

Alcatel-Lucent OmniTouch 8660

MY TEAMWORK CONFERENCING AND COLLABORATION

Alcatel-Lucent OmniTouch™ 8660 My Teamwork brings people together for virtual meetings and events saving money, fostering innovation, and maximizing enterprise agility. OmniTouch 8660 My Teamwork is a software-based multimedia, multiparty business communications solution that runs on commonly available computer hardware for low capital investment and total cost of ownership. Use OmniTouch 8660 My Teamwork from any telephone, any location, and any browser for secure conferencing and collaboration inside or outside the company — no specialized software or virtual private network (VPN) required. The presence-aware, easy-to-use interface supports a full feature set including meet-me, ad-hoc, and scheduled meetings with click-to-conference, instant messaging and chat, application and desktop sharing, document management, integrated high-definition (HD) video, and more.



FEATURES	BENEFITS
Full-featured multimedia, multiparty conferencing and collaboration with all features accessible from a single browser window	Minimizes the complexity, fosters use, ensures fast ROI
Modular licensing, flexible deployment options	Focus on features that save money and make money, add functionality quickly and painlessly
Software-based solution where all media and directories run on a single, non-proprietary computer	Low capital investment, low ongoing support and maintenance costs—fast ROI
Flexible connectivity	Supports currently installed telephone and video infrastructure, TDM and IP (SIP), minimizing costs
Secure access from many different devices and means	Flexible conferencing that provides secure access from any telephone, PC, or browser, and from any location
Reliable, scalable, and secure	Future-proof investment, easily scaling from two to thousands of concurrent users via software licensing
Supports standards-based APIs (REST Web services)	Provides fast and efficient integration with existing business applications and workflow

A measurable return on investment

Hold as many meetings as needed for any length of time and never pay an extra seat or overage charge again. Premises-based deployments of OmniTouch 8660 My Teamwork offer a measurable ROI when compared with service provider offerings, and because it is software based adding users and features is easy—no cumbersome and expensive proprietary hardware to purchase and install. High user adoption rates accelerate the return on investment because the plug and play interface requires minimal training with all conference controls visible and accessible in a single click. Presence-based collaboration eliminates the delays associated with email and voice mail, encouraging real-time, results-driven communication for faster response times and increased innovation.

OmniTouch 8660 My Teamwork Conferencing and Collaboration Suite

Alcatel-Lucent's conferencing and collaboration suite includes the following — all running on the SIP and software-based OmniTouch 8460 Advanced Communications Server (ACS) platform.

OmniTouch 8660 My Teamwork Enterprise Edition

Works with any PBX and offers a full feature set to support mixed network environments and the needs of large enterprises with high-definition (HD) integrated video conferencing, advanced event management features, an operator console for larger hosted events, and a solution for integrating land mobile radio users into conferencing and collaboration events.

OmniTouch 8660 My Teamwork Office Edition

SMB feature set with packages and pricing tailored to the needs of the small business with ad hoc and scheduled audio conferencing; application and desktop sharing; file sharing; and Windows Mobile 6 Pocket PC client access. Bundles include both audio and data ports with the IP trunk software licensing required for Alcatel-Lucent OmniPCX™ Office.

Figure 1. Enterprise mobility for business on-the-go



OmniTouch 8660 My Teamwork Network Edition

Hosted and managed service options (SaaS) for operators or carriers, featuring support for multi-domain, multi-tenant, and custom branding, with modular feature licensing for subscriber offerings. Additional carrier features include blade server support, extensive software monitoring and automatic restart, and operator console for assisted conferencing services.

Mobility Client for Window Mobile Pocket PC

Workers and executives on the go appreciate the OmniTouch 8660 My Teamwork Windows Mobile 6® access to conferencing and collaboration features including presence-driven instant messaging with click-to-conference, view and join conferences, view and control Web presentations, conference call control, and dialing contacts from Windows Mobile Outlook contacts list.

OmniTouch 8660 My Teamwork for Microsoft OCS Edition

The OCS edition brings carrier-grade, feature-rich, and high-capacity multi-point audio conferencing with scheduling and recording capabilities to Office Communicator environments. It enables enterprises to eliminate third-party audio conferencing services for a hard ROI without sacrificing services, scalability, or reliability. The OCS edition also

provides presence and IM federation with Office Communicator users enabling collaboration with partners and suppliers for a competitive advantage. Use the open REST Web Services APIs and leverage your investment across the enterprise, bringing presence and multiparty voice communications to standard business applications and processes.

OmniTouch 8660 My Teamwork for IBM Lotus Sametime Edition

The Lotus Sametime edition delivers multiparty audio conferencing with click-to-conference, voice recording, advanced call controls, and scheduling support—all from the Lotus Sametime Connect and Sametime Meeting Center clients. For Lotus Sametime 7.5 and 8.0 users this eliminates the monthly costs associated with audio conferencing services for a fast ROI and improved collaboration.

Emergency Response and Campus Solution with Land Mobile Radio Conferencing and Collaboration (LMRCC)

The OmniTouch 8660 My Teamwork LMRCC brings together land mobile radios (LMRs) and telephones, supporting events with any telephony device on traditional, VoIP, and next generation networks. The solution assists local, state, and federal governments with emergency response initiatives and industries with deployed field personnel.

For businesses of all sizes

OmniTouch 8660 My Teamwork easily scales accommodating small firms to large multinational organizations. For businesses with high monthly audio or web conferencing usage, OmniTouch 8660 My Teamwork provides an ROI in as little as three months. With geographically distributed, multi-tenanted "stacks" for least-cost routing, redundancy, enterprise federation, and automatic failover, large enterprises enjoy reduced conferencing bills and optimal performance and reliability. For all organizations, OmniTouch 8660 My Teamwork streamlines communication with presence-based IM for ad-hoc chat minimizing typical voice mail and email back and forth communications. For small businesses, this means doing more with less, and the added support for low cost hardware platforms makes the solution cost efficient for smaller businesses and while also being easy to manage. All companies and employees benefit from implementing green technologies that reduce travel costs, make telecommuting effective, and reduce carbon emissions.

For carriers or operators

OmniTouch 8660 My Teamwork Network Edition provides a scalable and reliable conferencing and collaboration platform enabling carriers to deploy a modular feature set with customized branding to address the needs of a variety of customers. Single-server support with multi-tenancy, bulk user provisioning and notifications, customized branding, and integration with PBXs and soft-switches provide simplified and flexible deployment options for the operator market and their enterprise customers. A browser-based operator console tailored specifically for conferencing service providers completes the solution.

For end users

The single-click interface is easy to use with multiple ways to initiate actions so that end users are up and running in minutes. With no large software client to download and maintain, common use barriers are removed and workers quickly appreciate the anywhere,

anytime access from the office, home office, airport, and more. The presence-driven ad hoc communication and click-to-conference capability with both internal and external contacts saves valuable time by minimizing voice mail and email. All of these factors lead to high user adoption rates with additional savings benefits for companies.

For system administrators

For system administrators, the intuitive user interface and thin client reduces help desk calls and IT overhead. Equipped with easy-to-use management tools like auto provisioning with Microsoft® Active Directory and secure LDAP authentication, OmniTouch 8660 My Teamwork is simple to administer. The browser-based administrative interface provides feature configuration, software and licensing upgrades, call detail reports (CDR), language and brand customization, remote SNMP and SMTP monitoring for alerts and alarms, and IM logging with SMTP retrieval.

Advanced features

- High-definition 720p30, browser based video conferencing with multiple display modes including full-screen video
- Telephony presence with Alcatel-Lucent OmniPCX Enterprise
- On-demand recording playback with synchronized audio
- Event management features including Webinar and lecture mode options for larger events
- Conference alert notifications
- Outlook 2007 calendar scheduling and calendar presence
- Presence and IM federation with Microsoft OCS
- Session encryption, logging, and archival
- Multi-tenancy capabilities for large enterprises, hosted deployments, or hybrid models
- Supports geographically distributed network topologies, scaling up and out

Figure 2. Multiparty video conferencing



OmniTouch 8660 My Teamwork General features

Presence and instant messaging

- Flash™-based user interface enables support for thousands with superior performance
- Presence and IM access from any location, PC, and browser
- Telephony presence for Alcatel-Lucent OmniPCX Enterprise calls
- Customized and pre-configured presence settings (Away, Busy, Offline, Online, Out-to-Lunch)
- Open standards-based instant messaging with encryption
- Multiparty chat and multiple concurrent IM sessions per user
- Invite contacts to existing chat sessions
- Choose to block or receive IM when “busy”
- Personal, annotated, and time stamped IM logs
- Create and manage multiple contacts groups per user
- Database directory lookup for contacts search from LDAP or MAPI server
- Block select contacts and manage block lists
- Add external contacts as speed dial numbers for click-to-conference

Voice conferencing

- Audio-only conference user interface for low-bandwidth situations
- Ad hoc, scheduled, and meet-me modes
- Click-to-conference and group call
- Dial out to add participants
- System call back feature to join conferences
- Call control via interface and IVR prompts —
 - Conference lock and hold
 - Mute/un-mute all participants
 - Volume control
 - Record conference
- Active talker indication
- Confirm call back number and dial out with prompt settings prevents misdials and voice mail pick ups from joining the call
- Multiple language voice prompts, configure per dial-in telephone line

Web conferencing

- Ad hoc, scheduled, and meet me modes
- Multiple ways to schedule and start sessions
- Join via Web conferencing login page
- Upload presentations and documents for remote viewing
- Assign passwords to meetings for additional security
- Password and SSL protection options for presentation viewing
- Application and/or desktop sharing
- Co-browsing and collaborative document editing with remote control sharing
- Document storage and sharing (upload/download attachments)
- Invite/add a contact(s) to a session
- Recording with on demand playback and synchronized audio
- Public and private IM chat sessions

Video conferencing

- Tightly integrated, Web-based video conferencing
- HD quality at 720p30 supporting H.263 and H.264 video protocols
- Optional display modes including full-screen mode for video-centric meetings
- Share an application or make a presentation during a multiparty video conference — all using a single web browser window
- Internet Explorer, ActiveX based — easy to use and manage with automatic prompt for downloading components, or install in advance
- Voice-activated video switching, multi-image mode, or both
- Built-in NAT selection
- Automatic configuration for peer-to-peer video in flat networks
- Multiparty video conferencing with RADVISION SCOPIA™ video infrastructure for multiple endpoints, room systems, and desktop video clients, H.323 or SIP
- Audio deployment options during video sessions
- Integration with leading third-party gateways and gatekeepers, SIP registrars, and session border controllers (SBCs)

Conference scheduling

- Interface for scheduled and reservation-less events
- Schedule events within Outlook 2007 and view calendar presence
- Send Outlook® and Lotus® Notes email invites and calendar appointments with embedded URLs to join events
- Conference alert notifications to connect participants
- Assign password to audio conferences and Web meetings for additional security
- Pre-upload presentations and attachments
- Voice port reservations
- Lecture and Web conferencing mode settings
- Customize conference access codes
- Auto extend sessions and conference ending reminders

Event management

- Polling and Q&A options
- Leader and participant feature access
- Promote participants to leaders during live event
- Non-provisioned user access to events
- Upload materials in advance or on the fly
- Supports multiple attachments and presentations
- Call control via interface or IVR (mute, lock, record, add, drop, hold callers)
- Roll call/number of participants
- Click to add contacts/media
- Dial out/invite a contact to add participants
- Confirm call back and dial out with prompt settings prevents misdials and voicemail pick ups from joining the call
- Participant mute/unmute
- Hide inactive participants
- Call detail reports for every event
- Conversation history with complete event record — IM log, media used, participants, and more
- Multiple language options for voice prompts and user interface

Recording

- Synchronized playback of audio and web presentations
- Email playback instructions with recording links
- Non-provisioned users can access recordings via URL
- Stored securely on server or download locally
- Play recordings into conferences or listen over the telephone
- Password protection option for recording

Mobile client support

- Windows Mobile 6.x Pocket PC PDA
- IM and join and manage conference calls from the WM6 device
- Click to conference from WM Outlook
- View a presentation while talking on the device speakerphone

Operator console

- View a list of callers waiting to speak to an operator
- Connect to the next caller in the queue
- Search active conferences
- Transfer callers into ongoing conferences

Customization

- Full branding support for service provider offerings
- SIP-based and XML APIs (REST Web services) for presence and audio integration into portals, Web 2.0, and legacy business applications
- Multiple languages including Catalan, Chinese, Czech, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish (Castilian), Swedish
- User-specific and configurable interface language

Technical specifications

Capacity*

- Maximum G.711 call legs per server: 1200
- Maximum G.729A or G.726-32 call legs per server: 900
- Maximum G.711 legs per conference call: 3000
- Maximum G.711 call legs per stack or cluster: 6000
- Integrated PSTN/TDM gateway (optional) with maximum TDM channels per server:
 - T1 CAS: 192
 - T1 CCS : 184
 - E1 (Euro-ISDN): 240
- Maximum provisioned users/server: 30,000
- Maximum users per cluster (supports multiple clusters that can be federated): 90,000
 - Stack servers for scalability, conference spanning, IM and presence federation, and redundancy
 - Geographic server distribution for toll calling arbitrage
- Maximum application sharing legs per server: 800
- Maximum application sharing legs per meeting: 800
- Maximum Web presentation (document sharing) legs per server: 500
- Maximum Web presentation (document sharing) legs per meeting: 500
- Maximum number of two-party or P2P video sessions per server: 600
- Maximum number of mobile users per server: 800

Requirements for video conferencing

Intel Pentium 4; single core 1.5 GHz or higher for CIF (low quality); dual core 1.9 GHz or higher for VGA (medium quality); and quad core 2.0 GHz or higher for high definition (HD)

- Creative® WebCam Live! Motion
 - Logitech® QuickCam Pro 9000
 - Logitech® QuickCam Ultra Vision
 - Microsoft® Lifecam VX 3000
 - Microsoft® Lifecam VX 6000
 - Tandberg PrecisionHD™ USB Camera
- Supports Windows XP and Vista (32 bit)

Interfaces and protocols

- DTMF, H.263, H.264, HTTP, HTTPS, MGCP, SDP, SIP, SMTP, SNMP, XML
- SIP standards: RFCs 2327, 2833, 2848, 2976, 3261, 3263, 3265, 3428, 3515, 3891, and 3892
- VoIP transport: RTP (secure RTP via partner offering)
- Audio codec: G.711 a-law and mu-law, G.729A, and G.726-32
- Supported browsers: Internet Explorer (required for integrated video and application sharing initiation), Firefox, and Safari (request details)

Adobe Flash™ 9 Player required for each user

ActiveX™ support required for each user

Network infrastructure

- Interoperability with Alcatel-Lucent IPsec Client, OmniPCX Enterprise (OXE), OmniPCX Office (OXO), OmniVista™ 4760, OmniTouch 8400 Instant Communications Suite, OmniTouch 8600 My Instant Communicator, VitalSuite™, and VPN Firewall Brick™ 50 Security Appliance (resp.150, 700, 1200, 1200 HS)
- Interoperability with leading vendors' PBXs, PSTN gateways, soft switches, and SIP soft phones
- Support for any desktop—PC, Mac, Unix
- Runs on any network (PSTN and IP) or phone (PBX, softphone, mobile)

Reporting

- All reports available via browser, XML, or comma delimited format
- Pre-defined administrative reports
- Call detail reports (CDR) by user, tenant, or server for billing
- Real-time monitoring via browser or SNMP
- Traffic and network statistics
- Alarm and event logs

Security

- Secure account authentication (locally, via LDAP, LDAPS, or third party single-sign-on system)
- End-to-end security using TLS (Transport Layer Security) and SSL (Secure Sockets Layer)
- Separate leader and participant access codes
- Optional password setting to join audio and/or Web conferences
- Ability to lock conference and drop callers from session
- IM auditing and archiving to email format
- Password policy management with mandatory change intervals
- Inter-organization access may be open or limited for security

System administration

- Browser-based administration interface
- Multi-tenanted administration views and provisioning domains
- Flexible allotment of scheduled and ad hoc ports
- Disk quota allotment and management
- Authenticated SSL/HTTPS interface
- Flexible user provisioning (locally or via LDAP and LDAPS)
- Bulk provisioning of users, groups, and tenants via URL
- Real-time SNMP and web monitoring of system status and conference activity
- Alerts/alarms—SNMP v2 and v3 and SMTP (email)
- Configurable nightly system backups and fast cold-spares restore
- Global date and time zone support
- Network protocol segmentation
- Licensable features by server, by user or organization
- Up to 16 phone numbers per tenanted organization each with its own language prompt set
- Toll free phone number support

* Capacity numbers vary according to the selected hardware and on the number of concurrent media types.

Server computer requirements

Run OmniTouch 8660 My Teamwork on any Intel®-based computer certified for use with Red Hat™ Enterprise Linux Server Release 5.0 and that meets the following specifications.

BUSINESS SIZE	LARGE ENTERPRISE	SMALL-MEDIUM BUSINESS
COMPUTER	Any Intel Xeon®-based computer certified for use with Red Hat Enterprise Linux Server release 5.0 http://www.redhat.com/rhel/compatibility/hardware/	
PROCESSOR	2 quad core or dual core, 2.0 GHz or faster	1 quad core or dual core, 2.0 GHz or faster
MEMORY	2 GB	2 GB
HARD DRIVE	Two 250 GB or greater	Two 150 GB or greater
RAID	RAID 1 (hardware RAID)	RAID 1 (hardware RAID)
MEDIA DRIVE	DVD	DVD
NETWORK	2 Gigabit Ethernet NICs	2 Gigabit Ethernet NICs