



Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: Jabra (GN Netcom A/S)
Application:
**Headsets & Personal communications devices
for softphone applications**



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

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Tests overview

Date of the tests	April 2012
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Alcatel-Lucent Communication Platform (OmniPCX 4400/Enterprise, OmniTouch, OmniPCX Office, ...)	OmniPCX Entreprise OmniPCX Office OmniTouch Instant Communications Suite
Alcatel-Lucent compatibility release	R10.0 (j1.410.40c) for OXE R6.6.00.107a for ICS R810/051.001 for OXO
Alcatel-Lucent products	Alcatel-Lucent softphones : <ul style="list-style-type: none"> - My Instant Communicator - IP Desktop Softphone - Pimphony
Partner products	Corded and wireless headsets
Environment (if it has a sense)	<input type="checkbox"/> ACD <input checked="" type="checkbox"/> Business

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Historic

Edition 1: Initial document
Edition 2: update with the new range of GNNetcom devices and latest Alcatel-Lucent softphones

Device Summary

Headset Name	GNNetcom UK/EU ref	GNNetcom US ref
LINK 280 USB-to-QD adapter (2)	280-09	280-09
LINK 350 USB Bluetooth adapter (3)	100-63400000-59	100-63400000-59
BIZ 2400 USB DUO	2499-829-104	2499-829-105
GN 2000 USB	20001-032	20001-032
UC VOICE 150 DUO	1599-829-209	1599-829-209
UC VOICE 250	2507-829-209	2507-829-209
UC VOICE 550	5593-829-209	5593-829-209
SPEAK 410	7410-209	7410-209
PRO 9470	UK: 9470-29-707-102 EU: 9470-26-904-101	9470-65-707-105
PRO 9465	UK: 9465-29-804-102 EU: 9465-29-804-101	9465-69-804-105
PRO 9460 DUO	UK: 9460-29-707-102 EU: 9460-29-707-101	9460-69-707-105
PRO 9450	Midi variant UK: 9450-25-507-102 EU: 9450-25-507-101 Flex variant UK: 9450-25-707-102 EU: 9450-25-707-101 Duo flex variant UK: 9450-29-707-102 EU: 9450-29-707-101	Midi variant 9450-65-507-105 Flex variant 9450-65-707-105 Duo variant 9450-69-707-105
PRO 930 USB	UK: 930-25-509-102 EU: 930-25-509-101	930-65-509-105
GO 6430	UK: 6430-17-20-202 EU: 6430-17-20-201	6430-17-20-205
GO 6470	UK: 6470-15-207-502 EU: 6470-15-207-501	6470-15-207-505
GO 660	5078-228-209	5078-228-209
GN 9330e USB	UK: 9337-509-402 EU: 9337-509-401	9337-509-405
GN 9350e	UK: 9356-607-402 EU: 9356-607-401	9326-607-405

Test Results Summary

Headset Name	Test Result (1)			
	My IC Nomadic H323	My IC SIP/Nomadic SIP	IP Desktop Softphone	Pimphony Multi- Media
Adapter				
LINK 280 USB-to-QD adapter	Passed	Passed	Passed with restrictions	Passed
Corded Devices				
BIZ 2400 USB DUO	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
GN 2000 USB	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
UC VOICE 150 DUO	Passed	Passed	Passed with restrictions	Passed
UC VOICE 250	Passed	Passed	Passed with restrictions	Passed
UC VOICE 550	Passed	Passed	Passed with restrictions	Passed
SPEAK 410	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
Wireless Devices				
PRO 9470	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed with restrictions
PRO 9465	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
PRO 9460 DUO	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed with restrictions
PRO 9450	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
PRO 930 USB	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed with restrictions
GO 6430 + LINK 350 USB Bluetooth adapter	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
GO 6470	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
GO 660	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed
GN 9330e USB	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed with restrictions
GN 9350e	Passed with restrictions	Passed with restrictions	Passed with restrictions	Passed with restrictions

(1) Passed / Passed with restriction / Refused / Postponed

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1 Introduction

The goal of these tests is to qualify an external application as an Alcatel-Lucent Application Partner Program solution for the Alcatel-Lucent Communication Platform.

The scope of the tests is the interoperability of the application with the Alcatel-Lucent Communication Platform. It covers a basic or complex inter-working to ensure that services requested by the application and provided by the Communication Platform (and/or conversely) are properly completed.

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

The purpose of this test plan is to qualify a range of headsets based products that can be used with Alcatel-Lucent softphones on different Alcatel-Lucent Communication Platform :

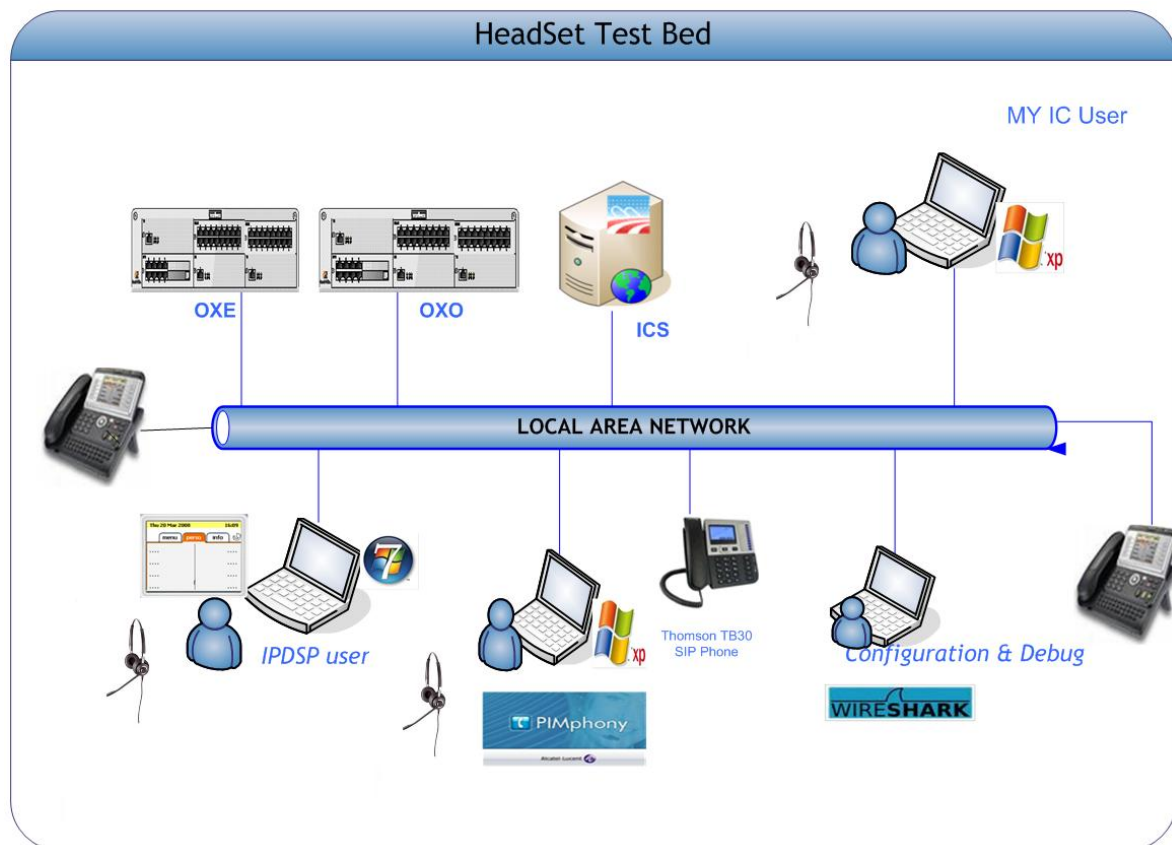
- MY Instant Communicator on OmniTouch Instant Communications Suite
 - o Deployed in Nomadic H323 mode (user owns a hardphone and uses sometimes the Personal Computer with H.323)
 - o Deployed in SIP mode (Personal Computer is the user's phone set)
 - o Deployed in nomadic SIP mode (user owns a hardphone and uses sometimes the Personal Computer with SIP)
- IP Desktop Softphone on OmniPCX Enterprise
- PIMPHONY Multi-Media on OmniPCX Office

2 Tests environment

2.1 General architecture

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

Figure 1 Tests environnement



2.2 Hardware configuration

- **Alcatel Communication Platform:** CallServer; UA and Z interfaces, LANX16

2.3 Software configuration

- **Alcatel-Lucent Communication Platform:**
 - Instant Communications Suite R6.6.000.107a
 - OmniPCX Enterprise R10.0 (j1.410.40c)
 - OmniPCX Office R810/051.001
- **My IC Desktop/softphone/Nomadic :** 2.7.023.006
- **IP Desktop Softphone :** version 10.0.0.9
- **Pimphony Multi-Media:** version 6.4 build 2340

3 Test Method

Both transmit and receive audio path quality are evaluated according to Appendix A.

The following parameters are in focus:

Listening Test Parameter	
Sound level	After setup, the signal level in the headset is comfortable.
Speech Quality	The speech must be clear and undistorted.

In addition, the Call Control (On-Hook / Off-Hook, Mute / Un-Mute) is verified on the softphone application and on the headset together as well as the synchronization between both.

The test scenarios are described in Appendix B.

The softphones are tested on the following OS:

- Windows XP Pro SP3 - 32 bits
- Windows Vista SP2 - 32 bits
- Windows 7 Integrale Edition SP1 - 32 bits
- Windows 7 Integrale Edition SP1 - 64 bits

4 Restrictions

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

4.1 Known restrictions

4.1.1 For all softphones

- In multi-line configurations, Call Control (Hook-on, Hook-off, mute) from the headset is **NOT supported** and must be managed from the softphone
- The headsets PRO 9470, PRO 9460, PRO 9450, PRO 930, GO 6430 and GO 6470 should be used with MyIC SIP in mono-line configuration. In multi-line configuration, the ring tone triggered after a second incoming call is not stopped if the distant party cancels this second call.

4.1.2 For MyIC SIP/Nomadic SIP

- Conference initiation from MyIC SIP/Nomadic is not available.
- The audio path is not established in the listening part of the audio wizard. The ringing audio file should be modified for a longer file to solve the issue. The issue occurs only during the audio wizard.

4.1.3 For MyIC VoIP H323.Nomadic H323

- Mute button from the softphone is not available

4.1.4 For IPDesktop softphone

- Mute is not synchronized between headset and softphone
 - When you press the mute button on the headset, this mute is synchronized with the IPDesktopsoftphone. You will see a blinking mute icon on the softphone GUI. You can cancel the mute action by pressing the headset mute button or the softphone mute button.
 - When you press the mute button on the IPDesktopsoftphone, this mute is **NOT** synchronized with the headset. You have to cancel the mute action by pressing again the softphone mute button.

4.1.5 For Pimphony

- Auto-answer is not available
- The audio path is not established in the listening part of the audio wizard. The ringing audio file should be modified for a longer file to solve the issue. The issue occurs only during the audio wizard.


4.2 Recommendations

Quality Of Service for IP voice flows must be configured carefully. The QOS configuration must match between the OXE/OXO, the network and the operating system (where the softphone is hosted). If not, voice delay could appear if the softphones are deployed on Windows XP operating system due to an issue in Windows XP QoS stack.

5 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.

5.1 LINK 280 USB Adapter

Name : Link 280 USB Adapter				
Headset type : UC Enabler				
X	Wired		Wireless	
X	Mono		Stereo	
Compatibility with Alcatel-Lucent softphones :				
<i>MY IC NOMADIC H323</i>		<i>PASSED</i>		
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED</i>		
<i>MY IC NOMADIC SIP</i>		<i>PASSED</i>		
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>		
<ul style="list-style-type: none">• Plug-and-play USB adapter with built-in Bluetooth• Fits all corded Jabra QD headsets for desk phones• Flexible in line call control buttons• Enhanced digital audio via new DSP				

Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.1.1 Summary of problems

5.1.1.1 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381


5.1.2 Summary of restrictions

5.1.2.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.2 BIZ 2400 USB

Name : BIZ 2400 USB			
Headset type :			
X	Wired		Wireless
X	Mono	X	Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
<p>Be heard – with Jabra BIZ 2400’s clear voice transmission</p> <ul style="list-style-type: none">• Drown out the noise – with the headset's advanced noise-canceling technology• Talk in comfort – with super soft ear cushions and your choice of headset• Work how you want – Jabra BIZ 2400 Series has over 20 models to suit all office environments• Kevlar cord• 360 degree free microphone spinning• Surgical steel• Bluetooth for mobile phone connection			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed



Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.2.1 Note

Quality Of Service for IP voice flows must be configured carefully. The QoS configuration must match between the OXE/OXO, the network and the operating system (where the softphone is hosted). If not, voice delay could appear if the softphones are deployed on Windows XP operating system due to an issue in Windows XP QoS stack.

5.2.2 Summary of problems

5.2.2.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.2.2.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381


5.2.3 Summary of restrictions

5.2.3.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.3 GN 2000 USB

Name : GN 2000 USB			
Headset type :			
X	Wired		Wireless
X	Mono	X	Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</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.			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control		Result
Audio wizard		Passed
On-hook/Off-hook from the headset or the softphone		Passed
Mute		Passed with restrictions
Conference		Passed
Defence (Headset unplug)		Passed with restrictions

5.3.1 Summary of problems

5.3.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.3.1.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381


5.3.2 Summary of restrictions

5.3.2.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.4 Jabra UC Voice 150

Name : Jabra UC Voice 150			
Headset type :			
x	Wired		Wireless
	Mono	x	Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
Jabra UC VOICE™ 150 ENTRY -LEVEL UC HEADSET WITH OUTSTANDIN G SOUND CLARITY --Designed for light usage --Crystal clear wideband sound --Soft and comfortable velour ear cushions --Microphone with a superior noise-reduction feature -- Intuitive call-control unit for fast user adoption --Plug-and-play USB connectivity			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature (depending on chosen HW Top headset)		Passed	



Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.4.1 Summary of problems

5.4.1.1 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381


5.4.2 Summary of restrictions

5.4.2.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.5 Jabra UC Voice 250

Name : Jabra UC Voice 250			
Headset type :			
x	Wired		Wireless
x	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
Jabra UC VOICE™ 250 DISCREET AND PORTABLE UC HEADSET --Designed for light-to-medium use --Lightweight and portable design --Discreet behind-the-ear wearing style --Crystal clear wideband sound --Microphone with a noise-reduction feature -- Intuitive call-control unit for fast user adoption --Plug-and-play USB connectivity			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature (depending on chosen HW Top headset)		Passed	



Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.5.1 Summary of problems

5.5.1.1 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381


5.5.2 Summary of restrictions

5.5.2.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.6 Jabra UC Voice 550

Name : Jabra UC Voice 550			
Headset type :			
x	Wired		Wireless
	Mono	x	Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
Jabra UC VOICE™ 550 CLASSIC AND comfortable UC headset --Designed for light-to-medium use --Soft leatherette padding on the headband --Comfortable leatherette ear cushions --Crystal clear wideband sound --Microphone with a superior noise-reduction feature -- Intuitive call-control unit for fast user adoption --Plug-and-play USB connectivity			
Subjective tests			Result
Receiving			
Audio quality headset side			Passed
Headset side comprehension of speech			Passed
Music listening			Passed
Volume control			Passed
Sending			
Audio quality for remote party			Passed
Distant side comprehension of speech			Passed
Noise Cancellation feature (depending on chosen HW Top headset)			Passed



Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.6.1 Summary of problems

5.6.1.1 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.6.2 Summary of restrictions

5.6.2.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.7 SPEAK 410

Name : SPEAK 410			
Headset type : Speakerphone			
X	Wired		Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
Jabra SPEAK™ 410 Your Portable UC Conference Room. -- Ideal for one-to-one and small-group conference calls --Wideband sound --Built-in call controls: answer/end calls, adjust volume and mute the microphone --Slim and compact, delivered with travel case --Built-in ringer --Built-in headset port for private calls			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed with restrictions	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature (depending on chosen HW Top headset)		Passed	



Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.7.1 Note

Quality Of Service for IP voice flows must be configured carefully. The QoS configuration must match between the OXE/OXO, the network and the operating system (where the softphone is hosted). If not, voice delay could appear if the softphones are deployed on Windows XP operating system due to an issue in Windows XP QoS stack.

5.7.2 Summary of problems

5.7.2.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.7.2.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.7.3 Summary of restrictions

5.7.3.1 MyIC VoIP H323


The speak 410 volume level is not maintained under Windows Seven 32bits. Tests B3-C3, SR 1-130787251

5.7.3.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.8 PRO 9470

Name : PRO 9470			
Headset type : Executive headset			
	Wired	X	Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED WITH RESTRICTIONS</i>	
<ul style="list-style-type: none">• Optimized for specialists, managers and executives• 3 x connectivity: desk, soft and mobile phone• Dual microphone Noise Blackout™• Mono speaker, midi boom arm			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.8.1 Summary of problems

5.8.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.8.1.2 MyIC SIP/Nomadic SIP

Second Incoming call alert does not stop when disconnected while ringing by the far end party. Test B10, SR 1-133412086

5.8.1.3 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.8.2 Summary of restrictions


5.8.2.1 MyIC SIP/Nomadic SIP/Pimphony

Ring back tone is not heard for outgoing calls in Jabra GN9350e. Tests C1-C2-C3-C4, SR 1-134724721

5.8.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.9 PRO 9465

Name : PRO 9465				
Headset type : Headset				
	Wired	X	Wireless	
	Mono	X	Duo	
Compatibility with Alcatel-Lucent softphones :				
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>		
<ul style="list-style-type: none">• Optimized for office personnel• 2 x connectivity: desk and softphone• Noise-canceling microphone				
Subjective tests				Result
Receiving				
Audio quality headset side				Passed
Headset side comprehension of speech				Passed
Music listening				Passed
Volume control				Passed
Sending				
Audio quality for remote party				Passed
Distant side comprehension of speech				Passed
Noise Cancellation feature (depending on chosen HW Top headset)				Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.9.1 Summary of problems

5.9.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.9.1.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.9.2 Summary of restrictions


5.9.2.1 MyIC SIP/Nomadic SIP

Mute is not synchronized between the headset and the softphone. Tests B5-B6, SR 1-131427687

5.9.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.10 PRO 9460

Name : PRO 9460				
Headset type : Headset				
	Wired	X	Wireless	
X	Mono	X	Duo	
Compatibility with Alcatel-Lucent softphones :				
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED WITH RESTRICTIONS</i>		
<ul style="list-style-type: none">• Optimized for office personnel• 2 x connectivity: desk and softphone• Noise-canceling microphone				

Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.10.1 Summary of problems

5.10.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.10.1.2 MyIC SIP/Nomadic SIP

Second Incoming call alert does not stop when disconnected while ringing by the far end party. Test B10, SR 1-133412086

5.10.1.3 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.10.2 Summary of restrictions

5.10.2.1 MyIC SIP/Nomadic SIP/Pimphony


Ring back tone is not heard for outgoing calls in Jabra GN9350e. Tests C1-C2-C3-C4, SR 1-134724721

5.10.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.11 PRO 9450

Name : PRO 9450			
Headset type : Headset			
	Wired	X	Wireless
X	Mono	X	Duo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
<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			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.11.1 Summary of problems

5.11.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.11.1.2 MyIC SIP/Nomadic SIP

Second Incoming call alert does not stop when disconnected while ringing by the far end party. Test B10, SR 1-133412086

5.11.1.3 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381


5.11.2 Summary of restrictions

5.11.2.1 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.12 PRO 930

Name : GO6430			
Headset type : Bluetooth			
	Wired	X	Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED WITH RESTRICTIONS</i>	
<ul style="list-style-type: none">• Up to 120 mtr / 350 ft wireless range• Flexible range/density settings to address density issues• Intuitive call control buttons on headset• Plug&play USB connectivity• Superior audio with noise cancelling microphone, Jabra SafeTone and DSP• Lightweight design and comfortable ear cushions• Energy optimized• Integrated base ringer for silent PC policies• Wideband sound			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.12.1 Summary of problems

5.12.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.12.1.2 MyIC SIP/Nomadic SIP

Second Incoming call alert does not stop when disconnected while ringing by the far end party. Test B10, SR 1-133412086

5.12.1.3 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.12.2 Summary of restrictions

5.12.2.1 MyIC SIP/Nomadic SIP

Mute is not synchronized between the headset and the softphone. Tests B5-B6, SR 1-131427687


5.12.2.2 MyIC SIP/Nomadic SIP/Pimphony

Ring back tone is not heard for outgoing calls in Jabra GN9350e. Tests C1-C2-C3-C4, SR 1-134724721

5.12.2.3 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.13 GO 6430 + LINK 350 USB Bluetooth adapter

Name : GO6430				
Headset type : Bluetooth				
	Wired	X	Wireless	
X	Mono		Stereo	
Compatibility with Alcatel-Lucent softphones :				
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>		
<ul style="list-style-type: none">• Optimized for field staff/road warriors• 2 x connectivity: mobile and softphone• Travel charger and USB Bluetooth adapter included• Low energy consumption with Jabra IntelliPower				
Subjective tests				Result
Receiving				
Audio quality headset side				Passed
Headset side comprehension of speech				Passed
Music listening				Passed
Volume control				Passed
Sending				
Audio quality for remote party				Passed
Distant side comprehension of speech				Passed
Noise Cancellation feature (depending on chosen HW Top headset)				Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.13.1 Summary of problems

5.13.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.13.1.2 MyIC SIP/Nomadic SIP

Second Incoming call alert does not stop when disconnected while ringing by the far end party. Test B10, SR 1-133412086

5.13.1.3 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.13.2 Summary of restrictions

5.13.2.1 MyIC SIP/Nomadic SIP


Mute is not synchronized between the headset and the softphone. Tests B5-B6, SR 1-131427687

5.13.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.14 GO 6470

Name : GO6470			
Headset type : Bluetooth			
	Wired	X	Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED</i>	
<ul style="list-style-type: none">• Optimized for specialists, managers and executives• 3 x connectivity: mobile, soft and deskphone• Touch screen and SmartSetup wizard• Low energy consumption with Jabra IntelliPower			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.14.1 Summary of problems

5.14.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.14.1.2 MyIC SIP/Nomadic SIP

Second Incoming call alert does not stop when disconnected while ringing by the far end party. Test B10, SR 1-133412086

5.14.1.3 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.14.2 Summary of restrictions

5.14.2.1 MyIC SIP/Nomadic SIP


Mute is not synchronized between the headset and the softphone. Tests B5-B6, SR 1-131427687

5.14.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.15 GO 660

Name : GO660			
Headset type : Bluetooth lightweight			
	Wired	X	Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
MY IC NOMADIC H323		PASSED WITH RESTRICTIONS	
MY IC SOFTPHONE SIP		PASSED WITH RESTRICTIONS	
MY IC NOMADIC SIP		PASSED WITH RESTRICTIONS	
IP DESKTOP SOFTPHONE		PASSED WITH RESTRICTIONS	
PIMPHONY MULTI-MEDIA		PASSED	
<ul style="list-style-type: none">• Switch seamlessly from mobile to softphone• Experience state-of-the-art noise-cancelling which eliminates background noise• Plug-and-play device with no driver requirements• All-day comfort with Ultimate fit Eargel™			



Subjective tests	Result
Receiving	
Audio quality headset side	Passed
Headset side comprehension of speech	Passed
Music listening	Passed
Volume control	Passed
Sending	
Audio quality for remote party	Passed
Distant side comprehension of speech	Passed
Noise Cancellation feature (depending on chosen HW Top headset)	Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.15.1 Summary of problems

5.15.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.15.1.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.15.2 Summary of restrictions

5.15.2.1 MyIC SIP/Nomadic SIP

Mute is not synchronized between the headset and the softphone. Tests B5-B6, SR 1-131427687

5.15.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.16 GN 9330e USB

Name : GN 9330e USB			
Headset type :			
	Wired	X	Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
<i>MY IC NOMADIC H323</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED WITH RESTRICTIONS</i>	
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED WITH RESTRICTIONS</i>	
<ul style="list-style-type: none">▪ Enhances user experience with MS OC.▪ Plug and Play with MS OC.▪ Great VoIP quality▪ Stylish, lightweight design▪ Greater freedom of movement with increased range up to 120 meters (up to 350 ft in US DECT)▪ True Wideband audio▪ Individual comfort with choice of wearing styles with soft and comfortable earpiece materials▪ Full confidentiality with advanced digital encryption▪ Up to 6 hours talk time without recharging▪ Gives clear, peak-free sound.▪ Boom arm with enhanced wind noise reduction together with the NC microphone▪ Noise canceling microphone technology			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.16.1 Summary of problems

5.16.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.16.1.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.16.2 Summary of restrictions

5.16.2.1 MyIC SIP/Nomadic SIP/Pimphony


Ring back tone is not heard for outgoing calls in Jabra GN9350e. Tests C1-C2-C3-C4, SR 1-134724721

5.16.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

5.17 GN 9350e

Name : GN 9350e			
Headset type :			
	Wired	X	Wireless
X	Mono		Stereo
Compatibility with Alcatel-Lucent softphones :			
MY IC NOMADIC H323		PASSED WITH RESTRICTIONS	
MY IC SOFTPHONE SIP		PASSED WITH RESTRICTIONS	
MY IC NOMADIC SIP		PASSED WITH RESTRICTIONS	
IP DESKTOP SOFTPHONE		PASSED WITH RESTRICTIONS	
PIMPHONY MULTI-MEDIA		PASSED WITH RESTRICTIONS	
<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▪ Future-proof investment using a built-in USB interface for IP telephony▪ 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)			



Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed

Call control	Result
Audio wizard	Passed
On-hook/Off-hook from the headset or the softphone	Passed
Mute	Passed with restrictions
Conference	Passed
Defence (Headset unplug)	Passed with restrictions

5.17.1 Summary of problems

5.17.1.1 MyIC SIP/Nomadic SIP/VoIP H323

MyIC application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-130379911/crms00357655

5.17.1.2 IP Desktop Softphone

IP Desktop Softphone application crash happens when the Headset is unplugged from the computer. Test D1, SR 1-1-133144381

5.17.2 Summary of restrictions

5.17.2.1 MyIC SIP/Nomadic SIP/Pimphony

Ring back tone is not heard for outgoing calls in Jabra GN9350e. Tests C1-C2-C3-C4, SR 1-134724721

5.17.2.2 IP Desktop Softphone

When unmute from the headset, the IP Desktop Softphone mute LED still blinks but the voice path is re established. Tests B5-C5, SR 1-132987769

6 Appendix A -- Subjective Measurements

As well as carrying out simple electrical 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.

7 Appendix B – Test plan

The following tests have been performed for all softphones.

7.1 Audio wizard

NO	Test Case Description
A1	<p>Check that the Audio Wizard works fine with the headset</p> <ol style="list-style-type: none"> 1. In the PC where the softphone is installed, Go to Start -> Control Panel -> in Control Panel->Sounds and Devices- > Audio Tab. 2. In this tab select the speaker and microphone as headset type 3. After detection if it asks for reboot need to do the same. 4. Once the PC comes up, start the SoftPhone and check the audio wizard is set to headset type. 5. Verify the Audio is fine by making calls. 6. Check the headset model name is correctly displayed in the Wizard

7.2 Incoming call

NO	Test Case Description
B1	<p>Call the softphone (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 SoftPhone. 2. While softphone is ringing, we can check the same in the headset by clicking + and - the volume and verify that the ringing tone is heard 3. Verify the call can be rejected (if feature provided by the headset)
B2	<p>Hook-Off from the softphone 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 softphone. 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
B3	<p>Verify the audio level adjustment by pulling up and down the sound in the headset</p> <ol style="list-style-type: none"> 1. In the incoming call, verify the audio of the call by pressing + and - in the headset. 2. Verify the volume is ok and maintained
B4	<p>Activate the Mute button from the softphone and verify that it acts on the headset. 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 softphone. 2. Verify that the audio is muted, de-muted on the headset accordingly
B5	<p>Activate the Mute button on the headset and verify that it acts on the softphone. Do it a few times. Then Hook-on from the softphone.</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, de-muted on the headset accordingly
B6	<p>Re-do the tests 1 to 5, but Hook-Off and Hook-On from the headset button.</p>
B7	<p>The softphone being in idle state, place a new incoming call to the softphone, Hook-Off from the softphone, 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 softphone 2. Take the call from the SoftPhone 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
B8	<p>The softphone being in idle state, place a new Incoming call, Hook-Off from the softphone, check the audio is established , then place a second incoming call and Hook-On from the softphone</p>

NO	Test Case Description
	<ol style="list-style-type: none"> 1. Place an incoming call to the softphone 2. Take the call from the softphone by pressing the button and verify the audio is established in both ways for both parties 3. Place a second incoming call to the softphone 4. Take the call from the softphone 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 softphone
B9	<p>Use a softphone configured in G729 (via "Intra-domain compression" on OXE side), place an ISDN incoming call to the softphone, Hook-Off from the headset, check the audio quality during 1mn, check the Mute button, and Hook-On from the softphone</p> <ol style="list-style-type: none"> 1. Make an ISDN incoming call to the SoftPhone. 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 1 min on both parties 4. Check Mute by activating and deactivating from the softphone 5. Check Mute by activating and deactivating from the PC 6. Disconnect the call from the softphone and check for the tone in the headset
B10	<p>The softphone being idle, place an ISDN incoming call to the softphone, Hook-Off from the softphone and activate the Mute button. Place a second incoming call from the IPTouch to the softphone, 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 softphone, check the audio is ok in both ways and Hook-Off from the softphone.</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the softphone and take the call from the softphone. 2. Check the audio level for few seconds 3. Mute this call from the softphone 4. Make another incoming call from IPTouch to the softphone 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 softphone and verify the audio is ok in both ways for both parties of the call 9. Activate and Deactivate from PC the same and check the audio is ok in both ways for both parties of the call 10. Hook-Off from the softphone
B11	<p>The softphone being in idle state, place an ISDN incoming call to the softphone, Hook-Off from the softphone. Call the IP Touch, Hook-Off the IP Touch and activate the conference from the softphone. Check the audio on all 3 participants, Mute from the softphone, then Hook-Off from the softphone. Remark: the conference feature is not available on all softphones (see known restrictions)</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the softphone and take the call from the softphone. 2. Check the audio level for few seconds 3. Make an outgoing call to IPTouch from the softphone 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 softphone 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 softphone 8. Hook-Off from the softphone 9. Check that the ISDN call is connected to the IP Touch 10. Release the call
B12	<p>The softphone being in idle state, place an ISDN incoming call to the softphone, Hook-Off from the softphone. Make an inquiry call to an Internal number.</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the softphone and answer the call from the softphone 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 softphone 6. Check the audio is ok in both ways for on the two parties after the transfer

NO	Test Case Description
	7. Additionally, test Enquiry Off instead of Transfer
B13	<p>Configure the softphone in auto-answer mode and check the audio</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the softphone 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 5. Hook-Off from the headset <p>Remark: auto-answer mode is not available on all softphones (see known restrictions)</p>

7.3 Outgoing call

NO	Test Case Description
C1	<p>Call from the softphone (in G711 A law) an IPTouch (in G711 A law), use the softphone 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 SoftPhone. 2. While IPTouch is ringing, check the ringback tone in the headset by clicking + and - the volume and verify the same.
C2	<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 1 mn.</p> <ol style="list-style-type: none"> 1. Make a new outgoing call to IPTouch from the softphone. 2. Check the ringback tone in the headset. 3. Take 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
C3	<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.
C4	<p>Activate the Mute button from the softphone and verify that it acts on the headset. Do it a few times.</p> <ol style="list-style-type: none"> 1. Activate the mute button and deactivate the same in softphone and check the audio 2. Do it several times
C5	<p>Activate the Mute button on the headset and verify that it acts on the headset. Do it a few times.</p> <p>Then Hook-on from the IP Touch and check that the softphone 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.
C6	<p>Re-do the tests 1 to 5, but by setting the call via Hook-Off from the headset button and Hook-On from the Headset</p>
C7	<p>Use a softphone 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 softphone</p> <ol style="list-style-type: none"> 1. Make a ISDN outgoing call from the SoftPhone 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 softphone and check the audio 4. Release the call from the softphone

7.4 Defence

NO	Test Case Description
D1	<p data-bbox="272 365 448 394">Unplug headset</p> <ol data-bbox="320 398 1214 495" style="list-style-type: none"><li data-bbox="320 398 1161 427">1. During previous tests, unplug abruptly the headset in different situations<li data-bbox="320 432 767 461">2. Verify that the softphone don't crash<li data-bbox="320 465 1214 495">3. Verify that when reconnecting the headset, the application behaves correctly

8 Appendix C - Partner escalation process

Partner escalation process is exclusively through the local GN Netcom subsidiary.

To find the closest subsidiary, please check the following link : <http://www.gnnetcom.com>

Single point of contact per country/region are listed and updated on this web link.

Pre Sales:

If a partner needs pre sales information or support, the local GN Netcom subsidiary will provide the necessary help. By selecting the appropriate GN Netcom subsidiary, partners will have the localized welcome and support they need.

All the business relations between partners and GN Netcom are handled locally.

This procedure allows the partners to use a single point of contact per country for sales and pre sales support.

Post Sales:

Should you need assistance with one of the GN Netcom product, your request will be handled as follows:

- *The first point of contact is always the local GN Netcom subsidiary. This provides the partner with the product support in the appropriate language.*
- *First level: Telephone support operated by the local GN Netcom subsidiary.*
- *Escalation to higher level is handled internally at GN Netcom and the partner is kept informed via the local GN Netcom office.*
- *GN Netcom 2nd level of support may contact the partner under the local GN Netcom subsidiary control. Escalation to 2nd level support is always initiated from the local GN Netcom subsidiary. The partner will be given a single point of contact for the follow up at the local GN Netcom subsidiary. For local contact, please check : <http://www.gnnetcom.com>*

Relations with the product repair centre are handled locally and under the sales team responsibility.

9 Appendix D: AAPP program

9.1 Alcatel-Lucent Application Partner Program (AAPP)

Complete e-business solutions at your disposal

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

Web site

If registered Application Partner, you can access the AAPP website at this URL:

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

9.2 Alcatel-Lucent.com

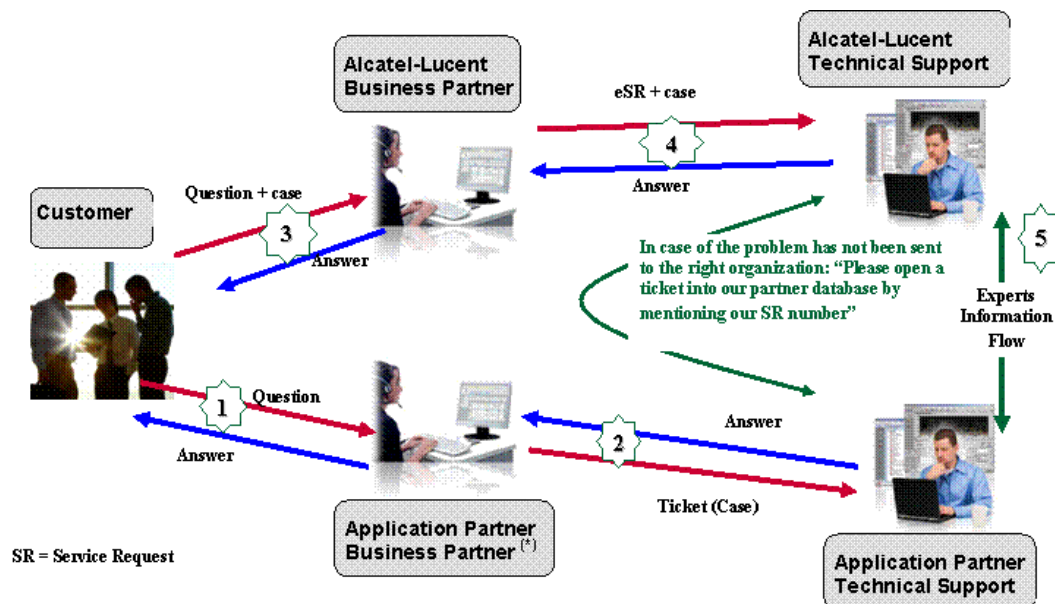
You can access the Alcatel-Lucent website at this URL: <http://www.Alcatel-Lucent.com/>

10 Appendix E: AAPP Escalation process

10.1 Introduction

The purpose of this appendix is to define the split of responsibilities and the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with a solution involving an Alcatel-Lucent platform and a Third-Party application *with or without a valid Alcatel-Lucent Inter-Working Report*.

If a problem occurs on an installation involving Alcatel-Lucent platforms and a certified product or application, both parties, Alcatel-Lucent and the Application Partner, are engaged as follows:



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

10.2 Escalation in case of certified application/products

The Alcatel-Lucent support will be limited to applications with a valid Inter-Working Report (IWR). Known problems or remarks mentioned in the IWR will not be taken into account.

A valid IWR means an official IWR exists which is posted on the Alcatel-Lucent Enterprise Business Portal and mentions the same release/version of the software of both parties as those of the current customer installation (Or an official agreement between Alcatel-Lucent and the Third-Party exists to support the customer installation if the release/version doesn't match those mentioned in the latest IWR).

If there is an interworking issue, 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.

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 a guarantee of the availability of the solution. 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.

10.3 Escalation in case of non-certified application/product

If an Alcatel-Lucent Business Partner escalates an issue where a 3rd party application is involved and the following conditions apply:

1. no IWR exist (not available on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,
2. Or the 3rd party company is referenced as AAPP participant but with no existing IWR,
3. Or the existing IWR is available but the release/version of the both parties (Alcatel-Lucent and 3rd-party) are not the same than those currently deployed at the customer site (see exception in Note 2).

In this case, the only responsibility of the Alcatel-Lucent Technical Support is to verify that the Alcatel-Lucent platform is correctly installed and configured for a standard use and that the Alcatel-Lucent equipments perform as expected. If that's the case, Alcatel-Lucent will be forced to close the case.

If the Alcatel-Lucent Business Partner, the customer or the 3rd party company need additional and specific involvement from Alcatel-Lucent, there are two options:

- Either request a quote for specific investigation and diagnosis (with no agreement to fix the issue),
- Or the AAPP program process is followed to officially certify the 3rd party application/product.

For both options, just send the request to the AAPP team (by opening an e-SR).

IMPORTANT NOTE 1: Even if the 3rd party company is able to demonstrate the issue is on the Alcatel-Lucent side, there is no obligation from Alcatel-Lucent to fix it (there is no official IWR established between the two parties).

IMPORTANT NOTE 2: For case 3, Alcatel-Lucent and the Third-Party company may decide to provide a document specifying the possible extension of the IWR by mentioning the list of releases/versions officially supported. (Another way is to update an existing IWR with new release/version compatibility).

10.4 Technical Support access

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

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

Alcatel-Lucent Business Partners Support Center for countries:

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

For other countries:

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

END OF DOCUMENT