



Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: Micros-Fidelio
Application type: Hospitality / PMS
Application name: OPERA5.0
Alcatel-Lucent Platform: OmniPCX Office



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

ALCATEL-LUCENT MAKES NO REPRESENTATIONS, WARRANTIES OR CONDITIONS WITH RESPECT TO THE APPLICATION PARTNER PRODUCT. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ALCATEL-LUCENT HEREBY EXPRESSLY DISCLAIMS ANY AND ALL REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY NATURE WHATSOEVER AS TO THE AAPP MEMBER'S PRODUCT INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE AND ALCATEL-LUCENT FURTHER SHALL HAVE NO LIABILITY TO AAPP MEMBER OR ANY OTHER PARTY ARISING FROM OR RELATED IN ANY MANNER TO THIS CERTIFICATE.

AS THIS DOCUMENT MAY CONTAIN CONFIDENTIAL TECHNICAL INFORMATION, ALCATEL-LUCENT WILL NOT PUBLISH IT ON A PUBLIC WEBSITE. THE AAPP MEMBER WILL OBSERVE THE SAME RULE.

Certification overview

Date of the certification	20/02/2013
Alcatel-Lucent's representative	Jean-Charles BERNARD
AAPP member representative	Marcus BOESEL
Alcatel-Lucent Communication Platform	OmniPCX Office
Alcatel-Lucent Communication Platform Release	R9.0/ 040.003 Office Link Driver 2.3.6
AAPP member application version	Opera PMS 5.0.04.00 E02 IFC Version 8.7.6.4
Application Category	Hospitality dedicated software

Author(s): J.C. BERNARD
Reviewer(s): M.Boesel – MICROS-Fidelio GmbH, Denis Lienhart

Revision History

Edition 1: creation of the document – *February 2013*

Test results

☐ Passed
 ☐ Refused
 ☐ Postponed
☒ Passed with restrictions

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

IWR validity extension

Extension to OmniPCX Office R9.1 – June 2013

AAPP Member Contact Information

Contact name: Marcus BOESEL

Title: ass. Technical Product Manager

Address: MICROS-FIDELIO Hotel Systems Division
Europadamm 2-6

Zip Code: 41460
City: NEUSS

Country: GERMANY

Phone: +49 (0)2131 137 530
Fax: +49 (0)2131 137 575
Mobile:

Web site: <http://micros.com>

E-mail: eame-ifc@micros.com / mboesel@micros.com

TABLE OF CONTENTS

1	INTRODUCTION.....	6
2	VALIDITY OF THE INTERWORKING REPORT.....	7
3	LIMITS OF THE TECHNICAL SUPPORT	8
3.1	CASE OF ADDITIONAL THIRD PARTY APPLICATIONS.....	8
4	APPLICATION INFORMATION	9
5	TESTS ENVIRONMENT.....	11
5.1	HARDWARE CONFIGURATION	12
5.2	SOFTWARE CONFIGURATION.....	12
6	SUMMARY OF TEST RESULTS	13
6.1	SUMMARY OF MAIN FUNCTIONS SUPPORTED.....	13
6.2	SUMMARY OF PROBLEMS	13
6.3	SUMMARY OF LIMITATIONS	13
6.4	NOTES, REMARKS	13
7	TEST RESULT TEMPLATE.....	15
8	TEST RESULTS.....	16
8.1	CONNECTIVITY AND SET-UP.....	16
8.1.1	Test objectives.....	16
8.1.2	Test results	16
8.2	PBX <---> PMS - CHECK-IN FROM PMS GUEST ROOM NUMBER ALLOCATION BY PMS.....	17
8.2.1	Test objectives.....	17
8.2.2	Test results	17
8.3	PBX <---> PMS - MODIFICATION OF GUEST CONFIGURATION	19
8.3.1	Test objectives.....	19
8.3.2	Test procedure	19
8.4	PBX <---> PMS - ROOM STATUS CHANGE.....	20
8.4.1	Test objectives.....	20
8.4.2	Test procedure	20
8.5	PBX <---> PMS - WAKE- UP EVENTS.....	21
8.5.1	Test objectives.....	21
8.5.2	Test procedure	21
8.6	PBX <---> HOTEL APPLICATION - MANAGEMENT OF CALL TICKETS: STATION MESSAGE DETAIL RECORDING	22
8.6.1	Test objectives.....	22
8.6.2	Test procedure	22
8.7	PBX <---> HOTEL APPLICATION - INTERROGATION MANAGEMENT FOLLOWED BY PBX <--->HOTEL APPLICATION GUEST TELEPHONE ACCOUNT	23
8.7.1	Test objectives.....	23
8.7.2	Test procedure	23
	APPLICATION IS WORKING AS MASTER, AMOUNT IS MANAGED BY APPLICATION.PBX <---> HOTEL APPLICATION - CHECK OUT GUEST	23
8.7.3	Test objectives.....	24
8.7.4	Test procedure	24
8.8	PBX <---> HOTEL APPLICATION = INIT REQUEST PBX <---> HOTEL APPLICATION = REINIT	25
8.8.1	Test objectives.....	25
8.8.2	Test procedure	25
8.9	DISRUPTION OF OHL LINK	26
8.9.1	Test objectives.....	26
8.9.2	Test procedure	26
9	APPENDIX A : AAPP MEMBER'S APPLICATION DESCRIPTION.....	27

10	APPENDIX B: CONFIGURATION REQUIREMENTS OF THE AAPP MEMBER'S APPLICATION	29
11	APPENDIX C: ALCATEL COMMUNICATION PLATFORM: CONFIGURATION REQUIREMENTS.....	30
12	APPENDIX D: AAPP MEMBER'S ESCALATION PROCESS.....	33
13	APPENDIX E: AAPP PROGRAM	34
13.1	ALCATEL-LUCENT APPLICATION PARTNER PROGRAM (AAPP).....	34
13.2	ALCATEL-LUCENT.COM.....	34
14	APPENDIX F: AAPP ESCALATION PROCESS	35
14.1	INTRODUCTION	35
14.2	ESCALATION IN CASE OF A VALID INTER-WORKING REPORT	36
14.3	ESCALATION IN ALL OTHER CASES.....	37
14.4	TECHNICAL SUPPORT ACCESS	38

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 Inter-Working 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 Limits of the Technical support*

3 Limits of the Technical support

Technical support will be provided only in case of a valid Inter-Working Report (see chapter 2 “Validity of the Inter-Working Report”) and in the scope of the features which have been certified. That scope is defined by the Inter-Working 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 commercial name:	Opera PMS and IFC
Application version:	Opera PMS 5.0.04.00 E02 and IFC Version 7.6.4 (during testing)
Interface type:	OLD (MF-IFC = AOM – Part no 5001-294)
Interface version (if relevant):	2.3.6

Brief application description:

This application is defined as a “Front Office Computer” also called PMS (Property Management System)

Features for hotel and hospitality applications

PMS	
Guest management	✓
Room management	
Check-in/out	✓
Voice mail attribution	
Room status	✓
Wake-up	✓
Re-initialization request	
SMDR Messages	✓
Deposit Amount	✓
Extended Tickets	✓
Room move	✓

Interacting with OmniPCX Office :

The application interacts with the OmniPCX Office via TCP/IP 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**

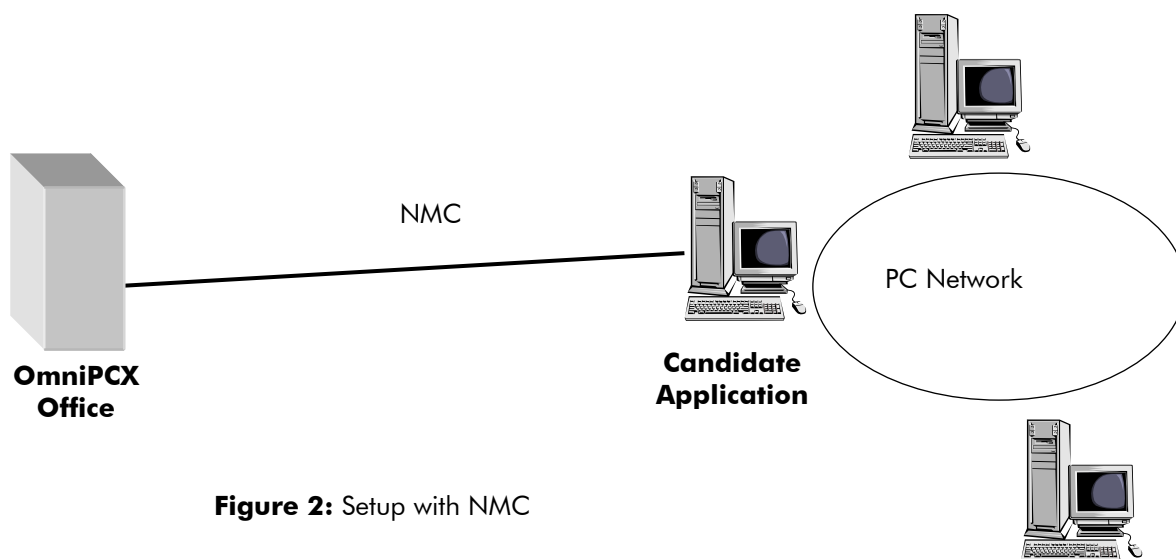
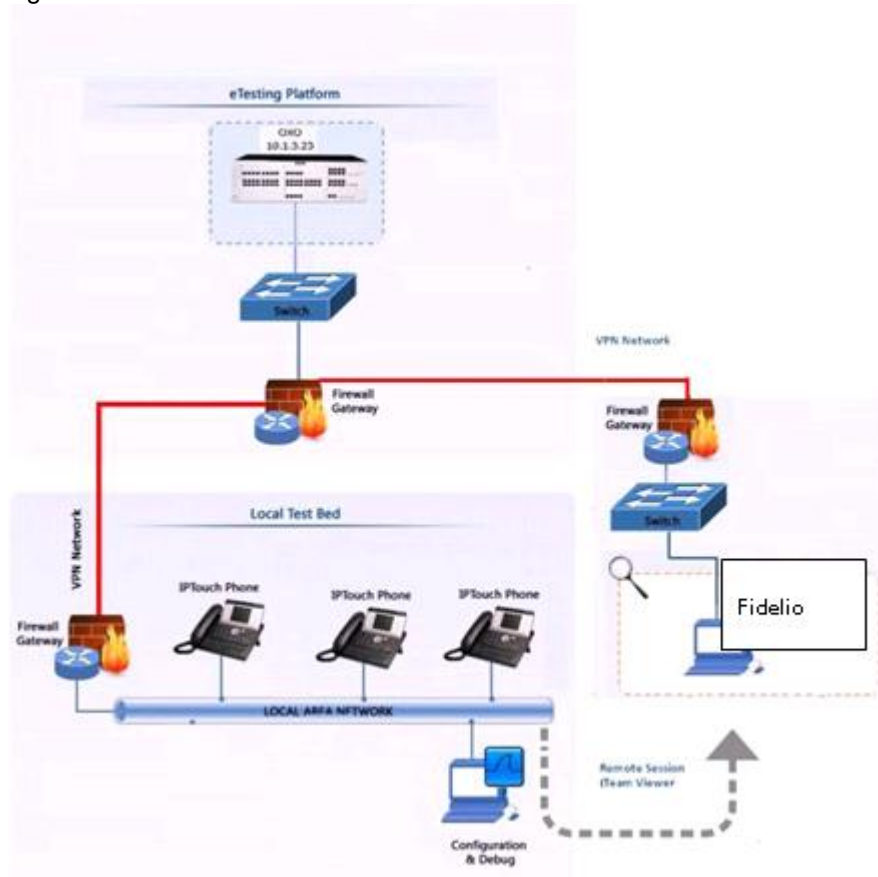


Figure 2: Setup with NMC

5 Tests environment

Figure 1 Tests environment



5.1 Hardware configuration

List main hardware equipments used for testing

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

5.2 Software configuration

List main softwares used for testing

- **Alcatel Communication Platform:**
 - OmniPCX Office: R900/40.03
 - Office Link Driver : v2.3.6
- **Partner application**
 - **Opera PMS 5.0.04.00 E02**
 - **IFC8 application Version 7.6.4**

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)	6.3
Modification (Name ,DND, Barring cat., wakeup time etc...)	✓ (6.3)
Wake-Up events	✓ (6.3)
Interrogation	6.3
Re-initialization request	6.3
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

- The Fidelio application does not react to reply message event information from the O.L.D. No PMS support for handling the O.L.D event reply messages.
- The Fidelio application does not read the check-in and check-out messages sent by the O.L.D to the application. This means that the operator set must never be used to perform such operations.
- The application is not able to issue re- initialization frames in order to synchronise with the OmniPCX office in case of data de-synchronisation between the PBX and the PMS. PMS does not support the re-initialization functionality

(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 Fidelio Opera will occur)

- DDI number allocation and Password, Room status problem code management are not supported.
- For the Wake up function to work with OmniPCX Office, it is required to set the OmniPCX Office noteworthy address ' WakeUpRetr ' to = 01. This is a limitation of Opera in that it uses the Wake up time to sort the different wake up messages. Setting the value 01 limits the wake up call to once only with no retries if the called party does not answer (i.e. busy or in the guest in shower etc.) . If this flag is not set the eventual wake up time reported is not equal to the wake up time originally programmed and so Opera can not sort the information

6.4 Notes, remarks

CRC_PRESENCE has to be set to 1 in OHLDRIVER.CONF.

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 AAPP Member 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"/>	Room are defined at the beginning and any modification on OXO side must be reported on application side.
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"/>	Fidelo application is working as master and reply message is not taken into account. Message sent by OXO will be assign to first owner.
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"/>	As soon as Lang_default in application has been set to 1 , it is not possible to send a wrong value.
CIC106	Generate a check-in with wake-up call time	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	managed by modification after check in
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"/>	
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"/>	Not supported
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"/>	Not supported
CIC111	Generate a check-in and enable DND	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	managed by modification after check in

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CIC112	Generate a check-in with password	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
CIC113	Auto Allocate a DDI (Direct Dial Inwards) number to a checked-in GUEST ROOM	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
CIC115	Generate a check-in with bad language parameter	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIC116	Generate a check-in with bad DND parameter	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	Not supported
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"/>	
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"/>	Not supported
MOC 102	Modification with deposit	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MOC 108	Modification of DDI number (eg. Allocate a new DDI to a room)	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Message received but Maid room problem identification code not managed.
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Message received but Maid room problem identification code not managed.
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Message received but Maid room problem identification code not managed.
Result	ROOM STATUS change		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Room status Problem code is not used in PMS

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 = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WUP 102	Wake-up message with no answer	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	OXO sending event time not wake time in response (see 6.3)
WUP 103	Wake-up message with busy line	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	OXO sending event time not wake time in response (see 6.3)
WUP 104	Wake-up message with out of order line	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not tested
WUP 105	Wake-up cancellation message	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	OXO sending event time not wake time in response (see 6.3)
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"/>	See Restriction 6.3

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can be pay cash or assign to a room
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
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
CAT 106	SMDR message of a non charged outgoing call (Free call destination e. g. 0800)	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 ticket
CAT 107	SMDR message of an incoming call	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 ticket
CAT 108	SMDR message of a transferred incoming call	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2 tickets
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"/>	2 tickets
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, not available
Result	Management of CALL TICKETS: Station Message Detail Recording.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Pulses were managed on analog line as it is not working on ISDN line.

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INT102	Asks for the Guest room extension telephone accounts using a Guest room number which is out of the range.	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INT103	Asks for the Guest room extension telephone accounts using a Guest room number which is not checked in.	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INT104	Asks for the Guest room extension telephone accounts Verify the management of Cost, Total Deposit and Guest balance.	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result	INTERROGATION management followed by Guest Telephone Account.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Restriction see 6.3

Application is working as master, costs/deposits are managed by application.

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

8.7.3 Test objectives

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

8.7.4 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.
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"/>	
COC 104	Check Out of an invalid guest room number	Request = D Reply = PG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 105	Check Out of a none checked in guest room number	Request = D Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 106	Verify metering bills by checking out a guest room number	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not available
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"/>	Not available
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"/>	Not available
Result	CHECK OUT GUEST NUMBER		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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

8.8.1 Test objectives

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

8.8.2 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"/>	
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"/>	
REI103	Generate a reinit request for a GUEST room number out of range	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
REI105	Generate a reinit request for all GUESTS checked-in: - Full guest reinit.	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
REI106	Generate a reinit request for all GUESTS checked-in: - Partial guest reinit.	Request = Reply =	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result	REINIT REQUEST REINIT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Restriction See 6.3

Not available in application as Reply messages from PBX are not taken into account.

8.9 Disruption of OHL Link

8.9.1 Test objectives

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

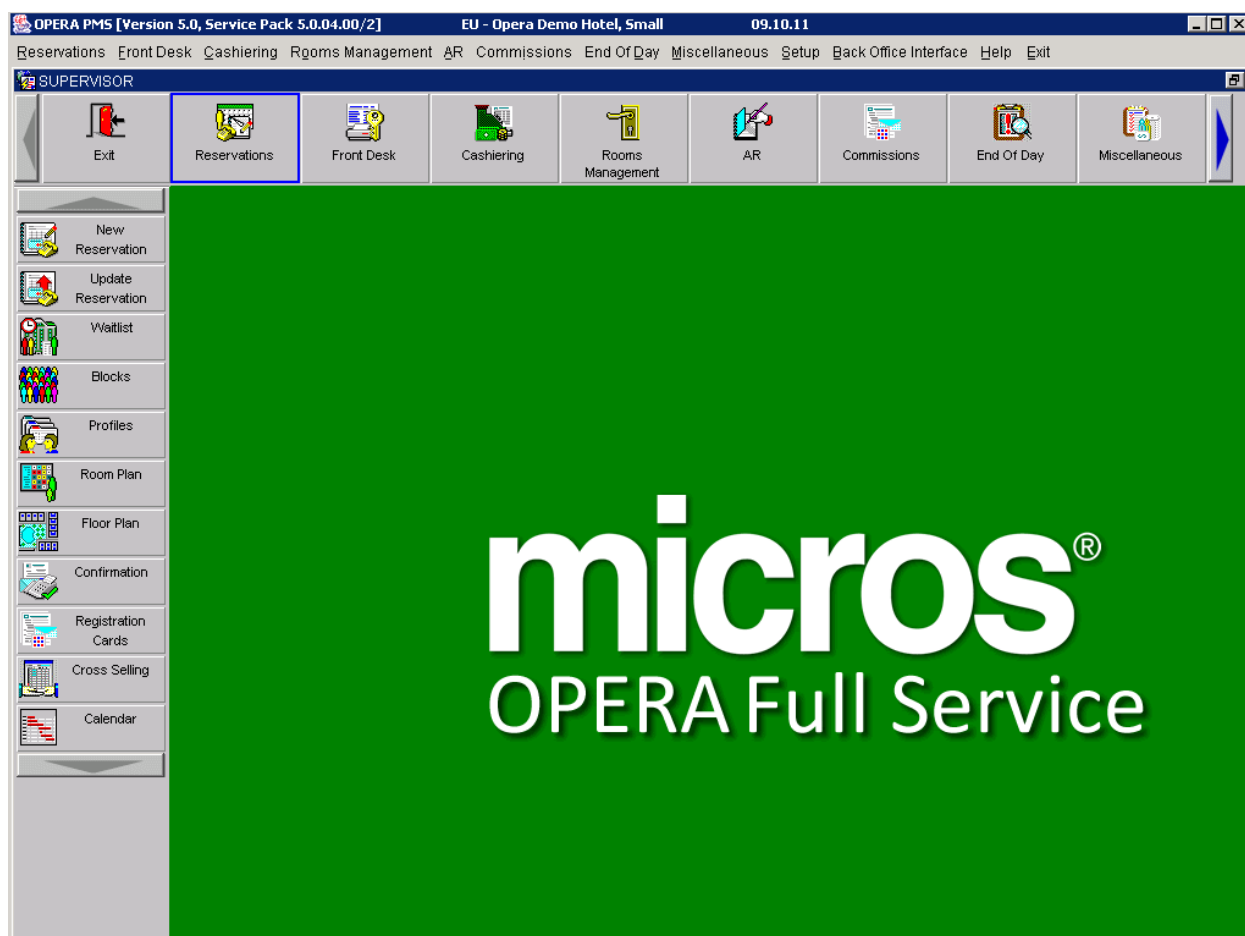
8.9.2 Test procedure

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	
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	SMDR ticket created , other messages not allowed on attendant set as hotel key has to be removed.
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.			OK	
DIS104	Generate an XOFF on the OmniPCX Office . Generate some events on PMS. Send an XON on the OmniPCX Office side.			N/A	HTTPs connection not RS232
Result	DISRUPTION OF OHL LINK			OK	

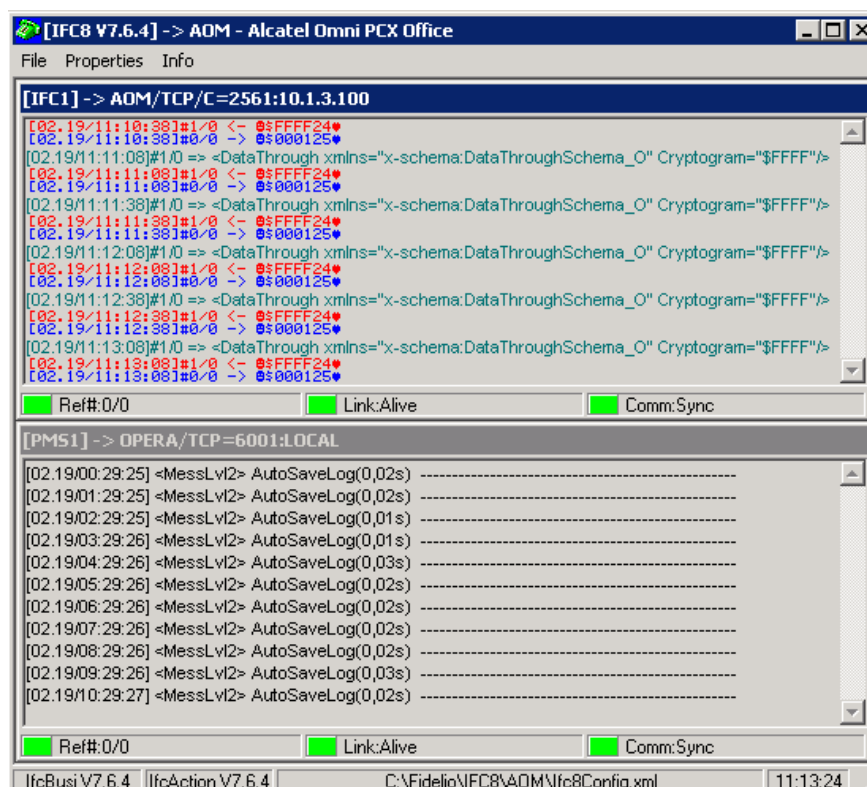
9 Appendix A : AAPP member's Application description

→ Shall contain application description elements, screen shots, recommendations, etc. The provision of the configuration requirements on the application side is under responsibility of the partner and must be provided with the application's installation documentation.

Micros OPERA PMS System screen shot:



Micros Interface Application software screen shot:



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

➔ Shall contain the main configuration requirements on the AAPP Member side in order to ensure a proper inter-working (if possible screen captures). Or the reference to the application installation documentation.

Sample Protocol related setup (from OXO testing):

	<table> <thead> <tr> <th>Parameter</th><th>Value</th></tr> </thead> <tbody> <tr><td>DoublePostingSize</td><td>1</td></tr> <tr><td>DoublePostingType</td><td>ProtRec</td></tr> <tr><td>DoublePostingFixAttr</td><td></td></tr> <tr><td>UseUnits</td><td>1</td></tr> <tr><td>ADM_COS_Bar</td><td>00</td></tr> <tr><td>ADM_COS_Unbar</td><td>03</td></tr> <tr><td>ADM_COS_Local</td><td>01</td></tr> <tr><td>ADM_COS_National</td><td>02</td></tr> <tr><td>ADM_DND_Enable_Value</td><td>2</td></tr> <tr><td>ADM_ReplyWakeupResult</td><td>0</td></tr> <tr><td>ADM_ProcessIncomingCalls</td><td>2</td></tr> <tr><td>ADM_DecimalPlaces</td><td>2</td></tr> <tr><td>ADM_SwapDelay</td><td>5</td></tr> </tbody> </table>	Parameter	Value	DoublePostingSize	1	DoublePostingType	ProtRec	DoublePostingFixAttr		UseUnits	1	ADM_COS_Bar	00	ADM_COS_Unbar	03	ADM_COS_Local	01	ADM_COS_National	02	ADM_DND_Enable_Value	2	ADM_ReplyWakeupResult	0	ADM_ProcessIncomingCalls	2	ADM_DecimalPlaces	2	ADM_SwapDelay	5
Parameter	Value																												
DoublePostingSize	1																												
DoublePostingType	ProtRec																												
DoublePostingFixAttr																													
UseUnits	1																												
ADM_COS_Bar	00																												
ADM_COS_Unbar	03																												
ADM_COS_Local	01																												
ADM_COS_National	02																												
ADM_DND_Enable_Value	2																												
ADM_ReplyWakeupResult	0																												
ADM_ProcessIncomingCalls	2																												
ADM_DecimalPlaces	2																												
ADM_SwapDelay	5																												

Sample language code setup (from OXO testing):

8 Ifc8 Setup for "Language"

XML Configuration

IFC1

Printer Configuration

Monitor Properties

Application Layer

ADM













Language

Protocol Layer

Physical Layer

PMS1

General Properties

Parameter	Value
Lang_Default	 1
Lang_EN	 2
Lang_FR	 1
Lang_DE	 4
Lang_IT	 8
Lang_ES	 3
Lang_PT	 2
Lang_NL	 2
Lang_TR	 2
Lang_RU	 2
Lang_EL	 2
Lang_JA	 2

11 Appendix C: Alcatel Communication Platform: configuration requirements

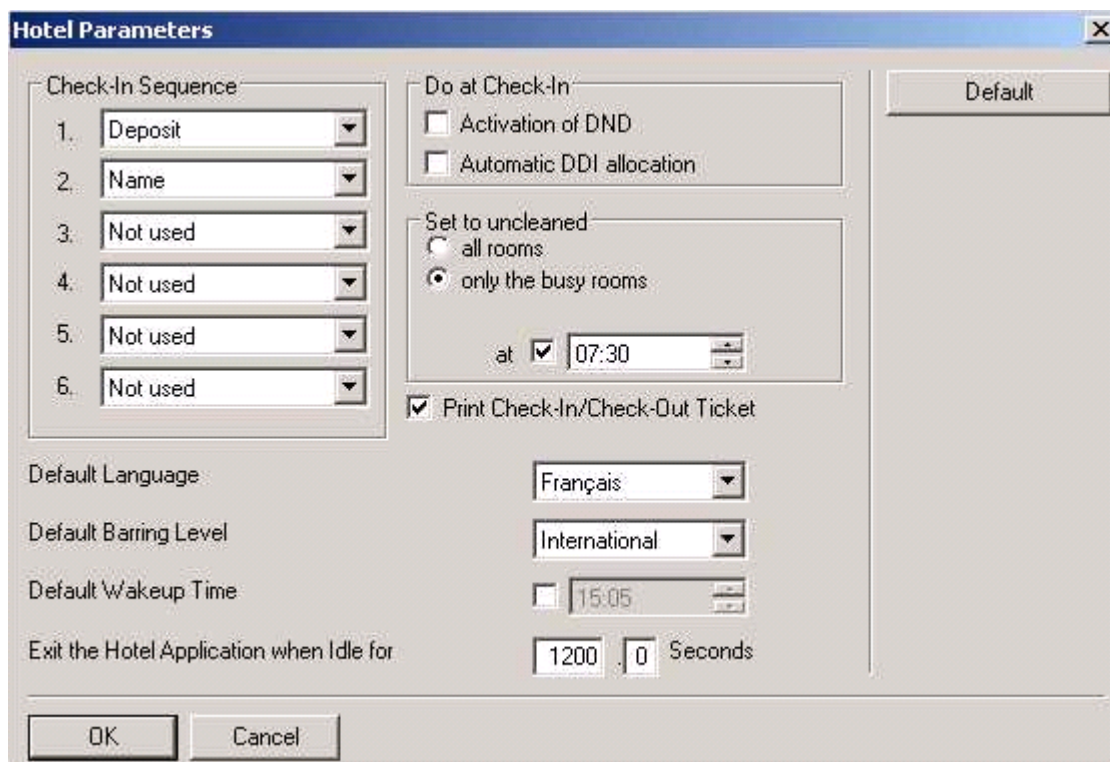
IMPORTANT: The OmniPCX Office must be in " Hotel " mode before beginning the tests. Do this configuration before any other as your PBX requires to be COLD reset (Note: The Cold reset will also delete all previous programming/configuration).

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 OMC configuration software as follows:-

- Hotel Parameters :
 - The "Print Check-In/Check-Out Ticket" check box must be checked.



Hotel Parameters

Check-In Sequence

1. Deposit
2. Name
3. Not used
4. Not used
5. Not used
6. Not used

Do at Check-In

☐ Activation of DND

☐ Automatic DDI allocation

Set to uncleaned

☐ all rooms

☒ only the busy rooms

at ☒ 07:30

☒ Print Check-In/Check-Out Ticket

Default Language: Français

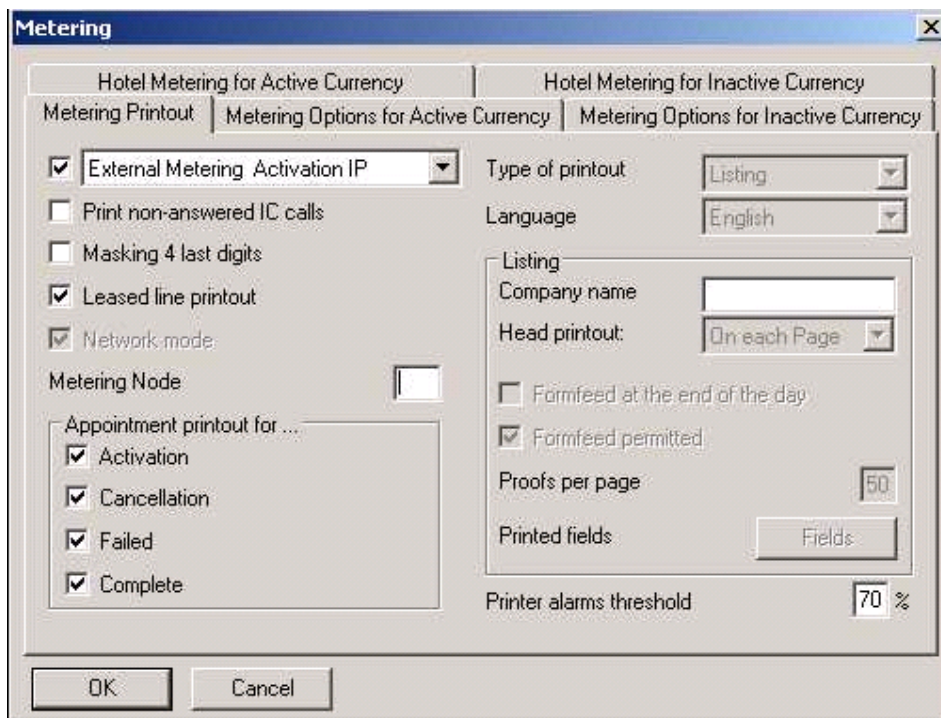
Default Barring Level: International

Default Wakeup Time: 15:05

Exit the Hotel Application when Idle for: 1200 0 Seconds

OK Cancel

- Metering Printout sheet :
 - The “External Metering Activation” check box should be checked.
 - Check boxes “Appointment printout” for “Activation, Cancellation, Failed, Complete”
 - External metering Activation IP



Metering

Hotel Metering for Active Currency | Hotel Metering for Inactive Currency

Metering Printout | Metering Options for Active Currency | Metering Options for Inactive Currency

☒ External Metering Activation IP

☐ Print non-answered IC calls

☐ Masking 4 last digits

☒ Leased line printout

☒ Network mode

Metering Node

Appointment printout for ...

☒ Activation

☒ Cancellation

☒ Failed

☒ Complete

Type of printout Listing

Language English

Listing

Company name

Head printout: On each Page

☐ Formfeed at the end of the day

☒ Formfeed permitted

Proofs per page

Printed fields

Printer alarms threshold %

- “Print non-answered IC calls” and “Masking 4 last digits” are external application dependent

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" (application dependent).
- Click "OK" to confirm your configuration

- Noteworthy Address :
Change in Debug label ' OpeMetEna ' to equal value 01
- CRC_PRESENCE has to be set to 1 in ohldriver.conf, this file is in the installation folder of OLD.

```
#####
# AHL parameters
#####
AHL_PORT=2561
CRC_PRESENCE=1
AHL_INTERFACE_LOG_LEVEL
```


Appendix D: AAPP member's escalation process

➔ *Shall contain the description of the escalation process on partner side with all contact people or/and phone numbers, e-mails or web accesses..*

Micros-Fidelio Software Interface **support escalation:**

For first line IFC support please contact the local support office.
Contact details as per support office found under:

<http://www.micros-fidelio.eu/en/Support.aspx>

<http://www.micros-fidelio.eu/en/Company/Locations.aspx>

12 Appendix E: 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/>

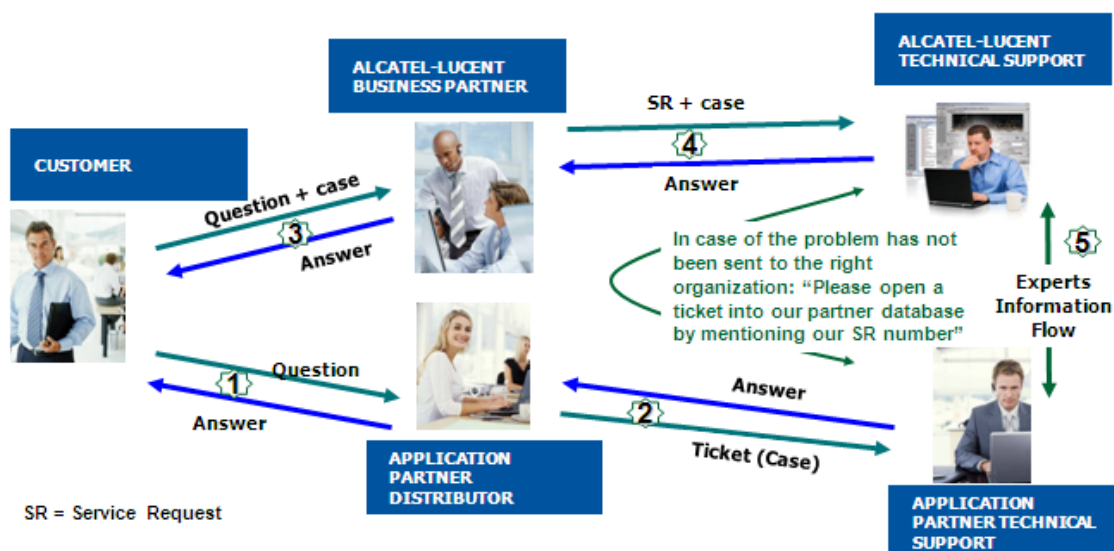
13 Appendix F: AAPP Escalation process

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 not 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 **Error! Reference source not found.** "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
