Application Partner Program
Inter-Working Report

Partner: ATLINKS
Application type: VoIP DoorPhone
Application name: Temporis IP80 DoorPhone
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.

ALCATEL-LUCENT MAKES NO REPRESENTATIONS, WARRANTIES OR CONDITIONS WITH RESPECT TO THE APPLICATION PARTNER PRODUCT. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ALCATEL-LUCENT HEREBY EXPRESSLY DISCLAIMS ANY AND ALL REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY NATURE WHATSOEVER AS TO THE AAPP MEMBER'S PRODUCT INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE AND ALCATEL-LUCENT FURTHER SHALL HAVE NO LIABILITY TO AAPP MEMBER OR ANY OTHER PARTY ARISING FROM OR RELATED IN ANY MANNER TO THIS CERTIFICATE.
AS THIS DOCUMENT MAY CONTAIN CONFIDENTIAL TECHNICAL INFORMATION, ALCATEL-LUCENT WILL NOT PUBLISH IT ON A PUBLIC WEBSITE. THE AAPP MEMBER WILL OBSERVE THE SAME RULE.
.

Certification overview

Date of the certification	January 2013

Alcatel-Lucent's representative	Lienhart Denis
AAPP member representative	Ananikian Daniel

Alcatel-Lucent Communication Platform	OmiPCX Office
Alcatel-Lucent Communication Platform Release	900/040.003
AAPP member application version	VOIP Version : V2.15 UDV Version : V6.1

Application Category	Video end point
	Terminals

Author(s): Florian Residori, Olivier Koenig
Reviewer(s): Denis Lienhart

History:

1. Edition 1: January 2013 : Creation of the 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

AAPP Member Contact Information

Contact name: Ananikian Daniel

Title: IP Pre-sales Engineer

Address: 22 Quai Gallieni

Zip Code: 92150
City: Suresnes

Country: France

Phone: +33 180879025
Fax: +33 180879001

Web site: www.atlinks.com
Email address: daniel.ananikian@atlinks.com
Email address: support@atlinks.com

TABLE OF CONTENTS

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: Temporis IP80 Door Phone

Application version: Firmware 2.15

Interface type: SIP / Ethernet

Interface version (if relevant):

Brief application description:

ATLINKS ranges of DoorPhones have all the latest features for residential and professional communications. Temporis IP80 Door Phone supports the SIP v1 & v2, H.263 video streaming, contains 2 relays and can be powered by PoE.
The ATLINKS IP DoorPhone is registered on the IPBX as SIP Device. When the button is pressed, the Temporis IP80 DoorPhone can call any phone (configured on a door phone's key) through PBX. During the conversation, it is possible to close the relay and open the door with DTMF code from phone. You can also see the video from a SIP device

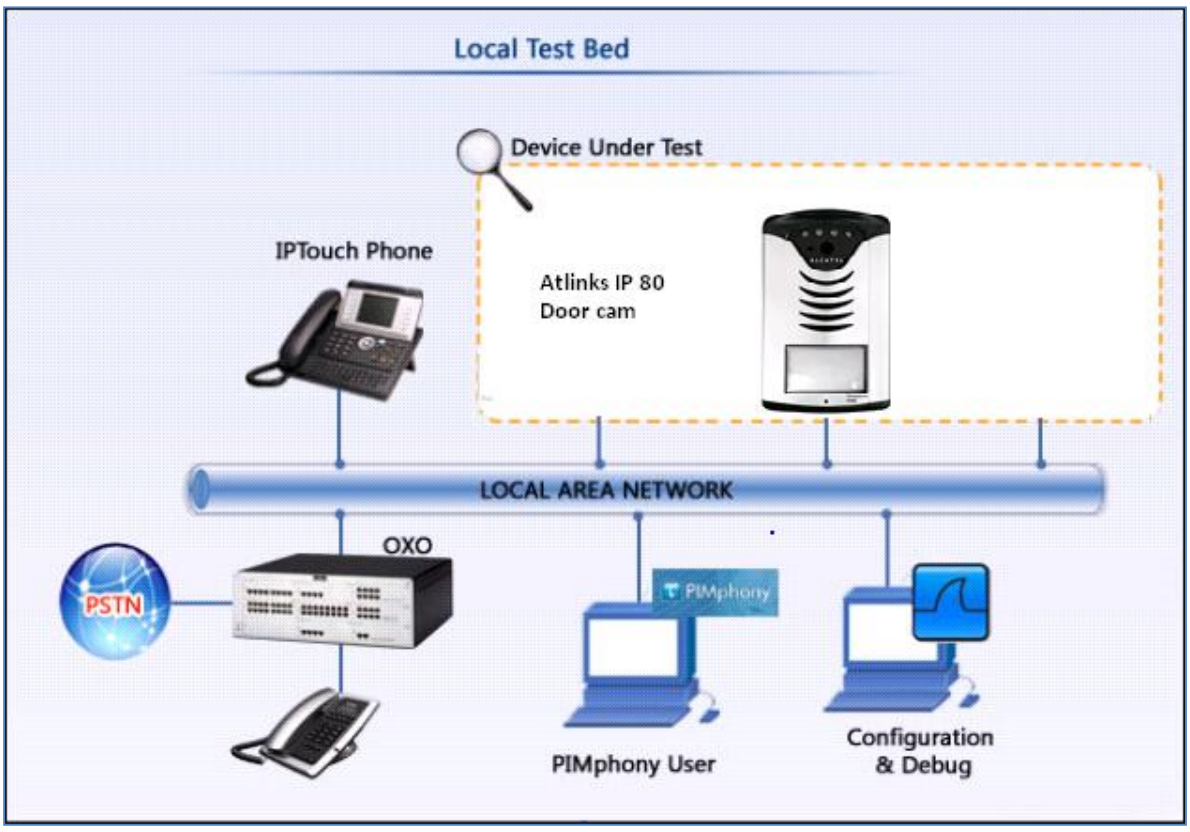
Temporis IP80 SIP DoorPhone:

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: R900/040.003
- OMC: R9.100.01

Setup Details:

Setup Information OXO 1	
OXO 1 IP address	10.130.158.48
Domain name	Oxoone.testandvalidate.com
Voicemail No	500
Attendant No	0
OXO Extension Details used for test	
IP Touch numbers	122, 123 & 124
TEMPORIS Dir numbers	197, 198 and 199
UA Set No	101

Note:

IP Doorphone extension is created as open SIP Phone.

6 Summary of test results

6.1 Summary of main functions supported

Features	Satus	Comments
Initialization	OK	Dip Switches by default
IP setting	OK	Modified IP address & network mask
SIP setting	OK	Default configuration
Voice over IP and RTP codec support	OK	Default configuration
Outgoing Call	OK	
Incoming Call	OK	
trigger the relay during Outgoing call (DTMF code = 55)	OK	
trigger the relay during incoming call (DTMF code = 55)	OK_But	It will work only if IP Door Phone (IPDP) is configured as open SIP phone.
Call Transfer (transfer from Alcatel-Lucent phone)	Failed	Only Semi attended transfer works. Call disconnects during attended transfer.
Disconnect call after phone hang up or trigger the relays	OK but	The disconnect does not happen automatically after latch opening

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 retrieving the call from hold. For SIP Phone it works fine.
   SR: 1-143364953
2. Only Semi attended transfer works. Call disconnects during attended transfer.
   SR: 1-144008361
3. If the Open SIP Phone is defined by default “With Authentication”, the doorphone cannor release the call, as it doesn’t authenticate the BYE message (Doorphone issue).

6.3 Summary of limitations

1. Relay trigger, Call continuation, mode change does not work in an Incoming call to IPDP, if IPDP is a basic SIP Phone. It should be configured as Open SIP Phone.
2. Codec pass through must be enabled for video calls.

6.4 Notes, remarks

The SIP Server mode is supported by the Alcatel-Lucent OmniPCX Office.

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 Try to configure the sip parameters in the GUI of the door phone and check whether they are saved.	☐	☒	☐	
2A	Create extension for IPDP on OXO with number 199	☐	☒	☐	
2B	Install and Configure other phones : 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 IPDP 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 IPDP 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 IPDP from UA Phone.	☐	☒	☐	

3C	Make a call from the IP touch to the door phone. Wait for the call to reach IPDP 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 button. Check whether mode change could be enacted using Day night switching code configured with IPDP	☐	☒	☐	
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 by either with DTMF code or with call continuation key 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.	☐	☐	☒	After retrieval of call, voice path is not active. DTMF are not accepted. SR 1-143364953
4A	Set the IPDP 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 IPDP 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 IPDP from the Analog Phone.	☐	☒	☐	
4C	Set the IPDP button to reach a Analog Phone and make call by pressing the call button. Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	
4E	Make call by pressing the call button in the door phone Check whether the call can be continued call continuation DTMF code or call continuation key 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.	☐	☐	☒	After retrieval of call, voice path is not active. DTMF are not accepted. SR 1-143364953
5A	Set the IPDP button to reach a SIP Phone and make call by pressing the button. - Check for Voice path quality.	☐	☒	☐	
5B	Set the IPDP button to reach a SIP Phone and make call by pressing the call button. - Check for relay trigger by call continuation DTMF code or call continuation key works from the SIP phone.	☐	☒	☐	
5C	Set the IPDP button to reach a SIP Phone and make call by pressing the call button Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	
5E	Make call by pressing the call button. Check whether the call continuation DTMF code or key 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 IPDP 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 IPDP.	☐	☒	☐	
6C	Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	
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.	☐	☒	☐	If the call is attended by SIP Phone, hold, retrieve is working. But if IPTouch or UA or Analog attends it, voice path not established after retrieval of call.
7A	Set the IPDP 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 IPDP.	☐	☒	☐	

7C	Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	
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.	☐	☐	☒	After retrieval of call, voice path is not active. DTMF are not accepted. 1-143364953
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	☐	☐	☒	Only Semi attended transfer is successful. With Attended transfers calls are getting disconnected after transfer. SR: 1-144008361
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.
9	Make out going call by pressing the button to a busy destination. - Outcall to a busy destination (placed in waiting state on the set)	☐	☒	☐	Placed in waiting state.

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 IPDP.	☐	☒	☐	
11C	Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	
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.	☐	☐	☒	After retrieval of call, voice path is not active. DTMF are not accepted. 1-143364953
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 IPDP.	☐	☒	☐	
12C	Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	.
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.	☐	☐	☒	After retrieval of call, voice path is not active. DTMF are not accepted. 1-143364953
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 IPDP.	☐	☒	☐	
13C	Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	.
13E	Call to DoorPhone from Analog Phone Check whether call continuation key work	☐	☒	☐	
13F	Call to DoorPhone from Analog Phone Hold from Analog Phone. Check for hold tone. Retrieve from Analog Phone. Check for Voice Path.	☐	☐	☒	After retrieval of call, voice path is not active. DTMF are not accepted. 1-143364953

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 IPDP.	☐	☒	☐	
14C	Wait for the call to reach IPDP 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 IPDP	☐	☒	☐	
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

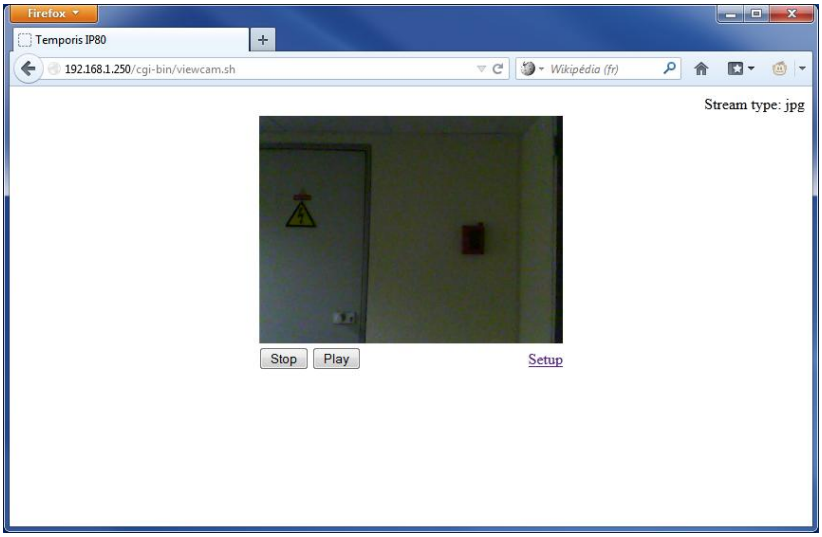
Test Case Id	Test Case	N/A	OK	NOK	Comment
16	Call from DoorPhone to SIP device (Iphone Bria3) Check that the call is established in audio and video Open the Latch Release the call?	☐	☒	☐	Codec pass through must be enabled.
17	Call to DoorPhone from SIP device (Iphone Bria3) Check that the call is established in audio and video Open the Latch Release the call?	☐	☒	☐	Codec pass through must be enabled
18	Call from Doorphone to MyIC Phone 125 Check that the call is established in audio and video Open the Latch Release the call	☐	☒	☐	Codec pass through must be enabled.
19	Call to Doorphone from MyIC Phone 125 Check that the call is established in audio and video Open the Latch Release the call	☐	☒	☐	Codec pass through must be enabled

9 Appendix A : AAPP member's Application description

Configure Temporis IP80 DoorPhone using the web interface

The default IP address is 192.168.1.250 with mask 255.255.0.0. For testing, we have changed it to 10.130.158.250 using the network setting menu.

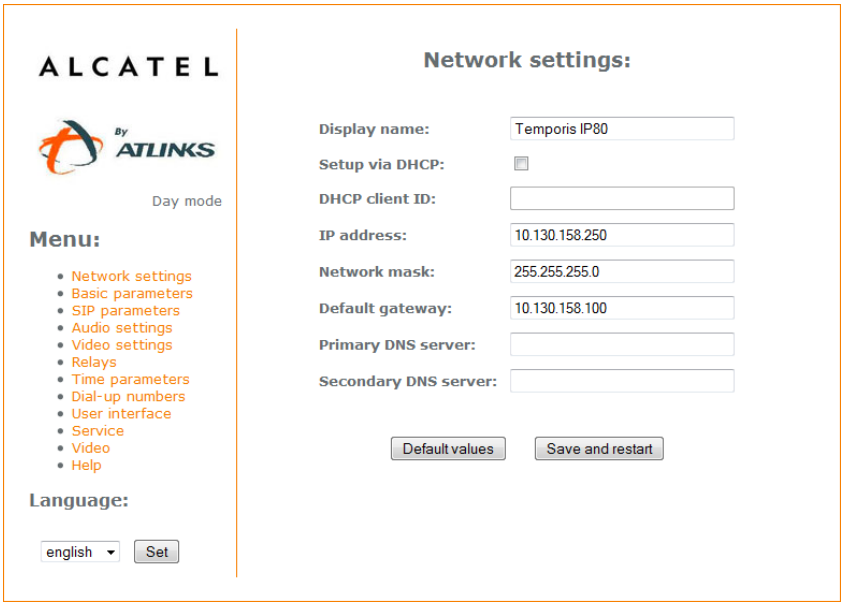
1. Open a web browser
2. Enter the Temporis IP80 DoorPhone IP address in the address bar. You can see the video DoorPhone. :



3. Click on Setup to get the configuration,
4. Enter the login "admin" and the password "admin"

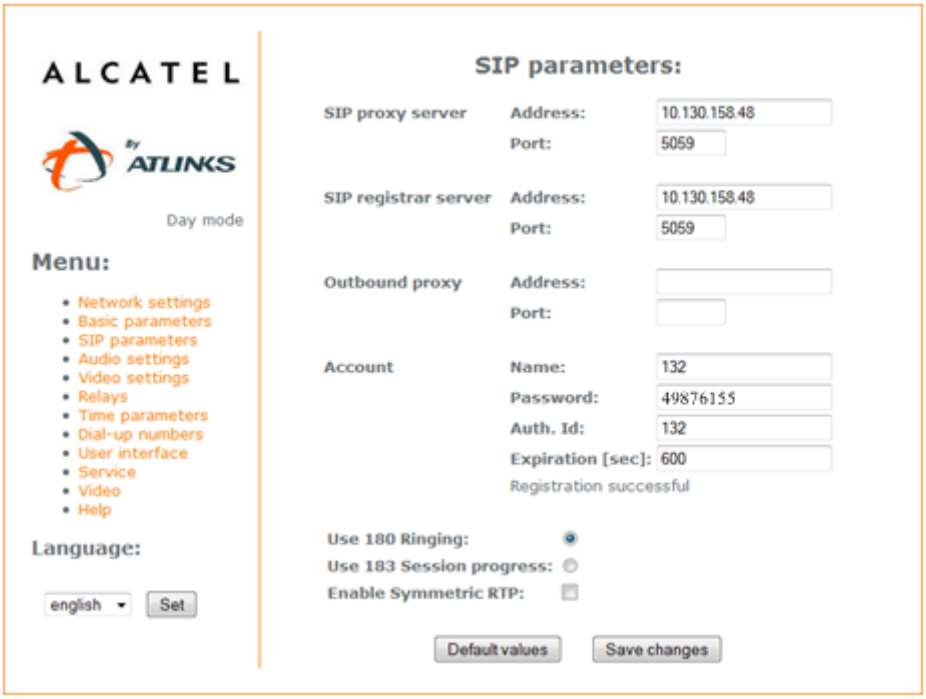
Networks configuration

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



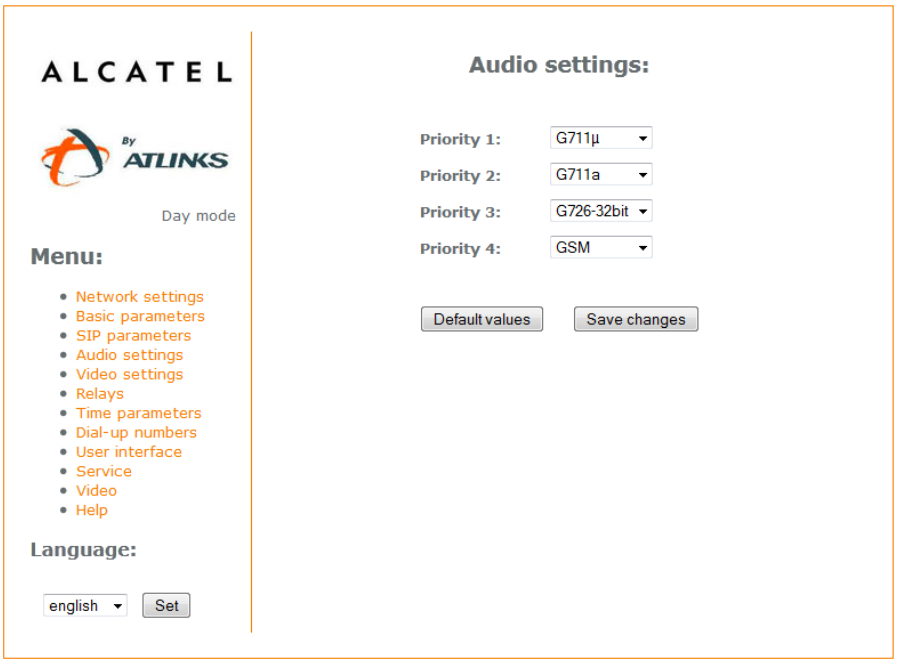
SIP Configuration

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



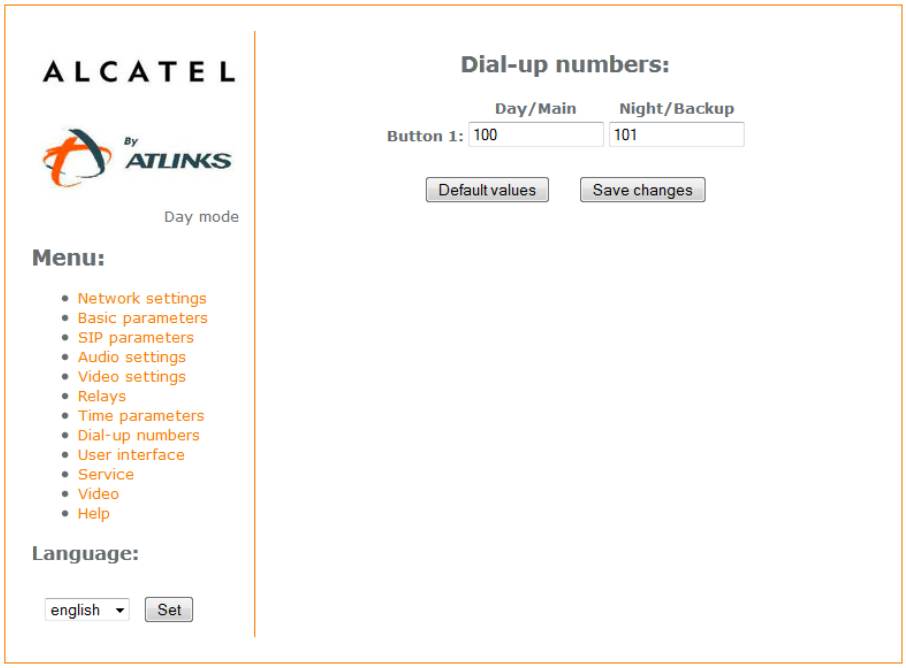
Codec configuration

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.



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

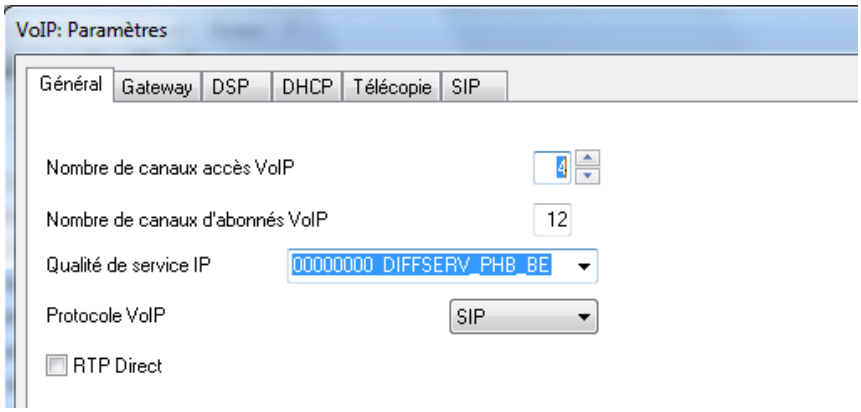
Please refer to "Recall IP - Installation & Setup Guide"

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

Configure the OmniPCX Office

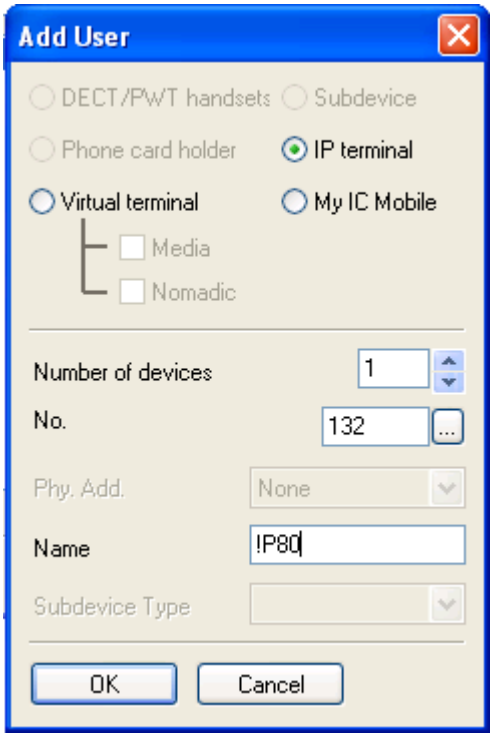
- Set the "**IP address** " of the PBX (10.130.158.48 in our example)

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

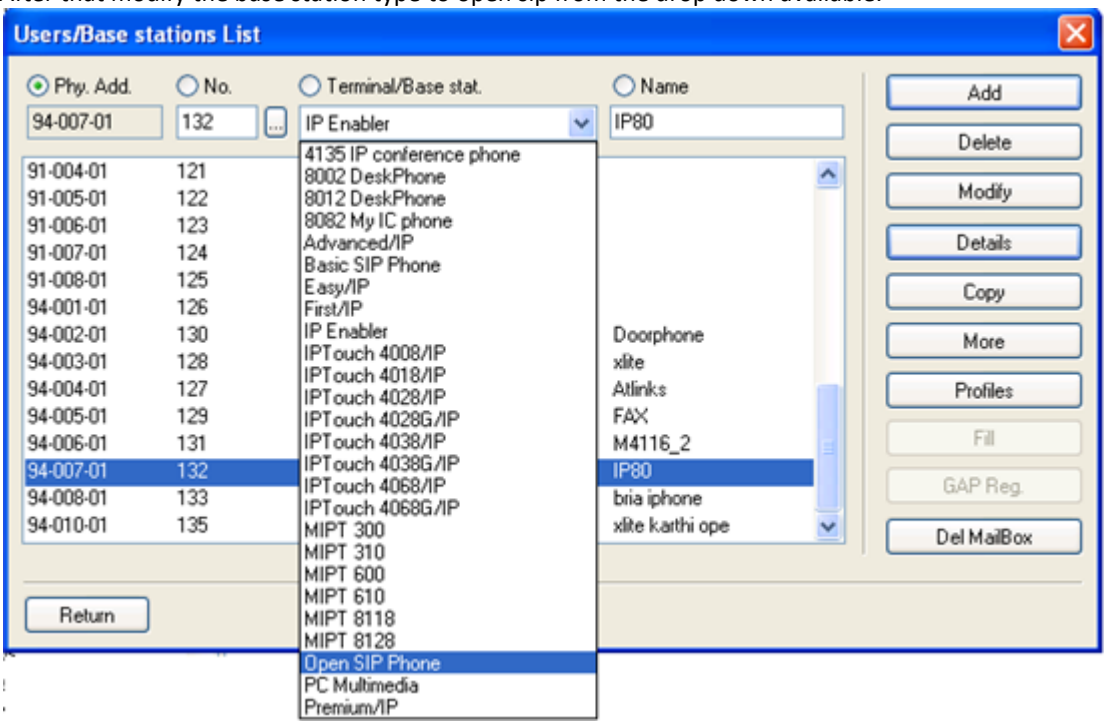


- Add a user in the OXO for Doorphone with number 132 as open sip phone.
Steps to create an open sip user.

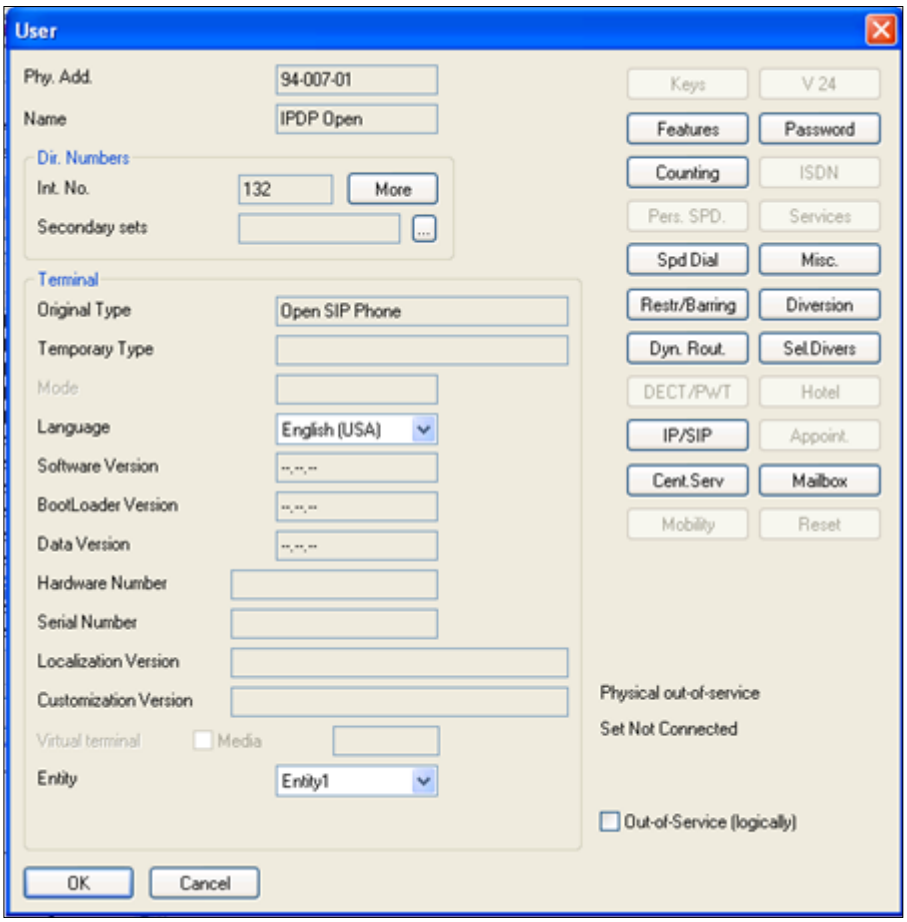
1. Click on Add dialog box in the user base stations.



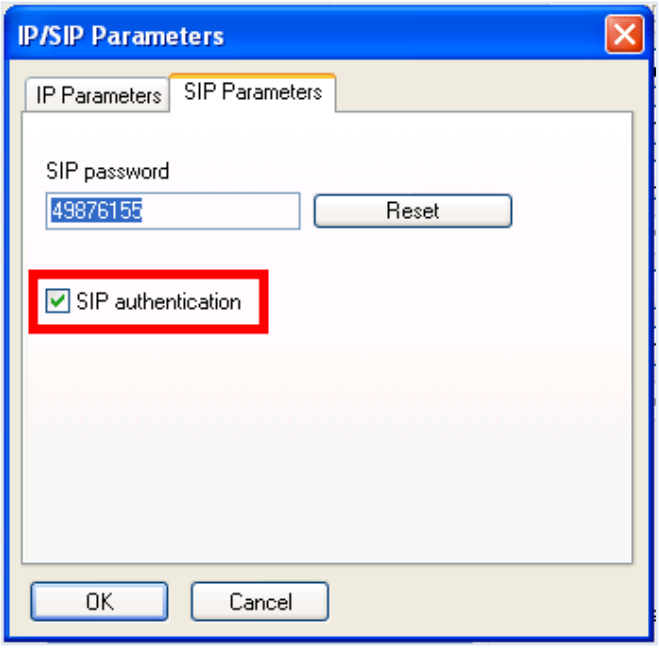
2. After that modify the base station type to open sip from the drop down available.



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 ATLINKS : http://www.atlinks.com/en/home-extranet

Atlinks e-Partner website has been specially designed for our premium distributors and partners.
It helps Atlinks Partners to boost their business on our products, by supplying them with all the promotional tools, certificates....and the technical support.
Atlinks e-Partner is a dynamic source of information. Atlinks Partners can subscribe to our newsletters and get automatic updates (news, press releases, firmware releases …)
Atlinks e-Partner is also an interactive tool. With our Ticketing system, Atlinks partners can:

- input doubts, requests or issues about our products (tickets)
- receive feedback
- track their tickets

Atlinks e-Partner is a one-stop repository for all useful information about our products:

- download firmwares
- Documentation: Admin guides, Autoprovision, Declarations of Conformity, pictures, sales tools…)

To get an account, Atlinks e-Partner can ask our sales representative or send an email to support@atlinks.com with the following information:

- Name
- Company
- Position
- Country
- valid email address

At Atlinks, we are committed to supporting our international distributors from the beginning to the end of their sales process.
If you have questions, here are the ways to reach us.

- **Europe** : europe-salescontact@atlinks.com | +33 180879000 or +34 917912948
- **Africa** : africa-salescontact@atlinks.com
- **Middle East** : middleeast-salescontact@atlinks.com
- **Latin America** : latinamerica-salescontact@atlinks.com | +52 559 000 9650
- **Asia** : asia-salescontact@atlinks.com | +852 2152 7600

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/

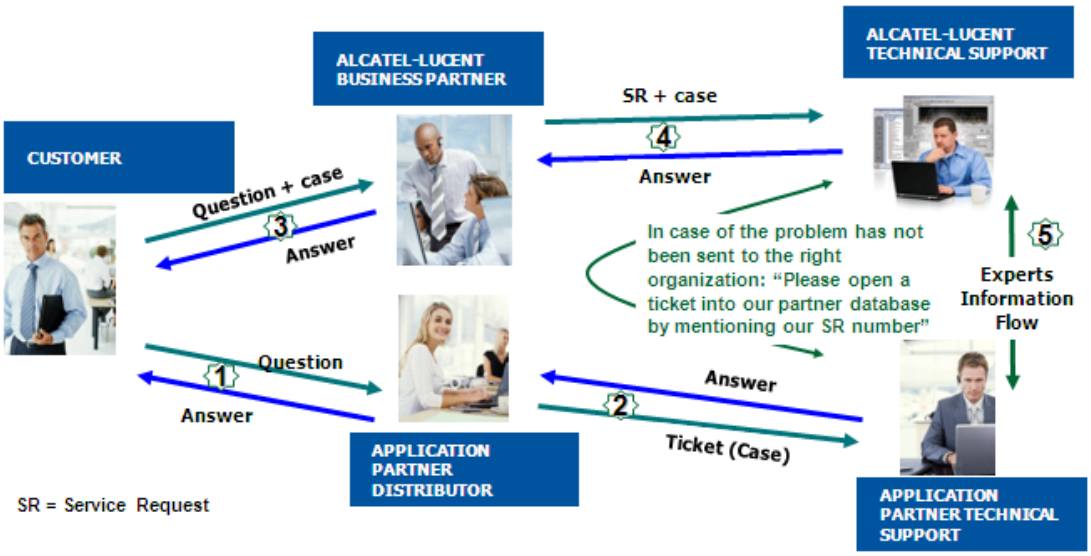
14 Appendix F: AAPP Escalation process

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

END OF DOCUMENT