Alcatel Lucent Application Partner Program Inter-Working Report

Partner: Linkcom
Application type: VoIP DoorPhone
Application name: Slim IP DoorPhone
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	December 2102

Alcatel-Lucent's representative	Olivier Koenig
AAPP member representative	Philippe Leroux

Alcatel-Lucent Communication Platform	OmniPCX Enterprise
Alcatel-Lucent Communication Platform Release	R900/033.002
AAPP member application version	Slim IP DoorPhone v2.15 (or higher)
Application Category	Terminals

Author(s): O.Koenig
Reviewer(s): Denis Lienhart, Rachid Himmi

History:

Edition 1: 03/12/2012: Creation of document for R900

Test results

☐ Passed ☐ Refused ☐ Postponed

☑ Passed with restrictions

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

IWR validity extension

None

AAPP Member Contact Information

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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.

Note: This interworking report does not cover configuration/management and/or mass provisioning the Linkcom Doorphone. For any questions related to these topics, please contact Linkcom.

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

4.1 Linkcom application

Application family : Door Phone

Application commercial name: Linkcom Slim IP Door Phone

Application version: Firmware 2.15 / UDV 5.8

Interface type: SIP / ethernet

Brief application description:

Linkcom's range of DoorPhones have all the latest features for residential and professional communications: Fully compatible with latest IPBX manufacturer Including Alcatel-Lucent Omni PCX Office. Slim IP DoorPhone supports the SIP v1 & v2, H.263 video streaming, contains 2 relays and can be powered by PoE.

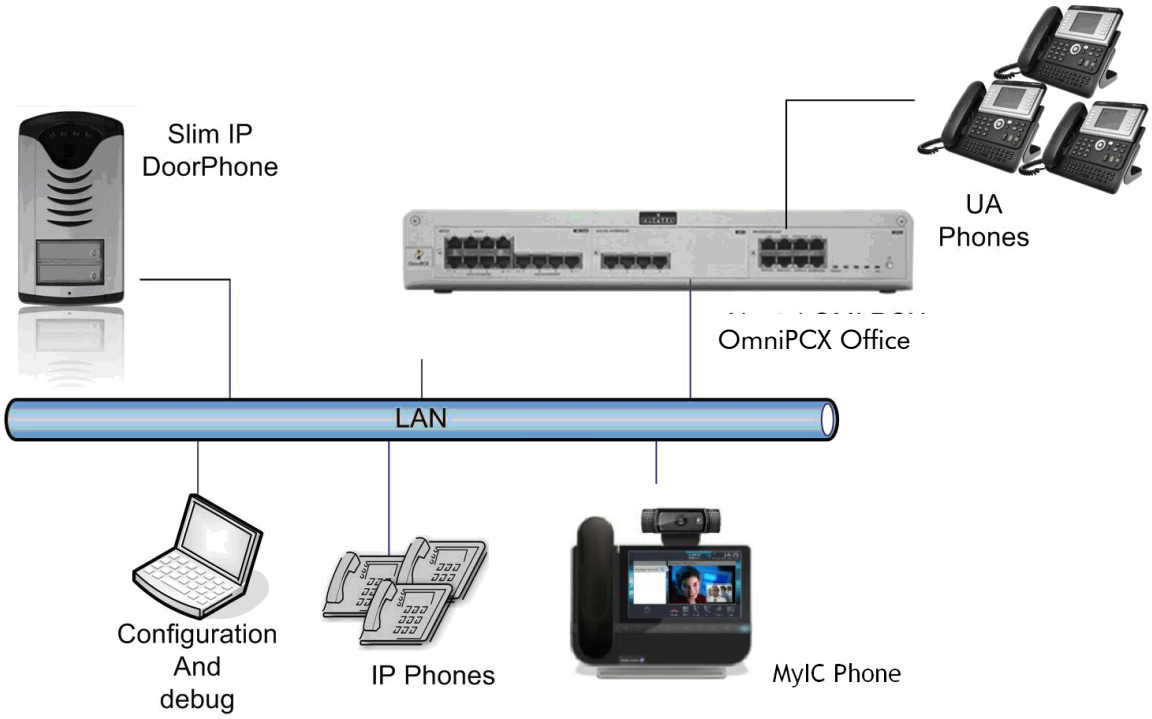
The Slim IP DoorPhone is registered on the IPBX as B SIP Phone. When one button is pressed, the Slim IP DoorPhone can call any phone (configured on a doorphone's key) through PBX. During the conversation, it is possible to close the relay and open the door with dtmf code from phone. You can also see the video from a SIP device, from DoorPhone on the web browser or possibly use Link Pop-Up software on your desktop computer for Watch the video and open the door with you mouse.

5 Tests environment

5.1 General architecture

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

Figure 1 **Tests environment**



Setup Details:

Setup Information OXO	
OXO IP address	192.168.104.71
IP Touch numbers	122
MyIC Phone 8082 (& webcam)	125
UA Set N°	100
Doorphone N°	123

Setup Information Devices	
Doorphone IP adress	192.168.104.250

6 Summary of test results

6.1 Summary of main functions supported

Features	Status	Comments
Initialization including network configuration (static)	**OK**	DHCP registration is not supported for SIP phones
SIP registration	**OK**	
SIP authentication	**Ok_but**	**But MUST NOT be USED**
Outgoing Call	**OK**	
Incoming Call	**OK**	
Trigger the relay during Outgoing call (DTMF code = 55)	**OK**	
Trigger the relay during incoming call (DTMF code = 55)	**OK**	
Features During Conversation	**Ok_but**	**No Hold of the Doorphone call and no internal transfer**
Disconnect call after phone hang up	**OK**	
Transparent Video with MyIC Phone	**OK**	

6.2 Summary of problems

- The Doorphone sends unexpected “Notify” messages (No Subscribe request from OXO before).
- The Doorphone does not Authenticate the “Notify” or “Bye” requests.
- No Hold and no Transfer of a doorphone call (No audio and no latch opening).

6.3 Summary of limitations

- The SIP device in OXO must be configured as **Open SIP** and **without** Authentication, as the doorphone does not authenticate the “**BYE”** requests (also not the **Notify** requests).

6.4 Notes, remarks

The Slim IP DoorPhone is configured in Server mode (see the manual).

"Codec pass-through for SIP phones" must be enabled in the OMniPCX Office configuration (see Annex).

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** • Action • Expected result	☐	☒	☐	
2	**Test case 2** • Action • Expected result	☐	☒	☐	The application waits for PBX timer or phone set hangs up
3	**Test case 3** • Action • Expected result	☒	☐	☐	Relevant only if the CTI interface is a direct CSTA link
4	**Test case 4** • Action • Expected result	☐	☐	☒	No indication, no error message
…	**…**	☐	☐	☐	

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 Setup

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

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**SIP registration** Configure Doorphone with following parameters : - Local IP adress and mask - OXO IP address and port 5059 - Number 123 - Expire Time =120 Check the registration on the doorphone and on the wireshark traces. (Note that authentication **is disabled)**	☐	☒	☐	The Re-Registration occurs before the timer expiry ---> OK
2	**SIP registration** Configure Doorphone with following parameters : - Local IP adress and mask - OXO IP address and port 5059 - Number 123 - Expire Time =500 Check the registration on the doorphone and on the wireshark traces. (Note that authentication **is disabled)**	☐	☒	☐	The Re-Registration occurs before 120 s ---> OK

8.2 Calls from Doorphone

These tests check that the phones can interact with the doorphone.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Call from Doorphone to IP Touch 122 Check that the call is established in G711 Check audio quality Release the call by 122	☐	☒	☐	Call is performed via the doorphone key configuration (see appendix A "**memory numbers**")
2	Call from Doorphone to UA 100 Check that the call is established in G711 Check audio quality Release the call by 100	☐	☒	☐	
3	Call from Doorphone to MyIC 125 Check that the call is established in G711 Check that the Video is enabled Check audio quality Release the call by 125	☐	☒	☐	
4	Call from Doorphone to IP Touch 122 Check that the call is established in G711 Wait for the doorphone timer to release the call	☐	☒	☐	OK if no Authentication
5	Call from Doorphone to UA 100 Check that the call is established in G711 Wait for the doorphone timer to release the call	☐	☒	☐	OK if no Authentication
6	Call from Doorphone to MyIC 125 Check that the call is established in G711 Check that the Video is enabled Wait for the doorphone timer to release the call	☐	☒	☐	OK if no Authentication
7	Call from Doorphone to IP Touch 122 Check that the call is established in G711 Open the latch by DTMF (Call is released)	☐	☒	☐	
8	Call from Doorphone to UA 100 Check that the call is established in G711 Open the latch by DTMF(Call is released)	☐	☒	☐	
9	Call from Doorphone to MyIC 125 Check that the call is established in G711 Check that the Video is enabled Open the latch by DTMF or Key(Call is released)	☐	☒	☐	By Key if "Doorcam" is the name given to user 123
10	Call from Doorphone to IP Touch 122 that is busy Take the Doorphone call Check that the call is established in G711 Check audio quality Release the call by 122	☐	☒	☐	

8.3 Calls to Doorphone

These tests check that the phones can interact with the doorphone.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Call to Doorphone from IP Touch 122 Check that the call is established in G711 Check audio quality Release the call by 122	☐	☒	☐	
2	Call to Doorphone from UA 100 Check that the call is established in G711 Check audio quality Release the call by 100	☐	☒	☐	
3	Call to Doorphone from MyIC 125 Check that the call is established in G711 Check audio quality and that the video is enabled Release the call by 125	☐	☒	☐	
4	Call to Doorphone from IP Touch 122 Check that the call is established in G711 Wait for the doorphone timer to release the call	☐	☒	☐	OK if no Authentication
5	Call to Doorphone from UA 100 Check that the call is established in G711 Wait for the doorphone timer to release the call	☐	☒	☐	OK if no Authentication
6	Call to Doorphone from MyIC 125 Check that the call is established in G711 Check that the video is enabled Wait for the doorphone timer to release the call	☐	☒	☐	OK if no Authentication
7	Call to Doorphone from IP Touch 122 Check that the call is established in G711 Open the latch by DTMF (Call is released)	☐	☒	☐	
8	Call to Doorphone from UA 100 Check that the call is established in G711 Open the latch by DTMF(Call is released)	☐	☒	☐	
9	Call to Doorphone from MyIC 125 Check that the call is established in G711 Check thet the video is enabled. Open the latch by DTMF or Key (Call is released)	☐	☒	☐	By Key if “Doorcam” is the name given to user 123

8.4 Miscellaneous

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Call from Doorphone to UA 100 Check that the call is established in G711 On the doorphone press the same call button (it releases the first call, and calls again	☐	☒	☐	
2	Call from Doorphone to busy UA 100 Check that the call is waiting on UA 100. Take the call and open the latch	☐	☒	☐	
3	Call from Doorphone to IP Touch 122 Check that the call is established in G711 Put on hold Take back the call and check the audio Open the Latch Release the call	☐	☐	☒	**No audio on and from the Doorphone after the hold. Not possible to open the latch.**
4	Call from Doorphone to UA 100 Check that the call is established in G711 Put on hold Take back the call and check the audio Open the Latch Release the call	☐	☐	☒	**No audio on and from the Doorphone after the hold. Not possible to open the latch.**
5	Call from Doorphone to MyIC Phone 125 Check that the call is established in G711 Put on hold Take back the call and check the audio Open the Latch Release the call	☐	☒	☐	
6	Call from Doorphone to IP Touch 122 Check that the call is established in G711 From set 122 call set 100 (answer) and press transfer... Check the audio Open the Latch Release the call	☐	☐	☒	**Call is released by Doorphone as soon as the transfer key is pressed**
7	Make a call forwarding from set 122 to 100 Call from Doorphone to SIP device 122 Check that the call is established in G711 with 100 Check the audio Open the Latch Release the call	☐	☒	☐	

8.5 Video calls

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Call from Doorphone to MyIC Phone 125 Check that the call is established in audio and video Open the Latch Release the call	☐	☒	☐	
2	Call to Doorphone from MyIC Phone 125 Check that the call is established in audio and video Open the Latch Release the call	☐	☒	☐	

9 Appendix A : AAPP member's Application description

Configure Slim IP DoorPhone using the web interface

The default IP address is 192.168.1.250 with mask 255.255.0.0 .

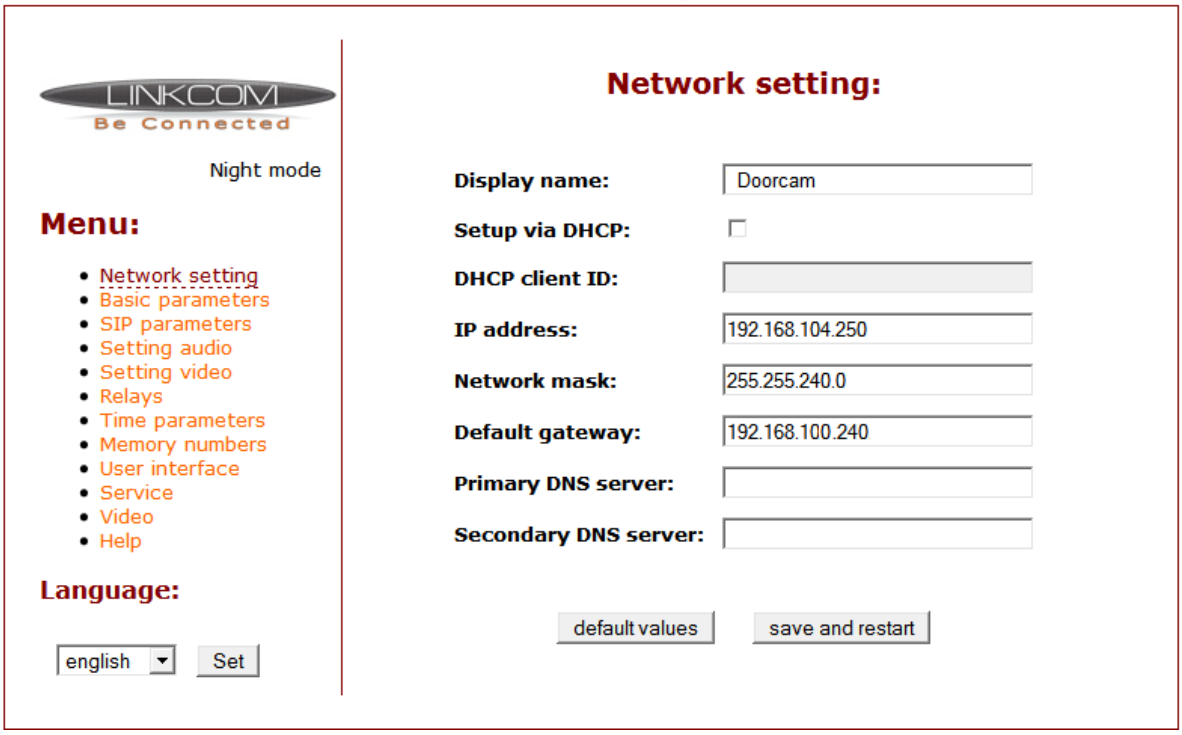
1. Open a web browser
2. Enter the Slim IP DoorPhone IP address in the address bar. You can see :

3. Click on Setup to get the configuration,
4. Enter the login "admin" and the password "1234"

Networks configuration

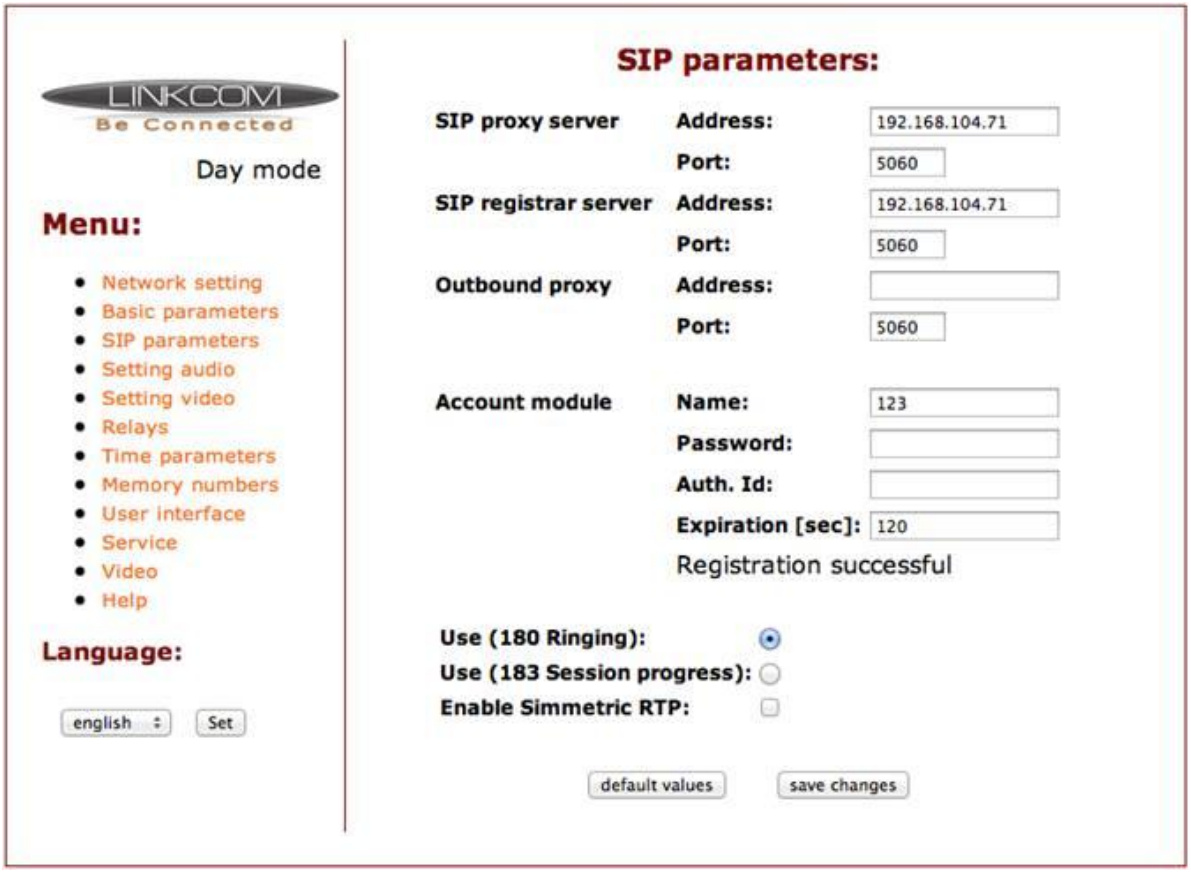
Click on "**Network setting**" menu :

Configure the local IP parameters needed by the device to join the local LAN.



SIP Configuration

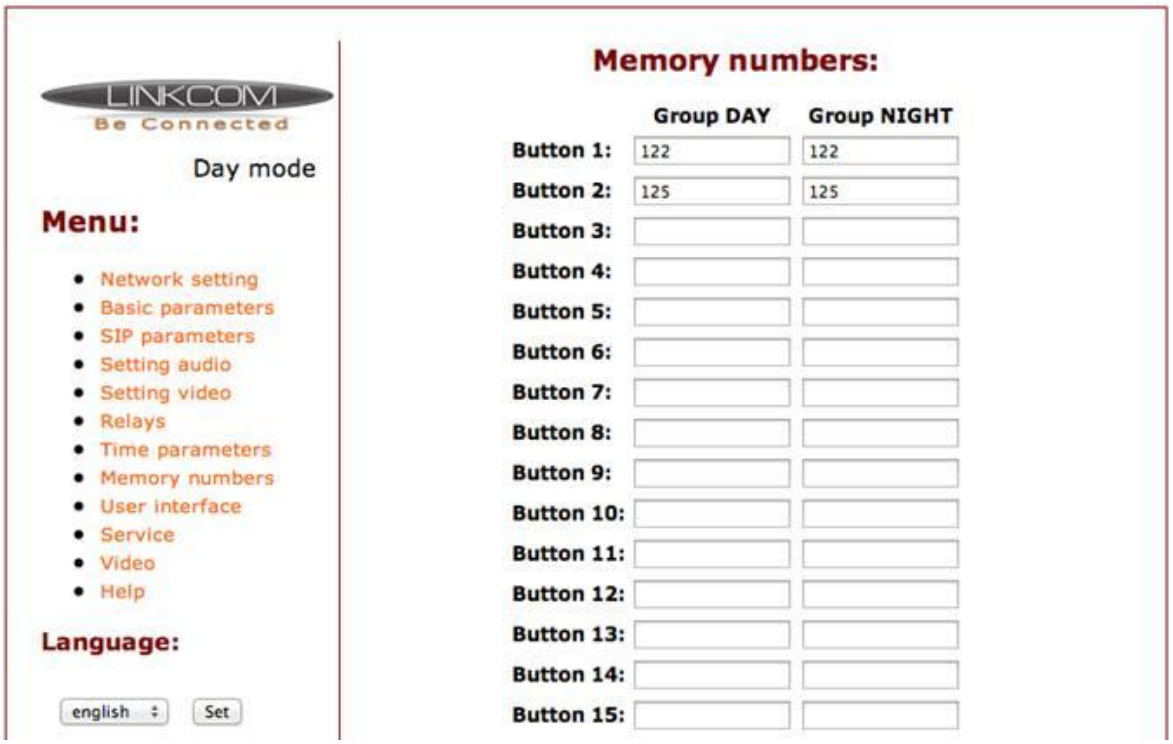
Click on “SIP Parameters” and configure the OXO voip CPU parameters :



Note that we use the IP parameters of the OXO voice CPU on port **5059** with the account parameters of the SIP user created on OXO (Auth.Id is the OXO user's edn) .

Call Numbers for each button

Click on "**Memory number**" menu
Choose for each button the destination number .

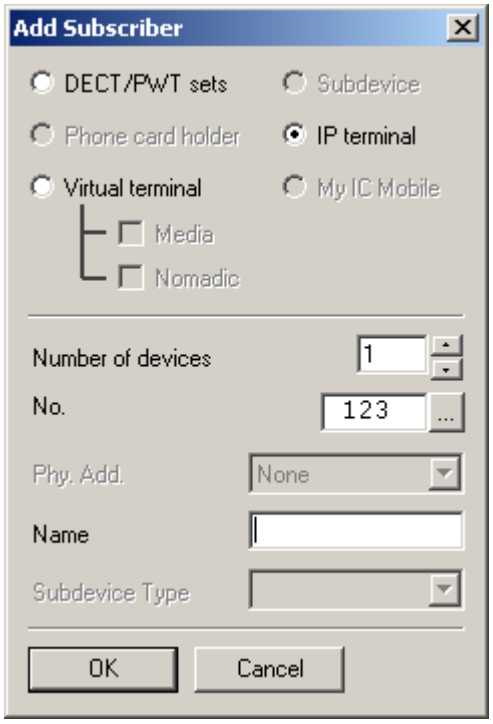


10 Appendix B: Configuration requirements of the AAPP member's application

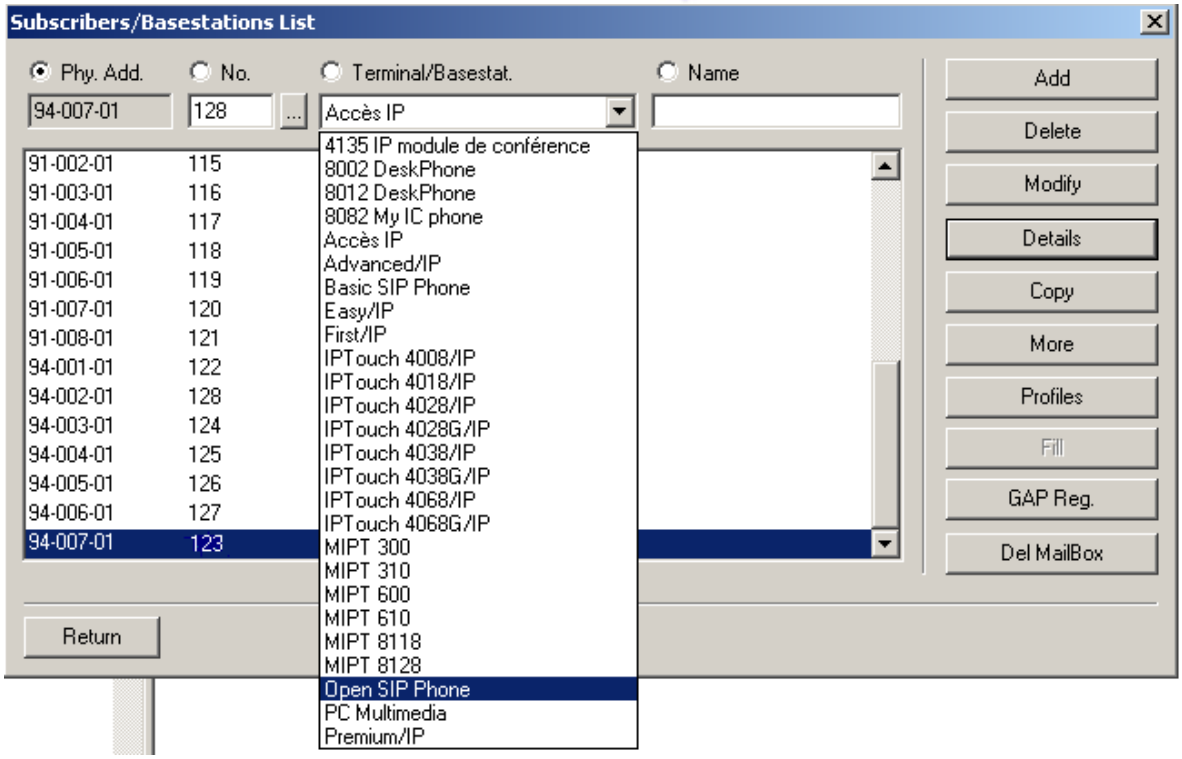
Configure the OmniPCX Office

- Set the "**IP address** " of the PBX (192.168.104.71 in our example)

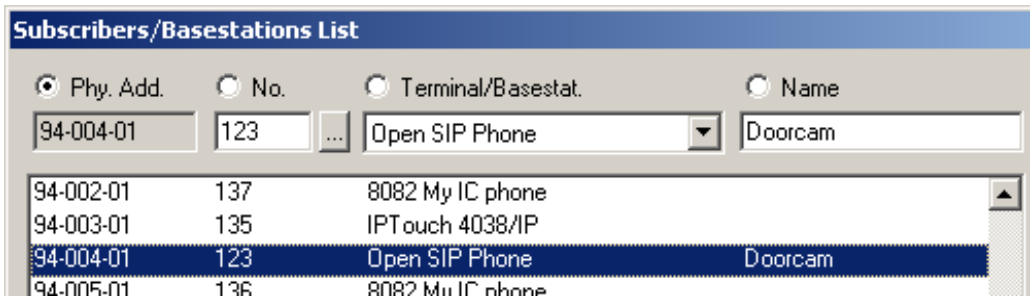
- Create the IP Terminal with the internal Number



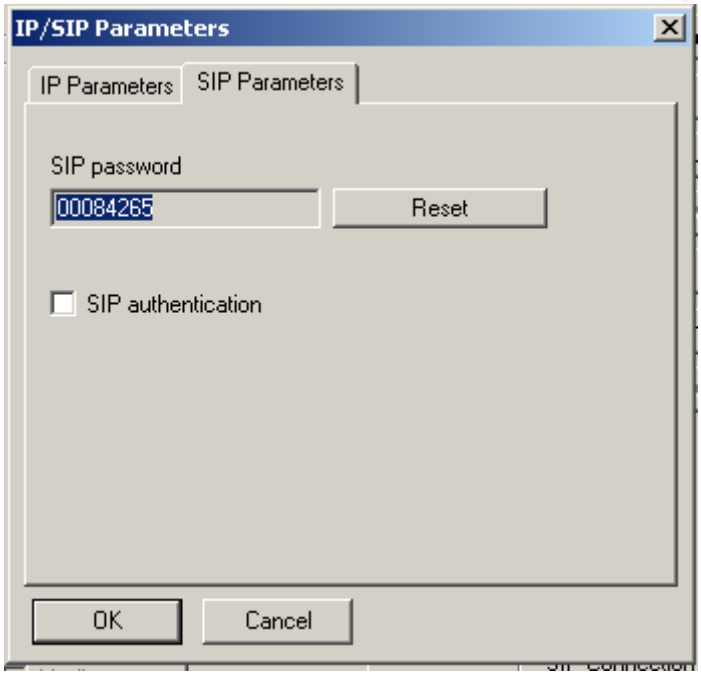
- Define this terminal as "Open SIP Phone"



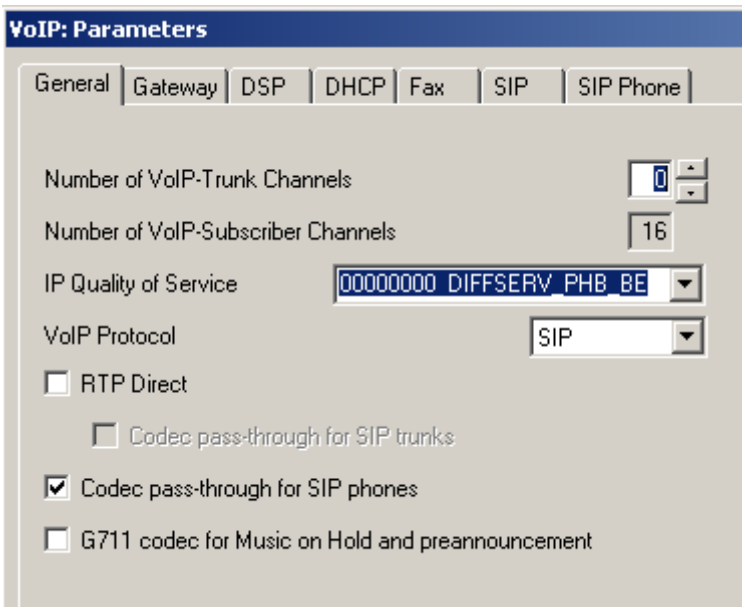
- Name this device as “Doorcam” (used by 8082 to have the latch key)



- Set the set without “Authentication”.



- Activate the " **Codec pass-through**" feature .



11 Appendix C: AAPP member's escalation process

In case of problem please contact:

Linkcom

Tel: +33 1 40 83 13 13 (France)

For more update information on Linkcom DoorPhone & contact:
http://www.linkcom.fr

12 Appendix D: AAPP program

12.1 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

12.2 Alcatel-Lucent.com

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

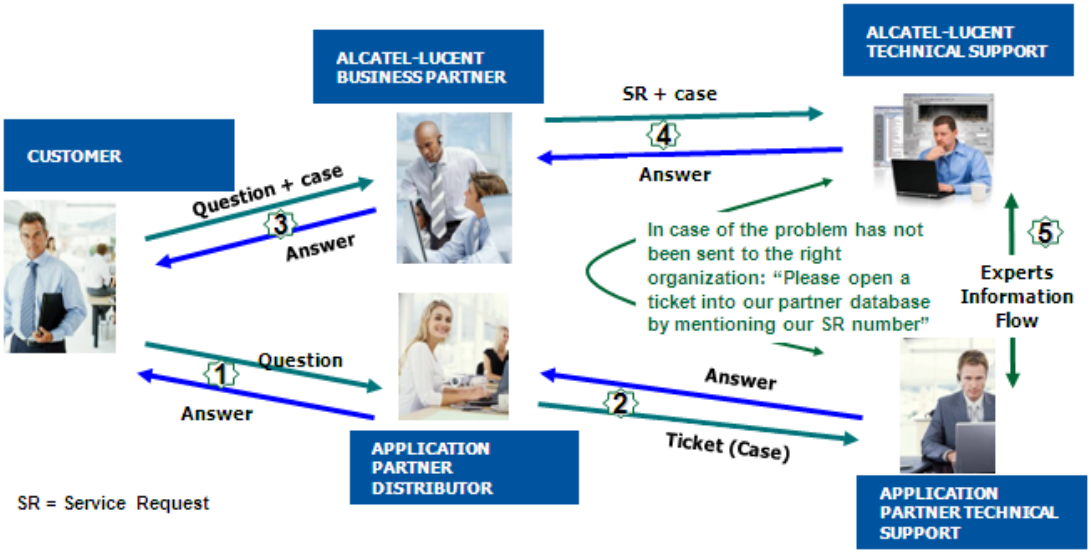
13 Appendix E: AAPP Escalation process

13.1 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

13.2 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.

13.3 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.

13.4 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