

eFlash: Contractual Information for Partners



Phase-in | Alcatel-Lucent OpenTouch Suite for Medium- and Large-sized Enterprises: H2 2021 Offer Preview

EF-Phase-in-C170-EN - 03/09/2021

Effective date: 04/10/2021

Effective October 4, 2021, Alcatel-Lucent Enterprise announces a new MLE offer which includes the Alcatel-Lucent OmniPCX® Enterprise Purple R100, new ALE DeskPhones, new ALE SoftPhone, new ALE headsets, and updated applications and integrations for the vertical sector.

Alcatel-Lucent OmniPCX Enterprise Purple Release 100

Alcatel-Lucent Enterprise is pleased to announce Alcatel-Lucent OmniPCX Enterprise Purple R100, a major milestone in the ALE hybrid cloud strategy supporting the new Digital Age Communications era. Release 100 is a major release in the transformation cycle, which ALE has named Purple, denoting the first color in the Rainbow.

- It offers a **new communications experience ready for the future of work including:**
 - New communications experiences available on new [ALE SoftPhone](#)
 - New **ALE DeskPhones:** [Enterprise and Essential](#) models. A [new SIP model](#) will be available in MD1.
 - New agent desktop and omnichannel interactions on the new [ALE Connect](#) (selected geos in this release, to be extended later)
 - New [ALE headsets](#) models and [Rainbow Room kits](#) for high-quality conversations everywhere
- It offers **unmatched security and technology compliance** to meet the requirements of the most demanding vertical industry sectors with:
 - **Native encryption** extended to IP-xBS DECT base stations and Rainbow WebRTC Gateway for end-to-end security
 - **Improved overall scalability** including more remote extensions - pivotal for Rainbow hybrid call continuity. Improved scalability to 15,000 SIP endpoints per system for verticals requiring SIP-based technology.
 - **New ABC Direct IP link** to interconnect OmniPCX Enterprise nodes in a more up to date and simpler way than the current ABC Hybrid IP link, and removing dependency on H323 technology
 - New [Rack3 150W chassis](#), [GD4](#), [GA4](#), [EvolMEX](#) and [PowerMEX-2](#) boards for long term sustainability and improved power management
 - New [8379 ATEX IBS](#) base station for explosion-proof deployments
 - **Improved experience for SIP endpoints** including communications features, device management, VoIP quality reports. Improved [SIP trunking](#) and [Session Border Controller](#) interoperability.
 - Evolutions of the software suite to meet verticals requirements: Alcatel-Lucent [OpenTouch](#)®, Alcatel-Lucent [4059EE Attendant Console](#), Alcatel-Lucent [OmniPCX® RECORD Suite](#), Alcatel-Lucent [OmniVista® 8770](#) Network Management System, Alcatel-Lucent [Visual Notification Assistant](#), and Alcatel-Lucent [Visual Automated Attendant](#).

- Unique ALE hybrid cloud capabilities evolved to ease the transformation to Digital Age Communications including:
 - Improved Rainbow WebRTC Gateway integration: Load balancing, encryption, shared instances, and more direct RTP flows.
 - [ALE Connect](#) offered as a hybrid cloud service for omnichannel interactions
 - Cloud Connect evolution for serviceability: Software and offer remote file update, and list of alarms.

New OmniPCX Enterprise system features

The SIP trunk connectivity improves with new Correlator Data and Global Call ID information elements. They are usually shared with SIP Interactive Voice Response (IVR) units that collect user data.

New commercial part numbers:

| Part number | Description | Disc. cat. | WPL€ | WPL\$ | Serv. type | Soft. value € | Soft. value \$ |
|-------------|--|------------|----------|----------|------------|---------------|----------------|
| 3BA09131KA | CSTA correlator data SIP trunk software server license including the first 5 ports | CC40 | 4 500,00 | 4 950,00 | B | 4 500,00 | 4 950,00 |
| 3BA09132KA | 5 additional ports software license for CSTA correlator data SIP trunk | CC40 | 500,00 | 550,00 | B | 500,00 | 550,00 |

OmniPCX Enterprise chassis and boards

As of the October 4, 2021 offer and the introduction of OmniPCX Enterprise R100, new boards GD4, GA4, and EvolMEX, will replace the GD-3, GA-3 and PowerMEX boards. GD4, GA4 and EvolMEX boards are not supported on R12.4 and previous releases.

At the same time, the Rack 3 150W and the PowerMEX-2 will be introduced, replacing the former Rack 3 and PowerMEX board for supported OXE releases. The new Rack 3 150W is required to enable remote power feeding of the new Essential ALE 20 and ALE 30h DeskPhone models.

For a detailed status on Rack 3 150W availability by country, please refer to the [Country Saleable Solutions List](#), available on the Business Portal. This document is updated regularly with the latest available information. The alternative solution to Rack 3 150W is the existing rack 110W, orderable with previous ACTIS release 22.8 until the end of the catalogue overlap.

Due to a strain on the worldwide semiconductor market, and the fact that these boards are more future-proof than the previous generation, the list prices of the new chassis and boards are increased compared to existing ones. Future-proof capabilities include:

- More power (for example, racks have 30% increased power supply capacity)
- Able to support more demanding media processing (for example, next generation Codecs and hardened encryption algorithms)

Commercial part numbers:

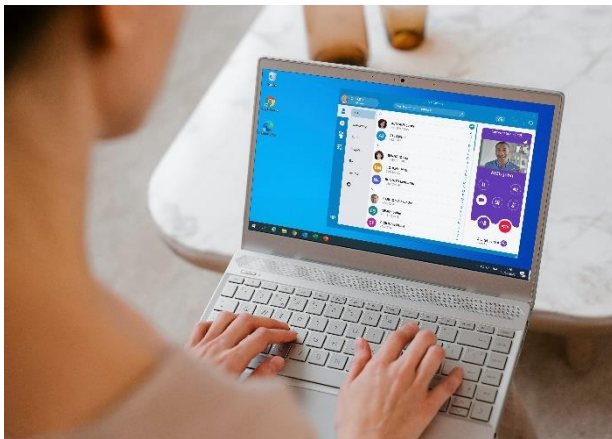
| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|---|------------|----------|----------|
| 3EH73106AD | Controller board EvolMEX | AA36 | 1 300,00 | 1.261,00 |
| 3EH73084AP | Controller board PowerMEX-2 | AA36 | 850,00 | 825,00 |
| 3EH73106AB | Gateway Driver CPU (GD4 board) | AA35 | 2 600,00 | 2 522,00 |
| 3EH73106AC | CPU applicative board (GA4 board) | AA35 | 3 150,00 | 3 056,00 |
| 3BA00866AA | Rack 3 150W module, with 110/230 VAC power supply (must be used with external battery and rack) | AA35 | 2 800,00 | 2 716,00 |
| 3BA00866AV | Rack 3 150W module, with 48VDC power supply | AA35 | 2 800,00 | 2 716,00 |

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|---|------------|--------|--------|
| 3EH05023AA | 110/230VAC Power Supply board kit for Rack 3 150W | AA36 | 850,00 | 825.00 |
| 3EH05024AA | 48VDC Power Supply board for Rack3 150W | AA36 | 800,00 | 776.00 |

Refer to the Global Commercial Catalogue for the complete list of packages and IP media gateways including these new components.

Alcatel-Lucent Enterprise SoftPhone

ALE introduces a new enterprise-grade SoftPhone to manage business communications everywhere.



The ALE SoftPhone is a Microsoft® Windows OS application that offers:

- A modern and simplified call management experience including video support
- Call management based on the latest SIP evolution of OmniPCX Enterprise Purple including supervision and group call pick-up
- Microsoft integration: Azure Directory, Office365, Outlook, and Teams for contact/ group synchronisation, directory search, and making calls
- VPN-less, SIP/TLS and SRTP secure communications for work-from-home and remote usage

The ALE SoftPhone is compatible with OmniPCX Enterprise R100. A SIP Premium User license is needed. The new commercial part number is:

| Part number | Description | Disc. cat. | WPL€ | WPL\$ | Serv. type | Soft. value € | Soft. value \$ |
|-------------|--|------------|-------|-------|------------|---------------|----------------|
| 3BA09113KA | Alcatel-Lucent Enterprise SIP Softphone license - 1 user | GG42 | 80,00 | 88.00 | B | 140,00 | 154.00 |

ALE SoftPhone software availability: Mid-November 2021.

ALE DeskPhones

ALE introduces new DeskPhones designed for Digital Age Communications:

- Essential range models offer a streamlined design, excellent audio quality, and unique hybrid digital/IP connectivity
- Enterprise range models offer a modular, stylish design and unmatched 360° audio quality. They come with a multitude of connectivity options, perfect for hybrid work



Essential and Enterprise DeskPhones in IP mode can be deployed on OmniPCX Enterprise Purple R100, as well as OmniPCX Enterprise R12.4.

The Essential ALE-20h and ALE-30h models can be deployed using TDM digital connectivity on OmniPCX Enterprise Purple R100 and will be supported on OmniPCX Enterprise R12.4 on a maintenance version (MD) planned for Q1 2022.

Mixed deployments are supported. New ALE DeskPhones can coexist with former 80x8s and 80x9s phones on the same system.

The automatic VPN parameters provisioning using the ALE Easy Deployment Server (EDS) for IP Phones simplifies remote deployment of 80x8 DeskPhones and the new ALE DeskPhones.

ALE DeskPhones - Enterprise range



The ALE DeskPhones Enterprise range IP phones feature large colour displays, dual Gigabit Ethernet RJ45 and two USB-C ports. They support an optional Bluetooth®/WLAN cartridge (ALE-108), enabling Bluetooth accessories. They will also enable Wi-Fi connectivity in an upcoming release. They are using Power over Ethernet (PoE) or a local USB-C power supply.

The Enterprise ALE-500 and ALE-400 DeskPhone models integrate three microphones for outstanding audio performances, including super-wideband audio and 360° Symphonic HD quality. Both support a Bluetooth handset and headset in option. The ALE-300 model integrates one microphone and supports super-wideband audio and 360° Symphonic HD quality. It supports a Bluetooth headset as an option.

Both ALE-400 and ALE-500 DeskPhones offer touch-screen navigation. The ALE-500, ALE-400, and ALE-300 DeskPhones are available in the “Neptune” dark blue colour. They are available with no handset, a corded handset or a cordless handset plus ALE 108 Bluetooth/WLAN cartridge.

They offer a variety of accessories including alphabetic mini-keyboard, Bluetooth/WLAN cartridge, key expansion module, and colored faceplates.



A truly modular design!

| Part number | Description | Disc. cat. | WPL € | WPL \$ |
|-------------|--|------------|--------|--------|
| 3ML27520AA | ALE-500 Dual Gigabit Ethernet Enterprise DeskPhone with Cordless Handset, Dual Stack NOE-SIP, 5,5" 720x1280 color touch display, HD Audio, 2 USB-C, WLAN-Bluetooth. Ships without Network cable. | DD15 | 659,00 | 709.00 |
| 3ML27510AA | ALE-500 Dual Gigabit Ethernet Enterprise DeskPhone with Corded Handset, Dual Stack NOE-SIP, 5,5" 720x1280 color touch display, HD Audio, 2 USB-C. Ships without Network cable. | DD15 | 509,00 | 559.00 |
| 3ML27500AA | ALE-500 Dual Gigabit Ethernet Enterprise DeskPhone without Handset, Dual Stack NOE-SIP, 5,5" 720x1280 color touch display, HD Audio, 2 USB-C, WLAN-Bluetooth. Ships without Network cable. | DD15 | 549,00 | 599.00 |
| 3ML27420AA | ALE-400 Dual Gigabit Ethernet Enterprise DeskPhone with Cordless Handset, Dual Stack NOE-SIP, 4,3" 480x272 color touch display, HD Audio, 2 USB-C, WLAN-Bluetooth. Ships without Network cable. | DD15 | 569,00 | 619.00 |
| 3ML27410AA | ALE-400 Dual Gigabit Ethernet Enterprise DeskPhone with Corded Handset, Dual Stack NOE-SIP, 4,3 " 480x272 color touch display, HD Audio, 2 USB-C. Ships without Network cable. | DD15 | 419,00 | 469.00 |
| 3ML27310AA | ALE-300 Dual Gigabit Ethernet Enterprise DeskPhone with Corded Handset, Dual Stack NOE-SIP, 3,5" 320x240 color display, HD Audio, 2 USB-C. Ships without Network cable. | DD15 | 329,00 | 379.00 |

Accessories for DeskPhones - Enterprise range

| Part number | Description | Disc. cat. | WPL € | WPL \$ |
|-------------|---|------------|--------|--------|
| 3ML37100FR | ALE-100 Magnetic Alphabetic Keyboard AZERTY for ALE-300/ALE-400/ALE-500 Enterprise DeskPhone | DD15 | 40,00 | 49.00 |
| 3ML37100DW | ALE-100 Magnetic Alphabetic Keyboard QWERTY-QWERTZ or ALE-300/ALE-400/ALE-500 Enterprise DeskPhone | DD15 | 40,00 | 49.00 |
| 3ML27110AA | ALE-110 Wall Mounting Kit for ALE-300/ALE-400/ALE-500 Enterprise DeskPhone | DD15 | 49,00 | 59.00 |
| 3ML37120AA | ALE-120 Key Expansion Module 2 x 12 keys with blue LED, 2 x 2,8" color with backlight, 3 USB-C, 1 clip | DD15 | 399,00 | 459.00 |
| 3ML27140AB | ALE-140 DeskPhone Factory (Grey) Customization Kit (Desphone plastic tab, Handset plastic tab, fabric) | DD15 | 29,00 | 39.00 |
| 3ML27140AC | ALE-140 DeskPhone Azur (Blue) Customization Kit (Desphone plastic tab, Handset plastic tab, fabric) | DD15 | 29,00 | 39.00 |
| 3ML27140AD | ALE-140 DeskPhone Ruby (Red) Customization Kit (Desphone plastic tab, Handset plastic tab, fabric) | DD15 | 29,00 | 39.00 |
| 3ML27140AH | ALE-140 DeskPhone Neptune (Dark Blue) Customization Kit (Desphone plastic tab, Handset plastic tab, fabric) | DD15 | 29,00 | 39.00 |
| 3ML27150AA | ALE-150 SWB Corded Handset for ALE Enterprise DeskPhone | DD15 | 79,00 | 89.00 |
| 3ML27160AA | ALE-160 WB Cordless Bluetooth Handset for ALE Enterprise DeskPhone | DD15 | 150,00 | 169.00 |
| 3ML37161AA | 13300 - 3.7V 400mAh Battery Polymer Lithium-Ion for ALE-160 WB Cordless Handset | FF13 | 29,00 | 39.00 |
| 3ML27108AA | ALE-108 Wireless Dual-Band WLAN (a,b, g, n, ac) - Bluetooth 5.0 Module | DD15 | 90,00 | 99.00 |
| 3ML37190AA | ALE DeskPhone USB-C Power supply 5V/3A - EU Plug (x1) | FF13 | 29,00 | 39.00 |
| 3ML37190US | ALE DeskPhone USB-C Power supply 5V/3A - US Plug (x1) | FF13 | 29,00 | 39.00 |
| 3ML37190UK | ALE DeskPhone USB-C Power supply 5V/3A - UK Plug (1x) | FF13 | 29,00 | 39.00 |
| 3ML37190AU | ALE DeskPhone USB-C Power supply 5V/3A - AU Plug (x1) | FF13 | 29,00 | 39.00 |
| 3ML27151AA | ALE-151 450mm flat coiled 6 wires RJ11 handset cord RJ11M 6P6C - RJ11M 6P6C (x10) for ALE-150 SWB handset | FF13 | 29,00 | 39.00 |

Due to a strain on the worldwide semiconductor market, the ALE DeskPhones Enterprise range and their accessories will not be available at launch date. They will be available for ordering from October 25, 2021 for corded handsets, and from November 29, 2021 for cordless handsets.

The ALE-120 Key Expansion Module and accessories will be available for ordering from February 2022. Lead time applies.

ALE DeskPhones - Essential range



ALE-20

ALE-20h

ALE-30h

The ALE DeskPhones Essential range, ALE-30h and ALE-20h model offer a unique hybrid Digital/IP connectivity: Customers can evolve to IP at any time. These phones connect to a Digital line (UAI port) or to IP (Noe-IP) interchangeably.

They deliver wideband audio (IP) and full duplex handsfree. They are equipped with a USB-A and a USB-C port.

A single RJ45 port is used for Digital or Fast Ethernet IP connectivity. They are powered using PoE, or by the digital line (PoDL) or a USB-C power supply. They ship with an adjustable foot stand.

The ALE-30h model features a colour display and supports an alphabetic mini-keyboard and key expansion modules as an option.

The ALE-20 model is the IP-only variant of ALE 20h. It shares the same features as the ALE-20h except that ALE-20 supports dual Gigabit Ethernet ports and no TDM.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|---|------------|--------|--------|
| 3ML37030AA | ALE-30h Single Port Hybrid Digital-IP Essential DeskPhone, Dual Stack NOE-SIP, 3,5" 320x240 color display, HD Audio, 1 USB-A, 1 USB-C. Ships without Network cable. | DD17 | 289,00 | 319.00 |
| 3ML37020AA | ALE-20h Single Port Hybrid Digital-IP Essential DeskPhone, Dual Stack NOE-SIP, 2.8" 132x64 B&W display with backlight, HD Audio, 1 USB-A, 1 USB-C, Ships without Network cable. | DD17 | 179,00 | 209.00 |
| 3ML37020AB | ALE-20 Dual Port Gigabit Ethernet Essential DeskPhone, Dual Stack NOE-SIP, 2.8" 132x64 B&W display with backlight, HD Audio, 1 USB-A, 1 USB-C. Ships without Network cable. | DD15 | 239,00 | 269.00 |

Accessories for ALE DeskPhones - Essential range

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|--|------------|--------|--------|
| 3MK27007AA | EM-200 5" Color LCD, Smart Expansion Module for Mx/ALE 30h with 10 pages of 20 programmable keys | DD31 | 148,00 | 168.00 |
| 3MK27008AA | Wall Mounting Kit for Mx/ALE-20/20h/30h DeskPhone | DD31 | 18,00 | 21.00 |
| 3ML37010FR | ALE-10 Magnetic Alphabetic Keyboard AZERTY for ALE 30h Essential Deskphone | DD15 | 30,00 | 39.00 |
| 3ML37010DW | ALE-10 Magnetic Alphabetic Keyboard QWERTY - QWERTZ for ALE 30h Essential DeskPhone | DD15 | 30,00 | 39.00 |
| 3ML37005AA | ALE-20/20h/30h WB Corded Handset | DD15 | 59,00 | 69.00 |
| 3MK08005EU | Power supply 5V/2A - EU Plug compatible with M3, M5, M7 and Essential DeskPhones (x1) | DD31 | 18,00 | 21.00 |
| 3MK08005US | Power supply 5V/2A - US Plug compatible with M3, M5, M7 and Essential DeskPhones (1x) | DD31 | 18,00 | 21.00 |
| 3MK08005RW | Power supply 5V/2A - RoW (incl. AU/UK) Plug compatible with M3, M5, M7 and Essential DeskPhones (x1) | DD31 | 18,00 | 21.00 |
| 3ML37001AA | 3m Cat3 Telephone cable-RJ45/RJ11 (x10) | FF13 | 29,00 | 39.00 |

OmniPCX Enterprise Purple R100 MD1 is mandatory to deploy the EM-200 Smart Expansion Module.

The following Essential DeskPhones accessories: Keyboards, corded handset, and telephone cable will not be available at launch date. They will be available for ordering from October 25, 2021. Lead time applies.

ALE-2 DeskPhone



The ALE-2 DeskPhone is a SIP phone featuring a black and white backlit display with 3 line keys and softkeys. It delivers wideband audio and full duplex hands-free. It supports an RJ9 headset port and dual Gigabit Ethernet ports. The ALE-2 DeskPhone is powered using PoE or a local power supply.

OmniPCX Enterprise Purple R100 MD1 is mandatory to deploy ALE-2 DeskPhones.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|---|------------|-------|--------|
| 3MK27013AA | ALE-2 Dual Port Gigabit Ethernet Basic SIP Phone 2.8" 132x64 B&W display with backlight, 2 SIP accounts, 3 Line Keys, 4 soft Keys, HD Audio, RJ9 Headset Port, Ships without Network cable. | DD16 | 98,00 | 109.00 |

Accessories for ALE-2 Basic SIP Phone:

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|--|------------|-------|-------|
| 3MK27015AA | Wall Mounting Kit for ALE-2/H3P/H3G/H6 DeskPhone | DD31 | 18,00 | 21.00 |
| 3MK37001AA | ALE-2/H3P/H3G/H6/Power supply 5V/2A EU Plug (x1) | DD31 | 18,00 | 21.00 |
| 3MK37001US | ALE-2/H3P/H3G/H6/Power supply 5V/2A US Plug (x1) | DD31 | 18,00 | 21.00 |
| 3MK37001UK | ALE-2/H3P/H3G/H6/Power supply 5V/2A UK Plug (x1) | DD31 | 18,00 | 21.00 |
| 3MK37001AU | ALE-2/H3P/H3G/H6/Power supply 5V/2A AU Plug (x1) | DD31 | 18,00 | 21.00 |

Alcatel-Lucent Enterprise Headsets

The new Series II models offer improved headband and leatherette cushions. Six new models are available with a variety of connectivity including: 3.5mm Jack, USB-A, or USB-C.

OmniPCX Enterprise Purple R100 MD1 is mandatory to deploy these headsets on the ALE DeskPhones.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|--|------------|-------|-------|
| 3MK08019AA | Alcatel-Lucent Enterprise AH 21 J II Coded Monaural Premium Headset. For PC or DeskPhone with 3.5mm Jack | DD32 | 44,90 | 51.90 |
| 3MK08017AA | Alcatel-Lucent Enterprise AH 22 J II Coded Binaural Premium Headset. For PC or DeskPhone with 3.5mm Jack. Leatherette ear cushion & headband | DD32 | 49,90 | 56.90 |
| 3MK08011AB | Alcatel-Lucent Enterprise AH 21 U II Coded Monaural Premium Headset with volume and mute keys. For PC or DeskPhone with 3.5mm Jack or USB-A port. Leatherette ear cushion & headband | DD32 | 54,90 | 62.90 |
| 3MK08012AB | Alcatel-Lucent Enterprise AH 22 U II Coded Binaural Premium Headset with volume and mute keys. For PC or DeskPhone with 3.5mm Jack or USB-A port. Leatherette ear cushion & headband. | DD32 | 59,90 | 68.90 |
| 3MK08018AA | Alcatel-Lucent Enterprise AH 21 M II Coded Monaural Premium Headset with volume, mute and hook keys. For PC or DeskPhone with 3.5mm Jack, USB-A port, or USB-C port, optimized for Rainbow, IP Desktop Softphone and OTC PC, Leatherette ear cushion & headband. | DD32 | 64,90 | 74.90 |
| 3MK08014AB | Alcatel-Lucent Enterprise AH 22 M II Coded Binaural Premium Headset with volume, mute and hook keys. For PC or DeskPhone with 3.5mm Jack, USB-A port or USB-C port, optimized for Rainbow, IP Desktop Softphone and OTC PC, Leatherette ear cushion & headband. | DD32 | 69,90 | 79.90 |

Alcatel-Lucent Enterprise 8379 DECT IBS ATEX



The range of DECT IBS Access Point is extended with an ATEX model designed for operating safely in explosive atmospheres. The product is designed to extend or replace the former 4070 IBS ATEX and is fully compatible with 4070 DECT IBS and 8379 DECT IBS installations. It can also be used with 8378 IP-xBS, following ALE installation rules.

This product is compliant with the latest ATEX approval requirements for Gas II 2 G Ex db IIC T6 and Dust II 2 D Ex tb III C T85°C.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|--|------------|----------|-----------|
| 3BN77020EA | 8379 DECT IBS ATEX Outdoor Base station, supplied with external Antennas | EE10 | 9 990,00 | 11 789.00 |

Alcatel-Lucent OpenTouch Multimedia Services and Message Center Release 2.6.1

The OpenTouch Multimedia Services and Message Center R2.6.1 provides a true user-centric, multi-device and multi-media experience for the "Connection" profile with the following features:

Mobility

- Android 11 and iOS 14 support

OT Server

- Move to SUSE Linux Enterprise 12 SP5
- Virtualisation - Upgrade to VMware vSphere 7

Ecosystem

- OpenTouch-SBC R7.4 support

Alcatel-Lucent Enterprise Connect



ALE Connect enhances our OpenTouch Contact Center Standard Edition installed base value, as well it provides opportunities for new customers, and offers new impetus for our Contact Center strategy.

The solution remains based on the voice Call Center routing strategies in OmniPCX Enterprise which are complemented by a hybrid connection in the cloud to an omnichannel solution, to offer agents the possibility to handle other media than voice. Existing and new customers will benefit from this new solution with a limited set-up cost and a "pay-as-you-grow" subscription for the new services.

ALE Connect offers an optimised routing engine regardless of the channel used (phone, email, chat from a web site, Facebook Messenger, or Twitter). It features innovative services such as an intuitive cross-channel in a single unified web-based interface for the agent, and multi-tasking to manage different interactions simultaneously.

ALE Connect also offers Artificial Intelligence (AI)-based assistance for fast and accurate responses, leading to improved first contact resolution and customer experience.

ALE Connect will be available from November 2021 in eight countries: Austria, Belgium, France, Germany, Luxembourg, Monaco, Switzerland, and United Kingdom.

Refer to the Global Commercial Catalogue for the list of ALE Connect subscription items.

Alcatel-Lucent OpenTouch Session Border Controller Release 7.4

Alcatel-Lucent OpenTouch-SBC R7.4 is a major release that requires an update of its Operating System to CentOS 8 Stream.

For simplicity, the versioning is now in adherence with the Audiocodes Mediant VE versioning (7.4) instead of OpenTouch.

This version enables the interworking of OmniPCX Enterprise with Microsoft Teams Direct Routing (SIP trunk) solution which requires the following commercial part numbers:

| Part number | Description | Disc. cat. | WPL€ | WPL\$ | Serv. type | Soft. value € | Soft. value \$ |
|-------------|--|------------|----------|----------|------------|---------------|----------------|
| 3BA09109KA | OpenTouch SBC -Teams direct-routing (per system) | FF14 | 1 200,00 | 1 300.00 | G1 | 12 000,00 | 13 000.00 |
| 3BA09110KA | OpenTouch SBC Redundancy - Teams direct-routing (per system) | FF14 | 720,00 | 785.00 | G1 | 7 200,00 | 7 850.00 |

An evolution of the Reverse Proxy Light component allows LDAP authentication at the edge for OpenTouch and ALE SoftPhone clients, for increased security.

Alcatel-Lucent OmniPCX Open Gateway Release 2.3

Developers can now easily build innovative customer service and knowledge worker applications leveraging OmniPCX Enterprise RSI. OmniPCX Open Gateway (O2G) Release 2.3 extends its APIs and exposes advanced call routing capabilities from the RSI feature to:

- Collect digits
- Play voice guides
- Select routes
- Monitor the RSI queue

Please click on the following link to see all O2G API capabilities and list of services:

<https://api.dspp.al-enterprise.com/o2g/>

A dedicated software license will be available on eLP for O2G (all releases) from October 4, 2021.

Until now, all O2G release upgrades were free-of-charge, regardless of the SPS status.

As of the October 2021 offer, the standard rule to make release upgrades chargeable, if the SPS is not valid, will apply.

Commercial part numbers:

| Part number | Description | Disc. cat. | WPL€ | WPL\$ | Serv. type | Soft. value € | Soft. value \$ |
|-------------|--|------------|--------|--------|------------|---------------|----------------|
| 3BA09120KA | O2G upgrade software license without valid SPS contract - 1 user | CC40 | 10,00 | 11.00 | G1 | 0,00 | 0.00 |
| 3BA09119KA | O2G - OmniPCX Open Gateway - 1 RSI point | CC40 | 300,00 | 330.00 | G1 | 300,00 | 330.00 |

Alcatel-Lucent OmniPCX RECORD Suite Release 2.5.0.1

As of the October 4, 2021 offer, new features for OmniPCX RECORD 2.5.0.1 will be introduced:

- Improved Web User Interface
- Ability to copy and edit call searches
- Volume control per channel
- Product capacity extended on hardware (500 units) and virtual (300 units) platforms deployment

Alcatel-Lucent 4059EE Attendant Console Release 2.4

The 4059EE Attendant Console R2.4 offers new features, including:

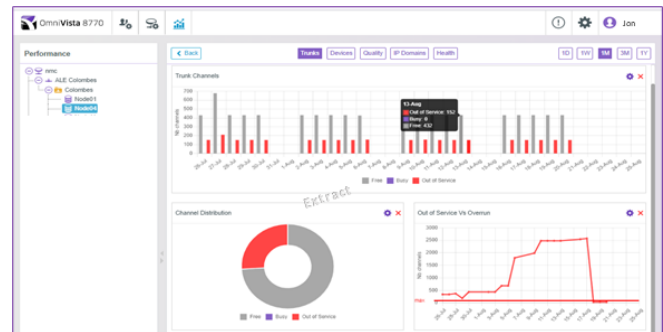
- Rainbow™ by Alcatel-Lucent Enterprise search improvements
- Moving an item between BLF tabs
- Associating notes to a caller stored in Personal Directory

These new features do not require new licenses.

Alcatel-Lucent OmniVista 8770 NMS Release 5.0

The OmniVista 8770 NMS R5.0 is a new major release including:

- Web performance dashboard
- Management of the new ALE DeskPhones and SoftPhone
- Increased provisioning level of 15,000 SIP devices
- Expert level for OmniPCX Enterprise user provisioning
- Web directory new look
- Client deployment via .msi
- Compatibility with the new versions of OmniPCX Enterprise, OXO Connect, and OpenTouch



Alcatel-Lucent Visual Notification Assistant Release 2.0

As of the October 4, 2021 offer, the Visual Notification Assistant (VNA) R2.0 will provide several new features to:

- Update a prompt, on-the-fly, in a pseudo live broadcast mode
- Rely on Pico or Google text-to-speech services for “static” voice prompts and live announcements
- Collect audio samples to perform an advanced voice authentication through an external service such as Whispeak.
- Improve Location-based services:
 - Find a DECT handset by identifying on which OmniPCX Enterprise base station it is located
 - Enable a softphone to indicate its current location
 - Update the USA PSAP Database through bandwidth provider APIs
- Aggregate REST APIs and build Rainbow Bots through the VNA Workflow

In addition, effective the October offer, the VNA pricing model changes to a single software license with only the “broadcast” user option. As a reminder, the “broadcast” option includes audio mass notifications, live audio broadcast, parallel group calls, and conferences.

This updated model applies also to the VNA upgrade without active SPS.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ | Serv. type | Soft. value € | Soft. value \$ |
|-------------|--|------------|----------|----------|------------|---------------|----------------|
| 3BA09116KA | Visual Notification Assistant - Workflow & Notification Services | GG42 | 2 400,00 | 2 640.00 | A2 | 2 400,00 | 2 640.00 |
| 3BA09117KA | Visual Notification Assistant upgrade software license without valid SPS contract - per system | GG42 | 800,00 | 880.00 | A2 | 0,00 | 0.00 |

Alcatel-Lucent Visual Automated Attendant Release 4.2 MD

As of the October 4, 2021 offer, the Visual Automated Attendant R4.2 MD provides the following improvement:

- Move to SUSE Linux Enterprise 12 SP5

Alcatel-Lucent Dispatch Console Release 3.0

The ALE Dispatch Console R3.0 moves from Windows Server to Suse Linux for cost-effective and improved serviceability.

The installation process is also simplified: The call control component now relies on O2G to interface with the OmniPCX Enterprise instead of using TSAPI+ Call Manager software.

The user interface evolves with enriched information and a more intuitive way to handle calls, including keyboard controls for quicker actions as requested by several customers.

For customer presentations, take advantage of the online Dispatch Console, dedicated for demonstration purposes: please register to the following URL to book your slot:

<https://edemo.al-mydemo.com/booking/demoFormRequest.php?demoid=120>

Although quotation and ordering of the ALE Dispatch Console 3.0 will be available effective with the ALE global offer of October 4, the Release 3.0 software will only be available at the end of October. Please contact us for any earlier urgent business requirements.

Please refer to the Alcatel-Lucent Enterprise Communications Offer: Applications/Hardware/Terminals Cross Compatibility for OmniPCX Enterprise minimum release.

Services: Change in pricing model for Suse support

As of the October 4, 2021 offer, the support fee for Suse will be integrated into the OmniPCX Enterprise Solution Premier Service (SPS) contract values.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ | Serv. type | Soft. value € | Soft. value \$ |
|--|---|------------|------|-------|------------|---------------|----------------|
| 3BA09130KA 3BA09130KC 3BA09130KD | Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for OXE/OMS, OST64 and GAS | FF14 | 0,07 | 0,09 | B | 1 100,00 | 1 210.00 |
| 3BA09130KE 3BA09130KF 3BA09130KG | Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for OTMS, OTMC, O2G | FF14 | 0,07 | 0,09 | G1 | 730,00 | 803.00 |
| 3BA09130KH | Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for Visual Automated Attendant | FF14 | 0,07 | 0,09 | A1 | 730,00 | 803.00 |
| 3BA09130KJ | Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for Visual Notification Assistant | FF14 | 0,07 | 0,09 | A2 | 730,00 | 803.00 |
| 3BA09130KK | Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for Dispatch Console | FF14 | 0,07 | 0,09 | A3 | 730,00 | 803.00 |

Commercial programs evolution

The license Converter embedded into ACTIS is updated with the new DeskPhones introduced with this offer.

The simplified and easy-to-use ACTIS GUI (Generic User Interface) for the Mid-Market new Sales offer is enhanced to provides Sales representative with new offer capabilities and ALE phones.

Professional Services

Benefit from ALE Professional Services expertise and experience to secure your projects from end-to end and get the assistance you need to successfully design, deploy, or optimise a solution without disrupting your operations. To identify the appropriate offer for your business and receive a quote, please create a request on the [Business Portal/Quick Access/Professional Services Offer Request](#).

Training services

Sales

A new sales course will provide details related to the OmniPCX Enterprise Purple value proposition, the solution and its strengths, to capture key sales communications opportunities:

- OmniPCX Enterprise Purple - Online Training (ref. ENTPWSA017)

An additional new sales course will introduce ALE Connect, describe the new solution for the agent desktop and omnichannel interactions, and outline this hybrid cloud service offering:

- ALE Connect - Online Training (ref. ALECSA001)

Presales

For experienced learners, a new course will provide details related to OmniPCX Enterprise Purple R100 and will allow participants to renew AQPS and ACPS certifications:

- **OXE Evolution from R12.4 MD4 to Purple R100** - Online Training (Ref. ENTPWPS127)

The OmniPCX Enterprise courses for newcomers will be updated.

Post-sales

For experienced learners:

New courses will be available to learn about the new releases and to renew ACFE/ACSE certifications including:

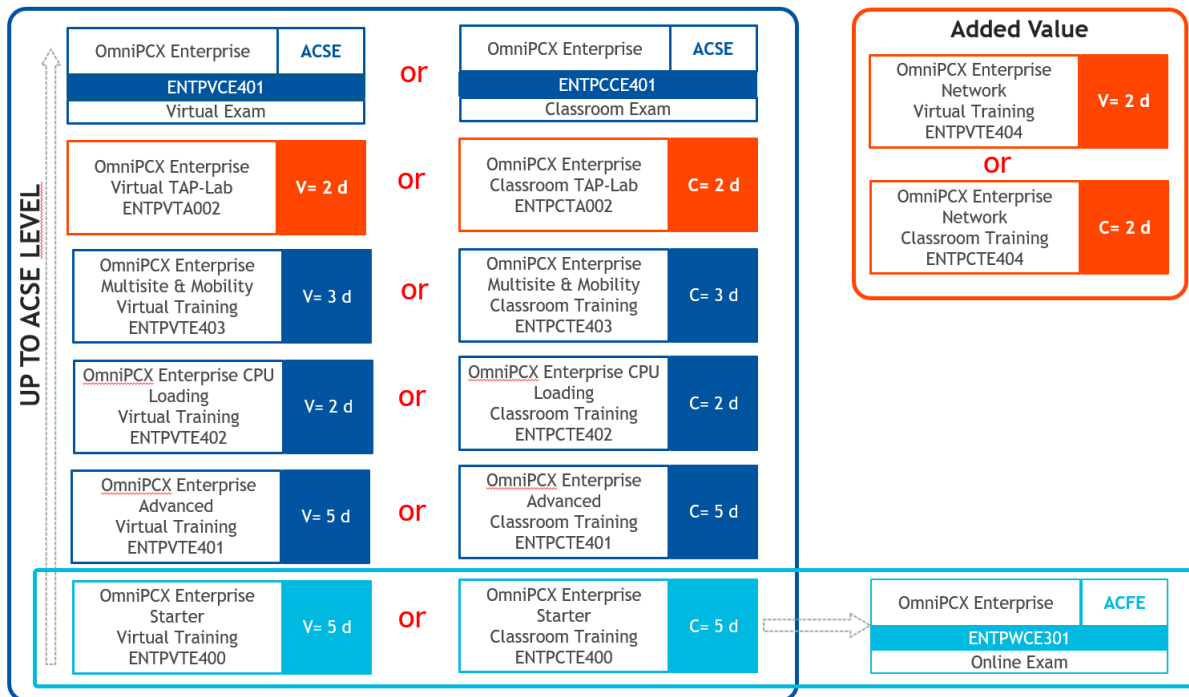
- **OXE Evolution from R12.4 MD4 to Purple R100 - Online Training** (Ref. ENTPWTE130)
- **OXE Evolution from R12.4 MD4 to Purple R100 - Virtual Class** (Ref. ENTPVTE130) - available November 2021
- **8770 Evolution from R4.2 to R5.0 - Online Training** (Ref. 8770WTE238) - Free-of-charge

For new learners:

A new course will be available to support the ALE Connect solution:

- **ALE Connect - Virtual Class** (Ref. ALECVTE100)

A new OmniPCX Enterprise training track will be available in early 2022:



Connect to the [Knowledge Hub](#) to register for the courses (log in using your ALE Business Portal credentials).

Rainbow Room Kits

The Rainbow offer is extended with two additional Huddle Room kits consisting of a Business webcam featuring Full HD 1080p, dual microphones, 4x digital zoom and a built-in privacy shutter. It ships with an ALE headset or a Personal Conferencing module.

| Part number | Description | Disc. cat. | WPL€ | WPL\$ |
|-------------|---|------------|--------|--------|
| 3MG07088AA | Personal kit including a camera CAM10 and an Alcatel-Lucent Enterprise AH 22 M Premium USB Headset, Corded Binaural, for PC or DeskPhone with USB-A port | FF13 | 199,00 | 229.00 |
| 3MG07089AA | Personal kit including a camera CAM10 and an EGO personal conference module USB and Bluetooth, OmniSound® with HD audio, full duplex, echo cancellation, noise suppression, 360° microphone | FF13 | 249,00 | 299.00 |

Conditions to access this offer

Business Partners must have a valid distribution agreement with ALE International with the relevant certifications.

To get access to the ALE Connect portfolio, Business Partners must sign the ALE Connect Addendum to the distributorship agreement.

Delivery/shipment details

The OpenTouch Suite for MLE offer will be open to sales as follows:

| | | |
|---|-----------------|---|
| ACTIS 23.1 and E37 - Ed46 catalog release | October 4, 2021 | Available for download on the Business Portal |
|---|-----------------|---|

| | | |
|---|------------------|------------------|
| OpenTouch Suite for MLE component first order acceptance | October 4, 2021 | Lead times apply |
| Catalog overlap, OmniPCX Enterprise E36 - Ed45 (ACTIS 22.8) /OmniPCX Enterprise E37 - Ed46 (ACTIS 23.1) | January 17, 2022 | |

For a detailed status on product availability by country, please refer to the Country Saleable Solutions List, available on the Business Portal. This document is updated regularly with the latest available information.

To see delayed introduction items in ACTIS, you will need to download an updated net price file from eBuy.

Guarantee

The standard Alcatel-Lucent Enterprise warranty applies. Details are available at <https://businessportal.al-enterprise.com/enterprise-communication-regulatory-status-1> in the Customer section: Hardware Support.

Resources

Collateral and resources

- Datasheets, brochures, quick guides and user guides are available at <https://www.al-enterprise.com> in the product section: <https://www.al-enterprise.com/en/products/communications>
- Webinar presentations, recordings, and Q&A are available on the [Business Portal Webinar page](#).

The following documents will be available on the ALE Business Partner portal by the October 4, 2021, effective date:

- **Price list:** OpenTouch Suite for Medium and Large-sized Enterprises:
 - [Global Commercial Catalog WPL Euros](#)
 - [Global Commercial Catalog WPL USD](#)
- Alcatel-Lucent OpenTouch Suite for Medium and Large-sized markets release policy information
- Alcatel-Lucent Enterprise Communications Offer: Applications and Hardware Cross Compatibility.

IMPORTANT: The current [Business Portal](#) is replaced by [MyPortal](#) which is the new extranet site for ALE Business Partners (same login, same password for Business Partners).

Other reference documents

- [EF-Phase-out-C169-EN](#): OpenTouch Suite for Medium- and Large-sized Enterprises for H2 2021: End-of-sales and component pricing changes
- [EF-Pricing-C172-EN](#): Alcatel-Lucent Enterprise Communication Terminals Price Update

Erratum

As of the October 2021 offer, the following items remain available, stock permitting, as spare parts, in eBuy and ACTIS Additional Hardware:

- 3BA58038HB: 25 m MDF TY1 64pts DIN halogen free cable for UA, Z, NDDI, BRA boards
- 3BA28164AA: 15 m cable from DPT1 to MDF

For your convenience, this eFlash will be available in French, German and Spanish on the Partner portal a few days after publication in English. If there is a discrepancy between the English version and a translated version, the English version shall prevail.

The content of this eFlash may not apply to your region. If you are unsure, please check with your Channel Sales Manager for confirmation. Contact our [Support Center](#) to create an eService Request for further information.

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