



Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: MWS
Application type: Alarm system
Application name: TAMAT V5
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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Tests identification

| | |
|--|--|
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| Alcatel Communication Platform (OmniPCX 4400/Enterprise, OmniTouch, OmniPCX Office, ...) | OmniPCX Office |
| Alcatel compatibility release | OXO R8.0 /040.001 |
| Partner's application version | 5.10 |

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Historic

Edition 1: creation of the document

Test results

☒ Passed ☐ Refused ☐ Postponed
☐ Passed with restrictions

Refer to the section 4 for a summary of the test results.

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1 Introduction

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

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

2 Application information

Application type: Alarm server

Application commercial name: TAMAT

Application version: 5.10

Interface type: ISDN,ISVPN, SIP

Brief application description:

TAMAT is an event notification system. TAMAT stands for “Transmetteur d’Appels Malade et d’Alarmes Techniques” (transmitter for patient calls and technical alarms).

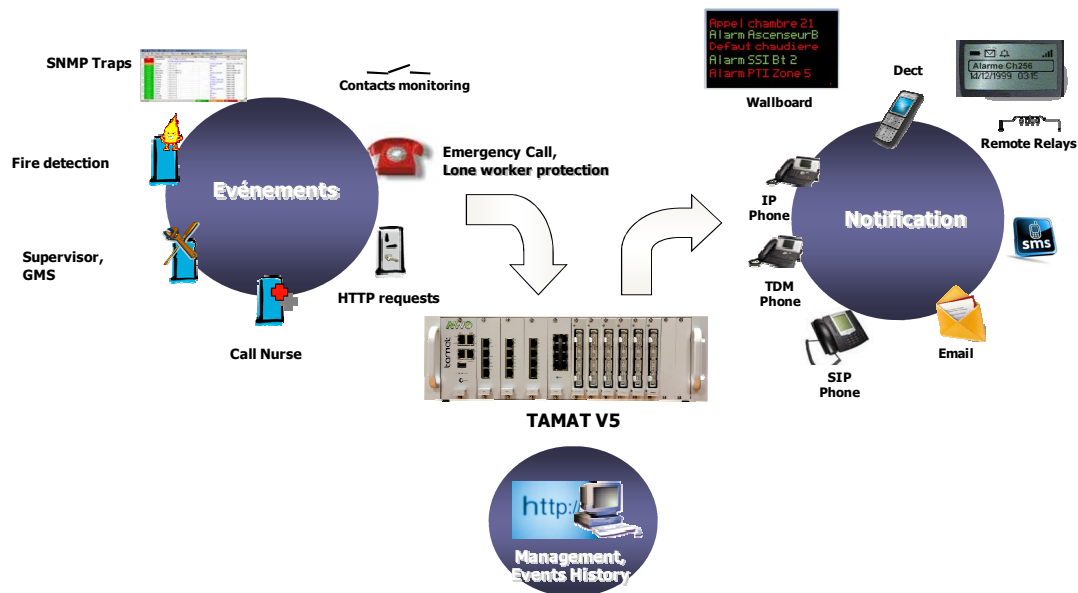
The event acquisition is performed by:

- Observation of sensor states
- Reception of messages from external systems

The receipt of an event triggers an alarm causing the broadcasting of the associated notification.

Notifications are sent to recipients in the form of:

- Display alarms on ringing,
- Phone calls with voice message broadcasting,
- Send a User to User information,
- Display alarms on wallboard
- e-mails,
- SMS



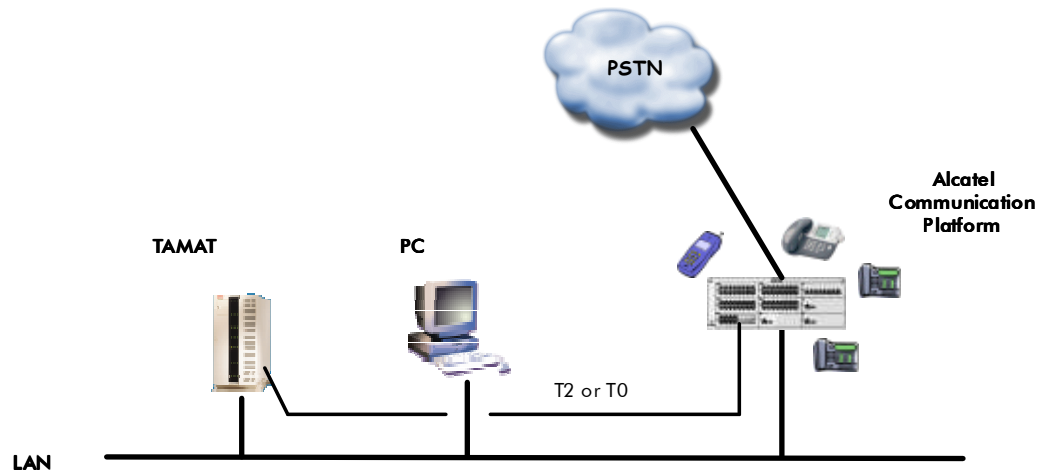
Main Features

| | Max per rack | Comments |
|-------------------------|-----------------------------|----------------------|
| Sensors | 256 embedded 256 over IP | Dry contact only |
| Relays | 256 over IP | DO or Pulse Output |
| Serial Links | 8 embedded 8 over IP | V24 / RS 232 |
| Digital telephone links | 4 T0 or 1 T2 (E1) | ISDN, ISVPN, QSIG-GF |
| VoIP Channels | 30 | Protocols : SIP |

3 Tests environment

3.1 General architecture

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



3.1.1 Software configuration

- **Alcatel Communication Platform:** OXO R8.0/40.01

4 Summary of tests results

4.1 Voice based alarms notification on OmniPCXOffice

4.1.1 Summary of main functions supported

➤ ISVPN on T0

| TAMAT with OXO / ISVPN | | | | | | | |
|---------------------------------|---------------|----------------|----|----------|-----|--|--|
| Features | Global status | Mobile 100/200 | UA | IP Touch | TDM | | |
| Display alarms on ringing | OK | ✓ | ✓ | ✓ | ✓ | | |
| Display alarms on pick up | OK | ✓ | ✓ | ✓ | ✓ | | |
| Send a User to User information | OK | ✓ | ✓ | ✓ | ✓ | | |
| Call back sender | OK | ✓ | ✓ | ✓ | ✓ | | |
| acknolegment | OK | ✓ | ✓ | ✓ | ✓ | | |

➤ T0

Display with information coming from collective speed dialling

| TAMAT with OXO / ISDN | | | | | | | |
|---------------------------|---------------|----------------|----|----------|-----|--|--|
| Features | Global status | Mobile 100/200 | UA | IP Touch | TDM | | |
| Display alarms on ringing | OK | ✓ | ✓ | ✓ | ✓ | | |
| Display alarms on pick up | OK | ✓ | ✓ | ✓ | ✓ | | |
| Call back sender | OK | ✓ | ✓ | ✓ | ✓ | | |
| acknolegment | OK | ✓ | ✓ | ✓ | ✓ | | |

- SIP on VoIP trunk

Display with information coming from collective speed dialling

| TAMAT with OXO SIP Trunk | | | | | | | |
|-----------------------------|---------------|----------------|----|----------|-----|--|--|
| Features | Global status | Mobile 100/200 | UA | IP Touch | TDM | | |
| Display alarms on ringing | OK | ✓ | ✓ | ✓ | ✓ | | |
| Display alarms on pick up | OK | ✓ | ✓ | ✓ | ✓ | | |
| Call back when not answered | OK | ✓ | ✓ | ✓ | ✓ | | |
| acknolegment | OK | ✓ | ✓ | ✓ | ✓ | | |

4.1.2 Summary of problems

None

4.1.3 Summary of limitations

None

4.1.4 Notes, remarks

None

5 Test Result Template

| 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 or the Partner.

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

5.1 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 |
| ... | ... | | | | |

6 Test Results

6.1 Using ISVPN on ISDN

The tests cover following scenarios:

- ❑ Calls from TAMAT to OmniPCX Office (OXO) phones
Display on phones while calling , after pick up
Play voice messages on answer / confirm

6.1.1 Alarms from TAMAT to Alcatel-Lucent phones

6.1.1.1 Display on ringing state

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , phones are indicating an alarm.

6.1.1.2 Display alarm on pick up

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , after the pick up ,phones are indicating an alarm.

6.1.1.3 Send a user to user information

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , message sent over ISVPN ,phones are indicating an alarm.

6.1.1.4 Call back when not answered

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , call is not answered ,Tamat generates a new call after 30s.

6.1.1.5 Acknowledgment

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , call is not answered ,Tamat asks to validate the call by pressing a key on the set.

6.1.1.6 Send alarm on forwarded set

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , set is immediate diverted to an other set, alarm appears on diverted set

6.1.1.7 Send alarm on out of service set

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|-------------------------|
| 1 | On Alcatel Mobile 100/200 | | OK | | An error message occurs |
| 1 | On UA | | OK | | An error message occurs |
| 1 | On Alcatel IP Touch | | OK | | An error message occurs |
| 1 | On TDM | | OK | | An error message occurs |

Test Definition

- ☐ Ask TAMAT to send alarm on a phone which is put in out of service state

6.1.1.8 Alarm sent by phone to TAMAT

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ phone generates a call to TAMAT over ISDN. Call generates an alarm.

6.2 Using ISDN

The tests cover following scenarios:

- ❑ Calls from TAMAT to OmniPCX Office (OXO) phones
Display on phones while calling , after pick up
Play voice messages on answer / confirm

6.2.1 Alarms from TAMAT to Alcatel-Lucent phones

6.2.1.1 Display on ringing state

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , phones are indicating an alarm.

6.2.1.2 Display alarm on pick up

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , after the pick up ,phones are indicating an alarm.

6.2.1.3 Call back when not answered

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , call is not answered ,Tamat generates a new call after 30s.

6.2.1.4 Acknowledgment

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , call is not answered ,Tamat asks to validate the call by pressing a key on the set.

6.2.1.5 Send alarm on forwarded set

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ TAMAT generates a call on ISDN , set is immediate diverted to an other set, alarm appears on diverted set

6.2.1.6 Send alarm on out of service set

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|-------------------------|
| 1 | On Alcatel Mobile 100/200 | | OK | | An error message occurs |
| 1 | On UA | | OK | | An error message occurs |
| 1 | On Alcatel IP Touch | | OK | | An error message occurs |
| 1 | On TDM | | OK | | An error message occurs |

Test Definition

- ☐ Ask TAMAT to send alarm on a phone which is put in out of service state

6.2.1.7 Alarm sent by phone to TAMAT

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ☐ phone generates a call to TAMAT over ISDN. Call generates an alarm.

6.3 Using SIP Trunk

The tests cover following scenarios:

- ❑ Calls from TAMAT to OmniPCX Office (OXO) phones
Display on phones while calling , after pick up
Play voice messages on answer / confirm

6.3.1 Alarms from TAMAT to Alcatel-Lucent phones

6.3.1.1 Display on ringing state

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , phones are indicating an alarm.

6.3.1.2 Display alarm on pick up

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , after the pick up ,phones are indicating an alarm.

6.3.1.3 Call back when not answered

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , call is not answered ,Tamat generates a new call after 30s.

6.3.1.4 Acknowledgment

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , call is not answered ,Tamat asks to validate the call by pressing a key on the set.

6.3.1.5 Send alarm on forwarded set

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- ❑ TAMAT generates a call on ISDN , set is immediate diverted to an other set, alarm appears on diverted set

6.3.1.6 Send alarm on out of service set

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|-------------------------|
| 1 | On Alcatel Mobile 100/200 | | OK | | An error message occurs |
| 1 | On UA | | OK | | An error message occurs |
| 1 | On Alcatel IP Touch | | OK | | An error message occurs |
| 1 | On TDM | | OK | | An error message occurs |

Test Definition

- Ask TAMAT to send alarm on a phone which is put in out of service state

6.3.1.7 Alarm sent by phone to TAMAT

| Step | Action | N/A | Result | Origin of the problem | Comment |
|------|---------------------------|-----|--------|-----------------------|---------|
| 1 | On Alcatel Mobile 100/200 | | OK | | |
| 1 | On UA | | OK | | |
| 1 | On Alcatel IP Touch | | OK | | |
| 1 | On TDM | | OK | | |

Test Definition

- phone generates a call to TAMAT over ISDN. Call generates an alarm.

7 Appendix A : Application description

The TAMAT V5 notification server boasts an open architecture, based on the Linux Operating System Linux and comprises a 19" industrial server able to accommodate different types of cards:

- CPU card,
- Network card (4 T0 or 1 T2),
- SIP Trunk,
- 4 Port Serial Card (8 ports in total),
- Synchronisation card (The T0 synchronisation card is an optional extra to be used only when the PABX doesn't allow the user to choose the synchronisation priority. The synchronisation card allows up to 4 T0s to be linked. If the installation includes more than 4 T0s, several cards need to be used and thereafter linked together in series.),
- Dry contact or remote relay acquisition cards (32 contacts per card or 16 relays with a maximum of 8 cards per rack).

The TAMAT V5 notification server also oversees serial ports and remote networks used in the configuration of multi-sites or of widespread campus.

7.1 STATEMENT

In all companies today, management of technical events, human emergency and protection of goods and people is a priority.

Security and/or technical departments don't benefit from an overview of systems (technical or security) as a whole of ERP or industrial buildings. In the absence of usable information, it is impossible to measure success, to isolate and resolve incidents and to set out procedures to be adhered to.

Security is dependent upon speed of intervention and capability of personnel to react.

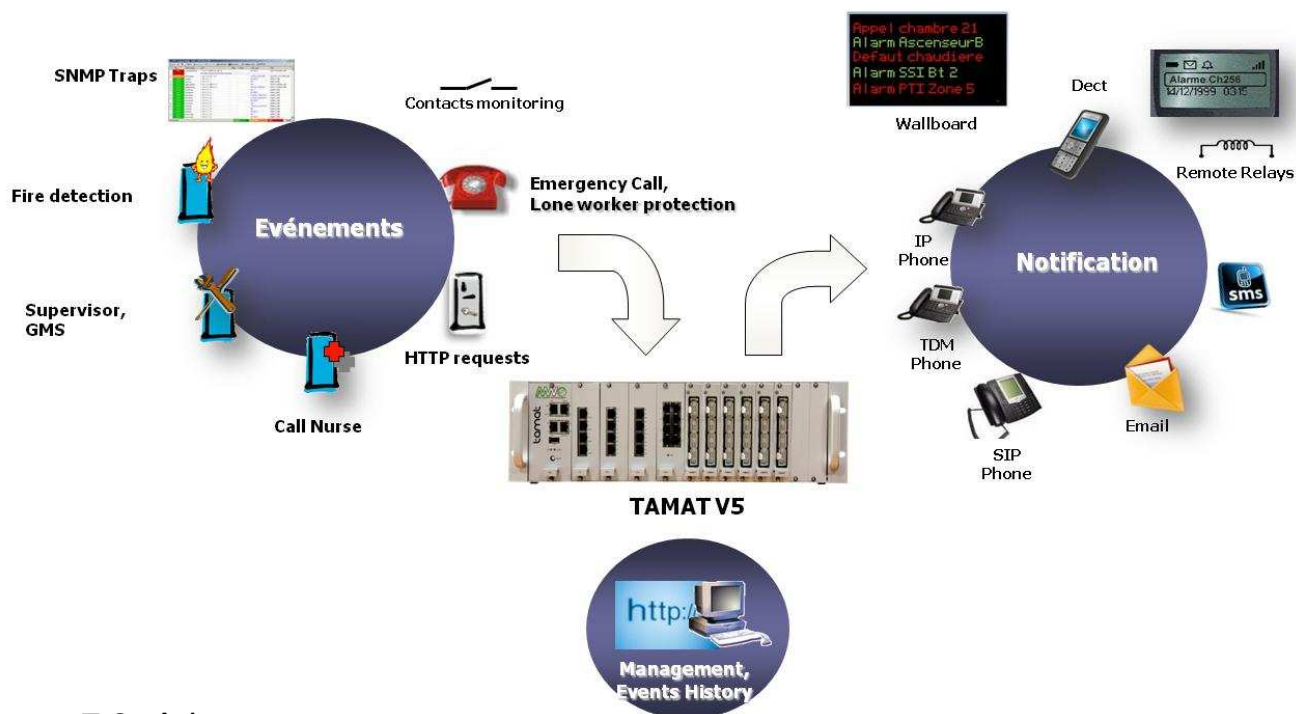
Information transmitted simultaneously and in real-time via various media improves personnel reactivity.

TAMAT V5 was developed with these aims in mind. TAMAT V5 is a monitoring and notification system that allows the management and safeguarding of investments, improved further by providing precise and instantaneous information.

No matter the business sector; Industry, Services, Health, Trade and Distribution, sensitive sites; in order to guarantee an effective and increasingly secure management of events, it has become imperative to have at your disposal a system guaranteeing the following qualities:

- ❖ Ease of use for personnel,
- ❖ Clear and concise information,
- ❖ Compatibility with existing and future systems,
- ❖ Filing system and statistical management.

TAMAT V5 notification server responds to these demands by flagging an event on a phone terminal, a DECT, a GSM, an external line or email address.



7.2 Advantages

7.2.1 Ease of use for personnel,

- The TAMAT works together with the existing telecom infrastructure.
- The notification of events is displayed on the phone terminals currently used by personnel without changing existing habits and avoiding complementary training costs of the users.

7.2.2 Clear and concise information,

- Every alarm clearly features on the telephone display, whilst a voice message is broadcast to further inform personnel.

7.2.3 An open architecture,

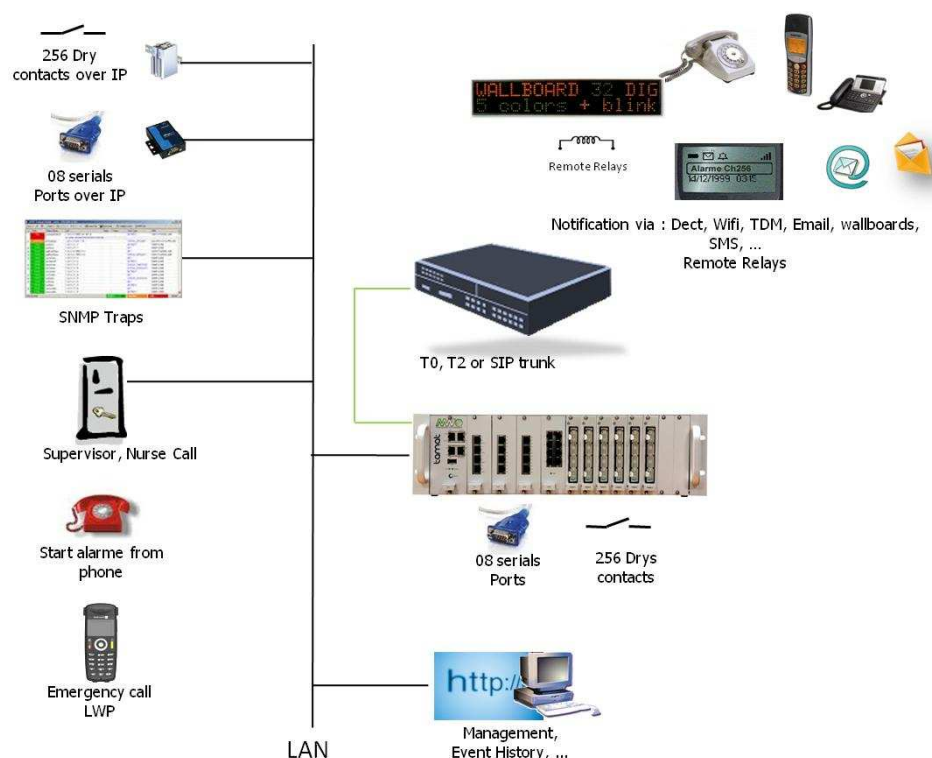
- The TAMAT is compatible with all existing systems (nurse calls, technical and/or security alarms, BMS, CMS, fire alarms, intrusion,...)
- Retrieval via contacts,
- Retrieval of events via RS232 connections (ESPA 4.4.4, Modbus, Printers,...),
- Retrieval of alarms via TCP-IP
- Retrieval of alarms via SNMP Trap,
- Triggering of alarm by means of telephone call,
- Consideration of Lone Worker Protection systems (LWP),
- Localisation via LWP terminals and DECT terminals
- Triggering of alarm on command via user interface,
- The TAMAT is compatible with all market PABX & IPBX.

7.2.4 Accessible and user-friendly technology,

- Integrated solution requires no maintenance or updates to operating system,
- Ability to develop acquisition protocols according to need,
- Web Intuitive and user-friendly interface configuration,
- Filing and consultation application,
- Diagnostic and maintenance assistance,
- Management of access via Login and user rights,
- Management of alarms, scenarios, recipients, calendars.

7.3 Benefits

- Reliable and real-time management and reception of information,
- Simultaneous dissemination of information on various media, depending on the different scenarios,
- Personnel connected to the event mandatorily informed,
- Prompter intervention: security, assistance, treatment, monitoring,
- Call resolution within predefined timescales in adherence to procedures,
- Call management, filing, traceability for managing and monitoring of adherence to procedures,
- Technical management,
- Optimisation of technical means,
- Management of intervention or reinstatement timescales,
- Monitoring of intervention timescales in relation to contractual deadlines re maintenance made easier,
- Increased cost-effectiveness linked to surveillance, maximisation and control of return on investment.



8 Appendix B: Partner Application: configuration requirements

Please, see the configuration document attached to the IWR.

9 Appendix C: Alcatel Communication Platform: configuration requirements

9.1 For OmniPCX Office

| | Authorized by software key | Really activated |
|-------------------------------|----------------------------|------------------|
| Call handling ISVPN service | Enabled | Enabled |
| Call handling QSIG+ protocol | Enabled | Enabled |
| B channels | 80 | 80 |
| IP Trunks | 48 | 48 |
| Proxy H323 | Disabled | Disabled |
| 2 B channels for mixed boards | 48 | 48 |

9.1.1 Trunk (ISVPN on T0) declaration

Licenses are required for call handling ISVPN service
 Licenses are required for 2B channels for mixed board

9.1.2 Trunk ISDN

Licenses are required for 2B channels for mixed board

10 Appendix D: Partner escalation process

10.1 Contact information

Address : 24 rue de la Pardonnerie 37270 Larçay - France
Main Phone : 33 (0)2 47 74 34 00
Main Fax : 33 (0)2 47 74 34 09
Main mail : jean-pierre.facque@mws.fr

10.2 3rd Party Support Detail

10.2.1 Contact

Address : 24 rue de la Pardonnerie 37270 Larçay - France
Main Phone : 33 (0)2 47 74 34 00
Main Fax : 33 (0)2 47 74 34 09
Main mail : jean-pierre.facque@mws.fr

10.2.2 General Information

1. *Vincent Bafour 0247743401 (Technical Support)*
2. *Laurent Brard 0247743406 (Project Leader)*
3. *Antonio Galdéano 0247743403 (R&D director)*

10.2.3 Severity Description and Response Times

| Priority/Severity | Description | Response Time |
|-------------------|---|---------------|
| Low | Trouble with installation, configuration | 8 hours |
| Blocking | Trouble with communication with other systems | 4 hours |

11 Appendix E: AAPP program

11.1 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>

11.2 Alcatel-Lucent.com

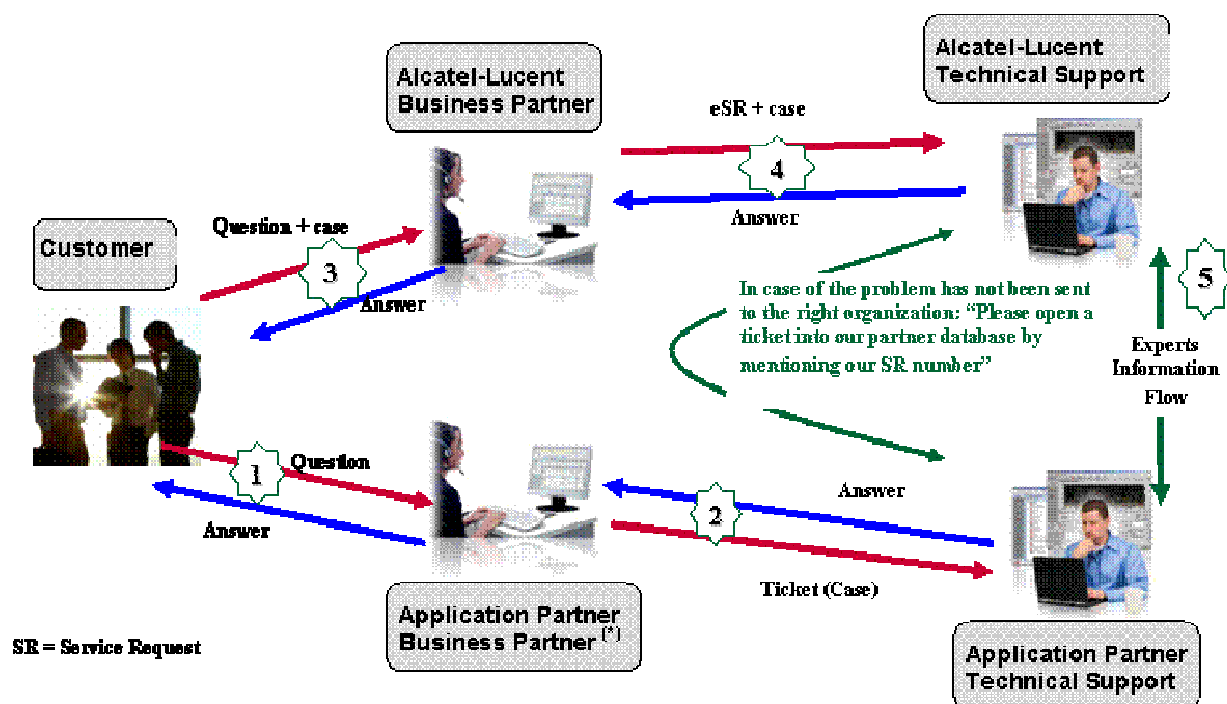
You can access the Alcatel-Lucent website at this URL: <http://www.Alcatel-Lucent.com/>

12 Appendix F: AAPP Escalation process

12.1 Introduction

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

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



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

12.2 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.

12.3 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).

12.4 Technical Support access

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

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

Alcatel-Lucent Business Partners Support Center for countries:

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

For other countries:

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

END OF DOCUMENT