



Alcatel  
OmniPCX Enterprise

# Alcatel Applications Partner Program Inter-Working Report

**Partner: Konftel**  
**Application type: Conference Phone**  
**Application name: Konftel 60W**



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

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## Tests identification

Date of the tests	2005-02-01
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Partner's representative	Clarence Jacobson
Alcatel Communication Platform (OmniPCX 4400/Enterprise, OmniTouch, OmniPCX Office, ...)	OmniPCX enterprise
Alcatel compatibility release	R6.0 (f1.602-3n)
Partner's application version	V1.02
Environment (if it has a sense)	<input type="checkbox"/> ACD <input checked="" type="checkbox"/> Business

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Reviewer(s): Rachid Himmi

### Historic

Edition 1: creation of the document                    - *Feb 2005*  
 Edition 2: update    - *March 05*

## Test results

- Passed     Refused     Postponed  
 Passed with restrictions

Refer to the section 4 for a summary of the test results.

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(Information provided by the partner or retrieved from the Vendor Questionnaire)

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# 1 Introduction

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

The scope of the tests is the interoperability of the application with the Alcatel Communication Platform. It covers a basic or complex inter-working to ensure that services requested by the application and provided by the Communication Platform (and/or conversely) are properly completed. These tests do not verify the functional achievement of the application as well as they do not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

*Konftel has already one approved Alcatel application in the Conference phone Konftel 50 product that is approved in connection to the Reflexes telephones in a OmniPCX switch.*

*The new Conference Phone Konftel 60W has all the functions of the Konftel 50 but in addition it can be connected over Bluetooth. Further it can be extended with extra microphones for a greater room coverage (70m2).*

## 2 Application information

**Application type:** *Conference phone*

**Application commercial name:** Konftel 60W

**Application version:** V.1.02

**Interface type:** Wireless via Bluetooth, Via cable to the Handset port interface,

**Interface version (if relevant):** Bluetooth 1.1 Class 2

**Brief application description:**



*Pic1: Konftel 60W with/without microphones connected via Bluetooth to IP Touch via cable switchbox.*



*Pic 2: Konftel 60W with/without microphones connected to handsetport of IP Touch or Reflexes via cable and a Konftel switchbox.*

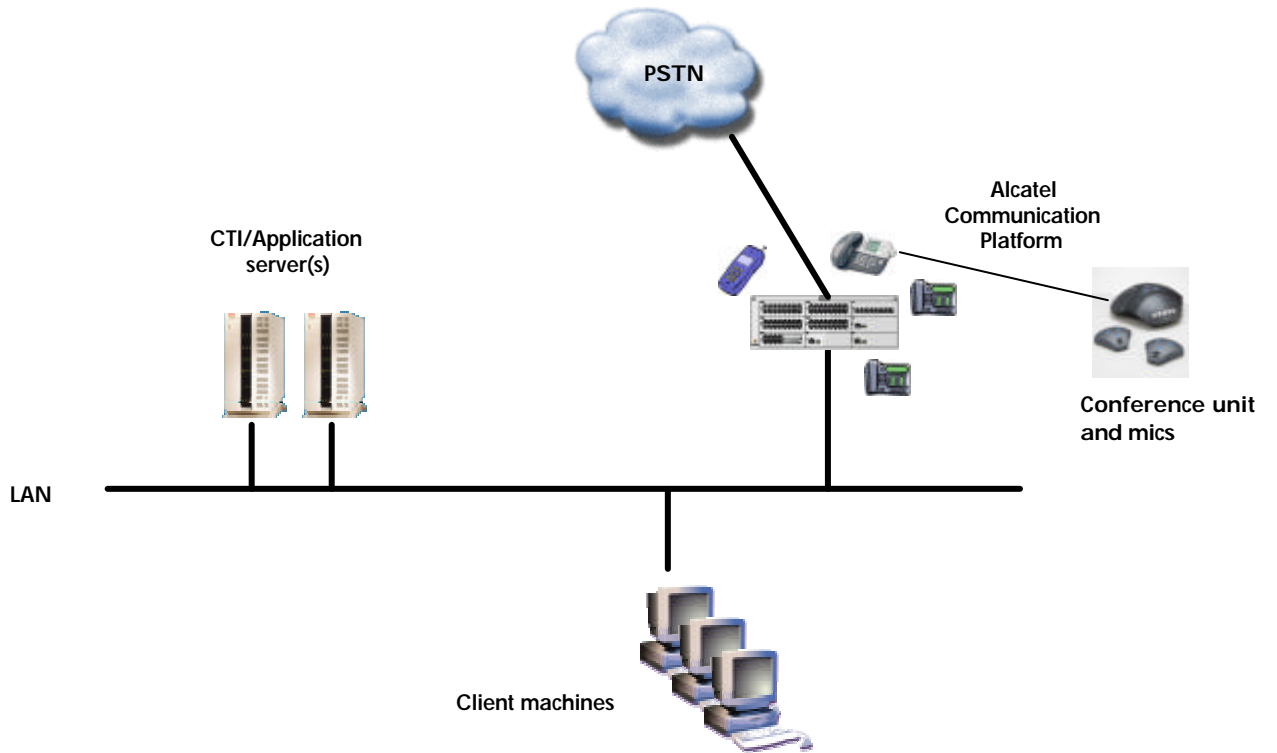


**Pic 3:** Flexible connections with Konftel 60W.



**Pic 4:** Konftel 60W with/without microphones connected to Alcatel IP Softphone via cable/USB or Bluetooth.

**Figure 1** Global architecture



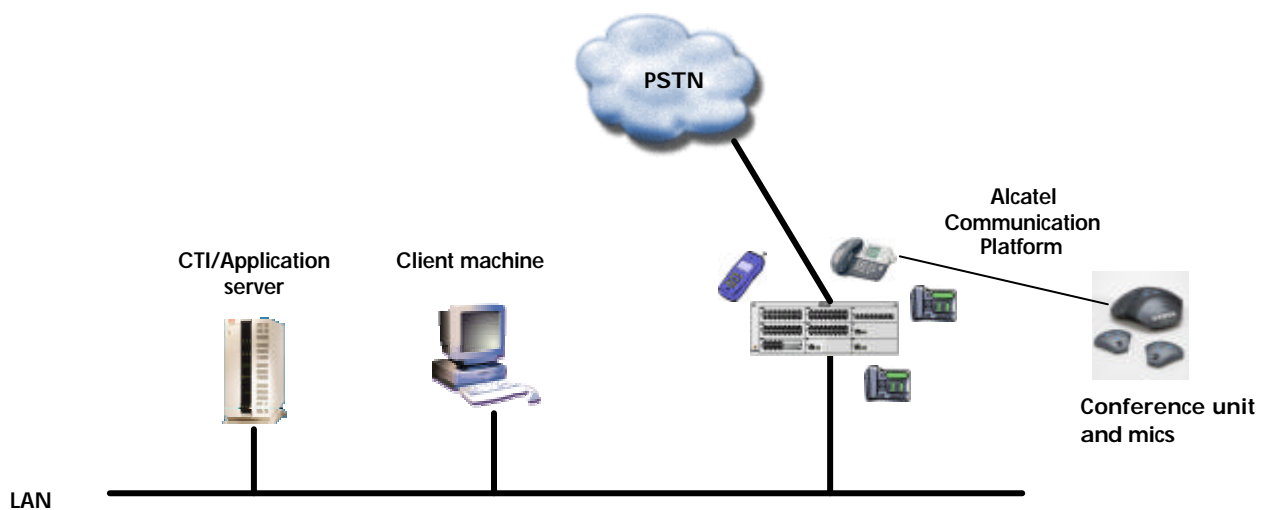
*The Conference unit is connected to IP Touch or Reflexes over Bluetooth or cable.*

## 3 Tests environment

### 3.1 General architecture

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

Figure 2 Tests environment



---

**Alcatel Communication Platform:**

- **name:** feroe
  - **IP address:** 10.1.1.10
- 

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**Client application platform:**

- **name:** CLIENT-AAPP
  - **domain:** CLIENT-AAPP
  - **IP address:** 10.1.1.220
- 

**available IP addresses:** 10.1.1.11 and 10.1.1.13

## 3.2 Hardware configuration

- **Alcatel Communication Platform:** CPU6; UA interface, DECT sets.
- **Application platform:** Hewlett-Packard HP Vectra PC / Celeron 400 – 256MB RAM

## 3.3 Software configuration

- **Alcatel Communication Platform:** OmniPCX Enterprise 6.0 (f1.602)
- **Application platform:** Windows 2000 french; Active Desktop installed.

## 3.4 Alcatel tested phone products

- 4038 IPTouch
- 4068 IPTOUCH with bluetooth
- 4035 Advanced Reflexes phone
- DECT Mobile 100/200

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## 4 Summary of test results

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The test indicates that all applications in this report works fine.

The interoperability between IP Touch terminals, IP Softphone 4980 and Alcatel DECT Mobile 100/200 and Konftel 60 W works well together.

The sound characteristic is good in all application both over Bluetooth and over cable. The sound characteristic is however slightly better with cable/switchbox connection than with Bluetooth connection.

For the best performance we strongly recommend that:

- the speech algorithm is set to G.711 in the PBX.
- the level of speech TX and RX is set properly in the control panel of the PC when using the IP softphone application.
- the handset level is increased manually on the IP touch when the cable/switchbox application is used.
- the microphone volume level is set to either 3 steps up (default) or 4 steps up from the minimum MIC volume level in the Konftel 60W.

In the IP touch Bluetooth application it is recommended to:

- transfer the call to the Konftel 60W by pressing the On/Off button on the Konftel 60W 2 seconds.
- transfer the call back to the IP touch by pressing the "Hands free button" of the IP touch.

### 4.1 Summary of problems

None

### 4.2 Summary of limitations

See above

### 4.3 Notes, remarks

For the subjective measurements we have used a Konftel 60W with software version v.1.02.

A fine tuning of the sound characteristic in the receiving was made after the subjective test.

the fine tuning was a Hipass filer with a attenuation about- 2dB at 500Hz..

The filter was subjectively found to improved the inteliability of the sound in the loudspeaker.

The new version will be used for the objective measurements. The new software version will be v.1.03.

## 5 Test Scenarios

### 5.1 Test procedure

Step	Action	N/A	Result	Origin of the problem	Comment
------	--------	-----	--------	-----------------------	---------

**Step:** a test may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test. Step 0 when present represents the initial state for all the following steps.

**Action:** describes which action to realize in order to set-up the conditions of the test.

**N/A:** the step within this test is not applicable to this application. This has to be filled in only if the test is checked as mandatory in the applicability box. In that case, the column comment must indicate the reason of the non-applicability (e.g.: service not supported).

**Result:** describes the result of the test from an external point of view. If it is positive, it describes which application's trigger was checked. If it is negative, it describes as precisely as possible the problem.

**Origin of the problem:** this column has to be filled in when a problem occurs during the test. It must contain a high level evaluation of the localization of the responsibility: Alcatel or the Partner.

 **it is not intended during this test session to debug and fix problems.**

### 5.2 Result template

The results table must be formatted as indicated in the example below:

Step	Action	N/A	Result	Origin of the problem	Comment
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## 6 Testing

### 6.1 Connectivity and set-up

#### 6.1.1 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).

#### 6.1.2 Test procedure Kontel 60W via Bluetooth to IP Touch 4068

Step	Action	N/A	Result	Origin of the problem	Comment
1	Connect Konftel 60W to the power supply.		OK		
2	Set speech quality G.711 in PBX		OK		To set G.711 please ask PBX administrator.
3	Perform bluetooth pairing with IP Touch 4068.		OK		
4	Make a initial phone call on IP touch		OK		
5	Switch on KT60W and adjust loudspeaker /microphone level of Konftel 60W if required.		OK		Set microphone level 3 or 4.

#### 6.1.3 Test procedure Konftel 60W connected with cable/switchbox to handset port of IP Touch/Reflexes telephones.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Connect Konftel 60W to the power supply.		OK		
2	Connect Konftel 60W to handset port of IP Touch.		OK		
3	Set speech quality G.711 in PBX		OK		To set G.711 please ask PBX administrator

<b>4</b>	Make a initial phone call		OK		
<b>5</b>	Switch on KT60W and adjust loudspeaker /microphone level of Konftel 60W if required.		OK		Set microphone level 3 or 4.

6.1.4 Test procedure Konftel 60W connected via USB adapter to Alcatel IP Softphone.

Step	Action	N/A	Result	Origin of the problem	Comment
<b>1</b>	Connect Konftel 60W to the power supply and USB adapter.		OK		
<b>2</b>	Connect Konftel 60W via USB adapter to Alcatel IP Softphone installed on a PC.		OK		
<b>3</b>	Make a initial phone call				
<b>4</b>	Switch on KT60W and adjust loudspeaker /microphone level of Konftel 60W if required.		OK		Set microphone level 3 or 4. Adjust mic level in control panel.

6.1.5 Test procedure Konftel 60W connected via cable to Alcatel Mobile DECT100/200.

Step	Action	N/A	Result	Origin of the problem	Comment
<b>1</b>	Connect Konftel 60W to the power supply and DECT cable.		OK		
<b>2</b>	Connect Konftel 60W via cable to the Alcatel Mobile 200 DECT phone.		OK		
<b>3</b>	Make a initial phone call				
<b>4</b>	Switch on KT60W and adjust loudspeaker /microphone level of Konftel 60W if required.		OK		Set microphone level 4.

### 6.1.6 Test procedure Konftel 60W connected via Bluetooth dongle to IP softphone application 4980.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Connect Konftel 60W to the power supply.		OK		
2	Install Konftel Bluetooth dongle on PC.		OK		
3	Pair KT60W to PC using the headset profile.		OK		
4	Switch on the KT60W from the PC using the Bluetooth tool in the control panel.		OK		
5	Make a initial phone call				
6	Switch on KT60W and adjust loudspeaker /microphone level of Konftel 60W if required.		OK		Set microphone level 3 or 4. Adjust mic level in control panel

## 6.2 Surveillance / recovery

### 6.2.1 Test objectives

Check how will react the application in case of a PBX reboot, switch-over or link failure...

### 6.2.2 Test procedure

Step	Action	N/A	Result	Origin of the problem	Comment
1	?				
2					
3					

→ the different actions (or checkpoints) have to be customized following the application type.

## 6.3 Call establishment

### 6.3.1 Test procedure Konftel 60W with bluetooth connection to IP Touch 4068.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Initiate call on IP touch		OK		

2	Transfer call from IP Touch to Konftel 60W by pressing the On button 2 sec of the KT60W.		OK		
3	Transfer call from KT60W back to IP Touch by pressing the handsfree button on the IP Touch.		OK		
4	Transfer call from IP Touch to Konftel 60W by pressing the On button 2 sec of the KT60W.		OK		
5	Hang up call on KT60W by pressing On/Off button briefly.		OK		

6.3.2 Test procedure Konftel 60W connected with cable/switchbox to handset port of IP Touch/Reflexes telephones.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Initiate call on IP touch and Reflexes		OK		
2	Transfer call from IP Touch to Konftel 60W by pressing On button briefly.		OK		
3	Transfer call from KT60W back to IP Touch by pressing On/Off button briefly again.		OK		

6.3.3 Test procedure Konftel 60W connected via USB adapter to Alcatel IP Softphone.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Initiate call on IP Softphone and use the Konftel 60W as audio unit.		OK		
2	Switching between handset and KT60W.		OK		Requires that the KT60W is being connected via the Konftel switchbox and Alcatel Audibit 360 USB handset

6.3.4 Test procedure Konftel 60W connected via cable to Alcatel Mobile DECT100/200.

Step	Action	N/A	Result	Origin of the	Comment
------	--------	-----	--------	---------------	---------

				problem	
1	Initiate call on Mobile DECT 200 and use the Konftel 60W as audio unit.		OK		Speech communication can only be made thru the KT60W when the cable is attached to the DECT handset.

### 6.3.5 Test procedure Konftel 60W connected via Bluetooth dongle to IP softphone application 4980.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Initiate call on IP Softphone and use the Konftel 60W as audio unit over bluetooth.				

## 6.4 Subjective acoustic quality testing

### 6.4.1 Test procedure Konftel 60W with bluetooth connection to IP Touch 4068.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Communication		OK		
2	Sound level		OK		
3	Naturalness		OK		The frequency response is more narrow then with cable/switchbox and DECT,
4	Intelligibility		OK		
5	Loudness		OK		
6	Echo perception		OK		
7	Stability (regard of volume)		OK		
8	Interactivity		OK		
9	Several simultaneity call robustness		OK		Only 3 participants tested
10	Connect extra microphones to the Konftel 60W		OK		
11	Repeat test 1-8 using the extra microphones		OK		

### 6.4.2 Test procedure Konftel 60W connected with cable/switchbox to handset port of IP Touch/Reflexes telephones.

Step	Action	N/A	Result	Origin of the	Comment
------	--------	-----	--------	---------------	---------

				problem	
1	Communication		OK		
2	Sound level		OK		
3	Naturalness		OK		
4	Intelligibility		OK		
5	Loudness		OK		
6	Echo perception		OK		
7	Stability (regard of volume)		OK		
8	Interactivity		OK		
9	Several simultaneity call robustness		OK		Only 3 participants tested
10	Connect extra microphones to the Konftel 60W		OK		
11	Repeat test 1-8 using the extra microphones		OK		

#### 6.4.3 Test procedure Konftel 60W connected via USB adapter to Alcatel IP Softphone

Step	Action	N/A	Result	Origin of the problem	Comment
1	Communication		OK		Important to adjust the level of sending and receiving sound in the controlpanel of the PC correctly
2	Sound level		OK		
3	Naturalness		OK		
4	Intelligibility		OK		
5	Loudness		OK		
6	Echo perception		OK		
7	Stability (regard of volume)		OK		
8	Interactivity		OK		
9	Several simultaneity call robustness		OK		Only 3 participants tested
10	Connect extra microphones to the Konftel 60W		OK		
11	Repeat test 1-8 using the extra microphones		OK		

#### 6.4.4 Test procedure Konftel 60W connected via cable to Alcatel Mobile DECT100/200.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Communication		OK		
2	Sound level		OK		

3	Naturalness		OK		
4	Intelligibility		OK		
5	Loudness		OK		
6	Echo perception		OK		
7	Stability (regard of volume)		OK		
8	Interactivity		OK		
9	Several simultaneity call robustness		OK		Only 3 participants tested
10	Connect extra microphones to the Konftel 60W		OK		
11	Repeat test 1-8 using the extra microphones		OK		

6.4.5 Test procedure Konftel 60W connected via Bluetooth dongle to IP softphone application 4980.

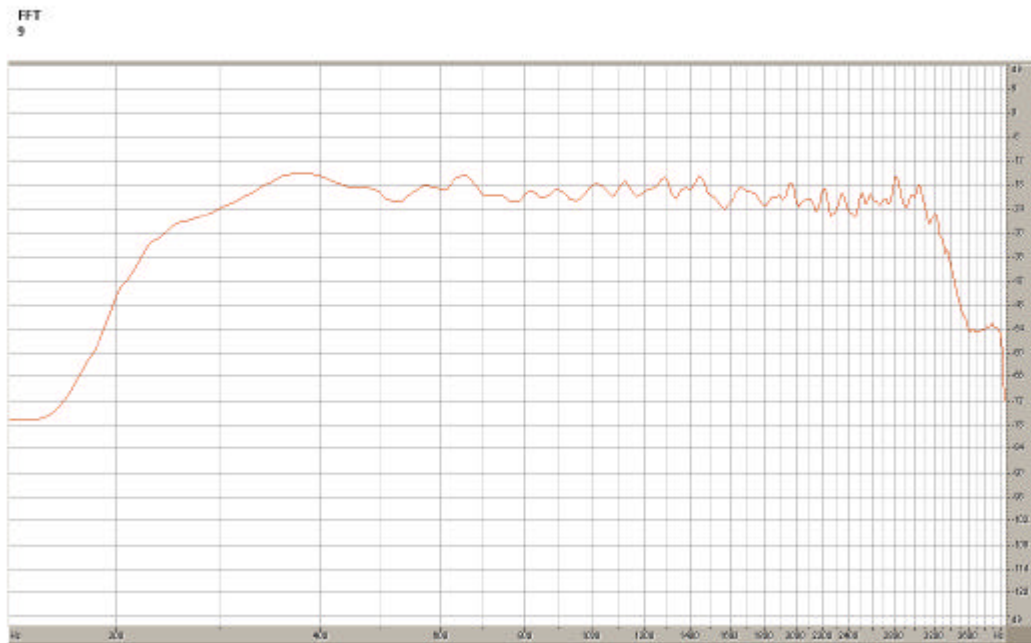
Step	Action	N/A	Result	Origin of the problem	Comment
1	Communication		OK		Important to adjust the level of sending and receiving sound in the controlpanel of the PC correctly
2	Sound level		OK		
3	Naturalness		OK		The naturalness is not as good as with DECT connection and and cable/switchbox connection.
4	Intelligibility		OK		
5	Loudness		OK		
6	Echo perception		OK		
7	Stability (regard of volume)		OK		
8	Interactivity		OK		
9	Several simultaneity call robustness		OK		
10	Connect extra microphones to the Konftel 60W		OK		Only 3 participants tested
11	Repeat test 1-8 using the extra microphones		OK		

## 6.5 Acoustic measurements

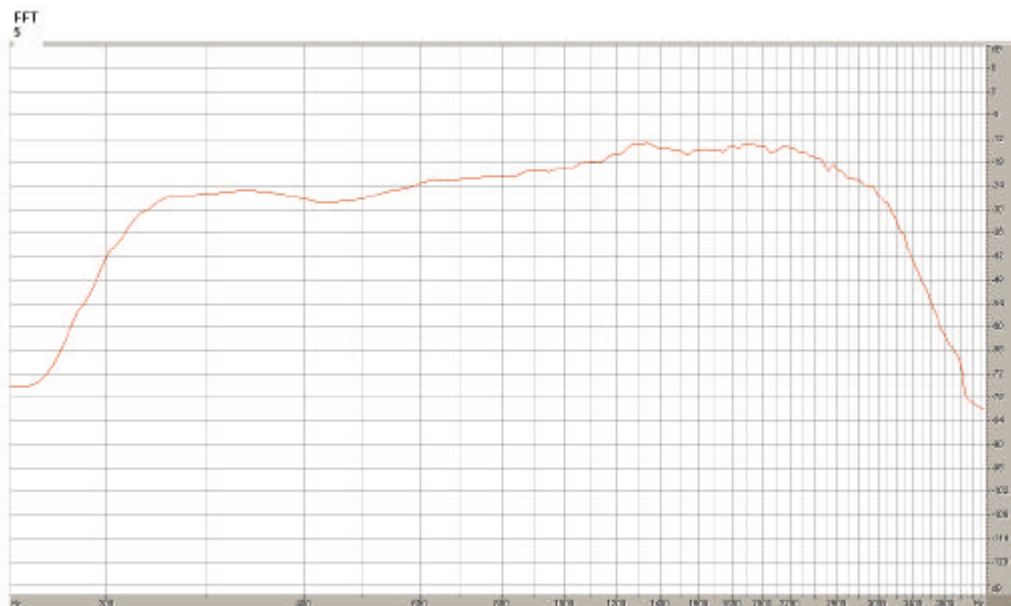
### 6.5.1 Test procedure Konftel 60W with bluetooth connection to IP Touch 4068.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Acoustic measurement frequency response RX		OK		See diagram FFT 9
2	Acoustic measurement Sensitivity RX		-		Could not be performed
3	Acoustic measurement Distorsion RX		-		Could not be performed
4	Acoustic measurement Max output RX		-		Could not be performed
5	Acoustic measurement Frequency response TX		OK		See diagram FFT 5
6	Acoustic measurement Sensitivity TX		-		Could not be performed
7	Connect extra microphones to the Konftel 60W		OK		
8	Repeat test 1 and 5 using the extra microphones		OK		TX: See diagram FFT7 RX: See diagram FFT13

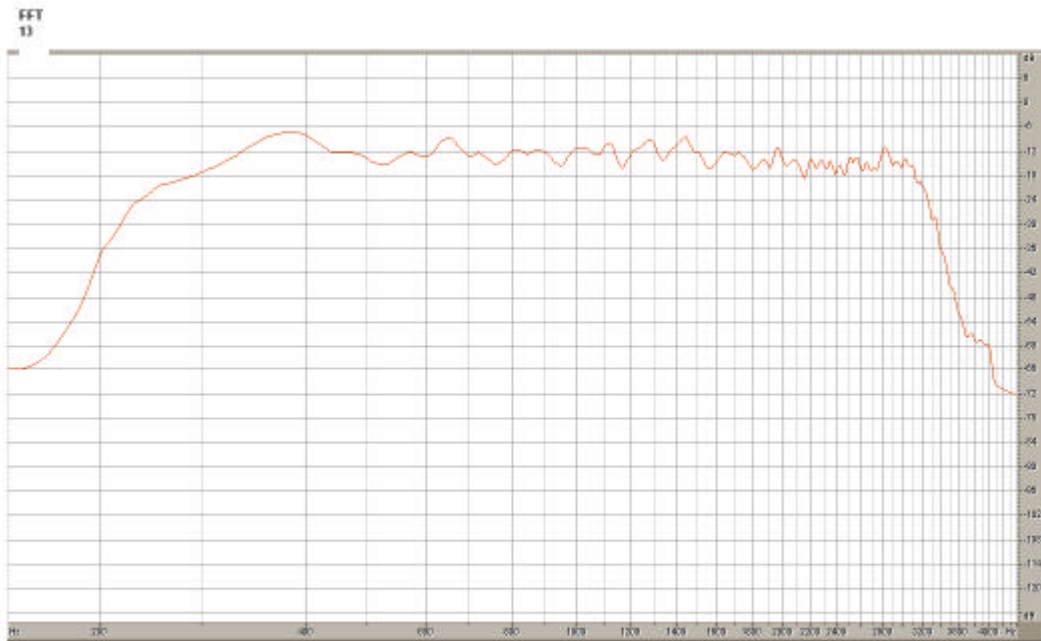
**Acoustic measurement  
Frequency response RX (Diagram FFT9):**



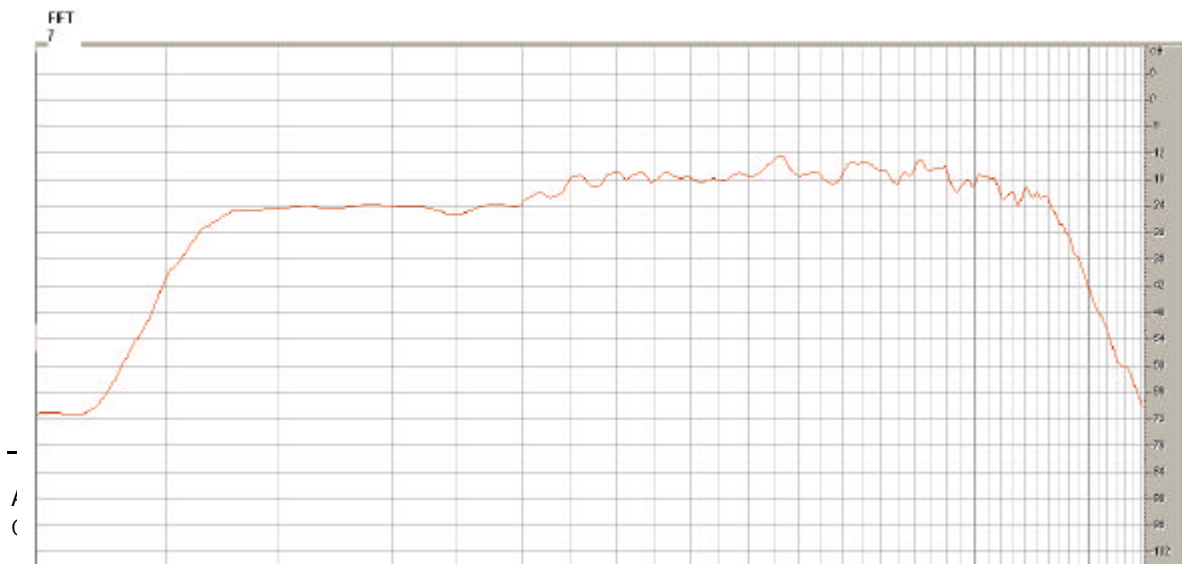
**Acoustic measurement  
Frequency response TX (Diagram FFT5):**



Acoustic measurement with extra microphones  
 Frequency response RX (Diagram FFT13):



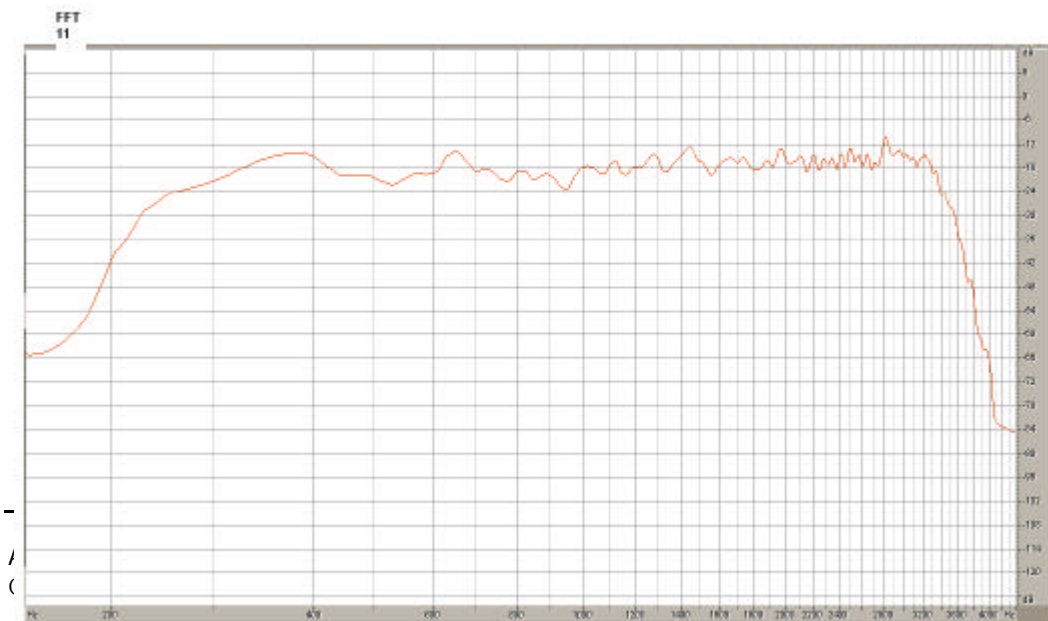
Acoustic measurement with extra microphones  
 Frequency response TX (Diagram FFT7):



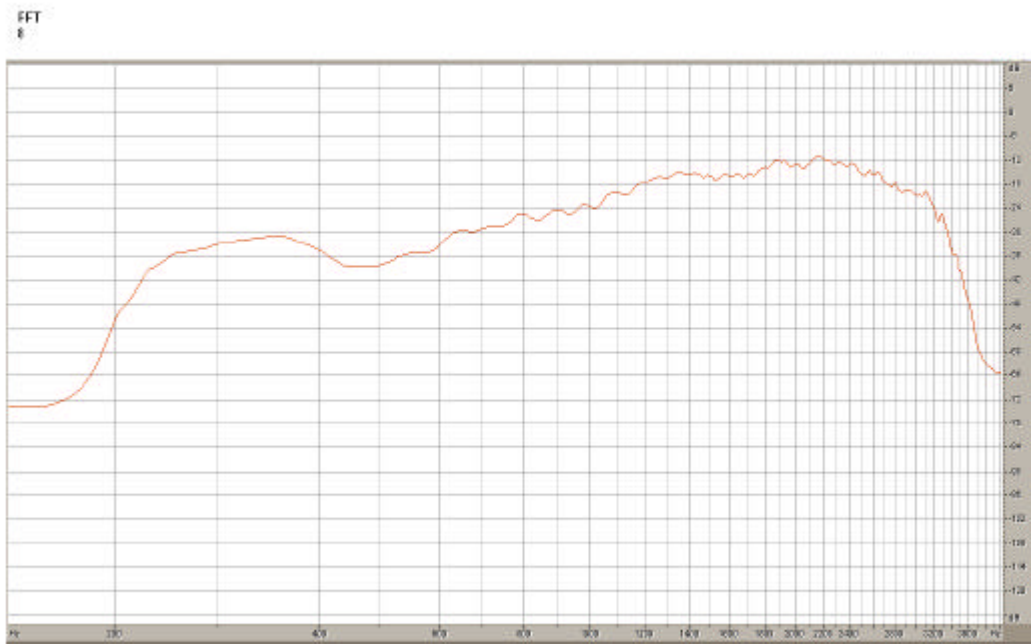
6.5.2 Test procedure Konftel 60W connected with cable/switchbox to handset port of IP Touch/Reflexes telephones.

Step	Action	N/A	Result	Origin of the problem	Comment
1	Acoustic measurement frequency response RX		OK		See diagram FFT 11
2	Acoustic measurement Sensitivity RX		-		Could not be performed
3	Acoustic measurement Distorsion RX		-		Could not be performed
4	Acoustic measurement Max output RX		-		Could not be performed
5	Acoustic measurement Frequency response TX		OK		See diagram FFT 8
6	Acoustic measurement Sensitivity TX		-		Could not be performed
7	Connect extra microphones to the Konftel 60W		-		Could not be performed
8	Repeat test 1 and 5 using the extra microphones		OK		RX : See diagram FFT 12

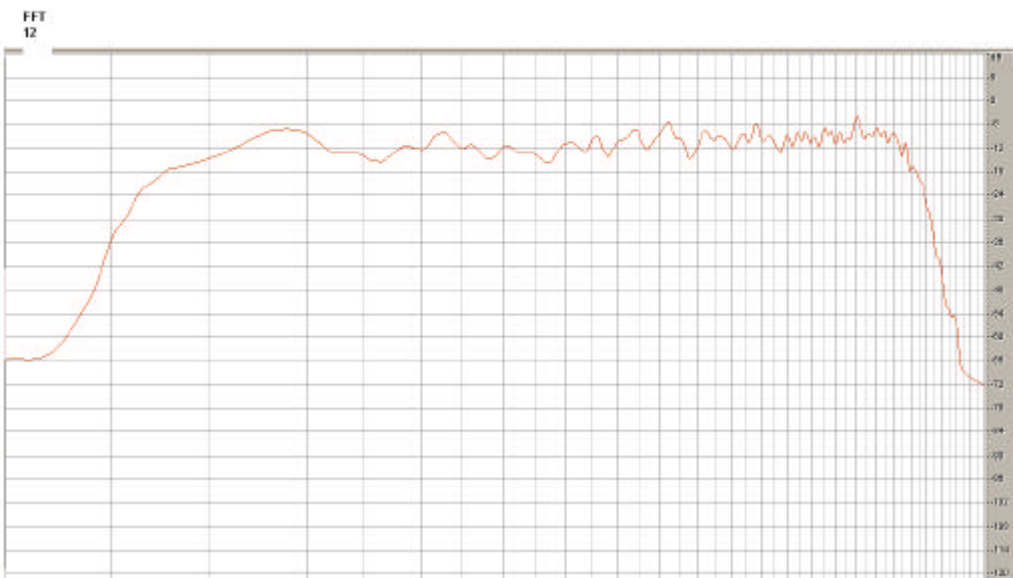
Acoustic measurement (via switchbox and cable)  
Frequency response RX (Diagram FFT11):



Acoustic measurement (via switchbox and cable)  
 Frequency response TX (Diagram FFT8):



Acoustic measurement with extra microphones (via switchbox and cable)  
 Frequency response RX (Diagram FFT12):



### 6.5.3 Test procedure Konftel 60W connected via USB adapter to Alcatel IP Softphone

Step	Action	N/A	Result	Origin of the problem	Comment
1	Acoustic measurement frequency response RX		-		Could not be performed
2	Acoustic measurement Sensitivity RX		-		Could not be performed
3	Acoustic measurement Distorsion RX		-		Could not be performed
4	Acoustic measurement Max output RX		-		Could not be performed
5	Acoustic measurement Frequency response TX		-		Could not be performed
6	Acoustic measurement Sensitivity TX		-		Could not be performed
7	Connect extra microphones to the Konftel 60W		-		Could not be performed
8	Repeat test 1-6 using the extra microphones		-		Could not be performed

### 6.5.4 Conclusion Acoustic Measurements

Acoustic measurements of the frequency response in both TX and RX has been made over both bluetooth connection and with cable / switch box connection to the IP touch 4068.

The measurements has also been repeated with extra microphones.

The measurements was made by Konftel in the premises of swedish business partner Dotcom in Umeå using a OmniPCX switch and a IP Touch 4068.

Konftel did not then have the enviroment and test equipment to perform absolute sensitivity d distorsion measurements.

## Appendix A : Application description

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The user guides and quick reference guides for the Konftel 60W can be downloaded from Konftel website: [www.konftel.com](http://www.konftel.com)

The latest upgraded user documentation for Konftel 60W can always be obtained from the following web address.

<http://www.konftel.com/default.asp?id=1918&PTID=&refid=1917>

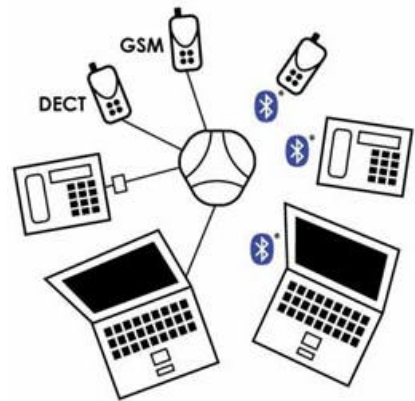
Find links to:

- User guides in [french](#), [english](#) and several other languages.
- Quick reference guides
- Special [compatibility information](#)
- FAQ
- Support links

Note that there are different way to connect the Konftel 60W to the Alcatel OmniPCX Enterprise.

For the best performance we strongly recommend that:

- the speech algorithm is set to G.711 in the PBX.
- the level of speech TX and RX is set properly in the control panel of the PC when using the IP softphone application.
- the handset level is increased manually on the IP touch when the cable/switchbox application is used.
- the microphone volume level is set to either 3 steps up (default) or 4 steps up from the minimum mic volume level in the Konftel 60W.



## Appendix B: Alcatel Communication Platform: configuration requirements

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*No specific configuration are required*

For the best performance we strongly recommend that:

- the speech algorithm is set to G.711 in the PBX.
- the level of speech TX and RX is set properly in the control panel of the PC when using the IP softphone application.
- the handset level is increased manually on the IP touch when the cable/switchbox application is used.
- the microphone volume level is set to either 3 steps up (default) or 4 steps up from the minimum MIC volume level in the Konftel 60W.

In the IP touch Bluetooth application it is recommended to:

- transfer the call to the Konftel 60W by pressing the On/Off button on the Konftel 60W 2 seconds.
- transfer the call back to the IP touch by pressing the "Hands free button" of the IP touch

## Appendix C: AAPP program, documentation and technical assistance

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### Alcatel Applications Partner Program (AAPP)

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#### Complete e-business solutions at your disposal

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

The Alcatel Applications Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel communication products:** Alcatel'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 products.
- **Test and verify a comprehensive range of third-party applications:** to ensure proper inter-working, Alcatel tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel Compliant Applications, come from every area of voice and data communications.

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

#### Web site

If registered Alcatel Application Partners, you can access the AAPP website at this URL:

<http://www.applicationspartner.alcatel.com/>

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#### Alcatel.com

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

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## Alcatel documentation

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### Alcatel Applications Partner Program (AAPP)

If registered Alcatel Application Partners, you can access the current AAPP documentation at this URL:

<http://www.applicationspartner.alcatel.com/> and then click the *Partner Center* link.

### Alcatel Business Partner Program (ABPP)

The Alcatel Business Partner Program is designed to empower and maximize the business of the Partners. In addition, it enables them to help their customers successfully maximize their telecom investment through optimum deployment and proper configuration of Alcatel's solutions. Alcatel Partners also receive the added benefit of rapid, highly qualified service and support as well as world class training. Alcatel will work closely with Business Partners to provide top quality design, delivery, and support of the very best solutions for your customers. The Business Partner Program is designed around a flexible and scalable framework so each Partner can identify the exact support they need. So, depending on your specific requirements you can quickly become a 'Certified', 'Expert' or 'Premium' Business Partner with one of the world leaders in the communications industry.

If registered Alcatel Business Partners, you can access to an exciting on-line resource centre with a wealth of information on all product lines at this URL:

<http://www.businesspartner.alcatel.com>

## Technical assistance

In order to guide you in your purchasing decisions and provide you with assistance for updating our Communication Server and Networking Infrastructure products and for commercial development, Alcatel has created the **SUPPORT CENTER**. The **SUPPORT CENTER** is responsible for the management and routing of all your requests. It includes **e-Support** and a **Contact Centre** reserved for registered Alcatel Application Partners and Alcatel Business Partners.

The **Contact Centre** is open 24 hours a day; 7 days a week and is available in 5 languages. This Call Centre has a team of 15 people and handles 10; 000 requests per month.

- e-Support from the Alcatel Application Partners Web site (if registered Alcatel Application Partners): <http://www.applicationspartner.alcatel.com/> click the *Partner Center* link and then *Support*
- e-Support from the Alcatel Business Partners Web site (if registered Alcatel Business Partners): <http://www.businesspartner.alcatel.com> click the *e-Support* link and then *e-Service Request*
- e-mail: [Support.Center@Alcatel.fr](mailto:Support.Center@Alcatel.fr)
- Fax number: +33 (0) 3 90 67 73 45
- Telephone numbers:

### Alcatel Business Partners Contact Center:

France :	0 811 900 110	French agent
Austria :	0 810 810 012	German agent
Denmark :	70 11 21 09	English agent
Germany :	0 1 803 000 680	German agent
Ireland :	1 890 925 039	English agent
Italy :	848 800 389	Italian agent
UK :	0 845 601 4101	English agent
Spain :	901 120 085	Spanish agent
Switzerland :	0 844 850 588	German agent

### For other countries:

English answer :	+ 33 (0)3 88 55 69 04
French answer :	+ 33 (0)3 88 55 69 02

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## Alcatel training

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Technological innovative cycles are quickening and your customers are more and more demanding regarding the quality of services. In order to meet these requirements, you have to invest in skills: a key success factor for services.

If registered Alcatel Business Partners, you can access to the training part at this URL: <http://www.businesspartner.alcatel.com> and then click the *Training* link.

Our vision of learning services is described in the **Services Portfolio section**. The **Certification section** gives you some statistics and details on how training curricula are designed to match certification levels.

All updated training curricula and assessment tools are available in the **Curricula & Catalogues section**.

The **Schedule section** is regularly updated to show forthcoming training sessions over the world. The **How to Enrol section** provides you with the registration procedure and the Alcatel University Customer Service list of contacts world wide.

Last but not least, find statistics and reports of what you think about our training services in the **Customer Satisfaction section**.

**The Alcatel commitment : enabling you to optimise your training investments.**

## Appendix D: Escalation process in case of problem with a qualified external application (referenced in the AAPP)

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### Introduction

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The purpose of this appendix is to define the split of responsibilities and the escalation process to be followed by the Business Partners when facing a problem with a solution involving an Alcatel platform and an external application **with an existing Alcatel Inter-working report**.

### Application qualification rules

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The application qualification rules are as follows:

- **All officially supported AAPP applications are qualified by Alcatel and the Application Partner.**
- An official Inter-Working Report (IWR) is provided and available on the AAPP Web site.
- Only the major releases of both parties are qualified. Qualification tests are usually not performed for intermediate versions. It is the responsibility of the party who has delivered a new version (Alcatel or Application Partner) to ensure that the application still behaves as expected.
- Only the existence of the IWR of the AAPP Web site **for the concerned Alcatel release** is the guarantee that the application has been qualified in front of that release.
- If the IWR for the concerned Alcatel release is not available, Alcatel doesn't engage any responsibility. In that case, please contact the central Pre-Sales team.
- The existence of the IWR engages Alcatel **and the Application Partner**. Both parties are engaged, not exclusively Alcatel (see the section escalation process).

#### **Warning:**

- The possibility to order the application under the **ACTIS** quotation tool is not a guarantee of the availability of the solution. Please check the availability of the Inter-Working Report.

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## The escalation process

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As stated above, the Alcatel support will be limited to applications with a valid inter-working report. Known problems or remarks mentioned in the IWR will not be taken into account.

In case of problem, the two parties, Alcatel and the Application Partner, are engaged:

☞ **Case 1: the responsibility can be established 100% on Alcatel side**

In that case, the problem must be escalated by the Business Partner to the Alcatel Hot-line via the standard process.

☞ **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.

☞ **Case 3 : the responsibility can not be established**

Because of the inter-operability between applications and potential sources of problems, the localization of the problem can not be established. In that case the following process applies:

1) **The Application Partner shall be contacted first by the Business Partner** or the party responsible for that Application for an analysis of the problem.

Alcatel has to be involved solely if the application partner demonstrate, with traces, after reproduction of the problem, that the defect which has generated the end-user's demand of support is coming from the equipment provided by Alcatel or if he needs support of Alcatel.

2) The Business partner will escalate the problem to the Alcatel Hot-line if the Application Partner has demonstrated a problem on Alcatel side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel.

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

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

Involvement of the Business Partner is mandatory because the access to the Alcatel Platform (remote access, login/password) is under the Business Partner responsibility.