Certificate of Function

for

B600 / B700

from

Beralarm

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CONTENTS

1 MANAGEMENT SUMMARY

1.1 PURPOSE OF THE TEST

The purpose is validating the interoperability of the B700l Alarm Server from Beralarm and MiVoice Office 400 and OIP ATASGatway.

1.2 RESULT OF THE TEST

1.2.1 SUMMARY OF SUPPORTED FUNCTIONALITY

Beralarm functionality via MiVoice Office 400 ATAS and OIP ATASGatway

1.2.2 SUMMARY OF RESTRICTIONS AND LIMITATIONS

No known restrictions

1.2.3 CONCLUSION

TEST RESULT	DECISION CRITERIA FOR CATEGORIZING THE TEST RESULT
☒ fully acceptable	
☐ acceptable with restrictions	
☐ not acceptable	

1.3 OPEN TOPICS / NEXT STEPS

No open topics

2 GENERAL INFORMATION

2.1 PARTNER COMPANY

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2.2 MITEL PRODUCT LINE / MITEL CSU

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3 PRODUCT INFORMATION

3.1 HARDWARE COMPONENTS

3.1.1 IP PBX SYSTEM AND TERMINALS

MiVoice Office 400 with corded and TDM DECT terminals 600c/d

3.1.2 PARTNER PRODUCT HARDWARE COMPONENTS

The Alarm server running on a Beckhoff SPS hardware

3.2 SOFTWARE COMPONENTS

PRODUCT NAME	PRODUCT SW VERSION	COMMUNICATION SYSTEM NAME	COMMUNICATION SYSTEM SW VERSION
B700 / B600	V7.1x	MiVoice Office 400	R5.0
B700	V7.1x	ATAS	8.70

APPLICATION TYPE

APPLICATION TYPE	VERTICAL APPLICATION TYPE
☐ Call Center (ACD) ☒ Alarming ☐ Call Data Recording (CDR) ☐ Computer Telephony Integration (CTI) ☐ Fixed Mobile Convergence (FMC) ☐ Interactive Voice Response (IVR) ☐ Unified Messaging System (UMS) ☐ <other>	☐ Healthcare ☐ Hotel ☐ <other>

3.3 LANGUAGE SUPPORT

LANGUAGE SUPPORT				
☐ Brazilian	☐ Finnish	☒ Italian	☐ Spanish	☐
☐ Danish	☒ French	☐ Norwegian	☐ Swedish	☐
☐ Dutch	☒ German	☐ Portuguese	☐ <other>	☐
☒ English	☐ Greece	☐ Russian	☐	☐

3.4 INTERFACES

MIVOICE 5000	OPENCOM 100	MIVO 400	SIP-DECT
☐ CSTA [1])	☐ CSTA	☐ CSTA III	☐ ISDN
☐ IAE	☐ TAPI	☐ FIAS (Hotel)	☐ SIP subscriber
☐ LDAP	☐ ISDN	☒ SNMP	☐ SIP trunk
☐ TAPI	☐ SIP subscriber	☐ PC5	☐ analogue
☐ Tickets	☐ SIP trunk	☐ ISDN	☐ OMM AXI
☐ Web Services	☐ analogue	☐ SIP subscriber	
☐ ISDN	☐	☐ SIP trunk	
☐ SIP subscriber		☒ ATAS	
☐ SIP trunk		☐ analogue	
☐ analogue		☐	

[1]) In case of connecting an application to MiVoice 5000 via CSTA one needs to include multiple CSTA servers, backup, redundancy and dual homing into account when testing the application integration

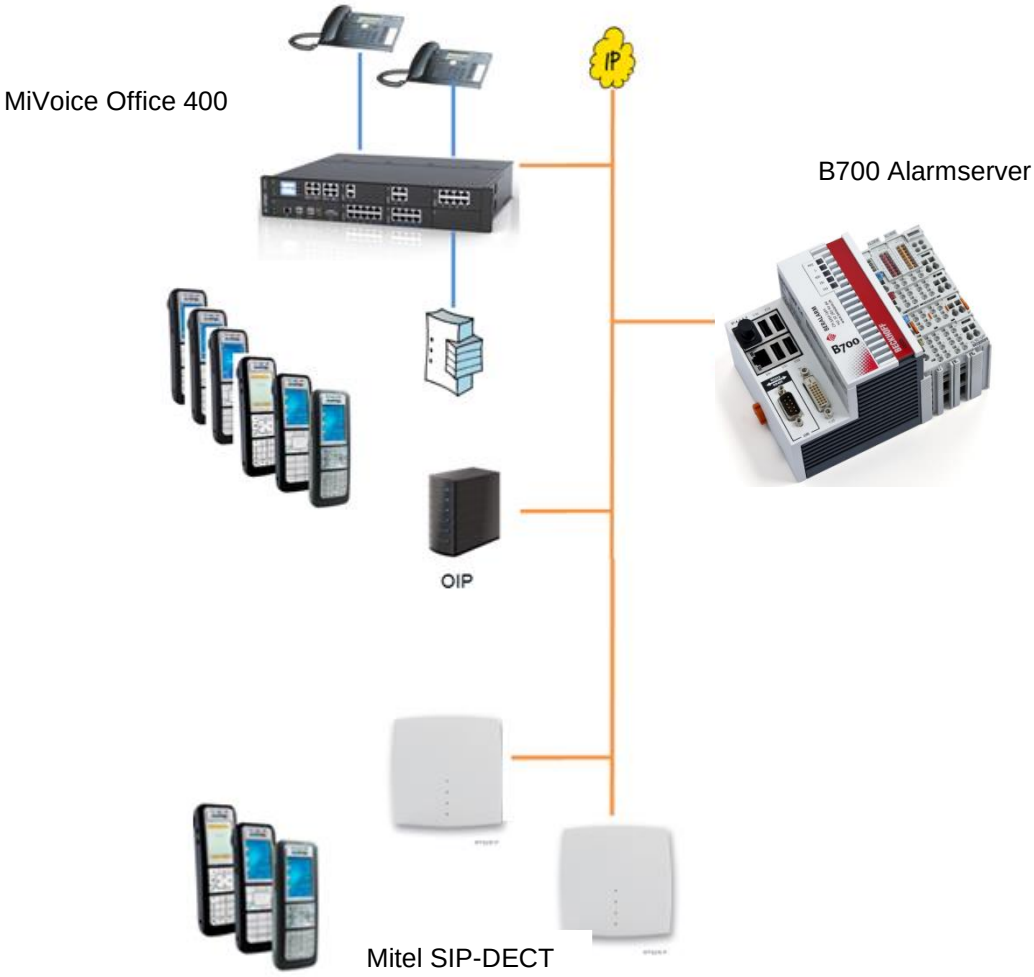
MIVOICE MX-ONE	OIP	OPENCOM 1000	SOLIDUS ECARE
☐ AL / CSTA III	☐ CORBA IDL	☐ CI	☐ Desktop API
☐ AL / CSTA I	☐ OIP TSP	☐ ISDN	☐ Agent Service
☐ AL / TAPI	☒ ATAS Gatway	☐ SIP subscriber	☐
☐ CSTA III	☐ KNX / EIB	☐ SIP trunk	
☐ ISDN	☐	☐ analogue	
☐ SIP subscriber		☐	
☐ SIP trunk			
☐ analogue			
☐			

4 APPLICATION OVERVIEW

4.1 BRIEF DESCRIPTION OF THE APPLICATION

The Alarm Management server B700 centralizes the processing of all events seized by external sources (building/process control, fire alarm, network management, nurse call, etc.) and notifies the alarm organization based on the respective scenario through different communication media by SMS, phone call (VOIP), email, SNMP traps, Paging or text messages on cordless handsets (DECT/WLAN/ GSM).

4.2 SYSTEM ARCHITECTURE OF APPLICATION AND VALIDATION ENVIRONMENT



5 TEST EXECUTION

5.1 ALARMING FUNCTIONALITY

5.1.1 PRE-CONDITIONS

The Alarming system is connected to the PBX/OIP as follows.

System	Interface	Remarks
PBX	☒ TCP/IP	1132 or 1088
Alarm protocol	☒ SNMP ☒ Alarm readout (ATAS)	
I/O	☐ Relais	
OIP	☒ TCP/IP ☐ V.24	1088 – 1090

5.1.2 ATAS

Activity	Result[1]	Remarks
Login / Logout sequence ☐ User authentication ☐ ATE1 ☐ ATE0	Ok	To IP Port 1132 / 1088 configurable
Application start-up	Ok	– After the Alarm server reboot, the Alarm management works
PBX reset	Ok	– After the PBX reboot, the Alarm management works
Lost LAN connection between PBX and external application ☒ < 30 sec. ☒ Between 30 and 60 sec. ☒ > 60 sec.	Ok	– After the reconnection, the Alarm management works
Terminal ID support	OK	full supported
Reset (RESET)	OK.	used by system start
HBC Time (HBC)	OK.	40 Seconds
Heartbeat (HB)	OK.	20 Seconds
Get System Terminals (GST)	OK.	
Terminal (TERM)	OK.	
Get All Terminals (GAT)	OK.	optional configurable
Terminal Information (TI)	OK.	
Terminal State (TS)	OK.	

[1] Use one of the following status codes: OK, Fail, NE (not executed), NA (not applicable), NS (not supported)

Activity	Result[1]	Remarks
Set menu (SM)	OK.	
Set ring (SR)	OK.	Recommended setting, Limit in the guy
Reset ring (RR)	NS	
Set Display Color (SDC)	OK	
Send alarm (SA)	OK.	ID counted
Send alarm (SA) Predefind number #*#Tn	OK.	For older systems <R3.0
Send Alarm and Dial (SAD)	OK.	
Message Received (MR)	OK.	
Present alarm (PA)	OK.	
Delete alarm (DA)	OK.	
Delete alarm ID (DA)	OK	
Reset all alarms (Reset)	OK	
Message command acknowledge (MCA)	OK.	
Change LED state on/off (CLS)	OK.	
Get Time and Date function (GT)	OK.	
Current Time and Date (CT)	OK.	
Option pressed message (OPM)	OK.	
Option pressed function (OPF)	OK.	
Charge bay event on/off (CBE)	OK.	
Terminal Alarm Event (TAE)	OK.	
Loop Testalarm	OK.	Recommended setting, default configuration
Get DECT Localisation (GDL)	OK	
DECT Localisation Event (DLI)	OK.	
DECT Localisation info state	OK.	
DECT Localisation Event (DLI) GAP	OK.	
DECT Localisation info state GAP	OK.	
Show List (SLST)	OK.	
Selected List Entry (SLE)	OK.	
Remove List (RLST)	OK.	
Terminal Edit Mode (TEM)	NS	
Transparent Data (TD)	NS	
Terminal Info Display (TID)	OK.	
Option Pressed Info (OPI)	OK.	
Get Dect Bases (GDB)	OK.	optional configurable
Get All Dect Bases (GADB)	OK.	
System Base (BASE)	OK.	
Emergency Number Called (ENC)	OK.	

Activity	Result[1]	Remarks
Public Emergency Number Called (PENC)	NS	
System Alarm (AL)	OK.	
Evacuation Info (EVAC)	OK.	optional configurable

5.1.3 OIP ATAS GATEWAY

Activity	Result	Remarks
Supports Additional OIP ATASGateway commands	OK.	
Supports Additional OIP ATASGateway CTI commands	OK.	
Supports Additional OIP ATASGateway I/O commands	NS	
Supports more than one OIP ATASGateway	OK.	

5.1.4 OIP ATAS GATEWAYS START-UP / SYSTEM RE-SYNCHRONIZATION / EMERGENCY ROUTING

Activity	Result	Remarks
Application start-up	OK.	– External application takes over the control of the configured ATAS Gateway?
PBX reset	OK.	– After the PBX reboot , works the Alarm management.
OIP Server crash	OK.	– After the OIP reboot , works the Alarm management.
Lost LAN connection between OIP and external application ☐ < 30 sec. ☐ Between 30 and 60 sec. ☐ > 60 sec.	OK.	– After the reconnection , works the Alarm management.
Lost LAN connection between OIP and PBX ☐ < 30 sec. ☐ Between 30 and 60 sec. ☐ > 60 sec.	OK.	– After the reconnection, works the Alarm management.
Emergency routing Application	OK.	– Time period until OIP takes over the ER? – OIP takes over the ACD routing? – OIP takes over agent management?

5.1.5 ADDITIONAL OIP ATAS GATEWAY COMMANDS

Activity	Result	Remarks
Shows Help information (HELP)	NS	
Shows list (SL)	NS	
Reset of all Displays for user with number (RESETUSER)	NS	
Reset of all Displays with the given id for all users (RESET ID)	NS	
Reset of all Displays of all users (RESET ALL)	OK.	
Retrieve ChargeBay state (GCB)	OK.	
Register Application with name (AREG)	NS.	
Show the application menu (ASHOW)	NS.	
Set MessageWaitingIndication (IMW)	OK.	
MWI Events enabling/disabling (MWIENABLE)	OK.	
User availability events (USRRDYENABLE)	OK.	
Retrieve ChargeBay state for user (CBEENABLE)	OK.	
UserCommand (*77xxxx) enabling (USRCMDENABLE)	OK.	
PBX Alarms enabling/disabling (ALARMENABLE)	OK.	
PBX Link information (PBXLINKENABLE)	OK.	
Sets the priority of the alarms (PRIO)	NS.	
Show controlled user on ATASGateway (LISTUSER)	NS.	
Retrieves all DECT location areas and SB (LISTSB)	OK.	
User Command *77xxxx (USRCMD)	OK.	
User nr is available or not (USRRDY)	OK.	
Message Waiting Indication for user (MWI)	OK.	
Application requested with name for user (AREQ)	NS.	
Alarm received from pbx with alarm id and params (ALARM)	OK.	

Activity	Result	Remarks
State of link to pbx (PBXLINK)	NS.	
Tags a user record in a LISTUSER response (USR)	NS.	
Tags a Dect Location Area/ System Base record (SB)	OK.	

5.1.6 ADDITIONAL OIP ATAS GATEWAY CTI COMMANDS

Activity	Result	Remarks
Starts/Stops monitoring of a user line (CALLENABLE)	OK.	
Selects a terminal for the user (SETTERMINAL)	OK.	
Dials the destnr for user nr (DIAL)	OK.	
Ends all calls on the user nr (HANGUP)	OK.	
Answers a ringing call on the user nr (ANSWER)	OK.	
Starts announcement call to the destnr for user nr (ANNOUNCE)	OK.	
Starts brokering a call for user nr (BROKER)	OK.	
Starts conference call for user nr (CONFERENCE)	OK.	
Starts enquiry call to the destnr for user nr (ENQUIRE)	OK.	
Rejects ringing call for user nr (REJECT)	OK.	
Ends the current call for user nr (ENDCAL)	OK.	
Sends the given dtmf digits for user nr (DTMF)	OK.	
Configures handsfree call for user nr (HANDSFREE)	OK.	
CallState notification for a user with partner number (CS)	OK.	

6 ANNEX B: SUPPORT AND ESCALATION PROCESSES

6.1 PRE-CONDITIONS

The following general rules are applicable for analyzing and solving customer problems with solutions provided by Mitel equipment in combination with 3rd party equipment:

- Only qualified and certified solutions are officially supported by Mitel.
- Qualifications and Certifications are based on test results documented within a “Certificate of Function”. This document describes
  - main functionality of Partner Company’s product,
  - interfaces used for integration,
  - details of all involved components (including PCs and operating systems),
  - installation and configuration of Partner Company’s product and the configuration of Mitel’s equipment - as far as this is necessary for the interoperability,
  - test use cases, which have been executed
  - and test results.
- The Certificate of Function is published on the A²P² Extranet together with the certification or qualification diploma.

6.2 QUALIFIED PRODUCTS BEING SOLD BY PARTNER COMPANY

6.2.1 SUPPORT RESPONSIBILITIES

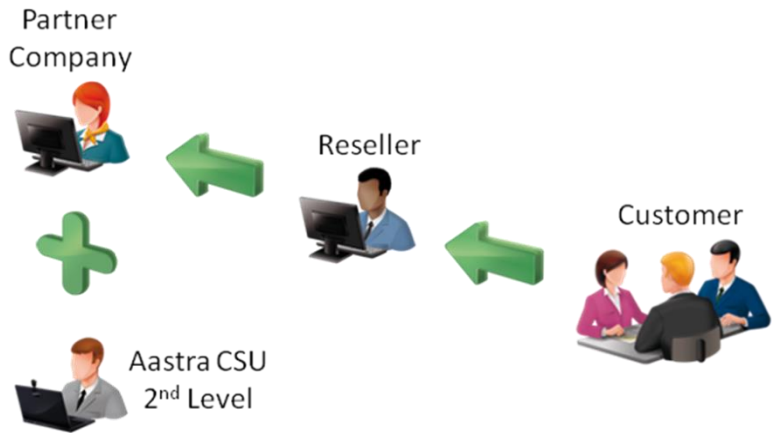
Mitel provides full support for the Mitel IP-PBX, but does not take any support responsibilities for Partner Company’s Product.

- 1st level support is provided by an Mitel partner (Reseller)
- 2nd level support is the responsibility of Mitel Country Sales Unit (CSU)

Partner Company provides full support for Partner Company’s Product.

6.2.2 SUPPORT PROCESS

If a problem occurs at a Customer site where Mitel’s IP-PBX systems are used in combination with Partner Company’s Product, and if this problem cannot clearly be assigned to Mitel’s IP-PBX, the Reseller shall open a Support Case at Partner Company.



If the problem cannot be solved within Partner Company’s support, the Reseller must open a support case at Mitel’s 2nd level support. In order to opening a Support Case, Partner Company must

- First upgrade all hw, fw and sw to latest supported version.

- deliver a detailed description of the problem, including the exact time when it occurred and how to reproduce it.
- specify all components involved; both hw and fw
- provide all available log file information showing the reported problem and containing a reasonable time period before (and up to) the time when the problem occurred;
- Comply with the support case opening/handling process applicable within the relevant Mitel Country Sales Unit.

Upon receiving all requisite information from Partner Company, Mitel's 2nd level Support will, jointly accompanied by Partner Company as agreed on within the qualification contract, provide analysis and technical support with respect to the identified problem, but Mitel does not take any commitment on providing a solution fixing problems to end-customers.

Mitel 2nd level Support reserves the right to close the case, if the investigations made are insufficient, don't clearly show that the problem can be assigned to Mitel's equipment, don't contain all relevant data or do not exist.