



Alcatel-Lucent Application Partner Program Inter-Working Report

**Partner: PLANTRONICS
Application: Headsets and headsets amplifiers
for softphone applications**

plantronics®

The product and version listed have been tested with the Alcatel Communication Server and the version specified hereinafter. The tests concern only the inter-working between the Application Partner product and the Alcatel Communication platforms. The inter-working report is valid until the Application Partner issues a new version of such product (incorporating new features or functionality), or until Alcatel issues a new version of such Alcatel product (incorporating new features or functionality), whichever first occurs.

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Tests overview

Date of the tests	February 2012
Alcatel-Lucent's representative	Florian Residori
Partner's representative	Roger Ogborne
Alcatel-Lucent Communication Platform (OmniPCX 4400/Enterprise, OmniTouch, OmniPCX Office, ...)	OmniPCX Enterprise OmniPCX Office OmniTouch Instant Communications Suite
Alcatel-Lucent compatibility release	R10.0 (j1.410.40a) for OXE R6.6.00.107a for ICS R810/045.003 for OXO
Alcatel-Lucent products	Alcatel-Lucent Softphones : <ul style="list-style-type: none"> - My Instant Communicator - IP Desktop softphone - Pimphony
Partner products	Corded and wireless headsets
Environment (if it has a sense)	<input type="checkbox"/> ACD <input checked="" type="checkbox"/> Business

Author(s): Florian Residori
Reviewer(s): Denis Lienhart

Historic

Edition 1: Initial document
 Edition 2: Update with the new range of Plantronics devices and latest Alcatel-Lucent Softphones
 Edition 3: Update with the new range of Plantronics devices and latest Alcatel-Lucent Softphones
 Edition 4: Details regarding USB adapters added

Device Summary

Headset Name	Plantronics UK/EU ref	Plantronics US ref	ACTIS ref EURO	ACTIS ref UK	ACTIS ref US
DA45 USB ADAPTER*	77559-42	77559-41			
HW TOPS (HEADSETS)	Various	Various			
BLACKWIRE C210	80298-03	80298-03	3BA27754AA	3BA27754AA	3BA27754AA
BLACKWIRE C220	80299-03	80299-03	3BA27755AA	3BA27755AA	3BA27755AA
BLACKWIRE C420	82632-05	82632-01	3BA27756AA	3BA27756AA	3BA27756AA
CALISTO P420	82136-02	82136-02	3BA27757AA	3BA27757AA	3BA27757AA
VOYAGER PRO B230	38885-02	38885-01	3BA27759AA	3BA27759AA	3BA27759AB
SAVI OFFICE W440	83359-02	83359-01	3BA27760AA	3BA27760AA	3BA27760AB
SAVI OFFICE W740	83542-02	83542-01	3BA27761AA	3BA27761AB	3BA27761AC
SAVI OFFICE WO300/A	81794-02	81794-01			
SAVI OFFICE WO350/A	81802-02	81802-01			

*Note: DA45 requires HW TOP headset. Various options are available.

Test Results Summary

Headset Name	Test Result (1)			
	My IC Nomadic H323	My IC SIP/Nomadic SIP	IP Desktop Softphone	Pimphony Multi- Media
Adapter				
DA45 USB Adapter	Passed	Passed	Passed	Passed with restrictions
Corded Devices				
Blackwire C210	Passed	Passed with restrictions	Passed	Passed with restrictions
Blackwire C220	Passed	Passed with restrictions	Passed	Passed with restrictions
Blackwire C420	Passed	Passed	Passed	Passed with restrictions
Calisto P420	Passed	Passed with restrictions	Passed with restrictions	Passed with restrictions
Wireless Devices				
Voyager Pro B230 + BT300 Bluetooth USB Adapter	Passed with restrictions	Passed with restrictions	Passed	Passed with restrictions
Savi Office W440 + D100 Dect USB Adapter	Passed with restrictions	Passed with restrictions	Passed	Passed with restrictions
Savi Office W740	Passed with restrictions	Passed with restrictions	Passed	Passed with restrictions
Savi Office WO300/A	Passed with restrictions	Passed with restrictions	Passed	Passed with restrictions
Savi Office WO350/A	Passed with restrictions	Passed with restrictions	Passed	Passed with restrictions

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

Company Contact Information

Contact name: *Christophe Herrerias*
Title: *OEM Sales Manager*

Address 1: *Interface Business Park*
Address 2: *Bincknoll Lane*
City: *Wootton Bassett*
State: *Wiltshire*
Zip: *SN4 8QQ*
Country: *UK*
Country code: *44*

Phone: *(0) 1793 848999*
Fax: *(0) 1793 842399*

Web address: *www.plantronics.com*
E-mail: *christophe.herrerias@plantronics.com*

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1 Introduction

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

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

These tests do not verify the functional achievement of the application as well as they do not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

The purpose of this test plan is to qualify a range of headsets based products that can be used with Alcatel-Lucent softphones on different Alcatel-Lucent Communication Platform :

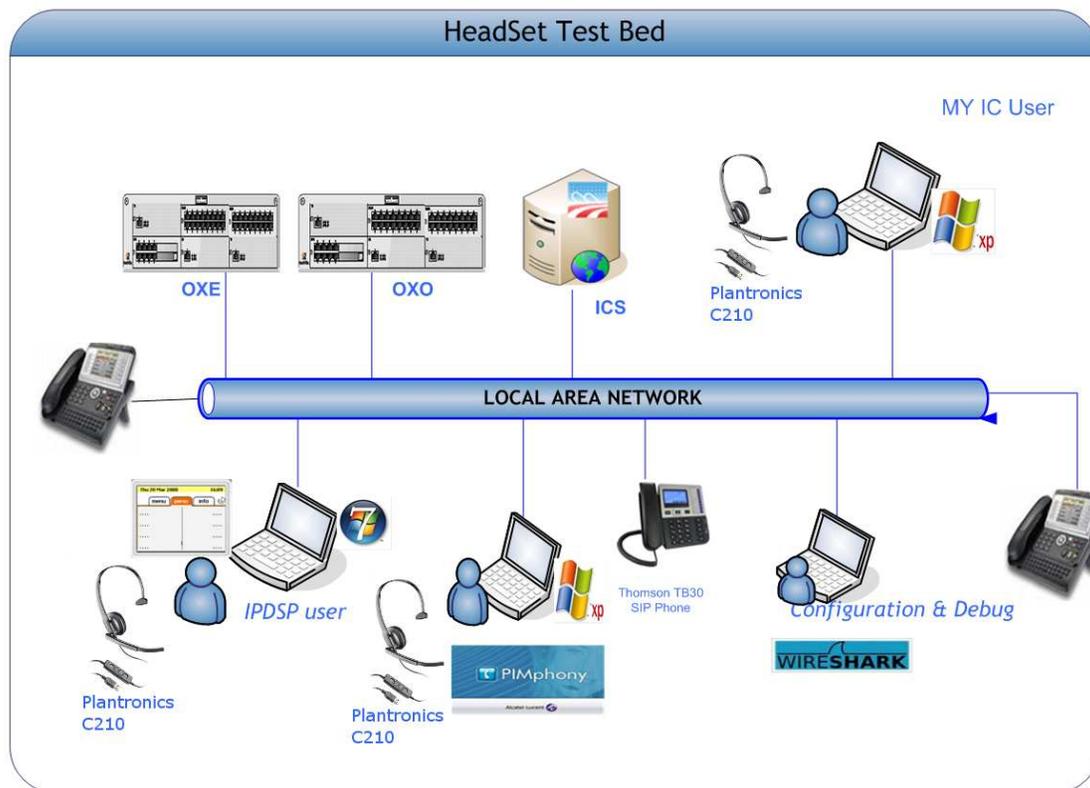
- MY Instant Communicator on OmniTouch Instant Communications Suite
 - o Deployed in Nomadic H323 mode (user owns a hardphone and uses sometimes the Personal Computer with H.323)
 - o Deployed in SIP mode (Personal Computer is the user's phone set)
 - o Deployed in nomadic SIP mode (user owns a hardphone and uses sometimes the Personal Computer with SIP)
- IP Desktop softphone on OmniPCX Enterprise
- PIMPHONY Multi-Media on OmniPCX Office

2 Tests environment

2.1 General architecture

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

Figure 1 Tests environment



2.2 Hardware configuration

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

2.3 Software configuration

- **Alcatel-Lucent Communication Platform:**
 - Instant Communications Suite R6.6.000.107a
 - OmniPCX Enterprise R10.0 (j1.410.40a)
 - OmniPCX Office R810/045.003
- **My IC Desktop/Softphone/Nomadic :** 2.7.023.006
- **IP Desktop Softphone :** version 10.0.0.8
- **Pimphony Multi-Media:** version 6.4 build 2340

3 Test Method

Both transmit and receive audio path quality are evaluated according to Appendix A.

The following parameters are in focus:

Listening Test Parameter	
Sound level	After setup, the signal level in the headset is comfortable.
Speech Quality	The speech must be clear and undistorted.

In addition, the Call Control (On-Hook / Off-Hook, Mute / Un-Mute) is verified on the softphone application and on the headset together as well as the synchronization between both.

The test scenarios are described in Appendix B.

The softphones are tested on the following OS:

- Windows XP Pro SP3 - 32 bits
- Windows Vista SP2 - 32 bits
- Windows 7 Integrale Edition SP1 - 32 bits
- Windows 7 Integrale Edition SP1 - 64 bits

4 Restrictions

This section describes the known restrictions for the tested softphones. These restrictions are related to the softphone itself, not to Plantronics headset usage.

4.1 Known restrictions

4.1.1 For all softphones

- In multi-line configurations, Call Control (Hook-on, Hook-off, mute) from the headset is not supported and must be managed from the softphone

4.1.2 For MyIC SIP/Nomadic SIP

- Conference initiation from MyIC SIP/Nomadic is not available.

4.1.3 For MyIC VoIP H323.Nomadic H323

- Mute button from the softphone is not available

4.1.4 For IPDesktop softphone

- Mute is not synchronized between headset and Softphone
 - When you press the mute button on the headset, this mute is synchronized with the IPDesktopSoftphone. You will see a blinking mute icon on the softphone GUI. You can cancel the mute action by pressing the headset mute button or the softphone mute button.
 - When you press the mute button on the IPDesktopSoftphone, this mute is **NOT** synchronized with the headset. You have to cancel the mute action by pressing again the softphone mute button.

4.1.5 For Pimphony

- Auto-answer is not available

4.2 Recommendations

Quality Of Service for IP voice flows must be configured carefully. The QOS configuration must match between the OXE/OXO, the network and the operating system (where the softphone is hosted).

5 Test results

This section is a summary of the main features tested. This is not a complete description of all the tests performed. Please refer to appendix B for the detailed test plan.

5.1 DA45 USB ADAPTER

Name : DA45 USB ADAPTER		
Headset type :		
<input checked="" type="checkbox"/> Wired	<input type="checkbox"/> Wireless	
<input type="checkbox"/> Mono	<input type="checkbox"/> Stereo	
Compatibility with Alcatel-Lucent Softphones :		
<i>MY IC NOMADIC H323</i>	<i>PASSED</i>	
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED</i>	
<i>MY IC NOMADIC SIP</i>	<i>PASSED</i>	
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>	
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>	
<ul style="list-style-type: none"> ■ Plug-and-play USB connectivity for fast, simple setup ■ Easily accessible call controls, including call answer/end, mute volume +/- ■ Quick Disconnect capability allows the headset to detach without losing the call ■ PC Wideband delivers heightened speech clarity, providing the best possible PC audio quality (Headset must support wideband audio) ■ Download the latest release of Plantronics software and get one-touch call answer/end with supported softphones ■ Two-year limited warranty 		
Subjective tests		Result
Receiving		
Audio quality headset side		Passed
Headset side comprehension of speech		Passed
Music listening		Passed
Volume control		Passed
Sending		
Audio quality for remote party		Passed
Distant side comprehension of speech		Passed
Noise Cancellation feature (depending on chosen HW Top headset)		Passed
Call control		Result
Audio wizard		Passed with restrictions
On-hook/Off-hook from the headset or the softphone		Passed
Mute		Passed
Conference		Passed
Defence (Headset unplug)		Passed

5.1.1 Summary of problems

None.

5.1.2 Summary of restrictions

5.1.2.1 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.2 BLACKWIRE C210

Name : BLACKWIRE C210			
Headset type :			
<input checked="" type="checkbox"/> X	Wired		Wireless
	Mono		Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<ul style="list-style-type: none"> ■ Optimised for Unified Communications ■ Great inbound, outbound sound quality ■ Easy-to-use ■ Comfortable design ■ Supports softphones from leading Unified Communications vendors ■ Backed by Plantronics global service and support ■ One year limited warranty 			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed	
Mute		Passed with restrictions	
Conference		Passed	
Defence (Headset unplug)		Passed	

5.2.1 Summary of problems

None.

5.2.2 Summary of restrictions

5.2.2.1 MyIC SIP/Nomadic SIP

Mute is not synchronized between the headset and the softphone. Test B5-B6, SR 1-131427687

5.2.2.2 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.3 BLACKWIRE C220

Name : BLACKWIRE C220			
Headset type :			
<input checked="" type="checkbox"/> X	Wired		<input type="checkbox"/> Wireless
	Mono		<input type="checkbox"/> Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<ul style="list-style-type: none"> ■ Optimised for Unified Communications ■ Great inbound, outbound sound quality ■ Easy-to-use ■ Comfortable design ■ Supports softphones from leading Unified Communications vendors ■ Backed by Plantronics global service and support ■ One year limited warranty 			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed	
Mute		Passed with restrictions	
Conference		Passed	
Defence (Headset unplug)		Passed	

5.3.1 Summary of problems

None.

5.3.2 Summary of restrictions

5.3.2.1 MyIC SIP/Nomadic SIP

Mute is not synchronized between the headset and the softphone. Test B5-B6, SR 1-131427687

5.3.2.2 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.4 BLACKWIRE C420

Name : BLACKWIRE C420			
Headset type :			
X	Wired		Wireless
	Mono		Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<ul style="list-style-type: none"> ■Engineered for Unified Communications ■Durable, portable design ■Superior sound quality ■Innovative, user-friendly design ■Supports softphones from leading Unified Communications vendors ■Backed by Plantronics global service and support ■One year limited warranty 			
Subjective tests		Result	
Receiving			
Audio quality headset side	Passed		
Headset side comprehension of speech	Passed		
Music listening	Passed		
Volume control	Passed		
Sending			
Audio quality for remote party	Passed		
Distant side comprehension of speech	Passed		
Noise Cancellation feature	Passed		
Call control		Result	
Audio wizard	Passed with restrictions		
On-hook/Off-hook from the headset or the softphone	Passed		
Mute	Passed		
Conference	Passed		
Defence (Headset unplug)	Passed		

5.4.1 Summary of problems

None.

5.4.2 Summary of restrictions

5.4.2.1 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.5 CALISTO P420

Name : CALISTO P420			
Headset type :			
<input checked="" type="checkbox"/> X	Wired		<input type="checkbox"/> Wireless
	Mono		<input type="checkbox"/> Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<ul style="list-style-type: none"> ■360-degree room coverage ■Full duplex, conference quality audio ■Plug-and-play USB connection ■Compact form factor ■Powerful digital signal processing 			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed	
Mute		Passed with restrictions	
Conference		Passed	
Defence (Headset unplug)		Passed	

5.5.1 Summary of problems

None.

5.5.2 Summary of restrictions

5.5.2.1 MyIC SIP/Nomadic SIP

Mute is not synchronized between the headset and the softphone. Test B4-B5, SR 1-131427687

5.5.2.2 IP Desktop Softphone

When mute is activated from the "headset", it is not synchronised on the softphone. Test B5, SR 1-132866871

5.5.2.3 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.6 VOYAGER PRO B230 + BT300 Bluetooth USB Adapter

Name : VOYAGER PRO B230 + BT300 Bluetooth USB Adapter				
Headset type :				
	Wired	X	Wireless	
	Mono		Stereo	
Compatibility with Alcatel-Lucent Softphones :				
<i>MY IC NOMADIC H323</i>		<i>PASSED</i>		
<i>MY IC SOFTPHONE SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>		<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>		<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>		<i>PASSED WITH RESTRICTIONS</i>		
<ul style="list-style-type: none"> ■ Multiple device connectivity ■ Smart Sensor Technology ■ Dual-mic Audio IQ2 ■ Advanced WindSmart® technology ■ Enhanced voice alerts ■ Bluetooth® mini-USB adapter ■ Battery meter on iPhone 				
Subjective tests			Result	
Receiving				
Audio quality headset side			Passed	
Headset side comprehension of speech			Passed	
Music listening			Passed	
Volume control			Passed	
Sending				
Audio quality for remote party			Passed	
Distant side comprehension of speech			Passed	
Noise Cancellation feature			Passed	
Call control			Result	
Audio wizard			Passed with restrictions	
On-hook/Off-hook from the headset or the softphone			Passed	
Mute			Passed with restrictions	
Conference			Passed	
Defence (Headset unplug)			Passed	

5.6.1 Summary of problems

5.6.1.1 MyIC SIP/Nomadic SIP/VoIP H323/Nomadic H323

Second incoming call alert does not stop even after disconnecting the second call. Test A10, SR 1-131097301

5.6.2 Summary of restrictions

5.6.2.1 MyIC SIP/Nomadic SIP

Auto call answer of Voyager UC headset (when the headset is put on the ear) does not work with MY IC SIP/Nomadic SIP. The call should be answered from the "take call" button . SR : 1-131490166

5.6.2.2 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.7 SAVI OFFICE W440 + D100 Dect USB Adapter

Name : SAVI OFFICE W440 + D100 Dect USB Adapter			
Headset type :			
Wired	X		Wireless
Mono			Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<p>The Savi@440 is the lightest headset on the market and part of Plantronics' pioneering portable DECT™ range. You can wear it in any of three different ways to match your personal style and it has a 120 metre wireless range so you can roam freely around the office and multitask. Its hot swappable batteries* can be changed mid-conversation, enabling unlimited talk time, and it also features outstanding sound quality with natural-sounding DSP and wideband audio. The Savi 440 wireless headset is ideal for users in campus-like business environments, using a laptop for voice calls and multimedia, and can even connect up to four different Savi headsets to the same call.</p> <p>* Additional battery sold separately.</p>			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed with restrictions	
Mute		Passed	
Conference		Passed	
Defence (Headset unplug)		Passed	

5.7.1 Summary of problems

5.7.1.1 MyIC SIP/Nomadic SIP/VoIP H323/Nomadic H323

Second incoming call alert does not stop even after disconnecting the second call. Test A10, SR 1-131097301

5.7.2 Summary of restrictions

5.7.2.1 MyIC SIP/Nomadic SIP/VoIP H323/Nomadic H323

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.7.2.2 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.8 SAVI OFFICE W740

Name : SAVI OFFICE W740			
Headset type :			
Wired	X		Wireless
Mono			Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<p>The Savi® 700-series wireless headset will intelligently manage your PC-, mobile-, and desk-phone calls. It can also connect with up to three other Savi headsets on a call, and has a wireless roaming range of up to 120 metres. The headsets feature wideband audio and DSP for high quality, natural sounding call clarity and a single charge of the batteries provides up to nine hours talk time. Once you experience a Savi 700 headset system you'll wonder how you ever lived without it.</p>			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed with restrictions	
Mute		Passed	
Conference		Passed	
Defence (Headset unplug)		Passed	

5.8.1 Summary of problems

5.8.1.1 MyIC SIP/Nomadic SIP/VoIP H323/Nomadic H323

Second incoming call alert does not stop even after disconnecting the second call. Test A10, SR 1-131097301

5.8.2 Summary of restrictions

5.8.2.1 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.9 SAVI OFFICE WO300/A

Name : SAVI OFFICE WO300/A			
Headset type :			
Wired	X		Wireless
Mono			Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<p>Free to Choose Any Source For Your Phone Calls. But You Can Stay With A Single Headset. Hear and Be Heard</p> <ul style="list-style-type: none"> ■Wideband support for best-in-class PC audio ■Noise-canceling microphone filters out background noise ■Digital Signal Processing (DSP) technology for a more natural voice sound <p>Maximum Versatility</p> <ul style="list-style-type: none"> ■One-button call control manages PC or desk phone calls ■Conference up to four Savi Office headsets ■Freedom to roam up to 350 feet ■Adaptive, nine hour battery for longer talk time 			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed with restrictions	
Mute		Passed	
Conference		Passed	
Defence (Headset unplug)		Passed	

5.9.1 Summary of problems

5.9.1.1 MyIC SIP/Nomadic SIP/VoIP H323/Nomadic H323

Second incoming call alert does not stop even after disconnecting the second call. Test A10, SR 1-131097301

5.9.2 Summary of restrictions

5.9.2.1 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

5.10 SAVI OFFICE WO350/A

Name : SAVI OFFICE WO350/A			
Headset type :			
Wired	X		Wireless
Mono			Stereo
Compatibility with Alcatel-Lucent Softphones :			
<i>MY IC NOMADIC H323</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC SOFTPHONE SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>MY IC NOMADIC SIP</i>	<i>PASSED WITH RESTRICTIONS</i>		
<i>IP DESKTOP SOFTPHONE</i>	<i>PASSED</i>		
<i>PIMPHONY MULTI-MEDIA</i>	<i>PASSED WITH RESTRICTIONS</i>		
<p>Free to Choose Any Source For Your Phone Calls. But You Can Stay With A Single Headset. Hear and Be Heard</p> <ul style="list-style-type: none"> ■Wideband support for best-in-class PC audio ■Noise-canceling microphone filters out background noise ■Digital Signal Processing (DSP) technology for a more natural voice sound <p>Maximum Versatility</p> <ul style="list-style-type: none"> ■One-button call control manages PC or desk phone calls ■Conference up to four Savi Office headsets ■Freedom to roam up to 350 feet ■Adaptive, nine hour battery for longer talk time 			
Subjective tests		Result	
Receiving			
Audio quality headset side		Passed	
Headset side comprehension of speech		Passed	
Music listening		Passed	
Volume control		Passed	
Sending			
Audio quality for remote party		Passed	
Distant side comprehension of speech		Passed	
Noise Cancellation feature		Passed	
Call control		Result	
Audio wizard		Passed with restrictions	
On-hook/Off-hook from the headset or the softphone		Passed with restrictions	
Mute		Passed	
Conference		Passed	

5.10.1 Summary of problems

5.10.1.1 MyIC SIP/Nomadic SIP/VoIP H323/Nomadic H323

Second incoming call alert does not stop even after disconnecting the second call. Test A10, SR 1-131097301

5.10.2 Summary of restrictions

5.10.2.1 PIMphony

Call controls are only available after the restart of PIMphony. It is mandatory to restart the application after the audio wizard. Test A1, SR 1-131842721

6 Appendix A - Subjective Measurements

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.

7 Appendix B – Test plan

The following tests have been performed for all softphones.

7.1 Audio wizard

NO	Test Case Description
A1	<p>Check that the Audio Wizard works fine with the headset</p> <ol style="list-style-type: none"> 1. In the PC where the Softphone is installed, Go to Start ->Control Panel -> in Control Panel->Sounds and Devices- > Audio Tab. 2. In this tab select the speaker and microphone as headset type 3. After detection if it asks for reboot need to do the same. 4. Once the PC comes up, start the SoftPhone and check the audio wizard is set to headset type. 5. Verify the Audio is fine by making calls. 6. Check the headset model name is correctly displayed in the Wizard

7.2 Incoming call

NO	Test Case Description
B1	<p>Call the softphone (in G711 A law) with an IPTouch (in G711 A law) and verify that the ringing tone is heard in the headset</p> <ol style="list-style-type: none"> 1. Make a call from IPTouch to the SoftPhone. 2. While Softphone is ringing, we can check the same in the headset by clicking + and - the volume and verify that the ringing tone is heard 3. Verify the call can be rejected (if feature provided by the headset)
B2	<p>Hook-Off from the Softphone and verify that the audio is established in both ways. Verify that the audio is clear, with good quality, no cracks and no blanks during 1mn</p> <ol style="list-style-type: none"> 1. Take the call with the Hook-off button from the Softphone. 2. On headsets with a touch screen (ex Jabra 9465), verify that the mute and release buttons are available 3. Check that the call is established and audio quality and volume is ok in both ways for both parties for at least 1 min
B3	<p>Verify the audio level adjustment by pulling up and down the sound in the headset</p> <ol style="list-style-type: none"> 1. In the incoming call, verify the audio of the call by pressing + and - in the headset. 2. Verify the volume is ok and maintained
B4	<p>Activate the Mute button from the Softphone and verify that it acts on the headset. Do it a few times.</p> <ol style="list-style-type: none"> 1. In the incoming call, activate the mute button and deactivate the same in Softphone. 2. Verify that the audio is muted, de-muted on the headset accordingly
B5	<p>Activate the Mute button on the headset and verify that it acts on the softphone. Do it a few times. Then Hook-on from the softphone.</p> <ol style="list-style-type: none"> 1. In the incoming call, activate the mute button and deactivate the same in the headset. 2. Verify that the audio is muted, de-muted on the headset accordingly
B6	<p>Re-do the tests 1 to 5, but Hook-Off and Hook-On from the headset button.</p>
B7	<p>The Softphone being in idle state, place a new incoming call to the softphone, Hook-Off from the softphone, check the audio is established, activate the Mute button and Hook-On from the headset</p> <ol style="list-style-type: none"> 1. Place an incoming call to the Softphone 2. Take the call from the SoftPhone by pressing the button and verify the audio is established in both ways for both parties 3. In the incoming call, activate the mute button and deactivate the same from the headset 4. Verify that the audio is muted, de-muted on the headset accordingly 5. Hook-On from the headset

NO	Test Case Description
B8	<p>The Softphone being in idle state, place a new Incoming call, Hook-Off from the softphone, check the audio is established , then place a second incoming call and Hook-On from the softphone</p> <ol style="list-style-type: none"> 1. Place an incoming call to the Softphone 2. Take the call from the softphone by pressing the button and verify the audio is established in both ways for both parties 3. Place a second incoming call to the softphone 4. Take the call from the softphone by pressing the button and verify the audio is established in both ways for both parties 5. Switch to the first call and verify the audio 6. Hook-On from the softphone
B9	<p>Use a softphone configured in G729 (via "Intra-domain compression" on OXE side), place an ISDN incoming call to the Softphone, Hook-Off from the headset, check the audio quality during 1mn, check the Mute button, and Hook-On from the Softphone</p> <ol style="list-style-type: none"> 1. Make an ISDN incoming call to the SoftPhone. 2. Check the ring tone and verify the same with the headset 3. Take the call from the headset and verify the audio quality and volume for 1min on both parties 4. Check Mute by activating and deactivating from the Softphone 5. Check Mute by activating and deactivating from the PC 6. Disconnect the call from the Softphone and check for the tone in the headset
B10	<p>The softphone being idle, place an ISDN incoming call to the Softphone, Hook-Off from the softphone and activate the Mute button. Place a second incoming call from the IPTouch to the softphone, let it ring 10 seconds. Release that second call and check that the first call is still muted. Then, deactivate the Mute button from the softphone, check the audio is ok in both ways and Hook-Off from the softphone.</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the Softphone and take the call from the softphone. 2. Check the audio level for few seconds 3. Mute this call from the softphone 4. Make another incoming call from IPTouch to the Softphone which is already active in the first call. 5. Check the tone for the indication of second call in the headset. 6. Check the ring tone for 10 seconds on the IP Touch 7. Then release the second call from the IP Touch and check the Muted first call is still in active. 8. Deactivate the mute from the softphone and verify the audio is ok in both ways for both parties of the call 9. Activate and Deactivate from PC the same and check the audio is ok in both ways for both parties of the call 10. Hook-Off from the softphone
B11	<p>The softphone being in idle state, place an ISDN incoming call to the softphone, Hook-Off from the softphone. Call the IP Touch, Hook-Off the IP Touch and activate the conference from the softphone. Check the audio on all 3 participants, Mute from the softphone, then Hook-Off from the softphone.</p> <p>Remark: the conference feature is not available on all softphones (see known restrictions)</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the Softphone and take the call from the softphone. 2. Check the audio level for few seconds 3. Make an outgoing call to IPTouch from the Softphone which is already active in other call. 4. Check the ring back tone and the audio in the headset for this call 5. Then from Softphone activate conference with the other two users. 6. Check the audio quality and volume is ok in both ways for the 3 participants 7. Check Mute by activating and deactivating from the softphone 8. Hook-Off from the softphone 9. Check that the ISDN call is connected to the IP Touch 10. Release the call
B12	<p>The softphone being in idle state, place an ISDN incoming call to the softphone, Hook-Off from the softphone. Make an inquiry call to an Internal number.</p>

NO	Test Case Description
	<ol style="list-style-type: none"> 1. Place an ISDN incoming call to the Softphone and answer the call from the softphone 2. Check the audio level for a few seconds 3. Make an inquiry call to an internal number 4. Check the incoming caller gets music on hold 5. Transfer the call from the softphone 6. Check the audio is ok in both ways for on the two parties after the transfer 7. Additionnally, test Enquiry Off instead of Transfer
B13	<p>Configure the softphone in auto-answer mode and check the audio</p> <ol style="list-style-type: none"> 1. Place an ISDN incoming call to the Softphone 2. Check that the call is automatically answered 3. Check the audio is ok in both ways for the 2 participants 4. Check Mute by activating and deactivating from the headset 5. Hook-Off from the headset <p>Remark: auto-answer mode is not available on all softphones (see known restrictions)</p>

7.3 Outgoing call

NO	Test Case Description
C1	<p>Call from the softphone (in G711 A law) an IPTouch (in G711 A law), use the softphone buttons to make the call and verify that the ringing tone is heard in the headset</p> <ol style="list-style-type: none"> 1. Make a call to IPTouch from the SoftPhone. 2. While IPTouch is ringing, check the ringback tone in the headset by clicking + and - the volume and verify the same.
C2	<p>Hook-Off from the IP Touch and verify that the audio is established in both ways. Verify that the audio is clear, with good quality, no cracks and no blanks during 1mn.</p> <ol style="list-style-type: none"> 1. Make a new outgoing call to IPTouch from the Softphone. 2. Check the ringback tone in the headset. 3. Take the call from IPTouch 4. Check that the call is established in both ways on both parties 5. Check the quality of the audio and volume in the headset for 1 min
C3	<p>Verify the audio level adjustment by pulling up and down the sound in the headset</p> <ol style="list-style-type: none"> 1. Verify the audio by + and - in the headset for 1 min.
C4	<p>Activate the Mute button from the Softphone and verify that it acts on the headset. Do it a few times.</p> <ol style="list-style-type: none"> 1. Activate the mute button and deactivate the same in Softphone and check the audio 2. Do it several times
C5	<p>Activate the Mute button on the headset and verify that it acts on the headset. Do it a few times.</p> <p>Then Hook-on from the IP Touch and check that the Softphone and the headset is released</p> <ol style="list-style-type: none"> 1. Activate the mute button and deactivate the same in the Headset and check the audio 2. Do it several times 3. Then disconnect the call from the IPTouch and check the tone in the headset.
C6	<p>Re-do the tests 1 to 5, but by setting the call via Hook-Off from the headset button and Hook-On from the Headset</p>
C7	<p>Use a softphone configured in G729 (via "Intra-domain compression" on OXE side) , place an ISDN outgoing call via Hook-Off from the headset, check the audio quality, check the Mute button, and Hook-On from the Softphone</p> <ol style="list-style-type: none"> 1. Make a ISDN outgoing call from the SoftPhone using the headset. 2. Take the call in IPTouch and verify the audio is established in both ways on both parties 3. Check the audio quality and volume for 1min. 3. Activate the mute button and deactivate the same in Softphone and check the audio 4. Release the call from the softphone

7.4 Defence

NO	Test Case Description
D1	Unplug headset <ol style="list-style-type: none"><li data-bbox="365 373 1187 401">1. During previous tests, unplug abruptly the headset in different situations<li data-bbox="365 401 805 428">2. Verify that the Softphone don't crash<li data-bbox="365 428 1235 455">3. Verify that when reconnecting the headset, the application behaves correctly

8 Appendix C - Partner escalation process

For presales and post support please refer to 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.

UK	0800 410014
Netherland	0800 7526876
BE/LUX	00800 75268766
France	0825 08 25 99
Germany	0800 242500
Italy	0800 950934
Iberia	902 415191
Finland	0201 550 550
Sweden	031 28 95 00
Denmark	44 35 05 35
Norway	23 17 3770
MEEA	+44 1793 842443

9 Appendix D - AAPP program

9.1 Alcatel-Lucent Application Partner Program (AAPP)

Complete e-business solutions at your disposal

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

The Alcatel-Lucent Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products:** Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.
- **Test and verify a comprehensive range of third-party applications:** to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Alcatel-Lucent Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, ...

Web site

If registered Application Partner, you can access the AAPP website at this URL:
<http://applicationpartner.alcatel-lucent.com>

9.2 Alcatel-Lucent.com

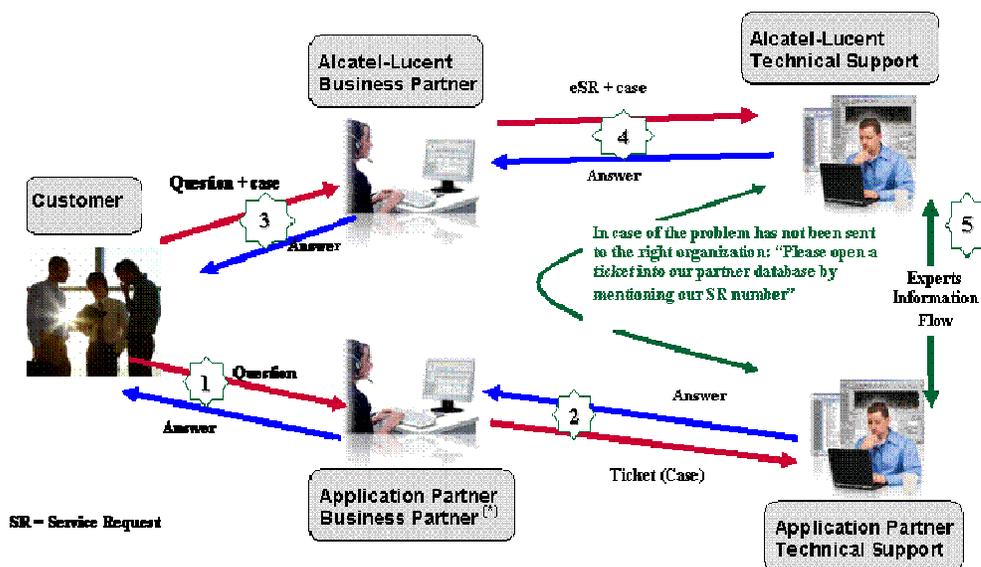
You can access the Alcatel-Lucent website at this URL: <http://www.Alcatel-Lucent.com/>

10 Appendix E - AAPP Escalation process

10.1 Introduction

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

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



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

10.2 Escalation in case of certified application/products

The Alcatel-Lucent support will be limited to applications with a valid Inter-Working Report (IWR). Known problems or remarks mentioned in the IWR will not be taken into account.

A valid IWR means an official IWR exists which is posted on the Alcatel-Lucent Enterprise Business Portal and mentions the same release/version of the software of both parties as those of the current customer installation (Or an official agreement between Alcatel-Lucent and the Third-Party exists to support the customer installation if the release/version doesn't match those mentioned in the latest IWR).

If there is an interworking issue, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.

In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.

In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility cannot be established.

In that case the following process applies:

- The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.
- The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case, the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc., related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do not exist.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not a guarantee of the availability of the solution. Please check the availability of the Inter-Working Report on the AAPP (Url: <https://private.applicationpartner.alcatel-lucent.com>) or Enterprise Business Portal (Url: [Enterprise Business Portal](#)) web sites.

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

10.3 Escalation in case of non-certified application/product

If an Alcatel-Lucent Business Partner escalates an issue where a 3rd party application is involved and the following conditions apply:

1. no IWR exist (not available on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,
2. Or the 3rd party company is referenced as AAPP participant but with no existing IWR,
3. Or the existing IWR is available but the release/version of the both parties (Alcatel-Lucent and 3rd-party) are not the same than those currently deployed at the customer site (see exception in Note 2).

In this case, the only responsibility of the Alcatel-Lucent Technical Support is to verify that the Alcatel-Lucent platform is correctly installed and configured for a standard use and that the Alcatel-Lucent equipment performs as expected. If that's the case, Alcatel-Lucent will be forced to close the case.

If the Alcatel-Lucent Business Partner, the customer or the 3rd party company need additional and specific involvement from Alcatel-Lucent, there are two options:

- Either request a quote for specific investigation and diagnosis (with no agreement to fix the issue),
- Or the AAPP program process is followed to officially certify the 3rd party application/product.

For both options, just send the request to the AAPP team (by opening an e-SR).

IMPORTANT NOTE 1: Even if the 3rd party company is able to demonstrate the issue is on the Alcatel-Lucent side, there is no obligation from Alcatel-Lucent to fix it (there is no official IWR established between the two parties).

IMPORTANT NOTE 2: For case 3, Alcatel-Lucent and the Third-Party company may decide to provide a document specifying the possible extension of the IWR by mentioning the list of releases/versions officially supported. (Another way is to update an existing IWR with new release/version compatibility).

10.4 Technical Support access

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

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

Alcatel-Lucent Business Partners Support Center for countries:

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

For other countries:

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

END OF DOCUMENT