OmniTouch 8400 Instant Communications Suite
4980 Softphone

Alcatel·Lucent

What is the 4980 Softphone?

With the Alcatel-Lucent 4980 Softphone Windows desktop client, you can make the most of a new efficiency on your PC, with the rich range of Alcatel-Lucent telephony features, including call by name, corporate directories and mobility services. The Alcatel-Lucent 4980 Softphone:

- Manages transparently your real-time communications at your office, or on the move

- Can be associated to any phone set for audio or personal computer with voice IP enabled

- Provides quick access to personal, group or company directories

- Fully integrates with your office applications to offer new communication services

In idle state

Different tools and display capabilities

Access to voice mail services

Groupware toolbar

Diary

User customization

Multiple phone devices handling on desktop


Notification area

This area shows and offers immediate access to: the number of unanswered calls, callback request, voice messages on the voice messaging system and e-mails.

Phone programming area

This area shows currently active user program options: Forward, "Do not Disturb", etc.

Communication softkeys

These softkeys offer immediate access to the different telephony service available options.
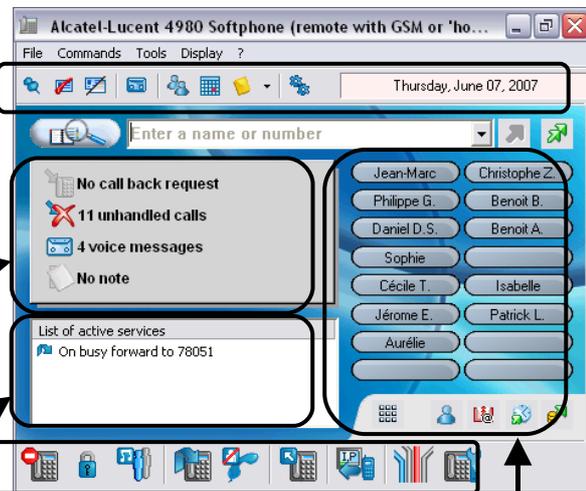
Tools to make calls

Personal and groupware phone books

Web access to an enterprise directory

Call logging

User programmed keys

Incoming call

Business card

- Caller ID (when known in any of the available directories)

- Caller telephone number

Status of the current call(s)

- Identification of the active call(s)

- Call status icon:

 Ringing   In conversation

 On hold   In a three-party conference

Communication softkeys

These softkeys offer immediate access to the different telephony service available options, e.g.:

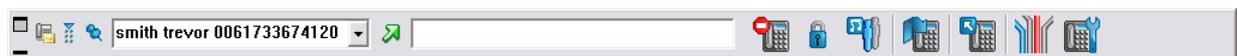 Take call   Forward to voice mail on ringing

 Forward to another phone on ringing   Save contact information in the personal phone book

Desktop phone toolbar

The toolbar offers a different representation of the full Alcatel-Lucent 4980 Softphone application, particularly useful if the user wishes to reduce distraction from work activities.

Communication softkeys

Communication softkeys provide access to available services, according to the call(s) in progress.

Some examples:

 Record the conversation (requires the Alcatel-Lucent 4635/4645 voice mail)   Program a future phone call

 Callback request

 Switch from voice over IP to a PSTN phone

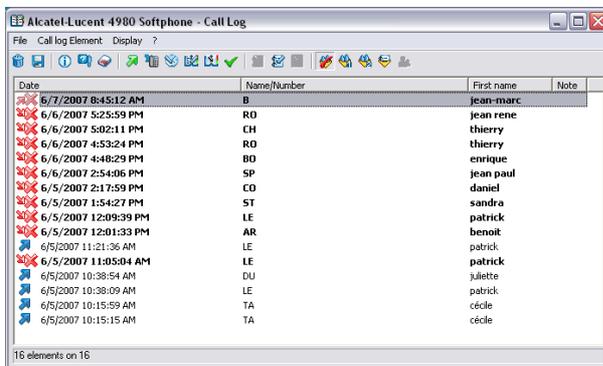 Forward services

 ID card of the calling party

 Associate a note to the current call

 Assistant is absent

Call log

Incoming/Outgoing call log

- Status icon (incoming/outgoing calls, answered/unanswered, etc.)
- Date and time
- Calling party identity
- Filtering (e.g. display unanswered calls only)

 Answered outgoing call

 Answered incoming call

 Unanswered outgoing call

 Unanswered incoming call

Groupware services

Supervision and teamwork in a system defined team

Real time phone monitoring of the other members of the group

- Phone state: idle, ringing, busy, forwarded, Do not Disturb
- Telephony services: call, pick up a call, request a callback

Real time PC monitoring of the other members of the group

- Absence/presence information
- Diary state

Quick Reference Guide Ref. 8AL 90232 USAB ed.01

Page 3

Alcatel·Lucent

IP telephony

With the Alcatel-Lucent 4980 Softphone, make the most of your personal computer with voice over IP. Use any headset, speaker/microphone device, or USB audio device to benefit from multimedia capabilities.

Feature summary

- Call by name/Call by number
- Standard and advances telephony features
- IP telephony
- Telephony user presence
- Call log
- Phone set management (forward, lock/unlock, overflow, etc.)
- Communication softkeys
- Quick access to personal, group or company directories
- Consultation/Management of personal phone book

- Nomadic services for remote workers
- Multiple phone devices handling on desktop
- Multiline telephony features
- Access to voice mail services
- Notification of unanswered calls, call requests, voice mail, fax and e-mail messages
- Manager/Assistant services
- Groupware: supervision and teamwork in a system defined team
- Integration with messaging applications (Outlook, Lotus Notes, Unified Messaging)

www.alcatel-lucent.com