Alcatel-Lucent Application Partner Program Inter-Working Report

Partner:
Application type: Alarm Server
Application name: HelpNex
Alcatel-Lucent Platform: OmniPCX Office

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

Certification overview

Date of the tests	February 2012

Alcatel-Lucent's representative	Jean-Charles BERNARD
AAPP member representative	Pedro Liarte

Alcatel-Lucent Communication Platform	OmniPCX Office
Alcatel-Lucent Communication Platform Release	R8.1/49.04
AAPP member application version	1.0.7.9
Application Category	Event monitoring & Alerting
	Healthcare dedicated software

Author(s): J-C. BERNARD
Reviewer(s): R.Himmi, D.Lienhart

Revision History

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

Test results

☑ Passed ☐ Refused ☐ Postponed

☐ Passed with restrictions

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

IWR validity extension

The validity of this IWR has been extended to the following software releases/products:

- OmniPCX Office Release 9.0 – *January 2013*

AAPP Member Contact Information

Contact name: Pedro Liarte
Title: R & D Manager

Address: C/ Zurita 17, Ppal Izda

City: Zaragoza
Zip Code: 50001

Country: Spain

Phone: +34 902 106 730
Fax: +34 902 104 806
Mobile Phone:

Web site: www.ibernex.es
Email address: pedro.liarte@ibernex.es

TABLE OF CONTENTS

1 Introduction

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

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

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

2 Validity of the Interworking Report

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

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

A new release is identified as following:

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

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

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

3 Limits of the Technical support

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

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

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

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

3.1 Case of additional Third party applications

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

4 Application information

Application type: Alarm server

Application commercial name: HELPNEX

Application version: 1.0.7.9

Interface type: SIP trunk

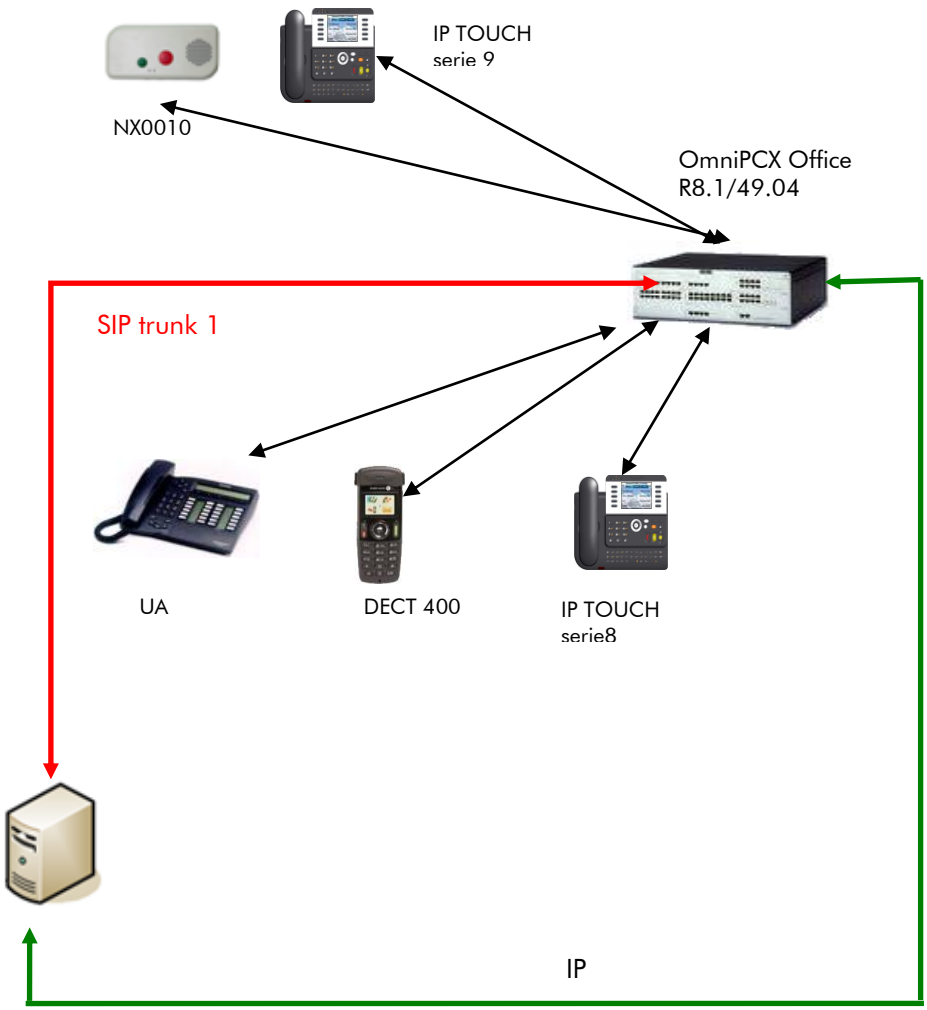
Brief application description:

Alarm server to receive alarms from Ibernex room terminals using an OXO PBX connected through SIP trunks.
Room terminals are connected to analog extensions in the rooms, and communicate (voice and data) with a central server via VoIP calls.
The alarm server can show the call progress in real time, and connect the audio from the room terminals with the staff DECT or phones configured in the client software, following some rules that allow for different call sequences depending on time of day, room/zone or alarm type.
The room terminal has a fail-safe backup telephone so if the SIP trunk is down, the call is performed to a phone group in the PBX.

5 Tests environment

5.1 General architecture

The tests are performed on the Alcatel-Lucent AAPP Etesting platform in the following environment:



5.1.1 Hardware configuration

- **Alcatel-Lucent Communication Platform**: OmniPCX Office
- **Terminals:** DECT 400, IP TOUCH series 8 and series 9, UA phone.
- **Alarm Terminal:** Ibernex NX0010 connected to analog extension

5.1.2 Software configuration

- **Alcatel-Lucent Communication Platform**: OXO R8.1/49.04, Dect base station IBS.
- **Server application:** Helpnex v1.7.9

6 Summary of tests results

6.1 Voice based alarms notification on OmniPCX Office

6.1.1 Summary of main functions supported

- **SIP Trunk**

Alarm server with OXO / SIP TRUNK

Features		**Global status**	**DECT 400**	**IP Touch 8serie**	**IP Touch 9 serie**	**UA**
Display alarms on ringing			OK	OK	OK	OK
Send a User to User information			N/A	N/A	N/A	N/A
Start alarm from phone			N/A	N/A	N/A	N/A

- **Analog Z interface (NX0010 terminal)**

Features		**Global status**	**Z interface**
Start alarm from phone			OK
Display alarms on ringing			N/A
Send a User to User information			N/A

6.1.2 Summary of problems

None

6.1.3 Summary of limitations

None

6.1.4 Notes, remarks

None

7 Test Result Template

7.1 Test procedure

Step	Action	N/A	Result	Origin of the problem	Comment

Step: a test may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test. Step 0 when present represents the initial state for all the following steps.
Action: describes which action to realize in order to set-up the conditions of the test.
N/A: the step within this test is not applicable to this application. This has to be filled in only if the test is checked as mandatory in the applicability box. In that case, the column comment must indicate the reason of the non-applicability (e.g.: service not supported).
Result: describes the result of the test from an external point of view. If it is positive, it describes which application's trigger was checked. If it is negative, it describes as precisely as possible the problem.
Origin of the problem: this column has to be filled in when a problem occurs during the test. It must contain a high level evaluation of the localization of the responsibility: Alcatel-Lucent or the Partner.

☞ **it is not intended during this test session to debug and fix problems**.

7.2 Result template

The results table must be formatted as indicated in the example below:

Step	Action	N/A	Result	Origin of the problem	Comment
1	**.** action 1		OK		
2	**.** action 2		OK		The application waits for PBX timer or phone set hangs up
3	**.** action 3		OK		
4	**.** action 4	**X**			Relevant only if the CTI interface is a direct CSTA link
5	**.** action 5		**NOK**		No indication, no error message
…	…				

8 Test Results - Voice based alarms notification on OmniPCXOffice

8.1 Using SIP trunk

The tests cover the same scenario than using RNIS

Calls from ALARM SERVER to OmniPCX Office (OXO) phones

8.1.1 Text display

8.1.1.1 Test Definition

- ALARM SERVER calls all phones of the list
- All phones are respectively not forwarded, in immediate forward, in forward on busy and out of service
- A 16 character text display is configured
- A voice prompt is played. The alarm is acknowledged by answering the call

8.1.1.2 On not forwarded set

Step	Action	N/A	Result	Origin of the problem	Comment
1	**On Alcatel-Lucent DECT 400**		OK		
2	**On Alcatel-Lucent IP Touch TDM**		OK		
3	**On Alcatel-Lucent IP Touch NOE**		OK		
4	**On Alcatel-lucent UA**		OK		

8.1.1.3 On forwarded set (immediate)

Step	Action	N/A	Result	Origin of the problem	Comment
1	**On Alcatel-Lucent DECT 400**		OK		
2	**On Alcatel-Lucent IP Touch TDM**		OK		
3	**On Alcatel-Lucent IP Touch NOE**		OK		
4	**UA**		OK		

8.1.1.4 On forwarded set (on busy)

Step	Action	N/A	Result	Origin of the problem	Comment
1	**On Alcatel-Lucent DECT 400**		OK		
2	**On Alcatel-Lucent IP Touch TDM**		OK		
3	**On Alcatel-Lucent IP Touch NOE**		OK		
4	**UA**		OK		

the display of the texte message in ringing is depending on the display of the forward on the terminal. Not 16 characters are displayed

8.1.1.5 On Out of service set

Step	Action	N/A	Result	Origin of the problem	Comment
1	**On Alcatel-Lucent DECT 400**		OK		
2	**On Alcatel-Lucent IP Touch TDM**		OK		
3	**On Alcatel-Lucent IP Touch NOE**		OK		
4	**UA**		OK		

The alarm server calls a backup number as soon as it has the message 480 Temporarily not available

8.1.2 Call reception by ALARM SERVER

8.1.2.1 Test Definition

- The room terminal send an alarm
- ALARM SERVER receives the call and starts the alarm

8.1.2.2 Call reception by ALARM SERVER from the room terminal

Step	Action	N/A	Result	Origin of the problem	Comment
1	**Call reception from room terminal**		OK		
2	**The alarm is finished by using an RFID card near the room terminal**		OK		

9 Appendix A: AAPP member's Application description

Ibernex Helpnex alarms system consists of:

Room terminals, connected to the PBX through analog lines
Alarm server, connected to the PBX using SIP Trunk
Alarm client, connected to the alarm server using IP network

The room terminal contains a RS485 bus to extend the number of inputs & outputs.

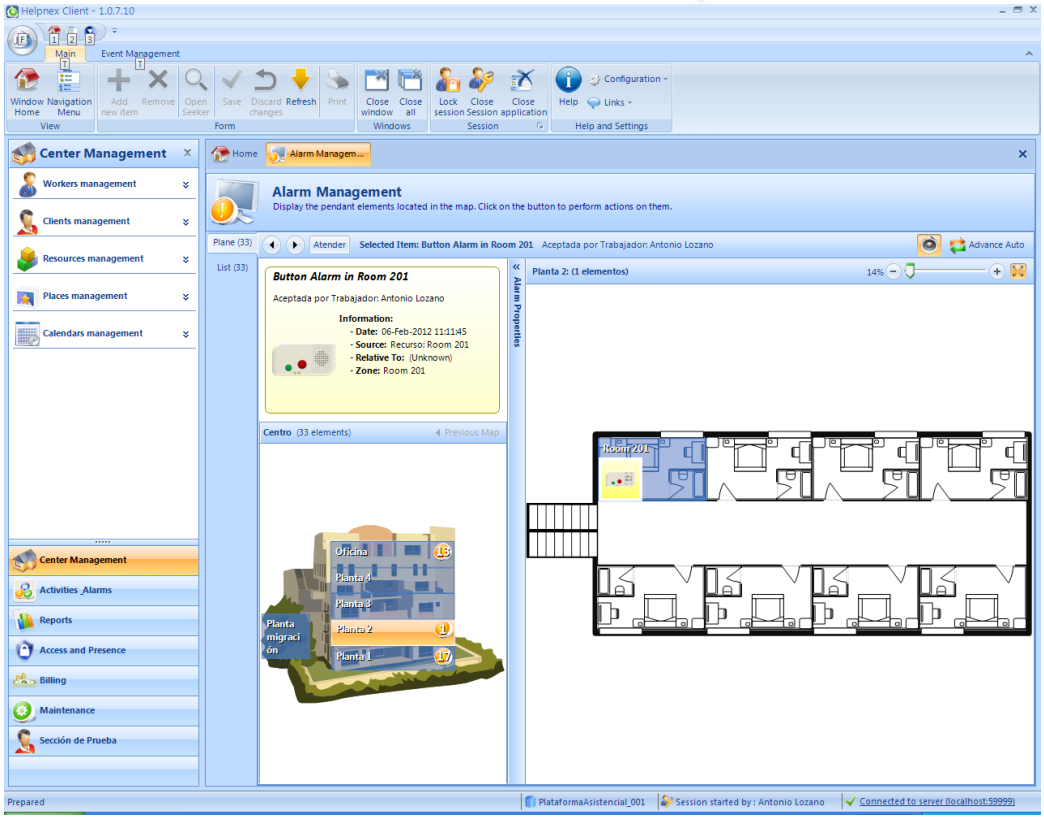
When the user triggers an alarm, the room terminal makes a call to a fixed phone number, that calls to one of the VoIP extensions in the alarm server. This extension answers the call and initiates a FSK data protocol over the SIP voice channel to request the terminal for its information and the alarm source.
The server checks in the database which rules apply, given the time of day, room and alarm source, and performs a call to the phone numbers configured in these rules.
When making the call to the phones, the alarm server changes the display name of the calling party to show the alarm room number and type, so the staff can know the alarm source before answering the call.
When one of the phone calls is answered, the alarm server ends the rest of the calls, and connects the audio from this call to the one coming from the terminal, establishing a full duplex connection between them, while still monitoring both ends of the conversation.

All this alarm progress is shown in all the connected client applications in real time, using colours and displaying them in a map of the building. The states are:

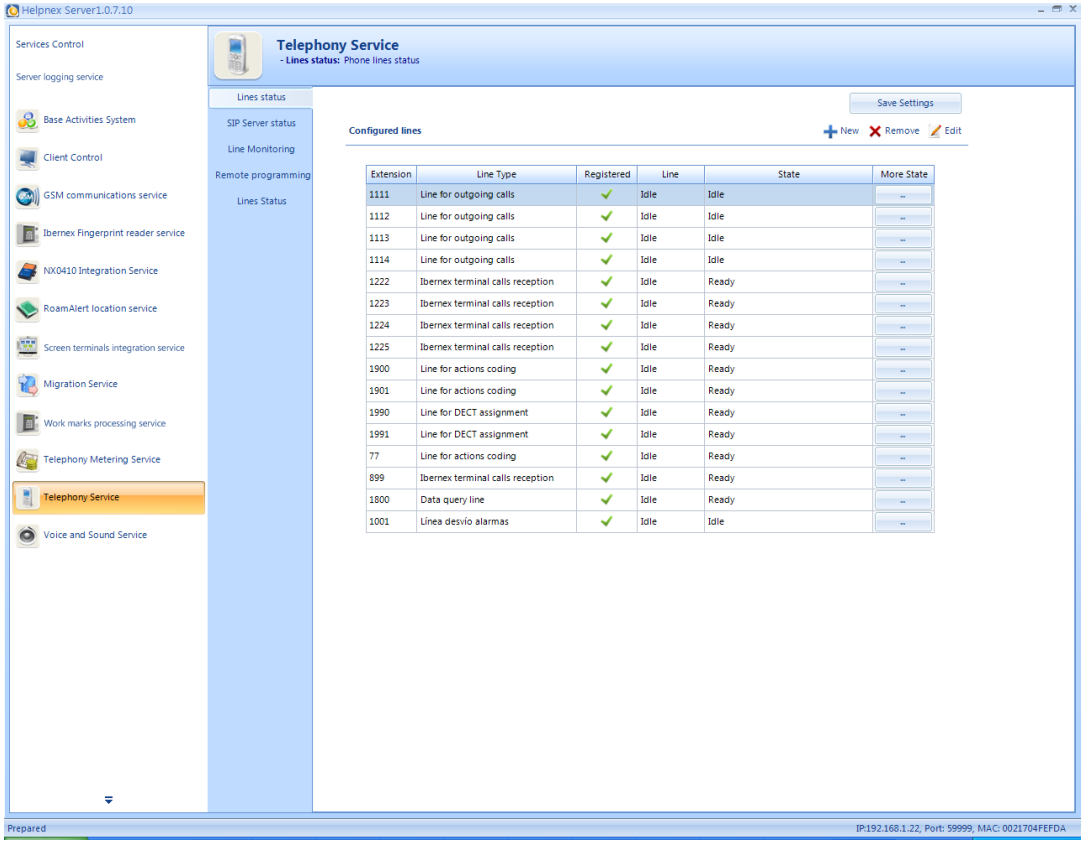
- Red: Alarm in progress, phones ringing
- Yellow: Phone call has been answered and a conversation has been established.
- Blue: The staff has gone to the room, and passed their RFID card by the room terminal to signal an alarm end.

When the room terminal can't contact the alarm server via SIP, it performs a normal voice call to a predefined number, normally assigned to a phone ringing group, so the alarm call is always received in a phone.

Although it's not part of this certification, the alarm system also supports an access control support and staff task scheduling management



Alarm client showing an alarm in the building map



Alarm server, showing the virtual VoIP extensions for communication with room terminals.

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

All default parameters and:

Alarm server configuration:

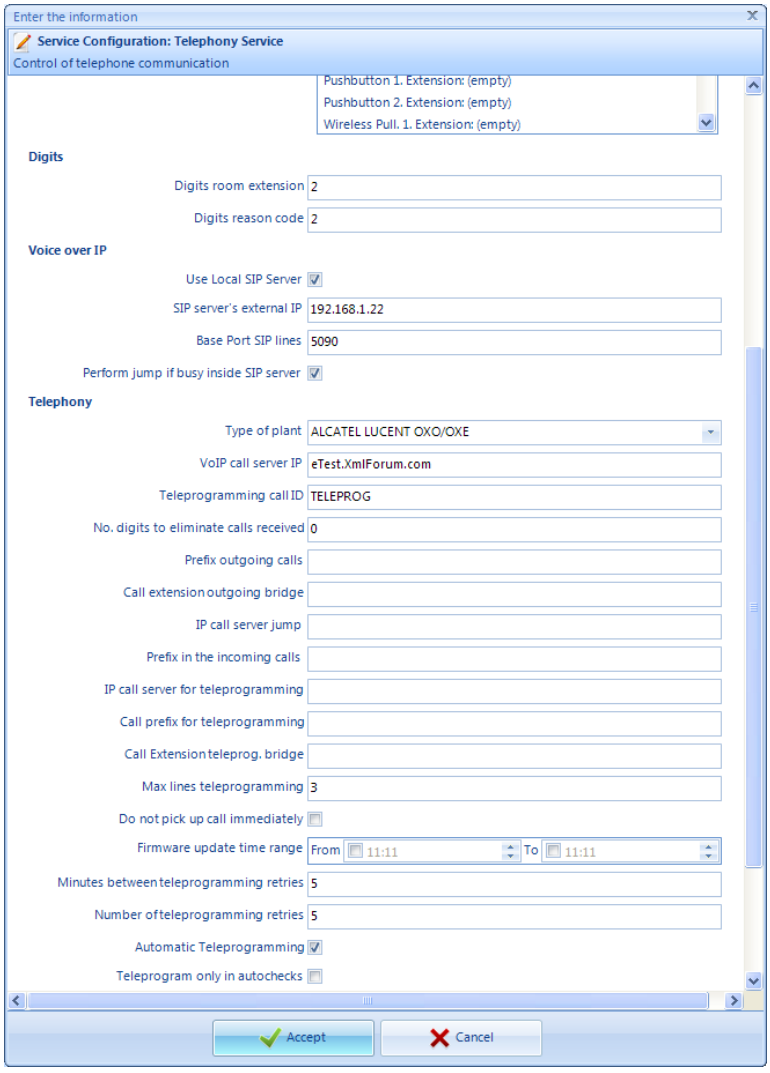
- Alarm receiving extension with the number assigned to the number the terminal calling extension.
- PBX type set to ALCATEL LUCENT OXO/OXE)
- PBX address using DNS name instead of IP, for CPU failover switch.
- Perform forward on busy internally in SIP Server

Room Terminal configuration:

- Data call number, set to the number configured to ring the SIP trunk.

Alarm system configuration:

- Helpnex terminal installed in a room zone, with extension set to the extension number assigned to the analog line where it's physically connected.

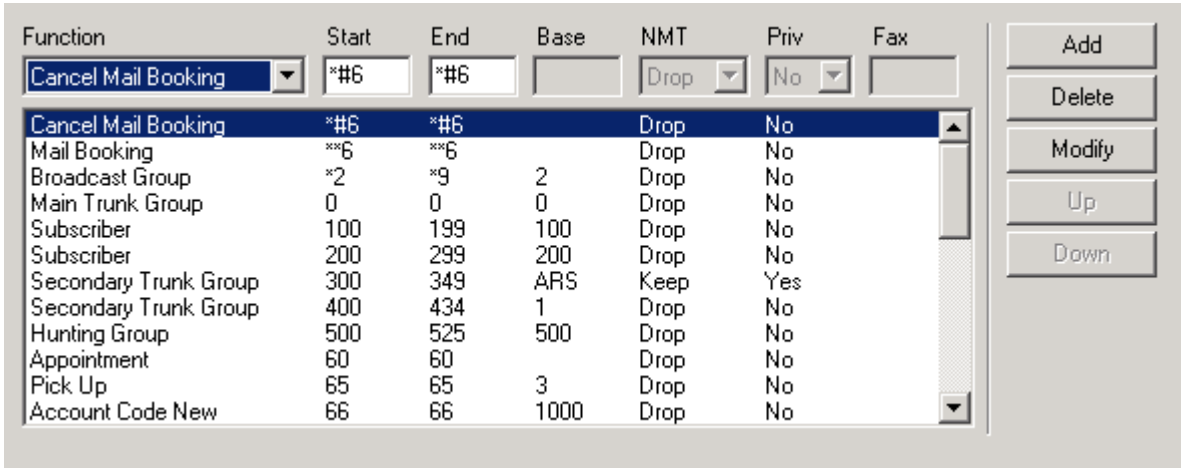


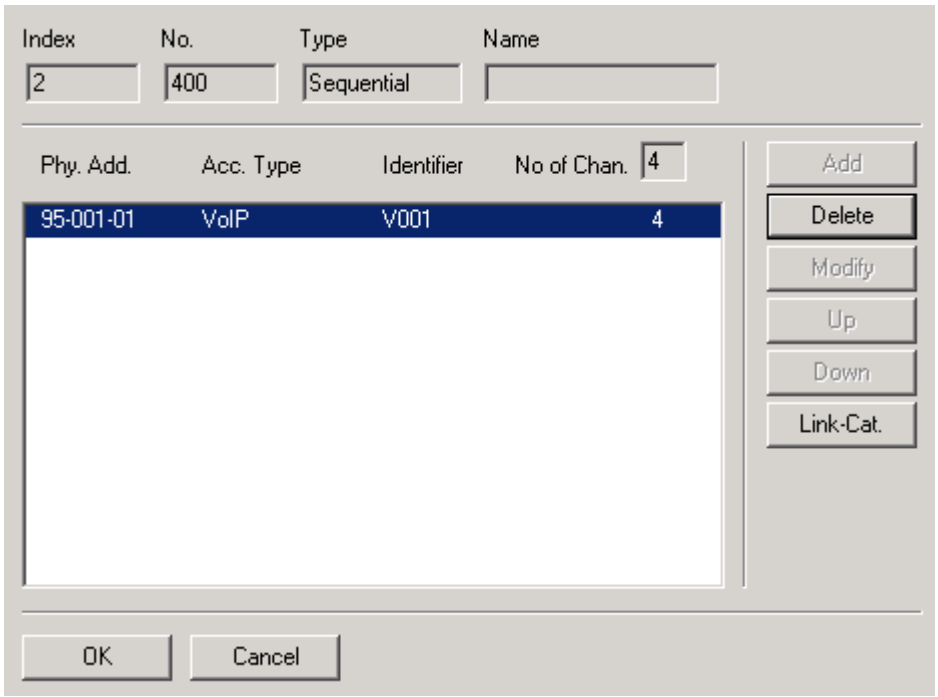
Example of server telephony service configuration

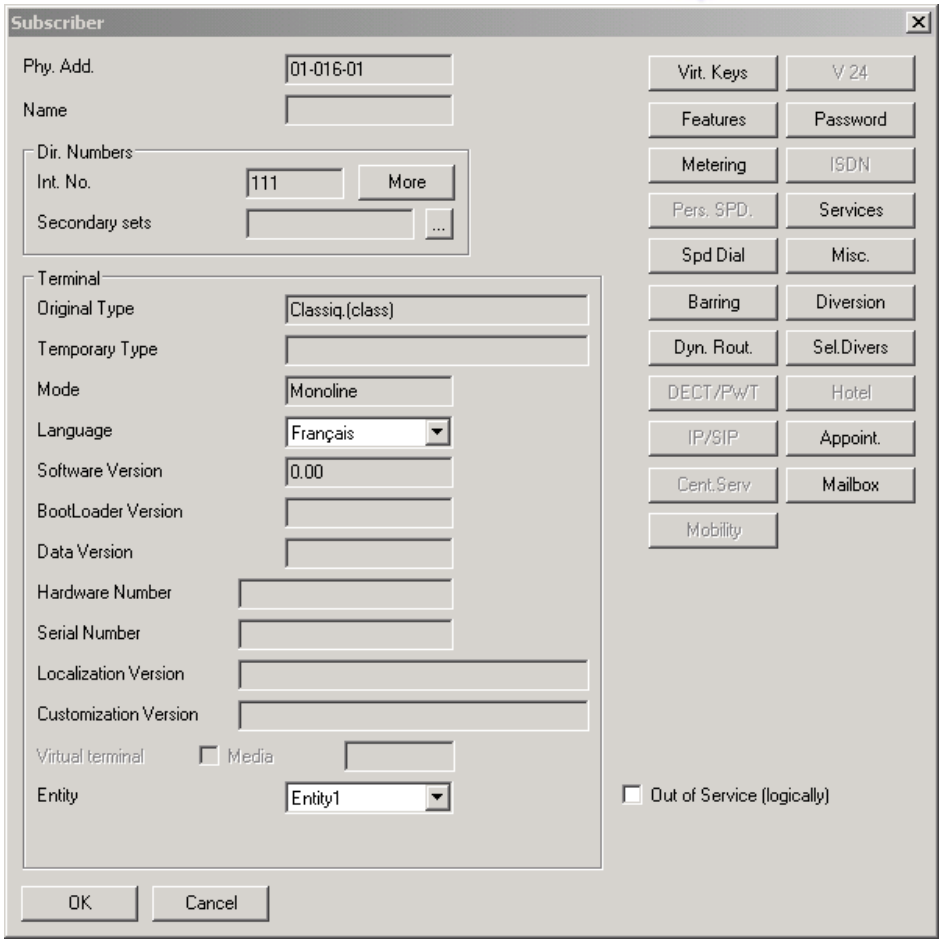
11 Appendix C: Alcatel-Lucent Communication Platform: configuration requirements

11.1 For OmniPCX Office

Activation	Network	Prefix	R...	Substitute	TrGpList	Called(ISVPN/H450)	Calling	Called/PP	Destination	IP Type	IP Address	Gateway Alive Protocol	Gat
Yes	priv	300		1222	1	het	def...	default	SIP Gateway	Static	192.168...	ICMP	300







12 Appendix D: AAPP member's escalation process

12.1 Contact information

Ibernex support team can be contacted via e-mail at support@ibernex.es in Spanish, English and French.

12.2 3rd Party Support Detail

Ibernex technical support will receive the issue information from the customer via the email address specified in the previous point.

Ibernex technical support will contact the customer with an issue number and will provide a solution for the issue or request more information in order to identify the issue and continue looking for a solution.

13 Appendix E: AAPP program

13.1 Alcatel-Lucent Application Partner Program (AAPP)

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

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

- **Provide easy interfacing for Alcatel-Lucent communication products**: Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.

- **Test and verify a comprehensive range of third-party applications**: to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

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

Web site

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

13.2 Alcatel-Lucent.com

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

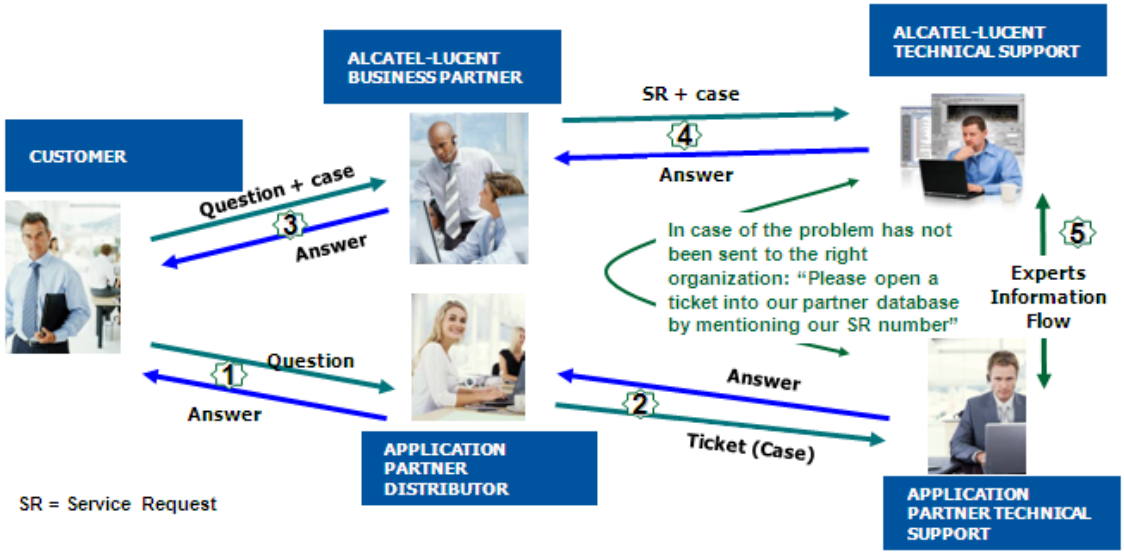
14 Appendix F: AAPP Escalation process

14.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with the solution certified in this document.

The principle is that Alcatel-Lucent Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter “Limits of the Technical support”.

In case technical support is granted, Alcatel-Lucent and the Application Partner are engaged as following:



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

14.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.
In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.
In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility can not be established.
In that case the following process applies:

- The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.

- The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case**,** the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do no exist.

Note: Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not
the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on the AAPP (URL: https://private.applicationpartner.alcatel-lucent.com) or Enterprise Business Portal (Url: Enterprise Business Portal) web sites.

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

14.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap 2 "Validity of an Interworking Report")

2. The 3rd party company is referenced as AAPP participant but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,

3. The 3rd party company is NOT referenced as AAPP participant

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

14.4 Technical support access

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

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

Alcatel-Lucent Business Partners Support Center for countries:

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

For other countries:

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

END OF DOCUMENT