

What is the Web Softphone?

With the Alcatel-Lucent Web Softphone web client, you can make the most of a new efficiency on your PC, with Alcatel-Lucent telephony features, including call by name, easy access to corporate directories and mobility services. The Web Softphone web client:


- Manages transparently your real-time communications at your office, or on the move
- Can be associated to any phone set for audio or personal computer with voice over IP enabled
- Provides access to personal and company directories
- Fully integrates with your office applications to offer new communication services

IP Telephony

With the Alcatel-Lucent Web Softphone, make the most of your personal computer with voice over IP. Use any headset, speaker/microphone device, or USB audio device to benefit from multimedia capabilities.

Call by name/by number




Enter the name of a party to start a directory search or enter the number of the party you want to reach.

Click on  to make the call.

Click on  to redial the last number dialled

Status area

Indicates the current status of the telephone (forward, call in progress, etc.), e.g.:

-  Nomadic service
-  On hold
- 
-  Ringing
-  In a three-party conference
-  In conversation



Displays the application in full screen



Displays the online help












Logs off the Web Softphone










User programmed keys



Advances features

-  Call log and callback requests
-  Search for a party, personal phonebook and configuration of user programmed keys
-  Web access to an enterprise directory
-  Access to voice messages
-  Shortcut to One Number services
-  Associate any PSTN telephone to the audio stream
-  Phone set management (forward, do not disturb, etc.)
-  Application customization
-  Associate a private or project-code to the call

Communication softkeys


-  Pick up
-  Hang up
-  Put the call on hold
-  Transfer a call
-  Set up a three-party conference
-  Make a callback request
-  Dial using DTMF
-  Record a call
-  Display the calling party's pop-up card

Handling calls

Calling by number

1. Enter your contact's number in the input field.
2. To make the call:
 - Press **Enter** or

- Click on 

The  icon and the number dialled are displayed in the status area.

Taking a call

To take a call, perform any of the following:

- Click on .
- Pick up the telephone handset.

In the status area, click on the name or number of the person trying to reach you.

Call by name

1. In the input field, enter the first characters for the party you want to reach.
2. To start the search:

- Press **Enter** or

- Click on 

The **Search** window display presence information (telephony and instant messaging) and more (send voice mail or e-mail, contact details).

3. To make a call, click on the number associated to the desired contact.





Hanging up

To end a call, perform any of the following:

- Click on .
- Hang up the telephone handset.


If away from the office

Setting up your telephone set

1. Click on .
The **Phone set management** window is displayed.
2. Click on the following icons to (e.g.):
 -  Forward the call to another set or to your voice mail service
 -  Specify an overflow
 -  Lock your telephone

Associating another telephone (activating Nomadic service)




To associate any PSTN telephone to the audio stream:

1. Click on .
2. Enter the telephone number (e.g. home or mobile phone).
3. Click on **OK**.

Back in the office

Did you receive any messages?


Check the call log and callback request icon:

-  No new message and no callback requests
-  One or more callback requests
-  One or more unanswered calls

When passing the mouse cursor over the icon, further information is provided.

1 call back request,
New unhandled calls,
No voice message,
No fax message,
1 text message

Consulting the callback requests and the call log

Click on .

Different icons identify the type of call:



Answered outgoing call



Answered incoming call



Unanswered outgoing call



Unanswered incoming call

Click on the party's number to call back this party.

www.alcatel-lucent.com

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