



## **ALE Application Partner Program Inter-Working Report**

*Partner:* **KONFTEL**  
*Application type:* **DECT conference device**  
*Application name:* **300Wx**  
*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

Date of the certification	September 2016
ALE International representative	Sebastien EHRHARD
AAPP member representative	
Alcatel-Lucent Enterprise Communication Platform	OmniPCX Enterprise Choisissez un élément.
Alcatel-Lucent Enterprise Communication Platform release	R11.2 (L2.300.29.b)
AAPP member application release	REV. 1.9.3 FW 925
Application Category	Terminals DECT / Wi-Fi

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Reviewer(s): Rachid HIMMI,

### Revision History

Edition 1: creation of the document – *September 2016*

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## Test results

- Passed                       Refused                       Postponed  
 Passed with restrictions

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

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## IWR validity extension

None

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## AAPP Member Contact Information

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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.
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## 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”).

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## 4 Application information

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<b>Application family :</b>	DECT GAP Conference device
<b>Application commercial name:</b>	KONFTEL 300Wx
<b>Application version:</b>	REV. 1.9.3 FW 925
<b>Interface type:</b>	DECT-GAP, IP-DECT
<b>Interface version (if relevant):</b>	/

The Konftel 300Wx is a Conference Phone that connects to OmniPCX Enterprise via the DECT channel.





## 5 Tests environment

### 5.1 General architecture

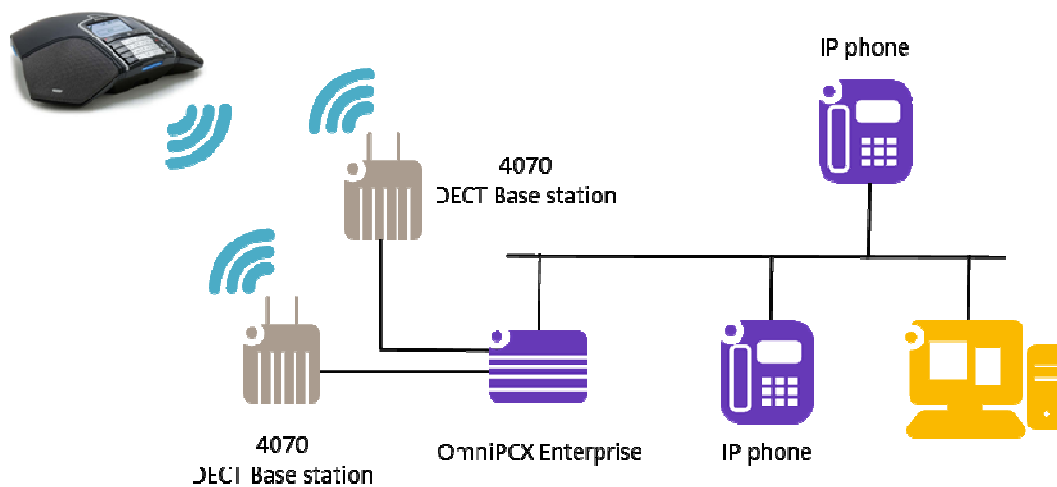


Figure 1 Tests environment DECT TDM

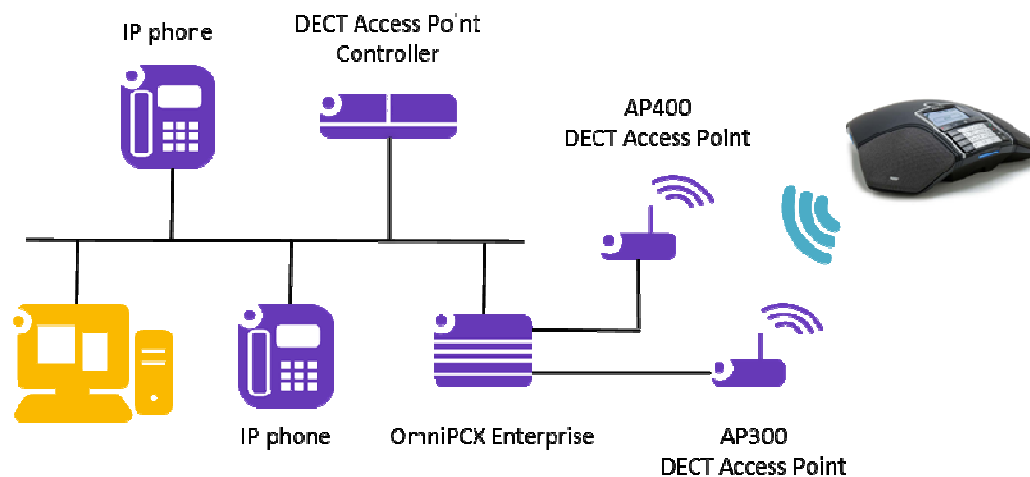


Figure 2 Tests environment IP DECT

## 6 Summary of test results

### 6.1 Summary of main functions supported

#### 6.1.1 DECT TDM environment

<b>Setup and connectivity</b>		
Installation and registration	OK	
Basic calls	OK	
Switch off / on	OK	
<b>Security</b>		
Identity	OK	
Authentication	OK	
Encryption	OK	
<b>Basic communication features</b>		
Call	OK	
Release	OK	
En bloc dialing	OK	
Digit by digit dialing	OK	
Redial	OK	
Local phone book	OK	
<b>Advanced communication features</b>		
Hold	OK	
Mute	OK	
Forward	OK	There is no local forward feature on the Konftel device.
Multiple simultaneous calls	NOK	It is not possible to take an incoming call while already in conversation.
Transfer	OK	
DTMF	OK	
Conference	OK	The Konftel device cannot drop a specific participant.
<b>Device moving in the radio coverage area</b>		
Out of range	OK	
Between base stations		Not tested

## 6.1.2 IP DECT environment

<b>Setup and connectivity</b>		
Installation and registration	OK	
Basic calls	OK	
Switch off / on	OK	
<b>Basic communication features</b>		
Call	OK	
Release	OK	
En bloc dialing	OK	
Digit by digit dialing	OK	
Redial	OK	
Local phone book	OK	
<b>Advanced communication features</b>		
Hold	OK	
Mute	OK	
Forward	OK	No local feature. For OXE prefix, it works when the forward is activated by dialing the forward prefix and then immediately the destination number followed by the <b>Connect</b> button.
Multiple simultaneous calls	NOK	It is not possible to take an incoming call while already in conversation.
Transfer	OK	
DTMF	NOK	
Conference	NOK	Konftel device cannot start an OXE three party conference. OK for OXE Meet-me conference.
<b>Device moving in the radio coverage area</b>		
Out of range	OK	
Between base stations	OK	Only tested while the Konftel device is in idle state (not in conversation).

## 6.2 Summary of problems

### 6.2.1 DECT TDM environment

- While already in conversation, it is not possible to answer to a new incoming call.

### 6.2.2 IP DECT environment

- While already in conversation, it is not possible to answer to a new incoming call.
- During a call, it is not possible to send out DTMF. So, for example, navigation in the voice mail box is not possible.
- It is not possible to start a, OXE three party conference.

## 6.3 Summary of limitations

### 6.3.1 DECT TDM environment

- There is no local forward possibility. OXE forward prefix has to be used.
- During an OXE three party conference, it is not possible to drop a specific participant.

### 6.3.2 IP DECT environment

- There is no local forward possibility. OXE forward prefix has to be used.

## 6.4 Notes, remarks

None.

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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	<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 Tests Results

The interoperability tests between Konftel 300Wx and Alcatel OmniPCX Enterprise have been pure functional tests. No tests have been performed regarding the respect of the DECT/GAP protocol itself, the radio behavior (tests in different radio environments, tests in disturbed radio environments) as well as the behavior in a DECT environment with high signaling traffic (base station with almost or all channels busy etc.).

The tests have been performed in two different environments: DECT TDM (see Figure 1 **Tests environment DECT TDM** at page 9) and IP DECT (see Figure 2 **Tests environment IP DECT** at page 9).

### 8.1 DECT TDM environment

#### 8.1.1 Setup and connectivity

These tests verify that the different components are properly connected and can communicate together.

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Installation and registration</b> <ul style="list-style-type: none"> <li>Start the OXE installation process thanks to <b>dectinston</b> command.</li> <li>Start the registration process on the Konftel device.</li> <li>Check on the Konftel device display that the registration is successful.</li> <li>Check on the OXE that the device is successfully registered (message displayed on the OXE console).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Basic call to Konftel device</b> <ul style="list-style-type: none"> <li>From an OXE phone (8068 IP phone for example), call the Konftel device.</li> <li>Check that the Konftel device is ringing.</li> <li>Answer the call from the Konftel device thanks to <b>Answer call</b> key.</li> <li>Check that the Konftel device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Basic call from Konftel device</b> <ul style="list-style-type: none"> <li>From the Konftel device, call an OXE phone (8068 IP phone for example).</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Konftel device switch off</b> <ul style="list-style-type: none"> <li>Shut down the Konftel device thanks to its <b>On/Off</b> key.</li> <li>Once shut down, check that the Konftel device is no more reachable (call it from an 8068 IP phone for example).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

5	<b>Konftel device switch on</b> <ul style="list-style-type: none"><li>• Start the Konftel device thanks to its <b>On/Off</b> key.</li><li>• Once started, check it is in service (check the DECT signal icon of its display).</li><li>• Check that the Konftel device is reachable: repeat Test Id 2 and 3.</li></ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
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## 8.1.2 Security (identity, authentication and encryption)

These tests check the good working when security is activated.

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Identity</b> <ul style="list-style-type: none"> <li>Configure the OXE with <b>Encryption</b> security level.</li> <li>Check that the Konftel device is not installed. If it is, uninstall it thanks to <b>dectrm</b> OXE command.</li> <li>Start the OXE installation process with <b>Identity</b> option thanks to <b>dectinston &lt;directory number&gt; -s0</b> command.</li> <li>Start the registration process on the Konftel device.</li> <li>Check on the Konftel device display that the registration is successful.</li> <li>Check on the OXE that the device is successfully registered (message displayed on the OXE console).</li> <li>Check that calls are successful (from Konftel device to OXE IP phone and from OXE IP phone to Konftel device).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Authentication</b> <ul style="list-style-type: none"> <li>Check that the OXE is still configured with <b>encryption</b> security level.</li> <li>Check that the Konftel device is not installed. If it is, uninstall it thanks to <b>dectrm</b> OXE command.</li> <li>Start the OXE installation process with <b>authentication</b> option thanks to <b>dectinston &lt;directory number&gt; -s1</b> command.</li> <li>Start the registration process on the Konftel device.</li> <li>Check on the Konftel device display that the registration is successful.</li> <li>Check on the OXE that the device is successfully registered (message displayed on the OXE console).</li> <li>Check that calls are successful (from Konftel device to OXE IP phone and from OXE IP phone to Konftel device).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Encryption</b> <ul style="list-style-type: none"> <li>Check that the OXE is still configured with <b>encryption</b> security level.</li> <li>Check that the Konftel device is not installed. If it is, uninstall it thanks to <b>dectrm</b> OXE command.</li> <li>Start the OXE installation process thanks to <b>dectinston &lt;directory number&gt;</b> command.</li> <li>Start the registration process on the Konftel device.</li> <li>Check on the Konftel device display that the registration is successful.</li> <li>Check on the OXE that the device is successfully registered (message displayed on the OXE console).</li> <li>Check that calls are successful (from Konftel device to OXE IP phone and from OXE IP phone to Konftel device).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



### 8.1.3 Basic communication features

This test part checks the correct functionality of different basic communication features (call, release).

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Basic call to Konftel device</b> <ul style="list-style-type: none"> <li>From an OXE phone (8068 IP phone for example), call the Konftel device.</li> <li>Check that the Konftel device is ringing.</li> <li>Answer the call from the Konftel device thanks to <b>Answer call</b> key.</li> <li>Check that the Konftel device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Release the call from the OXE phone</b> <ul style="list-style-type: none"> <li>Release the call on the OXE phone.</li> <li>Check that the call is stopped on both phones. Especially on the Konftel device: call release tone and then back to idle state after a timeout.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Release the call from the Konftel device</b> <ul style="list-style-type: none"> <li>Set up the call again but this time from the Konftel device to the OXE phone.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> <li>Release the call on the Konftel device.</li> <li>Check that the call is stopped on both phones. Especially on the OXE phone: call release tone and then back to idle state after a timeout.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Basic call from Konftel device using en bloc dialing</b> <ul style="list-style-type: none"> <li>From the Konftel device, dial an OXE IP phone directory number (digits) and finish by pressing the <b>Connect call</b> button.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> <li>Release the call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5	<b>Basic call from Konftel device using digit by digit dialing</b> <ul style="list-style-type: none"> <li>From the Konftel device, press the <b>Connect call</b> button. Then dial an OXE IP phone directory number.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	<ul style="list-style-type: none"> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>				
6	<p><b>Basic call from Konftel device using redial button</b></p> <ul style="list-style-type: none"> <li>From the Konftel device, navigate in the call log to select a previous call.</li> <li>Press the <b>Connect call</b> button to start the call.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	<p><b>Basic call from Konftel device using device local phone book</b></p> <ul style="list-style-type: none"> <li>From the Konftel device, navigate in the phone book to select a previously created contact.</li> <li>Press the <b>Connect call</b> button to start the call.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 8.1.4 Advanced communication features

This test part checks the correct functionality of different advanced communication features (hold, mute, forward, transfer, conference, ...).

### 8.1.4.1 Hold

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Hold from the OXE phone</b> <ul style="list-style-type: none"> <li>Set up a call between the Konftel device and an OXE IP phone.</li> <li>Hold the call on the OXE phone.</li> <li>Check that the Konftel device is on hold (display and on hold music / tone).</li> <li>Check that there is no audio received by the OXE phone from the Konftel device.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the Konftel device. On hold music is played to notify the user.
2	<b>Unhold from the OXE phone</b> <ul style="list-style-type: none"> <li>Unhold the call on the OXE phone.</li> <li>Check that the Konftel device is no more on hold (display).</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the Konftel device. On hold music is stopped to notify the user.
3	<b>Hold from the Konftel device</b> <ul style="list-style-type: none"> <li>Hold the call on the Konftel device.</li> <li>Check that the OXE phone is on hold (display and on hold music / tone).</li> <li>Check that there is no audio received by the Konftel device from the OXE phone.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the OXE IP phone. No on hold music played.  The Konftel device displays 'HOLD" message and the LEDs are blinking with red color (instead of the steady blue color when the call is active).
4	<b>Unhold from the Konftel device</b> <ul style="list-style-type: none"> <li>Unhold the call on the Konftel device.</li> <li>Check that the OXE phone is no more on hold (display).</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.4.2 Mute

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Mute on the OXE phone</b> <ul style="list-style-type: none"> <li>Set up a call between the Konftel device and an OXE IP phone.</li> <li>Mute the call on the OXE phone.</li> <li>Check that the Konftel device displays the muted state.</li> <li>Check that there is no audio received by the Konftel device from the OXE phone.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the Konftel device.
2	<b>Unmute on the OXE phone</b> <ul style="list-style-type: none"> <li>Unmute the call on the OXE phone.</li> <li>Check that the Konftel device no more displays the muted state.</li> <li>Check that there is audio in both ways</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	(from 8068 to Konftel device and vice versa).				
3	<b>Mute on the Konftel device</b> <ul style="list-style-type: none"> <li>Set up the call again</li> <li>Mute the call on the Konftel device.</li> <li>Check that the Konftel device displays the muted state.</li> <li>Check that there is no audio received by the Konftel device from the OXE phone.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Konftel device displays 'MUTE" message and the LEDs are with steady red color (instead of the steady blue color when the call is active).
4	<b>Unmute on the Konftel device</b> <ul style="list-style-type: none"> <li>Unmute the call on the Konftel device.</li> <li>Check that the Konftel device no more displays the muted state.</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.4.3 Forward

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Konftel device is locally forwarded to another phone</b> <ul style="list-style-type: none"> <li>If the option is available, configure the Konftel device <u>locally</u> (do not use the OXE forward feature) to forward the calls to another OXE IP phone (called <b>destination</b>).</li> <li>Call the Konftel device from an OXE IP phone.</li> <li>Check that the Konftel device is not ringing and does not display any incoming call.</li> <li>Check that the <b>forward destination</b> phone is ringing and displays the incoming call (including the information that the call has been forwarded by the Konftel device).</li> <li>Check that the <b>forward destination</b> phone user can answer the call and that the call is established successfully (audio in both ways and also display with the information the call has been forwarded by the Konftel device).</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feature not available on the Konftel device.  OXE forward prefix has to be used.
2	<b>Konftel device is "OXE forwarded" to another phone</b> <ul style="list-style-type: none"> <li>On the Konftel device, press the <b>Connect</b> button then dial the OXE immediate forward prefix.</li> <li>Wait the voice guide asking for the destination number.</li> <li>Dial the destination number (an OXE IP phone).</li> <li>Wait for the confirmation voice guide.</li> <li>Call the Konftel device from an OXE IP phone.</li> <li>Check that the Konftel device is not ringing and does not display any incoming call.</li> <li>Check that the <b>forward destination</b> phone is ringing and displays the incoming call (including the information that the call has been forwarded by the Konftel device).</li> <li>Check that the <b>forward destination</b> phone</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	<p>user can answer the call and that the call is established successfully (audio in both ways and also display with the information the call has been forwarded by the Konftel device).</p> <ul style="list-style-type: none"> <li>• Disable the forward thanks to the OXE prefix.</li> <li>• Wait for the confirmation voice guide.</li> </ul>				
3	<p>Repeat previous test. But this time, dial the OXE immediate forwarded prefix followed by the destination number and then press the <b>Connect</b> button.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<p><b>Konftel device is "OXE forwarded" on busy / no answer to another phone</b></p> <ul style="list-style-type: none"> <li>• On the Konftel device, press the <b>Connect</b> button then dial the OXE busy / no answer forward prefix.</li> <li>• Wait the voice guide asking for the destination number.</li> <li>• Dial the destination number (an OXE IP phone).</li> <li>• Wait for the confirmation voice guide.</li> <li>• Call the Konftel device from an OXE IP phone and do no answer (wait until the call is forwarded).</li> <li>• Check that the Konftel device is not ringing and does not display any incoming call.</li> <li>• Check that the <b>forward destination</b> phone is ringing and displays the incoming call (including the information that the call has been forwarded by the Konftel device).</li> <li>• Check that the <b>forward destination</b> phone user can answer the call and that the call is established successfully (audio in both ways and also display with the information the call has been forwarded by the Konftel device).</li> <li>• Release the call.</li> <li>• Repeat the test but this time, first set up an active call with the Konftel device and an OXE IP phone. And check the incoming call to the Konftel device is immediately forwarded (busy).</li> <li>• Disable the forward thanks to the OXE prefix.</li> <li>• Wait for the confirmation voice guide.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.4.4 Multiple calls

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device answers a call while already in conversation</b></p> <ul style="list-style-type: none"> <li>• Setup a call between the Konftel device and an OXE IP phone.</li> <li>• Call the Konftel device from another OXE IP phone.</li> <li>• Check that the Konftel device displays the new incoming call.</li> <li>• Check that the Konftel device user can answer the call.</li> <li>• Check that the “old” call is put on hold (display and audio) and that the new call is established successfully (audio in both ways and display).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	There is no indication on the Konftel device that there is an incoming call.
2	<p><b>Konftel device switches from one call to another</b></p> <ul style="list-style-type: none"> <li>• Check that the Konftel device user can switch from the active to the “on hold” call.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Check that the Konftel device user can switch from the active to the “on hold” call.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Release both calls.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	<p><b>Konftel device calls while already in conversation</b></p> <ul style="list-style-type: none"> <li>• Setup a call between the Konftel device and an OXE IP phone.</li> <li>• On the Konftel device dial another OXE IP phone (either by dialing its number or using the local phone book – try both).</li> <li>• Check that the first OXE IP phone is on hold (display and on hold music / tone). Check that there is no audio received by the Konftel device from this OXE IP phone.</li> <li>• Check that the other OXE IP phone is ringing. Check also the Konftel device display (first call on hold, second call ringing).</li> <li>• Answer the call.</li> <li>• Check that the first call is still on hold (display and on hold music / tone / no audio received by the Konftel device from this OXE IP phone).</li> <li>• Check that the second call is established successfully (audio in both ways and display).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<p><b>Konftel device switches from one call to another</b></p> <ul style="list-style-type: none"> <li>• Check that the Konftel device user can switch from the active to the “on hold” call thanks to OXE <b>broker call suffix</b>.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Check that the Konftel device user can switch from the active to the “on hold” call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Konftel user uses <b>Broker call</b> suffix to switch from one call to the other.

	<ul style="list-style-type: none"> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Release both calls.</li> </ul>				
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### 8.1.4.5 Transfer

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Konftel device transfers a call</b> <ul style="list-style-type: none"> <li>• Setup two calls on the Konftel device (with two OXE IP phones). One is active, the other is on hold.</li> <li>• Transfer the first call to the second one by pressing the Konftel device <b>End call</b> button.</li> <li>• Check that both OXE IP phone are in conversation (audio in both way and display).</li> <li>• Check that the Konftel device is back in idle state (no active call).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Konftel device is transferred while on hold</b> <ul style="list-style-type: none"> <li>• Setup a call on the Konftel device (with an OXE IP phone). Set up another call with another OXE IP phone.</li> <li>• Check that the Konftel device is on hold.</li> <li>• Transfer the first call to the second one on the OXE IP phone while the second OXE IP phone is ringing.</li> <li>• Check that the other OXE IP phone is now in conversation with the Konftel device (audio in both way and display).</li> <li>• Repeat this test, but this time transfer the call after the second OXE IP phone has answered the call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Konftel device is transferred while in active call</b> <ul style="list-style-type: none"> <li>• Setup a call between two OXE IP phones). Set up another call with one of the OXE IP phone and the Konftel device.</li> <li>• Check that the Konftel device is in an active call with the OXE IP phone.</li> <li>• Transfer the first call to the second one on the OXE IP phone while the second OXE IP phone is ringing.</li> <li>• Check that the other OXE IP phone is now in conversation with the Konftel device (audio in both way and display).</li> <li>• Repeat this test, but this time transfer the call after the second OXE IP phone has answered the call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	When transferring while ringing, the Konftel device still displays the first OXE IP phone number and not the second one.

### 8.1.4.6 DTMF

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Konftel device is sending out DTMF tones</b> <ul style="list-style-type: none"> <li>Setup a call between the Konftel device and the OXE 4645 voice mail.</li> <li>Check that the user can navigate in the voice mail menus by pressing the digit keys.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.4.7 Conference

#### 8.1.4.7.1 OXE three party conference

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Conference set up by the Konftel device</b> <ul style="list-style-type: none"> <li>Setup two calls with the Konftel device (with two OXE IP phones).</li> <li>Use the Konftel device <b>conference</b> button to set up the three party conference.</li> <li>Check that the audio is correctly setup between the three parties.</li> <li>Check that the Konftel device displays the conference status on its screen.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Once the conference is set up, there is no specific display on the Konftel device.
2	<b>Drop of a participant by the Konftel device</b> <ul style="list-style-type: none"> <li>From the Konftel device, drop one participant (one of the two OXE IP phones).</li> <li>Check the dropped participant is back to idle state.</li> <li>Check that the two remaining participants are in communication (check the audio and the display on the phones).</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The feature is not available.
3	<b>Konftel device quits the conference</b> <ul style="list-style-type: none"> <li>Setup the conference again (as described in 1).</li> <li>From the Konftel device quit the conference.</li> <li>Check the Konftel device is back to idle state (audio and display).</li> <li>Check that the two remaining participants are in communication (check the audio and the display on the phones).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Conference set up by an OXE phone</b> <ul style="list-style-type: none"> <li>Setup two calls with an OXE IP phone (with another OXE IP phone and the Konftel device).</li> <li>From the first OXE IP phone, set up the three party conference.</li> <li>Check that the audio is correctly setup between the three parties.</li> <li>Check that the Konftel device displays the conference status on its screen.</li> <li>End the conference</li> <li>Repeat this test, but this time, the OXE IP phone conference master sets up the conference after calling first the Konftel device and then the other OXE IP phone).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



8.1.4.7.2 OXE meet-me conference

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Konftel device joins the meet-me conference</b> <ul style="list-style-type: none"><li>• Setup a meet-me conference. Join two OXE IP phones to this conference.</li><li>• Join the conference from the Konftel device by dialing the prefix and conference ID.</li><li>• Check that the audio is correctly setup between all parties.</li><li>• Check that the Konftel device displays the conference status on its screen.</li></ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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## 8.1.5 Device moving in the radio coverage area

This test part checks the correct behavior when the Konftel device changes its position in the radio area (switching from one base to another or going out of range).

### 8.1.5.1 Out of range

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Konftel device goes out of range while in idle state</b> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered.</li> <li>The device is moved out or DECT radio range.</li> <li>Check the "out of range" information displayed on the device.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Konftel device goes back in range while in idle state</b> <ul style="list-style-type: none"> <li>The device is moved back in DECT radio range.</li> <li>Check the "in range" information displayed on the device.</li> <li>Check that the device can make and receive a call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Konftel device goes out of range while in an active call</b> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered.</li> <li>Make a call with the Konftel device (and an OXE IP phone) and keep it active.</li> <li>The Konftel device is moved out or DECT radio range. Stay out of range.</li> <li>Check the "out of range" information displayed on the device. Check that the call is properly released on both devices.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Konftel device goes back in range while in an active call</b> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered.</li> <li>Make a call with the Konftel device (and an OXE IP phone) and keep it active.</li> <li>The Konftel device is moved out or DECT radio range.</li> <li>Once out of range information is displayed on the device, move it back in range.</li> <li>Check that the call is recovered (incoming call to the Konftel device) and can be answered.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.5.2 Between radio base stations

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device from one base stations to another while in idle state</b></p> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered. But not in an active call.</li> <li>Move the device to go out of range of the current base station and in range of another base station.</li> <li>Check the "in range" information is still displayed on the device.</li> <li>Check that the device can make and receive a call.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not tested
2	<p><b>Konftel device from one base station to another while in an active call</b></p> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered. And is in an active call with an OXE IP phone.</li> <li>Move the device to go out of range of the current base station and in range of another base station (ensure that the two base stations coverage is so that there is no radio gap).</li> <li>Check the "in range" information is still displayed on the device.</li> <li>Check that the call is still active (audio in both ways).</li> <li>Check if there are some audio disturbances while moving from one base station to the other.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not tested

## 8.1 IP DECT environment

### 8.1.1 Setup and connectivity

These tests verify that the different components are properly connected and can communicate together.

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Installation and registration</b> <ul style="list-style-type: none"> <li>Enable the subscription process on the DAP manager.</li> <li>Start the registration process on the Konftel device.</li> <li>Check on the Konftel device display that the registration is successful.</li> <li>Check on the OXE that the device is successfully registered (thanks to <b>sipregister</b> command).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Basic call to Konftel device</b> <ul style="list-style-type: none"> <li>From an OXE phone (8068 IP phone for example), call the Konftel device.</li> <li>Check that the Konftel device is ringing.</li> <li>Answer the call from the Konftel device thanks to <b>Answer call</b> key.</li> <li>Check that the Konftel device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Basic call from Konftel device</b> <ul style="list-style-type: none"> <li>From the Konftel device, call an OXE phone (8068 IP phone for example).</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Konftel device switch off</b> <ul style="list-style-type: none"> <li>Shut down the Konftel device thanks to its <b>On/Off</b> key.</li> <li>Once shut down, check that the Konftel device is no more reachable (call it from an 8068 IP phone for example).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5	<b>Konftel device switch on</b> <ul style="list-style-type: none"> <li>Start the Konftel device thanks to its <b>On/Off</b> key.</li> <li>Once started, check it is in service (check the DECT signal icon of its display).</li> <li>Check that the Konftel device is reachable: repeat Test Id 2 and 3.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## 8.1.2 Basic communication features

This test part checks the correct functionality of different basic communication features (call, release).

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Basic call to Konftel device</b> <ul style="list-style-type: none"> <li>From an OXE phone (8068 IP phone for example), call the Konftel device.</li> <li>Check that the Konftel device is ringing.</li> <li>Answer the call from the Konftel device thanks to <b>Answer call</b> key.</li> <li>Check that the Konftel device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Release the call from the OXE phone</b> <ul style="list-style-type: none"> <li>Release the call on the OXE phone.</li> <li>Check that the call is stopped on both phones. Especially on the Konftel device: call release tone and then back to idle state after a timeout.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Release the call from the Konftel device</b> <ul style="list-style-type: none"> <li>Set up the call again but this time from the Konftel device to the OXE phone.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> <li>Release the call on the Konftel device.</li> <li>Check that the call is stopped on both phones. Especially on the OXE phone: call release tone and then back to idle state after a timeout.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Basic call from Konftel device using en bloc dialing</b> <ul style="list-style-type: none"> <li>From the Konftel device, dial an OXE IP phone directory number (digits) and finish by pressing the <b>Connect call</b> button.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> <li>Release the call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5	<b>Basic call from Konftel device using digit by digit dialing</b> <ul style="list-style-type: none"> <li>From the Konftel device, press the <b>Connect call</b> button. Then dial an OXE IP phone directory number.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	<ul style="list-style-type: none"> <li>ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>				
6	<b>Basic call from Konftel device using redial button</b> <ul style="list-style-type: none"> <li>From the Konftel device, navigate in the call log to select a previous call.</li> <li>Press the <b>Connect call</b> button to start the call.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	<b>Basic call from Konftel device using device local phone book</b> <ul style="list-style-type: none"> <li>From the Konftel device, navigate in the phone book to select a previously created contact.</li> <li>Press the <b>Connect call</b> button to start the call.</li> <li>Check that the OXE phone is ringing.</li> <li>Answer the call from the OXE phone device.</li> <li>Check that the OXE phone device stops ringing and that the call is set up.</li> <li>Check that there is audio in both ways (from OXE phone to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.3 Advanced communication features

This test part checks the correct functionality of different advanced communication features (hold, mute, forward, transfer, conference, ...).

#### 8.1.3.1 Hold

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Hold from the OXE phone</b> <ul style="list-style-type: none"> <li>Set up a call between the Konftel device and an OXE IP phone.</li> <li>Hold the call on the OXE phone.</li> <li>Check that the Konftel device is on hold (display and on hold music / tone).</li> <li>Check that there is no audio received by the OXE phone from the Konftel device.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the Konftel device. On hold music is played to notify the user.
2	<b>Unhold from the OXE phone</b> <ul style="list-style-type: none"> <li>Unhold the call on the OXE phone.</li> <li>Check that the Konftel device is no more on hold (display).</li> <li>Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the Konftel device. On hold music is stopped to notify the user.

3	<p><b>Hold from the Konftel device</b></p> <ul style="list-style-type: none"> <li>• Hold the call on the Konftel device.</li> <li>• Check that the OXE phone is on hold (display and on hold music / tone).</li> <li>• Check that there is no audio received by the Konftel device from the OXE phone.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific display on the OXE IP phone. No on hold music played.</p> <p>The Konftel device displays 'HOLD" message and the LEDs are blinking with red color (instead of the steady blue color when the call is active).</p>
4	<p><b>Unhold from the Konftel device</b></p> <ul style="list-style-type: none"> <li>• Unhold the call on the Konftel device.</li> <li>• Check that the OXE phone is no more on hold (display).</li> <li>• Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.3.2 Mute

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Mute on the OXE phone</b></p> <ul style="list-style-type: none"> <li>• Set up a call between the Konftel device and an OXE IP phone.</li> <li>• Mute the call on the OXE phone.</li> <li>• Check that the Konftel device displays the muted state.</li> <li>• Check that there is no audio received by the Konftel device from the OXE phone.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific display on the Konftel device.
2	<p><b>Unmute on the OXE phone</b></p> <ul style="list-style-type: none"> <li>• Unmute the call on the OXE phone.</li> <li>• Check that the Konftel device no more displays the muted state.</li> <li>• Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<p><b>Mute on the Konftel device</b></p> <ul style="list-style-type: none"> <li>• Set up the call again</li> <li>• Mute the call on the Konftel device.</li> <li>• Check that the Konftel device displays the muted state.</li> <li>• Check that there is no audio received by the Konftel device from the OXE phone.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Konftel device displays 'MUTE" message and the LEDs are with steady red color (instead of the steady blue color when the call is active).
4	<p><b>Unmute on the Konftel device</b></p> <ul style="list-style-type: none"> <li>• Unmute the call on the Konftel device.</li> <li>• Check that the Konftel device no more displays the muted state.</li> <li>• Check that there is audio in both ways (from 8068 to Konftel device and vice versa).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.3.3 Forward

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device is locally forwarded to another phone</b></p> <ul style="list-style-type: none"> <li>If the option is available, configure the Konftel device <u>locally</u> (do not use the OXE forward feature) to forward the calls to another OXE IP phone (called <b>destination</b>).</li> <li>Call the Konftel device from an OXE IP phone.</li> <li>Check that the Konftel device is not ringing and does not display any incoming call.</li> <li>Check that the <b>forward destination</b> phone is ringing and displays the incoming call (including the information that the call has been forwarded by the Konftel device).</li> <li>Check that the <b>forward destination</b> phone user can answer the call and that the call is established successfully (audio in both ways and also display with the information the call has been forwarded by the Konftel device).</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Feature not available on the Konftel device.</p> <p>OXE forward prefix has to be used.</p>
2	<p><b>Konftel device is "OXE forwarded" to another phone</b></p> <ul style="list-style-type: none"> <li>On the Konftel device, press the <b>Connect</b> button then dial the OXE immediate forward prefix.</li> <li>Wait the voice guide asking for the destination number.</li> <li>Dial the destination number (an OXE IP phone).</li> <li>Wait for the confirmation voice guide.</li> <li>Call the Konftel device from an OXE IP phone.</li> <li>Check that the Konftel device is not ringing and does not display any incoming call.</li> <li>Check that the <b>forward destination</b> phone is ringing and displays the incoming call (including the information that the call has been forwarded by the Konftel device).</li> <li>Check that the <b>forward destination</b> phone user can answer the call and that the call is established successfully (audio in both ways and also display with the information the call has been forwarded by the Konftel device).</li> <li>Disable the forward thanks to the OXE prefix.</li> <li>Wait for the confirmation voice guide.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>"Destination phone" voice guide is played. But the user is not able to enter the number on the Konftel device.</p> <p>It works when the forward is activated by dialing the forward prefix and then immediately the destination number followed by the <b>Connect</b> button.</p> <p>After deactivating the forward, the Konftel device plays some inaudible noise (instead of the confirmation voice guide). But the action has been taken into account.</p>
3	<p>Repeat previous test. But this time, dial the OXE immediate forwarded prefix followed by the destination number and then press the <b>Connect</b> button.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<p><b>Konftel device is "OXE forwarded" on busy / no answer to another phone</b></p> <ul style="list-style-type: none"> <li>On the Konftel device, press the <b>Connect</b> button then dial the OXE busy / no answer forward prefix.</li> <li>Wait the voice guide asking for the destination number.</li> <li>Dial the destination number (an OXE IP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>It works when the forward is activated by dialing the forward prefix and then immediately the destination number followed by the <b>Connect</b> button.</p>



	<p>phone).</p> <ul style="list-style-type: none"> <li>• Wait for the confirmation voice guide.</li> <li>• Call the Konftel device from an OXE IP phone and do no answer (wait until the call is forwarded).</li> <li>• Check that the Konftel device is not ringing and does not display any incoming call.</li> <li>• Check that the <b>forward destination</b> phone is ringing and displays the incoming call (including the information that the call has been forwarded by the Konftel device).</li> <li>• Check that the <b>forward destination</b> phone user can answer the call and that the call is established successfully (audio in both ways and also display with the information the call has been forwarded by the Konftel device).</li> <li>• Release the call.</li> <li>• Repeat the test but this time, first set up an active call with the Konftel device and an OXE IP phone. And check the incoming call to the Konftel device is immediately forwarded (busy).</li> <li>• Disable the forward thanks to the OXE prefix.</li> <li>• Wait for the confirmation voice guide.</li> </ul>				<p>After deactivating the forward, the Konftel device plays some inaudible noise (instead of the confirmation voice guide). But the action has been taken into account.</p>
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### 8.1.3.4 Multiple calls

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device answers a call while already in conversation</b></p> <ul style="list-style-type: none"> <li>• Setup a call between the Konftel device and an OXE IP phone.</li> <li>• Call the Konftel device from another OXE IP phone.</li> <li>• Check that the Konftel device displays the new incoming call.</li> <li>• Check that the Konftel device user can answer the call.</li> <li>• Check that the “old” call is put on hold (display and audio) and that the new call is established successfully (audio in both ways and display).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	There is no indication on the Konftel device that there is an incoming call.
2	<p><b>Konftel device switches from one call to another</b></p> <ul style="list-style-type: none"> <li>• Check that the Konftel device user can switch from the active to the “on hold” call.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Check that the Konftel device user can switch from the active to the “on hold” call.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Release both calls.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	<p><b>Konftel device calls while already in conversation</b></p> <ul style="list-style-type: none"> <li>• Setup a call between the Konftel device and an OXE IP phone.</li> <li>• On the Konftel device dial another OXE IP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	While already in call, press <b>Connect</b> button then dial the destination number. First call is put

	<p>phone (either by dialing its number or using the local phone book – try both).</p> <ul style="list-style-type: none"> <li>• Check that the first OXE IP phone is on hold (display and on hold music / tone). Check that there is no audio received by the Konftel device from this OXE IP phone.</li> <li>• Check that the other OXE IP phone is ringing. Check also the Konftel device display (first call on hold, second call ringing).</li> <li>• Answer the call.</li> <li>• Check that the first call is still on hold (display and on hold music / tone / no audio received by the Konftel device from this OXE IP phone).</li> <li>• Check that the second call is established successfully (audio in both ways and display).</li> </ul>				on hold.
4	<p><b>Konftel device switches from one call to another</b></p> <ul style="list-style-type: none"> <li>• Check that the Konftel device user can switch from the active to the “on hold” call thanks to OXE <b>broker call suffix</b>.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Check that the Konftel device user can switch from the active to the “on hold” call.</li> <li>• Check that the active call is put on hold (display and audio) and that the “on hold” call is active again (audio in both ways and display).</li> <li>• Release both calls.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 8.1.3.5 Transfer

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device transfers a call</b></p> <ul style="list-style-type: none"> <li>• Setup two calls on the Konftel device (with two OXE IP phones). One is active, the other is on hold.</li> <li>• Transfer the first call to the second one by pressing the Konftel device <b>End call</b> button.</li> <li>• Check that both OXE IP phone are in conversation (audio in both way and display).</li> <li>• Check that the Konftel device is back in idle state (no active call).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<p><b>Konftel device is transferred while on hold</b></p> <ul style="list-style-type: none"> <li>• Setup a call on the Konftel device (with an OXE IP phone). Set up another call with another OXE IP phone.</li> <li>• Check that the Konftel device is on hold.</li> <li>• Transfer the first call to the second one on the OXE IP phone while the second OXE IP phone is ringing.</li> <li>• Check that the other OXE IP phone is now in conversation with the Konftel device (audio in both way and display).</li> <li>• Repeat this test, but this time transfer the call after the second OXE IP phone has answered the call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

3	<p><b>Konftel device is transferred while in active call</b></p> <ul style="list-style-type: none"> <li>• Setup a call between two OXE IP phones). Set up another call with one of the OXE IP phone and the Konftel device.</li> <li>• Check that the Konftel device is in an active call with the OXE IP phone.</li> <li>• Transfer the first call to the second one on the OXE IP phone while the second OXE IP phone is ringing.</li> <li>• Check that the other OXE IP phone is now in conversation with the Konftel device (audio in both way and display).</li> <li>• Repeat this test, but this time transfer the call after the second OXE IP phone has answered the call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
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### 8.1.3.6 DTMF

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device is sending out DTMF tones</b></p> <ul style="list-style-type: none"> <li>• Setup a call between the Konftel device and the OXE 4645 voice mail.</li> <li>• Check that the user can navigate in the voice mail menus by pressing the digit keys.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF are not taken into account by the voice mail box.

### 8.1.3.7 Conference

#### 8.1.3.7.1 OXE three party conference

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Conference set up by the Konftel device</b></p> <ul style="list-style-type: none"> <li>• Setup two calls with the Konftel device (with two OXE IP phones).</li> <li>• Use the Konftel device <b>conference</b> button to set up the three party conference.</li> <li>• Check that the audio is correctly setup between the three parties.</li> <li>• Check that the Konftel device displays the conference status on its screen.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Konftel device is not able to start the conference. OXE suffix are not supported.
2	<p><b>Drop of a participant by the Konftel device</b></p> <ul style="list-style-type: none"> <li>• From the Konftel device, drop one participant (one of the two OXE IP phones).</li> <li>• Check the dropped participant is back to idle state.</li> <li>• Check that the two remaining participants are in communication (check the audio and the display on the phones).</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	<p><b>Konftel device quits the conference</b></p> <ul style="list-style-type: none"> <li>• Setup the conference again (as described in 1).</li> <li>• From the Konftel device quit the conference.</li> <li>• Check the Konftel device is back to idle state (audio and display).</li> <li>• Check that the two remaining participants are in communication (check the audio and</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	the display on the phones).				
4	<p><b>Conference set up by an OXE phone</b></p> <ul style="list-style-type: none"> <li>• Setup two calls with an OXE IP phone (with another OXE IP phone and the Konftel device).</li> <li>• From the first OXE IP phone, set up the three party conference.</li> <li>• Check that the audio is correctly setup between the three parties.</li> <li>• Check that the Konftel device displays the conference status on its screen.</li> <li>• End the conference</li> <li>• Repeat this test, but this time, the OXE IP phone conference master sets up the conference after calling first the Konftel device and then the other OXE IP phone).</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

#### 8.1.3.7.2 OXE meet-me conference

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device joins the meet-me conference</b></p> <ul style="list-style-type: none"> <li>• Setup a meet-me conference. Join two OXE IP phones to this conference.</li> <li>• Join the conference from the Konftel device by dialing the prefix and conference ID.</li> <li>• Check that the audio is correctly setup between all parties.</li> <li>• Check that the Konftel device displays the conference status on its screen.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	It works when dialing the meet-me conference suffix followed by the conference ID and then the <b>Connect</b> button.

## 8.1.4 Device moving in the radio coverage area

This test part checks the correct behavior when the Konftel device changes its position in the radio area (switching from one base to another or going out of range).

### 8.1.4.1 Out of range

Test Id	Test Case	N/A	OK	NOK	Comments
1	<b>Konftel device goes out of range while in idle state</b> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered.</li> <li>The device is moved out or DECT radio range.</li> <li>Check the "out of range" information displayed on the device.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Konftel device goes back in range while in idle state</b> <ul style="list-style-type: none"> <li>The device is moved back in DECT radio range.</li> <li>Check the "in range" information displayed on the device.</li> <li>Check that the device can make and receive a call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	<b>Konftel device goes out of range while in an active call</b> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered.</li> <li>Make a call with the Konftel device (and an OXE IP phone) and keep it active.</li> <li>The Konftel device is moved out or DECT radio range. Stay out of range.</li> <li>Check the "out of range" information displayed on the device. Check that the call is properly released on both devices.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	<b>Konftel device goes back in range while in an active call</b> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered.</li> <li>Make a call with the Konftel device (and an OXE IP phone) and keep it active.</li> <li>The Konftel device is moved out or DECT radio range.</li> <li>Once out of range information is displayed on the device, move it back in range.</li> <li>Check that the Konftel device can again make and receive calls.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8.1.4.2 Between radio base stations

Test Id	Test Case	N/A	OK	NOK	Comments
1	<p><b>Konftel device from one base stations to another while in idle state</b></p> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered. But not in an active call.</li> <li>Move the device to go out of range of the current base station and in range of another base station.</li> <li>Check the "in range" information is still displayed on the device.</li> <li>Check that the device can make and receive a call.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<p><b>Konftel device from one base station to another while in an active call</b></p> <ul style="list-style-type: none"> <li>The Konftel device is "in range" and registered. And is in an active call with an OXE IP phone.</li> <li>Move the device to go out of range of the current base station and in range of another base station (ensure that the two base stations coverage is so that there is no radio gap).</li> <li>Check the "in range" information is still displayed on the device.</li> <li>Check that the call is still active (audio in both ways).</li> <li>Check if there are some audio disturbances while moving from one base station to the other.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not tested

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

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Konftel 300Wx – wireless conference phone for total freedom.

Konftel 300Wx



### Konftel 300Wx – wireless conference phone for total freedom

The Konftel 300Wx allows you to hold conference calls where and when it is convenient – without worrying about phone jacks and power outlets. The rechargeable lithiumion battery ensures superior performance with up to 60 hours of talk time, this allows a full working week without worrying about recharging! The Konftel 300Wx supports DECT with GAP/CAT-Iq standard for less interference and clearer conversations and moreover is easily integrated with existing DECT systems for complete coverage. The Konftel 300Wx can also be easily connected to your cell phone or computer via USB for VoIP calls over the internet. Its embedded line mode enables you to connect DECT, cell phones and USB simultaneously for multi-party calls. The Konftel 300Wx has several smart features to make your meetings as easy and efficient as possible. Record calls on a SD memory card, listen to it later or share it with others. The built-in conference guide helps you dial multi-party calls, store call groups and initiate reoccurring meetings. The Konftel 300Wx is expandable with microphones, equipped with Konftel's patented OmniSound audio technology for crystal clear sound and its elegant Scandinavian design makes it a welcome addition to any conference room.

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

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→ Shall contain the main configuration requirements on the AAPP member side in order to ensure a proper inter-working (if possible screen captures). Or the reference to the application installation



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

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Konftel 300Wx Dect user data OXE side

## 11.1 On OXE TDM:

```
Review/Modify: Users
Node Number (reserved) : 604
Directory Number : 21863896
Directory name : KONFTEL
Directory First Name : TS
UTF-8 Directory Name : -----
UTF-8 Directory First Name : -----
Location Node : 4
Shelf Address : 255
Board Address : 255
Equipment Address : 255
Set Type + GAP Handset
Entity Number : 50
Set Function + Default
Profile Name : -----
Key Profiles + None
Domain Identifier : 0
Language ID : 1
Secret Code : ****
Confirm : ****
Associated Set No. : 21863896
Cost Center ID : 863
Cost Center Name : S0863
Charging COS + Justified
Public Network COS : 4
External Forwarding COS : 255
Phone Features COS : 3
Connection COS : 0
Hunt Group Dir No. : -----
ACD Group Directory No. : -----
Pickup Group Name : -----
Reserved Time Slot + False
Voice Mail Dir.No. : -----
Voice Mail Type + No Voice Mail
```

```

Review/Modify: DECT set

Node Number (reserved) : 604
Directory Number : 21863896
Directory Number : 21863896

Set Type + GAP Handset
Registered + True
IPUI N : 00232043541200
IPUI O : 0400000000020606161130
Overfl.if paging failure + False
Paging overflow Dir.No. : -----
Type + Unknown
Security level + Encryption
Pli given to the PWT/DECT set : 28
DECT user type + Permanent User
Expiration day : 0
Expiration month : 0
Expiration year : 0
Network Mobility Right + False
Shell + False
GAP Display use + False
GAP with display + Without display
    
```

## 11.2 ON OXE with IP DECT:

```

Review/Modify: Users

Node Number (reserved) : 3
Directory Number : 3402

Directory name : Konftel
Directory First Name : -----
UTF-8 Directory Name : -----
UTF-8 Directory First Name : -----
Location Node : 3
Shelf Address : 255
Board Address : 255
Equipment Address : 255
Set Type + SIP extension
Entity Number : 1
Set Function + Default
Profile Name : -----
Key Profiles + None
Domain Identifier : 0
Language ID : 1

Secret Code : ****
Confirm : ****

Associated Set No. : 3402
Cost Center ID : 255
Cost Center Name : -----
Charging COS + Justified
Public Network COS : 2
External Forwarding COS : 255
Phone Features COS : 0
Connection COS : 0
Hunt Group Dir No. : -----
ACD Group Directory No. : -----
    
```

## 12 Appendix D: AAPP member's escalation process

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In the case the customer, user, ALE business partner or reseller needs support konftel is offering support in the following way:

### **First line support:**

Thru Konftel business partners representative in the local market: EMEA, US, APAC and CALA. The partner can be found thru the Konftel web site [www.konftel.com](http://www.konftel.com) directly or in-directly by contact to Konftel:

Email: [info@konftel.com](mailto:info@konftel.com)

Telephone: +46-90706489 (hotline office hours 08:00-17:00 GMT+1)

Fax: +46-90131435

[Link to all Konftel 200W information >>](#)

[Link to FAQ >>](#)

### **Second line support:**

Detailed technical questions can be answered by our product specialist:

Daniel Anens

Tel: +46 (0)90 70 64 72

Email: [daniel.anens@konftel.com](mailto:daniel.anens@konftel.com)

### **Commercial sales support**

Detailed commercial questions can be directed to:

Tommy Edlund,

Director of Global Sales

Tel: +46 (0)90 70 64 81

Email: [tommy.edlund@konftel.com](mailto:tommy.edlund@konftel.com)

### **Warranty:**

Konftel has a 2 year swap warranty policy. [Link to warranty information on konftels web site >>](#)

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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.

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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>

The screenshot displays the Alcatel-Lucent Enterprise Portal. At the top, there is a navigation bar with the Alcatel-Lucent logo, the text "Enterprise Portal for certified applications", and links for "About Us" and "Contact Us". A search bar is also present. Below the navigation bar is a main content area. On the left, there is a "Latest news" section with a headline "TAPI 4.0.6 is now compatible with Windows 2008 64bits". The central focus is the "AAPP Interworking Reports" section, which states "The IWRs are now available in public access" and includes a "Visit the list" button. To the right, there are several promotional banners: "Discover Alcatel-Lucent enterprise products", "Welcome to the AAPP Factory", and "Join now". Below these, there are sections for "Browse" and "Benefit from the Program services". The "Browse" section offers links for "All applications" and "Find an application". The "Benefit from the Program services" section describes the technology and business services provided. On the far right, there is a "Quick Access" section with a link to "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/>

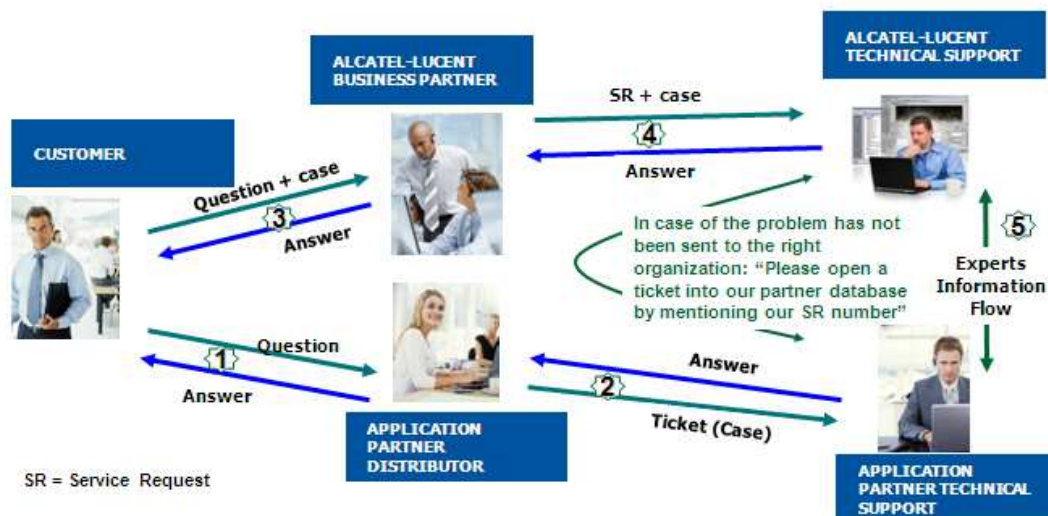
# 14 Appendix F: AAPP Escalation process

## 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://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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## 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.

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## 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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