Alcatel-Lucent Application Partner Program
Inter-Working Report

Partner: Optiflows
Application type: Alarm Server
Application name: Surycat
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.

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Certification overview

Date of the certification	30 – 31 January 2013

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AAPP member representative	David FERMET

Alcatel-Lucent Communication Platform	OmniPCX Office
Alcatel-Lucent Communication Platform Release	R9.0 – R900/044.003
AAPP member application version	V2.1
Application Category	Mobility

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Revision History

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

Test results

☐ Passed ☐ Refused ☐ Postponed

☑ Passed with restrictions

Refer to the section 7 for a summary of the test results.

IWR validity extension

None

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1 Introduction

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

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

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

2 Validity of the InterWorking Report

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

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

A new release is identified as following:

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

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

Note: The InterWorking report becomes automatically obsolete when the mentioned product Limits of the Technical support

3 Limits of the Technical support

Technical support will be provided only in case of a valid InterWorking Report (see chapter 0 “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 (“Appendix F: AAPP Escalation process”).

4 Reminder on Alarming services

4.1 Location service

The DECT Handset monitors the radio coverage that it perceives to be able to set up at any time a call with the infrastructure with the best audio conditions.

Therefore it has the knowledge at a given location of all the Base Stations he can receive a signal from and the associated strength of the signal (RSSI) gives a relation with the distance between the Base Station and the DECT Handset.

When signaling an alarm to the Alarm server, the DECT handset will send the RSSI of the 3 (Office mode) or 4 (Enterprise mode) best Base Stations that he can see, so that the server can locate accurately the DECT Handset position.

In case the DECT Handset sees less than 4 (or 3) Bases stations, the message will indicate the valid Base Stations that the server should use in the message to compute the DECT Handset location (Enterprise & Office modes only)

This service is available on 400 and 500 DECT handsets.

IBS DECT and IP DECT environments have been tested.
DECT 400 is not supported with IP DECT in OXO environment.

4.2 Live & Notification service

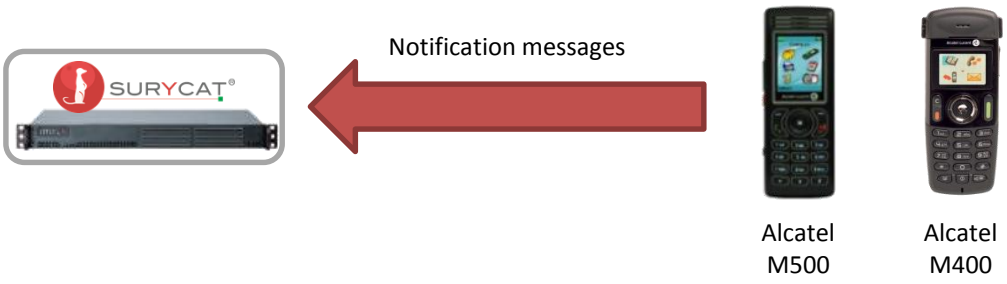
The DECT Handset is able to send regular information (defined as “Live”) or event triggered (defined as “Notifications”, “Key events” or “Status”) to an Alarm server.

These messages are sent to the Alarm Server by setting up a call toward the Call Server. These calls are set up by dialing a trunk access code to gain access to the Alarm server, followed by digits containing the data to be processed by the Alarm server (Enterprise & Office modes only). Those digits will indicate the type of call (“Live”, “Notifications”, “Key events” or “Status”) and additional information related to the call type.

This service is available on 400 and 500 DECT handsets.

IBS DECT and IP DECT environments have been tested.
DECT 400 is not supported with IP DECT.

Live and Status frames are not yet implemented in the Optiflows Surycat application.



4.2.1 Live calls

Live calls are triggered at programmable intervals, when the Handset is in idle state, and provide the Alarm Server the current DECT Handset location and state. This will enable the Alarm Server to

monitor that the Handset is performing correctly, and that end user monitoring is active. Location can be used by the Alarm server to activate Notifications to the proper located user if an emergency shall occur, thus allowing the best response time to manage such event (Enterprise & Office modes only)

4.2.2 Status calls

Status calls are triggered by DECT Handset status change such as being put in/out of charger, being switched on/off. This will allow the Alarm server to know that monitoring should start or stop and that subsequent messages call might be irrelevant and could be discarded (Enterprise & Office modes only).

4.2.3 Key events call

Key Events calls are triggered by the end user long press of any digit key, for reporting process of completed tasks. For example: in Hotel business, the cleaning personnel shall report progress on room availability to allow the registration of new customers at the front desk (Enterprise & Office modes only).

4.2.4 Notification calls

Notifications calls are triggered by the end user pressing the Alarm button on the DECT Handset to signal an unexpected or emergency situation. This will allow the Alarm server to launch the appropriate actions to give assistance to the end user.

The embedded location data will provide means to activate the best appropriate means to ensure adequate response time to the end user request (Enterprise & Office modes only).

4.3 Alarm server Notification service

Additionally to the Handset Alarming feature, the Alarm server can send alarm messages or make voice calls upon trigger of external events, to ask the user to react and make corrective actions. Messages are sent as a voice call, or may use the special call functions available on the DECT 400 and DECT 500.

The messages, as special calls, are sent by using the first two characters of the Caller Name Identification (CNI) field. When the alarm server initiates a call to the DECT handset, it has priority on all other actions being done on the handset. The DECT handset then reads the CNI being sent and does the appropriate action. For example: displaying “Fire Alarm” on the screen and ringing at maximum level at the same time.

List of available alarm features:

400 DECT:

- trigger Handset ringing at maximum volume with melody 5 regardless of the user settings for current volume, melody, or vibrator

500 DECT:

- trigger handset ringing with normal alarm ring and volume as programmed in the Alarm settings menu
- trigger handset ringing with urgent alarm ring and volume as programmed in the Alarm settings menu
- trigger handset ringing with very urgent alarm ring and volume as programmed in the Alarm settings menu
- trigger handset automatic answer in Handsfree mode

5 Application information

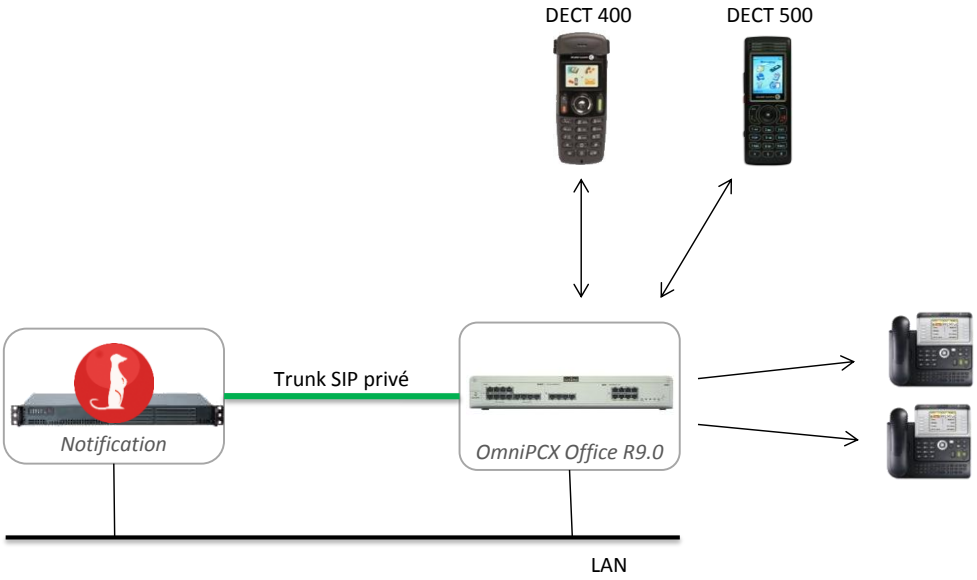
Application family :	**Alarm Server**
Application commercial name:	**Surycat**
Application version:	**2.1**
Interface type:	**SIP trunking with geolocation and notification services**

Brief application description:

Surycat is mission-critical communication solution. Its goal is to connect mission-related events to the right persons, wherever they are, through the enterprise communication solutions.
Surycat is a universal gateway, connected to many mission-related systems that generate events, and to communication systems.
Its connection to the enterprise PBX completes the necessary link between events and people, to ensure a better efficiency and global productivity boost. Any occurring event matching the customer defined notification or mobilization process is handled in real-time, as Surycat will reach the right persons, and present them in a simple and accessible way the mission related or critical event message.

6 Test environment

Figure 1 **Test environment**



6.1 Hardware configuration

- **OmniPCX Office hardware equipment:**:
  - PowerCpu with 16 DSP
  - MIX 2/4/4 (ISDN T0, digital & analog interfaces)
  - DECT 300, DECT 400, DECT 500 and DECT 8232
  - Iptouch sets 4068 and 4028, Iptouch Set 4039, MyIc phone 8082, analog phone, Reflex set Advanced (4035)
  - IBS DECT Base Station (test with IBS DECT configuration only)
  - IP DECT Base Station (testdwith IP DECT configuration only)

6.2 Software configuration

- **Alcatel Communication Platform**: OmniPCX Office in R900/044.001
- **OMC R900/017**.001a
- **DECT 500**: 00.26 (test perform with DECT IBS)
- **DECT 500**: 00.52 (test perfomed with IP DECT)
- **DECT 400**: 93 91 99/1972B67
- **DECT 200.Tiny**
- **DECT 8232**: 00.39 HW: 8

- **Partner Application** : Surycat v2.1

7 Summary of test results

7.1 Summary of main functions supported

The Optiflows Surycat application supports only the SIP Trunking protocol with the Office message mode (17 digits).
The message mode is configured in the DECT set (400 and 500).

H323 and T2/T0 QSIG links are not supported by the Optiflows Surycat application.

In the below tables, the following abbreviations apply:
NT: *Not Tested* ***, NA:*** *Not Applicable* ***, NS:*** *Not Supported by Application* ***, OK:*** *Working*

7.1.1 Alarming services

Tests related to alarm messages sent by DECT sets to external Surycat application over the SIP link.

Features Alarm and notification calls from Dect sets → Surycat	IBS-Dect		IP-Dect	
	DECT 400	DECT 500	DECT 400	DECT 500
Live call	NA	NS	NA	NS
Notification call	OK	OK	NA	OK
Status call	NA	NS	NA	NS
Keys event call	NA	NS	NA	NS
Man down call	NA	OK	NA	OK
No movement call	NA	OK	NA	OK
Shock call	NA	OK	NA	OK

Tests related to alarms sent by external Surycat application to DECT sets (Display text and special ringing)

Features Incoming Alarms from Surycat → Dect sets	IBS-Dect		IP-Dect	
	DECT 400	DECT 500	DECT 400	DECT 500
Normal alarm (B~)	NA	OK	NA	NOK
Urgent alarm (C~)	OK	OK	NA	NOK
Very urgent alarm (D~)	NA	OK	NA	NOK
Hands free mode alarm (loudspeaker and microphone active) (E~)	NA	OK	NA	NOK

7.1.2 Generic SIP calls from Surycat

These calls are generated by Surycat consequently to an alarm to notify OmniPCX Office users in charge of managing these alarms.

Features Generic SIP calls from Surycat → OXO sets	Global status
SIP call set-up and call release	OK
SIP calls to various Idle phones	OK
SIP call to various busy phones	OK
SIP calls to DECT sets out of radio range	OK
SIP calls to forwarded phone	OK
SIP calls to phone that is forwarded to voice mail	OK
SIP call to Phone using Dynamic Routing to another terminal	OK
SIP call to phone having dynamic routing to voice mail hunting group	NOK *
SIP call to phone in immediate call forwarding to external destination	OK
SIP call to Out of Service phone	OK
SIP call to busy phone with dynamic routing busy to voice mail hunting group	OK

*: See chapter 9.1.10

7.1.3 Conference call with Surycat

Features Conferencing through Surycat server	Global status
Conference setup following notification call	Ok But *

*: See chapter 9.2.1

7.2 Summary of problems

- Incoming alarm from application to DECT 500 are not operational with IP DECT configuration (related to B~ to E~ preset alarms). Issue is located in the DECT500 set (version 00.52).
- There was an issue with call release (connection between alarming Dect500 and alarm notified user) when call is hanged up first by DECT500. See 8.3.1.
- There is no message display at all on My IC 8082 phone. Not implemented in MyIC Phone.
- There is a delay before sending the emergency alarm while pressing the red button on Dect500 (Binary version= 0052): SR= 1-144378985.

7.3 Summary of limitations

- Live and Status messages are not supported by the application Surycat and should be inhibited in Dect alarming configuration.
- Surycat application does not provide the “paging” feature based on CSTA (text message on Digital sets and AGAP DECT sets).
- Surycat do not handle « key events » from DECT400/500.
- The codec algorythm G711 and G729 are operational but not the G723 in Surycat server.
- DECT 400 is not supported in an IP-DECT environment.

7.4 Notes, remarks

- The Location service is available in the application by providing a voice prompt when calling the alarm sets (no map or diagram to show the position of the alarm origin). You have to record the voice prompt from phone (Call from application to phone) to indicate the location that will be matching with positionning database.
- The Partner application SURYCAT supports only the SIP Trunking link between its server and the OmniPCX Office.
- The notification service (messages from application to pbx sets) is done by adding the B~ to E~ at beginning of “from:” in the “invite” SIP message.
- The T2/QSIG and H323 interfaces are not supported by the application server SURYCAT.

8 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.

9 Test Results using the SIP trunk interface

A SIP trunk is established between the OmniPCX Office and Surycat Application (alarm server).
OmniPCX Office is a SIP client and "Registrar" is Surycat application.
Register command is send from OXO to Surycat, when ARS table is enabled or when OXO resets.

TPA stands for Third party Application: Surycat server in the following tests.

9.1 Generic SIP calls tests

9.1.1 SIP Options

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**SIP Options from Surycat to OXO** Surycat sends a SIP options request Alcatel OmniPCX Office responds with a proper answer.	☐	☒	☐	
2	**SIP Options from OXO to Surycat** Alcatel OmniPCX Office sends a SIP options request Surycat responds with a proper answer.	☐	☒	☐	Enable "SIP Option" in ARS table, with value "120 sec" mini in "gateway timeout"

Note:

- "SIP option" is optional on Oxo side in ARS tables; if this option is not set, Surycat is managing the "keep alive" itself.

9.1.2 SIP Authentication and Registrar

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**SIP Trunk without authentication:** - Setup Surycat in trunk mode without authentication - Setup Alcatel-Lucent OXO accordingly(see Annex) - Generate a test call from Surycat Web interface. - Check that the call is accepted, that the phone rings and that a voice message is played.	☐	☒	☐	
2	**SIP Trunk with authentication:** - Setup Surycat in trunk mode with authentication - Setup Alcatel-Lucent OXO accordingly (see Annex) - Generate a test call from Surycat Web interface. - Check that the call is accepted, that the phone rings and that a voice message is played.	☐	☒	☐	- Enable Gateway parameters for Surycat, in "Gateway parameters" Login, password, IP address. - Enable "Gateway index parameter " in ARS table of OXO.

Note:

- Authentification is done on each call from Oxo to Surycat server
- No authentification performed on calls from Surycat to Oxo

9.1.3 **SIP call set-up and call release**

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**SIP call to phone and release from PBX** - Generate a call from TPA to phone - Answer the call - Release the call after a few seconds from the phone - Check that a BYE and 200-OK are sent on the SIP signalization.	☐	☒	☐	
2	**SIP call to phone and release from TPA** - Generate a call from TPA to a phone - Answer the call - Wait until call is released by TPA - Check that a BYE and 200-OK are sent on the SIP signalization.	☐	☒	☐	
3	**SIP call to phone that does no answer** - Generate a call from TPA to a phone - Do not answer the call - Wait until call is released by TPA (20 secondes by default) - Check that a CANCEL and 200-OK are sent on the SIP signalization.	☐	☒	☐	See also several cases of call forwarding on Oxo. Dynamic routing is not managed in this case.

Note:

- SIP calls are performed from Surycat to Oxo according to the Private numbering plan of Oxo (see Oxo Config in Appendix C)
- Dynamic routing was not efficient in our tests

9.1.4 **SIP calls to various idle phones**

Test Case:

- Hand set is in idle mode
- To send a call, generate a test call from the TPA
- Accept the call
- accept / reject / do nothing by using respective DTMF keys (activate DTMF mode)

Expected result:

- call is accepted by PBX phone,
- The text message of the Surycat application is used as caller identifier and displayed (16 characters),
- On answer a voice message is played by TPA,
- After the confirmation prompt, the message can be confirmed through DTMF digit.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to DECT200 in Idle state** Test on Alcatel Lucent DECT 200 Test Case defined above Expected result defined above	☐	☒	☐	
2	**Call to DECT400 in idle state** Test on Alcatel Lucent DECT 400 Test Case defined above Expected result defined above	☐	☒	☐	DTMF mode is accessible by moving in the menu while in communication.
3	**Call to DECT500 in idle state** Test on Alcatel Lucent Mobile DECT 500 Test Case defined above	☐	☒	☐	OK DECT IBS OK DECT IP (DTMF mode is accessible by pressing

Test Case Id	Test Case	N/A	OK	NOK	Comment
	Expected result defined above				the * key).
4	**Call to DECT8232 in idle state** Test on Alcatel Lucent Mobile DECT 8232 Test Case defined above Expected result defined above	☐	☒	☐	OK DECT IBS OK DECT IP (DTMF mode is accessible by selecting the option on display with relative key)
5	**Call to IPTouch serie 8 in idle state** Test on Alcatel Lucent IP Touch Test Case defined above Expected result defined above	☐	☒	☐	
6	**Call to IP Touch Phone serie 9 in idle state** Test on Alcatel Lucent digital phone serie 9 Test Case defined above Expected result defined above	☐	☒	☐	
7	**Call to Analog Phone in idle state** Test on Alcatel Lucent Analog phone Test Case defined above Expected result defined above	☐	☒	☐	
8	**Call to MyIC Phone 8082 (SIP phone)** Test on MyIC Phone Test Case defined above Expected result defined above	☐	☐	☒	The phone call is ok, but there is no display info at all on screen. SR= 1-144379070
9	**Call to Generic SIP Phone** Test on Generic SIP phone Test Case defined above Expected result defined above	☒	☐	☐	Not tested

9.1.5 **SIP call to various busy phones**

Test Case:

- Phone is in communication.
- To send a call, generate a test call from the TPA

Expected result:

- According to the phone configuration in Oxo, behaviors are different:
- call is rejected if the phone is busy:
  the phone is set with "Camp On" protected in "Features" options
- TPA logs call is rejected

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to busy DECT200** Test on Alcatel Lucent DECT 200 Test Case defined above Expected result defined above	☐	☒	☐	
2	**Call to busy DECT400** Test on Alcatel Lucent DECT 400 Test Case defined above Expected result defined above	☐	☒	☐	
3	**Call to busy DECT500** Test on Alcatel Lucent Mobile 500 Test Case defined above Expected result defined above	☐	☒	☐	OK DECT IBS OK DECT IP

Test Case Id	Test Case	N/A	OK	NOK	Comment
4	**Call to busy DECT8232** Test on Alcatel Lucent Mobile 8232 Test Case defined above Expected result defined above	☐	☒	☐	OK DECT IBS OK DECT IP
4	**Call to busy IPTouch serie 8** Test on Alcatel Lucent IP Touch Test Case defined above Expected result defined above	☐	☒	☐	
5	**Call to busy IPTouch serie 9** Test on Alcatel Lucent Numeric phone Test Case defined above Expected result defined above	☐	☒	☐	
6	**Call to busy Analog Phone** Test on Alcatel Lucent Analog phone Test Case defined above Expected result defined above	☐	☒	☐	
7	**Call to busy MyIC Phone 8082** Test on 8232 My Ic Phone Test Case defined above Expected result defined above	☐	☒	☐	
8	**Call to busy Generic SIP Phone** Test on Generic SIP phone Test Case defined above Expected result defined above	☒	☐	☐	Not tested

9.1.6 **SIP calls to DECT sets out of radio range**

Test Case:

- Hand Set is in idle mode, out of range
- To send a call, generate a test call from the TPA

Expected result:

- call is rejected
- TPA logs the call rejection reason

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to DECT300 out of radio range** Test on Alcatel Lucent DECT 300 Test Case defined above Expected result defined above	☐	☒	☐	DECT IBS only
2	**Call to DECT400 out of radio range** Test on Alcatel Lucent DECT 300 Test Case defined above Expected result defined above	☐	☒	☐	DECT IBS only
3	**Call to DECT8232 out of radio range** Test on Alcatel Lucent DECT 8232 Test Case defined above Expected result defined above	☐	☒	☐	OK DECT IBS OK DECT IP
4	**Call to DECT500 out of radio range** Test on Alcatel Lucent Mobile DECT 500 Test Case defined above Expected result defined above	☐	☒	☐	OK DECT IBS OK DECT IP

9.1.7 SIP calls to forwarded phone

Test Case :

- Phone is in idle state, call forwarding is configured,
- To send a call, generate a test call from the TPA,
- Accept the call on the forwarding destination

Expected result:

- call is forwarded to the target phone
- the following behavior should be the same depending on the target phone state

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to IPTouch serie 8** Test on Alcatel Lucent IPTouch Serie 8 Test Case defined above Expected result defined above	☐	☒	☐	Display is OK

9.1.8 SIP calls to phone that is forwarded to voice mail

Test Case:

- Phone is in idle mode, immediat call forwarding to voice mail is configured
- To send a call, generate a test call from the TPA
- accept the call on the forwarding destination; which is another terminal

Expected result:

- call forwarded to the target voice mail
- the following behavior should the same depending on the target phone state

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to IPTouch serie 8** Test on IPTouch serie 8 Test Case defined above Expected result defined above	☐	☒	☐	

9.1.9 SIP call to Phone using Dynamic Routing to another terminal

Test Case:

- Phone is in idle mode, dynamic routing is configured
- To send a call, generate a test call from the TPA
- accept the call on the forwarding destination; which is another terminal

Expected result:

- call forwarded to the target phone
- the following behavior should the same depending on the target phone state

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to IPTouch serie 8** Test on IPTouch serie 8 Test Case defined above Expected result defined above	☐	☒	☐	

Note: Verify in private numbering plan on Oxo, that field "private" is set to "No"

9.1.10 SIP call to phone having dynamic routing to voice mail hunting group

Test Case:

- Phone is in idle mode, call forwarding is configured
- To send a call, generate a test call from the TPA
- Accept the call:
- accept the call on the forwarding destination; which is another terminal

Expected result:

- call forwarded to the target phone
- the following behavior should the same depending on the target phone state

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to IPTouch serie 8** Test on IPTouch serie 8 Test Case defined above Expected result defined above	☐	☐	☒	The call does not follow the dynamic routing and stays on the initial destination SR=

9.1.11 SIP call to phone in immediate call forwarding to external destination

Test Case:

- Phone is in idle mode, call forwarding is configured
- To send a call, generate a test call from the TPA
- accept the call on the forwarding destination; which is an external destination

Expected result:

- call forwarded to the target voice mail
- the following behavior should the same depending on the target phone state

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to IPTouch serie 8 forwarded to public mobile** Test on Alcatel Lucent IP Phone ser- 8 Test Case defined above Expected result defined above	☐	☒	☐	

9.1.12 SIP call to Out of Service phone

Test Case:

- Phone is out of service
- To send a call, generate a test call from the TPA

Expected result:

- call is rejected
- TPA logs call as rejected

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to IPTouch serie 8 out of service** Test on Alcatel Lucent Ip Phone seri 8 Test Case defined above Expected result defined above	☐	☒	☐	

Note:

- This behaviour depends of Oxo configuration:
  In external lines/Incoming Calls Handling/Leased Lines/Private Caller,"Other Cases" can be set to "Go to attendant" or "Release"; call is rejected on "release" behaviour.

9.1.13 SIP call to busy phone with dynamic routing busy to voice mail hunting group

Test Case:

- Phone is busy, call forwarding busy is configured to voice mail in dynamic routing
- To send a call, generate a test call from the TPA

Expected result:

- call forwarded to the target voice mail
- the following behavior should the same depending on the target phone state.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Call to busy IPTouch serie 8 with dynamic routing** Test on Alcatel Lucent IP Phone ser- 8 Test Case defined above Expected result defined above	☐	☒	☐	

Note:

- Verify in private numbering plan on Oxo, that field "private" is set to "No"

9.2 Conferencing through Surycat server

9.2.1 Conference setup following notification call

Test Case Id	Test Case	N/A	OK	NOK	Comment
	DECT500 alarm followed by conference between alarm set and notified set Test Case : • DECT phone 500 is in idle mode • Generate a manual alarm on DECT 500 • Surycat manages the alarm and generates an alarm to a destination • One of the destination accepts the call and dials a DTMF digit (example DECT 400) • Surycat then call the DECT 500 • The DECT 500 Accepts the call, and the conference is established between the DECT 500 and the initial alarm destination DECT 400 Expected result: • Alarm is accepted by Surycat • Call is generated to alarm phone destination • After the confirmation prompt, the message can be confirmed through DTMF • Once confirmed, a voice message confirms the conference setup (if accepted) • TPA calls the second phone • On answer of the second phone, both are set in conference.	☐	☐	☒	Tested with IBS-DECT and IP-Dect. Conference is done but there is an Issue while release is done first by DECT500 (ex IPTouch asked to be connected to alarming Dect500). The “Bye” is not sent back to OXO if call is released first by Dect500. If IPTouch releases first , the call release is correct. Fix to be done in Surycat application.

9.3 Alarming DECT 400/500 using Office mode

The Office message mode is 17 characters long.
Here is the description of the message format.
The following tests verify that the Alarm server receives and decodes well thoses messages.

400 DECT Handset
17 digits numbering with the following fields:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
RPN 1			Signal level 1	RPN 2			Signal level 2	RPN 3			Signal level 3	State	Pressed key	Battery level	call type	reserved

500 DECT Handset
17 digits numbering with the following fields:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
RPN 1			Signal level 1	RPN 2			Signal level 2	RPN 3			Signal level 3	State	Pressed key	Battery level	call type	Call type 2

9.3.1 Test cases linked to "Live signal" on 400 and 500 DECT

Live signal is executed if the appropriate function has been activated in the MMI configuration and the handset is in idle state.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Live_Delay_500** Step 1: - Put the live delay value at 60 sec. - Check that two prefixes are defined (the messages are sent alternately to the first and second alternative with the defined delay between the messages). - 500 is in idle mode Step 2: Switch off the 500 and switch on. *- Check that the 500 handset sends an automatic call to the notification server and is using the prefix that is defined in the MMI access menu 1 and 2.* Step 3: Make short press of any key *- Check working of the "Live signal" on Alarm server* *-check decoding of the live signal by Alarm server* *- Check hang on of the HS after reception of display information from CS*	☒	☐	☐	Not supported by Surycat.
2	**Live_Delay_400** Step 1: - Put the live delay value at 60 sec.	☒	☐	☐	Not supported by Surycat.

Test Case Id	Test Case	N/A	OK	NOK	Comment
	- Check that two prefixes are defined (the messages are sent alternately to the first and second alternative with the defined delay between the messages). - 400 is in idle mode Step 2: Switch off the 400 and switch on. *- Check that the 400 handset sends an automatic call to the notification server and is using the prefix that is defined in the MMI access menu 1 and 2.* Step 3: Make short press of any key *- Check working of the "Live signal" on Alarm server* *-check decoding of the live signal by Alarm server* *- Check hang on of the HS after reception of display information from CS*				

9.3.2 **Test cases linked to "Status message" on 500 DECT**

The status call is aimed to provide information about the handset when the function is active. The functions are activated in the MMI configuration menu.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Status_message_HS_In_charger** Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is in the charger. *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Call type 4.* *Possible state values: 1, 3, 5, 7, 9* *- Check that the notification server receives and decodes the message*	☒	☐	☐	Not supported by SURYCAT.
2	**Status_message_HS_Out_of_charger** Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is out of the charger *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Call type 4.* *Possible state values: 0, 2, 4, 6, 8* *- Check that the notification server receives and decodes the message*	☒	☐	☐	Not supported by SURYCAT.
3	**Status_messag e_HS_switched_off** Step 1: Handset is out of charger - Initiate the Status function in the MMI configuration menu - Switch off the handset *- Check the status in the message to the PBX (Message*	☒	☐	☐	Not supported by SURYCAT.

Test Case Id	Test Case	N/A	OK	NOK	Comment
	length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO). *Call type 4.* *Possible state value: 8* *- Check that the notification server receives and decodes the message* <u>Step 2: Handset is in charger</u> - Initiate the Status function in the MMI configuration menu - Switch off the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Possible state value: 9* *- Check that the notification server receives and decodes the message*				
4	**Status_message_HS_switched_on** <u>Step 1: Handset is out of charger</u> - Initiate the Status function in the MMI configuration menu - Switch on the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Call type 4.* *- Check that the notification server receives and decodes the message* <u>Step 2: Handset is in charger</u> - Initiate the Status function in the MMI configuration menu - Switch on the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *- Check that the notification server receives and decodes the message*	☒	☐	☐	Not supported by SURYCAT.

9.3.3 **Test cases linked to "Status message" on 400 DECT**

The status call is aimed to provide information about the handset when the function is active. The functions are activated in the MMI configuration menu.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Status_message_HS_In_charger** Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is in the charger. *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Possible state values: 1, 3, 5, 7, 9* *- Check that the notification server receives and decodes the message*	☒	☐	☐	
2	**Status_message_HS_Out_of_charger** Step 1: - Initiate the Status function in the MMI configuration menu - A status call is made when the handset is out of the charger *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Possible state values: 0, 2, 4, 6, 8* *- Check that the notification server receives and decodes the message*	☒	☐	☐	
3	**Status_messag e_HS_switched_off** Step 1: Handset is out of charger - Initiate the Status function in the MMI configuration menu - Switch off the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Possible state value: 8* *- Check that the notification server receives and decodes the message* Step 2: Handset is in charger - Initiate the Status function in the MMI configuration menu - Switch off the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *Possible state value: 9* *- Check that the notification server receives and decodes the message*	☒	☐	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
4	**Status_message_HS_switched_on** Step 1: Handset is out of charger - Initiate the Status function in the MMI configuration menu - Switch on the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *- Check that the notification server receives and decodes the message* Step 2: Handset is in charger - Initiate the Status function in the MMI configuration menu - Switch on the handset *- Check the status in the message to the PBX (Message length of 30 bytes when sent to the OXE and of 20 bytes when sent to the OXO).* *- Check that the notification server receives and decodes the message*	☒	☐	☐	

9.3.4 Test cases linked to "Key events" on 400 and 500 DECT

Key events is used to signal the notification sever of the progress of tasks that are reported.
For example: in an hotel to confirm that a room has been cleaned.
The call type must be 2 (Key Event call). The key pressed :

400 DECT:
- Key 0: 0
- Key 1: 1
- Key 2: 2
- Key 3: 3
- Key 4: 4
- Key 5: 5
- Key 6: 6
- Key #: 7

500 DECT:
Key 1: 1
Key 2: 2
Key 3: 3
Key 4: 4
Key 5: 5
Key 6: 6
Key 7: 7
Key 8: 8
Key 9: 9

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Key_events_500_Idle_mode** Step 1: - Initiate the Event function in the MMI configuration menu. - 500 is in idle mode - Make a long press of one of the keys 1, 2, 3, 4, 5, 6, 7, 8, 9 to trigger the function. - Check that a call is performed - Check that the notification server receives and decodes the message.	☒	☐	☐	Not supported by SURYCAT.
2	**Key_events_400_Idle_mode** Step 1: - Initiate the Event function in the MMI configuration menu. - 400 is in idle mode	☒	☐	☐	Not supported by SURYCAT.

Test Case Id	Test Case	N/A	OK	NOK	Comment
	- Make a long press of one of the keys 0, 1, 2, 3, 4, 5, 6, # to trigger the function. - Check that a call is performed - Check that the notification server receives and decodes the message.				

9.3.5 Test cases linked to "Notification" on 400 DECT

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage.
The call type must be 1 (Notification call). The keys pressed are:

- Key "clear": 0
- key "on hook": 1
- key "OK": 4
- Key "left": 5
- key "right": 6
- Key "up": 7
- Key "down": 8

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Notification_DECT 400_Idle_mode** - Activate the Notify function in the MMI configuration menu - Define the first and second access prefix in the Edit Notify configuration screen Access 1. - HS is in idle mode - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Press "OK" key only: - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx). - Check that the notification server decodes well the message	☐	☒	☐	**Only "OK" Key is taken into account by Surycat.**
2	**Notification_DECT 400_Communication_mode** - Activate the Notify function in the MMI configuration menu - Define the first and second access prefix in the Edit Notify configuration screen Access 1. - HS is in communication mode - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Press "OK" key only: - Check that the Lock/Unlock is inactive. - Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset. - Check that the handset during the notification call displays the normal call-processing screen. - Check that the notification server decodes well the message.	☐	☒	☐	**Only "OK" Key is taken into account by Surycat.**

Test Case Id	Test Case	N/A	OK	NOK	Comment
3	**Notification_HS_Dialling_state** - Activate the Notify function in the MMI configuration menu - Define the first and second access prefix in the Edit Notify configuration screen Access 1 and Access 2. - HS is in dialling state - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Press "OK" key only: *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset.* *- Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server receives and decodes the message*	☐	☒	☐	**Only "OK" Key is taken into account by Surycat.**
4	**Notification_HS_Configuration_state** - Activate the Notify function in the MMI configuration menu - Define the first and second access prefix in the Edit Notify configuration screen Access 1 and Access 2. - HS is in configuration state - To send a notification call make a long press of any of the following keys on the handset: C, on-hook, ok and the four navigation keys. - Press "OK" key only: *- Check that the Lock/Unlock is inactive.* *- Check that the notification server answers in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset.* *- Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server receives and decodes well the message*	☐	☒	☐	**Only "OK" Key is taken into account by Surycat.**

Note:

- **On Surycat application, only "OK" key is functional.**
- **DECT 400 is not supported on Oxo with IP DECT solution.**

9.3.6 Test cases linked to "Notification" on 500 DECT with "Panic Red button"

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage.
This handset performs Notification call with a dedicated "Alarm Key" (Red button) or the "OK" key Coding is set to 4.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1.	**Notification_DECT 500_in_Idle_state** <u>Step 1:</u> - Activate the Notify function in the MMI configuration	☐	☒	☐	Use of Panic or RED button in Idle state OK DECT IBS

Test Case Id	Test Case	N/A	OK	NOK	Comment
	menu - Define the first access prefix in the Edit Notify configuration screen Access 1. - HS is in idle mode - To send a notification call, make a long press on the red dedicated alarm key or on the OK key *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx).* *- Check that the notification server decodes well the message*				OK DECT IP
2.	**Notification_DECT 500_in_Communication_state** Step 1: - Activate the Notify function in the MMI configuration menu - Define the first access prefix in the Edit Notify configuration screen Access 1. - HS is in communication mode - To send a notification call, make a long press on the red dedicated alarm key or on the OK key *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset.* *Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server decodes well the message.* *- The initial call is released and the new alarm call is established*	☐	☒	☐	Use the Panic or RED Button in communication OK DECT IBS OK DECT IP
3	**Notification_DECT 500_in_Dialling_state** - Activate the Notify function in the MMI configuration menu - Define the first and second access prefix in the Edit Notify configuration screen Access 1. - HS is in dialling state - To send a notification call, make a long press on the red dedicated alarm key or on the OK key *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset.* *- Check that the server will send an acknowledge voice message to the user or will involve the user in a conference* *- Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server receives and decodes the message* *- The initial call is released and the new alarm call is established*	☐	☒	☐	Use the Panic or RED Button in dialling phase If the set is in dialling phase and the dialling is not completed, the notification is also operational. OK DECT IBS OK DECT IP
4	**Notification_DECT 500_in_Configuration_state** - Activate the Notify function in the MMI configuration menu - Define the first and second access prefix in the Edit	☐	☒	☐	Use the Panic or RED Button in configuration OK DECT IBS OK DECT IP

Test Case Id	Test Case	N/A	OK	NOK	Comment
	Notify configuration screen Access 1 and Access 2. - HS is in configuration state . - To send a notification call, make a long press on the red dedicated alarm key or on the OK key *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset.* *Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server decodes well the message.* *- The initial menu management is cancelled and the new alarm call is established*				

Note:

On DECT 500 with latest firmware, a timer of 10 seconds has been introduced between the time we press the red button and the time alarm is really send to the server.

9.3.7 Test cases linked to "Man Down" or "Lost of verticality" on 500 DECT

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage.
This handset performs Notification call with a lost of verticality (Man Down) according DECT 500 MMI configuration and timers.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1.	**Notification_DECT 500_in_Idle_state** - Configure "Man Down" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx).* *- Check that the notification server decodes well the message* - check the Man down function sends the alarm	☐	☒	☐	Man down Function OK DECT IBS OK DECT IP
2.	**Notification_DECT 500_in_Communication_state** - Configure "Man Down" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.* *Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server decodes well the message.* *- The initial call is released and the new alarm call is established*	☒	☐	☐	Not available on Oxo
3.	**Notification_DECT 500_in_Dialling_state** -- Configure "Man Down" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID…*	☐	☒	☐	Function OK after the time out on DECT dialling OK DECT IBS OK DECT IP

Test Case Id	Test Case	N/A	OK	NOK	Comment
	followed by "F ~xxx" to the handset. *- Check that the server will send an acknowledge voice message to the user or will involve the user in a conference* *- Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server receives and decodes the message* - check the Man down function sends the alarm, after timout				
4.	**Notification_DECT 500_in_Configuration_state** - Configure "Man Down" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.* *Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server decodes well the message.* *- The initial menu management is cancelled and the new alarm call is established* - check the Man down function sends the alarm after timout	☐	☒	☐	Function OK after the time out on DECT dialling OK DECT IBS OK DECT IP

9.3.8 Test cases linked to "No Movement" on 500 DECT

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage.
This handset performs Notification call with a "No Movement detection". The function and a timer is programmable in the set DECT 500; when no movement has been detected, the rings with specific rings (timer set to 10 secondes), then alarm is send to the server.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1.	**Notification_DECT 500_in_Idle_state** - Configure "No Movement" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx).* *- Checks no movement function send alarm to the server* *- Check that the notification server decodes well the message*	☐	☒	☐	No Movement Function OK DECT IBS OK DECT IP
2.	**Notification_DECT 500_in_Communication_state** - Configure "No Movement" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F xxx" to the handset.* *Check that the handset during the notification call displays the normal call-processing screen.* *- Checks no movement function send alarm to the server* *- Check that the notification server decodes well the message.* *- The initial call is released and the new alarm call is*	☒	☐	☐	No Movement Function OK DECT IBS OK DECT IP

Test Case Id	Test Case	N/A	OK	NOK	Comment
	established				
3.	**Notification_DECT 500_in_Dialling_state** - Configure "No Movement " function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.* *- Check that the server will send an acknowledge voice message to the user or will involve the user in a conference* *- Check that the handset during the notification call displays the normal call-processing screen.* *- Checks no movement function send alarm to the server* *- Check that the notification server receives and decodes the message* *- The initial call is released and the new alarm call is established*	☐	☒	☐	No Movement Function If the set is in dialling phase and the dialling is not completed, the notification is also operational. OK DECT IBS OK DECT IP
4.	**Notification_DECT 500_in_Configuration_state** - Configure "No Movement" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Checks no movement function send alarm to the server* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.* *- Check that the notification server decodes well the message.* *- The initial menu management is cancelled and the new alarm call is established*	☐	☒	☐	No Movement Function OK DECT IBS OK DECT IP

9.3.9 Test cases linked to "SHOCKS" detected on 500 DECT

The notification function is used to signal emergency situations by end user. Emergency situations can be injury, physical or material damage.
This handset performs Notification call when shocks are detected on handset. Generate a Schock then wait 5 seconds without movement, then the alarm is send

Test Case Id	Test Case	N/A	OK	NOK	Comment
1.	**Notification_DECT 500_in_Idle_state** - Configure "Shocks" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx).* *- Check that the notification server decodes well the message*	☐	☒	☐	Shocks Function OK DECT IBS OK DECT IP
2.	**Notification_DECT 500_in_Communication_state** - Configure "Shocks" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.*	☐	☒	☐	Shocks Function OK DECT IBS OK DECT IP

Test Case Id	Test Case	N/A	OK	NOK	Comment
	Check that the handset during the notification call displays the normal call-processing screen. *- Check that the notification server decodes well the message.* *- The initial call is released and the new alarm call is established*				
3.	**Notification_DECT 500_in_Dialling_state** - Configure "Shocks" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.* *- Check that the server will send an acknowledge voice message to the user or will involve the user in a conference* *- Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server receives and decodes the message* *- The initial call is released and the new alarm call is established*	☐	☒	☐	Shocks Function If the set is in dialling phase and the dialling is not completed, the notification is also operational. OK DECT IBS OK DECT IP
4.	**Notification_DECT 500_in_Configuration_state** - Configure "Shocks" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset.* *Check that the handset during the notification call displays the normal call-processing screen.* *- Check that the notification server decodes well the message.* *- The initial menu management is cancelled and the new alarm call is established*	☐	☒	☐	Shocks Function OK DECT IBS OK DECT IP

9.3.10 **Test cases linked to DECT base station localisation**

In the message send to the Alarm server, the id of DECT base station is send in order to localize the alarm sender.
Test will be performed only with DECT 500 and RED alarm button, supposing information of DECT Base station is send always the same way in the same element.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1.	**Notification_DECT 500_in_Idle_state on Base Station 1** - Configure "Red Button" function via MMI of the set. *- Check that the Lock/Unlock is inactive.* *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx).* *- Check that the notification server decodes well the message*	☐	☒	☐	Localised on Base Station 1 OK DEC IBS OK DECT IP
1.	**Notification_DECT 500_in_Idle_state on Base Station 2** - Configure "Red Button" function via MMI of the set.	☐	☒	☐	Localised on Base Station 2 OK DEC IBS

Test Case Id	Test Case	N/A	OK	NOK	Comment
	- Check that the Lock/Unlock is inactive. *- Check that the notification server responds in a proper way to the handset. By sending the display message: ID… followed by "F ~xxx" to the handset (The handset does not display F~ but only xxx).* *- Check that the notification server decodes well the message*				OK DECT IP

9.4 Incoming Alarms on 400/500 DECT

9.4.1 Test cases linked to incoming alarm on 400 DECT

There is one type defined on 400 DECT CNI400in: C~ which activate the melody 5.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Force_HS_to_ring_silent_mode** - Set the handset in silent mode. - Send a CNI signal having a format of " C~xxx" with the CS (Alarm server) *- Check that the handset will ring at maximum level with melody 5*	☐	☒	☐	
2	**Force_HS_to_ring_vibrator_mode** - Set the handset in vibrator mode. Send a CNI signal having a format of " C~xxx" with the CS (Alarm server) *- Check that the handset will ring at maximum level with melody 5*	☐	☒	☐	

Note:

- DECT 400 set must be configured in order to be able to access the bundle with SIP trunk.
- **DECT 400 is not supported on Oxo with IP DECT Solution !**

9.4.2 Test cases linked to incoming alarm on 500 DECT in IBS DECT environment.

There are four types of Incoming Alarms on 500:

- Normal Alarm: CNI1 identifier (B in our test)
- Urgent Alarm: CNI400in, CNI2 identifiers (400) (C in our test)
- Very Urgent Alarm: CNI3 identifier (D in our test)
- Hands-free mode Alarm (Loudspeaker & Microphone active): CNI4 identifier (E in our tests)

500 DECT Handset:
CNI1: B~ will be preset as default value in the field
CNI2: C~ will be preset as default value in the field
CNI3: D~ will be preset as default value in the field
CNI4: E~ will be preset as default value in the field

<u>This Serie of test is performed in IBS DECT environment !</u>

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Force_HS_to_ring_normal alarm** - Set the handset in silent mode. - Send a CNI signal having a format of " B~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings* menu	☐	☒	☐	

Test Case Id	Test Case	N/A	OK	NOK	Comment
2	**Force_HS_to_ring_urgent alarm** - Set the handset in silent mode. Send a CNI signal having a format of " C~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings*	☐	☒	☐	
3	**Force_HS_to_ring_very_urgent alarm** - Set the handset in silent mode. Send a CNI signal having a format of " D~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings*	☐	☒	☐	
4	**Force_HS_to_hands_free** - Set the handset in silent mode. Send a CNI signal having a format of " E~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings*	☐	☒	☐	

9.4.3 Test cases linked to incoming alarm on 500 DECT in IP DECT Environment.

There are four types of Incoming Alarms on 500:

- Normal Alarm: CNI1 identifier (B in our test)
- Urgent Alarm: CNI400in, CNI2 identifiers (400) (C in our test)
- Very Urgent Alarm: CNI3 identifier (D in our test)
- Hands-free mode Alarm (Loudspeaker & Microphone active): CNI4 identifier (E in our tests)

500 DECT Handset:
CNI1: B~ will be preset as default value in the field
CNI2: C~ will be preset as default value in the field
CNI3: D~ will be preset as default value in the field
CNI4: E~ will be preset as default value in the field

This Serie of test is performed in IP DECT environment !

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Force_HS_to_ring_normal alarm** - Set the handset in silent mode. - Send a CNI signal having a format of " B~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings* menu	☐	☐	☒	Issue with DECT500 and IP-DECT, the B~ to E~ are not taken into account by DECT set. SR= 1-144379203
2	**Force_HS_to_ring_urgent alarm** - Set the handset in silent mode. Send a CNI signal having a format of " C~xxx" with	☐	☐	☒	SR= 1-144379203

Test Case Id	Test Case	N/A	OK	NOK	Comment
	the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings*				
3	**Force_HS_to_ring_very_urgent alarm** - Set the handset in silent mode. Send a CNI signal having a format of " D~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings*	☐	☐	☒	SR= 1-144379203
4	**Force_HS_to_Hands free** - Set the handset in silent mode. Send a CNI signal having a format of " E~xxx" with the CS (Alarm server) *- Check that the handset will with normal alarm ring and volume as programmed in the Alarm settings*	☐	☐	☒	SR= 1-144379203

10 Appendix A : Alarm server description

10.1 Application description

Application family : Alarm Server
Application commercial name: Surycat
Application version: 2.1
Interface type: SIP trunking with geolocation and notification services

Brief application description:

Surycat is mission-critical communication solution. Its goal is to connect mission-related events to the right persons, wherever they are, through the enterprise communication solutions.
Surycat is a universal gateway, connected to many mission-related systems that generate events, and to communication systems.
Its connection to the enterprise PBX completes the necessary link between events and people, to ensure a better efficiency and global productivity boost. Any occurring event matching the customer defined notification or mobilization process is handled in real-time, as Surycat will reach the right persons, and present them in a simple and accessible way the mission related or critical event message.

11 Appendix B: Alarm server configuration requirements

11.1 Basic configuration of "Surycat"' Application:

11.1.1 Compatible Browser

Firefox, Chrome, Safari, Opera and IE9

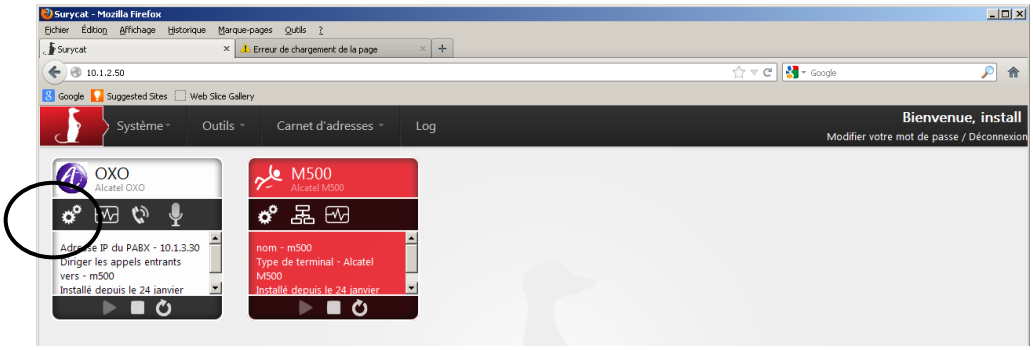
11.1.2 Default Login and password:

Login: install
Password: install

11.1.3 "Surycat" server Configuration

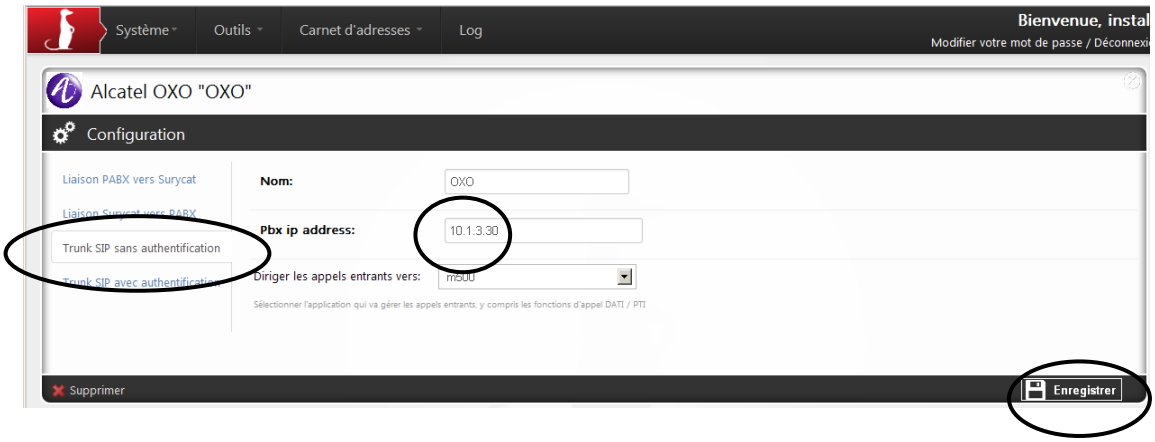
Open a browser, enter "Surycat" server Ip address, login and password

- Select "modify the configuration" in Alcatel Oxo Icon (wheels)

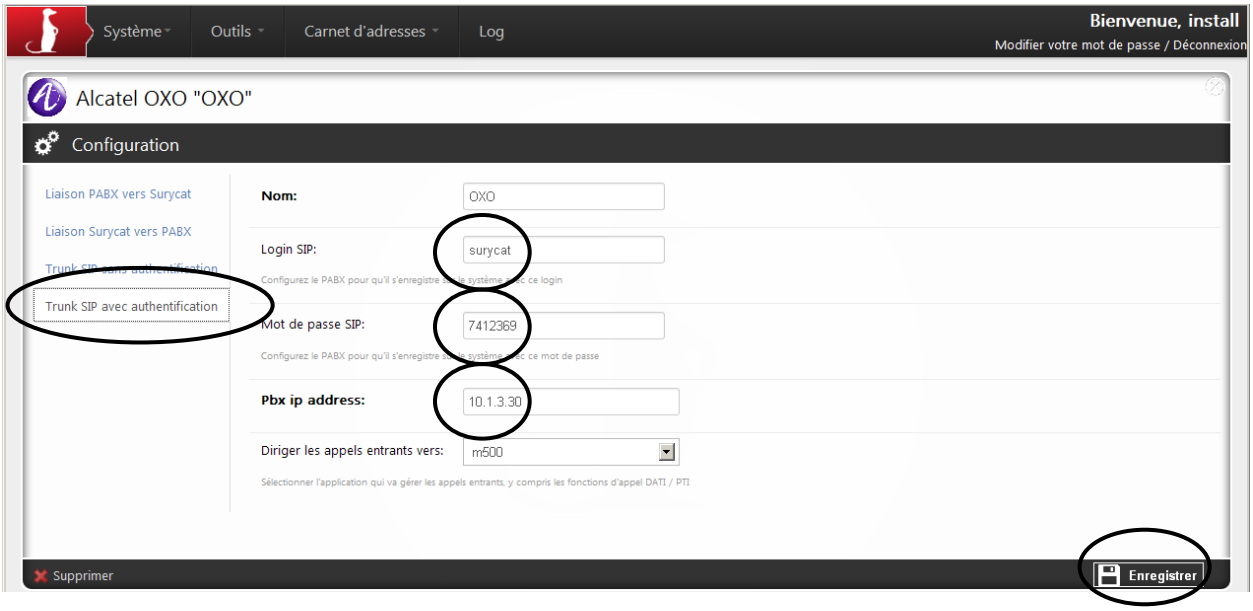


- Choose the type of SIP trunk (with authentification or not) by selecting the menu:
- "Trunk SIP without authentification" or "Trunk SIP with authentification"
- Enter Oxo IP address and authentification information if required
  (field "Connection PABX to Surycat" and "Connection Surycat to PABX" are updated automatically)
- Enable the configuration by clicking on "Register" (enregistrer)

- Trunk SIP without authentification

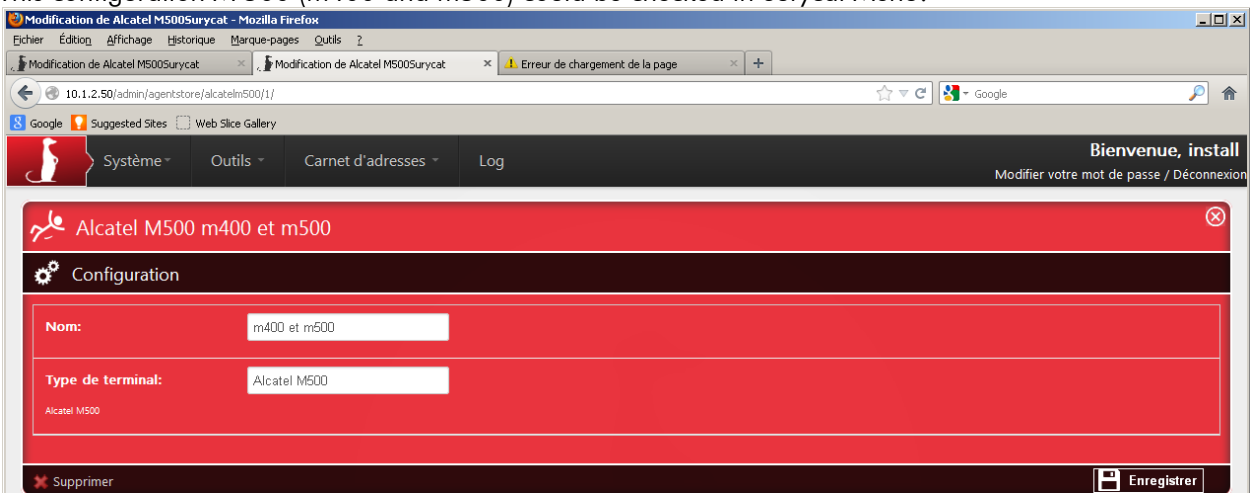


- Trunk SIP with authentification



Important: in both cases, the field "Direct incoming calls to" must be selected to "m400 et m500" application (pre loaded application for Alcatel-Lucent Office).

This configuration M 500 (m400 and m500) could be checked in Surycat Menu:



The Surycat server is now ready; only specific scenarios need now to be designed according to Surycat expert doc.

11.2 General overview of protocol between Oxo and the server:

All calls from Surycat to Oxo are simply managed in Oxo via the "private numbering plan"; extension directory number send from Surycat must be programmed in the private numbering plan.

Calls from Oxo to the server are managed using internal numbering plan, secondary bundle containing SIP trunk access and ARS table.
Surycat receives all digits send from Oxo with a specific format:
It should be 18 digits max: the first digit is not significant, but it should defined in Oxo "end of dialing table" in order to send always the same number of digits (it will be 8 or 9 in our example in Oxo configuration).

In Oxo, to send SIP dialing to the server, it will be necessary to define a dialing prefix in "internal numbering plan" (any available prefix from 1 to x digits) as "secondary trunk" function, with base "ARS" , "Private", "absorb" and send it to "ARS" table (**9 in our example of Oxo configuration).
The prefix will be absorbed, dialing will be "private" and "open" to the "gateway" (Surycat server IP address); "keep alive" may be set to "SIP Option" with "300 seconds"; dialing may be "homogeneous" or "heterogeneous".
Number of SIP channels and "bandwidth" will depend on the maximum number of simultaneous calls necessary between Oxo and the server.
"End of dialing" prefix, as explained before, is necessary in or order to have a fix predefined dialing format; in our example we should prefixes 9 with 18 digits max.

These "dialing" and "end of dialing" prefixes must be set in DECT 400 and DECT 500 handsets, in order for them to send alarms in correct dialing format to the server.
In our example, prefix **99 must be configured in DECT sets:
>>> SIP trunk prefix access + end of dialing prefix)

11.3 Quick test of the connection:

Once the configuration as been performed on both sides, it will be easy to test the connection:

- Simulate a call from Oxo to Surycat:

  Dial the prefix defined in internal numbering plan (**9), add the end of dialling prefix (9) and terminate with 17 other digits: Surycat server should answer with a voice prompt.
  It is also possible to visualize traces in Surycat logs menu.

- Simulate a call from Surycat to Oxo:

  In Surycat Oxo Alcatel menu, select "test call tools" (telephone icon), enter an available extension defined in Oxo private numbering plan, select a voice prompt and a text message, then click on "Call": the phone should ring and text message must be displayed; When the phone answer it must hear the selected voice prompt.

12 Appendix C: Alcatel-Lucent OmniPCX Office configuration requirements

12.1 Site survey

The site survey is an important step to provide a reliable geolocation service. This step is needed to gather the information about the power level received by the DECT on different places of the site where the solution is deployed.

The Alarm server should not only be able to treat the information received by the DECT handsets but also to locate precisely where the alarm has been sent from. The main problem without site survey could be a building having antennas on more than one floor. Without this study it is nearly impossible to locate a DECT handset by pure theoretical calculation. For example if the emergency team is searching someone having a heart attack on the wrong floor, the loss of time is important.

The DECT handsets have the possibility to send information by a long press of different button. One way to do a site survey would be to interpret that information and compute it in a system containing the plan of the rooms and floors.

There could be many ways to do a site survey but it is a mandatory step to sell a reliable alarm server.

12.2 Equipment configuration

12.2.1 Handsets

12.2.1.1 General configuration

To configure the basic telephonic functions of the 500 DECT please read the following document:

- For OmniPCX Enterprise systems :*"Alcatel-Lucent 500 DECT Handset Alcatel-Lucent OmniPCX Enterprise User manual"* In the Technical Knowledge Base accessible via the Business Portal at https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)

- For OmniPCX Office systems : *"Alcatel-Lucent 500 DECT Handset, Alcatel-Lucent OmniPCX Office User manual"*. In the Technical Knowledge Base accessible via the Business Portal https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)

- Quick guide : *"Alcatel-Lucent 500 DECT Handset, User Guide"*. In the Technical Knowledge Base accessible via the Business Portal https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)

To have more information about how to use the 400 DECT handset, please refer to the following document:

- *"Alcatel-Lucent 400 DECT Handset, Localisation and notification management, Configuration documentation"* In the Technical Knowledge Base accessible via the Business Portal https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)

12.2.1.2 Geolocation and Notification configuration

Information about how to configure the geolocation specific parameters of the 500 DECT is contained in the documents:

- *"Alcatel-Lucent 500 DECT Handset User guide Localisation and notification management Configuration guide"* In the Technical Knowledge Base accessible via the Business Portal https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)
- *"Alcatel-Lucent 500 DECT Handset User guide Localisation and notification management* User guide" In the Technical Knowledge Base accessible via the Business Portal https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)

For the DECT 400 parameters please refer to the document:

- *"Alcatel-Lucent 400 DECT Handset, Localisation and notification management, User documentation"* In the Technical Knowledge Base accessible via the Business Portal https://businessportal.alcatel-lucent.com/ (the Technical Knowledge link is on the right of the window)

12.2.2 **OmniPCX Office**

12.2.2.1 Licences

In order to use the "Geolocation and Notification" server, licenses to use DECT handsets and SIP trunk are needed on the OmniPCX Office.

12.2.2.2 Phone configuration

No specific configuration is needed for the 500 DECT. They are declared in the OmniPCX Office as normal DECT phones as every "Geolocation and Notification" information is handled by the Alarm server.

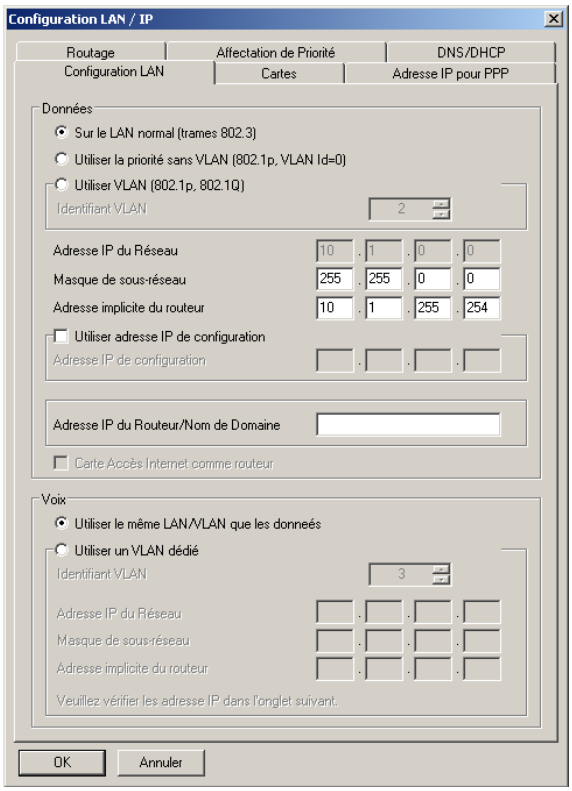
12.2.2.3 Trunks configuration

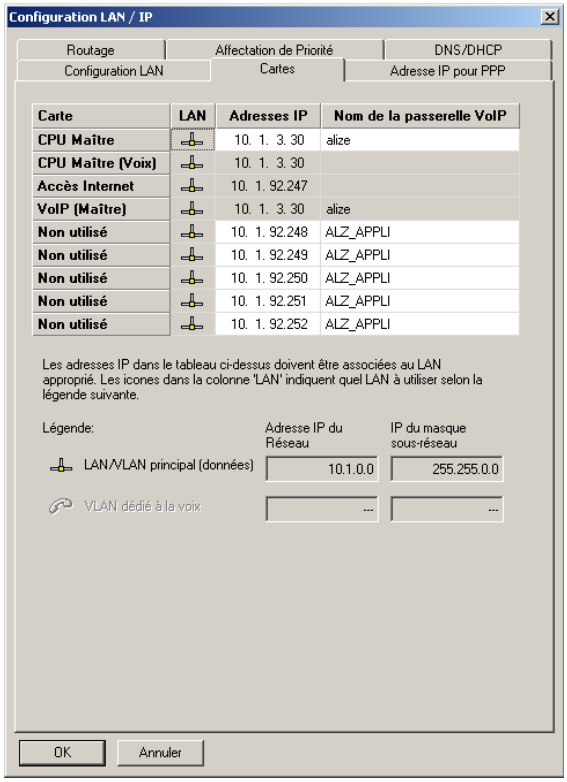
In order to configure the trunks needed for the link between the Alarm server and the OmniPCX Office please refer to the expert technical document.
This document can be found in the Technical Knowledge Base.

12.3 Oxo Configuration

Oxo and Surycat server must be on the same LAN:

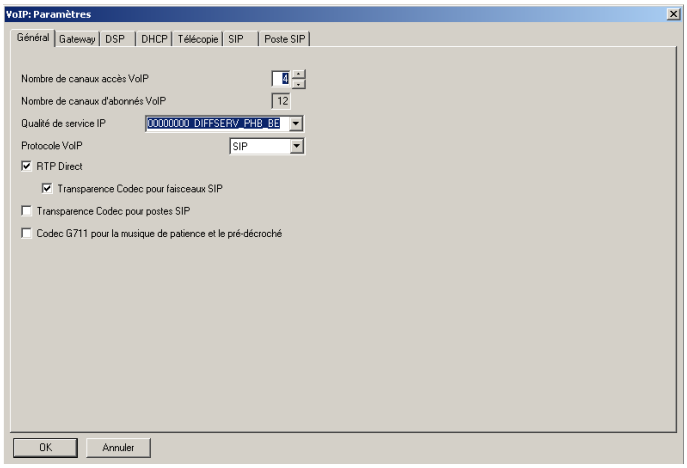
1. Check the LAN configuration on Oxo in "*Matériels et Limites/Configuration LAN / IP*
2. Check Oxo IP address and router Ip address:



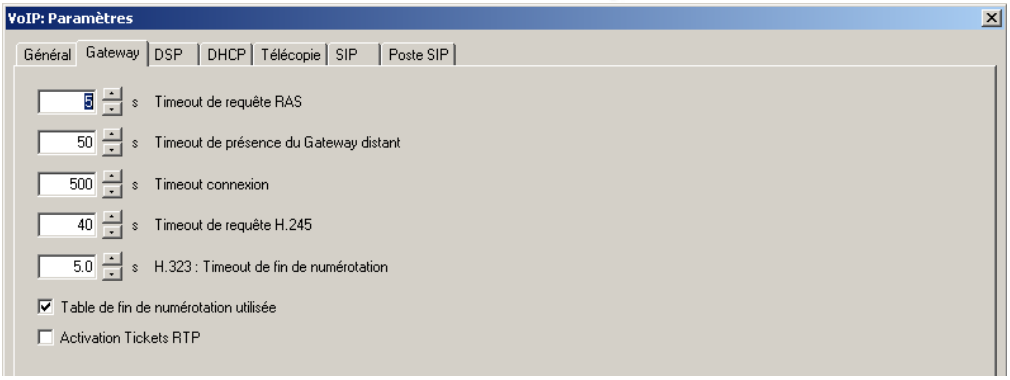


12.4 Activation of SIP protocol and creation of VOIP access

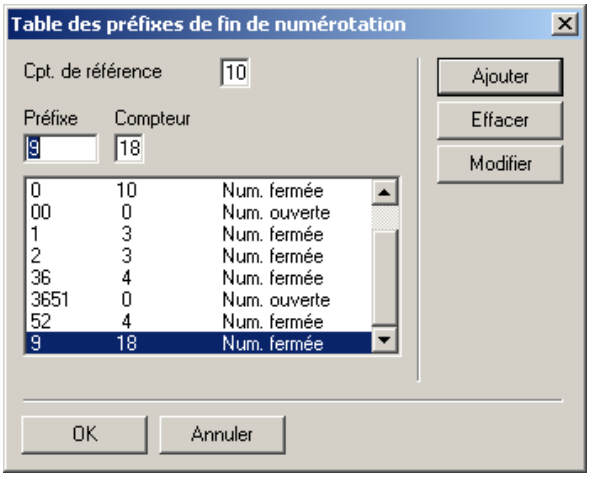
- Verify if "SIP protocol" is selected in "*Voix sur IP/VoIP:parametres/Général*" menu
  Choose the number of Sip VOIP channels, select "*RTP Direct*", "*Transparence Codec pour faisceaux SIP*"



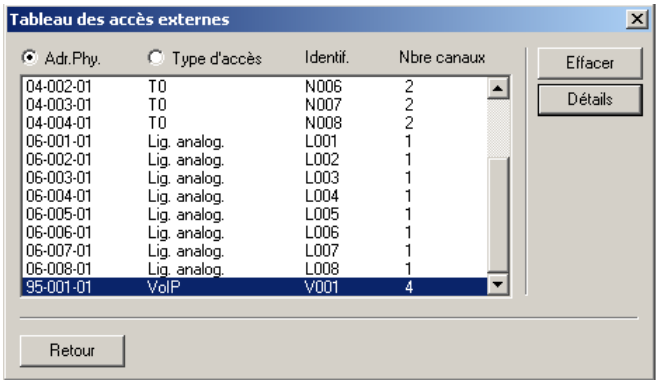
- Enable management of "end of dialling prefixes" in "Gateway parameters":



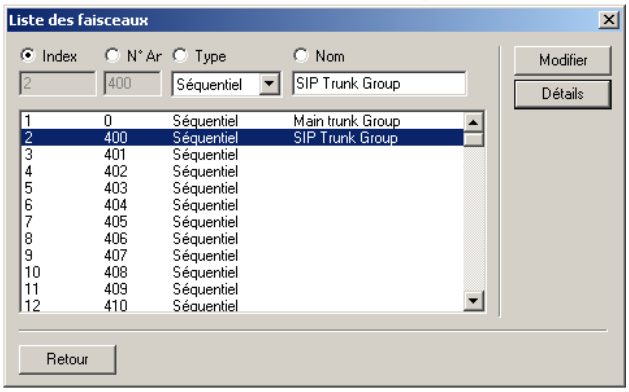
- Program end of dialing prefix table with desired prix (9 in our example) for 18 digits:



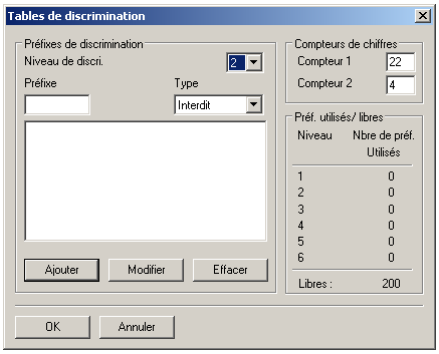
- Verify that "Voip" access are now available in trunk access list in "Lignes externes/ Tableau des access externs:



- Create a trung group (bundle) containing these new VOIP access; use the secondary trunk group 400 usually not used on the system:



- Verify the "Link categories" to make sure there is no toll restriction on this bundle fro this type of toll restriction:

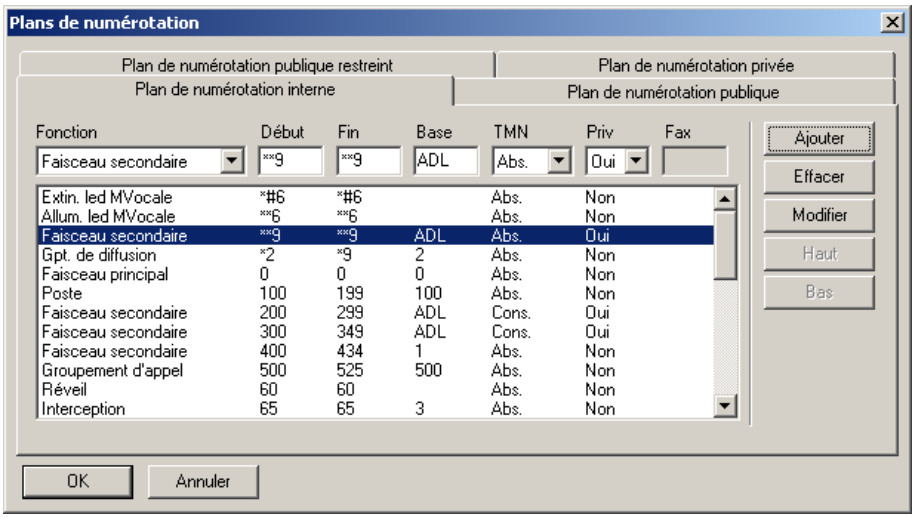


- Create a trung group (bundle) containing these new VOIP access; use the secondary trunk

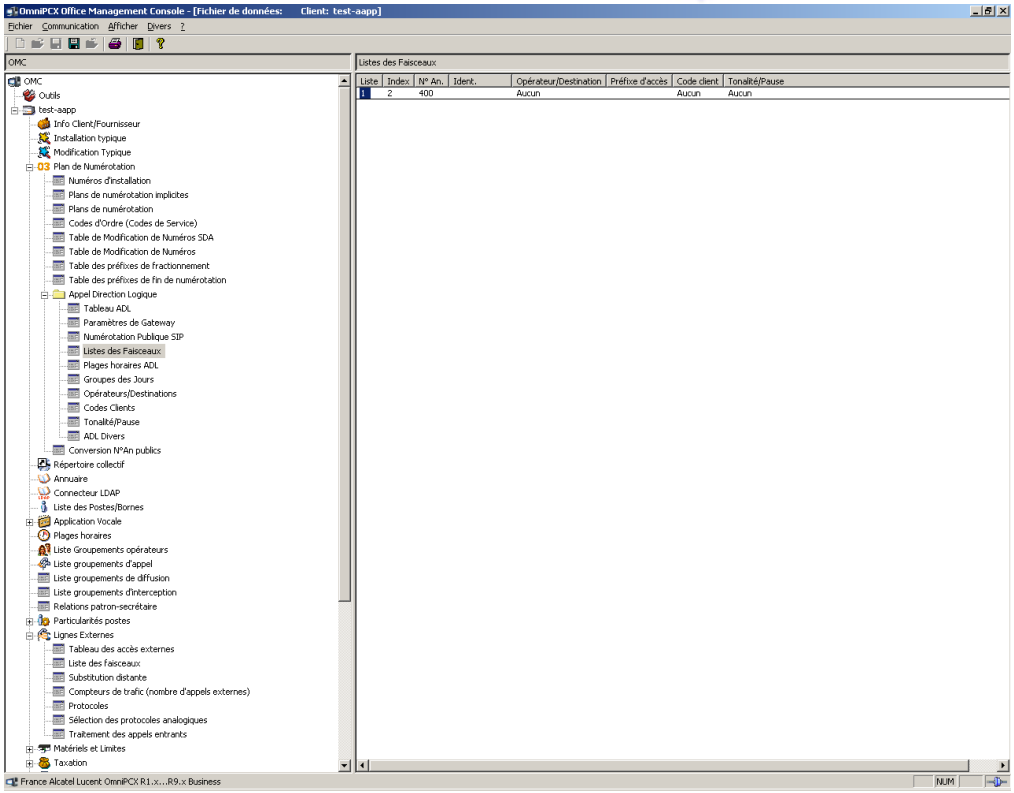
12.5 Configuration of dialing prefix (Numbering and ARS Table)

Go to "*Plan de Numérotation*/plan de numérotation interne" and define a prefix to access the SIP bundle:

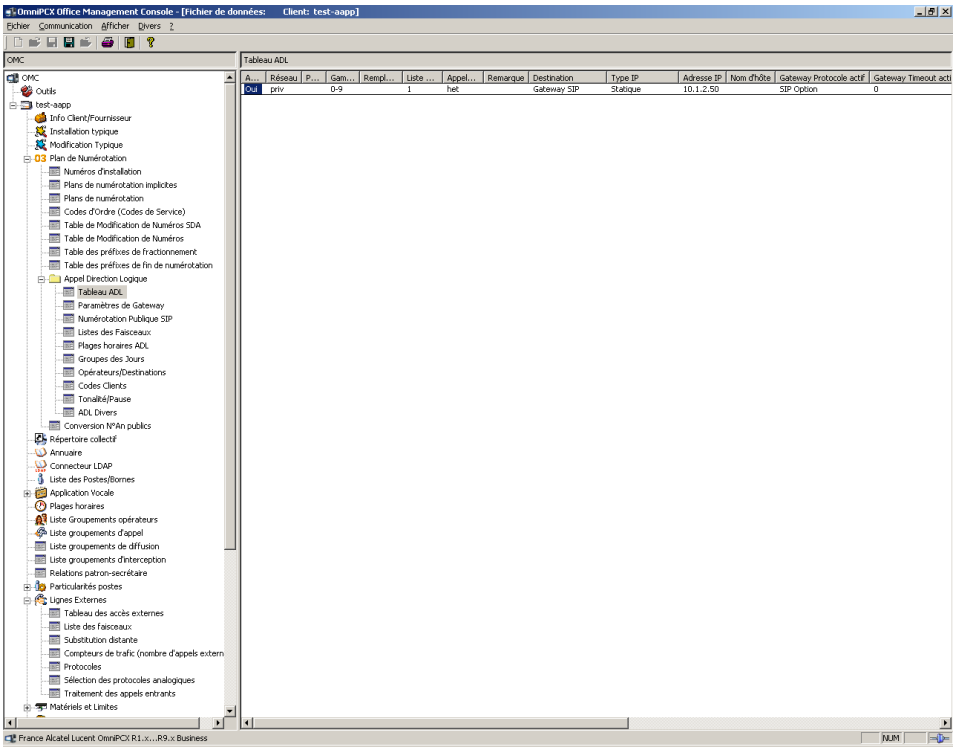
In our example prefix "**9" will be used to acces the SIP bundle:
The prefix used must be with ARS (ADL) base, TMN "Abs" (absorbed), Private Yes.



- Then go to ARS Table using "Plan de numérotation/Appel Direction Logique.
- Then create the create the trunk group list for ARS, with the bundle recently created; it is now in list "1"



- Then create an ARS entry corresponding to your prefix **9 in the internal numbering plan, with the following fields:
(right click to get VOIP parameters displayed)



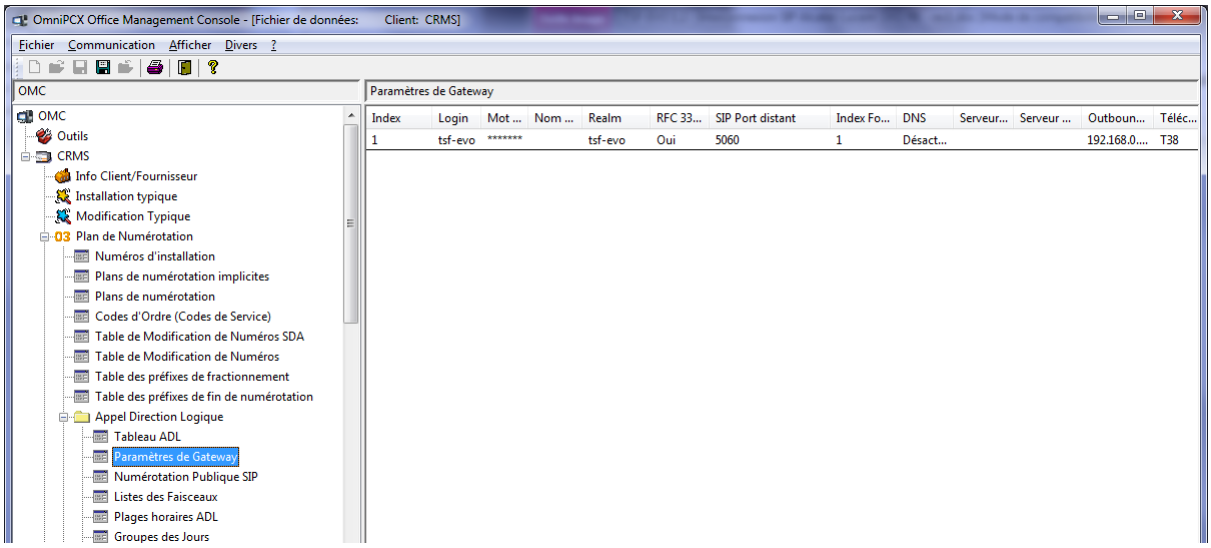
In our example

1. Enter the following values:

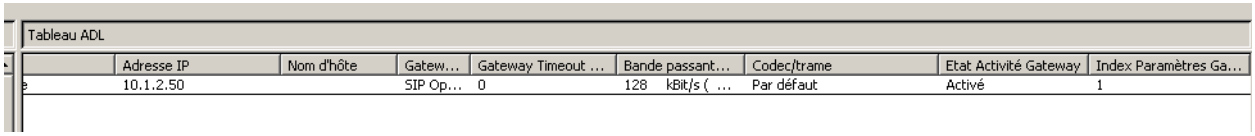
ARS Table	
Activation	Oui (yes)
Réseau (Network)	Priv
Préfixe	
Gamme (Range)	0-9
Remplacer (replace)	
Liste Fcs.	
Appelé(ISVPN/H450)	Het
Remarque	
Taxation	Vide (empty)
Appelant	Implicite (default)
Appelé/PP	Implicite
Destination	Gateway SIP
Type IP	Statique
Adresse IP	(SURYCAT IP address)
Nom d'hôte	
Gateway Protocole actif	SIP Option
Gateway Timeout actif /s	300
Bande passante Gateway (bandwith)	(à paramétrer selon le nombre de canaux) 256 kBit/s (pour 10 appels en simultanée)
Codec/trame	Par défaut (default)
Etat Activé Gateway	Activé
Index Paramètres Gateway	New

- If authentication is required, also used the "Gateway parameter" table:

With Surycat server "login", "password", RFC 3325, SIP port 5060



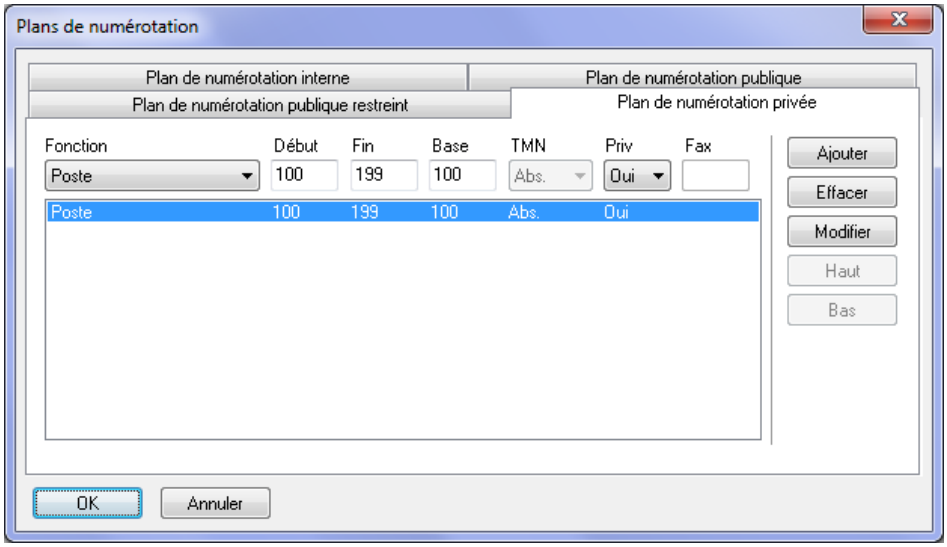
- Then assign this "gateway parameter" 1, in the ARS table in "Index Parameter Gateway" field as "1".



12.6 Management of Incoming SIP calls on oxo

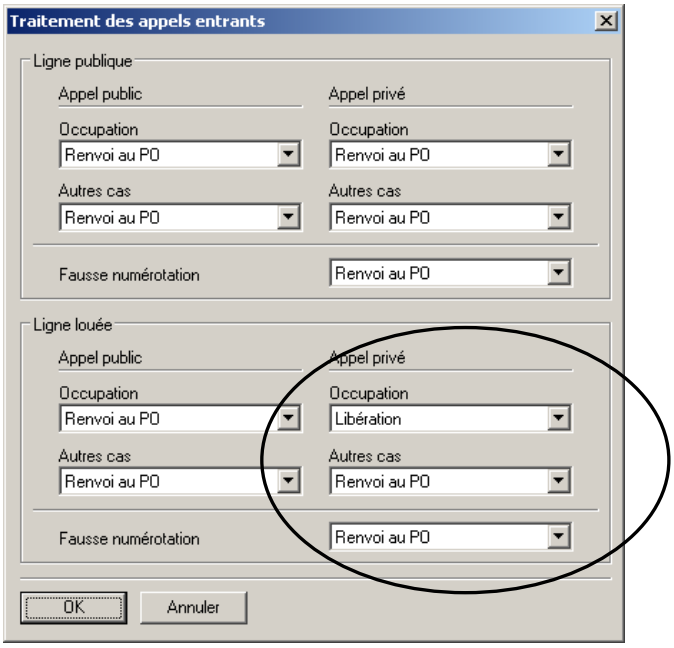
In order to manage incoming calls from Surycat server to oxo, it is mandatory to program the "Private numbering plan" in *Plan de Numérotation/Plans de numérotation*/plan de numérotation privé":

Add the range of sunbscribers (and others) which should be called by the Surycat server:
In this example, possibility to call subscriber 100 to 199.



Important note:
By default,if the destination is not clearly defined in the Oxo private numbering plan, or if the destination is not existing, out of service or Busy, the call will be release with "Error SIP Gateway" in SIP protocol (release protocol from Oxo).
Especially during tests, in order to avoid this behaviour, it is possible to modify specific parameters to send the incoming private SIP call to the operator set, instead of releasing.

These parameters may be modified in "Lignes externes/ Traitement des appels entrants" for "appel privé", for "Occupation (busy) and 'Autre cas" (out os service, wrong dialing, etc.)



12.7 Configuration of DECT mobile 500 (see DECT 500 doc)

For alarm management on DECT 500 (and 400), it is mandatory to program Oxo prefixes used to dial to Surycat Server.

1. On DECT 500, go to "*Menu*", select "*Réglages*"
2. The go to "*Sécurité*, then puis "*Paramètres alarmes*"
3. Enter Alarm Password (default 0000)
4. Go to "*Etat des alarmes*", then "*Appel d'urgence*"
5. Select "*Activé*"
6. Go back in previous menu
7. Select "*Mode des alarmes*"
8. Select "*Office*"
9. Go to "*Serveur d'alarmes*", "*Param. serveur 1*", then "*Numéro*"
10. Enter the prefix programmed in Oxo folowed by the end of dialing prefix designed in Oxo as, in our example: **99 (**9 + 9)
11. Go back to main menu; the phone is ready.

13 Appendix D: AAPP member's escalation process

13.1 Contact information

Optiflows usually ensure the standard software editor support services and relies on its business partners to ensure the first levels of support.

Support can be reach through:

- Hotline : +33.1.82.70.15.55, on business hours, voicemail otherwhise
- Web portal : http://support.optiflows.com
- Email : support@optiflows.com

13.2 Maintenance Contract

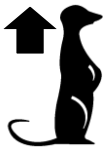
Maintenance contracts usually include the following elements:

HOTLINE
+33.1.82.70.15.55

Access the support hotline for all ticket or question regarding the use of the solution

PRIVATE SUPPORT CLOUD

The standard service offers requires an Internet access to connect to the support cloud service



SOFTWARE ASSURANCE

Optional : Optiflows ensure the installation of software upgrade through the support cloud

D+1 STANDARD EXCHANGE

All hardware is covered by a day + 1 standard exchange, delivered on customer site

SERVICE LEVEL AGREEMENT

Intervention time : from 4 to 48 hours based on the incident severity
Resolution time : de 8 à 72 hours based on the incident severity
This level of commitment is detailed in every maintenance contract

Optiflows also delivers each business partner a set of documents for day-to-day system maintenance operations. Should one of these quick guide not solve the issue, then the escalation process described here may be started.

14 Appendix E: AAPP program

14.1 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 Allcatel-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

14.2 Alcatel-Lucent.com

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

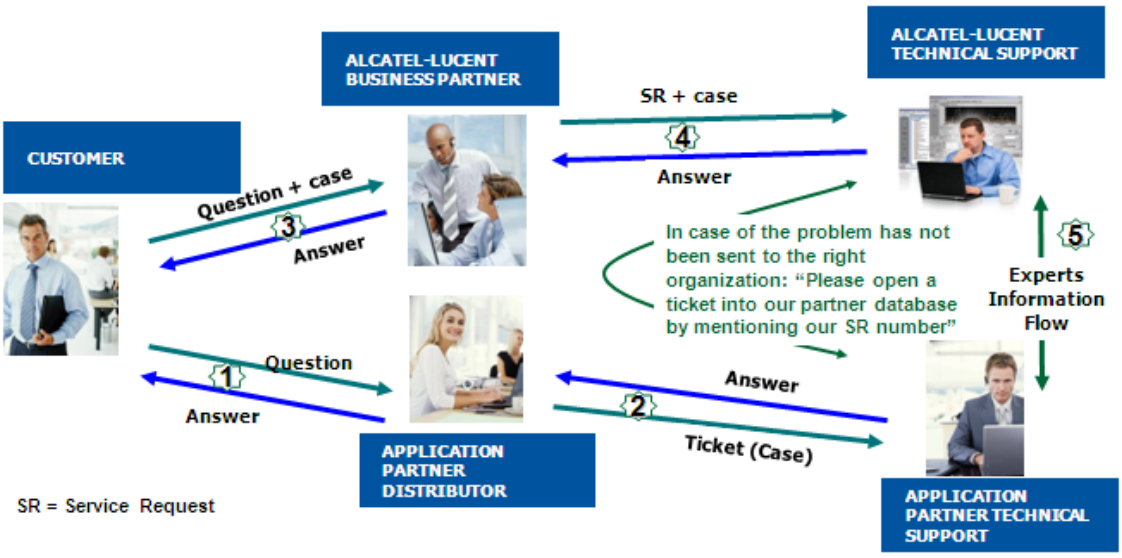
15 Appendix F: AAPP Escalation process

15.1 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

15.2 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.

15.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap **Erreur ! Source du renvoi introuvable.** "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.

15.4 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

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