

Alcatel-Lucent Enterprise SoftPhone

Enterprise-grade softphone to manage all your business communications everywhere

Alcatel-Lucent Enterprise SoftPhone

is a telephony application available on a laptop, touchscreen or desktop (Microsoft® Windows OS) and smartphone (Android) for business conversations.

The ALE SoftPhone application provides advanced SIP telephony features and call management of Alcatel-Lucent OmniPCX® Enterprise Communication Server Purple.

ALE SoftPhone is easy to use, on-site or remotely, with an intuitive and user-friendly interface.

Here's why companies choose the ALE SoftPhone solution:

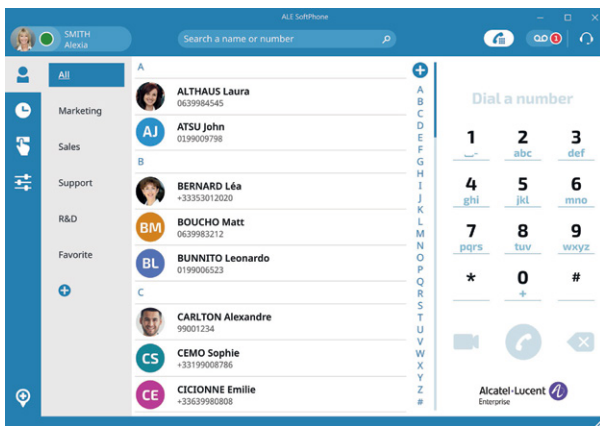
- Stay connected, with colleagues or any other contact. Benefit from business communications in the new hybrid workplace, in the office and on the move with the application for smartphone
- Inclusive user experience, with easy adoption. Leverage the richness of the telephony platform, with a softphone as simple as a desk phone
- Secure to work from home, with encrypted business calls through the Internet. It is VPN-less for a quick and easy deployment



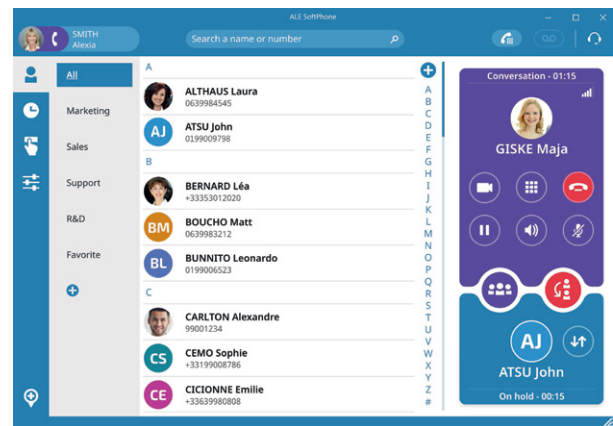
Key Features	Benefits
Enterprise-grade telephony	Manage audio and video calls with advanced telephony features such as (groupware, multi-line, second call, conference etc.) thanks to a user-friendly and intuitive interface.
Secure communications and remote connectivity	Business communications secured with encryption (based on SIP/TLS and SRTP) for remote user/work from home using Internet. No VPN needed on the PC for remote connectivity.
Centralised management	Easy provisioning and deployment using OmniPCX Enterprise Device Management. Geolocation support for emergency call.
Microsoft integration	Microsoft Azure Directory, Office365, Outlook, and Teams for contact/group synchronisation, directory search and making calls.
Groupware services	Collaborate easily between people in a group with meet-me conference, supervision, group call pick-up and hunting group (parallel, cyclic/sequential).
Application for smartphone (Android)	Stay connected with your business even when out of the office with the application on smartphone delivering equivalent services as on PC.

Datasheet

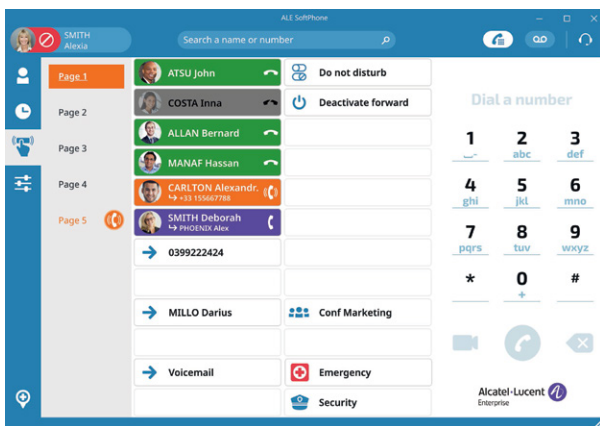
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Powerful and intuitive app: Direct dial-pad, user phone status, search contacts, voice mail, audio device status, organised in comprehensive columns. Contacts standalone or synchronised with Microsoft Outlook/Office 365.



Advanced business telephony features: Groupware, multi-line, make/receive a second call, merge or transfer, three-party conference, mute, hands-free, DTMF support.

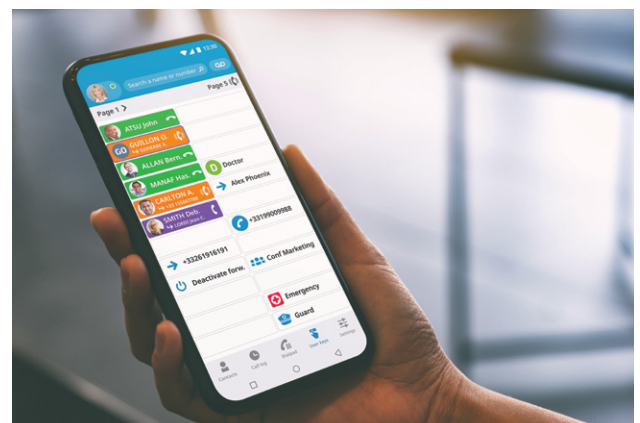


Supervision and group call pick-up: Supervision keys, shortcuts, prefix keys, direct numbering, immediate forward, and more. Adapt the view to user's preferences: 1 to 4 columns, included in the main application or as separate windows.



Use high-quality video: Enhance your conversations with visual communication.

Available on the user's desktop or laptop, and on **smartphone Android**.



Technical specifications

Prerequisites

- Operating System:
 - Windows 8/8.1 (32 and 64-bits)
 - Windows 10 (32 and 64-bits)
 - Windows 10 IoT 64 bits
 - Windows 11
- Smartphone Android (minimum requirements):
 - OS Android 9
 - Screen size 5"
 - Resolution HD (1280x720) - recommended Full HD (1920x1080)
 - Processor octa-core 2Ghz
 - RAM 4Gb
- Multimedia Windows PC:
 - Laptop, desktop and touchscreen
 - RAM: 2 GB minimum
 - 300 MB free disk space
 - Full duplex sound card
 - Network Interface Card
 - Processor: 2 GHz minimum
- USB headset:
 - For audio (microphone and speakers) volume +/- and mute with any device supported by Windows
 - For PC advanced usage: Call pick-up, hang-up for ALE Aries, Jabra, Plantronics, and Sennheiser/EPOS
- Bluetooth® headset:
 - For audio (microphone and speakers) volume +/- and mute with supported devices.

VoIP

- QOS
 - Level 3 IP TOS/DSCP
- Audio codecs:
 - G.711 A-law and μ -law
 - G.729A and G.729AB

Video

- Video usages on PC:
 - Direct one-to-one video call
 - Video call with escalation
- Video codec:
 - H.264/AVC codec profiles up to 4.1 Full HD 1080p 30fps max.

Communication server

- OmniPCX Enterprise Communication Server R100 Purple and above

Software download

- Microsoft Deployment Tools (MDT)
- Mobile Device Management (MDM)
- From Alcatel-Lucent Enterprise MyPortal

Display

- Different skins
- Pop-up on incoming call
- Click-to-call from anywhere on Windows Desktop
- Outlook Plugin for direct calls

Languages

- Brazilian Portuguese, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, French, Finnish, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, Swedish, Turkish

Protocols and security

- Signaling and media: SIP/RTP
- Management: HTTPS
- Directory and Authentication: LDAPS
- TLS Authentication via server certificate
- Reverse Proxy/SBC support for secure remote access with SIP TLS and SRTP

Microsoft integration

- Microsoft Outlook integration (local contacts and Office 365 Cloud Contacts)
- LDAPS Microsoft Active Directory and Microsoft Azure Directory
- Microsoft Teams Power app

High Availability (with OXE)

- Local redundancy
- Spatial redundancy