



Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: iTesso
Application type: Hospitality / PMS
Application name: iTesso
Alcatel-Lucent Platform: OmniPCX Office



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

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Certification overview

Date of the certification	January 2013
Alcatel-Lucent's representative	Denis Lienhart
AAPP member representative	Geert Bruys
Alcatel-Lucent Communication Platform	OmniPCX Office
Alcatel-Lucent Communication Platform Release	R900/037.002 Office Link Driver v 2.3.5
AAPP member application version	3.15.2.31
Application Category	Hospitality dedicated software Healthcare dedicated software

Author(s):
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Revision History

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

Test results

☐ Passed
 ☐ Refused
 ☐ Postponed
☒ Passed with restrictions

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

IWR validity extension

None

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1 Introduction

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

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

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

2 Validity of the InterWorking Report

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

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

A new release is identified as following:

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

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

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

3 Limits of the Technical support

Technical support will be provided only in case of a valid InterWorking Report (see chapter 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 Application information

Application commercial name:	iTesso
Application version:	3.15.2.31
Interface type:	OHL/OLD
Interface version (if relevant):	V2.3.5

Brief application description:

iTesso is specifically suited for independent chains looking for a centralized solution with integrated distribution and multi-property capabilities. IDPMS can either be installed on-premise or in a hosted environment through a remote application implementation. IDPMS works seamlessly with our IDCRS product, a full service Central Reservation System. IDCRS is also two-way connected to most industry standard distribution platforms and the major Global Distribution Systems.

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

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

Features for hotel and hospitality applications

Interacting with OmniPCX Office :

The application interacts with the OmniPCX Office via TCP/IP OHL interfaces to manage hotel guest phone, real time billing of guest telephone call charges, wake up to the hotel Front Office System.

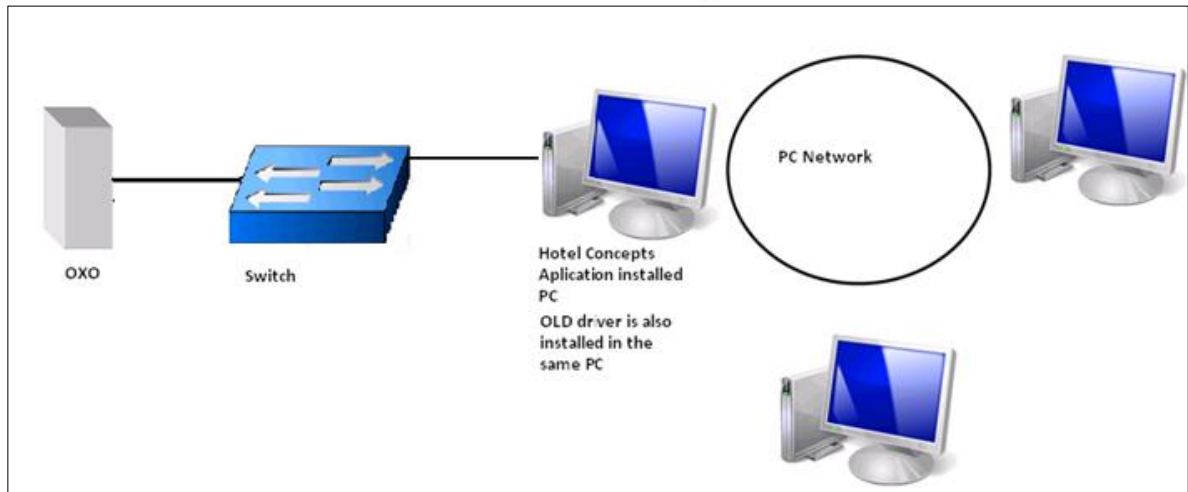
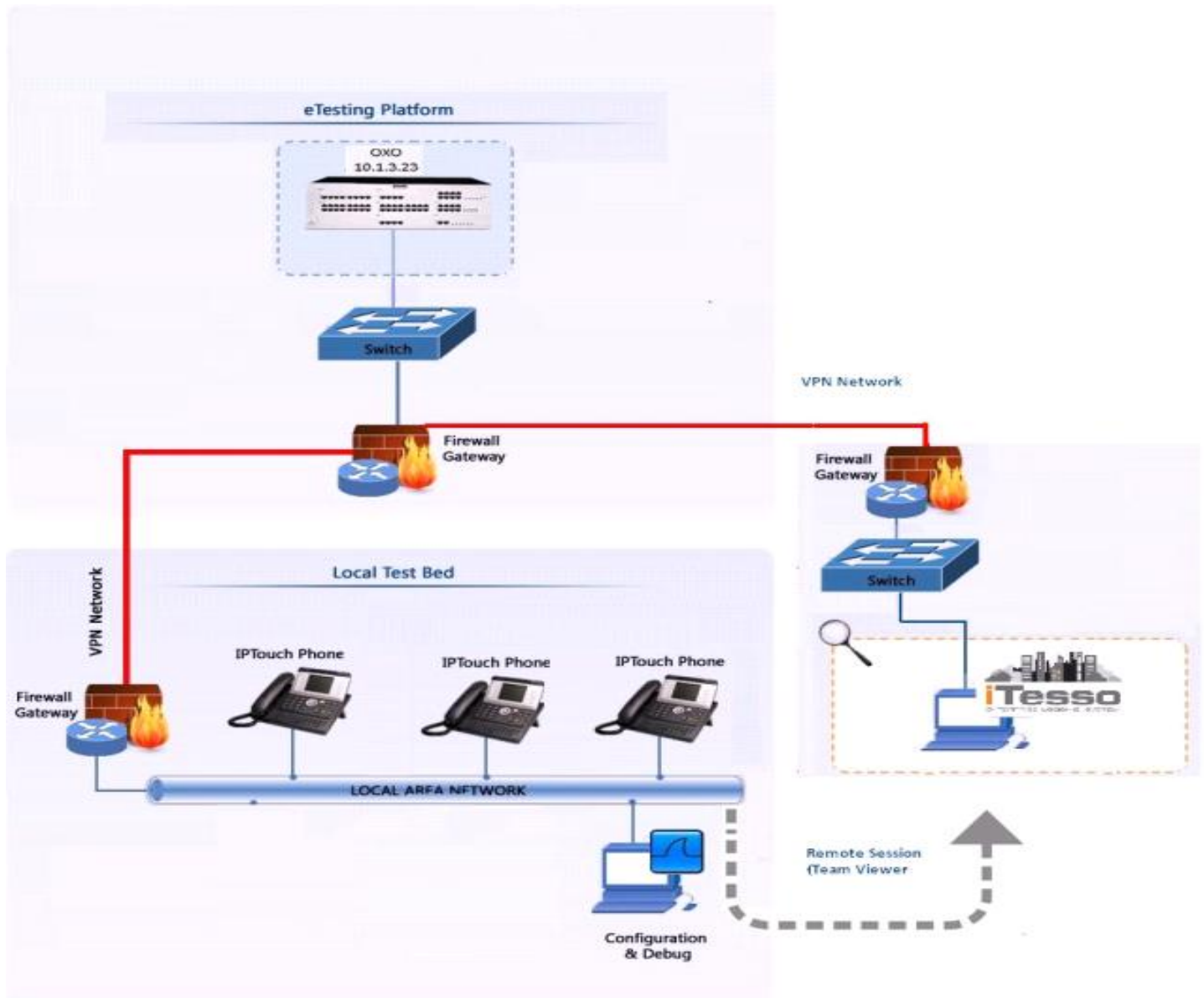


Figure 1 Basic Setup

5 Tests environment

Figure 1 Tests environment



5.1 Hardware configuration

Alcatel-Lucent Communication Platform:

- OmniPCX Office Rack
- Power CPU
- Release: R900/037.002
- OMC: R9.0.0_11.1a

Setup Details:

Setup Information OXO 1	
OXO 1 IP address	10.130.158.45
Domain name	Oxo1testing.proservtesting.com
Voicemail No	114 -121
Attendant No	100
OXO Extension Details used for test	
IP Touch extension numbers	IPset-1 : 150
	IPset-2 : 151
	IPset-3 : 152
	IPset-3 : 141
	Ipset-4 : 143

5.2 Software configuration

- **Alcatel Communication Platform:**
 - OmniPCX Office: R900/037.002
 - Office Link Driver: v2.3.5
- **Partner application**
 - Product name : iTesso
 - Version number = 3.15.2.31
 - Interface version number V 2.3.5

6 Summary of test results

6.1 Summary of main functions supported

Features	Status	Comments
Check-in	OK	Check in with wake up time is not supported.
Check-out	OK	
MODIFICATION of GUEST configuration	OK	Only modification of name and wake up time is supported.
Room status change	OK	Problem ID code is not supported.
Wake-Up events	OK	
Interrogation	N/A	Not supported
Re-initialization request	OK_But	Only full reinit is supported by the application. Partial reinit is not supported by the application.
Management of CALL TICKETS	OK	

6.2 Summary of problems

None

6.3 Summary of limitations

1. Partial reinitialization is not supported by the application. Potential desynchronization between the OmniPCX office and the Hotel concept application is possible
2. Room status change with problem ID code is not supported.
3. Check in with wake call timer is not supported. We have to check-in the guest and later send a modify frame to set the wake up timer.

6.4 Notes, remarks

None

7 Test Result Template

The results are presented as indicated in the example below:

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Test case 1 <ul style="list-style-type: none"> Action Expected result 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	Test case 2 <ul style="list-style-type: none"> Action Expected result 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The application waits for PBX timer or phone set hangs up
3	Test case 3 <ul style="list-style-type: none"> Action Expected result 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Relevant only if the CTI interface is a direct CSTA link
4	Test case 4 <ul style="list-style-type: none"> Action Expected result 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No indication, no error message
...	...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.

Test Case: describes the test case with the detail of the main steps to be executed the and the expected result

N/A: when checked, means the test case is not applicable in the scope of the application

OK: when checked, means the test case performs as expected

NOK: when checked, means the test case has failed. In that case, describe in the field "Comment" the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on AAPP Member side

Comment: to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

8 Test Results

8.1 Connectivity and set-up

8.1.1 Test objectives

These tests shall verify that the different components are properly connected and can communicate together (the external application and the Alcatel Communication Platform are connected and the interface link is operational).

8.1.2 Test results

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	OHL Driver Configuration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	Partner application	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.2 PBX <---> PMS - CHECK-IN from PMS Guest Room Number allocation by PMS

8.2.1 Test objectives

These tests shall verify that the check-in is performed as expected depending on the status of rooms and information to setup

8.2.2 Test results

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CIC101	Generate a check-in for a valid guest room extension number with guest name	Request = A Reply = I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC102	Generate a check-in for an invalid guest room extension number	Request = A Reply = JG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC103	Generate a check-in with an already checked-in room extension number	Request = A Reply = JA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC104	Generate a check-in with language parameter	Request = A Reply = I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC105	Generate a check-in with an wrong value in the language field	Request = A Reply = I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC106	Generate a check-in with wake-up call time	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC107	Generate a check-in with wrong wake-up call time (e. g. 99:99)	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC108	Generate a check-in with Dialling Restrictions (i.e. Barring)	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC109	Generate a check-in with a Deposit	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC110	Generate a check-in with a bad Deposit value (e. g. 10.00)	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC111	Generate a check-in and enable DND	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC112	Generate a check-in with password	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC113	Auto Allocate a DDI (Direct Dial Inwards) number to a checked - in GUEST ROOM	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC114	Auto Allocate a DDI (Direct Dial Inwards) number to a checked - in GUEST ROOM when there are	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
	no free DDI numbers available					
CIC115	Generate a check-in with bad language parameter	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC116	Generate a check-in with bad DND parameter	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC117	Generate a check-in with room extension forwarded to voicemail	Request = A Reply = I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC118	Generate a check-in with bad Password parameter (e. g. illegal characters)	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
CIC119	Generate a check-in for a room set which is out of service (check-in should still work!)	Request = A Reply = I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
Result	CHECK-IN from PMS with GUEST NUMBER allocation by PMS		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.3 PBX <---> PMS - MODIFICATION of GUEST configuration

8.3.1 Test objectives

Check the ability of the application to change GUEST configuration data

8.3.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
MOC 101	Modification of GUEST with new password	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
MOC 102	Modification with deposit	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
MOC 103	Modification of language parameter	Request = M Reply = M	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
MOC 104	Modification on Dialling Restrictions (i.e. Guest room outward dialling Barring)	Request = M Reply = M	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
MOC 105	Modification of the name	Request = M Reply = M	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MOC 106	Modification of the Wake up	Request = M Reply = M	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MOC 107	Modification of DND state	Request = M Reply = M	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
MOC 108	Modification of DDI number (eg. Allocate a new DDI to a room)	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
Result	MODIFICATION of GUEST configuration		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.4 PBX <---> PMS - ROOM STATUS change

8.4.1 Test objectives

Check the ability of the application to change the room status

8.4.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
STAT 101	Room status change message with maid room problem identification code from a room phone	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Problem ID Code not supported
STAT 102	Room status change message without maid problem identification code from a room phone	N/a	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
STAT 103	Room status change message with maid 'Clean' Status and 'no problem' code from a room phone	N/a	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Problem ID Code not supported
STAT 104	Room status change message with maid room 'Unclean' and 'problem' identification code from a room phone	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Problem ID Code not supported
STAT 105	Room status message with different problem (re-Initialization message) and status codes sent to the PMS from the PBX: e. g. Maid arrives in the room, room has be cleaned for a new guest or the same guest	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Problem ID Code not supported
Result	ROOM STATUS change		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.5 PBX <---> PMS - WAKE- UP events

8.5.1 Test objectives

Check the ability of the application to manage wake-up events

8.5.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
WUP 101	Wake-up message with normal answer	Request = M Reply = M	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WUP 102	Wake-up message with no answer	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
WUP 103	Wake-up message with busy line	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
WUP 104	Wake-up message with out of order line	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
WUP 105	Wake-up cancellation message	N/a	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wake up cancelled from admin set
WUP 106	Wake-up message generated by programming	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WUP 107	Wake-up message generated by modification	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wake up initiated from admin set.
WUP 108	Wake-up cancellation generated by modification message.	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wake up cancelled from admin set
Result	WAKE- UP events		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.6 PBX <---> Hotel Application - Management of CALL TICKETS: Station Message Detail Recording

8.6.1 Test objectives

Check the ability of the application to manage call tickets

8.6.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CAT 101	SMDR message of a charged outgoing call with pulses or cost. Call done on room extension.	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ticket received
CAT 102	SMDR message of a charged outgoing call with pulses or cost. Call done on booth extension	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CAT 104	SMDR message of a transferred outgoing call from GUEST to GUEST with pulses or cost	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PASS 2 tickets
CAT 105	SMDR message of a transferred outgoing call from an ADMIN extension to a GUEST with pulses or cost	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PASS 2 tickets
CAT 106	SMDR message of a non charged outgoing call (Free call destination e. g. 0800)	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CAT 107	SMDR message of an incoming call	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CAT 108	SMDR message of a transferred incoming call	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PASS 2 tickets
CAT 109	SMDR message of a transferred outgoing call from ROOM1 to ROOM2 which is forwarded on mail box	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CAT 110	SMDR message of a charged outgoing call with pulses or cost. Call done on booth phone using MTR and the charge assigned to a guest room	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Result	Management of CALL TICKETS: Station Message Detail Recording.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Works Fine

8.7 PBX <---> Hotel Application - Interrogation management followed by PBX <--->Hotel Application Guest Telephone Account

8.7.1 Test objectives

Check the ability of the application to get information from PBX using the Interrogation command

8.7.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
INT101	Asks for the Guest room extension telephone accounts.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
INT102	Asks for the Guest room extension telephone accounts using a Guest room number which is out of the range.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
INT103	Asks for the Guest room extension telephone accounts using a Guest room number which is not checked in.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
INT104	Asks for the Guest room extension telephone accounts Verify the management of Cost, Total Deposit and Guest balance.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported
Result	INTERROGATION management followed by Guest Telephone Account.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Supported

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

8.8.1 Test objectives

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

8.8.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
COC 101	Check Out of a guest room number	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 102	Check Out of a guest which room line is busy	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 103	Check Out of a guest with not consulted messages in the associated voice mail box	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 104	Check Out of an invalid guest room number	Request = D Reply = PG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 105	Check Out of a none checked in guest room number	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 106	Verify metering bills by checking out a guest room number	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 107	Verify metering bills by checking out a guest room number which was transferred from one room to another room and called from each of them	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COC 108	Verify metering bills by checking out a guest room number which call from a booth extension (i.e. MTR call assignment to a room by operator)	Request = D Reply = O	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Result	CHECK OUT GUEST NUMBER		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.9 PBX <---> Hotel Application = INIT REQUEST

PBX <---> Hotel Application = REINIT

8.9.1 Test objectives

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

8.9.2 Test procedure

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
REI101	Generate a reinit request for a specific GUEST room number - Full guest reinit.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
REI102	Generate a reinit request for a specific GUEST room number - Partial guest reinit.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
REI103	Generate a reinit request for a GUEST room number out of range	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
REI104	Generate a reinit request for a specific GUEST room number not checked in.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
REI105	Generate a reinit request for all GUESTS checked-in: - Full guest reinit.	Request = Reply =	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Only full reinit is supported by the application
REI106	Generate a reinit request for all GUESTS checked-in: - Partial guest reinit.	Request = Reply =	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported
Result	REINIT REQUEST REINIT		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OK BUT Application does not support partial Reinit.

8.10 Disruption of OHL Link

8.10.1 Test objectives

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

8.10.2 Test procedure

Step	Action	N/A	OK	NOK	Comment
DIS101	Cut the ethernet link between PMS interface and the OmniPCX Office: Generate some events like check-in, Phone allocations from the PMS . Establish the link and verify that the events are sent to the OmniPCX.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All information are sent to Hotel concept application but only room status and call ticket will be used
DIS102	Power off the PMS interface and generate some events from the OmniPCX Office side. Restart the interface and verify that the events are sent and taken in consideration on the PMS side	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DIS103	If the PMS is composed with several devices, the same tests have to be done by powering off and restarting separately the different devices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DIS104	Generate an XOFF on the OmniPCX Office . Generate some events on PMS. Send an XON on the OmniPCX Office side.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result	DISRUPTION OF OHL LINK	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

9 Appendix A : AAPP member's Application description

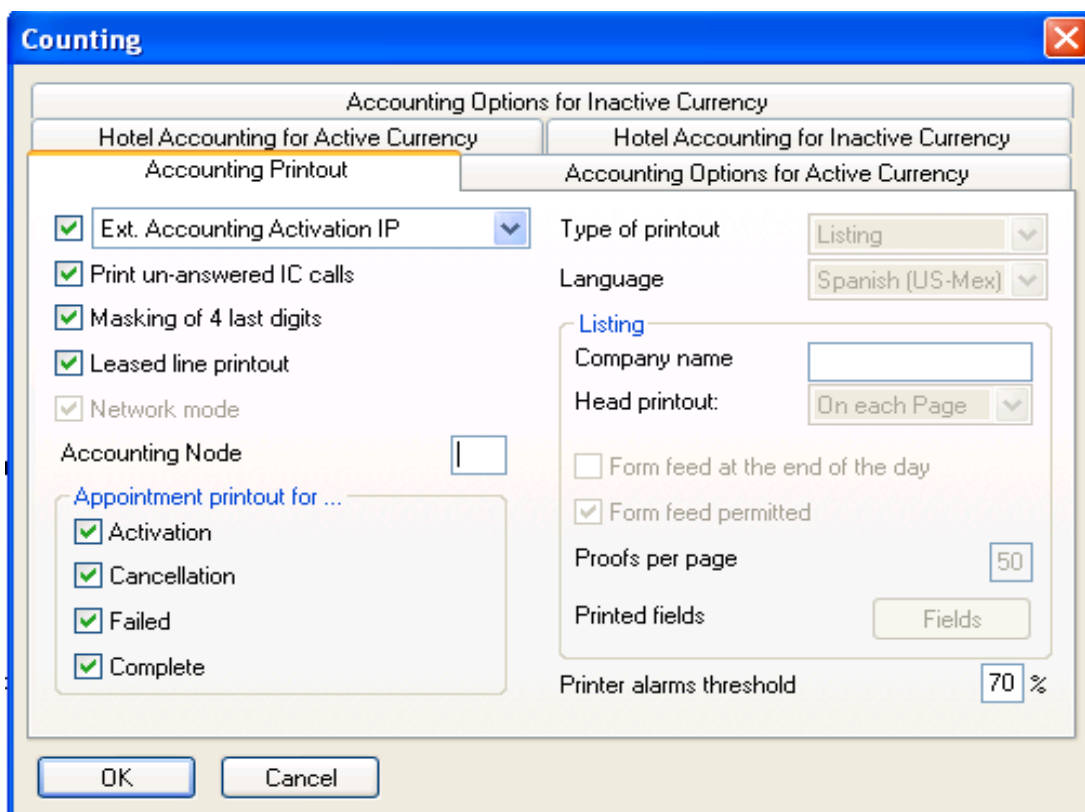


Hotel Concepts is specifically suited for independent chains looking for a centralized solution with integrated distribution and multi-property capabilities. IDPMS can either be installed on-premise or in a hosted environment through a remote application implementation. IDPMS works seamlessly with our IDCRS product, a full service Central Reservation System. IDCRS is also two-way connected to most industry standard distribution platforms and the major Global Distribution Systems.

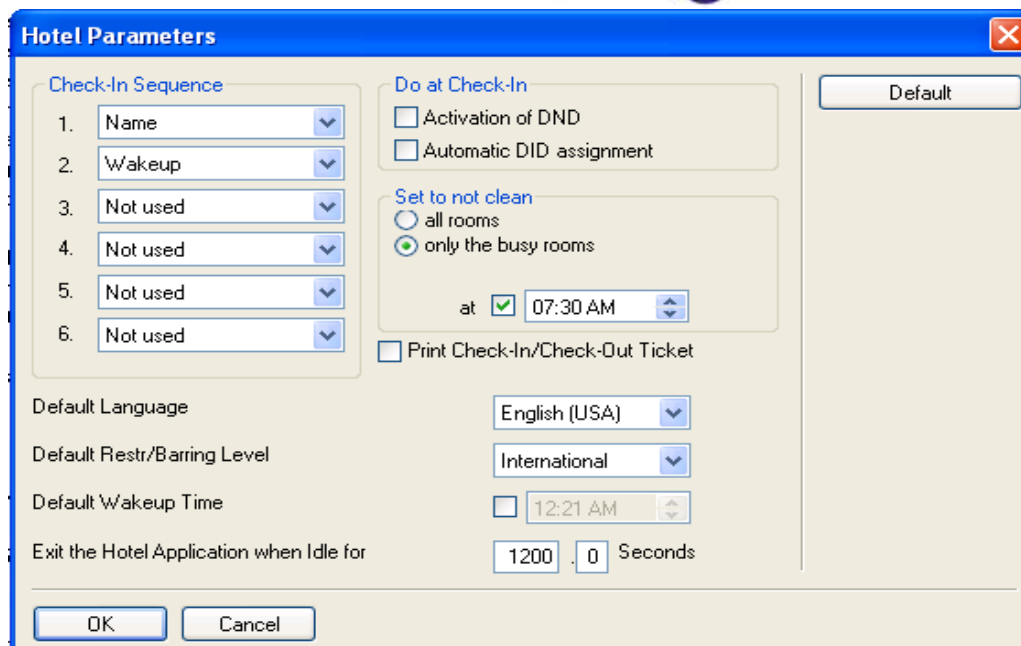
10 Appendix B: configuration requirements of the AAPP member's application

OXO have to be configured in hotel mode.

In Counting the accounting through IP should be activated.



We need to configure the checkin sequence in System miscellaneous > Hotel parameters



Hotel Parameters

Check-In Sequence

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

Do at Check-In

☐ Activation of DND

☐ Automatic DID assignment

Set to not clean

☐ all rooms

☒ only the busy rooms

at ☒ 07:30 AM

☐ Print Check-In/Check-Out Ticket

Default Language: English (USA)

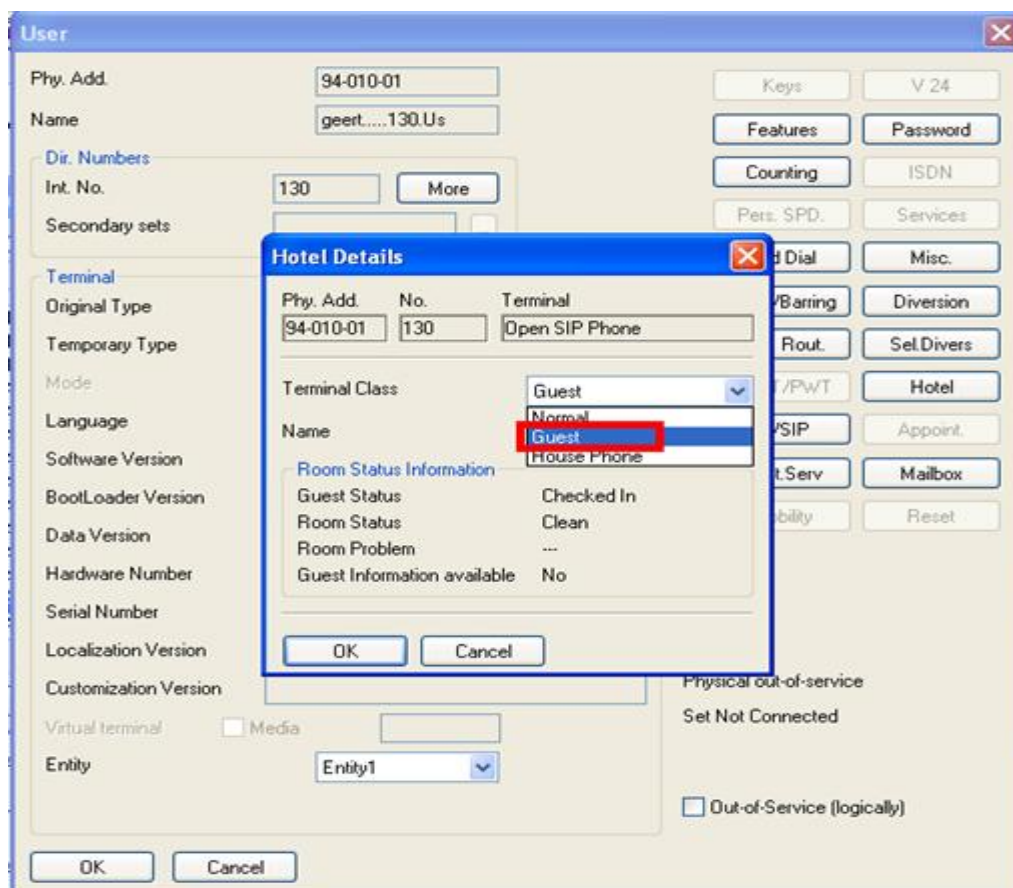
Default Restr/Barring Level: International

Default Wakeup Time: ☐ 12:21 AM

Exit the Hotel Application when Idle for: 1200 . 0 Seconds

Buttons: OK, Cancel, Default

The user extension has to be declared as a hotel set as displayed below.



User

Phy. Add.: 94-010-01

Name: geert.....130.Us

Dir. Numbers: 130

Int. No.: 130

Secondary sets: More

Terminal

Original Type: Open SIP Phone

Temporary Type:

Mode:

Language:

Software Version:

BootLoader Version:

Data Version:

Hardware Number:

Serial Number:

Localization Version:

Customization Version:

Virtual terminal: ☐ Media

Entity: Entity1

Buttons: OK, Cancel

Hotel Details

Phy. Add.: 94-010-01

No.: 130

Terminal: Open SIP Phone

Terminal Class: Guest

Name: Guest

Room Status Information

Guest Status: Checked In

Room Status: Clean

Room Problem: ---

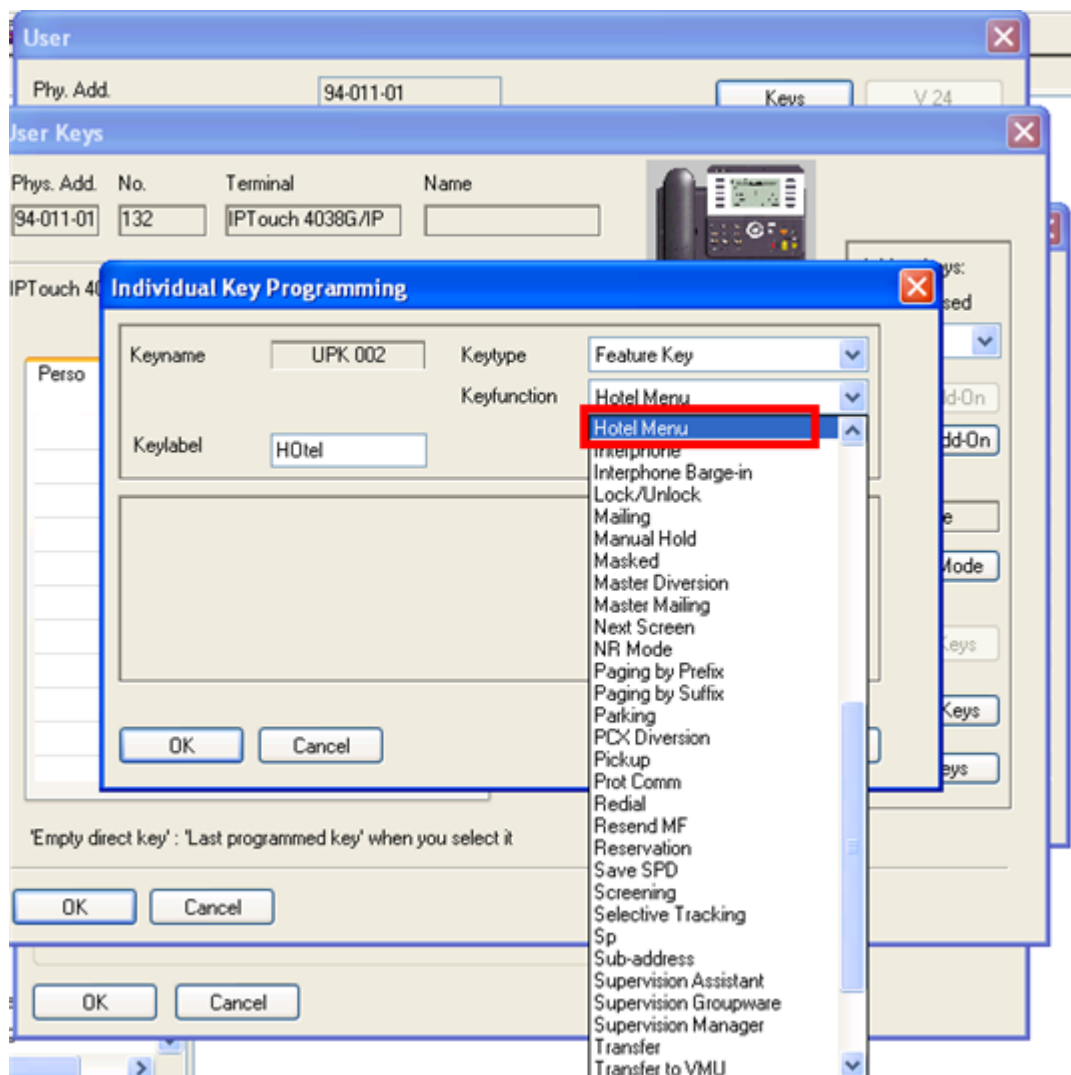
Guest Information available: No

Buttons: OK, Cancel

Physical out-of-service: Set Not Connected

☐ Out-of-Service (logically)

For admin user we need to create hotel key for access the hotel menu.



11 Appendix C: Alcatel Communication Platform: configuration requirements

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

Cold reset the OmniPCX using a Reflexes set via installer session (ie:- Reception set) after the system restarts select Hotel mode in the wizard session which appears on the Reflexe set . The OmniPCX will at the end of the wizard session request to perform a Warm reset. Proceed with the Warm reset after which Hotel mode is implemented . Note : During the wizard session also select the system default language and Voice mails for all sets .

OmniPCX Office settings for OLD:

Due to the analysis of the frames coming from the OmniPCX interface which generate OLD Messages, the OmniPCX Office must be configured using the PM5 configuration software as follows:-

- Hotel Parameters :
 - The "Print Check-In/Check-Out Ticket" check box must be checked.
- Metering Printout sheet :
 - The "External Metering Activation" check box should be checked.
 - Check boxes "Appointment printout" for "Activation, Cancellation, Failed, Complete"
 - Type of printout : "Listing"
 - Language : "English"
 - Head printout : "No header"
 - The "Form feed" check box must be deactivated
 - External metering Activation IP
- Metering: Printed Fields of Proof :
 - The following check boxes must be checked :
 - Charged User
 - Communication Type
 - Trunk Number
 - Date
 - Time
 - Duration
 - Amount of Taxes
 - Services
 - Facilities
 - Dialled Number
 - Cost
 - Initial user

Note : The fields indicated above are mandatory and therefore must be selected, more fields may be selected if required.

- Hotel Metering for Active Currency :

- Check the "Print Room Status Ticket at any manual status change"
- Set 0 as the value of the fields Prepayment Default and VAT fields of both "Hotel Metering for Active Currency" and "Metering Options for Active Currency" pages.
- Check "Cut if prepayment consumed".
- Click "OK" to confirm your configuration

- Noteworthy Address :

Change in Debug label ' OpeMetEna ' to equal value 01

12 Appendix D: AAPP member's escalation process

Support incident handling

Breda Office

Office hours Monday – Friday 09:00 – 17:30 (UTC +1)

Chasséveld 15-G

4811 DH Breda

The Netherlands

Tel: + 31 (0)76 530 53 63

Fax: + 31 (0)76 530 53 64

Atlanta Office

Office hours Monday – Friday 09:00 – 17:30 (UTC -5)

1389 Peachtree Street, NE

Suite 320

Atlanta, GA 30309

Unites States

Tel: +1 866 540 8512 Fax: +1-404-687 00 41

How to Report an incident:

- 1) Through our support portal <http://crmportal.itesso.com>.
- 2) Via e-mail to support@itesso.com.
- 3) Via phone to one of our dedicated phone numbers.

Although the offices might be closed, Hotel Concepts Support offers 24/7 support.

For urgent problems outside office hours, please contact support on one of the dedicated phone numbers.

Depending on the time of the day your call will be responded by our Breda or Atlanta Support staff.

In case all our support employees are on the phone working with other customers, your call will be routed to an external call center which will take a message and will contact a support employee as soon as possible.

For each reported incident, a case will be logged. For each case logged, we will confirm automatically the case number and details to the person who reported the incident and copy the default support contact of the hotel.

Incidents can be reported by any employee of the hotel, or the management company of the hotel.

Cases are divided into 3 categories:

Question

Questions will be answered as soon as time permits.

Request

Requests will be analyzed and handled as soon as time permits.

Some requests can be handled by our support department, others require a change in software or custom development (i.e. reports).

In these situations, the support case will be assigned to our R&D department who will further analyze the request.

You will receive an automated message when this is done.

Problem

Problems are subdivided based on the type of problem:

Priority 1: This high priority is only used when the PMS system is down. We will handle these cases directly and will try to resolve within 4 hours or provide a workaround (based on the nature of the problem).

Priority 2: This priority is used when the issue can result in a loss of revenue. We will handle these cases with priority and will try to resolve within 8 hours or provide a workaround (based on the nature of the problem).

Priority 3: This priority is used when the problem greatly disturbs the usage of the software. We will handle these cases as soon as possible and will try to resolve within 3 business days.

Priority 4: This priority is used for all minor issues. We will handle these cases as soon as possible and will try to resolve within 5 business days.

If a problem cannot be handled by the support department and a fix is needed in the software, it will be assigned to our R&D department, who will further analyze the problem and create a change request for our development team.

Depending on the type of problem it will be fixed in the next version, or a fix will be applied within the current version.

You will receive an automated message when any of these steps are taken, and support will contact you as soon as this new version is available to install.

Follow-up of your open cases:

Through our website portal, you can follow all your outstanding cases <http://crmportal.itesso.com>. You can also find knowledge base articles which might help you with your issues.

If you don't have an account to login to our portal, please send an e-mail to support@itesso.com requesting a login.

As most of the cases are hotel specific, our support department will need to connect remotely to your hotel. This connection can only be done through an internet connection.

Hotel Concepts has recently chosen Fastviewer as partner in remote connection.

A Fastviewer client must be installed on your server, for our support team to access your system.

The connection is a secure connection over HTTPS and is encrypted.

The remote servers are running in our own datacenter, and the following addresses need to be opened: remote.itesso.com & remote2.itesso.com.

Fastviewer gives a full trace on who connected when as needed in a PCI environment.

For access to a user desktop, the same Fastviewer connection is used, but a onetime client will need to be installed when access is needed.

13 Appendix E: AAPP program

13.1 Alcatel-Lucent Application Partner Program (AAPP)

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

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

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

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

Web site

The Application Partner Portal is a website dedicated to the AAPP members and potential candidates. It can be accessed at this URL:

<http://applicationpartner.alcatel-lucent.com>

13.2 Alcatel-Lucent.com

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

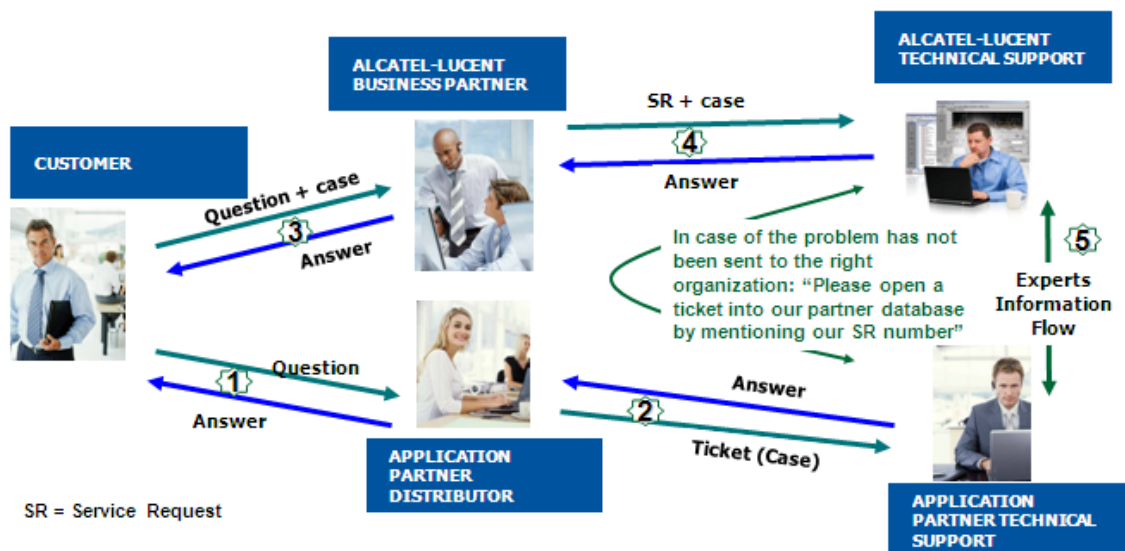
14 Appendix F: AAPP Escalation process

14.1 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

14.2 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.

14.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap **Erreur ! Source du renvoi introuvable.** “Validity of an Interworking Report”)
2. The 3rd party company is referenced as AAPP participant but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,
3. The 3rd party company is NOT referenced as AAPP participant

In all these cases, Alcatel-Lucent offers the “On Demand Diagnostic” service where Alcatel-Lucent will provide 8 hours assistance against payment.

14.4 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
