



Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: Imagine Soft

Application type: Hospitality / PMS

Application name: Meteor

Alcatel-Lucent Platform: OmniPCX Office



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

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Certification overview

| | |
|---------------------------------------|--|
| Date of certification | November 2012 |
| Alcatel-Lucent's representative | Jean-Charles Bernard |
| AAPP member representative | François FRITSCH |
| Alcatel-Lucent Communication Platform | OmniPCX Office |
| Alcatel-Lucent compatibility release | R8.2 / 038.001 Office Link Driver 2.3.6 |
| AAPP member application version | 4.4.1 |
| Application Category | Hospitality dedicated software |

Author(s): Jean-Charles Bernard

Reviewer(s): Denis Lienhart

Historic

Edition 1: creation of the document – *November 2012*

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 – *November 2012*

AAPP Member Contact Information

Contact name: François FRITSCH
Title:
Address: 424 rue Paradis 13008
Zip Code: 13008
City: Marseille
Country: France
Phone: +33 (0)4 91 32 74 22
Fax: +33 (0)4 91 32 74 01
Mobile Phone:
Web site: www.imaginesoft.fr
Email address: f-fritsch@imaginesoft.fr

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1 Introduction

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

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

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, Alcatel-Lucent cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed by Business Partners on the Technical Support page of the Enterprise Business Portal (<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 Technical support

Technical support will be provided only in case of a valid InterWorking Report (see chapter 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 Application information

| | |
|-------------------------------------|-------------|
| Application family : | Hospitality |
| Application commercial name: | METEOR |
| Application version: | v4.4.1 |
| Interface type: | OHL/OLD |

Brief application description:

METEOR acts as a gateway between Alcatel PBX and any "Front Office" (also called PMS, Property Management System).

METEOR provides call logging services as well as hotel services (phone, TV, guest internet). It acts as a backup in case of PMS failure. It also provides an hospitality voicemail. METEOR is a ROOM based system.

METEOR is based on **Windows 7**. User interface is web based and requires Ms Internet Explorer browser on a client computer.

Features for hotel and hospitality applications

| METEOR | |
|-----------------------|---|
| Room management | ✓ |
| Check-in/out | ✓ |
| Hospitality voicemail | ✓ |
| Room status | ✓ |
| Wake-up | ✓ |
| SMDR Messages | ✓ |
| Room move | ✓ |

Interacting with OmniPCX Office :

The application interacts with the OmniPCX Office via TCP/IP & V24 OHL interfaces to manage hotel guest phone, real time billing of guest telephone call charges, wake up to the hotel Front Office System.

Figure 1 **Global architecture**

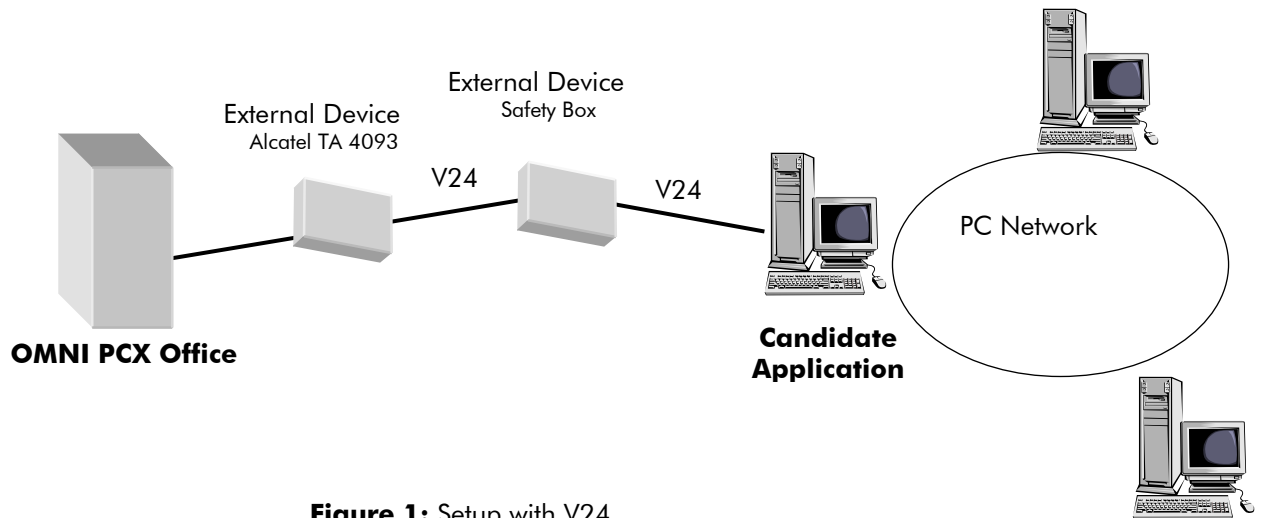


Figure 1: Setup with V24

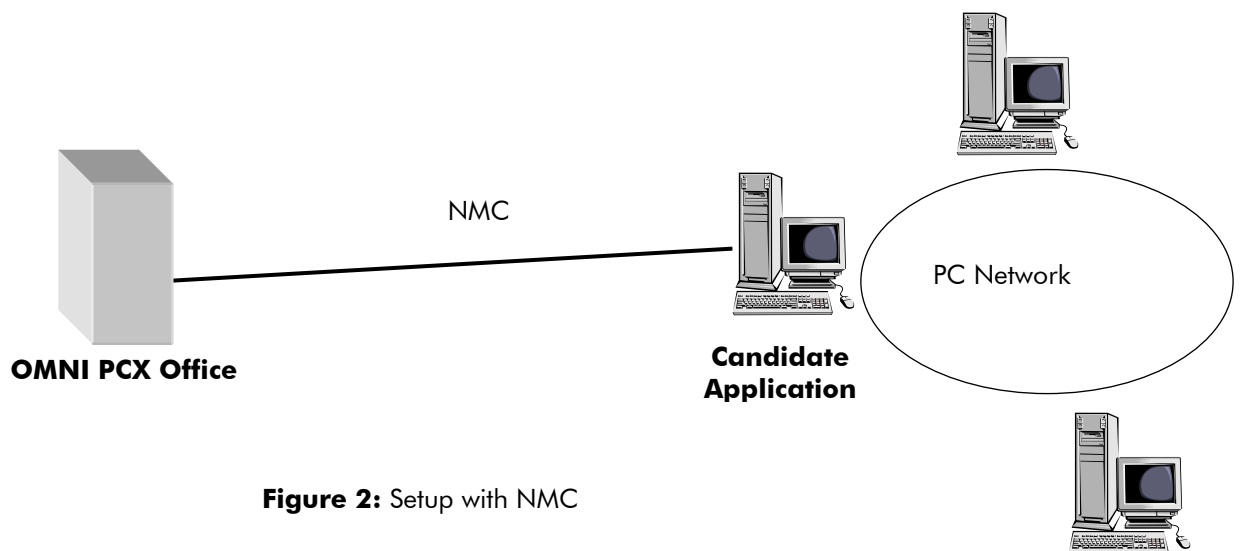
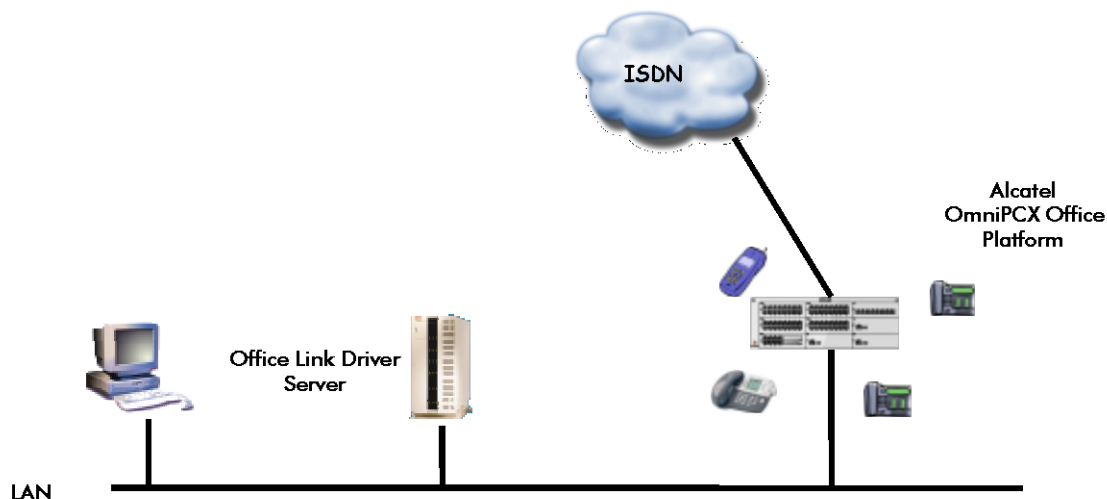


Figure 2: Setup with NMC

5 Tests environment

Figure 1 Tests environment



5.1 Hardware configuration

- **Alcatel Communication Platform:** Omni PCX Office - ISDN T0, UA and Z interfaces, digital and analogues sets.

5.2 Software configuration

- **Alcatel Communication Platform:**
 - OmniPCX Office:
 - Office Link Driver : v2.3.6
- **Partner Application :** Meteor v4.4.1 on Windows 7

6 Summary of test results

6.1 Summary of main functions supported

| Hospitality / Healthcare | |
|--|---|
| Check-in | ✓ |
| Check-out | ✓ |
| Phone allocation (i.e. DDI number allocation) | ✓ |
| Modification (Name ,DND, Barring cat., wakeup time etc...) | ✓ |
| Wake-Up events | ✓ |
| Interrogation | |
| Re-initialization request | |
| CDR – Outgoing call from guest room | ✓ |
| CDR – Outgoing call from booth | ✓ |
| CDR – Outgoing transferred call | ✓ |
| CDR – Outgoing not charged calls | ✓ |

6.2 Summary of problems

None

6.3 Summary of limitations

Re-initialisation request:

the Hotel Application must use this command to retrieve the PABX guest room database information, then modify the de-synchronized information.

The application send the re- initialization frames but do not use the result in order to re- synchronise the OmniPCX office

OmniPCX Office is used in slave mode and all informations are coming from Application. METEOR is able to retrieve the log and to re-synchronise manually .

Warning: It is forbidden to use the PBX Operator set Hotel key to perform any Hotel management functions. (i.e Check in, Check out, etc. from Hotel key is not allowed, otherwise de-synchronisation of Hotel data between the PBX and application will occur) , Hotel key has to be deleted.

6.4 Notes, remarks

None

7 Test Result Template

The results are presented as indicated in the example below:

| Test Case Id | Test Case | N/A | OK | NOK | Comment |
|--------------|--|-------------------------------------|-------------------------------------|-------------------------------------|---|
| 1 | Test case 1 <ul style="list-style-type: none"> Action Expected result | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Test case 2 <ul style="list-style-type: none"> Action Expected result | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | The application waits for PBX timer or phone set hangs up |
| 3 | Test case 3 <ul style="list-style-type: none"> Action Expected result | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Relevant only if the CTI interface is a direct CSTA link |
| 4 | Test case 4 <ul style="list-style-type: none"> Action Expected result | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | No indication, no error message |
| ... | ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.

Test Case: describes the test case with the detail of the main steps to be executed the and the expected result

N/A: when checked, means the test case is not applicable in the scope of the application

OK: when checked, means the test case performs as expected

NOK: when checked, means the test case has failed. In that case, describe in the field "Comment" the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on Application Partner side

Comment: to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

8 Test Results

8.1 Connectivity and set-up

8.1.1 Test objectives

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

8.1.2 Test results

| Test Case Id | Test Case | N/A | OK | NOK | Comment |
|--------------|--------------------------|--------------------------|-------------------------------------|--------------------------|---------|
| 1 | OHL Driver Configuration | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Partner application | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.2 PBX <---> PMS - CHECK-IN from PMS Guest Room Number allocation by PMS

8.2.1 Test objectives

These tests shall verify that the check-in is performed as expected depending on the status of rooms and information to setup.

8.2.2 Test results

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|--------------|---|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|--|
| CIC101 | Generate a check-in for a valid guest room extension number with guest name | Request = A Reply = I | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| CIC102 | Generate a check-in for an invalid guest room extension number | Request = A Reply = JG | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not possible by design of PMS |
| CIC103 | Generate a check-in with an already checked-in room extension number | Request = A Reply = JA | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Alarm generated by PMS |
| CIC104 | Generate a check-in with language parameter | Request = A Reply = I | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| CIC105 | Generate a check-in with an wrong value in the language field | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not possible by design of PMS |
| CIC106 | Generate a check-in with wake-up call time | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wake up by checkin not possible |
| CIC107 | Generate a check-in with wrong wake-up call time (e. g. 99:99) | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wake up by checkin not possible |
| CIC108 | Generate a check-in with Dialling Restrictions (i.e. Barring) | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| CIC109 | Generate a check-in with a Deposit | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC110 | Generate a check-in with a bad Deposit value (e. g. 10.00) | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC111 | Generate a check-in and enable DND | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC112 | Generate a check-in with password | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC113 | Auto Allocate a DDI (Direct Dial Inwards) number to a checked -in GUEST ROOM | Request = H R Reply = H D | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Can be done many times in order to have the desired number |
| CIC114 | Auto Allocate a DDI (Direct Dial Inwards) number to a checked -in GUEST ROOM when there are no free DDI numbers available | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not possible by design of PMS |

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|--------------|--|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|--|
| CIC115 | Generate a check-in with bad language parameter | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Pms is set with OXO's language. If PMS ask to send something else default language value is set to 1 |
| CIC116 | Generate a check-in with bad DND parameter | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC117 | Generate a check-in with room extension forwarded to voicemail | Request = A Reply = I | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC118 | Generate a check-in with bad Password parameter (e. g. illegal characters) | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| CIC119 | Generate a check-in for a room set which is out of service (check-in should still work!) | Request = A Reply = I | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Result | CHECK-IN from PMS with GUEST NUMBER allocation by PMS | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.3 PBX <---> PMS - MODIFICATION of GUEST configuration

8.3.1 Test objectives

Check the ability of the application to change GUEST configuration data

8.3.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|----------------|--|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|------------------------|
| MOC 101 | Modification of GUEST with new password | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| MOC 102 | Modification with deposit | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| MOC 103 | Modification of language parameter | Request = M Reply = M | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| MOC 104 | Modification on Dialling Restrictions (i.e. Guest room outward dialling Barring) | Request = M Reply = M | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| MOC 105 | Modification of the name | Request = M Reply = M | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| MOC 106 | Modification of the Wake up | Request = M Reply = M | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| MOC 107 | Modification of DND state | Request = M Reply = M | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| MOC 108 | Modification of DDI number (eg. Allocate a new DDI to a room) | Request = H R Reply = H D | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Result | MODIFICATION of GUEST configuration | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.4 PBX <---> PMS - ROOM STATUS change

8.4.1 Test objectives

Check the ability of the application to change the room status

8.4.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|-----------------|---|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|------------------------|
| STAT 101 | Room status change message with maid room problem identification code from a room phone | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| STAT 102 | Room status change message without maid problem identification code from a room phone | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| STAT 103 | Room status change message with maid 'Clean' Status and 'no problem' code from a room phone | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| STAT 104 | Room status change message with maid room 'Unclean' and 'problem' identification code from a room phone | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| STAT 105 | Room status message with different problem (re-Initialization message) and status codes sent to the PMS from the PBX: e. g. Maid arrives in the room, room has be cleaned for a new guest or the same guest | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Function not available |
| Result | ROOM STATUS change | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.5 PBX <---> PMS - WAKE- UP events

8.5.1 Test objectives

Check the ability of the application to manage wake-up events

8.5.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|----------------|---|---------------------------------|--------------------------|-------------------------------------|--------------------------|------------------------|
| WUP 101 | Wake-up message with normal answer | Request = P Reply = A | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WUP 102 | Wake-up message with no answer | Request = P Reply = N | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Message on application |
| WUP 103 | Wake-up message with busy line | Request = P Reply = B | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Message on application |
| WUP 104 | Wake-up message with out of order line | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WUP 105 | Wake-up cancellation message | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WUP 106 | Wake-up message generated by programming | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WUP 107 | Wake-up message generated by modification | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WUP 108 | Wake-up cancellation generated by modification message. | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Result | WAKE- UP events | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.6 PBX <---> Hotel Application - Management of CALL TICKETS: Station Message Detail Recording

8.6.1 Test objectives

Check the ability of the application to manage call tickets

8.6.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|----------------|---|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|---|
| CAT 101 | SMDR message of a charged outgoing call with pulses or cost. Call done on room extension. | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| CAT 102 | SMDR message of a charged outgoing call with pulses or cost. Call done on booth extension | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Managed as a normal call (billing assigned to booth) |
| CAT 104 | SMDR message of a transferred outgoing call from GUEST to GUEST with pulses or cost | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2 tickets are generated |
| CAT 105 | SMDR message of a transferred outgoing call from an ADMIN extension to a GUEST with pulses or cost | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2 tickets are generated |
| CAT 106 | SMDR message of a non charged outgoing call (Free call destination e. g. 0800) | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not tested |
| CAT 107 | SMDR message of an incoming call | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not taken into account |
| CAT 108 | SMDR message of a transferred incoming call | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2 tickets but Not taken into account |
| CAT 109 | SMDR message of a transferred outgoing call from ROOM1 to ROOM2 which is forwarded on mail box | Request = Reply = | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 ticket sent by OXO , not taken into account |
| CAT 110 | SMDR message of a charged outgoing call with pulses or cost. Call done on booth phone using MTR and the charge assigned to a guest room | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not tested |
| Result | Management of CALL TICKETS: Station Message Detail Recording. | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.7 PBX <---> Hotel Application - Interrogation management followed by PBX <--->Hotel Application Guest Telephone Account

8.7.1 Test objectives

Check the ability of the application to get information from PBX using the Interrogation command

8.7.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|--------------|---|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|------------------------|
| INT101 | Asks for the Guest room extension telephone accounts. | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OXO used in slave mode |
| INT102 | Asks for the Guest room extension telephone accounts using a Guest room number which is out of the range. | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OXO used in slave mode |
| INT103 | Asks for the Guest room extension telephone accounts using a Guest room number which is not checked in. | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OXO used in slave mode |
| INT104 | Asks for the Guest room extension telephone accounts Verify the management of Cost, Total Deposit and Guest balance. | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OXO used in slave mode |
| Result | INTERROGATION management followed by Guest Telephone Account. | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.8 PBX <---> Hotel Application - CHECK OUT Guest

8.8.1 Test objectives

These tests shall verify that the check-out performed as expected depending on the status of rooms.

8.8.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|----------------|--|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|---|
| COC 101 | Check Out of a guest room number | Request = D Reply = O | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| COC 102 | Check Out of a guest which room line is busy | Request = D Reply = O | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Call is cut and smdr is created |
| COC 103 | Check Out of a guest with not consulted messages in the associated voice mail box | Request = D Reply = O | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Mailbox is deleted after checkout |
| COC 104 | Check Out of an invalid guest room number | Request = D Reply = PG | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not possible by design |
| COC 105 | Check Out of a none checked in guest room number | Request = D Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Possible by design as OXO is used in slave mode |
| COC 106 | Verify metering bills by checking out a guest room number | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No sens as OXO is used in slave mode |
| COC 107 | Verify metering bills by checking out a guest room number which was transferred from one room to another room and called from each of them | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No sens as OXO is used in slave mode |
| COC 108 | Verify metering bills by checking out a guest room number which call from a booth extension (i.e. MTR call assignment to a room by operator) | Request = Reply = | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No sens as OXO is used in slave mode |
| Result | CHECK OUT GUEST NUMBER | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

8.9 PBX <---> Hotel Application = INIT REQUEST PBX <---> Hotel Application = REINIT

8.9.1 Test objectives

These tests shall verify that the Initialization requests are performed as required.

8.9.2 Test procedure

| Test Case Id | Test Case | REPLY message expected from PBX | N/A | OK | NOK | Comment |
|--------------|--|---------------------------------|--------------------------|--------------------------|--------------------------|--------------|
| REI101 | Generate a reinit request for a specific GUEST room number - Full guest reinit. | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not possible |
| REI102 | Generate a reinit request for a specific GUEST room number - Partial guest reinit. | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not possible |
| REI103 | Generate a reinit request for a GUEST room number out of range | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not possible |
| REI104 | Generate a reinit request for a specific GUEST room number not checked in. | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not possible |
| REI105 | Generate a reinit request for all GUESTS checked-in: - Full guest reinit. | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Not possible |
| REI106 | Generate a reinit request for all GUESTS checked-in: - Partial guest reinit. | Request = Reply = | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ** (1) |
| Result | REINIT REQUEST REINIT | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

** (1) partial reinit sequence for all guest is sent to OXO and OXO is answering.

As OXO is used in slave mode , information are not used .

OXO is synchronized with information contain in application .

A checkin is generated for all room that have been checkin .

A checkout is generated for all rooms that have been checkout .

8.10 Disruption of OHL Link

8.10.1 Test objectives

These tests shall verify that the application does not hang or loose data in case of link disruptions..

8.10.2 Test procedure

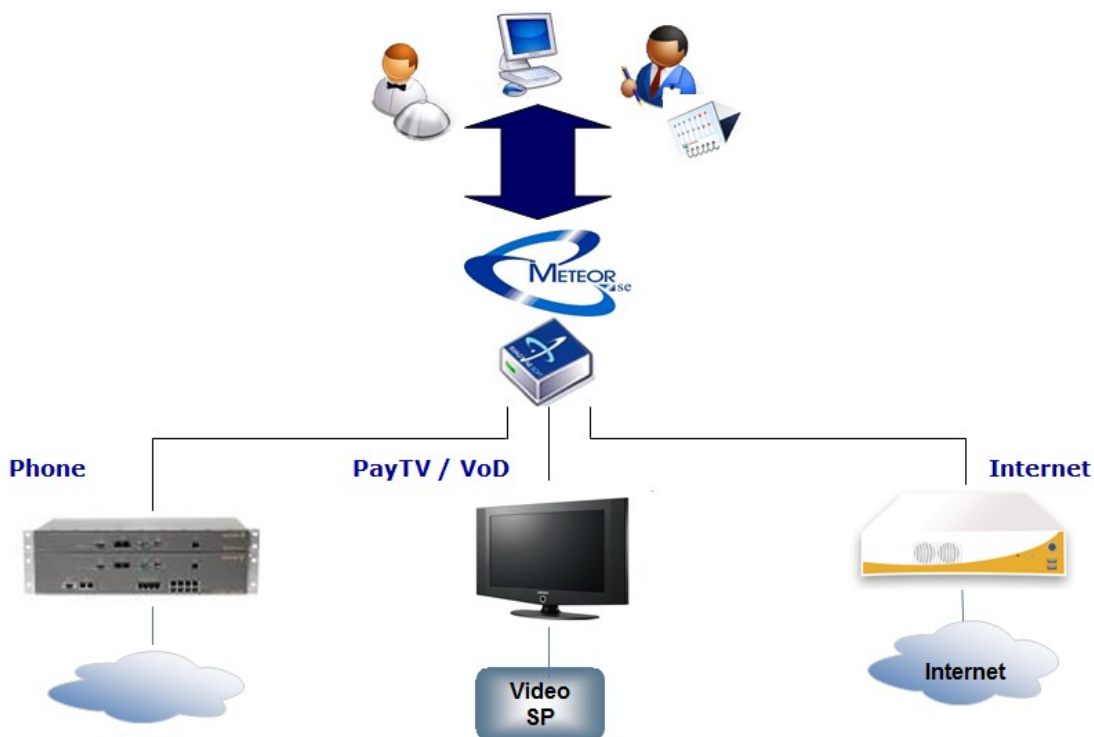
| Step | Action | Impl. | Reply | Test Result | Comment |
|---------------|---|-------|-------|-------------|---|
| DIS101 | Cut the ethernet link between PMS interface and the OmniPCX Office: Generate some events like check-in, Phone allocations from the PMS . Establish the link and verify that the events are sent to the OmniPCX. | | | OK | Message sent as soon as link was reconnected |
| DIS102 | Power off the PMS interface and generate some events from the OmniPCX Office side. Restart the interface and verify that the events are sent and taken in consideration on the PMS side | | | OK | Message sent from OXO as soon as system is seen |
| DIS103 | If the PMS is composed with several devices, the same tests have to be done by powering off and restarting separately the different devices. | | | N/A | |
| | | | | | |
| Result | DISRUPTION OF OHL LINK | | | | |

9 Appendix A : AAPP member's Application description

Meteor is the latest hospitality combined call logging and voicemail solution from Imagine Soft and builds on the previous success of Imagine Soft in Europe.

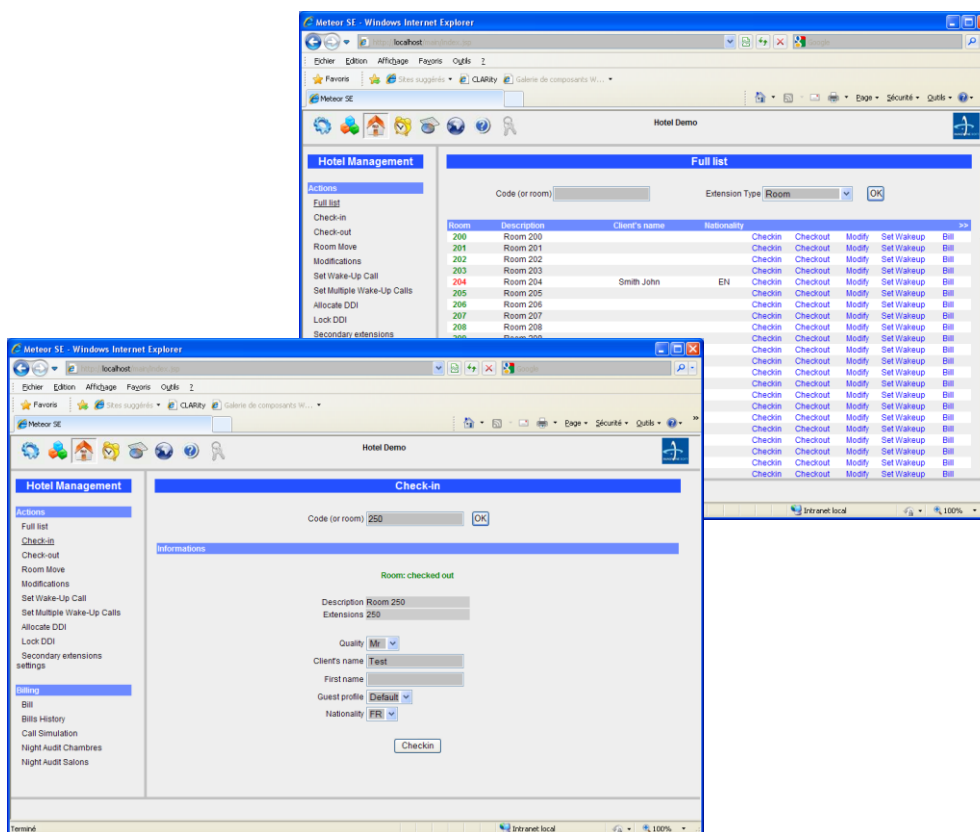
Designed specifically for the hospitality environment, Meteor combines call logging and voicemail solutions in one server. Access to the system is via a standard web browser (Internet Explorer 8.0 onwards).

The hotel staff can therefore access Meteor via a web browser on their desktop making the system accessible from anywhere on the corporate LAN/WAN infrastructure. This accessibility is one of the key features of Meteor and removes the constraints previously experienced by stand alone systems.



- ▶ **Suited** : our solution is totally suited to hospitality specifics. It can work in « PMS mirroring » or stand-alone mode for triple-play service enabling & billing with the real payoff of centralized automated guests management.
- ▶ **Efficient** : our system fully manage whichever triple-play services you want to offer to your customers with an easy control of surcharges and specific (VIP) tariff backed by detailed billing.
- ▶ **Global** : our solution can be linked with a large variety of PMS and triple-play systems acting as a global gateway for full data exchange as a real « focal point » management tool.
- ▶ **Easy** : our solution puts you in total control for triple-play services costs and revenue management without the worry of multiple-system training and servicing.

- ▶ **Top rated** : multilingual vocal applications like wake-up and messaging facilities coupled with Internet and TV services are high value for nowadays customers; such array of services generates « top ranking » value to your hotel.
- ▶ **Opened** : full web architecture coupled with unlimited « per head license » and multi-premises management facility make the solution definitely « open » whichever configuration encountered.
- ▶ **Progressive** : with its modern architecture and our close partnerships with PMS editors and triple-play manufacturers, METEOR will cope with your future changes.



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

Imagine Soft METEOR configuration requirements are described in the following documents:

METEOR pre-installation manual (ENGLISH): MAN0092.pdf

METEOR configuration and user manual (ENGLISH): MAN0091.pdf

Those documents are accessible through METEOR web interface after installation.

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

IMPORTANT: The OmniPCX Office must be in " Hotel " mode before beginning the tests. Do this configuration before any other as your PBX requires to be COLD reset (Note: The Cold reset will also delete all previous programming/configuration).

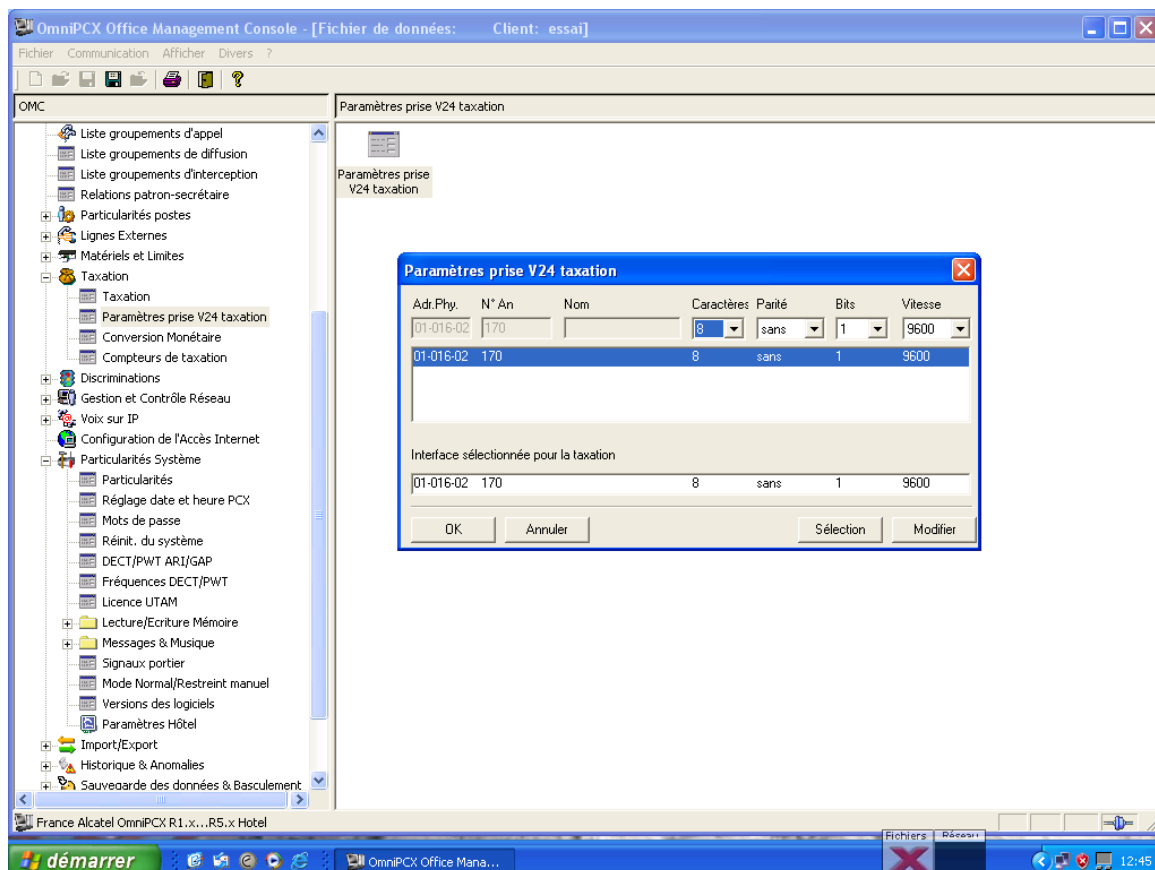
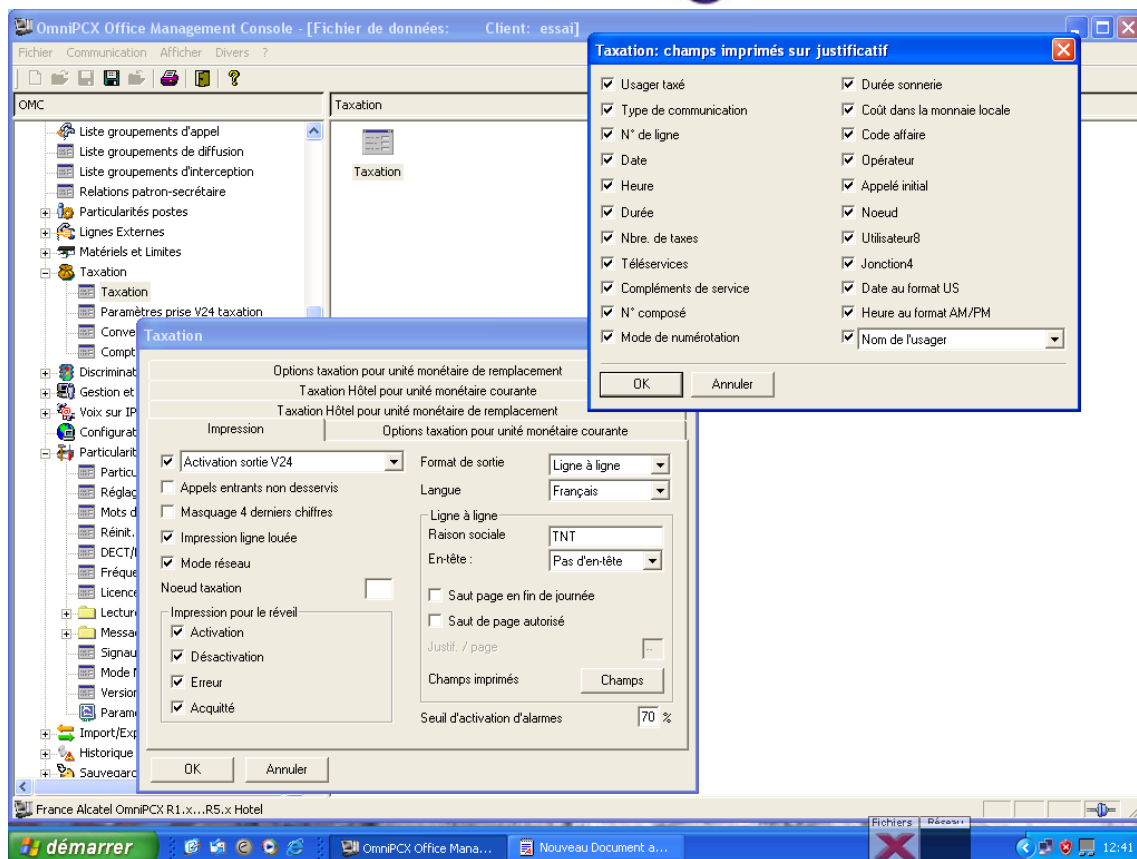
Cold reset the OmniPCX using a Reflexes set via installer session (ie:- Reception set) after the system restarts select Hotel mode in the wizard session which appears on the Reflexe set . The OmniPCX will at the end of the wizard session request to perform a Warm reset. Proceed with the Warm reset after which Hotel mode is implemented . Note : During the wizard session also select the system default language and Voice mails for all sets .

OmniPCX Office settings for OLD:

Due to the analysis of the frames coming from the OmniPCX interface which generate OLD Messages, the OmniPCX Office must be configured using the PM5 configuration software as follows:-

- Hotel Parameters :
 - The "Print Check-In/Check-Out Ticket" check box must be checked.
- Metering Printout sheet :
 - The "External Metering Activation" check box should be checked.
 - Check boxes "Appointment printout" for "Activation, Cancellation, Failed, Complete"
 - Type of printout : "Listing"
 - Language : "English"
 - Head printout : "No header"
 - The "Form feed" check box must be deactivated
 - External metering Activation IP
- Metering: Printed Fields of Proof :
 - The following check boxes must be checked :
 - Charged User
 - Communication Type
 - Trunk Number
 - Date
 - Time
 - Duration
 - Amount of Taxes
 - Services
 - Facilities
 - Dialled Number
 - Cost
 - Initial user

Note : The fields indicated above are mandatory and therefore must be selected, more fields may be selected if required.



- Hotel Metering for Active Currency :
 - Check the "Print Room Status Ticket at any manual status change"
 - Set 0 as the value of the fields Prepayment Default and VAT fields of both "Hotel Metering for Active Currency" and "Metering Options for Active Currency" pages.
 - Check "Cut if prepayment consumed".
 - Click "OK" to confirm your configuration
- Noteworthy Address :
Change in Debug label ' OpeMetEna ' to equal value 01

12 Appendix D: AAPP member's escalation process

In order to enter the escalation process with IMAGINE SOFT, customer must have a valid METEOR licence number, as well as a valid maintenance contract reference.

Provided the above conditions are met, customers must contact:

IMAGINE SOFT HOTLINE

Phone: +33 (0)4 91 32 74 32

Email: support@imagesoft.fr

13 Appendix E: AAPP program

13.1 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>

13.2 Alcatel-Lucent.com

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

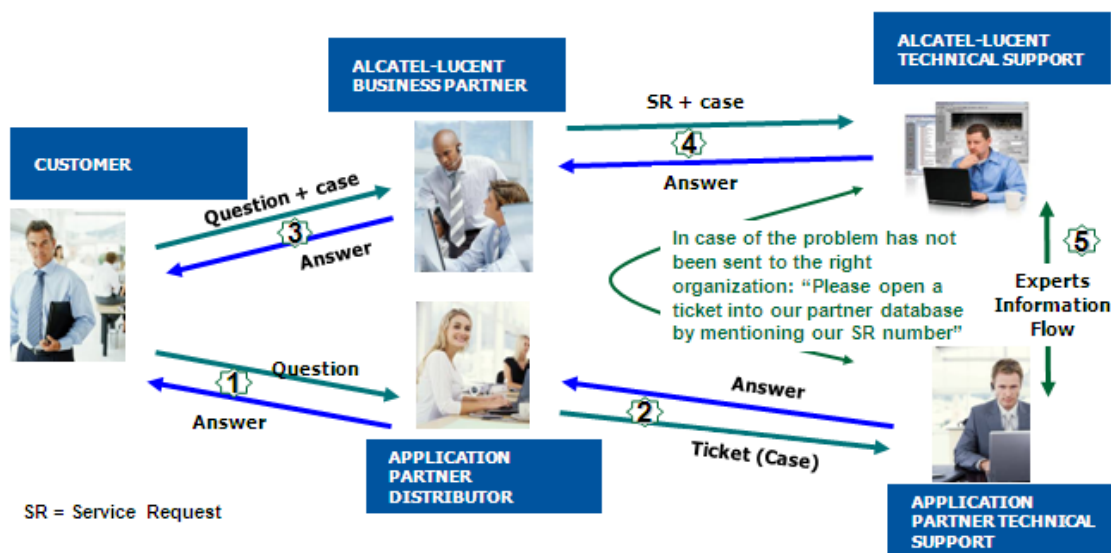
14 Appendix F: AAPP Escalation process

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

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

14.2 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.

14.3 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).

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
