



## Alcatel-Lucent Application Partner Program Inter-Working Report

**Partner: Duvoice**  
**Application type: Hospitality**  
**Application name: PMS/ External Voicemail**  
**Alcatel-Lucent Enterprise Platform: OmniPCX  
Enterprise**



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

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### Certification overview

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Date of the certification	March 2016
ALE International representative	Frank Gadot
AAPP member representative	
Alcatel-Lucent Enterprise Communication Platform	OmniPCX Enterprise
Alcatel-Lucent Enterprise Communication Platform Release	R 11.2_L2.300.25c
AAPP member application version	Duvoice PMS 1.0 Duvoice Voicemail server 5.20
Application Category	Hospitality dedicated software Choisissez un élément.

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### Revision History

Edition 1: creation of the document – January 2016

## 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

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This document is the result of the certification tests performed between the AAPP member's application and Alcatel-Lucent Enterprise'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, ALE International 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 on:

- the Technical Support page of the Enterprise Business Portal (<https://businessportal.alcatel-lucent.com>) in the Application Partner Interworking Reports corner (restricted to Business Partners)
- the Application Partner portal (<https://applicationpartner.alcatel-lucent.com>) with free access.

## 2 Validity of the InterWorking Report

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

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

A new release is identified as following:

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

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

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

## 3 Limits of the Technical support

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For certified AAPP applications, Technical support will be provided within the scope of the features which have been certified in the InterWorking report. The scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing and identified limitations. All those details are documented in the IWR. The Business Partner must verify an InterWorking Report (see above “Validity of the InterWorking Report”) is valid and that the deployment follows all recommendations and prerequisites described in the InterWorking Report.

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 ALE International. Access to technical support by the Business Partner requires a valid ALE maintenance contract

For details on all cases (3<sup>rd</sup> party application certified or not, request outside the scope of this IWR, etc.), 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 ALE International is included in the solution between the certified Alcatel-Lucent Enterprise and AAPP member products such as a Session Border Controller or a firewall for example, ALE International will consider that situation as to that where no IWR exists. ALE International will handle this situation accordingly (for more details, please refer to Appendix F “AAPP Escalation Process”).



## 4 Application information

**Application commercial name:** Duvoice PMS / External Voicemail server

**Application version:** 1.0 / 5.20

**Interface version (if relevant):**

**Interface type:** AHL (Alcatel Hotel Link) or TCP/IP / SIP for voicemail

Alcatel Hotel Link (AHL) is a proprietary protocol on V24 or TCP/IP and designed to interface hospitality applications (hotels, hospitals, cruise ships ...).

### Brief application description:

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

PMS	
Room management	✓
Check-in/out	✓
Room status	✓
Wake-up	NA
Re-initialization request	✓

### Features for hotel and hospitality applications

5 Digit extension is a requirement from partner application. They support only 5 digit extension.

OXE can be setup in ROOM MANAGEMENT and guest management mode with room & guest manual mapping in OXE.

Check in (only from PMS) + Voicemail box opening.

Check out (only from PMS) + Voicemail box closing

Room modification (only from PMS)

- Name (only from PMS)
- Language (only from PMS)

Room status (only from PABX)

### Interacting with OmniPCX Enterprise :

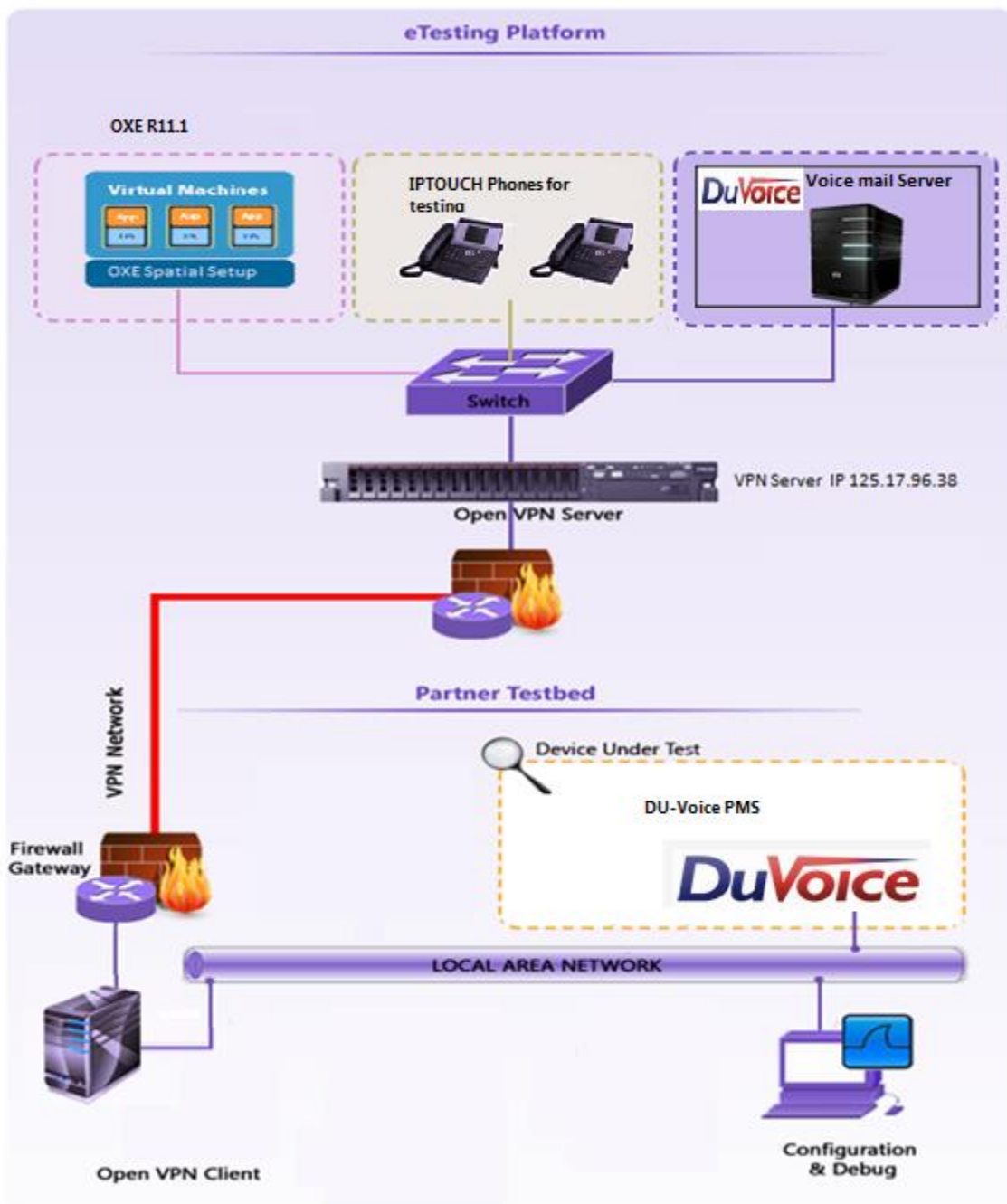
The application interacts with the OmniPCX Enterprise via TCP/IP AHL interfaces to manage hotel guest phone, real time billing of guest telephone call charges, wake up to the hotel Front Office System.

**External Voicemail**

<b>Voicemail</b>	
<b>Voicemail access using Trunk group</b>	✓
<b>Voicemail Use</b>	✓
<b>Message waiting indication</b>	✓

## 5 Test environment

Figure 1 Test environment



## 5.1 Hardware configuration

One server for PMS application  
One pc for Interface connection

- **OmniPCX Enterprise:**
  - CS (Call Server Processing Unit)
  - GD (Gateway driver processing Unit)
  - PRA T2 (ISDN Access)
  - MIX 2/4/4 (ISDN T0, digital & analog interfaces)
  - UA digital and analog sets
  
- **AHL interface:**
  - TCP/IP
- **Voicemail interface**
  - SIP

<b>OXE for Room management</b>	
OXE 1 IP address	10.9.224.238
Domain name	Node1.proservtesting.com
Voicemail No	8000
Attendant No	0
OXE Extension Details used for test	
Rooms extension	10001 to 10004

<b>OXE for Guest management</b>	
OXE 1 IP address	10.9.224.241
Domain name	Node4.proservtesting.com
Voicemail No	8000
Attendant No	0
OXE Extension Details used for test	
Room number	11601, 11602 , 11603
GPIN numbers	11611, 11612, 11613
Room ↔ GPIN extension Static Links.	11601 ↔ 11611 11602 ↔ 11612 11602 ↔ 11613 10001 ↔ 11802
External Voicemail Server IP	10.9.224.145

## 5.2 Software configuration

- **Alcatel-Lucent Enterprise Communication Platform:** OmniPCX Enterprise R11.2(L2.300.25c )
- **Partner Application :** Duvoice PMS 1.0  
Duvoice Voicemail serve DV500 v5.2

## 6 Summary of test results

### 6.1 Summary of main functions supported

#### PMS

Features	Implemented & tested	Comments
GUEST MANAGEMENT	OK	Static links between guest and room extensions was done to support guest management mode of OXE.
ROOM MANAGEMENT	OK	
ROOM STATUS	OK	
MODIFICATION (Room or Guest)	OK	
WAKE-UP events	NA	NOT IMPLEMENTED BY PMS
CALL TICKETS (SMDR)	NA	NOT IMPLEMENTED BY PMS
DATA TRANSFER	NA	NOT IMPLEMENTED BY PMS
VOICE MAIL attribution	NA	NOT IMPLEMENTED BY PMS
VOICE MAIL events	NA	NOT IMPLEMENTED BY PMS
REINITIALIZATION	OK	Only Full Reinitialization is implemented
SPATIAL REDUNDANCY	NA	NOT IMPLEMENTED BY PMS

#### Voicemail server

Features	Implemented & tested	Comments
SIP Option	OK	
SIP Authentication / SIP Register	OK	
SIP Voice Mail Use	OK	
SIP Voice Mail Link failure	OK	

## 6.2 Summary of problems

- Voicemail is not cleared once the user is checked out from the room. This issue is because we tested both PMS and voicemail as separate entities. If both are combined entities this issue will not occur.

## 6.3 Summary of limitations

### **PMS**

- Partial Re-initialization is not supported by the application.

### **Voicemail Server**

- There is a delay of 5 seconds for the message LED to turn off after the message is consulted.

## 6.4 Notes, remarks

- ⇒ Re-Initialization happens when the application connects to OXE.
- ⇒ The PMS sends check-in only with room number.
- ⇒ Room status management is done with 4 digit maid code.
- ⇒ 5 Digit extension type selected for hotel frame.
- ⇒ The external voicemail server extension is configured in the GPIN in the OXE.

### 6.4.1 Related to OXE configuration

- ⇒ Application works in room mode only. But to make it work with the guest management mode we statically created link between guest ID (GPIN) and room extension
- ⇒ Multi occupancy type is "Static per room". When you put STATIC PER ROOM, it simulates room management via AHL, but OXE stays in guest mode internally.

## 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	<b>Test case 1</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Test case 2</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The application waits for PBX timer or phone set hangs up
3	<b>Test case 3</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Relevant only if the CTI interface is a direct CSTA link
4	<b>Test case 4</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<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 ALE International 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 TCP/IP connection and Keep-alive mechanism

(Mandatory)

Test Case Id	Test Case	N/A	OK	NOK	Comment
CNX101	<b>PMS connects to PBX over TCP/IP</b> <ul style="list-style-type: none"> <li>➤ PMS send TCP packet containing @FFFF</li> <li>➤ PBX send back ACK</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CNX102	<b>PMS sends keep-alive to PBX</b> <ul style="list-style-type: none"> <li>➤ PMS sends frame \$FFFF every 30 seconds</li> <li>➤ PBX do not answer with Ack</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CNX103	<b>PBX send keep-alive to PMS</b> <ul style="list-style-type: none"> <li>➤ PBX sends frame \$xxxx to PMS, with xxxx equal to node number, every 30 seconds</li> <li>➤ PMS do not answer with Ack</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>Connection and Supervision of TCP/IP link.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

To check the correct connection and supervision of link, you have to trace it on the Pbx side using the following procedure:

- Modify the management of computer link
  - a. use mgr or 8770
  - b. go to Application/Hotel/down/computer link
  - c. for parameter "LINF Parameter" set the value "-a" (minus and a)
  - d. then on mtcl prompt > enter the command "traced".
- In tracing, you'll find the following "sentences" to show the connection from PMS and the keep-alive from both sides:
  - Connection from PMS (acked by Pbx)
    - > **MASTER : read from EXT APP "(STX)@FFFF(ETX)"** // Pbx read from computer link the connection frame.
    - > **MASTER write to node FFFFFFFF "(ACK)"** // Pbx write to computer link the Ack frame to send to PMS.
  - Keep-alive from Pbx to PMS (not to be acked)
    - > **MASTER write to node FFFFFFFF "(STX)\$0002(ETX)"** // Pbx write to computer link the frame for keep-alive, here this PBX is node 0002.
  - Keep-alive from PMS to PBX (not to be acked)
    - > **MASTER : read from EXT APP "(STX)\$FFFF(ETX)"** // PBX read the keep-alive of PMS.



## 8.2 PMS → PBX - Check in with Room Extension

(mandatory in case of Room management)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CIR101	Generate a check-in without PWD	Reply= I with Room extension and PWD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIR102	Generate a check-in with PWD (PWD sent by the PMS)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIR103	Generate a check-in with an invalid Room Extension	Reply=INV JG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIR104	Generate a check-in with an already checked-in Room extension	Reply=INV JA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIR105	Generate a check-in with deposit	Reply=I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIR106	Generate a check-in with V.I. P. status		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIR107	Generate a check-in with language parameter		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIR108	Generate a check-in with wake-up call time		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIR109	Generate a check-in with Direct Output Restrictions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>CHECK-IN with ROOM EXTENSION</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.3 PMS ← PBX - Check-in with Room number with static Guest Management (with Static allocation on PBX)

(mandatory in case of Guest management)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CIC201	Generate a check-in without PWD	Reply= I with PWD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The password PWD is proposed by the PBX
CIC202	Generate a check-in with PWD (PWD sent by the PMS)	Reply= I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIC203	Generate a check-in with an invalid room extension	Reply =INV JG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC204	Generate a check-in with Status PBX : No DID Number available	Reply=INV JG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIC205	Generate a check-in with deposit	Reply= I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIC206	Generate a check-in with V.I. P. status	Reply= I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC207	Generate a check-in with language parameter	Reply= I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC208	Generate a check-in with wake-up call time	Reply= I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not supported by the PMS
CIC209	Generate a check-in with Direct Output Restrictions (Class of service)	Reply= I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CIC210	Generate a check-in followed by an allocation with an invalid room extension	Reply= BR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CIC211	Generate a check-in with voice mail attribution	Reply= I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Voicemail needs to be mapped to guest / room number statically.
<b>Result</b>	<b>CHECK-IN WITH GUEST NUMBER</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 8.4 PMS ← PBX - ALLOCATION of room extension to a Guest

### (Mandatory in case of Guest management)

Since the allocation was done statically, we skipped this tests. The GPIN and the room number is mapped manually for making the PMS work in Guest management mode.

The static link is created

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
ALL101	Allocation of a GUEST to an extension with room state = room cleaned		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL102	Allocation of a GUEST to an extension with room state = room to be cleaned for a new guest or the same guest a) Execute ( PBX initialisation). b) Refuse (PBX initialisation).	a) execute with Reply=INV AO. b) Refuse with Reply=INV BO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL103	Allocation of a GUEST to an extension with a GUEST NUMBER out of range ( it doesn't exist)	Reply=INV BG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL104	Allocation of a GUEST to an extension with a GUEST NUMBER not checked-in.	Reply=INV BA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL105	Allocation of a GUEST to an extension with overbooking:a) With overbooking authorization on PBX.B) With no overbooking authorization on PBX.	a) execute with Reply=INV AO. b) Refuse with Reply=INV BU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL106	Allocation of a GUEST to an extension which is out of range ( ex: it doesn't exist).	Reply=INV BR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL107	Allocation of a GUEST from a ROOM EXTENSION to another ROOM EXTENSION with DID and NONDID Guest numbers affected to both ROOMS.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL108	Allocation of a GUEST to a dynamic suite extension).		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ALL109	Retire a GUEST of a ROOM EXTENSION		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>ALLOCATION of room extension to Guest</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## 8.5 PMS → PBX - Modification of Guest or Room configuration

(mandatory in case of Guest management)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
MOC102	Modification of GUEST with NEW PWD (only for Guest)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC103	Modification of GUEST with an invalid GPIN (only for Guest)	Reply=INV NG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC104	Modification with an no checked-in GPIN (only for Guest)	Reply=INV NA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC107	Generate a chek-in with GPIN and an unavailable PWD (only for Guest)	Reply=INV NP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC108	Modification with deposit		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC109	Modification of V.I. P. status		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MOC110	Modification of language parameter		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MOC111	Programmation on wake-up call time		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	it sends the WU order to the PBX one hour before the WU time
MOC112	Modification and delation wake-up call time		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC113	Wake-up call not answered		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC114	Modification of Class of service		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC115	Programation on wake-up call time from phone set		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC116	Modification of message waiting status (Switch on the LED message)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MOC117	Modification of the name		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MOC118	Modification in DND state		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>MODIFICATION of GUEST/ROOM configuration</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 8.6 PBX → PMS - Room status change

(optional)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
STAT101	Room status message with maid identification code		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OK
STAT102	Room status message without maid identification code		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Status 1 & 2 only are managed by the application (If different from 1: To be cleaned)
STAT103	Room status message with different status managed by the PMS: Ex: Maid arrives in the room, room has be cleaned for a new guest or the same guest etc....		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>ROOM STATUS change</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Note : to perform a Room status change, enter the prefix followed by a digit between 0 and 9 and release the line.

## 8.7 PBX → PMS - Wake Up events

(optional)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
WUP101	Wake-up message with normal answer from PMS		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP102	Wake-up message with no answer		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP103	Wake-up message with busy line		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP104	Wake-up message with out of order line		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP105	Wake-up message with cancellation		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP106	Wake-up message generated by programming from a phone set		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP107	Wake-up message generated by modification from a phone set		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WUP108	Wake-up cancellation generated by modification message from a phone set		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>WAKE- UP events</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.8 PBX → PMS - Management of Call Tickets (Station Message Detail Recording)

(Mandatory) Extended call ticket (frame K) / Reduced ticket (frame J)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CAT101	SMDR message of a charged outgoing call with pulses and costs Call done on room extension		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pulses = OK Cost = OK Duration = OK
CAT102	SMDR message of a charged outgoing call with pulses or cost. Call done on booth extension .		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pulses = OK Cost = OK Duration = OK
CAT104	SMDR message of a transfered outgoing call from room to room with pulses		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CAT105	SMDR message of a transfered outgoing call from an ADMIN extension to a GUEST with pulses or cost		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CAT106	SMDR message of a non charged outgoing call (Call not answered)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CAT107	SMDR message of an incoming call		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CAT108	SMDR message of a transfered incoming call		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CAT110	Management SMDR messages for a Guest number		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CAT110	SMDR message of a transfered outgoing call from ROOM1 to ROOM2 which is forwarded on mail box		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>Management of CALL TICKETS:</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.9 PBX → PMS - Data Transfer Management (Mini-Bar)

(optional)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
DAT101	Generates a DATA TRANSFER message by MiniBar prefix and with informations in data field .		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MAXI 6 DIGITS PER ITEM 1 ITEM PER MESSAGE
DAT102	Generates DATA TRANSFER messages by MiniBar prefix with more than 20 characters in data field .It's possible by generating a # character, that permits to send immediatly a first DATA TRANSFER message followed by an other one with the rest of the character		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DAT103	If more than one code is used, do the same tests for each code.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>DATA TRANSFER Management</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.10 PMS → PBX - Interrogation management followed by PBX → PMS - Guest Telephone Account

(optional)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
INT101	Asks for the GUEST or ROOM EXTENSION telephone accounts.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INT102	Asks for the GUEST or ROOM EXTENSION telephone accounts with GUEST Number or ROOM EXTENSION out of range.	Reply=INV RG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INT103	Asks for the GUEST or ROOM EXTENSION telephone accounts with GUEST Number or ROOM EXTENSION not checked-in.	Reply=INV RA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INT104	Asks for the GUEST or ROOM EXTENSION telephone accounts. Verify the management of Cost, Total Deposit and Guest balance.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>INTERROGATION management followed by Guest Telephone Account.</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## 8.11 PMS → PBX - Voice mail attribution (F records)

(optional) Type of Omni Message: A4645

Duvoice uses its own application

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
VAT101	Open a GUEST voice mail box		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT102	Open a ROOM extension voice mail box		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT103	Open a voice mail box on GUEST number out of range	Reply=INV WG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT104	Open a voice mail box on ROOM extension out of range	Reply=INV WG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT105	Open a voice mail box on GUEST number non checked-in	Reply=INV WA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT106	Open a voice mail box on ROOM extension not checked in	Reply=INV WA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT107	Open a voice mail box on GUEST number with no more mail box available on PBX (this test is performed after the mail box is full)	Reply=INV WX	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT108	Open a voice mail box on ROOM EXTENSION with no more mail box available on PBX (this test is performed after the mail box is full)	Reply=INV WX	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT109	Open a voice mail box on GUEST with voice mail out of range or not linked on PBX (This test is performed by removing the directory voice mail number from hotel management)	Reply=INV WV	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 110	Open a voice mail box on ROOM EXTENSION with voice mail out of range or not linked on PBX (This test is performed by removing the directory voice mail number from hotel management)	Reply=INV WV	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 111	Open a voice mail box on GUEST number which already owns a mail box	Reply=INV WZ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 112	Open a voice mail box on ROOM extension which already owns a mail box	Reply=INV WZ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 113	Open a voice mail box on GUEST number by generating a false code in action field.	Reply=INV WJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 114	Open a voice mail box on ROOM EXTENSION by generating a false code in action field.	Reply=INV WJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 115	Open a voice mail box on GUEST number by generating a false code identification in the message	Reply=INV WK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

VAT 116	Open a voice mail box on ROOM EXTENSION by generating a false code identification in the message	Reply=INV WK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT 117	Close a GUEST voice mail box		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT118	Close a ROOM extension voice mail box		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Only during the CO
VAT119	Close a GUEST voice mail box which is working at this moment	Reply=INV WW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT120	Close a ROOM extension voice mail box which is working at the moment	Reply=INV WW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT121	Close a GUEST voice mail box which has not consulted messages	Reply=INV WM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VAT122	Close a ROOM extension voice mail box which has not consulted messages	Reply=WM (The PBX must always Execute (Check-out if voice mail = True ) because the PMS does not take account the Reply record)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>VOICE MAIL Attribution</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.12 PBX → PMS Voice mail events

(optional) Type of Omni Message : A4645

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
VEV101	Voice mail event after box is becoming empty.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV102	Voice mail event after a message has been deposited in an empty mail box.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV103	Voice mail event after a message has been deposited in a non empty mail box.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV104	Voice mail event after a message deposit generates an overflow state..		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV105	Voice mail event on a non allocated GUEST Number after a message has been deposited in an empty mail box..		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV106	Voice mail event on a non allocated GUEST Number after a message has been deposited in a non empty mail box..		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV107	Voice mail event on a non allocated GUEST: - Allocate the GUEST. - Listen messages and remove them.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV108	Listen messages on a non empty mail box after checking out the Room extension		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VEV109	Check-in a guest or room extension which mail box isn't empty.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>VOICE MAIL events</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.13 PMS → PBX - DYNAMIC SUITES

(optional, relevant only in case of Guest management)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
SUI101	Create a suite with managing extension and moved slave extension		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI102	Create a suite with managing extension and moved first level suite extension		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI103	Create a suite with an out of range managing extension and moved slave extension	Reply INV SG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI104	Create a suite with a managing extension and a moved slave extension out of range	Reply INV SR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI105	Create a suite with managing extension already in a suite	Reply INV SU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI106	Allocate GUEST number to a suite		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI107	Substract a slaved extension from the suite		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI108	Substract a slaved extension which doesn't belong to the suite from the suite	Reply INV SU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUI109	Allocate a guest to a slave extension	Reply INV SU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>DYNAMIC SUITES</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.14 PMS → PBX - Check-out with Guest Management

(mandatory in case of Guest management)

Du Voice PMS always manages only with room number. Even for guest management we used static allocation and used only room number for checkin. So we are skipping this part.

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
COC101	Check-out of a guest Number		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC102	Check-out of a guest which room line is busy . PBX configuration: <b>execute</b> the command.	Reply = OL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC103	Check-out of a guest which room line is busy . PBX configuration: <b>refuse</b> the command.	Reply = PL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC104	Check-out of a guest with not consulted messages in the associated voice mail box . PBX configuration: <b>execute</b> the command.	Reply = OM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC105	Check-out of a guest with not consulted messages in the associated voice mail box . PBX configuration: <b>refuse</b> the command.	Reply = PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC106	Check Out of an invalid guest Number	Reply = PG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC107	Check-out of a Not checked in guest Number	Reply = PA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC108	Check out with no guest in room	Reply = PU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC109	Verify metering bills by checking out a guest number		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC110	Verify metering bills by checking out a guest number which was transferred from one room to another room and called from each of them.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC111	Verify metering bills by checking out a guest number which called from a booth extension		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COC112	Check Out of a GUEST which is not allocated to a ROOM.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>CHECK-OUT OF GUEST NUMBER</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.15 PMS → PBX - Check out with Room/Guest Management

(mandatory in case of Room management)

Even for guest management Duvoice PMS manages only with room numbers, so we performed the same tests in both OXE room and guest management.

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
COR101	Check Out of ROOM extension		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COR102	Check Out of a extension which room line is busy. PBX configuration: <b>execute</b> the command.	Reply = OL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COR103	Check Out of a room extension which room line is busy . PBX configuration: <b>refuse</b> the command.	Reply = PL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COR104	Check Out of a room extension with not consulted messages in the associated voice mail box . PBX configuration: <b>execute</b> the command.	Reply = OM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COR105	Check Out of a room extension with not consulted messages in the associated voice mail box. PBX configuration: <b>refuse</b> the command.	Reply = PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COR106	Check Out of an invalid room extension	Reply = PG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COR107	Check Out of a Not checked in room extension	Reply = PA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COR108	Verify metering bills by checking out a room extension		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>CHECK OUT WITH ROOM NUMBER MANAGEMENT</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 8.16 PMS → PBX - Night Audit Request

(optional)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
NAU101	Generate a NightAudit		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>NIGHT AUDIT REQUEST</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 8.17 PMS → PBX - Reinit Request // PBX --> PMS - Re-init Database

(Recommended)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
REI101	Generate a re-init request for a Guest or a Room extension - Full guest re-init		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
REI102	Generate a re-init request for a Guest or a Room extension - Partial guest re-init		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
REI103	Generate a re-init request for a Guest or a Room extension out of range	Reply = INV TG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
REI104	Generate a re-init request for a Guest or a Room extension not checked in	Reply = T	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
REI105	Generate a re-init request for every GUESTS or ROOM extensions checked-in...: Full guest re-init.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
REI106	Generate a re-init request for every GUESTS or ROOM extensions checked-in...: Partial guest re-init.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>RE-INIT REQUEST</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Note : the strings send back are the same for a Full guest or a Partial guest re-init.

## 8.18 Spatial Redundancy Com Server

(Optional)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
SRC101	Check that management is correct for Spatial Redundancy Com Server configuration. Update should be done on Main and Stand-By Com Server.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SRC102	Running on MAIN 1 Com Server, switch over to second one by using command "bascul" and check that PMS and PBX still communicate over AHL Link.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SRC103	Running on MAIN, cut the ethernet link of that Main Com Server and system should switch-over then check correct operation of Hotel Link.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SRC104	Check that when second com server become Stand-By, the Hotel link is still active and messages are properly processed by PBX.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>Spatial Redundancy Com Server</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## 8.19 Disruption of AHL Link

(Mandatory)

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
DIS101	Cut the link between PMS interface and the PBX : Generate some events like wake-up and call-tickets on <b>PBX side</b> . Establish the link and verify that the events are taken into consideration on PMS side		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Both Wake up and call tickets are not supported.
DIS102	Cut the link between PMS interface and the PBX : Generate some events like check-in, allocations on <b>PMS side</b> . Establish the link and verify that the events are sent to the PBX.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DIS103	Cut the link between PMS interface and the PBX : Generate some events like wake-up and call-tickets on PBX side until the buffer is full. Establish the link and verify that the events are taken into consideration on PMS side		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DIS104	Power off the PMS interface and generate some events on PBX 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"/>	
DIS105	If the PMS is composed with several devices, the same tests has to be done by powering off and restarting separatly the different devices.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>DISRUPTION OF TCP/IP AHL LINK</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 8.20 External Voicemail server

The External voice mail and PMS are two parts of the Duvoice server. We had to test these components separately.

### 8.20.1 PMS Voice Mail ↔ PBX - SIP Options (Optional)

Test Case Id	Test Case	N/A	OK	NOK	Comment
SOP101	<b>SIP Options from TPA to OXE</b> <ul style="list-style-type: none"> <li>TPA sends a SIP options request,</li> <li>Alcatel OmniPCX Enterprise responds with a proper answer 200-OK.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SOP102	<b>SIP Options from OXE to TPA</b> <ul style="list-style-type: none"> <li>Alcatel OmniPCX Enterprise sends a SIP options request</li> <li>TPA responds with a proper answer 200-OK.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Result	<b>SIP Option for link monitoring</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.20.2 PMS Voice Mail ↔ PBX - SIP Authentication and Registrar

Test Case Id	Test Case	N/A	OK	NOK	Comment
SAR101	<b>SIP Trunk with authentication TPA to OXE:</b> <ul style="list-style-type: none"> <li>Setup TPA in trunk mode with authentication for Outgoing</li> <li>Setup Alcatel-Lucent OXE for Incoming accordingly</li> <li>Generate a test call from TPA Web interface with Wake-up call.</li> <li>Check that the call is accepted, that the phone rings and that a voice message is played.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SAR102	<b>SIP Trunk with authentication OXE to TPA:</b> <ul style="list-style-type: none"> <li>Setup TPA in trunk mode with authentication for Incoming</li> <li>Setup Alcatel-Lucent OXE for Outgoing accordingly</li> <li>make a call from OXE,</li> <li>Check that the call is accepted and TPA sends the 200-OK.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SAR103	<b>SIP Trunk without authentication:</b> <ul style="list-style-type: none"> <li>Setup TPA in trunk mode without authentication</li> <li>Setup Alcatel-Lucent OXE accordingly(see Annex)</li> <li>Generate a test call from TPA Web interface.</li> <li>Check that the call is accepted, that the phone rings and that a voice message is played.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No registration and no authentication.
SAR104	<b>SIP Registration from TPA</b> <ul style="list-style-type: none"> <li>Setup TPA in trunk mode with SIP registration</li> <li>Setup Alcatel-Lucent OXE accordingly(see Annex)</li> <li>Check that the Register is correctly sent by TPA to OXE.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	TPA does not send re-register for the 401 unauthorised sent by OXE.
SAR105	<b>SIP Registration from OXE</b> <ul style="list-style-type: none"> <li>Setup OXE SIP Ext Gw with SIP registration</li> <li>Setup Alcatel-Lucent OXE accordingly(see Annex)</li> <li>Check that the Register is correctly sent by OXE to TPA.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.

Test Case Id	Test Case	N/A	OK	NOK	Comment
Result	<b>SIP Authentication and Registration</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

### 8.20.3 PBX ↔ PMS – SIP Voice mail use

Test Case Id	Test Case	N/A	OK	NOK	Comment
SVM101	<b>Voice mail call from any phone</b> <ul style="list-style-type: none"> <li>Direct Call the external SIP Voice mail after it has been configured.</li> <li>Check the operation.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SIP authentication was set to none in all the following test cases.
SVM102	<b>Voice mail routing for a Guest</b> <ul style="list-style-type: none"> <li>Check-in a guest with a voice mail attributed by PMS to its embedded Voice Mail.</li> <li>Call a Guest and follow routing to the external Voice Mail,</li> <li>Check that message led is switched on.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SVM103	<b>Voice mail routing from external correspondent</b> <ul style="list-style-type: none"> <li>Make external incoming call to guest</li> <li>Call get routed to Voice mail</li> <li>Leave a message</li> <li>Message led is switched- on</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SVM104	<b>Check MWI Message LED</b> <ul style="list-style-type: none"> <li>Guest room extension have his LED on</li> <li>Read the voice message</li> <li>Check that the LED is switched off.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SVM105	<b>Consult voice messages</b> <ul style="list-style-type: none"> <li>Guest consult its voice messages by dialling the prefix,</li> <li>Listen and delete all messages,</li> <li>Message led is switched off.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SVM106	<b>Close voice mail box while check-out</b> <ul style="list-style-type: none"> <li>Leave a message to a guest</li> <li>Check-out this guest</li> <li>Led should be cleared.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SVM107	<b>Check behaviour from guest without voice mail attributed</b> <ul style="list-style-type: none"> <li>Try to consult voice mail from a guest without rights</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	<ul style="list-style-type: none"> <li>There should be an error voice prompt.</li> </ul>				
<b>Result</b>	<b>SIP VOICE MAIL used in Hospitality</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.20.4 Disruption of SIP Voice Mail Link  
(Mandatory)

Test Case Id	Test Case	N/A	OK	NOK	Comment
DSV101	<b>Cut the Ethernet link PMS-PBX</b> <ul style="list-style-type: none"> <li>Try to call directly or follow an overflow to voice mail</li> <li>Check that caller has the right information.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DSV102	<b>Stop the voice mail service in TPA</b> <ul style="list-style-type: none"> <li>Stop the Voice mail service into application</li> <li>check calls directly and overflowed to voice mail</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Result</b>	<b>DISRUPTION OF SIP External Voice Mail Link</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 9 Appendix A : AAPP member's Application description

Windows based hospitality software which provides guest and staff messaging, wake up calls and a property management interface as well as auto attendant and minibar refill options.

---

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

### Hardware Requirements:

Processor: 2.0Ghz Dual core Intel or higher

Memory: 4GB minimum up to 8 ports, 8GB or more for systems with greater than 8 ports.

Networking Gigabit capable Ethernet and network

Motherboard: CHIP Set Yes High Precision Event Timer (HPET) support.  
Chipsets Intel ICH6 to ICH10 and the 631X/632X I/O Control Hub and NVIDIA nForce4 and nForce5 chipsets.

Storage: 20GB for install, 1GB for every 80hrs of extra audio storage.

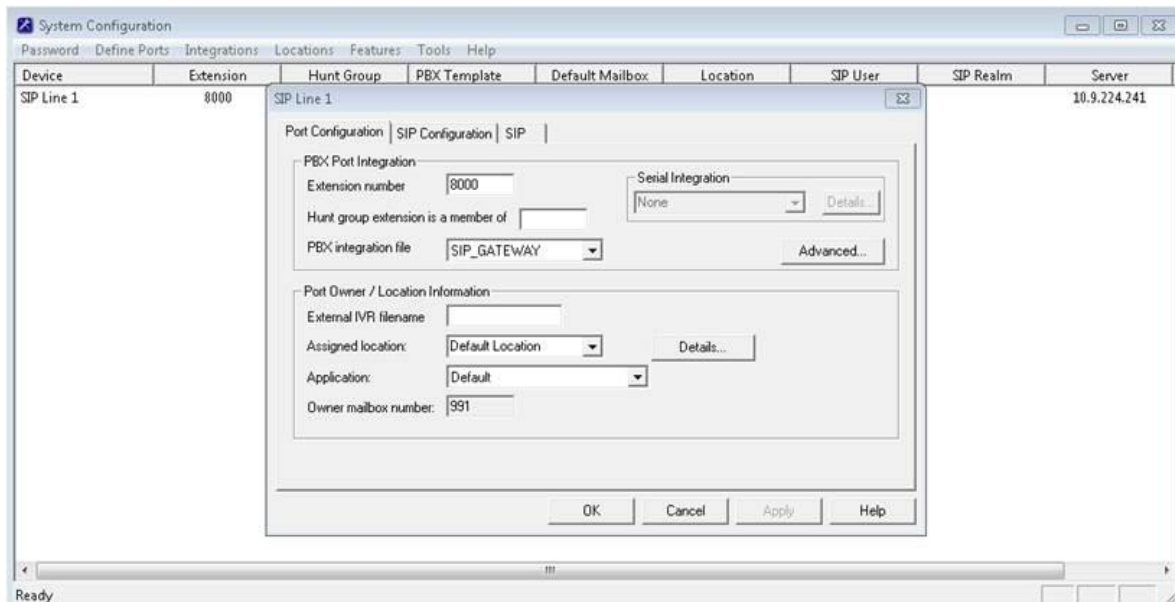
DB9 COM port for every serial integration.

### OS Requirements:

Windows 7 64bit

Windows 2008 Server 64bit R2

The screenshots are only for Voicemail server.



SIP credentials

SIP Line 1

Port Configuration | SIP Configuration | SIP

Display name: 8000      Account name: 8000

User agent: 8000      Password: 1234

Local Port: 5060      Realm:

DMG Settings

Port number for MWI use: Any

Direct Outgoing to (optional): 0 . 0 . 0 . 0

Enable Register

OK    Cancel    Apply    Help

SIP Line 1

Port Configuration | SIP Configuration | SIP

Location: Default Location

PBX IP or DNS Name: 10.9.224.241      Port: 5060

DuVoice address: 10 . 9 . 224 . 145

Register expire time: 3600 seconds

SIP Trunk

Optional Backup server

Server address:

Default to primary on restart.

OK    Cancel    Apply    Help



System Configuration

Password Define Ports Integrations Locations Features Tools Help

Device	Extension	Hunt Group	PBX Template	Default Mailbox	Location	SIP User	SIP Realm	Server
SIP Line 1	8000		SIP_GATEWAY	991	Default Location	8000		10.9.224.241

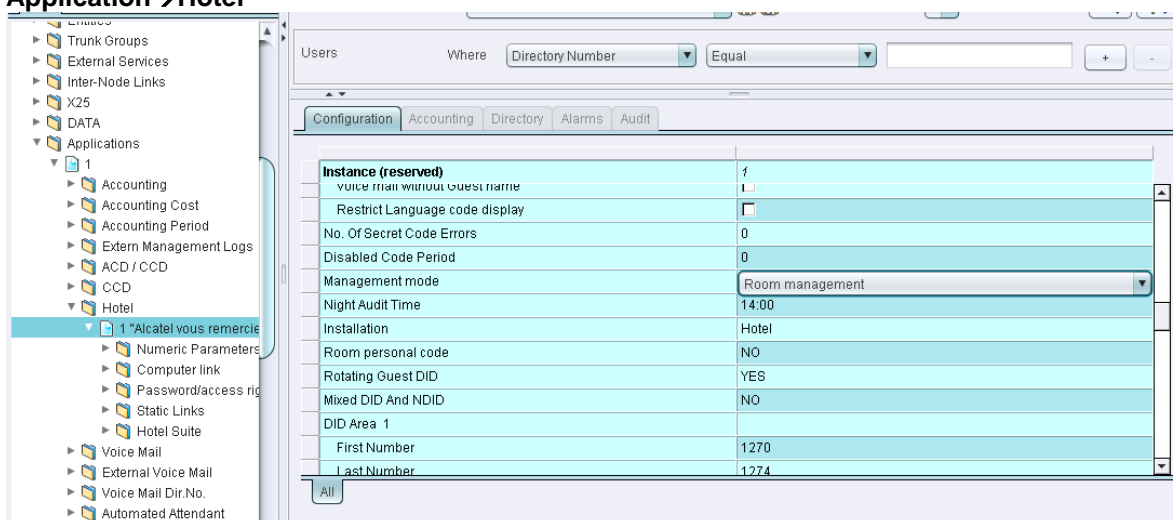


# 11 Appendix C: Alcatel-Lucent Enterprise Communication Platform: configuration requirements

## 11.1 Communication platform configuration

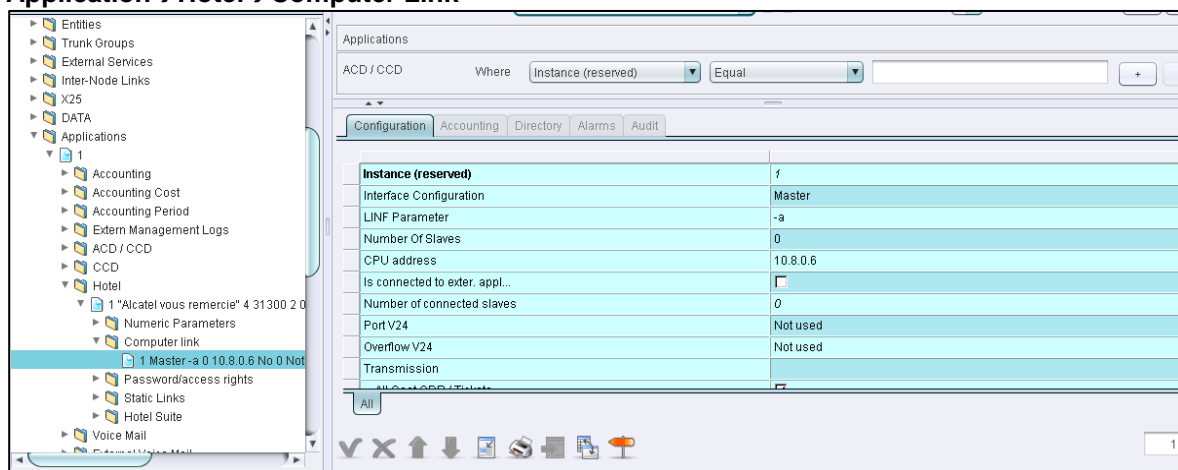
The Management can be done with our unified network management tool called OmniVista 8770 using a graphical user interface.

### Application→Hotel

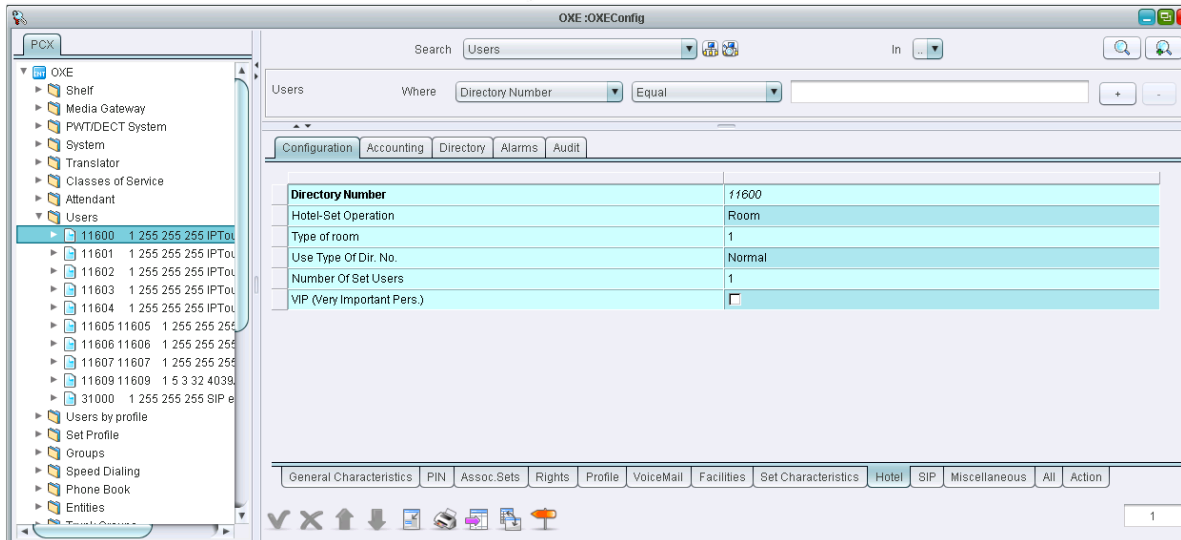


The CPU address has to be the IP address of the PC in which PMS application is running

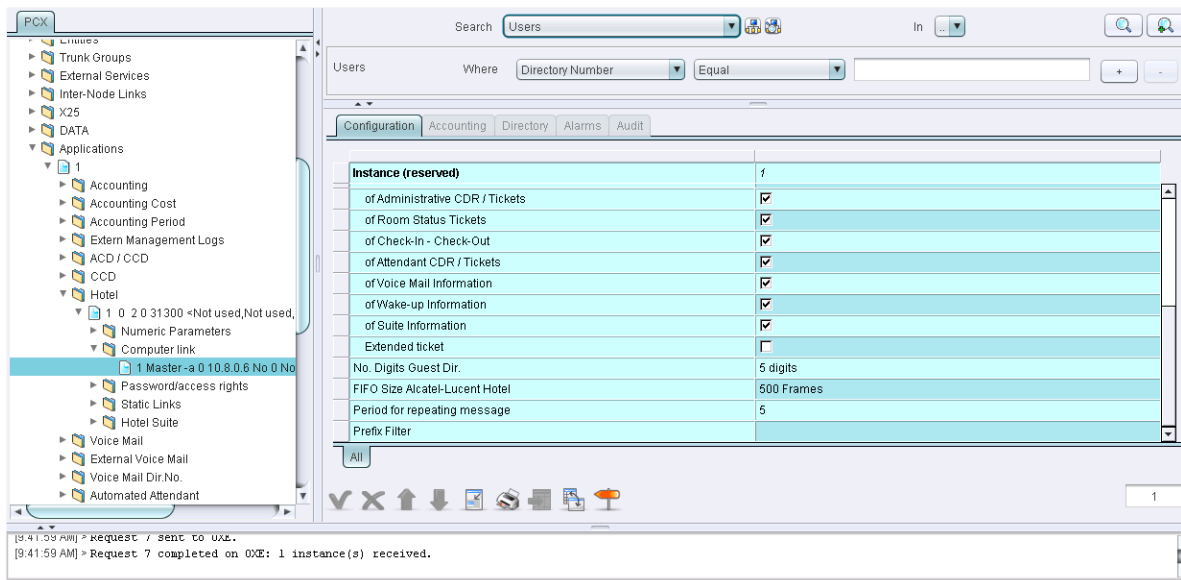
### Application→Hotel→Computer Link



User creation during Hotel management



### SMDR Tickets management.



### Guest management.

Du Voice supports only room management. So in order to simulate room management with guest numbers, we selected static Per room in multi Occupancy mode and created static link between room and GPIN numbers.

Guest management.

The screenshot shows the configuration page for an 'Instance (reserved)'. The left sidebar shows a tree view with 'Hotel' selected. The main configuration area has the following fields:

Instance (reserved)	1
Voice mail without Guest name	<input type="checkbox"/>
Restrict Language code display	<input type="checkbox"/>
No. Of Secret Code Errors	0
Disabled Code Period	0
Management mode	Guest management
Night Audit Time	No Night Audit
Installation	Hotel
Room personal code	NO
Rotating Guest DID	NO
Basic connection charge	
Value	10.000000

At the bottom, a status bar shows: [9:23:50 AM] > Request 14 sent to OXENEW. [9:23:57 AM] > Request 14 completed on OXENEW: 1 instance(s) received.

### Room creation

The screenshot shows the configuration page for a 'Directory Number'. The left sidebar shows a tree view with 'Room 1' selected. The main configuration area has the following fields:

Directory Number	11601
Hotel-Set Operation	Room
Type of room	1
Use Type Of Dir. No.	Multi-occupancy
Number Of Set Users	1
VIP (Very Important Pers.)	<input type="checkbox"/>

At the bottom, a status bar shows: [11:39:38 AM] > Request 16 sent to OXENEW. [11:40:12 AM] > Request 16 completed on OXENEW: 95 instance(s) received.

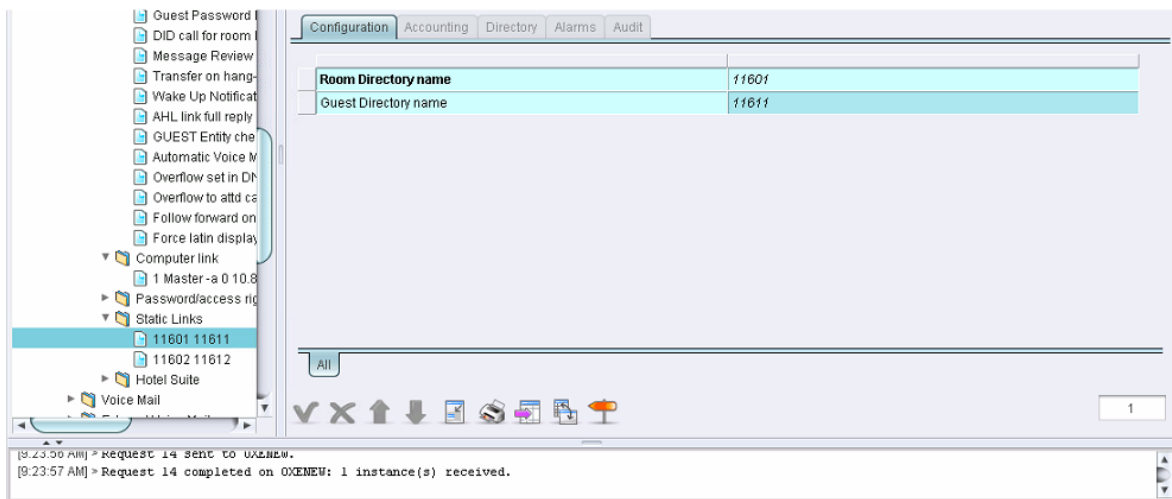
### Guest creation

The screenshot shows the configuration page for a 'Directory Number'. The left sidebar shows a tree view with 'Room 1' selected. The main configuration area has the following fields:

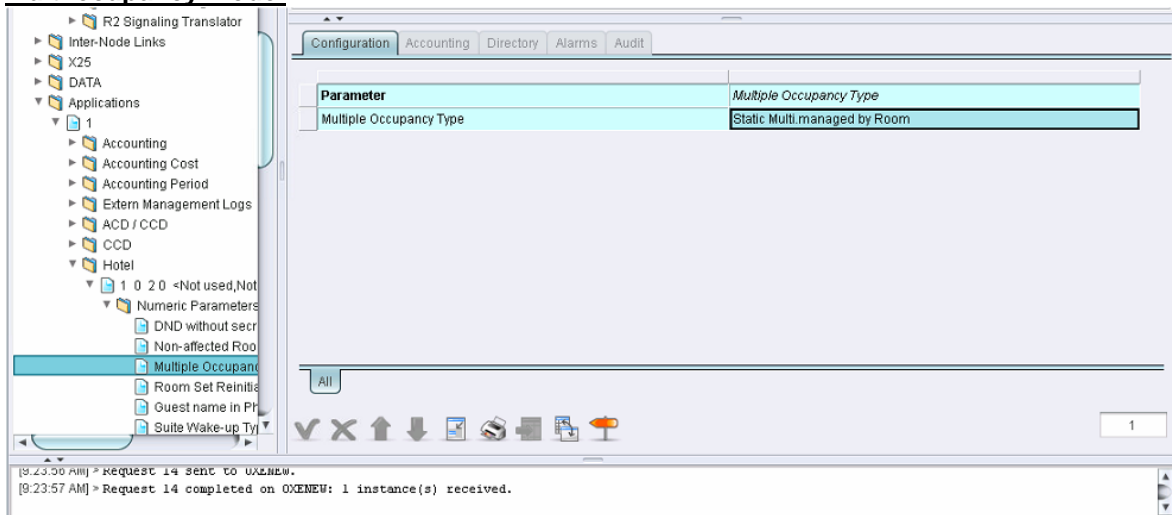
Directory Number	11611
Hotel-Set Operation	Room
Type of room	1
Use Type Of Dir. No.	Guest
Number Of Set Users	1
VIP (Very Important Pers.)	<input type="checkbox"/>

At the bottom, a status bar shows: [11:39:38 AM] > Request 16 sent to OXENEW. [11:40:12 AM] > Request 16 completed on OXENEW: 95 instance(s) received.

**Static Link creation between Room and GPIN.**



**Multi occupancy mode.**



Checkin should always be done with Room number for Du-voice application.

**11.2 AHL Link configuration tips**

- To take into account the modifications made to the AHL configuration, ahltcp has to be restarted. To do this, use the command "dhs3-init -R AHLTCP"
- If the AHL Computer Link uses IP protocol, it has to be configured as Master and the CPU address that has to be defined is the Call Server Main IP address.
- If the management mode has to be changed from "Guest" to "Room" :
  - Check out every guests (possibility to have the list with the hotmenu command)
  - Delete every guests declared in the Users
  - Change all the Room Users for "Administrative" and "Normal" (this has to be done at the same time)
  - Change the management mode in Application / Hotel
  - Then change back the users to "room".

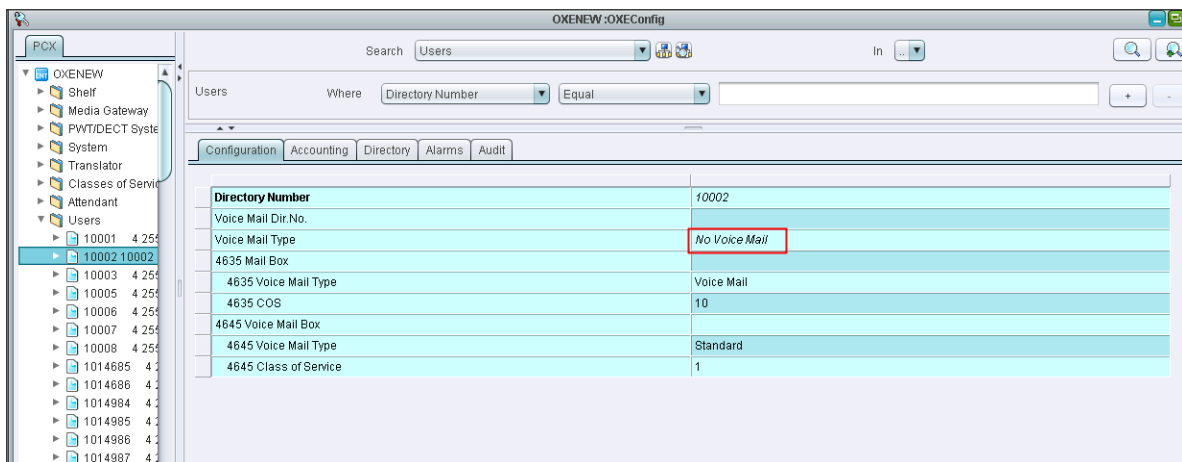
### 11.3 Voice mail configuration tips

The management of OmniPCX Enterprise could be done using the “terminal” console (direct V24 or telnet/ssh) then use the “mgr” command to define all setting with a text interface. Or the management could be done using the OT8770 Network Management System with a Graphical User Interface.

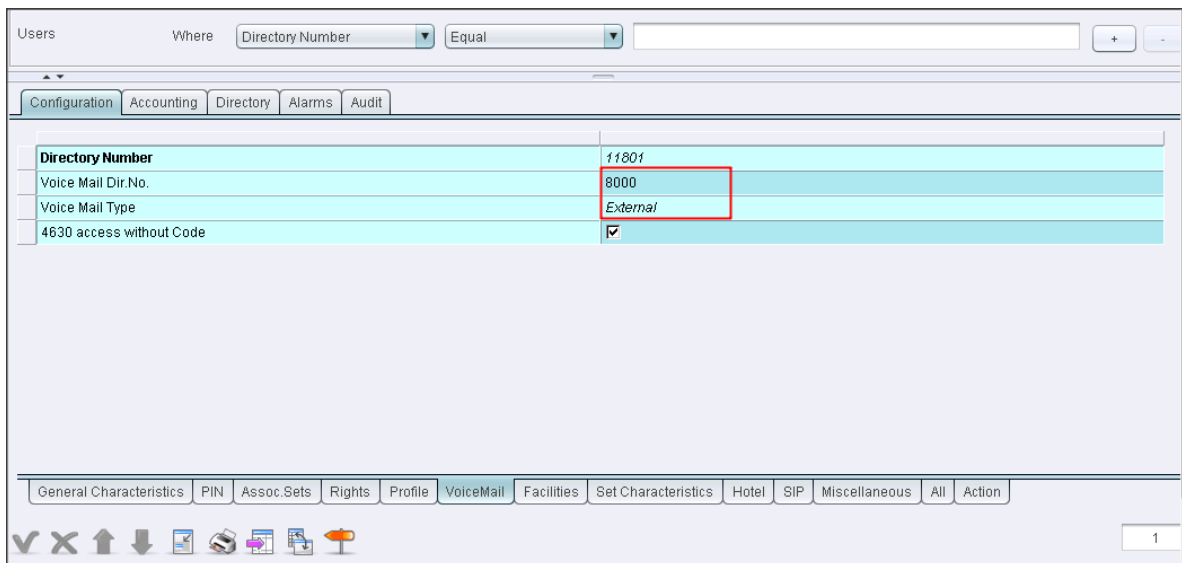
The test of this external Voice Mail was done in the hospitality context, therefore the telephone sets used to handle this service were Guest/Patient.

The Rooms extensions were 10001 to 10005.

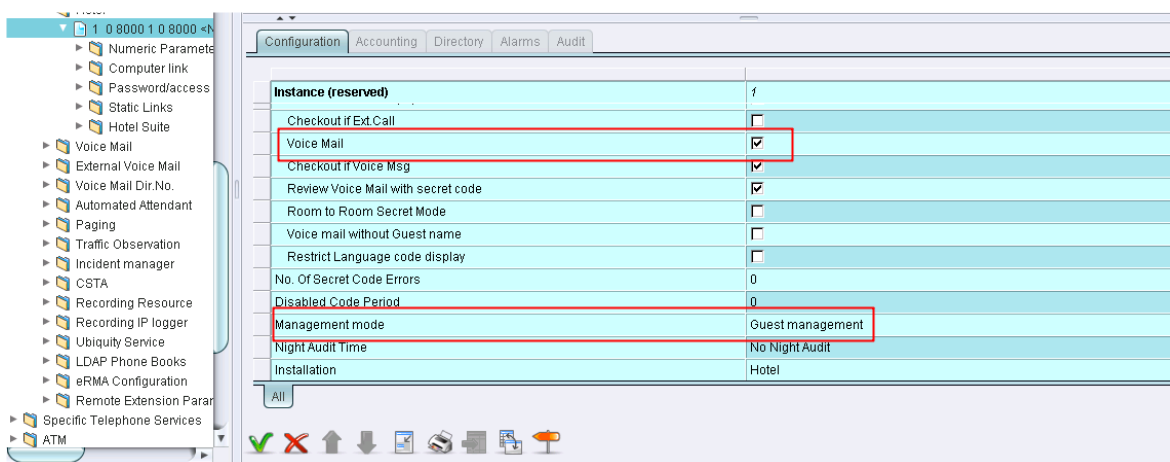
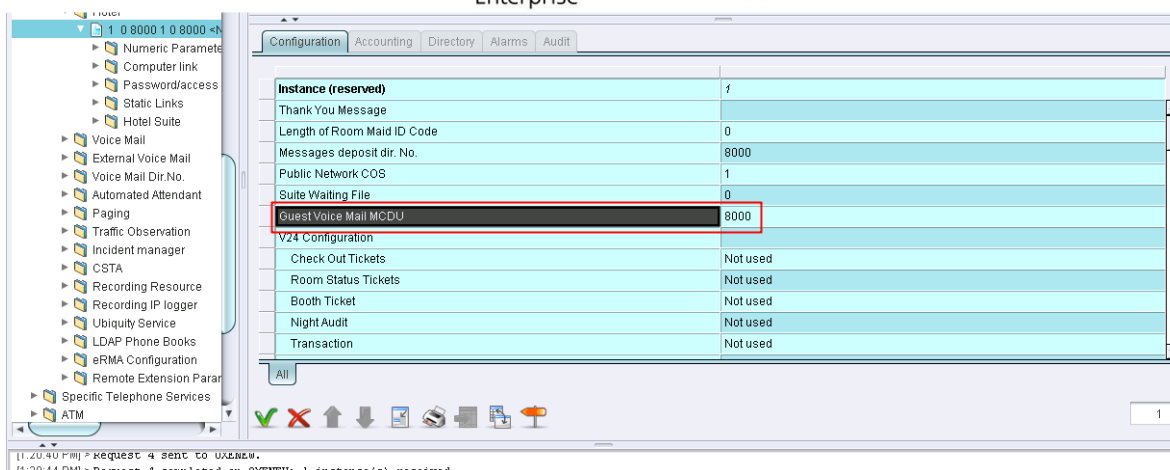
The Guests/Patient numbers: DID# 11801 to 11803



### Guest extension

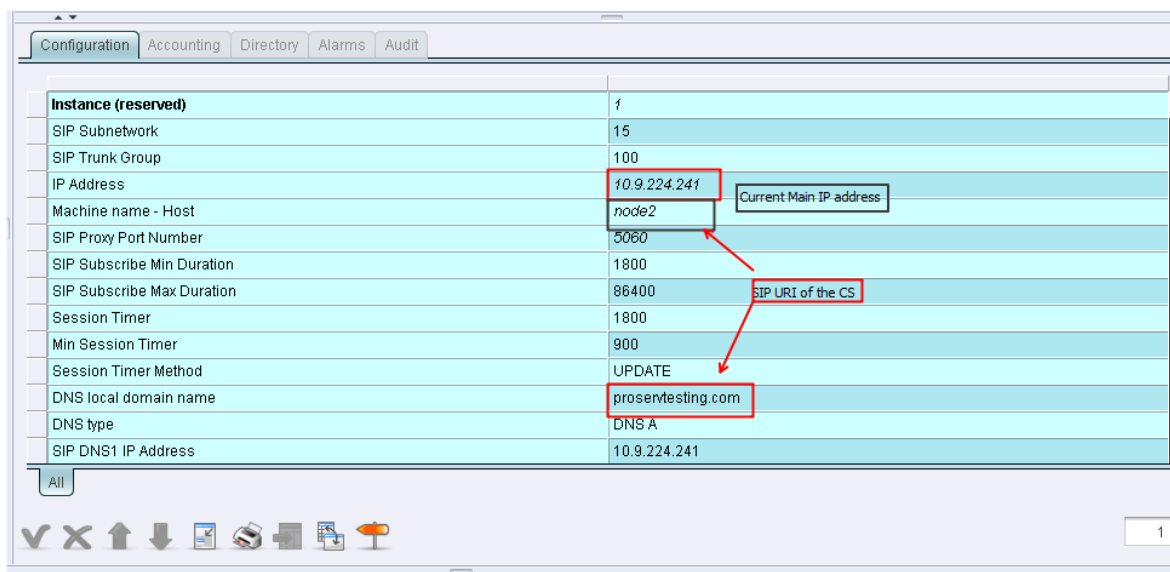


- The hotel feature has to be done accordingly.



We tested the PMS and the voicemail setup at separately. But in the field both the PMS and Voice mail server should have the IP address.

### SIP gateway of the OXE



SIP trunk 101 was created for the External SIP gateway

Configuration	
Trunk Group ID	101
Trunk Group Type	T2
Trunk Group Name	sip
UTF-8 Trunk Group Name	
Node number	4
Transcom Trunk Group	<input type="checkbox"/>
Auto.reserv.by Attendant	<input type="checkbox"/>
Overflow trunk group No.	-1
Tone on seizure	<input type="checkbox"/>
Private Trunk Group	<input type="checkbox"/>
Q931 Signal variant	ABC-F
SS7 Signal variant	No variant
Number Compatible With	-1
Number Of Digits To Send	10

Remote network is configured as 8

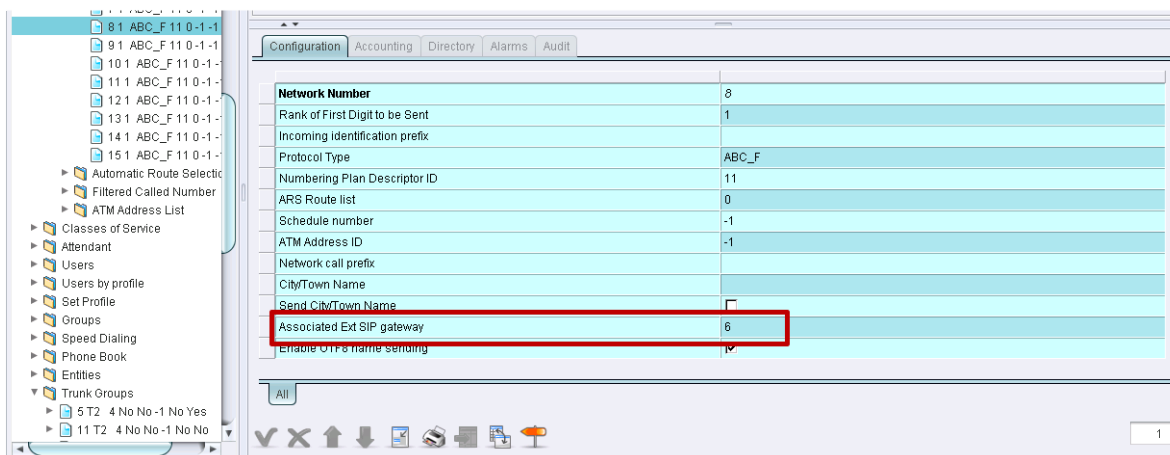
Configuration	
Trunk Group ID	101
Number Of Digits To Send	10
Channel selection type	Quantified
Remote Network	8
Shared Trunk Group	<input type="checkbox"/>
Auto.DTMF dialing on outgoing call	NO
T2 Specification	SIP
Homogenous network for direct RTP	NO
Public Network COS	31
DID transcoding	<input type="checkbox"/>
Special Services	Nothing
Can support UUS in SETUP	<input checked="" type="checkbox"/>
Associated Ext SIP gateway	6
Implicit Priority	

Second level of the trunk

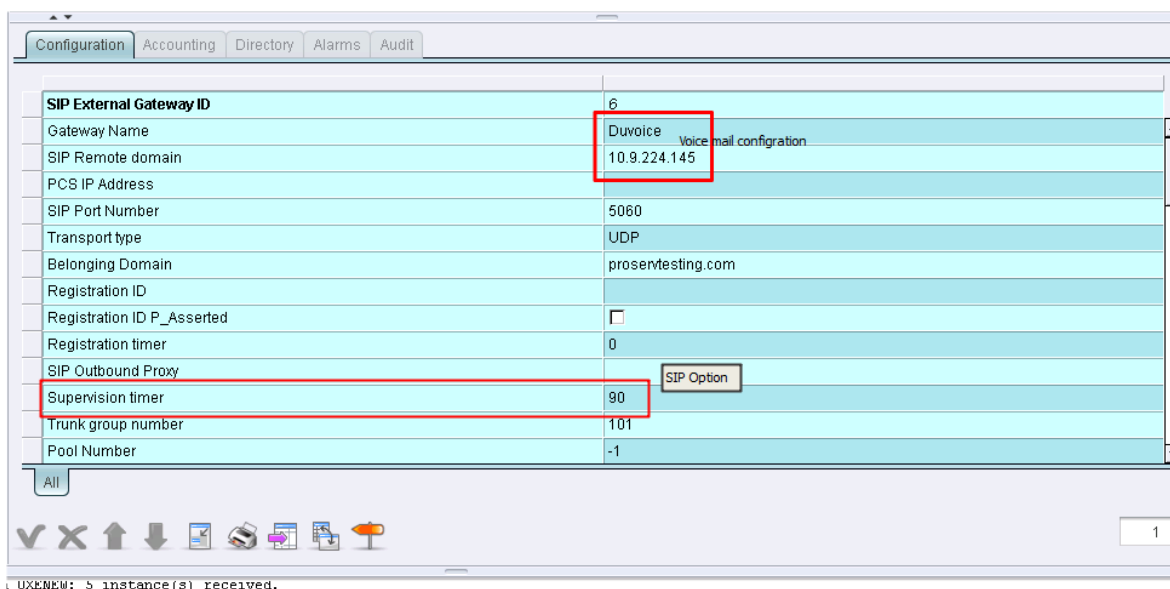
Configuration	
Instance (reserved)	1
Trunk Group Type	T2
T2 Specification	SIP
Public Network Ref.	
End-to-end dialing	NO
DTMF end-to-end signal.	NO
Trunk group used in DISA	NO
DISA Secret Code	
VG for non-existent No.	YES
Routing To Manager	NO
Trunk COS	31
Sending of Progress message	YES
No. of digits unused (ISDN)	0
B Channel Choice	YES

We have to configure the Ext SIP gateway and trunk group link in the Network table 8  
The Network Number was set into the Trunk Group and will be used to make routing of calls to SIP trunking.

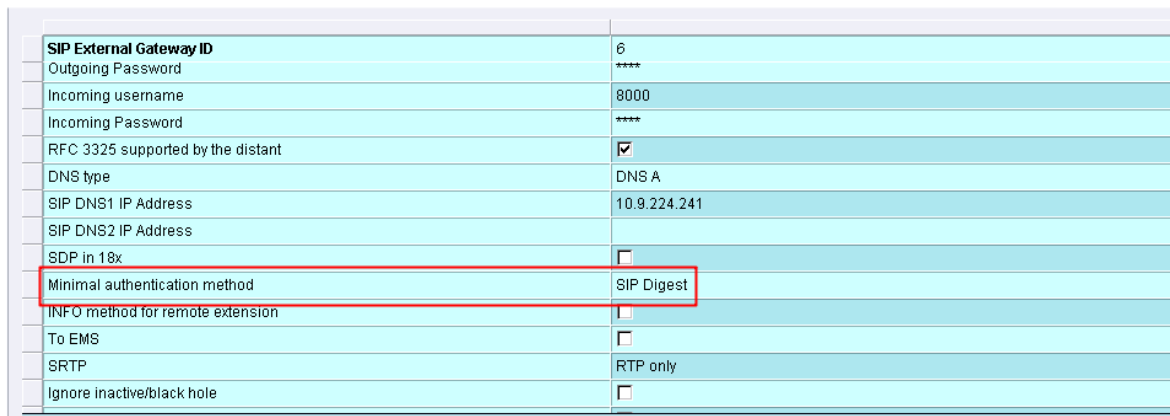
- Here we see that it makes the link with Network Routing table 8



### SIP external gateway Configuration



### SIP Authentication





<b>SIP External Gateway ID</b>	6
Outbound Calls 100 REL	Supported
Incoming Calls 100 REL	Not Requested
Gateway type	Standard type
Re-Trans No. for REGISTER/OPTIONS	2
P-Asserted-ID in Calling Number	<input type="checkbox"/>
Trusted P-Asserted-ID header	<input checked="" type="checkbox"/>
Trusted From header	<input type="checkbox"/>
Diversion Info to provide via	Diversion
Support Re-invite without SDP	<input checked="" type="checkbox"/>
Proxy identification on IP address	<input checked="" type="checkbox"/>
Outbound calls only	<input checked="" type="checkbox"/>
SDP relay on Ext. Call Fwd	Default
SDP Transparency Override	<input type="checkbox"/>

All

<b>SIP External Gateway ID</b>	6
FAX Procedure Type	T38 only
Type of codec negotiation	Default
DNS SRV/Call retry on busy server	0
Unattended Transfer for RSI	NO
Redirection functionality	NO
Attended Transfer	NO
Send BYE on REFER	YES
Support Redirection response	NO
OPTIONS required	YES
Support UTF8 characters set	NO
Support CSTA User-to-User	NO
DDI destination number	ReqURI
Video Support Profile	Not Supported

Finally the External Voicemail server referring to the external SIP gateway that we configured.

<b>Voice Mail Dir.No.</b>	8000
Sub Type	Private
Directory Name	Duvoice
Connection COS	0
Public Network COS	2
Entity Number	1
Cost Center ID	255
Charging COS	Justified
URL UserName	8000
URL Domain	10.9.224.241
PCS IP Address	
SIP Authentication	8000
SIP Passwd	****

All

Configuration	
Accounting	Directory
Alarms	Audit
<b>Voice Mail Dir.No.</b>	8000
URL UserName	8000
URL Domain	10.9.224.241
PCS IP Address	
SIP Authentication	8000
SIP Passwd	****
Register On Line Number	
Register URL (Username)	
Register URL (Domain)	
Register Authentication	
Register Password	
External Gateway Number	6
Subscription on registration	<input checked="" type="checkbox"/>

All

1

## 11.4 SIP Link configuration tips

- If need to restart the wjhole SIP process of the Com Server, you need to use the command "dhs3-init -R SIPMOTOR" and all SIP gateways will be restarted.
- The tracing is done with command "motortrace 3" to set the level of traces then command "traced" to display tracing (warning if you have AHL tracing it will be too verbose to be useable).
- Use Wireshark to make ethernet captures of all packets then filter with "sip".

## 12 Appendix D: AAPP member's escalation

**process:** For normal installation and technical support contact [support@duvoice.com](mailto:support@duvoice.com) 425-250-2393 24 hours a day 7 days a week. A support ticket will automatically be assigned with a voice mail message, email or phone call to tech support. For escalation mark any support communications urgent. After hours calls (voice messages) marked urgent will be returned within 60 minutes. For further escalation contact Jon Dulude [jdulude@duvoice.com](mailto:jdulude@duvoice.com) 425-284-4420 and mark message as urgent.

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## 13 Appendix E: AAPP program

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### 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 Enterprise's product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent Enterprise's product family. ALE International facilitates market access for compliant applications.

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

- **Provide easy interfacing for Alcatel-Lucent Enterprise communication products:** Alcatel-Lucent Enterprise'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 Enterprise products.
- **Test and verify a comprehensive range of third-party applications:** to ensure proper inter-working, ALE International tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Enterprise 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 program and where the InterWorking Reports can be consulted. Its access is free at <http://applicationpartner.alcatel-lucent.com>

Member Resource Center

Alcatel-Lucent Enterprise

Enterprise Portal for certified applications

About Us | Contact Us | search... | Advanced Search

Home | About the program | Join the program | Partnerships | APIs

Latest news TAPI 4.0.6 is now compatible with Windows 2008 64bits

Alcatel-Lucent Application Partner Program Inter-Working Report

**AAPP Interworking Reports**

The IWRs are now available in public access

Visit the list

Browse

Discover our partnerships with key players in the application market

- All applications
- Find an application

Benefit from the Program services

Use our technology and business services to develop, deploy, certify and sell applications

- Learn more about program services

Discover Alcatel-Lucent enterprise products

Welcome to the AAPP Factory

Join now

Discover communication solutions for disabled workers

Quick Access

- Interworking Reports (public access)

## 13.2 Enterprise.Alcatel-Lucent.com

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

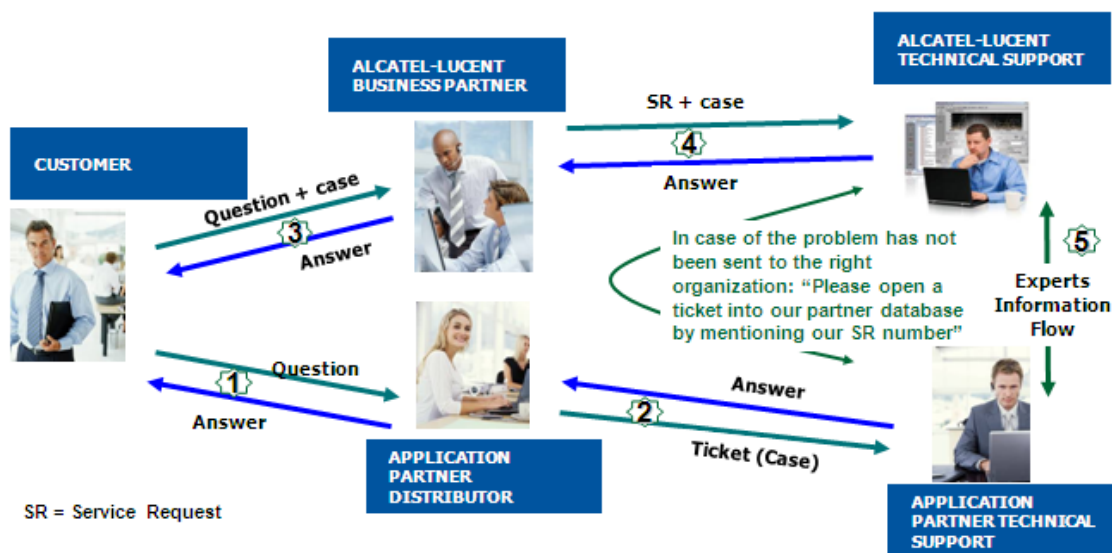
# 14 Appendix F: AAPP Escalation process

## 14.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the ALE International Business Partners when facing a problem with the solution certified in this document.

The principle is that ALE International 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, ALE International and the Application Partner, are engaged as following:



(\* ) The Application Partner Business Partner can be a Third-Party company or the ALE International 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, ALE International and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on ALE International side.

In that case, the problem must be escalated by the ALE Business Partner to the ALE International 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 ALE International Business Partner will escalate the problem to the ALE International Support Center only if the Application Partner has demonstrated with traces a problem on the ALE International side or if the Application Partner (not the Business Partner) needs the involvement of ALE International

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

ALE International 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, ALE International offers the “On Demand Diagnostic” service where ALE International will provide 8 hours assistance against payment .

**IMPORTANT NOTE 1:** The possibility to configure the Alcatel-Lucent Enterprise 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 ALE International Business Partner is mandatory, the access to the Alcatel-Lucent Enterprise platform (remote access, login/password) being the Business Partner responsibility.

## 14.3 Escalation in all other cases

For non-certified AAPP applications, no valid InterWorking Report is available and the integrator is expected to troubleshoot the issue. If the ALE Business Partner finds out the reported issue is maybe due to one of the Alcatel-Lucent Enterprise solutions, the ALE Business Partner opens a ticket with ALE International Support and shares all trouble shooting information and conclusions that shows a need for ALE International to analyze.

Access to technical support requires a valid ALE maintenance contract and the most recent maintenance software revision deployed on site. The resolution of those non-AAPP solutions cases is based on best effort and there is no commitment to fix or enhance the licensed Alcatel-Lucent Enterprise software.

For information, for non-certified AAPP applications and if the ALE Business Partner is not able to find out the issues, ALE International offers an “On Demand Diagnostic” service where assistance will be provided for a fee.



## 14.4 Technical support access

The ALE International **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 ALE International Business Partners Web site (if registered Alcatel-Lucent Enterprise Business Partners): <https://businessportal2.alcatel-lucent.com> click under "Contact us" the *eService Request* link
- e-mail: [EbG\\_Global\\_Supportcenter@al-enterprise.com](mailto:EbG_Global_Supportcenter@al-enterprise.com)
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

ALE International Business Partners Support Center for countries:

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

For other countries:

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

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