Application Partner Program
Inter-Working Report

Partner: **2N**
Application type: **VoIP DoorPhone**
Application name: **IP DoorPhone Force & Vario**
Alcatel-Lucent Platform: **OmniPCX Office™**

The product and release listed have been tested with the Alcatel-Lucent Communication Platform and the release specified hereinafter. The tests concern only the inter-working between the AAPP member's product and the Alcatel-Lucent Communication Platform. The inter-working report is valid until the AAPP member's product issues a new major release of such product (incorporating new features or functionality), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

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Certification overview

Date of the certification	May 2013

Alcatel-Lucent's representative	Lienhart Denis
AAPP member representative	Urbánek Róbert

Alcatel-Lucent Communication Platform	OmiPCX Office
Alcatel-Lucent Communication Platform Release	900/052.002
AAPP member application version	V 1.16.1.309.15

Application Category	Video end point
	Terminals

Author(s): OlivierKoenig, Florian Residori
Reviewer(s): Denis Lienhart

History:

1. Edition 1: 27/05/2013 : Creation of document

Test results

☐ Passed ☐ Refused ☐ Postponed

☑ Passed with restrictions

Refer to the section 6 for a summary of the test results.

IWR validity extension

Extension to OmniPCX Office R9.1 – June 2013

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1 Introduction

This document is the result of the certification tests performed between the AAPP member's application and Alcatel-Lucent's platform.

It certifies proper inter-working with the AAPP member's application.

Information contained in this document is believed to be accurate and reliable at the time of printing.
However, due to ongoing product improvements and revisions, Alcatel-Lucent cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed by Business Partners on the Technical Support page of the Enterprise Business Portal (https://businessportal.alcatel-lucent.com) in the Application Partner Interworking Reports corner.

2 Validity of the InterWorking Report

This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the AAPP member issues a new major release of such product (incorporating new features or functionalities), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:

- a Major Release" is any x. enumerated release. Example Product 1.0 is a major product release.
- a "Minor Release" is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the "IWR validity extension" chapter at the beginning of the report.

Note: The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.

3 Limits of the Technical support

Technical support will be provided only in case of a valid InterWorking Report (see chapter 2 “Validity of the InterWorking Report) and in the scope of the features which have been certified. That scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing as well as the observed limitations. All this being documented in the IWR. The certification does not verify the functional achievement of the AAPP member’s application as well as it does not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

Any possible issue will require first to be addressed and analyzed by the AAPP member before being escalated to Alcatel-Lucent.

For any request outside the scope of this IWR, Alcatel-Lucent offers the “On Demand Diagnostic” service where assistance will be provided against payment.

For more details, please refer to Appendix F “AAPP Escalation Process”.

3.1 Case of additional Third party applications

In case at a customer site an additional third party application NOT provided by Alcatel-Lucent is included in the solution between the certified Alcatel-Lucent and AAPP member products such as a Session Border Controller or a firewall for example, Alcatel-Lucent will consider that situation as to that where no IWR exists. Alcatel-Lucent will handle this situation accordingly (for more details, please refer to Appendix F “AAPP Escalation Process”).

4 Application information

Application type: Door Phone

Application commercial name: 2N Door Phone

Application version: V 1.16.1.309.15

Interface type: SIP / Ethernet

Interface version (if relevant):

Brief application description:

The 2N® Helios IP Force is an exceptionally sturdy IP intercom that will ensure you effortless Communication with the people coming to your door, in combination with reliable security for your building entrance. It supports voice and video communication using the SIP protocol and can deal with the most demanding conditions.

2N Helios IP Force SIP DoorPhone:

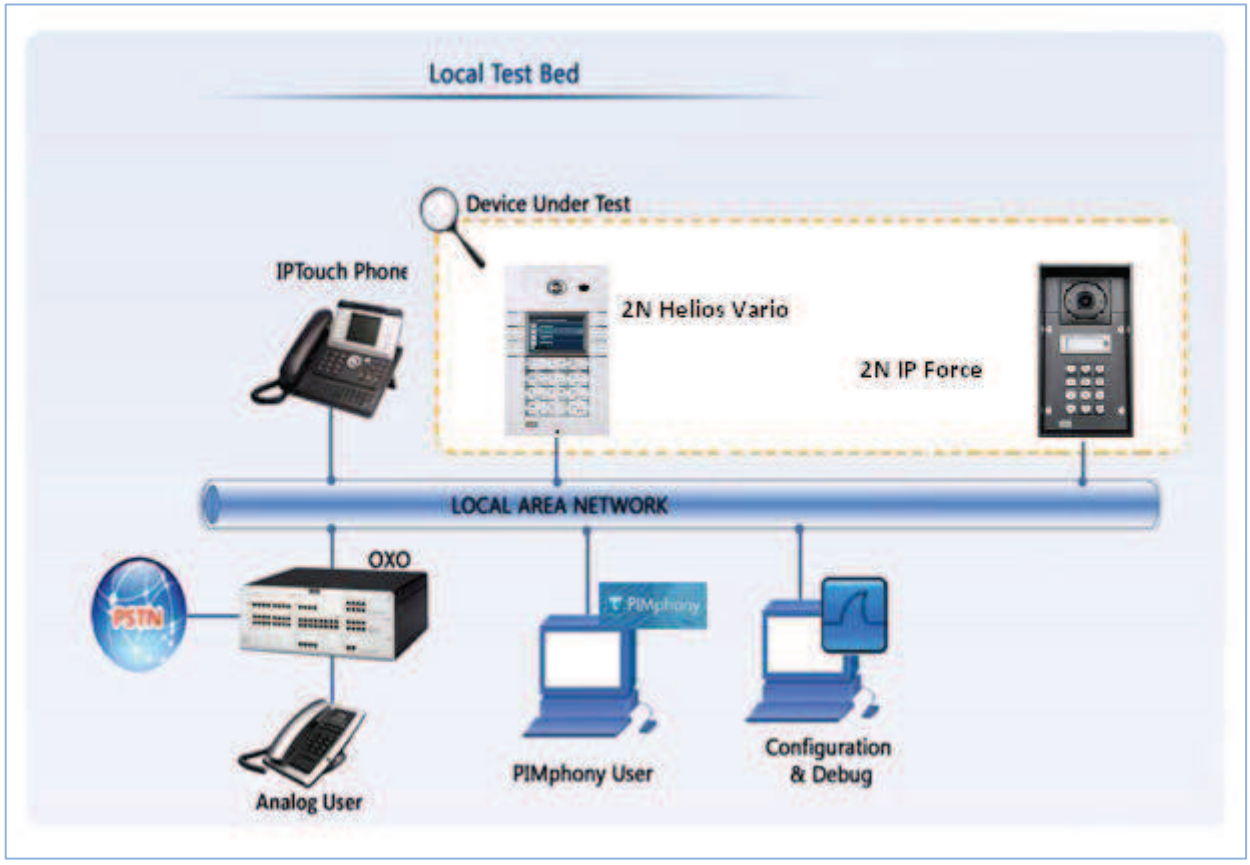
2N Helios IP Vario SIP DoorPhone:

5 Tests environment

5.1 General architecture

The tests are performed on the Alcatel-Lucent TSS Applications International platform in the following environment:

Figure 1 **Tests environment**



5.2 Hardware configuration

Alcatel-Lucent Communication Platform:

- OmniPCX Office Rack
- PowerCPU
- Release: R900 / 052.002
- OMC: R9.100.01

Setup Details:

Setup Information OXO 1	
OXO 1 IP address	10.130.158.45
Domain name	Oxoone.testandvalidate.com
Voicemail No	500
Attendant No	0
OXO Extension Details used for test	
IP Touch numbers	122, 123 & 124
SIP Dir numbers	197, 198 and 199
UA Set No	101

Note:

- IP Doorphone extension is created as open SIP Phone.
- SIP phones should be configured to register with authentication to OXO.
- SIP Authentication is mandatory for all SIP phones for security reasons

6 Summary of test results

6.1 Summary of main functions supported

Features	Satus	comments
Initialization	OK	
IP setting	OK	
SIP setting	OK	
Voice over IP and RTP codec support	OK	
Outgoing Call	OK	
Incoming Call	OK	
trigger the relay during Outgoing call (DTMF code = 55)	OK	IP Door Phone (2N doorphone) must be configured as open SIP phone.
trigger the relay during incoming call (DTMF code = 55)	OK	IP Door Phone (2N doorphone) must be configured as open SIP phone.
Call Transfer (transfer from Alcatel-Lucent phone)	NOK	No voice path after call is transferred
Disconnect call after phone hang up or trigger the relays	OK but	The disconnect does not happen automatically after latch opening, this problem is due to a problem on BYE authentication

6.2 Summary of problems

1. For calls from IP Door Phone to IP Touch / Analog / UA Phones, voice path is not getting established after the call is transferred.
2. Call is never released by the 2N doorphone, neither by release key, nor by timeout. This is linked to the fact that the 2N doorphone doesn't authenticate the BYE message (it will be released nearly one minute after the 2N doorphone trial by OXO). Authentication is required for all SIP phones for security reasons.

6.3 Summary of limitations

1. Relay trigger, Call continuation, mode change does not work in an Incoming call to 2N doorphone, if 2N doorphone is a basic SIP Phone. It must be configured as Open SIP Phone.
2. Video Calls with MY IC 8082 phones are not working.

6.4 Notes, remarks

- **For security reasons, all SIP phones must be configured with authentication.**
- The SIP Server mode is supported by the Alcatel-Lucent OmniPCX Office.
- 2N doorphone must be configured as Open SIP Phone.
- Codec pass through for SIP Phones must be enabled.

3 tickets have been opened:

1) 1-148404241 : In order to identify the 1mn timer after which one OXO releases the call in case of non-authenticated BYE.
2) 1-148404283 : The transfer without speech path
3) 1-148428363 : The oxo reset after transfer tests

7 Test Result Template

7.1 Test template

The results are presented as indicated in the example below:

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Test case 1** • Action • Expected result	☐	☒	☐	
2	**Test case 2** • Action • Expected result	☐	☒	☐	The application waits for PBX timer or phone set hangs up
3	**Test case 3** • Action • Expected result	☒	☐	☐	Relevant only if the CTI interface is a direct CSTA link
4	**Test case 4** • Action • Expected result	☐	☐	☒	No indication, no error message
…	…	☐	☐	☐	

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.

Test Case: describes the test case with the detail of the main steps to be executed the and the expected result

N/A: when checked, means the test case is not applicable in the scope of the application

OK: when checked, means the test case performs as expected

NOK: when checked, means the test case has failed. In that case, describe in the field "Comment" the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on Application Partner side

Comment: to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

8 Test Results

8.1 Test procedure

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	IP Setting Configure the IP parameters in the doorphone and check Enter the IP address (Assigned or static) of doorphone in the browser and check whether the GUI of the doorphone is accessible through the LAN network.	☐	☒	☐	
2	SIP setting Configure the sip parameters in the GUI of the door phone and check whether they are saved.	☐	☒	☐	
2A	Create extension for 2N doorphone on OXO with number 199 and enable SIP authentication in the IP/SIP parameters.	☐	☒	☐	
2B	Install and Configure other phones along with the door phone 106 > analog phone 100 > UA phone 122 > Ip Phone Add all the phones including the door phone into a hunt group and make a call to the hunt group number. 501 > group Ring all phones Check the call can be answered in the door phone.	☐	☒	☐	
3A	Set the 2N doorphone call button to reach a UA Phone and make call by pressing the call button. - Check for Voice path quality once the call is established.	☐	☒	☐	

3B	Set the 2N doorphone call button to reach a UA Phone and make call by pressing the call button. - Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone from UA Phone.	☐	☒	☐	
3C	Make a call from the IP touch to the door phone. Wait for the call to reach 2N doorphone and answer the call. Check whether the active call is disconnected after the Maximum call duration time.	☐	☐	☒	No call release (bye not authenticated)
3D	Make call by pressing the call button in the door phone. Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	Mode change through call is not available
3E	Make call by pressing the call button in the door phone The call timer has to be configured for call disconnection. Check whether call can be continued with DTMF code even after the call timer seconds are over.	☐	☒	☐	
3F	Make a call by pressing the call button in the door phone Place the call on Hold from UA Phone. Check for hold tone.in the door phone side. Retrieve from UA Phone. Check whether the voice path is restablished.	☐	☒	☐	
4A	Set the 2N doorphone button to reach a Analog Phone and make call by pressing the call button. - Check for Voice path quality in the established conversation.	☐	☒	☐	

4B	Set the 2N doorphone button to reach a Analog Phone and make call by pressing the call button. After the call is active check whether the relay can be triggered by dialing the preconfigured DTMF code in the 2N doorphone from the Analog Phone.	☐	☒	☐	
4C	Set the 2N doorphone button to reach a Analog Phone and make call by pressing the call button. Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
4D	Make call by pressing the call button in door phone. Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	Mode change through call is not available
4E	Make call by pressing the call button in the door phone Check whether the call can be continued call continuation DTMF code works from the analog phone.	☐	☒	☐	
4F	Make call by pressing the button. Hold from Analog Phone. Check for hold tone in the door phone end.Retrieve from Analog Phone. Check whether Voice Path is reestablished.	☐	☒	☐	
5A	Set the 2N doorphone button to reach a SIP Phone and make call by pressing the button. - Check for Voice path quality.	☐	☒	☐	
5B	Set the 2N doorphone button to reach a SIP Phone and make call by pressing the call button. - Check for relay trigger by call continuation DTMF code works from the SIP phone.	☐	☒	☐	

5C	Set the 2N doorphone button to reach a SIP Phone and make call by pressing the call button Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
5D	Make call by pressing the call button. Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	
5E	Make call by pressing the call button. Check whether the call continuation DTMF code works from the analog phone	☐	☒	☐	
5F	Make call by pressing the button. Hold from SIP Phone. Check for hold tone. Retrieve from SIP Phone. Check for Voice Path.	☐	☒	☐	
6A	Set the 2N doorphone button to reach a Group Phone and make call by pressing the button. - Check for Voice path quality.	☐	☒	☐	
6B	- Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone.	☐	☒	☐	
6C	Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
6D	Make call by pressing the button. Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	

6E	Make call by pressing the call button in the door phone. Check whether the call can be continued (after the call expiry time)by pressing the call button or by DTMF continuation key work	☐	☒	☐	
6F	Make call by pressing the button. Hold from Group Phone. Check for hold tone. Retrieve from Group Phone. Check for Voice Path.	☐	☒	☐	.
7A	Set the 2N doorphone button to reach IPTouch and make call by pressing the button - Check for Voice Quality	☐	☒	☐	
7B	- Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone.	☐	☒	☐	
7C	Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
7D	Make call by pressing the button. Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	
7E	Make call by pressing the button in the door phone. Check whether the call can be continued (after the call expiry time)by pressing the call button or by DTMF continuation key work	☐	☒	☐	
7F	Make call by pressing the button. Hold from IP Touch Phone. Check for hold tone. Retrieve from IP Touch Phone. Check for Voice Path.	☐	☒	☐	

8A	Make an out going call to IP touch extension by pressing the call button. - transfer the call to another IPtouch phone Check for voice path quality	☐	☐	☒	After the call is transferred no voice path is established
8B	Make an out going call to IP touch extension by pressing the call button. - transfer the call to another IPtouch phone After transfer check for triggers relays and hang up call by DTMF	☐	☒	☐	After semi attended transfer, relay trigger works fine but there is not voice path.
9	Make out going call by pressing the call button to a busy destination. - Outcall to a busy destination (placed in waiting state on the set)	☐	☒	☐	
10	Call from DoorPhone to UA Phone after the call is attended press the DTMF prefix and change the mode and On the DoorPhone press the same call button (it releases the first call, and the second one gets busy	☒	☐	☐	
11A	Call to DoorPhone from IP Touch Check that the call can be continued after pressing digit from IPTouch	☐	☒	☐	
11B	- Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone.	☐	☒	☐	
11C	Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
11D	Call to DoorPhone from IP Touch Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	
11E	Call to DoorPhone from IP Touch Check whether call continuation key work	☐	☒	☐	

11F	Call to DoorPhone from IP Touch Hold from IP Touch Phone. Check for hold tone. Retrieve from IP Touch Phone. Check for Voice Path.	☐	☒	☐	
12A	Call to DoorPhone from UA Phone Check that the call can be continued after pressing digit from IPTouch	☐	☒	☐	
12B	- Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone.	☐	☒	☐	
12C	Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
12D	Call to DoorPhone from UA Phone Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	
12E	Call to DoorPhone from UA Phone Check whether call continuation key work	☐	☒	☐	
12F	Call to DoorPhone from UA Phone Hold from UA Phone. Check for hold tone. Retrieve from UA Phone. Check for Voice Path.	☐	☒	☐	
13A	Call to DoorPhone from Analog Phone Check that the call can be continued after pressing digit from IPTouch	☐	☒	☐	
13B	- Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone.	☐	☒	☐	

13C	Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
13D	Call to DoorPhone from Analog Phone Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	
13E	Call to DoorPhone from Analog Phone Check whether call continuation DTMF code works	☐	☒	☐	
13F	Call to DoorPhone from Analog Phone Hold from Analog Phone. Check for hold tone. Retrieve from Analog Phone. Check for Voice Path.	☐	☒	☐	
14A	Call to DoorPhone from SIP Phone Check that the call can be continued after pressing digit from IPTouch	☐	☒	☐	
14B	- Check for relay trigger by DTMF by dialling activation code configured with 2N doorphone.	☐	☒	☐	
14C	Wait for the call to reach 2N doorphone Maximum call duration time and check whether call disconnects automatically.	☐	☐	☒	No call release (bye not authenticated)
14D	Call to DoorPhone from SIP Phone Check whether mode change could be enacted using Day night switching code configured with 2N doorphone	☒	☐	☐	
14E	Call to DoorPhone from SIP Phone Check whether call continuation key work	☐	☒	☐	

14F	Call to DoorPhone from SIP Phone Hold from SIP Phone. Check for hold tone. Retrieve from SIP Phone. Check for Voice Path.	☐	☒	☐	
15	Call from external number(T0/T2) to DoorPhone	☐	☒	☐	

8.2 Video calls

Test Case Id	Test Case	N/A	OK	NOK	Comment
16	Call from DoorPhone to SIP device (Iphone Bria3) Check that the call is established in audio and video Open the Latch Release the call?	☐	☒	☐	Codec pass MUST be enabled.
17	Call to DoorPhone from SIP device (Iphone Bria3) Check that the call is established in audio and video Open the Latch Release the call?	☐	☒	☐	Codec pass MUST be enabled.
18	Call to DoorPhone from MY IC 8082 Check that the call is established in audio and video Open the Latch Release the call?	☐	☐	☒	My IC 8082 video calls are not working
19	Call from DoorPhone to My IC8082 Check that the call is established in audio and video Open the Latch Release the call?	☐	☐	☒	My IC 8082 video calls are not working

9 Appendix A : AAPP member's Application description

Configure 2N DoorPhone using the web interface

The default IP address is 192.168.1.1 with mask 255.255.0.0. For testing, we have changed it to 10.130.158.145 using the network setting menu.

1. Open a web browser
2. Enter the 2N 2N DoorPhone IP address in the address bar. You can see the DoorPhone GUI

3. Enter the login "admin" and the password "2n"

Networks configuration

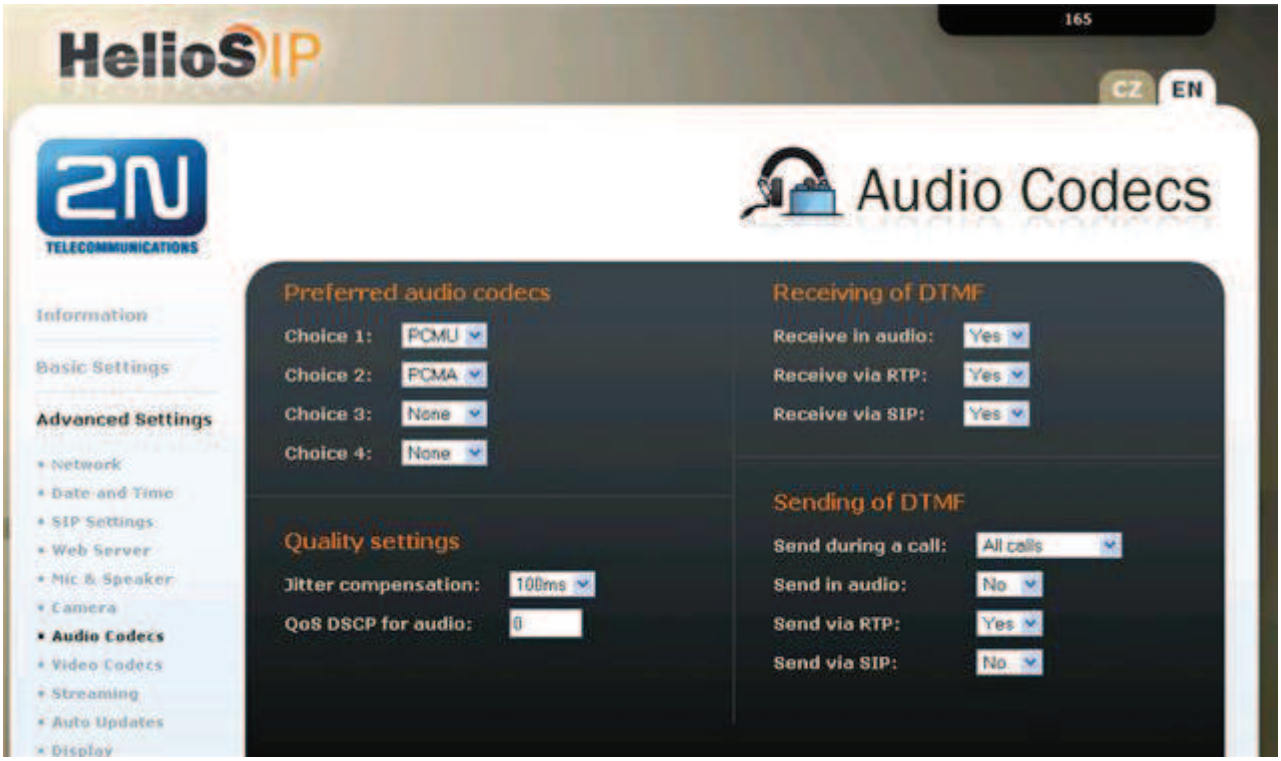
Click on "**Network settings**" menu :

SIP Configuration

Click on "**SIP Parameters**" and configure the OXO parameters:

Codec configuration

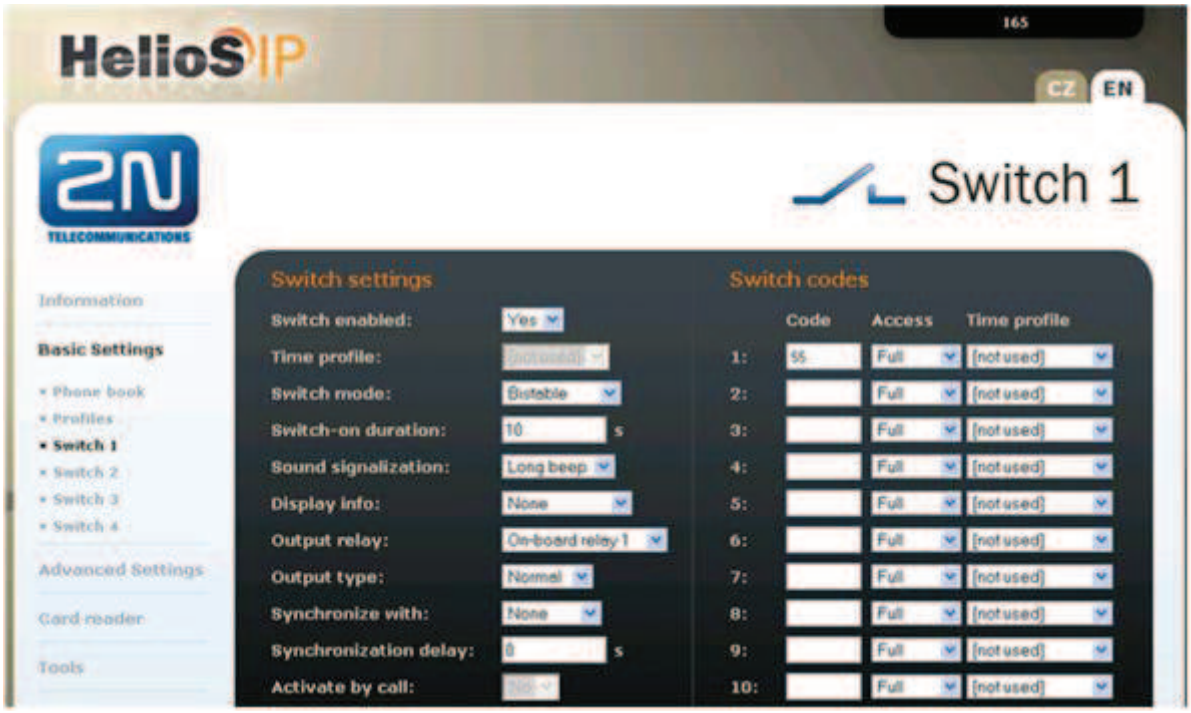
Click on "**Audio Settings**" and choose the codec priority



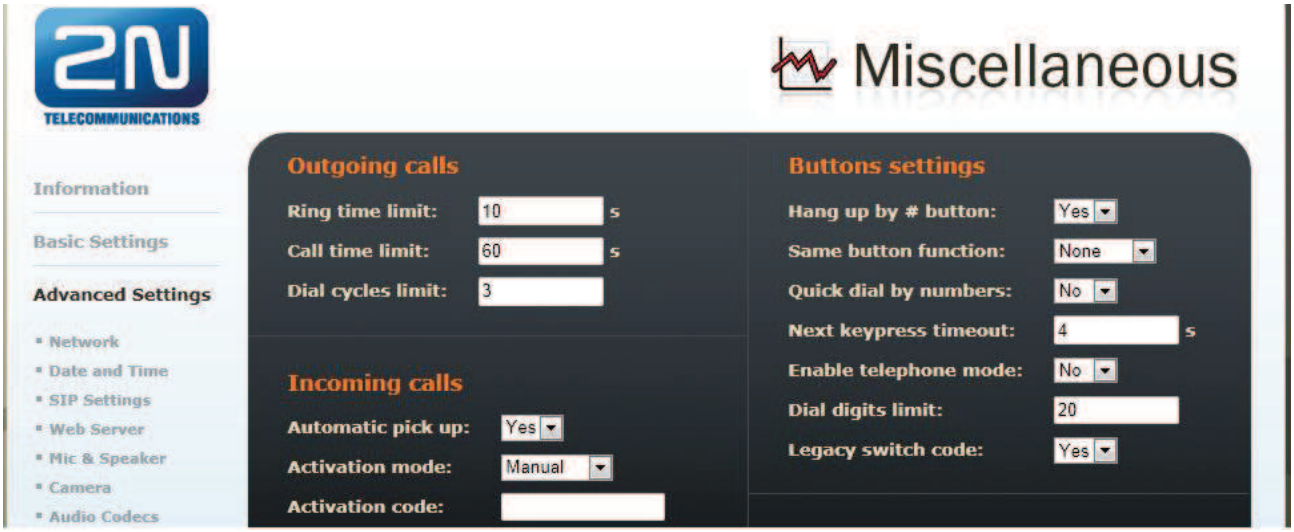
Call Numbers for each button

Click on "**Dial-up numbers**" menu
By default Dial-up Numbers are empty.
Please enter required telephone numbers.

Configure code for Latch opening



Remove the DTMF confirmation code



10 Appendix B: configuration requirements of the AAPP member's application

Please refer to "Recall IP - Installation & Setup Guide"

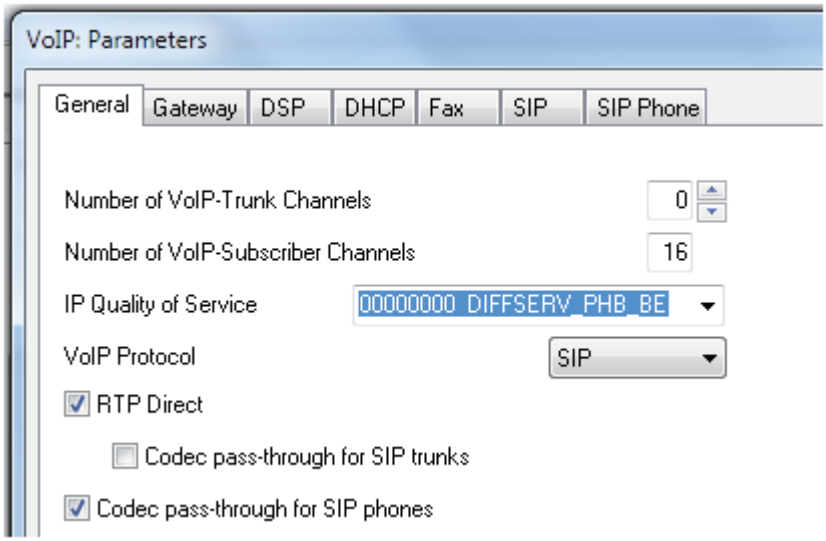
11 Appendix C: Alcatel-Lucent Communication Platform: configuration requirements

Configure the OmniPCX Office

- Set the "**IP address** " of the PBX (10.130.158.45 in our example)

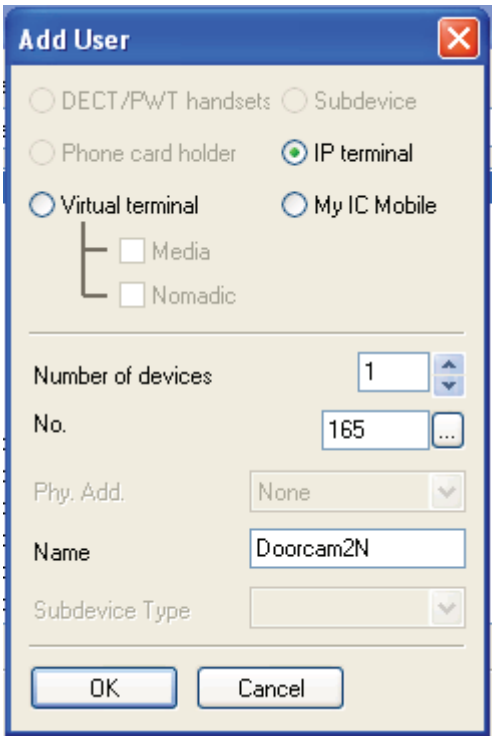
- Set the number of DSP's used as IP trunks.

-Set the Codec pass-through for SIP Phones

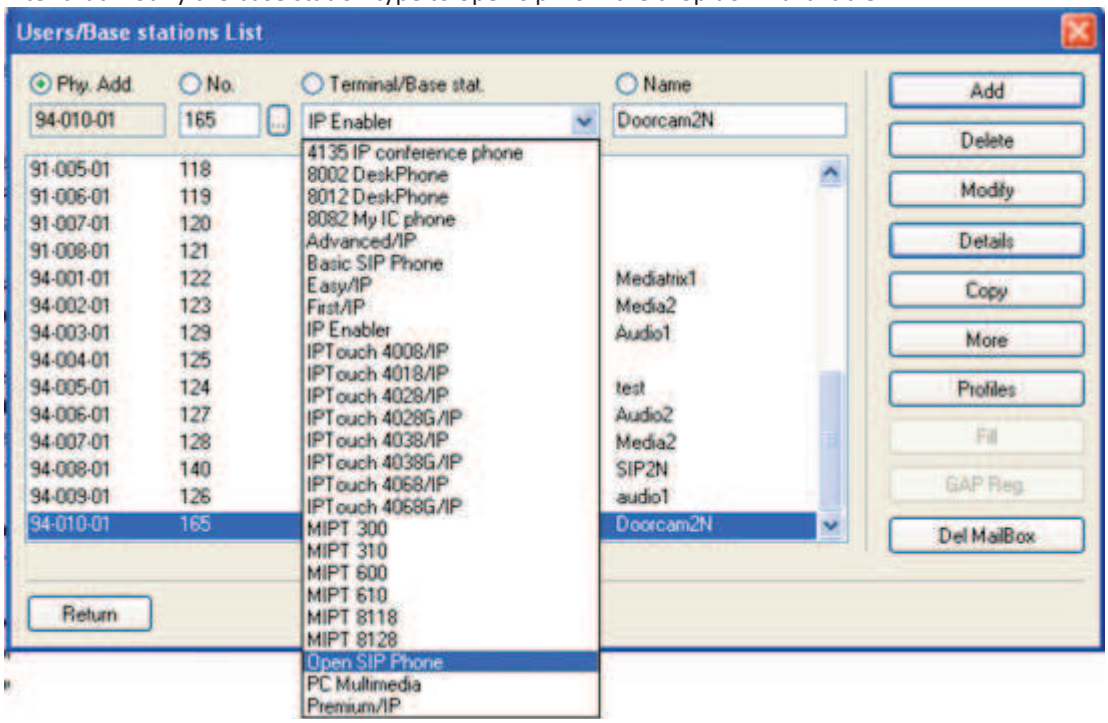


- Add a user in the OXO for Doorphone with number 165 as open sip phone.
Steps to create an open sip user.

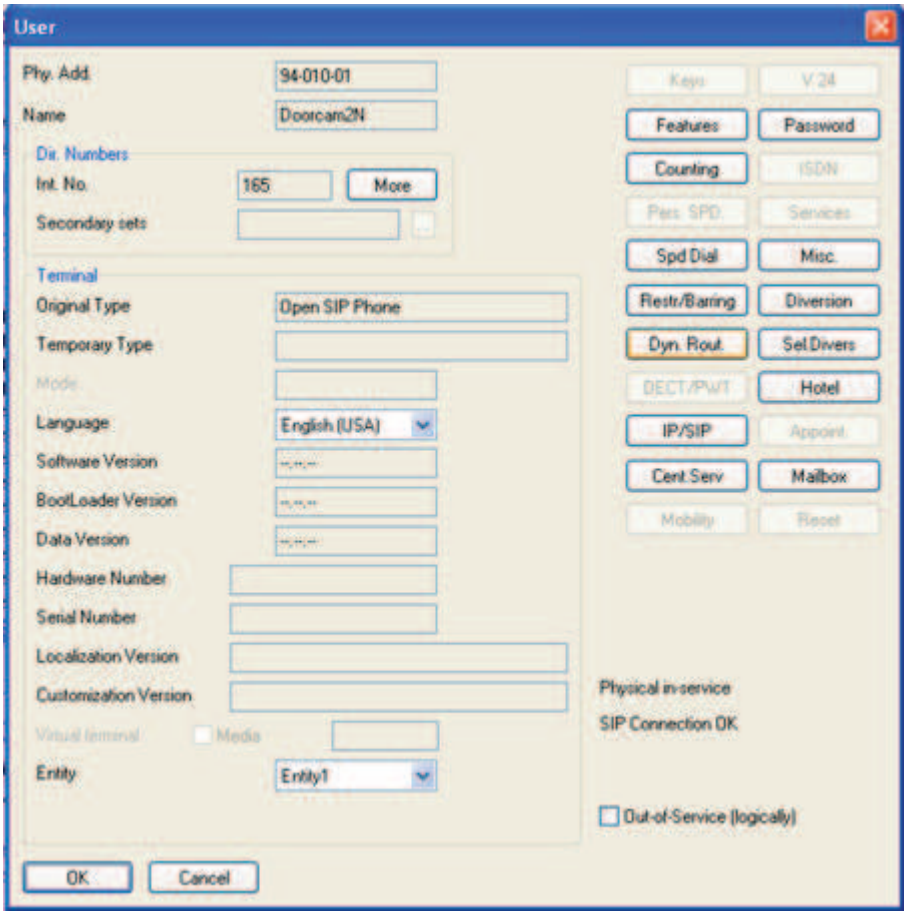
1. Click on Add dialog box in the user base stations.



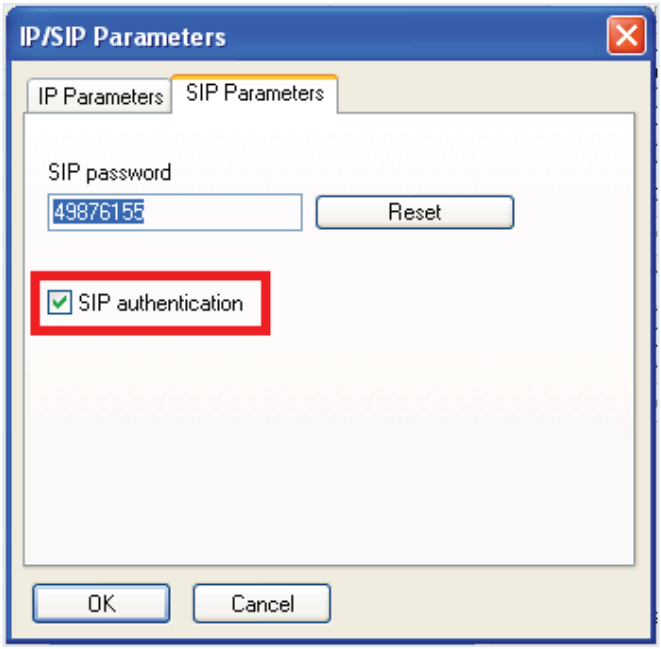
2. After that modify the base station type to open sip from the drop down available.



3. User type should be displayed as follows.



4. SIP authentication to be enabled for door phones under IP/SIP



12 Appendix D: AAPP member's escalation process

e-Partner website : https://support.2n.cz

We are the optimal choice for our customers because we provide customized **solutions**. This is also proven by our export success – a full 80 % of production is exported to more than 125 countries throughout the world. We not only manufacture our **products**, but also develop them, which enables us to respond to market needs with incredible flexibility.
If you have questions, here are the ways to reach us.

Technical Support

- (+420) 261 301 555
- (+420) 261 301 399
- techsupport@2n.cz

13 Appendix E: AAPP program

13.1 Alcatel-Lucent Application Partner Program (AAPP)

The Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's product family. Alcatel-Lucent facilitates market access for compliant applications.

The Alcatel-Lucent Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products**: Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.

- **Test and verify a comprehensive range of third-party applications**: to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Alcatel-Lucent Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, etc.

Web site

The Application Partner Portal is a website dedicated to the AAPP members and potential candidates. It can be accessed at this URL: http://applicationpartner.alcatel-lucent.com

13.2 Alcatel-Lucent.com

You can access the Alcatel-Lucent website at this URL: http://www.Alcatel-Lucent.com/

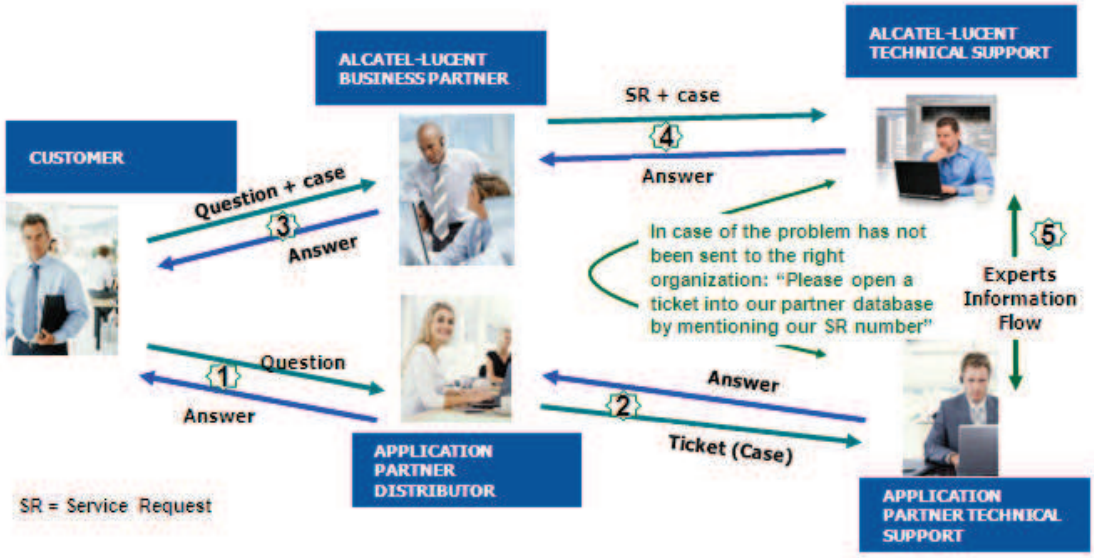
14 Appendix F: AAPP Escalation process

14.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with the solution certified in this document.

The principle is that Alcatel-Lucent Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter “Limits of the Technical support”.

In case technical support is granted, Alcatel-Lucent and the Application Partner, are engaged as following:



(*) The Application Partner Business Partner can be a Third-Party company or the Alcatel-Lucent Business Partner itself

14.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.
In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.
In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility can not be established.
In that case the following process applies:

- The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.

- The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case**,** the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do no exist.

Note: Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on the AAPP (URL: https://private.applicationpartner.alcatel-lucent.com) or Enterprise Business Portal (Url: Enterprise Business Portal) web sites.

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

14.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap 2 “Validity of an Interworking Report”)

2. The 3rd party company is referenced as AAPP participant but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,

3. The 3rd party company is NOT referenced as AAPP participant

In all these cases, Alcatel-Lucent offers the “On Demand Diagnostic” service where Alcatel-Lucent will provide 8 hours assistance against payment.

14.4 Technical support access

The Alcatel-Lucent **Support Center** is open 24 hours a day; 7 days a week:

- e-Support from the Application Partner Web site (if registered Alcatel-Lucent Application Partner): http://applicationpartner.alcatel-lucent.com
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): https://businessportal.alcatel-lucent.com click under "Let us help you" the *eService Request* link
- e-mail: Ebg_Global_Supportcenter@alcatel-lucent.com
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

Alcatel-Lucent Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other countries:

English answer: + 1 650 385 2193
French answer: + 1 650 385 2196
German answer: + 1 650 385 2197
Spanish answer: + 1 650 385 2198

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