



Alcatel-Lucent Enterprise Mobile handsets and applications e-Catalog

Successful business communications for mobile environments



Overview



In today's competitive, digital and increasingly mobile world, it is a real challenge to differentiate yourself based on products and pricing alone. It takes **remarkable customer experiences to influence buying decisions**.

So, **how do you keep your mobile, remote and in-house workforces connected** while offering the high level of service your customers expect?

With Alcatel-Lucent Enterprise, you can enable your employees to successfully **answer every customer call and inquiry - no matter where they are**.

Mission-critical mobility

When a short response time and employee availability are key to your business, we offer a range of **DECT and WLAN handsets** dedicated to mission-critical communications. These **compact, rugged units** provide **unmatched voice quality** for communications in office, industrial, healthcare and retail environments.

Communications on any device for mobile teams

Simplify your communications with a comprehensive, easy-to-use **business communication app**. The **Alcatel-Lucent Rainbow™ cloud-based application** supports audio and video calls, text chat, video conferencing, and file sharing, **to make communications fast, personal, and effective**. **Team members can easily collaborate** and provide customers with personalized service and a quick response.



Alcatel-Lucent Enterprise offers a wide range of mobile applications and wireless handsets

- **Rainbow:** Business communications application on any device with video conferencing and secure group chat capabilities
- **8244, 8234, 8212:** DECT handsets for the office, healthcare and retail sectors
- **8254, 8262, 8262EX:** Ruggedized DECT handsets for the industrial and healthcare sectors
- **8168s, 8158s:** WLAN handsets for the office, healthcare and retail sectors

Mobile apps

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Rainbow Enterprise		Rainbow Room		Rainbow CRM Connect	

Select Rainbow subscriptions

DECT handsets

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Industrial DECT handsets

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8254		8262		8262EX	

Select wireless handsets

WLAN handsets

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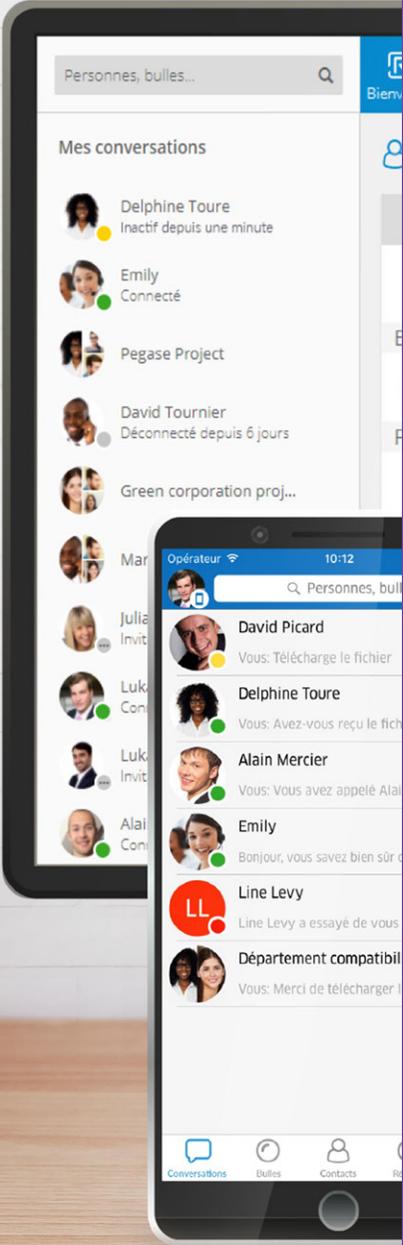
Summary

Rainbow. The mobile workplace.

Simplify team collaboration and mobility!



Rainbow at a glance



Business communications on mobile, desk phone, and computer

- **Mobile extension** of the Alcatel-Lucent Enterprise communication server
- It's **simple**: No VPN and no IT intervention required
- Easy access to a **company-wide directory** with a **one-click voice, video or chat function**
- Complete PC-based environment for seamless remote working



Video conferences open to external contacts

- Remote **video meetings with screen sharing on multiple devices** for greater cohesion and collaboration between employees
- **High quality video calls** and meetings **with customers and suppliers**. External guests do not require an account



Secure group messaging

- **Local hosting and cloud management**: General Data Protection Regulation (GDPR) compliance and strict data confidentiality agreements
- **ISO-27001** certification, the international standard for cloud security. Your customers' data is protected



Access the product page



Rainbow Enterprise

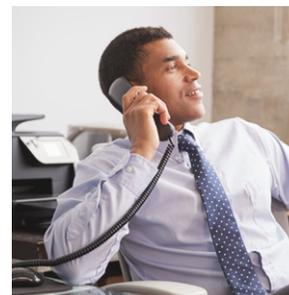
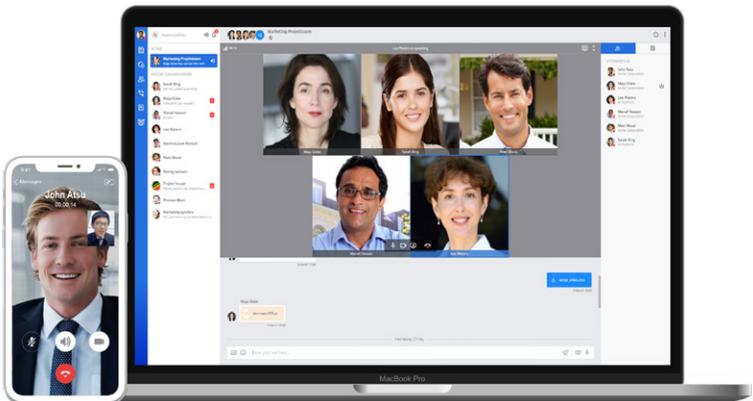
Easy-to-use mobile communications, video conferencing and team messaging



Business calls on any device

Video conferencing

Secure team messaging



Office and mobile employees work together with Rainbow Enterprise to offer an outstanding customer experience.

- **Manage** customer calls with confidence, even when out of the office. **Call from your mobile or computer** with your business line. Need to transfer an important call or get a quick answer? **See who's available** to answer your call.
- **Organize** team meetings or remote meetings with customers and suppliers. **Guests can join without a Rainbow account** and benefit from video and screen sharing for more effective collaboration and quick decision-making.
- **Exchange large files securely** with colleagues or customers. Rainbow is certified secure and locally hosted. Share information quickly in project groups with up to 300 participants.



Business calls on mobile and more

- Route calls to mobile, laptop and desktop phone from an app
- See if contact is online, on the phone or in a meeting
- HD audio leveraging WebRTC
- Video calls with contacts using Rainbow



Video conferences

- Share screen and files
- 12 Video streams
- Meetings with up to 120 participants
- Email invitations
- Guests don't need a Rainbow account to join



Secure team collaboration

- Chat groups with up to 300 participants
- Text messaging, 20 Gb cloud storage
- Chat with external contacts using a free Rainbow account
- ISO27001 security certification, local hosting, strict confidentiality policy



Mobile extension of the communications server

- Click-to-call
- Shared enterprise directory
- Hold, broker call, transfer and conference
- Visual voice messaging and call history from app and phone

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Rainbow Room

Conference room subscription and audio/video equipment



For meeting rooms

Easy-to-use

Meet online with mobile employees, suppliers and customers



Rainbow Room transforms your meeting facilities into video conferencing rooms for meetings with other sites, mobile employees and external contacts.

- **Make online meetings more interactive. Screen sharing and video are easy for everyone to use** without prior training.
- Everyone's voice counts: **The audio quality is excellent** even when there are many people in a meeting room.
- **Strengthen on-site employees' connections to their mobile and remote colleagues** who participate from their **mobile phones and computers**.
- **Save on travel and long-distance communication costs:** External contacts can be invited without having to create an account. Video and screen sharing is available for more interactivity. Communications are "free" on the internet.



Easy-to-use room application

- Simple user interface for control with a remote
- Display all other Rainbow rooms for instant click-to-call
- Add a room from any Rainbow meeting app
- See who joined, who's talking and see the participants' video
- See shared screen



Meet with mobile employees and guests

- Guests can join without signup
- Audio, video and screen sharing with any Rainbow user



High-quality audio and video devices

- Works with any HDMI monitor
- List of compatible AndroidTV devices
- Cameras and conference phones for small and large conference rooms



Meet with mobile employees and guests

- Guests can join without signing up
- Audio, video and screen sharing with any Rainbow user

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Rainbow CRM Connect

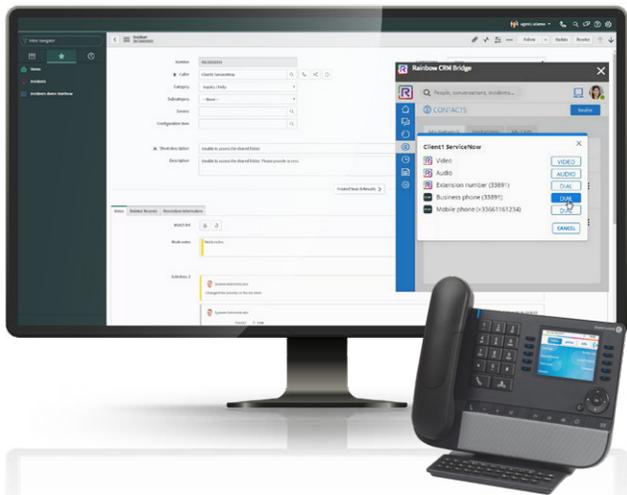
An option to communicate from your favorite customer service application (CRM)



Customer form pop-up on incoming call

Click-to-call

Market leading CRM



Provide customers with a quick and personalized response with Rainbow CRM Connect.

- **Reduce wait time for your customers during peak activity:** The service is available for as long as you want and can be implemented quickly from the cloud.
- **Provide personalized customer service:** Employees have automatic access to the customers' form when they call your company.
- **Call your customers back with confidence.** Your customers' phone numbers are automatically recorded by Rainbow and uploaded to the CRM, eliminating any possible typing errors. One click calling makes it easy to get in touch.
- Provide your customers with the information they want on the very first call. **Employees can assist one another with file sharing, instant messaging or phone calls from within the CRM application.**



Easy-to-deploy CRM integration

- SalesForce, Microsoft® Dynamics, ServiceNow
- Just download an add-in
- Seamless user experience within the CRM desktop



Customer information

- Automated recording of the customer phone number
- Form pop-up on incoming call



Click-to-call

- Call on a PC or from a business phone
- Click on numbers in CRM form to call
- Call colleagues



Team collaboration

- Company directory for instant connection
- Instant messaging for all Rainbow users
- Share screen and files

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Mobile handsets and applications



Select the Rainbow subscriptions and options that best suit your needs

Subscriptions	Essential	Enterprise	Room
Who/what	Occasional collaboration user	Mobile/Office worker	Conference room device
	Guest	Meeting organizer	-
Business communications on any device	-	●	-
Video collaboration	One-to-one video	Multi-party video meeting	Multi-party video meeting
	Screen and file sharing	Screen and file sharing	Screen and file sharing
	Open to guests	Open to guests	Open to guests
	-	Audio conference for up to 120 participants	Audio conference for up to 120 participants
Secure group chat	Groups up to 20 participants	Groups up to 300 participants	-
	Only one group manager	Multiple group managers	-
File storage	1 Gb	20 Gb	-
Post broadcasting (Rainbow Channels)	Read	Read, publish	-
Productivity connectors	None	Microsoft Office 365, Exchange Online, Google Calendar, Outlook, Azure Active Directory	-
Options	Essential	Enterprise	Room
Rainbow CRM Connect	SalesForce, ServiceNow, Dynamics	SalesForce, ServiceNow, Dynamics	-
Deskphone: connectivity to a communication system	Click-to-call	Dual ringing, routing management	-
Additional Subscriptions		Additional Options	
Rainbow Business: Rainbow Essential features + business communications on any device (requires connectivity to a communication system) + multiple group chat managers		Rainbow Conference: Pay-as-you-go audio conference bridge with access for up to 100 PSTN participants with a web interface for instant messages, file and screen sharing. Priced per minute per connection type and per participant	
Rainbow Enterprise Conference: Rainbow Enterprise features + audio conference bridge access up to 100 PSTN participants with a Web interface for instant messages, file and screen sharing			



Handsets at a glance



DECT and WLAN handsets

Delivering reliability and quality to your mobile workforce

ALE offer a range of DECT and WLAN handsets dedicated to mission-critical communications to ensure employee availability and a fast response.



Quality

Audio quality is always **outstanding**. With our multi-cellular radio technology, staff members enjoy **seamless wireless coverage** throughout a building and between sites.



Reliability

Employees benefit from the full functionality of the communications server for **easy and complete call management**. Many handsets offer additional **functionality specifically designed** for the **healthcare, industrial and retail sectors**.



Savings

The **DECT and IP DECT** networks are **dedicated to communication** and require fewer radio base stations. **WLAN handsets share the same network** with mobiles and computers. This is **ideal if you have "all wireless" offices**. All our handsets are remotely managed by the communications server.



Access the product page

8244 DECT handset

Robust wireless phone with large color screen, Bluetooth® and alarm key



Designed for alarms and notifications

Bluetooth

Excellent hold

Extra-large screen

The 8244 DECT handset helps maintenance personnel, care givers, and team leaders to instantly get information, to communicate quickly and safely.



Urgent notifications with acknowledgments

- Easy access, large alarm key
- DECT and Bluetooth for Location-based Services
- Integration with notification systems



Excellent audio quality

- Automatic gain control for noise reduction
- Hands-free speakerphone
- 17 hours speaking time



Excellent hold and large screen

- Streamlined shell with no-glide, IP40 coating
- Supports sanitizer cleaning
- 2.4" backlit screen
- Contextual menus for quick access to all phone system's services
- Ultra-fast enterprise directory lookup



Bluetooth for headset and location

- Bluetooth pairing with headset
- Bluetooth Low Energy geolocation: 10-meter precision



- **Deliver an excellent customer experience:** The phone provides excellent hold and ultra-wide display allows you to easily use **all ALE communication features to manage your calls with confidence** wherever you are on premises.
- **Keep hands free and call safely:** A wireless Bluetooth headset prevents tangling, which can be harmful in an industrial or health sector.

- **Gain seconds that can save a life:** Notification of all urgent situations are shared by pressing an **alarm key** which helps protect caregivers or operators in an industrial environment. **In the event of an emergency, a geolocation notification sends the rescue team to the right place.**
- **Hear and be heard perfectly even in noisy places** and when on the move: The **audio quality is excellent.**

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8234 DECT handset

Compact DECT handset with large display for professional, quality communications

All phone system services

Quality conversations

Highly compact design

The 8234 DECT handset helps mobile workers and people involved in customer service manage important calls with ease and accuracy.



Compact, robust and easy-to-clean design

- Ultra-compact: 119 mm x 48.5 mm x 21 mm
- Lightweight: 115 g
- Supports sanitizer cleaning
- Trendy blue coating
- Robust belt clip with screws



Excellent audio quality

- Automatic gain control for noise reduction
- Hands-free speakerphone
- 3.5 mm headset jack
- 20 hours speaking time



Large color display

- Contextual menus for quick access to all phone system services
- Backlit keypad and 1.8" color screen
- Ultra-fast enterprise directory lookup
- 4-way navigation



Notifications

- Text notifications



- Answer and **dispatch customer calls quickly and accurately.** The large color screen with 3 contextual keys, the 4-way navigation keys and **quick access menus** ensure an **intuitive navigation experience.**
- Offer **excellent communication quality** to your customers. **Automatic gain control and speakerphone** offer **excellent audio quality** to provide clarity during important conversations, even in a noisy environment.
- **Improve customer service:** The light weight, compact handset means employees are easier to reach as **they always have the handset with them.**

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8212 DECT handset

Compact, affordable handset for quality communications



Compact and robust

Quality conversations

Easy to use

The 8212 DECT handset is a compact and robust handset offering high-quality communications and an intuitive navigation for branch office and customer service staff.



Compact and robust design

- Lightweight (109 g, 3.84 oz)
- IP40 protection against dust



Excellent audio quality

- 3.5mm headset jack
- Hands-free speakerphone
- 11 hours speaking time



User-friendly call management

- Backlit color screen
- Local call log
- Local directory



Multi-cellular mobility

- Roaming: Works in several buildings
- Handover: Call continuity across several base stations



- 3 contextual keys
- 4-way navigation



- **Improve customer service:** The **light weight and compact** handset makes employees easier to reach as they always have the handset with them.
- **Offer excellent communication quality to your customers:** The excellent audio quality, also available in hands-free mode, helps to provide clarity during important conversations.

- **Answer and dispatch customer calls quickly and accurately:** The **backlit color screen** with 3 contextual keys, 4-way navigation keys and instant access to the local directory offer an intuitive call management experience.
- **Use the same handset in various branch offices or larger offices:** The handset supports roaming and handover.

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8254 DECT handset

Robust and sanitized wireless handset



Sanitized design

Hardened IP65 handset

Compact format



Sanitized design for healthcare

- Antibacterial-certified plastics
- Keypad membrane
- Screen coating
- Certified chemical tests



Hardened industrial handset

- IP65 totally dust tight, protected against water jet
- Fall protection certified



Access to all phone systems services as if at your desk

- 1.8 in. backlit color screen
- Ultra-fast enterprise directory lookup
- Backlit keypad
- 20 hours speaking time
- Automatic Gain Control

- 3 contextual keys
- 4-way navigation



Compact format

- 132 g (4.66 oz)
- 126 mm x 48.5 mm x 21 mm (4.96" x 1.91" x 0.83")



The 8254 DECT handset is the ideal handset for easy access and quick communications in the demanding healthcare, industrial and retail sectors.

- **Call with confidence in areas with high hygiene standards:** Made of antibacterial material including a keypad membrane, the handset can withstand frequent cleaning using disinfectants.
- **Call in demanding environments:** The 8254 IP65 certification protects against dust, gases and water (for example, in the event of an emergency decontamination shower).

- **Answer and dispatch customer calls quickly and accurately:** The backlit color screen with 3 contextual keys, 4-way navigation keys and instant access to the directory offer an intuitive navigation experience.
- **Improve call response:** The light weight, compact handset makes employees easier to reach because they always have the handset with them.

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8262 DECT handset

Wireless hardened handset with large color screen and Bluetooth headset connectivity

Lone worker protection certified

Hardened handset

Noisy environment

The 8262 DECT handset is the ultimate device to provide complete safety services to mobile or lone workers in demanding environments.



Lone worker protection

- dguv-112-139 certified
- Man-down
- No movement detection
- Pull cord
- Alarm key (top)



Bluetooth pairing with headset

- Bluetooth Low Energy geolocation (10-meter precision)



Hardened industrial handset

- IP65 totally dust tight, protected against water jets
- Protection against falls



Large color display

- 2.4 in. backlit screen
- Access to all system services as if at your desk
- Ultra-fast enterprise directory lookup



High audio quality despite noise

- 2 microphones for extreme noise reduction
- Automatic Gain Control
- 20 hours speaking time
- Rack charger for 6 handsets



- **Protect lone workers:** 8262 models are the only DECT on the market that **simultaneously detect shocks and falls to trigger alarms.** The pull cord sends a notification quickly requesting assistance when workers cannot access the handset because they are wearing gloves.
- **Calls made in demanding environments:** The 8262 is protected against dust and water with IP65 certification (for example, in the event of an emergency decontamination shower).

- **Save precious seconds that can save a life by sending a rescue team to the right floor:** Geolocation, using Bluetooth beacons offers accuracy within 10 meters.
- **Easily reachable at any time:** The device offers up to 20 hours of talk time and extreme noise cancellation. Bluetooth wireless headset connectivity provides freedom of movement and avoids wire entanglement.

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8262Ex DECT handset

Wireless hardened DECT handset for hazardous ATEX environments



Explosion-proof, spark-less

Lone worker protection

Hardened handset



ATEX

- Explosion-proof certified
- Spark-free design



High audio quality despite noise

- 2 microphones for extreme noise reduction
- Automatic Gain Control
- 20 hours speaking time
- Rack charger for 6 handsets



Bluetooth pairing with headset

- Bluetooth Low Energy geolocation (10-meter precision)



Large color display

- 2.4 in.backlit screen
- Access to all system services as if at your desk
- Ultra-fast enterprise directory lookup



Lone worker protection

- Man-down
- No movement detection
- Pull cord
- Alarm key (top)



Hardened industrial handset

- IP65 totally dustproof, protected against water jets
- Protection against falls



The 8262 EX DECT handset is the ideal device to provide complete safety services to mobile or lone workers in demanding and explosive environments.

- **Calls made in explosive locations:** The handset casing and battery are ATEX certified with a spark-free design..
- **Protect lone workers:** 8262 models are the only DECT on the market that **simultaneously detect shocks and falls to trigger alarms**. The pull cord sends a notification quickly requesting assistance when workers cannot access the handset because they are wearing gloves.

- **Call in demanding environments:** The **8262 IP65 certification protects against dust and water** (for example in the event of an emergency decontamination shower).
- **Easy to reach anytime:** The device offers up to 20h of talk time and **extreme noise cancellation**. **Bluetooth connectivity** using a wireless headset provides more freedom of movement and prevents tangling.

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8168s WLAN handset

Robust WLAN handset with large display and Bluetooth pairing



Bluetooth headset pairing

- 3.5 mm headset jack



Healthcare/Industrial features

- Easy access alarm key
- Push-to-Talk key
- IP44 against water spray and dust
- Silicone keys: easy cleaning with antibacterial solutions
- Integrates with alarm systems
- Integrates with geolocation systems



Access to all phone system services as if at your desk

- 2 in. backlit color screen
- Ultra-fast access to the company directory
- Backlit keypad



3 contextual keys

4-way navigation



HD Voice over WLAN

- HD audio quality
- A single network for voice and data
- 10 hours talk time
- IEEE 802.11 a/b/g/n - Wi-Fi 6 compatible



A single wireless network

Wireless headset

High-definition audio

The 8168s WLAN handsets offer security and excellent voice quality with wideband audio over ALE and third-party provider communication and WLAN networks

- **Deliver an excellent customer experience:** The color backlit display allows you to easily use **all ALE communications features** to manage your calls with confidence.
- Enhance your communications **with HD voice quality** that perfectly renders intonation and timbre.

- **Keep hands free and call safely:** A **wireless Bluetooth headset** prevents tangling, which can be harmful in industrial or health sectors.
- **The handsets offer security and excellent voice quality with wideband audio** over ALE and third-party provider communication and WLAN networks.
- Use only **one WLAN network** for your internet traffic and business communications and save money.

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WLAN



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8158s WLAN handset

Robust WLAN handset with large display and excellent voice quality



A single wireless network

Expert communications

Robust handset

The 8158s WLAN handset is a compact and robust handset offering high-quality communications and intuitive navigation.



Compact and robust design

- IP44: Protected against water spray and dust
- Fall protection



Healthcare/Industrial features

- Alarm key on top
- Silicone keys: Easy cleaning with antibacterial solutions
- Integration with alarm systems
- Integration with geolocation systems



Access to all phone system services as if at your desk

- 2 in. backlit color screen
- Ultra-fast enterprise directory lookup
- Backlit keypad

- 3 contextual keys

- 4-way navigation



Voice over WLAN

- A single network for voice and data
- 10 hours talk time
- IEEE 802.11 a/b/g/n - Wi-Fi 6 compatible
- 3.5 mm headset jack

- **Deliver excellent customer experience:** The backlit color display allows you to easily use **all ALE communications features** to easily manage your calls.
- **Enjoy great calls:** We're experts in voice over WLAN and provide excellent audio quality.

- **Keep hands free** while communicating using a wired headset.
- **Use only one WLAN network** for your internet traffic and business communications and save money.
- The handsets offer **security and excellent voice quality** over ALE and third-party provider communication and WLAN networks.



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Select the ALE wireless handset that best fits your needs



		8262/8626EX	8254	POPULAR 8244	8234	8212	8168s	8158s
Location		Hospital, manufacturing, mines, chemistry	Warehouse, hospital, retail store, manufacturing, office	Warehouse, hospital, retail store, manufacturing, office	Warehouse, hospital, retail store, manufacturing, office	Office	Warehouse, hospital, retail store, manufacturing, office	Warehouse, hospital, retail store, manufacturing, office
Radio		DECT/IP DECT	DECT/IP DECT	DECT/IP DECT	DECT/IP DECT	DECT/IP DECT	WLAN	WLAN
Audio	Bluetooth headset/3.5 mm jack port (4 poles)	● / ●	- / ●	● / ●	- / ●	- / ●	● / ●	- / ●
	2 microphones: extreme noise cancellation	●						
	HD wideband audio						●	
	Automatic Gain Control: Noise suppression	●	●	●	●		●	●
Design	Casing	Ruggedized	Compact	Streamlined	Ultra-compact	Compact	Compact	Compact
	Coating		Sanitized	No-glide	Easy cleaning			
Screen and keys	Screen size	Extra large	Large	Extra large	Large	Standard	Large	Large
	Programmable keys	2		2				
	Backlit keypad/color screen	● / ●	● / ●	● / ●	● / ●	● ●	● / ●	● / ●
Communication features	All ALE phone system communication features	●	●	●	●	GAP	●	●
	Enterprise directory	●	●	●	●	Local	●	●
Notifications and alarms	Geo-location by Bluetooth Low Energy/Radio	● / ●		● / ●			- / ●	- / ●
	Alarm system integration	●		●			●	●
	Alarm key	Top		Top			Top	Top
	Text notifications/patient call	● / ●		● / ●	● / -		● / ●	● / ●
Industrial/healthcare	Sparks-free design	8262EX						
	Ruggedized belt clip	●		●	●			
	No movement detection/man-down/pull cord: Lone Worker Protection	●						
	Sanitized design		Antibacterial plastics				Silicone keypad	Silicone keypad
	Ingress Protection against water and dust	IP65	IP65	IP40	IP40	IP40	IP44	IP44
Battery	Rack/Desktop/Dual charger	Rack/Dual	Desktop/Dual	Desktop/Dual	Desktop/Dual	Desktop	Rack/Dual	Rack/Dual
	Standby/Talk/Charge	160 h/20 h/3 h	200 h/20 h/3 h	160 h/17 h/3 h	200 h/20 h/3 h	100 h/11 h/ 7h	100 h/10 h/4 h	100 h/10 h/4 h



More Information

Check out our ALE [Handsets](#).

Check out [Rainbow](#)

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