



Kommunikációs rendszerekben gondolkodunk



# Miért és hogyan frissítse az OmniPCX Office rendszerét

Pálinkás Péter

# WHAT'S NEW AT A GLANCE

## OMNIPCX OFFICE RCE R10.2



OpenTouch™  
Suite for **SMB**

### USER EXPERIENCE

- IP Desktop Softphone
- 8001 SIP phone
- New Business voice features



### SERVICEABILITY

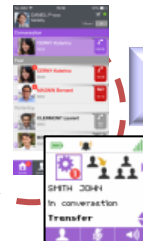
- SNMP V2C Support
- Reinforced Security
- Windows 10 Compatibility



## MINOR RELEASE

### MOBILITY: OTCV & DECT

- OTCV iPhone - Converged UI
- DECT 8232 - UI enhancements



### IP/SIP TRANSFORMATION

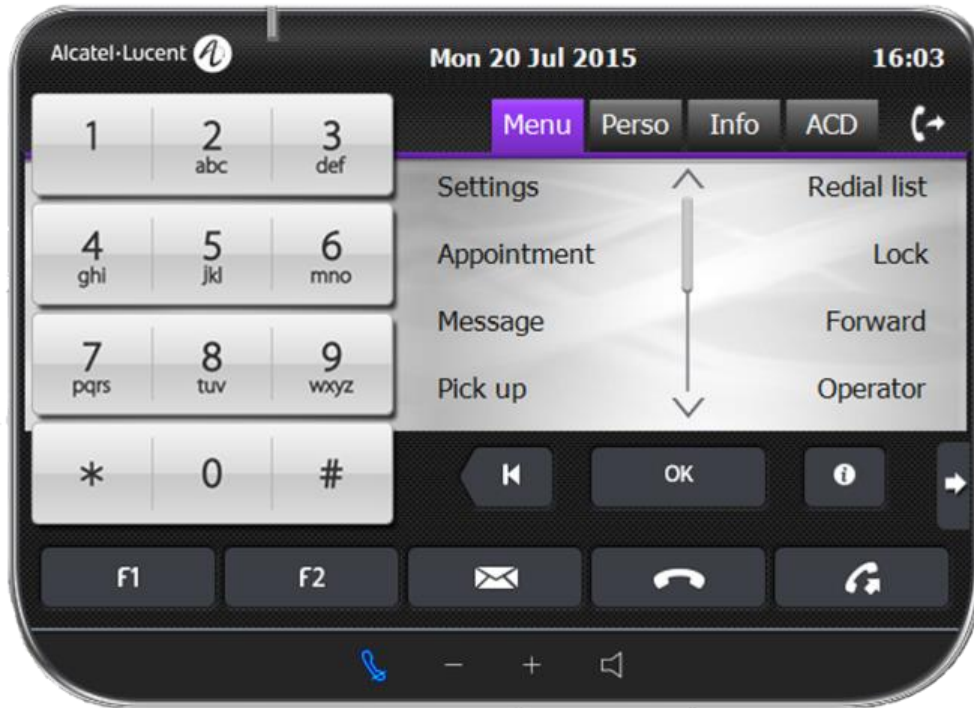
- SIP Network evolutions



# IPHONE & IPAD Screenshots



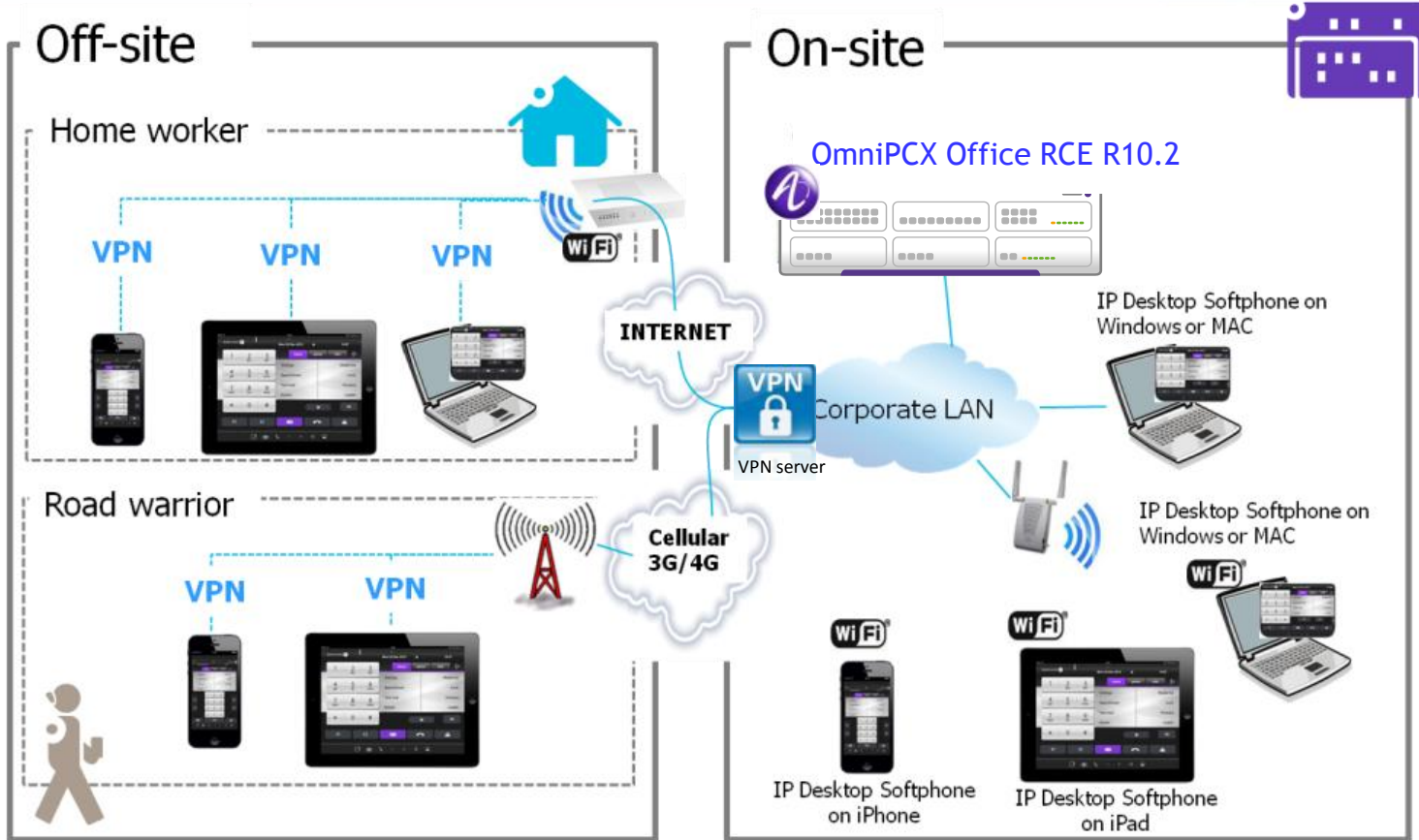
# ANDROID DEVICES ScreenshotS



# MAC & WINDOWS DESKTOP Screenshots



# Global Architecture



# 8001 DeskPhone

- SIP phone (up to 2 SIP accounts)
- 132x64 graphic dot matrix display, 5 lines
- RJ9 and 3.5 mm audio jacks
- Hands-free and mute keys
- USB port for charging smartphones, tablet and small accessories powered by via USB
- Fast Ethernet PC port
- Power over Ethernet (IEEE 802.3af)
- 802.1x authentication
- G711 (a/μ), G723.1, G729AB audio, QoS
- 3-party conference
- Message waiting indication
- XML/LDAP phone book
- Third-party call control (3PCC) support
- Three configuration methods: web page, phone configuration, auto-provision
- Built-in VPN client



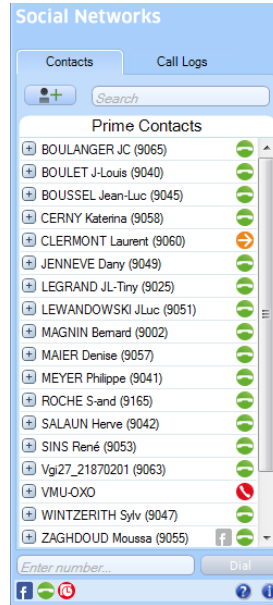
# AN APPLICATION FOR EACH USER PROFILE TO CAPITALIZE ON COLLABORATIVE USAGES

EACH CONTACT MEANS POTENTIAL BUSINESS

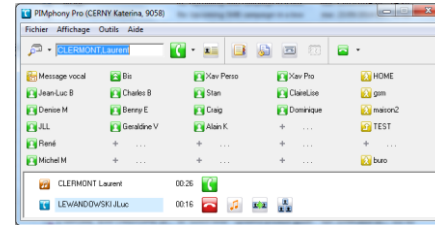


MY IC WEB FOR OFFICE

## MY IC SOCIAL NETWORKS

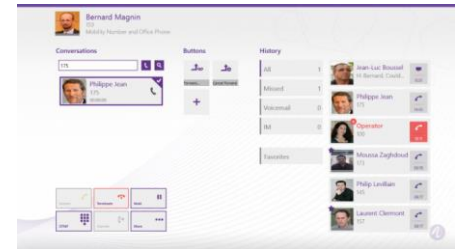


## PIMphony



NEW

## PIMphony TOUCH





# FOR WINDOWS 8.1. MODERN UI USERS SMART USER EXPERIENCE WITH PIMPHONY TOUCH

**NEW**

**NEW** PIMphony Touch,  
an innovative  
communication  
software client

The screenshot displays the PIMphony Touch interface for a user named Alain Maetz (102, Office). The interface is organized into several sections:

- Contact Card:** Shows a profile picture and name for Alain Maetz.
- Conversations:** A list of recent messages. The top message is from "Operator" (100) with a timestamp of 00:00:09. Below it is a message from "103".
- Buttons:** A grid of call control buttons including "Call pickup [100]", "Cancel forward", "Forward... [067757..]", "Call pickup [103]", "Nomadic mode [067757..]", "Forward...", and a "+" button.
- History:** A list of call history items: "All" (2), "Missed" (1), "Voicemail" (1), and "IM" (0). There is also a "Favorites" section.
- Call Log:** A detailed view of a call from "Operator" (100) with a timestamp of 05:27 PM and a message "We can begin...".
- Call Controls:** A bottom row of buttons for "Answer", "Terminate", "Hold", "DTMF", "Transfer", and "More".

Win118  
Hi.. How are you?

Win118  
Incoming Call

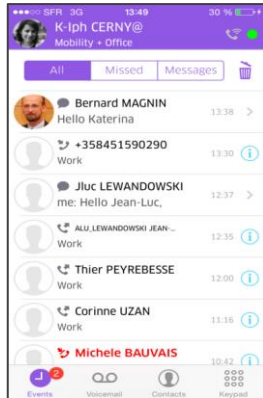
# STRENGTHEN RANGE CONSISTENCY

	PIMphony	PIMphony Touch	My IC Web for Office	My IC Social Networks
Routing Rules, Mobility Management	x	x	x	x
In conversation services, Transfer	x	x	x	x
3-party Conference	x	x	x	x
Forward options: forward, redirect	x	x	x	x
Unified Call Log	x	x	x	<i>Call Log</i>
In conversation services, Transfer	x	x	x	x
Favorites		x		x
Telephony presence	X (Team/Attendant)	x		x
Unified Instant Messaging		x	x	<i>with social networks clients</i>
Unified Directory Access, Dial-by-name	x	x	x	x

# ENSURE CONVERSATION CONTINUITY FOR USERS ON THE MOVE

OPENTOUCH CONVERSATION PUTS MOBILITY AT THE HEART OF COMMUNICATIONS  
FOR ¾ USERS THAT ARE CONSTANTLY ON THE MOVE

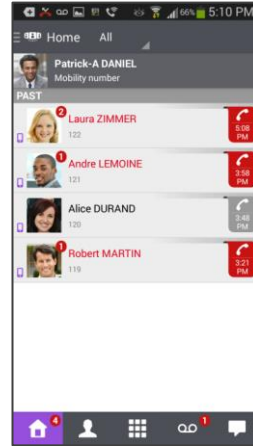
## OPENTOUCH CONVERSATION FOR iPhone



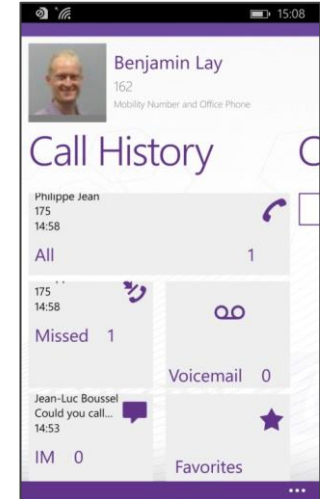
*SIP Companion  
in VoIP mode  
for iPhone*

*SIP Companion  
in VoIP mode  
for Android*

## OPENTOUCH CONVERSATION FOR ANDROID



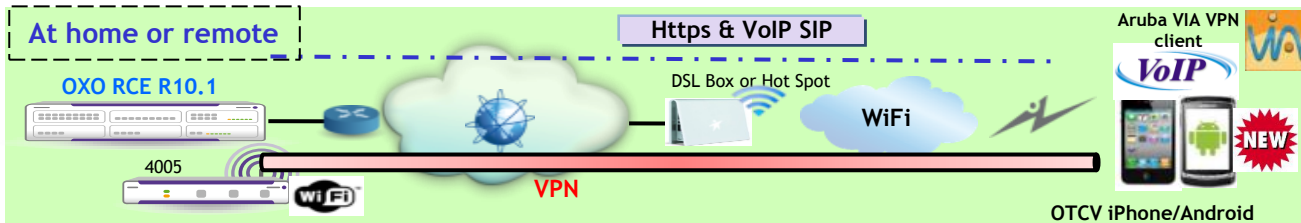
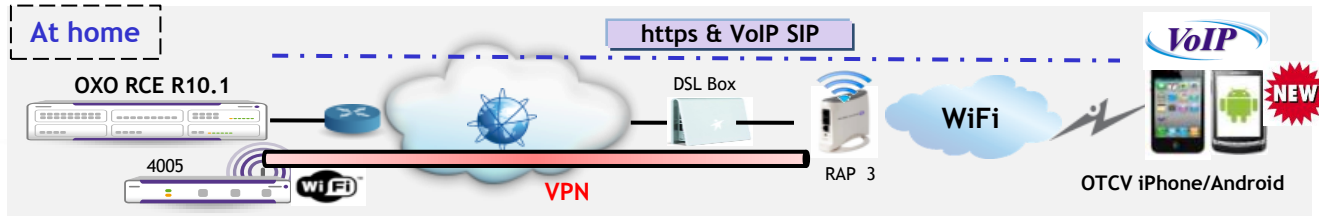
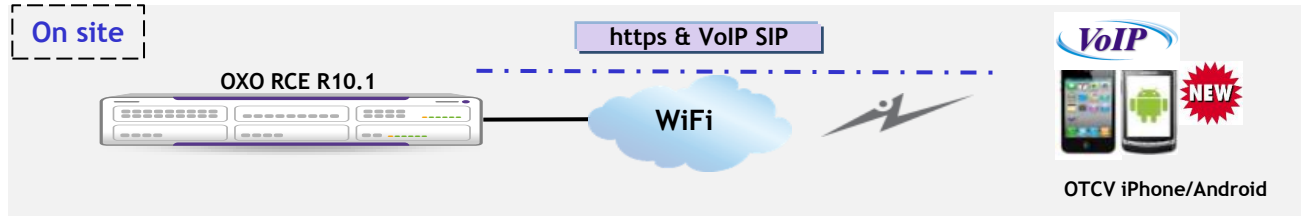
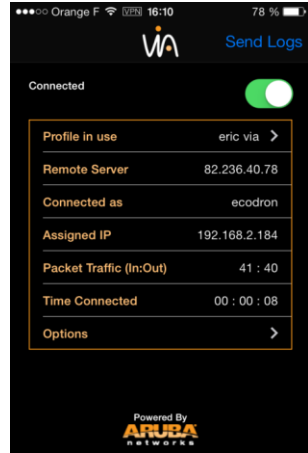
## OPENTOUCH CONVERSATION FOR WINDOWS PHONE



**NEW**

# OPENTOUCH CONVERSATION FOR ANDROID

## SIP COMPANION IN VOIP MODE CONTEXTS



- ✓ Only SW on client side
- ✓ Plug & Phone
- ✓ Price competitive

# STRENGTHEN RANGE CONSISTENCY

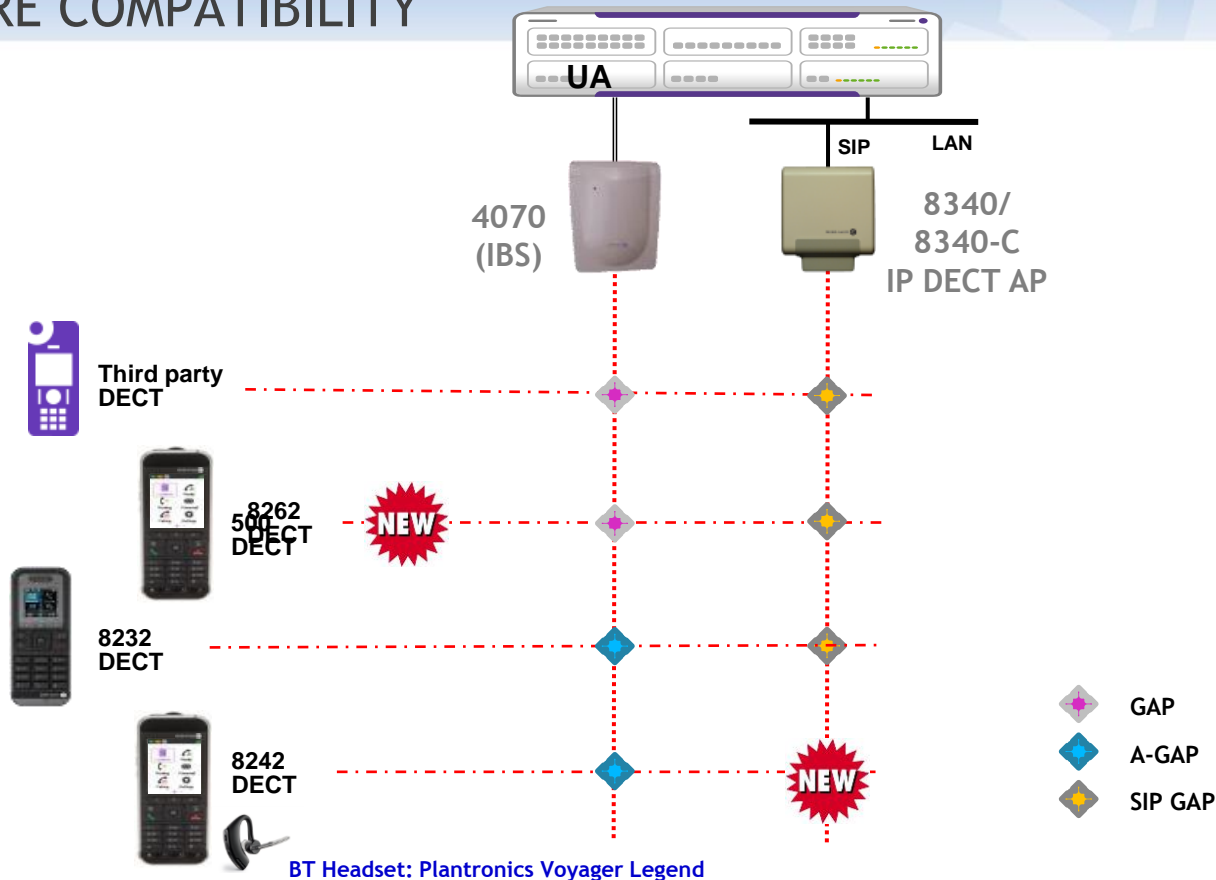
	OTCV iPhone	OTCV Android	OTCV Windows
Routing Rules, Mobility Management	x	x	x
In conversation services, Transfer	x	x	x
Conference	x	x	x
Forward options: forward, redirect	x	x	x
Call logs	x	x	x
Visual voice mail	x	x	x
Unified Instant Messaging	x	x	x
Unified Directory Access, Dial-by-name	x	x	x
Favorites	-	x	x
Telephony Presence	-	-	x
Get Call Feature	x	x	x
Record on-line			-
SIP Companion in VoIP mode to leverage company WiFi for both voice and data	x	x	-
Easy VPN (use Mobile as VPN client)	x	X	-

# 8242 DECT HANDSET

## DECT INFRASTRUCTURE COMPATIBILITY

### 8242 DECT HANDSET

- **NEW** support of IP configurations
- **NEW** Bluetooth Support available

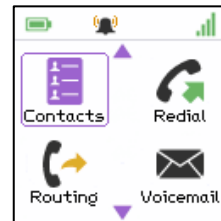


# DECT 8232 UI ENHANCEMENTS

## Former GUI







## New GUI



# CONVENIENT COMMUNICATIONS WITH GET CALL FEATURE

## GET CALL FEATURE with no SW license

- Enjoy comfort and freedom with seamless communications
- From mobile (DECT & OTCV) to desk phones since OXO RCE R9.1 (H1/2013)  → 
- **NEW** from desk phones to DECT handsets  → 
  - In basic call, with 'Multiset' configuration
  - Seamless call switch for the distant party (No hold)
  - Simple user action on the DECT handset: feature code or menu option
  - Only applicable in basic call situations: 'From' → Connected or in ringing state & 'To' → Idle state

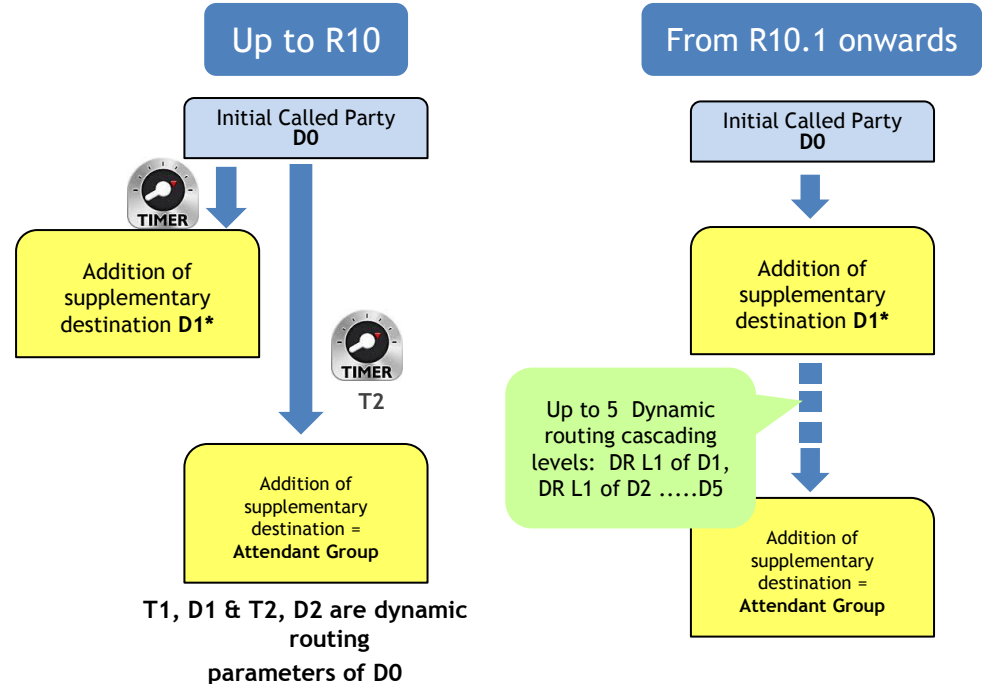
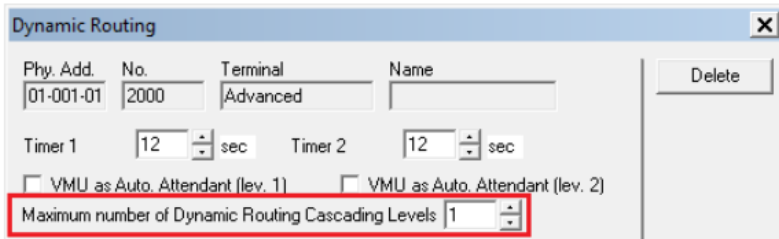




# CASCADING OF DYNAMIC ROUTING FOR A BETTER CALL COVERAGE & SUBSTITUTE TO HUNTING GROUP WITH OVERFLOW CAPABILITY

## CUSTOMER SATISFACTION IMPROVED

- New option only applicable for initial called party:
  - Value = 1: cascading disabled, same as up to R10
  - Value = 2 to 5: number of cascading levels
- In case of external destination, cascading is stopped and previous local destinations are released
- Checks to avoid call routed twice to the same destination



(\*) D1 can be a user, a hunting group or an external destination

# EMERGENCY CALL

Emergency call is treated as a priority call (highest priority)

Upon emergency call, a list of dedicated on-site users are alerted

Default emergency numbers are country dependant, configurable in OMC tool

All emergency calls are logged in a dedicated rotating file (max 100 entries)

Emergency calls are explicitly identified on metering records ('Type' field: X->)

Following phones featuring a display can be chosen as emergency call alert device

- 8068/38/28, 8039/29
- 4068/38/28, 4039/29
- IP Desktop Softphone



# SIP TRUNKING EVOLUTIONS

## CALL DIVERSION INFORMATION

From R10.2 onwards, the method '*Diversion header*' is supported as well

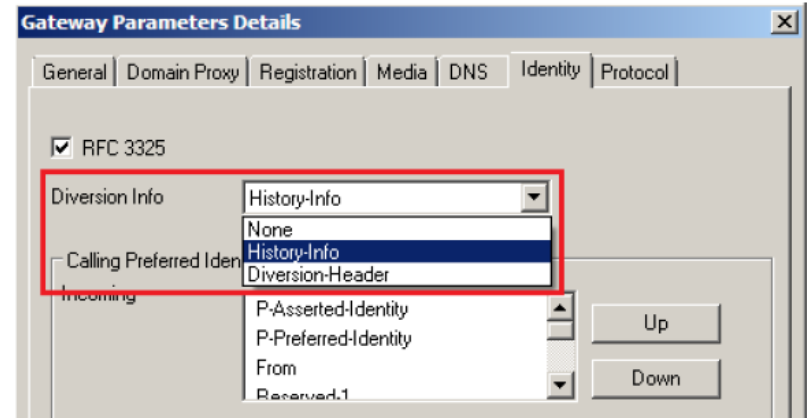
- Widely used in SIP signalling
- Implementation complies with RFC 5806\*

Parameter 'Diversion Info' enables following settings:

- Either '*History-info*'
- Or '*Diversion-header*'
- Or '*None*' (No History info nor Diversion-header info will be sent)

Default settings

Generic	OBS
History-Info	Diversion-Header



## INCREASE SIP CARRIERS ADHERENCE

# Cybercrime against businesses is massive

All business sizes are impacted

1 IN 4

Organizations  
reported cybercrime

Source: PWC – Global Economic Crime Survey 2014  
<http://www.pwc.com/gx/en/economic-crime-survey/cybercrime.jhtml>

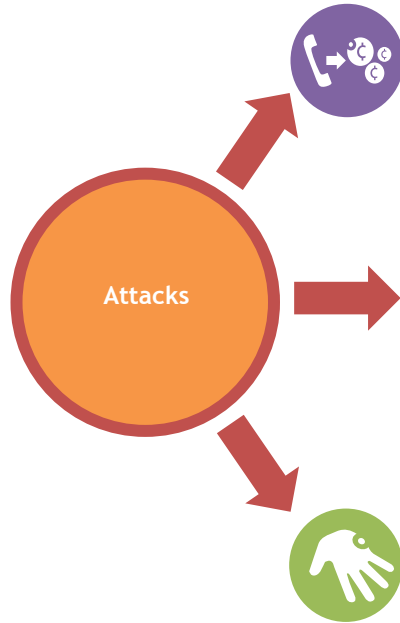
60%

Targeted attacks struck  
small and medium-sized organizations

Source: Symantec – 2015 Internet Security Threat Report, Volume 20  
[http://www.symantec.com/security\\_response/publications/threatreport.jsp](http://www.symantec.com/security_response/publications/threatreport.jsp)

# Cybercrime also targets

## Communication systems



### PBX Hacking

- Compromise a Communication System to call a Toll service
- Estimated 4.4B\$ loss in 2014 for organizations (global)

### Loss of communication service

- Attempt to make phones or servers unavailable
- No calls sent or received during a business day

### Information theft

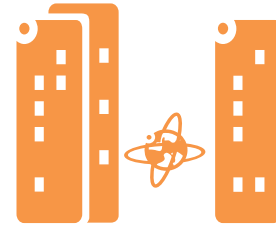
- Steal trade secrets, Intellectual Property
- Eavesdrop conversations about tenders, research and development projects

# Who is a target?

Everybody is.



SMB



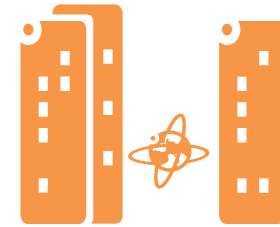
Multinationals

# Who is protected?

Organizations that can afford security experts



SMB



Multinationals



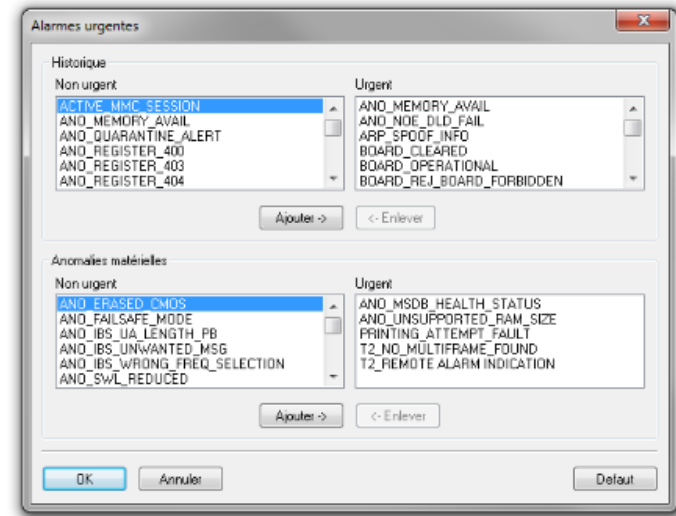
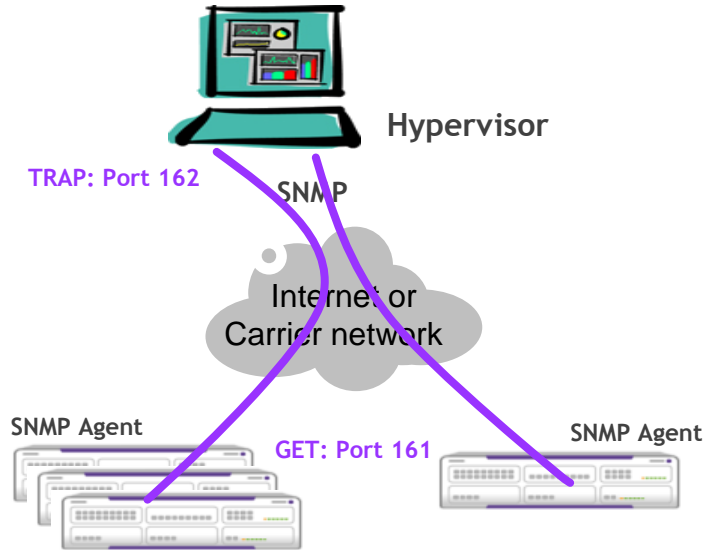
But few organizations have security experts



I speak **x509v3**,  
802.1x, PKI, DOS,  
MITM...

# SNMP SUPPORT DEPLOYMENT TOPOLOGY

SNMP  
V2C



**FOR SECURITY REASON VPN IS REQUIRED BETWEEN OXO AND  
HYPERVISOR**



# OPTIMIZED SECURITY WITH DEFAULT PASSWORD MANAGEMENT

- Default user password can be customized using OMC 'Subscribers Password' window
- Customized password is randomly generated by the system
- Password can be changed manually as well

Role	Current Password Status	Action
Attendant	default	Set
Administrator	not default	Set
Installer	not default	Set
Download	default	Set
NMC	not default	Set
Default Subscribers Password	default	Set

Return

Subscribers Password

Subscriber Password Length: 6

Planned Password Length (After the system reset): NO ACTION

Subscribers with Default Password: Details

Subscribers with Easy Password: Not detected

Reset all Subscribers Password: Reset

Default Subscribers Password: \*\*\*\*\* Read Set

Return

Set Password

Enter Current OMC session password: [ ]

New Password: 146879

OK Cancel

# OPTIMIZED SECURITY WITH DEFAULT SETTING CHANGES

## CLOSE DOORS OF POSSIBLE HACKERS ATTACKS

Applicable to all markets

- Free dialling option is disabled by default in Automated Attendant menu
- Following feature rights are disabled
  - Remote Substitution
  - Inhibit flag
  - Inhibit time ranges
- Call back option in VM consultation mode is now controlled per user by a feature right via OMC
  - Feature disabled by default
  - Global - for all users - noteworthy address “CallCorres” must be set (01) to enable the feature right

Feature Rights

Phy. Add.	No.	Terminal	Name
03-001-01	100	Advanced	

Feature Rights Part 3:

- Mailbox of initial Called party
- Callback in VM Consultation

OK Cancel Part 1

# ADDON AND UPGRADE POLICY



## ADDON POLICY

- Add-ons on older releases than R8 are no longer supported
- Any SW or HW add-on on a release <R8 will systematically require an upgrade to R10.x

OXO RCE SW	< R8	R8.x - R9.x	R10.x
New order	NO	NO	YES
HW/SW Add-on	NO	YES*	YES*
Upgrade to R10.x	YES	YES	NA

(\* Hard Disk related features on PowerCPU → VM > 30h and ACD Statistics , require a SW maintenance R8/R9/R10 due to a new HD

## UPGRADE POLICY: OXO RCE R10.1 IS A MINOR RELEASE

- Software Upgrade license:
  - From R8.x: 3EH03368AA
  - From Release < R8: 3EH03367AA
- Hardware upgrade:
  - From Release < R8: 3EH04027AA - PowerCPU EE ; 3EH73084AC - PowerMex board

# FUNCTIONAL BENEFITS OF POWERCPU EXTENDED EDITION VERSUS POWERCPU

(\*) With some dimensioning restrictions

FUNCTIONS	POWERCPU		POWERCPU EXTENDED EDITION	Comments
	w/o HD	with HD		
R8.x, R9.x, R10 compatibility	YES	YES	OXO RCE R10 onwards	
Omni Touch Office Cloud	YES	NO	YES	Up selling ACD Stat. & VM >30
ACD Statistics	NO	YES	YES	Up selling w/o onsite intervention
VMU > 30h	NO	YES	YES	Up selling w/o onsite intervention
HTTPS Clients (OTCV, My IC Web for Office, PIMphony, PIMphony Touch)	150	150	200	Max users benefit from a secured connection
<b>NEW</b> PIMphony Touch	YES	YES	YES	
<b>NEW</b> OTCV Windows	YES	YES	YES	
Instant Messaging	YES*	YES*	YES	PowerCPU: 1000 IM stored 10 days PowerCPU EE: 5000 IM stored 60 days
User Favourites (Server based)	NO	NO	YES	On PIMphony Touch & OTCV Windows (50 per user)

# TRANSFORM PROGRAM FOR SMB

## SIMPLER AND RICHER FOR MORE EFFICIENT SALES

- TRANSFORMATION OF BOTH ALCATEL-LUCENT ENTERPRISE & COMPETITION INSTALLED BASE
- INCREASED COMPETITIVENESS WITH **TERMINALS** NOW INCLUDED

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SOFTWARE SUITES  
SOFTWARE  
LICENSES  
APPLICATIONS

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DIGITAL, IP, DECT  
TERMINALS

- TERMS & CONDITIONS
  - Order must include either software suite or upgrade license



TO DECEMBER  
31<sup>ST</sup> 2015



K O M M U N I K Á C I Ó S   R E N D S Z E R E K B E N   G O N D O L K O D U N K