



# Alcatel-Lucent Enterprise DeskPhones

Designed for the Digital Age

Interactive eCatalogue

# Business Phones: ALE DeskPhones

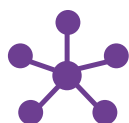
Introducing the new ALE DeskPhones, designed for the Digital Age! Get ready for the future of work and enjoy successful business conversations with these reliable and sustainable devices.



**ALE DeskPhones are connected objects:** Outstanding 3D audio quality for all your conversations, including conference calls and mobile calls.



**ALE DeskPhones are designed for hybrid work:** Wireless connectivity options for effective communications wherever you are.



**ALE DeskPhones are elegant, colourful and modular:** Maximise the impact of your conversations by selecting the accessories that meet your communications requirements.







# Summary



## ALE Deskphones

Discover our new range of phones, designed for the digital age!

### Enterprise range

1

Overview

Page 4



ALE-500  
without handset  
Page 5



ALE-500  
Page 6



ALE-400  
Page 7



ALE-300  
Page 8

Accessories

Page 9, 10

### Essential range

2

Overview

Page 11



ALE-30h  
Page 12



ALE-20h  
Page 13



ALE-20  
Page 14

Accessories

Page 15

### SIP model

3

Overview

Page 16



ALE-2  
Page 17

Comparison table: Enterprise

Page 18

Comparison table: Essential, SIP

Page 19

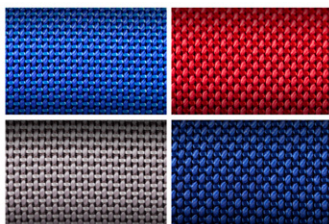
# ALE DeskPhones: Enterprise Range

3D Symphonic HD Audio Quality



Premium fabric and metal materials

Easy-to-customise, connected object



Available in 4 colours. Change faceplates at any time.

## Enjoy Symphonic HD audio clarity as if everyone were in the same room

The superwideband audio renders perfect bass and treble for quality conversations. The cylindric sound bar delivers 3D audio for a group conversation in a meeting room or in a home office. The 3 microphones capture the sound while attenuating surrounding noise to protect the quality of your conversations.

## Boost the communication experience with many accessories and a colourful, stylish design

Make your workday brighter and bolder with the sleek, compact design, including metal frame, adjustable metal stand, and coloured textile covered sound bar. Add alphabetic keyboard, key module, and cordless handset to manage calls better. Pair<sup>(1)</sup> headsets, computer, and smartphone using USB and Bluetooth® and enjoy excellent audio quality for all your conversations.

## Enjoy high-quality, sustainable communications

These models are designed to be durable: Fabric, mechanics, and electronics are of high-quality. Interchangeable elements can be purchased in 4 colours. The phones adapt their already low power consumption to the accessories connected and to your presence using their built-in induction loop.

## Meet all communications expectations

Choose the model that best suits your communications style. Whether you prefer a 100% touch screen experience, a model with touch screen and dial-pad, a model with contextual keys or even a model without handset, your communications experience will be rewarding. Models are described in the following pages.

(1) Requires a software update. Check with your ALE Partner for availability.

# ALE-500 DeskPhone without handset

[Download the Datasheet](#)

## Sleek and ultra-compact design

- Compact, sleek format, 16 cm wide
- Hands-free mode, USB-C port for headset
- Integrated WLAN 5<sup>(1)</sup> and Bluetooth module
- Gigabit Ethernet PC port
- VPN for secure work-from-home
- Continuously-adjustable non-slip metal foot

## 3D Symphonic HD Audio

- Symphonic HD audio using superwideband audio from speakerphone and headset
- Cylindric soundbar with coloured fabric
- 3D Audio broadcasting
- Sound capture with 3 microphones
- Pair<sup>(1)</sup> with computer and smartphone by USB or Bluetooth

(1) Requires a software update. Check with your ALE Partner for availability.



## 100% Touch navigation

- 5.5" Colour screen with vertical layout
- Optimised access to ALE communications features
- 2x5 Touch contextual keys, 5 programmable keys
- Display of 2x6 additional keys
- Intuitive touch smart pad
- Alphabetical keyboard: Touch screen display and mechanical keyboard option
- Optional 2x12 key colour display module<sup>(1)</sup>

## Customisable colours



100% Touch experience



3D Soundbar



WLAN/Bluetooth module included



Alphabetic keyboard option

## Simplify your communications

A true connected object dedicated to quality professional communications, this model is ultra-compact and can be used hands-free or with a headset. Colours and display are customisable.

## Communicate with clarity

The 3 microphones capture the voice while attenuating surrounding noises. The cylindrical sound bar broadcasts voice in 3 dimensions enabling several people in a room to participate in the call.

## Connect instantly

Reach contacts immediately by simply pressing the touch screen. Quickly lookup contacts in the company directory using the alphabetical keyboard and connect instantly.



# ALE-500 DeskPhone

[Download the Datasheet](#)

## 3D Symphonic HD Audio

- Symphonic HD audio using superwideband audio from speakerphone and headset
- Cylindric soundbar with coloured fabric
- 3D Audio broadcasting
- Sound capture by 3 microphones
- Pair<sup>(1)</sup> with computer and smartphone
- by USB or Bluetooth

## Work from anywhere

- Optional WLAN <sup>(1)</sup> and Bluetooth module
- Bluetooth 5.0 for wireless headset
- Optional cordless handset
- 2xUSB-c for wired headphones and accessories
- VPN for secure work from home
- Gigabit Ethernet PC port

(1) Requires a software update. Check with your ALE Partner for availability.



## 100% Touch navigation

- 5.5" Colour screen with vertical layout
- Optimised access to ALE communication features
- 2x5 Touch contextual keys, 5 programmable keys
- Display of 2x6 additional touch buttons
- Intuitive touch smart pad
- Alphabetical keyboard: Touch screen display and mechanical keyboard option
- Optional 2x12 key colour display module<sup>(1)</sup>

## Customisable colours



100% Touch experience



3D Soundbar



WLAN/Bluetooth module included



Bluetooth handset option

## Communicate with clarity

3 Microphones capture the voice while attenuating surrounding noises. The cylindric sound bar broadcasts voice in 3 dimensions enabling several people in a room to participate in the call.

## Communicate everywhere

In open-plan offices, meeting rooms, or working at home using secure VPN connectivity and WLAN. Enjoy outstanding audio in all your virtual meetings using the speakerphone paired to your computer or smartphone.

## Connect instantly

Reach contacts immediately by simply pressing the touch screen. Quickly lookup contacts in the company directory using the alphabetical keyboard and connect instantly.

# ALE-400 DeskPhone

[Download the Datasheet](#)

## Large 4.3" Touch screen

- Optimised access to ALE communication features
- 2x5 Contextual touch keys, 3 programmable keys
- Intuitive touch smart pad
- Optional alphabetical keyboard
- Optional 2x12 key colour display module<sup>(1)</sup>

## 3D Symphonic HD Audio

- Symphonic HD audio using superwideband audio from speakerphone and headset
- Cylindric soundbar with coloured fabric
- 3D audio broadcasting
- Sound capture by 3 microphones
- Pair<sup>(1)</sup> with computer and smartphone by USB or Bluetooth

(1) Requires a software update. Check with your ALE Partner for availability.



## Work from anywhere

- Optional WLAN 5<sup>(1)</sup> and Bluetooth module with Bluetooth 5.0 for wireless headset
- Optional cordless handset
- 2xUSB-c ports for wired headset and accessories
- VPN for secure work from home
- Gigabit Ethernet PC port

## Customisable colours



Touch screen



3D Soundbar



WLAN/Bluetooth module option



Cordless handset option

## Connect instantly

Reach contacts immediately by simply pressing the touch screen. Quickly lookup contacts in the company directory using the alphabetical keyboard and connect instantly.

## Communicate with clarity

3 Microphones capture the voice while attenuating surrounding noises. The cylindrical sound bar broadcasts voice in 3 dimensions enabling several people in a room to participate in the call.

## Communicate everywhere

In open-plan offices, meeting rooms, or working at home using secure VPN connectivity and WLAN. Enjoy outstanding audio in all your virtual meetings using the speakerphone paired to your computer or smartphone.

# ALE-300 DeskPhone

[Download the Datasheet](#)

## 3D Symphonic HD Audio

- Symphonic HD audio using superwideband audio from speakerphone and headset
- Cylindric soundbar with coloured fabric
- 3D audio broadcasting
- Pair<sup>(1)</sup> with computer and smartphone by USB or Bluetooth

## Work from anywhere

- Optional WLAN 5<sup>(1)</sup> and Bluetooth module with Bluetooth 5.0 for wireless headset
- 2xUSB-c ports for wired headset and accessories
- VPN for secure work from home
- Gigabit Ethernet PC port



## Large colour display

- 3.5" colour screen
- Optimised access to ALE communication features
- 2x5 Contextual keys with blue LED
- Intuitive touch smart pad
- Optional alphabetical keyboard
- Optional 2x12 key colour display module<sup>(1)</sup>

## Customisable colours



Large colour display



3D Soundbar



WLAN/Bluetooth module option



Alphabetic keyboard option

(1) Requires a software update. Check with your ALE Partner for availability.

## Communicate with clarity

Your important communications are more interactive: Both speakerphone and handset offer superwideband technology. The cylindrical sound bar broadcasts voice in 3 dimensions enabling several people in a room to participate in the call.

## Communicate everywhere

In open-plan offices, meeting rooms, or working at home using secure VPN connectivity and WLAN. Enjoy outstanding audio in all your virtual meetings using the speakerphone paired to your computer or smartphone.

## Improve customer satisfaction

Successfully manage a large number of calls using the large display with context-sensitive keys, optional alphabetic keyboard and key expansion module.





# Enterprise Series Accessories



## ALE-100 - Alphabetical keyboard

The entire company directory is at your fingertips

No need to remember phone numbers, just search the corporate directory and connect instantly. Contacting people by name is intuitive using this Qwerty keyboard with large keys. It is magnetically fastened to the DeskPhone and connected by USB-C port to the back of the phone.



## ALE-108 - WLAN/Bluetooth module

for wireless communications anytime

Communicate wherever you want: The phone is connected in WLAN 5 to your company network, or to your internet box. Pair with a Bluetooth headset to communicate without a cumbersome cord. Insert the module in a dedicated side panel. The WLAN functionality requires a software update: *Check with ALE Business Partners for availability.*



## ALE-110 - Wall mounting kit

Ensuring communications are always within reach

Easy to reach for visitors and staff: It can be mounted on a wall. The wall mounting kit is screwed onto the phone. 2 Screws are provided to ensure the unit is solidly in place even with frequent use.



## ALE-120 - Key Expansion Module

Make it easy to connect customers with your employees

Monitor all your customer service lines at-a-glance with this module; 24-programmable keys with LEDs. The colour screens are very easy to read. Programming the keys is done electronically for easy maintenance. The module is connected and powered by the phone's USB-C port. *Check with ALE Business Partners for availability.*

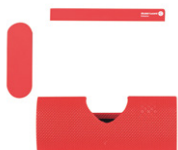
[More accessories >](#)

# Enterprise Series Accessories

## ALE-140 - Customisation kits

Choose the colour that best suits your premises

Whether you want "Ruby" dynamic red, "Azure" bright blue, "Neptune" deep blue, or "Factory" industrial grey, the choice is yours. The handset, top panel, and sound bar coloured elements are easy to clip on. There is one kit per colour.



## ALE-150 - Superwideband corded handset

For immersive conversations

When using the superwideband compatible handset, the people you speak with sound as if they are in the same room. The handset offers a streamlined design and an excellent grip and is connected using a dedicated RJ11 port on the back of the phone. It is sold with corded ALE DeskPhone models and as a spare part.



## ALE-160 - Wireless wideband handset

Communicate with total freedom

The absence of a cord makes the handset more natural to hold. For more privacy, move to a huddle room up to 10 meters away from the phone, or stand during your phone calls: You will be energised! Change the volume, mute the microphone, and hang up remotely using the side buttons. The handset recharges automatically when idle on the phone. Requires the ALE-108 module. Battery included.



## ALE-161 - Battery for ALE-160 cordless handset

For long wireless communications

This rechargeable battery provides power to the ALE-160 cordless handset. Its Lithium-ion 3.7V 400mAh technology provides extended communications autonomy.



[<More accessories](#)

# ALE DeskPhones: Essential range

Wideband audio  
USB port for headset



Access to all ALE  
communications  
services

Compact,  
convenient design



Hybrid digital and IP  
connectivity

## Enjoy more interactive conversations

With improved audio quality

Make important communications more interactive: Speakerphone and handset both offer wideband audio quality with enhanced echo cancellation. Plug in a USB headset for hands-free, privacy-friendly conversations.

## Manage calls easily and fast

Using optimised contextual menus

All ALE phone system services are easy-to-use with contextual menus on the large display. Customer calls are answered and transferred more quickly. The 30h model offers many accessories including alphabetic keyboard and key module to manage more calls, faster.

## Streamline the communications experience

With its compact size, two-position adjustable stand, streamlined handset and finely perforated speaker cover, the phone's design is classic and business-grade. The contextual keys, 4-way navigation and control keys offer a smooth, convenient call management experience.

## Communicate from any network

Using hybrid digital-IP or all-IP models

The 30h and 20h models are compatible with both digital and IP networks. Get a great communications experience now from your digital network. Upgrade to IP at any time: all models are IP-enabled and can be used for remote work.



# ALE-30h DeskPhone

[Download the Datasheet](#)

## Digital and IP flexibility

- Hybrid RJ45 port for digital and IP networks
- Remotely powered digital connectivity
- IP/POE upgrade at any time
- VPN for secure work from home\*

## Accessories to manage more calls

- Optional key module with 20 keys and colour screen
- Optional alphabetical keyboard
- Side USB-A port and back USB-C port for headset



## Large 3.5" colour display

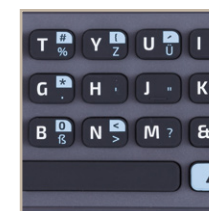
- Optimised access to ALE communications features
- 2x5 Contextual keys with LED
- Up to 56 displayable context-sensitive keys
- Four-way navigation

## Wideband audio clarity\*

- Wideband audio - OPUS compatible\*
- Wideband corded handset and speakerphone
- Full-duplex audio
- Wideband audio headset support



Large colour display



Alphabetic keyboard option



Key expansion module option

\* IP-mode only

## Communicate from any network

Improve your communications experience using the phone's colour screen, contextual keys, USB headset port, and key expansion module - on your digital network. Upgrade to IP at any time: This hybrid model also connects to an IP network and works securely at home.

## Improve customer satisfaction

Successfully manage a large number of customer calls using the large display with context-sensitive keys, optional alphabetical keyboard, and key expansion module.

## Connect instantly

Reach contacts immediately with a single press of a contextual key. Quickly lookup contacts in the company directory using the alphabetical keyboard and connect instantly.

# ALE-20h DeskPhone

[Download the Datasheet](#)

## Digital and IP flexibility

- Hybrid RJ45 port for digital and IP networks
- Remotely powered digital connectivity
- IP/POE upgrade at any time
- VPN for secure work from home\*

## Wideband audio clarity\*

- Wideband audio - OPUS compatible\*
- Wideband corded handset and speakerphone
- Full-duplex audio



## Access to all ALE communication features

- 2.8" Backlit display
- 2x3 Contextual keys with LED
- Up to 56 displayable context-sensitive keys
- Four-way navigation

## USB Port for headset

- RJ9 headset port
- USB-a side port and USB-C back port



\* IP-mode only



Backlit display



ALE navigation



USB ports

## Communicate from any network

Improve your communications experience using the phone's contextual menus and 4-way navigation - on your digital network. Upgrade to IP at any time: This hybrid model also connects to an IP network and works securely at home.

## Easy access to all phone system services

The backlit screen with 6 contextual keys, 4-way navigation keys, and instant access to the directory, offer an intuitive user experience. Customer calls are answered and dispatched quickly and accurately.

## Keep your hands free

Easily connect your USB headset for hands-free communications. A headset is recommended for those on the phone for more than one hour per day.

# ALE-20 DeskPhone

[Download the Datasheet](#)

## Wideband audio clarity

- Wideband audio - OPUS compatible
- Wideband corded handset and speakerphone
- Full-duplex audio

## USB port for headset

- RJ9 headset port
- USB-A side port and USB-C port
- Wideband wired headset compatible



## Access to all ALE communication features

- 2.8" Backlit display
- 2x3 Contextual keys with LED
- Up to 56 displayable context-sensitive keys
- Four-way navigation

## Gigabit Ethernet PC port

- 2x RJ45 ports
- Gigabit Ethernet and POE
- ALE centralised management
- 10-912031402



Wideband audio



Backlit display



ALE navigation



USB ports

## Communicate with ease

Both the handset and speakerphone offer HD sound, enabling improved concentration and interaction during important conversations.

## Easy access to all phone system services

The backlit screen with 6 contextual keys, 4-way navigation keys, and instant access to the directory, offer an intuitive user experience. Customer calls are answered and dispatched quickly and accurately.

## Keep your hands free

Easily connect your USB headset for hands-free communications. A headset is recommended for those on the phone for more than one hour per day.



# Accessories for the Essential range



## ALE-10 - Alphabetical keyboard

Makes it easy to lookup the company directory.

Connect easily by looking up the directory using this Qwerty keyboard. It is easy to clip in place. It is connected through a dedicated port on the back of the ALE-30h DeskPhone.



## EM-200 - Key module

Makes it easy to connect customers with your employees

Monitor all your customer service lines at-a-glance with the key module. The colour display is easy to read. Scroll left and right through multiple 20-key screens using the dedicated buttons at the bottom of the screen. The keys are managed centrally for easy maintenance. The module is connected and powered through a dedicated USB-A port on the side of the ALE-30h DeskPhone.



## Wall mounting kit for ALE-20/ALE-20h/ALE-30h

Ensure communications are always within reach

Easy to reach for visitors and staff: The phone can be mounted on a wall. The wall mounting kit is screwed onto the phone. Two screws are provided in the bracket to ensure the unit is solidly mounted even with frequent use.



## USB headsets

For quality, convenient communications

ALE headsets, for all day wear: They are super-light, yet robust with a reinforced metal boom. Their neodymium speakers offer HD audio quality. The microphone provides advanced noise cancellation for crystal clear audio quality.



# ALE DeskPhone: SIP Basic model

Wideband audio  
High performance echo  
cancellation



SIP standard  
compliance

Compact,  
convenient design

Gigabit Ethernet PC port

## Enjoy more interactive conversations

With improved audio quality

Make important communications more interactive: Speakerphone and handset both offer wideband audio quality with enhanced echo cancellation.

## Manage more calls from everywhere

Using this business-grade SIP device

Use the local phonebook and call history to instantly connect to contacts. Several employees can share this phone using the multiple lines. Connect people easily using the built-in 5-way conference bridge. This phone SIP-standard compliant and is interoperable and compatible with Session Border Controller firewalls.

## Streamline the communications experience

With its compact size, two-position adjustable stand, and streamlined handset, the phone's design is classic and business-grade. The contextual keys, 4-way navigation and control keys offer a smooth, convenient call management experience.

## Save by connecting your computer

To the Gigabit Ethernet port

Connect your computer to this model and save a port on your Ethernet switch. The phone also offers Class 1 low power consumption to save more.

# ALE-2 DeskPhone

[Download the Datasheet](#)

## Wideband audio clarity

- Wideband audio - OPUS compatible
- Wideband corded handset and speakerphone
- RJ9 headset port
- Acoustic echo cancellation
- Full duplex speaker

## SIP standard compliance

- SIP standard protocol
- 3 SIP lines
- Local conference with 5 participants
- Encrypted communications
- Cloud service for deployment



## Intuitive navigation

- 2.8" backlit display
- 3 Contextual keys with LED and 4 interactive menu keys
- Local directory of 1000 calls
- Call history: 1000 calls
- Four-way navigation

## Compact design

- Adjustable foot: 45" and 50"
- Optional wall mounting

## Gigabit Ethernet PC port

- 2 x RJ45 ports
- Gigabit Ethernet and POE



Wideband audio



Backlit display



Local directory



Conference bridge

## Communicate with clarity

Both the handset and speakerphone offer wideband audio for improved focus and interaction during important conversations.

## Communicate easily using SIP

Five-way conferencing, local directory and 3 separate lines make it easy for all departments to communicate. This phone is compliant with the interoperable SIP standard and offers secure communications for remote workers using a SIP Session Border Controller.

## Improved customer satisfaction

Manage calls easily and faster using the contextual menus and four-way navigation. Never miss calls using the 1000-entry call history.





# Comparison table

How to choose ALE DeskPhone models

## Enterprise



### Popular

Model		ALE-500 Bluetooth	ALE-500 No handset	ALE-500	400 Bluetooth	400	300
Screen	Size	5.5"	5.5"	5.5"	4.3"	4.3"	3.5"
	Touch/Colour display	• / •	• / •	• / •	• / •	• / •	- / •
Audio	Noise barrier <sup>(1)</sup> /Microphones	• / 3	• / 3	• / 3	• / 3	• / 3	- / 1
	Wideband handset: cordless/corded	• / -	- / -	- / •	• / -	- / •	- / •
Wireless	WLAN <sup>(1)</sup> , Bluetooth module: included/option	• / -	• / -	- / •	• / -	- / •	- / •
Navigation	Access to all ALE communications features	•	•	•	•	•	•
	Contextual touch or mechanical keys	2x5	2x5	2x5	2x5	2x5	2x5
	Programmable keys	5	5	5	3	3	3

(1) Availability via software update at a later date. Contact your ALE Representative for more information.









# Comparison table

How to choose ALE DeskPhone models

## Essential and SIP

		Hybrid choice			
					
		ALE-30h	ALE-20h	ALE-20	ALE-2
Screen	Size	3.5"	2.8"	2.8"	2.8"
	Colour/Backlit display	• / -	- / •	- / •	- / •
Audio	Wideband full-duplex speakerphone	• <sup>(1)</sup>	• <sup>(1)</sup>	•	•
	Wideband RJ9 handset	• <sup>(1)</sup>	• <sup>(1)</sup>	•	•
Navigation	Contextual keys	2x5	2x3	2x3	3
	Programmable keys	2	2	2	2
Accessories	Alphabetic keyboard	ALE-10	-	-	-
	Key expansion module	EM 200	-	-	-
Connectivity	Gigabit Ethernet PC port	-	-	•	•
	Digital - IP hybrid port	•	•	-	-
	USB-C/USB-A port	1/1	1/1	1/1	-
	Communication protocol	NOE-IP/NOE	NOE-IP/NOE	NOE-IP	SIP
	Built-in VPN client for work from home	• <sup>(1)</sup>	• <sup>(1)</sup>	•	Secure SIP



(1) Wideband audio and VPN mode only in IP mode



## More Information

Visit our [Alcatel-Lucent Enterprise DeskPhone](#) webpage.