

Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: GN NETCOM / JABRA
**Application: Headsets and headsets amplifiers
for Terminals**
**Alcatel-Lucent Platform: OmniPCX Enterprise /
Office**

The Jabra logo features the word 'Jabra' in a bold, black, sans-serif font, followed by a registered trademark symbol (®). It is centered on a solid yellow rectangular background.

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

ALCATEL-LUCENT MAKES NO REPRESENTATIONS, WARRANTIES OR CONDITIONS WITH RESPECT TO THE APPLICATION PARTNER PRODUCT. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ALCATEL-LUCENT HEREBY EXPRESSLY DISCLAIMS ANY AND ALL REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY NATURE WHATSOEVER AS TO THE AAPP MEMBER'S PRODUCT INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE AND ALCATEL-LUCENT FURTHER SHALL HAVE NO LIABILITY TO AAPP MEMBER OR ANY OTHER PARTY ARISING FROM OR RELATED IN ANY MANNER TO THIS CERTIFICATE.

AS THIS DOCUMENT MAY CONTAIN CONFIDENTIAL TECHNICAL INFORMATION, ALCATEL-LUCENT WILL NOT PUBLISH IT ON A PUBLIC WEBSITE. THE AAPP MEMBER WILL OBSERVE THE SAME RULE.

Certification overview

Date of the certification	November 2012
Alcatel-Lucent's representative	Florian Residori
AAPP member representative	Thomas Pedersen
Alcatel-Lucent Communication Platform	OmniPCX Enterprise
Alcatel-Lucent Communication Platform Release	R10.1 (J2.501.16c)
Alcatel-Lucent products	Alcatel-Lucent Terminals : <ul style="list-style-type: none"> - IP TOUCH 8/9-series - DECT MR - OmniTouch 8232 - OmniTouch 8118/8128
AAPP member products	Corded and wireless headsets
Application Category	Terminals
	Headset / amplifier

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

Historic

Edition 1: document creation – November 2012
Edition 2: adding new headsets – December 2012

Test results

☐ Passed
☐ Refused
☐ Postponed
☒ Passed with restrictions

Refer to the section 5 for a summary of the test results.

IWR validity extension

None

Device Summary

Headset Name	GN Netcom / Jabra UE ref	GN Netcom / Jabra UK ref	GN Netcom / Jabra US ref
GN2100	6430-17-20-20x	6430-17-20-20x	6430-17-20-20x
Jabra BIZ 2400 Mono	2406-820-104	2406-820-104	2406-820-105
Jabra BIZ 2400 Duo	2499-829-104	2499-829-104	2499-829-105
Jabra GO 660	5078-228-209	5078-228-209	5078-228-209
Jabra GO 6430	2106-32-10x	2106-32-10x	2106-32-10x
Jabra GO 6470	6470-15-207-501	6470-15-207-502	6470-15-207-505
GN9350e	9356-607-401	9356-607-402	9356-607-403
Jabra PRO 9450	9450-25-507-101	9450-25-507-102	9450-25-507-103
Jabra PRO 9460 Mono	9465-29-804-101	9465-29-804-102	9465-29-804-105
Jabra PRO 9465 Duo	9460-29-707-101	9460-29-707-102	9460-29-707-105
Jabra PRO 9470	9470-26-904-101	9470-29-707-102	9470-26-904-105

AAPP Member Contact Information

Company name: GN Netcom A/S

Address 1: Lautrupbjerg 7

Address 2:

City: Ballerup

State: n/a

Zip: DK-2750

Country: Denmark

Country code: DK

Phone: +45 70 10 10 62

Fax:

Web address: <http://www.jabra.com>

Direct contact information:

Technical contact Thomas Pedersen
Title Product Integration Specialist
Phone +45 45 75 94 17
E-mail thpedersen@gn.com
Address Lautrupbjerg 7
City Ballerup
Postal code DK-2750
Country Denmark

Marketing contact Merete Bratsbjerg
Title Product Manager
Phone +45 45 75 83 73
E-mail mbratsbjerg@gn.com
Address Lautrupbjerg 7
City Ballerup
Postal code DK-2750
Country Denmark

TABLE OF CONTENTS

1 INTRODUCTION.....	7
2 VALIDITY OF THE INTERWORKING REPORT.....	8
3 LIMITS OF THE TECHNICAL SUPPORT	9
3.1 CASE OF ADDITIONAL THIRD PARTY APPLICATIONS.....	9
4 TEST ENVIRONMENT.....	10
4.1 GENERAL ARCHITECTURE	10
4.2 HARDWARE CONFIGURATION.....	11
4.3 SOFTWARE CONFIGURATION	11
5 SUMMARY OF TEST RESULTS.....	12
6 RESTRICTIONS	13
6.1 KNOWN RESTRICTIONS	13
6.1.1 For all deskphones.....	13
6.1.2 For IPTouch 4068 with a Bluetooth headset	13
6.1.3 For MR Serie	13
6.1.4 For DECT Serie	13
6.1.5 For OmniTouch 8232.....	13
6.1.6 For OmniTouch 8118/8128.....	13
6.2 CONTACT CENTER SPECIFICITIES.....	14
7 TEST RESULTS.....	15
7.1 GN2100.....	16
7.1.1 Summary of problems	17
7.1.2 Summary of restrictions	17
7.2 JABRA BIZ 2400 MONO	18
7.2.1 Summary of problems	19
7.2.2 Summary of restrictions	19
7.3 JABRA BIZ 2400 DUO.....	20
7.3.1 Summary of problems	21
7.3.2 Summary of restrictions	21
7.4 JABRA GO 660.....	22
7.4.1 Summary of problems	23
7.4.2 Summary of restrictions	23
7.5 JABRA GO 6430.....	24
7.5.1 Summary of problems	25
7.5.2 Summary of restrictions	25
7.6 JABRA GO 6470.....	26
7.6.1 Summary of problems	27
7.6.2 Summary of restrictions	27
7.7 GN9350E.....	28
7.7.1 Summary of problems	29
7.7.2 Summary of restrictions	29
7.8 JABRA PRO 9450.....	30
7.8.1 Summary of problems	31
7.8.2 Summary of restrictions	31
7.9 JABRA PRO 9460 MONO.....	32
7.9.1 Summary of problems	33
7.9.2 Summary of restrictions	33
7.10 JABRA PRO 9465 DUO.....	34
7.10.1 Summary of problems	35
7.10.2 Summary of restrictions	35
7.11 JABRA PRO 9470.....	36
7.11.1 Summary of problems	37
7.11.2 Summary of restrictions	37
8 APPENDIX A - AAPP MEMBER'S SUBJECTIVE MEASUREMENTS	38

9 APPENDIX B – CALL CONTROL TESTS.....	39
9.1 HEADSET PLUGGING	39
9.2 BLUETOOTH PAIRING	40
9.3 INCOMING CALL	42
9.4 OUTGOING CALL	45
10 APPENDIX C: AAPP MEMBER'S ESCALATION PROCESS.....	46
11 APPENDIX D: AAPP PROGRAM	47
11.1 ALCATEL-LUCENT APPLICATION PARTNER PROGRAM (AAPP).....	47
11.2 ALCATEL-LUCENT.COM.....	47
12 APPENDIX E: AAPP ESCALATION PROCESS.....	48
12.1 INTRODUCTION	48
12.2 ESCALATION IN CASE OF A VALID INTER-WORKING REPORT	49
12.3 ESCALATION IN ALL OTHER CASES	50
12.4 TECHNICAL SUPPORT ACCESS	51

1 Introduction

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

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

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

2 Validity of the InterWorking Report

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

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

A new release is identified as following:

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

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

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

3 Limits of the Technical support

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

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

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

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

3.1 Case of additional Third party applications

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

4 Test environment

4.1 General architecture

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

Figure 1 **Tests environment**



4.2 Hardware configuration

- **Alcatel Communication Platform:** CallServer; UA and Z interfaces, LANX16
 - Alcatel IPTOUCH 4068 (IP) (Bluetooth connection available)
 - Alcatel IPTOUCH 4038 (IP)
 - Alcatel IPTOUCH 4028 (IP)
 - Alcatel IPTOUCH 4018 (IP)
 - Alcatel IPTOUCH 4008 (IP)
 - Alcatel IPTOUCH 4039 (TDM-UA)
 - Alcatel IPTOUCH 4029 (TDM-UA)
 - Alcatel IPTOUCH 4019 (TDM-UA)
 - Alcatel MR 400
 - Alcatel DECT 500
 - OmniTouch 8232
 - OmniTouch 8118
 - OmniTouch 8128

4.3 Software configuration

- **Alcatel-Lucent Communication Platform:**
 - OmniPCX Enterprise R10.1 (j2.501.16d)

5 Summary of test results

Headset Name	Test Result					Comment
	IPTouch 8/9 series	Dect MR 400	Dect DECT 500	OmiTouch 8232	OmiTouch 8118/81128	
Corded Devices						
GN2100	PASSED	PASSED	PASSED	PASSED	PASSED	
Jabra BIZ 2400 Mono	PASSED	PASSED	PASSED	PASSED	PASSED	
Jabra BIZ 2400 Duo	PASSED	PASSED	PASSED	PASSED	PASSED	
Bluetooth Devices						
Jabra GO 660	PASSED	N/A	PASSED	N/A	N/A	
Jabra GO 6430	PASSED	N/A	PASSED	N/A	N/A	
Jabra GO 6470	PASSED	N/A	PASSED	N/A	N/A	
Wireless Devices						
GN9350e	PASSED	N/A	N/A	N/A	N/A	
Jabra PRO 9450	PASSED	N/A	N/A	N/A	N/A	
Jabra PRO 9460 Mono	PASSED	N/A	N/A	N/A	N/A	
Jabra PRO 9465 Duo	PASSED	N/A	N/A	N/A	N/A	
Jabra PRO 9470	PASSED	N/A	N/A	N/A	N/A	

6 Restrictions

This section describes the known restrictions for the tested deskphones. These restrictions are related to the phone itself, not to GN Netcom headset usage.

6.1 Known Restrictions

6.1.1 For all deskphones

- Answering a second call is not possible from the headset. This second call should be only answered from the hardphone.
- There is no mute synchronisation between the headset and the hardphone. When a call is muted from headset, it should be unmuted from the headset. When a call is muted from the hardphone, it should be unmuted from the hardphone.
- Bluetooth is supported only on IPTouch 4068 extended edition and Dect 500
- When headset is connected or disconnected, the headset icon is displayed or removed after 10 seconds.

6.1.2 For IPTouch 4068 with a Bluetooth headset

- Volume modification is synchronised between IPTouch 4068 and the Bluetooth headset, but the volume bar is not updated on the IPTouch 4068 when the volume is modified on the headset.

6.1.3 For MR Serie

- There is no headset icon displayed on the screen when a headset is plugged.
- Audio level can't be modified from the headset.
- Mute can't be activated from the headset.
- Call control (answer or disconnect the call) is not supported.

6.1.4 For DECT Serie

- Audio level can't be modified from the headset with a wired headset.
- Audio level can't be modified from the handset a bluetooth headset.
- Mute can't be activated from the headset with a wired headset.
- When a paired bluetooth headset is started during a call, audio stay established with the handset. The user needs to activate then unactivate the speaker to establish the audio with the bluetooth headset.
- Call control (answer or disconnect the call) is not supported with a wired headset.

6.1.5 For OmniTouch 8232

- Audio level can't be modified from the headset.
- Mute can't be activated from the headset.

6.1.6 For OmniTouch 8118/8128

- Audio level can't be modified from the headset.
- Mute can't be activated from the headset.
- Call control (answer or disconnect the call) is not supported.

6.2 Contact center specificities

During the tests, IPTouch phone are declared in business or in contact center mode. In both cases, the headsets are connected as explained in the following chapter (in the section: Headset/Phone connectivity). In contact center mode, the following configuration is activated to enable auto answer on CCD calls:


- Headset on-screen button is created and activated on the iptouch phone.
- Interphony is activated (it can be activated during the headset button creation).

7 Test results

This section is a summary of the main features tested. This is not a complete description of all the tests performed. Please refer to appendix B for the detailed test plan.

7.1 GN2100

Name : GN2100			
Headset type : Wired Monaural Headband Headset			
X	Wired		Wireless
X	Mono		Stereo
	With base	X	Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>OK</i>	
<i>MR 400</i>		<i>OK</i>	
<i>DECT 500</i>		<i>OK</i>	
<i>OMNITOUCH 8232</i>		<i>OK</i>	
<i>OMNITOUCH 8118/8128</i>		<i>OK</i>	
<ul style="list-style-type: none">• Robust design for exceptional comfort and day-after-day durability• Wideband sound for natural audio quality and noise cancelling microphone• Large ear-cushions for extra comfort - delivered with foam and leatherette ear cushions• Dual ear ideal for a call centre environment.			
Headset/Phone connectivity : IPTouch series			
Connector	CORD QD TO 3.5MM Stereo Part 8735-019		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	3.5mm connector		
Headset/Phone connectivity : MR, DECT and OmniTouch series			
Connector	CORD QD w.PTT TO 2.5MM Stereo Part 8800-00-55		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	2.5mm connector		
Headset/Phone connectivity : OmniTouch 8232			
Connector	Link Mobile QD to 3.5MM iphone, Black		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	3.5mm connector		



Subjective tests	Result
Headset side comprehension of speech	Passed
Sond level (after setup, the signal level in the headset is comfortable)	Passed
Distant side comprehension of speech	Passed
Noise Cancellation feature via supported headset	Passed

<i>Call control</i>	Result
Headset pairing	Passed
Bluetooth pairing	Not Applicable
Call control (On-hook/Off-hook from the headset, Mute)	Passed

7.1.1 Summary of problems


No problems

7.1.2 Summary of restrictions

No restrictions

7.2 Jabra BIZ 2400 Mono

Name : Jabra BIZ 2400 Mono			
Headset type : Wired Monaural Headband Headset			
X	Wired		Wireless
X	Mono		Stereo
	With base	X	Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>OK</i>	
<i>MR 400</i>		<i>OK</i>	
<i>DECT 500</i>		<i>OK</i>	
<i>OMNITOUCH 8232</i>		<i>OK</i>	
<i>OMNITOUCH 8118/8128</i>		<i>OK</i>	
<ul style="list-style-type: none">Robust design for exceptional comfort and day-after-day durabilityWideband sound for natural audio quality and noise cancelling microphoneLarge ear-cushions for extra comfort - delivered with foam and leatherette ear cushionsDual ear ideal for a call centre environment.			
Headset/Phone connectivity : IPTouch series			
Connector	CORD QD TO 3.5MM Stereo Part 8735-019		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	3.5mm connector		
Headset/Phone connectivity : MR, DECT and OmniTouch series			
Connector	CORD QD w.PTT TO 2.5MM Stereo Part 8800-00-55		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	2.5mm connector		
Headset/Phone connectivity : OmniTouch 8232			
Connector	Link Mobile QD to 3.5MM iphone, Black		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	3.5mm connector		



Subjective tests		Result
Headset side comprehension of speech		Passed
Sond level (after setup, the signal level in the headset is comfortable)		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature via supported headset		Passed



<i>Call control</i>	Result
Headset pairing	Passed
Bluetooth pairing	Not Applicable
Call control (On-hook/Off-hook from the headset, Mute)	Passed

7.2.1 Summary of problems


No problems

7.2.2 Summary of restrictions

No restrictions

7.3 Jabra BIZ 2400 Duo

Name : Jabra BIZ 2400 Duo			
Headset type : Wired Monaural Headband Headset			
X	Wired		Wireless
	Mono	X	Stereo
	With base	X	Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>OK</i>	
<i>MR 400</i>		<i>OK</i>	
<i>DECT 500</i>		<i>OK</i>	
<i>OMNITOUCH 8232</i>		<i>OK</i>	
<i>OMNITOUCH 8118/8128</i>		<i>OK</i>	
<ul style="list-style-type: none">• Robust design for exceptional comfort and day-after-day durability• Wideband sound for natural audio quality and noise cancelling microphone• Large ear-cushions for extra comfort - delivered with foam and leatherette ear cushions• Dual ear ideal for a call centre environment.			
Headset/Phone connectivity : IPTouch series			
Connector	CORD QD w.PTT TO 2.5MM Stereo Part 8800-00-55		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	2.5mm connector		
Headset/Phone connectivity : MR, DECT and OmniTouch series			
Connector	CORD QD w.PTT TO 2.5MM Stereo Part 8800-00-55		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	2.5mm connector		
Headset/Phone connectivity : OmniTouch 8232			
Connector	Link Mobile QD to 3.5MM iphone, Black		
Connection on the headset	GN Jabra Adaptor		
Connection on the phone	3.5mm connector		



Subjective tests	Result
Headset side comprehension of speech	Passed
Sond level (after setup, the signal level in the headset is comfortable)	Passed
Distant side comprehension of speech	Passed
Noise Cancellation feature via supported headset	Passed

<i>Call control</i>	Result
Headset pairing	Passed
Bluetooth pairing	Not Applicable
Call control (On-hook/Off-hook from the headset, Mute)	Passed

7.3.1 Summary of problems


No problems

7.3.2 Summary of restrictions

No restrictions

7.4 Jabra GO 660

Name : Jabra GO 660			
Headset type : Bluetooth Headset			
	Wired	X	Wireless
X	Mono		Stereo
	With base	X	Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED (AVAILABLE ONLY ON IPTOUCH 4068)</i>	
<i>MR 400</i>		<i>N/A</i>	
<i>DECT 500</i>		<i>PASSED</i>	
<i>OMNITOUCH 8232</i>		<i>N/A</i>	
<i>OMNITOUCH 8118/8128</i>		<i>N/A</i>	
<ul style="list-style-type: none">Optimized for field staff/road warriors2 x connectivity: mobile and softphoneTravel charger and USB Bluetooth adapter includedLow energy consumption with Jabra IntelliPower			
Headset/Phone connectivity : IPTouch 4068 or DECT 500			
Connector		None	
Connection on the headset		Bluetooth pairing	
Connection on the phone		Bluetooth pairing	
Subjective tests			Result
Headset side comprehension of speech			Passed
Sond level (after setup, the signal level in the headset is comfortable)			Passed
Distant side comprehension of speech			Passed
Noise Cancellation feature via supported headset			Passed
Call control			Result
Headset pairing			Passed
Bluetooth pairing			Passed
Call control (On-hook/Off-hook from the headset, Mute)			Passed

The image shows a black Jabra GO 660 Bluetooth headset with a flexible boom and a black USB Bluetooth adapter. The headset has a small display on the boom and a microphone. The USB adapter is a small, black, rectangular device with a USB-A connector.



7.4.1 Summary of problems


No problems

7.4.2 Summary of restrictions

No restrictions

7.5 Jabra GO 6430

Name : Jabra GO 6430			
Headset type : Bluetooth Headset			
	Wired	X	Wireless
X	Mono		Stereo
	With base	X	Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED (AVAILABLE ONLY ON IPTOUCH 4068)</i>	
<i>MR 400</i>		<i>N/A</i>	
<i>DECT 500</i>		<i>PASSED</i>	
<i>OMNITOUCH 8232</i>		<i>N/A</i>	
<i>OMNITOUCH 8118/8128</i>		<i>N/A</i>	
<ul style="list-style-type: none">Optimized for field staff/road warriors2 x connectivity: mobile and softphoneTravel charger and USB Bluetooth adapter includedLow energy consumption with Jabra IntelliPower			
Headset/Phone connectivity : IPTouch 4068 or DECT 500			
Connector		None	
Connection on the headset		Bluetooth pairing	
Connection on the phone		Bluetooth pairing	
Subjective tests			Result
Headset side comprehension of speech			Passed
Sond level (after setup, the signal level in the headset is comfortable)			Passed
Distant side comprehension of speech			Passed
Noise Cancellation feature via supported headset			Passed
Call control			Result
Headset pairing			Passed
Bluetooth pairing			Passed
Call control (On-hook/Off-hook from the headset, Mute)			Passed



7.5.1 Summary of problems


No problems

7.5.2 Summary of restrictions

No restrictions

7.6 Jabra GO 6470

Name : Jabra GO 6470			
Headset type : Bluetooth Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED (AVAILABLE ONLY ON IPTOUCH 4068)</i>	
<i>MR 400</i>		<i>N/A</i>	
<i>DECT 500</i>		<i>PASSED</i>	
<i>OMNITOUCH 8232</i>		<i>N/A</i>	
<i>OMNITOUCH 8118/8128</i>		<i>N/A</i>	
<div><ul style="list-style-type: none">Optimized for field staff/road warriors2 x connectivity: mobile and softphoneTravel charger and USB Bluetooth adapter includedLow energy consumption with Jabra IntelliPower</div>			
Headset/Phone connectivity : IPTouch 4068 or DECT 500			
Connector		None	
Connection on the headset		Bluetooth pairing	
Connection on the phone		Bluetooth pairing	
Subjective tests			Result
Headset side comprehension of speech			Passed
Sond level (after setup, the signal level in the headset is comfortable)			Passed
Distant side comprehension of speech			Passed
Noise Cancellation feature via supported headset			Passed
Call control			Result
Headset pairing			Passed
Bluetooth pairing			Passed
Call control (On-hook/Off-hook from the headset, Mute)			Passed





7.6.1 Summary of problems


No problems

7.6.2 Summary of restrictions

No restrictions

7.7 GN9350e

Name : GN9350e			
Headset type : Wireless DECT Headband Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED</i>	
<i>MR 400</i>		<i>N/A</i>	
<i>DECT 500</i>		<i>N/A</i>	
<i>OMNITOUCH 8232</i>		<i>N/A</i>	
<i>OMNITOUCH 8118/8128</i>		<i>N/A</i>	
<ul style="list-style-type: none">▪ Superb sound quality and greater hearing protection with DSP and IntelliTone™▪ Crystal clear speech with enhanced wind noise reduction▪ Reduced background noise with noise-canceling technology▪ Greater freedom of movement with increased range up to 120 meters (up to 350 ft in US DECT)▪ Individual comfort with choice of lightweight wearing styles with soft and comfortable earpiece materials▪ Full confidentiality with advanced digital encryption▪ LCD display for easy set-up of personal sound preferences▪ Around-the-clock talk time with optional second battery▪ Multi-unit conferencing capability (only in GN9350e)			
Headset/Phone connectivity : IPTouch series			
Connector	Alcatel MSH Adapter for GO/PRO		
Connection on the headset	phone and AUX connectors		
Connection on the phone	3.5mm and the ring connectors		
Subjective tests		Result	
Headset side comprehension of speech		Passed	
Sond level (after setup, the signal level in the headset is comfortable)		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature via supported headset		Passed	
Call control		Result	
Headset pairing		Passed	
Bluetooth pairing		Not Applicable	
Call control (On-hook/Off-hook from the headset, Mute)		Passed	



7.7.1 Summary of problems


No problems

7.7.2 Summary of restrictions

No restrictions

7.8 Jabra PRO 9450

Name : Jabra PRO 9450			
Headset type : Wireless DECT Monaural Headband Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED</i>	
<i>MR 400</i>		N/A	
<i>DECT 500</i>		N/A	
<i>OMNITOUCH 8232</i>		N/A	
<i>OMNITOUCH 8118/8128</i>		N/A	
<ul style="list-style-type: none">▪ Dual connectivity: desk and softphone▪ Get started in minutes with the Interactive Setup wizard▪ 4-way call handling: via headset, touch pad, PC Call Manager or keyboard shortcut			
Headset/Phone connectivity : IPTouch series			
Connector		Alcatel MSH Adapter for GO/PRO	
Connection on the headset		phone and AUX connectors	
Connection on the phone		3.5mm and the ring connectors	
Subjective tests			Result
Headset side comprehension of speech			Passed
Sond level (after setup, the signal level in the headset is comfortable)			Passed
Distant side comprehension of speech			Passed
Noise Cancellation feature via supported headset			Passed
Call control			Result
Headset pairing			Passed
Bluetooth pairing			Not Applicable
Call control (On-hook/Off-hook from the headset, Mute)			Passed





7.8.1 Summary of problems


No problems

7.8.2 Summary of restrictions

No restrictions

7.9 Jabra PRO 9460 Mono

Name : Jabra PRO 9460 Mono			
Headset type : Wireless DECT Monaural Headband Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED</i>	
<i>MR 400</i>		N/A	
<i>DECT 500</i>		N/A	
<i>OMNITOUCH 8232</i>		N/A	
<i>OMNITOUCH 8118/8128</i>		N/A	
<ul style="list-style-type: none">▪ Dual connectivity: desk and softphone▪ Get started in minutes with the Interactive Setup wizard▪ 4-way call handling: via headset, touch pad, PC Call Manager or keyboard shortcut			
Headset/Phone connectivity : IPTouch series			
Connector		Alcatel MSH Adapter for GO/PRO	
Connection on the headset		phone and AUX connectors	
Connection on the phone		3.5mm and the ring connectors	
Subjective tests		Result	
Headset side comprehension of speech		Passed	
Sond level (after setup, the signal level in the headset is comfortable)		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature via supported headset		Passed	
Call control		Result	
Headset pairing		Passed	
Bluetooth pairing		Not Applicable	
Call control (On-hook/Off-hook from the headset, Mute)		Passed	





7.9.1 Summary of problems


No problems

7.9.2 Summary of restrictions

No restrictions

7.10 Jabra PRO 9465 Duo

Name : Jabra PRO 9465 Duo			
Headset type : Wireless DECT Binaural Headband Headset			
	Wired	X	Wireless
	Mono	X	Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED</i>	
<i>MR 400</i>		N/A	
<i>DECT 500</i>		N/A	
<i>OMNITOUCH 8232</i>		N/A	
<i>OMNITOUCH 8118/8128</i>		N/A	
<ul style="list-style-type: none">▪ Dual connectivity: desk and softphone▪ Get started in minutes with the Interactive Setup wizard▪ 4-way call handling: via headset, touch pad, PC Call Manager or keyboard shortcut			
Headset/Phone connectivity : IPTouch series			
Connector		Alcatel MSH Adapter for GO/PRO	
Connection on the headset		phone and AUX connectors	
Connection on the phone		3.5mm and the ring connectors	
Subjective tests			Result
Headset side comprehension of speech			Passed
Sond level (after setup, the signal level in the headset is comfortable)			Passed
Distant side comprehension of speech			Passed
Noise Cancellation feature via supported headset			Passed
Call control			Result
Headset pairing			Passed
Bluetooth pairing			Not Applicable
Call control (On-hook/Off-hook from the headset, Mute)			Passed





7.10.1 Summary of problems


No problems

7.10.2 Summary of restrictions

No restrictions

7.11 Jabra PRO 9470

Name : Jabra PRO 9470			
Headset type : Wireless DECT Monaural Headband Headset			
	Wired	X	Wireless
X	Mono		Stereo
X	With base		Without base
Compatible Alcatel-Lucent Terminals :			
<i>IP TOUCH SERIES 8&9</i>		<i>PASSED</i>	
<i>MR 400</i>		N/A	
<i>DECT 500</i>		N/A	
<i>OMNITOUCH 8232</i>		N/A	
<i>OMNITOUCH 8118/8128</i>		N/A	
<ul style="list-style-type: none">▪ Dual connectivity: desk and softphone▪ Get started in minutes with the Interactive Setup wizard▪ 4-way call handling: via headset, touch pad, PC Call Manager or keyboard shortcut			
Headset/Phone connectivity : IPTouch series			
Connector		Alcatel MSH Adapter for GO/PRO	
Connection on the headset		phone and AUX connectors	
Connection on the phone		3.5mm and the ring connectors	
Subjective tests		Result	
Headset side comprehension of speech		Passed	
Sond level (after setup, the signal level in the headset is comfortable)		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature via supported headset		Passed	
Call control		Result	
Headset pairing		Passed	
Bluetooth pairing		Not Applicable	
Call control (On-hook/Off-hook from the headset, Mute)		Passed	



7.11.1 Summary of problems

No problems

7.11.2 Summary of restrictions

No restrictions

8 Appendix A - AAPP member's subjective Measurements

Subjective measurements on the headset are also required.

Subjective measurements are for want of a better word very subjective. In order to ensure some sort of standard and repeatability the following steps should be used during the subjective measurements.

- 1) For each headset tested a blind comparison should always be made against the handset. The remote party should be asked to comment on level and tonal quality of both the headset and handset.
- 2) For amplifier based products or products that require some setting up, the unit should be set to provide a transmit level that is similar to that of the handset. The exact setting should be recorded.
- 3) Both the headset wearer and remote part should listen out for distortion, noise or any unwanted artefacts. The headset is deemed not compatible if the noise or artefacts affects the overall audio quality.
- 4) The headset is deemed compatibility if the headset does not degrade the quality of the telephone, or introduce any unwanted artefacts.

9 Appendix B – Call Control Tests

9.1 Headset plugging

Test number	Test Case Description
1	Initial state: phone in idle state. 1. Plug a headset. 2. The headset is detected and a headset icon shall be displayed
2	Initial state: phone in idle state. 1. Plug a headset. 2. The headset is detected and a headset icon shall be displayed 3. Make a call from IPTouch to the hardphone. Check that audio path is established to the headset
3	Initial state: phone in idle state. Headset is plugged. 1. Unplug the headset. 2. The unplugging of the headset is detected. The headset icon shall disappear.
4	Initial state: phone in idle state. 1. Plug and unplug the headset ten times at various speeds (from very-very slow to fast). 2. The headset shall be detected in the correct state each time. Headset icon in the correct state too. Check that there is no reset.
5	Initial state: phone is in conversation (headset mode). 1. Unplug the headset. 2. The unplugin of the headset is detected. The headset icon shall disappear. For IPTouch serie, the audio path belongs to handsfree if on-hooked or to the handset if off-hooked. For MR or OmniTouch series, the audio path belongs to set.
5	Initial state: phone is in conversation (headset mode). 1. Plug and unplug the headset ten times at various speeds (from very-very slow to fast). 2. The headset shall be detected in the correct state each time. Audio path and headset icon are in the correct state too. Check that there is no reset.
6	Initial state: the Headset is plugged. 1. For IPTouch serie, unplug and replug the power cord in order to force the phone to reset. For MR or OmniTouch series, unplug and replug the battery in order to force the phone to reset. 2. When the phone comes back to life, the headset must be detected. The headset icon shall be displayed.

9.2 Bluetooth pairing

Bluetooth is available only for IPTouch 4068 and DECT 500.

Test number	Test Case Description
1	<p>Check the basic bonding feature of a Bluetooth handset and a Bluetooth headset</p> <ol style="list-style-type: none"> 1. Activate the discover mode of the Bluetooth headset and IP touch. Discovery process is successfully launched. 2. Enter the right PIN code to pair the device with IP phone with the softkey on phone. Pin code is requested on IP phone and the pairing process successful. 3. Make the bonding with IP phone process of the Bluetooth handset. The Bluetooth handset can also be bonded with IP phone successfully. 4. Change the order of the headset and handset bonding process. The handset and headset can be bonded with the IP phone successfully.
2	<p>The aim of this test is to verify the Bluetooth headset can pick up the recover call when it was switched on.</p> <ol style="list-style-type: none"> 1. Set-up a call on the IP phone with the Bluetooth headset. 2. Turn off the Bluetooth headset. The IP phone shall display "Recovery call ?" and ringing. 3. Switch on the Bluetooth headset again and answer the recovery call with Bluetooth headset when the Bluetooth headset bonded with IP phone again. The recovery call should be answered with headset.
3	<p>Check the IP phone behavior when input wrong password for Bluetooth device bonding.</p> <ol style="list-style-type: none"> 1. Select one Bluetooth device from the Bluetooth list found by the phone. Then press Add button. A dial pad popup to require inputting the password. 2. Don't input anything. Then press OK button and check that an error is displayed 3. Repeat step 1 and input a wrong password. Check that an error is displayed 4. Repeat step 1 and input a right password. The Bluetooth handset should pare successfully.
4	<p>Check that no problem occurs when the phone is turned off in the initialisation phase.</p> <ol style="list-style-type: none"> 1. During pairing, after the list of present Bluetooth devices is displayed on the screen just BEFORE pairing, turn off the power on the phone. Bluetooth device is not bonded and the phone works fine. 2. During pairing, after the list of present Bluetooth devices is displayed on the screen, just AFTER pairing (wait for the end of popup "device successfully added"), turn off the power on the phone. Bluetooth device is bonded and the phone works fine with this Bluetooth device.

5	<p>Check that no problem occurs when the phone is turned off when you are in call recovery state.</p> <ol style="list-style-type: none">1. Make a communication toward a phone with the Bluetooth device. Take this Bluetooth device away in order to be in call recovery state. (go far away to loose the radio link)2. Turn off/on the power supply of the phone. Bluetooth device is still bonded and the IP phone works fine with this Bluetooth device.
---	---

9.3 Incoming Call

Test number	Test Case Description
1	<p>Call the hardphone (in G711 A law) with an IPTouch (in G711 A law) and verify that the ringing tone is heard in the headset</p> <ol style="list-style-type: none"> 1. Make a call from IPTouch to the hardphone. 2. Verify that the ringing tone is heard 3. For IPTouch serie, press four times the handsfree-key. Active audio path shall toggles between headset and handsfree if on-hook and between headset, handsfree and handset if off-hook. <p>Check that the icon indicating the active audio path is temporarily displayed.</p>
2	<p>Hook-Off from the hardphone and verify that the audio is established in both ways. Verify that the audio is clear, with good quality, no cracks and no blanks during 1mn</p> <ol style="list-style-type: none"> 1. Take the call with the Hook-off button from the hardphone. 2. On headsets with a touch screen (ex Jabra 9465), verify that the mute and release buttons are available 3. Check that the call is established and audio quality and volume is ok in both ways for both parties for at least 1 min
3	<p>Verify the audio level adjustment by pulling up and down the sound in the headset</p> <ol style="list-style-type: none"> 1. For the incoming call, verify the audio of the call by pressing + and - in the headset. 2. Verify the volume is ok and maintained
4	<p>Only if the headset provides call control functions, re-do the tests 1 to 3, but Hook-Off and Hook-On from the headset button.</p>
5	<p>Activate the Mute button from the hardphone (only if call control is available). Do it a few times.</p> <ol style="list-style-type: none"> 1. In the incoming call, activate the mute button and deactivate the same in hardphone. 2. Verify that the audio is muted
6	<p>Activate the Mute button on the headset (only if call control is available). Do it a few times.</p> <p>Then Hook-on from the hardphone.</p> <ol style="list-style-type: none"> 1. In the incoming call, activate the mute button and deactivate the same in the headset. 2. Verify that the audio is muted
7	<p>Only if the headset provides call control and mute functions, the hardphone being in idle state, place a new incoming call to the hardphone, Hook-Off from the hardphone, check the audio is established, activate the Mute button and Hook-On from the headset</p> <ol style="list-style-type: none"> 1. Place an incoming call to the hardphone 2. Take the call from the hardphone by pressing the button and verify the audio is established in both ways for both parties 3. In the incoming call, activate the mute button and deactivate the same from the headset 4. Verify that the audio is muted, de-muted on the headset accordingly 5. Hook-On from the headset

8	<p>The hardphone being in idle state, place a new Incoming call, Hook-Off from the hardphone, check the audio is established , then place a second incoming call and Hook-On from the hardphone</p> <ol style="list-style-type: none"> 1. Place an incoming call to the hardphone 2. Take the call from the hardphone by pressing the button and verify the audio is established in both ways for both parties 3. Place a second incoming call to the hardphone 4. Take the call from the hardphone by pressing the button and verify the audio is established in both ways for both parties 5. Switch to the first call and verify the audio 6. Hook-On from the hardphone
9	<p>The hardphone being in idle state, place a new Incoming call, Hook-Off from the headset, check the audio is established , then place a second incoming call and Hook-On from the headset</p> <ol style="list-style-type: none"> 1. Place an incoming call to the hardphone 2. Take the call from the headset by pressing the button and verify the audio is established in both ways for both parties 3. Place a second incoming call to the hardphone 4. Take the call from the harphone and verify the audio is established in both ways for both parties 5. Switch to the first call and verify the audio 6. Hook-On from the headset
10	<p>Only if the headset provides call control functions, use a hardphone configured in G729 (via "Intra-domain compression" on OXE side), place an ISDN incoming call to the hardphone, Hook-Off from the headset, check the audio quality during 1mn, check the Mute button, and Hook-On from the hardphone</p> <ol style="list-style-type: none"> 1. Make an ISDN incoming call to the hardphone. 2. Check the ring tone and verify the same with the headset 3. Take the call from the headset and verify the audio quality and volume for 1min on both parties 4. Check Mute by activating and deactivating from the hardphone 5. Disconnect the call from the hardphone and check for the tone in the headset
11	<p>Only if the headset provides call control and mute functions, the hardphone being idle, place an ISDN incoming call to the hardphone, Hook-Off from the hardphone and activate the Mute button. Place a second incoming call from the IPTouch to the hardphone, let it ring 10 seconds. Release that second call and check that the first call is still muted. Then, deactivate the Mute button from the hardphone; check the audio is ok in both ways and Hook-Off from the hardphone.</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the hardphone and take the call from the hardphone. 2. Check the audio level for few seconds 3. Mute this call from the hardphone 4. Make another incoming call from IPTouch to the hardphone which is already active in the first call. 5. Check the tone for the indication of second call in the headset. 6. Check the ring tone for 10 seconds on the IP Touch 7. Then release the second call from the IP Touch and check the muted first call is still in active. 8. Deactivate the mute from the hardphone and verify the audio is ok in both ways for both parties of the call 9. Activate and Deactivate from hardphone the same and check the audio is ok in both ways for both parties of the call 10. Hook-Off from the hardphone

12	<p>The hardphone being in idle state, place an ISDN incoming call to the hardphone, Hook-Off from the hardphone. Call the IP Touch, Hook-Off the IP Touch and activate the conference from the hardphone. Check the audio on all 3 participants, Mute from the hardphone, then Hook-Off from the hardphone.</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the hardphone and take the call from the hardphone. 2. Check the audio level for few seconds 3. Make an outgoing call to IPTouch from the hardphone which is already active in other call. 4. Check the ring back tone and the audio in the headset for this call 5. Then from hardphone activate conference with the other two users. 6. Check the audio quality and volume is ok in both ways for the 3 participants 7. Check Mute by activating and deactivating from the hardphone 8. Hook-Off from the hardphone 9. Check that the ISDN call is connected to the IP Touch 10. Release the call
13	<p>The hardphone being in idle state, place an ISDN incoming call to the hardphone, Hook-Off from the hardphone. Make an inquiry call to an Internal number.</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the hardphone and answer the call from the hardphone 2. Check the audio level for a few seconds 3. Make an inquiry call to an internal number 4. Check the incoming caller gets music on hold 5. Transfer the call from the hardphone 6. Check the audio is ok in both ways for on the two parties after the transfer 7. Additionnally, test Enquiry Off instead of Transfer
14	<p>Only if the wireless headset provides call control functions, check auto-answer mode is activated by wearing the headset</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the hardphone 2. Check that the call is automatically answered by wearing the headset 3. Check the audio is ok in both ways for the 2 participants 4. Check Mute by activating and deactivating from the headset 5. Hook-Off from the headset
15	<p>Configure the hardphone in auto-answer mode and check the audio</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the hardphone 2. Check that the call is automatically answered 3. Check the audio is ok in both ways for the 2 participants 4. Check Mute by activating and deactivating from the headset <p>Hook-Off from the headset</p>

9.4 Outgoing Call

Test number	Test Case Description
1	<p>Call from the hardphone (in G711 A law) an IPTouch (in G711 A law), use the hardphone buttons to make the call and verify that the ringing tone is heard in the headset</p> <ol style="list-style-type: none"> 1. Make a call to IPTouch from the hardphone. 2. While IPTouch is ringing, check the ringback tone in the headset.
2	<p>Hook-Off from the IP Touch and verify that the audio is established in both ways. Verify that the audio is clear, with good quality, no cracks and no blanks during 1mn.</p> <ol style="list-style-type: none"> 1. Make a new outgoing call to IPTouch from the hardphone. 2. Check the ringback tone in the headset. 3. Answer the call from IPTouch 4. Check that the call is established in both ways on both parties 5. Check the quality of the audio and volume in the headset for 1 min
3	<p>Verify the audio level adjustment by pulling up and down the sound in the headset</p> <ol style="list-style-type: none"> 1. Verify the audio by + and - in the headset for 1 min.
4	<p>Only if the headset provides call control functions, re-do the tests 1 to 3, but by setting the call via Hook-Off from the headset button and Hook-On from the Headset</p>
5	<p>Activate the Mute button from the hardphone (only if call control is available). Do it a few times.</p> <ol style="list-style-type: none"> 1. Activate the mute button and deactivate the same in hardphone and check the audio 2. Do it several times
6	<p>Activate the Mute button on the headset (only if call control is available). Do it a few times.</p> <p>Then Hook-on from the IP Touch and check that the hardphone and the headset is released</p> <ol style="list-style-type: none"> 1. Activate the mute button and deactivate the same in the headset and check the audio 2. Do it several times 3. Then disconnect the call from the IPTouch and check the tone in the headset.
7	<p>Use a hardphone configured in G729 (via "Intra-domain compression" on OXE side) , place an ISDN outgoing call via Hook-Off from the headset, check the audio quality, check the Mute button, and Hook-On from the hardphone</p> <ol style="list-style-type: none"> 1. Make an ISDN outgoing call from the hardphone using the headset. 2. Take the call in IPTouch and verify the audio is established in both ways on both parties 3. Check the audio quality and volume for 1 min. 3. Activate the mute button and deactivate the same in hardphone and check the audio 4. Release the call from the hardphone

10 Appendix C: AAPP member's escalation process

For presales and post support please refer to [www.GN_Netcom / Jabra.com](http://www.GN_Netcom/Jabra.com) for the contact details of your nearest GN Netcom / Jabra office or partner.

The website also offers the latest software downloads as well as an extensive knowledge database.

The following local contact numbers can also be used to obtain both presales and technical support.

<i>UK</i>	<i>0800 410014</i>
<i>Netherland</i>	<i>0800 7526876</i>
<i>BE/LUX</i>	<i>00800 75268766</i>
<i>France</i>	<i>0825 0825 99</i>
<i>Germany</i>	<i>0800 242500</i>
<i>Italy</i>	<i>0800 950934</i>
<i>Iberia</i>	<i>902 415191</i>
<i>Finland</i>	<i>0201 550 550</i>
<i>Sweden</i>	<i>031 28 95 00</i>
<i>Denmark</i>	<i>44 35 05 35</i>
<i>Norway</i>	<i>23 17 3770</i>
<i>MEEA</i>	<i>+44 1793 842443</i>

11 Appendix D: AAPP program

11.1 Alcatel-Lucent Application Partner Program (AAPP)

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

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

- **Provide easy interfacing for Alcatel-Lucent communication products:** Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.
- **Test and verify a comprehensive range of third-party applications:** to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

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

Web site

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

11.2 Alcatel-Lucent.com

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

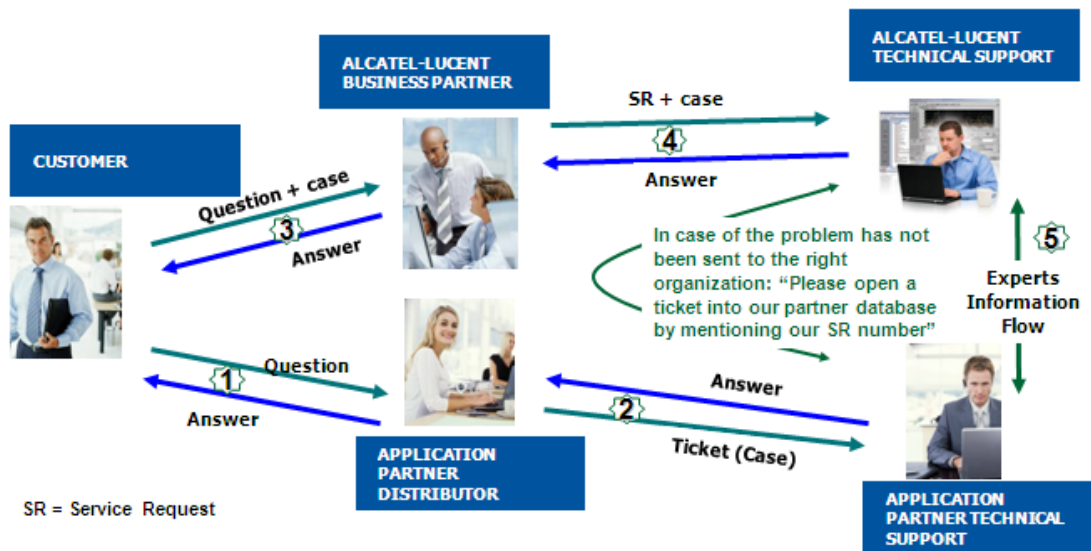
12 Appendix E: AAPP Escalation process

12.1 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

12.2 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 not 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.

12.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap 2 "Validity of an Interworking Report")
2. The 3rd party company is referenced as AAPP participant but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,
3. The 3rd party company is NOT referenced as AAPP participant

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

12.4 Technical support access

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

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

Alcatel-Lucent Business Partners Support Center for countries:

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

For other countries:

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

END OF DICUMENT