

Nokia Intellisync Call Connect 2.0 for Alcatel-Lucent

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Nokia for Business

Nokia Intellisync Call Connect 2.0 for Alcatel-Lucent is a solution that integrates Nokia Eseries devices with the fixed corporate telephony infrastructure running Alcatel-Lucent OmniPCX Enterprise. This solution increases end-user productivity by extending desk phone features and one business number to the mobile phone. It also simplifies the corporate telephony architecture and helps in the elimination of overlapping telephones, since end-users can start using their mobile phone as a primary business phone.

Nokia Intellisync Call Connect provides business customers with opportunities for significant cost savings, improved control tools and productivity gains. For end-users, the main drivers are increased productivity as well as easy access to and use of corporate PBX services.

Using desk phones with this solution is often unnecessary. As an installable client software application that manages interoperability with the Alcatel-Lucent OmniPCX Enterprise call control platform, this solution provides an intuitive user interface to manage call routing preferences and access in-call services from the PBX. Features include private/business mode, do-not-disturb, hold/resume, call transfer, consultation call, swap, and conference call.

The solution routes all mobile calls made in business mode via Alcatel-Lucent OmniPCX Enterprise. The receiving party will see only the desk phone number, instead of the mobile phone number. Thus, the mobile phone number can be kept for private use. External callers will use the same desk phone number to call in, and the solution will manage routing to the mobile phone according to user-defined rules.

This solution also delivers PBX features on mobile devices even when using a cellular network: two-stage dialing enables use of multiple call control features on a mobile device. It redirects all outbound calls from a mobile device to the IP PBX, where call control features are performed. Two-stage dialing is fully transparent for the user and does not require any user action. Commands are transmitted via DTMF tones during the call. Nokia Intellisync Call Connect provides the user interface and cellular application to manage these services at the client level.

PBX features on mobile device using WLAN network: When user enters the office and the device detects the business WLAN

network, Nokia Intellisync Call Connect will automatically register to the IP PBX. After successful registration, the device will appear as a native end point on the corporate voice infrastructure and all inbound and outbound calls will be routed using the IP PBX. VoIP calls over WLAN access enables the same features with same user interface and user experience as with cellular network. The call control signaling over the WLAN is using SIP INFO protocol which is Alcatel-Lucent solution utilizing enriched standard SIP with functionality to provide rich PBX feature set support.

System requirements

- 2.0 Cellular mode
 - Nokia Intellisync Call Connect 2.0 cellular client
 - Alcatel-Lucent OmniPCX Enterprise 6.1 or newer
 - Alcatel-Lucent Cellular Extension (ACE)
- 2.0 Dual-mode
 - Nokia Intellisync Call Connect 2.0 dual-mode client
 - Alcatel-Lucent OmniPCX Enterprise 8.0
 - Alcatel-Lucent Cellular Extension (ACE)
 - OXE SIP
- Dual-mode: Verified for Cisco WLAN infrastructure

Supported devices:

- Cellular mode only: Nokia E50, Nokia E51, Nokia E61, Nokia E61i, Nokia E65
- Cellular mode only: Nokia E60 and Nokia E70, no action dialogue
- Dual-mode: Nokia E51, Nokia E61i, Nokia E65

System requirements for Dual-mode

WLAN support

WLAN Security: Nokia Eseries is compatible with Cisco Compatible Extensions, release 3.

Nokia Eseries supports the following key management types:

- WEP 64bit
- WEP 128bit
- 802.1X with dynamic WEP
- WPA-PSK
- WPA2-PSK
- WPA-Enterprise
- WPA2-Enterprise
- CCKM (with TKIP cipher)
 - Recommended for fast roaming; supported only with 802.1x

The following EAP types are supported:

- EAP-TLS
- EAP-LEAP
- EAP-SIM
- EAP-MSCHAPv2
- MSCHAPv2
- EAP-PEAP
- EAP-TTLS
- EAP-AKA
- EAP-GTC

The following encryption methods are supported:

- WEP 64bit
- T0p5.04
- WEP 128bit
- AES

Quality of Service support

QoS features are supported in both the WLAN access and the network

- WLAN QoS – Class of Service, WMM+WMM Power Save (U-APSD)
- Network QoS – DiffServ setting into IP header (IPv4 TOS) for RTP
- CCX3 for ASD, key features:
 - CCKM Fast handoffs
 - AP controlled roaming

Codec support

Nokia Eseries supports the following codecs:

- G.711
- NB-AMR
- iLBC
- G.729b

Basic Call Features	
Automatic Registration	When user enters the office and the device detects the business WLAN network, Nokia Intellisync Call Connect will automatically register to the PBX. After successful registration the device will appear as a native end point on the corporate voice infrastructure and all inbound and outbound calls will be routed using the PBX.
Activate Business Mode	In order to access the benefits of Business Mode, the user must switch to it from a currently active Private Mode. Business mode activation registers the Nokia Intellisync Call Connect client to the PBX.
Activate Personal Mode	Personal mode activation deregisters client from PBX; the mobile terminal then operates in cellular network like a normal GSM subscription.
Make Business Call	After successful registration to PBX, all outbound calls will be routed using PBX. The mobile phone is used in the very same way and users can initiate calls from the contact directory, a messaging application, or dialing directly. The call will appear on the user interface and the VoIP indicator shows that call is being made over WLAN.
Make Personal Call	To make a call that is not routed through the corporate PBX, with Business Mode active, the user would select this feature and make a single call. The client then passes off the handling of this call to the native phone application, rather than routing it through the PBX.
Emergency Calls	Emergency calls are primarily routed through the cellular network. However, when coverage is not available, Nokia Intellisync Call Connect will try the call through WLAN and PBX.
Change Availability Status	This is easily done by users, who need only contact the PBX with the user's new status.
Handle Incoming Call	If a call comes in through the normal phone user interface, the user may handle the call in any way supported by the native phone application. If the user is already connected to a PBX, and the call is routed through that, the user manually handles the call.
Set Callback Request	Callback request enables the user to reach the callee when callee becomes available to take the call. PBX will notices when the callee party is again available and establish a call first to original caller and then to callee party.
Hear Current Availability Status	To check user status settings on the PBX the client connects and issues the command, so the PBX can audibly notify the user.

Voice Mail	
Call Business Voice Mail	A user can call his/her voice mail box using the shortcut button.
Deposit Message	When the user calls a co-worker who is at another number on the same PBX, but the co-worker's line is busy, the user can select the Deposit Message feature. The client then connects the user to the other party's voice mail.

In-call Features	
Park Active Call	Call park enables users to put an active call on hold, then pick it up from another end point. When a user parks an active call, a park number will appear on the user interface.
Pick Up Parked Call	User can pick up parked calls from the parked extension using call pickup.
DTMF	During an active call, a user can interact with voice mail systems and interactive voice response systems (IVR) by sending DTMF tones.
Transfer Call	While having two calls, one active and one on hold, a user can transfer the active call to the third party call. The original user will become disconnected from all calls, while the two remaining parties continue the call. The user also can directly transfer a selected call to a third party.
Transfer Call to Desk Phone	To transfer an active call directly to a business desk phone, the user selects this feature. The client then issues that command to the PBX.
Swap Calls	While having two calls, one active and one on hold, a user can swap between the calls.
Start Three-Party Conference	While having two calls, one active and one on hold, a user can activate a three-party conference call.
End Three-Party Conference	A user can disconnect from a conference call by ending the active conference call.
Reverse Active Call	To reverse the currently active call, while actively engaged on a call. The PBX immediately terminates the user's connection, while maintaining the connection to the other party. The PBX then calls to the original calling party user.

Configuration and Settings	
Modify Business Settings	To change one or more settings available within the client, the user selects the Settings section of the client then makes any desired changes. If any settings are changed, the client connects to the PBX and updates the PBX with the current settings.
Update Call Forwarding Settings	To update the current call forwarding setting on the PBX the user selects this feature then chooses a call forwarding setting to update. Additionally, the user may cancel one or more call forwarding settings that are currently in effect.
Client Activation & Configuration	Before the Nokia Intellisync Call Connect application can be used with the Alcatel-Lucent OmniPCX Enterprise, the Nokia Intellisync Call Connect client must be activated through an activation service
Default Call Type	Default call type enables a user to select a preference for business calls to (VoIP) or personal calls (cellular).
OMA Device Management	OMA Device Nokia Intellisync Call Connect supports open mobile alliance Management specification on device management (OMA DM). This enables use of OMA DM compliant device management servers to configure and update the application settings over-the-air.
WLAN Settings	WLAN settings cover configuration settings related to the WLAN settings connection and authentication. In order to register automatically to the Alcatel-Lucent OmniPCX Enterprise a user has to allow the mobile device to scan available WLANs.
SIP Settings	SIP profiles include settings for Alcatel-Lucent OmniPCX Enterprise.

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