

Alcatel Office *Business*

Your customers' needs are multiple.
We make it simple.

Alcatel Office Business provides all possible solutions for companies using between 8 and 128 sets. It is a competitive system that makes everybody's work easier and represents a good compromise designed to meet everybody's requirements.

With **Alcatel Office Business**, we've developed a system that offers everything.

Our Reflexes™ sets are extremely user-friendly. Your customer does not have to be an expert to get the most out of the set. Personal voice mail and an automatic attendant mean that everyone in the company can always be reached. And it saves time, money and energy.

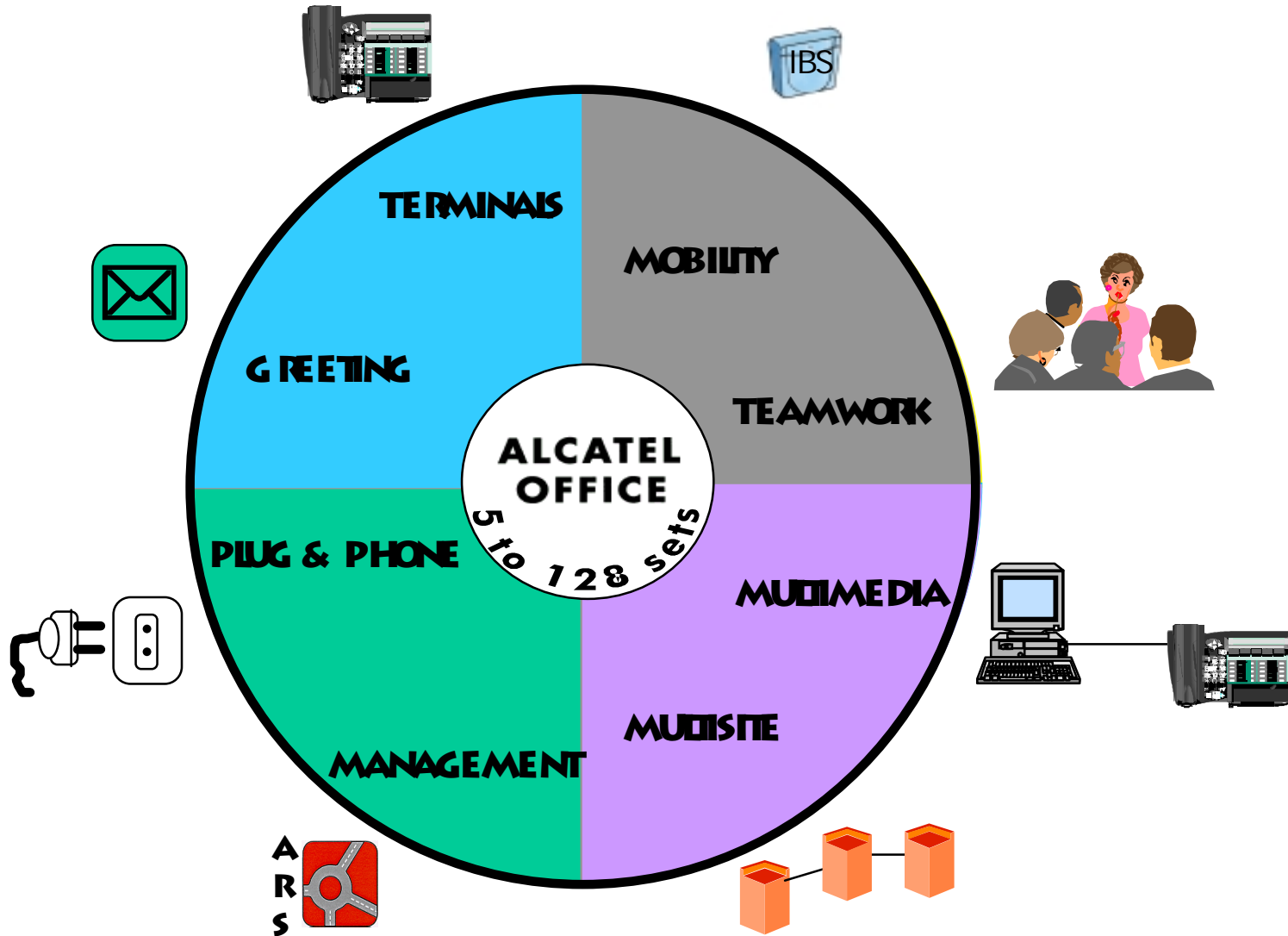
Mobility gives people an edge in business. Mobile terminals let employees move freely within the company.

Alcatel Office Business also opens the door to the world of IT. Connect the computer to the telephone and everything becomes more efficient than ever. Also the ARS system automatically targets the customer's first choice carrier to connect his office to other sites.

Alcatel Office Business is a total offering for smaller companies that need an advanced system that will grow as they grow.

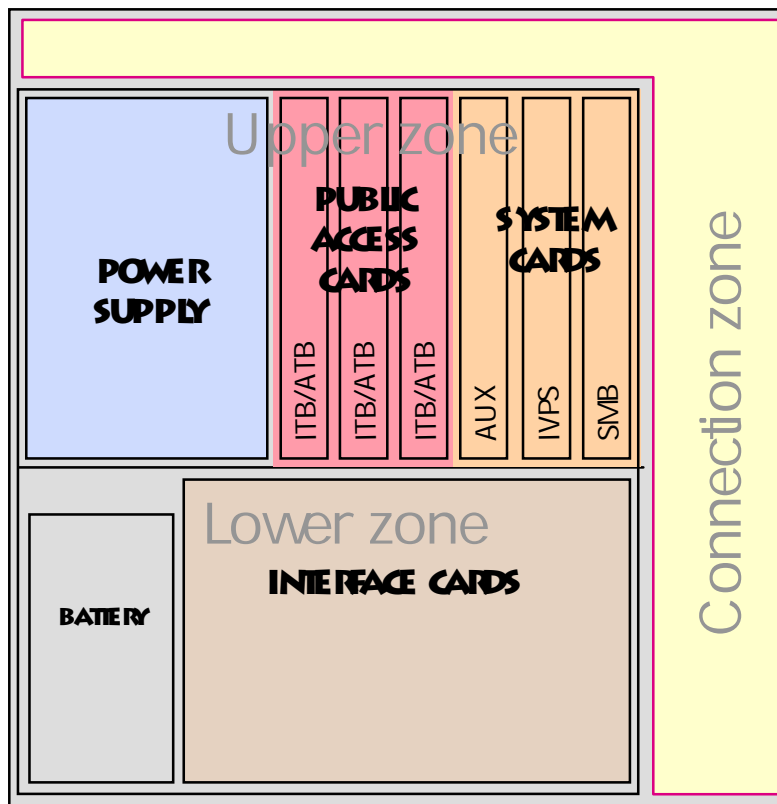
Alcatel Office Business

A complete offer for SME



Alcatel Office Business D architecture

From 8 to 48 extensions



Connectable building blocks	Capacity	Maximum capacity
Reflexes™ terminals	32	48 sets maximum
Analogue sets	32	
Basic rate access T0	8	16 lines maximum
Analogue trunks	12	
Basic CTI	Reflexes limit	8 plug-ware modules maximum
AP	8	
S0	8	
CTI S0	8	
V 24	8	
Z sockets (1 subscriber)	8	
Add-on modules 20 keys	10	
Intelligent base station (IBS)	31	
Cordless sets	47	
Wireless Reflexes™ sets	31	
Total directory number	56	

Alcatel Office Business D architecture

From 8 to 48 extensions

Public access cards

ITB Interface for network basic T0	ITB2: 2 T0 basic accesses ITB4: 4 T0 basic accesses
ATB Interface for network analogue lines	ATB2: 2 analogue trunks ATB4: 4 analogue trunks

System cards

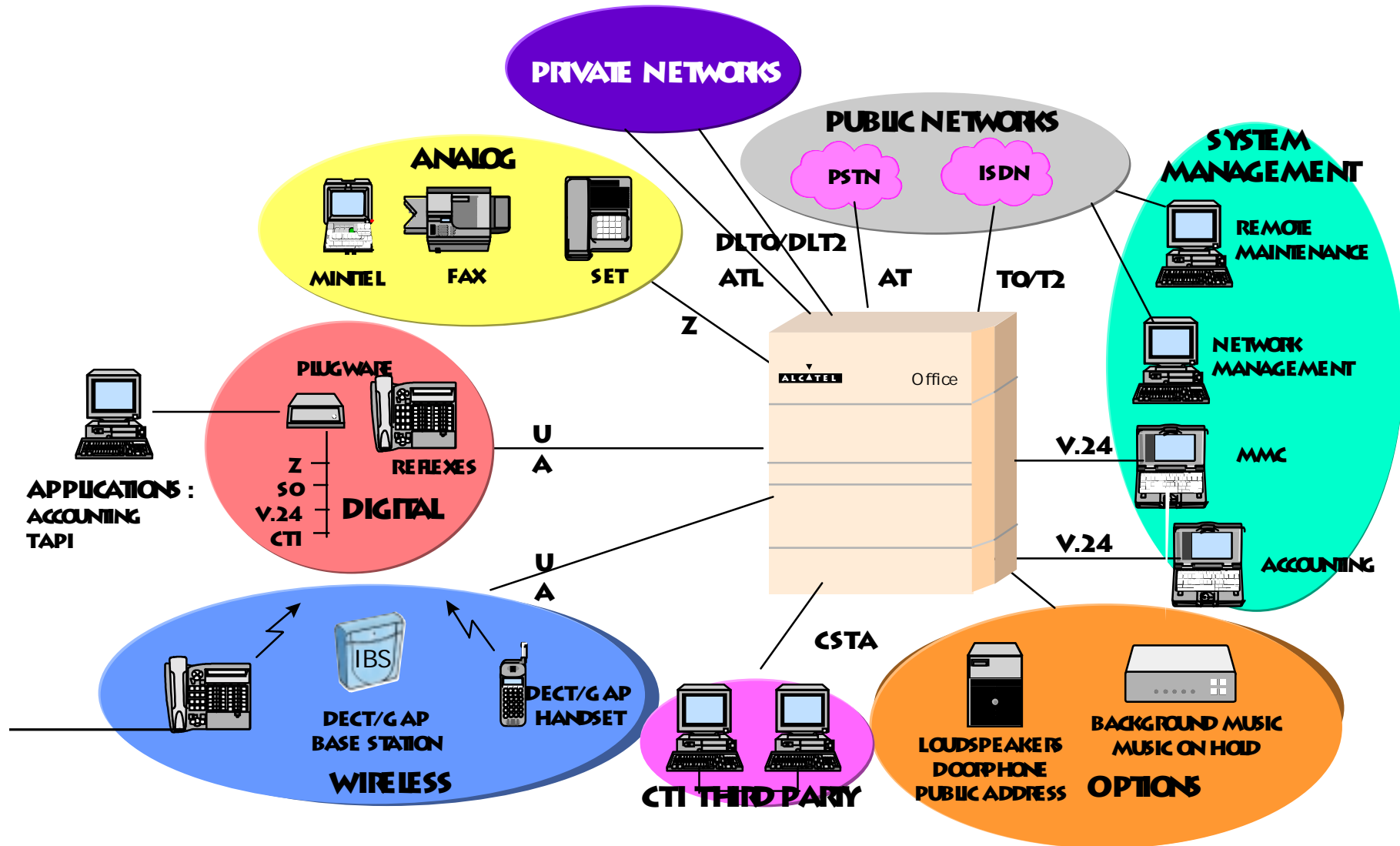
AUX Support for auxiliary boards	RAA: Allow a remote access by an analogue link for the management or operations RGC: Remote Greeting Card <ul style="list-style-type: none">• 2 greeting messages• or 2 pre-announcement messages• or 1 greeting message & 1 pre-announcement message• Integrate in the system• 2 dynamic accesses• 50 boxes, one common• Recording time: 150 minutes• 2 level-automated attendant with 10 choices• Day or night menu for the automated attendant
IVPS 4610-II automated attendant/voice board	
SMB System Mother Board	PSTN : SMB Card (without RAA) ISDN : SMB-DL Card (DL integrated) PMC (Program Memory Card) DMC (Data Memory Card)

Interface cards

BBM Basic board	<ul style="list-style-type: none"> • 4 UA/8 Z : extensibility to 28 sets • 8 UA/4 Z : extensibility to 28 sets • 8 UA/8 Z : extensibility to 32 sets
BBZ + EBR Basic Board	<ul style="list-style-type: none"> • 8 UA/16 Z : extensibility to 40 sets • 16 UA/16 Z : extensibility to 48 sets
EB Extension Board	EBR: 4, 8, 12 or 16 Reflexes terminals EBZ: 4, 8, 12 or 16 analogue terminals

Alcatel Office Business E environment

From 16 to 128 extensions



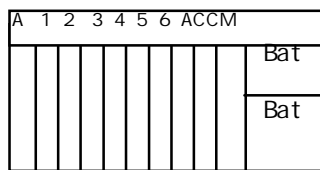
Alcatel Office Business E architecture

From 16 to 128 extensions

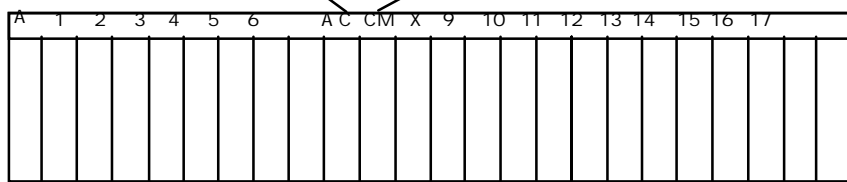
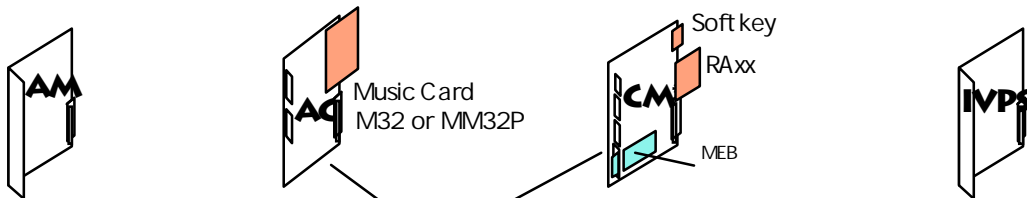
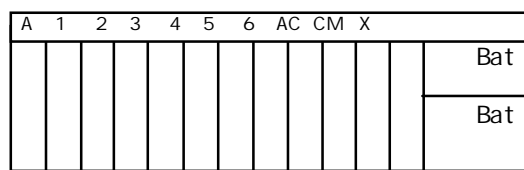
Maxi capacity Business (16-128 ext.)	PSTN	ISDN
Model S : 6 slots	12 analogue trunks / 48 sets	8 T0 / 64 sets or 1 T2 / 64 sets
Model M : 10 slots	16 analogue trunks / 96 sets	8 T0 / 96 sets or 1 T2 / 96 sets or 1 T2 + 3 T0 / 96 sets
Model L : 20 slots	28 analogue trunks / 128 sets	8 T0 / 128 sets or 1 T2 / 128 sets or 1 T2 + 3 T0 / 128 sets

Sets = analogue sets + Reflexes™ sets + wireless Reflexes™ sets + 8000 sets or 4120 sets + 160 sets + S0 sets

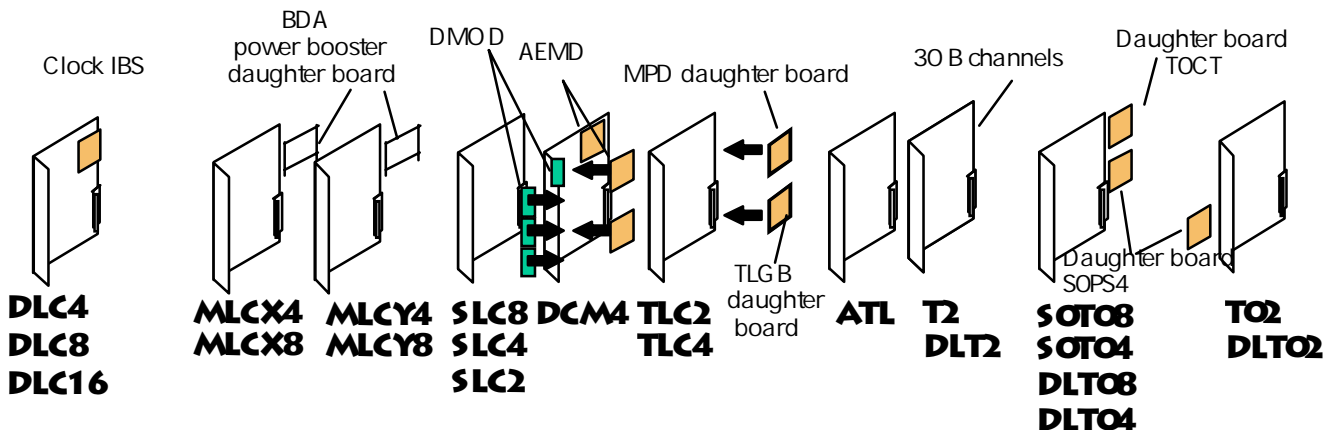
MODEL 6 SLOTS



MODEL 10 SLOTS



MODEL 20 SLOTS



Alcatel Office Business E architecture

From 16 to 128 extensions

Connectable building blocks	Alcatel Office	Maximum capacity	Equipment board	Modularity
Reflexes™ terminals	80*	128 sets of which 80 dedicated sets:	DLC8 DLC4 DLC16	8 4 16
Dedicated sets 8000 and 4120	48	Reflexes™ 8000, 4120 and T160	MLCX8** MLCX4**	8 4
Dedicated sets T160	48		MLCY8** MLCY4**	8 4
Analogue sets	System capacity	System capacity	SLC8 SLC4 SLC2	8 4 2
PSTN	36	36 external lines	TLC4 TLC2	4 2
Analogue tie lines	36		ATL4	4
Primary rate access T2	8		T2	30
Basic rate access T0	18		T02 SOT04 SOT08	2 4 8
Digital lines basic rate access	8 boards		DLT02 DLT04 DLT08	2 4 8
Digital lines primary rate access	8 boards		DLT2	30
S0 Bus (2 subscribers)	16	32 subscribers (S0 + S0*)	SOT04 (4T0 or 4S0) SOT08 (8 T0 or 8 S0 or 4 T0 + 4 S0)	4 8
S0 (2 subscribers) behind Reflexes™	24	24 subscribers (S0)	A4084 ISW: S0 power supplying	
V24	20	20	Option 4093: V24 + CTI	
CTI	Reflexes limit	Reflexes limit	Option 4091 CTI	
Z	Reflexes limit	Reflexes limit	Option 4085: Z	
Cordless sets Wireless Reflexes™ sets Radio base stations Intelligent base stations	120 sets 79 sets 40 RBS 40 IBS	11 channels 3 or 6 channels	on DECM4 on DLC	1 to 4 RBS on a board 1 to 10 IBS on a board
CSTA	4 sessions 128 monitoring	1 board	AM	
Voice processing system	2 accesses		IVPS	

Proportional rule

Declared connection on digital boards (DLC, wireless Reflexes™ sets, SOT0, T2) > 60

Declared connection on analogue boards (SLC, TLC, MLC,...) < 60 and reverse

* 96 Reflexes links are available (examples : 80 sets + 8 IBS, 40 IBS + 16 sets)

** Only for migration

Alcatel Office Business E architecture

Business : from 16 to 128 extensions

Unit Command	AC board <ul style="list-style-type: none"> Analogue boards management Q 23 dialling receiver from MF sets on the system CM board <ul style="list-style-type: none"> Handling of all communications 2 ports V24 for MMC and metering
On AC board	Daughter board M32 <ul style="list-style-type: none"> Integrated music on hold or message for 32 s Interface for external music Daughter board MM32P <ul style="list-style-type: none"> 32 s music on hold + 2 x 16 s greeting messages or 16 s music on hold + 3 x 16 s greeting messages or 4 x 16 s greeting messages Interfaces for external music, loudspeakers, door-phone
On CM board	Daughter board RAXX <ul style="list-style-type: none"> Remote access PSTN or ISDN and downloading Extension memory boards MEB <ul style="list-style-type: none"> MEB 1 Mo (basis on model S / M / L): 1 000 speed dialling, 1 200 dial by name, buffer of 400 call records MEB 1 Mo DL: the same functions + software downloading + configuration saving Software licence <ul style="list-style-type: none"> ARS (128 users) Networking (128 users)
On analogue trunk board	Daughter board MPD (on TLC2/4 board) <ul style="list-style-type: none"> Detects charging pulses (1 card per charged line) Daughter board TLGB (on TLC2/4 board) <ul style="list-style-type: none"> To make a recall in to main PBX Board TCT4 (outside the cabinet) <ul style="list-style-type: none"> Forwarding of 4 analogue trunks to analogue sets
On ISDN access board	Daughter board T0CT (on S0T08 board) <ul style="list-style-type: none"> Forwarding of 1 T0 access to 1 ISDN set S0 (on S0T08 board configured 4 T0 + 4 S0) Daughter board S0PS4 (on S0T04/8 board) <ul style="list-style-type: none"> ISDN sets (S0) feeding
Others	Daughter board BDA (on MLCX4/8 board or MLCY4/8) <ul style="list-style-type: none"> Specific set distance booster Daughter board DMOD-DL (on DECM4 board) <ul style="list-style-type: none"> Radio Base station connection (4 per DECM4) Daughter board AEMD (on DECM4 board) <ul style="list-style-type: none"> Management of 8 speech channels (3 per DECM4) Daughter board Clock IBS (on DLC 4/8/16) <ul style="list-style-type: none"> For DECT facilities with IBS (one per system)

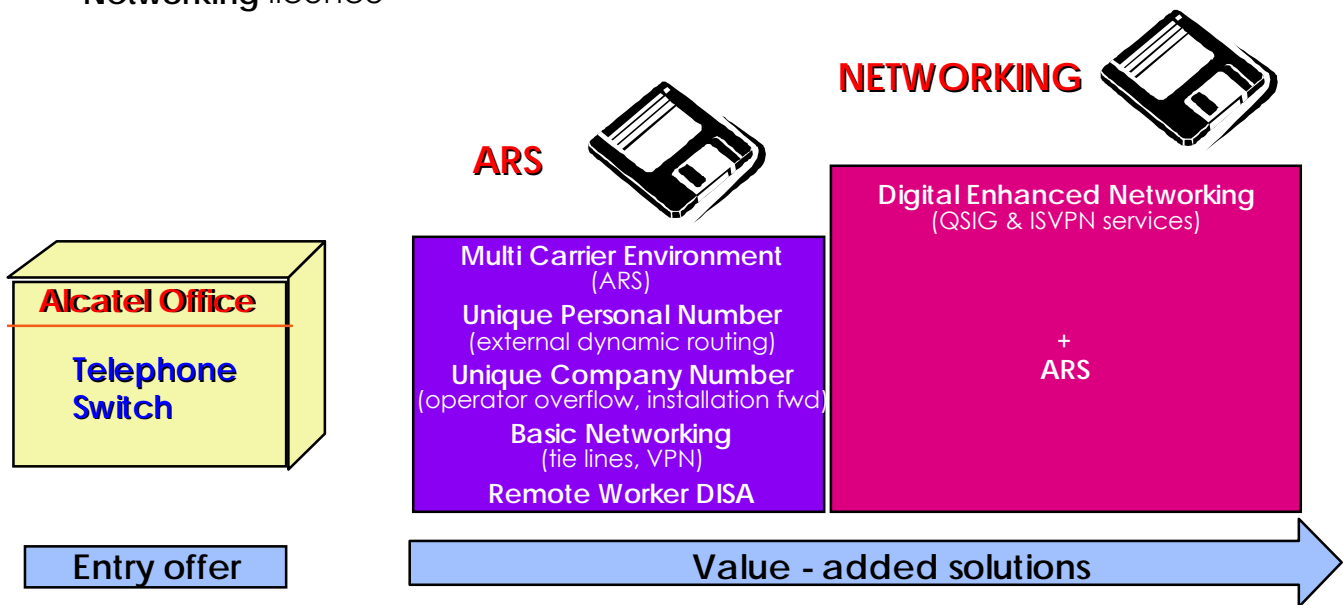
Alcatel Office Business E architecture

From 16 to 128 extensions

Software Packages

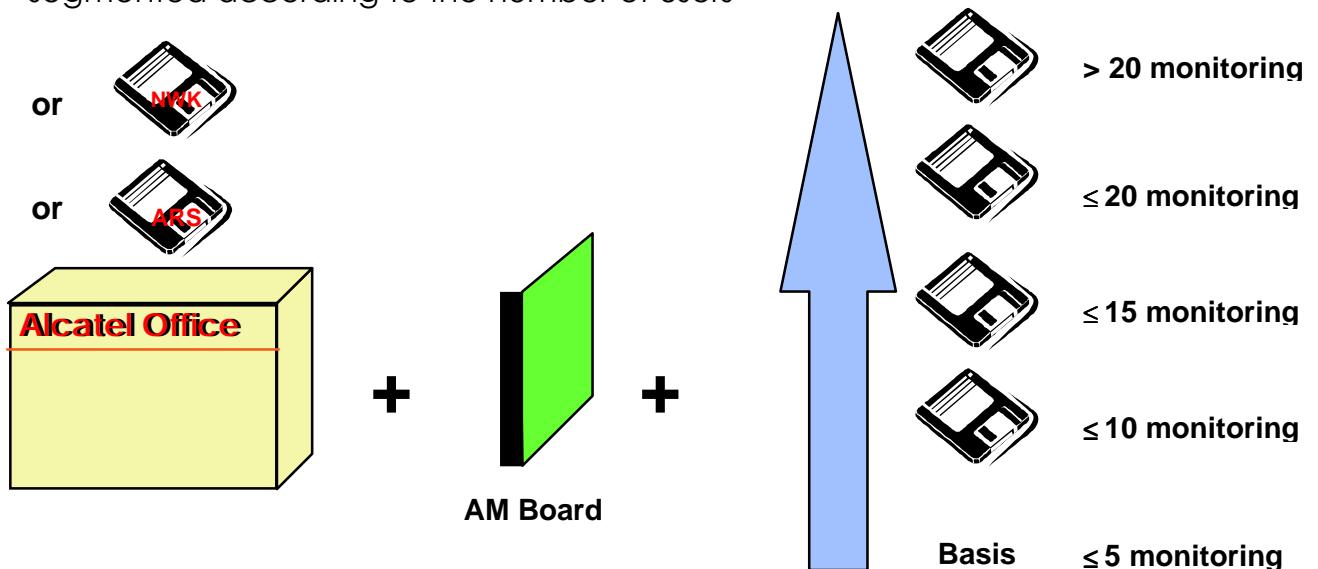
Summary of the offering levels

- One Entry Offer to suit the basic telephony environment
 - Stand-alone Alcatel Office system with current telephony features
 - Openness to all applications (DECT, voice processing, management, CTI...)
 - No software licence required
 - Delivered with a new software, MEBxxx and RAXx
- Two Software Packages (key-card on CM board) focused on selling added value:
 - **ARS** licence
 - **Networking** licence



INDEPENDENT FROM APPLICATIONS: no premium to access DECT, voice processing, CTI...

- The third party CTI offer (CSTA):
 - Sellable whatever the system software license
 - segmented according to the number of users



Alcatel Office Business E architecture

From 16 to 128 extensions

Packages	Alcatel Office without software licences	ARS	Network
ERGONOMICS			
Dial by name	yes	yes	yes
Reflexes™ telephony	yes	yes	yes
Multi-DDI	yes	yes	yes
GREETING			
<u>Welcome</u>			
Music on hold	yes	yes	yes
Night greeting	yes	yes	yes
Day greeting	yes	yes	yes
Voice processing (VPS protocol)	yes	yes	yes
Company welcome			
External operator forwarding -UCN-	no	yes	yes
Operator overflow -UCN-	no	yes	yes
Manual N/R mode	yes	yes	yes
Automatic N/R mode (7 time ranges)	yes	yes	yes
MOBILITY			
<u>Off-site mobility</u>			
External immediate forwarding	yes	yes	yes
CLIP forwarding -UPN-	no	yes	yes
External dynamic routing -UPN-	no	yes	yes
DISA transit	no	yes	yes
Remote control of diversion	no	yes	yes
<u>On-site mobility</u>			
DECT mobility	yes	yes	yes
DECT GAP compatibility	yes	yes	yes
TEAMWORK			
Teamwork features	yes	yes	yes
MULTISITE			
Q-SIG/ISVPN+ on DLL	no	no	yes
ISVPN on DLL & ISDN lines	no	no	yes
VPN	no	yes	yes
ARS Routing services	no	yes	yes
Analogue tie lines	no	yes	yes
MANAGEMENT			
Multi carrier access	no	yes	yes
Business code (controlled and forced)	yes	yes	yes
Metering: NMC secured protocol	yes	yes	yes
MMC/automatic alarm reporting	yes	yes	yes
Account/traffic	yes	yes	yes
MULTIMEDIA			
<u>Data links</u>			
V24	yes	yes	yes
S0	yes	yes	yes
CTI			
Desktop 1 st party (TAPI)	yes	yes	yes
3 rd party (CSTA, TSAPI, CTConnect...)	yes	yes	yes

Alcatel Office Business features

Main telephone functions	Business D : 8- 48 extensions	Business E : 16-128 extensions															
Account code <ul style="list-style-type: none"> • Non verified account code (NVAC) • Verified account code (VAC) • Forced account code • Account code dial by name • Barring level changing 	outgoing and incoming calls yes yes yes yes yes																
Accounting <ul style="list-style-type: none"> • Counter on attendant set • On-line printer • Alcatel 4715 	yes yes yes																
Add-on module <ul style="list-style-type: none"> • For 20 or 40 keys on Reflexes™ sets 	20 keys per set	80 keys per Reflexes™ sets 1 per 4120 set (4122, 4125)															
Appointment reminder <ul style="list-style-type: none"> • Permanent • Temporary 	on Reflexes™ (except First)																
Attendant features <ul style="list-style-type: none"> • Parallel call distribution • Variable assignment by time ranges • Group members • Dynamic routing • Overflow to automated attendant • Operator immediate call forwarding • Charging counter printout • Normal/restricted mode 	group supervision 7 + 1 emergency 8 (sets, general bell, automated attendant) <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;">yes</td> <td style="width: 10%; border-left: 1px solid black; border-right: 1px solid black;"></td> <td style="width: 40%; text-align: center;">yes*</td> </tr> <tr> <td style="text-align: center;">yes</td> <td style="border-left: 1px solid black; border-right: 1px solid black;"></td> <td style="text-align: center;">yes*</td> </tr> <tr> <td style="text-align: center;">yes (time range or by key)</td> <td style="border-left: 1px solid black; border-right: 1px solid black;"></td> <td style="text-align: center;">yes*</td> </tr> <tr> <td></td> <td style="border-left: 1px solid black; border-right: 1px solid black; text-align: center;">yes</td> <td></td> </tr> <tr> <td></td> <td style="border-left: 1px solid black; border-right: 1px solid black; text-align: center;">yes (time range or by key)</td> <td></td> </tr> </table>		yes		yes*	yes		yes*	yes (time range or by key)		yes*		yes			yes (time range or by key)	
yes		yes*															
yes		yes*															
yes (time range or by key)		yes*															
	yes																
	yes (time range or by key)																
Automatic call set-up, off-hook Or hands-free key	yes																
Automatic call back <ul style="list-style-type: none"> • On busy • On free • On busy bundle 	yes yes by message deposit yes																

Automatic route selection <ul style="list-style-type: none"> • Direct/indirect carrier access • Analogue/digital trunks • Reflexes™/analogue/dedicated /data terminals (except S0 interface) • Time/day dependent • Alternative route on overload 	<p style="text-align: center;">yes</p> <p style="text-align: center;">yes</p> <p style="text-align: center;">yes</p> <p style="text-align: center;">yes</p> <p style="text-align: center;">yes</p>	<p style="text-align: center;">yes with ARS</p> <p style="text-align: center;">yes with ARS</p> <p style="text-align: center;">yes with ARS</p> <p style="text-align: center;">yes with ARS</p> <p style="text-align: center;">yes with ARS</p>
Broadcasting <ul style="list-style-type: none"> • On Reflexes™ loudspeakers • On external loudspeaker (PAS) 	<p style="text-align: center;">yes</p> <p style="text-align: center;">via AIM on BBM or BBZ</p>	<p style="text-align: center;">yes</p> <p style="text-align: center;">via MM32P</p>

* External destinations controlled by software licence

Alcatel Office Business features

Main telephone functions	Business D : 8-48 ext.	Business E : 16-128 ext.
Bundle selection		
• Main bundle		yes
• Secondary bundle		yes
Call hold		
• Automatic exclusive hold		yes
• Manual common hold		yes
• Information/consultation		yes
• Automatic recall on hold omission		yes
Call parking		yes
Call pick up: group, individual, supervised line, general monitoring		yes
Call recovery for DECT terminals		yes
Camp on		yes
Communication time and costs		yes
Common speed dialling (CSD)	600	1000
• CSD list	8 + 1 (emergency number)	
• Individual repertory (IR)	First / Easy / Premium = 10 Advanced = 30	
Conference three party (3 internal, or 2 external and 1 internal, or 1 external and 2 internal)		yes
Connect and disconnect from a group		yes
Contrast tuning (display and icons)		yes
Dial by name phone-book	600 ext. + 200 int.	1000 ext. + 200 int.
• Name typing	yes (also with keypad)	
• 2 nd choice by first name	yes	
DISA transit	yes	yes with ARS
Display		
• Date		yes
• Time		yes
• Charging		cost, duration
• Caller name		internal / external if in the phone-book
Direct call by programmable key		yes
Direct dialling inward		yes (on set, on group)
Do not disturb		yes
DTMF transparency		for Alcatel Reflexes configurable for each subscriber
Fax notification		yes
Forced DTMF sending		yes (CSD, IR, key, redial)
Filtering		
• Multi-manager/multi-secretary filtering		no limit

Alcatel Office Business features

Main telephone functions	Business D : 8-48 ext.	Business E : 16-128 ext.
ISDN (use of complementary services) <ul style="list-style-type: none"> • ISDN access via the ISDN key • Sub-addressing, call secrecy, UUS on display and accessible with dynamic keys • Message time stamping • Personalised messages (UUS) • ISDN caller identification by name (CLIP) • Calling line identification restriction (CLIR) • Connected line identification presentation (COLP) • Connected line identification restriction (COLR) • Second caller display during communication (3s) • Block mode dialling • Directory of non answered ISDN calls • Terminal external ISDN forwarding • Malicious call trace • Point multipoint access 	T0	T0/T2
	yes	yes
	yes	yes
	yes	yes
	keyboard	keyboard
	yes (via IR and CSD)	yes (via IR and CSD)
	yes	yes
	yes	yes
	yes	yes
	yes	yes
	yes	yes
	10 (maxi: 256/system)	10 (maxi: 256/system)
	yes	yes
	only for S0	only for S0
	yes (for the whole system)	yes (configurable per access)
Last number redial	yes	yes
Macro-commands (ex: account code + code + called number)	yes	yes
Man machine configuration (mmc) <ul style="list-style-type: none"> • Attendant session • Administrator session • Installer session 	4034, Advanced, PC	4034, Advanced, PC
	4034, Advanced, PC	4034, Advanced, PC
Melody <ul style="list-style-type: none"> • Melody selection • Melody level tuning 	8	8
	yes	yes
Multi-keys / multi-DDI (multi-identity)	yes	yes
Multi-language	4 languages	
Music <ul style="list-style-type: none"> • Integrated music on hold • External music • Background music 	Basic: « suite n°1 » J.S. Bach music or bip or silence	Basic: « suite n°1 » J.S. Bach music or bip or silence
	yes	yes
	yes	yes

Alcatel Office Business features

Main telephone functions	Business D : 8-48 ext.	Business E : 16-128 ext.
Networking <ul style="list-style-type: none"> • Analogue tie lines • ISDN <ul style="list-style-type: none"> • Virtual private network • ISVPN • Digital leased lines <ul style="list-style-type: none"> • Q-sig (multi-vendor) (with DLT0/DLT2) • ISVPN (with T0 and T2) • ISVPN + (with DLT0/DLT2) 	no yes yes no yes, but only with 4400 no	yes with ARS yes with ARS yes with NW yes with NW yes with 4400 (NW) yes with above mentioned solutions (NW)
Numbering plan	2,3,4 digits	
Packet in D channel (PLL management)	yes	
Paging	manual, suffix, automatic	
Pre-announcement	yes (up to 2)	yes (up to 4)
Pick-up of <ul style="list-style-type: none"> • Group calls • Call on general bell • Sets 	yes yes yes	
Private call management	yes	
Remote management access (PSTN and ISDN)	yes	
Remote software downloading (ISDN)	yes	
Ringing (distinctive int./ext.)	yes	
Sets <ul style="list-style-type: none"> • Analogue sets • Reflexes™ sets • DECT wireless set 	yes yes Reflexes and GAP	
Set lock/unlock by personal code	yes	
Store number and redial	yes	
Substitution (phone-book and call barring category)	yes	
Temporary number resending	yes	
Time ranges	7	
Traffic analysis	8 counters (on MMC)	
Transfer <ul style="list-style-type: none"> • After answer (int./ext. by joining) • On no reply (int./ext. by joining) • On busy/camp on (int.) 	yes yes yes	
Trunk groups	36	
Trunk allot <ul style="list-style-type: none"> • With meter total recall (or w/o) 	yes	

Voice announcement	DISA transit and ext. forwarding
Wake up call	yes
Who I am	yes

Terminals

The new world Reflexes™

Innovations

- A professional and modern aesthetics:
 - Latest trends in design
 - Family identity
 - Individual personality
- A new handset with an ergonomical shape and a soft material on the grip area
- A multidirectional navigator to move simply within the interactive menu of the display
- Large and transparent keytops with a magnifying effect for a better reading of the text
- Easier user personalisation of programmable keys with the possibility to print the texts on a standard printer (A4 document)
- An integrated alphabetical keyboard for dial-by-name, text messaging and programming
- A specific area for audio control keys, for an immediate visualisation
- A clear layout of the different areas, for an immediate visualisation of the most-frequently used functions
- 16 new melodies for a better differentiation between each set
- Enhanced connectivity: all Reflexes™ terminals can be associated to the different modules
- Alcatel *Plugware* concept: 5 basic versions = CTI, V24-CTI, S0, S0-CTI, AP
- A total wireless integration: Premium and Advanced become wireless sets by adding a DECT option

One set for each need



« *First to sell* »

Economic, simple, compact
Very low traffic oriented (single line)



« *Easy to use* »

Ease of use, compact
Low individual traffic oriented (dual line)



« *Premium for efficiency* »

User-friendliness, efficiency
High individual traffic (multi line)



« *Advanced for performance* »

Performance, comfort
Team telephony oriented (multi line)



First

Easy

Premium

Advanced

REFLEXES

REFLEXES

REFLEXES

REFLEXES

V I S U A L I Z A T I O N	DISPLAY		1x20 characters 1 guide key	1x20 characters 1 guide key	2x40 characters with 5 associated keys 1 navigator key 1 guide key
	Caller identification, date, time, length and cost of calls		yes	yes	yes
	Message LED	yes	yes	yes	yes
	KEYS				
	Programmable keys	8*	8*	12*	24*
	Fixed keys		5	10	7
C O M F O R T	LEDs/icons associated to the keys		6 LEDs	12 icons (6 states)	24 icons (6 states)
	Number of lines	single line	2 lines	multiline (12 lines maximum*)	multiline (24 lines maximum*)
	AUDIO				
	Loudspeaker		yes	yes	yes
	Handsfree			yes	yes
	Mute			yes	yes
	Intercom			yes	yes
	Headset ¹	yes	yes	yes	yes
	Ergonomical handset	standard	standard	comfort	comfort
	INSTALLATION: Wall mounted	as standard	as standard	wall mounting kit	wall mounting kit

¹ Refer to list of approved headsets.

First Easy Premium Advanced

	REFLEXES	REFLEXES	REFLEXES	REFLEXES			
U	PROGRAMMING	FIRST	EASY	PREMIUM PREMIUM DECT	ADVANCE D	ADVANCED DECT	
	Pre-programmed functions	up to 8*	6 to 8*	4 to 8*		5 to 6*	
	Programmable functions	up to 2*	up to 2*	8 to 9*		19 to 20*	
S	Operator			yes		yes	
	Manager/secretary filtering			yes		yes	
	Group call handling			yes		yes	
E	DIRECTORIES						
	Individual	10 to 12 entries*	10 to 12 entries*	10 to 12 entries*		30 to 45 entries*	
	Collective	yes	yes	yes		yes	
	Integrated alphabetical keyboard			yes		yes	
	Dial by name		yes ^{2*}	yes		yes	
	Text messaging		yes	yes		yes	
	Unanswered ISDN calls			yes		yes	
S	ADD-ON MODULES			yes		yes	
	20 or 40 keys ^{3*}						
	INTERFACES	external	external	integrated		integrated	
	CTI (TAPI)	yes*	yes*	yes		yes	
	DECT-CTI (TAPI)	yes*	yes*	yes	yes (as standard)	yes	yes (as standard)
	DATA-CTI (asynchronous V24, TAPI)	yes*	yes*	yes		yes	
O	ISDN (S0)	yes*	yes*	yes		yes	
P							
T							
I							
O							
N							
S							

² Via numerical keypad.

³ Maximum 2 modules, depending on system type.

* Depending on system type and monoline / multiline use.

ISDN-CTI (S0, TAPI)	yes*	yes*	yes		yes	
Analogue Z	yes*	yes*	yes		yes	

Terminals

Alcatel 4953 screen Reflexes™

Presentation

Alcatel 4953 screen Reflexes™ is a Windows-based interactive telephony assistant, connected to a Reflexes™ terminal. This Computer-Telephone Integration (CTI) application has been designed to smooth out individuals' everyday work: call with a single click, operation control on PC screen, interaction with office applications...



Directory services

- Public and private directories
- Multi-object directories (individuals, companies, applications, files)
- Information card with image insertion
- Up to 9 click-to-dial phone numbers per person (office, secretary, fax, GSM, personal...)
- Desktop planner to access to correspondents and files on schedule
- Database import/export in ASCII and DBF formats
- Link between a correspondent and a document

Call management

- Icon-based telephony (click-to-dial, take call, hold, transfer, forward, conference...)
- Call by name
- Current call status displayed on a floating bar
- List of last numbers called
- Notes associated to calls
- Call logs (incoming, outgoing, pending)

Application links

- File pop-up on telephone event (incoming, outgoing, release)
- Instantaneous launch of application

Technical characteristics

Required configuration

- Alcatel Office range (from Alcatel E R.2.4 and from Alcatel C R.2.1)
- Alcatel Reflexes™ terminal (4034, 4012, First**, Easy*, Premium, Advanced)
- PC 486SX processor or higher and 3,5" disk drive min.
- 10 MB on hard disk drive, 8MB on RAM
- MS Windows 3.1, 3.11, 95

Alcatel 4953 screen Reflexes™ Pack

- 1 CD Rom, a TAPI driver for Alcatel Office
- 1 Alcatel 4083 PCT to plug on Alcatel 4012 and 4034 or 1 Alcatel 4091 to plug on First, Easy, Premium and Advanced Reflexes™
- 1 cable DB9/DIN8 with a serial connection for Alcatel 4012 and 4034 or 1 cable DB9/DB9 for First, Easy, Premium and Advanced Reflexes™

* on new Alcatel Office release only

Greeting

Enhanced greeting features on Alcatel Office business

Attendant group call handling

- Up to 4 levels of dynamic routing
- Internal and external dynamic routing
- Internal and external unconditional call forwarding
 - by time range
 - by restricted mode
 - by specific key

PBX forwarding

- External forwarding
- By time range
- By restricted mode

Music on Hold only for Alcatel Office Business E (from 16 to 128 extensions)

- M32: 32 second music on hold recordable via the Reflexes™ Advanced + connection for an external device (tuner, external music on hold)
- MM32P: same as M32 + up to 4 messages for:
 - pre-announcement (up to 4)
 - * parallel presentation of the call on the set and of the message
 - * sequential
 - * 2 modes (busy 1/free)
 - greeting messages for restricted mode (max 2)
 - message for external forwarding announcement
 - message for DISA transit voice guidance
 - connection for PAS (Public Address System) for broadcasting on external loudspeakers
 - monitoring of door-phone

VIP greeting (CLIP forwarding)

Thanks to the ISDN CLIP, you can select 2 lists of 10 completed or uncompleted numbers and either forward or receive these and only these calls.

- Ex:
- The large account numbers are automatically routed to the appropriate employee
 - Private calls only are forwarded to your GSM

Greeting

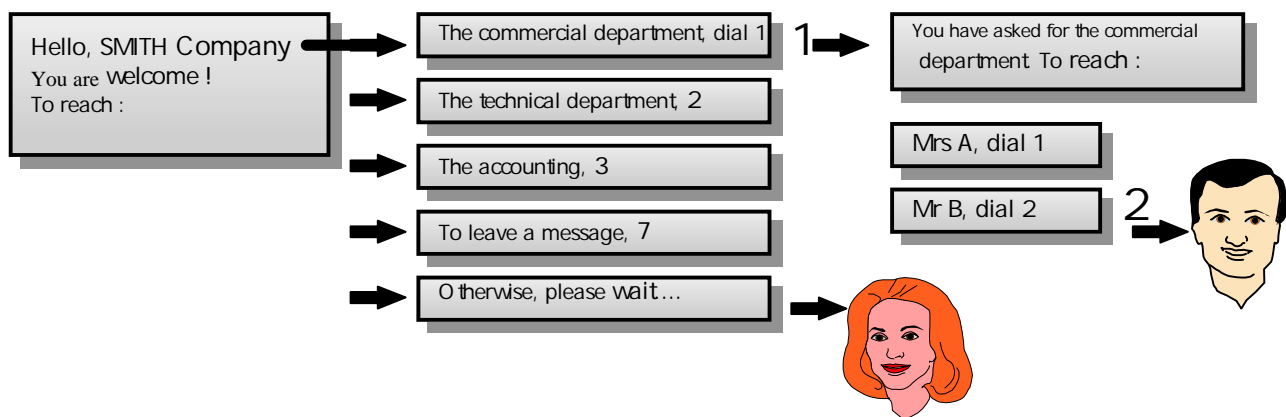
Alcatel 4610

Integrated voice mail, automated attendant and audiotex

Features

Alcatel 4610 2 accesses:

- Integrated board
- Connected into a general purpose slot
- No external connection
- 20, 50, 128 voice mail-boxes (system dependent)
- 70, 150, 310 min. (system dependent) recording time
- Broadcast list, distribution list
- Audiotex messages



Voice mail

- Common voice mail,
- Leave a message if the subscriber set is forwarded, or by direct access to the voice mail,
- Customised announcement,
- Re-listening, validating, cancellation of the left messages,
- Automatic return to the automated attendant after message validation,
- Notification by message led,
- Signalling by dialling an external set,
- Services during consultation: personal code, time-stamping, re-listening...
- Message transfer to another voice mail...

Information on demand / Automated attendant

- Automated attendant access: direct, call forwarding, attendant overflow...
- Customised main menu with 2 levels of 10 choices,
- Access to a subscriber, a service, a voice mail-box,
- 2 night/day menus,
- Information on demand,
- Dialogue by DTMF or by noise recognition (voice pointer),
- Dial by name (50 names),
- Transfer to the operator always available, supervised transfer,
- PC-based management and remote management per phone.

Greeting

Alcatel 4620

Voice-mail, automated attendant and audiotex

Features

- Alcatel 4620 is made up of one or several PC boards,
- Boards: 1, 2 or 4 dedicated voice mail or automated attendant accesses,
- 4 boards maximum, which means 16 simultaneous accesses,
- Connection of accesses on analogue set equipment (Z),
- PC configuration (dedicated): package with recommended Alcatel PC,
- Max: 500 mail-boxes + automated attendant, 1000 mail-boxes in voice mail only,
- Storage capacity owing to hard disk and encoding: hard disk 360 Mo which means 20 hours with 32 Kb/s encoding, 40 h with 16 Kb/s encoding.

Voice mail

Leaving a message

- Leave a message by post sending or by direct access to the voice mail,
- Leave a message to a person deprived of voice mail by indicating his set number,
- Customised or nominative standard announcement,
- Voice phone-book, dial by name,
- 90 broadcast lists,
- Acknowledgement,
- Box forwarding to another voice mail,
- Transfer towards the operator after leaving a message.

Consultation

- Lighting of the led "voice message" on the set or out-calling (mobile phone, paging)
- Service during the consultation: re-listening, following message, break, time stamp...
- Archive, erasing, message forwarding, automatic purge,
- Option: AMIS voice mail interconnection (message exchange between mail-boxes...)

Information on demand / Automated attendant

- Max up to 500 boxes into spanning tree,
- Dialogue by DTMF or by noise recognition (voice pointer),
- Possibility of leaving a voice message,
- Transfer to the operator in case of DTMF absence,
- Supervised transfer with call presentation,
- Night and day menu according to time and day,
- Application generator on PC with spanning tree graphical representation,
- Messages recording on telephone sets or another external source ,
- Voice editor,
- Configuration saving on disk,
- Detailed statistics: by spanning tree, by box...
- Options: - voice forms,
 - launch of executable (checking of an account number...),
 - fax (fax on demand),
 - voice recognition (20 words recognition, figures, yes, no...).

Mobility

A complete range of mobile handsets

<i>Mechanical aspects</i>	4074 GB Business	4074 GI Industrial	4074 GB Ex Safe	4074 GC Comfort	AltiSet S-GAP
Dimensions	54 x 145 x 20	56 x 147 x 22	54 x 145 x 20	54 x 145 x 20	55 x 146 x 29
Weight	160 gr	170 gr	160 gr	160 gr	155 gr
Belt clip	yes (removable)	yes (removable)	yes (on the integral case)	yes (removable)	yes (removable)
Batteries	NiMH	NiMH	NiCd	NiMH	NiMH
Talktime / Standby	10 / 55 H	10 / 55 H	6 / 30 H	10 / 55 H	12 / 70 H
Charging times					
Spare battery	8 H	8 H	8 H	8 H	
Handset battery	90 mn	90 mn		90 mn	720 mn
Software aspects					
UA protocol	√	√	√	√	√
GAP protocol	√	√	√	√	√
Energy saver	√	√	√	√	√
Characteristics					
Explosion proof			yes (EEx ia IICT4) EN 50014 EN 50020		
Water-resistant, shockproof, dust-resistant		√			
Dial by name	√	√	√	√	
Navigator	√	√	√	√	√
Multi-line communications	√	√	√	√	
Calling party identification	√	√	√	√	√
Built in vibrator		√		√	
Keypad & display back lighting		√			
Hands-free				√	
4071 BC: Parking unit with one slot for the phone, loudspeaker and audio control key				√	
AltiSet V: Charger with one slot for the phone					√



4074 GB
Business

4074 GI
Industrial

4074 GB Ex
Safe



4074 GC
Comfort



AltiSet
S-GAP

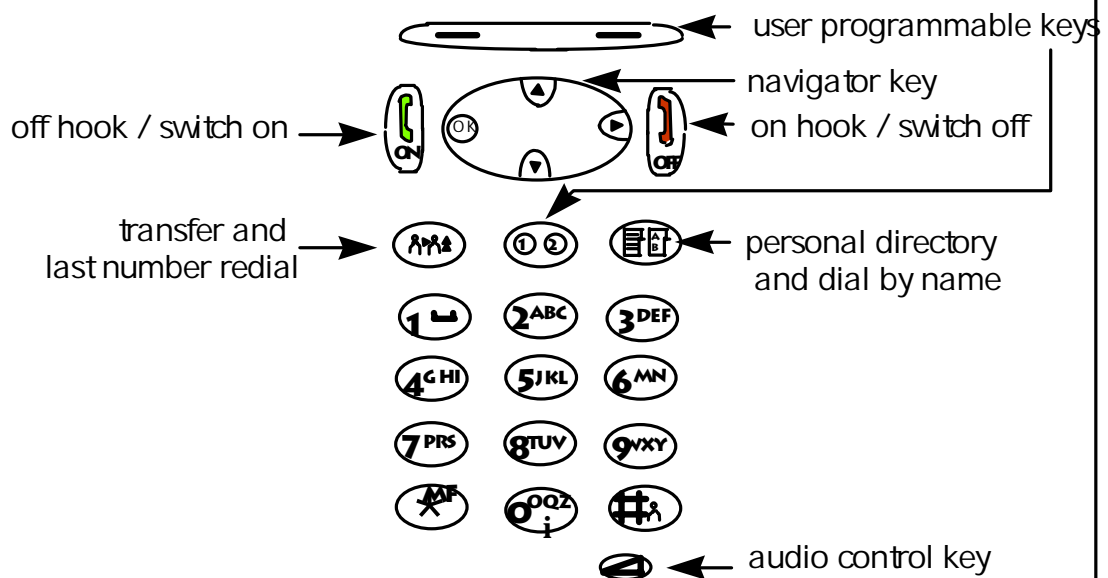
MOBILE HANDSETS (4074 xx)

THE DISPLAY



- | | | | |
|--|----------------------------|--|-------------------------|
| | flashing: battery charging | | radio-field control |
| | steady: battery full | | personal feature 1 |
| | flashing: battery empty | | personal feature 2 |
| | flashing: incoming call | | steady: keyboard locked |
| | conversation in process | | |
| | line on hold | | |
- steady: activated,
flashing: action needed

THE KEYPAD



USER-FRIENDLINESS OF THE KEYS WITH DOUBLE MARKINGS

feature on the left of the key: simple pressing, confirmed by a beep

feature on the right of the key: pressing and holding, confirmed by a lower beep

Mobility

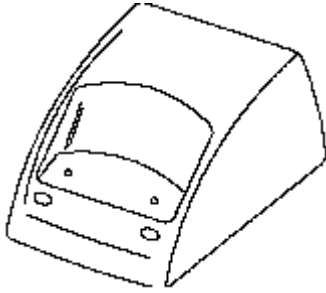
THE CHARGING UNITS

▼ **4071 DA: Dual Charger**

Two slots: the front one for the handset, the back one for a spare battery. Two leds to control the charge.

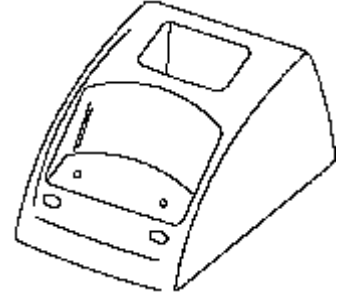
▼ **4071 BA: Basic Charger**

One slot for the handset. No led, the handset displays the battery status



4071 BA

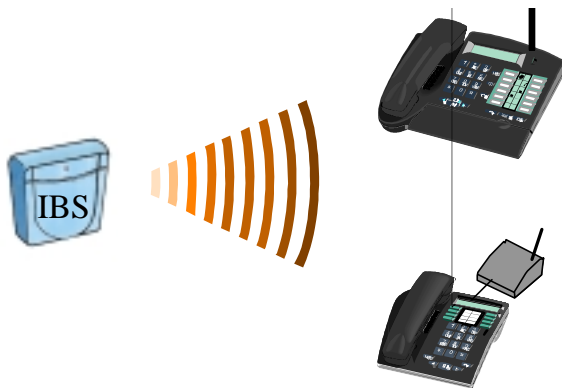
	4071 BA	4071 DA
led	no	status by red or green led
parking slot	4074 GB	4074 GB 4074 GI 4074 GBEx
wall mountable	alone or by 6*	alone or by 6*
fast charge	handset (90mn)	handset (90mn)
slow charge	no	spare battery (8H)



4071 DA

*Spare parts to be ordered separately.

The wireless Reflexes™ terminals



The whole range of Reflexes™ terminals can be wireless. You just have to add a DECT interface behind each terminal:

Integrated in the Advanced and Premium terminals
External to the First and Easy terminals

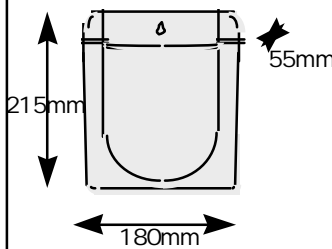
This interface must be plugged into a power supply and uses a permanent IBS channel to be connected to the system.

The advantages: No distribution wires to lay
Easily move within your company

Mobility

INTELLIGENT BASE STATION AND RADIO BASE STATION

COMMON FEATURES

	<ul style="list-style-type: none"> • Same exterior aspect • Radio coverage from 50m indoors and 300m outdoors • Connection to the PABX through a regular two twisted pair cable • Remote power feeding through the system or local power with a 230v/42v (150mA). • Altitude: up to 3000 m • Operating temperature: -20° to + 60°C • Wall mounted • Build-in antennas • Switched antenna diversity (for each handset the system uses the best of the two antennas to broadcast) • 2 connections for external antennas
---	---

DIFFERENCES

IBS	RBS
<ul style="list-style-type: none"> • 3 or 6 simultaneous calls • Connection: UA board • 2 models: Alcatel 4070 IO: indoor Alcatel 4070 OO: outdoor* 	<ul style="list-style-type: none"> • 12 simultaneous calls • Connection: DECM Board • 3 models: Alcatel 4070 IA: indoor Alcatel 4070 EA: outdoor Alcatel 4070 EA Ex* (Explosion proof)

IBS and RBS can not be connected on the same system

* Soon available

IBS & RBS

	Number maxi of IBS	Number maxi of RBS
Office Business D (8-48 ext.)	32	Impossible
Office Business E (16-128 ext.)	40	40

Mobility

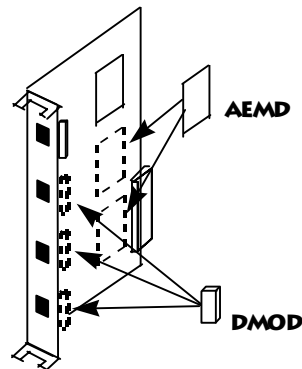
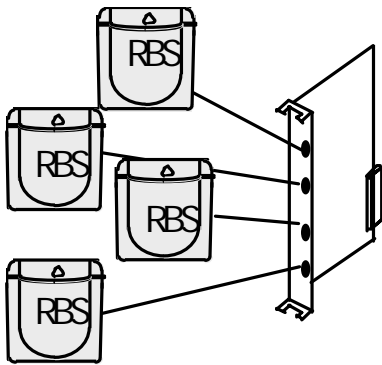
DECT integration in Alcatel Office Business E (16-128 ext.),

Maximum capacities

	Cabinet 6 slots	Cabinet 10 slots	Cabinet 20 slots
max nb DECM4	5	9	10
max number RBS	16	32	40
max nb Hand Sets	120	120	120

DECM4: the DECT interface board

only for Alcatel Office Business E (16-128 ext.)



- The DECM4 is already equipped with 1 AEMD (11 voice channels) and 1 DMOD (connection for 1 RBS)
- 3 DMOD daughter boards can be added to increase the capacity to 4 RBS
- 2 AEMD daughter boards with 8 voice channels each can be added to increase the capacity to 24 voice channels per DECM4 depending on the traffic needed by your customer

Mobility

DECT INTEGRATION IN ALCATEL OFFICE

NUMBER OF BASE STATIONS REQUIRING LOCAL POWER SUPPLY

Due to the power capacity limit of an Alcatel Office Business E (16-128 extensions) part of radio base stations have to be locally powered for extended configurations.

Total nb of RBS	Nb of DLC and SLC boards																			Nb of DECM4 Boards
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	
4																3	4	4		1
8													2	4	6	8	8			2
12											3	5	7	9	12	12				3
16								2	4	6	8	10	13	15	16					4
20						3	5	7	9	12	14	16	18	20						5
24			2	4	6	8	10	13	15	17	19	22	24							6
28	3	5	7	9	12	14	16	18	20	23	25	27								7
32	8	11	13	15	17	19	22	24	26	28	31									8
36	14	16	18	20	23	25	27	29	32	34										9
40	19	22	24	26	28	30	33	35	37											10

Remark: in case of a main failure, all base stations switch automatically to remote mode. It reduces significantly the battery autonomy time.

CABLING DISTANCES BETWEEN ALCATEL OFFICE AND RBS:

Type of cable	MAX DISTANCE (M) PBX-RBS WITH RBS LOCALLY POWERED	MAX DISTANCE (M) IF THE RBS IS POWERED BY THE PBX
Alcatel Foiltek indoor 0.5mm	1800	1100
Alcatel Pairtek indoor 0.6mm	1800	1600
Alcatel Echomatch ind. 0.5mm	1900	1100
Alcatel Automatch ind. 0.6mm	2000	1600
J-Y(St)Y SEL 8 pairs 0.6mm	750	750
J-Y(St)Y SEL 2 pairs 0.6mm	450	450
A-2YF(L)2YStIII SEL 0.4mm	1500	700
A-2YF(L)2YStIII SEL 0.6mm	2400	1600

Teamwork

Alcatel 4625 ICS Customer Link

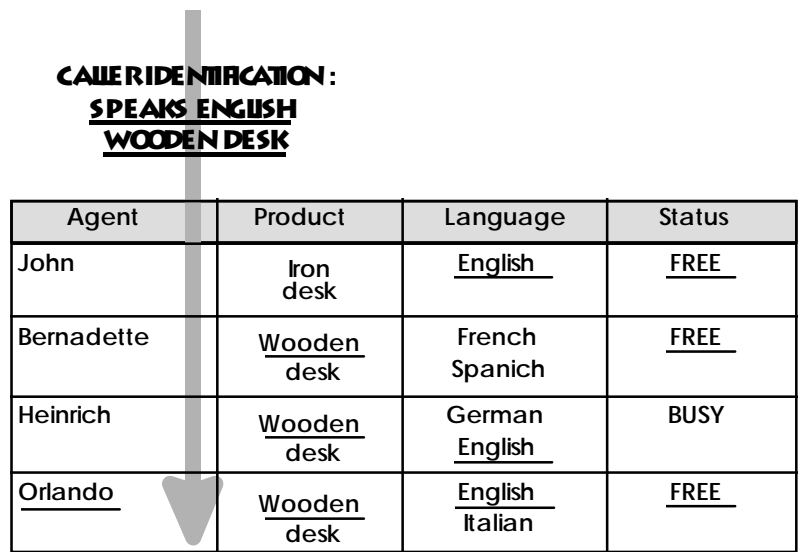
External ACD to boost incoming call management

Users:

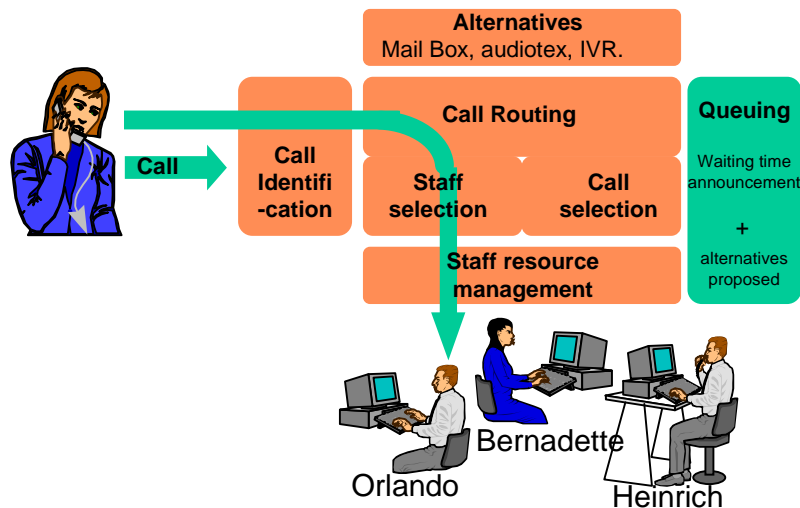
- SMEs, large companies branches
- 4 to 48 agents

Call management: to caller and agent

- Call Distribution
 - * Call identification (CLIP, SDA, PIN, automated attendant)
 - * Caller profile (language, product, service, country, VIP)
 - * Agent skill (field and level of expertise, availability)



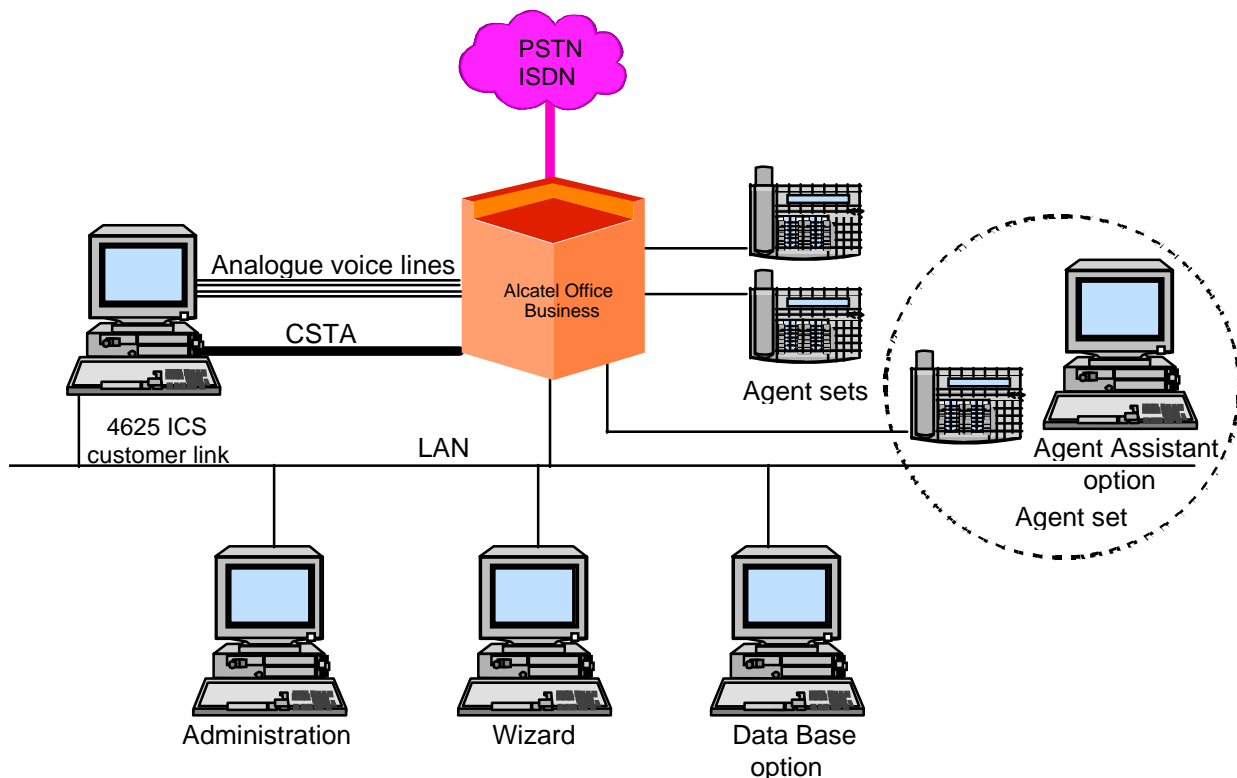
- Queuing
 - * Routing to queue (position taken into account, waiting time announced)
 - * Offering of alternatives (mail box, interactive voice response, audiotex, ...)



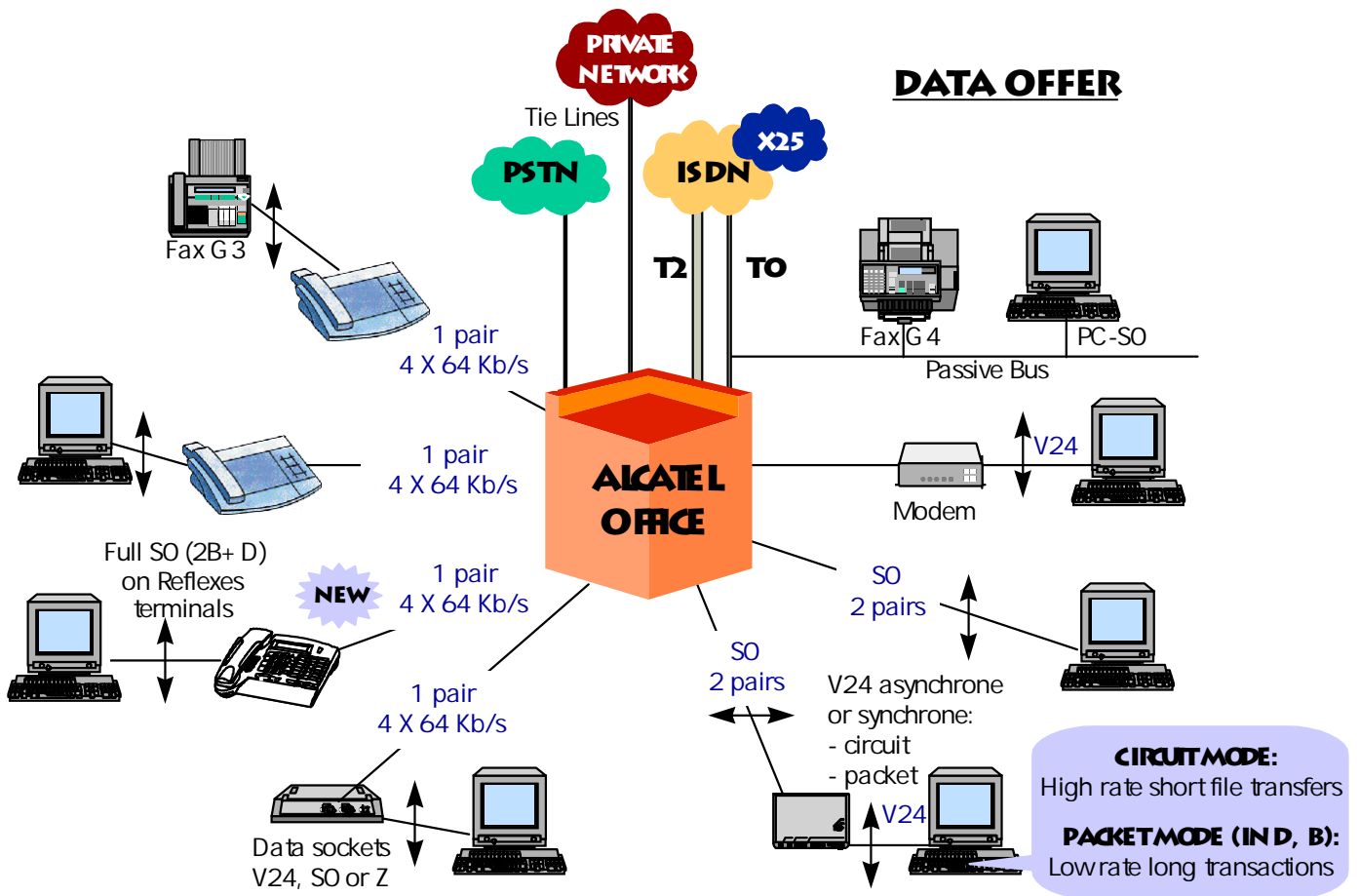
- Administration
 - * System configuration
 - * Monitoring of system operation
 - * Statistics
 - * Data saving
- Options
 - * Up to 15 mail box
 - * Agent assistant (staff empowerment with screen popping)
 - * IVR (application generator is needed for data updating)

Technical characteristics:

- Hardware: PC Pentium 166 MHz, RAM: 64 MB, 1.2 Go
Alcatel 4200 R3
CSTA Link
4 to 16 analogue voice lines
- Voice application
- Administration
- Wizard: used to configure the call routing methods



Multimedia



Data solution benefits on Alcatel Office Business

Reduces cabling costs

- Voice and data on a single pair

Optimises operational cost of public network:

- Using the existing network
- Call barring for data communication
- Using the most economical public network
- Outside line reserved according to time band

Shares lines

- Shared printer, server, modem ...

Analyses data transmission costs

- 3 levels: meters, real time, financial analysis application

FULL S0 (2B+D) behind the Reflexes range

- ⇒ Full compliant with ISDN device
- ⇒ Available on the new DLC cards and software R3.1 only
- ⇒ CAREFUL: mixed S0 and S0* not allowed in the same system

Reflexes™ S0 interface benefits compared to S0 bus

- ⇒ Cabling saving
- ⇒ Simultaneous voice and data on a single pair
- ⇒ Increase in distance: 1200 m + S0 bus length
 - 800 m point to point
 - 500 m extended bus
 - 130 m short bus

Multimedia

CTI openness

CTI (Computer Telephone Integration): concept that harnesses the features of two separate technologies (telephones and computers) and makes them work together.

This means:

- Controlling a phone or phone system from a computer
- Controlling a shared telephony resource across a local area network (LAN).

Examples of CTI application:

- Dialling and call handling using an on-screen interface
- Screen popping of the caller's file activated automatically on telephone event
- Data information transfer associated to the call transfer to an agent via a LAN
- ...

Alcatel Office Business supports both types of CTI platforms, i.e. CTI First Party and CTI Third Party.

Alcatel Office Business is fully compliant to the major market standards in all these environments.

CTI first party

First party call control

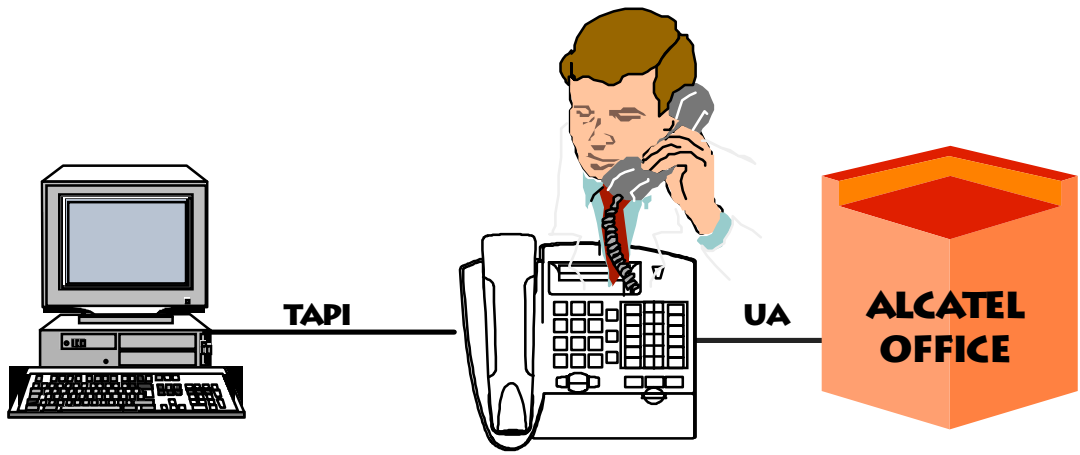
Capability to control your telephone device using your PC: from your desktop computer you can pick up the line, dial a number, display the phone number of an incoming caller via the caller ID (CLIP).

You can control calls on your phone, but not calls going to another people in the organisation: *it is adapted to shrink-wrapped personal productivity.*

CTI first party architecture

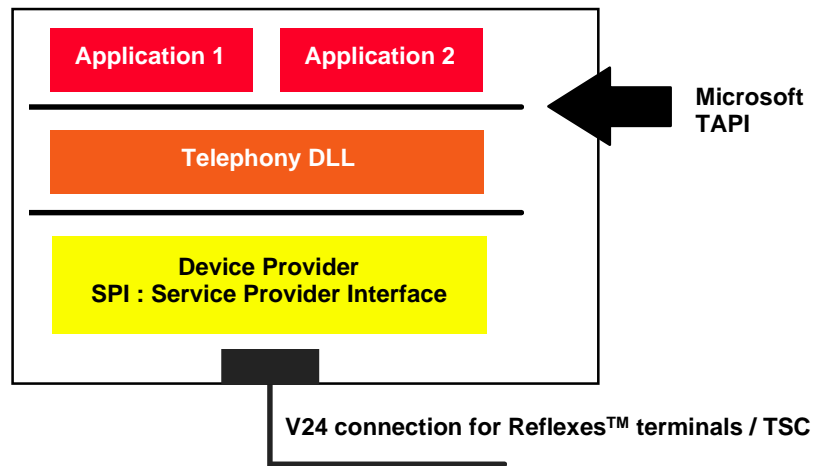
This architecture is a physical link between the telephone set and the PC which makes them inter-operate.

Connection diagram:



O.S : Windows 95
Windows NT

Software architecture:



For this type of architecture, the interface between telephone and data applications is TAPI (Telephony Application Programming Interface) by Microsoft.

Alcatel 4901: TAPI Platform to develop CTI First Party applications

The Alcatel 4901 TAPI connection kit provided by Alcatel integrates the following building blocks:

- CTI socket for Reflexes™ set: 4012, 4034, First, Easy, Premium & Advanced (TAPI is extended to the whole range of the new Reflexes™ terminals)
- One serial cable
- A TAPI-compliant SPI (Service Provider Interface) to interface with the data application.

Alcatel Office partner program

TAPI applications designed by software developers from the Alcatel 4901 should be available in the catalogue.

Multimedia

CTI third party

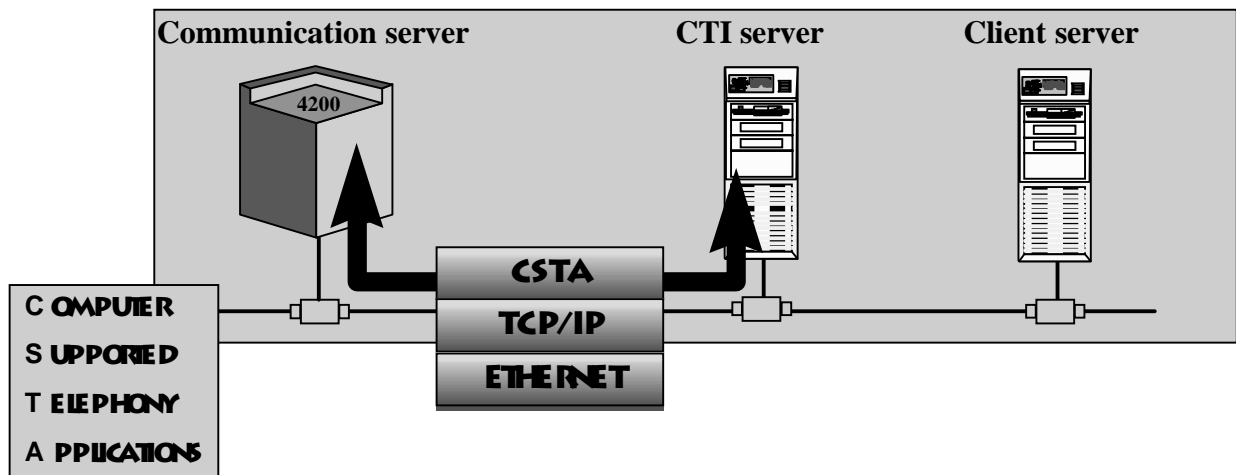
Third party call control

Capability to control calls belonging to other people in your organisation: from your desktop computer, you can control a shared telephony resource. Thus you are able to control calls belonging to your desktop and to other users within your company as well.

CTI third party architecture

This architecture is a native Ethernet TCP/IP link between the Alcatel Office communication system and the Local Area Network (LAN): the system is seen by the LAN as a server which provides information to the client PCs. It is perfectly adapted to applications involving teams, since several PCs, associated to the respective telephones, can be monitored by the system. Therefore, call centre and groupware applications take advantage of this global agents supervision to optimise communication processing.

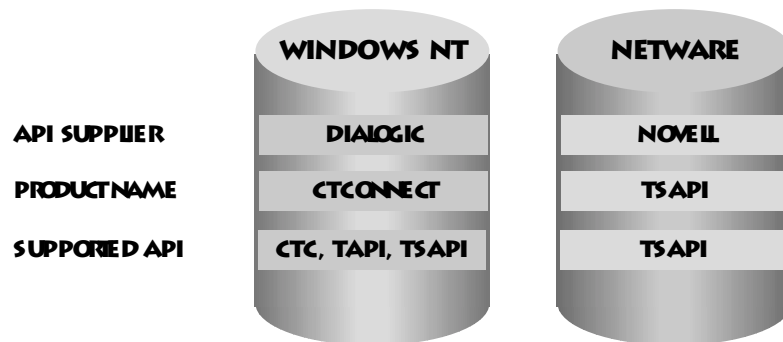
Software architecture:



For this type of architecture, the interface between telephone and data applications is the ECMA-compliant CSTA. This protocol supports other API standards (TSAPI, CTConnect).

Multimedia

APIS DESCRIPTION



Alcatel Office Business provides the following capabilities:

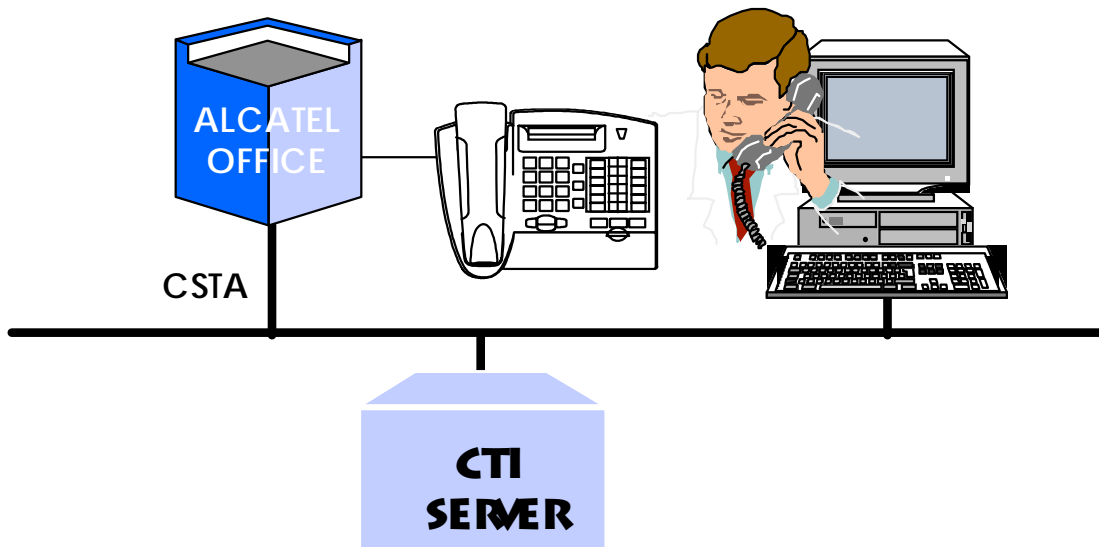
- 10 Mb /s Ethernet link on the Application Module (AM board)
- Monitoring of the agent workstations
- Management of any kind of telephone set: Reflexes™ , DECT, analogue
- Call deflection: call forwarding during ringing phase to another subscriber
- Trunk terminal function for trunks to be seen as virtual stimuli terminals able to use CSTA mechanisms
- B channel identification to enable customer calls recording (for security application or in call centre)
- Cause Info to identify and analyse anomalies
- Plug-and-Ready of the AM board

Limits

Number of simultaneous CTI sessions	4 sessions
Number of requests of simultaneous monitoring per set	8 requests/terminal
Number of simultaneous active monitoring	128 monitoring
Number of simultaneous CSTA requests	32 requests

Multimedia

Connection diagram:



CTI applications

⇒ on the whole Alcatel Office range : First party CTI

- Alcatel 4953 screen Reflexes™ (Terminals chapter)

⇒ on Alcatel Office Business E (16 to 128 ext.) : Third party CTI

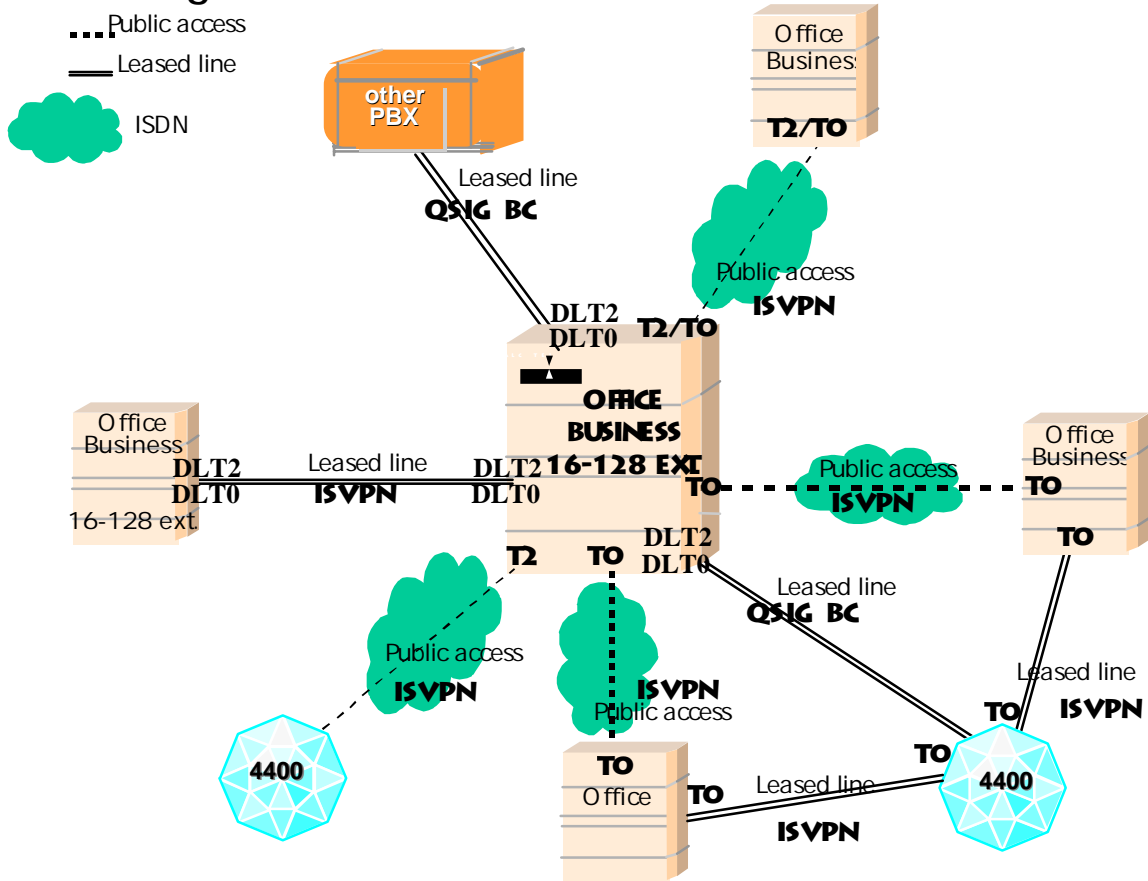
- Alcatel 4625 ICS Automatic Call Distribution (Teamwork chapter)

Alcatel Office partner program

CTI third party applications designed by software developers on the Alcatel Office Business platform will be soon available in the catalogue.

Multisite

Example of configurations



Summary table of services according to network topologies

- Enhanced centralised metering				
- Name identification (caller, called, connected, - Status of the set (forwarded, busy, no answer...) - Optimised forwarding - Optimised transfer - Call back on busy or no answer - Centralised attendant			ISDN Digital leased lines*	Digital leased lines *
- Private Numbering Plan (DDI) - private/public call differentiation - Callers repertory		Operator VPN offer ISDN-based VN		
- Number identification (CLIP)	Digital leased lines *			
- Transit - Break-out - Homogeneous numbering plan - Overflow to central attendant - Joining by forward. and transfer	Tie Lines *			
	ATL	QSIG BC	VPN	ISVPN
				ISVPN+

* only for Alcatel Office Business E (16-128 ext.)

Multisite

Main ISVPN services

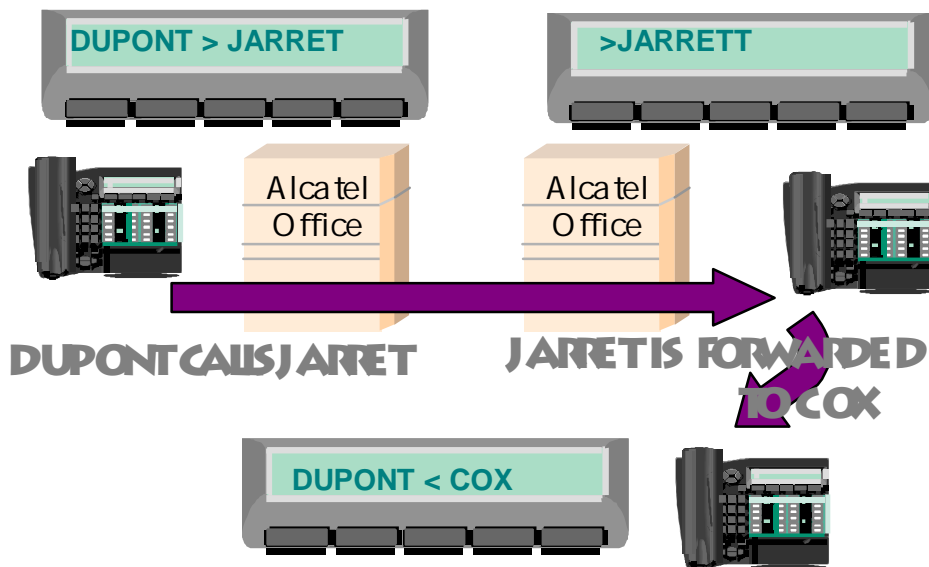
ISVPN is an exclusive Alcatel protocol using ISDN set of services + supplementary information carried through the UUS (User to User Signalling)

- ISVPN is provided throughout the Alcatel system range (4400/Office),
- ISVPN is available via a virtual private network based on ISDN, as well as on digital leased lines* [Office Business (16-128 ext.)] and in both cases on BRA and PRA.

1) Private homogeneous numbering plan

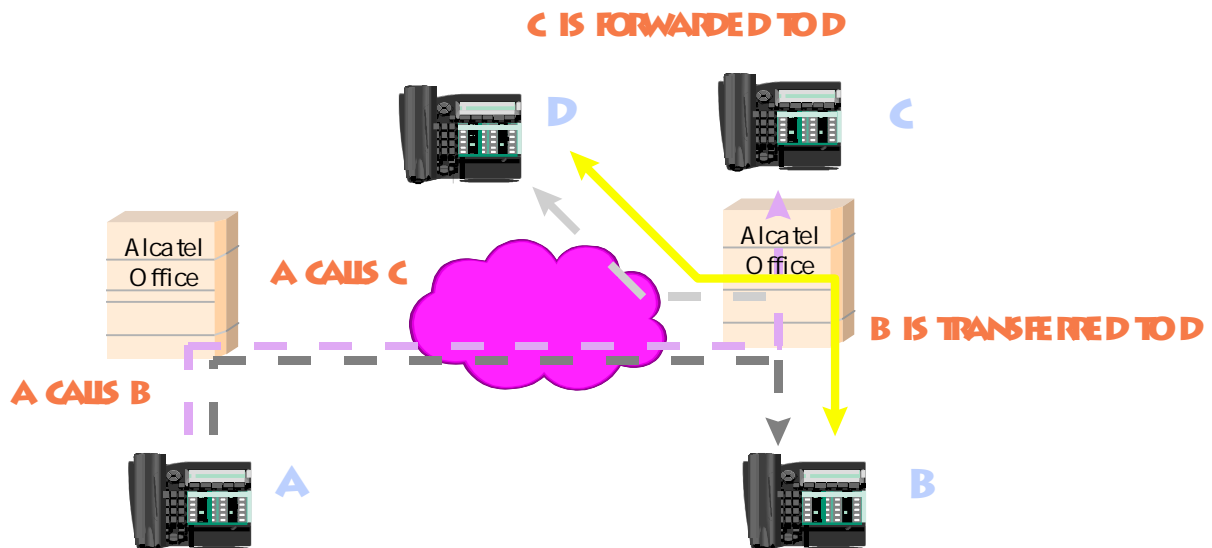
- 2) **Name identification and call status:** caller, called, connected and/or forwarded name are presented on the user's terminal display

Ex: information display of a forwarded call



- 3) **Call path optimisation:** in case of transfer or forwarding the Alcatel Office Business releases the useless intersite links.

Ex: optimised transfer of B by A



* It's possible to link Alcatel Office Business D (8-48 ext.) to an Alcatel 4400 through digital leased lines (T0) but in this case Alcatel 4400 is considered as a public switch.

Multisite

4) Differentiation of private and public calls:

- network identification by a letter on the display,
- different ringing,
- caller name,
- information in metering,
- no dynamic routing to the attendant and no pre-announcement for private calls.

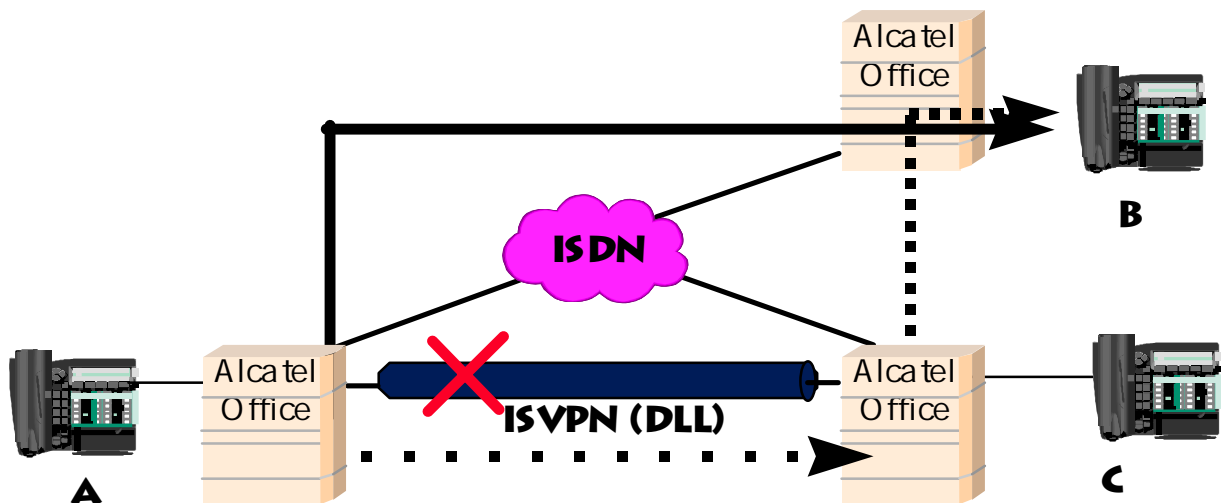
5) Centralised services:

- Centralised attendant functions (master/slave configuration)
- break-in through the main site
- access to remote extensions deprived of DDI
- dynamic overflow on no reply/busy
- general attendant call by dialling 9
- Metering information consistently handled (ISVPN+),
- DECT multi-location mobility (terminal identification in Alcatel Office Business).

6) Cost-optimised ARS mechanism:

- Break -out through the network up to the node closest to the public destination,
- External forwarding,
- Operator/installation forwarding,
- Overflow on overload.

Ex: A attempts to call C through digital leased line and C is forwarded to B. The digital leased line is busy and if the overflow is allowed the call is optimised by going directly to B, with the same level of ISVPN service for the user.



Management

Alcatel 4715

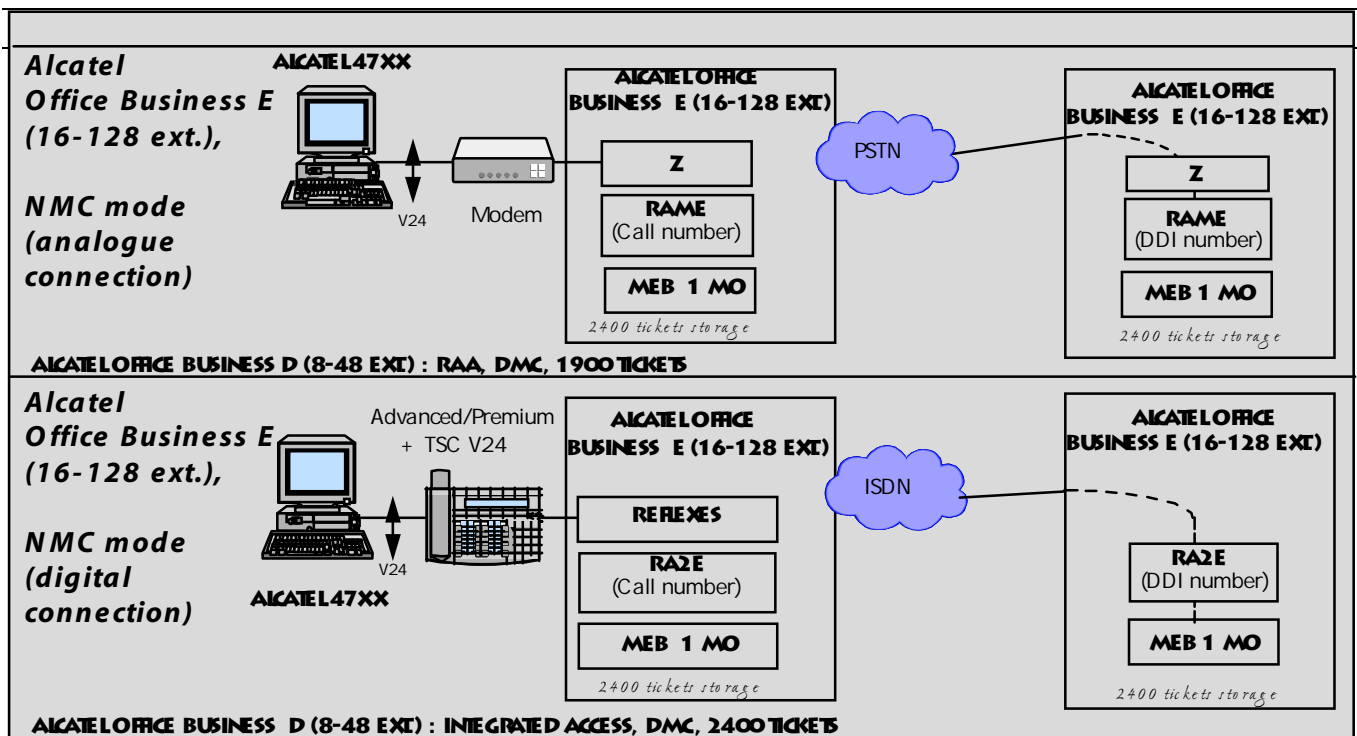
Alcatel 4715 is a Windows-based metering software.

- Alcatel 4715 on not dedicated PC for stand-alone configurations.
 - Alcatel 4715 on dedicated PC for networking configurations (4400/Alcatel Office) (up to 2000 extensions and 50 nodes)
- 3 packages available for Alcatel 4715 on non dedicated PC.

	Alcatel 4715 32	Alcatel 4715 64	Alcatel 4715 128
Nb of extensions	32	64	128

Minimum required for the PC:

- Pentium 166 Windows 95,
- 32 Mo mini for central memory,
- Hard disk 200 Mb free,
- Link with Alcatel Office (connection with NMC protocol through V24).



Management

Specific reports on new services (ARS) and networking

- Specific report for each carrier, configurable tariffs for each carrier
- Report on the cost savings through an operator
- Comparative simulation via ARS:
Alcatel 4715 can estimate the economy generated by the use of alternative routes
- Cost calculation according to the carrier tariffs (distance and time zones, minimum charge, different costs for the first pulses)
- Specific reports for ISVPN or VPN calls to measure the overflow cost for instance

Features

- Windows user interface
- Access control by password
- Multi-language
- 8 organigrams levels (company, department, cost centre...)
- Phone book edition (name, surname, set, automatic updating)
- Time charging (VPN cost simulated, tie line...)
- Modifiable costs (over charging for re-invoicing)
- ISDN pulsing: Voice, Data at 64 Kb/s, complementary services invoiced upon use
- Masking of the last digits of the dialed numbers
- Traffic analysis (incoming & outgoing calls)
- Pre-defined reports
- Total reports, hit-lists, cost thresholds
- Detailed and analysis report (crossed sorting)
- Account codes report
- Customized report (layout, criteria...)
- Graphical presentation (diagrams, sectors, histograms)
- Recapitulative report (created from other reports)
- External storage (disk, server,...)
- Automatic operations (report edition, data saving)
- Multi-carrier access

Alcatel 4740

Alcatel 4740 operates on a dedicated PC under Windows 95, to manage up to 20 nodes and 2000 extensions. It is supported by Alcatel 4400 and Alcatel Office Business.

Features

- Configuration 4400/Office (MMC-PC on Office),
- Automatic alarm reporting,
- Accounting (same as Alcatel 4715),
- Traffic analysis (same as Alcatel 4715)
- Past time performances (on 4400, additional offer).

5 packages: up to 128, 500, 1000, 1500, 2000 extensions and 20 nodes
additional offer: past time performances

Management

ARS (Automatic Route Selection)

The ARS is an intelligent routing mechanism designed for multi-carrier and multi-site environments to force the most cost-optimised route depending upon the dialled number, and select an alternative path when the most appropriate is overloaded.

- ARS is fully **transparent** for the user: the system automatically takes care of dropping and/or adding the necessary digits (prefix, suffix, over-dialling...) to reach the right carrier, without requiring the user to change his numbering habits.
- ARS is available on:
 - Alcatel **Reflexes** terminals,
 - Alcatel **DECT** (4074),
 - Alcatel **dedicated** terminals (4120, 160),
 - **Analogue** sets.
- ARS is invoked in all dialling modes:
 - **Manual** dialling,
 - **Automatic** dialling, (call keys, individual and common speed dialling, redial, caller's repertory)
 - External **forwarding**.
- ARS is programmable according to the **time** and **day**:
 - 3 modes per time range (week, week-end, holidays for instance),
 - 24 time ranges.

	Monday to friday	Saturday and sunday	Official holidays
1	SEIACE 1	SEIACE 2	SEIACE 1
0	SEIACE 2	SEIACE 1	SEIACE 1
G	SEIACE 3	SEIACE 3	SEIACE 1
1	SEIACE 1	SEIACE 2	SEIACE 1

- ARS is applicable:
 - To any type of **trunk** bundle (public/private),
 - Regardless of the type of **media** (analogue/digital),
 - To any type of **call** (voice/data).
- **Direct** and **indirect** accesses to carriers are provided (except for GAP and S0 sets in indirect access only).

-Number maximum of entries in the ARS table (number modification mechanism): 120

Special features for hospitality businesses

Hotels have got multiple needs ?
We've got simple solutions.

Special features for hospitality businesses of up to 99 rooms offer solutions adapted to the hotel managers' requirements and their guests' needs.

The integrated hotel menu is very easy to use and permanently combines friendliness and productivity. It enables daily tasks like check-in and check-out to be carried out with maximum efficiency.

With the **special features for hospitality businesses**, your customers can be provided with a direct dial phone in all guestrooms along with voice mail and mobile handsets to improve communication throughout the hotel. All with the goal of providing guests with the highest possible level of satisfaction.

In addition, thanks to new features such as flexible billing, hotels can improve their profitability while billing guests clearly and simply.

Finally, the numerous **special features for hospitality businesses** offer all the convenience and ease of utilisation that hotel customers deserve.

Special features for hospitality businesses

An integrated solution to meet the needs of hospitality market:

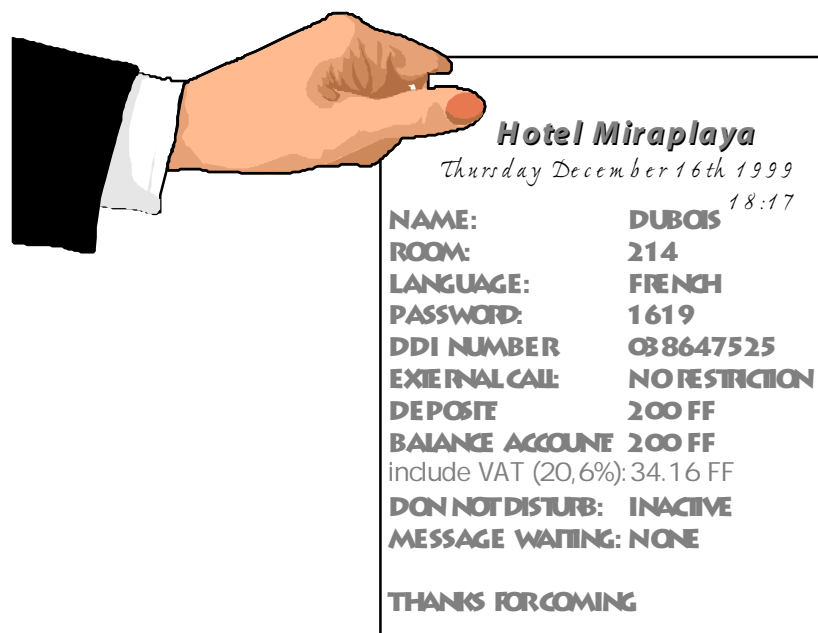
- **small medium hotels**
- holiday villages
- guest houses
- clinics
- training centers
- campus

Configuration	<ul style="list-style-type: none"> • Integrated solution for hotels up to 99 rooms • Based on Alcatel Reflexes™ Advanced terminal with add-on modules for the rooms supervision • Printer • Guest room terminals • Booth sets • 4 simultaneous accesses to guest parameters
Front Desk Services	<ul style="list-style-type: none"> • Specific keys, icons to access hotel application • Direct guest calling by name or by room call keys • Global overview: rooms availability, rooms terminals, rooms status • Secured access to hotel features • Quick check-in: with limited information • Complete check-in: with additional information (name, language, DND, ...) • Check-out at guest's departure • Pre-check-out before guest's departure
Guest Services	<ul style="list-style-type: none"> • Memo ticket for the guests to remember parameters like: password, DDI number • Direct incoming calls to the room's terminal • Dynamic DDI (Direct Dialling In) • Automatic allocation during the check-in • Delayed automatic call set up • Direct access to hotel services (front desk, bar, restaurant, taxi) by predefined keys • « Do Not Disturb »: activation from the front desk terminal or from the room's terminal
Mailbox	<ul style="list-style-type: none"> • Message LED: call back request or voice message • Automated allocation at guest check-in • Simplified mailbox announcement • Simplified mailbox consultation • Call forwarding to the mailbox or to the front desk terminal on overflow
Wake Up	<ul style="list-style-type: none"> • Wake-up programming from the front desk terminal or from the room terminal • Audible and visual signal indicating wake-up problems
Room Status	<ul style="list-style-type: none"> • From the desk terminal: overview of all the rooms, display of a room problem (3 coded digits), ticket printing on the fly • Status modification from the room terminal or from the hotel console • Possibility of programming an automatic daily status change

Special features for hospitality businesses

Mobility	<ul style="list-style-type: none"> • Phone booth: print-out of a metering ticket or assignment of the charges to a room • Password: used by the guest to lock his station • DECT: terminals allocated to rooms or administrative/service people
Prepayment Services	<ul style="list-style-type: none"> • Prepayment • Defined during check-in with the following options: default value, specific value, no prepayment at all • Multiple deposit allowed • Audible alarm to warn when the threshold is reached • Cut off calls or not • Emergency numbers still allowed when deposit becomes nil or negative • Bill printing customised with or without prepayment
Costs Control	<ul style="list-style-type: none"> • Cost computing: 2 thresholds, 3 costs values • Global invoicing • Detailed invoicing (option) • Cost display on the front desk terminal • Barring (ex: no direct call, local, national, international) • Telephone calls using personal code

On arrival, a printed ticket for the guest:



Easy does it

Easy to install

- T0 (RJ45) access standard connection,
- Optimisation of the extension connections.

Pre-program configuration

- All the digital sets programmable keys are configured,
- Improved flexibility of the configuration,
- Automatic allocation of the voice mail (A4610),
- Pre-programmed call distribution.

The customer can personalise his system (via WIZARD)

- WIZARD is a Windows application, state of art in PC software industry,
- Helps you step by step by sequence of screens,
- At each step, questions and comments help the user to choose the parameters for the system,
- The last step is "VALID".

There are two levels of Wizard:

- Wizard terminal
- Wizard PC

Wizard PC for Business mode	Wizard PC for Hotel
<ul style="list-style-type: none">• Installation number• Default Numbering plans - 2, 3, 4 digits• Operation mode• Number of channels in main trunk group• DECT ARI• Handset creation• Charge rate• Date and time• Subscriber list - external number DDI, Name, barring with 5 pre defined levels• Subscribers miscellaneous - Dynamic routing level 1 delay and destination, language• Collective speed dial - dialling number, name• Hunting groups - name, type, members• Broadcast groups - name, members• Pick up groups - members• Screening - internal number for manager/secretary	<ul style="list-style-type: none">• Installation number• Default Numbering plans - 2, 3, 4 digits• Number of channels in main trunk group• DECT ARI• Handset creation• Charge rate• Date and time• Subscriber list - external number DDI, Name, barring with 5 pre defined levels• Public Guest numbers - DDI start/End of range• Subscribers miscellaneous - Dynamic routing level 1 delay and destination, language• Collective speed dial - dialling number, name• Hunting groups - name, type, members• Broadcast groups - name, members• Pick up groups - members• Screening - internal number for manager/secretary

Wizard SET for Business and Hotel mode

- System operating mode - Business, Hotel
- Installation number
- Default Numbering plans - 2, 3, 4 digits
- DDI number definition
- Terminal operation mode - PBX or key system mode for subscribers and/or operator sets
- Pool of public extensions for Guest (only for Hotel)
- Number of channels in main trunk group
- DECT ARI (skip if no DECM4 or IBS present in the system)
- Charge rate
- Terminal's display language
- Date and time

Alcatel Office Business Environment

Power supply*

Alcatel Office Business D from 8 to 48 ext.	Alcatel Office Business E from 16 to 128 ext.
Supply: 230 V / 50 Hz 1 battery 12 V. 2.7 Ah External: 12 V. 6.5 Ah battery	Supply: 230 V / 50 Hz Models 6 and 10 slots: 2 batteries 12 V. 10 Ah Model 20 slots: external 12V battery 12 V. 38 Ah Consumption: 82 a 192 W

Dimensions

Overall dimensions	Alcatel Office Business D from 8-48 ext.	Alcatel Office Business E from 16-128 ext.		
		Model S : 6 slots	Model M : 10 slots	Model L : 20 slots
Width (mm)	525	567	678	846
Height (mm)	445	367	367	367
Depth (mm)	155	238	238	238
Weight (Kg)	10	13	16	16

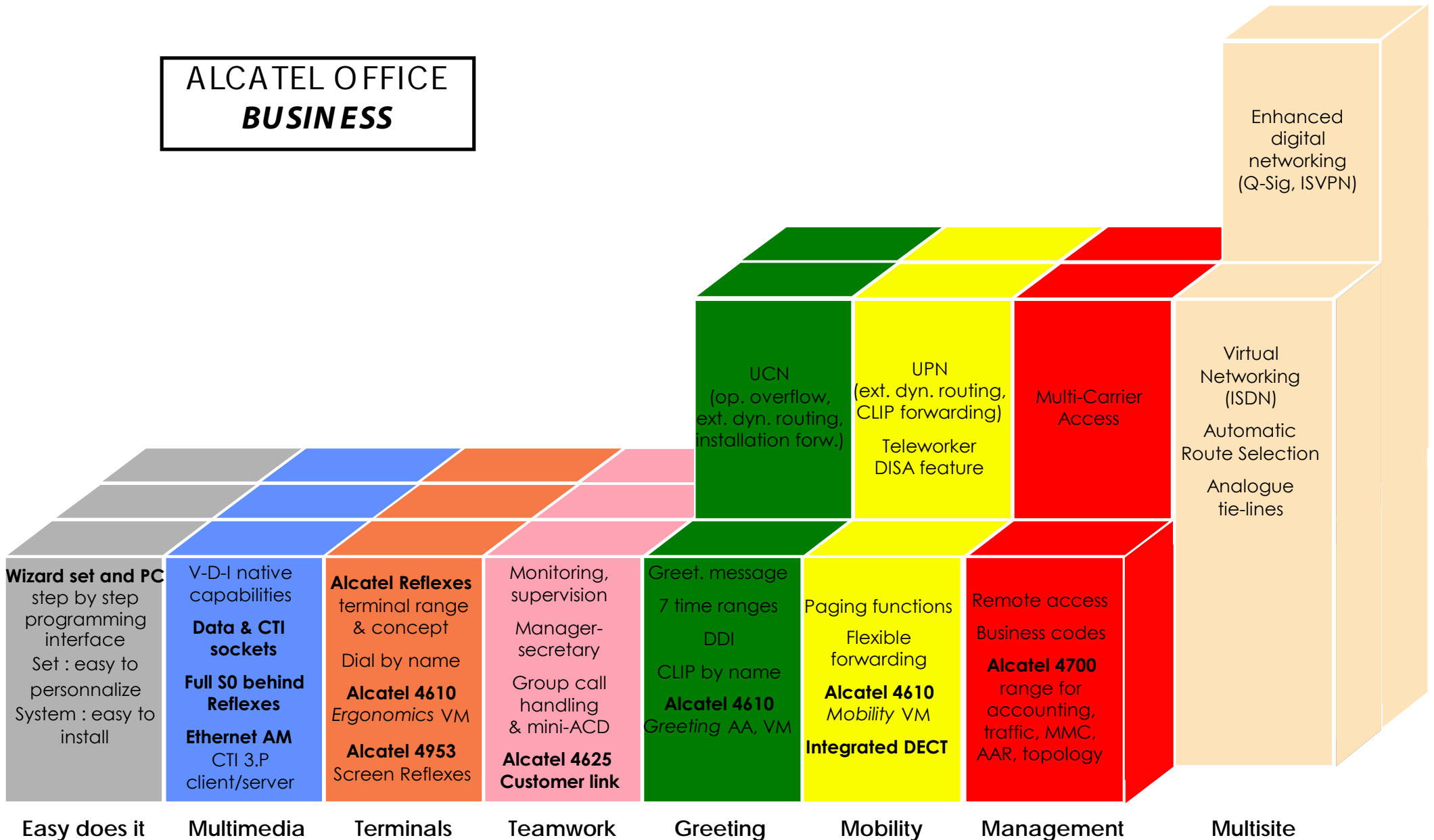
Climatic conditions

Temperature: 0°C to 45°C
 Maximum gradient: 5°C/h
 Relative humidity: 10% to 80%
 Maximum variation: 10%/h

* Power supply information may differ depending on countries.

Notes

**ALCATEL OFFICE
BUSINESS**



UCN
(op. overflow, ext. dyn. routing, installation forw.)

UPN
(ext. dyn. routing, CLIP forwarding)
Teleworker DISA feature

Multi-Carrier Access

Virtual Networking (ISDN)
Automatic Route Selection
Analogue tie-lines

Wizard set and PC
step by step programming interface
Set : easy to personalize
System : easy to install

V-D-I native capabilities
Data & CTI sockets
Full SO behind Reflexes
Ethernet AM
CTI 3.P client/server

Alcatel Reflexes
terminal range & concept
Dial by name
Alcatel 4610
Ergonomics VM
Alcatel 4953
Screen Reflexes

Monitoring, supervision
Manager-secretary
Group call handling & mini-ACD
Alcatel 4625
Customer link

Greet. message
7 time ranges
DDI
CLIP by name
Alcatel 4610
Greeting AA, VM

Paging functions
Flexible forwarding
Alcatel 4610
Mobility VM
Integrated DECT

Remote access
Business codes
Alcatel 4700
range for accounting, traffic, MMC, AAR, topology

Virtual Networking (ISDN)
Automatic Route Selection
Analogue tie-lines

Enhanced digital networking (Q-Sig, ISVPN)

Easy does it

Multimedia

Terminals

Teamwork

Greeting

Mobility

Management

Multisite