



ALCATEL

OFFICE  
*BUSINESS*

Your needs are multiple.

We make it simple.





Make your customers feel  
welcome.

### Greeting

Greet your customers in a professional, efficient, businesslike way and your rating will go up overnight.

Your company can have a different personalised greeting for each type of caller, tailored to the service or department they require and the time of day. While callers are waiting to be put through, the system can play them music and/or deliver whatever messages you deem appropriate.

The system includes a simple voice mail system, an effective automated attendant to guide callers to the person or department they want, and the capability to record on-hold music from your Alcatel Reflexes™ terminal.

Amongst other possibilities there are Caller ID\*\*—to display the number of the person who is calling you—and Direct Dialing In (DDI).\*\*

Callers phone you direct. A solution that can really boost performance. For everybody.

Make everyone  
comfortable.

### Terminals

Our Reflexes™ desktop phones really are simpler to use. They achieve that the easy way. With ergonomics. A friendly display using icons on the phone guides you effortlessly through the various functions.

A built-in keyboard and powerful directory simplify things too. You just key in the first few letters of someone's name and your phone dials the number. Just like that.

Whatever your needs, high traffic or low, hands-free or not, wall-mounted or not, mobile or deskbound, you will find the solution in the Alcatel range of Reflexes™ terminals. Tailor made options are also available to provide additional performance and flexibility such as CTI\* plugware to use assisted telephony applications and Analogue Peripheral (AP) plugware to connect analogue terminals.

\*Computer  
Telephony  
Integration



Alcatel Office Business™ : s 0



Get it together.  
Better  
Teamwork

Our system is designed to help your employees develop real synergies in the workplace so that they—and your business—perform better. With Alcatel Office Business™, working together works better thanks to a whole range of features.

For example, managers and secretaries can work together more efficiently thanks to the selective call screening feature and through the manager's having direct access to the secretary's phone. A secretary can screen calls for several executives. An employee can intercept calls for an absent colleague so customers, for example, will always feel reassured. And, another possibility, calls can be efficiently distributed and dispatched among a dedicated team.

Going mobile has got a lot  
going for it.  
Mobility

Mobility will change your life. The point is, with mobility, you can always be reached. At work or anywhere else. In a meeting, on a trip, you name it. With Alcatel Office Business™, people can get you with just one call using one number wherever you are—on your Reflexes™ desktop phone, on your on-site DECT\*\*\* mobile, on your cellphone, or via your voice mail. Mobility means your customers can always get you, you can always respond, you are never out of touch. (With DECT\*\*\*, you have a system of base stations on site. It's just like having your own private mobile network.) External diversion can enable you to route your calls after a timeout to your cellphone or your home phone. The system can even redirect calls—or not—to different destinations according to who's calling.

Your employees do not want to be disturbed? Voice mail takes over. When someone leaves them a message, they'll be immediately notified.

\*\*\*Digital Enhanced  
Cordless  
Telecommunications  
(availability  
depending  
on the country)

availability  
depending  
on the country

solutions designed for you



Get online.  
Save time.

### Multimedia

Integrate voice, data and image at one workstation and you have got all the multimedia possibilities you want—today's and tomorrow's—at your fingertips. With the powerful digital link on Reflexes™ desktop phones, all that needs to be done is plug in a special subdevice into the desktop phone. And you are in business.

For example, transferring files or using a videoconferencing system are possible. On top of that, you will be able to access the internet at high speeds. Alcatel Office Business™ also offers your company a whole range of CTI\* capabilities. You will be able to use your phone directly from your PC and make the most of computer programs to help, once again, make work a lot more productive.

A fax or a voice or text message arrives—an LED on your Reflexes™ desktop phone lights up to announce the news. In real time!

\*Computer  
Telephony  
Integration

Link up. And save money.  
Multisite

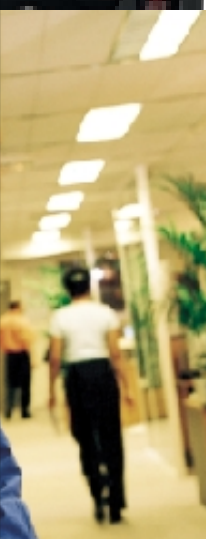
Your company makes a large number of calls between different company locations? Then go for a special linkup. Either analogue or digital. And save money. The volume is not so high? Then go for a virtual network on public ISDN.\*\*

The system's ARS—Automatic Route Selection—module helps reduce costs by finding the lowest cost way to route calls. With forced on-net functions, your calls are automatically routed over the private network. The advantage? Again, you save money.

All DECT\*\*\* mobile phones come with a multisite feature and once this has been configured into your system your employees can be reached on the same handset whatever the site they happen to be at.

All incoming calls to all sites go through a central operator\*\* using a single number. The operator puts the calls through and reroutes them on no reply or busy.

With Alcatel, all the features you could possibly want are available. Dial by name, name identification, call transfer and forwarding, conference calls, and more—much more. You name it, we have got it.



Special features for hotels, clinics, student halls of residence, etc.

A host of solutions to make your business more productive. And the quality of life better for your guests.

## Stay in control. Save money. Management

Alcatel Office Business's™ management features are designed with your company's bottom line firmly in mind. They cut costs through solutions like cost control, traffic analysis and employee performance measurement.

For example, call barring saves you money by blocking certain calls like long distance or international calls while still permitting other calls to the company's head office or customers located abroad.

For calls made or received on a specific project, you can charge the cost of the call and/or the time spent on the phone to a special account. Again automatically.

And you can hook up a printer to record all calls made so you will have all the detailed information you need.

### From the front desk

With Alcatel Office Business, the front desk telephone terminal masterminds and simplifies every check-in and check-out. When guests check in, they get a printed slip noting their direct line\*\* phone number, the code to lock or unlock their phone, and the wake-up time they have requested. On check-out, your telephone terminal prints out the guest's phone bill with the guest's name, room number, the number of calls, and the total amount due all clearly indicated. Alternatively you can opt for an itemised bill giving in addition the date, time, and length of each call. Thus transforming your guestroom phones from a basic service into a profit centre generating significant revenues for your business. Every time a guest checks out.

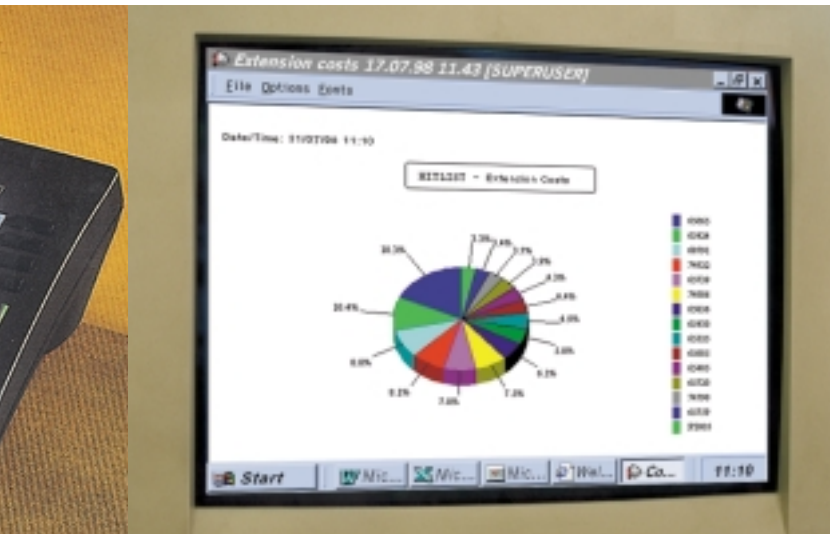
### From each guestroom

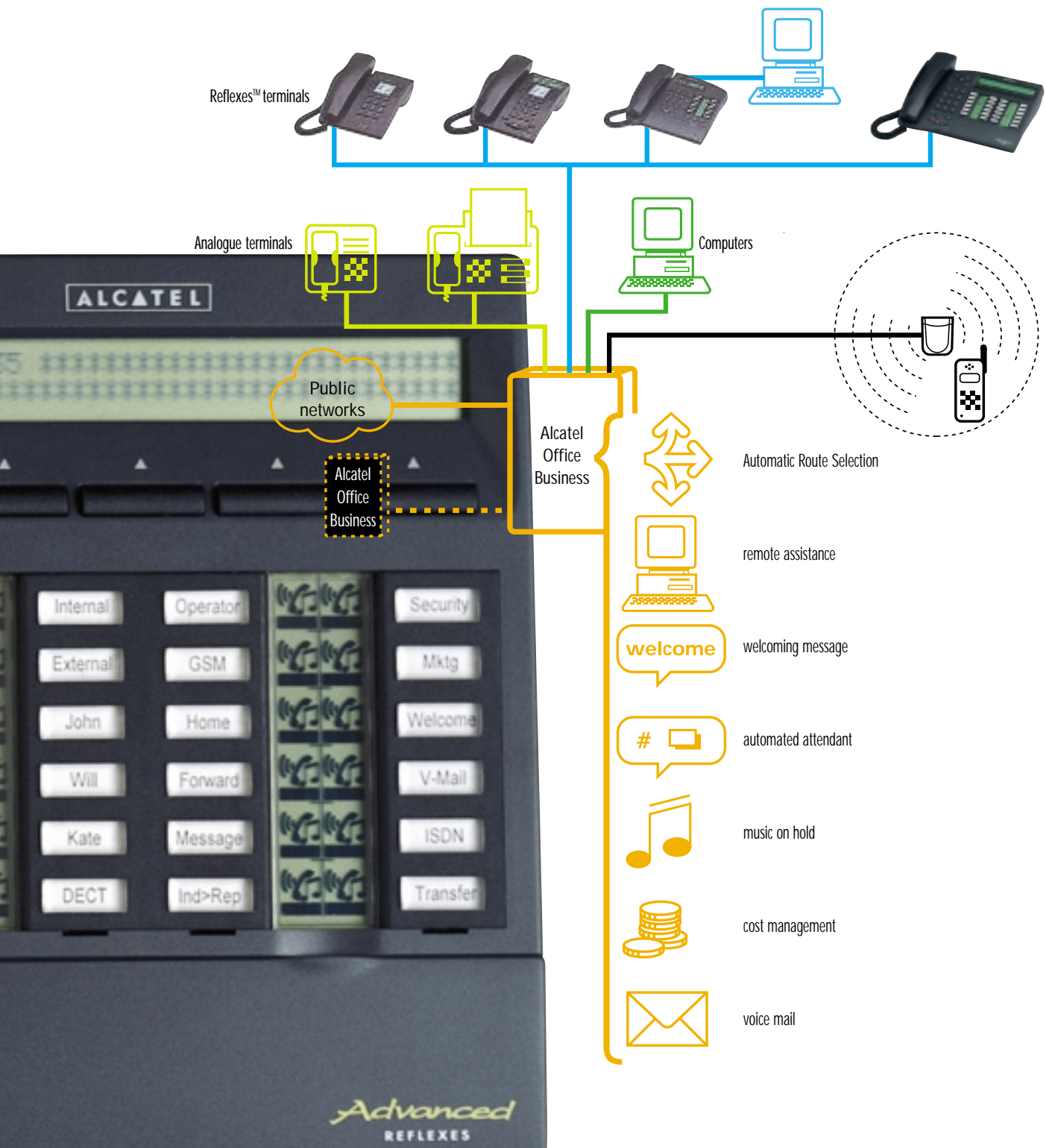
Guests can call reception, room service, taxis and so on simply by tapping a key. Everything a guest may need—including fail-safe wake-up calls and to request a "Do not disturb"—can be dialled. Easily. In addition to a direct line\*\* in their room, guests can easily be equipped with voice mail and even a DECT\*\*\* mobile handset—a great service for business customers for events such as seminars.

The bottom line is that whatever your needs, from cost control to the most advanced features you could want, Alcatel Office Business has what it takes.

\*\*Availability depending on the country

\*\*\*Digital Enhanced Cordless Telecommunications (availability depending on the country)





You run a small or medium sized business.

With a variety of telecom needs.

Maybe you run a bottling plant, an import-export business, a travel agency or just about any other kind of enterprise. Your needs are multiple. Alcatel Office Business™ makes it simple.

Whatever your needs, we have got the answers.

Alcatel Office Business really does mean business. In other words it is a total system for any kind of business requiring up to 128 extensions. A system that delivers the solutions to meet every business telephone and telecom need. Which means everything from a straightforward telephone system to solutions covering greeting, every kind of terminal, mobility, teamwork, multimedia, multisite, and management.

The system also includes a unique solution made-to-measure for the hospitality industry. Hotels of course—up to 99 rooms—but also clinics, student halls of residence, and so on. A unique telephone-based solution that will boost your staff productivity, enhance customer satisfaction, and optimise telephone income generated by guests. With Alcatel Office Business no matter whether your needs are simple or not so simple, the Alcatel solution we supply is simple. Everything about Alcatel Office Business is designed to make your employees' work easier to do and so make them—and your business—more productive.

Capacities	Alcatel	Alcatel		
	Office D	S	M	L
External lines	16	36	36	36
Analogue trunk lines	12	20	36	36
ISDN accesses T0	8	18	18	18
ISDN accesses T2	-	5	8	8
Analogue tie lines	-	20	36	36
Digital leased lines DLTO	-	24	24	24
Digital leased lines DLT2	-	5	8	8
Extensions	48	64	96	128
Analogue terminals	32	32	64	120
Reflexes™ terminals	32	64	80	80
Wireless terminals	47	120	120	120
Wireless desktop terminals	31	64	79	79
Radio base stations	31	40	40	40

## features\*

### Greeting

- Direct Dialing Inward DDI
- Music on hold: internal or external, fixed or personalised
- Interfaces for answering machine, fax
- General bell
- Greeting messages: 2 or 3 or 4 messages
- Voice mail / Automated attendant: 2 accesses, 50 or 128 mail boxes
- Operator forwarding: internal or external
- Attendant group
- Time band

### Terminals

- Dial by name
- Caller identification by name
- Background music

### Mobility

- On-site mobility
- Wireless Reflexes™ terminals
- Hand-over
- Roaming
- Call recovery
- Off-site mobility
- External forwarding
- Remote control forwarding
- External dynamic routing
- DISA transit

### Teamwork

- Call pick-up groups
- Call monitoring
- Hunting groups with withdrawal facilities
- Broadcasting groups

### Multimedia

- CTI First Party
- Call deflection

- Fax notification
- Data modules on Reflexes™ terminals: analogue, V24, S0, CTI

### Multisite

- Private analogue network
- Private digital network (QSIG basic call, ISVPN)
- Virtual private network (ISDN, ISVPN)
- Homogeneous numbering plan
- Name identification and call status
- Centralised attendant
- System forwarding

### Management

- Automatic Route Selection (ARS) for multicarrier access
- Account code
- Metering: Set counters One-line printout PC based Alcatel 4715
- System configuration: Advanced terminal PC based MMC (Man Machine Communication)
- Remote configuration
- Remote downloading of software
- System data back-up

### Easy Does It

- Wizard set and wizard PC: step by step programming interface
- Set: easy to personalise
- System: easy to install and easy to customise

\*Availability depending on the system and the country.

## Special features\* for hospitality

### Front Desk Services

- Specific keys, icons to access to hotel application
- Global overview : rooms availability, rooms terminals, rooms status
- Quick and complete check-in
- Pre-check-out and check-out

### Guest Services

- Memo ticket for the guests to remember parameters like : password, DDI number
- Direct incoming calls to the room's terminal
- Automatic allocation during the check-in
- Direct access to hotel services by predefined keys
- « Do Not Disturb »

### Wake Up

- Wake-up programming from the front desk terminal or from the room terminal
- Audible and visual signal indicating wake-up problems

### Room Status

- Status modification from the room terminal or from the hotel console
- Possibility of programming an automatic daily status change

