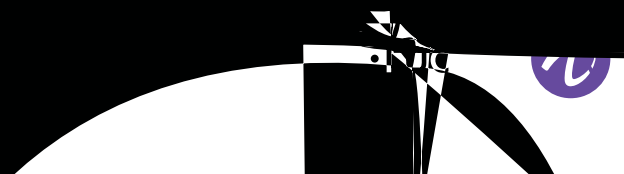




# Alcatel-Lucent OXO Connect

Small and medium businesses

To compete and succeed in today's marketplace, small- and medium-sized businesses (SMBs) need enterprise-class products. With increased simplicity, confirmed robustness and being connected, – all at a lower cost – the Alcatel-Lucent OpenTouch® Suite for SMB helps businesses grow.



Features	Benefits
Connected	To deliver advanced cloud services: Rainbow, UC cloud based services and new remote management operation
All-in-one solution	Modularity, flexibility and scalability to meet the needs of SMBs from 4 to 300 people in size
Conversation services on application-enabled desk phones, PCs and smartphones	Offer next-generation enterprise communication experience
User-centric communications experience across devices and locations	Provides full-featured access to enterprise communications services across devices while on site or off
Business communications services, including attendant, routing and messaging services	Increased communication efficiency for employees with new opportunities to reach contacts
Embedded voice-centric customer service	Increase customer satisfaction by improving call resolution
IP telephony infrastructure flexibility and software scalability	Reduces communication costs and enables the choice of network configurations and IP, IP/TDM or TDM endpoints, minimizing additional investment and enabling a smooth migration
Simplified and unified management	Reduces total costs of ownership for business communication and conversation services
Plug and play and zero touch deployment	Easy installation in full voice environment and/or converged voice/data environment at reduced cost
SIP at the core	Optimized installation ready for next generation of communications

## Technical specifications

### Communication services

#### Conversation services

- Wideband VoIP, HD video
- Enterprise presence, including conversation status
- Desktop phone and mobile phone control from PC
- Universal directory access
- Single-identity: routing profiles
  - User-defined routing rules
  - Route to one or several devices
- Visual mailbox access
- Hotdesking

#### Rainbow services

- Cloud Hybrid connection with Rainbow Agent
- Rainbow PBX services
- URL: [www.openrainbow.com](http://www.openrainbow.com)

#### Business communications services

- Unified Directory access, call by name
- Unified call log
- Unified Instant messaging
- Multiline telephony
- Call options, speed dial
- Audio conferencing
- Personal and enterprise call routing and forwarding
- Call-back features

- Multiline
- Call queuing
- Automatic route selection (ARS)
- Direct inward station access (DISA), substitution
- Call recording
- Call pickup
- Paging
- Call back
- Intrusion
- Call deflection
- Divert
- Joining
- Barring
- Paging
- Emergency call
  - with local notification service and history
  - Virtual number (locations, PSAPs)

#### Manager assistant

- Call filtering
- Hot line
- Multiple manager/secretary

#### Team and group

- Workgroup
- Key system
- Groupware supervision
- Audio notifications
- Group (broadcast, parallel, cyclical, sequential)

## Desktop Communications

### Premium DeskPhones

- Alcatel-Lucent 8028s, 8038, 8058s, 8068s, 8078s Premium DeskPhones (IP)
- Alcatel-Lucent 8029, 8039 Premium DeskPhones (Digital)
- Business communication services
- Embedded alpha-numeric keyboard
- Back light
- Display of participant name and contextual feature keys
- Hands-free, loudspeaker announcement
- Headset capability, such as Bluetooth and USB
- Alcatel-Lucent NOE protocol
- Add-on supervision and smart display modules
- Remote worker: Embedded VPN client
- Predefined and custom Skins

### DeskPhones

- Alcatel-Lucent 8008, 8018 DeskPhones
- Alcatel-Lucent 4019 Digital Phone
- Alcatel-Lucent 8001/8001G DeskPhones

### **Third-party SIP Phones**

- Third-party SIP
  - Open SIP
  - Basic SIP

### **Alcatel-Lucent IP Desktop Softphone**

- Softphone for business communication services
- Emulates Alcatel-Lucent 8068 Premium DeskPhone
  - 8068 look and feel

- Alarm indication
- Attendant group features
- Busy lamp field
- Trunk and charging features
- User management features
- Add-on module
- Headset capability
- Attendant position (e.g., PC, Phone)
- Automatic attendant
- Visitor registration
- Normal/restricted mode control

## Directory services

- UDA services
- Dial by name
- Abbreviated numbers: 2200
- Connection to external LDAP server
- Individual repertories
- Up to 5000 names
- Contact synchronization
- CRM integration

## Messaging services

- Voice mail
  - Mailbox: 500
  - Max storage: 200 Hours
- IM
  - Unified IM among user's devices and Applications
  - Instant notification, Conversation, read status
  - System storage: Up to 5000, Up to 30 days
  - Up to 100 characters per IM
- Text messaging (does not cohabit with IM)
  - Free/preprogrammed
  - Text message (32 characters)
- Unified messaging
  - Voice mail in e-mail
  - Call log in e-mail

## Customer services

### Architecture

- All-in-one, fully integrated solution
- Phone (Analog, Smart DeskPhones, DeskPhones, Premium DeskPhones, SIP, OTCV, Alcatel-Lucent IP Desktop Softphone, DECT, WLAN)
- Mixed configuration: ACD, MLAA, SCR and communication services
- ACD/MLAA/SCR ports: up to 16

## Smart Call Routing (SCR)

- Maximum entries: 10000
- Routing criteria (customer code, CLI, DDI)
- Routing destinations
  - ACD, MLAA, any destination
  - 2 per entry, planning based
- Planning: 10

## OmniTouch Call center Office (ACD)

### ACD services

- ACD group: up to 8
- Group selection: longest idle time, rotating priority, fixed priority
- Priority levels between groups: 8
- Group overflow
- Queue: 1 per group
- Voice guidance: 7 per group
- Customer code

### Agents features

- Maximum 32
- Agent application
- PC agent application (optional)
- Local application on IP Touch 8 and 9 series
- Agent status (logged out, wrap-up time, pause, log in)
- Free seating
- Call classification
- Personal statistics
- Screen pop ups/CRM
  - Embedded database
  - API to external CRMs
- Waiting time in queue for call
- Visual queue control
- Outbound call: free dialing, copy and paste, dial by name, LDAP

### Supervision

- PC application
- Up to 8 simultaneous connected supervisors
- Real time ACD activity monitoring (agent and group)
- Three presentation modes (modular, grid, tool bar)

### Statistic

- PC application
- System retains data for 14 months
- Automatic printing of predefined reports
- CSV export

## Welcome greeting

### Personal assistant

- Transfer options: 5

### Automated attendant

- 2 levels (customizable)
- General mail box
- Welcome service
- Information service: 50 information boxes
- Company greeting remote customization - opening and closing hours

### Attendant group

- Maximum attendant group: 8
- Maximum attendants per group: 8
- Night greeting
- Restricted mode
- Time range (daily, weekly, bank holidays)

### Attendant console

- PC-based application

### Multiple automated attendant (MLAA)

- Maximum languages per tree: 4
- 5 different trees
- 3 level per tree
- Voice prompts per language: 100
- Time range: 10
- Greeting messages
- Maximum greeting : 20
- Total duration: 320 s
- Individual, group, company
- Music on hold
- 16 seconds Default
- Customized up to 10 minutes
- External source
- Multiple company welcome
- Maximum entities (groups of users): 4
- 10 minutes music on hold per entity

## External Applications

### Video

- SIP video peer-to-peer, Rainbow UC

### Fax services

- G3, super G3 fall-back
- Automatic fax detection
- ITU-T T.38 UDP fax call (trunk)
- Fax over ITU-T G.711
- Fax ECM option

## Operations management

- OMC (PC-based application)
  - Access level (administrator, admin, operator)
  - Connectivity
    - IP (HTTPS)
    - VPN IPSEC (Cloud Connect)
    - ISDN (1 or 2 B)
    - Call back
  - Platform
    - Windows
    - Windows Server
  - Unique management access point
  - Customer database backup and migration
- Web-based portal (IP HTTPS)
  - Diagnostic
  - Simple actions
- Local administration (from the phone device)
- Alcatel-Lucent Cloud Connect
  - Cloud Web Portal
    - Fleet Dashboard for ALE equipments
    - OXO Connectivity
  - OXO Cloud Connect Agent
    - Embedded in call server
    - HTTPS
    - VPN IPSEC (On demand)
    - License free
    - Firewall friendly (outbound connection)

## Serviceability

- Universal Telephony License
- NTP server/client
- SNMP (V2C)
  - MIB (read only)
  - TRAP: urgent alarm
- Alarming
  - Urgent/non urgent
  - Alarming in email
- History event
- Zero touch
  - DHCP
  - Plug-and-play
  - Alcatel-Lucent OmniSwitch® auto provisioning
  - Alcatel-Lucent OmniAccess® Stellar auto provisioning
  - SIP profile import

## Infrastructure

### Capacity

- 300 users (max devices)
- BHCA 1500
- Capacity limits (overview)
  - Analog (2 wires) 300
  - IP and SIP 300
  - TDM 288

### Architecture

- All-in-one call server
- Switching: TDM and IP + hybrid

### Software

- Linux: Linux Kernel 2.6.29.6

### Hardware

#### CPU board

- PowerCPU EE (PowerPC e300)
  - Covers
  - Chassis (compact, S, M, L)
  - All requirements and options
  - Memory Storage Daughter Board (MSDB): 8GB ( EMMC)
  - Hardware watchdog
  - 16 VoIP DSP channel
- Daughter board (optional)
  - AFU: CD-player, door phone, loudspeaker
  - HSL1 or HSL2 : for multiple cabinet interconnection (S,M,L chassis)
  - MiniMIX 2/0/2 (compact chassis only)
  - VoIP 32 (increase to 48 VoIP channels)
  - VoIP 64 (increase to 76 VoIP channels)

#### Chassis

- Compact (C) Edition
  - AC/DC power supply: external
  - Backup battery: external (optional)
- Installation: office environment, wall-mounted
  - 1 free modular slot
  - No fan
  - Height: 70 mm (2.75 in.)
  - Width: 345 mm (13.58 in.)
  - Depth: 340 mm (13.38 in.)
  - Weight (unpacked): 5.1 kg (11.24 lb.)
  - Power maximum/typical: 40 W/25W
  - Noise level: 0

- Chassis: racks S, L, M
  - Standard in S, M, L Editions
    - Fan
    - Rack (19-inch rack)
    - AC/DC power supply: Integrated
    - Backup battery: Internal/ external (Option)
    - Installation: stack, rack, wall-mounted
    - Combination: up to 3 chassis, maximum of 27 free slots
  - Small (S) 1U
    - 2 free modular slots
    - Height: 66 mm (2.60 in.)
    - Width: 442 mm (17.40 in.)
    - Depth: 400 mm (15.75 in.)
    - Weight (unpacked): 6 kg (13.22 lb.)
    - Power maximum/typical: 70W/28W
    - Noise level: maximum 40dBA
  - Medium (M) 2U
    - 5 free modular slots
    - Height: 111 mm (4.37 in.)
    - Width: 442 mm (17.40 in.)
    - Depth: 400 mm (15.75 in.)
    - Weight (unpacked): 11 kg (24.25 lb.)
    - Power maximum/typical: 88W/40W
    - Noise level: Max 41dBA
  - Large (L) 3U
    - 8 free modular slots
    - Height: 154 mm (6.06 in.)
    - Width: 442 mm (17.40 in.)
    - Depth: 400 mm (15.75 in.)
    - Weight (unpacked): 13 kg (28.7 lb.)
    - Power maximum/typical: 108W/57W
    - Noise level: Max 45dBA

#### Interface boards

- Terminals
  - Digital Interfaces UAI 4, 8, 16
  - Analog Interfaces SLI 4, 8, 16
- Network
  - BRA boards (T0) 2, 4, 8
  - PRA boards (T1, T2) 1
  - Analog trunk(1) 2,4
  - Mixed boards T0/UA/SL 2/4/4, 4/4/8, 4/8/4
  - Analog mixed boards APA/UA/SL 4/4/ 4-1, 4/4/8-1, 4/8/4-1
  - Mini-MIX2/0/2

- LAN
  - Ethernet LANswitch LanX 16 10/100/1000 BT auto-sense unmanaged

### Application partner interfaces (AAPP)

- SIP
- CSTA, TAPI 2.0, TAPI 2.1
- Alcatel-Lucent Hospitality Link
- Local call metering application (LCMA)
- Alcatel-Lucent OmniVista® 8770 Accounting and VoIP Ticket Collector, call detail records
- QSIG
- Urgent alarm (SIP/ISDN trunk)

### SIP : Session Initiation Protocol

- SIP public trunk
- SIP private trunk
- SIP peering
- SIP end points (local users)
- Alcatel-Lucent SIP devices
- Third-party devices (AAPP)
- SIP capabilities
  - RTP direct
  - Multiple RTP flow
  - SIP notification (IM)
  - Video (RTP direct)
- Public configurable SIP number format
- Static NAT (SIP ALG/ SBC less topology)
- Header to routing based
- Support for multiple SIP registrars (Per DDI, per range)
- Backup proxy (immediate swap)
- Dual Inband DTMF/ RFC 2833

### IETF standards

- SIP RFC
  - Trunk standards compliance RFC 3261, RFC 3261, RFC 3262, RFC 3264, RFC 2327, RFC 2833, RFC 2822, RFC 3515, RFC 360, RFC 3966, RFC 3398, RFC 3323, RFC 3324, RFC 3325, RFC 3892, RFC 1321, RFC 2617, T38 ITU-T, RFC 3263, RFC 4244, RFC 4904, RFC 3605, RFC 3326, RFC 3840, RFC 4028, RFC 3581, RFC 4916, RFC 3052, RFC 3327, RFC 4566, RFC 6140, TS 24.229

- Phone standards compliance RFC 3261, RFC 2327, RFC 3515, RFC 4733, RFC 3891, RFC 3420, RFC 3265, RFC 3550, RFC 3551, RFC 3264, RFC 3842, RFC 3966, RFC 3892, RFC 1321, RFC 2616, RFC 2617, RFC 5373, RFC 3398, RFC 3323, RFC 3325, RFC 4028, RFC 4566
- RTP RFC: 1889, 1890, 2198, 3550, 3551, 3711, 3362
- SIP best practices: RFC 4504

### VoIP

- G722, audio wideband
- G.711 A-law and  $\mu$ -law, G.723.1A, G.729. AB audio
- Call admission control
- Automatic compression algorithm allocation
- Dynamic jitter buffer, echo cancellation, packet loss concealment (PLC), VAD: silence suppression and comfort noise generation
- DTMF Q23, robust DTMF relay, RFC 2833
- In band DTMF
- Generic signal qualification and modem transport
- Anti-saturation mechanism; backward and forward automatic gain control
- Embedded signal quality diagnostic tool
- Quality of service: TOS or DiffServ tagging, 802.1 p/Q

### Video

- Codec path through (RTP direct)
- LifeSize Video Center (AAPP)
- Door phone(s) integration
- Peer-to-peer (SIP device/trunks)

### Networking

#### Private networking protocols

- SIP networking
- H323 networking
- ISVPN ( T0/T2)
- QSIG-BC (DLT0 DLT2)

#### ARS (automatic route selection)

- Maximum of 3000 entries
- Least cost routing
- Multicarrier access
- ARS overflow on busy carrier
- Time range and calendar based

### Multisite

- Up to 5 sites
- PC-based supervisor application
- Directory synchronization (OMC)

### Security

#### Authentication

- User authentication: login/ password (4 or 6 digits)
- Management authentication: login/ password (8 characters)
- HTTPS: server certificate self-signed
- System certificate export
- System certificate import from Public authority
- Call server compliant with HTTP proxy

#### Trampling

- Call server
  - ARP spoofing protection
- Client/device (IP Touch/MyIC 8082)
  - ARP spoofing protection
  - PC port filtering

#### SIP perimeter defense

- SIP method authentication (RFC 2617) for SIP phones and public SIP trunking
- Quarantine/blacklisting due to abnormal traffic (too many messages in a short time)
- Automatic blacklist for hostile IP addresses
- Thresholds for identifying hostile IP addresses
- Connection tracking

#### Encryption

- SSLv3 for secure HTTP session
- HTTPS: 2048 bits RSA keys
- VPN IPSEC (Cloud Connect Agent)

#### User authorization to communication services

- User account lock notification (alarm, e-mail)
- 4 or 6 digit password (user)
- PIN codes for calls (barring and substitution)
- Barring categories
- PIN for remote substitution (DISA)
- Remote and Local LAN access locked after repeated authentication errors
- Normal/restricted modes, based on time ranges
- User rights to service

#### Miscellaneous

- Network time protocol (NTP) server and client for network-wide time synchronization
- Remote access by modem:
  - List of authorized CLI
  - Call back to configured number
- HTTPS for management and end-user applications

#### Alarm server

- Live and notification call services with location information
- Periodic live call for proactive security
- Alarm calls with specific alarm button, man down, shock, “no movement” detection
- Key events calls for end user signaling task progress
- Status call for updating handset status to central server
- Alarm server
  - T2 connectivity
  - SIP connectivity
- Isolated worker protection device (PTI)
- DECT

#### DECT radio

- Radio DECT/GAP/AGAP
- Radio frequency range
  - 1.88 GHz to 1.90 GHz (Europe)
  - 1.91 GHz to 1.93 GHz (South America)
  - 1.92 GHz to 1.93 GHz (United States) with power adaptation
- Alcatel-Lucent 4070 DECT Base Station
  - Six simultaneous communications
  - 2 UA interfaces
  - Maximum devices registered: 200
  - Inline powered

- Alcatel-Lucent 8340 IP-DECT Access Points
  - 11 simultaneous communications per AP
  - 16 AP
  - Maximum devices registered: 50
  - POE or POE injector
  - Outdoor versions
  - Integrated DAP manager for automated configuration and handset roaming
  - Over-the-air synchronization
  - Mixed DECT and IP DECT configuration

#### WLAN

- OmniAccess® WLAN access points and WLAN controllers: see related Datasheets
- OmniAccess Stellar: see related Datasheets

#### International directives

##### EC & EU Directives

- 1999/519/EC: SAR
- 2009/125/EC: Ecodesign
- 2011/65/EU: ROHS
- 2012/19/EU: WEEE
- 2014/53/EU: RED
- 2014/35/EU: LVD
- 2014/30/EU: EMC
- 2014/34/EU: ATEX

##### Safety

- IEC 60950-1
- UL 60950-1

##### SAR

- Cenelec EN50360
- Cenelec EN50385
- Cenelec EN62311
- FCC OET 65 and IEEE 1528

#### EMC

- IEC-CISPR22 Class B
- IEC-CISPR32 Class B
- Cenelec EN55022 Class B
- Cenelec EN55032 Class B
- FCC Part 15B
- IEC-CISPR24
- Cenelec EN55024
- IEC-EN61000-3-2
- ETSI-EN 301 489-06: DECT
- ETSI-EN 301 489-17: Bluetooth and WLAN

#### Radio

- ETSI EN 300 328: 2.4 GHz
- ETSI EN 301 893: 5 GHz
- ETSI EN 301 406: DECT
- FCC Part 15 Subpart C and D and E

#### EX environment

- Cenelec EN 60079-0
- Cenelec EN 60079-11

#### Miscellaneous environments

- IEC 60945: maritime

#### Environmental conditions

- ETSI – ETS 300 019 Part 1-1: storage
- ETSI – ETS 300 019 Part 1-2: transportation
- ETSI – ETS 300 019 Part 1-3: in use

#### Telecom

- ETSI EG 201 121
- ETSI ES 203 021
- ETSI TBR 021, 010, 022, 003, 033, 004, 034, 008, 038
- ITU-T H.323
- FCC part 68
- Canada CS03

#### Over voltage and over currents

- ITU-T K.21, K.22