



**Alcatel OmniDesktop**

**e-Reflexes IP Phones  
Reflexes Digital Phones**

ARCHITECTS OF AN INTERNET WORLD





## **Alcatel OmniDesktop Reflexes and e-Reflexes**

**Feature-rich telephones designed to help you get the most out of your enterprise communications**

**Efficient communications are the lifeblood of a successful enterprise. When users are comfortable and at ease with communication tools, efficiency increases, stress is reduced, and communication skills are increased. All of this is key to improving productivity and running a reliable and responsive organization.**

The Alcatel OmniDesktop Reflexes™ and e-Reflexes™ are a complete line of digital and IP telephones designed to make your communications more efficient, delivering more than 500 features that streamline information flow and simplify communications for all types of user needs. Alcatel has combined leading-edge phones, computer technology, and the power of IP with unrivaled experience in ergonomic user interfaces. The result is a line of telephones featuring easy to use functions that boost productivity and reduce the cost of training, implementation, and support.

The digital Reflexes and native IP e-Reflexes phones have corresponding models with the same features and user interface. The Reflexes phones are natively digital, but can be converted to IP phones through the addition of IP plugware, providing a migration path to full IP telephony at the desktop without having to replace the existing phones.



# OmniDesktop Reflexes & e-Reflexes



Every person and workgroup in the entire enterprise benefit from the intuitive user interface that guides the user through various personal and groupware features and flexible call processing.

The OmniDesktop family has an intuitive user interface that guides the user through various personal and groupware features. Every person and workgroup in the entire enterprise benefit from flexible call processing. For example, the dial-by-name feature combined with access to the OmniPCX Enterprise phonebook, with overflow look-up in any LDAP-compliant directory, ensures rapid, secure communication across the organization.

Alcatel has designed these versatile telephones with many features that make them more intuitive to use. A good example is the way they simplify call setup by visually presenting the caller's name for dial-by-name calling.

Managers can define a selected list of callers who can reach them directly without going through their assistant. And it works the other way as well – they can specify that calls from selected outside phone numbers be sent automatically to their assistant. An assistant and a manager can code mini text messages to be sent to each other directly on the telephone's display, even during a phone call. Work group collaborators can take advantage of mini text messaging as well.

The Reflexes and e-Reflexes allow a user to dial internal and external people by name from a standard (QWERTY) keyboard that's built right into the phone. Rather than searching through a phone list to find someone's number and then keying the number into the phone, you simply type the person's name until the system recognizes it, just as you do with email.

The features of the OmniPCX Enterprise can be accessed using any OmniDesktop phone. On basic phones, automatic voice guidance replaces the soft keys for all-important functions – not just for voicemail as on other systems.





**Alcatel e-Reflexes™ is a new line of full-featured Alcatel IP phones with integrated IP connectivity and IP telephony. e-Reflexes phones make voice over IP simple and transparent to the user.**

*The e-Reflexes line offers:*

- The Alcatel Reflexes look and feel
- A full set of telephony features
- Compliance with IP and VoIP standards
- Support for QoS
- Support for management
- Easy upgrades and are future-proof

Plus, the e-Reflexes IP phones offer the same Alcatel OmniPCX system telephony services available on the corresponding standard Reflexes phones. The e-Reflexes IP phones are compliant with IEEE 802.3af Power-over-LAN standard allowing centralized power backup. Premium and Advanced phones include an integrated 10/100BaseT switch, enabling the connection of a personal computer with priority management of voice and data traffic.

e-Reflexes are available in all countries where the associated IP enabled Alcatel OmniPCX system releases are available.



# OmniDesktop Reflexes & e-Reflexes



## OmniDesktop Telephony Options

### Alcatel Advanced e-Reflexes and Advanced Reflexes

Both the Advanced e-Reflexes (IP) and Advanced Reflexes (digital) phones feature dial-by-name and text messaging via an integrated alphabetic keyboard, 24 fixed programmable keys, 45 display-based programmable keys aided by a navigator function, five dynamic soft keys to display call handling features in active communication mode, and a speakerphone. The Advanced models are highly suitable for intensive call handling and group telephony use.



### Alcatel Premium e-Reflexes and Premium Reflexes

The Premium e-Reflexes (IP) and Premium Reflexes (digital) phones come with dial-by-name capability via an integrated alphabetic keyboard, 12 fixed programmable keys, and a speakerphone. This mid-range IP desktop phone is designed for all kinds of team workers such as office clerks, sales representatives, and business managers.



### Alcatel Easy e-Reflexes and Easy Reflexes

These desk- or wall-mountable dual-line phones provide loudspeaker convenience and feature eight fixed programmable keys. The Easy phone is intended for basic call handling applications and individual telephony use.



### Alcatel First Reflexes

The First Reflexes telephone, only available as a digital phone, is a cost-effective, single line entry level phone with eight fixed programmable keys. It is designed for basic call handling applications and individual telephony use.





## **OmniDesktop e-Reflexes and Reflexes Features**

**The OmniDesktop e-Reflexes and Reflexes phones provide the following features designed to enhance your enterprise communications:**

### **Display and keys**

The e-Reflexes and Reflexes digital phones have one or two line display panels available. On phones with two line displays, the first line gives information about calls in progress and the station status. The second line offers context-based soft-keys. These present the user with the various features and services available at different times. A person can choose the service they need by selecting just one "soft key" below the display. The contrast adjustment feature also ensures good visibility in difficult light situations.

### **Navigator**

The phone navigator feature on the Advanced phones provides up to 45 display-based user-programmable buttons. This provides easy access to the OmniPCX Enterprise's numerous features and a large number of speed dial buttons. These buttons also have user-editable display-based labels, eliminating the need for paper labels.

### **Soft grip**

e-Reflexes and Reflexes phones are equipped with comfortable handsets that incorporate the latest ergonomic design. They have a newly developed soft-grip material that makes the handset comfortable and easy to hold.

### **Audio control key**

Audio control functions (loudspeaker volume control or hands free audio control, mute, etc.) are separated from the system function keys to facilitate easy and clear audio control for the user.

### **QWERTY keyboards**

The Alcatel Premium and Advanced e-Reflexes and Reflexes are equipped with an alphabetic keyboard that may be used to "call by name" any of the entries in the OmniPCX Enterprise phone book or any LDAP-compliant directory. It also provides "text mini-messaging" services between telephones.

# OmniDesktop Reflexes & e-Reflexes



## LCD status icons

System and user programmable keys are available on the OmniDesktop e-Reflexes and Reflexes. Labeling can be standardized at a corporate level and/or user defined. Determining the status of a call is simple with the help of easy to understand icons that replace the complex combination of LED cadences. Reading the label associated with each key is simplified because the key top is equipped with an integrated lens that magnifies the key label.



**Navigator**



**Soft grip**



**Display and keys**



**Audio control key**



**QWERTY keyboards**



**LCD communication icons supervision**



### **Additional flexibility with Plugware**

The Reflexes telephones offer additional flexibility and openness through Alcatel's optional plugware modules. These modules are Alcatel connectors that allow you to add different or additional interfaces to Reflexes digital telephones. With plugware modules, you have the flexibility to upgrade your Reflexes telephones to full-featured IP phones, to integrate telephony into your PC applications, or to link additional peripheral equipment.



This unique architecture enables you to take advantage of emerging communications technologies. It makes Reflexes telephones easily upgradable and extensible, ready to be enriched with emerging user interface technologies or various system, network, or PC technologies. The plugware modules can be physically integrated with the Advanced and Premium Reflexes modules or can be attached externally to the Easy and First models.

### **IP Enabler Plugware**

The digital telephones you buy today are IP-ready thanks to the IP enabler plugware modules, which result in reduced cabling and purchasing costs for each user. Alcatel's digital Reflexes combined with the Reflexes IP Enabler plugware module provides IP capability right at the telephone set with integrated LAN connectivity.

### **Features of the Reflexes IP Enabler:**

- TCP/IP: IP, UDP, RTP
- Packetization algorithm: G.711
- Compression algorithms: G.723.1 and G.729a
- Ethernet 10/100BaseT connection
- RJ-45 modular jack connector
- Optional 10/100BaseT switched Ethernet connection for co-located PC
- DHCP client
- Dynamic software downloading
- QoS: RTCP monitoring, IEEE 802.1p/Q, ToS, DiffServ
- SNMP
- H.323 voice compliance



# OmniDesktop Reflexes & e-Reflexes



The Reflexes IP Enabler dynamically acquires all the information it needs to interoperate with the IP call server:

- **Local IP address**
- **Local subnet address**
- **IP call server address (TFTP and gateway addresses)**

## Other Plugware Module Options

Other plugware modules allow Reflexes digital telephones to provide enhanced services to the desktop via a single wire run. The other module options include:

- **Analog access module** – provides a standard analog interface for connecting a fax machine, modem, answering machine, or analog phone to a Reflexes phone.
- **CTI access module** – allows users to link their Reflexes phones to desktop personal computers equipped with CTI TAPI-compliant applications software.
- **Asynchronous V24 + CTI access module** – provides a V24 asynchronous port for the connection of PCs, printers, etc. This module offers a V14 extended mode, allowing speeds of up to 57.6 Kbps resulting in quick file transfers and rapid printing over existing cabling. A CTI connector is also provided.
- **BRI access module** – provides a full BRI compatible bus with terminal power supply for the connection of standard BRI devices, such as G4 fax machines or PCs with ISDN boards. The BRI bus can be configured in one of two standard ways:
  - S0 short bus (150 meters maximum), which allows the connection of up to five standard BRI devices.
  - S0 long bus (800 meters maximum), which allows the connection of one BRI device.



## e-Reflexes & IP-enabled Reflexes Specifications

### 10BaseT/100BaseT connection

Half/full duplex with auto-negotiation

### VoIP standard

H.323 voice compliance

RTP

RTCP

### Voice compression standards

G711

G723.1

G729a

### Hands-free speakerphone

Acoustic echo cancellation and attenuation  
(except for Easy)

### Connectivity

RJ-45 Ethernet connector to connect to the LAN

RJ-45 Ethernet connector (except for Easy) for  
switched ethernet connection to a PC

### Quality of Service

Integrated Ethernet switch with QoS support

TOS DiffServ

802.1p/Q

### IP addressing

IP parameter configuration may be done statically  
or dynamically

A DHCP client is integrated into the terminal

### Power supply

Supported by both the LAN and local:

External power supply adapter can be provided

IEEE 802.3af full standard compliant  
(except for 4098 FRE plugware)

# OmniDesktop Reflexes & e-Reflexes



## Advanced e-Reflexes and Reflexes



24 fixed programmable keys

Comfort handset

2X40 display

Multi-line

Menu & release

Hands-free

Mail LED

Multi-appearance (up to 24 lines)

Dial by name (integrated alpha keyboard)

Five context-sensitive softkeys

Navigator (up to 45 display-based, electronically-labeled programmable keys)

Add-on module

## Premium e-Reflexes and Reflexes

12 fixed programmable keys

Comfort handset

1X20 display

Multi-line

Menu & release

Hands-free

Mail LED

Multi-appearance (Up to 12 lines)

Dial by name (integrated alpha key board)

Add-on module



## Easy e-Reflexes and Reflexes



8 fixed programmable keys

Classic handset

1X20 display

Dual line

Menu & release

Loudspeaker

Wall-mounted

Mail LED

## First Reflexes

8 feature keys

Classic handset

Mono-line

Wall-mounted

Mail LED



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