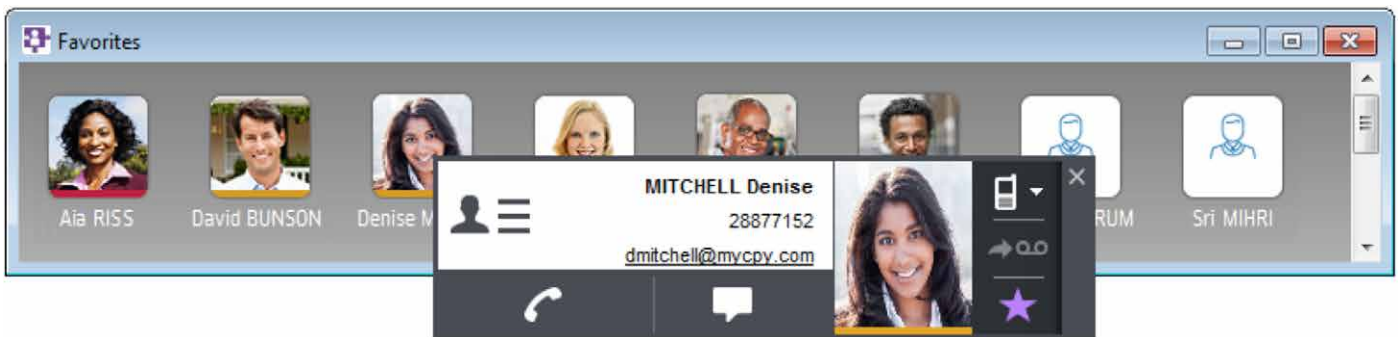


ALCATEL-LUCENT OPENTOUCH™ CONNECTION FOR PC

The Alcatel-Lucent OpenTouch™ solution addresses the communication needs of enterprises requiring world-class telephony and multimedia collaboration, mobility, contact center functionality and management services. All these services are delivered on a single platform to improve the total cost of ownership.



OPENTOUCH CONNECTION

OpenTouch Connection provides rich business telephony services, delivering the OpenTouch Connection experience on state-of-the-art devices, including PCs. It adapts to the way users work, fostering conversations that enrich their business.

Connection users can also use the OpenTouch Conversation web client to access and manage meetings. This application supports Google® Chrome™, Mozilla® Firefox™, Microsoft® Internet Explorer™, and Apple® Safari™ web browsers.

OPENTOUCH CONNECTION FOR PC

OpenTouch Connection for PC is a unified communications application that complements or replaces deskphones. It can manage incoming and outgoing audio calls; provide a snapshot of all activities (call backs, voice messages, and missed calls); manage a favorite list of OpenTouch users; search for local or corporate contacts; display when contacts are available; exchange instant messages; share presentations; exchange files; and annotate documents.

All this functionality is available from any location and uses a single identity – no matter what device is used.

OpenTouch Connection seamlessly integrates with Microsoft® Outlook™, Microsoft® Lync™, IBM® Notes™ and IBM® Sametime™ applications to provide telephony and messaging services. Users can also easily schedule and manage OpenTouch conferences from Microsoft Outlook.

FEATURES

- Enterprise-class IP telephony
 - Make, receive, and control phone calls from the office or off-site.
 - Use traditional telephony features with business-quality audio.
 - Click-to-call from common Microsoft and IBM desktop applications (Outlook, Lync, Notes, Sametime) without having to look up phone numbers.
 - Use integrated call control features for Plantronics® and Jabra® audio devices, including call answer/end and synchronized mute.

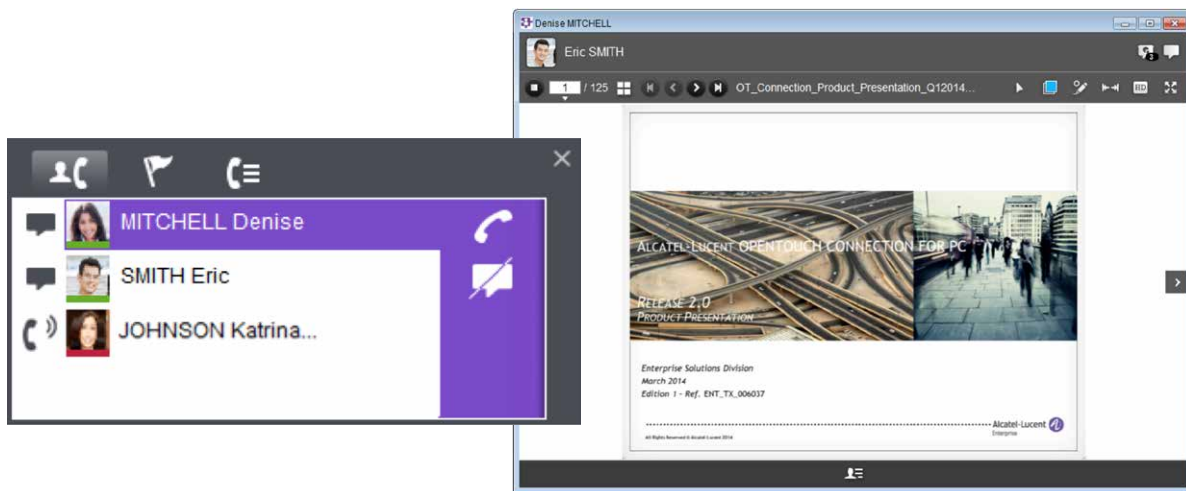
- Single identity
 - Maintain a single business identity – with one phone number – when using the PC, deskphone, mobile phone, or any other device.
- Contacts
 - Manage a favorite list of OpenTouch users.
 - Search for local (Microsoft Outlook) and corporate contacts.
- Instant messaging and presence
 - Chat securely with colleagues and corporate contacts.
 - View real-time availability of co-workers within the enterprise network, and identify what type of communication is most appropriate.
- Meetings
 - View, conduct, and annotate presentations (Microsoft Office documents, PDFs, and bitmap images).
- Communication history
 - View information about previous communications and quickly redial a party.



- Notifications
 - Check new voice messages, missed calls and callback requests.
- Visual voicemail
 - Display and manage voice messages as easily as email using a visual voicemail interface that allows messages to be selected, played back, or deleted in any order.
- Microsoft integration
 - Use Outlook to click-to-initiate voice calls from contact cards and email, and to click-to-play voice messages from email.
- Complement Lync collaborative workspaces with enterprise telephony, messaging services and phone presence using an external control pane.
- Schedule conferences from Outlook; invitees receive an email invitation or Outlook appointment that includes a link to the conference.
- IBM integration
 - Use Notes to click-to-initiate voice calls from contact cards and email, and to click-to-play voice messages from email.
 - Complement Sametime collaborative workspaces with enterprise telephony, messaging services, and phone presence using an embedded panel.
- Virtual environments
 - Complement deskphones (Voice over IP is not supported) by deploying OpenTouch Connection for PC in virtual environments using Citrix® XenApp™ 6.5 and Microsoft® Windows Server™ 2008 Remote Desktop Services (RDS).
- Secure access to corporate infrastructure
 - Reverse proxy support.
 - Session border controller (SBC) support.
 - Virtual private network (VPN) support.

BENEFITS

Bring business-class IP telephony to the desktop	OpenTouch Connection delivers high-fidelity wideband audio and deskphone control features to the desktop, (including the ability to make calls, receive calls, clear calls, forward calls, transfer calls, conduct three-party conference calls, hold/retrieve calls, and switch between calls). OpenTouch Connection for Microsoft® Windows™ PCs makes voice communications simple and reliable.
Quickly communicate with instant messaging and collaboration tools	From a contact card or an active communication, start a chat session, then simply share presentations, exchange files, and annotate documents.
Work from anywhere	Regardless of location (on the company premises or off-site), the application boosts productivity by providing quick access to enterprise-grade business communication features and services, including: telephony services, instant messaging, content sharing, event notification, corporate directory, communication history, and colleagues' availability.
Maintain a single identity	Employees can be contacted faster and more efficiently with a single business identity when using the deskphone, PC, mobile phone, or any other device.
Monitor colleagues' availability	Workers can view colleagues' availability and select the best way to communicate by initiating a phone call, instant message or an e-mail.
Collaborate directly from Microsoft and IBM business applications	Access OpenTouch Connection application capabilities from common Microsoft and IBM desktop applications, including the ability to: <ul style="list-style-type: none"> • Click-to-initiate voice calls and click-to-play voice messages from contact cards and email when using Microsoft Outlook or IBM Notes. • Schedule and manage OpenTouch conferences from Microsoft Outlook. • Complement Microsoft Lync and IBM Sametime collaborative workspaces with enterprise telephony, messaging services and phone presence.
Communicate securely	Wherever employees chose to work – on company premises or off-site –OpenTouch Connection for PC allows secure communications with colleagues and customers.



TECHNICAL SPECIFICATIONS

Hardware and software specifications

- Alcatel-Lucent OpenTouch platforms, version 2.0.2 or later
- Microsoft Windows OS
 - Windows XP™ (32-bit edition)
 - Windows 7™ (32- and 64-bit editions)
 - Windows 8™ (32- and 64-bit editions)
 - Windows 8.1™ (32- and 64-bit editions)
- Microsoft integration
 - Outlook 2010 and 2013 (32- and 64-bit editions)
 - Lync 2010 and 2013 (32- and 64-bit editions)
- IBM integration
 - Notes 8.5.1, 8.5.2 and 8.5.3
 - Sametime 8.5.1 and 8.5.2
- Virtual environments
 - Citrix XenApp 6.5
 - Microsoft Windows Server 2008 RDS
- Audio
 - Wideband (G.722.2) and narrowband (G.711 A-law/ulaw, G.729 Annex A/Annex B, G.723.1) codecs
 - Echo cancellation, packet loss concealment (PLC), voice activity detection, quality of service (differentiated services with IP TOS field)
- Security
 - HTTPS
 - SIP over TLS, Secure RTP
 - Support for reverse proxy and SBC network elements
 - LDAP/LDAPS and RADIUS authentication
 - Single sign-on (SSO) via Kerberos
- Localization
 - Catalan, Chinese-simplified, Chinese-traditional, Czech, Danish, Dutch, English (British and American), Finnish, French, French Canadian, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, and Swedish.

ORDERING INFORMATION

The following license is required:

- “OpenTouch Connection universal client user option license”, part number 3BA09664JA.