

ALCATEL-LUCENT USER SIMULATION INTERACTIVE TRAINING

RELEASE 3.0

Alcatel-Lucent User Simulation Interactive Training (USIT) is an intelligent way for employees to become thoroughly proficient with Alcatel-Lucent phone sets, optimizing use of these powerful business tools and boosting productivity.

With release 3.0 (USIT R3) from Alcatel-Lucent Enterprise Education Services, enterprise employees can benefit from a range of new features.



BENEFITS

- I-Learning training aligns with on-site configuration
- Attractive and intuitive I-Learning module makes learning easy and enjoyable
- Interactive mode with voiceover (text to speech) to aid learning and retention
- Simple, unlimited access to the I-Learning training ensures employees learn at their own pace
- Improves employee efficiency, productivity and motivation
- Reduces expenses and lost productivity that results from travelling to training
- Produces rapid return on investment

FEATURES FOR STANDARD PROJECTS

- Web-based access: hosted in the Alcatel-Lucent Education Services data center for small and medium-sized businesses
- Customized with individual company name and logo

- Phone systems supported:
 - Alcatel-Lucent OmniPCX™ Office Rich Communications Edition
 - Alcatel-Lucent OmniPCX Enterprise
 - Alcatel-Lucent OpenTouch™
- Devices :
 - Alcatel-Lucent 8 Series IP Touch phones
 - Alcatel-Lucent 9 Series Digital phones
 - Alcatel-Lucent OmniTouch™ 8082 My IC Phone
- Multilanguage (English, French, Spanish, German)
- Interactive scenarios covering basic and advanced phones features

FEATURES FOR IP TOUCH 4008/4018/4019 DEVICES

Call management

- Calling by number
- Answering a call
- Making a second call
- Taking another call while on a call
- Transferring a call
- Three-way conferencing
- Immediate forwarding
- Picking up a direct call
- Calling back the last number dialed



- Calling back the last caller
- Checking voice mail
- Sending DTMF codes

Telephones features

- Changing the personal code
- Locking the set
- Appointment reminder
- Programming a key

FEATURES FOR IP TOUCH 4028/4029 DEVICES

Call management

- Calling by number
- Calling by name
- Making a second call
- Taking another call while on a call
- Transferring a call
- Three-way conferencing
- Picking up a direct call
- Immediate forwarding
- Accessing voice mail
- Calling back the last caller
- Calling back one of the last eight callers
- Receiving text messages
- Sending DTMF codes

Telephones features

- Locking the set
- Changing the personal code
- Selecting the ring tone
- Adjusting ring tone volume
- Programming a key: speed dial
- Programming a key: call forwarding
- Changing/deleting a programmed setting
- Appointment reminder

FEATURES FOR IP TOUCH 4038/4039/4068 DEVICES

Call management

- Calling by number
- Calling by name
- Making a second call
- Taking another call while on a call
- Transferring a call
- Three-way conferencing
- Picking up a direct call
- Immediate forwarding
- Accessing voice mail
- Calling back the last caller
- Calling back one of the last eight callers
- Sending DTMF codes

Telephones features

- Locking the set
- Changing the personal code
- Selecting the ring tone
- Adjusting ring tone volume
- Programming a key: speed dial
- Programming a key: call forwarding
- Changing/deleting a programmed setting
- Appointment reminder
- Sending text messages
- Receiving text messages

FEATURES FOR OMNITOUCH 8082 DEVICES

Getting to know the telephone

- Phone description
- Screen description
- Personal area

Using the telephone

Placing a call

- Making a call
- Making a call using the personal phone book
- Calling by name
- Calling from call log
- Calling a contact from the "Favorites" applications

Receiving a call

- Answering a call
- Ignoring a call
- Forwarding an incoming call
- Using the telephone in "hands-free" mode

Call log

- Receiving intercom calls
- Masking user identity
- Using contact call logs
- Customizing the call log
- Deleting one call log event
- Deleting events from the call log

During a conversation

- General Overview
- Putting a conversation on hold
- Calling a second person during a conversation

- Transferring a call
- Three-party conferencing
- N-party conferencing
- Muting, so the other party cannot hear user
- Voice frequency
- Recording the conversation

Contacts management

- Defining a contact
- Adding a contact while on a call
- Adding a contact using the search function
- Modifying a contact
- Deleting a contact
- Defining a contact as favorite

Keep in touch

- Details on the phone (e.g., number, name)
- Immediate forwarding to a number
- Immediate forwarding to voice mailbox
- Visual voice mail
- Defining a forward
- Activating a predefined forward
- Canceling forwarding
- Modifying forwarding
- Deleting a forward

Keypad

- Changing the keyboard type
- Deleting a character
- Entering uppercase letters
- Entering numbers
- Entering special characters

Programming the telephone

- Defining the phone language
- Favorites
- Locking/unlocking telephone
- Adjusting audio functions
- Activating/deactivating silent mode
- Ring tones
- Progressive ringing
- Adjusting ringer volume
- Adjusting loudspeaker and handset volume
- Activating/deactivating key vibration
- Activating headset mode

OPTIONS FOR NON-STANDARD PROJECTS

- Available for mid- to large enterprises (more than 1,500 users)
- Hosted on premises for large organizations
- Customized with company's own numbering plan, name and logo
- Add/modify new scenarios
- Add others terminals
- Add new languages
- Add new applications

OPERATIONS

No hassle instructions for phone operations:

1. Connect to I-Learning using a standard web browser and the user name and password provided
2. Select phone and language
3. Access training from any location

Prerequisite: a browser equipped with Adobe® Flash® Player.

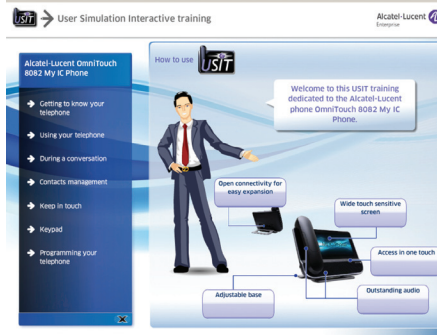
UNLOCK THE POWER OF PHONE SETS!

USIT R3 provides enriched content for **OmniTouch 8082 My IC Phone** with a full graphical module and powerful new features:

- **Personalization:** Choose the device and avatar



- **User tutorial** to guide students step-by-step through the courseware



- **Roll over titles** for additional information
- **Module implementation** on student's phone set or via an integrated simulator
- **Specifics icons** for presentation, simulation or animation

LICENSING MODEL/ORDERING

- Priced per project for small and medium-sized businesses
- Price per user for mid-to-large enterprises (more than 1, 500 users)
- For standard projects, USIT training sessions are now part of the Products and Solutions catalog and orderable directly via ACTIS/eQuotation and eBuy
- Quotations available for non-standard projects, charged per user (with volume discount) and development fees.

CONTACTS US

Consult the Alcatel-Lucent demo and get full information on the dedicated website: http://enterprise-education.alcatel-lucent.com/USIT_website/
Or contact: enterprise-educational-services@alcatel-lucent.com