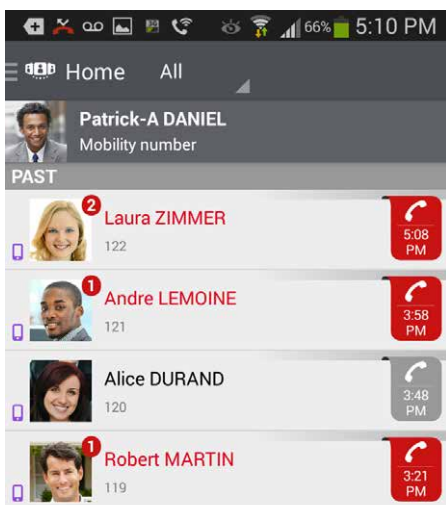


ALCATEL-LUCENT OPENTOUCH CONVERSATION

MOBILE APPLICATION FOR OMNIPCX OFFICE RCE USERS SMALL AND MEDIUM ENTERPRISES

More and more employees are becoming a flexible workforce by using the right device to suit their context, with the right services for maximum efficiency. Mobility is a key asset that allows users to remain closely connected to their company, ensuring business continuity. Alcatel-Lucent OpenTouch Conversation (previously My IC Mobile) mobile solutions for smartphones help users within SMBs increase their productivity significantly. With this advanced application, mobile employees gain the power of mobile unified communications – including telephony services and access to multiple communication modes – from a single, easy-to-use interface.



Screenshot for
OpenTouch Conversation for Android

OVERVIEW

OpenTouch Conversation (OTCV) for OmniPCX Office RCE is a mobile application connected to the Alcatel-Lucent OmniPCX Office RCE system. It delivers advanced unified communication services to Apple® iPhone™ and Google Android® mobile devices, including single identity, directory lookup, enterprise telephony and call routing control. The connection between the mobile device and the corporate infrastructure uses industry-standard encryption mechanisms to protect the data transmission.

FEATURES

- Single identity
 - One phone number across multiple devices (desk phone, mobile, personal computer, home phone and so forth)
 - Single business identity, whatever the device used
- Business caller identification
- Directory lookup
 - Search local and corporate contacts from an easy-to-use interface
- Contacts
 - Get instant access to contacts and use a single click to call

- Notifications
 - Notification of new voice messages, new instant message and missed calls
- Business calling anywhere
 - Calling from the local contact list or corporate directory, favorite contacts list, business communication history, voicemail interface and more using any dial format, including enterprise dialing plan
- Mid-call control
 - Three party conference
 - Take a call, clear a call, transfer a call, hold/retrieve a call, switch between calls and so forth
- Unified business communication history
 - Filter events (voice calls and voice messages), instant messages or display a unique view for all events
- VoIP using SIP Companion option
 - OTCV for iPhone integrate VoIP capabilities allowing the user to place and receive business calls on his iPhone, mobile through the company Wi-Fi data connection (Voice Over Wi-Fi) and VPN. This feature takes advantage of VPN access and or Wi-Fi access point.
- Get Call Feature
 - Enable the user switching a conversation from his mobile to his business device without interrupting the call



- Visual voicemail
 - Display and manage voice messages with a visual voicemail interface (select, play back or delete messages in any order)
- Any way, anytime
 - Control which devices will ring (desk phone, mobile, personal computer, home phone, colleague or other), based on office and mobile profiles
- Unified Instant messaging
 - Instant Messaging between OXO RCE users including unified access and instant notification from any users's devices, IM conversation view with history
- Business and private lifestyle management
 - Business mode: Incoming and outgoing calls are processed by the Alcatel-Lucent communication server
 - Private mode only on OTCV for Android: Incoming and outgoing calls are processed by the mobile carrier (a private call can be performed either from the OTCV app or the native dialer)
- Data over Wi-Fi
 - Automatic switch to trusted WLAN (roaming)
- Secure access to the corporate infrastructure
 - HTTPS support (encrypted channel)
 - Virtual Private Network (VPN) support
- Application management
 - Software download over the air
 - Remote configuration and provisioning through Alcatel-Lucent client management functions

BENEFITS

Access features anywhere	<ul style="list-style-type: none"> • Users have unified communication capabilities everywhere, on-site and off-site. So, regardless of location, they can get business notification events (instant messages, voice messages and missed calls) and access to enterprise-grade services, including corporate directory, telephony and communication history.
Maintain a single identity	<ul style="list-style-type: none"> • A single business number is used across multiple devices, such as desk phone, personal computer, mobile phone and home phone. Outbound calls from a mobile device can use a single identity and phone number, making it easier for colleagues, customers, partners and personal contacts to recognize calls from the OTCV mobile applications.
Connect any way, anytime	<ul style="list-style-type: none"> • Workers can select the best way to communicate when initiating a phone call. VPN support for both data and VoIP.
Control/reduce costs	<ul style="list-style-type: none"> • Cellular: Significantly reduce smartphone costs with savings on long distance calls. • WLAN: Use Wi-Fi® for data when at the office or at home, for voice when inside of the company (iPhone only). • VoIP using SIP Companion option
Connect more securely	<ul style="list-style-type: none"> • Secure access is provided to the enterprise with HTTPS support (encrypted channel) and VPN support.
Coverage optimization	<ul style="list-style-type: none"> • VoIP using SIP Companion option
Conversation continuity and time saving	<ul style="list-style-type: none"> • Get Call Feature

Figure 1. Sample architecture for iPhone and Android platforms

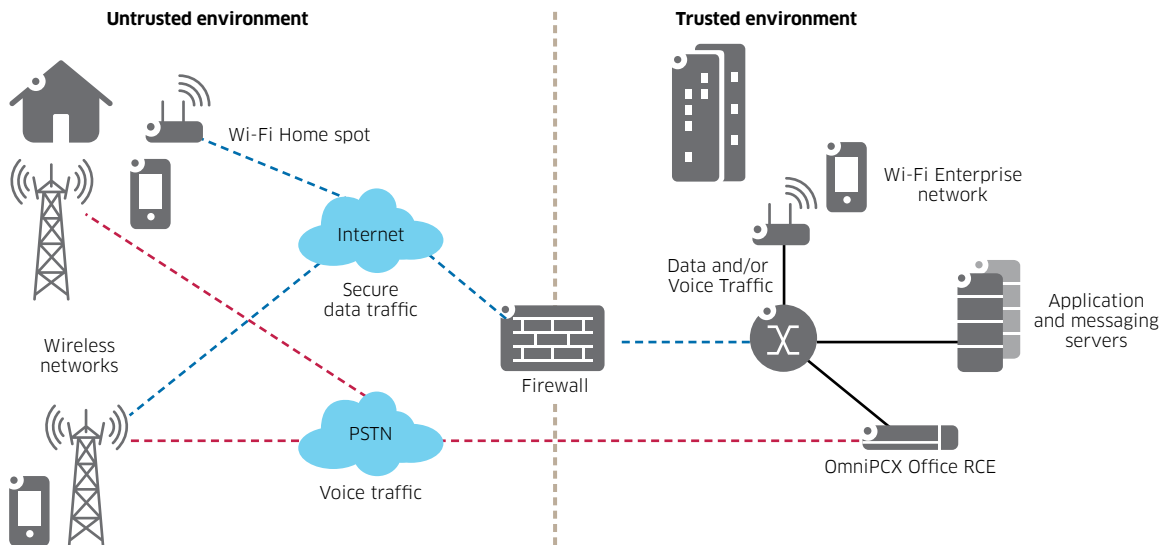


Table 1. Business services by the Alcatel-Lucent OpenTouch™ environment

OPENTOUCH CONVERSATION FOR OMNIPCX OFFICE RCE USERS	IPHONE	ANDROID
Single identity	✓	✓
Caller identification	✓	✓
Directory lookup	✓	✓
Contacts list	✓	✓
Notifications at a glance: Voice messages, missed calls, Instant Messaging	✓	✓
Make a call anywhere	✓	✓
3 party conference	✓	✓
Mid-call control		
• First call	✓	✓
• Second call	✓	✓
• Switch: Hold/retrieve	✓	✓
• Transfer	✓	✓
Unified communication history	✓	✓
Unified Instant Messaging	✓	✓
Visual voicemail	✓	✓
Call routing control	✓	✓
Get Call Feature Mobile -> Fixe	✓	✓
Business and private lifestyle management		✓
Data over Wi-Fi	✓	✓
HTTPS support	✓	✓
VoIP using SIP Companion option	✓	
Virtual Private Network (VPN) support	✓	✓
Application management		
• Software download over the air with MarketStore	iTunes	Google Play
• Remote configuration and provisioning	✓	✓

TECHNICAL SPECIFICATIONS

Hardware and software requirements

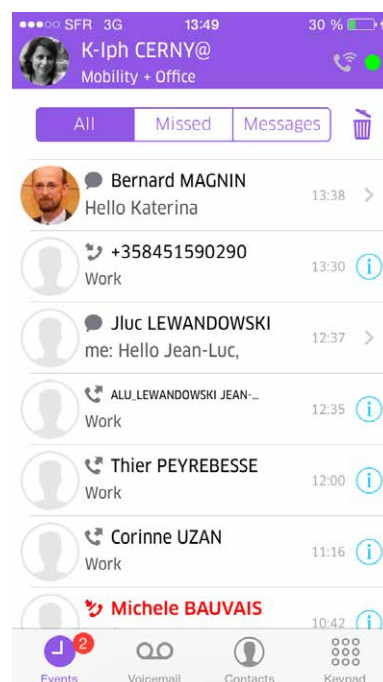
- Cellular networks supported
 - From 2.5G on (3G/3G+ recommended)
- Alcatel-Lucent OmniPCX Office Rich Communication Edition
 - Release 8.1 + for iPhone
 - Release 8.2 + for Android
- Mobile device requirements (*)
 - iPhone OS: IOS 6+
 - Android 4.1 -> 4.4
- Security
 - HTTPS
- Localization
 - Chinese Simplified, Chinese Traditional, Czech, Danish, Dutch, English type US, Finnish, French, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish

ORDERING INFORMATION

To use the software, the following license is required:

- Off-site OpenTouch Conversation for iPhone software license, part number 3EH03325AA
- Off-site OpenTouch Conversation for Android software license, part number 3EH03332AA
- SIP Companion software license (requires OpenTouch Conversation license), part number 3EH03352AA

(*) Refer to the device white list document available on the Alcatel-Lucent Business Portal ("MIC UC Client Device White List," reference 8AL90822AAAA).



Screenshot of OpenTouch Conversation for iPhone