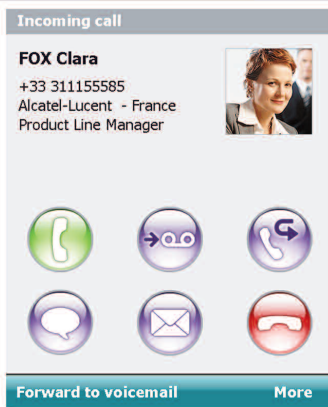


# Alcatel-Lucent OmniTouch 8600 My Instant Communicator Mobile Edition

FOR MEDIUM TO LARGE ENTERPRISES

The Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator (MIC) mobile solution for smartphones ushers in a new era of advanced unified communication over a variety of handheld mobile devices. Implementation of the OmniTouch 8600 My Instant Communicator mobile edition with smartphones extends IP Telephony systems to cellular coverage zones and leverages existing wireless LAN infrastructure to reduce on-site/off-site mobile communication costs.



## Key features

- Borderless office
- Increases first-call resolution
- Control/reduce costs
- Consistent graphical user experience (common look and feel)

## Key benefits

- Users have unified communication capabilities everywhere (on-site and off-site) so they are able to get business notification events (voice mail, callback request, missed call) and access to enterprise-grade voice services (e.g., corporate directory, telephony presence, instant messaging and collaboration/conferencing) regardless of location
- Single business number: Avoid wasting time by having one number that automatically follows a user across multiple phones (fixed and smartphone)
- Media blending: Provides additional media options for answering a call such as email or instant messaging
- Cellular: Significantly reduce smart phone costs with savings on long distance calls
- WLAN: Use WiFi when at the office or home
- Allows users familiar with OmniTouch 8600 MIC for mobile to instantly know how to use any mobile device

## Overview

The OmniTouch 8600 My Instant Communicator mobile edition, the next evolution of the Alcatel-Lucent Advanced Cellular Extension application, delivers advanced unified communication services to a wide range of single-mode (cellular) and dual-mode (cellular / WiFi) devices (e.g., Microsoft Windows Mobile®, Nokia Eseries™, Apple® iPhone™ and Research in Motion (RIM) BlackBerry®).

The graphical user interface of the OmniTouch 8600 MIC mobile edition creates a common user experience, turning any smartphone into an extension of the Dynamic Enterprise communication server. This extension empowers mobile users with advanced communications functions (e.g., media blending, rich presence, device handoff, Voice over WiFi, etc.) through business services from the Alcatel-Lucent OmniTouch 8400 Instant Communications Suite for Enterprise.

## Features

- Consistent graphical user interface regardless of the device used (common user experience)
- Single business number
  - One phone number for both fixed and smartphone devices
  - Single business identity, whatever the device used
  - Capability to control ringing (both phones or fixed phone only)
- Single business voicemail
  - Visual voicemail interface for displaying and managing your voice messages similar to email
- Directory lookup
  - Search local and corporate contacts
- Business call history
- Notifications at a glance
  - New voice messages
  - Callback requests
  - Missed calls
- Business caller identification
- Make a call
  - From the local contact list or corporate directory
  - From the enterprise dialing plan
  - From the business call history list
  - From the voicemail interface
  - Through the attendant or company switchboard operator
- Mid-call control
  - Make a call, take a call, clear a call, forward, transfer, three-party conference, hold/retrieve call, switch between calls, etc.
- Device handoff
  - Move an active call from smartphone to fixed phone
- Media blending
  - Capability to answer using another media than voice such as email or instant messaging
- Rich presence
  - Instant messaging presence
  - Telephony presence
- Instant conference
  - Set up and join conferencing calls instantly, anywhere
- Secure instant messaging and collaboration
  - Set up collaboration anywhere (from chat to data sharing)
- Voice over WiFi
  - Automatic switch to trusted WLAN (roaming)
  - Automatic handover based on signal quality (Cell-to-WiFi and WiFi-to-Cell)
- Secure access to enterprise
  - Virtual private network (VPN) support
  - Reverse proxy https support
  - Native BlackBerry Enterprise Server (BES) secured channel
- Business and private lifestyle management
  - Business mode: Incoming and outgoing calls are processed via the Alcatel-Lucent communication server. Business notification events are presented
  - Private mode: Incoming and outgoing calls are directly processed by the mobile carrier
  - Semi-private mode (only for high priority business): Business notification events are presented. Only outgoing calls are processed via the Alcatel-Lucent communication server.
- Automatic fallback
  - Enterprise-grade voice services remain available (due to fallback in-band DTMF codes) when secure data channel is off
- Application management
  - Software download over-the-air
  - Remote configuration and provisioning through Alcatel-Lucent client management tool

**Feature Table: Business services by the Alcatel-Lucent OmniPCX™ Enterprise and Alcatel-Lucent OmniTouch 8400 ICS environment**

OmniTouch 8600 MIC mobile edition	Windows Mobile	Nokia Eseries	BlackBerry	iPhone
Consistent graphical user interface whatever the device used (common user experience)	✓	–	✓	✓
Single number	✓	✓	✓	✓
Single voicemail	✓	✓	✓	✓
Caller identification	✓	✓(1)	✓	✓
Make a call <ul style="list-style-type: none"> <li>• From the local contact list or corporate directory</li> <li>• From the enterprise dialing plan</li> <li>• From the business call history</li> <li>• From the voicemail interface</li> <li>• Through the company switchboard operator</li> </ul>	✓	(1) (2)	✓	✓
Mid-call control	✓	✓	✓	✓
Device handoff (move active call from smartphone to fixed phone)	✓	✓	✓	✓
Media blending <ul style="list-style-type: none"> <li>• Voice, instant messaging, email</li> </ul>	✓	–	✓(3)	–
Rich presence <ul style="list-style-type: none"> <li>• Instant messaging presence</li> <li>• Telephony presence</li> </ul>	✓ ✓	– –	– ✓	– ✓
Directory lookup	✓	✓	✓	✓
Notifications at a glance <ul style="list-style-type: none"> <li>• Voice messages, callback requests, missed calls</li> </ul>	✓	–	✓	✓
Call history	✓	(1)	✓	✓
Instant conference	✓	–	–	–
Instant messaging	✓	–	–	–
Voice over WiFi	–	✓	–	–
Virtual private network	–	✓	✓(BES)	–
Reverse proxy https	✓	–	(N/A)	✓
Business and private lifestyle management	✓(4)	✓	✓	✓
Automatic fallback <ul style="list-style-type: none"> <li>• Keep voice services when data channel is lost</li> </ul>	✓	✓	✓	–
Application management (5) <ul style="list-style-type: none"> <li>• Software download over the air</li> <li>• Remote configuration and provisioning</li> </ul>	✓ ✓	✓ ✓	✓ ✓	✓ ✓

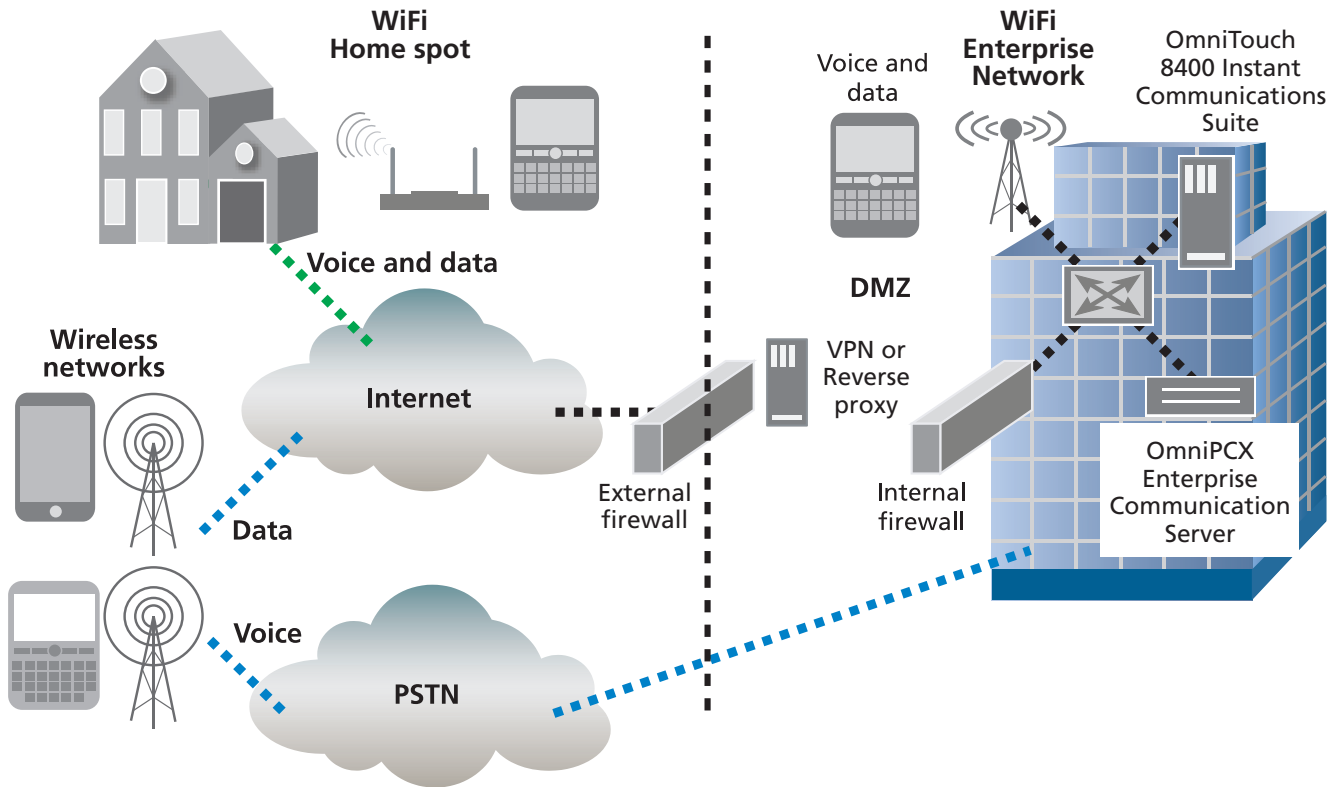
(1) Local contacts in cellular mode, no limitation for enterprise WiFi mode

(2) No voicemail interface

(3) Voice and Email only

(4) Semi-private mode available on Windows Mobile platform only

(5) Via the Alcatel-Lucent client management tool for Windows Mobile, Nokia Eseries and iPhone devices, via the BlackBerry infrastructure and tools for BlackBerry devices



## Technical specifications

### Hardware and software requirements

- Cellular networks supported
  - From 2.5G on (3G recommended)
- Call servers
  - From OmniPCX Enterprise Release 9.0 on
- Unified communications server supported
  - OmniTouch 8400 Instant Communications Suite for Enterprise Release 6

- Mobile device requirements (\*)
  - Cellular mode: Windows Mobile, Nokia Eseries, BlackBerry, iPhone
  - Dual mode (Cellular / WiFi): Nokia Eseries
- Security
  - VPN IPSec for Nokia Eseries devices
  - BlackBerry Enterprise Server for BlackBerry devices
  - Reverse proxy https for Windows Mobile and iPhone devices
- Localization
  - 10+ languages (Chinese-Simplified, Dutch, English UK, English US, Finnish, French, German, Italian, Portuguese, Spanish, Swedish, etc.)

(\*) Refer to the device white list document available on the Alcatel-Lucent Business Partner Web site

[www.alcatel-lucent.com](http://www.alcatel-lucent.com)

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