



Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: EIFFAGE ENERGIE COMMUNICATIONS RESEAUX & SECURITE Application type: Alarm Server Application name: SIALert® LOCALISE Alcatel-Lucent Platform: OmniPCX OFFICE

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

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Certification overview

Date of certification	27th march 2012					
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Alcatel-Lucent Communication	OmniPCX OFFICE				
Platform					
Alcatel-Lucent Communication	D910				
Platform release	ROIU				
AAPP member application release	R3 build 15				
Application Catagory	Event monitoring & Alerting				
Application Category	Mobility				

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Revision History

Edition 1: creation of the document – *March 2012* Edition 2: extension to OXO R9.0 – *January 2013*

Test results

Passed

Refused

Postponed

Passed with restrictions

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

IWR validity extension

The validity of this IWR has been extended to the following software releases/products: - OmniPCX Office Release 9.0 – *December 2012*

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1 Introduction

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

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

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

1.1 Location service

The DECT Handset monitors the radio coverage that it perceives to be able to set up at any time a call with the infrastructure with the best audio conditions.

Therefore it has the knowledge at a given location of all the Base Stations he can receive a signal from and the associated strength of the signal (RSSI) gives a relation with the distance between the Base Station and the DECT Handset.

When signaling an alarm to the Alarm server, the DECT handset will send the RSSI of the 3 (Office mode) or 4 (Enterprise mode) best Base Stations that he can see, so that the server can locate accurately the DECT Handset position.

In case the DECT Handset sees less than 4 (or 3) Bases stations, the message will indicate the valid Base Stations that the server should use in the message to compute the DECT Handset location (Enterprise & Office modes only)

This service is available on 400 and 500 DECT handsets.

1.2 Live & Notification service

The DECT Handset is able to send regular information (defined as "Live") or event triggered (defined as "Notifications", "Key events" or "Status") to an Alarm server.

These messages are sent to the Alarm Server by setting up a call toward the Call Server. These calls are set up by dialing a trunk access code to gain access to the Alarm server, followed by digits containing the data to be processed by the Alarm server (Enterprise & Office modes only). Those digits will indicate the type of call ("Live", "Notifications", "Key events" or "Status") and additional information related to the call type.

This service is available on 400 and 500 DECT handsets.



1.2.1 Live calls

Live calls are triggered at programmable intervals, when the Handset is in idle state, and provide the Alarm Server the current DECT Handset location and state. This will enable the Alarm Server to monitor that the Handset is performing correctly, and that end user monitoring is active. Location can be used by the Alarm server to activate Notifications to the proper located user if an emergency shall occur, thus allowing the best response time to manage such event (Enterprise & Office modes only)

1.2.2 Status calls

Status calls are triggered by DECT Handset status change such as being put in/out of charger, being switched on/off. This will allow the Alarm server to know that monitoring should start or stop and that subsequent messages call might be irrelevant and could be discarded (Enterprise & Office modes only).

1.2.3 Key events call

Key Events calls are triggered by the end user long press of any digit key, for reporting process of completed tasks. For example : in Hotel business, the cleaning personnel shall report progress on room availability to allow the registration of new customers at the front desk (Enterprise & Office modes only).

1.2.4 Notification calls

Notifications calls are triggered by the end user pressing the Alarm button on the DECT Handset to signal an unexpected or emergency situation. This will allow the Alarm server to launch the appropriate actions to give assistance to the end user.

The embedded location data will provide means to activate the best appropriate means to ensure adequate response time to the end user request (Enterprise & Office modes only).

1.3 Alarm server Notification service



Alarm server Rescue

Additionally to the Handset Alarming feature, the Alarm server can send alarm messages or make voice calls upon trigger of external events, to ask the user to react and make corrective actions. Messages can be sent with or without ringing, and are displayed on the DECT Handset screen with an audible signal.

The messages are sent by using the first two characters of the Caller Name Identification (CNI) field. When the alarm server initiates a call to the DECT handset, it has priority on all other actions being done on the handset. The DECT handset then reads the CNI being sent and does the appropriate action. For example: displaying "Fire Alarm" on the screen and ringing at maximum level at the same time.

List of available alarm features:

400 DECT:

• trigger Handset ringing at maximum volume with melody 5 regardless of the user settings for current volume, melody, or vibrator

500 DECT:

- trigger handset ringing with normal alarm ring and volume as programmed in the Alarm settings menu
- trigger handset ringing with urgent alarm ring and volume as programmed in the Alarm settings menu
- trigger handset ringing with very urgent alarm ring and volume as programmed in the Alarm settings menu
- trigger handset automatic answer in Handsfree mode

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 <u>valid InterWorking Report</u> (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 "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 "AAPP Escalation Process").



4 Application information

Application commercial name:	SIAlert ® LOCALISE
Application version:	R3 build 15
Interface type:	T0/T2 RNIS with geolocation and notification services

Brief application description:

This application includes feature for:

- Terminal management (terminal ON, OFF, IN ALARM)
- Real time* or in alarm localization of terminals on maps
- Automatic Alarm reporting.
- Detecting external alarm and report in text or voice togroup of people defined in the system
- Report alarms to SMS, , email, and Supervisor & Hypervisor



Terminal management



Automatic Tracking on MAP



Terminal in alarm location

5 Test environment

Figure 1 Test environment



5.1 Hardware configuration

See Appendix A

- OmniPCX Office:
 - PowerCPU
 - MIX 2/4/4 (ISDN T0, digital & analog interfaces)
 - o 500 dect and 400 dect

5.2 Software configuration

See Appendix B

- Alcatel Communication Platform: OmniPCX Office R8 3EH70008AEAA 3.008
- **DECT 500** : 00.26
- **DECT 400** : 93 91 98
- Partner Application : SIALERT Localize R3 build 15 or higher

6 Summary of test results

6.1 Summary of main functions supported

Two protocols support this type of alarms notification, using two messages mode (Office, Enterprise)

• T2 or T0 - Message mode OFFICE (17characters)

Features	Global status	Mobile 400	Mobile 500
Live call		OK	OK
Notification call		OK	OK
Status call		OK	OK
Keys event call		OK	OK
Man down call		NA	OK
No movement call		NA	OK
Shock call		NA	OK
Normal alarm		OK	OK
Urgent alarm		OK	OK
Very urgent alarm		NA	OK
Hands free mode alarm (loudspeaker and microphone active)		NA	OK

6.2 Summary of problems

None

6.3 Summary of limitations

Supported on RNIS link T0/T2

Office mode supported and used with OmniPCX Office.

6.4 Notes, remarks

SIALERT Localise supports the localization of the 400/500 DECT using the 400/500 API. This localization depends on the installation of the DECT base station and on the building configuration. SIALERT Localise software supports RNIS link redundancy in order to collect data coming through the second RNIS beam. This test case will be done later.



7 Test Result Template

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

The results are presented as indicated in the example below:

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</u> <u>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"</u> the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on AAPP Member 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 using the RNIS trunk

The Alarm server is linked using one T0 trunk to the OXE. The enterprise mode is set

8.1 Test cases using OFFICE message Mode

The OFFICE message mode is 26 characters long. Here is the description of the message format. The following tests verify that the Alarm server receives and decodes well thoses messages

400 DECT Handset

17 digits numbering with the following fields:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1	RPN	1	Signal level 1	F	RPN	2	Signal level 2	F	RPN	3	Signal level 3	State	Pressed key	Battery level	call type	reserved

500 DECT Handset

17 digits numbering with the following fields:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
F	RPN	1	Signal level 1	F	RPN	2	Signal level 2	F	RPN	3	Signal level 3	State	Pressed key	Battery level	call type	Call type 2

8.1.1 Test cases linked to "Live signal" on 400 and 500 DECT

Live signal is executed if the appropriate function has been activated in the MMI configuration and the handset is in idle state.

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	Live_Delay_500 <u>Step 1:</u> - Put the live delay value at 60 sec - 500 is in idle mode <u>Step 2:</u> Switch off the 500 and switch on. - Check that the 500 handset sends an automatic call to the notification server. <u>Step 3:</u> Make short press of any key - Check working of the "Live signal" on Alarm server -check decoding of the live signal by Alarm server				After the D500 is switched ON, the frame contains an error about battery level. The battery level value is 0
2	Live_Delay_400 <u>Step 1:</u> - Put the live delay value at 60 sec 400 is in idle mode <u>Step 2:</u> Switch off the 400 and switch on Check that the 400 handset sends an automatic call to the notification server. <u>Step 3:</u> Make short press of any key - Check working of the "Live signal" on Alarm server -check decoding of the live signal by Alarm server				

8.1.2 Test cases linked to "Notification" using 500 DECT

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage.

This handset performs Notification call with a dedicated Alarm Key or the OK key Coding is set to 4

Test Case Id	Test Case	N/A	ОК	NOK	Comment
1	Notification_HS_Idle_mode Step 1: - Activate the Notify function in the MMI configuration menu - HS is in idle mode - To send a notification call, make a long press on the red dedicated alarm key or on the OK key - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the connect message: followed by "F ~xxx" to the handset - Check that the notification server decodes well the message				The detected alarm is reported to a group of user.
2	Notification_HS_Communication_mode Step 1: - Activate the Notify function in the MMI configuration menu - HS is in communication mode - To send a notification call, make a long press on the red dedicated alarm key or on the OK key - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the connect message: followed by "F~xxx" to the handset. Check that the handset during the notification call displays the normal call-processing screen. - Check that the notification server decodes well the message.				The detected alarm is reported to a group of user.
3	Step 1: - Activate the Notify function in the MMI configuration menu - HS is in dialling state - To send a notification call, make a long press on the red dedicated alarm key or on the OK key - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the CONNECT message: ID followed by "F xxx" to the handset. - Check that the server will send an acknowledge voice message to the user or will involve the user in a conference - Check that the notification server receives and decodes the				The detected alarm is reported to a group of user.

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Test Case Id	Test Case	N/A	ок	NOK	Comment
<u>Id</u>	Step 1: - Activate the Notify function in the MMI configuration menu - HS is in configuration state To send a notification call, make a long press on the red dedicated alarm key or on the OK key - Check that the Lock/Unlock is inactive. - Check that the notification server answers in a proper way to the handset. By sending the CONNECT message: followed by "F~xxx" to the handset. - Check that the normal call-processing screen. - Check that the notification server receives and decodes well the message				The detected alarm is reported to a group of user.



8.1.3 Test cases linked to "Notification" on 400 DECT

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage. the call type must be 1 (Notification call). The key pressed:

- Key clear:
- key on hook: 1

0

4

5

6

7

8

- key ok:
- Key left:
- key right:
- Key up:
- Key down:

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	 Notification_HS_Idle_mode <u>Step 1:</u> Activate the Notify function in the MMI configuration menu HS is in idle mode To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. Check that the Lock/Unlock is inactive. Check that the notification server responds in a proper way to the handset. By sending the CONNECT message: followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx). Check that the notification server decodes well the message 				The detected Alarm is reported to a group of user.
2	Notification_HS_Communication_mode Step 1: - Activate the Notify function in the MMI configuration menu - HS is in communication mode - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the CONNECT message: ID followed by "F xxx" to the handset. Check that the handset during the notification call displays the normal call-processing screen. - Check that the notification server decodes well the message.				The detected Alarm is reported to a group of user.

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3	Step 1: - Activate the Notify function in the MMI configuration menu - HS is in dialling state - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the CONNECT message: ID followed by "F xxx" to the handset. - Check that the notification server receives and decodes the message-		The detected Alarm is reported to a group of user.
4	Notification_HS_Configuration_state Step 1: - Activate the Notify function in the MMI configuration menu - HS is in configuration state - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Check that the Lock/Unlock is inactive. - Check that the notification server answers in a proper way to the handset. By sending the display message: ID followed by "F xxx" to the handset. - Check that the server will send an acknowledge voice message to the user or will involve the user in a conference call - Check that the handset during the notification call displays the normal call-processing screen. - Check that the notification server receives and decodes well the message		The detected Alarm is reported to a group of user.

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8.1.4 Test cases linked to "Key events on 400 and 500 DECT

Key events is used to signal the notification sever of the progress of tasks that are reported. For example if a hotel room has been cleaned.

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	 Key_events_500_ldle_mode <u>Step 1:</u> Initiate the Event function in the MMI configuration menu. 500 is in idle mode Make a long press of one of the keys 1, 2, 3, 4, 5, 6, 7, 8, 9 to trigger the function. Check that a call is performed Check that the notification server receives and decodes the message 				
2	 Key_events_400_ldle_mode Step 1: Initiate the Event function in the MMI configuration menu. 400 is in idle mode Make a long press of one of the keys 0, 1, 2, 3, 4, 5, 6, # to trigger the function. Check that a call is performed Check that the notification server receives and decodes the message 				

The call type must be 2 (Key Event call). The key pressed : **400 DECT :**

- Key 0: 0
- Key 1: 1
- Key 2: 2
- Key 3: 3
- Key 4: 4
- Key 5: 5
- Key 6: 6
- Key #: 7

500DECT :

- Key 1: 1
- Key 2: 2
- Key 3: 3
- Key 4: 4
- Key 5: 5
- Key 6: 6
- Key 7: 7
- Key 8: 8
- Key 9: 9

8.1.5 Test cases linked to "Status message" on 500 DECT

The status call is aimed to provide information about the handset when the function is active. The functions are activated in the MMI configuration menu.

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	Status_message_HS_In_charger Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is in the charger. - Check the status in the message to the PBX - Check that the notification server receives and decodes the message				
2	Status_message_HS_Out_of_charger Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is out of the charger - Check the status in the message to the PBX - Check that the notification server receives and decodes the message				
3	Status_messag e_HS_switched_off Step 1: Handset is out of charger Initiate the Status function in the MMI configuration menu Switch off the handset Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO). Call type 4. Possible state value: 8 Check that the notification server receives and decodes the message Step 2: Handset is in charger Initiate the Status function in the MMI configuration menu Switch off the handset Check the status in the message to the PBX Check the status in the message to the PBX Check the status in the message to the PBX Check that the notification server receives and decodes the message				DECT500 does not keep the switch off status. It restarts by itself. Handset issue.

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	Status_message_HS_switched_on Step 1: Handset is out of charger - Initiate the Status function in the MMI configuration menu - Switch on the handset			
4	- Check the status in the message to the PBX - Check that the notification server receives and decodes the message			
	Step 2: Handset is in charger - Initiate the Status function in the MMI configuration menu - Switch on the handset			
	 Check the status in the message to the PBX Check that the notification server receives and decodes the message 			

8.1.6 Test cases linked to "Status message" on 400 DECT

The status call is aimed to provide information about the handset when the function is active. The functions are activated in the MMI configuration menu.

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	Status_message_HS_In_charger Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is in the charger. - Check the status in the message to the PBX - Check that the notification server receives and decodes the message				
2	Status_message_HS_Out_of_charger Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is out of the charger - Check the status in the message to the PBX - Check that the notification server receives and decodes the message				
3	Status_messag e_HS_switched_off Step 1: Handset is out of charger - Initiate the Status function in the MMI configuration menu - Switch off the handset - Check the status in the message to the PBX (Message - Check that the notification server receives and decodes the message Step 2: Handset is in charger - Initiate the Status function in the MMI configuration menu - Switch off the handset - Check that the notification server receives and decodes the message				

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	Status_message_HS_switched_on Step 1: Handset is out of charger - Initiate the Status function in the MMI configuration menu - Switch on the handset			
4	- Check the status in the message to the PBX - Check that the notification server receives and decodes the message			
	Step 2: Handset is in charger - Initiate the Status function in the MMI configuration menu - Switch on the handset			
	 Check the status in the message to the PBX Check that the notification server receives and decodes the message 			

8.1.7 Test cases linked to incoming alarm on 400 DECT

There is one type defined on 400 : CNI400in: C~ which activate the melody 5.

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	 Force_HS_to_ring_silent_mode Set the handset in silent mode. Send a CNI signal having a format of " C~xxx" with the CS (Alarm server) Check that the handset will ring at maximum level with melody 5 				
2	 Force_HS_to_ring_vibrator_mode Set the handset in vibrator mode. Send a CNI signal having a format of " C~xxx" with the CS (Alarm server) Check that the handset will ring at maximum level with melody 5 				



8.1.8 Test cases linked to incoming on 500 DECT

There are four types of Incoming Alarms on 500:

- Normal Alarm: CNI1 identifier
- Urgent Alarm: CNI400in, CNI2 identifiers (400)
- Very Urgent Alarm: CNI3 identifier
- Hands-free mode Alarm (Loudspeaker & Microphone active): CNI4 identifier

500 DECT Handset:

CNI1: B~ will be preset as default value in the field

CNI2: C~ will be preset as default value in the field

CNI3: D~ will be preset as default value in the field

CNI4: E~ will be preset as default value in the field

Test Case Id	Test Case	N/A	ок	NOK	Comment
1	Force_HS_to_ring_normal alarm - Set the handset in silent mode Send a CNI signal having a format of "B~xxx" with the CS (Alarm server) - Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings menu				
2	Force_HS_to_ring_urgent alarm - Set the handset in silent mode. Send a CNI signal having a format of " C~xxx" with the CS (Alarm server) - Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings				
3	Force_HS_to_ring_urgent alarm - Set the handset in silent mode. Send a CNI signal having a format of "D~xxx" with the CS (Alarm server) - Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings				
4	Force_HS_to_ring_urgent alarm - Set the handset in silent mode. Send a CNI signal having a format of " E~xxx" with the CS (Alarm server) - Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings				

9 Rescue Alarm use case

This use case will be tested later.

10 Appendix A : Alarm Server description

10.1 Application description

Powerful and user friendly, SIAlert LOCALISE offers:

- Full automatic Indoor Tracking system
- Full automatic ON ALARM LOCALISATION
- Lone Worker, Man Down, loss of movement, Urgency,
- Automatic Transmission of alarm to other people
- Dispatches Alarms to Phones (SMS/GSM, Voice and TTS), Email, Relay, Supervisor & Hypervisor
- Client / Server Supervisor
- Group management, Dynamic group management, Temporary workers
- Status Management
- Multi floor layout maps,
- Multi Screen
- Lone Worker / Man down safety
- Audible & Visual Alarm on Supervisor
- Acknowledgement management Escalation
- Guard Tour patrol management
- Alarm dispatcher (PANIC button, BMS ...)
- → More details by exploring the SIALERT Localize Full guide documentation.

11 Appendix B: Alarm server configuration requirements

Operating System :

Windows SEVEN

Rnis interface :

- DIALOGIC DIVA BRI-2 (T0)
- DIALOGIC DIVA PRI-30 (T2)

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

12.1 Site survey

The site survey is an important step to provide a reliable geolocation service. This step is needed to gather the information about the power level received by the DECT on different places of the site where the solution is deployed.

The Alarm server should not only be able to treat the information received by the DECT handsets but also to locate precisely where the alarm has been sent from. The main problem without site survey could be a building having antennas on more than one floor. Without this study it is nearly impossible to locate a DECT handset by pure theoretical calculation. For example if the emergency team is searching someone having a heart attack on the wrong floor, the loss of time is important.

The DECT handsets have the possibility to send information by a long press of different button. One way to do a site survey would be to interpret that information and compute it in a system containing the plan of the rooms and floors.

There could be many ways to do a site survey but it is a mandatory step to sell a reliable alarm server.

12.2 Equipment configuration

12.2.1 Handsets

12.2.1.1 General configuration

To configure the basic telephonic functions of the 500 DECT please read the following document:

- For OmniPCX Office systems : "Alcatel-Lucent 500 DECT Handset, Alcatel-Lucent OmniPCX Office User manual". In the Technical Knowledge Base accessible via the Business Portal <u>https://businessportal.alcatel-lucent.com/</u> (the Technical Knowledge link is on the right of the window)
- Quick guide : "Alcatel-Lucent 500 DECT Handset, User Guide". In the Technical Knowledge Base accessible via the Business Portal <u>https://businessportal.alcatel-lucent.com/</u> (the Technical Knowledge link is on the right of the window)

To have more information about how to use the 400 DECT handset, please refer to the following document:

 "Alcatel-Lucent 400 DECT Handset, Localisation and notification management, Configuration documentation" In the Technical Knowledge Base accessible via the Business Portal <u>https://businessportal.alcatel-lucent.com/</u> (the Technical Knowledge link is on the right of the window)

12.2.1.2 Geolocation and Notification configuration

Information about how to configure the geolocation specific parameters of the 500 DECT is contained in the documents:

- "Alcatel-Lucent 500 DECT Handset User guide Localisation and notification management Configuration guide" In the Technical Knowledge Base accessible via the Business Portal <u>https://businessportal.alcatel-lucent.com/</u> (the Technical Knowledge link is on the right of the window)
- "Alcatel-Lucent 500 DECT Handset User guide Localisation and notification management User guide" In the Technical Knowledge Base accessible via the Business Portal <u>https://businessportal.alcatel-lucent.com/</u> (the Technical Knowledge link is on the right of the window)

For the DECT 400 parameters please refer to the document:

 "Alcatel-Lucent 400 DECT Handset, Localisation and notification management, User documentation" In the Technical Knowledge Base accessible via the Business Portal <u>https://businessportal.alcatel-lucent.com/</u> (the Technical Knowledge link is on the right of the window)

12.2.2 OmniPCX Office

12.2.2.1 Licences

In order to use the "location and Notification" server, only the standard licenses used on the OmniPCX Office to use DECT handsets and T0/T2 ISDN trunks.



12.2.2.2 Phone configuration

No specific configuration is needed for the 500 DECT. They are declared in the OmniPCX Office as normal DECT phones as every "location and Notification" information is handled by the Alarm server.

12.2.2.3 Trunks configuration

In order to configure the trunks needed for the link between the Alarm server and the OmniPCX Enterprise please refer to the document "Alcatel-Lucent OmniPCX Office Communication Server, Geolocation and Notification Management, Configuration procedure". This document can be found in the Technical Knowledge Base.



13 Appendix D: AAPP member's escalation process



14 Appendix E: AAPP program

14.1 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: <u>http://applicationpartner.alcatel-lucent.com</u>

14.2 Alcatel-Lucent.com

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

15 Appendix F: AAPP Escalation process

15.1 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

15.2 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 <u>has demonstrated with traces a problem</u> <u>on the Alcatel-Lucent side</u> or if the Application Partner (not the Business Partner) <u>needs</u> <u>the involvement of Alcatel-Lucent</u>.

In that case, <u>the Alcatel-Lucent Business Partner must provide the reference of the Case</u> <u>Number on the Application Partner side</u>. 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: <u>https://private.applicationpartner.alcatel-lucent.com</u>) or Enterprise Business Portal (Url: <u>Enterprise</u> <u>Business Portal</u>) 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.

15.3 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")
- The 3rd party company is referenced as <u>AAPP participant</u> 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 <u>AAPP participant</u>

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

15.4 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): <u>http://applicationpartner.alcatel-lucent.com</u>
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): <u>https://businessportal.alcatel-lucent.com</u> 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 numbe
France		
Belgium	French	
Luxembourg		
Germany		
Austria	German	
Switzerland		
United Kingdom		
Italy		
Australia		
Denmark		
Ireland		
Netherlands		+800-00200100
South Africa		
Norway		
Poland	English	
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other

French answer:

+ 1	1	650	385	2193
+ 1	1	650	385	2196

German answer:	+ 1 650 385 2197
Spanish answer:	+ 1 650 385 2198

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