



Alcatel-Lucent Enterprise Mobile handsets e-catalog

Successful business communications for mobile environments





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**.

Everywhere mobility

Front-line workers roam everywhere on your premises and keep business running.

The Alcatel-Lucent Enterprise DECT handsets are compatible with DECT TDM and IP base stations. Companies can leverage their existing infrastructure and protect their investments.

The Alcatel-Lucent Enterprise telephony protocol, Alcatel-Lucent Generic Access Profile (AGAP), offers full feature telephony services and lets users access the corporate directory to couple the handset with ALE DeskPhones.



8244



8254



8262Ex



8158s/8168s

Mission-critical mobility

When a short response time and employee availability are key to your business, ALE offers 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, for instance.



Alcatel-Lucent Enterprise wireless handsets

- **8244, 8234, 8214:** 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

DECT handsets

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Office DECT handsets

Delivering reliability and quality to your mobile workforce



8244

Keep front-line and team workers safely connected with external contacts while improving your organization's performance.

Front-line workers roam everywhere on your premises and keep business running. They must be able to connect to the rest of the organization easily and quickly while on the move.

Ensure a short response time for all front-line workers: ALE compact, professional office DECT handsets provide unmatched communication quality and availability anywhere on premises, even in challenging environments.



Mobility made-easy

Keep maximum audio quality with Automatic Gain Control. Improve your employees' safety wherever they are, with the integration of notification systems, location-based services and lone worker protection functionality.



Full accompaniment

Get assistance from the first step until after purchase thanks to our Business Partners, trusted ALE experts and services.



Access the
product page

Download the
datasheet

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
get information
instantly to
communicate
quickly and safely.



*Urgent notifications with
acknowledgments*

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



Excellent audio quality

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



*Excellent hold
and large screen*

- Streamlined shell with no-glide, IP40 coating
- Supports sanitizer cleaning
- 2.4-inch 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 user experience:** The phone provides excellent hold and the 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 healthcare environment.

- **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 guides 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.**



DECT

INDUSTRIAL DECT

WLAN

COMPARISON

Access the
product page

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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, 4.1 oz
- 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 talk time



Large color display

- Contextual menus for quick access to all phone system's services
- Backlit keypad and 1.8-inch 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 lightweight, compact handset means employees are easier to reach as **they always have the handset with them.**



DECT

INDUSTRIAL DECT

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product page

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8214 DECT Handset

Compact, affordable handset for quality communications



Compact and
robust

Quality
conversations

Easy to use

The 8214 DECT
Handset is a
professional entry
handset offering
high-quality
communications
and an intuitive
navigation for
branch office
and customer
service staff.



Compact and robust design

- Lightweight (107 g, 3.77 oz)
- IP40 protection against dust
- Compliant with 82x4 accessories



Excellent audio quality

- 3.5 mm headset jack
- Hands-free speakerphone
- 20 hours talk time
- CAT-iq support with SIP-Dect



User-friendly call management

- 1.8-inch backlit color screen
- Local call log
- Local directory



3 contextual keys

- 4-way navigation



Multi-cellular mobility

- Roaming: Works in several buildings
- Handover: Call continuity across several base stations
- GAP and SIP infrastructure support



- **Improve customer service:** The **lightweight 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.

DECT

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COMPARISON

DECT handsets accessories



Rack charger

A DECT handset is always ready

This multi-socket charger can charge six 82x4 DECT Handsets at same time and it can be wall-mounted. You always have a charged handset at your disposal. Convenient for teams located in a healthcare environment, for instance.



Desktop charger

Quickly charge your 82x4 DECT Handset at the office

The charger's USB-A connection allows you to easily power it anywhere.



Dual Desktop charger

A battery is always at your disposal

Double your 82x4 DECT Handset availability. This charger allows you to charge your phone and a battery at the same time. A USB-A cable is soldered to the base.

Fast charge a handset to 90% in 3 hours (additional battery charge in less than 6 hours).



Vertical pouch

Reinforced protection and ergonomic grip

Protect your 82x4 DECT Handset from impact and dirt, whether it's on your belt or in your hands. The transparent plastic allows you to easily use the keyboard. The pouch has ergonomic notches for a headset, a charger, or to mount on the belt clip and, allows you to hear your ringer perfectly.



Healthcare/Industrial DECT handsets

Delivering reliability and quality to your mobile workforce



8254



8262Ex

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

Light and tough business phone with shock-resistant screen for demanding environments (IP65) such as workshops, warehouses, factories, oil and gas industries.

Call with confidence in areas with high hygiene standards

Made of antibacterial material including a keypad membrane, the 8254 DECT Handset can withstand frequent cleaning with disinfectants.

Make and receive calls even in demanding environments

The Alcatel-Lucent 8254, 8262 and 8262Ex DECT Handsets resist up to 2-meter falls on concrete. They are protected against dust and water spray with IP65 certification.

The 8262 DECT Handset offers lone worker protection capabilities including location-based services, man-down, no movement detection, pull cord and alarm key on top.

Designed for explosive environments

The 8262Ex DECT Handset is built to prevent sparking in all situations. It is ATEX compliant and offers all the characteristics of the 8262 DECT Handset in hazardous gas and dust environments where there is risk of an explosion.

Access the
product page

Download the
datasheet

8254 Sanitized DECT Handset

Robust and sanitized wireless handset



Sanitized
design

Hardened IP65
handset

Compact
format

Alarm
button

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



*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 system's
services as if at your desk*

- 1.8-inch backlit color screen
- Ultra-fast enterprise directory lookup
- Backlit keypad
- 20 hours talk time
- Automatic Gain Control

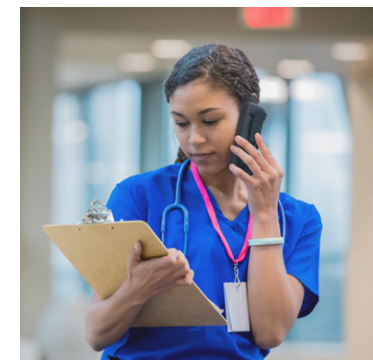
• 3 contextual keys

• 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")



- **Call with confidence in areas with high hygiene standards:** Made of **antibacterial material** including a **keypad membrane**, the handset **can withstand frequent cleaning** with disinfectants.
- **Call in demanding environments:** The 8254 DECT Handset is **protected against dust, gases and water thanks to IP65 certification** (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 **lightweight, compact** handset makes employees **easier to reach** because they always have the handset with them.

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product page

Download the
datasheet

8262 Industrial 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

- 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



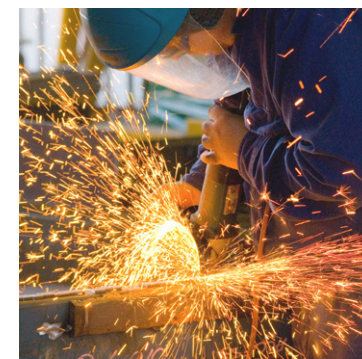
Large color display

- 2.4-inch 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
- 20 hours speaking time



- **Protect lone workers:** 8262 models are the only DECT handsets 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 DECT Handset 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.
- **Improve call response at anytime:** 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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Access the
product page

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8262Ex Industrial DECT Handset

Wireless hardened DECT handset for hazardous ATEX environments



ATEX

- Explosion-proof certified
- ATEX level certification
 - ATEX Gas: II 2G Ex ib IIC T4 Gb
 - Dust: II 2D Ex ib IIIC T135°C Db IP65
- Spark-free design



Large color display

- 2.4-inch backlit screen
- Access to all system's 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



High audio quality despite noise

- 2 microphones for extreme noise reduction
- 20 hours talk time



Bluetooth pairing with headset

- Bluetooth Low Energy geolocation (10-meter precision)



Explosion-proof,
spark-less

Lone worker
protection

Hardened handset

The 8262Ex 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 handsets 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 attests the protection against dust and water** (for example in the event of an emergency decontamination shower).
- **Improve call response to reach anytime:** The 8262Ex DECT Handset offers up to 20 hours of talk time and **extreme noise cancellation.** **Bluetooth connectivity** using a wireless headset provides more freedom of movement and prevents tangling.



DECT

INDUSTRIAL DECT

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COMPARISON



Healthcare/Industrial DECT handsets accessories

Delivering reliability and quality to your mobile workforce

Rack charger

A DECT handset is always ready



This multi-socket charger can charge six 8262/8262Ex DECT Handsets at same time and it can be wall-mounted. You always have a charged handset at your disposal. Convenient for teams located in an industrial environment. The 8262Ex DECT Handsets has a specific battery, so this charger does not allow you to charge 8262Ex DECT Handsets spare batteries.

Dual Desktop charger

A battery is always at your disposal (8262 only)



Simply charge your 8262Ex DECT Handset on this dual charger, common with the 8262 DECT Handset. The charger's USB power supply allows you to easily power it anywhere. Fast charge a handset to 90% in 3 hours.

Please note that you cannot charge the 8262Ex DECT Handset external battery on this desktop charger.

Vertical pouch

Reinforced protection and ergonomic grip



Protect your 8262Ex DECT Handset from impact and dirt, whether it's on your belt or in your hands. The transparent plastic allows you to easily use the keyboard. The pouch has ergonomic notches for a headset, a charger, or to mount on the belt clip and allows you to hear your ringer perfectly.



WLAN handsets

Deliver mobile business telephony throughout the workplace with no extra infrastructure



8158s/8168s



Increase staff mobility: Leverage your existing wireless LAN (WLAN) to deploy voice communications over WLAN Wi-Fi handsets.

For a premium mobile voice solution on your company's premises, simply use handsets on your existing WLAN network.

Alcatel-Lucent 8158s/8168s Wireless LAN Handsets provide a convenient and practical solution for on-site mobile communications in any business environment. Featuring excellent voice quality, a durable design and advanced features.

Productivity

Make interactions between a distributed workforce easier. Employees can take their handset with them wherever they move on your premises.

Investment protection

Compatible with existing standards (802.11 a/b/g/n/ac radio networks) and WLAN infrastructure.

Cost-saving

The rugged handsets are so hard-wearing, you'll seldom have to repair or replace them.

Access the
product page

Download the
datasheet

8168s WLAN Handset

Robust WLAN handset with large display and Bluetooth pairing



Bluetooth headset pairing

- 3.5 mm headset jack



A single wireless
network

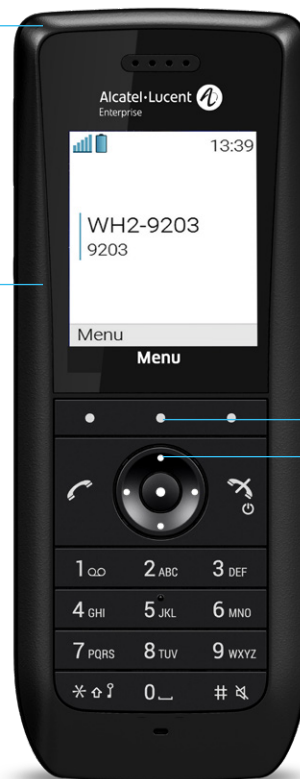
Wireless headset

High-definition
audio



Healthcare/Industrial features

- Easy access alarm key
- Push-to-Talk key
- IP44: Protected 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's services
as if at your desk-*

- 2-inch 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/ac - Wi-Fi 6 compatible



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

- **Deliver an excellent user 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 8168s WLAN handset provides secure and excellent voice quality in 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.

DECT

INDUSTRIAL DECT

WLAN

COMPARISON

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product page

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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.



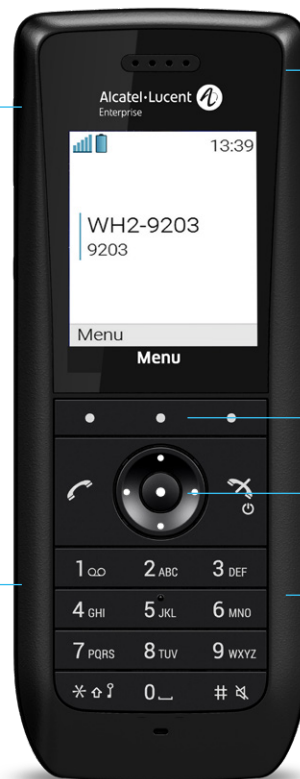
Compact and robust design

- 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's services as if at your desk

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



3 contextual keys



4-way navigation

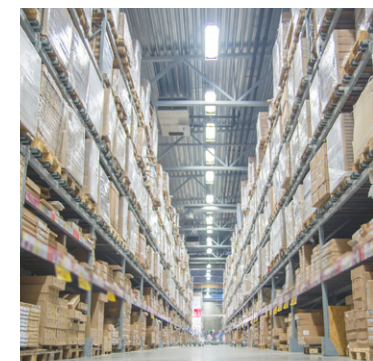
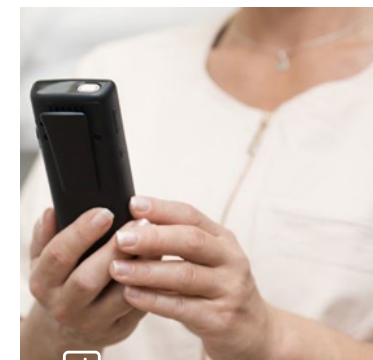


Voice over WLAN

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

- **Deliver excellent user 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 **8158s WLAN Handset provides** secure and **excellent voice quality** over ALE and third-party provider communication and WLAN networks.



DECT

INDUSTRIAL DECT

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WLAN handsets accessories



Rack charger

A charged WLAN handset is always at your disposal

This multi-socket charger can charge six WLAN handsets at a time. You always have a charged handset at your disposal.

Note that the rack charger does not allow you to charge spare batteries.



Desktop charger

Your WLAN handset is always charged

Quickly charge your WLAN handset at the office using the Desktop charger delivered with an AC power supply.



Vertical pouch

Keeps your WLAN handset in place

Protect your 81x8s WLAN Handset from impact and dirt, whether it's on your belt or in your hands. The transparent plastic allows you to easily use the keyboard. The pouch has ergonomic notches for a headset, a charger, or to mount on the belt clip and allows you to hear your ringer perfectly.

Select the ALE mobile handset that best fits your needs



		8262/8262Ex	8254	8244	8234	8214	8168s	8158s
Location		Hospital, manufacturing, mines, chemistry	Warehouse, hospital, retail store, manufacturing, office			Office	Warehouse, hospital, retail store, manufacturing, office	
Radio		DECT/IP-DECT	DECT/IP-DECT	DECT, IP-DECT	DECT, IP-DECT	DECT, IP/SIP-DECT	WLAN	WLAN
Audio	Bluetooth headset/3.5 mm jack port (4 poles)	● / ●	- / ●	● / ●	- / ●	- / ●	● / ●	- / ●
	HD wideband audio					● (sip)	●	
	Automatic Gain Control/Noise suppression	- / ●	● / -	● / -	● / -	● / -	● / ●	● / ●
Design	Casing	Ruggedized	Compact	Streamlined	Ultra-compact	Ultra-Compact	Compact	Compact
	Coating	No glide	Sanitized	No-glide	Easy cleaning			
Screen and keys	Screen size (inches)	2.4	1.8	2.4	1.8	1.8	2.0	2.0
	Backlit keypad/color screen	● / ●	● / ●	● / ●	● / ●	● / ●	● / ●	● / ●
	Programmable keys/contextual keys	2 / 3	- / 3	2 / 3	- / 3	- / 3	- / 3	- / 3
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	Side	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 plastic					Silicone keypad	
	Ingress Protection against water and dust	IP65	IP65	IP40	IP40	IP40	IP44	IP44
Battery	Rack/Desktop/Dual charger	Rack/Dual	Rack/Desktop/Dual Desktop for all 82x4				Rack/Desktop	
	Standby/Talk/Charge	160h / 20h / 3h	200h / 20h / 3h	160h / 17h / 3h	200h / 20h / 3h	200h / 20h / 3h	100h / 10h / 4h	100h / 10h / 4h
Part Number		3BN67345AA 3BN67360AA (Ex)	3BN67370AA	3BN67380AA	3BN67378AA	3BN67392	3BN78422AA	3BN78421AA

DECT

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COMPARISON



For more information

Visit our ALE [DECT Handsets](#) webpage

Visit our ALE [WLAN Handsets](#) webpage