

Why use 4980 Softphone?

This reference guide must allow you to take into hand the first facilities offered by the "Alcatel 4980 Softphone" MS Windows application. When using this application you can obtain help at any time simply by pressing the F1 key.

Application Alcatel 4980 Softphone

- Transforms your PC into a powerful communication tool with complete access to the business telephony services of OmniPCX
- Can be associated with any phone set or multimedia PC (VoIP)
- Offers mobile office and virtual office solutions
- Tele-worker with GSM or multimedia PC can use transparently the 4980 services
- Fully integrates with your office applications to offer new communication services (Lotus Notes®, Outlook®, ...)

In idle state

Different tools and display possibilities

- Access to voice mail services
 - GroupWare toolbar
 - Agenda
 - User customisation
- Phone 3101 Multi-device in "Twinset" mode

So-called "Business Card" zone

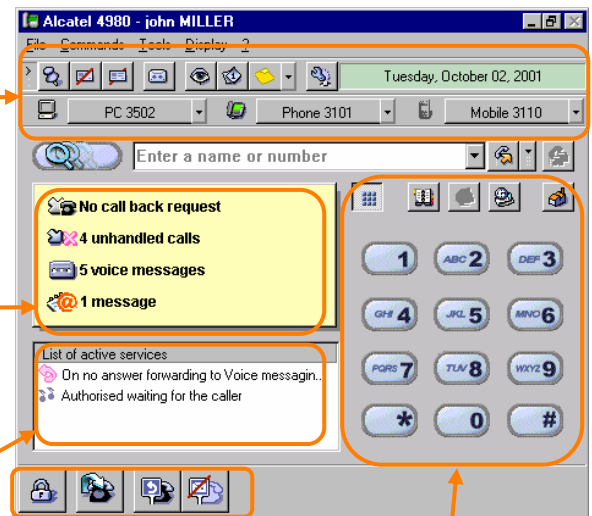
This window shows the number of unanswered calls, call back requests, voice messages on the voice messaging system and e-mails. It provides direct access to these elements.

So-called "List of Calls" zone

Depending on the communication status, are presented the state of your phone set (Forward, "Do not Disturb", ...) or the state of communication in progress (Name of correspondent and a communication icon).

Communication softkeys

Icons represent the different possibilities offered depending on the communication state.



Tools enabling you to make calls

- Personal and groupWare phone books
- Enterprise directory (Alcatel OmniVista 4760)
- Call logging

Incoming call

Business card

- Caller ID (when known in OmniPCX 4400 phone book, enterprise directory A4000, LDAP directory, ...)
- Caller telephone number

List of Calls Zone

- Identification of call in progress : caller
- Icon of call status: in ringing

- Call ringing
- Call in conversation
- Call on hold
- Call in three-party conference

Communication softkeys

Available services in current communication state:

- Pick up (answer a call)
- Forward on ringing to voice mail
- Forward on ringing to another phone
- Save the correspondent's information in the personal phone book



Call logging

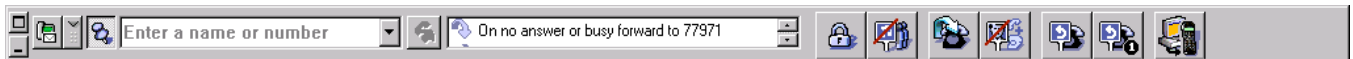
Date	Name/Number	First name	Note
01/24/00 07:38:46 PM	SMITH	jane	
01/24/00 10:35:00 AM	BROWN	john	
01/24/00 09:00:29 AM	No identity		
01/21/00 08:35:43 AM	BROWN	john	
01/20/00 09:59:43 AM	VOICE MAIL CONSULTATION		
01/18/00 07:32:15 PM	SMITH	jane	
01/18/00 07:31:20 PM	BROWN	john	
01/18/00 06:16:45 PM	VOICE MAIL CONSULTATION		
01/18/00 04:41:43 PM	No identity		
10/07/99 05:09:31 PM	SMITH	jane	
10/07/99 04:58:24 PM	VOICE MAIL CONSULTATION		

List of calls sent or received

- Icon of status (incoming or outgoing calls, with or without answer...)
- Date of call set up
- Identity of correspondent
- Notification of a note associated with the call

- Call to a correspondent who has answered
- A correspondent has called and you have answered
- Call to a correspondent who has not answered
- A correspondent has called and you have not answered

Desktop Phone Toolbar



The Windows Desktop Phone Toolbar is designed to offer high ergonomics for user handling multi-application on PC screen.

This new Toolbar of 4980 R2.2 is Windows Office like with automatic mask/unmask in upper or lower part of the PC Screen.

Communication Softkeys

Communication Softkeys are dynamically presented depending on the communication status of the selected call. For example, the three-party conference softkey is only proposed when possible. Moving the mouse pointer over an icon will clearly indicate its function in plain language.

Some examples:

- Record the conversation (it requires 4635 voice mail)
- Make a call back request
- Forward an incoming call on ringing
- Associate a note to current call
- Set up agenda state or phone call
- Switch from Multimedia PC to GSM
- Pop-Up Directory Card of my correspondent
- Secretary is Absent

GroupWare services

GroupWare offers unique services to partners of the enterprise such as:

real time phone monitoring

- partner Phone state (idle, ringing, busy, forwarded, Do not Disturb)
- voice actions: Call, Call intercept, Call back request

real time PC monitoring

- partner absence/presence information (partner activity on PC)
- partner Agenda state (from 4980 Agenda or Lotus Notes)
- data actions: Personal Agenda Management, Post-It sending



Alcatel 4980 IP Telephony

Alcatel 4980 IP Telephony is designed for OmniPCX 4400 "IP Solutions" business. It's a solution which transforms any multimedia PC (VoIP) into an IP telephone and integrates all advanced features of Alcatel 4980 PC Telephony Application.

Alcatel 4980 Softphone offers the following unique services

- multi-device handling in "Twinset" mode
- multiline telephony features of Alcatel OmniPCX Business
- manager/secretary services
- groupWare: partners supervision (telephony, PC activity, Agenda) and real time communication
- access to voice mail services (4635)
- access to all communication services by dynamic contextual keys (Softkeys)
- integration with messaging applications (Outlook, Lotus Notes, Visual Messenger, Unified Messaging)
- universal call by name (OmniPCX Business phone book, LDAP, Lotus Domino, ...) and synchronised directory pop up
- directory integration (OmniPCX Business phone book, Alcatel 4000/4755, Alcatel OmniVista 4760)
- configuration of phone book of associated phone set
- multimedia services: White board, application sharing, chat, file transfer (using Netmeeting®)
- universal notification and consultation for unanswered calls, call requests, voice mail, fax and e-mail messages
- integration services with other PC applications such as Excel, Access, Outlook, Notes (TAPI Assisted Telephony, TAPI, MAPI, DDE, OLE, Active X, LDAP)
- remote access to 4980 services for tele-workers equipped with GSM (or standard analog set) or multimedia PC (VoIP)