Alcatel Lucent Application Partner Program
Inter-Working Report

Partner: Audiocodes
Application type: Media gateway
Application name: MediaPack MP11x
Alcatel-Lucent Platform: OmniPCX Office™

The product and version listed have been tested with the Alcatel-Lucent Communication Server and the version specified hereinafter. The tests concern only the inter-working between the Application Partner product and the Alcatel-Lucent Communication platforms. The inter-working report is valid until the Application Partner issues a new version of such product (incorporating new features or functionality), or until Alcatel-Lucent issues a new version of such Alcatel-Lucent product (incorporating new features or functionality), whichever first occurs.

Tests identification

Date of the certification	November 2013

Alcatel-Lucent's representative	Alain Botti
AAPP member representative	Laurent Benchimon

Alcatel-Lucent Communication Platform	OmniPCX Office
AAPP member application version	920/017.001
Partner's application version	6.60A.228.011
Application Category	Gateway

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Revision History

Edition 1: creation of the document – *November 2013*

Test results

☐ Passed ☐ Refused ☐ Postponed

☑ Passed with restrictions

Refer to the section **Erreur ! Source du renvoi introuvable.** for a summary of the test results.

IWR validity extension

All MP11x devices of the range – November 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 on:

- the Technical Support page of the Enterprise Business Portal (https://businessportal.alcatel-lucent.com) in the Application Partner Interworking Reports corner (restricted to Business Partners)
- the Application Partner portal (https://applicationpartner.alcatel-lucent.com) with free access.

These tests do not verify the functional achievement of the application as well as they do not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

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 ocumented 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: Telephone Adapter / VoIP Gateway for Analog equipments

Application commercial name: MediaPack 118

Application version: 6.60A.228.011

Interface type: SIP/Ethernet

Interface version (if relevant): -

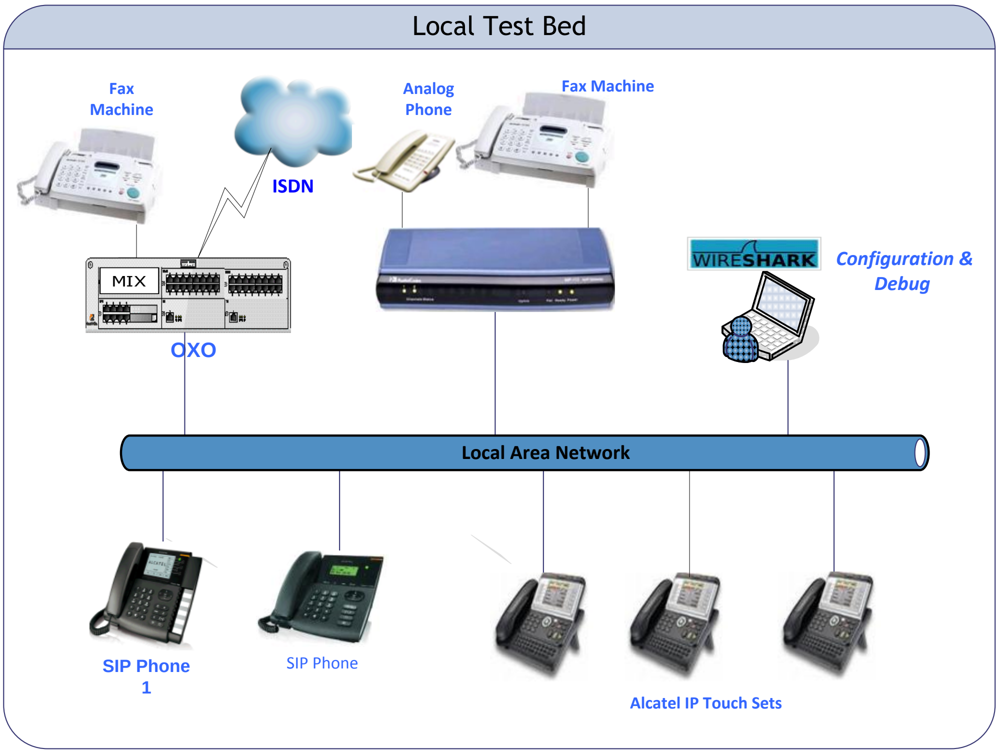
Brief application description:

AudioCodes MP118 is a telephone adapter that allows connecting ordinary analog telephones or fax machines to a Voice over Broadband service. It is typically adapted for Branch Offices. The MP118 connects to a Service Provider by using its IP uplink connection. It proposes up to 8 VoIP ports for connecting up to 4 analog sets or faxes and 4 PSTN lines.

MP118 also supports the SIP protocol, used in the present case for communicating with OXO. The equipments connected on the MP118 ports will therefore be declared as SIP terminals (SIP extension for analog phones and SIP device for fax) and will register on OXO

Only the MP118 hardware is tested in this document but the behavior should be the same with all the MP11x family.

5 Test Environment



5.1 Hardware configuration

Alcatel-Lucent Communication Platform:

- OmniPCX Office Rack
- Power CPU
- Release: R920/017.001
- OMC: R9.2.8.1a

Setup Details:

Setup Information OXO 1	
OXO 1 IP address	10.130.158.247
Domain name	Oxo1testing.proservtesting.com
Voicemail No	114 -121
Attendant No	100
OXO Extension Details used for test	
IP Touch extension numbers	IPset-1 : 130 IPset-2 : 129 IPset-3 : 131
Analog phone extension numbers	Zset-1 : 108 Zset-2 : 109 Zset-3 : 110
OXO fax extension numbers	FAXset-1: 108
Analog gateway fax extension numbers	GWFAXset-1 :128

Setup Information OXO 2	
OXO 1 IP address	10.130.158.246
Domain name	Oxo2testing.proservtesting.com
Voicemail No	214 -221
Attendant No	200
OXO Extension Details used for test	
IP Touch extension numbers	IPset-1 : 230 IPset-2 : 229 IPset-3 : 231
Analog phone extension numbers	Zset-1 :208 Zset-2 : 209 Zset-3 : 210
OXO fax extension numbers	FAXset-1: 208
Analog gateway fax extension numbers	GWFAXset-1 :228

5.2 Software configuration

- **Alcatel-Lucent Communication Platform**: OmniPCX Office

- **Partner Application**: Audio Codes Media pack 118

Note: Analog phones are registered in the OmniPCX Office as "Open SIP phone".
Fax phones are registered in the OmniPCX Office as "Basic SIP phone".

6 Summary of test results

6.1 Summary of main functions supported

Features	Status	Comments
Initialization including network configuration	OK	
SIP registration	OK	
SIP authentication	OK	
Voice over IP and RTP codec support	OK	
Outgoing Call	OK	
Incoming Call	OK	
Features During Conversation	OK_But	Call can be placed on hold from IP touch but no hold tone is heard but call can be resumed after hold.
Call Transfer	OK	
Attendant	OK_But	Second call intimation is not heard.
Voice mail interaction and indication	OK	

6.2 Summary of problems

- None

6.3 Summary of limitations

- OXO reboots when the DTMF is set to sip notify in the gateway device.

6.4 Notes, remarks

- Analog phone are registered in the OmniPCX Office as "Open SIP phone".
- Fax phone are registered in the OmniPCX Office as "Basic SIP phone".
- Analog Line is used to execute the External Fax Test cases.

7 Test Result 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 <u>and the expected result</u>
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, <u>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</u>
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 Analog phones tests

In this section analog phones are connected as Open SIP device on OXO though the analog gateway. These phones acts as OXO sets, so system features are available (prefix, suffix for example)

8.1.1 Connectivity and Setup

These tests shall verify that the different components are properly connected and can communicate together (the external application and the Alcatel-Lucent Communication Platform is connected and the interface link is operational).

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**SIP sets** Configure your SIP sets MCDU number on the OXO as Zset-1, Zset-2 & Zset-3 to register with the OXO IP address Check the registration on your sets and the display Note that authentication is disabled for these users, the password doesn't matter.	☐	☒	☐	
2	**SIP set registration to OXO in static IP addressing** For this test we will try to register the SIP phone with authentication enabled. SIP phones Zset-1, Zset-2 & Zset-3 are configured with a static IP address of OXO. Check the phone registration and display. Redo the same test on one IP phone with a wrong password and check that the phone is rejected.	☐	☒	☐	
3	**DHCP registration**	☐	☒	☐	We used external DHCP server to test this feature
4	**NTP registration** The SIP phone Zset-3 is configured to retrieve the date and time from the OXO IP address. Check the phone retrieves the right date and time information and displays it.	☒	☐	☐	NA
5	**Support of "423 Interval Too Brief" (1)** The SIP phone Zset-2 is configured with a value lower than 120 seconds. Check the phone registration and display	☐	☒	☐	
6	**Signaling TCP-UDP** If applicable configure your SIP set Zset-2 to use the protocol SIP over UDP and over TCP In the two cases, check the registration and basic calls.	☐	☒	☐	

8.1.2 Audio codec negotiations/ VAD / Framing

These tests check that the phones are using the configured audio parameters (codec, VAD, framing).

Phone configuration: configure the analog gateway to use G.722, G.711 A-law, G.711 mu-law, G.729, G.723 in this order (unless otherwise stated).
Configure IP Touch with codec G.711 and to NOT use VAD (unless otherwise stated).

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Select G711 A-law as 1st codec in the analog gateway Call from SIP Zset-2 to IP Touch IPset-2 Check that the call is established in G711 A-law. Check audio quality Call from IP Touch IPset-2 to SIP Zset-2 Check that the call is established in G711 A-law. Check audio quality	☐	☒	☐	
2	Select G729 as 1st codec in the analog gateway Call from SIP Zset-2 to IP Touch IPset-2 Check that the call is established in G729 Check audio quality Call from IP Touch IPset-2 to SIP Zset-2 Check that the call is established in G729 Check audio quality	☐	☒	☐	
3	Select G723 as 1st codec in the analog gateway Call from SIP Zset-2 to IP Touch IPset-2 Check that the call is established in G723 Check audio quality Call from IP Touch IPset-2 to SIP Zset-2 Check that the call is established in G723 Check audio quality	☐	☒	☐	
4	**Configure** Zset-2 **to use VAD** **Configure IP Touch** IPset-2 **NOT to use VAD** Call from SIP Zset-2 to IP Touch IPset-2 Check that the call is established in G711 A-law. Check audio quality **Configure SIP** Zset-2 **to use VAD** **Configure IP Touch** IPset-2 **to use VAD** Redo the same tests **Configure SIP** Zset-2 **NOT to use VAD** **Configure IP Touch** IPset-2 **to use VAD** Redo the same tests	☐	☒	☐	
5	**In OXO enable codec pass through for SIP phones** **Call from SIP** Zset-1 **to SIP** Zset-2 Check that the call is established using G.722 Check audio quality	☐	☒	☐	

6	**In OXO 1 and OXO 2 enable codec pass through for SIP phone ; direct RTP and codec pass through for SIP trunk. G723 is preferred codec in the analog gateway** **Call from SIP** Zset-1 **to Network SIP** NwkZset-1 Check that the call is established using direct RTP in G723. Check audio quality	☐	☒	☐	
7	**In OXO 1 and OXO 2 disable direct RTP and codec pass through for SIP trunk ARS table is configured with "default" codec. G723 is preferred codec in the analog gateway** **Call from SIP** Zset-1 **to Network SIP** NwkZset-1 Check that the call is established in G711. Check audio quality	☐	☒	☐	
8	**In OXO 1 and OXO 2 disable direct RTP and codec pass through for SIP trunk** **ARS table is configured with codec G729_30** **Call from SIP** Zset-1 **to Network SIP** NwkZset-1 Check that the call is established in G729. Check audio quality	☐	☒	☐	

8.1.3 Outgoing Calls

The calls are generated to several users belonging to the same network.
Called party can be in different states: free, busy, out of service, do not disturb, etc.
Calls to data devices are refused.
Points to be checked: tones, voice during the conversation, display (on caller and called party), hang-up phase.
OXO prefixes are mandatory for several tests of this section. For more information refer to the appendix C.

Note: dialing will be based on direct dialing number but also using programming numbers on the SIP phone (if available).

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to a local user** With SIP Phone Zset-2 call the IP Touch IPset-1. Check that IPset-1 is ringing. Take the call and check ring back tone audio and display.	☐	☒	☐	
2	**Call to local user with no answer** With SIP Phone Zset-3 call the IP Touch IPset-1. And never take the call. Check time out (if any) and display. Note that IPset-1 don't have a Voice Mail	☐	☒	☐	
3	**Call to another SIP set** With the SIP phone Zset-2 call the other SIP Phone Zset-3 Check the display and audio during all steps (dialing, ring back tone, conversation, and release).	☐	☒	☐	
4	**Call to wrong number** (SIP: "404 Not Found") With the SIP phone Zset-2 call a wrong number Check the ring back tone and display	☐	☒	☐	
5	**Call to busy user** **(SIP: "486 Busy Here")** With the SIP phone Zset-2 call IP Touch IPset-1, take the call and don't hang up. With other SIP phone Zset-3 call IPset-1 which is busy Check the ring back tone and display	☐	☒	☐	
6	**Call to user in "Out of Service" state** **(SIP: "480 Temporarily Unavailable")** With the SIP phone Zset-3 call the IP Touch IPset-1 which is in "Out of Service State" Check the display and ring back tone	☐	☒	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
7	**Call to user in "Do not Disturb" (DND) state (SIP: "480 Temporarily not available")** Dial "*63" on the IP Touch IPset-1 in order to enable the DND. Wait for acknowledgement ring back tone from OXO. With the SIP phone Zset-2 call IPset-1. Check ring back tone and display. Redial *60 on IPset-1 to cancel the DND	☐	☒	☐	
8	**Call to local user, immediate forward (CFU). (SIP: "181 Forwarded")(1)** On IP Touch IPset-1 dial the *61IPset-2 to activate the CFU. Wait for acknowledgement ring back tone from OXO. With the SIP phone Zset-2 call the IPset-1. Check that IPset-2 is ringing and the display. Take the call check audio and hung up. Dial *60 on IPset-1 for forward cancellation.	☐	☒	☐	
9	**Call to local user, forward on no reply (CFNR). (1)** On IP Touch IPset-1 configure with OMC the CFNR using dynamic routing to IPset-2. With Zset-2 call the IPset-1. Check that IPset-1 is ringing but don't take the call and wait the time out (about 30 sec). Time out is defined in IPset-1 dynamic routing of Timer 1. After time out check that IPset-2 is ringing and take the call. Check the audio and display.	☐	☒	☐	
10	**Call to local user, forward on busy (CFB). (1)** On IP Touch IPset-1 dial the *62IPset-2 (*62+<target MCDU number>) to activate the CFB. Wait for acknowledgement ring back tone from OXO. With SIP phone Zset-2 call IPset-1 and take the call to make it busy. With other SIP phone Zset-3 call IPset-1. Check that IPset-2 is ringing and take the call. Check the audio and display. Dial *60 on IPset-1 for forward cancellation.	☐	☒	☐	
11	**Call to external number (Check ring back tone, called party display)** With SIP set Zset-2 dial 9 (9 prefix +external number) Take the call and check audio, display and call release.	☐	☒	☐	
12	**SIP session timer expiration: Check if call is maintained or released after the session timer has expired** With SIP set Zset-2 call IP Touch IPset-1. Take the call on IPset-1 and never hang up, wait for time out expiration. Check that call is maintained or release.	☐	☒	☐	

Notes:

(1) For test cases with call to forwarded user: User is forwarded to another local user. Special case of forward to Voice Mail is tested in another section.

8.1.4 Incoming Calls

Calls will be generated using the numbers or the name of the SIP user.
SIP terminal will be called in different states: free, busy, out of service, forward.
The states are to be set by the appropriate system prefixes unless otherwise noted.
Points to be checked: tones, voice during the conversation, display (on caller and called party), hang-up phase.

Network calls are made using SIP private trunk established between two OXO's.
OXO prefixes are mandatory for several tests of this section. For more information refer to the appendix C.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Local /network call to free SIP terminal** Local: with IP Touch IPset-1 call SIP set Zset-2. Check that Zset-2 is ringing and take the call Check ring back tone and called party display. Network: with IP Touch IPset-1 call SIP set NwkZset-2 on another Node. Check that NwkZset-2 is ringing and take the call. The info on oxo 2 nwkzset details to be added in tabular column in the first pages Check ring back tone and called party display.	☐	☒	☐	
2	**Local/network call to busy SIP terminal** Local: With SIP set Zset-3 call other SIP set Zset-2 and take the call to make it busy, don't hang up. With IP Touch IPset-2 call Zset-2 which is busy Check the ring back tone and display. Network: With SIP set Zset-2 call SIP set NwkZset-2 and take the call to make it busy, don't hang up. With IPset-1 call NwkZset-2 which is busy Check ring back tone and called party display.	☐	☒	☐	
3	**Local/network call to unplugged SIP terminal** Local: Unplug the Zset-2 SIP set and call it with IP Touch IPset-1. Check the ring back tone and display Network: Unplug the SIP set NwkZset-2 and call it with IPset-1 Check the ring back tone and display	☐	☒	☐	
4A	**Local/network call to SIP terminal in Do Not Disturb (DND) mode** **By local feature if applicable:** Local: Enable DND on SIP set Zset-2 and call it with IP Touch IPset-1 Check the ring back tone and display Cancel the DND on Zset-2. Network: Enable DND on SIP set NwkZset-2 and call it with IP Touch IPset-1 Check the ring back tone and display Cancel the DND on Zset-2.	☐	☒	☐	603 Declined message is sent

Test Case Id	Test Case	N/A	OK	NOK	Comment
4B	**By system feature** <u>Local</u>: Enable DND on SIP set Zset-2 using the *63 prefix.. Wait for acknowledgement ring back tone from OXO. With IP Touch IPset-1 call Zset-2 Check the ring back tone and display Cancel the DND on Zset-2 using *63 prefix. <u>Network</u>: Enable DND on SIP set NwkZset-2 using the *63 prefix. Wait for acknowledgement ring back tone from OXO. With IP Touch IPset-1 call NwkZset-2 Check the ring back tone and display Cancel the DND on NwkZset-2 using * 60 prefix.	☐	☒	☐	Call goes to voicemail
5A	**Local/network/SIP call to SIP terminal in immediate forward (CFU) to local user:** **By local feature if applicable:** <u>Local</u>: On SIP set Zset-2 enable CFU to IP Touch IPset-1 With SIP set Zset-3 call Zset-2. Check that IPset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-2. <u>Network</u>: On SIP set NwkZset-2 enable CFU to IP Touch NwkIPset-1. With SIP set Zset-2 call NwkZset-2. Check that NwkIPset-1 is ringing. Take the call and check audio and display. Disable CFU on NwkZset-2.	☐	☒	☐	
5B	**By system feature:** <u>Local</u>: On SIP set Zset-2 enable CFU to IP Touch IPset-1 using *61IPset-1 prefix (*61 + <target MCDU number>). Wait for acknowledgement ring back tone from OXO. With SIP set Zset-3 call Zset-2. Check that IPset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-2 using *60 prefix. <u>Network</u>: On SIP Set NwkZset-2 enable CFU to IP Touch NwkIPset-1 using *61 + <target MCDU number>. Wait for acknowledgement ring back tone from OXO. With SIP Set Zset-3 call NwkZset-2. Check that NwkIPset-1 is ringing. Take the call and check audio and display. Disable CFU on NwkZset-2 using *60 prefix.	☐	☒	☐	Call is forwarded

Test Case Id	Test Case	N/A	OK	NOK	Comment
B	**Local/network/SIP call to SIP terminal in immediate forward (CFU) to network number:** **By local feature if applicable:** <u>Local</u>: On SIP Set Zset-3 enable CFU to SIP Set NwkZset-1.With SIP set Zset-2 call Zset-3. Check that NwkZset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-3. <u>Network:</u> On SIP Set Zset-2 enable CFU to IP Touch NwkIPset-1. With SIP Set NwkZset-2 call Zset-2. Check that NwkIPset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-2.	☐	☒	☐	
6B	**By system feature:** <u>Local</u>: On SIP Set Zset-2 enable CFU to SIP Set NwkZset-1 using *61NwkZset-1 prefix (*61 + <target MCDU number>). Wait for acknowledgement ring back tone from OXO. With SIP set Zset-3 call Zset-2. Check that NwkZset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-2 using *60 prefix. <u>Network</u>: On SIP Set Zset-2 enable CFU to IP Touch NwkIPset-1 using *61 + <target MCDU number>. Wait for acknowledgement ring back tone from OXO. With SIP Set NwkZset-2 call Zset-2. Check that NwkIPset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-2 using *60 prefix.	☐	☒	☐	
7A	**Local/network/SIP call to SIP terminal in immediate forward (CFU) to another SIP user** **By local feature if applicable:** <u>Local</u>: On SIP set Zset-2 enable CFU to SIP set NwkZset-1. With Zset-3 call Zset-2. Check that NwkZset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-2. <u>Network</u>: On SIP set Zset-2 enable CFU to IP Touch NwkIPset-3. With SIP Set NwkZset-1 call Zset-2. Check that NwkIPset-3 is ringing. Take the call and check audio and display. Disable CFU on Zset-2.	☐	☒	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
7B	**By system feature:** <u>Local</u>: On SIP Set Zset-3 enable CFU to SIP Set NwkZset-1 using *61 + <target MCDU number>. Wait for acknowledgement ring back tone from OXO. With SIP Set Zset-2 call Zset-3. Check that NwkZset-1 is ringing. Take the call and check audio and display. Disable CFU on Zset-3 using *60 prefix. <u>Network</u>: On SIP Set Zset-3 enable CFU to IP Touch NwkIPset-3 using *61 + <target MCDU number>. Wait for acknowledgement ring back tone from OXO. With SIP Set NwkZset-1 call Zset-3. Check that NwkIPset-3 is ringing. Take the call and check audio and display. Disable CFU on Zset-3 using *60 prefix	☐	☒	☐	
8A	**Local call to SIP terminal in “forward on busy” (CFB) state:** **By local feature if applicable** On SIP Set Zset-2 enable CFB to IP Touch IPset-1 With Zset-2 call the voice mail to make it busy. With SIP Set Zset-3 call Zset-2 which is busy. Check that IPset-1 is ringing Take the call and check audio and display. Disable CFU on Zset-2.	☐	☒	☐	
8B	**By system feature:** On SIP Set Zset-2 enable CFB to IP Touch IPset-1 using *62 + <target MCDU number>. Wait for acknowledgement ring back tone from OXO. With Zset-2 call the voice mail to make it busy. With SIP Set Zset-3 call Zset-2 which is busy. Check that IPset-1 is ringing Take the call and check audio and display. Disable CFB on Zset-2 using *60 prefix.	☐	☒	☐	
9A	**Local call to SIP terminal in “forward on no reply” (CFNR)** **By local feature if applicable** On SIP Set Zset-3 enable CFNR to IP Touch IPset-1 With SIP Set Zset-2 call Zset-3. Check that Zset-3 is ringing and don’t take the call, wait for time out (about 30 seconds). After time out expiration the IPset-1 is ringing, take the call and check audio and display.	☐	☒	☐	
9B	**By system feature** CNFR via prefix not available on OXO (dynamic routing has to be used)	☐	☒	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
10	**Call to busy user, Call waiting.** (Camp-on), local feature if applicable: With SIP Set Zset-2 call other SIP Set Zset-3 (make it busy, take the call and don't hang up. With IP Touch IPset-2 call Zset-3 (on Zset-3 camp-on feature is enabled). Check the Call waiting or ring back tones and display	☐	☒	☐	Busy tone is heard
11	**External call to SIP terminal.** Check that external call back number is shown correctly: With SIP Set Zset-3 dial 9 + target MCDU number. Check that external is ringing and the external call number is shown correctly Take the call and check audio, display and call release.	☐	☒	☐	
12	**Calling Line Identity Restriction (CLIR): Local call to SIP terminal.** On IP Touch IPset-2 enable mask Identity and call SIP Set Zset-3 in order to hide IPset-2 identity. Check that Zset-3 is ringing, take the call and check that IPset-2 identity is hidden.	☐	☒	☐	
13	Display: Call to free SIP terminal from IP Touch user with a name containing non-ASCII characters (eg éëêèè). Check caller display. Check that SIP set is ringing and check on its display that the characters are correctly printed.	☐	☒	☐	
14	Display: Call from IP Touch to SIP which has the name containing non-ASCII characters, eg &@(#?+)=. Check caller display. Check that SIP set is ringing and check that the characters are correctly printed.	☐	☒	☐	
15	SIP set is part of a sequential hunt group **(1)**. Call to hunt group. Check call/release. With IP Touch IPset-1 call the sequential hunt group MCDU number 328 Check that Zset-2 is ringing Take the call and don't hang up. And with IP Touch IPset-2 call the sequential hunt group MCDU number 328 Check that IPset-2 is ringing Take the call and don't hang up. And with SIP Set Zset-1 call the sequential hunt group MCDU number 328 Check that Zset-3 is ringing Take the call and don't hang up.	☐	☒	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
16	SIP set is part of a cyclic hunt group **(2)**. Call to hunt group. Check call/release. With IP Touch IPset-1 call the cyclic hunt group MCDU number IPset-2 Check that nwkzset1/2/3/ is ringing Take the call and hang up. And with IPset-1 call the cyclic hunt group MCDU number IPset-2 Check that Zset-3 is ringing Take the call and hang up. And with SIP Set Zset-1 call the cyclic hunt group MCDU number IPset-2 Check that Zset-2 is ringing Take the call and don't hang up.	☐	☒	☐	
17	SIP set is declared as a MultiSet. Call to main set and see if twin set rings. Take call with twin set. With IP Touch IPset-2 call IP Touch IPset-1 which is in MultiSet with SIP Set Zset-3. Check that Zset-3 and IPset-1 both ringing. Take the call from Zset-3 and check that IPset-1 stop ringing. Check audio and display.	☐	☒	☐	

Notes:
(1) Sequential Hunt Group behavior: the endpoint n+1 is ringing **only** if the endpoint n is now in call (busy).

(2) Cyclic Hunt Group behavior: the endpoint n+1 is ringing if previously the endpoint n has been reached (ringing only or in call). The actual state of the n endpoint doesn't matter.

8.1.5 Features during Conversation

Features during conversation between local user and SIP user must be checked.
Check that right tones are generated on the SIP phone. A multiline SIP set is mandatory for tests 2, 3, 4 and 8.
OXO prefixes are mandatory for several tests of this section. For more information refer to the appendix C.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1A	**Hold and resume with local feature** (if applicable) With Zset-3 call IPset-1 take the call, check audio and display. With Zset-3 put IPset-1 on hold check tones and display on both and resume the call. With IPset-1 put Zset-3 on hold check tones and display on both and resume the call. Keep this call for the next test.	☐	☒	☐	
1B	**Enquiry call to another local user** (if applicable) Distant user is put on hold with local feature With Zset-3 (multi-lines) call IPset-2 and take the call. IPset-1 will be put on hold when making second call to IPset-2 Put IPset-2 on hold and check tones and display on both. Keep these two calls for the next test.	☐	☒	☐	
1C	**Broker request, toggle back and forth between both lines with local feature** (if applicable) With Zset-3 switch between IPset-1 and IPset-2 lines. Check the tones and display on sets on hold state. Keep these two calls for the next test.	☐	☒	☐	
1D	Release first call. Keep second call. Hang up IPset-1 and only Zset-3 and IPset-2 are in call Check that Zset-3 & IPset-2 are still in a call, check display.	☐	☒	☐	
2	Repeat the test 1C to 1D but using the call server feature	☐	☒	☐	
3	**Three party conferences initiated from OXO set** With IPset-1 call Zset-2, take the call and don’t release it. With IPset-1 call IPset-2, take the call and don’t release it too. With IPset-1 start a conference. Check that IPset-1, IPset-2 and Zset-2 are in conference. Check audio and display.	☐	☒	☐	
4A	**Three party conferences initiated from SIP set with local feature** (if applicable) With Zset-2 call IPset-1 take the call and don’t release	☐	☒	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
	it. With Zset-2 call IPset-2, take the call and don’t release it too. With Zset-2 start a conference by the local feature Check that IPset-1, IPset-2 and Zset-2 are in conference. Check audio and display.				
4B	**Three party conferences initiated from SIP set with OXO feature**	☐	☒	☐	
5	**Meet Me conference** With Zset-3 call the Meet me Conference bridge dialing prefix 68 and follow instruction to open the bride. With Zset-2 join the conference bridge by dialing prefix 69 and enter access code. With IPset-1 join the conference bridge by dialing prefix 69 and enter access code. Check that IPset-1, Zset-2 and Zset-3 are in conference.	☐	☒	☐	

8.1.6 Call Transfer

During the consultation call step, the transfer service can be requested and must be tested. Several transfer services exist: Unattended Transfer, Semi-Attended Transfer and Attended Transfer.
Audio, tones and display must be checked.

We use the following scenario, terminology and notation:

There are three actors in a given transfer event:

- A – *Transferee*: the party being transferred to the Transfer Target.
- B – *Transferor*: the party doing the transfer.
- C – *Transfer Target*: the new party being introduced into a call with the Transferee.

There are three sorts of transfers in the SIP world:

- ***Unattended Transfer*** or *Blind transfer* : The Transferor provides the Transfer Target's contact to the Transferee. The Transferee attempts to establish a session using that contact and reports the results of that attempt to the Transferor.

- ***Semi-Attended Transfer*** or *Transfer on ringing*:

1. A (Transferee) calls B (Transferor).
2. B (Transferor) calls C (Transfer Target). A is on hold during this phase. C is in ringing state (does not pick up the call).
3. B executes the transfer. B drops out of the communication. A is now in contact with C, in ringing state. When C picks up the call it is in conversation with A.

- ***Attended Transfer*** or *Consultative Transfer* or *Transfer in conversation*:
  1. A (Transferee) calls B (Transferor).
  2. B (Transferor) calls C (Transfer Target). A is on hold during this phase. C picks up the call and goes in conversation with B.
  3. B executes the transfer. B drops out of the communication. A is now in conversation with C.

Note: Unattended and Semi Attended transfer are not supported for SIP phones on OmniPCX Office.

In the below table, SIP means a partner SIP set, OXO means a proprietary OXO (Z/UA/IP) set, Ext. Call means an External Call, ISDN for example.

Test	Action			Result	Comment
	A	B	C		
	Transferee	Transferor	Transfer Target		
1	OXO	SIP	OXO	OK	
2	Ext Call	SIP	OXO	OK	
3	Ext Call	SIP	Ext Call	OK	
4	SIP	SIP	SIP	OK	
5	SIP	OXO	OXO	OK	

6	Ext Call	OXO	SIP	**OK**	
7	SIP	OXO	SIP	**OK**	

8.1.7 Attendant

An attendant console is defined on the system. Call going to and coming from the attendant console are tested.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**SIP set call to attendant** From SIP set Zset-2 dial “9” (attendant call prefix) Check audio and display	☐	☒	☐	
2	**2nd incoming call while in conversation with attendant** While SIP set Zset-2 is in conversation with the attendant, from IP Touch IPset-2 call Zset-2 Answer the call and check audio and display	☐	☒	☐	There is no second call intimation
3	**SIP set call to attendant, attendant transfers to OXO set, semi-attended** From SIP set Zset-2 dial “9” (attendant call prefix) and answer. Attendant transfer semi-attended to IP Touch IPset-2 Answer the call and check audio and display	☐	☒	☐	
4	**SIP set call to attendant, attendant transfers to OXO set, attended** From SIP set Zset-2 dial “9” (attendant call prefix) and answer Attendant transfer attended to IP Touch IPset-2 Check audio and display	☐	☒	☐	
5	**OXO set calls to attendant, attendant transfers to SIP set, attended** From IP Touch IPset-2 dial “9” (attendant call prefix) and answer Attendant transfer attended to SIP set Zset-2 Check audio and display	☐	☒	☐	
6	**External ISDN Call to attendant, attendant transfers to SIP set, attended** ISDN incoming call to the attendant. From the attendant call SIP set Zset-2 and transfer attended Check audio and display	☐	☒	☐	
7	**SIP set call to attendant, attendant transfers to External** From SIP set Zset-2, dial “9” (attendant call prefix) and answer From the attendant, call an external ISDN destination and transfer semi-attended Answer and check audio and display.	☐	☒	☐	

8.1.8 Voice Mail

Voice Mail notification, consultation and password modification must be checked.
MWI (Message Waiting Indication) has to be checked.

Voice mail service is enabled on SIP sets Zset-2, Zset-3 and OXO IPset-1.

For these tests, DTMF sending (RFC 2833) has to be validated in order to use Voice Mail menu.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Password modification With SIP set Zset-3 call the Voice Mail and follow the Voice guide in order to modify the default password. When modification is accepted hang-up. Recall the voice mail and try to log with a wrong password. Check the rejection. Recall the voice mail and try to log with the right password. Check the service access.	☐	☒	☐	
2	Message display activation, MWI (1): With SIP set Zset-2 call the Voice Mail. Follow the instructions in order to send a voice message in SIP set Zset-3 boxes. Check that the MWI on Zset-3 is activated.	☐	☒	☐	
3	Message consultation With SIP set Zset-3 call the Voice Mail. Follow the instructions in order to listen your voice message leaved during the previous test. Check that your can listen it and delete. Check that MWI display is disabled on Zset-3 after message cancellation.	☐	☒	☐	
4	SIP call to a OXO user forwarded to Voice Mail Forward the IP Touch IPset-1 to Voice Mail by dialing *61 prefix + <Voice Mail number>. With SIP set Zset-3 call IPset-1 and check that you are immediately forwarded to Voice Mail. Check that you can leave a message On IPset-1 disable Voice Mail forwarding with *60 prefix.	☐	☒	☐	
5	OXO set call to a SIP user forwarded to Voice Mail Forward the SIP set Zset-3 to Voice Mail by dialing *61 prefix + <Voice Mail number>. With IP Touch IPset-1 call Zset-3 and check that you are immediately forwarded to Voice Mail. Check that you can leave a message On Zset-3 disable Voice Mail forwarding with *60 prefix.	☐	☒	☐	

8.1.9 Defence

Checks how the SIP set will react in case of a OXO reboot, Ethernet link failure.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**OXO Reboot** Establish an incoming ISDN call with SIP set-1. Reboot the OXO. When the OXO is up again, re-establish an incoming ISDN call with SIPset-2 and check the audio.	☐	☒	☐	
2	**Ethernet link failure** Establish an incoming ISDN call with SIP set-1. Disconnect the Ethernet link of SIP set-1. Check that the incoming call is presented to the attendant. Reconnect the Ethernet link of SIP set-1. Re-establish an incoming ISDN call with SIP set-1 and check the audio.	☐	☒	☐	

8.2 Fax tests

In this section fax modules are connected as Basic SIP device on OXO though the analog gateway. These fax modules are limited to G711 pass-through sending method.

8.2.1 Basic Fax Tests

8.2.1.1 Test objectives

These tests shall verify that the basic communication between FAX can be made on different conditions.

8.2.1.2 Authentication between GATEWAY Fax and OmniPCX Office

***Description**: Check the behavior of GATEWAY endpoints registration without/with authentication*

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Register with no authentication** On OXO and on the analog gateway, configure GWFAXset-1 and GWFAXset-2 registration with no authentication. Check registration.	☐	☒	☐	
2	**Fax sending with no authentication** Send a fax from an FAXset-1 to GWFAXset-1	☐	☒	☐	
3	**Fax receiving with no authentication** Send a fax from GWFAXset-1 to FAXset-1	☐	☒	☐	
4	**Register with authentication** On OXO and on the analog gateway, configure GWFAXset-1 and GWFAXset-2 registration with digest authentication mode. Check registration.	☐	☒	☐	
5	**Fax receiving with authentication** Send a fax from an FAXset-1 to GWFAXset-1	☐	☒	☐	
6	**Receiving fax with authentication** Send a fax from GWFAXset-1 to FAXset-1	☐	☒	☐	
7	**Register time out** On the analog gateway, configure 120 seconds as registration period. Wait for a registration timeout and check that the gateway registers again	☐	☒	☐	

8.2.1.3 Basic communication between Gateway fax and External fax

***Description**: Check the behavior of a basic fax transmission*

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Fax sending to an external fax** Send a fax from an External fax to GWFAXset-1	☐	☒	☐	
2	**Fax receiving to an external fax** -0 Send a fax from GWFAXset-1 to an External fax	☐	☒	☐	

8.2.1.4 Loop-back communication from GATEWAY Fax to GATEWAY Fax through OmniPCX Office.

***Description**: Check the behavior of loop-back fax transmission*

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Fax sending between two gateway fax devices** Send a fax from GWFAXset-1 to GWFAXset-2	☐	☒	☐	
2	**Fax sending between two gateway fax devices via PSTN** Send a fax from GWFAXset-1 to GWFAXset-2 via PSTN with T0	☐	☒	☐	

8.2.1.5 Multiple pages exchanged between GATEWAY Fax and OmniPCX Office.

***Description**: Check the behavior of multiple page fax transmission*

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Fax receiving with 5 pages** Send a fax (5pages) from FAXset-1 to GWFAXset-1	☐	☒	☐	
2	**Fax sending with 5 pages** Send a fax (5 pages) from GWFAXset-1 to FAXset-1	☐	☒	☐	
3	**Fax receiving with 5 pages from an external fax** Send a fax (5pages) from an external fax device to GWFAXset-1	☐	☒	☐	
4	**Fax sending with 5 pages to an external fax** Send a fax (5pages) from GWFAXset-1 to an external fax device	☐	☒	☐	
5	**Fax sending with 5 pages between two gateway fax devices** Send a fax (5 pages) from GWFAXset-1 to GWFAXset-2	☐	☒	☐	
6	**Fax sending with 5 pages between two gateway fax devices via PSTN** Send a fax (5 pages) from GWFAXset-1 to GWFAXset-2 via PSTN with T0	☐	☒	☐	

8.2.2 Surveillance/Recovery

8.2.2.1 Test objectives

These tests shall verify that the basic communication between faxes can be made when the network or equipments are stressed.

8.2.2.2 Perturbations

Description*: Check the solution behaviors when network is perturb*

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Fax receiving stop after the first page** Send a fax from FAXset-1 to GWFAXset-1. Stop the transmission after sending the first page. Check the fax receiving is correctly stopped.	☐	☒	☐	
2	**Fax sending stop after the first page** Send a fax from GWFAXset-1 to FAXset-1. Stop the transmission after sending the first page. Check the fax sending is correctly stopped.	☐	☒	☐	
3	**Fax receiving when busy** Send one fax from FAXset-1 to GWFAXset-1 Send one fax from FAXset-2 to GWFAXset-1 Check the FAXset-2 receives a busy tone.	☐	☒	☐	
4	**Fax sending when no answer** Send one fax from GWFAXset-1 to FAXset-1. Verify that the behavior is correct when there is no answer	☐	☒	☐	

8.2.2.3 OmniPCX Office system phones call GATEWAY Fax

Description*: Check the behavior when a phone calls the GATEWAY Fax*

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Fax receiving stop after the first page** Make a call from the Ipset-1 to the GWFAXset-1, verify that the call is released after a time out Verify that no issues are generated	☐	☒	☐	

9 Appendix A: Partner Application Description

MediaPack 1xx

The MediaPack Series Analog VoIP Gateways are cost-effective, best-of-breed technology products. These stand-alone analog VoIP Gateways provide superior voice technology for connecting legacy telephones, fax machines and PBX systems with IP-based telephony networks, as well as for integration with new IP-based PBX systems. These products are designed and tested to be fully interoperable with leading Soft switches, SIP servers and H.323

MP118 Gateway

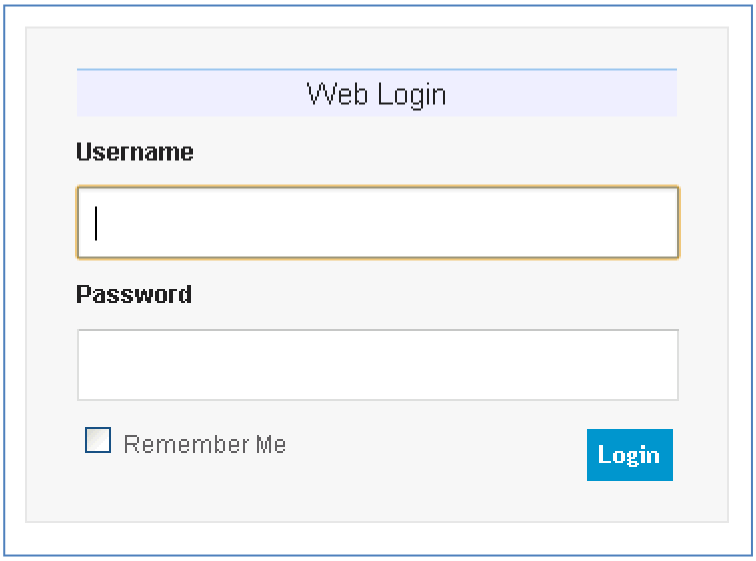
10 Appendix B: Partner Application Configuration Requirements

Here the configuration of MP118 is provided in both GUI and INI formats

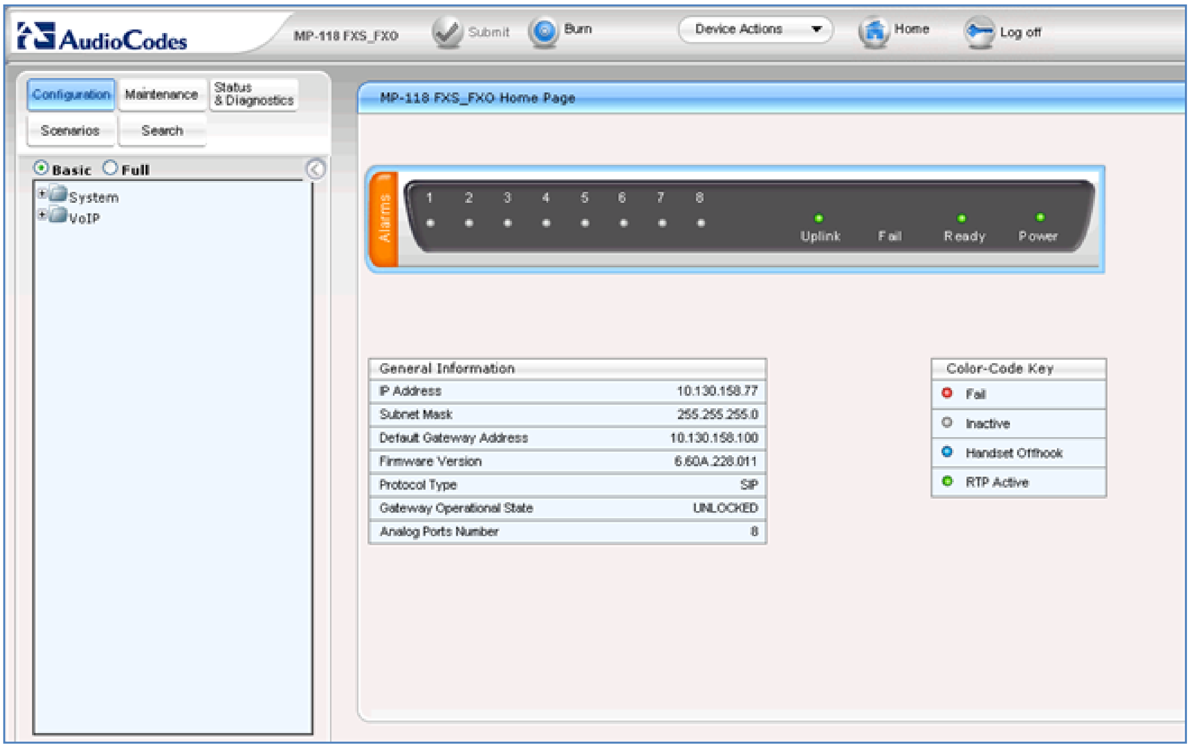
<u>Section 1: Configurations done at MP118- GUI based</u>

<u>Note:</u>
Apart from those parameters that are highlighted/shown here, all other parameters remain at default values.

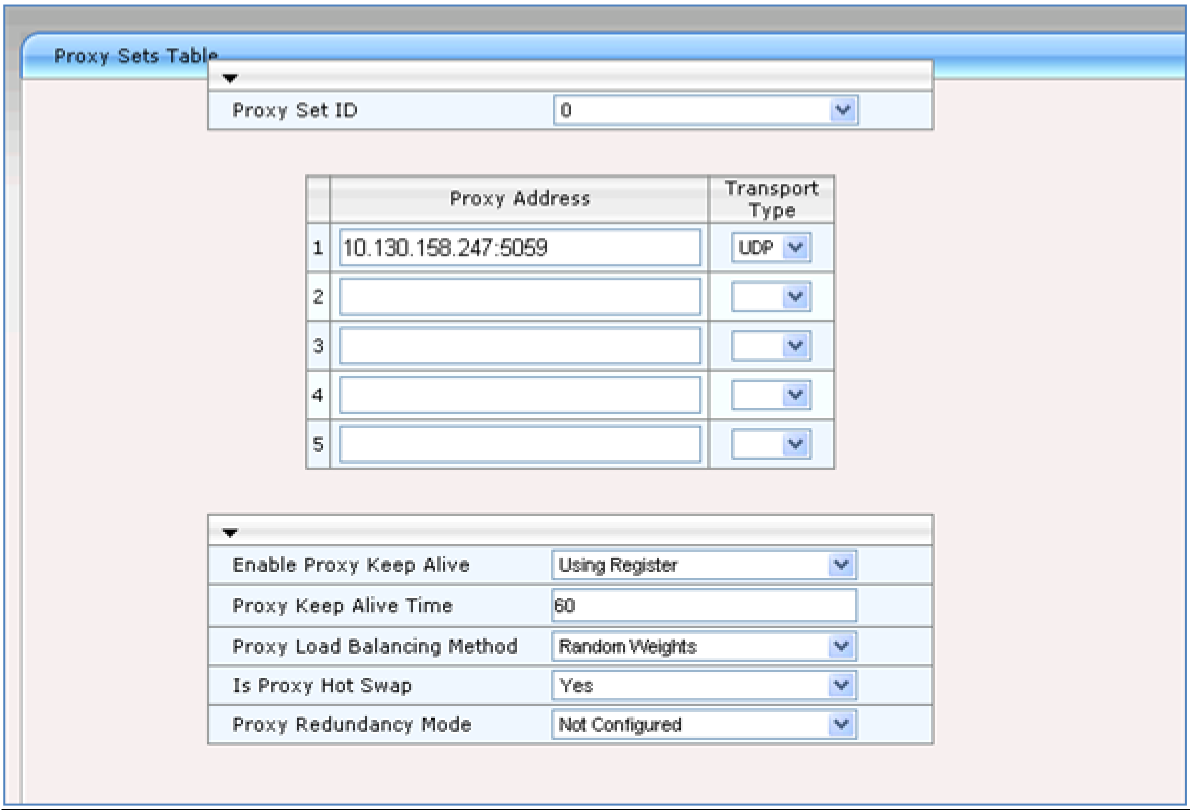
1. <u>Accessing web Interface of MP118:</u>



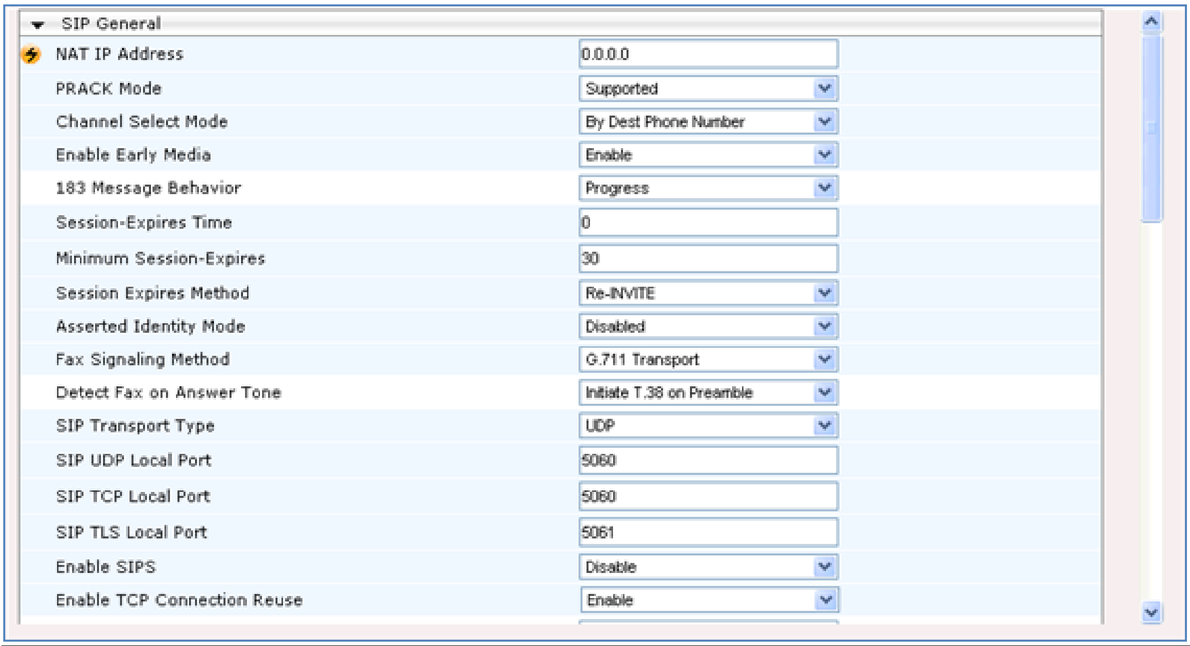
2. <u>Home Page of MP118:</u>

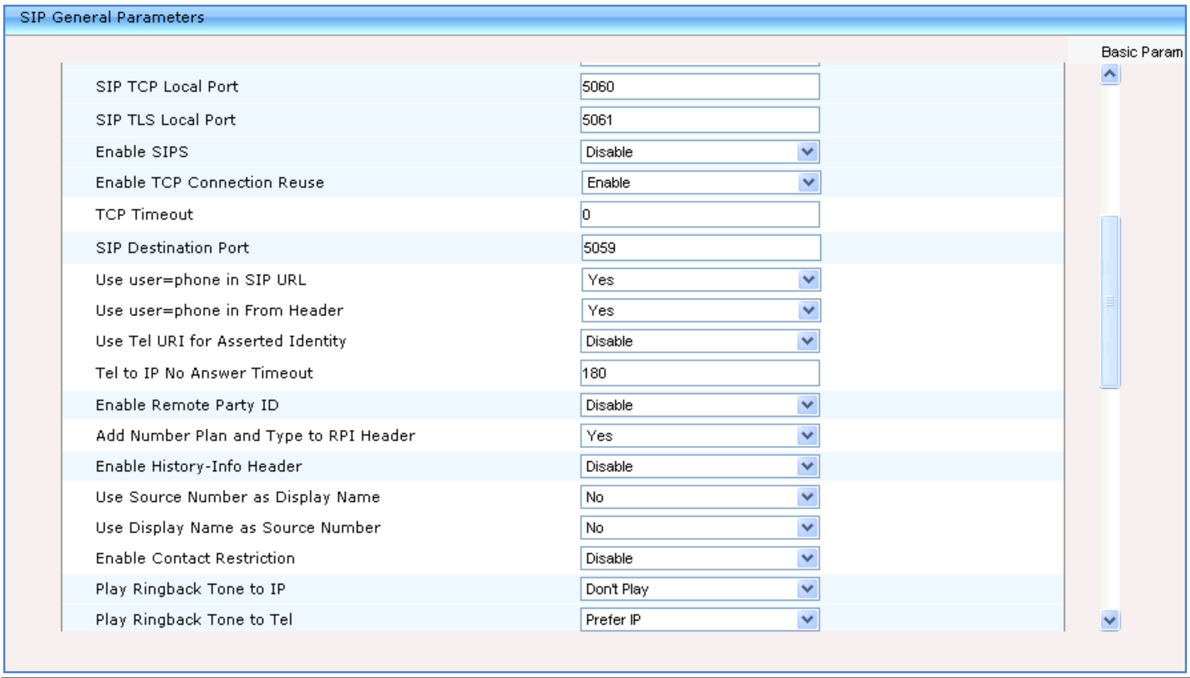


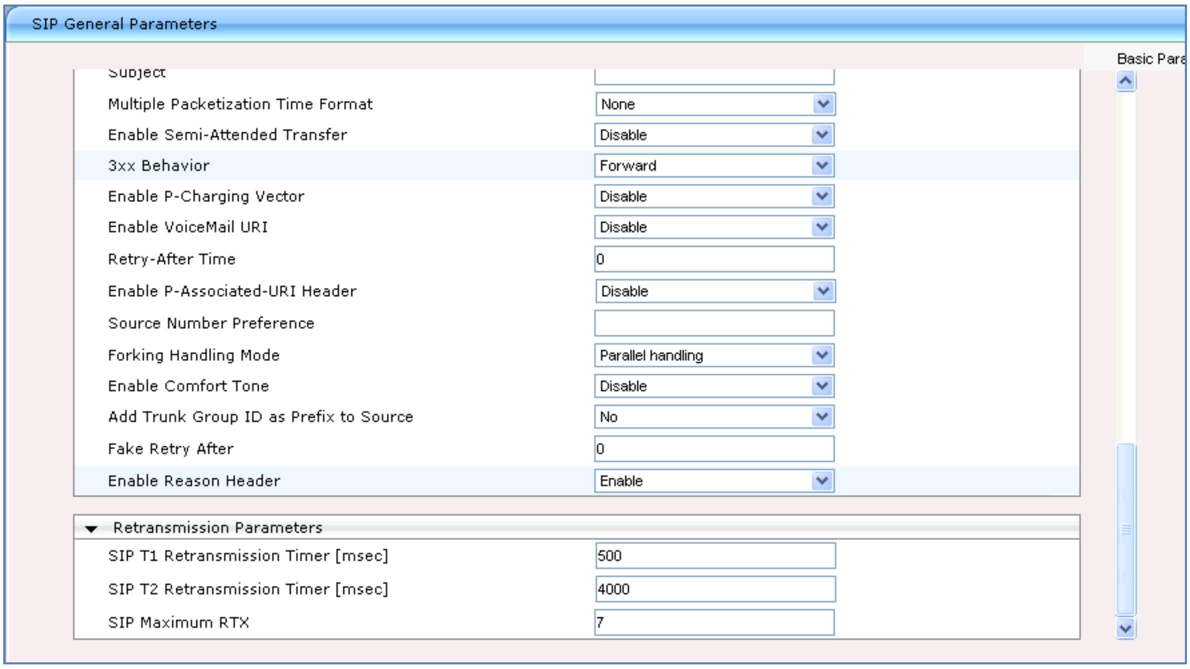
3. Proxy Set ID



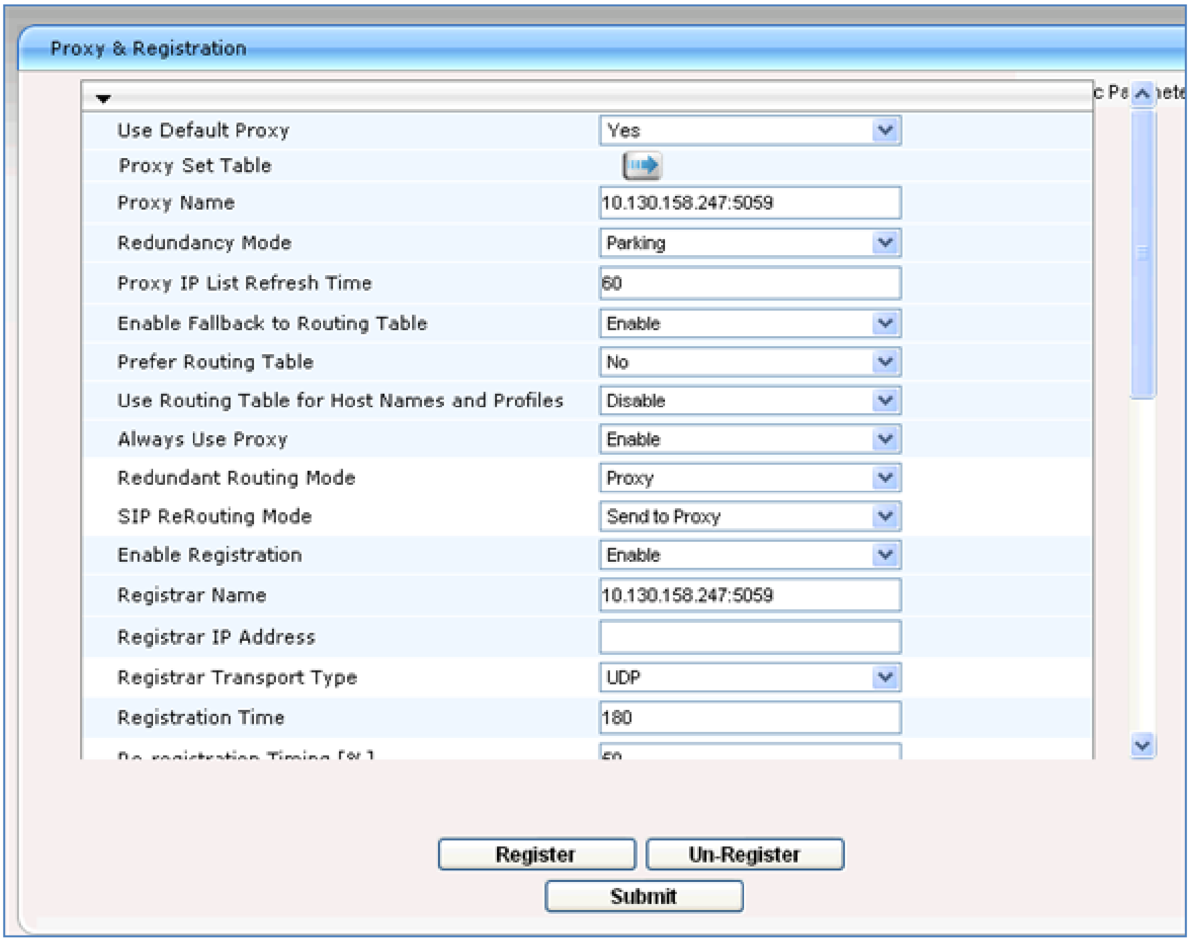
4. SIP General Parameters

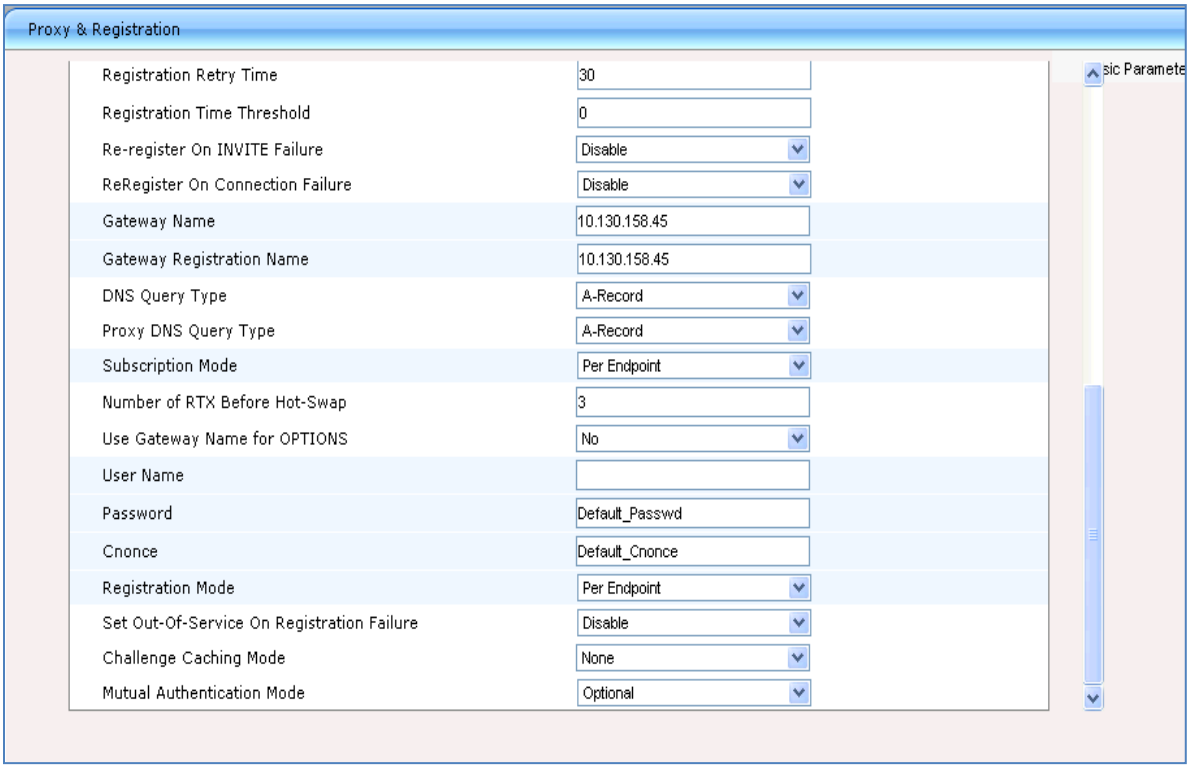



SIP General Parameters
Basic Param
SIP TCP Local Port
5060
SIP TLS Local Port
5061
Enable SIPS
Disable
Enable TCP Connection Reuse
Enable
TCP Timeout
0
SIP Destination Port
5059
Use user=phone in SIP URL
Yes
Use user=phone in From Header
Yes
Use Tel URI for Asserted Identity
Disable
Tel to IP No Answer Timeout
180
Enable Remote Party ID
Disable
Add Number Plan and Type to RPI Header
Yes
Enable History-Info Header
Disable
Use Source Number as Display Name
No
Use Display Name as Source Number
No
Enable Contact Restriction
Disable
Play Ringback Tone to IP
Don't Play
Play Ringback Tone to Tel
Prefer IP

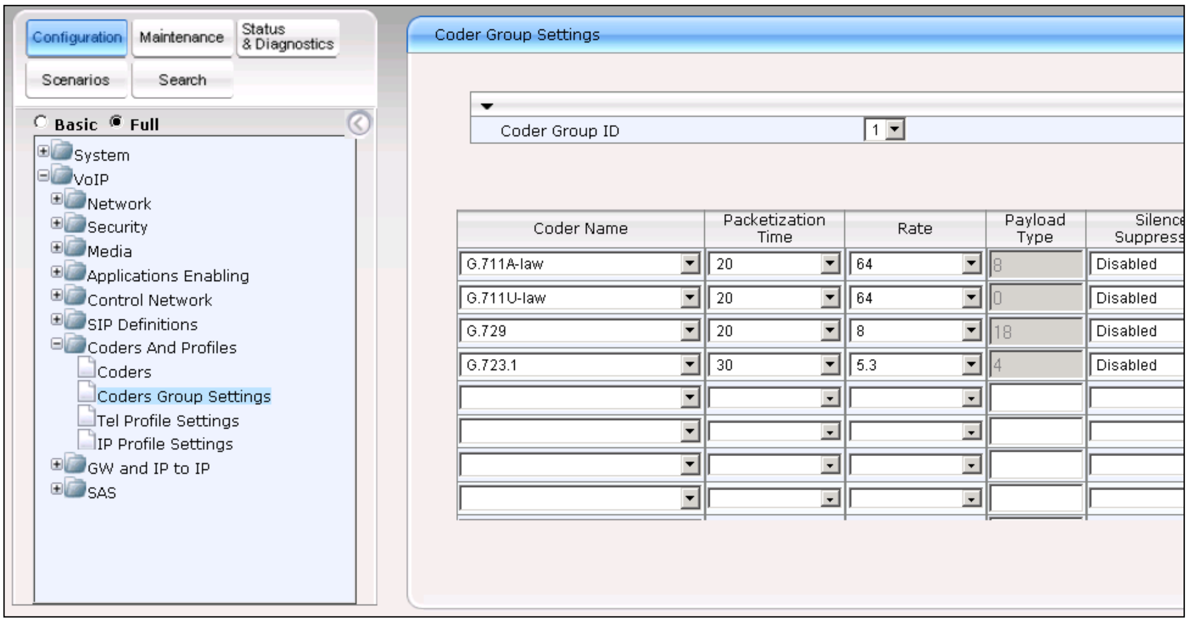

SIP General Parameters
Basic Para
Subject
Multiple Packetization Time Format
None
Enable Semi-Attended Transfer
Disable
3xx Behavior
Forward
Enable P-Charging Vector
Disable
Enable VoiceMail URI
Disable
Retry-After Time
0
Enable P-Associated-URI Header
Disable
Source Number Preference
Forking Handling Mode
Parallel handling
Enable Comfort Tone
Disable
Add Trunk Group ID as Prefix to Source
No
Fake Retry After
0
Enable Reason Header
Enable
Retransmission Parameters
SIP T1 Retransmission Timer [msec]
500
SIP T2 Retransmission Timer [msec]
4000
SIP Maximum RTX
7

5. Proxy & Registration page configuration:OXO IP Address

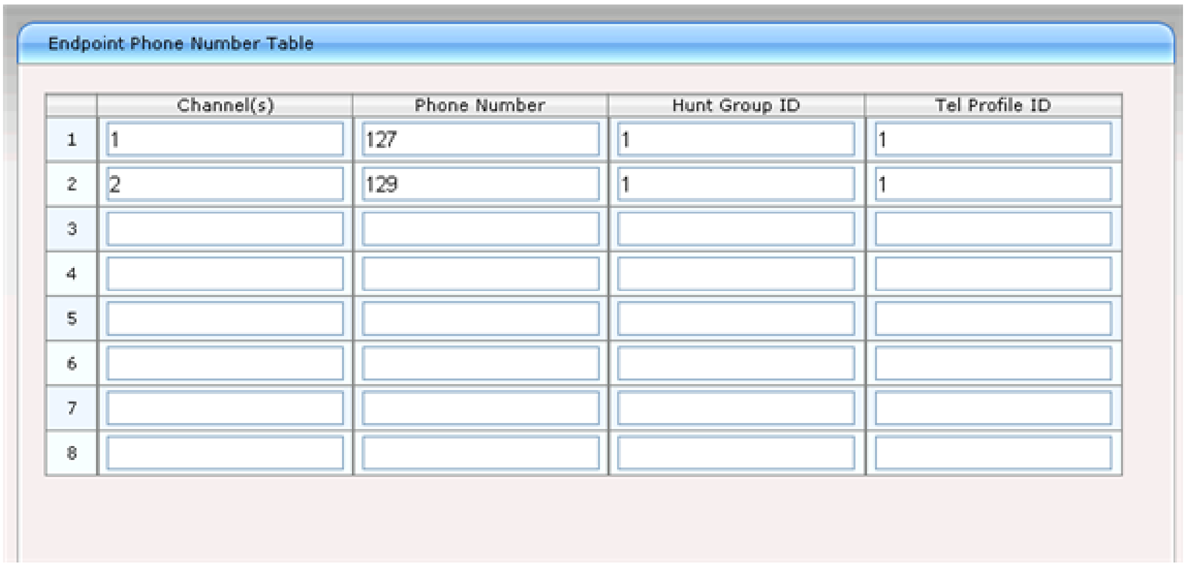




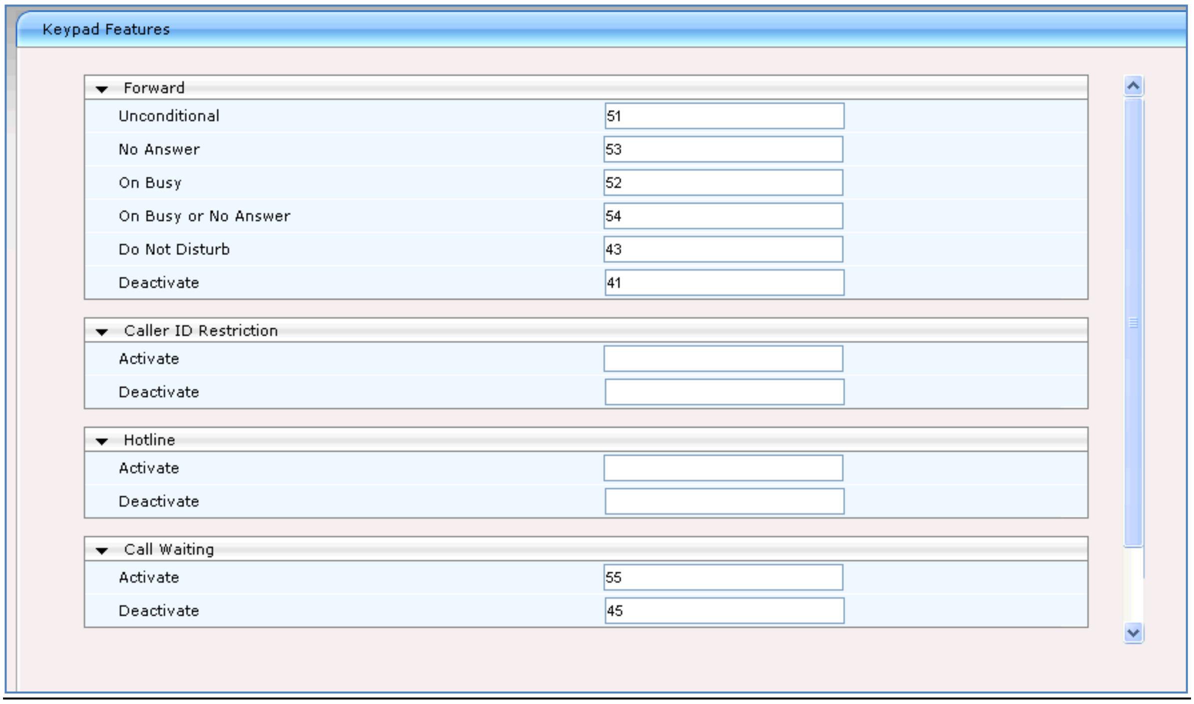
6. <u>Coder Configuration:</u>



7 <u>Hunt group</u>



8 Keypad Features:



Section 2 : Configurations done at MP118- INI:

```
;**************
;** Ini File **
;**************

;Board: MP-118 FXS_FXO
;Board Type: 56
;Serial Number: 1898048
;Slot Number: 1
;Software Version: 6.60A.228.011
;DSP Software Version: 204IM => 660.10
;Board IP Address: 10.130.158.77
;Board Subnet Mask: 255.255.255.0
;Board Default Gateway: 10.130.158.100
;Ram size: 32M   Flash size: 8M
;Num of DSP Cores: 2  Num DSP Channels: 8
;Profile: NONE
;License Key limits aren't active full features capabilities are available !;
;----------------------------------------------


[SYSTEM Params]

DNSPriServerIP = 10.130.158.247
DNSSecServerIP = 10.130.158.248
SyslogServerIP = 10.130.158.156
EnableSyslog = 1
;NTPServerIP_abs is hidden but has non-default value
;VpFileLastUpdateTime is hidden but has non-default value
DayLightSavingTimeStart = '01:01:00:00'
DayLightSavingTimeEnd = '01:01:00:00'
DayLightSavingTimeEnable = 1
NTPServerIP = '10.1.8.1'
LDAPSEARCHDNSINPARALLEL = 0

[BSP Params]

PCMLawSelect = 3
EnableLANWatchdog = 0
LocalMediaDefaultGW = 192.168.24.1
LocalMediaIPAddress = 192.168.24.105
LocalMediaSubnetMask = 255.255.255.0
LocalControlIPAddress = 192.168.24.105
LocalControlSubnetMask = 255.255.255.0
LocalOAMIPAddress = 10.130.158.77
LocalOAMSubnetMask = 255.255.255.0
LocalOAMDefaultGW = 10.130.158.100
RoutingTableHopsCountColumn = 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

[Analog Params]

MeteringType = 0
MinFlashHookTime = 100
FXSLoopCharacteristicsFilename = 'MP11x-02-1-FXS_16KHZ.dat'

[ControlProtocols Params]

AdminStateLockControl = 0

[MGCP Params]
```

[MEGACO Params]

EP_Num_0 = 0
EP_Num_1 = 1
EP_Num_2 = 0
EP_Num_3 = 0
EP_Num_4 = 0
;3LevelNamingBChannelStartNum is hidden but has non-default value
DIGITMAPPING = '1xx|3xxx|9xxx|****'

[Voice Engine Params]

FarEndDisconnectSilenceMethod = 2
FarEndDisconnectSilencePeriod = 120
CallProgressTonesFilename = 'usa_tones_12.dat'
VoiceVolume = 1
BrokenConnectionEventTimeout = 100
CallerIDTransportType = 1
CallerIDType = 0
FaxTransportMode = 2
V21ModemTransportType = 0
FaxRelayRedundancyDepth = 2
FaxRelayEnhancedRedundancyDepth = 2
FaxModemBypassCoderType = 1
CNGDetectorMode = 0
RFC2833TxPayloadType = 101
RFC2833RxPayloadType = 101
TTYTRANSPORTTYPE = 1

[WEB Params]

LogoWidth = '145'
HTTPSCipherString = 'RC4:EXP'
WebAuthMode = 0

[SIP Params]

ENABLECALLERID = 1
MAXDIGITS = 12
;ISHOOKFLASHUSED is hidden but has non-default value
ISPROXYUSED = 1
ISREGISTERNEEDED = 1
SIPDESTINATIONPORT = 5060
ISWAITFORDIALTONE = 1
ISTWOSTAGEDIAL = 0
DETFAXONANSWERTONE = 0
ROUTEMODEIP2TEL = 1
CDRREPORTLEVEL = 1
;ENABLECDR is hidden but has non-default value
CHANNELSELECTMODE = 0
GWDEBUGLEVEL = 5
ENABLEPROXYKEEPALIVE = 1
;ISPRACKREQUIRED is hidden but has non-default value
ENABLEEARLYMEDIA = 1
SIPSESSIONEXPIRES = 180
PROXYNAME = '10.130.158.247:5059'
SIPGATEWAYNAME = 'node1slash.etesting.com'
CNONCE = '0a123bcf'
ENABLEVOICEDETECTION = 1
PROGRESSINDICATOR2IP = -1
ISFALLBACKUSED = 1

```
HOOKFLASHOPTION = 4
ALWAYSSENDTOPROXY = 1
ISPROXYHOTSWAP = 1
PROXYKEEPALIVETIME = 10
ALTROUTINGTEL2IPMODE = 0
;PROXYHOTSWAPRTX is hidden but has non-default value
;SHOULDREGISTER is hidden but has non-default value
KEYCFUNCOND = '51'
KEYCFDEACT = '41'
KEYCFNOANSWER = '53'
KEYCFBUSYORNOANSWER = '54'
KEYCFBUSY = '52'
KEYCALLWAITING = '55'
KEYCALLWAITINGDEACT = '45'
WAITINGBEEPDURATION = 500
ENABLEMWISUBSCRIPTION = 1
MWISERVERIP = '10.130.158.247'
;SHOULDSUBSCRIBE is hidden but has non-default value
MWIANALOGLAMP = 1
MWIDISPLAY = 1
ENABLEMWI = 1
PSTNALERTTIMEOUT = 180
ISUSERPHONEINFROM = 1
MINSE = 3600
ENABLEFAXREROUTING = 1
ISFAXUSED = 2
LineTransferMode = 3
VoiceMailInterface = 1
HOLDFORMAT = 1
SIPTRANSPORTTYPE = 0
KEYCFDONOTDISTURB = '42'
REGISTRARNAME = '10.130.158.247:5059'
HELDTIMEOUT = 500
SIP183BEHAVIOUR = 0
PAYPHONEMETERINGMODE = 1
ENABLE3WAYCONFERENCE = 1
CONFERENCECODE = '8'
ENABLESEMIATTENDEDTRANSFER = 1
HOTSWAPRTX = 2
ENABLESAS = 1
REDUNDANTROUTINGMODE = 2
MWISOURCENUMBER = '31300'
SASLOCALSIPTCPPORT = 5060
SASLOCALSIPTLSPORT = 5061
EmergencyNumbers = '', '', '', ''
REGISTRARTRANSPORTTYPE = 0
MWISERVERTRANSPORTTYPE = 0
FAXCNGMODE = 1
SBCREGISTRATIONTIME = 180
SIPREROUTINGMODE = 1
SASBINDINGMODE = 1
REDUNDANTSASPROXYSET = 0
SASSURVIVABILITYMODE = 1
DIALPLANINDEX = 1
3WAYCONFERENCEMODE = 2
3WayConfNoneAllocateablePorts = 0
MSLDAPPRIMARYKEY = 'telephoneNumber'
T38FAXSESSIONIMMEDIATESTART = 1
SBCUSERREGISTRATIONTIME = 180

[IPsec Params]
```

[SNMP Params]

DisableSNMP = 1

[InterfaceTable]

FORMAT InterfaceTable_Index = InterfaceTable_ApplicationTypes, InterfaceTable_InterfaceMode, InterfaceTable_IPAddress, InterfaceTable_PrefixLength, InterfaceTable_Gateway, InterfaceTable_VlanID, InterfaceTable_InterfaceName, InterfaceTable_PrimaryDNSServerIPAddress, InterfaceTable_SecondaryDNSServerIPAddress;
InterfaceTable 0 = 6, 10, 10.130.158.77, 24, 10.130.158.100, 1, "O+M+C", 10.130.158.247, 10.130.158.246;

[\InterfaceTable]

[DspTemplates]

;
; *** TABLE DspTemplates ***
; This table contains hidden elements and will not be exposed.
; This table exists on board and will be saved during restarts.
;

[\DspTemplates]

[PREFIX]

FORMAT PREFIX_Index = PREFIX_DestinationPrefix, PREFIX_DestAddress, PREFIX_SourcePrefix, PREFIX_ProfileId, PREFIX_MeteringCode, PREFIX_DestPort, PREFIX_SrcIPGroupID, PREFIX_DestHostPrefix, PREFIX_DestIPGroupID, PREFIX_SrcHostPrefix, PREFIX_TransportType, PREFIX_SrcTrunkGroupID, PREFIX_DestSRD, PREFIX_CostGroup, PREFIX_ForkingGroup;
PREFIX 0 = "*", "10.130.158.247", "*", 1, 255, 5059, -1, "", -1, "", 0, 1, -1, , -1;
PREFIX 1 = "0", "10.130.158.247", "*", 0, 255, 5059, -1, "", -1, "", 0, 1, -1, , -1;

[\PREFIX]

[TrunkGroup]

FORMAT TrunkGroup_Index = TrunkGroup_TrunkGroupNum, TrunkGroup_FirstTrunkId, TrunkGroup_FirstBChannel, TrunkGroup_LastBChannel, TrunkGroup_FirstPhoneNumber, TrunkGroup_ProfileId, TrunkGroup_LastTrunkId, TrunkGroup_Module;
TrunkGroup 0 = 1, 255, 1, 1, "127", 1, 255, 255;
TrunkGroup 1 = 1, 255, 2, 2, "129", 1, 255, 255;

[\TrunkGroup]

[NumberMapIp2Tel]

FORMAT NumberMapIp2Tel_Index = NumberMapIp2Tel_DestinationPrefix, NumberMapIp2Tel_SourcePrefix, NumberMapIp2Tel_SourceAddress, NumberMapIp2Tel_SrcHost, NumberMapIp2Tel_DestHost, NumberMapIp2Tel_NumberType, NumberMapIp2Tel_NumberPlan, NumberMapIp2Tel_RemoveFromLeft, NumberMapIp2Tel_RemoveFromRight, NumberMapIp2Tel_LeaveFromRight, NumberMapIp2Tel_Prefix2Add, NumberMapIp2Tel_Suffix2Add, NumberMapIp2Tel_IsPresentationRestricted;
NumberMapIp2Tel 1 = "911", "*", "*", "0", "0", 255, 255, 0, 0, 10, "0", "0", 0;

```
[ \NumberMapIp2Tel ]


[ PstnPrefix ]

FORMAT PstnPrefix_Index = PstnPrefix_DestPrefix, PstnPrefix_TrunkGroupId,
PstnPrefix_SourcePrefix, PstnPrefix_SourceAddress, PstnPrefix_ProfileId,
PstnPrefix_SrcIPGroupID, PstnPrefix_DestHostPrefix, PstnPrefix_SrcHostPrefix,
PstnPrefix_SrcSRDID, PstnPrefix_TrunkId;
PstnPrefix 0 = "1*", 1, "*", "*", 0, 1, "*", "*", , -1;

[ \PstnPrefix ]


[ Srv2Ip ]

FORMAT Srv2Ip_Index = Srv2Ip_InternalDomain, Srv2Ip_TransportType, Srv2Ip_Dns1,
Srv2Ip_Priority1, Srv2Ip_Weight1, Srv2Ip_Port1, Srv2Ip_Dns2, Srv2Ip_Priority2, Srv2Ip_Weight2,
Srv2Ip_Port2, Srv2Ip_Dns3, Srv2Ip_Priority3, Srv2Ip_Weight3, Srv2Ip_Port3;
Srv2Ip 0 = "etesting.com", 0, "node1slash", 0, 0, 0, "", 0, 0, 0, "", 0, 0, 0;

[ \Srv2Ip ]


[ Dns2Ip ]

FORMAT Dns2Ip_Index = Dns2Ip_DomainName, Dns2Ip_FirstIpAddress,
Dns2Ip_SecondIpAddress, Dns2Ip_ThirdIpAddress, Dns2Ip_FourthIpAddress;
Dns2Ip 0 = "node1slash.etesting.com", 10.1.8.1, 10.10.10.50, 0.0.0.0, 0.0.0.0;

[ \Dns2Ip ]


[ ProxyIp ]

FORMAT ProxyIp_Index = ProxyIp_IpAddress, ProxyIp_TransportType, ProxyIp_ProxySetId;
ProxyIp 0 = "10.130.158.247:5059", 0, 0;
ProxyIp 1 = "10.130.158.77:5059", 0, 1;

[ \ProxyIp ]


[ TxDtmfOption ]

FORMAT TxDtmfOption_Index = TxDtmfOption_Type;
TxDtmfOption 0 = 4;

[ \TxDtmfOption ]


[ TrunkGroupSettings ]

FORMAT TrunkGroupSettings_Index = TrunkGroupSettings_TrunkGroupId,
TrunkGroupSettings_ChannelSelectMode, TrunkGroupSettings_RegistrationMode,
TrunkGroupSettings_GatewayName, TrunkGroupSettings_ContactUser,
TrunkGroupSettings_ServingIPGroup, TrunkGroupSettings_MWIInterrogationType,
TrunkGroupSettings_TrunkGroupName;
TrunkGroupSettings 0 = 1, 0, 0, "", "", 1, 255, "";

[ \TrunkGroupSettings ]
```

```
[ TelProfile ]

FORMAT TelProfile_Index = TelProfile_ProfileName, TelProfile_TelPreference,
TelProfile_CodersGroupID, TelProfile_IsFaxUsed, TelProfile_JitterBufMinDelay,
TelProfile_JitterBufOptFactor, TelProfile_IPDiffServ, TelProfile_SigIPDiffServ,
TelProfile_DtmfVolume, TelProfile_InputGain, TelProfile_VoiceVolume,
TelProfile_EnableReversePolarity, TelProfile_EnableCurrentDisconnect,
TelProfile_EnableDigitDelivery, TelProfile_EnableEC, TelProfile_MWIAnalog,
TelProfile_MWIDisplay, TelProfile_FlashHookPeriod, TelProfile_EnableEarlyMedia,
TelProfile_ProgressIndicator2IP, TelProfile_TimeForReorderTone, TelProfile_EnableDIDWink,
TelProfile_IsTwoStageDial, TelProfile_DisconnectOnBusyTone, TelProfile_EnableVoiceMailDelay,
TelProfile_DialPlanIndex, TelProfile_Enable911PSAP, TelProfile_SwapTelToIpPhoneNumbers,
TelProfile_EnableAGC, TelProfile_ECNlpMode, TelProfile_DigitalCutThrough,
TelProfile_EnableFXODoubleAnswer, TelProfile_CallPriorityMode, TelProfile_FXORingTimeout;
TelProfile 1 = "", 1, 0, 2, 10, 10, 46, 40, -11, 0, 1, 0, 0, 0, 1, 1, 1, 700, 1, 1, 255, 0, 0, 1, 1, -1, 0, 0, 0,
0, 0, 0, 0, 0;

[ \TelProfile ]


[ IpProfile ]

FORMAT IpProfile_Index = IpProfile_ProfileName, IpProfile_IpPreference,
IpProfile_CodersGroupID, IpProfile_IsFaxUsed, IpProfile_JitterBufMinDelay,
IpProfile_JitterBufOptFactor, IpProfile_IPDiffServ, IpProfile_SigIPDiffServ, IpProfile_SCE,
IpProfile_RTPRedundancyDepth, IpProfile_RemoteBaseUDPPort, IpProfile_CNGmode,
IpProfile_VxxTransportType, IpProfile_NSEMode, IpProfile_IsDTMFUsed,
IpProfile_PlayRBTone2IP, IpProfile_EnableEarlyMedia, IpProfile_ProgressIndicator2IP,
IpProfile_EnableEchoCanceller, IpProfile_CopyDest2RedirectNumber,
IpProfile_MediaSecurityBehaviour, IpProfile_CallLimit, IpProfile_DisconnectOnBrokenConnection,
IpProfile_FirstTxDtmfOption, IpProfile_SecondTxDtmfOption, IpProfile_RxDTMFOption,
IpProfile_EnableHold, IpProfile_InputGain, IpProfile_VoiceVolume, IpProfile_AddIEInSetup,
IpProfile_SBCExtensionCodersGroupID, IpProfile_MediaIPVersionPreference,
IpProfile_TranscodingMode, IpProfile_SBCAllowedCodersGroupID,
IpProfile_SBCAllowedCodersMode, IpProfile_SBCMediaSecurityBehaviour,
IpProfile_SBCRFC2833Behavior, IpProfile_SBCAlternativeDTMFMethod,
IpProfile_SBCAssertIdentity, IpProfile_AMDSensitivityParameterSuit,
IpProfile_AMDSensitivityLevel, IpProfile_AMDMaxGreetingTime,
IpProfile_AMDMaxPostSilenceGreetingTime, IpProfile_SBCDiversionMode,
IpProfile_SBCHistoryInfoMode, IpProfile_EnableQSIGTunneling, IpProfile_SBCFaxCodersGroupID,
IpProfile_SBCFaxBehavior, IpProfile_SBCFaxOfferMode, IpProfile_SBCFaxAnswerMode,
IpProfile_SbcPrackMode, IpProfile_SBCSessionExpiresMode,
IpProfile_SBCRemoteUpdateSupport, IpProfile_SBCRemoteReinviteSupport,
IpProfile_SBCRemoteDelayedOfferSupport, IpProfile_SBCRemoteReferBehavior,
IpProfile_SBCRemote3xxBehavior, IpProfile_SBCRemoteMultiple18xSupport,
IpProfile_SBCRemoteEarlyMediaResponseType, IpProfile_SBCRemoteEarlyMediaSupport,
IpProfile_EnableSymmetricMKI, IpProfile_MKISize, IpProfile_SBCEnforceMKISize,
IpProfile_SBCRemoteEarlyMediaRTP, IpProfile_SBCRemoteSupportsRFC3960,
IpProfile_SBCRemoteCanPlayRingback, IpProfile_EnableEarly183, IpProfile_EarlyAnswerTimeout,
IpProfile_SBC2833DTMFPayloadType, IpProfile_SBCUserRegistrationTime,
IpProfile_ResetSRTPStateUponRekey, IpProfile_AmdMode,
IpProfile_SBCReliableHeldToneSource, IpProfile_SBCPlayHeldTone,
IpProfile_SBCRemoteHoldFormat, IpProfile_DelayTimeForInvite;
IpProfile 1 = "", 1, 0, 2, 10, 10, 46, 40, 0, 0, 0, 1, 2, 0, 0, 1, 1, -1, 1, 0, 0, 1, 1, 4, -1, 1, 1, 0, 1, "", -1,
0, 0, -1, 0, 0, 0, 0, 0, 0, 8, 300, 400, 0, -1, 0, -1, 0, 0, 1, 3, 0, 2, 2, 1, 0, 0, 1, 0, 1, 0, 0, 0, 0, 0, 1, 0, 0,
0, -1, 0, 0, 1, 0, 0, 0;

[ \IpProfile ]


[ EnableCallerId ]
```

FORMAT EnableCallerId_Index = EnableCallerId_IsEnabled, EnableCallerId_Port, EnableCallerId_PortType;
EnableCallerId 0 = 1, 1, "FXS";
EnableCallerId 1 = 1, 2, "FXS";
EnableCallerId 2 = 1, 3, "FXS";
EnableCallerId 3 = 1, 4, "FXS";
EnableCallerId 4 = 1, 5, "FXO";
EnableCallerId 5 = 1, 6, "FXO";
EnableCallerId 6 = 1, 7, "FXO";
EnableCallerId 7 = 1, 8, "FXO";

[\EnableCallerId]

[CallerDisplayInfo]

FORMAT CallerDisplayInfo_Index = CallerDisplayInfo_DisplayString, CallerDisplayInfo_IsCidRestricted, CallerDisplayInfo_Port, CallerDisplayInfo_PortType;
CallerDisplayInfo 0 = "FXS1", 0, 1, "FXS";
CallerDisplayInfo 1 = "FXS2", 0, 2, "FXS";
CallerDisplayInfo 2 = "FXS3", 0, 3, "FXS";
CallerDisplayInfo 3 = "FXS4", 0, 4, "FXS";

[\CallerDisplayInfo]

[Authentication]

FORMAT Authentication_Index = Authentication_UserId, Authentication_UserPassword, Authentication_Port, Authentication_PortType;
Authentication 0 = "127", *, 1, "FXS";
Authentication 1 = "129", *, 2, "FXS";

[\Authentication]

[CallWaitingPerPort]

FORMAT CallWaitingPerPort_Index = CallWaitingPerPort_IsEnabled, CallWaitingPerPort_Port, CallWaitingPerPort_PortType;
CallWaitingPerPort 0 = 1, 1, "FXS";
CallWaitingPerPort 1 = 1, 2, "FXS";

[\CallWaitingPerPort]

[ProxySet]

FORMAT ProxySet_Index = ProxySet_EnableProxyKeepAlive, ProxySet_ProxyKeepAliveTime, ProxySet_ProxyLoadBalancingMethod, ProxySet_IsProxyHotSwap, ProxySet_SRD, ProxySet_ClassificationInput, ProxySet_ProxyRedundancyMode;
ProxySet 0 = 2, 60, 2, 1, 0, 0, -1;
ProxySet 1 = 2, 60, 2, 1, 0, 0, -1;

[\ProxySet]

[IPGroup]

FORMAT IPGroup_Index = IPGroup_Type, IPGroup_Description, IPGroup_ProxySetId, IPGroup_SIPGroupName, IPGroup_ContactUser, IPGroup_EnableSurvivability, IPGroup_ServingIPGroup, IPGroup_SipReRoutingMode, IPGroup_AlwaysUseRouteTable,

IPGroup_RoutingMode, IPGroup_SRD, IPGroup_MediaRealm, IPGroup_ClassifyByProxySet, IPGroup_ProfileId, IPGroup_MaxNumOfRegUsers, IPGroup_InboundManSet, IPGroup_OutboundManSet, IPGroup_RegistrationMode, IPGroup_AuthenticationMode, IPGroup_MethodList, IPGroup_EnableSBCClientForking, IPGroup_SourceUriInput, IPGroup_DestUriInput, IPGroup_ContactName;
IPGroup 1 = 0, "", 0, "", "", 0, 1, 2, 1, 2, 0, "", 1, 1, -1, -1, -1, 0, 0, "", 0, -1, -1, "";

[\IPGroup]

[Account]

FORMAT Account_Index = Account_ServedTrunkGroup, Account_ServedIPGroup, Account_ServingIPGroup, Account_Username, Account_Password, Account_HostName, Account_Register, Account_ContactUser, Account_ApplicationType;
Account 0 = 0, -1, 1, "127", *, "AudiocodeGW", 1, "", 2;

[\Account]

[SASRegistrationManipulation]

FORMAT SASRegistrationManipulation_Index = SASRegistrationManipulation_RemoveFromRight, SASRegistrationManipulation_LeaveFromRight;
SASRegistrationManipulation 0 = 0, 0;

[\SASRegistrationManipulation]

[IP2IPRouting]

FORMAT IP2IPRouting_Index = IP2IPRouting_SrcIPGroupID, IP2IPRouting_SrcUsernamePrefix, IP2IPRouting_SrcHost, IP2IPRouting_DestUsernamePrefix, IP2IPRouting_DestHost, IP2IPRouting_RequestType, IP2IPRouting_MessageCondition, IP2IPRouting_ReRouteIPGroupID, IP2IPRouting_Trigger, IP2IPRouting_DestType, IP2IPRouting_DestIPGroupID, IP2IPRouting_DestSRDID, IP2IPRouting_DestAddress, IP2IPRouting_DestPort, IP2IPRouting_DestTransportType, IP2IPRouting_AltRouteOptions, IP2IPRouting_CostGroup;
IP2IPRouting 0 = 0, "*", "*", "*", "*", 0, , 0, 0, 0, 0, , "", 0, -1, 0, ;

[\IP2IPRouting]

[CodersGroup0]

FORMAT CodersGroup0_Index = CodersGroup0_Name, CodersGroup0_pTime, CodersGroup0_rate, CodersGroup0_PayloadType, CodersGroup0_Sce;
CodersGroup0 0 = "g711Alaw64k", 20, 0, -1, 0;
CodersGroup0 1 = "g711Ulaw64k", 20, 0, -1, 0;
CodersGroup0 2 = "g729", 20, 0, -1, 0;
CodersGroup0 3 = "g7231", 30, 0, -1, 0;

[\CodersGroup0]

[CodersGroup1]

FORMAT CodersGroup1_Index = CodersGroup1_Name, CodersGroup1_pTime, CodersGroup1_rate, CodersGroup1_PayloadType, CodersGroup1_Sce;
CodersGroup1 0 = "g711Alaw64k", 20, 0, -1, 0;
CodersGroup1 1 = "g711Ulaw64k", 20, 0, -1, 0;
CodersGroup1 2 = "g729", 20, 0, -1, 0;
CodersGroup1 3 = "g7231", 30, 0, -1, 0;

[\CodersGroup1]

[RoutingRuleGroups]

FORMAT RoutingRuleGroups_Index = RoutingRuleGroups_LCREnable,
RoutingRuleGroups_LCRAverageCallLength, RoutingRuleGroups_LCRDefaultCost;
RoutingRuleGroups 0 = 0, 0, 1;

[\RoutingRuleGroups]

[ResourcePriorityNetworkDomains]

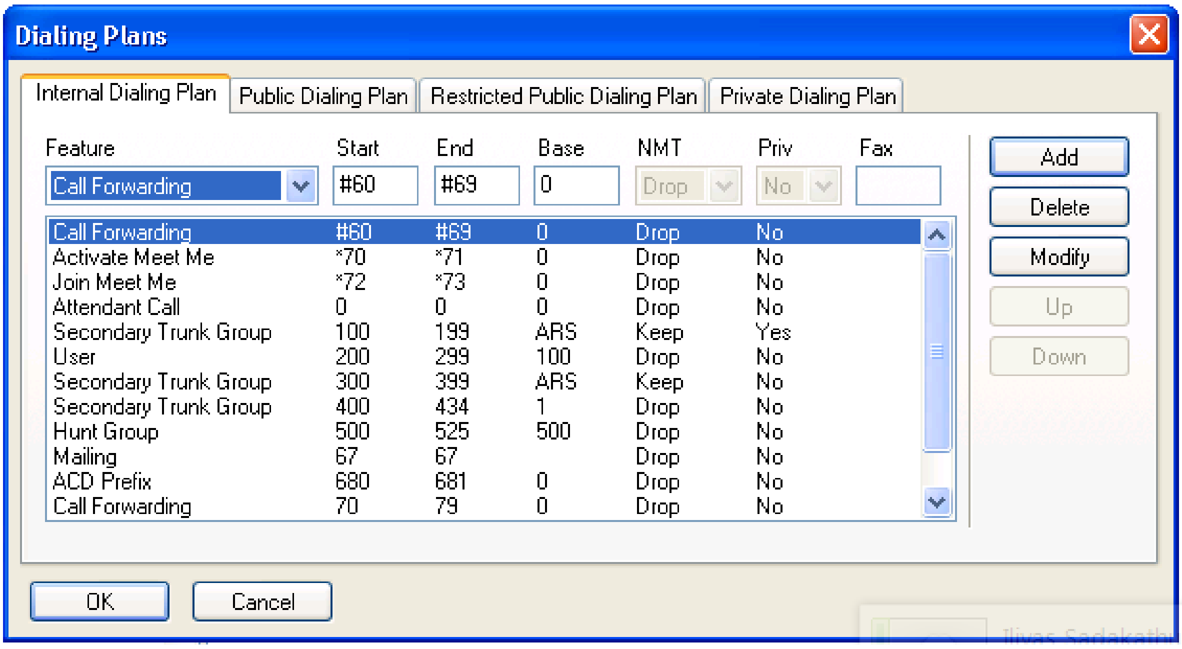
FORMAT ResourcePriorityNetworkDomains_Index = ResourcePriorityNetworkDomains_Name,
ResourcePriorityNetworkDomains_Ip2TelInterworking;
ResourcePriorityNetworkDomains 1 = "dsn", 0;
ResourcePriorityNetworkDomains 2 = "dod", 0;
ResourcePriorityNetworkDomains 3 = "drsn", 0;
ResourcePriorityNetworkDomains 5 = "uc", 1;
ResourcePriorityNetworkDomains 7 = "cuc", 0;

[\ResourcePriorityNetworkDomains]

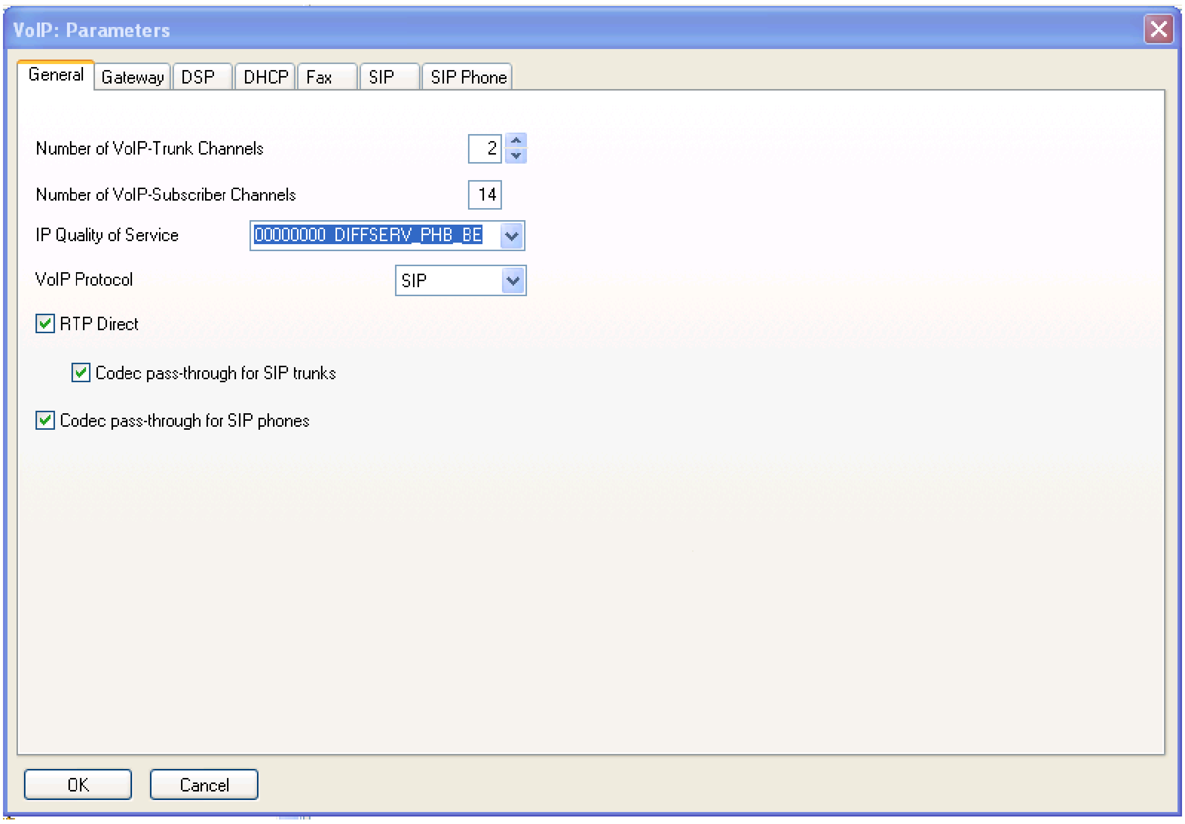
11 Appendix C: Alcatel-Lucent Communication Platform Configuration Requirements

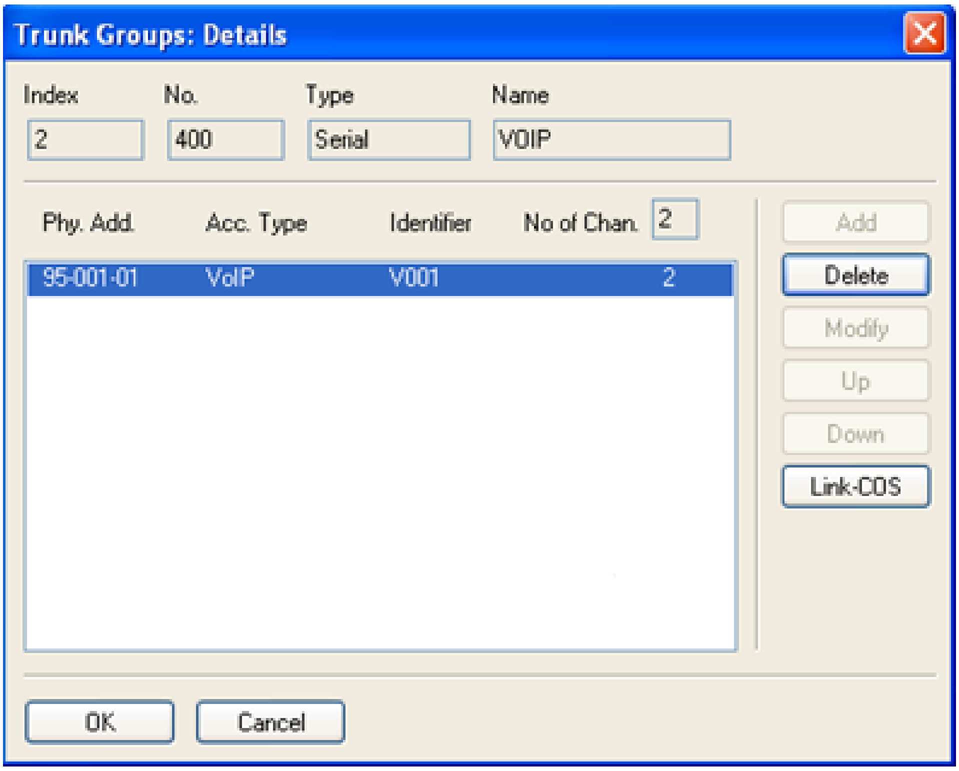
OXO Configuration

Dialing Plan

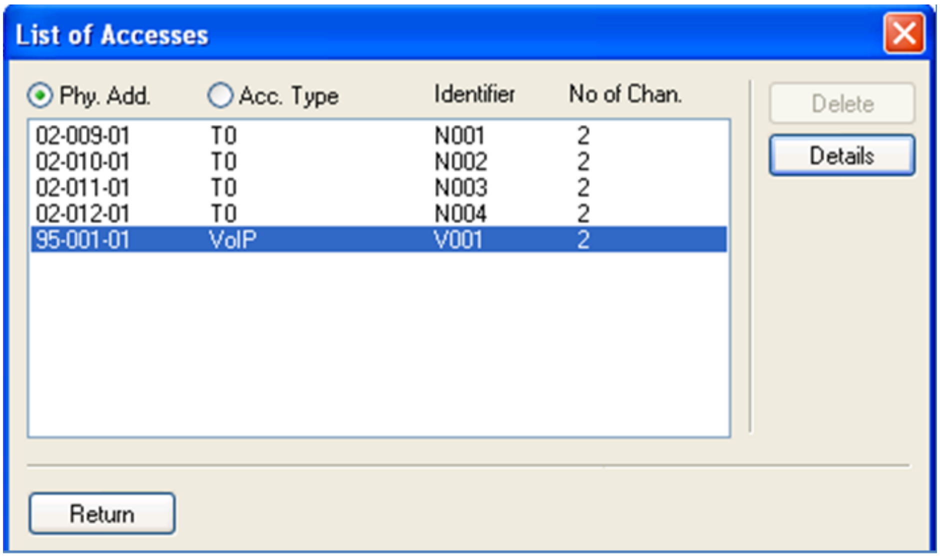


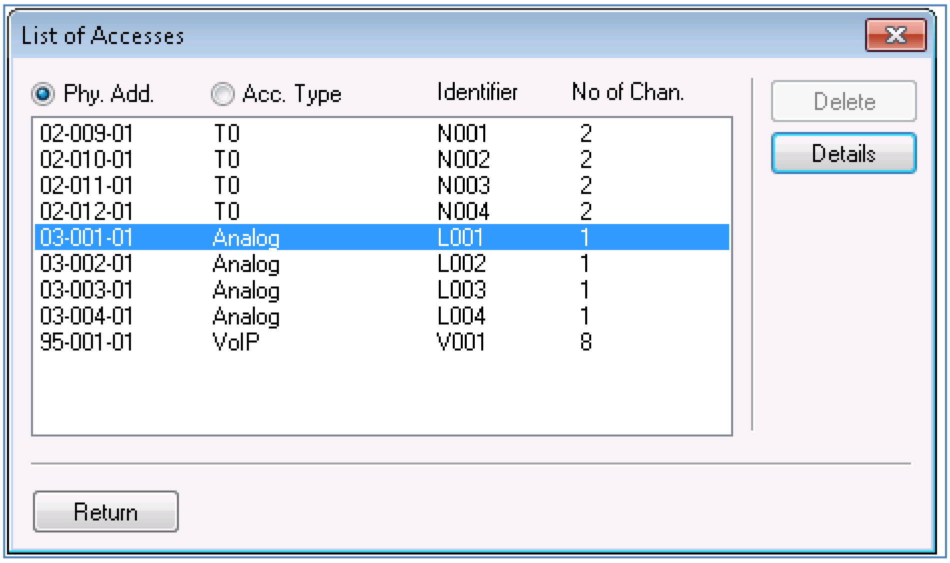
Trunk Configuration:



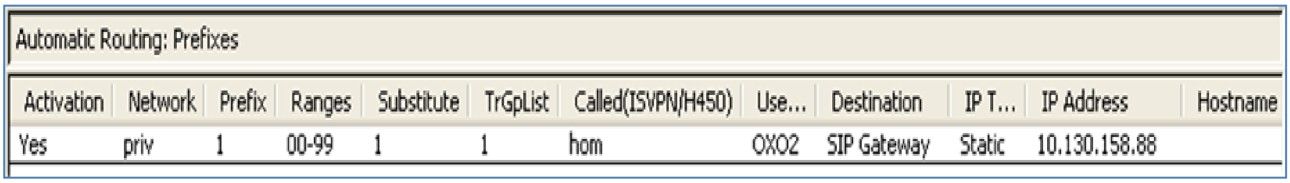


Trunk Access:





Network Call Configuration: change with a good scrshot



SIP Set Configuration

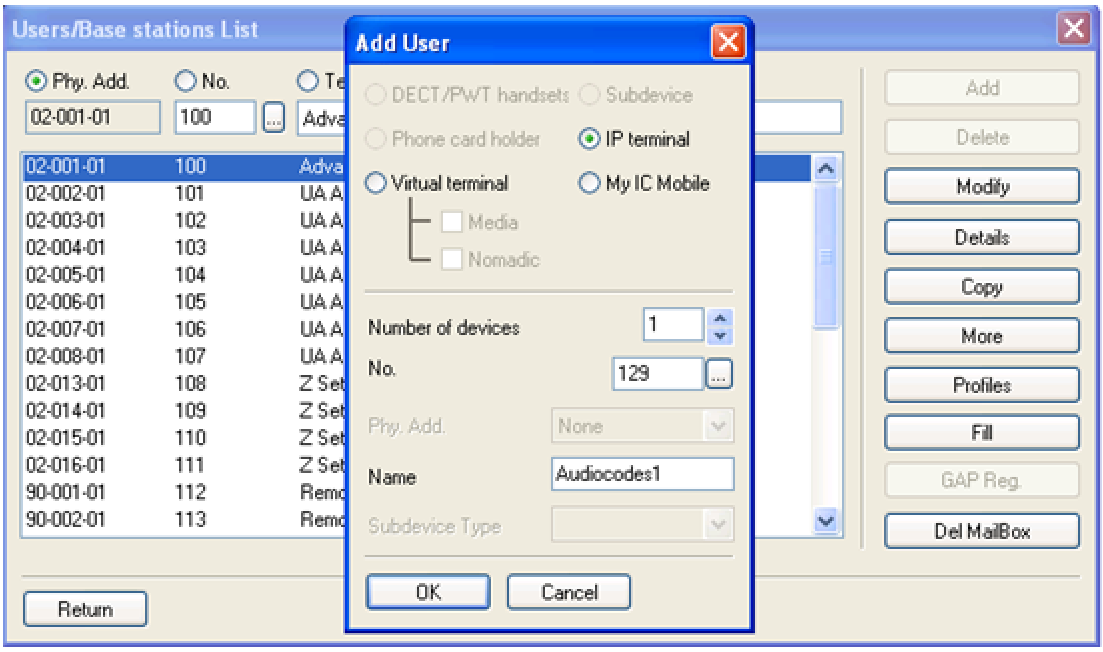
<u>Fax calls</u>

For Fax calls we need to configure the sip user as Basic SIP phone .

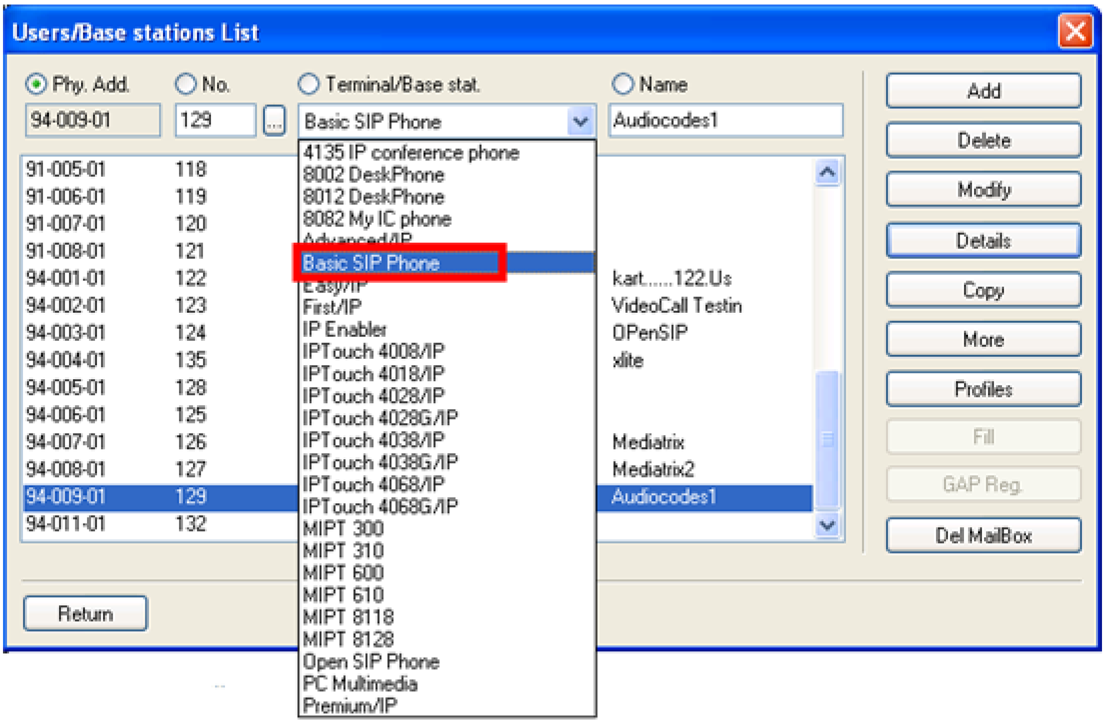
<u>Normal calls</u>

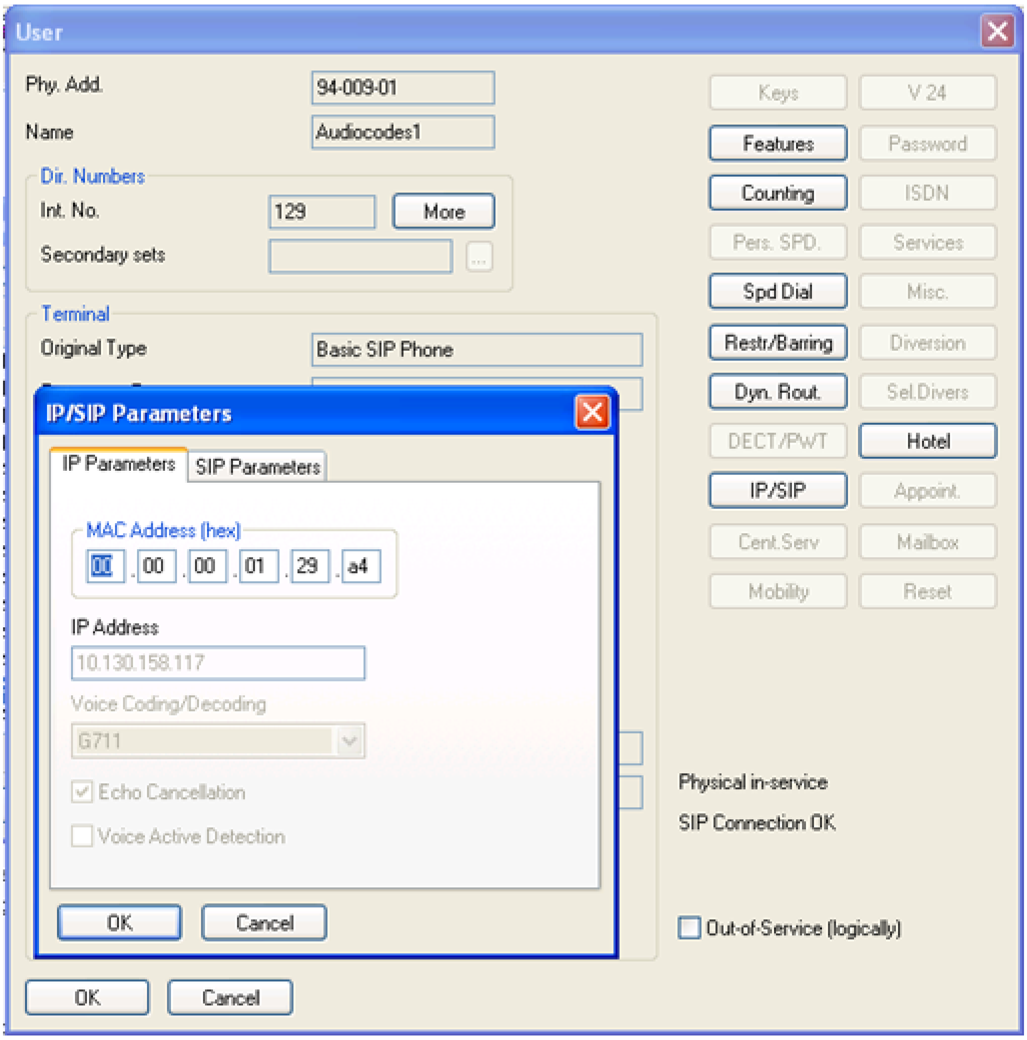
For normal calls we need to configure the sip user as Open SIP phone

1)Open the User/Base stations List in the OMC. And click on Add

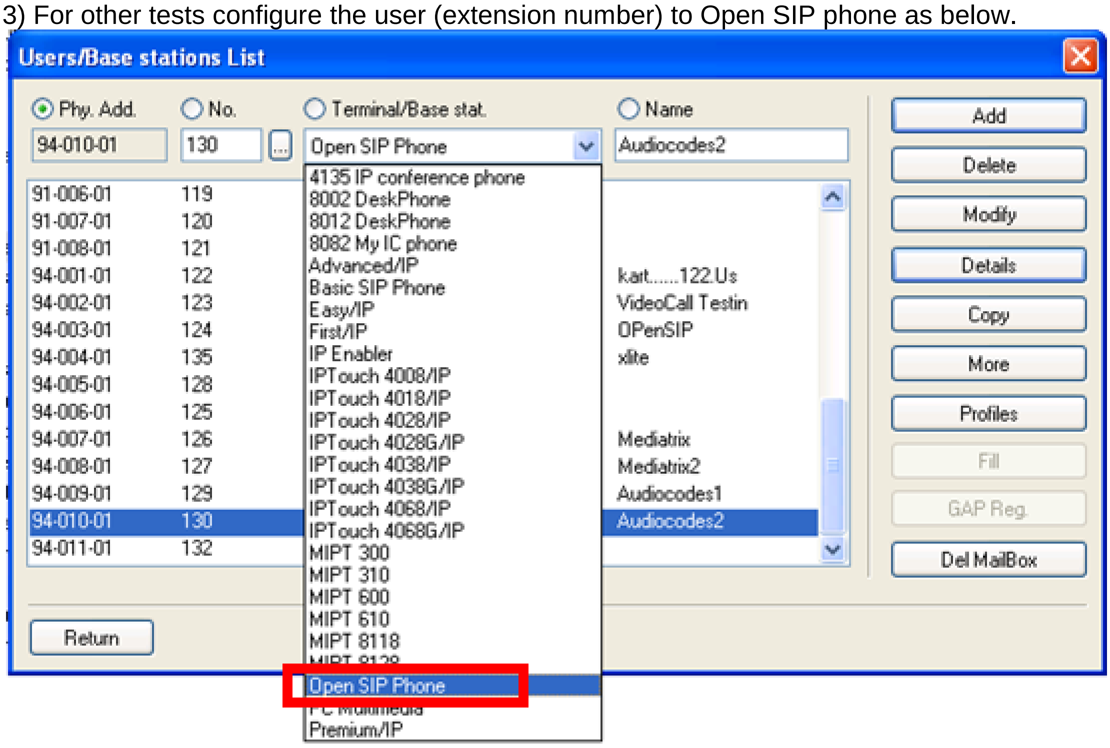


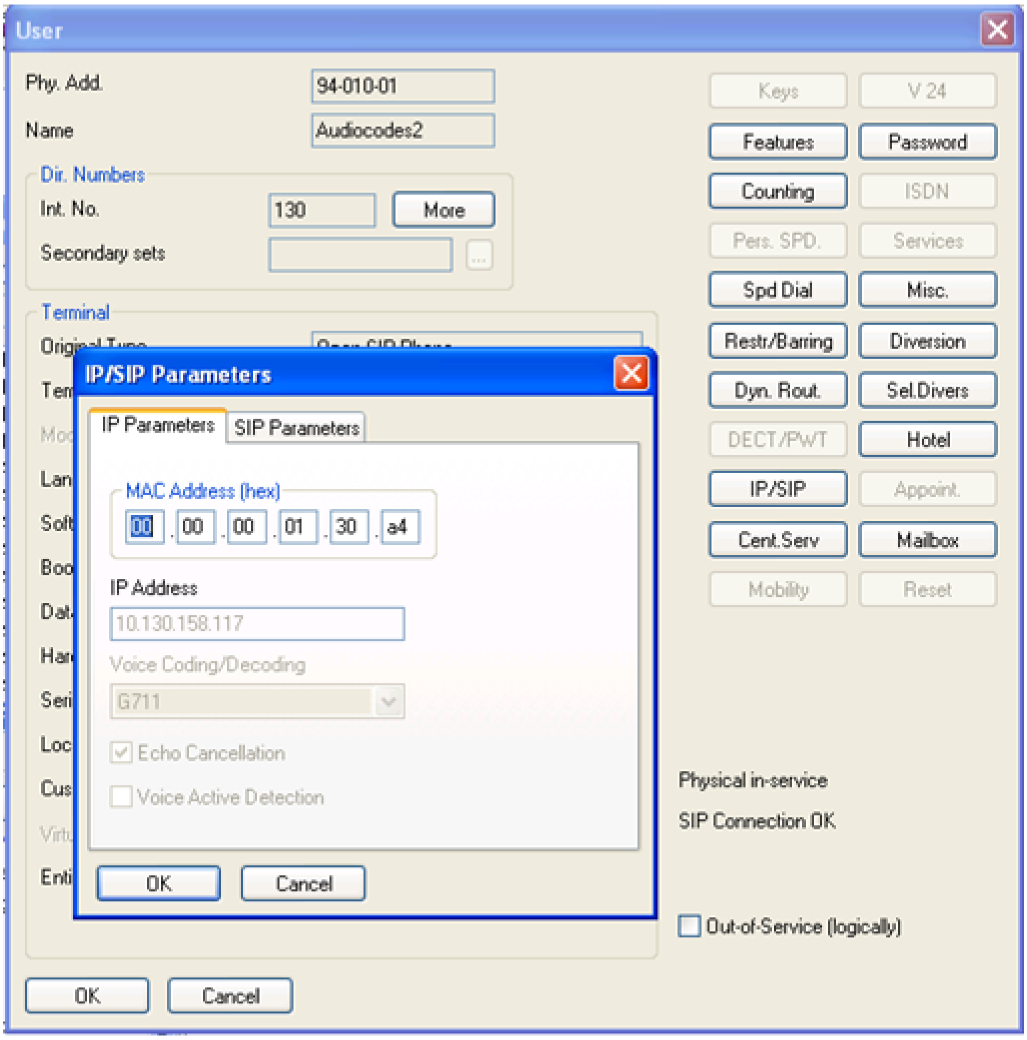
2) After creation of the user modify the (extension number) IP enabler to Basic sip phone from for the fax calls.





3) For other tests configure the user (extension number) to Open SIP phone as below.




User
Phy. Add.
94-010-01
Name
Audiocodes2
Dir. Numbers
Int. No.
130
More
Secondary sets
Terminal
IP/SIP Parameters
IP Parameters
SIP Parameters
MAC Address (hex)
00 . 00 . 00 . 01 . 30 . a4
IP Address
10.130.158.117
Voice Coding/Decoding
G711
Echo Cancellation
Voice Active Detection
OK
Cancel
Keys
V 24
Features
Password
Counting
ISDN
Pers. SPD.
Services
Spd Dial
Misc.
Restr/Barring
Diversion
Dyn. Rout.
Sel.Divers
DECT/PWT
Hotel
IP/SIP
Appoint.
Cent.Serv
Mailbox
Mobility
Reset
Physical in-service
SIP Connection OK
Out-of-Service (logically)
OK
Cancel

12 Appendix D: AAPP Member's Escalation Process

In case you would need technical assistance, please contact the reseller/distributor where you purchased your AudioCodes products. They have been trained on the products to give you 1st and 2nd levels of support. They are in plus in direct relation with 3rd level AudioCodes support in case an escalation would be needed.

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:

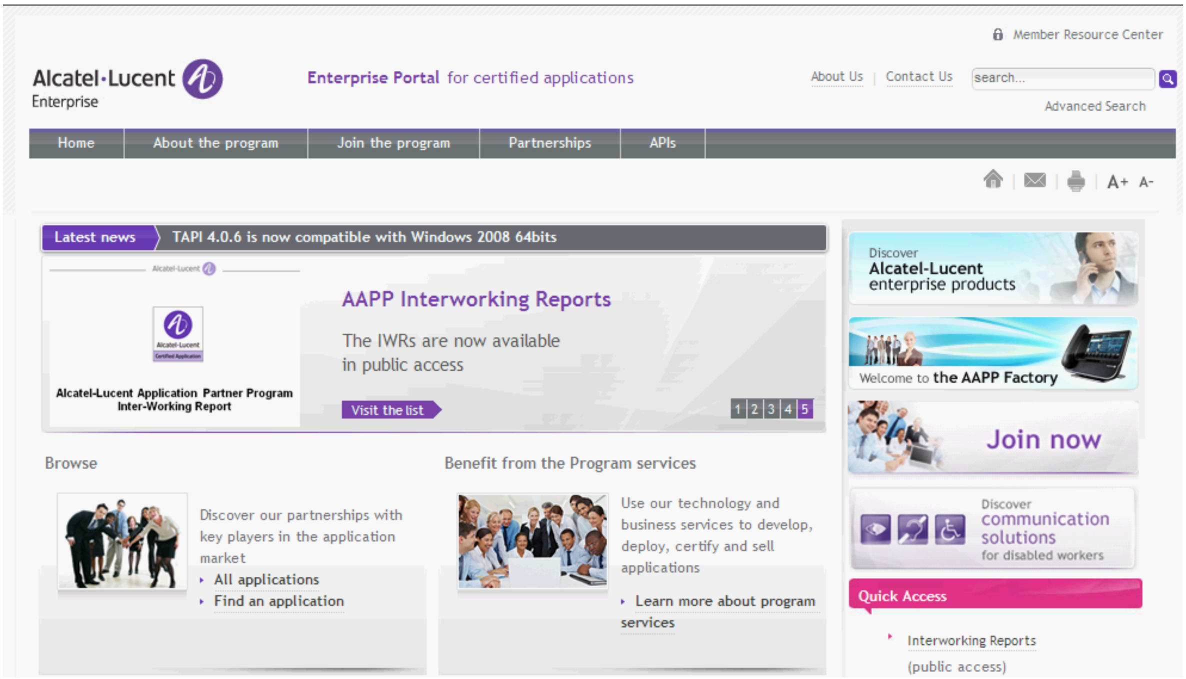
- **Provide easy interfacing for Alcatel-Lucent communication products**: Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming 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 program and where the InterWorking Reports can be consulted. Its access is free at 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/

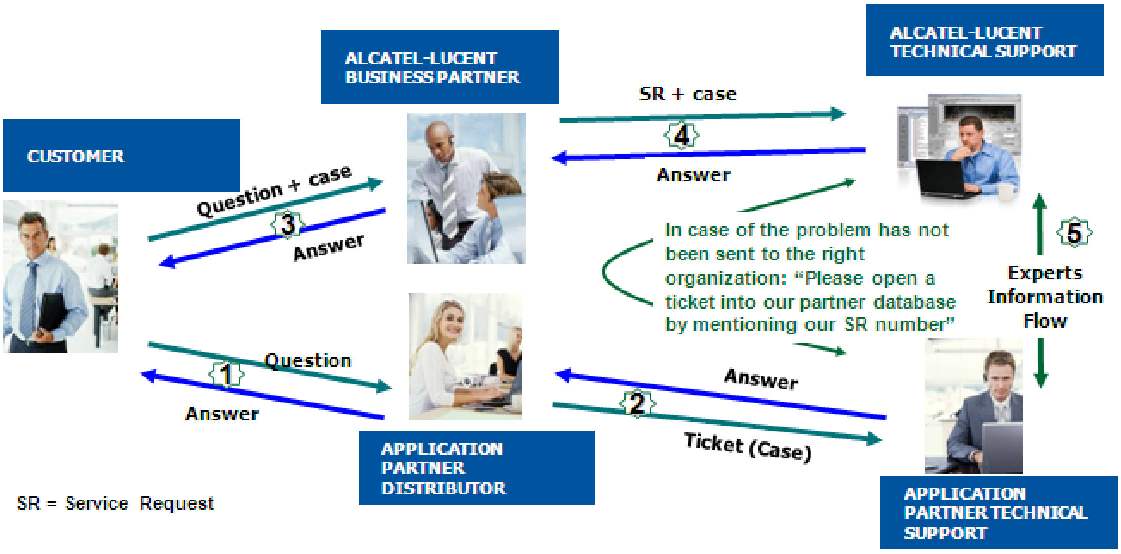
14 Appendix F: AAPP Escalation process

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 **Erreur ! Source du renvoi introuvable.** “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:

<table>
<tr><th>Country</th><th>Supported language</th><th>Toll free number</th></tr>
<tr><td>France</td><td rowspan="3">French</td><td rowspan="23">+800-00200100</td></tr>
<tr><td>Belgium</td></tr>
<tr><td>Luxembourg</td></tr>
<tr><td>Germany</td><td rowspan="3">German</td></tr>
<tr><td>Austria</td></tr>
<tr><td>Switzerland</td></tr>
<tr><td>United Kingdom</td><td rowspan="16">English</td></tr>
<tr><td>Italy</td></tr>
<tr><td>Australia</td></tr>
<tr><td>Denmark</td></tr>
<tr><td>Ireland</td></tr>
<tr><td>Netherlands</td></tr>
<tr><td>South Africa</td></tr>
<tr><td>Norway</td></tr>
<tr><td>Poland</td></tr>
<tr><td>Sweden</td></tr>
<tr><td>Czech Republic</td></tr>
<tr><td>Estonia</td></tr>
<tr><td>Finland</td></tr>
<tr><td>Greece</td></tr>
<tr><td>Slovakia</td></tr>
<tr><td>Portugal</td></tr>
<tr><td>Spain</td><td>Spanish</td></tr>
</table>

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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