



# Alcatel-Lucent Application Partner Program Inter-Working Report

**Partner: PLANTRONICS**  
**Application type: Headset**  
**Alcatel-Lucent Platform: My IC Phone 8082**

# plantronics®

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	February 2013
Alcatel-Lucent's representative	Claire Dechristé
AAPP member representative	Roger Ogborne
Alcatel-Lucent Communication Platform	OpenTouch BE/MS
Alcatel-Lucent Communication Platform Release	OT R1.2.0.53 MyICPhone R260.01.010.03
AAPP member products	Corded headsets Supra Plus HW251N/HW261N Bluetooth headsets Voyager PRO HD Voyager Legend and Voyager Legend UC Calisto 620 UC Blackwire C710 UC and C720 UC
Application Category	Headset / amplifier

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### Historic

Edition 1: creation of the document– December 2012  
Edition 2: Addition of 4 BlueTooth Devices- February 2013  
Edition 3: Part number update- March 2013

## Test results

- Passed  Refused  Postponed  
 Passed with restrictions

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

## IWR validity extension

The validity of this IWR has been extended to the following software releases/products:

- OmniPCX Enterprise Release 10.1.1 (in Hotel mode) – February 2013
- OmniPCX Office Release 9.0 – February 2013

## Device Summary

Headset Name	Plantronics UK/EU ref	Plantronics US ref	ACTIS ref EURO	ACTIS ref UK	ACTIS ref US
HW251N	36832-41	64338-31	3GV28047AB	3GV28047AB	3GV28047AB
HW261N	36834-41	64339-31	3GV28048AB	3GV28048AB	3GV28048AB
Voyager Pro HD	85690-05	85690-06	3BN67212EU	3BN67212EU	3BN67212EU
Voyager Legend	87300-05	87300-01			
Voyager Legend UC	87670-02	87670-01			
Calisto 620 UC	86700-02	86700-01			
Blackwire C710 UC	87505-02	87505-02			
Blackwire C720 UC	87506-02	87506-02			

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# TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION</b> .....	<b>7</b>
<b>2</b>	<b>VALIDITY OF THE INTERWORKING REPORT</b> .....	<b>8</b>
<b>3</b>	<b>LIMITS OF THE TECHNICAL SUPPORT</b> .....	<b>9</b>
3.1	CASE OF ADDITIONAL THIRD PARTY APPLICATIONS .....	9
<b>4</b>	<b>TESTS ENVIRONMENT</b> .....	<b>10</b>
4.1	GENERAL ARCHITECTURE .....	10
4.2	HARDWARE CONFIGURATION .....	11
4.3	SOFTWARE CONFIGURATION .....	11
<b>5</b>	<b>SUMMARY OF TEST RESULTS</b> .....	<b>12</b>
5.1	SUMMARY OF MAIN FUNCTIONS SUPPORTED .....	12
5.2	TEST RESULTS .....	12
5.3	SUMMARY OF PROBLEMS .....	13
5.4	SUMMARY OF RESTRICTIONS .....	13
<b>6</b>	<b>TEST RESULTS</b> .....	<b>14</b>
6.1	SUPRAPLUS HW251N\HW251 .....	14
6.1.1	Summary of problems .....	15
6.1.2	Summary of restrictions .....	15
6.2	SUPRAPLUS HW261\HW261N .....	16
6.2.1	Summary of problems .....	16
6.2.2	Summary of restrictions .....	16
6.3	VOYAGER PRO HD .....	17
6.3.1	Summary of problems .....	17
6.3.2	Summary of restrictions .....	17
6.4	VOYAGER LEGEND .....	18
6.4.1	Summary of problems .....	18
6.4.2	Summary of restrictions .....	18
6.5	CALISTO 620 .....	19
6.5.1	Summary of problems .....	19
6.5.2	Summary of restrictions .....	19
6.6	BLACKWIRE C710 .....	20
6.6.1	Summary of problems .....	20
6.6.2	Summary of restrictions .....	20
6.7	BLACKWIRE C720 .....	21
6.7.1	Summary of problems .....	21
6.7.2	Summary of restrictions .....	21
<b>7</b>	<b>APPENDIX A - SUBJECTIVE MEASUREMENTS</b> .....	<b>22</b>
<b>8</b>	<b>APPENDIX B - MY IC PHONE CONFIGURATION</b> .....	<b>23</b>
8.1	CORDED HEADSET .....	23
8.2	BLUETOOTH HEADSET .....	24
<b>9</b>	<b>APPENDIX C- CALL CONTROL TESTS</b> .....	<b>28</b>
1.1.1	Headset connection/disconnection .....	28
1.1.2	Bluetooth headset specific tests .....	29
1.1.3	Call control on the headset (when available) .....	31
1.1.4	Call control on My IC Phone .....	33
1.1.5	Conference and broker call .....	36
1.1.6	Robustness .....	38
<b>10</b>	<b>APPENDIX D - AAPP MEMBER'S ESCALATION PROCESS</b> .....	<b>39</b>
<b>11</b>	<b>APPENDIX E - AAPP PROGRAM</b> .....	<b>40</b>

11.1	ALCATEL-LUCENT APPLICATION PARTNER PROGRAM (AAPP).....	40
11.2	ALCATEL-LUCENT.COM.....	40
<b>12</b>	<b>APPENDIX F - AAPP ESCALATION PROCESS .....</b>	<b>41</b>
12.1	INTRODUCTION .....	41
12.2	ESCALATION IN CASE OF A VALID INTER-WORKING REPORT .....	42
12.3	ESCALATION IN ALL OTHER CASES.....	43
12.4	TECHNICAL SUPPORT ACCESS .....	44

# 1 Introduction

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

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

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

Note: Alcatel-Lucent declines any responsibility regarding the headsets themselves and possible audio quality issues related to the headsets themselves. These issues must be addressed with Plantronics.

## 2 Validity of the InterWorking Report

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

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

A new release is identified as following:

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

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

**Note:** *The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.*

## 3 Limits of the Technical support

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Technical support will be provided only in case of a valid InterWorking Report (see chapter 2 “Validity of the InterWorking Report) and in the scope of the features which have been certified. That scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing as well as the observed limitations. All this being documented in the IWR. The certification does not verify the functional achievement of the AAPP member’s application as well as it does not cover load capacity checks, race conditions and generally speaking any real customer’s site conditions.

Any possible issue will require first to be addressed and analyzed by the AAPP member before being escalated to Alcatel-Lucent.

For any request outside the scope of this IWR, Alcatel-Lucent offers the “On Demand Diagnostic” service where assistance will be provided against payment.

For more details, please refer to Appendix F “AAPP Escalation Process”.

### 3.1 Case of additional Third party applications

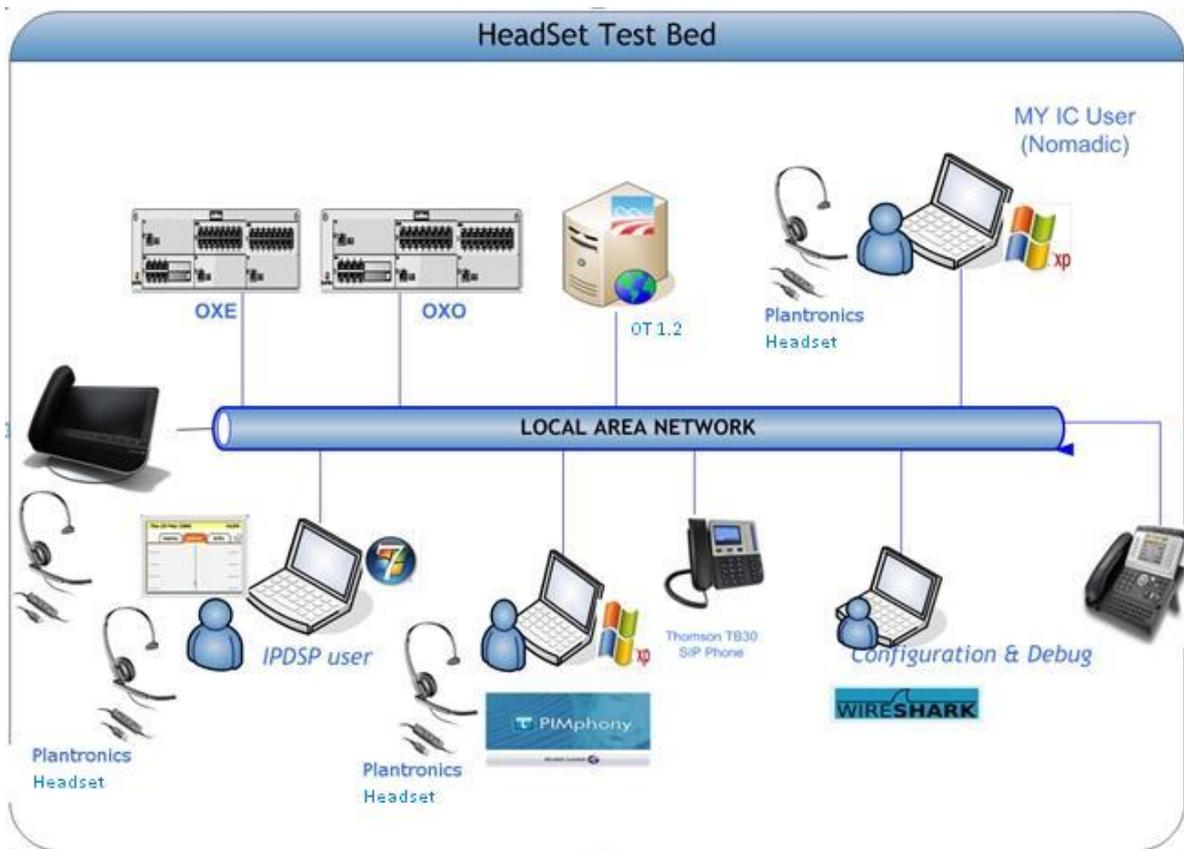
In case at a customer site an additional third party application NOT provided by Alcatel-Lucent is included in the solution between the certified Alcatel-Lucent and AAPP member products such as a Session Border Controller or a firewall for example, Alcatel-Lucent will consider that situation as to that where no IWR exists. Alcatel-Lucent will handle this situation accordingly (for more details, please refer to Appendix F “AAPP Escalation Process”).

## 4 Tests environment

### 4.1 General architecture

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

Figure 1 Tests environment



## 4.2 Hardware configuration

- **Alcatel Communication Platform:** CallServer; UA and Z interfaces, LANX16

My IC Phone 8082:

board: 3IN1\_VHE\_PPR1 (VHE2)

hardware version: MG26036AABA021240

serial number: TET124000353

## 4.3 Software configuration

- **Alcatel-Lucent Communication Platform:**

OT version 1.2.000.053

My IC Phone 8082, version R260.01.010.03

## 5 Summary of test Results

### 5.1 Summary of main functions supported

HW251N/HW261N headsets: There is no audio control available.

- Call button (line)

Bluetooth headset Voyager PRO HD and Legend:

- Call button (line button)
- Volume control
- Mute control

Bluetooth speakerphone Calisto 620:

- Call button (line button)
- Volume control
- Mute control

Bluetooth headset Blackwire C710 and C720:

- Call button (line button)
- Volume control
- Mute control



**Note**

Alcatel-Lucent declines any responsibility regarding the headsets themselves and possible audio quality issues related to the headsets themselves. These issues must be addressed with Plantronics.

### 5.2 Test results

Headset Name	Test Result (1)	Comment
	My IC Phone 8082	
<b>Corded Devices</b>		
HW251N/HW261N	Passed	
Voyager Pro HD	Passed	Changing the volume on the phone does not change the volume in the headset
Voyager Legend / Voyager Legend UC	Passed	Changing the volume on the phone does not change the volume in the headset
Calisto 620 UC	Passed	
Blackwire C710 UC	Passed	Changing the volume on the phone does not change the volume in the headset
Blackwire C720 UC	Passed	Changing the volume on the phone does not change the volume in the headset

(1) Passed / Passed with restriction / Refused /Postponed

## 5.3 Summary of problems

HW251N/HW261N headsets:

- None

Bluetooth headset Voyager PRO HD, Voyager Legend and Voyager Legend UC :

- Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset

Bluetooth speakerphone Calisto 620 UC :

- None

Bluetooth headset Blackwire C710 UC and C720 UC :

- Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset

## 5.4 Summary of restrictions

HW251N/HW261N headsets:

- When there is an incoming call, the ringing tones are not heard in the headset.

Bluetooth headset Voyager PRO HD, Legend and Voyager Legend UC :

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

Bluetooth speakerphone Calisto 620 UC :

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

Bluetooth headset Blackwire C710 UC and C720 UC :

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

## 6 Test Results

### 6.1 SupraPlus HW251N\HW251

<b>Name :</b> HW251N\HW251			
<b>Headset type :</b> Wired monaural Headset			
<b>X</b>	Wired		Wireless
<b>X</b>	Mono		Stereo
	With base		<b>X</b> Without base
<b>Compatible Alcatel-Lucent Terminals :</b>			
<i>MY IC PHONE 8082</i>	<i>OK</i>		
<p>Plantronics SupraPlus® headset sets the standard in audio performance. SupraPlus is UC ready with wideband technology that ensures great incoming call quality The new Microphone boom is longer and sleeker; improving user positioning for better outgoing call quality and the ultra noise-cancelling microphone provides exceptional noise reduction (where applicable). All this enables much clearer conversations and less fatigue for office and contact centre workers.</p> <p>Ergonomically designed, and available in monaural or binaural versions; voice tube; noise-cancelling; silver or black, the versatile SupraPlus is the headset of choice in offices and contact centres around the world.</p> <p><b>NOTE:</b></p> <p>IPTouch and MyIC range of Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01 or special Alcatel-Lucent bundle HW251N/AL (39475-01) or HW261N/AL (39476-01) which include the cable.</p>			
<b>Headset/Phone connectivity</b>			
Connector	SPARE, <b>IP-TOUCH</b> CABLE Part No.: 38324-01		
Connection on the headset	None		
Connection on the phone	3.5mm connector		
<b>Subjective tests</b>		<b>Result</b>	
Headset side comprehension of speech		<b>Passed</b>	
Sound level (after setup, the signal level in the headset is comfortable)		<b>Passed</b>	
Distant side comprehension of speech		<b>Passed</b>	
Noise Cancellation feature via supported headset		<b>Passed</b>	
<b>Call control</b>		<b>Result</b>	
Headset pairing		<b>Passed</b>	
Bluetooth pairing		<b>Not Applicable</b>	
Call control (On-hook/Off-hook from the headset, Mute)		<b>Passed</b>	

### 6.1.1 Summary of problems

No problems

### 6.1.2 Summary of restrictions

- When there is an incoming call, the ringing tones are not heard in the headset.

## 6.2 SupraPlus HW261\HW261N

<b>Name</b> : HW261N\HW261	
<b>Headset type</b> : Wired binaural Headset	
<b>X</b>	Wired
	Wireless
	Mono
<b>X</b>	Stereo
	With base
<b>X</b>	Without base
<b>Compatible Alcatel-Lucent Terminals :</b>	
<i>MY IC PHONE 8082</i>	<i>OK</i>
<p>Plantronics SupraPlus® headset sets the standard in audio performance. SupraPlus is UC ready with wideband technology that ensures great incoming call quality The new Microphone boom is longer and sleeker; improving user positioning for better outgoing call quality and the ultra noise-cancelling microphone provides exceptional noise reduction (where applicable). All this enables much clearer conversations and less fatigue for office and contact centre workers.</p> <p>Ergonomically designed, and available in monaural or binaural versions; voice tube; noise-cancelling; silver or black, the versatile SupraPlus is the headset of choice in offices and contact centres around the world.</p> <p>IPTouch Phones have a dedicated headset port – order special 3.5mm cable Part number 36993-01 or special Alcatel-Lucent bundle HW251N/AL (39475-01) or HW261N/AL (39476-01) which include the cable.</p>	
<b>Headset/Phone connectivity</b>	
Connector	SPARE, <b>IP-TOUCH</b> CABLE Part No.: 38324-01
Connection on the headset	None
Connection on the phone	3.5mm connector
<b>Subjective tests</b>	
Headset side comprehension of speech	<b>Passed</b>
Sound level (after setup, the signal level in the headset is comfortable)	<b>Passed</b>
Distant side comprehension of speech	<b>Passed</b>
Noise Cancellation feature via supported headset	<b>Passed</b>
<b>Call control</b>	
Headset pairing	<b>Passed</b>
Bluetooth pairing	<b>Not Applicable</b>
Call control (On-hook/Off-hook from the headset, Mute)	<b>Passed</b>



### 6.2.1 Summary of problems

No problems

### 6.2.2 Summary of restrictions

- When there is an incoming call, the ringing tones are not heard in the headset.

## 6.3 Voyager Pro HD

<b>Name</b> : Voyager Pro HD			
<b>Headset type</b> : BT Wireless Headset			
	Wired	<b>X</b>	Wireless
<b>X</b>	Mono		Stereo
	With base	<b>X</b>	Without base
<b>Compatible Alcatel-Lucent Terminals :</b>			
<i>MY IC PHONE 8082</i>		<i>OK</i>	
<p>The Plantronics Voyager PRO HD with Smart Sensor technology redefines hands-free convenience. This headset is so smart, that by simply placing it on your ear, it automatically answers your phone or transfers calls back and forth between your phone and headset. Voyager PRO HD takes you beyond the headset, with our Vocalyst service that lets you manage email, check weather or update Facebook, and the Plantronics MyHeadset app that gives you tips, tricks and tools for Android-based phone. Combine HD streaming audio plus natural sound and superior comfort and you've got the smartest headset for smartphones.</p>			
<b>Headset/Phone connectivity</b>			
Connector		Bluetooth	
<b>Subjective tests</b>			
Headset side comprehension of speech			<b>Passed</b>
Sound level (after setup, the signal level in the headset is comfortable)			<b>Passed</b>
Distant side comprehension of speech			<b>Passed</b>
Noise Cancellation feature via supported headset			<b>Passed</b>
<b>Call control</b>			
Headset pairing			<b>Passed</b>
Bluetooth pairing			<b>Passed</b>
Call control (On-hook/Off-hook from the headset, Mute)			<b>Passed</b>



### 6.3.1 Summary of problems

- Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset

### 6.3.2 Summary of restrictions

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

## 6.4 Voyager Legend and Voyager Legend UC

<b>Name</b> : Voyager Legend and Voyager Legend UC			
<b>Headset type</b> : BT Wireless Headset			
	Wired	<b>X</b>	Wireless
<b>X</b>	Mono		Stereo
	With base	<b>X</b>	Without base
<b>Compatible Alcatel-Lucent Terminals :</b>			
<i>MY IC PHONE 8082</i>		<i>OK</i>	
<p>Plantronics meets the demands of the mobile professional like never before with the Voyager Legend™ UC. It's the Voyager family's most complete solution: connectivity to PC, mobile, or tablet; precision-tuned triple mics for unprecedented noise and wind reduction; up to seven hours of talk time; a portable charging case for use on-the-go and a desktop charging stand for when you touch down. Industry-first Smart Sensor™ technology answers the call when the headset is placed on your ear, and a complete set of tap and talk voice commands and alerts — now including mobile-caller name announcement — means that call management is simple and intuitive.</p>			
<b>Headset/Phone connectivity</b>			
Connector		Bluetooth	
<b>Subjective tests</b>			
Headset side comprehension of speech			<b>Passed</b>
Sound level (after setup, the signal level in the headset is comfortable)			<b>Passed</b>
Distant side comprehension of speech			<b>Passed</b>
Noise Cancellation feature via supported headset			<b>Passed</b>
<b>Call control</b>			
Headset pairing			<b>Passed</b>
Bluetooth pairing			<b>Passed</b>
Call control (On-hook/Off-hook from the headset, Mute)			<b>Passed</b>



### 6.4.1 Summary of problems

- Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset

### 6.4.2 Summary of restrictions

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

## 6.5 Calisto 620 UC

<b>Name</b> : Calisto 620 UC			
<b>Headset type</b> : BT Wireless Speakerphone			
	Wired	<b>X</b>	Wireless
<b>X</b>	Mono		Stereo
	With base	<b>X</b>	Without base
<b>Compatible Alcatel-Lucent Terminals :</b>			
<i>MY IC PHONE 8082</i>		<i>OK</i>	
<p>The first wireless speakerphone designed for UC, Calisto® 620 seamlessly integrates calls from your laptop, smartphone or tablet in a lightweight portable solution that sounds great and sets up easily, without cords or fuss. Its wireless simplicity delivers untethered all-day productivity, with a reliable seven-hour talk time and the ability to answer/end or mute your call from any device. Plantronics' leading-edge technology means noise cancellation, wideband PC audio and 360-degree microphone pickup. And the portable Calisto 620, (in its own high-quality travel case) is an ideal size to throw in your carry-on. It's the premium conference-call device that you have on your terms, wherever, whenever, and however you work.</p>			
<b>Headset/Phone connectivity</b>			
Connector		Bluetooth	
<b>Subjective tests</b>			
Headset side comprehension of speech			<b>Passed</b>
Sound level (after setup, the signal level in the headset is comfortable)			<b>Passed</b>
Distant side comprehension of speech			<b>Passed</b>
Noise Cancellation feature via supported headset			<b>Passed</b>
<b>Call control</b>			
Headset pairing			<b>Passed</b>
Bluetooth pairing			<b>Passed</b>
Call control (On-hook/Off-hook from the headset, Mute)			<b>Passed</b>



### 6.5.1 Summary of problems

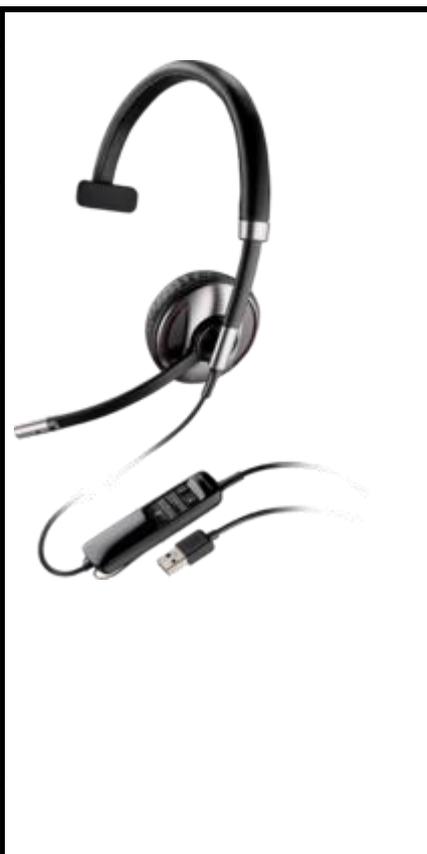
- No Problems

### 6.5.2 Summary of restrictions

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

## 6.6 Blackwire C710 UC

<b>Name</b> : Blackwire C710 UC			
<b>Headset type</b> : BT Wireless Headset			
	Wired	X	Wireless
X	Mono		Stereo
	With base	X	Without base
<b>Compatible Alcatel-Lucent Terminals :</b>			
<i>MY IC PHONE 8082</i>		<i>OK</i>	
<p>The Blackwire® 700 Series is the singular UC headset that combines corded reliability with wireless flexibility. Enjoy seamless call management and industry-first Smart Sensor™ technology for unprecedented ease of use — answer a call by simply putting on the headset, or pause mobile device media playback by taking it off. Advanced noise-cancelling, Digital Signal Processing, wideband PC audio, and hi-fi stereo sound create unmatched audio quality, and the detachable cable enables you to take your mobile calls throughout the office. With up to 10 hours of talk time, and a versatility that connects to all the devices in your work life, the Blackwire 700 Series is the most integrated, premium headset for UC</p>			
<b>Headset/Phone connectivity</b>			
Connector		Bluetooth	
<b>Subjective tests</b>			
Headset side comprehension of speech			<b>Passed</b>
Sound level (after setup, the signal level in the headset is comfortable)			<b>Passed</b>
Distant side comprehension of speech			<b>Passed</b>
Noise Cancellation feature via supported headset			<b>Passed</b>
<b>Call control</b>			
Headset pairing			<b>Passed</b>
Bluetooth pairing			<b>Passed</b>
Call control (On-hook/Off-hook from the headset, Mute)			<b>Passed</b>



### 6.6.1 Summary of problems

- Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset

### 6.6.2 Summary of restrictions

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

## 6.7 Blackwire C720 UC

<b>Name</b> : Blackwire C720 UC			
<b>Headset type</b> : BT Wireless Headset			
	Wired	X	Wireless
	Mono	X	Stereo
	With base	X	Without base
<b>Compatible Alcatel-Lucent Terminals :</b>			
<i>MY IC PHONE 8082</i>		<i>OK</i>	
<p>The Blackwire® 700 Series is the singular UC headset that combines corded reliability with wireless flexibility. Enjoy seamless call management and industry-first Smart Sensor™ technology for unprecedented ease of use — answer a call by simply putting on the headset, or pause mobile device media playback by taking it off. Advanced noise-cancelling, Digital Signal Processing, wideband PC audio, and hi-fi stereo sound create unmatched audio quality, and the detachable cable enables you to take your mobile calls throughout the office. With up to 10 hours of talk time, and a versatility that connects to all the devices in your work life, the Blackwire 700 Series is the most integrated, premium headset for UC</p>			
<b>Headset/Phone connectivity</b>			
Connector		Bluetooth	
<b>Subjective tests</b>			
Headset side comprehension of speech			<b>Passed</b>
Sond level (after setup, the signal level in the headset is comfortable)			<b>Passed</b>
Distant side comprehension of speech			<b>Passed</b>
Noise Cancellation feature via supported headset			<b>Passed</b>
<b>Call control</b>			
Headset pairing			<b>Passed</b>
Bluetooth pairing			<b>Passed</b>
Call control (On-hook/Off-hook from the headset, Mute)			<b>Passed</b>



### 6.7.1 Summary of problems

- Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset

### 6.7.2 Summary of restrictions

- If the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

## 7 Appendix A - Subjective Measurements

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Subjective measurements are for want of a better word very subjective. In order to ensure some sort of standard and repeatability the following steps should be used during the subjective measurements.

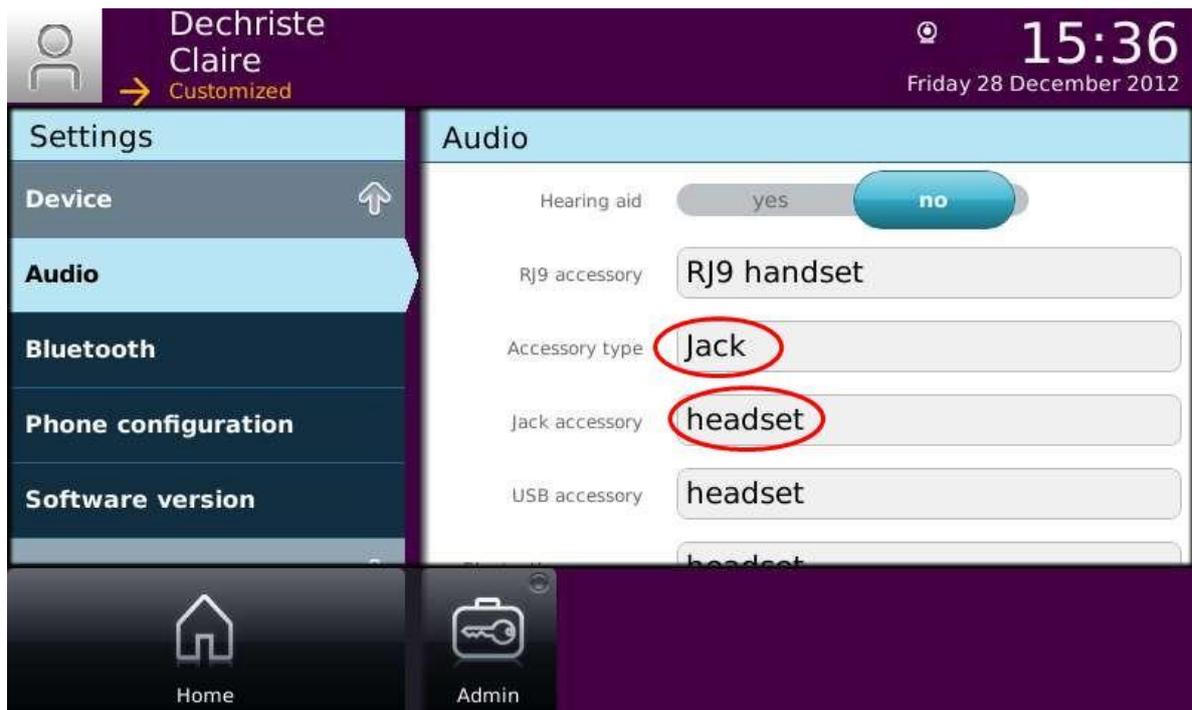
- 1) For each headset tested a blind comparison should always be made against the handset. The remote party should be asked to comment on level and tonal quality of both the headset and handset.
- 2) For amplifier based products or products that require some setting up, the unit should be set to provide a transmit level that is similar to that of the handset. The exact setting should be recorded.
- 3) Both the headset wearer and remote part should listen out for distortion, noise or any unwanted artefacts. The headset is deemed not compatible if the noise or artefact affects the overall audio quality.
- 4) The headset is deemed compatibility if the headset does not degrade the quality of the telephone, or introduce any unwanted artefacts.

## 8 Appendix B - My IC Phone configuration

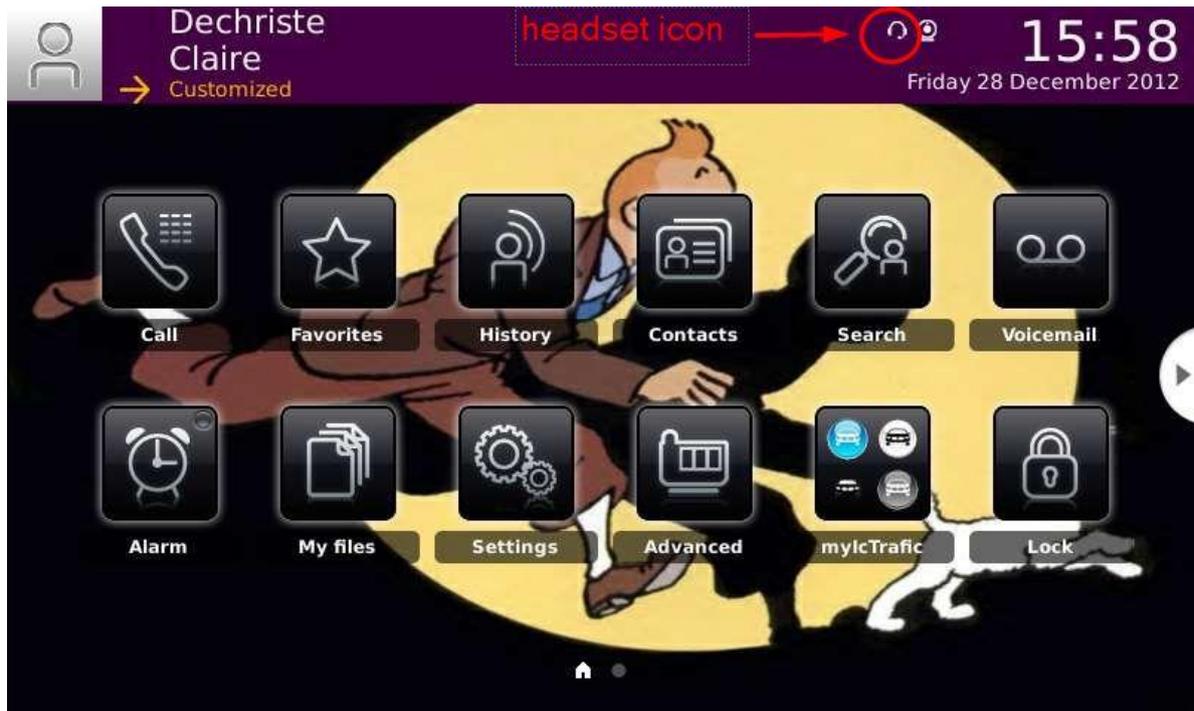
On My IC Phone, headset device can be connected through RJ9, USB, jack or Bluetooth. To make the headset operational, a manual action on 8082 My IC Phone may be necessary. Accessory type must be set to the correct value in “Audio” configuration.

### 8.1 Corded headset

For jack headset, configure accessory type to “Jack”.



Once the headset connected, you should see the icon on the screen:



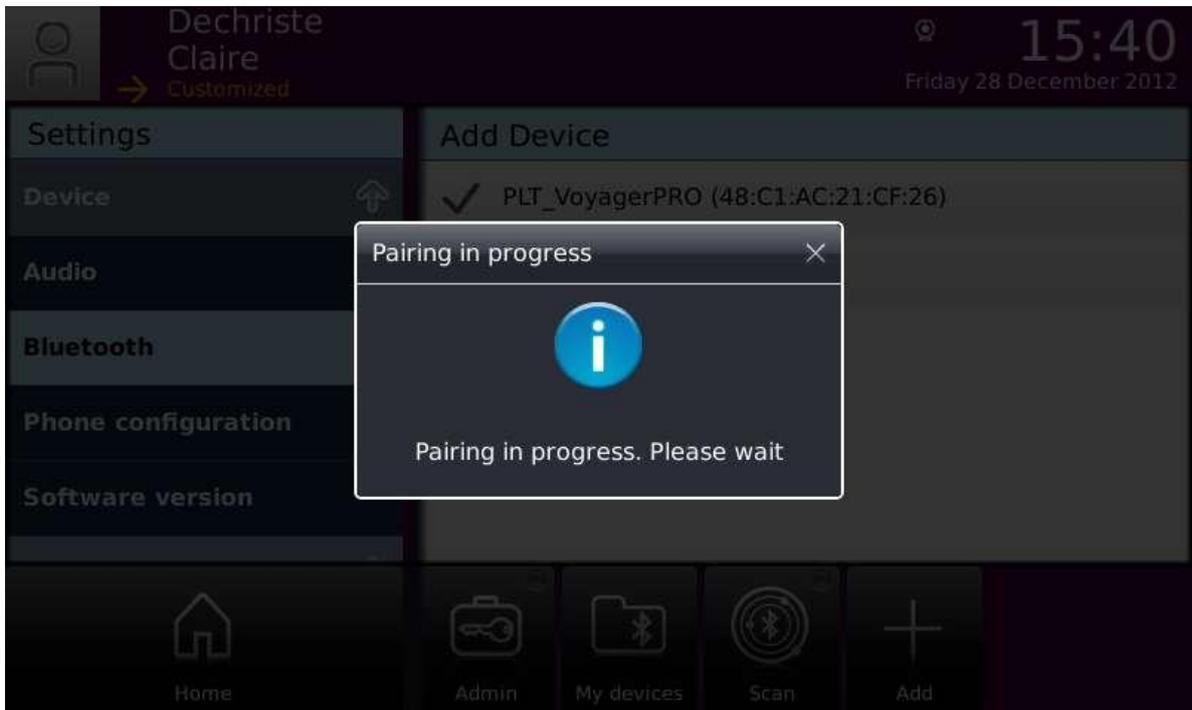
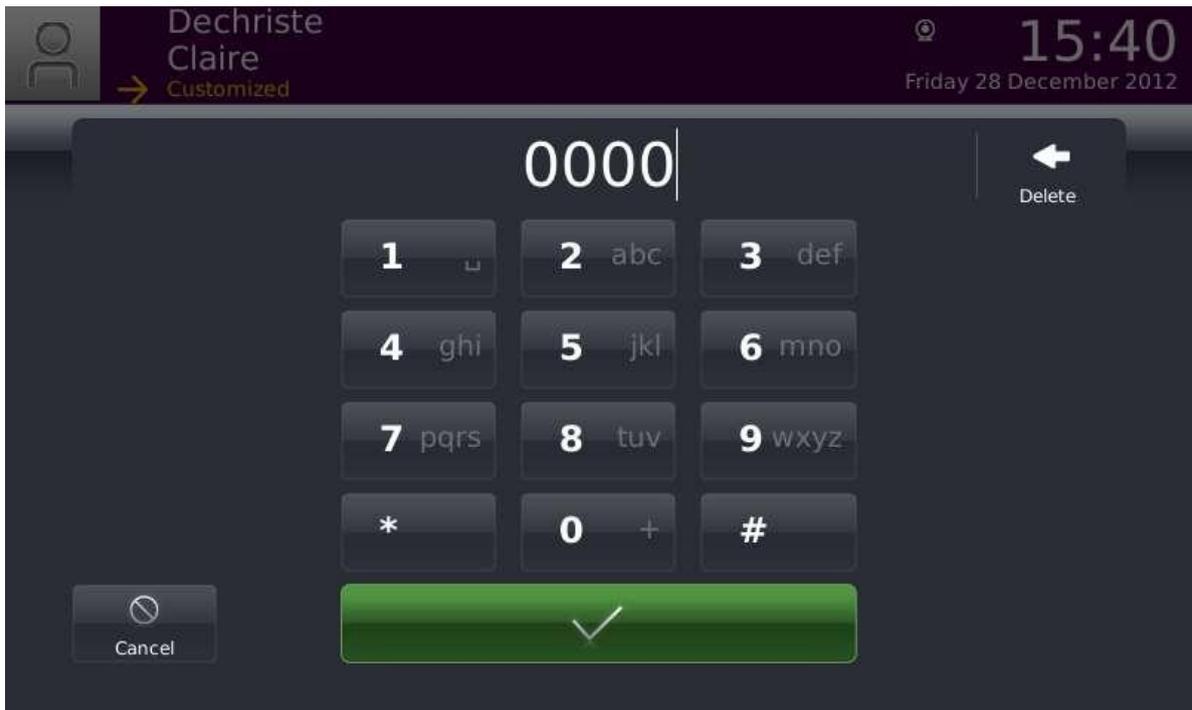
## 8.2 Bluetooth headset

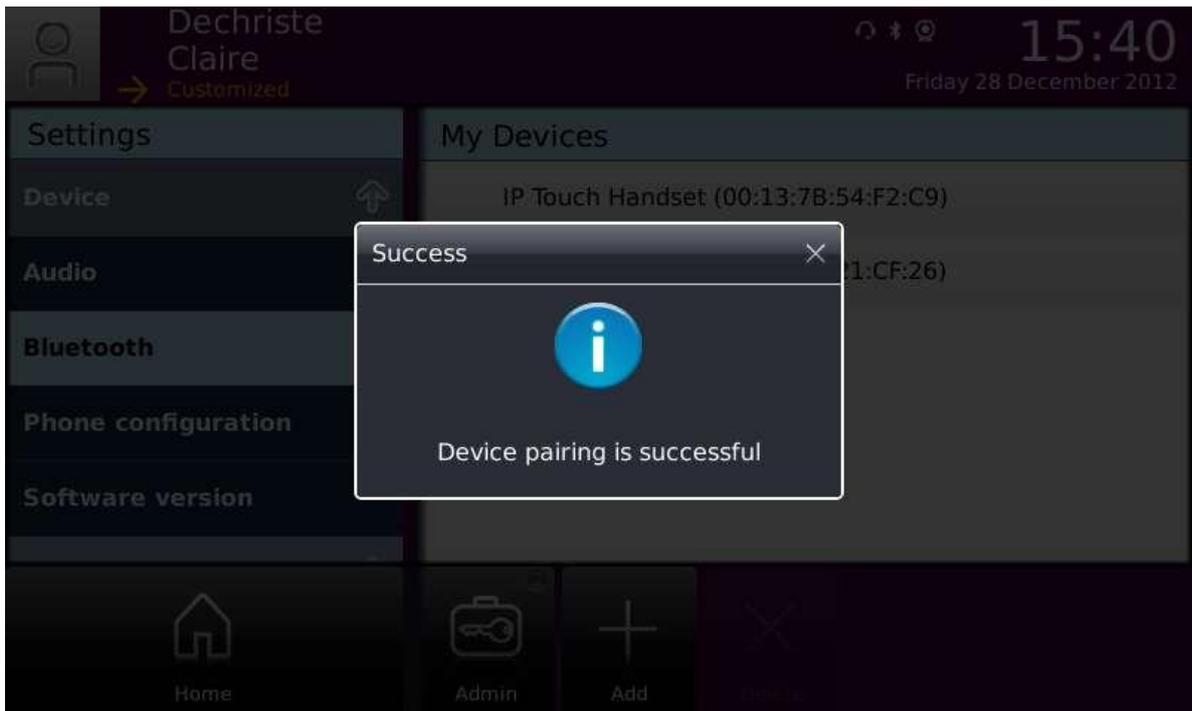
First the headset must set in pairing mode.

Then, configure My IC Phone to scan the bluetooth devices Note that the pairing process must be started in user mode (do not log admin).

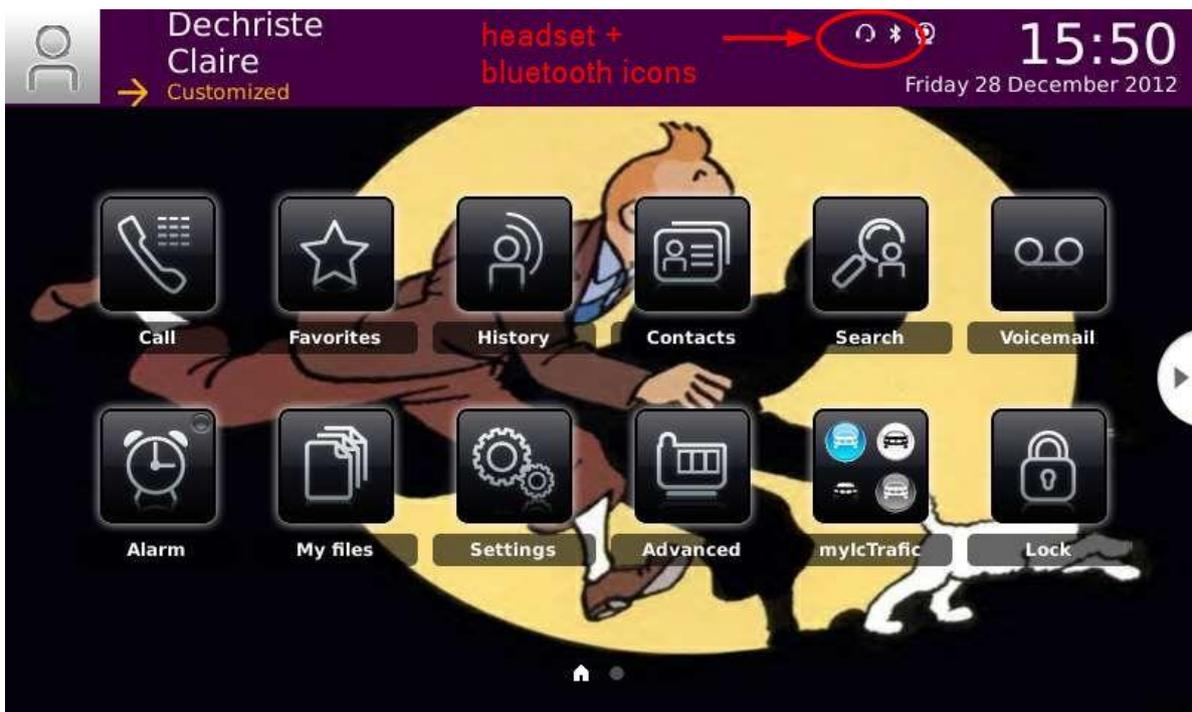


Then, select the device and click Add button, you will be asked for the pin code:





After pairing the bluetooth headset, you must make sure that the accessory type “BT” is correctly selected in the audio settings.



## 9 Appendix C- Call control tests

These tests are used to evaluate headset/phone interoperability. **Erreur ! Source du renvoi introuvable.**

Off-hook, on-Hook, volume, mute, voice mode transitions, conference, bluetooth are verified.

### 1.1.1 Headset connection/disconnection

For My IC Phone configuration, please have a look to APPENDIX B Appendix B - My IC Phone configuration.

Test number	Test Case Description	Plantronics HW251N and HW261N	Plantronics Voyager PRO HD	Plantronics Voyager Legend and Voyager Legend UC	Plantronics Calisto 620 UC	Plantronics Blackwire C710 and C720 UC
1.1	<p><b>Headset connection in idle</b></p> <p>Initial state: phone in idle state, no headset</p> <ol style="list-style-type: none"> <li>1. Plug the headset on the terminal</li> <li>2. The headset is detected and a headset icon shall be displayed</li> </ol>	OK	OK Headset and bluetooth icons are displayed after successful pairing	OK, Headset and bluetooth icons are displayed after successful pairing	OK, Headset and bluetooth icons are displayed after successful pairing	OK, Headset and bluetooth icons are displayed after successful pairing
1.2	<p><b>Headset disconnection in idle</b></p> <p>Initial state: phone in idle state, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Unplug the headset</li> <li>2. Verify the icon is no more displayed</li> </ol>	OK	OK The BT headset is removed from BT device list or powered off	OK	OK	OK

1.3	<p><b>Phone reset, headset plugged in</b></p> <p>Initial state: phone in idle, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Reset the phone</li> <li>2. Check that the headset is correctly detected after the phone initialization</li> </ol>	OK	OK	OK	OK	OK
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### 1.1.2 Bluetooth headset specific tests

These tests are specific to bluetooth headsets: pairing procedure is checked in several ways, as well as the interoperability with the bluetooth handset.

On My IC Phone, the headset device must be configured as bluetooth in the audio settings. The pairing process must be started in user mode (do not log admin) by adding a bluetooth device in settings device/bluetooth. For more details, please read section Appendix B - My IC Phone configuration.

Test number	Test Case Description	Plantronics HW251N and HW261N	Plantronics Voyager PRO HD	Plantronics Voyager Legend and Voyager Legend UC	Plantronics Calisto 620 UC	Plantronics Blackwire C710 and C720 UC
2.1	<p><b>Basic Bluetooth headset bonding</b></p> <p>Initial state: phone in idle state, no headset, Bluetooth handset paired and on-hooked</p> <ol style="list-style-type: none"> <li>1. Go in My IC phone settings and add a new Bluetooth device</li> <li>2. Verify that discovery process is successfully launched</li> <li>3. Pin code is requested on My IC Phone: enter it</li> <li>4. Check Bluetooth devices in the settings menu: the BT headset must be correctly bonded to terminal</li> </ol>	NA	<p>OK</p> <p>Note: the PIN code is not clearly requested on the phone, the dialpad is raised, but without any text string asking for the password.</p>	<p>OK, Note: the PIN code is not clearly requested on the phone, the dialpad is raised, but without any text string asking for the password</p>	<p>OK, Note: the PIN code is not clearly requested on the phone, the dialpad is raised, but without any text string asking for the password</p>	<p>OK, Note: the PIN code is not clearly requested on the phone, the dialpad is raised, but without any text string asking for the password</p>

2.2	<p><b>Bonding with wrong password</b></p> <p>Same test as 1.2 but with wrong pin code</p> <ol style="list-style-type: none"> <li>1. Check that an error message is displayed</li> </ol>	NA	OK	OK	OK	OK
2.3	<p><b>Phone's reset after successful bonding</b></p> <p>Initial state: phone in idle state, Bluetooth headset paired</p> <ol style="list-style-type: none"> <li>1. Reset the phone</li> <li>2. Check that Bluetooth headset is still paired</li> </ol>	NA	OK	OK	OK	OK
2.4	<p><b>Phone's reset just before end of bonding</b></p> <p>Initial state: phone in idle state, no headset</p> <ol style="list-style-type: none"> <li>1. During pairing operation, just before pairing is launched (when the list of paired BT devices is displayed), reset the phone</li> <li>2. Check that BT device is not bonded and the phone works fine</li> </ol>	NA	OK	OK	OK	OK
2.5	<p><b>Phone's reset just after end of bonding</b></p> <p>Initial state: phone in idle state, no headset</p> <ol style="list-style-type: none"> <li>1. Start the headset bonded process</li> <li>2. At the end of the pairing process (wait that the popup "device successfully added" disappears), turn off the power on the phone</li> </ol> <p>NOTE : if you don't wait until the popup disappears, the bonding is not complete, the LED is continuously orange and you have to do it again.</p>	NA	OK	OK	OK	OK

2.6	<p><b>BT Handset / BT headset interaction</b></p> <p>Initial state: phone in idle state, Bluetooth headset is paired, Bluetooth handset is not paired</p> <ol style="list-style-type: none"> <li>1. Start the bonding process of Bluetooth handset on My IC Phone</li> <li>2. Check that the Bluetooth handset can also be bonded with the phone</li> </ol>	NA	OK	OK	OK	OK
2.7	<p><b>Recovery call</b></p> <p>Initial state: phone in idle state, Bluetooth headset is paired</p> <ol style="list-style-type: none"> <li>1. Make a phone call using BT headset</li> <li>2. Switch off the Bluetooth headset. The My IC Phone shall display "Recovery call?" and ring</li> <li>3. Switch on the Bluetooth headset</li> <li>4. Answer the recovery call using BT headset</li> <li>5. Do the same test, but instead of switching off the headset, take it far away until it loses the radio link. Verify you can recover the call.</li> </ol>	NA	OK	OK	OK	OK

### 1.1.3 Call control on the headset (when available)

In this section headset audio features like line key, volume, mute, equalizer must be verified.

The audio stream between participants must be checked to be clear, of good quality, without any cracks, blanks or echo during at least 1 minute.

Test number	Test Case Description	Plantronics HW251N and HW261N	Plantronics Voyager PRO HD	Plantronics Voyager Legend and Voyager Legend UC	Plantronics Calisto 620 UC	Plantronics Blackwire C710 and C720 UC
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3.1	<p><b>Outgoing call - Hook off from the headset using the line key</b></p> <p>Initial state: phone in idle state, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Press the headset line key: test successively short/medium/long key press</li> <li>2. Verify that it is detected by the terminal: the dialpad should automatically be displayed</li> <li>3. Dial the callee number</li> <li>4. Verify that you can hear the dial tones in the headset</li> <li>5. Verify that the ring back tones are heard in the headset</li> <li>6. Once the call is established, verify audio quality on both sides</li> </ol>	OK	<p>OK</p> <p>On Plantronics Pro HD, the line button has other functionalities when long press (2sec) or 2 quick press are used. These features (initiate voice dialing and redial) have no effect on My IC Phone</p>	OK	OK	OK, If you press too long the line key the headset will switch off.
3.2	<p><b>Outgoing call - Hook on from the headset using the line key</b></p> <p>Initial state: phone is in conversation in headset voice mode</p> <ol style="list-style-type: none"> <li>1. Release the call using the headset line key</li> <li>2. The voice call must be released</li> <li>3. For wireless handset, the radio link must be closed</li> </ol>	OK	OK	OK	OK	OK
3.3	<p><b>Incoming call - Hook off from the headset using the line key</b></p> <p>Initial state: phone in idle state, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Use another phone to call the phone under test</li> <li>2. Verify that the ringing tones can be heard in the headset</li> <li>3. Hook off from the headset</li> <li>4. Verify that the call is established</li> <li>5. Verify audio quality on both sides</li> </ol>	OK, but cannot hear ringing tones in the headset	OK	OK	OK	OK

3.4	<p><b>Incoming call - Hook on from the headset using the line key</b></p> <p>Initial state: phone is in conversation in headset voice mode</p> <ol style="list-style-type: none"> <li>1. Release the call using the headset line key</li> <li>2. The voice call must be released</li> <li>3. For wireless handset, the radio link must be closed</li> </ol>	OK	OK	OK	OK	OK
3.5	<p><b>Headset volume</b></p> <p>Initial state: phone is in conversation in headset voice mode</p> <ol style="list-style-type: none"> <li>1. Check the headset volume can be adjusted from min-&gt;max and max-&gt;min</li> <li>2. Verify audio quality on both sides</li> </ol>	NA	OK	OK	OK	OK
3.6	<p><b>Headset equalizer</b></p> <p>Initial state: phone is in conversation in headset mode</p> <ol style="list-style-type: none"> <li>1. Check the use of equalizer</li> <li>2. Verify audio quality on both sides</li> </ol>	NA	NA	NA	NA	NA
3.7	<p><b>Headset mute</b></p> <p>Initial state: phone is in conversation in headset voice mode</p> <ol style="list-style-type: none"> <li>1. Check the mute activation/deactivation on the headset</li> </ol>	NA	<p>OK</p> <p>Mute is activated by 1 sec press on both + and - buttons</p>	OK	OK	OK

### 1.1.4 Call control on My IC Phone

The audio stream between participants must be checked to be clear, of good quality, without any cracks, blanks or echo during at least 1 minute..

Test number	Test Case Description	Plantronics HW251N and HW261N	Plantronics Voyager PRO HD	Plantronics Voyager Legend and Voyager Legend UC	Plantronics Calisto 620 UC	Plantronics Blackwire C710 and C720 UC
4.1	<p><b>Volume adjustment</b></p> <p>Initial state: phone in idle, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Press the headset line key</li> <li>2. Dial the callee number and wait the ring back tones</li> <li>3. Modify the volume and check volume modification in the headset</li> <li>4. Hook off the other phone</li> <li>5. Once the call is established change the volume from min-&gt; max and max-&gt; min and verify audio quality on both sides</li> </ol>	OK	<p>NOK</p> <p>Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset</p>	<p>NOK, Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset</p>	OK	<p>NOK, Changing the headset volume on My IC Phone does not change the volume on the bluetooth headset</p>
4.2	<p><b>Mute key</b></p> <p>Initial state: phone is in conversation in headset mode</p> <ol style="list-style-type: none"> <li>1. Check that the mute key of the phone is working well</li> <li>2. Remove the mute on My IC Phone</li> <li>3. Mute on the other phone</li> <li>4. Verify on the headset that the distant participant cannot be heard</li> </ol>	OK	OK	OK	OK	OK

<p>4.3</p>	<p><b>Outgoing call – dial/release by using phone’s soft keys</b></p> <p>Initial state: phone in idle, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Make a phone call by dialing directly on the terminal, handset being on-hook</li> <li>2. Verify that you can hear the dial tones in the headset</li> <li>3. Verify that the ring back tones are heard in the headset</li> <li>4. Once the call is established, verify the audio quality in both way</li> <li>5. Release the call by pressing the release key on the phone</li> <li>6. Check that the voice call is correctly released</li> <li>7. For wireless handset, the radio link must be closed</li> </ol>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>
<p>4.4</p>	<p><b>Outgoing call – using phone’s handset (wired or Bluetooth)</b></p> <p>Initial state: phone in idle, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Make a phone call by hanging on the handset</li> <li>2. The dial tones and ring back tones must be heard in the handset, nothing in the headset</li> <li>3. Once the call is established, audio must be sent and receive on the handset</li> <li>4. Keep the handset off hook and using line key on headset, check the change of the voice mode (handset -&gt; headset)</li> <li>5. Put the handset on hook, the call must be kept in headset</li> <li>6. Take the handset off hook, check the change of voice mode (headset -&gt; handset)</li> <li>7. Release the call with the handset</li> <li>8. The voice call must be released</li> </ol>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>

<p>4.5</p>	<p><b>Voice mode transitions - test 1</b></p> <p>Initial state: phone is in conversation in headset mode, handset is on-hook</p> <ol style="list-style-type: none"> <li>1. Press three times the handsfree key. Active audio path shall toggles between handsfree, group listening and headset</li> <li>2. Check that the audio popup appears at the bottom of the screen and that the correct voice mode is selected after each key press</li> <li>3. Release the call in headset mode, by pressing headset line key.</li> </ol>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>
<p>4.6</p>	<p><b>Voice mode transitions - test 2</b></p> <p>Initial state: phone is in conversation in handset mode, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Press four times the handsfree key. Active audio path shall toggles between headset, handsfree, group listening and handset</li> <li>2. Check that the audio popup appears at the bottom of the screen and that the correct voice mode is selected after each key press</li> <li>3. Release the call in handset mode by putting the handset on hook</li> </ol>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>	<p>OK</p>

### 1.1.5 Conference and broker call

The audio stream between participants must be checked to be clear, of good quality, without any cracks, blanks or echo during at least 1 minute.

Test number	Test Case Description	Plantronics HW251N and HW261N	Plantronics Voyager PRO HD	Plantronics Voyager Legend and Voyager Legend UC	Plantronics Calisto 620 UC	Plantronics Blackwire C710 and C720 UC
5.1	<p><b>Conference</b></p> <p>Initial state: phone in idle, headset plugged in</p> <ol style="list-style-type: none"> <li>1. In headset voice mode, initiate a conference by calling 2 other phones and entering in conference on My IC Phone</li> <li>2. Check the audio quality in the headset and on distant participants</li> </ol>	OK	OK	OK	OK	OK
5.2	<p><b>Broker call</b></p> <p>Initial state: phone in idle, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Using headset line key, make a first outgoing call</li> <li>2. Make a second outgoing call</li> <li>3. Toggle back and forth between both lines by putting one of the participants on hold</li> <li>4. Check the audio quality in the headset and on distant participants</li> </ol>	OK	OK	OK	OK	OK

1.1.6 Robustness

Test number	Test Case Description	Plantronics HW251N and HW261N	Plantronics Voyager PRO HD	Plantronics Voyager Legend and Voyager Legend UC	Plantronics Callisto 620 UC	Plantronics Blackwire C710 and C720 UC
6.1	<p><b>Robustness – test 1</b></p> <p>During previous tests, unplug the headset in different situations</p> <ol style="list-style-type: none"> <li>1. Verify that the phone doesn't crash</li> <li>2. Verify that when reconnecting the headset, the phone still behaves correctly</li> </ol>	OK	OK  (power off the bluetooth headset in several situations )	OK	OK	OK
6.2	<p><b>Robustness - test 2</b></p> <p>Initial state: phone in idle state, headset plugged in</p> <ol style="list-style-type: none"> <li>1. Make a phone call</li> <li>2. Plug/unplug the headset very fast and several times</li> <li>3. Verify that the headset is correctly detected or removed by the phone by looking at the icon state</li> <li>4. Verify that the phone does not reset</li> <li>5. Verify audio paths and audio quality when the headset is plugged</li> <li>6. Verify audio paths and audio quality when the headset is unplugged</li> </ol> <p>Note that when headset is unplugged default voice mode is handsfree if handset is on-hook and handset if handset if off-hook</p>	OK	OK, But if the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)	OK, But if the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)	OK, But if the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)	OK, But if the headset is powered off during an outgoing call while trying to reach the callee, the ring back tones are not heard anymore (in handsfree mode or any other voice mode)

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## 10 Appendix D - AAPP member's escalation process

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*For presales and post support please refer to [www.plantronics.com](http://www.plantronics.com) for the contact details of your nearest Plantronics office or partner.*

*The website also offers the latest software downloads as well as an extensive knowledge database.*

*The following local contact numbers can also be used to obtain both presales and technical support.*

<i>UK</i>	<i>0800 410014</i>
<i>Netherland</i>	<i>0800 7526876</i>
<i>BE/LUX</i>	<i>00800 75268766</i>
<i>France</i>	<i>0825 0825 99</i>
<i>Germany</i>	<i>0800 242500</i>
<i>Italy</i>	<i>0800 950934</i>
<i>Iberia</i>	<i>902 415191</i>
<i>Finland</i>	<i>0201 550 550</i>
<i>Sweden</i>	<i>031 28 95 00</i>
<i>Denmark</i>	<i>44 35 05 35</i>
<i>Norway</i>	<i>23 17 3770</i>
<i>MEEA</i>	<i>+44 1793 842443</i>

## 11 Appendix E - AAPP program

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### 11.1 Alcatel-Lucent Application Partner Program (AAPP)

Complete e-business solutions at your disposal

The Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's products 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>

### 11.2 Alcatel-Lucent.com

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

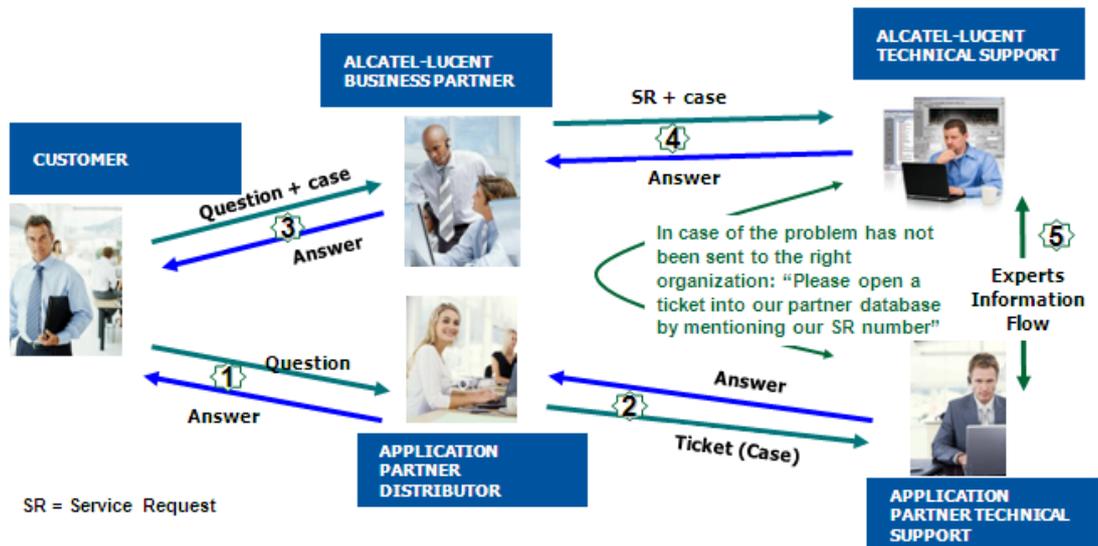
# 12 Appendix F - AAPP Escalation process

## 12.1 Introduction

The purpose of this appendix is to define the 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

## 12.2 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.

## 12.3 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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.

## 12.4 Technical support access

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

- e-Support from the Application Partner Web site (if registered Alcatel-Lucent Application Partner): <http://applicationpartner.alcatel-lucent.com>
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): <https://businessportal.alcatel-lucent.com> click under “Let us help you” the *eService Request* link
- e-mail: [Ebgsupportcenter@alcatel-lucent.com](mailto:Ebgsupportcenter@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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