Alcatel-Lucent OmniPCX Enterprise IP Telephone System
Alcatel-Lucent OmniSwitch Network Infrastructure
Alcatel-Lucent Collaboration and Fax Server
AVST Unified Messaging
Wireless Network Expansion
1. New Network Infrastructure
   - Enhance network performance by updating where necessary, and maintaining where adequate.
   - Utilize new fiber for additional redundancy to all edge closets at Heinz Field.
   - All new hardware capable of supporting 10x the bandwidth of existing network with 10Gb support.
   - Power over Ethernet edge switches allow for simplicity of what is connected to where.
   - Enhanced network authentication and security capabilities.

2. New IP Telephone System
   - GUI interface for simplified management of telephone system w/ the ability to access via any computer with embedded call accounting application and performance modules.
   - MAC - (Moves - Adds - Changes) simplified with IP telephones - users can relocate without IT.
   - Full duplex speakerphones will enhance the quality of conversations.
   - Softphone capabilities on PC/MAC/IPad/IPhone/Android
   - Integrated/virtual keyboards on all telephone sets for directory access and text messaging.
   - Integrated call center for simplicity with easy to use customizable reporting in excel format.
   - Multiple levels of redundancy for core applications
   - Touch Screen application telephones for Suites and Executives with bluetooth handsets.
   - Smart Guest application software license TODAY to enhance the guest experience. - FUTURE implementation
   - Support of digital phones where required, with same look to users. Example - Scoreboard

3. New Collaboration and Fax Server
   - Up to 24 participants of Audio/Data collaboration with 50 users of integrated Video Conferencing via standard web browser.
   - Audio Message Broadcast with logging. Works for internal and external telephones.
   - Fax server shall eliminate the need for fax machines allowing users to fax from computer and receive faxes in multiple ways.

4. AVST Unified Messaging
   - Virtual voice mail box allows access via email, web page, or mobile phone application.
   - Personal Assistant allows system to route calls based on availability
   - Full speech engine that can be used in auto attendants, personal assistant, and complete user hands free option.
   - Native Android and IPhone applications for users and IPad application for administrators.
   - Self Service password resets for users - via web portal like on popular web sites.
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Alcatel-Lucent OmniSwitch Network Infrastructure
Current Network Topology @ Heinz Field

10/100 Fast Ethernet

Single Gigabit uplinks

Single Core w/ redundant processors and power supplies
Proposed Network Topology @ Heinz Field

- **Active Multi-Mode**
- **Active Single Mode**

10/100/1000 Gigabit Ethernet

Dual Gigabit uplinks w/ capability of 10 gigabit

Dual Core w/ redundant processors and power supplies
South Side Training Facility - Corporate Offices
South Side Training Facility - MDF
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Alcatel-Lucent OmniPCX Enterprise IP Telephone System
The Communication Architecture

The Alcatel-Lucent OmniPCX Enterprise Communication Server offers a standards based open-distributed communications server for both medium and large enterprises, managing both traditional and IP configurations. With a capacity of 15,000 to 100,000 users, the Alcatel-Lucent OmniPCX Enterprise Communication Server is one of the world's most scalable advanced business communication systems.

The Alcatel-Lucent OmniPCX Enterprise Communication Server is the reference in carrier-class intranet communication servers and applications. The Alcatel-Lucent OmniPCX Enterprise Communication Server is designed with IP at the core, allowing fully distributed IP solutions across data networks. Its unique media gateway architecture also allows traditional TDM or mixed IP-TDM configurations.
OmniVista 8770 - Manage the IP Telephone system from a centralized GUI to simplify

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The Alcatel-Lucent OmniVista 8770 Network Management System simplifies access to your network configuration, with a user friendly interface, to ensure minimum losses in time and to optimize the tasks of system management.

It includes the secured configuration and management of a system or a network, system call accounting, traffic observation and alarm management, enterprise voice network topology management, performance management features and the enterprise LDAP directory. It is an open interface allowing integration with Hypervisor platform applications.

*Integrated Application Suite*
WIRED PHONES

IP TELEPHONY

SIP phone
NEW DESIGN

8082 My IC Phone

IP TOUCH
8 SERIES
PHONES

4068

4038

4028

DIGITAL PHONES
FOR TRADITIONAL
TELEPHONY

9 SERIES
DIGITAL
PHONES

4039

4029
IP DESKTOP SOFTPHONE
FOR PC, MAC, iPHONE, iPAD , and Android

• VoIP protocol provides voice communications on the computer/iPad or iPhone
• Emulation of 4068 phone
  - Business mode or Contact Center agent mode
  - Identical layout and keys as the Alcatel-Lucent IP Touch phone sets
  - Call by name using directory
• Technical information
  - Available off-site anywhere the user is able to connect the customer IP network via a company VPN (works on Ethernet, WiFi, 3G/4G cellular)
8082 Standard

High-end Touch screen Deskphone

- Touch screen Phone with 500+ OXE features
  - 4068 backward compatibility
  - Openness via API framework / PRS
  - Unique commercial reference for the hardphone (for deployment as OXE/STD/MM users)
  - Same IP Software license

Permanent key function:

- Mute/ interphone
- Light +/- ; speaker volume +/-
- Speaker / handset / headset / hands free
- Forward management
- Mails/ call back
- Home page (Goto)
- Keyboard management
- Device settings
OmniTouch Contact Center Standard Ed.: The Business voice ...

- Single user interface for administrators and supervisors
  A patented «Cockpit», fostering administrators and supervisors autonomy to define and monitor the customer interaction.

- Business agility: intuitive UI for personalized customer services
  Reduce TCO with optimized software deployment (Virtualization) and pre-packaged configuration schemes for server and desktop.

- Embedded interaction router and database provided by OmniPCX enterprise.
  Leading high availability, distributed architecture, and branch survivability.

- Options answering the critical Business issues: remote /mobile agents, IVR, WFM, Soft Panel Manager for Led or TV wallboards

- From 5 to 1000 agents on single node, stable and well known solution

**ALU Patents !!**

**ALU Integration !!**
Smart Guest Application

• Available with OmniPCX Enterprise, an application server and optional automation connector
• Deployment with OmniVista 8770 Device Management
Smart Guest Application
Suite Phones
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Alcatel-Lucent Collaboration and Fax Server
OmniTouch 8660 My Teamwork

• Web interface for internal and external participants. Voice / Data / Video Collaboration
My Teamwork
User Features

- Annotation and White Boarding
- Chatting – public and/or private
- Upload images
- Record Capabilities
- Insert text
- Create line endings
- Highlight items
- Audio Control capabilities
- Reservation or Reservation less meetings
Fax Server - Sending & Receiving Faxes

- From an e-mail client
- From a web browser
- From SendFax or any printing capable application
- From multifunction printer

- Folder reception (fax reception only)
Fax Server - Sending & Receiving Faxes

Fax File Types

- **Sending faxes**
  - Plain text
  - or/and
  - attached file

- **Receiving faxes**

  **Fax server available file formats:**
  - PDF
  - TIFF

  **E-mail client:**
  - email with attached file

  **Browser:**
  - File to download or open

For a complete list of the currently supported 45 file formats refer to the Feature List.
Cutover Day
Cutover Day 2
1st Event @ Heinz Field - Concert
2nd Event - Soccer Game
Meet the Next Generation Total Office Manager

Location-Based Services

Federated Presence

Multi-Lingual Speech

Connects to the Cloud

Unified Messaging

Contact and Calendar Integration

Mobile Protection

Context-Aware UC
Unified Messaging
Speech Recognition
Personal Assistant
Context-Aware (Location, Presence, Information)
Mobile Client
Multilingual
Secure Access to Corporate Data
Segments Personal and Professional Workflows

Next Generation Total Office Manager

ATOM
Great Hall Wireless