

# Alcatel-Lucent OmniTouch 8440 MS

## MESSAGING SOFTWARE

Alcatel-Lucent OmniTouch™ 8440 Messaging Software (MS) is a pure software voice-messaging solution that enables network-wide advanced voicemail services which can be deployed in conjunction with any private branch exchange (PBX), across any voice network infrastructure, to provide voicemail access from internal or external telephone devices.



### Key features

- Software based
- PBX and network agnostic
- Highly scalable
- Multiple time zones
- G.729 native support
- XML web services
- Integrated with unified messaging
- N+1 high availability
- SAN voice message storage through global file system (GFS) standard support
- Message accessibility from any phone device
- Visual voicemail on Alcatel-Lucent IP Touch™ 4028, 4038 and 4068 phones
- Access to voice messages from any IMAP client
- Web based user options management

### Key benefits

- Optimize investments
- Assure business continuity
- Enhance user experience

#### **Optimize investments**

The OmniTouch 8440 MS is designed to meet the specific voice mail needs of medium and large enterprises. It seamlessly integrates scalable, reliable, efficient and secure voice mail services into any network infrastructure with any PBX over multiple time zones. Once in place, the OmniTouch 8440 MS easily integrates with business applications and business processes through its XML web services API, and reduces operational costs through wide area network (WAN) bandwidth optimization using G.729 voice compression.

As voice messaging needs evolve, native integration with the Alcatel-Lucent OmniTouch 8400 Instant Communications Suite for Enterprise, means unified messaging is ready to be activated for easy migration from a pure voice messaging solution to a unified solution at any time.

### Business continuity

The OmniTouch 8440 MS is a secure, scalable and highly available voice messaging platform. N+1 redundancy and voice message storage utilizing global file system (GFS) and storage area network (SAN) capabilities ensure always-on access to business critical voice mail functions. During operation the OmniTouch 8440 MS protects confidential company information using Alcatel-Lucent voice flows encryption (through Alcatel-Lucent Media Security Modules) and user authentication via external RADIUS, LDAP or single-sign-on server.

### User experience

Voice mail services provided by the OmniTouch 8440 MS are accessible through the telephone user interface from any telephone device, internal or external to the company. Users are able to easily manage their personal options by using the web-based graphical management interface. When used in conjunction with Alcatel-Lucent IP Touch 4028, 4038 and 4068 desktop phones, users benefit from a visual voicemail interface that provides a clear overview of all messages with the capability to listen to them in any order. In addition, users have access to their messages from any internet message access protocol (IMAP) capable e-mail client.

Figure 1. OmniTouch 8440 MS pure voice messaging architecture

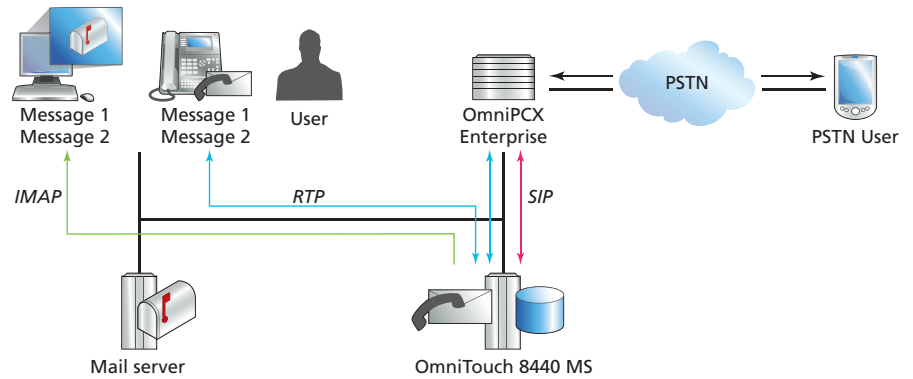


Figure 2. Voice messaging services in OmniTouch 8400 ICS with embedded message store

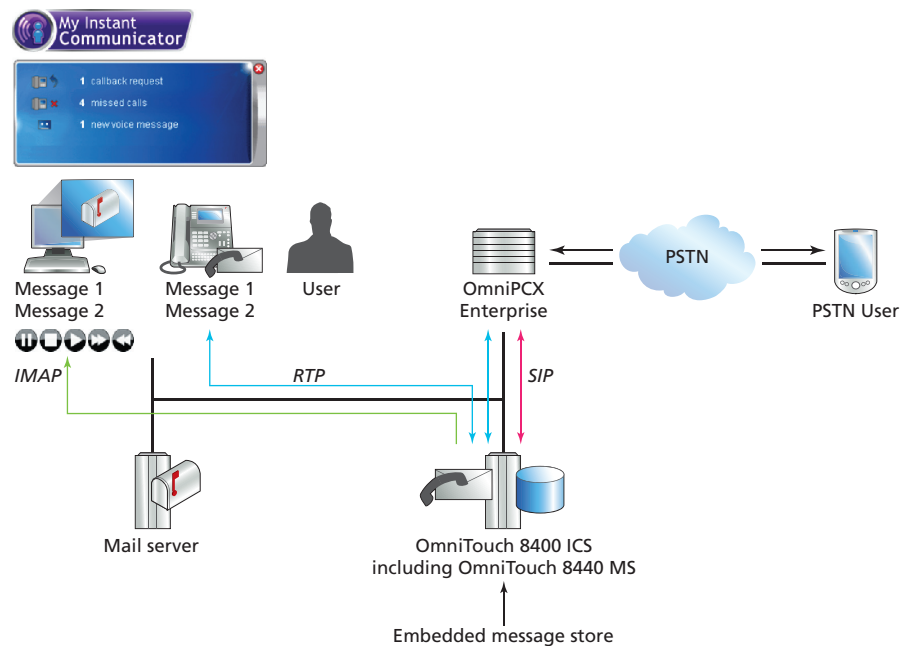


Figure 3. Web based user options management / Visual Voice Mail interface



## Technical specifications

### PBX agnostic software solution

- SIP signaling based
- Interworking with all SIP signaling compliant PBX

### Supported voice codecs

- G.711
- G.729

### Message Store

- On the voicemail server
- On a SAN via NTFS or GFS

### Redundancy

- High availability (N+1 redundancy)

### IMAP support

- Microsoft® Outlook® 2003, Outlook 2007, Windows® Mail, Mozilla® Thunderbird™ 3.x, Apple® Mail, Lotus® Notes®

### Compatibility with the Alcatel-Lucent OmniPCX™ Enterprise Communication Server

- Compatible with other voicemail systems (SIP or Alcatel-Lucent 46x5) connected to the same OmniPCX Enterprise node
- Can be centralized or distributed in an OmniPCX Enterprise network

### Visual voicemail support

- Available on Alcatel-Lucent IP Touch 4028, 4038, 4068 desktop phones

### Multiple time zones

- All official time zones are supported
- Daylight saving automatically taken into account

### Automated attendant

- Graphical user interface (GUI) for tree design
- Unlimited number of trees
- Maximum number of concurrent calls comes from the available simultaneous voice accesses (60 for one physical server)

### Personal automated assistant destinations

- Voicemail
- GSM
- Assistant

### Telephone user interface (TUI) languages

- Brazilian Portuguese
- Catalan
- Chinese Cantonese and Chinese Mandarin

- Dutch
- English-British
- English-American
- French
- German
- Italian
- Korean
- Norwegian
- Portuguese
- Russian
- Spanish
- Swedish

### Visual voicemail localization

- Brazilian Portuguese
- Catalan
- Chinese Cantonese and Chinese Mandarin
- Croatian
- Czech
- Danish
- Dutch
- English-British
- English-American
- Estonian

- Finnish
- French
- German
- German for Austria
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Latvia
- Lithuanian
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Slovakian
- Slovenian
- Spanish
- Swedish
- Turkish

### Voicemail access

- With login and password (password can be inhibited by the administrator)

## Message consultation – Available actions

- Skip to the beginning
- Skip 10 seconds backwards
- Pause/resume
- Skip 10 seconds forward
- Skip to the end
- Skip message
- Listen to full message header
- Forward message
- Delete message
- Reply to sender with a voice message
- Archive message

## Message header information contains the following elements

- Message sender (name or phone number)
- Timestamp (date and time of message delivery)
- Duration of the message
- Urgent attribute

## Sending messages

- Record message, then address and send it
  - By name
  - By mailbox number
  - In network

## Voicemail notification

- Message waiting indicator on desktop set
- When pressing mail key on Alcatel-Lucent desktop phones
- By OmniPCX Enterprise voice prompt when going off-hook

## Conversation recording

### Greetings

- Greeting by name, personal greeting, personal internal call greeting, extended absence greeting
- Different greetings for immediate forward / no answer and busy situations
- Answering mode only

## Caller features

- Listen to recorded message
- Erase and re-record message
- Cancel recording
- Flag recorded message as urgent
- Zero-out feature (Call the attendant)

## Security

- External lightweight directory access protocol (LDAP) or LDAPS authentication
- Single-sign-on through NTLM
- RADIUS authentication
- Support of OmniPCX Enterprise voice encryption solution

## Open XML Web Services API

## Administration / Serviceability

- Web-based system administration tool
- Authentication (login/password)
- HTTP over secure socket layer (SSL)
- Localization
  - Chinese-Simplified
  - Dutch
  - English-British
  - English-American
  - French
  - German
  - Italian
  - Korean
  - Norwegian
  - Portuguese
  - Russian
  - Spanish
- Password policy
  - Minimum password size
  - Password history length
  - Password Validity Period
  - Maximum logon failures
  - Locked period after maximum logon failures reached
- SNMP v3 traps

## Operating system

- Red Hat® Enterprise Linux® Release 5

## Hardware requirements

- Red Hat Enterprise Linux certified server platforms
- Configuration for full capacity: Intel® Xeon® E5405 Quad Core 2.0 GHz like processor, 4 GB RAM
- Hard disk size minimum: 20GB for the Messaging Software + required messages storage space, which is typically 5GB per 1,000 users.

## Provisioning

- Mono server configuration: 5,000 mailboxes, 60 simultaneous voice connections (voice ports), 1,000 simultaneous IMAP sessions.
- Multi-server configuration (3 servers): 15,000 mailboxes, 180 simultaneous voice connections (voice ports), 1,000 simultaneous IMAP sessions.
- 20,000 simultaneous IMAP sessions with a dedicated server.
- Ten OmniTouch 8440 MS instances and 150,000 mailboxes in a networked configuration.
- Up to 500,000 voice messages in the storage
- Maximum greeting duration: 2 minutes
- Maximum message duration: 15 minutes
- Maximum Live record duration: 60 minutes