

# Alcatel-Lucent IP Desktop Softphone

OmniPCX Enterprise Communication Server/  
OXO Connect

[Alcatel-Lucent IP Desktop Softphone](#) is a telephony application installed on a user's desktop (PC or Mac), tablet or smartphone (Android mobile devices). The IP Desktop Softphone emulates the Alcatel-Lucent 8068s Premium DeskPhone and offers business voice communications to on-site and remote workers. The application is quick and easy to install. It allows employees to use OmniPCX® Enterprise or OXO Connect telephone features for on-site or remote workers, using a VPN.



Key features	Benefits
<p>Business telephony:</p> <ul style="list-style-type: none"> <li>• VoIP protocol provides all 8068s Premium DeskPhone telephony features on the computer, tablet or smartphone</li> <li>• Suitable in both Business and Contact Center Environments</li> <li>• Compatible with CTI applications (for example a toolbar)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer/Business relationships: Employee productivity optimization</li> </ul>
<p>IP mobility:</p> <ul style="list-style-type: none"> <li>• Available on-site on a wired Ethernet or WiFi connection or off-site anywhere the user is able to connect to the company IP network using a VPN (works on Ethernet, WiFi, 3G/4G cellular)</li> </ul>	<ul style="list-style-type: none"> <li>• Free communication on business network: Communications, connectivity and hardware costs control</li> <li>• Business telephony for remote workers: Easy integration for remote and home workers</li> </ul>
<p>Intuitive interface:</p> <ul style="list-style-type: none"> <li>• Display and keys similar to the Alcatel-Lucent Premium DeskPhones (add-on included)</li> </ul>	<ul style="list-style-type: none"> <li>• No training: Quick, user-friendly access to telephone facilities</li> </ul>
<p>No additional server:</p> <ul style="list-style-type: none"> <li>• Available on OmniPCX Enterprise and OXO Connect</li> </ul>	<ul style="list-style-type: none"> <li>• Cost-effective: Fully-integrated telephony solution</li> </ul>

## Technical specifications

### Prerequisites

- Multimedia PC:
  - Windows OS:
    - Windows 7 Professional;
    - Windows 7 Professional - 64 bit;
    - Windows 8 - 32 bit;
    - Windows 8 - 64 bit;
    - Windows 8.1 pro SP1 - 32 bit;
    - Windows 8.1 pro SP1 - 64 bit;
    - Windows 10 - 64 bit
  - RAM: 2 GB
  - 50 MB free disk space
  - Full duplex sound card
  - Network Interface Card
  - Processor: Intel 2 GHz minimum
- Mac:
  - MAC OS:
    - Apple - Mac OS X Mavericks (10.9)
    - Apple - Mac OS X Yosemite (10.10)
    - Apple - Mac OS X El Capitan (10.11)
    - Apple - Mac OS X Sierra (10.12)
    - Apple - Mac OS X High Sierra (10.13)
    - Apple - Mac OS X Mojave (10.14)
    - Apple - Mac OS X Catalina (10.15)
  - RAM: 2 GB
  - 230 MB free space
  - Integrated sound card or USB headset 48 KHz sample rate compliant
  - Network Interface Card
  - Processor: Intel 2 GHz minimum
- USB headset: (\*)
  - Ringtone is sent by the computer loudspeakers, and voice communications are performed with a USB headset
  - Call pick-up and hang-up feature are supported only on Windows PC\*
- Bluetooth headset\*:
  - Call pick up and hang up feature via Bluetooth headsets is supported only on Windows PC

### VoIP

- QoS
  - Level 3 IP TOS/DSCP
- Codec
  - G.711 and G.729

### Experience

- 8068s Premium DeskPhones
- Add-on

### Visitor Onboarding web application

- Compatible with the OmniPCX Enterprise
- IP Desktop Softphone for visitor equipped with smart device: user is considered as local for a limited period

### Communication server

- OmniPCX Enterprise Communication Server
  - Support native encryption
- OXO Connect

### Licences

- OmniPCX Enterprise:
  - IP Desktop Softphone Premium licence per user or business mode (3BA09851JA)
  - IP Premium licence per user, agent or business mode
  - IP Softphone licence agent per agent (3BA09975AM)
  - Agent licence in a contact center use case
- OXO Connect:
  - IP Desktop Softphone licence per user (3EH03512AA)
  - UTL Licence (Universal Telephony Licence) (3EH03511AA)
  - Agent licence in a contact center use case

### Software download

- Android devices:
  - Google play
- From Alcatel-Lucent Business Portal

### Display

- For PC:
  - Different skins including mini display
  - Pop up on incoming call
  - Click to call from anywhere on Windows Desktop
  - Outlook Plugin for direct make to call
  - Adapted for disabled person
- For mobile and tablet:
  - Horizontal/vertical flip
  - Horizontal full screen

### Configuration

- Languages
  - Softphone display panel: the same languages as the 8068s Premium DeskPhone
- Application settings menu:
  - On PC: French, English, German, Spanish, Italian, Finnish, Dutch, Norwegian, Portuguese, Russian, Chinese, Korean
  - On Android: device language
- Ringtones:
  - On PC: 15 configurable
  - On Android: OmniPCX Enterprise or OXO Connect Ringtones

### Options

- Customizable skins: on demand
- Adaptation of application: on demand

### Architecture

- The signaling of the RTP sessions between IP Desktop Softphone and the OmniPCX Enterprise/OpenTouch Business Contact/ OXO Connect of Alcatel-Lucent Enterprise is done via the NOE protocol
- QoS tickets can be generated in combination with this application (on Windows only)
- Features integrated in Alcatel-Lucent OmniPCX Enterprise/OXO Connect platform

\*Refer to the DSPP list