

PhoneSuite - TAPI for Asterisk

Acceptance Test

Approved (Basic CTI), with restrictions

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2. Preface

2.1. Who should read this Manual

The intended audience of this documentation is for technical skilled personnel interested in the functional and non-functional specifications of the tested TAPI-driver as well as its interoperability with other estos software components.

The document describes what telephony related functional and non-functional features are supported by the tested TAPI-driver. As the TAPI-driver is rarely used as a standalone component, but rather used in combination with certain applications (e.g. Call Center, CTI etc.) it is also in scope of this manual to document the grade of interoperability between the tested component and ProCall Enterprise and its OEM variants.

2.2. What is not covered

It is not possible to cover every aspect of the software presented here in this short document. We exclude topics that depend on special-purpose hardware, other software and special features of the respective communication system.

It is not likely and not intended that the tested software supports all features mentioned in this document. So this document only states test cases performed successfully or errors. While features not supported by the tested communication system will be counted as neutral (with not influence on the approval).

2.3. Word Usage

In this document the usage of "must", "shall" and "have to" are used in the meaning of mandatory without any exception. "Should" has the meaning of mandatory but exceptions are possible if desired with an adequate explanatory statement. "May" and "can" are used in the meaning of optional.

"NOK" means "not okay" because test ended with error or failed and one or more reasons must be commented. "OK" means "okay" because test succeeded or ended with success and additional comment is optional. "N/R" means "not required" but a reason must be commented (e.g. "Test needed but customer agreed not to perform due to resource lack").

"N/A" means "not applicable" e.g. test cannot be done (nothing of that kind implemented in SW or specified in a requirement).

3. Introduction

3.1. Background Information

There are differences between the actions initiated via TAPI or directly at the phone. Contrary to the phone, actions initiated via TAPI already provide rich information to the interface (especially conferences). So actions initiated using the phone can lead to different behavior on the TAPI interface or in ProCall.

3.2. Test Procedure

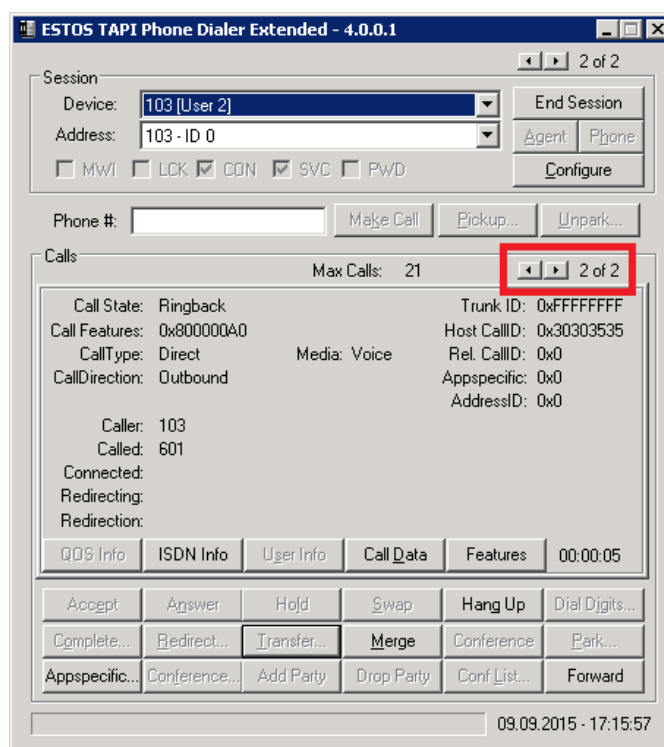
Prerequisites for the test environment:

- Connection to outside line
- At least three (3) connected phones

As test application for ECSTA or any third party TSP `estos ephone.exe` shall be used. Each test case has to be executed with internal and external participants and should be verified using the phone.

The result has to be set in `RESULT` column using the results set forth above, any observations and errors shall be reported using the `COMMENTS` column. Before reporting errors the tester should determine whether the error originates from the TSP or PBX system.

The mention of party `A1`, `A2` or similar in the `PARTY` column always refers to different line states as stated in the screenshot below.



3.2.1. Exceptions

An exception are hidden TAPI functions, e.g. different types of call forwarding. Tests, which are not doable due to hidden TAPI features, have to be marked accordingly as stated above.

3.2.2. Specialities

Mostly conferences are displayed differently between the TSP and the phone. The conference itself is only displayed for the starter, not for the participants, they only see a connection to the starter.

3.2.3. ECSTA for SIP-Phones

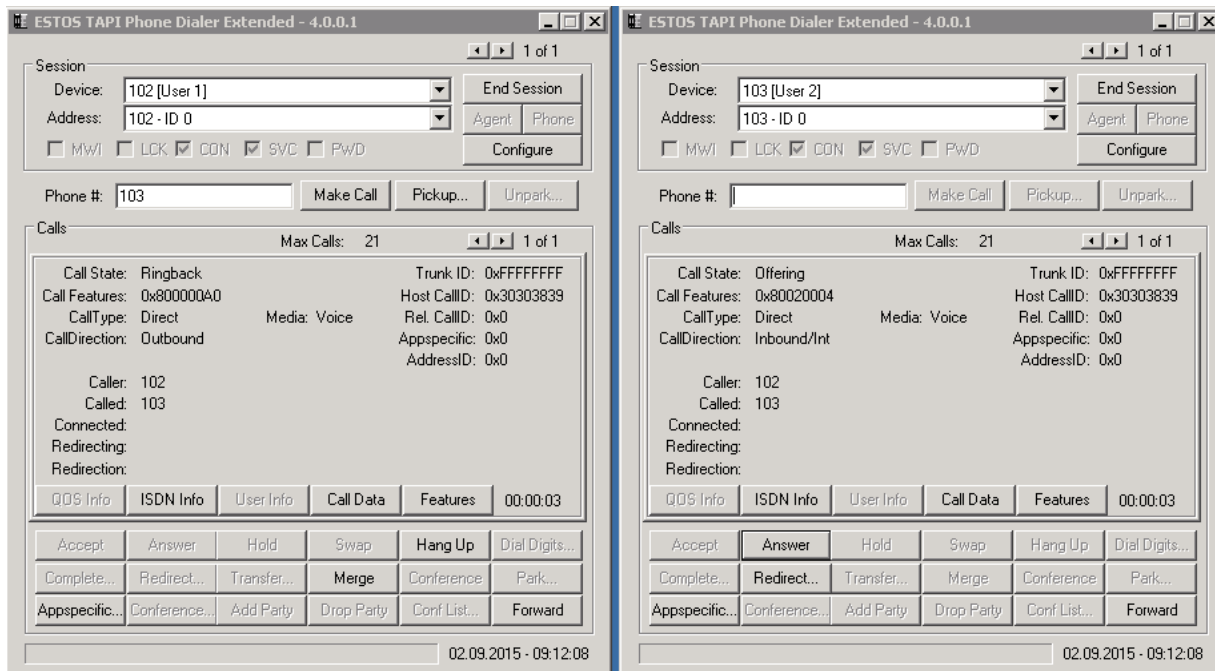
ECSTA for SIP Phones controls the phones directly, without using a central entity. So there is no connection between calls in different scenarios where multiple phones are involved.

- Group call scenarios will fail, as calls do not get the same HOSTCALLID.
- Redirecting of calls will eventually lead to wrong CALLED and REDIRECTING information.

3.3. Example

1.1.1	Make Call: A calls B	A	CallState: Dialtone -> Dialing -> Ringback Direction: Outbound Caller: A Called: B
		B	CallState: Offering Direction: Inbound Caller: A Called: B

The test is executed in ephone.exe and leads to the positive result below.



The next step is to verify the test scenario involving an external participant using ephone.exe. In this case party B has to become external participant.

Then both test should be executed using the phone.

4. Software Acceptance

4.1. PhoneSuite - TAPI for Asterisk

4.1.1. Result of Acceptance

Test type :	Test of functional and non-functional requirements
Install Package :	PhoneSuite (TAPI for Asterisk) 1.1.098
Test object :	PhoneSuite (TAPI for Asterisk) 1.1.098 and Kerio Operator Combination
Test environment :	Kerio Operator V300, 2.4.5 build 5285, snom820, snom821, Panasonic KX-UT670
Main focus :	CTI functionality and interoperability with ProCall Enterprise
Overall status :	Approval successful with restrictions (Basic CTI Function is given)

4.1.2. Reasons of Approval

Inspection Records					
Test case no.	Test description	Expected result		Result	Comments
		Party	Call states		
1.1	Basic test scenarios				
1.1.1	Make Call: A calls B	A	CallState: Dialtone -> Dialing -> Ringback Direction: Outbound Caller: A Called: B	OK	Snom 820 to snom 821
		B	CallState: Offering Direction: Inbound Caller: A Called: B		

1.1.2	Incoming Call: Answer A calls B, B answers the call	A CallState: Connected Direction: Outbound Caller: A Called: B Connected: B	OK	
		B CallState: Connected Direction: Inbound Caller: A Called: B Connected: A		
1.1.3	Incoming Call: reject A calls B, B rejects	A No Call	OK	
		B No Call		
1.1.4	Incoming Call: Redirect A calls B, B redirects to C	A CallState: Ringback Direction: Outbound Caller: A Called: B Connected: Redirecting: B	NOK	Not possible
		C CallState: Offering CallType: Redirect Direction: Inbound Caller: A Called: B Connected: Redirecting: B		

1.1.5	<p>Redirected Call: Answer A calls B, B redirects to C, C answers the call</p>	<table border="1"> <tr> <td data-bbox="663 188 719 411">A</td> <td data-bbox="719 188 1344 411"> CallState: Connected Direction: Outbound Caller: A Called: B Connected: C Redirecting: B </td> </tr> <tr> <td data-bbox="663 411 719 671">C</td> <td data-bbox="719 411 1344 671"> CallState: Connected CallType: Redirect Direction: Inbound Caller: A Called: B Connected: A Redirecting: B </td> </tr> </table>	A	CallState: Connected Direction: Outbound Caller: A Called: B Connected: C Redirecting: B	C	CallState: Connected CallType: Redirect Direction: Inbound Caller: A Called: B Connected: A Redirecting: B	NOK	Not possible		
A	CallState: Connected Direction: Outbound Caller: A Called: B Connected: C Redirecting: B									
C	CallState: Connected CallType: Redirect Direction: Inbound Caller: A Called: B Connected: A Redirecting: B									
1.1.6	<p>Outbound Call: Hang Up A calls B, A hangs up before connecting.</p>	<table border="1"> <tr> <td data-bbox="663 671 719 730">A</td> <td data-bbox="719 671 1344 730">Hang up is possible and working</td> </tr> <tr> <td data-bbox="663 730 719 790">B</td> <td data-bbox="719 730 1344 790">No call anymore</td> </tr> </table>	A	Hang up is possible and working	B	No call anymore	OK			
A	Hang up is possible and working									
B	No call anymore									
1.1.7	<p>Connected Call: Hang up A is connected to B, A hangs up</p>	<table border="1"> <tr> <td data-bbox="663 804 719 911">A,B</td> <td data-bbox="719 804 1344 911">Hang up is possible and working</td> </tr> </table>	A,B	Hang up is possible and working	OK					
A,B	Hang up is possible and working									
1.1.8	<p>Connected Call: Hold A is connected to B, A holds the call</p>	<table border="1"> <tr> <td data-bbox="663 959 719 1070">A1</td> <td data-bbox="719 959 1344 1070"> CallState: On Hold (no A2) or CallState: On Hold Pending Transfer </td> </tr> <tr> <td data-bbox="663 1070 719 1110">A2</td> <td data-bbox="719 1070 1344 1110">CallState: Dial tone</td> </tr> <tr> <td data-bbox="663 1110 719 1150">B</td> <td data-bbox="719 1110 1344 1150">CallState: Connected</td> </tr> </table>	A1	CallState: On Hold (no A2) or CallState: On Hold Pending Transfer	A2	CallState: Dial tone	B	CallState: Connected	OK	
A1	CallState: On Hold (no A2) or CallState: On Hold Pending Transfer									
A2	CallState: Dial tone									
B	CallState: Connected									
1.1.9	<p>Held call: Unhold A holds B, A Unhold</p>	<table border="1"> <tr> <td data-bbox="663 1150 719 1257">A,B</td> <td data-bbox="719 1150 1344 1257">Connected</td> </tr> </table>	A,B	Connected	OK					
A,B	Connected									

<p>1.1.10</p>	<p>Connected Call: blind transfer (single step transfer) A connected to B, A transfers the call to C, C answers</p>	<table border="1"> <tr> <td data-bbox="660 189 719 231">A</td> <td data-bbox="719 189 1344 231">No call</td> </tr> <tr> <td data-bbox="660 231 719 488">B</td> <td data-bbox="719 231 1344 488"> CallState: Connected Call Type: Transfer Direction: Inbound Caller: A Called: B Connected: C Redirecting: A </td> </tr> <tr> <td data-bbox="660 488 719 746">C</td> <td data-bbox="719 488 1344 746"> CallState: Offering → Connected Call Type: Transfer Direction: Inbound Caller: A Called: B Connected: / -> B Redirecting: A </td> </tr> </table>	A	No call	B	CallState: Connected Call Type: Transfer Direction: Inbound Caller: A Called: B Connected: C Redirecting: A	C	CallState: Offering → Connected Call Type: Transfer Direction: Inbound Caller: A Called: B Connected: / -> B Redirecting: A	<p>OK</p>	<p>B wrong ConnectID No usable Redirecting Information</p>		
A	No call											
B	CallState: Connected Call Type: Transfer Direction: Inbound Caller: A Called: B Connected: C Redirecting: A											
C	CallState: Offering → Connected Call Type: Transfer Direction: Inbound Caller: A Called: B Connected: / -> B Redirecting: A											
<p>1.1.11</p>	<p>Connected call: consultation transfer A is connected to B, A starts a consultation transfer with, C answers</p>	<table border="1"> <tr> <td data-bbox="660 746 719 788">A1</td> <td data-bbox="719 746 1344 788">CallState: On Hold Pending Transfer</td> </tr> <tr> <td data-bbox="660 788 719 938">A2</td> <td data-bbox="719 788 1344 938"> CallState: Connected Caller: A Called: C Connected: C </td> </tr> <tr> <td data-bbox="660 938 719 1088">B</td> <td data-bbox="719 938 1344 1088"> CallState: Connected (oder On Hold) Caller: A Called: B Connected: A </td> </tr> <tr> <td data-bbox="660 1088 719 1230">C</td> <td data-bbox="719 1088 1344 1230"> CallState: Connected Caller: A Called: C Connected: A </td> </tr> </table>	A1	CallState: On Hold Pending Transfer	A2	CallState: Connected Caller: A Called: C Connected: C	B	CallState: Connected (oder On Hold) Caller: A Called: B Connected: A	C	CallState: Connected Caller: A Called: C Connected: A	<p>OK</p>	
A1	CallState: On Hold Pending Transfer											
A2	CallState: Connected Caller: A Called: C Connected: C											
B	CallState: Connected (oder On Hold) Caller: A Called: B Connected: A											
C	CallState: Connected Caller: A Called: C Connected: A											

1.1.12	Connected call: consultation transfer, merge Like 1.1.11, A merges the call between B and C	A	Feature: Merge	N/A	
		B	Caller: A Called: B Connected: C Redirecting: A		
		C	Caller: A Called: C Connected: B Redirecting: A		
1.1.13	DTMF A connected with B, A starts dial digits	A	Hears DTMF	OK	
1.2	Conference				

1.2.1	<p align="center">Conference</p> <p>A starts conference with B and C</p>	<table border="1"> <tr> <td data-bbox="663 188 719 264">A1</td> <td data-bbox="719 188 1352 264">CallState: Connected CallDirection: Conference</td> </tr> <tr> <td data-bbox="663 264 719 416">A2</td> <td data-bbox="719 264 1352 416">CallState: Conferenced Caller: A Called: B Connected: B</td> </tr> <tr> <td data-bbox="663 416 719 568">A3</td> <td data-bbox="719 416 1352 568">CallState: Conferenced Caller: A Called: C Connected: C</td> </tr> <tr> <td data-bbox="663 568 719 719">B</td> <td data-bbox="719 568 1352 719">CallState: Connected Caller: A Called: B Connected: A</td> </tr> <tr> <td data-bbox="663 719 719 858">C</td> <td data-bbox="719 719 1352 858">CallState: Connected Caller: A Called: C Connected: A</td> </tr> </table>	A1	CallState: Connected CallDirection: Conference	A2	CallState: Conferenced Caller: A Called: B Connected: B	A3	CallState: Conferenced Caller: A Called: C Connected: C	B	CallState: Connected Caller: A Called: B Connected: A	C	CallState: Connected Caller: A Called: C Connected: A	NOK	No conference Support via TAPI Via Phone, TAPI shows wrong info
A1	CallState: Connected CallDirection: Conference													
A2	CallState: Conferenced Caller: A Called: B Connected: B													
A3	CallState: Conferenced Caller: A Called: C Connected: C													
B	CallState: Connected Caller: A Called: B Connected: A													
C	CallState: Connected Caller: A Called: C Connected: A													
1.2.2	<p align="center">Conference: Participant hangs up</p> <p>A conferenced with B and C, B hangs up</p>	<table border="1"> <tr> <td data-bbox="663 858 719 951">A</td> <td data-bbox="719 858 1352 951">No conference Connected: C</td> </tr> <tr> <td data-bbox="663 951 719 1015">C</td> <td data-bbox="719 951 1352 1015">Connected: A</td> </tr> </table>	A	No conference Connected: C	C	Connected: A	NOK	No conference Support via TAPI						
A	No conference Connected: C													
C	Connected: A													
1.2.3	<p align="center">Conference: Starter hangs up</p> <p>A conferenced with B and C, A hangs up</p>	<table border="1"> <tr> <td data-bbox="663 1015 719 1171">A, B, C</td> <td data-bbox="719 1015 1352 1171">Depends on PBX settings. Normally B and C are connected or the conference is hung up</td> </tr> </table>	A, B, C	Depends on PBX settings. Normally B and C are connected or the conference is hung up	NOK	No conference Support via TAPI								
A, B, C	Depends on PBX settings. Normally B and C are connected or the conference is hung up													
1.2.4	<p align="center">Conference: Remove Party</p> <p>A conferenced with B and C, A removes B</p>	<table border="1"> <tr> <td data-bbox="663 1171 719 1248">A</td> <td data-bbox="719 1171 1352 1248">No conference Connected: C</td> </tr> <tr> <td data-bbox="663 1248 719 1283">B</td> <td data-bbox="719 1248 1352 1283">No call</td> </tr> <tr> <td data-bbox="663 1283 719 1321">C</td> <td data-bbox="719 1283 1352 1321">Connected: A</td> </tr> </table>	A	No conference Connected: C	B	No call	C	Connected: A	NOK	No conference Support via TAPI				
A	No conference Connected: C													
B	No call													
C	Connected: A													
1.3	Advanced test scenarios													

1.3.1	Connected and incoming call: busy A is connected to B, C calls A, busy	<table border="1"> <tr> <td data-bbox="663 188 725 376">A1</td> <td data-bbox="725 188 1352 376"> CallState: Connected Direction: Outbound Caller: A Called: B Connected: B </td> </tr> <tr> <td data-bbox="663 376 725 416">(A2)¹</td> <td data-bbox="725 376 1352 416">CallState: Offering</td> </tr> <tr> <td data-bbox="663 416 725 453">C</td> <td data-bbox="725 416 1352 453">CallState: Busy</td> </tr> </table>	A1	CallState: Connected Direction: Outbound Caller: A Called: B Connected: B	(A2) ¹	CallState: Offering	C	CallState: Busy	OK	
A1	CallState: Connected Direction: Outbound Caller: A Called: B Connected: B									
(A2) ¹	CallState: Offering									
C	CallState: Busy									
1.3.2	Connected and incoming call: Call waiting A is connected to B, C calls A, call waiting	<table border="1"> <tr> <td data-bbox="663 453 725 641">A1</td> <td data-bbox="725 453 1352 641"> CallState: Connected Direction: Outbound Caller: A Called: B Connected: B </td> </tr> <tr> <td data-bbox="663 641 725 828">A2</td> <td data-bbox="725 641 1352 828"> CallState: Offering Direction: Inbound Caller: A Called: B (CallType: CampedOn) </td> </tr> <tr> <td data-bbox="663 828 725 975">C</td> <td data-bbox="725 828 1352 975"> CallState: Dial tone -> Dialing -> Ringback Direction: Outbound Caller: A Called: B </td> </tr> </table>	A1	CallState: Connected Direction: Outbound Caller: A Called: B Connected: B	A2	CallState: Offering Direction: Inbound Caller: A Called: B (CallType: CampedOn)	C	CallState: Dial tone -> Dialing -> Ringback Direction: Outbound Caller: A Called: B	OK	
A1	CallState: Connected Direction: Outbound Caller: A Called: B Connected: B									
A2	CallState: Offering Direction: Inbound Caller: A Called: B (CallType: CampedOn)									
C	CallState: Dial tone -> Dialing -> Ringback Direction: Outbound Caller: A Called: B									
1.3.3	Connected and incoming call: Call waiting and answer A is connected to B, C calls A, call waiting, A answers	<table border="1"> <tr> <td data-bbox="663 975 725 1031">A1</td> <td data-bbox="725 975 1352 1031">B on Hold</td> </tr> <tr> <td data-bbox="663 1031 725 1070">A2</td> <td data-bbox="725 1031 1352 1070">Connected to C</td> </tr> <tr> <td data-bbox="663 1070 725 1129">C</td> <td data-bbox="725 1070 1352 1129">Connected to A</td> </tr> </table>	A1	B on Hold	A2	Connected to C	C	Connected to A	NOK	
A1	B on Hold									
A2	Connected to C									
C	Connected to A									
1.3.4	Connected and incoming call: Call waiting and reject A is connected to B, C calls A, call waiting, A rejects C	<table border="1"> <tr> <td data-bbox="663 1129 725 1225">A</td> <td data-bbox="725 1129 1352 1225">Connected to B</td> </tr> </table>	A	Connected to B	NOK	Wrong party is disconnected				
A	Connected to B									

¹ Not possible with all ECSTA

1.3.3	<p>Connected and incoming call: Call waiting and redirect A is connected to B, C calls A, call waiting, A redirects C to D</p>	<table border="1"> <tr> <td data-bbox="663 188 719 228">A</td> <td data-bbox="719 188 1344 228">Connected to B</td> </tr> <tr> <td data-bbox="663 228 719 379">C</td> <td data-bbox="719 228 1344 379"> Caller: C Called: A Connected: D Redirecting: A </td> </tr> <tr> <td data-bbox="663 379 719 453">D</td> <td data-bbox="719 379 1344 453"> Connected: C Redirecting: A </td> </tr> </table>	A	Connected to B	C	Caller: C Called: A Connected: D Redirecting: A	D	Connected: C Redirecting: A	NOK	Maybe misconfiguration at pbx side
A	Connected to B									
C	Caller: C Called: A Connected: D Redirecting: A									
D	Connected: C Redirecting: A									
1.3.4	<p>Connected call and one on hold: Swap hold A is connected to B, A consultation transfer to C, C answers, A swap hold between B and C</p>	<table border="1"> <tr> <td data-bbox="663 504 719 587">A1</td> <td data-bbox="719 504 1344 587">Holds C</td> </tr> <tr> <td data-bbox="663 587 719 667">A2</td> <td data-bbox="719 587 1344 667">Connected to B</td> </tr> </table>	A1	Holds C	A2	Connected to B	N/A	No swap hold available		
A1	Holds C									
A2	Connected to B									
1.3.5	<p>Complete Call: Callback A is connected to B, C calls A and busy, C completes call: callback, A hangs up</p>	<table border="1"> <tr> <td data-bbox="663 794 719 834">C</td> <td data-bbox="719 794 1344 834">Callback</td> </tr> </table>	C	Callback	N/A					
C	Callback									
1.3.6	<p>Complete Call: Callback and Answer A is connected to B, C calls A and busy, C completes call: callback, A hangs up, C answers callback</p>	<table border="1"> <tr> <td data-bbox="663 1002 719 1042">C</td> <td data-bbox="719 1002 1344 1042">Outbound call to A</td> </tr> <tr> <td data-bbox="663 1042 719 1082">A</td> <td data-bbox="719 1042 1344 1082">Inbound call from C</td> </tr> </table>	C	Outbound call to A	A	Inbound call from C	N/A			
C	Outbound call to A									
A	Inbound call from C									
1.3.7	<p>Complete Call: Callback, Reject A is connected to B, C calls A and busy, C completes call: callback, A hangs up, C rejects callback</p>	<table border="1"> <tr> <td data-bbox="663 1248 719 1287">C</td> <td data-bbox="719 1248 1344 1287">No callback</td> </tr> </table>	C	No callback	N/A					
C	No callback									

1.3.8	Pickup: direct Call Incoming call on A, B picks the call	B	CallType: Pickup Called: A Redirecting: A	NOK	
1.3.9	Call on Group (circular/parallel): incoming C calls group. Call rings on A, B	A	CallState: Offering HostCallID: like B Direction: Inbound Caller: C Called: Group Redirecting: Group	OK	Wrong CallID and no Redirecting ID (no ProCall Analytics Support)
		B	CallState: Offering HostCallID: like A Direction: Inbound Called: Group Redirecting: Group		
1.3.10	Call on Group: answer C calls group. Call rings on A, B. A answers the call	A	CallState: Connected HostCallID: like 1.2.9 Direction: Inbound Caller: C Called: Group Connected: C Redirecting: Group	OK	Wrong CallID and no Redirecting ID (no ProCall Analytics Support)
1.3.11	Pickup: Call on Group C calls group. Call rings on A, B. D picks call from A	D	CallState: Connected CallType: Pickup HostCallID: like 1.2.9 Direction: Inbound Caller: C Called: Group Connected: C Redirecting: Group or A	N/R	

1.3.12	Redirect: Call on Group C calls group. Call rings on A, B., A redirects to D, D answers the call	D	CallState: Connected CallType: Redirect Direction: Inbound Caller: C Called: Group Connected: C Redirecting: Group or A	NOK	
1.3.13	Drop to Extension C calls A, Call is dropped to B, B answers the call	B	CallState: Connected Direction: Inbound Caller: C Called: A Connected: C Redirecting: A	OK	Wrong CallID
1.3.14	Drop to Group C calls A, Call is dropped to Group (B is member), B answers the call	B	CallState: Connected Direction: Inbound Caller: C Called: A Connected: C Redirecting: Group or A	NOK	CallerID only after a call is connected, no Redirecting Information
1.4	Forwarding test scenarios				
1.4.1	Call Forwarding: Unconditional A Call Forwarding: Uncondi- tional B	A	Forwarding is set	NOK	Not possible in Phone.exe Possible in ProCall, but no effect
1.4.2	Call Forwarding: Unconditional C calls A	B	Caller: C Called: A Redirecting: A	NOK	Not possible in Phone.exe
		C	Caller: C Called: A Redirecting: A		

1.4.3	Call Forwarding: Internal (Unconditional) A Call Forwarding: Internal (Unconditional)B	A Forwarding is set	N/A	
1.4.4	Call Forwarding: Internal (Unconditional) C calls A	B Caller: C Called: A Redirecting: A C Caller: C Called: A Redirecting: A	N/A	
1.4.5	Call Forwarding: External (Unconditional) A Call Forwarding: External (Unconditional)B	A Forwarding is set	N/A	
1.4.6	Call Forwarding: External (Unconditional) External contact calls A	B Caller: external contact Called: A Redirecting: A	N/A	
1.4.7	Call Forwarding: Busy A Call Forwarding: Busy B	A Forwarding is set	N/A	
1.4.8	Call Forwarding: Busy C calls busy A	B Caller: C Called: A Redirecting: A C Caller: C Called: A Redirecting: A	N/A	
1.4.9	Call Forwarding: (internal) Busy A Call Forwarding: (internal) Busy B	A Forwarding is set	NOK	

1.4.10	Call Forwarding: (internal) Busy C calls busy A	<table border="1"> <tr> <td>B</td> <td>Caller: C Called: A Redirecting: A</td> </tr> <tr> <td>C</td> <td>Caller: C Called: A Redirecting: A</td> </tr> </table>	B	Caller: C Called: A Redirecting: A	C	Caller: C Called: A Redirecting: A	N/A	
B	Caller: C Called: A Redirecting: A							
C	Caller: C Called: A Redirecting: A							
1.4.11	Call Forwarding: (external) Busy A Call Forwarding: (external) Busy B	<table border="1"> <tr> <td>A</td> <td>Forwarding is set</td> </tr> </table>	A	Forwarding is set	N/A			
A	Forwarding is set							
1.4.12	Call Forwarding: (external) Busy External contact calls busy A	<table border="1"> <tr> <td>B</td> <td>Caller: external contact Called: A Redirecting: A</td> </tr> </table>	B	Caller: external contact Called: A Redirecting: A	N/A			
B	Caller: external contact Called: A Redirecting: A							
1.4.13	Call Forwarding: No Answer A Call Forwarding: No Answer B	<table border="1"> <tr> <td>A</td> <td>Forwarding is set</td> </tr> </table>	A	Forwarding is set	N/A			
A	Forwarding is set							
1.4.14	Call Forwarding: No Answer C calls A, A doesn't answer	<table border="1"> <tr> <td>B</td> <td>Caller: C Called: A Redirecting: A</td> </tr> <tr> <td>C</td> <td>Caller: C Called: A Redirecting: A</td> </tr> </table>	B	Caller: C Called: A Redirecting: A	C	Caller: C Called: A Redirecting: A	N/A	
B	Caller: C Called: A Redirecting: A							
C	Caller: C Called: A Redirecting: A							
1.4.15	Call Forwarding: No Answer (internal) A Call Forwarding: No Answer (Internal) B	<table border="1"> <tr> <td>A</td> <td>Forwarding is set</td> </tr> </table>	A	Forwarding is set	N/A			
A	Forwarding is set							

1.4.16	Call Forwarding: No Answer (internal) C calls A, A doesn't answer	<table border="1"> <tr> <td>B</td> <td>Caller: C Called: A Redirecting: A</td> </tr> <tr> <td>C</td> <td>Caller: C Called: A Redirecting: A</td> </tr> </table>	B	Caller: C Called: A Redirecting: A	C	Caller: C Called: A Redirecting: A	N/A	
B	Caller: C Called: A Redirecting: A							
C	Caller: C Called: A Redirecting: A							
1.4.17	Call Forwarding: No Answer (external) A Call Forwarding: No Answer (external) B	<table border="1"> <tr> <td>A</td> <td>Forwarding is set</td> </tr> </table>	A	Forwarding is set	N/A			
A	Forwarding is set							
1.4.18	Call Forwarding: No Answer (external) External contact calls A, A doesn't answer	<table border="1"> <tr> <td>B</td> <td>Caller: external contact Called: A Redirecting: A</td> </tr> </table>	B	Caller: external contact Called: A Redirecting: A	N/A			
B	Caller: external contact Called: A Redirecting: A							
1.4.19	Call Forwarding: Unconditional / do not disturb A do not disturb	<table border="1"> <tr> <td>A</td> <td>DND is set</td> </tr> </table>	A	DND is set	NOK			
A	DND is set							
1.4.20	Call Forwarding: Unconditional / do not disturb C calls A	<table border="1"> <tr> <td>C</td> <td>DND tone</td> </tr> </table>	C	DND tone	NOK			
C	DND tone							
1.4.21	Forwarding: Remove A removes forwarding	<table border="1"> <tr> <td>A</td> <td>Forwarding is removed</td> </tr> </table>	A	Forwarding is removed	N/R			
A	Forwarding is removed							
1.4.22	DND: remove A removes DND	<table border="1"> <tr> <td>A</td> <td>DND is removed</td> </tr> </table>	A	DND is removed	N/R	Can be set in ProCall, but has no effect		
A	DND is removed							
1.5	Special test scenarios (not controllable via ProCall)							

1.5.1	Complete Call: Intrude A connected to B, C calls A and it is busy, C intrudes A	<table border="1"> <tr><td>A</td><td>No change</td></tr> <tr><td>B</td><td>No change</td></tr> <tr><td>C</td><td>Conferenced with A, B</td></tr> </table>	A	No change	B	No change	C	Conferenced with A, B	N/A	
A	No change									
B	No change									
C	Conferenced with A, B									
1.5.2	Complete Call: Intrude, Hang up A connected to B, C calls A and it is busy, C intrudes A, C hangs up	<table border="1"> <tr><td>A</td><td>No change</td></tr> <tr><td>B</td><td>No change</td></tr> <tr><td>C</td><td>No call</td></tr> </table>	A	No change	B	No change	C	No call	N/A	
A	No change									
B	No change									
C	No call									
1.5.3	Complete Call: Intrude, one hangs up A connected to B, C calls A and it is busy, C intrudes A, A or B hangs up	<table border="1"> <tr><td>A, B, C</td><td>No call</td></tr> </table>	A, B, C	No call	N/A					
A, B, C	No call									
1.5.4	Active participation A connected to B, C calls A and it is busy, C participate actively on A	<table border="1"> <tr><td>A</td><td>Conferenced with C and B</td></tr> <tr><td>B</td><td>No change</td></tr> <tr><td>C</td><td>Conferenced with A and B</td></tr> </table>	A	Conferenced with C and B	B	No change	C	Conferenced with A and B	N/A	
A	Conferenced with C and B									
B	No change									
C	Conferenced with A and B									
1.6	Non-functional test scenarios									
1.6.1	PBX restart	<table border="1"> <tr><td>A</td><td>Line is not in service (SVC) and gets into service after the re-start</td></tr> </table>	A	Line is not in service (SVC) and gets into service after the re-start	NOK	Seems always to be "green" (in Service)				
A	Line is not in service (SVC) and gets into service after the re-start									
1.6.2	Device restart	<table border="1"> <tr><td>A</td><td>Line is not in service (SVC) and gets into service after the re-start</td></tr> </table>	A	Line is not in service (SVC) and gets into service after the re-start	NOK	Seems always to be "green" (in Service)				
A	Line is not in service (SVC) and gets into service after the re-start									
1.6.3	Connection PBX – Server is disconnected	<table border="1"> <tr><td>A</td><td>Line is not in service (SVC)</td></tr> </table>	A	Line is not in service (SVC)	NOK	Seems always to be "green" (in Service)				
A	Line is not in service (SVC)									

1.6.4	Connection PBX – Server is re-established	A Line is in service (SVC)	OK	
1.6.5	Snapshot Device	A In the set time interval the Snapshot can be seen in the log	N/R	
1.6.6	Read out lines	A Line is read out	OK	All lines can be read out via PhoneSuite TSP

4.1.3. References

4.2. ProCall Enterprise – Remote Office

4.2.1. Result of Acceptance

Test type :	Test of functional requirements
Install Package :	
Test object :	
Test environment :	
Main focus :	
Overall status :	Approval failed

4.2.2. Reasons of Approval

Inspection Records					
Test case no.	Test description	Expected result		Result	Comments
		Party	Call states		
2					
2.1.0	Call Forwarding: Unconditional A Call Forwarding: Unconditional to external contact	A	Forwarding is set	NOK	No forwarding
2.2.0	Make Call: A calls external contact in hands-free mode	A	The call is set up in hands-free mode of the device	OK	Just with snom devices

2.3.0	Consultation Transfer ² like 2.2.0, consultation transfer to 2nd external participant	<table border="1"> <tr> <td data-bbox="660 197 723 242">A1</td> <td data-bbox="723 197 1346 242">On Hold</td> </tr> <tr> <td data-bbox="660 242 723 344">A2</td> <td data-bbox="723 242 1346 344">CallState: Ringback Feature: Merge</td> </tr> </table>	A1	On Hold	A2	CallState: Ringback Feature: Merge	NOK	
A1	On Hold							
A2	CallState: Ringback Feature: Merge							
2.4.0	Blind Transfer like 2.2.0, call is transferred blind	<table border="1"> <tr> <td data-bbox="660 405 723 450">A</td> <td data-bbox="723 405 1346 450">Blind transfer is possible and will be executed</td> </tr> </table>	A	Blind transfer is possible and will be executed	OK	Only root number is displayed, without ddi.		
A	Blind transfer is possible and will be executed							

4.2.3. References

² Please necessarily note FIVE-2190 regarding Ringback

4.3. ProCall Analytics

4.3.1. Result of Acceptance

Test type :	Test of functional requirements
Install Package :	
Test object :	
Test environment :	
Main focus :	
Overall status :	Approval successful with restrictions

4.3.2. Reasons of Approval

Inspection Records					
Test case no.	Test description	Expected result		Result	Comments
		Party	Call states		
3					
3.1.0	<p>Call on Group (circular/parallel): incoming</p> <p>C calls group. Call rings on A, B</p>	A	CallState: Offering HostCallID: like B Direction: Inbound Caller: C Called: Group Redirecting: Group	OK	
		B	CallState: Offering HostCallID: like A Direction: Inbound Called: Group Redirecting: Group		

3.2.0	<p>Call on Group: Answer C calls group. Call rings on A, B. A answers the call</p>	<p>A CallState: Connected HostCallID: like 3.1.0 Direction: Inbound Caller: C Called: Group Connected: C Redirecting: Group</p>	OK	
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4.3.3. References
