

As this solution is integrated with **OmniPCX** Office embedded applications such as Automated Attendant and the Voice Mail, it enables your company to have a single switchboard number and allows callers to leave messages in an appropriate manner.



# INTEGRATED CALL CENTER SOLUTION

Alcatel **OmniTouch** Call Center Office

## Call Distribution

The principle of call distribution is to dispatch calls to available agents. There can be up to 32 agents belonging to one or more groups. They can use all types of terminals including DECT extensions for mobile agents. Up to 8 groups can be defined. Incoming calls are automatically distributed to services (groups) according to called numbers (DNIS) and/or calling numbers (ANI). Calls can also be distributed by the Automated Attendant.

In each group, calls are distributed to the agents using 3 methods:

- longest idle time,
- fixed priority,
- rotating priority.

Opening and closing of each group is either determined by time periods defined by the administrator or can be specified using the Supervisor Console.

## Queue

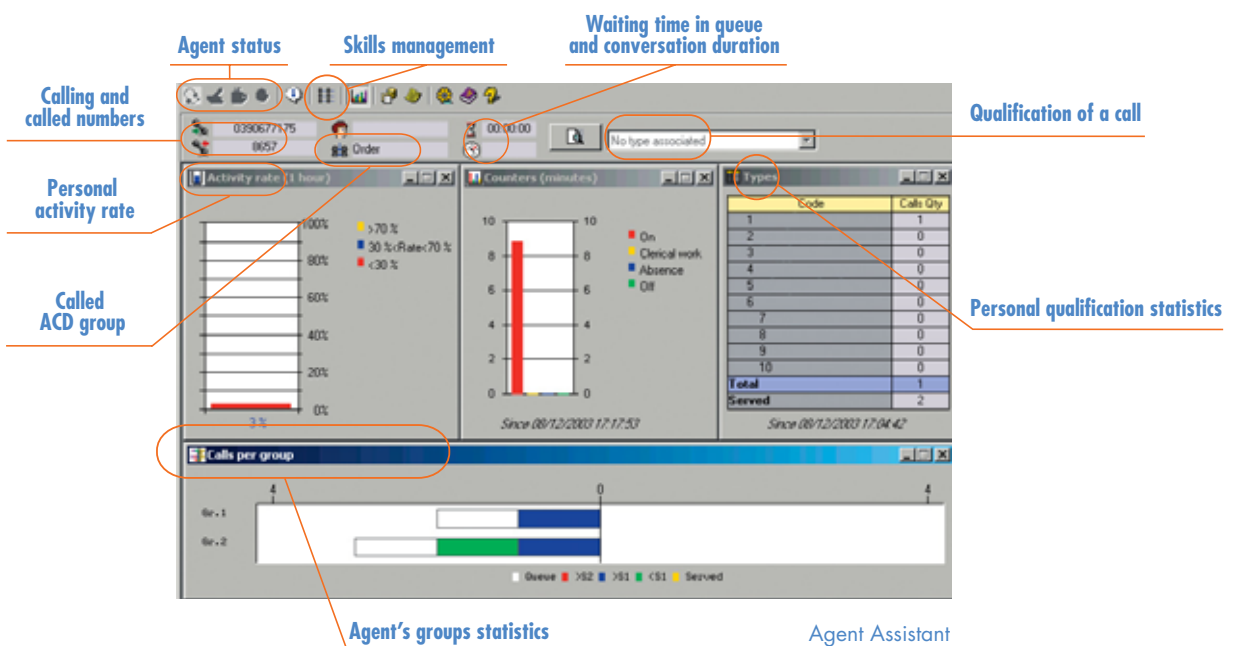
Each group has a welcome prompt which is played to the caller. If all the agents of the group are busy, the call is placed in the queue in chronological order (one queue per group). Dedicated messages are played to the caller depending on the situation (waiting in queue, dissuasion, service closed). The queue size (number of calls in the queue) is dynamic and based on the number of active agents. However the caller can leave the queue at any time. Different priorities can be assigned to the groups and calls can overflow from one group to another if the waiting time is excessive.

## Agent Assistant

The agent application enhances agent activity by providing session control, personal statistics and screen pop-ups. The agent can focus on customer satisfaction in order to reinforce the call's effectiveness.

Dedicated ACD features enable agents to control their session (log-on/log-off, wrap-up, pause) and to open / close groups. The agent has access to information such as called and calling number, group reached and the call's waiting time in the queue. In addition, this application provides call classification and free-seating features.

To optimize call flow, the agent can visualize the number of waiting calls in the groups he is controlling, his activity rate, the classification status of the calls handled. He can also consult his call log.



# INTEGRATED CALL CENTER SOLUTION

Alcatel **OmniTouch** Call Center Office

Finally, the agent benefits from screen pop-ups giving contact information for the incoming call. The application is supplied with a pre-defined Microsoft® Access™ database, which can be customized.

In addition, it interacts with PIMphony for telephony features (answer call, clear call, ...) and pop-ups with Microsoft® Outlook™, Act!™, GoldMine® or Microsoft® Access™. For further information, please refer to the PIMphony datasheet.

## Supervisor Console

The supervisor application provides:

- real-time performance analysis for the agents, groups and lines,
- modification of agent or group status.

## Statistic Manager

In addition to real-time monitoring, consolidated statistics can be displayed in tables or graphs, for different periods (daily, user-defined or monthly).

It is possible to download data from the **OmniPCX Office** for off-line actions.

Pre-defined reports can be automatically printed.

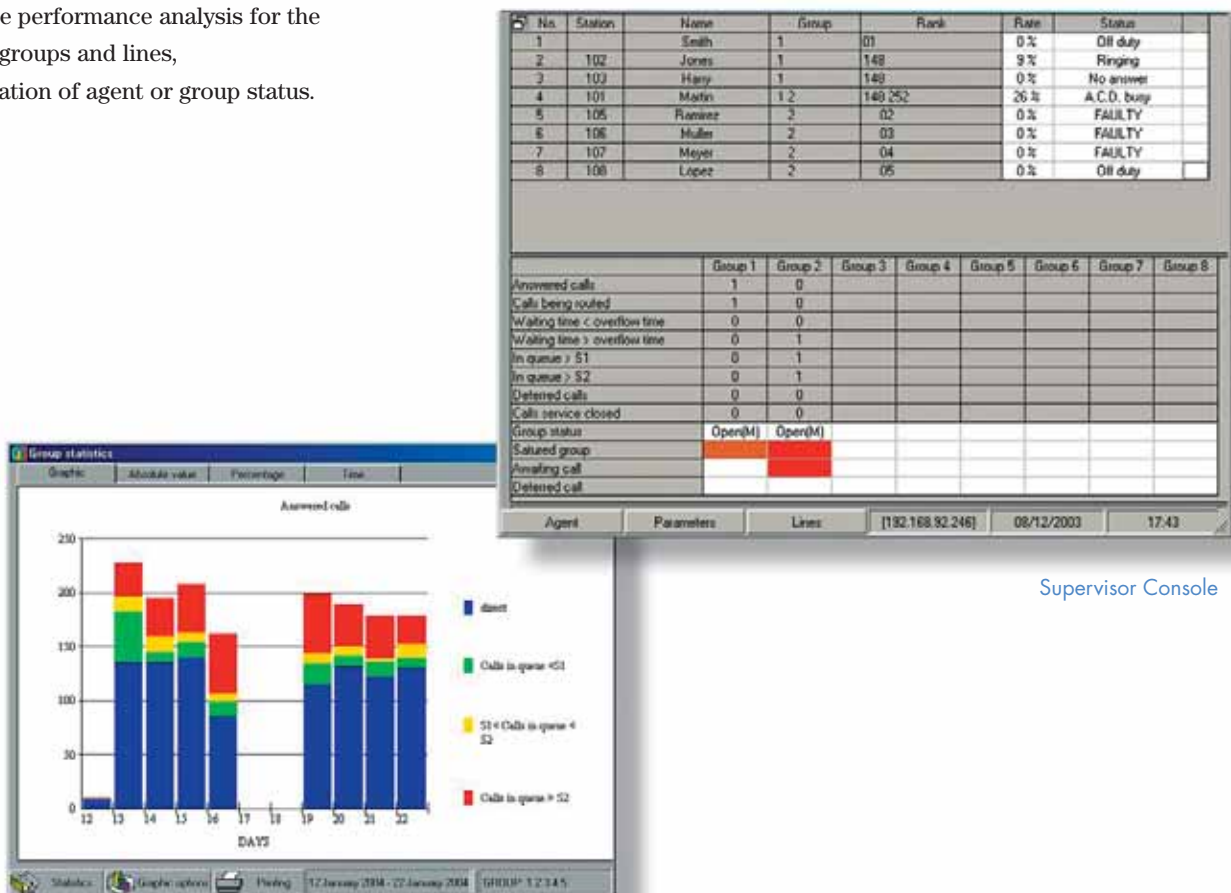
Statistics information concerns the group(s) (number of calls and average duration of received calls, calls in queue, etc.), the agents (ACD answered calls, average length of conversation, etc.) and call classification.

## Phones supported

The Alcatel **OmniTouch Call Center Office** supports the following sets for agents:

- Reflexes™ and e-Reflexes™ terminals,
- IP Touch terminals,
- DECT terminals,
- PIMphony IP softphone,
- Analog sets.

PIMphony IP and e-Reflexes™ make it possible to deploy an IP Call Center in the company with the possibility of remote agents.



Supervisor Console

Statistic Manager

# INTEGRATED CALL CENTER SOLUTION

Alcatel **OmniTouch** Call Center Office

## Offer summary

Alcatel <b>OmniTouch</b> Call Center Office				
Package	Welcome Office		Welcome Office Pro	
Platform	Business with HD	eBusiness	Business with HD	eBusiness
<b>Maximum logged agents</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>20</b>
ACD groups (max.)	8	8	8	8
Agents (max.)	32	32	32	32
<b>Call Center options</b>				
Agent application (max.connections)	10	10	10	20
Supervisor application (max.connections)	1	4	1	4
Statistics application	Option	Option	Included	Included
<b>Other complementary options</b>				
Full automated attendant	Option	Option	Option	Option
PIMphony Pro/Team	Option	Option	Option	Option

## Client PC requirements

Agent Assistant	Supervisor Console	Statistic Manager
CPU Pentium 500 Mhz	CPU Pentium 500 Mhz	CPU Pentium 500 Mhz
<b>RAM:</b> 64 MB	<b>RAM:</b> 64 MB	<b>RAM:</b> 64 MB
<b>Disk space:</b> 50 MB	<b>Disk space:</b> 50 MB	<b>Disk space:</b> 50 MB and 500 MB for one year statistics
<b>OS:</b> Windows® NT4 SP6, Windows® 2000 SP4 or Windows® XP	<b>OS:</b> Windows® NT4 SP6, Windows® 2000 SP3 or Windows® XP	<b>OS:</b> Windows® NT4 SP6, Windows® 2000 SP3 or Windows® XP
Ethernet board	Ethernet board	Ethernet board