ALE Application Partner Program
Inter-Working Report

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

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

Date of the certification	January 2016

ALE International representative	Frank Gadot
AAPP member representative	Jon Dulude

Alcatel-Lucent Enterprise Communication Platform	OmniPCX Office
Alcatel-Lucent Enterprise Communication Platform Release	R102/033.001 Office Link Driver v2.3.12
AAPP member application version	PMS 1.0 Voicemail server 5.20
Application Category	Hospitality dedicated software

Author(s): Karthik Padmarajan
Reviewer(s): Frank Gadot, Rachid Himmi

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

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.

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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 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.*

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3 Limits of the Technical support

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 analysed 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 (3rd 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”).

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4 Application information

Application commercial name: Duvoice PMS / External Voicemail

Application version: 1.0 / 5.20

Interface type: OHL/OLD for PMS
SIP for voicemail

Interface version (if relevant): OLD 2.3.12

Brief application description:

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

PMS

PMS	
Room management	✔
Use 6 digits password	NA
Check-in/out	✔
Room status	✔
Wake-up	NA
Re-initialization request	NA
SMDR Messages	NA
Deposit Amount	NA

Features for hotel and hospitality applications

With 4 digits

Check in (only from PMS)
Check out (only from PMS)
Room status (only from PABX)

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.

External Voicemail

Voicemail Features	
Voicemail access using Trunk group	✔
SIP Voicemail Use	✔

Interacting with OmniPCX Office :
This application is interfaced to Alcatel OmniPCX Office via SIP trunks.

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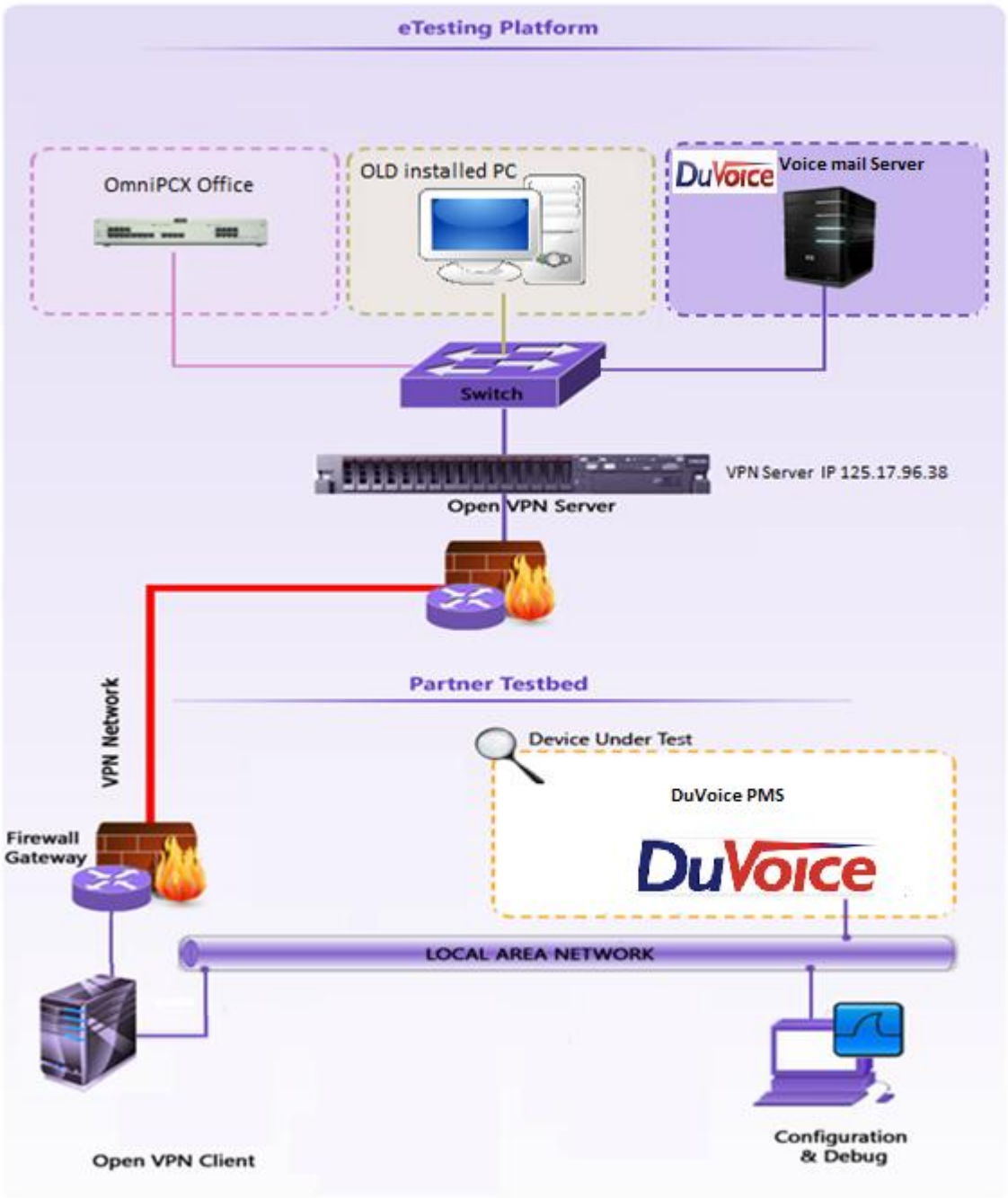
5 Test environment

Figure 1 **Test environment**



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5.1 Hardware configuration

- **Alcatel-Lucent Enterprise Communication Platform**: Omni PCX Office - ISDN T0 CoCPU /RAS, UA and Z interfaces, digital and analogues sets.

Alcatel-Lucent Communication Platform:

- OmniPCX Office Rack
- Power CPU

Setup Details:

Setup Information OXO 1	
OXO 1 IP address	10.9.223.121
Domain name	Oxo1testing.proservtesting.com
External Voicemail No	300
Attendant No	100
OXO Extension Details used for test	
IP Touch extension numbers	IPset-1 : 150 IPset-2 : 151 IPset-3 : 152 IPset-3 : 140 Ipset-4 : 143

5.2 Software configuration

- **Alcatel-Lucent Enterprise Communication Platform**:
  OXO R102/033.001
  OLD version 2.3.12
  OMC: 10.2_18.1a_XX_Alcatel

- Duvoice PMS : 1.0
- Duvoice External Voice mail Server V5.20

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6 Summary of test results

6.1 Summary of main functions supported in PMS

Hospitality / Healthcare	
Check-in	✓
Check-out	✓
Phone allocation (i.e. DDI number allocation)	NA
Modification (Name, DND, Barring cat., wakeup time etc…)	✓
Wake-Up events	NA
Interrogation	NA
Re-initialization request	✓
CDR – Outgoing call from guest room	NA
CDR – Outgoing call from booth	NA
CDR – Outgoing transferred call	NA
CDR – Outgoing not charged calls	NA
6 digits password	NA

6.2 Summary of main functions supported in Voicemail

External Voice mail		
SIP Option	✓	
SIP Authentication / SIP Register	NA	
SIP Call Control	NA	Calls from the server is not supported.
SIP Voice Mail Use	✓	.
SIP Voice Mail Link failure	✓	
SIP Voice Mail in Spatial redundancy configuration	✓	

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6.3 Summary of problems

None

6.4 Summary of limitations

PMS

- SMDR tickets are not supported.
- Only four digit password is supported by the application.
- Six digits password is not supported by the PMS application.

Voicemail Server

- Message waiting indication will not work with external voice mail server. (Known limitation of OXO)

6.5 Notes, remarks

- Voice mail directory number was programmed as a key in the extensions for accessing the voicemail.
- Internal voice mail was deactivated.
- Guest voicemail is cleared with the help of PMS simulator that was provided along with the voicemail application.

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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** • Action • Expected result	☐	☒	☐	
2	**Test case 2** • Action • Expected result	☐	☒	☐	The application waits for PBX timer or phone set hangs up
3	**Test case 3** • Action • Expected result	☒	☐	☐	Relevant only if the CTI interface is a direct CSTA link
4	**Test case 4** • Action • Expected result	☐	☐	☒	No indication, no error message
…	…	☐	☐	☒	

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.
Test Case: describes the test case with the detail of the main steps to be executed the and the expected result
N/A: when checked, means the test case is not applicable in the scope of the application
OK: when checked, means the test case performs as expected
NOK: when checked, means the test case has failed. In that case, describe in the field "Comment" the reason for the failure and the reference number of the issue either on 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.

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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**	☐	☒	☐	
2	**Partner application**	☐	☒	☐	

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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

All check-in request are done with frame A unless you use the 6 digit password configuration where we use the frame B.

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	Reply = I	☐	☒	☐	
CIC102	Generate a check-in for an invalid guest room extension number	Reply = INV JG	☒	☐	☐	
CIC103	Generate a check-in with an already checked-in room extension number	Reply = INV JA	☒	☐	☐	
CIC104	Generate a check-in with language parameter	Reply = I	☐	☒	☐	
CIC105	Generate a check-in with an wrong value in the language field	Reply = INV JG	☒	☐	☐	
CIC106	Generate a check-in with wake-up call time	Reply = I	☒	☐	☐	
CIC107	Generate a check-in with wrong wake-up call time (e. g. 99:99)	Reply =	☒	☐	☐	
CIC108	Generate a check-in with Dialling Restrictions (i.e. Barring)	Reply = I	☐	☒	☐	
CIC109	Generate a check-in with a Deposit	Reply =	☒	☐	☐	
CIC110	Generate a check-in with a bad Deposit value (e. g. 10.00)	Reply =	☒	☐	☐	
CIC111	Generate a check-in and enable DND	Reply =	☒	☐	☐	
CIC112	Generate a check-in with password	Reply =	☒	☐	☐	
CIC113	Auto Allocate a DDI (Direct Dial Inwards) number to a checked -in GUEST ROOM	Reply =	☒	☐	☐	
CIC114	Auto Allocate a DDI (Direct Dial Inwards) number to a checked -in GUEST ROOM when there are no free DDI numbers available	Reply =	☒	☐	☐	

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Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CIC115	Generate a check-in with bad language parameter	Reply =	☒	☐	☐	
CIC116	Generate a check-in with bad DND parameter	Reply =	☒	☐	☐	
CIC117	Generate a check-in with room extension forwarded to voicemail	Reply = I	☒	☐	☐	
CIC118	Generate a check-in with bad Password parameter (e. g. illegal characters)	Reply =	☒	☐	☐	
CIC119	Generate a check-in for a room set which is out of service (check-in should still work!)	Reply = I	☒	☐	☐	
Result	**CHECK-IN from PMS with GUEST NUMBER allocation by PMS**		☐	☒	☐	

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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

All requests for this test are done with frame M or frame N in case of 6 digits password.

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
MOC 101	Modification of GUEST with new password	Reply =	☒	☐	☐	
MOC 102	Modification with deposit	Reply =	☒	☐	☐	
MOC 103	Modification of language parameter	Reply = M	☐	☒	☐	
MOC 104	Modification on Dialling Restrictions (i.e. Guest room outward dialling Barring)	Reply = M	☐	☒	☐	
MOC 105	Modification of the name	Reply = M	☐	☒	☐	
MOC 106	Modification of the Wake up	Reply = M	☒	☐	☐	
MOC 107	Modification of DND state	Reply = M	☐	☒	☐	
MOC 108	Modification of DDI number (eg. Allocate a new DDI to a room)	Reply =	☒	☐	☐	
Result	**MODIFICATION of GUEST configuration**		☐	☒	☐	

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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	Reply =	☐	☒	☐	
STAT 102	Room status change message without maid problem identification code from a room phone	Request = Reply =	☐	☒	☐	
STAT 103	Room status change message with maid 'Clean' Status and 'no problem' code from a room phone	Request = Reply =	☐	☒	☐	
STAT 104	Room status change message with maid room ' Unclean' and ' problem' identification code from a room phone	Request = Reply =	☐	☒	☐	
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 =	☐	☒	☐	
Result	**ROOM STATUS change**		☐	☒	☐	

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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 = Reply =	☒	☐	☐	
WUP 102	Wake-up message with no answer	Request = Reply =	☒	☐	☐	
WUP 103	Wake-up message with busy line	Request = Reply =	☒	☐	☐	
WUP 104	Wake-up message with out of order line	Request = Reply =	☒	☐	☐	
WUP 105	Wake-up cancellation message	Request = Reply =	☒	☐	☐	
WUP 106	Wake-up message generated by programming	Request = Reply =	☒	☐	☐	
WUP 107	Wake-up message generated by modification	Request = Reply =	☒	☐	☐	
WUP 108	Wake-up cancellation generated by modification message.	Request = Reply =	☒	☐	☐	
Result	**WAKE- UP events**		☒	☐	☐	

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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 =	☒	☐	☐	
CAT 102	SMDR message of a charged outgoing call with pulses or cost. Call done on booth extension	Request = Reply =	☒	☐	☐	
CAT 104	SMDR message of a transferred outgoing call from GUEST to GUEST with pulses or cost	Request = Reply =	☒	☐	☐	
CAT 105	SMDR message of a transferred outgoing call from an ADMIN extension to a GUEST with pulses or cost	Request = Reply =	☒	☐	☐	
CAT 106	SMDR message of a non charged outgoing call (Free call destination e. g. 0800)	Request = Reply =	☒	☐	☐	
CAT 107	SMDR message of an incoming call	Request = Reply =	☒	☐	☐	
CAT 108	SMDR message of a transferred incoming call	Request = Reply =	☒	☐	☐	
CAT 109	SMDR message of a transferred outgoing call from ROOM1 to ROOM2 which is forwarded on mail box	Request = Reply =	☒	☐	☐	
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 =	☒	☐	☐	
Result	**Management of CALL TICKETS: Station Message Detail Recording.**		☒	☐	☐	

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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 =	☒	☐	☐	
INT102	Asks for the Guest room extension telephone accounts using a Guest room number which is out of the range.	Request = Reply =	☒	☐	☐	
INT103	Asks for the Guest room extension telephone accounts using a Guest room number which is not checked in.	Request = Reply =	☒	☐	☐	
INT104	Asks for the Guest room extension telephone accounts Verify the management of Cost, Total Deposit and Guest balance.	Request = Reply =	☒	☐	☐	
Result	**INTERROGATION management followed by Guest Telephone Account.**		☒	☐	☐	

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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	☐	☒	☐	
COC 102	Check Out of a guest which room line is busy	Request = D Reply = O	☐	☒	☐	
COC 103	Check Out of a guest with not consulted messages in the associated voice mail box	Request = D Reply = O	☒	☐	☐	
COC 104	Check Out of an invalid guest room number	Request = D Reply = PG	☒	☐	☐	
COC 105	Check Out of a none checked in guest room number	Request = D Reply =	☒	☐	☐	
COC 106	Verify metering bills by checking out a guest room number	Request = Reply =	☒	☐	☐	
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 = Reply =	☒	☐	☐	
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 = Reply =	☒	☐	☐	
Result	**CHECK OUT GUEST NUMBER**		☐	☒	☐	

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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 =	☐	☒	☐	
REI102	Generate a reinit request for a specific GUEST room number - Partial guest reinit.	Request = Reply =	☒	☐	☐	
REI103	Generate a reinit request for a GUEST room number out of range	Request = Reply =	☒	☐	☐	
REI104	Generate a reinit request for a specific GUEST room number not checked in.	Request = Reply =	☒	☐	☐	
REI105	Generate a reinit request for all GUESTS checked-in: - Full guest reinit.	Request = Reply =	☐	☒	☐	
REI106	Generate a reinit request for all GUESTS checked-in: - Partial guest reinit.	Request = Reply =	☒	☐	☐	
Result	**REINIT REQUEST REINIT**		☐	☒	☐	

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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

Test Case Id	Test Case	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.	☐	☒	☐	
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	☐	☒	☐	
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.	☒	☐	☐	
DIS104	Generate an XOFF on the OmniPCX Office . Generate some events on PMS. Send an XON on the OmniPCX Office side.	☒	☐	☐	
Result	**DISRUPTION OF OHL LINK**	☐	☒	☐	

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9 Test Results for 6 digits

9.1 Connectivity and set-up

9.1.1 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).

9.1.2 Test results

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**OHL Driver Configuration**	☒	☐	☐	
2	**Partner application**	☒	☐	☐	

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9.2 PBX ←→ PMS - CHECK-IN from PMS Guest Room Number allocation by PMS

9.2.1 Test objectives

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

9.2.2 Test results

All check-in request are done with frame A unless you use the 6 digit password configuration where we use the frame B.

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	Reply = I	☒	☐	☐	
CIC102	Generate a check-in for an invalid guest room extension number	Reply = INV JG	☒	☐	☐	
CIC103	Generate a check-in with an already checked-in room extension number	Reply = INV JA	☒	☐	☐	
CIC104	Generate a check-in with language parameter	Reply = I	☒	☐	☐	
CIC105	Generate a check-in with an wrong value in the language field	Reply = INV JG	☒	☐	☐	
CIC106	Generate a check-in with wake-up call time	Reply = I	☒	☐	☐	
CIC107	Generate a check-in with wrong wake-up call time (e. g. 99:99)	Reply =	☒	☐	☐	
CIC108	Generate a check-in with Dialling Restrictions (i.e. Barring)	Reply = I	☒	☐	☐	
CIC109	Generate a check-in with a Deposit	Reply =	☒	☐	☐	
CIC110	Generate a check-in with a bad Deposit value (e. g. 10.00)	Reply =	☒	☐	☐	
CIC111	Generate a check-in and enable DND	Reply =	☒	☐	☐	
CIC112	Generate a check-in with password	Reply =	☒	☐	☐	
CIC113	Auto Allocate a DDI (Direct Dial Inwards) number to a checked -in GUEST ROOM	Reply =	☒	☐	☐	
CIC114	Auto Allocate a DDI (Direct Dial Inwards) number to a checked -in GUEST ROOM when there are no free DDI numbers available	Reply =	☒	☐	☐	

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Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
CIC115	Generate a check-in with bad language parameter	Reply =	☒	☐	☐	
CIC116	Generate a check-in with bad DND parameter	Reply =	☒	☐	☐	
CIC117	Generate a check-in with room extension forwarded to voicemail	Reply = I	☒	☐	☐	
CIC118	Generate a check-in with bad Password parameter (e. g. illegal characters)	Reply =	☒	☐	☐	
CIC119	Generate a check-in for a room set which is out of service (check-in should still work!)	Reply = I	☒	☐	☐	
Result	**CHECK-IN from PMS with GUEST NUMBER allocation by PMS**		☒	☐	☐	

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9.3 PBX ←→ PMS - MODIFICATION of GUEST configuration

9.3.1 Test objectives

Check the ability of the application to change GUEST configuration data

9.3.2 Test procedure

All requests for this test are done with frame M or frame N in case of 6 digits password.

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
MOC 101	Modification of GUEST with new password	Reply =	☒	☐	☐	
MOC 102	Modification with deposit	Reply =	☒	☐	☐	
MOC 103	Modification of language parameter	Reply = M	☒	☐	☐	
MOC 104	Modification on Dialling Restrictions (i.e. Guest room outward dialling Barring)	Reply = M	☒	☐	☐	
MOC 105	Modification of the name	Reply = M	☒	☐	☐	
MOC 106	Modification of the Wake up	Reply = M	☒	☐	☐	
MOC 107	Modification of DND state	Reply = M	☒	☐	☐	
MOC 108	Modification of DDI number (eg. Allocate a new DDI to a room)	Reply =	☒	☐	☐	
Result	**MODIFICATION of GUEST configuration**		☒	☐	☐	

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9.4 PBX ←→ PMS - ROOM STATUS change

9.4.1 Test objectives

Check the ability of the application to change the room status

9.4.2 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	Reply =	☒	☐	☐	
STAT 102	Room status change message without maid problem identification code from a room phone	Request = Reply =	☒	☐	☐	
STAT 103	Room status change message with maid 'Clean' Status and 'no problem' code from a room phone	Request = Reply =	☒	☐	☐	
STAT 104	Room status change message with maid room ' Unclean' and ' problem' identification code from a room phone	Request = Reply =	☒	☐	☐	
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 =	☒	☐	☐	
Result	**ROOM STATUS change**		☒	☐	☐	

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9.5 PBX ←→ PMS - WAKE- UP events

9.5.1 Test objectives

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

9.5.2 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 = Reply =	☒	☐	☐	
WUP 102	Wake-up message with no answer	Request = Reply =	☒	☐	☐	
WUP 103	Wake-up message with busy line	Request = Reply =	☒	☐	☐	
WUP 104	Wake-up message with out of order line	Request = Reply =	☒	☐	☐	
WUP 105	Wake-up cancellation message	Request = Reply =	☒	☐	☐	
WUP 106	Wake-up message generated by programming	Request = Reply =	☒	☐	☐	
WUP 107	Wake-up message generated by modification	Request = Reply =	☒	☐	☐	
WUP 108	Wake-up cancellation generated by modification message.	Request = Reply =	☒	☐	☐	
Result	**WAKE- UP events**		☒	☐	☐	

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9.6 PBX ←→ Hotel Application - Management of CALL TICKETS: Station Message Detail Recording

9.6.1 Test objectives

Check the ability of the application to manage call tickets

9.6.2 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 =	☒	☐	☐	
CAT 102	SMDR message of a charged outgoing call with pulses or cost. Call done on booth extension	Request = Reply =	☒	☐	☐	
CAT 104	SMDR message of a transferred outgoing call from GUEST to GUEST with pulses or cost	Request = Reply =	☒	☐	☐	
CAT 105	SMDR message of a transferred outgoing call from an ADMIN extension to a GUEST with pulses or cost	Request = Reply =	☒	☐	☐	
CAT 106	SMDR message of a non charged outgoing call (Free call destination e. g. 0800)	Request = Reply =	☒	☐	☐	
CAT 107	SMDR message of an incoming call	Request = Reply =	☒	☐	☐	
CAT 108	SMDR message of a transferred incoming call	Request = Reply =	☒	☐	☐	
CAT 109	SMDR message of a transferred outgoing call from ROOM1 to ROOM2 which is forwarded on mail box	Request = Reply =	☒	☐	☐	
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 =	☒	☐	☐	
Result	**Management of CALL TICKETS: Station Message Detail Recording.**		☒	☐	☐	

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9.7 PBX ←→ Hotel Application - Interrogation management followed by PBX ←→Hotel Application Guest Telephone Account

9.7.1 Test objectives

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

9.7.2 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 =	☒	☐	☐	
INT102	Asks for the Guest room extension telephone accounts using a Guest room number which is out of the range.	Request = Reply =	☒	☐	☐	
INT103	Asks for the Guest room extension telephone accounts using a Guest room number which is not checked in.	Request = Reply =	☒	☐	☐	
INT104	Asks for the Guest room extension telephone accounts Verify the management of Cost, Total Deposit and Guest balance.	Request = Reply =	☒	☐	☐	
Result	**INTERROGATION management followed by Guest Telephone Account.**		☒	☐	☐	

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9.8 PBX ←→ Hotel Application - CHECK OUT Guest

9.8.1 Test objectives

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

9.8.2 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	☒	☐	☐	
COC 102	Check Out of a guest which room line is busy	Request = D Reply = O	☒	☐	☐	
COC 103	Check Out of a guest with not consulted messages in the associated voice mail box	Request = D Reply = O	☒	☐	☐	
COC 104	Check Out of an invalid guest room number	Request = D Reply = PG	☒	☐	☐	
COC 105	Check Out of a none checked in guest room number	Request = D Reply =	☒	☐	☐	
COC 106	Verify metering bills by checking out a guest room number	Request = Reply =	☒	☐	☐	
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 = Reply =	☒	☐	☐	
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 = Reply =	☒	☐	☐	
Result	**CHECK OUT GUEST NUMBER**		☒	☐	☐	

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9.9 PBX ←→ Hotel Application = INIT REQUEST
PBX ←→ Hotel Application = REINIT

9.9.1 Test objectives

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

9.9.2 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 =	☒	☐	☐	
REI102	Generate a reinit request for a specific GUEST room number - Partial guest reinit.	Request = Reply =	☒	☐	☐	
REI103	Generate a reinit request for a GUEST room number out of range	Request = Reply =	☒	☐	☐	
REI104	Generate a reinit request for a specific GUEST room number not checked in.	Request = Reply =	☒	☐	☐	
REI105	Generate a reinit request for all GUESTS checked-in: - Full guest reinit.	Request = Reply =	☒	☐	☐	
REI106	Generate a reinit request for all GUESTS checked-in: - Partial guest reinit.	Request = Reply =	☒	☐	☐	
Result	**REINIT REQUEST REINIT**		☒	☐	☐	

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9.10 Disruption of OHL Link

9.10.1 Test objectives

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

9.10.2 Test procedure

Test Case Id	Test Case	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.	☒	☐	☐	
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	☒	☐	☐	
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.	☒	☐	☐	
DIS104	Generate an XOFF on the OmniPCX Office . Generate some events on PMS. Send an XON on the OmniPCX Office side.	☒	☐	☐	
Result	**DISRUPTION OF OHL LINK**	☒	☐	☐	

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10 External Voice mail tests

10.1.1 PMS Voice Mail ←→ PBX - SIP Options (Optional)

Test Case Id	Test Case	N/A	OK	NOK	Comment
SOP101	**SIP Options from TPA to OXO** • TPA sends a SIP options request, • Alcatel OmniPCX office responds with a proper answer 200-OK.	☐	☒	☐	
SOP102	**SIP Options from OXO to TPA** • Alcatel OmniPCX office sends a SIP options request • TPA responds with a proper answer 200-OK.	☐	☒	☐	.
Result	**SIP Option for link monitoring**	☐	☒	☐	.

10.1.2 PBX ←→ PMS – SIP Voice mail use

Test Case Id	Test Case	N/A	OK	NOK	Comment
SVM101	**Voice mail call from any phone** • Direct Call the external SIP Voice mail after it has been configured. • Check the operation.	☐	☒	☐	
SVM102	**Voice mail routing for a Guest** • Check-in a guest with a voice mail attributed by PMS to its embedded Voice Mail. • Call a Guest and follow routing to the external Voice Mail, • Check that message led is switched on.	☐	☒	☐	
SVM103	**Voice mail routing from external correspondant** • Make external incoming call to guest • Call get routed to Voice mail • Leave a message • Message led is switched- on	☐	☒	☐	
SVM104	**Check MWI Message LED** • Guest room extension have his LED on • Read the voice message • Check that the LED is switched off.	☒	☐	☐	Known limitation.
SVM105	**Consult voice messages**	☐	☒	☐	MWI not supported.

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	• Guest consult its voice messages by dialling the prefix, • Listen and delete all messages, • Message led is switched off.				
SVM106	**Close voice mail box while check-out** • Leave a message to a guest • Check-out this guest • Led should be cleared.	☐	☒	☐	
SVM107	**Check behaviour from guest without voice mail attributed** • Try to consult voice mail from a guest without rights • There should be an error voice prompt.	☒	☐	☐	
Result	**SIP VOICE MAIL used in Hospitality**	☐	☒	☐	

10.1.3 Disruption of SIP Voice Mail Link

Test Case Id	Test Case	N/A	OK	NOK	Comment
DSV101	**Cut the Ethernet link PMS-PBX** • Try to call directly or follow an overflow to voice mail • Check that caller has the right information.	☐	☒	☐	
DSV102	**Stop the voice mail service in TPA** • Stop the Voice mail service into application • check calls directly and overflowed to voice mail	☐	☒	☐	
Result	**DISRUPTION OF SIP External Voice Mail Link**	☐	☒	☐	

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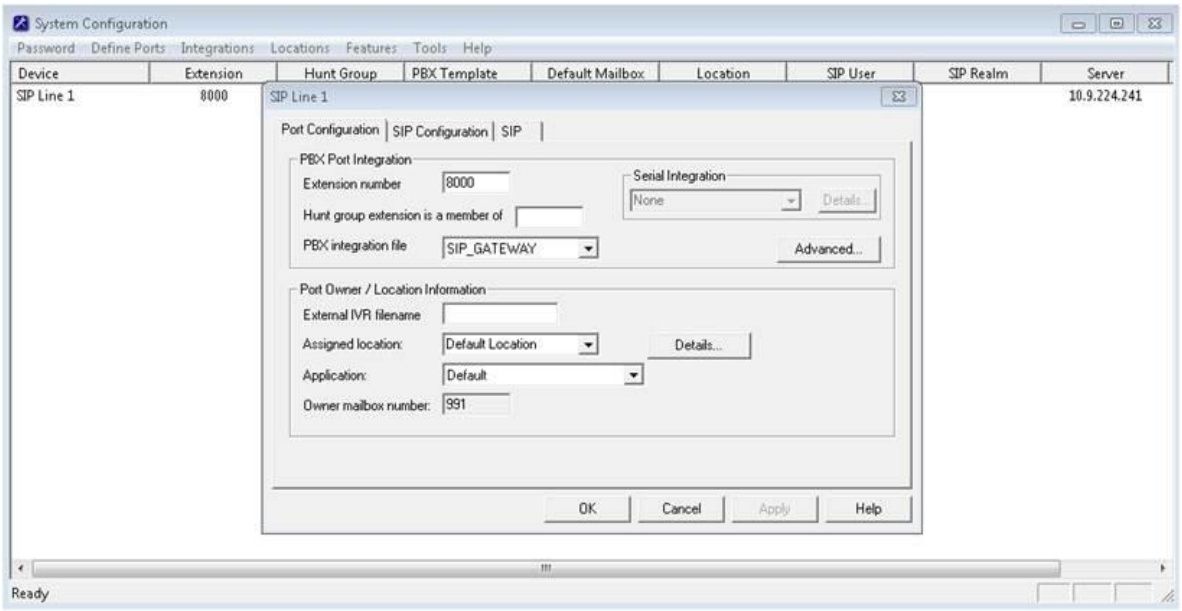
11 Appendix B: Configuration requirements of the AAPP member's application

The configuration screenshots are only for Voicemail server. We do not have screenshots for the PMS configuration.



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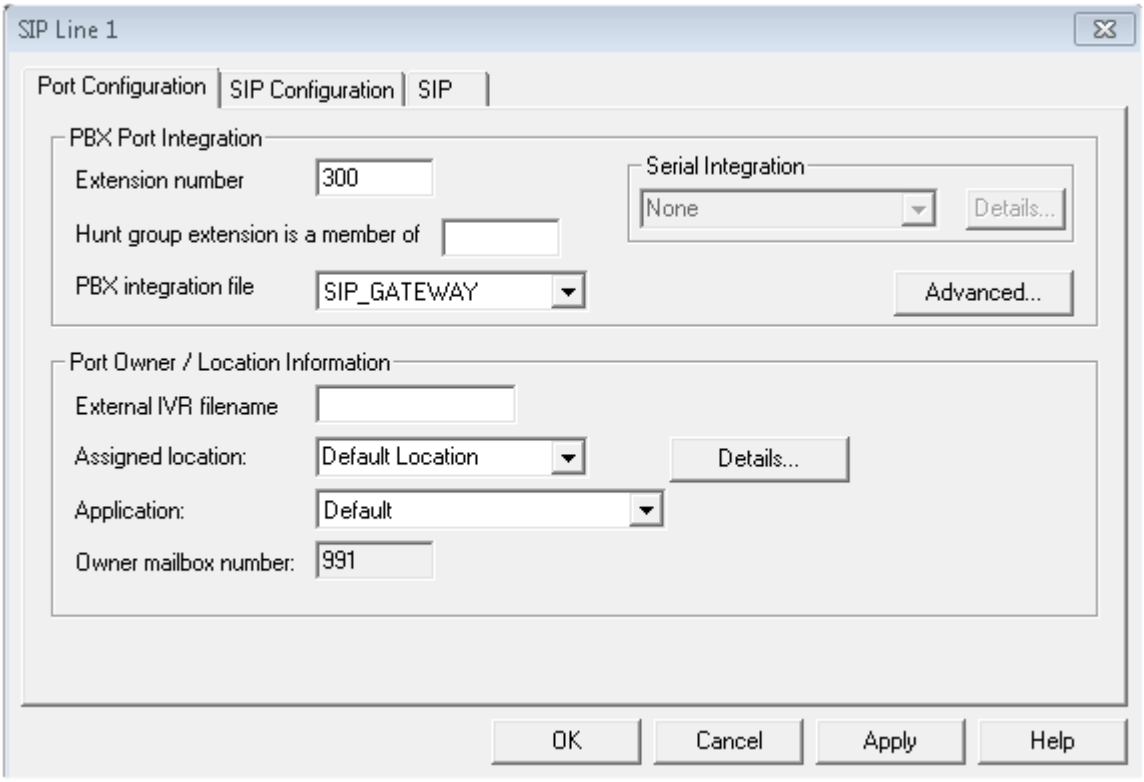
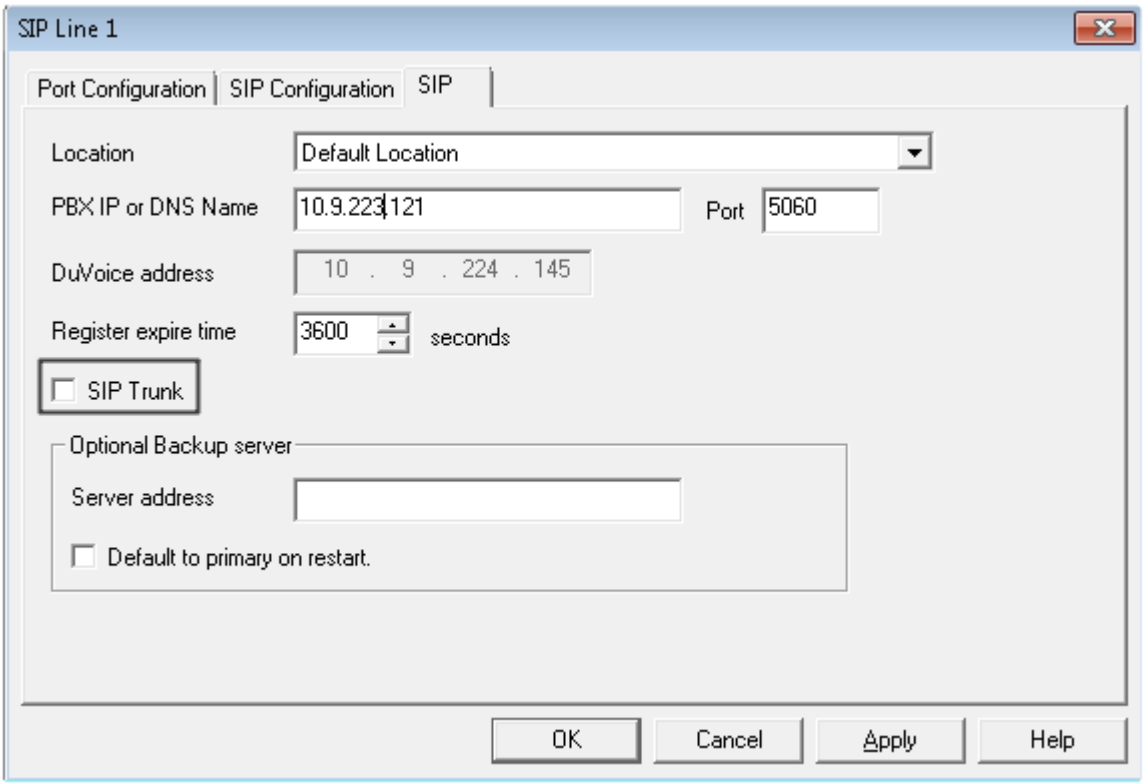
SIP credentials



SIP trunk option has to be selected for Oxo.



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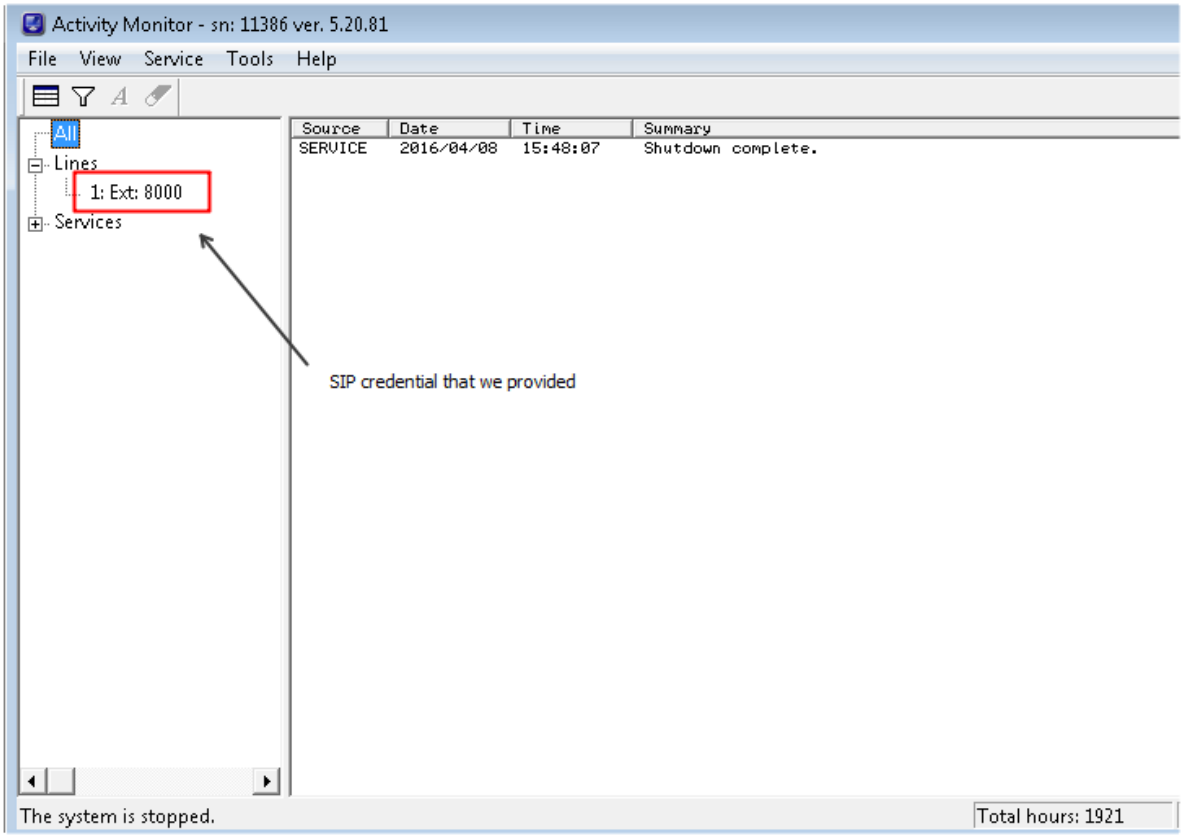
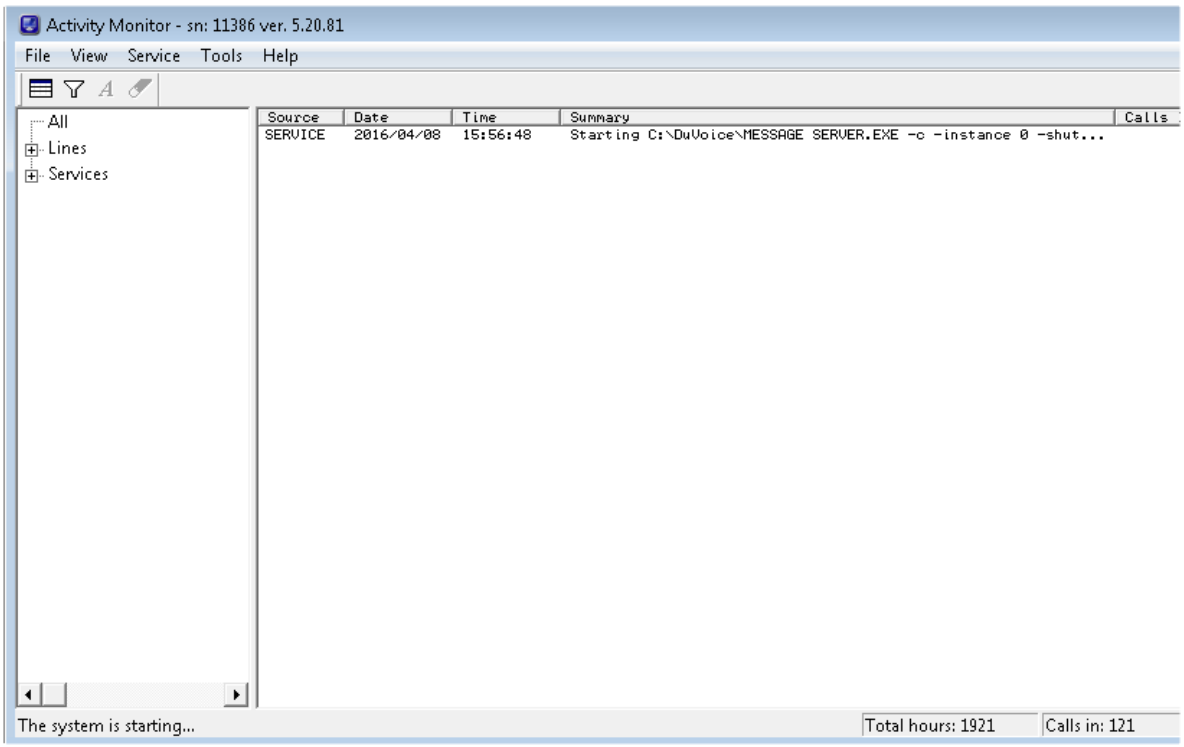
Activity Monitor to check the status of the server.



After starting service.



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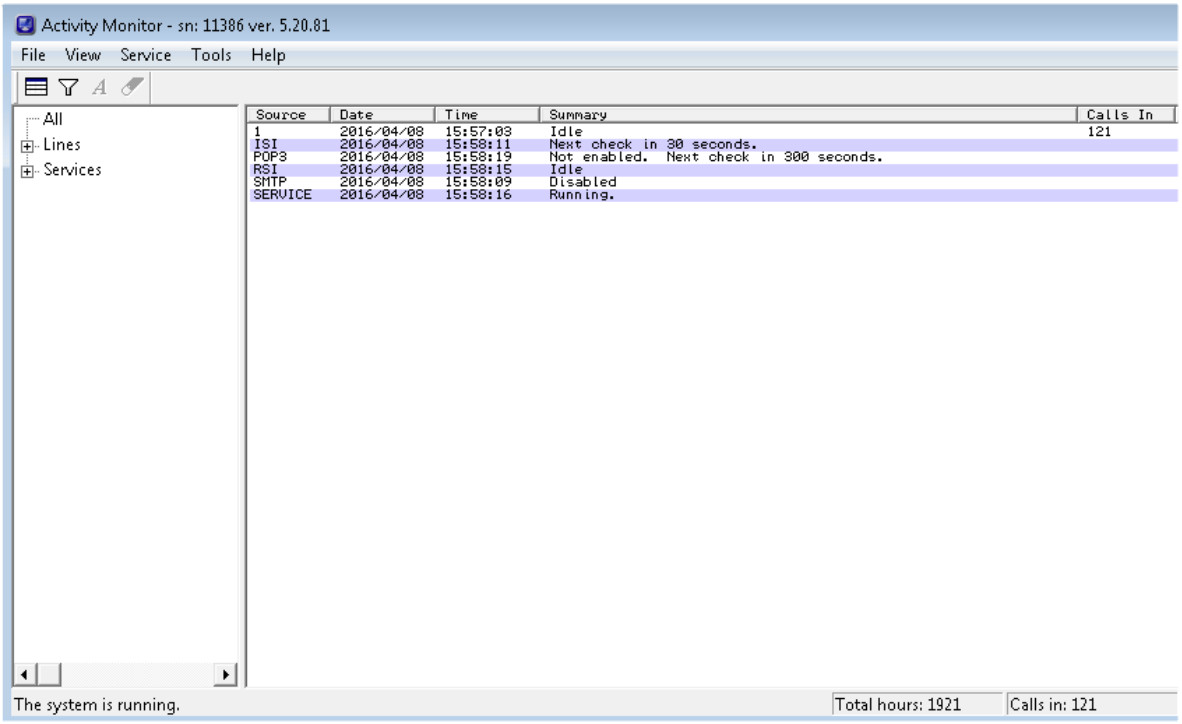

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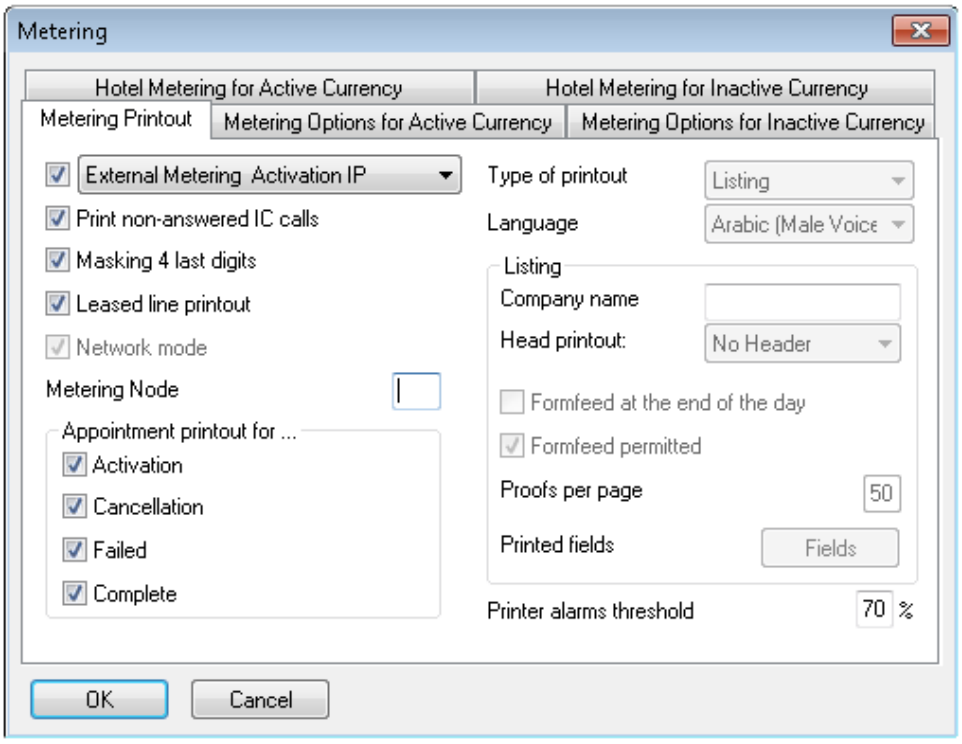
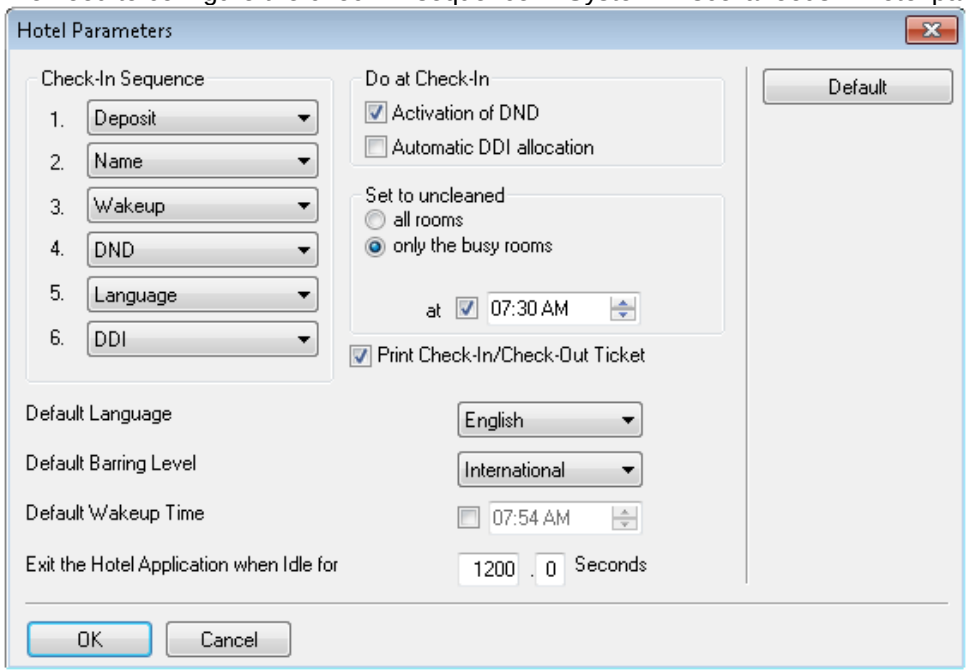
12 Appendix C: Alcatel-Lucent Enterprise Communication Platform: configuration requirements

OXO have to be configured in hotel mode.
In Counting the accounting through IP should be activated.



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



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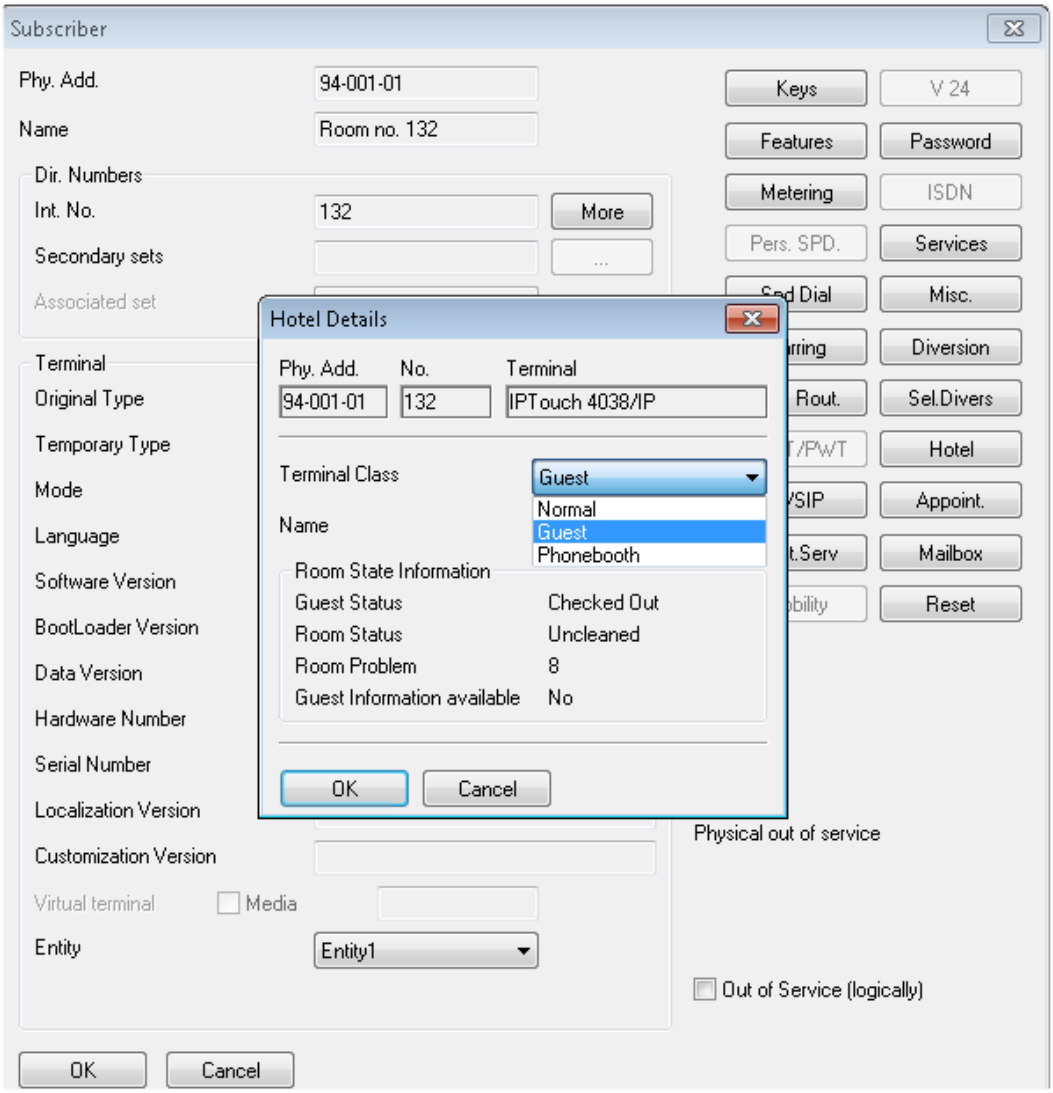
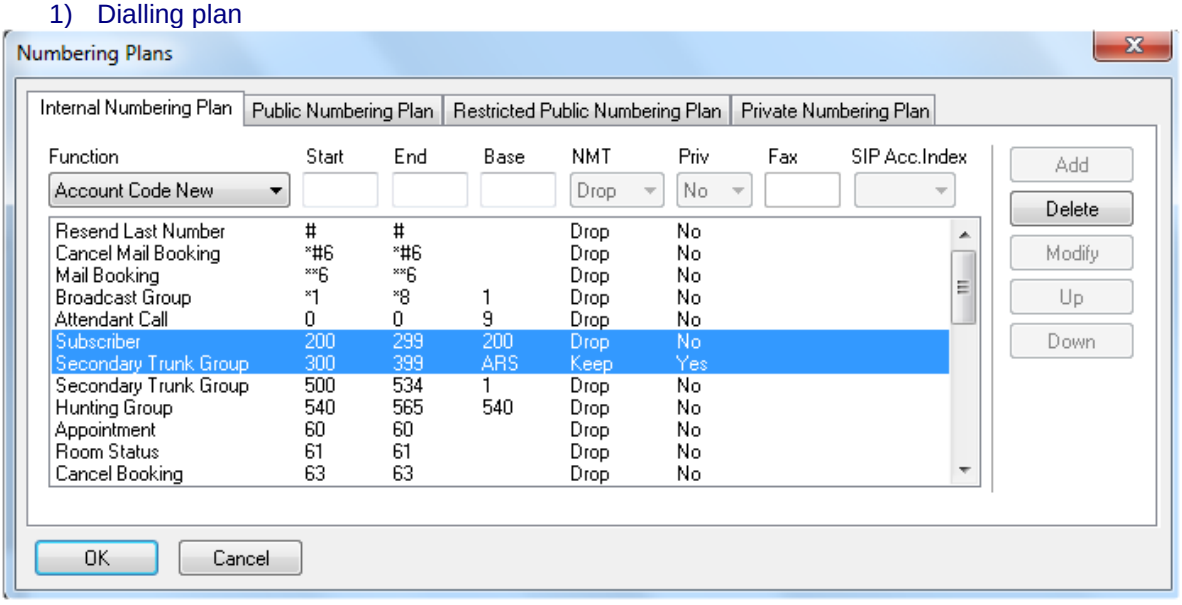
The user extension has to be declared as a hotel set as displayed below.



External Voicemail Configuration

1) Dialling plan



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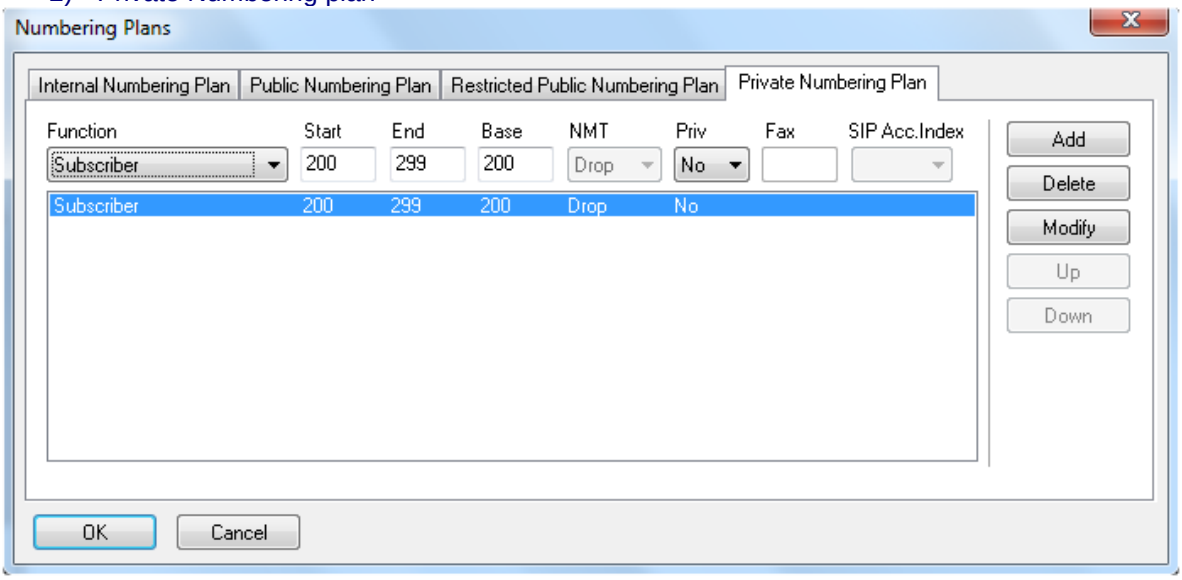
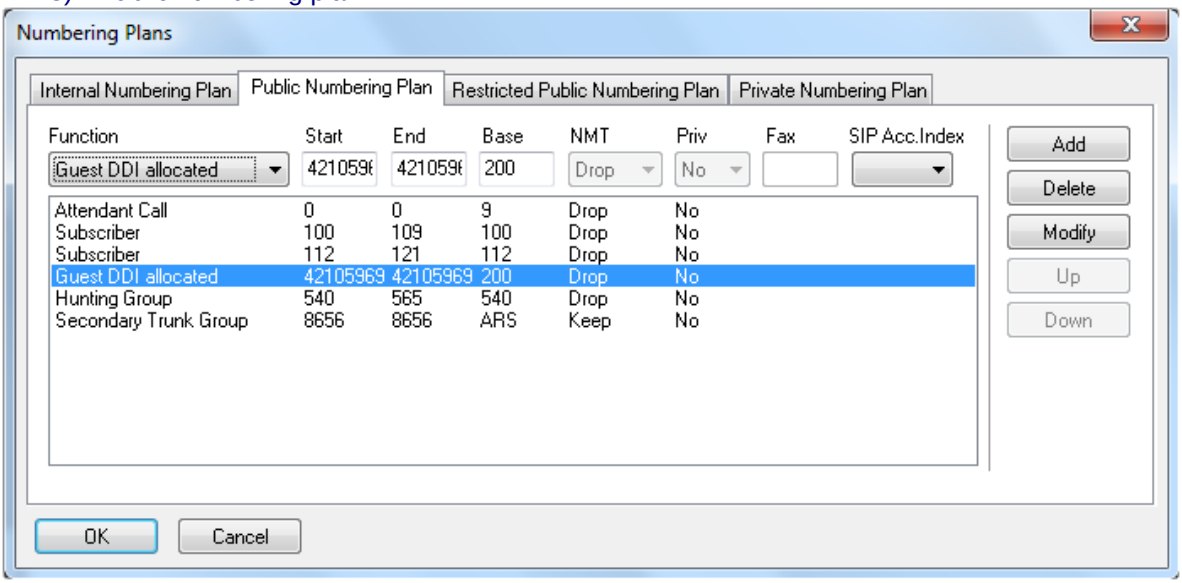
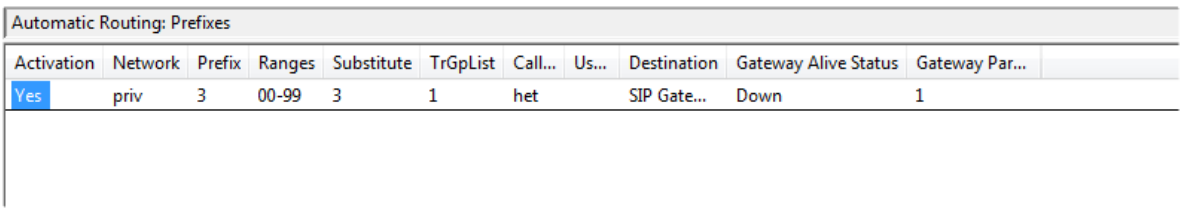
2) Private Numbering plan



3) Public numbering plan



4) ARS



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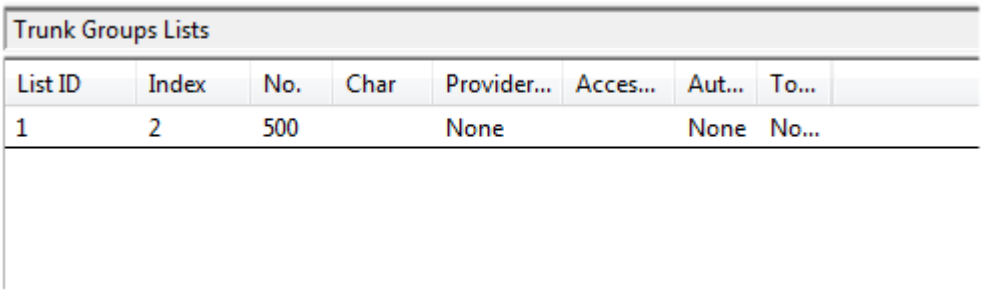
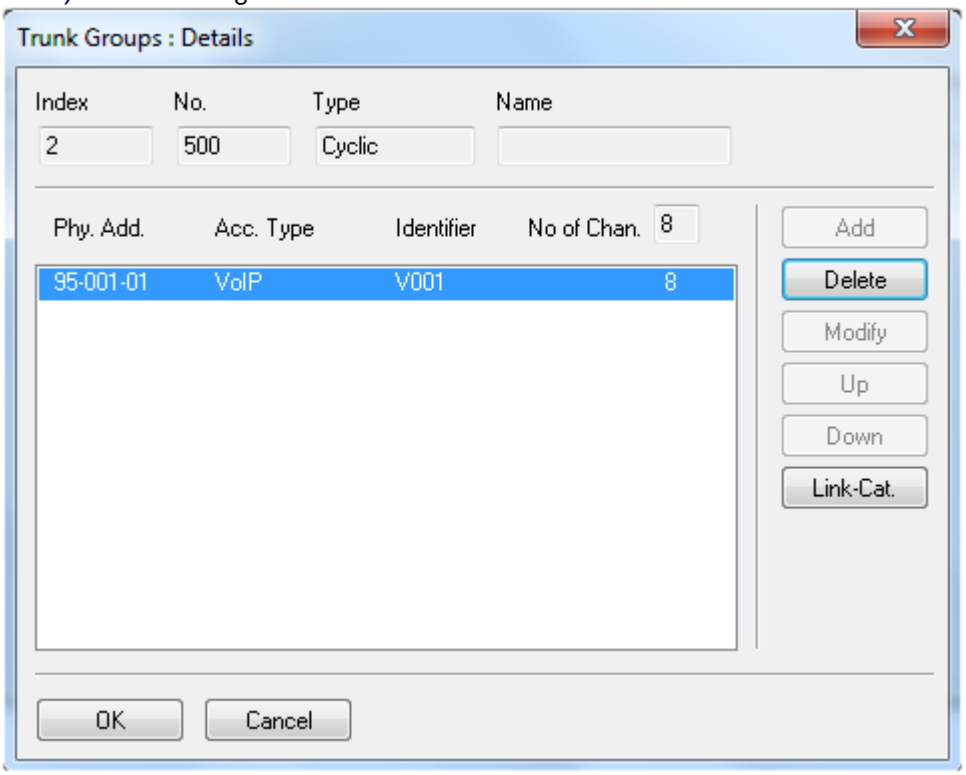
5) Trunk group lists



6) Trunk Configuration:



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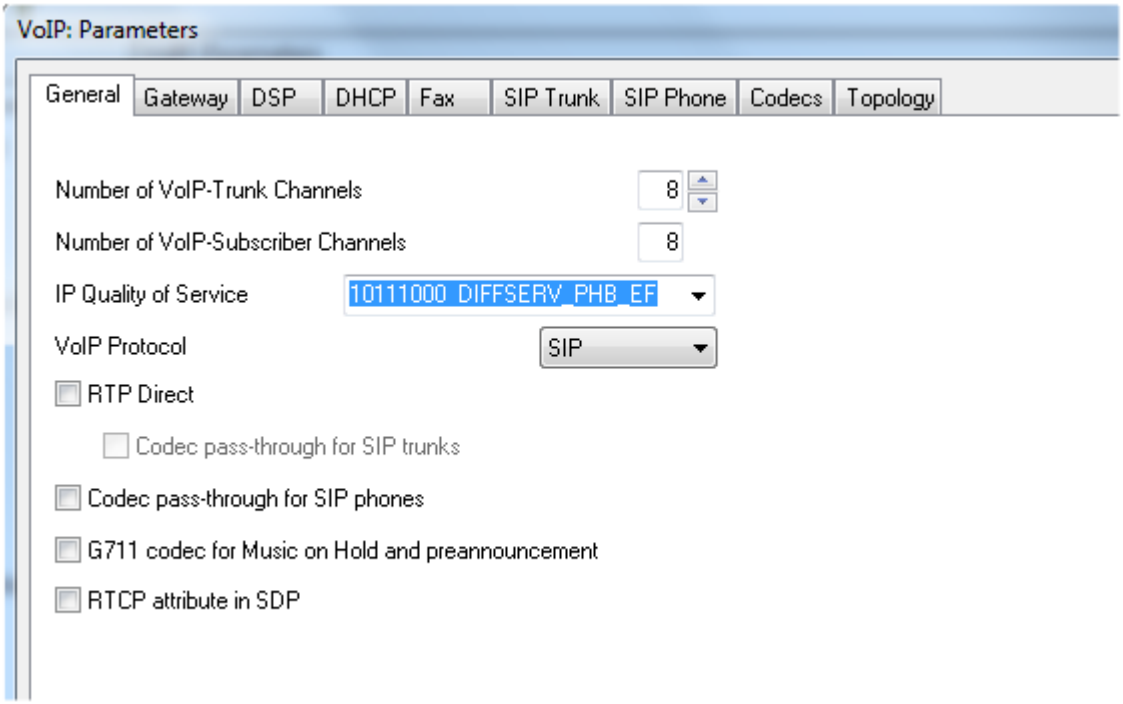
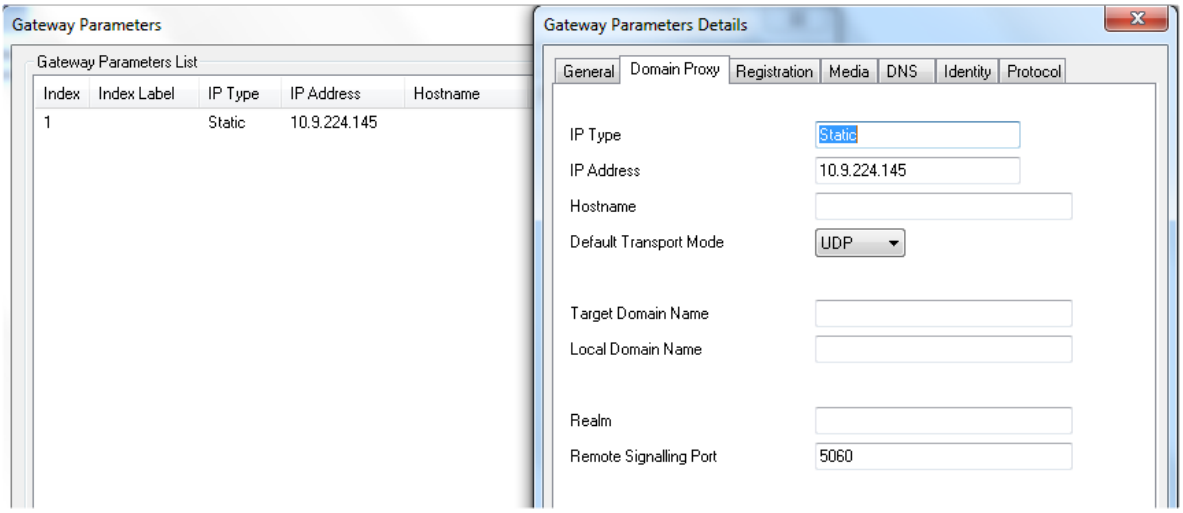
7) VOIP Configuration



8) Gateway Parameters



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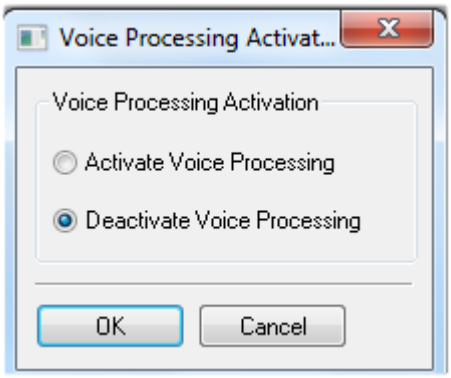
Voice processing deactivation

OXO Internal Voice mail deactivation



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13 Appendix D: AAPP member's escalation process

For normal installation and technical support contact 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 communictions urgent.
After hours calls (voice messages) marked urgent will be returned within 60 minutes.

For further escalation contact Jon Dulude jdulude@duvoice.com
425-284-4420 and mark message as urgent.

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14 Appendix E: AAPP program

14.1 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.

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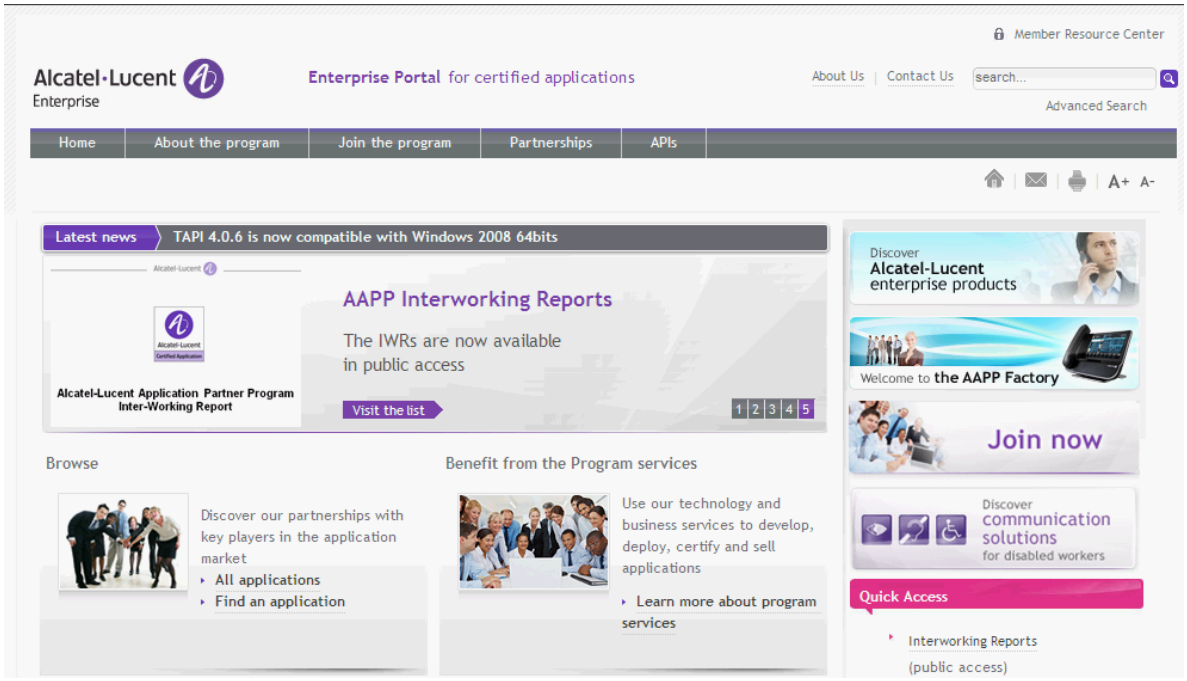
Web site

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



14.2 Enterprise.Alcatel-Lucent.com

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

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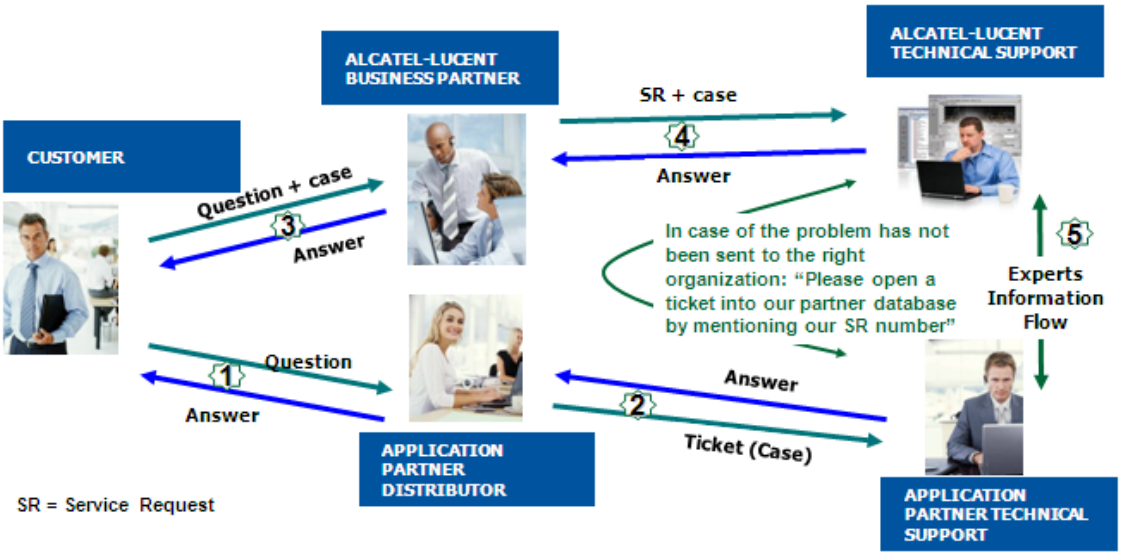
15 Appendix F: AAPP Escalation process

15.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the 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

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15.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, 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.

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15.3 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.

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15.4 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): https://applicationpartner.alcatel-lucent.com/aluaapp/faces/aapp/home/Home.jspx
- 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
- 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

END OF DOCUMENT

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